

Approved:

Effective:

Office: Organization and Procedures

Topic No.:

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Secretary

ROAD RANGER PROGRAM

PURPOSE:

To establish a uniform and consistent statewide Road Ranger program that will provide free highway assistance to stranded motorists and during incidents to reduce delay and improve safety for the motoring public and responders.

AUTHORITY:

Required

SCOPE:

The principal users for this document will be the Florida Department of Transportation District/Central Office Road Ranger program managers and others involved in the Road Ranger program.

1. ROAD RANGER SERVICE PATROL VEHICLE, EQUIPMENT, TOOLS, and EXPENDABLE REQUIREMENTS:

The Districts may choose to utilize in-house or contract employees to operate the Road Ranger program. This section provides minimum standards for vehicles, equipment, tools, and expendables to be used as and for the Road Ranger Service Patrol.

1.1 VEHICLE REQUIREMENTS

The following requirements are the minimum standards for the Road Ranger Service Patrol vehicle:

- A. 3/4-ton full size pick-up
- B. Extended cab with four doors
- C. Long bed capable of transporting all specified equipment properly secured
- D. Equipped with functioning seat belts for all possible passengers

Each Road Ranger Service Patrol Vehicle shall be white in color with FDOT approved markings applied and shall have the following identification markings on both sides of the vehicle:

- A. FDOT Logo: Eleven inch (11") diameter
- B. Sunguide Logo: Eight and one half inch (8.5") by nine and one half inch (9.5")
- C. "FREE SERVICE" painted or affixed in two inch (2") black letters below the FDOT logo.
- D. Pickup trucks shall also paint or affix in two inch (2") black letters "FREE SERVICE" logo on the rear bumper or tail gate of the vehicle
- E. Each Road Ranger Service Patrol Vehicle shall display a three-digit number placed on or near the driver's door that will individually identify each service patrol vehicle. The numbering sequence shall be as follows:
 - a. DXX
 - i. D = District number
 - ii. XX = Sequential vehicle numbering beginning with 01

The Department shall approve the design and placement of all identification markings. All markings shall be maintained in a clean and readable condition. No reference to the Contractor's Company Name or logo shall be placed on the Road Ranger Service Patrol Vehicle.

Any variations to the Road Ranger Service Patrol Vehicle (i.e. vehicle size or type) must be approved by the Statewide Road Ranger Program manager (variances and justification must be provided in writing).

1.2 EQUIPMENT, TOOL, and EXPENDABLE REQUIREMENTS

Each vehicle shall have the following equipment, tools and expendables during the start of each shift. Should any of the equipment, tools, and/or expendables malfunction or become depleted during the shift, the Road Ranger operator should replenish or replace to the required quantities for continued service throughout the shift.

1.2.3 Equipment

- A. Two towing straps rated at three thousand (3,000) pounds minimum
- B. Rubber faced push bumper
- C. Spot light and rear work lights
- D. Power outlets ("hot boxes", "booster outlets" or equivalent), front and rear-mounted, with outlets compatible to 12 volt booster cables
- E. Two (2) heavy duty, 750 CCA (Cold Cranking AMP) (Minimum) Batteries
- F. Suitable cab lighting
- G. Department approved arrow board. This unit shall be mounted above the cab and roof mounted Halogen light bar and pivots into place as needed.
- H. A roof mounted Halogen light bar, front to rear controllable, utilizing white and/or amber colors. The use of red or blue flashing lights is prohibited.

- I. Trailer hitch with 1-7/8 inch and 2 inch balls
- J. Five (5) gallon trash can
- K. Funnel, multi-purpose with flexible spout (2 each)
- L. 4 inch x 6 inch x 12 inch wood blocks (2 each)
- M. Cones, 28 inch reflectorized (15 each)
- N. Hydraulic floor jack, 2-ton (1 each)
- O. Air compressor capable of inflating tires of vehicles and operating impact wrench
- P. Heavy duty flashlight with spare batteries
- Q. Booster cables, 3-gauge copper wire with heavy-duty clamps and one end adapted to Vehicle's power outlets, minimum 25 feet in length (1 set)

1.2.2 Tools

- A. Shovels (1 each)
 - a. Square-end
 - b. Round-end
- B. Twenty four (24) inch street broom
- C. Lug wrenches (metric and standard) to fit all vehicles
- D. Pry bar, minimum 36 inches in length
- E. Air operated impact wrench with sockets to fit all vehicles (metric and standard)
- F. Each Road Ranger Service Patrol vehicle shall have a toolbox containing the following tools:
 - a. Screw Drivers
 - i. Standard 1/8, 3/16, 1/4 and 5/16 inch
 - ii. Phillips head #1 and #2
 - iii. Star Driver (1 set)
 - b. Pliers (1 pair each)
 - i. Needle Nose
 - ii. Adjustable rib joint, 2 inch minimum capacity
 - iii. Wire cutting
 - c. Adjustable wrenches (1 each)
 - i. 8 inch
 - ii. 12 inch
 - d. 5 pound hammer
 - e. Rubber mallet
 - f. Electrical tape (20 yards)
 - g. Duct tape (20 yards)
 - h. Tire pressure gauge
 - i. Mechanic's wire (25 foot roll)
 - j. Bolt cutters – 24 inch or larger
 - k. Complete set of open end and box wrenches (both metric and standard)

1.2.3 Expendables

- A. Five (5) gallons of Diesel fuel – In approved cans or tanks
- B. Five (5) gallons of Unleaded gasoline - In approved cans or tanks

- C. First aid kit (First Responder Kit, Fully stocked)
- D. Fire extinguisher, 5 pound Dry Chemical ABC (2 each) - Meeting all safety requirements, if seal is broken unit shall be tested, resealed and certified.
- E. Five (5) gallons of radiator water
- F. Highway wet flares, 30 minute burn (24 each)
- G. Ten (10) gallons of absorbent material for liquid spills, equivalent to or exceeding the brand name "Speedy Dry".
- H. Drinking water, individually sealed bottles, minimum 16 oz., chilled (12 each)

2. ROAD RANGER SERVICE PATROL OPERATOR REQUIREMENTS

Road Ranger Service Patrol Vehicle Operators are in direct contact with the traveling motorist daily and therefore are required to perform their duties at a high standard. The following requirements are to ensure a high level of service to the motoring public.

Upon hiring each operator shall be:

- A. Licensed in accordance with the Florida Motor Vehicle Code
- B. Eighteen (18) years of age
- C. Have a safe driving record prior to beginning operations, and every six (6) months thereafter
- D. Have a criminal history record check performed by the State's Department of Law Enforcement. These criminal record checks shall go back as far as the employee's date of birth (disqualifying criteria provided in Appendix X). Subsequent checks will be performed annually.
- E. Drug free in accordance with Section 112.0455, Florida Statutes, prior to beginning operations. Additional testing will be in concurrence with FDOT "Drug-Free Workplace and Testing Policy" (topic number 001-250-013) and at a minimum of every six (6) months.

The Road Ranger Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the Department. Operators shall:

- A. Wear clean uniforms at the start of each shift. White shirts with collars and dark blue trousers or uniform style shorts (can be with or without jacket, no jeans or cutoffs allowed).
- B. Be well groomed.
- C. Wear clearly visible name tag affixed to uniform shirt. The Department will determine all additional emblems, patches and logos.
- D. Be courteous at all times.
- E. All Road Ranger Operators shall have a picture ID that has been approved by the Department.
- F. Wear a FDOT approved orange safety vest with reflective striping at all times while outside the Service Patrol Vehicle.

Road Ranger Service Patrol Vehicle Operators shall follow the following safety rules and general regulations. The Operators shall:

- A. Conform to the latest Department Conduct Standards Rules and the Ethical Conduct Rules.
- B. Inspect assigned Service Patrol Vehicles at the beginning of each shift, and take action as necessary to ensure that they are in compliance with all specifications and requirements of this contract.
- C. Keep all communications radios and monitors 'on' and the volume 'up.'
- D. Remain on their assigned Patrol Sector and depart from the Patrol Sector only as directed.
- E. Obey all traffic laws.
- F. Exercise caution and safety at all times.
- G. Use extreme caution in moving all disabled vehicles.
- H. Not carry firearms or other weapons either on their persons or in the Service patrol Vehicle.
- I. Not accept gratuities, gifts, or compensation of any type from motorist or others that services are provided to.
- J. Use flashing light bars in conformance with the Florida Motor Vehicle Code and only in the following circumstances:
 - a. When merging or exiting from traffic lanes to an incident site
 - b. To warn traffic when performing services
- K. Shall utilize seat belts or occupant restraint systems while operating or riding in a Road Ranger Service Patrol vehicle.

3. INFORMATION TRACKING REQUIREMENTS

To accurately monitor the effectiveness of the Road Ranger Program certain data must be collected. The operator is required to collect and report specific data daily, the District is required to collect the daily operator data and report quarterly and the Department is required to collect data quarterly and report annually. The following is the required data to be collected and each level there of.

3.1 ROAD RANGER OPERATOR DAILY DATA COLLECTION

The Following data shall be collected at the beginning of the Road Ranger Operators shift:

- A. Date
- B. Shift start time
- C. Operator name
- D. Truck number
- E. Route
- F. Beginning vehicle mileage

The following data shall be collected at each stop:

- A. Dispatch time
- B. Arrival time
- C. License number
- D. State
- E. Vehicle type
 - a. Passenger
 - b. Pick-up/Van
 - c. RV/Bus
 - d. Single Unit Truck
 - e. Tractor Trailer
 - f. Motor Cycle
 - g. N/A
- F. Direction of Travel (NB, SB, EB, WB)
- G. Mile Marker
- H. How discovered
 - a. Drive up
 - b. Saw and changed route
 - c. Road Ranger dispatch
 - d. Notified by other Road Ranger operator/supervisor
 - e. FHP dispatch/Officer
 - f. Other
- I. Lanes/Shoulder blocked
- J. Cause for stop
 - a. Accident (Crash)
 - b. Vehicle fire
 - c. Disabled
 - d. Abandoned
 - e. Debris
 - f. Pedestrian
 - g. Other
- K. Services provided
 - a. Extinguish Fire
 - b. First Aid
 - c. Absorbent
 - d. Remove debris
 - e. Relocate (to safer location)
 - f. Tire
 - g. Fuel
 - h. Fluids
 - i. Mechanical
 - j. Jump start
 - k. Called wrecker
 - l. Secure load
 - m. Mobile phone call
 - n. Directions

- o. Transported
 - p. Unable to Locate
 - q. Blocked lane/Traffic Control
 - r. Tagged abandoned vehicle
 - s. Relocate vehicle from travel lane
 - t. Notify DOT for road repair
 - u. Other – describe
 - v. No service – occupied
 - w. No service – abandoned
- L. Depart time
 - M. Comment Card (Y/N)

The following data shall be collected at the end of each shift:

- A. Shift end time
- B. Ending vehicle mileage

Appendix X of this procedure provides a sample of an Operator Daily Log for use by the Road Ranger Operators.

3.2 DISTRICT ROAD RANGER PROGRAM MANAGER DATA COLLECTION

The operator data shall be collected monthly and placed in Microsoft Excel or other compatible format. This data will then be compiled into a quarterly report and provided to the Statewide Road Ranger Program Manager by the 20th day of the month after the close of the quarter. The reporting quarters shall be as follows:

- First Quarter – July 1st thru September 30th
- Second Quarter – October 1st thru December 31st
- Third Quarter – January 1st thru March 31st
- Fourth Quarter – April 1st thru June 30th

3.3 STATEWIDE ROAD RANGER PROGRAM MANGER DATA COLLECTION

The quarterly District reports will be compiled into a yearly report. This report will provide an overall statewide perspective as well as providing individual District information. The format of this report is yet to be determined. The yearly report will be completed by end of the first quarter of the following budget year.

4. SPONSORSHIP

Sponsorship programs may be used to reduce the overall cost of Districts' Road Ranger Programs. Sponsorships, while generating revenue to the Department, should be our

last resort for funding and must maintain the dignity and integrity of the State of Florida at all times. The criteria within this section will provide standardized guidelines for sponsorships.

4.1 SPONSORSHIP AGENCY

The Department shall act in a proprietary capacity and considers this to be a commercial venture and its Road Ranger vehicles nonpublic forums. The Department and the Sponsorship Agency will enter into an agreement to allow the Agency to contract with the Operators of the Department's Districts' Road Ranger Programs. The Agency will be responsible for negotiating and securing sponsorship revenue, as well as incurring the cost associated with the development, design, installation, and removal of any logos related to the sponsorship program on Road Ranger vehicles, signs and comment cards. The Agency will be compensated through the sharing of gross revenue generated by the sales of sponsorships.

4.2 ADVERTISING/SPONSORSHIP CONTENT

To ensure the Road Ranger Service Patrol is easily identified, sponsorship shall be District wide in deployment. The following guidelines shall be used for advertising/sponsorship content. The advertising/sponsorship content shall:

- A. Not exceed two (2) square feet per advertisement per vehicle
- B. Not exceed more than three (3) advertisements per vehicle
- C. Be non-intrusive
- D. Not interfere with the Departments standardized vehicle markings
- E. Be consistent District wide

The following types of advertising/sponsorships are specifically disallowed:

- A. Tobacco advertisements/sponsorships
- B. Alcohol advertisements/sponsorships (beer, wine, liquor)
- C. Political advertisements/sponsorships
- D. Religious advertisements/sponsorships
- E. Advocacy advertisements/sponsorships
- F. Adult-oriented advertisements/sponsorships

The Department will review all prospective advertisements/sponsorships. The Department shall have the sole discretion to approve or disapprove content and reject any advertisements/sponsorships that it believes could impair the Department's ability to maximize its revenue or it believes is not in its best interests or the best interests of its customers or the State of Florida. The Agency shall at all times keep in mind that Florida's highways are traveled by families with small children and that all advertisements should be appropriate for viewing by the same.

5. TRAINING

Required

6. FORMS

Required