

Slow Down. Move Over.

Lives Are On The Line.

Crash Responder

Safety Week

Nov. 2-6, 2026



The Federal Highway Administration (FHWA) began commemorating Crash Responder Safety week (CRSW) in 2016, now annually, it takes place in November. CRSW affords a unique opportunity for every Traffic Incident Management (TIM) community member to make a difference individually and jointly for roadway safety during traffic incidents.

NOTES FROM THE DISTRICT TRANSPORTATION SYSTEM MANAGEMENT & OPERATIONS (TSM&O) PROGRAM MANAGER

In this day and age of technology, the “buzzword” is AI, the bane of our existence for the coming years. Artificial Intelligence is a tool that is expected to enhance our way of life, expedite tasks (either menial or challenging), and shoot us into an existence whereby we can all live the life imagined as in the movie Wall-E (uh-oh). It’s a pretty simple concept when you break it down. You just feed the AI with tons of data (gobble-gobble - yummy!), let it absorb/analyze the data, and provide it with the initial guidelines for its work. The end result is that you let it churn out results that were unimaginable in the past, at light speed!

What could go wrong, right? Well, if you’ve kept up with the news over the last couple of years, you should realize that AI is not the cure-all for many of our needs. One of the most critical guidelines an end-user must have is limiting the autonomy of the AI system. In our case, you don’t want to implement these AI capabilities without placing guardrails on what can or can’t be done. Good example is the area around the University of Florida. This location has lots of multi-modal facets involving transit, bicyclists, pedestrians, skateboarders, and vehicles. The challenges are that when you “release the beast of AI” without these guardrails, it may prioritize travel time over safety, thereby putting bike/peds at risk. Likewise, you don’t want the opposite to happen whereby you create a parking lot on University Avenue while allowing bike/peds to move at their own free will (i.e. encouraging jaywalking instead of using crosswalks).

Every single day, I receive marketing materials from vendors touting the AI capabilities of their devices. I’ve learned to take that info with a grain of salt as I begin vetting certain aspects of the vendor and devices. I examine the firm’s organizational structure, years spent incorporating AI capabilities, historical quality of their devices, reputation in the industry, **AND** even their financial stability if they are publicly traded, whereby I can pull this financial info to determine their anticipated future in the industry. I’ve been burned enough times where a company provides a product, only to sell to hedge fund investors that let the product go to crap. It gets very frustrating at times when you find a very valuable tool, only to see it go by the wayside since it did not meet the projected profit margins.

If I pursue a certain product, I always end the discussion with a vendor by asking what their business model and corporate plans are for the next five years. It’s amazing how many vendors hesitate while trying to answer this question, since they haven’t really examined the market opportunities of their AI technology and its ability to grow within the industry. That is a tell-tale sign that they want to crack the market, only to sell out to an investor in the next few years. Likewise, when I ask about the perpetual annual licensing and support fees, oftentimes I get blank stares from across the table. Most companies always toss out an amount between \$750 to \$1,000 per year. They think it’s cheap, but in my mind when I think about the 500 sites that could use this product it would cost our program nearly \$500,000 per year just to operate their system. Not cheap.

One of the frequent things I bring up with my younger staff is liability, since it's a major legal factor in any decision we make with AI. Likewise, I also mention that we need to tread cautiously since the wrong decision could put our PE licensure at risk. I think they've caught on to my approach because even though they may be enamored about certain AI capabilities, they proceed cautiously due to the mitigating factors that would have an effect on their careers. Fortunately, I have one of the sharpest groups in the Department's TSM&O program who listen very well and heed my warnings daily.

So, is Artificial Intelligence good or bad? Currently, it has a lot of benefits to a certain extent. However, we should always calculate the risk when we decide to give it some autonomy. We currently use AI for several tasks, some of which include truck parking availability, stalled vehicles, roadway crashes, wrong way driving, daily CCTV checks, and pedestrian detection. The extent of their autonomy is to detect, compare, and alert the RTMC for any anomalies differing from the baseline data. In the future, the hope is that it can do some of the leg work handled by RTMC staff to expedite the response to these events.

The reason we've moved rapidly with AI is because of the partnership we have with our Statewide SunGuide software contractor, Southwest Research Institute (SWRI). They had been working on their AI platform for a while and needed to determine where there was a market. Due to our 20 plus year relationship with SWRI, they decided to approach us about a joint effort in trying AI for transportation applications. We proceeded cautiously but then exponentially picked up steam as our confidence levels increased. When we were sold on their platform the next step was to negotiate price. Well, lo and behold, our partnership paid off to the point that we only pay a one-time price of a few thousand dollars, with no costs in perpetuity. Great deal for the Department if you ask me!

So, in reflecting on this topic I feel that Artificial Intelligence has its benefits. I've even tried it at my residence with Home Assistant. There are preprogrammed actions tied to sensors and cameras within the house. Sometimes it works and sometimes I blow a gasket, like when the bedroom lights turn on while I am dead asleep. Basically, Home Assistant thought I was ready and raring to go in the morning when all I was doing was repositioning in bed. It especially sucks when I am really into a good dream! **BE WARNED!!!!!!**



Pete Vega, P.E.
FDOT District 2
TSM&O Program Manager

NOTES FROM THE DISTRICT ITS OPERATIONS MANAGER

We Read the SOP So You Don't Have To: Ten Things You'd Never Guess Happen Behind the Scenes at the RTMC

As part of running a facility as large and complex as the RTMC, our team updates, reviews, and *lives* inside a dense set of Standard Operating Procedures. These documents guide everything from incident response to device management to storm preparation. Most people never see the inside of an SOP (or care to read over 250 pages of instructions and checklists), so we pulled out a few interesting details that help show what really happens behind the scenes at the Transportation Management Center.

1. Operators manually scroll every congested roadway segment to verify traffic.

Even with advanced software, there's no substitute for a human confirming what the data suggests. When congestion spikes, operators comb through each affected segment to make sure the view matches the sensors.

2. The "Front Wall" must stay perfectly up to date.

Our Activu display acts like the operations "shared brain." Operators continuously update it, so everyone sees the same incidents, closures, and trouble spots in real time.

3. Camera checks are serious business.

Each camera gets a full workout: pan, tilt, zoom, wipers, preset alignment, and video quality verification. Now multiply that by hundreds of cameras, several times per day, and across multiple corridors. Fortunately, we have developed a solution to accelerate and automate this, coming soon to a TMC near you!

4. DMS verification means running a test message every single time.

Before a sign can be trusted to deliver critical information, operators post a message, confirm it appears, remove it, and confirm the removal. It's repetitive, but it keeps roadside information reliable when drivers need it.

5. Hurricane operations still rely on printed checklists.

Digital systems are great... until the power goes out, networks fail, or servers go offline. That's why, before a storm, the TMC prints physical checklists to ensure continuity no matter what the weather brings. We love our checklists!

6. RAMP's vision is bold.

The Regional Arterial Management Program aims to "be the leader in arterial management in the U.S." The SOP says it plainly, and it drives how the team approaches signal timing, coordination, and congestion mitigation across the district.

7. The SOP is very serious about naps.

In the disciplinary section, "sleeping on the job" sits right alongside ethics violations. It's a reminder of how mission-critical TMC operations are: when you're responsible for real-time safety, attentiveness matters.

8. Camera presets are essential for downstream systems. Resetting cameras to specific preset positions isn't just tidiness. Systems like SunGuide Active-Vision rely on those positions for automated detection and analytics. A camera pointed the wrong way can break alerting, coverage, and incident workflows.

9. Over-height detection is changing districtwide. With infrastructure improvements addressing physical bridge constraints, some legacy over-height detectors are being phased out. It's part of a shift toward long-term structural solutions rather than electronic warnings.

10. SunGuide logs everything. Every click, camera command, message, and event update is recorded. This ensures accuracy, consistency, and accountability across shifts, and gives a detailed operational history for post-incident reviews.

Adam Storm, P.E.
FDOT District 2
ITS Operations Manager

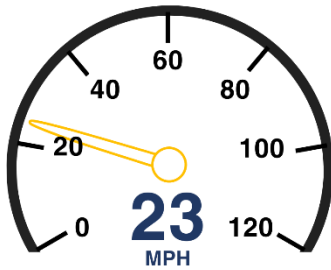
NOTES FROM THE DISTRICT 2 ITS PROJECT MANAGER

RESPECT OUR ROADSIDE HEROES -SLOW DOWN. MOVE OVER. BE SAFE. These six words remind all that the lives of motorists and responders depend on effective actions taken by drivers and highway heroes to save the lives of complete strangers.

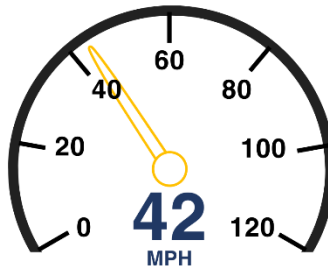
Every minute of every day, emergency crash responders across the state of Florida work tirelessly to help save lives at the scene of traffic incidents. Every year hundreds of emergency crash responders representing Fire/Rescue, Law Enforcement, Emergency Medical Services, Road Rangers, Asset Maintenance Companies, Towing and Transportation agencies are struck and either injured or killed while responding to incidents throughout the United States. This type of secondary crash intensifies the impact to communities, individuals, and the economy. We read about these tragedies caused by distracted driving, vehicle malfunction and other variables almost every day and the emergency response community stands to lose the most.

In an effort to help raise awareness about the dangers emergency responders face while on-scene at traffic incidents, **November 2-6, 2026**, has been designated as **Crash Responder Safety Week**. This year's theme is **"Slow Down, Move Over. Lives are on the Line"**. The goal of this week is to reach out to every responder, and to every driver, and to every passenger, to make it clearer that every person has a role to play. Too many are struck on scene. Too many die. In observance of Crash Responder Safety Week, the **Florida Department of Transportation** reminds all road users that by reducing your speed as you proceed past responders working roadside, you dramatically reduce the risk of death in the event of a secondary crash.

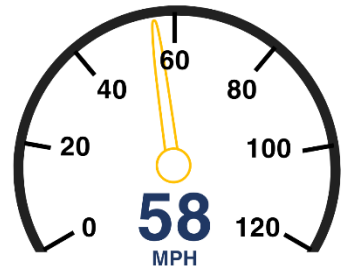
HIT BY A VEHICLE TRAVELING AT



10%
RISK OF DEATH



50%
RISK OF DEATH



90%
RISK OF DEATH

This Crash Responder Safety Week, FDOT calls on **every road user** to:

- “Reduce your speed as you proceed” along a traffic incident and if feasible, move over a lane, providing a protective buffer between you and responders working roadside.
- Learn about our State’s Slow Down, Move Over Law.
- Show your support for our traffic incident responders on social media by spreading the safety message.

As Traffic Incident Management program participants and responders, we are faced daily with dangers on the roadway and in our local communities. Together we can use well-rehearsed procedures, coordinate response times to get equipment to the right locations faster, protect motorists and responders and restore traffic to normal flow quickly. Traffic incidents are the single greatest cause of unexpected delays.

Time spent in traffic jams due to traffic congestion and incidents cost businesses billions of dollars in lost productivity. The time lost in no way compares to the value of heartache and time spent when you or a loved one is involved in a serious traffic crash. When lives are at stake, time is never more precious. Every minute counts when emergency responders are trying to get to the crash scene and then to the hospital, to deliver lifesaving help to people injured in a crash.

These **“Heroes of the Highway” cannot do it alone** – we need everyone’s help in spreading the word. Motorists need to know and abide by safe, quick clearance laws, and policies that require drivers to slow down and move over. Drivers need to be informed to move their vehicles out of lanes of traffic, to a shoulder or safe location, if they are involved in an incident, where their vehicle is drivable and there are no injuries. We need to make sure that our loved ones, responders, and motorists alike, make it home safe each and every day.

Dee Dee Crews, BS, FCCM
FDOT District 2
ITS Project Manager

NORTH FLORIDA TRANSPORTATION PLANNING ORGANIZATION (NFTPO)

For this portion of the newsletter, I am going to shift gears away from NFTPO activities and focus on an individual who truly embraces the concepts of this organization. On September 22nd we had the opportunity to honor one of our greatest transportation partners in Northeast Florida at her retirement party. After **FIVE** decades, Ms. Penny Kamish decided to hang up her hat to enjoy the fruits of her labor. Yeah, that seems like a long time, but in reality her partnership with transportation began in the late 80s, so a little less than 40 years spread out over five decades.

In the late 80s Penny worked for the radio industry and shared with them the value of providing motorists with traffic information for their morning and evening commutes. They took the bait and this led to her partnership with our agency for oh so many years! I began my career in the Department in 1993. Part of my responsibility was to attend the Freeway Management meetings held by the Department every month or so. This is where I first met Penny and “OH MY GOODNESS” what passion she brought to the meetings. Yes, my first thought was “who is this crazy lady”, but as time passed, I realized she was the champion needed for our community.

After a few meetings, I realized our brains were wired identically as we tried to assist with the improvement of safety, mobility, and the economic well-being of the traveling public in northeast Florida. Unfortunately, after a few years I ended up moving to a new position that had limited involvement with this team but always remembered the mindset she created for our region. In the mid-90s, our region had a slew of hurricane and wildfire events that led us to reconnect. We utilized Penny’s media resources to get traffic and roadway information to the traveling public as evacuations occurred. This was a great resource prior to the advent of Dynamic Message signs and FL511.

In 2002 I returned to the region as District Two ITS Engineer. At that point, the Freeway Management team was rebranded as the Traffic Incident Management team and there was Penny still active in our mission! As our District’s ITS deployment grew, one of the key aspects of our mission was the development of a TMC Operations contract that would oversee and operate the infrastructure. Penny decided to dip her toes into this venture by convincing her firm, SMART Route Systems (SRS), to bid on the contract. Even though she was battling some heavy hitters from around the country, her sales pitch put them to shame, thereby leading to a partnership that has lasted over 20 years.

One of her key assets was thinking outside the box on how to manage our roadway system. Due to her resources, SRS was able to provide an airplane for traffic information on roadways (think I-75) that did not yet have an ITS deployment. This was very helpful during any major event that led to the closure of the Interstate since we could at least alert the media to the situation so the motorists would have some idea on the cause of the back-up.

Some other innovative ideas brought to our program by Penny included the FL511 vehicle that patrolled the Jacksonville region during the morning and evening commutes, live traffic reports by the media within the TMC, special event open house to promote the mission with local media, FL511 marketing with larger NE Florida firms, and outreach at local events that introduced our new program to the region (i.e. think TPC, Kingfish Tourney, etc.). In short, she helped make our program one of the best, if not the best, in the Department and a major player from a national perspective.

When the statewide FL511 program kicked off, a predicament occurred that relied on Penny coming to the rescue. The objective of the system was to provide traffic information in Spanish as well as English due to the large population of Hispanics in Florida. Obviously, the expectation was for the District Six office (Miami) to handle the translation for the system. Ironically, they could not provide that support, thereby leading Penny to come to the rescue on her white horse! She'd hired several RTMC operations staff who were Hispanic, thereby allowing us to assist the statewide FL511 program with the Spanish translation. Little did we know that the linguistics varied with the nationality, so there were always debates on the proper word to use in Spanish, dependent on the individual. Little did we know.

As the program grew, the realization was that we needed a larger RTMC to house Penny's staff but needed her guidance with the design on the desired end product. The goal was to provide a facility conducive to the needs of her RTMC operators while being conscious on being good stewards of public tax dollars. Penny was one of the key reasons the District Two RTMC is considered one of the most innovative facilities in the Department with one of the best operations in the Department.

So, as I reminisce about Penny over these past 30 plus years, it comes to mind that we were not only business associates but, to me, family. I feel I am closer to her than some of my siblings. We've been through a lot and her absence is going to be missed. I know at some point she's going to get bored and will pop in for a TIM meeting or two, but it definitely will not be the same. My only hope is that she will occasionally stop by to visit and claim one of the four or five KMAs that I owe her. In conclusion, she will be missed but not forgotten as the program enters a new reality.

Adios mi hermana!!!!!!

ITS CONSTRUCTION

The Infrastructure Investment and Jobs Act (IIJA) was signed into law in November 2021 and included a stricter version of Build America Buy America (BABA). The new BABA requirements include technology products, such as ITS devices and equipment, which were not included in previous versions of BABA. As we all know, the United States is not known for manufacturing of technology products, as many of these products are made overseas due to the availability of cheaper labor. Since IIJA was signed into law, several companies have made investments to build manufacturing facilities within the US, but at this point, the US is still behind in this area.

As of October 2025, BABA required that products purchased with Federal funds have the last stage of assembly completed in the US and as of October of this year, it requires that more than 50% of the cost of manufacturing comes from US sources. These requirements have caused significant issues with ITS projects due to the limited number of companies that can meet the requirements. For instance, there are no camera manufacturers in the United States that can meet the requirements. FDOT Central Office has been working to get waivers for some products, but in the case where there is even one manufacturer that meets the requirements, then no waiver is permitted and contractors are required to buy from the manufacturer(s) that meet the requirements. This has added a new wrinkle to FDOT's Approved Products List (APL) and has resulted in higher costs for ITS construction projects statewide.

Luckily, ITS maintenance funds are provided by the state of Florida and therefore ITS maintenance contracts can purchase spare parts and replacement items for the products that are already in use. This is extremely important, as some items, such as network switches, are known for not integrating well with other manufacturers' switches. One thing to note however is that maintenance funds cannot be used to purchase equipment that is then given to a contractor to install on a federally funded construction contract. So, construction contracts that use an install only pay item have to use BABA compliant items just like contracts that use furnish and install pay items.

Although the BABA requirements are making it a little tougher to navigate through ITS construction contracts, hopefully it will result in more manufacturing facilities in the US, meaning more jobs and positioning of the US as a leader in the technology market.

Craig Carnes
Vice-President
Metric Engineering



ITS MAINTENANCE

We have been fortunate this hurricane season, as our district has not been affected by any major storms so far. Even so, FDOT and TCD remain proactive in its preparations. We are checking the status of all generators by monitoring usage and taking the steps needed to stay ready for whatever the rest of the season brings.

This quarter, Traffic Control Devices (TCD) continues to install SunGuide Active-Vision (SGAV) for wrong-way driving (WWD) and stalled vehicle detection. TCD will also install highlighted wrong-way signs with a relay, which will save on overall costs when combined with Active-Vision. Together, these improvements will strengthen incident awareness and response for motorists on state highways.

At the request of Central Office, TCD has begun installing TPAS 2.0 at all weigh stations in our district. Work started at the Madison weigh station, where crews have installed poles and are trenching conduit. Completion of this project is anticipated near the end of November.

We are getting closer to beginning conduit installation along J. Turner Butler Boulevard (JTB). Once the conduit is in place, we will be able to run fiber in both directions along SR 202, expanding our network reach and communications capability along the corridor. TCD has been very busy this quarter, and we expect this level of activity to continue into next quarter. Please stay safe for the remainder of the hurricane season. We look forward to sharing more updates next quarter.

Jose Morales
FDOT District 2
ITS Maintenance Manager

RTMC OPERATIONS

As I sat pondering what to write about for my final newsletter, I kept coming back to one person and one simple question: **How did I end up here?** For me, the answer is Penny Kamish.

While I was in college, I was looking for a part-time job. I asked my mother if she happened to know anyone who was hiring, and she told me about a friend of hers who managed a contract for the FDOT TMC. At the time, I honestly had no idea what the TMC was or what I was getting myself into. That friend was Penny.

I interviewed with Penny and our very own Derrick Odom, and what started as a part-time job turned into a 21-year career and a journey I never could have imagined. Over those 21 years, I worked my way through the ranks, from operator, to supervisor, to manager, all while learning from Penny and benefiting from her guidance, encouragement, and mentorship. She was more than a boss; she was someone who believed in me, challenged me, and helped me grow both professionally and personally.

Now, after all these years, Penny has retired, and I have the tremendous honor of stepping into the position of Consultant Project Manager that she held for so long. To say I have big shoes to fill would be an understatement. Penny has touched so many lives throughout her career, and her impact on the TMC, and on the people who have had the privilege of working with her, will not be forgotten. She will be deeply missed, but I am grateful for everything she taught me and for the example she set.

As I take on this new role, my hope is that I can do it justice and carry forward the values, lessons, and leadership she shared with me over the years. And as one chapter closes and another begins, I'm also excited to welcome **Erin Moore as the new RTMC Manager**, effective October 3rd, 2026. Erin was hired as a part-time COJ Signals operator in September of 2012. She was promoted to Supervisor in December of 2017 and then to Lead Supervisor in the beginning of 2026. I know Erin will bring her own strengths, experience, and perspective to the role, and I look forward to seeing all that she accomplishes.

From July 1st through September 30th, 2026, the District 2 RTMC had **Five** RISC (Rapid Incident Scene Clearance) events. The RTMC Staff worked a total of **16,376** events with **12,711** utilizing DMS. Of those events **2,832** were crashes. Road Rangers were dispatched to a total of **12,100** events.

Jason Evans
Consultant RTMC Manager
Metric Engineering

TRAFFIC INCIDENT MANAGEMENT (TIM)

First Coast Traffic Incident Management Team

The First Coast Traffic Incident Management Team's latest bimonthly meeting was held in-person on **Tuesday, September 15th, 2026**, at 10:00 A.M. Facilitating effective communication among all TIM agency partners is crucial for FDOT to enhance incident scene clearance times, alleviate congestion, and improve safety on interstates within District 2. These meetings play a vital role in establishing an open line of communication to achieve these objectives.

The meeting was kicked off with a TIM discussion amongst TIM partners. The TIM team reviewed a major incident that occurred on the Florida Turnpike involving a car carrier semi fire that was loaded with six Tesla electric vehicles. Due to the multiple electric vehicles on the car carrier, fire and rescue took a defensive strategy allowing the thermal runaway fire to burn itself out. Due to the ion batteries being fully engulfed, multiple explosions occurred. The event later turned into a RISC event for Florida Turnpike, but the fire reignited during this time. This overview was a great example for all our First Coast TIM members, in which it led to our next TIM discussion, the Cold Cut Cobra Cutting Extinguisher.

The Cold Cut Cobra Cutting Extinguisher is an ultra-high-pressure lance. The Cold Cut Cobra has a nozzle that blasts water at extremely high pressure (4,351 psi). It adds a safe, natural abrasive (like iron oxide) to the water to cut through tough building materials such as metal, concrete, etc. Once the Cold Cut Cobra breaks through the solid material, the abrasive is then turned off. The water then blasts out at 285psi and breaks into a super fine mist to extinguish the fire without smothering it.

Bi-monthly, the First Coast TIM team reviews Performance Measures ranging from total events to average agency on scene times. The TIM team also reviews major incidents that did not meet the Open Roads 90-minute goal. At the most recent TIM meeting on September 15th, 2026, the First Coast TIM team had a total of 51 major events, in which 43 of those events were over the 90-minute goal.

The next First Coast Traffic Incident Management Team meeting is scheduled to be held in-person on **Tuesday, November 17th, 2026**, at 10:00 A.M. If you are unable to attend, please feel free to send someone else who could represent your agency. We look forward to seeing you there!

Alachua Bradford Traffic Incident Management Team

The Alachua-Bradford Traffic Incident Management Team meeting held its latest bimonthly meeting in person on **Wednesday, August 12th, 2026**, at 10:00 AM. The TIM meeting kicked off with a reminder of the primary objective of our TIM Team meeting, which is to continuously reduce incident scene clearance times to alleviate congestion and enhance safety. The meeting also emphasized the significance of cooperation and communication among TIM members while operating on the roadways to ensure the safety of everyone involved.

The TIM team reviewed the updated "Struck by Incidents" national data comparing 2025 to 2026. A "responder struck-by" incident is a collision between a motor vehicle in transit and a responder working a roadway incident, which would be recorded on a state traffic crash reporting form in the jurisdiction where it occurred. The responder may be a non-motorist, an occupant of a stopped response vehicle, or an unoccupied response vehicle.

Traffic Incident Management helps everyone; Responders work together as a team to respond safely and quickly. The TIM team includes a variety of Firefighters, EMS, Law Enforcement, Transportation/Safety Service Patrol, Maintenance, Towing/Recovery, Dispatch, etc. Accurate and clear communication among all disciplines involved in TIM means responders arrive at incidents sooner and better prepared, improving safety for themselves and those involved in incidents, and meeting the quick clearance and open roads goal.

The next Alachua-Bradford Traffic Incident Management Team meeting is scheduled to be held in-person on **Wednesday, October 14th, 2026**, at 10:00 A.M. If any changes are made prior to the next meeting, we will send an email notification to all our TIM partners. If you are unable to attend, please feel free to send someone else who could represent your agency. We thank you for your participation.

TRAFFIC INCIDENT MANAGEMENT MEETING SCHEDULE



First Coast TIM Team

Regional Transportation Management Center
980 N. Jefferson St., Jacksonville, FL
904.903.2000
10:00am - 11:30am

November 17, 2026

January 19, 2027



Alachua Bradford TIM Team

FDOT Gainesville Operations Office
5301 NE 39th Avenue, Gainesville, FL
352.381.4300
10:00am - 11:30am

October 14, 2026

December 9, 2026

TEAM MISSION:

The Florida Department of Transportation District 2 Traffic Incident Management Teams, through partnering efforts, strives to continually reduce incident scene clearance times to deter congestion and improve safety. The Team's objective is to exceed the Open Roads Policy, thus ensuring mobility, economic prosperity and quality of life.

TEAM VISION:

Through cooperation, communication and training, the Teams' intend to reduce scene incident clearance times by ten percent each year.

PLEASE NOTE: If anyone is interested in the SHRP2 Incident Management Training Course, please contact Lacey Collins at lacey.collins@dot.state.fl.us or 904-914-1635. Lacey is available to work with any agency's schedule, including nights and weekends, to assure that the course is available for groups of ten or more trainees.

Over the last few months, we have been working endlessly to expand our TIM meetings across the district to encompass all agencies and partners. I am pleased to announce that beginning in 2027, we will be hosting a TIM meeting quarterly in Lake City to host our TIM partners from Hamilton, Suwannee, and Columbia Counties. We will also be expanding to the Tri-County area to host our TIM partners from Dixie, Lafayette, Gilchrist, and Levy Counties. We look forward to this expansion and believe it will be a great year in 2027. All ideas are welcome and strongly encouraged when it comes to expansion and how to better improve our TIM team. If you have any comments, concerns, or questions, please email lacey.collins@dot.state.fl.us.

Performance Measures

After reviewing the Road Ranger Event Summary, and the accompanying Road Ranger Events chart, it was observed that from July 1, 2026, through September 30, 2026, Road Rangers responded to less incidents than they did in Quarter 2 of 2026. On average, per month, Road Rangers responded to an average of 233 abandoned vehicles, 629 crashes, 267 debris events, and 2,487 disabled vehicles. When compared to the previous quarter, abandoned vehicles saw a decrease of 3.5%, crashes saw a decrease of 6.9%, debris on the roadway saw a decrease of 6.3%, and disabled vehicles saw a decrease of 6.2%

One metric that is used to determine how well the Road Rangers are operating is Monthly Performance Measures, which were exported from SunGuide for Quarter 3. This data includes information such as Open Roads Duration, Roadway Clearance Duration, and Incident Clearance Duration.

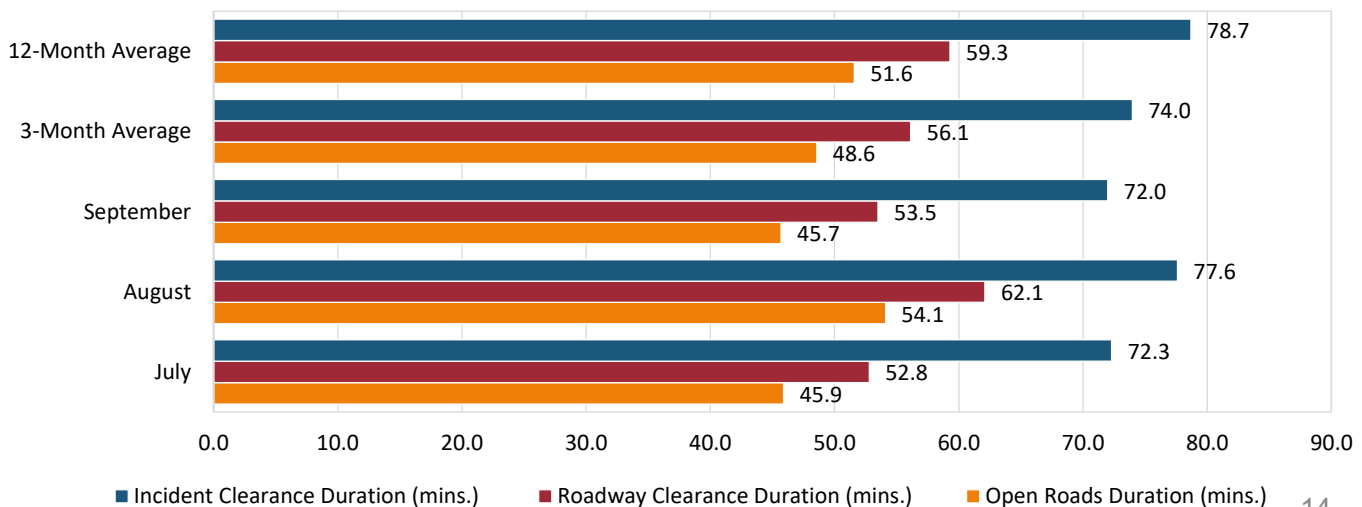
The Open Roads Duration is defined as the time the first responder arrives on scene until all travel lanes are cleared, with a goal of less than 90 minutes per event. The Quarter 3 average open roads duration was well below the 90-minute goal at 48.6 minutes per month, on average, which is lower than we saw in Quarter 2. Some circumstances can lead to a higher-than-average open roads duration, such as traffic homicide investigations, oversized vehicle collisions, or any event that requires Hazardous Materials cleanup. The average Open Roads Duration for the past 12 months is also well below the 90-minute goal at 51.6 minutes.

Roadway Clearance Duration is defined as the first notification of an event to all travel lanes cleared. The average Roadway Clearance Duration for Quarter 3 was 56.1 minutes per month, and 59.3 minutes for the past 12 months.

Incident Clearance Duration is defined as the first notification of an event to the last responder departure time. The average Incident Clearance Duration for Quarter 3 was 74 minutes per month, and 78.7 minutes for the past 12 months.

Overall, the Open Roads Duration, Roadway Clearance Duration, and Incident Clearance Duration has decreased since Quarter 2.

Monthly Performance Measures



ROAD RANGER SERVICE PATROL

Involved in a crash, ran out of gas, got a flat tire, in need of a jump start, the District 2 Road Rangers are here to help. What is a road ranger exactly you might ask? We see them on our roadways, we hear about them from time to time, but what is the purpose of a Road Ranger?

A Road Ranger is a safety service patrol responder provided by the Florida Department of Transportation. Road Rangers keep our District 2 roadways safe and assist responders and the motoring public on a daily basis. The District 2 Road Rangers play an essential role within our district working with the Traffic Incident Management (TIM) team. Road Rangers patrol all of District 2's interstates from I-10 in Madison County on the west through I-10 in Duval County on the east. They also travel from the Florida/Georgia state lines on I-75 in Hamilton County and I-95 in Nassau County, through I-75 in Alachua County and I-95 in St. Johns County, including multiple other counties within our district. Not only do they patrol our interstates, but they also patrol three main state roads in Duval County, SR 202 (J. Turner Butler Blvd), SR 9B and SR 115 (MLK Pkwy/Arlington Expy).

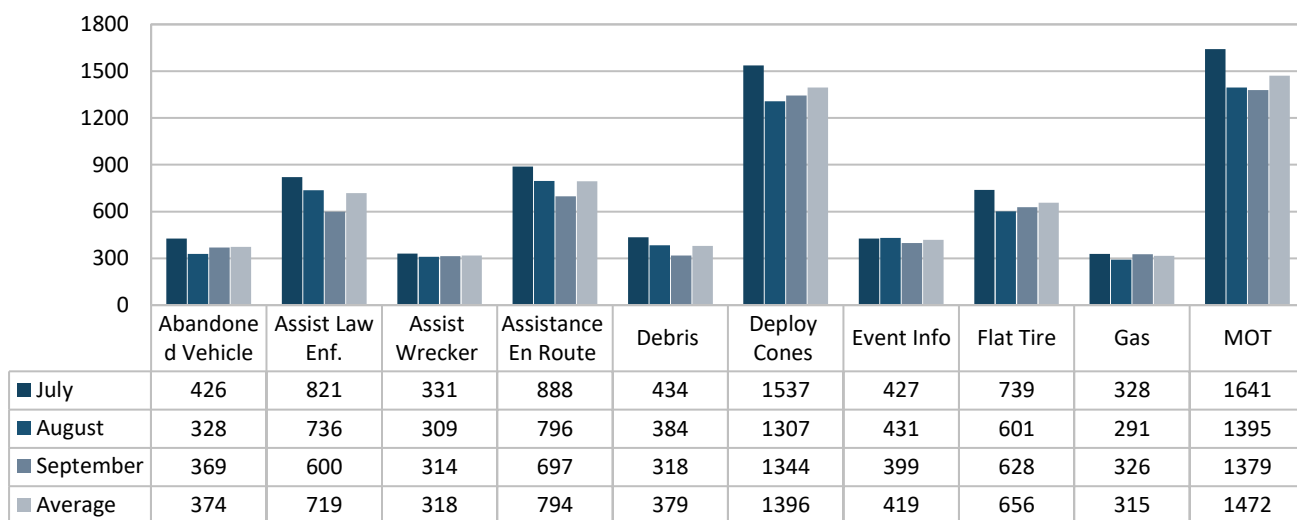
Road Rangers provide various assistance to not only the motoring public, but also assist law enforcement, wrecker drivers, fire/rescue, and so on. Road Rangers strive to keep the motoring public safe each and every day by removing debris from the roadway, protecting incident scenes by placing 24 cones at each event, and, never leaving someone stranded on the side of the roadway. Road Rangers work 24 hours a day, 7 days a week, traveling every mile of District 2 to look for and assist the motoring public. If they see a vehicle in the lane of travel or on the shoulder, they stop to assist. This assistance can include, but is not limited to, providing gas or diesel to a disabled vehicle, changing a flat tire, adding water to the radiator if the vehicle is overheating, and jump starting a vehicle if the battery died. But it is not always "repairs" that they complete. Road Rangers provide bottled water to motorists on those hot Florida days, allow the motorist to make a phone call if they do not have a phone, and also transport the motorist off of the interstates to the next exit if their wrecker or assistance has an extended response time to get the motorist to a safe location. When assisting law enforcement, fire/rescue, and wrecker drivers, Road Rangers keep the incident scene clear and protected throughout the duration of the incident to protect all responding agencies.

Every year, Road Rangers complete annual training to stay up to date on Road Ranger Tactical Training, National Traffic Incident Management Responder Training, MUTCD guidelines, and safety procedures. Every month, Road Rangers attend a safety meeting, to review policy/procedure, best practices while patrolling, and participate in general discussion on what's happening on the District 2 roadways.

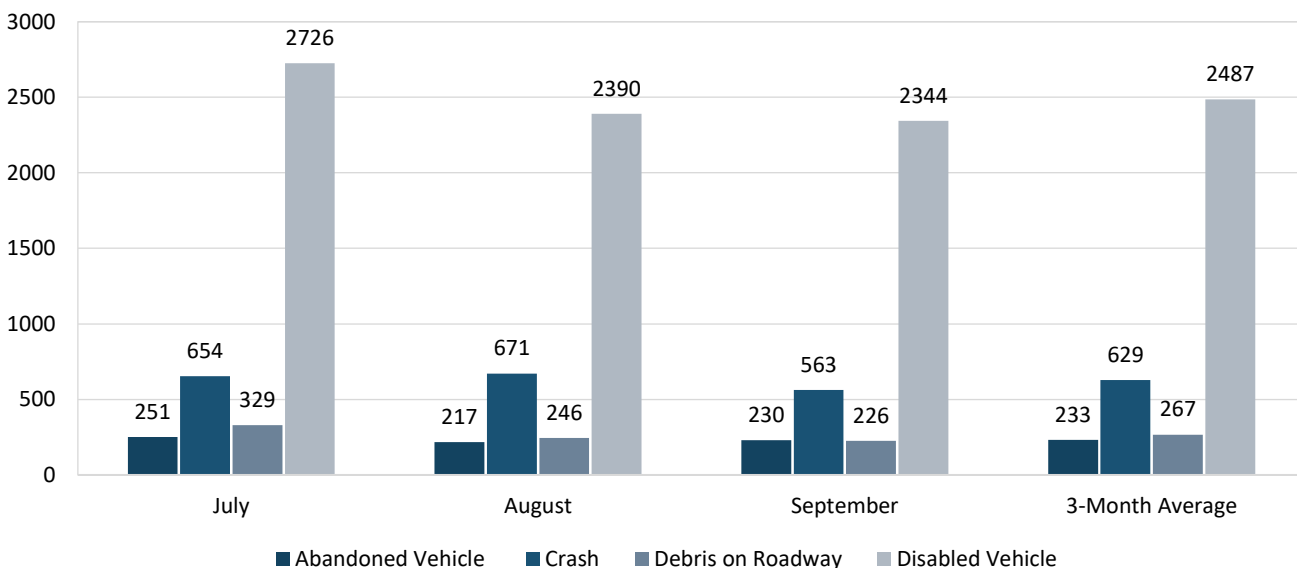
Road Ranger response is tracked district wide through our RTMC allowing us to oversee the day-to-day responses completed by our Road Rangers. During Quarter 3, District 2 Road Rangers responded to an average of 3,643 events per month and performed an average of 3.7 activities per event they responded to. These activities are outlined below in the Road Ranger Top Ten Activities chart.

The subsequent charts depict the ranger of event types to which the Road Rangers responded to between July 1, 2026, through September 30, 2026, along with key activities performed during these responses. Their primary focus was deploying MOT, assisting with flat tires, assisting law enforcement, and clearing debris from the roadway. The data indicates that the Road Rangers responded to an average of 17.4% crashes, 68.8% disabled vehicles, 7.4% debris events, and 6.4% abandoned vehicles. Taking a deeper look at the activities performed, Road Rangers provided MOT an average of 1,472 times over the last quarter and assisted law enforcement 719 times. Overall, there was a decrease in the total number of assisted events with Road Ranger response from Quarter 2 of 2026 to Quarter 3 of 2026.

ROAD RANGER TOP TEN ACTIVITIES (July 1, 2026 THROUGH September 30, 2026)



ROAD RANGER EVENTS (July 1, 2026 THROUGH September 30, 2026)

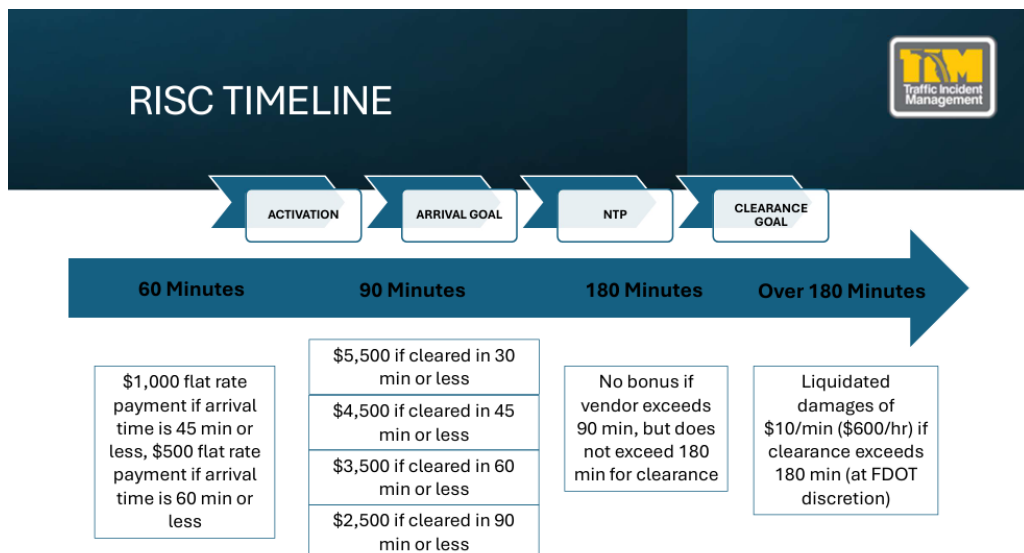


RAPID INCIDENT SCENE CLEARANCE (RISC)

The Rapid Incident Scene Clearance (RISC) program represents an incentive-based approach that corresponds with the Open Roads Policy in Florida, which aims to swiftly clear major highway incidents and truck incidents in 90 minutes or less. Under this program, the RISC Contractor takes on the responsibility of responding to the incident within 60 minutes of receiving the activation request.

Once a Trooper arrives at the scene of the incident, if he/she believes it is a RISC, the Trooper will request RISC activation. Crash parameters are then put into software where approval is either given or denied. The RTMC manager can override the software if it denies RISC activation, providing the manager feels RISC is needed for the event. Once the RISC activation is approved, the RISC vendor at the top of the rotation is notified and given the opportunity to accept or decline the event. If the vendor at the top of the list declines the RISC event, the vendor that is next on the rotation is then notified.

The RISC vendor must respond with specific required equipment after they accept the RISC event. This equipment includes a Class C Wrecker, a Class C Rotator, a skid steer with broom/bucket/forks, and a support trailer. Once the vendor is on scene with all required equipment, they are provided a Notice to Proceed by the lead official on scene. The contractor then has a maximum of 90 minutes to clear all travel lanes of debris and vehicles. The RISC vendor is awarded more monetary incentive if additional equipment is used, which can include, but not limited to, a dumpster, extra skid steers, hazmat equipment, etc. The vendor is also required to call the RTMC with certain timestamps to be eligible for their monetary incentives, including arrival time, the time they are provided Notice to Proceed, departure time, and all travel lanes cleared time. The following graphic provides the full FDOT RISC timeline.



Often, RISC activations encompass substantial commercial vehicle accidents, such as loaded tractor-trailers, which require RISC vendors to always have specialized equipment readily available for efficient response. Furthermore, RISC vendors must have two Class C wreckers, one of which is a rotator, a support vehicle/trailer, and a skid steer available to deploy rapidly once they receive RISC activation from the RTMC.

Over the past three months, District 2 has utilized RISC five times. This program holds immense value and is vital for reducing roadway clearance times, particularly during high-traffic periods. Below, you will find specific information regarding the RISC events that occurred within District 2 from July 1, 2026, through September 30, 2026.

Date	Time	Location	Description
4/27/2026	2:17 AM	I-10 Eastbound at MM354 Duval County	A Wrong Way Driver (black pickup truck) was traveling westbound in the eastbound lanes of travel and collided with a silver Ford focus head on. The black pickup truck overturned. There was a large debris field across all eastbound lanes. The driver of the Ford Focus was pronounced deceased on scene. Heavy equipment was needed for rotating the truck and clearing debris from the roadway.
5/1/2026	5:05 AM	I-95 Northbound at MM331 St. Johns County	A disabled vehicle was blocking the lane of travel northbound and was struck by another vehicle. A semi-truck and trailer struck the secondary vehicle and collided with the median guardrail in which it then proceeded to travel into the southbound lanes. The semi-truck and trailer came to final rest on the outside shoulder of I-95 southbound in the wood line.
5/25/2026	5:18 PM	I-10 Westbound at MM263 Madison County	A sedan traveling westbound lost control of the vehicle and collided with a semi-truck and trailer. The front and passenger side of the sedan was lodged underneath the driver side of the semi-trailer. The passenger of the sedan was pronounced deceased on scene. RISC was activated due to heavy equipment being needed for body removal.
6/11/2026	10:22 AM	I-95 Southbound at MM310 St. Johns County	A semi-truck and trailer lost control and collided with the median guardrail. The semi-truck and trailer overturned in the <u>median</u> resulting in the semi becoming fully engulfed.
6/23/2026	1:48 PM	I-10 Westbound at MM242 Madison County	A semi-truck and car hauler trailer lost control and collided with the median guardrail. The semi-truck and trailer became fully engulfed.

It is important to note that during each TIM Team Meeting, any RISC events that have occurred (in the meeting's respective coverage area) since the previous meeting are debriefed with the appropriate agencies. This is to ensure that any procedural errors are discussed, and the team can review any lessons learned for future events.

Lacey Collins
Consultant TIM Program Manager
Metric Engineering

MARKETING

As I write this, I've just returned from Flagler College's Annual Employee Health Fair. This one-day event allows staff and faculty to get up close and personal with vendors from across Northeast Florida. There were health and fitness experts, insurance companies, hazardous waste representatives, estate planners, financial professionals and...us! Our FL511 booth showcased both the app and website, giving visitors the chance to experiment hands-on and in real time. I had my phone on one side of the table and my laptop on the other. It was raining in Jacksonville, and there were a ton of active incidents, so I was able to pull up our traffic cameras and demonstrate what our operators see on a daily basis, and how they respond. Once the information leaves the Regional Transportation Management Center, it becomes available to the motoring public through our Dynamic Message Signs, the app, website and Social Media notifications.

The easiest "selling point" of FL511 is having someone tell you they were JUST stuck in traffic. They almost can't download the app fast enough to avoid future inconveniences! No one wants a repeat of long delays, idling in a 90-degree car, stuck on the Fuller Warren Bridge at 6pm on a Friday.

We rounded out the quarter by attending JAXPORT's Employee Health Fair. When the cruise ship is out at sea, vendors take over the inside of the terminal and turn it into an expo hall. The cavernous space doubles as a makeshift convention center with attendees filling every available inch of real estate. After spending a few minutes chatting with one long-time participant I casually said, "See you next year." To which he replied, "No you won't. I'm finally retiring!" I've been conversing with some of the same people for twenty years (that's how long I've been in the Marketing position), so it's a bit surreal when one of them has a foot out the door. Talk about a reality check.

Whether you're taking a road trip or simply commuting across town, make sure your trip begins and ends with FL511. From our operations hub inside the Regional Transportation Management Center, we'll keep you up-to-date on current road conditions. FL511 is available in a variety of platforms. You can log onto [FL511.com](https://www.fl511.com), download one of the free FL511 Mobile Apps available for Apple and Android devices, or visit us on Twitter, Facebook and Instagram. Connect. Know. Go! What are you waiting for?

Sherri Byrd
Consultant Marketing Manager
Metric Engineering

Employee Spotlight-Louanne Crosby Administrative Assistant

Talk about your upbringing – where were you born/raised?

I have been in Florida my whole life, originally down south in Pompano Beach and then my father was offered a job in Jacksonville when I was five and we moved up here. I grew up with two older sisters on the Westside and eventually my whole family migrated to Fleming Island.

Tell us a little about your career path, and how it led to your current role with FDOT/Metric Engineering, Inc.

I worked in banking for about 10 years and went from receptionist to branch manager at CSX credit union downtown but wanted a change. I had my son and stayed home for a while and then took a position in the medical field and worked my way up to management and worked for many years until Covid hit in 2020. I left my position and did not want to go back to the medical field for many reasons. I was hired at Metric in August 2021 and started as an operator and this past November 2025 was promoted to Administrative Assistant, almost a year now. I just celebrated my 5-year anniversary in August.

Worst day on the job? Or a funny foot-in-mouth moment? (not necessarily *this* job)

I was on my way to an interview at CSX, not familiar with the downtown area and was trying to get over so I didn't have to cross the Acosta bridge. I needed to turn at Water Street, but this guy wouldn't let me over and I gave him the universal hand signal that I was not happy. I had to cross the bridge and turn around, and it made me 5 minutes late for the interview. Well, you guessed it, the guy that wouldn't let me over was the manager I was interviewing with. He said, "You're late," and I said, "Yes because you would not let me merge in" and we laughed and did the interview. He hired me. (I was only 19)

Looking back over your career, name one defining moment you still carry with you.

When I was leaving my job, they offered me 10,000 more a year to stay, and I asked my boss why didn't you offer me that before I had one foot out of the door? He said because you never asked me to.

If you could instantly master any new skill outside of work, what would it be?

The first thing that comes to mind is to whistle.

Have you ever been told you look like someone famous? If so, who?

I have been told for many years, more often when I was younger, that I look like Mariska Hargitay (Law and Order). I think it may be the brown eyes??

Describe your ideal weekend.

Anywhere tropical with family and friends in the sun and around the water.

Tell us about your family.

I have been married to my husband Mike for 33 years, we have one son Michael and now a beautiful daughter-in-law Brianna. They just celebrated five years of marriage, no grand babies yet. People always ask why did you only have one child, and I say because I got it right the first time. There could be some truth in the fact that he was extreme even as a toddler. He was on something motorized from three years old, four wheelers and dirt bikes and hot rods, and has had the need for speed ever since.



Louanne & Mike

Photo Gallery

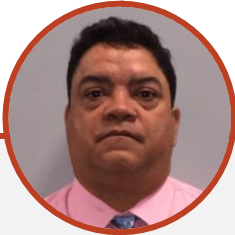


*Our very own Penny Kamish has
RETIRED!!! (above and below)*

JAXPORT Employee Health Fair



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