

Pensacola SunGuide Center Standard Operations Guide

Florida Department of Transportation, District 3

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Escambia and Santa Rosa Counties
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CHAPTER 1 GENERAL PERSONNEL INFORMATION

Introduction

Operations of a highly complex system requires resources and understanding which should only be provided by a team that has in-depth experience in operating, monitoring, and managing traffic management systems, including the knowledge to support the multifaceted software programs required to make effective use of such a deployment. These guidelines outline the policy and procedures within the Pensacola SunGuide Center to maintain these requirements.

The Pensacola SunGuide Center team is responsible for creating Standard Operating Guidelines and an Operations and Maintenance Manual, along with any other operations reference materials that may be needed for the RTMC. We understand the importance of these manuals, and intend to keep them current, concise, easily understandable, and attainable. In each of these documents, policies and procedures will be documented for structuring the operations concepts and methods for utilizing the ITS and coordination requirements. These documents will also be updated to identify the process operations will implement in order to manage the impact of major events at the RTMC. Impacts to both the physical structure and equipment will be addressed, in addition to personnel and staffing issues arising from extended work requirements.

Utilizing our key Management personnel's knowledge, along with implementing a document control process and evaluation structure, we will be able to excel at restoring, and maintaining these operational documents for the life of the contract. We currently anticipate that these documents be reviewed at a maximum interval of every 2 months for the first year and then every 6 months thereafter except as warranted by special events such as major incidents, hurricanes, etc. Documents of this type require a formal control process, which in summary, requires the controller to:

- Approve documents before they are distributed
- Provide the correct version of documents at points of use
- Review and re-approve documents as updates occur
- Specify the current revision status of all documents
- Monitor documents from external sources
- Prevent the accidental use of obsolete documents
- Preserve the usability of the documents quality

Policy and Procedures

Shift Requirements and Schedule

We propose to staff the Pensacola SunGuide Center with a multiple shift schedule to allow an equal timeframe between the daytime and nighttime operators. We will include a roving position to ensure no gap between shifts. The overlapping coverage shall provide the department the full 16-hour coverage required for routine operations. The roving position also provides additional staffing support in the event that an operator is ill or on vacation.

It is important to emphasize the start and end times of each shift because they are geared to provide new staff prior to expected rush hours. Morning rush hours usually occur between 6:00 a.m. to 9:00 a.m. and evening rush hours occur between 4:00 p.m. to 6:00 p.m. There are no shift changes during these peak hours which allows for a quiet operations environment so that the operators can focus on monitoring the freeway and managing incidents.

The Pensacola SunGuide Center Team will prepare a yearly baseline schedule consisting of current and planned staff vacations; we will also assign holidays. The RTMC Manager will, on a monthly basis, revise the baseline schedule to account for any new events or upcoming RTMC personnel absences. Our operators will be provided professional uniform shirts that are approved by the Department's Project Manager and comfortable to wear.

Hours of Operation

The RTMC will be staffed by the Contractor 24 hours a day, 7 days a week, 365 days a year for routine operations. An RTMC manager will be on site to supervise daily operations on a set schedule, usually to coincide with normal business hours used by FDOT and will also be on-call 24/7 for emergencies and to direct emergency responses. The Contractor shall staff the RTMC as appropriate during times of emergency and other special events.

Operators:

Shift 1: 7:00am to 3:00pm.

Shift 2: 3:00pm to 11:00 pm.

Shift 3: 11:00pm to 7:00am

A daily debriefing will occur during shift change.

Maintenance:

Shift: 8:00am to 5:00pm

24/7: Reference on-call schedule

On-call employees are required to be reachable by telephone or electronic signaling device in order to be available to return to work on short notice to perform assigned duties. The schedule for on-call employees will be made available in writing by the supervisor. If unable to be on-call according to the schedule it is the employee's responsibility to arrange with another employee to switch and submit a Shift Change Request to the supervisor.

Holiday, Special Events

Additional Road Rangers and Operators maybe used during Holidays and Special Events with the discretion and approval of Management only.

Holidays

Dates include but are not limited to: New Year's Day, Martin Luther King's Birthday, Easter Weekend, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day and the following Friday, and Christmas Day.

Overtime

Any overtime must be approved in advance by an appropriate supervisor on an Overtime Approval Form. Do not volunteer and expect overtime compensation without appropriate prior authorization.

Time-off Request/Shift Change Request

Employees are responsible for completing a Time-off Request Form and submit the form to the appropriate supervisor. The employee will be responsible for verifying enough leave time has accrued prior to the request.

Whenever possible schedule change requests should be arranged with other employees, then submitted on a Shift Change Request Form and submitted to the supervisor for approval.

Supervisors will be responsible for reviewing the records to assure that leave has been recorded accurately and verifying that the employee has accrued a sufficient amount of leave prior to authorizing the leave requested.

Vacations

The Pensacola SunGuide Center's yearly baseline schedule will be used to plan vacations. Vacation time must be scheduled and approved in writing, in advance to ensure adequate staffing is maintained at all times.

Timesheets

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

Supervisors are responsible for reviewing the timesheets for accuracy, legibility and completeness. Supervisors are also responsible for arranging work schedules of employees making sure the control center is adequately staffed.

Dress Code & Personal Appearance

The dress code applies to all employees within all positions of the Pensacola SunGuide RTMC.

During work hours, attire must be business casual with a SunGuide logo shirt. Pants should be khaki, black or jeans that are neat, clean and in good repair. Personal appearance and hygiene must be adhered to. Jewelry should be appropriate for a business atmosphere. Any facial jewelry will need to be clear or removed. Tattoos should be covered during work hours. Employees should keep in mind appointments with customers, suppliers, vendors or scheduled tours can happen at any time and should dress accordingly.

ATTENDANCE

An attendance control policy provides for fair and consistent treatment of employee absences within and across all Company organizations.

This policy applies to all full-time and supplemental employees and is in effect on the first day of work. D3 RTMC recognizes that absences are sometimes unavoidable. Consequently, circumstances exist which may lead to absences that are considered excused. Absences not within the bounds of the excused absence circumstances are considered unexcused. A consistent, fair, yet firm approach must be taken when handling instances of unexcused absences.

Since the first level manager is closest to the circumstances surrounding the absence, the manager holds the primary responsibility for determining if the provisions of this policy or those of the excused absence policies apply in each specific absence case.

- 1. Reporting Absences-** The employee must call his/her manager *no later than one hour* after the start of the employee's regularly scheduled starting time. The reason for the absence and the date and/or time the employee expects to return to work must be reported at that time.
 - A. Failure to call in results in an unexcused absence.
 - B. The one-hour provision may be waived by the manager if in the judgment of the manager it was not reasonable to have expected the employee to have called in due to extenuating circumstances.
 - C. In some instances because of the nature of the job (e.g., receptionist), it may be required that the employee notify the manager prior to starting time.
- 2. Excused Absences** - An excused absence is defined as one that is covered by an existing Company policy. Such absence is generally unavoidable.
 - A. Notification of Death in Family** - If an employee receives notification during the working day of a death in the family, any absence that day is excused.
 - B. Funeral Leave** - Authorized funeral leave is considered excused absence.
 - C. Work-Related Accidents** - Time lost for reported industrial injury will be treated as follows:
 - (1) Time lost on the day of injury is excused.
 - (2) Time lost at the direction of a physician is excused.
 - (3) Time spent on disability leave is excused.
 - D. Jury-Witness Leave** - Absences because of jury duty or witness leave are excused as long as the employee is not a witness in a case in his/her own behalf.

- E. **Disability Programs** - Time spent on disability leave of absence is excused.
- F. **Military Leave/Training** - Time spent on military leave of absence and military training is excused. Absences for the purpose of taking a physical examination required by the military are excused.
- G. **Family Emergency** - Up to one day in the event of a medical emergency in the employee's immediate family is excused.
- H. **Severe Weather Conditions** - Absence due to weather conditions resulting in a facility shutdown is excused.
- I. **Holidays and approved Vacation time**
- J. **Voting** - Time off to vote is excused, however every effort should be made to vote either before or after scheduled working hours.

3. DOCTOR'S STATEMENT

- A. An employee must furnish a doctor's/hospital statement verifying an illness or accident under any of the following circumstances (failure to comply results in an unexcused absence):
 - (1) Unpaid time off due to illness.
 - (2) When the illness or accident caused the employee to be hospitalized.
 - (3) When the absence was for five (5) or more consecutive workdays.
- B. The request for a statement may be made at the discretion of the manager in the following situations:
 - (1) When the absence occurs on a regularly scheduled working day preceding or following a holiday or a scheduled vacation.
 - (2) When the manager determines the employee's return to work may pose a health hazard to others.
 - (3) When the manager determines that verification of illness is necessary.
 - (4) After the employee has received a Documentation of Warning, a statement may be required for any subsequent absences.
- C. If a doctor's statement verifying an illness is required when the employee returns to work; it must contain the following information:
 - (1) Date and time of the doctor appointment.
 - (2) Date the employee may return to work.
 - (3) A statement describing *how* the illness/accident prevented the employee from working.
 - (4) Phone number and address of the attending doctor.

4. UNEXCUSED ABSENCE

- A. Definition:
 - (1) *Failure to call the manager within one hour after the start of the employee's regularly scheduled starting time.* The reason for the absence and the date and time the employee expects to return to work must be reported at the time the employee calls in.
- NOTE: This one hour provision may be waived by the manager if in the manager's judgment it was not reasonable to have expected the employee to have called in due to extenuating circumstances.
- (2) Unauthorized personal time off.
 - (3) Failure to provide a doctor's statement as outlined in this policy.

- (4) Lateness of two hours or longer unless previously approved by the employee's manager. This includes lateness in conjunction with breaks and mealtime. (Lateness vs. tardiness which is less than two hours late)
- B. Classification of an unexcused absence depends on the amount of time missed from work.
 - (1) Tardiness is defined as any amount of time up to two hours late for work. This includes breaks and mealtime. Tardiness is recorded even if the employee calls in.
 - a. Three episodes of tardiness within a twelve-month period equals one occasion of unexcused absence and is documented showing the dates and times of the episodes. The effective date of the episode is the date the third tardy occurred.
 - b. In departments utilizing flexible hours, the manager has the option of extending the scheduled workday to compensate for the tardiness.
 - (2) An Occasion is documented and is defined as:
 - a. An unexcused absence of between two hours and two consecutive working days' duration. (Less than two hours is tardiness.)
More than two working days may result in termination.
Note: Unexcused absences that occur on scheduled workdays which are separated by sixth and seventh days are not considered consecutive working days.
 - b. Three episodes of tardiness within a twelve-month period.
 - c. Three occasions may result in termination.

5. EXCESSIVE UNPAID TIME OFF DUE TO ILLNESS

- A. While time lost due to an unpaid verified illness or accident is considered an excused absence, excessive time lost may be an indication the employee is not well enough to perform the duties of the job. The Company has a right to expect an employee to be present to perform his/her job on a regular basis. An employee may be considered as not able to perform the job if the unpaid time off due to illness:
 - (1) Exceeds one day per week for three consecutive weeks
 - (2) Reaches two days per month for two consecutive months
 - (3) Reaches six days in six months.
- B. If the employee's use of unpaid time off due to illness becomes "excessive", the manager should review the situation with Human Resources. A determination will be made if the employee should be considered disabled, has a verifiable illness which limits attendance, or is subject to termination.

6. Disciplinary Action

- A. An employee is subject to termination when:
 - (1) The employee has accumulated three occasions of unexcused absence in a twelve-month period, or
 - (2) The employee has exceeded two consecutive days for any single occasion during any twelve-month period counted back from and including the current absence date.
- B. The following procedure is to be used when documenting attendance problems. Steps 1 and 2 must be adhered to before an employee can be terminated for absenteeism. (All documentation is to be filed in the employee's Personnel file.)

- (1) *After the first occasion* of unexcused absence, the employee's manager:
 - a. Completes the Documentation of Warning.
 - b. Explains to the employee that an attendance problem is being reviewed to ensure he/she is aware of the consequences if the problem is not resolved.
 - c. Gives the employee a copy of the Attendance Control Policy.
 - d. Ensures the employee understands the policy and is aware of the concern. If help is needed, advise the employee to contact Human Resources.
- (2) *After the second occasion* of unexcused absence, repeat the above procedure.
 - a. In addition, the next level manager:
 - 1) Signs the Second Documentation of Warning.
 - 2) Reviews the employee's absence record with the employee, informing him/her that a meeting has been scheduled with Human Resources to discuss the problem.
 - b. Promotions, transfers, and/or salary progressions may be restricted at this point.
- (3) *After the third occasion* of unexcused absence occurs in a twelve-month period, the employee's manager may suspend the employee for up to three days while the case is being reviewed for possible termination. At this time:
 - a. The manager and next level manager review the case with Human Resources and at least one Executive Officer.
 - b. Human Resources notify the employee of the decision.

ADMINISTRATIVE ABSENCE

To establish company policy for company-initiated Administrative Absence and its use in conjunction with approved D3 RTMC office/facility closings due to extreme weather conditions or other applicable emergencies.

When weather or other emergencies cause the interruption of D3 RTMC's normal work schedule, it is company policy to endeavor to make up the lost work time as soon as practicable thereafter. In the event this make up is not feasible, management may authorize employee compensation for lost work time through the charging of Administrative Absence.

This policy applies to all elements of TransCore, as well as to majority-owned affiliates if and to the extent they choose to adopt it. This policy covers all regular full-time and part-time employees at work or scheduled to work on days when the assigned office/facility is affected by conditions detailed below under "Emergency Closings." It does not apply to consultants or temporary employees.

Emergency Closings

SNOW EMERGENCY: A snow emergency exists when driving becomes extremely hazardous due to snow or ice, resulting in public announcement by governmental authorities that only "essential personnel" need report, or that government workers are not to report to their offices and that those offices are closed. Government announcements that "liberal leave" is in effect does not constitute "office closings" within the meaning of this policy.

If a government announcement is made prior to the regular start of a workday (generally 8:00 a.m.), either during the early morning or the night before, D3 RTMC employees will not be required to report to the office/facility.

If a government announcement is made during a workday authorizing early release of staff, D3 RTMC management may authorize the early departure of staff. The differential between hours of work scheduled and hours of work actually performed will be charged to Administrative Absence.

The closing of schools or early release of students due to snow or ice conditions is not considered as authorization for granting Administrative Absence under this policy.

At locations where there are few public employees and, therefore, public closure announcements are not applicable, the senior D3 RTMC managers at those offices/facilities shall confer with their respective Group Managers to determine whether Administrative Absence shall be authorized.

When two or more Groups are represented at one office/facility, the senior D3 RTMC managers shall confer to assure uniform application of the determination regarding authorization of Administrative Absence.

OTHER WEATHER/ENVIRONMENTAL EMERGENCIES: When conditions such as hurricanes, torrential rains, flooding, tornado damage, landslides, earthquake damage, etc. result in a government declaration of a public emergency and these circumstances preclude traveling to the office/facility or warrant early release, the policy outlined under "Snow Emergency" will generally apply.

OFFICE/FACILITY EMERGENCIES: When specific conditions preclude attendance by employees at a specific TransCore office/facility.

Hazards such as fire, bomb threats, toxic spills, or power/utility failures may result in the early release of employees or the closing of an office/facility prior to the commencement of the workday.

The decision to authorize the use of Administrative Absence under these circumstances will be made by the senior RTMC manager at that office/facility, or alternate senior managers at that office/facility as previously designated by the appropriate Executive Vice President. Whenever feasible, a decision to close the office/facility shall be discussed in advance by the designated manager with other senior managers at that location.

Offices/facilities shall be defined as locations where TransCore owns or leases space as the prime or subtenant, or where TransCore personnel are assigned pursuant to a contract (e.g., customer location, or as a subcontractor).

ALTERNATIVE TIME CHARGING

Because the circumstances and the nature of the work involved in an emergency can vary widely by location and even by individual within a single location, the determination of make-up schedules or charging of administrative absence is left to the discretion and judgment of management within the following guidelines:

Employees who are able to work at home (or at locations other than their regular office/facility) may be able to continue working on the day the office/facility is closed and charge their time as normal time worked to regular direct or indirect charge numbers.

Employees may make up Administrative Absence time over the course of the pay period in which the office/facility closing occurs or in the pay period immediately following the office/facility closing. When the following pay period is used, it must fall within the same fiscal year. To properly reflect this time on their timecards, employees should charge authorized Administrative Absence on the day(s) the office/facility is closed. On days extra hours are worked to make up Administrative Absence time, employees should charge the appropriate direct or indirect charge number(s) and credit Administrative Absence for the extra hours worked. The net effect for exempt employees should be eight (8) hours of chargeable time in a normal workday. This should be noted in the "Comments" section of the timecard.

Administrative Absence hours are paid at straight time rate and are NOT considered in the calculation of daily or weekly overtime premium for non-exempt employees. Overtime for Non-Exempt employees is payable only for all hours paid (i.e., hours worked, holiday and vacation) in excess of 40 hours each workweek. Therefore, when non-exempt employees make up Administrative Absence time on a non-scheduled workday within the same workweek, overtime liability will not likely be incurred. The standard TransCore workweek is Monday through Sunday with standard scheduled workdays of Monday through Friday. Managers should take overtime liability into account when scheduling makeup time for non-exempt employees.

PROCEDURES

Employees will enter authorized Administrative Absence hours in the "regular" section of the timecard and charge them to the appropriate Company, Division and Indirect Project Type. In the comment section, employees will state the specific condition that caused the Administrative Absence and note the date and number of hours so charged (e.g., 4 hours of Administrative Absence charged on January 15 for snow emergency).

ABSENCES NOT CONSIDERED ADMINISTRATIVE ABSENCE:

Employees previously scheduled to be on paid absence status (e.g., Comprehensive Leave, DSL, etc.) should not charge time for Administrative Absence for absences not associated with the office/facility closing. Employees who personally choose not to report to work or depart early due to weather or local travel conditions which do not result in a general office/facility closing may not charge their absences to Administrative Leave.

DISCIPLINARY ACTIONS

It is the purpose of this policy to establish a procedure for disciplinary actions. The basic intent of any disciplinary action is to prevent the recurrence of past problems, as well as to deter problems from arising.

It is the policy of D3 RTMC to apply disciplinary action in a progressive, consistent and non-discriminatory manner whenever it is required. Any employee who violates any of the Company's standards of job performance and behavior shall be subject to progressive disciplinary action as set forth in the procedures below. Disciplinary action should begin with verbal or written warnings, with subsequent infractions leading to possible suspension and/or termination. In those instances when a single offense or incident is serious enough, immediate suspension is warranted.

The following are examples of infractions that could result in disciplinary measures under the provisions of this policy. The causes may include, but are not limited to:

1. Misconduct - this covers a very broad area and may even include items discussed in the other definitions. Misconduct is behavior which is contrary to regulations and standards or norms which the Company could reasonably expect to be followed.

Examples in this area include, but are not limited to the following: fights and altercations, gambling, sleeping or loafing, and violation of safety rules. It also includes a failure to carry out supervisory directions/orders and personal altercations with the manager which may involve shouting matches, profane and abusive language, and actual or threatened violence. The latter examples could be termed "insubordination" when the behavior is more serious and appears as a threat against the well-accepted rights to manage.

2. Violation of policy and procedure - Generally defined as abuse of, or violation of Company policies, procedures, or practices. Examples include, but are not limited to, compromise of Company private information, sexual harassment, unauthorized use of Company property or telephones, conflict of interest, and dishonesty.
3. Illegal activities - Any activities which violate Federal, State or local law, and which occur during or are associated with the conduct of Company business, e.g., unethical business practices or theft.
4. Violation of government security - Any breach or violation of a security agreement or clearance, e.g., a compromise of classified data or theft of secured documents.
5. Endangering or abusing Company property or threatening the physical wellbeing of employees - Any unsafe, reckless, destructive or violent action which could harm employees or result in the destruction of Company property.
6. Falsification of records - This includes, but is not limited to falsifying data on employment application forms, time cards, medical records or reports, expense reports, loan applications, and other job-related documents.

7. Drug and alcohol use - This includes, but is not limited to, reporting for work or working while intoxicated or under the influence of drugs and drinking alcohol or taking drugs while on duty.
8. Failure to work as scheduled - This includes, but is not limited to, absence without approved leave, improper use of sick leave privileges, failure to report for duty at the assigned time and place, and repeated tardiness.

PROCEDURE

Note: It is recognized that infractions can vary widely in severity. At the time of the first incident, and for each subsequent infraction, the involved manager and the Human Resources Manager should discuss and decide the seriousness of the infraction before applying any disciplinary measures.

1. Warnings - On the occasion of the first incident, the supervisor or manager shall meet with the employee to discuss the matter, inform the employee of the nature of the problem and the action necessary to correct it, and give a verbal or written warning. This warning, whether verbal or written, should:
 - A. Describe the incident.
 - B. Emphasize the type of behavior that is inappropriate.
 - C. Inform the employee that subsequent infractions will be dealt with more severely, including suspension and termination.

Written warnings are placed in the personnel file and are removed and discarded three years from the date of the warning.

Verbal warnings should be documented for the manager's temporary note file.

2. Suspension for investigatory practices - CIRCUMSTANCES MAY HAPPEN THAT AN EMPLOYEE BE TERMINATED "ON THE SPOT". When the seriousness of the matter warrants, the involved employee is suspended by the manager, and the manager ensures that the employee leaves the Company premises immediately.

The manager then contacts his/her immediate manager and the Human Resources Manager and these parties, along with at least one member of the Executive Committee, fully investigate the situation. The manager also shall prepare and forward to the Human Resources Manager another written report describing the violations, indicating the timing between violations, and summarizing the action taken or recommended and its justification.

Within three working days, a decision is made whether to: 1) return the employee to work; 2) further suspend the employee in order to conclude the investigation; 3) institute a disciplinary suspension for up to 30 working days; or 4) terminate the employee.

All incidents resulting in suspension of an employee initially are assumed to be without pay; however, depending on the result of the investigation, pay for the time off may be reinstated.

Seniority or benefits will not be lost during the suspension; however, the employee is responsible for payment of payroll deduction items such as insurance premiums.

3. Disciplinary suspension without pay - Suspension without pay for up to 30 working days may be used as a disciplinary measure if, in the opinions of the Human Resources Manager, line management and representative of the Executive Committee, written warnings have failed to correct the undesirable behavior or the seriousness of the initial offense warrants a suspension. When appropriate, efforts should be made to resolve the problem prior to suspension or termination.
4. Involuntary termination - Termination must be approved by the Human Resources Manager and a member of the Executive Committee. Termination may be used, but is not limited to: 1) when the seriousness of an initial or single offense is of such gravity to warrant termination or; 2) when prior attempts at corrective action have been unsuccessful. The Human Resources Manager will notify the employee of the decision to terminate that employee. If the decision is made to terminate the employee, the Termination of Employees Policy, should be followed.

The progressive disciplinary procedures described above may be applied to an employee who is experiencing a series of unrelated problems involving job performance and/or conduct.

Even though the inappropriate behavior or action has been corrected, the next scheduled performance appraisal should mention the problem area and its effect on performance; and indicate an overall rating that is representative of the total performance appraisal period.

Shift Change Request Form

Purpose

This form is to be used whenever an employee is requesting to change shifts.

Procedure

- a. Requests for change will not be approved for the sole purpose of extending scheduled days off and such requests may result in disciplinary action.
 - b. Schedule change requests must not result in an employee working in excess of 12 consecutive hours.
-

Employee Name: _____ **Date:** _____

Current Shift: _____ **Requested Shift:** _____

Reason for Shift Change:

- ☐ *School*
- ☐ *Scheduling Conflicts*
- ☐ *Babysitting Issue s*
- ☐ *Personal*

Other : _____

Approval/Denial

☐ Approved

☐ Denied

Supervisor: _____ **Date:** _____

Manager: _____ **Date:** _____

Date of Change: _____

Time Off Request Form

Your request for time off must be submitted and approved by management in advance.

EMPLOYEE INFORMATION

NAME:

TODAY'S DATE:

DEPARTMENT:

VACATION DAYS AVAILABLE:

AS OF (DATE):

NUMBER OF DAYS REQUESTED:

STARTING ON:

ENDING ON:

I WILL RETURN TO WORK ON:

TYPE OF REQUEST

☐ VACATION

☐ MILITARY LEAVE

☐ PERSONAL LEAVE

☐ FAMILY AND MEDICAL LEAVE

☐ BEREAVEMENT LEAVE

☐ SICK TIME

☐ JURY DUTY

☐ TIME OFF TO VOTE

COMMENTS

EMPLOYEE CERTIFICATION

I understand that time away from work is subject to management approval and company policies.

Employee Signature: _____ Date: _____

APPROVAL

APPROVED: ☐ YES ☐ NO

Supervisor/Manager Approval: _____ Date: _____

Printed Name: _____ Title: _____

General Rules and Code of Conduct

The rules set forth below are intended to provide employees with fair notice of what is expected of them. These rules have been established to clearly set forth our expectations, to create an atmosphere of mutual respect and consideration among employees and to maintain an orderly and productive environment, while safeguarding company goodwill and property. Such rules, however, cannot identify every type of unacceptable conduct, behavior or performance. Therefore, employees should be aware that conduct not specifically listed below, but that adversely affects or is otherwise detrimental to the interest of the Company, other employee or customers, may also result in disciplinary action, including termination of employment.

Employees shall adhere to established business Policy and Procedures of the Standard Operating Guidelines and behave in a professional manner at all times. A plea of ignorance will not be relief from any responsibility for compliance with rules and regulations. All employees will be held accountable for their conduct at all times and must not conduct themselves in any manner which could bring discredit upon the RTMC or FDOT or any of its partners.

Supervisors shall ensure that employees act in a professional manner at all time and comply with business conduct policies. Necessary counseling and issue resolution procedures are followed when employees fail to comply with rules and business conduct policies.

The following is a non-conclusive partial listing of unacceptable behaviors, which could lead to disciplinary action, up to and including termination:

1. Discrimination based on sex, race, religion, age, color, national origin, disability, or veteran status.
2. Sexual harassment of an employee by a supervisor or a fellow employee.
3. Possession, use, or sale of alcoholic beverages, or illegal or controlled substances on Company premises or Company time. This includes coming to work under the influence of, or impaired by alcohol, or illegal or controlled substances.
4. Theft of Company or co-worker property.
5. Misuse or damage of Company property or other employees' personal properties.
6. Physical assault or the threat of an assault on a supervisor or other employee. That includes threats, intimidation or acts of retribution.
7. Possession, display, or use of weapons, firearms, explosives or incendiary devices on Company premises or at Company-sponsored events.
8. Removal of confidential Company records or release of proprietary or confidential information.
9. Altering or making false statements on work records, SunGuide report, Company records, expense reports, employment applications, or misrepresenting reasons when applying for leave of absence or other time off. This also includes falsification of time sheets.

10. Making false reports regarding any of the RTMC services, programs or about any personnel either as an offense, to create a disturbance or bring discredit at any time.
11. Immoral or indecent conduct on RTMC property or on Company time, including the use of vulgar, profane or obscene language in an offensive manner.
12. Possessing or viewing literature or any other material, regardless of its media, which is of an offensive nature or explicit sexual content, on RTMC property.
13. Disregard for safety or security rules.
14. Failure to report to work and/or an absence of **two** or more days without supervisory notification and approval.
15. Insubordination by refusing a supervisor's direction.
16. Smoking in unauthorized areas.
17. Tardiness, habitual or excessive absenteeism.
18. Using abusive language, engaging in malicious gossip, or spreading malicious rumors.
19. Gambling on RTMC premises or on Company time with any type of playing cards, instruments or devices for money or articles of value.
20. Accepting gifts which might place the employee in a difficult, prejudicial, or embarrassing position or interfere with impartial discharge of duties.
21. Failure or refusal to cooperate with a Company investigation.
22. Unsatisfactory job performance, including but not limited to, below-average work quality or quantity, poor attitude, or failure to follow instructions or procedures.
23. Dishonesty or breach of trust.
24. Unauthorized disclosure of use of trade secrets or confidential or proprietary company information.
25. Performing any act that jeopardizes the interests of the company or creates a conflict of interest.
26. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of the company, its employees, customers or property.
27. Violation of any Company policy not herein covered by this listing.

It is imperative that all personnel of the Pensacola SunGuide RTMC conduct themselves in a professional manner at all times as we regularly interact with the public and other agencies. If an employee becomes aware of another employee's behavior or actions which are deemed inappropriate, illegal, and problematic or in any way inhibit or affect their job performance or the work environment they should discuss such behavior or actions with the RTMC Supervisor or Manager. RTMC management will confidentially investigate all reasonable concerns and, where necessary, appropriate corrective action will

be taken. This should not be discussed with other employees as discussing such matters with other employees may create an unacceptable work environment for which you will be held responsible and which you may be disciplined in accordance with the RTMC issue resolution and disciplinary process.

Harassment/Discrimination Policy

(Including Sexual Harassment)

The Pensacola SunGuide Center is committed to creating and maintaining a productive work environment for all of our employees, *free from harassment, sexual harassment and/or harassment based on race, color, religion, gender, national origin, age, or disability.*

Harassment on the basis of race, color, religion, gender, national origin, or sexual harassment is a violation of Title VII of the Civil Rights Act of 1964. Harassment based on age is prohibited by the Age Discrimination in Employment Act of 1967 (ADEA). Harassment based on a person's disability violates the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

It is D3 RTMC's policy to provide protection to all employees and applicants for employment against harassment, including sexual harassment, by others, including co-workers, supervisors and non-employees.

Definitions

Harassment: Harassment is generally defined as, but not limited to, verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin, age, or disability, or that of his/her relatives, friends or associates, and that:

- has the purpose or effect of creating an intimidating, hostile, or offensive working environment;
- has the purpose or effect of unreasonably interfering with an individual's work performance;
- otherwise adversely affects an individual's employment opportunities.

Harassing Conduct: Harassing conduct generally includes, but is not limited to:

- epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age or disability; or
- written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, religion, gender, national origin, age or disability and that is placed on walls, bulletin boards, or elsewhere on the employer's premises, or circulated in the workplace.

Sexual Harassment: Sexual Harassment is generally considered to consist of any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, and that:

- submission to the conduct is either an explicit or implicit term or condition of employment; or
- submission to or rejection of the conduct is used as a basis for employment decisions affecting the recipient; or
- the conduct has the purpose or effect of substantially interfering with work performance, or

creating an intimidating, hostile or offensive work environment.

Sexual Harassing Conduct: Sexual harassment may range from inappropriate sexual innuendos to coerced sexual relations. The harasser may be the victim's employer, manager, co-worker, employee or a non-employee. The Company considers as sexual harassment any of the following actions or behaviors which are directed at the victim:

- unsolicited sexual comments or gestures
- subtle pressure for sexual activity
- remarks about a person's body, or sexual activities
- patting, pinching, or unnecessary touching
- demanding sexual favors, accompanied by implied or overt threats concerning one's employment
- physical assault

Procedure

Employees who feel they are victims of harassment, including sexual harassment, should immediately inform the individual that the behavior is unwelcome and offensive.

If the harassing behavior continues, employees are to immediately contact any of the following sources for assistance: their direct supervisor (or any supervisor); the next level manager; or, Human Resources. Human Resources will take immediate action to investigate any and all complaints registered. All information relevant to the complaint should be made available to Human Resources upon request. The investigation will be handled in a manner to maintain, to the fullest extent possible, the confidentiality of all parties involved. Records shall be maintained regarding the results of the investigation.

Following the investigation of the complaint, Human Resources shall review the facts and results of the investigation with the appropriate manager, and determine how the complaint should be resolved. Once determined, the resolution shall be properly communicated to those employees involved.

In the event that the allegations are determined to be true, disciplinary action will be taken, taking into account the circumstances, the nature of the conduct and the nature in which it occurred. Disciplinary action may include, but is not limited to, any one or more of the following:

- written and/or verbal apology
- verbal warning
- written warning
- suspension without pay
- transfer/reassignment
- termination of employment

Any employee who observes another employee being harassed shall tell the employee that the Company has a policy prohibiting harassment, and that he/she should follow the procedure outlined above.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise Human Resources or, if not available, any Senior Officer who will handle the matter in a timely and confidential manner.

No employee will be disciplined or otherwise retaliated against for complaining about harassment. It is important that any affected employee inform the Company about harassment, as the Company cannot do anything to remedy the situation if it does not know it exists.

If a claim of harassment is made against a non-employee, Human Resources will contact the authorized representatives and inform them of the allegations made against their employee. (For the purposes of this policy, a non-employee is any individual representing a vendor, subcontractor, supplier or consultant who during his/her course of business interacts with a D3 RTMC employee.)

Any general custom, policy, or practice of progressive discipline will not apply to violations of this policy. The discipline imposed for violations of the Harassment/Discrimination Policy will be governed solely by the provisions set forth by the Harassment/Discrimination Policy.

These policies, and the statements included within, are meant as guidelines. This policy is not intended to create an employment contract.

No member of Company management has the right to make any commitments that negate this policy, or other Company policies and procedures. The Company reserves the right to modify this policy and its related practices at any time.

Staff Guidelines for Communication Systems Usage

All communications received and sent or stored on FDOT Pensacola SunGuide RTMC equipment are considered business records and RTMC property. Equipment usage includes email, local area networks (including computer, laptop computer, or other workstation), wide area network, internet, intranet, and cell phones.

Communications should be professional and free of obscenities. The RTMC reserves the right to access, review, download, print, copy, delete, modify, or disclose the contents of any electronic communications. Individual access rights to the RTMC's communications systems and an employee's password is the responsibility of the owner.

Use of the RTMC communication systems for personal business is occasionally permitted but the user automatically waives any claims to privacy. Personal use is to be kept at a minimum and must not interfere with business operations. Email content and internet browsing activity are periodically reviewed. Prohibited uses of the RTMC's communications systems is as follows, but not restricted to:

1. Accessing, viewing, transmitting or storing obscene or other inappropriate material such as pornography or email chain letters.
2. Engaging in unlawful or unethical communication including communication that is defamatory, obscene, harassing, or gambling.
3. Use of passwords to gain access to another user's information without proper authorization.
4. Knowingly introducing a computer virus or worm.
5. Developing or using programs which attempt to bypass system security mechanisms or to obtain unauthorized access to system resources or to interfere or disrupt system users or resources.
6. Excessive personal use of the RTMC communications systems.
7. Listening to music and watching TV.
8. Unauthorized screen savers or wallpapers.

Good judgment should be used at all times. No behavior should cast disrespect or adverse reflection upon the RTMC, reduce public confidence, support personal business or outside employment, support political or religious activities, or detract from the RTMC's functions.

Wireless Technology Policy

The purpose of this policy is to set forth minimum requirements standards, and guidelines for connecting wireless devices to the RTMC Wide Area Network (WAN).

This policy is applicable to any wireless device, which could be directly connected to any part of the D3 RTMC WAN.

1. **For reasons of network security, no wireless device is to be connected to the D3 RTMC WAN without the written approval of the Director of MIS.**
2. **All wireless access points must be connected outside of the D3 RTMC network.** This will require the connection go through a D3 RTMC managed Firewall using VPN, which will provide network authentication by USERID and PASSWORD.
3. The wireless access points must use WEP encryption in addition to the encryption provided by the VPN concentrator.
4. The wireless standards for D3 RTMC will be 802.11g and/or 802.11b except where D3 RTMC products use the 2.4 GHz frequencies where our standard will be 802.11a. We suggest that employees purchasing a Wireless card for their PC, purchase one that is capable of communicating in A, B, and G standards. This will reduce their set up requirements when moving from location to location.
5. The WEP encryption key should be 128 Bit and set the same for all locations. The authorized WEP Key can be received from the IT Network administrator at the RTMC.
6. The SSID shall be set to "BrokenArrow" for all D3 RTMC locations.

While an installation of a wireless access point in this fashion will provide network security for the D3 RTMC network, it could also allow access to the Internet for someone outside of a D3 RTMC facility. Care should be taken to minimize this possibility by positioning the access point in such a way as to minimize the signal outside of the D3 RTMC facility.

Employees using a Wireless LAN in their homes do not compromise this procedure because their connection to the D3 RTMC WAN must be through the VPN. They should however remember that their home Wireless network faces the same risk of having someone other than themselves using their Internet connection. Employees should take care when configuring home networks to ensure that they are secured and should seek assistance from their Internet Service Provider.

Substance Abuse/Drug-Free Workplace Policy

District 3 RTMC is committed to creating and maintaining programs which promote safety in the work place and employee health and well-being. Additionally, the Company is committed to ensure compliance with applicable local, state and federal regulations, and to meet the contractual requirements of our customers. Consistent with these commitments, D3 RTMC has developed this policy regarding the sale, use, possession, or distribution of drugs and alcohol by all Company employees.

Employee involvement with illegal drugs and/or alcohol is inconsistent with the professional and responsible behavior we expect of all of our employees. Such actions can adversely affect job performance, subject employees and visitors to unacceptable safety risks, and undermine D3 RTMC's ability to operate effectively and efficiently. Our goal, and the purpose of this policy, is to establish and maintain a safe workplace and a healthy and efficient workforce, free from the effects of drugs and alcohol.

Illegal Drug: For the purposes of this policy, the term "illegal drug" means any drug not lawful to use or possess under federal, state or local law, and includes prescription medicines not used as prescribed or used by persons other than for whom prescribed. "Medical marijuana," hemp products containing THC, and coca tea are all illegal to use or possess as a matter of federal law and therefore are barred under this policy.

Under the Influence: The term "under the influence" means any measurable amount of illegal drugs or their metabolites, and/or .02 percent of more blood/alcohol in an individual's system.

Company premises: The term "Company premises" shall include all land, buildings, structures, parking lots and means of transportation owned by, leased to, or assigned to D3 RTMC.

Company business: The term "Company business" shall include all circumstances during which the employee may be deemed a representative of the Company, to include paid and non-working hours.

POLICY

The use, possession, manufacture, sale, distribution or purchase of an illegal drug is prohibited at all times, regardless of whether the employee is working or on Company premises. The unauthorized use or possession of alcohol by an employee at work, on Company business, on the Company's premises, or while operating a Company-provided vehicle also is prohibited. Employees shall not report to work, continue to work or return to work while under the influence of alcohol or illegal drugs and shall not misuse prescribed medication. A violation of this policy will result in disciplinary action up to, and including, immediate termination. In addition, substances prohibited by this policy will be confiscated and the appropriate law enforcement agencies will be notified.

An employee who is arrested for or convicted of any alcohol-related offense, or a drug offense which involves the sale, distribution, use or possession with intent to distribute illegal drugs or manufacture them, must within five days inform Human Resources of the arrest, the nature of the charges and the ultimate disposition of the charges. Failure to do so shall be grounds for disciplinary action, up to and including discharge. Arrests/convictions that, in the opinion of D3 RTMC's management, may (1)

jeopardize the public's trust in the Company, or (2) potentially damage its reputation may subject the employee to disciplinary action, up to and including discharge, depending upon the circumstances involved.

An employee who takes over-the-counter or prescribed medication is responsible for being aware of any effect the medication may have on job performance and must report to management prior to the start of the shift the use of any medication which is likely to impair job performance. An employee who fails to do so shall be subject to disciplinary action, up to and including termination.

It is each employee's responsibility to immediately report to his management any unsafe working conditions or hazardous activities that may jeopardize safety or the safety of visitors or co-workers. This responsibility includes the immediate reporting of any unsafe working condition or hazardous activity including violation of this policy. An employee who fails to report such a violation may be subject to disciplinary action.

D3 RTMC encourages any employee with a drug or alcohol problem to contact management or Human Resources for assistance. D3 RTMC is eager to help employees and will, at the employee's request, make a referral to an appropriate source for professional assistance. All communications will be strictly confidential. Employees will not be subject to disciplinary action for voluntarily acknowledging their drug/alcohol problem or for requesting/utilizing professional assistance. This will not excuse violations of the Substance Abuse/Drug-Free Workplace Policy for which the employee shall be subject to immediate discipline, up to and including discharge.

As a condition of employment, all candidates who are offered employment with D3 RTMC will first be required to successfully pass a drug test. Failure to take the test, and failure to successfully pass the test, will negate the offer of employment.

Employees involved in a work-related illness or injury may be subject to drug testing by the medical facility to which they report. Failure to cooperate may result in disciplinary action up to and including termination of employment.

An employee who is reasonably suspected of being under the influence of illegal drugs or alcohol will be tested. Reasonable suspicion determinations will be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the individual. Examples of what may trigger a request to submit to a reasonable suspicion test include, but are not limited to, observed suspected drug or alcohol abuse; bizarre or erratic behavior; observed suspected possession of alcohol, illegal drugs or drug paraphernalia on the Company's premises; information provided by either a reliable and credible source or independently corroborated; a pattern of unexplained absenteeism, tardiness or other unexplained change in job performance; and/or physical appearance of symptoms which may indicated drug or alcohol abuse. Failure to cooperate may result in disciplinary action up to and including termination of employment.

An employee who is involved in an accident which results in property damage or injury to a person will be required to submit to a drug test. Failure to cooperate may result in disciplinary action up to and including termination of employment.

An employee failing a drug test, at the Company's discretion, may be required to participate in and successfully complete a substance-abuse treatment or rehabilitation program as a condition of continued employment.

In order to educate D3 RTMC employees about the dangers of substance abuse, the Company has established a drug-free awareness program. Periodically, employees will receive informational items or be required to attend informational sessions regarding the dangers of substance abuse, D3 RTMC's policy regarding drugs and alcohol, and the availability of counseling and the Company's employee assistance program.

Any general custom, policy or practice of progressive discipline will not apply to violations of this policy. The discipline imposed for violations of the Substance Abuse/Drug-Free Workplace Policy will be governed solely by the provisions set forth in the Substance Abuse/Drug-Free Workplace Policy.

CHAPTER 2 PRIVACY, SAFETY AND SECURITY

Protection of Privacy

Usage of the CCTV cameras remains the highest concern regarding the dissemination of personal information. This policy creates a set of specific rules that will enable employees to meet a high standard of professionalism in managing personal information. CCTV camera images are viewed to allow RTMC Operators the ability to detect, verify, manage and document traffic events. The RTMC uses this data to provide accurate information to the motoring public. This policy defines individual privacy rights and establishes the rules that must be followed.

CCTV cameras are to be used solely for the purpose of observing the roadways for traffic monitoring, incident detection, and incident identification.

CCTV cameras are used to scan, detect incidents, and confirm reported incidents. They also verify construction, maintenance and special event status, both starting and ending times and collect information for determining the appropriate response plans. RTMC Operators are sensitive to ensuring compliance with this policy.

CCTV Zooming

CCTV cameras must not be zoomed in during routine traffic monitoring; license plates and persons should not be identifiable.

When personal injuries are suspected in a traffic accident, zoom in to collect the information required by FHP and EMS Operators.

- It is critical that the operator block the effected CCTV cameras which will exclude the camera from being viewed by the public.
- Return camera immediately to a wide-angle view to observe traffic conditions before unblocking cameras.

**Pensacola SunGuide Center
District 3
Standard Operations Guide**

Protection of Privacy Form

I have read and understand the policy/guidelines contained in this SOG as it pertains to the collection of personal information and CCTV Images. I agree to follow these procedures to the best of my abilities.

Printed Name: _____

Signature: _____

Date: _____

No Video Recording

The RTMC does not record CCTV images.

CCTV List and Location

<u>CAMERA</u>	<u>LOCATION</u>
CCTV 001	I-10 00.6EB/ W of Agriculture Station
CCTV 002	I-10 01.6EB/ at Beulah Rd
CCTV 003	I-10 03.2EB/ at Weigh Station
CCTV 004	I-10 04.2EB/ at Welcome Center
CCTV 005	I-10 05.3EB/ at US-90 Alt/W Nine Mile
CCTV 006	I-10 06.8M/ at SR-297/Pine Forest Road
CCTV 007	I-10 08.1EB/ E of SR-297/Pine Forest Road
CCTV 008	I-10 09.2EB/ W of US-29/ Pensacola Blvd
CCTV 009	I-10 10.0WB/ at US-29/ Pensacola Blvd
CCTV 010	I-10 10.0EB/ at US-29/ Pensacola Blvd
CCTV 011	I-10 10.5WB/ at N Palafox St
CCTV 012	I-10 11.4EB/ W of I-110/ SR-8A
CCTV 013	I-10 12.2EB/ at I-110/ SR-8A
CCTV 014	I-10 12.7EB/ at SR-291/ N Davis Hwy
CCTV 015	I-10 13.7EB/ E of SR-291/ N Davis Hwy
CCTV 016	I-10 14.9EB/ at SR-289/ N 9 th Ave
CCTV 017	I-10 15.7EB/ W of SR-289/ N 9 th Ave
CCTV 018	I-10 16.3M/ at US-90/ SR-10A/ Scenic Hwy
CCTV 029	I-10 17.3EB/ Escambia Bay Bridge West
CCTV030	I-10 17.9EB/ Escambia Bay Bridge East
CCTV 019	I-10 18.9M/ Escambia Bay Bridge East End
CCTV 020	I-10 19.7WB/ W of SR-281/ Avalon Blvd
CCTV 021	I-10 21.4M/ at SR-281/ Avalon Blvd
CCTV 022	I-10 23.5EB/ E of SR-281/ Avalon Blvd
CCTV 023	I-10 25.6M/ at CR-191/ Garcon Point
CCTV 024	I-10 26.6WB/ W of Blackwater Bridge
CCTV 025	I-10 28.1EB/ at CR-89/ Ward Basin Rd
CCTV 026	I-10 29.9EB/ at Rest Area
CCTV 027	I-10 30.9M/ at SR-87
CCTV 028	I-10 32.6EB/ E of SR-87
CCTV 101	I-110 05.6NB/ at Creighton Rd
CCTV 102	I-110 04.7SB/ at Airport Blvd
CCTV 103	I-110 04.1SB/ at SR-296/ Brent Lane
CCTV 104	I-110 02.7SB/ at SR-295/E Fairfield Dr
CCTV 105	I-110 02.1NB/ at SR-752/ Texar Dr
CCTV 106	I-110 01.3M/ at Maxwell St
CCTV 107	I-110 00.4M/ at US-90/ US-98/ SR-10a/ Cervantes St
CCTV 108	I-110 00.2NB/ at Chase St
CCTV 109	I-110 00.1NB/ at Civic Center
CCTV 110	SR196NB/ PNS BAY BRG

Media Inquiries

All media inquiries must be directed to a member of the FDOT RTMC Management Team or to the public information office. At no time should any RTMC staff personnel provide any information to a member of the media. Intentionally making any statements to the media, true or false, other than as specified in this paragraph may result in termination.

Release of Personal Information to Police Services

Advise the RTMC Operations Supervisor or RTMC Manager of any request for release of personal information by any Police Department. If either the RTMC Operations Supervisor or RTMC Manager is on-site at the time of request, have the request directed to them.

If police are conducting a law enforcement investigation and request access to information they should be advised that the RTMC does not record any video from the CCTV cameras.

Police requests to zoom in cameras to collect information should be referred to the RTMC Operations Supervisor for assistance, or through the RTMC Manager.

Police will be required to provide a search warrant should they wish to conduct any form of law enforcement surveillance. A copy of the warrant shall be forwarded to the RTMC Manager.

RTMC Incident Information Request of info Form

It is the policy of the RTMC program that collection of all incident information is used solely for the purpose of disseminating traffic information to our stakeholders. Stakeholders are considered the following, but not all encompassing; Radio Stations, Television Stations, Newspaper Reporters, Traveler Information Agencies and to the Motorists.

Building Security

The Pensacola SunGuide RTMC has issued a magnetic card key for the doors to the building, work areas and other areas based on their level of responsibility.

Permission must be obtained from the RTMC Manager before guests can be shown into the control room. Operators will not be allowed guests during their shift.

The RTMC central system and subsystems are password protected against accident or intentional misuse of the system. Operators are issued and/or asked to set their own personal passwords. It is advised to choose passwords which are not difficult to remember, but which others would not easily guess.

If you suspect that someone else has become aware of one of your passwords, advise your supervisor as soon as possible so that the password can be changed.

Keys and Security System Passwords

Keys and Security passwords are assigned to employees for building access when necessary for shift opening and closing. Key must be returned upon employment conclusion.

Key Card Form

Key cards are assigned to personnel for entry into office areas and control room. A form must be signed by employee before a card will be issued and the card must be returned upon employment conclusion.

**TransCore
580 Burgess Rd
Suite B1
Pensacola, FL 32504**

Date: _____

**I, _____ received a key for the Pensacola SunGuide RTMC Building located at
580 Burgess Rd, Suite B1, Pensacola, FL 32504.**

Signed

Bomb Threat Safety

Unfounded bomb scares far outnumber the real thing, but workplaces have been targeted so all staff must know how to handle potential threats.

Listed below are some basic rules to safeguard against attacks:

- Don't leave doors or gates open or unlocked
- Direct all visitors to the front desk
- Watch for items or equipment which are out of place
- Follow all security procedures, particularly rules of access
- If something is different, uncomfortable or scary, let your supervisor know

When accepting packages, be aware of:

- Wrong or incorrect address
- Deficient or excessive postage
- Receipt from a company you have never heard of
- No return address
- Outside of the package is oily or stained

If in doubt, notify a supervisor or manager.

If you receive a threat over the phone it is important that you remain calm in order to keep the caller on the line. **Calls can be traced, so it is important that you do not hang up the phone even if the caller has.** If a threat is made, attempt to make someone nearby aware so they can begin the notification process. A supervisor or manager should be notified immediately, in addition to contacting 911. Officials will assess the threat and make the decision about whether or not to evacuate and/or whether to initiate a search for a bomb.

Hurricane Preparedness

Florida can be strongly affected by hurricane activities. Hurricane season in Florida runs June through November. The intensity of a land falling hurricane is expressed in terms of categories of 1-5. As an example, a category 4 hurricane, would on the average, be expected to cause 100 times the damage of a Category 1 storm.

A hurricane watch issued for the area indicates the possibility that hurricane conditions could be experienced within 36 hours, whereas a hurricane warning issued for the area indicates that sustained winds of at least 74 mph are expected within 24 hours or less.

Precautions must be taken before, during and after a storm in order to assure the safety of all. During any storm, debris such as signs, roofing material, and small items left outside become flying missiles and could end up in our roadways.

Preparation

The following steps should be taken upon notification of a hurricane watch and/or warning:

- Pay attention to weather reports and patterns
- Have a current copy of all emergency telephone numbers
- Make certain there are ample supplies for all road ranger trucks
- Make certain there are ample hurricane supplies for the RTMC
- Make certain your home and family are prepared

Staffing

All shifts for Road Rangers and RTMC Operators will remain on duty for as long as it is safe. The RTMC will be staffed during the storm as follows:

- Pensacola RTMC
- Regular operations will resume as FHP redeploys
- For those who will be staying at the RTMC during the storm – make certain to prepare your disaster supply kit ahead of time.
- Pack everything in air tight containers
- Keep supplies all together in a back pack, duffel bag, or other easy to carry receptacle
- Plan on supplies lasting anywhere from 3 to 14 days
- Date everything so that you know when anything needs replacement

If an area evacuation is in order, traffic conditions could change drastically, making our jobs very busy. Evacuation does not just include coastal communities, but also includes mobile home parks in all locations. No emergency resources will be available once sustained tropical storm force winds arrive. 511 and other RTMCs shall be notified as soon as roads have been closed.

Upon verification of redeployment, Pensacola SunGuide RTMC Operators will:

- Direct all Road Rangers to watch for power lines that could be entangled in debris or in disabled/abandoned vehicles.
- Direct all Road Rangers not to drive through or walk through flooded areas

- Watch for debris on the roadway and caution Road Rangers that debris could contain sharp objects
- Continually monitor all cameras via CCTV
- Issues detected must be disseminated in a timely manner as potentials after the storm could include flooding and tornado activity

Pensacola SunGuide RTMC Operators may address any inquiries from the public received via FHP by providing the information that roads have been closed. No alternate route information will be communicated to the public by RTMC Operators.

RTMC Evacuation Plan

The following evacuation plan is to be carried out by any personnel present on the property at the time of the evacuation. Evacuation could take place for a number of reasons including, fire, fire drill, hurricane, bomb threat and/or other emergency issues. Employees working in the control room area at the time the evacuation is executed are requested to carry out the Control Room evacuation plan. This procedure has been designed with the understanding that at no time should personnel be placed in imminent danger.

The following steps are in place for managing and implementing a RTMC evacuation:

- Stay calm
- Identify the personnel present in the RTMC at the time the evacuation is issued.
- Take all personal items including cellular phone and charger, close office doors (DO NOT LOCK) and exit the building
- During all evacuations, the most senior Control Room Operations staff member is the person in charge. This person shall take roll call once the evacuation is complete and check all rooms (if safe to do so) in the case there is a staff member not present.
- Manager shall be notified, if not present at RTMC

Tornado Preparedness

In the event of a tornado watch or warning, all personnel should move to an interior room without windows.

- Stay calm
- Identify the personnel present in the RTMC at the time the tornado warning.
- Take cellular phones, close office doors (DO NOT LOCK) and move to the nearest interior room of the building without windows. Bathrooms and the storage room off of the manager's office are good locations.
- During the warning, the most senior Control Room Operations staff member is the person in charge. This person shall take roll call once the warning is lifted and check all rooms (if safe to do so) in the case there is a staff member not present.
- Manager shall be notified, if not present at RTMC

Disaster Preparation Supply List for RTMC

- Drinking Water (1 gallon per person/day)
- First Aid Kit (OTC medicine)
- Hand Sanitizer
- Wet wipes
- Paper towels
- Can opener
- Portable Radio
- Flashlights
- Batteries
- Soap
- Snack foods
- Non Perishable foods
- Toiletries (tooth paste, tooth brushes)
- Emergency Blankets
- Cooler
- Ice

CHAPTER 3 RTMC OPERATIONS

Staff Members

Operations of a highly complex system requires resources and understanding which should only be provided by a team that has in-depth experience in operating, monitoring, and managing traffic management systems, including the knowledge to support the multifaceted software programs required to make effective use of such a deployment.

The RTMC will be staffed by the Contractor 24 hours a day, 7 days a week, 365 days a year for routine operations. An RTMC manager will be on site to supervise daily operations on a set schedule, usually to coincide with normal business hours used by FDOT and will also be on-call 24/7 for emergencies and to direct emergency responses. The Contractor shall staff the RTMC as appropriate during times of emergency and other special events. Crews will be available with operators to support special events and crisis situations. The following identifies key positions with respective responsibilities:

RTMC Manager

Responsibilities

- Oversee daily operations of the RTMC complying with the strict policies and procedures.
- The manager shall maintain communication flow at all times with operators as well as with other agencies and Department Project Manager. The RTMC Manager shall meet the guidelines of proper policies and procedures to respond to incidents of all levels which include traffic impacts, natural disasters, terrorist attacks and AMBER Alerts, as well as special events.
- The RTMC Manager is responsible for all RTMC operational policies including the Concept of Operations, Standard Operating Guidelines and the Emergency Actions Policy, etc.
- The RTMC Manager will work with SunGuide in the development of tailored training and certification programs to provide constant training and refresh courses to the operations staff to keep them in line with the latest approved policies for responding to all levels of incidents along with following the proper procedures for monitoring and disseminating AMBER Alert and weather conditions.
- The RTMC Manager is responsible for enforcing shift schedules, lunches and breaks during daily operations, as well as monitoring proper use of field devices and video wall systems by the operators. The RTMC Manager will employ disciplinary action for any misuse of these systems.

External interface communications include:

1. Police and other emergency agencies to include providing general information, organize emergency assistance if required by transferring to a control room operator.
 2. Provide the media with non-confidential information if requested.
 3. Respond to inquiries from public transportation.
 4. Receive information on special events; convey information on response details as requested.
- Perform staff performance evaluations.

- Verify receipt and accuracy of Road Ranger schedule as well as ensure it is updated and accurate in SunGuide.
- The RTMC Manager will monitor all active traffic events that occur during the shift.
- Compile monthly reports to include operator performance, severe incidents, telephone logs and any other reports requested by the department.
- Complete debriefing sessions by use of incident reports, telephone logs and other documents.
- Monitor and verify the accuracy and timeliness of all external communication devices including DMS and email text messages.
- Review all lane blockage/closure events to ensure that all required fields in SunGuide are entered correctly.
- Set a positive example for the RTMC Operators in the Control Room by conveying professional attitude with behavior and work ethics.
- Assist RTMC Operators in their duties whenever needed including filling in when short staffed.
- Help resolve control room issues and staff complaints when appropriate.
- Assist maintenance staff to monitor equipment status.
- Recommend improvements to operational procedures and system components.
- Provide major incident de-briefings with key personnel and PIO representatives.

Senior/Junior Operations Supervisor

Responsibilities

- Ensure that all data disseminated is concise and timely generated by the control room including DMS messaging, text messaging, website messaging and all other communications from the control rooms staff.
- Facilitate the proper usage of Road Ranger dispatching which includes resource allocation to events, data collection of all activities and proper quality assurance during Road Ranger assists being monitored by CCTV.
- Fill in as acting RTMC Manager in their absence.
- Approve DMS signs, Incident Email Alert Notification messages and other message dissemination systems.
- Be in contact with area dispatchers, police, maintenance, County etc.
- Monitor the Florida 511 website and Interactive Voice Response system every half-hour to ensure the accuracy of all information that is being provided, and provide timely and accurate data to the public.
- Coordinate with other RTMCs particularly regarding incidents that affect their counties and roadways.
- Prompt and remind RTMC Operators to make all necessary phone calls, SunGuide data entries and other proper documentation.
- Mentor all new operations staff.
- Perform other tasks assigned by the RTMC Management.

RTMC Operator

Responsibilities

- Monitor and operate ITS devices using SunGuide, including GUI/ Graphical Map, CCTV Video Switching, Video Wall, Detectors, DMS, and incident management.
- Monitor the SunGuide website to ensure correct information is being reported.
- Assist in monitoring the Florida 511 website and Interactive Voice Response system every half-hour to ensure the accuracy of all information that is being provided and provide timely and accurate data to the public.
- Receive and handle calls from the Florida Highway Patrol (FHP) Communication Center and Road Rangers advising of motorists needing assistance and incidents in live travel lanes.
- Advise or dispatch Road Rangers, FHP and other appropriate emergency response agencies of traffic events which warrant emergency assistance (e.g. accidents, disabled vehicles, debris on the roadway, police needing assistance).
- Coordinate and communicate with field units to respond and clear incidents from the road and re-open lanes to traffic as quickly as possible.
- Monitor constantly video wall and detectors and a minimum of two roadway scans, twice per shift of each camera for events.
- Use CCTV video images to detect and monitor traffic events in the geographical coverage area and determine the resources needed in the field to clear incidents (e.g., number, capacity, and features of heavy equipment).
- Advise management of unusual and significant unscheduled events.
- Contact FDOT or Asset Maintenance Contractor regarding cleanup and maintenance issues on the freeways.
- Monitor, troubleshoot, document and report all equipment faults, malfunctions and irregularities.
- Follow directions of the RTMC Manager and RTMC Supervisor.

Office Manager

Responsibilities

- MOMS – inventory items
- Irthnet
- Customer Service Resolution
- Purchase Requisitions
- Meeting/Conference Agenda and Minutes
- Maintain Employee Files
- Receive Incoming Calls
- Assist RTMC guests
- Office Equipment Maintenance Schedule
- Maintain Office Supplies
- Handles shipping requests

Customer Service Resolution Plan

The Customer Service Resolution Log will detail complaints and requests and specifically document response times. These can easily compare to performance measures and will be made available to the Department for review upon request. We will contact the customer to formally acknowledge routine matters within one (1) working day and have resolution of the customer service request within two (2) weeks.

Pensacola SunGuide Center - Customer Service Resolution Log

Date Received	Time Received	Customer Name	Organization / Company	Customer Contact Information	Request/ Complaint	Date Acknowledged	Within 1 Working Day? Y or N	Resolution	Date Resolved	Within 2 Weeks? Y or N

Control Room Daily Operations

Rules Specific to Control Room

- No food is permitted in the control room at any time, water only in approved containers.
- Keep all reference material and equipment in place and readily available at your workstation.
- All workstations must be maintained in a neat and orderly manner.
- At shift end, replace all materials to their kept location and wipe down station and chair arms with disinfectant wipes.
- Break times are specified by shift managers.
- Downloading files, listening to music, watching TV (except local news or weather) and playing games are not allowed.
- Sleeping in the control room is not permitted.

Phone Etiquette

All phone calls are to be answered “Pensacola SunGuide Center, this is _____, how may I help you?”

Shift Change Procedures

Exchanging important information between RTMC Operators will provide for seamless transition during shift changes. Operators are responsible for maintaining required documentation and logs. Shift Supervisors are responsible for ensuring all procedures are followed. All Operators are required to attend shift change debrief with Supervisors. Depending upon each day’s activity, the debrief time will vary.

AM - Shift Duties

- Debrief with PM Shift
- Log into SunGuide with assigned user ID and password and open the FHP website, 511
- Open work email for any important messages or documents and leave it open
- Check all system device availability (complete maintenance log on share directory)
- Submit device availability list to supervisor by 7:30am
- Activate the Road Ranger in the SunGuide System
- Active use of the SLERs Radio to monitor incidents on the Interstate and communicate with the Road Rangers
- Tour cameras (every 20 minutes)
- Check MVDS Alarms on map for congestion regularly
- Report any system failures to supervisor immediately

- Enter any failed devices in MOMS
- Update all incidents in SunGuide to reflect their current status.
- Monitor 511 website
- Contact FHP for any Abandoned Vehicles from the previous shift to be RED TAGGED.
- Contact FDOT Maintenance per the request of FHP

PM - Shift Duties

- Debrief the Overnight Shift
- Log into SunGuide with assigned user ID and password and check the FHP website, 511
- Open work email for any important messages or documents and leave it open
- Check all system device availability (complete maintenance log on share directory)
- Submit device availability list to supervisor by 3:30pm
- Activate the Road Ranger in the SunGuide System
- Active use of the SLERs Radio to monitor incidents on the Interstate and communicate with the Road Rangers
- Tour cameras (every 20 minutes)
- Check MVDS Alarms on map for congestion regularly
- Report any system failures to supervisor immediately
- Enter any failed devices in MOMS
- Update all incidents in SunGuide to reflect their current status
- Monitor 511 website
- Contact FHP for any Abandoned Vehicles from the previous shift to be RED TAGGED.
- Log out of computers and other devices in the RTMC
- Contact FDOT Maintenance per the request of FHP

Overnight- Shift Duties

- Debrief with AM Shift
- Log into SunGuide with assigned user ID and password and check the FHP website, 511
- Open work email for any important messages or documents and leave it open
- Check all system device availability (complete maintenance log on share directory)
- Submit device availability list to supervisor by 11:30pm
- Activate the Road Ranger in the SunGuide System
- Tour cameras (every 20 minutes)
- Check MVDS Alarms on map for congestion regularly
- Report any system failures to supervisor immediately
- Enter any failed devices in MOMS
- Update all incidents in SunGuide to reflect their current status
- Monitor 511 website
- Contact FHP for any Abandoned Vehicles from the previous shift to be RED TAGGED.

- Log out of computers and other devices in the RTMC
- Contact FDOT Maintenance per the request of FHP

Shift Supervisor Duties

- Power up work stations and log into computer systems
- Open work email for any important messages or documents and leave it open
- Review Shift Change Report from previous shift (with outgoing supervisor, if PM shift)
- Verify that all system devices have been checked and maintenance log is prepared - MOMS
- Prepare Shift Change Log for next shift (review with incoming supervisor, if AM shift)
- Notify RTMC Manager of any deficiencies
- Update the Monthly Performance Report
- Update the Road Ranger Performance and Expense Report
- Active use of the SLERs Radio to monitor incidents on the Interstate and communicate with the Road Rangers
- Contact FDOT Maintenance per the request of FHP

Florida Highway Patrol Support (FHPS)

When the RTMC receive a call from FHP request FDOT support, the operator will ask the following questions:

- Person's name and the Company they work for.
- If they are requesting FDOT Maintenance
- Location of the Incident (SR/MM/Interstate/Direction)
- Type of Incident (Description of Issue)
- Any additional equipment or request for FDOT Maintenance
- Enter all information into the FHP Support Log

When contacting FDOT Maintenance during business hours you will contact the main office for that county. When contacting FDOT Maintenance after hours, you will use the on-call list located at each desk and on the D3 intranet site.

- Locate the correct county from map
- Contact the person for the county listed on the on-call list
- Inform the on-call person of the situation provided to you by FHP
- Notate any comments that they on-call person has provided (eta, already on scene etc.)
- Enter all information into the FHP Support Log.

Enter Work Orders into MOMS – Maintenance Online Management System

Equipment that is not operating properly or has Failed should be entered into MOMS for attention by maintenance personnel.

- Pull up website for MOMS <http://10.164.0.10/WorkOrders/Default.aspx> User Name and Password are necessary to access the site
- Click [+Add Work Order](#)
- Enter information into each field, most are required * boxes, then click Add.

Drop down boxes include: Equipment Type, Failure Group, Site, Location, Work Order Type, Priority, Failure Time (which automatically gets time stamped), Assigned, Assigned Time (also auto time stamped) and Short Description. Detailed Descriptions field is also available but not required. Once all info is entered Click Add.

Shift Change Log		
Date:		
Time:		
Attendees:		
Incidents:		
Devices: Device Resolution:		
Other:		

System and Device Monitoring Procedures

Proactively monitoring equipment and creating reports to inform maintenance of any issues will ensure high system availability. The following are procedures for checking all system devices:

CCTV Cameras

- Using the Video Wall Control pane in SunGuide, drag and drop your section cameras into the video wall cubes that are assigned to your operator station
- In the Camera Control pane, select your camera on the video wall
- Use the Pan/Tilt, Zoom and Preset buttons to confirm proper function, make note of any failures or problems with view in the Maintenance Log on the Share Directory and mark each when complete
- Repeat these steps for all cameras in your section
- Tour cameras (every 20 minutes)

DMS System

- Use Detailed DMS Status panel to select first DMS in your section(note Maintenance Log)
- Confirm: **Operational Status** – Active, **Brightness** – Auto, **Control Mode(Level 1)** – Central
- **Pixels** – OK Click Details When new pane opens, scroll across and **confirm all green**
- **Lamps** - OK Our equipment does not use lamps
- **Fans** – OK Click Details Check new pane for info
- **Power** – AC Line Click Details In new pane, scroll down for info
- **Temperature** – OK Click Details Check new pane for info (Max Temp 120)
- Repeat steps for each DMS in your section

If the **Operational Status** has Fail, use “Other commands” drop down menu to select “Refresh Status”, and then right click “Send Command”. If Operational Status has changed to Active, DMS should now be functioning. If it has still Fail, note this in Maintenance Log.

MVDS

To analyze a MVDS, click on the green lanes of the desired MVDS (example 23.5EB Link), and evaluate the lane speeds. A **Link/Lane Status Window** will appear. It will show you the travel speed for all lanes. If the speeds are lower than the threshold, the lanes will change color. If there is an error or failed, it will be displayed on the status window. You have the option to open your **Detector Status Control** window (left click to open) to change **operational status**. Any errors will be noted on the Maintenance Log

- **Lane Speed** – Normal will show approximate lane speed.
- **Occupancy** – Depicts how many vehicles are traveling passed the detector every 60 seconds.
- **Volume** – We are not currently using this feature

Wrong Way Detection System

The Wrong Way Detection System, located on US 98 at the Pensacola Bay Bridge, is an important subsystem to this overall intelligent transportation system. Although this system is outside of the FMS deployment limits, the D3 RTMC Team recognizes the importance of this system and the value that it provides in the way of preventing head-on collisions. District 3 RTMC Team will be responsible for maintaining the wrong way detection system and the RTMC operators can monitor in real time.

The CCTV camera is co-located with the wrong way detector on both the north and south sides of the Pensacola Bay Bridge, providing not only incident management viewing but also may be used by the operator to provide a verification of when the Wrong Way system is in progress. Our wireless links have sufficient bandwidth to provide MPEG-2 video to the RTMC.

Performance Measure Reports

The D3 RTMC Team will provide an effective quality control program to assure accurate and consistent delivery of transportation management and traveler information services. Some of the items we will monitor and report during the quality control process are:

- RTMC operators performance, customer interaction, effective communications to FHP and Road Rangers, ability to multitask
- RTMC operator systems competence for incident management response, dissemination of information on DMS signs, use of other ITS devices and software
- SunGuide software through monthly and annual reports, as well as through the SMART Viewer

The success of the operations program will be reported to the Department and Central Office as resulting performance measures. The purposes for reports are not only used to empirically detail how we are performing currently, but also, to find ways to streamline and improve operations, disseminate the successes of the program out to the public and determine where future funds can best be used.

Our team is committed to meeting the reporting requirements of this contract. To determine ITS device and ancillary equipment performance, there are a number of performance indicators that will be taken in to account while working with the Department to fine tune the reporting system. This will be viewed as an evolutionary process, accounting for changing needs in the district and statewide ITS performance measures arena.

Proper system reporting requires the use of multiple methods to gather, formulate, compile and present data in a consistent and logical format. Data mining will be used to extract information from multiple data repositories using structured query language (SQL) scripts, this queried data will be deposited into a single data repository maintained and archived through the term of this contract. Specialized reporting software such as Crystal Reports or similar will be utilized to formulate and compile the reports in to a template that

maintains the approved report formatting. The reporting format will include general text descriptions and notations, performance measure input and output tables, along with a device uptime and system availability matrix.

The availability matrix documents uptime for sub systems such as CCTV cameras, Dynamic Message Signs, Microwave Vehicle Detectors, RWIS, field and RTMC networks, information portal, server systems, video wall, phone system, as required in the RFP. Above and beyond these, we propose to incorporate reporting for HVAC, UPS and Generator back-up power, power grid uptime, C2C uptime, and wireless communications uptime.

Our implementation of the Performance Measures Program is heavily dependent on data gathered by SunGuide in the DataBus, TSS, TVT, Data Archive/Operational Data Store, Response Plan Generator, Logging, HAR, RWIS, Incident Detection, and DMS subsystems. Our team has in-depth knowledge working with and collecting data from the SunGuide platform, we also understand the requirements of the District 3 project and understand that SunGuide does not collect all of the data required for this project. That is why we implement a master data store along with custom data gathering tools to fully meet the needs of the District. By using the above mentioned subsystems and custom applications our team will be able to provide the needed data that is accurately time-stamped for effective performance measures reporting.

Annual reports delivered on the second Tuesday of each January will document the accomplishments of the ITS system as a whole, while identifying future RTMC operations plans and a systems outlook to identify any major addition to annual performance measures, lessons learned, and cost benefit ratio analyses along with a message from the Department's Project Manager.

Operational reporting will be collected from available data sources via customized reporting software and central data repository. Reports from the software will be compiled in a tabbed and bound format for monthly, quarterly and annual reports plus an electronic PDF version will accompany the hard copy reports.

On-demand reports will include video distribution system (VDS) portal reporting. Providing the Department and other agencies with the ability to track each subscriber logged in to the VDS. This reporting system will track each user's visit, the action(s) requested by the user, and the duration.

Monthly Reports will incorporate the following sections at a minimum:

1. Table of Contents
2. Operations Summary
3. Incident Management
4. System Availability
5. Data Management
6. General Performance Measures

Annual Reports will incorporate the following sections at a minimum:

1. Table of Contents
2. Operations Summary
3. Annual Activities and Achievements
4. Annual Performance Measures (Output and Outcome)

5. Benefit Cost Analysis
6. Traveler Information
7. Traffic Flow
8. Incident Management
9. Monitoring and Communications

The annual report will include, but not be limited to the following information:

Performance Measures (Output and Outcome)

Activities and Achievements

Benefit – Cost Analysis

Compilation of the following monthly reports:

Traveler Information Monthly Report

Traffic Flow Monthly Report

Incident Management Monthly Report

Monitoring and Communications Monthly Report

University of Florida Data Warehouse

Data Management

As an added value, our team will work closely with the University of Florida Central Data Warehouse initiative to provide sensor and travel time data. Our team member Lucent Group has already started working with UF to assist in the establishment of Travel Time Reliability reporting for the deployed roadways in District Seven, and will coordinate efforts for roadways managed by the Pensacola RTMC. We feel that this is an additional step in performance measures reporting provided by our team that is above and beyond the RFP requirements. To assist UF we will provide assistance in the development of data collection tools that will query the RTMC central database for the required TSS and TVT module archive data as needed by the central data warehouse initiative. We also understand the need to provide detailed latitude and longitude information as well as detailed lane configuration data for this effort, thus we will work closely with the UF staff to coordinate this data and assist them in their project.

Traffic Incident Management Team Program

A representative of D3 RTMC will attend 8 meetings per year with the Escambia/Santa Rosa County Traffic Incident Management Team (TIM). Santa Rosa County Emergency Operations Center located at 4499 Pine Forest Road, Milton, FL held the March 31, 2011 meeting. At this meeting, the Pensacola SunGuide Center was introduced to all participants including: EOC Escambia, EOC Santa Rosa, FHP, Fire Rescue and FDOT Maintenance to name a few. Hurricane Preparedness was the focus for this TIM meeting. An incident in Jacksonville was discussed with each group being given the opportunity to explain how their company or department would respond. These meetings are designed to build communication between agencies for a more efficient and cohesive handling of emergency situations.

Public Information Portal (IPortal)

The Pensacola SunGuide Center Information Web Portal hosted at www.D3sunguide.com, is a public communication gateway for traveler information. This Iportal offers access to valuable real-time updates of road conditions, the Florida 511 website, Traffic Statistics, Construction, Frequently Asked Questions and even a request form to tour our facility. Some of the features included for FDOT District 3 are: an interactive Pensacola area map, DMS listings, Incident details, Travel Times, CCTV Cameras containing still photos and Weather information. Users will be able to create an account and retrieve customized roadway information that may impact their daily lives.

Once you receive your User ID and password please follow these steps to access the traffic cameras:

Interagency Video and Event Data Distribution System (IVEDDS)

The Pensacola SunGuide Center will generate numerous video streams from various cameras located along the I-10 and I-110 corridors in the Pensacola metropolitan area. The video streams from all of the CCTV cameras are delivered to authorized users via the Internet. Access requires a user ID and Password.

IVEDDS User interface primary purpose is to allow event data viewing in addition to video from CCTV cameras. System usage can be monitored and User configuration parameters can be managed through the web application portal.

Live-updated event list data can be viewed by users with event privileges.

The IVEDDS capabilities include:

- User Group configuration (names, privileges, etc.)
- User configuration (names, passwords, desired bandwidth, group associated, etc.)
- Camera touring (cameras, durations, tour names, etc.)
- Camera blocking (based on user group configuration)
- Ability to disconnect users (hung/orphaned connections)
- Display connected users and time concurrently connected
- Video server status

ACCESS to IVEDDS

Once you receive your User ID and password please follow these steps to access the traffic cameras:

STEP 1. Navigate to the Pensacola SunGuide Center website:

<http://www.d3sunguide.com>

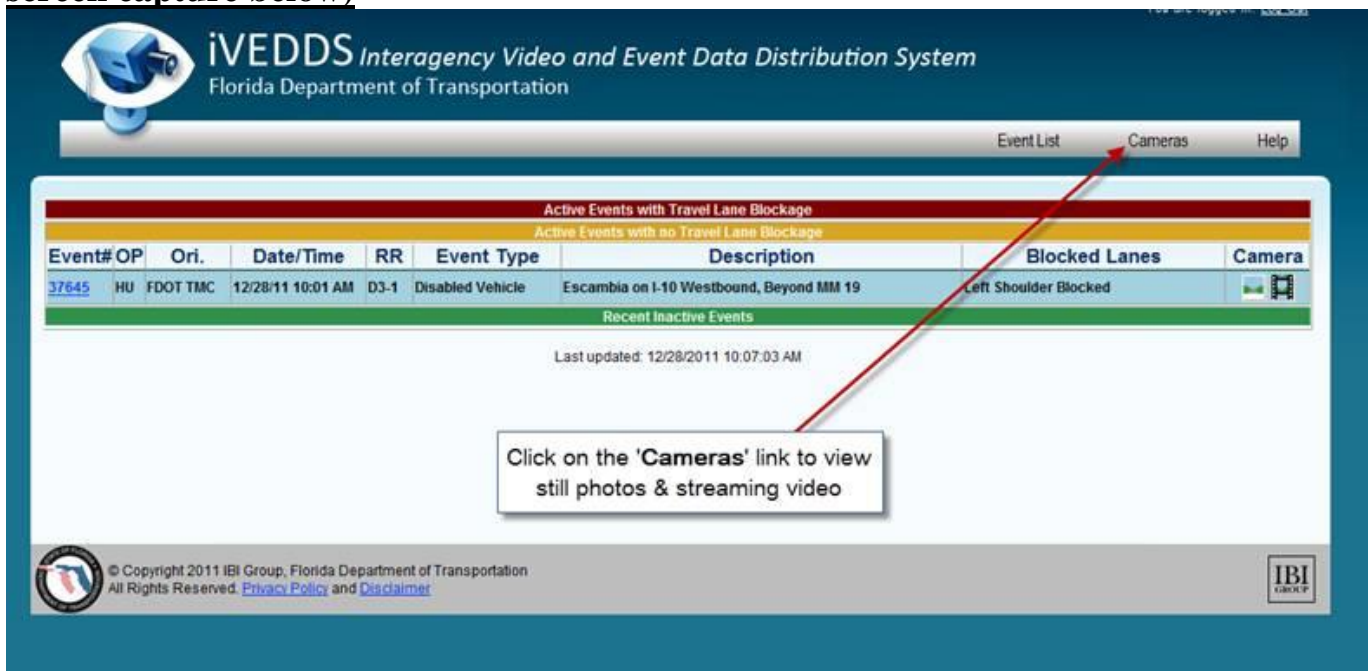
STEP 2. Click on the ‘IVEDDS’ link at the top in the Traffic Information section of the home page (see screen capture below)

The screenshot displays the SunGuide website for Florida Department of Transportation District Three. The header includes the SunGuide logo, the text "Florida Department of Transportation District Three INTELLIGENT TRANSPORTATION SYSTEMS", and logos for the Florida Department of Transportation and 511. Navigation tabs for "Traffic Information", "About Us", and "Our Services" are visible. The main content area features a sidebar with links to Home, Incidents, Cameras, Signs, and Wx Stations. The central map shows the Pensacola area with various road incidents marked. A detailed incident report is displayed on the right, titled "Disabled Vehicle - Right Shoulder Blocked" on Escambia on I-10 Westbound, At US-90/Scenic Highway. The report includes the date and time of the incident (1/16/2014 12:27:48 PM) and a link to view details. The map also shows construction projects for Escambia and Santa Rosa counties, and a section for viewing camera snapshots.

STEP 3. Enter User Name & Password in the Log In dialog box (see screen capture below)



STEP 4. Click on the 'Cameras' link to view still photos and streaming video (see screen capture below)



STEP 5. Select from the list of available cameras (see screen capture below)

iVEDDS Interagency Video and Event Data Distribution System
Florida Department of Transportation

Event List Cameras Help

Center: District 3

Id	Description	Total Users	View
155	I-10 .6 EB - W of Agriculture Station	-	 
156	I-10 1.6 EB - at Beulah Rd	-	 
162	I-10 10.0 EB - at US-29/Pensacola Blvd	-	 
189	I-10 10.0 WB - at US-29/Pensacola Blvd	-	 
163	I-10 10.5 WB - at N Palafox St	-	 
164	I-10 11.4 EB - W of I-110/SR-8A	-	 
190	I-10 12.2 EB - at I-110/SR-8A	-	 
191	I-10 12.7 EB - at SR-291/N Davis Hwy	-	 
165	I-10 13.7 EB - E of SR-291/N Davis Hwy	-	 
166	I-10 14.9 EB - at SR-289/N 9th Ave	-	 
167	I-10 15.7 EB - W of SR-289/N 9th Ave	-	 
182	I-10 16.3M - at US-90/SR 10A/Scenic Hwy	-	 
168	I-10 17.3 EB - Escambia Bay Bridge West	-	 
169	I-10 17.9 EB - Escambia Bay Bridge East	-	 
193	I-10 18.9M - Escam. Bay Bridge East End	-	 
170	I-10 19.7 WB - W of SR-281/Avalon Blvd	-	 

Public Education and Outreach Program

An awareness campaign will ensure that the public understands what the RTMC is and how it works as a personal traffic management tool. A brochure has been created to offer information for those interested in Pensacola SunGuide Center details. A newsletter entitled "Pensacola SunGuide Center Gears Up for Grand Opening" was submitted for print in The Disseminator April 2011 issue. Involvement in region transportation and traffic conferences will further educate others. Groups requesting a tour of the facility will be provided an opportunity to see first-hand the operations center and ask any questions they may have. Educating the public and reaching out will be an ongoing task throughout the duration of this project.

CHAPTER 4 INCIDENT MANAGEMENT AND RESPONSE

Introduction

Incident Management will be coordinated in the areas of maintenance, asset management, and traffic operations. District 3 RTMC will focus on traffic incident management, which will be the hub of all IM activities regionally. There will be full coordination with state and county emergency management

centers. Inter-agency operations and mutual support agreements will be developed between transportation, public safety, and other involved agencies, such as medical examiners, hospitals, and hazardous materials handlers. Incident Management will be interactive with other organizations that provide support services to the state's safety program, such as Community Traffic Safety Teams, professional associations, auto clubs, and insurance companies. We will develop a concerted TIM awareness program to educate the local public about IM activities and supporting laws, such as the Move-It and Move-Over laws, the Open Roads Policy, as well as good IM practices and the program in general.

Detection and Information Collection

Whether it is turning a camera or obtaining information through direct coordination and communication with the Road Ranger Service Patrol, FHP, local law enforcement, the public, or the media, RTMC operators will always be watching for changes along the roadway in order to detect incidents

Verification and Analysis

Once verified, the exact location and details of every event will be entered into the SunGuide District 3 database system. These details will be analyzed to determine the degree of disruption on the roadway and the potential impact on traffic – the motorist - so that response plans can be initiated; all in a matter of moments.

Response

Operators will then immediately dispatch a Road Ranger, and/or all appropriate agencies necessary to address the specific needs of the incident. Ongoing communication will occur with the RTMC throughout the incident clearance phase, until recovery of normal traffic flow to ensure that all necessary incident information is being shared with the operators to ensure accurate incident reports. All incident management and response plans will operate in conjunction with the OPEN ROADS POLICY between FDOT and FHP in establishing clearance times for incidents. The District 3 RTMC team will dispatch/notify emergency response personnel within 5 minutes of incident confirmation.

Information Dissemination

The information will then be communicated to our customers utilizing Dynamic Message Signs (DMS), provided on the RTMC website, through Advanced Traffic Information Service (ATIS) providers that may be available, and the media. RTMC Operators will notify the proper authorities as needed and as requested by the responding agencies. During events with a regional impact, neighboring agencies such as the Alabama DOT and highway patrol will be notified to affect a coordinated regional response as needed.

Incident Level Definitions

Less Than 30 Minutes

LEVEL 1: ACCIDENT/INCIDENT WITH LANE BLOCKAGE AT LEAST ONE LANE LASTING LESS THAN 30 MINUTES. NO ROADWAY DAMAGE. CONTACT - FHP, D2

30 Minutes to 2 Hours

LEVEL 2: ACCIDENT/INCIDENT 1 TO 2 LANES BLOCKED LASTING OVER 30 MINUTES. CONTACTS FHP, D2, ROADWAY MAINTENANCE, PIO, DOT

Over 2 Hours

LEVEL 3: ACCIDENT/INCIDENT ALL LANES BLOCKED LESS THAN 30 MINUTES. PIO, D2, FHP, DOT.

***Operators have 60 seconds for incident confirmation, as per performance measures. (5 minutes for incident confirmation and 60 seconds for TSS, Weather Alerts)**

***Within 5 minutes of incident confirmation, Operators need to Dispatch/notify emergency response personnel.**

***Emergency Contact List is found in each Operator Station Binder.**

Included are all city, county and state emergency contact numbers that would be necessary to interact with in an emergency situation.

***Incident Level Chart is found in each Operator Station Binder.**

Included are necessary email alerts per Incident Level as well as the Incident Email Template.

Template for email notifications:

Incident Levels		
Level	Description	Time Frame
Level 1	Minor Crash / Incident on Shoulder/ w Lane Blockage Traffic Back up	<30 min.
Level 2	Crash/Incident on Shoulder/ w Lane Blockage Traffic Back up	>30 < 2hrs.
Level 3	Emergency (Weather, Hurricane, Fire etc.)/ Crash/ Incident/ All Lanes Blocked/ Traffic Back up	> 2hrs

SUNGUIDE E-MAIL ALERT	
Subject	Level 2/3/Vehicle Alert
Title	Brush Fire/ Congestion/ Crash/ Disabled Vehicle/ Life Flight Hazmat / Major Debris/ Sever Weather/ Vehicle Fire/(Update)
Body	Car vs. Barrier Wall/ Guardrail/ Light Pole/ 2 Vehicle Crash Multiple Vehicle Crash/ Vehicle Rollover/ Tractor Trailer vs. Car Overturned Tractor Trailer/ Tractor Trailer Fire
Sensitive Updates	Injuries/ Life Flight/ Hazmat Traffic Back XX Miles EMS/ Fire Department on/left Scene Life Flight Landing/ Left Tow Truck Blocking Lane

Incident Alert Template via Outlook	
Subject	Level 2/3/Vehicle Alert
Date	31-Oct-12
Time	9:30 AM
Incident Type	Brush Fire/ Congestion/ Crash/ Disabled Vehicle/ Life Flight Hazmat / Major Debris/ Sever Weather/ Vehicle Fire
Incident Description	Car vs. Barrier Wall/ Guardrail/ Light Pole/ 2 Vehicle Crash Multiple Vehicle Crash/ Vehicle Rollover/ Tractor Trailer vs. Car Overturned Tractor Trailer/ Tractor Trailer Fire
Location	MM 18 WB ESCAMBIA BAY BRIDGE
COUNTY	ESCAMBIA
LANES BLOCKED	RIGHT/ LEFT/ ALL LANES BLOCKED
TRAFFIC BACK UP	XX MILES
PROPERTY DAMAGE	(BRIDGE/ROADWAY/GUARDRAIL/POLE)
Updates	Traffic Back XX Miles EMS/ Fire Department on/left Scene Life Flight Landing/ Left Tow Truck Blocking Lane

Event Management Procedures - Order of Importance

ADD EVENT

- Start event by right clicking location on map, click on **Event Management**,
- then click **Add New Event**
- Event Type
- Notifying Agency
- Notifying Contact
- Status
- Add Event

Impact on Roadways

- Event Location/Congestion, if location is incorrect please make the necessary changes. Then click on **(SAVE EVENT LOCATION / CONGESTION)**
- Lane Blockage **(SAVE BLOCKAGE)**

***Refer to Response Plan spread sheets in each Operator Station Binder for Travel Lane Information/ Location and DMS Messaging.**

THE ABOVE CHOICES MUST BE SAVED FOR TIME STAMP

Administration Details **(Must be Time Stamped within 3 Minutes from Confirmation of Incident)**

- **Save and Get Response** (at bottom of page)
- New Window will appear. Verify all information (Direction/Location and Incident type) in Response Plan. If the DMS that is needed is not found change the Radius (Search by Distance DMS) to 7 or higher, then click on Get New Suggestion and it should display additional DMS locations.
- Or if you know what sign is needed to be used click on **ADD DMS** and select the DMS needed.
- If your Response message needs to be changed click on Select ALL , then click on Edit Group. Then you are able to edit your message.
- If DMS is not needed, please click on remove to the right of the DMS.
- Once information is correct, then click **Set As Response**.
- A new window will appear. Verify all information, and then click **Activate Plan**.

Notify Participants **(Must be Time Stamped within 5 Minutes from Confirmation of Incident)**

FHP (Events that require notification of FHP, ex. Crash)

- Entered under Notified by TMC

Vehicle Dispatch (Events that require Road Ranger dispatch, ex. Crash, Disabled Vehicle, Debris)

- Dispatch Road Ranger under Vehicles Involved

THE ABOVE CHOICES MUST BE SAVED FOR TIME STAMP

Notified by TMC

Responders

- FHP, Fire, FDOT, Emergency Medical (EMS) Tow, Wrecker, County Police, Local Police, Hazmat, Medical Examiner, Construction CEI, Traffic Engineering, SIRV

Administration Details

- Contacts (FHP, Road Ranger, D2, Email, 511) **ADD!** (Make sure to get name and/ or badge #)

THE ABOVE CHOICES MUST BE SAVED FOR TIME STAMP

Impact on Roadways

- Anticipated Clearance Time
- Make sure severity is correct

Event Details

- Log **FHP incident #**
- Make sure Event Type is correct
- **Nearest CCTV**, Select Preset
- **Vehicles Involved** **ADD!**
- Put in **Secondary Event** if applies
- Set **Weather Conditions** **SAVE!**
- Comment to update event. **ADD!**
- Road Ranger Arrival on scene **Click on Arrive**

Closing Event

- **Responders** Departed Confirmed **SAVE!**
 - Road Ranger has Departed **Click Departed**
 - Clear Lane Blockage/Congestion **SAVE!**
1. Remove any DMS Messages & Activate response plan send out email alert
 2. Contact D3 at D2
 3. Final Comments **ADD!**
 4. Change **Status** from Active to Closed **SAVE!**
 5. Print: Chronology Report/Event Details, if **Audit Request** has been made

Reports

- Event Management
- Event Details
- Enter Event Number

- Print using Adobe Icon 

- OK & Print

Dispatching Road Rangers

Dispatching Road Rangers is accomplished by entering information in the **Reporting & Dispatch** section.

- Select RR from the drop down list at **Vehicle(s) Dispatch**
- Set Status: Patrolling, Arrived, Service, Departed

Time Stamp buttons (in this section) enabled in the order that they can be performed

RR Dispatched

RR Arrived

Set RR Activity

- Gas, Water, Tire, Could Not Assist, etc.

RR Departed

Incident / Emergency Dispatching

Incident/Emergency Dispatching - When RTMC operators dispatch directly to emergency dispatch centers, such as FHP or fire, the operations staff will utilize the same dispatch **“10 codes”** as are used in other Districts. This will eliminate confusion and communication issues between RTMC operators and Emergency personnel. In addition, the same “10 codes” shall be used with the Road Ranger patrols, providing a uniform communications system for all involved in the incident management system.

Letter	phonetic letter
A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima

NATO Phonetic Alphabet

M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

FHP Ten Codes

10-2 Good
10-4 Acknowledgement
10-9 Repeat
10-20 Location
10-45 Call by phone
10-48 Did you receive?
10-51 Enroute
10-52 ETA
10-54 Negative
10-66 Cancel
10-70 Need wrecker
10-76 Change radio frequency
10-97 On scene
10-98 Cleared

SIGNAL CODES

S3 Hit and Run
S4 Vehicle Crash
S7 Fatality
S16 Obstruction/Debris
S23 Pedestrian
S76 Disabled Vehicle

DMS Messaging Policy and Response Plan

Policy

The RTMC policy regarding DMS signing conforms to the Federal Highway Administration's Manual on Uniform Traffic Control Devices (MUTCD). FDOT designates the use of DMS for managing travel, directing traffic, advising motorists of roadway conditions, or notifications of lane and road access.

Message Type Order of Importance:

- Emergency Events or closures required by FDOT, State or Local agencies requiring motorists to take action or re-route
- Traffic incidents, unusual and dangerous road conditions, road work
- AMBER Alerts/ Silver Alerts/LEO Alerts
- Special events information, emergencies or incidents affecting motorist safety and travel

Travel Time Display will be the default message, if the previous messages are not necessary. Blank signs will be the default during non-operating hours.

Nonessential Messages are NOT allowed (i.e. advertisements, personal messages).

Public information that helps to improve safety or reduce congestion is allowed under these conditions:

- Message Display will have a positive effect on safety and area congestion
- Supports a national or statewide safety campaign
- Safety campaign messages do not last longer than two hours per day at any one DMS, not during peak travel times, lasting longer than two weeks or exceed six events in a year
- The State Traffic Engineer must approve message displays in advance

Acceptable standard message library:

Buckle Up / Save Lives	FOR ROAD RANGER
No Excuses / Buckle Up	ASSISTANCE
Buckle Up / Just Do It	DIAL *347
Click It / or Ticket	
DUI Decide Before / You Drive	YOU SNOOZE
Prevent a Tragedy / Don't Drink and Drive	YOU LOSE
Report Impaired Drivers / Dial * FHP	DON'T DRIVE DROWSY
Report Reckless Drivers / Dial * FHP	
An Alert Driver Can / Avoid a Crash	WIPERS ON
Keep Safe Distance / Stay Safe	HEADLIGHTS ON
Move Over For/ Emergency Veh/ It's The Law	IT'S THE LAW
Move Over A Lane/ For Emergency Veh/ It's The Law	

SunGuide - Travel Times - Windows Internet Explorer							12:04:54
Event List CCTV Reports Travel Times Audit							
Select	Link Name	Current	Freeflow	Delay	Enabled?	Displays	
<input type="checkbox"/>	DMS I-10 11.1EB to SR 281	10 min	10 min	0 min	Yes	Hide	
DMS_I-10_11-1_EB (Currently displayed)							
US 90/SCENIC HIGHWAY 6 MI 6-8 MIN		SR 281/AVALON BLVD 11 MI 10-13 MIN					
<input type="checkbox"/>	DMS I-10 11.1EB to US 90	5 min	5 min	0 min	Yes	Hide	
DMS_I-10_11-1_EB (Currently displayed)							
US 90/SCENIC HIGHWAY 6 MI 6-8 MIN		SR 281/AVALON BLVD 11 MI 10-13 MIN					
<input type="checkbox"/>	DMS I-10 11.1WB to SR 297	4 min	4 min	0 min	Yes	Hide	
DMS_I-10_11-1_WB (Currently displayed)							
US 29/PENSACOLA BLVD 1 MI 2-4 MIN		SR 297/PINE FOREST RD 4 MI 4-6 MIN					
<input type="checkbox"/>	DMS I-10 11.1WB to US 29	3 min	1 min	2 min	Yes	Hide	
DMS_I-10_11-1_WB (Currently displayed)							
US 29/PENSACOLA BLVD 1 MI 2-4 MIN		SR 297/PINE FOREST RD 4 MI 4-6 MIN					
<input type="checkbox"/>	DMS I-10 15.4EB to SR 281	5 min	5 min	0 min	Yes	Hide	
DMS_I-10_15-4_EB (Currently displayed)							
SR 281/AVALON BLVD 6 MI 6-8 MIN		SR 87 16 MI 14-17 MIN					
<input type="checkbox"/>	DMS I-10 15.4EB to SR 87	14 min	14 min	0 min	Yes	Hide	
DMS_I-10_15-4_EB (Currently displayed)							
SR 281/AVALON BLVD 6 MI 6-8 MIN		SR 87 16 MI 14-17 MIN					
<input type="checkbox"/>	DMS I-10 15.4WB to I-110	3 min	3 min	0 min	Yes	Hide	
DMS_I-10_15-4_WB (Currently displayed)							
SR 291/DAVIS HIGHWAY 2 MI 3-5 MIN		I-110 3 MI 3-5 MIN					

SunGuide - Travel Times - Windows Internet Explorer						
Event List CCTV Reports Travel Times 12:05:19						
Audit						
Select	Link Name	Current	Freeflow	Delay	Enabled?	Displays
<input type="checkbox"/>	DMS I-10 15.4WB to SR 291	3 min	2 min	1 min	Yes	Hide
DMS_I-10_15-4_WB (Currently displayed)						
<div> <div>SR 291/DAVIS HIGHWAY 2 MI 3-5 MIN</div> <div>I-110 3 MI 3-5 MIN</div> </div>						
<input type="checkbox"/>	DMS I-10 20.4EB to SR 87	9 min	9 min	0 min	Yes	Hide
DMS_I-10_20-4_EB (Currently displayed)						
<div>SR 87 10 MI 9-12 MIN</div>						
<input type="checkbox"/>	DMS I-10 23.1WB to SR 291	9 min	9 min	0 min	Yes	Hide
DMS_I-10_23-1_WB (Currently displayed)						
<div> <div>US 90/SCENIC HIGHWAY 7 MI 6-8 MIN</div> <div>SR 291/DAVIS HIGHWAY 10 MI 9-11 MIN</div> </div>						
<input type="checkbox"/>	DMS I-10 23.1WB to US 90	6 min	6 min	0 min	Yes	Hide
DMS_I-10_23-1_WB (Currently displayed)						
<div> <div>US 90/SCENIC HIGHWAY 7 MI 6-8 MIN</div> <div>SR 291/DAVIS HIGHWAY 10 MI 9-11 MIN</div> </div>						
<input type="checkbox"/>	DMS I-10 32.0WB to SR 281	9 min	9 min	0 min	Yes	Hide
DMS_I-10_32-0_WB (Not currently displayed)						
<div> <div>SR 281/AVALON BLVD 11 MI 9-12 MIN</div> <div>US 90/SCENIC HIGHWAY 16 MI 14-17 MIN</div> </div>						
<input type="checkbox"/>	DMS I-10 32.0WB to US 90	14 min	14 min	0 min	Yes	Hide
DMS_I-10_32-0_WB (Not currently displayed)						
<div> <div>SR 281/AVALON BLVD 11 MI 9-12 MIN</div> <div>US 90/SCENIC HIGHWAY 16 MI 14-17 MIN</div> </div>						
<input type="checkbox"/>	DMS I-10 4.4EB to SR 297	5 min	3 min	2 min	Yes	Hide
DMS_I-10_04-4_EB (Not currently displayed)						
<div> <div>SR 297/PINE FOREST RD 4 MI 4-6 MIN</div> <div>US 29/PENSACOLA BLVD 6 MI 6-8 MIN</div> </div>						

SunGuide - Travel Times - Windows Internet Explorer

Event List

CCTV

Reports

Travel Times

12:05:51

Audit

Select	Link Name	Current	Freeflow	Delay	Enabled?	Displays
<input type="checkbox"/>	DMS I-10 4.4EB to US 29	6 min	6 min	0 min	Yes	Hide
<div>DMS_I-10_04-4_EB</div> <div>(Not currently displayed)</div> <div> <div> <div>SR 297/PINE FOREST RD</div> <div>4 MI</div> <div>4-6 MIN</div> </div> <div> <div>US 29/PENSACOLA BLVD</div> <div>6 MI</div> <div>6-8 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-10 8.6EB to I-110	5 min	4 min	1 min	Yes	Hide
<div>DMS_I-10_08-6_EB</div> <div>(Currently displayed)</div> <div> <div> <div>I-110</div> <div>4 MI</div> <div>5-7 MIN</div> </div> <div> <div>SR 291/DAVIS HIGHWAY</div> <div>4 MI</div> <div>5-7 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-10 8.6EB to SR 291	5 min	4 min	1 min	Yes	Hide
<div>DMS_I-10_08-6_EB</div> <div>(Currently displayed)</div> <div> <div> <div>I-110</div> <div>4 MI</div> <div>5-7 MIN</div> </div> <div> <div>SR 291/DAVIS HIGHWAY</div> <div>4 MI</div> <div>5-7 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-110 1.5NB to SR 295	3 min	2 min	1 min	Yes	Hide
<div>DMS_I-110_01-5_NB</div> <div>(Not currently displayed)</div> <div> <div> <div>SR 295/FAIRFIELD DR</div> <div>1 MI</div> <div>2-4 MIN</div> </div> <div> <div>SR 296/BRENT LANE</div> <div>2 MI</div> <div>3-5 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-110 1.5NB to SR 296	3 min	3 min	0 min	Yes	Hide
<div>DMS_I-110_01-5_NB</div> <div>(Not currently displayed)</div> <div> <div> <div>SR 295/FAIRFIELD DR</div> <div>1 MI</div> <div>2-4 MIN</div> </div> <div> <div>SR 296/BRENT LANE</div> <div>2 MI</div> <div>3-5 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-110 3.4NB to Airport	3 min	1 min	2 min	Yes	Hide
<div>DMS_I-110_03-4_NB</div> <div>(Currently displayed)</div> <div> <div> <div>AIRPORT BLVD</div> <div>1 MI</div> <div>2-4 MIN</div> </div> <div> <div>I-10</div> <div>3 MI</div> <div>4-6 MIN</div> </div> </div>						
<input type="checkbox"/>	DMS I-110 3.4NB to I-10	3 min	3 min	0 min	Yes	Hide
<div>DMS_I-110_03-4_NB</div> <div>(Currently displayed)</div> <div> <div> <div>AIRPORT BLVD</div> <div>1 MI</div> <div>2-4 MIN</div> </div> <div> <div>I-10</div> <div>3 MI</div> <div>4-6 MIN</div> </div> </div>						

SunGuide - Travel Times - Windows Internet Explorer

Event List | CCTV | Reports | Travel Times
12:07:02

Audit

Select	Link Name	Current	Freeflow	Delay	Enabled?	Displays
<input type="checkbox"/>	DMS I-110 3.6SB to Maxwell	3 min	3 min	0 min	Yes	Hide
<div> DMS_I-110_03-6_SB <i>(Currently displayed)</i> </div> <div> <div> MAXWELL STREET 2 MI 3-5 MIN </div> <div> US 90/CERVANTES ST 3 MI 4-6 MIN </div> </div>						
<input type="checkbox"/>	DMS I-110 3.6SB to US 90	3 min	3 min	0 min	Yes	Hide
<div> DMS_I-110_03-6_SB <i>(Currently displayed)</i> </div> <div> <div> MAXWELL STREET 2 MI 3-5 MIN </div> <div> US 90/CERVANTES ST 3 MI 4-6 MIN </div> </div>						

DMS Response Plans

Motorists may make travel decisions based upon the information provided by the RTMC via DMS messages. Consistent messaging will enable the motorist to quickly recognize and trust displayed information.

Shift supervisor must review and approve ALL Messaging Plans before being sent out to DMS.

DMS are not posted when an event has not been confirmed by CCTV or Road Ranger.

An event must be created in SunGuide EM Module in order to disseminate a DMS message. For an Event such as an AMBER Alert, that does not have a specific location, “the event location will be I-10 & I-10”.

DMS Response Plans will be developed using the SunGuide Software EM module. Should the EM module malfunction, use the DMS messaging library located in the binder at each operator station, to manually create the message.

DMS Message Content

The EM module of SunGuide Software automatically develops message content based on the location and travel lane blockage patterns entered into the EM Module. In certain cases, DMS message content may need to be developed manually. Both situations require the operator to use the following guidelines to ensure accurate content before sending the message to the DMS.

Message content includes two key pieces of information:

What -explains pattern of lane blockage or for special events, it would describe the event (Civic Center Event or Speed Way Event rather than event name)

Where – lists road name, relation to exit and exit name

- **Road Name/ Travel Direction** are used when the event is on a different road than the DMS. (Example - DMS on I-10 will include I-110 SB for an event in the southbound lane on Interstate 110.)
- **Relation to exit** offers three options; BEFORE, AT and BEYOND the exit/cross street. In the direction of travel, **AT** the exit/cross street will refer to the area at the first off-ramp for that cross street. **BEFORE** will refer to the area before the first off-ramp for that cross street. **BEYOND** will refer to the area after the last on-ramp for that cross street.
- **Exit Name** information should match the highway guide signs including by priority:
 - Street Numbers** – more familiar to locals, shorter with less abbreviations
 - Street Name** – If the street number varies for a roadway within a ½ mile
 - Exit Numbers** – when one exit ramp refers to a number of roadways

Verify DMS Response Plan Strategy

SunGuide Software will automatically select which DMS to post the message based on the search distance entered into the DMS Response Plan window. Verify that the appropriate DMS has been selected by SunGuide with the following guidelines:

For an event having travel lane blockage:

- Minimum of one DMS prior to lane blockage on the affected road
- Minimum of one DMS on roadway approaching affected road

Any event with all travel lanes blocked or travel lanes blocked longer than two hours

- All available DMS for the same direction of travel

Monitor Sign Regularly

Once a DMS has been activated, regular monitoring by an Operator is necessary to be certain the message is correct with no failures or errors.

- Use CCTV cameras, whenever possible, to continue monitoring until the event it is cleared
- If *CCTV is not available*, use the SunGuide Detailed DMS Status pane to monitor message status, operational status, pixels, temperature and communication status information
- Road Rangers can verify the actual message displayed on the DMS
- **Update** event information promptly to retain integrity and accuracy of the DMS
- **It may be necessary to sign for congestion once incident has been cleared.**

Blank the Sign Immediately Upon Event Closure

When the Operator receives confirmation of event closure, the DMS must be blanked quickly. Continue to monitor the sign status and website to be sure all messages have been removed. Verify with CCTV or Road Rangers.

AMBER Alert

The AMBER Alert Plan was created in 1996 in response to the abduction and subsequent murder of 9-year-old Amber Hagerman, of Arlington, Texas. As a result of this fatality, the AMBER Alert system was implemented, utilizing all different types of state and city infrastructure such as DMS to provide an early warning system to help find abducted children. The D3 RTMC Team will post AMBER alerts along the Interstate corridor within 10 minutes of receiving official notification.

These AMBER alerts will be posted until notified by DOT to remove the broadcast. The ability to receive and post AMBER alerts will be available 24 hours a day, seven days a week.

The following guidelines and procedures will be used by the RTMC operators to enforce proper usage of the AMBER Alert system. The procedure below will provide the boundaries and guidelines on proper activation and termination of these alerts.

Activation Conditions:

1. A confirmation of abduction.
2. Child must be a minor (18 years or younger).
3. Law enforcement confirmation of danger to child
4. Law enforcement must obtain description of the child, the abductor, or the vehicle to broadcast.
5. Local law enforcement agency must determine if activation is required.
6. Local law enforcement contacts the Florida Department of Law Enforcement (FDLE).
7. The request and issue must be evaluated by FDLE to issue an alert to other law enforcement agencies.
8. If FLDE concurs, the necessity to activate DMS, FDLE is responsible for contracting FDOT's RTMC operations staff.
9. **RTMC** operators shall notify neighboring RTMCs to share the following information:
 - Sent By
 - Date/Time
 - AMBER Alert Name
 - Area(s) of Activation (State or County-wide)
 - Required message to be displayed on DMS
 - CHILD ABDUCTION ALERT
 - Look for vehicle
 - Vehicle description
 - State and tag number
 - Call *FHP
10. RTMC Operations Manager or designee is notified and shall enter information into SunGuide.

Termination Conditions:

1. Fax cancellation message received from official agency.
2. Verbal cancellation notification is received from official agency.
3. RTMC Operations Manager obtains confirmation of cancellation.
4. RTMC Operations Manager updates the event in SunGuide.
5. Message is cleared from DMS(s).
6. Email notification of AMBER Alert cancellation is provided to appropriate management and authorities.
7. RTMC logs AMBER Alert event as terminated in SunGuide

SILVER Alert

The Florida Chiefs and Sheriffs, Florida Department of Transportation (FDOT), Florida Department of Elder Affairs (DOEA), Florida Highway Patrol (FHP), Florida Department of Law Enforcement (FDLE), and Florida legislators have worked in conjunction with concerned citizens/organizations to develop Florida's Silver Alert Plan.

The Statewide Silver Alert is a plan to aid local law enforcement in the rescue or recovery of a missing elderly person who suffers from irreversible deterioration of intellectual faculties. The Silver Alert Plan recognizes that the most effective response to a missing senior citizen leverages community resources for the search to augment the investigative response by the local law enforcement agency. The Plan further acknowledges Silver Alerts should be activated through the investigating local law enforcement agency which is in the best position to notify the media and disseminate the information through avenues such as neighborhood telephone alerts and other technologies the agency may have to communicate with its citizens.

Local agencies are encouraged to adopt the below standardized criteria and incorporate it into their local plan and to add any other specific community resources available in the event of an activation. Local law enforcement agencies should develop policies and procedures that will work best in their respective jurisdictions to broadcast information about missing endangered persons to the public and the media. As a part of our statewide initiative, the use of A Child is Missing, Inc. and Media Alert are available at no charge to local agencies for Silver Alerts. Additionally, the FDLE Missing Endangered Persons Information Clearinghouse may also be contacted for assistance and to open a case.

In the event that a vehicle is used in the Silver Alert incident, the statewide messaging system may also be activated. This is accomplished by using FDOT's highway dynamic message signs and other highway advisory methods. This Alert will enhance and supplement the local agency response by broadcasting vehicle information about the missing person to motorists and the general public.

Criteria

The standardized criteria for the Florida Silver Alert Plan are as follows:

*Missing person must be 60 years or older and there must be a clear indication that the individual has an irreversible deterioration of intellectual faculties (i.e., dementia). This must be verified by law enforcement

or;

under extraordinary circumstances when a person age 18 to 59 has irreversible deterioration of intellectual faculties and law enforcement has determined the missing person lacks the capacity to consent, and that the use of dynamic message signs may be the only possible way to rescue the missing person.

The primary criteria for FDOT/FHP/FDLE dynamic message sign activation, in which all criteria must be met, in addition to the above are:

- Local law enforcement has already activated a local or regional alert by contacting media outlet in theirs and/or surrounding jurisdictions;
- The law enforcement agency's investigation must conclude that the disappearance poses a credible threat to the person's welfare and safety;
- There must be a description of the vehicle, and a tag number to display on the Florida Department of Transportation dynamic message signs;
- Local law enforcement must verify vehicle and tag information;
- Local law enforcement agency must have entered the missing person into the Florida Crime Information Center and issued a statewide BOLO to other law enforcement/911 centers.

Activation for Law Enforcement

1. The local law enforcement agency will call the FDLE Missing Endangered Persons Information Clearinghouse (MEPIC) at 1-888-356-4774.
2. The FDLE will work in conjunction with the local law enforcement agency of jurisdiction to determine if the information is to be broadcast regionally or statewide.
3. The FDLE will work in conjunction with the local law enforcement agency of jurisdiction to prepare vehicle information using approved FDOT format(s).
4. The FDLE will contact FDOT's Orlando Regional Transportation Management Center (RTMC) by calling 407-736-1900 to alert staff of the Silver Alert. FDLE will email or fax the actual Dynamic Message Sign (DMS) form to the Orlando RTMC to 407-736-1918.

5. The FDOT Orlando RTMC staff will relay the request to appropriate RTMC staff in the State to activate the Florida Silver Alert. The FDOT will display the message until the missing elderly person is recovered/rescued or for a maximum of 6 hours. The FDOT will display the alert message on all requested DMSs and other highway advisory methods, unless a traffic emergency occurs that requires an individual or group of DMSs to display a motorist safety message.

6. The FDLE will contact the Florida Highway Patrol Communications Center in Orlando at 407- 275-4167 in order to alert a supervisor, duty officers, or other call taker of the Silver Alert. The FDLE will then fax or email all available information concerning the missing elderly person to the FHP Communications Center in Orlando at 407-737-2217. The FHP supervisor in Orlando is then responsible for relaying all information via telephone and fax to the appropriate FHP Communications Center(s) in the region(s) where the activation is occurring.

1. The FDLE will follow the same activation steps listed above if an additional activation is required containing revised vehicle information and/or broadcast area.

2. Once FDLE is contacted that the elderly person has been recovered/rescued, the FDLE will immediately contact the supervisor at FHP at 407-275-4167 and FDOT at 407-736-1900, to cancel the Silver Alert. The FDLE will follow up with an email of the cancellation. The FHP supervisor in Orlando is responsible for relaying cancellation information to FHP Communications Centers that were previously notified.

Resources

- Local media outlets
- Media Alert at 1-813-282-8612
- A Child is Missing, Inc. at 1-888-875-2246
- Florida Department of Elder Affairs at SilverAlert@elderaffairs.org
- Project Lifesaver at <http://www.projectlifesaver.org/members/members.aspx?state=FL>

For more information about the Florida's Silver Alert Plan
Please contact the FDLE/MEPIC at
1-888-356-4774

9/24/08

*Law enforcement shall require the parent, spouse, guardian, legal custodian, or person responsible for the supervision of the missing person to provide specific information which may, but not necessarily shall, include documentation from medical or mental health professional of the person's condition.

LEO Alert

On May 5, 2008, Florida Governor Charlie Crist signed an Executive Order establishing the Florida Law Enforcement Officer (LEO) Alert Plan. This plan, which uses some of the technologies employed in an Amber Alert, was established in response to the increasing number of law enforcement officers in the state who were killed or injured in the line of duty. In some of these cases, the offender or offenders used vehicles to flee and attempt to escape. Under this plan, the Florida Department of Law Enforcement (FDLE), the Florida Department of Transportation (FDOT), and the Department of Highway Safety and Motor Vehicles' Florida Highway Patrol (FHP) will immediately broadcast important information about an offender(s) who has seriously injured or killed a law enforcement officer. The information will be broadcast through dynamic highway message signs and other appropriate notification methods to increase the chances of capturing the suspect(s) responsible for injuring or killing a law enforcement officer.

LEO Alert Activation – these steps must occur in this order:

- The local law enforcement agency of jurisdiction will call FDLE's Florida Fusion Center (FFC) desk at 850-410-7645. This LEO Alert point of contact is manned 24 hours a day, seven days a week.
- FDLE's on-call supervisor will work with the investigating agency to offer assistance, ensure the activation criteria have been met and determine if the alert will be displayed regionally or statewide.
- FDLE will work with the investigating agency to prepare information for public release, including suspect and/or vehicle information, as well as agency contact information.
- FDLE will contact the Florida Highway Patrol's Orlando Regional Communications Center (ORCC) to send the LEO Alert. The ORCC communications supervisor will relay that information to other regional communication centers where the activation is taking place.
- FDLE will contact FDOT's Orlando Regional Transportation Management Center to develop the message content using the FDOT-approved template which includes vehicle information, tag number and other identifiers.
- FDOT will display the message until the offender(s) is captured or for a maximum of six hours. The alert will be displayed on dynamic highway message signs on all requested highways unless a traffic emergency occurs, which requires a motorist safety message to be displayed. FDOT also will record a LEO Alert message on the 511 system when the LEO Alert is activated.
- The same activation steps will be used if there is revised vehicle information or a broadcast area is changed. Once FDLE is notified that the offender(s) has been captured, FDLE will contact the appropriate parties to cancel the alert. FHP then will notify its other offices of the cancellation.

Roadwork Event Management and Special Events

Emergency Roadwork is handled as an active traffic event. DMS signs need to indicate any lane blockages. The RTMC Manager or designee will be notified, if work will last more than 8 hours, for a DMS signing plan to be developed.

Planned Roadwork will be contained in weekly report including lane closures. Potential impact to roadways is prioritized and a DMS messaging plan is created.

Special Events are also scheduled if they have a regional impact and will require a messaging plan. Operationally, Special Events can be handled just like construction events.

Information will include:

- Type of work (Construction or Maintenance)
- Length of work
- Blockage patterns for Travel Lanes
- DMS that will be activated
- Message content
- Beginning and ending Date/Time for each message
- Pre-event messaging, if required
- Protocol to be used with contractor

Lengthy Roadwork could potentially have lane blockage changes without notification from the contractor.

These circumstances will require the following procedures:

- RTMC Operators are required to monitor the roadwork incident with CCTV to determine if any lane blockage patterns have changed. Also, monitor the traffic before, at, and after the event. In locations where CCTV is not available, have a Road Ranger updates or check-in with Point of Contact at worksite.
- Update SunGuide with any changes or confirm location and blockages.
- Make changes to DMS if necessary and add notes in SunGuide's comment section stating changes and how they were confirmed (i.e., CCTV or Road Ranger)

CHAPTER 5 ROAD RANGERS

Introduction

One of the operations staff's primary responsibilities is to track and dispatch the on-duty Road Ranger vehicles. This will be accomplished by conducting a training program with the operators and the Road Ranger vehicle operators to establish and instruct everyone on the procedures for coordination with the RTMC staff and response to incidents.

The D3 RTMC Team is committed to providing Road Rangers Service Patrol (RRSP) services that increase safety, reduce delays, and provide assistance to motorists along the I-110 and I-10 corridors within the project limits. The RRSP services will include clearing disabled vehicles from travel lanes, changing flat tires, jump-starting batteries, removing minor non-hazardous spills and debris from the highway, and assisting the Florida Highway Patrol and other Law Enforcement personnel during incidents.

RRSP services will be provided 24 hours a day, 7 days a week, 365 days a year for routine operations. Additional coverage will be provided during emergencies as directed by the Department pending funding. The RRSP Plan of Operation has been developed to ensure a maximum of 30 minutes to respond to a stranded motorist, and customer satisfaction rating above a 3.5 level each month based upon District Three's Road Ranger Service Patrol customer comment card responses.

Reports will be provided reflecting the following types of services provided:

- FHP
- Accidents/Assistance
- Flat Tire
- Gas
- Phone
- Jump Start
- Debris
- Minor Repairs/Breakdown
- Overheat
- Service Refused
- Abandoned Vehicle
- Tow/Push vehicle
- Other

Reports will also be provided with statistical data for the monthly and yearly averages reflecting:

- Number of incidents per level, per 3 mile segment of roadway
- Incident data
- Average response time per level
- Average lane block time per level

- Average clearance time per level
- Average incident duration time per level

The RRSP operators will provide prompt courteous and skillful assistance to motorists as follows:

- Move the disabled vehicle from traffic lanes
- Change flat tires
- Provide fuel to motorists enabling them to reach the closest fueling location
- Provide water, etc. when necessary
- Assist motorists with mechanical failures and perform minor repairs where feasible if they can be remedied quickly (maximum 15 minutes)

RRSP Operator Requirements

RRSP Operators will be licensed in accordance with the Florida Motor Vehicle Code, be 18 years of age, have a safe driving record, and no criminal record. The RRSP Operators will be properly licensed at all times. A Criminal history record check will be performed for each RRSP Operator and Manager when hired. Proof, by a licensed medical practitioner or technician, that all operators are drug free (in accordance with Section 112.0455, Florida Statutes) prior to beginning operations, and every six (6) months thereafter will be kept on file. RRSP Operators will be competent in the tasks of operating the service patrol vehicle and providing safe and proper discharge of the service responsibilities outlined herein. The Contractor shall provide resumes of the proposed Operators for approval by the Department prior to assigning Operators to Service Patrol Vehicles. The resume will show adequate mechanical background to perform the required vehicle repairs. The Department has the right to reject vehicle operators, for just cause, prior to being assigned duties. The Department also has the right to require removal of any employee for this contract who cannot perform the duties or becomes a discredit to the Department. The RRSP Operators shall exercise good sound judgment in carrying out their duties and will conduct themselves in such a manner that will reflect favorably upon the Department.

Operators shall:

- During work hours, attire must be business casual with a SunGuide logo shirt. Pants should be black or jeans that are neat, clean and in good repair.
- Be well groomed
- Wear clearly visible embroidered names reflecting their first and last name. The Department will determine all additional emblems, patches, and logos
- Be courteous at all times
- Have picture IDs
- Conform to the latest Department Conduct Standards Rules and the Ethical conduct Rules
- Inspect assigned Service Patrol Vehicles at the beginning of each shift, and take action as necessary to ensure that they are in compliance with all specifications and requirements of this contract
- Wear a reflective orange vest/garment at all times while outside the Service Patrol Vehicle

- Keep all communications radios and monitors on and the volume up
- Remain on their assigned Patrol Sector and depart from the Patrol Sector only as described in this contract
- Obey all traffic laws, and not cross medians
- Exercise caution and safety at all times
- Use extreme caution in moving all disabled vehicles
- Not carry firearms or other weapons either on their persons or in the Service Patrol Vehicle
- Use flashing light bars in conformance with the Florida Motor Vehicle Code and only in the following circumstances:
 - When merging or exiting from traffic lanes to an incident site.
 - To warn traffic when performing services specified herein.

Duties and Responsibilities

The RTMC Operations Manager and Operators will be used to monitor the daily performance of the RRSP Operators. The RTMC Operations Manager will be on call, 365 days a year, 24 hours a day and will be the first called when an incident involving the need for RRSP occurs. The Operations Manager will regularly initiate unexpected proficiency checks of the Road Ranger program, its drivers and/or managers. Reviews of response times will be made frequently. When times are higher than average and the manager suspects that a problem may exist, proficiency checks will be made. Training will be provided to each RRSP Operator in the areas of Intermediate Maintenance of Traffic Training, Traffic Incident Management, Cardiopulmonary Resuscitation (CPR), and First Aid. In the event that an incident occurs outside of the RTMC hours and requires the assistance of RRSP, we will deploy the RRSP to assist FHP and fire/rescue.

The minimum duties and responsibilities are as follows:

Debris clearance and disposal – Responsible for removing small non-hazardous debris from the roadway and paved shoulder area and placing in designated areas. The Road Ranger Service Patrol Operator will notify RTMC Operators of any debris or obstructions on the roadway or paved shoulder area too large for the Road Ranger Service Patrol operator to remove.

Hazardous material handling and mitigation – Immediately notify the appropriate hazardous material response agency, RTMC Operators and the Department's Contract Project Manager of any hazardous waste spill.

Request from outside agencies for assistance – The RRSP Operator will render assistance to Law Enforcement Personnel when requested. RRSP Operators will follow the instruction of, and obey the orders of, Law Enforcement Personnel.

Daily inspection requirements and logs – The RRSP Operator will perform a daily inspection of the vehicle and equipment prior to entering service using a vehicle checklist, and the equipment checklist included within the subsection, RRSP Vehicles, Equipment and Tools. A log of the daily inspections will be maintained.

Disabled vehicle response – Clear lanes of all disabled vehicles encountered in the Service Patrol Sector. Motorists shall initially be advised, prior to providing services, that moving, fueling, servicing their vehicle or calling a towing service is being provided free of charge as a courtesy by the Department and that the Road Ranger Service Patrol Vehicle Operator may attempt minor repairs not to exceed approximately fifteen (15) minutes, once the vehicle is cleared from travel lanes and should repairs not prove feasible or solve the problem, the motorist shall be allowed up to three telephone calls of three minutes duration each, using the Road Ranger Service Patrol Vehicle's cellular telephone to make arrangements for further service, towing or transportation. The motorist must pay all cost for further service, towing or transportation. In no event will the RRSP Operator provide or recommend any towing, repair service or facility to the disabled motorist. If the motorist requests the assistance of a motor club, the RRSP Operator will assist the motorist with the cellular phone call. Disabled shall be removed from the travel lanes, with the least delay practicable, by moving them to the shoulder area. Vehicles that are disabled due to lack of fuel shall be provided with a minimum amount of proper fuel to reach the closest fueling location. If the vehicle is not then able to continue under its own power, the Road Ranger Service Patrol Vehicle Operator shall contact the FHP for rotation towing service, or towing service as requested by the motorist. Rotation towing service or other towing service requested by the motorist shall be at the disabled motorist's expense. Should a motorist refuse to allow a disabled or damaged vehicle to be cleared of the travel lanes, the Road Ranger Service Patrol Vehicle Operator will contact the FHP for assistance and remain on the scene until FHP personnel arrives. The Road Ranger Service Patrol Vehicle Operator shall not attempt to move such disabled vehicles until directed to do so by the FHP. All disabled or damaged vehicles that are relocated shall be parked with the wheels turned away from the roadway and the parking brake set if possible. The Road Ranger Service Patrol Vehicle Operator shall use an appropriate method of moving disabled or damaged vehicles from the traffic lanes. The Operator shall use all safety precautions and procedures considered appropriate. Vehicles disabled or damaged due to crashes shall not be moved except when directed by law enforcement officials.

Contractor requested assistance – The RRSP Operator will respond to any contractors' request for incident or emergency assistance on all active construction projects that are within the project limits. Routine maintenance of traffic requests will be referred to the D3 RTMC Team operations personnel.

DOT requested assistance – The RRSP Operator will respond to any DOT request for incident or emergency assistance within the project limits. Routine maintenance of traffic requests will be referred to the D3 RTMC Team operations personnel.

Maintenance of service patrol vehicles – The Service Patrol Vehicles shall be kept neat and clean, and shall be maintained in good condition. The operator will comply with the Department's No smoking policy, included in Chapter 8.

Operator requirements related to arriving upon a vehicle accident of all types – The RRSP Operator will immediately check for any needed medical assistance and provide medical assistance as appropriate. Concurrently, while checking to see if medical assistance is needed and securing the scene from a safety standpoint, notify the following:

- FHP for Incident Management of crashes, emergencies, and other law enforcement situations, or for rotation towing of vehicles
- FHP and Local Fire Departments for vehicle crashes, medical emergencies and verified fires
- The FHP, the D3 RTMC
- Team operations personnel, and the Department's Contract Project Manager for large spilled loads or large debris, or in other situations as appropriate management

The RRSP Operator will follow all directions of Law Enforcement personnel. The Road Ranger Service Patrol Vehicle Operator shall protect crash/incident scenes by setting highway flares, cones, flagging and/or flashing amber/white lights, and/or arrow board, and assisting in traffic control. The Road Ranger Service Patrol operator will have current certification for having completed the Intermediate Maintenance of Traffic training, Traffic Incident Management, Cardiopulmonary Resuscitation (CPR) and First Aid.

Authorize reasons and time allowances for operators to leave assigned routes – Service Patrol Vehicles shall not leave their designated patrol sectors except:

- For mechanical failure of the Road Ranger Service Patrol Vehicle. In this instance a backup vehicle shall be put into service
- To replenish fuel at the nearest facility
- In response to an order from Law Enforcement Officer or Fire Department Official, or at the direction of the Department
- To assist another sector as authorized by the supervisor and approved by the Department
- To bypass traffic congestion to reach an incident or lane blockage

Handling of comment cards – The RRSP Operator will provide the Department's District Three Road Ranger customer comment card to every individual receiving assistance.

RRSP Vehicles, Equipment, and Tools

Each Road Ranger Service Patrol Vehicle will be at a minimum a full size pickup truck, ½ ton extended cab 4 door, long bed, trailer towing equipment with minimum capacity of 3,000 pounds, and capable of carrying the equipment specified in this contract. Each vehicle will have seat belts for passengers on both the front and rear benches. Each Road Ranger Service Patrol Vehicle will be painted white and have the following identification markings on each door; 1. Department furnished 11-inch diameter FDOT LOGO, 2. Department furnished 8"x9" SunGuide LOGO, 3. FREE SERVICE BY FDOT painted in 2-inch black letters below the logo. No reference to the Contractor's Company name or logo will be placed on the road Ranger Service Patrol Vehicle. The Department shall approve the design of all identification markings. All identification markings shall be maintained in a clean and readable condition throughout this contract.

The Service Patrol Vehicles will have the appropriate conspicuity marking. The conspicuity marking consists of a single 2 inch wide, red/white strip of reflective tape applied so as to cause the limits of the truck from any angle to be visible at night when illuminated by oncoming traffic. The tape should be applied at a minimum height of 4 feet, but may vary according truck or body configuration. On the rear of the vehicle, the tape will be applied to the upper portion of the bumper. Gaps in the tape where members protrude or the configuration does not lend itself to tape application will be normal. The Service Patrol Vehicles will be no older than 2 production years of age, and shall be kept neat and clean, and shall be maintained in good condition.

Each Service Patrol Vehicle shall be equipped, at a minimum, with the following:

- Two (2) towing straps rated at 3,000 pounds minimum.
- Rubber face push bumper.
- Spot light and rear work lights.
- Power outlets (“hot boxes” or equivalent), front and rear-mounted, with outlets compatible to 12 volt booster cables.
- Two (2) heavy duty, 750 CCA (Cold Cranking AMP) (Minimum) Batteries.
- Suitable cab lighting.
- Department approved arrow board. This unit shall be mounted above the cab and roof mounted halogen light bar and pivot into place as needed.
- A roof mounted Halogen light bar utilizing white and amber colors.

Each Service Patrol Vehicle will, at a minimum, have a toolbox containing;

- Tool Bag
- Screwdrivers:
 - Standard 1/8, 3/16, 1/4, 5/16 (1 each)
 - Phillips head #1 and #2 (1 each)
 - Star Driver (1 set)
- Needle nose pliers (1 pair)
- Socket Set
- Adjustable rib joint pliers, 2-inch minimum capacity (1 pair)
- Adjustable wrenches:
 - 8 inch (1 each)
 - 12 inch (1 each)
- 5 pound hammer (1 each)
- Rubber mallet (1 each)

- Electrical tape (20 yards)
- Duct tape (20 yards)
- Tire pressure gauge (1 each)
- Mechanic's wire (25 ft. roll)
- Bolt cutters – 24" or larger (1 pair)
- Wire cutting pliers (1 pair)
- Complete set of open end and box wrenches (both metric and standard)
- Diesel fuel (minimum 5 gallons) – In approved fuel containers.
- Unleaded gasoline (minimum 5 gallons) – In approved fuel containers.
- First aid kit (First Responder Kit, fully stocked) (1 each)
- Fire extinguisher, 5-pound Dry Chemical ABC (2 each) – Meeting all safety requirements, if seal is broken unit shall be tested, resealed and certified.
- Pry bar, minimum 36 inches in length (1 each)
- Radiator water (5 gallons)
- 4 inch x 6 inch wood blocks (2 each)
- 24 inch wide street broom (1) each
- Shovel
 - Square-end (1 each)
 - Round-end (1 each)
- Highway wet flares, 30 minute burn (24 each)
- Cones, meeting the requirements of the Department Design Standard, Index 600 (15 each)
- Lug wrenches (metric and standard) to fit all vehicles, one each.
- Air operated impact wrench with sockets to fit all vehicles (metric and standard), one each.
- Air compressor, 125-psi capacity, capable of inflating tires of vehicles and operating impact wrench (one each).
- Large flashlight and spare batteries (1 set)
- Booster cables, 3-gauge copper wire with heavy-duty clamps and one end adapted to vehicle's power outlets, minimum 25 feet in length (1 set)
- Funnel, multi-purpose, flexible spout (2 each)
- Trash can, 5 gallon (1 each)
- 5-gallon absorbent material for liquid spills equivalent to or exceeding the brand name "Speedy Dry". (2 each)
- Cooler for bottle water (1 each)

- Drinking water in individual factory sealed bottles, minimum of twelve 16 oz., chilled (bottles)
- Trailer hitch with 1 and 7/8" ball and 2" ball

Communication Equipment Requirements

The RRSP Vehicle will be equipped with two-way radio/cellular telephone service (such as Nextel cellular phones) able to provide constant communication and adequate service for the area covered by this contract. The cellular telephones will be capable of communicating with the FHP, the Contractor's office, and Department on-call staff from all points on the service route. The cellular phones will also be available for all motorist service contracts.

RRSP Operator Event Logs

(Logs are created in SunGuide)

RRSP Operators shall maintain "Service Patrol Logs" which shall be completed daily and made available to the Department at all times. The Department shall approve the forms used.

Road Ranger Service Patrol Logs shall reflect:

- The date of the log entry.

The following times (using military time):

- The time when the Service Patrol Vehicle Operator was advised of a given incident.
- The time of arrival of the Service Patrol Vehicle at a given incident.
- The time of departure of the Service Patrol Vehicle from the scene of a given incident.
- The nature of each incident, such as debris removal, injured or dead animal, stalled vehicles, crashes, etc.
- Whether the incident was detected by normal Patrol activity or in response to a dispatcher's call.
- The incident location and approximate distance to a mile post or call box number, the lane(s) in which the incident was located, and the direction of travel of the lanes.

Where applicable, the following information shall be recorded.

- The vehicle's make, model, body type, and license plate number.
- The nature of the problem.
- The disabled vehicle driver's license number.
- The type of assistance provided by the Road Ranger Service Patrol.
- Any damage evident before, and after, pulling or pushing the vehicle.
- A questionnaire concerning the Road Ranger service shall be given to the disabled vehicle's driver.
- If additional assistance was required.
- Weather conditions.
- The Service Patrol Operator's name and vehicle tag number.
- Service Patrol Vehicle odometer reading at beginning and ending of each shift.
- Other Pertinent Information or comments.

Appendix B

Florida DOT Road Ranger Program - Operator Daily Report (Log Sheet)

Date _____ Shift _____ Operator _____ Page ____ of ____

Truck Number _____ Route _____ Mileage: Begin _____ End _____

Comments _____

Stop Number	Dispatch time (xx:xx)	Arrive time (xx:xx)	License Number	State	Vehicle type	Route	Direction (NB, SB, EB, WB)	Mile marker	How discovered	Lanes/shoulder blocked	Cause for stop	Service(s) provided	Depart time (xx:xx)	Comments
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														

Vehicle type	How discovered	Lanes/Shoulder blocked	Cause	Services
1. Passenger	1. Drive up	M - 1 - 2 - 3 - 4 - O	1. Accident (crash)	1. Extinguish Fire
2. Pickup or van	2. Saw and changed route	e	2. Vehicle fire	2. Absorbant
3. RV or bus	3. Road Ranger dispatch	d	3. Disabled	3. Remove debris
4. Single-unit truck	4. FHP dispatcher/officer	i	4. Abandoned	4. Relocate (to safer location)
5. Tractor trailer	5. Other	a	5. Debris	5. Tire
6. Motorcycle		n	6. Other	6. Fuel
7. Not applicable		e		7. Fluids
				8. Mechanical
				9. Jump start
				10. Called wrecker
				11. Secure load
				12. Phone call
				13. Directions
				14. Transported
				15. Blocked lane/Traffic control
				16. Tagged abandoned vehicle
				17. Other - describe
				18. No service - occupied
				19. No service - abandoned

CHAPTER 6 EMERGENCY MANAGEMENT

Introduction

These events are not planned, though preparedness plans are necessary. Large emergencies have a cataclysmic impact on the region. Examples are major hurricanes of the Andrew, Charley, Frances, Ivan and Wilma variety; a regional power blackout; terrorist attacks; or wide-spread fires, any of which by the destructive nature and/or duration of the event severely hamper or even prevent the movement of traffic, troop movement/deployment, or disable/destroy traffic management systems.

FHWA guidelines include the following recommended actions:

- Must-do advanced planning
- Train and empower staff
- Establish relationships among all stakeholders
- Don't take technology for granted (particularly telecommunications)
- Invest in backup and redundancy
- Practice, practice, practice!

RTMC and support personnel priorities should be as follows:

1. Personal safety for self and colleagues
2. The safety and well-being of the general public
3. Preservation of personal property
4. Preservation of public property

“After hours” Calls

Emergency Management calls are categorized into two classifications: Governor Declared Emergencies and Other Emergencies. For Governor Declared Emergencies, perform pre-event preparation and provide response assistance post-event to protect the traveling public from grievous hazards created by the event. For Other Emergencies related to ITS infrastructure or facilities installed within the right-of-way, perform all aspects of responding to the incident/event cleanup and repair.

An emergency contact number has been provided to the Department in case this type of a scenario occurs. The Pensacola RTMC voice mail has also been set up to allow for recording of a voice message for non-emergency conditions and also supplies the emergency contact number. In such a case, on-call personnel will be dispatched to assess the situation.

EM Scenario 1. Governor Declared Emergencies

1. The Governor declares a State of Emergency
2. Florida Department of Transportation notifies the Pensacola SunGuide Center supervisor via the Pensacola SunGuide Center or the 1-877 emergency number.
3. The shift supervisor then notifies all supervisors of the emergency.
4. The supervisors will notify staff of the same, assign personnel to shifts, and provide the schedule to the RTMC Manager for approval and implementation.
5. The RTMC Manager will advise FDOT when the Pensacola SunGuide is open for 24/7 operations.

EM Scenario 2. Other Emergency related to ITS Infrastructure

1. Florida Department of Transportation notifies the Pensacola SunGuide Center supervisor via the Pensacola SunGuide Center or the 1-877 emergency number.
2. The supervisor then notifies the Pensacola SunGuide Center Maintenance Supervisor.
3. The Maintenance Supervisor will coordinate staff and equipment necessary to evaluate the ITS infrastructure damage and needed clean up and repair.
4. The RTMC Manager will advise FDOT once evaluation is performed and then again upon completion of the resolution.

Emergency Management Plan

D3 RTMC will know the applicable District Comprehensive Emergency Management Plan as well as the FHWA and FEMA guidelines for federal reimbursement. D3 RTMC will also ensure compliance with all State and Federal Emergency Management Requirements and administer all applicable response and recovery efforts in accordance with these documents. In addition, D3 RTMC will develop an Emergency Management Plan that sufficiently replicates the intent of the FDOT's Comprehensive Emergency Management Plan. Include details in the Emergency Management Plan including, but not limited to:

1. Procedures for incident/event management
2. Agency & public notifications
3. Assurance of motorist safety
4. Handling of hazardous waste
5. Coordination with Law Enforcement and other appropriate agencies
6. Traffic control
7. Coordination with the Department and other agencies to establish detour routes
8. Making emergency repairs
9. Evacuation response
10. Submission of incident/event reports
11. Plan for compliance with the Open Roads Policy

12. Detailed organizational structure with the functions, qualifications, experience level, and contact information of staff assigned to respond to incidents/events

Update the Emergency Management Plan in April of each year by engaging in discussions between the FDOT and D3 RTMC whereby lessons learned from past experience can be implemented for future use. Prior to the occurrence of any incidents/events, be prepared to act upon the approved Emergency Management Plan.

Specific TransCore Responsibilities for Governor Declared Emergencies

Governor Declared Emergencies are incidents/events that prompt the Governor of Florida to declare a State of Emergency in response to the incident/event. Governor Declared Emergencies will most commonly be major hurricanes and other natural disasters, but can include smaller natural disasters/events/storms (Acts of God), marine collisions with bridges and/or bridge fender systems, and incidents/events resulting from human interactions.

For all Governor Declared Emergency Management activities, the FDOT reserves the right to take control of the incident and/or perform recovery work with its own or other contracted forces when the FDOT determines it is in the FDOT's best interest to do so. At the discretion of the FDOT and through the issuance of a separate contract, TransCore will be required to participate in the repairs up to and including total repairs necessitated by an incident.

Perform the following two (2) Post-Event activities. FDOT will **not** provide additional compensation to TransCore for the performance of these two (2) Post-Event activities:

- a. Assist in immediately responding to perform traffic control utilizing ITS devices for improvised detour routes in order to protect the traveling public from grievous hazards created by the incident/event.
- b. Assist FDOT in performing damage assessment reviews as requested

Specific TransCore Responsibilities for Other Emergencies

Other Emergencies are incidents/events that do not prompt the Governor of Florida to declare a State of Emergency in response to the incident/event. Other Emergencies will most commonly be traffic crashes, guardrail hits, severe potholes, debris within travel lanes, attenuator hits, roadway shoulder wash-outs, roadway cave-ins, and downed light poles but can include natural disasters/events/storms (Acts of God), marine collisions with bridges and/or bridge fender systems, and incidents/events resulting from human interactions. When an incident or event causes damage to any of the FDOT's infrastructure or facilities deployed or maintained as part of this project within the FDOT's right-of-way, the FDOT authorizes TransCore to pursue claims against any responsible party for reimbursement of expenses incurred.

Manage all aspects of traffic control related to an incident/event, including coordination with Governmental agencies when incidents/events spill over onto roadways not covered by this contract. Assist in immediately responding to perform traffic control utilizing ITS devices for improvised detour routes in order to protect the traveling public from grievous hazards created by the incident/event. Assist

the maintaining agency in the deployment of resources according to the goals established in the Open Roads Policy.

The sequence of reimbursement sources available to TransCore for damages due to incidents or events will be as follows:

- a. Pursue claims against the individual or entity responsible for causing damages, or their insurers.
- b. If eligible, compensation from FEMA or FHWA for qualifying reimbursements.
- c. Use TransCore insurance coverage.

Although TransCore is responsible for repairing damage resulting from an act that is officially declared by the State of Florida as an “act of terrorism”, the FDOT will compensate TransCore via Supplemental Agreement or Unilateral Payment for “act of terrorism” damage repair costs.

Hurricane Preparation

Hurricane season begins June 1st lasting through November 30th. In the event of a hurricane the following procedures must be followed:

1. Monitoring the Hurricane Website NOAA.gov
2. Updating of Personnel contact information
3. Once a Hurricane has been confirmed for the District 3 area, the following activities must take place:
 - a. Establishing of a command center
 - b. Establish what shifts will be worked during the Hurricane
 - c. Coordinate with other Departments, Counties, Districts for alternative plans of evacuation, damage etc.
 - d. Establish when the RTMC main office will shut down due to wind speed
 - e. Establish alternate location once the RTMC has to be shut down (remote location)
 - f. Send updates to an established group detailing the situation of the roadway when or as conditions change
 - g. Monitor the roadway and contact FHP for any possible stranded motorists, accidents etc.
 - h. Inform DOT, PIO, etc. of any down power lines, poles, guardrail damage etc.
4. Report is created for any incident that occurs on I-110 and I-10 within this project limits
5. Once the hurricane has subsided, please contact all personnel to find out there status at the time

6. Establish a meeting with all managers via phone or face to face, to define the time frame to re-open the RTMC
7. Once RTMC has been re-opened, business as usual, contact necessary departments, districts, etc. to establish a meeting time frame to assess the situation

Emergency Management Procedures

In an Emergency Situation such as: Flood, Hurricane, Fire, Tornado, Earthquake, etc. these steps will be taken:

- We receive notification from FHP, DOT, EOC or Governor's Office of disaster situation
- Verify via CCTV cameras in location of disaster
- Create an Event, Notify District 2 or other neighboring District, Save and Get Response Plan
- RTMC Supervisor will coordinate DMS messages created by instruction of authorities in charge of the situation: FHP, FDOT, etc. Activate Response Plan.
- Email Emergency Contacts.
- Dispatch Road Rangers
- Coordinate with FDOT, EM Agencies and other Districts on additional needs/requests
- Monitor Incident, contact Departments/Districts with updates

Additional Hurricane Emergency Management Procedures:

- Notify all Supervisors immediately
- When Notifying District 2, request that they monitor our devices if/when we are under a Mandatory Evacuation
- RWIS will be monitored more frequently for wind speed
- Post DMS Messages directing alternate routes once bridges are closed due to wind speed
- Recall Road Rangers once conditions become unsafe for driving
- Continually monitor the situation with all available resources
- EOC will contact us regarding downgraded storm conditions, change DMS Messages to reflect the updates
- Dispatch Road Rangers when conditions allow for safe driving to assist in opening up roadways and provide service to motorists

***Emergency Contact List is found in each Operator Station Binder.**

Included are all cities, county and state emergency contact numbers that would be necessary to interact with in an emergency situation.

Maintenance - Emergency Management Procedures

Hurricane Checklist is located: `tmcooperations\Emergency Response\hurricane preparedness`

Before a Storm:

Check cabinet anchoring systems for proper tightness.
Check CCTV lowering devices are locked into position and verify safety eye is installed and secure.
Clear all sites of loose debris and potential objects that may cause damage in high wind conditions.
Verify UPS and Generator systems for proper readiness.

During a Storm

Monitor systems and document system failure(s) if they occur during the storm.
Plan priority based actions to be done after storm clears.

After a Storm

Execute priority based plan and restore system to 100% operational status.

Focus Areas:

1. Power to RTMC and supporting equipment
2. Power to Main Networking equipment
3. Power to CCTV sites
4. Power to DMS sites
5. Power to MVDS sites
6. Bypass sites that require a rebuild (i.e. cabinet or pole damaged and not usable – bypass fiber and power to bring network back-up)
7. Infrastructure Assessment and Reports Generated

SAFFIR-SIMPSON HURRICANE SCALE

All Hurricanes are dangerous, but some are more so than others. The way storm surge, wind and other factors combine determines the hurricanes destructive power. To make comparisons easier and to make the predicted hazards of approaching hurricanes clearer to emergency managers, National Oceanic and Atmospheric Administration's hurricane forecasters use a disaster-potential scale which assigns storms to five categories. This can be used to give an estimate of the potential property damage and flooding expected along the coast with a hurricane.

The scale was formulated in 1969 by Herbert Saffir, a consulting engineer, and Dr. Bob Simpson, director of the National Hurricane Center.

Category	Winds	Effects
Depression	Less than 39 mph	N/A
Tropical Storm	39-73 mph	N/A
One	74-95 mph	No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery, and trees. Also, some coastal road flooding and minor pier damage
Two	96-110 mph	Some roofing material, door, and window damage to buildings. Considerable damage to vegetation, mobile homes, and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorages break moorings.
Three	111-130 mph	Some structural damage to small residences and utility buildings with a minor amount of curtain wall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet ASL may be flooded inland 8 miles or more.
Four	131-155 mph	More extensive curtain wall failures with some complete roof structure failure on small residences. Major erosion of beach. Major damage to lower floors of structures near the shore. Terrains continuously lower than 10 feet ASL may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.
Five	Greater than 155 mph	Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet ASL and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground within 5 to 10 miles of the shoreline may be required.

Disaster and Situation Reporting

The D3 RTMC Team will define and establish the necessary requirements and responsibilities for the protection of the RTMC and its personnel, ITS infrastructure, and other resources such as vital project records, in the case of natural disasters, building or equipment failure, or acts of deliberate destructiveness (i.e., terrorism, vandalism, arson). These established processes will ensure the continuation of project work efforts. Included are data collection requirements to properly analyze the ITS field infrastructure and prepare a comprehensive report that will be used to deliver to the Department and obtain the necessary financial aid to restore the ITS devices and structures.

The D3 RTMC Team will prepare damage reports for each ITS subsystem as well as the RTMC. Each report will include an Executive Summary and a cost summary including all parts necessary to re-establish the system in working order. Prior to commencing any corrective measures, we will submit this report to the Department for review and approval and assist the Department in obtaining financial compensation from FHWA/FEMA for the restoration. Once the Department has acquired the necessary approvals, the District 3 RTMC Team will coordinate with the Department's Project Manager to establish time frames for restoration work to commence and provide a schedule that will monitor the on-going progress of the work until completion.

The report will include an individual site analysis with the following information:

- Device location, with GPS coordinates
- Date and time of inspection
- Date and time of damage
- Description of failure or issue
- Site conditions noted (i.e. submerged, structure down, no power)
- Site needs analysis (if possible)
- Photo documentation (digital only)
- Damaged parts list: type, model, serial and control number
- Needed parts list
- Repair cost breakdown
- General notes

CHAPTER 7 MAINTENANCE

Introduction

Maintenance is essential to extending the longevity of all ITS devices and preventing future failures. This manual will outline the D3 RTMC's overall ITS maintenance program for the life of the I-10/I-110 Fiber Management System project. Detailed maintenance checklists have been developed and are included in the appendix.

Preventive Maintenance

D3 RTMC has developed a preventive maintenance plan that meets the manufacturer's recommendations for scheduled maintenance. The plan includes a schedule in the appendix so that the Department will be aware of the intervals for maintaining each device. The Pensacola SunGuide Center Manager, Jeff Messer, will update the Department should this schedule change.

Preventive Maintenance services include performing monthly inspections of electrical, mechanical, and communications to maintain the ITS infrastructure with minimal downtime. Checklists are maintained that identify the activities that are conducted for each device and include documentation room for any unusual findings that may need to be addressed.

Routine Maintenance

Routine maintenance shall be conducted upon the failure of a particular device / subsystem to respond to commands, provide accurate data, or provide an operational benefit to the public. Routine Maintenance includes the same maintenance as provided by Preventive Maintenance services, but takes it a step further by troubleshooting and investigating all of the connected devices such as power supplies, cables, power conductors, as well as diagnostics of the device through testing equipment such as video monitors and laptops.

Repairs

D3 RTMC will coordinate all warranty and out-of-warranty repairs with the appropriate vendor. Traditional RMA procedures are to be followed.

Warranty Repairs

All warranty repairs will be coordinated and conducted by D3 RTMC. No burden for this work will be assigned to the FDOT.

Out-of-Warranty Repairs

Once the warranty on equipment has expired, the project team will be responsible for factory repairs as needed. Traditional RMA procedures will be followed. As with any factory device repair (warranty or out-of-warranty), a spare device will be put into service while the original device is being repaired. The repaired device shall be added to the spare parts allotment upon return.

MOMS

Maintenance Online Management System is a D3 RTMC program used to maintain all aspects of maintenance including: schedule maintenance, work orders, preventive maintenance, inventory and reports. Detailed information regarding this program can be found in the MOMS User Manual.

- All system failures will be recorded into the MOMS system
- Maintenance personnel will be alerted to recorded failures

Spare Parts

Availability of spare parts is very closely tied to the performance of maintenance activities. Lack of spare parts hampers performance. Our goal is to maintain a high performance level; having the parts needed on-hand is critical. Available spare parts inventory is kept current using the MOMS program.

Performance Measures and Reporting

A system of reports and documentation will be developed as part of the O&M plan to detail the reporting requirements of the ITS maintenance program. The guiding principles for the development of the reporting criteria will be the statewide adopted performance measures for ITS field device maintenance. Performance measure compliance will be our motivation while conducting the maintenance program.

Maintenance of Traffic

Any necessary MOT to complete maintenance activities shall be documented and coordinated with the Florida Department of Transportation District Three. If lane closures are required, D3 RTMC will perform maintenance activities during approved hours.

Sunshine State One Call of Florida, Inc. (SSOCOF)

Irthnet

<http://www3.callsunshine.com/IRTHNet/Logon.aspx?ReturnUrl=%2firthnet%2fDefault.aspx>

Sunshine State One Call is Florida's one-call center that helps prevent damage to underground utilities through a dependable and efficient communications center. Membership is mandatory per s.556.104 of the "underground Facility Damage Prevention and Safety Act," Chapter 556, Florida Statutes.

Being a member insures that we are notified when someone is digging near our underground facilities so we can locate and mark them. Our service area is built by using the SSOCOF system polygon tools or by uploading shape files.

Calling 811 before digging informs utility companies about your digging project so that conflicting buried

cables can be marked. Making this call helps prevent hefty fines and repair costs for the excavator due to utility service outages, injuries, environmental contamination and property damage.

This non-profit corporation began in 1993. Underground utility owners and operators are required by law to be members of SSOCOF and their memberships fund its operation.



Preventive Maintenance for ITS Devices

The Preventive & Routine Maintenance Plan develops guidelines to enhance reliability and performance of the ITS components.

The ITS System contains a variety of electronic equipment such as CCTV cameras, Dynamic Message Signs Vehicle Detection Units, digital switching equipment, controllers, cabling and other communication devices. Manufacturer recommendations will be referenced for new equipment installed on the ITS system in the future, if routine maintenance is necessary, the particular device will be added to the maintenance regimen.

Any necessary MOT to complete maintenance activities shall be documented and coordinated with the Department. If lane closures are required, the project team shall perform maintenance activities during approved hours.

CCTV Cameras

As with the DMS system, manufacturer's maintenance recommendations shall be referenced and implemented into the Preventive and Routine Maintenance Plan. Some samples of expected maintenance activities shall include:

- Cleaning and applying Rain-X to camera lenses
- Check for good video at the cabinet
- Lubricate and check Camera Lowering System
- Pressurizing the existing pressurized camera housings with nitrogen according to recommended manufacturer's guidelines
- Ensuring watertight cable connections from the Cabinet to the Camera Housing

- Ensuring each camera pole's resistance to ground according to project specifications.
- Lubricating the locking mechanism at the Control Cabinet
- Removing debris from exhaust vent, cabinet floor, shelves, and equipment
- Checking all fiber optic, serial, and coaxial connectors and cables for damage or poor strain relief, replacing or reattaching if necessary
- Ensuring acceptable ventilation operation
- Replacing or cleaning cabinet air filters
- Re-securing all heat shields due to vandalism
- Checking and testing cabinet UPS, if applicable
- Clean and check cabinet for pests debris and apply pest control solution

Equipment and materials used shall include:

- Bucket truck
- Camera Lowering Device Tool
- Digital Ground Resistance Meter
- Manufacturer software for local device control
- Cleaning supplies, pesticide
- Rain-X

Frequency of maintenance activity:

- Three times per year

Dynamic Message Sign System

Examples of preventive and routine maintenance for DMSs shall include:

- Check correct display of messages (rows and columns)
- Cleaning or exchanging all internal air filters
- Clearing sign housing of any settled debris
- Ensuring all interconnecting bus lines and cables are secured and free of wear
- Lubricating the locking mechanism at housing and cabinet

- Removing debris from exhaust vent, cabinet floor, shelves, and equipment
- Checking all fiber optic and serial connectors and cables for damage or poor strain relief, replacing or reattaching if necessary
- Ensuring acceptable ventilation operation
- Replacing or cleaning cabinet air filters
- Checking and testing cabinet UPS
- Clean and check cabinet for pests debris and apply pest control solution

Equipment used shall include:

- Bucket truck
- RMS Voltmeter
- Manufacturer software for local device control
- Vacuum
- Cleaning supplies, pesticide

Frequency of maintenance activity:

- Three times per year

Microwave Vehicle Detection System

The Microwave Vehicle Detection System is relatively easy to maintain since the detection electronic components are inside a manufactured watertight enclosure. However, there are times when the Microwave detection units need recalibration due to movements produced by vibration or high winds. Because of this we recommend to check the calibration of the Microwave units at least once a year or sooner if it is suspected that the unit is producing inaccurate readings. The expected maintenance activities on the Microwave Vehicle Detection Units are:

- Check calibration of Microwave unit at the cabinet (once a year)
- Ensuring watertight cable connections from the Control Cabinet the Microwave Unit
- Ensuring each Microwave Detection pole's resistance to ground according to project specifications.
- Lubricating the cabinet locking mechanism
- Removing debris from exhaust vent, cabinet floor, shelves, and equipment
- Checking all fiber optic, serial, and power connectors and cables for damage or poor strain relief, replacing or reattaching if necessary
- Ensuring acceptable ventilation operation
- Replacing or cleaning cabinet air filters
- Re-securing all heat shields due to vandalism
- Checking and testing cabinet UPS, if applicable

- Clean and check cabinet for pests debris and apply pest control solution

Equipment and materials used shall include:

- Bucket truck
- Digital Ground Resistance Meter
- Manufacturer software for local device control

Frequency of maintenance activity:

- Three times per year

Roadway Weather Information System (RWIS)

As with the DMS system, manufacturer's maintenance recommendations shall be referenced and implemented into the Preventive and Routine Maintenance Plan. Some samples of expected maintenance activities shall include:

- Checking all fiber optic, serial, and coaxial connectors and bales for damage or poor strain relief, replacing or reattaching if necessary
- Verify locally that each component is reporting reasonable data according to current field conditions
- Ensuring each RWIS pole's resistance to ground meets project specifications.
- Lubricating the locking mechanism at the Control Cabinet
- Removing debris from exhaust vent, cabinet floor, shelves, and equipment
- Ensuring acceptable ventilation operation
- Replacing or cleaning Cabinet air filters
- Checking and testing cabinet UPS, if applicable
- Clean and check cabinet for pests debris and apply pest control solution

Equipment and materials used shall include:

- Bucket truck
- Digital Ground Resistance Meter
- Manufacturer software for local device control
- Cleaning supplies, pesticide

Frequency of maintenance activity:

- Three times per year

Fiber Optic Cable Plant

Every year, a full diagnostic test should be conducted on the full length of all fiber optic trunk cable installed on the system. The test shall investigate and document any deterioration of the optical signal as part of the routine maintenance regimen.

- EXFO Optical Time Domain Reflectometer (OTDR)


Frequency of maintenance activity:

- One time per year


District 3 Preventive Maintenance Schedule Summary

Device/Month Due		March	April	May	June	July	August	September	October	November	December
Cabinet	I-110 & I-10 West										
	I-10 Mid										
	I-10 East										
CCTV	I-110 & I-10 West										
	I-10 Mid										
	I-10 East										
DMS	I-110 & I-10 West										
	I-10 Mid										
	I-10 East										
MVDS	I-110 & I-10 West										
	I-10 Mid										
	I-10 East										
RWIS	I-10 EBB										



Preventive Maintenance – Cabinet, CCTV, MVDS

		Pensacola SunGuide Center/FDOT D3 Preventive Maintenance Cabinet - Radio - CCTV - MVDS	
Technician Name: _____		Date & Time: _____	
Device ID: _____			
Codes: ✓ = Working, NW=Not Working, P=Problem, R=Repaired, NA=Not Applicable			
			
Site Visual Inspection			
No.	Activity Description	Code	Comments
1	Cabinet		
2	Conduit		
3	Ground		
4	Junction & Pull Boxes		
5	Pole		
6	Transformer Housing		
7	Disconnect and Fuse Box		
Cabinet			
No.	Activity Description	Code	Comments
1	Apply Pest control		
2	Check Fan and Thermostat Operation		
3	Clean Door Filters		
4	Inspect Cabinet Light		
5	Lubricate Doors and Locks		
6	Vacuum and Clean Cabinet		
7	Visually Check Wire & Fiber Connections		
UPS			
No.	Activity Description	Code	Comments
1	UPS status LED's		
2	Test UPS		
3	Visual inspection		
Switch			
No.	Activity Description	Code	Comments
1	Switch Status LED's		
2	Visual Inspection		
Surge and Power Supplies			
No.	Device	Code	Comments
1	Visual Inspection		
Remote Cabinet Switch			
No.	Device	Code	Comments
1	Visual Inspection		
Radio			
No.	Device	Code	Comments
1	LED Status		
2	Visual Inspection of Radio		
3	Visual Inspection of Antenna		
CCTV			
No.	Device	Code	Comments
1	Visual Inspection		
2	Review Video		
3	Check and lubricate lowering device		Clean Camera and apply Rain-X
5	Clean Camera and apply Rain-X		
7	Check Pressurization		Refilled _____ Not Refilled _____
8	Retest Camera after raising		
MVDS			
No.	Activity Description	Code	Comments
1	Visually Check Unit		
2	Verify traffic counts.		

Preventive Maintenance – DMS

		Pensacola SunGuide Center/FDOT D3									
		Preventive Maintenance									
		DMS									
Technician Name:		Date & Time:									
Device ID:											
Codes: W= Working, G=Good, NW=Not Working, P=Problem, R=Repaired <div style="float: right; font-weight: bold; font-size: 1.2em;">TRANSCORE</div>											
Raceways (Conduit and Pull Boxes)											
No.	Activity Description	Code	Comments								
1	Inspect All Conduit for Proper Mounting										
2	Inspect All Conduit for Environmental Damage										
DMS Signs											
No.	Activity Description	Code	Comments								
1	Run Diagnostic Report with Laptop										
2	Check and Lubricate Access Door and Locks										
3	Visually Check for Physical Damage										
4	Inspect Conduit and Base Seals										
5	Check Fan and Thermostat Operation										
6	Replace Air Filters If Required										
7	Vacuum and Dust Interior of Sign										
8	Inspect Lighting System										
9	Check for Any Loose Connections										
10	Check for any Error Lights on Pixel Modules										
11	Apply Pest Control if Needed										

Preventive Maintenance – RWIS

 Pensacola SunGuide Center/FDOT D3 Preventive Maintenance RWIS														
<div> <div>Technician Name: _____</div> <div>Date & Time: _____</div> </div>														
<div> <div>Device ID: _____</div> <div>  </div> </div>														
Codes: ✓ = Working, NW=Not Working, P=Problem, R=Repaired, NA=Not Applicable														
Site Visual Inspection														
No.	Activity Description	Code	Comments											
1	Cabinet													
2	Conduit													
3	Ground													
4	Junction & Pull Boxes													
5	Pole													
6	Transformer Housing													
7	Disconnect and Fuse Box													
Sensors														
No.	Activity Description	Code	Comments											
1	Lower, inspect and clean wind sensor													
2	Clean WVIS													
3	Inspect Temperature Sensor													
Cabinet														
No.	Activity Description	Code	Comments											
1	Apply Pest control													
2	Lubricate Doors and Locks													
3	Vacuum and Clean Cabinet													
4	Visually Check Wire Connections													
5	Confirm Wind Speed and Direction													
6	Confirm Temperature and Humidity													
7	Confirm Barometric Pressure													
8	Confirm Visibility													

CHAPTER 8 VEHICLE POLICY

Introduction

In order to meet its business needs, TransCore may elect to provide a company-owned or leased vehicle for use by its employees to perform specific job functions, allow for the usage of rental vehicles, or allow the usage of privately owned vehicles in the performance of Company business. This policy outlines eligibility and operating requirements for those employees.

This policy applies to all employees when they operate a company-owned or company-leased vehicle regardless of the frequency in which a given employee may operate a company vehicle. The term “employee” as used throughout this policy extends to include any regular, part-time, temporary or seasonal employee, contractor, consultant or any person granted permission to operate a motor vehicle on behalf of the Company. Any deviation to any aspect of this policy must be obtained in writing from the Business Segment Manager prior to deviation from what is written herein.

COMPANY VEHICLES

A. Assignment of Vehicles

In order to operate a Company-owned vehicle, employees must have an active, valid driver’s license and a current and direct need for the use of such a vehicle. Need is defined by the Region Manager or equivalent and approved by the Business Segment Manager and is generally intended to include situations where (1) the job responsibilities of the employee require use of a vehicle type that is beyond those that are typically privately owned (e.g. heavy duty pickup); (2) required vehicle appurtenances are beyond that which is typically privately owned (light bars, decals, safety equipment, etc.); (3) job responsibilities may place the vehicle in environments that are not routinely covered by personal auto insurance (construction zones, off road environments, etc.), or (4) the high level of business miles driven in the course of such duties are such that the Business Segment has determined it is in the company’s best financial interest to furnish a vehicle in lieu of reimbursing the employee for actual miles driven with a private auto.

Company vehicles are considered tools whose need is determined by and related to the requirements of specific job functions. Hence, vehicles are associated and assigned to work functions as opposed to individuals. Since specific work functions are dependent on the needs of our individual projects, these work functions can change at any time and in turn, vehicle assignments to individuals can change at any time.

The Company may revoke an employee’s privilege to have access to and use of a Company vehicle or prohibit the use of a personal vehicle at any time. Temporary employees are not permitted to use a company vehicle for any reason unless they are employed by an agency that indemnifies TransCore for vehicle liability. TransCore’s Risk Management Department maintains a list of such agencies.

B. Administration

TransCore has contracted with Automotive Rentals, Inc. (ARI) to handle daily administration of fleet activity involving its leased vehicles. This includes the acquisition of vehicles, disposal of used vehicles, registration renewals, and fuel and maintenance cards and PIN management. All requests for a new vehicle should be channeled through Regional Management and then Executive Management for review and approvals, and then submitted to ARI via the Leased Vehicle Request.

ARI has set up a help line # (877-TC-HELP-2), email (transcore@arifleet.com) and website (www.arifleet.com/transcore), for fleet management questions and inquiries.

TransCore's Contracts/Subcontracts Department will administer the Service Agreement with ARI. Accident and insurance events will be managed by Risk Management.

C. Company Standards

1. VEHICLE TYPES - TransCore's fleet includes a range of vehicle types needed to meet the needs of our projects. In concert with the assessment of need, a specific vehicle type will be selected by the Region Manager and approved by the Business Segment Manager.
2. STANDARD APPEARANCE - All new vehicles procured by the company will be white in color. Procurement of vehicles other than the standard color must be approved by the Business Segment Manager.
3. SPECIAL FEATURES - and equipment not listed on the Leased Vehicle Request required for business operations are subject to approval of the Business Segment Manager, unless such equipment is mandated by contract or customer requirement (light bars, USDOT markings, decals, or safety equipment).

D. Responsibility for Care of Company Vehicles

1. REGULARLY SCHEDULED MAINTENANCE & INSPECTIONS - Employees are expected to provide care and maintenance of company vehicles consistent with manufacturer's recommendations to ensure proper functioning and safety of a motor vehicle.

This is not applicable to contract or temporary employees as TransCore's local fleet manager will be responsible for the required maintenance and inspections. Notwithstanding the above, each contract or temporary employee shall operate Company vehicles in a safe reasonable manner in accordance with its intended use. Any misuse or abuse of a Company vehicle will be grounds for immediate dismissal.

2. FUEL - Employees are to purchase the least expensive fuel available (with the exception of diesel) that meets the vehicle manufacturer's recommended octane ratings for the vehicle engine.
3. STICKERS/ORNAMENTS - Personal stickers (i.e. bumper stickers) and ornaments (i.e. hanging objects from the rearview mirror) are not to be placed on Company vehicles. The placement of personal stickers on Company vehicles violates Policy No. 2.02 "Standards of Business Ethics and Conduct" as stated in the

Guidelines section, #3 "Property and Equipment," which regards personal stickers as a defacement of company property.

4. SMOKING - is not permitted in company vehicles.

E. Motor Vehicle Background Checks & Exclusionary Criteria

1. MOTOR VEHICLE BACKGROUND CHECKS - to ensure that drivers and potential driver applicants meet acceptable criteria, licenses will be verified and motor vehicle background checks will be performed post-offer and at a minimum, annually thereafter as well as any other time at the company's discretion. Employees will be required to sign an initial motor vehicle release form stating that the authorization and consent shall be valid in original, fax or copy form and future inquiries may be made random and no further authorization will be required. The employee will be given a copy of his/her motor vehicle record upon request.

2. EXCLUSIONARY CRITERIA - The following criteria will result in immediate suspension of and/or denial of driving privileges as well as possible disciplinary action, up to and including termination:

- If the drivers' license is currently revoked, suspended or status is not valid or current
- Two or more violations for driving without insurance during the past 3 years
- Two or more license suspensions/revocations during the past 3 years
- Three or more moving violations during the past 3 years
- Two or more at-fault accidents during the past 3 years
- Negligent homicide
- Grand theft auto
- Operating under suspension or revocation of license
- Permitting an unlicensed person to drive
- Reckless driving, which includes speeding 20 miles or more over posted speed limit
- Hit and run
- Failure to report an accident
- Driving under the Influence/Driving while Intoxicated (DUI/DWI) includes drugs or other substance identified as an amphetamine, a narcotic, or any other habit forming drug, except when such a drug or substance is prescribed by a licensed medical practitioner and the prescribed substance or drug will not affect the driver's ability to safely operate a company furnished vehicle.

Employees who have a DUI/DWI on their driving record may NOT operate any vehicle in the performance of Company duty for a minimum of 3 years from the date of the conviction. A DUI/DWI found on any employees' motor vehicle report within a three-year period (from the date of hire or annual verification) will result in the immediate suspension of driving privileges. In some cases, suspension of driving privileges will render an employee unable to perform their job duties and hence because for termination. Employees whose employment is terminated as a result of suspension of their driving privileges directly related to a DUI/DWI are ineligible for rehire (even upon reinstatement of their driver's license) for a period of three years, after which they may be considered for rehire.

Employees who drive company-owned or rented vehicles on a weekly or more frequent basis are required to inform TransCore's Risk Management department of any vehicle citation(s) or any change in the status of his/her license within 72 hours of occurrence regardless of whether the violation occurred in a company

vehicle or a private vehicle. Failure to report this information in the timeframe required may result in suspension without pay or termination. Parking citations and any other violations not resulting in a change in point total on the driver's license are exempt from this requirement.

F. Personal Usage of a Company Vehicle

1. DE MINIMIS USAGE - Limited (de minimis) personal usage of company vehicles is permitted subject to the following restrictions and provided that all personal use is reported monthly as described in Section F.

- Personal usage of a Company vehicle must be contained within the state in which the employee resides. Company vehicles may not be taken out of state for any reason other than business purposes or for travel between home and work in cases where an employee does not live within the same state as their work assignment.
- A Company vehicle can be utilized for hauling and towing for business purposes only, hauling and towing for personal usage is not permitted.
- Only TransCore employees may operate a Company vehicle. Spouses and immediate members of the family may occupy a Company vehicle as passengers only, but are not permitted to operate a Company vehicle.
- TransCore requires the use of seat belts. Employees (and all vehicle occupants) are expected to obey any and all seat belt laws. At all times, the vehicle is to be operated in a responsible manner and in accordance with the law. We urge you to be safety conscious in all you do, especially when driving.
- Employees are responsible for fuel expenses related to personal usage of the Company vehicle.

2. PAYROLL DEDUCTIONS - TransCore has set up a payroll deduction program to reimburse the company for drivers' personal use of its vehicles. It is designed to compensate some portion of depreciation, fuel, maintenance, insurance, etc. for employee's personal use of the company vehicle, including their commute between home and their work location, including situations where the work location may vary from day to day (maintenance call-outs). Each assigned operator of a qualified vehicle will be charged the following via payroll deductions for personal vehicle usage of a Company provided vehicle:

- \$30.00 per bi-weekly period – hourly employees
- \$41.54 per bi-weekly period – salary employees

A qualified vehicle is any company vehicle that is used by an employee to commute to and from work (any vehicle that resides at an employee's home overnight). Such vehicles include pool vehicles as well as vehicles that have been assigned to a specific driver.

3. EXCEPTIONS TO PAYROLL DEDUCTIONS - *Drivers are exempt from the bi-weekly payroll deduction if any of the following criteria are met :*

- They do not routinely use a company vehicle to travel to and from work (i.e. the vehicle is typically parked at a TransCore facility overnight and the driver picks up and leaves the vehicle at a company facility each day). Common examples would include specialty vehicles such as bucket trucks, bucket vans, cranes and similar special-purpose construction equipment.
- Their home address is synonymous with a TransCore Location. TransCore's locations are those which are covered by TransCore's property insurance.

4. PERSONAL MILEAGE COLLECTION - The Internal Revenue Code requires the value of the personal use of an employer provided vehicle that does not qualify as a non-taxable fringe benefit to be included in the employee's taxable wages as shown on his/her Form W-2. Personal use of a Company vehicle includes using the vehicle for commute purposes or personal errands or trips not in the course of a business function.

Reg. §1.61-21(b)(1) states: An employee must include in gross income the amount by which the fair market value of the fringe benefit exceeds the sum of --

(i) The amount, if any, paid for the benefit by or on behalf of the recipient and

(ii) The amount, if any, specifically excluded from gross income by some other section of subtitle A of the Internal Revenue Code of 1986.

TransCore has contracted with Automotive Rentals, Inc. (ARI) to manage the collection of personal mileage on TransCore's company vehicles. Mileage will be collected on a monthly basis and is subject to review and audit. This information is then transmitted to TransCore's Payroll department annually. Once received by Payroll, any amounts already collected from the employee via payroll deduction (see Section 2) will be deducted, and any remaining balance will be taxed as income to the employee.

RENTAL VEHICLES – DOMESTIC BUSINESS USE

A. Insurance

TransCore's insurance is primary on all vehicles that are rented for business purposes, regardless of the agency that the vehicle is rented from, and employees' personal insurance would not need to be used in the case of an accident.

Car rental agencies offer a waiver of collision damage deductible, known as the Collision Damage Waiver (CDW), for an additional daily charge. This waiver should be declined as TransCore carries physical damage coverage on rental vehicles. Any option to purchase a Liability Insurance Supplement should be declined and will not be reimbursed by TransCore if purchased. Personal Accident Insurance (PAI), which provides death benefits to both driver and passengers, and Personal Effects Coverage (PEC), which insures an employee's personal property while located in a rental vehicle or hotel during business travel using the rental vehicle, are optional coverage's which may be purchased at an employee's discretion, but the cost of these coverage's is not reimbursable by TransCore. TransCore provides travel accident insurance coverage, which is described in the Travel Accident Insurance Plan located on the My HR SITE.

B. Travel to Mexico

Employees renting vehicles in the continental United States are prohibited from driving the vehicle across the border into Mexico.

C. Loss or Damage to Rental Vehicles

Rental vehicle accidents should be reported within 24 hours to TransCore's Risk Manager and documented on the Vehicle Accident/Incident form (located on the My HRSITE) within seven (7) calendar days. Injured

employees should seek immediate medical attention and submit a Report of Injury form (located on the My HR SITE) to the Risk Management Specialist as soon as possible to open a workers' compensation claim.

To minimize the possibility of being charged for pre-existing damage on rental vehicles employees should visually inspect the vehicle for any sign of damage or excessive wear and tear, and report to a rental agency representative before driving off the lot. All damage should be noted on the rental agreement prior to accepting the vehicle as failure to document the damage may result in a potential claim upon vehicle return.

PERSONAL VEHICLE USAGE

A. Insurance Whenever personal vehicle is used for business purposes, the employee's personal auto insurance is primary, and TransCore's is in EXCESS, for liability only. This means that TransCore's auto liability coverage would *only* extend to cover employees who use their personal vehicles for work-related functions for 3rd party liability (a third party's bodily injury or property damage) once the driver's personal auto limits have been exhausted. TransCore's policy will not cover physical damage to an employee's personal vehicle, and TransCore will not be responsible for any deductibles associated with the employee's insurance policy(ies). The employee must report all loss or damage to his own insurance carrier. However, if the driver were injured, those injuries would be covered under TransCore's workers' compensation policy.

B. Car Allowance At the responsible Manager's option, eligible personnel may request a taxable car allowance. In order to qualify, the employee must use a vehicle suitable to Company objectives while conducting Company business and drive less than 5,000 business miles annually. Vehicles with an odometer reading more than 150,000 miles are ineligible for the program unless a waiver is granted by the Business Segment Manager. All car allowances are subject to review and approval by the Business Segment Manager. Employees electing to receive a car allowance must maintain personal auto insurance in the amount of \$100,000 per vehicle, \$300,000 per occurrence (100/300/100) or greater. Verification of coverage will be obtained post-offer and annually thereafter. As previously stated, personal auto insurance shall be primary in the event of a motor vehicle incident involving property damage. However, workers' compensation coverage would apply to authorized drivers or passengers who are TransCore employees.

C. Runzheimer Program Prior versions of this policy incorporated a Runzheimer program under which a very limited number of employees are currently enrolled. Individual enrollment for such employees will cease upon the expiration of their current terms on the enrolled vehicle. New enrollments are no longer accepted.

FINES, CITATIONS, VIOLATIONS & PENALTIES

TransCore employees are responsible for any traffic or parking fines, fees, citations, towing charges penalties or related damages they may receive while operating a vehicle on Company business.

SAFE DRIVING

A. Cell Phone& Laptop Usage The use of cellular phones has been determined to be a contributing factor in many motor vehicle accidents that have resulted in injury and death. To that end, many states have enacted legislation prohibiting the usage of cell phones while operating a motor vehicle. Employees are required to comply with all applicable state laws regarding the usage of cell phones. Prudent and safe use of cellular phones is expected and whenever possible, cellular phone calls shall be conducted when parked. Laptop computers, text messaging devices, and PDAs shall not be used by employees to transmit messages when their vehicle is in motion.

B. Impairment& Legal Operation Safe operation also includes legal operation of a vehicle. Employees are prohibited from operating a Company vehicle, or a personal vehicle for Company business, when any physical or mental impairment causes the employee to be unable to drive safely. This directive includes, but is not limited to, circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication, or intoxication.

C. Consequences for Unsafe Behavior TransCore may elect to require an employee to attend a safe driving course if they have an “at fault” accident or have a history of two moving violations in any one-year period. Excessive accidents or unsafe driving may be considered cause to revoke the employee’s privilege to operate a company vehicle or to drive on behalf of the Company.

D. Benefit for Safe Driving When the Business Segment decides to dispose of a Company vehicle, the manager of such segment may allow the employee to purchase his/her vehicle in accordance with the following provision. A safe driving record is defined as no “at fault” accidents and no moving violations during the period in which the employee was assigned the vehicle.

E. Purchase of the Vehicle Employees with safe driving records will have the opportunity to purchase his/her assigned Company vehicle at the time of disposal for \$250.00 less than the Kelley Bluebook value of the vehicle.

ACCIDENT REPORTING FOR COMPANY-OWNED/LEASED/RENTED VEHICLES

Employees must report all accidents involving a company leased, owned or rented vehicle to their Manager and TransCore’s Risk Manager within 24 hours of the incident. Timely reporting to appropriate authorities and TransCore’s insurance carrier is critical. The TransCore Vehicle Accident/Incident Report must be filled out completely and accurately and should be submitted along with a copy of the police report if applicable, pictures, and witness information within 72hours of occurrence. Failure to report an accident may result in an automatic three-day suspension without pay.

Injured employees should seek immediate medical attention and submit a Report of Injury form(located on the My HR SITE) to the Risk Management Specialist as soon as possible to open workers’ compensation claim.

A determination of fault will be made by TransCore’s Risk Manager based on police and insurance company investigations.

NOTE: Employees will be assessed up to the first \$500.00 for loss or damage caused to A TransCore vehicle or property if it is determined that they were at fault in the accident.