

Specialty Towing and Roadside Repair (STARR) Services Program

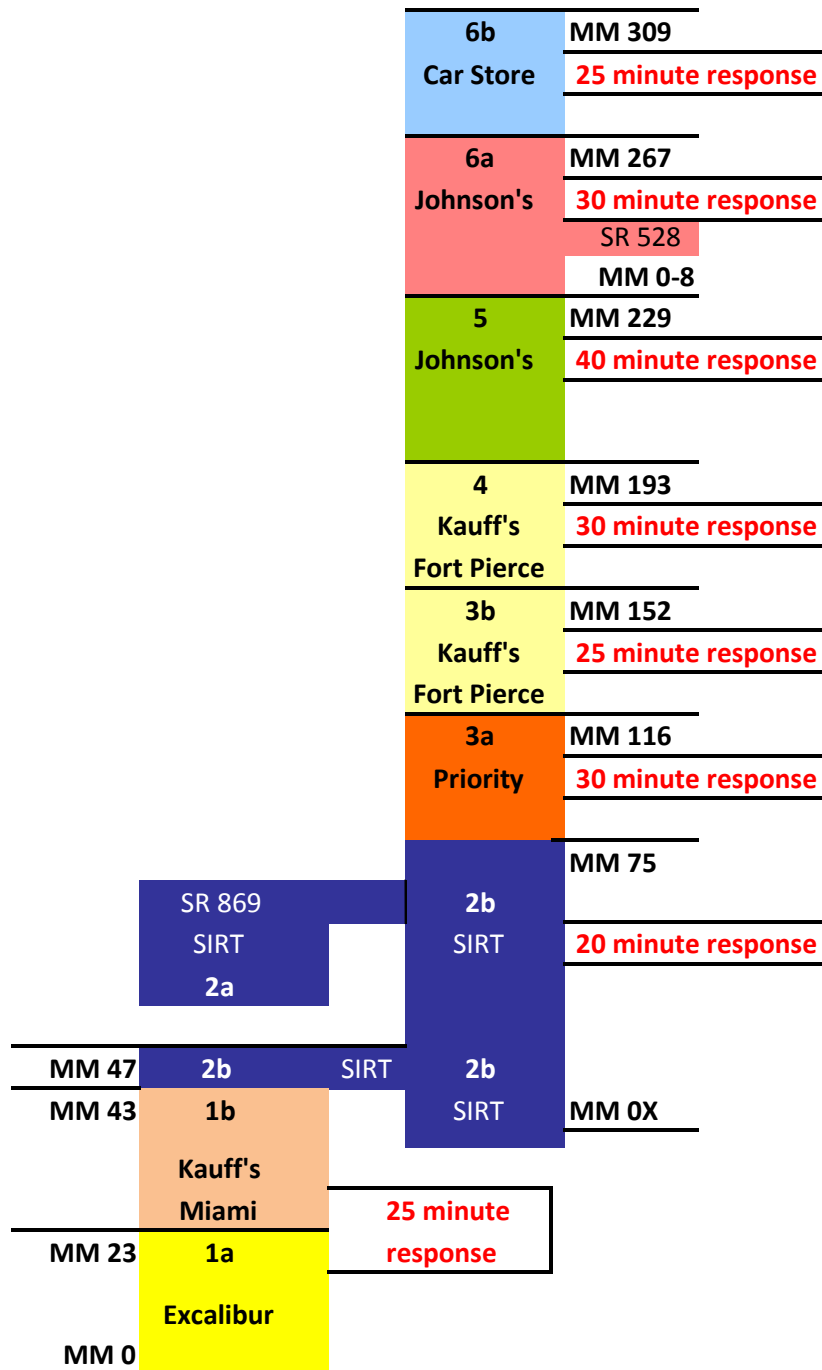


ANNUAL REPORT 2013

Florida's Turnpike Enterprise



STARR SECTORS / RESPONSE TIMES



Effective 10/1/13



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1 STARR Program Details

Prior to June 2009, the eight service plazas along Florida's Turnpike handled all towing and vehicle repairs. Due to changes in Turnpike service plaza operations, Florida's Turnpike Enterprise (FTE) implemented its innovative program **Specialty Towing and Roadside Repair** in June 2009 to address its customers' towing and repair needs.

Under this unique program, the Turnpike Mainline (MP 0 – 309) and the Sawgrass Expressway (Toll869, MP 0 – 22.5) are segregated into ten coverage sectors, designated by mile posts with towing and roadside repair contracts awarded to seven area contractors. The STARR contract is a cost-neutral contract for FTE, and requires the tow contractors to respond with light-duty wreckers to Florida Highway Patrol (FHP) dispatched calls within 30 minutes or less in urban areas, and within 40 minutes in rural areas. These contracts are performance-based, requiring adherence to response times as noted in the contracts and provision of a high level of customer service and safety.

Note: The Veterans Expressway, along with the Polk Parkway, Seminole Expressway, SunCoast Parkway, Western Beltway, and Southern Connector Extension are currently not part of the STARR Services Program. Tow coverage of these roadways remains under the Florida Highway Patrol wrecker call rotation system.

Performance is measured and communicated to the contractors on a weekly basis, and each contractor is expected to meet their performance standards. Changes can be made according to contractors' ability to meet these standards. The STARR program is a key component of Turnpike's efforts to increase travel time reliability and improve service and safety to our customers. The Towing and Recovery Association of America certifies STARR personnel who receive training to work safely under high-speed traffic conditions. STARR service wreckers and facilities are inspected to meet STARR specifications, and authorized STARR service vehicles are identified by an FTE decal.



2014 Initiative:

Adding STARR to the Veterans Expressway will be a top priority. Turnpike Management believes that a STARR program on the Veterans Expressway will be crucial during the ongoing widening construction project and the future Express Lanes operation. Current wrecker dispatch is provided by the Tampa FHP Troop C communications center, not Troop K, and requires additional levels of coordination and operational procedures. Work continues in this area to develop an approach to expand and manage the plans for implementation in Q1, 2014.



2 New STARR Contracts Awarded

The last of three one-year renewals expired in June 2013. New contracts were prepared based on the collective experience of the first four years of the program and were advertised for a June 15, 2013, implementation.

Seven different STARR vendors were selected through a competitive Request for Proposal process to provide service in the ten defined sectors. Each awarded contract is incentivized as a one-year contract with up to three one-year renewals, depending on performance. Due to contractual protest, the last of the new contracts was awarded for an October 1, 2013, implementation.



A STARR RFP Mandatory Pre-Proposal Meeting was held on March 19th

3 Performance Executive Summary

2013 was a dynamic year for the STARR program and the events that occurred over the course of the year had an effect on the program's overall performance. In addition, during the first six months of 2013, Tri-County Towing covered three STARR sectors independently, extending more than 133 Turnpike miles. Despite the efforts of the Tri-County team, the on-time percentage and average arrival time slipped in all three sectors. In addition, a new round of contracts were awarded mid-year, introducing new vendors to the program and a new sector to an incumbent vendor resulting in four of the ten STARR sectors changing vendors. This familiarization process also affected the program's performance measures

For calendar year 2013, STARR vendors responded to 6,659 FHP-dispatched calls. Vendors met the required quick-response timeframes more than 90 percent of the time, with an average response time of 20 minutes, 24 seconds (Figures 1 and 2). This compares favorably to the program average of 88 percent on-time and an average response time of 19 minutes, 49 seconds over 33,430 calls. It should be noted that due to the hard work of and dedication of all the vendors involved in the program, 2013 finished on an up-swing, with the last six months averaging 92% on-time with an average arrival time of 19:59 minutes.



SIRT flatbed arriving on scene to assist FHP with a crash in Broward County

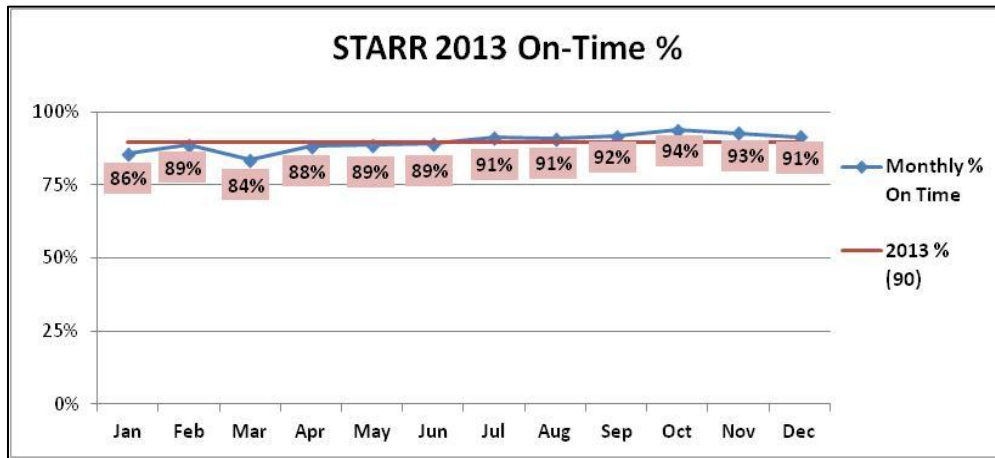


Figure 1 - STARR Program On-Time Percents 2013

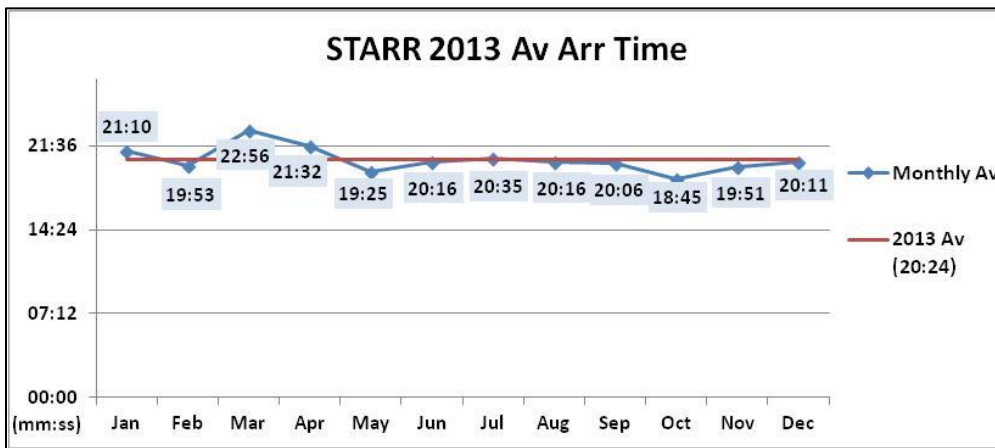


Figure 2 - STARR Average Arrival Times Year 2013

The Program averaged 547 FHP-dispatched events per month. The four peak months occurred during the summer travel months of May through August and the three lowest event months were January, February and October.

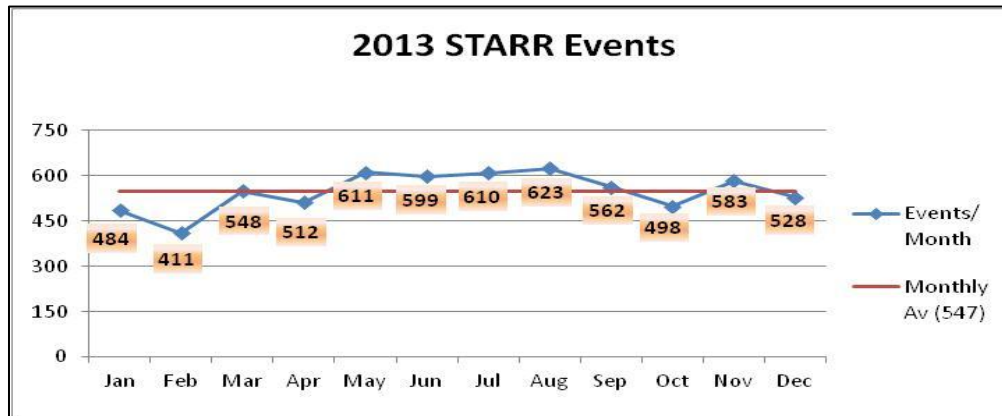


Figure 3 - STARR Events per Month Year 2013

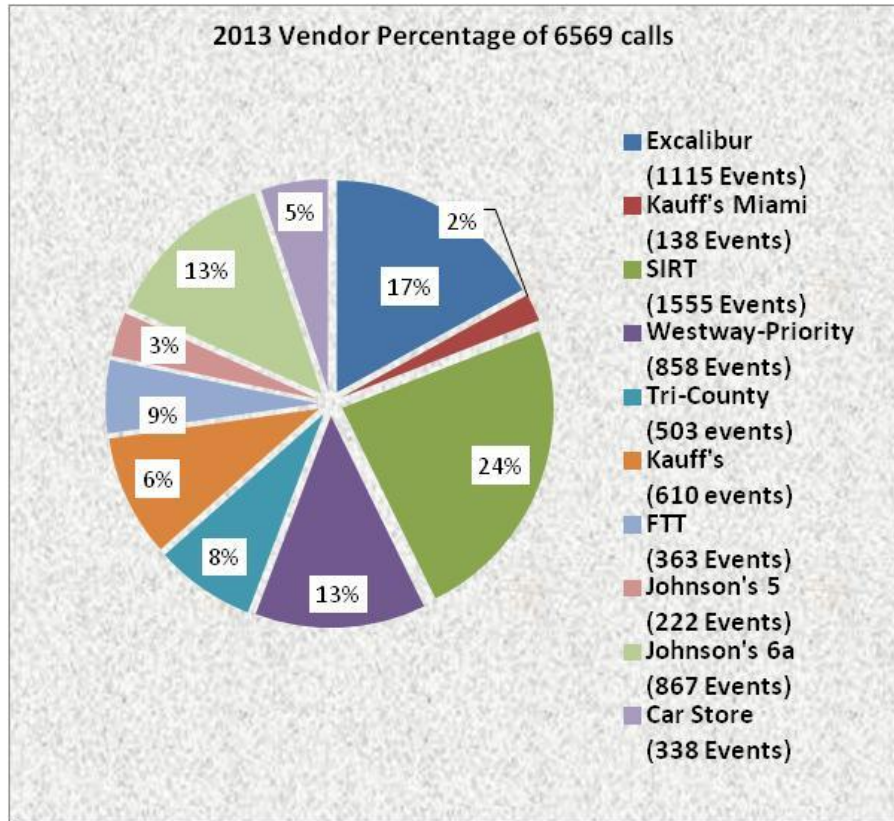


Figure 4 – Per Vendor Events/Percentage - 2013

FHP Computer Aided Dispatch (CAD) continues to serve as the primary source in computing program performance measures. FHP CAD entries, after a TMC representative review, are the official timekeeping measures for the program, followed by vendor dispatch records and Traffic Management Center (TMC) reporting as secondary information and verification tools.

As seen in Figures 5 and 6, the slope of the trend line for both on-time percentage and average arrival time over the first four and a half years of the program's operation, which ended in 2013, has leveled out at an arrival time of 19:48 and an average on-time percentage of 88%. A concerted effort will be made to maintain an average arrival time under 20 minutes and increase the average on-time percentage to 90%. Note: as mentioned earlier, the improvement over the first three months of 2013 can be seen in the increase in on-time percentage and the drop in average arrival time is shown in the quarter ending December 2013.

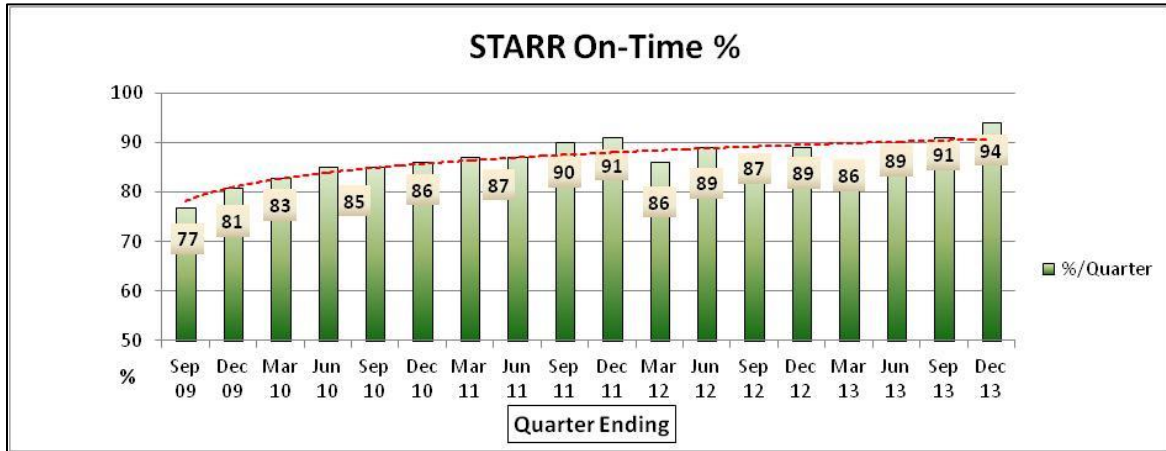


Figure 5 - STARR Program Quarterly Percent On-Time

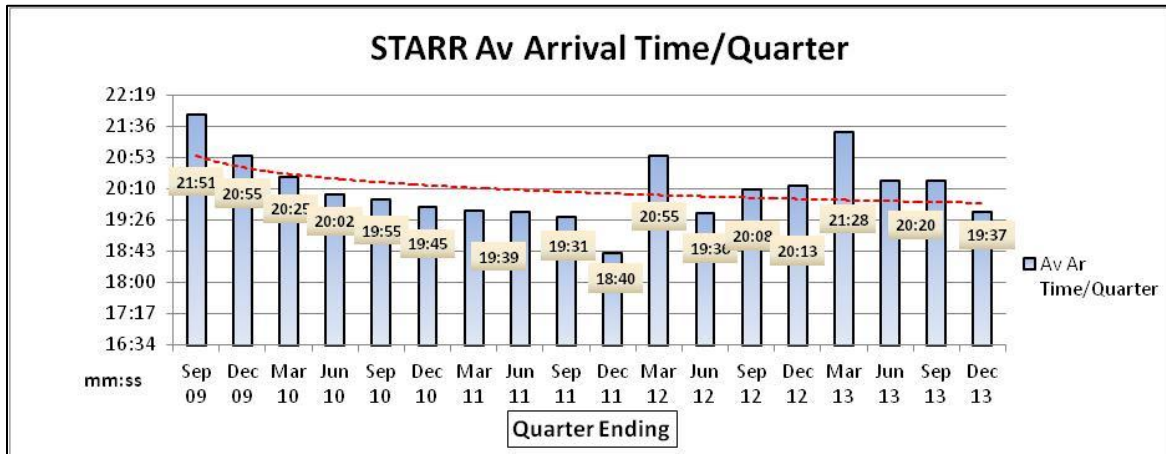


Figure 6 – STARR Program Quarterly Average Arrival Times

3.1 Vendor On-Time Performance

Of special note are the consistently high on-time arrival percentages achieved by Sector 2a/2b vendor, SIRT (93% for the year); Sector 1a/1b vendor, Excalibur Towing Service (92% for the year), Sector 6b vendor Johnson's (92% for the year) and Sector 3b/4 vendor, Kauff's (96% for last 6 months of the year).

3.2 National Traffic Incident Management Performance Measures

The decrease in average arrival time over the last six months of 2013 by our STARR vendors (20 minutes, 51 seconds to 19 minutes, 59 seconds) helped contribute to the decrease seen from 2012 to 2013 in Turnpike average Roadway Clearance Time [50.1minutes to 48.8]. This performance measure, along with the reporting of Secondary Crashes, are continually aligned with the Federal Highway Administration's (FHWA) National Unified Goal (NUG) Incident Management measures across the United States.

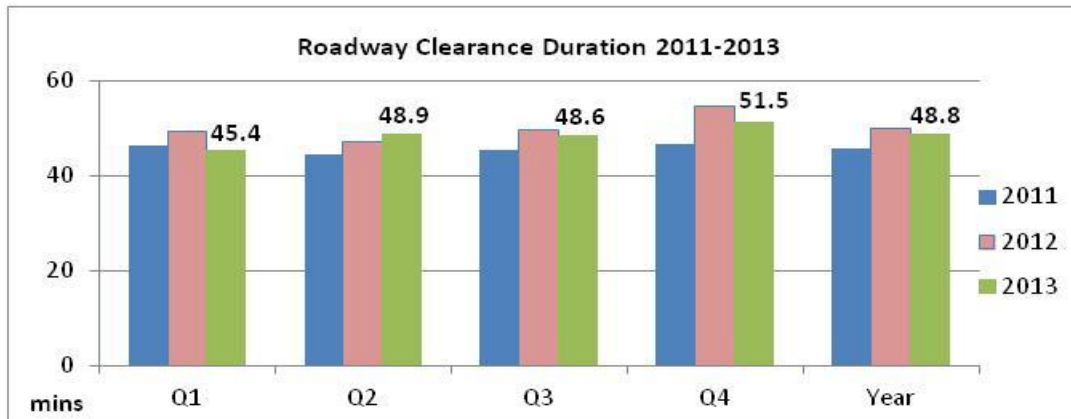


Figure 7 – Roadway Clearance Comparison 2011 - 2013

4 2013 STARR Milestones

4.1 Mile Post 216 Heavy-Truck Turnaround

FTE Highway Operations identified the need for a permanent turnaround crossover along the Turnpike Mainline in Osceola County that could accommodate heavy construction trucks as well as Incident Management response vehicles, including STARR wreckers. Due to the 36.5 mile distance between the Yeehaw Junction/SR60 Interchange (MP 193.5) and the Canoe Creek Service Plaza (MP 230) in STARR Sector 5, the turnaround cut this extended segment almost in half. On-time performance in Sector 5 will be closely monitored in the first half of 2014 to ascertain the benefit of the turnaround.



Under construction
 Aug 2013



Nearing completion
 Nov 2013



Completed and ready for use
 Dec 2013

4.2 Service Plaza Impound Lots

The ongoing Turnpike Service Plaza Reconstruction project has had an effect on the impound lots that were located at each plaza. As a plaza underwent reconstruction, the impound lot was removed. However, by the end of 2013, reconstruction was completed at a number of the plazas and the impound lots have been restored at the Pompano, Canoe Creek, Lake Worth and Turkey Lake plazas as seen below:



4.3 Turnpike Video

STARR vendors, as well as other Turnpike First Responders continued to utilize video from the FTE traffic cameras in 2013. The Turnpike Traffic Operations developed website, www.tpktraffic.com, provides access to limited streaming video and refreshed snapshots of all Turnpike System roadways. FTE vendors access the website to monitor and assess a situation immediately, and provide visual information to dispatchers to maximize appropriate response to Turnpike incidents.



Streaming video webpage found at www.tpktraffic.com

2014 Initiative:

STARR vendors accessing and using FTE traffic cameras will remain a focus for FTE management. We will continue to remind the vendors of the video availability and ensure that they are using it when appropriate in responding to a call.



4.4 InstaTow

InstaTow is an expedited wrecker response program that reduces the time delay associated with calling a wrecker to the scene of a traffic incident. When utilized, InstaTow contributes to reduced lane closure times since the STARR vendor is often on scene prior to the arrival of law enforcement. Once the TMC verifies a lane blocking event and the need for a wrecker (generally through the FTE traffic camera network or other reliable source), the TMC contacts FHP Dispatch to dispatch the appropriate STARR vendor to respond immediately after notifying the FHP trooper of the incident. This allows the wrecker to respond before or as FHP arrives on the scene and before a time-consuming queue forms. This will result in further improvements to lane closure duration times, reducing delays and the potential for secondary incidents.

The STARR Operator can relocate the involved vehicles from the travel lanes when the incident involves no injuries or fatalities in accordance with Florida's Move-It laws. In the event the STARR Operator ultimately does not provide a billable service at the scene, the vendor is compensated by FTE with the rate established in the agreement for "No Chargeable Service Provided".

2014 Initiative:

To further increase the utilization of InstaTow, Turnpike staff will exert a concentrated outreach effort with FHP to familiarize them with the concept of InstaTow and further institutionalize this operational innovation. TMC operators and FHP dispatchers will also be coached to increase the frequency of InstaTow implementation

4.5 Customer Brochure/Comment Card

The brochure, as seen in Figure 13, page 36, was first implemented in February 2011 with a goal to better familiarize our customers with the STARR Program and differentiate it from the free Safety Patrol program. The brochure explains the program and provides informational resources and FTE contacts. It also includes a postage-paid Customer Comment card providing our customers an avenue to give feedback on the program. During 2013, 419 comment cards were received and all were positive (compared to 513 in 2012). With a scale of 1 to 5, with 5 being very satisfied, the overwhelming majority of the customers who returned a comment card were very satisfied with their experience with the tow operator and or office. The brochure/comment card continues to be distributed by STARR operators as they assist customers.

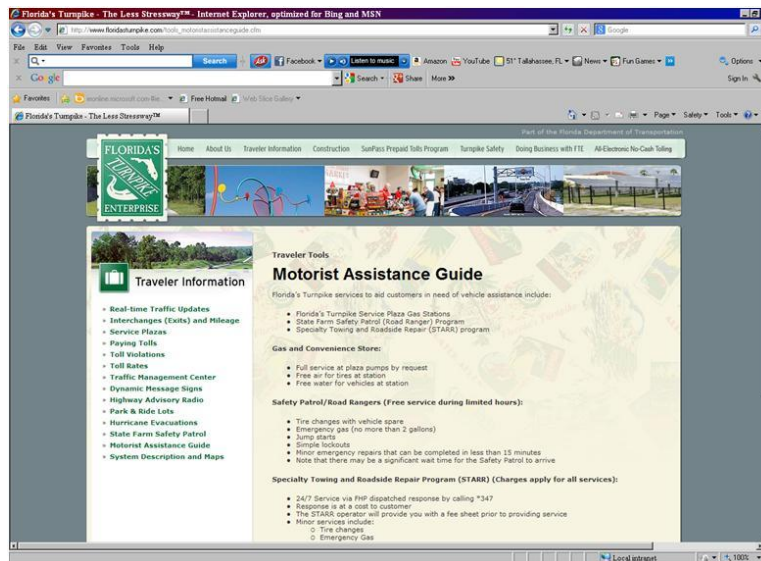
2014 Initiative:

While the comment card has proved to be acceptable avenue to ascertain customer satisfaction levels, the sample size continues to be small with a 6 percent response rate in 2013, 7 percent in 2012 and 2 percent in 2011. Turnpike STARR staff will effort a concerted outreach with the STARR vendors to encourage their drivers to distribute the brochure/comment card to each customer to better provide FTE with insight into the customers' experience with the STARR vendors.



4.6 FTE Website

Transparency is provided to our customers by highlighting the differences between the free Road Ranger Safety Patrol services and the for-fee STARR program services and by posting STARR rate information is posted on the FTE website http://www.floridasturnpike.com/tools_motoristassistanceguide.cfm



Motorist Assistance Guide posted on Florida's Turnpike Website

Customers can access the Motorist Assistance Guide, as well as review the maximum tow rates and associated fees. This has contributed to our minimum number of customer complaints. Turnpike staff, STARR vendors and FHP Troopers advise motorists of the information available on the web site.

4.7 TRAA Certification

All STARR operators are required to be fully trained in professional towing and recovery services and obtain a Level 1 Light Duty Towing and Recovery certification from the Towing and Recovery Association of America (TRAA) within six months of service.

The certification includes a one-hour exam administered by a TRAA proctor to oversee the exams. For the FTE Program, John Sparks, FTE Incident Management Specialist, serves as the proctor. This continues to improve the certification process as exams can now be scheduled with much more flexibility. During 2013, thirteen new STARR operators received their TRAA certificate.



TRAA Testing Session at Emerald Towing



4.8 Operator Background Checks

In addition to meeting age requirements, licensing qualifications, being drug-free, and having a safe driving record, STARR Operators must successfully clear a Florida Department of Law Enforcement (FDLE) background check. FTE utilizes a streamlined background check approval process which allows FTE staff to approve operators with no significant criminal record. Questionable candidates are reviewed by FHP Troop K command staff on an as-needed basis and their recommendations on operator suitability for participation in the STARR program are followed. During 2013, 31 background checks were reviewed by FHP and approximately 75% of these candidates were approved.

5 FTE Traffic Incident Management (TIM) Program Components

Our STARR vendors are major players in the Turnpike TIM effort. They are key and active members of the TIM Team, participating in Turnpike quarterly TIM and monthly STARR progress meetings, as well as regularly coordinating their efforts with the other Turnpike TIM stakeholders.

STARR is one of six major components of the FTE Traffic Incident Management Program. The other five are:

- Traffic Management Centers (TMC), the communication centers of the Turnpike, providing coordination and information flow to FTE Incident Management responders as well as outside emergency agencies.
- State Farm Safety Patrol (Road Rangers) providing incident assistance
- Rapid Incident Scene Clearance (RISC) providing large vehicle crash / rollover response
- Emergency response and asset management contractors providing large debris removal and extended maintenance-of-traffic (MOT) services
- Roadway Maintenance personnel exercising constant maintenance and oversight of the Turnpike and expeditiously reacting and responding to emergency situations



A STARR certified tow truck

A STARR "Wannabe"



6 STARR Vendors

As previously stated, all STARR vendor contracts were re-posted in June 2013 with a requirement to meet or surpass their submitted contractual response time and customer satisfaction expectations. Each selected vendor successfully proposed and submitted an operations plan dealing with all three classes (A, B & C) of response.¹ Class A responses continue to make up the vast majority of STARR calls.

Vendor	Sector	Roadway	Begin Mile Post	End Mile Post	Mileage (Approx.)	Stated Maximum Response Time Class A (Minutes)	Stated Maximum Response Time Class B & C (Minutes)
Excalibur Towing	1a	HEFT	0	23	23	25	45
Excalibur Towing	1b	HEFT	23	47	24	25	45
Severe Incident Response Team LLC	2a	Sawgrass Expwy. (SR869)	0	22	22	20	45
Severe Incident Response Team LLC	2b	Spur & Mainline	0X	75	32	20	45
Westway Towing	3a	Mainline	75	116	41	30	45
Tri County Towing	3b	Mainline	116	152	36	30	45
Tri County Towing	4	Mainline	152	193	41	30	45
Florida's Turnpike Towing LLC	5	Mainline	193	249	56	40	60
Johnson's Wrecker Service	6a	Mainline Beachline (SR528)	249 0	272 8	23 8	30	45
The Car Store	6b	Mainline	272	309	37	30	45

Table 1 - STARR Vendor Summary (January 1 – June 14)

¹ For the STARR program, Class A tows are defined as vehicles with a Gross Vehicle Weight Rating less than 10,000 pounds. A Class B tow is a vehicle between 10,000 and 33,000 pounds and includes vehicles with dual wheels but not tandem axles. Class C tows are vehicles over 33,000 pounds.



Vendor	Sector	Roadway	Begin Mile Post	End Mile Post	Mileage (Approx.)	Stated Maximum Response Time Class A (Minutes)	Stated Maximum Response Time Class B & C (Minutes)
Excalibur Towing	1a	HEFT	0	23	23	25	45
Kauff's of Miami	1b	HEFT	23	43	20	25	45
Severe Incident Response Team LLC	2a	Sawgrass Expwy. (SR869)	0	22	22	20	45
Severe Incident Response Team LLC	2b	Spur & Mainline	43	75	36	20	45
Priority Towing	3a	Mainline	75	116	41	30	45
Kauff's of Fort Pierce	3b	Mainline	116	152	36	25	45
Kauff's of Fort Pierce	4	Mainline	152	193	41	30	45
Johnson's Wrecker Service	5	Mainline	193	229	36	40	60
Johnson's Wrecker Service	6a	Mainline Beachline (SR528)	229 0	267 8	38 8	30	45
The Car Store	6b	Mainline	267	309	42	25	45

Table 2 - STARR Vendor Summary (October 1 – December 31)
 (Revised MM and Mileage in Red)

7 STARR Vendor Performance Measures

7.1 Vendor Performance

Vendor performance is tracked continuously, with weekly updates of on-time arrival percentage and average response times provided to the vendors. The weekly updates allow the vendors to quickly identify issues and make changes to their operations plan as needed. In addition, end-of-month and year-to-date performance is discussed with the vendor at the regular performance review meetings.



7.2 Detailed Vendor Performance

Final determination of the 2013 percentage of on-time responses for each vendor is illustrated in Figure 8. As shown in the graphic, the yearly average percent of on-time responses ranged between 85 and 93 percent over the course of 2013.

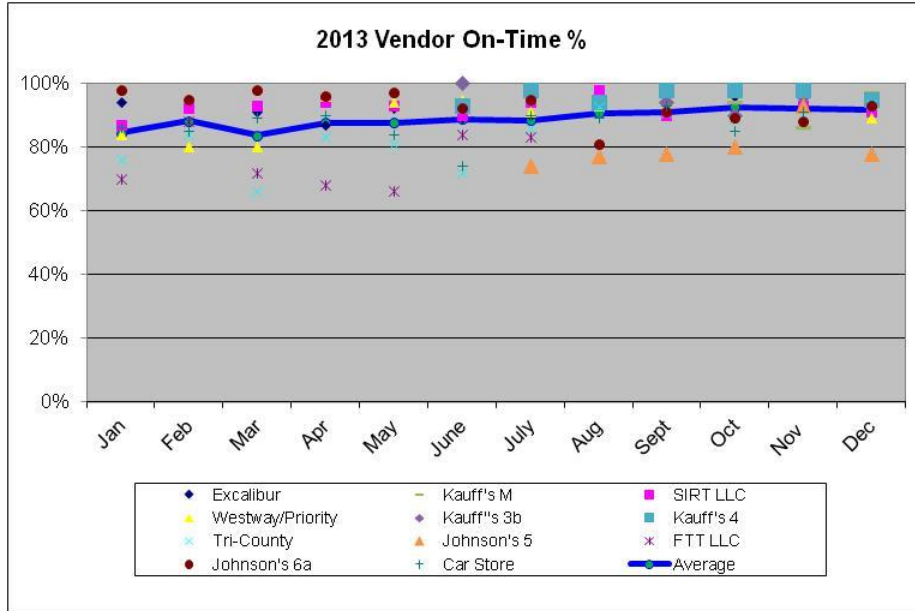


Figure 8 – 2013 On-Time Percentages by Vendor

Figure 9 illustrates improved average arrival times during the 2013

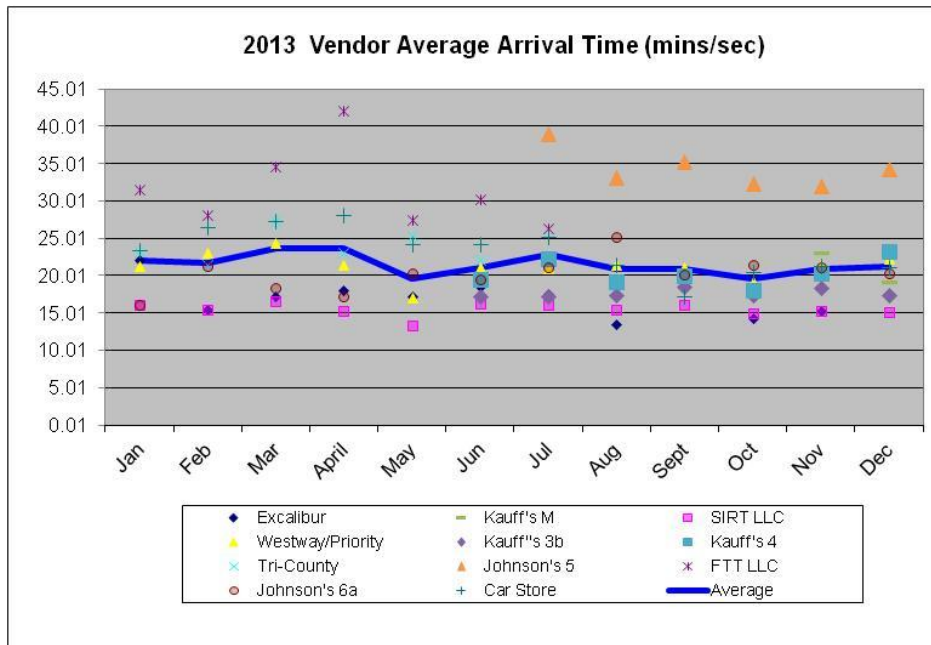


Figure 9 – 2012 Average Arrival Time by Vendor



Figure 10 shows a comparison of how each vendor performed in the area of improving their contractual response times. All vendors averaged better than their committed contractual arrival times, ranging from Johnson's (6a) 31 percent to Johnson's (5) 14 percent.

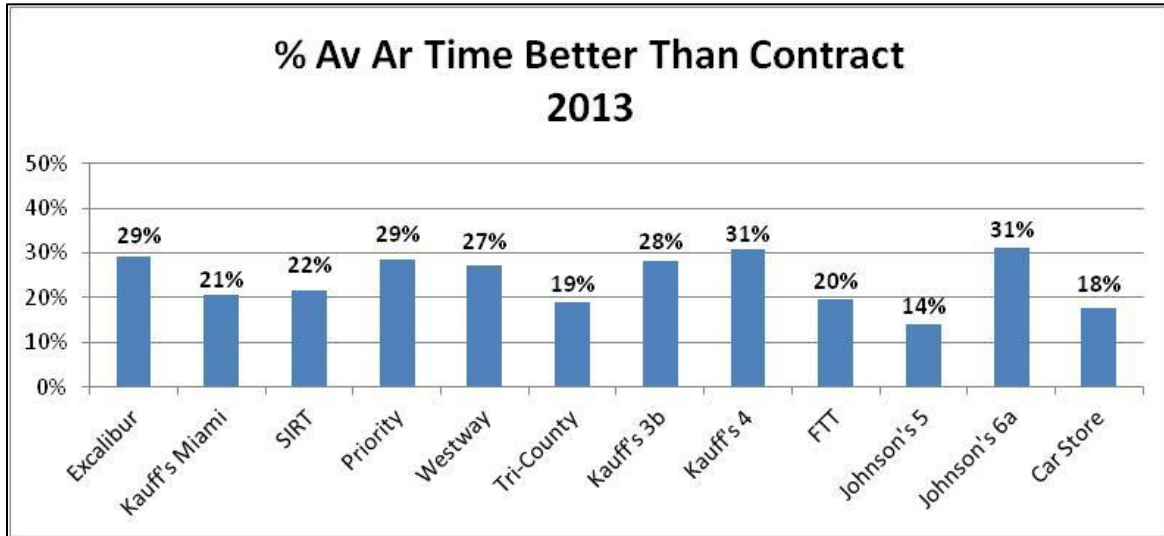


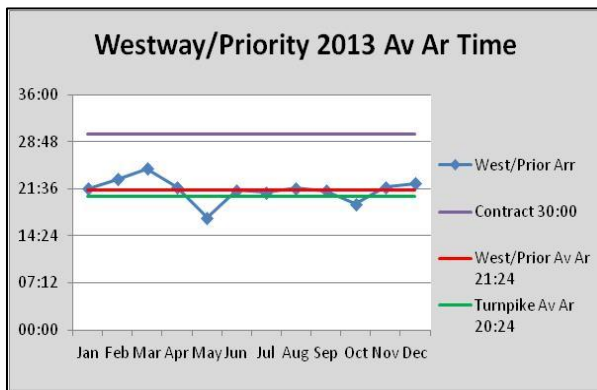
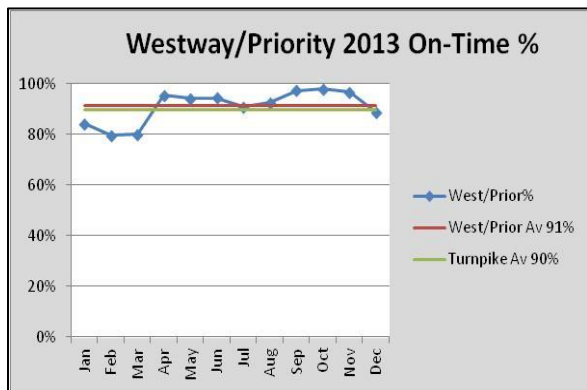
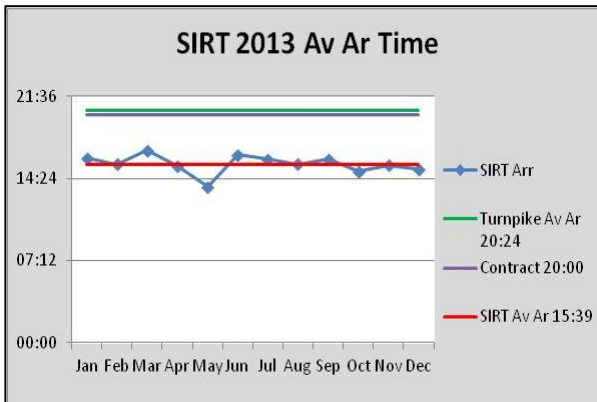
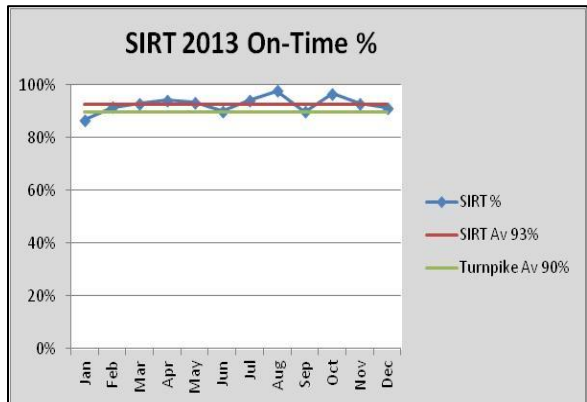
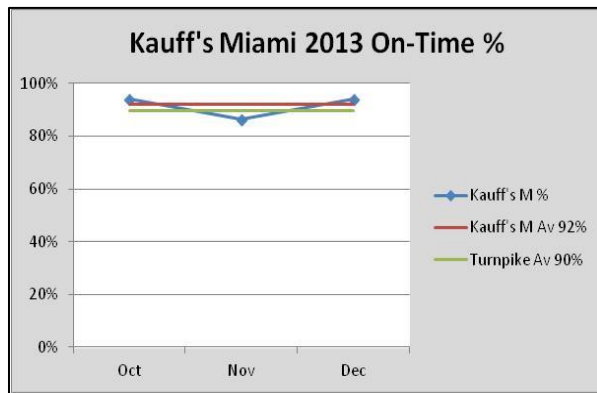
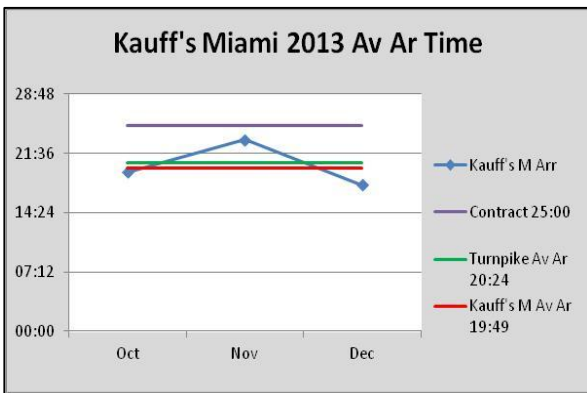
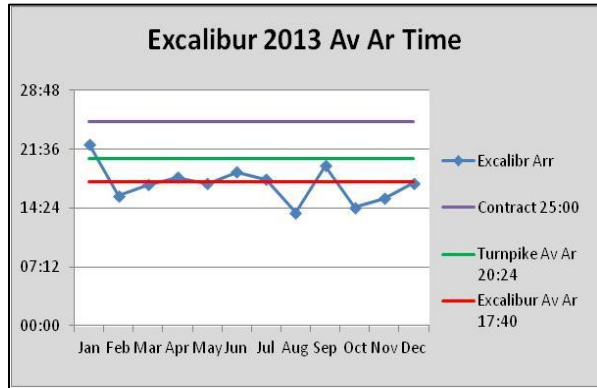
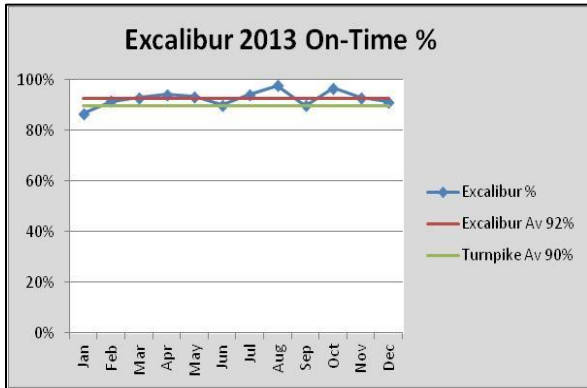
Figure 10 – 2013 Vendor Average Arrival Time Better Than Commitment

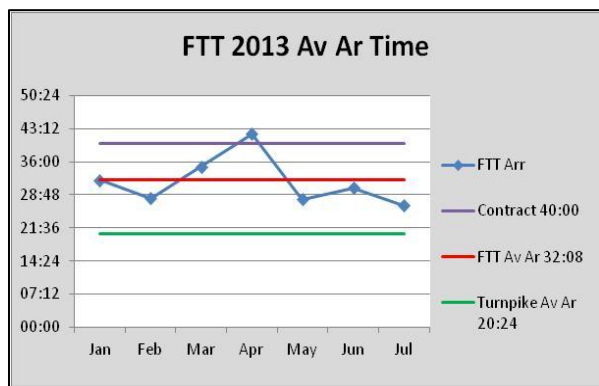
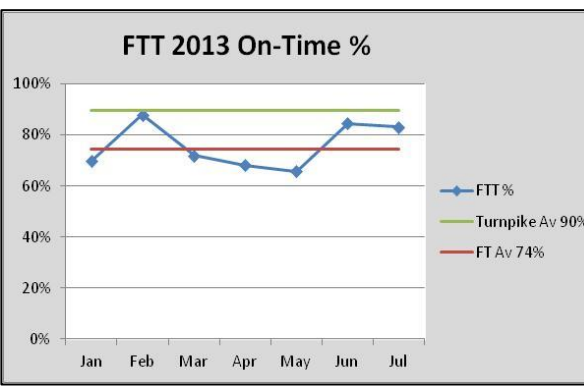
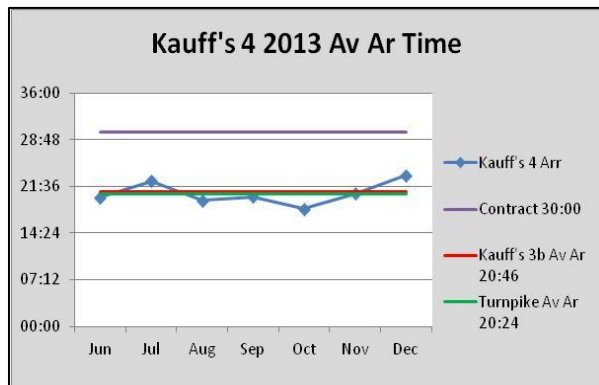
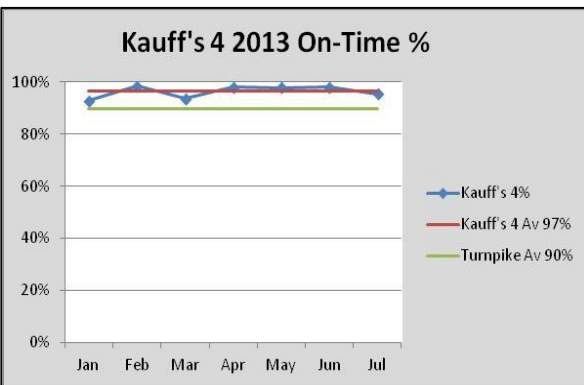
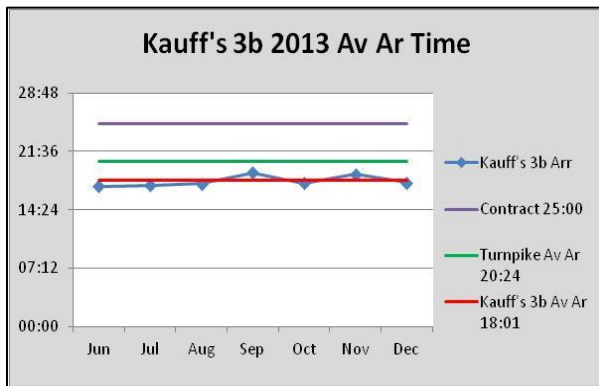
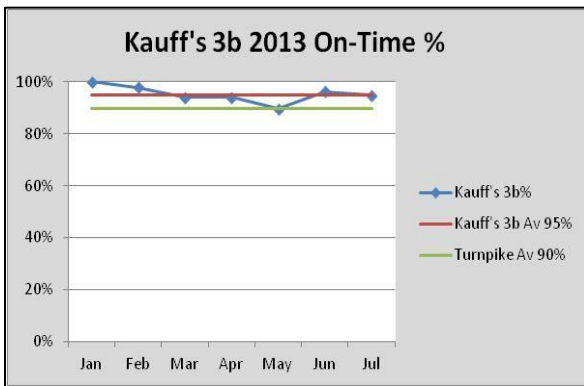
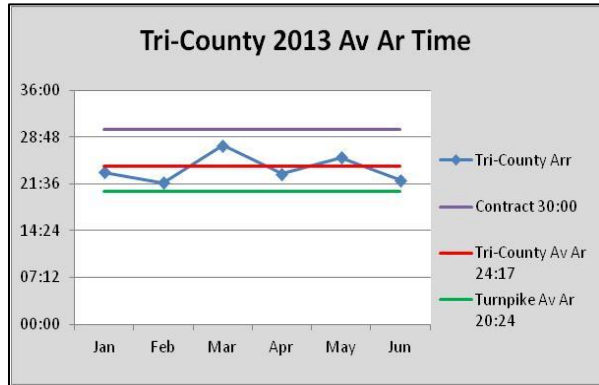
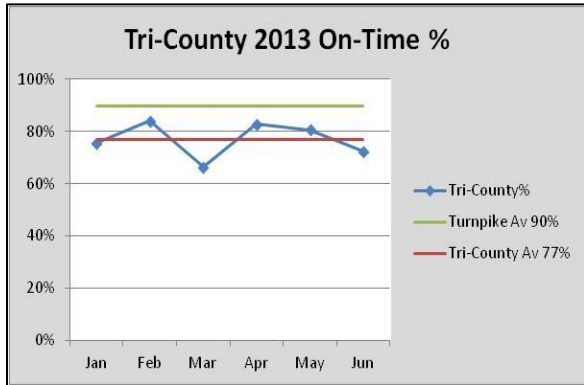
Table 3 contrasts the contractual time and the average arrival time for each STARR vendor for 2013.

VENDOR	CONTRACTUAL TIME	AVERAGE ARRIVAL TIME
Excalibur	25:00	17:40
Kauff's of Miami	25:00	19:49
SIRT	20:00	15:39
Westway/Priority	30:00	21:24
Tri-County	30:00	24:17
Kauff's FP (3b)	25:00	21:34
Kauff's FP (4)	30:00	20:46
FTT LLC	40:00	32:08
Johnson's (5)	40:00	34:25
Johnson's (6a)	30:00	20:40
Car Store	30:00/25:00	23:07

Table 3 – Vendor Contract Time vs. Average Arrival Time in 2013

On the following pages, Figure 11 illustrates on-time percentage and average arrival time for each vendor by month and Figure 12 compares each vendor to the Turnpike-wide average:





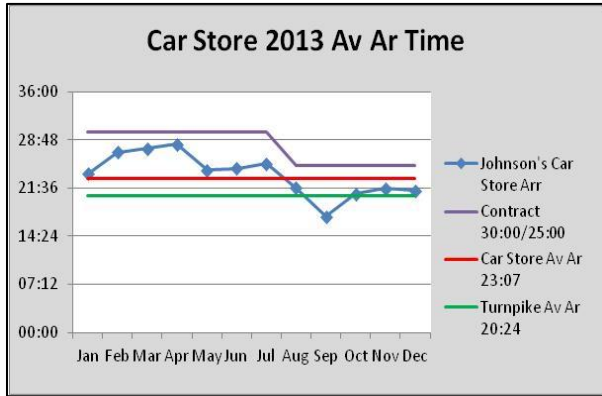
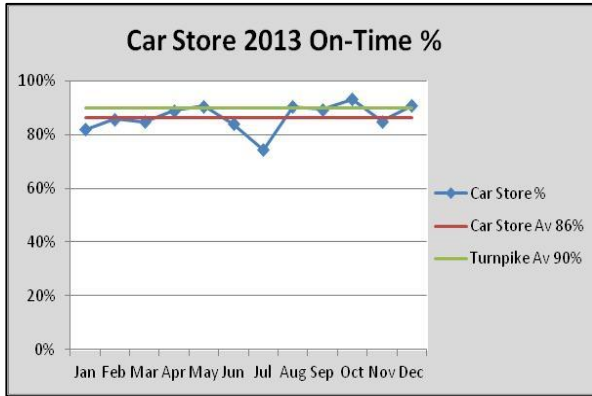
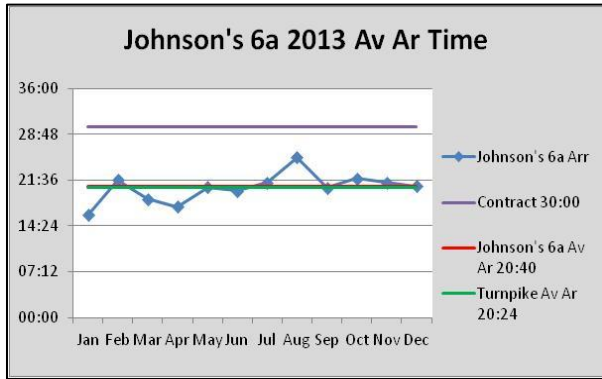
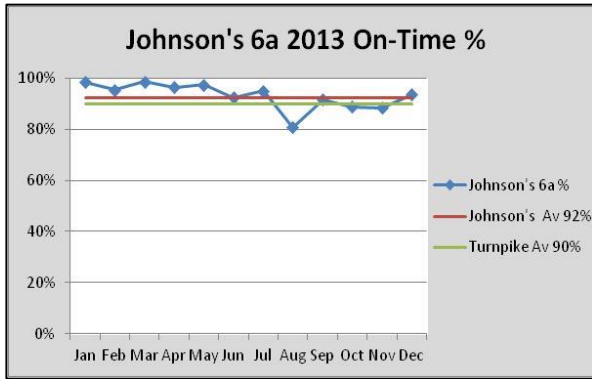
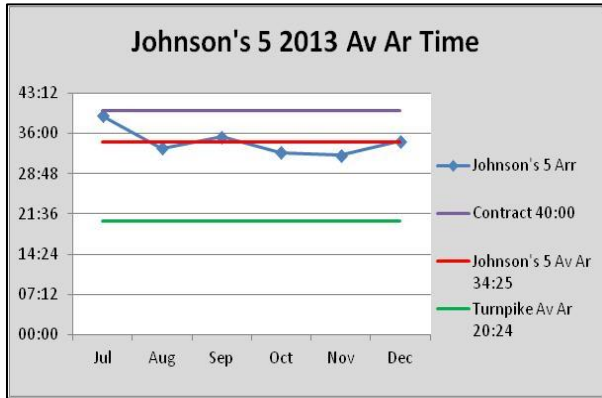
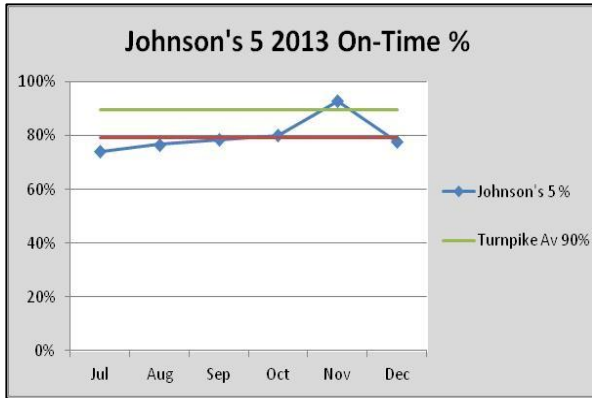


Figure 11 - Individual Vendor Performance

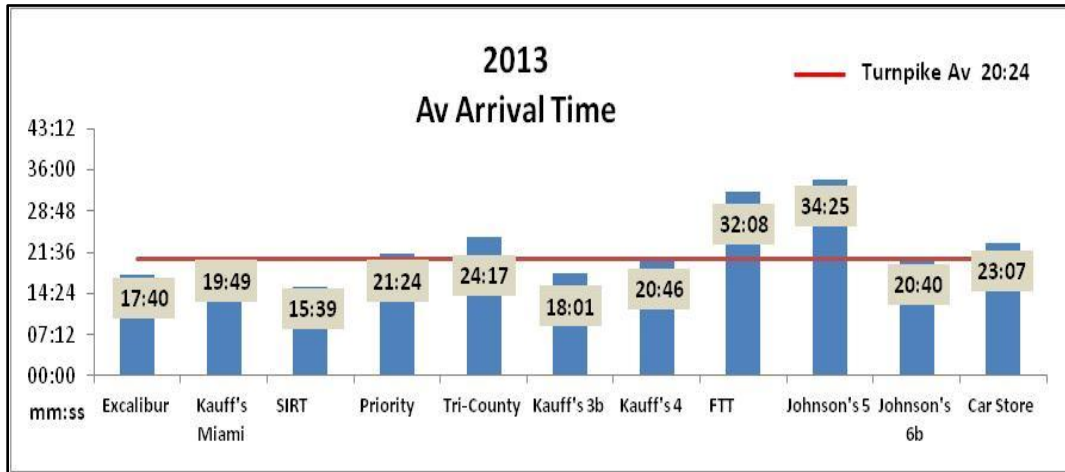
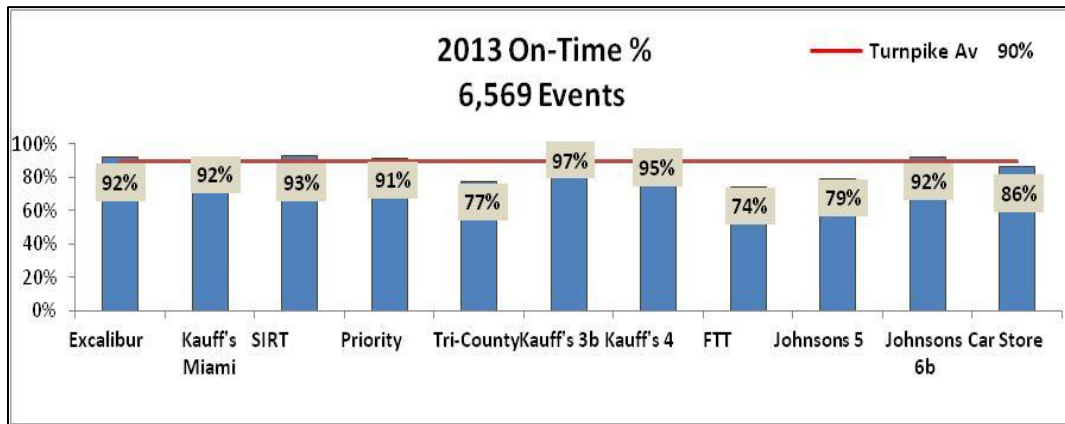


Figure 12 - Vendor Performance Comparison

8 Key Aspects

8.1 Safety

As it has been since the inception of the STARR program, the safety of STARR operators as well as Road Ranger Safety Patrol, FHP, Fire Rescue and others and Turnpike customers (both those needing assistance and those affected by incident congestion) was the Program's primary goal in 2013. Quick response and safe clearance minimizes the potential of secondary crashes that are frequently more serious than the original incident.

2014 Initiative:

Continued emphasis on customer and responder safety will be stressed through training, on-scene coaching and an additional focus on safety awareness items at the regularly scheduled STARR meetings.



8.1.1 Responder Safety

STARR operators and other incident responders constantly deal with a working environment full of potential hazards - not just traffic and hazardous materials - but also weather, fire, injury from debris, and electrical shock. To minimize this potential, STARR promotes proper equipment being utilized by properly uniformed and trained personnel in responding to incidents on high-speed roadways.



A Superior operator Yanir Zarka wearing his ANSI 3 safety apparel stands with his truck marked with highly reflective lettering to create a larger safety footprint and reflective tape on both the rear and sides.



Emerald operator Toby Voight wearing his Hi-Viz ANSI Class 3 Safety apparel which includes ANSI Class 3 uniform pants with three ring reflective bands

8.1.1.1 Official Median Crossovers

Florida's Turnpike has official median crossovers, spaced about a mile apart, for use by law enforcement, emergency response vehicles and other official vehicles. Except as permitted and assisted by FHP, FTE contractors, including STARR (and Safety Patrol) operators do not utilize the median crossovers, and must reverse direction at interchanges or service plazas. (The one exception is the new MP 216 Truck Turnaround mentioned in Section 4.1)

To reduce response time to lane-blocking events only, FHP-authorized use of the crossovers by STARR operators is limited to rural areas between Milepost 152 (Fort Pierce) and Milepost 236 (Three Lakes Toll Plaza) and north of Milepost 274 (US 50/Clermont). In the urban area south of Milepost 152 (Ft. Pierce interchange) and between Milepost 236 (Three Lakes Toll Plaza) and Milepost 274 (US 50/Clermont) where median width is limited, use of the crossovers is prohibited except when directly instructed to do so and assisted by law enforcement.

2014 Initiative:

The new MP 216 turnaround has effectively cut the 36-mile distance between Yeehaw Junction and the Canoe Creek Service Plaza into two manageable sections of 23 and 13 miles. But it is still possible for an operator to have to travel up to an additional 45 miles to meet a service call. The 31-mile distance between the Fort Pierce Interchange and the Fort Drum Service Plaza can cause an additional 60 miles traveled to a service call. Both the vendors working these areas and Turnpike management will need to closely monitor the arrival times of the wreckers and make adjustments to Service Plans as needed.

Location	Fort Pierce	Fort Drum	Yeehaw	Turnaround	Canoe Creek
MP	153	184	193	216	229
Miles	31	9	23	13	



8.1.2 Customer Safety

Turnpike customers are not required to use a STARR vendor for towing or other services, even if the STARR is dispatched to them for service. To help ensure the safety of the Turnpike customer, the STARR Operator is required to:

- Provide emergency relocation of a customer vehicle from a hazardous location
- Allow the motorist to use the STARR vendor's cell phone to call a motor club or another towing service
- Provide free one-way transportation in the service vehicle to the nearest service plaza so the customer can make their own service arrangements.

Since the program's inception, FTE has paid the STARR vendor an MOA (made own arrangements) fee under these circumstances. In 2013, 681 MOA/GOA (made own arrangement/gone on arrival) fees were paid to the STARR vendors. Quarterly permit fees paid by the vendors offset these payments for the Florida Department of Transportation. In addition, effective with the new 2013 contracts, STARR vendors are also paid a fee for relocating a vehicle and clearing debris out of a travel lane.

2014 Initiative:

With the removal of the customer call boxes along the length of the Turnpike, STARR will become more important to our customers' safety by providing quick and safe response by trained and qualified personnel. Particular awareness will be paid to the rural sections of the Turnpike to ensure that Turnpike customers receive the proper attention by our STARR vendors.

8.1.2.1 Secondary Crashes

Whenever an incident occurs, there is a significant probability of a secondary incident, which can be more serious than the initial event. Secondary incidents are not limited to crashes but also include engine stalls, overheating, and running out of fuel. Nationally, it is reported that approximately 20 percent of all incidents are secondary incidents.² For 2013, 400 secondary crashes, 4.2% of all crashes, were recorded by FTE.

Reduction of secondary crashes continues to be FTE priority. STARR vendors, with prompt response to incidents and training to implement safe, quick clearance of travel lanes, are a key component of the secondary crash reduction program.

8.2 Program Commitment

Continuous operational and administrative attention is required to keep the STARR program operating at its current high level. Field operations, operator training and certification, customer service, vehicle, office, and storage facility inspection and customer invoicing are constantly overseen by FTE staff. Direct training is also provided by FTE to the vendors' operators.

FTE staff coordinates with vendors to adjust and improve their operational plans through direct observation and reports including weekly CAD performance reports, service performance comment forms (Section 8.3), customer feedback comments, and

² Federal Highway Administration Office of Operations Webpage, "Traffic Incident Management," www.ops.fhwa.dot.gov/aboutus/one_pagers/tim.htm



other sources. Five (5) FTE employees regularly share involvement in operations, administration and training, with an approximate total commitment of 40 hours per week.

Other stakeholders are involved as well. The FHP CAD report for each dispatch event continues to be reviewed for accuracy by TMC personnel at the FHP Regional Communications Center and revised as needed to ensure that reported statistics are as accurate as possible. Lake Worth FHP Dispatch Supervisory Staff generate the weekly CAD report and are readily available to deal with any unusual event and FHP Troop K command staff review background checks when requested to ensure that operator staffing levels meet the needs of the Turnpike in terms of safety and security.

STARR Vendors also have a significant stake in the program and keep their performance at a high level. Vendors provide in-house training to their operators, update their operating procedures to optimize response times, prepare weekly reports and monthly invoices, and participate in both regularly scheduled STARR progress meetings. STARR vendors are an integral part of the Turnpike's overall TIM program and participate in FTE TIM Team meetings and in after-action reviews of major incidents.

2014 Initiative:

Effective communication continues to be the key to success. A continuing dialog with all stakeholders will be maintained through regularly scheduled meetings, weekly updates and additional contacts as needed.



New STARR Team Members – Kauff's of Miami

8.2.1 Vendor Coordination/Administration

Regular, consistent communication and coordination with the STARR vendors is an essential part of the program. Without this attention, the program could potentially deteriorate to the level of typical rotation tow programs, with unpredictable arrival times, poorly trained drivers, questionable equipment and poor service to customers. Regularly scheduled progress meetings continue to be held with each vendor to review performance and address issues that have arisen. Locations and mode vary; meetings have been held at the vendor's office, the Turnpike offices, the FHP communications center, and via teleconference.



Initial Operations Meeting with new STARR vendor Kauff's of Miami

The STARR program requires significant administrative activities by both the vendor and FTE to maintain its high level of performance. Vendors report their STARR calls on a weekly basis, provide copies of customer invoices, and submit invoices for MOA/GOA charges to FTE. FTE staff track all FHP service calls, operator qualifications, training and certifications; process and track performance comments; prepare periodic reports; and process vendor invoices for charges to FTE that are not billable to the customer.



The Old and the New: a 1972 Holmes 500 silhouettes a modern 60-Ton Car Store wrecker

8.3 Stakeholder Relations (Service Performance Comment Cards)

The Service Performance Comment form (Figure 14, pg 38) is utilized to document both exceptional performance (such as outstanding customer service, rapid response times and safe, quick clearance) and sub-standard performance (e.g., poor customer service, slow response or other inappropriate actions) by a STARR vendor. Each Comment Form received is initially reviewed by Turnpike staff, and then forwarded to the vendor with a 48-hour response time. The response is then reviewed with the vendor to determine if appropriate action was taken. The form can be used by TMC, FHP, Safety Patrol, Roadway Maintenance staff and others and is utilized as a measure of the STARR Vendor's performance.

The 2013 statistics for the Service Performance Comment Cards show that the STARR program continues to be well received by FTE stakeholders. There were only 7



complaint Service Performance Comment Forms received for 6,569 events, a rate of only one complaint for every 938 calls (0.11 percent). In general, the complaints concerned operational questions related to dispatch of trucks, response time and on-scene operation. It should be noted that only one motorist complaint was received (pricing issue that was resolved) and it continues to be a positive factor that the number of complaints received in 2013 was consistent with the number received in 2012. In addition, 8 commendation Service Comment Forms were received during 2013, 53 percent of the total number of comments received. One such letter of note is a commendation letter written concerning new STARR vendor Kauff's of Fort Pierce. The letter can be read in Figure 15, page 39.

2013	Customer Complaint	Dispatch	Response Time	Price	Operational Issue	Commendation	Total
Excalibur	0	0	0	0	0	0	0
Kauff's Miami	0	0	0	0	0	0	0
SIRT	0	0	0	0	0	4	4
Westway/Priority	1	0	0	0	0	0	1
Tri-County	0	1	0	0	1	1	3
Kauff's	0	1	0	0	1	1	3
FTT LLC	0	1	0	0	1	0	2
Car Store	0	0	0	0	0	0	0
Johnson's	0	0	0	0	0	2	2
Total	1	3	0	0	3	8	15
					7		

Table 4: Vendor/type breakdown of Service Performance Comment Forms Received 2013

2014 Initiative:

The consistently small number of comments received indicates that those involved in the program, particularly FHP troopers have become familiar with the program and are raising less questions and concerns. In 2014, the constant FTE oversight of the program will continue to help maintain the low number of complaints received. Turnpike staff will work with each vendor to maintain the current low rate of complaints received

8.3.1 Rates and Fees

Vendors may only charge the maximum rates and fees as determined by FTE (Figure 16, pages 40). With a single exception, vendors charge the FTE rates for most services. Car Store submitted lower maximum rates for most items in their proposal and may not charge more than their submitted rates. Prior to providing service, the STARR operator is obligated to advise the customer of the estimated cost for repairs or towing services. In addition, the rates and fees for such services are printed on the back of each invoice for the customer's preview and are also available on the Florida's Turnpike Enterprise website.



8.3.2 Credit Card Acceptance

STARR Vendors are required to accept credit cards (along with cash and travelers checks) both at the scene and at the storage facility office. When accepting credit cards by telephone from a third party, e.g., a parent, requiring a scanned or faxed copy of the credit card along with a copy of the driver's license of the credit card holder is an acceptable practice. There were no complaints received during 2013 regarding credit card usage.

8.4 Outreach

The value of outreach to our partners (FHP, Road Ranger Safety Patrol, and Roadway Maintenance) cannot be underestimated. While the STARR program has been operational for 53+ months, it still can be a "different" way of doing business to individuals new to the Turnpike and/or the program and it continues to be important to convey the differences and advantages of the program. Meetings are held when requested with FHP Troop K patrol troopers. Safety Patrol operators, TMC staff, and Roadway Maintenance staff are included in joint training sessions. This outreach is ongoing with continuing sessions to reach new troopers and other staff, and also to resolve any arising issues.

2014 Initiative:

Maintaining continuous outreach to stakeholders, particularly FHP troopers and dispatchers will be a key focus in 2014. Turnover in the trooper and dispatch ranks, along with a tendency to revert back to former expectations, make it imperative that we maintain constant contact with all involved in the TIM program to keep the level of knowledge of all FTE incident management programs current.

8.5 Operator Qualifications

STARR Operators must meet basic age and licensing qualifications, be drug-free, have a safe driving record, and successfully clear a Florida Department of Law Enforcement (FDLE) background check. When requested, FHP Troop K Command Staff makes recommendations on operator suitability for participation in the STARR program and these recommendations are followed. Turnpike staff maintains individual files on operators permitted to work on the STARR program.

8.6 Operator Training

STARR Operators continue to receive appropriate training through a combination of tow industry trainers, FTE trainers and vendor in-house trainers. This training provides a high level of roadside assistance and professional towing and recovery services on our high-speed facilities. STARR Operators receive training in:

- Proper vehicle positioning
- Traffic control devices
- Proper loading/securing and axle weight distribution
- Up-righting vehicles
- Traffic Incident Management—including quick clearance practices
- Emergency light use
- Safety procedures for high speed limited access roadways



STARR Operators are also required to participate in periodic FTE training or exercise sessions that cover customer service, Florida's Open Roads Policy, traffic incident management best practices and expedited vehicle removal related to towing procedures.

In addition, the vendor provides ongoing supervision and periodic performance and safety practices appraisals of all STARR Operators.

8.7 Operator Certification

Each STARR Operator is required to obtain, within the first six (6) months of service, National Driver Certification from the Towing and Recovery Association of America (TRAA) for Level I Light Duty Towing and Recovery. TRAA is the only national Association representing the towing and recovery industry. Through a grant from the U.S. Department of Transportation, TRAA established National Standards for tow truck operators and from these standards developed the National Driver Certification Program.

Level I Certification consists of a review session followed by a proctored test in the areas of:

- Customer Service
- Incident Management
- Safety/Personal Appearance
- Truck and Equipment



SIRT Operator Danny Bingel Jr. participating in the 2013 Construction Career Days Workshop



Johnson's operator Charles Wright again participated in the 2013 Turnpike Take Your Daughters/Sons to Work Day

8.8 Annual Vendor Evaluation

To gauge the operational performance of STARR vendors, a rating system and periodic reviews of Vendor operations are used.

8.8.1 Performance Measures

Performance measures for the STARR program include, but are not limited to:

- Number and percentage of on-time responses
- Average response time
- Number and percentage of customer complaints and/or billing issues
- Customer satisfaction – Service Performance Comment Forms and Customer Brochure Comment Cards
- Results of performance reviews



8.8.2 Customer Brochure Comment Cards

During 2013, tow operators continued to distribute to their customers an informational brochure which contained a postage-paid comment card. 419 customer comment cards were received, of which all were positive (Table 4). Using a scale of 1 to 5, with 5 being very satisfied, the majority of the customers who returned a comment card rated their experience a “5”, showing they were very satisfied with their experience with the tow operator and or office. It should be noted that since the inception of the Comment Card in 2011, 1,132 responses have been received and all but two have been positive.

Company	Positive	Negative
Excalibur	0	0
Kauff's Miami	0	0
SIRT	205	0
Westway/Priority	17	0
Kauff's FP	12	0
Tri-County	104	0
FTT	72	0
Johnson's	9	0
Car Store	0	0
TOTAL	419	0

Table 5: Vendor/type breakdown of Customer Comments Received 2013

In addition to giving a numerical score (1 to 5, with 5 being very satisfied), the comment card also gives the customer an opportunity to add an additional statement. Some of the comments received included:

- Jake was helpful, polite respectful and caring. You are lucky to have him
- Adam was great about everything
- The driver came to my assistance and was great. He was extremely professional and went out of his way to take care of me
- Best Tow Driver Ever
- Very professional
- Driver did a great job
- Driver was great and made the experience easy
- He Was Great!!!
- Great Service – Very Nice Person

It should be noted that SIRT Emerald operator Adam Marcus continually receives the highest number of customer commendations. Adam was named Florida's Turnpike



Responder of the Quarter in April 2011 for his outstanding customer service and Adam continues to take care of his customers to this day. Good Work Adam.

2014 Initiative:

Efforts will be made to increase vendor participation in this initiative. This effort will help eliminate the possibility that there may be dissatisfied customers that the Turnpike is not aware of, or conversely, there are even more satisfied customers that we know of.

8.8.3 FHP CAD Analysis

FHP CAD (Computer Aided Dispatch) is the basis for STARR performance report data. Supplemental information is gathered from the Turnpike TMC and the vendor records. TMC staff at the FHP Regional Communications Center at Lake Worth, along with FHP Duty Officers, enters STARR data in the CAD system. To ensure CAD accuracy, each STARR CAD record is analyzed by TMC staff at the communications center and dispatch/arrival times are adjusted as appropriate to reflect the most accurate data.

8.8.4 Billing / Invoice Review

On a weekly basis, vendors submit copies of all customer invoices including roadside service, towing and storage fees for FTE review. In addition, the vendor is required to maintain copies of all invoices, including off-site repairs or sub-let work for review by FTE. Random audits are conducted by FTE managers on these invoices, with each reviewed for accuracy, providing ongoing oversight of customer service.

2014 Initiative:

Constant, timely review of vendor customer invoices for towing and roadside services is required. Monthly reviews do not provide sufficient lead time to correct a problem, either ongoing or on an incident-by-incident basis. The weekly invoice sampling process needs to be maintained to meet the timing requirement and reduce the effort required in this matter.

8.8.5 Vendor Performance Evaluation

At the end of the third contract renewal year in June 2013, each vendor's performance was evaluated through a uniform evaluation that was developed to rate STARR vendors. The evaluation consisted of three parts: Performance and Professionalism, Response Times, and Customer Service. Specialized forms were developed for the evaluation.

The Performance and Professionalism portion of the evaluation is modeled after the standard Contractor Field Performance Report. The ten rated items are specific to the STARR program. Evaluations of each vendor's performance were conducted by major stakeholders in the plan: For FHP, the district Captain and the regional communications Lieutenant/Manager; for FTE, the TMC manager, the Roadway Zone Manager, and the STARR Administrative and Operations Managers. Where applicable, the rater utilized input from staff that works with the vendors on a regular basis. Scores for each vendor were combined to determine a score for Performance and Professionalism.

Response Times are scored using the percentage of on-time responses for the evaluation period. Customer service is evaluated through the use of the Service Performance Comment Forms, with complaints subtracting from the total and positive



comments adding to it. Scores for the three parts are combined to determine an overall rating for each vendor.

Sector	Vendor	2013 Score	2012 Score	2011 Score	2010 Score
1a, 1b	Excalibur	96.9	95.6	93.4	91.5
2a, 2b	SIRT	95.9	95.5	93.3	89.7
3a	Westway	94.5	94.5	81.2	75.9
3b,4	Tri-County	89.0	91.8	88.8	77.1
5	FTT, LLC	86.2	86.3	86.8	81.8
6a	Johnson's	96.3	96.3	95.0	94.9
6b	Car Store	87.5	84.8	83.8	80.5
	Program Average	92.3	92.1	88.9	84.6

Table 6: Vendor Evaluation Scores 2013 through 2010

This was the fourth performance evaluation conducted, with the first occurring in June 2010. Continued progress is seen in the scores of each vendor over the four-year period (Table 6), with the average overall score of the vendors increasing from 84.6 in 2010 to 92.3 in 2013. This is another example of the consistent improvement achieved from constant oversight of the program.

8.9 Motor Clubs

STARR vendors are required to be AAA providers. STARR vendors are also encouraged to provide service for other motor clubs. Ongoing coordination continues with AAA to ensure that our customers are well taken care of whether under the STARR program or by AAA. While there is no direct connection between AAA and the STARR program, there can be overlap—for instance, when call box calls are made by AAA customers and responded to by STARR Vendors.

Turnpike staff coordinates as needed with the local AAA field operations manager and various AAA field representatives. Due to the different geographical areas involved, each STARR vendor has a different AAA field representative. Discussions include an understanding of the policies, procedures, and the relationship between the STARR program and the vendor AAA requirement.

AAA is a member of the FTE Traffic Incident Management program and representatives are invited to participate in our quarterly TIM meetings. We also partner with AAA to provide motorist assistance guidance at our service plazas, including informational pieces to apprise customers of repair resources in the Ft Drum and Canoe Creek areas.

Most AAA calls for service are made directly by the motorist to AAA and do not pass through the FHP CAD system or Turnpike's TMCs. As the STARR program is performance-based, AAA provides general statistical information on each STARR vendor's service to Turnpike customers under the AAA program. The information is reviewed for general conformity but is not included in our rating of the STARR vendors.



Sector	Roadway	Vendor	Total STARR Calls	Reported AAA Calls
1a	HEFT	Excalibur	580	3,451
1b	HEFT	Excalibur Kauff's Miami	653	
2a	Sawgrass Expressway	SIRT	385	5,233
2b	Spur & Mainline	SIRT	1,142	
3a	Mainline	Westway/ Priority	858	2,006
3b	Mainline	Tri- County Kauff's FP	456	6,479
4	Mainline	Tri- County Kauff's FP	656	
5	Mainline	FTT, LLC Johnson's	585	
6a	Mainline Beachline	Johnson's	867	
6b	Mainline	Car Store	338	1,261

Table 7: 2013 STARR Calls vs. AAA Calls by Sector

8.10 Hurricane Evacuation Plan Wrecker Support

STARR vendors provide services to assist FHP and FTE during a hurricane evacuation or other major event and are integral to the Turnpike's response plan. As part of the FTE Emergency Management team, STARR vendors are participants in the Wrecker Support Component of the FTE Hurricane Evacuation Operation Plan. Table Top Meetings are held with the STARR vendors to discuss the utilization of vendors' vehicles and operators to supplement FTE and FHP efforts in maximizing the continuous and safe flow of extremely high volumes of traffic prior to landfall of a tropical storm or hurricane.

The STARR vendors are contracted with the Turnpike to provide light and medium-duty wreckers, patrol vehicles, and support units in accordance with the Wrecker Support

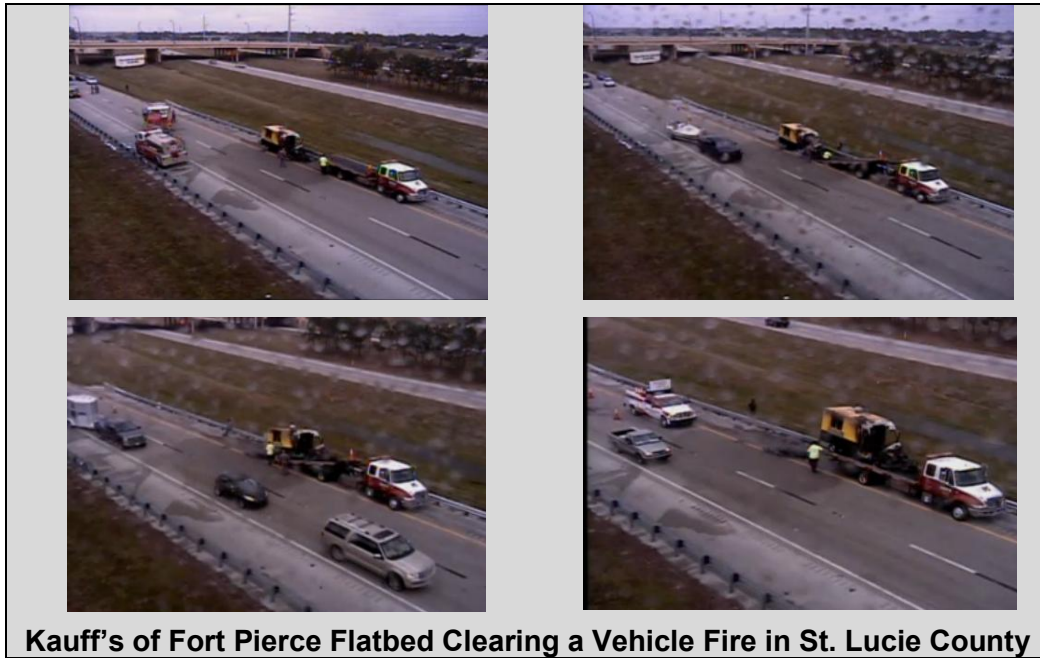


Component of the FTE Hurricane Evacuation Operation Plan. The Plan consists of two parts: the prevention plan and the one-way plan. Vendors may be activated for both.

2014 Initiative:

Special emphasis will be placed on this portion of the STARR program in Spring 2014 due to the fact that there have been no significant weather events since inception of the STARR program and the number of new vendors coming on board in 2013. This aspect has been simulated but not real-world tested. STARR vendors participate in the planning and exercises for both the prevention plan and the one-way evacuation plan in their assigned sectors.

STARR IN ACTION



Kauff's of Fort Pierce Flatbed Clearing a Vehicle Fire in St. Lucie County



Car Store Towing clearing a crash in Sumter County



Heavy-Duty SIRT STARR Wrecker Lifting an Overturned Vehicle from behind the guardrail on the Golden Glades Spur

STARR IN ACTION

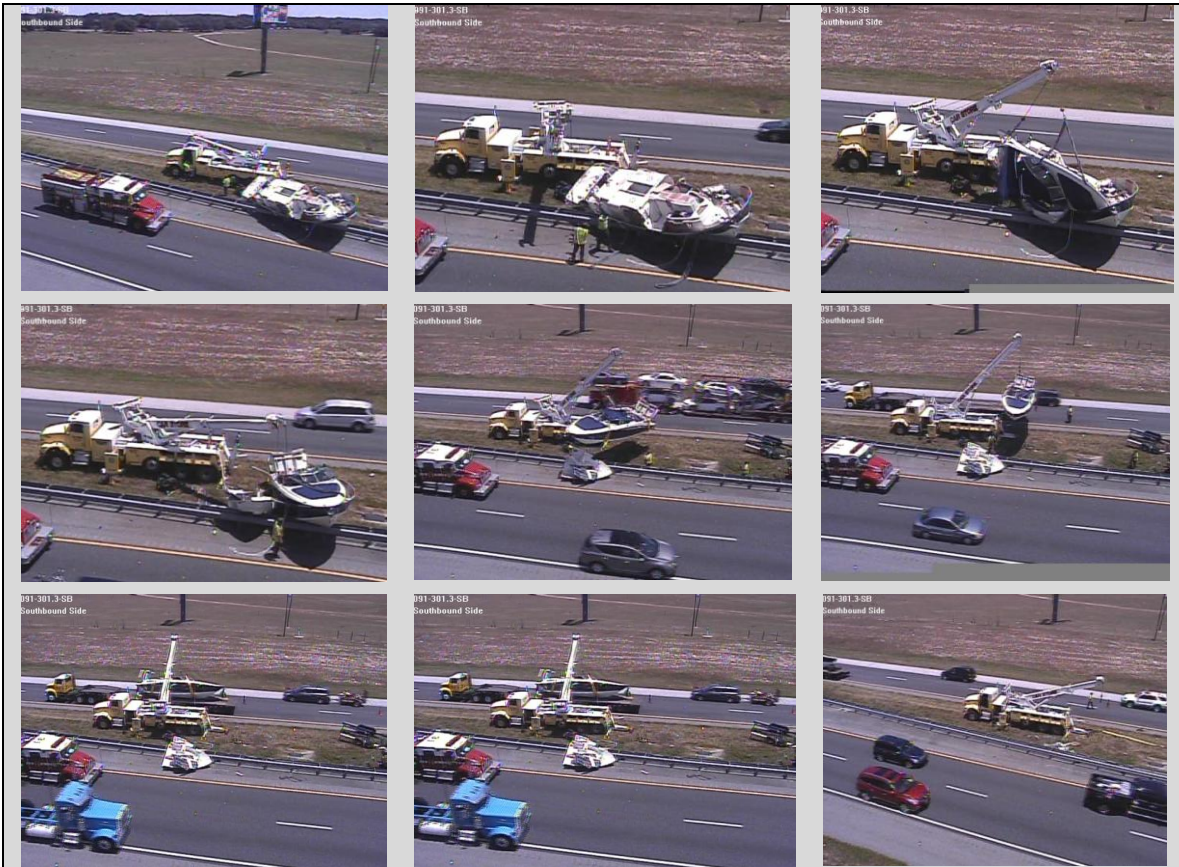


Excalibur Clearing a Crash in Miami-Dade County



SIRT Clearing a Crash in Broward County Protected by a Road Ranger's MOT

STARR IN ACTION



Car Store Clearing an Overturned Trailer with Separated Boat in Sumter County



An overturned vehicle being pulled out of a ditch by a heavy-duty Car Store wrecker in Lake County

STARR IN ACTION







IF YOU NEED ASSISTANCE on Florida's Turnpike:

- Call *FHP (*347) to connect with the Florida Highway Patrol for dispatch of Safety Patrol, if available, or STARR Tow Operators.
- Call 1-800-AAA-HELP (1-800-222-4357) for AAA certified repair shops, locksmiths and other services. (You do not need to be a AAA member to call. Charges may apply)
- Use a Motorist Aid Callbox to connect with the Florida Highway Patrol. A Safety Patrol/Road Ranger operator will be dispatched if available. A STARR service vehicle will be dispatched if the Safety Patrol/Road Ranger is not available. There is no charge for STARR response, but if services are rendered, charges will apply.
- You may make your own arrangements for service, unless you are involved in a crash or other police-involved action.

Florida's Turnpike Enterprise

Specialty Towing & Roadside Repair (STARR) Services Program





PLEASE GIVE US ROOM TO WORK!
MOVE OVER
 It's The Law!



Safety Tips for Motorists Broken Down on Roadways
 If you are stranded on the roadside take extra precautions to make sure you stay safe and to help ensure the safety of other motorists:


- Move your car out of the travel lane. Pull off to the right side of the road, onto the shoulder to a safe location to minimize the danger of getting struck by oncoming traffic.
- Turn on your hazard lights; call *FHP (*347) for assistance.
- If you need to exit your car, wait for help as far away from it and traffic as possible. If there is guardrail or other barrier, stand behind it.



In the State of Florida, if you are in a minor accident where there are no injuries and your vehicle is obstructing traffic--MOVE IT. Yes You Can! It's the Law!

REAL-TIME TRAFFIC INFORMATION

For detailed traffic information, including traffic incidents and construction, traffic cameras, message boards, and estimated travel times for roadways across the state of Florida, please visit FL511.com or dial 511 before you go.



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 32 OCOEE FL

POSTAGE WILL BE PAID BY ADDRESSEE

FLOIDA DEPARTMENT OF TRANSPORTATION
 FLORIDA'S TURNPIKE - TRAFFIC OPERATIONS
 PO BOX 613069
 OCOEE FL 34761-9908

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

Figure 13 - STARR Customer Brochure



What is the STARR program?

Florida's Turnpike Enterprise's Specialty Towing and Roadside Repair Services Program (STARR) assists in meeting the goal of providing safe and quick clearance by contracting with area tow companies to respond to Florida Highway Patrol (FHP) calls for incidents or motorist services.

The STARR program provides fee-based light and medium duty towing and minor vehicle repairs on Florida's Turnpike, Homestead Extension, Sawgrass Expressway and the Turnpike-maintained section of the Beachline Expressway.

Contracted response times for light duty wreckers vary from 20 – 30 minutes in urban areas to 40 minutes in rural areas.

- Contracted tow companies are authorized to provide service with maximum fees set by the Turnpike.
- STARR Operators are certified by the Towing and Recovery Association of America and are trained to work safely under high-speed traffic conditions.
- STARR service vehicles and facilities are inspected to meet STARR specifications. Authorized STARR service vehicles can be identified by the Florida's Turnpike decal.

Is it free?

STARR is NOT free. Charges apply for all STARR services:

- 24/7 Service via FHP dispatched response (call -FHP)
- The STARR operator will provide a fee sheet prior to providing service.
- Minor services include:
 - Tire changes
 - Emergency gas
 - Jump starts
 - Simple lockouts
- Local or long distance tow services are available

Payment Information

- Payment for services both at the scene and at the storage facility office may be made by cash, credit cards (Visa, MasterCard) or traveler's checks. The tow vendor requires additional verification/documentation for payment by credit card over the telephone.
- All Turnpike STARR tow vendors are AAA affiliated.
- The STARR tow and service rates and fees are approved and monitored by Florida's Turnpike.
- Typical tow yard business hours are: Monday-Friday, 7 a.m. to 7 p.m.; Saturday 8 a.m. to 1 p.m.; Closed Sundays and holidays.
- After-hours requests for vehicle release subject to a maximum \$50 fee. Mileage fee begins from start point of tow hook up; for more information and rates: www.floridastumpike.com. Select 'Traveler Information'. Then select 'Motorist Assistance Guide'.
- PROGRAM QUESTIONS AND CONCERNS CAN BE SENT TO FLORIDA'S TURNPIKE AT: JIM.HILBERT@DOT.STATE.FL.US

Safety Patrol

- Florida's Turnpike Safety Patrol/Road Rangers provide free services. However, patrol hours are limited and other incidents may take priority. *There may be a significant wait time for the Safety Patrol/Road Ranger to arrive.*
- STARR is not part of the Florida Department of Transportation's free Road Ranger program.

Your comments are important to us. Please take a few minutes and rate the following questions on a scale of 1 to 5

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

- How would you rate the overall STARR experience? 1 2 3 4 5
- Quickness of the service truck getting to you? 1 2 3 4 5
- Operator courtesy? 1 2 3 4 5
- Amount of time to repair your vehicle or tow from scene? 1 2 3 4 5
- Ability of the STARR operator to assess your problem? 1 2 3 4 5
- Tow office staff courtesy? 1 2 3 4 5 N/A
- Amount charged? 1 2 3 4 5 N/A

Date/Time: _____
Location: _____
Additional Comments: _____

(Please detach card and mail.
No postage needed)

Figure 13 - STARR Customer Brochure (cont.)



FLORIDA'S TURNPIKE ENTERPRISE
Specialty Towing and Roadside Repair, RISC and Safety
Patrol Programs
Service Performance Comment Form

Today's Date: _____

Submitted by: _____

Check one:

Tow vendor

Safety Patrol

Comment is(check one):

Praise for Exceptional Performance

Complaint of Sub-standard Performance

Other _____

Company Name
or "Safety Patrol": _____

Driver Name (Optional): _____

Incident Data (if available)

Date of Incident _____ Roadside Service Case Number _____

Incident location (roadway, direction, milepost, Zone or Sector Number, etc.): _____

Description of incident: _____

Check one or more:

<input type="checkbox"/> Response Time	<input type="checkbox"/> Delayed Response	<input type="checkbox"/> Communication
<input type="checkbox"/> Safety Practices	<input type="checkbox"/> Service Vehicle	<input type="checkbox"/> Courtesy
<input type="checkbox"/> Lane Opening	<input type="checkbox"/> Tools and Equipment	<input type="checkbox"/> Helpfulness
<input type="checkbox"/> Quick Clearance	<input type="checkbox"/> Knowledge and Skill	<input type="checkbox"/> Cooperation
<input type="checkbox"/> Driving Practices	<input type="checkbox"/> Personal Performance	<input type="checkbox"/> Professionalism
<input type="checkbox"/> Other _____		

Describe praise or complaint: _____

For Office Use Only

Follow-up by Company and/or Program Manager: _____

Figure 14 – Service Performance Comment Form



Olive Crawford
Valrico, FL

9/21/13

To Whom It May Concern:

On Friday, Sept 20 I was travelling from my home in Valrico, FL to West Palm Beach, FL on the Florida Turnpike. I had an accident in which my car was disabled. Thankfully, I was not hurt.

Suddenly I found my plans completely changed and stranded in Port St. Lucie, far from home and where I don't know anyone. I was assisted by two State Troopers who helped me get the car to the right side of the Turnpike and called a tow truck. I was towed to Kauff's Transportation Systems in Port St. Lucie where my car was left for the insurance adjuster to claim.

I want to call you attention to the staff of this business because they were so kind and helpful to me. Drivers Danny and Brandon, receptionist Beverly and manager Rick went above and beyond the call of duty to help a stranger and they created an environment where I felt welcome and safe at time when I was shaken and confused. Danny got my car safely and efficiently off the Turnpike, waited with me until the office opened, and then cheerfully moved all my belongings out of my car for me.

I was able to get a rental car through my insurance, but only Enterprise who had cars available was unable to pick me up. I didn't ask anyone for help, but Beverly overheard and offered to help. The whole staff pleasantly got involved and eventually Rick provided his personal vehicle and Brandon gave me a ride to Enterprise where I got my rental and was able to get on with my day.

All of these people could have done their jobs efficiency and not gotten involved, but they did. I am so appreciative and will remember their kindness whenever I think about the accident. I just want to call attention to a job well done.

Thank you for your Time

Olive Crawford

Figure 15: Kauff's of Fort Pierce Commendation Letter



Light Duty Class A

Vehicle GVWR under 10,000#

Roadside Service <i>Includes first 30 minutes</i>	\$75	<i>No tow</i> Tire change, jump start, etc. Out of fuel (plus fuel cost) Winching back onto roadway
Mileage	N/A	
On-scene service	\$25	Per ¼ hour (after first 30 minutes)
Motor club		Per contractual agreement

Standard Tow <i>Includes first 30 minutes</i>	\$100	<i>Hook-up and go</i>
Plus mileage	\$5	Per mile
Winching back onto roadway	\$50	
Other or additional service	\$25	Per ¼ hour (after first 30 minutes)
Motor club		Per contractual agreement

Police Requested Tow <i>Includes first 30 minutes</i>	\$100	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and abandoned
impound vehicle		
Plus Mileage	\$5	Per mile
Recovery onto	\$50	Upright overturned car, winching back roadway, vehicle in the water
Other or additional service	\$25	Per ¼ hour (after first 30 minutes)
Motor club	N/A	Motor club rates do not apply

Miscellaneous		
Administration fee owner	\$30	For title and lien search, advertising, and lien holder notification plus actual documented fees imposed by State of FL.
Additional labor	\$20	Per ¼ man-hour

Notes:

- Mileage fee begins at point of service.**
- Time over 30 minutes requires detailed Vendor documentation of services rendered.**
- The above rates are not mandated, but may not be exceeded.**

Figure 16 - STARR Tow Rates and Fees Sheet (cont.)



Medium Duty Class B

Vehicle GVWR 10,000 to 33,000#

(Includes vehicles with dual wheels but not tandem axles)

Standard Tow	\$200	Hook-up and go
<i>Includes first 30 minutes</i>		
Plus mileage	\$6	Per mile
Winching back onto roadway	\$100	
Other or additional service	\$35	Per ¼ hour (after first 30 minutes)
Motor club		Per contractual agreement

Police Requested Tow	\$200	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and abandoned
<i>Includes first 30 minutes</i>		
impound vehicle		
Plus Mileage	\$6	Per mile
Recovery back	\$100	Upright overturned vehicle, winching onto roadway, vehicle in the water
Other or additional service	\$35	Per ¼ hour (after first 30 minutes)
Motor club	N/A	Motor club rates do not apply

Miscellaneous		
Administration fee owner actual State of FL.	\$30	For title and lien search, advertising, and lien holder notification plus documented fees imposed by
Additional labor	\$20	Per ¼ man-hour
Trailers, if towed separately	\$75	

Notes:

- Mileage fee begins at point of service.**
- Time over 30 minutes requires detailed Vendor documentation of services rendered.**
- The above rates are not mandated, but may not be exceeded.**

Figure 16 - STARR Tow Rates and Fees Sheet (cont.)



Heavy Duty Class C

Vehicle GVWR over 33,000#

(Truck tractor and semi-trailer considered one vehicle unless required to tow separately)

Standard Tow	\$300	Hook-up and go
<i>Includes first 30 minutes</i>		
Plus mileage	\$7	Per mile
Winching back onto roadway	\$150	
Other or additional service	\$50	Per ¼ hour (after first 30 minutes)

Police Requested Tow	\$300	Crash vehicle removed from incident scene, impoundment for arrest or investigation, remove and abandoned
<i>Includes first 30 minutes</i>		
impound vehicle		
Plus Mileage	\$7	Per mile
Recovery	\$150	Winching back onto roadway, vehicle in water
Other or additional service	\$50	Per ¼ hour (after first 30 minutes)

Miscellaneous		
Administration fee owner actual State of FL.	\$30	For title and lien search, advertising, and lien holder notification plus documented fees imposed by
Additional labor	\$20	Per ¼ man-hour
Trailers, if required to tow separately	\$75	
	\$7	Per mile
Low boy tractor trailer w/driver	\$200	Per hour
Other additional required equipment	Prevailing rate	
Requiring professional certified dive team	Prevailing rate	

Notes:

- Mileage fee begins at point of service.**
- Time over 30 minutes requires detailed Vendor documentation of services rendered.**
- The above rates are not mandated, but may not be exceeded.**

Figure 16 - STARR Tow Rates and Fees Sheet (cont.)



Storage Fees

Class A vehicles

under 10,000# GVWR

Storage fee (company yard) after 6 hours	\$24	Day (24 hour increments)
Motorcycles, ATVs, other small vehicles	\$16	Day (24 hour increments)
Inside storage	\$40	Day (24 hour increments)
Trailers, over 25 Ft.	\$36	Day (24 hour increments)

Class B vehicles

10,000# to 33,000#

GVWR

Storage fee after 6 hours	\$36	Day (24 hour increments)
Inside storage	\$60	Day (24 hour increments)
Trailers	\$36	Day (24 hour increments)
Securement of un-contained cargo	Equals % of load @ daily vehicle storage rate	

Class C vehicles

over 33,000#

GVWR

Storage fee after 6 hours	\$40	Day (24 hour increments)
Inside storage	\$80	Day (24 hour increments)
Trailers & Semi-trailers (only if separation is required)	\$40	Day (24 hour increments)
Securement of un-contained cargo	Equals % of load @ daily vehicle storage rate	

After-hours requests for release	\$50	All vehicle classes
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Notes:

- Calculation of storage fees begins when vehicle is unhooked from tow truck inside a secure structure or compound.
- No storage fee is charged if the vehicle is claimed within the first six (6) hours.

Miscellaneous Fees (no customer)

Gone on arrival/Made own arrangements	\$35	Each occurrence
FTE/FHP Vehicle	\$50	Plus \$5 per mile over 20 miles
Relocation from travel lane	\$100	(No separate payment for GOA/MOA)
Debris pickup	\$100	Flat rate (for each responding unit)

Figure 16 - STARR Tow Rates and Fees Sheet (cont.)