



# Road Ranger Safety Meeting

12/04/2017

Metric Engineering on behalf of FDOT District 2

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# ROAD RANGER SAFETY/TRAINING MEETING AGENDA

December 4th, 2017



1. FIRST COAST ROAD RANGERS PRESENTATION –

Cody Parham

2. FDOT ITS Operations

Dee Dee Johnson

- A. New Road Rangers and Departing Rangers
- B. MOT General Discussion
  - a. Handing Over the Scene
- C. Procedural Errors
- D. SPARR/ Radio Communication
- E. LiveScan
- F. Survey Results

3. AVL

Sherrell Lall

- A. Breaks/ Shift Changes
- B. Inspections
- C. Ride Alongs- Starting back up

4. TMC SUPERVISOR CONCERNS

Ryan Crist

5. ROAD RANGER OPERATOR QUESTIONS

6. ACTION ITEMS

7. FINAL COMMENTS

Pete/Greg/Marshall

## CONTRACTOR MEETING

- Road Ranger Contract Update/Concerns

- **Sponsorship Update**
- **General Discussion**

Notes:

- Cody opened the meeting and welcomed everyone.
- Last month Safety Meeting was cancelled. He welcomed Tina who started last month.
- Mike and Cody have been on the road a lot with being short staffed. Things of note:
  - If someone is already calling in to the TMC, don't jump in.
  - There are legitimate dead spots for the radio out there.
  - Wait for clear radio traffic to call in.
  - Make sure you have the TMC's attention before jumping into the incident information.
  - Remember, the TMC Op is not dedicated to just the Road Rangers. They have other tasks.
  - Contact is difficult when out of the truck. Keep your radio on you. Don't take the radio holders home with you. The holders are to stay with the truck, not you.
    - Make sure volume is turned up.
  - Know what is going on around you. Know what the routes are around you are doing. They might need back up. You might need to be extended. Listen to the radio and be prepared. If you are up to speed it will expedite response. This is true at the end of your shift. Call in to the TMC and see if help might be needed. Don't just drop off shift. Robert does a great job with this. Don't leave your team members out there with no help. Communicate.
  - Cody brought up the TMC advising to push and not safe tow vehicles. Several instances where an Operator (Jesus) pushed for not using a safe tow. The Road Ranger is liable and knows what is safe and isn't. The TMC should not be denying safe tows. The Road Rangers need to communicate with Cody/ Mike to follow up with a Supervisor. Ryan or Dee Dee can work it out with Cody. Ryan will follow up with the TMC Staff.
    - The recommendations are being made in good faith but should not be happening.

- Cody reminded them to provide as much info as possible to the TMC and the TMC needs to do that as well. If the TMC knows more details they need to share those (yes, WAZE can make things difficult. Ryan to follow up with the TMC Ops.
- Unless the person cannot call themselves, the Road Ranger should NOT be calling in for medical on someone else's behalf.
- Rehashed radio issues and some physical problems. Dee Dee needs to send the ones with issues in one at a time. Trying to hold off getting new radios as the new contract is being looked into. Tina brought up that the volume of who is on the radio changes on the person. Ryan will bring up to the TMC Ops to pull the mic away from their mouth a little farther.
  - Don't be afraid to ask the RR Dispatcher to do a radio check to adjust the mic.
- Cody discussed seatbelt recall on new trucks. Cody swapping them out.
- Don't head to break right before end of shift. Not fair to your team members. Keep breaks outside of rush. 6:15 is not acceptable.
- Cody is tired of tracking down codes. Do what you need to do to keep track of your codes. Cody will not pay OT if there is not a code provided. Cody will not ask for one from Ryan. Cody and Mike need to get them all. This is the only paperwork the Rangers need to do. Please take care of it and turn it in.
  - Make sure the TOW Operator is writing the code down in the PO Number on their sheet to capture it on that end.
- Cody is STILL waiting on Tina's uniform. There have been issues with the uniform company.
- Cody thanked everyone for all of the help since First Coast is shorthanded.
- Cody went over MOT scenarios:
  - When you are the backup truck, try to move over. You shouldn't be right up on the cones. Make it safer by pulling away from the cones and opening up the view of the truck in front. Make sure you have that buffer.
  - Ryan brought up discussing requests for a backup road ranger, looking at things via CCTV an unsafe location is not always obvious. Know your route and be proactive on asking for back up. You don't have to be there to ask for back up. Ask the TMC for clarification if needed.

- Reviewed an event from early November. Had a race car trailer. Cody brought up don't do a partial lane blockage. Don't leave the chance. Shorten the merge lane and take the lane.
  - Even if you are in an E Lane you still need cones and to set up MOT. Have a buffer zone.
  - If you have space to move up or over give yourself some room.
  - You shouldn't be parked at the end of the taper.
  - Maintenance should be taking over the scene and the Road Rangers should take off. There are situations where that cannot happen. Don't create a dangerous scene. Communicate to the TMC for tracking. Make sure we have one continuous scene and tie in cones.
  - Keep it professional with Broad Spectrum and other AM Contractors. Things seem to be improving. Dee Dee needs to follow up with Cody and Greg.
- Cody advised Tina and others not to worry about having events queued up. Do not rush.
- There was a fender bender with a D2 Road Ranger this month. First Coast was not at fault. Be aware and be ready. Some other situations around the state happened around Thanksgiving and they weren't as fortunate. Went over Tampa and Orlando crashes.
- Luis Lambert is leaving after 10 years. Thank you Luis! December will be his final month. Best wishes and thank you Luis!
- Ryan went over handing over the scene, thanked Luis and welcomed Tina.
- Hopefully FDOT and First Coast's meeting can help matters at the scene.
- FDOT purchased a LiveScan to expedite the response on background checks. Ryan will let Cody know when that is set up and operational.
- Dee Dee will go over the survey results with Cody and Mike.
- Ryan introduced Amanda Nichols to the group who will be the TMC Express Lanes Supervisor but will be helping out in all aspects of things TMC.
- Ryan reminded route 4 and 7 to switch from patrolling.
- Sherrell went over some items:
  - Breaks and shift changes issues were mentioned by Cody earlier. Don't break during rush. Dee Dee sent the report to Cody this AM.
  - Shift changes are sparse since most are working doubles.

- Inspections are still being sorted out as the new layout is still in flux. Leave the labels on and put things back in the same place.
    - Dee Dee asked that the Road Rangers show Sherrell respect when she calls them in for an inspection. That is on the behalf of Dee Dee.
  - Ride Alongs will be starting back shortly.
  - Mike covered some light bar issues and how to work around how bright they are.
- Cody adjourned the meeting.
  - Greg did not attend so the contractor meeting will not take place.



## Road Ranger Safety Meeting

### MONDAY, December 4th 2017



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