

EXHIBIT "A"
SCOPE OF SERVICES

**DISTRICTWIDE INTELLIGENT TRANSPORTATION SYSTEMS (ITS)
OPERATIONS SUPPORT SERVICES CONTRACT**

Financial Project Number: 231654 8 8201 and 231654 9 8201

1 SCOPE OF SERVICES / STATEMENT OF WORK

This exhibit forms an integral part of the agreement between the STATE of FLORIDA **DEPARTMENT** of TRANSPORTATION (hereinafter referred to as the **DEPARTMENT**) and the **VENDOR** as directed by the **DEPARTMENT**.

The purpose of this contract is to provide full operational and management support for the Intelligent Transportation System (hereinafter referred to as ITS) for the Florida **DEPARTMENT** of Transportation (hereinafter referred to as the FDOT), District Four SMART SunGuide® Regional Transportation Management Center (hereinafter referred to as the RTMC) 2300 West Commercial Blvd., Fort Lauderdale Florida and other facilities as required and directed to do so by the **DEPARTMENT**. The **VENDOR** will provide the appropriate staff necessary to manage, operate, and maintain the RTMC(s) and the necessary training and supervision of the RTMC operations staff. The **VENDOR** will follow and modify (as necessary) the ITS Strategic Business Plan that is in line with the **DEPARTMENT**'s overall goals and objectives. This strategic business plan includes key performance measures approved by the **DEPARTMENT**. The **VENDOR** will be responsible to oversee the operations of the RTMC and ensure that it conforms to the Standard Operating Guidelines (SOG) approved by the **DEPARTMENT**. The **VENDOR** will be responsible for updating the SOG in a regular basis and when deemed necessary. The agreement will be structured as a five-year contract.

All operations shall be 24 hours, 7 days a week unless otherwise directed.

Operations shall include, but not be limited to the following:

- Provide operations and personnel for monitoring of all ITS within District IV
- Provide real time traveler information
- Provide regional traffic incident management
- Provide Road Ranger dispatch
- Provide emergency management coordination
- Provide notifications to / coordination with incident responders (Law Enforcement, Fire Rescue, Road Rangers, FDOT On-Call Personnel, etc.)
- Provide support for state-wide 511 operations
- Provide operations of statewide ITS
- Provide statewide coordination of Amber Alerts, Silver Alerts, and Law Enforcement Officer (LEO) Alerts

- Provide operations of statewide bridge security systems (future)
- Provide maintenance reports on ITS devices.
- Provide coordination with other Transportation Management Centers
- Provide performance measures and monthly, quarterly and yearly reports
- Monitor weather alarms and alerts
- Provide statewide ITS related coordination

The SMART SunGuide® RTMC Standard Operations Guidelines (SOG) and the SMART SunGuide® ITS Strategic Business Plan are included for references and additional information on RTMC operations.

2 ITS FIELD DEVICES

The services of this contract will control the FDOT District Four Intelligent Transportation System (ITS) equipment controlled from the RTMC. ITS equipment is currently deployed on the following roadways: I-75, I-95, I-595, SR-84, US-27, and US-1. Major components of this system consists of the Dynamic Message Sign System (DMSs), Closed Circuit Television Cameras (CCTV), Microwave Vehicle Detection System (MVDS), Roadway Weather Information System (RWIS), Highway Advisory Radio System (HARS), Variable Speed Limit System (VSL) and Managed Lanes to include Express Lanes.

- A. DYNAMIC MESSAGE SIGNS (DMS) -** The I-75, I-95, I-595, SR84 and US1 DMSs consists of fiber optic/reflective disk or Light Emitting Diode DMSs located within Broward County, Palm Beach County, Martin County, St. Lucie County, and Indian River County, Florida. These DMS are operated 24 hours per day to alert motorists of information requiring their attention.
- B. CLOSED CIRCUIT TELEVISION CAMERAS (CCTV) –** The Closed Circuit Television Camera (CCTV) / Detection system consists of pole mounted cameras located Broward County, Palm Beach County, Martin County, St. Lucie County, and Indian River County, Florida. These CCTV are used 24 hours per day by Operations staff to monitor roadways for situations that require attention and management.
- C. MICROWAVE VEHICLE DETECTION SYSTEM (MVDS) –** The MVDS system consists of side fire Microwave Vehicle Detectors (MVDS) located within Broward County, Palm Beach County, Martin County, St. Lucie County, and Indian River County, Florida.

- D. ROADWAY WEATHER INFORMATION SYSTEM (RWIS) –**A Roadway Weather Information System (RWIS) is comprised environmental sensors in the field, a communication system for data transfer, and central systems to collect field data from numerous RWIS. These stations measure atmospheric, pavement and/or water level conditions. Central RWIS hardware and software are used to display or disseminate road weather information in a format that can be easily interpreted by a manager. RWIS data are used by road operators and maintainers to support decision making.
- E. HIGHWAY ADVISORY RADIO SYSTEM (HARS) –** The Highway Advisory Radio System is a network of AM transmitters and alert beacons intended to broadcast traffic information and assist with emergency management. The system is manage from a central location at the RTMC.
- F. VARIABLE SPEED LIMIT SYSTEM (VSLS) –** The purpose of the VSLS signs is to inform motorists of adjustments to the existing SR 25/US27 speed limits on school days, during which time the school's flashing school beacons (FSB) will be in operation, and also for periods of school activities (e.g. sporting events) associated with West Broward High School.
- G. MANAGED LANES -** A managed lane is a transportation systems management and operations tool that uses operational strategies to ensure established operating conditions are achieved. These strategies can include access control, pricing and vehicle eligibility. In Florida, Express Lanes are defined as a type of managed lane located within an existing facility that uses pricing in combination with other techniques to maintain reliable trip times. Equipment for the system of Express Lanes includes Toll Price Dynamic Message Signs, Toll Gantries, and various software packages.
- H. FUTURE SYSTEMS -** The **DEPARTMENT** anticipates other devices will be deployed throughout District Four. The management and operations of these future devices will be covered by this contract.
- I. MAINTENANCE -** The maintenance of the ITS field devices is performed by the **DEPARTMENT** through a separate maintenance contractors. The RTMC operations staff will provide monitoring of the ITS field devices status. In case of device failure, the **VENDOR** will assist the **DEPARTMENT's** RTMC operations staff to evaluate the failure in accordance with procedures defined in the SOG. If a need to call the maintenance contractor is justified, the **VENDOR** will prioritize, coordinate and schedule ITS field devices repair activities as directed and approved by the **DEPARTMENT**. The **VENDOR** will coordinate preventive maintenance activities with the maintenance contractor on a regular basis.

3 THE REGIONAL TRANSPORTATION MANAGEMENT CENTER (RTMC)

The RTMC is located at 2300 West Commercial Boulevard, Fort Lauderdale, Florida 33309. This facility is owned by Broward County. The **DEPARTMENT** and its representatives will have unrestricted, permanent access and use of designated space, including but not limited to offices, the control center, the computer room, and the other common areas on the 1st and 2nd floors of the facility as agreed upon in the O&M JPA signed by Broward County and the **DEPARTMENT**. The County will serve as the building manager and be responsible for repairs and overall maintenance of the facility. The **DEPARTMENT** and County have an agreement on procedures for all personnel with access to the RTMC. The **VENDOR** staff will share the RTMC floor space with Broward County Traffic Engineering Staff who would primarily work on the operation of the County traffic signal system. The **VENDOR** will be responsible for coordinating activities with and keeping a professional relationship with the County staff.

The **DEPARTMENT** will provide RTMC equipment/furnishings (e.g. video monitors, workstations, consoles, chairs, tables, office supplies) and utilities (e.g. air conditioning, lighting, electrical power) at the RTMC at no cost to the **VENDOR**. The **VENDOR** will also have access to office space, printers, fax machines, copiers and phones for the RTMC business use.

The **DEPARTMENT** has developed the Statewide Traffic Management Center Software called SunGuide®. SunGuide® is a comprehensive Advanced Traffic Management System (ATMS) software that acts as an interface with ITS field devices. SunGuide® will be a standard for all RTMCs throughout the State of Florida and will be capable of center to center communications. The software will be flexible and expandable to match the individual needs of each RTMC. The SMART SunGuide® RTMC was the first RTMC to adopt this software for operation purposes. The software maintenance will be provided by the **DEPARTMENT** through a separate software maintenance contractor. The **VENDOR** shall facilitate all activities for software installation and maintenance.

The **VENDOR** shall facilitate all system hardware and software changes that may be implemented by others during the term of this contract as directed by the **DEPARTMENT**. These changes include updating the systems to accommodate roadway changes as well as ITS expansion.

4 ROAD RANGERS SERVICE PATROL

The **DEPARTMENT** provides free Highway Assistance Services during incidents to reduce delay and improve safety for the motoring public. The program for the provision of these services is called the Road Rangers Service Patrol. These services are provided 24 hours/day, 7 days/week along the entire I-95 corridor within Broward County and along the entire I-75 corridor within Broward County and along other roadways with the District as determined by the **DEPARTMENT**. The RTMC will be in direct coordination with this program. In general, the RTMC operators will be responsible for the dispatch of the Road Rangers and the assistance in the incident management process. The **VENDOR** will be responsible for ensuring that all communications and coordination efforts between the operations staff and the Road Rangers are in accordance with the SOG. If discrepancies or inefficiencies are found, the **VENDOR** shall address them with the **DEPARTMENT'S** project manager.

5 SUMMARY OF SERVICES

This section describes the roles and responsibilities of the **DEPARTMENT'S** project manager and the **VENDOR**. This section is meant to be an overview and is not meant to be all-inclusive or limiting. The **DEPARTMENT** may, at its discretion, add, delete, or revise the responsibilities of both the **DEPARTMENT'S** Project Manager and the **VENDOR**.

Quantities are estimated. The **CONTRACT** amount is not the correct sum of the unit Bid/Proposal price times the planned quantity for each item shown on the Exhibit "C" Contract Price Proposal for this **CONTRACT/AGREEMENT**. These amounts are for bidding/proposal purposes only.

The **VENDOR** will begin the provision of services upon receiving a Notice to Proceed from the **DEPARTMENT**. The **VENDOR** shall work closely with the **DEPARTMENT'S** Project Manager who will be responsible for the overall supervision of this project.

The **VENDOR'S** Project Manager, management personnel, supervisor, operations personnel and other staff fall under the responsibility of the FDOT ITS Operations Manager. The FDOT ITS Operations Manager is the authority responsible for managing the fulfillment of contractual obligations between the **VENDOR** and the **DEPARTMENT**. The **VENDOR** and **VENDOR'S** staff shall have the technical and performance experience needed for this type of work. The **VENDOR'S** staff shall exercise sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the FDOT and other **PUBLIC AGENCIES**. **VENDOR** staff shall be courteous at all times.

5.1 COORDINATION WITH THE DEPARTMENT

All aspects of this CONTRACT/AGREEMENT and/or of each authorization or task will be coordinated through the **DEPARTMENT'S** Project Manager (or his/her designee). All authorizations and approvals shall be in writing and executed by the **DEPARTMENT** prior to the commencement of work.

The **DEPARTMENT'S** Project Manager for this project is the District ITS Operations Manager.

Located at: Florida Department of Transportation
RTMC
2300 West Commercial Boulevard
ITS Section - Room #109
Fort Lauderdale, Florida 33309

- 5.1.1 In the **DEPARTMENT'S** Project Manager's temporary absence from the office, the **DEPARTMENT** shall authorize another individual to perform the **DEPARTMENT'S** Project Manager's duties.
- 5.1.2 The **DEPARTMENT** may replace the **DEPARTMENT'S** Project Manager (or his/her designee) at any time during the term of this CONTRACT / AGREEMENT.

5.2 RESPONSIBILITIES OF THE DEPARTMENT

The **DEPARTMENT** will furnish, without cost to the **VENDOR**, the following services and data relevant to the **VENDOR'S** scope of services:

- 5.2.1 Provide workspace within the Broward County RTMC and access to all equipment and software but not limited to the; FMS server, SunGuide® server, website server and console work stations as needed and other relevant equipment.
- 5.2.2 Provide all criteria and full information as to the **DEPARTMENT'S** requirements for **VENDOR'S** services including objectives, constraints, budgetary limitations, and time restraints.
- 5.2.3 Furnish all **DEPARTMENT** policies, procedures, standards, forms as well as applicable software, documentation and source code.
- 5.2.4 Facilitation of meetings with applicable **DEPARTMENT** staff.
- 5.2.5 The **VENDOR** will be allowed to utilize the **DEPARTMENT'S** computer services for programs needed by the **VENDOR** and approved by the **DEPARTMENT** in accordance with the **VENDOR'S** agreement for the period of this contract.

5.3 THE DEPARTMENT PROJECT MANAGER RESPONSIBILITIES

The **DEPARTMENT** will designate a Project Manager to administer the terms of the contract. The Project Manager will be responsible for all work being performed under this contract and approving all invoices, SOG, training programs, and the RTMC business plan. The **DEPARTMENT** will conduct reviews of the various phases of the **VENDOR'S** activities. Reviews will be conducted to determine compliance with this contract and adherence to the ITS strategic business plan. The **VENDOR** shall cooperate with and assist the **DEPARTMENT'S** Project Manager in conducting these reviews.

5.4 WORKING DAYS

Working days shall be separated into two categories; Management and Operations. This section is meant to be a guideline but not a directive. Upon Notice to Proceed of the CONTRACT / AGREEMENT, the **DEPARTMENT** and the **VENDOR** will create a schedule that will meet the requirements of this CONTRACT / AGREEMENT.

5.4.1 MANAGEMENT

Working days and hours are considered to be (unless directed otherwise by the **DEPARTMENT**) Monday through Friday between the hours of 8:00 AM and 5:00 PM, except for State holidays that follow:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

5.4.2 OPERATIONS

Working days and hours are considered to be (unless directed otherwise by the **DEPARTMENT**) 7 days a week / 24 hours a day / 365 days a year.

5.5 VENDOR RESPONSIBILITIES

The **VENDOR** will provide the following services including, management, administrative and technical aspects of the CONTRACT. All activities are required to be tracked, meetings minutes produced, coordination activities documented, and all other aspects of the CONTRACT that are not directly related to Operations Support Services duties.

- 5.5.1 The **VENDOR** will provide the **DEPARTMENT** with a Project Manager for the life of the contract. Any changes to the **VENDOR'S** Project Manager or any of the other indicated personnel in charge of the work shall be subject to review and approval by the **DEPARTMENT** in writing before performing any billable services.

5.5.2 CONTRACT STAFFING – The **VENDOR** will provide the names and resumes for the following positions that are required by this **CONTRACT / AGREEMENT**;

- RTMC Project Manager
- RTMC Operations Manager
- Managed Lanes Coordinator
- Traffic Incident Management Coordinator
- RTMC Traffic Control Coordinator
- RTMC Assistant Manager
- RTMC Operations Supervisors (2)
- RTMC IT Director
- RTMC IT Network Manager
- RTMC Training and Marketing Manager
- RTMC Office Manager

5.6 SECURITY VETTING PROCESS

All **VENDOR** staff shall be competent in the tasks assigned to them in the RTMC and provide concise and timely services required and outlined in the SOG.

5.6.1 The **VENDOR** during the **CONTRACT / AGREEMENT** shall provide resumes of all proposed RTMC staff and all new hires for approval by the **DEPARTMENT** prior to hiring.

5.6.2 The **VENDOR** will submit resumes containing the following information but not limited to:

- Speak, write and understand English fluently.
- Current driver license in accordance with the Florida Motor Vehicle Code.
- Minimum age of 18 years old.
- Education, certifications, diploma(s), degree(s), professional affiliation(s).
- Minimum of the last five employment positions unless having worked less after graduating high school or college.
- FDOT and/or the **VENDOR** reserve the right to reject any staff prior to being assigned duties.

5.7 CRIMINAL RECORD CHECK

Individuals with criminal records will not be employed under this contract. A criminal history record check shall be conducted by an approved FDOT agency and shall be provided by the **VENDOR** to the **DEPARTMENT** for each employee before being employed under this contract or gain access to the RTMC without approval from the FDOT ITS Operations Manager.

5.8 OPERATOR CONDUCT AND GROOMING

The Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the **DEPARTMENT**. In general, operators will:

- 5.8.1 Wear clean and pressed uniforms at the start of each shift. Agreed upon shirts with collars tucked in and dress shoes are required (no jeans, cutoffs or sneakers). The **DEPARTMENT'S** project manager may temporarily waive uniform requirements in writing for special occasions such as holidays.
- 5.8.2 Be well groomed.
- 5.8.3 Be courteous at all times.
- 5.8.4 No personal cell phones will be used in the control room.
- 5.8.5 FDOT and/or the **VENDOR** also reserve the right to require removal of any employee from this contract who cannot perform the duties set forth in the SOG or damages the reputation of FDOT and/or the **VENDOR**.
- 5.8.6 All **VENDOR** staff shall be required to wear a picture ID at all times.

5.9 PROJECT MANAGEMENT

The **VENDOR** shall be responsible for all activities necessary to effectively manage the Broward County RTMC. The services to be provided by the **VENDOR** can be divided into major task groups as follows:

- 5.9.1 The **VENDOR** will provide a Project Manager which graduated from an accredited four-year college or university with a degree in an Engineering discipline or a Masters of Business Administration. The Project Manager will have a minimum of five (5) years related project management experience or ten (10) years experience in a RTMC or similar operations facility.
- 5.9.2 The **VENDOR'S** Project Manager or agreed upon designee will meet on a weekly basis with the **DEPARTMENT'S** Project Manager to review and discuss tasks completed during the previous period, task assignments for the current period and one-month "look ahead" schedule. The **VENDOR** shall provide summary minutes within three (3) working days after each meeting for review and approval by the **DEPARTMENT**.
- 5.9.3 The **VENDOR'S** Project Manager shall be responsible for notifying the **DEPARTMENT** and/or the **DEPARTMENT'S** Project Manager (or his / her designee) of any and all emergencies and problems regarding operations or maintenance.
- 5.9.4 The **VENDOR'S** Project Manager shall be available to meet with the **DEPARTMENT'S** Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the **VENDOR** assuming the responsibilities of this CONTRACT / AGREEMENT. This time spent shall not be billable to the **DEPARTMENT**.
- 5.9.5 If during the term of this CONTRACT / AGREEMENT, a new Project Manager is to be employed by the **VENDOR** to meet the provisions of the **VENDOR'S** Project Manager, the individual shall be available to meet with the **DEPARTMENT'S** Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the **VENDOR'S** new Project Manager assuming the responsibilities of this CONTRACT / AGREEMENT. This time spent shall not be billable to the **DEPARTMENT**.

- 5.9.6** Project management consists of all work necessary to provide for the general management, public outreach, oversight, quality control and administration of all contract activities and support personnel. In general, the project management activities include:
- Provide oversight of all work performed under this contract.
 - Prepare and submit monthly invoices and progress reports.
 - Track project budget and provide monthly updates, status of work and cost summaries.
 - Administer a resource allocation plan, ensure that the appropriate resources are available and provide periodic task schedules for the project.
 - Provide adequate staff and resources for all tasks and activities throughout the duration of the contract.
 - Ensure the operations staff has the required qualifications and the background check documentation before employed by the **DEPARTMENT**.
 - Ensure proper training, scheduling and oversight of the RTMC staff.
 - Maintain records and documentation as required to support the overall operations of the RTMC based on ISO (International Standard for Organization) 9001 protocols.
 - Ensure the periodic update of the SOG and training manuals to reflect the latest operations practices (minimum review every six months).
 - Provide coverage for all RTMC staff during absences.
 - Provide oversight and management of all sub-**VENDORS**/contractors utilized by the **VENDOR** for this project.
 - Participate in monthly progress meetings with FDOT staff with minutes produced and task list.
 - Establish and monitor performance management measures for the RTMC staff.

- Cooperate and coordinate with other agencies and firms, including the **DEPARTMENT**, all PUBLIC AGENCIES, contractors and **VENDORS** working for the **DEPARTMENT**.
- Develop and maintain the inventory database for all equipment residing within the RTMC and all equipment necessary for operation of the FDOT District IV ITS program.
- Ensure that all deliverables are delivered to, reviewed and approved by the **DEPARTMENT**.

5.10 MANAGEMENT AND OPERATIONS

The **VENDOR** shall provide the services necessary to assist the **DEPARTMENT** with operations of the RTMC. The **VENDOR** will be responsible for all RTMC operational staff. These services shall include:

- 5.10.1 Provide a management program and staffing plan for 24 hour per day 7 days per week operations of the RTMC (24/7/365).
- 5.10.2 At a minimum, ensure that two persons are scheduled for operations at all times with three persons (minimum) required on Monday – Friday 6am - midnight.
- 5.10.3 Oversee the RTMC operations staff and ensure that all operations activities conform to the SOG and the **DEPARTMENT**'s policies.
- 5.10.4 Conduct hiring process of all of the RTMC operations staff. Perform background checks of all potential candidates. Interview potential RTMC operations candidates and recommend best candidate. All candidates require written approval from the **DEPARTMENT'S** Project Manager before an offer of employment is extended to any candidate.
- 5.10.5 Perform annual background checks of all **VENDOR** RTMC staff. Provide all RTMC staff background check documentation to the **DEPARTMENT**'s Project Manager. All background checks need to be delivered to, reviewed and approved by the **DEPARTMENT** before any operational or management staff is employed under this contract.

- 5.10.6 Develop, implement or improve a RTMC operations training and certification program that will have multiple levels of testing and certification based on the **DEPARTMENT'S** requirements.
- 5.10.7 Provide training and certifications for all RTMC staff throughout the term of the operations contract.
- 5.10.8 Respond to emergency call-ins. Acceptable response time shall be approved by the **DEPARTMENT**.
- 5.10.9 Conform to policies applicable to all employees of the RTMC including access to the building and building security, building cleanliness and parking.
- 5.10.10 Work adjusted hours in events such as severe weather conditions, traffic conditions, and any other emergency situation.
- 5.10.11 Maintain the current time tracking system to assist the **DEPARTMENT** in monitoring the operations staff activities. Analyze the data obtained from this system and create and provide monthly reports with recommendations.
- 5.10.12 Prepare a plan for RTMC operations under severe weather.
- 5.10.13 Be able to relocate to an alternate operation location in any geographic area of the State of Florida in any situation deemed necessary by the **DEPARTMENT'S** Project Manager.
- 5.10.14 Create, modify and/or maintain databases used to store data necessary to perform performance measure analysis and any other RTMC related statistical analysis.
- 5.10.15 Periodically archive data history records as directed by the **DEPARTMENT**.
- 5.10.16 Coordinate activities with the **DEPARTMENT'S** staff, county staff, other public agencies and firms.
- 5.10.17 Provide public relation services, including but not limited to, RTMC tours, presentations to FDOT management and others, as necessary, ITS working group attendance, media calls. All public relation activities shall be approved and performed as directed by the **DEPARTMENT**.
- 5.10.18 Provide shirts with the RTMC logo and team affiliation for all RTMC staff (including management and operational staff).

- 5.10.19** Provide communication devices to all RTMC staff that is required to have one which will be determined by the **DEPARTMENT'S** Project Manager. The communication devices shall be licensed cellular, two-way radio telephones with email send/receive capabilities. The **VENDOR** shall be responsible for all fixed and recurring costs associated with the cellular radio/telephones throughout the term of this Contract. The **VENDOR** shall obtain and maintain all necessary licenses.
- 5.10.20** Assist the **DEPARTMENT** with the operations of the RTMC.
- 5.10.21** Monitor weather information and identify potential weather problems affecting traffic.
- 5.10.22** Monitor traffic, detect and manage incidents.
- 5.10.23** Obtain and disseminate traffic, incident and roadway related information.
- 5.10.24** Dispatch, communicate with Road Rangers and assist in incident management.
- 5.10.25** Monitor, evaluate and prioritize ITS field devices failures. Coordinate repair and regular maintenance activities of the ITS field devices.
- 5.10.26** Supply temporary coverage for RTMC operations staff when necessary.
- 5.10.27** Manage and operate the DEPARTMENT'S Managed Lanes system.

5.11 Operation Policies and Procedures

The **VENDOR** shall conform to the following policies:

- 5.11.1 All RTMC operators will be required to wear a standard uniform while on duty (a shirt with the RTMC logo and team affiliation provided by the **VENDOR** and casual slacks, navy blue or khaki). This uniform standard may be relaxed on weekends and holidays or at the discretion of the **DEPARTMENT'S** Project Manager.
- 5.11.2 Background checks of all RTMC staff provided under this contract shall be conducted by the **VENDOR** in accordance with the standards utilized by the Florida Highway Patrol for Computer Aided Dispatch operators/call takers.
- 5.11.3 All RTMC staff under this contract will be approved by the **DEPARTMENT**; the **DEPARTMENT** reserves the right to reject any staff member or potential staff member at any time. The **VENDOR** will be responsible for supplying adequate temporary coverage for the rejected candidate responsibilities until a permanent replacement can be identified and approved by the **DEPARTMENT**.
- 5.11.4 All Sub-Contractor(s)/Sub-VENDOR(s) whether it be an individual or a firm will be approved by the **DEPARTMENT** via an amendment to the contract prior to the initiation of any work.
- 5.11.5 All Sub-Contractor(s)/Sub-VENDOR(s) will be approved by the **DEPARTMENT**; the **DEPARTMENT** reserves the right to reject any staff member or potential staff member at any time for any reason. The **VENDOR** will be responsible for supplying adequate temporary coverage for the rejected candidate responsibilities until a permanent replacement can be identified and approved by the **DEPARTMENT**.
- 5.11.6 The **VENDOR** shall ensure that incident management and information dissemination be performed in accordance to the SOG approved by the **DEPARTMENT**.

5.12 STANDARD OPERATING GUIDELINES (SOGs) AND TRAINING MANUALS

The initial RTMC SOG will be provided by the **DEPARTMENT**. During the duration of the contract the **VENDOR** shall:

- 5.12.1 Periodically evaluate (semi-annually) the RTMC SOG to ensure that they are as efficient and effective as possible.
- 5.12.2 Update the existing SOG as required, conforming to the current status of ITS deployment, software systems, and RTMC policy.
- 5.12.3 Continue to make modifications to the SOG as necessary as a result of system performance analysis.
- 5.12.4 Provide updated copies of the SOG to each management and operational RTMC staff, the **DEPARTMENT**'s project manager and other agencies as directed by the **DEPARTMENT**.
- 5.12.5 Update the SMART SunGuide® website Standard Operating Guides page with latest version of SOG.
- 5.12.6 The **VENDOR** will create and develop all necessary RTMC operations training manuals, interactive training and testing programs and materials. During the duration of the contract the **VENDOR** shall:
 - 5.12.7 Periodically evaluate (quarterly) the RTMC training manuals and materials to ensure that they are as effective as possible in providing training of new employees and refresher training for veteran employees.
 - 5.12.8 Update the existing training materials as required to conform to updates in the SOG, status of ITS deployment, software systems, and RTMC policy.
 - 5.12.9 Continue to make modifications to the training materials as necessary as a result of system performance analysis.
 - 5.12.10 Provide updated copies to all staff in charge of training and the **DEPARTMENT**'s project manager.
 - 5.12.11 All SOG and training material shall be delivered to and reviewed by the **DEPARTMENT** prior to the **DEPARTMENT**'s approval.

5.13 STRATEGIC BUSINESS PLAN DEVELOPMENT AND IMPLEMENTATION

- 5.13.1 The **VENDOR** shall work in coordination with the **DEPARTMENT** and other partner agencies to develop or update a strategic business plan for the RTMC.
- 5.13.2 The strategic business plan shall be developed or updated and ready for implementation no later than six (6) months after contract execution.
- 5.13.3 As a minimum, the strategic business plan shall include vision, mission, values, strategic objectives and key performance measures for the RTMC.
- 5.13.4 The plan will be used as a tool to evaluate the RTMC performance, the potential for improvements and needs for a change of business plan direction.
- 5.13.5 The **VENDOR** will devise the appropriate means of gathering the information necessary for the business plan and customer satisfaction evaluation.
- 5.13.6 The **VENDOR** shall prepare monthly reports summarizing the business results.
- 5.13.7 A more comprehensive report shall be prepared yearly. This report shall include the results of the business plan, highlighting successes and listing the items that could be improved, changed or removed from the business plan.
- 5.13.8 The business plan and any changes to the plan shall be approved by the **DEPARTMENT's** Project Manager before implementation.
- 5.13.9 The business plan shall be presented to, delivered to, reviewed by and approved by the **DEPARTMENT** prior approval and/or implementation.

5.14 STAFFING AND HOURS OF OPERATIONS

- 5.14.1 The **VENDOR** will be required to provide proof that all employees covered under this **CONTRACT / AGREEMENT** are either a United States citizen or posses an Alien Registration Card, Form I-151 and have a valid Social Security Number.
- 5.14.2 The **VENDOR** will support all Operations Support Staff with "home" office staff on an as-needed basis to provide back-up support as well as additional expertise as needed.
- 5.14.3 The **VENDOR** will provide all required staff as deemed by the FDOT Project Manager with cell phones for answering and responding to the needs of the **DEPARTMENT** in accordance with the contractual services being performed / provided by the **VENDOR** as described in the **CONTRACT / AGREEMENT**.
- 5.14.4 The **VENDOR** will provide for all employees supplied under this **CONTRACT / AGREEMENT** weekly time sheet depicting hours worked including overtime. Copies of the time sheets must be provided to the **DEPARTMENT** with each invoice.
- 5.14.5 The **VENDOR** shall respond to "operational" emergencies within 2 hours of being notified by the **DEPARTMENT'S** Project Manager. Other tasks shall be performed in accordance with an agreed upon schedule approved by the **DEPARTMENT'S** Project Manager.
- 5.14.6 It is required that all **VENDOR'S** personnel be able to communicate effectively with the **DEPARTMENT'S** personnel in the English language. Such communications shall be both verbal and in the form of written documentation.
- 5.14.7 The **VENDOR** is responsible for any injury to persons(s) or damage to or loss of property(ies) that may occur in performing any of the contractual services being performed/provided by the **VENDOR** under this **CONTRACT / AGREEMENT** as a result of carelessness, negligence or intentional acts of misuse on the part of its personnel.
- 5.14.8 The **VENDOR** will provide the **DEPARTMENT** with a Project Manager for the life of the contract. Any changes to the **VENDOR'S** Project Manager or any of the other indicated personnel in charge of the work shall be subject to review and approval by the **DEPARTMENT** in writing before performing any billable services.

- 5.14.9 The **VENDOR** will be responsible for providing adequate staffing for all operations and monitoring at the RTMC. The **VENDOR** will be responsible to determine the number of staff necessary to support the RTMC. In the proposal, the **VENDOR** shall include an organization chart and indicate their staff members' functions.

6 RTMC OPERATIONS AND MANAGEMENT STAFF MINIMUM RESPONSIBILITIES

The following functions shall be supported by the **VENDOR** if the FDOT Project Manager requests them to do so. Quantities of each position will be agreed upon by the **VENDOR** and the FDOT Project Manager.

6.1 RTMC PROJECT MANAGER

The RTMC Project Manager ensures that the requirements of the contract are met on a daily basis at all times. He/She is responsible that operations activities of the RTMC are in accordance with the SOG, protocols and policies and is responsible for the overall operations and functionality of the RTMC.

- 6.1.1 Manages team operations by directing and coordinating activities consistent with established goals, objectives, and policies.
- 6.1.2 Follows the direction set by FDOT ITS Operations Manager and the **DEPARTMENT**.
- 6.1.3 Performs project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by the **DEPARTMENT**.
- 6.1.4 Requires ability to use and apply extensive knowledge of project management theories and practices.
- 6.1.5 Direct oversight of project professionals and staff.
- 6.1.6 Implements processes to ensure attainment of business plan for growth and reliability.
- 6.1.7 Provides direction and structure for operating units.
- 6.1.8 May participate in developing policy and strategic plans.

- 6.1.9 Ensures that all products that are created or new ideas that are introduced meet quality standards and objectives of the RTMC.
- 6.1.10 Recommends changes, reviews progress, and approves work products for the RTMC team.
- 6.1.11 Oversees the development of policies, procedures and objectives for marketing of the organization's products and services.
- 6.1.12 Prepares and produces all invoices, progress reports and other documents submitted to the **DEPARTMENT** on a monthly basis.
- 6.1.13 Responsible for the proper level of staffing as required by the **DEPARTMENT** at all times.
- 6.1.14 Attends meetings as directed by the **DEPARTMENT** to include Traffic Incident Management, South East Florida Regional RTMC Operations Committee, South Florida ITS Coalition and others as directed.
- 6.1.15 Oversees and participates in the creation of the RTMC Annual Report and ensures that the document meets the standards of the **DEPARTMENT**.
- 6.1.16 All other task assigned by the **DEPARTMENT**.
- 6.1.17 Knowledge, Skills and Abilities:
 - 6.1.17.1 Bachelors' degree in Engineering or Master's of Business Administration and the equivalent 5 years of project management experience or 10 years of experience in the operations / management of a facility similar to the RTMC.
 - 6.1.17.2 Understanding of ITS and traffic engineering principles.
 - 6.1.17.3 Good leadership and interpersonal skills.
 - 6.1.17.4 Have an excellent understanding of key management concepts.

- 6.1.17.5 Create project schedules in Microsoft Windows applications.
- 6.1.17.6 Ability to clearly communicate technical information in layman's terms.
- 6.1.17.7 Ability to work alternate work schedules and be on-call 24 hours/day.
- 6.1.17.8 Skill in the use of all Windows operating system.
- 6.1.17.9 Ability to write technical reports and correspondence.
- 6.1.17.10 Ability to coordinate real time activities and priorities.
- 6.1.17.11 Direct experience with the day-to-day operations of a similar center.
- 6.1.17.12 Knowledge and ability to create monthly invoice and project status budget reports.

6.2 RTMC SPECIAL PROJECTS COORDINATOR

The RTMC Special Projects Coordinator shall be responsible for high-level technical coordination and support between the **DEPARTMENT** and other local, state, and federal agencies to include but not limited to:

- Federal Highway Administration
- Department of Homeland Security
- Federal Bureau of Investigation
- National Weather Service
- National Hurricane Center
- Other state Departments of Transportation
- Florida Department of Law Enforcement
- Florida Highway Patrol
- All local and County agencies within District Four

6.2.1 The RTMC Special Projects Coordinator WILL NOT be required to hold a security clearance.

6.2.2 The RTMC Special Projects Coordinator shall be responsible for detailed and high level technical coordination and support of internal **DEPARTMENT** programs to include but not limited to:

- Transportation System Management and Operation (TSM&O)
- Advanced Traffic Management System (ATMS)
- iHub program
- Construction Project Monitoring Program
- Fleet Monitoring Program
- I-75 Express

- I-95 Express
- I-595 Express
- Statewide 511 system
- Traffic Operations Safety Program

- 6.2.3** Shall report directly to the **DEPARTMENT** Project Manager and the **VENDOR** Project Manager.
- 6.2.4** Shall participate in all required meetings with FDOT staff as delegated by the **DEPARTMENT** Project Manager.
- 6.2.5** Shall have the ability to effectively communicate highly technical information to a wide variety of audience types in written and oral formats.
- 6.2.6** Shall create necessary project related performance measures in compliance with the ITS unit's existing performance measurement framework.
- 6.2.7** Shall perform all other tasks to support ITS operations as required by the **DEPARTMENT** Project Manager.
- 6.2.8** Knowledge, Skills and Abilities:
- 6.2.8.1 Bachelors' degree in Engineering or the equivalent 5 years of project management experience or 10 years of experience in the operations / management of a facility similar to the RTMC.
- 6.2.8.2 Understanding of ITS and traffic engineering principles.
- 6.2.8.3 Good leadership and interpersonal skills.
- 6.2.8.4 Have an excellent understanding of key management concepts.
- 6.2.8.5 Create project schedules in Microsoft Windows applications.
- 6.2.8.6 Ability to clearly communicate technical information in layman's terms.
- 6.2.8.7 Skill in the use of all Windows operating system.
- 6.2.8.8 Ability to write technical reports and correspondence.
- 6.2.8.9 Ability to coordinate real time activities and priorities.
- 6.2.8.10 Direct experience with the day-to-day operations of a similar center.

6.3 MANAGED LANES COORDINATOR

Serve as Managed Lanes Coordinator for the district's Intelligent Transportation System (ITS) Unit projects including but not limited to congestion management, transportation systems management and operation, incident management, traveler information, maintenance and construction management and support of ITS projects.

Specific duties include:

- 6.3.1** Information and data collection
- 6.3.2** Information and data analysis
- 6.3.3** Preparation of operations plans and documents
- 6.3.4** Review of plans, documents and calculations performed by others
- 6.3.5** Coordinate closely and act as liaison with outside partners/agencies to ensure the efficient incorporation of Unit's objectives through the project delivery process
- 6.3.6** Assist in developing, utilizing and managing a performance reporting system for current and future critical networks defined by the managed lanes program
- 6.3.7** Coordinate with other Department of Transportation offices within the district

- 6.3.8 KNOWLEDGE, SKILLS & ABILITIES**
 - 6.3.8.1 Ability to coordinate and lead multi-disciplinary meetings including developing and delivering presentations to large and small groups
 - 6.3.8.2 Skilled at establishing relationships and working with others
 - 6.3.8.3 Must be able to coordinate multi-disciplinary resources and document progress of various activities in a concise and effective manner
 - 6.3.8.4 Self-motivated
 - 6.3.8.5 Knowledgeable of and skilled in task management and scheduling

- 6.3.8.6 Ability to communicate effectively both verbally and in writing with different levels of the organization
- 6.3.8.7 Intermediate level knowledge of Microsoft Word, Excel and PowerPoint as well as common computer applications
- 6.3.8.8 Ability to maintain a professional demeanor and appearance at all times
- 6.3.9 EDUCATION AND/OR EXPERIENCE**
Four-year degree in an Engineering discipline.

6.4 RTMC OFFICE MANAGER

The RTMC Office Manager position is responsible for the support of day to day business matters within the Transportation Management Center. This position will also include the responsibility of handling all tour requests, yearly budgeting, distribution of all meeting minutes, oversees the RTMC front desk staffing and operations.

- 6.4.1** Coordinate and direct administrative support functions for the RTMC and implement policies and procedures for production of documents, work flow, filing, ordering of supplies, records maintenance, and other clerical services.
- 6.4.2** Assist in decision process for hiring, terminating, promoting, or evaluating office personnel.
- 6.4.3** Monitor budget, accounting, or time records.
- 6.4.4** Establishes policies and procedures for document development, retention, and disposition and determines records identification system for information management storage and retrieval.
- 6.4.5** Determines and establishes records formats and storage methods and confers with management regarding records management needs.
- 6.4.6** Member of RTMC marketing team and assists in all coordination of activities to include the production of materials, advertisements and public outreach.

- 6.4.7 Responsible for all office supplies to include consumable and non-consumable products and all production equipment and supplies.
- 6.4.8 Coordinate with Broward County in all meeting room reservations and assuring that the proper setup of all meeting rooms meets the needs of the group using the rooms.
- 6.4.9 All other task assigned by the **DEPARTMENT**.
- 6.4.10 Knowledge, Skills and Abilities
 - 6.4.10.1 Three (3) years of experience in an office management position or equivalent.
 - 6.4.10.2 Understanding of office and business principles.
 - 6.4.10.3 Good interpersonal skills.
 - 6.4.10.4 Ability to clearly communicate information regarding the ITS program and RTMC to all tours and visitors.
 - 6.4.10.5 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.4.10.6 High level of skill in the use of all Windows based applications.
 - 6.4.10.7 Ability to write reports, meeting minutes, create scheduling and file all materials based on ISO 9001 standards.
 - 6.4.10.8 Ability to coordinate real time activities and priorities.
 - 6.4.10.9 Proficiency of all office related equipment.

6.5 RTMC Project Administrator

The RTMC Project Administrator ensures that the financial requirements of the contract are met on a daily basis at all times.

Specific duties include:

- 6.5.1** Follows the direction set by FDOT RTMC Operations Manager and the DEPARTMENT.
- 6.5.2** Performs project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by the DEPARTMENT.
- 6.5.3** Requires ability to use and apply extensive knowledge of project management theories and practices.
- 6.5.4** Prepares and produces all invoices, progress reports and other documents submitted to the DEPARTMENT on a monthly basis.

6.5.5 KNOWLEDGE, SKILLS & ABILITIES

- 6.5.5.1 Good leadership and interpersonal skills.
- 6.5.5.2 Have an excellent understanding of key management concepts.
- 6.5.5.3 Create project schedules in Microsoft Windows applications.
- 6.5.5.4 Ability to clearly communicate technical information in layman's terms.
- 6.5.5.5 Skill in the use of all Windows operating system.
- 6.5.5.6 Ability to write technical reports and correspondence.
- 6.5.5.7 Knowledge and ability to create monthly invoice and project status budget reports.

6.5.5.8 EDUCATION AND/OR EXPERIENCE

Bachelors' degree in Business Administration or a technical field or the equivalent 5 years of project administrative experience.

6.6 RTMC TRAINING AND MARKETING MANAGER

The RTMC Training and Marketing Manager is responsible for overseeing the development and implementation of all RTMC training programs required to keep all RTMC staff knowledgeable in the **DEPARTMENT's** policies and goals relating to all operations conducted as part of the **DEPARTMENT's** ITS program. The RTMC Training and Marketing Manager is responsible for management of all Strategic public relations, public outreach and marketing, advertising, and communication services programs for the ITS program. Responsibilities include, but are not limited to:

- 6.6.1 Plans, manages and coordinates a district wide strategic public outreach program in cooperation with FDOT partners to meet the strategic goals and objectives of the **DEPARTMENT**.
- 6.6.2 Oversees and administers the **DEPARTMENT'S** Public Outreach Committee, including all meetings, tours, presentations, advertisement programs, periodical development and Public Outreach Plan goals and objectives; may participate in developing policy and strategic plans.
- 6.6.3 Oversees and administers public relations, marketing, advertising, and public outreach consultants and contractors.
- 6.6.4 Works with consultants, contractors, and FDOT Staff to establish clear and measurable goals and objectives for improving the **DEPARTMENT'S** communications, marketing, advertising and public affairs/relations activities and efforts while increasing public awareness of the **DEPARTMENT'S** goals, objectives, and services.
- 6.6.5 Coordinates communications and activities between the **DEPARTMENT** and the public, school groups, civic and professional organizations, FDOT vendors, roadway users, industry vendors, while serving as a public representative of FDOT. At a minimum, responsibilities will include organizing, scheduling, and leading SMART SunGuide RTMC Tour.

- 6.6.6** Serves communications and activities between the **DEPARTMENT** and the public, school groups, civic and professional organizations, FDOT vendors, roadway users, industry vendors, while serving as a public representative of FDOT. At a minimum, responsibilities will include organizing, scheduling, and leading SMART SunGuide RTMC Tours.
- 6.6.7** Reviews, edits and approves the creative and production process of all FDOT information materials; recommends and oversees marketing research activities for the **DEPARTMENT**.
- 6.6.8** Prepares recommended presentation materials, speeches and public speaking engagements for **DEPARTMENT** staff and; assist in coaching staff and consultants on handling media and public speaking engagements and inquiries.
- 6.6.9** Works closely with District Public Information Offices (PIO) and assists with responses to public inquiries concerning issues relating to the **DEPARTMENT**.
- 6.6.10** Maintains interaction and communication exchange with counterparts from regional and state transportation partners to compare industry trends, policies, and procedures; maintains active presence within industry related organizations, as directed by the **DEPARTMENT**.
- 6.6.11** Attends meetings as directed by the **DEPARTMENT** to include FDOT Staff meetings, South Florida ITS Coalition Marketing/Outreach Subcommittee meetings and others as necessary as directed.
- 6.6.12** All other tasks assigned by the **DEPARTMENT**.

6.7 RTMC ADMINISTRATIVE ASSISTANT

The RTMC Administrative Assistant position is responsible to support the RTMC Office Manager with day-to-day business matters within the Transportation Management Center. This position's responsibility includes handling of all phone calls, faxes and emails sent to the RTMC main contact addresses to the public. This position sits at the RTMC front desk and signs all visitors in and contacts the individual that the visitor is scheduled to see.

- 6.7.1** Supplies administrative support services to the RTMC and assumes the role as an administrative liaison with internal and/or external sources.
- 6.7.2** Performs routine office or clerical support tasks according to established procedures. Examples of work performed may include sorting and distributing mail, photocopying, filing, posting or proofing data, or answering telephone calls and recorded messages.
- 6.7.3** Work performed may also include composing routine correspondence, preparing routine reports, scheduling meetings or appointments, arranging travel, screening and directing incoming calls, providing information, maintaining files, or transcribing dictation.
- 6.7.4** Prepares documents using Microsoft applications; formats, proofs, edits for errors.
- 6.7.5** Ensures that cafeteria is properly stocked with supplies and is kept orderly.
- 6.7.6** Daily verifying that all material quantities in the RTMC lobby are at the appropriate levels.
- 6.7.7** Trained and certified as a RTMC Operator to assist in coverage of control room when required by RTMC Management.
- 6.7.8** Assists with all Severe Incident Response Vehicle (SIRV) documentation and filing on a daily basis.
- 6.7.9** All other task assigned by the **DEPARTMENT**.

6.7.10 Knowledge, Skills and Abilities

- 6.7.10.1 Two (2) years of experience in a position of similar requirements or equivalent.
- 6.7.10.2 Understanding of office principles.
- 6.7.10.3 Good interpersonal skills.
- 6.7.10.4 Ability to clearly communicate information regarding the ITS program and RTMC to all tours and visitors.
- 6.7.10.5 Ability to work alternate work schedules and be on-call 24 hours/day.
- 6.7.10.6 High level of skill in the use of all Windows based applications.
- 6.7.10.7 Ability to write meeting minutes and file all materials based on ISO 9001 standards.
- 6.7.10.8 Ability to coordinate real time activities and priorities.
- 6.7.10.9 Proficiency of all office related equipment.

6.8 RTMC TRAFFIC CONTROL COORDINATOR

The RTMC Traffic Control Coordinator reports to DEPARTMENT's Project Manager and assists and supports the RTMC Signal Systems Manager of Palm Beach County with the daily operational activities of the RTMC in accordance with the SOG, protocols and policies.

- 6.8.1** This position will be responsible for day-to-day monitoring of the Traffic Signal System and CCTV & DMS Systems for arterial street network.
- 6.8.2** This position will work closely with the DEPARTMENT's RTMC Operations staff in managing incident related congestions on the arterial street network and functions as an extension of the County staff at the RTMC.
- 6.8.3** The RTMC Traffic Control Coordinator provides assistance to the County with the day-to-day operations of the RTMC.
- 6.8.4** Monitors operations of the traffic signal system at the RTMC, tracks system alarms, and generates signal system operations reports.
- 6.8.5** Monitors CCTV & DMS systems for arterial street network traffic conditions recommends actions to improve performance.
- 6.8.6** Assists the County staff in conducting travel-time delay runs and signal system fine-tuning activities reports results and effects of signal retiming efforts. Provides direction and structure for operating units.
- 6.8.7** Works in coordination with the DEPARTMENT's RTMC Operations staff in managing congestion on arterial network caused from freeway incidents.
- 6.8.8** Participates in periodic Traffic Incident Management (TIM) and South East Florida Regional RTMC Operations Committee meetings.
- 6.8.9** Assists in the preparation of monthly reports on the performance of the signal system based on predefined measures of effectiveness.
- 6.8.10** Performance monitoring, cost/benefit reporting, and benchmarking of the Palm Beach County TSM&O Network.
- 6.8.11** All other tasks assigned by the DEPARTMENT.

6.8.12 Knowledge, Skills and Abilities:

- 6.8.12.1 Understanding of traffic signal systems, traffic controller operation, ITS and traffic engineering principles.
- 6.8.12.2 Knowledge of traffic signal analysis programs, such as SYNCHRO, HCS, etc.
- 6.8.12.3 Good communication skills and ability to work as a team member.
- 6.8.12.4 Ability to make independent decisions on a routine basis.
- 6.8.12.5 Ability to work alternate work schedules.
- 6.8.12.6 Skill in the use of Windows operating system.
- 6.8.12.7 Ability to write technical reports and correspondence.
- 6.8.12.8 Ability to coordinate real time activities and priorities.

6.8.13 EDUCATION AND/OR EXPERIENCE

Bachelors' degree (B.S.) in Science or Engineering with course work in Civil/Traffic/Transportation Engineering, with at least two (2) years of experience in Traffic Engineering industry or in the operations of a RTMC facility.

6.9 Traffic Incident Management Coordinator

The Traffic Incident Management (TIM) Coordinator shall be responsible for managing all meetings, activities and operation of the District Four Traffic Incident Management Program under the supervision and direction of the FDOT District Four Freeway Operations Manager. Office space will be provided within the Broward RTMC.

The TIM coordinator shall meet with the FDOT District Four Freeway Operations Manager or designee on a bi-weekly basis at the Broward RTMC.

Support TIM initiatives, as prioritized by the FDOT District Four Freeway Operations Manager or designee.

- 6.9.1** Preparation of Incident Response Plans and Emergency Notification Manuals.
- 6.9.2** Presentations on incident management to state and local officials and various groups and organizations.
- 6.9.3** Research on new incident management techniques, equipment and technologies.
- 6.9.4** Conduct annual FHWA TIM Self-Assessment for each county-level TIM Team.
- 6.9.5** Knowledge, Skills and Abilities:
 - 6.9.5.1 One year experience working as a member of a TIM program.
 - 6.9.5.2 Ability to write technical reports and correspondence.
 - 6.9.5.3 Ability to coordinate real time activities and priorities.
 - 6.9.5.4 Good communication skills and ability to work as a team member.
 - 6.9.5.5 Skill in the use of Windows operating system.
 - 6.9.5.6 Good public speaking skills

6.10 RTMC IT Director

The RTMC IT Director position is responsible for the support of all computer and network systems and the RTMC video wall within the Transportation Management Center(s). This responsibility includes the maintenance of the RTMC computer hardware, video wall, software and network systems. The IT Network Director is also responsible for assisting the RTMC staff in applying off-the-shelf software to improve the overall performance of database management, analysis, interpretation and dissemination functions. The RTMC IT Director is responsible for all aspects of Information Technology within the RTMC and direct management of the IT Department. The RTMC IT Director will assist the DEPARTMENT'S Project Manager with strategic business decisions concerning the ITS networks.

- 6.10.1 Supervise all IT staff, plus any external system development contractors that are required.
- 6.10.2 Ensure system security and availability to only authorized users of each component of the RTMC.
- 6.10.3 Analyze the RTMC system needs, evaluate new solutions to replace old systems and ensure the compatibility with existing computer hardware and software to include costing out and purchase of new equipment and software.
- 6.10.4 Provide technical support to the computer systems managers from each **DEPARTMENT** to ensure compatibility in the Transportation Management Center.
- 6.10.5 Identifies computer hardware problems and notifies the RTMC Manager when event status level warrants.
- 6.10.6 Provide and conduct training for all RTMC personnel regarding IT etiquette and protocol.

- 6.10.7 Manage computer system supply parts to ensure an appropriate level of replacement hardware is available when needed.
- 6.10.8 Develop and control all user manuals and training documents for IT systems in the RTMC for easy access by all levels of users.
- 6.10.9 Maintain current IT Help Desk software functions and provide monthly reports as identified by FDOT Operations Manager.
- 6.10.10 Maintain detailed record of all IT Hardware and provide monthly report to FDOT Operations Manager.
- 6.10.11 Maintain detailed record of all IT Software and provide monthly report to FDOT Operations Manager.
- 6.10.12 Prepare and write all technical training documents for staff and review training SOG to keep up with current hardware and software being used in RTMC.
- 6.10.13 Coordinate ITS field devices repair and maintenance activities with the FDOT ITS Maintenance Manager when needed.
- 6.10.14 All other task assigned by the **DEPARTMENT**.
- 6.10.15 Knowledge, Skills and Abilities
 - 6.10.15.1 Bachelors' degree in computer science or the equivalent or five (5) years of experience in the operations of a facility similar to the RTMC with similar responsibilities.
 - 6.10.15.2 Have professional certifications to include MCSE.
 - 6.10.15.3 Understanding of ITS and traffic engineering principles.
 - 6.10.15.4 Good leadership and interpersonal skills.
 - 6.10.15.5 Have a good understanding of key management concepts.
 - 6.10.15.6 Ability to clearly communicate technical information in layman's terms.
 - 6.10.15.7 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.10.15.8 Ability to write technical reports, correspondence, manuals and advertising materials.
 - 6.10.15.9 Ability to coordinate real time activities and priorities.
 - 6.10.15.10 Direct experience with the day-to-day operations of a similar center.

6.11 RTMC IT Network Manager

Reporting to the IT Director, the ideal candidate will be an experienced Cisco Network Engineer in a high performance service oriented environment. Primary duties include responsibility for the installation, configuration and maintenance of LAN and WAN Cisco related hardware, as well as testing, documentation and implementation of new technologies related to communication equipment installations and upgrades. The position is also responsible for reviewing and assisting in the review of new RFP development.

Specific duties include:

- 6.11.1** Install, configure, support, monitor, test, optimize, and troubleshoot problems pertaining to deployment, integration, and implementation of new hardware and software in moderate-to-complex network environments.
- 6.11.2** Be a project team lead working with cross functional teams for enterprise initiatives.
- 6.11.3** Provide Tier 2 support for all wired, and wireless, network devices.
- 6.11.4** Implement migration strategies, implementation plans, risk mitigation plans, test plans, and disaster recovery plans.
- 6.11.5** Support network standards, processes, and security at RTMC sites.
- 6.11.6** Maintain a professional demeanor when dealing with internal customers.
- 6.11.7** Assist with providing an effective high-level assessment of technology costs, benefits, and risks to develop and deliver total solutions.
- 6.11.8** Develop proposals for the management and regional Network teams.
- 6.11.9** Evaluate, test, and document technology and solutions aligned with client business initiatives.
- 6.11.10** Participate in and lead meetings.
- 6.11.11** Assist with development of proposal and design of solution.
- 6.11.12** Rotational on-call to provide 24X7X365 support for network escalations

6.11.13 KNOWLEDGE, SKILLS & ABILITIES

- 6.11.13.15-8 Years experience with WAN / WLAN / LAN technologies, peripherals, and architecture.
- 6.11.13.2 Excellent knowledge of the following: TCP/IP, PPP, VRRP, HSRP, BGP, IGRP/EIGRP, NAT, QoS, & SNMP, WAAS, VOIP, Ethernet Cisco routers and switches, Netscaler load balancers and Voice & data network design and maintenance
- 6.11.13.3 Experience in deploying, and maintaining, complex Unified Communications platforms.
- 6.11.13.4 WAN acceleration technologies LAN technologies and routing such as EIGRP,
- 6.11.13.5 Cisco SSL and multi-vendor VPN deployments.
- 6.11.13.6 Campus switching technologies.
- 6.11.13.7 Security protocols such as Radius, SSH, and TACACS.
- 6.11.13.8 Deploy and maintain IDS/IPS systems and the ability to parse activity logs.
- 6.11.13.9 DNS, DHCP, NTP, SNMP, and syslog.
- 6.11.13.10 Working knowledge of Microsoft Active Directory
- 6.11.13.11 Network Configuration management tools
- 6.11.13.12 Network Monitoring tools
- 6.11.13.13 CCNA - Cisco Certified Network Associate or CCNP - Cisco Certified Network Professional (Highly Desirable)
- 6.11.13.14 **EDUCATION AND/OR EXPERIENCE**
Bachelor's Degree in computer science or equivalent combination of work experience and technical training/certifications

6.12 RTMC IT NETWORK SECURITY MANAGER

The RTMC IT Network Security Manager position is responsible for the security of all computer systems within the Transportation Management Center(s) and networked field devices.

- 6.12.1 Maintains a high level of computer security for all devices and computers connected to the multiple computer networks associated with the **DEPARTMENT'S** D4 ITS program.
- 6.12.2 Inventory all computer system hardware parts monthly to ensure RTMC is operating at 100%.
- 6.12.3 Perform functions as directed by the RTMC IT Network Manager to include any routine and non-routine functions.
- 6.12.4 Formally train users in basic computer security when needed.
- 6.12.5 Install and load all security related functions of any new workstation when purchased, to include the communications link to the network systems.
- 6.12.6 Create weekly network security report.
- 6.12.7 Confirm daily backups for all critical systems and ensure these are available incase systems need to be restored.
- 6.12.8 Daily monitoring of BARCO Video Wall to comply with 100% system availability.
- 6.12.9 Daily monitoring of video feeds from other partners to ensure there display on the BARCO Video Wall at all times.
- 6.12.10 Daily monitoring of SMART SunGuide ® Website to ensure all functions are operational at all times.
- 6.12.11 Perform any additional tasks as assigned by RTMC Management team.
- 6.12.12 All other task assigned by the **DEPARTMENT**.

6.12.13 Knowledge, Skills and Abilities

- 6.12.13.1 Secondary education in computer science or the equivalent or one (3) years of experience in the operations of a facility similar to the RTMC with similar responsibilities.
- 6.12.13.2 Possess IT industry recognized network security specific professional certifications.
- 6.12.13.3 Understanding of ITS principles.
- 6.12.13.4 Good leadership and interpersonal skills.
- 6.12.13.5 Have a good understanding of key management concepts.
- 6.12.13.6 Ability to clearly communicate technical information in layman's terms.
- 6.12.13.7 Ability to work alternate work schedules and be on-call 24 hours/day.
- 6.12.13.8 Ability to create daily, weekly, monthly and yearly reports regarding system availability and help desk calls.
- 6.12.13.9 Ability to coordinate real time activities and priorities.
- 6.12.13.10 Direct experience with the day-to-day operations of a similar center.

6.13 RTMC IT Systems Administrator

- 6.13.1 Primary duties include responsibility for the installation, configuration and maintenance of Windows servers, clusters and related software as well as testing, documentation and implementation of new technologies related to software installations and upgrades. The position is also responsible for developing and maintaining backup and system recovery procedures. Specific duties include:
- 6.13.2 Plans, implements and incorporates upgrades to all production internal client systems, PC, and Microsoft network software
- 6.13.3 Maintains all printers, desktop PC's, laptops, copiers, fax machines, servers and miscellaneous hardware for the facility

- 6.13.4** Performs on-site analysis, diagnosis, and resolution of complex Microsoft network problems for a variety of end users, and recommends and implements corrective hardware and software solutions, including off-site repair
- 6.13.5** Supports development and implementation of Microsoft networking projects and new technology installations
- 6.13.6** Responsible for assisting Helpdesk in deployment of PC's, laptops and tablets
- 6.13.7** Keeps abreast of new hardware/software technologies and makes upgrade/enhancement recommendations as appropriate
- 6.13.8** As an integral part of the IT team, makes recommendations regarding feasibility of projects based on extensive Microsoft networking knowledge
- 6.13.9** Rotational on-call to provide 24X7X365 support for network escalations
- 6.13.10 KNOWLEDGE, SKILLS & ABILITIES**
 - 6.13.10.1 Troubleshooting Microsoft related issues, knowledge of applicable privacy and security laws and regulations
 - 6.13.10.2 Strong communication skills, both oral and written
 - 6.13.10.3 Strong interpersonal relationship skills
 - 6.13.10.4 Ability to conduct research into Microsoft network issues and determine appropriate resolutions
 - 6.13.10.5 Ability to present ideas and resolutions in common and technical terminology
 - 6.13.10.6 Highly analytical and problem solving ability
 - 6.13.10.7 Ability to be self-motivate and prioritize tasks appropriately
 - 6.13.10.8 Understanding of networking infrastructure also beneficial

6.13.11 EDUCATION AND/OR EXPERIENCE

Bachelor's Degree in computer science or equivalent combination of work experience and technical training/certifications.

Five years of experience with the following technologies – Active Directory, Group Policy, Exchange 2007/2010, Symantec End Point Protection, Disk Encryption Solutions, DFS, DNS, NTFS permissions, Windows Server 2003/2008, Microsoft Cluster environment.

6.14 RTMC IT NETWORK ADMINISTRATOR 2

The RTMC IT Network Administrator 2 position is responsible for the support of all computer systems within the Transportation Management Center(s). This position will also include the responsibility of handling all phone calls placed at the computer help desk, logging the initial call and detailing the response given to each caller.

- 6.14.1** Trouble shoots original call via telephone contact and responds in person when problem cannot be fixed remotely.
- 6.14.2** Perform functions as directed by the RTMC IT Network Manager to include any routine and non-routine functions.
- 6.14.3** Formally train users in basic computer skills when needed.
- 6.14.4** Install and load all functions of any new workstation when purchased, to include the communications link to the network systems.
- 6.14.5** Create weekly report on all help desk calls and responses to include fixed and outstanding items with details on what replacement parts were needed.
- 6.14.6** Conduct daily backups for all critical systems and ensure these are available incase systems need to be restored.
- 6.14.7** Daily monitoring of BARCO Video Wall to comply with 100% system availability.
- 6.14.8** Daily monitoring of video feeds from other partners to ensure there display on the BARCO Video Wall at all times.
- 6.14.9** Daily monitoring of SMART SunGuide ® Website to ensure all functions are operational at all times.
- 6.14.10** Perform any additional tasks as assigned by RTMC Management team.

- 6.14.11** All other task assigned by the **DEPARTMENT**.
- 6.14.12** Knowledge, Skills and Abilities
 - 6.14.12.1 Secondary education in computer science or the equivalent or two (2) years of experience in the operations of a facility similar to the RTMC with similar responsibilities.
 - 6.14.12.2 Taking courses to attain professional certifications to include MCSE.
 - 6.14.12.3 Understanding of ITS principles.
 - 6.14.12.4 Good leadership and interpersonal skills.
 - 6.14.12.5 Have a good understanding of key management concepts.
 - 6.14.12.6 Ability to clearly communicate technical information in layman's terms.
 - 6.14.12.7 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.14.12.8 Ability to create daily, weekly, monthly and yearly reports regarding system availability and help desk calls.
 - 6.14.12.9 Ability to coordinate real time activities and priorities.
 - 6.14.12.10 Direct experience with the day-to-day operations of a similar center.

6.15 RTMC IT NETWORK ADMINISTRATOR 1

The RTMC IT Network Administrator 1 position is responsible for the entry-level support of all computer systems within the Transportation Management Center(s). This position will also include the responsibility of handling all phone calls placed at the computer help desk, logging the initial call and detailing the response given to each caller.

- 6.15.1** Trouble shoots original call via telephone contact and responds in person when problem cannot be fixed remotely.
- 6.15.2** Inventory all computer system hardware parts monthly to ensure RTMC is operating at 100%.
- 6.15.3** Perform functions as directed by the RTMC IT Network Manager to include any routine and non-routine functions.
- 6.15.4** Informally train users in basic computer skills when needed.
- 6.15.5** Install and load all functions of any new workstation when purchased, to include the communications link to the network systems.

- 6.15.6 Create weekly report on all help desk calls and responses to include fixed and outstanding items with details on what replacement parts were needed.
- 6.15.7 Daily monitoring of BARCO Video Wall to comply with 100% system availability.
- 6.15.8 Daily monitoring of video feeds from other partners to ensure there display on the BARCO Video Wall at all times.
- 6.15.9 Daily monitoring of SMART SunGuide ® Website to ensure all functions are operational at all times.
- 6.15.10 Perform any additional tasks as assigned by RTMC Management team.
- 6.15.11 All other task assigned by the **DEPARTMENT**.
- 6.15.12 Knowledge, Skills and Abilities
 - 6.15.12.1 Secondary education in computer science or the equivalent or one (1) year of experience in the operations of a facility similar to the RTMC with similar responsibilities.
 - 6.15.12.2 Taking courses to attain professional certifications.
 - 6.15.12.3 Understanding of ITS principles.
 - 6.15.12.4 Good interpersonal skills.
 - 6.15.12.5 Ability to clearly communicate technical information in layman's terms.
 - 6.15.12.6 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.15.12.7 Ability to create daily, weekly, monthly and yearly reports regarding system availability and help desk calls.
 - 6.15.12.8 Ability to coordinate real time activities and priorities.
 - 6.15.12.9 Direct experience with the day-to-day operations of a similar center.

6.16 RTMC OPERATIONS MANAGER

The RTMC Operations Manager manages the daily operations activities of the RTMC in accordance with the SOG, protocols and policies and is responsible for the overall operations and functionality of the RTMC.

- 6.16.1** The RTMC operations manager is responsible for the project management of the contract and the ITS Strategic Business Plan.
- 6.16.2** Day-to-day management of the RTMC staff and resources including problem resolution concerning RTMC operations.
- 6.16.3** Ensure that RTMC operations are conducted within the design parameters, SOG, FDOT policies and industry standards.
- 6.16.4** Participate in periodic Traffic Incident Management (TIM) meetings and ensures appropriate interagency coordination.
- 6.16.5** Participate in periodic South East Florida Regional RTMC Operations Committee (SEFRTOC) meetings and ensures appropriate interagency coordination.
- 6.16.6** Responsible for the RTMC public relations activities such as the RTMC Marketing efforts, RTMC tours, presentations.
- 6.16.7** Attends meetings as directed by the **DEPARTMENT** to include Traffic Incident Management, South Florida ITS Coalition and others as directed.
- 6.16.8** Prepare monthly reports of performance measures for operators and supervisors.

- 6.16.9** Determine and use existing measures of effectiveness for the RTMC in terms of efficiency and effectiveness in providing transportation management, traveler information and incident management. Prepare a monthly report on the performance of the system based on these measures of effectiveness.
- 6.16.10** Oversee semi-annual update the SOG manual to conform to the current status of the ITS deployment, software systems, FDOT policy, RTMC policy and industry standards.
- 6.16.11** Responsible for the development of training materials and the quarterly update of the training materials to conform to updates in the SOG manual. Modify training materials as necessary as a result of system and employee performance analysis.
- 6.16.12** Responsible for the training of the operators and certification process documentation.
- 6.16.13** Ensure adequate staff coverage of ITS systems.
- 6.16.14** All other tasks assigned by the **DEPARTMENT**.
- 6.16.15** Knowledge, Skills and Abilities
 - 6.16.15.1 Bachelors' degree in Engineering or Business Administration and the equivalent of five (5) years of experience in the operations of a facility similar to the RTMC.
 - 6.16.15.2 Understanding of ITS and traffic engineering principles.
 - 6.16.15.3 Good leadership and interpersonal skills.
 - 6.16.15.4 Have a good understanding of key management concepts.
 - 6.16.15.5 Ability to clearly communicate technical information in layman's terms.
 - 6.16.15.6 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.16.15.7 Skill in the use of Windows operating system.
 - 6.16.15.8 Ability to write technical reports and correspondence.
 - 6.16.15.9 Ability to coordinate real time activities and priorities.
 - 6.16.15.10 Direct experience with the day-to-day operations of a similar center.

6.17 RTMC ASSISTANT OPERATIONS MANAGER

The RTMC Assistant Operations Manager reports to and assists the RTMC Operations Manager with the daily operations activities of the RTMC in accordance with the SOG, protocols and policies. This position will be responsible for technical writing of documentation in the RTMC to include but not limited to; Standard Operating Guidelines, Training materials for all RTMC staff, advertising material and other documentation as assigned by RTMC Management or by the **DEPARTMENT**.

- 6.17.1** The Assistant RTMC manager provides project management support and helps develop and implement the ITS Strategic Business Plan.
- 6.17.2** Assist in the day-to-day management of the RTMC staff and resources including problem resolution concerning RTMC operations.
- 6.17.3** Participates in periodic Traffic Incident Management (TIM) and South East Florida Regional RTMC Operations Committee meetings and ensure appropriate interagency coordination.
- 6.17.4** Provide RTMC tours, presentations, and answer to media and other requests.
- 6.17.5** Ensure the performance of daily maintenance checks of the system and all ITS field devices.
- 6.17.6** Assist in the development and maintenance of the inventory database for all equipment residing within the RTMC.
- 6.17.7** Prepares monthly reports of performance measures for operators and supervisors.
- 6.17.8** Assist in the preparation of a monthly report on the performance of the system based on predefined measures of effectiveness.
- 6.17.9** Assist in the semi-annual update of the SOG manual to conform to the current status of the ITS deployment, software systems, FDOT policy, RTMC policy and industry standards.

- 6.17.10** Assist in the development of training materials and the quarterly update of the training materials to conform to updates in the SOG manual. Modify training materials as necessary as a result of system and employee performance analysis.
- 6.17.11** Assist in the training of the operators and certification process documentation.
- 6.17.12** Coordinate ITS field devices repair and maintenance activities with the FDOT ITS Maintenance Manager.
- 6.17.13** Provide adequate staff coverage of ITS systems.
- 6.17.14** Lead the RTMC Marketing team with all public outreach, advertising efforts and create a budget for these requirements.
- 6.17.15** Write all technical documents for the RTMC including but not limited to; SMART SunGuide® RTMC SOG, training manuals, SMART Moves, SMART SunGuide® website contents, SEFRTOC SOG.
- 6.17.16** All other task assigned by the **DEPARTMENT**.

6.17.17 Knowledge, Skills and Abilities

- 6.17.17.1 Bachelors' degree in Bachelor of Arts (B.A.) or Bachelor of Science (B.S.) or Business Administration, or the equivalent to three (3) years of experience in the operations of a facility similar to the RTMC.
- 6.17.17.2 Understanding of ITS and traffic engineering principles.
- 6.17.17.3 Good leadership and interpersonal skills.
- 6.17.17.4 Have a good understanding of key management concepts.
- 6.17.17.5 Ability to clearly communicate technical information in layman's terms.
- 6.17.17.6 Ability to work alternate work schedules and be on-call 24 hours/day.
- 6.17.17.7 Skill in the use of Windows operating system.
- 6.17.17.8 Ability to write technical reports, correspondence, manuals and advertising materials.
- 6.17.17.9 Ability to coordinate real time activities and priorities.
- 6.17.17.10 Direct experience with the day-to-day operations of a similar center.
- 6.17.17.11 Experience in public speaking and coordinating media events.

6.18 RTMC OPERATIONS SUPERVISOR

The RTMC Operations Supervisor position is responsible for the administration and direct supervision of the control room staff including intern students. The supervision function will make decisions pertaining to the control room operations requiring a high degree of experience and judgment, and must facilitate the smooth and balanced operation of the control room.

- 6.18.1** Administrative functions, such as shift scheduling, liaison with the RTMC management, hiring, training and public relations.
- 6.18.2** Continuous supervision of 24 hours/day, 7 days/week operations being on call outside normal shift and on other selected times.
- 6.18.3** Facilitate operations by guiding critical control room operation decisions, developing special events response plans, guidance during severe events and generating severe event response reports.
- 6.18.4** Coordinating control room activities by assisting in the management of responses to disasters and high profile special events, accommodating the data needs of special agencies and third parties, etc.
- 6.18.5** Responsible for the day-to-day monitoring and balancing of the control room activities, direction and incentives among staff, and develop team atmosphere.
- 6.18.6** Develop ideas on how to implement system and operational improvements (e.g., modifications in software, hardware, field equipment, operations and coordination procedures, etc.) to increase the efficiency of the control room operations.
- 6.18.7** Balancing work loads of control room staff by instructing staff to assist others as required, by assigning reporting tasks during less busy times and by ensuring that staff resources are being utilized effectively and efficiently.
- 6.18.8** Presenting operational staff with an understanding of their role in the overall context of transportation systems, providing them with incentives to perform day-to-day tasks.
- 6.18.9** Develop a training program, guidelines and standards for the RTMC Operators to use and be tested on using a graduated staffing structure.

- 6.18.10** Assist in conducting tours for external groups visiting the RTMC. The groups may include Foreign Dignitaries and Government Officials and other individuals who wish to visit the RTMC. The tours consist of information handouts, slide show presentation and a physical tour of the facility.
- 6.18.11** All other task assigned by the **DEPARTMENT**.
- 6.18.12** Knowledge, Skills and Abilities
 - 6.18.12.1 Two (2) years of experience in the operations in a RTMC or of a facility similar to a RTMC.
 - 6.18.12.2 Understanding of ITS and traffic engineering principles.
 - 6.18.12.3 Good leadership and interpersonal skills.
 - 6.18.12.4 Have a good understanding of key management concepts.
 - 6.18.12.5 Ability to clearly communicate technical information in layman's terms.
 - 6.18.12.6 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.18.12.7 Skill in the use of ATMS applications.
 - 6.18.12.8 Ability to write reports, correspondence and manuals.
 - 6.18.12.9 Ability to coordinate real time activities and priorities.
 - 6.18.12.10 Direct experience with the day-to-day operations of a similar center.
 - 6.18.12.11 Experience in public speaking.

6.19 RTMC OPERATIONS SHIFT LEADER

The RTMC Operations Shift Leader will be the central contact for two-way communications flows with external agencies including those by voice, mail, fax, Internet and other electronic data. The position will assist the RTMC Operations Supervisor in coordinating information flows within the control room and for facilitating response to disasters and high profile special events impacting traffic, as directed. The Shift Leader position is very much a "people"-oriented service, and requires the ability to work well in a group environment.

- 6.19.1** Facilitate in the information exchange between the control room operators, ensuring that all operators are aware of relevant information pertaining to their respective systems.
- 6.19.2** Act as the RTMC Operations Supervisor in their absence, handling the guidance and responses from the operators and directing communications to EMS services.
- 6.19.3** Fully trained in all control room systems, the Shift Leader is also capable of stepping in during peak times to assist other operations and thereby even out the peak resource loading and fill in during break periods to create a seamless environment.
- 6.19.4** Monitor and report any internal and external system irregularities: GUI, CCTV, Website, VDS, DMS, Monitors or Video Key Switch.
- 6.19.5** External interface communications include:
 - Police and other emergency agencies: Provide general information; organize emergency assistance if required by transferring to a control room operator.
 - Media: Provide with non-confidential information if requested.
 - Public Transportation: Respond to inquiries.
 - Outside Source Generation: Receive information on related roadwork, major accidents, etc., that could affect RTMC boundaries.
 - Special event generators: Receive information on special events, convey information on response details as requested.

- 6.19.6 Assist RTMC Operations Supervisor with report data generation to include monthly reports, telephone logs, operator performance, severe incident reports, Severe Incident Response Vehicle data and any other reports that are requested.
- 6.19.7 Responsible for daily scheduling of all breaks for control room staff to ensure that there are two operators in control room at all times, Monday to Friday 6am-midnight.
- 6.19.8 Ensure that all data disseminated is concise and timely that is generated by the control room to include; DMS messaging, text messaging, website messaging and any other communications from control room staff.
- 6.19.9 Facilitate the proper usage of Road Ranger dispatching to include resource allocation to events, data collection of all activities and proper quality assurance during Road Ranger assists being monitored by CCTV.
- 6.19.10 All other task assigned by the **DEPARTMENT**.
- 6.19.11 Knowledge, Skills and Abilities
 - 6.19.11.1 Two (2) years of experience in the operations in a RTMC or of a facility similar to a RTMC.
 - 6.19.11.2 Understanding of ITS principles.
 - 6.19.11.3 Good leadership and interpersonal skills.
 - 6.19.11.4 Have an understanding of management concepts.
 - 6.19.11.5 Ability to clearly communicate technical information in layman's terms.
 - 6.19.11.6 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.19.11.7 Skill in the use of ATMS applications.
 - 6.19.11.8 Ability to write reports, and correspondence.
 - 6.19.11.9 Ability to coordinate real time activities and priorities.
 - 6.19.11.10 Direct experience with the day-to-day operations of a similar center.

6.20 RTMC Express Lanes Operator (I, II, III)

The RTMC Express Lanes Operator position is an responsible for the principal monitoring of the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic events, congestion and travel time imbalances in the geographical coverage area with monitoring and/or surveillance capabilities. The RTMC Express Lanes Operator position is an extension of the RTMC Operator 3 position and includes the following additional responsibilities.

- 6.20.1** Primary operator of the Pricing Subsystem (PS) in the latest version of the SunGuide Software or other software as directed
- 6.20.2** Monitoring of I-95 and I-75 (Express and General Purpose lanes) and coordinating closely with District 6 RTMC
- 6.20.3** Manage events in the Managed Lanes
- 6.20.4** Handle all calls/inquiries related to the Managed Lanes and conduct research as requested
- 6.20.5** Monitor field devices along I-95 (Express and General Purpose lanes) and report failures
- 6.20.6** Ensure breaks and meals are covered by Shift Supervisors/Lead Operators/ or Assistant RTMC Manager
- 6.20.7** Closely coordinate and support all Managed Lanes operations
- 6.20.8** Prepare or assist with preparation of Managed Lanes reports including, but not limited to, daily debriefing and shift change report

6.20.9 KNOWLEDGE, SKILLS & ABILITIES

6.20.9.1 Understanding of ITS principles

6.20.9.2 Good interpersonal skills

6.20.9.3 Ability to clearly communicate technical information in layman's terms

6.20.9.4 Ability to work alternate work schedules and be on-call 24 hours/day

6.20.9.5 Skill in the use of Windows based applications.

6.20.9.6 Ability to write reports

6.20.9.7 Ability to coordinate real time activities and priorities

6.20.9.8 Knowledge of two-way communications and disseminating information via other communications devices

6.20.9.9 Skill in the use of ATMS applications

6.20.9.10 EDUCATION AND/OR EXPERIENCE

High School Diploma or GED and the following experience:

Level I: Two (2) years of experience in RTMC operations,

Level II: Three (3) years of experience in RTMC operations,

Level III: Four (4) years of experience in RTMC operations,

6.21 RTMC OPERATOR 3

The RTMC Operator 3 position is responsible for the principal monitoring of the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic events, congestion and travel time imbalances in the geographical coverage area with monitoring and/or surveillance capabilities. The Operator 3 position is an extension of the RTMC Operations Shift Leader and provides quality assurance on the day to day handling of all events in the control room.

- 6.21.1** Monitoring traffic status (by CCTV, Road Ranger and by GUI display/detector data), scheduled events, active events, equipment fault status, etc.
- 6.21.2** Managing events and congestion using the RTMC GUI and its devices, both electronic (e.g., website server, incident detection algorithms) and in the field (e.g., vehicle detection stations, CCTV cameras, DMS, etc.).
- 6.21.3** Dispatch Road Rangers to motorists, events and other activities that require their assistance in a timely and efficient manner. Log all activities into the SMART database and ensure the quality of information is complete and concise.
- 6.21.4** Detecting, confirming and tracking equipment faults affecting control room equipment (e.g., central system, computers, CCTV monitors, large screen display units) and RTMC system field equipment (e.g., CCTV, VDS, DMS).
- 6.21.5** Coordinating with other operations staff with regards to external agency communications and general control room coordination, and other control room staff from other agencies to obtain a full understanding of all control room activity status.

- 6.21.6** Inform Emergency Services on Traffic Events – The RTMC Operators will assist the RTMC Operations Shift Leader informing all Emergency Services of traffic events in the geographical coverage area of the RTMC. These events vary in their scope and the methods on how the operator responds notifying EMS services. The operators are responsible for ascertaining the level of response needed and contacting the appropriate services using the telephone numbers supplied to them in the standard operating guidelines.
- 6.21.7** Produce daily shift, equipment malfunction, activity and phone logs that will be disseminated to RTMC management in a structure TBD that will enable weekly, monthly and yearly analysis.
- 6.21.8** Assist RTMC Operations Shift Leader with report data collection to include monthly reports, telephone logs, operator performance, severe incident reports, Severe Incident Response Vehicle data and any other reports that are requested.
- 6.21.9** Have the skills and ability to temporarily perform the duties of a RTMC Operations Shift Leader (6.19) as determined and approved by the RTMC Operations Manager.
- 6.21.10** All other task assigned by the **DEPARTMENT**.

6.21.11 Knowledge, Skills and Abilities

- 6.21.11.1 Two (2) years of experience in the operations in a RTMC or of a facility similar to a RTMC.
- 6.21.11.2 Understanding of ITS principles.
- 6.21.11.3 Good interpersonal skills.
- 6.21.11.4 Ability to clearly communicate technical information in layman's terms.
- 6.21.11.5 Ability to work alternate work schedules and be on-call 24 hours/day.
- 6.21.11.6 Skill in the use of Windows based applications.
- 6.21.11.7 Ability to write reports.
- 6.21.11.8 Ability to coordinate real time activities and priorities.
- 6.21.11.9 Knowledge of two-way communications and disseminating information via other communications devices.
- 6.21.11.10 Skill in the use of ATMS applications.
- 6.21.11.11 Direct experience with the day-to-day operations of a similar center.

6.22 RTMC OPERATOR 2

The RTMC Operator 2 position is responsible for the principal monitoring of the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic events, congestion and travel time imbalances in the geographical coverage area with monitoring and/or surveillance capabilities. The Operator 2 position is an extension of the RTMC Operations Shift Leader and provides quality assurance for the day-to-day handling of all events in the control room.

- 6.22.1** Monitoring traffic status (by CCTV, Road Ranger and by GUI display/detector data), scheduled events, active events, equipment fault status, etc.
- 6.22.2** Managing events and congestion using the RTMC GUI and its devices, both electronic (e.g., website server, incident detection algorithms) and in the field (e.g., vehicle detection stations, CCTV cameras, DMS, etc.).

- 6.22.3 Dispatch Road Rangers to motorists, events and other activities that require their assistance in a timely and efficient manner. Log all activities into the SMART database and ensure the quality of information is complete and concise.
- 6.22.4 Detecting, confirming and tracking equipment faults affecting control room equipment (e.g., central system, computers, CCTV monitors, large screen display units) and RTMC system field equipment (e.g., CCTV, VDS, DMS).
- 6.22.5 Coordinating with other operations staff with regards to external agency communications and general control room coordination, and other control room staff from other agencies to obtain a full understanding of all control room activity status.
- 6.22.6 Inform Emergency Services of Traffic Events – The RTMC Operators will assist the RTMC Operations Shift Leader informing all Emergency Services of traffic events in the geographical coverage area of the RTMC. These events vary in their scope and the methods on how the operator responds notifying EMS services. The operators are responsible for ascertaining the level of response needed and contacting the appropriate services using the telephone numbers supplied to them in the standard operating guidelines.
- 6.22.7 Assist RTMC Operations Shift Leader with report data collection to include monthly reports, telephone logs, operator performance, severe incident reports, Severe Incident Response Vehicle data and any other reports that are requested.
- 6.22.8 All other task assigned by the **DEPARTMENT**.
- 6.22.9 Knowledge, Skills and Abilities
 - 6.22.9.1 Six (6) months of experience in the operations in a RTMC or of a facility similar to a RTMC.
 - 6.22.9.2 Good interpersonal skills.
 - 6.22.9.3 Ability to clearly communicate technical information in layman's terms.
 - 6.22.9.4 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.22.9.5 Skill in the use of Windows based applications.
 - 6.22.9.6 Ability to write reports.
 - 6.22.9.7 Ability to coordinate real time activities and priorities.

- 6.22.9.8 Knowledge of two-way communications and disseminating information via other communications devices.
- 6.22.9.9 Skill in the use of ATMS applications.
- 6.22.9.10 Direct experience with the day-to-day operations of a similar center.

6.23 RTMC OPERATOR 1

The RTMC Operator 1 position is an entry level position responsible for the principal monitoring of the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic events, congestion and travel time imbalances in the geographical coverage area with monitoring and/or surveillance capabilities. The Operator 1 position is an extension of the RTMC Operations Shift Leader and provides quality assurance for the day-to-day handling of all events in the control room.

- 6.23.1** Monitoring traffic status (by CCTV, Road Ranger and by GUI display/detector data), scheduled events, active events, equipment fault status, etc.
- 6.23.2** Manage events and congestion using the RTMC GUI and its devices, both electronic (e.g., website server, incident detection algorithms) and in the field (e.g., vehicle detection stations, CCTV cameras, DMS, etc.).
- 6.23.3** Dispatch Road Rangers to motorists, events and other activities that require their assistance in a timely and efficient manner. Log all activities into the SMART database and ensure the quality of information is complete and concise.
- 6.23.4** Inform Emergency Services of Traffic Events – The RTMC Operators will assist the RTMC Operations Shift Leader informing all Emergency Services of traffic events in the geographical coverage area of the RTMC. These events vary in their scope and the methods on how the operator responds notifying EMS services. The operators are responsible for ascertaining the level of response needed and contacting the appropriate services using the telephone numbers supplied to them in the standard operating guidelines.

- 6.23.5 Assist RTMC Operations Shift Leader with report data collection to include monthly reports, telephone logs, operator performance, severe incident reports, Severe Incident Response Vehicle data and any other reports that are requested.
- 6.23.6 All other task assigned by the **DEPARTMENT**.
- 6.23.7 Knowledge, Skills and Abilities
 - 6.23.7.1 Good interpersonal skills.
 - 6.23.7.2 Ability to clearly communicate technical information in layman's terms.
 - 6.23.7.3 Ability to work alternate work schedules and be on-call 24 hours/day.
 - 6.23.7.4 Skill in the use of Windows based applications.
 - 6.23.7.5 Ability to write reports.
 - 6.23.7.6 Ability to coordinate real time activities and priorities.

7 OTHER STAFFING / OPERATIONAL REQUIREMENTS

- 7.1 A minimum of one RTMC Operations Supervisor will be on premises Monday – Friday between the hours of 6am – 6pm. (9 hour shift which includes lunch and breaks).
- 7.2 RTMC Operations Shift Leaders or RTMC Operations Lead Operators (always on premises between the hours of 6:00 am to midnight, Monday - Friday).
- 7.3 RTMC Operations Operators - Lead, Senior or Operator (The **VENDOR** shall have a minimum of two (2) operators during peak times (Monday – Friday, 6:00 am to 10:00 pm) and two (2) operators on duty for the balance of the schedule 24/7/365).
- 7.4 The **VENDOR** shall provide, at a minimum, an outline of the number of personnel working during all shifts, type of staff (classification, title, etc.), and a Staff Structure (organization chart).
- 7.5 RTMC Operations Manager or RTMC Assistant Operations Manager or RTMC Operations Supervisor shall be on-call to the RTMC and/or FDOT at all times. If the on-call person is not in the RTMC, they shall be available by cell phone and shall respond within 15 minutes of a call from RTMC Operations staff, FDOT's Representative, or the FDOT Operations Manager.
- 7.6 RTMC IT Network Manager or RTMC IT Network Administrator shall be on-call to the RTMC and/or FDOT at all times. If the on-call person is not in the RTMC, they shall be available by cell phone and shall respond within 15 minutes of a call from RTMC Operations staff, FDOT's Representative, or the FDOT ITS Operations Manager.
- 7.7 All operations and monitoring shall be 24 hours, 7 days a week, 365 days a year. The **VENDOR** shall be responsible for providing any additional staffing needed during all peak hours of traffic, special events, natural disasters, emergency situations and/or changes in environmental conditions as requested or directed by the FDOT Project Manager. The **VENDOR** shall assume all costs for these types in situations in their proposal.

- 7.8** The RTMC Operations Supervisor shall be responsible for the transfer/transition of personnel between shifts. The RTMC Operations Supervisor is responsible to ensure that all operators conduct a formal briefing to exchange the current incident/event/511/dispatching/notifications/system information prior to the previous shift leaving the RTMC. The **VENDOR** shall provide, at a minimum, an outline of their formal briefing process at the end and beginning of each shift.
- 7.9** All RTMC Operations staff shall have an individual unique user name and password assigned to them. All RTMC Operations staff shall be responsible for logging onto the system at the beginning of each shift and logging off the system(s) at the end of each shift.
- 7.10** The **VENDOR** shall provide a management and operational staffing plan for 24 hours per day 7 days a week RTMC operations (24/7/365).

8 IDENTIFIED SPECIAL SERVICES

Work beyond that which is specifically defined as basic services in this Scope of Services shall be considered as Special Services.

- 8.1** Support to ensure RTMC audio, computer, network, and video equipment is up-to-date and able to support new devices and display images as they come on-line during current and future ITS and Managed Lanes deployments.
- 8.2** Support to ensure Information Technology resources within the ITS system remains up-to-date and able to support and display new devices and images as they come on-line during current and future ITS and Managed Lanes deployments.
- 8.3** Support to ensure the Inventory Control Program within the ITS system remains up-to-date and able to support new devices as they come on-line during current and future ITS and Managed Lanes deployments.

9 SMART SUNGUIDE® RTMC WORK AREAS

- 9.1 In general, all work areas will be assigned to the **VENDOR** by the FDOT ITS Operations Manager. Hereinafter is a general outline of where the **VENDOR** staff will be located inside the RTMC.
- 9.2 Operations staff will be located in the two rows of cubical type space located in the RTMC. RTMC Operator stations are located in the first and second rows for a total of three operator stations with an area for a Operations Shift Leader or Operations Supervisor (FDOT workstations I, II, III). Operator stations face the video wall used for displaying the CCTV images.
- 9.3 RTMC Project Manager, RTMC Operations Manager, RTMC Assistant Operations Manager, RTMC IT Network Manager will be assigned offices located in the FDOT portion of the RTMC.
- 9.4 RTMC Administrative Assistant will be assigned to the desk in the lobby of the RTMC.
- 9.5 All workspaces, equipment, computers and software shall be provided by FDOT. At no time shall the **VENDOR** and/or RTMC Operations Staff install non-approved software, screensavers, wallpaper, etc. on any FDOT owned computers or equipment. At no time shall any additional equipment be attached, such as unauthorized computers, thumb drives, disks, CD's, to any FDOT owned computers or equipment unless approved by the FDOT ITS Operations Manager.
- 9.6 All work areas shall be kept neat and clean. No additional equipment shall be added to any work areas, such as portable heaters or fans. No food shall be allowed at any work areas. All food shall be eaten in the designated areas at the RTMC. Only drinks with secured lids will be allowed in work areas except in the Control Room where only water in a secured drink container with a lid will be allowed.

10 ADDITIONAL OFFICE SPACE

Due to finite and limited work space within the RTMC and the planned growth of operational responsibilities, it is anticipated additional work space may be required in the future to support the **DEPARTMENT'S** ITS and Managed Lanes programs.

- 10.1** If the **DEPARTMENT'S** Project Manager and the **VENDOR'S** Project Manager are in agreement that additional office or workspace is required to support operations then the **VENDOR** will lease appropriate office space. The leased office space shall be shown to be agreeable and acceptable via a signed letter of agreement by both Project Managers.
- 10.2** The leased office space shall be located within a three mile radius of the RTMC.
- 10.3** The leased office space shall have available parking spots to accommodate all personnel who would be anticipated to work within the leased office space and two visitors' parking spots.
- 10.4** All reimbursable expenses associated with the costs of the leased office space shall be submitted as a separate section within the monthly invoice as further provided for in Exhibit B and Exhibit C.
- 10.5 All expenses associated with procuring the leased space and making it operational shall be reimbursable expenses.**

11 OWNERSHIP OF WORK AND INVENTIONS

- 11.1** Anything by whatsoever designation it may be known, that is produced by, or developed in connection with, this Agreement shall become the exclusive property of the State of Florida and may not be copyrighted, patented, or otherwise restricted as provided by Florida federal law. Neither the **VENDOR** nor any individual employed under this Agreement shall have any property interest in the product.
- 11.2** With respect to any deliverable that constitutes a work of authorship within the subject matter and scope of U.S. Copyright Law, 17 U.S.C. Sections 102-105, such work shall be a "work for hire" as defined in 17 U.S.C. Section 101 and all copyrights subsisting in such work for hire shall be owned exclusively by the **DEPARTMENT** pursuant to s. 119.084, F.S., on behalf of the State of Florida.
- 11.3** In the event it is determined as a matter of law that any such work is not a "work for hire", **VENDOR** shall immediately assign to the **DEPARTMENT** all copyrights subsisting therein for the consideration set forth in the Agreement and with no additional compensation.
- 11.4** The foregoing shall not apply to any preexisting software or other work authorship used by **VENDOR** to create any deliverable but which exists as work independently of the deliverable, unless the preexisting software or work was developed by **VENDOR** pursuant to a previous contract with the **DEPARTMENT** or a purchase by the **DEPARTMENT** under a State Term Contract.
- 11.5** The **DEPARTMENT** shall have full and complete ownership of any and all software developed pursuant to this Agreement including without limitation:
- 11.5.1** The written source code;
 - 11.5.2** The source code files;
 - 11.5.3** The executable code;
 - 11.5.4** The executable code files;
 - 11.5.5** The data dictionary;
 - 11.5.6** The data flow diagram;
 - 11.5.7** The work flow diagram;

- 11.5.8 The entity relationship diagram;
- 11.5.9 All other documentation needed to enable the **DEPARTMENT** to support, recreate, revise, repair, or otherwise make use of the software.

12 Lost, Stolen, or Damaged **DEPARTMENT** Owned Resources

Department owned resources shall be defined as equipment that is tracked via the **DEPARTMENT'S** internal inventory control system. A representative of the **DEPARTMENT** will provide a list of **DEPARTMENT** owned resources to the **VENDOR'S** Project Manager that the **VENDOR** will need to execute the duties as specified in this contract. The **VENDOR** will acknowledge receipt of the **DEPARTMENT** owned resources via the "State of Florida Property Transfer Receipt" . A representative of the **DEPARTMENT** will inventory all **DEPARTMENT** owned resources at least one time per year. In the event **DEPARTMENT** owned resources have been lost, stolen, or damaged and had been in exclusive possession and control of the **VENDOR**, the **VENDOR** shall replace the **DEPARTMENT** owned resources before the end of the calendar year when the item(s) was known to be lost, stolen or damaged. If the item is not directly replaceable due to non-availability of identical models, the Vendor shall replace the item with a similar item or directly compensate the **DEPARTMENT**.

13 Damaged Department Owned Resources

Damaged shall be defined as the state at which the **DEPARTMENT** owned resource is no longer capable of performing its intended function. **DEPARTMENT** owned resources that have been damaged, which had been in the possession of the **VENDOR** as evidenced by the "Property Transfer Receipt" form, the **VENDOR** shall notify the **DEPARTMENT** within five (5) business days of damage. The **VENDOR** will return the damaged **DEPARTMENT** owned resources to the **DEPARTMENT** within five (5) business days of notification.

The **VENDOR** will submit a letter to the **DEPARTMENT** explaining how the **DEPARTMENT** owned resource was damaged including a plan to prevent reoccurrence.

14 CONTRACT DELIVERABLES/FINANCIAL CONSEQUENCES

14.1 The VENDOR shall provide with all monthly invoices a log of the biometric electronic time card data sheet showing all log-in and log-out times for all personnel employed under this contract identified as operations personnel:

- RTMC Operator 1,2,3
- RTMC Express Lanes Operator 1,2,3
- RTMC Operations Shift Leaders

14.1.1 Missing or inaccurate biometric electronic time card data sheet \$500 per occurrence.

14.2 The VENDOR shall provide with all monthly invoices a summary of hours worked with back-up support for all personnel employed under this contract identified as Management and Support personnel:

- RTMC Project Manager
- RTMC Special Projects Coordinator
- Managed Lanes Coordinator
- RTMC Office Manager
- RTMC Project Administrator
- RTMC Training and Marketing Manager
- RTMC Administrative Assistant
- RTMC Traffic Control Coordinator
- Traffic Incident Management Coordinator
- RTMC IT Director
- RTMC IT Network Manager
- RTMC IT Network Security Manager
- RTMC IT Systems Administrator
- RTMC IT Network Administrator 2
- RTMC IT Network Administrator 1
- RTMC Operations Manager
- RTMC Assistant Operations Manager
- RTMC Operations Supervisor

14.2.1 Missing or inaccurate summary of hours worked \$500 per occurrence.

- 14.3** Failure to fill one of the following four (4) positions within 90 days of vacancy, - \$500 per day.
- RTMC PROJECT MANAGER
 - RTMC OPERATIONS MANAGER
 - RTMC IT DIRECTOR
 - RTMC OFFICE MANAGER
- 14.4** Sleeping on Duty - \$500.00 per occurrence/per day. An Operator caught sleeping on more than two occasions will be terminated.
- 14.5** If at any time RTMC Operators are unavailable for a shift in the control room as required in the scope of service - \$100.00 per hour, for each hour service is not provided.
- 14.6** RTMC Operators not in uniform as described in the scope of service - \$50.00 per occurrence/ per day.
- 14.7** Personal cellular telephone use in the control room - \$50.00 per occurrence/per day.
- 14.8** Unauthorized leave of RTMC Operator from Control Room - \$100.00 per occurrence/per day.
- 14.9** Not submitting documentation of monthly events reports by the 5th working day of the next month - \$500.00 per occurrence.

Note: The list above is not inclusive of all Non-Performance payment reductions. For any Non-Performance payment reductions not listed above, the DEPARTMENT shall assess a payment reduction between the amounts of \$50.00 and \$500.00 depending on the severity of the infraction.

- 14.10** The reduction in payment as described herein on some infractions will continue to be applied daily until the VENDOR complies with the terms and conditions of the contract.
- 14.11** It shall be the VENDOR's responsibility to notify the DEPARTMENT when in non-compliance.
- 14.12** Application of this Non-Performance reduction in payment will not waive the DEPARTMENT's right to terminate the Agreement in the interest of the DEPARTMENT.

15 PERFORMANCE MEASURES The **VENDOR** shall report results of the following performance measures to the **DEPARTMENT'S** Project Manager on a monthly basis for review:

- 15.1 Staff Positions Filled:** All staff positions required to be filled by mutual agreement are filled, this will be reported as a ratio of required positions to filled positions. The baseline for this performance measure will be 95% to exclude staff positions explicitly identified as required with associated financial penalties.
- 15.2 Standard Operating Guidelines Updates:** Standard Operating Guidelines Updates shall be performed twice per year, due on the first days of March and September. The baseline for this performance measure will be "met expectations" or "has not met expectations".
- 15.3 Strategic Business Plan Updates:** Strategic Business Plan Updates shall be initially completed within 6 months of execution of this contract and updated annually on the anniversary of the previous update. The baseline for this performance measure will be "met expectations" or "has not met expectations".
- 15.4 Creation of ITS Yearly Performance Report:** Creation of ITS Yearly Performance Reports shall occur annually near the end of the year and shall be completed before the last day of the year. The baseline for this performance measure will be "met expectations" or "has not met expectations".
- 15.5 Minimum personnel on duty in the control room:** A minimum of two operations personnel will be present in the control room at all times. The baseline for this performance measure will be "met expectations" or "has not met expectations".
- 15.6 Operator conduct and grooming:** In accordance with section 5.8 "Scope of Services" for this contract operator conduct and grooming standards will be met at all times. This will be reported as the number of times the standards set forth in section 5.8 have not been met. The baseline for this performance measure will be zero.