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

Operations Event Management Alligator Alley Closures 4.8.10

- 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 - TAMIAM 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 DMS 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/Tamiami 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**

### Southeast [Floodgate 1: English]

**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**
- None
• If advisory is Western County - Alligator Alley = Southeast > Broward

Broward County [Floodgate 1: English]

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

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:
Event Management

- 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. Etc.)
  - 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.
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, 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.
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---|---|---|---

- 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
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
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.
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
  - 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:
  - 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.
  - 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.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.

![Example email alert](image-url)
EXAMPLE ALERT INFORMATION WEB PAGE

Interactive NWS Alert Information

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

Fort Lauderdale
Port St. Lucie
West Palm Beach
Boca Raton
Fort Lauderdale
Hollywood

NWS Alert User Alert Area

000 WGUS2 KMFL 202206 CCA

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 or 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:
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://lnws.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.

![Email Alert Example](image-url)
**EXAMPLE ALERT INFORMATION WEB PAGE**

http://www.nws.noaa.gov/weather/warning/8120208.2

- **Interactive NWS Alert Information**

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

  **TORNADO WARNING**
  NATIONAL WEATHER SERVICE MIAMI FL
  6:08 PM EDT FRI AUG 20 2010

  ... A TORNADO WARNING REMAINS IN EFFECT UNTIL 700 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).
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 or 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]

  - For the signs approaching the warning area

  ![APPROACHING TORNADO 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.
## Operations Event Management

### Tornado Warning 4.8.17

<table>
<thead>
<tr>
<th>Operations</th>
<th>Event Management</th>
<th>Tornado Warning</th>
<th>4.8.17</th>
</tr>
</thead>
</table>

### 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](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.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.
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://miamLcbslocal.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](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>Floodgate Status</th>
<th>Floodgate Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Floodgate</td>
<td></td>
</tr>
<tr>
<td>• Statewide</td>
<td>Region: Southeast</td>
</tr>
<tr>
<td>• Location</td>
<td>County: None</td>
</tr>
<tr>
<td>• Full Roadway</td>
<td>Roadway: None</td>
</tr>
<tr>
<td>• Entity</td>
<td></td>
</tr>
<tr>
<td>Floodgate number</td>
<td>1 2 3 4</td>
</tr>
</tbody>
</table>

Southeast [Floodgate 1: English]

Common Settings
- Common settings apply to both English and Spanish messages
- Associated event and Comment will be logged, but not sent to C2C
- □ Allow barge in
- □ End call after message

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: Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Roadway</td>
<td>County: Broward</td>
</tr>
<tr>
<td>Entity</td>
<td>Roadway: NONE</td>
</tr>
<tr>
<td>Floodgate number</td>
<td>English &amp; Spanish</td>
</tr>
<tr>
<td>1 2 3 4</td>
<td></td>
</tr>
</tbody>
</table>

**Broward County [Floodgate 1: English]**

- Common Settings: Common settings apply to both English and Spanish messages
- Associated event: Minor
- Comment: SELECT

**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.nws.noaa.gov](http://www.nws.noaa.gov)