



30<sup>th</sup> Edition

Polk County Traffic Incident Management Team

January 2010



### Federal Highway Administration Revises Rules to Make Highways Safer



WASHINGTON – As part of his continuing effort to improve safety on the nation’s roads and bridges, U.S. Transportation Secretary Ray LaHood today released a comprehensive update to the Manual on Uniform Traffic Control Devices (MUTCD). The manual, which has been administered by the Federal Highway Administration (FHWA) since 1971, sets the standards for road safety throughout the country.

“Safety is this Department’s top priority,” said Secretary LaHood. “These new and updated standards will help make our nation’s roads and bridges safer for drivers, construction workers and pedestrians alike.”

The MUTCD is the national standard for all traffic control devices, including traffic signs, pavement markings, signals and any other devices used to regulate, warn or guide traffic. Ensuring uniformity of traffic control devices across the nation – from their messages and placement to their sizes, shapes and colors – helps to reduce crashes and traffic congestion. This is the first comprehensive update to the manual since 2003.

The MUTCD’s 2009 edition features many new and updated requirements, ranging from changes in highway signs and bike lanes to the color of high-visibility garments worn by road workers. Most changes are a result of extensive research; however, seven changes stem from recommendations from the National Transportation Safety Board. This is the largest number of NTSB recommendations adopted by the MUTCD at one time.

“Adopting the lessons learned in recent years will help make roads safer for everyone,” said Federal Highway Administrator Victor Mendez.

By requiring better pavement markings which can increase bike lane safety, and extending walk times for pedestrians at crosswalks, the updated MUTCD furthers the “complete streets” concept – an effort long championed by the FHWA to ensure roads accommodate all types of travel, not just automobiles.

Among the other new provisions in the MUTCD:

- Replacing highway signs with brighter, larger and more legible ones that are easier to understand at freeway speeds. States will begin using the newer signs as existing ones wear out.
- Adding different lane markings for lanes that do not continue beyond an intersection or interchange to give drivers more warning that they need to move out of the lane if they don’t intend to turn.
- Expanding the use of flashing yellow arrow signals at some intersections to give a clearer indication that drivers can turn left after yielding to any opposing traffic.
- Changing the formula used to calculate crosswalk

times to give pedestrians more time.

- Identifying electronic toll collection lanes with purple signs – the first time purple has been sanctioned for use on highway signs.
- Adding overhead lane-use control signs to reduce confusion among drivers in unfamiliar multi-lane roadways

Regarding Traffic Incident Management and of interests to the TIM Teams, the MUTCD in Chapter 6-1 expands the concept and requires multi-agency training, including both Public Safety and private sector TIM responders. There is also emphasis on emergency vehicle positioning that allows for a safe incident scene but assures that traffic flow through the incident scene is optimized.

The manual expands on the 2003 addition by stating that all incident responders arriving at a traffic incident should estimate the magnitude of the incident, the expected duration of the event, and expected queue length, and set up the appropriate temporary traffic control for these estimates.

An effort to increase an awareness for potential secondary crashes will be the topic of discussion following a presentation by Ted Smith at the next TIM Team meetings.

*At this time, the Florida Department of Transportation has not yet adopted this version of the manual for use in Florida. It is expected to be adopted for use later this year.*

For an overview of the new rules and recommendations, visit <http://mutcd.fhwa.dot.gov>.

- DOT Press Release, Doug Hecox (FHWA)

**Reminder: Added Features to the Statewide 511 Website!**



As discussed during the latest TIM Team meetings, please check out the new features available on the 511 website.

<http://www.southwestflorida511.com/Login.aspx?ReturnUrl=%2fMyFL511.aspx>

Mr. Jim Hilbert (FDOT) has graciously provided the TIM Teams with a step-by-step pictorial guide to setting up 511 Alerts. This guide has been uploaded to the TIM Team website and is also attached to this newsletter.

#### Road Rangers Survey for Incident Responders

FDOT Central Office wants your feedback! They have provided a survey for those who are interested in offering their input. This survey has been distributed to first responders via email, and is also available on the TIM website and as an attachment to this newsletter.

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#### Upcoming Events:

##### TIM Team Meeting :

Wednesday  
April 15th, 2010  
10:00 am  
University of South Florida  
Polytechnic  
3433 Winter Lake Rd  
Lakeland, FL 33803  
Room # 1104 / 1105



## SECONDARY CRASH AWARENESS

The sensational headlines and human interest stories often accompanying media coverage of multiple-vehicle crashes or "pile-ups" are our constant reminders of how important our work is and why, as first responders, the public and our safety must always be our number one priority.

Research by FDOT in 2002<sup>(1)</sup> revealed that approximately 54% of congestion is caused by incidents and that 13 to 33% of crashes are secondary to earlier incidents. Most sobering, it was also reported that incident responder injuries are also significant: approximately 60% of the law enforcement officers that die while in the line of duty are responding to a traffic incident.

Secondary crashes, due to many environmental, vehicle and driver factors will occur. However, in Florida, we have been very proactive and aggressive in formulating and deploying various initiatives to reduce the incidence or ameliorate the impact of secondary crashes. Some of these initiatives include the enactment of the "Move Over Law", the "Move It, Yes You Can!" Program, the Open Roads Policy, and the establishment of the Traffic Incident Management Teams and Road Rangers programs. These programs have reduced many secondary crashes and the associated losses in property damage as well as injuries and deaths.

Virtually across all roadways, thousands of what would otherwise be minor crashes lead to secondary crashes. Sadly, in many cases, the secondary crash turns out to be more hazardous than the initial crash and may occur even when everything is staged properly due to rubbernecking, reckless driving, DUI, or simply a weather event. A second incident might even make it more difficult for responders to reach a second rescue/evacuation scene. How can we ever forget the 2008 pile-up on Interstate 4 near Polk City? The chain-reaction crashes were the result of extremely limited visibility due to smoke from a brush fire which started as a controlled burn, and fog in the area<sup>(2)</sup>. Four people perished and approximately 40 were injured as the result of 10 different crashes involving 70 vehicles. At least 20 of these vehicles were semi tractor trailers and some almost completely burned to the ground. Our jobs can be very demanding physically and emotionally at times.

Often, the initiating event is not even a crash but a simple flat tire or some other vehicle malfunction. Regardless, in Florida, it is the responsibility of the driver to vacate the flow of traffic. The "Move It, Yes You Can" public information campaign was launched in 2007<sup>(3)</sup>. Still many drivers involved in a minor crash with no injuries do not know that they can and should move their vehicles out of the way. We would do all a favor to take our time and always remind drivers of such as we assist them.

There are many programs and tools for maintaining the safety of the traveling public and our own when responding to an incident. The "Move Over Law"<sup>(4)</sup> provides additional safeguards but acute situational awareness and strict adherence to our training in the appropriate protocols and strategies for site management, traffic management and clearance, including field adjustments as conditions change, will always be the key to the successful management of all traffic incidents.

<sup>1</sup> Florida's Safety Management System Steering Committee Report. April 26, 2002

<sup>2</sup> WTSP News Report, January 9, 2008

<sup>3</sup> Florida Department of Highway Safety and Motor Vehicles. Annual Performance Report. FY 2006-2007

<sup>4</sup> Section 316.126(1)(b), Florida Statutes

- Contributed by Andy Núñez, PE (Metric Engineering, Inc.)



### New & Improved TIM Team Website!

[www.swfitim.org](http://www.swfitim.org)

*The Polk County TIM Team is committed to implementing the Quick Clearance principles of Florida's Open Roads Policy through the "3 Cs" of TIM: Communication, Cooperation and Coordination, and providing the public with the best real-time Motorist Information available. Team membership draws from state, regional, and local transportation agencies, public safety providers, and other organizations and companies that service the traveling public. The Teams, sponsored by the FDOT, meet bi-monthly.*



### Mission

*The TIM Team Program brings together all agencies involved in clearing the roadway crashes with the objective of improving detection, verification, response, and clearance times to expeditiously remove a motor vehicle crash or incident from the roadway while providing the best real-time information to motorists, resulting in a safer highway environment for both incident responders and motorists.*



# STEP 1

The screenshot shows the Florida's 511 Traveler Information System website. The browser title is "Florida's 511 Traveler Information System | Login To My Florida 511 - Windows Internet Explorer". The address bar shows the URL "http://www.fl511.com/Login.aspx?ReturnUrl=%2fUserHome.aspx". The website header includes the 511 logo and the text "Welcome to Florida's Statewide 511 Website". A navigation menu contains links for Home, Traffic, My Florida 511, Construction Info, Emergency Info, Transit, Links, Help, and Newsroom. An alert banner at the top reads: "ALERTS: Miami-Dade: On I-95 Southbound, from the Golden Glades Interchange to State Road 836, Express Lanes plastic pole installation will continue tonight at 9pm. Motorist are urged to use caution and should expect delays in the". Below the alert, there are links for "Printer Friendly" and "Español". The main content area is titled "Welcome To My Florida 511" and contains the following text: "My Florida 511 offers free, bilingual personalized services from the Florida Department of Transportation. By registering for My Florida 511 personalized services, you will:" followed by a bulleted list of benefits: "• Create a personalized services profile to add an unlimited number of custom routes", "• Hear travel information along those routes first when you dial 511 from a registered cell or landline phone", "• Receive phone, text or e-mail alerts about incidents along your routes", and "• Set your language preference as English or Spanish". Below this, it states: "My Florida 511 users can create custom profiles for up to two phones. To sign up for free custom profiles, you will need to register a primary and/or secondary phone number." and "When you call 511 from a registered phone number, the system will" followed by another bulleted list: "• Recognize your phone number using Caller ID technology", "• Tell you about your custom routes first", and "• Let you bypass your custom routes to access 511's full range of statewide traffic information". At the bottom of the main content area, it says: "Though you can call 511 from any phone, you will not be able to access your My Florida 511 routes from a phone not listed on your account. For general information on Florida's 511 Travel Information System, [click here](#)." and a link to "My Florida 511 tips.pdf". On the right side, there is a "Login to My Florida 511" section with a "MY FLORIDA 511" logo, a "Username:" field with the placeholder "Username", a "Password:" field, a "Remember Me?" checkbox, a "Login" button, a "Forgot your password?" link, and a "Sign Up!" button. An arrow points from the "Sign Up!" button to the text "CLICK HERE" below the screenshot.

CLICK HERE

TAKES YOU TO...

# STEP 2

Florida's 511 Traveler Information System | Create My Florida 511 Account - Windows Internet Explorer

http://www.fl511.com/AddAccount.aspx

FL Florida's 511 Traveler Inform... FL Florida's 511 Traveler Inf...

511 TRAFFIC INFO CALL 511

511 IS A FREE RESOURCE OF FDOT

## Welcome to Florida's Statewide 511 Website

Home | Traffic | **My Florida 511** | Construction Info | Emergency Info | Transit | Links | Help | Newsroom

**ALERTS:** Miami-Dade: On I-95 Southbound, from the Golden Glades Interchange to State Road 836, Express Lanes plastic pole installation will continue tonight at 9pm. Motorist are urged to use caution and should expect delays in the

Printer Friendly Español

### Create My Florida 511 Account

\* Username:

Your username is a unique name you choose for logging in and managing your My Florida 511 personalized service profile. It can be up to 30 alphanumeric characters long, with no punctuation, spaces or symbols. Usernames are case insensitive.

\* Password:

\* Re-Enter Password:

Your password must be four to eight alphanumeric characters (letters and/or numbers), with no punctuation, spaces or symbols. Passwords are case insensitive.

\* Primary Email Address:

\* Re-Enter Primary Email Address:

If you forget your password, you can have a new one

**FILL IN ALL BOXES**

**AND THEN...**

# STEP 3

Florida's 511 Traveler Information System | Create My Florida 511 Account - Windows Internet Explorer

http://www.fl511.com/AddAccount.aspx

Primary Phone / PDA Number:

Enter your number, including area code, without using spaces, dashes or parentheses. For example: 5551234567. When you call 511 from this number, you will receive roadway condition updates on your custom routes first. You can also subscribe to receive text message or voice alerts at this number. This service is free, however normal text or cell phone minute charges may apply.

Secondary Phone / PDA Number:

You can also subscribe to receive text message or voice alerts at this number. This service is free, however normal text or cell phone minute charges may apply.

\* Language Preference: English

\* Secret Question: Who was your childhood hero?

\* Secret Answer:

[Reset Form](#) [Create Account](#)

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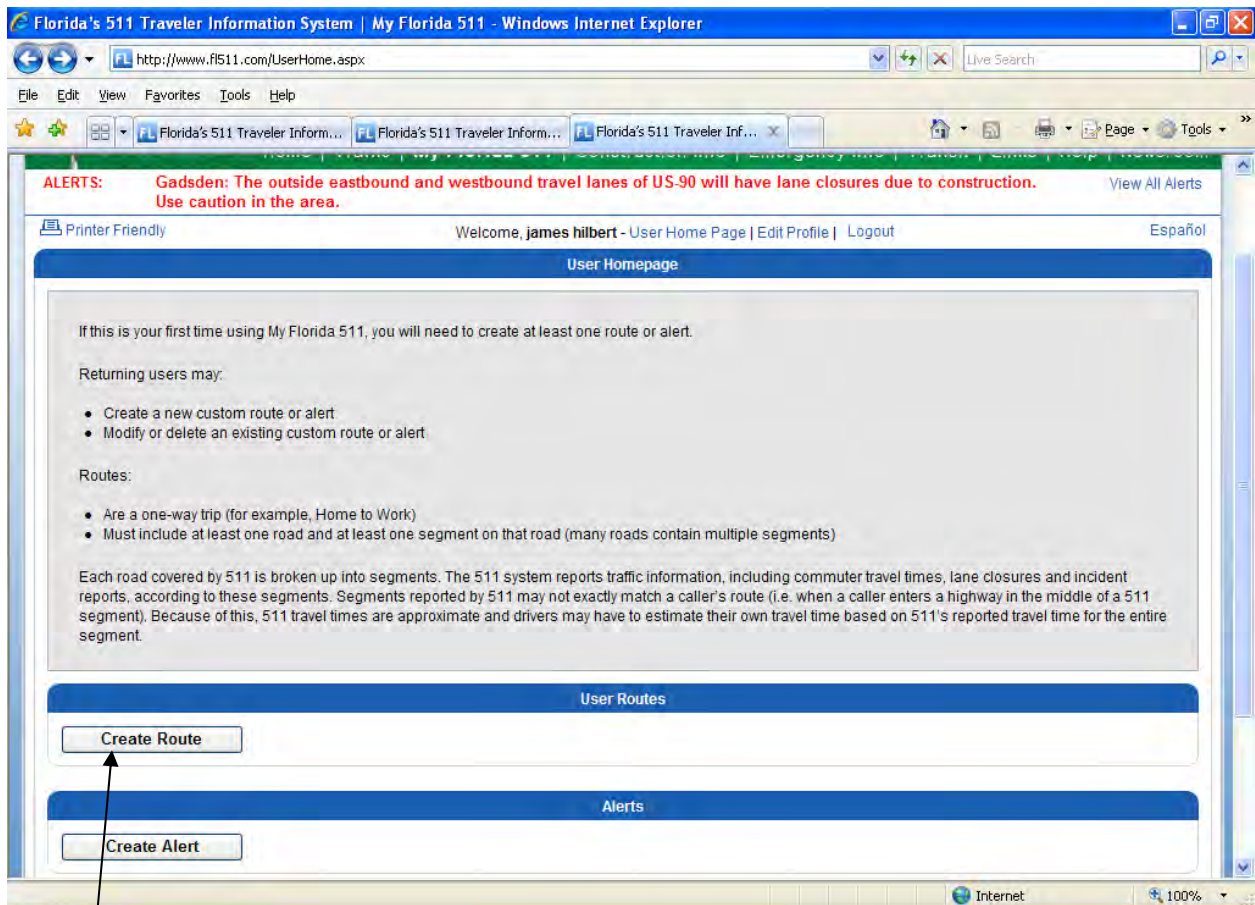
[Home](#) | [Traffic](#) | [My Florida 511](#) | [Construction Info](#) | [Emergency Info](#) | [Transit](#) | [Links](#) | [Help](#) | [Newsroom](#) | [Site Map](#) | [Contact Us](#) | [Survey](#)

Done Internet 100%

**CLICK HERE AFTER FILLING IN ALL BOXES**

**THE NEXT PAGE YOU SEE WILL BE...**

# STEP 4

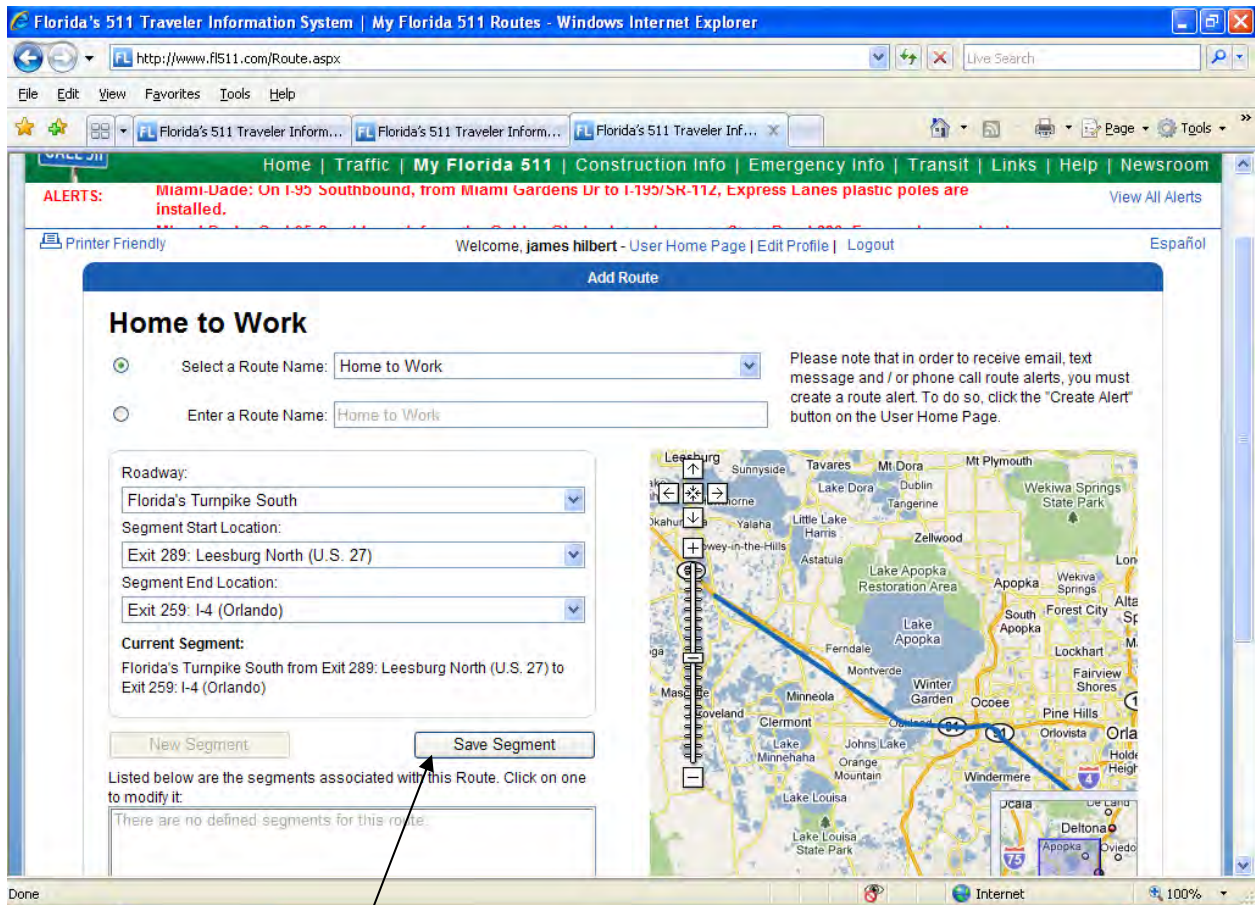


**CLICK HERE TO SET UP YOUR ROUTE (TURNPIKE/HIGHWAY) INFORMATION**

**TAKES YOU TO...**



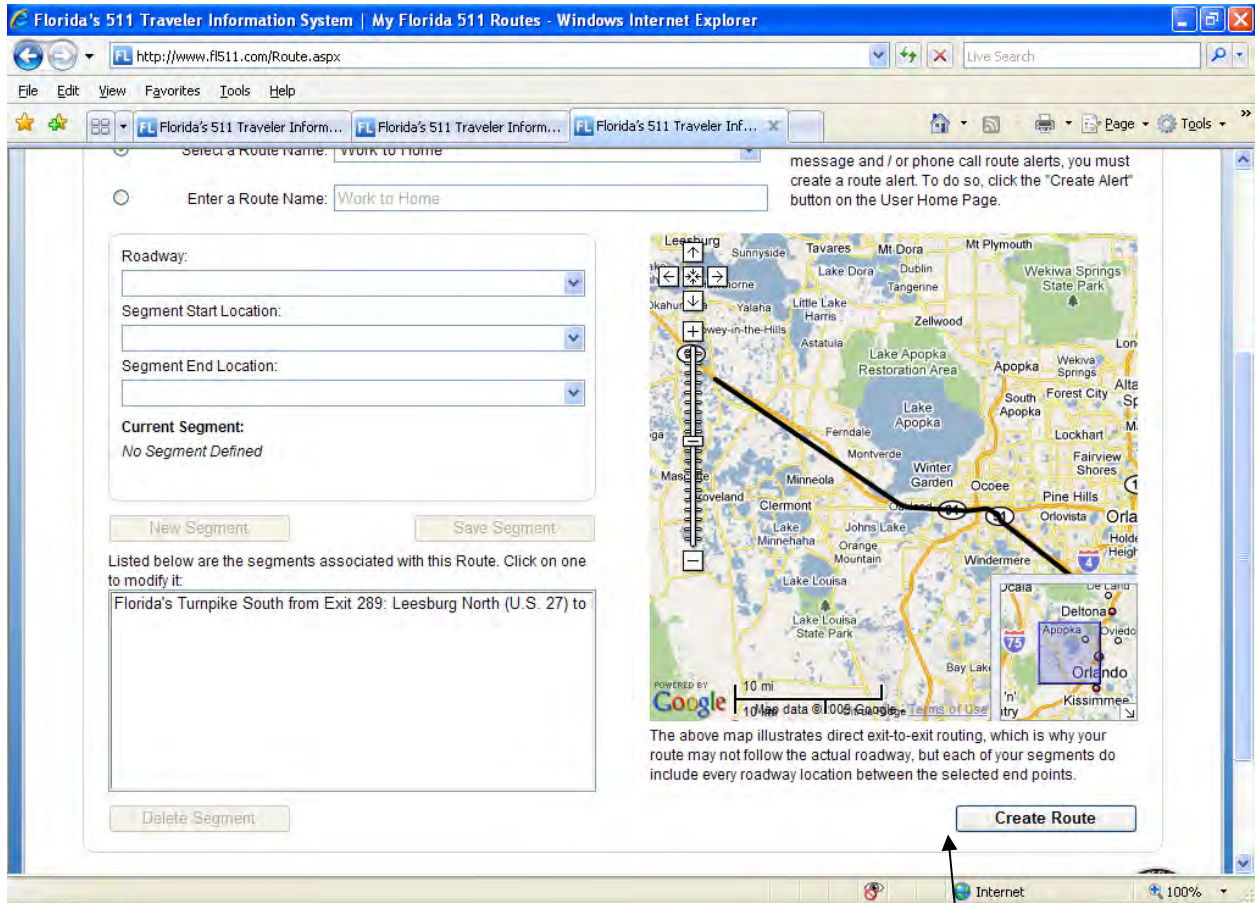
# STEP 5



Enter Roadway Information in boxes (above is example for US 27 to I 4) and then click here to save your segment and then...

**AT THE BOTTOM OF THE PAGE...**

# STEP 6

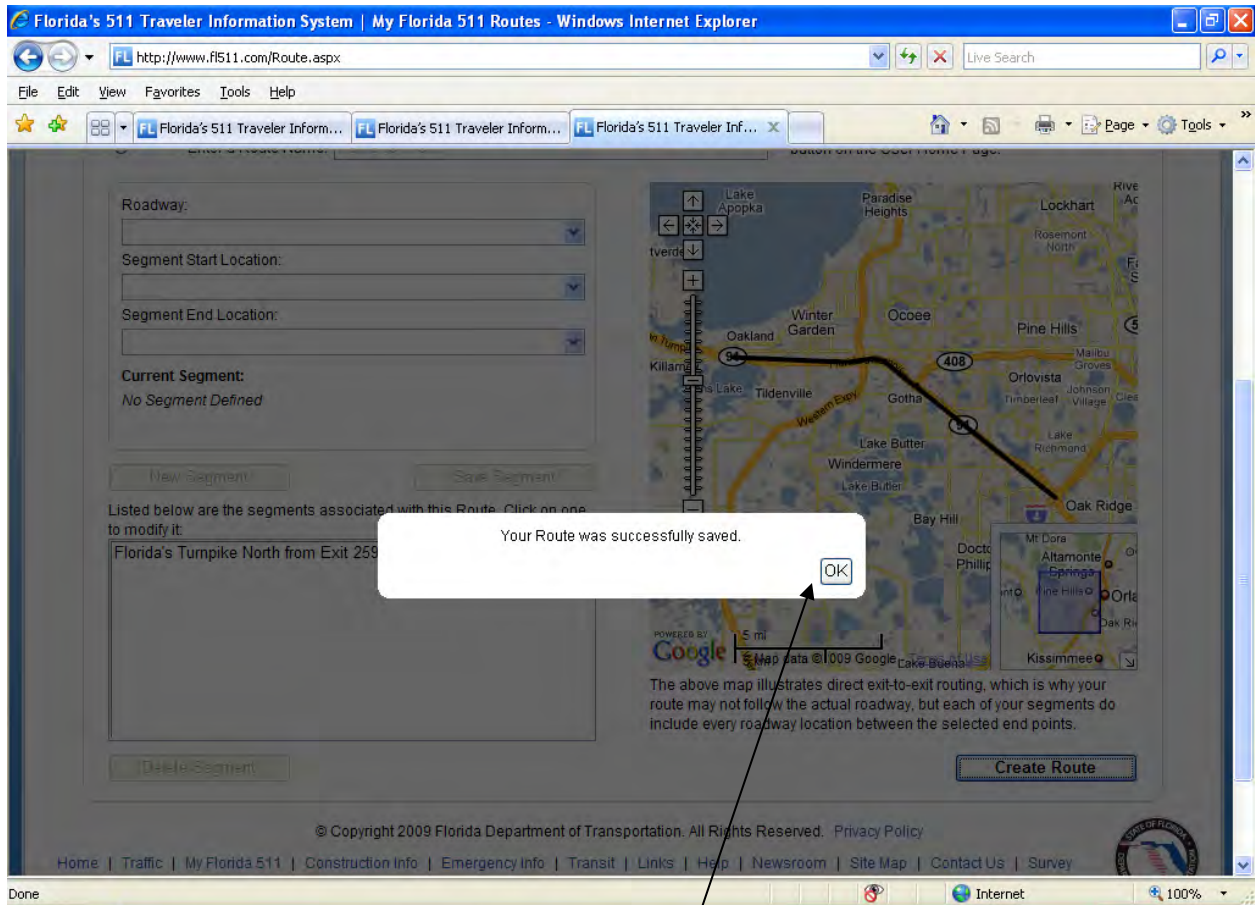


Click here to enter your route into the 511 database.

**NEXT YOU'LL SEE...**



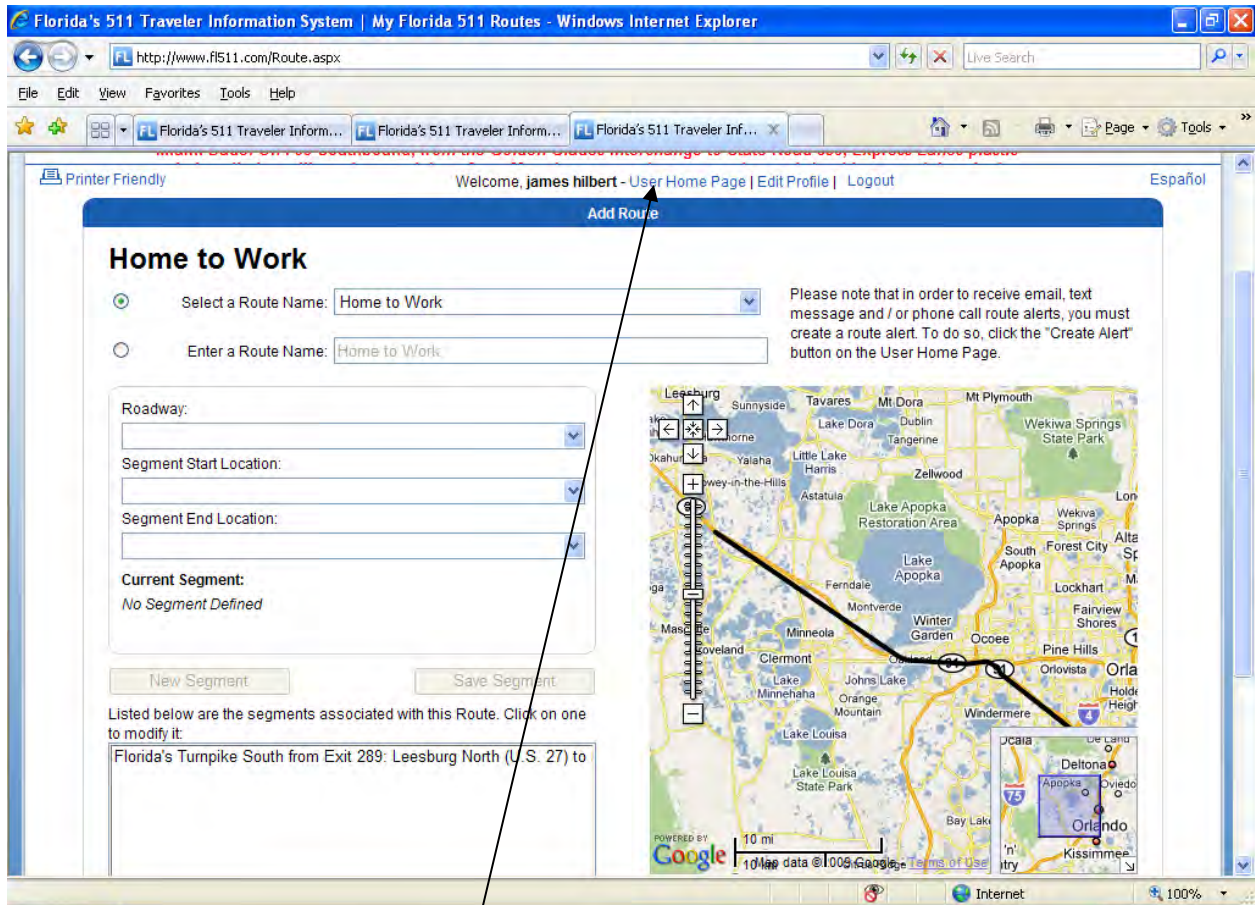
# STEP 7



Click on OK

You will then see...

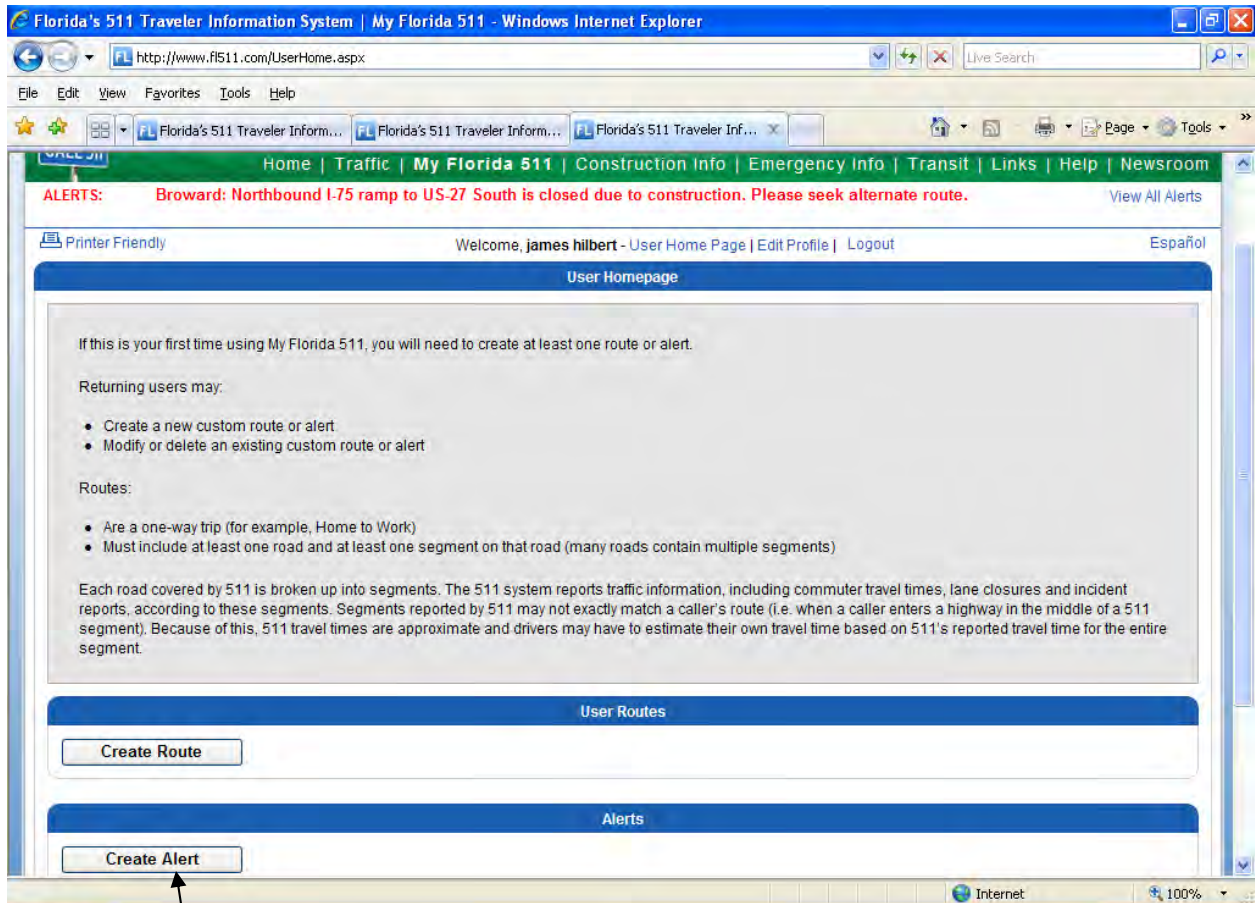
# STEP 8



Click on User Home Page

**AND YOU WILL GO BACK TO...**

# STEP 9



**CLICK HERE TO SET UP WHEN/HOW YOU WILL RECEIVE YOUR ROUTE ALERTS WHICH CAN BE SENT BY EMAIL, TEXT MESSAGE AND/OR PHONE CALLS.**

**This will take you to...**



# STEP 10

Step 1: Click on Route Alert

Step 2: Open drop-down box and pick your route for alerts

Step 3: Open drop-down box and pick severity

Step 4: Click on event types

Step 5: Click on days of week

Step 6: Open drop-down box for begin time

Step 7: Open drop-down box for end time

Step 8: Click on how you want alerts delivered

Step 9: Click on Create Alert

The screenshot shows the 'Add Alert' page in the Florida's 511 Traveler Information System. The page is titled 'Add Alert' and includes several sections for configuring alerts:

- Region & Roadway Alert:** Includes dropdowns for 'Region:' (set to 'All Regions') and 'Highway:' (set to 'All Highways').
- Route Alert:** Includes a dropdown for 'Route:' (set to 'Home to Work').
- Minimum Severity:** A dropdown menu set to 'intermediate'.
- Event Types:** A list of checkboxes for 'Congestion', 'Incidents', 'Construction', 'Severe Weather', and 'Other', all of which are checked.
- Days Of The Week:** A list of checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday', all of which are checked.
- Begin Time Of Day:** A dropdown menu set to '06:00 AM'.
- End Time Of Day:** A dropdown menu set to '09:00 AM'.
- Delivery Options:** A section with three checkboxes: 'Send by Email to Primary Email Address (jjhilbert01@comcast.net)', 'Send by Text Message to Primary Phone Number (4072643312)', and 'Send by Telephone Call to Primary Phone Number (4072643312)'. The 'Send by Text Message' option is checked.
- Create Alert:** A button located at the bottom right of the form.

**AND YOU WILL SEE...**

# STEP 11

Saved route(s) and alert(s) will be listed here.

The screenshot shows the 'My Florida 511' user interface. At the top, there is a navigation bar with the text 'Florida's 511 Traveler Information System | My Florida 511 - Windows Internet Explorer'. Below this is a search bar and a menu. The main content area contains instructions for new and returning users. The 'User Routes' section has a table with one row: 'Home to Work' with 'Edit' and 'Delete' buttons. The 'Alerts' section has a table with one row: 'User Route: Home to Work' with a schedule of 'Mon, Tue, Wed, Thu, Fri: 06:30 AM to 09:30 AM' and 'Edit' and 'Delete' buttons. There are also 'Create Route' and 'Create Alert' buttons.

Name	Edit	Delete
Home to Work	Edit	Delete

Name	Schedule	Edit	Delete
User Route: Home to Work	Mon, Tue, Wed, Thu, Fri: 06:30 AM to 09:30 AM	Edit	Delete

You can create new route(s) and/or alert(s)

You can edit/delete saved routes/alerts

**AND YOU ARE DONE!**



## *Florida Department of Transportation*

CHARLIE CRIST  
GOVERNOR

605 Suwannee Street  
Tallahassee, FL 32399-0450

STEPHANIE C. KOPELOUSOS  
SECRETARY

### MEMORANDUM

**Date:** January 5, 2010  
**To:** Road Ranger Survey for Incident Responders Participant  
**From:** Paul Clark, Incident Management/Commercial Vehicle Program Manager  
**Subject:** **Statewide Road Ranger Survey for Incident Responders**

It is my pleasure to provide you with a copy of the "Statewide Road Ranger Survey for Incident Responders." The goal of this survey is to get input on the Road Ranger Program from the perspective of the Incident Responder. We hope to use this data to improve the program and determine where enhancements are needed.

After you have completed the survey please send it to one of the following locations:

Physical mail: Florida Department of Transportation  
605 Suwannee Street, MS 90  
Attn: Patrick Odom  
Tallahassee, FL 32399-0450

E-mail: [patrick.odom@dot.state.fl.us](mailto:patrick.odom@dot.state.fl.us)

Fax: 850-410-5501

I would like to thank you in advance for your assistance in filling out this survey. The survey period will end on March 1, 2010 so please try to have it to us before then. If you have any comments or questions please feel free to contact me at (850)410-5607 or at [paul.clark@dot.state.fl.us](mailto:paul.clark@dot.state.fl.us).



**1. Which response agency do you represent?**

FHP       Other Law Enforcement       Fire Rescue/EMS       Other:  \_\_\_\_\_

**2. County where you worked with the Road Ranger:** \_\_\_\_\_

**3. When was your last experience working with a Road Ranger?**

Less than 1 week       1 week to 30 days       30 to 60 days       60 to 120 days       More than 120 days

**4. If you requested a Road Ranger(s), how long did it take them to arrive?**

0 - 15 mins.       15 - 30 mins.       Over 30 mins.       Unknown       N/A

**5. Road Ranger response times are acceptable.**

Strongly Disagree       Disagree       Neutral       Agree       Strongly Agree

**Please rate your level of satisfaction with the Road Ranger service patrol operators in the following categories:**

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<b>6. Professionalism</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>7. Respectfulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>8. Helpfulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>9. Competency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. Road Ranger vehicles are adequately equipped.**

Strongly Disagree       Disagree       Neutral       Agree       Strongly Agree

**11. Road Ranger operators are thoroughly trained for their job.**

Strongly Disagree       Disagree       Neutral       Agree       Strongly Agree

**12. Services provided by Road Rangers are helpful in resolving incidents.**

Strongly Disagree       Disagree       Neutral       Agree       Strongly Agree

**13. The Road Ranger Program has made it easier for me to perform my duties.**

Strongly Disagree       Disagree       Neutral       Agree       Strongly Agree

**How can on-scene communications be improved?** \_\_\_\_\_

**What additional roadway segments would you like to see Road Ranger Patrols expanded to?** \_\_\_\_\_

**If you have any additional comments regarding Road Rangers please provide them on another sheet of paper.**

