



RISC

Rapid Incident Scene Clearance

Florida's Turnpike Enterprise

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Rapid Incident Scene Clearance Program

- **Incident Impacts**
- **Open Roads Policy**
- **Program Elements**
- **Results**



Incident Impacts

- **60% of all congestion**
- **13 – 33% are secondary crashes**
- **\$78B lost to delays (nationwide)**
- **Significant injuries to incident responders**

Florida motorists want 'reliable' highways with predictable travel times. The expectations are even higher on a toll facility.

Open Roads Policy

GOAL:

Roadways will be cleared of damaged vehicles, spilled cargo, and debris as soon as it is safe to do so.

MEASURE:

All incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer.



Open Roads Policy

- **Results**

- Improved response & clearance times
- Improved responder safety
- Improved air quality
- Reduced incident-related congestion & delay
- Reduced secondary collisions
- Reduced fuel consumption
- Reduced toll revenue loss



**20% increase in
customer satisfaction
(2004 vs 2003)**

**Customers satisfied with the
amount of time it took to clear
an accident**

*Turnpike Enterprise Customer
Satisfaction Survey*

Program Elements – ITS/TMC & Technology

- TMC-ITS Field Devices
- Co-located with FHP Dispatch
- Photogrammetry Traffic Homicide Investigations by FHP
- Expanded Role for Road Ranger
- Road Ranger Dispatching using AVL and TPK Radio



Program Elements – Roadway Maintenance

- **Rapid Incident Scene Clearance (RISC)**
 - Super-duty wreckers & crash scene clearance
 - Detailed specs for 35 - & 50 - ton recovery wreckers
 - Assures prompt, predictable response & 24/7 equipment availability



Program Elements – Roadway Maintenance

- **Rapid Incident Scene Clearance (RISC)**

- Open Invitation to Negotiate (ITN)
- Non-Exclusive Agreement
- Proposals are based on Recovery Areas



<u>Roadway</u>	<u>Segment</u>	
Florida's Turnpike	Milepost 50 to 60	<input type="checkbox"/>
Florida's Turnpike	Milepost 60 to 70	<input checked="" type="checkbox"/>
Sawgrass Expressway	Entire Length (26 Miles)	<input checked="" type="checkbox"/>



Program Elements – Roadway Maintenance

- **RISC**

- Requires support equipment
- Specialized training & certification
- Payment is entirely performance based
 - Incentive compensation for “Quick Clearance” of travel lanes
 - Liquidated damages for poor performance or delay



RISC Results – Debriefings

- **Debriefing “STEALTH” Reports**
 - All involved parties represented
- **Quarterly Turnpike Incident Management (TIM) Meetings**




RISC Results

- **13 incidents with RISC response exceeded 4 hrs**
- **4+ hours incidents targeted for reduced clearance times**
 - Discussions with incident responders
 - Improved practices / lessons learned
 - Additional contract innovations



What's Next?

A semi-truck with a crane is lifting a large, dark cylindrical tank. The truck is positioned in a paved area, possibly a parking lot or a construction site. The background shows a white building with windows and some trees. The sky is clear and blue.

- **Incident Management During Planning, Production, & Construction Phases**
- **Interagency Agreements**
- **Road Ranger Program**
- **Hazardous Material Spill Response**
- **Performance Incentives**

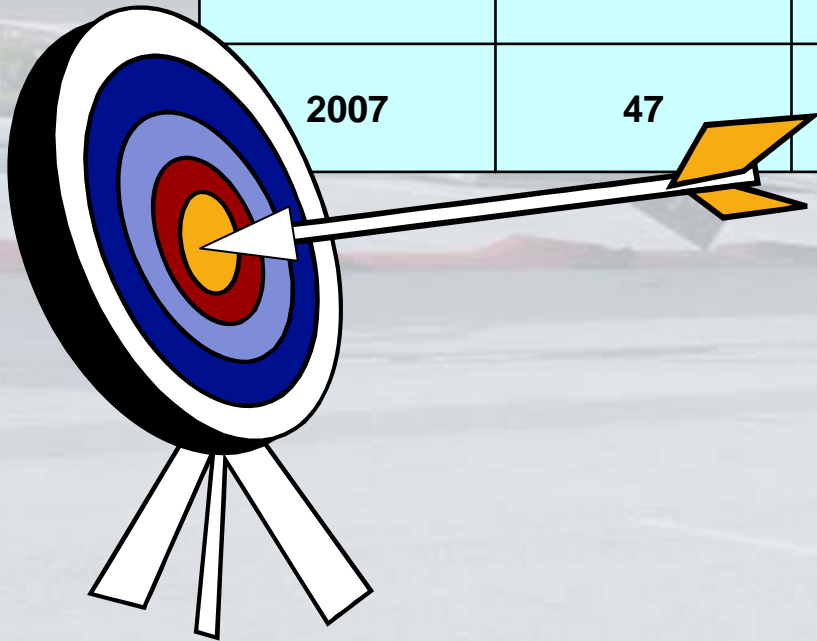
Bottom Line



- **RISC Program**
 - Reduced over 200 hours for all accidents (2005 vs. 2004)
- **Expansion Statewide**
- **FTE Goals and Objectives**
 - Safety
 - Service
 - Staff
 - Speed
 - Soundness

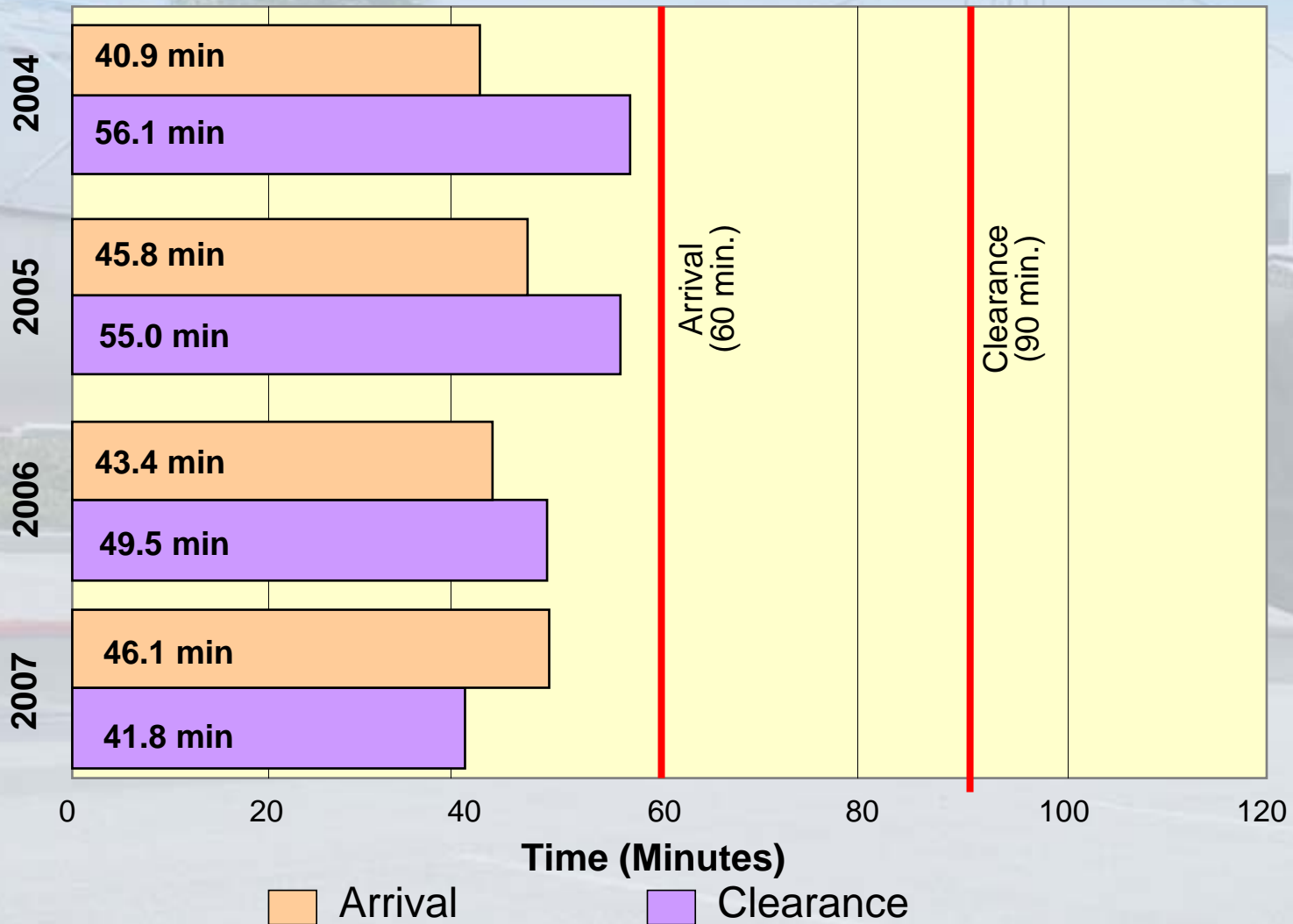
RISC Results – Contract Averages

Year	No. of RISC Responses	60 Min. Arrival	90 Min. Clearance	Not Used
2004	19	19	17	2
2005	88	74	83	6
2006	76	71	67	6
2007	47	43	41	3



**Hitting the target
98% of the time**

RISC Results – Contract Averages



RISC Results – Total Duration





Thank you!!!