



RISC Activation Steps

Rapid Incident Scene Clearance (RISC) Activation Steps

1. A **call** received at TMC facility **from FHP Dispatch Center** requesting that the RISC contract be initiated.

OR

TMC facility hears through the **radio** monitoring that **FHP Trooper is requesting RISC** contract being initiated, TMC will take a proactive approach and call FHP Dispatch Center for verification that RISC Contract is authorized.

OR

If TMC facility are **advised to activate RISC from a Roadway Maintenance Personnel** TMC will contact FHP Dispatch and advise what mile marker, directions, the incident and who requested to activate RISC (Roadway Personnel name from DOT is activating the RISC at MP XX.....).

2. TMC facility will determine the appropriate contractor through the RISC Tracker. TMC facility will contact the contractor with FHP on line if available and advise

“This is (name) with Florida’s Turnpike Enterprise and we are initiating the Rapid Incident Scene Clearance, (RISC), contract with you TMC then will give MP, direction, and details of the incident with additional equipment FHP is requesting. TMC will then obtain the estimated time of arrival (ETA) for the contractor to arrive on scene, and quote the time RISC was activated.

3. TMC facility will advise FHP Dispatch of the activation time and ETA.

4. Record the contact time and ETA as provided by the contractor in SunNav .

5. Contact Catherine Werner and provide all the information. Provide all details of incident, the name and contact number of the contractor, the ETA, the time they were called, record **the time** in SunNav .

6. The Roadway Maintenance personnel, RISC Contractor or/and FHP Trooper on scene will contact the TMC when the contractor arrives. Record time in SunNav .

7. FHP will authorize the Notice To Proceed then Roadway Maintenance personnel, RISC Contractor and/or FHP Trooper on scene will contact the TMC when the contractor is given the notice to proceed. Record time in SunNav.

8. The Roadway Maintenance personnel, RISC Contractor and/or FHP Trooper on scene will contact the TMC when the contractor has cleared the travel lanes. Record the time in SunNav.

All times must be recorded accurately and sources of information in SunNav .

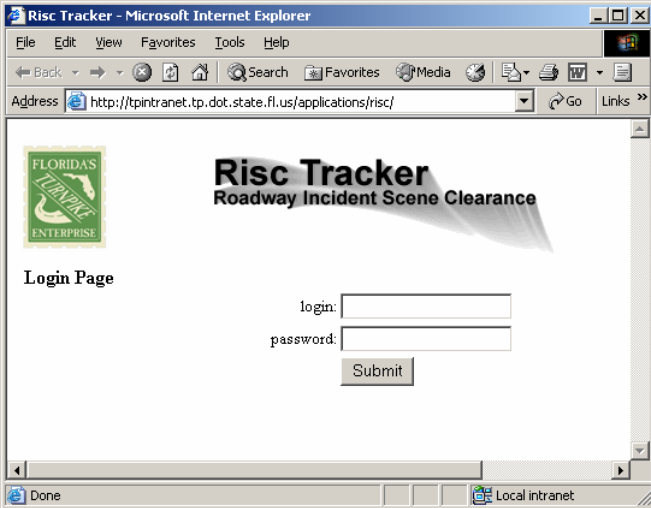
The TMC is the official timekeeper for the RISC contract.

Contractor	Road/Milepost Covered	Phone Number
Johnson’s Wrecker	MP 240-309/Bee Line/Southern Connector/Seminole	407-293-2540
Russell’s Towing	MP 180-250/Southern Connector	407-892-5466
Open Roads Recovery	MP 0-190/SPUR/Sawgrass	866-780-6736
Tri-County Towing & Recovery	MP 120-190	772-465-5404
Open Roads Response	MP 30-90/SPUR/Sawgrass	954-731-1115

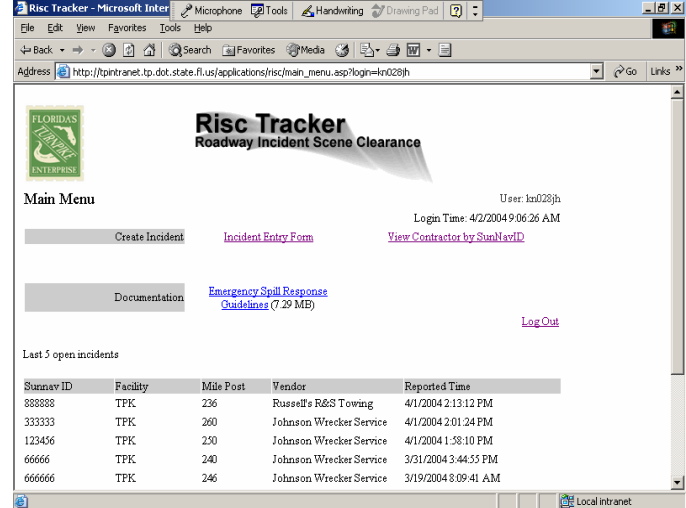


RISC Tracker Instructions

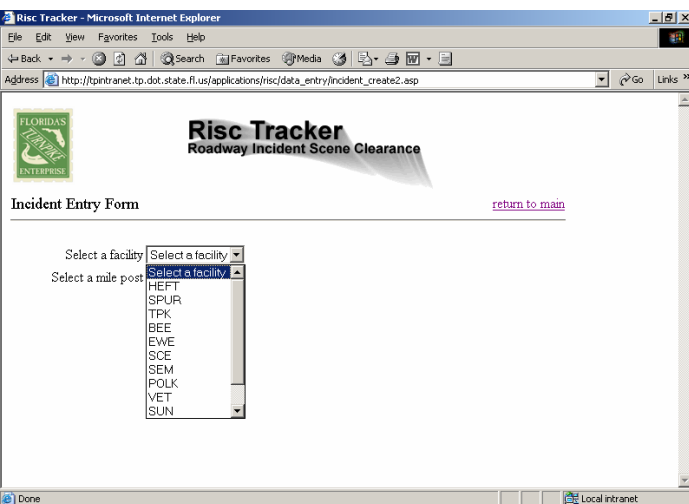
- Go to TPIntranet on any OIS computer
- Select Applications
- Scroll down to **RISC Tracking**



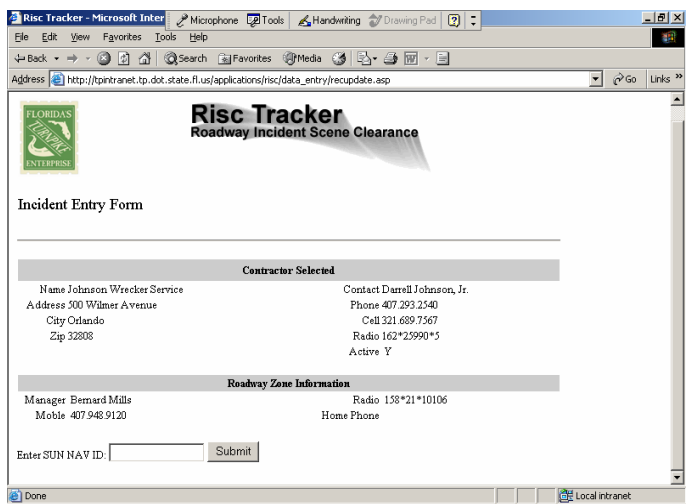
- Type in your Login: kn028xx
- Type in your password:
- Click Submit



- Click on “Incident Entry Form”



- Select a Facility (TPK, BEE, SEM, & HEFT)
- Select a Mile Post
- Click Submit



You will see the contractor and Roadway on-call personnel. Record the SunNav number where indicated and click Submit. Then record update will appear, click on it and log out.

If you need to review the contractor or Roadway on-call, click on View Contractor by SunNav ID.
ALWAYS MAKE SURE YOU LOG OUT WHEN FINISHED.



RISC Criteria

If the TMC detects on camera an incident that meets the RISC criteria, the TMC Team Member will notify the ATIS Team Leader or the TMC Team Manager or the Assistant Team Manager On duty. ATIS Team Leader and/or TMC Team Manager On-duty will activate RISC by notifying FHP and Roadway Maintenance, and advising what mile marker, directions, the incident and who from the TMC initiated RISC. (TMC ATIS Team Leader, TMC Team Manager or Assistant TMC Team Manager)

- A. Tractor – Trailer Combinations:
 - ___ Tractor-trailer rollover on or off the travel lanes.
 - ___ More than one tractor-trailer involved in a crash.
 - ___ Lost load on the roadway or affecting a travel lane.
 - ___ Load shifted on or affecting a travel lane
 - ___ Truck fire with tires burned off
 - ___ Cargo spilled
 - ___ Major impact with or on top of a barrier wall, guardrail or with a bridge support or any Toll Plaza structure.

- B. Trucks
 - ___ Rollover on or off the travel lanes.
 - ___ More than one tractor-trailer involved in a crash.
 - ___ Lost load on the roadway or affecting a travel lane.
 - ___ Load shifted on or affecting a travel lane
 - ___ Truck fire with tires burned off
 - ___ Cargo spilled
 - ___ Major impact with or on top of a barrier wall, guardrail or with a bridge support or any Toll Plaza structure.

- C. Motor Home and Motor Coaches
 - ___ Rollover on the travel lanes.
 - ___ Fire with tires burned off.
 - ___ Major impact with or on top of a barrier wall, guardrail or with a bridge support or any Toll Plaza structure.

- D. Buses
 - ___ Rollover on or off travel lanes
 - ___ Fire with tires burned off.
 - ___ Major impact with or on top of a barrier wall, guardrail or with a bridge support or any Toll Plaza structure.

- E. Aircraft
 - ___ Any incident involving an aircraft.

*****NOTE: In addition, any complex or extended incident where vehicles cannot be easily towed from the scene or are creating a hazard to traffic may be candidates for using the “Contractor” as directed by the Turnpike.*****

Contractor	Partnered Towing Companies
Johnson’s Wrecker	None
Russell’s Towing	None
Open Roads Recovery	Kauff’s Towing, Zucalla Towing, Sister’s Towing
Tri-County Towing & Recovery	None
Open Roads Response	West Way Towing, J & J Towing