

INTEGRATED CORRIDOR MANAGEMENT STANDARD OPERATING GUIDELINES

2020





STANDARD OPERATING GUIDELINES

DOCUMENT MANAGEMENT		
File Name:	D5 ICM RTMC- SOG	
File Location:	T:\Metric\ICM Documents\SOG	
Version Number:	3.0	
	Name	Date
Created By:	Josh Reichert	10/6/2017
Reviewed By:	Edward Grant	10/9/2017
	Edward Grant	01/30/2018
	Manny Rodriguez	01/30/2018
	Jeff Gerken	01/30/2018
	Pete Yauch	01/30/2018
	Dale W. Cody, P.E., PTOE	02/26/2018
Modified By:	Shawna Slate	12/20/17
	Edward Grant	02/9/2018
	Dale W. Cody, P.E., PTOE	02/26/2018
	Edward Grant	11/6/2019
	Edward Grant	12/13/2019
	Edward Grant	07/27/2020



STANDARD OPERATING GUIDELINES

Table of Contents

1.0 ACRONYMS & ABBREVIATIONS	3
2.0 GENERAL OVERVIEW	4
3.0 ICM RTMC STAFF	9
4.0 ICM GENERAL REQUIREMENTS	25
5.0 GENERAL D5 RTMC POLICY	29
6.0 ICM ATTENDANCE REQUIREMENT	34
7.0 ICM Software	36
8.0 GENERAL RTMC OPERATING GUIDELINES	37
9.0 CCTV CAMERAS & VIDEO WALL	41
10.0 Vehicle Detection Systems	42
11.0 ICM EVENT MANAGEMENT	42
12.0 LEVEL 3 (MAJOR) EVENTS	54
13.0 EMERGENCY OPERATION CENTER (EOC)	61
14.0 ITS MAINTENANCE CONTRACT MANAGEMENT	61
15.0 FLORIDA 511 SYSTEM	62
16.0 SECONDARY TRAFFIC INFORMATION RESOURCES	63
17.0 ROAD RANGERS	66
18.0 RTMC EMERGENCY OPERATIONS PLAN	74



STANDARD OPERATING GUIDELINES

1.0 ACRONYMS & ABBREVIATIONS

AAM	Active Arterial Management
AVL	Automated Vehicle Location
CCTV	Closed Circuit Television
CFX	Central Florida Expressway Authority
CMS	Central Management System
DMS	Dynamic Message Sign
EOC	Emergency Operation Center
FEMA	Federal Emergency Management Agency
FHP	Florida Highway Patrol
FHWA	Federal Highway Administration
FMS	Freeway Management Systems
FWC	Fish and Wildlife Commission
ICM	Integrated Corridor Management
ITS	Intelligent Transportation System
IVEDS	Inter-agency Video and Event Data Distribution System
JTF	Joint Task Force
LEO	Law Enforcement Officer
MIMS	Maintenance and Inventory Management System
MOT	Maintenance of Traffic
MUTCD	Manual on Uniform Traffic Control Devices
MVDS	Microwave Vehicle Detection System
OPD	Orlando Police Department
PIO	Public Information Officer
ORCC	Orlando Regional Communication Center
RISC	Rapid Incident Scene Clearance
RR	Road Ranger
RRMA	Road Ranger Mobile Application
RRMP	Road Ranger Management Portal
RTMC	Regional Traffic Management Center
SOG	Standard Operating Guidelines
SOP	Standard Operating Procedure
SLERS	State Law Enforcement Radio System
TMC	Traffic Management Center
TIM	Traffic Incident Management
TSM&O	Transportation Systems Management and Operations
TSS	Transportation Sensor Subsystem
TVT	Travel Time
WWD	Wrong Way Driver

STANDARD OPERATING GUIDELINES

2.0 GENERAL OVERVIEW

This document provides the Standard Operating Guidelines (SOG) for the Florida Department of Transportation's District Five Integrated Corridor Management (ICM), which includes Active Arterial Management (AAM) and Freeway Management Systems (FMS). Specifically, this SOG addresses the I-4 corridor and adjacent arterials. The ICM program has the following operational components:

- Traffic Management System Monitoring
- Freeway Management
- Active Arterial Management
- Travel Time Monitoring
- Incident Management
- Crash Pattern Monitoring
- Field Observations
- Road Ranger Dispatch
- Construction and Asset Maintenance Coordination
- Traffic Incident Management (TIM) Notifications
- System Performance Monitoring
- Performance Measurement Reporting

The ICM program is staffed by consultant personnel. This SOG is intended to define the overall requirements needed for the successful operation of the ICM program. These guidelines should be referenced regularly by the ICM operation staff. This document details the general procedures established to manage the responsibility of the ICM program and is not intended to be a SunGuide® and/or Intelligent Transportation System's (ITS) Device Operating Guide. SunGuide® and ITS Device operating procedures are described separately in the ICM Workforce Development Program and in the ICM Standard Operating Procedure (SOP) document.

2.1 SCOPE OF WORK

The RTMC's ICM Operators and ICM supervisors are tasked with the monitoring, reporting, and managing of roadway conditions within the jurisdiction of FDOT District Five. Additionally, the ICM staff is responsible for the safe and efficient operation of traffic signals along its network of state highways. The FDOT District Five Traffic Operation's ICM Program is a new and innovative approach to the management of freeway systems and the arterial systems. By combining AAM with the Freeway Management System (FMS) as one transportation network, under one umbrella, the program provides FDOT/CFX with a seamless operation. The overall goal of ICM is to operate the transportation network in a balanced way that utilizes both the freeways and arterials to improve the overall efficiency and reliability of the network. In addition to the traditional management of the freeways, arterials are being retimed and adjusted as needed to manage every changing traffic volumes. As a part of ICM, baseline conditions are established for each corridor, while identifying any deficiencies, monitoring the corridor on a regular basis to identify any degradation of the corridor requiring corrective



STANDARD OPERATING GUIDELINES

action, and then initiating such corrective action. As the program matures, and additional traffic management technology and infrastructure are put in place, additional functions of the ICM Program will include transit signal priority, special event timings, managed lanes, and diversion routes and/or detours.

Work is performed using a variety of devices, systems and software, including the SunGuide® software (which is exclusive to FDOT and utilized at Transportation Management Centers (TMC) statewide) to detect and respond to planned and unplanned events that arise on the roadways, and to mitigate their effects. Transportation Systems Management and Operations (TSM&O) strategies are employed to respond to events to reduce congestion and travel time (TVT) and increase the safety of the roadways. Real-time incident information is also posted to Florida 511 to alert motorists. Because roadways in the District are the primary source of conveyance for goods and people, it is imperative to the economic vitality and general well-being of the region to ensure that traffic flows safely and efficiently, and can be diverted effectively if the need arises.

The RTMC provides coverage for critical FDOT/CFX selected highways and arterials within FDOT District Five including, but not limited to Interstates, Toll Roads, State Roads and US Highways; as well as ten (10) key arterial (signalized) roadways. Several other counties and municipalities operate their own TMCs, handling their own important thoroughfares. The ICM Staff partners and shares information with these local TMCs to promote regional incident management strategies and provide for the most efficient mobility of people and goods through the area. Currently, the RTMC provides real-time traffic information along the I-4 corridor for the following roadways:



STANDARD OPERATING GUIDELINES

Roadway	Counties/Cities	Coverage
Freeway		
Interstate 4 (SR 400)	Osceola, Orange, Seminole, Volusia	MM 58 - MM 114
*SR 414 (John Land Apopka Expwy)	Orange	MM 3.6 - MM 9.7
*SR 408 (East-West Expressway)	Orange	MM 0 - MM 23
*SR 417 (Greenway Expressway)	Orange	MM 5 - MM 37
*SR 429 (Western Beltway)	Orange	MM 8 - MM 34
*SR 451	Orange	MM 4 - US-17/92
*SR 528 (Beachline Expressway)	Orange	MM 8 - MM 31
SR 453	Orange	SR 429 to SR 46

Roadway	Counties/Cities	Coverage (length in miles)	# of Signals
Arterial			
US 441	Orange County / City of Orlando	SR 429 to Americana & Taft Vineland to US 192 (23.9)	60
SR 414	Seminole County/ Maitland	Bear Lake Rd to Maitland Ave. (5.6)	9
US 17/92	City of Orlando, City of Winter Park, City of Maitland, Seminole County	SR 46 to SR 50 (19.2)	46
SR 434	Orange County, Seminole County	SR 414 to US 17/92 (15.6)	56
SR 436	Seminole County/Orange/City of Orlando	SR 434 to TG Lee (22.1)	75
SR 50	City of Orlando, Orange County	Oakland Blvd to Bonneville (19.2)	80
SR 482	Orange County	Turkey Lake to John Young Pkwy (3.5)	8
SR 435	City of Orlando, Orange County	SR 50 to SR 482 (56.6)	17
SR 423 CR 423	City of Orlando, City of Winter Park, Orange County	Centerview to Ham Brown (14.0)	44
SR 46	Seminole County	International Pkwy to Airport Rd. (3.3)	12
US 192	Osceola County	Orange Lake to Central Ave.	31

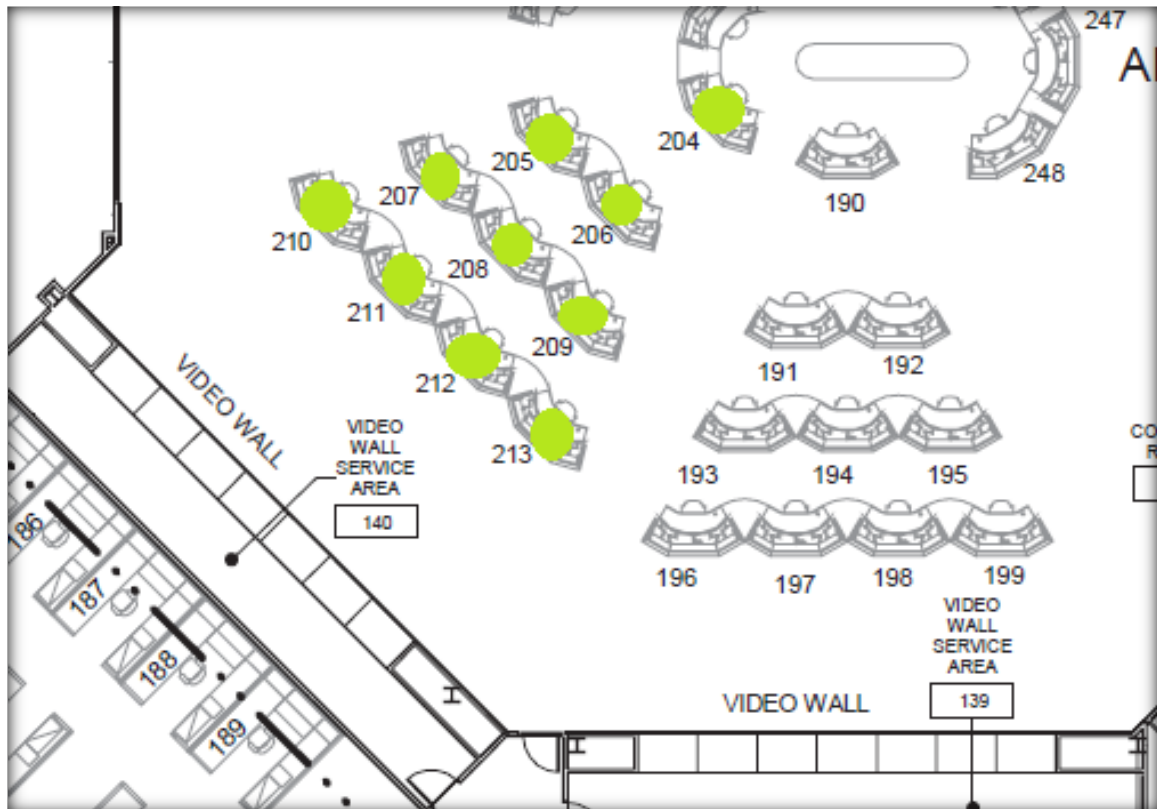
STANDARD OPERATING GUIDELINES

2.2 HOURS OF OPERATION

The RTMC operates seven days a week, twenty-four hours a day, and three hundred sixty-five days a year in conjunction with the Florida Highway Patrol (FHP). The Orlando Regional Communication Center (ORCC), located within the RTMC, houses FHP dispatchers from Troop D.

2.3 RTMC LAYOUT

The RTMC is co-located with the FHP dispatch, an entity consisting of dispatchers for FHP Troop D and Florida Fish and Wildlife Commission (FWC). The ICM team utilizes video wall #1 & #2. The front row contains three ICM operator workstations, which are utilized for daily operations. Including in the front row is the ICM Supervisor/Lead ICM operator workstation. In the second row, the ICM corridor managers and ICM Signal Timing Engineering utilize three workstations for daily operations. The third row houses the ITS Analyst and the ICM arterial operator. This sequence allows for high level of communication and coordination between the arterial and freeway staff. Behind the three rows is where the RTMC Manager’s workstation resides. See below for the pod layout.



STANDARD OPERATING GUIDELINES

2.4 ICM MISSION STATEMENT

To provide a safer transportation system that ensures the mobility of people and goods, enhances economic prosperity, and provides real-time traveler information and system reliability through ICM strategies.

2.5 ICM VISION STATEMENT

ICM is defined as a collection of operational strategies and advanced technologies that allow transportation subsystems, managed by one or more transportation agencies, to operate in a coordinated and integrated manner.

The Federal Highway Administration's (FHWA's) vision of ICM is that transportation networks will realize significant improvements in the efficient movement of people and goods through institutional collaboration, integration of existing transportation infrastructure along major corridors, and management of that infrastructure as wholly multi-modal systems.

ICM personnel will implement the above strategies and visions through aggressive cooperation with partner agencies coupled with proactive transportation management within the RTMC and the cohesive management of both the freeways and the arterials in the greater Orlando area. TSM&O strategies will be utilized and synthesized by our RTMC staff as they integrate the operations of freeways and arterials.

2.6 SAFETY GUIDELINES

Each ICM Team member is ultimately responsible for their own safety and for reading and complying with the established policies, rules and procedures in the Employee Manual and Code of Ethics Policy.

Each member must abide by all federal and state laws and regulation as well as the procedures established by FDOT/CFX and the member's employer concerning safety. If injured on the job, it is each Team member's responsibility to promptly obtain first aid and to report the injury to the member's immediate supervisor.

Each team member should look for hazards and be aware of their surroundings. Changes to the work area may have occurred during time away from work. Be alert, use common sense and good judgment when encountering a questionable situation and do not be afraid to ask questions. Always be aware of the safety procedures for your job and follow them.

Team members must immediately report to their immediate supervisors any unsafe work practices or unsafe conditions, either verbally or in writing, such as:

- Unsafe condition(s) of motor vehicle, equipment, facilities, shops, or property owned, leased, or operated by the Department where conditions may jeopardize the safety of the employee, other employees, or the public.

STANDARD OPERATING GUIDELINES

- Any practice or operation being carried on by other employees which may jeopardize the safety of the employee, other employees, or the public.
- Any practice or operation being carried on by other employees that may jeopardize the safety of other employees while performing their assigned work.

It is the responsibility of all ICM team members to seek, identify and document all potential safety issues and report these issues to the ICM RTMC Manager.

If the RTMC needs to be immediately evacuated for any reason, all ICM staff must leave the building and report to the assigned meeting up location. The location to meet is in the main parking lot closest to the Emergency Room. It is the on-duty Senior Staff Member's responsibility to make sure that everyone has evacuated the TMC and is accounted for. The Senior Staff Member will then notify the TMC Operations Manager or TMC Program Manager.

3.0 ICM RTMC STAFF

The current ICM Staffing Plan identifies the following operational positions:

- ICM Project Manager
- Arterial Principal Engineer
- ICM-RTMC Manager
- ICM Traffic Signal Timing Engineer
- ICM Corridor Manager
- ICM Operations Analyst
- ICM-Supervisor
- ICM-Lead Operator
- ICM-Operator
- TIM Specialist
- Other RTMC Staff: As needed

3.1 ICM PROJECT MANAGER

The ICM Project Manager's responsibility is to provide the ICM personnel with the resources, oversight and guidance needed to fulfill their duties as efficiently as possible, and to ensure the quality control and administration of all contract activities.

Some specific duties noted include:

- Provide oversight of all work performed under this contract.
- Prepare and submit monthly invoices and progress reports by the seventh business day of the month.
- Ensure that monthly, quarterly, and annual performance reports are submitted to FDOT within 15 business days after the end of the respective reporting period. The format of these reports shall be developed, refined, and documented in these SOGs by the managing team and approved by the FDOT.

STANDARD OPERATING GUIDELINES

- Track project budget and provide monthly updates, status of work and cost summaries.
- Administer a resource allocation plan, ensure that the appropriate resources are available and provide periodic task schedules for the project.
- Provide adequate staff and resources for all tasks and activities throughout the duration of the contract.
- Ensure the operations staff has the required qualifications and all background check documentation is submitted to and approved by the FDOT before staff is hired.
- Ensure proper training, scheduling, and oversight of the ICM staff.
- Ensure the periodic update of this SOG and training manuals to reflect the latest operations practices (minimum review every six months).
- Provide oversight and management of all Department approved sub-consultant/contractors utilized by the Consultant for this project.
- Participate in monthly progress meetings with FDOT staff to discuss the current task list. Update action item list and provide to FDOT for their information and use.
- Establish and monitor performance management measures for the ICM staff.
- Cooperate and coordinate with other agencies and firms, including FDOT/CFX, all public agencies, contractors and Consultants working for FDOT.
- Ensure that all deliverables are delivered to, reviewed, and approved by FDOT.

Minimum Requirements:

- Bachelors' degree in Civil Engineering from an accredited four-year college or university, with Professional Engineer registration in the state of Florida, plus a minimum of ten plus years in the field of transportation system management and operations.
- Knowledge of key management concepts.
- Demonstrated ability to communicate complex issues in plain language verbally and in writing.
- Experience in the training and development of staff in the field of ICM operations.
- Ability to write technical reports and correspondence.
- Ability to coordinate real time activities and priorities.
- Ability to create project schedules in common electronic format.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.

3.2 ICM ARTERIAL PRINCIPAL ENGINEER

The ICM Arterial Principal Engineer is responsible for the overall support of the ICM Program as well as supporting retiming efforts and developing workforce development programs. The ICM Arterial Principal Engineer shall be responsible for the successful functioning of the arterials, including, but not limited to, the following:

STANDARD OPERATING GUIDELINES

- Ensuring that the requirements of the contract are always met daily. Ensure that all arterial operations activities of the ICM program are in accordance with the Standard Operating Guidelines (SOGs) and Department protocols, policies, and procedures.
- Following the direction set by the ICM Project Manager, FDOT Contract Manager and the Department.
- Performing project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by the Department.
- Using and applying extensive knowledge of project management theories and practices.
- Providing oversight of the ICM Traffic Signal Timing Engineer and other “Future-Ops” arterial staff.
- Implementing processes to ensure attainment of the mission, vision, and goals of the Department’s ICM Program’s Operations Plan.
- Participating in developing the ICM program: guidelines, policies, procedures, standards, strategic plans, Concepts of Operation, Program Policies Manual (PPM), Standard Operating Guidelines and any other documents deemed necessary by the Department.
- Providing for the proper level of staffing as always required by the FDOT/CFX.
- Attending ICM Program related meetings as directed by the FDOT.
- Performing all other tasks as assigned by the Department.

Minimum Requirements:

- Bachelors’ degree in Civil Engineering from an accredited four-year college or university, with Professional Engineer registration in the state of Florida, plus a minimum of ten plus years in the field of transportation system management and operations.
- ITE Professional Traffic Operations Engineer (PTOE) Certification.
- IMSA Transportation Center System Specialist Level II.
- Knowledge of key management concepts.
- Demonstrated ability to communicate complex issues in plain language verbally and in writing.
- Experience in the training and development of staff in the field of arterial operations.
- Ability to write technical reports and correspondence.
- Ability to coordinate real time activities and priorities.
- Ability to create project schedules in common electronic format.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.

3.3 ICM RTMC MANAGER

The ICM RTMC Manager is responsible for overseeing the daily operations of the RTMC. He/she is responsible for all contract ICM staff, as well as the work necessary to provide

STANDARD OPERATING GUIDELINES

for the general management, oversight, QA/QC, and administration of the contract and management support personnel. This will include such tasks as developing, reviewing, and modifying as needed various ICM operational documents, such as this SOG, a Disaster Recovery Plan, etc. He/she will also be responsible for managing the inventory of all RTMC equipment, including a tracking database. The manager's base schedule is Monday through Friday normal working hours.

ICM RTMC Manager Duties include:

- Responsible for general oversight and management of all aspects of the contract. The ICM RTMC Manager is responsible for project QA/QC and for all ICM staff working at the RTMC as part of this contract.
- Meet with the FDOT Project Manager and other FDOT personnel regularly to discuss general progress and direction of the ICM operations
- Interface with representatives of other agencies/organizations on issues related to the ICM operations. The ICM RTMC Manager is expected to have RTMC-related activities as a full-time task.
- Provide for the complete and proper employment, training, scheduling, and oversight of ICM operations staff. This shall include accommodating vacations, sick leave, and other absences of all personnel by providing adequate training and on-call personnel.
- Coordinate and be the voice for all other sub-consultant(s) working as part of the ICM team.
- Maintain records and documentation as directed to support the overall ICM operations at the RTMC.
- Provide adequate staff and resources for all tasks and activities throughout the duration of the contract, including during State emergencies or standby conditions (e.g. major incident, events, terrorist attacks, hurricanes, fires, etc.)
- Responsible for the proper level of staffing as always required by FDOT/CFX and when necessary fill in for absent staff members.
- Responsible for the hiring and training of the ICM supervisors and operators and certification process documentation (i.e. ICM Operations Training, Arterial Training, MOT, IMSA TCSS, IMSA Technician Level 1, SHRP-2, etc.).
- Perform shift scheduling to ensure adequate staff coverage.
- Recommend changes, review progress, and approve work products for the TMC team.
- Attend meetings with or on behalf of the FDOT to assist in operational issues and further FDOT's mission and goals.

Minimum Requirements:

- 10+ years' experience in related field
- TCSS Level 2
- IMSA Signals Field Technician Level 2
- Or as approved by FDOT and the Project Manager

STANDARD OPERATING GUIDELINES

3.4 ICM TRAFFIC SIGNAL TIMING ENGINEER

The ICM Traffic Signal Timing Engineer serves as the arterial lead for the ICM Program with responsibility for technical aspects of the project in relation to arterial operations.

The ICM Traffic Signal Timing Engineer will be responsible for the following:

- Managing the ICM arterial operations by directing and coordinating activities consistent with the established goals, objectives, and policies.
- Following the direction set by FDOT Project Manager and the FDOT/CFX.
- Working closely with the FDOT Project Manager to establish goals, objectives, and quality controls and ensure cohesive and efficient ICM operations.
- Performing project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by FDOT/CFX.
- Using and applying extensive knowledge of project management theories and practices.
- Providing oversight of corridor managers, arterial analysis, and operators.
- Participating in developing ICM: guidelines, policies, procedures, standards, strategic plans, Concepts of Operation, Standard Operating Guidelines, and any other documents deemed necessary by the FDOT/CFX.
- Providing for the proper level of staffing as always required by FDOT/CFX .
- Attending ICM related meetings as directed by the FDOT.
- Performing all other tasks as assigned by FDOT.

Minimum Requirements:

- Knowledge of key management concepts.
- Demonstrated ability to communicate complex issues in plain language verbally and in writing.
- Ability to write technical reports and correspondence.
- Ability to coordinate real time activities and priorities.
- Ability to create project schedules in common electronic format.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.
- Bachelors' degree in a related field from an accredited four-year college or university, with Professional Engineer registration in the state of Florida, plus a minimum of five (5) years of ATMS systems management experience. In lieu of the five (5) year ATMS systems management experience, a minimum of ten (10) years of experience in traffic signal operations will suffice.

3.5 ICM CORRIDOR MANAGER

The Corridor Manager is responsible for executing all ICM related activities along the assigned corridors. ICM Corridor Managers are traffic signal timing specialists, experienced in the field of traffic operations, and extremely familiar with operations and issues along their corridors. They use data from various sources, as well as firsthand

STANDARD OPERATING GUIDELINES

observations, to determine the effectiveness of current signal operations strategies and recommending and implementing improvements as necessary, working under the direction of the Traffic Signal Timing Engineer.

The ICM Corridor Managers are responsible for the continued efficient and effective operation of their assigned corridors using both system monitoring tools and personal observations.

This effort includes, but is not limited to, the following:

- Maintaining a strong familiarity with the corridor, understanding its operations, constraints, and limitations regarding traffic flow and safety.
- Using the existing timing pattern information (including Tru-Traffic), regularly reviewing corridor operations to confirm operation in conformance with the intended design.
- Identifying and working to resolve maintenance issues or changes in traffic patterns impacting the intended operation of the corridor.
- Utilizing advanced engineering knowledge, combined with extensive experience and training, for preparing deficiency reports and mitigation plans to improve traffic flow or safety in compliance with applicable standards or regulations.
- Independently analyzing, assessing, and interpreting data, conditions, and systems.
- Interacting professionally and proactively with maintaining agencies and FDOT/CFX.
- Responding to citizen complaints personally, understanding their issues, addressing as appropriate, explaining the outcomes, and documenting the communications.

Minimum Requirements:

- Knowledge of traffic signal operations
 - Cycle / Split / Offset / Sequence
 - Actuated Control
 - ATMS Alarm Monitoring
- Knowledge of Synchro, SimTraffic, and TruTraffic
- Knowledge of traffic flow fundamentals
 - Time Mean Speed versus Space Mean Speed
 - Level of Service
 - Travel Time
 - Travel Time Reliability
 - Running Speed
- Knowledge of the Manual on Uniform Traffic Control Devices (MUTCD)
- Understanding of citizen interaction, including tact
- Ability to prepare detailed technical reports with understandable non-technical summaries.
- Ability to communicate clearly with co-workers on technical issues related to the program.

STANDARD OPERATING GUIDELINES

- Ability to work with peers, superiors, and subordinates in an office environment.
- Ability to drive automobiles and small trucks, with a valid Florida Driver's License.
- Possess current FDOT MOT Certification and IMSA Signals Level II.
- Must possess a valid Florida Driver's License and maintain a driving record that does not adversely affect their Company's insurance policy
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.
- A minimum of five (5) years of experience related to Traffic Engineering. A Bachelors' Degree in Civil Engineering or other related engineering field can substitute for two (2) of the five (5) years of experience required.

3.6 ICM OPERATIONS ANALYST

The ICM Traffic Operations Analyst is responsible for back office technical support of the ICM program. The ICM Traffic Operations Analyst will be responsible for providing a wide variety of engineering support services as defined by the ICM Traffic Signal Timing Engineer and in support of the ICM Corridor Managers.

These efforts will include, but not be limited to, the following:

- Analyze operational data related to the ICM program, including travel time, throughput, stops and delays, and other corridor related functions.
- Analyze traffic safety data, including acquiring crash data and identifying trends.
- Perform cost-benefit analyses based on operational and traffic safety data analyses.
- Provide investigational and observation services for operational issues.
- Establish and maintain ICM tracking logs, in conjunction with the corridor managers.
- All other tasks assigned by the ICM Traffic Signal Timing Engineer.
- The ICM Traffic Operations Analyst will report to the ICM Traffic Signal Timing Engineer.

Minimum Requirements:

- Bachelor's Degree in Civil Engineering or related engineering field
- Preferred two years of experience related to Traffic Engineering
- IMSA Traffic Signal Technician Level II
- Florida DOT Maintenance of Traffic / Temporary Traffic Control Certification
- Understanding of data collection processes
- Knowledge of traffic flow fundamentals
 - Time Mean Speed versus Space Mean Speed
 - Level of Service
 - Travel Time
 - Travel Time Reliability
 - Running Speed
- Knowledge of traffic signal operations

STANDARD OPERATING GUIDELINES

- Cycle / Split / Offset / Sequence
- Actuated Control
- ATMS Alarm Monitoring
- Knowledge of the Manual on Uniform Traffic Control Devices
- Knowledge of Synchro, SimTraffic, and TruTraffic
- Proficient in Microsoft Office suite, especially Excel
- Must possess a valid Florida Driver's License and maintain a driving record that does not adversely affect their Company's insurance policy.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.

3.7 ICM SUPERVISORS

There are two ICM Supervisors scheduled Monday through Friday AM/ PM "daytime" shifts. The shifts cover from 5am to 8pm.

The ICM Supervisors manage all ICM Operators and report directly to the ICM RTMC Manager. They assist in the development of protocols, standard operating procedures, and ensuring compliance with the FDOT and CFX guidelines and practices. The ICM supervisors assist Operators with event management when needed and on a 24/7 basis. This will require on-call status during non-working hours, which will rotate between the ICM supervisors. The ICM Supervisors will provide on-call services in a rotation with the RTMC Manager.

ICM supervisor duties include, but are not limited to the following:

- Facilitate operations by guiding critical ICM operation decisions, developing special events response plans, guidance during severe events and generating severe event response reports.
- Coordinate ICM activities by assisting in the management of responses to disasters and high-profile special events.
- Accommodate the data/video needs of special agencies and third parties such as the FDOT or CFX's media partners.
- Balance workloads of the ICM staff by instructing staff to assist others as required, by assigning reporting tasks during off-peak times, and by ensuring that staff resources are being utilized effectively and efficiently.
- Present operational staff with an understanding of their role in the overall context of transportation systems and incentivizing them to perform day to day tasks.
- Assist Vendor's Project Manager in keeping FDOT/CFX informed of the status of current efforts and all problems for which their assistance is required.
- Maintain advanced knowledge of the operations and procedures of all ICM systems and train staff accordingly.

STANDARD OPERATING GUIDELINES

- Develop protocols, procedures, and training materials and conduct staff performance evaluations.
- Gather incident information to be sent to the TIM Coordinator at the FDOT or CFX.
- Aid and disseminate pertinent information to the entire staff to ensure that active incidents are handled efficiently and in accordance with the FDOT's guidelines and procedures.
- Responsible for QA/QC of messages being placed on DMS and 511 for all active incidents. Provide input on and coordinate all other preplanned DMS and 511 messages from FDOT/CFX/construction/other agency coordination meetings.
- Responsible for the personnel issues of the entire staff.
- Provide regular input on overall performance of the ICM staff including continuous improvement feedback from lessons learned.
- Ensure that the database of past incidents is properly maintained.
- Ensure the ICM operations are conducted within the parameters of SOG, FDOT, and CFX policies as well as industry standards.
- Provide the updates of the ICM SOG including any new policies, directives, and guidelines issued by the FDOT/CFX.
- Pull SunGuide® reports; perform incident reviews.
- Prepare monthly reports of performance measures for the FDOT/CFX and any additional reports as requested by the FDOT and CFX.
- Generate daily equipment/system failure logs identifying the specific device or system function that requires maintenance for CFX and the FDOT when requested.
- Recommend potential modifications or new features to the FDOT and CFX ICM systems that may improve ICM operations.
- Monitor the FHP CAD system.
- Continually check the accuracy and validity of all information on the FDOT District 5-511 system (511, FL511.com).
- Assist in public relations activities, such as RTMC tours and media inquiries as approved by the FDOT/CFX.

When applicable, attend RISC debriefing when present during the time of the event.

Minimum Requirements:

- TCSS Level 1 (ICM supervisor Level 1-4) and 2 (ICM supervisor Levels 5)
- IMSA Signals Field Technician Level 1 (ICM supervisor Level 1) and 2 (ICM supervisor Levels 2-5)
- 1-3 years' experience or BA degree or approved by FDOT and the Project Manager (ICM supervisor Levels 1-2); 2-4 years' experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 3); 3-5 years' experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 4); At least 4 years' experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 5).

STANDARD OPERATING GUIDELINES

3.8 ICM LEAD OPERATORS

The ICM Lead Operator oversees operations, directing ICM Operators and assures all incidents are handled according to FDOT and CFX policies. Additionally, the Lead Operator assists Operators during busy times, checks all paperwork, checks all data entry, and verifies ITS Devices and systems are working properly. The Lead Operator is also responsible for the principal monitoring of the roadways including detecting, confirming, updating, and responding to scheduled and unscheduled traffic events, congestion, and travel time irregularities within the ICM coverage area. They also provide quality assurance on the day-to-day handling of all events in the RTMC.

Lead Operator duties include, but are not limited to the following:

- Facilitate operations by guiding critical ICM operation decisions, developing special events response plans, providing guidance during severe events and generate severe event response reports.
- Primary contact for two-way communications flows with external agencies including those by voice, mail, fax, Internet, and other electronic data.
- Facilitate the information exchange between the ICM operators and on-site FHP staff, ensuring that all operators are aware of relevant information pertaining to their respective systems.
- Assist managers in training of staff.
- Assist managers in conducting staff performance evaluations.
- Complete checklist at the beginning of each shift. Exchange information with the Lead Operator he/she is relieving at the beginning of the shift as well as at the end.
- Alert ICM operators to new memorandums, procedures, policies, and special projects and requests.
- Ensure that workers are alert and focused during their shifts and that all incidents are monitored on a continuous basis.
- Convey a professional attitude and work ethic and set prime examples for system operators.
- Assist ICM operators in every aspect of their duties.
- Alert ICM operator staff to new and existing memos.
- Resolve problems and staff complaints. Document and report to ICM RTMC Manager and/or ICM Supervisor.
- Sit in for system operators when they are on break.
- Supervise transition period between shifts to ensure pertinent information (e.g.: open incidents, equipment status, staffing, etc.) is transferred from one crew to the next.
- Involved in and/or aware of each incident that occurs on the shift.
- Continually verify that every RTMC DMS has the correct spelling displayed and updated on FL511.com.
- Dispatch Road Rangers and assist Road Rangers with other tasks, such as phone calls, etc.

STANDARD OPERATING GUIDELINES

Minimum Requirements:

- TCSS Level 1 (Lead Operator 1) & 2 (Lead Operator Levels 2-4)
- IMSA Signals Field Technician Level 1 (Lead Operator Level 3)
- IMSA Signals Field Technician Level 2 (Lead Operator Level 4)
- <1-2 years' experience or AA degree or approved by FDOT and the Project Manager (Lead Operator Level 1); 2-4 years' experience or AA degree or approved by FDOT and the Project Manager (Lead Operator Levels 2-4)

3.9 ICM OPERATOR

The ICM Operator is responsible for using the various roadway and ICM tools to monitor and respond to traffic conditions. The ICM Operator will create, update, and close events when appropriate, and communicate with other roadway stakeholders and partners throughout the process to ensure incidents are managed as one team. ICM Operators will generally perform one of both of the following duties depending on the shift:

ICM Operator (Freeway) duties include, but are not limited to the following:

- Operate all ITS devices in the RTMC using computer-based traffic management systems, namely SunGuide®, and employ these tools to manage traffic and incidents on roadways, provide accurate roadway information to the public, and improve the TSM&O network for all users.
- Operate various D5 TSM&O systems (i.e. express lanes; ramp metering; dynamic merge).
- Maintain advanced knowledge on the operation of all ITS equipment, computers and software associated with the RTMC systems.
- Utilize ITS equipment for incident management and the improvement of travel time, safety, and quality of life of the traveling motorists and toll customers.
- Provide real time traveler information on Dynamic Message Signs (DMS).
- Be aware of, and continually check the accuracy and validity of the messages displayed on all DMSs and 511.
- Enter incident information into computer systems using ICM software.
- Become familiar with the roadways and understand the purpose and location of each ITS device (i.e. DMS, detector stations, Closed Circuit Television (CCTV), and 511).
- Use standard operating procedures to detect, dispatch, monitor, and document roadway incidents.
- Cooperate with RTMC partners (FHP, FDOT and CFX On-Call staff, Road Rangers, Local Law Enforcement, Fire Rescue, etc.) as well as Emergency Operations Centers, adjacent Traffic Management Centers (TMCs) and other FDOT Districts to coordinate resources for incidents.
- Relay incident and roadway information to other FDOT/CFX departments and coordinate with Asset Maintenance staff to respond to roadway events.

STANDARD OPERATING GUIDELINES

- Dispatch Road Rangers and assist Road Rangers with other tasks, such as phone calls, etc.
- Perform Operator Battle Rhythms to be sent to the ICM Supervisor.

ICM Operator (Arterial) duties include:

- Monitors the status of traffic signal and system operations, corridor congestion, and traffic flow, etc. by technology tools including advanced traffic management systems, travel time monitoring, and CCTV cameras.
- Supports the ICM Traffic Signal Timing Engineer in identifying traffic congestion along the arterial network, based on pre-defined performance measures, while implementing pre-defined traffic mitigation measures in a timely manner.
- Transmits event information to appropriate personnel.
- Detects, confirms, and tracks equipment faults affecting arterial operations.
- Coordinates with RTMC and other operations staff with regards to external agency communications and general control room coordination, and other staff from signal maintaining agencies to obtain a full understanding of all arterial activity status.
- Produces daily equipment malfunction and connectivity reports, and activity through the ICM Traffic Signal Timing Engineer to FDOT/CFX management and local agencies in a structure that will enable weekly, monthly, and yearly analysis.
- All other tasks assigned by the ICM Traffic Signal Timing Engineer

Minimum Requirements:

- TCSS Level 1 (Operator 2) & 2 (Operator 2-7)
- 5 years of experience or AA degree (Operator 6-7) or as approved by FDOT and the ICM Project Manager
- Arterial Operators must also have the following requirements:
- An understanding of local intersection controller operations, phasing, detection, and infrastructure, and arterial signal timing pattern development, implementation, and fine-tuning.
- Ability to communicate clearly with co-workers on technical issues related to the program.
- Ability to work with peers, superiors, and subordinates in an office environment.

3.10 TIM SPECIALIST

The TIM Specialist is responsible for monitoring safety of emergency responders on scene, make immediate notifications to agencies and to provide a higher-level overview of traffic incident management. This position has 4 major responsibilities: General Incident Response, Road Ranger support, RISC Support and Traffic Incident Management Administration support. These categories are broken down into more details below. The TIM Specialist will also support other duties designated by the TIM Manager and/or FDOT. The TIM Specialist will generally perform the following duties while on shift:

STANDARD OPERATING GUIDELINES

3.10.1 SUPPORT INCIDENT RESPONSE

- Understand the Traffic Incident Management processes and demonstrate decision making capabilities that will forward roadway clearance in compliance with Florida's Open Roads Policy.
- Proactively monitor third party websites for incident-related information including agency active call websites, Pulsepoint, Google maps/Waze, etc.
- Monitor/coordinate with outside agencies to identify special events that may impact state roadway networks.
- Notify D5 RTMC TIM Operations Manager of major incidents involving extended closures and/or diversions.
- Initiate contact with outside agencies on incidents to notify and/or update on event location, status, etc.; determine need to escalate event to RTMC TIM Operations Manager for command level staff coordination.
- Serve as D5/CFX incident response coordinator for response and recovery of large-scale or complex/problematic incidents.
 - MutualLink operations including video sharing, radio communications with outside agencies, etc.
 - Coordinate alternate approaches to incident scenes with relevant responders, including short-term roadway closures for wrong-way access.
 - Determine need for additional resources (Road Rangers, RISC equipment, Maintenance, etc.), or support requests from outside agencies for additional resources.
- Coordinate response plans with frontline operators and/or corridor managers for larger-scale events, or events with special circumstances.
- Provide operational support by assisting with event management, as needed.
- Assist ICM leadership with real-time QC of incidents to ensure key information is collected accurately.
- Provide EOC support, as deemed necessary, for large-scale incidents such as hurricane evacuations and recovery efforts

3.10.2 ROAD RANGER

- Monitor and work with ICM operators to dispatch of Road Rangers to ensure efficient use of resources (GPS-based dispatch, no holding calls, etc.).
- Authorize dispatch of resources such as Road Rangers and RISC outside of normal scope (i.e. authorize Road Rangers to respond to an arterial if incident is impacting freeway or state road systems).
- Authorize and document incident-specific additional hours (incident-specific) for Road Rangers.
- Coordinate and support Road Ranger laptops and/or radio repairs to ensure timely resolution, while maintaining minimum disruption to Road Ranger/RTMC operations.
- Conduct and document the results of Road Ranger truck inspections, as outlined in the respective contract(s).
- Provide Road Ranger training, as needed.

STANDARD OPERATING GUIDELINES

3.10.3 RISC

- Conduct and document the results of RISC inspections, as outlined in respective contract(s).
- Work with ICM operators and supervisors to provide pre-activation notification and coordination with RISC vendor.
- Provide high-level decision making and any coordination required to facilitate successful activation of RISC.
- Follow up with agencies, as needed, to conduct after-action reviews.
- Prepare RISC after-action reports and billing.
- Maintain files on RISC-related events for future debriefing opportunities.

3.10.4 TIM PROGRAM ADMIN

- Run and/or prepare TIM reports including performance measures for TIM program, RISC, and Road Rangers.
- Prepare After Action Reviews and meeting/presentation slides on major incidents for debriefing.
- Assist D5 RTMC TIM Operations Manager with preparation for TIM meetings, Road Ranger or RISC vendor project management meetings, etc., including preparing reports.
 - Attend and assist with TIM meetings, when staffing allows.
- Document and/or follow-up on potential contract concerns relating to Road Rangers, RISC vendors, or AM with regards to incident response.
- Coordinate with D5 RTMC TIM Operations Manager to ensure necessary TIM staffing and Road Rangers for special events.
- Research best practices and prepare recommendations for system improvements relating to Incident Management.
- Assist with or provide SHRP2 TIM training.

3.11 OTHER ICM STAFF

3.11.1 COMMUNICATION SPECIALIST

Will act as the source for project related information. This position will prepare and disseminate collateral materials to the public using plain language; develop strategies, alliances and corporate partnerships; prepare and present project information for meetings; coordinate resolution of issues; maintain a database of stakeholders; prepare information for updating website(s); perform media responses by interview or in writing as needed (with collaboration with the FDOT/CFX PIO); coordinate and staff formal and informal public meetings; and execute other duties relevant to the position.

3.11.2 PROGRAMMER

Holds a B.S. in Computer Science or Computer Engineering and a minimum of five (5) years programming in the following areas, and will be responsible for ensuring the health of the RTMC network, implementing special projects, and managing the

STANDARD OPERATING GUIDELINES

integration of new devices, software and hardware. The programmer will have the following skills:

Web-based Programming

- ASP.NET
- C#
- C++
- HTML/XML
- JavaScript
- Visual Basic Script
- Graphical Design
- Microsoft Expression Web and Microsoft SharePoint Designer
- Adobe Photoshop
- Adobe Dream Weaver
- Adobe Flash

Microsoft SQL Server 2008/2012

- Ability to write SQL Scripts
- Ability to prepare Tables, Views, Stored Procedures

GIS

- ESRI (Shape files)

IIS

- Ability to write SQL Scripts
- Installation, Configuration, and Upgrade

The programmer position will perform software upgrades/enhancements for the FDOT District 5 Maintenance and Inventory Management System (MIMS), Maintenance and Inventory Mobile Application (MIMA), Road Ranger Mobile Application (RRMA), Interagency Video Event Data Distribution System (IVEDDS), and SunGuide® Website Maintenance.

3.11.3 GRAPHIC DESIGNER/VIDEO PRODUCTION COORDINATOR

This staff member designs collateral materials; creates templates and newsletter layouts; performs other duties relevant to the position. Under general direction, plans and facilitates studio and field-based video production, including the planning, filming, editing, sound mixing, graphic design and compression output of a wide range of products, and performs other related duties as assigned.

3.11.4 WEBMASTER

This staff member designs, develops, manages and maintains websites; examines and analyzes site traffic; provides quarterly report summarizing site usage and recommendation to maximize effectiveness; regulates and manages access rights of different users on websites; creates and modifies appearances and settings of websites; tests websites for functionality and usability; fixes links that don't work and



STANDARD OPERATING GUIDELINES

pictures that aren't appearing properly; performs site promotion, sends out email, voicemail, newsletters, etc.; performs other duties relevant to the position and in support of the ICM mission.

3.14 FDOT STAFF

FDOT ICM Project Manager	FDOT PIO
Jay Williams, PE	Jessica Ottaviano
4975 Wilson Rd. Sanford, FL 32771 Office: 321-257-7243 Jay.Williams@dot.state.fl.us	719 S. Woodland Blvd Deland, FL 32720 Office: 386-943-5473 Jessica.Ottaviano@dot.state.fl.us

3.15 Central Florida Expressway Authority (CFX) Staff

CFX Manager of Traffic Operations
Bryan Homayouni, PE
Central Florida Expressway Authority
4974 ORL Tower Road Orlando, Florida 32807 Office: 407-690-5333 / Cell: 407-284-9376 Bryan.Homayouni@CFXWay.com

STANDARD OPERATING GUIDELINES

4.0 ICM GENERAL REQUIREMENTS

This section describes security requirements, training requirements, and general regulations that must be met to work within the Regional Traffic Management Center (RTMC) for the FDOT/CFX.

4.1 RTMC SECURITY REQUIREMENTS

The RTMC is a secure area and entrance requires the use of an electronic passkey. No keys will be issued to non-operational personnel. Lost passkeys shall be reported immediately to an ICM supervisor so that the card can be deactivated. To receive a passkey, one must pass FDOT security requirements, State Law Enforcement Radio Systems (SLERS) background checks, and Criminal Justice Information System (CJIS) testing. For visitors and other personnel (contractors, consultants, etc.) to enter the RTMC, communications center or equipment rooms, they will be required to contact FDOT or the appropriate FDOT representative for access. Visitors and other personnel who do not have passkeys must always be escorted by someone from FDOT or FDOT representative while in the RTMC.

Appointments shall be made for all maintenance and installation work involving the equipment or communications rooms. All visitors to the equipment or communications rooms must sign in and sign out per building policy and FHP regulations.

Every time an employee is hired, or employment has ended, the ICM RTMC Manager will take appropriate action in the facility access software to deactivate the employee's access and notify FDOT and the appropriate TMC Consultant for tracking. Access lists will be reviewed monthly to ensure they are accurate, and edits will be made as necessary.

An approved background check is required for employment within the RTMC. An applicant can be denied access for any of the following reasons:

- The applicant has been convicted of a felony offense.
- The applicant is currently on probation for any offense or has charges pending (felony or misdemeanor).
- The applicant has been convicted of a misdemeanor offense involving any type of theft, violence, or drug offenses within the past three years.
- The applicant's driver license is currently suspended or revoked for any reason.
- The applicant has been convicted of a crime involving domestic violence or currently has a restraining order involving domestic violence or threats.
- The applicant has been arrested for any charge involving resisting arrest, battery or assault on a Law Enforcement Officer (LEO).
- The applicant is wanted for any criminal offense.
- The applicant is illegally residing in or is not approved to work in the United States.
- The identification of adverse intelligence information regarding the applicant.

STANDARD OPERATING GUIDELINES

- At the discretion of the Security Manager based on any other adverse information regarding the applicant.

In addition to the FDOT security and SLERS testing, each ICM staff operator and supervisor must also complete the Criminal Justice Information Systems (CJIS) testing. The CJIS provides a range of state-of-the-art tools and services to law enforcement, national security and intelligence community partners, and the public. The purpose of the ICM Operator and supervisor completing this training is to ensure that each employee is properly trained on appropriate behavior associated with being exposed to sensitive information that can be transmitted from FHP or other law enforcement agencies.

4.2 REGULATIONS FOR REGIONAL COMMUNICATION CENTER

Effective January 1, 2013 an escort is required for any non-approved personnel entering the RTMC/Regional Communications Center (RCC). Those individuals who have completed the SLERS Background Check and the CJIS online awareness training are considered approved personnel and do not need an escort.

When personnel come to the RTMC, they must be identified with credible identification and have their name run through the Joint Task Force (JTF) security website by FHSMV to confirm that unescorted access is permitted. When more than one person arrives together, that will stay together while in the center, only one of the persons needs to be checked. The other personnel will be considered as escorted by the person verified as approved.

All ICM staff, CFX, FDOT TSM&O Group employees, FHP and FWC personnel have completed the background investigation and can enter the room without signing the log. All other non-ICM/FHP/FWC personnel must log in when entering the facility even if an escort is not required. The log-in sheet is posted on the outside of the cubicle wall where the FHP Duty Officer Supervisors sit.

4.3 RTMC BADGE REQUIREMENTS

All new hires must obtain building access. This requirement is handled during the training process. The courses can be found on <http://infonet.dot.state.fl.us/bss/RTS/services/cbt/courses.htm>

These training modules include the following:

- FDOT Annual Ethics Training
- FDOT Fire Prevention Training
- FDOT Public Records
- FDOT Equal Employment Opportunity
- FDOT Safety Orientation
- FDOT Computer Security Awareness



STANDARD OPERATING GUIDELINES

- FDOT Zero Tolerance for Violence
- FDOT Safety Indoctrination

4.4 USER PROFILE & SUNGUIDE ACCESS

All new hires must obtain a Windows User Profile and SunGuide® access to begin train. The new hired employee will also fill out the Security Access Request Form (SAR), Computer Security Awareness and CJIS training to receive a username and password.

The ICM Supervisor will create a Jira ticket and will work directly with FDOT to help facilitate access to the FDOT Workstations

4.5 ICM WORKFORCE DEVELOPMENT PROGRAM

The Consultant Team has developed a training program specific to ICM Operations. The Modules are based upon increasing knowledge and responsibilities as ICM operators move through the ranks (Levels 1-8).

- **Module 1** - Introduction to the RTMC
- **Module 2** - RTMC Communication Fundamentals and FDOT Hierarchy
- **Module 3** - SunGuide® 101 Training
- **Module 4** - Advanced SunGuide & RPG Training
- **Module 5** - Road Ranger Training
- **Module 6**- Central Florida Expressway Authority Training
- **Module 7** – Wrong Way Driver Essentials
- **Module 8** – Arterial Operations Training
- **Module 9** – Arterial Corridor Manager Workshop
- **Module 10** – ICAT Basics
- **Module 11**- MIMS Insight
- **Module 12**- SunGuide Reporting
- **Module 13**- COIN & RISC Awareness
- **Module 14** – Construction Protocol
- **Module 15**- CFX TDMS Training



STANDARD OPERATING GUIDELINES

ICM Modules and On-floor hours in TMC																
Pos.	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	Hours in TMC
Op 1	✓	✓	✓	✓	✓	✓	✓	---	---	---	---	---	✓	✓	✓	1000
Op 2	✓	✓	✓	✓	✓	✓	✓	---	---	---	---	---	✓	✓	✓	2000
Op 3	✓	✓	✓	✓	✓	✓	✓	---	---	---	---	---	✓	✓	✓	3000
Op 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	4000
Op 5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	5000
Op 6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6000
Lead 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	4000
Lead 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	5000
Lead 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6000
Super 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	8000
Super 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	9000
Super 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10,000
TIM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	4000

Figure 1 – ICM Operator Modules

STANDARD OPERATING GUIDELINES

5.0 GENERAL D5 RTMC POLICY

This section describes the professionalism, ICM operators conduct and policies to follow when working in the RTMC.

5.1 APPEARANCE GUIDELINES

The RTMC is a professional environment, and employees are always expected to present a professional, business-like image. Acceptable personal appearance, as well as proper maintenance of work areas, is an ongoing requirement of employment at the RTMC.

ICM staff will be provided collared shirts with logos and should wear khaki or dress pants and appropriate (oxford, dress, or leather type) closed-toed shoes. Jeans are permitted on Fridays, weekends and major holidays, and shall be in respectable condition, free of holes, patches, or other blemishes. Employees are responsible for the laundering and cleanliness of his/her uniforms. SunGuide® polo shirts are property of the consultant and are expected to be returned upon termination/leave of employment.

ICM staff is expected to be well-groomed and manicured. Hairstyles, wigs, moustaches, sideburns, and other grooming effects should be neat and well kept. At no time are hats permitted in the RTMC. Any employee who does not meet the standards of this guideline will be required to take corrective action, up to leaving the RTMC. Violations of this guideline may also result in disciplinary action.

Employees must wear their identification badges in a manner where they are always visible.

5.2 ICM OPERATOR CONDUCT

It is important that ICM employees always remember that they represent not only themselves, but also their firm and FDOT/CFX. Employees at the RTMC are expected to present a professional image and demeanor. Common courtesy and respect for all personnel within the building is expected of all ICM employees. Loud talking, yelling and other disruptive behaviors are not permitted at any time. Remember; the RTMC is co-located with a state law enforcement dispatch center and such disruptive behaviors can have serious implications on dispatch operations. The RTMC ICM Operators are never permitted to speak to the media without leadership's permission.

Employment with the consultant firm is "at will." This means that it may be terminated by the employee or by the company with or without cause and with or without notice.

Nevertheless, they may choose to use other disciplinary actions in response to employee errors or shortcomings.

The Company may use one or more of the following actions:

STANDARD OPERATING GUIDELINES

- Verbal warning: Your immediate supervisor may talk with the employee. (Verbal warnings may be included in the employee's personnel file.)
- Written warning: A written warning may be given for repeated or more serious violations or problems. (Written warnings will be included in the employee's personnel file.)
- Suspension: The employee may be suspended without pay for a period of time. (Suspensions will be included in the employee's personnel file.)
- Termination: The Company reserves the right to discharge any employee, at any time, with or without any prior notice or warning.

Verbal Warning

If an employee is given a verbal warning, the employee is informed of the warning by his or her manager. The warning is also recorded by the Supervisor in writing and the record may be placed in the employee's personnel file.

Written Warning

If an employee is issued a written warning or a final written warning, the Supervisor will meet with the employee to discuss the disciplinary action and the employee will be asked to sign the warning. The employee's signature is only an acknowledgment that the employee has been informed of the warning; it does not indicate agreement with the warning. All written warnings are retained in the employee's file. The nature of the offense and the circumstances determine whether all or any of the steps in the above sequence are followed. Disciplinary steps may be omitted or repeated, as the consultant firm determines appropriate.

Suspension

If an employee is suspended, the Supervisor will meet with the employee to discuss the disciplinary action and the employee will be asked to sign documentation of the suspension. The employee's signature is only an acknowledgment that the employee has been informed of the warning; it does not indicate agreement with the suspension. All suspensions are retained in the employee's file. The nature of the offense and the circumstances determine whether all or any of the steps in the above sequence are followed. Disciplinary steps may be omitted or repeated, as the consultant firm determines what is appropriate.

The purpose of disciplinary measures short of termination is corrective, to encourage employees to improve their conduct or performance so that they may continue their employment. The Consultant firm(s) expects all employees to behave in a mature and responsible manner and to perform their jobs conscientiously, without the need of disciplinary action. These corrective disciplinary measures will not apply in the event of any offense that the Consultant Firm determines to warrant immediate termination of

STANDARD OPERATING GUIDELINES

employment or in other circumstances when it is determined that corrective measures would be ineffectual or otherwise inappropriate.

In dealing with deficiencies in conduct and work performance, the Consultant Firm will be fair and consistent in its treatment of employees. Many factors are taken into consideration if it becomes necessary to discipline an employee, including the nature and seriousness of the offense, the employee's past record, the total impact on the employee's department and on the Consultant Firm, and any mitigating or aggravating circumstances.

5.3 BEHAVIORAL POLICY

The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. *This is not an exhaustive list.*

- Theft or any unauthorized possession, removal, or attempted removal of Consultant Firm, FDOT, CSX or FHP property or the property of other employees.
- Falsification of job application, resume, timesheet, or any other personnel document.
- Violation of the Consultant Firm's substance abuse drug free workplace policy. This includes the possession of illegal drugs on the RTMC premises.
- Gambling on premises or while on working time, whether on or off RTMC premises.
- Fighting or threatening violence in the workplace.
- Threatening, intimidating or coercive behavior, abusive or vulgar language or any other language or conduct that interferes with the performance of other employees.
- Disruptive activity in the workplace.
- Violation of the policies against harassment.
- Possession of a weapon or any other unauthorized item that could pose a risk to the safety of others.
- Excessive tardiness or absence with or without notice or leaving during a shift and not returning to work without approval from management.
- Insubordination (including, for example, any refusal to comply with instructions or to carry out work assignments) or lack of cooperation, whether in language or conduct.
- Unauthorized use of Consultant Firm/ FDOT/ CFX/ FHP materials, time, equipment, or other property.
- Repeated violation of Dress Code Policy.
- Watching TV other than News or Weather at the RTMC.
- Use of cell phones or business lines for personal use when not necessary
- Abandonment of Job – The Consultant Firm is responsible for a 24/7/365 operation. The employee is required to notify his/her Supervisor or staff on duty if they are going to be late or are unable to report to work 8 hours prior to their scheduled shift. Repeated disregard for proper notification is addressed as job abandonment.
- Sleeping on the job
- Racial, sexual, religious, etc., discrimination and harassment

STANDARD OPERATING GUIDELINES

- Violation of the Company's Code of Ethics

While the foregoing list identifies activities and conduct for which you may be terminated or disciplined, it is only representative and not inclusive. It should not be inferred that these or similar activities must be present to justify termination of employment.

The expectation for all employees is always to behave in a professional manner and demonstrate respect for others. The Consultant Firm prohibits unlawful harassment, whether based on race, color, religion, gender, national origin, disability, citizenship status, marital status, age, sexual orientation, or other legally protected status. Harassment in all forms, whether verbal, written or physical, is strictly prohibited.

5.4 ELECTRONIC POLICY

FDOT/ CFX/ ICM/ FHP staff all follow the same rules within the RTMC. Take calls, send texts, etc. outside of the RTMC Floor area. The following is taken from the FHP Communications Manual Chapters 3.02.04 (AA) and 6.02.04 (G) and applies to ICM personnel. Chapter 3.02.04 (AA) states "Employees shall not utilize personal cellular telephones while on duty, within the communications center, unless specifically directed to do so by an appropriate supervisor. Other forms of electronic communications, i.e. personal computers, or the utilization of personally owned equipment, shall not be used while on duty in the communications center." *This directive shall not prohibit a member from having a personal cell phone on their console if the ringer is in vibrate/silent mode and the phone is answered or used only when an emergency exists.*

Chapter 6.02.04 (G), states, "Radio, television and/or video-DVD playback recorders shall not be permitted in, or near the immediate area of the communications center where it may be observed or heard by the communications employees unless such equipment has been assigned by the Division for use during emergency or other critical situations (hurricanes, civil disturbances, etc.) under the direction and monitoring of the communications supervisor."

If you need to make a phone call, please notify your supervisor so appropriate relief can be made to cover your console.

5.5 INTERNET POLICY

Employees are granted use of FDOT computers and the Internet to carry out the mission of the Department and to promote efficiency and improved communications with our internal and external customers. The Internet should be used for business purposes only and should fall within compliance with the expectations described in the Department's security policy.

Internet access is only authorized through the Department's proxy server.



STANDARD OPERATING GUIDELINES

The Office of Information Systems will maintain detailed records of all internet usage for use in detecting abuse or misuse of this resource without notice to employees.

For more detailed information please read through the FDOT Security Policy, available on the FDOT website.

Everyone accessing Department information technology resources is expected to use good judgment and common sense to avoid abuse and inappropriate use of resources. Employees shall not access, send, store, create, or display inappropriate materials including, but not limited to gambling, any illegal activity, sexually explicit materials, or materials that include profane, obscene, or inappropriate language, or discriminatory racial or ethnic content.

5.6 EXTERNAL DEVICES

Any individual authorized to use FDOT computers, and who does so use a FDOT computer, may not insert/connect an unapproved external device. Examples of unapproved external devices include items such as USB storage devices and phone chargers. Any individual who inserts/connects an unapproved device violates Department policy.

5.7 CAMERA POLICY

Any type of video recording may also be considered public record, and it is the policy of the FDOT/CFX that CCTV cameras are not to be recorded for any reason. Incident screenshots are an excellent tool in deciphering positive and negative aspects of incident response and management and are often used during TIM meetings with other agencies to point out key strengths and areas of improvement. The ICM staff are to take screenshots of any major (level 3) event. Screenshots shall be related to MOT, COIN events, or for the general use to assist the TIM Team.

5.8 TELEPHONE ETIQUETTE

The staff of the RTMC will receive calls from a variety of sources including agencies and the public. All calls will be handled in a courteous and professional manner, regardless of the content of the call or the attitude of the caller. When answering any incoming calls from the outside line, the ICM operator should use a standard greeting of:

“RTMC, this is (your name). How may I help you?”

Calls will also be received from the dispatch center co-located with the RTMC. These calls come in through a separate phone line, informally known as the *FHP phone*. This line may be answered simply with *“Front desk”* and all conversations should be kept short and professional as they are recorded.



STANDARD OPERATING GUIDELINES

5.9 SMOKING POLICY

The RTMC is a non-smoking facility. No one is permitted to smoke inside the center. However, a smoking patio is located outside the center. ICM operators can smoke only during scheduled breaks and shall notify the ICM supervisor or Lead ICM operator on duty prior to leaving for a break.

6.0 ICM ATTENDANCE REQUIREMENT

ICM Staff Members should be advised that shift start and end times, as well as scheduled days, are subject to change based on business need.

ICM Staff Members will report to the RTMC by the scheduled start of the work shift unless otherwise authorized by an appropriate supervisor.

If due to illness or other circumstances, ICM Staff Members cannot report by the assigned time, but will be able to report late, the employee must verbally contact his/her immediate supervisor before the start of the shift to explain the situation and to provide an estimated time of arrival.

ICM Staff are expected to report for their assigned shift except when prevented by injury, illness, or an emergency. ICM Staff reporting after their shifts scheduled start time will be considered "late" unless previous approval has been arranged with a manager.

Any leave of absence, with or without pay, shall be approved prior to the leave commencing unless emergency circumstances prevent such action. Leave without proper approval will be addressed by management.

6.1 ICM TIMESHEET & SCHEDULE

ICM Staff are responsible for accurately completing a weekly timesheet and submitting the form in a timely manner to their supervisor.

Schedules are created by the ICM RTMC Manager or an ICM Supervisor. All employees are responsible for knowing when they are to report for work. Each week's schedule will be created in advance and will be posted in the RTMC for quick reference. The schedule will be emailed to all ICM operators and will also be available on the shared drive.

If an employee needs the time off abruptly, they shall find a replacement. If they cannot do so, they will be declined of the time off request. If there's an emergency the employee shall notify his or her manager.

6.2 TIME OFF-REQUEST

ICM employees who plan on taking time off must complete a *Time off Request Form*.

STANDARD OPERATING GUIDELINES

The form must be completed at least two weeks prior to the time off and must be approved by the ICM RTMC Manager. Requests for time off less than two weeks prior to the time off may not be approved. Time off will be approved on a case-by-case basis.

Time off during holidays, or when multiple ICM operators request the same period off, will be decided by the ICM RTMC Manager. Time off may be cancelled if a significant event (such as a hurricane) is forecasted within twenty-four hours of the beginning of the time off.

Unplanned time off, such as for a death in the family, must be brought to the ICM RTMC Manager's attention immediately. If the ICM RTMC Manager observes abuse in unplanned time off requests, documentation may be requested.

ICM operators who fall ill must call an ICM Supervisor or the ICM RTMC Manager at least 8 hours before the beginning of their shift. ICM operators who call in before, during, or after a holiday or those who call in sick less than 8 hours prior to the beginning of their shift may be required to provide documentation of their illness.

6.3 BREAKS AND LUNCH POLICY

Employees are encouraged to take breaks and lunch during their shift. Employees may take up to one 15-minute break before their lunch and one 15-minute break following their lunch period on an 8-hour shift. This period cannot be combined with lunch to extend the lunch period, nor can it be applied to the beginning or end of the employee's shift. Breaks may be restricted during peak hours, incident response, or similar emergency situations. The lunch period is 30 minutes and shall be taken by all full-time employees during their shift. The break and lunch periods will be restricted to the RTMC building area due to the immediate availability required of the position and nature of the job duties, unless leaving is approved by the ICM supervisor or Lead ICM operator on duty.

Employees to refrain from taking their lunch break during peak periods. Peak periods are defined by Monday through Friday from 7am to 9am and 4pm to 6pm.

ICM operators working a 12-hour shift are entitled to an additional 15-minute break to be taken either before or after their lunch period, but this additional break cannot be combined with their other allotted 15-minute breaks.

6.4 OVERTIME POLICY

Employees may be required to remain past their regularly assigned schedule if their replacement has not yet reported to work or if roadway incidents warrant. If this results in overtime, then the employee is compensated at time-and-one-half. All overtime must

STANDARD OPERATING GUIDELINES

be approved by an ICM supervisor or the ICM RTMC Manager prior to the employee working the overtime hours.

6.5 DOUBLE SHIFT POLICY

Double shifts (i.e. two consecutive 8-hour shifts) are strongly discouraged. Thus, ICM Team Members will not be scheduled for these types of shifts on a regular basis. Occasionally, the staffing needs of the RTMC may require working double shifts to assist in extreme situations (i.e. hurricanes, fill-ins, etc.)

6.6 ABANDONMENT OF POSITION POLICY

ICM Staff Members who are absent without authorization or notifying a ICM supervisor for one workday shall be deemed to have abandoned the position and to have resigned as a ICM Staff Member.

ICM Staff who notify but are absent without the ICM RTMC Manager or designee's authorization for three consecutive workdays shall be deemed to have abandoned the position and have resigned.

7.0 ICM Software

7.1 SUNGUIDE

The RTMC uses SunGuide® as the primary interface between ICM operators and the network. SunGuide® is comprised of multiple subsystems, which operate different device groups or systems. For example, the CCTV subsystem provides the ICM operator with the ability to interface with camera devices, while the TVT subsystem compiles and analyzes detector information and computes travel times for roadways.

CFX toll roads have also migrated their DMS, CCTV and TVT subsystems to a unique version of SunGuide®. "CFX SunGuide®", as it is commonly referred to, is accessible at all workstations.

As part of the system, there is also Maintenance and Inventory Management Software, more commonly known as MIMS, to catalog device status and issue maintenance work orders.

7.2 ADVANCED TRAFFIC MANAGEMENT SYSTEM (ATMS)

Advanced traffic management system (ATMS) software allows the centralized monitoring and control of traffic signals within each maintaining agency limits. One of the objectives of the ICM program is to use the available ATMS software to operate and manage the effects of traffic conditions and to identify traffic signal equipment malfunctions. The ATMS system utilized by Orange County is Siemens Tactics, while City of Orlando and Seminole County utilize Trafficware ATMS.now.

STANDARD OPERATING GUIDELINES

7.3 CENTRAL MANAGEMENT SOFTWARE (CMS)

Central Management Software (CMS) is used in the management, configuration and reporting of Opticom systems which are used in the preemption of signals for emergency vehicles (high priority) and transit vehicles (low priority).

7.4 BLUETOOTH MANAGEMENT SOFTWARE

Bluetooth Management software allows ICM operators to access real-time traffic information collected by the Bluetooth devices along the ICM corridors. ICM operators are able generate various reports and monitor device functionality. Seminole County Bluetooth travel time software is BlueTOAD while FDOT uses BlueMAC for the Bluetooth deployments in Orange and Osceola County.

8.0 GENERAL RTMC OPERATING GUIDELINES

8.1 DMS MESSAGE SIGN GUIDELINES

Dynamic Message Signs (DMSs) are one of the most important and effective means for communicating information and recommendations to motorists about traffic congestion, crashes, lane closures, and more. Thus, it is necessary that DMSs provided prompt, reliable, accurate, and relevant information to be effective and provide motorist with the confidence they need to make informed decisions.

8.2 GENERAL DMS MESSAGE OPERATIONAL GUIDELINES

RTMC Staff shall always adhere to the following DMS operations guidelines:

- DMS messages are displayed for all verified lane blocking incidents that occur on a roadway with a DMS upstream of the event. The messages, at a minimum, shall include the location of the event and the number of lanes closed.
- Information concerning verified minor incidents and lane closures shall be displayed for incidents occurring up to 10 miles downstream from a DMS, if information about the location and effects to the motorist (e.g., amount of delay, number of lanes closed, etc.) can also be given.
- Information concerning lane blocking incidents that occur on an intersecting freeway is to be displayed on DMSs that are located upstream of the interchange with the freeway, depending on the location, severity, and duration of the incident. The message shall include the location of the incident and the effects to motorists.
- Messages recommending that motorists divert to specific roadways or local streets that are not within the jurisdiction of the FDOT are not advised unless severe conditions exist, and the appropriate agencies are involved. Messages supporting preplanned diversion routes are always permitted.
- When DMS messages are used for route diversions, messages are to be displayed far enough in advance of the diversion to allow motorists sufficient opportunity to perform necessary lane changes safely, adjust speed, and exit the highway.
- DMS messages are not to be used to divert motorists to specific alternative routes unless positive guidance is available along the alternative route.

STANDARD OPERATING GUIDELINES

8.3 MESSAGE DISPLAYS FOR TRAFFIC CONDITIONS AND TRAVEL TIMES

It is the policy of the FDOT that the “default display on Dynamic Message Signs shall be travel time display.” The DMS provides travel time and freeway conditions to downstream on-freeway destinations at various interchanges along the freeway. Travel time in a range, as shown in the following template, is considered appropriate to avoid a loss in credibility with travelers:

Template:



Example:



8.4 DMS MESSAGE PRIORITIES

Foremost, DMSs shall provide motorists with real-time information relevant to their trips, whether it be related to traffic congestion, incidents, hazards, etc. In terms of secondary responsibilities, DMSs provide motorists with information relevant to future trips, such as future roadwork or a special event that is expected to cause delays. DMSs can also be used to display various safety messages or any other alerts when there are no other higher-priority road user messages to display.

PRIORITY	MESSAGE TYPE	DESCRIPTION
Default Display	Travel Time and Travel Conditions	Traffic conditions, including travel time information, are shown on the DMS.
Priority 1	Emergencies	Information about mandatory evacuations, major security warnings, and, if specific to the area of the DMS, major National Weather Service (NWS) alerts, such as a flash flood warning, take precedence over all other incidents or events. In the case of a lane blocking incident occurring simultaneously near a specific DMS, two phases may be used for alternating Priority 1 and Priority 2 messages.
Priority 2	Lane Blocking or Hazardous Incidents	Lane-blocking traffic incidents and unexpected roadway conditions such as major crashes, closures and diversions, flooding, brush fires, etc., are always communicated to motorists, even during an emergency or evacuation.
Priority 3	Congestion within 10-mile Radius of the DMS	This is only for non-recurring, unexpected traffic congestion and does not include typical morning rush-hour congestion.
Priority 4	AMBER, Silver, & Blue Alerts	AMBER, Silver, and Blue Alerts may also be an even higher priority depending on the seriousness of the situation.



STANDARD OPERATING GUIDELINES

Priority 5	Non-Lane Blocking and Non-Hazardous Incidents	This refers to incidents that are not blocking lanes and are not posing hazards to motorists, but motorists need to be aware of conditions downstream from their locations.
Priority 6	Special Messages Event	This refers to messages that direct motorists to the location of a special event venue or its parking and includes any advance notices.
Priority 7	Advance Notice of Special Events or Roadwork	Planned special events and roadwork or lane closures that are expected to have an impact on traffic shall be posted six days in advance.
Priority 8	Public Safety Messages	Approved safety messages as found on the 32TUDepartment's Highway Signing Program Website .

SunGuide Event Type	DMS Message Template	Items to Note
Abandoned Vehicle	INCIDENT	XX = mileage which should display as a number, not the word for the number (ex: 3 vs three)
	AHEAD XX MI XXX LANE(S) BLKD	
Amber Alert	CHILD ABDUCTION ALERT	XXX = which lane is blocked; if multiple, then a number value should be included (ex: 2 left lanes blkd vs two left lanes blkd) along with a pluralization of the word LANE to LANES
	CALL *347	



STANDARD OPERATING GUIDELINES

	COLOR YEAR MAKE MODEL	XXXX = for Off Ramp Backup events ONLY; Exit number (ex: EXIT 129) will populate in template based off of saved reference point within event
	FL TAG XXXXXX	
Bridge Work	ROAD WORK AHEAD XX MI XXX LANE(S) BLKD	
Bridge Up	NO CONFIGURATION	
Congestion	NO CONFIGURATION	
Crash	CRASH AHEAD XX MI XXX LANE(S) BLKD	
Debris on Roadway	DEBRIS ON ROADWAY AHEAD XX MI XXX LANE(S) BLKD	
Disabled Vehicle	DISABLED VEHICLE AHEAD XX MI XXX LANE(S) BLKD	
Emergency Vehicles	INCIDENT AHEAD XX MI XXX LANE(S) BLKD	
Evacuation	NO CONFIGURATION	
Flooding	FLOODING AHEAD XX MI XXX LANE(S) BLKD	
Interagency Coordination	INCIDENT AHEAD XX MI XXX LANE(S) BLKD	
LEO Alert	LAW ENFORCEMENT ALERT CALL *347	



STANDARD OPERATING GUIDELINES

	COLOR YEAR MAKE MODEL FL TAG XXXXXX
Missing Child Alert	MISSING CHILD ALERT CALL *347

9.0 CCTV CAMERAS & VIDEO WALL

CCTV cameras are used for a wide variety of purposes, including the early detection of events, incident verifications, monitoring situations that need attention, and giving support to responders on scene. CCTV images are typically displayed at operator workstations or on a matrix of television monitors used as a single display that is commonly known as a “video wall.” Each individual monitor can be used to display a single image or can be used to compose part of a larger image. By using a video wall, TMC staff have the flexibility of customizing the presentation of the information as conditions warrant.

- **CCTV Camera Use:** CCTV cameras and related equipment shall be used for traffic, incident management, and information purposes only. No one, including law enforcement, shall use the system for any other purpose.
- **Privacy for Private Property:** CCTV camera usage shall adhere to all federal and State privacy laws. For example, surveillance of private property and use of the system with the intent of invading the privacy of those individuals that could be seen through CCTV cameras is prohibited, even as a demonstration of the system’s technical capabilities.
- **Recording Video Images:** Video images are not and shall not be recorded, and no tapes or video files shall be maintained. Snapshots may be taken for incident review, training, or research. Video may be recorded only for research purposes and only if requested and approved by the District Traffic Operations Engineer (DTOE), in advance, for specific times and dates for specific cameras.
- **CCTV Camera Image Restrictions:** When graphic personal injuries, fatalities, or hazardous materials spills are suspected in a traffic incident or crash, TMC staff may need to zoom in to collect information that is needed by the FHP, EMS, FDOT, or for other informational purposes. When this occurs, TMC staff shall restrict the CCTV camera image from any external video feeds. As soon as necessary information is collected or at the request of the FDOT or FHP dispatchers, TMC staff may zoom out the CCTV camera image so that graphic or personal images are not clearly visible on the video display wall.
- **Video Wall Display:** During non-incident times, feeds and tour of cameras shall be streaming on the video wall from multiple regions and zones. At the minimum, the video wall shall display:
 - A selection of CCTV camera images including “video tours” (multiple cameras) and single camera images.
 - Any active incident cameras. These areas on the wall are allocated for the TMC staff to change camera images to show live traffic events for incident monitoring.
 - Up to two screens displaying media that is pertinent to the function of the TMC.
 - No duplicated images or blank cubes.

STANDARD OPERATING GUIDELINES

10.0 Vehicle Detection Systems

Vehicle Detection Systems provide TMCs with real-time information on roadway traffic such as volume, occupancy, and speed. They are an invaluable part of TMC operations as they are often one of the first sources for alerting of any congestion or roadway events, especially in rural areas.

The SunGuide® Event Manager has a dedicated Incident Detection System that enables ICM operators to detect events from the following methods:

FHP CAD Alert- These alerts populate whenever FHP initiates an event on FDOT or CFX facilities. The alerts can be accepted, associated with an existing event, or false alarmed.

- These alerts must be acknowledged within 3 minutes

TSS Alert- These alerts populate whenever a MVDS device detects traffic speed below an assigned threshold. ICM operators must accept or false alarm these alerts.

- These alerts must be acknowledged within 3 minutes

Road Ranger Geofence Alert- These alerts populate when the Road Ranger leaves their assigned patrol zone area. It is necessary for the ICM operator to confirm the Road Ranger's status and explanation for this occurrence.

11.0 ICM EVENT MANAGEMENT

The primary responsibility of the RTMC is the detection, verification, and dissemination of traffic incident information, including traffic crashes, congestion, disabled motorists, weather related events, signal timing adjustments, coordination with construction teams, and other incidents. Consequently, ICM Operators should always keep the SunGuide® Event Management screen open on their workstation desktops to allow the continual monitoring and updating of confirmed incidents. ICM Operators are required to record and track all confirmed incident, no matter how minor, within the FDOT system (SunGuide®) for future reference as well as current response plans management. The training and ICM Operator booklets provide detailed information on the use of the System software to enter, track and monitor incidents and road closures.

The following is intended to serve as a brief listing of system capabilities:

- Opening a new event
- Declaring the incident, thus making that information available to other system users.
- Confirming the incident once verification has occurred.
- Declaring lane blockage upon confirmation of blockage
- Updating incident information
- Generating an appropriate response plan with recommended notification devices and the message to be broadcast or displayed
- Notification of contacts via email alert
- Monitoring incident clearance
- Terminating an incident to remove from the list of active incidents

STANDARD OPERATING GUIDELINES

11.1 EVENT TYPE OVERVIEW

There are several event types the ICM Operators will handle. The event types are as follows:

1. Disabled Vehicle
2. Abandoned Vehicle
3. Crash
4. Congestion
5. Police Activity
6. Road Work
7. Vehicle Alert
8. Visibility Event
9. Debris in Road
10. Wrong Way Driver (WWD) Event
11. Rapid Incident Scene Clearance (RISC)
12. Inter-Agency Coordination
13. Weather Event

All event types have incident levels listed below:

- **Level 1-** Incidents of any duration that do not close travel lanes (shoulder incidents, delays, etc.) or the “start time” to “clear time” duration of a lane closing (not road closing) incident is estimate to be < 30 minutes.
- **Level 2-** The “start time” to “clear time” duration of a lane closing incident is estimated to be 30 minutes or greater but less than 2 hours. This does not include a full closure of the roadway.
- **Level 3-** The “start time” to “clear time” duration of a lane closing incident is estimated to be 2 hours or greater or all travel lanes are blocked on any roadway or ramp. Significant area-wide congestion is expected (but not necessary).

11.1.1 DISABLED VEHICLE

Disabled vehicles (DAV) are one of the most common events that occur within the District 5 area. Every time the RTMC is made aware of a DAV, a SunGuide® report should be initiated by the ICM Operator with event type “Disabled Vehicle” and the event should be found on camera.

The SunGuide software can track and dispatch a Road Ranger (RR) by an Automated Vehicle Locating (AVL)/RR subsystem with SunGuide®. Although CFX and FDOT have different Road Ranger Software, they operate in similar fashion. When advised of a potential disabled vehicle, the ICM Operator will enter the event into the SunGuide® software and then attempt to find the vehicle on camera. If the vehicle cannot be located on camera, it is the responsibility of the TMC to contact FHP dispatch and

STANDARD OPERATING GUIDELINES

advise them that the vehicle could not be found at its reported location. It is important that all information regarding the incident is put in the comments section of the SunGuide® report. In addition, the shoulder or lane blockage associated with the disabled vehicle should be documented in the Lane Blockage SunGuide® section.

The TMC should then dispatch the appropriate Road Ranger via the software and 900-megahertz radio to accurately track the response time. If it is estimated that a Road Ranger response will take longer than one hour, the TMC will be responsible for calling FHP dispatch back to advise them of the extended response time.

If the Road Ranger cannot locate the disabled vehicle, the ICM Operator is required to communicate with FHP dispatch and advise that the vehicle was not located.

When the Road Ranger clears the event, it will be necessary to ensure that a resolution/assist type is entered, and that any lane blockage is cleared. It is also required that the ICM Operator contact FHP dispatch when the event is cleared.

There will be occasions when the Road Ranger will roll up on a vehicle that the ICM Operator was not already aware of. In these cases, the Road Ranger will start the event and end the event making comments throughout the duration of the event.

11.1.2 ABANDONED VEHICLE

Abandoned vehicles or Signal 11's occurs when a motorist leaves a vehicle unattended on FDOT or CFX roadways. Every time the ICM Operator is made aware of an abandoned vehicle, a SunGuide® report should be initiated with event type "Abandoned Vehicle" and the event should be found on camera. A preset should be made for the camera and a comment should be added to the comments of what preset was set for the abandoned vehicle. In addition, the status of the event should be changed to "Unresolved" in the SunGuide® software.

It is important that information regarding the vehicle's location (right shoulder, left shoulder, etc.), vehicle information and what camera was used to locate the vehicle is noted in the SunGuide® report.

Every shift, the ICM Operator should attempt to locate the abandoned vehicles on camera. Additionally, the TMC will dispatch the appropriate Road Ranger via the software to check on existing abandoned vehicles documented in SunGuide®. This event will take lowest priority to any other event that the Road Ranger responds to. Each time the Road Ranger locates a previously documented abandoned vehicle, comments should be added to the SunGuide® report to document that the vehicle was still on scene. If a Road Ranger enters an abandoned vehicle into the software

STANDARD OPERATING GUIDELINES

that is already contained in the SunGuide® unconfirmed events, the new event should be false alarmed with a comment documenting “duplicate”.

In the event that the Road Ranger rolls up on a previously undocumented abandoned vehicle, they will enter the call into SunGuide® and leave a “Sorry Card” on the vehicle to document that they were there, but unable to provide assistance. In addition, FHP may leave a “Red Tag” on the vehicle to document that they stopped with the vehicle and it will be removed at any point at the owner’s expense.

If an abandoned vehicle is left in a dangerous location, such as a travel lane, then the ICM Operator should notify FHP immediately to have the vehicle removed.

11.1.3 CRASH

Every crash should be documented in the SunGuide® software with an event type “Crash”. If the ICM Operator or Road Ranger detects a crash event, they should immediately notify FHP of the location, injuries, and road blockage associated with the event.

If FHP reports the crash, the ICM Operator should immediately start a SunGuide® event as “Unconfirmed”. The ICM Operator should then attempt to dispatch an available Road Ranger and locate the incident on camera. It is imperative that the event status be changed to “Active” when confirmed to publish a Response Plan.

The following items should be obtained and recorded for every crash event:

- Notifying Agency
- Notifying Contact
- Vehicles involved
- Shoulder of the roadway
- Travel lane blockage
- Vehicles Dispatched (Road Ranger)
- Responder Times (wrecker, FHP, Fire Rescue, etc.)
- Injuries
- If it was a “Rollover” or involved a “Fire” (only use “Fire” checkbox for crashes involving fire, not brush fires, vehicle fires, etc.)
- FHP or Orlando Police Department (OPD) CAD Number
- Weather conditions
- Lighting conditions
- Roadway conditions
- Associated secondary event number
- DMS utilized (timestamped)
- 511 utilized (timestamped)

STANDARD OPERATING GUIDELINES

- Email sent (timestamped)
- Comments in the event should include information about the following:
 - Floodgates used
 - Contacts made
 - Any narrative on the event
 - RISC times (When necessary)

Once all responders have cleared the scene, it is necessary to close the Crash event. In some cases, where congestion is still lingering, it is necessary to “clone” the crash event and create a linked Congestion event.

If all responders have cleared the scene of an incident and there is lingering congestion, the following steps should be performed:

- Clone the primary event and create a linked congestion event
- Clear the congestion in the primary event
- Send a final email for the primary event with the following template:
 - TYPE:
 - LOCATION:
 - IMPACT TO ROAD:
 - FIRST RESPONDERS ON SCENE:
 - INFRASTRUCTURE DAMAGE:
 - CASE #:
- Update congestion event with current delays
- Activate congestion event response plan with 511 activations

A **secondary crash** is defined as a crash beginning with the time of detection of the primary incident where a collision occurs either a) within the incident scene or b) within the queue, including the opposite direction, resulting from the original incident.

The FDOT tracks and reports secondary crash events monthly. If the ICM Operator detects a crash event that is secondary to an existing event, the primary event should be cloned to create a new report. The secondary event should also contain comments about the event being secondary.

11.1.4 CONGESTION

Recurring congestion typically occurs in the same general locations on weekdays during AM and/or PM peak travel times. All recurring congestion should be published to the FL 511 system and DMSs should be activated with travel times only.

Non-recurring congestion is usually the result of inclement weather, a traffic event that has cleared, special events, or holiday traffic. All non-recurring congestion should

STANDARD OPERATING GUIDELINES

be published to the FL 511 system. If the congestion is the result of an event that has been cleared, it will be necessary to “clone” the original event and create a linked “Congestion” event. It is imperative for Performance Measures tracking the original event not to be changed to congestion.

11.1.5 OFF-RAMP BACKUP

When the RTMC experiences delays because of an off-ramp event, it is considered an “Off Ramp Backup” event type in SunGuide®. If the exit delay extends for more than 1-mile of congestion on the mainline, then the event type should be changed to congestion.

11.1.6 POLICE ACTIVITY

The SunGuide® event type “Police Activity” can describe the following incidents:

- A law enforcement traffic stop that is impacting traffic.
- A detour due to another traffic incident
- A police motorcade/escort

FL 511 and ITS devices should be utilized for all Police Activity traffic impacting events. Road Rangers should not be dispatched to Police Activity events unless requested by Law Enforcement.

Police Motorcades

When a dignitary uses the FDOT/CFX’s roadways, it is common that they will be escorted by a police motorcade. These motorcades are often not announced and not known until closures begin occurring. Many times, there will be several ramps closed and a rolling roadblock because of the Police escort. It is not possible to enter SunGuide® events and publish to 511 in a timely manner for each ramp closure; so, the mainline closure will be entered, and a Floodgate will be recorded for the general area. It is important that any associated Floodgate and Banner only make mention of “Police Activity” and not specifically who is using the roadway.

11.1.7 ROAD WORK

Scheduled road work is provided weekly for the closures of any lanes, ramps, or lane shifts within the I-4 Ultimate Project, other FDOT construction projects, local or city projects and CFX projects

Each construction lane closure output must be approved by the FDOT/CFX’s Project Manager or FDOT/CFX’s Contract Manager.

The ICM Staff will create a SunGuide® event for any Construction or Maintenance activity that is called in. The SunGuide® event type “Scheduled Road Work” will be selected for any closure that is associated with an existing project. The Notifying

STANDARD OPERATING GUIDELINES

Agency will be “Construction” and the Notifying Contact will be the project name. The lanes closed will be saved in the SunGuide® report and the Response Plan will be activated as follows:

- 511- any lane blockage
- Email - only if all lanes are closed
- DMS - all DMS within 10-miles (provide detour when possible)
- Floodgate when necessary (provide detour when possible)

The DMS messaging shall include the wording, “ROAD WORK, X MILES AHEAD (or NEXT), X LANE(S) BLOCKED”. For situation with a full closure/detour, the DMS messaging shall include the wording “EXIT XXX, TO (Cross Street), CLOSED. USE EXIT XXX, TO (Cross Street), AS ALTERNATE

If multiple ramps are closed because of a Scheduled Road Work, it will be necessary to create a separate event for each of the ramp closures and link the events in SunGuide®.

It is very important for the TMC to monitor the work zone closure on camera and actively manage it as an ongoing incident, by updating DMS for closure changes and congestion. Any congestion resulting from an active work zone will be managed within the Road Work event by utilizing the “Congestion Ahead” and “Congestion Tail” drop down fields. The congestion should be monitored and updated in real-time.

Emergency Road Work can occur at any time without any notice because of a crash, a weather condition, or some other factor. Emergency Road Work events should be declared as SunGuide® event type “Emergency Road Work”.

ITS devices, including DMS, 511 and email notifications should be made for any Emergency Road Work event. Emergency Road Work is often not routed through the typical approval process. If the work is the result of a traffic crash, the two events should be linked in SunGuide®.

If the Emergency Road Work occurs during peak hours, the impact could possibly be severe. Device usage should be determined based upon how many lanes are blocked, the area of the closure, and what time of day it is taking place. An email alert should always be sent for Emergency Road Work lane closures.

11.1.8 VEHICLE ALERTS

Amber Alert - Missing/abducted child believed to be endangered.

LEO Alert - An offender who has killed or seriously injured a LEO, and if not apprehended immediately, would pose a significant risk to the public.

STANDARD OPERATING GUIDELINES

Silver Alert – Person over age 65 - missing elders with dementia or other cognitive impairment.

Missing Child Alert - A missing child, however, not abducted. An email and a phone call come to the RTMC from FDLE informing the ICM Operator of the vehicle type and tag number. All alerts are then followed up with all local and state TMCs for notification.

During this time, the 511, email and DMS messaging will be as follows:

- 511 - 511 Floodgates will be provided by the FDOT in which the primary alert was activated for. Publish the SunGuide® event to FL511 if the event is within the region with the pre-defined plan.
- EMAIL - Email alerts with the type of alert and vehicle description should be sent to the D5-RTMC ALERT Group.
- DMS - The ICM Operator is responsible for activating the SunGuide® Pre-defined plan for the area(s) of activation in addition to the standard select signs for all regions. The DMS priority should be set before activation. Amber/Silver/LEO Alert messaging take lowest priority to lane blocking incident messaging.

If more than one concurrent activation occurs, the ICM Operator will manage each event separately in SunGuide®. The DMS will be used in alternation of each other with no more two phases displayed on any sign.

Generally, alerts will be activated for a maximum duration of 6 hours. Upon cancellation, the TMC will receive an email and follow up phone call from the District 5 TMC. All devices should be blanked and reset upon confirmation of cancellation. A cleared email noting “Silver/Amber/LEO alert” has been cancelled should be send.

11.1.9 VISIBILITY

Visibility advisory messages can provide motorists with useful information about a specific problem along their route. This information will allow motorists to change their speed or path in advance of the problem.

If an ICM operator observes serious fog or visibility concerns from smoke, they are to report the condition to FHP immediately. Any reports with less than 500 feet of visibility is concerned poor visibility conditions and should be addressed.

A visibility response plan shall be activated when any conditions are reported with less than 500 feet of visibility.

STANDARD OPERATING GUIDELINES

The ICM operator shall contact the maintenance contractor when potential roadway closures are considered for timely responses.

Low visibility floodgate messages and web banner will be activated if the roadway is closed.

An email shall be sent to the appropriate contacts which include FDOT Management, other TMCS, CFX Management, and the ICM Operation staff. Updates need to be provided every 15 minutes or when conditions change.

If serious fog/smoke visibility conditions are detected during normal CCTV monitoring, or if a report of reduced visibility is received, report the conditions to FHP dispatch. Then follow the following steps:

- Create SunGuide® incident as event type “Visibility”
- Check cameras for incident verification. Other verification methods are FHP, Road Ranger and NOAA website. If visibility is very severe, request FHP’s assistance in determining if the road needs to be closed. Provide these feeds by displaying them on the video wall for FHP’s review.
- Activate response plan - this includes DMS signs for minor visibility issues. For major visibility issues, send an email alert. Remove 511 message and create a 511 Floodgate Message/Web Banner if roadways are impacted by closures.

11.1.10 DEBRIS ON ROADWAY

When debris is identified in a travel lane, the ICM Operator should start a SunGuide® event with event type “Debris” and activate appropriate devices for lane blockage, which includes DMS and 511.

If debris is called in to the RTMC, the ICM Operator will make the determination if the debris needs to be immediately removed. In the case of large animals or debris that could blow into the travel lanes, a call will be immediately placed to the Asset Maintenance Contractor for removal. If it is small debris such as a piece of tire, then a Road Ranger can be dispatched.

11.1.11 WRONG WAY DRIVER

This event type should be used when experiencing a WWD incident. Wrong Way Drivers will typically be reported by Law Enforcement or through the BlinkLink software, if on applicable roadways. Immediately notify FHP, acknowledge the event in the WWD software, create a SunGuide® event, use CCTVs to provide intelligence to FHP when necessary, and provide a narrative in the comments.

11.1.12 INTER-AGENCY COORDINATION

STANDARD OPERATING GUIDELINES

The following guideline will provide guidance for the handling of interagency coordination events.

The operator will create an Interagency Coordination Event in SunGuide when notified by any other TMC or agency of an active incident that will impact our drivers and roadway.

Signs shall be activated to support other agencies but not always the 511 messages as the primary owner will activate the message.

If the contact is a notification only, there will be no further action needed on behalf of the ICM team unless the ICM supervisor or management deems that devices should be utilized.

If the contacting TMC does require assistance with device usage, the ICM operator should record the event number and continue to coordinate with the agency.

11.1.13 WEATHER EVENT

For specific weather such as fog, thunderstorms, tornado/hurricanes, and heavy rain, there is potential for these conditions to impact motorists while traveling.

The following resources can be used to detect weather conditions:

- All first responders
- CCTV
- Road Rangers
- Weather websites
- FDOT Staff
- FDOT Maintenance
- Emergency Operations
- Other TMCs
- Local agencies

Upon notification of a weather event, the RTMC will confirm the condition via the source. A SunGuide event with event type “weather” needs to be created by the ICM operator or ICM lead operator.

The ICM Operator will provide status updates to the weather event as conditions change. When the weather subsides, the event will be closed.

All events during the time of poor weather condition will be reflected within each new event type. If flooding or standing water is observed, as a direct result of the poor weather conditions, the ICM Operator is to notify the FDOT Maintenance Contractor or FDOT CEI/COS so that the issue can be addressed. If flooding or standing water is observed, the ICM operator is to take a snapshot of the observation that is displayed on the CCTV to provide to the contractor or consultant.

11.2 EVENT MANAGER RESPONSE PLAN GENERATOR

STANDARD OPERATING GUIDELINES

The Response Plan Generator (RPG) is an automated function in SunGuide as a guideline for what devices should be activated per event based on lane blockage and proximity of the devices to the event and severity. The response plan also contains the following features to expedite the response to the event by including the activation of DMS within a specified radius pending the events severity, an easy email feature that sends to a distribution list, manually created, for event details and an activation to Florida's 511.

The RPG will automatically timestamp the published and posted DMS, email and 511 activation sent time and terminated time within the event chronology for event reviews. These timestamps are used for operator performance reports.

11.3 EVENT MANAGEMENT PRIORITY TYPES

All events in SunGuide® have specific priority types representing different level of output. The priorities below should be followed when displaying associated DMS messages. Highest priority is 1 and it descends to 8, shown below:

- Lane blocking/impacting lanes: Priority level 1-100
- Road Work Lane Blockage: Priority level 1-100
- Crash Message for inter-agency: Priority level 100-150
- Congestion: Priority level 150-200
- Weather or Visibility Messaging: Priority level 235
- Vehicle Alert (Silver/Amber/LEO): Priority level 245
- Campaign Announcement: Priority level 250
- Travel Time Messaging (statewide message): Priority level 252

11.4 EVENT TIMELINE

FDOT recognizes a series of activities that take place during an event that are tracked and measured by each FDOT District in the state. The Roadway Clearance Time is determined from the time an event begins until all travel lanes are open. The incident Clearance Time is determined from the time an event begins until all responders have left the scene.

11.4.1 INITIAL NOTIFICATION

The initial notification time can be defined as the first knowledge time, earliest of either the event record creation or the notification time of all agencies. The notification duration can be gathered by averaging the number of minutes between (FDOT or FHP notified Time) and the RTMC Operator notified time.

11.4.2 INCIDENT VERIFICATION

The incident verification time can be defined as the first time when the event status is set to active by an operator by confirming on camera or another creditable resource of the event. The verification duration can be gathered by averaging the number of minutes it took from the RTMC's initial notification time and the verification time.

11.4.3 RESPONSE DURATION

STANDARD OPERATING GUIDELINES

The response duration can be defined by the earliest arrival of any responder to the event from when the responder was notified by FHP or FDOT.

11.4.4 OPEN ROADS DURATION

The open roads duration can be defined by the average number of minutes between the first responder’s arrival to the scene and when the travel lanes are officially cleared. The specific goal is to clear the travel lanes of roadways within 90 minutes of the arrival of the first responding LEO. The latest version of this policy can be found online at <http://www.floridatim.com/documents/Training/Open%20Roads%20Policy.pdf>

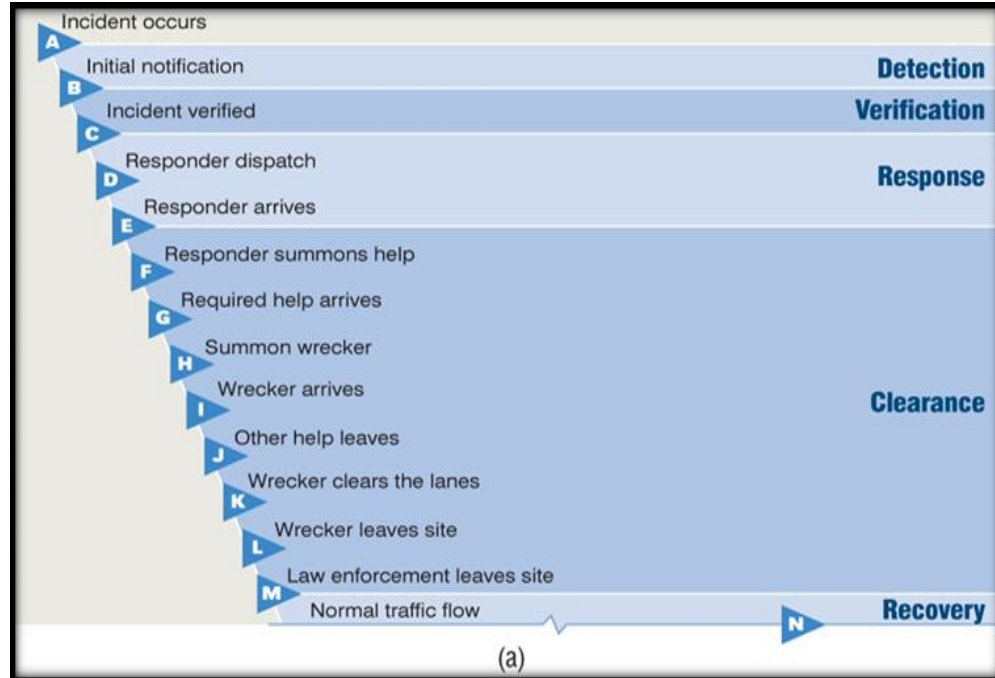
In District 5, we have instituted a goal of 60-minutes to open the road from when a first responder officially arrives on scene.

11.4.5 ROADWAY CLEARANCE DURATION

The roadway clearance duration can be defined by the average number of minutes between FDOT or FHP’s notification time and when the travel lanes cleared. It will always be longer than the Open Road’s Duration.

11.4.6 INCIDENT CLEARANCE DURATION

The incident clearance duration can be defined by the average number of minutes between the last responder’s departure time and the original notification time.





STANDARD OPERATING GUIDELINES

12.0 LEVEL 3 (MAJOR) EVENTS

SunGuide Event Type	DMS Message Template
Abandoned Vehicle	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
Amber Alert	CHILD ABDUCTION ALERT CALL *347
	COLOR YEAR MAKE MODEL FL TAG XXXXXX
Bridge Work	ROAD WORK AHEAD XX MI XXX LANE(S) BLKD
Bridge Up	NO CONFIGURATION
Congestion	NO CONFIGURATION
Crash	CRASH AHEAD XX MI XXX LANE(S) BLKD
Debris on Roadway	DEBRIS ON ROADWAY AHEAD XX MI XXX LANE(S) BLKD
Disabled Vehicle	DISABLED VEHICLE



STANDARD OPERATING GUIDELINES

	AHEAD XX MI XXX LANE(S) BLKD
Emergency Vehicles	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
Evacuation	NO CONFIGURATION
Flooding	FLOODING AHEAD XX MI XXX LANE(S) BLKD
Interagency Coordination	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
LEO Alert	LAW ENFORCEMENT ALERT CALL *347
	COLOR YEAR MAKE MODEL FL TAG XXXXXX
Missing Child Alert	MISSING CHILD ALERT CALL *347
	COLOR YEAR MAKE MODEL FL TAG XXXXXX
Off Ramp Backup	CONGESTION EXIT XXXX USE CAUTION
	RIGHT LANE BE PREPARED TO STOP
Other	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
Pedestrian	NO CONFIGURATION
Police Activity	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
PSA	NO CONFIGURATION
Road Work-Emergency	ROAD WORK AHEAD XX MI XXX LANE(S) BLKD



STANDARD OPERATING GUIDELINES

Road Work-Scheduled	ROAD WORK AHEAD XX MI XXX LANE(S) BLKD
Silver Alert	SILVER ALERT
	CALL *347 COLOR YEAR MAKE MODEL FL TAG XXXXXX
Special Event	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
Vehicle Fire	INCIDENT AHEAD XX MI XXX LANE(S) BLKD
Visibility	LIMITED VISIBILITY IN AREA USE CAUTION
Weather	NO CONFIGURATION
Wrong Way Driver	WRONG WAY DRIVER REPORTED USE CAUTION

There are two specific level 3 events that an operator at the D5 RTMC could experience, an executive notification event (also known as a COIN-Central Office Incident Notification) and a RISC event.

12.1 CENTRAL OFFICE INCIDENT NOTIFICATION (COIN)

If an incident occurs that meets one of the following criteria, you must send a notification to the distribution list titled, D5-RTMC COIN MASTER or D5-RTMC COIN CFX MASTER. The purpose of this is to provide real time incident notification to the Federal Highway Administration, Central Office Staff, and other top executives. Listed below are the specific criteria that, when met, are classified as a COIN incident.

- Any limited access highway crash involving the death of five or more persons.
- Any fatality in a FDOT work zone or fatality or serious injury to a FDOT employee or contractor performing work along the roadway.
- Any limited access highway crash involving multiple vehicles where fog or smoke is involved.
- Any limited access highway crash involving more than 10 vehicles in a chain reaction collision.
- Any bus crashes (including school buses) with fatalities or injuries.

STANDARD OPERATING GUIDELINES

- Any incident that causes a limited access highway to be closed for an estimated duration of more than 1 hour in one or both directions of travel. All lanes blocked, including shoulders. We do not want notifications for a ramp closure.
- All bridge failures or closures (not scheduled)
- Wildfire that closes a limited access highway. All lanes blocked including shoulders. This does not include ramp closures.
- Any wrong way driving crash on a limited access facility including ramps.

12.1.1 COIN Email Content

- Initial Notifications:
 - Subject line shall read: Event Type/Description, Facility Name, Direction, At Location, County
 - The red portions are the portions of the email template that the RTMC fills out and that can be changed. Other than the red portions, do not change the template except to add your District leadership, PIO, etc. into the cc: line.
 - If the facility occurs in a FDOT work zone, identify the related information in the “Narrative.”
 - If any portion of the notification template is unknown or unavailable, simply write unknown in the associated field. The RTMC does not need to wait until all notification fields are known to send the email.
 - These executive email notifications should not be sent for scheduled road work and special events.
 - If executive leadership or the FDOT Emergency Management Team needs additional info, they may request information over the phone or request that an email notification be sent out using the template.
- Updates/final notification
 - The subject line will remain the same
 - The distribution will remain the same
 - The first text in the body of the email shall be: **UPDATE**
 - Only the information being updated will change and shall be highlighted (see example in template).
- Templates examples are shown below



STANDARD OPERATING GUIDELINES

INITIAL TEMPLATE

Time of Incident: **24 Hour Date/Time format – MM/DD/YYYY 00:00:00**

Incident Type: **Vehicle Crash**

Location: **Facility Name, Direction of Travel, SunGuide EM location of event with qualified 'At', 'Beyond', 'Before' and County**

Mile Marker: **Mile Marker #**

Facility Status: **Closed, All travel lanes and shoulders**

Duration of Closure: **X Hour(s) Y Minute(s) or 0 Minutes if there is no Closure**

Fatalities: **# of Fatalities**

Injuries: **# of Injuries**

Number of Vehicles: **# of Vehicles**

Types of Vehicles: **Car, SUV, Bus, etc.**

Narrative and Response Action(s): **Brief description of what happened and a brief description of response actions being taken.**

SunGuide Event #: **XXXXXX**

Please direct all questions to: (Point of Contact and Title) at (XXX) XXX-XXXX or (Point of Contact Email)|



STANDARD OPERATING GUIDELINES

UPDATE TEMPLATE

UPDATE

Time of Incident: **24 Hr. Date/Time format – MM/DD/YYYY 00:00:00**

Incident Type: **Vehicle Crash**

Location: **Facility Name, Direction of Travel, SunGuide EM location of event with qualified 'At', 'Beyond', 'Before' and County**

Mile Marker: **Mile Marker #**

Facility Status: **All lanes open.**

Duration of Closure: **X Hour(s) Y Minute(s) or 0 Minutes if there is no Closure.**

Fatalities: **# of Fatalities**

Injuries: **# of Injuries**

Number of Vehicles: **# of Vehicles**

Types of Vehicles: **Car, SUV, Bus, etc.**

Narrative and Response Action(s): **Brief description of what happened and a brief description of response actions being taken. Narrative will be in chronological order with the **newest information highlighted.****

SunGuide Event #: **XXXXXX**

Please direct all questions to **(Point of Contact Title & Name)** at **(XXX) XXX-XXXX** or **(Point of Contact Email)**

12.2 RAPID INCIDENT SCENE CLEARANCE (RISC)

The purpose of activating RISC is to clear a complex incident scene more quickly. The responding RISC Vendor receives monetary incentives if they reach certain timestamps during their response/recovery efforts. See the diagram at the bottom of this procedure for the official RISC timeline. This is an innovative program developed by FDOT that helps the incident response community to meet the Florida's Open Roads Policy goal of 90 minutes.

STANDARD OPERATING GUIDELINES

12.2.1 RISC CRITERIA

The criteria that falls under a RISC event are as follows:

- Tractor-trailer combinations
- Trucks over 16,000 pounds
- Motor homes and motor coaches
- Buses capable of carrying 16 or more passengers
- Aircraft
- Large yacht-type boats and mobile homes
- In addition, any complex or extended incident where vehicles cannot be easily towed from the scene or are creating a hazard to traffic.

12.2.2 RISC TIME PARAMETERS

- 45 minutes for the first wrecker to arrive on scene
- 60 minutes for the second wrecker and support vehicle to arrive on-scene
- 90 minutes to clear the road

12.2.3 RISC MAP

- This provides the operator the next RISC Vendors per county
- Once the vendor is used, they will go to the bottom of the list.
- This map can be found on the Department's shared drive.

12.2.4 RISC TIMELINE

The ICM Operator is to keep a timeline of the RISC event. The operator will obtain the following information:

- Request time
- Activation time
- Estimated time of arrival (ETA)
- Arrive time
- Notice to Proceed (NTP)
- RISC clearance time
- Note time all lanes were open
- Note source of all RISC associations
- Email RISC event to appropriate distribution list

12.2.5 RISC CANCELLATION

If FHP requests a RISC cancellation, the operator should advise FHP that the contractor will be responding to the scene for arrival time tracking and will be released if not needed upon arrival.

The operator should immediately notify the TIM Manager of the request for cancellation. Any correspondence by the RTMC will advise that the "RISC contractor was not used in clearance"; however, all arrival times should be documented just as with any other RISC event.

STANDARD OPERATING GUIDELINES

13.0 EMERGENCY OPERATION CENTER (EOC)

The RTMC is in the business of incident management. Traffic incidents are managed by the RTMC much like emergencies are managed by Emergency Management Offices and Operations Centers. When large scale incidents occur, such as wildfires, hurricanes, hazmat incidents, and severe traffic crashes, the Emergency Operations Center (EOC) of that jurisdiction may be activated. EOCs are a focal point where resource coordination and incident management occur, and it is where NIMS and the National Response Framework occurs.

EOCs activate according to the severity of an incident. When a hurricane strikes, all emergency support functions (ESFs) are activated. ESFs are groups of like categories, such as fire rescue, EMS, public works, FDOT, CFX and Lynx. Each department or agency that has a stake in that jurisdiction sends a designee to the EOC during activation. That designee handles all requests for their respective departments and makes requests of other departments, effectively; incident management and resource coordination are facilitated here.

The RTMC may not have much contact with EOCs during standard operations. However, during full activations, or partial activations with regards to roadways monitored by the RTMC, communication with the activating EOC may be frequent. It may be possible to designate an EOC liaison within the RTMC for efficient communication. The RTMC regularly receives emails in the D5 RTMC email account regarding such events, so it is important for the ICM operators to periodically check the email account for such information.

14.0 ITS MAINTENANCE CONTRACT MANAGEMENT

FDOT and CFX Maintenance Contractors are required to respond and work in many places along the roadway or within the right-of-way. To ensure their safety and assure quality, all maintenance activity must be verified by FDOT's or CFX's Contract Manager. During times when the FDOT Contract Manager is on duty, all ITS Maintenance contractor calls should be directed to him or her. During times when the FDOT/CFX Contractor is not available, the ICM Operator will provide an email with a subject labeled "SYS".

14.1 PROCEDURE

When a contractor calls in to the RTMC for shoulder maintenance activities, the ICM operator will transfer the call to the FDOT/CFX Contract Manager or any FDOT/CFX representative especially during peak hours.

14.2 LANE BLOCKING ITS MAINTENANCE EVENT

If the ITS Maintenance work requires a lane to be closed, the ICM Operator will document the incident as a Scheduled Road Work event in SunGuide®. The event will be managed and devices/511 activated following procedures for a lane blocking Road Work event within the SOP.

STANDARD OPERATING GUIDELINES

14.3 MAINTENANCE AND INVENTORY MANAGEMENT SYSTEM (MIMS)

The Maintenance and Inventory Management System, or MIMS as it is commonly referred to as, is used by FDOT District 5 and their ITS maintenance contractors to track all ITS device related issues. As a part of this process, the RTMC completes a system check at every shift to check all ITS devices, creating and updating trouble tickets as needed for issues found during every shift. MIMS is also used to report network outages throughout FDOT/CFX's network. As the ITS maintenance contractors respond to trouble tickets and correct issues, they will contact the RTMC to verify that the affected devices are now operational. If they are, the ITS maintenance contractor will request the ICM Operator to "check off" the associated MIMS ticket. An ICM operator should never close a ticket unless the subject device is fully functional.

MIMS also includes the Maintenance Inventory Management System Application (MIMA), which allows maintenance technicians to communicate directly with SunGuide® from the field, and update trouble tickets accordingly. This application also uses GPS positioning to allow operational staff to determine if a technician is on site.

For more information on MIMS, please reference the MIMS section within the SOP.

15.0 FLORIDA 511 SYSTEM

15.1 OVERVIEW

The RTMC is responsible for activating the Florida 511 system for any congestion (recurring or non-recurring) or lane blocking event on FDOT and CFX Roadways.

15.2 PUBLISHING TO 511

The first step in evaluating an event is to collect all the available information and log it into the SunGuide® Software. The SunGuide® Software EM automatically updates the severity field for FLATIS when updating lane blockage status. The SunGuide® Software is configured to handle FLATIS event severity based on percent of lanes blocked. The FLATIS severity should be based on an ICM operator's judgment of the impact to traffic based on lanes blocked and how far the delays extend. Please note that 511 Severity Levels do not affect the Traffic Impact Levels of an incident.

The ICM operator may have to adjust the FL-ATIS Incident Severity in each SunGuide® Report based on the following:

- Minor – Less than 1-mile delay
- Intermediate – 1 to 4-mile delay
- Major – Full Closure or more than 5 miles

The ICM Operator will utilize the FLATIS component of the SunGuide® response plan to publish and unpublish event information to the Statewide 511 IVR.

STANDARD OPERATING GUIDELINES

It is critical to post timely messages to gain and maintain the motoring public's confidence. The message(s) must be based upon the information selected in the Event Manager screen, including location, lane blockage and congestion.

The FLATIS portion of the response plan cannot be edited. Once a response plan for a lane-blocking or congestion event(s) is activated, SunGuide® Software will automatically publish the event in the 511 Website and IVR.

FLATIS will disseminate the information in both English and Spanish. When generating response plans, the ICM Operator will publish to FLATIS based upon the following guidelines:

- Any event with lane blockage event (including Road Work)
- Any event with more than 1-mile delay
- All published events (excluding Scheduled Road Work) shall be updated every 30 minutes on the IVR and website
- All Schedule Road Work events shall be updated at the beginning of every shift and at midnight to change the date on FL511 to the current date.

15.3 FLOODGATE/BANNER MESSAGE

The ICM Operator or ICM Supervisor/ICM Lead Operator are responsible for generating floodgate/banner messages for events that meet the following criteria:

- Full closure anticipated to last longer than 1 hour
- Delays more than 5 miles when non-reoccurring event occurs.
- Any detour events

All Floodgates should be published as "Location" with the appropriate region selected. In the event of a long-term full closure (more than 24 hours), the ICM Operator will be required to post a floodgate message for a duration up to 48 hours indicating that the roadway has reopened.

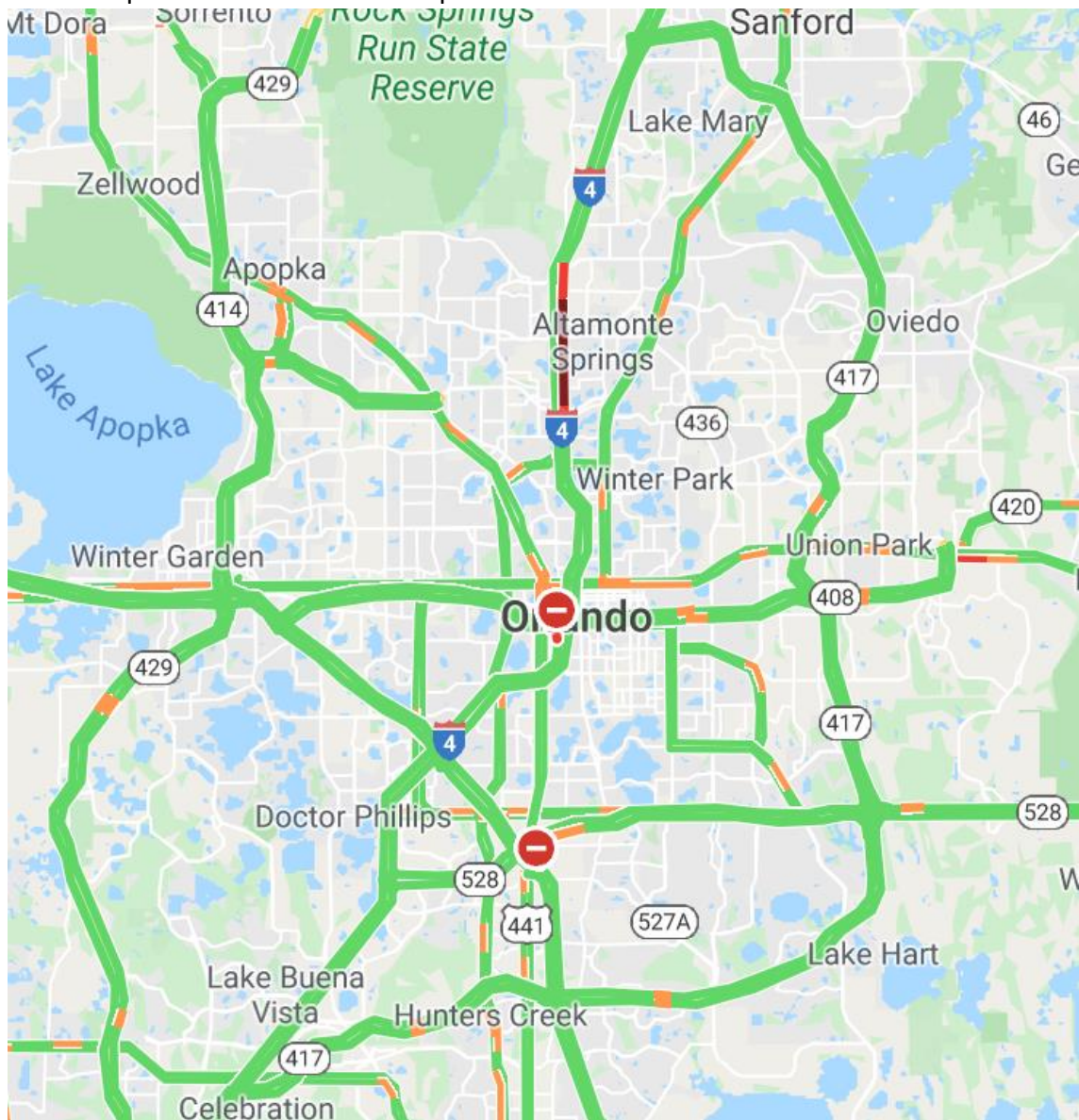
16.0 SECONDARY TRAFFIC INFORMATION RESOURCES

Throughout FDOT District 5 there are several State and U.S. roadways that do not have ITS device coverage available to verify possible incidents. Because of this fact, the RTMC utilizes secondary traffic information sources. The RTMC will not confirm an event until notification has occurred via three different secondary sources or it has been confirmed via a primary notification source (such as law enforcement). The three secondary sources to confirm events are as follows: Google Traffic, WAZE and INRIX.

STANDARD OPERATING GUIDELINES

16.1 GOOGLE TRAFFIC

The most popular secondary traffic information source the RTMC references is Google Maps. Google Traffic, as it also commonly referred as, is simply the use of Google Maps with the traffic feature enabled. This data is collected from GPS enabled Google Maps from mobile phone users. Motorists who have Google Maps open on their devices send anonymous bits of data back to Google describing average speed along with a location. An ICM operator can reference Google Traffic for congestion verification and use it as an incident confirmation tool. An ICM operator can reference the area of a reported incident on the Google Traffic Map and if delays are building in that area, it is reasonable to assume that the reported incident is indeed present.



STANDARD OPERATING GUIDELINES

16.2 WAZE

Through a partnership with FDOT, Waze.com is integrated into SunGuide®. WAZE data is generated from crowd sourcing based off its mobile application. Motorists can “like” existing listed incidents located on their route or they can report new incidents as they drive. As incidents are “liked” by more and more app users, the confidence level of the incident rises. Once the confidence level reaches a specified threshold in SunGuide®, the incident will populate as a flashing icon on the SunGuide® Operator Map. This is designed to draw the attention of the ICM operator thus prompting a response.

Details available within the SunGuide® WAZE alert are limited, so confirming location, incident type, and potential lane blockage is typically required by contacting the responding law enforcement agency. To use this site, an ICM operator simply accesses the Live Map on the WAZE website. Again, this should be used as a secondary traffic information source.

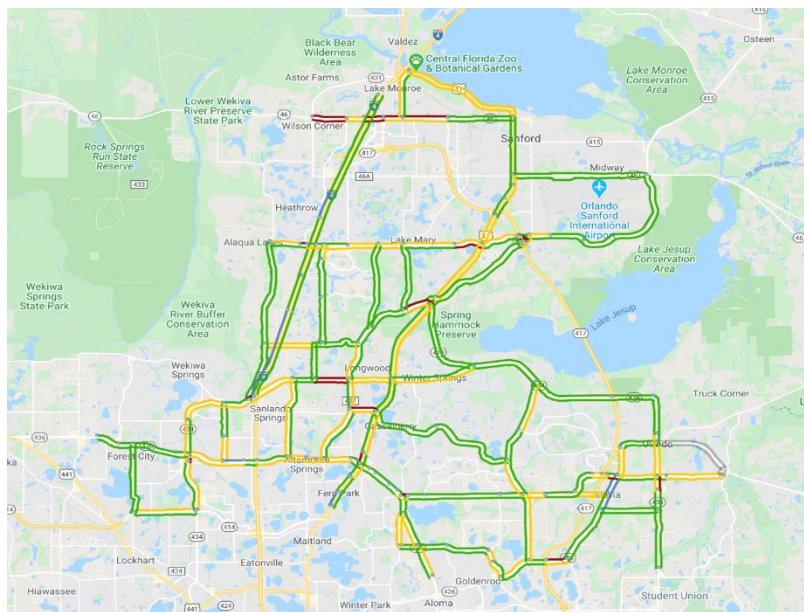
WAZE can be used as another source or tool for the ICM Operators when confirming roadway impacts in areas where no ITS equipment is present.

16.3 INRIX

INRIX, much like Google Maps, uses probe data to generate travel speeds on roadways. However, INRIX uses different algorithms than Google Maps, and is therefore another secondary source that can be used to verify the confidence of an incident occurring.

16.4 BLUETOAD

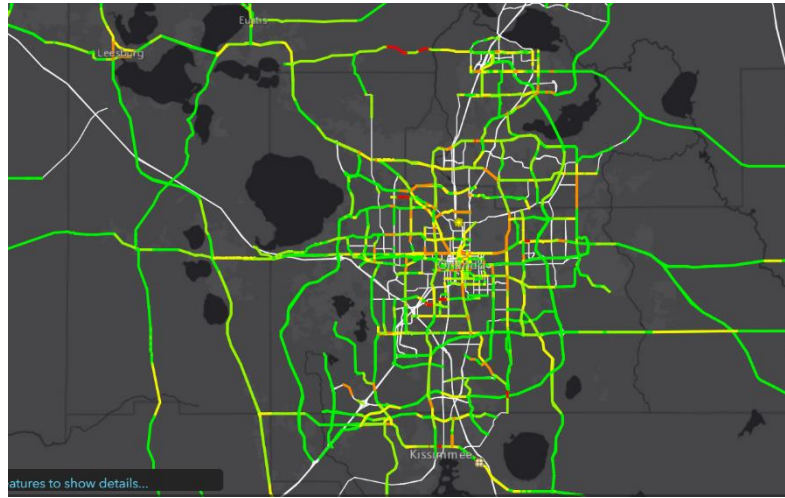
The BlueToad map provide the RTMC Corridor Managers travel time data within Seminole County. The resource also provides speeds, origin to destination and reporting capabilities. The map will provide the corridor manager a heat map that allows for a good visual. This technology uses Bluetooth devices and allows for quality data samples for one to make good decision during real time events.



STANDARD OPERATING GUIDELINES

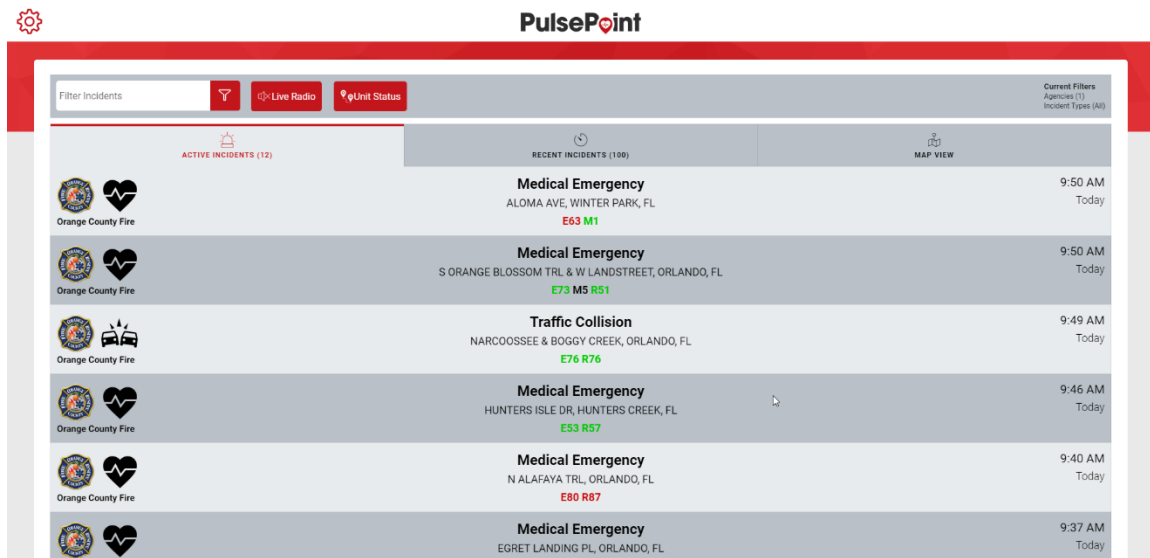
16.5 RTMC MAP

The RTMC map is utilized by ICM Corridor Managers to identify historical trends to applies them when deciding to implement diversion routes. Corridor Managers also use this tool to predict traffic patterns for diversion analysis and the impacts. Shown below is an image of the heat map to provide an illustration of the tool.



16.6 PULSE POINT APPLICATION

The Pulse Point application is highly utilized by the ICM team to identify both freeway and arterial events that the fire department are responding to in Orange and Seminole County as well as the City of Orlando. This helps the ICM operators to quickly identify and confirm events before other systems are have the information. This application allows the operator to categorize incidents by event type (i.e. Traffic Collision, Medical Emergency, Extended Traffic Collision, Vehicle Fire, etc.)



17.0 ROAD RANGERS

Road Rangers are a free service provided to motorists along portions of several roadways within FDOT District 5. The purpose of the Road Ranger service is to render aid to stranded motorists on the covered, limited access highways. Road Rangers can help fix flat tires, make small repairs, dispense limited quantities of fuel, and help motorists who have more disabling vehicle issues to



STANDARD OPERATING GUIDELINES

get in contact with a wrecker service. Road Rangers can also transport motorists and pedestrians off the roadways at their discretion and with the permission of their respective governing agencies. An ICM operator may receive a request from a Road Ranger to transport a motorist. If such a request is received, contact the ICM supervisor on duty.

In addition to motorist aid, many emergency responder agencies request Road Ranger assistance at the scene of a vehicle crash, and Road Rangers are often the first to arrive. By deploying cones and activating arrow boards on their trucks, a Road Ranger can warn approaching traffic of a hazardous situation. They can also provide initial assessment of injuries and needed responders, making it easier for the appropriate agencies to respond to the scene.

The role of the Road Ranger is to continuously ensure roadway safety and traffic mobility by helping stranded motorists get back on their way, providing real-time traffic information to the RTMC and by assisting agencies in their MOT when incidents occur. Below is a breakdown of Road Ranger-covered roadways within the jurisdiction of FDOT District 5. The different Road Ranger agencies have different hours of operations and preferred contact methods.

Road Ranger Coverage		
Roadway	Mile Marker Coverage	Agency
I-4	MM 58-MM 72	Lynx
I-4 & SR 408	MM 72-MM 98; SR 408 MM 8- MM 11	DBI*
I-4	MM 98-MM 132	Lynx
SR-408	MM 0-MM 24	AutoBase
SR-414	MM 4-MM 10	AutoBase
SR-417	MM 5-MM 38	AutoBase
SR-429	MM 11-MM 34	AutoBase
SR-528	MM 8-MM 31	AutoBase
SR 451	MM 0-MM 2.5	AutoBase
SR 453	MM 0-MM 2.8	AutoBase

17.1 ROAD RANGER BACKUP ASSISTANCE

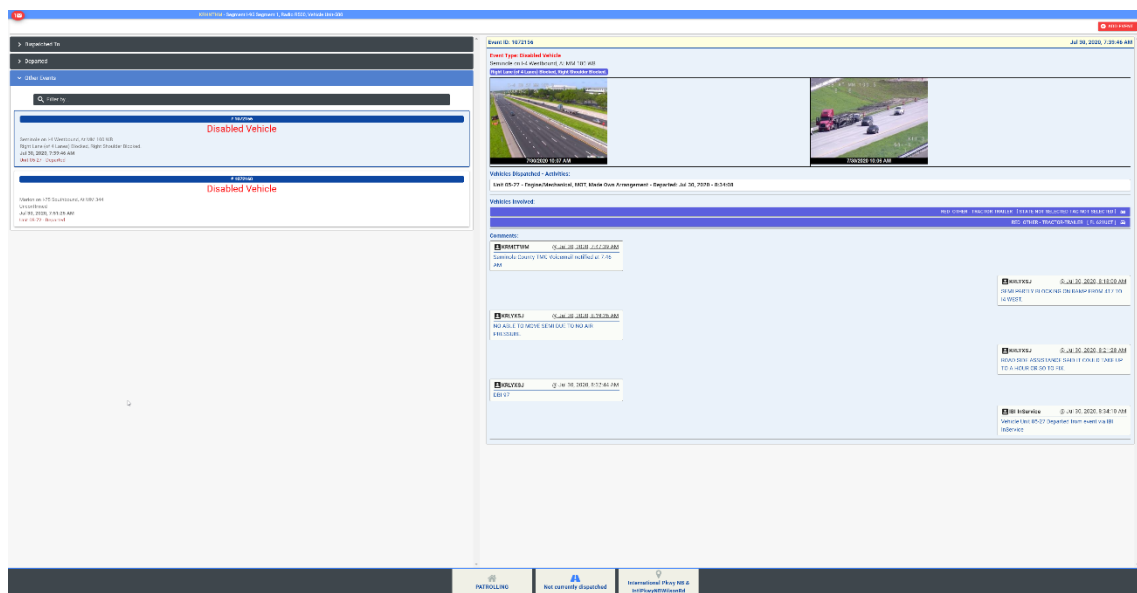
The ICM Operator(s) and the Road Ranger Operator at the incident scene need to be in constant communication about the Roadway conditions and locations of the events that the Road Ranger is working. A secondary Road Ranger is required to be dispatched to an event for locations meeting various criteria. The first responding Road Ranger should not work the scene on the event until the second responding Road Ranger is in place upstream to create a larger buffer zone and advanced warning for motorists. Criteria for Road Ranger backup:

STANDARD OPERATING GUIDELINES

- Downslope of an overpass
- In a travel lane
- Dangerous curve
- Poor sightlines
- On a Bridge
- On a Ramp

17.2 ROAD RANGER SOFTWARE

InService is an application that allows Road Ranger Operators to view event information and populate SunGuide® with EM information from their location at the incident, using their laptops or tablets. ICM Operators should verify for accuracy all information that is being uploaded into SunGuide® directly from the Road Ranger. The ICM Operators work with the Road Rangers to monitor abandon vehicles or disable vehicles by using the CCTVs



when a Road Ranger arrives on-scene. Once on-scene the Road Ranger coordinates with the operator to resolve any issues. An ICM Operator shall add presets to the location so the operator can keep a close eye on the scene. Shown below is the dashboard of the InService application.

17.3 ROAD RANGER COMMUNICATION (SUNGUIDE)

All Road Rangers can communicate with ICM Operators via a tablet in their truck connecting them directly with SunGuide®. For Lynx and CFX Road Rangers it is accepted practice to communicate incident information in this manner, but with ICA Road Rangers patrolling under the I-4 Ultimate project, it is not. All communication to their Road

STANDARD OPERATING GUIDELINES

Rangers must occur through their dispatch center via a telephone call. Similarly, when the ICA Road Rangers must communicate information back to the RTMC it is done so via telephone call from the ICA dispatch team to the ICM Operators.

Each Road Ranger truck is equipped with an AVL device providing accurate GPS locations of each truck when logged into SunGuide®. Through SunGuide's® Event Management subsystem, an ICM operator can create an event and dispatch the appropriate Road Ranger unit based off segment coverage and proximity to the incident. When this is done, the event information appears on the respective Road Ranger's tablet in his truck alerting him to a new incident. The Road Ranger is then able to perform different actions from that point on. He/she can set themselves en-route to the incident, they can arrive themselves on scene, they can save activity details and comments, and they can depart themselves when they leave the incident. All these actions can also be performed by the ICM operator within the event.

17.4 COMMUNICATION – STATEWIDE LAW ENFORCEMENT RADIO SYSTEM (SLERS)

The SLERS is a secured unified radio network which operates on the 800 MHz frequency dedicated for public safety. It serves over 15,000 radios in the state of Florida, including ones operated by the Road Rangers.

Operating a radio on the SLERS consists of strict guidelines. All ICM staff undergo the SLERS background check mentioned in Section 3.1 because of the use of this radio system. Utilizing this radio system to communicate with the Road Rangers is considered the first and best line of communication. This is since it allows for everyone on that radio channel to be aware of their peers' locations and types of calls. During emergency situations, it can also function as a great coordination and communication tool providing quick response for requests for law enforcement or medical assistance.

17.4.1 OPERATING RULES AND REGULATIONS

The Federal Communications Commission (FCC) sets all two-way radio use rules. Two-way radio equipment users should be familiar with the following basic rules and requirements:

- Never interrupt a distress or emergency message (FCC Rule Violation)
- Never use profane or obscene language.
- Never send false call letters or distress/emergency messages (Federal Law Violation)
- All messages must be brief and limited to the business need.
- Never send personal messages, unless in an emergency (FCC Rule Violation)

17.4.2 RADIO ETIQUETTE

STANDARD OPERATING GUIDELINES

- Always remain professional and courteous.
- Avoid unrelated subjects or information.
- Keep messages short and concise.
- Refrain from using slang terms.
- Speak clearly.
- NEVER use profanity.
- Ensure channel is clear before transmitting; wait approximately 15 to 30 seconds between each attempt to contact a mobile unit or base station unless circumstances dictate otherwise.
- Use a 1 second pause after pressing the push-to-talk button before you begin speaking.

17.5 COMMUNICATION – PUSH TO TALK (PTT)

The RTMC uses two different cellular Push-To-Talk devices. There is a cellular phone provided by the I-4 (non-Ultimate) Road Ranger units and there is one provided by the CFX Road Ranger units. Each phone uses a different cellular provider carrier and they do not allow for communication across devices.

These cellular push-to-talk devices are available as a backup to the FHP handheld radios. There are areas of poor reception on both networks and having a backup avenue for communication is key to ensuring a constant connection. These push-to-talk phones also serve to discuss further incident information and details that may not be suitable for the FHP radio channel. Contact information for each agencies' units are saved within their respective devices. For effective operations, it is important that these devices are always charged and within range of their respective workstations to ensure the ICM operator can hear the incoming calls.

17.6 RADIO LANGUAGE

Using common English words, clearly and succinctly, assures comprehension of the message. This is especially important when “patched” to other agencies or using radio channels with multiple agencies.

17.7 ABUSE OF SERVICE

The Road Ranger Program offers an invaluable service to stranded motorists, but on occasion, abuse of the free service does occur. Each Road Ranger has the right to refuse service to a motorist when the motorist is combative, hostile, or similar circumstances.

One of the easiest ways to spot a service abuse (such as a motorist abusing the fuel assist) by a motorist is for the ICM operator to enter their license plate number into the vehicle descriptor in SunGuide®. If that license plate number has been entered before, a hyperlinked number will show under the “match” column. This number indicates the



STANDARD OPERATING GUIDELINES

number of events that license plate has been associated with and clicking the link will open a dialogue box which lists the events. The ICM operator may then click an event and open it to see the pertinent details of a call. If abuse is suspected, notify the Road Ranger and the appropriate responding law enforcement agency.



STANDARD OPERATING GUIDELINES

Signal Codes

- S-0 Armed and/or Caution
- S-1 DUI Vehicle
- S-2 Drunk Pedestrian
- S-3 Hit and Run Crash
- S-3I Hit and Run w/ Injuries
- S-3R Hit and Run w/ Roadblock
- S-4 Vehicle Crash
- S-4I Vehicle Crash w/ Injuries
- S-4R Vehicle Crash w/ Roadblock
- S-4P Vehicle Crash Patrol Car
- S-5 Murder
- S-6 Escaped Prisoner
- S-7 Fatality
- S-8 Missing Person
- S-9 Lost/Stolen Tag
- S-10 Stolen Vehicle
- S-10J Car Jacking
- S-11 Abandoned Vehicle
- S-12 Reckless Vehicle
- S-13 Suspicious (Specify)
- S-13P Suspicious Person
- S-13V Suspicious Vehicle
- S-14 Information
- S-15 Special Detail
- S-16 Obstruction on Highway
- S-16D Roadway Debris
- S-18 Felony
- S-19 Misdemeanor
- S-20 Mentally Ill Person
- S-21 Burglary
- S-22 Civil Disturbance/Disorder
- S-22H Highway Violence/Road Rage
- S-23 Pedestrian/Hitchhiker
- S-24 Robbery
- S-25 Fire (Specify)
- S-25V Fire Vehicle
- S-28 Malicious Mischief/Vandalism
- S-30 Shooting
- S-31 Kidnapping
- S-34 Assault
- S-33 Battery
- S-37 Drug/Contraband Case
- S-38 Police Roadblock
- S-38X Police Roadblock Simulated
- S-40 Callbox
- S-40M Callbox Medical
- S-40P Callbox Police
- S-40S Callbox Service
- S-41 Sick/Injured Person
- S-41A Possible AIDS
- S-42 Assist Other Agency (Specify)
- S-43 Assist Public
- S-44 Suicide
- S-45 Officer Down**
- S-46 Relay (Specify)
- S-47 Bomb Threat
- S-48 Explosion
- S-55 Incident (Specify)
- S-55A Amber Alert
- S-55H Hazmat Incident
- S-55P Recovered/Found Property
- S-55R Rock Throwing
- S-57 Impersonating an Officer**
- S-59 Injuries
- S-61 Past History (Specify)
- S-61F Past History **Felony**
- S-61M Past History Misdemeanor
- S-61V Past History **Violence**
- S-76 Disabled Vehicle
- S-76P Disabled Patrol Car
- S-76R Disabled Vehicle in Roadway
- S-99 Possible Computer Hit
- S-99C Confirmed Computer Hit

Alphabet

- A – Alpha
- B – Bravo
- C – Charlie
- D – Delta
- E – Echo
- F – Foxtrot

- G – Golf
- H – Hotel
- I – India
- J – Juliette
- K – Kilo
- L – Lima
- M – Mike

- N – November
- O – Oscar
- P – Papa
- Q – Quebec
- R – Romeo
- S – Sierra
- T – Tango

- U – Uniform
- V – Victor
- W – Whiskey
- X – Xray
- Y – Yankee
- Z – Zulu



STANDARD OPERATING GUIDELINES

Ten Codes

- 10-1 Receiving Poorly
- 10-2 Receiving Well
- 10-3 Stop Transmitting
- 10-4 Acknowledgement/OK
- 10-5 Relay
- 10-6 Busy
- 10-7 Out of Service
- 10-8 In Service
- 10-9 Repeat
- 10-10 Out of Service/Subject to Call
- 10-11 Dispatching too quickly
- 10-12 Officials or Visitors present
- 10-13 Condition of (Officer, weather)
- 10-14 Convoy or Escort
- 10-15 Prisoner in custody
- 10-16 Pick-up prisoner at (location)
- 10-17 Maintain surveillance, do not stop
- 10-18 Complete assignment quickly
- 10-19 Return to Station/Office
- 10-20 What is your location
- 10-21 Call Station/office by phone
- 10-22 Disregard
- 10-23 Standby
- 10-24 Trouble – Send Help**
- 10-25 In Contact With
- 10-26 Message Received
- 10-27 Check license (Specify)
- 10-28 Check Registration (Specify)
- 10-29 Check for Stolen/Wanted (Specify)
- 10-29P Check for Wanted Person
- 10-30 Against Rules/Regulations
- 10-31 In Pursuit
- 10-33 Emergency Radio Traffic
- 10-34 Subpoena
- 10-35 Confidential Information
- 10-36 Correct Time
- 10-37 Operator on Duty
- 10-38 Block Roads/Waterways At
- 10-39 Message Delivered
- 10-40 Request Radio/Electronics Repair
- 10-41 In Possession Of
- 10-42 Out of Service/at Home
- 10-43 Any Information for
- 10-44 Pick-up papers at
- 10-45 Call... by phone at
- 10-46 Urgent**
- 10-47 Reports
- 10-48 End of Message, Did you Receive?
- 10-49 Contact SO or PD Unit (Specify)
- 10-50 Stopping Vehicle/Vessel
- 10-51 En route
- 10-52 Estimated Time of Arrival
- 10-53 Coming to Station/Office
- 10-54 Negative
- 10-55 Mobile Unit Calling to Mobile Unit
- 10-56 Meet At
- 10-57 Departing Zone
- 10-58 Entering Zone
- 10-61 Service Needed Vehicle/Vessel
- 10-62 Aircraft Assignment
- 10-63 Request for (Specify), if not listed
- 10-63B Request for Chemical Test
- 10-63F Request for Plane or Helicopter
- 10-63K Request for Canine Unit
- 10-63P Request for Perimeter
- 10-63S Request for SRT
- 10-64 Radio Net Free
- 10-65 Can you copy?
- 10-66 Cancel
- 10-67 Driver/Operator License
- 10-68 Agency Meeting
- 10-69 Fire Truck
- 10-70 Send Wrecker/Tow Boat (Specify)
- 10-71 Send Ambulance
- 10-76 Switch to Channel...
- 10-77 Request Traffic/Boating Homicide
- 10-78 Notification of Next of Kin
- 10-83 Meet for Work Break
- 10-88 At What Phone Can.... be reached
- 10-94 Request Routine Backup**
- 10-97 Arrived at Scene
- 10-98 Completed Assignment
- 10-99 Unable to receive your signal
- 10-100 Alert Status/Remain in Contact
- 10-155 Private/Individual call – via 800

STANDARD OPERATING GUIDELINES

18.0 RTMC EMERGENCY OPERATIONS PLAN

The RTMC Emergency Operations Plan is designed to provide instruction to ICM staff during declared emergencies. Declared emergencies can be any of the following, but are not limited to:

- Severe weather (hurricanes, tornadoes, flooding, etc.)
- Damage/Closure of building and facilities
- Evacuation due to imminent danger within the building

The RTMC operates devices which can be useful to convey information and gather information during emergencies. Each ICM operator will follow the chain of command during an emergency by reporting to their Lead ICM operator and ICM supervisor jointly. Any calls received or sent shall be made by those with knowledge and authority to make or receive such calls, usually the ICM RTMC Manager, but also the ICM supervisor when the Manager is not available. If you are directed to make a call, make sure you have the proper information. This is intended so that no information is omitted or misrepresented.

The RTMC may receive information and requests from many entities during an emergency. Any such requests must adhere to FDOT/CFX policy. The key to responding effectively is consistency; requests you are unsure of should be forwarded to the ICM RTMC Manager. It is vital to capture names, agency information and contact numbers in this case.

18.1 Scope of Response

During an emergency, the RTMC will:

- Continue to provide timely and accurate traffic information.
- Post DMS messages with approved emergency information.
- Post Floodgate/Banner messages with approved emergency information.
- Utilize available resources to assist responder activities.
- Communicate with responding agencies to exchange relevant information.
- Follow the National Incident Management System (NIMS).
- Utilize the chain of command to ensure that management is consistently aware of each new development and that ICM operators are working efficiently.
- Create and maintain a direct line of communication with each EOC that has been established within the geographical coverage area.
- Be prepared to handle tasks for other FDOT Districts if their resources are compromised (i.e. TMC power or communication failures) or they are required to evacuate.

STANDARD OPERATING GUIDELINES

18.2 EMERGENCY STAFFING REQUIREMENTS

During certain emergency situations, it will be necessary for employees to either shelter in place or be available and designated as emergency personnel. This will usually occur during a hurricane or similar situation.

Employees will be required to shelter in place when conditions become too dangerous for the employee to safely travel to/from the RTMC. The ICM RTMC Manager or designee will make the final decision on whether employees must shelter in place. This decision is made based off a variety of information provided by FHP, Road Rangers and the National Hurricane Center. The location of the storm in addition to the travel routes of employees are considered when deciding if sheltering in place is needed. Any employee who violates the shelter in place directive is subject to disciplinary action up to and including termination.

Employees who wish to be designated, or are designated by authority of the ICM RTMC Manager, as emergency on-call personnel, will be required to report to the RTMC for the duration of the emergency event when activated. This typically happens during large events, which are forecast to occur, typically a hurricane situation.

When activated to report to the RTMC for such an emergency, the ICM operators should respond prepared. FEMA advises that a person be self-sufficient for a period of at least 72 hours. Keep in mind that after a storm, roads may be impassable, and businesses may be closed for many days and access to basic necessities may be limited. The RTMC building is equipped with a generator, ice machine, lavatories, and showers, as well as vending machines, refrigerators, and microwave ovens. However, it is advised that when reporting to the RTMC for such an emergency, each ICM operator should have:

- Cash on hand.
- A full tank of gas in their vehicle.
- Any necessary medications for 3 days.
- Drinking water sufficient for 3 days.
- A change of clothes.
- A towel should the shower facilities be used.
- Essential toiletries.

Employees will not work more than 14 hours within any 24-hour period; however, ICM operators should be prepared to be at the RTMC longer if roads are impassable or

STANDARD OPERATING GUIDELINES

replacement staff are not available. Essential provisions (dry foods, utensils, etc.) will also be stocked in the event of an emergency.

18.3 HURRICANE PREPAREDNESS ACTIVITIES

Pre-Hurricane Season (Complete prior to June 1 of each year)

- Email Operations Staff and see who would possibly be available for PRE, IMMEDIATE and/or POST Storm TMC coverage
- Make sure ICM operators have an Emergency Preparedness Plan for their home/ family/ pets
- Check air mattresses to ensure they work properly
- Check flashlights and batteries
- Check and restock food/water supply
- Visit EOC and ensure that all Management Staff has badge access
- Review H Contract with FDOT/CFX Personnel if applicable
- Check Satellite phones (If available)
- Update Emergency Contact list for staff

Pre-Storm (48-72 hours before potential landfall)

- Prepare a Quality Check and repairs on all devices and systems used to populate the 511 phone and web systems
 - Post evacuation shelter information on 511 (Post floodgate to a level due to the location and severity of the storm. Statewide flood and Central FL Floodgate) and web systems as provided by local EOCs and State EOC
 - Emergency Preparedness Information link on FL511.com
 - Verify emergency contact numbers are operational and posted at all workstations
 - Communicate with FDOT Districts up and downstream on possible traffic issues and to ensure the flow of information before, during and after the storm hits, and post DMS, as appropriate.
 - Coordinate with other FDOT/CFX Departments on potential evacuation plans (i.e. shoulder running)
 - Work with the EOC on any updates or changes they request
 - Coordinate with local agencies, EOC, and FHP on response plans
 - In the RTMC, make available food, water and mattresses and review with staff plan for use.
 - Procure if necessary and test grill and make sure enough propane is on site
 - Walk-through ONE-WAY PLAN or shoulder running exercise if needed

STANDARD OPERATING GUIDELINES

- Enter a Hurricane XXX Emergency Contract with FDOT/CFX
- Schedule additional staffing at the RTMC as needed
- Coordinate with FDOT, CFX and FDOT/CFX's Service Patrol Contractor about expanded role
- Coordinate with ITS Device Maintenance Manager. Prioritize device issues (DMS, RWIS, CCTV, MVDS)
- NFRTMC Generator and UPS Check
- Utilize each building's Facility Manager
- Wind Sensor Check
- Send issues to FDOT/CFX ITS Maintenance Manager
- Coordinate plan with FDOT/CFX maintenance, Law Enforcement and EOC
- Post CONTACT Lists at workstations
- Run through CCTVs looking for abandoned vehicles and provide listing to FHP for possible tow
- Make sure all Pool vehicles are fueled (FDOT and Metric)
- Finalize procedures for generator distribution and refueling for Traffic Signals/ ITS Hubs that might encounter power outages
- Procure large cooler

Storm Imminent (24 hours prior, through duration of Storm)

- Coordinate and keep an open line of communication with the local agencies, EOCs, FHP, local law enforcement, Traffic center and STIX to ensure the most accurate information is being disseminated by 511 to phone and web pages
- Staffing of EOC by Project Manager
- Constant checks of 511 phone and web pages to ensure real time traffic is being reported
- Keep shelter information current
- Post real-time information on shelters, road/ bridge closures, accidents, flooding, congestion, etc. to both 511 phone and web systems
- Maintain coordination and tracking for all AM Contractor and Construction Contractor requests/ calls
- Have a list of AM Contractors and FDOT Maintenance contact for facility issues
- Tree vs. regular debris
- Coordinate with Atlanta TMC and District 2 RTMC on STIX Activation if necessary
- Coordinate any Wind Sensors that reach alarm state with Law Enforcement, local agencies. EOC, DOT Maintenance, DOT PIO and other required partners

STANDARD OPERATING GUIDELINES

- Contact Central Office on Hurricane Notification distribution list and criteria
- Fill large cooler with ice

Post-storm (after Storm has passed)

- Assess damage to devices and 511 systems- generate report and forward to proper contacts. Prioritize repairs.
- Keep up to date openings/ closures of roads, bridges and shelters on all 511 systems
- Communicate with neighboring FDOT Districts on traffic updates and increases in volume as people return head out and post DMS, where available, as appropriate.
- Finalize updates with local agencies and first responders, FHP, local and state EOC's
- Update, or Terminate, STIX as needed
- Prepare Analysis for FDOT/CFX Personnel
- Monitor Generator and UPS power levels
- Coordinate detours and closed road information with FDOT/CFX Staff
- Verify staff is OK via Emergency Contact List
- Coordinate and track generator distribution and refueling
- Arterial-Specific Response Activities
 - Assess and monitor health of arterial systems signal communications by using the local agency ATMS software while providing daily reports to the Department.
 - Assess damage of Bluetooth device, generate reports and forward to proper contacts. Prioritize repairs.
 - Coordinate detours and closed road information with FDOT/CFX Staff.
 - Assist local agencies with traffic incident management.

Evacuating the RTMC

While unlikely, if an evacuation is required from the RTMC, the ICM operators on duty are required to follow key procedures to ensure a safe exit is made. All ICM operators are intended to leave the building and head to the Lynx bus stop out front of the building in the northwest quadrant of the parking lot.

Satellite operations are available via the FDOT District Office in DeLand, but coordination with the FDOT is required to initiate that response. During an evacuation, it is imperative that key personnel and agencies are notified

STANDARD OPERATING GUIDELINES

immediately so an appropriate response can be implemented quickly and efficiently. Immediately upon determining that an RTMC evacuation is pending, staff must notify the other statewide RTMCs, and if possible, determine an RTMC to remotely manage the RTMC operating area.

18.4 PANDEMIC PLAN

Develop a plan for local and remote work to safely and effectively operate FDOT's TSM&O System in District 5.

Equipment and Communication Requirements

It is important to have the adequate tools for the staff working remotely to provide the same quality of service as they would if they were local (working within the RTMC). The list of items that an operator needs to effectively complete their job is shown below in the take home tool kit section.

Take Home Tool Kit

- Metric laptop
- Cell phone
- Microsoft Office
- PTT Cell Phone
- Docking station
- Two Secondary Monitors
- Mouse & keyboards

Operational Requirements

These requirements were established to make sure the remote worker is qualified to work not only from home but also to work locally if we have more than 75% of our staff working remotely. The operational requirements are listed below.

- Employee must be full time with Metric.
- Employee must have at least 6 months experience and have passed all training requirements and orientation.
- Employee must be a lead operator or an operator to quality. The ICM Supervisors or the RTMC Manager are not eligible for remote work unless they are required to self-quarantine by Metric's HR department.

Schedule

There will be one remote staff member per shift that will operate from home for two weeks at a time. After the second week, they will report back to work locally and will be replaced with another operator from that shift. Please reference the attached schedule for the remainder of the year.

FMS Remote Worker Requirements

We have identified specific tasks the remote worker can manage based on the limitations of the resources available. The remote operator requirements are shown below:

STANDARD OPERATING GUIDELINES

- Remote staff shall manage CFX Road Ranger calls via PTT radio.
- Remote staff shall manage CFX Incident within SunGuide.
- Remote staff shall manage all TSS and FHP alarms.
- Remote staff shall take directives from local staff of any CFX related events.
- Remote staff shall activate any Local or Statewide Alerts (Silver/Amber/LEO) within CFX System.
- Remote staff shall coordinate CFX construction related events and communicate with Florida's Turnpike TMC when necessary.
- Remote staff shall actively communicate with our ICM team using Microsoft Teams.
- Remote staff shall follow all operational requirements regarding breaks as though you are local.
- Remote staff shall find a quiet space to do remote work with no interruptions
- Remote staff shall use VM connection and utilize monitor spacing to maximize efficient.
- Remote staff shall, if possible, use a hardwired connection to the internet to limit connectivity issue.

FMS Local Worker Requirements

Those who are working locally will manage all I-4 events (Ultimate and beyond). The local staff will act as the messenger to the remote worker. All incoming calls, internal and external, will be managed by the local staff and any directives will be pass along to the remote worker via Microsoft Teams. Other tasks that are required by local staff are as follows:

- Local staff shall answer external and internal calls.
- Local staff shall answer FHP calls.
- Local staff shall manage I-4 events within SunGuide.
- Local staff shall manage all TSS and FHP alarms within FDOT SunGude.
- Local staff shall use SLERS Radio to communicate with I-4 Road Rangers and I-4 Ultimate Service Patrol.
- Local staff shall coordinate with DBI services with I-4 Ultimate related issues.
- Local staff shall coordinate with the TIM team with any major events.
- Local staff shall provide direction to the remote worker when necessary.
- Local staff shall communicate with remote staff via Microsoft Teams, preferably audio.
- Local staff shall manage MIMS when network outages or device outages occur.
- Local staff shall follow all operational requirements regarding breaks and social distancing.

Corridor Manager Remote Requirements

We have identified spec tasks the remote corridor manager will perform. Listed below are some of the task that have been specified:

STANDARD OPERATING GUIDELINES

- Remote corridor manager shall review google maps and other web-based resources to identify arterial issues and congestion.
- Remote corridor manager shall utilize Microsoft Teams to communicate with local staff.
- Remote corridor manager shall communicate to local agencies regularly.
- Remote corridor managers shall review monthly reports.
- Remote corridor manager shall run daily system report.
- Remote corridor manager shall assist the Traffic Signal Timing Engineer on outstanding ICAT tasks.
- Remote corridor manager shall use SunGuide to monitor arterial devices and assist with event management.
- Remote corridor manager shall attend daily team meetings.
- Remote corridor manager shall provide corridor reviews.
- Remote corridor manager shall review monthly diversion routes status review.
- Remote corridor manager shall review daily alarm reports.

Local Safety Plan:

- When arriving for work at the D5 RTMC, your temperature will be checked utilizing a non-contact thermometer. Your temperature must be 100 degrees or less.
- After you pass the temperature check, you will hand sanitize from the dispenser to the right of the main doors.
- You will take a mask in a plastic bag from the box at that location to put on prior to entering the RTMC floor. (instructions at bottom of these guidelines). This mask should always be worn, other than the time when you are on break eating or drinking, **with it covering BOTH your nose and your mouth.**
- While at the RTMC, practice social distancing.
 - Keep at least 6 feet away from others.
- You must always stay at your workstation, other than breaks.
- Should other RTMC Personnel, from any other Agency/Consultant approach you, politely ask them to step back a minimum of six feet
- Utilize your workstation phone to communicate with others internally and externally.
- Utilize Hand sanitizer or wash your hands with soap and water for 30 seconds, immediately upon sneezing or coughing.
- When taking a break, the high tables or tables in kitchen or outdoor space are to only be used by one person at a time. We will break a separate time to minimize exposure to each other.
- You may eat a dry snack at your desk but no liquid-based foods. Beverages are to be covered with a lid.

Sanitization Requirements

To keep FDOT's workstations always cleaned, this section provides requirements for local staff to follow while on shift.

STANDARD OPERATING GUIDELINES

- There are spray bottles with disinfectant or disinfectant wipes at all workstations.
- At your start of shift and end of shift, spray the paper towels at your workstation. Clean the keyboard, telephone, mouse, etc. **DO NOT SPRAY ANY OF THE EQUIPMENT**, spray the paper towel.
- There are hand sanitizer dispensers throughout the building and bottles at each workstation. When returning to your workstation, sanitize your hands before resuming work.
- Please wash your hands with soap and water in the bathrooms for at least 30 seconds.
- While on break, spray down the table where you have been sitting before leaving. A spray bottle will be placed in the front row to be used in the break room.

Mandatory Requirement

This section is what do to if you are feeling ill and how to advise your employer.

- As has always been the policy, if you feel like you are getting sick, contact, **BY TELEPHONE**, not text/email, etc. one of the Supervisors. After notifying Management, call the Metric COVID-19 hotline immediately for further instructions.
- Should you be either infected by COVID-19, been around someone that is infected by COVID-19, are awaiting test results for COVID-19 or have been otherwise told to self-quarantine, please let us know if you have basic needs that your family is unable to find/provide. We will make every effort to assist you, to the best of our ability.
 - Metric Employees who do not follow the required guidelines can expect the following:
 - First Offense- Verbal Reprimand
 - Second Offense- Written Reprimand and will be sent home without pay
 - Third Offense- Actions up to and including termination.

Mask Protocol

What is a face mask used for?

- Facemasks help to limit the spread of germs. When someone talks, coughs or sneezes they may release tiny droplets into the air that can infect others. A facemask can reduce the number of germs that the wearer releases and can help protect other people from becoming sick. A face mask also protects the wearer's nose and mouth from splashes or sprays of other people's body fluids/secretions.

When should a face mask be worn?

- At all times when on duty, other than when eating (social distancing must be adhered to at these times).

How to put on a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Remove a mask from the baggie and make sure there are no obvious tears or holes in either side of the mask.

STANDARD OPERATING GUIDELINES

- Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
- Place the loops of the facemask around each ear.
- Mold or pinch the stiff edge to the shape of your nose.
- Adjust the mask so that your mouth and nose are always fully covered, other than when eating or drinking.
- Masks should only be used once and then disposed of at end of shift.

How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. Only touch the ear loops.
- Hold both ear loops and gently lift and remove the mask.
- Place the mask back into the baggie it came in and throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.