Standard Operating Guidelines

Section 4.0 – RTMC OPERATIONS

Florida Department of Transportation
District Four

Broward Smart SunGuide
Regional Transportation Management Center
2300 W. Commercial Blvd.
Fort Lauderdale, Florida 33309
OVERVIEW

AMBER stands for America’s Missing: Broadcast Emergency Response and was created in 1996 as a powerful legacy to 9-year-old Amber Hagerman, who was kidnapped and brutally murdered while riding her bicycle in Arlington, Texas. In response to the community’s concern for the safety of local children, the Dallas/Fort Worth Association of Radio Managers teamed up with local law-enforcement agencies in northern Texas and developed this innovative early warning system to help find abducted children.

The public plays a key role in the success of the AMBER Alert program. Once alerted, they can be on the lookout for the missing child and the suspect’s vehicle. The public is instructed to dial law enforcement immediately and provide the location and any other useful details if the suspect or the child is spotted.

POLICY

The following defines the criteria for the activation of an AMBER Alert, guidelines used when activating and terminating the alert, available resources, as well as message format.

CRITERIA FOR ACTIVATION

- The child must be under 18 years of age.
- There must be a clear indication of abduction.
- Law enforcement must conclude the child’s life is in danger.
- The authorities must have a detailed description of the child, the abductor, or the vehicle to broadcast.
- Activation must be recommended by the local law enforcement agency.

ACTIVATION

- Local law enforcement contacts the Florida Department of Law Enforcement (FDLE).
- FDLE evaluates the request and issues an alert to other law enforcement agencies.
- If FDLE agrees that DMS should be used, FDLE contacts FDOT’s Regional Transportation Management Center (RTMC) in Orlando.
- RTMC District 5 issues information to other RTMC via email/fax – confirmation is obtained by contacting District 5 via landline.
DMS Message Layout

**Phase 1**

**CHILD ABDUCTION ALERT**

**CALL *347**

**Phase 2**

<color> <make> <model>

**FL TAG XYZ123**

- Upon receipt of AMBER Alert Activation email/fax from RTMC District 5:
  - Confirm activation area

- Create AMBER Alert Event in SunGuide (as Vehicle Alert)
  - It is imperative to enter the vehicle information into the “Vehicles” section of SunGuide. The tag alert feature will notify the RTMC Operator if a duplicate tag has been entered.

- DMS: When the SMART SunGuide RTMC is within the **Area(s) of Activation** – select a previous AMBER Alert message from the Pre-Defined Plan library, copy message, change vehicle information to specific vehicle, and make sure to hit enter twice to create two phase messaging. Information should be typed EXACTLY as it appears on the FAX/EMAIL. If you feel an error has been made on the fax/email request, you must notify the on-call Manager.

- DMS: When the SMART SunGuide RTMC is outside of the **Area(s) for Activation**, follow the same procedures as above except only the following list of select DMS signs will be used:

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<thead>
<tr>
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Florida Department of Transportation  
BROWARD SMART SUNGUIDE REGIONAL TRANSPORTATION MANAGEMENT CENTER  
STANDARD OPERATING GUIDELINES

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- **DMS**: For activations in the Northern Three Counties, **In Area** and **Out of Area** events will be handled in the same manner. Select a previous AMBER Alert message from the Pre-Define library, copy message, change vehicle information to specific vehicle, and make sure to hit enter twice to create a two phase message. If you feel an error has been made on the fax/emailed request, you must notify the on-call Manager. All of the Northern Three Counties twelve DMS devices will be utilized for the Amber Alert.

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<td>At MM 145.5</td>
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• Notify SEFRTOC partners according to normal operation procedures. (District 5, Florida’s Turnpike, and Palm Beach SunGuide RTMC).

• RTMC sends AMBER ALERT Email Group will be sent as a Broward Vehicle Alert Incident Email Alert Notification and Martin, St. Lucie, Indian River Vehicle Alert (send all three in the same alert and not three individual)

• Email text alert should read as follows:

CHILD ABDUCTION ALERT
LOOK FOR VEHICLE
Vehicle description, state & tag
CALL *347

• Floodgate: RTMC creates a Floodgate message and banner for In-Area Amber Alerts only. You must verify that a message has not been created by another District for the same alert. If no message was created, unless otherwise specified, the selected region will be Southeast. Operators will coordinate with other districts to ensure the message has not been duplicated. Statewide floodgate messages are created by District 2.

• HAR: Create a Highway Advisory Message for all In-Area SMART SunGuide RTMC Amber Alert activations. The following template will need to be copied from the “300 – Vehicle Alert Template” section of the Platinum Software:

Today is (day, date). An amber alert has been issued for (name of person) out of (location). Motorist’s are asked to be on the look out for a (vehicle description: color, year, make model) with a (state) license plate tag (tag number). If you know the whereabouts of this (vehicle, person), please contact your local police department or dial *347 on your cellular phone. Take no other action. This message will repeat.

• HAR: After copying the template, place the message in the next available number in the “300 Section”, then edit the message according to the information provided by the alert. Label the message in the following format: MM-DD-YY SunGuide Event Number Alert Type & Initials. The message should be converted & saved, using the voice of “Tom”. Place the message in the Vehicle Alerts (All HARS) playlist, and then activate the message on all HAR stations.

• In-Area: Activate all HAR Beacons  Out of Area: Pre-determined beacons

• N3C Beacons: Activate the Pre-determined N3C Beacons (One activated on each end of Martin, St. Lucie, and Indian River County)
Florida Department of Transportation  
BROWARD SMART SUNGUIDE REGIONAL TRANSPORTATION MANAGEMENT CENTER  
STANDARD OPERATING GUIDELINES  

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<th>4.8.7</th>
</tr>
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</table>

- DMS and website should be monitored throughout the duration of the AMBER Alert Event.
- **REMEMBER:** Lane blockage incidents take precedence over AMBER Alert Messages.
- FDLE will follow the same activation steps listed above if additional activation is required containing revised vehicle information and/or broadcast area.
- Once FDLE is informed that the offender(s) has been captured or the child has been found, the FDLE will immediately contact the Florida Highway Patrol Shift Commander at (407) 737-2200 and FDOT District 5 at (407) 736-1900 to cancel the alert. The FHP Shift Commander in Orlando is then responsible for relaying the cancellation information to the Shift Commander(s) at the FHP Communications Centers that were originally notified. The Orlando RTMC will then notify all other TMC staff statewide that the Amber Alert has been cancelled; messages can be removed from the DMS, HAR, and Floodgate.

**TERMINATION**

- RTMC receives a fax/email cancellation message from RTMC.
- RTMC receives verbal cancellation notification from RTMC. If the verbal cancellation is not received, the RTMC contacts RTMC for confirmation of cancellation.
- Unless requested for a longer duration, alert information will be posted for a **maximum** of 6 hours.
- RTMC updates the event in SunGuide.
- RTMC blanks all AMBER Alert messages from DMS(s).
- RTMC sends AMBER ALERT - Email Group will be sent as a Broward Vehicle Alert Incident Email Alert and Martin, St. Lucie, Indian River Vehicle Alert Notification (send all three in the same alert and not three individual) cancellation of AMBER Alert.
- Cleared text alert must read as follows:

  THIS AMBER ALERT HAS BEEN CANCELLED  
  Vehicle description, state & tag  

- RTMC resets the HAR Stations and deactivate the HAR Beacons.
- RTMC notifies SEFRTOC partners (Palm Beach SMART SunGuide RTMC, Florida’s Turnpike, District 6, and 595 Express LLC).
- RTMC closes the event in SunGuide.

**DOCUMENTATION**

All AMBER Alerts must be documented in SunGuide, on the Shift Report, and in the Debrief.

**ADDITIONAL RESOURCES**

- Local Crime Stoppers:
<table>
<thead>
<tr>
<th>Operations</th>
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</thead>
</table>
| • Broward: (954) 493-8477 | • National Center for Missing and Exploited Children:  
  • National: (800) 843-5678  
  • Florida: (561) 848-1900 | • Florida AMBER Plan:  
  • FDLE/MCIC: (888) 354-4774 |
| • National Center for Missing and Exploited Children:  
  • National: (800) 843-5678  
  • Florida: (561) 848-1900 | |  
  • Jimmy Ryce Center for Victims of Predatory Abductions:  
  • 1-800-JIM-RYCE (546-7923) |  
  • Child Watch:  
  • Orlando: (800) 928-2445 |  
  • A Child is Missing, Inc.:  
  • National: (888) 875-2246 |  
  • Child Watch:  
  • Orlando: (800) 928-2445 |
## OVERVIEW

The Florida Department of Law Enforcement (FDLE), in conjunction with the Florida Department of Transportation (FDOT) and the Florida Highway Patrol (FHP), has established the Florida LEO Alert Plan.

The purpose of the Florida LEO Alert Plan is to broadcast critical information of an offender(s) who has killed or seriously injured a law enforcement officer and that if not apprehended immediately would pose a significant risk to the public. The information would be broadcast in a timely manner to the general public via FDOT’s highway Dynamic Message Signs (DMS) and other highway advisory methods. In the event the offender(s) is seen or if anyone has knowledge on the identity of the offender(s), that information can be provided immediately to the investigating law enforcement agency.

The Florida LEO Alert Plan can assist in dramatically increasing the chances of capturing the offender(s) rapidly before they leave the State of Florida.

## PROCEDURES

### CRITERIA FOR ACTIVATION:

To activate the alert, the following four criteria must be met:

- The offender(s) killed or critically injured a law enforcement officer.
- The law enforcement agency’s investigation must conclude that the offender(s) pose a serious public risk.
- There must be a detailed description of the offender(s) vehicle to broadcast to the public (photos when available).
- The activation must be recommended by the local law enforcement agency of jurisdiction.

*Note: To activate FDOT’s Dynamic Message Signs, enough vehicle description information along with a complete or partial tag number to benefit a broadcast on the signs must be available.*

### PROCESS FOR ACTIVATION:

The activation process must be followed in order:

- The local law enforcement agency will call the Florida Department of Law Enforcement / Florida Fusion Center (FFC) desk located in Tallahassee, Florida. The FFC desk is staffed 24/7 and is the point of contact for LEO Alerts.
## Operations

- An on-call Special Agent Supervisor will work in conjunction with the local law enforcement to ascertain whether the case meets the criteria and to offer additional help if needed.
- An on-call FDLE FFC analyst will work in conjunction with the FDLE FFC duty officer if the request comes in after hours.

## Event Management

- The FDLE will work in conjunction with the local law enforcement agency of jurisdiction to determine if the information is to be displayed on FDOT's DMS regionally or statewide.
- The FDLE will work in conjunction with the local law enforcement agency of jurisdiction to prepare information (i.e. suspect and/or vehicle, contact information) for public distribution using the approved format.
- FDLE will provide the approved template to be used including vehicle description, tag number and any other identifier.
- If FDLE determines that the FDOT DMS are to be used, then the FDLE will contact FHP Communications Center Shift Commander located in Orlando, Florida at (407)737-2200 in order to alert duty officers and other call takers of the LEO Alert. The FDLE will then fax/email/email all available information concerning the LEO Alert to the FHP Communications Center located in Orlando at (407)737-2217. The FHP Shift Commander in Orlando is then responsible for relaying all information via telephone and fax/email/email to the other Shift Commanders at the appropriate FHP Communications Center(s) in the region(s) where the activation is occurring.
- The FDLE will then contact FDOT's Orlando Regional Transportation Management Center (RTMC) by calling (407)736-1900 to develop the content of the message to be utilized. FDLE will then fax/email/email the actual DMS message to the Orlando RTMC at (407)736-1918, using the following format.

### Phase 1

**LEO ALERT**

**CALL *347**

### Phase 2

<color> <make> <model>

FL TAG XYZ 123
• The Orlando RTMC staff will relay the request to the appropriate RTMC staff in the State to activate the Florida LEO Alert Plan. The FDOT will then display the message until the offender(s) are captured or for a maximum of six hours. FDOT will display the alert message on all requested DMS unless a traffic emergency occurs that requires an individual or group of DMS to display a motorist safety message. FDOT will record a brief LEO Alert message on the 511 System. The 511 System is used only when the DMS are displayed.

Upon receipt of LEO Alert Activation fax/email/email from RTMC District 5:

• Confirm activation area
• Create LEO Alert event in SunGuide (as Vehicle Alert)
  ○ It is imperative to enter the vehicle information into the "Vehicles" section of SunGuide. The tag alert feature will notify the RTMC Operator if a duplicate tag has been entered.
• DMS: for activating DMS when the SMART SunGuide RTMC is within the Area(s) of Activation – select a LEO Alert message from the Pre-Defined Message Library, change vehicle information to specific vehicle, and make sure to hit enter twice to create two phase messaging. Information should be typed EXACTLY as it appears on the FAX/EMAIL. If you feel an error has been made on the fax/emailed request, you must notify the on-call Manager.
• DMS: When the SMART SunGuide RTMC is outside of the Area(s) for Activation, follow the same procedures as above except only the following list of select DMS signs will be used.

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<td>95SB157</td>
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<td>1580</td>
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</tbody>
</table>

- Notify SEFRTOC partners according to usual procedure (Florida's Turnpike, Palm Beach SMART SunGuide RTMC, District 6 and )
- RTMC sends a LEO ALERT– Email Group will be sent as a Broward Vehicle Alert Incident Email Alert Notification and Martin, St. Lucie, Indian River Vehicle Alert (send all three in the same alert and not three individual).
- Email text alert should read as follows:

  LAW ENFORCEMENT ALERT
  LOOK FOR VEHICLE
Vehicle description, state & tag
CALL *FHP

- Floodgate: RTMC creates a Floodgate message and banner for In-Area LEO Alerts only. You must verify that a message has not been created by another District for the same alert. If no message was created, unless otherwise specified, the selected region will be Southeast. Operators will coordinate with other districts to ensure the message has not been duplicated. Statewide floodgate messages are created by District 2.

- HAR: Create a Highway Advisory Message for all In-Area SMART SunGuide RTMC Law Enforcement Alert activations. The following template will need to be copied from the “300 – Vehicle Alert Template” section of the Platinum Software:

  Today is (day, date). A law enforcement alert has been issued for (name of person) out of (location). Motorist’s are asked to be on the look out for a (vehicle description: color, year, make model) with a (state) license plate tag (tag number). If you know the whereabouts of this (vehicle, person), please contact your local police department or dial *347 on your cellular phone. Take no other action. This message will repeat.

  HAR: After copying the template, place the message in the next available number in the “300 Section”, then edit the message according to the information provided by the alert. Label the message in the following format: MM-DD-YY SunGuide Event Number Alert Type & Initials. The message should be converted & saved, using the voice of “Tom”. Place the message in the Vehicle Alerts (All HARS) playlist, and then activate the message on all HAR stations.

- In-Area: Activate all HAR Beacons
- Out of Area: Pre-determined beacons

- N3C Beacons: Activate the Pre-determined N3C Beacons (One activated on each end of Martin, St. Lucie, and Indian River County)

- DMS and website should be monitored throughout the duration of the LEO Alert event
- REMEMBER: Lane blockage incidents take precedence over LEO Alert messages.
- FDLE will follow the same activation steps listed above if an additional activation is required containing revised vehicle information and/or broadcast area.

- Once FDLE is informed that the offender(s) has been captured, the FDLE will immediately contact the FHP Shift Commander at [redacted] to cancel the alert. The FHP Shift Commander in Orlando is then responsible for relaying the cancellation information to the Shift Commander(s) at the FHP Communications Centers that were originally notified. The Orlando RTMC will then notify all other RTMC staff statewide that the LEO Alert has been cancelled; messages can be blanked from the DMS, HAR and 511.
TERMINATION:

- RTMC receives a fax/email/email cancellation message from RTMC.
- RTMC receives verbal cancellation notification from RTMC. If the verbal cancellation is not received, the RTMC contacts RTMC for confirmation of cancellation.
- Unless requested for a longer duration, alert information will be posted for a maximum of 6 hours.
- RTMC updates the event in SunGuide.
- RTMC blanks all LEO Alert messages from DMS.
- RTMC sends a Broward, Martin, St. Lucie, and Indian River Vehicle Alert Incident Notification notifying cancellation of the LEO Alert. Cleared text alert must read as follows:
  
  THIS LEO ALERT HAS BEEN CANCELLED
  Vehicle description, state & tag

- RTMC resets the HAR Stations and deactivate the HAR Beacons.
- RTMC notifies SEFRTOC partners (Palm Beach SMART SunGuide RTMC, Florida’s Turnpike, District 6, 595 Express LLC)
- RTMC closes the event in SunGuide.

DOCUMENTATION:

All LEO Alerts must be documented in SunGuide, on the Shift Report and in the Debrief.

THE REVIEW PROCESS:

Every LEO activation will be brought before a special committee of state agency partners and law enforcement representatives to ensure that the program’s goals are being met and that each activation meets the criteria and is conducted in a timely manner.

OTHER RESOURCES:

- Local media outlets
- Local Crimes Stoppers

For more information about the Florida LEO Alert Plan
Please contact the FDLE Florida Fusion Center Desk at
1-850-410-7645 or 1-800-342-0820
OVERVIEW

The Florida Department of Law Enforcement (FDLE), in conjunction with the Department of Transportation (DOT), the Department of Highway Safety and Motor Vehicles’ Florida Highway Patrol (FHP), has established the FLORIDA Silver Alert.

The purpose of the Silver Alert is to broadcast vehicle information of a missing elderly person who suffers from irreversible deterioration of intellectual faculties. In the event the missing person’s vehicle is seen or if anyone has knowledge of the whereabouts of the missing person, that information can be provided immediately to the investigating law enforcement agency.

The Silver Alert can assist in dramatically increasing the chances of the missing elderly persons’ safe return.

PROCEDURES

CRITERIA FOR ACTIVATION:

To activate the alert, ALL of the following six criteria must be met:

1. Local law enforcement has already activated a local or regional alert by contacting media outlets in theirs and/or surrounding jurisdictions.
2. Missing person must be 65 years or older and there is a clear indication that the individual has a diagnosed cognitive impairment, also known as dementia which is the irreversible deterioration of intellectual faculties. This must be verified by law enforcement or; under extraordinary circumstances when a person age 18 to 64 has irreversible deterioration of intellectual faculties and law enforcement has determined the missing person lacks the capacity to consent, and that the use of road signs may be the only possible way to rescue the missing person;
3. The law enforcement agency’s investigation must conclude that the disappearance poses a credible threat to the person’s welfare and safety;
4. There must be a description of the vehicle, and a tag number to display on the Department of Transportation road signs;
5. Local law enforcement must verify vehicle and tag information;
6. The law enforcement agency must issue a statewide broadcast to other law enforcement/911 centers.

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.

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Florida Department of Transportation
BROWARD SMART SUNGUIDE REGIONAL TRANSPORTATION MANAGEMENT CENTER
STANDARD OPERATING GUIDELINES

| Operations | Event Management | Silver Alerts | 4.8.9 |

Note: To activate FDOT's Dynamic Message Signs, enough vehicle description information along with a complete or partial tag number to benefit a broadcast on the signs must be available.

**PROCESS FOR ACTIVATION:**

The activation process must be followed in order:

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 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 DOT format(s).

4. FDLE will contact FDOT's Orlando Regional Transportation Management Center (RTMC) by calling ???????? to alert personnel of the Silver Alert. FDLE will fax/email the actual DMS Message to the Orlando ?????? using the attached format.

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

6. FDLE will contact the Florida Highway Patrol Communications Center Shift Commander in Orlando at ???????? in order to alert duty officers and other call takers of the Silver Alert. The FDLE will then fax/email all available information concerning the missing elderly person to the FHP Communications Center in Orlando at ???????? . FHP Shift Commander in Orlando is then responsible for relaying all information via telephone and fax/email to the appropriate to the Shift Commander(s) at appropriate FHP Communications Center(s) in the region(s) where the activation is occurring.

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

8. Once FDLE is contacted that the elderly person has been recovered, the FDLE will immediately contact the Shift Commander at FHP and DOT at ???????? to cancel the Silver Alert. The FHP Shift Commander in Orlando is responsible for relaying cancellation information to Shift Commander(s) at FHP Communications Centers that were previously notified.

The Orlando RTMC staff will relay the request to the appropriate RTMC staff in the State to activate the Florida SILVER Alert Plan. The FDOT will then display the message until the offender(s) are captured or for a maximum of six hours. FDOT will display the alert message on all requested DMS unless a traffic emergency occurs that requires an individual or group of DMS to display a motorist safety message. FDOT will record a brief SILVER Alert message on the 511 System. The 511 System is used only when the DMS are displayed.

Upon receipt of SILVER Alert Activation fax/email from RTMC District 5:

- Confirm activation area.
- Create SILVER Alert event in SunGuide (as Vehicle Alert)
  - It is imperative to enter the vehicle information into the “Vehicles” section of SunGuide. The tag alert feature will notify the RTMC Operator if a duplicate tag has been entered.
- DMS: for activating DMS when the SMART SunGuide RTMC is within the Area(s) of Activation – select a previous SILVER Alert message from the Pre-Defined Message Library library, change vehicle information to specific vehicle, and make sure to hit enter twice to create two phase messaging. Information should be typed EXACTLY as it appears on the FAX/EMAIL. If you feel an error has been made on the fax/mailed request, you must notify the on-call Manager.

Phase 1
SILVER ALERT

CALL *347

Phase 2
<color> <make> <model>

FL TAG XYZ 123
- DMS: When the SMART SunGuide RTMC is outside of the Area(s) for Activation, follow the same procedures as above except only the following list of select DMS signs will be used.

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>CCTV</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>595EB11</td>
<td>E of I-95 N</td>
<td>5014</td>
<td></td>
</tr>
<tr>
<td>595WB10</td>
<td>W of US 1</td>
<td>5016</td>
<td></td>
</tr>
<tr>
<td>595WB09</td>
<td>W of I-95 S</td>
<td>5013</td>
<td></td>
</tr>
<tr>
<td>75NB06</td>
<td>S of Miramar</td>
<td>7005</td>
<td></td>
</tr>
<tr>
<td>75NB12</td>
<td>S of Griffin</td>
<td>7011</td>
<td></td>
</tr>
<tr>
<td>75NB16</td>
<td>S of 595</td>
<td>7014</td>
<td></td>
</tr>
<tr>
<td>75NB22</td>
<td>S of US 27</td>
<td>7021</td>
<td></td>
</tr>
<tr>
<td>75SB24</td>
<td>N of US 27</td>
<td>7025</td>
<td></td>
</tr>
<tr>
<td>75SB20</td>
<td>Before 595</td>
<td>7019</td>
<td></td>
</tr>
<tr>
<td>75SB14</td>
<td>N of Griffin</td>
<td>7013</td>
<td></td>
</tr>
<tr>
<td>75SB10</td>
<td>N of Pines</td>
<td>7009</td>
<td></td>
</tr>
<tr>
<td>95NB18</td>
<td>S of Hallandale</td>
<td>9014</td>
<td></td>
</tr>
<tr>
<td>95NB23</td>
<td>S of Griffin</td>
<td>9020</td>
<td></td>
</tr>
<tr>
<td>95NB27</td>
<td>S of Broward</td>
<td>9027</td>
<td></td>
</tr>
<tr>
<td>95NB31</td>
<td>S of Oakland</td>
<td>9030</td>
<td></td>
</tr>
<tr>
<td>95NB33</td>
<td>At Cypress</td>
<td>9034</td>
<td></td>
</tr>
<tr>
<td>95NB38</td>
<td>S of Copans</td>
<td>9038</td>
<td></td>
</tr>
<tr>
<td>95NB40</td>
<td>S of SW 10th</td>
<td>9038</td>
<td></td>
</tr>
<tr>
<td>95SB42</td>
<td>N of Hillsboro</td>
<td>9046</td>
<td></td>
</tr>
<tr>
<td>95SB40</td>
<td>N of Sample</td>
<td>9043</td>
<td></td>
</tr>
<tr>
<td>95SB38</td>
<td>S of Copans</td>
<td>9039</td>
<td></td>
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<tr>
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<td>N of Cypress</td>
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<td>95SB31</td>
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<td>S of Sunrise</td>
<td>9028</td>
<td></td>
</tr>
<tr>
<td>95SB26</td>
<td>At Davie</td>
<td>9026</td>
<td></td>
</tr>
<tr>
<td>95SB21</td>
<td>N of Sheridan</td>
<td>9020</td>
<td></td>
</tr>
<tr>
<td>95SB19</td>
<td>S of Pembroke</td>
<td>9017</td>
<td></td>
</tr>
<tr>
<td>869SB01</td>
<td>S of Sunrise</td>
<td>8001</td>
<td></td>
</tr>
</tbody>
</table>

- DMS: For activations in the Northern Three Counties, In Area and Out of Area events will be handled in the same manner. Select a previous AMBER Alert message from the Pre-Define library, copy message, change vehicle information to specific vehicle, and make sure to hit enter twice to create a two phase message. If you feel an error has been made on the fax/emailed request, you must notify the on-call Manager. All of the Northern Three Counties twelve DMS devices will be utilized for the Amber Alert.
**Florida Department of Transportation**

**BROWARD SMART SUNGUIDE REGIONAL TRANSPORTATION MANAGEMENT CENTER**

**STANDARD OPERATING GUIDELINES**

### Operations Event Management Silver Alerts

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>CCTV</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>95NB95</td>
<td>At MM 95</td>
<td>0950</td>
<td>MARTIN</td>
</tr>
<tr>
<td>95NB108</td>
<td>At MM 108.5</td>
<td>1085</td>
<td>MARTIN</td>
</tr>
<tr>
<td>95NB127</td>
<td>At MM 127.5</td>
<td>1275</td>
<td>ST. LUCIE</td>
</tr>
<tr>
<td>95NB136</td>
<td>At MM 136</td>
<td>1355</td>
<td>ST. LUCIE</td>
</tr>
<tr>
<td>95NB145</td>
<td>At MM 145.5</td>
<td>1450</td>
<td>INDIAN RIVER</td>
</tr>
<tr>
<td>95NB154</td>
<td>At MM 154.5</td>
<td>1535</td>
<td>INDIAN RIVER</td>
</tr>
<tr>
<td>95SB97</td>
<td>At MM 97.5</td>
<td>0980</td>
<td>MARTIN</td>
</tr>
<tr>
<td>95SB122</td>
<td>At MM 122.5</td>
<td>1235</td>
<td>MARTIN</td>
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<tr>
<td>95SB130</td>
<td>At MM 130.5</td>
<td>1310</td>
<td>ST. LUCIE</td>
</tr>
<tr>
<td>95SB139</td>
<td>At MM 139</td>
<td>1400</td>
<td>ST. LUCIE</td>
</tr>
<tr>
<td>95SB148</td>
<td>At 148.5</td>
<td>1490</td>
<td>INDIAN RIVER</td>
</tr>
<tr>
<td>95SB157</td>
<td>At 157.5</td>
<td>1580</td>
<td>INDIAN RIVER</td>
</tr>
</tbody>
</table>

- Notify SEFRTOC partners according to usual procedure (Florida’s Turnpike, District 6 and Palm Beach SMART SunGuide RTMC, 595 Express LLC)
- RTMC sends SILVER ALERT notification – Email Group will be sent as a Broward Vehicle Alert Incident and Martin, St. Lucie, Indian River Vehicle Alert Incident (send all three in the same alert and not three individual).
- Incident Email Alert Notification. Email text alert should read as follows:

  LOOK FOR VEHICLE
  Vehicle description, state & tag
  CALL *FHP

- Floodgate: RTMC creates a Floodgate message and banner for **In-Area** Silver Alerts only. You must verify that a message has not been created by another District for the same alert. If no message was created, unless otherwise specified, the selected region will be **Southeast**. Operators will coordinate with other districts to ensure the message has not been duplicated. *Statewide floodgate messages are created by District 2.*

- HAR: Create a Highway Advisory Message for all **In-Area** SMART SunGuide RTMC Silver Alert activations. The following template will be copied from the "**300 – Vehicle Alert Template**" section of the Platinum Software:

  Today is (day, date). A Silver alert has been issued for (name of person) out of (location). Motorists are asked to be on the look out for a (vehicle description: color, year, make model) with a (state) license plate tag (tag number). If you know the whereabouts of this (vehicle, person), please contact your local police department or dial *347 on your cellular

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Phone. Take no other action. This alert will remain active until (the time it will be in six hours from the activation time). This message will repeat.

- **HAR:** After copying the template, place the message in the next available number in the **"300 Section"**, then edit the message according to the information provided by the alert. Label the message in the following format: MM-DD-YY SunGuide Event Number Alert Type & Initials. The message should be converted & saved, using the voice of “Tom”. Place the message in the Vehicle Alerts (All HARS) playlist, and then activate the message on all HAR stations.

- **In-Area:** Activate all HAR Beacons

- **Out of Area:** Pre-determined beacons

- **N3C Beacons:** Activate the Pre-determined N3C Beacons (One activated on each end of Martin, St. Lucie, and Indian River County)

- DMS and website should be monitored throughout the duration of the SILVER Alert event

- **REMEMBER:** Lane blockage incidents take precedence over SILVER Alert messages.

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

- Once FDLIE is informed that the offender(s) has been captured, the FDLIE will immediately contact the FHP Shift Commander at [Phone Number] and FDOT at [Phone Number] to cancel the alert. The FHP Shift Commander in Orlando is then responsible for relaying the cancellation information to the Shift Commander(s) at the FHP Communications Centers that were originally notified. The Orlando RTMC will then notify all other RTMC staff statewide that the SILVER Alert has been cancelled; messages can be blanked from the DMS and 511.

**TERMINATION:**

- RTMC receives a fax/email cancellation message from RTMC.

- RTMC receives verbal cancellation notification from RTMC. If the verbal cancellation is not received, the RTMC contacts RTMC for confirmation of cancellation.

- Unless requested for a longer duration, alert information will be posted for a maximum of 6 hours

- RTMC updates the event in SunGuide.

- RTMC blanks all SILVER Alert messages from DMS’s.

- RTMC sends SILVER ALERT notification – Email Group will be sent as a Broward Vehicle Alert Incident Email Alert and Martin, St. Lucie, Indian River Vehicle Alert Notification (send all three in the same alert and not three individual) cancellation of Silver Alert.
THIS SILVER ALERT HAS BEEN CANCELLED
Vehicle description, state & tag

- RTMC resets the HAR Stations and deactivate the HAR Beacons.
- RTMC notifies SEFRTOC partners (595 Express LLC, Palm Beach SMART SunGuide
  RTMC, Florida’s Turnpike, District 6)
- RTMC closes the event in SunGuide.

DOCUMENTATION:

All SILVER Alerts must be documented in SunGuide, on the Shift Report and in the Debrief.

OTHER 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 SILVER Alert Plan
Please contact the FDLE Florida Fusion Center Desk at
1-850-410-7645 or 1-800-342-0820
OVERVIEW

Wildfire and fog closures are examples of events that may occur along the Alligator Alley portion of I-75 in Broward and Collier Counties and result in lengthy road closures. Disseminating useful information to motorists on a regional basis is a critical part of responding to these closures.

PROCEDURE

DETECTION

Upon notification of impending road closures on I-75 northbound at US 27 in Broward County:

- Enter all information into the SunGuide software according to incident management protocol.
  - In the event of fog or wildfires, select event type ‘visibility’
- Utilize CCTV 7022 to monitor / confirm the closure
- Dispatch a Road Ranger and Severe Incident Response Vehicle (SIRV) to obtain verification and to coordinate with Asset Management Contractor DBI and Florida Highway Patrol on scene.

VERIFICATION AND SIGNS

Once the location of the closure is verified as being at US 27:

- Change the status of the event to ‘active’.
- Generate response plan through SunGuide and post DMS signs. NOTE: DMS initial signs will report ONLY road closure until floodgate messaging is initiated
- Send out an initial Level 3 email alert.

NOTIFICATION OF OUTSIDE AGENCIES

- Palm Beach SMART SunGuide RTMC, Florida’s Turnpike Pompano, and District 6 SunGuide TMC shall be contacted to request assistance with signing

FLOODGATE MESSAGING

The SOUTHEAST Floodgate on the Statewide 511 FL-ATIS IVR system will report:

*I-75 is closed at US 27 due to [ENTER EVENT TYPE]. For possible alternate routes, say I-75 and then Broward*

In the event that there are additional closures reported on the alternate routes, a manager should be contacted for additional guidance.
If--_O_perations I

Event Management Alligator Alley Closures

• Floodgates will be recorded on I-75 Broward Location

1. Possible alternate route to Naples: TAKE US 27 SOUTH AND MAKE A RIGHT ONTO KROME AVENUE THEN RIGHT ONTO US 41 WEST - TAMAMI TRAIL.

2. Possible Alternate route to Fort Myers: TAKE US 27 NORTH TO SR 80 WEST

MONITORING/UPDATES

Upon notification of floodgate messaging, SMART SunGuide RTMC Operators will:

• Dial 511 and verify that the floodgate message is active Say Broward (floodgate should be active) > Press 751# Closure will be reported again > When asked if you would like additional information say yes (alternate route information should be active)
• Notify Palm Beach ITMS, District 6, and the Florida’s Turnpike Enterprise to update OMS signs to include CALL 511 FOR INFO (advise that we are posting the following message):

    NB 75 [Phase 1]
    ALLIGATOR ALLEY [Phase 2]
    CLOSED AT US 27
    CALL 511 FOR INFO

• In the event of an extended closure, and at the request of DBI, post Highway Advisory Radio information on the third line of DMS 75NB22: EMER INFO 1610 AM
• Continually monitor the status of the incident and alternate routes via the FHP website, FHP dispatchers, Road Rangers, and SIRV on scene.
• Changes in incident status and problems detected on the alternate routes must be disseminated in a timely manner.
• In the event an issue is reported on the alternate routes, the SMART Sun-Guide on-call manager must be notified.

INQUIRIES

SMART SunGuide RTMC Operators must address any inquiries from the public received via *FHP by providing the same alternate route suggestions as the 511 floodgate message. General alternate route are US 41/Tamami Trail to the south and SR80 to the north. Be advised that limited or no information regarding conditions on the suggested alternates is available to the RTMC and caution must be used in providing suggested alternates.
OVERVIEW

According to a study by the Center for Urban Transportation Research (CUTR) fog is one of the most serious meteorological limitations to visibility. The extreme variability of fog, especially in its density and location, make it difficult for motorists to perceive and react quickly. Fog can affect both day and night driving conditions because light, both natural and manmade, is retro-reflected, (refracted and deflected by the water droplets of the fog) and will veil objects from sight. Fog is measured by visibility in mile, and is considered severe (or heavy) when visibility is 1/4 mile or less.

PROCEDURE

DETECTION

If you should detect what you perceive to be serious fog conditions during normal CCTV monitoring, report the conditions to Florida Highway Patrol dispatch for further action/monitoring. DMS messages for fog will posted only as requested by Florida Highway Patrol. If a call is received from FHP, RTMC Operators are required to get the following information and record it in SunGuide:

- Name and position of person making request (Shift Commander or Duty Officer Supervisor
- Contact number
- Agency

ALL REQUESTS FOR VISIBILITY MESSAGING MUST COME FROM FLORIDA HIGHWAY PATROL. REQUESTS FOR MESSAGING ASSISTANCE RECEIVED FROM OTHER TMCs MUST BE VERIFIED THROUGH FHP.

VERIFICATION

Verify the national weather service advisories on IntraSMART. Enter all information into the SunGuide software. Categorize as "visibility" and as an UNCONFIRMED event. Utilize CCTV cameras to verify reported conditions and determine whether fog is localized or county-wide.

Once verified:

- Change the status of the event to 'active'.
- Post DMS messages from the predefined plan manager according to the location
  - County wide
  - Western county – Alligator Alley

  **FOG ADVISORY**
  **USE CAUTION**

- NO EMAIL ALERT SHOULD BE SENT due to the incomplete location

**NOTIFICATION OF OUTSIDE AGENCIES**

- Palm Beach SMART SunGuide RTMC, Florida’s Turnpike Enterprise, and District 6 are to be contacted to advise that FHP has made a request for signing

**FLOODGATE MESSAGING**

A 511 FLATIS Floodgate message should be created to report the fog advisory pursuant to the format used by the National Weather Service (http://www.srh.noaa.gov/mfl/ghwo).

Example: *A dense fog advisory has been issued for (area) until XX:XX. Please reduce your speed and use caution.*

**Floodgate Locations:**

- If advisory is County-wide = **Southeast**
If advisory is Western County—Alligator Alley = Southeast > Broward

<table>
<thead>
<tr>
<th>Floodgate Status</th>
<th>Floodgate Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Floodgate</td>
<td></td>
</tr>
<tr>
<td>○ Statewide</td>
<td></td>
</tr>
<tr>
<td>○ Location</td>
<td></td>
</tr>
<tr>
<td>○ Full Roadway</td>
<td></td>
</tr>
<tr>
<td>○ Entity</td>
<td></td>
</tr>
</tbody>
</table>

Common Settings
- Common settings apply to both English and Spanish messages
- Associated event and Comment will be logged, but not sent to C2C

Call Settings
- Allow barge-in
- End call after message

Severity
- Minor

Associated event
- None

Comment

MONITORING/UPDATES

Fog advisories must be monitored like other events; as conditions change DMS messages should be removed from the signs. In most cases, county wide advisories will need to be downgraded to the western portion of the county.

Continually monitor the status of the fog via CCTV cameras and Road Rangers. National weather service advisories do not qualify as real-time information as they often expire long after the fog has lifted.
OVERVIEW

The Broward SMART SunGuide RTMC uses SunGuide, the statewide ITS software, as the primary means of storing and disseminating information about incidents on the freeway networks. Through various input screens, information about incidents is entered by the RTMC Operator. The following procedure should be used when inputting new and maintaining existing events.

PROCEDURE

There are three guidelines with entering data into SunGuide: Input, Update, and Monitor.

- **Input** all traffic related events accurately and concisely
- **Update** events as conditions warrant:
  - Notification, arrival, and departure of responder(s)
  - Lane blockage pattern
  - Closure and termination of event
- **Monitor** active events regularly and frequently

To enter event information into SunGuide, the following information needs to be obtained:

- Event Type
- Notifying Agency and Contact
- Event Location
- Lane Blockage
- Event Conditions
- Specific Attributes
- Vehicle Information

Once an event has been detected and the preceding information has been obtained, begin entering the data into SunGuide. The system utilizes primarily drop-down lists, sub forms, and check boxes which enable easy event data entry. Enter a new event using the following process:

- Located on the top of the main screen, click the “Add Event”. You will be directed to a new window, which will prompt you for the following for “Add Event”
  - Event Type (i.e., Crash, Disabled Vehicle, Debris)
  - Notifying Agency (i.e., FHP, Road Ranger, CCTV)
  - Notifying Contact (i.e., 911, B01, 9035)
  - Status (Unconfirmed, Active)
- After the preceding information is entered, click the “Create this Event” button. The user will be directed to the Event Detail window, which will contain the specifics of the event. Enter the details in the following order:
### Operations Event Management

**Enter Data in SunGuide**

- **Event Location** (County, Road, Direction, Relationship to Exit, Exit, Proximity to Exit)
- **Lane Blockage** (i.e., Left Shoulder, Left Lane, Center, Right Lane, Right Shoulder)
- **Attributes** (HAZMAT, Fire, Rollover)
- **Vehicle Involved** (Color, Make, Model, Tag ID, State)
- **Primary/Secondary Events** (if applicable) – refer to Section 3.X.X
- **Injuries** (if applicable)
- **Weather Conditions** (Pavement, Precipitation, Wind, Visibility, Illumination)
- **Comments** (Additional Event Details) The purpose of the comment section is to allow an operator to record information that cannot be recorded elsewhere on the Event Details screen
  - **OPERATOR**: Document all Operator comments related to the event with this comment field.
  - **MANAGER**: Operator will document any Manager related comments or instructions with this field.
  - **ROAD RANGER**: Document any related Road Ranger issues under this comment field.
  - **INFRASTRUCTURE DAMAGE**: Any time there is roadway/infrastructure damage recorded in an event along with details of who was contacted, etc.
  - **RISC**: **Must** be used to record all RISC related details/activities including times, contacts, etc.
  - **FL 511 ERROR**: Any time an error/failure is detected on the IVR or website. For IVR issues please record the number you called from and the path you followed along with details of the error.
  - **595 Express**: Used only to record information management needs to be aware of such as wrong event location, untimely updates, failure to notify, etc.
  - **AUDIT REQUESTED**: Used only when system does not properly reflect actual data that can affect Performance Measure integrity due to system problems or other uncontrollable circumstances.
  - **HSMV NUMBER**: This number is provided by the SIRV unit for all major events.
- After the preceding information is entered, click the “Save” button. The Event Detail window will refresh.

Next, enter the dispatch information. Click the “Vehicles Dispatch” link located under the Reporting and Dispatch section. All Road Rangers and SIRV activities, dispatches, arrivals, cancellation and departures are managed in this section. The section will expand and prompt for the following:
- **Process** (Arrive, Dispatch, Depart, Cancel)
- **Vehicle** (Road Ranger or SIRV Unit Truck Number)
- **Status** (At departure, status may be set to Patrolling, Meal, Break. I.e.).
- **Activity** (i.e., Debris, Flat Tire, Fuel, Jump)
- After you have entered the preceding information, click the “Submit” button. To minimize the section, simply click “Vehicles Dispatch” link.
If-------

4.8.12


- Update the Responder Table by clicking in the applicable agency row and status column. Make sure the times are accurate.
- If applicable, “Save, Get Response” to get the DMS and Email Notification Alerts. The “Suggested Response Plan” will appear.
- Generate the appropriate devices by setting a radius, the Click “Get New Suggestion”. Click “Set as Response” once you determined the appropriate devices or defined plan.
- Response PLAN Editor allows the operator to add, edit, remove devices, edit or remove email, add or remove FLATIS, add a message plan.
- Activate Plan will activate the Response Plan.
- Throughout the duration of the event, input additional event details in the Comments section.
- Click the “Save Changes” button each time a new event is added.

It is imperative that events are continuously monitored and updated as conditions change. When a notifying and/or responding agency informs the RTMC of changes, the RTMC Operator is required to immediately update the information in SunGuide. This ensures the accuracy of the event data and ultimately the integrity of the system.

- To modify an event in SunGuide, simply click on the event located in the Event List window.
- Make the necessary changes.
- Click the “Save ” button each time you make a change to an event.

Once an event has been confirmed cleared, review the Event Detail screen to ensure all required and relevant information has been entered. Before closing an event, make certain all applicable agencies have been notified and documented correctly. By ensuring the Event Detail is complete, the user is enabling the data to be consistent and to accurately be reflected in the RTMCs Performance Measures.

- To change the status of an event or to close an event in SunGuide, simply click on the event located in the Event List window.
- Change the Status located under Administrative Details to reflect the current position of the event (Unconfirmed, Active, Closed, Unresolved, False Alarm, Void).
- Review the event details. Make any necessary changes.
- Click the “Save ” button.

The following are additional functions within SunGuide that the RTMC Operator will use on a daily basis.

**BLOCK CCTV IMAGES**

On some occasions, it is necessary to block a cameras’ image feed from the public viewing. This feature becomes a vital feature of SunGuide when the incident involves injuries and the images are
sensitive to the general public. The RTMC Lead Operator is required to block any necessary CCTV cameras on behalf of the RTMC Operator. The RTMC Operator does not have system privileges to do this task. To block a camera follow the proceeding steps:

- Click the “CCTV” button located on the top menu bar of the Event List window. You will be directed to a new page which lists all of the RTMCs cameras.
- Locate the camera that is to be blocked.
- Click the “Block” button located to the right of the camera detail.

To unblock a camera follow the proceeding steps:

- Click the “Block CCTV Images” button located on the top menu bar of the Event List window. The user will be directed to a new page which lists all of the RTMCs cameras.
- Locate the camera that is to be unblocked.
- Click the “Unblock” button located to the right of the camera detail.

ROAD RANGERS/SIRV

Located on the top menu bar, there is a Road Ranger/SIRV option, which allows the RTMC Operator to set up the Road Ranger/SIRV Units schedule. There are two shifts that the Road Rangers use and three that the SIRV Unit uses. To modify the Road Ranger/SIRV Units schedule, follow the proceeding steps:

**New Schedule**

- Click the “AVL/RR” button located on the top menu bar of the Event List window. The user will be directed to a new page which displays the schedule details.
- Select the Vehicle.
- Next, select the Status, such as Patrolling.
- Select the Driver field to correspond with the Vehicle number.
- Select the Beat.
- Select the Radio.
- Click the “Set State” button.
- Repeat until all trucks have been entered.

**Modify Existing Schedule**

- Click the “AVL/RR” button located on the top menu bar of the Event List window. The user will be directed to a new page which displays the schedule details.
- Select the Vehicle that is to be modified.
- Next, select the Status, such as Meal or Break.
• Make sure the Driver field corresponds with the Vehicle number.
• Make sure the correct Beat is listed.
• Make sure the correct Radio is listed.
• Click the “Set State” button.

REPORTS

Located on the top menu bar of the Event List window, there is a Report feature which offers the RTMC Operator the ability to search and analyze event details and trends. Within the Report window, there are a series of filters that can be used to narrow the search parameters. There are seven (7) categories of reports which makes up a variety report types. The following are the different report types:

• Event List
• Event Details
• Event Summary Report
• Event Chronology
• Event Response
• Agency Response Times Report
• Event Level Report
• Event Lane Blockage
• DMS Report
• Road Ranger Activity Report
• Road Ranger Admin
• RR Admin Summary
• RR Admin Details
• RR Cost Savings
• SIRV
• QA Report
• Notifier Contacts
• Performance Measures Reports Manager

There are many occasions where printing a hard copy report is required. To access a report, follow the proceeding steps:

• Click the “Reports” button located on the top menu bar of the Event List window. The user will be directed to a new page which lists all of the report types.
• Narrow the search parameters by setting filters, by the range of events, location, and event properties.
• After the filters are set, click the desired report type listed to the right of the filters.
• The user will be directed to a new window, which you can either view and/or print the report.
AUDIT

This section is used to modify event details. Some examples of event details that can be changed are Road Ranger Status, Time Reported to the RTMC, Notifying Agency/Contact, and Event Location.

PREFERENCES

This portion of SunGuide allows the RTMC Operator to create page refresh preferences. The RTMC Operator can indicate the exact time the Event List is refreshed. In addition, the RTMC Operator can receive a warning on events that has lapsed the indicated time allowance.

VISIOPAD DETECTION

See section 4.5.4, VisioPaD Detection & Monitoring.
OVERVIEW

Once an event has been detected and entered into SunGuide, it warrants constant monitoring until it has cleared. Different types of event changes warrant different responses, including follow up phone calls to partner agencies, modification of data in SunGuide, and approving and sending updated Incident Email Alert Notifications. Some examples of event changes are:

- Event Clearance
- Changes in Location/Lane Blockage
- Arrival of Responding Agencies
- Increase in Event Severity
- Change in event type (example: disabled to abandoned)

PROCEDURES

Follow these standard protocols when responding to event changes:

- Modify the event details in SunGuide.
- Update DMS Message Plan.
- Send updated Incident Email Alert Notification.
- Notify all applicable responding/surrounding agencies, including, Road Ranger(s), SIRV, FHP, EMS, Fire, Tow, Palm Beach SMART SunGuide TMC, MDX, and 595 Express LLC.

Some changes to traffic events are more significant to act upon immediately than others. In the event there are any questions regarding the handling of events, request assistance from the Lead or senior Operator on RTMC Operations Supervisor.

CHANGES IN EVENT TYPE

There will be times when an event type will need to be amended. Some examples are as follows:

- Disabled to Abandoned
- Accident to Abandoned
- Debris to Accident

There are times when a disabled vehicle will be cloned to abandoned, and times when a disabled event will get changed to an abandoned event type.

- DISABLED TO ABANDONED VEHICLE – After a Road Ranger attempts or actually provides any type of service to a Disabled Vehicle and is unsuccessful—the incident is CLONED to an Abandoned once the motorist has left the scene, abandoning his/her
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**STANDARD OPERATING GUIDELINES**

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vehicle. Note: If a Road Ranger is transporting the motorist to the nearest exit, thus abandoning the vehicle, the incident is CLONED, and the Road Ranger will receive two confirmation numbers. The first for the attempt to repair the vehicle/transport. The second for the disabled (the cloned event number). The cloned number shall be given to the Road Ranger prior to the transport. If a Road Ranger arrives at an alleged disabled, but the vehicle is actually abandoned, then the vehicle is CHANGED to abandoned

- **ACCIDENT TO ABANDONED VEHICLE** - If one vehicle from an accident becomes abandoned, the event may be CLONED. The cloned event then needs to have the event type CHANGED to abandoned vehicle. However, the event with the accident confirmation number must first be closed. The vehicle is to be tagged with the cloned event number. If there are multiple vehicles involved, they must each be marked with an individual abandoned number. Each of these events will be created and linked to the primary accident event number.

- **DEBRIS TO ACCIDENT** – In the event that debris in the roadway causes an accident, the event may be CLONED to an accident. However, the cloned event needs to have the event type CHANGED to accident. The original event of debris can be closed once the dispatched Road Ranger has arrived, received the proper activity of debris, and departs from the incident. The cloned event would contain all the pertinent information from the accident, including Road Ranger activity information.
OVERVIEW

The purpose of the RISC Program is to expedite the safe clearance of major incidents from the highways using heavy duty, specialized equipment. This program is put in place in conjunction with Florida’s “Open Roads Policy,” which states that the roadways will be cleared as soon as possible with the goal of all agencies that incidents be cleared within 90 minutes of the arrival of the first responding officer.

The RISC program offers financial incentives to qualified companies to respond to and clear major incidents such as large vehicle crashes, rollovers, fires and cargo spills within a specified period of time.

“RISC” BINDER

A RISC binder was created to guide operators during a RISC incident and it will contain the most up-to-date information. The RISC binder is located on the top of console four. In the binder operators will find the following:

- RISC Activation Log to fill out, (extra copies for reference purposes)
- The current contractor rotation information, including previous RISC activations
- RISC vendor contact information
- RISC overview

PROCEDURE

RISC is *only* activated at the request of Florida Highway Patrol.

RISC dispatch for all of District 4 (Broward, Palm Beach, Martin, St. Lucie and Indian River Counties) will be done by the Broward RTMC.

In cases where RISC in activated in Palm Beach County, Palm Beach TMC is responsible for incident management and using the *RISC Activation Log* as a guide for the information that will be provided to Broward TMC. This log should be used as a guide and filled out with all the available information as it pertains to the incident.

Broward TMC will create an ‘Interagency Event’ in SunGuide for documentation purposes when RISC is activated in Palm Beach County. Time keeping and interagency coordination is critical during RISC events occurring in Palm Beach County and all RISC information should be recorded in BOTH SunGuide events.

Broward RTMC is responsible for incident management and RISC dispatching for RISC events occurring in Broward, Martin, St. Lucie, and Indian River Counties. The *RISC Activation* log should be followed closely and filled out with all the available information as it pertains to the incident.
If you can view a RISC event on camera, be prepared to provide as many details as possible to the RISC vendor. For events outside of Broward, these details should be obtained through Palm Beach TMC when available.

The vendor rotations are tracked on paper by the Contractor Rotation segment sheet. Contractor Rotation system will be used. Operators must have the Contractor Rotation list available when contacting Management. Management is working on an electronic rotation sheet and it will be available in the future.

Only the Manager or Assistant Manager will choose the next contractor from the rotation list.

Initially the Operations Manager will be the keeper of the vendor rotations, so you will need to notify the manager as soon as RISC is requested if you are unable to reach the Manager, contact the Assistant Manager if you are unable to reach either, contact on-call Supervisor.

All times must be accurately recorded in SunGuide using comment type ‘RISC’ as well as on the RISC Activation Log.

Do not panic and try to do everything too quickly; the RISC activation log will also serve as a checklist to assure that all points are covered. Please contact the Manager at 954-691-5340 for all RISC activations or if you have any questions. For the time being, do not call the on-call Supervisor unless you are unable to reach the Manager.

- SIRV will be dispatched to ALL RISC activations within the SIRV response area regardless of the time of day or incident level.

- Road Rangers should be dispatched according to normal operating procedures.

1. Call from FHP:

Get all the following information from the dispatcher:

- Incident details including:
  - Location
  - Type of incident
  - Lane blockage
  - Vehicles involved
  - Is there a spill of any type (e.g., cargo, fuel, HAZMAT)
  - Requests for additional equipment
- Name of dispatcher and call back number
- Name of Trooper on scene
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Ask the dispatched if there is a specific area, where the contractor should stage or any routing instruction for arriving at the incident.

Advise the dispatcher that you will call the contractor and call back with the name and ETA. If RISC is in Palm Beach County, Palm Beach TMC Operators will notify Broward RTMC for the RISC activation.

2. Initial Call to Contractor:
   - Determine the appropriate vendor from the location and rotation
   - Call the contractor (all vendors have provided a 24/7 telephone number) and use the following script:
     "This is (your name) with FDOT District 4 calling to initiate the Rapid Incident Scene Clearance (RISC) contract."
   - Provide the location, details of the incident, and additional equipment requested by FHP (if any).
   - RTMC will then ask contractor for an estimated time of arrival (ETA) and quote the time RISC was activated (the time of the initial call to the vendor).

In the event a call goes unanswered, leave a message with your name, telephone number and current time. Advise that you are calling from FDOT District 4 to activate RISC on (provide roadway). The vendor shall respond to RTMC requests for vehicle recovery & clearance services as soon as possible, but no later than fifteen (15) minutes from initial contact. If vendor has not responded with 15 minutes of the initial call, the next available vendor will be contacted by the RTMC.

   - Vendor MAY NOT transfer requests to another vendor; if unavailable to respond, vendor must notify the RTMC who will contact the next vendor on the list and move original vendor to bottom of rotation list.
   - In the event there are no vendors available within the segment, the RTMC should contact the next closest vendor from another segment (response time will be adjusted accordingly).

3. RISC Email Alerts:
   - Once the contractor has been called, a RISC activation email must be sent from SunGuide (this email is in addition to the normal incident email)
     - Select RISC Activation as the subject line.
     - REMOVE Public from the list of recipients.
     - Select RISC Activation as the email group.
     - BODY OF EMAIL: Activated at (time AM or PM), Contactor Name, Requested at (time 60 minute clock started AM or PM), and ETA: XX minutes.
- **RISC** email alerts should not be limited to the beginning and end of the RISC incident, but should be sent when there is a relevant important action that has taken place. (Examples: additional equipment needed, fatal, crossover, any important information that upper management should know)

4. **Call back to FHP:**
   - Contact the dispatcher who originally called and provide the name of the vendor dispatched and their ETA.

   **Call Manager or Assistant Manager (Supervisor if applicable) to update.**

5. **Arrival:**
   - Vendor shall arrive at the scene with two recovery wreckers and recovery support vehicle with one hour (60 minutes) from initial contact.
   - The 60 minutes begins with the **initial call** requesting RISC activation.
   - Requests for additional equipment (trucks and heavy equipment) shall not increase the time required by the vendor to perform services.

   **Send an updated RISC email alert when there is an Official Arrival time and/or a Notice to Proceed (including stop/start time if applicable).**

6. **Time keeping:**

   The RTMC is the official timekeeper for the RISC contract. All times and details will be tracked in SunGuide under comment type RISC and in the RISC activation log.

   - Initial request from FHP
   - Initial call to contractor
   - Time contractor called back (if applicable)
   - Estimated time of arrival
   - When the vendor is en-route to the incident scene
   - When the vendor arrives at the incident scene
   - When the vendor is given Notice to Proceed
   - When all travel lanes are cleared

   **Send an updated RISC email alert when all lanes have open or there is a clearance time. ***Important: The clearance time and all lanes open may be different, if so, a separate email alert is required for both. ***
***For a RISC event in Palm Beach County, the Broward RTMC will be responsible for the following:

1) Contacting RISC Contractor
2) Create an *Interagency Event* in Broward Sunguide for a northbound event.  
   Or  
   Create an *Interagency Event* in Palm Beach Sunguide for a southbound event.
3) Send out RISC email alerts and updates
4) Device usage (if necessary)
5) Communicate RISC information to Palm Beach TMC.
6) Documentation (i.e., times, persons of contact, extra equipment, property damage) under comment type RISC.
7) Complete activation log

For a RISC event in the Martin, St. Lucie, Indian River Counties (N3C), the Broward RTMC will be responsible for the following:

1) Standard Event Management (i.e. DMS, HAR, RISC emails and updates, notifications)
2) Contacting RISC Contractor and follow-up.
3) Complete RISC Activation Log

*** Time keeping and interagency coordination are critical during RISC events occurring in Palm Beach County and all information should be recorded in BOTH SunGuide reports.
OVERVIEW

The following guidelines are established in an effort to provide consistency between the Broward SMART SunGuide Regional Transportation Center and other SEFRTOC members in the management of possible mainline or entrance/exit ramp closures in coordination with the police-escorted motorcade for a VIP. VIP's may include celebrities, politicians, or sports teams.

POLICY

If possible, gather as much information as possible from the Florida Highway Patrol prior to the visit. Specific information regarding the location and time of any closures in coordination with the visit of VIP may not be made public until a few hours prior, if at all for security reasons.

When a VIP travels into the area, he/she will arrive either by motorcade from the north or arrive by air into an airport. In either case identifying where the traffic is blocked off to allow the motorcade to travel undisturbed is an important step in coordinating a RTMC Response.

Full Closure vs. Rolling Road Block

In a rolling road block, a police escort will stop or slow lanes down and intermittently close entrance ramps. This will clear the way for the VIP and prevent traffic from disturbing the motorcade. Given the geo-coded location-based SunGuide system, it is only possible to enter Full Closures as an active traffic event. No event should be entered for a Rolling Road Block, other than the resulting congestion.

Data Entry into SUNGUIDE:

- Only full sustained closures of the mainline highway will be entered as an active traffic event into SunGuide.
- The Event Type should be 'Police Activity'

511 FLATIS:

- In an effort to keep the location of the VIP confidential, Floodgate messages will not include specific times nor locations of possible ramp closures or mainline closures.
- Floodgate messages/web banner texts should only be created for full sustained closures of the mainline highway. The messages should take the following format:
  - "All (direction)-bound lanes of (roadway) are closed at (location) due to police activity. Please avoid the area and seek an alternate route"
“Dirección (rumbo) está cerrado a la altura de (cruce) debido a actividad policial. Evite la zona y busque una ruta alterna”

□ INTERAGENCY NOTIFICATION

  o An effort should be made by the responding SEFRTOC Manager or designee to keep all SEFRTOC partners informed of the location of the VIP Motorcade in real-time via email or phone if possible.

□ CONGESTION:

  o Diligently monitor congestion that can build up as a result of rolling road blocks or after the reopening of a road closure related to the Motorcade.
  o Normal congestion data entry procedures are to be applied.

DOCUMENTATION

Calls from local, state, or federal law enforcement or other agency should be logged in each RTMC phone log and also documented in the shift report and Lead Report debriefing.
OVERVIEW

Weather events such as Severe Thunderstorms can impact traffic conditions on the roadway network, significantly reducing safety and increasing travel times.

A Severe Thunderstorm Warning can provide motorists with useful information about the possibility of encountering this serious weather event along their planned route. This advance warning will allow motorists to take action, such as change of path to avoid encountering the event.

With the present system configuration, messages will be posted by the operator based on information obtained from weather alerts provided by: the National Weather Services Mobile Decision Support Services (NWS- MDSS) http://inws.wr.noaa.gov

Only weather warnings are to be posted, not weather watches.

PROCEDURES

- When an alert is received, take the following actions:
  - Open the email alert in Microsoft Outlook. See the example email alert in the figure below.
  - Click the link “More information” in the email alert; this will open the web page with more details on this Interactive NWS Alert.

From: wmo.mobil.alerts@noaa.gov
To: Operators@Smartsunguide.com
Cc: 
Subject: NWS Weather Alert

Severe Weather Warning from 8:20/2010 6:08 PM to 7:00 PM EDT for Broward County  More Information
EXAMPLE ALERT INFORMATION WEB PAGE

Severe Thunderstorm Warning valid from Aug 20 6:08 PM to 7:00 PM EDT

SEVERE THUNDERSTORM WARNING
NATIONAL WEATHER SERVICE MIAMI FL
6:08 PM EDT FRI AUG 20 2010

... A SEVERE THUNDERSTORM WARNING REMAINS IN EFFECT UNTIL 7:00 PM EDT FOR BROWARD COUNTY ...

- Examine the detailed description of the alert, as shown on the above Example. Verify the event is in the District Four area of interest (Counties of Broward, Palm Beach, Martin, St. Lucie, and Indian River).
Upon verification, capture the screen shot of the alert along with the associated text. Within the folder:

**PUBLIC/STORM EVENTS/**

Create a new folder using the following naming convention:

**DATE_SUNGUIDE EVENT NUMBER_TYPE OF WARNING**

Save the event screen shot to the new folder.

To monitor the Thunderstorm, log onto [http://miami.cbslocal.com/zoom-radar](http://miami.cbslocal.com/zoom-radar) or [http://wpbf.com/weather](http://wpbf.com/weather). Choose a location approximately in the center of the warning area. Zooming in and hovering over the area of interest will produce a rectangular warning area.

Put the weather map onto the video wall.

Create a weather event in SunGuide- (until the notifications are automated) Categorize as "Weather Event" and select appropriate notifier.

Select signs in both directions – two within the storm area (one in each direction), and if possible, two approaching the area (also one in each direction). It may not always be possible to choose four signs due to the location or size of the warning area; for example, a warning at or near the county line will not permit a sign approaching the area. Operators will need to use their discretion in selecting the areas for each message.

Use response plans to add DMS and select appropriate message from the library *(Base Library > Weather Alerts)*

- For the signs within the warning area

```
CAUTION
THUNDERSTORM
WARNING AREA
```

- For the signs approaching the warning area

```
APPROACHING SEVERE
THUNDERSTORM
WARNING AREA
```

- Remove Email and FL-ATIS

- Observe CCTV camera video in the region of the event and record any significant observations in the SunGuide event.
NOTIFICATION OF OUTSIDE AGENCIES

- Not necessary for Severe Thunderstorm Warnings.

MONITORING/UPDATES

Thunderstorm Warnings must be monitored like other events; conditions can change very quickly.

Continually monitor conditions via the Weather Channel and map on the video wall. Also monitor the NWS advisories and observe the conditions with CCTV.

In some cases, a regional warning may move to another region. As conditions change, messages should be updated.

When the warning is no longer in effect, the messages should be removed from all DMS signs.

Remove weather map from the video wall.

NOTE 1: To receive these weather alerts, operators must subscribe to the following services at: The National Weather Services Mobile Decision Support Services (NWS MDSS) http://www.inws.noaa.gov
OVERVIEW

Weather events such as Tornados can impact traffic conditions on the roadway network, significantly reducing safety and increasing travel times.

A Tornado Warning can provide motorists with useful information about the possibility of encountering this serious weather event along their planned route. This advance warning will allow motorists to take action, such as change of path to avoid encountering the event.

With the present system configuration, messages will be posted by the operator based on information obtained from weather alerts provided by: the National Weather Services Mobile Decision Support Services (NWS- MDSS) http://inws.wrh.noaa.gov

Only weather warnings are to be posted, not weather watches.

PROCEDURES

• When an alert is received, take the following actions:
  • Open the email alert in Microsoft Outlook. See the example email alert in the figure below.
  • Click the link “More information” in the email alert; this will open the web page with more details on this Interactive NWS Alert.

From: wr_mobile_alerts@noaa.gov
To: Operators@Smartsunguide.com
Cc: 
Subject: NWS Weather Alert

Tornado Warning from 8/20/2010 6:08 PM to 7:00 PM EDT for Broward County More Information
EXAMPLE ALERT INFORMATION WEB PAGE

Interactive NWS Alert Information

Tornado Warning valid from Aug 20 6:08 PM to 7:00 PM EDT

- Examine the detailed description of the alert, as shown on the above Example. Verify the event is in the District Four area of interest (Counties of Broward, Palm Beach, Martin, St. Lucie, and Indian River).
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**Operations**  |  **Event Management**  |  **Tornado Warning**  |  **4.8.17**

- Upon verification, capture the screen shot of the alert along with the associated text. Within the folder:

  **PUBLIC/STORM EVENTS/**

  Create a new folder using the following naming convention:

  DATE_SUNGUIDE EVENT NUMBER_TYPE OF WARNING

  Save the event screen shot to the new folder.

- To monitor the Tornado, log onto [http://miami.cbslocal.com/zoom-radar](http://miami.cbslocal.com/zoom-radar) or [http://wpbf.com/weather](http://wpbf.com/weather). Choose a location approximately in the center of the warning area. Zooming in and hovering over the area of interest will produce a rectangular warning area.

- Put the weather map onto the video wall.

- Also check the local TV channels or the Weather Channel for coverage of the Tornado. If the Tornado is covered, Place the TV video on the wall with closed captioning on.

- Create a weather event in SunGuide- (until the notifications are automated) Categorize as "Weather Event" and select appropriate notifier.

- Select signs in both directions – two within the warning area (one in each direction), and if possible, two approaching the area (also one in each direction). It may not always be possible to choose four signs due to the location or size of the warning area; for example, a warning at or near the county line will not permit a sign approaching the area. Operators will need to use their discretion in selecting the areas for each message.

- Use response plans to add DMS and select appropriate message from the library (Base Library > Weather Alerts)
  - For the signs within the warning area

    ![Caution Tornado Warning Area](image)

  - For the signs approaching the warning area

    ![Approaching Tornado Warning Area](image)

- Remove Email and FL-ATIS

- Observe CCTV camera video in the region of the event and record any significant observations in the SunGuide event.
NOTIFICATION OF OUTSIDE AGENCIES

- Not necessary for Tornado Warnings.

MONITORING/UPDATES

Tornado Warnings must be monitored like other events; conditions can change very quickly.

Continually monitor conditions via Weather Channel and map on the video wall. Also monitor the NWS advisories and observe the conditions with CCTV.

In some cases, a regional warning may move to another region. As conditions change, messages should be updated.

When the warning is no longer in effect, the messages should be removed from all DMS signs.

Remove TV and weather map from the video wall.

NOTE: To receive these weather alerts, operators must subscribe to the following services at: The National Weather Services Mobile Decision Support Services (NWS MDSS) http://www.inws.noaa.gov
OVERVIEW

Weather events such as Tropical Storms can impact traffic conditions on the roadway network, significantly reducing safety and increasing travel times.

A Tropical Storm Warning can provide motorists with useful information about the possibility of encountering this serious weather event along their planned route. This advance warning will allow motorists to take action, such as change of path to avoid encountering the event.

With the present system configuration, messages will be posted by the operator based on information obtained from weather alerts provided by: the National Weather Services Mobile Decision Support Services (NWS- MDSS) [http://inws.wr.noaa.gov](http://inws.wr.noaa.gov)

Only weather warnings are to be posted, not weather watches.

PROCEDURES

- When an alert is received, take the following actions:
  - Open the email alert in Microsoft Outlook. See the example email alert in the figure below.
  - Click the link More information in the email alert; this will open the web page with more details on this Interactive NWS Alert.
Examine the detailed description of the alert, as shown on the above Example. Verify the event is in the District Four area of interest (Counties of Broward, Palm Beach, Martin, St. Lucie, and Indian River).
• Upon verification, capture the screen shot of the alert along with the associated text. Within the folder:

   PUBLIC/STORM EVENTS/

   Create a new folder using the following naming convention:

   DATE_SUNGUIDE EVENT NUMBER_TYPE OF WARNING

   Save the event screen shot to the new folder.

• To monitor the Tropical Storm, log onto http://miami.cbslocal.com/zoom-radar or http://wpbf.com/weather. Put the weather map onto the video wall.

• Check the local TV channels or the Weather Channel for coverage of the Tropical Storm. If the storm is covered, place the TV video on the wall with closed captioning on.

• Create a weather event in SunGuide - (until the notifications are automated) Categorize as "Weather Event" and select appropriate notifier.

• Select all signs within the storm warning area.

• Use response plans to add DMS and select appropriate message from the library (Base Library > Weather Alerts)
  - For the signs within the warning area

   TROPICAL STORM WARNING
   IN EFFECT

• HAR messages and beacons should be selected in both directions approaching and within the warning area using the appropriate message from the template library. (Note that the message will be the same on all transmitters and should match the format of the National Weather Service.) For Tropical Storm Warnings, the time should be removed from the message.

• Remove email and FL-ATIS.

• Observe CCTV camera video in the region of the event and record any significant observations in the SunGuide event.
NOTIFICATION OF OUTSIDE AGENCIES

- Appropriate SEFRTOC partners are to be contacted to advise of the action taken.

FLOODGATE MESSAGING

- A 511 FLATIS Floodgate message should be created to report the Tropical Storm Warning pursuant to the format used by the National Weather Service:
  http://www.srh.noaa.gov/mfl/ghwo

Example:
"A Tropical Storm Warning has been issued for (region*) until xx:xx. Please use caution."
(*example for region: "portions of Broward County").

Floodgate Locations:

If the advisory is area wide:
- Region = **Southeast**
- County = **None**

<table>
<thead>
<tr>
<th>Select Floodgate</th>
<th>Floodgate number</th>
<th>Region:</th>
<th>County:</th>
<th>Roadway:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>1, 2, 3, 4</td>
<td>Southeast</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**Southeast [Floodgate 1: English]**

- Common Settings: Common settings apply to both English and Spanish messages
- Call Settings: Associated event and Comment will be logged, but not sent to C2C
- Severity: Minor
- Associated event: SELECT
- Comment: 

If the advisory is for a specific county,
- Region = Southeast
- County = Broward, Palm Beach, Martin, Saint Lucie, Indian River

**Floodgate Status | Floodgate Messages**

<table>
<thead>
<tr>
<th>Select Floodgate</th>
<th>Region:</th>
<th>County:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>Southeast</td>
<td>Broward</td>
</tr>
<tr>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roadway:</td>
<td>NONE</td>
<td></td>
</tr>
<tr>
<td>Floodgate number</td>
<td>1 2 3 4</td>
<td></td>
</tr>
</tbody>
</table>

**Common Settings**

Common settings apply to both English and Spanish messages. Associated event and Comment will be logged, but not sent to C2C.

**Call Settings:**
- Allow barge in
- End call after message

**Severity: Minor**

**Associated event: SELECT**

**Comment:**

**MONITORING/UPDATES**

Tropical Storm Warnings must be monitored like other events; conditions can change very quickly.

Continually monitor conditions via the Weather Channel and map on the video wall. Also monitor the NWS advisories and observe the conditions with CCTV.

Notify Management if the Tropical Storm is upgraded to a Hurricane.

In some cases, a regional warning may move to another region. As conditions change, messages should be updated.

When the warning is no longer in effect, the messages should be removed from the DMS signs, HAR and Floodgate.

Remove TV and weather map from the video wall.

**NOTE:** To receive these weather alerts, operators must subscribe to the following services at:
The National Weather Services Mobile Decision Support Services (NWS MDSS) [http://www.inws.noaa.gov](http://www.inws.noaa.gov)