



Polk County
Traffic Incident Management Team

January 9, 2025

Meeting Minutes

Call to Order: The Polk TIM Team meeting was held on Thursday, January 9, 2025, at 10:00 AM at the Polk County Sheriff's Office Complex, 1891 Jim Keene Boulevard, Winter Haven, FL 33880. Tom Arsenault, Beau Baggett, and Brandy Boccuti facilitated the meeting.

Introductions: The team members introduced themselves and the agencies they present.

Agency News:

Road Rangers

No agency updates

Towing and Wrecker News

No agency updates

Other Agency News

Florida Highway Patrol expressed appreciation for Road Ranger support during recent events and emphasized the importance of continued coordination between responders. No specific issues or updates were shared during this meeting.

Polk County Fire Rescue thanked the team for facilitating incident reviews and noted that their agency remains focused on responder safety. No changes to procedures or operations were reported.

Josh Royse, Autura, informed the team that their staff is available to provide ongoing training or technical assistance for agencies implementing or expanding the ARIES towing platform. He encouraged partners to reach out for support as needed.

Update on TIM Initiatives:

Tom Arsenault, Metric Engineering, reminded the team about the purpose of the TIM Meeting.

- TIM is the coordinated detection, response to and removal of traffic incidents as quickly and safely as possible. TIM is a coordinated effort among multiple agencies.
- The primary purpose of TIM is to reduce the duration and impact of incidents as well as to improve the safety of motorists and most importantly our incident responders.
- The TIM Meeting is to help prop up the communication, coordination, and collaboration among our incident responders.

Beau Baggett was introduced as the new Assistant TIM Program Manager supporting the Polk County TIM Team. Beau brings a strong background in transportation coordination and multi-agency collaboration. As part of the Metric Engineering team, Beau will work alongside Program Manager Tom Arsenault and TIM Coordinator Brandy Boccuti to support incident management initiatives, facilitate meetings, and assist in growing regional TIM participation.

Beau shared a few words during the meeting, expressing enthusiasm for working with local agencies and contributing to efforts that enhance responder safety and reduce roadway incident impacts. The team welcomed him and looks forward to his involvement in future meetings and initiatives.

Josh Royse, representing Autura, delivered a presentation on the company's advanced towing dispatch software platform known as ARIES. The system is designed to improve communication, reduce response times, and streamline coordination between law enforcement, dispatchers, and tow operators.

Overview of Autura's national presence:

- 22 years in business
- 55 partner agencies across the U.S.
- An average tow response time of 12.5 minutes
- A 12% increased risk of a struck-by incident for every 10 minutes an officer is stopped roadside

The presentation compared the traditional manual towing process to the ARIES-enhanced workflow, showing a reduction in delays, improved accountability, and increased visibility for officers and dispatchers.

Key benefits of the platform include:

- Real-time updates for law enforcement regarding wrecker status
- Direct communication between dispatchers and towers
- Efficient administrative and technical support for both agency and towing partners
- 24/7/365 partner support and live incident management

It was also emphasized how Autura helps reduce secondary crashes, mitigates traffic congestion, and improves reporting compliance. He shared performance data from Miami PD, which experienced:

- A 34-minute improvement in tow response times
- An estimated \$604,000 in annual efficiency gains
- Over 7,000 deputy hours saved, equal to 4.4 full-time officers back on duty

The team was encouraged to explore how the ARIES platform could enhance Polk County's towing coordination and support responder safety.

Updates to Transfer I-4 and I-275 from District Seven to District One.

- Target date April 2025
- Event Chronological reporting will be handled in District One
- FHP will have access to the cameras.
- District Seven will not move cameras if District One is currently using.
- Asset Maintenance coordination will be handled by District One

Tom Arsenault, Metric Engineering, provided the Road Ranger performance statistics.

After Action Reviews (AAR) provide agencies with actionable intel on an incident or event that can be used for improved strategies for future occurrences, demonstrating the benefit of quick clearance practices and improve cross-agency coordination and communication.

AARs were performed on the following recent major incidents:

04/25/2023

Westbound I-4 at Exit 27

Incident Details:

- 23:55:54 TMC notified by FHP.
- 00:02:45 FHP on scene.
- 00:11:14 EMS & FR on scene.
- 00:37:24 Road Ranger on scene.
- 03:42:41 EMS & FR departed.
- 06:26:07 Road Ranger departed.
- 06:38:17 FHP departed.
- 23:56:19 Event found on CCTV.
- 23:56:19 Left Lane (of 3 Lanes) Blocked.
- 23:57:49 All lanes and shoulders closed.
- 00:38:23 All traffic detoured at Exit 28.
- Total closure time 6 hours, 11 minutes, 39 seconds

08/24/2024

Westbound I-4 at Mile Marker 35

Incident Details:

- 14:12:00 Crash reported by motorist.
- 14:15:45 FHP notified.
- 14:22:08 Law enforcement on scene.
- 14:30:17 EMS & Fire Rescue arrived.
- 14:45:00 Road Ranger arrived on scene.
- 15:02:34 All lanes blocked.
- 16:18:10 Tow operations began.
- 17:03:45 Right lane reopened to traffic.
- 18:33:27 All lanes cleared.
- Total closure time 4 hours, 21 minutes, 27 seconds

09/17/2024 – 09/18/2024

Eastbound I-4 at State Road 559

Incident Details:

- 22:46:30 Crash occurred on ramp area.
- 22:49:10 FHP dispatched.
- 22:55:25 First unit arrived on scene.
- 23:06:00 Complete EB closure initiated.
- 23:48:39 Heavy tow requested.
- 00:10:13 Road Ranger arrived.
- 00:54:28 Partial lanes reopened.
- 02:25:00 Full clearance achieved.
- Follow-up traffic control extended into 09/18.
- Total closure time 3 hours, 38 minutes, 30 seconds

Wrong-Way Driver**WB I-4 Exit 32 (US 98)****Incident Details:**

- 03:17:42 ATV observed entering exit ramp in wrong direction.
- 03:18:30 Incident reported by passing motorist.
- 03:20:45 FHP dispatched.
- 03:25:00 Vehicle seen crossing median.
- 03:26:12 ATV entered WB lanes.
- 03:28:19 FHP arrived on scene.
- 03:29:45 ATV fled location (GOA).
- 03:30:12 No crash occurred – incident cleared.
- Total incident time 12 minutes, 30 seconds

FDOT Construction Update

The team was provided with recent construction updates. The FDOT District 1 weekly construction updates are also available to all first responders by request to Janella Newsome, FDOT, Janella.Newsome@dot.state.fl.us or by calling (863) 519-2828.

Future Meetings:

The next Polk County TIM Team will be April 10, 2025, at 10:00 a.m.

Meeting Adjourned

*The list of attendees is attached to these meeting minutes.

As always, please continue to visit the TIM Team website for updates, and help support our TIM Team by providing the TIM Team website to others that may be interested in joining our team! <http://www.swfltim.org/>

If you have any questions or need additional information, please contact Brandy Boccuti, Metric Engineering, Inc. at (407) 949-4283 or via email at brandy.boccuti@metriceng.com

January 9, 2025

[illegible]