

District Six Launches New Road Ranger Contract



On Sunday, June 30, 2013, the District Six ITS Office began a new contract to support the Road Ranger Program in Miami-Dade County.

Although the contract retained the same basic scope of services as the previous one, it added new features that will improve upon the long-standing quality of the program. For instance, they are now

required to provide an on-call Class “C” heavy duty wrecker to assist when disabled commercial vehicles block travel lanes. This new service will not replace Florida Highway Patrol’s (FHP) rotational tow program or the District’s Rapid Incident Scene Clearance (RISC) services as it will only work to relocate vehicles out of travel lanes.

The contract also features new quality control measures that include having roaming Road Ranger supervisors spot check the services being provided in the field. Additionally, it requires a vendor representative to work at least four hours per week from the Transportation Management Center (TMC) to give them operational insight from the contract manager’s perspective.

The District has been steadfast in ensuring a seamless transition during this time. It required Road Ranger Operators to get re-certified to work under the new contract and will host training sessions with partner agencies to ensure they are familiar with the new services. The combination of these new contract requirements will help expand the quality of the incident management services provided to the public. This will be especially critical as the District prepares to expand the express lanes network at the regional level.

Road Ranger of the Month - A Proven Success

The District Six TIM team recognized its 41st Road Ranger this summer as part of its Road Ranger of the Month campaign. The initiative originally launched to recognize those service patrol operators who provided outstanding motorist assistance and incident management services to help boost team morale. However, after three and a half years, the team has seen that these monthly



awards have also worked to increase the public’s general awareness about the program; and thus received various commendations from municipal leaders, partner agencies and the media. The effort

has also been a great way to bridge the gap between field personnel and internal staff since they have all been individually recognized at the FDOT town hall meetings.

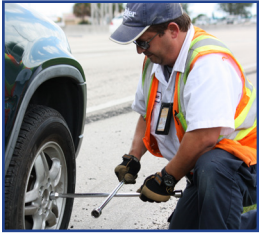
What’s New?

- D6 Won the Best of ITS America Award for Third Straight Year!
- D6 Upgraded the SunGuide Transportation Management Center’s Control Room Video Wall
- The 2012 95 Express Annual Report is Now Available on SunGuide.info & 95express.com

Upcoming Events

- D6 to Host Bi-Annual Joint TIM Team Meeting - Fall 2013
- D6 to Publish ITS Program Annual Report - Fall 2013

Quarterly Statistics (Apr. 1, 2013 - Jun. 30, 2013)



9,744
Total TMC
Events Managed

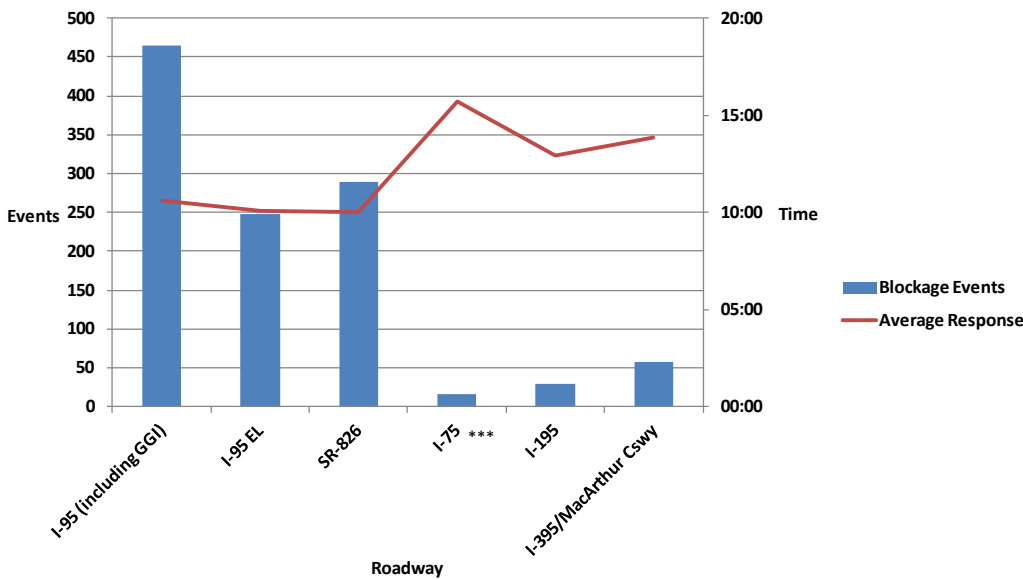


10:39*
(mm:ss)
Average Road
Ranger Response

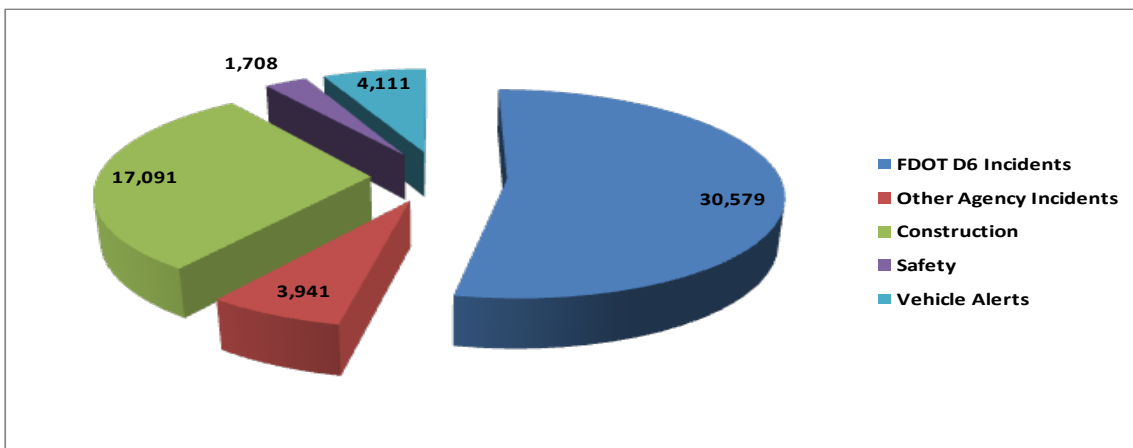


28:26
(mm:ss)
Average Travel
Lane Blockage

Lane Blockage Events, Average Response**



Quarterly DMS Usage by Type



RISC Stats

District Six implemented the Rapid Incident Scene Clearance (RISC) Program in 2009 to reduce the impact of large-scale traffic events along our roadways. The program covers: Interstates 75, 95, 195, 395, State Road 826, Krome Avenue, Okeechobee Road and the MacArthur Causeway.

- RISC activations in Fiscal Year (FY) 12/13 Quarter 4 = 1 event
- Average Arrival Time of RISC Vendors = 47 minutes
- Average Travel Lane Clearance Time = 44 minutes
- Average Total Incident Clearance Time = 158 minutes

For more information on FDOT District Six and its incident management programs, be sure to visit SunGuide.info.

*For events not detected by a Road Ranger. **The figures presented are based only on travel lane blockage events per roadway.

***I-75 is dispatch-only for Road Rangers.