Integrated Corridor Management (ICM) Operations: 
Regional Traffic Management Center (RTMC) Standard 
Operating Guidelines (SOG)

Prepared For:
Florida Department of Transportation – District 5
719 South Woodland Boulevard
DeLand, Florida 32720
# STANDARD OPERATING GUIDELINES

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Acronyms and Abbreviations

AAM    Active Arterial Management
AVL    Automated Vehicle Location
CCTV   Closed Circuit Television
CFX    Central Florida Expressway Authority
CMS    Central Management System
DMS    Dynamic Message Sign
EOC    Emergency Operation Center
FEMA   Federal Emergency Management Agency
FHP    Florida Highway Patrol
FHWA   Federal Highway Administration
FMS    Freeway Management Systems
FWC    Fish and Wildlife Commission
ICM    Integrated Corridor Management
ITS    Intelligent Transportation System
IVEDS  Inter-agency Video and Event Data Distribution System
JTF    Joint Task Force
LEO    Law Enforcement Officer
MIMS   Maintenance and Inventory Management System
MOT    Maintenance of Traffic
MUTCD  Manual on Uniform Traffic Control Devices
MVDS   Microwave Vehicle Detection System
OPD    Orlando Police Department
PIO    Public Information Officer
ORCC   Orlando Regional Communication Center
RISC   Rapid Incident Scene Clearance
RR     Road Ranger
RRMA   Road Ranger Mobile Application
RRMP   Road Ranger Management Portal
RTMC   Regional Traffic Management Center
SOG    Standard Operating Guidelines
SOP    Standard Operating Procedure
SLERS  State Law Enforcement Radio System
TMC    Traffic Management Center
TIM    Traffic Incident Management
TSM&O  Transportation Systems Management and Operations
<table>
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<tr>
<td>TSS</td>
<td>Transportation Sensor Subsystem</td>
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<tr>
<td>TVT</td>
<td>Travel Time</td>
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<td>WWD</td>
<td>Wrong Way Driver</td>
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1.0 GENERAL OVERVIEW

This document provides the Standard Operating Guidelines (SOG) for the Florida Department of Transportation’s District Five Integrated Corridor Management (ICM), which includes Active Arterial Management (AAM) and Freeway Management Systems (FMS). Specifically, this SOG addresses the I-4 corridor and adjacent arterials. The ICM program has the following operational components:

- Traffic Management System Monitoring
- Freeway Management
- Active Arterial Management
- Travel Time Monitoring
- Incident Management
- Crash Pattern Monitoring
- Field Observations
- Road Ranger Dispatch
- Construction and Asset Maintenance Coordination
- Traffic Incident Management (TIM) Notifications
- System Performance Monitoring
- Performance Measurement Reporting

The ICM program is staffed by consultant personnel. This SOG is intended to define the overall requirements needed for the successful operation of the ICM program. These guidelines should be referenced regularly by the ICM operation staff. This document details the general procedures established to manage the responsibility of the ICM program and is not intended to be a SunGuide® and/or Intelligent Transportation System’s (ITS) Device Operating Guide. SunGuide® and ITS Device operating procedures are described separately in the ICM Workforce Development Program and in the ICM Standard Operating Procedure (SOP) document.

1.1. Scope of Work

The RTMC’s ICM Operators and ICM supervisors are tasked with the monitoring, reporting and managing of roadway conditions within the jurisdiction of FDOT District Five. Additionally, the ICM staff is responsible for the safe and efficient operation of traffic signals along its network of state highways. The FDOT District Five Traffic Operation’s ICM Program is a new and innovative approach to the management of freeway systems and the arterial systems. By combining AAM with the Freeway Management System (FMS) as one transportation network, under one umbrella, the program provides FDOT/CFX with a seamless operation. The overall goal of ICM is to operate the transportation network in a balanced way that utilizes both the freeways and arterials to improve the overall efficiency and reliability of the network as a whole. In addition to the traditional management of the
freeways, arterials are being retimed and adjusted as needed to manage every changing traffic volumes. As a part of ICM, baseline conditions are established for each corridor, while identifying any deficiencies, monitoring the corridor on a regular basis to identify any degradation of the corridor requiring corrective action, and then initiating such corrective action. As the program matures, and additional traffic management technology and infrastructure are put in place, additional functions of the ICM Program will include transit signal priority, special event timings, managed lanes and diversion routes and/or detours.

Work is performed using a variety of devices, systems and software, including the SunGuide® software (which is exclusive to FDOT and utilized at Transportation Management Centers (TMC) statewide) to detect and respond to planned and unplanned events that arise on the roadways, and to mitigate their effects. Transportation Systems Management and Operations (TSM&O) strategies are employed to respond to events to reduce congestion and travel time (TVT), and increase the safety of the roadways. Real-time incident information is also posted to Florida 511 to alert motorists. Because roadways in the District are the primary source of conveyance for goods and people, it is imperative to the economic vitality and general well-being of the region to ensure that traffic flows safely and efficiently, and can be diverted effectively if the need arises.

The RTMC provides coverage for critical FDOT/CFX selected highways and arterials within FDOT District Five including, but not limited to Interstates, Toll Roads, State Roads and US Highways; as well as ten (10) key arterial (signalized) roadways. Several other counties and municipalities operate their own TMCs, handling their own important thoroughfares. The ICM Staff partners and shares information with these local TMCs to promote regional incident management strategies and provide for the most efficient mobility of people and goods through the area. Currently, the RTMC provides real-time traffic information along the I-4 corridor for the following roadways:
1.2. Hours of Operation
The RTMC operates seven days a week, twenty-four hours a day, and three hundred sixty-five days a year in conjunction with the Florida Highway Patrol (FHP). The Orlando Regional Communication Center (ORCC), located within the RTMC, houses FHP dispatchers from Troop D.

1.3. RTMC Layout
The RTMC is co-located with the FHP dispatch, an entity consisting of dispatchers for FHP Troop D and Florida Fish and Wildlife Commission (FWC). The RTMC occupies the front two
rows which face a video wall. The right side (facing the VW) is allocated to I-4 operations staff. The first row (also known as Operator Row) contains three ICM operator workstations, which are utilized for daily operations. The second row consists of the ICM RTMC Manager’s desk, the ICM Supervisor/Lead ICM operator desk and the I-4 Ultimate Concessionaire desk. In addition, the arterial management staff resides a few doors down the adjacent hallway, in a room designated for ICM arterial staff. This allows for a high level of coordination and easy access between both the arterial and interstate staff locations.

1.4. ICM Mission Statement
To provide a safer transportation system that ensures the mobility of people and goods, enhances economic prosperity and provides real-time traveler information and system reliability through ICM strategies.

1.5. ICM Vision Statement
ICM is defined as a collection of operational strategies and advanced technologies that allow transportation subsystems, managed by one or more transportation agencies, to operate in a coordinated and integrated manner. The Federal Highway Administration’s (FHWA’s) vision of ICM is that transportation networks will realize significant improvements in the efficient movement of people and goods through institutional collaboration, integration of existing transportation infrastructure along major corridors, and management of that infrastructure as wholly multimodal systems. ICM personnel will implement the above strategies and visions through aggressive cooperation with partner agencies coupled with proactive transportation management within the RTMC and the cohesive management of both the freeways and the arterials in the greater Orlando area. TSM&O strategies will be utilized and synthesized by our RTMC staff as they integrate the operations of freeways and arterials.

1.6. Safety Guidelines
1.6.1. Individual Safety
Each ICM Team member is ultimately responsible for their own safety and for reading and complying with the established policies, rules and procedures in the Employee Manual and Code of Ethics Policy.

Each member must abide by all federal and state laws and regulation as well as the procedures established by FDOT/CFX and the member’s employer concerning safety. If injured on the job, it is each Team member’s responsibility to promptly obtain first aid and to report the injury to the member’s immediate supervisor.
Each team member should look for hazards and be aware of their surroundings. Changes to the work area may have occurred during time away from work. Be alert, use common sense and good judgment when encountering a questionable situation and don’t be afraid to ask questions. Always be aware of the safety procedures for your job and follow them. Team members must 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 vehicle, 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 other employees which may jeopardize the safety of the employee, other employees, or the public;
- Any practice or operation being carried on by other employees that may jeopardize the safety of other employees while performing their assigned work.

It is the responsibility of all ICM team members to seek, identify and document any and all potential safety issues and report these issues to the ICM RTMC Manager.

1.6.2. Emergency Evacuation

If the RTMC needs to be immediately evacuated for any reason, all ICM staff must leave the building and report to the assigned meeting up location. The location to meet is in the northwest quadrant of the parking lot at the LYNX bus stop. 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.
2.0 ICM RTMC STAFF

The current ICM Staffing Plan identifies the following operational positions:

- ICM Project Manager
- Arterial Principal Engineer
- ICM-RTMC Manager
- ICM Traffic Signal Timing Engineer
- ICM Corridor Manager
- ICM Operations Analyst
- ICM-Supervisor
- ICM-Lead Operator
- ICM-Operator
- Other RTMC Staff: As needed

2.1. ICM Project Manager

The ICM Project Manager’s responsibility is to provide the ICM personnel with the resources, oversight and guidance needed to fulfill their duties as efficiently as possible, and to ensure the quality control and administration of all contract activities.

Some specific duties noted include:

- Provide oversight of all work performed under this contract.
- Prepare and submit monthly invoices and progress reports by the seventh business day of the month.
- Ensure that monthly, quarterly and annual performance reports are submitted to FDOT within 15 business days after the end of the respective reporting period. The format of these reports shall be developed, refined and documented in these SOGs by the managing team and approved by the FDOT.
- Track project budget and provide monthly updates, status of work and cost summaries.
- Administer a resource allocation plan, ensure that the appropriate resources are available and provide periodic task schedules for the project.
- Provide adequate staff and resources for all tasks and activities throughout the duration of the contract.
- Ensure the operations staff has the required qualifications and all background check documentation is submitted to and approved by the FDOT before staff is hired.
- Ensure proper training, scheduling and oversight of the ICM staff.
- Ensure the periodic update of this SOG and training manuals to reflect the latest operations practices (minimum review every six months).
• Provide oversight and management of all Department approved sub-consultant/contractors utilized by the Consultant for this project.
• Participate in monthly progress meetings with FDOT staff to discuss the current task list. Update action item list and provide to FDOT for their information and use.
• Establish and monitor performance management measures for the ICM staff.
• Cooperate and coordinate with other agencies and firms, including FDOT/CFX, all public agencies, contractors and Consultants working for FDOT.
• Ensure that all deliverables are delivered to, reviewed and approved by FDOT.

Minimum Requirements:
• Bachelors’ degree in Civil Engineering from an accredited four-year college or university, with Professional Engineer registration in the state of Florida, plus a minimum of ten plus years in the field of transportation system management and operations.
• Knowledge of key management concepts.
• Demonstrated ability to communicate complex issues in plain language verbally and in writing.
• Experience in the training and development of staff in the field of ICM operations.
• Ability to write technical reports and correspondence.
• Ability to coordinate real time activities and priorities.
• Ability to create project schedules in common electronic format.
• Pass client-performed background security check and maintain ability to work within client facility, if applicable.

2.2. ICM Arterial Principal Engineer
The ICM Arterial Principal Engineer is responsible for the overall support of the ICM Program as well as supporting retiming efforts and developing workforce development programs. The ICM Arterial Principal Engineer shall be responsible for the successful functioning of the arterials, including, but not limited to, the following:
• Ensuring that the requirements of the contract are met on a daily basis at all times. Ensure that all arterial operations activities of the ICM program are in accordance with the Standard Operating Guidelines (SOGs) and Department protocols, policies and procedures.
• Following the direction set by the ICM Project Manager, FDOT Contract Manager and the Department.
• Performing project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by the Department.
2.3. **ICM RTMC Manager**

The ICM RTMC Manager is responsible for overseeing the daily operations of the RTMC. He/she is responsible for all contract ICM staff, as well as the work necessary to provide for the general management, oversight, QA/QC, and administration of the contract and management support personnel. This will include such tasks as developing, reviewing and modifying as needed various ICM operational documents, such as this SOG, a Disaster Recovery Plan, etc. He/she will also be responsible for managing the inventory of all RTMC...
equipment, including a tracking database. The manager’s base schedule is Monday through Friday normal working hours.

ICM RTMC Manager Duties include:

- Responsible for general oversight and management of all aspects of the contract. The ICM RTMC Manager is responsible for project QA/QC and for all ICM staff working at the RTMC as part of this contract.
- Meet with the FDOT Project Manager and other FDOT personnel regularly to discuss general progress and direction of the ICM operations.
- Interface with representatives of other agencies/organizations on issues related to the ICM operations. The ICM RTMC Manager is expected to have RTMC-related activities as a full-time task.
- Provide for the complete and proper employment, training, scheduling, and oversight of ICM operations staff. This shall include accommodating vacations, sick leave, and other absences of all personnel by providing adequate training and on-call personnel.
- Coordinate and be the voice for all other sub-consultant(s) working as part of the ICM team.
- Maintain records and documentation as directed to support the overall ICM operations at the RTMC.
- Provide adequate staff and resources for all tasks and activities throughout the duration of the contract, including during State emergencies or standby conditions (e.g. major incident, events, terrorist attacks, hurricanes, fires, etc.)
- Responsible for the proper level of staffing as required by FDOT/CFX at all times and when necessary fill in for absent staff members.
- Responsible for the hiring and training of the ICM supervisors and operators and certification process documentation (i.e. ICM Operations Training, Arterial Training, MOT, IMSA TCSS, IMSA Technician Level 1, SHRP-2, etc.).
- Perform shift scheduling to ensure adequate staff coverage.
- Recommend changes, review progress, and approve work products for the TMC team.
- Attend meetings with or on behalf of the FDOT to assist in operational issues and further FDOT’s mission and goals.
Minimum Requirements:
- 10+ years’ experience in related field
- TCSS Level 2
- IMSA Signals Field Technician Level 2
- Or as approved by FDOT and the Project Manager

2.4. ICM Traffic Signal Timing Engineer
The ICM Traffic Signal Timing Engineer serves as the arterial lead for the ICM Program with responsibility for technical aspects of the project in relation to arterial operations. The ICM Traffic Signal Timing Engineer will be responsible for the following:
- Managing the ICM arterial operations by directing and coordinating activities consistent with the established goals, objectives, and policies.
- Following the direction set by FDOT Project Manager and the FDOT/CFX.
- Working closely with the FDOT Project Manager to establish goals, objectives, and quality controls and ensure cohesive and efficient ICM operations.
- Performing project related assignments to include the planning, organizing, and developing of complicated tasks as assigned by FDOT/CFX.
- Using and applying extensive knowledge of project management theories and practices.
- Providing oversight of corridor managers, arterial analysis and operators.
- Participating in developing ICM: guidelines, policies, procedures, standards, strategic plans, Concepts of Operation, Standard Operating Guidelines and any other documents deemed necessary by the FDOT/CFX.
- Providing for the proper level of staffing as required by FDOT/CFX at all times.
- Attending ICM related meetings as directed by the FDOT.
- Performing all other tasks as assigned by FDOT.

Minimum Requirements:
- Knowledge of key management concepts.
- Demonstrated ability to communicate complex issues in plain language verbally and in writing.
- Ability to write technical reports and correspondence.
- Ability to coordinate real time activities and priorities.
- Ability to create project schedules in common electronic format.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.
2.5. ICM Corridor Manager

The Corridor Manager is responsible for executing all ICM related activities along the assigned corridors. ICM Corridor Managers are traffic signal timing specialists, experienced in the field of traffic operations, and extremely familiar with operations and issues along their corridors. They use data from various sources, as well as first hand observations, to determine the effectiveness of current signal operations strategies and recommending and implementing improvements as necessary, working under the direction of the Traffic Signal Timing Engineer.

The ICM Corridor Managers are responsible for the continued efficient and effective operation of their assigned corridors using both system monitoring tools and personal observations.

This effort includes, but is not limited to, the following:

- Maintaining a strong familiarity with the corridor, understanding its operations, constraints, and limitations regarding traffic flow and safety.
- Using the existing timing pattern information (including Tru-Traffic), regularly reviewing corridor operations to confirm operation in conformance with the intended design.
- Identifying and working to resolve maintenance issues or changes in traffic patterns impacting the intended operation of the corridor.
- Utilizing advanced engineering knowledge, combined with extensive experience and training, for preparing deficiency reports and mitigation plans to improve traffic flow or safety in compliance with applicable standards or regulations.
- Independently analyzing, assessing, and interpreting data, conditions, and systems.
- Interacting professionally and proactively with maintaining agencies and FDOT/CFX.
- Responding to citizen complaints personally, understanding their issues, addressing as appropriate, explaining the outcomes, and documenting the communications.
Minimum Requirements:

- Knowledge of traffic signal operations
  - Cycle / Split / Offset / Sequence
  - Actuated Control
  - ATMS Alarm Monitoring
- Knowledge of Synchro, SimTraffic, and TruTraffic
- Knowledge of traffic flow fundamentals
  - Time Mean Speed versus Space Mean Speed
  - Level of Service
  - Travel Time
  - Travel Time Reliability
  - Running Speed
- Knowledge of the Manual on Uniform Traffic Control Devices (MUTCD)
- Understanding of citizen interaction, including tact
- Ability to prepare detailed technical reports with understandable non-technical summaries.
- Ability to communicate clearly with co-workers on technical issues related to the program.
- Ability to work with peers, superiors, and subordinates in an office environment.
- Ability to drive automobiles and small trucks, with a valid Florida Driver’s License.
- Possess current FDOT MOT Certification and IMSA Signals Level II.
- Must possess a valid Florida Driver’s License and maintain a driving record that does not adversely affect their Company’s insurance policy
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.
- A minimum of five (5) years of experience related to Traffic Engineering. A Bachelors’ Degree in Civil Engineering or other related engineering field can substitute for two (2) of the five (5) years of experience required.

2.6. **ICM Operations Analyst**

The ICM Traffic Operations Analyst is responsible for back office technical support of the ICM program. The ICM Traffic Operations Analyst will be responsible for providing a wide variety of engineering support services as defined by the ICM Traffic Signal Timing Engineer and in support of the ICM Corridor Managers.
These efforts will include, but not be limited to, the following:

- Analyze operational data related to the ICM program, including travel time, throughput, stops and delays, and other corridor related functions.
- Analyze traffic safety data, including acquiring crash data and identifying trends.
- Perform cost-benefit analyses based on operational and traffic safety data analyses.
- Provide investigational and observation services for operational issues.
- Establish and maintain ICM tracking logs, in conjunction with the corridor managers.
- All other tasks assigned by the ICM Traffic Signal Timing Engineer.
- The ICM Traffic Operations Analyst will report to the ICM Traffic Signal Timing Engineer.

Minimum Requirements:

- Bachelor’s Degree in Civil Engineering or related engineering field
- Preferred two years of experience related to Traffic Engineering
- IMSA Traffic Signal Technician Level II
- Florida DOT Maintenance of Traffic / Temporary Traffic Control Certification
- Understanding of data collection processes
- Knowledge of traffic flow fundamentals
  - Time Mean Speed versus Space Mean Speed
  - Level of Service
  - Travel Time
  - Travel Time Reliability
  - Running Speed
- Knowledge of traffic signal operations
  - Cycle / Split / Offset / Sequence
  - Actuated Control
  - ATMS Alarm Monitoring
- Knowledge of the Manual on Uniform Traffic Control Devices
- Knowledge of Synchro, SimTraffic, and TruTraffic
- Proficient in Microsoft Office suite, especially Excel
- Must possess a valid Florida Driver’s License and maintain a driving record that does not adversely affect their Company’s insurance policy.
- Pass client-performed background security check and maintain ability to work within client facility, if applicable.
2.7. ICM Supervisors

There are two ICM Supervisors scheduled Monday through Friday AM/PM “daytime” shifts. These shifts will rotate weekly.

The ICM Supervisors manage all ICM Operators and report directly to the ICM RTMC Manager. They assist in the development of protocols, standard operating procedures, and ensuring compliance with the FDOT and CFX guidelines and practices. The ICM supervisors assist Operators with event management when needed and on a 24/7 basis. This will require on-call status during non-working hours, which will rotate between the ICM supervisors. The ICM Supervisors will respond to any calls during non-working hours within 15 minutes of notification.

ICM supervisor duties include, but are not limited to the following:

- Facilitate operations by guiding critical ICM operation decisions, developing special events response plans, guidance during severe events and generating severe event response reports.
- Coordinate ICM activities by assisting in the management of responses to disasters and high profile special events.
- Accommodate the data/video needs of special agencies and third parties such as the FDOT or CFX’s media partners.
- Balance workloads of the ICM staff by instructing staff to assist others as required, by assigning reporting tasks during off-peak times, and by ensuring that staff resources are being utilized effectively and efficiently.
- Present operational staff with an understanding of their role in the overall context of transportation systems, and incentivizing them to perform day to day tasks.
- Assist Vendor’s Project Manager in keeping FDOT/CFX informed of the status of current efforts and all problems for which their assistance is required.
- Maintain advanced knowledge of the operations and procedures of all ICM systems and train staff accordingly.
- Develop protocols, procedures, and training materials and conduct staff performance evaluations.
- Gather incident information to be sent to the TIM Coordinator at the FDOT or CFX.
- Provide assistance and disseminate pertinent information to the entire staff to ensure that active incidents are handled efficiently and in accordance with the FDOT’s guidelines and procedures.
• Responsible for QA/QC of messages being placed on DMS and 511 for all active incidents. Provide input on and coordinate all other preplanned DMS and 511 messages from FDOT/CFX/construction/other agency coordination meetings.
• Responsible for the personnel issues of the entire staff.
• Provide regular input on overall performance of the ICM staff including continuous improvement feedback from lessons learned.
• Ensure that the database of past incidents is properly maintained.
• Ensure the ICM operations are conducted within the parameters of SOG, FDOT, and CFX policies as well as industry standards.
• Provide the updates of the ICM SOG including any new policies, directives, and guidelines issued by the FDOT/CFX.
• Pull SunGuide® reports; perform incident reviews.
• Prepare monthly reports of performance measures for the FDOT/CFX and any additional reports as requested by the FDOT and CFX.
• Generate daily equipment/system failure logs identifying the specific device or system function that requires maintenance for CFX and the FDOT when requested.
• Recommend potential modifications or new features to the FDOT and CFX ICM systems that may improve ICM operations.
• Monitor the FHP CAD system.
• Continually check the accuracy and validity of all information on the FDOT District 5- 511 system (511, FL511.com).
• Assist in public relations activities, such as RTMC tours and media inquiries as approved by the FDOT/CFX.
• When applicable, attend RISC debriefing when present during the time of the event.

Minimum Requirements:
• TCSS Level 1 (ICM supervisor Level 1–4) and 2 (ICM supervisor Levels 5)
• IMSA Signals Field Technician Level 1 (ICM supervisor Level 1) and 2 (ICM supervisor Levels 2–5)
• 1-3 years’ experience or BA degree or approved by FDOT and the Project Manager (ICM supervisor Levels 1–2); 2-4 years’ experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 3); 3-5 years’ experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 4); At least 4 years’ experience or BA Degree or approved by FDOT and the Project Manager (ICM supervisor Level 5)
2.8. **ICM Lead Operators**

The ICM Lead Operator oversees operations, directing ICM Operators and assures all incidents are handled according to FDOT and CFX policies. Additionally, the Lead Operator assists Operators during busy times, checks all paperwork, checks all data entry and verifies ITS Devices and systems are working properly. The Lead Operator is also responsible for the principal monitoring of the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic events, congestion and travel time irregularities within the ICM coverage area. They also provide quality assurance on the day-to-day handling of all events in the RTMC.

Lead Operator duties include, but are not limited to the following:

- Facilitate operations by guiding critical ICM operation decisions, developing special events response plans, providing guidance during severe events and generate severe event response reports.
- Primary contact for two-way communications flows with external agencies including those by voice, mail, fax, Internet and other electronic data.
- Facilitate the information exchange between the ICM operators and on-site FHP staff, ensuring that all operators are aware of relevant information pertaining to their respective systems.
- Assist managers in training of staff.
- Assist managers in conducting staff performance evaluations.
- Complete checklist at the beginning of each shift. Exchange information with the Lead Operator he/she is relieving at the beginning of the shift as well as at the end.
- Alert ICM operators to new memorandums, procedures, policies, and special projects and requests.
- Ensure that workers are alert and focused during their shifts and that all incidents are monitored on a continuous basis.
- Convey a professional attitude and work ethic, and set prime examples for system operators.
- Assist ICM operators in every aspect of their duties.
- Alert ICM operator staff to new and existing memos.
- Resolve problems and staff complaints. Document and report to ICM RTMC Manager and/or ICM Supervisor.
- Sit in for system operators when they are on break.
- Supervise transition period between shifts to ensure pertinent information (e.g.: open incidents, equipment status, staffing, etc.) is transferred from one crew to the next.
• Involved in and/or aware of each incident that occurs on the shift.
• Continually verify that every RTMC DMS has the correct spelling displayed and updated on FL511.com.
• Dispatch Road Rangers and assist Road Rangers with other tasks, such as phone calls, etc.
• Fill out Shift Change reports and email to appropriate groups.

Minimum Requirements:
• TCSS Level 1 (Lead Operator 1) & 2 (Lead Operator Levels 2-4)
• IMSA Signals Field Technician Level 1 (Lead Operator Level 3)
• IMSA Signals Field Technician Level 2 (Lead Operator Level 4)
• <1-2 years’ experience or AA degree or approved by FDOT and the Project Manager (Lead Operator Level 1); 2-4 years’ experience or AA degree or approved by FDOT and the Project Manager (Lead Operator Levels 2-4)

2.9. **ICM Operator**
The ICM Operator is responsible for using the various roadway and ICM tools to monitor and respond to traffic conditions. The ICM Operator will create, update, and close events when appropriate, and communicate with other roadway stakeholders and partners throughout the process to ensure incidents are managed as one team. ICM Operators will generally perform one of both of the following duties depending on the shift:

**ICM Operator (Freeway) duties include, but are not limited to the following:**
• Operate all ITS devices in the RTMC using computer-based traffic management systems, namely SunGuide®, and employ these tools to manage traffic and incidents on roadways, provide accurate roadway information to the public, and improve the TSM&O network for all users.
• Operate various D5 TSM&O systems (i.e. express lanes; ramp metering; dynamic merge).
• Maintain advanced knowledge on the operation of all ITS equipment, computers and software associated with the RTMC systems.
• Utilize ITS equipment for incident management and the improvement of travel time, safety, and quality of life of the traveling motorists and toll customers.
• Provide real time traveler information on Dynamic Message Signs (DMS).
• Be aware of, and continually check the accuracy and validity of the messages displayed on all DMSs and 511.
• Enter incident information into computer systems using ICM software.
• Become familiar with the roadways and understand the purpose and location of each ITS device (i.e. DMS, detector stations, Closed Circuit Television (CCTV), and 511).
Use standard operating procedures to detect, dispatch, monitor, and document roadway incidents.

Cooperate with RTMC partners (FHP, FDOT and CFX On-Call staff, Road Rangers, Local Law Enforcement, Fire Rescue, etc.) as well as Emergency Operations Centers, adjacent Traffic Management Centers (TMCs) and other FDOT Districts to coordinate resources for incidents.

Relay incident and roadway information to other FDOT/CFX departments and coordinate with Asset Maintenance staff to respond to roadway events.

Dispatch Road Rangers and assist Road Rangers with other tasks, such as phone calls, etc.

ICM Operator (Arterial) duties include:

- Monitors the status of traffic signal and system operations, corridor congestion, and traffic flow, etc. by technology tools including advanced traffic management systems, travel time monitoring, and CCTV cameras.
- Supports the ICM Traffic Signal Timing Engineer in identifying traffic congestion along the arterial network, based on pre-defined performance measures, while implementing pre-defined traffic mitigation measures in a timely manner.
- Transmits event information to appropriate personnel.
- Detects, confirms and tracks equipment faults affecting arterial operations.
- Coordinates with RTMC and other operations staff with regards to external agency communications and general control room coordination, and other staff from signal maintaining agencies to obtain a full understanding of all arterial activity status.
- Produces daily equipment malfunction and connectivity reports, and activity through the ICM Traffic Signal Timing Engineer to FDOT/CFX management and local agencies in a structure that will enable weekly, monthly, and yearly analysis.
- All other tasks assigned by the ICM Traffic Signal Timing Engineer

Minimum Requirements:

- TCSS Level 1 (Operator 2) & 2 (Operator 2-7)
- 5 years of experience or AA degree (Operator 6-7) or as approved by FDOT and the ICM Project Manager
- Arterial Operators must also have the following requirements:
- An understanding of local intersection controller operations, phasing, detection, and infrastructure, and arterial signal timing pattern development, implementation, and fine-tuning.
• Ability to communicate clearly with co-workers on technical issues related to the program.
• Ability to work with peers, superiors, and subordinates in an office environment.

2.10. Other ICM Staff

2.10.1 Communications Specialist
Will act as the source for project related information. This position will prepare and disseminate collateral materials to the public using plain language; develop strategies, alliances and corporate partnerships; prepare and present project information for meetings; coordinate resolution of issues; maintain a database of stakeholders; prepare information for updating website(s); perform media responses by interview or in writing as needed (with collaboration with the FDOT/CFX PIO); coordinate and staff formal and informal public meetings; and execute other duties relevant to the position.

2.10.2 Programmer
Holds a B.S. in Computer Science or Computer Engineering and a minimum of five (5) years programming in the following areas, and will be responsible for ensuring the health of the RTMC network, implementing special projects, and managing the integration of new devices, software and hardware. The programmer will have the following skills:
Web-based Programming
• ASP.NET
• C#
• C++
• HTML/XML
• JavaScript
• Visual Basic Script
• Graphical Design
• Microsoft Expression Web and Microsoft SharePoint Designer
• Adobe Photoshop
• Adobe Dream Weaver
• Adobe Flash
Microsoft SQL Server 2008/2012
- Ability to write SQL Scripts
- Ability to prepare Tables, Views, Stored Procedures

GIS
- ESRI (Shape files)

IIS
- Ability to write SQL Scripts
- Installation, Configuration, and Upgrade

The programmer position will perform software upgrades/enhancements for the FDOT District 5 Maintenance and Inventory Management System (MIMS), Maintenance and Inventory Mobile Application (MIMA), Road Ranger Mobile Application (RRMA), Interagency Video Event Data Distribution System (IVEDDS), and SunGuide® Website Maintenance.

2.10.3 Graphic Designer/Video Production Coordinator
This staff member designs collateral materials; creates templates and newsletter layouts; performs other duties relevant to the position. Under general direction, plans and facilitates studio and field-based video production, including the planning, filming, editing, sound mixing, graphic design and compression output of a wide range of products, and performs other related duties as assigned.

2.10.4 Webmaster
This staff member designs, develops, manages and maintains websites; examines and analyzes site traffic; provides quarterly report summarizing site usage and recommendation to maximize effectiveness; regulates and manages access rights of different users on websites; creates and modifies appearances and settings of websites; tests websites for functionality and usability; fixes links that don’t work and pictures that aren’t appearing properly; performs site promotion, sends out email, voicemail, newsletters, etc.; performs other duties relevant to the position and in support of the ICM mission.
2.11. FDOT Staff

The FDOT District 5 point of contacts are listed below:

<table>
<thead>
<tr>
<th>FDOT ICM Contract Manager</th>
<th>FDOT ICM Project Manager</th>
<th>FDOT PIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ron Miller, PE</td>
<td>Jay Williams, PE</td>
<td>Steve Olson</td>
</tr>
<tr>
<td>719 S. Woodland Blvd</td>
<td>719 S Woodland Blvd</td>
<td>719 S. Woodland Blvd</td>
</tr>
<tr>
<td>Deland, FL 32720</td>
<td>Deland, FL 32720</td>
<td>Deland, FL 32720</td>
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<tr>
<td><a href="mailto:Ron.Miller@dot.state.fl.us">Ron.Miller@dot.state.fl.us</a></td>
<td><a href="mailto:Jay.Williams@dot.state.fl.us">Jay.Williams@dot.state.fl.us</a></td>
<td><a href="mailto:Steve.Olson@dot.state.fl.us">Steve.Olson@dot.state.fl.us</a></td>
</tr>
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</table>

*Table 3 – FDOT Contacts*
2.12. Central Florida Expressway Authority (CFX) Staff

The CFX point of contact is listed below:

<table>
<thead>
<tr>
<th>CFX Manager of Traffic Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryan Homayouni, PE</td>
</tr>
<tr>
<td>Central Florida Expressway Authority</td>
</tr>
<tr>
<td>4974 ORL Tower Road</td>
</tr>
<tr>
<td>Orlando, Florida 32807</td>
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<tr>
<td><a href="mailto:Bryan.Homayouni@CFXWay.com">Bryan.Homayouni@CFXWay.com</a></td>
</tr>
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*Table 4 – CFX Contact*
3.0 ICM GENERAL REQUIREMENTS

This section describes security requirements, training requirements, and general regulations that must be met in order to work within the Regional Traffic Management Center (RTMC) for the FDOT/CFX.

3.1 RTMC Security Requirements

The RTMC is a secure area and entrance requires the use of an electronic passkey. No keys will be issued to non-operational personnel. Lost passkeys shall be reported immediately to an ICM supervisor so that the card can be deactivated. To receive a passkey, one must pass FDOT security requirements, State Law Enforcement Radio Systems (SLERS) background checks, and Criminal Justice Information System (CJIS) testing. For visitors and other personnel (contractors, consultants, etc.) to enter the RTMC, communications center or equipment rooms, they will be required to contact FDOT or the appropriate FDOT representative for access. Visitors and other personnel who do not have passkeys must be escorted at all times by someone from FDOT or FDOT representative while in the RTMC.

Appointments shall be made for all maintenance and installation work involving the equipment or communications rooms. All visitors to the equipment or communications rooms must sign in and sign out per building policy and FHP regulations.

Every time an employee is hired or employment has ended, the ICM RTMC Manager will take appropriate action in the facility access software to deactivate the employee’s access and notify FDOT and the appropriate TMC Consultant for tracking. Access lists will be reviewed monthly to ensure they are accurate, and edits will be made as necessary.

An approved background check is required for employment within the RTMC. An applicant can be denied access for any of the following reasons:

- The applicant has been convicted of a felony offense.
- The applicant is currently on probation for any offense or has charges pending (felony or misdemeanor).
- The applicant has been convicted of a misdemeanor offense involving any type of theft, violence or drug offenses within the past three years.
- The applicant’s driver license is currently suspended or revoked for any reason.
- The applicant has been convicted of a crime involving domestic violence or currently has a restraining order involving domestic violence or threats.
The applicant has been arrested for any charge involving resisting arrest, battery or assault on a Law Enforcement Officer (LEO).

- The applicant is wanted for any criminal offense.
- The applicant is illegally residing in or is not approved to work in the United States.
- The identification of adverse intelligence information regarding the applicant.
- At the discretion of the Security Manager based on any other adverse information regarding the applicant.

In addition to the FDOT security and SLERS testing, each ICM staff operator and supervisor must also complete the Criminal Justice Information Systems (CJIS) testing. The CJIS provides a range of state-of-the-art tools and services to law enforcement, national security and intelligence community partners, and the general public. The purpose of the ICM Operator and supervisor completing this training is to ensure that each employee is properly trained on appropriate behavior associated with being exposed to sensitive information that can be transmitted from FHP or other law enforcement agencies.

### 3.2 Regulations for Regional Communication Center

Effective January 1, 2013 an escort is required for any non-approved personnel entering the RTMC/Regional Communications Center (RCC). Those individuals who have completed the SLERS Background Check and the CJIS online awareness training are considered approved personnel and do not need an escort.

When personnel come to the RTMC, they must be identified with credible identification and have their name run through the Joint Task Force (JTF) security website by FHSMV to confirm that unescorted access is permitted. When more than one person arrives together, that will stay together while in the center, only one of the persons needs to be checked. The other personnel will be considered as escorted by the person verified as approved.

All ICM staff, CFX, FDOT TSM&O Group employees, FHP and FWC personnel have completed the background investigation and can enter the room without signing the log. All other non-ICM/FHP/FWC personnel must log in when entering the facility even if an escort is not required. The log-in sheet is posted on the outside of the cubicle wall where the FHP Duty Officer Supervisors sit.
3.3 RTMC Badge Requirements
All new hires must obtain building access. This requirement is handled during the training process. The courses can be found on http://infonet.dot.state.fl.us/bsso/RTS/services/cbt/courses.htm

These training modules include the following:
- FDOT Annual Ethics Training
- FDOT Fire Prevention Training
- FDOT Public Records
- FDOT Equal Employment Opportunity
- FDOT Safety Orientation
- FDOT Computer Security Awareness
- FDOT Zero Tolerance for Violence
- FDOT Safety Indoctrination

3.4 User Profile and SunGuide® Access
All new hires must obtain a Windows User Profile and SunGuide® access to begin train. The new hired employee will also fill out the Security Access Request Form (SAR), Computer Security Awareness and CJIS training in order to receive a username and password.

The ICM Supervisor will create a Jira ticket and will work directly with FDOT to help facilitate access to the FDOT Workstations.

3.5 ICM Workforce Development Program
The Consultant Team has developed a training program specific to ICM Operations. The Modules are based upon increasing knowledge and responsibilities as ICM operators move through the ranks (Levels 1-8).
- Module 1 - Introduction to the RTMC
- Module 2 - SunGuide® Operator Training
- Module 3 - Central Florida Expressway Authority Training
- Module 4 - Road Ranger Training
- Module 5 - MIMS Training
- Module 6 - ICAT Training
- Module 7 - Intro to Arterial Operations
- Module 8 - Arterial Operation- Task Driven Training
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Figure 1 – ICM Operator Modules
4.0 GENERAL RTMC POLICY

This section describes the professionalism, ICM operators conduct and policies to follow when working in the RTMC.

4.1 Appearance Guidelines

The RTMC is a professional environment, and employees are expected at all times to present a professional, business-like image. Acceptable personal appearance, as well as proper maintenance of work areas, is an ongoing requirement of employment at the RTMC.

ICM staff will be provided collared shirts with logos, and should wear khaki or dress pants and appropriate (oxford, dress, or leather type) closed-toed shoes. Jeans are permitted on Fridays, and shall be in respectable condition, free of holes, patches, or other blemishes. Employees are responsible for the laundering and cleanliness of his/her uniforms. SunGuide® polo shirts are property of the consultant and are expected to be returned upon termination/leave of employment.

ICM staff is expected to be well-groomed and manicured. Hairstyles, wigs, moustaches, sideburns, and other grooming effects should be neat and well kept. At no time are hats permitted in the RTMC. Any employee who does not meet the standards of this guideline will be required to take corrective action, up to leaving the RTMC. Violations of this guideline may also result in disciplinary action.

Employees must wear their identification badges in a manner where they are visible at all times.

4.2 ICM Operator Conduct

It is important that ICM employees remember at all times that they represent not only themselves, but also their firm and FDOT/CFX. Employees at the RTMC are expected to present a professional image and demeanor. Common courtesy and respect for all personnel within the building is expected of all ICM employees. Loud talking, yelling and other disruptive behaviors are not permitted at any time. Remember; the RTMC is co-located with a state law enforcement dispatch center and such disruptive behaviors can have serious implications on dispatch operations.

Employment with the consultant firm is "at will." This means that it may be terminated by the employee or by the company with or without cause and with or without notice.
Nevertheless, the company normally uses other disciplinary actions in response to employee errors or shortcomings.

The Company may use one or more of the following actions:

- **Verbal warning**: Your immediate supervisor may talk with the employee. (Verbal warnings may be included in the employee’s personnel file.)
- **Written warning**: A written warning may be given for repeated or more serious violations or problems. (Written warnings will be included in the employee’s personnel file.)
- **Suspension**: The employee may be suspended without pay for a period of time. (Suspensions will be included in the employee’s personnel file.)
- **Termination**: The Company reserves the right to discharge any employee, at any time, with or without any prior notice or warning.

**Verbal Warning**

If an employee is given a verbal warning, the employee is informed of the warning by his or her manager. The warning is also recorded by the Supervisor in writing and the record may be placed in the employee’s personnel file.

**Written Warning**

If an employee is issued a written warning or a final written warning, the Supervisor will meet with the employee to discuss the disciplinary action and the employee will be asked to sign the warning. The employee’s signature is only an acknowledgment that the employee has been informed of the warning; it does not indicate agreement with the warning. All written warnings are retained in the employee’s file. The nature of the offense and the particular circumstances determine whether or not all or any of the steps in the above sequence are followed. Disciplinary steps may be omitted or repeated, as the consultant firm determines appropriate.

**Suspension**

If an employee is suspended, the Supervisor will meet with the employee to discuss the disciplinary action and the employee will be asked to sign documentation of the suspension. The employee’s signature is only an acknowledgment that the employee has been informed of the warning; it does not indicate agreement with the suspension. All suspensions are retained in the employee’s file. The nature of the offense and the particular circumstances determine whether or not all or any of the steps in the above
sequence are followed. Disciplinary steps may be omitted or repeated, as the consultant firm determines what is appropriate.

The purpose of disciplinary measures short of termination is corrective, to encourage employees to improve their conduct or performance so that they may continue their employment. The Consultant firm(s) expects all employees to behave in a mature and responsible manner and to perform their jobs conscientiously, without the need of disciplinary action. These corrective disciplinary measures will not apply in the event of any offense that the Consultant Firm determines to warrant immediate termination of employment or in other circumstances when it’s determined that corrective measures would be ineffectual or otherwise inappropriate.

In dealing with deficiencies in conduct and work performance, the Consultant Firm will be fair and consistent in its treatment of employees. Many factors are taken into consideration if it becomes necessary to discipline an employee, including the nature and seriousness of the offense, the employee’s past record, the total impact on the employee’s department and on the Consultant Firm, and any mitigating or aggravating circumstances.

4.3 Behavioral Policy
The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This is not an exhaustive list.

- Theft or any unauthorized possession, removal or attempted removal of Consultant Firm, FDOT, CSX or FHP property or the property of other employees.
- Falsification of job application, resume, timesheet or any other personnel document.
- Violation of the Consultant Firm’s substance abuse drug free workplace policy.
- Gambling on premises or while on working time, whether on or off RTMC premises.
- Fighting or threatening violence in the workplace.
- Threatening, intimidating or coercive behavior, abusive or vulgar language or any other language or conduct that interferes with the performance of other employees.
- Disruptive activity in the workplace.
- Violation of the policies against harassment.
- Possession of a weapon or any other unauthorized item that could pose a risk to the safety of others.
- Excessive tardiness or absence with or without notice.
• Insubordination (including, for example, any refusal to comply with instructions or to carry out work assignments) or lack of cooperation, whether in language or conduct.
• Unauthorized use of Consultant Firm/ FDOT/ CFX/ FHP materials, time, equipment or other property.
• Repeated violation of Dress Code Policy.
• Watching TV other than News or Weather at the RTMC.
• Use of cell phones or business lines for personal use when not necessary
• Abandonment of Job – The Consultant Firm is responsible for a 24/7/365 operation. The employee is required to notify his/her Supervisor or staff on duty if they are going to be late or are unable to report to work. Repeated disregard for proper notification is addressed as job abandonment.
• Sleeping on the job
• Racial, sexual, religious, etc., discrimination and harassment
• Violation of the Company’s Code of Ethics

While the foregoing list identifies activities and conduct for which you may be terminated or disciplined, it is only representative and not inclusive. It should not be inferred that these or similar activities must be present in order to justify termination of employment. The expectation for all employees are to behave in a professional manner and demonstrate respect for others at all times. The Consultant Firm prohibits unlawful harassment, whether based on race, color, religion, gender, national origin, disability, citizenship status, marital status, age, sexual orientation or other legally protected status. Harassment in all forms, whether verbal, written or physical, is strictly prohibited.

4.4 Electronic Policy
FDOT/ CFX/ ICM/ FHP staff all follow the same rules within the RTMC. Take calls, send texts, etc. outside of the RTMC Floor area. The following is taken from the FHP Communications Manual Chapters 3.02.04 (AA) and 6.02.04 (G) and applies to ICM personnel. Chapter 3.02.04 (AA) states “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.” This directive shall not prohibit a member from having a personal cell phone on their console as long as the ringer is in vibrate/silent mode and the phone is answered or used only when an emergency exists.
Chapter 6.02.04 (G), states, “Radio, television and/or video-DVD playback recorders shall not be permitted in, or near the immediate area of the communications center where it may be observed or heard by the communications 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.”

If you need to make a phone call, please notify your supervisor so appropriate relief can be made to cover your console.

4.5 Internet Policy
Employees are granted use of FDOT computers and the Internet to carry out the mission of the Department and to promote efficiency and improved communications with our internal and external customers. The Internet should be used for business purposes only and should fall within compliance with the expectations described in the Department’s security policy.

Internet access is only authorized through the Department’s proxy server.

The Office of Information Systems will maintain detailed records of all internet usage for use in detecting abuse or misuse of this resource without notice to employees.

For more detailed information please read through the FDOT Security Policy, available on the FDOT website and attached in Appendix A of this document.

4.5.1 Department’s Policy
Each individual accessing Department information technology resources is expected to use good judgment and common sense to avoid abuse and inappropriate use of resources. Employees shall not access, send, store, create, or display inappropriate materials including, but not limited to gambling, any illegal activity, sexually explicit materials, or materials that include profane, obscene, or inappropriate language, or discriminatory racial or ethnic content.
4.6 External Devices
Any individual authorized to use FDOT computers, and who does so use a FDOT computer, may not insert/connect an unapproved external device. Examples of unapproved external devices include items such as USB storage devices and phone chargers. Any individual who inserts/-connects an unapproved device violates Department policy.

4.7 Camera Policy
Any type of video recording may also be considered public record, and it is the policy of the FDOT/CFX that CCTV cameras are not to be recorded for any reason. Incident screenshots are an excellent tool in deciphering positive and negative aspects of incident response and management, and are often used during TIM meetings with other agencies to point out key strengths and areas of improvement. The ICM staff are to take screen shots of any major (level 3) event. Screen shots shall be related to MOT, COIN events, or for the general use to assist the TIM Team.

4.8 Telephone Etiquette
The staff of the RTMC will receive calls from a variety of sources including agencies and the public. All calls will be handled in a courteous and professional manner, regardless of the content of the call or the attitude of the caller. When answering any incoming calls from the outside line, the ICM operator should use a standard greeting of:

“RTMC, this is [your name]. How may I help you?”

Calls will also be received from the dispatch center co-located with the RTMC. These calls come in through a separate phone line, informally known as the FHP phone. This line may be answered simply with “Front desk” and all conversations should be kept short and professional as they are recorded.

4.9 Smoking Policy
The RTMC is a non-smoking facility. No one is permitted to smoke inside the center. However, a smoking patio is located outside the center. ICM operators are allowed to smoke only during scheduled breaks and shall notify the ICM supervisor or Lead ICM operator on duty prior to leaving for a break.
5.0 ICM ATTENDANCE REQUIREMENTS

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

ICM Staff Members will report to the RTMC by the scheduled start of the work shift unless otherwise authorized by an appropriate supervisor.

If due to illness or other circumstances, ICM Staff Members cannot report by the assigned time, but will be able to report late, 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.

ICM Staff are expected to report for their assigned shift except when prevented by injury, illness, or an emergency situation. ICM Staff 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 by management.

5.1. ICM Timesheet & Schedule

ICM Staff are responsible for accurately completing a weekly timesheet and submitting the form in a timely manner to their supervisor.

Schedules are created by the ICM RTMC Manager or an ICM Supervisor. All employees are responsible for knowing when they are to report for work. Each week’s schedule will be created in advance and will be posted in the RTMC for quick reference. The schedule will be emailed to all ICM operators, and will also be available on the shared drive.

5.2. Time-off Request

ICM employees who plan on taking time off must complete a Time off Request Form.

The form must be completed at least two weeks prior to the time off and must be approved by the ICM RTMC Manager. Requests for time off less than two weeks prior to the time off may not be approved. Time off will be approved on a case-by-case basis.
Time off during holidays, or when multiple ICM operators request the same period of time off, will be decided by the ICM RTMC Manager. Time off may be cancelled if a significant event (such as a hurricane) is forecasted within twenty-four hours of the beginning of the time off.

Unplanned time off, such as for a death in the family, must be brought to the ICM RTMC Manager’s attention immediately. If the ICM RTMC Manager observes abuse in unplanned time off requests, documentation may be requested.

ICM operators who fall ill must call an ICM Supervisor or the ICM RTMC Manager at least 8 hours before the beginning of their shift. ICM operators who call in before, during, or after a holiday or those who call in sick less than 8 hours prior to the beginning of their shift may be required to provide documentation of their illness.

5.3 Breaks and Lunch Policy
Employees are encouraged to take breaks and lunch during the course of their shift. Employees may take up to one 15-minute break before their lunch and one 15-minute break following their lunch period on an 8-hour shift. This period cannot be combined with lunch to extend the lunch period, nor can it be applied to the beginning or end of the employee’s shift. Breaks may be restricted during peak hours, incident response, or similar emergency situations. The lunch period is 30 minutes and shall be taken by all full-time employees during their shift. The break and lunch periods will be restricted to the RTMC building area due to the immediate availability required of the position and nature of the job duties, unless leaving is approved by the ICM supervisor or Lead ICM operator on duty.

ICM operators working a 12-hour shift are entitled to an additional 15-minute break to be taken either before or after their lunch period, but this additional break cannot be combined with their other allotted 15-minute breaks.

5.4 Overtime Policy
Employees may be required to remain past their regularly assigned schedule if their replacement has not yet reported to work or if roadway incidents warrant. If this results in overtime, then the employee is compensated at time-and-one-half. All overtime must be approved by a ICM supervisor or the ICM RTMC Manager prior to the employee working the overtime hours.
5.5 Double Shift Policy

Double shifts (i.e. two consecutive 8-hour shifts) are strongly discouraged. Thus, ICM Team Members will not be scheduled for these types of shifts on a regular basis. Occasionally, the staffing needs of the RTMC may require working double shifts to assist in extreme situations (i.e. hurricanes, fill-ins, etc.)

5.6 Abandonment of Position Policy

ICM Staff Members who are absent without authorization or notifying a ICM supervisor for one workday shall be deemed to have abandoned the position and to have resigned as a ICM Staff Member.

ICM Staff who notify, but are absent without the ICM RTMC Manager or designee’s authorization for three consecutive workdays shall be deemed to have abandoned the position and have resigned.
6.0 ICM SYSTEM DESIGN
The RTMC acts as the central hub for all of FDOT’s/CFX’s ITS infrastructure and their Traffic Incident Management program. This covers Interstate 4, Interstate 95, Interstate 75, the Central Florida Expressway (CFX) toll roads, and various arterial highways. SunGuide® Software is an advanced traffic management system (ATMS) software that allows FDOT to control and monitor roadside equipment and vehicle resources to facilitate traffic and incident management, disseminate traveler information to the motoring public, exchange critical information among agencies, and collect and report data regarding the operation of Florida’s transportation system.

6.1 ICM Software

6.1.1 SunGuide®
The RTMC uses SunGuide® as the primary interface between ICM operators and the network. SunGuide® is comprised of multiple subsystems, which operate different device groups or systems. For example, the CCTV subsystem provides the ICM operator with the ability to interface with camera devices, while the TVT subsystem compiles and analyzes detector information and computes travel times for roadways.

CFX toll roads have also migrated their DMS, CCTV and TVT subsystems to a unique version of SunGuide®. “CFX SunGuide®”, as it is commonly referred to, is accessible at all workstations.

As part of the system, there is also Maintenance and Inventory Management Software, more commonly known as MIMS, to catalog device status and issue maintenance work orders.

6.1.2 Advanced Traffic Management System (ATMS)
Advanced traffic management system (ATMS) software allows the centralized monitoring and control of traffic signals within each maintaining agency limits. One of the objectives of the ICM program is to use the available ATMS software to operate and manage the effects of traffic conditions and to identify traffic signal equipment malfunctions. The ATMS system utilized by Orange County is Siemens Tactics; while City of Orlando and Seminole County utilize Trafficware ATMS.now.

6.1.3 Central Management Software (CMS)
Central Management Software (CMS) is used in the management, configuration and reporting of Opticom systems which are used in the preemption of signals for emergency vehicles (high priority) and transit vehicles (low priority).
6.1.4 Bluetooth Management Software
Bluetooth Management software allows ICM operators to access real-time traffic information collected by the Bluetooth devices along the ICM corridors. ICM operators are able generate various reports and monitor device functionality. Seminole County Bluetooth travel time software is BlueTOAD while FDOT uses BlueMAC for the Bluetooth deployments in Orange and Osceola County.
7.0 ICM EVENT MANAGEMENT

The primary responsibility of the RTMC is the detection, verification and dissemination of traffic incident information, including traffic crashes, congestion, disabled motorists, weather related events, signal timing adjustments, coordination with construction teams, and other incidents. Consequently, ICM 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. ICM Operators are required to record and track all confirmed incident, no matter how minor, within the FDOT system (SunGuide®) for future reference as well as current response plans management. The training and ICM Operator booklets 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 message 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

7.1 Event Type Overview

There are several event types the ICM Operators will handle. The event types are as follows:

1. Disabled Vehicle
2. Abandoned Vehicle
3. Crash
4. Congestion
5. Police Activity
6. Road Work
7. Vehicle Alert
8. Visibility Event
9. Debris in Road
10. Wrong Way Driver (WWD) Event
11. Rapid Incident Scene Clearance (RISC)
12. Inter-Agency Coordination
13. Weather Event

7.1.1 Disabled Vehicle
Disabled vehicles (DAV) are one of the most common events that occur within the District 5 area. Every time the RTMC is made aware of a DAV, a SunGuide® report should be initiated by the ICM Operator with event type “Disabled Vehicle” and the event should be found on camera.

The SunGuide software has the ability to track and dispatch a Road Ranger (RR) by an Automated Vehicle Locating (AVL)/RR subsystem with SunGuide®. Although CFX and FDOT have different Road Ranger Software, they operate in similar fashion. When advised of a potential disabled vehicle, the ICM Operator will enter the event into the SunGuide® software and then attempt to find the vehicle on camera. 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 SunGuide® report. In addition, the shoulder or lane blockage associated with the disabled vehicle 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.

If the Road Ranger cannot locate the disabled vehicle, the ICM Operator is required to communicate with FHP dispatch and advise that the vehicle was not located.

When the Road Ranger clears the event, it will be necessary to ensure that a resolution/assist type is entered and that any lane blockage is cleared. It is also required that the ICM Operator contact FHP dispatch when the event is cleared.

There will be occasions when the Road Ranger will roll up on a vehicle that the ICM Operator was not already aware of. In these cases, the Road Ranger will start the event and end the event making comments throughout the duration of the event.
7.1.2 Abandoned Vehicle
Abandoned vehicles or Signal 11’s occurs when a motorist leaves a vehicle unattended on FDOT or CFX roadways. Every time the ICM Operator 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. A preset should be made for the camera and a comment should be added to the comments of what preset was set for the abandoned vehicle. 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.

Every shift, the ICM Operator should attempt to locate the 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 ICM Operator should notify FHP immediately to have the vehicle removed.

7.1.3 Crash
Every crash should be documented in the SunGuide® software with an event type “Crash”. If the ICM Operator 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 ICM Operator should immediately start a SunGuide® event as “Unconfirmed”. The ICM Operator 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.

The following items should be obtained and recorded for every crash event:
- Notifying Agency
- Notifying Contact
- Vehicles involved
- Shoulder of the roadway
- Travel lane blockage
- Vehicles Dispatched (Road Ranger)
- Responder Times (wrecker, FHP, Fire Rescue, etc.)
- Injuries
- If it was a “Rollover” or involved a “Fire” (only use “Fire” checkbox for crashes involving fire, not brush fires, vehicle fires, etc.)
- FHP or Orlando Police Department (OPD) CAD Number
- Weather conditions
- Lighting conditions
- Roadway conditions
- Associated secondary event number
- DMS utilized (timestamped)
- 511 utilized (timestamped)
- Email sent (timestamped)
- Comments in the event should include information about the following:
  - Floodgates used
  - Contacts made
  - Any narrative on the event
  - RISC times (When necessary)

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.
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:
   - TYPE:
   - LOCATION:
   - IMPACT TO ROAD:
   - FIRST RESPONDERS ON SCENE:
   - INFRASTRUCTURE DAMAGE:
   - CASE #:
4. Update congestion event with current delays
5. Activate congestion event response plan with 511 activations

A secondary crash is defined as a crash 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 FDOT tracks and reports secondary crash events on a monthly basis. If the ICM Operator 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.

7.1.4 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 DMSs should be activated.

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 FL 511 system. 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 the original event not to be changed to congestion.
Off Ramp Backup
When the RTMC experiences delays as a result of an off-ramp event, it is considered an “Off Ramp Backup” event type in SunGuide®. If the exit delay extends for more than 1-mile of congestion on the mainline, then the event type should be changed to congestion.

7.1.5 Police Activity
The SunGuide® event type “Police Activity” can describe the following incidents:
- A law enforcement traffic stop that is impacting traffic.
- A detour due to another traffic incident
- A police motorcade/escort

FL 511 and ITS devices should be utilized for all Police Activity traffic impacting events. Road Rangers should not be dispatched to Police Activity events unless requested by Law Enforcement.

Police Motorcades
When a dignitary uses the FDOT/CFX’s roadways, 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 road block as a result of the Police escort. It is not possible to enter SunGuide® events and publish to 511 in a timely manner for each ramp closure; so, the mainline closure will be entered and a Floodgate will be recorded for the general area. It is important that any associated Floodgate and Banner only make mention of “Police Activity” and not specifically who is using the roadway.

7.1.6 Road Work
Scheduled Road Work
Scheduled road work is provided weekly for the closures of any lanes, ramps or lane shifts within the I-4 Ultimate Project, other FDOT construction projects, local or city projects and CFX projects

Each construction lane closure output must be approved by the FDOT/CFX’s Project Manager or FDOT/CFX’s Contract Manager.

The ICM Staff will create a SunGuide® event 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
- Email - only if all lanes are closed
- DMS - all DMS within 10-miles (provide detour when possible)
- Floodgate when necessary (provide detour when possible)

The DMS messaging shall include the wording, “Road Work, X Miles Ahead, X Lane Closed”. For situation with a full closure/detour, the DMS messaging shall include the wording “EXIT XXX, TO (Cross Street), CLOSED. USE EXIT XXX, TO (Cross Street), AS ALTERNATE

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®. 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 Ahead” and “Congestion Tail” drop down fields. The congestion should be monitored and updated in real-time.

**Emergency Road Work**

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”.

ITS devices, including DMS, 511 and email notifications should be made for any Emergency Road Work event. Emergency Road Work is often not routed through the typical approval process. If the work is the result of a traffic crash, the two events should be linked in SunGuide®.

If the Emergency Road Work occurs during peak hours, the impact could possibly be severe. 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.
7.1.7 Vehicle Alert

Amber Alert - Missing/abducted child believed to be endangered.

LEO Alert - An offender who has killed or seriously injured a LEO, 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.

Missing Child Alert - A missing child, however, not abducted. An email and a phone call come to the RTMC from FDLE informing the ICM Operator of the vehicle type and tag number. All alerts are then followed up with all local and state TMCs for notification.

During this time, the 511, email and DMS messaging will be as follows:

- **511** - 511 Floodgates will be provided by the FDOT in which the primary alert was activated for. Publish the SunGuide® event to FL511 if the event is within the region with the pre-defined plan.
- **EMAIL** - Email alerts with the type of alert and vehicle description should be sent to the D5-RTMC ALERT Group.
- **DMS** - The ICM Operator is 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 before activation. Amber/Silver/LEO Alert messaging take lowest priority to lane blocking incident messaging.

If more than one concurrent activation occurs, the ICM Operator will manage each event separately in SunGuide®. The DMS will be used in alternation of each other with no more two phases displayed on any sign.

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 should be send.
7.1.8 Visibility Event

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.

If an ICM operator observes serious fog or visibility concerns from smoke, they are to report the condition to FHP immediately. Any reports with less than 500 feet of visibility is concerned poor visibility conditions and should be addressed.

A visibility response plan shall be activated when any conditions are reported with less than 500 feet of visibility.

The ICM operator shall contact the maintenance contractor when potential roadway closures are considered for timely responses.

Low visibility floodgate messages and web banner will be activated if the roadway is closed.

An email shall be sent to the appropriate contacts which include FDOT Management, other TMCS, CFX Management, and the ICM Operation staff. Updates need to be provided every 15 minutes or when conditions change.

If serious fog/smoke visibility conditions are detected during normal CCTV monitoring, or if a report of reduced visibility is received, report the conditions to FHP dispatch. Then follow the following steps:

- Create SunGuide® incident as event type “Visibility”
- Check cameras for incident verification. Other verification methods are FHP, Road Ranger and NOAA website. If visibility is very severe, request FHP’s assistance in determining if the road needs to be closed. Provide these feeds by displaying them on the video wall for FHP’s review.
- Activate response plan - this includes DMS signs for minor visibility issues. For major visibility issues, send an email alert. Remove 511 message and create a 511 Floodgate Message/Web Banner if roadways are impacted by closures.
- DMS: LOW VISIBILITY, X MI AHEAD, OR NEXT X MILES, USE CAUTION and display travel times as phase two.
7.1.9 Debris in Roadway
When debris is identified in a travel lane, the ICM Operator should start a SunGuide® event with event type “Debris” and activate appropriate devices for lane blockage, which includes DMS and 511. The ICM Operator will utilize the DMS message “DEBRIS IN ROADY/XX Mi AHEAD/USE CAUTION”.

If debris is called in to the RTMC, the ICM Operator will make the determination if the debris needs to be immediately removed. In the case of large animals or debris that could blow into the travel lanes, a call will be immediately placed to the Asset Maintenance Contractor for removal. If it is small debris such as a piece of tire, then a Road Ranger can be dispatched.

7.1.10 Wrong Way Driver (WWD) Event
This event type should be used when experiencing a WWD incident. Wrong Way Drivers will typically be reported by Law Enforcement or through the BlinkLink software, if on applicable roadways. Immediately notify FHP, acknowledge the event in the WWD software, create a SunGuide® event, use CCTVs to provide intelligence to FHP when necessary, and provide a narrative in the comments.

7.1.11 Rapid Incident Scene Clearance (RISC)
In the event of a RISC during business hours, the TIM Manager should be contacted directly. In the event of a RISC after-hours, the TIM Manager and ICM RTMC Manager should be contacted.

RISC Criteria (Type of Vehicles)
- Tractor Trailers
- Box Trucks
- Motor Homes
- Buses
- Aircrafts
- Vehicles located on or off travel lanes and/or affecting traffic

RISC Time Parameters
- 45 minutes for the first wrecker to arrive on scene
- 60 minutes for the second wrecker and support vehicle to arrive on scene
- 90 minutes to clear the road
RISC Map

- Using the shared drive, go to the RISC Map
- Select the appropriate county
- Use the top Vendor for the RISC event

RISC Activation

- Contact the RISC wrecker contractor
  - Please say the following: “This is (name) at the RTMC and we are activating a RISC contract with you, if you choose to accept.”
  - Provide mile marker, direction and any requested equipment
- Obtain an ETA and the name of the person notified. Confirm activation time with the person notified.
- Inform FHP of the Vendors ETA.
- Contact the TIM Manager of the Vendor who accepted.
  - Contact the back-up RISC Manager if primary contact does not answer.

RISC Timeline

The ICM Operator is to keep a timeline of the RISC Event. The ICM Operator will obtain the following information:

- Request Time
- Activation Time
- ETA
- Arrival Time
- Notice to Proceed
- RISC Clearance Time
- Note time all lanes were open
- Note source of all RISC associations
- Email RISC event to appropriate distribution list

RISC Cancellation

In the event that FHP requests a RISC cancellation, the ICM Operator 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 ICM Operator should immediately notify the TIM Manager of the request for cancellation. Any correspondence by the RTMC 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 Log**

A RISC log sheet should be filled out when managing the RISC Event. The ICM Operator can find these log sheets within the RISC binder.

### 7.1.12 Inter-Agency Coordination

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

The ICM Operator will create an Interagency Coordination Event in SunGuide® when notified by any other TMC or Agency of an active incident that will impact our drivers and roadway.

**SunGuide® Software 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:** Create event with location to be used with our EM response plan.
- **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.

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 are 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 ICM operator/ FDOT/CFX unless the ICM 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 ICM 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.

7.1.13 Weather Event
For specific weather such as fog, thunderstorms, tornado/hurricane, and heavy rain there is potential for these conditions to impact motorists while traveling.

The following resources can be used to detect weather conditions:
- All first responders.
- CCTV
- Road Rangers
- Weather websites
- FDOT staff
- Emergency Operations Coordinator
- Other TMCs
- Local agencies

Upon notification of a weather event, the RTMC will confirm the conditions via the sources. A SunGuide® event with event type “Weather” needs to be created by the ICM operator or ICM lead operator.

The ICM operator will provide status updates to the weather event as conditions change. When the weather subsides, the event will be closed.

All events during the time of poor weather conditions will be reflected within each new event type. If flooding or standing water is observed, as a direct result of the poor weather conditions, the ICM operator is to notify the FDOT Maintenance Contractor or FDOT CEI/COS so that the issue can be addressed. If flooding or standing water is observed, the ICM operator is to take a snapshot of the observation that is displayed on the CCTV to provide to the contractor or consultant.
Hurricane and Tropical Storm Warnings
Only approved messages from Central Office shall be activated in the event of a Hurricane or Tropical Storm.

7.2. Emergency Operations Center (EOC)
The RTMC is in the business of incident management. Traffic incidents are managed by the RTMC much like emergencies are managed by Emergency Management Offices and Operations Centers. When large scale incidents occur, such as wildfires, hurricanes, hazmat incidents, and severe traffic crashes, the Emergency Operations Center (EOC) of that jurisdiction may be activated. EOCs are a focal point where resource coordination and incident management occur and it is where NIMS and the National Response Framework occurs.

EOCs activate according to the severity of an incident. When a hurricane strikes, all emergency support functions (ESFs) are activated. ESFs are groups of like categories, such as fire rescue, EMS, public works, FDOT, CFX and Lynx. Each department or agency that has a stake in that jurisdiction sends a designee to the EOC during activation. That designee handles all requests for their respective departments and makes requests of other departments, effectively; incident management and resource coordination are facilitated here.

The RTMC may not have much contact with EOCs during standard operations. However, during full activations, or partial activations with regards to roadways monitored by the RTMC, communication with the activating EOC may be frequent. It may be possible to designate an EOC liaison within the RTMC for efficient communication. The RTMC regularly receives emails in the D5 RTMC email account regarding such events, so it is important for the ICM operators to periodically check the email account for such information.

7.3. Event Management Priority Types
All events in SunGuide® have specific priority types representing different level of output. The priorities below should be followed when displaying associated DMS messages. Highest priority is 1 and it descends to 8, shown below:
1. Lane blocking/impacting lanes: Priority level 1-100
2. Road Work Lane Blockage: Priority level 1-100
3. Crash Message for inter-agency: Priority level 100-150
4. Congestion: Priority level 150-200
5. Weather or Visibility Messaging: Priority level 235
6. Vehicle Alert (Silver/Amber/LEO): Priority level 245
7. Campaign Announcement: Priority level 250
8. Travel Time Messaging (statewide message): Priority level 252

7.4. Event Timeline
FDOT recognizes a series of activities that take place during an event that are tracked and measured by each FDOT 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.

![Event Timeline Diagram](image-url)
7.5. SunGuide® Response Plan Protocol (SunGuide® 7.0 requirement)

7.5.1 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 and proximity of the devices to the event and severity of the event. The response plan contains the following possibilities for activation:

- DMS
- Email
- 511

All DMS activation on the FDOT/CFX’s 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.

7.5.2 General Guidelines

- 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 ICM Management.

- Grow with the incident – If the incident creates a larger impact than originally thought, regenerate the response plan and add more devices by increasing the device radius in miles.

- 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.

7.5.3 Manual DMS Message Display

If the response plan recommended message does not meet your needs, then the DMS Message Library or DMS Matrix can be used to 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.
7.5.4 DMS Message Priority
1. Lane blocking/impacting lanes: Priority level 1-100
2. Road Work Lane Blockage: Priority level 1-100
3. Crash Message for inter-agency: Priority level 100-150
4. Congestion: Priority level 150-200
5. Weather or Visibility Messaging: Priority level 235
6. Vehicle Alert (Silver/Amber/LEO): Priority level 245
7. Campaign Announcement: Priority level 250
8. Travel Time Messaging (statewide message): Priority level 252

7.6. SunGuide® Incident Detection System
The SunGuide® Event Manager has a dedicated Incident Detection System that enables ICM operators to detect events from the following methods:

1. FHP CAD Alert- These alerts populate whenever FHP initiates an event on FDOT or CFX facilities. The alerts can be accepted, associated with an existing event, or false alarmed.
   - These alerts must be acknowledged within 3 minutes
2. TSS Alert- These alerts populate whenever a MVDS device detects traffic speed below an assigned threshold. ICM operators must accept or false alarm these alerts.
   - These alerts must be acknowledged within 3 minutes
3. Road Ranger Geofence Alert- These alerts populate when the Road Ranger leaves their assigned patrol zone area. It is necessary for the ICM operator to confirm the Road Ranger’s status and explanation for this occurrence.
8.0 ITS MAINTENANCE CONTRACT MANAGEMENT

8.1 Overview
FDOT and CFX Maintenance Contractors are required to respond and work in many places along the roadway or within the right-of-way. In an effort to ensure their safety and assure quality, all maintenance activity must be verified by FDOT’s or CFX’s Contract Manager. During times when the FDOT Contract Manager is on duty, all ITS Maintenance contractor calls should be directed to him or her. During times when the FDOT/CFX Contractor is not available, the ICM Operator will provide an email with a subject labeled “SYS”.

8.2 Procedure
When a contractor calls in to the RTMC for shoulder maintenance activities, the ICM operator will transfer the call to the FDOT/CFX Contract Manager or any FDOT/CFX representative especially during peak hours.

The ICM Operator will provide an email with a subject labeled “SYS”.

8.3 Lane Blocking ITS Maintenance Event
If the ITS Maintenance work requires a lane to be closed, the ICM Operator 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 within the SOP.

8.4 Maintenance and Inventory Management System (MIMS)
The Maintenance and Inventory Management System, or MIMS as it is commonly referred to as, is used by FDOT District 5 and their ITS maintenance contractors to track all ITS device related issues. As a part of this process, the RTMC completes a system check at every shift to check all ITS devices, creating and updating trouble tickets as needed for issues found during every shift. MIMS is also used to report network outages throughout FDOT/CFX’s network. As the ITS maintenance contractors respond to trouble tickets and correct issues, they will contact the RTMC to verify that the affected devices are now operational. If they are, the ITS maintenance contractor will request the ICM Operator to “check off” the associated MIMS ticket. An ICM operator should never close a ticket unless the subject device is fully functional.
MIMS also includes the Maintenance Inventory Management System Application (MIMA), which allows maintenance technicians to communicate directly with SunGuide® from the field, and update trouble tickets accordingly. This application also uses GPS positioning to allow operational staff to determine if a technician is on site.

For more information on MIMS, please reference the MIMS section within the SOP.
9.0 FLORIDA 511 SYSTEM

9.1. Overview
The RTMC is responsible for activating the Florida 511 system for any congestion (recurring or non-recurring) or lane blocking event on FDOT and CFX Roadways.

9.2. Publishing To 511
The first step in evaluating an event is to collect all of the available information and log it into the SunGuide® Software. The SunGuide® Software EM automatically updates the severity field for FLATIS when updating lane blockage status. The SunGuide® Software is configured to handle FLATIS event severity based on percent of lanes blocked. The FLATIS severity should be based on an ICM operator’s judgment of the impact to traffic based on lanes blocked and how far the delays extend. Please note that 511 Severity Levels do not affect the Traffic Impact Levels of an incident.

The ICM operator may have to adjust the FL-ATIS IncidentSeverity in each SunGuide® Report based on the following:
- Minor – Less than 1-mile delay
- Intermediate – 1 to 4-mile delay
- Major – Full Closure or more than 5 miles

The ICM Operator will utilize the FLATIS component of the SunGuide® response plan to publish and unpublish event information to the Statewide 511 IVR.

It is critical to post timely messages to gain and maintain the motoring public’s confidence. The message(s) must 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 IVR.

FLATIS will disseminate the information in both English and Spanish. When generating response plans, the ICM Operator will publish to FLATIS based upon the following guidelines:
- Any event with lane blockage event (including Road Work)
- Any event with more than 1-mile delay
9.3. **Floodgate/Banner Message**

The ICM Operator or ICM Supervisor/ICM Lead Operator are 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 when non-reoccurring event occurs.
- Any detour events

All Floodgates should be published as “Location” with the appropriate region selected. In the event of a long term full closure (more than 24 hours), the ICM Operator will be required to post a floodgate message for a duration up to 48 hours indicating that the roadway has reopened.
10.0 SECONDARY TRAFFIC INFORMATION SOURCES
Throughout FDOT District 5 there are several State and U.S. roadways that do not have ITS device coverage available to verify possible incidents. Because of this fact, the RTMC utilizes secondary traffic information sources. The RTMC will not confirm an event until notification has occurred via three different secondary sources or it has been confirmed via a primary notification source (such as law enforcement). The three secondary sources to confirm events are as follows: Google Traffic, WAZE and INRIX.

10.1 Google Traffic
The most popular secondary traffic information source the RTMC references is Google Maps. Google Traffic, as it also commonly referred as, is simply the use of Google Maps with the traffic feature enabled. This data is collected from GPS enabled Google Maps from mobile phone users. Motorists who have Google Maps open on their devices send anonymous bits of data back to Google describing average speed along with a location. An ICM operator can reference Google Traffic for congestion verification and also use it as an incident confirmation tool. An ICM operator can reference the area of a reported incident on the Google Traffic Map and if delays are building in that area, it is reasonable to assume that the reported incident is indeed present.

10.2 WAZE
Through a partnership with FDOT, Waze.com is integrated into SunGuide®. WAZE data is generated from crowd sourcing based off of its mobile application. Motorists can “like” existing listed incidents located on their route or they can report new incidents as they drive. As incidents are “liked” by more and more app users, the confidence level of the incident rises. Once the confidence level reaches a specified threshold in SunGuide®, the incident will populate as a flashing icon on the SunGuide® Operator Map. This is designed to draw the attention of the ICM operator thus prompting a response.

Details available within the SunGuide® WAZE alert are limited, so confirming location, incident type, and potential lane blockage is typically required by contacting the responding law enforcement agency. To use this site, an ICM operator simply accesses the Live Map on the WAZE website. Again, this should be used as a secondary traffic information source.

WAZE can be used as another source or tool for the ICM Operators when confirming roadway impacts in areas where no ITS equipment is present.
10.3 INRIX

INRIX, much like Google Maps, uses probe data to generate travel speeds on roadways. However, INRIX uses different algorithms than Google Maps, and is therefore another secondary source that can be used to verify the confidence of an incident occurring.
11.0 ROAD RANGERS

Road Rangers are a free service provided to motorists along portions of several roadways within FDOT District 5. The purpose of the Road Ranger service is to render aid to stranded motorists on the covered, limited access highways. Road Rangers can help fix flat tires, make small repairs, dispense limited quantities of fuel, and help motorists who have more disabling vehicle issues to get in contact with a wrecker service. Road Rangers can also transport motorists and pedestrians off of the roadways at their discretion and with the permission of their respective governing agencies. An ICM operator may receive a request from a Road Ranger to transport a motorist. If such a request is received, contact the ICM supervisor on duty.

In addition to motorist aid, many emergency responder agencies request Road Ranger assistance at the scene of a vehicle crash, and Road Rangers are often the first to arrive. By deploying cones and activating arrow boards on their trucks, a Road Ranger can warn approaching traffic of a hazardous situation. They can also provide initial assessment of injuries and needed responders, making it easier for the appropriate agencies to respond to the scene.

The role of the Road Ranger is to continuously ensure roadway safety and traffic mobility by helping stranded motorists get back on their way, providing real-time traffic information to the RTMC and by assisting agencies in their MOT when incidents occur. Below is a breakdown of Road Ranger-covered roadways within the jurisdiction of FDOT District 5. The different Road Ranger agencies have different hours of operations and preferred contact methods.

<table>
<thead>
<tr>
<th>Roadway</th>
<th>Mile Marker Coverage</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-4</td>
<td>MM 58-MM 72</td>
<td>Lynx</td>
</tr>
<tr>
<td>I-4 &amp; SR 408</td>
<td>MM 72-MM 98; SR 408 MM 8- MM 11</td>
<td>DBI*</td>
</tr>
<tr>
<td>I-4</td>
<td>MM 98-MM 132</td>
<td>Lynx</td>
</tr>
<tr>
<td>SR-408</td>
<td>MM 0-MM 24</td>
<td>CFX</td>
</tr>
<tr>
<td>SR-414</td>
<td>MM 4-MM 10</td>
<td>CFX</td>
</tr>
<tr>
<td>SR-417</td>
<td>MM 5-MM 38</td>
<td>CFX</td>
</tr>
<tr>
<td>SR-429</td>
<td>MM 11-MM 34</td>
<td>CFX</td>
</tr>
<tr>
<td>SR-528</td>
<td>MM 8-MM 31</td>
<td>CFX</td>
</tr>
<tr>
<td>SR-528</td>
<td>MM 31-MM 54</td>
<td>None</td>
</tr>
</tbody>
</table>

* The I-4 Ultimate project contracted out its portion of roadway coverage to DBI.

Table 5 – Road Ranger Coverage
11.1 Road Ranger Backup Assistance
The ICM Operator(s) and the Road Ranger Operator at the incident scene need to be in constant communication about the Roadway conditions and locations of the events that the Road Ranger is working. A secondary Road Ranger is required to be dispatched to an event for locations meeting various criteria. The first responding Road Ranger should not work the scene on the event until the second responding Road Ranger is in place upstream to create a larger buffer zone and advanced warning for motorists. Criteria for Road Ranger backup:

- Downslope of an overpass
- In a travel lane
- Dangerous curve
- Poor sightlines
- On a Bridge
- On a Ramp

11.2 Road Ranger Mobile Application (RRMA) and Road Ranger Management Portal
The RRMA is an application that allows Road Ranger Operators to view event information and populate SunGuide® with EM information from their location at the incident, using their laptops or tablets. Although not fully implemented yet, this application is expected to become more utilized in the future. ICM Operators should verify for accuracy all information that is being uploaded into SunGuide® directly from the Road Ranger.

The Road Ranger Management Portal (RRMP) is a subset of the RRMA, and allows RTMC Management to track Road Rangers and their activities. It also allows the RTMC to dispatch the Road Rangers to events. This tool should be utilized by ICM staff when applicable to ensure that the Road Ranger Operators are staying on route and are performing the appropriate measures in a timely manner when responding to an event.

11.3 Communication via SunGuide®
All Road Rangers have the ability to communicate with ICM Operators via a tablet in their truck connecting them directly with SunGuide®. For Lynx and CFX Road Rangers it is accepted practice to communicate incident information in this manner, but with ICA Road Rangers patrolling under the I-4 Ultimate project, it is not. All communication to their Road Rangers must occur through their dispatch center via a telephone call. Similarly,
when the ICA Road Rangers must communicate information back to the RTMC it is done so via telephone call from the ICA dispatch team to the ICM Operators.

Each Road Ranger truck is equipped with an AVL device providing accurate GPS locations of each truck when logged into SunGuide®. Through SunGuide’s® Event Management subsystem, an ICM operator can create an event and dispatch the appropriate Road Ranger unit based off of segment coverage and proximity to the incident. When this is done, the event information appears on the respective Road Ranger’s tablet in his truck alerting him to a new incident. The Road Ranger is then able to perform different actions from that point on. He/she can set themselves en-route to the incident, they can arrive themselves on scene, they can save activity details and comments, and they can depart themselves when they leave the incident. All of these actions can also be performed by the ICM operator within the event.

11.4 Communication via Statewide Law Enforcement Radio System (SLERS)

The SLERS is a secured unified radio network which operates on the 800 MHz frequency dedicated for public safety. It serves over 15,000 radios in the state of Florida, including ones operated by the Road Rangers.

Operating a radio on the SLERS consists of strict guidelines. All ICM staff undergo the SLERS background check mentioned in Section 3.1 because of the use of this radio system. Utilizing this radio system to communicate with the Road Rangers is considered the first and best line of communication. This is due to the fact that it allows for everyone on that particular radio channel to be aware of their peers’ locations and types of calls. During emergency situations, it can also function as a great coordination and communication tool providing quick response for requests for law enforcement or medical assistance.

11.4.1 Operating Rules and Regulations

The Federal Communications Commission (FCC) sets all two-way radio use rules. Two-way radio equipment users should be familiar with the following basic rules and requirements:

- Never interrupt a distress or emergency message (FCC Rule Violation)
- Never use profane or obscene language.
- Never send false call letters or distress/emergency messages (Federal Law Violation)
• All messages must be brief and limited to the business need.
• Never send personal messages, unless in an emergency (FCC Rule Violation)

11.4.2 Radio Etiquette
• Remain professional and courteous at ALL times.
• Avoid unrelated subjects or information.
• Keep messages short and concise.
• Refrain from using slang terms.
• Speak clearly.
• NEVER use profanity.
• Ensure channel is clear before transmitting; wait approximately 15 to 30 seconds between each attempt to contact a mobile unit or base station unless circumstances dictate otherwise.
• Use a 1 second pause after pressing the push-to-talk button before you begin speaking.

11.5 Communication via Cellular Push-to-Talk Device
The RTMC uses two different cellular Push-To-Talk devices. There is a cellular phone provided by the I-4 (non-Utimate) Road Ranger units and there is one provided by the CFX Road Ranger units. Each phone uses a different cellular provider carrier and they do not allow for communication across devices.

These cellular push-to-talk devices are available as a backup to the FHP handheld radios. There are areas of poor reception on both networks and having a backup avenue for communication is key to ensuring a constant connection. These push-to-talk phones also serve as a way to discuss further incident information and details that may not be suitable for the FHP radio channel. Contact information for each agencies’ units are saved within their respective devices. For effective operations, it is important that these devices are always charged and within range of their respective workstations to ensure the ICM operator is able to hear the incoming calls.

11.6 Motorists’ Abuse of Service
The Road Ranger Program offers an invaluable service to stranded motorists, but on occasion, abuse of the free service does occur. Each Road Ranger has the right to refuse service to a motorist when the motorist is combative, hostile, or similar circumstances.
One of the easiest ways to spot a service abuse (such as a motorist abusing the fuel assist) by a motorist is for the ICM operator to enter their license plate number into the vehicle descriptor in SunGuide®. If that license plate number has been entered before, a hyperlinked number will show under the “match” column. This number indicates the number of events that license plate has been associated with, and clicking the link will open a dialogue box which lists the events. The ICM operator may then click an event and open it to see the pertinent details of a call. If abuse is suspected, notify the Road Ranger and the appropriate responding law enforcement agency.

### 11.7 Radio Language

#### 11.7.1 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.
Signal Codes

S-O Armed and/or Caution
S-1 DUI Vehicle
S-2 Drunk Pedestrian
S-3 Hit and Run Crash
S-3I Hit and Run w/ Injuries
S-3R Hit and Run w/ Roadblock
S-4 Vehicle Crash
S-4I Vehicle Crash w/ Injuries
S-4R Vehicle Crash w/ Roadblock
S-4P Vehicle Crash Patrol Car
S-5 Murder
S-6 Escaped Prisoner
S-7 Fatality
S-8 Missing Person
S-9 Lost/Stolen Tag
S-10 Stolen Vehicle
S-10J Car Jacking
S-11 Abandoned Vehicle
S-12 Reckless Vehicle
S-13 Suspicious (Specify)
S-13P Suspicious Person
S-13V Suspicious Vehicle
S-14 Information
S-15 Special Detail
S-16 Obstruction on Highway
S-16D Roadway Debris
S-18 Felony
S-19 Misdemeanor
S-20 Mentally Ill Person
S-21 Burglary
S-22 Civil Disturbance/Disorder
S-22H Highway Violence/Road Rage
S-23 Pedestrian/Hitchhiker
S-24 Robbery
S-25 Fire (Specify)
S-25V Fire Vehicle

S-28 Malicious Mischief/Vandalism
S-30 Shooting
S-31 Kidnapping
S-34 Assault
S-33 Battery
S-37 Drug/Contraband Case
S-38 Police Roadblock
S-38X Police Roadblock Simulated
S-40 Callbox
S-40M Callbox Medical
S-40P Callbox Police
S-40S Callbox Service
S-41 Sick/Injured Person
S-41A Possible AIDS
S-42 Assist Other Agency (Specify)
S-43 Assist Public
S-44 Suicide
S-45 Officer Down
S-46 Relay (Specify)
S-47 Bomb Threat
S-48 Explosion
S-55 Incident (Specify)
S-55A Amber Alert
S-55H Hazmat Incident
S-55P Recovered/Found Property
S-55R Rock Throwing
S-57 Impersonating an Officer
S-59 Injuries
S-61 Past History (Specify)
S-61F Past History Felony
S-61M Past History Misdemeanor
S-61V Past History Violence
S-76 Disabled Vehicle
S-76P Disabled Patrol Car
S-76R Disabled Vehicle in Roadway
S-99 Possible Computer Hit
S-99C Confirmed Computer Hit

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

Figure 3 – Florida Highway Patrol Signal Codes
Ten Codes

10-1 Receiving Poorly
10-2 Receiving Well
10-3 Stop Transmitting
10-4 Acknowledgement/OK
10-5 Relay
10-6 Busy
10-7 Out of Service
10-8 In Service
10-9 Repeat
10-10 Out of Service/Subject to Call
10-11 Dispatching too quickly
10-12 Officials or Visitors present
10-13 Condition of (Officer, weather)
10-14 Convoy or Escort
10-15 Prisoner in custody
10-16 Pick-up prisoner at (location)
10-17 Maintain surveillance, do not stop
10-18 Complete assignment quickly
10-19 Return to Station/Office
10-20 What is your location
10-21 Call Station/office by phone
10-22 Disregard
10-23 Standby

**10-24 Trouble – Send Help**
10-25 In Contact With
10-26 Message Received
10-27 Check license (Specify)
10-28 Check Registration (Specify)
10-29 Check for Stolen/Wanted (Specify)
10-29P Check for Wanted Person
10-30 Against Rules/Regulations
10-31 In Pursuit
10-32 Emergency Radio Traffic
10-34 Subpoena
10-35 Confidential Information
10-36 Correct Time
10-37 Operator on Duty
10-38 Block Roads/Waterways At
10-39 Message Delivered
10-40 Request Radio/Electronics Repair
10-41 In Possession Of
10-42 Out of Service/at Home
10-43 Any Information for
10-44 Pick-up papers at
10-45 Call... by phone at
10-46 Urgent

10-47 Reports
10-48 End of Message, Did you Receive?
10-49 Contact SO or PD Unit (Specify)
10-50 Stopping Vehicle/Vessel
10-51 En route
10-52 Estimated Time of Arrival
10-53 Coming to Station/Office
10-54 Negative
10-55 Mobile Unit Calling to Mobile Unit
10-56 Meet At
10-57 Departing Zone
10-58 Entering Zone
10-61 Service Needed Vehicle/Vessel
10-62 Aircraft Assignment
10-63 Request for (Specify), if not listed
10-63B Request for Chemical Test
10-63F Request for Plane or Helicopter
10-63K Request for Canine Unit
10-63P Request for Perimeter
10-63S Request for SRT
10-64 Radio Net Free
10-65 Can you copy?
10-66 Cancel
10-67 Driver/Operator License
10-68 Agency Meeting
10-69 Fire Truck
10-70 Send Wrecker/Tow Boat (Specify)
10-71 Send Ambulance
10-75 Switch to Channel...
10-77 Request Traffic/Boating Homicide
10-78 Notification of Next of Kin
10-83 Meet for Work Break
10-88 At What Phone Can.... be reached
**10-94 Request Routine Backup**
10-97 Arrived at Scene
10-98 Completed Assignment
10-99 Unable to receive your signal
10-100 Alert Status/Remain in Contact
10-155 Private/Individual call — via 800

Figure 4 – Ten Codes
12.0 RTMC EMERGENCY OPERATIONS PLAN

The RTMC Emergency Operations Plan is designed to provide instruction to ICM staff during declared emergencies. Declared emergencies can be any of the following, but are not limited to:

- Severe weather (hurricanes, tornadoes, flooding, etc.)
- Damage/Closure of building and facilities
- Evacuation due to imminent danger within the building

The RTMC operates devices which can be useful to convey information and also gather information during emergencies. Each ICM operator will follow the chain of command during an emergency situation by reporting to their Lead ICM operator and ICM supervisor jointly. Any calls received or sent shall be made by those with knowledge and authority to make or receive such calls, usually the ICM RTMC Manager, but also the ICM supervisor when the Manager is not available. If you are directed to make a call, make sure you have the proper information. This is intended so that no information is omitted or misrepresented.

The RTMC may receive information and requests from many entities during an emergency. Any such requests must adhere to FDOT/CFX policy. The key to responding effectively is consistency; requests you are unsure of should be forwarded to the ICM RTMC Manager. It is vital to capture names, agency information and contact numbers in this case.

12.1 Scope of Response

During an emergency situation, the RTMC will:

- Continue to provide timely and accurate traffic information.
- Post DMS messages with approved emergency information.
- Post Floodgate/Banner messages with approved emergency information.
- Utilize available resources to assist responder activities.
- Communicate with responding agencies to exchange relevant information.
- Follow the National Incident Management System (NIMS).
- Utilize the chain of command to ensure that management is consistently aware of each new development and that ICM operators are working efficiently.
- Create and maintain a direct line of communication with each EOC that has been established within the geographical coverage area.
- Be prepared to handle tasks for other FDOT Districts in the event that their resources are compromised (i.e. TMC power or communication failures) or they are required to evacuate.
12.2 Emergency Staffing Requirements

During certain emergency situations, it will be necessary for employees to either shelter in place, or be available and designated as emergency personnel. This will usually occur during a hurricane or similar situation.

Employees will be required to shelter in place when conditions become too dangerous for the employee to safely travel to/from the RTMC. The ICM RTMC Manager or designee will make the final decision on whether employees must shelter in place. This decision is made based off of a variety of information provided by FHP, Road Rangers and the National Hurricane Center. The location of the storm in addition to the travel routes of employees are considered when deciding if sheltering in place is needed. Any employee who violates the shelter in place directive is subject to disciplinary action up to and including termination.

Employees who wish to be designated, or are designated by authority of the ICM RTMC Manager, as emergency on-call personnel, will be required to report to the RTMC for the duration of the emergency event when activated. This typically happens during large events, which are forecast to occur, typically a hurricane situation.

When activated to report to the RTMC for such an emergency, the ICM operators should respond prepared. FEMA advises that a person be self-sufficient for a period of at least 72 hours. Keep in mind that after a storm, roads may be impassable and businesses may be closed for many days and access to basic necessities may be limited. The RTMC building is equipped with a generator, ice machine, lavatories and showers, as well as vending machines, refrigerators, and microwave ovens. However, it is advised that when reporting to the RTMC for such an emergency, each ICM operator should have:

- Cash on hand.
- A full tank of gas in their vehicle.
- Any necessary medications for 3 days.
- Drinking water sufficient for 3 days.
- A change of clothes.
- A towel should the shower facilities be used.
- Essential toiletries.
Employees will not work more than 14 hours within any 24-hour period; however, ICM operators should be prepared to be at the RTMC longer if roads are impassable or replacement staff are not available. Essential provisions (dry foods, utensils, etc.) will also be stocked in the event of an emergency.

12.3 Hurricane Preparedness Activities

12.3.1 Pre-Hurricane Season (Complete prior to June 1 of each year)
- Email Operations Staff and see who would possibly be available for PRE, IMMINENT and/or POST Storm TMC coverage
  - Make sure ICM operators have an Emergency Preparedness Plan for their home/ family/ pets
- Check air mattresses to ensure they work properly
- Check flashlights and batteries
- Check and restock food/water supply
- Visit EOC and ensure that all Management Staff has badge access
- Review H Contract with FDOT/CFX Personnel if applicable
- Check Satellite phones (If available)
- Update Emergency Contact list for staff

12.3.2 Pre-Storm (48-72 hours before potential landfall)
- Prepare a Quality Check and repairs on all devices and systems used to populate the 511 phone and web systems
- Post evacuation shelter information on 511 (Post floodgate to a level due to the location and severity of the storm. Statewide flood and Central FL Floodgate) and web systems as provided by local EOCs and State EOC
- Emergency Preparedness Information link on FL511.com
- Verify emergency contact numbers are operational and posted at all work stations
- Communicate with FDOT Districts up and downstream on possible traffic issues and to ensure the flow of information before, during and after the storm hits, and post DMS, as appropriate.
- Coordinate with other FDOT/CFX Departments on potential evacuation plans (i.e. shoulder running)
- Work with the EOC on any updates or changes they request
- Coordinate with local agencies, EOC, and FHP on response plans
• In the RTMC, make available food, water and mattresses and review with staff plan for use.
• Procure if necessary and test grill and make sure enough propane is on site
• Walk through ONE WAY PLAN or shoulder running exercise if needed
• Enter into a Hurricane XXX Emergency Contract with FDOT/CFX
• Schedule additional staffing at the RTMC as needed
• Coordinate with FDOT, CFX and FDOT/CFX’s Service Patrol Contractor about expanded role
• Coordinate with ITS Device Maintenance Manager. Prioritize device issues (DMS, RWIS, CCTV, MVDS)
• NFRTMC Generator and UPS Check
• Utilize each building’s Facility Manager
• Wind Sensor Check
• Send issues to FDOT/CFX ITS Maintenance Manager
• Coordinate plan with FDOT/CFX maintenance, Law Enforcement and EOC
• Post CONTACT Lists at workstations
• Run through CCTVs looking for abandoned vehicles and provide listing to FHP for possible tow
• Make sure all Pool vehicles are fueled (FDOT and Metric)
• Finalize procedures for generator distribution and refueling for Traffic Signals/ITS Hubs that might encounter power outages
• Procure large cooler

12.3.3 Storm Imminent (24 hours prior, through duration of Storm)
• Coordinate and keep an open line of communication with the local agencies, EOCs, FHP, local law enforcement, Traffic center and STIX to ensure the most accurate information is being disseminated by 511 to phone and web pages
• Staffing of EOC by Project Manager
• Constant checks of 511 phone and web pages to ensure real time traffic is being reported
• Keep shelter information current
• Post real-time information on shelters, road/ bridge closures, accidents, flooding, congestion, etc. to both 511 phone and web systems
• Maintain coordination and tracking for all AM Contractor and Construction Contractor requests/ calls
• Have a list of AM Contractors and FDOT Maintenance contact for facility issues
• Tree vs. regular debris
• Coordinate with Atlanta TMC and District 2 RTMC on STIX Activation if necessary
• Coordinate any Wind Sensors that reach alarm state with Law Enforcement, local agencies. EOC, DOT Maintenance, DOT PIO and other required partners
• Contact Central Office on Hurricane Notification distribution list and criteria
• Fill large cooler with ice

12.3.4 Post-storm (after Storm has passed)
• Assess damage to devices and 511 systems- generate report and forward to proper contacts. Prioritize repairs.
• Keep up to date openings/ closures of roads, bridges and shelters on all 511 systems
• Communicate with neighboring FDOT Districts on traffic updates and increases in volume as people return head out and post DMS, where available, as appropriate.
• Finalize updates with local agencies and first responders, FHP, local and state EOC’s
• Update, or Terminate, STIX as needed
• Prepare Analysis for FDOT/CFX Personnel
• Monitor Generator and UPS power levels
• Coordinate detours and closed road information with FDOT/CFX Staff
• Verify staff is OK via Emergency Contact List
• Coordinate and track generator distribution and refueling
• Arterial-Specific Response Activities
  o Assess and monitor health of arterial systems signal communications by using the local agency ATMS software while providing daily reports to the Department.
  o Assess damage of Bluetooth device, generate reports and forward to proper contacts. Prioritize repairs.
  o Coordinate detours and closed road information with FDOT/CFX Staff.
  o Assist local agencies with traffic incident management.
12.3.5 Evacuating the RTMC

While unlikely, in the event that an evacuation is required from the RTMC, the ICM operators on duty are required to follow key procedures to ensure a safe exit is made. All ICM operators are intended to leave the building and head to the Lynx bus stop out front of the building in the northwest quadrant of the parking lot.

Satellite operations are available via the FDOT District Office in DeLand, but coordination with the FDOT is required to initiate that response. During an evacuation, it is imperative that key personnel and agencies are notified immediately so an appropriate response can be implemented quickly and efficiently. Immediately upon determining that an RTMC evacuation is pending, staff must notify the other statewide RTMCs, and if possible determine an RTMC to remotely manage the RTMC operating area.
13.0  RTMC PERFORMANCE MEASURES

13.1. Performance Measure Activities
RTMC performance measures are met through the ICM Operator, ICM AAM Operator, ICM Communication Specialist and ICM Supervisor’s Battle Rhythm. Listed below are the daily activities intended to synchronize current operations to obtain optimal performance measures.

To ensure that the RTMC operates at an optimum level, the following Quality Control checks are performed by the ICM RTMC Manager and ICM supervisors periodically to ensure that performance measures are being met and/or exceeded.

13.1.1 Monthly Performance Measure Reports
Performance Measure Reports are compiled monthly, and include the following reports:

Freeway Performance Measures
- Traffic Detection: volume & speed
- K-Factor Values
- Incident Duration Summary
- System Uptime
- Travel Time Reliability
- I-4 Crash Reports
- Secondary Crashes
- Crash Volume Report
- Event Management
- Wrong Way Driving Events
- # of Events per Roadway
- % Event Types
- Coordination/Interagency Testimonial

13.1.2 Arterial Performance Measures
- Travel Time, Travel Time Reliability and Origin & Destination reports
  - Sources: BlueTOAD for Seminole Co, BlueMAC
  - Frequency: Daily, Weekly, Monthly, Quarterly, Annual
    - Peak Hour Comparisons compared to baseline/average day
      - AM, Noon, PM, Weekend
    - Weekly Comparison of the Peak Hours to previous weeks.
• AM, Noon, PM, Weekend
• Throughput Report Weekly for the Peak Hours
  o Combined with the weekly Travel Time Report
• Citizen Timing Complaints Summary Report (managed by Transportation Management PIC)
  o Corridor Managers to update Arterial Engineer daily on the status of the concerns they are investigating and/or possible solutions.
• Weekly reports of the changes that were made.
• Incidents report (managed by Transportation Management Person in Charge)
• Log of incidents that affected the arterials, logged daily and reported weekly
• ATMS Events and Alarms for critical detection failures
• CMS emergency vehicle preemption reports and transit signal priority requests