STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

APPENDIX "A"

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TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES
FOR
FLORIDA'S TURNPIKE ENTERPRISE

INDEFINITE QUANTITIES CONTRACT

FPID: 190766-4-82-03

Florida's Turnpike Enterprise

TRAFFIC OPERATIONS

TRAFFIC MANAGEMENT CENTER

SUNGUIDE TMC OPERATIONS CONCEPT AND PROTOCOLS

April 2021

Acronyms and Abbreviations

CCS	Central Control System
CCTV	Closed Circuit Television
DMS	Dynamic Message Sign
EMS	Emergency Management System
EOC	Emergency Operations Center
ERP	Emergency Response Plan
FHP	Florida Highway Patrol
FOG	Field Operation Guide
HAR	Highway Advisory Radio
HEFT	Homestead Extension of Florida's Turnpike
ITS	Intelligent Transportation System
MP	Milepost
NWS	National Weather Service
PIO	Public Information Office
RISC	Rapid Incident Scene Clearance
TBD	To Be Determined
TMC	Traffic Management Center
VDS	Vehicle Detection System
WWD	Wrong Way Driver

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This document provides the standards for the Turnpike's Traffic Management Center (TMC) facilities. The Standard Operating Handbook contains policies, procedures, regulations, behaviors and definitions designed to provide direction and guidance to employees in the performance of their duties. This is a living document and as such, is subject to revision as additional procedures and protocols are developed.

SCOPE

The procedures and protocols defined herein are applicable to The Florida's Turnpike Enterprise's TMC facilities. Current facilities are the Pompano Beach TMC, located within the Eleanor Register Operations Annex Building at the Pompano Beach Service Plaza, Milepost 65 of Florida's Turnpike and the Turkey Lake TMC--located within the Operations Building at the Turkey Lake Headquarters campus at Milepost 263.

The Pompano Beach TMC has the primary responsibility for traffic operations on the southern-most portion of the Turnpike mainline from milepost 0 through to 99 (up to the Okeechobee Blvd overpass-which is the same delineation from Zone 1 Roadway Maintenance to Zone 2 Roadway Maintenance), the Homestead Extension of Florida's Turnpike (HEFT)/SR 821, the SPUR and the Sawgrass Expressway/SR 869.

The Turkey Lake TMC has the primary responsibility for traffic operations on the northern portion of the Turnpike mainline from milepost 100 through 308 (including all Okeechobee Blvd ramps and Toll Plaza traffic conditions), the Polk Parkway/SR 570, the Veterans Expressway/SR589, the Suncoast Parkway/SR 589 and portions of the Beachline Expressway/SR 528, the Western Beltway/SR 429, the Southern Connector/SR 417 and the Seminole Expressway/SR 417.

The milepost segment jurisdiction is intended as a guideline and will change in order to effectively and efficiently manage traffic incidents and flow. The Pompano Beach and Turkey Lake facilities are interoperable and have a shared responsibility to control and monitor the devices of both facilities should the need arise. Operational links with other regional TMCs are in process and this document will be amended as the links are made.

OVERVIEW

The primary responsibility of the TMC is to provide daily, emergency, and special event traffic control by effectively managing traffic flow and monitoring congestion. ITS Operations Team ensure a consistent, comprehensive and timely response to operational needs throughout the Florida's Turnpike System. This document details the general procedures and protocols established to manage that responsibility and are not intended to be a SunGuide or ITS Device Operating Guide. SunGuide

and ITS Device operating procedures are described separately in the TMC Operators Training manual and Quick Reference Guide.

Mission Statement

Provide safety, service and mobility on a daily basis to our external and internal Customers.

Vision Statement

Make Florida's Turnpike a safe and efficient roadway for our residents, visitors and staff through the effective use of our expansive system of ITS devices and tools by a well-qualified staff.

2. INDIVIDUAL SAFETY

Each TMC Team member is ultimately responsible for their own safety and for reading and complying with the established policies, rules, procedures and safe work practices.
These rules have been established for your protection and are a guide to help you in your work. You must abide by all federal and state laws and regulations as well as the procedures established by FDOT and your employer concerning safety. If you are injured on the job, it is your responsibility to promptly obtain first aid and to report the injury to your immediate supervisor.
You should look for hazards and be aware of your surroundings. Changes to the work area may have occurred during your time away from work. Be alert, use common sense and your own judgment when you encounter a questionable situation and don't be afraid to ask questions. You must be aware of the safety procedures for your job and follow them.
Employees shall immediately report to their immediate supervisors any unsafe work practices or unsafe conditions, either verbally or in writing, such as:

- Unsafe condition(s) of motor vehicles, equipment, facilities, shops or property owned, leased or operated by the Department where conditions may jeopardize the safety of the employee, other employees, or the public;
- Any practice or operation being carried on by Department employees which may jeopardize the safety of the employee, other employees, or the public;
- Any practice or operation being carried on by non-Department employees that may jeopardize the safety of Department employees while performing their assigned work.

Employees shall report any work-related accident resulting in personal injury or illness, including any crash or incident involving a Department vehicle, to their immediate supervisor or other employees designated by the Unit Manager/Office Head within one hour from the time of occurrence.
Employees who report unsafe acts or conditions to their immediate supervisor shall not be harassed for fulfilling their reporting responsibilities.

We must **always** be proactive in our safety awareness and take all appropriate actions mandated by our safety culture to safeguard Turnpike Team Members and Customers. It is the responsibility of all TMC Team members to seek, identify and document any and all potential safety issues and report these issues to the TMC Operations Manager by utilizing Safety Observation Reports (SORs) and Safe Plans of Actions (SPAs). TMC Team Members are required to immediately notify the manager on duty if they observe or become involved in an unsafe situation.

Everbridge Employee Status Check
The Everbridge mass notification system is utilized by the Turnpike to notify staff of an emergency situation or check employee status during times of crises. The Turnpike conducts a monthly check of employee status using the Everbridge mass notification system. All employees are responsible for answering the call/text/email in a timely manner and providing a response. The Everbridge system will appear as an incoming call from the 954-934-1370 Pompano TMC phone number. In the case that the TMC receives return calls from employees attempting to check-in or get further instruction,

the TMC should advise: "The Turnpike is conducting a status check of all personnel. Please check your voicemail or email and respond with your current status."

Employees can also refer to the Turnpike Enterprise Employee Safety Handbook available on the TPIntranet for further safety related information.

BUILDING SAFETY

Each TMC console desk is supplied with an "Emergency Quick Reference Guide" handbook. This handbook has Quick Action Procedures for the following scenarios:

- Fire
- Medical
- Lockdown
- Bomb Threat
- Immediate Threat

All employees are required to display their photo identification in plain view at all times while in any Turnpike facility. All visitors must be escorted and wear a visible Visitor ID badge.

If you have arrived at work without an access card during regular business hours, it will be necessary to receive a temporary ID badge for the day. If you arrive at work without an access card after hours, it will be necessary to retrieve your badge or come back during regular business hours.

If someone is attempting to access a Turnpike facility building during after hours without an access badge, they must be instructed that no one is allowed access without a badge. If they have any questions, direct them to contact their supervisor.

BUILDING LOCKDOWN

For all Turnpike facilities, there are three levels of building lockdowns.

Code Red- There is an immediate threat to the occupants of the building.

1. All exterior doors will lock, no entry will be granted
2. Remain inside the building away from all exterior entrances, hallways, lobbies, or other open common areas.
3. Seek shelter in safe room areas and await further instructions.

Code Yellow- There is a potential threat to the occupants of the building- access through front doors only

Code Green- Threat is resolved, building access returned to normal.

WORKPLACE SAFETY AND SECURITY PROGRAM

The Workplace Safety and Security Program is designed to elevate a threat or potential threat to all levels of management and quickly inform Turnpike staff about the potential effect. If the TMC becomes aware of a threat to a Turnpike facility, it is necessary to follow these steps:

1. Ask if 911 has been called, if not, ask them to call 911 and then call back.
2. Ask the 5 W's – Who is this; What is happening, Where is it happening; When will it happen, and Why will it happen?
3. Once all information is secured, immediately call FHP dispatch.
4. Contact the on-duty/on-call TMC Manager
5. The TMC Manager or designee will call the appropriate member of the Turnpike Security Awareness Team (SAT) as follows:
    a. All Turnpike Locations –
        i. Primary: Maria Connolly @ 954-218-1595
        ii. Secondary: Santiago Alvarez @ 954-214-7980
        iii. Tertiary: John Easterling @ 954-553-0462
6. Send out email as directed by Turnpike Management to the Outlook email group, "TPKSAT"
    a. Template: Location; Detailed description of event; On-site contact; Notification has been made to (Staff Member)
7. Await further direction from Turnpike Management for use of the facility lockdown cards or distribution of information to defined Outlook email groups as follows:
    a. Outlook Groups:
        i. TPKOUTLOOK
        ii. TPKRedAlertMiami – Miami-Dade facility and Turnpike MP 0-45
        iii. TPKRedAlertBroward- Broward facilities and Turnpike MP 46-73
        iv. TPKRedAlertCentral- Ft Pierce/Treasure Coast facility and Turnpike MP 74-193
        v. TPKRedAlertOrlando- Orlando area facility and Turnpike MP 194-308
        vi. TPKRedAlertTampa- Tampa area facility and SR 570, SR 589, SR 568
    b. Alert Templates: Code Red:

        Subject: ATTENTION! CODE RED

        - There is an immediate threat on the premises (insert location).
        - The premises is now on lockdown. No one is allowed to leave or enter the building at this time. If you are in an office, lock your doors or go to the nearest conference room and lock the doors.
        - Coordinate with your direct supervisor if you are impacted.
        - Updates will be emailed as information becomes available or you can call the Employee Hotline for recorded employee information and updates at (866) 841-0930.
        - This email is not for further distribution.
    c. Alert Template: Code Yellow:

        Subject: ATTENTION! CODE YELLOW

        - There is a potential threat on the premises (insert location).

- Building access is through the front door only.
- Coordinate with your direct supervisor if you are impacted.
- Updates will be emailed as information becomes available or you can call the Employee Hotline for recorded employee information and updates at (866) 841-0930.
- This email is not for further distribution.

d. Alert Template: Code Green (All Clear):
Subject: ATTENTION! CODE GREEN – SITUATION HAS BEEN RESOLVED
- The previous event has been resolved at (insert location). Please resume normal duties unless otherwise instructed by your Supervisor or Emergency Personnel.

The TMC plays an important role as the notification source for the Turnpike's Workplace Safety and Security Program. The goal for the TMC Operator is to be able to ask the necessary questions and summarize the information given. Your job is to obtain enough information quickly and to send an email of the Alert notification to the personnel at the affected location(s), and the Security Awareness Team. These calls have top priority over all other calls and should be handled as a "Team".

Refer to the Workplace Safety and Security Procedures manual for detailed information about receiving these phone calls and actions required.

For further information on sending out Workplace Safety and Security email notifications, refer to the *TMC Training Module 3- Workplace Safety and Security*.

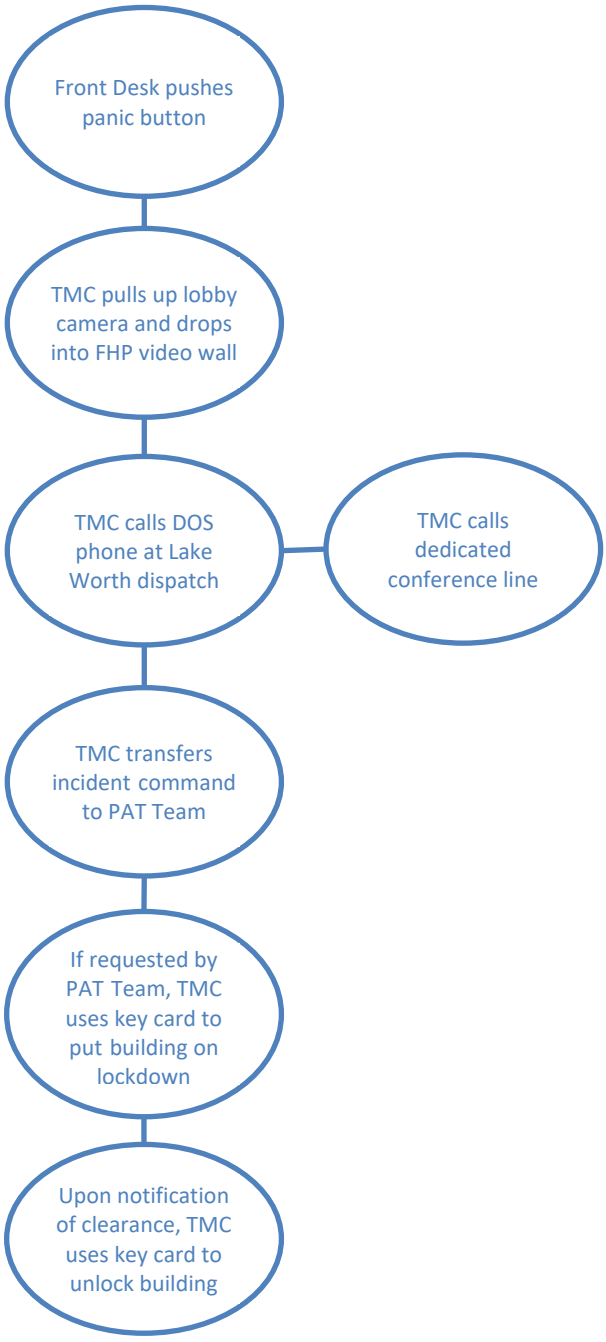
DESKTOP PANIC BUTTON

The desktop panic button software is installed at the front desk at main operational office locations: Pompano Operations, Boca Data Center, Turkey Lake HQ, Turkey Lake Operations, SunWatch

Activation of the desktop panic button with alert the Panic Alert Team (PAT) and Traffic Management Center (TMC) staff at both Pompano and Turkey Lake locations

What scenarios would prompt a panic button activation?
- Imminent physical threat (active shooter, threat of violence, out of control customer)
- Bomb threat received by front desk receptionist
- Medical emergency suffered by the front desk staff member if no back-up person is there to assist

Desktop Panic Button Procedure:
1. The desktop panic button is activated by a front desk staff member which generates the initial alert to the PAT group and the TMC at both Pompano and Turkey Lake locations via the Alertus/Everbridge mass notification system
2. TMC with local "jurisdiction" monitors appropriate front desk camera feed and calls FHP Dispatch to relay any known details. Primary contact number: 561-357-4000, select Option 3 (or 561-357-4013 as a secondary number)
3. Dispatch notifies FHP Troopers in the immediate vicinity of the threat for first-line response (911 will only be used as a back-up if no FHP Troopers are within reasonable distance)
4. TMC Leadership (Manager, ATIS or Lead Operator) will fill the role of initial incident command until PAT member assumes control
5. PAT members confirm receipt of panic message via text/email/phone (depending on their Everbridge application profile)
6. TMC Leadership will log into Everbridge to monitor message confirmation status by PAT members and will transfer incident command (via a phone call) to senior-most PAT member who has confirmed receipt of the message. TMC will then generate an Everbridge message to PAT group advising who the new Incident Commander is
7. Incident Commander initiates internal response needed (building lockdown, evacuation, etc.)
8. If a lockdown order is given by the Incident Commander, local TMC Leadership will use the appropriate key card to lock doors at the affected facility via the card reader panel in their office
9. Incident Commander (or his designee) will notify staff at the affected building of the event and response actions being undertaken
10. The "All Clear" order will be given by the Incident Commander or management-level designee to TMC Leadership who will use the appropriate key card to terminate the lockdown and resume normal operations at the affected facility via the card reader panel in their office



FACILITY LOCK DOWN KEY CARDS
The Pompano and Turkey Lake TMCs are equipped with the following facility lock down key cards:

Pompano TMC:
Serial #04571*02571 11717059-1A (Pompano Lock Down)
Serial #04543*02543 11717059-1A (Boca Lock Down)
Serial #04589*02589 11717059-1A (Turkey Lake Lock Down)
Serial #04573*02573 11717059-1A (Pompano Unlock)
Serial #04575*02575 11717059-1A (Boca Unlock)
Serial #04529*02529 11717059-1A (Turkey Lake Unlock)

Serial #04311*02311 11717059-1A (Pompano Lock Down)
Serial #04578*02578 11717059-1A(Boca Lock Down)
Serial #04577*02577 11717059-1A (Turkey Lake Lock down)
Serial #04581*02581 11717059-1A (Pompano Unlock)
Serial #04587*02587 11717059-1A (Boca Unlock)
Serial #04588*02588 11717059-1A (Turkey Lake Unlock)

Turkey Lake TMC:
Serial #*21581 11101635271-1 (Pompano Lock Down)
Serial #*21578 11101635271-1 (Boca Lock Down)
Serial #*21580 11101635271-1 (Turkey Lake Lock Down)
Serial #*21587 11101635271-1 (Pompano Unlock)
Serial #*21583 11101635271-1 (Boca Unlock)
Serial #*21585 11101635271-1 (Turkey Lake Unlock)

Serial #*21582 11101635271-1 (Pompano Lock Down)
Serial #*21577 11101635271-1 (Boca Lock Down)
Serial #*21579 11101635271-1 (Turkey Lake Lock down)
Serial #*21588 11101635271-1 (Pompano Unlock)
Serial #*21584 11101635271-1(Boca Unlock)
Serial #*21586 11101635271-1 (Turkey Lake Unlock)

Turnpike facilities use two different technologies for access card readers in different locations. The Boca Raton and Pompano facilities utilize a reader that is not compatible with the card readers in the Turkey Lake Headquarters' complex. This requires **two card readers** to be available in each TMC to utilize the lock down access cards for different facilities.

A dedicated access card reader has been installed in the following locations:

- Pompano: in the back of the TMC, near the conference room door, there is a dedicated reader to lock/unlock the Turkey Lake facility. The dedicated reader for the server room should be used to lock/unlock Pompano and Boca facilities.
- Turkey Lake: next to the Traffic Engineering/server room door, there is a dedicated reader to lock/unlock the Pompano and Boca facilities

EMERGENCY EVACUATION

If a TMC needs to be immediately evacuated for any reason, all TMC staff must leave the building and report to the assigned meeting location. Copies of the evacuation plans are available in each TMC. It is the on-duty Senior Staff Member's responsibility to make sure that everyone has evacuated the TMC and is accounted for. The Senior Staff Member will then notify the TMC Operations Manager or TMC Program Manager.

The 3 G's of Evacuation:

- Get- Stop what you are doing and get up
- Gather- Take only essential personal belongings
- Go- Leave the building, go to your designated assembly area and report to your department captain or delegate

EMERGENCY RESPONSE PLAN

The purpose of this Plan is to outline the requirements and responsibilities relative to the procedures for emergency preparedness, response, and recovery within the Turnpike Traffic Operations and TMC and the inter-relationship to the Enterprise Emergency Operations Center (EEOC) to a hurricane or other mass emergency. Complete copies of the Emergency Response Plans are available in the TMC.

EMPLOYEE HOTLINE

Employees call one direct dial hotline number for information during times of an emergency: 866-841-0930. The TMC may be directed to record a new announcement using the following instructions:

To record ONE MAIN MESSAGE on the Employee Hotline:

1. Dial 954-934-1499
2. When the recording begins, hit #
3. Enter PIN 2025#
4. Follow the wizard prompts by selecting "3" for the Main Greeting
5. Continue following the wizard prompts

6. To test the message upon completion, dial the Employee Hotline number 866-841-0930

To record MULTIPLE MESSAGES on the Employee Hotline:

1. Dial 954-934-1499
2. When the recording begins, hit #
3. Enter PIN 2025#
4. Follow the wizard prompts by selecting "1" for Tolls Status, "2" for Facilities Status or "3" for the Main Greeting
5. Continue following the wizard prompts
6. When each greeting has been accepted, you will be re-directed to the main greeting, repeat the steps above (starting at Step 2) to change other recordings
7. To test the message upon completion, dial the Employee Hotline number 866-841-0930

Performance Measures

Florida's Turnpike Enterprise has developed performance measures for each department. Traffic Operations Performance Measures and status reports are posted in both TMCs in the TMC Performance Measure binder.

The TMC's Performance Measures are:

- Confirm and start incident in SunGuide within 2 minutes of notification in areas where CCTV cameras are deployed.
- Validate and activate Response Plan within 3 minutes of confirmation of incident.
- Notify all appropriate contacts within 5 minutes of incident confirmation.
- TMC activate RISC within 3 minutes of RISC activation request
- TMC activate Highway Advisory Radio within 5 minutes of confirmation of lane blockage.
- TMC activate CB Radio Advisory System within 7 minutes of confirmation of one mile delay or full closure.

Monthly Reports
The following data will be provided to the department on a monthly basis within two weeks of the calendar date beginning of the month.

- Incident Management Monthly Report
    - Total number of incidents, by roadway, incident type and impact level
    - Incident detection method
    - Incident duration, graphically depicted by:
        - TMC verification time
        - TMC response time
        - Incident clearance time
        - Traffic queue clearance time
    - Number of secondary incidents
    - Road Ranger statistics:
        - Response time
        - Activity by type of assist
        - Number of responses by zone
        - Average assist time
        - Average response time to lane blocking events

- Monitoring and Communications Monthly Report
    - ITS miles managed
    - Percent centerline miles covered/managed
    - Number of incoming calls
    - Tours/Presentations
    - Results of customer satisfaction surveys
    - Number of working staff hours for the month

- Strategic Highway Safety Report

    - Number of TMC managed events
    - Average monthly lane closure duration
    - RISC durations monthly report
    - Towing and Roadside Repair on-time arrival monthly report
    - Monthly State Farm Safety Patrol / Road Ranger Motorist Assists
    - Monthly Crash Analysis - Before ORT versus After ORT Conversion
    - Monthly cable barrier hits
    - Monthly guardrail hits
    - Number of CB RAS station activations

DAILY OPERATIONS

This section details the staffing, incident management, training and public relation protocols for normal Turnpike traffic control and congestion monitoring operations. Emergency and special event operations protocols are provided in subsequent sections.

HOURS OF OPERATION

The TMC is operational 24 hours a day, seven days a week. In the event of an emergency, each TMC can be operated remotely. Remote Operations is addressed in the Turnpike's Traffic Operations Emergency Response Plan.

The TMC also maintains 16 hour a day/ 7 day a week staffing at the FHP Lake Worth Dispatch Center, located at the Lake Worth – West Palm Beach Service Plaza at Milepost 94 (FHP Dispatch TMC Team Members).

TMC STAFF

The current TMC Team Staffing plan identifies the following operational positions:

- Traffic Operations Engineer
- Assistant Traffic Operations Engineer
- Incident Management Program Manager
- TMC Program Manager
- TMC Operations Managers
- Field Incident Response Manager
- Quality Assurance Specialist
- Advanced Traveler Information System (ATIS) Team Leaders
- TMC Team Members (including Lead Operators, Operators and Trainees)
- TMC FHP Lake Worth Dispatch Center Team Members

TMC Operations	TMC Staff	Traffic Operations Engineer	2.1.1

TRAFFIC OPERATIONS ENGINEER

- Oversees Florida's Turnpike Traffic Operations Unit
- Creates and determines system-wide Traffic Operations policies
- Traffic Operations Cost Center Manager
- Serves as Traffic Operations' representative in regional Traffic Management / ITS efforts
- Manage consultant and contract personnel
- Oversee Florida's Turnpike Traffic Engineering duties which include signs, striping, maintenance of traffic projects
- Oversee Traffic Operations Safety Projects
- Oversees analysis of serious and fatal crashes, including crash trends
- Oversee Florida's Turnpike System ITS Deployment and Operations
- Identify growth and improvement opportunities for ITS Systems, Maintenance & TMC Operations.
- Manage projects and relationships with other agencies and DOT districts.
- Efficiently manage / oversee Turnpike expenditures on ITS systems and devices

TMC Operations	TMC Staff	Assistant Traffic Operations Engineer	2.1.2

ASSISTANT TRAFFIC OPERATIONS ENGINEER

- Oversee Florida's Turnpike system wide ITS Operations Team and Maintenance
- Identify growth and improvement opportunities for ITS Maintenance & TMC Operations.
- Projects and relationships with other agencies and DOT districts.
- Manage ITS Consultant personnel and contract.
- Efficiently manage / oversee Turnpike expenditures on ITS systems and devices.
- Creates and determines Traffic Operations policies

TMC Operations	TMC Staff	Incident Management Program Manager	2.1.3

INCIDENT MANAGEMENT PROGRAM MANAGER

- Responsible for leading the (in person) debrief meetings, which include Maintenance responders, TMC, contractors, and FHP
- Responsible for leading the Lessons Learned meetings held to review and discuss progress of Lessons Learned from the debrief process
- Responsible for delivering and leading the next level incident reviews which include outside agencies as well as Turnpike responders for major incidents as needed
- Responsible for delivering the Turnpike Traffic Incident Management meetings and information and other projects as needed
- Responsible for providing feedback related to Incident Management, including RISC, for development / training for the TMC
- Responsible for QC of and delivery of Performance Measures and Progress reports related to the Incident Management/RISC Program

TMC PROGRAM MANAGER

- Be an integral part of the Traffic Operations Leadership Team - coordinate TMC issues within Traffic Operations and the rest of Highway Operations
- Responsible for developing operational procedures for TMC and a monitoring program to determine compliance.
- Responsible for inclusion of lessons learned into Standard Operating Procedures for the TMC
- QC of progress reports produced for selected TMC and related TIM Improvement Strategies determined through a new "TIM Operations Task Force"
- Oversight and QC of Performance Measures tracking for TMC, Safety Patrol, and Specialty Towing and Roadside Repair Programs
- Responsible for ensuring the proper coordination with Roadway Maintenance, Construction and Facilities related to traffic management center program issues
- Provide feedback into the TMC development / training – including QA/QC related to Traffic Management Center Operations
- Attend internal and external meeting representing the TMC
- Work on special assignments as needed
- Assist in coordination activities associated with Emergency Operations and Hurricane evacuation and response as directed
- Contract administration and performance tracking responsibility for Safety Patrol and Light Duty Tow wrecker contracts (inclusive of invoicing, follow up on Response Cards and feedback on services provided, contract requirements, and all necessary processes for systematic measurement of each contract/contractor)
- Responsible for working within Traffic Ops/TMC and also other departments to institute a monitoring program to determine compliance and performance of the Safety Patrol and Light Duty Tow contracts
- Produce progress reports related to the Safety Patrol and Specialty Towing and Roadside Repair Programs
- Performance Measures tracking related to the Safety Patrol and Light Duty Wrecker Contracts
- Assist Field Incident Response Manager with coordination with Roadway Maintenance, Construction and Facilities related to incident management program issues associated with the Safety Patrol and Specialty Towing and Roadside Repair Programs
- Assist the Field Incident Response Manager with providing feedback into the TMC development / training – including QA/QC related to Safety Patrol and Specialty Towing and Roadside Repair Programs
- Assist the Field Incident Response Manager with implementation of policies and procedures related to the Safety Patrol and Specialty Towing and Roadside Repair Programs as directed by Highway Operations Management (including the above mentioned "TIM Operations Task Force")
- Work on special assignments as needed

- Attend internal and external meetings related to the Safety Patrol and Specialty Towing and Roadside Repair Programs
- Assist in coordination activities associated with Emergency Operations and Hurricane evacuation and response as directed

TMC OPERATIONS MANAGER

- Responsible for direction and quality of services for TMC Operations, as well as defining objectives and tasks for staff
- Assign and delegate tasks and follow-ups
- Be an integral part of the Traffic Operations Leadership Team - coordinate TMC issues within Traffic Operations and other Turnpike departments
- Performance Measures tracking (TMC response areas) and reporting for the Strategic Highway Safety Plan Report
- Assist in issues surrounding the Statewide 511 program, including QA/QC of the Statewide provider's systems
- Employee Recognition and Conflict Resolution
- Responsible for implementation of lessons learned related to the TMC
- Personnel – HR issues including final candidate interview, hiring process
- Employee development / training – including QA/QC program to monitor and track performance of the TMC operations
- Develop and implement an Operator Certification Program to include written testing and operational reviews/rating
- Responsible for identifying specific areas where Team Members require improvement.
- Staff Management and scheduling
- Responsible for the progressive coaching, evaluating and development of ATIS Team Leaders and TMC Operators
- Implement TMC Operational policies and procedures as directed by TMC & Traffic Operations Management
- Work on special assignments as needed
- Attend internal and external meeting representing the TMC with special attention to attendance at the Central Florida and South Florida TMC Operations Committees.
- Responsible for the assignment and editing of the monthly Traffic Operations newsletter.
- Responsible for coordination of new employee documents within one week of hire date.
- Provide accurate and timely debriefing (STEALTH) reports for RISC Incidents and any major incidents on the system requiring a debrief to Incident Management / Safety Operations Manager for QC review and Debrief Meeting coordination and delivery
- Entering RISC milestone times into the OMS software.
- Review and provide property damage information to the Traffic Engineering department for monthly tracking.
- Obtain FHP case number and FHP crash reports for all property damage crashes and attached to the applicable OMS ticket for department reimbursement.
- QA/QC of Statewide Performance Measures, including auditing of flagged events.

- Scheduling/TMC awareness of Special Events and major construction closures for pre-messaging and SunGuide pre-defined response plans.
- Send out monthly on-call for TMC Management and ITS Operations Team.

TMC Operations	TMC Staff	Field Incident Response Manager	2.1.6

FIELD INCIDENT RESPONSE MANAGER

- Responsible for coordination with Roadway Maintenance, Construction and Facilities related to incident management program issues associated with the Safety Patrol and Specialty Towing and Roadside Repair Programs.
- Responsible for implementation of operational procedures for Safety Patrol and Light Duty Tow contracts
- Provide feedback into the TMC development / training – including QA/QC related to Safety Patrol and Specialty Towing and Roadside Repair Programs
- Responsible for technical oversight of and inspections of Safety Patrol and Light Duty Tow Contractor, personnel and equipment
- Responsible for Implementing policies and procedures related to the Safety Patrol and Specialty Towing and Roadside Repair Programs as directed by Highway Operations Management (including the above mentioned "TIM Operations Task Force")
- Responsible for technical oversight of and inspections of RISC Operators, personnel and equipment
- Attend internal and external meeting related to the Safety Patrol and Specialty Towing and Roadside Repair Programs representing the TMC/Incident Management area
- Notify the TMC Response Contracts Manager when issues develop related to the Safety Patrol and Light Duty Tow components related to the performance of the vendor under the provisions of the contract Assist in coordination activities associated with Emergency Operations and Hurricane evacuation and response as directed

TMC QUALITY ASSURANCE SPECIALIST

The TMC Quality Assurance Specialist shall have comprehensive knowledge of the Shift Supervisor / TMC Lead Operator and FHP Liaison Operator responsibilities.

The TMC Quality Assurance Specialist responsibilities include:

- Monitoring and reporting adherence to the Traffic Management Center Operations Standard Operating Guidelines.
- Utilizing available software to prepare and report individual Monthly Operator Quality Review Reports. – TSS & FHP CAD Alerts, Open Scape Contacts & Monthly Calls, Sunguide Lane Blocking reports.
- Managing the quality control of data by preparing a detailed review of outlier data and audit requests. This includes SunGuide database auditing of events, entering Control Room Staff errors into database and calculating Operator error ratios.
- Assisting with development of and generating daily, weekly, monthly, quarterly and annual operations reports as defined by the TMC Manager and/or ITS Operations Engineer.
- Update and maintain various user's guide, standard operating procedures, checklists, protocols, and policies utilized within the TMC.
- QA/QC of Statewide Performance Measures, including auditing of flagged events
- Responsible for identifying specific areas where Team Members require improvement. Maintaining monthly error logs which are used for training sessions, monthly quizzes and yearly Certification testing.
- Provides a thorough review of the ATIS Scorecards and Operator Checklists to ensure the real-time quality assurance of event management and accountability.
- Develop and Administer the TMC's Quarterly Training Sessions in Pompano and Turkey Lake TMC.
- Provide accurate and timely debriefing (STEALTH) reports for RISC Incidents to Incident Management / Safety Operations Manager for QC review and Debrief Meeting coordination and delivery
- Member of the Task Team for Traffic Operations; contribute ideas to improve existing processes within TrafficOps.
- Attend and Provide TMC data to support the Turnpike Traffic Incident Management (TIM) meetings
- Participate in Service Plaza Outreach Events
- Providing support and supervision in the Control Room during shifts as needed
- Writing and submitting report requests for SunGuide queries to the Database Report Writer.

TMC Operations	TMC Staff	ATIS Team Leader	2.1.8

ADVANCED TRAVELER INFORMATION SYSTEM (ATIS) TEAM LEADERS

This position will be responsible for Team Member personnel supervision during shift to ensure adherence to Traffic Management Center Standard Operating Guidelines and Employee Codes of Conduct. ATIS Team Leader responsibilities include, but are not limited to:

- Assist in the coordination of day-to-day operations of the TMC. This position is responsible for maintaining accurate SunGuide data, device activation, inter-department/inter-agency communication and other responsibilities assigned by Traffic Operations' Management.
- Operates SunGuide ITS software along with voice, radio, data and video display subsystems in accordance with the design parameters, user's guide, standard operating procedures, protocols, checklists, and policies.
- Verify active incident messages on DMS, HAR, SunGuide Email Alerts, and 511 FL-ATIS.
- Brief incoming operators at shift change using the Shift Log.
- Scheduling Operator breaks to ensure they take place outside of peak operating hours.
- Facilitate the information exchange between TMC Operators, ensuring that all TMC Operators are aware of relevant information pertaining to their respective systems.
- Assist in providing data to Specialty Towing and Roadside Repair program as needed
- Update and maintain various user's guide, standard operating procedures, checklists, protocols, and policies utilized within the TMC.
- Special Assignments, including but not limited to, Traffic Operations Newsletter, 511 Feedback reviews, HAR Construction Messaging, Pre-Defined Plan creation.
- Training all new TMC employees with training manuals and hands-on training exercises.
- Ensure that TMC Team Members are using the appropriate documents with current revisions and addendums. Assist in Quality Control/Quality Assurance for TMC Operations.
- Reviewing all lane blocking (non-construction) events and documenting all Operators Errors within 48 hours of the event occurring.
- Prepare message libraries and schedule incident and construction event information for subsequent dissemination on field devices.
- Attend monthly ATIS Meeting with TMC Operations management.
- May function as a TMC Team Member when operation schedule requires.

TMC EXPRESS LANE OPERATOR

This position supports the operation and maintenance of the Turnpike's Express Lane corridor. Responsibilities include, but are not limited to:

- Responsible for monitoring Turnpike roadways, specific to the Express Lanes corridors and verifying Turnpike-impacting incidents via CCTV cameras, FHP radio, FHP website, and other confirmable traffic incident information resources.
- Verifying all tolling DMS devices are reflecting real-time pricing within the software and in the field via CCTV confirmation every 15 minutes or as conditions merit.
- Making necessary adjustments to the operating mode (Time-of-Day, Dynamic, Zero-Additional Fare) in real-time based on operational needs.
- Dispatch priority assistance resources to disabled/abandoned vehicles in the Express Lanes for immediate removal/clearance.
- When an event merits an estimated >30-minute closure, immediate dispatch of resources to provide a hard closure of any ingress points impacted by the ongoing event.
- Timely dispatch of Road Ranger and other Turnpike resources in clearing crash, disabled vehicles, or debris from the Express Lanes.
- Monitoring and reporting all ITS equipment failures within the Express Lanes for immediate repair by the TMC help desk specialist and/or ITS asset maintenance contractor.
- Making TMC management aware, via shift change email, of any lane-blocking Express Lane event during your shift.
- Making TMC management aware, via shift change email, of any instances of Express Lane travel times below Service Level C during your shift.
- Ensuring the dedicated Express Lanes video wall is displaying active Express Lane corridor traffic conditions and appropriate CCTV images as they relate to monitoring traffic events and DMS pricing.
- Utilizing the SunGuide software to input real-time lane closure/shoulder closure activity as it relates to maintenance/repair of Express Lane ITS equipment, delineator repair/replacement, or property damage repair.
- Dispatching appropriate resources to close access to Express Lane access during instances of DMS pricing failure, maintenance activity, or software failure.
- Fulfilling the responsibilities of the TMC Operator position when required by TMC management.

TMC FHP LAKE WORTH DISPATCH TEAM MEMBER

TMC personnel at Lake Worth support the Florida Highway Patrol and Traffic Management Center in the following functions:

- TMC Liaison must enter a note in the Microsoft Teams for all the following daily activities:
  - Arrival/Start shift.
  - Leave for break
  - Return from break
  - End shift
- Event and incident information and request liaison between FHP Communications Center and TMC Operations personnel.
- Make video stream available via the FHP Lake Worth video wall to all FHP personnel.
- Actively monitor all wrong way detection and relay the status of the alarm (false, positive, or valid) to the FHP Duty Officers on duty.
- Relay all property damage details to the TMC
- Document wrecker arrival times in CAD and provide case numbers to wreckers via the STARR procedures.
- Answer *FHP motorist assistance phone calls and document them in the FHP CAD system. Dispatch STARR wreckers as needed.
- Provide FHP Case numbers for other FDOT districts as directed by TMC Management.
- Monitoring FHP Troop K/D/C CAD Software:
  - Disabled Vehicles: Actively monitor the FHP CAD software and enter Disabled Vehicle events into the SunGuide software within five minutes of their population in FHP CAD. The TMC liaison should attempt to find the DAV on camera immediately after initiating the SunGuide event.
    - All DAV SunGuide entries should include any applicable information regarding the following:
      - Location
      - Direction
      - Vehicle Description (only enter in comments section)
      - Problem with Vehicle (if available)
      - Driver contact information (if available)
      - If STARR wrecker was offered
      - Camera viewing vehicle (if available)
    - A note should be placed in the Teams chat to indicate that a new DAV event was entered into SunGuide.
  - Crash Events: Actively monitor the FHP CAD software and call all crash events into the TMC within two minutes of their population in FHP CAD. It is imperative that the event is called into the TMC/SunGuide event is started prior to looking for the event on

camera. In addition, for every crash, a note should be included in Microsoft Teams that indicates the following:

- Location
- Direction
- Brief Description
- Case Number

- Debris Events: Actively monitor the FHP CAD software and call all debris events into the TMC within two minutes of their population in FHP CAD. The TMC will then accept the associated FHP CAD alert in SunGuide to initiate a new event.

TMC TEAM MEMBERS

- Responsible for monitoring the Turnpike Roadways and verifying Turnpike-impacting incidents via CCTV cameras, FHP radio, FHP website, and other confirmable traffic incident information resources.
- Actively enter and maintain all incidents in SunGuide database accurate traffic incident status information.
- Timely dissemination of information through utilization of ITS devices (DMS, HAR, CB RAS, Public Information Display, 511, and email alerts) to Turnpike customers.
- Inputting and activating ITS devices for FDLE approved Amber, Silver, and LEO alerts.
- Responsible for Push-to-Talk, email and telephone incident notification to other districts and Turnpike personnel.
- Activation and time-keeping of the Turnpike's Rapid Incident Scene Clearance (RISC) program.
- Contact the necessary on-call personnel (Roadway Maintenance or Construction) for incident scene needs as determined by the emergency guidelines documents.
- Fill out OMS tickets accurately when Roadway Maintenance or Construction related damages or requests are made from an incident
- Provide Turnpike Operations Incident Coordinator and Traffic Engineering with all fatal reports.
- Dispatching or the Turnpike Safety Patrol operators and monitoring the 800 MHz radio and ensure that all pertinent information is being logged in the SunGuide software.
- Tracking the Turnpike's Safety Patrol fleet via automated vehicle location and ensuring the safety of each stop by monitoring on camera.
- Monitor the status of all ITS devices and systems and troubleshoot as necessary (see SOG section 13.00.01).
- Report device and system outages to ITS Operations Team and document in the OMS system.
- Answer after-hours Facilities Work Order Desk calls and document into the OMS system. Make emergency contacts as necessary for emergency facility issues.
- Real-time quality control of information being displayed on DMS, PID, and Florida 511 website.
- Answer public phone calls, which may include requests for information (toll rate, exits, etc.), or requests for Road Ranger service.
- Touring cameras regularly to detect events as allowed by the incident workload on any given shift.
- Answering phone calls and documenting SunGuide reports for ITS Maintenance contractors doing preventative maintenance and repairs to ITS field devices.
- Awareness and management of Special Events that impact the Turnpike roadways.
- Daily review of the Shift Change report and ITS-HELP-DESC report.
- Attendance at monthly TMC Staff Meeting.

	TMC Trainee	TMC Operator	TMC Lead Operator	ATIS
SOG	Familiar with major sections of the SOG	Knowledge of all sections of the SOG	Proficiency in all SOG sections, refer needed updates/additions to ATIS	Review and Update all sections annually
Device Activation	Utilize Lead Operator/ATIS to assist in achieving timely device activations	Meet Performance Measures for device activation with assistance from other Operators	DMS, Email, 511 <3 minutes HAR <5 minutes CB RAS <7 minutes	DMS, Email, 511 <3 minutes HAR <5 minutes CB RAS <7 minutes
Error Rate- SunGuide	Utilize ATIS to reduce errors in Monthly QC Report	Minimal errors in Monthly QC Report	Minimal errors in Monthly QC Report	Minimal errors in Monthly QC Report
Error Rate- OMS	Determine emergency vs. non-emergency and associated responsible Department	Minimal errors per month in OMS ticket, equipment selection, or assignment	No errors in any section of OMS ticket, equipment selection or assignment	No errors in any section of OMS ticket, equipment selection or assignment
Reporting Device Failure	Report information to Lead Operator/ATIS	Daily QC of all Devices via Device Checklists and Inputting OMS Tickets	Daily QC of all Devices via Device Checklists and Inputting OMS Tickets. Basic troubleshooting of device malfunctions.	Daily QC of all Devices via Device Checklists and Inputting OMS Tickets. Basic troubleshooting of device malfunctions.
Roadway Familiarity	Familiarity with local freeways and arterial roadways	Mainline System and Local Area Familiarity	Knowledge of all Mainline System and Off-Mainline Facilities	Knowledge of all Mainline System and Off-Mainline Facilities
Road Ranger Monitoring	Monitor AVL, dispatch via SunGuide and communicate via 800 MHz radio system	Monitor AVL, dispatch via SunGuide, communicate via 800 MHz radio system, monitor on camera	Monitor AVL, dispatch via SunGuide, communicate via 800 MHz radio system, monitor on camera, control MaCom console	Monitor AVL, dispatch via SunGuide, communicate via 800 MHz radio system, monitor on camera, control MaCom console
Coordination with Regional TMCs		Coordinate with external agencies	Coordinate with external agencies, escalate any issues to management	Coordinate with external agencies, escalate any issues to management
QC of Real-Time Reporting			Ensure proper contacts are made, SunGuide fields are filled out and appropriate resources are dispatched to incident scenes	Ensure proper contacts are made, SunGuide fields are filled out and appropriate resources are dispatched to incident scenes
QC of Real-Time Device Activations			QC 511 website/IVR, DMS activations, High Profile emails, HAR/CB RAS scripts, ensure emails have gone through	QC 511 website/IVR, DMS activations, High Profile emails, HAR/CB RAS scripts, ensure emails have gone through
Customer Service		Answer customer inquiries via phone	Answer customer inquiries via phone. Escalate unusual and significant events to management	Answer escalated phone calls. Further escalate unusual and significant events to management
Software Skills	General computer knowledge	Proficiency in Turnpike software and applications (i.e., SunGuide, RISC tracker, Inrix, SteelVision)	Proficiency in all Turnpike software and knowledge of Microsoft Office products	Proficiency in all Turnpike software and Microsoft Office products
Inter-departmental Coordination	Contact TMC Manager on-call.	Contact TMC Manager on-call.	Contact Roadway Maintenance or asset management company. Contact Facilities and Telecommunication staff. Contact TMC Manager on-call.	Contact Roadway Maintenance or asset management company. Contact Facilities and Telecommunication staff. Contact TMC Manager on-call.
Shift Log		Contribute items for Lead Operator/ATIS inclusion	Fill out and send as need in the absence of the ATIS on duty. Brief incoming Operators at shift change.	Fill out daily. Brief incoming Operators at shift change.
Website Monitoring	FHP websites, FL511 website, Local weather and Traffic website	FHP websites, FL511 website, Inrix Data website, IVEDDs website, Local weather and Traffic website	FHP websites, FL511 website, Inrix Data website, IVEDDs website, Fire Management System website, Local weather and Traffic website	FHP websites, FL511 website, Inrix Data website, IVEDDs website, Fire Management System website, Local weather and Traffic website
Radio Operations	Know Phonetic Alphabet and at least five 10-codes	Know Phonetic Alphabet and at least ten 10-codes	Know Phonetic Alphabet and all 10-codes	Know Phonetic Alphabet and all 10-codes
SunGuide Permissions	Basic Permissions	Set DMS Status, Enable/Disable travel times	Create pre-defined plans, Set DMS Status, Approve un-approved words on DMS, Enable/Disable travel times	Create pre-defined plans, Set DMS Status, Approve un-approved words on DMS, Enable/Disable travel times
Certification Testing	<75%	75%-89%	Achieve >90%	Develop annual Certification Test

TMC Team Shifts and Scheduling

Description
These guidelines are for governing shifts within the TMC.

Overview
There are eight-hour shifts used in TMC operations. These shifts have been established to effectively and efficiently provide coverage within the TMC.

MORNING SHIFT
- *6:00 am to 2:30 pm*

AFTERNOON SHIFT
- *2:00 pm to 10:30 pm*

OVERNIGHT SHIFT
- *10:00 pm to 6:30 am*

The TMC operations work week runs from Saturday to Friday, although some company timesheet policies may require a Monday-Sunday or Sunday-Saturday work week.

DESCRIPTION

Below are guidelines governing shift procedures and responsibilities of TMC operations:

Responsibilities

- TMC operators are responsible for ensuring that all the procedures are followed and that the required documentation and logs are completed.
- TMC ATIS Supervisor is responsible for ensuring that each shift is following established guidelines and procedures.

PROCEDURE

START UP (Beginning of Shift)

- "Tag" relief is to be made between ATIS Supervisors and operators: i.e., the shift being relieved is not to leave before properly briefing the relief shift. During this briefing, review and verbally discuss the details associated with the current and previous shifts. Include all applicable information, instructions and activities that occurred during these shifts. Operators are required to initialize previous Shift Reports as confirmation that they read and understood them. Similarly, this process will take place at the end of shift.
- Log on to ITS computer with the following open:
  - SunGuide- map and event list
  - FHP websites (http://www.fhp.state.fl.us)- Troop K, C, and D should always be open
  - Statewide 511 website (http://fl511.com)
  - Vaisala HIS Platinum software
  - Outlook 365, Skype Business
  - Milestone software
  - Orion Homepage (access HAR beacon control and CB RAS control)
- Log on to OIS computer with the following open:
  - Outlook Email
  - TPIntranet website
  - OpenScape Contact Center software
- Check the status of the following:
  - Channels on MaCom radio
  - AVL working for all in-service Road Ranger trucks
  - 511 website has accurate incidents published
  - The DMS device status in SunGuide for accuracy of DMS's posted
- Within SunGuide, verify the system is working properly.
  - Verify ongoing events
  - Resend 511 for long-term closure to refresh timestamp
- Check the daily device logs and verify outages.

- Verify that the Push-to-Talk, 800 MHz radio and dedicated Road Ranger mobile phone is working properly.
- Check your email for important memos and documents.
- Ensure you are logged into the appropriate extension and in "Available" status in the OpenScape software
- Check your personal employee mailbox for important memos and documents.
- Check Outlook calendar for any special events or construction closures that are scheduled for that day.
- Check your DOT email at least 3 times per day; company email every day.

MANAGEMENT, MONITORING, UPDATING (Duration of Shift)

- Dispatch and communicate event details with Safety Patrol, FHP and other required emergency responders.
- Monitor safety of Safety Patrol via cameras during service stops
- Monitor CCTV camera(s).
- Monitor and document incidents in SunGuide
- Input all required information in SunGuide, including: lane blockage, incident description, which camera was used, which devices were used, vehicles involved, responders, injuries/fatalities, property damage, contacts, weather, lighting, pavement conditions, and all other applicable fields in SunGuide.
- Report any SunGuide or other system problems in OMS
- Send Incident Email Alert Notification to applicable agencies and/or partners for Level 2 and Level 3 incidents.
- Make phone contacts with necessary agencies, to include other districts for incident notification.
- Disseminate information to 511.
- Follow up on incidents reported in our area of coverage. If confirmed, perform the incident management process.
- Document all property damage and incoming facilities calls in the OMS system.
- Document a wrap-up reason in the OpenScape software for all incoming phone calls.
- Utilize all ITS devices, including DMS, HAR, and CBRAS for ongoing events.
- Verify information dissemination on all aforementioned ITS devices.
- The following documents should be filled out and saved electronically for access during the next shift:
    - Daily HAR Log
    - Camera Checklist
    - CB RAS Checklist
    - Shift Change Log
    - SPID Checklist

SHIFT CHANGE (End of Shift)

- Confirm that all logs and equipment are available for the next shift.
- Update all incidents in SunGuide to reflect their current status.
- Create a Shift Change Report to pass on any ongoing incidents, equipment failures and any other important activity that occurred during shift.
- Verbally brief the relieving shift on the day's activities, issues, and contents of the Shift Change Report, such as:
  - Severe Events
  - Closed/Ongoing incidents
  - Operator Schedule
  - Maintenance Events
  - Safety patrol Issues
  - Memos/Reminders from Management
- Log out of all computer workstations.

WORK ASSIGNMENTS

The first and foremost priority of the TMC is to provide consistent coverage to monitor and manage roadway incidents and traffic congestion through the collection, interpretation and dissemination of traffic incident information and effective traffic management. All other responsibilities are secondary. As traffic monitoring conditions allow, supervisor(s) may assign other projects or work. Work assignments may include, but are not limited to, data collection support, data analyses, report preparation, general correspondence and other office/administrative duties.

DAILY DEVICE CHECKS

Please use the guide below for required camera checking on each shift. If one facility is particularly busy, the other facility should jump in to assist with camera checks for that day.

- **Pompano 1st Shift**: MP 1-99 & SR 869
- **TL 1st Shift**: MP 100-200, SR 570, SR 23
- **Pompano 2nd Shift**: MP 200-309
- **TL 2nd Shift** – SR 589, SR 568, SR 429, SR 528, SR 417

The checklist is under the S Drive→TMC Docs→Daily Device Checks. There are also tabs to check the ADMS, DMS, and RWIS which should be completed on third shift each night. There is a separate spreadsheet for checking the CBRAS, HAR, 511 and SPID for all shifts.

FACILITY SHUT DOWN PROCEDURE

Facility shutdowns are regularly scheduled to ensure inter-operability between the two TMC facilities. In the event that one facility is shutting down for any length of time, the following procedures should be followed:

- Notify all Safety Patrol Operators
- Ensure all SunGuide events have been assigned to Operators in the open facility
- Ensure shift log is filled out
- Test phone transfer to ensure all extensions are automatically forwarding to open facility
- Shut off all Push-to-Talk and Verizon cell phones
- Log off all workstations

OVERVIEW

There are many useful aids, binders and logs which help assist the TMC with their day-to-day activities within the TMC. The following is a list of aids with information on their purpose and use.

TMC CONSOLE DIRECTORY

Located at each TMC operator's console is a Quick Reference Binder which contains the following sections:

- Contacts
- Devices
- Emails/RISC
- Incident Management
- Signal/10 Codes
- Safety Patrol
- Miscellaneous
- Maps

In addition, the following reference binders are available in the TMC:

- Team Schedule and On-Call Schedule
- Lane Closure/Construction
- Phone List
- Turnpike Bridge Inventory
- DMS Matrix/Interagency Matrix Manual
- After Hours Log
- Standard Operating Guidelines
- Roadway Maintenance
- Emergency Response Plan
- Detour Routes
- Toll Plaza Sketches

MAPS

In the Quick Reference Guide, there are a series of maps which details the Turnpike-owned roadways. These maps are separated into the following roadways and roadway sections:

- HEFT
- Southern Coin
- Ticket System
- Northern Coin
- Beachline Expressway
- Sawgrass Expressway
- Seminole Expressway
- Veteran's Expressway
- Polk Parkway
- Suncoast Parkway
- Western Beltway
- Southern Connector
- First Coast Expressway

SOG Annual Review

On July 1st of each year, the TMC Team Managers will coordinate to perform a complete review of the document and make any necessary revisions. The Draft Revision will be submitted to the TMC Program Manager by August 15th. Updates may be made periodically during the year as required.

Employee Code of Conduct

Overview
These policies, practices and procedures are continuously reviewed and updated. If you are ever in doubt, please consult your manager for clarification. Employees are encouraged to share their concerns, seek information, provide input and resolve problems/issues through their immediate supervisors, and as appropriate, consult with any manager for further resolution. Suggestions that will benefit the TMC are welcomed and everyone is encouraged to share their ideas.

Conduct/Performance Related Discipline
The first conduct/performance related infraction may result in a documented verbal reprimand by a manager or supervisor. The second conduct/performance related infraction within the next 90-day period may be considered substandard job performance and may result in a written reprimand. The third conduct/performance related infraction within the following 90-day period may result in a three-day suspension without pay for continued substandard job performance. The fourth conduct/performance related infraction within the next 90-day period may result in termination. Management reserves the right to deal with egregious violation(s) independently of the steps outlined above. Management may also decide to have the employee participate in the Performance Improvement Plan to help remediate performance situation.

Business Courtesies
TMC staff is not allowed to provide meals, gifts or gratuities of any magnitude to any public sector official. FDOT has a $0 threshold for this rule.

Open Door Policy
TMC management has an Open-Door Policy and encourages ideas, suggestions and expression of concerns. Face-to-face meetings can be scheduled at the employee's convenience to discuss any and all issues.

Ethical Standards/Conflict of Interest
All employees are expected to conduct business with integrity, fairness and in accordance with the highest ethical standards. If you are ever in doubt whether an activity meets our ethical standards or compromises our integrity, please immediately discuss it with your manager or supervisor.

Equal Employment Opportunity
Equal employment opportunity is assured for all employees and applicants for employment. We hire, train, promote, compensate and dismiss employees without regard for race, color, religion, sex, national origin, age, marital or veteran status, disability or citizenship, as well as other classifications protected by applicable state or local laws. The equal employment opportunity philosophy applies to all aspects of employment including recruiting, hiring, training, transfer, promotion, job benefits and dismissal.

Harassment
Sexual harassment will not be tolerated within the work force. Sexual harassment means unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature, including dirty jokes and sexually provocative pictures, from any person directed towards or in the presence of an employee or applicant when:

a) Submission to such conduct is either explicitly or implicitly a term or condition of an individual's employment;
b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual;
c) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment of any type will lead to disciplinary action, up to and including termination. Any employee who feels harassed should bring the matter to the attention of his/her immediate supervisor and/or the appropriate company EEO Representative.

Substance Abuse
TEAM Turnpike and the Florida's Turnpike Enterprise have a substance abuse prevention policy that provides for a drug-free workplace. We expect our employees to be totally free of the influence of alcohol or any controlled substance – except for approved medical purposes – while on the job. Anyone selling or possessing an illegal substance while on the job will be terminated.

You should immediately inform your manager that you are using a prescription or over-the-counter drug with restrictions or warnings indicating that use of the drug may cause impairment or your ability to safely perform you job functions. Any employee reporting for work under the influence of alcohol, controlled substances, or prescription / over-the-counter medication that impair their ability to safely perform their duties will be asked to leave immediately.

Dress Code
The TMC is the Turnpike's hub of communications and represents the Turnpike's investment in Intelligent Transportation Systems and advanced incident management. As such, the TMC is a high-profile facility and subject to frequent media, agency and VIP tours. It is essential that a professional image be portrayed. All TMC Operations shift personnel are required to dress in "business casual" attire. The TMC Team may opt to "dress down" on Friday, Saturday, Sunday, legal holidays as well as on our 3rd shift with exception. In the event of a tour in the TMC, you may be advised to wear normal business casual attire on a "dress down" day. It has been determined that the only modification to the current dress code will be clean leather soled athletic shoes and clean, pressed, well-kept properly fitting jeans (This means no holes, tears, patches, etc; Baggy and Low riding jeans are not acceptable attire). Belts must be worn at the waist. Shirts will be considered no different than the current dress code.

Business Casual Standard (for men and women)

Pants	Dress slacks (corduroy, silk, etc.) Casual style (Dockers, etc.)
Shirts	Button-down, collared shirts or blouses Sweaters Polo style collared shirts Appropriate Fitted Tops (cotton, silk, polyester, etc.)
Shoes	Casual sport shoes (leather deck shoes, etc.) Loafers Dress Toe Sandals Heels or flats Dress shoes Dress boots, working boots
Skirts	Businesslike dresses, skirts or skorts of an acceptable length

Unacceptable attire
The following attire is considered inappropriate at all times for both men and women:

- Patched or torn items
- Offensive or suggestive terminology or graphics on clothing
- Provocative and revealing clothing, exposed midriffs, very tight wear
- Sweatpants, jogging clothes, warm-up outfits, sweatshirts, or other athletic wear
- Shorts, Leggings, stretch pants, stirrup pants
- Flip flops
- Tank tops
- Any clothing or shoes that might distract from the work environment
- Exposed undergarments or obvious lack of undergarments
- Clothing with see-through material

If you have a question as to whether something is appropriate, then do not wear it. You will be sent home, unpaid, to change and will be considered late for your shift.

Personal Use of Telephone
Due to the nature of our business, it is necessary that any personal calls incoming and outgoing via landline or cellular phone be restricted to emergency calls only.

All personal cellular phone calls must be handled outside of the TMC. While in the TMC, personal cellular phones ringers must be set to silent or vibrate mode. Use of cell phones apps, games, internet, etc. is strictly prohibited in the TMC. Abuse of this policy may result in disciplinary action.

Telephone Answering Procedures
Telephone calls received by TMC Team Members at the consoles are to be answered with, "Good (morning, afternoon, or evening), Turnpike Traffic Management Center, this is (your name)."

Electronic Mail and Internet Use
It is inappropriate to use any resource which will interfere with the timely performance of normal work duties, cast disrespect or adverse reflection upon the TMC, reduce public confidence, support a personal business, support political or religious activities or detract from routine TMC functions. Furthermore, it is inappropriate for employees to access, send, store, create or display sensitive materials, or materials that include profane, obscene, or inappropriate language and/ or discriminatory racial or ethnic content. Such activities will be considered misuse and/or abuse of resources and is cause for dismissal.
It is intended that electronic mail and the Internet be used only for Turnpike business purposes. Every employee has been provided a copy of the Department's policies regarding Computer Security and Use of Electronic Mail and the Internet (Topic No.: 001-325-006-1 and 001-325-006-6). The employee acknowledges that he has read and understands the provisions of Chapter 815, F.S. ("Computer Security") and 001-325-006 ("Electronic Mail", the Information Resource Security Standards & Guidelines (Administrative Code 44-4), and Chapter 119, F.S. ("Public Records Law"). Also, the employee understands that e-mail communications conducted on the Department's computer system are, or may be subject to Chapter 199 F.S. Further, the employee understands that his password is his responsibility and MUST NOT be shared. Furthermore, the employee understands that his password is for security purposes and does not give rise to expectation of privacy.

ALL EMPLOYEES AND ANYONE UNDER CONTRACT WITH THE DEPARTMENT are required to adhere to these policies. If you have not been provided a copy and/or have questions about these policies, please notify your Manager. An electronic version is also available on the Intranet under Information Technology, Policies and Procedures.

Television Use
Local news stations (or news reports), CNN (or similar news channels) and/or The Weather Channel will be considered appropriate programming in the TMC. Unless approved by the TMC Operations Manager or Traffic Program Management, no other channels or programs will be permitted.

Displaying of Personal Possessions
If an employee works in a shared workspace, personal possessions including but not limited to family photographs, posters, candy, pens or other types of personal mementos may be displayed during your shift, however, they must be removed at the end of your shift. Displayed personal items must be

appropriate for an office environment and not cause a distraction or in any way detract from the TMC operations.

OBJECTIVE
To ensure that all employees have knowledge of the regulations, directives, policies, or procedures contained herein and that the commission of any act or omission of any act which constitutes a violation will be grounds for disciplinary action.

POLICY
The TMC is a high-profile area and is the focal point for the TMC. As a result, proper operating decorum and the tours and meetings that take place in the TMC warrant the following guidelines:

- No food or drinks are allowed in the TMC. Only beverages in a container with a twist cap are permitted.
- No sleeping. If you are unable to stay awake, you must immediately contact the TMC Manager On-Duty or the TMC On-Call Manager.
- Literature or any other material, regardless of its media, which is of an offensive nature or explicit sexual content, is prohibited in the TMC.
- During tours or meetings in the TMC, the highest level of professionalism and diligence to operations is mandatory. Visitors may include government officials, visitors from different states and countries, Traffic Incident Management Team Members and various other groups and individuals.
- TMC operators while on duty are not allowed visits from friends except during break periods. Visits must be approved by a supervisor or manager.
- Keep all logbooks, Standard Operating Guidelines, reference materials and equipment in place and readily available at your workstation.
- All workstations must be maintained in an orderly manner including mouse, mouse pads, keyboards, disks, pens, note pads, and TMC manuals.
- Any work related items that are normally stored in cabinets or drawers must be stored properly when not in use.
- When completed with your shift, help prepare the next TMC operator for their shift by straightening up the workstation. Since workstations are shared, it is very important you clean up your work area (i.e., stray papers, sticky notes, tissues, water bottles, etc.)
- Personal business shall be conducted while on break.
- Task orientated projects should be completed during off peak periods and at night/on weekends when time permits.
- No profanity or foul language will be allowed and proper office etiquette shall be maintained at all times. Business must be conducted in low volume, or silence maintained, so as not to interfere with other workstation performance.
- Downloading files, listening to music, watching TV and playing games are not permitted.
- Use of cell phone for calls, apps, games, internet, etc. is not permitted.
- Removal of the panels at your work stations is not permitted.
- Use of Florida Turnpike Enterprise equipment or space is not allowed without written permission.

TMC TIMEKEEPING

In accordance with the TMC timekeeping policy, all TMC staff are required to fill out their electronic timesheet on a daily basis, either at the end of your shift for that day or at the beginning of your next shift.

Pre-completion or pre-submission of your timesheet is not permitted, except when the employee is on business travel, vacation, leave or when ETS is inaccessible. The employee is then required to explain the circumstances (travel, leave, inaccessibility) for pre-completing a timesheet in the comment field.

All timesheets should be completed and submitted by 9am Friday morning. For this purpose, if you work Thursday and Friday, the time may be submitted early with an explanation in the comments field. Acceptable comments may include "submitted early due to shift work"; "submitted early due to required management signatures needed".

All sub consultant timesheets should be completed and submitted with a printed copy provided to your manager by 9am Friday morning.

PERFORMANCE EVALUATION

Probation Period

All new TMC Team Members will be initially required to work through a 90-day probation period, during which time, TMC and/or Traffic Operations management and the employee will determine suitability. At the end of the 90-day probation period from official date of hire, TMC Management will meet with the employee to review performance and address strengths and deficiencies. The employee must display knowledge of the Turnpike roadway system, traffic and incident management procedures and independent skill and ability to operate the Turnpike's traffic management devices and systems in an accurate and timely fashion. In addition, any unexcused attendance occurrences that occur within this probationary period will result in disciplinary action up to and including termination.

Annual Evaluations

TMC Operations employees will meet with TMC Management annually. For some sub consultants, a meeting will be scheduled annually in line with the availability of TMC Management. For Jacobs's employees, a formal evaluation will be completed for each employee using the Jacobs online resource Talent Management System beginning in August and completing in October of each year.

Discipline

All disciplinary actions will be documented and placed in the employee's Team Turnpike employment file, and will be considered during yearly evaluation. All employee files are open to review at all times.

POLICY

In order to provide coverage 24 hours a day, seven days a week, Full-Time TMC Team Members are scheduled to work 40 hours per week unless excused. Modified Full-time TMC Team Members are required to work at least 21 hours per week unless excused. Overtime is based on business needs and must be approved in advance.

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

BREAKS

One way the TMC ensures proper coverage, especially during high traffic times, is by limiting the times breaks and lunch may be taken. When *operations allow*, the TMC grants two 15-minute breaks during the 8-hour shifts. Lunch breaks are 30 minutes in duration and may not be split into smaller time fragments. Employees that work in excess of 8 ½ hours are allowed a third 15-minute break. During the day shifts, TMC Team Members are not permitted to take a break or lunch during the high peak hours of 6 am to 9 am. During the night shifts breaks and lunches are not permitted between the hours of 3:30 pm and 6:30 pm. Breaks are to be taken *only when operations allows* for them and must be approved by the on-shift supervisor.

TIMESHEET

Team Members are also responsible for accurately completing a weekly timesheet and submitting the form in a timely manner.

REPORTING FOR DUTY

TMC Team Members will report to the control center, by the scheduled start of the work shift unless otherwise authorized by an appropriate supervisor.

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

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

Any leave of absence, with or without pay, shall be approved prior to the leave commencing unless emergency circumstances prevent such action. Leave without proper approval will be addressed through the issue resolution process according to protocol established by Jacobs/AECOM/Faller-Davis/Carnahan.

WORKING A FULL SHIFT

The current Saturday–Friday, 24 hours per day schedule contains three 8 hour shifts. TMC Team Members are expected to remain for their entire shift unless excused by a supervisor or manager. If an employee needs to leave before the end of their assigned shift due to illness or other circumstances, the employee must seek the approval of his/her supervisor or designated alternate prior to leaving.

Work shifts include 24 hours a day, seven days a week as well as holidays and weekends.
A 30-minute overlap is in place for all shifts to allow outgoing Team Members to debrief those relieving them. In addition, the shift change time will be used by the ATIS for one-on-one training with Operators each week. In the event the Team Member coming on shift is late/absent or at the request of a supervisor, TMC Team Members may be required to remain at their workstations until the next shift is available to begin. All TMC Team Members are required to remain at their workstations until the end of their scheduled shift at minimum.

Schedule change requests should be arranged with other TMC Team Members whenever possible. Once arranged, requests must be submitted via the ScheduleAnywhere website, under request section, and submitted to a manager for approval. Schedule change requests must include a purpose. Requests for change will not be approved for the sole purpose of extending scheduled days off and such requests may result in disciplinary action.
Schedule change requests must not result in any employee being scheduled to work in excess of 12 ½ consecutive hours.

AVAILABILITY STATUS

All TMC Operations personnel shall provide themselves with proper telephone service so that they may be called in to the TMC with the least possible delay, should the need arise. Supervisors shall be informed of these numbers, as well as any changes in either addresses or telephone numbers that may occur during the course of employment.

The work schedule shall be made available via the ScheduleAnywhere website to the TMC staff as early as possible. In the event an employee is unable to work a shift according to the assigned schedule, it is the responsibility of the employee to arrange to switch with another employee and complete a Shift Change Request and submit to his/her supervisor for approval. The employee also may notify their Supervisor to see if other arrangements can be made to be certain the shift is covered.

OVERTIME AND EXTRA HOURS

TMC Team Members may be required under certain conditions to remain past their regularly assigned schedule to work in excess of 40 hours per week. Staff volunteering or agreeing to work overtime (OT) must get official approval from a supervisor. To monitor and track all overtime, you must list the hours and reason for overtime in the note portion of your timesheet and fill out the Overtime Approval Form.

An Overtime Approval Form must be completed for all requests for overtime outside normal business hours (e.g. weekend special events or construction activities) and requests to work extra hours on special tasks outside of normal 8-hour shift. TMC Team Members may not volunteer overtime and expect compensation without appropriate authorization. Overtime approval forms should be filled out and submitted in advance of working the scheduled overtime shift or on the same day as a short-notice overtime shift.

Non-exempt TMC Team Members who are required to work hours beyond their normal assigned 8-hour shift or on days when they are not scheduled must document the hours on their timesheets according to the protocol established by Jacobs/AECOM/Faller-Davis/Carnahan.

DOUBLE SHIFTS

Double shifts (i.e. two consecutive 8-hour shifts) are discouraged by our client. Thus, TMC Team Members will not be scheduled for these types of shifts on a regular basis. Occasionally, the staffing needs of the TMC may require working double shifts to assist in extreme situations.

SHIFT CHANGE

The Shift Change Approval Form has been developed for Team Members who desire to make adjustments to their work schedule. If a TMC Team Member is scheduled for a time or date that conflicts with a prior appointment, engagement or plan, the TMC Team Member has the option to make arrangements with another Team Member to switch/change shifts. Once the two TMC Team

Members agree on the shift change, a Shift Change Approval Form must be completed and approved by the manager.

ABANDONMENT OF POSITION

TMC Team Members who are absent without authorization or notifying a supervisor for one workday shall be deemed to have abandoned the position and to have resigned as per Jacobs/AECOM/Faller Davis/Carnahan, Proctor & Cross policy.
TMC Staff who notify, but are absent without TMC Manager or designee's authorization for three consecutive workdays shall be deemed to have abandoned the position and to have resigned as per Contract Employee Guidelines.

PLANNED LEAVE REQUEST

Florida's Turnpike TMC provides eligible TMC Team Members leave for a variety of reasons. The following discussion summarizes the Vacation or Planned Absence policies.

- Florida's Turnpike TMC will attempt to grant all TMC Team Members vacation at the time they desire to take it. However, adequate staffing must be maintained at all times

- Vacation time MUST be scheduled in advance with prior written approval and in accordance with protocols established by Jacobs/AECOM/Faller Davis/Carnahan. Where conflicts develop, they will be resolved as fairly as possible. With the exception of requests for time off on or near holidays, preference will generally be given to the TMC Team Member who makes the earliest request.

IN ORDER TO MAINTAIN ADEQUATE STAFFING AND IN FAIRNESS TO ALL TMC TEAM MEMBERS, REQUESTS FOR TIME OFF ON HOLIDAYS AND DURING HOLIDAY WEEKENDS, WILL BE DECIDED ON A CASE BY CASE BASIS.

- To apply for Vacation or Planned Absences, or to inquire as to what dates/times may be available, a TMC Team Member should contact a Supervisor or Manager.
- All requests for time off should be submitted via the Schedule Anywhere website.
- A TMC Team Member applying for leave will be required to give a minimum of two calendar weeks advance notice; leave of 5 days or more requires four calendar weeks advance notice. Travel arrangements should not be made until the Time-Off Request Form has been approved and signed by a Supervisor or Manager.
- A TMC Team Member applying for leave will be asked when they want the period to begin and end. A Supervisor or Manager will inform the TMC Team Member the leave has been

approved and will also tell the TMC Team Member what requirements must be fulfilled, such as certification of a health condition.

- All Vacation or Planned Absences are granted for a specific period of time. A TMC Team Member who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the TMC Team Member is eligible, including an extension of the current leave. The Florida's Turnpike TMC reserves the right to terminate a TMC Team Member who does not return to work at the end of the approved leave period, according to protocol established by Jacobs/AECOM/Faller/Davis/CPC.
- Full time personnel accrue at least three weeks in paid personal time in addition to the individual companies' paid legal holidays. TMC personnel employed by Project Subcontractors should consult their Employee Handbooks for paid time-off accrual.
- TMC Team Members are expected to responsibly manage their own accrued paid time off balances and report it in a timely fashion. Vacation and or Paid Time-Off requests should be submitted to your TMC Operations Manager at least two weeks in advance for consideration.
- Your request will be considered on a first come, first served basis and be either approved or denied based on the needs of the TMC.
- "Leave without Pay" requests will only be considered by TMC management in emergency situations when all other paid personal time (personal leave and sick time) has been exhausted, unless qualified for the FMLA (Family Medical Leave of Absence) as per legal and company guidelines.

Employees requesting "Leave without Pay", not FMLA, may be considered negligent of managing their paid personal time and may be subject to TMC progressive discipline policy.
An employee making a first use of "Leave without Pay" may be issued a documented verbal reprimand by a manager. A second use of "Leave without Pay" within a 12-month period may result in a written reprimand. A third use of "Leave without Pay" within a 12-month period may result in a three-day-without-pay suspension. The fourth use of "Leave without Pay" within a 12-month period may result in termination of employment due to undependability. Management reserves the right to deal with egregious violation(s) independently of the steps outlined above.

UNPLANNED LEAVE

Unplanned leave is defined as a period of unscheduled absence resulting from unforeseen circumstances including personal illness, injury, medical quarantine and family emergency. In the event the immediate supervisor is not available, the next available in line supervisor or on-call supervisor shall be notified. Voice mail and email messages will not substitute for direct contact. ***A minimum of 2 hours' notice should be provided in order to allow time to contact a replacement if needed***. Employees shall contact their supervisor on each day of absence except during periods of extended illness provided prior arrangements have been made with the supervisor.
It is the employee's responsibility to provide any necessary documentation to management.

EVALUATIONS:

Work attendance will be reviewed and considered during the employee's yearly evaluation.

ATTENDANCE PROGRESSIVE DISCIPLINE:

During the 90-day probationary period, any unexcused attendance occurrences that occur within this probationary period will result in disciplinary action up to and including termination.
After the 90-day probationary period, the third unexcused attendance occurrence within a 90-day period may result in a documented verbal reprimand by a manager or a supervisor. The fourth unexcused attendance occurrence within the following 90-day period may result in a written reprimand. Any further unexcused attendance occurrences will result in further disciplinary action up to and including termination. Management reserves the right to deal with egregious violation(s) independently of the steps outlined above.

TMC Training Protocols

Responsibilities
The TMC Operations Manager will oversee TMC Training protocols and procedures.

In addition to the SunGuide ITS software, personnel will be expected to become proficient in the use of office software (Microsoft Word, Excel, PowerPoint, e-mail, etc.) and trained to use other specialized support software as deemed necessary.

The Pompano Beach and Turkey Lake TMC are interoperable. Each TMC will have access to and use of the operational information entered and System devices normally controlled by the other. System protocols have been established to prevent more than one operator from having control of an incident.

All TMC staff member are required to complete 40 hours of training per year. Training will include both hard skills and soft skills. TMC staff may also participate in FDOT cross training exercises when available, whereby the operator will observe field work with Traffic Operations' Maintenance, Safety Patrol, FHP Troop K officers, FDOT districts and Florida's Turnpike Enterprise partner agencies. During the initial 90-day training period, Operators are required to complete the CBT Maintenance of Traffic for Incident Responders in Florida, FEMA NIMS 100, 200, and 700 series online courses. Additionally, every two years, all staff will be required to complete the CJIS online certification.

During the first weeks of training, you will be working closely with an ATIS or Senior Team Member. You will be shown and have an opportunity to practice all requirements of the TMC operator position. You will likely be scheduled a variation of the three shifts in order to experience as many scenarios as possible. Initially, your training will be comprised of reviewing the 21 training modules and their associated quizzes in the TMC training website. In addition, the following weeks will be primarily on the job training. There will be times when the ATIS will ask you to complete "mock" incidents to practice learned skills. At the end of 90 days, you will be given a proficiency skill test to assist in determining level of skill and/or deficiencies requiring additional training.

Every year, Team Members will take part in quarterly training sessions to review the skills of incident management. In October of each year, all Team Members will be required to take an Operator Certification Exam (see SOG 3.11.0).

OPERATOR QUALITY CONTROL PROGRAM

Incident Checklist:

- The SunGuide Incident Checklist contains a checkbox for all items that could possibly be included in managing a lane blocking event. These items include the following:

Name:	**Personnel On Scene:**	**Contact-Primary and Follow Up**	**Email Information**	**RISC Information**
SunGuide #:	☐ FHP	☐ Roadway Maintenance	☐ Activated within 3 min of confirmed impact	☐ Description of Event
Date:	☐ Safety Patrol	☐ Facilities	☐ Correct Subject	☐ Requested by who?
Select ATIS on shift:	☐ Safety Patrol	☐ Construction	☐ Correct Group	☐ Time RISC Requested
	☐ Fire Rescue	☐ Toll Plaza	☐ Confirmed that Email was received	☐ Ask FHP about cargo type
SunGuide Information	☐ EMS	☐ District 4	☐ No Spelling/Grammar Errors	☐ Ask FHP if HAZMAT (spill)
☐ Event Type Correct	☐ Roadway Maintenance	☐ District 5	☐ Email Updated with Changes	☐ RISC Activated Time
☐ Notifying Agency	☐ Wrecker	☐ District 6	☐ High Profile with correct template	☐ Activated within 3 min of request
☐ Notifying Contact	☐ Trauma Hawk	☐ District 7	☐ Cleared Email sent	☐ RISC Company
☑ Event Status Confirmed (before RP activated)	☐ Medical Examiner	☐ I-595	☐ Executive Email sent time	☐ Who you spoke to for Activation
☐ Location	☐ HAZMAT	☐ MDX	☐ Cleared Executive Email sent time	☐ ETA
☐ Blockage		☐ Service Plaza		☐ Roadway called within 3 min of activation
☐ Injury	☐ Local Police/Sheriff	☐ Service Station	**DMS Information**	☐ Time of 1st wrecker arrival
☐ Fire/Rollover/HAZMAT	☐ Other Personnel	☐ Manager on-duty/on-call	☐ DMS 10 miles for shoulder blockage	☐ Source of 1st wrecker arrival
☐ Property Damage (comment type)		☐ Other Contact	☐ DMS 15 miles for Road Work	☐ Time of 2nd wrecker arrival
☐ Appropriate Info	**OMS Ticket**		☐ DMS minimum 25 miles for lane blockage	☐ Source of 2nd wrecker arrival
☐ OMS Ticket #	☐ Correct Type of Ticket	**HAR Information**	☐ DMS activated within 3 minutes	☐ Time of support vehicle arrival
☐ FHP Case Number	☐ Organization	☐ Correct HAR used/Listen to message	☐ ADMS used if closed or >1 mi	☐ Source of support vehicle arrival
☐ FHP CAD Number	☐ Milepost Asset	☐ HAR activated within 5 min of lane blockage	☐ Approved Library message	☐ Time of NTP
☐ Road Surface Conditions	☐ Class	☐ HAR Beacon Direction	☐ DMS updated for delays/changes	☐ Source of NTP
☐ Weather Conditions	☐ Type- Routine/Emergency	☐ HAR Message #	☐ DMS confirmed active on camera	☐ Time of Clearance
☐ Lighting Conditions	☐ Direction	☐ Time HAR Activated	☐ DMS blanked	☐ Source of Clearance
☐ CCTV ID	☐ Zone	☐ Time HAR Updated	☐ If DMS not used, note why	
☐ Correct FLATIS Severity	☐ Injuries/Fatality	☐ Time HAR Cleared		**Express Lanes- Closure Event**
☐ Dropped into LiveStream/Why it was not Dropped	☐ Reported Time	☐ Time Beacons Cleared	**Detour**	☐ Change Mode <2 minutes
☐ Dropped into FHP wall	☐ Damage Details	☐ If HAR/beacons are not used, note why	☐ Clone Event - Police Activity	☐ Confirm LSDMS and TADMS show "Closed"
☐ Linked to Primary/Secondary	☐ Who was contacted		☐ Inquire about toll suspension	☐ Note related SunGuide event number in SELS
☐ Congestion Noted	☐ Time of contact	**CB RAS Information**	☐ Roadway for MOT	☐ Dispatch Road Ranger (x2) <3 minutes
☐ Event Cloned (Congestion/Repairs/Etc.)	☐ Assigned to	☐ Activated within 7 min of confirmed impact	☐ Service Plaza ramp closures	☐ Clone Event (Police Activity) for Ingress Closure
		☐ Correct CB RAS Station/Listen to message	☐ Contact County Traffic Engineering	☐ Dispatch Asset Maintenance for Ingress Closure <5 min
	511 Information	☐ Time Activated	☐ Detour Maps-Tolls	☐ Noted staging area relocation site
Red Boxes worth 3 points each	☐ Activated within 3 min of confirmed impact	☐ Time Updated	☐ Detour Maps- Plaza	☐ Hold at manual mode until < dynamic mode rate
ERROR	☐ Confirmed on FL511.com	☐ Time Cleared	☐ Floodgate- English	☐ Confirm TADMS and LSMDS show correct rate
COMMENT/SUGGESTION	☐ Updated with changes/delays	☐ If CB RAS is not used, note why	☐ Floodgate- Spanish	☐ If device failure, notify ITS Asset Maintenance <5 minutes
	☐ If 511/Floodgate is not used, note why			
☑ Checklist Accuracy				**Florida Gas Transmission (FGT)**
Possible Points: _____				☐ Notify FHP of possible FGT impact?
Points Achieved: _____				Revised April 2018

- Operators will complete a SunGuide checklist for every lane blocking event with the following exceptions:
  - Excludes road work events
  - Excludes events with lane blockage less than 15 minutes* that do not cause congestion *All Level 3 events require a checklist
- It is preferred to complete the checklist before closing the SunGuide event; however, in cases where that it not possible, the checklist shall be completed on the next work day.
- The QA Specialist will review the checklists and calculate the number of possible items and number of items achieved for each event.
- The operator will have the opportunity to bring any questions or concerns with their report review to the ATIS Team Leader within one week of receiving it.
- TMC Operations Manager will review any discrepancies that cannot be resolved by the ATIS Team Leader with the Operator directly.
- Potential justifications for errors:
  - the event was taken over by another Operator, who then had an error
  - the event was too far from a device (more than 25 miles)
  - a contact was not necessary for the location
  - the event could not be confirmed on camera and therefore not started in a timely manner

The following are examples of missed checkboxes within the Incident Checklist:

- Missing a contact (other districts, etc..) – level 2/3 or lane blocking incidents
- Missing which device was activated- all incidents
- Missing device activation or cleared time – incidents where devices were used
- Missing 511 Floodgate Banner (English/Spanish) activation or cleared time- level 2/3 or lane blocking incidents
- A HAR activation of greater than 5 minutes- all instances where HAR was used
- A DMS activation of greater than 3 minutes- all instances where DMS was used
- A CB RAS activation of greater than 7 minutes- all instances where CB RAS was used
- Missing FHP times if a CAD number was provided- all instances where case number is provided
- Starting the report greater than 5 minutes after FHP arrival
- RISC activation greater than three minutes from request
- Missing FHP CAD Number
- Incorrect message on a device
- Wrong location reference
- Incorrect email/High Profile message
- Wrong event type
- Publishing an unconfirmed event on 511

Monthly percentage calculation:

- The total percentage for each report will be average together for a monthly Incident Management Performance percentage.

Required Operator Performance:

- TMC Operators are required to maintain an Incident Management Performance percentage of 75% or greater each month.
- TMC Lead Operators and ATIS are required to maintain an Incident Management Performance percentage of 90% or great each month.
- Operator workload (number of lane blocking events managed, number of CAD alerts accepted, number of phone calls answered) should be commensurate to other members of the shift.
- Any Operator working 30% fewer events/alerts/calls than the shift average for two consecutive months will be issued a documented verbal warning.
- If the error rate falls below the required percentage for two consecutive months, the team member will be issued a documented verbal warning and be provided training on the area specific to the needed area.
- If the error rate or workload falls below the required percentage for three consecutive months, the team member will be issued a documented written warning and placed on a Performance Improvement Plan with specific immediate improvement requirements.
- If the error rate or workload falls below the required percentage for four months with a six-month period, the team member will be terminated for performance.

Monthly Operator Quality Control Scorecard:

Each month, Operators will receive an individual scorecard with their performance on several criteria, including the following:

- Incident Checklist scores/monthly average
- # TSS Alarms validated/False Alarmed
- Average time to validate TSS Alarms
- # FHP CAD Alarms validated/False Alarmed
- Average time to validate FHP CAD Alarms
- Number of phone calls fielded for the month
- Average amount of time "away" per shift

Example of Monthly Operator Quality Control Scorecard:

Monthly Operator Quality Control		
SunGuide #	**Points Achieved**	**Possible Points**
994914	80	80
1006247	70	70
1009510	80	83
1010986	65	71
1013529	94	98
1013690	62	62
1015760	59	62
1016971	45	45
	555	571
		97.2%
Alarm Description	**Quantity**	**Goal**
# of FHP CAD Alarms Validated	77	
# of FHP CAD Alarms False Alarmed	25	
# of TSS Alarms Validated	74	
# of TSS Alarms False Alarmed	61	
Average Time to Validate TSS Alarm	7:50	**Goal is 5 minutes**
Open Scape Phone System		
# Shifts Logged In		
Avg. Time Away per shift		**Goal is less than 60 minutes**
Total Contacts Handled		

ATIS Real-time Scorecard:

- The ATIS scorecard contains a checkbox for all items that are monitored and coached in real-time during an event, but not necessarily documented in the event chronology. These items include the following:

SunGuide #		Operator ID	
Operator independently did the following:		**DMS:**	
	☐ Correct Event Type		☐ Correct Radius of DMS Usage
	☐ Correct Lane Blockage Configuration		☐ Correct Template for DMS Message
	☐ Keeping up with Congestion Tail		☐ Updating DMS for Minutes of Delay
	☐ Correct Contacts	Notes:	
	☐ Selected Correct FLATIS Severity	**HAR:**	
	☐ Listened for Pertinent Information on the Radio		☐ Selected Correct HAR Station
RISC:			☐ Listened to HAR Message/Corrected Mis-pronunciations
	☐ Prompted FHP for RISC activation	Notes:	
	☐ Asked for cargo/fuel spill information	**CB RAS:**	
	☐ Called correct Roadway Maintenance		☐ Selected Correct CB RAS Station
Detour:		Notes:	
	☐ Prompted FHP for detour	**Comments:**	
	☐ Called correct Roadway Maintenance/Construction		
	☐ Called toll plaza (requested map distribution if appropriate)		
	☐ Inquire about expedited traffic flow (as appropriate)		
High Profile:			
	☐ Identified High Profile needed		
	☐ Used correct template/all appropriate information		
	☐ Sent updates as needed		
Executive Email:			
	☐ Identified Executive Email required		
	☐ Used correct template/all appropriate information	ERROR	COMMENT/SUGGESTION
	☐ Sent updates as needed	**ATIS:**	
Points Achieved		**Reviewed with Operator** ☐	
Possible Points		**Emailed to Operator** ☐	

- The ATIS real-time scorecard should be completed for all lane blocking events.
- The ATIS is required to complete 60% of lane blocking events managed during their cumulative monthly shifts.
- Scorecards will be emailed to the Operator in real-time to allow the Operator to learn from their scorecard immediately after an event.
- After the scorecard is reviewed with the Operator, the ATIS is required to email the scorecard to the Operator and copy the QA/QC Specialist.

OPERATOR CERTIFICATION TESTING

TMC Certification Program

The TMC has adopted an intensive and comprehensive training program for all TMC operators.

The program consists of an annual four-hour "in class" training followed by the required completion of 21 modules to assure an understanding of TMC operations, including SOP and Emergency Protocol. The training modules and Standard Operating Guidelines are available on the TMC's training website. On the website, each training module has an associated quiz to check for retention and knowledge. In addition, each section of the SOG has an associated quiz.
Once a year, all Operators are given a standard two-part test consisting of written and practical exams. The results are calculated based on an average of the two parts of the exam.

The training modules are as follows:
Module 1 – Introduction
Module 2- Operator Guidelines
Module 3- Workplace Safety and Security
Module 4- Operator Responsibilities
Module 5- SunGuide Event Management
Module 6- Cameras
Module 7- DMS and Response Plan
Module 8- HAR
Module 9- CB RAS
Module 10- 511
Module 11- Safety Patrol
Module 12- Property Damage/RISC
Module 13- Vehicle Alerts (Silver, LEO, Amber)
Module 14- Weather Management
Module 15- Wrong Way Driver
Module 16- Device Troubleshooting
Module 17- OMS
Module 18- Project Solve
Module 19- MaCom
Module 20- OpenScape Phone Software
Module 21- Express Lanes

This testing is used as a training tool in order to develop an individualized plan for each operator to improve their skill level as well as using individual strengths to work more efficiently as a team and assist in training of peers.

The results have been comprised in three different skill levels exclusive of ATIS Team Leaders. The levels are:

Level 1: Trainee 0-70%
Level 2: Operator 71-90%
Level 3: Lead Operator 91-100%

Testing will occur on an annual basis and it will be everyone's goal to reach a "Lead Operator" status. This status will be noted by a framed certificate hung in the TMC and granting more technical privileges within the SunGuide software. Upon two consecutive testing periods of "Lead Operator" status, the team member will be provided an hourly compensation increase. Based on substandard performance, a Performance Improvement Plan (PIP) can be issued as part of the Operator Certification Testing protocol.

INCIDENT MANAGEMENT

Upon being hired, new TMC employees will receive copies of the Florida's Turnpike Enterprise Traffic Management Center Operator's Training Modules and Quick Reference Guide. The most basic and essential duty of the TMC is to obtain, interpret and disseminate accurate traffic information. There are numerous resources that can be used to detect and/or confirm incident information.

- Closed Circuit Television Cameras
- Florida Highway Patrol (FHP), either via direct communication with Trooper, Troop K website or TMC Staff at the FHP Lake Worth Dispatch Center.
- FHP radio and scanners
- Road Rangers
- Turnpike/FDOT Staff (including other FDOT District staff)
- Live television (CNN, local news; weather channel) / traffic services websites

The TMC is the primary source of traffic incident information for the Florida's Turnpike Enterprise. TMC operations personnel will utilize the information from these sources to track and monitor incidents using the SunGuide ITS software.

INCIDENT TRACKING AND MONITORING

The primary responsibility of the TMC Team is the detection, verification and dissemination of traffic incident information, including traffic accidents, congestion, disabled motorists, weather-related events and other incidents. Consequently, TMC operators should keep the SunGuide Event Management screen open on their workstation desktops at all times to allow the continual monitoring and updating of confirmed incidents. Operators are required to record and track all confirmed incidents, no matter how minor, within this system for future reference as well as current response plans management. The Training Manual and the Operator's Quick Reference provide detailed information on the use of the System software to enter, track and monitor incidents and road closures. The following is intended to serve as a brief listing of system capabilities:

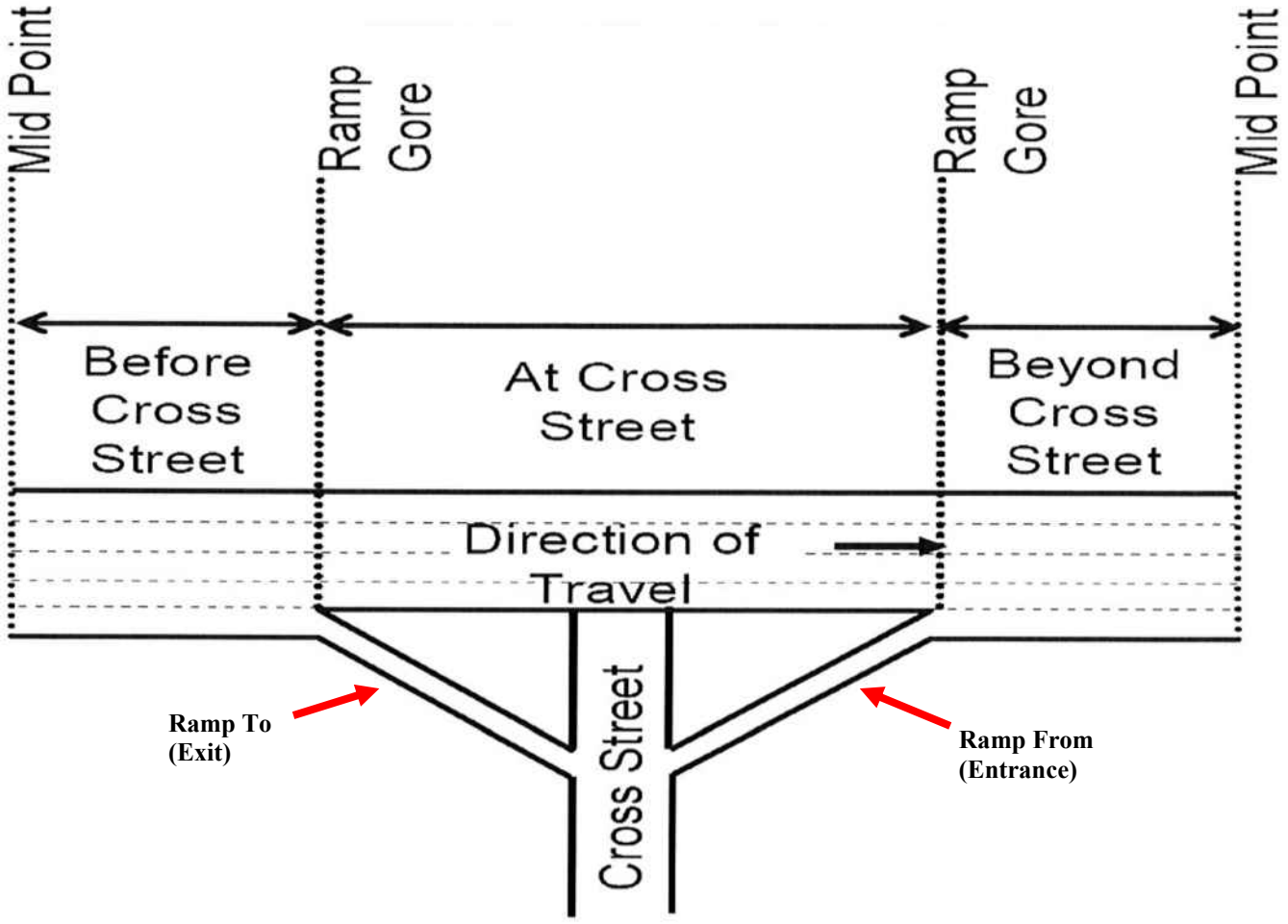
- Opening a new event
- Declaring the incident, thus making that information available to other System users
- Confirming the incident once verification has occurred
- Declaring lane blockage upon confirmation of blockage
- Updating incident information
- Generating an appropriate response plan with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

EM Location Offset;

All full interchanges have five proximity options in SunGuide:

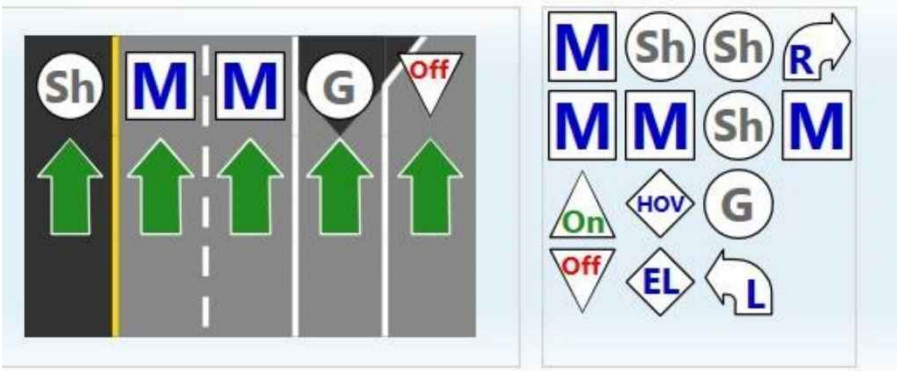
- Before
- Ramp To
- At
- Ramp From
- Beyond

Proximity to cross street within the SunGuide location drop down menu should be determined based on the diagram below.

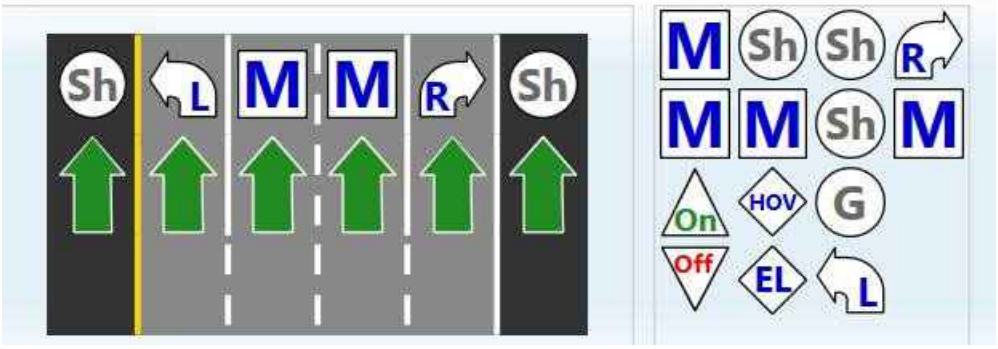


Lane Configuration:

SunGuide will automatically suggest a lane configuration based on the selected EM location. If the lane configuration is incorrect, the Operator must add or remove lane to reflect the current roadway configuration. Lanes can be added or removed by dragging and dropping from the roadway map to the possible selection icons.

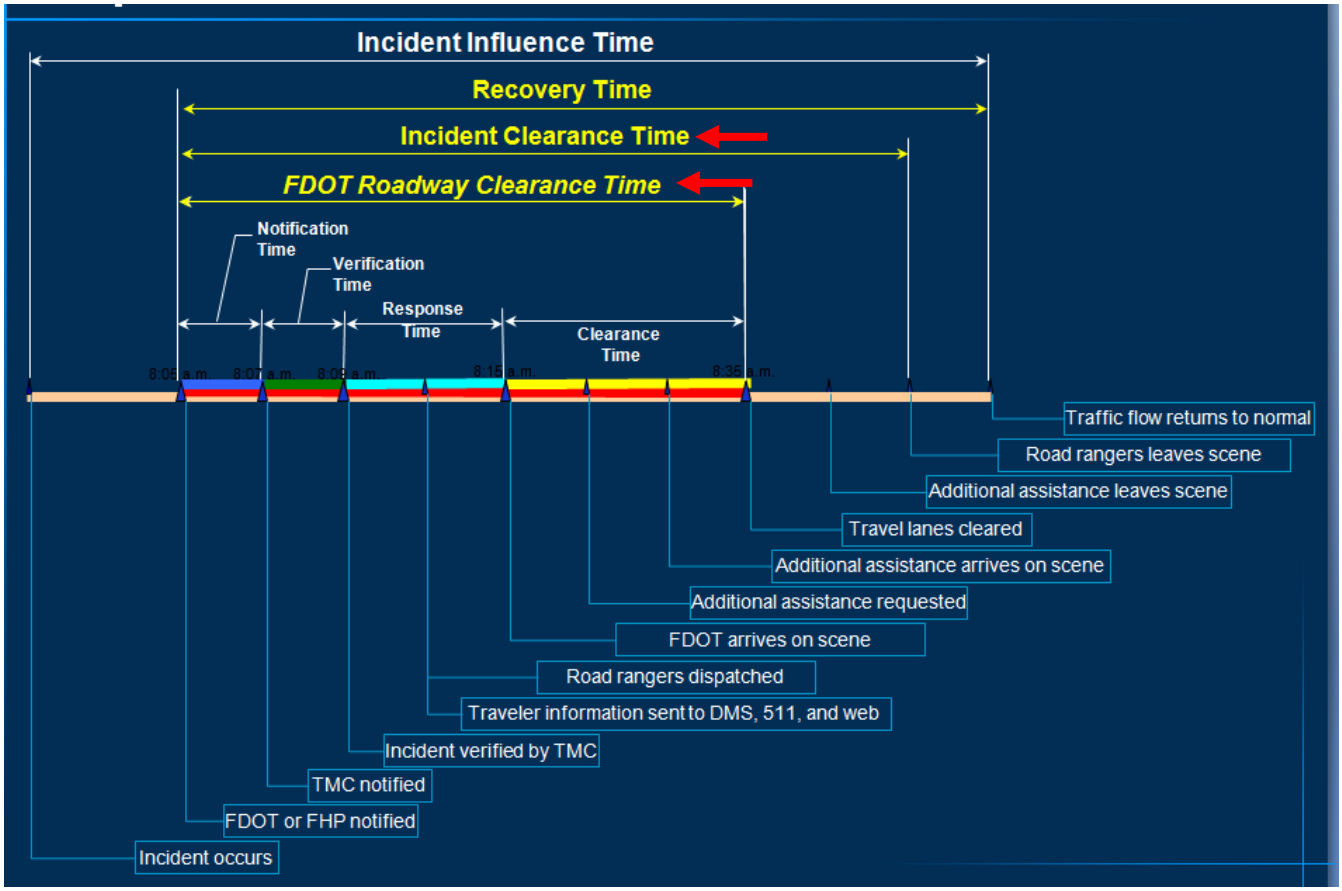


At an exit/entrance ramp intersection, the Operator can add a left or right turn lane to reflect lane blockage more accurately on 511 and emails.



EVENT TIMELINE

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



MANAGING MULIPLE EVENTS

When multiple events are taking place at once, it is important to prioritize the events by severity and impact to the traveling public. It is important to use the other Turnpike TMC facility to assist with inputting and managing events when there are multiple events in one center's primary area of responsibility. Response Plan, ITS device, and 511 activations should take highest priority when managing multiple events. Activities such as vehicle descriptions, minor property damage, and other non-imperative comments should be delayed or taken over by the other facility.

EVENT CLONING MANAGEMENT

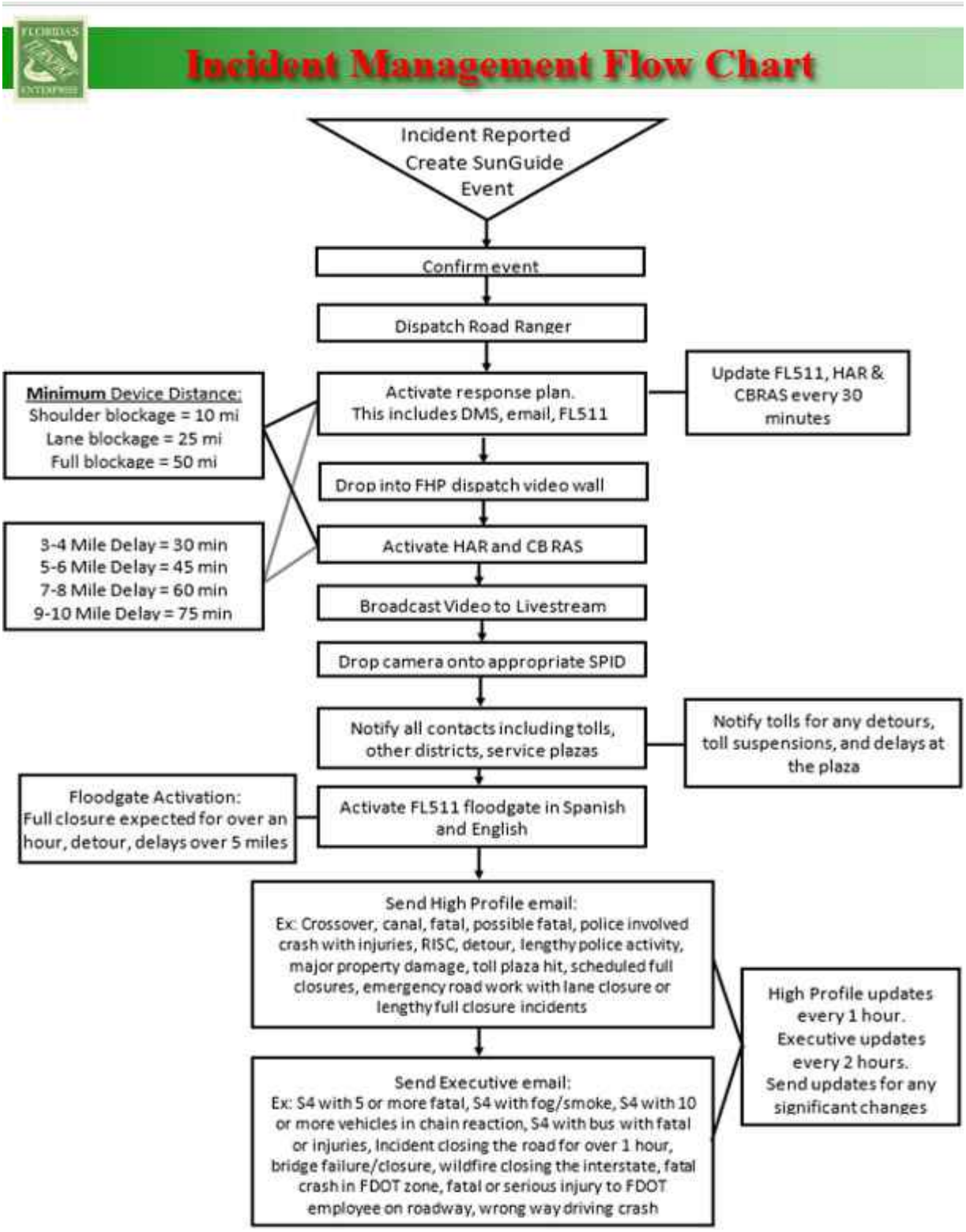
When a secondary event occurs as a result of a primary event, it will be necessary to link the two events. This can be accomplished by 'cloning' the primary event in SunGuide. Examples of this might include Police Activity, Emergency Vehicles, Congestion or a Road Work event related to the primary event. In the case of a cloned event, the primary event should be "Closed" when the incident scene clears; any residual road work or congestion will be managed via the cloned event.

Start Event Type	Cloning Event	
Abandoned Vehicle	People are back on scene	Clone Abandoned to a DAV, Send Road Ranger
Crash	FHP/Local PD has traffic detoured through U-turn before S4	Clone Crash to Police Activity
Crash	FHP/ Local PD has traffic detoured off exit	Clone Crash to Police Activity
Crash	FD/EMS arrives on other side of the road	Clone Crash to Emergency Vehicle
Crash	A vehicle is left MOA for a wrecker, all responders leave the scene	Clone Crash to a DAV, Monitor till MOA arrives and vehicle clears
Crash	All vehicles clear, Roadway/Construction stay on scene for repairs	Clone event to Emergency Road Work
Crash	Vehicle leaves the scene, is stopped by FHP further down the road	Clone Crash to Police Activity
Congestion	Congestion runs into another roadway	Clone event to Congestion
Debris in roadway	Vehicle hits debris	Clone event to Crash
Disabled Vehicle	RR arrives, MOA but later on for x13 check the vehicle is abandoned	Clone DAV to an abandoned
Interagency Event	Signs posted for another agencies incident, leads to delays on TPK roads	Clone event to Congestion/Exit Delays
Interagency Event	Signs posted for another agencies incident, leads to ramp closure	Clone event to Police Activity
S11	Vehicle is S4 by another while left abandoned	Clone S11 to S4, close S11. Send High Profile
Pedestrian	Person transported/sick person	Clone to Emergency Vehicles
Start Event Type	**Changing Event Type (not cloning)**	
Brush Fire	Start event as Visibility, wait for responders to arrive	Change event to Emergency Vehicles when FD/FHP arrives
Disabled Vehicle	Road Ranger arrives, vehicle abandoned	Change event to Abandoned

EVENT IMPACT LEVEL

Level 2 – An event is classified as a Level 2 if the travel lanes are blocked for more than 30 minutes, but less than 2 hours.

Level 3 – A level 3 event has travel lanes blocked for more than 2 hours or the roadway is fully closed in any single direction for any given time duration.


Incident Management Flow Chart
Incident Reported
Create SunGuide Event
Confirm event
Dispatch Road Ranger
Activate response plan.
This includes DMS, email, FL511
Update FL511, HAR & CBRAS every 30 minutes
Minimum Device Distance:
Shoulder blockage = 10 mi
Lane blockage = 25 mi
Full blockage = 50 mi
Drop into FHP dispatch video wall
Activate HAR and CB RAS
3-4 Mile Delay = 30 min
5-6 Mile Delay = 45 min
7-8 Mile Delay = 60 min
9-10 Mile Delay = 75 min
Broadcast Video to Livestream
Drop camera onto appropriate SPID
Notify all contacts including tolls, other districts, service plazas
Notify tolls for any detours, toll suspensions, and delays at the plaza
Floodgate Activation:
Full closure expected for over an hour, detour, delays over 5 miles
Activate FL511 floodgate in Spanish and English
Send High Profile email:
Ex: Crossover, canal, fatal, possible fatal, police involved crash with injuries, RISC, detour, lengthy police activity, major property damage, toll plaza hit, scheduled full closures, emergency road work with lane closure or lengthy full closure incidents
Send Executive email:
Ex: S4 with 5 or more fatal, S4 with fog/smoke, S4 with 10 or more vehicles in chain reaction, S4 with bus with fatal or injuries, Incident closing the road for over 1 hour, bridge failure/closure, wildfire closing the interstate, fatal crash in FDOT zone, fatal or serious injury to FDOT employee on roadway, wrong way driving crash
High Profile updates every 1 hour.
Executive updates every 2 hours.
Send updates for any significant changes

DISABLED VEHICLE EVENT MANAGEMENT PROTOCOL

Disabled vehicles or DAVs are one of the most common events on the Turnpike system. Every time the TMC is made aware of a DAV, a SunGuide report should be initiated either by TMC Operator or FHP liaison with event type "Disabled Vehicle" and the event should be found on camera.

The SunGuide software has the ability to track and dispatch Turnpike Safety Patrol via the AVL interface with the SPARR phone app. When advised of a potential disabled vehicle, the TMC or FHP dispatch liaison will enter the event into the SunGuide software and then attempt to find the vehicle on camera. When available, this will be the responsibility on the assignment Road Ranger TMC Operator (see SOG section 6.1.0). If the vehicle cannot be located on camera, it is the responsibility of the TMC to contact FHP dispatch and advise them that the vehicle could not be found at its reported location. It is important that all information regarding the incident is put in the comments section of the report: type of vehicle, the problem, the driver's name/phone number, etc. In addition, the shoulder or lane blockage associated with the disabled should be documented in the *Lane Blockage* SunGuide section.

The TMC should then dispatch the appropriate Road Ranger via the software and 800-megahertz radio in order to accurately track the response time. If it is estimated that a Road Ranger response will take longer than one hour, the TMC will be responsible for calling FHP dispatch back to advise them of the extended response time. There are several factors to consider when determining an estimated response time, including but not limited to:

- Current Location
- Shift Change Time
- Shift Change Location
- Other Calls Holding
- Direct Assist Requests
- Turn Around Locations

If the Road Ranger cannot locate the disabled vehicle, the TMC is required to call FHP dispatch and advise that the vehicle was not located.

When the Road Ranger clears an event, it is necessary to ensure that a resolution/assist type is entered and that any lane blockage is cleared.

There will be occasions when the Road Ranger will happen upon a vehicle that the TMC was not already aware of. In these cases, the Road Ranger will start the event and the TMC will monitor the entry via SunGuide and ensure all information is accurately entered. The TMC Operator will be responsible for taking ownership of the event and selecting the "Nearest CCTV" drop down to indicate which camera is viewing the assist.

In the event that the Road Ranger is not able to successfully repair the disabled vehicle, the TMC should place notes in the report regarding the motorists' arrangements and monitor it closely on camera until the vehicle departs. The status of the vehicle should also be relayed to FHP dispatch. On each pass, the Road Ranger will stop back with the vehicle to ensure the well-being of the stranded motorists. If the motorist's arrangements involve a greater than two-hour response, the TMC will initiate the FHP Emergency Tow program, as outline in the TMC SOG section 4.1.2
If at some point during the management of the event, the vehicle becomes abandoned, the TMC should clone the Disabled Vehicle event in SunGuide and create a separate Abandoned Vehicle event.

If at some point during the management of the event, the vehicle is struck, the TMC should clone the Disabled Vehicle event in SunGuide and create a separate Crash event. The disabled vehicle report can be closed and the cloned crash should be worked as a High Profile event.

In the event that there is no Road Ranger on patrol in a particular area and a disabled vehicle is reported or detected by the TMC, the TMC should relay that information to FHP.

FHP Dispatch will contact the TMC to assist with disabled vehicles when there is not a Trooper or Road Ranger available to respond. The TMC will be responsible for the following:

- Create a SunGuide event with location and vehicle information if available
- Attempt to find reported DAV on camera and drop the CCTV feed onto the Lake Worth FHP Dispatch video wall
- The motorist will be advised by FHP dispatch that they are being monitored on camera
- The DAV will be monitored until the motorist has departed. Upon departure, the TMC will advise FHP dispatch that the vehicle has cleared.

Overview

The Emergency Tow program assists motorists in re-locating their occupied disabled vehicle to a safe location within a Turnpike Service Plaza (Veteran's Expressway will be Anclote Operations parking lot – MM 21) instead of remaining on the Turnpike's shoulder while awaiting their "Made-Own-Arrangements" assistance. Motorists will be offered a **free** emergency tow from the Turnpike's STARR vendor to a Service Plaza when the TMC, in conjunction with FHP, makes the determination that the occupied DAV will be a long term (greater than two hours) roadside hazard.

The FHP – Emergency Tow is for privately owned vehicles. This program is not to be used for Commercial Motor Vehicles (CMV) or company owned trucks.

Emergency Tow Procedures

Notification

The TMC will be notified of a disabled vehicle via the following methods:

- FHP call (Trooper roll-up or *FHP call)
- Road Ranger roll-up
- Camera detection
- Internal/External customer call-in

TMC will document initial notification/detection time and originate a SunGuide DAV event entry. Assistance will be offered to the customer DAV for clearance including FHP/Road Ranger assistance, and normal Turnpike STARR response and tow.

If the customer cannot be assisted by a Road Ranger and/or has refused a charge STARR tow from the roadway, the TMC will continue to monitor the occupied DAV and attempt to contact the motorist to determine the problem with the vehicle and what customer arrangements have been made for clearance. If direct contact is not possible, the TMC will rely upon Road Ranger or FHP to contact the person on scene to determine the problem and clearance or recovery arrangements. TMC will continue monitoring the DAV event and enter all relevant comments until final resolution before closing the SunGuide DAV event. If available, TMC will display via CCTV the occupied DAV on TMC and Lake Worth Communications Center video wall for monitoring.

Activation

The Emergency Tow program will be activated if the FHP and/or the TMC determines the vehicle has remained on scene for more than a 2+-hour period and the customer has not made timely arrangements. The TMC will alert FHP Dispatch that the program has been initiated and will provide Dispatch with the vehicle location (mile marker and direction), make, model, tag, motorist name and phone number. The SunGuide report should include notation that an emergency tow has been requested and give the reasoning explaining the request. If a Trooper or Road Ranger is on scene

with the vehicle, they will notify the motorist of the intent to move the vehicle **(free of charge)** to a safe location. The motorist will be given the attached handout which explains the service.

Operation

FHP Dispatch will contact the appropriate STARR vendor for that zone and dispatch them with a case number to the requested Emergency Tow. Upon arrival, the STARR vendor will inform the customer of his intention to tow the vehicle free of charge to the next Service Plaza where the customer can wait for his/her own arrangements. The vehicle will be towed to the next service plaza in the direction they are traveling **(not to a location off the Turnpike)** and dropped in a pre-determined Turnpike-approved parking area within the plaza. If the vendor does not have enough space to transport the occupants, the vendor will need to seek assistance from the Road Ranger and FHP.

The wrecker vendor will need an FHP Case Number for reimbursement from the Turnpike. A tow slip will not be required if the Trooper is not on scene. The TMC will send the SunGuide report to the appropriate Incident Management Coordinator via email.

If the customer refuses the "Free Emergency Tow," the4.1.1 wrecker vendor or Road Ranger will return to their vehicle and notify FHP and/or TMC. The TMC supervisor will contact FHP Dispatch and can escalate the issue to the Duty Officer Supervisor and await further direction on the arrangements with the motorist.

TOLL PLAZA INCIDENT PROTOCOL

When an incident or construction takes place at a toll plaza, the TMC should follow special guidelines regarding lane blockage information dissemination.

All toll plaza hits require:
- Call TMC Manager, Facilities, and SunWatch
- High Profile Email
- Roadway Maintenance (if attenuator damage)
-

If traffic is forced to use a SunPass Lane, email should be sent to TMC Managers

NON- AET/ORT (CONVENTIONAL) TOLL PLAZA
When a toll lane is blocked, but an alternate lane can be used, the toll plaza will simply turn that lane off and direct traffic to use the other open lanes. In this case, the TMC should respond as follows:
- **Do not** publish to 511
- **Do not** activate a DMS/HAR/CB RAS
- Send an email to the Level 2 and 3 group
    - Email should be edited to read, "(Right/Center/Left) (SunPass/Cash Lane) Blocked/closed"

When a toll lane is blocked, but there is not an alternate lane that can be used, i.e., the only "Wide Load Lane", the only "Cash/Change Lane" or the only "SunPass Lane", the TMC should respond as follows:
- Publish to 511
- Activate DMS/HAR/CB RAS
    - ADMS should be edited for closest interchange cross-street (do not reference "AT TOLL PLAZA" on an ADMS).
- Send an email to the Level 2 and 3 group
    - Email should be edited to read, "(Wide Load/SunPass/Cash Lane) Blocked/Closed"
    - If the only "Wide Load Lane" is blocked, the event will be managed as a Level 3

AET (All Electronic Toll) or ORT (Open Road Toll) PLAZA
When an AET or ORT toll lane is blocked, the TMC should respond as follows:
- Publish to 511
- Activate DMS/HAR/CB RAS
    - ADMS should be edited for closest interchange cross-street (do not reference "AT TOLL PLAZA" on an ADMS).
- Send an email to the Level 2 and 3 group
    - Email should be edited to read, "XX ORT Lane Blocked/Closed"

- If all ORT lanes are closed, it should be treated as a level 3 event (with traffic detoured into the cash lanes)

DETOUR EVENT MANAGEMENT PROTOCOL

There are the steps that need to be taken in the event of traffic being detoured off the Turnpike system due to a major event. The following should serve as a guideline of steps in addition to those used when managing any level three event:

- Contact FHP to confirm detour is requested, if location is causing exit delays, inquire about an "expedited traffic flow" request.
- Place Safety Patrol in appropriate position, if one is available. Call Roadway Maintenance for MOT to relieve Safety Patrol (make sure to complete an MOT OMS ticket after the event).
- Monitor activity on camera to confirm when detour is in place. Clone the original event and change the event type to "Police Activity" for the detour location (unless crash location is at detour location). Indicate lane blockage with the mainline closure and entrance ramp closure. Any additional ramps closed associated with detour should be entered as "Police Activity".
- Ensure that applicable DMS are using the template:

  TURNPIKE CLOSED
  XX MILES AHEAD
  AT (INTERCHANGE)

  If there is an alternate route between DMS and detour, add a second phase

  TURNPIKE CLOSED
  XX MILES AHEAD
  SEEK ALT ROUTE

  If there are more than 3 miles of delay, add a second phase

  TURNPIKE CLOSED
  XX MILES AHEAD
  XX MIN DELAY

- Make sure there are not any Service Plaza ramps that need to be closed between the detour and the crash.
- If Applicable: Contact the Toll Plaza Supervisor and Shell Station Supervisor to begin distributing detour maps. (see section 4.2.1)
- If Applicable: Contact FHP to request assistance in freeing the 'trapped' queued traffic at the incident scene.
- Contact TMC on-call manager.
- Call county Traffic Engineering if traffic light signal timing needs adjusted (see section 4.2.0)

- Upload 511 Floodgate message. If applicable add: "Maps are being distributed at the mandatory detour point and the area Service Plaza"

ABANDONED VEHICLE EVENT MANAGEMENT PROTOCOL

Abandoned vehicles or Signal 11's occur when a motorist leaves a vehicle unattended on the Turnpike system. Every time the TMC is made aware of an abandoned vehicle, a SunGuide report should be initiated with event type "Abandoned Vehicle" and the event should be found on camera. In addition, the status of the event should be changed to "Unresolved" in the SunGuide software.

It is important that information regarding the vehicle's location (right shoulder, left shoulder, etc.), vehicle information and what camera was used to locate the vehicle is noted in the SunGuide report. Each time a Road Ranger stops at an abandoned vehicle, the TMC will report the following information to FHP dispatch:

- Location
- Tag number
- Last 4 of VIN (for verification) – If VIN is covered, the TMC will relay that information to FHP dispatch.
- Vehicle description (for verification)

FHP dispatch will run the vehicle information through FCIC/NCIC to identify any stolen vehicles or vehicles that may have been used in a crime. In addition, this helps FHP to keep track of how long vehicles have been abandoned on the Turnpike system for timely removal.

Every shift, the TMC should attempt to locate the documented abandoned vehicles on camera. Additionally, the TMC will dispatch the appropriate Road Ranger via the software to check on existing abandoned vehicles documented in SunGuide. This event will take lowest priority to any other event that the Road Ranger responds to. Each time the Road Ranger locates a previously documented abandoned vehicle, comments should be added to the SunGuide report to document that the vehicle was still on scene. If a Road Ranger enters an abandoned vehicle into the software that is already contained in the SunGuide unconfirmed events, the new event should be false alarmed with a comment documenting "duplicate".

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

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

If the responsible party (or their wrecker service, etc.) returns to the previously abandoned vehicle, the event should be cloned and changed to a "Disabled Vehicle". The linked abandoned vehicle event can be closed and all new details tracked in the disabled vehicle report.

If the abandoned vehicle is struck, the event should be cloned and changed to a "Crash". The linked abandoned vehicle event can be closed and all new details tracked in the crash report, which will be managed as a High Profile event.

CRASH EVENT MANAGEMENT PROTOCOL

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

If FHP reports the crash, the TMC should immediately start the SunGuide event as "Unconfirmed". The TMC should then attempt to dispatch an available Road Ranger and locate the incident on camera. It is imperative that the event status be changed to "Active" when confirmed in order to publish a Response Plan. TMC should document the location of the event and use ITS devices as appropriate based upon their protocol.
The following items should be obtained (as possible) for every crash event:

- Notifying Agency
- Notifying Contact
- Vehicles involved (vehicle license plate number is not required)
- Shoulder of the roadway
- Travel lane blockage
- Vehicles Dispatched (Road Ranger)
- Responder Times* (wrecker, FHP, Fire Rescue, etc.)
- Injuries
- Camera view on
- If it was a "Rollover" or involved a "Fire" (only use "Fire" checkbox for crashes involving fire, not brush fires, vehicle fires, etc.)
- FHP CAD Number
- FHP Case Number if OMS ticket is submitted
- Weather conditions
- Lighting conditions
- Roadway conditions
- Associated OMS ticket (if applicable)
- Associated secondary event number
- DMS utilized (timestamped)
- 511 utilized (timestamped)
- Email sent (timestamped)
- Comments in the event should include information about the following:
    - CB RAS usage
    - HAR usage
    - Floodgate usage
    - Contacts made
    - A brief description of the event
    - RISC times

- Floodgate times (English/Spanish)

*If more than one of the same type of responder is on scene (multiple fire trucks), only the first arrival/departure time can be tracked in the responder timestamp boxes. Additional responder times can be tracked via comments.

FHP Dispatch shouldn't be contacted for minor details of an incident.

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

Procedure

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

1. "Clone" the Primary event and create a linked Congestion event.
2. Clear the congestion in the Primary event
3. Send a Final email for the Primary event with the following template:
    a. Subject: Cleared
    b. Body: No lanes blocked
    c. E-mail Groups: Level 2 and 3
4. Update Congestion Event with current delays
5. Activate Congestion Event response plan as follows:
    a. DMS with template "CONGESTION/XX MI AHEAD/REFERENCE LOCATION" / "CONGESTION/XX MI AHEAD/EXPECT DELAYS"
    b. Email:
        i. Subject: Active Level 2 or 3
        ii. Body: Remove "No Lanes Blocked"
        iii. E-mail Groups: Level 2 and 3
    c. 511 with active delays
6. Update HAR, CBRAS, and/or Floodgate with active delays as needed
7. When delays are clear, remove all devices and send final email as follows:
    a. Subject: Congestion Cleared
    b. Body: Cleared
    c. E-mail Groups: Level 2 and 3

SECONDARY CRASH MANAGEMENT

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

The Turnpike tracks and reports secondary crash events on a monthly basis. If the TMC detects a crash event that is secondary to an existing event, the primary event should be cloned in order to create a new report. The secondary event should also contain comments in reference to the event being secondary.

CONGESTION EVENT MANAGEMENT PROTOCOL

RECURRING CONGESTION

Recurring congestion typically occurs in the same general locations on weekdays during AM and/or PM peak travel times. All recurring congestion should be published to the FL 511 system and DMS should be activated. Some areas have established SunGuide pre-defined messaging plans for areas of recurring congestion. The following locations should be monitored for AM congestion:

- HEFT NB
- SPUR SB
- Veteran's Expressway SB

The following locations should be monitored for PM congestion:

- HEFT SB
- Veteran's Expressway NB
- Palm Beach County NB

If a crash occurs within the recurring congestion, the event should be linked to the congestion and worked as a separate event. If the crash blocks travel lanes, the DMS, email, and 511 should be activated and take precedence over any existing recurring congestion messaging. While managing the lane blocking event, the tail of reported congestion should be added and delay messaging should be utilized on the DMS appropriately. In addition, all the devices typically associated with a lane blocking event should also be utilized. Once the lane blockage has cleared or the event has been moved to the shoulder, the response plan and additional devices associated with the crash event can be terminated and all further response plan devices should be used for the congestion event.

NON-RECURRING CONGESTION

Non-recurring congestion is usually the result of inclement weather, a traffic event that has cleared, special events, or holiday traffic. All non-recurring congestion should be published to the FL511 system and all ITS devices utilized.
If the congestion is the result of an event that has been cleared, it will be necessary to "clone" the original event and create a linked "Congestion" event. It is imperative for Performance Measures tracking that the original event not be changed to Congestion.

OFF RAMP BACKUP

When the Turnpike system experiences delays as a result of an off-ramp event, it is considered "Off Ramp Backup" event type in SunGuide. If the exit delays extend for more than one mile of congestion on the mainline, then the event type should be changed to "Congestion". The following are areas of recurring Off Ramp backups:

- SR 528 Exit Ramps to I-4
- Golden Glades interchange
- Ramp to Exit 255- Consulate SB

- Ramp to Exit 254- US 441 SB
- Ramp to Exit 249, Osceola Parkway
- Ramp to Exit 308, I-75 NB
- Ramp to Exit 259- I-4 SB
- SR 429 SB ramp to I-4
- Ramp to Exit 62- Commercial Boulevard
- Ramp to Exit 75 - Glades Road
- SR 869 Ramp to Turnpike
- Ramp To Exit 13 - Eureka Drive
- Ramp To Exit 16 - SW 117th Avenue
- Ramp To Exit 25 - Tamiami Trail
- SR-528 WB, Ramp To Exit 4 - U.S. 441 / Florida's Turnpike
- Ramp To Exit 69 - Sample Road (S.R. 834)

POLICE ACTIVITY EVENT MANAGEMENT PROTOCOL

The SunGuide event type "Police Activity" can describe the following incidents:

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

Road Rangers will not be dispatched to Police Activity events unless requested by Law Enforcement.

POLICE MOTORCADES

When a dignitary or government official uses the Turnpike system, it is common that they will be escorted by a police motorcade. These motorcades are often not announced and not known until closures begin occurring. Many times, there will be several ramps closed and a rolling roadblock/traffic pacing as a result of the police escort.

The SunGuide event should be entered at the location where the traffic pacing or closure begins; the email and 511 location will reflect this "starting" location. The severity should be set to "Major" and the email should be edited to read, "Traffic Pacing". A Floodgate (HAR template 510) will be recorded for the general region to include intermittent ramp closures in the area. It is not possible to enter individual SunGuide events or publish 511 in a timely manner for each ramp closure. In addition, any DMS signs leading into the closure/traffic pacing area should utilize all ITS devices, including DMS, HAR, and CBRAS. The DMS library contains a message template for traffic pacing signage.

DMS:
TRAFFIC PACING
XX MILES AHEAD
EXPECT DELAYS

TRAFFIC PACING
NEXT XX MILES
USE CAUTION

ADMS:

FL TPK (NB/SB)	FL TPK (NB/SB)
TRAFFIC PACING	BEFORE/BEYOND/AT
EXPECT DELAY	INTERCHANGE

Any associated Floodgate and Banner should only make mention of "Police Activity" and not specifically who is using the Turnpike system.

SCHEDULED ROAD WORK EVENT MANAGEMENT PROTOCOL

Scheduled road work is provided weekly by the Turnpike's Public Information Office in the *Weekly Lane Closures and Work Zone Advisory.* An ATIS Team Leader will be assigned the responsibility of updating the Turnpikes' HAR messaging each week to reflect the active construction lane closures. The HAR messages will contain information about the closure location, date, time and nature of the work.
Each construction lane closure must be approved through the Turnpike's Lane Closure approval process, which is processed electronically on the Project Solve or Lane Closure Information System website. The TMC can access each closure request in Project Solve at:
Https://workflowapps.pbid.com/laneclosuremanagementfte/Web/Notices/ListNotices.aspx?pk=2

Username: pbsvc\Turnpike.Traffic
Password: Projectsolve16!

The Project Solve password will prompt to be changed every 60 days. There are very strict password requirements, so please keep it the same "ProjectSolve" and only advance the number if you are required to change the password.

The Turnpike requires that all lane closures be called into the TMC before they are set up and as they are taken down. The TMC will obtain the following information from the caller:

- Name
- Phone Number
- Project
- Location
- Lanes to be Closed

The TMC will create a SunGuide report for any Construction or Maintenance activity that is called in. The SunGuide event type "Scheduled Road Work" will be selected for any closure that is associated with an existing project. The Notifying Agency will be "Construction" and the Notifying Contact will be the project name. The lanes closed will be saved in the SunGuide report and the Response Plan will be activated as follows:

- 511- any lane blockage or delays
- Email - only if all lanes are closed or more than 1-mile delay
- DMS - all DMS within 15-mile radius

The DMS messaging shall include the wording, "Road Work, X Miles Ahead, X Lane Closed". For situation with a full closure/detour, use the DMS Message Library for "Road Work" then Sub-library "Road Work Detour".

If there are multiple construction lane closures within the 15-mile radius of the DMS, the DMS message should read, "Road Work, Next X Miles, Lane Closures".

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

If the construction closure involves toll plaza lane closures, please refer to *SOG section 4.1.2- Toll Plaza Event Management*.

HIGH PROFILE

A high-profile email must be sent for all construction full closures. The initial high profile email should be sent once the lanes have been closed, and a final high profile email when lanes reopen. Updates should be sent for significant changes only.

If a construction closure is running over the scheduled time, due to equipment failure etc., a high-profile email shall be sent immediately after notification is received. Additionally, FHP dispatch must be updated on the status of the closure with a request that they inform the Troop K Watch Supervisor.

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

For a DMS within 10 miles:
ROAD WORK
X MI AHEAD
X LANE CLOSED

ROAD WORK
X MI AHEAD
PREPARE TO STOP

For a DMS greater than 10 miles away:
ROAD WORK
X MI AHEAD
X LANE CLOSED

ROAD WORK
X MI AHEAD
EXPECT DELAYS

FULL CLOSURE/DETOUR ROAD WORK EVENT MANAGEMENT PROTOCOL

When a full closure is scheduled, the Turnpike TMC Manager or ATIS Supervisor will add an Outlook Calendar entry and invite the TPKTMCOPERATOR group. A predefined messaging plan will be created by the ATIS on duty when the calendar entry and/or press release is distributed. The ATIS will be responsible for adding the closure to the messaging schedule on the PSA Calendar. The DMS pre-defined messaging shall include the following format:

First Line: Date and Time
Second Line: *ROADWAY* TO BE CLOSED
Third Line: Location

The TMC will start a SunGuide Planned PSA Event and schedule pre-messaging on the DMS 72 hours prior to the scheduled start time. The scheduled end time should be two hours after the scheduled start time of the closure. The third shift TMC Operators are responsible for checking the PSA Calendar daily to ensure the correct PSA's are active according to the schedule. In addition, the TMC will activate a 511 Floodgate with pre-messaging two hours prior to a scheduled full closure/detour. The 511 Floodgate message will be reviewed to ensure the anticipated closure times are valid for that night's closure. This device activation will be noted in the already active PSA event associated with the closure.

Once the closure is put in place, the SunGuide PSA event will be cloned and the new event updated to "Scheduled Road Work". The pre-defined DMS plan, HAR, and CB RAS will be activated for real-time messaging with a 150-mile radius once the closure is put in place. The Floodgate messaging will remain active with the same script from the pre-messaging activation.

EMERGENCY ROAD WORK EVENT MANAGEMENT PROTOCOL

Emergency Road Work can occur at any time without any notice as a result of a crash, a weather condition, or some other factor. Emergency Road Work events should be declared as SunGuide event type "Emergency Road Work". Often this work is performed by the Roadway Maintenance or Facilities departments. The original event should be cloned in order to create the Emergency Road Work event.
ITS devices, including DMS, HAR, CB RAS, 511 and email notifications should be made for any Emergency Road Work event. In addition, if the work is blocking a travel lane, a High Profile email should be sent to explain the nature of the work being performed.
Emergency Road Work is often not routed through the typical approval process and cannot be accessed in Project Solve. If the work is the result of a traffic crash, the two events should be linked in SunGuide.
If the Road Work is occurring during daytime hours, the impact could possibly be severe, especially if the closure takes place during peak travel times. Device usage should be determined based upon

how many lanes are blocked, the area of the closure, and what time of day it is taking place. An email alert should always be sent for Emergency Road Work lane closures.

OVERVIEW:

- **Amber Alert** - missing/abducted child believed to be endangered
- **LEO (Law Enforcement Officer) Alert** - an offender who has killed or seriously injured a law enforcement officer, and if not apprehended immediately, would pose a significant risk to the public
- **Silver Alert** – person over age 65 - missing elders with dementia or other cognitive impairment

PROCEDURE:
An email alert will be received from FDLE/ informing of the vehicle type and tag number. All alert requests should be followed up with a phone call from District 5. The Turnpike TMC will obtain the name and phone number of the Operator at the District 5 TMC and start as SunGuide "Vehicle Alert" event.

Vehicle Information must be typed EXACTLY as it appears on the Alert Activation email from District 5. If an operator feels an error has been made on the fax/emailed request, the on-call manager should be notified or a follow up call to District 5 TMC should be made to clarify.

ROAD RANGER NOTIFICATION:
In the event of a vehicle alert activation, the TMC Operator will read the narrative portion of the Vehicle Alert Flyer over the 800 MHz radio system. Prior to reading the narrative, the TMC will announce, "All Road Rangers units stand-by for a Vehicle Alert BOLO". After reading the narrative containing the vehicle and person description, it is necessary to call out each of the active Road Rangers for confirmation of the transmission.
If the vehicle alert duration goes beyond the end of the current Road Ranger shift, the 800 MHz BOLO must be issued for each subsequent shift.

511:
Do not publish the SunGuide event to FL511. 511 Floodgates will be provided by the district in which the primary alert was activated for.

EMAIL:
Email alerts with the type of alert and vehicle description should be sent to the "Level 2 and 3" group for every vehicle alert.

DMS:
The Turnpike TMC will be responsible for activating the SunGuide Pre-defined plan for the area(s) of activation in addition to the standard select signs for all regions. The DMS priority should be set to 240 before activation. Amber/Silver/LEO Alert messaging takes lowest priority to lane blocking incident messaging.

HAR
The HAR template script from messages 503/504/505 in the message library should be used when drafting the HAR messaging. Amber/Silver/LEO Alert messaging should be removed from any HAR that is being utilized for a level 2 or 3 event.

MORE THAN ONE CONCURRENT ACTIVATION
If more than one vehicle activation takes place concurrently, the TMC will manage each event separately in SunGuide. DMS will be used in alternation of each other with no more two phases displayed on any sign (i.e., DMS 7 NB with message 1, DMS 13 NB with message 2, etc.).

ALERT CANCELLATION
Generally, alerts will be activated for a maximum duration of 6 hours. Upon cancellation, the TMC will receive an email and follow up phone call from the District 5 TMC. All devices should be blanked and reset upon confirmation of cancellation. A cleared email noting "Silver/Amber/LEO alert has been cancelled for…" will be sent to the Level 2 and 3 email group.

LICENSE PLATE LANE FILTER
The Tolls Lane Filter website monitors the Toll's network for all vehicle license plates traveling through Turnpike toll plazas and sends a 'hit' email if a flagged license plate is detected.

When a Vehicle Alert is activated, the TMC Manager or ATIS on-duty is responsible for entering any active vehicle alert into the Tolls license plate lane filter website as quickly as possible.

The lane filter website will display all active inquiries from Turnpike Regional Toll Investigators. TMC personnel should never edit an existing inquires or click the "Delete" button. To initiate a new entry, click the "New Blacklist Entry" button. When inputting a "New Blacklist Entry", the following fields will be entered:

- Jurisdiction: Select state for license plate
- License Plate: License Plate number
- Transponder ID: Do not use this field
- State Date: Current Date
- Start Time: Current Time
- End Date: 24 hours after Start Date
- End Time: 24 hours after Start Time
- Reason: "TMC: Silver Alert" or "TMC: Amber Alert"
- Email Address: Add email recipient: TP-VehicleAlertTMC@dot.state.fl.us
- Include Image: Always check this box

When the system detects a license plate match, an email will be sent within 60 seconds. The email will be sent to all TMC staff and announced on the TMC Turnpike Traffic computers. The

email will contain an image of the vehicle and the plaza ID and lane number. The Toll Plaza ID Matrix should be used to determine the actual location and direction of the vehicle.

The TMC will make contact with the appropriate FHP dispatch center and relay the information regarding the vehicle's location and direction. The TMC will make contact with the regional Road Ranger for that area to make them aware of the vehicle's last known location.

A summary of the actions, FHP response, and any other pertinent details should then be emailed to the TMC Managers group.

I. Fog, Severe Thunderstorm Warnings, Tornado Warnings

For significant weather events, such as fog, severe thunderstorms, and tornado warnings, there can be impact to the traveling public.

There are numerous resources that can be used to detect and/or confirm weather events:

- Closed Circuit Television Cameras
- Florida Highway Patrol (FHP)
- Road Rangers
- Turnpike/FDOT Staff (including other FDOT Districts)
- Live television (local news, weather channel, etc.)
- Emergency Operations Coordinator under an EOC activation or not
- Turnpike Management
- SunGuide DTN Alerts
- iNWS Weather Email Alerts
- Road Weather Information Systems (RWIS)- See SOG 6.9.0

If there is confirmed flooding on any travel lane, the TMC will contact the on-duty or on-call TMC Manager and send a High Profile email. The emergency Roadway Maintenance or Construction contact should be called to address the flooding.

II. Hurricane and Tropical Storm Warnings

Regional weather events, such as Tropical Storm warnings and Hurricane warnings can impact the traveling public.

Any issuance of a Tropical Storm or Hurricane warning would dictate the need for the TMC to contact the on-call or on-duty manager for coordination with the Turnpike EOC. Tropical Storm or Hurricane messaging will only be activated with approval of Turnpike Management/EOC.

Only approved messages in the SunGuide DMS Message Library, under the "Weather" sub-library will be activated in the event of a Tropical Storm/Hurricane warning.

DMS messaging should be activated via the SunGuide Response Plan utilizing DMS signs in both directions approaching and within the impacted area. Tropical Storm/Hurricane DMS messaging shall be assigned priority 235 in the SunGuide DMS Message Library.

SunGuide DMS Weather Matrix:

LINE 1	LINE 2	LINE 3
HURRICANE WARNING	IN EFFECT	
TROPICAL STORM	WARNING	IN EFFECT
SEVERE WEATHER	SEEK SHELTER	
SEVERE WEATHER	AHEAD	REDUCE SPEED
HEAVY FOG AHEAD	POOR VISIBILITY	USE CAUTION

SunGuide Predefined Response Plan Priority:

- Turnpike Lane Blocking/Impacting Events- 1-100
- Lane Blocking Construction- 1-100
- Accident Message for Other Roadway- 100-150
- Non-Lane Blocking Event- 150-200
- Visibility Messaging - 235
- Vehicle Alerts- 240
- Travel Time- 245
- PSA – 250
- No Reported Delay - 252

OVERVIEW

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

PROCEDURE

If you should detect what you perceive to be serious fog/smoke visibility conditions during normal CCTV monitoring, or receive a report of reduced visibility, report the conditions to Florida Highway Patrol dispatch. Any confirmed RWIS reporting of less than .1 mile of visibility in the SunGuide software should be immediately reported to FHP dispatch and the CEI of any active Road Work lane closures within the affected area.

Then follow the following steps:

1. Create SunGuide incident as event type "Visibility"

2. Check cameras for incident verification. Other verification methods are RWIS Stations, FHP, Road Ranger and TrafficVision alarms. Drop into FHP video wall. If visibility is very severe, request FHP's assistance in determining if the road needs to be closed.

3. Activate response plan - this includes DMS signs for minor visibility issues. For major visibility issues, send an email alert, HAR and CB RAS when the area permits. Remove 511 message and create 511 Floodgate Banner.

DMS

LOW VISIBILITY
X MI AHEAD OR NEXT X MI
USE CAUTION

LOW VISIBILITY
X MI AHEAD OR NEXT X MI
REDUCE SPEED

ADMS

TURNPIKE
LOW
VISIBILITY

EMAIL

- **Subject:**
  - Active Level 3- large incident, like a brush fire, affecting a general area

- **Email Template:**
  (Heavy Fog, Smoke) on (road) (before/at/beyond)(location) to (before/at/beyond)(location).

511 FLOODGATE Banner Text

- **English:**
  < *Roadway/Direction* > is < *Condition* > <*proximity/Cross Street*> due to <*Briefly Describe Event* >. <*Recommendation*>.

  Example:
  Florida's Turnpike northbound and southbound are closed from due to low visibility. Use alternate route.

- **Spanish:**
  <La, el> <*Carretera*, en español y/o inglés> en dirección <*Dirección*> esta <*Condición*> <*Proximity*> en el cruce con la <*Intersección*> debido a <*Describa el Evento Brevemente* >. <*Recomendación*>

  Ejemplo:
  El Florida's Turnpike en ambas direcciones esta cerrado desde la salida 116 Indiantown Road hasta Okeechobee Blvd, debido a baja visibilidad. Use ruta alterna.

HAR/CBRAS Template – Message #522

4. If the visibility event requires Fire Rescue response and results in lane blockage due to emergency vehicles, change the event type to "Emergency Vehicle".

5. If visibility issues are expected to last longer than 60 minutes, contact on-call Roadway for assistance with VMS signs (see section 7.4.1). This only applies to fog if conditions are severe and FHP, TMC Manager or ATIS requests.

6. Drop cameras into FHP video wall, PIDS and SPIDS.

7. For severe visibility make all appropriate contacts (tolls, other districts, service plaza/stations)

8. Send out High Profile email (when appropriate)

Low Visibility Occurrence Risk Index (LVORI)

LVORI is derived from the dispersion index and the relative humidity, which gages the probability of visibility restrictions in fog or smoke. There are 10 LVORI categories; ranging from 1 (indicating the lowest probability of visibility restrictions) to 10 (indicating the highest probability of visibility restrictions).

FHP uses the LVORI rating to assist in determining the potential risk of low visibility conditions at a particular location. FHP spot location requests for LVORI ratings are often associated with areas of known controlled burn or wildfire locations.

EMERGENCY VEHICLE EVENT MANAGEMENT PROTOCOL

The SunGuide event type "Emergency Vehicle" can describe the following incidents:

- An emergency vehicle parked on the opposite side of the roadway of a primary event
- An emergency vehicle blocking a lane when responding to the scene of a sick person
- An incident involving grass/brush fire that requires lane blockage by an emergency vehicle

FL 511 and ITS devices should be utilized for all Emergency Vehicle traffic impacting events. If the Emergency Vehicles are responding to a primary event on the opposite side of the road, the primary event should be "cloned" and linked to the Emergency Vehicles event.

PSA EVENT MANAGEMENT PROTOCOL

PSA or Public Service Announcements are used to support a safety campaign endorsed by the FDOT Central Office. The safety campaign will activate via SAS daily from 10am–12pm and from 1pm-3pm. Safety DMS Messages should have a low priority of (250).
The following safety messages are approved in the Traffic Engineering Manual:

1. Buckle Up / Save Lives
2. No Excuses / Buckle Up
3. Buckle Up / Just Do It
4. Click It / Or Ticket
5. DUI Decide Before / You Drive
6. Prevent A Tragedy / Don't Drink and Drive
7. Report Impaired Drivers / Call *347
8. Report Reckless Drivers / Call *347
9. An Alert Driver Can / Avoid A Crash
10. Keep Safe Distance / Stay Safe
11. Move Over For / Emergency Veh / It's The Law
12. Move Over A Lane / For Emergency Veh / It's The Law

In addition, DOT Central Office may request a particular message (not included above) be activated to support a statewide safety campaign. TMC Management will send out a PSA Calendar each month that will indicate which pre-defined plan should be utilized. The default message used when there are not any other ongoing safety campaigns should be the "Move Over" message. State guidelines indicate that the message shall be displayed a maximum of 2 hours per day during non-peak hours.

No Reported Incidents Messaging
Every day on the third shift, a new SunGuide PSA report will be opened at SR 821-MP 1 and the pre-defined plan "No Reported Incidents" will be activated. This messaging has a priority of 252, so all other messaging (including auto-generated travel time) will take precedence over this message. All DMS will be checked on every shift to ensure that they are displaying either incident messaging, travel times, or the "no reported incidents" messaging. If any operational DMS signs are blank, you should re-activate the "No Reported Incidents" pre-defined plan via the PSA SunGuide report. This does not apply to ADMS or TDMS messaging.

Debris Events

When debris is identified in a travel lane, the TMC should start a SunGuide event with event type "Debris" and activate appropriate devices for lane blockage which would include DMS, HAR and CBRAS. If vehicles are still able to utilize the travel lanes, but are forced to slow in order to pass the debris, the TMC will utilize the DMS message "Debris/XX Mi Ahead/Use Caution".

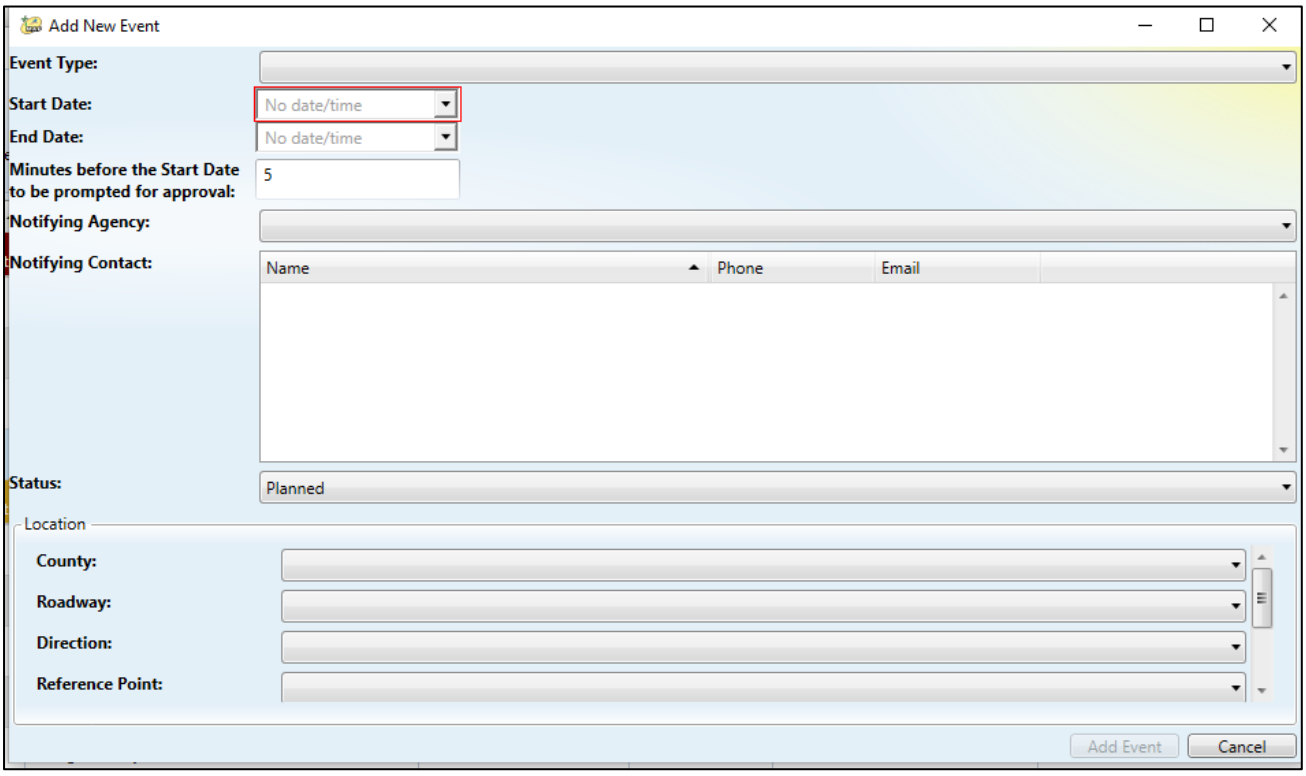
If debris is called in to the TMC, the TMC will make the determination if the debris needs to be immediately removed. In the case of large animals or large debris, a call will be immediately placed to the Roadway Maintenance department (with the exception of specified construction zones as outlined in the on-call binder) for removal and an OMS ticket will be submitted. If it is small debris such as a piece of tire, then it should be removed from the travel lane and no notification or OMS ticket is required. FHP case number is not required for a debris OMS ticket, unless there is a responsible party.

Zone 1 Debris Removal

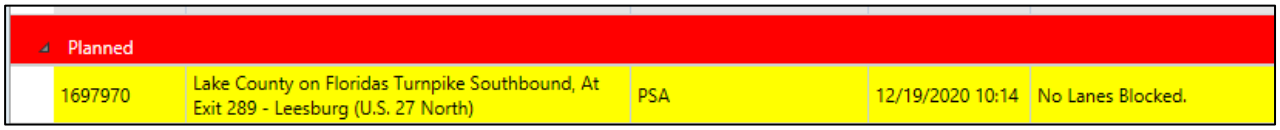
Zone 1 has an assigned Autobase Road Ranger (Romeo 1D) which patrols during mid-day hours on Saturdays and Wednesdays to remove debris from the shoulder between milepost 0 to 99. This unit may be dispatched to major events if needed.

When an event is scheduled for a future time, the TMC can utilize a Planned Event in SunGuide. The Operator can create a planned event by selecting "Create Planned Event" from the Event List window or by selecting Event Management→ Add New Planned Event from the main context menu. This action will launch the Add New Planned Event window. To create a new planned event, the following fields must be populated:

- Event Type – select one of the configured planned event types
- Start Date – the date and time the event is planned to begin
- End Date – the date and time the event is planned to stop
- Minutes before the Start Date to be prompted for approval – how long before the start time an Operator should be prompted to verify that the event data is accurate.
- Notifying Agency
- Notifying Contact
- Event Status (note that this must be Planned)
- Lane Blockage may be specified, but this is not mandatory



Planned events will appear in a separate section of the Event Manager list, under the heading "Planned".



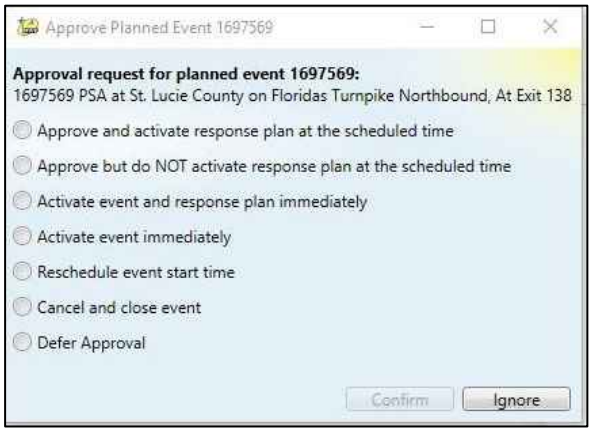
In the Event Manager, there is a section to allow the Operator to change the scheduled start and end date/time for the event.

In a Planned Event, the "Save and Suggest Response Plan" button in the Event Manager ribbon will allow you to edit the response plan (select pre-defined plans) and save for a later date/time activation.

When a planned event is due to begin, an Operator will be prompted with a dialog reminding them of this event. The Operator has several choices about what to do with this event, including:

- Approve starting the event and activate its response plan at the scheduled time
- Approve starting the event at the scheduled time but DO NOT activate its response plan
- Start the event and active its response plan immediately
- Start the event immediately but DO NOT activate its response plan
- Change the planned start time for the event
- Cancel the event and close it
- Defer approval (allowing another operator to make the decision)

A scheduled event will not start nor activate a response plan until this dialog is approved:



OVERVIEW

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

The Turnpike TMC will create an Interagency Coordination Event in SunGuide when notified by any other TMC/Agency of an active incident. The Interagency Coordination Matrix will be used to determine the starting location of any interagency event.

PROCEDURE

SunGuide Data Entry:

- EVENT TYPE: Interagency Coordination
- Set to ACTIVE Status
- CONTACTS drop-down should be used to include the TMC/Agency which made the contact.
- EVENT LOCATION- see Interagency Coordination Matrix
- LANE BLOCKAGE- do not use this field for this type of event
- VEHICLE(s) DISPATCH- Road Ranger will be dispatched only if the contacting TMC/Agency requests our assistance and it is **approved by management**.
- CB RAS and HAR activation may be required for full closures when the device location is applicable to the roadway of the interagency event (i.e. Ft Pierce CB RAS for a full closure on I-95 or Four Corners CB RAS for a full closure on I-4).

Comments in the INTERAGENCY COORDINATION should include the following:

- What TMC, District or Agency made the contact
- The person who made contact
- What is the situation (accident, disabled, police activity, and so forth)
- What roadway, direction, intersection, and lane blockage is being impacted
- Whether this is notification only, or assistance with devices is requested

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

If the contacting TMC/ TIM Agency DOES require assistance with device usage- then it is necessary that the Operator obtains Event number from the contacting TMC/Agency. **Please make an effort to obtain the Event number only at time of final contact from notifying TMC/Agency**. Asking for the Event number at the beginning of the event will only hinder the other TMC/Agency Operator while

other more critical communications between FHP, Road Rangers, and Maintenance personnel may be taking place.

If an Interagency event affects the Turnpike system, it is necessary to "clone" the Interagency Coordination event and create an event such as police activity and congestion. DMS messaging should be merged to include the "ALL LANES CLOSED" interagency event and the Turnpike "EXIT DELAYS" or "CONGESTION" event in a two-phase message.

All ITS cameras in the state of Florida can be viewed in slow-refresh snapshot images on the www.FL511.com website.

Most ITS camera throughout the state can be viewed in fast-refresh snapshot images via the www.TrafficLand.com website.

Streaming video for any D-4/I-595 cameras in Broward, Palm Beach, and the Treasure Coast can be accessed on the iVDS (Interagency Video and Event Data Distribution System) website at iVDS Login

Below is the Turnpike's confidential iVDS username and password:

Username: turnpiketmc
Password: Traffic0ps

Real-time traffic video for any D-6 cameras in Miami-Dade and Monroe can be accessed via http://tmc.sunguide.info website

HEFT/ I-75 Express Lanes coordination:

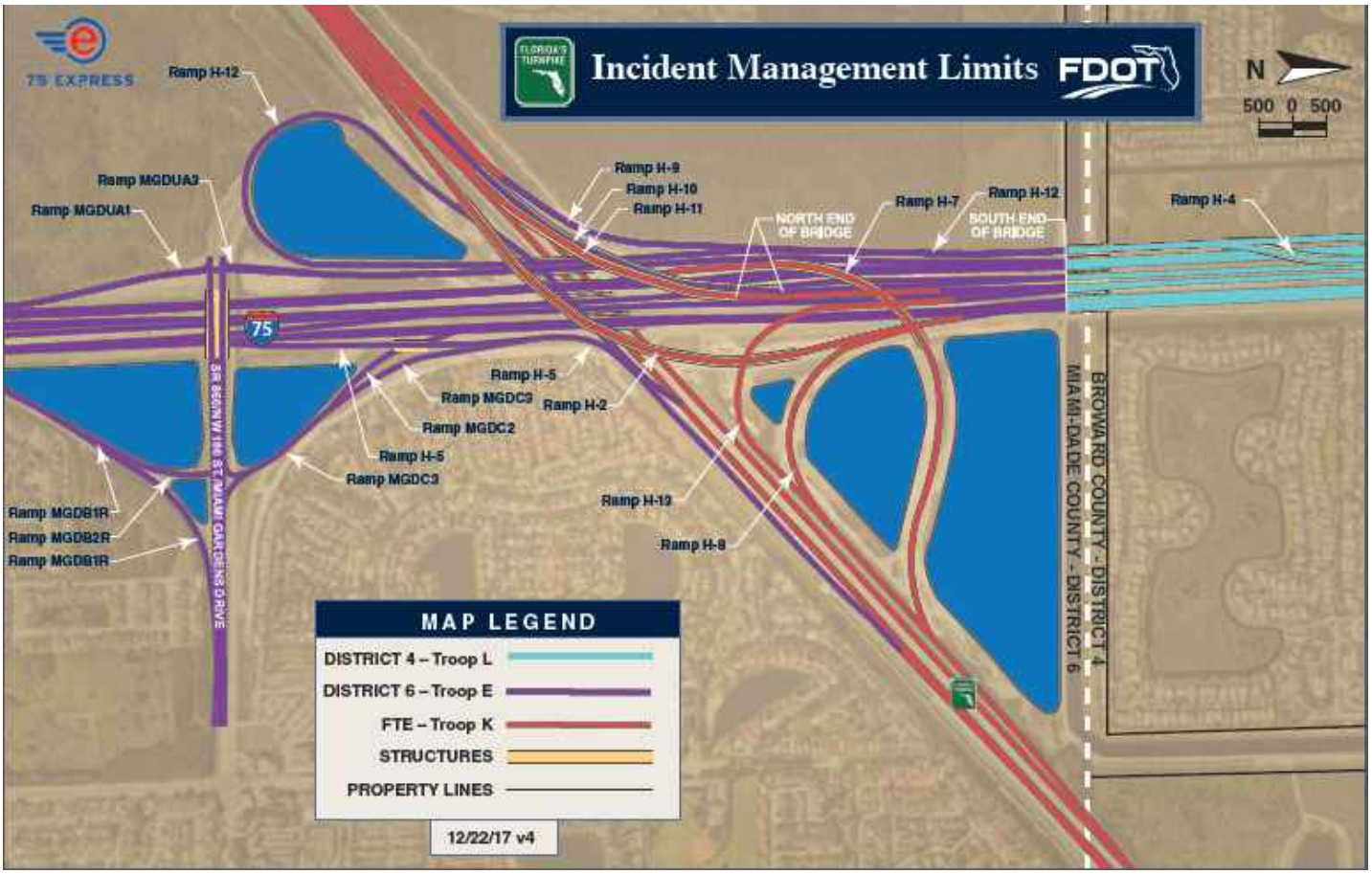
The Florida's Turnpike is responsible for the operation and maintenance of the Turnpike mainline including off ramps within the I-75 corridor. Incidents identified on ramps that are operated by the Turnpike TMC will be managed by FHP Troop K.

Road Ranger Response:

Turnpike Road Rangers are responsible for all incident response and motorist assistance on the Turnpike mainline and ramps.
In the event a Florida's Turnpike Road Ranger finds an incident or stranded motorist on their patrol outside the Florida's Turnpike limits, they will secure the scene and handle the event until the appropriate agency responds to take over the event. Turnpike TMC will communicate to the respective agency regarding the event. Road Rangers responding to northbound I-75 general purpose ramps will turnaround on I-75 at Miramar Parkway and at Griffin Road if responding to express lane ramps.

Ramp location and responsible agency:

Ramp ID	Location	Agency	FHP Troop
Ramp H-2	HEFT NB, On-Ramp to I-75 NB	Florida's Turnpike (FTE)	Troop K
Ramp H-4	75 Express SB, Off Ramp to Ramp H-12 & Ramp H-9	FDOT District Four	Troop L
Ramp H-5	I-75 NB, Off Ramp to HEFT NB	FDOT District Six	Troop E
Ramp H-7	HEFT SB, On Ramp to I-75 NB and Miami Gardens Drive EB	Florida's Turnpike (FTE)	Troop K
Ramp H-8	HEFT SB, On Ramp to I-75 NB	Florida's Turnpike (FTE)	Troop K
Ramp H-9	I-75 SB, On Ramp to HEFT SB	FDOT District Six	Troop E
Ramp H-10	75 Express SB, On Ramp to HEFT Express SB	FDOT District Six	Troop E
Ramp H-11	75 Express NB, On Ramp from HEFT Express NB	Florida's Turnpike (FTE)	Troop K
Ramp H-12	I-75 SB, Off Ramp to HEFT SB & NB	FDOT District Four	Troop L
Ramp H-13	HEFT SB, On Ramp to 75 Express NB	Florida's Turnpike (FTE)	Troop K
MGDB1R	I-75 NB, Off Ramp to Miami Gardens Drive EB	FDOT District Six	Troop E
MGDB2R	I-75 NB, Off Ramp to Miami Gardens Drive WB	FDOT District Six	Troop E
MGDC3	Miami Gardens Drive WB, On Ramp to HEFT NB	FDOT District Six	Troop E
MGDUA1	Miami Gardens Drive WB, On Ramp to I-75 SB	FDOT District Six	Troop E
MGDUA3	I-75 SB & HEFT SB, Off Ramp to Miami Gardens Drive EB	FDOT District Six	Troop E
MGDC2	Miami Gardens Drive WB, On Ramp to I-75 SB	FDOT District Six	Troop E



Property Damage and Roadway Maintenance response:

When property damage is reported on another agency's portion of roadway, it is necessary to find out the severity/extent of damage and report it to that agency's TMC. The responsible party's TMC will be responsible for contacting the asset maintenance company for their agency to address any property damage, RISC activation or need for MOT assistance.
Contact Information: Each agency has assigned a single point of contact (or phone number) to initiate and receive device activation and Vehicle Alert requests as follows:

District 4 TMC (Express) 954-847-1993 / 954-847-2775
District 6 TMC (Express) 305 -470-5830
Turnpike TMC – 954-934-1370 and 407-264-3363

DMS messaging and documentation:

DMS, LSDMS and TADMS approaching the I-75 interchange located at mile post 41 southbound and mile post 38 northbound are operated and maintained by District four TMC. Request for assistance with DMS messaging for all level 2 and 3 incidents that occur on the ramps or mainline, including but not limited to congestion events shall be coordinated with District four TMC and documented in SunGuide. Updates will be provided in a timely manner whenever there is a change in incident status that requires message revision (lane closure status, increase/decrease in congestion). Upon determining that device usage is no longer required for the event, District four must immediately be notified.

The off-mainline Turnpike owned facilities are as follows:

- SR 869, MP 0-20 – Sawgrass Expressway
- SW 10th Street: Waterways Blvd to Powerline Rd
- SR 429, MP 0-11 – Western Beltway
- SR 528, MP 0-8 – Beachline Expressway
- SR 528, MP 31-46 – Beachline East
- SR 417, MP 0-6 – Central Florida Greeneway
- SR 417, MP 38-55 – Seminole Expressway
- SR 408, MP 0-1- East-West Expressway
- SR 570, MP 0-24 – Polk Parkway
- SR 589, MP 0-14 – Veterans Expressway
- SR 589, MP 14-55 – Suncoast Parkway
- SR 568, MP 0-3 – Veterans Spur
- SR 23, First Coast Expressway

The Turnpike is responsible for the maintenance and operations of each of these sections of roadway. All off-mainline Turnpike roadways have full ITS deployment, inclusive of cameras, DMS, HAR, VDS, CB RAS, and TTS devices.

The Central Florida off-mainline roadways (SR 417, 528, 408, and 429) have shared ownership with the Central Florida Expressway Authority, CFX.

For the ease of timely response, FHP Troop K and Troop D have made arrangements to exchange event management on two sections of the CFX/TPK shared roadways. Troop K manages events on SR 429 from MP 11-22 and Troop D manages events for all of SR 417, including the Turnpike owned portions from MP 0-6 and MP 38-55.
When an incident occurs on the SR 429 from MP 11-22, it will be worked by FHP Troop K; however, the Turnpike TMC will not enter the event into SunGuide unless required as an Interagency Event with messaging assistance. A courtesy call should be made to the District 5 TMC to make them aware of any 429 MP 11-22 event on the Troop K website, to ensure they manage the event as needed.

Incidents reported on 869/SW 10th Street between Waterways Boulevard and Powerline Road intersection are worked by BSO or PBSO. Property damage within these limits will be the responsibility of The City of Deerfield Beach and will not require an OMS ticket entry. Road Ranger can be dispatched as needed to assist with disabled vehicle or crash events up to the Powerline Road intersection. This area is owned by the Turnpike and events must be entered into SunGuide as "Crash" or other appropriate event type, not "Interagency Coordination". Lane blockage should be documented, injuries/fatalities should be noted in the SunGuide drop down, and all appropriate ITS devices should be utilized as needed.

CFX Shared Roadway Communication:

Center-to-center communication will be initiated between the District 5 and Turnpike TMC whenever there is a Level 2, Level 3, or Vehicle Alert event on a shared roadway or an area that could potentially impact a non-shared roadway.
Updates will be provided in a timely manner whenever there is a change in incident status that requires message revision (lane closure status, increase/decrease in congestion).
The requesting agency will notify the assisting agency immediately upon determining that devise usage is no longer required for the event.

Contact Information: Each agency has assigned a single point of contact (or phone number) to initiate and receive device activation and Vehicle Alert requests as follows:

CFX/District 5 TMC – 321-257-7304
Turnpike TMC – 407-264-3363 and 954-934-1370

Additional notification can be made via the shared Teams Chat for District 5/Turnpike TMC. In addition, a video screenshare can be utilized for events that either TMC is actively signing for/managing.

DMS Locations and Messaging

Request for assistance with DMS messaging shall be based on the severity of lane blockage, expected duration of the event, and delays associated with the event. General guidelines for DMS usage are as follows:

- Level 1 (single lane blocking events without delay)- DMS within 10 miles of the incident location
- Level 2 (lane blocking with up to 4 miles of delay)- DMS within 25 miles of the incident location
- Level 3 (full closure or delays over 5 miles)- DMS within 50 miles of the incident location

Documentation

<u>SunGuide Event and FLATIS</u>

All communication regarding device activation requests, updates, and terminations will be documented in an Interagency SunGuide event. In addition, the requesting agency's SunGuide event number will be documented in the Interagency Event.
The primary agency will be responsible for publishing the associated 511 event to the FLATIS system. In addition, for shared roadways, the primary agency will publish congestion across agency boundaries

as it relates to the primary event. The assisting agency will only publish 511 as it related to impacts on a non-shared roadway that has been impacted by the primary event (for example, off-ramp backup).

Property Damage and Roadway Maintenance Response

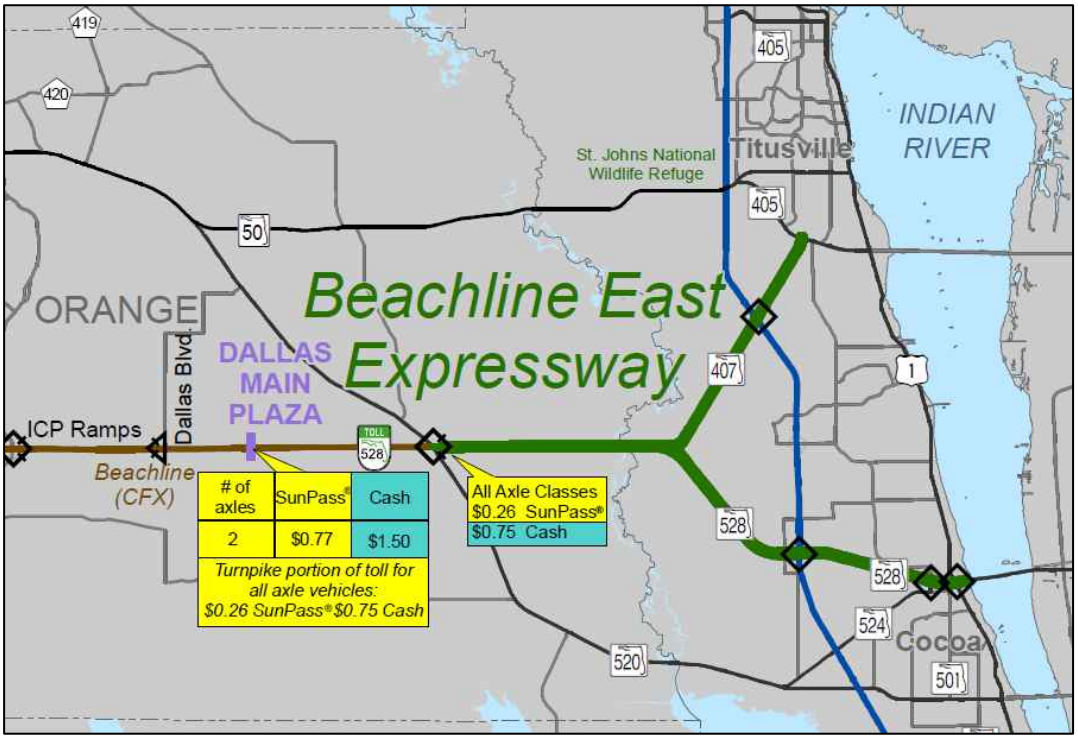
When property damage is reported on another agency's portion of roadway, it is necessary to find out the severity/extent of damage and report it to that agency's TMC. The responsible party's TMC will be responsible for contacting the asset maintenance company for their agency to address the property damage or need for MOT assistance.

Beachline East

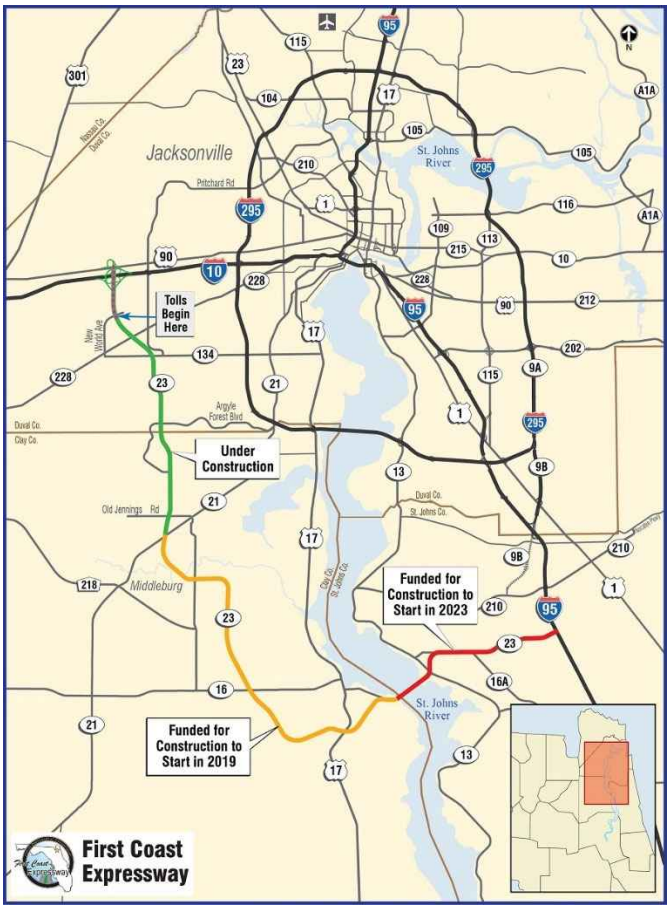
The Turnpike owns the eastern section of the Beachline Expressway (SR 528) from Exit 31, SR 520, to Exit 46, US 1. In addition, the Turnpike owns SR 407 in Brevard County from SR 528 to SR 405. These sections are currently operated by the District 5 TMC in Sanford.

The Turnpike is responsible for Facilities and Telecommunications response to the toll booths at SR 520 for any damages or operational problems. In addition, all toll suspensions at this location should coordinated through the Turnpike TMC. Property Damage and ITS devices are still managed by the District 5 TMC and their Asset Maintenance contractor at this time.

The Turnpike TMC will input a SunGuide event and send a High-Profile email for any events taking place on these sections of roadway that meet the High-Profile criteria. In the future, the Turnpike will take over full Maintenance and Operations for this section of roadway, inclusive of ITS devices.


419
420
405
INDIAN RIVER
St. Johns National Wildlife Refuge
Titusville
405
50
ORANGE
Beachline East Expressway
Dallas Blvd
DALLAS MAIN PLAZA
407
1
ICP Ramps
TOLL
528
Beachline (CFX)
# of axles
SunPass®
Cash
2
$0.77
$1.50
Turnpike portion of toll for all axle vehicles: $0.26 SunPass® $0.75 Cash
All Axle Classes $0.26 SunPass® $0.75 Cash
528
528
524
Cocoa
520
501

The First Coast Expressway (FCE)/State Road 23 is a multi-lane, limited access toll road, that once completed, will cross parts of Duval, Clay, and St. John counties. The total length of the proposed roadway is approximately 46 miles. Phase 1 is approximately 16 miles in length. The first phase runs between New World Avenue and SR 21/Blanding Boulevard. Additional phases will be added as construction is completed (see map below).



Asset Maintenance

All ITS, Facilities, and Roadway Maintenance on the FCE is contracted with asset maintenance contractor, Ferrovial Services 904-614-8258.

a. ITS Devices- The TMC will check all CCTV and DMS devices daily and report any outages to the TMC Help Desk. During times when the Help Desk is not available, the TMC will call Ferrovial Services.
    i. The contractor will send an email for initial notification and then a follow up when repaired and checked by TMC.
    ii. All calls to verify device functionality will be routed to TMC Help Desk.

b. Facilities- The TMC will call Ferrovial and create an OMS ticket for any emergency facility issue on FCE.
c. Roadway Maintenance- The TMC will call Ferrovial and create an OMS ticket for any emergency Roadway issues on FCE.
    i. Property Damage: The TMC will document all property damages in the OMS system. Please note that FHP Troop G does not provide case numbers for any events.
    ii. Bridge Hits: The TMC will contact Ferrovial, who identify whether additional services are needed. If so, Ferrovial will notify Turnpike Structures and they will determine whether an emergency structural inspection is needed. If so, Turnpike structures will dispatch an inspection consultant to the scene.
    iii. Toll Gantry Hits: Toll equipment damage will be called to Ferrovial for notification to the appropriate contractor and the notification will be made to SunWatch.

Road Ranger Service Patrol

The Road Ranger, Foxtrot 1, patrols the FCE between the hours of 6:30am and 6:30pm, Monday-Friday and will be used exclusively for the FCE. All dispatch and AVL tracking for the FCE Road Ranger unit will be completed via the SunGuide SPARR interface. All communication will be made via the Zello cell phone direct-connect application.

The FCE Road Ranger will have the capability of placing an FHP Red Tag on abandoned vehicles. When placing the Red Tag, the Road Ranger will relay the location, vehicle make, vehicle model, license plate, and last four digits on VIN number. If the vehicle does not have a license plate, the entire VIN number is required. The TMC will make contact with the FHP Troop G dispatch center to relay the details of the abandoned vehicle.

FHP Troop G

FHP Troop G communications center is collocated with the District 2 TMC in Jacksonville. The dispatchers have access to view the Turnpike FCE cameras via the Milestone Mobile application. Requests to reposition the camera will be made via a phone call to the Turnpike TMC.

FHP Troop G does not provide case numbers for any incidents or property damages. If a case number is required, it will be obtained later via the Roadway Maintenance Zone Manager.

Incident Management

a. Toll Suspensions- Any request for toll suspensions should be requested by FHP and relayed to the Turnpike TMC for authorization by the FHP Troop K shift commander.
b. Exit Ramp/Entrance Ramp Response- FHP Troop G does not respond to crashes on the entrance or exit ramps of SR 23. The county sheriff will work events on these ramps.
c. RISC Activations- Requests for RISC activations will be routed through the District 2 TMC for notification to the RISC contractor. After initial activation, all times and information should be communicated directly to the Turnpike TMC.

FCE Contact List		
Ferrovial Services (AM Contractor)		
Contact	**Telephone**	**Email**
24/7 Hot Phone	(904) 614-8258	
Sergio Concha - Superintendent	(904) 802-3720	
Julius Rinosa - Project Manager FCE	(904) 607-8623	Julius.Rinosa@ferrovialservices.com
District 2 Personnel		
Contact	**Telephone**	**Email**
FCE Operator	(904) 903-2027	D2FCEOp@gmail.com
Jason Evans - RTMC Manager	(904) 742-5230	Jason.Evans@dot.sate.fl.us
Turnpike Personnel		
Contact	**Telephone**	**Email**
Turkey Lake TMC	(407) 264-3363	TPKTMCOperator@dot.state.fl.us
Kelly Kinney - TMC Manager	(407) 264-3349	Kelly.Kinney@dot.sate.fl.us
Robert Wierz- FCE AM Manager	(407) 470-6983	Robert.Wierz@dot.state.fl.us

OVERVIEW

A wrong way driver occurs when a motorist travels the wrong direction on the roadway, head-on into oncoming traffic. is an extremely dangerous situation and can result in a very serious crash. A wrong way driver (WWD) can result from driver unfamiliarity with an area, intoxicated drivers, and drivers who are disoriented due to a medical condition. Knowledge of such an occurrence by a motorist even a few minutes before coming across a WWD can be critical. In most cases, the Florida Highway Patrol will receive a call reference a wrong way driver, several minutes before a crash occurs. The following are the procedures the Florida's Turnpike TMC will follow upon notification of a wrong way driver by FHP.

PROCEDURE

Upon notification of a wrong way driver by FHP Dispatch, TMC Operators will be expected to do the following:

1. Create a SunGuide event:
    a. Start the event as "Wrong Way Driver"
    b. Activate closest 10 miles of signs in both directions (or closest DMS sign if no devices within 10 miles) with the following message

        WRONG WAY
        DRIVER REPORTED
        USE CAUTION

2. Broadcast on SLERS 800 MHz a BOLO for all Road Ranger Service Patrols and provide wrong way driver location information.
3. Attempt to find Wrong Way Driver on Camera
    a. Drop into FHP wall ASAP
4. Activate appropriate Highway Advisory Radio stations.

If the vehicle is not found in 15 minutes, call FHP to verify status of the WWD, then the signs can be blanked and the event **"False Alarmed". If the vehicle is confirmed as a wrong way driver and/or self-corrects, send an email to TPKTMCMANAGER and TPKTMCATIS to advise on the status.**

If the vehicle crashes, clone the event and change the type to "Crash" and work as a High-Profile event (note: the High Profile email must be sent from the SunGuide Crash Event for location to populate).

Notification Source	Action	BlinkLink Resolution	SunGuide Event Type	Final SunGuide Status	Email Required
FHP Call	Never Found	N/A	Wrong Way	False Alarm	No
FHP Call	Law Enforcement Stops Vehicle	N/A	Wrong Way- clone to Police Activity	Close	Yes
FHP Call	WWD Crashes	N/A	Wrong Way- clone to Crash	Close	Yes

BlinkLink Procedure

As part of the Wrong Way Driving Detection System, the Turnpike installed 30 TAPCO BlinkerSign Wrong Way LED Warning Systems as follows:

- 10 exit ramps on Toll 821, from MP 29-47
- 5 on Toll 869, from MP 1A-11
- 15 on SR 417 in Osceola and Seminole counties

The following steps will be followed by the Turnpike TMC to manage an incident detected by these devices.

1. The TMC Operator and Lake Worth TMC Operator will be responsible for real-time monitoring of the *BlinkLink* software application. All TMC and Lake Worth workstations will be equipped with a speaker system for audible alarm notifications. Detection of a wrong way event will trigger an alarm with audible tone in the *BlinkLink* (TAPCO) website. A link to display the automated imagery will be provided on the website.
    a. The alarm will be associated with the specific point of wrong way entry and displayed as follows:
        i. 869 SB OFF-1-Sunrise Blvd
        ii. 869 SB OFF-3-Oakland Blvd
        iii. 869 SB OFF5-Commercial
        iv. 869 SB OFF8-Atlantic Blvd
        v. 869 SB OFF11-Sample Rd
        vi. 821 SB OFF29-NW 41 ST
        vii. 821 NB OFF29-NW 41 ST
        viii. 821 OFF 31-NW 74 ST
        ix. 821 OFF 34-NW 106
        x. 821 SB OFF 35-US 27
        xi. 821 NB OFF 35-US 27
        xii. 821 SB OFF 43-NW 57 Ave/ Red Rd
        xiii. 821 NB OFF 43-NW 57 Ave/ Red Rd
        xiv. 821 SB OFF 47- NW 27 Ave/ University Dr
        xv. 821 NB OFF 47-NW 27 Ave/ University Dr
        xvi. 417 NB OFF 2- Celebration
        xvii. 417 NB OFF 3- Osceola
        xviii. 417 NB OFF 38- Aloma
        xix. 417 NB OFF 41- Red Bug
        xx. 417 NB OFF 44- 434

xxi. 417 NB OFF 49- Lake Mary
xxii. 417 NB OFF 50- US 17/92
xxiii. 417 NB OFF 52- CR46A
xxiv. 417 NB OFF 54- Rinehart
xxv. 417 SB OFF 2- Celebration
xxvi. 417 SB OFF 3- Osceola
xxvii. 417 SB OFF 38- Aloma
xxviii. 417 SB OFF 41- Red Bug
xxix. 417 SB OFF 44- 434
xxx. 417 SB OFF 49- Lake Mary
xxxi. 417 SB OFF 50- US 17/92
xxxii. 417 SB OFF 52- CR46A
xxxiii. 417 SB OFF 54- Rinehart

Detection Scenarios:

Notification Source	Action	BlinkLink Resolution	SunGuide Event Type	Final SunGuide Status	Email Required
BlinkLink	Wrong Way Vehicle- Keeps Going	Wrong Way Vehicle	Wrong Way- clone to Police Activity/Crash if needed	Close	Yes
BlinkLink	Wrong Way Vehicle - Turns Around	Wrong Way Vehicle	Wrong Way	Close	Yes
BlinkLink	Wrong Way Driver- Pulls over to help someone	Maintenance Vehicle	DAV	Close	Yes
BlinkLink	Vehicle Reversing	Vehicle Backed Up	Other	Close	Yes
BlinkLink	Lawn Maintenance Vehicle traveling wrong way	Maintenance Vehicle	None	N/A	No
BlinkLink	Maintenance/Construction Vehicle traveling wrong way	Maintenance Vehicle	Other	Close	Yes
BlinkLink	Emergency Vehicle traveling wrong way	Emergency Response Vehicle	Emergency Vehicle- Clone if linked to a Crash	Close	Yes
BlinkLink	Vehicle Traveling in Correct Direction	False Positive	None	N/A	No
BlinkLink	Pedestrian/Bicycle	Pedestrian Detection	Pedestrian	Close	Yes
BlinkLink	Test Event	Test Event	None	N/A	No
FHP Call	Never Found	N/A	Wrong Way	False Alarm	No
FHP Call	Law Enforcement Stops Vehicle	N/A	Wrong Way- clone to Police Activity	Close	Yes
FHP Call	WWD Crashes	N/A	Wrong Way- clone to Crash	Close	Yes
Other District Call or CFX BlinkLink	Reported WWD	N/A	Interagency Event	Close	No

Valid BlinkLink Detection Management:

If the imagery shows a vehicle traveling in the wrong direction, the Operator will follow the TMC SOG Section 4.1.17 protocols:

1. Create a SunGuide event with event type "Wrong Way Driver" with Notifying Agency "BlinkLink".

2. If you confirm the vehicle as a maintenance, construction, or emergency response vehicle, follow the scenario chart above.
3. Activate appropriate SunGuide Pre-Defined Plan ("Wrong Way Driver- Sawgrass"; "Wrong Way Driver – HEFT"; "Wrong Way Driver- 417 Seminole"; "Wrong Way Driver- 417- Osceola") with messaging as follows:

DMS Message:

WRONG WAY
DRIVER REPORTED
USE EXTREME CAUTION

TDMS Message:

WRONG WAY
DRIVER REPORTED
USE CAUTION

ADMS Message:

WRONG WAY DRIVER REPORTED	**DO NOT ENTER TURNPIKE/SAWGRASS**

4. Contact the appropriate FHP dispatch center (DOS Hot Phone in Lake Worth) to ensure they are aware of alert.
5. Broadcast on SLERS 800 MHz radio a BOLO for all Road Ranger Service Patrols and provide wrong way driver location information.
6. Attempt to find Wrong Way Driver on camera; drop into FHP video wall as available.
7. Activate appropriate Highway Advisory Radio stations.
8. Check the Blinklink two-minute video clip to determine if vehicle self-resolved
9. If the vehicle is not found in 15 minutes, call FHP to verify status of the WWD, blank signs and notate in the SunGuide comments if the vehicle was located or not. **"Close"** the SunGuide event.
10. If the vehicle stops, turns around or is confirmed as a **wrong way driver, send an email to TPKTMCMANAGER and TPKTMCATIS to advise on the status.**
11. If the vehicle is involved in a crash, clone the SunGuide event and change the type to "Crash" and work as a High-Profile event (note: the High Profile email must be sent from the SunGuide Crash Event for location to populate). The SunGuide checkbox for "Wrong Way Driver" should be selected in the cloned Crash event.

Any damage to TAPCO LED wrong way warning sign must immediately be reported to Florida's Turnpike ITS maintenance team (help desk or on-call personnel) for repair. An associated ITS oms ticket must be created and documented in SunGuide.

In the event that more than one Operator is working in the combined TMC facilities at the time of the wrong way driver notification, the responsibilities outline above will be divided among those employees. In most cases, one Operator will activate the SunGuide Pre-Defined plan (step 3) as to ensure all possible DMS are lit in a timely manner. In addition, one Operator should be attempting to locate the vehicle on camera (step 6), while the other is making contact with FHP Lake Worth (step 4) and BOLOing the alert to Road Rangers (step 5).

Inter-Agency BlinkLink Procedure

As part of their own deployment of wrong way detection systems, the Central Florida Expressway Authority (CFX) installed detectors on many roadways in Central Florida. The Turnpike TMC receives email alerts for specific detectors near the Turnpike owned/operated areas.
When the email is received, the TMC will be alerted via an audible tone on the Turnpike.Traffic email account computers. The TMC will immediately validate the wrong way driver in the attached images. The Turnpike TMC will NOT select a resolution for the CFX alerts. If it is a valid detection, the TMC will contact the District 5 TMC at 407-736-1900, start an interagency event and activate DMS in the area of the wrong way entry as follows:

- SR 408 EB Exit 2 at Good Homes Rd – Start SunGuide Event at MP 265, activate DMS 270 SB and 257 NB
- SR 408 EB Exit 4 at Hiawassee Road- Start SunGuide Event at MP 265, activate DMS 270 SB and 257 NB
- SR 417 NB Exit 11 at US 441- Start SunGuide Event at SR 417 MP 6 NB, activate DMS 417 2 NB
- SR 417 SB Exit 34 at SR 50- Start SunGuide Event at SR 417 MP 38 SB, activate DMS 417 44 SB
- SR 417 SB Exit 37 at University Blvd- Start SunGuide Event at SR 417 MP 38 SB, activate DMS 417 44 SB4.
- SR 528 EB Exit 13 at Narcoossee Rd- Start SunGuide Event at SR 528 MP 8 EB, activate DMS 2.4 EB

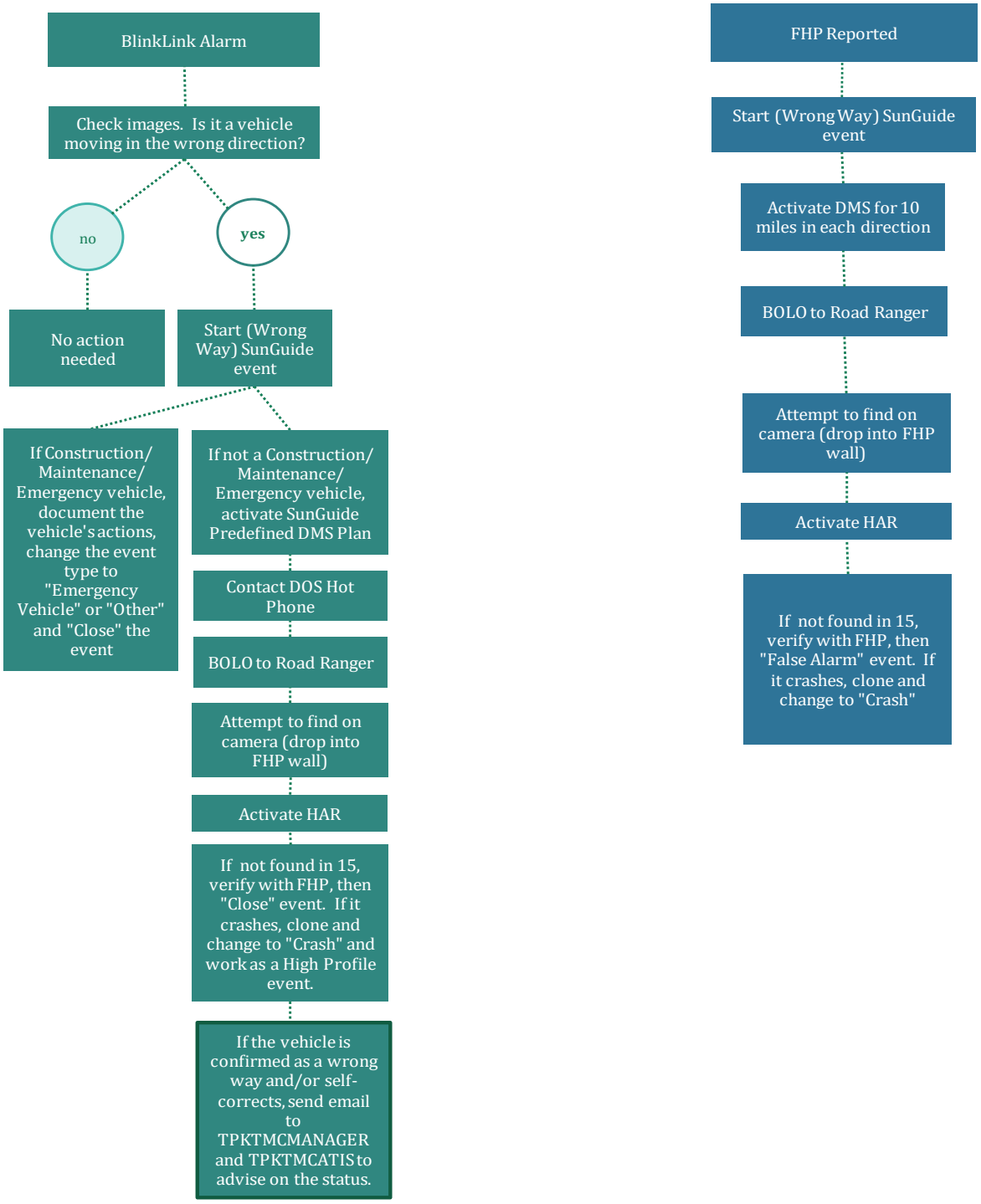
BlinkLink Maintenance Procedure

If a BlinkLink site needs to be temporarily disabled, the TMC ATIS Team Leader on-duty will be responsible for setting the appropriate system in Maintenance Mode, for a maximum period of 24 hours. The ATIS Team Leader will also notify the manager on-duty/on-call via phone and send an email to TPKTMCATIS and TPKTMCManagers with the station location and duration.

Validation for temporarily disabling a site may be as follows:

- A full ramp closure for Construction activity
- A site has been damaged and is no longer facing traffic

TMC Wrong Way Driver Flow Chart



Road Ranger

Wrong-way drivers are usually impaired and not making sound decisions. Wrong-way driver incidents typically occur at night, and happen quickly.
Drivers who travel the wrong way on one-way highways generally fall into one of these categories:

- Intoxicated (alcohol or drugs, including prescription drugs)
- Confused older drivers
- Purposeful acts including attempts to commit suicide and criminals attempting to elude police
- Inattentive or inexperienced drivers mistaking an off-ramp for an on-ramp
- Mental defect or disease
- GPS providing incorrect, inaccurate or confusing information

Road Ranger Field Procedures:

When notified of a wrong-way driver in your area:

- Immediately report your location and direction of travel.
- Assist FHP as directed.
- If the wrong-way driver is approaching you in your lanes, use extreme caution.
    - Do not drive in the left lane (Lane 1). Wrong-way drivers generally keep right (your left).
        - Watch for headlights, especially at overpasses.
    - Stop in a safe spot in a protected area; warn approaching motorists if you can.
        - Do not stop in a travel lane or on the left shoulder.
- If the wrong-way driver is behind you, prepare to reverse direction at the next opportunity and prepare to assist at an incident scene.
-

If you see a wrong-way driver:

- Notify the TMC
- Get to the right shoulder and stop.
    - Stop in a safe spot in a protected area; warn approaching motorists if you can.
        - Do not stop in a travel lane or on the left shoulder.
- Try to alert the wrong-way driver by using emergency lighting and sounding your horn.

General Road Ranger driving safety:

- Drive in the right lane of travel.
- When passing or coming to the crest of an overpass/hill look ahead for a wrong-way driver making sure the lane is clear.
- Assume when in the left lane (Lane 1) that you may come upon a wrong-way driver.
- Stay vigilant and pay attention to what is ahead of you.
    - Avoid allowing distractions to take your attention off the road ahead.

OVERVIEW

The Turnpike's eight service plazas are located as follows:

Snapper Creek- Milepost 19
Pompano Beach- Milepost 65
Lake Worth/West Palm Beach- Milepost 94
Ft Pierce/Port St Lucie- Milepost 144
Ft Drum- Milepost 184
Canoe Creek – Milepost 229
Turkey Lake- Milepost 263
Okahumpka- Milepost 299

Events may take place within the service plaza or may affect services offered at the plazas. The following guideline will provide guidance for the handling of service plaza events.

PROCEDURE

If a traffic event occurs in the Service Plaza, the TMC should input the event in SunGuide utilizing the Service Plaza EM Location.

If a vehicle burglary or other criminal activity takes place at a Service Plaza, the TMC should contact the on-duty/on-call Manager. Information regarding suspect description should be obtained if possible.

If services, such as food, fuel, or restrooms, are not available at the Service Plaza, the TMC should follow these steps:

- Confirm situation with personnel at the plaza
- Start a SunGuide report; Event Type: Other
- Activate response plan with pre-defined message plan. Do not publish 511. Do not send Level 2/3 email.
- Activate HAR and CB RAS with service restriction information (template #519). Utilize the same radius of devices as the DMS pre-defined plans. Activate appropriate directional beacons.
- Notify the Concessions Management personnel as indicated on the Facilities on-call document. All specifics regarding the reason for outage/closure should be directed to the on-site Service Plaza personnel or management.
- Send a High-Profile email.

DMS Messaging:

The following are DMS pre-defined plans available to utilize in a SunGuide Response Plan:

Service Plaza Snapper Creek Fuel Outage
Service Plaza Snapper Creek Limited Parking
Service Plaza Snapper Creek No Restrooms
Service Plaza Snapper Creek Plaza Closed
Service Plaza Pompano Fuel Outage
Service Plaza Pompano Limited Parking
Service Plaza Pompano No Restrooms
Service Plaza Pompano Plaza Closed
Service Plaza West Palm Fuel Outage
Service Plaza West Palm Limited Parking
Service Plaza West Palm No Restrooms
Service Plaza West Palm Plaza Closed
Service Plaza Ft Pierce Fuel Outage
Service Plaza Ft Pierce Limited Parking
Service Plaza Ft Pierce No Restrooms
Service Plaza Ft Pierce Plaza Closed
Service Plaza Ft Drum Fuel Outage
Service Plaza Ft Drum Limited Parking
Service Plaza Ft Drum No Restrooms
Service Plaza Ft Drum Plaza Closed
Service Plaza Canoe Creek Fuel Outage
Service Plaza Canoe Creek Limited Parking
Service Plaza Canoe Creek No Restrooms
Service Plaza Canoe Creek Plaza Closed
Service Plaza Turkey Lake Fuel Outage
Service Plaza Turkey Lake Limited Parking
Service Plaza Turkey Lake No Restrooms
Service Plaza Turkey Lake Plaza Closed
Service Plaza Okahumpka Fuel Outage
Service Plaza Okahumpka Limited Parking
Service Plaza Okahumpka No Restrooms
Service Plaza Okahumpka Plaza Closed

Remote Programmable PCMS:
Default: PLAZA-CONST-AHEAD/ALL-SERVICES-OPEN
LIMITED-PARKING-IN PLAZA/NEXT-PLAZA-XX MILES
RAMP TO-PLAZA-CLOSED/NEXT-PLAZA-XX MILES
NO FUEL-SERVICE-AT PLAZA/NEXT-PLAZA-XX MILES

DMS Matrix:

SERVICE PLAZA CLOSED	XX MILES AHEAD	AT (PLAZA NAME)
	AT (PLAZA) NAME	
NO FUEL SERVICE	NEXT SERVICE PLAZA	USE PLAZA
NO RESTROOMS		
NO SERVICE(S)	AVAILABLE	
		NEXT SERVICE PLAZA
		OR EXIT XXX
SVC PLAZA DELAYS	THRU TRAFFIC	USE RIGHT/LEFT LANE
		CLOSED
		GAS ONLY

HAR Messaging:

Service Plaza Outage:
Today is (Day, Date). This message is being recorded at (time). There is no fuel/restroom/food/services available at (Name) Service Plaza. Motorists are encouraged to use the (Name) Service Plaza at mile post XX or the (Name) Service Plaza at mile post XX. Updated information will be provided as it becomes available.

Service Plaza Overflow:
Because of heavy volume of holiday traffic at all Turnpike service plazas, please allow additional time for parking and use caution within the turnpike service plazas.
Parking is very limited at the FT. Pierce/Port St. Lucie Service Plaza (Milepost 145).

To avoid delays or inconvenience, motorists are urged to avoid the Fort Pierce Service Plaza at milepost 145 and instead use the West Palm service plaza at milepost 94 and the Fort Drum service plaza at milepost 184 as alternates.

High Profile Template:
Initial (Service Plaza Outage/Closure):
-- The (name) Service Plaza, mile post XX is closed due to (reason for closure).

-- There is no (type of) service available at (name) Service Plaza, milepost XX. There is a XX hour estimated time of repair. (Name of Concessions Manager) has been notified.

Final (Service Plaza Outage/Closure):
- - All services have been restored at the (name) Service Plaza.

Traffic Signal Control at Turnpike Exits

Many exit ramps on the Turnpike have signaled intersections with arterial roadways. There may be instances that the signal timing will need to be adjusted due to an influx of traffic exiting the Turnpike system.
The following scenarios may require reaching out the local Traffic Engineering signal control personnel:

- Traffic is being detoured off at a signalized interchange
- All lanes are closed and traffic is backed up attempting to utilize a signalized interchange

In these instances, the Operator on duty should make contact with the ATIS or Manager on duty to make contact with the county personnel. If there is no ATIS or Manager on duty, then the on-call Manager should be contacted to advise the proper protocol to follow.

The TMC will utilize the Traffic Signal Control matrix to determine the appropriate contact.

Detour of Traffic at Turnpike Exits

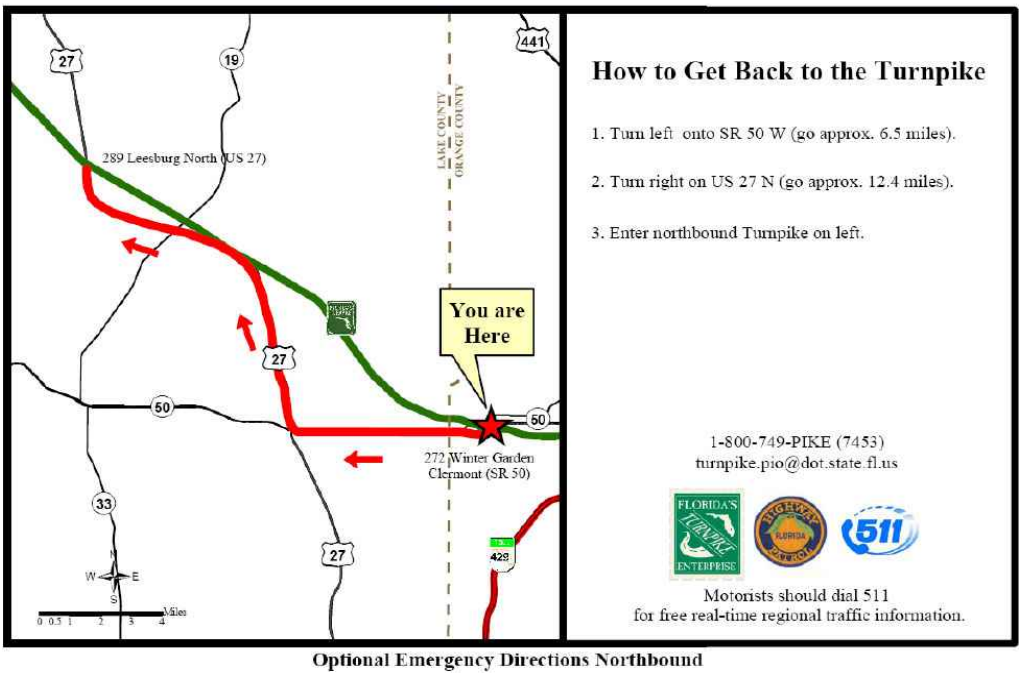
In the case of an extended closure, FHP may request that the Turnpike be detoured off at a specific exit. In rural sections of the Turnpike, detour maps have printed and made available at toll plazas and service plazas. Toll plaza and service plaza employees will be asked by the TMC to begin distributing the detour maps upon confirmation of the detour implementation.

Maps can be provided to motorists at the following locations:

- Yeehaw Junction, SR 60 (MP 193)
- Ft. Pierce, SR 70 (MP 152)
- Kissimmee-St. Cloud, US 192 (MP 244).
- Leesburg North (MP 289)
- Clermont (MP 272)
- Fort Pierce Service Plaza (MP 144)
- Fort Drum Service Plaza (MP 184)
- Canoe Creek Service Plaza (MP 229)

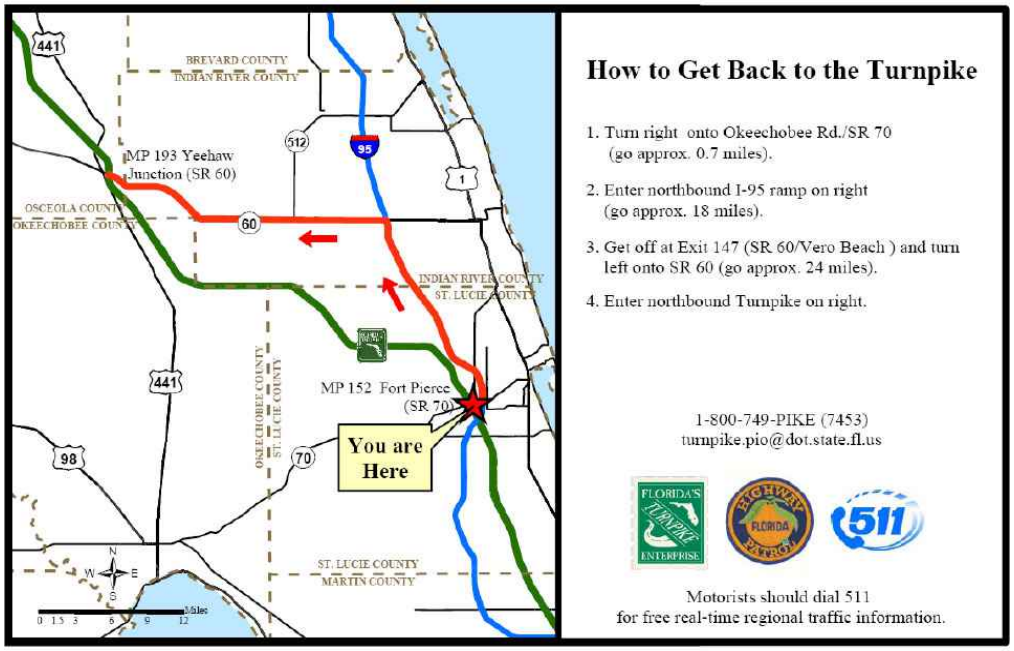
Examples of the maps are found below:

Clermont / SR 50 Northbound



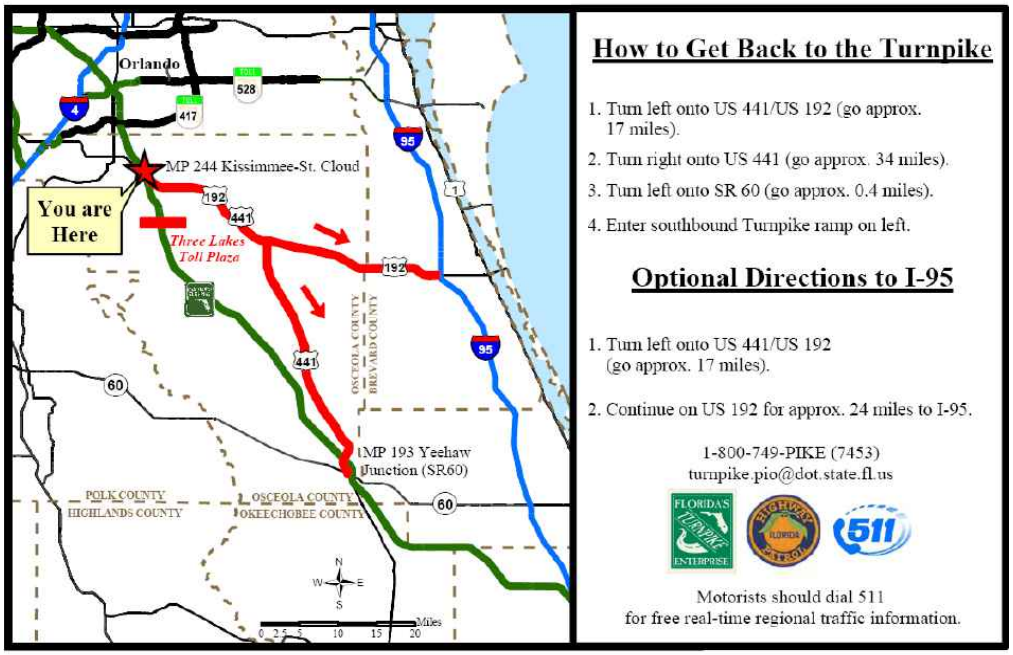
Optional Emergency Directions Northbound

Ft. Pierce / SR 70 Northbound



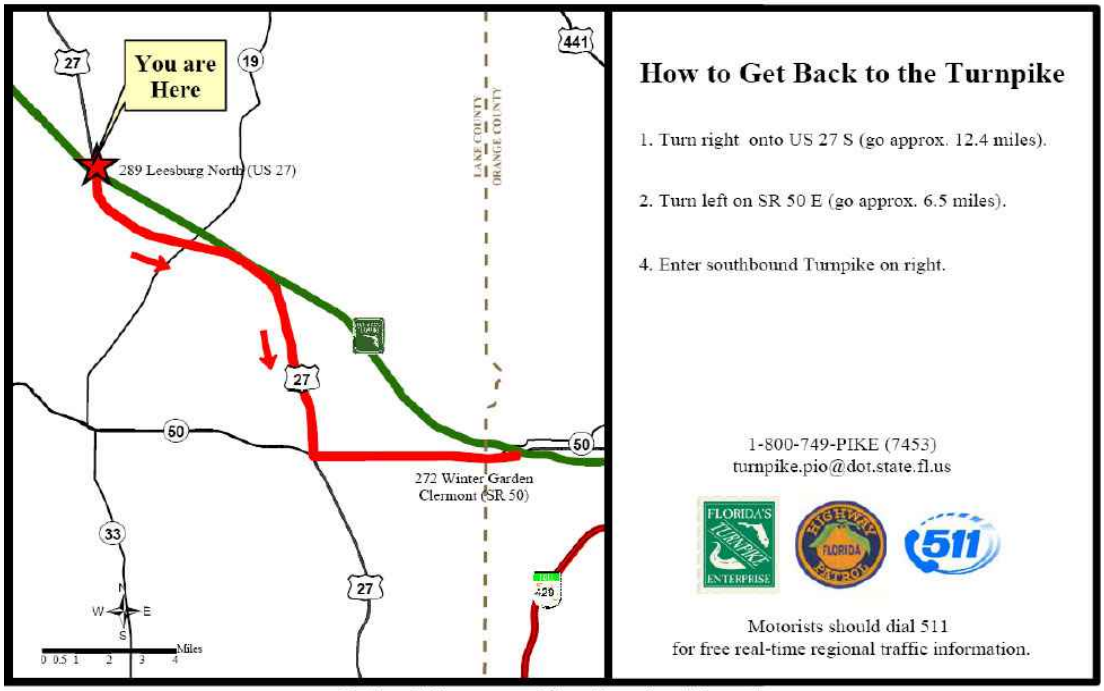
Optional Emergency Directions Northbound

Kissimmee-St. Cloud / US 192 Southbound



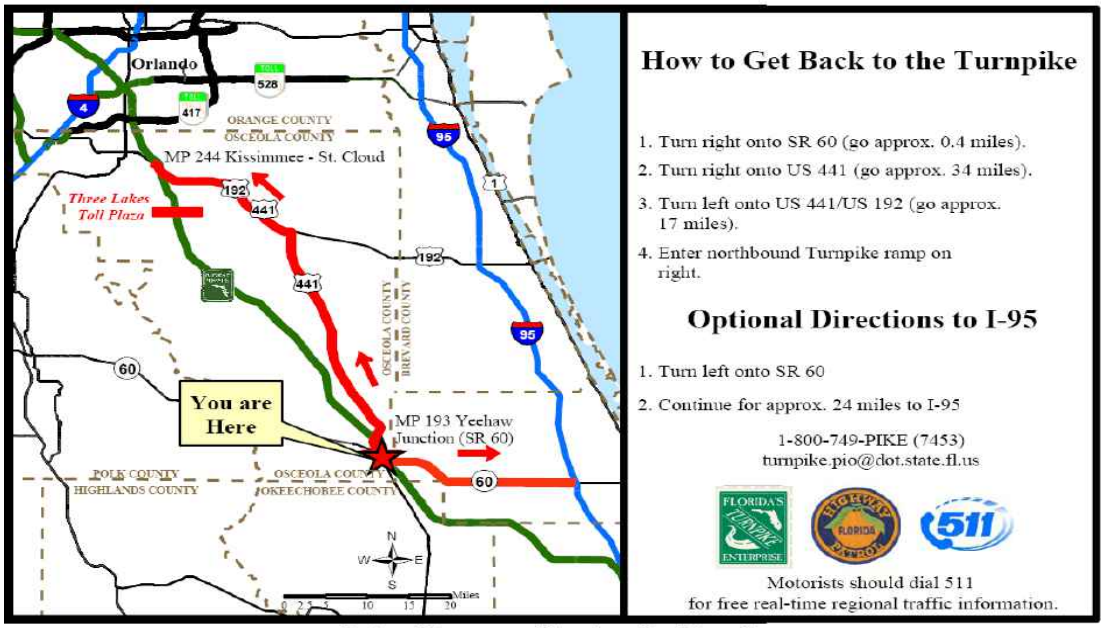
Optional Emergency Directions Southbound

Leesburg / US 27 Southbound



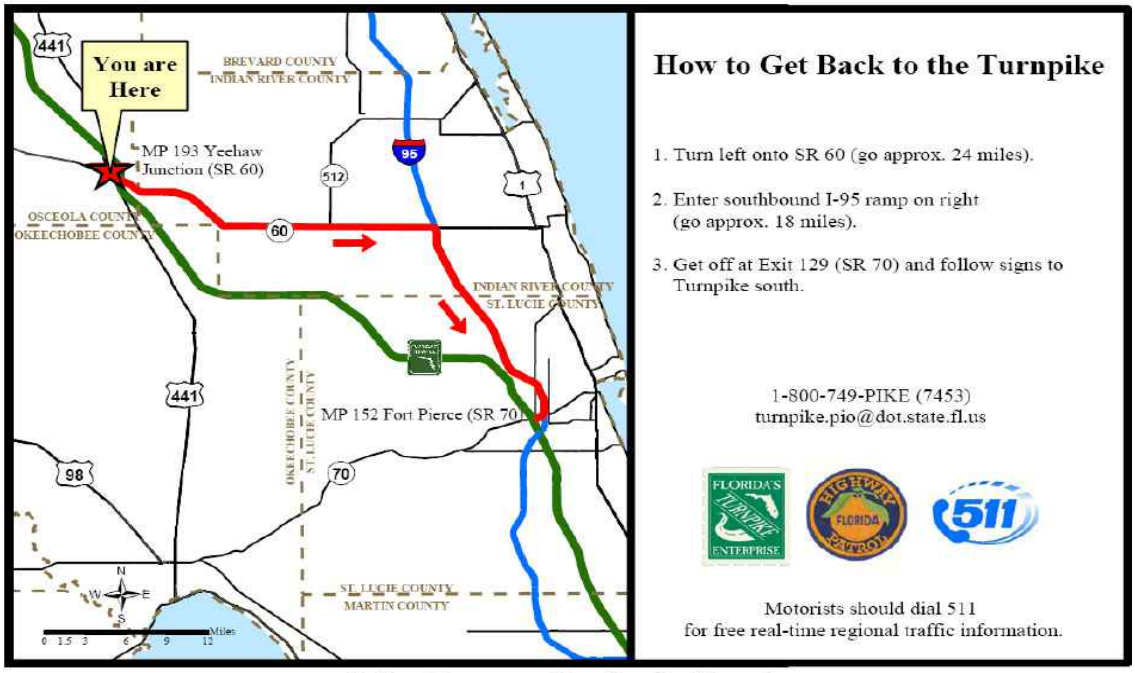
Optional Emergency Directions Southbound

Yeehaw Junction / SR 60 Northbound



Optional Emergency Directions Northbound

Yeehaw Junction / SR 60 Southbound



Optional Emergency Directions Southbound

Turnpike Operations Contact Procedures
The TMC is the Turnpike's hub of communication; thus, it is important that the proper parties be notified of incidents. Detailed contact procedures are described in the TMC Training Manual and Quick Reference Guides.

Internal Notifications

The TMC will provide information regarding level 2 and 3 events to the Turnpike Service Stations. As a general rule, you should contact the plazas for the same distance radius as you have activated ITS devices.
The TMC will make phone contact with individual toll plazas only if a direct impact is anticipated. Examples would include a traffic backup through the plaza, detour at the tolling location, toll suspension request, or detour map distribution.

Media Notifications

The Turnpike allows media or Independent Service Providers to call in to the TMC for the following incident information:

- Incident Location
- Incident Direction
- Lane Blockage
- Delays

Any other requested information, such as injuries/fatalities, vehicles involved or a description of the event cannot be provided under any circumstances.

Florida Gas Transmission (FGT)
In the event of a crash involving a large vehicle on the grassy shoulder of the Turnpike mainline, Spur, or Homestead Extension, the TMC will make notification to the Florida Highway Patrol dispatch of the potential impact to the FGT underground utilities/pipeline. It is FHP's responsibility to make further notifications directly to FGT or determine via the Trooper on scene the proximity to the underground utility/pipeline.
The notification regarding potential large vehicle impact on the gas line shall be completed during the time of all other necessary contacts and be documented in the corresponding SunGuide report.

State Warning Point (EOC)

The State Warning Point personnel are often notified by other agencies (FHP, EMS, etc.) for major events on the Turnpike system. In turn, they send an email from EOC@dot.state.fl.us that

summarizes event information. It is the ATIS or TMC Manager's responsibility to contact that EOC personnel back with updates (when lanes open) if they have sent out an initial notification.

Other Agency Notifications

The milepost guidelines for providing notification to other district TMCs can be found in the TMC Quick Reference Manual. These notifications should only occur for level 2 or 3 events.
Information should be updated with every major change that occurs and delays should be updated in two mile increments until all lanes are open and congestion has cleared.

Level 2 and 3 Email Alerts

Email alerts should be sent from the SunGuide response plan. The information will be populated automatically based on the location, lane blockage, and congestion information entered in the EM screen.
Use the following guidelines for determining which Subject to use:

- **Active Level 2-**Lane blocking event or non-lane blocking with more than 1 mile delay. (except for minor construction lane closures)
- **Active Level 3-**Full closure event, lane blockage longer than 2 hours, or event with more than five mile delay.

All active level 2 or 3 email alerts should be sent to the "Level 2 and 3" email group.
The subject "Cleared" should be used when all lanes are open and all congestion has cleared, even if there are still responders on the shoulder.
When sending the "Congestion Cleared" subject line, you should remove the "No lanes blocked" from the body of the message and type "Cleared" instead.

Silver, Amber, LEO Email Alerts

An email alert should be sent from the SunGuide response plan for all activations of the Silver, LEO, or Amber alert programs.
The type of vehicle alert (Silver, Amber, LEO) should be selected. The body of the message will generate the vehicle information based on what was entered in the SunGuide report 'Vehicles Involved' section. All Vehicle Alert emails should be sent to the "Level 2 and 3" email group.
When the vehicle alert has been cancelled, it is necessary to send an updated email stating, "Vehicle Alert has been cancelled for" in the body text.

"High Profile" Incident Contact List

When we have a "High Profile" incident, the ATIS or Lead Operator will use the "High Profile" template in the Vaisala HAR software (message 512 and 513) to draft an email message. If the ATIS needs support from outside the TMC, the on-call manager is called.
High Profile emails should be sent for: *crossovers, canal, fatal, possible fatal, police involved crashes with injuries, RISC, detours, fuel spills over 25 gallons, major police activity, major property damage, toll plaza hits, emergency road work with lane closure or lengthy full closure incidents, road work full closures and any responder vehicle struck while managing an event, a disabled or abandoned vehicle struck, or lengthy full closure incidents.*

Before being sent out, all High Profiles must be proofread an ATIS on duty or by the on-call Manager if no ATIS is available.

- If you anticipate an incident to have a major impact for greater than one hour, send high profiles in the interim using this format:
  (HIGH PROFILE)
  (HIGH PROFILE: UPDATE)
  (HIGH PROFILE: FINAL)
- Send an update whenever there are significant changes, such as lanes opening; however, do not repeat information that was sent in a previous High Profile email.
- If only one High Profile is necessary for an event, then the subject should be titled, "High Profile- Final".
- High profile should utilize the following template:
  High Profile -- Incident description (number and type of vehicles). XX Lane blocked for XX minutes. Delays extend XX miles. # Injuries transported by air/ground. Fatalities. Detour/Expedite Traffic Flow. Property damage/spills. Roadway Maintenance/Facilities contacted/on scene (do not use company name). Toll suspension/reinstatement. In XX construction zone OR not in a construction zone.

  (If applicable): RISC contractor. Activation time: 1st Wrecker arrived; 2nd Wrecker arrived; Support Vehicle arrival; Skid Steer arrival; Notice to Proceed; Clearance time.

  A time-out/time-in for the NTP will be documented in the High Profile. More that one time-out/ time-in will be documented in the High Profile by stating "NTP was paused multiple times".

Central Office Executive Email Distribution

A Central Office Executive email notification must be sent for incidents meeting the following criteria:

- Crash involving the death of five or more persons
- Crash involving multiple vehicles where fog or smoke is involved
- Crash involving more than 10 vehicles in a chain reaction collision

- Crash involving a bus (includes school bus) with fatalities and/or injuries
- Any incident that closes the road for an estimated duration of more than 1 hour (no ramp events)
- All bridge failures or closures

Event History

Date	Category	Details
03/30/2017 11:48:27	COMMENT	(Executive Notification) Automatic Update: A full or partial interstate highway closure has been cleared.

- Major wildfire that closes an interstate highway (no ramp events)
- Fatal crash in an FDOT work zone
- Fatality or serious injury to a FDOT employee or contractor performing work along the roadway
- Any wrong way driving crash on a limited access facility, including ramps.

Additional Guidelines:

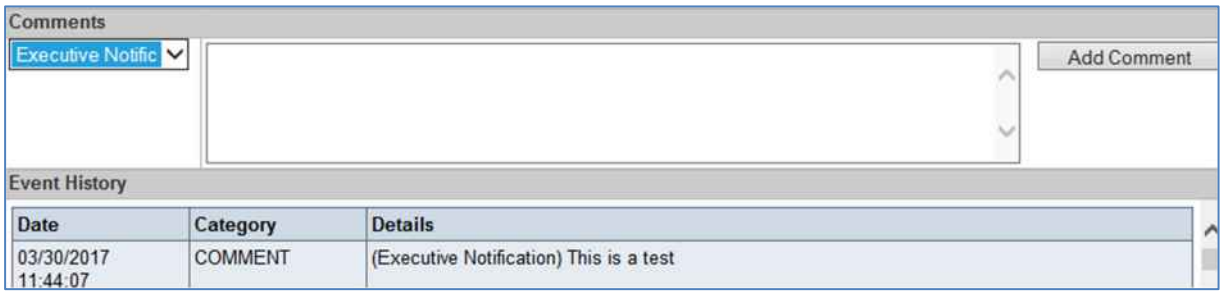
- Executive Emails will be sent for the initial, clearance, and any major updates; but no updates shall be more than two hours apart regardless of changes in status.
- If any portion of the template is unknown or unavailable, write "Unknown" in the associated field.
- Executive Emails should not be sent for Scheduled Road Work and Special Events.
- For "Update" notifications:
    1. The subject line will remain the same
    2. The first text in the email shall be: Update
    3. Only the information being changed will be highlighted
- For "Cleared" notifications:
    1. The subject line will contain the word: Cleared
    2. The first text in the email shall be: Cleared
    3. Only the information being changed will be highlighted

Executive Email SunGuide Semi-Automation:

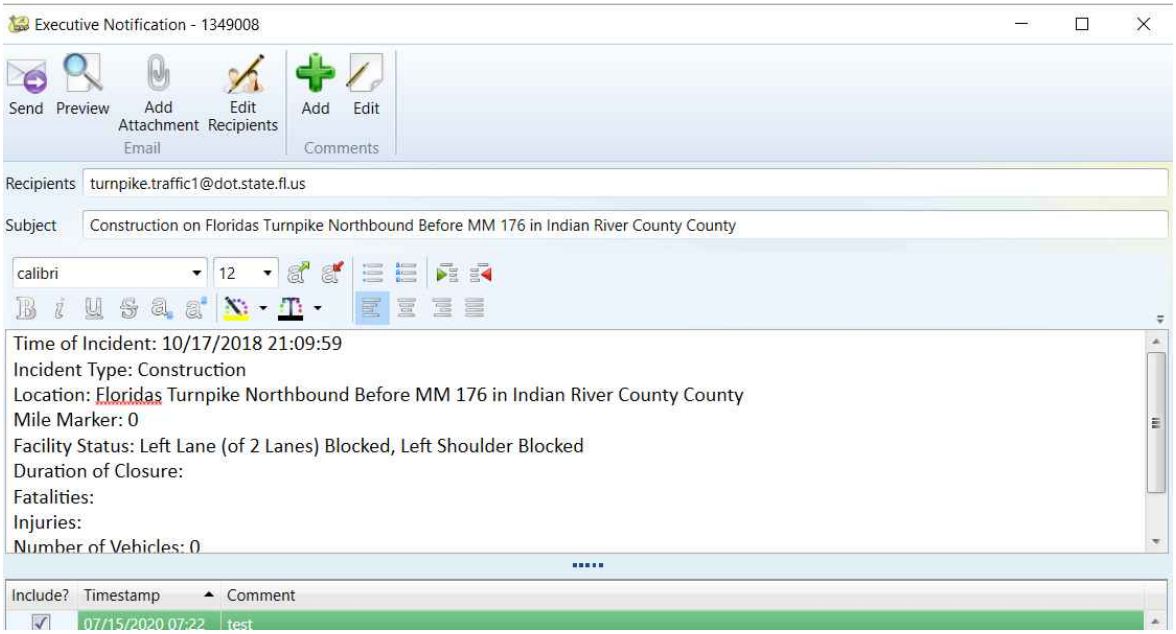
SunGuide will automatically create an "Executive Notification" under certain conditions. It will generate a comment as follows:

Executive Notifications can be manually created in SunGuide as follows:

1. Create an event with appropriate location and lane blockage noted.
2. Select the comment type "Executive Notification" and paste the High Profile.



3. After adding the comment, a pop up will appear for the Executive Notification. You may also select "Manage Executive Notification" in the ribbon at the top of the Event Manager screen.



4. Fields:
    a. Recipients: You must select "Edit Recipients" and add the group for "Executive Notification".
    b. Subject: Automatically generated
    c. Body: Review all fields and fill in information as needed. Calculate the "Duration of Closure" from the lane blockage start time to the current time. In the final email, from lane blockage start time to end time. The High Profile pasted into comments will generate in the "Narrative" section.

d. The system will automatically generate: "Please direct all questions to the TMC shift supervisor at 407-264-3363 or 954-934-1370"

5. Ribbon:
   a. Send: Sends email to recipients
   b. Preview: Previews what the email will look like
   c. Add Attachment: Attach **one** incident picture to the email. Pictures should not contain sensitive images. A second picture can be added for a detour location.
   d. Edit Recipients: Choose who will receive email
   e. Add: Adds comments to the Narrative section
   f. Edit: Edits the comments stored in the line items at the bottom of the screen

Executive Email Template:

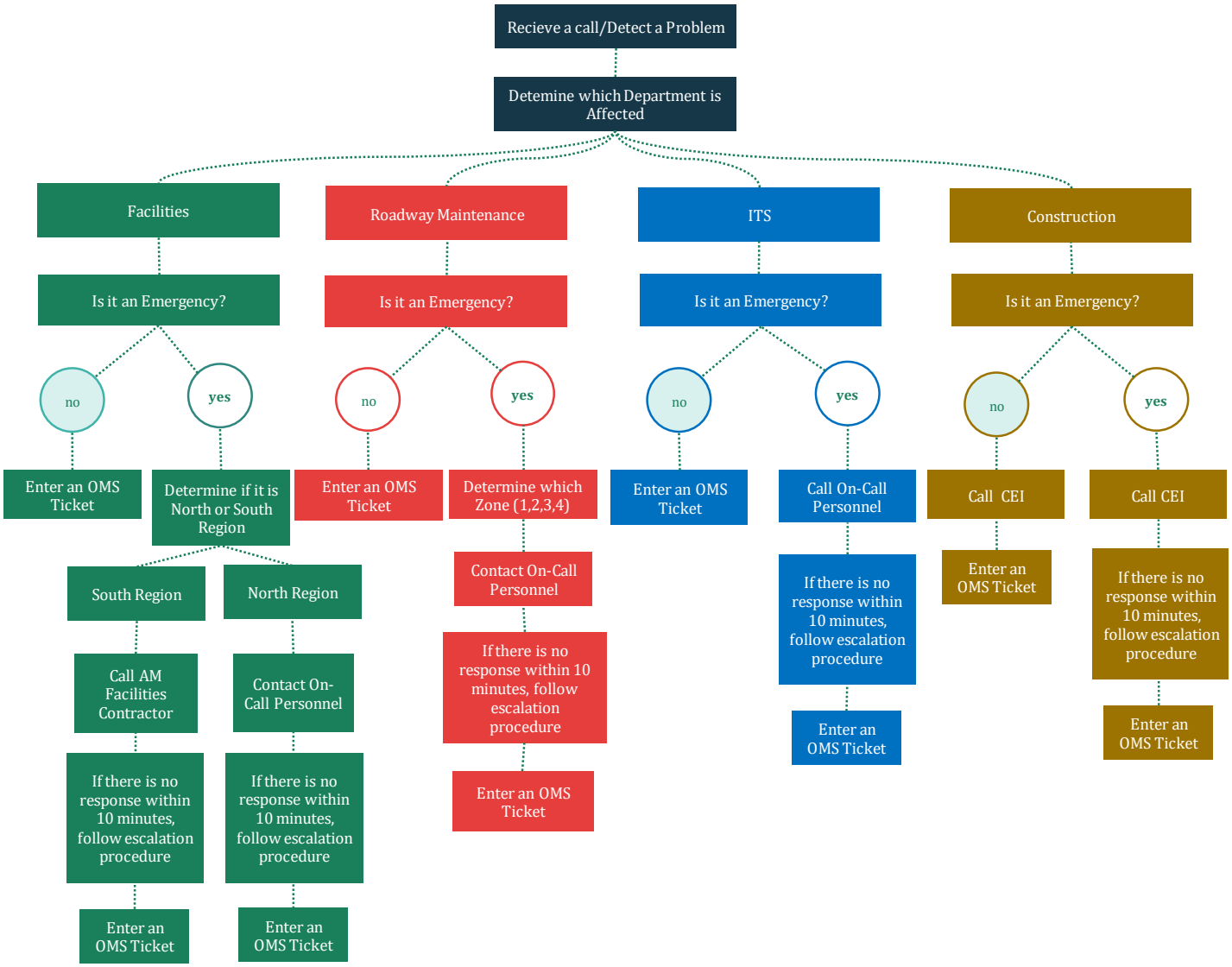
Initial Template:

Subject: **Facility Name, Direction, County, Event Type**

Time of Incident: **24 Hour Date/Time format – MM/DD/YYYY 00:00:00**
Incident Type: **Vehicle Crash**
Location: **SunGuide EM Location**
Mile Marker: **SunGuide Mile Marker**
Facility Status: **Closed, All travel lanes and shoulders**
Duration of Closure: **XX Hours**
Fatalities: **# of Fatalities**
Injuries: **# of Injuries**
Number of Vehicles: **# of Vehicles**
Types of Vehicles: **Car, SUV, Bus, etc.**
Narrative and Response Action(s): **Brief description of what happened and a brief description of response actions being taken. Incident is not in a construction zone.**
SunGuide Event #: **XXXXXX**

Please direct all questions to the TMC Shift Supervisor at (407)-264-3363 or (954)-934-1370

TMC After Hours Flow Chart



North Region				
Assigned On-Call Manager	TMC On-Call Manager	Santiago Alvarez	John Easterling	Paul Wai
Assigned Backup			#1 (954) 553-0462 #2 (954) 612-4617	#1 (954) 868-4900 #2 (954) 465-4882

South Region				
Louis Berger (AM Contractor)	TMC On-Call Manager	Santiago Alvarez	John Easterling	Paul Wai
ON-CALL (PRIMARY)			#1 (954) 553-0462 #2 (954) 612-4617	#1 (954) 868-4900 #2 (954) 465-4882

In the event that notification of scheduled on-call managers is not answered during a major incident that requires emergency response. The following escalation will be utilized until a manager has acknowledged and validated the notification with a response.
There will be an escalation procedure for each type of notification:

- Roadway Maintenance
- Facilities & Telecommunication
- ITS Maintenance
- Construction

PROCEDURE

Roadway Maintenance

After the designated on-call contact has been notified with no response, a call will be made to the TMC On-Call Manager. The TMC On-Call Manager will verify that an escalation is required. Upon that verification, a call will be made to the respective Zone Manager for the major incident:

1. David Soto
2. Javier Miranda
3. Darren Dewitt
4. Christopher Grossenbacher

If notification to the Zone Manager has not been validated and acknowledged with a response, the Roadway Maintenance Operations Manager (Ademola Adelekan) will be notified.
If notification to the Roadway Maintenance Operations Manager has not been validated and acknowledged with a response the Roadway Maintenance Engineer (Debbie Meyer) will be notified.
If notification to the Roadway Maintenance Engineer has not been validated and acknowledged with a response, then the District Traffic Operations Engineer (John Easterling) will be contacted
If notification to the District Traffic Operations Engineer has not been validated and acknowledged with a response, then the Director of Transportation Operations (Maria Connolly) will be contacted.

Facilities & Telecommunication

After the designated on call contact has been notified with no response, a call will be made to the TMC On-Call Manager. The TMC On-Call Manager will verify that an escalation is required. Upon that verification, a call will be made to the Facilities and Telecommunications Administrator (Santiago Alvarez)
If notification to the Facilities and Telecommunications Administrator has not been validated and acknowledged with a response, then the District Traffic Operations Engineer (John Easterling) will be contacted
If notification to the District Traffic Operations Engineer has not been validated and acknowledged with a response, then the Director of Transportation Operations (Maria Connolly) will be contacted.

ITS Maintenance

After the designated on call contact has been notified with no response, a call will be made to the TMC On-Call Manager. The TMC On-Call Manager will verify that an escalation is required. Upon that verification, a call will be made to the District Traffic Operations Engineer (John Easterling).

If notification to the District Traffic Operations Engineer has not been validated and acknowledged with a response, then the Director of Transportation Operations (Maria Connolly) will be contacted.

Construction

After the designated on call contact has been notified with no response, a call will be made to the TMC On-Call Manager. The TMC On-Call Manager will verify that an escalation is required. Upon that verification, a call will be made to the Turnpike Construction Engineer (Albert Salas)

If notification to the Turnpike Construction Engineer has not been validated and acknowledged with a response, then the District Traffic Operations Engineer (John Easterling) will be contacted

If notification to the District Traffic Operations Engineer has not been validated and acknowledged with a response, then the Director of Transportation Operations (Maria Connolly) will be contacted.

Response Plan Protocol

The Response Plan is generated by the SunGuide software as a guideline for what devices should be activated for an event, based on lane blockage. The response plan contains the following possibilities for activation:

- DMS (including ADMS, TDMS)
- Email
- 511

All DMS activation on the Turnpike system should be through a SunGuide report Response Plan. The response plans will automatically timestamp the DMS activation 'sent time' and 'posted time' in the SunGuide report.

Distance for activation:

Often the distance for DMS activation will be dependent on the area of the incident. The Turnpike has many rural sections that do not have interchanges (alternate routes) for stretches of 50 miles. In that case, it may be necessary to activate DMS further than if the event took place in an urban area. The TMC's priority is to prevent secondary accidents, to protect the response teams (FHP, Roadway, etc.) and to inform our Customers.

General Guidelines:

- A mainline DMS should be utilized for a shoulder blocking event within 10 miles.
- If you decide that a device is not needed due to the actual impact, then do not accept that device and document in the SunGuide report why you decided it was not needed. If FHP or Roadway requests that you clear or change a device, please forward the request to TMC Management.
- *Grow with the incident* – If the incident creates a larger impact than originally thought, regenerate the response plan and add more devices.
- *Downsize with the incident* – If the incident starts to clear or the impact area becomes less significant, update or clear devices as needed, furthest devices first.
- *Check the Response Plan* – Always proofread each DMS for accuracy of the interchange and for accuracy of the miles ahead.

Manual DMS Creation

If the response plan recommended message does not meet your needs, then the DMS Message Library or DMS Matrix can be used to the edit the response plan DMS. The library contains several sub-libraries within base libraries. These messages are approved by management and will fit the needs of special events, such as weather, service plaza or toll plaza events.

Seek Alt Route Messaging

When all lanes are closed, the Response Plan will generate a second phase indicating "Seek Alt Route". The TMC Operator must determine if this message is needed for the event and if there are alternate routes available between the DMS and the incident scene.

Pre-defined Plans

When utilizing the SunGuide Response Plan, there are occasions that a pre-planned event will require DMS activation. In this case, there are pre-defined response plans that have already been created with device, message and priority. Examples of these events might be:

- Major Construction Closure
- Vehicle Alert
- Special Event
- PSA

DMS Message Priority

- Turnpike Lane Blocking/Impacting Events- 1-100
- Lane Blocking Construction- 1-100
- Accident Message for Other Roadway- 100-150
- Non-Lane Blocking Event- 150-200
- Weather Messaging - 235
- Vehicle Alerts- 240
- Travel Time- 245
- PSA – 250
- No Reported Incidents- 252

SunGuide Incident Detection System (IDS)
The SunGuide Event Manager has a dedicated Incident Detection System that enables Operators to detect events from the following methods:

- *FHP CAD Alert*- These alerts populate whenever FHP initiates an event on a Turnpike facility. The alerts can be accepted, associated with an existing event, or false alarmed.
    - These alerts must be acknowledged within 3 minutes
- *TSS Alert*- These alerts populate whenever a VDS device detects traffic speed below an assigned threshold. Operators must accept or false alarm these alerts.
    - These alerts must be acknowledged within 5 minutes
- *Road Ranger Geofence Alert*- These alerts populate when the Road Ranger leaves their assigned patrol zone area. It is necessary for the Operator to confirm the Road Ranger's status and explanation for this occurrence.
- *Waze Alert* – These are events reported by Waze app users on the roadway.

RISC

In the event of a RISC activation, the Roadway Maintenance on-call personnel should be contacted. RISC Criteria: Tractor Trailers, Box Trucks, Motor Homes, Buses and Aircrafts. On or off travel lanes and/or affecting traffic.

Time Parameters:

- 60 minutes (Response Time)
- 90 minutes (Roadway Clearance)
- 180 minutes (Extended Scene Clearance)

RISC TRACKER

- Using an OIS computer, go to the website, http://tpintranet.tp.dot.state.fl.us/
- Select "Applications", find "RISC Tracker"
- Login with your username and password
- Go to "Incident Entry Form" and fill out information

RISC ACTIVATION

- Contact the RISC wrecker contractor via the 24-hour phone number*. Use the following script: *"This is (name) with Florida's Turnpike and we are activating the RISC (Rapid Incident Scene Clearance) contract with you."* Give the milepost, direction, details and any requested additional equipment
- Then obtain an ETA and the name of person you notified. Be sure to tell them the exact time of activation.
- Relay the ETA and wrecker company to FHP
- Contact Roadway Maintenance
    - Zone 1: Roadway Maintenance Zone Manager during business hours or on call after hours
    - All other Zones: notify the appropriate on call

*RISC vendor cannot refuse a call

- If RISC vendor cannot respond to a call, THEY are responsible for making arrangements with a subcontractor and advising the TMC who the responding party will be. The TMC <u>will not</u> make secondary calls to arrange response
- Failure to respond, or make satisfactory arrangements, will result in breach of contract
- Complete three-vehicle package must arrive on-scene within 60 minutes
- Three-vehicle package includes a skidsteer

- Roadway Maintenance representative must stay on-scene until full scene clearance to supervise work being done on the shoulder

RISC TIMEKEEPING

- TMC is the timekeeper for the RISC
- You must obtain the following times for your report:
  - Activation Time
  - ETA
  - Arrival Time (1st wrecker, 2nd wrecker, support vehicle, skidsteer)
  - Notice to Proceed
  - RISC Clearance Time
- The following timestamps should be documented in the Responder Times in the SunGuide event:
  - Notified: RISC activation time
  - On Scene: The first wrecker arrival time
  - Departed: The time when they completely clear the scene
  - Note time all lanes are opened; the lane opening time may be different from the RISC clearance time in cases of emergency property damage repair, etc.
- Note source of all RISC times
- High Profile email must be sent when RISC is activated.
- The RISC MOT/Support truck can only be used at the incident scene (not for detour, etc.)
- All time-out, time-in for Notice to Proceed must be documented in the SunGuide report.
- Never cancel RISC; call Roadway Maintenance if you are unsure if the contractor should respond to the scene.

RISC CANCELLATION

In the event that FHP requests a RISC cancellation, the TMC should advise FHP that the contractor will be responding to the scene for arrival time tracking and will be released if not needed upon arrival. The TMC should immediately notify the responding Roadway Maintenance contractor of the request for cancellation. Any correspondence by the TMC, including High Profile email alerts will advise that the "RISC contractor was not used in clearance"; however, all arrival times should be documented just as with any other RISC event.

RISC REFERENCE GUIDE:
A RISC reference guide sheet should be filled out when managing a RISC event.

RISC EVENT		CAD # _____		RISC LOCATION SR ____ MM____ NB - SB - EB - WB							
SUNGUIDE # _____		CASE#_____		DESCRIPTION OF INCIDENT _____							
RISC REQUESTED AT ___:___		REQUESTOR? _____		1st wrecker arrived ___:___					Per:		
ASK FHP: Cargo? Spill? Additional Equipment Needed?				2nd wrecker arrived ___:___					Per:		
RISC ACTIVATED AT ___:___		(ACTUAL TIME SPOKE TO RISC VENDOR)		Support vehicle arrived ___:___					Per:		
RISC COMPANY _____		CONTACT NAME_____		Notice to Proceed ___:___					Per:		
RISC ETA _____				RISC Clearance time ___:___					Per:		
RELAY TO FHP: CONTRACTOR/ETA AT _____											
ROADWAY ON-CALL_____ NOTIFIED ___:___ ARRIVAL ___:___ DEPARTURE ___:___											
REMINDER: *** TELL ROADWAY MAINTENANCE WHO IS RISC VENDOR AND ETA***											
INJURIES/FATALITY/DETOUR? _____		**WRECKER CONTACTS**		**ROADWAY MAINTENANCE CONTACTS**					**ROADWAY MAINTENANCE CONTACTS**		
RISC OMS #_____		AATR ORLANDO	407-624-0088	**Zone Manager Mon-Fri 8am-4pm**					DAVE SOTO	954-444-8974	
PROPERTY DAMAGE OMS #_____		AMERICAN TOWING	305-558-5010						DIEGO PAREDES	954-644-3222	
EXECUTIVE ALERT REMINDER_____		CROCKETT'S TOWING	813-312-5625	GIUSEPPE SCARINGI	MP 0- 100	954-868-4805			GUILLERMO VADO	305-964-4857	
HIGH PROFILE REMINDER _____		SISTER'S TOWING	561-687-0820	JAVIER MIRANDA	MP 100 - 200	772-873-6535			RICARDO GOMEZ	786-295-4094	
511 FLOODGATE REMINDER _____		STEPP'S TOWING	813-621-8651	ROBERT WEIERZ	MP 200 - 309 & SR 23	407-470-6983			STANLEY BOIGRIS	954-448-1546	
TMC CONTACTS		TRI-COUNTY TOWING	772-465-5404	DARREN DEWITT	SR 589 & SR 570	813-376-3120			STANLEY BOIGRIS	954-448-1546	
RALPH ETIENNE	954-551-0950	THE CAR STORE	407-948-8585						JORGENSEN- ZONE 2	772-871-1020	
LARRY SAXON	407-720-2000								LOUIS BERGER- ZONE 3	407-757-8311	
JIM HILBERT	407-506-7981								JORGENSEN- ZONE 4	813-384-3180	
KELLY KINNEY	407-468-1445								FERROVIAL- ZONE 5	904-614-8258	
KARLA SMITH	954-459-0054								WILLIAM VALLADARES	954-914-4537	

OVERVIEW

A Turnpike Highway Operations Field Representative is required to respond and work in many places along the roadway or within the Turnpike's right-of-way, and sometimes off the Turnpike property. Many times, the field representative is alone on these tasks.

In an effort to ensure their safety and security, TEAM Turnpike has instituted a Remote Field Operations SOP that will promote the field representative to call into the TMC landline phone numbers (407 264-3363 or 954-934-1370) to relay their identity (first name, last name and department), location by milepost and/or interchange, generic task, estimated time at remote location and phone number of representative.

PROCEDURE

When a Turnpike Highway Operations Field Representative/contractor calls in to the TMC for maintenance activities, please take the following actions:

1. Start a SunGuide report at that location
    a. Event Type: Road Work- Scheduled
    b. Notifying Agency: Select appropriate Department (Roadway Maintenance, Facilities, etc.)
    c. Notifying Contact: Select name of person you are speaking with
    d. Status: Active
    e. Location: The milepost where the field personnel is working
    f. Nearest CCTV: Choose the camera that is able to view the field representative (if applicable)

2. If all TMC Operators in one location are working a lane blocking or priority event, they will attempt to transfer the call to the other TMC. If all TMC Operators in both locations are working priority events, they will write down the information and enter a delayed SunGuide report at the time that they are able to.

3. The TMC will locate the staff member on CCTV Camera and document it in the SunGuide report. All DMS within 10-miles should be utilized as appropriate for the shoulder blockage event.

4. When the field representative calls a second time to advise they are complete, the TMC Operator will check the CCTV and close the SunGuide event. If the event remains open throughout a TMC shift change (6 a.m., 2 p.m., 10 p.m.) the event will be logged on the Shift Change Report.

5. If field representative does not call in their completion 15 minutes after their given estimated time, TMC Operator should call the field representative on the given contact number to check on status.

6. If the TMC cannot reach the field representative on the given contact number and cannot find the personnel on camera, the following steps should be taken:
    a. Immediately attempt to contact the department supervisor:
        i. Roadway Maintenance: Call Zone Manager Giuseppe Scaringi, Javier Miranda, Bernard Mills, Darren DeWitt during business hours or on-call representative after hours
        ii. Facilities and Telecommunications: Call On-call representative
        iii. Traffic Ops: Call On-call representative
    b. The TMC will then contact the TMC Manager and advise them of the situation.
    c. The TMC Manager on-duty or on-call will then contact any Turnpike department head or safety personnel necessary based on the situation.
    d. If the supervisor cannot reach the employee, the TMC will contact the closest Road Ranger (if applicable) to assist in looking for the field personnel.
    e. The TMC will also contact the FHP Lake Worth dispatch center and relay information about last known location and description of vehicle/person.

OVERVIEW

A Turnpike ITS Maintenance Contractor is required to respond and work in many places along the roadway or within the Turnpike's right-of-way.

In an effort to ensure their safety and assure quality, all maintenance activity must be verified by the ITS support staff. During times when the TMC Technical Support Specialist is on duty, all ITS Maintenance contractor calls should be directed to them. During times when the TMC Help Desk personnel are not available, the TMC will field these phone calls from the ITS Maintenance Contractor.

PROCEDURE

When a contractor calls in to the TMC for shoulder maintenance activities, the Operator will transfer the call to the TMC Technical Support Specialist. If the TMC Technical Support Specialist is not available, the Operator must verify that the device is functional and/or clean and advise the contractor. The Operator will then email the TMC Technical Support specialist with the device location and status of the device (working, clean, etc.).

LANE BLOCKING ITS MAINTENANCE EVENT

If the ITS Maintenance work requires a lane to be closed, the TMC will document the incident as a Scheduled Road Work event in SunGuide. The event will be managed and devices/511 activated following procedures for a lane blocking Road Work event (see section 4.1.8).

OVERVIEW:

The Florida 511 system consists of a website (FL511.com) and cell phone App that provide free real-time traveler information. The Turnpike TMC is responsible for activating the Florida 511 system for any congestion (recurring or non-recurring) or lane blocking event on the Turnpike system.

PUBLISHING TO 511

The first step in evaluating an event is to collect all of the available information and log it into SunGuide Software. The SunGuide Software EM automatically updates the severity field for FLATIS when updating lane blockage status. SunGuide Software is configured to handle FLATIS event severity based on percent of lanes blocked. The FLATIS severity should be based on an Operator's judgment of the impact to traffic based on lanes blocked and how far the delays extend.

511 Severity Levels do not affect the **Traffic Impact Levels** of an incident.
The operator may have to adjust the **FL-ATIS Incident Severity** in each SunGuide Report based on the follow:

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

The TMC staff will utilize the FLATIS component of the SunGuide response plan to publish and unpublish event information to the Statewide 511 Website and App. It is critical to post timely messages to gain and maintain the motoring public's confidence in the TMC. The message will be based upon the information selected in the Event Manager screen, including location, lane blockage and congestion. The FLATIS portion of the response plan cannot be edited.
Once a response plan for a lane-blocking or congestion event(s) is activated, SunGuide Software will automatically publish the event in the 511 Website and App. FLATIS will disseminate the information in both English and Spanish. When generating response plans, the TMC will publish to FLATIS based of the following guidelines:

- Any event with lane blockage (including Road Work)
- Any event with more than 1-mile delay
- All published events (excluding scheduled Road Work) shall be updated every 30 minutes on the 511 system
- All Schedule Road Work events shall be updated at the beginning of every shift

FLOODGATE/BANNER MESSAGES

The Turnpike TMC is responsible for generating floodgate banner messages for events that meet the following criteria:

- Full closure anticipated to last longer than 1 hour

- Delays more than 5 miles
- Any detour event

All Floodgates should be published as "Location" with the appropriate region selected. Statewide floodgate/banner messages are a special case (impact the entire state) and need to be coordinated with the FDOT District 3 RTMC, who is tasked by the FDOT Central Office to assist.

In the event of a long term full closure (more than 24 hours), the TMC will be required to post a floodgate message for duration up to 48 hours indicating that the roadway has reopened.

TMC Operations	Incident Management	Expedite Traffic Flow- Tolling Locations	4.10.0

Overview:
The TMC will field requests from FHP for "Expedited Traffic Flow" (formerly referred to as "Toll Suspension") at tolling locations when safety concerns are present. FHP's intent is to increase safety and traffic flow through a location to reduce congestion and queued traffic. The tolling location is to stop any toll operations activities that hinder traffic flow. The customers traveling through that tolling location may still be tolled, depending on their method of toll collection.
These requests are most commonly made during incidents involving traffic detours or during times of very heavy holiday traffic.
If the TMC determines that traffic queuing has caused a hazard due to a toll plaza/cash collection delay, the TMC should contact FHP Troop K to request authorization for an expedited traffic flow. It is necessary to obtain the Trooper's ID to relay the authorization to the toll plaza supervisor/manager. Roadways managed by other FHP Troops, still require Troop K for authorization.

Procedure:
All requests for "Expedited Traffic Flow" will be relayed from the Florida Highway Patrol dispatch center to the Traffic Management Center.
The TMC will make the immediate determination of which system that tolling location is part of:

- **AET (All Electronic Tolling)**- HEFT, Golden Glades Toll Plaza, Sawgrass Expressway, and Veterans' Expressway
- **Coin System**- Exit 2X, MP 49-86, MP 244-308, SR 417, SR 429, SR 528, SR 570, Suncoast
- **Ticket System**- MP 88 (Lantana)- MP 236 (Three Lakes)

AET: If the request is made for "expedited traffic flow" at a tolling location within AET, the TMC will notify SunWatch. There is no further action needed. The TMC will advise FHP dispatch that no action is necessary.
The TMC will utilize the SunGuide report to document the time the initial request was made and the time of reinstatement. The TMC Manager will update the Violation Enforcement System staff.

Coin System: If the request is made for "expedited traffic flow" at a tolling location within the Coin System, the TMC will notify SunWatch and the toll plaza manager or supervisor on duty and relay the following direction:

- **Entry or Exit Ramp**: Cash toll collection stopped, traffic waved through by Collectors
- **Unstaffed Exit/Entrance**: A Trooper will need to wave traffic through the cash lane. The TMC will relay this information to FHP dispatch. If no Trooper is available, the Road Ranger or Roadway Maintenance representative will be used to wave traffic through.
- **SunPass Only Interchange**: There is no immediate action needed for a SunPass only interchange within the Coin System.

The TMC will utilize the SunGuide report to document the time the initial request was made and the time of reinstatement. The TMC Manager will update the Violation Enforcement System staff.

Ticket System: If the request is made for "expedited traffic flow" at a tolling location within the Ticket System, the TMC will notify SunWatch and the toll plaza manager or supervisor on duty and relay the following direction:

- **Entry Ramp:** Traffic waved through ticket lanes by Toll Collector or FHP*
- **Exit Ramp**: Cash toll collection stopped, traffic waved through by Collectors
- **SunPass Only Interchange**: There is no immediate action needed for a SunPass only interchange within the Coin System.

The TMC will utilize the SunGuide report to document the time the initial request was made and the time of reinstatement. The TMC Manager will update the Violation Enforcement System staff.

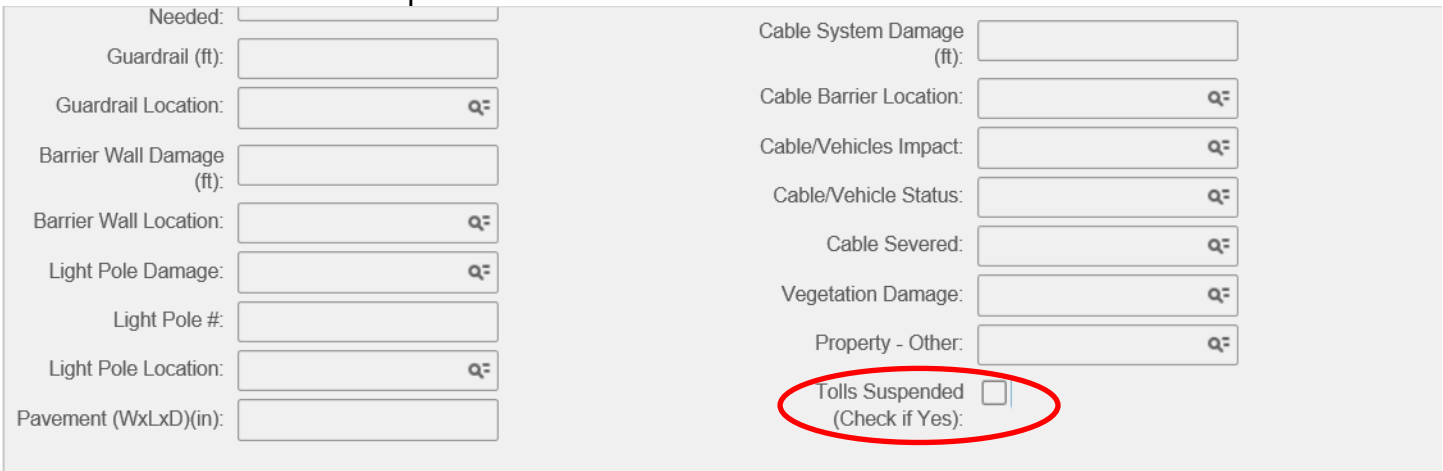
*The toll plaza staff will be responsible for advising all other ticket system exit points that ticket distribution was halted. For customers without a ticket, upon exiting the system, they may be tolled based upon the location where ticket was not distributed.

TMC Information Dissemination:
Under no circumstances should the TMC use DMS, HAR, CB RAS, or 511 messaging indicating that tolls are suspended. Such messaging will only be used when directed by a TMC Manager or Turnpike EOC. All messaging related to a toll suspension should reflect the congestion or lane closure impact only.

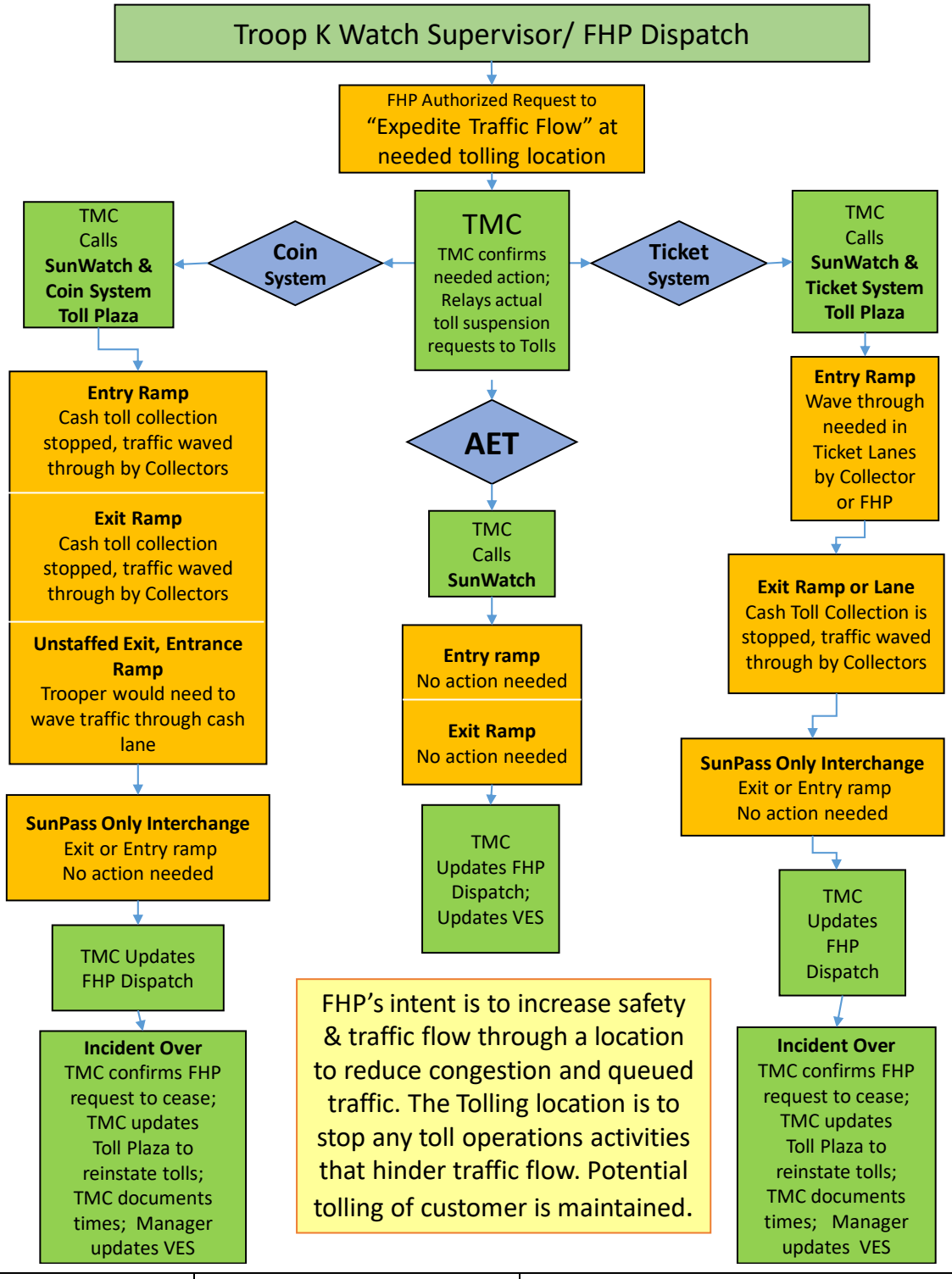
SunGuide High Profile email messaging should contain information regarding the time the TMC initiated the toll suspension and the time the tolls were reinstated.

After calling SunWatch to request a toll suspension, an email will be sent to TPKSunWatchGroup with the details of the requestor and time. After calling SunWatch to request a toll reinstatement, an email will be sent to TPKSunWatchGroup with the details of the requestor and time.

For any event that included a toll suspension, the associated MOT OMS ticket should include a checkmark for the "Tolls Suspended" check box.



Expedite Traffic Flow Protocol



All plazas on the First Coast Expressway, Veteran's Expressway, Suncoast Parkway, Sawgrass Expressway, SR 821 (HEFT), Turnpike mainline from Hollywood Boulevard (exit 49) to Boynton Beach (exit 86), and from Kissimmee Park Road (exit 240) to I-75 (exit 309) are AET (not staffed).

Facility	State Road	Milepost	Staffing Times
Alley East	75	25	24 hour Facility
Alley West	75	100	24 hour Facility
Dolphin	91	2X	6 am-9:15 pm
Lantana	91	88	24 hour Facility
Lake Worth	91	93	24 hour Facility
SR80	91	97	24 hour Facility
West Palm Beach	91	99	24 hour Facility
Beeline (Palm Beach Region)	91	107	Unstaffed/SunPass Only
Palm Beach Gardens	91	109	24 hour Facility
Stuart	91	133	24 hour Facility
Becker Road	91	138	Unstaffed/SunPass Only
Port St. Lucie	91	142	24 hour Facility
Ft. Pierce	91	152	24 hour Facility
Yeehaw	91	193	24 hour Facility
Three Lakes	91	236	24 hour Facility
Kissimmee Park Road	91	240	Unstaffed/SunPass Only
Osceola Parkway	91	249	Unstaffed/SunPass Only
Orlando South	91	254	Unstaffed/SunPass Only
Consulate Drive	91	255	Unstaffed/SunPass Only
I-4	91	259	Unstaffed/SunPass Only
SR50	91	272	Unstaffed/SunPass Only
Minneola / Hancock Road	91	278	Unstaffed/SunPass Only
US 27 South	91	285	Unstaffed/SunPass Only
Leesburg Mainline	91	288	Unstaffed/SunPass Only
US 27 North	91	289	Unstaffed/SunPass Only
CR 470	91	296	Unstaffed/SunPass Only
Celebration Mainline	417	1	24 hour Facility
Western Beltway Mainline	429	7	24 hour Facility
Lake Jesup Mainline	417	47	24 hour Facility
Beachline West Mainline	528	6	24 hour Facility
All 417 Ramps	417	ALL	Unstaffed
All 429 Ramp	429	ALL	Unstaffed
SR 520	528	31	Unstaffed
Polk East	570	21	24 hour Facility
Polk Central	570	13	24 hour Facility
Polk West	570	8	24 hour Facility

1.1.1 Express Lane Operations

- Express lanes are optional travel lanes, located on an interstate or toll road, that customers can choose to use when they want to bypass congestion.
- The Express Lanes are separated from the general-purpose lanes by skip-striped double white pavement markings and (in some locations) plastic express lane markers.
- Express lanes provide additional travel lanes and are designed with a limited number of entrance and exit points to help serve longer, more regional trips by helping move traffic through congested urban areas.

1.1.2 Express Lane Access

- Any two-axle vehicle equipped with an active SunPass can use the Express Lanes
- Trucks with three or more axles and passenger vehicles pulling trailers or boats are **not permitted**
- Drivers must have an active SunPass to use the Express Lanes
- Special cameras are placed at each tolling point to capture an image of a vehicle's license plate
- A violation notice is then mailed to the registered owner of the vehicle that includes all toll charges in the express lanes, plus a $2.50 administrative fee and an additional $25 for each day the vehicle incurs a violation
- If the owner does not pay all charges after the second notice, a vehicle license plate registration hold will be established

1.1.3 Express Lane Markers

- Express lanes can only be accessed at the designated entry or exit points. Drivers entering or exiting the express lanes at other locations are subject to fines.
- Markers are placed five feet apart within a four-foot buffer area.
- Markers are cemented to the ground and not removable.
- When 3 or more consecutive delineators are missing – Roadway Maintenance must replace within 24 hours from identification/notification
- The Beachline Express Lane Corridor uses a double skip stripe lane marking in place of delineators

1.1.4 Turnpike Express Lane Corridors

Veterans Expressway/SR 589:
Phase 1: Memorial Highway to Gunn Highway (6 miles): 1 express lane per direction
Phase 2: Gunn Highway to Dale Mabry Highway (3 miles): 1 express lane per direction

Beachline Expressway/SR 528:
Phase 1: I-4 to Turnpike Mainline (4 miles): 2 express lanes per direction
Phase 2: Turnpike Mainline to McCoy Road (4 miles): 1 express lane per direction

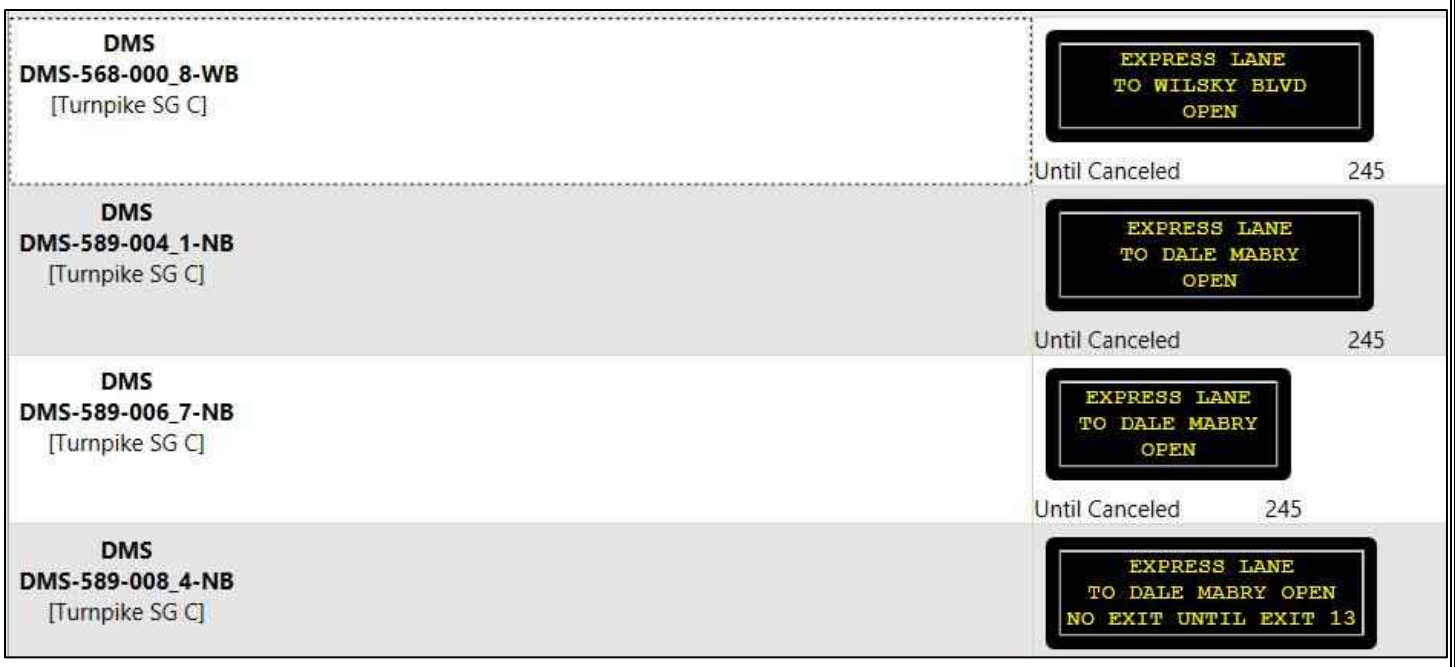
1.1.5 Pre-Defined SunGuide Response Plan (Daily PSA Events):

- Every morning a new PSA event needs to be created and the previous day's report "Closed".
- Start location as:
  - Hillsborough County on Veterans Expressway Northbound at Exit 3-Memorial Hwy S.R. 576
  - Orange County on SR-528 Eastbound, at Exit 0-I-4
- Load Predefined named:
  - "Express Lane SR-589 Phase 2 Post Implementation"
  - "Express Lanes SR-528 Post Implementation"

1.1.6 Standard Messaging Library

Incident Management DMS (Walk-in DMS or 3-Line DMS)

Walk-in DMS should be installed within each express lane advance signing sequence. They provide real-time traffic and event management information.
Standard messaging for walk-in DMS that are associated with express lane entries (with one segment) include the following:



Standard messaging for walk-in DMS that are associated with express lane entries (for multiple segments, when an incident occurs in a downstream segment) include the following:

Lane Status Dynamic Message Signs (LSDMS):

Lane Status DMS are front-access DMS that should be installed within each express lane advance signing sequence. LSDMS are used to notify the user whether the facility is open or closed as well as any other warning that may be relevant prior to entering the express lane.

Standard messages for LSDMS include the following:

- EXPRESS LANE OPEN
- EXPRESS LANES OPEN
- EXPRESS LN CLOSED
- EXPRESS LNS CLOSED
- TOLLS ENFORCED
- CONGESTED

Toll Amount Dynamic Message Signs (TADMS):

TADMS are embedded DMS that are installed within each express lane advance signing sequence. TADMS display real-time lane status to users using the specific destination.

Standard messages for TADMS include the following:

- OPEN
- CLOSED (a closed message using white text is recommended whenever the express lanes are closed by law enforcement)

1.1.7 **Road Ranger Response**

The Express Lanes are separated from the general-purpose lanes by skip-striped double white pavement markings and (in some locations) plastic express lane markers. FHP has allowed Road Rangers to cross the solid double white and plastic delineators when responding to and departing an event (as per FHP memorandum dated 7-22-08 located in Appendix C). This authorization was granted to Road Rangers in order to safely facilitate quick clearance of traffic incidents, especially those occurring within the EL facility.

A minimum of two (2) Road Rangers will be dispatched. One of these two vehicles must be a flatbed truck. The Road Ranger arriving first will:

- Notify the TMC upon arrival
- Assess the situation of the disabled vehicle
- Communicate to the TMC whether the backup unit is still needed.
- Secure the scene by setting up temporary MOT and offer assistance as needed to the vehicle or motorist If the backup unit is needed, upon arrival, the Road Ranger vehicles will reposition themselves as needed to allow the flatbed truck to hook up the disabled vehicle as the other Road Ranger provides additional backup and maintenance of traffic (MOT) behind the incident.

Road Rangers shall be allowed to relocate any vehicle without the presence of law enforcement (FHP or otherwise) to nearest safe location or Emergency Stopping Site (ESS). However, the Road Rangers are not legally authorized to perform relocation of the vehicle without the vehicle owner's or law enforcement's consent.

Anytime a Road Ranger/IRV Operator relocates a vehicle or request FHP assistance, the TMC Operator shall provide FHP with the following information:

• Vehicle Description(s) (Make, Model, Color, License Plate)
• Nature of Event
• Location (Roadway, Direction of Travel, Proximity, and Cross Street)
• Injuries information, if applicable

Vehicle relocation sites have been designated as follows:
Northbound:

- Exit 3- Memorial Hwy. Left shoulder northbound ramp on-ramp paved safety zone
- Exit 4- Hillsborough Ave. Beyond toll booth/ Grass area end of ramp left shoulder
- MP 5- Right shoulder paved with barricade wall
- Exit 6A- Waters Ave. Toll booth/ Paved left shoulder
- MP 6.5- Gantry toll right shoulder paved
- MP 8.5- Paved right shoulder with barrier wall
- Exit 9- Northbound on-ramp paved right shoulder past toll gantry

Southbound:

- Exit 9- Gunn Hwy. Right shoulder toll gantry paved
- MP 8.5- Paved shoulder with barrier wall
- Exit 8- Wilsky Blvd. Toll gantry paved right shoulder northbound or Cul-de-Sac paved on ramp
- Exit 6- Waters Ave. Southbound on-ramp paved left shoulder prior to toll gantry
- Exit 3- Memorial Hwy. U-turn. Left shoulder of northbound on-ramp paved safety zone

1.1.8 Express Lane Closure Procedure

Definitions:

- **Soft Closure** is defined as utilizing the dynamic message signing (not all of which are color) to post closed messages.
- **Hard Closure** is defined as physical blockage of the entrance lanes utilizing road rangers, FHP, Roadway Maintenance Forces, or a combination thereof.

*Any closure expected to last longer than 30 minutes should utilize Roadway Maintenance for a hard closure
**Any hard closure of the Express Lanes requires a notification to SunWatch
***Any closure of the Express Lane ingress at MP 8 SB will require two vehicles on scene. This can be any combination of two Road Rangers, Asset Maintenance, or law enforcement.

Pre-Defined SunGuide Response Plans (Closure Events):
SR 589 Northbound Express Lane Closure between Memorial Highway to Gunn Highway

- Pre-defined Plan: Express Lanes SR 589 Phase 1 NB Closure

SR 589 Northbound Express Lane Closure between Gunn Highway and Milepost 12

- Pre-defined Plan: Express Lanes SR 589 Phase 2 NB Closure

SR 589 Southbound Express Lane Closure between Gunn Highway and Memorial Highway

- Pre-defined Plan: Express Lanes SR 589 Phase 1 SB Closure

SR 589 Southbound Express Lane Closure between Hutchinson and Gunn Highway

- Pre-defined Plan: Express Lanes SR 589 Phase 2 SB Closure

SR 528 Eastbound Full Closure between I-4 and US 441/Turnpike

- Express Lanes SR-528 Phase 1 EB Closure

SR 528 Westbound Full Closure between US 441/Turnpike and I-4

- Express Lanes SR-528 Phase 1 WB Closure

Congestion in Express Lanes: Utilize the smaller 18-character DMS (centered over the Express Lane) with "Express Lane / Congestion / X Miles Ahead (or) Next X Miles"

Roadway Maintenance Asset Maintenance Response:
Monday through Friday
7:00 AM to 5:30 PM – *30 Minutes*
5:30 PM to 7:00 AM – *60 Minutes*
Friday 5:30 PM to Monday 7:00 AM – *60 Minutes*
Whenever called, Asset Maintenance must "relieve Law Enforcement and/or Road Ranger of Traffic Control functions within 15 minutes of arrival." It is the TMC's responsibility to ensure that the Road Ranger depart the scene when asset maintenance arrives and assumes responsibility for MOT functions.

Notifications:
<u>Device Failure:</u>

Follow the device outage notification procedures for the applicable roadway outlined in SOG section 13.1.0- TMC Troubleshooting

Express Lane Closure:

Notify SunWatch of any express lane closure, regardless of the duration

Express Lane Markers:

When three or more consecutive express lane markers are down, the TMC will contact Construction for emergency repair (24 hours)

1.1.1 Thru Lane Operations

- Thru lanes are optional travel lanes, located on an interstate or toll road, that customers can choose to use when they want to bypass congestion.
- Thru lanes provide additional travel lanes and are designed with a limited number of entrance and exit points to help serve longer, more regional trips by helping move traffic through congested urban areas.

1.1.2 Thru Lane Access

- Any two-axle vehicle equipped with an active SunPass can use the Thru lanes
- Special cameras are placed at each tolling point to capture an image of a vehicle's license plate
- A violation notice is then mailed to the registered owner of the vehicle that includes all toll charges in the Thru lanes, plus a $2.50 administrative fee and an additional $25 for each day the vehicle incurs a violation
- If the owner does not pay all charges after the second notice, a vehicle license plate registration hold will be established

1.1.3 Thru Lane Delineation

- Thru lanes can only be accessed at the designated entry or exit points.
- Thru lanes are marked by skip-striped double white pavement markings separating the general toll lanes from the Thru lanes.

1.1.4 Turnpike Thru Lane Corridors4.1.18

- SW 200 Street to SW 120th Street (14 miles): 1 thru lane per direction
- SW 120th Street to Dolphin Thruway/SR 836 (7 miles): 2 thru per direction
- SR 836 to NW 106th Street (8 miles): 2 thru per direction
- I-75 to Turnpike Mainline (8 miles): 1 thru lane per direction

1.1.5 SunGuide Pre-Defined Response Plans (Daily PSA Events):

- Every morning a new PSA event needs to be created and the previous day's report "Closed".
- Start location as:
  - Miami Dade County on Florida's Turnpike Northbound, At Exit 13- Eureka Drive
- Load Predefined named:
  - "HEFT: Thru Lane Messaging"

Dynamic Message Sign (DMS)

Florida's Turnpike operates 128 Dynamic Message Signs at strategic locations along the Turnpike roadways for disseminating information to motorists (Table 3.3). When traffic conditions are normal, the DMS will display travel time messaging. If travel time messaging is not available, the TMC will use the *No Reported Delay* Messaging to ensure that there is always a message displayed.

Table 3.3 Dynamic Message Sign Locations

Northbound	Range	Southbound	Range
Northbound	Type	Southbound	Type
7.3	21 Character/3 Line	307	21 Character/3 Line
9.7	TDMS- 15 Character	289.7	TDMS- 15 Character
13.2	21 Character/3 Line	271	21 Character/3 Line
21.8	TDMS- 15 Character	261.6	21 Character/3 Line
25.9	21 Character/3 Line	257	21 Character/3 Line
30.6	TDMS- 15 Character	246	21 Character/3 Line
34	21 Character/3 Line	237.6	TDMS- 15 Character
37.9	21 Character/3 Line	195.7	21 Character/3 Line
40.4	21 Character/3 Line	155	21 Character/3 Line
45.1	TDMS- 15 Character	119.3	21 Character/3 Line
52.9	21 Character/3 Line	101.5	21 Character/3 Line
57.2	21 Character/3 Line	91.7	TDMS- 15 Character
63.6	TDMS- 15 Character	85	21 Character/3 Line
73.6	21 Character/3 Line	73.6	21 Character/3 Line
85	21 Character/3 Line	64.9	TDMS- 15 Character
94.9	21 Character/3 Line	57.2	21 Character/3 Line
114.7	21 Character/3 Line	51.4	21 Character/3 Line
133.2	21 Character/3 Line	44.8	21 Character/3 Line
184.1	21 Character/3 Line	36.5	21 Character/3 Line

227.6	21 Character/3 Line	34	21 Character/3 Line
235.5	TDMS- 15 Character	25.9	21 Character/3 Line
256.9	21 Character/3 Line	23.6	TDMS- 15 Character
271.1	21 Character/3 Line	20.9	21 Character/3 Line
287.1	TDMS- 15 Character	11.3	TDMS- 15 Character

Mainline Turnpike Arterials			
MP 267 WB	SR 50	MP 249 WB	Osceola Parkway
MP 249 EB	Osceola Parkway	MP 193 WB	SR 60
MP 193 EB	SR 60	MP 116 WB	Indiantown Rd
MP 116 EB	Indiantown Rd	MP 109 WB	PGA Blvd
MP 109 EB	PGA Blvd	MP 99 WB	Okeechobee Blvd
MP 99 EB	Okeechobee Blvd	MP 97 WB	Southern Blvd
MP 93 EB	Lake Worth Rd	MP 86 WB	Boynton Beach Blvd
MP 75 EB	Glades Rd	MP 75 WB	Glades Rd
MP 69 EB	Sample Rd	MP 69 WB	Sample Rd
MP 62 EB	Commercial Blvd	MP 62 WB	Commercial Blvd
MP 58 EB	Sunrise Blvd	MP 58 WB	Sunrise Blvd
MP 35 EB	Okeechobee Rd	MP 35 WB	Okeechobee Rd
MP 23 EB	Bird Rd	MP 23 WB	Bird Rd
MP 20 EB	Kendall Dr	MP 20 WB	Kendall Dr
MP 6 NB	SW 137th Ave	MP 6 SB	SW 137th Ave
MP 5 EB	SW 288th St	MP 5 WB	SW 288th St

SR 869- Sawgrass Thruway Arterials			
MP 3 NB	Flamingo Rd	MP 1 WB	Sunrise Blvd
MP 14 NB	Coral Ridge Dr	MP 3 WB	Oakland Park Blvd
MP 15 NB	University Dr	MP 5 WB	Commercial Blvd
MP 18 NB	SR 7/US 441	MP 8 WB	Atlantic Blvd
MP 19 NB	Lyons Rd	MP 11 WB	Sample Rd
		MP 14 SB	Coral Ridge Dr
		MP 15 SB	University Dr
		MP 18 SB	SR 7/US 441
		MP 19 SB	Lyons Rd
		MP 21 SB	SR 869 east of Mainline

Northbound	Range	Southbound	Range
SR 869- Sawgrass Expressway			
Sawgrass 1.5	21 Character/3 Line	Sawgrass 19.7	21 Character/3 Line
Sawgrass 10.1	21 Character/3 Line	Sawgrass 12	21 Character/3 Line
Sawgrass 14.9	21 Character/3 Line	Sawgrass 6.4	21 Character/3 Line
SR 417- Seminole Expressway			
SR 417 39.1	21 Character/3 Line	SR 417 53.5	21 Character/3 Line
SR 417 48.1	21 Character/3 Line	SR 417 44.2	21 Character/3 Line
SR 417 51.2	21 Character/3 Line		
SR 429- Western Expressway			
SR 429 2.8	21 Character/3 Line	SR 429 9.9	21 Character/3 Line
SR 589- Veterans Expressway			
SR 589 2.3	18 Character/2 Line	SR 589 13.8	21 Character/3 Line
SR 589 4.1	21 Character/3 Line	SR 589 13.2	21 Character/3 Line
SR 589 6.7	18 Character/3 Line	SR 589 10.2	21 Character/3 Line
SR 589 8.4	21 Character/3 Line	SR 589 8.4	21 Character/3 Line
SR 589 11.1	21 Character/3 Line	SR 589 5.0	15 Character/3 Line
SR 589 12.9	21 Character/3 Line	SR 589 4.8	21 Character/3 Line

Eastbound	Range	Westbound	Range
SR 417- Southern Connector			
SR 417 2.3	21 Character/3 Line	SR 417 4.2	21 Character/3 Line
SR 570- Polk Parkway			
SR 570 4.8	21 Character/3 Line	SR 570 17.8	21 Character/3 Line
SR 570 8.6	21 Character/3 Line	SR 570 11.1	21 Character/3 Line
SR 528- Beachline Expressway			
SR 528 0.0	21 Character/3 Line	SR 528 5.3	21 Character/3 Line
SR 528 0.8	Orange Cnty Conv Center	SR 528 2.7	Orange Cnty Conv Center
SR 528 1.8	21 Character/3 Line	SR 528 1.8	21 Character/3 Line
SR 528 2.4	21 Character/3 Line		

Northbound	Range	Southbound	Range
SR 589- Suncoast Parkway			
SR 589 26.9	21 Character/3 Line	SR 589 38.2	21 Character/3 Line
SR 589 36.0	21 Character/3 Line	SR 589 20.0	21 Character/3 Line
SR 589 43.6	21 Character/3 Line		

The following guidelines should be adhered to when displaying messages on the signs.
DMS are our primary information medium for those traveling on the Turnpike. It is vital that messages posted be accurate, brief and understandable. Signs should address three questions: what is the problem; where is the problem, and what is the impact or solution? It is essential that TMC Team Members remain alert to when changes occur so as to adjust or remove the messages as necessary. It is VITAL that messages be removed as soon as warranted to avoid giving motorists false information. Studies have shown that once a driver loses faith in information received from DMS, it is very difficult to restore such faith. Posting current and accurate DMS messages is possibly the most important responsibility a TMC operator has.

The DMS shall be used for traffic and incident management and information purposes only. This includes, but is not limited to the displaying of messages related to emergency road conditions, routine construction messages, hazardous weather conditions, traffic congestion and hazardous environmental conditions. No one shall use the system for any other purpose; unauthorized use of DMS for personal or inappropriate messages is grounds for dismissal. All approved DMS messages are contained with the SunGuide DMS Message Library. In the event that a message is needed that is not contained within the existing DMS Message Library, the TMC Operator must first confirm with the ATIS on duty or manager on-call before activating the message.

Each message shall consist of no more than two phases. A phase shall consist of no more than three lines of text. Each phase shall be understood by itself regardless of the sequence in which it is read. Messages shall be centered within each line of legend. Usage shall be in compliance with MUTCD section 2L.02 to 2L.04.

The Response Plan will automatically generate DMS with a radius based upon the level of the event as follows:
Level 1: 10 miles
Level 2: 25 miles
Level 3: 50 miles

A DMS shall be used within 10 miles for all shoulder blocking events expect Disabled and Abandoned Vehicles. A DMS shall be used within 25 miles for any lane blocking event. In cases of rural areas, it may be necessary to increase the Response Plan radius to greater than 50 miles to provide opportunity for motorists to utilize additional interchanges. When all lanes are closed, the Response Plan will generate a second phase indicating "Seek Alt Route". The TMC Operator must determine if this message is needed for the event and if there are alternate routes available between the DMS and the incident scene.

Arterial DMS (ADMS)
Arterial DMS shall be used for any event as suggested by the SunGuide response plan. This would include all ADMS within 10 miles for a shoulder blocking event and within 25 miles for any lane blocking event including exit ramp closures on the mainline. Arterial DMS may also be used for

incidents on arterial roadways if there is a verified source of information that can obtain and regularly update information regarding blockage/impact. In addition, arterial DMS should be used for interagency event management, especially in areas where the alternate route has an interchange with the arterial roadway in which the ADMS are located.
When an ADMS has been used to display a critical message, such as "Turnpike Closed" or "Tolls Suspended", it is necessary to visually verify the sign has been blanked when the incident clears. This visual verification can be done by the closest Road Ranger unit or in the absence of a Road Ranger, you can request the ITS Maintenance contractor to make this confirmation.

No Reported Incident Messaging
Every day, a new SunGuide PSA report will be opened at SR 821-MP 1 and the pre-defined plan "No Delay DMS Messaging" will be activated. This messaging has a priority of 252, so all other messaging (including auto-generated travel time) will take precedence over this message. All DMS will be checked on every shift to ensure that they are displaying either incident messaging, travel times, or the "no reported delay" messaging. If any operational DMS signs are blank, you should re-activate the "No Delay DMS Messaging" pre-defined plan via the PSA SunGuide report. This does not apply to ADMS or TDMS messaging.

DMS Messaging for Recurring Congestion
When messaging for recurring congestion, the TMC should utilize pre-defined response plans as often as possible. If it is not possible to use a pre-defined plan, the DMS message library contains several templates, including the following:

Within Congestion:
CONGESTION
NEXT XX MI
USE CAUTION

Within 10 Miles of End of Queue:
CONGESTION
AHEAD
PREPARE TO STOP

Urban Area Congestion:
CONGESTION
FROM (AREA)
TO (AREA)

Exit Delays:

EXIT DELAYS
XX MI AHEAD
RAMP TO (INTERCHANGE)

EXIT DELAYS	EXIT DELAYS
THRU TRAFFIC	XX MI AHEAD
KEEP LEFT	PREPARE TO STOP

It is important to note if the DMS is referencing congestion "XX MI AHEAD", the distance should reflect the end of the tail of the congestion. This is to better assist a motorist in understanding when they will first encounter the congestion and prepare to slow/stop.

DMS Messaging with Delays
In the event of a significantly impacting event*, the TMC will post real-time estimated delay messaging.

- Only use for non-recurring incidents
- Only use delay messaging on closest 2 signs to the incident and any ADMS within that range
- Only use for more than 3 mile** delay
- Only change delay in 15-minute increments
- Use the chart below to estimate delay:

3-4 Mile Delay	30 minutes
5-6 Mile Delay	45 minutes
7-8 Mile Delay	60 minutes
9-10 Mile Delay	75 minutes

- Use the following format:

DMS
BLOCKAGE
XX MI AHEAD
BEFORE/BEYOND/AT LOCATION

BLOCKAGE
XX MI AHEAD
XX MIN DELAY

ADMS
FL TPK NB/SB
BEFORE/BEYOND/AT
LOCATION

FL TPK NB/SB
XX MIN
DELAY

* Estimated minute delay messaging cannot be used for events with only shoulder passage or when all travel lanes are closed (without detour). Minute delay messaging cannot be used for lingering congestion after an event completely clears, or recurring congestion events.

** If delays are less than 3 miles, the TMC will utilize the following format:

	DMS Within 10 miles	DMS More than 10 miles
Phase 1	BLOCKAGE XX MI AHEAD BEFORE/BEYOND/AT LOCATION	BLOCKAGE XX MI AHEAD BEFORE/BEYOND/AT LOCATION
Phase 2	BLOCKAGE XX MI AHEAD PREPARE TO STOP	BLOCKAGE XX MI AHEAD EXPECT DELAYS

The "Expect Delays" messaging should not be utilized for ADMS. ADMS should only be updated for delays 3 miles or greater. If all lanes are closed, the ADMS should be remain as it is auto-generated with "Seek Alt" messaging on second phase.

In the event that Travel Time Messaging is available and in the message queue for a DMS, the TMC shall merge the incident messaging with the Travel Time Messaging, thereby creating a two-phase message.

DMS Message Priority

- Turnpike Lane Blocking/Impacting Events- 1-100
- Lane Blocking Construction- 1-100
- Accident Message for Other Roadway- 100-150
- Non-Lane Blocking Event- 150-200
- Weather Messaging - 235
- Vehicle Alerts- 240
- Travel Time- 245

- PSA – 250
- No Reported Delay - 252

Closed Circuit Television Cameras (CCTV)

CCTVs are one of the most important resources for the TMC. Presently there are 565 traffic cameras deployed throughout the Turnpike System as well as 18 non-traffic cameras. Cameras are to be utilized to view traffic conditions and the status of traffic incidents and congestion. Operators should be familiar with the locations of the CCTVs and their viewing capabilities, utilizing the CCTVs to their fullest potential. Under no circumstances are they to be used to view or monitor private property or residences and unauthorized use is grounds for dismissal.

Reporting Suspicious Activity

In the process of monitoring traffic conditions via the CCTVs, TMC Team Members may occasionally observe suspicious activities or criminal activity. If you notice these types of activities, immediately report the incident to FHP by calling the TMC Lake Worth Team Member or 561-357-4000. If FHP does not answer within six telephone rings, hang up and call the FHP Shift Commander directly 561-357-6317. Under no circumstances are TMC Team Members allowed to record these types of incidents unless specifically requested to by Florida's Turnpike Enterprise's Traffic Operations Management.

Milestone Software

The Milestone software is used to view and control cameras along the Turnpike. Each workstation is equipped with the software and the ability to view multiple cameras at one time in the Milestone flexipanels. The Milestone software allows users to control maps of the Turkey Lake video wall, Pompano video wall and Lake Worth video wall.

When requested by management to record a video feed, the Milestone software will be used to accommodate this request.

CCTV Users Agreement
Upon being hired, Operators are required to sign a document agreeing to the following:

- Only authorized operators shall operate the surveillance system in the SunGuide Traffic Management Center (TMC). Operation of this equipment when in service by any other person is strictly prohibited.
- Closed Circuit Television (CCTV) cameras and related equipment (surveillance equipment) in the SunGuide TMC shall be used for traffic and incident management and information purposes only. This includes, but is not limited to, verification of accidents, traffic congestion, maintenance of traffic, stranded vehicles, environmental conditions, and emergency delivery/assistance. No one, including the official control center operators and their supervisors, shall use the system for any other purpose.

- The authorized operators shall obey all federal and state privacy laws. For example, surveillance of private property and use of the system with an intent of invading privacy of those individuals that could be observed through surveillance cameras is strictly prohibited, even as a demonstration of system's technical capabilities.
- Information on traffic and incident conditions may be given out to anyone on request. In the cases which information is not available, information requests should be routed in the following manner:
    - a. In non-emergency situations, valid accident related information should be routed through the PIO (Public Information Office).
    - b. In emergencies, a response should be routed through FHP (Florida Highway Patrol). All requests for other types of information shall be thruly, yet politely, declined.
- Videotaping or recording of system output in any manner by the TMC operators on their own or on the behalf of any person other than the authorized supervisors is strictly prohibited. The authorized supervisor(s) may permit recording for the benefit of the Department. The TMC Manager has the responsibility to document and preserve videotapes. The videotapes shall be erased immediately after the intended use or no later than fifteen calendar days. Videotapes to be used for training or demonstration purposes are exempt from this requirement.
- These guidelines are likely to evolve with time. It is the responsibility of the authorized operators to understand and implement the changes, as they are made available.

TMC Video Wall

The video wall is displayed on the front wall of each TMC and at the FHP Lake Worth dispatch center. The wall is able to display a variety of patterns; however, the pattern configuration should only be changed with management approval. The TMC video walls are configured to display video images, website content, or other important metrics for the TMC. The FHP Lake Worth video wall is configured to display a single video image in all three cubes.

The video wall CCTV images can be changed using the Milestone software drag and drop feature. The images selected should reflect active events to include crashes, active road work, abandoned vehicles, and disabled vehicles.

The video wall content will contain the appropriate carousels (tours) for each facility as seen below. Use the "Send to Smart Wall" option on the bottom right video control to send the carousel to the appropriate destination.

Folder "Operator", subfolder "Video Wall Tours- Pompano"
Tour 1: Broward County
Tour 2: North Miami-Dade County
Tour 3: Palm Beach County
Tour 4: South Miami-Dade County

Folder "Operator", subfolder "Video Wall Tours- TL"
Tour 1: Beachline Thruway
Tour 2: SR 417 (Seminole County)
Tour 3: SR 589
Tour 4: Orange County

Highway Advisory Radio (HAR)

The Florida Turnpike operates a Highway Advisory Radio (HAR) system with 15 transmission sites located at various points along the Turnpike roadways, (Table 3.2). The Purpose of the HAR is to provide real-time, detailed traffic information and alternate routes to our Customers in advance of a traffic-impacting event. The HAR are short-range broadcast stations located at 1640 AM. Broadcast ranges are limited to an approximate five-mile radius from the transmitter site. A sign with flashing beacons accompanies each HAR. The flashing beacons are activated only during situations that require a response from drivers, such as a change in speed or route. When traffic conditions are normal, the HAR will broadcast continuous prerecorded construction and information messages.

Table 3-2 HAR Transmitter and Beacon Sign Locations

N.B. HAR	Location	S.B. HAR	Location
Wildwood	301	Wildwood	307
I – 4	255.8	I – 4	262.5
Canoe Creek	224	Canoe Creek	234.5
Ft. Pierce	148	Ft. Pierce	157
Stuart	130	Stuart	141
Lake Worth	92.1	Lake Worth	98.6
Deerfield EB Sawgrass	69 15.4	Deerfield	75.5
Miramar EB HEFT	0X 41.8	Miramar	52.9
Biscayne	1.6	Biscayne	10.2
HAR	**Location**	**HAR**	**Location**
Digital Sawgrass	MP 0.4 EB	Digital Sawgrass	MP 7.3 WB
Deerfield (869)	MP 15.4 EB	Deerfield (869)	MP 21.8 WB
SR 417	MP 38.8 NB	SR 417	MP 43.8 SB
Suncoast (589)	MP 29.4 NB	Suncoast (589)	MP 36.6 SB
Polk East (570)	MP 6.1 EB	Polk East (570)	MP 11.7 WB
Polk West (570)	MP 17.9 EB	Polk West (570)	MP 23.6 WB
Beachline (528)	MP 3 EB	Beachline (528)	MP 7 WB

HAR Usage:

The HAR shall be used for traffic and incident management and information purposes only. This includes, but is not limited to, broadcasting of messages related to emergency road conditions, routine construction messages, hazardous weather conditions, general traffic congestion and hazardous environmental conditions. No one shall use the system for any other purpose. Unauthorized use of the HAR for personal or inappropriate messages is grounds for dismissal.

The Turnpike TMC will activate the HAR devices for the following:

- Any event with lane blockage within 25 miles
- Incidents that involve a full closure within 50 miles
- Incidents that involve more than one mile of delay
- Construction event with lane blockage or delays
- Low visibility conditions
- Evacuation events
- Weather emergencies
- Interagency coordination for major events on arterial interstates
- Other events that Turnpike management declares relevant

Operation:

The TMC utilizes the VAISALA/PLATINUM software to operate the HAR stations along the Turnpike. The Highway Advisory Radio stations and corresponding beacons can be operated from both TMCs or remotely. A HAR Log is available electronically and updated weekly for scheduled construction messaging.
When activating a HAR message, it is imperative that the TMC Operator listen to the text-to-speech generated message before activating. It is the Performance Measure of the TMC to activate the HAR playlist within 5 minutes of confirming impact during an incident.

Checking the HAR

The HAR stations must be checked daily by each shift for content of messages and playlist accuracy. Each shift will document the time and initials of person checking the HAR in the daily HAR log. If a HAR station is found to be inaccurate, the messages should be updated to reflect what is currently listed on the HAR log. In addition, an ATIS Team Leader will be informed of the discrepancy.

In addition, the HAR stations will be checked each shift by the Turnpike Safety Patrol Road Rangers. A SunGuide event will be initiated at the beginning of the shift and dispatched to the appropriate Road Ranger to check at their earliest convenience. The field check will be documented in the daily HAR log.

OVERVIEW

The Citizens' Band Radio Advisory System (CBRAS) was developed to broadcast emergency traffic information on CB channel 19 to truck drivers traveling the Turnpike. It operates with a unique license from the Federal Communications Commission (FCC) and can be remotely controlled from the Turnpike Traffic Management Center, making the system very versatile and mobile. Broadcast stations have been installed at fifteen (15) locations along the Turnpike System using a fiber optic communication network to transmit and receive the information to broadcast with a range of up to 3 miles. The system can be used when large crashes close the roadway or in preparation for an evacuation or other emergency scenarios.

PROCEDURE

The Turnpike TMC will activate the CBRAS devices for the following:

- Any event with lane blockage within 25 miles
- Incidents that involve a full closure within 50 miles
- Incidents that involve more than one mile of delay
- Construction event with lane blockage or delays
- Low visibility conditions
- Evacuation events
- Weather emergencies
- Interagency coordination for major events on arterial interstates
- Other events that Turnpike management declares relevant

Standard protocol will default the messaging to play on channel 19 every 120 seconds. Message recording for the text-to-speech application should not exceed 20 seconds in length. The system should always advise that it is being broadcast from Florida's Turnpike Emergency Management System and include the Turnpike's Public Information Office phone number (1-800-749-7453) for leaving comments or feedback.

CBRAS Locations

SR 91 at MP 308.1	Wildwood
SR 91 at MP 287.9	Leesburg
SR 91 at MP 259.8	I-4
SR 91 at MP 192.9	Yeehaw
SR 91 at MP 151.9	Ft Pierce
SR 91 at MP 116.0	Jupiter
SR 91 at MP 0.6 X	Miramar
SR 821 at MP 35.5	Hialeah Gardens

CREATING AND REVIEWING MESSAGES

All CB RAS messages should be generated using the Level 2 and 3 incident templates of the Vaisala HAR software. The same message text can be used for the HAR and CB RAS messaging and saved in the appropriate HAR message slot. CB RAS template message 509 should be used when working multiple events that require use of the same CB RAS station. FCC regulations mandate that all CB RAS messaging must start with the phrase, "This is a message from Florida's Turnpike Emergency Management System."
The text-to-speech audio recording of the message must be reviewed for accuracy and understandability before being broadcast.

BROADCAST RANGE

The CB RAS should be activated within 25 miles for any event causing more than a one mile delay, regardless of lane blockage. In addition, the CB RAS should be used for the same distance as other ITS devices (DMS and HAR) in the event of a full closure. The CB RAS transmits with a three-mile radius, so the device should also be used even if the incident is just before the transmitter site.

Checking the CB RAS

The CB RAS stations must be checked daily by each shift for content of messages and playlist accuracy. Each shift will document the time and initials of person checking the CB RAS in the daily CB RAS log.

OVERVIEW

The Turnpike operates a Public Information Display (SPID) system at seven of the eight service plazas (excluding Snapper Creek). The SPID is comprised of three monitors:

- A camera image south of the plaza location
- A looping Power Point presentation with active Safety Campaigns
- A camera image north of the plaza location

It is the TMC's responsibility to drop video of impacting incidents in the video display monitor at the appropriate Service Plaza. It is the TMC operator's responsibility to ensure that the video displayed does not contain graphic or offensive material. The primary concern of the video displayed is the impact to traffic/congestion associated with an event.

The left monitor is mainly dedicated for traffic impacting events south of that Service Plaza location. The right monitor is mainly dedicated for traffic impacting events north of that Service Plaza location. If an event is severely impacting traffic (level 3), then multiple Service Plazas may be utilized to display the video feed.

The center screen displays a Power Point presentation that is updated monthly with ongoing safety campaigns. The content of these displays will be determined by management and should not be edited by TMC Operators without prior approval.

The TMC Operators will check each of the Service Plaza SPIDs displays on each shift to ensure they are displaying properly and contain appropriate video feeds (video for areas nearby that plaza). If there are any issues with the screens or ability to control them, the TMC will document that in the daily log, submit an OMS ticket and notify the Network on site personnel.

Checking the SPIDS

Every SPID location must be checked daily by each shift for functionality of screens and content of power point slideshow. Each shift will document the time and initials of person checking the SPID in the daily SPID log.

TMC Operations	Field Device Protocol	Travel Time System (TTS)	6.7.0

OVERVIEW

The Turnpike has deployed 263 TTS (AVI Toll Tag) readers located at strategic locations (interchanges/DMS) along the Turnpike system. This technology operates by taking a reading of a SunPass transponder at a particular location and then again at a second location and calculating the travel time between the two locations.

On all roadways except SR 417 and SR 429, the TMC does not display calculated travel times on the DMS signs. Instead, a pre-defined plan for "No Reported Delays" is used as the 24/7 default for all mainline DMS.

On SR 417 and SR 429, the roadway is instrumented with Bluetooth BlueToad readers. This hardware allows a travel time calculation that is linked to automatically display on the DMS signs on those roadways. This is the default messaging for all DMS on those roadways.

OVERVIEW

The Turnpike has deployed 1089 VDS (side-fire radar Vehicle Detection Systems) located approximately every half mile on the Turnpike system. This technology operates by taking a spot reading of vehicle speed and lane occupancy by radar technology.

Alarm thresholds for speed and occupancy have been set in the software to enable alerts within the Event Manager when the threshold is crossed. The TMC should determine if the active alarm is valid and either cancel the alarm or create a new event based on their observation on camera. The Operator is responsible for monitoring these alarms on the Event Manager screen and either starting and dismissing the alarm within 5 minutes of it being populated.

The Operator will have the following options when selecting an active alarm:

- Create New Event
- Create Secondary Event
- Set Responder Arrival
- Dismiss as Already Detected
- Dismiss as False Alarm

If the Operator selects to "Create New Event", the software will automatically place the event at the location closest to the alarmed detector. In addition, the SunGuide software will default the event type to "Crash" and it will be necessary to change it if that is not accurate.
If the Operator selects to "Dismiss as Already Detected", the software will automatically select an event (provided in a drop down list of all active events) for the Operator to save as the cause of alarm.

PURPOSE: Road Weather Information Systems (RWIS) can assist the Florida's Turnpike Traffic Management Center (TMC) in determining current and impending road conditions. This information also gives the TMC the ability to provide real-time roadway condition information to the traveling public as weather events approach, occur, or have passed through.

RWIS consist of the hardware, software, and communications interfaces necessary to collect and transfer road weather observations from the roadway to a central location like the TMC. While the original purpose of RWIS was to address winter weather conditions, applications have been developed to detect and monitor a variety of road weather conditions impacting road operations and maintenance. Most RWIS now consist of several meteorological and pavement condition monitoring stations strategically located near the roadway to help the TMC make more informed operational decisions concerning when to conduct road maintenance operations in a safe and efficient manner.

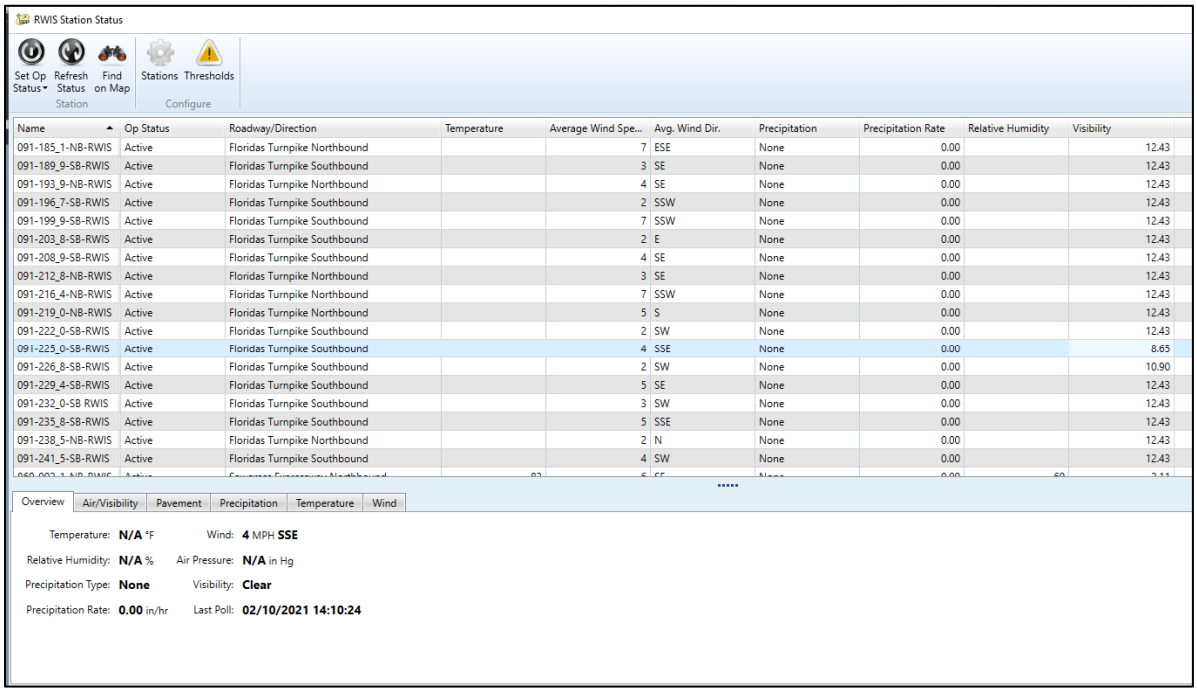
The Turnpike has deployed 27 RWIS (Road Weather Information Systems) located as follows:

- SR 869 MP 2.1 (Air Temp, Humidity, Dew, BaroPs, Precip, Visibility, Wind Speed/Direction)
- SR 869 MP 12.9 (Wind Speed and Direction)
- SR 869 MP 20.6 (Air Temp, Humidity, Dew, BaroPs, Precip, Visibility, Wind Speed/Direction)
- SR 91 MP 241.5 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 238.5 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 235.8 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 232.0 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 229.4 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 226.9 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 225.0 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 222.0 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 219.0 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 216.4 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 212.8 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 208.9 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 203.8 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 199.9 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 196.7 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 193.9 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 189.9 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 185.1 NB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 181.1 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 178.1 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 175.1 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 173.1 SB (Wind Speed and Direction, Visibility, Precipitation)

- SR 91 MP 170.0 SB (Wind Speed and Direction, Visibility, Precipitation)
- SR 91 MP 166.9 SB (Wind Speed and Direction, Visibility, Precipitation)

This technology operates by taking a spot reading of roadside weather information such as air temperature, relative humidity, visibility, precipitation, wind speed and direction.

These readings are available to the TMC via the SunGuide software RWIS Station Status screen:



Name	Op Status	Roadway/Direction	Temperature	Average Wind Spe...	Avg. Wind Dir.	Precipitation	Precipitation Rate	Relative Humidity	Visibility
091-185_1-NB-RWIS	Active	Floridas Turnpike Northbound		7	ESE	None	0.00		12.43
091-189_9-SB-RWIS	Active	Floridas Turnpike Southbound		3	SE	None	0.00		12.43
091-193_9-NB-RWIS	Active	Floridas Turnpike Northbound		4	SE	None	0.00		12.43
091-196_7-SB-RWIS	Active	Floridas Turnpike Southbound		2	SSW	None	0.00		12.43
091-199_9-SB-RWIS	Active	Floridas Turnpike Southbound		7	SSW	None	0.00		12.43
091-203_8-SB-RWIS	Active	Floridas Turnpike Southbound		2	E	None	0.00		12.43
091-208_9-SB-RWIS	Active	Floridas Turnpike Southbound		4	SE	None	0.00		12.43
091-212_8-NB-RWIS	Active	Floridas Turnpike Northbound		3	SE	None	0.00		12.43
091-216_4-NB-RWIS	Active	Floridas Turnpike Northbound		7	SSW	None	0.00		12.43
091-219_0-NB-RWIS	Active	Floridas Turnpike Northbound		5	S	None	0.00		12.43
091-222_0-SB-RWIS	Active	Floridas Turnpike Southbound		2	SW	None	0.00		12.43
091-225_0-SB-RWIS	Active	Floridas Turnpike Southbound		4	SSE	None	0.00		8.65
091-226_8-SB-RWIS	Active	Floridas Turnpike Southbound		2	SW	None	0.00		10.90
091-229_4-SB-RWIS	Active	Floridas Turnpike Southbound		5	SE	None	0.00		12.43
091-232_0-SB RWIS	Active	Floridas Turnpike Southbound		3	SW	None	0.00		12.43
091-235_8-SB-RWIS	Active	Floridas Turnpike Southbound		5	SSE	None	0.00		12.43
091-238_5-NB-RWIS	Active	Floridas Turnpike Northbound		2	N	None	0.00		12.43
091-241_5-SB-RWIS	Active	Floridas Turnpike Southbound		4	SW	None	0.00		12.43

TMC Operators will be responsible for monitoring these devices 24/7 and upon notification of an alarm, will respond according to SOG sections 4.1.10 – Weather Event Management and 4.1.12-Visibility Event Management.

When a SunGuide RWIS alert is populated in the Incident Detection System, the Operator must acknowledge the alert in a timely manner. Any alert that is for a condition already identified must be acknowledged and associated to the open SunGuide event.

Road Ranger Communications

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

Local 10-codes and Signal codes can be used in local police communications; the Florida Highway Patrol codes are reproduced later in this document for reference.

Florida Highway Patrol Signal Codes

Signal Codes	Definition	Signal Codes	Definition
S0	ARMED AND/OR DANGEROUS	S7	CRASH W/FATILITY
S1	DUI	S76	DISABLED VEHICLE
S2	DRUNK PEDESTRIAN	S9	LOST/STOLEN TAG
S3	HIT AND RUN	S10	STOLEN VEHICLE
S3I	HIT AND RUN W/INJURIES	S11	ABANDONED VEHICLE
S3R	HIT AND RUN W/ROADBLOCK	S12	RECKLESS DRIVING
S4	CRASH	S13V	SUSPICIOUS VEHICLE
S4I	CRASH W/INJURIES	S14	INFORMATION/INTELLIGENCE
S4P	PATROL CAR CRASH	S16	OBSTRUCTION ON HIGHWAY
S4R	CRASH W/ROADBLOCK	S23	PEDESTRIAN/HITCHHIKER
S55	INCIDENT	S37	DRUG/CONTRABAND CASE
S55F	FIRE	S41	SICK/INJURED PERSON
S55H	HAZMAT INCIDENT	S54	AIRCRAFT CRASH
S56	ANIMAL IMPERSONATING AN		
S57	OFFICER		

Florida Highway Patrol Dispatch Ten Codes

10-1	Receiving Poorly	10-43	Any Information
10-2	Receiving Well	10-44	Pick up Papers at
10-3	Stop Transmitting	10-45	Call By Phone
10-4	OK/Acknowledgement	10-46	URGENT
10-5	Relay Radio Information	10-47	Reports
10-6	Busy	10-48	End of Message -- Did you Receive?
10-7	Out of Service	10-49	Sheriff's Office / Police Department
10-8	In Service	10-50	Traffic Stop

10-9	Repeat	10-51	En-route
10-10	Out of Service / Subject to Call	10-52	ETA
10-11	Dispatching to Rapidly	10-53	Coming to Station / Office
10-12	Visitors or Official Present	10-54	Negative
10-13	Conditions of (specify)	10-55	Unit to Unit Transmission
10-14	Convoy or Escort	10-56	Meet At
10-15	Prisoner in Custody	10-57	Departing Zone
10-16	Pick up Prisoner at	10-58	Entering Zone
10-17	Maintain Surveillance	10-61	Service Needed
10-18	Complete Assignment Quickly	10-63	Request For (insert)
10-19	Return to Station/Office	10-63B	BAC Technician
10-20	Location	10-63F	Plane or Helicopter
10-21	Call Station / Office by Phone	10-63K	K9
10-22	Disregard	10-63P	Perimeter
10-23	Standby	10-63S	SRT
10-24	Trouble Send Help	10-64	Radio Net Free
10-25	Contact With	10-65	Clear to Copy
10-26	Message Received	10-66	Cancel
10-27	Driver's License Check	10-67	Driver/Operator License or Equip OK
10-28	Registration Check	10-68	Agency Meeting
10-29	Wanted Check	10-69	Fire Truck
10-29P	Wanted Check-Person	10-70	Request for Wrecker
10-30	Against Rules and Regulations	10-71	Ambulance Rescue
10-31	In Pursuit	10-76	Change Radio Frequency
10-33	Emergency	10-77	Request for Homicide Investigator
10-34	Subpoena	10-78	Notification of Next of Kin
10-35	Confidential Information	10-83	Meet for Work Break
10-36	Correct Time	10-88	Telephone Number
10-37	Duty Officer on Duty	10-94	Request Routine Backup
10-38	Roadblock	10-97	Arrival
10-39	Message Delivered	10-98	Completed/Cleared
10-40	Request Radio Repair	10-100	Alert-Remain in contact via phone
10-41	In Possession Of	10-155	Private Call -- via Radio
10-42	Out of Service at Home		

INTERNATIONAL PHONETIC ALPHABET
Standards have been developed by various organizations to facilitate accurate, clear, and brief communications. These standards make communications easier, faster, and more accurate.[1]

One such standard is the International Phonetic Alphabet, which should be used when spelling is required.

International Phonetic Alphabet

Letter	Phonetic Letter	Letter	Phonetic Letter	Letter	Phonetic Letter
A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

TRANSMITTING NUMBERS
In voice communications, numbers are grouped and read in a series of three, counted from left to right. The number 5428749 would be read over the radio as 542 847 9. The "series of three" rule also applies where letters are used in combination with numbers. The vehicle identification number (VIN) B1RH542178 would be read as "Bravo One Romeo – Hotel five four – two one seven – eight. An exception to the "series of three" rule is the transmitting of telephone numbers and other formatted numbers. They are broadcast as they appear.

PROWORDS
Prowords (short for procedural words) can be useful in standardizing communication. For instance, "Say again?" replaces: "Could you repeat that, please?", "What did you say?" or, "I didn't hear your last transmission." By using a standard phrase, we know exactly what was said and how to respond.[2]
Examples:

AFFIRMATIVE	Means Yes – more distinctly
NEGATIVE	Means No – more distinctly
SAY AGAIN	A request for the sender to repeat the transmission

MILITARY TIME

[1] Dartanner, Lou, N6ZKJ, Santa Barbara Amateur Radio Club, *A Handbook for Amateur Radio Operators*
[2] ibid

It is a good idea to learn and use 24-hour time, avoiding the confusion between am and pm on the 12-hour clock.

RADIO COURTESY
Staff should always conduct themselves on the radio so as to present models of efficiency and professionalism. Radio courtesy can best be thrued by tone and manner of presentation rather than the content of the message. Unnecessarily lengthy tone alerts, argumentative, retaliatory, derogatory, humorous or personal remarks or other unnecessary radio traffic (e.g., please, thank you, happy holidays, etc.) are considered to be breaches of operating procedure, and may prevent urgent radio traffic from being heard.
Frequencies must be monitored closely before transmitting in order to avoid interrupting traffic in progress. When another employee or station is using a frequency, do not attempt to talk over their communication on that same frequency. Never break into another station's transmission unless an emergency exists and your transmission is more critical and only after monitoring the traffic in progress to verify it is not of an emergency nature. In addition, if a unit is requested to "Stand by", they shall be immediately acknowledged as soon as possible.

MISCELLANEOUS COMMUNICATIONS PROCEDURES
Make sure the vehicle or portable radio is operational by monitoring frequently. Monitor the channel before transmitting to ensure the channel is clear. Wait approximately 15 to 30 seconds between each attempt to contact a mobile unit or base station, unless circumstances dictate otherwise. At the start of a transmission or series of transmissions, identify yourself with your base station identification or mobile unit number.

Pause briefly after keying the push-to-talk button before speaking. Road Rangers responding to a call from the TMC or other base should respond with their location and direction of travel.
Be brief, concise and to the point. Remember to provide all important details. Don't be so concerned with brevity that critical details are unintentionally omitted.

Comments added as a notion of courtesy, such a please, thank you or you're welcome, etc., should not be used. Personal communications are prohibited. Mobile units should advise their assigned communications centers of all changes in their in-service status as soon as practical.

When necessary or directed to do so, hold all radio traffic to a minimum.

MONITORING TECHNIQUES
TMC Team Members should constantly monitor the amount of background noise being generated by other personnel, printers and/or other equipment and strive to reduce background noise.

The simplest procedure to avoid missing important radio traffic is ensuring that the volume controls are always adjusted properly. The controls should be checked at the beginning of each shift and periodically throughout the shift, especially during long periods of silence.

VOICE TECHNIQUES
Proper voice techniques do much to enhance understanding and professionalism. It is important to remember the old saying, "It is not what you say, but how you say it that counts." You are constantly being monitored by the public and other Turnpike staff. Your voice represents the Turnpike Enterprise to all listeners. Effective and professional voice techniques can be achieved by developing the four primary voice characteristics: Quality, Volume, Pitch and Rate.

The desired voice quality should display a positive impression, alertness, enthusiasm, confidence, calmness, businesslike approach and a readiness to serve. The voice should not sound unprofessional at any time, particularly when under stress. Proper enunciation and pronunciation, i.e., words spoken clearly and distinctly, greatly improve the ability of the receiver to copy the contents on a message and eliminate needless repetition.

Use moderate pitch level changes in your voice as you speak. A monotone voice is unacceptable. Try to develop a pitch that is not too high or too low. Speak across the microphone rather than directly into it. This will produce a clearer transmission.

RADIO CONTROLS-800 MHz
The 800-megahertz radio system is restricted to be used and/or adjusted by selected trained personnel within the TMC. Any Operator found to be adjusting the settings without prior approval will be subject to a written warning upon the first violation and termination upon the second violation.

If someone is requesting to remove the 800 MHz portable radio from the TMC, they must contact the TMC manager on-duty/on-call.

800 MHz portable radio checks shall be done daily on each shift to ensure the radio is charged and functioning properly.

The MACOM console utilizes the *Harris C3 Maestro* software to transmit/receive 800 MHz radio communications. Operators should only adjust the settings on this system after reviewing the TMC Training Module 20- MACOM Radios manual.

TURNPIKE TMC DEFAULT SELECT GROUPS:
Talk Group Name: D-RR8-1 Primary
D-RR8-2 Secondary

CFX (OR UNIT) SELECT GROUP:
Talk Group Bank: A (1 – 16)
D-RR5-2 TPK/CFX (Ch. 10)

TURNPIKE TMC DEFAULT UNSELECT GROUPS:

Talk Group Name:

Troop K – Miami	TPK-PAT 1
Troop K – West Palm	TPK-PAT 2
Troop K - Orlando	TPK-PAT 3

Road Ranger Emergency Alert Button- If Emergency tone is activated; the Road Ranger will have 8 seconds of open microphone. The following steps should be taken:

1. Immediately attempt to contact the Road Ranger over the radio and Push-to-Talk.
2. Contact FHP Lake Worth (or they may already be calling TMC)
    a. If non-emergency, have the Troop K dispatcher deactivate the alarm
    b. If emergency, contact FHP Troop K dispatcher and advise them the AVL location of the Road Ranger and other detailed information regarding their last known status.

PUSH-TO-TALK RADIOS

As a backup to the 800 MHz, the Road Rangers are equipped with push-to-talk cellular phones. It is the Road Ranger patrol policy to only utilize the push-to-talk when they are safely parked. If the TMC chirps/alerts a Road Ranger and does not get an immediate response, it is likely that they are attempting to find a safe place to park to answer the phone.

ASSIGNED ROAD RANGER TMC OPERATOR

The ATIS Team Leader will assign a dedicated Road Ranger TMC Operator during shifts with three people or more on duty. The dedicated Road Ranger TMC Operator will be responsible for routing all Road Ranger requests through SunGuide and dispatch over the 800 MHz radio. The dedicated Road Ranger TMC Operator will have the Road Ranger AVL module in SunGuide active on their desktop monitor at all times. This position is responsible for locating each Road Ranger stop on camera immediately upon being notified of a road ranger arriving on scene. In addition, this position must confirm that the vehicle type being assisted matches the description provided in any dispatched event.

UNABLE TO LOCATE ROAD RANGER

If the TMC is unable to contact a Road Ranger during their shift, the following steps should be attempted:

- Contact over 800 MHz radio system
- Contact/Alert on mobile (push-to-talk Zello app)
- Locate on AVL
- Attempt to locate on camera
- Contact Shell Station at Service Plaza

- Contact adjacent Road Ranger
- Contact Road Ranger Supervisor
- Contact FHP Dispatch

Road Ranger Protocols

LEAVING ASSIGNED PATROL

Safety Patrol Incident Response Team Operators shall not leave their designated Patrol Zone except:

- When directed by the TMC. The TMC may frequently extend patrol zones into a normally unpatrolled area or when the adjacent zone Safety Patrol Incident Response Team Operator is unable to patrol due to an extended incident or other occurrences.
- When directed by FTE, FHP, or other Law Enforcement officer or Fire Department Official.
- When required by mechanical failure of the Safety Patrol Incident Response Team vehicle. (In this case a backup vehicle shall be placed in service.)
- To replenish fuel at the nearest facility not to exceed two (2) miles from the Safety Patrol Incident Response Team, zone or at an FTE authorized location.
- To replenish supplies.
- For a rest period
- To bypass a queue to reach an incident
- To change Operators
- For appearance at FTE approved events or locations.

The Safety Patrol Incident Response Team Operator shall request permission from the TMC to leave the assigned zone unless directed by others, in which case the Safety Patrol Incident Response Team Operator shall notify the TMC of the assignment. The Safety Patrol Incident Response Team Operator shall notify the TMC when returning to patrol in the assigned zone.

END OF SHIFT RESPONSE

Should a Safety Patrol Incident Response Team Operator be requested or dispatched to an FTE customer assist or other time-sensitive incident that cannot be completed prior to the end of the shift, the Safety Patrol Incident Response Team Operator will advise the TMC. The TMC will make the determination whether the dispatch needs to be completed immediately or held for the next shift.

RESPONSE PRIORITIES

The following is a guide to help prioritize multiple concurrent requests for Safety Patrol response based on sound Traffic Incident Management principles, with the highest priority listed first.

1. Injury crash blocking the travel portion of the highway
2. Non-Injury crash blocking the travel portion of the highway
3. Disabled vehicle blocking the travel portion of the highway
4. Abandoned vehicle blocking the travel portion of the highway
5. Emergency traffic control operations
6. Debris blocking one or more travel lanes (follow safety guidelines)
7. Crashes not blocking any travel lanes
8. Disabled vehicle not blocking a travel lane
9. Abandoned vehicle not blocking a travel lane but in a questionable location

U-TURNS
Median crossovers provide turn around points for law enforcement and emergency response vehicles on Florida's Turnpike. Safety Patrol operators under normal patrol reverse direction at interchanges, service plazas, or the milepost 216 heavy truck turnaround. Florida's Turnpike Enterprise has developed the following policy for Safety Patrol use of median crossovers:

- Milepost 153 (Fort Pierce) to Milepost 236 and Milepost 275 to 309 (Wildwood / I-75) – Official Use Only median crossovers may ONLY be used when:
    - Directed and assisted by Law Enforcement personnel.

If FHP requests that a Road Ranger make a u-turn to respond to an incident, it must be document in the SunGuide event.

DIRECT ASSIST
If an event involves lane blockage or a hazard to the travel lane, the TMC will dispatch the event as a "direct assist." In this case, the Safety Patrol operator will proceed directly to this event, bypassing any other non-lane blocking events along the way.

SHOULDER USAGE
When warranted by traffic conditions, Safety Patrol operators are allowed to drive on roadway shoulders or grass areas when responding to an emergency/lane blocking event or at Turnpike Incident Managers' requests. Shoulder or grass area use is not permitted when responding to non-emergency events.

SUSPICIOUS ACTIVITY
If a Road Ranger feels that a vehicle or situation involves something suspicious or dangerous, they will immediately depart from the event and notify the TMC. The TMC will notify FHP dispatch and monitor the event on camera.
If the TMC observes suspicious activity on camera, they will notify FHP dispatch for Trooper response and advise the Road Ranger to not respond to that area unless asked to do so by the FHP Trooper on scene.

PEDESTRIAN
If a Road Ranger encounters a pedestrian without an associated disabled vehicle nearby, the Road Ranger shall call the TMC and advise of the situation and a description of the pedestrian. The TMC will immediately notify FHP to dispatch a Trooper for a clearance of the person to allow the Road Ranger to assist. The Road Ranger may follow the pedestrian as the situation allows until a Trooper arrives on scene.
When assisting motorists with a disabled vehicle and the vehicle will not start or cannot be driven, assist the motorist to obtain help using your cell phone (Section 4.5). If towing service or other help is not available in a reasonable time, offer to transport the motorist to the Service Plaza or nearest exit within your patrol sector (motorist is to be left at a safe location).

TRANSPORTING MOTORISTS
When transporting a motorist or pedestrian, the Road Ranger will advise the TMC of the intention to transport a motorist, the destination, how many passengers, gender and current odometer reading. The Road Ranger will call the TMC immediately upon arrival at the drop off point and report the ending mileage. The TMC must document all this information, include starting/ending odometer in the associated SunGuide report.

If there are more passengers than seatbelts in the RRSSP vehicle, the Road Ranger will contact the TMC and request assistance from another RRSSP unit, a supervisor or a Trooper.

REFUSING ASSISTANCE
If a Road Ranger refuses assistance to a stranded motorist for any reason, the TMC is required to contact FHP dispatch to let them know that the motorist is not being assisted and will be stranded at that location until they can make their own arrangements for assistance. The TMC should also document the reason for refusal in the SunGuide report and ensure a copy is sent to the Incident Management Specialist.

ROAD RANGER SUNGUIDE ACCESS
All Road Ranger Operators will complete a JTF SLERs background clearance prior to gaining access to the TMC SunGuide software. Upon notification of an "Approved" JTF clearance, the TMC Manager will add the Road Ranger Operator to the SunGuide Responder "Operator" user list. The credentials will be provided to the Road Ranger vendor.
Upon notification of a "Denied" JTF status update, the TMC Manager or Incident Response/Coordinator will immediately notify the ITS Systems Team of the need to remove access for that Road Ranger user.
The SunGuide software will produce a bi-weekly automated report, that is emailed to the TMC Management team and Incident Response/Coordination Team of all active Road Ranger users in the software. The Incident Management Coordinator will review the bi-weekly list with the Road Ranger vendor. A notification is sent to the TMC Managers and SunGuide Database Administrator to remove the inactive users from SunGuide and JTF SLERS user lists.

AVL MONITORING
The SunGuide SPARR app allows the TMC to view the location, direction and speed of each of the Road Ranger units. The TMC is responsible for verifying the accuracy of the AVL data for each Road Ranger unit at least three times during each shift. In addition, the AVL data should be used to verify the closest unit when dispatching Road Rangers to priority events.

AVL DISPATCH
All information entered into the Road Ranger in-vehicle laptop is transmitted to the TMC SunGuide software. When rolling up on an event, the Road Ranger will start the event via their laptop and select the appropriate event type and enter the vehicle information. The fields for lane blockage and responder times should only be filled out by the TMC.

When the TMC is made aware of an event, they will dispatch the appropriate Road Ranger via the software in order to accurately track the response time. In addition, the TMC will always be responsible for dispatching the Road Ranger via the 800-megahertz radio.

DATA COLLECTION REQUIREMENTS

The data collection process is designed to provide detailed information about when Operators begin/end their shifts, what types of work they performed, and where services were provided. The following data shall be collected by the SPARR software at the beginning and end of the shift:

- Date
- Shift start time
- Operator name
- Vehicle number
- Route
- Shift end time

The following data shall be collected by the SPARR software at each stop:

- Dispatch time
- Arrival time
- License plate number
- Issuing State
- Vehicle type
- Route
- Direction of travel
- Mile marker
- Notification Type
- Lane blockage
- Event type
- Assist type
- Departure time

IRT TRUCK

The Incident Response Truck (IRT) provides additional emergency traffic control capability at incidents, enhanced spill cleanup capabilities, and better tools for clearing vehicles from travel lanes. The TMC is expected to pull the IRT out of regular patrol zones to any serious, major Level 3 incident in the South Florida area from MP 0 as far up as MP 75 if needed. The IRT truck is able to assist in providing long term MOT at major/severe incident scenes.

The IRT is equipped with a Dynamic Message Sign instead of the typical arrow panel, providing the ability to display incident messages to approaching motorists. In addition, it is better able to relocate disabled or crash vehicles from travel lanes and allows more storage of supplies and equipment with better weather protection. The IRT carries some basic motor vehicle fluid spill mitigation materials beyond the capabilities of pickups.

FLATBED TRUCK
Staged flatbed wrecker trucks are part of the SR 589 Road Ranger contract. These vehicles are staged at MP 8 for AM rush and MP 9 for PM rush. Whenever the TMC identifies a lane blocking event on the Veteran's Thruway, it is imperative that the flatbed truck is dispatched in tandem with the roaming Road Ranger unit. These flatbed trucks may remove a vehicle from the travel lane and to a safer location on the shoulder or at an exit ramp. Road Ranger flatbed vehicles are not permitted to remove any vehicle from the toll facility onto an arterial roadway.

HAR TRANSMISSION CHECKS
At the beginning of each shift in the TMC, the TMC Operator will start an "Other" SunGuide event for each HAR transmitter on the Turnpike mainline and Sawgrass Thruway. The TMC will dispatch the appropriate Road Ranger to each event via the SunGuide software. At his/her earliest convenience the Road Ranger will check the field transmission of their assigned HAR station. The TMC Operator will add comments regarding the station's intelligibility and transmission status in the associated "Other" SunGuide event. The event should be closed and any necessary OMS tickets submitted for issues with transmission.

TRUCK-MOUNTED CAMERA SYSTEMS
A truck-mounted camera system is installed on the Romeo 5A and Romeo 12A trucks. The product utilized is a new class of long-range high definition camera that features self-cleaning glass, night vision, and dual Pan-Tilt-Zoom (PTZ) axes. The unique camera perspective gives TMC Operators the opportunity to closely evaluate property damage, spills, lane blockage, MOT setup, and key locations that may have obstructions on typical pole-mounted CCTV.

The TMC will check the available cameras on each shift during the daily CCTV checks. The available cameras for each region will be placed on the TMC video wall for display throughout the shift. The Road Ranger mobile camera should be left in a rear-facing position when the vehicles are in motion. The TMC may change the view as needed once the vehicle is stopped. In the event of a stop, the dedicated TMC Road Ranger Operator will move the camera to observe the scene and MOT setup.

The Road Ranger vehicles with mounted cameras may be repositioned to alternate zones if needed for special event or emergency conditions.

Any malfunction or non-working truck mounted camera should be immediately emailed to the Turnpike's Field Incident Response Manager and Incident Management Coordinator.

CENTRAL FLORIDA OFF-MAINLINE ROADWAYS
The Turnpike provides Road Ranger service to the Turnpike's Central Florida off-mainline facilities seven days a week from 6am-10pm on the following roadway segments:

SR 429 – MP 0, I-4 to MP 11, Seidel Road
SR 528 – MP 0, I-4 to MP 8, Jetport/McCoy Road
SR 417 – MP 0, I-4 to MP 6
SR 417 – MP 38, Aloma Avenue to MP 55, I-4

All Road Ranger units on these portions of roadway will be wrecker capable and equipped with a SPARR connection to the Turnpike's SunGuide deployment. The Turnpike's TMC will communicate with these vehicles via the following methods (pending availability): 800-megahertz radio system, cell phone, direct connect Zello app, and SunGuide SPARR app.

Central Florida off-mainline Road Ranger vehicles will conduct shift change and be staged in Turnpike facility mainline toll plaza parking lots during non-use times and overnight hours as follows:

- Romeo 14 A and B- Lake Jessup Mainline Toll Plaza at MP 47
- Romeo 15 A and B- Beachline Mainline Toll Plaza at MP 6
- Romeo 16 A and B- Western Beltway Mainline Toll Plaza at MP 7

The following patrol zones are assigned unless otherwise directed by TMC management:

- **Romeo 14**- SR 417 from exit 38, Aloma Avenue to exit 55, Interstate 4
- **Romeo 15**- SR 528 from exit 0, Interstate 4 to exit 8, Jetport/McCoy Road
- **Romeo 16**- SR 429 from exit 0, Interstate 4 to exit 11, Seidel Road and SR 417 from exit 0, I-4 to exit 10, John Young Parkway

To facilitate a connection from SR 429 to SR 417, Romeo 16's patrol zone will include a small portion of Interstate 4 between exit 60 (SR 429) and exit 63 (SR 417). In addition, to facilitate a turn around on the southern connector extension of SR 417, Romeo 16's patrol zone will include a small portion of the Central Florida Thruway Authority's jurisdiction of SR 417 from milepost 6 to exit 10, John Young Parkway. When patrolling non-Turnpike owned roadway sections, Romeo 16 will adhere to the following guidelines:

- Stay in the right lane
- Stop at all events and call into the Turnpike TMC
- Render assistance if the call can be completed in less than 15 minutes
- Depart as soon as relieved by the assigned zone Road Ranger unit

COMMUNICATION QUICK REFERENCE GUIDE

What info to call in on the 800 MHz radio:

- Event Type
- Location
- Direction

When to choose "Depart":

- Crashes
- Abandoned Vehicles

If a Road Ranger roll up on a crash:

- Inform the TMC via 800 MHz radio
- Relay injury/road blockage information
- The TMC will start the event and put RR on scene

Information to enter on the laptop:

- Location/Direction
- Event Type
- Road Ranger arrival/departure
- Activity Type

U-turn policy for lane-blocking event:

- MP 152 to 236, 274-308
    - When directed and assisted by Law Enforcement

Public Information Office (PIO) After-Hours Telephone Calls

During times of emergency, the Turnpike TMC will answer calls for the Turnpike Customer Information Line (1-800-749-7453).

Callers use the Turnpike Customer Information lines for numerous reasons, such as inquiries on how to resolve SunPass violations, current traffic conditions, directions to and from a location, toll rates or other general questions. When answering the Turnpike Customer Information lines, always attempt to provide the caller with the information they are requesting. If you are unable to provide them with the information, please log their name, phone number, and issue/question, and inform the Customer that a PIO representative will return their call the next business day.

When the call is complete, log the call type via the OpenScape call center software. In addition, send an email to the TMC Manager letting them know about the customer's request for a call back.

The majority of calls handled by the TMC are from Customers that need or want to provide us with information. These callers are usually polite and appreciative that we are able to respond to them. Unfortunately, sometimes you will receive complaint calls from Customers. Using your best professional telephone voice, try to determine what the problem is and resolve it if you can. If you are unable to resolve the issue, or he/she insists on speaking to a manager, transfer the call to the ATIS Team Leader on duty, or the manager on duty. If the caller uses profanity or other types of threatening language, inform them that if they continue speaking to you in that manner, you may terminate the call. Politely inform them you are terminating the call and terminate it.

As stated above, your primary duty is to the TMC. A traffic incident or other variable (such as weather event) will generate a significant increase in Turnpike Customer Information call volume. If this occurs and it begins to detract from the TMC Team Member being able to complete TMC duties, the TMC should notify the TMC Operations Manager.

Facilities and Telecommunications Telephone Calls

The Facilities and Telecommunications phone line is used for internal Turnpike customers to report problems, damage, or outages dealing with Turnpike facilities and telecommunications.

The TMC answers all Facilities and Telecommunications calls (954-934-1300) weekdays between 5 p.m. – 8:30 a.m. and on the weekends from Friday 5 p.m. – Monday 8:30 a.m.
In addition, the emergency calls are forwarded to the TMC during business hours when a Facilities help desk representative is not available.

When answering the Facilities and Telecommunications line, always attempt to obtain as much information about the problem as possible. In addition, take down a name and contact phone number for the personnel reporting the problem.
The TMC will use the following guidelines to determine if the situation meets the emergency criteria:

- Threatens the life or safety of any human
- Is capable of causing substantial damage to property
- Impedes the execution of normal operations

Emergency situations at any asset of Florida's Turnpike Enterprise that necessitate immediate attention are as follows:

1. Any facility or toll booth hit
2. No Air Conditioning in the Administration Building or Recorder Room
3. Commercial power outage and the generator is not functioning
4. Complete plumbing backups (all toilets and/or floor drains)
5. Major water leaks or line breaks
6. Lift Station Alarms
7. All traffic and/or canopy lights are out

These are the major issues that may affect a facility at any given time. There may be instances that arise that are not on the list above, and common sense should be used at that time. If there is ever a question, do not hesitate to make the call to the on-call staff member.

The on-call personnel will be notified after-hours or during business hours (if the work order line was forwarded to the TMC) if the reported problem is designated an emergency according to the above criteria.

When contacting the after-hours on-call, please note the following:

- Contact them on their cell phones first and then try contacting them at their home phone number, but only if there is no response.
- When the on-call person does not respond to his or her respective region, the on-call person responsible for other region shall be contacted.

- When neither of the on-call persons responds, the regional managers should be contacted.
- Northern Region: *Turnpike Mainline (MP 173 North), Southern Connector, Seminole Thruways I and II, Beachline, Western Beltway, Veteran's Thruway, Suncoast Parkway, Pinellas Bayway (Main, II, & IV), Sunshine Skyway, Midbay Bridge Toll Plaza and Garcon Point Bridge Toll Plaza, Alligator Alley East/West.*
- Southern Region: *Homestead Extension, Mainline (MPOX to 173), Sawgrass Thruway.*

SERVICE PLAZA LIFT STATIONS
Automated phone calls from the Service Plaza Lift Stations are considered an emergency. In order to end the automated phone call alerts, you must listen to the entire message and follow the prompt at the end. To clear the message and ensure no further calls, you must enter the code "5555".

ITS CRITICAL EMAIL ALERT
Upon receipt of an email alert from HVAC@dot.state.fl.us, the TMC will notify the Facilities Team and request an emergency response.

ELEVATOR EMERGENCY BUTTON PHONE CALLS
When the Emergency Button is activated in any elevator in the Headquarter or Pompano building complex, the TMC will be contacted. The TMC will respond by calling 911 and reporting the specific location and elevator ID (see table below). In addition, the TMC will call the appropriate building superintendent as listed below.

HQ BUILDING	CAR	MANF SERIAL #	STATE SERIAL #	LANDINGS
5315	1	EL0559	57442	407.264.3992
5315	2	EL0558	57443	407.264.3993
5315	3	EL0560	57444	407.264.3994
5317	N/A	EL0561	57445	407.264.3990
5318	N/A	EL0562	57446	407.264.3991

Turkey Lake Headquarters Complex:

Jerry Karp
O: 407-264-3108
C: 321-229-0755

Santiago Alvarez
O: 954-214-7980
C: 954-532-5338

TMC Phone System Failure:
In the event of a phone system failure in either TMC facility, it is necessary to make contact with the emergency Facilities and Telecommunications staff as soon as possible.
In addition, after 10 minutes of phone failure, the TMC Manager or ATIS Team Leader on duty will be responsible for sending an email. Below is the distribution group for email notification and a sample email message that can be adjusted as needed to fit the particular circumstances.

Distribution Group:
Gerardo Cosme <gcosme@eacconsult.onmicrosoft.com>; D2 TMC Bravo <fdottmc@gmail.com>; TMC, D7-TMCOperations@dot.state.fl.us; TMCOperationStaff@sunguide.info; D4 TMC <operators@smartsunguide.com>; I595 Thru, D4 <i595thru@gmail.com>; FHP Duty Officer Supervisors <doslwrcc@flhsmv.gov>; TPKTMC <TPKTMC@dot.state.fl.us>; D5 RTMC D5.RTMC@dot.state.fl.us; TPKTMC <TPKTMC@dot.state.fl.us>; opsmanagers@smartsunguide.com; Catherine Werner <catherine_werner@royjorgensen.com>; Crist, Ryan <Ryan.Crist@dot.state.fl.us>; Watterson, Shannon <Shannon.Watterson@dot.state.fl.us>; Mirones, Alex <Alex.Mirones@sunguide.info>; Ramos, Aerica AericaRamos@flhsmv.gov; TPKSunWatchGroup@dot.state.fl.us; DOSORCC@flhsmv.gov; DOSTBRCC@flhsmv.gov; TPKConstruction@dot.state.fl.us; TPKTRAFFIC *TPKTRAFFIC@dot.state.fl.us*

Email Message:
Subject: Florida's Turnpike TMC Phones Down
Please be advised that the Florida's Turnpike TMC phone lines (407-264-3363 and 954-934-1370) are encountering intermittent failures. If at any time you are unable to contact the TMC via the primary number, please use the following backup numbers:
Pompano: (954) 914-3442
Turkey Lake: (407) 947-0840

Upon confirmation that the phone system has been restored, the TMC Manager or ATIS Team Leader on duty will be responsible for sending an email notification back to above distribution group advising that the TMC phones have been restored.

Every Facilities and Telecommunications call (emergency or non-emergency) must be documented by an OMS ticket assigned to Nancy Booth.

TMC Telephone Call-In Guidelines

There are many ways to confirm an incident. Please use all resources available to you including Turnpike personnel in the field.

The TMC is the high-profile department within Florida's Turnpike and many senior Managers/Directors (including Turnpike Executive Director) are taking advantage of this by providing information directly to the TMC. When a Turnpike Senior Manager/Director or field employee calls the TMC with incident information, the TMC operator should use that contact source (obtain name) as verification of the incident and gather as much information on the incident as needed and possible.

- A SunGuide report should be started immediately citing the Senior Manager/Director/Employee as the source of information. Other information sources should then be utilized to gather further details needed for proper traffic/incident management.
- A Senior Manager/Director/Employee should always be treated with respect. A TMC operator should graciously and professionally accept and thank the Senior Manager/Director/Employee for the information and offer to call him or her back with follow-up information.
- The TMC operator should inform the on-duty Manager of the received call from a Senior Manager/Director/Employee. Informing the manager will allow the operator to return to his or her duties. It will be the TMC Manager's responsibilities to facilitate further or follow-up communications with Senior Management/Directors.
- Refer to section 12.0.0 for Senior Management requests related to LiveStream video displays.

Roadway Maintenance/Property Damage

- Roadway Maintenance Response Limits are outlined below:
  - Zone 1: SR 821, SR 869, SR 91 from the HEFT to the Okeechobee Blvd overpass
  - Zone 2: SR 91 from north of the Okeechobee Blvd overpass to MP 237.1
  - Zone 3: SR 91 from MP 237.2 to I-75 (Exit 308), SR 417, SR 528, SR 429, SR 408
  - Zone 4: SR 589, SR 568, SR 570
  - Zone 5: SR 23
- The appropriate Roadway Maintenance personnel must be contacted whenever Turnpike property is damaged.
  - During normal business hours of Monday through Friday, 8am to 5pm:
    - Zone 1: For emergency property damage or RISC activation, contact the Zone Manager. OMS tickets shall be assigned to Gina Foglia.
    - Zones 2, 3, 4 and 5: Contact the 1-800 number on the monthly on-call sheet. OMS ticket shall be assigned to Claudette Moore.
  - After hours and on weekends
    - Zone 1: Contact the on-call personnel **for emergency damage only** (secondary contact should be called 15 minutes after primary's first and second phone is not answered). OMS tickets shall be assigned to Gina Foglia.
    - Zones 2, 3, 4 and 5: Contact the 1-800 number on the monthly on-call shift for **any event that requires an OMS ticket (property damage, debris, MOT).** OMS ticket shall be assigned to Claudette Moore.
- Ensure that you have the milepost, direction and all pertinent information of the issue ready for the Roadway personnel. All property damage, HAZMAT, RISC incidents, and debris spills require an OMS incident form to be filled out.

RISC

In the event of a RISC during business hours, the Roadway Zone Manager should be contacted directly. In the event of a RISC after-hours, the Roadway Maintenance on-call personnel should be contacted.

Bridge/Structure

In the event that a bridge, culvert, gantry, or high mast light pole structure is damaged, it is necessary to make emergency notifications to the Roadway Maintenance or Asset Maintenance. The Roadway Maintenance representative on scene becomes the Turnpike representative to review INITIAL bridge damage ASSESSMENT and need for additional inspections or repair. It is the responsibility of the Roadway Maintenance or Asset Maintenance personnel to make appropriate notifications to the bridge inspection/Turnpike Structure's group if they deem necessary.
If the TMC can make a determination from the camera or from Road Ranger pictures that the damage is severe, they can request Roadway Maintenance/Asset Maintenance to immediately escalate to

bridge inspection (without an initial on-site assessment). The TMC will forward relevant pictures to the Turnpike's Structure's Department group at TPStructuresTeam@dot.state.fl.us

Dead Animal Removal

If a dead animal is called in to the TMC, the TMC will make the determination if the animal needs to be immediately removed. In the case of domestic or large animals, a call will be immediately placed to the Roadway Maintenance department for removal and an OMS ticket will be submitted. If it is a small animal such as an opossum or raccoon, then the animal should be removed from the travel lane and no notification or OMS ticket is required.

Criteria

Emergency Roadway response will be determined by the criteria listed below. Only damage or spills that meet the criteria on that sheet necessitate emergency notification for Roadway Maintenance.

ATTENUATOR
Roadway should be notified of any damage sustained to the attenuator.

BARRIER WALL
Is there a large gap in the wall?
Are there pieces of concrete greater than 50 pounds broken off?
Is the wall moved/offset?

BRIDGE
Roadway should be notified of ALL bridge hits.

CABLE SYSTEM –
Are responders having trouble removing vehicle from cable?
Is the cable on the ground?
Are 3 or more posts down?
Are the end posts damaged?

FENCE
Is there visible livestock that can come through the fence?
Is the fence down or have a gap?

FUEL/HazMat Spill
Is it over 25 gallons?

GUARDRAIL DAMAGE -
Is the guardrail completely flattened?
Does it have a hole/gap?
Are all posts from 1 section knocked down?
Is it an end treatment?
Are 2 or more posts pulled away from the guardrail?

LIGHT POLE
Is light pole knocked down?
Are wires exposed?

LONG TERM MOT
Roadway should be notified on any fatality or closure expected to last longer than 1 hour.

PAVEMENT
Is damage wider than 4 inches and deeper than 1 inch?
Is it fire damage?

SIGN
Is sign unsecure or can it fall in the roadway?
Can it fall?

TOLL GANTRY
Roadway and SunWatch should be notified of any damage sustained to the toll gantry.

Construction Zone Property Damage

In the event that the property damage occurred in a construction zone (as determined by the monthly Turnpike Enterprise Project Construction Contact List), the primary contact must be called. If it is an emergency and there is no answer, the TMC will next attempt to call the secondary construction contact.
If a bridge is struck in a construction zone, the TMC will make contact to the Roadway Maintenance department to review initial damage and need for additional inspections or repair.

End Cap/Crash Cushion Damage

The Office of Maintenance has requested the assistance of the TMC Operators to take a snap shot of any crash that involves guardrail approach terminals or crash cushions. The snap shot will be

included in the maintenance report which will help the Maintenance Office see how the vehicle impacted the guardrail approach terminal or crash cushion. The snap shot will also assist in evaluating how the guardrail approach terminals and crash cushions operate in the field.

Needs: Snap shot of crash when the vehicle hits the guardrail approach terminal and/or crash cushions, Maintenance would prefer to have a snap shot with the vehicle in the location of the crash.

Procedure:

1. TMC operator scans CCTVs
2. TMC operator sees a crash involving a guardrail approach terminal or crash cushion
3. Take snap shot and document the items below:
    a. Camera location and camera name
    b. Date/Time
    c. Roadway and direction
    d. Mile Marker (if possible)
4. Email the snap shot to: **CO-ISPED8, TPKTMCManagers and TPKTMCATIS**

Light Pole Damage in Zone 1

In the event that there is damage of any kind to a light pole in Zone 1 MP 0 - 99 and Sawgrass Expressway, the TMC must immediately contact the lighting contractor, American Lighting and Signalization. A Roadway work order is required to be submitted and assigned to Gina Foglia. Light Poles within construction project limits must be reported to the appropriate construction emergency contact.

TAPCO BlinkLink Wrong Way Devices
Any damage to TAPCO LED wrong way warning sign must immediately be reported to Florida's Turnpike ITS maintenance team (help desk or on-call personnel) for repair. An associated ITS oms ticket must be created and documented in SunGuide.

Non-Turnpike Property

If it is determined that the damage property is not the responsibility of the Turnpike, it should be immediately relayed to FHP.

Portable Variable Message Sign Requests

In the event that the TMC makes a request for the deployment of portable variable message signs (VMS), it will be necessary to document their deployment, monitoring, and removal in the SunGuide software.
All requests for portable signage should be routed to the appropriate Roadway Maintenance zone manager/on-call personnel. The TMC will be notified when the signs are placed, at that time, the primary event should be cloned and the cloned event shall be classified as "Other" and maintained with an 'Unresolved' status. The TMC will be responsible for locating the VMS on camera and checking the status of the situation for which they are being used at least once per shift. If the situation that they are used for has been clear for three consecutive shifts, for example smoke from a brush fire is clear for three consecutive shifts, then the TMC will make contact with the appropriate Roadway Maintenance zone manager/on-call personnel to have them removed. The TMC will be notified upon removal of the VMS and will document the contact and close the report.

Per the Traffic Engineering Manual (TEM) section 2.15, the following guidelines should be followed:

2.15.4 SIGN INSTALLATION AND REMOVAL
(1) The signs shall be installed 1/2 mile in advance of the hazard area in both directions to allow motorists sufficient time to react to the sign message. Signs shall be double-mounted on divided highways.
(2) The appropriate FHP Troop Headquarters shall be notified within the shortest possible time, not to exceed one (1) hour, when the appropriate smoke on highway signs are used so that coordinated efforts can be developed.
(3) It is important to note where and when the signs were placed. Due to the fact that smoke moves, frequent monitoring is needed to assure proper placement.
(4) Conditions must be monitored and the signs removed when conditions improve to the extent where these signs are not needed. The removal of these signs shall be done by DOF personnel or FDOT Maintenance forces, whoever erected the sign, with coordination with the FHP.

Natural Disasters

Refer to the "Turnpike Emergency Response Plan" regarding natural disasters, terrorist's attacks, etc. TMC operation procedures regarding these situations will be developed on an as-needed basis and will be incorporated into this document for future reference.

ATIS Team Leaders
ATIS Team Leaders will be equipped with take home laptops and VPN access to operate field devices from home in the event that both TMC centers are closed.

TMC Team Members

- TMC Team Member Operators will revert to 12 hour shifts (6 am – 6 pm, 6 pm – 6 am) to provide 24 hour coverage at the TMC until released by the Traffic Operations Engineer. The TMC will be the central contact point for Traffic Operations staff during an emergency. TMC Team Members will log ramp, travel lane and toll lane closures, toll plaza, service plaza, roadway damage, and any other pertinent facility closures and/or damage as incidents in the Operations Management System (OMS) and SunGuide system.
- Traffic monitoring will be ongoing throughout the duration of the emergency.
- Email Alerts will be sent via the Outlook software to the group "TPKEMERGENCY" every two hours as directed. The alerts will contain information regarding traffic conditions, toll suspensions, weather conditions, and any other details deemed necessary by management.
- Post-Storm activities will include damage assessment OMS tickets, ITS device checks, and Employee Check-in phone call documentation.
- Motorist advisory broadcasts will begin at the direction of the EEOC utilizing the 16 Highway Advisory Radio transmitters with advisory beacons.
- All Highway Advisory Radio messages will be approved by the Turnpike Traffic Operations Engineer (or delegate) and EEOC through the TMC Program Manager prior to release. See ERP Appendix C for approved One Way Evacuation HAR message.
- All CB Radio Advisory System messages will be approved by the Turnpike Traffic Operations Engineer (or delegate) and EEOC through the TMC Program Manager prior to release. See ERP Appendix D for approved One Way Evacuation CB RAS message.
- Motorist advisory messages will be posted on the 116 permanent Dynamic Message Signs.
- All Dynamic Message Sign messages will be approved by the Turnpike Traffic Operations Engineer (or delegate) and EEOC through the TMC Program Manager prior to use. Sign-specific messages will be saved in the message library and retained indefinitely for use and coordination.
- Motorist advisory broadcasts will begin at the direction of the EEOC utilizing the fifteen CB Radio Advisory System transmitters.
- Once activated, verify field conditions (utilizing available Turnpike personnel and Florida Highway Patrol Troopers) such as sign visibility; message broadcast clarity, and accuracy concerning Highway Advisory Radio and Dynamic Message Sign messages.

- FHP Dispatch TMC Team Member Operators will revert to 12-hour shifts (6:00 am – 6:00 pm, 6:00 pm – 6:00 am) to provide 24-hour coverage at the FHP Dispatch Center until such time as the hurricane warning advisory is lifted.
- Tallahassee EOC Public Information Displays -The state EOC in Tallahassee has a PIDs display that contains two video feeds controlled by the Turnpike TMCs. Staff should keep pertinent or requested video in this display during EOC activations by dropping video into the available spaces on the TMC intranet website link to Emergency Ops: PID

TOLL SUSPENSION / HURRICANE EVACUATION DMS USAGE GUIDELINES

- During a hurricane evacuation, homeland security or other significant event, it will be necessary for the TMC to utilize DMS to inform the general public about toll suspensions, traffic and weather conditions.
- DMS toll suspension/reinstatement and hurricane evacuation information will be handled in conjunction with requests from the Turnpike Enterprise Emergency Operations Center, Turnpike Enterprise Office of Tolls, Turnpike Enterprise Public Information Office and when applicable SEFRTOC (Southeast Florida Regional TMC Operations Committee) and Central Florida Regional TMC Operations Committees.
- Toll status should always be confirmed with the toll plazas before activating / deactivating devices.
- Traffic Operations has developed Pre-defined plans that addresses Toll Suspensions/ Reinstatements and Hurricane Evacuation messages. The messages are designed to be easily read and understood by the general public. When utilizing these types of messages, it is the Manager on Duty's responsibility to ensure that the correct device is activated and the message used.

SunGuide Toll Suspension Predefined Plans:

- Toll Suspension MP 0-308 (Both Directions)
- Toll Suspension MP 0-47 (Both Directions)
- Toll Suspension MP 0-88 (Both Directions)
- Toll Suspension NB MP 0-308
- Toll Suspension NB MP 0-47
- Toll Suspension NB MP 0-88
- Tolls Reinstated MP 0-308

TMC EMERGENCY SHOULDER USE OPERATION

Upon commencement of the decision to implement the ESU plan, the TMC will designate a dedicated Alpha and Bravo ESU Operator to exclusively monitor the ESU corridor. The dedicated ESU Operator will ensure a camera 'sweep' of the shoulder prior to MOT setup. Once the MOT setup in

completed, the TMC will monitor the PCMS messaging, DMS messaging, and static signage throughout the corridor. Any removal of devices should be immediately reported to the asset maintenance contractor.

The TMC will communicate with the Turnpike's STARR wrecker vendor and Safety Patrol to clear any disabled and abandoned vehicles from the corridor prior to active implementation. Throughout the active ESU operation, the TMC will communicate to FHP dispatch to quickly clear disabled vehicles, abandoned vehicles, and crash events. When needed, the TMC will utilize the Turnpike's insta-tow and RISC program to insure timely clearance of non-injury events. Special attention must also be given to the beginning and termination points of the plan to ensure that motorists are not using the shoulder before or after official plan limits.

During times of light traffic volume (especially overnight hours), the TMC will need enhanced monitoring of interchange locations, where motorists may be attempting to exit from traditional ramp lanes and not anticipate a car traveling on the shoulder. MOT placement, signage and messaging during plan activation is critical to mitigate lane jumping and to provide advance instruction and warning of interchange locations. If a problem area is identified with traffic flow or vehicles making unsafe lane departures, etc., the information will be immediately communicated to FHP dispatch and Turnpike asset maintenance.

All regional DMS, HAR, CB RAS, and Turnpike Floodgates will be used to support disseminating ESU information to the public. Pre-defined templates will be utilized in the absence of lane blocking events on all devices within and leading into the ESU corridor.

Sample Messaging

HAR, Floodgate, and CBRAS
Due to the emergency storm evacuation for Hurricane (Name), Florida's Turnpike has suspended tolls and implemented an emergency shoulder use plan on the outside shoulder from exit 272, State Road 50/Clermont to exit 304, U.S. 301, Wildwood.

Heavy trucks, buses, and vehicles with trailers are prohibited from using the shoulder. All traffic using the shoulder approaching exit 304, U.S. 301, Wildwood, will be required to exit onto U.S. 301.

Motorists are urged to drive with caution and to adhere to all posted traffic signs. Motorists who experience vehicle troubles are asked to move their vehicle onto the shoulder area as far as possible from the travel way. The Turnpike's Road Ranger Safety Patrol will be in operation during the evacuation process. The Safety Patrol travels the entire Turnpike providing free assistance to motorists in need.

DMS 257 NB:

**RIGHT SHOULDER USE
BEGINS 15 MI AHEAD
AT SR 50/CLERMONT**

DMS 287 NB:
**TOLLS SUSPENDED
STAY IN LANE
DO NOT STOP**

DMS 270 NB:
**RIGHT SHOULDER OPEN
2 MILES AHEAD
NO TRUCKS OR TRAILERS**

ALL DMS APPROACHING AN EXIT:
**EXITING TRAFFIC
MUST USE
SHOULDER LANE**

TMC EMERGENCY RADIO COMMUNICATIONS

UHF Radio System: The 450-MHz UHF radio base stations are located in both TMC locations. These base stations are tested monthly by the Turnpike Telecommunication's staff. When cell phone towers are unusable or over-utilized, the 450-MHz UHF radio system can be used to ensure communication along the Turnpike mainline system. This system is designated as the backup for post-storm communications. Turnpike field personnel conducting damage assessment and/or repair can communicate with other field units or the TMC via the patrol channels.

- There are four channels available for the Turnpike:
  - 1 & 3 – Patrol Channels
  - 2 & 4 – Statewide (formerly Maintenance) Channels
- UHF is only available on the Turnpike mainline system (not off-mainline roadways)
- If you cannot hear transmissions, change to the other available channel
- Only use "Statewide" when directed by Turnpike Management.
  - This is used to communicate with other FDOT Districts

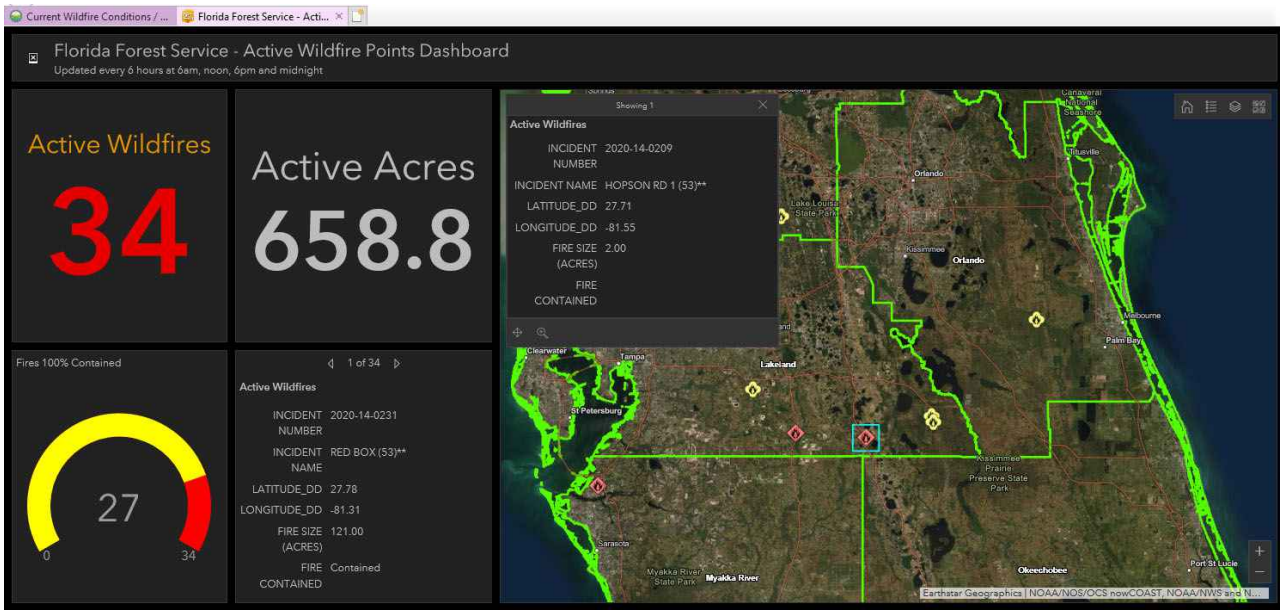
VHF Radio System: The VHF radio base stations are located in both TMC locations. These base stations are tested monthly by the Turnpike Telecommunication's staff. When cell phone towers are unusable or over-utilized, the VHF radio system can be used to ensure communication in other FDOT districts. The TMC will have communication abilities with other local districts within range of the Turnpike TMC base station.

WILDFIRES/CONTROLLED BURNS

It is the responsibility of the Turnpike's Traffic Management Center to actively monitor any areas identified as wildfire or controlled burns sites near the Turnpike system. Notification regarding these sites can come from many sources, including:

- Florida Highway Patrol
- Local Law Enforcement
- Media
- Florida Forest Service Resources

At the beginning of every shift, the TMC should check the Florida Forest Service's Fire Management Information System Map on the following website:
https://fdacs.maps.arcgis.com/apps/opsdashboard/index.html#/7c243720c87f4a3482db6ebf77efe99d

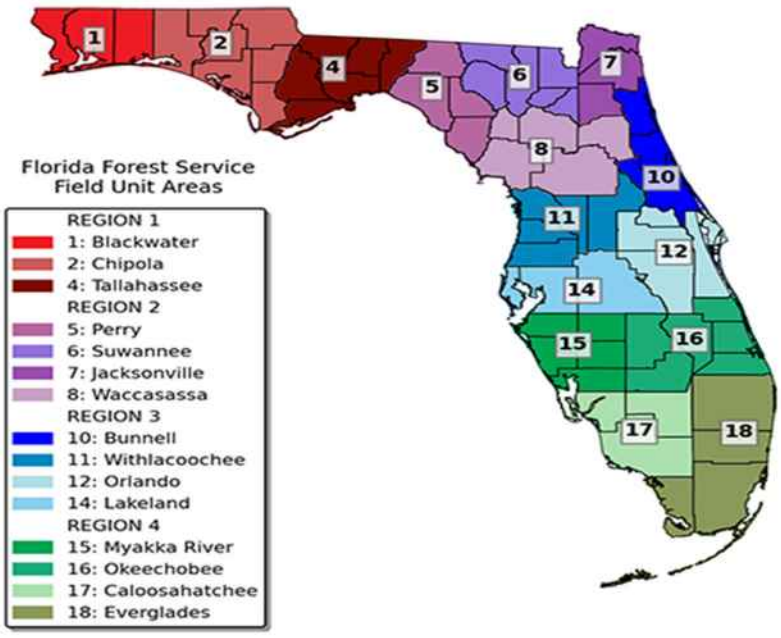


By selecting the fire icon, you will find information regarding the fire's size/acreage, and percent containment.

In addition, the Florida Forest Service local resources are as follows:

	Forestry Center	Telephone	Counties Served
1.	Blackwater	(850) 957-5701	Escambia, Santa Rosa, and Okaloosa
2.	Chipola	(850) 373-1801	Bay, Calhoun, Gulf, Holmes, Jackson, Walton, and Washington
4.	Tallahassee	(850) 681-5951	Leon, Jefferson, Wakulla, Gadsden, Liberty and Franklin

5.	Perry	(850) 223-0751	Dixie, Lafayette, Madison and Taylor
6.	Suwanee	(386) 243-6243	Baker, Columbia, Suwannee, Hamilton, Bradford and Union
7.	Jacksonville	(904) 266-8351	Clay, Duval, and Nassau
8.	Waccasassa	(352) 395-4951	Alachua, Putnam, Gilchrist, Marion and Levy
10.	Bunnell	(386) 585-6151	Flagler, St. Johns, and Volusia
11.	Withlacoochee	(352) 797-4100	Citrus, Hernando, Lake, Paso, and Sumter
12.	Orlando	(407) 888-8760	Seminole, Orange, Osceola and Brevard
14.	Lakeland	(863) 940-6701	Polk, Hillsborough, and Pinellas
15.	Myakka River	(941) 213-6970	Manatee, Desoto, Hardee, Sarasota and Charlotte
16.	Okeechobee	(863) 467-3221	Okeechobee, St. Lucie, Martin, Highlands, Indian River, and Glades
17.	Caloosahatchee	(239) 690-8001	Lee, Collier, and Hendry
18.	Everglades	(954) 453-2800	Palm Beach, Broward, Miami-Dade, and Monroe



If it is determined via camera or Road Ranger that the smoke is affecting the roadway, the TMC shall notify the Florida Highway Patrol who will make the determination for shutting down the roadway. The TMC will also be responsible for dispatching Roadway Maintenance resources to assist with smoke/visibility signage and equipment to close the roadway. The TMC will utilize all available ITS devices, including DMS, HAR, CB RAS, and 511 Floodgate/Banner to advise motorists of visibility conditions.

OVERVIEW
During special events, additional staffing may be required, and messages posted on the available field devices to notify the public of traffic conditions affected by the event. The following is a list of events that historically result in significant additional traffic volume on our roads.

HOLIDAY AND TRAVEL SEASONS
During major holidays and travel seasons such as New Years, Spring Break, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas, Florida's Turnpike Enterprise's roadways historically experience significantly higher than normal volume. The TMC requires additional staffing on the primary travel days. The Friday before a Holiday weekend (Wednesday before Thanksgiving Holiday) and Sunday/Monday of the Holiday weekend will be restricted from requesting Personal Time Off.

The following are specific areas that should be monitored on the peak travel days:

- Turnpike NB milepost 88 (Friday before)- Merge from three lanes down to two after Lantana Toll Plaza
- Turnpike NB milepost 308- Merge onto I-75 (monitor FHP Troop B website for crashes on I-75)
- Turnpike SB milepost 236 (Sun/Mon)- Three Lakes Mainline Toll Plaza (toll suspension requests should be routed through FHP Dispatch)
- Turnpike NB and SB at milepost 288- Leesburg Mainline Toll Plaza (toll suspension requests should be routed through FHP Dispatch)

GRAD NIGHTS
Each year in April and May on Friday and Saturday afternoons, several South Florida High Schools transport students via the Turnpike to the Orlando area for Grad Night celebration.
The TMC is responsible for monitoring the Port St Lucie/Ft. Pierce Service Plaza at milepost 145 and Ft. Drum Service Plaza at milepost 184 from the mid-afternoon to evening hours. If necessary, the TMC will contact FHP for traffic control at the Service Plazas. In addition, significant congestion may warrant utilization of the following devices:

- HARs at Stuart and Ft Pierce
- CBRAS at Ft Pierce and Fort Drum
- DMS at 133 NB and 184 NB

MIAMI-HOMESTEAD SPEEDWAY EVENTS
Due to the high volume of spectators attending events at the Speedway, thus requiring participation by multiple departments within the Turnpike, a committee has been organized to coordinate the Turnpike's procedures.
The TMC is responsible for monitoring the area of SR 821 exit 2- Campbell Drive, Exit 5- SW 288th Street, and Exit 6- SW 137th Avenue. The following devices may be utilized during major Speedway events:

- DMS 821 11 SB, 21 SB

- ADMS 821 5 EB/WB, 6 NB/SB
- Biscayne HAR
- Homestead CB RAS

HARD ROCK STADIUM EVENTS
See section 10.1.1.

BB&T CENTER EVENTS
The Sawgrass Thruway may experience significant traffic congestion before and after events at the arena. The TMC is responsible for monitoring the area around exit SR 869- 1B- Pat Salerno Drive and exit 1- Sunrise Blvd. Signification congestion may warrant contacting the District 4 and I-595 Thru TMC and activation of devices on SR 869.

PERFECT VODKA (CRUZAN) AMPHITHEATER EVENTS
The Turnpike's Mainline near MP 97 (Southern Boulevard) may experience significant traffic congestions before and after events at the amphitheater.
The TMC is responsible for monitoring the area around Exit 97- SR 80.
Significant congestion may warrant contacting the Palm Beach Vista TMC and activation of Pre-Defined Plan "Cruzan Amphitheatre NB" and "Cruzan Amphitheatre SB" in order to direct northbound traffic to use Exit 97 and southbound traffic to use Exit 99.

ORANGE COUNTY CONVENTION CENTER EVENTS
See section 10.1.2

OTHER EVENTS
Staffing levels and ITS device usage during events not specifically addressed above will be determined by TMC Management.

OVERVIEW:

Hard Rock Stadium is the home to many special events including Miami Dolphins NFL football and the University of Miami football team. Its close proximity to the Turnpike Mainline, Homestead Extension (HEFT) and Florida's Turnpike Spur requires special attention from the TMC during major events.

PROCEDURES:

Awareness of big game days or concerts is a critical first step in properly managing Hard Rock Stadium events. TMC Management will create calendar invitations for you in Microsoft Outlook based on the stadium schedule. As you open Outlook to check your email per regular Shift Start Up procedures, be alert to any reminders of Hard Rock Stadium events that day. Please note the scheduled start time of the event and begin preparations as follows:

TMC Video Wall

Two hours before the scheduled start of the event, make sure to setup the TMC Video Wall to properly monitor areas of the Turnpike system that may get congested as traffic into the stadium begins to come in. The following CCTV should be allocated to the TMC Video Wall and monitored accordingly:

- Turnpike Spur
  - CCTV 0.6X
  - CCTV 2.2X
  - CCTV 2.8X
  - CCTV 2.9X
  - CCTV 3.0X
- HEFT
  - CCTV 45.2 (facing north)
  - CCTV 47 (facing north)
- Mainline
  - CCTV 49 (facing south)
  - CCTV 52.9 (facing south)
  - CCTV 53.4 (facing north)

SunGuide:

After the Milestone and/or TMC Video Wall is setup to effectively monitor traffic coming into the stadium, create an event in SunGuide as event type "Special Event" at MP 2X ramp to NW 199th street, add congestion to the event, and report using normal congestion procedures. This includes activating HAR and CBRAS, for closures and congestion related to the special event.
Every signal status change will be documented in the SunGuide Special Event report.

NB DMS 45 should read:

NB DMS 45:

EVENT TRAFFIC
USE RIGHT LANE

For congestion on Mainline SB, DMS 51 should read:

SB DMS 51:
CONGESTION
FROM (AREA)
TO (AREA)

For congestion on HEFT NB, TDMS 45 should read:

NB TDMS 45
EVENT TRAFFIC
XX MI AHEAD
EXPECT DELAYS

Toll Plaza Lane Availability:

The toll plaza at NW 199th street, 2X exit ramp operates as an All Electronic Toll (AET) facility. There are nine toll lanes at this toll plaza, with 4 inbound and 4 outbound, and lane #55 (middle toll lane) as a reversible lane. Currently, two lanes are used for non-event traffic flow for inbound and outbound traffic. To expedite traffic flow during special events that take place at Hard Rock Stadium, toll plaza lighting changes will be guided by a pre-established schedule or a phone call from an appointed Turnpike representative.
The schedule or call will direct the TMC to turn on the green lane status light for additional lanes or red lane status light to close lanes. The TMC will notify SunWatch to change the lane status light to red or green, depending on the need specified in the Outlook calendar invite or relayed from the site. The TMC will confirm the light change on camera and send an email to Doug Prager and William Valladares with the status change; TPKTMCManagers and TPKTMCATIS must be copied on these emails.

Service Patrols:

It is important to keep a close watch on calls for Romeo 3, 4, and 5 before and during events at Hard Rock Stadium. It would be best to not dispatch Romeo 4 north of I-595 nor dispatch Romeo 3 south of MP 45 if possible. This would keep these trucks in the area and in close proximity to possible lane blocking incidents that could have a detrimental effect on traffic coming into or out of the stadium.

FHP Coordination:

Videos associated with the monitored areas should be displayed on the FHP video wall in Lake Worth, as permitted.

Halftime Closures:

At the halftime mark, Miami-Dade police will coordinate the closures of the exit ramps to 2X, 199th Street. This will not be announced nor will the TMC be notified. You must diligently monitor the 2X and 3X CCTVs to detect this closure activity. Once the MOT is setup, create SunGuide events as event type "Special Event" MP 2X AT NW 199th Street and link to the primary event. Response Plans will send out email and publish 511, as well as DMSs, CBRAS and HAR. For the Southbound exit to 2X closure, you will activate DMSs 64 SB, 51 SB, 57.2 SB and TDMS 45 NB with:

RAMP TO
NW 199 ST
CLOSED

For the Northbound 2X closure, no DMSs are available; Response Plan will only include email and 511. At times, there will be lane closures on the mainline as well as the exit NB ramp, in which case the northbound event LOCATION should be changed to AT 2X and lane configuration should be edited accordingly to include both main road and ramp closure. Be advised that District 6 TMC will assist with ramp closure messaging.

Be sure to notify District 6 for the northbound closure, and I-595 Thru and District 4 for southbound closure. Also notify FHP of these ramp closures as per normal call procedures. For some major events, the northbound Golden Glades interchange will be closed, and no traffic will be allowed to enter the SPUR northbound. Monitor this closure on camera 0X and contact the District 6 TMC for messaging and 511 activations. For instances when the NB 0X interchange is closed, create an event in SunGuide as "Special Event", an email and 511 should be activated (in addition to the D6 511 activation). Make comments of District 6 TMC contacts and any pertinent information. **In addition, a Southeast regional 511 Floodgate should be activated using the pre-recorded floodgate message labelled, "Special Event Stadium (Golden Glades) Closed" for any closures of I-95, SR 826 and Turnpike ramps related to the Special Event.**

Stadium Exit:

Diligently monitor all roadways for congestion and accidents as the event ends and traffic flows out of the stadium. One of the most common bottleneck points for exiting traffic is the southbound Golden Glades, where it merges onto Interstate 95 and SR-826.
Any delays associated with traffic exiting the stadium should be declared a "Congestion" event type in SunGuide and managed using normal congestion procedures.


SB DMS 51
Exit 47
NB DMS 45
Exit 2X
Pembroke Rd
Miramar Blvd
Miramar Pkwy
Florida 821 Toll (Toll road)
State Hwy 852
Florida's Turnpike (Toll road)
NW 211th St
NW 207th St
NW 202nd St
NW 199th St
NW 191st St
NW 186 St
NW 173rd Dr
Palmetto Expy
Hard Rock STADIUM
Miami Gardens
Carol City
Scott Lake
Andover
Lake
Country Village Park
Carol City Community Center Park
Miami Carol City Park
Brentwood Park
Rolling Oaks Park
Lake Steven
Snake Warrior Island Natural Area
Golf Club
Jeep Trail
Red Rd
Hiatus Rd
Palm Ave
S Douglas
S University Dr
NW 57th Ave
N Red Rd
NW 47th Ave
NW 42nd Ave
NW 37th Ave
NW 32nd Ave
NW 27th Ave
NW 7th Ave
NW 2nd Ave
SW 62nd Ave
SW 25t
Ludlam Rd
S Flamingo Rd
823
854
860
817
826
441
858
91

TMC Operations	Special Events	Orange County Convention Center	10.1.2

OVERVIEW:
The Orange County Convention Center (OCCC) is the primary public convention center for the Central Florida region. The center currently ranks as the second largest convention center in the United States. The large complex is located on the South end of International Drive at SR 528, a major tourist area in Orlando, Florida. It is not uncommon for this center to host conventions of more than 50,000 attendees.

The Orange County Convention Center event traffic can be monitored via cameras on SR 528 at exit 1- International Drive and exit 2- Orangewood Boulevard. DMS Messaging on SR 528 MP .9 EB and 2.6 WB can be used to direct event traffic to use exit 1 or exit 2 depending upon traffic congestion. Additionally, there should be close coordination with the District 5 TMC for potential impacts on Interstate 4.

PROCEDURES:

Awareness of big conventions is a critical first step in properly managing Orange County Convention Center events. TMC Management will create calendar invitations for you in Microsoft Outlook based on the convention schedule. As you open Outlook to check your email per regular Shift Start Up procedures, be alert to any reminders of any events that day. Please note the scheduled start time of the event and begin preparations as follows:

TMC VIDEO WALL

Two hours before the scheduled start of the event, make sure to setup the TMC Video Wall to properly monitor areas of the Beachline that may get congested as traffic comes into the center. The following CCTV should be allocated to the TMC Video Wall and monitored accordingly:

- Beachline
  - CCTV 0
  - CCTV 1
  - CCTV 2

SUNGUIDE:

If delays are monitored on camera, the TMC will create an event in SunGuide as event type "Congestion". The event should be managed using normal congestion procedures. This includes activating DMS .9 EB and 2.6 WB with the following message (this message may already be in use based upon request from Convention Center management).

CONVENTION CENTER
PARKING
EXIT 2

FREIGHT
DELIVERIES
EXIT 2

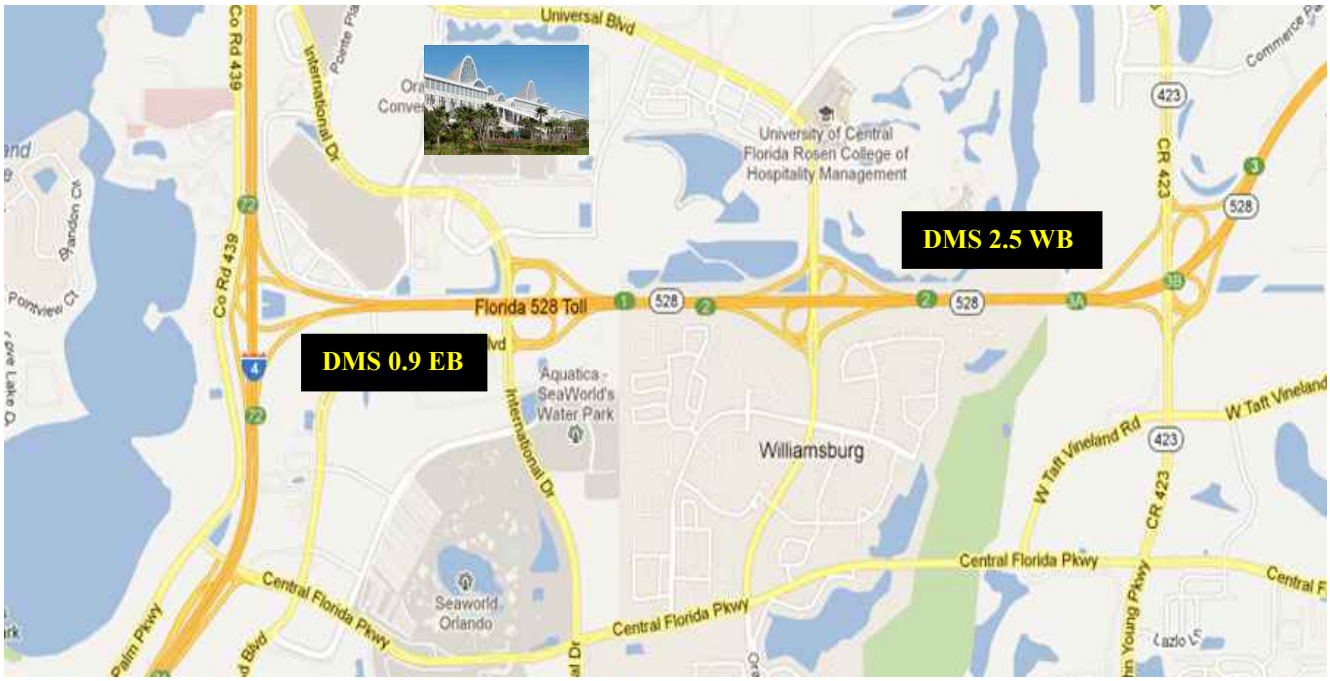
SERVICE PATROL:
OR 3 will patrol the Beachline in this area from 6 am to 8 pm, 7 days a week. It is important to use the Road Ranger to quickly clear any events from travel lanes and keep the TMC informed of any traffic impacting events.

FHP COORDINATION:
Videos associated with the monitored areas should be displayed on the FHP video wall in Lake Worth.

REMOTE OPERATIONS:
Refer to SOG section 9.2.0 for remote video sharing if there is a need to operate at the OCCC.

INTERAGENCY COORDINATION:
The TMC will be responsible for notifying the District 5 TMC of any congestion in this area due to the potential impact on Interstate 4. The District 5 TMC will use devices at their discretion to assist with traffic management during special events.

Map of the area:


DMS 2.5 WB
DMS 0.9 EB
Universal Blvd
Co Rd 439
International Dr
Florida 528 Toll
University of Central Florida Rosen College of Hospitality Management
Aquatica - SeaWorld's Water Park
Williamsburg
Seaworld Orlando
Central Florida Pkwy
W Taft Vineland Rd
CR 423
528
423

Osceola Parkway/Orlando Attractions:
The TMC will be responsible for monitoring the northbound exit ramp to Osceola Parkway (Exit 249) during times of peak attractions traffic. This includes holiday weekends, Spring Break, Grad Bash, summer months, and Friday afternoons.
Below is the DMS messaging plan to be put in place if delays are observed approaching this exit location:

DMS 235 NB:
EXIT DELAYS TO
OSCEOLA PKWY
XX MIN DELAY

USE EXIT 242 /
US 192
FOR ATTRACTIONS

DMS 227 NB:
HEAVY EXIT DELAYS TO
OSCEOLA PKWY / EXIT 249
XX MINUTE DELAY

TO AVOID DELAY
USE EXIT 242 / US 192
FOR ATTRACTIONS

DMS 184 NB:
HEAVY EXIT DELAYS TO
OSCEOLA PKWY / EXIT 249
XX MINUTE DELAY

TO AVOID DELAY
USE EXIT 242 / US 192
FOR ATTRACTIONS

If delays extend beyond exit 242:

DMS 235 NB:
CONGESTION
BEFORE US 192
XX MIN DELAY

CONGESTION
X MILES AHEAD
XX MIN DELAY

DMS 227 NB:
HEAVY CONGESTION
BEFORE US 192
XX MINUTE DELAY

HEAVY CONGESTION
X MILES AHEAD
XX MINUTE DELAY

DMS 184 NB:
HEAVY CONGESTION
BEFORE US 192
XX MINUTE DELAY

HEAVY CONGESTION
X MILES AHEAD
XX MINUTE DELAY

DMS 193 EB/WB:
FL TPK NB
BEFORE
US 192

FL TPK NB
XX MIN
DELAY

TMC Operations	OMS	Operations Management System	11.0.0

OVERVIEW

The Operations Management System (OMS) is used by Highway Operations to document and track response and repairs on the Turnpike system. The system can be access on the DOT OIS network via the following web address: http://dotstppeama-p1/web/base/logindisp?tenant=PROD

The TMC is responsible for inputting tickets for the following departments:

- Facilities Work Orders- for any facilities and telecommunications issues
- ITS Work Orders- for any ITS device/software issues
- Roadway Work Orders- property damage, RISC, debris, Hazmat
- Construction Work Orders- property damage in a work zone

An OMS ticket must be entered for any of the above items, even if the on-call was contacted for the issue. It is important to note the name and time that the on-call was contacted in your OMS work order ticket.

The TMC help desk on-duty staff will enter OMS tickets for any ITS device/software failures.

For details on how to enter OMS tickets and proper assignment of tickets, please see TMC Training Module 16.

OVERVIEW

In coordination with the Turnpike's Traffic Operations ITS Operations Team, TMC personnel will have the capability of displaying selected streaming video on a public access website to enhance traffic incident management, mobility and safety for Turnpike motorists.
A goal of Florida's Turnpike Intelligent Transportation Systems (ITS) program is to provide and share real-time roadway CCTV video feeds to internal Turnpike personnel and external agency response personnel.

OPERATIONS

This section will outline the series of activities carried out by the TMC staff to operate the software.

Priority: All events will be broadcast in priority of the event management flowchart provided in section 4.1.1.

Screen Capture: The screen capture selection area shall only include the portion of the Milestone software that includes streaming video. Menus and labels within the software should not be in the selected broadcast area. The default setup of the screen capture area will include two video feeds. If multiple lane blocking events occur at the same time, the screen capture area may be expanded to include four video feeds.

Labeling: Upon broadcasting the event in the appropriate channel, the TMC Operator will be responsible for immediately editing the Overlay in the following format: "Toll XX MP XX.X Direction" or "Turnpike MP XX.X Direction".

Other Options: All other options within the TV Studio (chat, Ticket, Branding, etc.) are prohibited from use without Management approval.

The TMC personnel will perform the steps outlined for each of the possible scenarios listed below.

- Normal Activities: When there are no active events, the channel will broadcast non-incident camera feeds. On region-specific channels, the selected cameras will be within the designated region.
- Level 2/3 Events: Any event blocking travel lanes or causing congestion will be broadcast on the main channel in addition to any applicable regional channels. All channels utilized should be documented and time stamped in the SunGuide comments section.
- High Profile Events: Events that meet the criteria for High Profile status (as defined in the TMC SOG) will be broadcast on the main channel regardless of impact to traffic.
- Events of a Graphic Nature: Events of a graphic nature should not be broadcast on any channel. The congestion associated with the event may be displayed in the appropriate channel.

- Emergency Management Events: The TMC will display any video requested by Turnpike Emergency Operations personnel.
- Senior Management Requests: When a request is made by a senior manager to display a specific video, the TMC will initiate a SunGuide incident with event type "Other". Information regarding the camera location, preset, channel, and how long the video will be displayed should be documented in the SunGuide report.

JTF/SLERS Clearance
All TMC Operator candidates will complete a JTF SLERs background clearance prior to being offered a position in the TMC. Upon notification of an "Approved" JTF clearance, the TMC Manager will advise the consultant Human Resources and the DOT client of the potential candidate's clearance.

Drug and Alcohol Screening
All TMC Operator candidates will complete a drug and alcohol screening prior to being offered a position in the TMC. Upon notification of a negative screening, the TMC Manager will advise the consultant Human Resources and the DOT client of the potential candidate's clearance.

DOT AARF Approval
An Automated Access Request Form (AARF) will be completed by the Executive Staff Assistant for all DOT approved TMC Operator candidates. Access requested will include building access, OIT network, and DOT email access. This request must be approved through multiple layers of managers, inclusive of the Department Head.
All AARF requests require the user to compete the Security Awareness Computer Based Training and certify that they have read the Police and Procedures Regarding Information Technologies.

Software Access
Upon approval of the JTF Clearance and DOT acceptance of the "Recommendation to Hire" a new candidate, the TMC Manager will send a request to the TMC Help Desk personnel to obtain new user logins for the following software:
ITS Network, OIT Network, SunGuide Software, Milestone Software, Vaisala HAR Software, TMC Training Website, BlinkLink Website, RISC Tracker Application, Contact Center Phone Software, Criminal Justice Information Services (CJIS) Website, ScheduleAnywhere Website

Upon creation of the new user logins, the TMC Help Desk personnel will advise the TMC Manager via email that the request has been fulfilled.

Termination Procedure

At the willing or unwilling termination of employment, the Executive Staff Assistant will send an email notification to all Traffic Operations department personnel, notifying of the employees' departure. The ITS Help Desk staff will immediately terminate all ITS Access and deactivate the status of the SunGuide user account. The TMC Help Desk personnel will advise the TMC Managers when access termination is completed.
The Executive Staff Assistant will submit the DOT AARF Termination for revocation of the OIT network privileges. In addition, the Turnpike Access Control Department will be notified to deactivate the security/access badge.

OVERVIEW:

In the event of a device failure or system outage, the TMC will attempt to resolve the problem by taking the following actions prior to notifying the ITS Operations Team.

SUNGUIDE SUBSYSTEMS:

DMS Failure-

- If the sign is in a "Failed" Operational State, reset the status to "Active". Send a test message to the DMS.
- If the sign is displaying a lamp error, check the lamp status by clicking "Details". If a primary lamp is off, the sign will work but an OMS ticket must still be submitted. If both primary and backup lamps are off, the sign will not work, contact the on-duty TMC Help Desk personnel and they will submit an OMS ticket. It there is no TMC Help Desk personnel available, submit an OMS ticket and assign it to KN028EC.
- If the sign is in "Local" mode, select "Central Override" and press the "Set Control Mode" button. Then select "Central" mode and press the "Set Control Mode" button.
- If the sign has a message "stuck on", attempt to send a blank message command to clear the stuck message. If the message remains, attempt to "Test" message, and then blank again.
- After these attempts, if the sign still does not activate, contact the on-duty TMC Help Desk personnel and they will submit an OMS ticket. It there is no TMC Help Desk personnel available, submit an OMS ticket and assign it to KN028EC. Only contact on-call if DMS is needed for level 2 or 3, or lane blocking incident.

RR/AVL Subsystem Failure-

- If one Road Ranger vehicle is not sending/receiving information- Advise the Road Ranger to restart their smartphone SPARR app. If there is still no connection, contact the on-duty TMC Help Desk personnel. If there is no TMC Help Desk personnel available call the ITS On Call Staff member.
- If multiple Road Ranger vehicles are not sending/receiving information- contact the on-duty TMC Help Desk personnel If there is no TMC Help Desk personnel available call the ITS On Call Staff member.

Travel Time Subsystem Failure-

View each camera to confirm that there are no times stuck "on" any of the DMS. If any signs are still displaying travel times when that subsystem has failed, the Operator must make every effort to blank the DMS by the following:

- Send "Blank Sign" command to clear the queue
- Activate a blank message or test message on top of the travel time
- Put the DMS "Out of Service

- Contact the on-duty TMC Help Desk personnel. If there is no TMC Help Desk personnel available call the ITS On-Call Staff member.

Event Management Subsystem Failure-

- Log out and back in to SunGuide. If there is still no connection to the EM subsystem, contact the on-duty TMC Help Desk personnel. If there is no TMC Help Desk personnel available call the ITS On-Call Staff member.

C2C/511 Subsystem Failure-

- If there is no connection to the C2C/511 subsystem, contact the on-duty TMC Help Desk personnel. If there is no TMC Help Desk personnel available call the ITS On Call Staff member.

ITS DEVICES

HAR Failure-

- If a station displays a red "X" over the icon, attempt to reload the playlist. If it still does not re-connect, attempt to upload the messages via the phone.
- If there are any playback errors, "Clear all messages" and then re-upload the current playlist.
- If all HAR stations are down or the software will not connect for all Operators, contact the on-duty TMC Help Desk personnel and they will submit an OMS ticket. It there is no TMC Help Desk personnel available, submit an OMS ticket and assign it to KN028EC.

CB RAS Failure-

- If the message displayed advises, "The System is in use by 10….", click "Override" to access
- If you still cannot connect to a station, contact the on-duty TMC Help Desk personnel and they will submit an OMS ticket. It there is no TMC Help Desk personnel available, submit an OMS ticket and assign it to KN028EC.
- If all CBRAS stations are down or the software will not connect for all Operators, contact the on-duty TMC Help Desk personnel If there is no TMC Help Desk personnel available call the ITS On Call Staff member.

Camera Failure-

- If a camera has no feed, attempt to view the camera on the video wall or monitor.
- If a camera still has no feed or PTZ, contact the on-duty TMC Help Desk personnel and they will submit an OMS ticket. It there is no TMC Help Desk personnel available, submit an OMS ticket and assign it to KN028EC.

Milestone Software Failure-

- If there is no connection to the Milestone software, attempt to change the ITS password on the computer.

- If you still cannot connect to the software, contact the on-duty TMC Help Desk personnel If there is no TMC Help Desk personnel available call the ITS On Call Staff member.
- You may temporary attempt to view cameras via the direct link to their IP address in an internet browser.

COMMUNICATIONS

Telephone System Failure-

- Attempt to dial long distance, local, and four digits from multiple extensions at all three TMC locations (Pompano, Lake Worth, and Turkey Lake).
- If the Contact Center software has failed, contact Matt Mitchell or Shaun Hamilton.
- For a phone system problem, contact the Facilities help desk or on call Facilities personnel to report the outage.

OMS System Failure- (Expect system downtime between 3rd and 1st shift on Sunday)

- Attempt to log in to the OMS website from multiple workstations.
- Document the issue in the spreadsheet for OMS tickets to be inputted when the system resumes working.

800 MHz Radio Failure-

- Attempt to restart the MaCom computer in the TMC (see SOG section 06.01.00)
- Check that the appropriate channels are un-muted and *selected.*
- Check if the radio system is functional via portable radios.
- Verify with other facilities to see if the system is operational.
- Submit an OMS ticket and contact the on-call/on-site TMC manager to report the outage.

Refer to section 13.2.0-Notification to determine when the on-call ITS Operations Team Member will be notified.

OVERVIEW

NOTIFICATION PROCESS FOR ITS MAINTENANCE:

HELP DESK HOURS (Monday-Friday 6AM to 10PM; Saturday/Sunday 9am-7:30pm):

If ANY device fails inside or outside of a Construction Zone:

a. Contact the ITS Help Desk via an email to TPKITS-HelpDesk@dot.state.fl.us
    i. Notate the device status on the appropriate device checklist
    ii. Upon email notification that the device has been restored, the TMC personnel shall update the device status on the appropriate device checklist

AFTER HOURS:

If ANY device fails (within or outside of Construction Zone)

a. Check other devices in the area to see if the issue is isolated or area-related
b. Call the on-call phone number for the appropriate contractor on the chart below
    i. If the contractor does not answer or you do not receive an appropriate response from the responder, please escalate to the Turnpike's ITS on-call staff
c. Send an email to the appropriate Outlook group for that ITS Maintenance zone (include who you spoke to and the device location/issue)
    i. Notate the device status on the appropriate device checklist
    ii. Upon email notification that the device has been restored, the TMC personnel shall update the device status on the appropriate device checklist

Location	Contractor	24/7 On-Call Number	Email
MP 146 South	Eland	786-329-0813	TPK-ITS-SOUTH@dot.state.fl.us
MP 147 North	Transcore	877-591-8792	TPK-ITS-NORTH@dot.state.fl.us
West Coast	DBI	407-270-7840	TPK-ITS-WEST@dot.state.fl.us
First Coast Expwy	Ferrovial/SICE	904-614-8258	TPK-ITS-FCE@dot.state.fl.us

Do not enter an OMS ticket for any ITS device outage

Daily ITS device checks will be completed by each ITS Maintenance contractor and emailed to all TMC staff. The daily outages should be compared to the TMC device checks and any undetected outages should follow the notification process outline above.

Priority 1 Calls - Immediate call to on-duty TMC Help Desk Specialist or ITS On-Call

- CCTV* not working when needed to manage a Level 2, 3, or lane blocking event
- DMS* not working when needed to manage a Level 2, 3, or lane blocking event
- HAR* transmitter or beacons not working when needed to manage a Level 2, 3, or lane blocking event (this applies to HARs that cannot be controlled via phone)

- CBRAS* not functional when needed to manage a Level 2, 3, or lane blocking event
- 10 or more cameras* down in a region
- SunGuide EM subsystem failure to load
- All Road Ranger unit AVLs are not functional (or AVL subsystem is down)
- Any power failure requiring the TMC to function on backup generator
- No User is able to log in to ITS workstation using personal or temporary login
- Inability to activate devices in SunGuide
- Inability to send email alerts via SunGuide
- Inability to publish events to 511 system
- Complete failure of 800 MHz radio system
- Incident message stuck on a DMS, HAR, 511 or CB RAS

*Refers to devices that are not already reported down

Priority 2 Calls – Notify on-duty TMC Help Desk Specialist. Anticipated repair within 3 business days.

- PIDs or SPIDs not functional
- HARs only operational via telephone
- Video wall single screen failure
- Device down when not being used for a Level 2, 3, or lane blocking event
- 511 snapshot not refreshing with current timestamp or no image
- Unable to log in to OIS workstation
- MaCom system failure
- Unable to access a computer drive

Priority 3 Calls – Notify on-duty TMC Help Desk via email. Anticipated repair within 10 business days.

- Request for software on a workstation
- Request for hardware on a workstation

NOTIFICATION TO ITS HELP DESK

- Call ext. 1400 internally, or 954-934-1400 externally, your call will be answered by an auto attendant informing you that, "You have reached the ITS Help Desk". Please hold for the next available agent". This will be followed by music.
- Do not hang up. Your call may be answered by the next available technician.
- If all technicians are on other calls, you will be forwarded to voicemail where you can leave a detailed message.

It is imperative that you use the "Hunt Group" number indicated above when trying to reach a technician. Please do not call them directly.

ITS OPERATIONS TEAM RESOURCES

System	24 Hours Support Contact
Logic Tree- Florida 511 System	
On-Call Support	1-866-400-4983
Ticketing System (LTS)	https://support.system.ibigroup.com/secure/Dashboard.jspa

MaCom- Statewide Law Enforcement Radio	
Network Operations Center (Software)	866-537-7763
Williams (Hardware)	850-385-1121 or 844-435-7924
Vaisala Navigator Support (RWIS)	icena.customer.support@vaisala.com
Vaisala Helpdesk	1-800-221-9779
SunGuide Software Support	
Southwest Research Institute (SwRI)	210-522-6883
Footprints website	http://fdotweb.datasys.swri.edu/MRcgi/MRentrancePage.pl
BlinkLink Website Support	Scott Hodgen- 414-507-3070

SunGuide Support Response Requirements

Category	Initial Response Time	Example of Classification	Escalation if not resolved	On-Site response if approved by Department's PM
Critical Failure	1 hour; only by phone	· Two subsystems are not communicating: e.g. DMS and MAS · Failure of Operator Graphical User Interface to start	Within 2 hours	Yes- Travel initiated wihtin 4 hours of approval
Failure	1 hour; only by phone	· A subsystem or driver is failing · Configuration file error that causes a subsystem to not operate	Within 8 hours	Yes- 1 business day from approval
External Failure	1 hour; only by phone	· FL-ATIS not receiving data · ELM not receiving data	Within 12 hours of contacting external system	Yes- 1 business day from approval
Defect	1 business day	· Software does not operate as specified in a requirement	Within 1 business day	No
Deployment/ Configuration Issue	1 business day	· Cannot talk to a device · Software does not install · New server hardware or software is deployed and SunGuide does not operate	Within 1 business day	Yes- 1 business day from approval
Enhancement	3 business days	· Functionality desired or a new protocol for a device is needed	2 business weeks	No

IBI Group- Logic Tree Support				
Classification	**Severity Level**	**Impact**	**Target time to Response**	**Target Time to Restore**
Class A	Mission Critical	IVR or LogicTree software has broken down or stopped operating completely. The customer is unable to proceed without a fix to the problem or no work around exists. Emergency Software Failure: (1) Complete or major partial system or service outage (2) Performance degradation causing unsuitability (3) Major functional unsuitability	15 minutes	2 hours
Class B	Severe	Calling customers are affected or LogicTree software has major functional problem that allows only a limited service to operate. Serious Software Failure Affecting Service: (1) Performance degradation causing problem of major significance (2) Functional degradation causing problem of major significance (3) Database corruption causing major service degradation (4) Loss of data feed causing major service degradation	2 hours	8 hours
Class C	Moderate	Calling customers are not affect but system has limited or reduced capacity (system capacity reduction fro one or more servcies up to 33%) or there is partial loss of service with loss of a service feature. Software Failure Affecting Service: (1) Performance degradation causing minor inconveniences (2) Functional degradation causing minor inconveniences (3) Problems for which work-around exists (4) Localized database corruption	8 hours	2 business days
Class D	Minor	Quality or performance issue that is not significant to the users operation. Limited system capacity (system capacity reductio for one or more servcies up to 10%) or partial loss of service with loss of service feature. A workaround exists or the issue does not warrnat a faster resolution time. Cosmetic Problems: (1) User interface inconvenience (2) Using work around to access data	1 business day	5-7 business days or per schedule agreed upon
Class E	Enhancement Request	A change request made to LogicTree, if existing deployment complies with the specifications found in the agreement.	5 business days	Per schedule agreed upon

OVERVIEW

If there is a device outage or subsystem failure and the TMC has already made notification to the ITS Operations Team, then TMC Operations must continue to provide service at the highest level available.

The following procedures should be followed when TMC Operations are limited by system availability:

PROCEDURE

RR/AVL Subsystem Complete Failure:

All arrival and departure times must be entered manually by the TMC Operator when a Road Ranger arrives at an active SunGuide event. All 'roll-up' events should not be entered, as they will be sent to the software when a connection can be re-established.

Travel Time Subsystem Failure-

As long as there are no false times being displayed, there is no further action required of TMC Operations.

Event Management Subsystem Failure-

All events except the following will be documented manually:

- Non-lane blocking Disabled Vehicle
- Non-lane blocking Abandoned Vehicle
- Non-lane blocking Debris

The events will be captured in Microsoft Word (SunGuide Template document) and saved in the "S" drive under "SunGuide Reports- Manual Entry".

The TMC should contact another district to post a 511 Banner for any lane blocking event. If the closure is anticipated to be longer than one hour, the TMC should contact the on-site/on-call ITS Operations Team member for manual DMS activation.

For any long-term or High Profile event, the TMC Manager on-call should be contacted for email notifications to be sent to upper-management.

C2C/511 Subsystem Failure-

- If the website is not publishing, the TMC should contact another district to post a banner message on FL511.com.

Milestone (Milestone) Software Failure-

In the event of a total Milestone software failure, the TMC should ask the ATIS to utilize the maintenance view of the camera via the Orion webpage.

Phone System Failure-

- In the event that four-digit dialing is down, the TMC Operators should use the full ten-digit phone number to make necessary phone calls.
- If the phones are completely down in one facility, they are set up to automatically roll over to the other TMC facility.
- If the phones are completely down in both facilities, the TMC should use the Verizon cell phone to notify common contacts, i.e., other district, FHP, construction, to call in on the Verizon cell phone or Push-to-Talk.

Push-to-Talk Failure-

The TMC should notify all common contacts, i.e., FHP and Road Ranger to use the other Push-to-Talk number or the landline phones.

RISC Tracker Failure-

The TMC will contact the on duty or on-call TMC Manager and they will provide a printed out sheet of the 'next-in-line' vendor for each 10 mile segment of the Turnpike system.

OMS System Failure-

All events that require an OMS ticket will be documented on a shared spreadsheet in the "S" drive in the "OMS Manual Entry" folder with the following information:

- Date
- Time
- Mile post
- Direction
- Ramp
- SunGuide Number
- FHP CAD Number
- FHP Case Number
- Injury/Fatality
- Damage/Reason for Ticket

When the system begins working again, the on-shift staff will be responsible for entering the delayed OMS tickets.

800 MHz System Failure-

If the MaCom console has failed, the TMC will utilize the portable 800 MHz handheld radios as a backup. If the entire 800 MHz communication system fails, the TMC will utilize Push-to-Talk communication as a backup.

INFORMATION TECHNOLOGY POLICY REQUIREMENTS

1 Introduction

The Florida Department of Transportation's (FDOT) traffic management centers (TMC) operate Florida's state roadways. Each TMC is equipped with mission critical assets that must be protected from unauthorized and inappropriate access, usage, and theft. The TMC's standard operating procedures are responsible for implementing ways to protect these assets. Several relevant policies and statutes are critical for explicit inclusion into the TMC Standard Operating Procedures statewide. They are listed in the following subsections along with implementation guidance for the TMC to comply with the relevant policies and statues.
This policy guidance applies to: ITS facilities and ITS information technology resources.
A transportation management center is a building housing at least one FDOT owned work station permanently connected to the ITS Network for purposes of operating the Freeway Management System.
ITS Information Technology Resources are computer hardware, software, networks, devices, connections, applications, and data owned, operated, leased, or managed by the ITS Operations Team.

2 Physical Access Controls

2.1 Policy Statement

Rule Chapter 71A-1, Security Policies and Standards, Florida Administrative Code (F.A.C.), requires: information technology resources be protected by physical controls; agencies implement procedures to manage physical access to information technology facilities; and, physical access to central information resource facilities be restricted to authorized personnel. Furthermore, Policy number 001-325-060, Security and Use of Information Technology Resources, requires: information be created and maintained in a secure environment and safeguards be established to ensure the integrity and accuracy of department information that supports critical functions of the department.

2.2 Policy Implementation Controls Requirement

The traffic management center shall implement building and other access controls to protect the TMC and other assets.

3 Internet Monitoring

3.1 Policy Statement

In accordance with Policy Number 001-325-060 Security and Use of Information Technology Resources, employees are prohibited from using IT resources for accessing, sending, storing, creating or displaying inappropriate materials including, but not limited to gambling, illegal activity, sexually explicit materials or materials that include profane, obscene or inappropriate language, or discriminatory, racial, or ethnic content.

3.2 Policy Implementation Controls Requirement

The traffic management center shall implement controls for accessing the Internet. These controls shall restrict access to inappropriate materials as defined above. A commercial web filtering product configured to deny access to these sites shall be in place as one of these controls.

4 Public Records Law

4.1 Policy Statements

Chapter 119, Florida Statute (F.S.) defines a public record as "all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency. In addition, all state, county, and municipal records are open for personal inspection and copying by any person and providing access to public records is a duty of each agency.

Rule Chapter 71A-1, F.A.C., requires: agency computer users follow agency established guidelines for acceptable use of email and other messaging resources. Furthermore, Policy number 001-325-060, Security and Use of Information Technology Resources prohibits the use of non-departmental email systems (ie AOL, MSN, Yahoo mail) through the department's network, unless it is specifically approved with Form 325-080-001., Acquiring Information Technology Resources. It also states that in cases where personal e mail accounts are utilized for Department business purposes, copies of any email must be forwarded to an official e-mail account.

4.2 Policy Implementation Controls Requirement

The traffic management center shall implement controls that fulfill requirements of Chapter 119 Florida Statutes (F.S). Where personal e mail accounts are utilized for Department business purposes, copies of any email must be forwarded to an official e-mail account. The use of non-departmental email systems (ie AOL, MSN, Yahoo mail) through the department's network, is prohibited unless it is specifically approved with Form 325-080-001., Acquiring Information Technology Resources

5 Password Complexity Requirements

5.1 Policy Statements

Rule Chapter 71A-1 F.A.C. defines a complex password as having at least 8 characters and being comprised of at least 3 of the following categories: uppercase English letters, lowercase English letters, numbers 0-9 and non-alphanumeric characters. The rule also states that user accounts will be authenticated, at a minimum, by a complex password.

5.2 Policy Implementation Controls Requirement

The traffic management center shall implement controls requiring complex passwords that comply with the requirements in Rule Chapter 71A-1 F.A.C at a minimum.

6 Disaster Recovery Plans

6.1 Policy Statement

Rule Chapter 71A-1, F.A.C., requires "information technology resources identified as critical to the continuity of governmental operations have documented disaster recovery plans to provide for the continuation of critical agency functions in the event of disaster."

6.2 Policy Implementation Controls Requirement

The traffic management center shall have a Disaster Recovery Plan in place that defines how to continue to operate traffic in the event that the primary TMC facility is no longer able to operate traffic.

7 Adherence to District Information Technology Resource Usage Policy

7.1 Policy Statement

Rule Chapter 71A-1,F.A.C., states that " the information security policies and standards of this rule chapter apply equally to all levels of management and to all members of the workforce." This rule chapter also states that "each agency shall develop, document, implement, and maintain an agency wide information security program. The goal of the information security program is to ensure administrative, operational, and technical controls are sufficient to reduce to an acceptable level risks to the confidentiality, availability, and integrity of agency information and information technology resources." Policy number 001-325-060, Security and Use of Information Technology Resources applies to all department information technology resources that access, process, or have custody of data. This includes all owned, leased and contracted services involving mainframe, microcomputer, distributed processing and networking environments. The policy requires department information technology resources be used for department business and each individual with

authorized access to the department's information technology resources follow the policy and all information security standards and procedures.

7.2 Policy Implementation Controls Requirement

The Department's Policy number 001-325-060, Security and Use of Information Technology Resources fulfils Rule Chapter 71A-1 F.A.C. TMC staff shall be furnished this policy, and will sign and date a statement indicating they have read and will follow this policy. Completion of annual computer training addressing these computer security issues also meets the intent.

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STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

ATTACHMENTS

DOT-RFP-21-8029-GB

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES
FOR
FLORIDA'S TURNPIKE ENTERPRISE

INDEFINITE QUANTITIES CONTRACT

FPID: 190766-4-82-03

State of Florida
Department of Transportation
Florida's Turnpike Enterprise

ATTACHMENT "A"
NON-DISCLOSURE AGREEMENT

This NON-DISCLOSURE AGREEMENT, (hereinafter the "Agreement") is made and entered into this _____ day of _____, 20_____, by and between _____whose mailing address is _____ ("Vendor"), and the FLORIDA DEPARTMENT OF TRANSPORTATION, FLORIDA'S TURNPIKE ENTERPRISE, an executive agency of the State of Florida, whose mailing address is Florida's Turnpike, Milepost 263, Turkey Lake Service Plaza, Building 5315, Ocoee, Florida 34761 ("Turnpike")(the Vendor and the Turnpike may be referred to individually as a "Party" and collectively as the "Parties").

Whereas, the Turnpike issued a Request For Proposal (RFP) (DOT-RFP-21-8029-GB) for the purpose of retaining a Vendor to provide certain Traffic Management Center Statewide Operations Services for the Turnpike. Under the RFP, the Turnpike awarded a contract dated, _____; and,

Whereas, the Parties to this Agreement recognize and acknowledge that it may be necessary or desirable to exchange certain information for the required services outlined in the RFP to be met, in this case IP addresses, access to systems and databases.

Whereas, the Parties hereto desire to memorialize their Agreement pertaining to this matter.

Now, therefore, in consideration of the mutual covenants and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. The Vendor hereby agrees to hold all Proprietary Information furnished by the Turnpike to the Vendor in confidence and not to copy, disclose, transfer, disseminate, or use in any other manner except for the purpose(s) described herein, or disclose the same to third parties except with prior written consent of the Turnpike.

2. Proprietary Information includes all information both tangible and intangible furnished by the Turnpike to the Vendor hereunder, or to any agent or employee of the Vendor, directly or indirectly, which information the Turnpike regards as proprietary and wishes to protect from unauthorized disclosure, whether such information is transferred orally, visually, electronically or by any other means.

3. The Vendor shall be deemed to have met its obligations hereunder if it treats the Proprietary Information with the same degree of care with which the Vendor treats its own proprietary and confidential information, or reasonable care under the circumstances, whichever is more stringent. The Vendor's obligations do not extend to Proprietary Information which:

    A. is or becomes part of the public domain through no violation of this Agreement by the Vendor or its employees or agents;

    B. is in the possession of the Vendor free of any obligation of confidence prior to disclosure thereof by the Turnpike;

C. was independently developed by the Vendor without use or reference to the Turnpike's confidential information;

D. is disclosed pursuant to a court order to the extent required; or

E. is or may be obtained by the Vendor from an independent third party or source without an obligation of confidentiality.

4. The Vendor agrees it will use the Proprietary Information for the benefit of the Turnpike only and the purposes described herein only and shall not disclose it to anyone other than its agents or employees who have a need to know for the benefit of the Turnpike. The Vendor also agrees to have its sub-vendors execute this Non-Disclosure Agreement prior to receiving any of the Turnpike's proprietary information.

5. All Proprietary Information delivered by the Turnpike to the Vendor pursuant to this Agreement shall be and remain the property of the Turnpike, and the Vendor shall, within a mutually agreed upon time frame, return all such information when requested to do so by the Turnpike in accordance with Section 5.A(4) of the Standard Written Agreement.

6. In those cases where the Proprietary Information constitutes a trade secret as defined by applicable law, the Proprietary Information shall be afforded all of the protections available to trade secrets under applicable law.

7. The Vendor shall indemnify, defend and save harmless the Turnpike from and against any and all claims, demands, actions or causes of action that are asserted against the Turnpike which arise out of or are related to use of the Proprietary Information, or a breach of confidentiality as contemplated within this Agreement.

8. IN PROVIDING ANY DATA HEREUNDER, THE TURNPIKE MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, AS TO ADEQUACY, SUFFICIENCY, OR FREEDOM FROM DEFECT OF ANY KIND, INCLUDING FREEDOM FROM ANY PATENT INFRINGEMENT THAT MAY RESULT FROM THE USE OF SUCH DATA.

9. The Vendor acknowledges that unauthorized disclosure of the Proprietary Information will diminish substantially the value of the Proprietary Information. If the Vendor violates the provisions of this Agreement, the Turnpike shall be entitled to obtain equitable relief to protect its interests herein, including, but not limited to, injunctive relief, as well as monetary damages.

10. This Agreement contains the entire agreement relative to the protection of information exchanged in connection with the Proprietary Information and supersedes any prior or collateral understanding among the Parties hereto. This Agreement shall apply in lieu of and notwithstanding any specific legends or statement associated with any particular information. This Agreement shall not be modified or amended, except in a written instrument executed by authorized representatives of the Parties hereto.

11. Nothing in this Agreement, or the disclosure of any information by either Party, shall be deemed by implication or otherwise to convey to disclose any rights, title, interest, or license under any patents, patent applications, or inventions of any Party.

12. Nothing contained in this Agreement is intended to or shall grant to any Party the right to make commitments of any kind for or on behalf of any other Party without the prior written consent of that other Party.

13. The validity, construction and performance of this Agreement shall be governed by, construed, and interpreted in accordance with the laws of the State of Florida. If any covenant or provision of this Agreement is determined by a court of competent jurisdiction to be void, invalid or unenforceable in whole or in part, then such void, invalid or unenforceable covenant or provision shall be adjusted so as to best reflect the intent of the Parties to the maximum extent possible or deleted from this Agreement and shall not effect or impair the enforceability or validity of any other covenant or provision of this Agreement or any part thereof.

14. This Agreement may not be sold, assigned or otherwise transferred by a Party in whole or in part without the express prior written consent of the other Party. This Agreement shall benefit and be binding upon the successors, assigns and representatives of the Parties hereto.

15. Any representations, rights and obligations under this Agreement that by their nature are continuous or extend beyond the terms of this Agreement shall survive any expiration or termination of this Agreement and shall remain in effect until complete performance thereof has occurred. The failure of either Party to enforce any right accruing under this Agreement shall not be construed as a waiver of a subsequent right of such Party to enforce the same or any other right, term or condition.

16. This Agreement may only be amended, or any term hereof modified, by a written instrument duly executed by both Parties hereto.

17. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original document, but all such separate counterparts shall constitute only one and the same instrument.

18. The laws of the State of Florida shall exclusively govern the validity and enforcement of this Agreement and any of its terms and provisions, as well as the rights and duties of the Parties to this Agreement.

19. The Parties agree that the Parties shall submit to the jurisdiction of the appropriate Court in the county chosen by the Department, for judicial review and determination of any dispute or difference arising out of this Agreement. This forum shall have sole and exclusive jurisdiction over such disputes and differences arising out of this Agreement, and no other court shall have concurrent jurisdiction or venue. The Parties knowingly and expressly waive the right to any other venues, forums and jurisdictions.

20. In any legal action related to this Agreement, instituted by either Party, the Vendor hereby waives any and all privileges and rights it may have under Chapter 47 and Section 337.19, Florida Statutes, relating to venue, as it now exists or may hereafter be amended, and any and all such privileges and rights it may have under any other statute, rule, or case law, including, but not limited to those grounded on convenience. Any such legal actions may be brought in the appropriate Court in the county chosen by the Department and in the event that any such legal action is filed by the Vendor, the Vendor hereby consents to the transfer of venue to the county chosen by the Department upon the Department filing a motion requesting the same.

21. No provision of this Agreement shall be construed against or interpreted to the disadvantage of any Party by any Court or other governmental or judicial authority by reason of such Party's having or being deemed to have prepared or imposed such provision.

22. Each individual executing this Agreement on behalf of a Party personally warrants that he or she is authorized to enter into and execute this Agreement on behalf of such Party and that this Agreement is binding on that Party and on the individual executing this Agreement.

23. This Agreement shall survive the termination of the Contact entered by the Parties under the RFP, and the Vendor shall hold the Turnpike's Proprietary Information in confidence until no longer qualifies as confidential.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed on the date stipulated below:

	STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION Florida's Turnpike Enterprise
_____ Name of Vendor	
BY: _____ Authorized Signature	BY: _____ Authorized Signature
_____ (Print/Type)	Nicola Liquori (Print/Type)
Title: _____	Title: Executive Director and Chief Executive Officer

FOR DEPARTMENT USE ONLY

APPROVED:	LEGAL REVIEW:
_____ Procurement Office	_____

ATTACHMENT "B"

CERTIFICATION
DISBURSEMENT OF PREVIOUS PAYMENTS

Date: _____, 20_____

Contract No.:_____

Financial Project No(s):_____

Contract For:

To release payment for all work performed in the month of, _____, 20_____

_____ _____
(State) (Zip)

As prime contractor for the above referenced Contract, hereby certifies that all subcontractors, laborers, and material suppliers having an interest in this Contract have received their pro rata share of all previous payments made by the Department for all work completed and materials and equipment furnished in the previous period.

_____ _____
(Name of Business) (Signature) Owner, President, Vice President or Designated Officer (Corp. Resolution*)

_____ _____
(Address) (Print/Type Name)

_____ _____
(City) (Title)

*If person signing for the Business is someone other than the Owner, President, or Vice President, a copy of the Corporate Resolution granting signature authorization must be attached to form.

CERTIFICATION MUST BE ATTACHED TO INVOICE

ATTACHMENT "C"

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF CONTRACT COMPLETION

Contract Number _____ FPID.: _____

Project Description _____

Contractor _____

Contract Date _____ **Total Amount $** _____

CONTRACTOR'S AFFIDAVIT

I solemnly swear and affirm: That the work under the above named Contract and all Amendments and Supplements thereto have been completed in accordance with the requirements of said Contract; that all costs incurred for equipment, materials, labor, and services against the project have been paid; that no liens have been attached against the project; that no suits are pending by reason of work on the project under the Contract; that all Worker's Compensation claims are covered by Worker's Compensation insurance as required by law; that all public liability claims are adequately covered by insurance, and that the Owner shall save, protect, defend, indemnify, and hold the Department harmless from and against any and all claims which arise as a direct or indirect result of any transaction, event or occurrence related to performance of the work contemplated under said contract.

_____ _____
(Signature), Owner, President, Vice President or other Designated Officer (Corp. Resolution) (Title)

(Corporate Seal)

STATE OF _____

COUNTY OF _____

The foregoing affidavit was acknowledged before me this _____ day of _____, 20_____

by _____, on behalf of the Vendor. He/She is personally known to me or has
(Print/Type Name of Person Signing Above)

produced _____, as identification.
(Type of Identification)

Notary Public: _____ **(Notary Stamp)**
(Signature)

Type/Print Name: _____

* If person signing for the Business is someone other than the Owner, President, or Vice President, a copy of the Corporate Resolution granting signature authorization must be furnished in the bid package.

CERTIFICATION MUST BE ATTACHED TO THE FINAL INVOICE

STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

EXHIBIT "B"
METHOD OF COMPENSATION

DOT-RFP-21-8029-GB

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES
FOR
FLORIDA'S TURNPIKE ENTERPRISE

INDEFINITE QUANTITIES CONTRACT

FPID: 190766-4-82-03

EXHIBIT "B"
METHOD OF COMPENSATION

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES
FOR
FLORIDA'S TURNPIKE ENTERPRISE

1.0 GENERAL:

A. This Exhibit "B," defines the limits of compensation to be made to the Vendor for the services set forth in Exhibit "A," Scope of Services and the method by which payments shall be made.

B. The Vendor shall accept the compensation as provided in this Contract as full payment for providing traffic management center operations services through personnel staffing and reimbursable expenses at multiple sites in the State of Florida as identified within the Exhibit "A," Scope of Services.

2.0 COMPENSATION:

A. This is a Term Contract for Indefinite Quantities whereby the Vendor agrees to furnish services during a prescribed period of time. The specific period of time completes such a contract.

B. The Department agrees to pay the Vendor for the services performed, an amount of compensation and method of payment as described and detailed herein and in Exhibit "C," Price Proposal.

3.0 PROGRESS PAYMENTS:

For the satisfactory performance of services, the Vendor shall be paid monthly for the following:

3.1 Labor Cost:

Payment shall constitute full compensation for the Vendor Employee Labor Costs required to perform traffic management center operations services as specified in Exhibit "A," Scope of Services. Payment will be made on the basis of the Contract unit prices as shown in Exhibit "C," Price Proposal. The Vendor shall submit invoices every month utilizing Attachment "B," Disbursement of Previous Payments, and including the Weekly Time Sheet Invoice Back-up (via electronic method) for all labor cost associated with this Contract.

A. Labor Cost Tabulation

The Contract unit rate for each employee position title shall cover the cost to perform technical personnel services under this Contract, including any expenses not within the reimbursable expense item under sub-section 3.2

B. The actual number of hours worked by the Vendor's employees at the total billing rates approved by the Department for each personnel classification. The summation of the products of actual hours worked by the Vendor employees, times the associated hourly Salary rate, plus the inclusion of the Overhead, Fringe Benefits, other expenses and Profit is defined as the Total Billing amount as established in Exhibit "C," Price Proposal.

C. The reimbursement of expenses for the TMC's office expense, up to the limiting amount as established below in sub-section 3.2, and in Exhibit "C," Price Proposal.

D. When authorized by the Department, contingency items plus the Vendor's mark-up identified in sub-sections 3.4 and 3.5 below shall be supported by receipts. Unless specifically listed, the Vendor cannot invoice for any other contingency item, unless a contract amendment has been issued.

E. Details of Vendor's overhead and profit multipliers in performance of the services are contained in Exhibit "C," Price Proposal attached hereto and made a part hereof.

3.2 Office Expense Costs:

Payment shall constitute lump sum compensation for office/business type expenditures up to the limiting amount specified in Exhibit "C," Price Proposal and utilized for the services referenced in Exhibit "A," Scope of Services. The Vendor shall submit one (1) invoice per month for reimbursement of the expenses in this category for the Contract.

3.3 Equipment:

For each of the Field Incident Response Coordinator positions (which two (2) are planned for), this equipment cost shall include the provision of a full-size pickup truck with all necessary safety equipment and truck auxiliary components to respond to inspection locations and incident locations for coordination/monitoring purposes, not as a critical MOT responder. These positions will always have the truck provision requirement for an estimated forty (40) hour work week included.

3.4 Contingency Items:

Upon approval by the Department the Vendor shall be allowed to utilize the following contingency items. The Vendor shall submit one (1) invoice per month for all Department approved items listed below.

1. Expenses for Department pre-approved travel.

2. Registration Fees.

3. Specialized equipment that is rented for specific tasks of short duration or emergency services.

3.5 Mark-up Allowance:

The Vendor will be allowed to mark-up invoices up to fifteen (15%) percent for the items listed in sub-section 3.4 above. The fixed percentage for mark-up allowance will be full compensation for state sales tax, packing freight, shipping, demurrage or any other handling charges, overhead, profit, unloading and handling of parts/materials/components on-site, and any other applicable expense items listed in sub-section 3.4 above.

4.0 CONTRACT CEILING:

For the satisfactory **performance** of services detailed in Exhibit "A," Scope of Services the Vendor shall be paid up to a Maximum Amount of $_____.

The Maximum Amount shall consist of separate and distinct budgetary ceilings for each of the Department's fiscal years covered by the Agreement. The Department's fiscal year begins July 1st of each year and ends June 30th of each succeeding year. The Vendor shall not provide or be obligated to perform services or incur costs which would result in exceeding a budgetary ceiling. The Department, based on need and availability of budget, may increase and decrease a budgetary ceiling by a written Amendment(s). The budgetary ceiling for each fiscal year of the Contract is as follows:

The Maximum Amount shall be made up of:

$_____ Fiscal Year 2021/2022

$_____ Fiscal Year 2022/2023

$_____ Fiscal Year 2023/2024

$_____ Fiscal Year 2024/2025

$_____ Fiscal Year 2025/2026

$_____ Fiscal Year 2026/2027

5.0 INVOICING:

5.1 Payment will be made following receipt and approval of a monthly invoice package starting on the first day of the month and ending through the last day of the month for all work performed and accepted by the Department's Contract Manager. The invoice package shall include an itemized monthly invoice, as specified in sub-section B, immediately below. The Vendor's monthly invoice package shall be submitted to the Department's Contract Manager no later than the 15th day of each month. **Failure to submit timely invoices could affect Vendor's performance rating.**

A. The Vendor's invoice(s) shall be submitted monthly to the Department's Contract Manager's via email. The email address will be provided at the Pre-work Conference. The Vendor shall submit all invoices utilizing a Department provided electronic form. Any invoices not utilizing the provided form will be immediately rejected.

B. The itemized monthly invoice shall be a legible summary on the Vendor's letterhead that includes the following:

1. Contract number
2. Month of the billing,
3. Each Vendor Employee's Name
4. Employee's Position Title/ID number
5. Direct labor hours worked during the pay period
6. Billable hourly rate
7. Total cost for each person

C. The amount due the Vendor for each Vendor employee shall be calculated by multiplying the total hourly billable rate times the actual hours worked for each employee.

D. The Department rounds down on amounts with a partial cent. Billable employee hours shall follow the Department's standard practices pertaining to rounding of work hours to the nearest quarter hour (15 minutes).

E. Labor and expenses shall be invoiced on the same monthly invoice.

F. Failure to submit timely invoices could affect the Vendor's Performance Rating and payment of the Vendor's invoiced amount(s).

5.2 The Vendor shall provide a statement, with all but the first pay request, to the Department which certifies that the Vendor has disbursed to all sub-vendors, laborers, and materials suppliers, having an interest in the Contract, their pro-rata shares of the payment, out of the previous payments received by the Vendor for all work completed and materials furnished in the previous period. This certification shall be in the form designated by the Department (see Attachment "B," Certification of Disbursements of Previous Payments). The Department shall not make any payments after the initial payment until the Vendor furnishes said certification, unless the Vendor demonstrates good cause for not making any such required payment and provides written notification of any such good cause to both the Department and the affected sub-vendors, laborers, and material suppliers.

5.3 The Department reserves the right to withhold the payment or partial payment of the Vendor's invoice(s) and/or deny payment to the Vendor when services are inadequate, performance not authorized, or not performed in accordance with the Contract Documents or to the satisfaction of the Department.

5.4 The Department shall also deduct the cost from the Vendor's invoiced amount(s) for any services performed by the Department as a result of the Vendor's or the Vendor employees' non-performance of duties as contained within the list of performance deductions in Exhibit "A," Scope of Services.

5.5 The Vendor shall submit all outstanding invoices pertaining to the Contract within forty-five (45) calendar days of the termination date/last day of the term of the Contract. Failure to timely submit the outstanding invoices, by the Vendor, shall be grounds for the Department to terminate the Contract. The Department shall not be obligated to reimburse the Vendor for any invoice submitted thereafter unless the Vendor has obtained a written exception to the time limit from the Department. The Vendor shall submit, Attachment "C," Certificate of Contract Completion with the final invoice.

5.6 The Vendor shall immediately notify the Department of any invoice related issues.

5.7 In the event that funds paid to the Vendor under this Contract are subsequently disallowed by the Department because of accounting error or charges not in conformity with this Contract, the Vendor agrees that such disallowed amounts are due to the Department upon demand. Further, the Vendor agrees that the Department shall have the right to deduct from any payment due to the Vendor under any other contract between the Vendor and the Department or under this Contract, an amount sufficient to satisfy any amount due and owing the Department by the Vendor under this Contract.

5.8 This Contract is governed by budgetary restrictions. This is an indefinite quantities Contract whereby the Vendor agrees to furnish the services specified herein during the term of the Contract, and any renewals and modifications thereof. It is further agreed that the unit prices proposed by the Vendor shall be established in each Fiscal Year by the submitted billable rates in Exhibit "C," Price Proposal. The Department, based on need and availability of budget, may increase or decrease the quantity of services required of the Vendor within the general description of the Contract.

5.9 It shall be the responsibility of the Vendor to ensure that sufficient funding remains within the maximum limiting amount established for the subject Contract to complete authorized services. Funding must be approved by the Department for any additional work that would result in exceeding the Contract dollar amount prior to undertaking such additional work. Any changes in the maximum limiting amount shall require execution of a Supplemental Agreement as specified in Section 1(B) of the Standard Written Agreement. The Vendor shall not be obligated to perform services or incur costs that would result in exceeding the Contract dollar amount, nor shall the Department be obligated to reimburse the Vendor for services which result in exceeding the Contract dollar amount, except to the extent said amount is increased by a Supplemental Agreement. Execution of this Contract does not guarantee that the work will be authorized.

5.10 In accordance with the provisions of Section 339.135 (6)(a), Florida Statutes, the Department, during any fiscal year, shall not expend money, incur any liability, or enter into any contract which, by its terms, involves the expenditure of money in excess of the amounts budgeted as available for expenditure during such fiscal year. Any contract, verbal or written, made in violation of this sub-section is null and void, and no money may be paid on such contract. Nothing herein contained shall prevent the making of contracts for periods executed only for the value of the services to be rendered or agreed to be paid for in succeeding fiscal years.

6.0 COMPENSATION FOR RENEWAL PERIODS OR CONTRACT EXTENSIONS

Compensation for Contract renewals or Contract extension(s) shall be at the rates applicable to the last fiscal period of the initial Contract term as set forth in Exhibit "C," Price Proposal unless otherwise negotiated and mutually agreed upon prior to the end of the initial Contract term and the Contract amended in writing. Such amendment shall be executed prior to the end of the initial Contract term.

7.0 FINANCIAL CONSEQUENCES

A. Payment shall be made only after receipt and approval of goods and services unless advance payments are authorized by the Chief Financial Officer of the State of Florida under Chapters 215 and 216, Florida Statutes (F.S.). Deliverable(s) must be received and accepted in writing by the Contract Manager on the Department's invoice transmittal forms prior to payment. If the Department determines that the performance of the Vendor is unsatisfactory, the Department shall notify the Vendor of the deficiency to be corrected, which correction shall be made within a time-frame to be specified by the Department. The Vendor shall, within five (5) days after notice from the Department, provide the Department with a corrective action plan describing how the Vendor will address all issues of contract non-performance, unacceptable performance, failure to meet the minimum performance levels, deliverable deficiencies, or contract non-compliance. If the corrective action plan is unacceptable to the Department, the Vendor shall be assessed a non-performance retainage equivalent to ten percent (10%) of the total invoice amount. The retainage shall be applied to the invoice for the then-current billing period. The retainage shall be withheld until the vendor resolves the deficiency. If the deficiency is subsequently resolved, the Vendor may bill the Department for the retained amount during the next billing period. If the Vendor is unable to resolve the deficiency, the funds retained must be forfeited at the end of the agreement period.

B. The Vendor shall request approval to change a deliverable date from the Contract Manager prior to the actual deliverable date passing.

C. Shall deliverables fail to meet agency or industry standards, those deliverables shall be redelivered in the appropriate manner at the expense of the Vendor.

D. Any fines levied on the Department as a result of failure, oversight or negligence by the Vendor shall be the responsibility of the Vendor.

STATE OF FLORIDA
DEPARTMENT OF TRANSPORTATION

EXHIBIT "C"
PRICE PROPOSAL

DOT-RFP-21-8029-GB

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES
FOR
FLORIDA'S TURNPIKE ENTERPRISE

INDEFINITE QUANTITIES CONTRACT

FPID: 190766-4-82-03

- **NOTE:** ***Exhibit "C," Price Proposal Schedule 1 through Schedule 4f, MUST be completed in Excel.***

  Please contact Gail Brown at gail.brown@dot.state.fl.us for a copy of the Excel files.

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPKE ENTERPRISE

SCHEDULE 1

HOURLY BILLING RATES							
LABOR ITEM	POSITION	Execution Through 06/30/22	07/01/22 Through 06/30/23	07/01/23 Through 06/30/24	07/01/24 Through 06/30/25	07/01/25 Through 06/30/26	07/01/26 Through 9/30/26
1	TMC Operator 1	$ -	$ -	$ -	$ -	$ -	$ -
2	TMC Operator 2	$ -	$ -	$ -	$ -	$ -	$ -
3	TMC Operator 3	$ -	$ -	$ -	$ -	$ -	$ -
4	TMC Operations Shift Supervisor	$ -	$ -	$ -	$ -	$ -	$ -
5	TMC IT Technical Support (Help Desk) Supervisor	$ -	$ -	$ -	$ -	$ -	$ -
6	TMC IT Technical Support (Help Desk) Specialist	$ -	$ -	$ -	$ -	$ -	$ -
7	TMC Project Manager	$ -	$ -	$ -	$ -	$ -	$ -
8	TMC Operations Manager	$ -	$ -	$ -	$ -	$ -	$ -
9	TMC Assistant Operations Manager	$ -	$ -	$ -	$ -	$ -	$ -
10	TMC Quality Assurance and Training Specialist	$ -	$ -	$ -	$ -	$ -	$ -
11	Field Incident Response Coordinator	$ -	$ -	$ -	$ -	$ -	$ -
12	TMC IT Operations Administrator	$ -	$ -	$ -	$ -	$ -	$ -
13	TMC Administrative Assistant	$ -	$ -	$ -	$ -	$ -	$ -

Items 1-6 From Schedule 3a, 3b, 3c, 3d, 3e, 3f
Items 7-13 From Schedule 4a, 4b, 4c, 4d, 4e, 4f

Name of Business _____

MFMP Transaction Fee: All payment(s) to the Vendor resulting from this competitive solicitation WILL be subject to the MFMP Transaction Fee in accordance with the referenced Form PUR 1000 General Contract Condition #14. The Transaction Fee imposed shall be based upon the date of issuance of the payment.

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 2
SUMMARY SHEET

TOTAL FIVE YEAR ESTIMATED COST													
PAY ITEM	**Costs/Expenses**	**Execution Through 06/30/22**		**07/01/22 Through 06/30/23**		**07/01/23 Through 06/30/24**		**07/01/24 Through 06/30/25**		**07/01/25 Through 06/30/26**		**07/01/26 Through 9/30/26**	**TOTAL**
1	Labor Costs	$ -		$ -		$ -		$ -		$ -		$ -	$ -
2	Office Expense	$ -		$ -		$ -		$ -		$ -		$ -	$ -
3	Equipment Expense	$ -		$ -		$ -		$ -		$ -		$ -	$ -
	TOTAL COST	$ -		$ -		$ -		$ -		$ -		$ -	$ -

Pay Item 1 From Schedule 3a, 3b, 3c, 3d, 3e, 3f, 4a, 4b, 4c, 4d, 4e, 4f
Pay Item 2 From Schedule 3a, 3b, 3c, 3d, 3e, 3f *(Total 5 year Office Expense cost)*
Pay Item 3 From Schedule 4a, 4b, 4c, 4d, 4e, 4f *(Total 5 year Equipment Expense cost)*

Name of Business _____

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3a

EXECUTION THROUGH JUNE 30, 2022

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		18,720	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		18,720	$ -	
Profit or Operating Margin	Hour	$ -		18,720	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		9,360	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		9,360	$ -	
Profit or Operating Margin	Hour	$ -		9,360	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		9,360	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		9,360	$ -	
Profit or Operating Margin	Hour	$ -		9,360	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk)Supervisor						
Salary (2)	Hour	$ -		1,560	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,560	$ -	
Profit or Operating Margin	Hour	$ -		1,560	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk)Specialist						
Salary (2)	Hour	$ -		1,560	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,560	$ -	
Profit or Operating Margin	Hour	$ -		1,560	$ -	
Total Billing Rate		$ -	*			
TOTAL ESTIMATED COST OF LABOR					$ -	**
TMC OFFICE REIMBURSABLE EXPENSES (4)	Monthly	$ -		9	$ -	**

* To Schedule 1
** To Schedule 2

(1) All quantities are estimated except for TMC Office Expenses
(2) Only actual salaries paid to employees holding each position type
(3) Salaries, Overhead & Fringe Benefits and any expenses not reimbursed under contract
(4) Excludes any Salaries or costs related to staff expense and benefits; office expenses are any of a recurring variety for operating TMC services.

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3b
JULY 1, 2022 THROUGH JUNE 30, 2023

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		24,960	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		24,960	$ -	
Profit or Operating Margin	Hour	$ -		24,960	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		16,640	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		16,640	$ -	
Profit or Operating Margin	Hour	$ -		16,640	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Supervisor						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Specialist						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3c
JULY 1, 2023 THROUGH JUNE 30, 2024

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		24,960	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		24,960	$ -	
Profit or Operating Margin	Hour	$ -		24,960	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		16,640	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		16,640	$ -	
Profit or Operating Margin	Hour	$ -		16,640	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Supervisor						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Specialist						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3d
JULY 1, 2024 THROUGH JUNE 30, 2025

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		24,960	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		24,960	$ -	
Profit or Operating Margin	Hour	$ -		24,960	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		16,640	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		16,640	$ -	
Profit or Operating Margin	Hour	$ -		16,640	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Supervisor						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Specialist						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3e

JULY 1, 2025 THROUGH JUNE 30, 2026

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		24,960	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		24,960	$ -	
Profit or Operating Margin	Hour	$ -		24,960	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		16,640	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		16,640	$ -	
Profit or Operating Margin	Hour	$ -		16,640	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		12,480	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		12,480	$ -	
Profit or Operating Margin	Hour	$ -		12,480	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Supervisor						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Specialist						
Salary (2)	Hour	$ -		2,080	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,080	$ -	
Profit or Operating Margin	Hour	$ -		2,080	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 3f

JULY 1, 2026 THROUGH SEPTEMBER 30, 2026

TMC CONTROL ROOM POSITIONS

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Operator 1						
Salary (2)	Hour	$ -		6,240	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		6,240	$ -	
Profit or Operating Margin	Hour	$ -		6,240	$ -	
Total Billing Rate		$ -	*			
TMC Operator 2						
Salary (2)	Hour	$ -		4,160	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		4,160	$ -	
Profit or Operating Margin	Hour	$ -		4,160	$ -	
Total Billing Rate		$ -	*			
TMC Operator 3						
Salary (2)	Hour	$ -		3,120	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		3,120	$ -	
Profit or Operating Margin	Hour	$ -		3,120	$ -	
Total Billing Rate		$ -	*			
TMC Operations Shift Supervisor (ATIS Team Lead)						
Salary (2)	Hour	$ -		3,120	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		3,120	$ -	
Profit or Operating Margin	Hour	$ -		3,120	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Supervisor						
Salary (2)	Hour	$ -		520	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		520	$ -	
Profit or Operating Margin	Hour	$ -		520	$ -	
Total Billing Rate		$ -	*			
TMC IT Technical Support (Help Desk) Specialist						
Salary (2)	Hour	$ -		520	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		520	$ -	
Profit or Operating Margin	Hour	$ -		520	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4a
EXECUTION THROUGH JUNE 30, 2022

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		780	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		780	$ -	
Profit or Operating Margin	Hour	$ -		780	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		1,512	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,512	$ -	
Profit or Operating Margin	Hour	$ -		1,512	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		1,512	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,512	$ -	
Profit or Operating Margin	Hour	$ -		1,512	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		1,512	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,512	$ -	
Profit or Operating Margin	Hour	$ -		1,512	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		3,024	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		3,024	$ -	
Profit or Operating Margin	Hour	$ -		3,024	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		1,512	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,512	$ -	
Profit or Operating Margin	Hour	$ -		1,512	$ -	
Total Billing Rate		$ -	*			
TMC Administrative Assistant						
Salary (2)	Hour	$ -		1,512	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,512	$ -	
Profit or Operating Margin	Hour	$ -		1,512	$ -	
Total Billing Rate		$ -	*			
TOTAL ESTIMATED COST OF LABOR					$ -	**
EQUIPMENT EXPENSE REIMBURSABLE COSTS (4)	Monthly	$ -		9	$ -	**

* To Schedule 1
** To Schedule 2

(1) All quantities are estimated except for Equipment Expenses
(2) Only actual salaries paid to employees holding contracted position
(3) Salaries, Overhead & Fringe Benefits and any expenses not reimbursed under contract;
(4) This expense includes all expenses for provision of full-size pickup truck for two Field Incident Response Coordinator positions (2 trucks)

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4b
JULY 1, 2022 THROUGH JUNE 30, 2023

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		976	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		976	$ -	
Profit or Operating Margin	Hour	$ -		976	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		4,032	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		4,032	$ -	
Profit or Operating Margin	Hour	$ -		4,032	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4c
JULY 1, 2023 THROUGH JUNE 30, 2024

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		976	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		976	$ -	
Profit or Operating Margin	Hour	$ -		976	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		4,032	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		4,032	$ -	
Profit or Operating Margin	Hour	$ -		4,032	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4d
JULY 1, 2024 THROUGH JUNE 30, 2025

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		976	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		976	$ -	
Profit or Operating Margin	Hour	$ -		976	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		4,032	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		4,032	$ -	
Profit or Operating Margin	Hour	$ -		4,032	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4e
JULY 1, 2025 THROUGH JUNE 30, 2026

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		976	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		976	$ -	
Profit or Operating Margin	Hour	$ -		976	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		4,032	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		4,032	$ -	
Profit or Operating Margin	Hour	$ -		4,032	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		2,016	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		2,016	$ -	
Profit or Operating Margin	Hour	$ -		2,016	$ -	
Total Billing Rate		$ -	*			

EXHIBIT "C"
PRICE PROPOSAL

TRAFFIC MANAGEMENT CENTER
STATEWIDE OPERATIONS SERVICES FOR
FLORIDA'S TURNPIKE ENTERPRISE

SCHEDULE 4f
JULY 1, 2026 THROUGH SEPTEMBER 30, 2026

MANAGEMENT AND OPERATIONS SUPPORT PERSONNEL

POSITION	UNIT	UNIT RATE		QUANTITY (1)	TOTAL COST (UNIT RATE X QUANTITY)	
TMC Project Manager						
Salary (2)	Hour	$ -		260	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		260	$ -	
Profit or Operating Margin	Hour	$ -		260	$ -	
Total Billing Rate		$ -	*			
TMC Operations Manager						
Salary (2)	Hour	$ -		504	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		504	$ -	
Profit or Operating Margin	Hour	$ -		504	$ -	
Total Billing Rate		$ -	*			
TMC Assistant Operations Manager						
Salary (2)	Hour	$ -		504	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		504	$ -	
Profit or Operating Margin	Hour	$ -		504	$ -	
Total Billing Rate		$ -	*			
TMC Quality Assurance and Training Specialist						
Salary (2)	Hour	$ -		504	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		504	$ -	
Profit or Operating Margin	Hour	$ -		504	$ -	
Total Billing Rate		$ -	*			
Field Incident Response Coordinator						
Salary (2)	Hour	$ -		1,008	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		1,008	$ -	
Profit or Operating Margin	Hour	$ -		1,008	$ -	
Total Billing Rate		$ -	*			
TMC IT Operations Administrator						
Salary (2)	Hour	$ -		504	$ -	
Salaries, Overhead, Fringe Benefits & Expenses (3)	Hour	$ -		504	$ -	
Profit or Operating Margin	Hour	$ -		504	$ -	
Total Billing Rate		$ -	*			