



# Road Ranger Safety Meeting 07/05/2017

Metric Engineering on behalf of FDOT District 2

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# ROAD RANGER SAFETY/TRAINING MEETING AGENDA

July 5th, 2017



1. FIRST COAST ROAD RANGERS PRESENTATION –

Cody Parham

2. FDOT ITS Operations

Ryan Crist

- A. MOT General Discussion
  - a. I-295 at Dunn MOT
- B. Procedural Errors
- C. Radio Chargers- Back Ordered
- D. Radio Issues
- E. Safe Tows
- F. Truck Extensions
- G. Proper Driving/ SPARR Mgmt.
- H. Construction Zones
  - a. Issues
  - b. Flooding
  - c. Etc.
- I. Accuracy of Event Information

3. AVL

Sherrell Lall

- A. Breaks/ Shift Changes
- B. Inspections
- C. Ride Along

4. TMC SUPERVISOR CONCERNS

Ryan Crist

5. ROAD RANGER OPERATOR QUESTIONS

6. ACTION ITEMS

7. FINAL COMMENTS

Pete/Greg/Marshall

Notes:

- Cody opened the meeting and welcomed everyone.
  - o He welcome Leonard and Ron, the 2 new hires.
- Thank you all for working on the 4<sup>th</sup>. Slow day. Seemed to pick up after RRs were off.
- No Dee Dee Johnson today.
- Cody has been fighting with the uniform company so Leonard is still out of uniform.
- First week on the road solo went well for the 2 new guys.
- Cody asked why we have these safety meetings?
  - o Lessons learned.
  - o Stay out of trouble.
  - o Run through scenarios.
- MOT! Think about your safety first.
- Cody reviewed the MOT set up we discussed as a team last meeting on 295 at US-17. Fast forward to this month and Luis did the exact same thing. At Dunn Ave.
  - o Luis said the TMC told him to park there but Ryan and Jason Evans were on the phone with Cody during this so it might have been a misunderstanding.
  - o The Road Rangers are trained in MOT and the TMC Ops are not. The RRs need to know what is right and safe. Use your Supervisor to discuss with the TMC if needed.
  - o Use your head.
  - o Ryan will speak to TMC Staff as a reminder.
  - o The team again covered how that event should be handled.
- Several Road Rangers brought up taking a lane and how some FHP Troopers want it and others don't.
  - o Road Rangers should not take a lane unless guidance is provided by FHP. Ryan will email Cody and Dee Dee about having a side bar with FHP at the TIM Meeting.
- Cody went over a plus 1 lane event that was done properly. Though Ryan pointed out that the Road Ranger should not be taking that extra lane prior to Law Enforcement arrival.

- Think about the scenario based on traffic volumes, speeds and sight lines.
- Cody reviewed Johnny taking only half of the right lane on the Buckman. Either take it or don't. Make sure taper has proper length.
  - Johnny was told not to take the lane by TMC. TMC was passing that along on behalf of FHP which was stated to the Road Ranger.
  - Ryan stated that FHP advises that Road Rangers should not take a lane if not blocked by the incident until Law Enforcement arrives.
    - TMC will note in SunGuide if FHP advises something and make sure the Road Ranger is aware that it is per FHP.
    - TMC can help facilitate between Road Rangers and FHP to take a lane, or anything else, if needed.
    - Don't put yourself at risk if the motorist doesn't want to wait.
    - Cody- If the casualty isn't blocking the lane you should not take that lane.
- Cody reviewed an event worked by Alan on the FW Bridge left e lane. Alan was parked way too close to the vehicle he was assisting (remember, 30 to 50 feet between). Alan parked that way to help jump the vehicle. Alan also had no MOT out. MOT should be the first thing going out. Parking that close makes it hard to pull back into traffic and you should NOT be backing up in the E Lane on a shoulder. This should have been a Safe Tow.
- Ryan talked about Sgt. Bishop and how he was killed while working a crash on the left shoulder. Safety first. Be prepared for anything and be cautious. A moment to remember Sgt. Bishop.
- Ryan and Cody discussed the TIM side bar. More to come.
- Cody ran through some additional MOT situations stressing the process on how to put out cones for a lane blocking event vs. a E Lane event.
- Cody cleared up center lane blockage and the proper cone deployment. Create a V to slow traffic and divide. Pass the event and pull back around if needed to create space.
  - Slower traffic is our friend.
- Cody informed the Road Rangers, even when you have a wide E-Lane, use your MOT. Expect the unexpected.
- Cody showed a picture of a crash JSO car on the Buckman from June. This is the reality. You need to be prepared for anything.

- This was the worst 2 months of complaints from motorists. It is not one specific driver. Multiple people over multiple areas. First Coast has to look into each of those. Some are valid, some are exaggerated. You are in the public eye. You need to be more careful.
  - Ryan brought up merging into and out of traffic as well as only using SPARR when parked. If you cannot read something ask the TMC to radio you the information. Safety first.
  - Don't be afraid to drive past and come back around to a car in need. Don't create a dangerous situation trying to help someone. There is no required time to arrive on scene or performance measures. This is a free service. Do your job safely.
- With construction and traffic becoming heavier road rage does seem on the rise. Be aware of that and stay professional.
- Cody covered the 39 minute event where the Road Ranger was parked in front of the DAV, did not put up the arrow board and had no MOT. The Road Ranger stood back and spoke to trooper the whole time.
  - If FHP needs something from you they will come to you. Set up MOT and help the DAV. Safety and don't waste time.
  - If you need the Trooper, make it brief.
- Ran through procedural errors:
  - Improper use of arrow (pointing traffic into the grass). Be careful and take your time.
  - Lots of wrong direction errors noted. Please correct it and call the TMC.
  - Failed to notify TMC. Call when you arrive.
    - RR201 and RR206 are important with no CCTV throughout all of those routes.
  - If details are not up to date or accurate, relay that to the TMC.
  - Accuracy is important. Take your time.
  - If you are short on time just radio it in. The TMC can fix it.
  - SPARR GPS is funky so be careful.
  - Yes, WAZE alerts make things difficult. Remain patient and make sure what is in SPARR is accurate.
  - Ryan will follow up with his staff. Make sure dispatch conversation matches SunGuide event.

- First Coast will be going back to handing in the hard truck inspection form. Create new habits now before the new nice trucks arrive. Inspect your truck, tires and gear. You should know where things are. There is a form in each truck. You shouldn't be missing things.
- Check your tires. Running an extended period on your tires and destroying them is unacceptable. First Coast has ruined TOO many trucks that could have been prevented if you inspected your truck. Several brand new tires were destroyed due to neglect. Not acceptable.
  - o The new trucks will have a lot more expensive tires. Create good habits now.
- Sherrell asked about AM water, absorbent and other items. The PM driver is supposed to stock as the office has been locked in the AM leaving items to be missing during inspection.
  - o Cody will address.
- Sherrell reminded the drivers about the inspection sheet.
  - o Know where it is.
  - o Know what it is.
  - o Cody has allowed other tools to be in the trucks at this point but with new trucks coming that won't be allowed anymore.
- Cody asked about phone issues and 1 driver said his overheated and wouldn't work. That is a safety mechanism for the phone. Keep it in the truck.
- Sherrell reminded the drivers to remember to change your status. Break back to patrolling is the worst. This costs time and money. Don't overlook it.
- Cody talked about RALPHY's which is trying to solicit business. Let Cody or Mike know and take the flyer. Keep an eye out.
- Cody reminded everyone about Hurricane Season, we are in it. It will be all hands on deck. 12 hour shifts 12-12 and 12-12 seemed to work. Lessons learned took place. There will be dead hours but you will be compensated. Be ready to help. Have a plan at home. If you need to nap for safety you have to communicate with Cody.
- Mike talked about the red tags that have been popping up on trunks of cars. Red Tags should only go on the back windshield.
- Larry provided high praise for the TMC Dispatchers. Thank you.
- Ryan returned the compliment. Things do get stressed in incident management but the things we hit on are small. The work has been tremendous.
- Radio chargers are still back ordered.

- Ryan had FHP look into Andy's radio issue but they couldn't find anything. The brought up the shoulder mic being replaced could help. Andy recapped his areas of issue.
  - o Dee Dee and Cody can help coordinate with a tech if needed.
- Ryan asked about route extension but the team all enjoyed the double coverage of having RR203 go over the Dames Point which was helpful. We did that temporarily during construction and seemed beneficial.
- Ryan brought up construction zones.
  - o Call in washouts.
  - o Call in flooding.
  - o Call in MOT issues.
  - o Overland and 95/SR-202 have been tough areas.
- Ryan asked about the 95 ramp to Phillips and signage. Small signs without notice. There is some issues in that area. Having better signage and signage further upstream would help.
- Sherrell went over that break times have been fine as well as shift change times.
- Cody announced that First Coast was awarded the new contract and they will be getting more trucks. Lots more to come soon.
- Meeting adjourned.



## Road Ranger Safety Meeting

### WEDNESDAY, July 5th 2017



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NAME	ORGANIZATION	ADDRESS	JOB TITLE	PHONE	EMAIL ADDRESS
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