

Coordinated Incident and Corridor Management Across Agencies



By Florida DOT

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Overview

The Florida Department of Transportation (FDOT) District 4 operates a coordinated, multi-agency Traffic Incident Management (TIM) program designed to improve safety, reliability, and operational readiness across regional corridors. The program integrates Road Rangers, the Florida Highway Patrol (FHP), Public Safety Answering Points (PSAPs), fire rescue, construction partners, and local Traffic Management Centers (TMCs) into a unified response framework that emphasizes rapid clearance, responder safety, and corridor-level coordination rather than isolated incident response. During the reporting year, District 4 strengthened this framework through field exercises, standardized training, and expanded inter-district collaboration, positioning the program as a regional model for coordinated incident and corridor management.

This case study demonstrates how District 4:

1. Integrates Road Rangers, law enforcement, emergency responders, and traffic operations into a unified response model
2. Uses field exercises to validate incident readiness ahead of major corridor openings
3. Standardizes response protocols through regional training programs
4. Expands coordination across districts and PSAPs
5. Measures program maturity through Federal Highway Administration (FHWA) performance benchmarks

BACKGROUND

District 4 manages high-volume freeway and arterial corridors that require continuous, coordinated incident response to maintain safety and reliability. The Road Ranger program provides 24/7 motorist assistance and lane-blocking clearance services across the district, with more than 25 Road Rangers actively patrolling at any given time. Services include jump starts, tire changes, fuel delivery, radiator water provision, and the relocation of disabled vehicles from travel lanes to reduce secondary crashes and congestion. Recognizing the need for corridor-level coordination, District 4 expanded its Traffic Incident Management collaboration beyond initial efforts in District 1 to include Districts 4 and 5, creating a stronger regional network of responders, dispatch centers, and traffic operations partners.

TSMO PLANNING, STRATEGIES, AND DEPLOYMENT

In preparation for the opening of the next phase of the I-95 Express Lanes, District 4 conducted a multi-agency field exercise for Phase 3C. The simulation brought together construction teams, emergency responders, Road Rangers, and traffic operations staff to validate coordinated response procedures, scene management protocols, and communication workflows under high-risk conditions. To strengthen operational consistency, District 4 launched a Risk Identification and Activation Training Program for Road Rangers, the FHP, and dispatch center personnel. This program standardizes response protocols, improves hazard recognition, and enhances readiness across all responding agencies. The TIM Coordinator also began responding in person to high-risk incidents to provide on-scene operational guidance, ensuring coordinated resource deployment and reinforcing multi-agency command and communication structures.



COMMUNICATIONS PLANNING AND EXECUTION

District 4 strengthened coordination with PSAPs, law enforcement, and fire rescue teams through joint planning and real-time scene engagement. These efforts improved communication flow from initial call intake through field response and corridor management. Quarterly TIM meetings were used as a platform for regional collaboration, bringing together stakeholders to review operations, share lessons learned, and align on safety improvements. Updated presentation formats improved meeting engagement and supported real-time discussion among partners.

OUTCOMES, BENEFITS, AND LEARNINGS

District 4's coordinated approach has delivered measurable improvements in program maturity and operational readiness. In 2025, the Federal Highway Administration (FHWA) TIM Self-Assessment Score improved from 83.01 to 85.98, reflecting stronger inter-agency engagement, standardized practices, and enhanced corridor-level coordination. The integration of training, field exercises, and on-scene coordination has reinforced the value of deploying resources based on corridor conditions rather than individual incidents alone. Key learnings include the importance of validating response plans through live simulations, maintaining standardized protocols across agencies, and embedding coordination leadership directly into high-risk incident scenes.



PERFORMANCE SNAPSHOT

Reporting Period: January 1 to December 31, 2025

WHY THIS PROGRAM STANDS OUT

District 4's Traffic Incident Management program distinguishes itself by shifting from a traditional response model to a corridor-based, performance-driven system of operations. Through regional collaboration across districts, standardized responder training, performance-based Road Ranger contracting, and measurable improvements in FHWA program scoring, District 4 demonstrates a mature, transferable model for coordinated incident and corridor management. The program's emphasis on proactive readiness, multi-agency integration, and continuous performance improvement positions it as a nationally relevant example of how Transportation Systems Management and Operations (TSM&O) principles can be applied to enhance safety, reliability, and operational excellence across complex transportation networks.