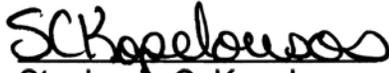


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Traffic Engineering and Operations
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RAPID INCIDENT SCENE CLEARANCE (RISC)

PURPOSE:

Rapid Incident Scene Clearance (RISC) is a highly innovative program that supports Florida's ***Open Roads Policy***. RISC supports this policy by creating an incentive based program for the rapid removal of the more complex scenarios that would require additional time for the complete clearance. This program will be most commonly used when incidents cause complete roadway closures on limited access highways, where typical medium and heavy-duty wreckers are not capable of clearing the incident. The purpose of RISC is to safely and quickly restore highway facilities to safe public use.

AUTHORITY:

Rule 15B – 9, Florida Administrative Code (F.A.C.)
Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

SCOPE:

The RISC program will provide incentives as outlined in the procedures section to towing and recovery vendors that meet equipment and training criteria. The RISC program will apply to limited access routes and the Districts will determine the contract response segments for their areas. All limited access routes should have defined RISC segments. The number of RISC contracts will be determined by the District. Districts may choose not to participate in the RISC program; however, approval from the Executive Board will be required. The pre-approved vendors will respond as requested to incidents on the interstate system and other limited access highways in the State of Florida. This procedure will apply to other Florida Department of Transportation (FDOT) sections such as the Central Office - Office of the General Counsel, FDOT Maintenance Offices, and will involve the Florida Highway Patrol (FHP) in RISC decision making and wrecker inspections.

REFERENCES:

Topic No. 225-085-002, Submission and Recovery of Property Damage Claims

Topic No. 500-000-015, Loss Prevention Manual

Topic No. 850-005-001, Reporting Incidents and Management of Damage Repair

DEFINITIONS AND ABBREVIATIONS:

CAD: Computer-Aided Dispatch (FHP Computer System)

Cost Itemization: Herein refers to Department Form No. 850-005-02, State Force and Contract Cost Documentation.

FHP: Florida Highway Patrol

Investigating Law Enforcement Officer: On scene officer in charge

MOT: Maintenance of Traffic

NTP: Notice to Proceed

Responsible Individual: Any individual, driver, owner, insurance carrier, corporation, company, agency, or entity responsible for the cost of safely clearing the travel lanes and shoulder areas.

RISC: Rapid Incident Scene Clearance

TMC: Transportation Management Center

Vendor: A heavy-duty towing and recovery company that has been approved by the Department to provide RISC services.

1. INSPECTIONS

All wreckers will be inspected by FHP to ensure they meet the FHP's wrecker requirements before being listed as an official FDOT RISC Vendor. Copies of the inspection reports will be provided to the Vendor and the FDOT representative.

2. NOTIFICATION

Incidents requiring the implementation of RISC can and will happen on any day, at any

time and in any weather conditions. The notification procedures defined in this procedure will ensure the timely and efficient response to an incident and the clearance of the incident.

2.1. INCIDENT NOTIFICATION

Each District Secretary or Director of Operations will designate who has the authority to activate and run RISC within that District as well as where incident notification will be transmitted and how RISC response will be initiated.

Based upon the contracted geographic coverage area, the designee will notify the RISC Vendor. If more than one Vendor has negotiated RISC coverage, for the highway segment in question, the designee will call the next Vendor on the rotation list. The District will document the time of the call in SunGuide or other designated location. The designee will attempt to contact the Vendor for a maximum time of 15 minutes. The 15 minutes will count toward the allocated time of 60 minutes to arrive on- scene. If unable to contact the Vendor, the next Vendor on the rotation list will be called, and the time clock starts again. The designee will advise the Vendor how much time remains in the initial 60 minutes to arrive on scene. The designee should inform the Vendor of the situation and the types and numbers of vehicles involved so that the RISC Vendor can bring the proper resources to the scene; however, any extra equipment must be requested by the District or the Investigating Law Enforcement Officer. The on scene designee should notify the appropriate District staff of the RISC Vendor arrival time, Notice to Proceed (NTP) time and the time that all travel lanes are cleared. In some cases those times will be maintained by the District TMC and in other by the FHP CAD system. The times collected will be used to determine payment for the Vendor.

3. RISC IMPLEMENTATION

Once the RISC Vendor arrives on scene, the Vendor will make contact with the on scene designee. If the Vendor has arrived on scene within the 60 minute parameter with all equipment, they will be eligible to receive the mobilization bonus as written in **Section 3.1.1**. Once on scene, the Vendor will wait for Notice to Proceed (NTP) to be given. NTP will be provided by the District designee. Once given, the Vendor has 90 minutes from issuance of the NTP to clear the travel lanes and reopen the lanes to traffic. All times provided to the District will be used to award the performance bonus or define liquidated damages, if appropriate, per the conditions defined in the RISC contract.

3.1. COMPENSATION

The Vendor shall be eligible for payment under **Section 3.1.1 or 3.1.2**, but not both, provided certain requirements are met. Payment under **Section 3.1.3** shall only be

made if performance payment is made under **Section 3.1.2** and the additional trucks and heavy equipment were mobilized at the request of the District.

3.1.1. Mobilization Incentive Structure

Should the Vendor arrive at the incident location with all contract and officially requested equipment within 60 minutes of RISC activation and recovery services are not necessary or another towing and recovery firm hired or engaged by the vehicle owner is allowed by the designee to complete the clearance of the incident and towing of the vehicles, the District agrees to pay a **Flat Rate Service Payment of \$600.00**. Once the NTP is given to the Vendor to commence recovery operations, the Vendor is not eligible for payment under this **Section 3.1.1**. NTP issuance will be at the discretion of the investigating officer at this time.

3.1.2. Standard Incentive Structure

The Department agrees to pay the Vendor a flat rate **Emergency Response and Mobilization Payment of \$2,500** when services are authorized by the designee and the Vendor meets the following criteria:

- The Vendor must have responded to the incident scene with all requested recovery, clearance and traffic control equipment and necessary personnel within one hour from the official notification.

AND

- The Vendor must have completed the removal and clearance of all crash scene vehicles, cargo, debris and non-hazardous vehicle fluids from **all travel lanes** and have lanes **opened** to traffic **within 90 minutes** after the NTP.

Note: The documented “NTP” and “all lanes open” times will be used to verify the request for Emergency Response and Mobilization Payment. If needed, the final clean up and removal of wreckage and debris may be postponed until the operation will have a minimal impact on traffic.

3.1.3. Additional Equipment Incentive

Upon approval the District agrees to pay a flat rate **Additional Trucks and Heavy Equipment Response and Mobilization Payment of \$600** for the additional trucks and heavy equipment listed in the contract. **This payment will apply for response and mobilization of the equipment in the contract “when not used in the recovery effort.”**

Once the additional equipment is placed into service in the recovery effort, the payment will be increased to **\$1,000** and the use may be billed to the responsible insurance companies. **\$1,000** is the maximum payment available in **Section 3.1.3**.

If additional equipment is requested after the initial NTP is requested, the stopping or pausing exemption in **Section 3.2.3** will apply to this section as well. A maximum time of 60 minutes will be allowed for the arrival of additional requested equipment.

3.2. LIQUIDATED DAMAGES

Liquidated damages will be assessed against the Vendor under the provisions established below.

3.2.1. Non-payment of Incentives

Should the Vendor fail to arrive within the 60 minute contract requirement with the proper equipment as per the contract specifications, the Vendor will not be eligible for the incentive payments as defined in **Section 3.1.1**.

Should the Vendor not complete the removal and clearance of the travel lanes within 90 minutes of the time the NTP was given, the Vendor will not receive the incentive as defined in **Section 3.1.2**.

Should the Vendor fail to bring all officially requested extra equipment, the vendor will not receive the extra equipment incentive as defined in **Section 3.1.3**.

3.2.2. Vendor Penalties

If the Vendor has not completed the removal and clearance of the vehicles, non-hazardous cargo, debris and vehicle fluids after three hours from the NTP, and all travel lanes are not open to traffic as a result, a flat rate of **\$600** can be assessed against the vendor at the discretion of the authorized representative of the District. An additional **\$600** will be assessed for each additional hour or **\$10 per minute** that it takes the Vendor to completely open the roadway to traffic.

3.2.3. Exemptions to the Liquidated Damages Provisions

The Vendor will not be subject to liquidated damage penalties for incidents involving trucks hauling a hazardous material cargo that by direction of an authorized representative or other hazardous materials experts require special precautions during the recovery effort or for incidents where damage to the roadway infrastructure has

occurred that prohibits reopening the travel lanes. Additionally, appropriate representatives may also choose to delay clearance activities by stopping or pausing work for other reasons determined in the best interest of the roadway and the FDOT. The Vendor will be provided the time remaining in the 90 minute clearance time from when work activities were halted. The representative can allow the Vendor to reposition recovery equipment to its original location when work was halted before reactivating the 90 minute clearance time window.

4. FUNDING

Initial funding for the RISC program has been established for Fiscal Years 2009 and 2010 at two million dollars per fiscal year (July to June). Program funding beginning in Fiscal Year 2011 will be funded from the prior year's unused roll-forward, and from funds that have been recovered from the responsible party's insurance company or companies and have been reallocated to the RISC program. Funds will initially be allocated to the Districts in equal amounts of \$100,000. Based on the usage of RISC funds it is recommended that the Districts request additional funds from the Central Office as they approach the 80 percent usage mark so that additional funds can be transferred to the requesting District.

4.1. CONDITIONS

Funds from the RISC program shall only be used for incident clearance. Funds shall not be expended for any other use than a response and mobilization incentive program for companies who have been approved by the individual Districts as RISC Vendors. Funds shall apply to limited access highways only, including ramps.

4.2. FUNDS RECOVERY

As a response and mobilization incentive program, incentive payments to the Vendor can be assessed against the responsible party's insurance. Portions of the response and mobilization incentive will be eligible for recovery. The incentive portion of RISC for extra equipment that was requested and sent but not used in the recovery effort (\$600.00) or the mobilization incentive, where the Vendor arrived on scene with the required equipment within 60 minutes of RISC activation and is not allowed to begin recovery operations and is not charged to the responsible party's insurance will not be requested in the Department's cost recovery requests. However, in the event that the extra equipment is requested and used in the recovery efforts, the response and mobilization incentive will be increased to (\$1000.00) and can then be charged to the responsible party as it then becomes eligible for cost recovery efforts. The person who caused the damage and the insurance carrier are entitled to a complete explanation of the costs involved for clearing the roadway.

Funds Recovery Accounting and Reallocation Revenue object code 018032 has been established for tracking RISC recoveries. To ensure proper accounting and reallocation to the RISC program, recoveries should be credited to object code 018032. In July of each year, the Office of the Comptroller (OOC)/General Accounting Office (GAO) Cashier's Office shall report the total amount recovered in the previous fiscal year to the Program and Resource Allocation Office. In mid-September, the Program and Resource Allocation Office shall allocate in **Schedule A** the collected amount back to the statewide program. Recoveries are available for expenditure in the second budget year following the year of recovery.

4.2.1. Funds Recovery Exceptions

The initial mobilization bonus of \$600.00 provided when recovery equipment has been requested by the District designee and has arrived within the 60 minute response time and the recovery equipment was demobilized without performing recovery work is not eligible for reimbursement by the responsible party of the incident.

4.2.2. Funds Recovery Documentation

Cost recovery for RISC activations will be completed by the FDOT Office of the General Counsel within the Central Office. Requests for RISC recovery cost will be made to the responsible party's insurance company. All documentation for the RISC cost recovery will be supplied to the Office of the General Counsel by the District. The following items will be required for RISC cost recovery application:

4.2.2.1 Timeline

The event timeline for the incident will be required; this may be a typed version with key events and arrival times shown on the event log from SunGuide™ and should include lanes closed and/or blocked for the safety of responders. The description should include the verification time of the incident, notification time for the incident, arriving time for response units, RISC activation, arrival and clearance time with names of RISC requestor and Vendor. In the event the District does not have a TMC or District designee, the timeline will be maintained by the appropriate communications center.

4.2.2.2 Crash Report

A **Florida Traffic Crash Report** must also be included the RISC Recovery application materials.

4.2.2.3 Scene Photographs

Digital photographs of the scene are to be taken, which must be labeled with the date, location and name of the person taking the pictures. Photographs from all possible sides and angles should be taken of the scene to include the scope of lanes closed and any traffic queue developing from the incident as well as the vehicles involved and any spilled loads. The photographs should be taken by the Vendor and submitted with the Vendor's invoice to the Department. Negatives, copies, backups, disks or CD's should be retained by the appropriate office in the District in accordance with the Department's **Records Management and Distribution, Procedure No. 050-020-025** and the applicable retention schedule. Care should be taken to limit the number of people who have custody of the pictures.

5. PERFORMANCE MEASURES

The FDOT Central Office and Districts will track the implementation and performance of the RISC program through performance measures. The following performance measures will be tracked by the TMC or District designee:

- (A) RISC Activations – Number of times RISC is activated within each District. Data should be compiled by the District and provided to the Incident Management Program Manager monthly. Central Office Incident Management section will maintain data compiled from District reports.
- (B) Arrival Time after RISC Activation – The performance measure will be the time in minutes from the Vendor notification to Vendor's arrival at the Incident scene. Data should be compiled by the District and provided to the Incident Management Program Manager monthly. Central Office Incident Management section will maintain data compiled from District reports.
- (C) RISC Activation Implemented (NTP given) – Number of times RISC is activated, where NTP is given. Data should be compiled by the District and provided to the Incident Management Program Manager monthly. Central Office Incident Management section will maintain data compiled from District reports.
- (D) Travel Lane Clearance Time – The performance measure will be the time in minutes from the issuance of the NTP to the clearance of the travel lanes so the vehicle traffic can resume in all lanes in the incident area.
- (E) Incident Clearance Time – The performance measure will be the time in minutes from incident verification to the clearance of the travel lanes so the vehicle traffic can resume in all lanes in the incident area.

6. TRAINING

Training will be provided to all key response agencies and individuals by the FDOT or other Department approved training providers currently under contract and approved by

the Department of Transportation. Training will be at the State and the District level for all levels of responders including the RISC Vendor for the Districts. Training for RISC will be coordinated through the District TIM Teams and the training sessions shall be attended by those persons directly involved in RISC response operations. Job aids will be available for field personnel to assist with incident decision making.

7. FORMS

The following forms are available from the Department's Forms Library:

850-005-02, State Force and Contract Cost Documentation

375-020-40, Contractor Invoice

Districts shall submit monthly RISC status reports to the Traffic Engineering and Operations Office within the Central Office.

RISC Implementation Timeline

