

District 5 RTMC SOP

4975 Wilson Rd, Sanford, FL 32771

Personnel:

- The RTMC shall be occupied by Department and FHP personnel.
- Department personnel includes, but may not be limited to, Department employees, consultants or contractors that the Department deems necessary to effectively operate the Freeway and Arterial Management System (FMS & AMS) in District 5.
- FHP/FWC personnel includes any personnel that FHP/FWC deems necessary for successful dispatch operations.

Access & Security:

- All exterior doors to the RTMC will remain locked at all times.
- All entry doors, corridors, and parking area will be installed with recorded security system.
- All employees of the RTMC shall have or will be issued official identification access badges.
- The issued badges allow holders access to the building at prescribed days and times depending upon their access rights granted. All employees are required to wear a picture identification badge while on FDOT property of in the building.
- To receive a RTMC badge to access the secure floor an application for access must be submitted to the Department, the State Law Enforcement Radio System (SLERS) Background check and the Criminal Justice Information System (CJIS) module must be completed.
- Under no circumstances should an employee grant access to anyone who is not wearing an identification badge. Tailgating is the practice of holding the secure door open for fellow employees, thus they do not "card" into the building. All employees shall card the reader when entering the building at a secure door to help keep the building secure. (simply swipe the card at the card reader if entering an already open door)
- Every time an employee enters the secure floor (Room 100) they must badge in. No tailgating. All entries must be logged.
- FDOT employees who misplace or forget their badge must report to the front desk, sign in, and receive a visitor badge. At the end of the day, the employee must return to the front desk, return the visitor badge, and sign out. FHP/FWC employees shall report to the on-duty officers' supervisor to report their forgotten badge and to receive a visitor badge.
- Visitors:
 - All visitors must enter through the Main Entrance, present a photo I.D., and sign in with the reception.
 - All visitors must wear a badge at all times.
 - All visitors depending on who they are meeting must be escorted in and out of the secured area by either FDOT, and FHP/FWC.
 - Vendors without access must have an approved escort.
 - Visitors are not allowed to wander the building.
 - All family members are visitors and will be required to adhere to the same. They must be escorted by their host.

- Media and tour requests must be approved by FDOT and/or FHP/FWC Management prior to following the visitor access process to the secure area (Room 100).
- FDOT employees seeking unauthorized after-hours access to the building must contact their supervisor for approval prior to being allowed into the building.
- If an FDOT employee visits the building after hours without a badge and calls security, security must call the on-call facilities technician or the facilities manager for approval. FHP/FWC employees seeking after-shift access to the building must contact their on-duty officer supervisor.

Incident Management Guidelines:

- The Department and the FHP/FWC have an established Freeway Management System (FMS) in District 5; the FMS monitors traffic, provides traveler information, and assists the Department and FHP with faster responses to freeway incidents.
- The roles and responsibilities of Department and FHP/FWC personnel in relation to the FMS, including the exclusive or primary responsibility for certain actions, shall follow the latest version of the RTMC Standard Operations Guidelines.

Disaster Recovery Plan:

- A disaster is defined as an occurrence inflicting significant destruction or distress upon the RTMC's daily operations, employees, ITS computer systems and/or infrastructure.
- In the event of a natural and/or man-made disaster, the FDOT will implement the existing action plan as defined in the Department's Disaster Recovery Plan (DRP).
- FHP/FWC will follow SLERS and the DRP.

Décor:

- Artwork within the Offices must be approved by the Manager of the Agency the office is assigned to.
- Change outs of existing Artwork on the RTMC Floor must be stock art approved by the FDOT District 5 Facilities Manager.

Food and Beverage:

- Staff is only allowed small snacks and drinks with sealable lids on the RTMC Floor.
- All Meals should be consumed in the Break Room(s), Offices or side tables. No food at the desks.
- No coffee pots are allowed on the RTMC Floor (Room 100).
- 3 refrigerators are for RTMC Staff and FHP/FWC in the Break Room. Food should not be stored in the refrigerator between shifts.
- Food in the microwave MUST be covered.
- All food in the refrigerators needs to be dated and marked with a name. The refrigerators will be cleaned out monthly and a minimum of 1-week notice will be provided to staff.
- Dishes are not allowed to be left in the sink of the breakroom. Dishes must be cleaned and put away immediately.
- Any gatherings or parties must have the room reserved so all partnering agencies are aware. The RTMC Floor (Room 100) and breakroom shall not be reserved for parties.
- Any food deliveries shall be sent to the main entrance.

Storage:

- Lockers will be assigned to FDOT RTMC staff. Each RTMC staff must clear out their locker at the end of each shift. FHP/FWC will provide their individual department issued lockers.
- Small personal items can be kept at the RTMC Console as long as all belongings are removed by the end of the day. No agency is responsible for the security of those items.

Smoking:

- Smoking/Vaping is only allowed in the designated smoking area outside the building.
- Cigarette/ Cigar butts must be placed in the smoking receptacle.
- All indoor tobacco is banned under the Florida Indoor Clean Air Act.
- No smokeless tobacco unless in authorized tobacco areas.

Electronics:

- Employees shall not utilize personal cellular telephones while on duty, within the communications center, unless specifically directed to do so by an appropriate supervisor. Other forms of electronic communications, i.e. personal computers, or the utilization of personally owned equipment, shall not be used while on duty in the communications center. *Unless agency policy is more restrictive, this directive shall not prohibit a member from having a personal cell phone as long as the ringer is in vibrate/silent mode. and the phone is answered (verbally and/or text) or used only when an emergency exists.*
- Radio, television, and/or video-DVD playback recorders shall not be permitted in, or near the immediate area of the RTMC Floor (Room 100) where it may be observed or heard by other employees unless such equipment has been assigned by the Division for use during emergency or other critical situations (hurricanes, civil disturbances, etc.) under the direction and monitoring of the communications supervisor.
- There will be NO recording of the CCTV streaming video. RTMC personnel will remain the primary users of the ITS devices and CCTV movements.

Parking:

- Only personnel with State Law Enforcement Radio System (SLERS) Clearance may park within the secured area parking lot. All others must park in general parking, unless approved by the FDOT executive management.

Conduct:

- All employees must follow each agency's policies:
 - Drug Free Workplace
 - Sexual Harassment
 - General Civility Code of Conduct
- All employees must remain alert and awake during their shifts.
- Breaks, absences, tardiness and shift changes will be governed by each agency's policies.
- Obscene language will not be tolerated.

All parties shall adhere to the SOP, unless agency rules and policies is more restrictive.

Florida Highway Patrol

By: [Signature]
Printed Name: Polly Papke
Title: RCC Manager
Date: 12/3/19

Florida Department of Transportation:

By: [Signature]
Printed Name: Lorie A. Matthews
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Date: 12/3/19

Florida Fish and Wildlife Conservation Commission:

By: [Signature]
Printed Name: PAUL F. CUELLETTE
Title: Section Leader
Date: 12/2/19