



Transportation Systems Management & Operations

EXPRESS LANES OPERATIONAL PROCEDURES

Attachment IV

Contents

NB 95 EXPRESS LANES OPERATIONAL PROCEDURES (DRAFT).....	A
SB 95 EXPRESS LANES OPERATIONAL PROCEDURES (DRAFT)	B
NB 75 EXPRESS LANES OPERATIONAL PROCEDURES	C
SB 75 EXPRESS LANES OPERATIONAL PROCEDURES.....	D

FDOT DISTRICT 4 TSM&O

**NB 95 EXPRESS LANES OPERATIONAL
PROCEDURES (DRAFT)**

1.1 95 EXPRESS LANES (EL) OVERVIEW

PURPOSE AND SCOPE

The purpose of this section is to provide an overview of the 95 Express Lanes (EL) program and the guidelines to support the program by the FDOT District Four SMART SunGuide TMC and District Six SunGuide TMC Operations staff.

PROJECT OVERVIEW

FDOT implemented EL along the I-95 corridor as part of an overall long-term strategy of integrated initiatives to improve the safety, throughput and reliability of mobility within southeast Florida. The EL were implemented by converting existing High Occupancy Vehicles (HOV) lanes to High Occupancy Toll (HOT) lanes.

The EL are located along I-95 between the SR 836/I-395 interchange (southern terminus in Miami-Dade County) and Broward Blvd (northern terminus in Broward County), covering a distance of approximately 22 miles (see [Figure 1](#)). Geographically, the EL traverses two FDOT districts: District Six, which includes all of Miami-Dade County and Monroe County, and District Four which includes all of Broward County, Palm Beach, Martin, St Lucie and Indian River Counties.

The 95 EL Project was initially deployed in two phases. Phase 1 (completed in January 2010) was the initial implementation of the EL within District Six, and Phase 2 (completed in October 2016) occurred in both District Six and District Four simultaneously. In Phase 1, the 95 EL facility was deployed from SR 836 to the Golden Glades Interchange (GGI). Phase 2 initially extended the 95 EL from the GGI to the Broward Boulevard Park-n-Ride Lot, however the District Four part of Phase 2 is now under construction as part of the Phase 3C project, which has temporarily reduced the EL to Stirling Road. Phase 3A-1 through 3B-2 will extend the EL through Broward County and into Palm Beach County. Phase 3A-2 and 3B-1 opened to traffic in November 2021, with static tolling being implemented. Phase 3A-1 and 3B-2 are scheduled for completion in October 2023, also implementing static tolling. See [Figure 2](#) for the extended corridor.



Figure 1 95 EL Project Map



Figure 2 95 EL Project Map

The 95 EL Project has implemented two types of tolling methods: Segment Based and Trip Based Tolling. Segment Based Tolling calculates toll amounts for the next downstream destination, whereas Trip Based Tolling combines toll amounts from two or more sequential downstream segments for a destination that is farther downstream. These toll amounts will vary depending on current traffic conditions in the EL. The toll will increase as the demand for the EL increases, to deter motorists from using the EL and try to maintain free flowing speeds (at approximately 45 mph or greater) at all times.

The EL also permits toll-exempt use by motorcycles, hybrid vehicles and registered buses, vanpools, and carpools (3+) (see Figure 3 for EL vehicle classification). A registration is required (through South Florida Commuter Services) to be exempt from tolls. Trucks (3 axles or more) are prohibited from using the EL unless assisting with event removal within the express lanes or unless directed by FHP. Other vehicles may use the EL by paying a variable toll.

The vehicle classification scheme breaks down all motor vehicles into 13 categories. [Figure 3](#) shows which vehicles are eligible and not eligible to utilize the express lanes. Vehicles that fall into Classes 1 through 5 are allowed to use express lane facilities and vehicles that fall into Classes 6 through 13 are not permitted. For safety and operational purposes, two axle vehicles towing a trailer will not be allowed.



Figure 3 EL Vehicle Classification

Facility Lane Configuration

The 95 Express Lanes are considered a separate facility, parallel to I-95 and separated by plastic tubular delineators or express lane markers (SELs). When referring to incidents occurring within the Express Lanes, the lane closest to the median barrier wall shall be “Express Lane #1” and the lane next to the delineators (Express Lane Markers (ELM’s) / Plastic Poles) shall be referred to as “Express Lane #2,” when applicable. The General Use Lanes of I-95 are those lanes outside of the Express Lanes facility. These lanes shall be referred to as “I-95 Lane #1, I-95 Lane #2, etc...” and shall be counted beginning to the right of the Express Lanes facility and ending at the right shoulder of I-95 (see [Figure 4](#)).

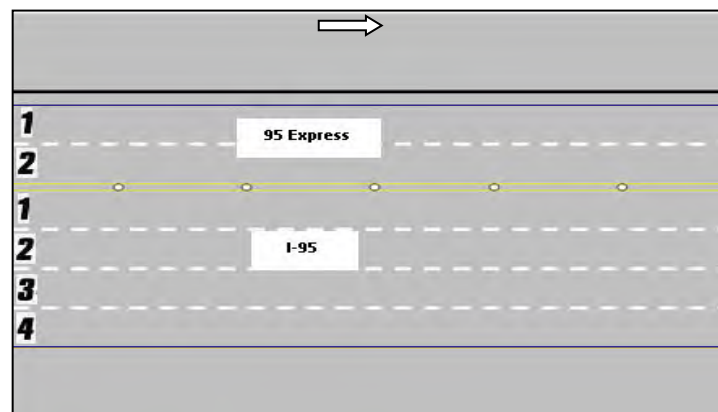


Figure 4 Lane Layout with Express Lanes

1.2 EL OPERATIONAL MODES

PURPOSE AND SCOPE

The purpose of this section is to describe the EL operational modes. The EL pricing strategy is considered dynamic and requires EL Operator monitoring. The following procedures were developed for the 95 Express pricing strategy.

OPERATIONAL MODES

The Express Lanes Module contained in Operations Task Manager (OTM) also known as the Statewide Express Lane Software (SELS) is the primary operator interface for EL Operators and controls the distribution of calculated toll amounts to the Turnpike and dynamic message signs (DMS) in the field. The software will recommend toll amounts to the EL Operator, who will then acknowledge the recommendations and subsequently confirm that the approved toll amounts have been used and posted correctly on the Toll Amount DMS. The EL Operator will also confirm that the Lane Status DMS are displaying the correct messages. The SELS has six operational modes available to the EL Operators for Segment Tolls, plus toll adjustment functionality for Segment and Trip tolls, and a start sequence. These include:

- **Time-of-Day**– Time-of-Day operating mode is an override mode and will be used when the EL facility is open, dynamic mode is unavailable (possibly due to lack of detector data), and traffic warrants the utilization of the toll stored in the Time-of-Day (TOD) Table. TOD operating mode only requires EL Operator interaction when switching from another operating mode to TOD mode. While in this mode, the tolls update automatically based on the operating tolls stored in the SELS Software TOD table. There is a schedule in SELS Software that causes SELS to use different TOD tables for weekdays and weekends/holidays. TOD can be configured to utilize automatic approval.
- **Manual** – Manual operating mode is an override mode that allows the EL Operator to set tolls manually by selecting from a predefined set of tolls. Toll amounts remain the same until the EL Operator chooses a new toll or mode. This mode will be used by the EL Operator typically when toll amounts are stuck due to Toll Amount Sign failure(s).
- **Dynamic** – Dynamic operating mode is the default mode that allows the operating toll amounts to be “adjusted” based on the real time responsive toll amount adjustment algorithm (described later in this section). Dynamic operating mode is the most commonly used operating mode and will be used until a situation arises that warrants a change in mode. In Dynamic mode, SELS will recommend a toll amount based on current traffic conditions. Dynamic mode can be configured to utilize automatic approval for changing toll amounts.
- **Closed** – Closed operating mode is an override mode that requires EL Operator interaction. Closed operating mode will be used when the EL facility is closed, and a zero-toll amount is charged. As the EL Operator changes the operating mode to closed, SELS will adjust the effective time to 10 minutes before the incident was confirmed by the EL Operator. The EL facility will be closed for an incident that results in a blocked travel lane within the EL and when traffic is diverted from the General Use Lanes (GU) to the EL because of an incident in the General Use Lanes. The diversion will be initiated by the Florida Highway Patrol (FHP) or FDOT.
- **Zero-Toll** – Zero Toll operating mode is an override mode that requires EL Operator interaction. It will be used when the EL are open, but a \$0.00 toll must be charged. This mode will be implemented by the EL Operator during evacuations, when the Governor has suspended tolls, and/or under the direction of FDOT.
- **Toll Adjustment** – Toll adjustments are retroactive toll reductions that require EL Operator interaction. An ongoing adjustment shall continually replace the toll amount until terminated by an operator. A finite adjustment allows the EL Operator to replace toll amounts for a specified interval in time utilizing beginning and ending times no later than the present time. EL Operators can implement either an on-going or finite adjustment for a segment or a trip.
 - Segment toll adjustments allow the EL Operators to go back in time (up to two hours) and change the toll amount charged to customers to an amount less than or equal to that posted on the Toll Amount DMS. A toll adjustment will be applied when any Toll Amount DMS is unable to post the current toll amount. When any toll amount sign is blank, the minimum toll amount of \$0.50 will be charged. The toll adjustment does not change the tolls displayed on the Toll Amount DMS and only affects the toll charged to customers. Therefore, the current applicable toll amounts can be displayed on all operating Toll Amount DMS to manage demand, while the customers are only charged \$0.50.

- Trip toll adjustments are similar, except that the toll and effective time are chosen from a list of previous tolls in order to ensure that the tolls associated with each segment included in that trip are known. The list contains tolls effective up to two hours in the past, except that any toll higher than a subsequent toll is not included and stops the search back in time for tolls to include in the list. For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#).
- **SELS Start-Up** – Upon SELS start-up or when publishing a corridor, the EL Operator must initialize the segment(s). The procedure was developed to assist the EL Operator to start the SELS Software in the correct mode, ensure the correct amount is being charged and posted, and to allow the EL Operator to set interim tolls for the time when the software was not running to ensure seamless operation for the EL motorist. The EL Operator can employ any mode upon start-up. For additional procedure details, refer to [Express Lanes Operational Procedures \(ELOP\)](#).

TOLL AMOUNT ADJUSTMENT LOGIC

The operational goal of the 95 Express Lanes is to provide free flow conditions along the facility. Under free flow conditions, vehicles are generally unimpeded and typically able to safely operate at speeds of 45 miles per hour or greater along an uninterrupted expressway segment. Real time responsive toll pricing is utilized to control traffic volumes in the EL in order to maintain free flow conditions.

The condition of traffic flow is defined as the Highway Capacity Manual (HCM) using an operational level of service (LOS). The LOS is a freeway facility is measured by traffic density (TD), which is a combination of speed and volume. TD is calculated as follows:

$$\text{Traffic Density (vehicles per mile per lane)} = \frac{\text{Volume (vehicles per hour per lane)}}{\text{Speed (miles per hour)}}$$

[Figure 5](#) depicts the relationship between LOS and TD, which is derived from the HCM. LOS A, B and C are considered to be free-flow conditions and should safely allow for maximum throughput in the EL. As conditions reach LOS D and E, traffic flow will begin to deteriorate, densities will begin to approach 45 vehicles per mile per lane (vpml) and travel speed will be reduced. For LOS F, densities are expected to be above 45 vpml and speeds will be reduced significantly.

LOS Table			
Level of Service	Traffic Density		Expected Traffic Conditions
	Min	Max	
A	0	11	Free-flow
B	12	18	Free-flow
C	19	26	Free-flow
D	27	35	Mild Congestion
E	36	45	Moderate Congestion
F	46	60	Severe Congestion

Figure 5 Level of Service and Traffic Density Relationship

The real time responsive toll amount adjustment logic utilizes concepts proven to be successful by other HOT facilities. The logic begins with an initial operating toll amount schedule and compares the initial toll amount to a calculated toll amount based on current traffic conditions. Current traffic conditions are determined by real time traffic data collected from EL detectors. The data collected are processed to exclude erroneous data and averaged before a TD is calculated. The TD is used to determine the toll amount needed to optimize traffic flow.

The TD calculations are averaged for each EL segment every 15 minutes to respond to current traffic conditions. The TD calculation is then rounded to a whole number.

The toll amount calculations use configurable settings. The two primary settings are LOS settings and change in TD (Delta TD Tables) settings. The LOS settings relate a TD range to a toll amount range, as shown in [Figure 6](#) for all of the currently approved Segment Level of Service Settings Tables.

LOS Table						
Level of Service	Traffic Density		Toll Amount		Toll Increment	Expected Traffic Conditions
	Min	Max	Min	Max		
A	0	11	\$0.50	\$0.50	\$0.00	Free-flow
B	12	18	\$0.50	\$2.00	\$0.25	Free-flow
C	19	26	\$2.00	\$5.50	\$0.50	Free-flow
D	27	35	\$5.50	\$9.50	\$0.50	Mild Congestion
E	36	45	\$9.50	\$11.75	\$0.25	Moderate Congestion
F	46	60	\$11.75	\$11.75	\$0.00	Severe Congestion

Figure 6 Sample Level of Service Table

The Delta settings relate a change in TD (ΔTD) to a change in toll amount (ΔTA). The steps for calculating the current toll amount are presented in Figure 7. The TD calculated for the previous time period is subtracted from the TD for the current time period to determine the change in TD (ΔTD). Using the delta settings table, a toll change is determined. The toll amount change is added to or subtracted from the previous toll amount to determine the current toll amount. The current toll amount is compared to the maximum and minimum toll amounts in the LOS settings table (Figure 6).

If the current toll amount falls outside the maximum or minimum toll amounts for the corresponding TD, then the maximum or minimum toll amount, respectively, is applied. If the current toll amount falls within the maximum or minimum toll amounts, then the current toll amount is applied. For example, the previous toll amount is \$1.50, and the previous TD is 20. The current TD is 23. The current toll amount is calculated as follows:

$$\Delta TD = TD_t - TD_{t-1} = 23 - 20 = 3$$

Refer to example Delta Settings Matrix (Figure 8). A TD of 23 at ΔTD 3 yields a \$1.50.

The current toll amount falls within the toll amount ranges for a Level of Service C (TD=23). Therefore, a toll amount of \$3.00 is used.

Step 1: Calculate ΔTD
 The TD calculated for the previous time period (TD_{t-1}) is subtracted from the TD for the current time period (TD_t) to determine the change in TD (ΔTD)

$$\Delta TD = TD_t - TD_{t-1}$$

Step 2: Find ΔR based on ΔTD and TD_t
 Using the delta settings table, a rate change is determined
Refer to Delta Settings Matrix

Step 3: Calculate R_t

$$R_t = R_{t-1} + \Delta R$$

Figure 7 Current Toll Amount Calculations

SELS RE-OPEN PROCEDURE

The current EL recover from closure procedure in SELS addresses a race condition. SELS reduces the risk of toll amounts artificially decreasing when traffic starts flowing into an empty or low volume segment, by allowing a “normal” toll (time-of-day toll) check at the first calculation interval before dynamic tolling is fully restored. This means that when the EL come out of “closed” and a scheduled update is going to occur, this procedure minimizes the risk of implementing a low toll, so the EL may see a higher toll than current conditions might recommend when dynamic mode is first restored.

Figure 9, Toll Calculation during EL Recovery from Closure, demonstrates how the procedure works. In the figure: once the EL are reopened, the immediate effective toll amount (TA_i) will be either the Time-of-Day toll amount (TA_n) or the last calculated toll amount (TA_0), whichever is greater, and TD_i is either TD_0 or TD_n according to which toll amount is chosen. When a proposed scheduled interval of toll calculation starts, the toll amount for the first interval (TA_1) is calculated using current TD_1 , TD_i and TA_i , then this TA_1 is compared with TA_i , TA_1 will replace TA_i if $TA_1 < TA_i$. Dynamic tolling is recovered in the second scheduled interval.

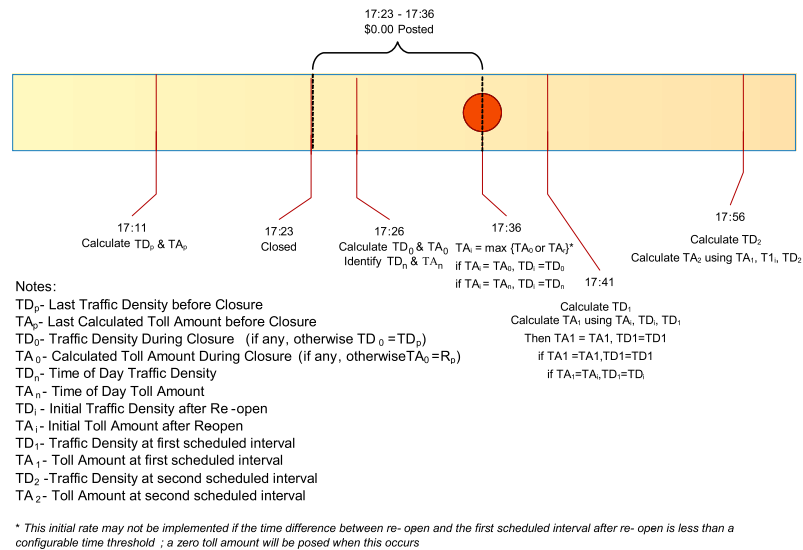


Figure 9 Toll Calculation during EL Recovery from Closure

TOLL SYSTEM INTERFACES

Express lane systems in Florida consist of two systems running in parallel, with the key interfaces between them. These two systems and the interfaces needed to support Express Lane operations are the Turnpike toll collection system and the District ITS and pricing system. The interactions between the two systems are shown in **Figure 10**. The Turnpike operates the toll collection system and is responsible for processing toll transactions through roadside toll equipment and back-office systems. The District is responsible for the management of the express lane traffic operations through the TMC.

The toll lane equipment is connected to the Turnpike Back Office through the Turnpike transaction host, while the ITS roadside equipment connects to the TMC. The ITS roadside components include traffic sensors deployed along the Express lanes, dynamic message signs (DMS) displaying Express Lane status and toll amounts, traffic control devices (such as gates), and closed-circuit television (CCTV) cameras for incident management.

The three key interfaces between the toll collection system and the ITS / pricing system are:

- Toll Amount Interface – This interface is used by the Turnpike to receive the final toll amount information from the TMC / Pricing System. This interface will be used for all Express lanes throughout the State.

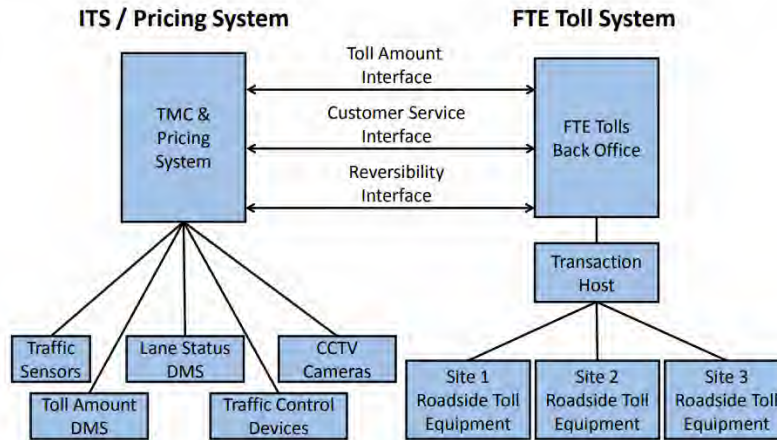


Figure 10 Typical Toll System Interfaces

- Customer Service Interface – This interface allows the Turnpike Customer Service Representatives to look at information that was posted on the toll amount DMS when customers have questions regarding transactions. The Turnpike also has an Interface Control Document that describes this interface.
- Reversibility Interface – This interface is used by the TMC to send a signal to the toll system to change the direction in which the toll point operates. This interface is only needed if the Express lane is a reversible system.

EXPRESS LANE SEGMENT

An Express lane segment is the distance between an entry point to the Express lanes and the next point of exit, see [Figure 11](#). If there are multiple entry points before an exit point, the segment is defined to be the distance between the first entry point, see [Figure 12](#). If there are multiple exit points following an entry point, the segment represents the distance between two successive exit points, see [Figure 13](#).

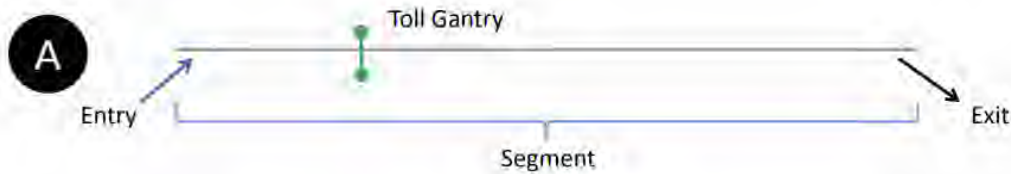


Figure 11

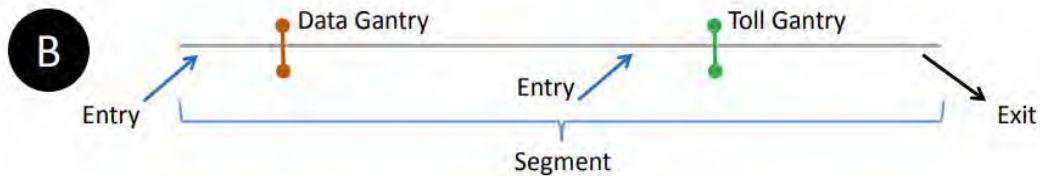


Figure 12

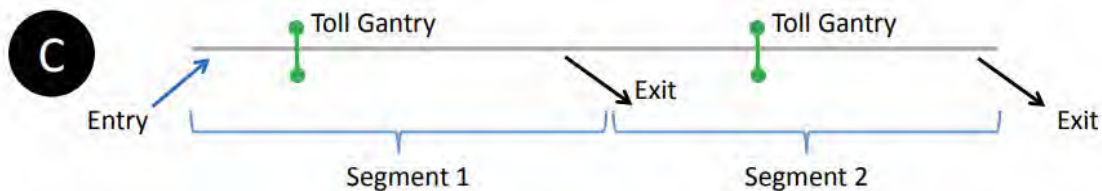


Figure 13

Gantries shall be placed between successive entries, between an entry point and an exit point, and between successive exits, unless the entry or exit points are spaced less than one mile apart or physical constraints prevent the placement of such structures.

Gantries placed between successive entry points (i.e. data gantries) do not charge a toll but rather collect data to accurately account for the time to travel from the toll amount DMS to the tolling point. All other gantries will charge the toll in effect at the time of entry. Every segment has only one toll gantry that charges a toll. The minimum toll is \$0.50 at each gantry where a toll is charged.

TRIP BUILDING

A tolling trip is comprised of one or more contiguous segments. [Figure 14](#) illustrates the six tolling trip possibilities of an example Express lane system, for a single direction on travel, which is composed of three segments. For longer Express lane systems that have more than three segments, trip building systems, consisting of no more than three segments, can be established in series with a decision point for the customer to stay in or get out of the Express lanes within the tolling trip. The linking of trip building systems together is shown in [Figure 15](#).

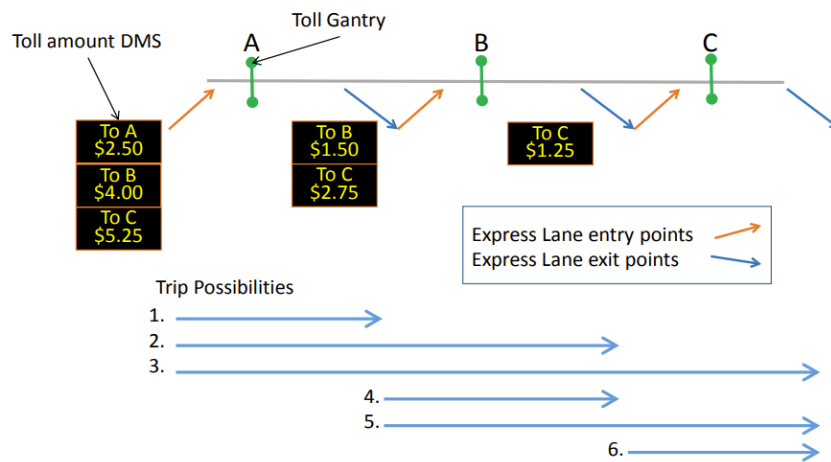


Figure 14 Trip Possibilities for a Three Segment Express Lane System

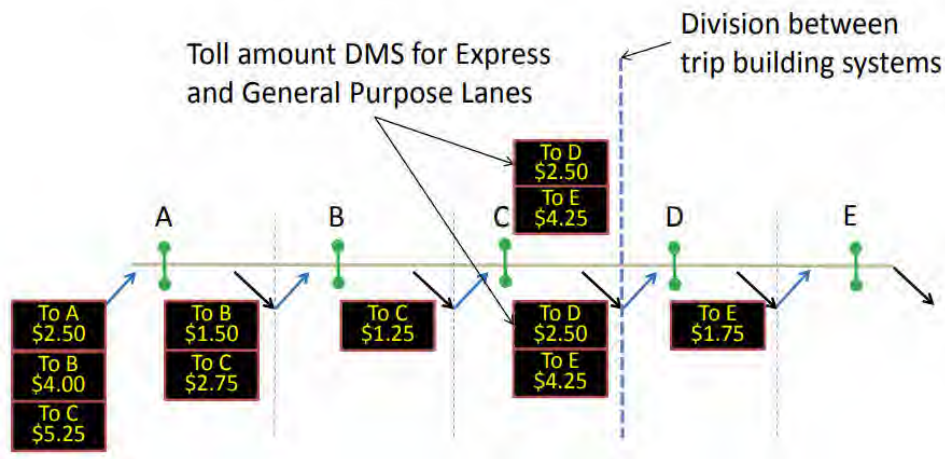


Figure 15 Linked Trip Building Systems

A customer in the General use lanes will see a toll amount DMS which displays the toll amount that will be charged to the customer for traveling to one or more destinations in the Express lanes/ Each possible Express lane exit in the current tolling trip, and the associated destination, is provided with the associated toll amount. The toll amount seen by the customer on the toll amount DMS is locked in upon entry to the Express lanes for travel to the destinations shown on the sign. Therefore, the customer will be charged no more than what is posted on the toll amount DMS for traveling to the destinations shown even if the toll amounts change after customers enter. If the toll amount is reduced after a customer has entered the Express lanes and while the customer is still in the Express lanes, the reduced toll amount will be charged.

Each of the Express lane segments within a tolling trip may have different toll amounts, which when added together, form the total trip toll amount. Even though the toll amount will be charged on a segment-by-segment basis, and reported as such on the customers statement, trip building is necessary to ensure that drivers who get into the Express lanes and travel through multiple segments pay the lower toll between what they see on the toll amount DMS and what is actually charged a the successive toll gantries within the tolling trip.

1.3 DISTRICT FOUR EL STAFFING AND SCHEDULING

PURPOSE AND SCOPE

The purpose of this section is to establish responsibilities and scheduling of the Express Program Manager and the Control Room Staff that cover the Express Lanes Shifts, referred to as EL Staff.

EXPRESS LANES PROGRAM MANAGER / COORDINATOR

The Express Program Manager works full time on-site at the SunGuide TMC to support all 95 Express and Ramp Signaling related activities.

The responsibilities of the Express Program Manager include, but are not limited to:

- Overseeing EL operations.
- Overseeing overall project performance to ensure it is meeting the intended results.
- Evaluating and analyzing project related performance metrics.
- Developing and implementing recommendations to mitigate performance measures degradation.
- Conducting and overseeing operational analyses.
- Providing projects related data and information to others (internal and external).
- Coordinating and supporting testing for all software, hardware and firmware upgrades/changes.
- Reviewing and updating operational parameters including but not limited to:
 - Express Time of Day, Level of Service, and Traffic Density Delta tables.
 - Ramp Signaling Central and Local Time of Day tables.
 - Ramp Signaling minimum and maximum metering rates.
- Representing the Department at meetings, workshops, presentations (including other Express Lanes deployments as the project lead and technical expert).
- Supporting public outreach/public information efforts.

EL STAFF RESPONSIBILITIES

District Four shall schedule a minimum of one Express Lanes Operator on-site at the SunGuide TMC at all times. The 24 hours per day/7 days per week (24/7) coverage requirement includes using the Shift Supervisors or alternate Express trained Operators to cover EL operations during breaks and approved leaves of absence. The responsibilities of the EL Staff are as follows:

- Primary operators of the Express Lanes Module (SELS).
- Monitor Express facilities and General Use Lanes within District limits.
- Verify toll amounts (per Segments and Trips) are displayed correctly every 15 minutes.
- Review failures in SELS and follow failure procedures.
- Observe, acknowledge and report all detector failures and report via the MIMS software application.
- Manage events in the Express Lanes, in accordance District Four ELOPS and training material.
- Primary Point of Contact for Express Lane events (to include interagency event for District Six and 595 Express LLC).
- Ensure shift change report for EL Operations is complete and accurate for each shift worked.
- Create and complete the SELS Shift debriefing report to incorporate activities for 595 Express, 75 Express, and 95 Express.
- Handle all calls/inquiries related to Express Lanes.
- Monitor 75 Express and 95 Express field devices along both facilities and field devices along the General Use Lanes throughout the Express limits and report failures via the MIMS software application.

- Ensure breaks and meals are covered by Shift Supervisors or EL trained Operators.
- Closely coordinate and support Shift Supervisors and Fleet Operators.
- Prepare or assist with preparation of Express Lanes reports.
- Assist and/or perform research for TMC Management / Client.

1.4 DISTRICT FOUR ROAD RANGER/INCIDENT RESPONSE TEAM COORDINATION

PURPOSE AND SCOPE

The purpose of this section is to describe supplemental Road Ranger coordination procedures and policies and provide procedures for communicating with the Express Severe Incident Response Team. As agreed, by both districts, FDOT District Six shall handle all incident and event management for all events occurring in Miami-Dade County. FDOT District Four shall handle all incident and event management for all events occurring in Broward County.

INCIDENT RESPONSE TEAM OVERVIEW

Existing Incident Management

Existing FDOT D4 and D6 incident management efforts along the project corridor are managed from the respective FDOT SunGuide Transportation Management Center (TMC). These efforts include four key program elements; Traffic Incident Management (TIM) Teams, Road Rangers, Rapid Incident Scene Clearance (RISC), and Severe Incident Response Vehicle/Incident Response Vehicle (SIRV/IRV) Operations. These resources work closely with Asset Maintenance Contractors for extended incidents. The delineation mark for incident management services between D4 and D6 will be the Broward County/Miami Dade Countyline, to the south of the District; however, procedures are in place for each District to respond to the neighboring District upon request.

Traffic Incident Management (TIM) Teams

The Incident Management program provides incident management response as well as limited assistance to stranded motorists to reduce congestion and improve safety for emergency responders and the motoring public. The D4 TMC, in the interest of promoting Florida's "Open Roads Policy" and providing increased mobility on FDOT highways, provides Incident Management (IM) and Motorist Assistance (MA) services to improve safety, reduce delays, and mitigate secondary traffic incidents.

Both the D4 and D6 have established Traffic Incident Management (TIM) Teams. The TIM Teams consists of FDOT, Florida's Turnpike Enterprise (FTE), FHP (Florida Highway Patrol), tow companies, local police, local fire rescue, other regional TMCs, consultants, and asset maintenance companies. The District Four TMC TIM Team meets quarterly and there are bi-annual joint TIM meetings held among the D4 TMC and D6 TMC TIM Teams. Through the TIM Teams, both D4 TMC and 64 TMC have established excellent working relationships with the incident responders. The TIM Teams have helped to establish quick clearance policies and provide a forum to discuss issues which results in continuous improvement to incident response within the region.

Future - FDOT District Four will look into providing additional resources to clear events along the EL facility. As part of the enforcement plan, at least two FHP Troopers (6:00 AM to 10:00 PM, Monday through Friday) will be retained by FDOT through the Hireback program. In addition, one FDOT Severe Incident Response Vehicle (SIRV) Operator will support the existing Road Rangers and improve communications between the field and the TMC Operations. A flat bed tow truck will be required to assist with clearance of the EL.

Express Severe Incident Response Vehicle Operators

The SIRV operators will act as an FDOT incident coordinator on-scene for events impacting the traffic flow within the Express Lanes. They will assist responding agencies, coordinate maintenance of traffic (MOT) activities of the Road Rangers and provide liaison between other responding agencies and FDOT resources (such as FDOT Maintenance and/or its Asset Maintenance Contractor). The SIRV Operator will be the primary contact for the TMC Operators to ensure all response and clearance times are documented in the SunGuide Software. As needed, the SIRV operator will facilitate post-incident analysis meetings with other agencies. The SIRV operators will wear a uniform that portrays a professional appearance and assists with recognition in the field to new responders. A patch will be worn to communicate that the SIRV Operators represent FDOT. The SIRV operators will be trained and qualified in the following:

- Incident Management and Command
- Advanced Management of Traffic



- Incident Clearance Procedures
- Severe Incident Documentation
- Emergency Vehicle Operation
- First responder functions and responsibilities

Their hours for Express Lanes incident response are listed below:

- Monday through Friday (excluding FDOT approved / public holidays) – 6A through 10P.
- Out of hours 10P through 6A and weekends – on call (refer to weekly published schedule).

For out of hours response, the following criteria must be met:

- Any event lasting or expected to last 2 hours or longer.
- Any event involving a fatality.
- Any RISC event.
- Any event involving a large overturned commercial vehicle, such as a tractor-trailer, dump-trump, cement mixer, tanker, etc.
- Any event involving a large commercial vehicle, such as a tractor-trailer, dump-truck, cement mixer, tanker, etc. where the tires are burned off.
- Any event involving a Haz-Mat.

SIRV must also be notified for any crash involving injuries requiring transport to:

- Law Enforcement.
- Fire Rescue.
- Road Rangers.

Severe Incident Response Vehicle

The SIRV is a specially equipped and marked vehicle that is dispatched through the FDOT District Four SunGuide TMC. These vehicles are equipped with an amber strobe light system to facilitate emergency response. High intensity lighting and markings have been added to the truck to assist responders after sundown. A docking station in the driver’s compartment allows use of a laptop computer to support incident command activities. A statewide law enforcement radio system (SLERS) radio is provided to allow for direct communication with the FDOT District Four SunGuide TMC Operations Staff. In addition, the Severe Incident Response Vehicle carries maintenance of traffic and spill mitigation equipment such as cones, signs, flares, oil dry, and fuel absorbent.



Flat Bed Tow Truck

The flat bed tow truck is a 21 ft. carrier properly equipped for all types of vehicle towing and a four passenger cab (not including driver) to facilitate quick clearance of the lanes.

Florida Highway Patrol

FHP provide enforcement and coordinate the removal of an event from the Express Lanes. FHP is contacted when rotational tow is required either to remove a vehicle from the Express Lanes or to assist with removal of the vehicle from any other site after it has been relocated from the 95 Express Lanes.



Road Ranger Coordination

The Road Rangers are the FDOT freeway service patrol which is a free service provided by FDOT and is managed by each Districts TMC. The Road Rangers’ mission is to provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders. In Broward, Palm

Beach (D4) and Miami Dade (D6), Road Rangers patrol designated areas (beats) 24 hours a day, 7 days a week and 365 days a year. The Road Rangers provides the following services:

- Short-term maintenance-of-traffic (MOT) services during incidents.
- Assist in incident management and response.
- Clear disabled vehicles from travel lanes.
- Clear debris from travel lanes.
- Change flat tires.
- Jump-start vehicles and make minor repairs.
- Supply emergency gasoline, diesel, water.
- Provide stranded motorists two free local calls.
- Monitor abandoned vehicles and notify FHP

In Broward County, Road Ranger services along I-95 are currently provided through the Asset Maintenance Contract E4V68-R0 and Palm Beach is provided through contract E4U23. Asset Maintenance Contract E4V68-R0 (Incident Clear – Broward) began service on July 01, 2022 and Asset maintenance Contract E4U23 (Autobase – Palm Beach) began service on January 30, 2021. These contracts provide Road Ranger pick-up trucks that continuously patrol all I-95, I-75, and portions of I-595. The Road Rangers responds to incidents and stranded motorists along these corridors to help facilitate clearing the roadway.

The Road Ranger vehicle fleet within Broward / Palm Beach includes three different truck types: - Pickup trucks, pickup trucks (with debris clear) and flatbed trucks. The Road Ranger patrol beats for 75 EL and 95 EL project limits are as follows:

Monday through Friday 5:00 AM – 10:00 PM (staggered)

- I-95 Broward County (Ives Dairy Road to Davie Blvd / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (SR-84 to Cypress Creek Road / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (Commercial Blvd to Palmetto Park Rd)
 - Two Pickup Trucks
- I-95 Broward County EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks (same patrol as above entry)
- I-95 Broward County EXPRESS LANES (Ives Dairy Rd to Broward Park & Ride)
 - Three Pickup Trucks
- East Roving Supervisor
 - One Flatbed Truck
- Floating Patrol for I-95 (SR-84 to Palmetto Park Rd) and EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks
- I-95 Palm Beach County EXPRESS LANES (Hillsboro Blvd to Congress Ave)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck

Monday through Friday 10:00 PM – 6:00 AM, weekends and holidays (staggered)

- I-95 Broward County (Ives Dairy Road to Davie Blvd / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - One Pickup Truck
- I-95 Broward County (Cypress Creek Road / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (Commercial Blvd to Palmetto Park Rd)

- Two Pickup Trucks
- I-95 Broward County EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks (same patrol as above entry)
- I-95 Broward County EXPRESS LANES (Ives Dairy Rd to Davie Blvd)
 - Two Pickup Trucks
- County Supervisor
 - One Pickup Truck (with Debris Clear)
- I-95 Palm Beach County EXPRESS LANES (Hillsboro Blvd to Congress Ave)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck

The 95 Express Lanes are separated from the General Use lanes by solid double white pavement markings and plastic poles, also referred to as delineators or ELM's (Express Lane Markers). Road Rangers are designated as "Emergency Vehicles" by FDOT Secretary Order and are permitted to cross the solid double white lane lines and plastic poles when responding to and departing an event. This authorization was granted to Road Rangers in order to safely facilitate quick clearance of traffic incidents, especially those occurring within the Express Lanes facility.

A minimum of two Road Rangers will be dispatched. One of these two vehicles must be a flatbed truck during Peak Period (broken down into Peak East and Peak West). The Road Ranger arriving first will:

- Notify the TMC upon its arrival.
- Assess the situation.
- Communicate to the TMC whether the backup unit is still needed.
- Secure the scene by setting up temporary MOT and offer assistance, as needed, to the vehicle or motorist.

If the backup unit is needed, the Road Ranger vehicles will reposition themselves, as needed, to allow the flatbed truck to hook up the disabled vehicle as the other Road Ranger provides additional backup and maintenance of traffic (MOT) behind the incident.



- When relocating vehicles, a minimum of two vehicles is required.
- When relocating vehicles to the right shoulder, a minimum of three vehicles is required.
- The additional Road Ranger (or law enforcement unit) will be responsible for MOT in lane 1 of the General Use lanes, slowing and diverting traffic in this lane to allow the Road Rangers and other potential incident vehicles to cross the double white lines and plastic poles to enter the General Use lanes.
- Once all vehicles have exited the EL facility and entered lane 1 of the General Use lanes, the vehicle providing MOT in the General Use lanes will begin gradually escorting all incident vehicles to the right shoulder or Emergency Stop Site (ESS) along I-95.

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

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

- Vehicle Description(s) (Make, Model, Color, License Plate and VIN)
Note: TMC Operator must advise FHP when the event is unable to be located by CCTV or when a Road Ranger is not on scene.

- Nature/Type of Event
- Location (Roadway, Direction of Travel, Proximity, and Cross Street)
- Injuries, if applicable

Dispatching Resources

The Express Lanes Operator is responsible for detecting, confirming, and dispatching the necessary resources to accommodate the nature of the event, such as Road Rangers, SIRV Operator and/or Flatbed Tow Truck. Communication will be maintained by the Express Lanes Operator with the resources dispatched pre, during, and/or post incident.

Quick Clearance Procedures

In order to expedite the clearance of both travel lane and shoulder blocking events within the Express Lanes, the following quick clearance procedures have been established:

- Vehicles blocking Express travel lanes are to be relocated to the General Use right shoulder, a designated Emergency Stop Site (ESS), or the Broward Park and Ride. Road Ranger vehicles equipped to safely move vehicles may do so, although some events may require a flatbed truck.
- Disabled vehicles located on the Express Lanes shoulder (left shoulder only) are to be relocated to the right shoulder of the General Use lanes, ESS, or Broward Park and Ride.
- Abandoned vehicles within the Express Lanes that are blocking a travel lane or deemed to be impeding traffic due to proximity of the travel lane shall be relocated to the nearest safe location. Prior to relocation the Express Lanes Operator shall notify FHP that the vehicle is being relocated. Once the vehicle has been relocated the EL Operator shall provide FHP with a follow-up notification informing FHP of the vehicle description (Make, Model, Color, and License Plate Number) and the location of the vehicle.
- Abandoned vehicles on the Express Lanes shoulder (legally parked) are to be marked with a grease pen on the rear window by a Road Ranger when it is first discovered and the Express Lanes Operator will notify FHP (or liaison) to log the initial discovery.
 - The markings include the time, date and Road Ranger truck number.
 - At the beginning of each Hireback (future) shift, the FHP Trooper sweeps the Express Lanes for disabled vehicles and calls for rotational tow if necessary.
 - The rotational tow will pick up the vehicle from the shoulder if they are able to respond within 30 minutes. If they are not able to respond within 30 minutes, the FHP Trooper will request TMC Operations dispatch resources to relocate the disabled vehicle to the General Use right shoulder, ESS, or Broward Park and Ride.
- Subsequently, the FHP Trooper will request rotational tow to pick up the vehicle at the designated relocation area.

Debris

Debris located within the Express Lanes shall be removed from the travel lanes by the Road Ranger/Road Ranger Supervisor using the DebrisClear System. Once the debris is clear, the Road Ranger/Road Ranger Supervisor shall notify the TMC. It is then the responsibility of the Express Lanes Operator to contact the Asset Maintenance Contractor (or project contractor) to dispose of the debris. If the debris is too large for the Road Ranger/Road Ranger Supervisor to remove, or if the removal puts the Road Ranger/Road Ranger Supervisor in an unsafe situation, then the TMC Operator shall contact the FDOT Asset Maintenance Contractor (or project contractor).

Asset Maintenance / Contractor within project limits (for LTMOT)

Asset Maintenance – The Asset Maintenance contractor is responsible for repair and maintenance of the Express Lanes, unless the limits fall within an active project, at which time the contractor assigned to the project is to respond (please refer to the Asset Maintenance spreadsheet for project limits). They respond to or acknowledge:

- Damage, property theft or vandalism to State owned infrastructure or equipment, including but not limited to guardrails, bridge abutments, crash barrels and pavement.
- Debris on the roadway.

- Severe incident with Long Term Maintenance of Traffic requirements (LTMOT). Typically estimated to have greater than one hour of lane blockage for Express Lanes management.

HARD CLOSURES FOR INDIVIDUAL SEGMENTS

All field resources patrol their assigned beats throughout their patrol.

- The SIRV unit and Flatbed shall provide on-scene management and event coordination for the primary incident.
- One Road Ranger Pickup truck shall be responsible for the closing of each assigned ingress point to the segment (from I-95 mainline).
- One Road Ranger Pickup truck shall be responsible for the closing at the end of the upstream segment to prevent motorists continuing their trip toward the incident scene (to I-95 mainline).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

HARD CLOSURES FOR SEGMENTS OUTSIDE OF DISTRICT FOUR LIMITS

District Four are supported by SEFRTOC partners for locations outside of their District limits, such as points of egress, supported by District Six. An example is listed below:

- D6 – One Road Ranger Pickup truck is responsible for closing at the end of 95 Express Segment 2N (destination Ives Dairy Rd), to force traffic out to the General Use mainline and prevent motorists from entering the downstream segment (3N).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

EVENT NOTIFICATIONS

FDOT District Six TMC and FTE (Pompano) TMC

It is extremely critical that both FDOT District Four have exceptional communication between the partner TMC's. As such, the EL Operator shall notify District Six TMC or FTE (Pompano) TMC when an event occurs within certain segments. See below for required notifications:

95 EXPRESS – District Six TMC

Segment 3N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

Segment 3S – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

75 EXPRESS – District Six TMC

Segment 4N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

Segment 6N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

75 EXPRESS – FTE (Pompano) TMC

Segment 6N – Ingress from HEFT NB.

Segment 6N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

TRANSIT

TMC Operations Staff shall notify Miami-Dade Transit (MDT) dispatch via the telephone (305-381-8382) for all incidents with major infrastructure and/or travel lanes blocked that are estimated to exceed more than 2 hours within the 95 Express limits (all segments). This notification is for incidents having a major impact on traffic in the area that may affect buses traveling along the facility.

Broward County Transit (BCT) has expanded service to Miami-Dade County and shall only utilize the EL for AM (5:00 AM to 9:00 AM) or PM (3:00 PM to 7:00 PM) peak periods.

BCT and MDT also have existing procedures for a bus breakdown within the Express Lanes. The BCT and MDT will dispatch an agency supervisor to the scene and an additional bus to transfer the passengers. Even when a bus is located on the left shoulder, an additional lane will need to be blocked to safely transfer passengers. The following protocols with BCT and MDT have been established when a bus breakdown occurs in the EL.

- I. BCT or MDT discovers Bus Breakdown/Crash
 - The MDT or BCT should notify the TMC by telephone. The EL Operator should gather the following information from the BCT or MDT dispatcher:
 - Location of broken-down bus.
 - What resources were dispatched.
 - Other agencies notified, such as FHP.
 - Any other information regarding the event, such as type, expected duration, etc.
 - Once notified, the TMC will dispatch Road Rangers and the IRV to the scene and verify the location of the event via CCTV (if available). Once located, the TMC Express Lane Operator will notify the BCT or MDT Dispatch and provide the following information:
 - Confirmed location.
 - Dispatched resources.
 - CCTV # viewing the incident (this applies when MDT has access to CCTV).
- II. EL Operator Discovers Bus Breakdown/Crash
 - Once detected, the EL Operator shall notify the I-75 Fleet operator to dispatch Road Rangers and the SIRV unit to the scene and verify the location of the event via CCTV (if available). Once the event is verified, the EL Operator will notify BCT and / or MDT dispatch and provide the following information:
 - Confirmed location.
 - Dispatched resources.
 - Any other information regarding the event, such as type, expected duration, etc.
- III. Ongoing Coordination during Bus Breakdown/Crash
 - During the event, BCT and / or MDT will provide updates every 30 minutes until the event has cleared the roadway.
- IV. Other Events (Bus not involved)
 - The EL Operator will notify BCT and MDT for all Segment 3 events during peak periods on weekdays, Monday through Friday (6:00 AM – 9:00 AM) or PM (4:00 PM – 7:00 PM) only.
 - Any major or long-term EL or GU events outside of rush hour.

1.5 EL SOFTWARE APPLICATIONS

PURPOSE AND SCOPE

The purpose of this section is to provide the procedures for operating the SELS software applications.

EXPRESS LANE MODULE (SELS)

The EL Operator shall use SELS to determine and post the applicable toll amount, monitor traffic conditions in both the EL and GU Lanes, monitor EL detector status and generate reports. The EL Operator shall log onto SELS at the beginning of each shift and initiate the Roadway Operations View and Detector Status Monitor. The SELS will track, change modes, and post EL Toll Amount DMS messages, plus document the EL Operator actions for acknowledging and confirming the applicable toll amount. The EL Operator shall visually verify that the intended toll amounts are posted via CCTV screenshots before processing the SELS DMS Verification Form. [Figure 16](#) provides a sample screenshot of the Roadway Operation View. [Figure 17](#) provides a sample screenshot of the DMS Verification Form. [Figure 18](#) provides a sample screenshot of the Segment Mode/Toll Change pop-up.



Figure 16 Sample Screenshot of the 95 Express Corridor View



Figure 17 Sample Screenshot of the DMS Verification Form

I-95-8S

Operational Mode: Time of Day ▾

Toll Amount: \$0.50 ▾

Line Status Sign Message: EXPRESS LANES OPEN ▾

CONGESTED

Figure 18 Sample Screenshot of the Segment Mode / Toll Change pop-up

EXPRESS LANES OPERATIONAL PROCEDURES

Express Lanes Operational Procedures (Version 1)

Contents

95 Express Lanes Events – 95 Express NB entrance / ingress from SR-84.....	32
ENTRANCE / INGRESS FROM SR-84 / I-95 MAINLINE TO SEGMENT 5N BLOCKED.....	32
95 Express Lanes Events – 95 Express NB Segment 5N.....	33
SINGLE LANE EXPRESS LANES SEGMENT 5N BLOCKED	33
95 Express Lanes Events – 95 Express NB exit / egress to Broward Park and Ride.....	34
EXIT / EGRESS TO BROWARD PARK AND RIDE FROM SEGMENT 5N BLOCKED	34
95 Express Lanes Events – 95 Express NB entrance / ingress from Broward Park and Ride.....	35
ENTRANCE / INGRESS FROM BROWARD P&R TO SEGMENT 6N BLOCKED	35
95 Express Lanes Events – 95 Express NB beyond exit / egress to Broward Park and Ride. Segment 6N.....	36
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 6N (BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED	36
95 Express Lanes Events – 95 Express NB beyond exit / egress to Broward Park and Ride. Segment 6N.....	37
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 6N (BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED	37
95 Express Lanes Events – 95 Express NB exit / egress to Oakland Park. Segment 6N.....	38
EXIT / EGRESS TO OAKLAND PARK BLVD MAINLINE FROM SEGMENT 6N BLOCKED.....	38
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.....	39
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	39
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.....	40
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 6N (BEYOND EXIT / EGRESS TO OAKLAND PARK BLVD).....	40
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.....	41

CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 6N (BEYOND EXIT / EGRESS OAKLAND PARK BLVD)	41
95 Express Lanes Events – 95 Express NB at entrance / ingress from Sunrise Blvd (where 2 x EL lanes meet entrance / ingress from Sunrise Blvd).	42
AT ENTRANCE / INGRESS FROM SUNRISE BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 7N BLOCKED	42
95 Express Lanes Events – 95 Express NB entrance / ingress from Sunrise Blvd.	43
ENTRANCE / INGRESS FROM SUNRISE BLVD / I-95 MAINLINE TO SEGMENT 7N BLOCKED	43
95 Express Lanes Events – 95 Express NB before entrance / ingress from Cypress Creek Rd. Segment 7N.	44
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 7N BLOCKED (BEFORE ENTRANCE / INGRESS FROM CYPRESS CREEK RD)	44
95 Express Lanes Events – 95 Express NB before entrance / ingress from Cypress Creek Rd. Segment 7N.	46
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 7N BLOCKED (BEFORE ENTRANCE / INGRESS FROM CYPRESS CREEK RD)	46
95 Express Lanes Events – 95 Express NB at entrance / ingress from Cypress Creek Rd (where 2 x EL lanes meet entrance / ingress from Cypress Creek Rd).	47
AT ENTRANCE / INGRESS FROM CYPRESS CREEK RD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 8N BLOCKED	47
95 Express Lanes Events – 95 Express NB entrance / ingress from Cypress Creek Rd.	48
ENTRANCE / INGRESS FROM CYPRESS CREEK RD / I-95 MAINLINE TO SEGMENT 8N BLOCKED	48
95 Express Lanes Events – 95 Express NB before exit / egress to SW 10 th St. Segment 8N.	49
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 8N BLOCKED (BEFORE EXIT / EGRESS TO SW 10TH ST)	49
95 Express Lanes Events – 95 Express NB before exit / egress to SW 10 th St. Segment 8N.	50
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 8N BLOCKED (BEFORE EXIT / EGRESS TO SW 10TH ST)	50

95 Express Lanes Events – 95 Express NB exit / egress to SW 10 th St. Segment 8N.....	51
EXIT / EGRESS TO SW 10TH ST MAINLINE FROM SEGMENT 8N BLOCKED.....	51
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	52
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	52
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	53
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST)	53
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	54
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST)	54
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	55
SINGLE LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST) BLOCKED.....	55
95 Express Lanes Events – 95 Express NB at entrance / ingress from Hillsboro Blvd (where 2 x EL lanes meet entrance / ingress from Hillsboro Blvd).....	56
AT ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 9N BLOCKED	56
95 Express Lanes Events – 95 Express NB entrance / ingress from Hillsboro Blvd.....	57
ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE TO SEGMENT 9N BLOCKED	57
95 Express Lanes Events – 95 Express NB before exit / egress to Glades Rd. Segment 9N.....	58
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 9N BLOCKED (BEFORE EXIT / EGRESS TO GLADES RD)	58
95 Express Lanes Events – 95 Express NB before exit / egress to Glades Rd. Segment 9N.....	59
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 9N BLOCKED (BEFORE EXIT / EGRESS TO GLADES RD)	59
95 Express Lanes Events – 95 Express NB exit / egress to Glades Rd. Segment 9N.	60

EXIT / EGRESS TO GLADES RD MAINLINE FROM SEGMENT 9N BLOCKED	60
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.....	61
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	61
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.....	62
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9N (BEYOND EXIT / EGRESS TO GLADES RD).....	62
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.....	63
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9N (BEYOND EXIT / EGRESS TO GLADES RD).....	63
95 Express Lanes Events – 95 Express NB at entrance / ingress from Glades Rd(where 2 x EL lanes meet ingress entrance / ingress from Glades Rd).....	64
AT ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 10N BLOCKED.....	64
95 Express Lanes Events – 95 Express NB entrance / ingress from Glades Rd.....	65
ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE TO SEGMENT 10N BLOCKED.....	65
95 Express Lanes Events – 95 Express NB before exit / egress to Congress Ave. Segment 10N.....	66
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10N BLOCKED (BEFORE EXIT / EGRESS TO CONGRESS AVE)	66
95 Express Lanes Events – 95 Express NB before exit / egress to Congress Ave. Segment 10N.....	67
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10N BLOCKED (BEFORE EXIT / EGRESS TO CONGRESS AVE)	67
95 Express Lanes Events – 95 Express NB exit / egress to Congress Ave. Segment 10N.....	68
EXIT / EGRESS TO CONGRESS AVE MAINLINE FROM SEGMENT 10N BLOCKED	68
95 Express Lanes Events – 95 Express NB beyond exit / egress to Congress Ave.	69
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES UPSTREAM SEGMENT.....	69
95 Express Lanes Events – 95 Express NB beyond exit / egress to Congress Ave.	70





BEYOND EXIT / EGRESS TO CONGRESS AVE BLOCKED	70
(CURRENT END OF FACILITY)	70
Two lane section of 95 Express facility NB and SB.....	71
IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN TWO LANE SECTION OF EXPRESS (ZERO TOLL MODE)	71
Single lane section of 95 Express facility NB and SB.	72
IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN SINGLE LANE SECTION OF EXPRESS	72
CONGESTION MANAGEMENT	73
MINIMUM SPEED TOLL (DYNAMIC TOLLING)	73
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	74
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode	74
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	74
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes	74
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	75
Recover From Express Lanes Closed	75
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	75
Toll Update Reminder Notification	75
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	76
Toll Adjustment For Segments (Finite AND ONGOING)	76
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	76
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)	76
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	77
Ongoing Toll Adjustment Reminder	77


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	77
Ending Ongoing Adjustments	77
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	77
Retroactive Toll Adjustment request procedure	77
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	78
System Restart	78
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	78
TOLL SUSPENSION:	78
Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events	78
Most Likely Due to:	78
Evacuation	78
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	79
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION	79
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	79
Recover From Open Status (Zero Toll Mode)	79
COMMON DMS PROCEDURES	80
DMS Verification	80
COMMON DMS PROCEDURES	80
Post Messages Manually On Toll Amount DMS	80
COMMON DMS PROCEDURES	81
Post Messages Manually On Lane Status DMS	81
COMMON DMS PROCEDURES	82
If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll	82
COMMON DMS PROCEDURES	83



If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll.....	83
COMMON DMS PROCEDURES	83
DMS Subsystem Failure.....	83
Blank Or Stuck Messages.....	83
COMMON DMS PROCEDURES	84
DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.	84
BLANK OR STUCK MESSAGES.....	84
COMMON DMS PROCEDURES	85
Segment Toll Amount Sign Failures.....	85
Failed Segment Toll Amount DMS. Message Is Blank.....	85
COMMON DMS PROCEDURES	86
Segment Toll Amount Sign Failures.....	86
Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S).....	86
COMMON DMS PROCEDURES	87
Segment Toll Amount Sign Failures.....	87
Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.....	87
COMMON DMS PROCEDURES	88
Segment Toll Amount Sign Failures.....	88
Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.	88
COMMON DMS PROCEDURES	89
Segment Toll Amount Sign Failures.....	89
Failed Segment Toll Amount DMS. PIXEL FAILURE	89
COMMON DMS PROCEDURES	89
Trip Toll Amount Sign Failures	89


Failed Trip Toll Amount DMS (Blank)	89
COMMON DMS PROCEDURES	90
Trip Toll Amount Sign Failures	90
Failed Trip Toll Amount DMS (STUCK)	90
COMMON DMS PROCEDURES	91
Segment Toll Amount Sign Failures	91
Failed Segment Toll Amount DMS. Message Is STUCK	91
COMMON DMS PROCEDURES	91
Lane Status DMS Failures	91
Failed Lane Status And/or 3x18 EL IM DMS	91
DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES	92
Detector / TSS / MVDS Failures	92
Failed EL detector	92
DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES	92
Detector / TSS / MVDS Subsystem Failures	92
Subsystem Failure	92
SUNWATCH INTERFACE FAILURES	93
FTE Toll Service Error	93
Recovery from unrecoverable FTE Toll Service Error	93
FTE PLAZA INFORMATION (TOLL GANTRY)	94
FTE POC FOR SCADA RELATED COMMUNICATION	94
DISTRICT FOUR MAINTENANCE FOR SCADA RELATED COMMUNICATION	95
Tolling Task Failure – Toll calculation approval	97
Tolling Task Failure – DMS verification prep.	97



Recover from Tolling Task Failure	97
Express Lanes Module Failure	97
OTM Failure.....	97
Recover from Express Lanes Module or overall OTM Failuare	97
Scheduled SunGuide IT Maintenance.....	98
Emergency SunGuide IT Maintenance.....	98
Recovery From Maintenance Outage.	98
OUT OF HOURS SELS FAILURES (Static Tolling).....	99
DISTRICT FOUR EXPRESS DELINEATOR MAINTENANCE.....	102
OPERATIONS DELINEATOR REVIEW AND REPORTING PROCESS.....	104
GLOSSARY.....	105



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB entrance / ingress from SR-84.	NB	ENTRANCE / INGRESS FROM SR-84 / I-95 MAINLINE TO SEGMENT 5N BLOCKED	<p>At this time, this ingress is considered the beginning of the facility. With future expansion, this procedure will be updated.</p> <p>This is a single lane segment until Phase 3C completes the ultimate.</p> <p>This segment is temporarily configured with a ‘ghost’ gantry.</p> <p>If supporting a primary EL event, then the segment should be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment (or segments – 6N) if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<p>If supporting a primary closure for Segment 5N:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In SELS Corridor View, click on the  within the Status Table for the Segment 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Implement a hard closure. 4. Generate a response plan and from the message library, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. <p>1. If supporting a primary closure for Segment 6N, then post messages using SunGuide predefined plan “5N – NB INGRESS SUPPORTING A PRIMARY – SEGMENT 6N” and in SELS Corridor View, click on the  within the Status Table for Segment 6N and 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). </p> <ol style="list-style-type: none"> 2. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 2. Release the incident responders and open the entrance / ingress from Broward Park and Ride. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 6N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. Release the incident responders and open the entrance / ingress from SR-84 mainline. 5. In the SELS Corridor View, click on the  within the Status Table for Segment 5N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 6. In SunGuide, terminate the response plan that was used for this closure. 7. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB Segment 5N.</p>	<p>NB</p>	<p>SINGLE LANE EXPRESS LANES SEGMENT 5N BLOCKED</p>	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>This is a single lane segment until Phase 3C completes the ultimate.</p> <p>This segment is temporarily configured with a ‘ghost’ gantry.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Status Table for the Segment 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 5N from SR-84 mainline. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SR-84 mainline. 2. In the SELS Corridor View, click on the  within the Status Table for Segment 5N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB exit / egress to Broward Park and Ride.	NB	EXIT / EGRESS TO BROWARD PARK AND RIDE FROM SEGMENT 5N BLOCKED	<p>This is NOT a destination. Per ‘procedure per event type’, the protocol is to close the segment after 30 minutes, however for this scenario, unless the incident / congestion impedes the EL mainline, the segment is to remain open unless requested to be closed by FHP / Law Enforcement and/or FDOT personnel.</p> <p>This segment is temporarily configured with a ‘ghost’ gantry.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Continue tolling. 3. Generate a response plan and from the message library post ‘95 EXPRESS / RAMP TO PARK AND RIDE / CLOSED’. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Should the incident / congestion impede the 95 Express mainline, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 5N from I-95 mainline / SR-84. 2. In SELS Corridor View, click on the  within the Status Table for the Segment 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from I-95 mainline / SR-84. 2. In the SELS Corridor View, click on the  within the Status Table for Segment 5N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB entrance / ingress from Broward Park and Ride.</p>	<p>NB</p>	<p>ENTRANCE / INGRESS FROM BROWARD P&R TO SEGMENT 6N BLOCKED</p>	<p>There are no IM DMS for this ingress location.</p> <p>If supporting a primary EL event, then the segment should be closed in SELS and also post the DMS through the segment.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Continue tolling. 3. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express NB Segment 6N, using group filter ‘95X NB 02 Ingress fm Broward Park and Ride’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 6. Generate a response plan and post email and FLATIS only (No IM DMS). 7. Dispatch incident responders to implement a hard closure at the ingress/entrance to Segment 6N from Park and Ride. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Broward Park and Ride. 2. Set all the TADMS and LSDMS associated with 95 Express NB entrance/ ingress from Broward Park and Ride back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 6N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, activate a clear response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB beyond exit / egress to Broward Park and Ride. Segment 6N.</p>	NB	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 6N (BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>*If internal DMS 28.3 NB is before the incident, then add to the response plan (if using RPG).</p> <p>Refer to DMS messaging plan.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at SUNRISE), with a destination of SW 10 ST and GLADES RD. The TADMS are FLD4DOT95028.2SB-TR1/TR2 and FLD4DOT95028.8SB-TR1/TR2. If the TADMS are before the incident after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group ‘95X NB 03 Internal to SW 10 ST_Glades’ and place OOS.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “6N - NB Express Lanes Closed - Segment 6N”. 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 6N and 5N from SR-84 mainline / Broward P&R (two points of closure). 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SR-84 mainline / Broward P&R (two points of opening). 2. If utilized, set group filter 95X NB 03 Internal to SW 10 ST_Glades back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Broward Park and Ride. Segment 6N.	NB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 6N (BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>*If internal DMS 28.3 NB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p> <p>Refer to DMS messaging plan.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at SUNRISE), with a destination of SW 10 ST and GLADES RD. The TADMS are FLD4DOT95028.2SB-TR1/TR2 and FLD4DOT95028.8SB-TR1/TR2. If the TADMS are before the incident after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group ‘95X NB 03 Internal to SW 10 ST Glades’ and place OOS.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 6N and 5N from SR-84 mainline / Broward P&R (two points of closure). 2. Post messages using SunGuide predefined plan “6N - NB Express Lanes Closed - Segment 6N”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SR-84 mainline / Broward P&R (two points of opening). 2. If utilized, set group filter 95X NB 03 Internal to SW 10 ST_Glades’ back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB exit / egress to Oakland Park. Segment 6N.	NB	EXIT / EGRESS TO OAKLAND PARK BLVD MAINLINE FROM SEGMENT 6N BLOCKED	<p>If being supported by a secondary ingress event, then the segment should also be closed (in SELS) to the ingress event once it is hard closed (ingress from 6N and 5N respectively)</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> Dispatch incident responders. In SELS Corridor View, click on the M within the Status Table for Segment 6N and 5N: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Post messages using SunGuide predefined plan “6N - NB Express Lanes Egress - Segment 6N”. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 6N from SR-84 mainline / Broward P&R (two points of closure). 	<ol style="list-style-type: none"> Release the incident responders and open the entrance / ingress from SR-84 mainline / Broward P&R (two points of opening). In the SELS Corridor View, click on the M within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.	NB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at SUNRISE), with a destination of SW 10 ST and GLADES RD. The TADMS are FLD4DOT95028.15SB-TR1/TR2 and FLD4DOT95028.84SB-TR1/TR2. 'CLOSED' is to be manually posted using group '95X NB 03 Internal to SW 10 ST_Glades' and place OOS.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for Segment 6N and 5N: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant 'LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT', then post accordingly, otherwise post messaging for a 'SOFT CLOSURE' (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Oakland Park Blvd. 	<ol style="list-style-type: none"> Set group filter 95X NB 03 Internal to SW 10 ST_Glades' back to 'Active'. In the SELS Corridor View, click on the  within the Status Table for Segments 6N and 5N: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 6N (BEYOND EXIT / EGRESS TO OAKLAND PARK BLVD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Oakland Park Blvd mainline; therefore, the segment is open, but the trip to SW 10 St is not.</p> <p>Refer to DMS messaging plan.</p> <p>*This is a non-tolled area between segment 6N and 7N.</p> <p>* For soft and hard closures post on DMS 28.3 NB 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD'.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post 'CLOSED' on all the internal Toll Amount DMS for trips to SW 10 ST and Glades Rd using group filter '95X NB 03 Internal to SW 10 St_Glades'. 2. Set the TADMS used to 'Out of Service'. 3. Verify that the 'CLOSED' message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for a 'HARD CLOSURE'. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 6N to Oakland Park Blvd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 2. Set all the TADMS associated with the segment / trips back to 'Active'. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 7N and re-submit the mode displayed (current) to update signs that were set 'out of service'. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Oakland Park Blvd.	NB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 6N (BEYOND EXIT / EGRESS OAKLAND PARK BLVD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Oakland Park Blvd mainline; therefore, the segment is open, but the trip to SW 10 St is not.</p> <p>*This is a non-tolled area between segment 6N and 7N.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 28.3 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on all the internal Toll Amount DMS for trips to SW 10 ST and Glades Rd using group filter ‘95X NB 03 Internal to SW 10 St_Glades’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 6N to Oakland Park Blvd mainline (force motorists to mainline). 2. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 2. Set all the TADMS associated with the segment / trips back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 7N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB at entrance / ingress from Sunrise Blvd (where 2 x EL lanes meet entrance / ingress from Sunrise Blvd).</p>	<p>NB</p>	<p>AT ENTRANCE / INGRESS FROM SUNRISE BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 7N BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Oakland Park Blvd mainline; therefore, the segment is open, but the trip to SW 10 St is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 28.3 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD’.</p> <p>*Post on DMS NB31 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Hillsboro Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Oakland Park Blvd (force motorists to mainline). 2. If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Sunrise Blvd mainline. 3. Post messages using SunGuide predefined plan “7N - NB Express Lanes Closed - Segment 7N”. 	<ol style="list-style-type: none"> 1. If the entrance / ingress from Sunrise Blvd mainline is hard closed, release the incident responders. 2. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 3. In the SELS Corridor View, click on the  within the Status Table for 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB entrance / ingress from Sunrise Blvd.	NB	ENTRANCE / INGRESS FROM SUNRISE BLVD / I-95 MAINLINE TO SEGMENT 7N BLOCKED	<p>Use NB31 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express NB Segment 7N, using group filter ‘95X NB 04 Ingress fm Sunrise Blvd’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that does not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 6. If supporting a primary closure, in SELS Corridor View, click on the  within the Status Table for Segment 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Sunrise Blvd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express NB entrance/ ingress from Sunrise Blvd mainline back to ‘Active’. 3. If supporting a primary closure, then the TADMS and LSDMS do not need to be placed ‘out of service’. 4. In the SELS Corridor View, click on the  within the Status Table for Segment 7N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB before entrance / ingress from Cypress Creek Rd. Segment 7N.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 7N BLOCKED (BEFORE ENTRANCE / INGRESS FROM CYPRESS CREEK RD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use NB31 for incident management.</p> <p>*Segment 7N has a data gantry.</p> <p>Refer to DMS messaging plan.</p> <p>*On DMS 28.3 NB, post RPG generated message. After 30 minutes, ensure message is updated to post 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD'.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for Segment 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Sunrise Blvd mainline. 2. Release the incident responders and open the exit / egress to Oakland Park Blvd mainline. 3. In the SELS Corridor View, click on the  within the Status Table for 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



			<p>Refer to DMS messaging plan.</p>	<p>time of the override, select a Dummy event.</p> <ul style="list-style-type: none"> ○ Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). <ol style="list-style-type: none"> 2. Post messages using SunGuide predefined plan “7N - NB Express Lanes Closed - Segment 7N”. 3. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 7N from Sunrise Blvd mainline. 4. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 6N to Oakland Park Blvd (force motorists to mainline). 	
--	--	--	-------------------------------------	--	--



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB before entrance / ingress from Cypress Creek Rd. Segment 7N.	NB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 7N BLOCKED (BEFORE ENTRANCE / INGRESS FROM CYPRESS CREEK RD)	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use NB31 for incident management.</p> <p>*Segment 7N has a data gantry.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 28.1 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the M within the Status Table for Segment 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plane and post messaging for ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 7N from Sunrise Blvd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress to Oakland Park Blvd (force motorists to mainline). 3. Post messages using SunGuide predefined plan “7N - NB Express Lanes Closed - Segment 7N”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Sunrise Blvd mainline. 2. Release the incident responders and open the exit / egress to Oakland Park Blvd mainline. 3. In the SELS Corridor View, click on the M for the Segment within the Status Table for Segment 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB at entrance / ingress from Cypress Creek Rd (where 2 x EL lanes meet entrance / ingress from Cypress Creek Rd).</p>	<p>NB</p>	<p>AT ENTRANCE / INGRESS FROM CYPRESS CREEK RD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 8N BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Oakland Park Blvd mainline; therefore, the segment is open, but the trip to SW 10 St is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 28.3 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO OAKLAND PARK BLVD’.</p> <p>*Post on DMS NB31 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Hillsboro Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segments 8N and 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Oakland Park Blvd (force motorists to mainline). 2. Dispatch incident responders to implement a hard closure at the entrance / ingress from Sunrise Blvd mainline. 3. If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Cypress Creek Rd mainline. 4. Post messages using SunGuide predefined plan “7N - NB Express Lanes Closed - Segment 7N”. 	<ol style="list-style-type: none"> 1. If the entrance / ingress from Sunrise Blvd mainline is hard closed, release the incident responders. 2. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 3. In the SELS Corridor View, click on the  within the Status Table for both 8N and 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB entrance / ingress from Cypress Creek Rd.	NB	ENTRANCE / INGRESS FROM CYPRESS CREEK RD / I-95 MAINLINE TO SEGMENT 8N BLOCKED	<p>Use NB33 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 2. Dispatch incident responders. 3. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express NB Segment 8N, using group filter ‘95X NB 05 Ingress fm Cypress’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 6. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 7. If supporting a primary closure, then post messages using SunGuide predefined plan “8N – NB INGRESS SUPPORTING A PRIMARY – SEGMENT 8N” and in SELS Corridor View, click on the  within the Status Table for Segment 8N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Cypress Creek Rd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express NB entrance/ ingress from Cypress Creek Rd mainline back to ‘Active’. 3. If supporting a primary closure, then the TADMS and LSDMS do not need to be placed ‘out of service’. 4. In the SELS Corridor View, click on the  within the Status Table for Segment 8N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB before exit / egress to SW 10th St. Segment 8N.</p>	<p>NB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 8N BLOCKED (BEFORE EXIT / EGRESS TO SW 10TH ST)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>*If internal DMS 38.1 NB is before the incident, then add to the response plan (if using RPG).</p> <p>*Segment 7N has a data gantry.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for Segments 8N and 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “8N - NB Express Lanes Closed - Segment 8N”. 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 8N from Cypress Creek Rd mainline. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Cypress Creek Rd mainline. 2. In the SELS Corridor View, click on the  within the Status Table for both Segment 8N and 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling a usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB before exit / egress to SW 10th St. Segment 8N.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 8N BLOCKED (BEFORE EXIT / EGRESS TO SW 10TH ST)</p>	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>*If internal DMS 38.1 NB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p> <p>*Segment 7N has a data gantry.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segments 8N and 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 8N from Cypress Creek Rd mainline. 2. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 7N from Sunrise Blvd mainline. 3. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 6N to Oakland Park Blvd (force motorists to mainline). 4. Post messages using SunGuide predefined plan “8N - NB Express Lanes Closed - Segment 8N”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Cypress Creek Rd mainline. 2. Release the incident responders and open the entrance / ingress from Sunrise Blvd mainline. 3. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 4. In the SELS Corridor View, click on the  for the Segment within the Status Table for both Segment 8N and 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB exit / egress to SW 10th St. Segment 8N.</p>	<p>NB</p>	<p>EXIT / EGRESS TO SW 10TH ST MAINLINE FROM SEGMENT 8N BLOCKED</p>	<p>Use NB33 for incident management.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p> <p>*Segment 7N has a data gantry.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In SELS Corridor View, click on the  within the Status Table for Segments 8N and 7N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Post messages using SunGuide predefined plan “8N - NB Express Lanes Egress - Segment 8N”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 8N from Cypress Creek Rd mainline. 2. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 7N from Sunrise Blvd mainline. 3. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 6N to Oakland Park Blvd (force motorists to mainline). Place Group Filter 95X NB 03 Internal to SW 10 St_Glades OOS once hard closed. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Cypress Creek Rd mainline. 2. Release the incident responders and open the entrance / ingress from Sunrise Blvd mainline. 3. Release the incident responders and open at the exit / egress to Oakland Park Blvd mainline. 4. Set all the associated TADMS back to ‘Active’. 5. In the SELS Corridor View, click on the  within the Status Table for both Segment 8N and 7N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 6. In SunGuide, terminate the response plan that was used for this closure. 7. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	NB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at SUNRISE), with a destination of SW 10 ST and GLADES RD. The TADMS are FLD4DOT95028.15SB-TR2 and FLD4DOT95028.84SB-TR2 (trip to GLADES). ‘CLOSED’ is to be manually posted using group ‘95X NB 06 Bey Egress SW 10’ and place OOS.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for Segments 8N and 7N: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant ‘LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT’, then post accordingly, otherwise post messaging for a ‘SOFT CLOSURE’ (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to SW 10 Street. 	<ol style="list-style-type: none"> Set group filter ‘95X NB 06 Bey Egress SW 10’ back to ‘Active’. In the SELS Corridor View, click on the  within the Status Table for Segment 8N and 7N: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to SW10th St mainline; therefore, the segment is open, but the trip to Glades Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>* For soft and hard closures post on DMS 38.1 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST’.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with the 95 Express NB Segment 8N and 7N, for destination to GLADES RD using group filter ‘95X NB 06 Bey Egress SW 10 St’. 2. Set the TADMS used to ‘Out of Service’. 3. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 8N to SW 10th St mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to SW 10th St mainline. 2. Set all the associated TADMS back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 8N and 7N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10th St.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to SW10th St mainline; therefore, the segment is open, but the trip to Glades Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 38.1 NB 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST'.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post 'CLOSED' on all the Toll Amount DMS, associated with 95 Express NB Segment 8N and 7N, for destination to GLADES RD using group filter '95X NB 06 Bey Egress SW 10 St'. 3. Set the TADMS used to 'Out of Service'. 4. Verify that the 'CLOSED' message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for a 'SOFT (ONE LANE OF TWO) CLOSURE'. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 8N to SW 10th St mainline (force motorists to mainline). 2. Generate a response plan and post messaging for a 'HARD CLOSURE'. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to SW 10th St mainline. 2. Set all the associated TADMS back to 'Active'. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 8N and 7N and re-submit the mode displayed (current) to update signs that were set 'out of service'. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to SW 10 th St.	NB	SINGLE LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 8N BLOCKED (BEYOND EXIT / EGRESS TO SW 10TH ST) BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to SW10th St mainline; therefore, the segment is open, but the trip to Glades Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 38.1 NB 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST'.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post 'CLOSED' on all the Toll Amount DMS, associated with 95 Express NB Segment 8N and 7N, for destination to GLADES RD using group filter '95X NB 06 Bey Egress SW 10 St'. 3. Set the TADMS used to 'Out of Service'. 4. Verify that the 'CLOSED' message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post message for a 'HARD CLOSURE'. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 8N to SW 10th St mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to SW 10th St mainline. 2. Set all the associated back to 'Active'. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 8N and 7N and re-submit the mode displayed (current) to update signs that were set 'out of service'. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB at entrance / ingress from Hillsboro Blvd (where 2 x EL lanes meet entrance / ingress from Hillsboro Blvd).</p>	<p>NB</p>	<p>AT ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 9N BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to SW10th St mainline; therefore, the segment is open, but the trip to Glades Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 38.1 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST’.</p> <p>*Post on DMS NB40 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Hillsboro Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to SW 10 St (force motorists to mainline). 2. If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Hillsboro Blvd mainline. 3. Post messages using SunGuide predefined plan “9N - NB Express Lanes Closed - Segment 9N”. 	<ol style="list-style-type: none"> 1. If the entrance / ingress from Hillsboro Blvd mainline is hard closed, release the incident responders. 2. Release the incident responders and open the exit / egress to SW 10th St mainline. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB entrance / ingress from Hillsboro Blvd.</p>	<p>NB</p>	<p>ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE TO SEGMENT 9N BLOCKED</p>	<p>Use NB40 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed in SELS.</p> <p>Post the DMS through the segment that the ingress is supporting.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express NB Segment 9N, using group filter ‘95X NB 07 Ingress fm Hillsboro Blvd’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 6. If supporting a primary closure, then post messages using SunGuide predefined plan “9N – NB INGRESS SUPPORTING A PRIMARY – SEGMENT 9N”. 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Hillsboro Blvd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express NB entrance/ ingress from Hillsboro Blvd mainline back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 9N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB before exit / egress to Glades Rd. Segment 9N.</p>	NB	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 9N BLOCKED (BEFORE EXIT / EGRESS TO GLADES RD)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use NB40 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS 44.0 NB is before the incident, then add to the response plan (if using RPG).</p> <p>*On DMS 38.1 NB, post RPG generated message. After 30 minutes, ensure message is updated to post ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST’.</p> <p>There are two Toll Amount DMS located inside the Express Lanes with a destination CONGRESS AVE. The TADMS are FLD4DOT95043.6NB-TR1 and FLD4DOT95044.2NB-TR1. If the TADMS are before the incident after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group 95X NB 08 Internal to Congress and place OOS.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked: Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the M within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “9N - NB Express Lanes Closed - Segment 9N”. 3. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 9N from Hillsboro Blvd mainline. 4. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 8N to SW 10 St (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Hillsboro Blvd mainline. 2. Release the incident responders and open the exit / egress to SW 10th St mainline. 3. In the SELS Corridor View, click on the M within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB before exit / egress to Glades Rd. Segment 9N.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 9N BLOCKED (BEFORE EXIT / EGRESS TO GLADES RD)</p>	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use NB40 for incident management, if the location of the incident is relevant to the ingress from Hillsboro mainline for this DMS to be relevant. Add to the response plan (if using pre-defined).</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 38.1 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SW 10 ST’.</p> <p>*If internal DMS 44.0 NB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p> <p>There are two Toll Amount DMS located inside the Express Lanes with a destination CONGRESS AVE. The TADMS are FLD4DOT95043.6NB-TR1 and FLD4DOT95044.2NB-TR1. If the TADMS are before the incident after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group 95X NB 08 Internal to Congress and place OOS.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plane and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 9N from Hillsboro Blvd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress to SW 10 St (force motorists to mainline). 3. Post messages using SunGuide predefined plan “9N - NB Express Lanes Closed - Segment 9N”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Hillsboro Blvd mainline. 2. Release the incident responders and open the exit / egress to SW 10th St mainline. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB exit / egress to Glades Rd. Segment 9N.	NB	EXIT / EGRESS TO GLADES RD MAINLINE FROM SEGMENT 9N BLOCKED	<p>Use NB40 for incident management.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In SELS Corridor View, click on the M within the Status Table for Segment 9N: <ul style="list-style-type: none"> ○ Choose Closed mode. ○ Select a D4 event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Post messages using SunGuide predefined plan “9N - NB Express Lanes Egress - Segment 9N” 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / egress to Segment 9N from Hillsboro Blvd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress to SW 10 St (force motorists to mainline). Place Group Filter 95X NB 06 Bey Egress SW 10 St OOS. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Hillsboro Blvd mainline. 2. Release the incident responders and open the exit / egress to SW 10th St mainline. 3. In the SELS Corridor View, click on the M within the Status Table for Segment 9N: <ul style="list-style-type: none"> ○ Choose desired mode. ○ If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.	NB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p> <p>There are two Toll Amount DMS located inside the Express Lanes with a destination CONGRESS AVE. The TADMS are FLD4DOT95043.6NB-TR1 and FLD4DOT95044.2NB-TR1. 'CLOSED' is to be manually posted using group filter 95X NB 08 Internal to Congress and place OOS.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant 'LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT', then post accordingly, otherwise post messaging for a 'SOFT CLOSURE' (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Glades Road. 	<ol style="list-style-type: none"> In the SELS Corridor View, click on the  within the Status Table for Segment 9N: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9N (BEYOND EXIT / EGRESS TO GLADES RD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Glades Rd mainline; therefore, the segment is open, but the trip to Congress Ave is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS 44.0 NB 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD'.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post 'CLOSED' on all the Toll Amount DMS, associated with the 95 Express NB Segment 9N, for trips to CONGRESS AVE using group filter '95X NB 08 Internal to Congress'. 2. Set the TADMS used to 'Out of Service'. 3. Verify that the 'CLOSED' message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for 'SOFT (ONE LANE OF TWO) CLOSURE'. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9N to Glades Rd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. Set all the TADMS associated with the trips back to 'Active'. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 10N and re-submit the mode displayed (current) to update signs that were set 'out of service'. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Glades Rd.	NB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9N (BEYOND EXIT / EGRESS TO GLADES RD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Glades Rd mainline; therefore, the segment is open, but the trip to Congress Ave is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS 44.0 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with the 95 Express NB Segment 9N, for trips to CONGRESS AVE using group filter ‘95X NB 08 Internal to Congress’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9N to Glades Rd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. Set all the TADMS associated with the trips back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 10N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB at entrance / ingress from Glades Rd (where 2 x EL lanes meet ingress entrance / ingress from Glades Rd).</p>	<p>SB</p>	<p>AT ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 10N BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 44.0 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD’.</p> <p>*Post on DMS NB45 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Hillsboro Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Glades Rd (force motorists to mainline). 2. If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Glades Rd mainline. 3. Post messages using SunGuide predefined plan ‘10N - NB Express Lanes Closed - Segment 10N’. 	<ol style="list-style-type: none"> 1. If the entrance / ingress from Glades Rd mainline is hard closed, release the incident responders. 2. Release the incident responders and open at the exit / egress to Glades Rd 3. In the SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB entrance / ingress from Glades Rd.	NB	ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE TO SEGMENT 10N BLOCKED	<p>Use NB45 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed (in SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express NB Segment 10N, using group filter ‘95X NB 09 Ingress fm Glades’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 6. If supporting a primary closure, then post messages using SunGuide predefined plan “10N – NB INGRESS SUPPORTING A PRIMARY – SEGMENT 10N” and in SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Glades Rd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express SB entrance/ ingress from Glades Rd mainline back to ‘Active’. 3. If supporting a primary closure, then the TADMS and LSDMS do not need to be placed ‘out of service’. 4. In the SELS Corridor View, click on the  within the Status Table for Segment 10N and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB before exit / egress to Congress Ave. Segment 10N.</p>	<p>NB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10N BLOCKED (BEFORE EXIT / EGRESS TO CONGRESS AVE)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use NB45 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 47.5 NB is before the incident, then add to the response plan (if using RPG).</p> <p>*On DMS 44.0 NB, post RPG generated message. After 30 minutes, ensure message is updated to post 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD'.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the M within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “10N - NB Express Lanes Closed - Segment 10N”. 3. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9N to Glades Rd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. In the SELS Corridor View, click on the M within the Status Table for both Segment 10N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB before exit / egress to Congress Ave. Segment 10N.	NB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10N BLOCKED (BEFORE EXIT / EGRESS TO CONGRESS AVE)	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>Use NB45 for incident management.</p> <p>*Post on DMS 44.0 NB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD’.</p> <p>*If internal DMS EL 47.5 NB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9N to Glades Rd (force motorists to mainline). 2. Post messages using SunGuide predefined plan “10N - NB Express Lanes Closed - Segment 10N”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. In the SELS Corridor View, click on the  within the Status Table for both Segment 10N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB exit / egress to Congress Ave. Segment 10N.	NB	EXIT / EGRESS TO CONGRESS AVE MAINLINE FROM SEGMENT 10N BLOCKED	<p>*Use discretion with this scenario as the Express Lanes ‘end’ beyond the official egress to Congress Ave and both can be deemed to be the destination to Congress Ave.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Post messages using SunGuide predefined plan “10N - NB Express Lanes Egress - Segment 10N”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Glades Rd (force motorists to mainline). Place Group Filter 95X NB 08 Internal to Congress OOS once hard closed. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the exit / egress to Glades Rd mainline. 2. If utilized, set associated TADMS back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 10N: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express NB beyond exit / egress to Congress Ave.</p>	<p>NB</p>	<p>ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES UPSTREAM SEGMENT</p>	<p>This refers to when the MOT taper to force motorists out at the end of the upstream segment impedes or degrades the upstream segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the M within the Status Table for Segment 10N: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant ‘LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT’, then post accordingly, otherwise post messaging for a ‘SOFT CLOSURE’ (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Congress Avenue. 	<ol style="list-style-type: none"> In the SELS Corridor View, click on the M within the Status Table for Segment 10N: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express NB beyond exit / egress to Congress Ave.	NB	BEYOND EXIT / EGRESS TO CONGRESS AVE BLOCKED (CURRENT END OF FACILITY)	<p>Motorists can use the exit / egress to Congress Ave mainline; therefore, the segment / trip is open, but the destination beyond the egress is not. No action required to be taken on the TADMS or LSDMS.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 47.5 NB 'TRAFFIC MUST EXIT / TO / CONGRESS AVE.</p>	<p>Regardless of event:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10N to Congress Ave mainline (force motorists to mainline). 2. Generate a response plan and post messaging for a 'HARD CLOSURE'. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Congress Ave mainline. 2. In SunGuide, terminate the response plan that was used for this closure. 3. Continue tolling as usual.

Location	Scenario	Comments	Response	Recovery
<p>Two lane section of 95 Express facility NB and SB.</p>	<p>IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN TWO LANE SECTION OF EXPRESS (ZERO TOLL MODE)</p>	<p>Only upon FHP / Law Enforcement request or implementation and/or FDOT approval, will traffic be diverted into the 95 Express Lanes.</p> <p>Resources such as Road Rangers, SIRV and/or Asset Maintenance should be informed to bleed traffic from the GU into 95 Express, around the incident, and then push traffic back into GU over the plastic poles using lane two of the Express Lanes. Express Lane one will remain for Express motorists that wish to continue within the facility.</p> <p>Per ‘procedure per event type’, the protocol is to close the segment after 30 minutes, however for this scenario, as the facility is being used to improve throughput and reduce congestion/reduce secondary incidents, the segment is to remain open unless requested to be closed by FHP / Law Enforcement and/or FDOT personnel.</p> <p>Refer to DMS messaging plan.</p> <p>Lane one would be used for EL and lane two would be for GU.</p>	<p>To improve throughput, and reduce the possibility of secondary incidents, the following procedure has been introduced when a FULL GU closure occurs parallel to the 95 Express Lanes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event by directing traffic from GU lanes into EL lane two, guiding them around the incident, and back into GU lanes. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment adjacent to the GU closure: <ul style="list-style-type: none"> o Select ZERO TOLL. o Select a D4 event (GU). If the event is not available at the time of the override, add a comment to justify the mode change. o Ensure the effective time is set at 10 minutes before the event reported time (This is an automated adjustment in SELS). 3. Generate a response plan (do not update to soft or hard closure plan) to notify motorists of the lane blockage. 4. Continue with ZERO TOLL mode until all GU lanes are clear. 	<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the segment for which ZERO TOLL mode was in effect. <ul style="list-style-type: none"> o Select the desired mode. 2. In SunGuide, terminate the response plan that was used for this closure. 3. Continue tolling as usual.

Location	Scenario	Comments	Response	Recovery
<p>Single lane section of 95 Express facility NB and SB.</p>	<p>IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN SINGLE LANE SECTION OF EXPRESS</p>	<p>Only upon FHP / Law Enforcement request or implementation and/or FDOT approval, will traffic be diverted into the 95 Express Lanes.</p> <p>Resources such as Road Rangers, SIRV and / or Asset Maintenance should be informed to bleed traffic from the GU into 95 Express, around the incident, and then push traffic back into GU over the plastic poles.</p> <p>It is critical to ensure that traffic diverted into the EL is allowed to divert out of the EL immediately after traffic passes the lane closure or event.</p> <p>*On the internal EL DMS within the closest upstream segment, post 'TRAFFIC MUST EXIT (to the egress destination)'.</p>	<p>To improve throughput, and reduce the possibility of secondary incidents, the following procedure has been introduced when a FULL GU closure occurs parallel to the 95 Express Lanes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event by directing traffic from GU lanes into EL, guiding them around the incident, and back into GU lanes. 2. Dispatch incident responders to implement a hard closure at the closest exit / egress upstream from the closure. 3. Manually post 'CLOSED' on all the Toll Amount DMS associated with the trip tolls using the relevant group filter. 4. Set the TADMS used to 'Out of Service'. 5. Generate a response plan to notify motorists of the lane blockage using messaging on the internal EL DMS to force out at the closest egress. 6. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the point of closure. 2. Release the incident responders and open at the exit / egress. 3. Set all the TADMS associated with the trips back to 'Active'. 4. In the SELS Corridor View, click on the  within the Status Table for the upstream segment and re-submit the mode displayed (current) to update signs that were set 'out of service'. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.

CONGESTION MANAGEMENT

The Express Lane Operator shall document both recurring and non-recurring congestion within the any of the Express Lane facilities in accordance with District Four Event Management Procedures. All congestion detected within the Express Lanes shall have “Congestion” events created with a FLATIS message being published to the Interactive Voice Recognition (IVR) system and Statewide 511 website. The Express Lanes Operator shall monitor the SELS Speed Graphs or the corridor map view to identify congestion and verify all congestion via CCTV or Road Ranger/SIRV.


Once the average Traffic Density (TD) for an Express Lanes segment is equal to or greater than 27 (currently configured to TD of 27) and/or the segment is 50% congested, SELS shall automatically request the “CONGESTED” message for the segment Lane Status DMS (LSDMS).


Once congestion has been reduced in the segment (less than 50%) or the TD drops below the configured threshold, then the “EXPRESS LANES OPEN” message will replace the previous ‘CONGESTED’ messaging. The Express Lanes Operator is to verify that the Lane Status DMS are posting the correct message.


MINIMUM SPEED TOLL (DYNAMIC TOLLING)

FLORIDA STATUE 338.166



If a customer’s average travel speed for a trip in an Express Lane falls below 40 miles per hours, the customer must be charged the minimum Express Lane Toll. A customer’s Express Lane average travel speed is his or her average travel speed from the customer’s entry point to the customer’s exit point.


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode		<ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  of the segment that needs to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o CLOSED and Zero Toll modes must be associated with a D4 event. Manual mode must either be associated with an event or a comment must be entered. If the event is not available at the time of the mode change, select a Dummy event from either District. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the segment to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o If previous mode was CLOSED, Zero Toll or Manual mode and was not associated with a D4 event, an event from either District must be selected before the mode can be changed. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Express Lanes Closed.		<ol style="list-style-type: none"> 1. Verify that the TADMS and/or LSDMS are active. 2. In the SELS Corridor View, click on the  for the Segment within the Status Table <ul style="list-style-type: none"> o Choose desired mode o If the Closed mode was not originally associated with a D4 event, select an event from either district. An event must be selected before leaving Closed mode. o Verify that Lane Status and Toll Amount DMS are posting the correct message. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Notify D6 TMC if relevant to closure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Update Reminder Notification		<p>In the Toll Update Reminder alert, click on the “Acknowledge” button</p> <p>If user desires to remain in the current mode, check the “Approved” checkbox and then select “Submit”.</p> <p>To change mode:</p> <ol style="list-style-type: none"> 1. Select the new mode from the “Mode” dropdown list 2. Verify or select the Toll amount and the Lane Status DMS Message. 3. If required, select a D4 event from the dropdown lists (select Dummy event if real event is not yet available). 4. Check the “Approved” check box and click on the “Submit” button. 5. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is incorrect, then ensure that an ITS Maintenance Module trouble ticket is open for this failure. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Adjustment For Segments (Finite AND ONGOING)		<p>Ongoing Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS click on the  for the Segment within the Status Table. 2. Select the desired effective time 3. Select the desired Adjusted Toll 4. Associate an event or add a comment to justify the adjustment. 5. Submit the Ongoing Adjustment. 6. Continue tolling as usual. <p>Finite Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS, click on the  for the Segment within the Status Table for the segment. 2. Select the desired effective time. 3. Check Finite Adjustment. 4. Select the desired Effective End. 5. Select the desired Adjusted Toll. 6. Associate an event or add a comment to justify the adjustment. 7. Submit the Finite Adjustment. 8. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)		<p>Ongoing Adjustment</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  for the Trip within the Status Table. 2. Select the desired Adjusted Time/Toll 3. Add a comment justifying the adjustment 4. Submit Ongoing Adjustment 5. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ongoing Toll Adjustment Reminder		1. When an ongoing toll adjustment reminder appears, select “Continue” if still applicable, or select “End” if not.	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ending Ongoing Adjustments		<ol style="list-style-type: none"> In the SELS Corridor View, click on the M for the segment with an ongoing adjustment in effect or any segment within a trip with an ongoing adjustment. Note: It is not possible to end a trip adjustment directly; it must be done via a segment included in that trip. Select the current mode and toll for the selected segment and submit the request (continue current active toll/mode). When the ongoing adjustment reminder appears, select End and submit. 	<p>If a Toll Adjustment was in effect prior to system restart, the interim toll will only present \$0.00, \$0.50, and latest Toll Adjustment amount.</p> <p>If Toll Adjustment is no longer required upon restart, then end the Toll Adjustment.</p>

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Email	Attachments	Example Content Of Email
Retroactive Toll Adjustment request procedure	Alexandra Lopez Ryan Drendel David Needham Dee McTague Leroy Soley	Toll Chronology (SELS or ELS) for impacted segment / time	<p>A ‘descriptor’ event on ‘roadway’, ‘direction’ (facility – GU/EL), at ‘cross-street’, occurred on ‘day, date, time’.</p> <ul style="list-style-type: none"> Explanation of incident. Explanation of reasons why tolls should be recommended to be scratched. Fixed statement (example below).
<p>A fatality event on I-595 EB (general use lanes) at US-441 occurred on Saturday, 12/2 @10:52 PM.</p> <ul style="list-style-type: none"> The 595 team closed 595 Express at the Turnpike reversible lanes, forcing motorists onto a tolled facility. Florida’s Turnpike should be notified in case motorists complain about being forced onto a tolled roadway (there was no other egress available due to the fatality). <i>Note that motorists on 595 GU had the option to take US 441.</i> Tolling continued on 595 Express for the duration of the incident. Tolling should have been suspended since motorists were unable to reach the destination of I-95. <p>TOLL ADJUSTMENT: We are hereby requesting a retroactive toll adjustment on 595 Express EB from 12/02/2023 @ 10:42 PM (10 minutes before event creation) through 12/03/2023 @ 1:43 AM when the ramps were reopened.</p>			


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
System Restart		<p>Complete and submit startup dialog for each segment.</p> <ol style="list-style-type: none"> Select desired interim toll. <ul style="list-style-type: none"> Interim toll options are limited to 0.00, \$0.50, and last effective Toll Amount. Select the lowest of those tolls that would have been used during the outage if the software had been operating. Select desired mode (Dynamic, TOD, Zero Toll, or Closed) <ul style="list-style-type: none"> If applicable, associate an event or add comments. If applicable, select desired toll amount (Manual or TOD Modes ONLY). Select desired Lane Status DMS Message Check the “Approved” checkbox and submit. Manually check if there was an ongoing adjustment before system restart. <ul style="list-style-type: none"> If yes, decide if Toll Adjustment is still needed. If needed, click on the  for the Segment within the Status Table. If not, continue normal operations. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
TOLL SUSPENSION: Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events. Most Likely Due to: Evacuation		<p>Special approval is required TSM&O Program Manager, TSM&O Engineer-Freeways, and EOC (Jeannie Cann) will notify operations staff to implement.</p> <ol style="list-style-type: none"> In the SELS Corridor View, click on the  within the Status Table for the Segment, select Zero Toll mode and set the effective time at 10 minutes before the event reported time within SELS (default) <ul style="list-style-type: none"> The Zero Toll Override must be associated with a D4 event, if available. If no D4 event is available at the time of the override, select a Dummy event. 	




MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION		<p>1. Search the section for Express Lanes Events in this document for the procedure that applies to the location of the blocking event. Follow the procedure.</p> <p>2. Notice that if the procedure calls for a toll adjustment it does not apply since mode was Zero Toll (\$0.00) before the event.</p> <p>RECOVERY</p> <p>1. When recovering from the closure, in SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode. o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan for the event.</p>	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Open Status (Zero Toll Mode)		<p>1. In SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode o If the Zero Toll mode was not originally associated with a SunGuide event, select an event from D4, if available. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan associated with the toll suspension.</p>	



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Verification		<ol style="list-style-type: none"> 1. Acknowledge the DMS Verification Notification. 2. Verify that each Toll Amount and Lane Status DMS is showing the correct message. 3. If a sign is correct, check Confirmed. If it is incorrect: <ul style="list-style-type: none"> o If there is already an open MIMS ticket for this DMS, do nothing. o If there is not an open MIMS ticket, follow the appropriate action for a stuck or blank sign. 4. After all signs have been reviewed, select “Completed” on the DMS Verification form. 	




COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Toll Amount DMS		<p>For each Toll Amount DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. Locate the desired sign in the Sign Control pop-up, using the TADMS name or the Destination. 3. In the New Message area, choose Toll Message, if posting a toll message, or “Configured Message”. 4. Double click in the message display area (black rectangle). 5. Select a message from the drop-down list. 6. Click on Send Message. 7. Set DMS status to ‘Out of Service’. 8. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Lane Status DMS		For each Lane Status DMS on which a manual message is to be posted: <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. In the New Message area, choose Status Message, if posting a lane status message, or “Configured Message”. 3. Double click in the message display area (black rectangle). 4. Select a message from the drop-down list. 5. Click on Send Message. 6. Set DMS status to ‘Out of Service’. 7. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll</p>		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. *Wait until it is at least one minute after the effective time of the correct toll just requested and then click on the  for the Segment within the Status Table. 3. Check Finite Adjustment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the effective time of the incorrect toll. 4. Set the Effective End Time at the current time, but at least one minute after the effective time of the correct toll that was requested above. 5. Associate an event or add a comment justifying the adjustment. 6. Submit the Adjustment. 7. In SELS, click on the  within the Status Table for each trip that includes the segment 8. From the Adjusted Time/Toll drop-down list, select the first (latest) toll that is equal to or lower than the desired (correct) trip toll. If no toll is available that is low enough, close this dialog and do not adjust the trip toll. 9. Associate an event or add a comment justifying the adjustment 10. Submit Adjustment 11. Repeat for each trip that includes the segment with the erroneous toll. 12. Continue tolling as usual. 	<p>*The delay in 'Step 2' is necessary to ensure that any time at which the incorrect toll was active, was covered by the adjustment. An adjustment's 'end time' cannot be set after the current time. If the dialog is opened before this time, the desired ending time will not be available.</p>



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. Continue tolling as usual. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Subsystem Failure. Blank Or Stuck Messages		<ol style="list-style-type: none"> 1. Notify IT. 2. Open a MIMS ticket within the ITS Maintenance Module. (critical) 3. If one or several Segment Toll Amount signs are blank or have a message stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it, <ul style="list-style-type: none"> o Set the toll to \$0.50 and set the effective time at 10 minutes before the failure was discovered. 4. SELS If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment included in the trip, <ul style="list-style-type: none"> o Adjust the toll for each segment included in the trip to \$0.50 as in the step above. It is not necessary to adjust the trip toll, since all segments included in the trip are set to the minimum toll. 5. Continue the adjustment(s) until the DMS Subsystem is operational. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.</p> <p>BLANK OR STUCK MESSAGES</p>	<p>If any EL Entrance must be closed due to a DMS failure, the *Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p> <p>*If reported as a fiber cut or power outage, for example, or the outage is a result of scheduled maintenance, then the Maintenance Contractor is not required to perform a closure(s).</p> <p>Report any other devices (CCTV or Vehicle Detectors) that are failed.</p>	<ol style="list-style-type: none"> 1. Notify IT and open a MIMS ticket within the ITS Maintenance Module (critical). 2. If one or several Segment Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it: <ul style="list-style-type: none"> o Choose Manual mode. o Set the toll to \$0.50. o Click the “Is an Override” checkbox. o Set the effective time as the effective time of the last toll. 3. If one or several Segment Toll Amount signs have a stuck ‘CLOSED’ message on it: <ul style="list-style-type: none"> o In SELS Corridor View, click on the  within the Status Table. o Set the toll to \$0.00 and set the effective time at 10 minutes before the failure was discovered. 4. If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> If all Trip Toll Amount signs are blank: <ul style="list-style-type: none"> o Take no action on the signs. 5. If one or several Trip Toll Amount signs have a toll stuck on them that is equal or higher than the recommended toll: <ul style="list-style-type: none"> o Take no action on the sign(s). 6. If one or several Trip Toll Amount signs have a toll stuck on them that is lower than the recommended toll: <ul style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for each trip displaying an incorrect (low) toll, <ul style="list-style-type: none"> o Set the Trip toll equal to the toll stuck on the sign (if available). o If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 7. Continue the adjustment(s) until the DMS Subsystem is operational or the segments are closed due to an incident. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is Blank</p>	<p>See special case for specific locations in the next page.</p> <p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If one Segment Toll Amount DMS is blank at an entrance to the Express Lanes, and another is working for the same entrance:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>Note at least one Toll Amount DMS must be operational for each entrance to the Express Lanes.</p> <p>If all Toll Amount DMS at an entrance to the Express Lanes are blank:</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Associate an event or add a comment justifying the adjustment. 3. Open a MIMS ticket (Critical Failure). 4. Continue the ongoing adjustment after each toll update until at least one DMS is operational at the entrance, or the entrance is closed. 5. When entrance is closed or at least one sign is operational, end the adjustment and resume operation as usual. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)</p>	<p>Stuck Trip Toll Amount DMS are handled differently. Procedures for Trip Toll Amount DMS have their own section in the next pages.</p> <p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>If the downstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll:</p> <ol style="list-style-type: none"> 1. If the stuck toll on the downstream sign is the same as, or higher than, the recommended toll, continue tolling as usual. 2. If the stuck toll on the downstream sign is lower than the recommended toll: <ul style="list-style-type: none"> ○ In SELS, click on the M within the Status Table for the Segment, select Manual mode, set the toll equal to the toll stuck on the sign, set the effective time at the effective time of the last toll. ○ Enter a comment explaining why Manual mode was used. ○ Continue using this procedure until the failure is resolved. 3. Open a MIMS ticket (Critical Failure). 4. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the M within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES


Segment Toll Amount Sign Failures


Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.</p> <p>75 Express NB before MGD – 1.9-TR1/2/3</p> <p>95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB before Palmetto – 43.6-TR1 and 44.2TR1</p> <p>95 Express SB beyond Yamato – 47.2-TR1/2 and 47.7-TR1/2 95 Express SB at Atlantic – 35.4-TR1 and 35.9-TR1 95 Express SB beyond Commercial – 32.6-TR1 and 31.7-TR1</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Open a MIMS ticket (Critical Failure). 3. Continue the adjustment after each toll update until the DMS is operational. 4. End the ongoing adjustment. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures



Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.</p> <p>75 Express NB before MGD – 1.9-TR1/2/3</p> <p>95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB before Palmetto – 43.6-TR1 and 44.2TR1</p> <p>95 Express SB beyond Yamato – 47.2-TR1/2 and 47.7-TR1/2 95 Express SB at Atlantic – 35.4-TR1 and 35.9-TR1 95 Express SB beyond Commercial – 32.6-TR1 and 31.7-TR1</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. If the stuck toll is the same as or higher than the recommended toll, continue tolling as usual. 2. If the stuck toll is lower than the recommend toll, in the SELS Corridor View, click on the M within the Status Table for the Segment, choose Manual mode, set the toll equal to the toll stuck on the sign. 3. Enter a comment explaining why Manual mode was used. 4. Continue using this procedure until the failure is resolved. 5. Open a trouble ticket within the ITS Maintenance Module (critical). 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the M within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES			
Segment Toll Amount Sign Failures			
Scenario	Comments	Response	Recovery
Failed Segment Toll Amount DMS. PIXEL FAILURE		<ol style="list-style-type: none"> 1. If failure makes messages unclear, blank the sign and set it out of service. Follow procedure “Failed Segment Toll Amount DMS. Message Is Blank” 2. If messages can be understood event through the pixel error, continue using the sign. 3. Open a trouble ticket within the ITS Maintenance Module. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES			
Trip Toll Amount Sign Failures			
Scenario	Comments	Response	Recovery
Failed Trip Toll Amount DMS (Blank)		<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.



COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Trip Toll Amount DMS (STUCK)</p>	<p>See special cases for specific locations in the next pages.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contract shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a trouble ticket within the ITS Maintenance Module (critical). <p>If the downstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll:</p> <ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
Failed Segment Toll Amount DMS. Message Is STUCK	For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.	<ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 5. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.


COMMON DMS PROCEDURES

Lane Status DMS Failures

Scenario	Comments	Response	Recovery
Failed Lane Status And/or 3x18 EL IM DMS	Same if Lane Status DMS message is blank or has a message stuck up, including Closed or Open. If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.	<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue operating Express Lanes as usual. 	<ol style="list-style-type: none"> 1. Place sign back in service. 2. Manually post appropriate lane status message.

DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES

Detector / TSS / MVDS Failures

Scenario	Comments	Response	Recovery
Failed EL detector		<ol style="list-style-type: none"> 1. Open a MIMS ticket (5 or more in one direction is deemed a Critical Failure, otherwise priority). 2. Refer to the information below. If fewer than the specified number of detectors within a tolled segment of the Express Lanes are operational, then click on  within the Status Table for the Segment and select Time of Day mode (TOD). <ul style="list-style-type: none"> • Segment 5N: • Segment 6N: • Segment 7N: • Segment 8N: 7 detectors required. • Segment 9N: 2 detectors required. • Segment 10N: 3 detectors required. • Segment 6S: • Segment 7S: • Segment 8S: 6 detectors required. • Segment 9S: 2 detectors required. • Segment 10S: 4 detectors required. 	<ol style="list-style-type: none"> 1. If the number of operational detectors within the tolled segment is greater than or equal to the number specified in the 'response list' to the left: <ul style="list-style-type: none"> ○ At the next toll / mode update, select Time of Day mode. ○ At the subsequent toll / mode update, resume tolling.

DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES

Detector / TSS / MVDS Subsystem Failures

Scenario	Comments	Response	Recovery
Subsystem Failure		<ol style="list-style-type: none"> 1. Open MIMS tickets (Critical Failure). 2. When not in Closed, Manual or Zero Toll mode, use Time of Day mode (TOD). 	<ol style="list-style-type: none"> 1. At the next toll / mode update, select Time of Day mode (TOD). 2. At the subsequent toll / mode update, resume tolling.

SUNWATCH INTERFACE FAILURES		
Scenario	Procedure	Comments
FTE Toll Service Error	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. If the error is a recoverable error, notify SunWatch (e-mail to SunWatch e-mail group). 3. If the error is an unrecoverable error, <ul style="list-style-type: none"> o Notify the TMC Manager and SunWatch (e-mail to SunWatch e-mail group) o Open a service desk ticket and include the IBI representative. Include actions taken and notification to SunWatch (critical). 4. Continue operating as usual until directed otherwise. 8. Verify and report on each shift debrief until full service resumes. 	<p>Complete, as best as possible, the Issue Report Form and include in the email to SunWatch</p> <p>Email to SunWatch includes FTE Toll Systems Manager and TransCore MMC.</p>
Recovery from unrecoverable FTE Toll Service Error	<ol style="list-style-type: none"> 1. IBI will advise if any special handling or further actions are required. 	

FTE - SunWatch Operations	
Phone:	877-786-3375
email:	tpksunwatchgroup@dot.state.fl.us
FTE - Toll Systems Project Manager:	
Phone:	407-264-3027
email(s):	greg.griffin@dot.state.fl.us
TransCore MMC:	
Phone:	321-281-4127
email(s):	orlmmc@transcore.com
	mitch.pabon@transcore.com
	esteban.gomez@transcore.com
	Ivan.DelCampo@transcore.com

FTE PLAZA INFORMATION (TOLL GANTRY)

(109410) Hallandale Northbound (Express Lanes) – District Four maintenance only maintain the D4 side of the building.
 (109420) Stirling Road Southbound (95 Express Lanes) – District Four maintenance only maintain the D4 side of the building.
 (109415 / 109426) SR 736 (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109431 / 109432) SR 838 (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109441) SR 870 Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109442) McNab Road Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109461) SR 814 Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109462) Lighthouse Point Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109463 / 109464) Camino Real (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109465) Spanish River Blvd. Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109466) Yamato Road Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (108441 / 108442) Miramar (75 Express Lanes) – External power to the hub.
 (108461 / 108462) Pines (75 Express Lanes) – External power to the hub.
 (108481 / 108482) Griffin (75 Express Lanes) – External power to the hub.

FTE POC FOR SCADA RELATED COMMUNICATION

Name	Contact #	Email Address	Role	Notes
Brian Menard	Office: (561) 218-5816 Cell: (321) 436-0135	Brian.Menard@dot.state.fl.us or www.cai.io	TSE Southern Regional Supervisor	Primary Contact
Dave Carson	Mobile: (407) 367-9160 Office: (407) 302-2547	David.Carson@dot.state.fl.us	Distributed Controls Systems Analyst	Alternated Contact Cc on all related SCADA communications
Dan Walker	Mobile: 321-459-4621 Office: 407-264-3410	dan.walker@dot.state.fl.us	FTE Tolls Construction Manager	Cc on all related SCADA communications
Albert Bryant	Mobile: 786-288-9174	albert.bryant@atkinsglobal.com	FTE Tolls Field Engineer	Cc on all related SCADA communications

Greg Griffin	(407) 264-3027 Office (407) 497-7191 Mobile	greg.griffin@dot.state.fl.us	FTE Toll Systems PM	Cc on all related SCADA communications
FTE SunWatch Operations	Toll Free: 877-786-3375 Cell: 954-573-0192	TPKSUNWATCHGROUP@dot.state.fl.us	24 / 7 Toll Systems Monitoring Center	Cc on all related SCADA communications
DISTRICT FOUR MAINTENANCE FOR SCADA RELATED COMMUNICATION				
D4 Operations		d4-rtmc-operationsoperatorssupervisors@dot.state.fl.us d4-rtmc-leadoperators@dot.state.fl.us	District Four Operations	Cc on all related SCADA communications
D4 Broward		nicolas.garcia1@dot.state.fl.us	Project Manager (ELAND)	Forward all related SCADA communications per list on Page 86
D4 Broward		mark.chambers@dot.state.fl.us	Maintenance (ELAND)	Forward all related SCADA communications per list on Page 86
D4 N4C		jose.rojas@dot.state.fl.us	Maintenance (Eland)	Forward all related SCADA communications per list on Page 86

EXAMPLE REPORTING FORM

Incident Reporting Form		
	'X' if applicable 'N/A' if not	Details
Incident Report #: --/--/----		
Incident Type (select one):		
A. Scheduled		
B. Non-scheduled		
Facility or Toll Site(s) Affected: Examples: 95 Express and 75 Express		
Issue Description (select all that apply):		
A. 595 Express directional schedule change (with reason for change)		
B. Express Lane (EL) facility or segment closure		
C. Zero toll assignments		
D. SELS outage (all dynamically tolled EL facilities – minus I-595 Express)		
E. ESL service outage (I-595 Express only)		
F. Loss of communications with FTE Back office system:		
a. Layer 1 disruption (fiber hit with general or specific location (if known at time of report))		
b. Layer 2 or 3 disruption (device description)		
c. Secure VPN connection unavailable (with system outage message received)		
Environment Affected (select one):		
A. Test or;		
B. Production		
Notification Type:		
A. Email and / or;		
B. Phone call		
Services Affected:		
A. Delivery of toll rates for dynamically tolled facilities		
B. Delivery of toll rates 95 EL / 95 EL / 595 Express		
C. Standard directional schedule (for 595 Express)		
Date & Start Time:		
A. Date issue identified		
B. Time issue identified		
What's Being Done to Address the Issue:		
A. Corrective actions being taken		
B. Who's performing the corrective actions		
C. Is FTE assistance required - which FTE functional area or team member(s)		
D. Who will inform SunWatch when corrective actions are complete		
E. Projected completion of corrective actions and / or restoration of network connectivity		
F. Projected return to standard directional schedule (I-595 Express only)		
G. None needed – notification is informational for scheduled event		

EXPRESS LANE MODULE OR OVERALL OTM FAILURES		
Scenario	Procedure	Comments
Tolling Task Failure – Toll calculation approval	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Tolling Task Failure – DMS verification prep.	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Recover from Tolling Task Failure	<ol style="list-style-type: none"> 1. IBI will advise if any special handling or further actions are required. 	

EXPRESS LANE MODULE OR OVERALL OTM FAILURES		
Scenario	Procedure	Comments
Express Lanes Module Failure	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
OTM Failure	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Recover from Express Lanes Module or overall OTM Failure	<ol style="list-style-type: none"> 1. IBI will excuse the SELS restart procedure. 2. Continue to operate Express Lanes as usual. 	

IT MAINTENANCE OUTAGE (SCHEDULED AND / OR EMERGENCY)		
Scenario	Procedure	Comments
Scheduled SunGuide IT Maintenance	<ol style="list-style-type: none"> 1. IT Staff will contact the IBI team and Operations Management requesting the outage. 2. IBI team and Operations Management will request the anticipated duration of the outage. 3. Notify TMC Manager / Project Manager and include the client (FDOT). 4. TMC Manager or designee will either approve the outage and/or contact IT/ITS staff to discuss alternate times to perform the work. (Note: Scheduled outages shall only be permitted during non-peak times, 9A-4P or 7P-6A). 5. E-mail critical staff informing them of the outage. 6. E-mail SunWatch and associated team. 	<p>Note: All scheduled outages shall be performed during scheduled maintenance closures or when charging default (minimum) toll.</p> <p>If a planned outage is canceled, notify SunWatch of the cancellation (e-mail) in advance of the time when the outage was scheduled.</p>
Emergency SunGuide IT Maintenance	<ol style="list-style-type: none"> 1. IT Staff will contact the IBI team and Operations Management requesting the outage. 2. IBI team and Operations Management will request the anticipated duration of the outage. 3. Notify TMC Manager / Project Manager and include the client (FDOT). 4. TMC Manager or designee will either approve the outage and/or contact IT/ITS staff to discuss alternate times to perform the work. (Note: Scheduled outages shall only be permitted during non-peak times, 9A-4P or 7P-6A). 5. E-mail critical staff informing them of the outage. 6. E-mail SunWatch and associated team. 	
Recovery From Maintenance Outage.	<ol style="list-style-type: none"> 1. Resume operating Express Lanes as usual. 2. Notify TMC Manager / Project Manager or designee that we have resumed Operations (e-mail). 3. E-mail SunWatch and associated team. 	

OUT OF HOURS SELS FAILURES (Static Tolling)

How to recognize and report SELS failures (static \$0.50 minimum toll):

1. Should the SELS application via intrasmart, or the URL <http://i75sels/> generate a 'page cannot be displayed' instead of the login page, then report to Jacques or the IBI representative immediately. Please verify that this is not from an isolated console, but from all consoles as this indicates that the SELS application is down.
2. Observe the corridor view, as below.

Home > Express Lanes > Corridor (I-95) View Traffic Data Update End Time: 10/15/2021 07:53

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 07:51:00 Bottom (NB) Direction: DMS Verification Request Sent to David Needham @ 07:51:05

Destination	I-95-SB		I-95-NB	
	Cypress Creek Rd	Hillsboro Blvd	Cypress Creek Rd	
Mode	-1	-1		
Toll	\$0.50	\$0.00	\$0.50	
Time of Day				
Next Update	08:00:00	08:00:00	08:00:00	
Last Confirm				
GP Avg	0	0		
EL Avg	0	0		

Communications and Tolling Tasks

2/15/2021 07:53:05: With Exceptions @ 07:54:25

2/15/2021 07:53:05: Access @ 07:51:05

Toll Calculation/Approval: (Completed) @ 07:51:05

Settings

Corridor Area: Whole Corridor

View: Map (Night)

Data: Speed

Smoothing: 1 Min

Destination	I-95-SB		I-95-NB	
	SW 10th St	Glades Rd	Glades Rd	
TD	-1		-1	
Toll	\$0.50	\$0.50	\$0.00	
Mode	Time of Day		Time of Day	
Next Update	08:00:00	08:00:00	08:00:00	
Last Confirm				
GP Avg	0	0	0	
EL Avg	0	0	0	

Map Legend

>= 30 MPH: Green

< 30 MPH: Red

No Data: Cyan

No Detector: Grey

3. Verify MVDS (detector) data is being collected in SunGuide.
4. If 'No', open MIMS tickets via the maintenance module for MVDS (detectors) that are not operational.
5. *If 'Yes', verify the 'Communications and Tolling Tasks' in the top right corner of the corridor view. Also view the time of the 'Next Update' to see if data returns to the corridor.

Note that during overnight hours, server updates may cause the corridor to temporarily lose data. Allow for the 'Next Update' scheduled time to pass prior to action

Home > Express Lanes > Corridor (I-75) View

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 13:55:20

Bottom (NB) Direction: Scheduled Toll Update Auto-approved @ 13:45:03

Traffic Data Update End Time: 10/14/2021 13:54

	I-75-4S	I-75-6S	I-75-9S	I-75-13S
Destination	NW 138th St	HEFT	HEFT	HEFT
TD	-1	-1	-1	-1
Toll	\$0.50	\$0.60	\$1.00	\$0.50
Mode	Time of Day	Time of Day	Time of Day	Time of Day
Next Update	14:00:00	14:00:00	14:00:00	14:00:00
Last Confirm				
GP Avg	0	0	0	0
EL Avg	0	0	0	0

Communications and Tolling Tasks

D4Tst SunGuide: With Exceptions @ 13:55:18

FTE Toll Service: Success @ 13:55:18

Toll Calculation/Approval: Completed @ 13:45:03

Settings

Corridor Area: Whole Corridor

View: Map (Day)

Data: Speed

Smoothing: 1 Min

- If you see an error, which will be highlighted in 'red' (see above), click on the 'blue' text to open up to show the 'Databus Communications Recent XML Requests (2 hours)' page. From the top right drop menu select 'All Requests', see image below.

← → ↻ Not secure | i75selstest/dc/recentRequests.jsp?sgld=D4Tst&pOption=All&mOption=All

Databus Communication Recent XML Requests (2 Hours)

All Subsystems ▾ All Requests ▾

Log ID	Request Time	RefID	SunGuide User	Subsystem	XML Request	Response Time	Response	Exception
38981	2021-10-14 13:40:29	OTM_SELSSERVICE_TSS_2	selsservice	tss	<?xml version="1.0" encoding="UTF-8"?><subscribeReq providerName="tss"><refid>OTM_SELSSERVICE_TSS_2</refid><icdVersion>1.0</icdVersion><username>selsservice</username><securityToken>PjyyEvM87AIAvhm</securityToken><detectorData>true</detectorData><mapDetectorData>true</mapDetectorData><linkUpdate>true</linkUpdate></subscribeReq>	2021-10-14 13:40:29	<subscribeResp xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" providerName="tss" providerType="tss"><refid>OTM_SELSSERVICE_TSS_2</refid><icdVersion>1.0</icdVersion><securityToken>PjyyEvM87AIAvhm</securityToken><data xsi:type="subscribeData"><detectorData>true</detectorData><mapDetectorData>true</mapDetectorData><linkUpdate>true</linkUpdate></data></subscribeResp>	N/A
38980	2021-10-14 13:40:28	OTM_SELSSERVICE_CCTV_2	selsservice	cctv	<?xml version="1.0" encoding="UTF-8"?><subscribeReq providerName="cctv"><refid>OTM_SELSSERVICE_CCTV_2</refid><icdVersion>1.0</icdVersion><username>selsservice</username><securityToken>VnSQEe01vzq4ml7</securityToken><cameraData>true</cameraData></subscribeReq>	2021-10-14 13:40:28	<subscribeResp xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" providerName="cctv" providerType="cctv"><refid>OTM_SELSSERVICE_CCTV_2</refid><icdVersion>1.0</icdVersion><securityToken>VnSQEe01vzq4ml7</securityToken><data xsi:type="subscribeData"><cameraData>true</cameraData></data></subscribeResp>	N/A
38979	2021-10-14 13:40:28	OTM_SELSSERVICE_TSS_1	selsservice	tss	<?xml version="1.0" encoding="UTF-8"?><authenticateReq providerName="tss"><refid>OTM_SELSSERVICE_TSS_1</refid><icdVersion>1.0</icdVersion><username>selsservice</username><password>qzqtIBPCQSDIXRfzZuVA==</password></authenticateReq>	2021-10-14 13:40:29	<authenticateResp providerName="tss"><refid>OTM_SELSSERVICE_TSS_1</refid><icdVersion>1.0</icdVersion><securityToken>PjyyEvM87AIAvhm</securityToken><data xsi:type="authenticateData" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><securityToken>PjyyEvM87AIAvhm</securityToken></data></authenticateResp>	N/A

- Within the 'Subsystem' column, if 'dms' or 'cctv' are displayed in 'black' type, then no 'out of hours' action is required. If they are displayed in 'red' type, then action will be required and Jacques is to be notified.

← → ↻ Not secure | i75selstest/el/corridorView.jsp?corId=1

Home > Express Lanes > Corridor (I-75) View

Traffic Data Update End Time: 10/14/2021 13:54

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 13:55:20

Bottom (NB) Direction: Scheduled Toll Update Auto-approved @ 13:45:03

	I-75-4S		I-75-6S		I-75-9S		I-75-10S		
Destination	NW 138th St	HEFT	NW 138th St	HEFT	NW 138th St	HEFT	Sheridan St	HEFT	NW 138th St
TD	-1	-1	-1	-1	-1	-1	-1	-1	-1
Toll	\$0.50	\$0.50	\$1.00	\$0.00	\$0.50	\$1.00	\$0.50	\$1.00	\$1.50
Mode	Time of Day	Time of Day	Time of Day	Time of Day	Time of Day	Time of Day	Time of Day	Time of Day	Time of Day
Next Update	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00
Last Confirm									
GP Avg	0	0		0			0		
EL Avg	0	0		0			0		

Communications and Tolling Tasks

D4Tst SunGuide: With Exceptions @ 13:55:18

FTE Toll Service: Success @ 13:55:18

Toll Calculation/Approval: Completed @ 13:45:03

Settings

Corridor Area: Whole Corridor

View: Map (Day)

Data: Speed

Smoothing: 1 Min



8. If there is a failure with the 'FTE Toll Service' the following parameters are to be adhered to, as this is critical to Express Lanes Operations:
 - a. *Monday through Thursday before midnight, notify Jacques.
 - b. *Friday through business hours Monday, notify Jacques.

*The reason for the above timeframes is that we have 8 hours in which to send the tolls to the Turnpike.

9. Using the scroll on the right of the 'Communications and Tolling Tasks' verify that the 'Toll Calculation/Approval' and the 'DMS Verification Prep' both shows 'Completed' in 'green' text, along with an updated timestamp, also in 'green' text. If the next anticipated timestamp expires, monitor for several cycles and report via the 'service desk' application.

DISTRICT FOUR EXPRESS DELINEATOR MAINTENANCE

District Four and District Six will coordinate closure efforts to reduce the impact on the travelling public. Blanket approval has been granted to applicable contractors in both Districts for Monday night closures between 10pm and 5am for use as needed. The need for closure of the 95 Express lanes in a given District shall be determined by the Asset Maintenance (AM) Contractor associated with that District and their DOT Project Manager.

AM Contractor shall create a video depicting the delineator system present in each direction of travel every Thursday by 12:00pm. AM Contractor shall analyze the video identifying and documenting areas in each direction of travel that do not meet the following Contract Requirements:

EXPRESS LANES CRITERIA	
Deficiency Identification	Time Allowed/Criteria
a) Delineators do not match existing in color	Immediately upon identification
b) Delineator less than current Department standard height (from pavement surface to top of delineator)	Immediately upon identification
c) Delineators not meeting vertical tolerances	Immediately upon identification
d) Reflective sheeting not according to DOT Standard Specifications	Immediately upon identification
e) More than three consecutive delineators missing	Within 7 days or by next regularly scheduled repair whichever is less
f) More than a total of 100 delineators (not consecutive) missing in either direction	Within 7 days or by next regularly scheduled repair whichever is less

AM Contractor shall submit the video, a summary of their findings and intended course of action based on the Contract requirements every week to the Department Project Manager by no later than Thursday at 3pm. The intended course of action shall state whether the AM Contractor requests a closure for delineator maintenance for the following week. If delineators do not require maintenance, AM Contractor may request a closure for the following maintenance activities:

- Glare Screen replacements – all replacement shall be done in conjunction with a Southbound Express lanes closure; closure of one or both SB Express lanes shall be specified and justified by the AM Contractor.
- Drain/Barrier Wall inlet Cleaning – closure of one or both Express lanes in the applicable direction shall be specified and justified by the AM Contractor.

- Roadway Light pole pedestal Cleaning – closure of one or both Express lanes in the applicable direction shall be specified and justified by the AM Contractor.
- Replacement or repair of Roadway Lighting – closure of both Express lanes in the applicable direction is required.

If any of these requests are approved by the Department Project Manager, AM Contractor shall send Email notification by no later than 5:00pm the Friday before planned Monday closure date. AM Contractor shall use the template found in Attachment A for this email notification, stating proposed closure, subject to weather changes. Notification email recipients can be found in Attachment B.

AM Contractor shall send a final email notification by 2pm of the expected closure date confirming the closure of the express lanes. AM Contractor shall use the template found in Attachment A for this email notification. Notification email recipients can be found in Attachment B.

Prior to closing any Entrance Ramps or Exit Ramps to the 95 Express system, AM Contractor shall call the District Four TMC to request approval. AM Contractor shall only begin closures upon receiving approval. District Four TMC shall communicate closure details with District Six TMC to ensure consistent sign messaging.

*During active Express Lane projects, the appropriate contractor will be notified.

OPERATIONS DELINEATOR REVIEW AND REPORTING PROCESS		
Scenario	Procedure	Comments
	<ol style="list-style-type: none"> 1. Review the video links provided by the SIRV Operations Manager / Supervisor. 2. Take a screen capture of the missing / damaged delineators. 3. Create a SunGuide event, notating the following: <ul style="list-style-type: none"> o Event type ‘other’. o Status, ‘unconfirmed’. o Location of reported incident. o Under ‘infrastructure damage’ comments, provide a descriptive reference to the damage or missing poles. o Event status ‘closed’. 4. Save the individual chronology reports, along with the images, onto the ‘plastic pole weekly review’ folder on the public drive. 5. Email to the respective Asset Maintenance contractor and FDOT representatives (see list below). 	<p>Any gaps of 5 (or more) consecutive delineators / plastic poles are deemed an emergency response by the TMC for the Asset Maintenance team (or contractors within a project area).</p> <p>Any significant gaps where a single pole or poles do not quite meet the above requirements is also considered an emergency response.</p> <p>Any correspondence should include that ‘the condition is unsafe for motorists’.</p>

Asset Maintenance Broward County (Jorgensen)	
Email(s):	Nia_Mozley@royjorgensen.com
	Maritza_Tardi@royjorgensen.com
	Sebastian_Villegas@royjorgensen.com
FDOT	
Email(s):	alexandra.lopez@dot.state.fl.us
	alyssa.klien@dot.state.fl.us
	dani.goodwin@dot.state.fl.us
	flavia.magalhaes@dot.state.fl.us
Asset Maintenance Palm Beach County (Luis Berger)	
	william.sustaita@wsp.com
	luz.barrios@wsp.com
	jlugo@versar.com
FDOT	
Email(s):	alexandra.lopez@dot.state.fl.us
	alyssa.klien@dot.state.fl.us
	stephanie.torres@dot.state.fl.us
	gideon.nancoo@dot.state.fl.us

GLOSSARY

Default Toll – The toll to be used when scheduled or calculated tolls are not available, and the facility is not open (Zero Toll). This is currently \$0.50.

Dynamic Mode – A toll setting mode in which current traffic conditions are used to determine the toll charged.

Effective Time – The time at which a toll becomes the toll in use for a segment or trip and not necessarily the time when it was requested or first appeared on Toll Amount signs.

Manual Override – This term refers to using Manual mode with a retroactive effective time to override previously requested tolls. This changes the toll posted on the signs as well as the toll sent to the Turnpike.

Toll Adjustment – A manual correction of the toll to be charged by the Turnpike (FTE). This correction is frequently retroactive to correct an incorrect toll or a toll inconsistent with that on signs, such as when the toll message on a sign is stuck or the sign is blank. This changes the toll charged by the Turnpike but does not change any signs. It is always less than or equal to the toll in effect.

Override vs. Adjustment – Overrides affect the tolls posted on signs as well as the tolls charged by SunPass. Adjustments affect the tolls charged by SunPass, but do not change the tolls posted on the signs. Both are frequently effective retroactively, such as when an incident closes the Express Lanes, to help compensate for people who may have been affected by the blockage that may have occurred after they enter the facility, to adjust tolls when a Toll Amount sign has failed or at other times when a driver may have seen a toll that may be higher than what should be charged. Retroactive overrides/adjustments are usually limited to become effective no earlier than 2 hours prior to the time at which they are submitted (configurable).

FDOT DISTRICT 4 TSM&O

**SB 95 EXPRESS LANES OPERATIONAL
PROCEDURES (DRAFT)**

The 95 EL Project has implemented two types of tolling methods: Segment Based and Trip Based Tolling. Segment Based Tolling calculates toll amounts for the next downstream destination, whereas Trip Based Tolling combines toll amounts from two or more sequential downstream segments for a destination that is farther downstream. These toll amounts will vary depending on current traffic conditions in the EL. The toll will increase as the demand for the EL increases, to deter motorists from using the EL and try to maintain free flowing speeds (at approximately 45 mph or greater) at all times.

The EL also permits toll-exempt use by motorcycles, hybrid vehicles and registered buses, vanpools, and carpools (3+) (see Figure 3 for EL vehicle classification). A registration is required (through South Florida Commuter Services) to be exempt from tolls. Trucks (3 axles or more) are prohibited from using the EL unless assisting with event removal within the express lanes or unless directed by FHP. Other vehicles may use the EL by paying a variable toll.

The vehicle classification scheme breaks down all motor vehicles into 13 categories. [Figure 3](#) shows which vehicles are eligible and not eligible to utilize the express lanes. Vehicles that fall into Classes 1 through 5 are allowed to use express lane facilities and vehicles that fall into Classes 6 through 13 are not permitted. For safety and operational purposes, two axle vehicles towing a trailer will not be allowed.



Figure 3 EL Vehicle Classification

Facility Lane Configuration

The 95 Express Lanes are considered a separate facility, parallel to I-95 and separated by plastic tubular delineators or express lane markers (NG SELSs). When referring to incidents occurring within the Express Lanes, the lane closest to the median barrier wall shall be “Express Lane #1” and the lane next to the delineators (Express Lane Markers (ELM’s) / Plastic Poles) shall be referred to as “Express Lane #2,” when applicable. The General Use Lanes of I-95 are those lanes outside of the Express Lanes facility. These lanes shall be referred to as “I-95 Lane #1, I-95 Lane #2, etc...” and shall be counted beginning to the right of the Express Lanes facility and ending at the right shoulder of I-95 (see [Figure 4](#)).

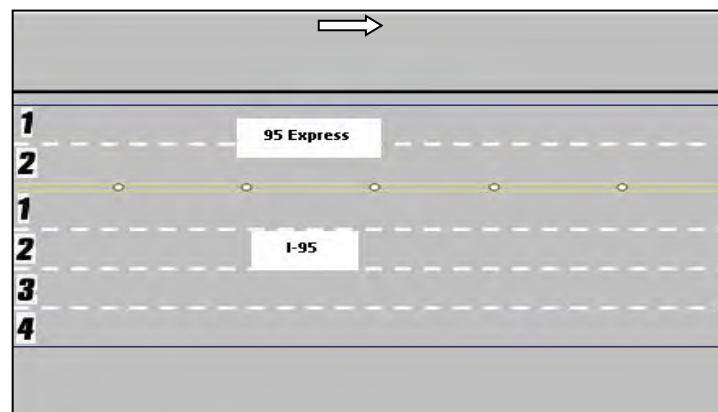


Figure 4 Lane Layout with Express Lanes

1.2 EL OPERATIONAL MODES

PURPOSE AND SCOPE

The purpose of this section is to describe the EL operational modes. The EL pricing strategy is considered dynamic and requires EL Operator monitoring. The following procedures were developed for the 95 Express pricing strategy.

OPERATIONAL MODES

The Express Lanes Module contained in Operations Task Manager (OTM) also known as the Statewide Express Lane Software (NG SELS) is the primary operator interface for EL Operators and controls the distribution of calculated toll amounts to the Turnpike and dynamic message signs (DMS) in the field. The software will recommend toll amounts to the EL Operator, who will then acknowledge the recommendations and subsequently confirm that the approved toll amounts have been used and posted correctly on the Toll Amount DMS. The EL Operator will also confirm that the Lane Status DMS are displaying the correct messages. The NG SELS has six operational modes available to the EL Operators for Segment Tolls, plus toll adjustment functionality for Segment and Trip tolls, and a start sequence. These include:

- **Time-of-Day**– Time-of-Day operating mode is an override mode and will be used when the EL facility is open, dynamic mode is unavailable (possibly due to lack of detector data), and traffic warrants the utilization of the toll stored in the Time-of-Day (TOD) Table. TOD operating mode only requires EL Operator interaction when switching from another operating mode to TOD mode. While in this mode, the tolls update automatically based on the operating tolls stored in the NG SELS Software TOD table. There is a schedule in NG SELS Software that causes NG SELS to use different TOD tables for weekdays and weekends/holidays. TOD can be configured to utilize automatic approval.
- **Manual** – Manual operating mode is an override mode that allows the EL Operator to set tolls manually by selecting from a predefined set of tolls. Toll amounts remain the same until the EL Operator chooses a new toll or mode. This mode will be used by the EL Operator typically when toll amounts are stuck due to Toll Amount Sign failure(s).
- **Dynamic** – Dynamic operating mode is the default mode that allows the operating toll amounts to be “adjusted” based on the real time responsive toll amount adjustment algorithm (described later in this section). Dynamic operating mode is the most commonly used operating mode and will be used until a situation arises that warrants a change in mode. In Dynamic mode, NG SELS will recommend a toll amount based on current traffic conditions. Dynamic mode can be configured to utilize automatic approval for changing toll amounts.
- **Closed** – Closed operating mode is an override mode that requires EL Operator interaction. Closed operating mode will be used when the EL facility is closed, and a zero-toll amount is charged. As the EL Operator changes the operating mode to closed, NG SELS will adjust the effective time to 10 minutes before the incident was confirmed by the EL Operator. The EL facility will be closed for an incident that results in a blocked travel lane within the EL and when traffic is diverted from the General Use Lanes (GU) to the EL because of an incident in the General Use Lanes. The diversion will be initiated by the Florida Highway Patrol (FHP) or FDOT.
- **Zero-Toll** – Zero Toll operating mode is an override mode that requires EL Operator interaction. It will be used when the EL are open, but a \$0.00 toll must be charged. This mode will be implemented by the EL Operator during evacuations, when the Governor has suspended tolls, and/or under the direction of FDOT.
- **Toll Adjustment** – Toll adjustments are retroactive toll reductions that require EL Operator interaction. An ongoing adjustment shall continually replace the toll amount until terminated by an operator. A finite adjustment allows the EL Operator to replace toll amounts for a specified interval in time utilizing beginning and ending times no later than the present time. EL Operators can implement either an on-going or finite adjustment for a segment or a trip.
 - Segment toll adjustments allow the EL Operators to go back in time (up to two hours) and change the toll amount charged to customers to an amount less than or equal to that posted on the Toll Amount DMS. A toll adjustment will be applied when any Toll Amount DMS is unable to post the current toll amount. When any toll amount sign is blank, the minimum toll amount of \$0.50 will be charged. The toll adjustment does not change the tolls displayed on the Toll Amount DMS and only affects the toll charged to customers. Therefore, the current applicable toll amounts can be displayed on all operating Toll Amount DMS to manage demand, while the customers are only charged \$0.50.

- Trip toll adjustments are similar, except that the toll and effective time are chosen from a list of previous tolls in order to ensure that the tolls associated with each segment included in that trip are known. The list contains tolls effective up to two hours in the past, except that any toll higher than a subsequent toll is not included and stops the search back in time for tolls to include in the list. For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#).
- **NG SELS Start-Up** – Upon NG SELS start-up or when publishing a corridor, the EL Operator must initialize the segment(s). The procedure was developed to assist the EL Operator to start the NG SELS Software in the correct mode, ensure the correct amount is being charged and posted, and to allow the EL Operator to set interim tolls for the time when the software was not running to ensure seamless operation for the EL motorist. The EL Operator can employ any mode upon start-up. For additional procedure details, refer to [Express Lanes Operational Procedures \(ELOP\)](#).

TOLL AMOUNT ADJUSTMENT LOGIC

The operational goal of the 95 Express Lanes is to provide free flow conditions along the facility. Under free flow conditions, vehicles are generally unimpeded and typically able to safely operate at speeds of 45 miles per hour or greater along an uninterrupted expressway segment. Real time responsive toll pricing is utilized to control traffic volumes in the EL in order to maintain free flow conditions.

The condition of traffic flow is defined as the Highway Capacity Manual (HCM) using an operational level of service (LOS). The LOS is a freeway facility is measured by traffic density (TD), which is a combination of speed and volume. TD is calculated as follows:

$$\text{Traffic Density (vehicles per mile per lane)} = \frac{\text{Volume (vehicles per hour per lane)}}{\text{Speed (miles per hour)}}$$

[Figure 5](#) depicts the relationship between LOS and TD, which is derived from the HCM. LOS A, B and C are considered to be free-flow conditions and should safely allow for maximum throughput in the EL. As conditions reach LOS D and E, traffic flow will begin to deteriorate, densities will begin to approach 45 vehicles per mile per lane (vpml) and travel speed will be reduced. For LOS F, densities are expected to be above 45 vpml and speeds will be reduced significantly.

LOS Table			
Level of Service	Traffic Density		Expected Traffic Conditions
	Min	Max	
A	0	11	Free-flow
B	12	18	Free-flow
C	19	26	Free-flow
D	27	35	Mild Congestion
E	36	45	Moderate Congestion
F	46	60	Severe Congestion

Figure 5 Level of Service and Traffic Density Relationship

The real time responsive toll amount adjustment logic utilizes concepts proven to be successful by other HOT facilities. The logic begins with an initial operating toll amount schedule and compares the initial toll amount to a calculated toll amount based on current traffic conditions. Current traffic conditions are determined by real time traffic data collected from EL detectors. The data collected are processed to exclude erroneous data and averaged before a TD is calculated. The TD is used to determine the toll amount needed to optimize traffic flow.

The TD calculations are averaged for each EL segment every 15 minutes to respond to current traffic conditions. The TD calculation is then rounded to a whole number.

The toll amount calculations use configurable settings. The two primary settings are LOS settings and change in TD (Delta TD Tables) settings. The LOS settings relate a TD range to a toll amount range, as shown in [Figure 6](#) for all of the currently approved Segment Level of Service Settings Tables.

LOS Table						
Level of Service	Traffic Density		Toll Amount		Toll Increment	Expected Traffic Conditions
	Min	Max	Min	Max		
A	0	11	\$0.50	\$0.50	\$0.00	Free-flow
B	12	18	\$0.50	\$2.00	\$0.25	Free-flow
C	19	26	\$2.00	\$5.50	\$0.50	Free-flow
D	27	35	\$5.50	\$9.50	\$0.50	Mild Congestion
E	36	45	\$9.50	\$11.75	\$0.25	Moderate Congestion
F	46	60	\$11.75	\$11.75	\$0.00	Severe Congestion

Figure 6 Sample Level of Service Table

The Delta settings relate a change in TD (ΔTD) to a change in toll amount (ΔTA). The steps for calculating the current toll amount are presented in [Figure 7](#). The TD calculated for the previous time period is subtracted from the TD for the current time period to determine the change in TD (ΔTD). Using the delta settings table, a toll change is determined. The toll amount change is added to or subtracted from the previous toll amount to determine the current toll amount. The current toll amount is compared to the maximum and minimum toll amounts in the LOS settings table ([Figure 6](#)).

If the current toll amount falls outside the maximum or minimum toll amounts for the corresponding TD, then the maximum or minimum toll amount, respectively, is applied. If the current toll amount falls within the maximum or minimum toll amounts, then the current toll amount is applied. For example, the previous toll amount is \$1.50, and the previous TD is 20. The current TD is 23. The current toll amount is calculated as follows:

$$\Delta TD = TD_t - TD_{t-1} = 23 - 20 = 3$$

Refer to example Delta Settings Matrix ([Figure 8](#)). A TD of 23 at ΔTD 3 yields a \$1.50.

The current toll amount falls within the toll amount ranges for a Level of Service C (TD=23). Therefore, a toll amount of \$3.00 is used.

Step 1: Calculate ΔTD
 The TD calculated for the previous time period (TD_{t-1}) is subtracted from the TD for the current time period (TD_t) to determine the change in TD (ΔTD)

$$\Delta TD = TD_t - TD_{t-1}$$

Step 2: Find ΔR based on ΔTD and TD_t
 Using the delta settings table, a rate change is determined
Refer to Delta Settings Matrix

Step 3: Calculate R_t

$$R_t = R_{t-1} + \Delta R$$

Figure 7 Current Toll Amount Calculations

NG SELS RE-OPEN PROCEDURE

The current EL recover from closure procedure in NG SELS addresses a race condition. NG SELS reduces the risk of toll amounts artificially decreasing when traffic starts flowing into an empty or low volume segment, by allowing a “normal” toll (time-of-day toll) check at the first calculation interval before dynamic tolling is fully restored. This means that when the EL come out of “closed” and a scheduled update is going to occur, this procedure minimizes the risk of implementing a low toll, so the EL may see a higher toll than current conditions might recommend when dynamic mode is first restored.

Figure 9, Toll Calculation during EL Recovery from Closure, demonstrates how the procedure works. In the figure: once the EL are reopened, the immediate effective toll amount (TA_i) will be either the Time-of-Day toll amount (TA_n) or the last calculated toll amount (TA_0), whichever is greater, and TD_i is either TD_0 or TD_n according to which toll amount is chosen. When a proposed scheduled interval of toll calculation starts, the toll amount for the first interval (TA_1) is calculated using current TD_1 , TD_i and TA_i , then this TA_1 is compared with TA_i , TA_1 will replace TA_i if $TA_1 < TA_i$. Dynamic tolling is recovered in the second scheduled interval.

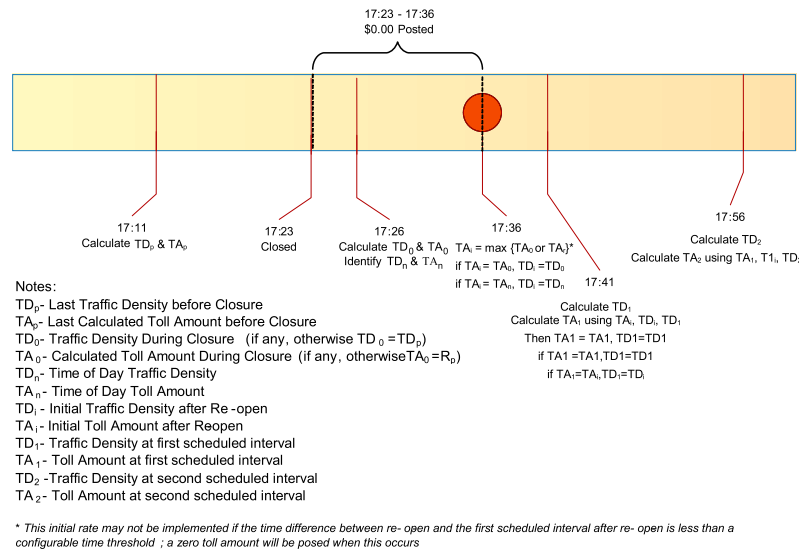


Figure 9 Toll Calculation during EL Recovery from Closure

TOLL SYSTEM INTERFACES

Express lane systems in Florida consist of two systems running in parallel, with the key interfaces between them. These two systems and the interfaces needed to support Express Lane operations are the Turnpike toll collection system and the District ITS and pricing system. The interactions between the two systems are shown in **Figure 10**. The Turnpike operates the toll collection system and is responsible for processing toll transactions through roadside toll equipment and back-office systems. The District is responsible for the management of the express lane traffic operations through the TMC.

The toll lane equipment is connected to the Turnpike Back Office through the Turnpike transaction host, while the ITS roadside equipment connects to the TMC. The ITS roadside components include traffic sensors deployed along the Express lanes, dynamic message signs (DMS) displaying Express Lane status and toll amounts, traffic control devices (such as gates), and closed-circuit television (CCTV) cameras for incident management.

The three key interfaces between the toll collection system and the ITS / pricing system are:

- Toll Amount Interface – This interface is used by the Turnpike to receive the final toll amount information from the TMC / Pricing System. This interface will be used for all Express lanes throughout the State.

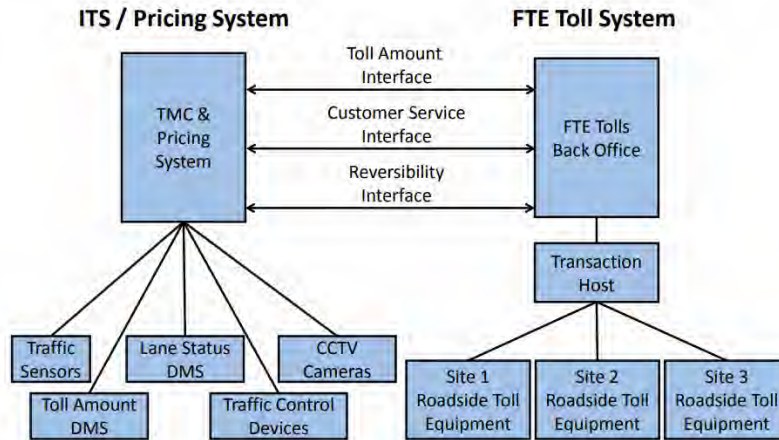


Figure 10 Typical Toll System Interfaces

- Customer Service Interface – This interface allows the Turnpike Customer Service Representatives to look at information that was posted on the toll amount DMS when customers have questions regarding transactions. The Turnpike also has an Interface Control Document that describes this interface.
- Reversibility Interface – This interface is used by the TMC to send a signal to the toll system to change the direction in which the toll point operates. This interface is only needed if the Express lane is a reversible system.

EXPRESS LANE SEGMENT

An Express lane segment is the distance between an entry point to the Express lanes and the next point of exit, see [Figure 11](#). If there are multiple entry points before an exit point, the segment is defined to be the distance between the first entry point, see [Figure 12](#). If there are multiple exit points following an entry point, the segment represents the distance between two successive exit points, see [Figure 13](#).

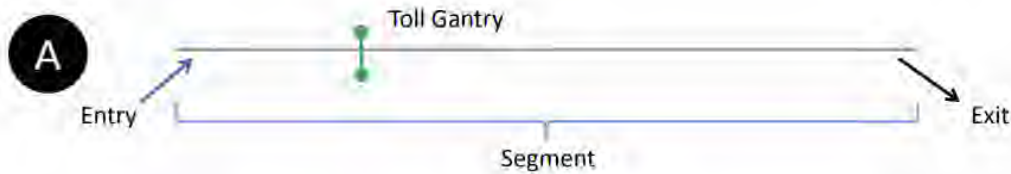


Figure 11

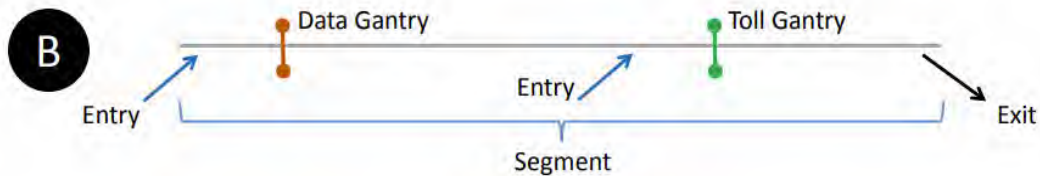


Figure 12

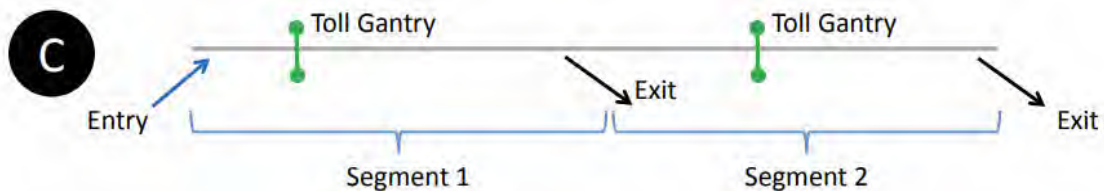


Figure 13

Gantries shall be placed between successive entries, between an entry point and an exit point, and between successive exits, unless the entry or exit points are spaced less than one mile apart or physical constraints prevent the placement of such structures.

Gantries placed between successive entry points (i.e. data gantries) do not charge a toll but rather collect data to accurately account for the time to travel from the toll amount DMS to the tolling point. All other gantries will charge the toll in effect at the time of entry. Every segment has only one toll gantry that charges a toll. The minimum toll is \$0.50 at each gantry where a toll is charged.

TRIP BUILDING

A tolling trip is comprised of one or more contiguous segments. [Figure 14](#) illustrates the six tolling trip possibilities of an example Express lane system, for a single direction on travel, which is composed of three segments. For longer Express lane systems that have more than three segments, trip building systems, consisting of no more than three segments, can be established in series with a decision point for the customer to stay in or get out of the Express lanes within the tolling trip. The linking of trip building systems together is shown in [Figure 15](#).

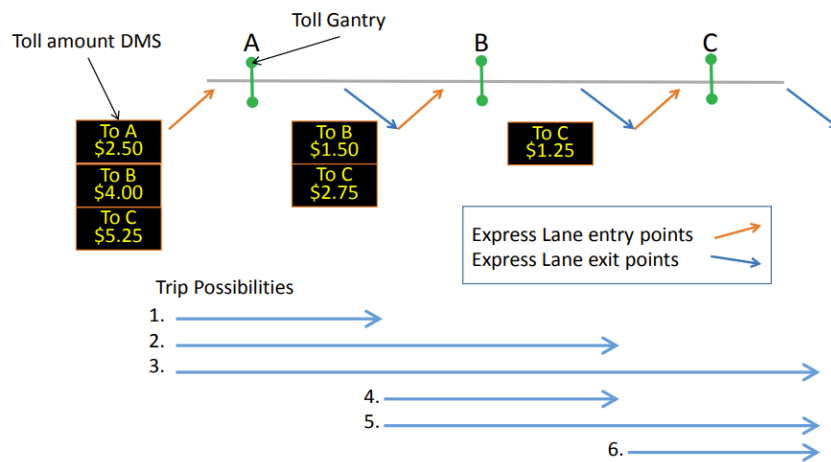


Figure 14 Trip Possibilities for a Three Segment Express Lane System

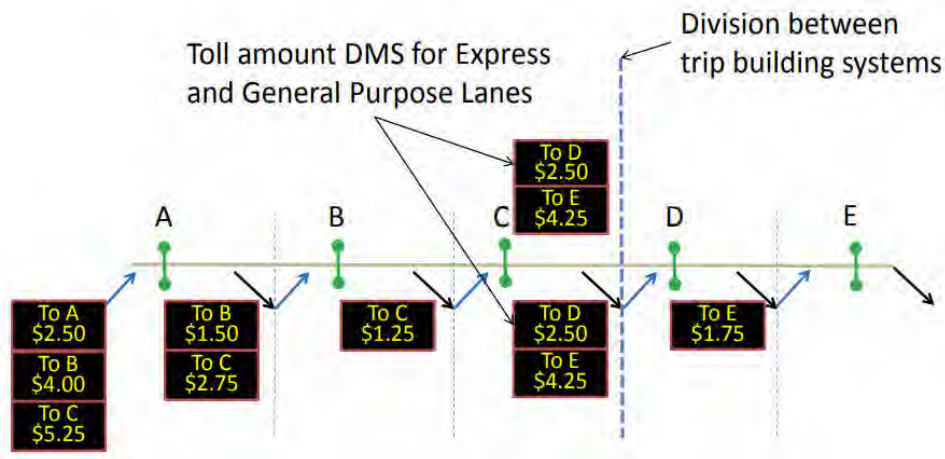


Figure 15 Linked Trip Building Systems

A customer in the General use lanes will see a toll amount DMS which displays the toll amount that will be charged to the customer for traveling to one or more destinations in the Express lanes/ Each possible Express lane exit in the current tolling trip, and the associated destination, is provided with the associated toll amount. The toll amount seen by the customer on the toll amount DMS is locked in upon entry to the Express lanes for travel to the destinations shown on the sign. Therefore, the customer will be charged no more than what is posted on the toll amount DMS for traveling to the destinations shown even if the toll amounts change after customers enter. If the toll amount is reduced after a customer has entered the Express lanes and while the customer is still in the Express lanes, the reduced toll amount will be charged.

Each of the Express lane segments within a tolling trip may have different toll amounts, which when added together, form the total trip toll amount. Even though the toll amount will be charged on a segment-by-segment basis, and reported as such on the customers statement, trip building is necessary to ensure that drivers who get into the Express lanes and travel through multiple segments pay the lower toll between what they see on the toll amount DMS and what is actually charged a the successive toll gantries within the tolling trip.

1.3 DISTRICT FOUR EL STAFFING AND SCHEDULING

PURPOSE AND SCOPE

The purpose of this section is to establish responsibilities and scheduling of the Express Program Manager and the Control Room Staff that cover the Express Lanes Shifts, referred to as EL Staff.

EXPRESS LANES PROGRAM MANAGER / COORDINATOR

The Express Program Manager works full time on-site at the SunGuide TMC to support all 95 Express and Ramp Signaling related activities.

The responsibilities of the Express Program Manager include, but are not limited to:

- Overseeing EL operations.
- Overseeing overall project performance to ensure it is meeting the intended results.
- Evaluating and analyzing project related performance metrics.
- Developing and implementing recommendations to mitigate performance measures degradation.
- Conducting and overseeing operational analyses.
- Providing projects related data and information to others (internal and external).
- Coordinating and supporting testing for all software, hardware and firmware upgrades/changes.
- Reviewing and updating operational parameters including but not limited to:
 - Express Time of Day, Level of Service, and Traffic Density Delta tables.
 - Ramp Signaling Central and Local Time of Day tables.
 - Ramp Signaling minimum and maximum metering rates.
- Representing the Department at meetings, workshops, presentations (including other Express Lanes deployments as the project lead and technical expert).
- Supporting public outreach/public information efforts.

EL STAFF RESPONSIBILITIES

District Four shall schedule a minimum of one Express Lanes Operator on-site at the SunGuide TMC at all times. The 24 hours per day/7 days per week (24/7) coverage requirement includes using the Shift Supervisors or alternate Express trained Operators to cover EL operations during breaks and approved leaves of absence. The responsibilities of the EL Staff are as follows:

- Primary operators of the Express Lanes Module (NG SELS).
- Monitor Express facilities and General Use Lanes within District limits.
- Verify toll amounts (per Segments and Trips) are displayed correctly every 15 minutes.
- Review failures in NG SELS and follow failure procedures.
- Observe, acknowledge and report all detector failures and report via the MIMS software application.
- Manage events in the Express Lanes, in accordance District Four ELOPS and training material.
- Primary Point of Contact for Express Lane events (to include interagency event for District Six and 595 Express LLC).
- Ensure shift change report for EL Operations is complete and accurate for each shift worked.
- Create and complete the NG SELS Shift debriefing report to incorporate activities for 595 Express, 75 Express, and 95 Express.
- Handle all calls/inquiries related to Express Lanes.
- Monitor 75 Express and 95 Express field devices along both facilities and field devices along the General Use Lanes throughout the Express limits and report failures via the MIMS software application.

- Ensure breaks and meals are covered by Shift Supervisors or EL trained Operators.
- Closely coordinate and support Shift Supervisors and Fleet Operators.
- Prepare or assist with preparation of Express Lanes reports.
- Assist and/or perform research for TMC Management / Client.

1.4 DISTRICT FOUR ROAD RANGER/INCIDENT RESPONSE TEAM COORDINATION

PURPOSE AND SCOPE

The purpose of this section is to describe supplemental Road Ranger coordination procedures and policies and provide procedures for communicating with the Express Severe Incident Response Team. As agreed, by both districts, FDOT District Six shall handle all incident and event management for all events occurring in Miami-Dade County. FDOT District Four shall handle all incident and event management for all events occurring in Broward County.

INCIDENT RESPONSE TEAM OVERVIEW

Existing Incident Management

Existing FDOT D4 and D6 incident management efforts along the project corridor are managed from the respective FDOT SunGuide Transportation Management Center (TMC). These efforts include four key program elements; Traffic Incident Management (TIM) Teams, Road Rangers, Rapid Incident Scene Clearance (RISC), and Severe Incident Response Vehicle/Incident Response Vehicle (SIRV/IRV) Operations. These resources work closely with Asset Maintenance Contractors for extended incidents. The delineation mark for incident management services between D4 and D6 will be the Broward County/Miami Dade Countyline, to the south of the District; however, procedures are in place for each District to respond to the neighboring District upon request.

Traffic Incident Management (TIM) Teams

The Incident Management program provides incident management response as well as limited assistance to stranded motorists to reduce congestion and improve safety for emergency responders and the motoring public. The D4 TMC, in the interest of promoting Florida's "Open Roads Policy" and providing increased mobility on FDOT highways, provides Incident Management (IM) and Motorist Assistance (MA) services to improve safety, reduce delays, and mitigate secondary traffic incidents.

Both the D4 and D6 have established Traffic Incident Management (TIM) Teams. The TIM Teams consists of FDOT, Florida's Turnpike Enterprise (FTE), FHP (Florida Highway Patrol), tow companies, local police, local fire rescue, other regional TMCs, consultants, and asset maintenance companies. The District Four TMC TIM Team meets quarterly and there are bi-annual joint TIM meetings held among the D4 TMC and D6 TMC TIM Teams. Through the TIM Teams, both D4 TMC and 64 TMC have established excellent working relationships with the incident responders. The TIM Teams have helped to establish quick clearance policies and provide a forum to discuss issues which results in continuous improvement to incident response within the region.

Future - FDOT District Four will look into providing additional resources to clear events along the EL facility. As part of the enforcement plan, at least two FHP Troopers (6:00 AM to 10:00 PM, Monday through Friday) will be retained by FDOT through the Hireback program. In addition, one FDOT Severe Incident Response Vehicle (SIRV) Operator will support the existing Road Rangers and improve communications between the field and the TMC Operations. A flat bed tow truck will be required to assist with clearance of the EL.

Express Severe Incident Response Vehicle Operators

The SIRV operators will act as an FDOT incident coordinator on-scene for events impacting the traffic flow within the Express Lanes. They will assist responding agencies, coordinate maintenance of traffic (MOT) activities of the Road Rangers and provide liaison between other responding agencies and FDOT resources (such as FDOT Maintenance and/or its Asset Maintenance Contractor). The SIRV Operator will be the primary contact for the TMC Operators to ensure all response and clearance times are documented in the SunGuide Software. As needed, the SIRV operator will facilitate post-incident analysis meetings with other agencies. The SIRV operators will wear a uniform that portrays a professional appearance and assists with recognition in the field to new responders. A patch will be worn to communicate that the SIRV Operators represent FDOT. The SIRV operators will be trained and qualified in the following:

- Incident Management and Command
- Advanced Management of Traffic



- Incident Clearance Procedures
- Severe Incident Documentation
- Emergency Vehicle Operation
- First responder functions and responsibilities

Their hours for Express Lanes incident response are listed below:

- Monday through Friday (excluding FDOT approved / public holidays) – 6A through 10P.
- Out of hours 10P through 6A and weekends – on call (refer to weekly published schedule).

For out of hours response, the following criteria must be met:

- Any event lasting or expected to last 2 hours or longer.
- Any event involving a fatality.
- Any RISC event.
- Any event involving a large overturned commercial vehicle, such as a tractor-trailer, dump-trump, cement mixer, tanker, etc.
- Any event involving a large commercial vehicle, such as a tractor-trailer, dump-truck, cement mixer, tanker, etc. where the tires are burned off.
- Any event involving a Haz-Mat.

SIRV must also be notified for any crash involving injuries requiring transport to:

- Law Enforcement.
- Fire Rescue.
- Road Rangers.

Severe Incident Response Vehicle

The SIRV is a specially equipped and marked vehicle that is dispatched through the FDOT District Four SunGuide TMC. These vehicles are equipped with an amber strobe light system to facilitate emergency response. High intensity lighting and markings have been added to the truck to assist responders after sundown. A docking station in the driver’s compartment allows use of a laptop computer to support incident command activities. A statewide law enforcement radio system (SLERS) radio is provided to allow for direct communication with the FDOT District Four SunGuide TMC Operations Staff. In addition, the Severe Incident Response Vehicle carries maintenance of traffic and spill mitigation equipment such as cones, signs, flares, oil dry, and fuel absorbent.



Flat Bed Tow Truck

The flat bed tow truck is a 21 ft. carrier properly equipped for all types of vehicle towing and a four passenger cab (not including driver) to facilitate quick clearance of the lanes.

Florida Highway Patrol

FHP provide enforcement and coordinate the removal of an event from the Express Lanes. FHP is contacted when rotational tow is required either to remove a vehicle from the Express Lanes or to assist with removal of the vehicle from any other site after it has been relocated from the 95 Express Lanes.



Road Ranger Coordination

The Road Rangers are the FDOT freeway service patrol which is a free service provided by FDOT and is managed by each Districts TMC. The Road Rangers’ mission is to provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders. In Broward, Palm

Beach (D4) and Miami Dade (D6), Road Rangers patrol designated areas (beats) 24 hours a day, 7 days a week and 365 days a year. The Road Rangers provides the following services:

- Short-term maintenance-of-traffic (MOT) services during incidents.
- Assist in incident management and response.
- Clear disabled vehicles from travel lanes.
- Clear debris from travel lanes.
- Change flat tires.
- Jump-start vehicles and make minor repairs.
- Supply emergency gasoline, diesel, water.
- Provide stranded motorists two free local calls.
- Monitor abandoned vehicles and notify FHP

In Broward County, Road Ranger services along I-95 are currently provided through the Asset Maintenance Contract E4V68-R0 and Palm Beach is provided through contract E4U23. Asset Maintenance Contract E4V68-R0 (Incident Clear – Broward) began service on July 01, 2022 and Asset maintenance Contract E4U23 (Autobase – Palm Beach) began service on January 30, 2021. These contracts provide Road Ranger pick-up trucks that continuously patrol all I-95, I-75, and portions of I-595. The Road Rangers responds to incidents and stranded motorists along these corridors to help facilitate clearing the roadway.

The Road Ranger vehicle fleet within Broward / Palm Beach includes three different truck types: - Pickup trucks, pickup trucks (with debris clear) and flatbed trucks. The Road Ranger patrol beats for 75 EL and 95 EL project limits are as follows:

Monday through Friday 5:00 AM – 10:00 PM (staggered)

- I-95 Broward County (Ives Dairy Road to Davie Blvd / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (SR-84 to Cypress Creek Road / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (Commercial Blvd to Palmetto Park Rd)
 - Two Pickup Trucks
- I-95 Broward County EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks (same patrol as above entry)
- I-95 Broward County EXPRESS LANES (Ives Dairy Rd to Broward Park & Ride)
 - Three Pickup Trucks
- East Roving Supervisor
 - One Flatbed Truck
- Floating Patrol for I-95 (SR-84 to Palmetto Park Rd) and EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks
- I-95 Palm Beach County EXPRESS LANES (Hillsboro Blvd to Congress Ave)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck

Monday through Friday 10:00 PM – 6:00 AM, weekends and holidays (staggered)

- I-95 Broward County (Ives Dairy Road to Davie Blvd / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - One Pickup Truck
- I-95 Broward County (Cypress Creek Road / I-595 EB to Eller Drive / I-595 WB to US-441 / SR-7)
 - Two Pickup Trucks
- I-95 Broward County (Commercial Blvd to Palmetto Park Rd)

JANUARY 2024

- Two Pickup Trucks
- I-95 Broward County EXPRESS LANES (Cypress Creek Rd to Glades Rd)
 - Two Pickup Trucks (same patrol as above entry)
- I-95 Broward County EXPRESS LANES (Ives Dairy Rd to Davie Blvd)
 - Two Pickup Trucks
- County Supervisor
 - One Pickup Truck (with Debris Clear)
- I-95 Palm Beach County EXPRESS LANES (Hillsboro Blvd to Congress Ave)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck

The 95 Express Lanes are separated from the General Use lanes by solid double white pavement markings and plastic poles, also referred to as delineators or ELM's (Express Lane Markers). Road Rangers are designated as "Emergency Vehicles" by FDOT Secretary Order and are permitted to cross the solid double white lane lines and plastic poles when responding to and departing an event. This authorization was granted to Road Rangers in order to safely facilitate quick clearance of traffic incidents, especially those occurring within the Express Lanes facility.

A minimum of two Road Rangers will be dispatched. One of these two vehicles must be a flatbed truck during Peak Period (broken down into Peak East and Peak West). The Road Ranger arriving first will:

- Notify the TMC upon its arrival.
- Assess the situation.
- Communicate to the TMC whether the backup unit is still needed.
- Secure the scene by setting up temporary MOT and offer assistance, as needed, to the vehicle or motorist.



If the backup unit is needed, the Road Ranger vehicles will reposition themselves, as needed, to allow the flatbed truck to hook up the disabled vehicle as the other Road Ranger provides additional backup and maintenance of traffic (MOT) behind the incident.

- When relocating vehicles, a minimum of two vehicles is required.
- When relocating vehicles to the right shoulder, a minimum of three vehicles is required.
- The additional Road Ranger (or law enforcement unit) will be responsible for MOT in lane 1 of the General Use lanes, slowing and diverting traffic in this lane to allow the Road Rangers and other potential incident vehicles to cross the double white lines and plastic poles to enter the General Use lanes.
- Once all vehicles have exited the EL facility and entered lane 1 of the General Use lanes, the vehicle providing MOT in the General Use lanes will begin gradually escorting all incident vehicles to the right shoulder or Emergency Stop Site (ESS) along I-95.

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

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

- Vehicle Description(s) (Make, Model, Color, License Plate and VIN)
Note: TMC Operator must advise FHP when the event is unable to be located by CCTV or when a Road Ranger is not on scene.

- Nature/Type of Event
- Location (Roadway, Direction of Travel, Proximity, and Cross Street)
- Injuries, if applicable

Dispatching Resources

The Express Lanes Operator is responsible for detecting, confirming, and dispatching the necessary resources to accommodate the nature of the event, such as Road Rangers, SIRV Operator and/or Flatbed Tow Truck. Communication will be maintained by the Express Lanes Operator with the resources dispatched pre, during, and/or post incident.

Quick Clearance Procedures

In order to expedite the clearance of both travel lane and shoulder blocking events within the Express Lanes, the following quick clearance procedures have been established:

- Vehicles blocking Express travel lanes are to be relocated to the General Use right shoulder, a designated Emergency Stop Site (ESS), or the Broward Park and Ride. Road Ranger vehicles equipped to safely move vehicles may do so, although some events may require a flatbed truck.
- Disabled vehicles located on the Express Lanes shoulder (left shoulder only) are to be relocated to the right shoulder of the General Use lanes, ESS, or Broward Park and Ride.
- Abandoned vehicles within the Express Lanes that are blocking a travel lane or deemed to be impeding traffic due to proximity of the travel lane shall be relocated to the nearest safe location. Prior to relocation the Express Lanes Operator shall notify FHP that the vehicle is being relocated. Once the vehicle has been relocated the EL Operator shall provide FHP with a follow-up notification informing FHP of the vehicle description (Make, Model, Color, and License Plate Number) and the location of the vehicle.
- Abandoned vehicles on the Express Lanes shoulder (legally parked) are to be marked with a grease pen on the rear window by a Road Ranger when it is first discovered and the Express Lanes Operator will notify FHP (or liaison) to log the initial discovery.
 - The markings include the time, date and Road Ranger truck number.
 - At the beginning of each Hireback (future) shift, the FHP Trooper sweeps the Express Lanes for disabled vehicles and calls for rotational tow if necessary.
 - The rotational tow will pick up the vehicle from the shoulder if they are able to respond within 30 minutes. If they are not able to respond within 30 minutes, the FHP Trooper will request TMC Operations dispatch resources to relocate the disabled vehicle to the General Use right shoulder, ESS, or Broward Park and Ride.
- Subsequently, the FHP Trooper will request rotational tow to pick up the vehicle at the designated relocation area.

Debris

Debris located within the Express Lanes shall be removed from the travel lanes by the Road Ranger/Road Ranger Supervisor using the DebrisClear System. Once the debris is clear, the Road Ranger/Road Ranger Supervisor shall notify the TMC. It is then the responsibility of the Express Lanes Operator to contact the Asset Maintenance Contractor (or project contractor) to dispose of the debris. If the debris is too large for the Road Ranger/Road Ranger Supervisor to remove, or if the removal puts the Road Ranger/Road Ranger Supervisor in an unsafe situation, then the TMC Operator shall contact the FDOT Asset Maintenance Contractor (or project contractor).

Asset Maintenance / Contractor within project limits (for LTMOT)

Asset Maintenance – The Asset Maintenance contractor is responsible for repair and maintenance of the Express Lanes, unless the limits fall within an active project, at which time the contractor assigned to the project is to respond (please refer to the Asset Maintenance spreadsheet for project limits). They respond to or acknowledge:

- Damage, property theft or vandalism to State owned infrastructure or equipment, including but not limited to guardrails, bridge abutments, crash barrels and pavement.
- Debris on the roadway.

- Severe incident with Long Term Maintenance of Traffic requirements (LTMOT). Typically estimated to have greater than one hour of lane blockage for Express Lanes management.

HARD CLOSURES FOR INDIVIDUAL SEGMENTS

All field resources patrol their assigned beats throughout their patrol.

- The SIRV unit and Flatbed shall provide on-scene management and event coordination for the primary incident.
- One Road Ranger Pickup truck shall be responsible for the closing of each assigned ingress point to the segment (from I-95 mainline).
- One Road Ranger Pickup truck shall be responsible for the closing at the end of the upstream segment to prevent motorists continuing their trip toward the incident scene (to I-95 mainline).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

HARD CLOSURES FOR SEGMENTS OUTSIDE OF DISTRICT FOUR LIMITS

District Four are supported by SEFRTOC partners for locations outside of their District limits, such as points of egress, supported by District Six. An example is listed below:

- D6 – One Road Ranger Pickup truck is responsible for closing at the end of 95 Express Segment 2N (destination Ives Dairy Rd), to force traffic out to the General Use mainline and prevent motorists from entering the downstream segment (3N).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

EVENT NOTIFICATIONS

FDOT District Six TMC and FTE (Pompano) TMC

It is extremely critical that both FDOT District Four have exceptional communication between the partner TMC's. As such, the EL Operator shall notify District Six TMC or FTE (Pompano) TMC when an event occurs within certain segments. See below for required notifications:

95 EXPRESS – District Six TMC

Segment 3N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

Segment 3S – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

75 EXPRESS – District Six TMC

Segment 4N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

Segment 6N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

75 EXPRESS – FTE (Pompano) TMC

Segment 6N – Ingress from HEFT NB.

Segment 6N – Any lane blocked, the segment is closed, or significant congestion extends beyond the segment.

TRANSIT

TMC Operations Staff shall notify Miami-Dade Transit (MDT) dispatch via the telephone (305-381-8382) for all incidents with major infrastructure and/or travel lanes blocked that are estimated to exceed more than 2 hours within the 95 Express limits (all segments). This notification is for incidents having a major impact on traffic in the area that may affect buses traveling along the facility.

Broward County Transit (BCT) has expanded service to Miami-Dade County and shall only utilize the EL for AM (5:00 AM to 9:00 AM) or PM (3:00 PM to 7:00 PM) peak periods.

BCT and MDT also have existing procedures for a bus breakdown within the Express Lanes. The BCT and MDT will dispatch an agency supervisor to the scene and an additional bus to transfer the passengers. Even when a bus is located on the left shoulder, an additional lane will need to be blocked to safely transfer passengers. The following protocols with BCT and MDT have been established when a bus breakdown occurs in the EL.

- I. BCT or MDT discovers Bus Breakdown/Crash
 - The MDT or BCT should notify the TMC by telephone. The EL Operator should gather the following information from the BCT or MDT dispatcher:
 - Location of broken-down bus.
 - What resources were dispatched.
 - Other agencies notified, such as FHP.
 - Any other information regarding the event, such as type, expected duration, etc.
 - Once notified, the TMC will dispatch Road Rangers and the IRV to the scene and verify the location of the event via CCTV (if available). Once located, the TMC Express Lane Operator will notify the BCT or MDT Dispatch and provide the following information:
 - Confirmed location.
 - Dispatched resources.
 - CCTV # viewing the incident (this applies when MDT has access to CCTV).
- II. EL Operator Discovers Bus Breakdown/Crash
 - Once detected, the EL Operator shall notify the I-75 Fleet operator to dispatch Road Rangers and the SIRV unit to the scene and verify the location of the event via CCTV (if available). Once the event is verified, the EL Operator will notify BCT and / or MDT dispatch and provide the following information:
 - Confirmed location.
 - Dispatched resources.
 - Any other information regarding the event, such as type, expected duration, etc.
- III. Ongoing Coordination during Bus Breakdown/Crash
 - During the event, BCT and / or MDT will provide updates every 30 minutes until the event has cleared the roadway.
- IV. Other Events (Bus not involved)
 - The EL Operator will notify BCT and MDT for all Segment 3 events during peak periods on weekdays, Monday through Friday (6:00 AM – 9:00 AM) or PM (4:00 PM – 7:00 PM) only.
 - Any major or long-term EL or GU events outside of rush hour.

1.5 EL SOFTWARE APPLICATIONS

PURPOSE AND SCOPE

The purpose of this section is to provide the procedures for operating the NG SELS software applications.

NEW GENERATION EXPRESS LANE SOFTWARE (NG SELS)

The EL Operator shall use NG SELS to determine and post the applicable toll amount, monitor traffic conditions in both the EL and GU Lanes, monitor EL detector status and generate reports. The EL Operator shall log onto NG SELS at the beginning of each shift and initiate the Roadway Operations View and Detector Status Monitor. The NG SELS will track, change modes, and post EL Toll Amount DMS messages, plus document the EL Operator actions for acknowledging and confirming the applicable toll amount. The EL Operator shall visually verify that the intended toll amounts are posted via CCTV screenshots before processing the NG SELS DMS Verification Form. [Figure 16](#) provides a sample screenshot of the Roadway Operation View. [Figure 17](#) provides a sample screenshot of the DMS Verification Form. [Figure 18](#) provides a sample screenshot of the Segment Mode/Toll Change pop-up.



Figure 16 Sample Screenshot of the 95 Express Segment View



Figure 17 Sample Screenshot of the DMS Verification Form



Figure 18 Sample Screenshot of the Segment Mode / Toll Change pop-up

EXPRESS LANES OPERATIONAL PROCEDURES

Express Lanes Operational Procedures (Version 1)

Contents

95 Express Lanes Events – 95 Express SB entrance / ingress from Congress Ave.	32
ENTRANCE / INGRESS FROM CONGRESS AVE / I-95 MAINLINE TO SEGMENT 10S BLOCKED	32
95 Express Lanes Events – 95 Express SB before egress to Glades Rd. Segment 10S.	33
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10S (BEFORE EXIT / EGRESS TO GLADES RD) BLOCKED	33
95 Express Lanes Events – 95 Express SB before egress to Glades Rd. Segment 10S.	34
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 10S (BEFORE EXIT / EGRESS TO GLADES RD) BLOCKED	34
95 Express Lanes Events – 95 Express SB exit / egress to Glades Rd. Segment 10S.....	35
EXIT / EGRESS TO GLADES RD MAINLINE FROM SEGMENT 10S BLOCKED	35
95 Express Lanes Events – 95 Express SB at exit / egress to Glades Rd.....	36
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	36
95 Express Lanes Events – 95 Express SB beyond exit / egress to Glades Rd.....	37
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 10S (BEYOND EXIT / EGRESS TO GLADES RD)	37
95 Express Lanes Events – 95 Express SB beyond exit / egress to Glades Rd.....	38
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 10S (BEYOND EXIT / EGRESS TO GLADES RD)	38
95 Express Lanes Events – 9.....	39
ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE TO SEGMENT 9S BLOCKED	39
95 Express Lanes Events – 95 Express SB at entrance / ingress from Hillsboro Blvd (where 2 x EL lanes meet ingress entrance / ingress from Hillsboro Blvd).....	40

AT ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 9S BLOCKED	40
95 Express Lanes Events – 95 Express SB before exit / egress to Hillsboro Blvd. Segment 9S.....	41
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 9S (BEFORE EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED	41
95 Express Lanes Events – 95 Express SB before exit / egress to Hillsboro Blvd. Segment 9S.....	42
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 9S (BEFORE EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED	42
95 Express Lanes Events – 95 Express SB exit / egress to Hillsboro Blvd. Segment 9S.....	43
EXIT / EGRESS TO HILLSBORO BLVD MAINLINE FROM SEGMENT 9S BLOCKED	43
95 Express Lanes Events – 95 Express SB at exit / egress to Hillsboro Blvd.	44
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	44
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	45
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD)	45
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	46
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD)	46
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	47
SINGLE LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED	47
95 Express Lanes Events – 95 Express SB entrance / ingress from SW 10th St.	48
ENTRANCE / INGRESS FROM SW 10th ST / I-95 MAINLINE TO SEGMENT 8S BLOCKED	48
95 Express Lanes Events – 95 Express SB before exit / egress to Cypress Creek Rd. Segment 8S.	49
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 8S (BEFORE EXIT / EGRESS TO CYPRESS CREEK RD) BLOCKED	49

95 Express Lanes Events – 95 Express SB before exit / egress to Cypress Creek Rd. Segment 8S.	50
CRASH, EMERGENCY VEHICLES, ROADWORK, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 8S (BEFORE EXIT / EGRESS TO CYPRESS CREEK RD) BLOCKED	50
95 Express Lanes Events – 95 Express SB exit / egress to Cypress Creek Rd. Segment 8S.	51
EXIT / EGRESS TO CYPRESS CREEK RD MAINLINE FROM SEGMENT 8S BLOCKED	51
95 Express Lanes Events – 95 Express SB at exit / egress to Cypress Creek Rd.	52
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	52
95 Express Lanes Events – 95 Express SB beyond exit / egress to Cypress Creek Rd.	53
BEYOND EXIT / EGRESS TO CYPRESS CREEK RD BLOCKED (FORCE MOTORISTS OUT TO MAINLINE)	53
95 Express Lanes Events – 95 Express SB before exit / egress to Sunrise Blvd. Segment 7S.	54
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 7S (BEFORE EXIT / EGRESS TO SUNRISE BLVD) BLOCKED	54
95 Express Lanes Events – 95 Express SB before exit / egress to Sunrise Blvd. Segment 7S.	55
CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 7S (BEFORE EXIT / EGRESS TO SUNRISE BLVD) BLOCKED	55
95 Express Lanes Events – 95 Express SB exit / egress to Sunrise Blvd. Segment 7S.	56
EXIT / EGRESS TO SUNRISE BLVD MAINLINE FROM SEGMENT 7S BLOCKED	56
95 Express Lanes Events – 95 Express SB at exit / egress to Sunrise Blvd.	57
ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	57
95 Express Lanes Events – 95 Express SB between exit / egress to Sunrise Blvd and entrance / ingress from Oakland Park Blvd.	58
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 7S (BETWEEN EXIT / EGRESS TO SUNRISE BLVD AND ENTRANCE / INGRESS FROM OAKLAND PARK BLVD)	58
95 Express Lanes Events – 95 Express SB between exit / egress to Sunrise Blvd and entrance / ingress from Oakland Park Blvd.	59

CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 7S (BETWEEN EXIT / EGRESS TO SUNRISE BLVD AND ENTRANCE / INGRESS FROM OAKLAND PARK)	59
95 Express Lanes Events – 95 Express SB at entrance / ingress from Oakland Park Blvd (where 2 x EL lanes meet entrance / ingress from Oakland Park Blvd).....	60
AT ENTRANCE / INGRESS FROM OAKLAND PARK BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 6S BLOCKED	60
95 Express Lanes Events – 95 Express SB entrance / ingress from Oakland Park Blvd.....	61
ENTRANCE / INGRESS FROM OAKLAND PARK BLVD / I-95 MAINLINE TO SEGMENT 6S BLOCKED	61
95 Express Lanes Events – 95 Express SB before Broward Park and Ride 6S.	62
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 6S (BEFORE EXIT / EGRESS BROWARD PARK AND RIDE) BLOCKED	62
95 Express Lanes Events – 95 Express SB before exit / egress to Broward Park and Ride. Segment 6S.	63
CRASH, EMERGENCY VEHICLES, ROADWORK, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 6S (BEFORE EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED	63
95 Express Lanes Events – 95 Express SB exit / egress to Broward Park and Ride. Segment 6S.....	64
EXIT / EGRESS TO BROWARD PARK AND RIDE SEGMENT 6S BLOCKED	64
95 Express Lanes Events – 95 Express SB beyond exit / egress to Broward Park and Ride. Segment 5S.....	65
BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE SEGMENT 5S BLOCKED	65
Two lane section of 95 Express facility NB and SB.....	66
IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN TWO LANE SECTION OF EXPRESS (ZERO TOLL MODE)	66
Single lane section of 95 Express facility NB and SB.....	67
IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN SINGLE LANE SECTION OF EXPRESS	67
CONGESTION MANAGEMENT	68



MINIMUM SPEED TOLL (DYNAMIC TOLLING)	68
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	69
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode	69
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	69
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes	69
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	70
Recover From Express Lanes Closed	70
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	70
Toll Update Reminder Notification	70
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	71
Toll Adjustment For Segments (Finite AND ONGOING)	71
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	71
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)	71
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	72
Ongoing Toll Adjustment Reminder	72
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	72
Ending Ongoing Adjustments	72
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	72
Retroactive Toll Adjustment Request Procedure	72
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	73
System Restart	73
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	73
TOLL SUSPENSION:	73
Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events	73

Most Likely Due to:	73
Evacuation	73
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	74
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION	74
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	74
Recover From Open Status (Zero Toll Mode)	74
COMMON DMS PROCEDURES	75
DMS Verification	75
COMMON DMS PROCEDURES	75
Post Messages Manually On Toll Amount DMS	75
COMMON DMS PROCEDURES	76
Post Messages Manually On Lane Status DMS	76
COMMON DMS PROCEDURES	77
If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll	77
COMMON DMS PROCEDURES	78
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll	78
COMMON DMS PROCEDURES	78
DMS Subsystem Failure.	78
Blank Or Stuck Messages	78
COMMON DMS PROCEDURES	79
DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.	79
BLANK OR STUCK MESSAGES	79
COMMON DMS PROCEDURES	80
Segment Toll Amount Sign Failures	80

Failed Segment Toll Amount DMS. Message Is Blank	80
COMMON DMS PROCEDURES	81
Segment Toll Amount Sign Failures	81
Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)	81
COMMON DMS PROCEDURES	82
Segment Toll Amount Sign Failures	82
Failed Segment INTERNAL Toll Amount DMS. Message Is Blank	82
COMMON DMS PROCEDURES	83
Segment Toll Amount Sign Failures	83
Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK	83
COMMON DMS PROCEDURES	84
Segment Toll Amount Sign Failures	84
Failed Segment Toll Amount DMS. PIXEL FAILURE	84
COMMON DMS PROCEDURES	84
Trip Toll Amount Sign Failures	84
Failed Trip Toll Amount DMS (Blank)	84
COMMON DMS PROCEDURES	85
Trip Toll Amount Sign Failures	85
Failed Trip Toll Amount DMS (STUCK)	85
COMMON DMS PROCEDURES	86
Segment Toll Amount Sign Failures	86
Failed Segment Toll Amount DMS. Message Is STUCK	86
COMMON DMS PROCEDURES	86
Lane Status DMS Failures	86

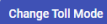

Failed Lane Status And/or 3x18 EL IM DMS	86
DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES	87
Detector / TSS / MVDS Failures	87
Failed EL detector	87
DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES	87
Detector / TSS / MVDS Subsystem Failures	87
Subsystem Failure	87
SUNWATCH INTERFACE FAILURES	88
FTE Toll Service Error	88
Recovery from unrecoverable FTE Toll Service Error	88
FTE PLAZA INFORMATION (TOLL GANTRY)	89
FTE POC FOR SCADA RELATED COMMUNICATION	89
DISTRICT FOUR MAINTENANCE FOR SCADA RELATED COMMUNICATION	90
Tolling Task Failure – Toll calculation approval	92
Tolling Task Failure – DMS verification prep.	92
Recover from Tolling Task Failure	92
Express Lanes Module Failure	92
OTM Failure	92
Recover from Express Lanes Module or overall OTM Failuare	92
Scheduled SunGuide It Maintenance	93
Emergency SunGuide IT Maintenance	93
Recovery From Maintenance Outage.	93
OUT OF HOURS NG SELS FAILURES (Static Tolling)	94
DISTRICT FOUR EXPRESS DELINEATOR MAINTENANCE	97

OPERATIONS DELINEATOR REVIEW AND REPORTING PROCESS..... 99
GLOSSARY..... 100


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB entrance / ingress from Congress Ave.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM CONGRESS AVE / I-95 MAINLINE TO SEGMENT 10S BLOCKED</p>	<p>Use SB50 for incident management.</p> <p>At this time, this ingress is considered the beginning of the facility. With future expansion, this procedure will be updated to reflect the procedure of an ingress that is mid facility.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 10S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Implement a hard closure. 4. Post messages using SunGuide predefined plan “10S - SB Express Lanes Closed - Segment 10S”. 5. If supporting a primary closure, repeat step 2. 6. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress. 2. In the NG SELS Segment View, click on the  within the Status Table for Segment 10S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling a usual.

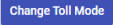
Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB before egress to Glades Rd. Segment 10S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 10S (BEFORE EXIT / EGRESS TO GLADES RD) BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers. Use SB50 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at YAMATO RD), with a destination of HILLSBORO BLVD and CYPRESS CRK RD. The TADMS are FLD4DOT95047.7SB-TR1/TR2 and FLD4DOT95047.2SB-TR1/TR2. If the TADMS are before the incident after 30 minutes or if a hard closure, 'CLOSED' is to be manually posted using group '95X SB 02 Internal Hill_Cyp' and place OOS.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 2. Post messages using SunGuide predefined plan "10S - SB Express Lanes Closed - Segment 10S". 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 10S from Congress Ave mainline. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Congress Ave mainline. 2. If utilized, set group filter '95X SB 02 Internal Hill_Cyp' back to 'Active'. 3. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before egress to Glades Rd. Segment 10S.	SB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 10S (BEFORE EXIT / EGRESS TO GLADES RD) BLOCKED	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use SB50 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at YAMATO RD), with a destination of HILLSBORO BLVD and CYPRESS CRK RD. The TADMS are FLD4DOT95047.7SB-TR1/TR2 and FLD4DOT95047.2SB-TR1/TR2. If the TADMS are before the incident after 30 minutes or if a hard closure, 'CLOSED' is to be manually posted using group filter '95X SB 02 Internal Hill_Cyp' and place OOS.</p>	<p>If the event event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> Dispatch incident responders to assist with the event. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan and post messaging for a 'SOFT (ONE LANE OF TWO) CLOSURE'. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 10S from Congress Ave mainline. Post messages using SunGuide predefined plan "10S - SB Express Lanes Closed - Segment 10S". 	<ol style="list-style-type: none"> Release the incident responders and open the entrance / ingress from Congress Ave mainline. If utilized, set group filter '995X SB 02 Internal Hill_Cyp' back to 'Active'. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling as normal.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB exit / egress to Glades Rd. Segment 10S.	SB	EXIT / EGRESS TO GLADES RD MAINLINE FROM SEGMENT 10S BLOCKED	<p>Use SB50 for incident management.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 10S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Post messages using SunGuide predefined plan “10S - SB Express Lanes Egress - Segment 10S”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 10S from Congress Ave mainline. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Congress Ave mainline. 2. In the NG SELS Segment View, click on the  within the Status Table for Segment 10S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at exit / egress to Glades Rd.	SB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (at YAMATO RD), with a destination of HILLSBORO BLVD and CYPRESS CRK RD. The TADMS are FLD4DOT95047.7SB-TR1/TR2 and FLD4DOT95047.2SB-TR1/TR2. ‘CLOSED’ is to be manually posted using group filter ‘95X SB 02 Internal Hill_Cyp’ and place OOS.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant ‘LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT, then post accordingly, otherwise post messaging for a ‘SOFT CLOSURE’ (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Glades Road. 	<ol style="list-style-type: none"> Set group filter ‘95X SB 02 Internal Hill_Cyp’ back to ‘Active’. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 10S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

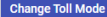

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Glades Rd.	SB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 10S (BEYOND EXIT / EGRESS TO GLADES RD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Glades Rd mainline; therefore, the segment is open, but the trip to Hillsboro Blvd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 47.6 SB 'EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD'.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post 'CLOSED' on all the Toll Amount DMS, associated with the 95 Express SB Segment 9S, for segment to HILLSBORO BLVD and trip to CYPRESS CREEK using group filter '95X SB 02 Internal Hill_Cyp'. 2. Set the TADMS used to 'Out of Service'. 3. Verify that the 'CLOSED' message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for a 'HARD CLOSURE'. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10S to Glades Rd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. Set all the associated TADMS back to 'Active'. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set 'out of service'. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

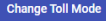

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Glades Rd.	SB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 10S (BEYOND EXIT / EGRESS TO GLADES RD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Glades Rd mainline; therefore, the segment is open, but the trip to Hillsboro Blvd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 47.6 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with the 95 Express SB Segment 9S, for segment to HILLSBORO BLVD and trip to CYPRESS CREEK using group filter ‘95X SB 02 Internal Hill_Cyp’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10S to Glades Rd mainline (force motorists to mainline). 2. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Glades Rd mainline. 2. Set all the associated TADMS back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB entrance / ingress from Glades Rd.	SB	ENTRANCE / INGRESS FROM GLADES RD / I-95 MAINLINE TO SEGMENT 9S BLOCKED	<p>Use SB47 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express SB Segment 8S, using group filter ‘95X SB 03 Ingress fm Glades’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 6. If supporting a primary closure, then post messages using SunGuide predefined plan “9S – SB INGRESS SUPPORTING A PRIMARY – SEGMENT 9S” and in NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Glades Rd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express SB entrance/ ingress from Glades Rd mainline back to ‘Active’. 3. If supporting a primary closure, then the TADMS and LSDMS do not need to be placed ‘out of service’. 4. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling a usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at entrance / ingress from Hillsboro Blvd (where 2 x EL lanes meet ingress entrance / ingress from Hillsboro Blvd).	SB	AT ENTRANCE / INGRESS FROM HILLSBORO BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 9S BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 47.6 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO GLADES RD’.</p> <p>*Post on DMS SB47 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Hillsboro Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> Dispatch incident responders to assist with the event. In NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the exit / egress to Glades Rd (force motorists to mainline). If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Glades Rd mainline. Post messages using SunGuide predefined plan “9S - NB Express Lanes Closed - Segment 9S”. 	<ol style="list-style-type: none"> If the entrance / ingress from Glades Rd mainline is hard closed, release the incident responders. Release the incident responders and open at the exit / egress to Glades Rd In the NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure.


Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB before exit / egress to Hillsboro Blvd. Segment 9S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 9S (BEFORE EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers. Use SB47 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 44.0 SB is before the incident, then add to the response plan (if using RPG).</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 9S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 2. Post messages using SunGuide predefined plan “9S - SB Express Lanes Closed - Segment 9S”. 3. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 9S from Glades Rd mainline. 4. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10S to Glades Rd mainline. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Glades Rd mainline. 2. Release the incident responders and open at the exit / egress to Glades Rd mainline. 3. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 9S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before exit / egress to Hillsboro Blvd. Segment 9S.	SB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 9S (BEFORE EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Use SB47 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 44.0 SB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> Dispatch incident responders to assist with the event. In NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 9S from Glades Rd mainline. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10S to Glades Rd mainline. Post messages using SunGuide predefined plan “9S - SB Express Lanes Closed - Segment 9S”. 	<ol style="list-style-type: none"> Release the incident responders and open the entrance / ingress from Glades Rd mainline. Release the incident responders and open at the exit / egress to Glades Rd mainline. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB exit / egress to Hillsboro Blvd. Segment 9S.</p>	<p>SB</p>	<p>EXIT / EGRESS TO HILLSBORO BLVD MAINLINE FROM SEGMENT 9S BLOCKED</p>	<p>Use SB47 for incident management.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Post messages using SunGuide predefined plan “9S - SB Express Lanes Egress - Segment 9S”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 9S from Glades Rd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 10S to Glades Rd mainline. Place Group Filter 95X SB 02 Internal Hill_Cyp OOS once hard closed. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Glades Rd mainline. 2. Release the incident responders and open at the exit / egress to Glades Rd mainline. 3. Set all the associated TADMS back to ‘Active’. 4. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at exit / egress to Hillsboro Blvd.	SB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant ‘LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT, then post accordingly, otherwise post messaging for a ‘SOFT CLOSURE’ (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Hillsboro Blvd. 	<ol style="list-style-type: none"> In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 9S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	SB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Hillsboro Blvd mainline; therefore, the segment is open, but the trip to Cypress Creek Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 44.0 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO HILLSBORO BLVD’.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with 95 Express SB Segment 8S, for trip to CYPRESS CREEK RD using group filter ‘95X SB 04 Bey Egress Hillsboro’. 2. Set the TADMS used to ‘Out of Service’. 3. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Hillsboro Blvd mainline. 2. Set all the TADMS associated with the trips back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	SB	CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD)	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Hillsboro Blvd mainline; therefore, the segment is open, but the trip to Cypress Creek Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 44.0 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO HILLSBORO BLVD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with 95 Express SB Segment 8S, for trip to CYPRESS CREEK RD using group filter ‘95X SB 04 Bey Egress Hillsboro’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd mainline (force motorists to mainline). 2. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Hillsboro Blvd mainline. 2. Set all the TADMS associated with the trips back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Hillsboro Blvd.	SB	SINGLE LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 9S (BEYOND EXIT / EGRESS TO HILLSBORO BLVD) BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Hillsboro Blvd mainline; therefore, the segment is open, but the trip to Cypress Creek Rd is not.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 44.0 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO HILLSBORO BLVD’.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount DMS, associated with 95 Express SB Segment 8S, for trips to CYPRESS CREEK RD using group filter ‘95X SB 04 Bey Egress Hillsboro’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for ‘HARD CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Hillsboro Blvd mainline. 2. Set all the TADMS associated with the trips back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 9S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.


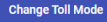
Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB entrance / ingress from SW 10th St.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM SW 10th ST / I-95 MAINLINE TO SEGMENT 8S BLOCKED</p>	<p>Use SB40 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>If supporting a primary EL event, then both segment 8S and 7S should be closed (in SELS) to the ingress event once it is hard closed (access to segment 7S is via 8S).</p> <p>Both internal DMS will be utilized (SB36.5 and SB32.1) to support the closed segments.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express SB Segment 8S, using group filter ‘95X SB 05 Ingress fm SW 10 St’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. <p>If supporting a primary closure:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for Segments 8S and 7S: <ul style="list-style-type: none"> ○ Choose Closed mode. ○ Select a D4 event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “8S – SB INGRESS SUPPORTING A PRIMARY – SEGMENT 8S”. 3. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SW 10th St mainline. 2. Set all the TADMS and LSDMS associated with 95 Express SB entrance/ ingress from SW 10th St mainline back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 8S and 7S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB before exit / egress to Cypress Creek Rd. Segment 8S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 8S (BEFORE EXIT / EGRESS TO CYPRESS CREEK RD) BLOCKED</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 36.5 SB is before the incident, then add to the response plan (if using RPG).</p> <p>*On DMS EL 44.0 SB, post RPG generated message. After 30 minutes, ensure message is updated to post ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO HILLSBORO BLVD’.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 3. In SELS Corridor View, click on the  within the Status Table for Segments 8S and 7S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Post messages using SunGuide predefined plan “8S - SB Express Lanes Closed - Segment 8S”. 3. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 8S from SW 10th St mainline. 4. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SW 10th St mainline. 2. Release the incident responders and open the exit / egress to Hillsboro Blvd mainline. 3. In the SELS Corridor View, click on the  within the Status Table for Segment 8S and 7S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.



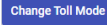
Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB before exit / egress to Cypress Creek Rd. Segment 8S.</p>	<p>SB</p>	<p>CRASH, EMERGENCY VEHICLES, ROADWORK, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 8S (BEFORE EXIT / EGRESS TO CYPRESS CREEK RD) BLOCKED</p>	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>As 7S has no ingress from I-95 mainline, access to 7S, from 8S, is to be considered as an ingress.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 44.0 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO HILLSBORO BLVD’.</p> <p>*If internal DMS EL 36.5 SB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the Change Toll Mode within the Status Table for Segments 8S and 7S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 8S from SW 10th St mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd (force motorists to mainline). 3. Post messages using SunGuide predefined plan “8S - SB Express Lanes Closed - Segment 8S”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SW 10th St mainline. 2. Release the incident responders and open the exit / egress to Hillsboro Blvd mainline. 3. In the SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 8S and 7S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB exit / egress to Cypress Creek Rd. Segment 8S.</p>	<p>SB</p>	<p>EXIT / EGRESS TO CYPRESS CREEK RD MAINLINE FROM SEGMENT 8S BLOCKED</p>	<p>Use SB40 for incident management.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 8S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Post messages using SunGuide predefined plan “8S - SB Express Lanes Egress - Segment 8S”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 8S from SW 10th St mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 9S to Hillsboro Blvd (force motorists to mainline). Place Group Filter 95X SB 04 Bey Egress Hillsboro OOS once hard closed. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from SW 10th St mainline. 2. Release the incident responders and open the exit / egress to Hillsboro Blvd mainline. 3. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 8S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at exit / egress to Cypress Creek Rd.	SB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>As 7S has no ingress from I-95 mainline, access to 7S, from 8S, is to be considered as an ingress, therefore in this scenario when forcing traffic to Cypress, no motorists can access 7S, therefore needing to close 7S (as well as 8S) in SELS to update the internal TADMS located at Atlantic Blvd. DMS 32.1-EL will also be utilized in the plan.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the Change Toll Mode within the Status Table for Segments 8S and 7S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant ‘LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT, then post accordingly, otherwise post messaging for a ‘SOFT CLOSURE’ (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Cypress Creek Rd. 	<ol style="list-style-type: none"> In the SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 8S and 7S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB beyond exit / egress to Cypress Creek Rd.	SB	BEYOND EXIT / EGRESS TO CYPRESS CREEK RD BLOCKED (FORCE MOTORISTS OUT TO MAINLINE)	<p>This scenario is for secondary events only, to support a 7S hard closure (only point of entry into segment 7S).</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS 36.5 SB ‘TRAFFIC MUST EXIT / TO / CYPRESS CRK RD’.</p>	<p>Once the primary event is hard closed:</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the exit / egress from Segment 8S to Cypress Creek Rd mainline (force motorists to mainline). In SELS Corridor View, click on the  within the Status Table for Segment 7S: <ul style="list-style-type: none"> Add event. Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Post messages using SunGuide predefined plan “7S - SB Express Lanes Egress - Segment 7S”. 	<ol style="list-style-type: none"> Release the incident responders and open at the exit / egress to Cypress Creek mainline. In the SELS Corridor View, click on the  within the Status Table for Segment 7S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before exit / egress to Sunrise Blvd. Segment 7S.	SB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 7S (BEFORE EXIT / EGRESS TO SUNRISE BLVD) BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>*If internal DMS EL 32.1 SB is before the incident, then add to the response plan (if using RPG).</p> <p>Refer to DMS messaging plan.</p> <p>*On DMS EL 36.5 SB, post RPG generated message. After 30 minutes, ensure message is updated to post ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO CYPRESS CREEK RD’.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (before OAKLAND), with a destination of BROWARD P&R. The TADMS are FLD4DOT95032.6SB-TR1 and FLD4DOT95031.7SB-TR1. If the TADMS are before the incident, after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group 95X SB 07 Internal to P&R and place OOS.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 7S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 2. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 3. Dispatch incident responders to implement a hard closure at the egress / exit to Cypress Creek Rd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open the exit / egress to Cypress Creek Rd mainline. 2. In the SELS Corridor View, click on the Change Toll Mode for the Segment within the Status Table for Segment 7S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling a usual.

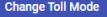
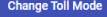
Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before exit / egress to Sunrise Blvd. Segment 7S.	SB	CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 7S (BEFORE EXIT / EGRESS TO SUNRISE BLVD) BLOCKED	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 32.1 SB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p> <p>There is no ingress into 7S therefore the secondary closure has to be closed in SELS.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (before OAKLAND), with a destination of BROWARD P&R. The TADMS are LD4DOT95032.6SB-TR1 and FLD4DOT95031.7SB-TR1. If the TADMS are before the incident, after 30 minutes or if a hard closure, ‘CLOSED’ is to be manually posted using group 95X SB 07 Internal to P&R and place OOS.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment 7S: <ol style="list-style-type: none"> a. Choose Closed mode. b. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. c. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Cypress Creek Rd (force motorists to mainline). 2. In SELS Corridor View, click on the . 3. Choose Closed mode. 4. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. 5. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 6. Post messages using SunGuide predefined plan “7S - SB Express Lanes Egress - Segment 7S”. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the exit / egress to Cypress Creek Rd mainline. 2. In the SELS Corridor View, click on the  for the Segment within the Status Table for both Segment 7S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Continue tolling a usual.



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB exit / egress to Sunrise Blvd. Segment 7S.	SB	EXIT / EGRESS TO SUNRISE BLVD MAINLINE FROM SEGMENT 7S BLOCKED	Refer to DMS messaging plan.	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 7S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). 3. Post messages using SunGuide predefined plan “7S - SB Express Lanes Egress - Segment 7S”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the egress / exit to 2. Cypress Creek Rd (force motorists to mainline). Place Group Filter 95X SB 06 Internal Sunrise OOS once hard closed. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the egress / exit to Cypress Creek Rd. 2. If utilized, set associated TADMS back to ‘Active’. 3. In the SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 7S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at exit / egress to Sunrise Blvd.	SB	ROADWORK WHEN CONTRACTORS MOT TAPER IMPEDES TOLLED SEGMENT	<p>This refers to when the MOT taper to force motorists out at the end of the tolled segment impedes or degrades the tolled segment.</p> <p>Refer to DMS messaging plan.</p> <p>The location must fall within the tolled segment limits.</p> <p>*Note – IM procedures differ from construction procedures due to length of MOT.</p> <p>There are two Toll Amount DMS located inside the Express Lanes (before OAKLAND), with a destination of BROWARD P&R. The TADMS are LD4DOT95032.6SB-TR1 and FLD4DOT95031.7SB-TR1. 'CLOSED' is to be manually posted using group 95X SB 07 Internal to P&R and place OOS.</p>	<p>If the event impacts or degrades the throughput of the segment, then:</p> <ol style="list-style-type: none"> In SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 7S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (SELS default). Generate a response plan based upon length of taper. If taper length is significant enough to warrant 'LEFT / RIGHT LANE BLOCKED or LEFT LANE BLOCKED MERGE RIGHT / RIGHT LANE BLOCKED MERGE LEFT, then post accordingly, otherwise post messaging for a 'SOFT CLOSURE' (Refer to DMS messaging plan) – Do not upgrade to a hard closure unless the contractor hard closes. Contractors MOT taper will divert traffic out to Sunrise Boulevard. 	<ol style="list-style-type: none"> In the SELS Corridor View, click on the Change Toll Mode within the Status Table for Segment 7S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB between exit / egress to Sunrise Blvd and entrance / ingress from Oakland Park Blvd.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 7S (BETWEEN EXIT / EGRESS TO SUNRISE BLVD AND ENTRANCE / INGRESS FROM OAKLAND PARK BLVD)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Sunrise Blvd mainline; therefore, the segment is open, but the trip to Park and Ride is not.</p> <p>Refer to DMS messaging plan.</p> <p>*This is a non-tolled area between segment 7S and 6S.</p> <p>* For soft and hard closures post on DMS EL 28.5 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SUNRISE BLVD’.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Manually post ‘CLOSED’ on all internal Toll Amount DMS, associated with the 95 Express SB Segment 6S, for destination to PARK AND RIDE using group filter ‘95X SB 07 Internal to P&R’. 2. Set the TADMS used to ‘Out of Service’. 3. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 4. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 5. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd mainline (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Sunrise Blvd mainline. 2. Set all the associated TADMS back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 6S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

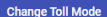
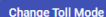

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB between exit / egress to Sunrise Blvd and entrance / ingress from Oakland Park Blvd.</p>	<p>SB</p>	<p>CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES BEYOND SEGMENT 7S (BETWEEN EXIT / EGRESS TO SUNRISE BLVD AND ENTRANCE / INGRESS FROM OAKLAND PARK)</p>	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Motorists can use the exit / egress to Sunrise Blvd mainline; therefore, the segment is open, but the trip to Park and Ride is not.</p> <p>*This is a non-tolled area between segment 7S and 6S.</p> <p>Refer to DMS messaging plan.</p> <p>* For soft and hard closures post on DMS EL 32.1 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SUNRISE BLVD’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on the internal Toll Amount DMS, associated with 95 Express SB Segment 6S, for destination to PARK AND RIDE using group filter ‘95X SB 07 Internal to P&R’. 3. Set the TADMS used to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once the event exceeds 30 minutes (or if expected to exceed 30 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd (force motorists to mainline). 2. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the exit / egress to Sunrise Blvd mainline. 2. Set all the associated TADMS back to ‘Active’. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 6S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual



Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB at entrance / ingress from Oakland Park Blvd (where 2 x EL lanes meet entrance / ingress from Oakland Park Blvd).	SB	AT ENTRANCE / INGRESS FROM OAKLAND PARK BLVD / I-95 MAINLINE WHEN EL AND INGRESS MEET TO MAKE THREE LANES / SEGMENT 6S BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 32.1 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SUNRISE BLVD’.</p> <p>*Post on DMS SB31 ‘EXPRESS LANES / CLOSED / DO NOT ENTER’.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding and the event does not impede the entrance / ingress from Oakland Park Blvd (three lanes at ingress):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Generate a response plan and post messaging for a ‘SOFT (ONE LANE OF TWO) CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the exit / egress to Sunrise Blvd (force motorists to mainline). 2. If emergency responders require the ingress to be hard closed, then dispatch a responder to close at the entrance / ingress from Oakland Park Blvd mainline. 3. Post messages using SunGuide predefined plan “6S - NB Express Lanes Closed - Segment 6S”. 	<ol style="list-style-type: none"> 1. If the entrance / ingress from Oakland Park Blvd mainline is hard closed, release the incident responders. 2. Release the incident responders and open the exit / egress to Sunrise Blvd mainline. 3. In the NG SELS Segment View, click on the  within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB entrance / ingress from Oakland Park Blvd.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM OAKLAND PARK BLVD / I-95 MAINLINE TO SEGMENT 6S BLOCKED</p>	<p>Use SB31 for incident management.</p> <p>If supporting a primary EL event, then the segment should be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Post the DMS through the segment if supporting a primary EL event.</p> <p>Refer to DMS messaging plan.</p>	<ol style="list-style-type: none"> 1. Dispatch incident responders. 2. Manually post ‘CLOSED’ on all the Toll Amount and Lane Status DMS, associated with the entrance / ingress to 95 Express SB Segment 6S, using group filter ‘95X SB 08 Ingress fm Oakland Park Blvd’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 5. Generate a response plan and from the message library post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’. 6. If supporting a primary closure, then post messages using SunGuide predefined plan “6S – SB INGRESS SUPPORTING A PRIMARY – SEGMENT 6S” and in NG SELS Segment View, click on the  within the Status Table for the Segment 6S: <ul style="list-style-type: none"> ○ Choose Closed mode. ○ Select a D4 event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Oakland Park Blvd mainline. 2. Set all the TADMS and LSDMS associated with 95 Express SB entrance/ ingress from Oakland Park Blvd mainline back to ‘Active’. 3. If supporting a primary closure, then the TADMS and LSDMS do not need to be placed ‘out of service’. 4. In the NG SELS Segment View, click on the  within the Status Table for Segment 6S and re-submit the mode displayed (current) to update signs that were set ‘out of service’. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before Broward Park and Ride 6S.	SB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT 6S (BEFORE EXIT / EGRESS BROWARD PARK AND RIDE) BLOCKED	<p>A hard closure shall be implemented at any time based on safety concerns.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers. Use SB31 for incident management.</p> <p>Refer to DMS messaging plan.</p> <p>*If internal DMS EL 28.5 SB is before the incident, then add to the response plan (if using RPG).</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 30 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 30 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 2. Post messages using SunGuide predefined plan “6S - SB Express Lanes Closed - Segment 6S”. 3. Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 6S from Oakland Park Blvd mainline. 6. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Oakland Park Blvd mainline. 2. Release the incident responders and open the exit / egress to Sunrise Blvd mainline. 3. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
95 Express Lanes Events – 95 Express SB before exit / egress to Broward Park and Ride. Segment 6S.	SB	CRASH, EMERGENCY VEHICLES, ROADWORK, POLICE ACTIVITY OR FLOODING EVENT TWO LANE SECTION OF EXPRESS LANES SEGMENT 6S (BEFORE EXIT / EGRESS TO BROWARD PARK AND RIDE) BLOCKED	<p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>*Post on DMS EL 32.1 SB ‘EXPRESS LNS CLOSED / TRAFFIC MUST EXIT / TO SUNRISE BLVD’.</p> <p>*If internal DMS EL 28.5 SB is beyond the location of the incident, post ‘EXPRESS LANES / CLOSED / DO NOT ENTER’ if both lanes are blocked or hard closure procedures are in place.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, and is not blocking all lanes, then:</p> <ol style="list-style-type: none"> Dispatch incident responders to assist with the event. In NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 6S: <ul style="list-style-type: none"> Choose Closed mode. Select a D4 event. If the event is not available at the time of the override, select a Dummy event. Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). Generate a response plan and post messaging for a ‘SOFT / HARD CLOSURE’. <p>Once event exceeds 30 minutes (or from the get-go if expected to exceed 30 minutes), or if all lanes are blocked:</p> <ol style="list-style-type: none"> Dispatch incident responders to implement a hard closure at the entrance / ingress to Segment 6S from Oakland Park Blvd mainline. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd (force motorists to mainline). Post messages using SunGuide predefined plan “6S - SB Express Lanes Closed - Segment 6S”. 	<ol style="list-style-type: none"> Release the incident responders and open the entrance / ingress from Oakland Park Blvd mainline. Release the incident responders and open the exit / egress to Sunrise Blvd mainline. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for Segment 6S: <ul style="list-style-type: none"> Choose desired mode. If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. In SunGuide, terminate the response plan that was used for this closure. Continue tolling a usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB exit / egress to Broward Park and Ride. Segment 6S.</p>	<p>SB</p>	<p>EXIT / EGRESS TO BROWARD PARK AND RIDE SEGMENT 6S BLOCKED</p>	<p>Per ‘procedure per event type’, the protocol is to close the segment after 30 minutes, however for this scenario, unless the incident / congestion impedes the EL mainline, the segment is to remain open unless requested to be closed by FHP / Law Enforcement and/or FDOT personnel.</p> <p>Once the duration of an event is greater than 60 minutes, notify the Asset Maintenance Contractor to relieve the Road Rangers.</p> <p>Refer to DMS messaging plan.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in NG SELS) to the ingress event once it is hard closed (ingress from 6S).</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Post messages using SunGuide predefined plan ‘6S - SB Express Lanes P&R - Segment 6S’. 4. If motorists can pass using either the gore or the shoulder, use the *response plan generated messages to notify motorists of the lane blockage. <p>* Edit the last line of the message from CLOSED to BLOCKED.</p> <p>Should the incident / congestion impede the 95 Express mainline, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 6S from Oakland Park Blvd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd mainline (force motorists to mainline). 3. If segment is not already in a closed statue, then in NG SELS Segment View, click on the  within the Status Table for Segment 6S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 4. Post messages using SunGuide predefined plan ‘6S - SB Express Lanes Egress P&R - Segment 6S’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Oakland Park Blvd mainline. 2. Release the incident responders and open at the exit / egress to Sunrise Blvd mainline. 3. In the NG SELS Segment View, click on the  within the Status Table for Segments 6S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>95 Express Lanes Events – 95 Express SB beyond exit / egress to Broward Park and Ride. Segment 5S.</p>	<p>SB</p>	<p>BEYOND EXIT / EGRESS TO BROWARD PARK AND RIDE SEGMENT 5S BLOCKED (CURRENT END OF FACILITY)</p>	<p>Phase 3C ends begins after Segment 6S, therefore this should not be relevant at this time.</p> <p>If being supported by a secondary ingress event, then the segment should also be closed (in NG SELS) to the ingress event once it is hard closed.</p> <p>Refer to DMS messaging plan.</p> <p>*For soft and hard closures post on DMS EL 32.1 SB ‘TRAFFIC MUST EXIT / TO / SUNRISE BLVD.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders. 2. In NG SELS Segment View, click on the  within the Status Table for Segment 5S and 6S: <ul style="list-style-type: none"> o Choose Closed mode. o Select a D4 event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (NG SELS default). 3. Post messages using SunGuide predefined plan “5S - SB Express Lanes Closed - Segment 5S”. 4. Dispatch incident responders to assist clearing the event and allow trapped vehicles to exit the Express Lanes. <p>Once the event exceeds 30 minutes, or if expected to exceed 30 minutes, or if all lanes are blocked):</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment 6S from Oakland Park Blvd mainline. 2. Dispatch incident responders to implement a hard closure at the exit / egress from Segment 7S to Sunrise Blvd mainline (force motorists to mainline). 3. Generate a response plan and post messaging for a ‘HARD CLOSURE’. 	<ol style="list-style-type: none"> 1. Release the incident responders and open the entrance / ingress from Oakland Park Blvd mainline. 2. Release the incident responders and open at the exit / egress to Sunrise Blvd mainline. 3. In the NG SELS Segment View, click on the  within the Status Table for Segments 5S and 6S: <ul style="list-style-type: none"> o Choose desired mode. o If the Closed mode was not originally associated with a D4 event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>Two lane section of 95 Express facility NB and SB.</p>	<p>SB</p>	<p>IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO EXPRESS IN TWO LANE SECTION OF EXPRESS (ZERO TOLL MODE)</p>	<p>Only upon FHP / Law Enforcement request or implementation and/or FDOT approval, will traffic be diverted into the 95 Express Lanes.</p> <p>Resources such as Road Rangers, SIRV and/or Asset Maintenance should be informed to bleed traffic from the GU into 95 Express, around the incident, and then push traffic back into GU over the plastic poles using lane two of the Express Lanes. Express Lane one will remain for Express motorists that wish to continue within the facility.</p> <p>Per ‘procedure per event type’, the protocol is to close the segment after 30 minutes, however for this scenario, as the facility is being used to improve throughput and reduce congestion/reduce secondary incidents, the segment is to remain open unless requested to be closed by FHP / Law Enforcement and/or FDOT personnel.</p> <p>Refer to DMS messaging plan.</p> <p>Lane one would be used for EL and lane two would be for GU.</p>	<p>To improve throughput, and reduce the possibility of secondary incidents, the following procedure has been introduced when a FULL GU closure occurs parallel to the 95 Express Lanes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event by directing traffic from GU lanes into EL lane two, guiding them around the incident, and back into GU lanes. 2. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for the Segment adjacent to the GU closure: <ul style="list-style-type: none"> o Select ZERO TOLL. o Select a D4 event (GU). If the event is not available at the time of the override, add a comment to justify the mode change. o Ensure the effective time is set at 10 minutes before the event reported time (This is an automated adjustment in NG SELS). 3. Generate a response plan (do not update to soft or hard closure plan) to notify motorists of the lane blockage. 4. Continue with ZERO TOLL mode until all GU lanes are clear. 	<ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode for the segment for which ZERO TOLL mode was in effect. <ul style="list-style-type: none"> o Select the desired mode. 2. In SunGuide, terminate the response plan that was used for this closure. 3. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>Single lane section of 95 Express facility NB and SB.</p>	<p>SB</p>	<p>IF ALL GENERAL-USE LANES ARE CLOSED, ALL 95 EXPRESS LANES ARE OPEN AND TRAFFIC IS BEING DIVERTED INTO SINGLE LANE SECTION OF EXPRESS</p>	<p>Only upon FHP / Law Enforcement request or implementation and/or FDOT approval, will traffic be diverted into the 95 Express Lanes.</p> <p>Resources such as Road Rangers, SIRV and / or Asset Maintenance should be informed to bleed traffic from the GU into 95 Express, around the incident, and then push traffic back into GU over the plastic poles.</p> <p>It is critical to ensure that traffic diverted into the EL is allowed to divert out of the EL immediately after traffic passes the lane closure or event.</p> <p>*On the internal EL DMS within the closest upstream segment, post 'TRAFFIC MUST EXIT (to the egress destination)'.</p>	<p>To improve throughput, and reduce the possibility of secondary incidents, the following procedure has been introduced when a FULL GU closure occurs parallel to the 95 Express Lanes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event by directing traffic from GU lanes into EL, guiding them around the incident, and back into GU lanes. 2. Dispatch incident responders to implement a hard closure at the closest exit / egress upstream from the closure. 3. Manually post 'CLOSED' on all the Toll Amount DMS associated with the trip tolls using the relevant group filter. 4. Set the TADMS used to 'Out of Service'. 5. Generate a response plan to notify motorists of the lane blockage using messaging on the internal EL DMS to force out at the closest egress. 6. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the incident responders and open at the point of closure. 2. Release the incident responders and open at the exit / egress. 3. Set all the TADMS associated with the trips back to 'Active'. 4. In the NG SELS Segment View, click on the  within the Status Table for the upstream segment and re-submit the mode displayed (current) to update signs that were set 'out of service'. 5. In SunGuide, terminate the response plan that was used for this closure.

CONGESTION MANAGEMENT

The Express Lane Operator shall document both recurring and non-recurring congestion within the any of the Express Lane facilities in accordance with District Four Event Management Procedures. All congestion detected within the Express Lanes shall have “Congestion” events created with a FLATIS message being published to the Interactive Voice Recognition (IVR) system and Statewide 511 website. The Express Lanes Operator shall monitor the NG SELS Speed Graphs or the corridor map view to identify congestion and verify all congestion via CCTV or Road Ranger/SIRV.

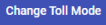
Once the average Traffic Density (TD) for an Express Lanes segment is equal to or greater than 27 (currently configured to TD of 27) and/or the segment is 50% congested, NG SELS shall automatically request the “CONGESTED” message for the segment Lane Status DMS (LSDMS).

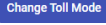
Once congestion has been reduced in the segment (less than 50%) or the TD drops below the configured threshold, then the “EXPRESS LANES OPEN” message will replace the previous ‘CONGESTED’ messaging. The Express Lanes Operator is to verify that the Lane Status DMS are posting the correct message.

MINIMUM SPEED TOLL (DYNAMIC TOLLING)

FLORIDA STATUE 338.166



If a customer’s average travel speed for a trip in an Express Lane falls below 40 miles per hours, the customer must be charged the mimimun Express Lane Toll. A customer’s Express Lane average travel speed is his or her average travel speed from the customer’s entry point to the customer’s exit point.


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode		<ol style="list-style-type: none"> 1. In NG SELS Segment View, click on the  of the segment that needs to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o CLOSED and Zero Toll modes must be associated with a D4 event. Manual mode must either be associated with an event or a comment must be entered. If the event is not available at the time of the mode change, select a Dummy event from either District. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes		<ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the  for the segment to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o If previous mode was CLOSED, Zero Toll or Manual mode and was not associated with a D4 event, an event from either District must be selected before the mode can be changed. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Express Lanes Closed.		<ol style="list-style-type: none"> 1. Verify that the TADMS and/or LSDMS are active. 2. In the NG SELS Segment View, click on the Change Toll Mode for the Segment within the Status Table <ul style="list-style-type: none"> o Choose desired mode o If the Closed mode was not originally associated with a D4 event, select an event from either district. An event must be selected before leaving Closed mode. o Verify that Lane Status and Toll Amount DMS are posting the correct message. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Notify D6 TMC if relevant to closure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Update Reminder Notification		<p>In the Toll Update Reminder alert, click on the “Acknowledge” button</p> <p>If user desires to remain in the current mode, check the “Approved” checkbox and then select “Submit”.</p> <p>To change mode:</p> <ol style="list-style-type: none"> 1. Select the new mode from the “Mode” dropdown list 2. Verify or select the Toll amount and the Lane Status DMS Message. 3. If required, select a D4 event from the dropdown lists (select Dummy event if real event is not yet available). 4. Check the “Approved” check box and click on the “Submit” button. 5. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is incorrect, then ensure that an ITS Maintenance Module trouble ticket is open for this failure. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Adjustment For Segments (Finite AND ONGOING)		<p>Ongoing Adjustment:</p> <ol style="list-style-type: none"> 1. In NG SELS click on the  for the Segment within the Status Table. 2. Select the desired effective time 3. Select the desired Adjusted Toll 4. Associate an event or add a comment to justify the adjustment. 5. Submit the Ongoing Adjustment. 6. Continue tolling as usual. <p>Finite Adjustment:</p> <ol style="list-style-type: none"> 1. In NG SELS, click on the  for the Segment within the Status Table for the segment. 2. Select the desired effective time. 3. Check Finite Adjustment. 4. Select the desired Effective End. 5. Select the desired Adjusted Toll. 6. Associate an event or add a comment to justify the adjustment. 7. Submit the Finite Adjustment. 8. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)		<p>Ongoing Adjustment</p> <ol style="list-style-type: none"> 1. In NG SELS Segment View, click on the  for the Trip within the Status Table. 2. Select the desired Adjusted Time/Toll 3. Add a comment justifying the adjustment 4. Submit Ongoing Adjustment 5. Continue tolling as usual. 	

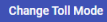
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ongoing Toll Adjustment Reminder		1. When an ongoing toll adjustment reminder appears, select “Continue” if still applicable, or select “End” if not.	

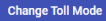
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ending Ongoing Adjustments		<ol style="list-style-type: none"> In the NG SELS Segment View, click on the  for the segment with an ongoing adjustment in effect or any segment within a trip with an ongoing adjustment. Note: It is not possible to end a trip adjustment directly; it must be done via a segment included in that trip. Select the current mode and toll for the selected segment and submit the request (continue current active toll/mode). When the ongoing adjustment reminder appears, select End and submit. 	<p>If a Toll Adjustment was in effect prior to system restart, the interim toll will only present \$0.00, \$0.50, and latest Toll Adjustment amount.</p> <p>If Toll Adjustment is no longer required upon restart, then end the Toll Adjustment.</p>

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Email	Attachments	Example Content Of Email
Retroactive Toll Adjustment Request Procedure	Alexandra Lopez Ryan Drendel David Needham Dee McTague Leroy Soley	Toll Chronology (SELS or ELS) for impacted segment / time	<p>A ‘descriptor’ event on ‘roadway’, ‘direction’ (facility – GU/EL), at ‘cross-street’, occurred on ‘day, date, time’.</p> <ul style="list-style-type: none"> Explanation of incident. Explanation of reasons why tolls should be recommended to be scratched. Fixed statement (example below).
<p>A fatality event on I-595 EB (general use lanes) at US-441 occurred on Saturday, 12/2 @10:52 PM.</p> <ul style="list-style-type: none"> The 595 team closed 595 Express at the Turnpike reversible lanes, forcing motorists onto a tolled facility. Florida’s Turnpike should be notified in case motorists complain about being forced onto a tolled roadway (there was no other egress available due to the fatality). <i>Note that motorists on 595 GU had the option to take US 441.</i> Tolling continued on 595 Express for the duration of the incident. Tolling should have been suspended since motorists were unable to reach the destination of I-95. <p>TOLL ADJUSTMENT: We are hereby requesting a retroactive toll adjustment on 595 Express EB from 12/02/2023 @ 10:42 PM (10 minutes before event creation) through 12/03/2023 @ 1:43 AM when the ramps were reopened.</p>			


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
System Restart		<p>Complete and submit startup dialog for each segment.</p> <ol style="list-style-type: none"> Select desired interim toll. <ul style="list-style-type: none"> Interim toll options are limited to 0.00, \$0.50, and last effective Toll Amount. Select the lowest of those tolls that would have been used during the outage if the software had been operating. Select desired mode (Dynamic, TOD, Zero Toll, or Closed) <ul style="list-style-type: none"> If applicable, associate an event or add comments. If applicable, select desired toll amount (Manual or TOD Modes ONLY). Select desired Lane Status DMS Message Check the “Approved” checkbox and submit. Manually check if there was an ongoing adjustment before system restart. <ul style="list-style-type: none"> If yes, decide if Toll Adjustment is still needed. If needed, click on the  for the Segment within the Status Table. If not, continue normal operations. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
<p>TOLL SUSPENSION:</p> <p>Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events.</p> <p>Most Likely Due to:</p> <p>Evacuation</p>		<p>Special approval is required TSM&O Program Manager, TSM&O Engineer-Freeways, and EOC (Jeannie Cann) will notify operations staff to implement.</p> <ol style="list-style-type: none"> In the NG SELS Segment View, click on the  within the Status Table for the Segment, select Zero Toll mode and set the effective time at 10 minutes before the event reported time within NG SELS (default) <ul style="list-style-type: none"> The Zero Toll Override must be associated with a D4 event, if available. If no D4 event is available at the time of the override, select a Dummy event. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION		<p>1. Search the section for Express Lanes Events in this document for the procedure that applies to the location of the blocking event. Follow the procedure.</p> <p>2. Notice that if the procedure calls for a toll adjustment it does not apply since mode was Zero Toll (\$0.00) before the event.</p> <p>RECOVERY</p> <p>1. When recovering from the closure, in NG SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode. o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan for the event.</p>	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Open Status (Zero Toll Mode)		<p>1. In NG SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode o If the Zero Toll mode was not originally associated with a SunGuide event, select an event from D4, if available. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan associated with the toll suspension.</p>	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Verification		<ol style="list-style-type: none"> 1. Acknowledge the DMS Verification Notification. 2. Verify that each Toll Amount and Lane Status DMS is showing the correct message. 3. If a sign is correct, check Confirmed. If it is incorrect: <ul style="list-style-type: none"> ○ If there is already an open MIMS ticket for this DMS, do nothing. ○ If there is not an open MIMS ticket, follow the appropriate action for a stuck or blank sign. 4. After all signs have been reviewed, select “Completed” on the DMS Verification form. 	




COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Toll Amount DMS		<p>For each Toll Amount DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. Locate the desired sign in the Sign Control pop-up, using the TADMS name or the Destination. 3. In the New Message area, choose Toll Message, if posting a toll message, or “Configured Message”. 4. Double click in the message display area (black rectangle). 5. Select a message from the drop-down list. 6. Click on Send Message. 7. Set DMS status to ‘Out of Service’. 8. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Lane Status DMS		For each Lane Status DMS on which a manual message is to be posted: <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. In the New Message area, choose Status Message, if posting a lane status message, or “Configured Message”. 3. Double click in the message display area (black rectangle). 4. Select a message from the drop-down list. 5. Click on Send Message. 6. Set DMS status to ‘Out of Service’. 7. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll</p>		<ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode for the Segment within the Status Table, select the correct mode and toll and submit. 2. *Wait until it is at least one minute after the effective time of the correct toll just requested and then click on the Adjust Toll for the Segment within the Status Table. 3. Check Finite Adjustment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the effective time of the incorrect toll. 4. Set the Effective End Time at the current time, but at least one minute after the effective time of the correct toll that was requested above. 5. Associate an event or add a comment justifying the adjustment. 6. Submit the Adjustment. 7. In NG SELS, click on the Adjust Toll within the Status Table for each trip that includes the segment. 8. From the Adjusted Time/Toll drop-down list, select the first (latest) toll that is equal to or lower than the desired (correct) trip toll. If no toll is available that is low enough, close this dialog and do not adjust the trip toll. 9. Associate an event or add a comment justifying the adjustment 10. Submit Adjustment 11. Repeat for each trip that includes the segment with the erroneous toll. 12. Continue tolling as usual. 	<p>*The delay in 'Step 2' is necessary to ensure that any time at which the incorrect toll was active, was covered by the adjustment. An adjustment's 'end time' cannot be set after the current time. If the dialog is opened before this time, the desired ending time will not be available.</p>

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll		<ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode for the Segment within the Status Table, select the correct mode and toll and submit. 2. Continue tolling as usual. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Subsystem Failure. Blank Or Stuck Messages		<ol style="list-style-type: none"> 1. Notify IT. 2. Open a MIMS ticket within the ITS Maintenance Module. (critical) 3. If one or several Segment Toll Amount signs are blank or have a message stuck on them: <p>In NG SELS Segment View, click on the Adjust Toll within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it,</p> <ul style="list-style-type: none"> o Set the toll to \$0.50 and set the effective time at 10 minutes before the failure was discovered. 4. NG SELS If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: <p>In NG SELS Segment View, click on the Adjust Toll within the Status Table for each Segment included in the trip,</p> <ul style="list-style-type: none"> o Adjust the toll for each segment included in the trip to \$0.50 as in the step above. It is not necessary to adjust the trip toll, since all segments included in the trip are set to the minimum toll. 5. Continue the adjustment(s) until the DMS Subsystem is operational. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.</p> <p>BLANK OR STUCK MESSAGES</p>	<p>If any EL Entrance must be closed due to a DMS failure, the *Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p> <p>*If reported as a fiber cut or power outage, for example, or the outage is a result of scheduled maintenance, then the Maintenance Contractor is not required to perform a closure(s).</p> <p>Report any other devices (CCTV or Vehicle Detectors) that are failed.</p>	<ol style="list-style-type: none"> 1. Notify IT and open a MIMS ticket within the ITS Maintenance Module (critical). 2. If one or several Segment Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> In NG SELS Segment View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it: <ul style="list-style-type: none"> ○ Choose Manual mode. ○ Set the toll to \$0.50. ○ Click the “Is an Override” checkbox. ○ Set the effective time as the effective time of the last toll. 3. If one or several Segment Toll Amount signs have a stuck ‘CLOSED’ message on it: <ul style="list-style-type: none"> ○ In NG SELS Segment View, click on the  within the Status Table. ○ Set the toll to \$0.00 and set the effective time at 10 minutes before the failure was discovered. 4. If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> If all Trip Toll Amount signs are blank: <ul style="list-style-type: none"> ○ Take no action on the signs. 5. If one or several Trip Toll Amount signs have a toll stuck on them that is equal or higher than the recommended toll: <ul style="list-style-type: none"> ○ Take no action on the sign(s). 6. If one or several Trip Toll Amount signs have a toll stuck on them that is lower than the recommended toll: <ul style="list-style-type: none"> In NG SELS Segment View, click on the  within the Status Table for each trip displaying an incorrect (low) toll, <ul style="list-style-type: none"> ○ Set the Trip toll equal to the toll stuck on the sign (if available). ○ If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 7. Continue the adjustment(s) until the DMS Subsystem is operational or the segments are closed due to an incident. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

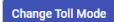
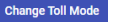
COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is Blank</p>	<p>See special case for specific locations in the next page.</p> <p>For HEFT NB ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If one Segment Toll Amount DMS is blank at an entrance to the Express Lanes, and another is working for the same entrance:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>Note at least one Toll Amount DMS must be operational for each entrance to the Express Lanes.</p> <p>If all Toll Amount DMS at an entrance to the Express Lanes are blank:</p> <ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Adjust Toll within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Associate an event or add a comment justifying the adjustment. 3. Open a MIMS ticket (Critical Failure). 4. Continue the ongoing adjustment after each toll update until at least one DMS is operational at the entrance, or the entrance is closed. 5. When entrance is closed or at least one sign is operational, end the adjustment and resume operation as usual. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for the Segment and set tolls as usual. 2. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)</p>	<p>Stuck Trip Toll Amount DMS are handled differently. Procedures for Trip Toll Amount DMS have their own section in the next pages.</p> <p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>If the downstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll:</p> <ol style="list-style-type: none"> 1. If the stuck toll on the downstream sign is the same as, or higher than, the recommended toll, continue tolling as usual. 2. If the stuck toll on the downstream sign is lower than the recommended toll: <ul style="list-style-type: none"> ○ In NG SELS, click on the  within the Status Table for the Segment, select Manual mode, set the toll equal to the toll stuck on the sign, set the effective time at the effective time of the last toll. ○ Enter a comment explaining why Manual mode was used. ○ Continue using this procedure until the failure is resolved. 3. Open a MIMS ticket (Critical Failure). 4. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.</p> <p>75 Express NB before MGD – 1.9-TR1/2/3</p> <p>95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB before Palmetto – 43.6-TR1 and 44.2TR1</p> <p>95 Express SB beyond Yamato – 47.2-TR1/2 and 47.7-TR1/2 95 Express SB at Atlantic – 35.4-TR1 and 35.9-TR1 95 Express SB beyond Commercial – 32.6-TR1 and 31.7-TR1</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> In the NG SELS Segment View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. Open a MIMS ticket (Critical Failure). Continue the adjustment after each toll update until the DMS is operational. End the ongoing adjustment. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> In the NG SELS Segment View, click on the  within the Status Table for the Segment and set tolls as usual. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.</p> <p>75 Express NB before MGD – 1.9-TR1/2/3</p> <p>95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB at Sunrise – 28.2-TR1/2 and 28.8-TR1/2 95 Express NB before Palmetto – 43.6-TR1 and 44.2TR1</p> <p>95 Express SB beyond Yamato – 47.2-TR1/2 and 47.7-TR1/2 95 Express SB at Atlantic – 35.4-TR1 and 35.9-TR1 95 Express SB beyond Commercial – 32.6-TR1 and 31.7-TR1</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. If the stuck toll is the same as or higher than the recommended toll, continue tolling as usual. 2. If the stuck toll is lower than the recommend toll, in the NG SELS Segment View, click on the Change Toll Mode within the Status Table for the Segment, choose Manual mode, set the toll equal to the toll stuck on the sign. 3. Enter a comment explaining why Manual mode was used. 4. Continue using this procedure until the failure is resolved. 5. Open a trouble ticket within the ITS Maintenance Module (critical). 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for the Segment and set tolls as usual. 2. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. PIXEL FAILURE</p>		<ol style="list-style-type: none"> 1. If failure makes messages unclear, blank the sign and set it out of service. Follow procedure “Failed Segment Toll Amount DMS. Message Is Blank” 2. If messages can be understood even through the pixel error, continue using the sign. 3. Open a trouble ticket within the ITS Maintenance Module. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the NG SELS Segment View, click on the Change Toll Mode within the Status Table for the Segment and set tolls as usual. 2. When the NG SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.

COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Trip Toll Amount DMS (Blank)</p>		<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Click on the Change Toll Mode within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Trip Toll Amount DMS (STUCK)</p>	<p>See special cases for specific locations in the next pages.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contract shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a trouble ticket within the ITS Maintenance Module (critical). <p>If the downstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll:</p> <ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the NG SELS Segment View, click on the Adjust Toll within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 	<ol style="list-style-type: none"> 1. Click on the Change Toll Mode within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is STUCK</p>	<p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the NG SELS Segment View, click on the Adjust Toll within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 5. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<ol style="list-style-type: none"> 1. Click on the Change Toll Mode within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

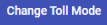
COMMON DMS PROCEDURES

Lane Status DMS Failures

Scenario	Comments	Response	Recovery
<p>Failed Lane Status And/or 3x18 EL IM DMS</p>	<p>Same if Lane Status DMS message is blank or has a message stuck up, including Closed or Open.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue operating Express Lanes as usual. 	<ol style="list-style-type: none"> 1. Place sign back in service. 2. Manually post appropriate lane status message.

DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES

Detector / TSS / MVDS Failures

Scenario	Comments	Response	Recovery
Failed EL detector		<ol style="list-style-type: none"> 1. Open a MIMS ticket (5 or more in one direction is deemed a Critical Failure, otherwise priority). 2. Refer to the information below. If fewer than the specified number of detectors within a tolled segment of the Express Lanes are operational, then click on  within the Status Table for the Segment and select Time of Day mode (TOD). <ul style="list-style-type: none"> • Segment 5N: • Segment 6N: • Segment 7N: • Segment 8N: 7 detectors required. • Segment 9N: 2 detectors required. • Segment 10N: 3 detectors required. • Segment 6S: • Segment 7S: • Segment 8S: 6 detectors required. • Segment 9S: 2 detectors required. • Segment 10S: 4 detectors required. 	<ol style="list-style-type: none"> 1. If the number of operational detectors within the tolled segment is greater than or equal to the number specified in the ‘response list’ to the left: <ul style="list-style-type: none"> ○ At the next toll / mode update, select Time of Day mode. ○ At the subsequent toll / mode update, resume tolling.

DETECTOR / TSS / MVDS FAILURES IN EXPRESS LANES

Detector / TSS / MVDS Subsystem Failures

Scenario	Comments	Response	Recovery
Subsystem Failure		<ol style="list-style-type: none"> 1. Open MIMS tickets (Critical Failure). 2. When not in Closed, Manual or Zero Toll mode, use Time Of Day mode (TOD). 	<ol style="list-style-type: none"> 1. At the next toll / mode update, select Time Of Day mode (TOD). 2. At the subsequent toll / mode update, resume tolling.

SUNWATCH INTERFACE FAILURES		
Scenario	Procedure	Comments
FTE Toll Service Error	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. If the error is a recoverable error, notify SunWatch (e-mail to SunWatch e-mail group). 3. If the error is an unrecoverable error, <ul style="list-style-type: none"> o Notify the TMC Manager and SunWatch (e-mail to SunWatch e-mail group) o Open a service desk ticket and include the IBI representative. Include actions taken and notification to SunWatch (critical). 4. Continue operating as usual until directed otherwise. <ol style="list-style-type: none"> 2. Verify and report on each shift debrief until full service resumes. 	<p>Complete, as best as possible, the Issue Report Form and include in the email to SunWatch</p> <p>Email to SunWatch includes FTE Toll Systems Manager and TransCore MMC.</p>
Recovery from unrecoverable FTE Toll Service Error	<ol style="list-style-type: none"> 1. IBI will advise if any special handling or further actions are required. 	

FTE - SunWatch Operations	
Phone:	877-786-3375
email:	tpksunwatchgroup@dot.state.fl.us
FTE - Toll Systems Project Manager:	
Phone:	407-264-3027
email(s):	greg.griffin@dot.state.fl.us
TransCore MMC:	
Phone:	321-281-4127
email(s):	orlmmc@transcore.com
	mitch.pabon@transcore.com
	esteban.gomez@transcore.com
	Ivan.DelCampo@transcore.com

FTE PLAZA INFORMATION (TOLL GANTRY)

(109410) Hallandale Northbound (Express Lanes) – District Four maintenance only maintain the D4 side of the building.
 (109420) Stirling Road Southbound (95 Express Lanes) – District Four maintenance only maintain the D4 side of the building.
 (109415 / 109426) SR 736 (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109431 / 109432) SR 838 (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109441) SR 870 Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109442) McNab Road Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109461) SR 814 Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109462) Lighthouse Point Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109463 / 109464) Camino Real (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109465) Spanish River Blvd. Northbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (109466) Yamato Road Southbound (95 Express Lanes) – Awaiting final MOU. Currently District Four have no responsibilities.
 (108441 / 108442) Miramar (75 Express Lanes) – External power to the hub.
 (108461 / 108462) Pines (75 Express Lanes) – External power to the hub.
 (108481 / 108482) Griffin (75 Express Lanes) – External power to the hub.

FTE POC FOR SCADA RELATED COMMUNICATION

Name	Contact #	Email Address	Role	Notes
Brian Menard	Office: (561) 218-5816 Cell: (321) 436-0135	Brian.Menard@dot.state.fl.us or www.cai.io	TSE Southern Regional Supervisor	Primary Contact
Dave Carson	Mobile: (407) 367-9160 Office: (407) 302-2547	David.Carson@dot.state.fl.us	Distributed Controls Systems Analyst	Alternated Contact Cc on all related SCADA communications
Dan Walker	Mobile: 321-459-4621 Office: 407-264-3410	dan.walker@dot.state.fl.us	FTE Tolls Construction Manager	Cc on all related SCADA communications
Albert Bryant	Mobile: 786-288-9174	albert.bryant@atkinsglobal.com	FTE Tolls Field Engineer	Cc on all related SCADA communications

Greg Griffin	(407) 264-3027 Office (407) 497-7191 Mobile	greg.griffin@dot.state.fl.us	FTE Toll Systems PM	Cc on all related SCADA communications
FTE SunWatch Operations	Toll Free: 877-786-3375 Cell: 954-573-0192	TPKSUNWATCHGROUP@dot.state.fl.us	24 / 7 Toll Systems Monitoring Center	Cc on all related SCADA communications
DISTRICT FOUR MAINTENANCE FOR SCADA RELATED COMMUNICATION				
D4 Operations		d4-rtmc-operationsoperatorssupervisors@dot.state.fl.us d4-rtmc-leadoperators@dot.state.fl.us	District Four Operations	Cc on all related SCADA communications
D4 Broward		nicolas.garcia1@dot.state.fl.us	Project Manager (ELAND)	Forward all related SCADA communications per list on Page 86
D4 Broward		mark.chambers@dot.state.fl.us	Maintenance (ELAND)	Forward all related SCADA communications per list on Page 86
D4 N4C		jose.rojas@dot.state.fl.us	Maintenance (ELAND)	Forward all related SCADA communications per list on Page 86

EXAMPLE REPORTING FORM

Incident Reporting Form		
	'X' if applicable 'N/A' if not	Details
Incident Report #: --/--/----		
Incident Type (select one):		
A. Scheduled		
B. Non-scheduled		
Facility or Toll Site(s) Affected: Examples: 95 Express and 75 Express		
Issue Description (select all that apply):		
A. 595 Express directional schedule change (with reason for change)		
B. Express Lane (EL) facility or segment closure		
C. Zero toll assignments		
D. SELS outage (all dynamically tolled EL facilities – minus I-595 Express)		
E. ESL service outage (I-595 Express only)		
F. Loss of communications with FTE Back office system:		
a. Layer 1 disruption (fiber hit with general or specific location (if known at time of report))		
b. Layer 2 or 3 disruption (device description)		
c. Secure VPN connection unavailable (with system outage message received)		
Environment Affected (select one):		
A. Test or;		
B. Production		
Notification Type:		
A. Email and / or;		
B. Phone call		
Services Affected:		
A. Delivery of toll rates for dynamically tolled facilities		
B. Delivery of toll rates 95 EL / 95 EL / 595 Express		
C. Standard directional schedule (for 595 Express)		
Date & Start Time:		
A. Date issue identified		
B. Time issue identified		
What's Being Done to Address the Issue:		
A. Corrective actions being taken		
B. Who's performing the corrective actions		
C. Is FTE assistance required - which FTE functional area or team member(s)		
D. Who will inform SunWatch when corrective actions are complete		
E. Projected completion of corrective actions and / or restoration of network connectivity		
F. Projected return to standard directional schedule (I-595 Express only)		
G. None needed – notification is informational for scheduled event		

EXPRESS LANE MODULE OR OVERALL OTM FAILURES		
Scenario	Procedure	Comments
Tolling Task Failure – Toll calculation approval	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Tolling Task Failure – DMS verification prep.	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Recover from Tolling Task Failure	<ol style="list-style-type: none"> 1. IBI will advise if any special handling or further actions are required. 	

EXPRESS LANE MODULE OR OVERALL OTM FAILURES		
Scenario	Procedure	Comments
Express Lanes Module Failure	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
OTM Failure	<ol style="list-style-type: none"> 1. Notify IBI representative. 2. Open a service desk ticket and include the IBI representative (critical). 	
Recover from Express Lanes Module or overall OTM Failure	<ol style="list-style-type: none"> 1. IBI will excuse the NG SELS restart procedure. 2. Continue to operate Express Lanes as usual. 	

IT MAINTENANCE OUTAGE (SCHEDULED AND / OR EMERGENCY)		
Scenario	Procedure	Comments
Scheduled SunGuide IT Maintenance	<ol style="list-style-type: none"> 1. IT Staff will contact the IBI team and Operations Management requesting the outage. 2. IBI team and Operations Management will request the anticipated duration of the outage. 3. Notify TMC Manager / Project Manager and include the client (FDOT). 4. TMC Manager or designee will either approve the outage and/or contact IT/ITS staff to discuss alternate times to perform the work. (Note: Scheduled outages shall only be permitted during non-peak times, 9A-4P or 7P-6A). 5. E-mail critical staff informing them of the outage. 6. E-mail SunWatch and associated team. 	<p>Note: All scheduled outages shall be performed during scheduled maintenance closures or when charging default (minimum) toll.</p> <p>If a planned outage is canceled, notify SunWatch of the cancellation (e-mail) in advance of the time when the outage was scheduled.</p>
Emergency SunGuide IT Maintenance	<ol style="list-style-type: none"> 1. IT Staff will contact the IBI team and Operations Management requesting the outage. 2. IBI team and Operations Management will request the anticipated duration of the outage. 3. Notify TMC Manager / Project Manager and include the client (FDOT). 4. TMC Manager or designee will either approve the outage and/or contact IT/ITS staff to discuss alternate times to perform the work. (Note: Scheduled outages shall only be permitted during non-peak times, 9A-4P or 7P-6A). 5. E-mail critical staff informing them of the outage. 6. E-mail SunWatch and associated team. 	
Recovery From Maintenance Outage.	<ol style="list-style-type: none"> 1. Resume operating Express Lanes as usual. 2. Notify TMC Manager / Project Manager or designee that we have resumed Operations (e-mail). 3. E-mail SunWatch and associated team. 	

OUT OF HOURS NG SELS FAILURES (Static Tolling)

How to recognize and report NG SELS failures (static \$0.50 minimum toll):

1. Should the NG SELS application via intrasmart, or the URL <http://i75NG SELS/> generate a ‘page cannot be displayed’ instead of the login page, then report to Jacques or the IBI representative immediately. Please verify that this is not from an isolated console, but from all consoles as this indicates that the NG SELS application is down.
2. Observe the Segment View, as below.

Home > Express Lanes > Corridor (I-95) View Traffic Data Update End Time: 10/15/2021 07:53

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 07:51:00 Bottom (NB) Direction: DMS Verification Request Sent to David Needham @ 07:51:05

Destination	I-95-SB		I-95-NB	
	Cypress Creek Rd	Hillsboro Blvd	Cypress Creek Rd	
Mode	\$0.50	\$0.00	\$0.50	
Next Update	Time of Day	Time of Day	08:00:00	
Last Confirm	08:00:00	08:00:00	08:00:00	
GP Avg	0	0		
EL Avg	0	0		

Communications and Tolling Tasks

2/15/2021 07:53:25: With Exceptions @ 07:54:25

2/15/2021 07:53:25: Success @ 07:51:55

Toll Calculation/Approval: Completed @ 07:52:00

Settings

Corridor Area: Whole Corridor

View: Map (Night)

Data: Speed

Smoothing: 1 Min

Destination	I-95-SB		I-95-NB	
	SW 10th St	Glades Rd	Glades Rd	
TD	-1	-1	-1	
Toll	\$0.50	\$0.50	\$0.00	
Mode	Time of Day	Time of Day	Time of Day	
Next Update	08:00:00	08:00:00	08:00:00	
Last Confirm				
GP Avg	0	0	0	
EL Avg	0	0	0	

Map Legend

>= 30 MPH: Green

< 30 MPH: Red

No Data: Cyan

No Detector: Grey

3. Verify MVDS (detector) data is being collected in SunGuide.
4. If ‘No’, open MIMS tickets via the maintenance module for MVDS (detectors) that are not operational.
5. *If ‘Yes’, verify the ‘Communications and Tolling Tasks’ in the top right corner of the Segment View. Also view the time of the ‘Next Update’ to see if data returns to the corridor.

Note that during overnight hours, server updates may cause the corridor to temporarily lose data. Allow for the 'Next Update' scheduled time to pass prior to action

Home > Express Lanes > Corridor (I-75) View

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 13:55:20

Bottom (NB) Direction: Scheduled Toll Update Auto-approved @ 13:45:03

Traffic Data Update End Time: 10/14/2021 13:54

	I-75-4S	I-75-6S	I-75-9S	I-75-13S
Destination	NW 138th St	HEFT	HEFT	HEFT
TD	-1	-1	-1	-1
Toll	\$0.50	\$0.60	\$1.00	\$0.50
Mode	Time of Day	Time of Day	Time of Day	Time of Day
Next Update	14:00:00	14:00:00	14:00:00	14:00:00
Last Confirm				
GP Avg	0	0	0	0
EL Avg	0	0	0	0

Communications and Tolling Tasks

D4Tst SunGuide: With Exceptions @ 13:55:18

FTE Toll Service: Success @ 13:55:18

Toll Calculation/Approval: Completed @ 13:45:03

Settings

Corridor Area: Whole Corridor

View: Map (Day)

Data: Speed

Smoothing: 1 Min

- If you see an error, which will be highlighted in 'red' (see above), click on the 'blue' text to open up to show the 'Databus Communications Recent XML Requests (2 hours)' page. From the top right drop menu select 'All Requests', see image below.

← → ↻ 🔒 Not secure | i75selstest/dc/recentRequests.jsp?sgld=D4Tst&pOption=All&mOption=All

Databus Communication Recent XML Requests (2 Hours)

All Subsystems | All Requests

Log ID	Request Time	RefID	SunGuide User	Subsystem	XML Request	Response Time	Response	Exception
38981	2021-10-14 13:40:29	OTM_SELSSERVICE_TSS_2	selsservice	tss	<?xml version="1.0" encoding="UTF-8"?><subscribeReq providerName="tss"><refid>OTM_SELSSERVICE_TSS_2</refid><icdVersion>1.0</icdVersion><username>selsservice</username><securityToken>PjyyEvM87AIAvhm</securityToken><detectorData>true</detectorData><mapDetectorData>true</mapDetectorData><linkUpdate>true</linkUpdate></subscribeReq>	2021-10-14 13:40:29	<subscribeResp xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" providerName="tss" providerType="tss"><refid>OTM_SELSSERVICE_TSS_2</refid><icdVersion>1.0</icdVersion><securityToken>PjyyEvM87AIAvhm</securityToken><data xsi:type="subscribeData"><detectorData>true</detectorData><mapDetectorData>true</mapDetectorData><linkUpdate>true</linkUpdate></data></subscribeResp>	N/A
38980	2021-10-14 13:40:28	OTM_SELSSERVICE_CCTV_2	selsservice	cctv	<?xml version="1.0" encoding="UTF-8"?><subscribeReq providerName="cctv"><refid>OTM_SELSSERVICE_CCTV_2</refid><icdVersion>1.0</icdVersion><username>selsservice</username><securityToken>VnSQE01vzq4ml7</securityToken><cameraData>true</cameraData></subscribeReq>	2021-10-14 13:40:28	<subscribeResp xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" providerName="cctv" providerType="cctv"><refid>OTM_SELSSERVICE_CCTV_2</refid><icdVersion>1.0</icdVersion><securityToken>VnSQE01vzq4ml7</securityToken><data xsi:type="subscribeData"><cameraData>true</cameraData></data></subscribeResp>	N/A
38979	2021-10-14 13:40:28	OTM_SELSSERVICE_TSS_1	selsservice	tss	<?xml version="1.0" encoding="UTF-8"?><authenticateReq providerName="tss"><refid>OTM_SELSSERVICE_TSS_1</refid><icdVersion>1.0</icdVersion><username>selsservice</username><password>qzqTIBPCIOSIXRfzZuVA==</password></authenticateReq>	2021-10-14 13:40:29	<authenticateResp providerName="tss"><refid>OTM_SELSSERVICE_TSS_1</refid><icdVersion>1.0</icdVersion><securityToken>PjyyEvM87AIAvhm</securityToken><data xsi:type="authenticateData" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><securityToken>PjyyEvM87AIAvhm</securityToken></data></authenticateResp>	N/A

- Within the 'Subsystem' column, if 'dms' or 'cctv' are displayed in 'black' type, then no 'out of hours' action is required. If they are displayed in 'red' type, then action will be required and Jacques is to be notified.

← → ↻ Not secure | i75selstest/el/corridorView.jsp?corId=1

Home > Express Lanes > Corridor (I-75) View

Traffic Data Update End Time: 10/14/2021 13:54

Top (SB) Direction: DMS Verification Request Sent to David Needham @ 13:55:20

Bottom (NB) Direction: Scheduled Toll Update Auto-approved @ 13:45:03

	I-75-4S	I-75-6S		I-75-9S			I-75-10S		
Destination	NW 138th St	HEFT	NW 138th St	HEFT	HEFT	NW 138th St	Sheridan St	HEFT	NW 138th St
TD	-1	-1		-1			-1		
Toll	\$0.50	\$0.50	\$1.00	\$0.00	\$0.50	\$1.00	\$0.50	\$1.00	\$1.50
Mode	Time of Day	Time of Day		Time of Day			Time of Day		
Next Update	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00	14:00:00
Last Confir									
GP Avg	0	0		0			0		
EL Avg	0	0		0			0		

Communications and Tolling Tasks

D4Tst SunGuide: With Exceptions @ 13:55:18

FTE Toll Service: Success @ 13:55:18

Toll Calculation/Approval: Completed @ 13:45:03

Settings

Corridor Area: Whole Corridor

View: Map (Day)

Data: Speed

Smoothing: 1 Min

8. If there is a failure with the 'FTE Toll Service' the following parameters are to be adhered to, as this is critical to Express Lanes Operations:
 - a. *Monday through Thursday before midnight, notify Jacques.
 - b. *Friday through business hours Monday, notify Jacques.

*The reason for the above timeframes is that we have 8 hours in which to send the tolls to the Turnpike.

9. Using the scroll on the right of the 'Communications and Tolling Tasks' verify that the 'Toll Calculation/Approval' and the 'DMS Verification Prep' both shows 'Completed' in 'green' text, along with an updated timestamp, also in 'green' text. If the next anticipated timestamp expires, monitor for several cycles and report via the 'service desk' application.

DISTRICT FOUR EXPRESS DELINEATOR MAINTENANCE

District Four and District Six will coordinate closure efforts to reduce the impact on the travelling public. Blanket approval has been granted to applicable contractors in both Districts for Monday night closures between 10pm and 5am for use as needed. The need for closure of the 95 Express lanes in a given District shall be determined by the Asset Maintenance (AM) Contractor associated with that District and their DOT Project Manager.

AM Contractor shall create a video depicting the delineator system present in each direction of travel every Thursday by 12:00pm. AM Contractor shall analyze the video identifying and documenting areas in each direction of travel that do not meet the following Contract Requirements:

EXPRESS LANES CRITERIA	
Deficiency Identification	Time Allowed/Criteria
a) Delineators do not match existing in color	Immediately upon identification
b) Delineator less than current Department standard height (from pavement surface to top of delineator)	Immediately upon identification
c) Delineators not meeting vertical tolerances	Immediately upon identification
d) Reflective sheeting not according to DOT Standard Specifications	Immediately upon identification
e) More than three consecutive delineators missing	Within 7 days or by next regularly scheduled repair whichever is less
f) More than a total of 100 delineators (not consecutive) missing in either direction	Within 7 days or by next regularly scheduled repair whichever is less

AM Contractor shall submit the video, a summary of their findings and intended course of action based on the Contract requirements every week to the Department Project Manager by no later than Thursday at 3pm. The intended course of action shall state whether the AM Contractor requests a closure for delineator maintenance for the following week. If delineators do not require maintenance, AM Contractor may request a closure for the following maintenance activities:

- Glare Screen replacements – all replacement shall be done in conjunction with a Southbound Express lanes closure; closure of one or both SB Express lanes shall be specified and justified by the AM Contractor.
- Drain/Barrier Wall inlet Cleaning – closure of one or both Express lanes in the applicable direction shall be specified and justified by the AM Contractor.

- Roadway Light pole pedestal Cleaning – closure of one or both Express lanes in the applicable direction shall be specified and justified by the AM Contractor.
- Replacement or repair of Roadway Lighting – closure of both Express lanes in the applicable direction is required.

If any of these requests are approved by the Department Project Manager, AM Contractor shall send Email notification by no later than 5:00pm the Friday before planned Monday closure date. AM Contractor shall use the template found in Attachment A for this email notification, stating proposed closure, subject to weather changes. Notification email recipients can be found in Attachment B.

AM Contractor shall send a final email notification by 2pm of the expected closure date confirming the closure of the express lanes. AM Contractor shall use the template found in Attachment A for this email notification. Notification email recipients can be found in Attachment B.

Prior to closing any Entrance Ramps or Exit Ramps to the 95 Express system, AM Contractor shall call the District Four TMC to request approval. AM Contractor shall only begin closures upon receiving approval. District Four TMC shall communicate closure details with District Six TMC to ensure consistent sign messaging.

*During active Express Lane projects, the appropriate contractor will be notified.

OPERATIONS DELINEATOR REVIEW AND REPORTING PROCESS		
Scenario	Procedure	Comments
	<ol style="list-style-type: none"> 1. Review the video links provided by the SIRV Operations Manager / Supervisor. 2. Take a screen capture of the missing / damaged delineators. 3. Create a SunGuide event, notating the following: <ul style="list-style-type: none"> o Event type ‘other’. o Status, ‘unconfirmed’. o Location of reported incident. o Under ‘infrastructure damage’ comments, provide a descriptive reference to the damage or missing poles. o Event status ‘closed’. 4. Save the individual chronology reports, along with the images, onto the ‘plastic pole weekly review’ folder on the public drive. 5. Email to the respective Asset Maintenance contractor and FDOT representatives (see list below). 	<p>Any gaps of 5 (or more) consecutive delineators / plastic poles are deemed an emergency response by the TMC for the Asset Maintenance team (or contractors within a project area).</p> <p>Any significant gaps where a single pole or poles do not quite meet the above requirements is also considered an emergency response.</p> <p>Any correspondence should include that ‘the condition is unsafe for motorists’.</p>

Asset Maintenance Broward County (Jorgensen)	
Email(s):	Nia_Mozley@royjorgensen.com
	Maritza_Tardi@royjorgensen.com
	Sebastian_Villegas@royjorgensen.com
FDOT	
Email(s):	alexandra.lopez@dot.state.fl.us
	alyssa.klien@dot.state.fl.us
	dani.goodwin@dot.state.fl.us
	flavia.magalhaes@dot.state.fl.us
Asset Maintenance Palm Beach County (Luis Berger)	
	william.sustaita@wsp.com
	luz.barrios@wsp.com
	jlugo@versar.com
FDOT	
Email(s):	alexandra.lopez@dot.state.fl.us
	alyssa.klien@dot.state.fl.us
	stephanie.torres@dot.state.fl.us
	gideon.nancoo@dot.state.fl.us

GLOSSARY

Default Toll – The toll to be used when scheduled or calculated tolls are not available, and the facility is not open (Zero Toll). This is currently \$0.50.

Dynamic Mode – A toll setting mode in which current traffic conditions are used to determine the toll charged.

Effective Time – The time at which a toll becomes the toll in use for a segment or trip and not necessarily the time when it was requested or first appeared on Toll Amount signs.

Manual Override – This term refers to using Manual mode with a retroactive effective time to override previously requested tolls. This changes the toll posted on the signs as well as the toll sent to the Turnpike.

Toll Adjustment – A manual correction of the toll to be charged by the Turnpike (FTE). This correction is frequently retroactive to correct an incorrect toll or a toll inconsistent with that on signs, such as when the toll message on a sign is stuck or the sign is blank. This changes the toll charged by the Turnpike but does not change any signs. It is always less than or equal to the toll in effect.

Override vs. Adjustment – Overrides affect the tolls posted on signs as well as the tolls charged by SunPass. Adjustments affect the tolls charged by SunPass, but do not change the tolls posted on the signs. Both are frequently effective retroactively, such as when an incident closes the Express Lanes, to help compensate for people who may have been affected by the blockage that may have occurred after they enter the facility, to adjust tolls when a Toll Amount sign has failed or at other times when a driver may have seen a toll that may be higher than what should be charged. Retroactive overrides/adjustments are usually limited to become effective no earlier than 2 hours prior to the time at which they are submitted (configurable).

FDOT DISTRICT 4 TSM&O

**NB 75 EXPRESS LANES OPERATIONAL
PROCEDURES**

1.1 EXPRESS LANES (EL) OVERVIEW

PURPOSE AND SCOPE

The purpose of this section is to provide an overview of the 75 Express Lanes (EL) program and the guidelines to support the program by the FDOT District Four SMART SunGuide TMC and District Six SunGuide TMC Operations staff.

PROJECT OVERVIEW

In early 2014, the FDOT initiated construction of the Express Lane project that featured a new, four-lane barrier separated, tolled managed lanes facility within the I-75 median, as well as direct connections to the I-595 Express Lanes and Florida's Turnpike (HEFT) as well as major improvements to the HEFT, Miramar Parkway, and Sheridan Street interchanges. The construction phase was completed in 2019, and peak period, weekday express bus service was introduced in January 2020, however due to low ridership, the service has been suspended until further notice (August 2020).

The project begins in Miami-Dade County at the SR 826 / Gratigny Parkway interchange (Mile Post 0.00) and extends north along I-75 to the Miami-Dade / Broward County line (Mile Post 5.442). In Broward County, the project continues north from the county line (Mile Post 0.00) to the I-75 / I-595 interchange (Mile Post 11.546), a total length of approximately 12 miles (see [Figure 1](#)).

The municipalities crossed by the project include Medley, Hialeah, Miami Lakes, Hialeah Gardens, Miramar, Pembroke Pines, Southwest Ranches, Davie, Weston, Sunrise and unincorporated Miami-Dade County.

75 EL Project has implemented two types of tolling methods: Segment Based and Trip Based Tolling. Segment Based Tolling calculates toll amounts for the next downstream destination, whereas Trip Based Tolling combines toll amounts from two or more sequential downstream segments for a destination that is farther downstream. These toll amounts will vary depending on current traffic conditions in the EL. The toll will increase as the demand for the EL increases, to deter motorists from using the EL and try to maintain free flowing speeds (at approximately 45 mph or greater) at all times.



Figure 1 75 EL Project Map

The EL also permits toll-exempt use by motorcycles, hybrid vehicles and registered buses, vanpools, and carpools (3+) (see [Figure 2](#) for EL vehicle classification). A registration is required (through South Florida Commuter Services) to be exempt from tolls. Trucks (3 axles or more) are prohibited from using the EL unless assisting with event removal within the express lanes or unless directed by FHP. Other vehicles may use the EL by paying a variable toll.

The vehicle classification scheme breaks down all motor vehicles into 13 categories. [Figure 2](#) shows which vehicles are eligible and not eligible to utilize the express lanes. Vehicles that fall into Classes 1 through 5 are allowed to use express lane facilities and vehicles that fall into Classes 6 through 13 are not permitted. For safety and operational purposes, two axle vehicles towing a trailer will not be allowed.

Facility Lane Configuration

75 Express Lanes are considered a separate facility, built in the median of I-75 General Use Lanes and is an enclosed facility with limited emergency access. When referring to incidents occurring within the Express Lanes, the lane closest to the median barrier wall shall be “Express Lane #1” and the lane next to the delineators (Express Lane Markers (ELM’s) / Plastic Poles) shall be referred to as “Express Lane #2,” when applicable. The General Use Lanes of I-75 are those lanes outside of the Express Lanes facility. These lanes shall be referred to as “I-95 Lane #1, I-95 Lane #2, etc...” and shall be counted beginning to the right of the Express Lanes facility and ending at the right shoulder of I-75 (see [Figure 3](#)).



Figure 2 EL Vehicle Classification

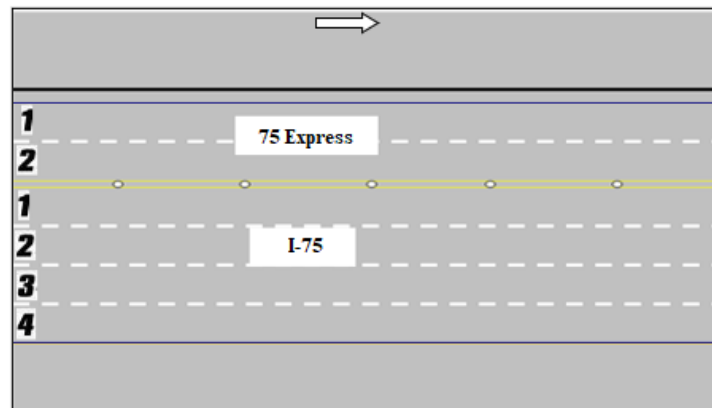


Figure 3 Lane Layout with Express Lanes

1.2 EL OPERATIONAL MODES

PURPOSE AND SCOPE

The purpose of this section is to describe the EL operational modes. The EL pricing strategy is considered dynamic and requires EL Operator monitoring. The following procedures were developed for the Express pricing strategy.

OPERATIONAL MODES

The Express Lanes Module contained in Operations Task Manager (OTM) also known as the Statewide Express Lane Software (SELS) is the primary operator interface for EL Operators and controls the distribution of calculated toll amounts to the Turnpike and dynamic message signs (DMS) in the field. The software will recommend toll amounts to the EL Operator, who will then acknowledge the recommendations and subsequently confirm that the approved toll amounts have been used and posted correctly on the Toll Amount DMS. The EL Operator will also confirm that the Lane Status DMS are displaying the correct messages. The SELS has six operational modes available to the EL Operators for Segment Tolls, plus toll adjustment functionality for Segment and Trip tolls, and a start sequence. These include:

- **Time-of-Day**– Time-of-Day operating mode is an override mode and will be used when the EL facility is open, dynamic mode is unavailable (possibly due to lack of detector data), and traffic warrants the utilization of the toll

stored in the Time-of-Day (TOD) Table. TOD operating mode only requires EL Operator interaction when switching from another operating mode to TOD mode. While in this mode, the tolls update automatically based on the operating tolls stored in the SELS Software TOD table. There is a schedule in SELS Software that causes SELS to use different TOD tables for weekdays and weekends/holidays. TOD can be configured to utilize automatic approval.

- **Manual** – Manual operating mode is an override mode that allows the EL Operator to set tolls manually by selecting from a predefined set of tolls. Toll amounts remain the same until the EL Operator chooses a new toll or mode. This mode will be used by the EL Operator typically when toll amounts are stuck due to Toll Amount Sign failure(s).
- **Dynamic** – Dynamic operating mode is the default mode that allows the operating toll amounts to be “adjusted” based on the real time responsive toll amount adjustment algorithm (described later in this section). Dynamic operating mode is the most commonly used operating mode and will be used until a situation arises that warrants a change in mode. In Dynamic mode, SELS will recommend a toll amount based on current traffic conditions. Dynamic mode can be configured to utilize automatic approval for changing toll amounts.
- **Closed** – Closed operating mode is an override mode that requires EL Operator interaction. Closed operating mode will be used when the EL facility is closed, and a zero-toll amount is charged. As the EL Operator changes the operating mode to closed, SELS will adjust the effective time to 10 minutes before the incident was confirmed by the EL Operator. The EL facility will be closed for an incident that results in a blocked travel lane within the EL and when traffic is diverted from the General Use Lanes (GU) to the EL because of an incident in the General Use Lanes. The diversion will be initiated by the Florida Highway Patrol (FHP) or FDOT.
- **Zero-Toll** – Zero Toll operating mode is an override mode that requires EL Operator interaction. It will be used when the EL are open, but a \$0.00 toll must be charged. This mode will be implemented by the EL Operator during evacuations, when the Governor has suspended tolls, and/or under the direction of FDOT.
- **Toll Adjustment** – Toll adjustments are retroactive toll reductions that require EL Operator interaction. An ongoing adjustment shall continually replace the toll amount until terminated by an operator. A finite adjustment allows the EL Operator to replace toll amounts for a specified interval in time utilizing beginning and ending times no later than the present time. EL Operators can implement either an on-going or finite adjustment for a segment or a trip.
 - Segment toll adjustments allow the EL Operators to go back in time (up to two hours) and change the toll amount charged to customers to an amount less than or equal to that posted on the Toll Amount DMS. A toll adjustment will be applied when any Toll Amount DMS is unable to post the current toll amount. When any toll amount sign is blank, the minimum toll amount of \$0.50 will be charged. The toll adjustment does not change the tolls displayed on the Toll Amount DMS and only affects the toll charged to customers. Therefore, the current applicable toll amounts can be displayed on all operating Toll Amount DMS to manage demand, while the customers are only charged \$0.50.
 - Trip toll adjustments are similar, except that the toll and effective time are chosen from a list of previous tolls in order to ensure that the tolls associated with each segment included in that trip are known. The list contains tolls effective up to two hours in the past, except that any toll higher than a subsequent toll is not included and stops the search back in time for tolls to include in the list. For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#).
- **SELS Start-Up** – Upon SELS start-up or when publishing a corridor, the EL Operator must initialize the segment(s). The procedure was developed to assist the EL Operator to start the SELS Software in the correct mode, ensure the correct amount is being charged and posted, and to allow the EL Operator to set interim tolls for the time when the software was not running to ensure seamless operation for the EL motorist. The EL Operator can employ any mode upon start-up. For additional procedure details, refer to [Express Lanes Operational Procedures \(ELOP\)](#).

TOLL AMOUNT ADJUSTMENT LOGIC

The operational goal of the 95 Express Lanes is to provide free flow conditions along the facility. Under free flow conditions, vehicles are generally unimpeded and typically able to safely operate at speeds of 45 miles per hour or greater along an uninterrupted expressway segment. Real time responsive toll pricing is utilized to control traffic volumes in the EL in order to maintain free flow conditions.

The condition of traffic flow is defined as the Highway Capacity Manual (HCM) using an operational level of service (LOS). The LOS for a freeway facility is measured by traffic density (TD), which is a combination of speed and volume. TD is calculated as follows:

$$\text{Traffic Density (vehicles per mile per lane)} = \frac{\text{Volume (vehicles per hour per lane)}}{\text{Speed (miles per hour)}}$$

Figure 4 depicts the relationship between LOS and TD, which is derived from the HCM. LOS A, B and C are considered to be free-flow conditions and should safely allow for maximum throughput in the EL. As conditions reach LOS D and E, traffic flow will begin to deteriorate, densities will begin to approach 45 vehicles per mile per lane (vpml) and travel speed will be reduced. For LOS F, densities are expected to be above 45 vpml and speeds will be reduced significantly.

Level of Service	Traffic Density (vpml)	Expected Traffic Conditions
A	0 - 11	Free-Flow
B	> 11 - 18	Free-Flow
C	> 18 - 26	Free-Flow
D	> 26 - 35	Mild Congestion
E	> 35 - 45	Moderate Congestion
F	> 45	Severe Congestion

Figure 4 Level of Service and Traffic Density Relationship

The real time responsive toll amount adjustment logic utilizes concepts proven to be successful by other HOT facilities. The logic begins with an initial operating toll amount schedule and compares the initial toll amount to a calculated toll amount based on current traffic conditions. Current traffic conditions are determined by real time traffic data collected from EL detectors. The data collected are processed to exclude erroneous data and averaged before a TD is calculated. The TD is used to determine the toll amount needed to optimize traffic flow.

The TD calculations are averaged for each EL segment every 15 minutes to respond to current traffic conditions. The TD calculation is then rounded to a whole number.

The toll amount calculations use configurable settings. The two primary settings are LOS settings and change in TD (Delta TD Tables) settings. The LOS settings relate a TD range to a toll amount range, as shown in **Figure 5** for all of the currently approved Segment Level of Service Settings Tables.

LOS	Density		Tolls	
	Minimum	Maximum	Minimum	Maximum
A	0	11	\$0.50	\$0.50
B	12	18	\$0.50	\$1.50
C	19	26	\$1.50	\$8.50
D	27	35	\$8.50	\$10.50
E	36	45	\$9.50	\$10.50
F	>45		\$10.50	\$10.50

Figure 5 Sample Level of Service Table

The Delta settings relate a change in TD (Δ TD) to a change in toll amount (Δ TA). The steps for calculating the current toll amount are presented in **Figure 6**. The TD calculated for the previous time period is subtracted from the TD for the current time period to determine the change in TD (Δ TD). Using the delta settings table, a toll change is determined. The toll amount change is added to or subtracted from the previous toll amount to determine the current toll amount. The current toll amount is compared to the maximum and minimum toll amounts in the LOS settings table (**Figure 5**).

If the current toll amount falls outside the maximum or minimum toll amounts for the corresponding TD, then the maximum or minimum toll amount, respectively, is applied. If the current toll amount falls within the maximum or

minimum toll amounts, then the current toll amount is applied. For example, the previous toll amount is \$1.50, and the previous TD is 20. The current TD is 23. The current toll amount is calculated as follows:

$$\Delta TD = TD_t - TD_{t-1} = 23 - 20 = 3$$

Refer to example Delta Settings Matrix (Figure 7). A TD of 23 at ΔTD 3 yields a \$0.50.

The current toll amount falls within the toll amount ranges for a Level of Service C (TD=23). Therefore, a toll amount of \$3.00 is used.

Step 1: Calculate ΔTD
 The TD calculated for the previous time period (TD_{t-1}) is subtracted from the TD for the current time period (TD_t) to determine the change in TD (ΔTD)

$$\Delta TD = TD_t - TD_{t-1}$$

Step 2: Find ΔR based on ΔTD and TD_t
 Using the delta settings table, a rate change is determined
 Refer to Delta Settings Matrix

Step 3: Calculate R_t
 $R_t = R_{t-1} + \Delta R$

Figure 6 Current Toll Amount Calculations

LDS	TD	Δ -18	Δ -17	Δ -16	Δ -15	Δ -14	Δ -13	Δ -12	Δ -11	Δ -10	Δ -9	Δ -8	Δ -7	Δ -6	Δ -5	Δ -4	Δ -3	Δ -2	Δ -1	Δ 1	Δ 2	Δ 3	Δ 4
A	0	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	1	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	2	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	3	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	4	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	5	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	6	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	7	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	8	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	9	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	10	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	11	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	B	12	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25
13		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25	0.25
14		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25	0.25
15		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25	0.25
16		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	1	0.75	0.75	0.75	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25	0.25
17		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25
18		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25
C	19	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25	0.25
	20	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25	0.25
	21	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25	0.25
	22	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25	0.25
	23	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25	0.25
	24	3.75	3.75	3.75	3.75	3.75	3.25	2.75	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25
	25	3.75	3.75	3.75	3.75	3.75	3.25	3	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25
	26	3.75	3.75	3.75	3.75	3.75	3.5	3	2.75	2.5	2.25	2	1.75	1.5	1.25	1	0.75	0.5	0.25	0.25	0.25	0.25	0.25

Figure 7 Example Delta Settings Matrix

PERFORMANCE FACTOR

Performance Factor (PF) is an adjustment factor that is utilized to increase Traffic Density (TD) when EL performance degrades. By increasing TD intentionally, toll amounts can be increased more effectively and thus maintain acceptable performance of EL. Note: During times when Express Lanes are encountering performance problems, this factor will allow or force the toll to increase faster than under normal operations.

It is calculated by the percentage of detectors (DS in the formula) with speeds below X MPH, where X is a configurable number associated with an EL segment. For each time interval analyzed, the number of detectors below X MPH is

converted to a percentage. The actual traffic density (TD) is increased by that percentage to calculate a new traffic density (TDn), which is then used to calculate the new toll amount, see below:

$$PF = \frac{\# \text{ of } DS < X \text{ MPH}}{\# \text{ of } DS}$$

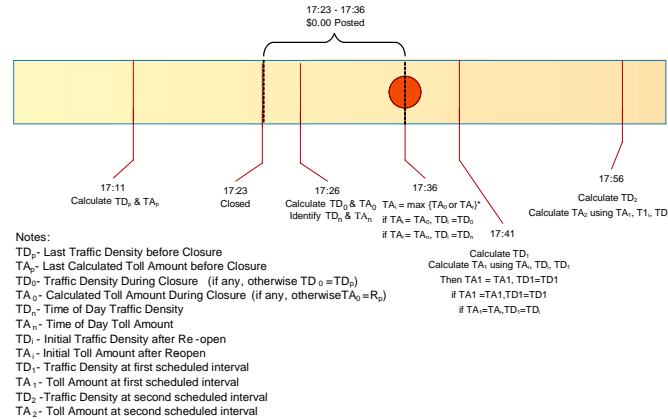
$$TDn = TD + TD * PF$$

The configurable threshold *X* will be recommended by the engineer and configured by the analyst; however, operations staff will not be required to change it. From an operations point of view, one should witness toll increases more rapidly when EL speed drops below *X* mph.

SELS RE-OPEN PROCEDURE

The current EL recover from closure procedure in SELS addresses a race condition. SELS reduces the risk of toll amounts artificially decreasing when traffic starts flowing into an empty or low volume segment, by allowing a “normal” toll (time-of-day toll) check at the first calculation interval before dynamic tolling is fully restored. This means that when the EL come out of “closed” and a scheduled update is going to occur, this procedure minimizes the risk of implementing a low toll, so the EL may see a higher toll than current conditions might recommend when dynamic mode is first restored.

Figure 8, Toll Calculation during EL Recovery from Closure, demonstrates how the procedure works. In the figure: once the EL are reopened, the immediate effective toll amount (TA_i) will be either the Time-of-Day toll amount (TA_n) or the last calculated toll amount (TA₀), whichever is greater, and TD_i is either TD₀ or TD_n according to which toll amount is chosen. When a proposed scheduled interval of toll calculation starts, the toll amount for the first interval (TA₁) is calculated using current TD₁, TD_i and TA_i, then this TA₁ is compared with TA_i, TA₁ will replace TA_i if TA₁ < TA_i. Dynamic tolling is recovered in the second scheduled interval.



Notes:
 TD₀- Last Traffic Density before Closure
 TA₀- Last Calculated Toll Amount before Closure
 TD₀- Traffic Density During Closure (if any, otherwise TD₀ = TD₀)
 TA₀- Calculated Toll Amount During Closure (if any, otherwise TA₀ = R₀)
 TD_n- Time of Day Traffic Density
 TA_n- Time of Day Toll Amount
 TD_i- Initial Traffic Density after Re-open
 TA_i- Initial Toll Amount after Reopen
 TD₁- Traffic Density at first scheduled interval
 TA₁- Toll Amount at first scheduled interval
 TD₂- Traffic Density at second scheduled interval
 TA₂- Toll Amount at second scheduled interval

* This initial rate may not be implemented if the time difference between re-open and the first scheduled interval after re-open is less than a configurable time threshold ; a zero toll amount will be posted when this occurs

Figure 8 Toll Calculation during EL Recovery from Closure

TOLL SYSTEM INTERFACES

Express lane systems in Florida consist of two systems running in parallel, with the key interfaces between them. These two systems and the interfaces needed to support Express Lane operations are the Turnpike toll collection system and the District ITS and pricing system. The interactions between the two systems are shown in **Figure 9**. The Turnpike operates the toll collection system and is responsible for processing toll transactions through roadside toll equipment and back-office systems. The District is responsible for the management of the express lane traffic operations through the TMC.

The toll lane equipment is connected to the Turnpike Back Office through the Turnpike transaction host, while the ITS roadside equipment connects to the TMC. The ITS roadside components include traffic sensors deployed along

the Express lanes, dynamic message signs (DMS) displaying Express Lane status and toll amounts, traffic control devices (such as gates), and closed-circuit television (CCTV) cameras for incident management. The three key interfaces between the toll collection system and the ITS / pricing system are:

- Toll Amount Interface – This interface is used by the Turnpike to receive the final toll amount information from the TMC / Pricing System. This interface will be used for all Express lanes throughout the State.

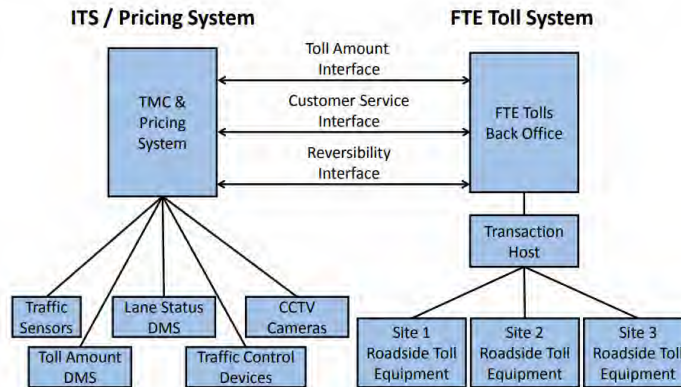


Figure 9 Typical Toll System Interfaces

- Customer Service Interface – This interface allows the Turnpike Customer Service Representatives to look at information that was posted on the toll amount DMS when customers have questions regarding transactions. The Turnpike also has an Interface Control Document that describes this interface.
- Reversibility Interface – This interface is used by the TMC to send a signal to the toll system to change the direction in which the toll point operates. This interface is only needed if the Express lane is a reversible system.

EXPRESS LANE SEGMENT

An Express lane segment is the distance between an entry point to the Express lanes and the next point of exit, see [Figure 10](#). If there are multiple entry points before an exit point, the segment is defined to be the distance between the first entry point, see [Figure 11](#). If there are multiple exit points following an entry point, the segment represents the distance between two successive exit points, see [Figure 12](#).

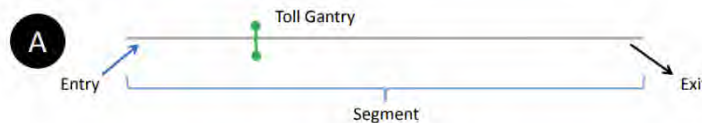


Figure 10

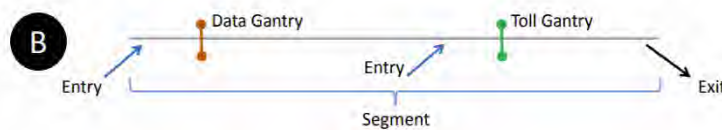


Figure 11

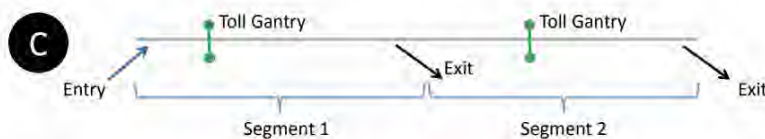


Figure 12

Gantries shall be placed between successive entries, between an entry point and an exit point, and between successive exits, unless the entry or exit points are spaced less than one mile apart or physical constraints prevent the placement of such structures.

Gantries placed between successive entry points (i.e. data gantries) do not charge a toll but rather collect data to accurately account for the time to travel from the toll amount DMS to the tolling point. All other gantries will charge the toll in effect at the time of entry. Every segment has only one toll gantry that charges a toll. The minimum toll is \$0.50 at each gantry where a toll is charged.

TRIP BUILDING

A tolling trip is comprised of one or more contiguous segments. [Figure 13](#) illustrates the six tolling trip possibilities of an example Express lane system, for a single direction on travel, which is composed of three segments. For longer Express lane systems that have more than three segments, trip building systems, consisting of no more than three segments, can be established in series with a decision point for the customer to stay in or get out of the Express lanes within the tolling trip. The linking of trip building systems together is shown in [Figure 14](#).

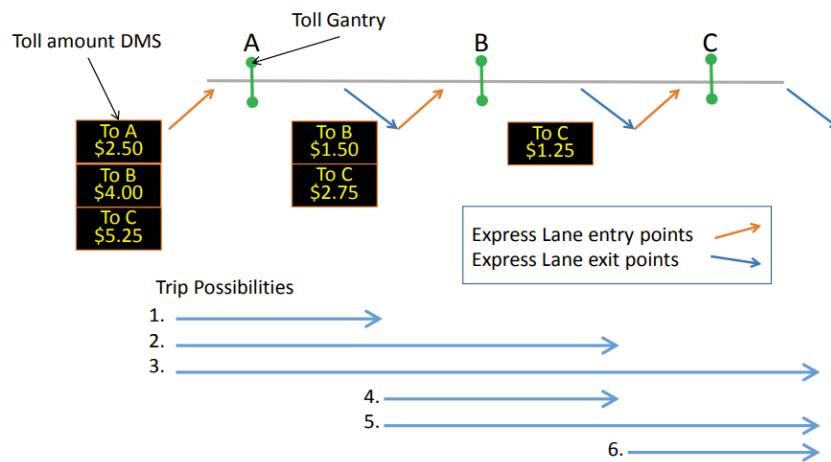


Figure 13 Trip Possibilities for a Three Segment Express Lane System

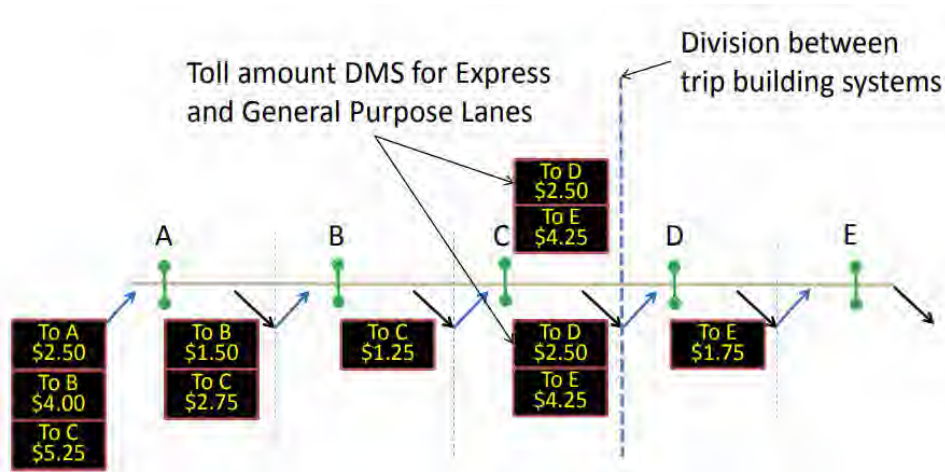


Figure 14 Linked Trip Building Systems

A customer in the General use lanes will see a toll amount DMS which displays the toll amount that will be charged to the customer for traveling to one or more destinations in the Express lanes/ Each possible Express lane exit in the current tolling trip, and the associated destination, is provided with the associated toll amount. The toll amount seen by the customer on the toll amount DMS is locked in upon entry to the Express lanes for travel to the destinations

shown on the sign. Therefore, the customer will be charged no more than what is posted on the toll amount DMS for traveling to the destinations shown even if the toll amounts change after customers enter. If the toll amount is reduced after a customer has entered the Express lanes and while the customer is still in the Express lanes, the reduced toll amount will be charged.

Each of the Express lane segments within a tolling trip may have different toll amounts, which when added together, form the total trip toll amount. Even though the toll amount will be charged on a segment-by-segment basis, and reported as such on the customers statement, trip building is necessary to ensure that drivers who get into the Express lanes and travel through multiple segments pay the lower toll between what they see on the toll amount DMS and what is actually charged a the successive toll gantries within the tolling trip.

1.3 DISTRICT FOUR EL STAFFING AND SCHEDULING

PURPOSE AND SCOPE

The purpose of this section is to establish responsibilities and scheduling of the Express Program Manager and the Control Room Staff that cover the Express Lanes Shifts, referred to as EL Staff.

EXPRESS LANES PROGRAM MANAGER

The Express Program Manager works full time on-site at the SunGuide TMC to support all Express and Ramp Signaling related activities.

The responsibilities of the Express Program Manager include, but are not limited to:

- Overseeing EL operations
- Overseeing overall project performance to ensure it is meeting the intended results
- Evaluating and analyzing project related performance metrics
- Developing and implementing recommendations to mitigate performance measures degradation
- Conducting and overseeing operational analyses
- Providing projects related data and information to others (internal and external)
- Coordinating and supporting testing for all software, hardware and firmware upgrades/changes
- Reviewing and updating operational parameters including but not limited to:
 - Express Time of Day, Level of Service, and Traffic Density Delta tables
 - Ramp Signaling Central and Local Time of Day tables
 - Ramp Signaling minimum and maximum metering rates
- Representing the Department at meetings, workshops, presentations (including other Express Lanes deployments as the project lead and technical expert)
- Supporting public outreach/public information efforts

EL STAFF RESPONSIBILITIES

District Four shall schedule a minimum of one Express Lanes Operator on-site at the SunGuide TMC at all times. The 24 hours per day/7 days per week (24/7) coverage requirement includes using the Shift Supervisors or alternate Express trained Operators to cover EL operations during breaks and approved leaves of absence. The responsibilities of the EL Staff are as follows:

- Primary operators of the Express Lanes Module (SELS).
- Monitor Express facilities and General Use Lanes within District limits.
- Verify toll amounts (per Segments and Trips) are displayed correctly every 15 minutes.
- Review failures in SELS and follow failure procedures.
- Observe, acknowledge and report all detector failures and report via the MIMS software application.
- Manage events in the Express Lanes, in accordance District Four ELOPS and training material.
- Primary Point of Contact for Express Lane events (to include interagency event for District Six and 595 Express LLC).
- Ensure shift change report for EL Operations is complete and accurate for each shift worked.
- Create and complete the SELS Shift debriefing report to incorporate activities for 595 Express, 75 Express, and 95 Express.
- Handle all calls/inquiries related to Express Lanes.

- Monitor 75 Express and 95 Express field devices along both facilities and field devices along the General Use Lanes throughout the Express limits and report failures via the MIMS software application.
- Ensure breaks and meals are covered by Shift Supervisors or EL trained Operators.
- Closely coordinate and support Shift Supervisors and Fleet Operators.
- Prepare or assist with preparation of Express Lanes reports.
- Assist and/or perform research for TMC Management / Client.

1.4 DISTRICT FOUR ROAD RANGER/INCIDENT RESPONSE TEAM COORDINATION

PURPOSE AND SCOPE

The purpose of this section is to describe supplemental Road Ranger coordination procedures and policies and provide procedures for communicating with the Express Severe Incident Response Team. As agreed, by both districts, FDOT District Six shall handle all incident and event management for all events occurring in Miami-Dade County. FDOT District Four shall handle all incident and event management for all events occurring in Broward County.

INCIDENT RESPONSE TEAM OVERVIEW

Existing Incident Management

Existing FDOT D4 and D6 incident management efforts along the project corridor are managed from the respective FDOT SunGuide Transportation Management Center (TMC). These efforts include four key program elements; Traffic Incident Management (TIM) Teams, Road Rangers, Rapid Incident Scene Clearance (RISC), and Severe Incident Response Vehicle/Incident Response Vehicle (SIRV/IRV) Operations. These resources work closely with Asset Maintenance Contractors for extended incidents. The delineation mark for incident management services between D4 and D6 will be the Broward County/Miami Dade Countyline, to the south of the District; however, procedures are in place for each District to respond to the neighboring District upon request.

Traffic Incident Management (TIM) Teams

The Incident Management program provides incident management response as well as limited assistance to stranded motorists to reduce congestion and improve safety for emergency responders and the motoring public. The D4 TMC, in the interest of promoting Florida's "Open Roads Policy" and providing increased mobility on FDOT highways, provides Incident Management (IM) and Motorist Assistance (MA) services to improve safety, reduce delays, and mitigate secondary traffic incidents.

Both the D4 and D6 have established Traffic Incident Management (TIM) Teams. The TIM Teams consists of FDOT, Florida's Turnpike Enterprise (FTE), FHP (Florida Highway Patrol), tow companies, local police, local fire rescue, other regional TMCs, consultants, and asset maintenance companies. The District Four TMC TIM Team meets quarterly and there are bi-annual joint TIM meetings held among the D4 TMC and D6 TMC TIM Teams. Through the TIM Teams, both D4 TMC and 64 TMC have established excellent working relationships with the incident responders. The TIM Teams have helped to establish quick clearance policies and provide a forum to discuss issues which results in continuous improvement to incident response within the region.

Future - FDOT District Four will look into providing additional resources to clear events along the EL facility. As part of the enforcement plan, at least two FHP Troopers (6:00 AM to 10:00 PM, Monday through Friday) will be retained by FDOT through the Hireback program. In addition, one FDOT Severe Incident Response Vehicle (SIRV) Operator will support the existing Road Rangers and improve communications between the field and the TMC Operations. A flat bed tow truck will be required to assist with clearance of the EL.

Express Severe Incident Response Vehicle Operators

The SIRV operators will act as an FDOT incident coordinator on-scene for events impacting the traffic flow within the Express Lanes. They will assist responding agencies, coordinate maintenance of traffic (MOT) activities of the Road Rangers and provide liaison between other responding agencies and FDOT resources (such as FDOT Maintenance and/or its Asset Maintenance Contractor). The SIRV Operator will be the primary contact for the TMC Operators to ensure all response and clearance times are documented in the SunGuide Software. As needed, the SIRV operator will facilitate post-incident analysis meetings with other agencies. The SIRV operators will wear a uniform that portrays a professional appearance and assists with recognition in the field to new responders. A patch will be worn to communicate that the SIRV Operators represent FDOT. The SIRV operators will be trained and qualified in the following:



- Incident Management and Command
- Advanced Management of Traffic
- Incident Clearance Procedures
- Severe Incident Documentation
- Emergency Vehicle Operation
- First responder functions and responsibilities

Their hours for Express Lanes incident response are listed below:

- Monday through Friday (excluding FDOT approved / public holidays) – 6A through 10P.
- Out of hours 10P through 6A and weekends – on call (refer to weekly published schedule).

For out of hours response, the following criteria must be met:

- Any event lasting or expected to last 2 hours or longer.
- Any event involving a fatality.
- Any RISC event.
- Any event involving a large overturned commercial vehicle, such as a tractor-trailer, dump-trump, cement mixer, tanker, etc.
- Any event involving a large commercial vehicle, such as a tractor-trailer, dump-truck, cement mixer, tanker, etc. where the tires are burned off.
- Any event involving a Haz-Mat.

SIRV must also be notified for any crash involving injuries requiring transport to:

- Law Enforcement.
- Fire Rescue.
- Road Rangers.

Severe Incident Response Vehicle

The SIRV is a specially equipped and marked vehicle that is dispatched through the FDOT District Four SunGuide TMC. These vehicles are equipped with an amber strobe light system to facilitate emergency response. High intensity lighting and markings have been added to the truck to assist responders after sundown. A docking station in the driver's compartment allows use of a laptop computer to support incident command activities. A statewide law enforcement radio system (SLERS) radio is provided to allow for direct communication with the FDOT District Four SunGuide TMC Operations Staff. In addition, the Severe Incident Response Vehicle carries maintenance of traffic and spill mitigation equipment such as cones, signs, flares, oil dry, and fuel absorbent.



Flat Bed Tow Truck

The flat bed tow truck is a 21 ft. carrier properly equipped for all types of vehicle towing and a four passenger cab (not including driver) to facilitate quick clearance of the lanes.

Florida Highway Patrol

FHP provide enforcement and coordinate the removal of an event from the Express Lanes. FHP is contacted when rotational tow is required either to remove a vehicle from the Express Lanes or to assist with removal of the vehicle from any other site after it has been relocated from the Express Lanes.



Road Ranger Coordination

The Road Rangers are the FDOT freeway service patrol which is a free service provided by FDOT and is managed by each Districts TMC. The Road Rangers' mission is to provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders. In Broward, Palm Beach (D4) and Miami Dade (D6), Road Rangers patrol designated areas (beats) 24 hours a day, 7 days a week and 365 days a year. The Road Rangers provides the following services:

- Short-term maintenance-of-traffic (MOT) services during incidents.
- Assist in incident management and response.
- Clear disabled vehicles from travel lanes.
- Clear debris from travel lanes.
- Change flat tires.
- Jump-start vehicles and make minor repairs.
- Supply emergency gasoline, diesel, water.
- Provide stranded motorists two free local calls.
- Monitor abandoned vehicles and notify FHP

In Broward County, Road Ranger services along I-75 are currently provided through the Asset Maintenance Contract E4V68. Asset Maintenance Contract E4V68 (Incident Clear – Broward) began service on July 01, 2022. This contract provides Road Ranger pick-up trucks that continuously patrol all I-95, I-75, and portions of I-595. The Road Rangers respond to incidents and stranded motorists along these corridors to help facilitate clearing the roadway.

The Road Ranger vehicle fleet within Broward / Palm Beach includes three different truck types: - Pickup trucks, pickup trucks (with debris clear) and flatbed trucks. The Road Ranger patrol beats for 75 EL and 95 EL project limits are as follows:

Monday through Friday 5:30 AM – 10:00 PM

- I-75 Broward County (Alligator Alley Toll Plaza to Mile Marker 50)
 - One Pickup Truck
- I-75 Broward County (Flamingo Rd to Sunrise Blvd / Alligator Alley Toll Plaza to Griffin Rd)
 - One Pickup Truck
- I-75 Broward County (Miami Gardens to Royal Palm)
 - One Pickup Truck
- West Roving Supervisor
 - One Pickup Truck (with Debris Clear)

Monday through Friday 10:00 PM – 5:30 AM, weekends and holidays

- I-75 Broward County (Alligator Alley Toll Plaza to Mile Marker 50)
 - One Pickup Truck
- I-75 Broward County (Miami Gardens to Toll Plaza / I-595 Flamingo Road to SR-869 / Sunrise Blvd and EXPRESS Lanes)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck (with Debris Clear)

75 Express is an enclosed facility, separated from the General Use lanes by concrete barrier wall, with designated emergency access crossover points along the facility. Road Rangers are designated as “Emergency Vehicles” by FDOT Secretary Order and are permitted to utilize these crossovers when responding to and departing an event. This authorization was granted to Road Rangers in order to safely facilitate quick clearance of traffic incidents, especially those occurring within the Express Lanes facility.

A minimum of two Road Rangers will be dispatched. One of these two vehicles must be a flatbed truck during Peak Period (broken down into Peak East and Peak West). The Road Ranger arriving first will:

- Notify the TMC upon its arrival.
- Assess the situation.
- Communicate to the TMC whether the backup unit is still needed.
- Secure the scene by setting up temporary MOT and offer assistance, as needed, to the vehicle or motorist.

If the backup unit is needed, the Road Ranger vehicles will reposition themselves, as needed, to allow the flatbed truck to hook up the disabled vehicle as the other Road Ranger provides additional backup and maintenance of traffic (MOT) behind the incident.

- When relocating vehicles, a minimum of two vehicles is required.
- All vehicles should be relocated to a safe location, with wide shoulder, within the facility or Emergency Stopping Site (ESS) along I-75.



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

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

- Vehicle Description(s) (Make, Model, Color, License Plate and VIN)
- Note: TMC Operator must advise FHP when the event is unable to be located by CCTV or when a Road Ranger is not on scene.
- Nature/Type of Event
- Location (Roadway, Direction of Travel, Proximity, and Cross Street)
- Injuries, if applicable

Dispatching Resources

The Express Lanes Operator is responsible for detecting, confirming, and dispatching the necessary resources to accommodate the nature of the event, such as Road Rangers, SIRV Operator and/or Flatbed Tow Truck. Communication will be maintained by the Express Lanes Operator with the resources dispatched pre, during, and/or post incident.

Quick Clearance Procedures

In order to expedite the clearance of both travel lane and shoulder blocking events within the Express Lanes, the following quick clearance procedures have been established:

- Vehicles blocking Express travel lanes are to be relocated to a safe location, with wide shoulder, within the facility or a designated Emergency Stopping Site (ESS) along I-75. Road Ranger vehicles equipped to safely move vehicles may do so, although some events may require a flatbed truck.
- Disabled vehicles located on either the left or right shoulder of the Express Lanes should be relocated to a safe location, with wide shoulder, within the facility or a designated Emergency Stopping Site (ESS) along I-75.
- Abandoned vehicles within the Express Lanes that are blocking a travel lane or deemed to be impeding traffic due to proximity of the travel lane shall be relocated to the nearest safe location. Prior to relocation the Express Lanes Operator shall notify FHP that the vehicle is being relocated. Once the vehicle has been relocated the EL Operator shall provide FHP with a follow-up notification informing FHP of the vehicle description (Make, Model, Color, and License Plate Number) and the location of the vehicle.
- Abandoned vehicles on the Express Lanes shoulder (legally parked) are to be marked with a grease pen on the rear window by a Road Ranger when it is first discovered and the Express Lanes Operator will notify FHP (or liaison) to log the initial discovery.
 - The markings include the time, date and Road Ranger truck number.
 - At the beginning of each Hireback (future) shift, the FHP Trooper sweeps the Express Lanes for disabled vehicles and calls for rotational tow if necessary.
 - The rotational tow will pick up the vehicle from the shoulder if they are able to respond within 30 minutes. If they are not able to respond within 30 minutes, the FHP Trooper will request TMC Operations dispatch resources to relocate the disabled vehicle to the General Use right shoulder, ESS, or Broward Park and Ride.
- Subsequently, the FHP Trooper will request rotational tow to pick up the vehicle at the designated relocation area.

Debris

Debris located within the Express Lanes shall be removed from the travel lanes by the Road Ranger/Road Ranger Supervisor using the DebrisClear System. Once the debris is clear, the Road Ranger/Road Ranger Supervisor shall notify the TMC. It is then the responsibility of the Express Lanes Operator to contact the Asset Maintenance Contractor (or project contractor) to dispose of the debris. If the debris is too large for the Road Ranger/Road Ranger Supervisor to remove, or if the removal puts the Road Ranger/Road Ranger Supervisor in an unsafe situation, then the TMC Operator shall contact the FDOT Asset Maintenance Contractor (or project contractor).

Asset Maintenance / Contractor within project limits (for LTMOT)

Asset Maintenance – The Asset Maintenance contractor is responsible for repair and maintenance of the Express Lanes, unless the limits fall within an active project, at which time the contractor assigned to the project is to respond (please refer to the Asset Maintenance spreadsheet for project limits). They respond to or acknowledge:

- Damage, property theft or vandalism to State owned infrastructure or equipment, including but not limited to guardrails, bridge abutments, crash barrels and pavement.
- Debris on the roadway.
- Severe incident with Long Term Maintenance of Traffic requirements (LTMOT). Typically estimated to have greater than one hour of lane blockage for Express Lanes management.

HARD CLOSURES FOR INDIVIDUAL SEGMENTS

All field resources patrol their assigned beats throughout their patrol.

- The SIRV unit and Flatbed shall provide on-scene management and event coordination for the primary incident.
- One Road Ranger Pickup truck shall be responsible for the closing of each assigned ingress point to the segment (from I-75 mainline).

- One Road Ranger Pickup truck shall be responsible for the closing at the end of the upstream segment to prevent motorists continuing their trip toward the incident scene (to I-75 mainline).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

HARD CLOSURES FOR SEGMENTS OUTSIDE OF DISTRICT FOUR LIMITS

District Four are supported by SEFRTOC partners for locations outside of their District limits, such as ingress locations for 75 Express, supported by District Six and FTE. Examples are listed below:

- D6 – One Road Ranger Pickup truck is responsible for closing at the end of 75 Express Segment 2N (destination Miami Gardens Drive), to force traffic out to the General Use mainline and prevent motorists from entering the downstream segment (4N).
- D6 – One Road Ranger Pickup truck is responsible for closing the ingress from NW 138 Street mainline to prevent motorists from entering downstream segment (4N).
- D6 – One Road Ranger Pickup truck is responsible for closing at the egress to HEFT SB to prevent motorists from entering HEFT SB. *If the General Use exit ramp to HEFT is to be closed (includes both NB and SB ramps), this falls within District Four Incident Management limits, for which their own resources will be utilized.*
- FTE – One Road Ranger Pickup truck is responsible for closing the ingress from HEFT NB to prevent motorists from entering downstream segment (6N).
- FTE – One Road Ranger Pickup truck is responsible for closing the ingress from HEFT SB to prevent motorists from entering downstream segment (6N).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

The emergency access crossover points are at the following locations. See [Figure 15](#):

- Northbound: South of Miramar Parkway
 South of Pines Boulevard
 South of Sheridan Street
 South of Royal Palm Boulevard
- Southbound: North of Griffin Road
 North of Sheridan Street
 North of Pines Boulevard
 North of Miramar Parkway

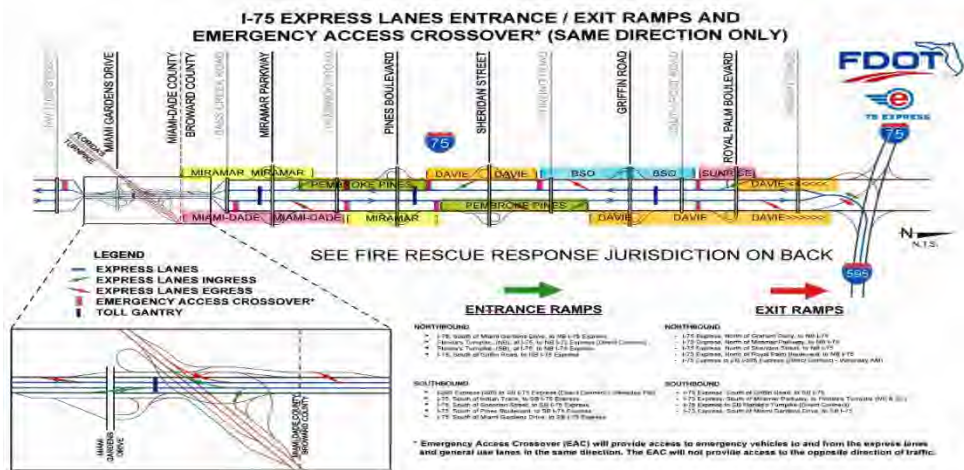


Figure 15 Sample Screenshot of the 95 Express Corridor View

1.5 EL SOFTWARE APPLICATIONS

PURPOSE AND SCOPE

The purpose of this section is to provide the procedures for operating the SELS software applications.

EXPRESS LANE MODULE (SELS)

The EL Operator shall use SELS to determine and post the applicable toll amount, monitor traffic conditions in both the EL and GU Lanes, monitor EL detector status and generate reports. The EL Operator shall log onto SELS at the beginning of each shift and initiate the Roadway Operations View and Detector Status Monitor. The SELS will track, change modes, and post EL Toll Amount DMS messages, plus document the EL Operator actions for acknowledging and confirming the applicable toll amount. The EL Operator shall visually verify that the intended toll amounts are posted via CCTV screenshots before processing the SELS DMS Verification Form. [Figure 16](#) provides a sample screenshot of the Roadway Operation View. [Figure 17](#) provides a sample screenshot of the DMS Verification Form. [Figure 18](#) provides a sample screenshot of the Segment Mode/Toll Change pop-up.

For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#) and the District Four 75 Express Corridor Management for closures NORTHBOUND scenarios located in the following folder P:\EXPRESS LANE INFO FOR OPERATORS\75 EXPRESS.



Figure 16 Sample Screenshot of the 75 Express Corridor View

DMS Verification - Express Lanes - Operations Task Manager - Work - Microsoft Edge

7756elca - https://popups/verify/verifyForm.jsp?cdld=1&segld=8

I-75 Bottom (NB) Direction DMS Verification Form

Before 3:45am Gates 2	775B004.1-TR1	\$0.50	<input type="checkbox"/>
	775B004.2-TR2	\$1.00	<input type="checkbox"/>
	775B004.3-TR3	\$1.50	<input type="checkbox"/>
	775B003.9-TR9	\$0.50	<input type="checkbox"/>
Before 3:45am Gates 1	775B003.8-TR8	\$1.00	<input type="checkbox"/>
	775B003.4-TR4	\$1.50	<input type="checkbox"/>
Before 3:45am Gates 1 - LS	775B004.0-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
Before 3:45am Gates 2 - LS	775B004.3-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
North of NW 138th St 1	775B001.7-TR1	\$0.50	<input type="checkbox"/>
	775B001.8-TR2	\$1.00	<input type="checkbox"/>
	775B001.9-TR3	\$1.50	<input type="checkbox"/>
North of NW 138th St 2	775B002.1-TR1	\$0.50	<input type="checkbox"/>
	775B002.3-TR2	\$1.00	<input type="checkbox"/>
	775B002.4-TR3	\$1.50	<input type="checkbox"/>
After 1:00:59 - LS	775B003.2-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
1-75 NB			
SB HEFT 1	811SB040.1-TR1	\$0.50	<input type="checkbox"/>
	811SB040.5-TR2	\$1.00	<input type="checkbox"/>
	811SB040.6-TR3	\$1.50	<input type="checkbox"/>
SB HEFT 2	811SB041.6-TR1	\$0.50	<input type="checkbox"/>
	811SB041.6-TR2	\$1.00	<input type="checkbox"/>
	811SB041.6-TR3	\$1.50	<input type="checkbox"/>
NB HEFT	811NB037.5-TR2	\$1.00	<input type="checkbox"/>
	811NB037.5-TR3	\$1.50	<input type="checkbox"/>
NB HEFT 1 - LS	811NB038.1-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
NB HEFT 2 - LS	811NB038.6-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
SB HEFT 1 - LS	811SB041.2-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
SB HEFT 2 - LS	811SB040.8-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
SB HEFT 3 - LS	811SB038.8-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
SB HEFT 4 - LS	811SB038.8-LS	EXPRESS LANES OPEN	<input type="checkbox"/>
1-75 SB			

2018-09-10 04:13:29 PM 09/10/2018

Component Name: 775B003.2-TR3

1. Ticker: N/A
2. Ticker: N/A

Failed Decryption? [Click here to view decryption error details.](#)

Failed Details:

Feedback

Figure 17 Sample Screenshot of the DMS Verification Form

Change Segment Mode/Toll - Express Lanes - Operations Task Manager - Work - Microsoft Edge

Not secure | i75se/et/popups/changeMode.jsp?cdld=1&segld=8

I-75-13S

Operational Mode:

Toll Amount:

Lane Status Sign Message:

EXPRESS LANES OPEN
CONGESTED

Figure 18 Sample Screenshot of the Segment Mode / Toll Change pop-up

EXPRESS LANES OPERATIONAL PROCEDURES

Express Lanes Operational Procedures (Version 1)

Contents

SINGLE LANE CLOSED BEFORE EGRESS TO MIAMI GARDENS DRIVE (ALSO BEFORE INGRESS FROM NW 138 STREET)	25
ENTRANCE / INGRESS FROM NW 138 STREET / I-75 MAINLINE TO SEGMENT I-75-4N BLOCKED	26
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N (BEYOND ENTRANCE / INGRESS FROM NW 138 ST) BLOCKED	27
CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N (BEYOND ENTRANCE / INGRESS FROM NW 138 ST) BLOCKED.....	28
ENTRANCE / INGRESS FROM HEFT NB MAINLINE TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED	29
ENTRANCE / INGRESS FROM HEFT SB MAINLINE TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED.....	30
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6N (BEFORE EXIT / EGRESS TO PINES BLVD) BLOCKED.....	31
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6N (BEFORE EXIT / EGRESS TO PINES BLVD) BLOCKED	33
RECOVER FROM TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N AND I-75-6N CLOSED – OPEN ENTRANCES SEQUENTIALLY	35
EXIT / EGRESS TO PINES BLVD / I-75 MAINLINE SEGMENT I-75-6N BLOCKED.....	36
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9N (BEYOND EXIT / EGRESS TO PINES BLVD) BLOCKED	37
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9N (BEYOND EXIT / EGRESS TO PINES BLVD) BLOCKED	38
EXIT / EGRESS TO GRIFFIN RD / I-75 MAINLINE SEGMENT I-75-9N BLOCKED.....	39
ENTRANCE / INGRESS FROM SHERIDAN ST / I-75 MAINLINE SEGMENT I-75-13N BLOCKED.....	40
EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT (BEYOND EXIT / EGRESS TO GRIFFIN RD) BLOCKED.....	41

ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13N (BEFORE EXIT / EGRESS TO I-595) BLOCKED.....	42
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13N (BEFORE EXIT / EGRESS TO I-595) BLOCKED	43
EXIT / EGRESS TO I-595 MAINLINE SEGMENT I-75-13N BLOCKED.....	44
EXIT / EGRESS TO I-595 EXPRESS EB REVERSIBLE RAMP BLOCKED	45
FULL NORTHBOUND FACILITY CLOSURE FOR CONSTRUCTION	46
CONGESTION MANAGEMENT	49
MINIMUM SPEED TOLL (DYNAMIC TOLLING)	49
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	50
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode.....	50
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	50
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes	50
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	51
Recover From Express Lanes Closed.....	51
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	51
Toll Update Reminder Notification	51
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	52
Toll Adjustment For Segments (Finite AND ONGOING)	52
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	52
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)	52
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	53
Ongoing Toll Adjustment Reminder.....	53
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	53

Ending Ongoing Adjustments..... 53
 MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART 53

Retroactive Toll Adjustment request procedure..... 53
 MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART 54

System Restart..... 54
 MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART 54

TOLL SUSPENSION: 54

Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events..... 54

Most Likely Due to: 54

Evacuation 54
 MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART 55

SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION 55
 MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART 55

Recover From Open Status (Zero Toll Mode)..... 55
 COMMON DMS PROCEDURES 56

DMS Verification 56
 COMMON DMS PROCEDURES 56

Post Messages Manually On Toll Amount DMS..... 56
 COMMON DMS PROCEDURES 57


Post Messages Manually On Lane Status DMS 57
 COMMON DMS PROCEDURES 58


If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll 58
 COMMON DMS PROCEDURES 59



If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll..... 59

COMMON DMS PROCEDURES	59
DMS Subsystem Failure	59
Blank Or Stuck Messages	59
COMMON DMS PROCEDURES	60
DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.	60
BLANK OR STUCK MESSAGES	60
COMMON DMS PROCEDURES	61
Segment Toll Amount Sign Failures	61
Failed Segment Toll Amount DMS. Message Is Blank	61
COMMON DMS PROCEDURES	62
Segment Toll Amount Sign Failures	62
Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)	62
COMMON DMS PROCEDURES	63
Segment Toll Amount Sign Failures	63
Failed Segment INTERNAL Toll Amount DMS. Message Is Blank	63
(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)	63
COMMON DMS PROCEDURES	64
Segment Toll Amount Sign Failures	64
Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.	64
(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)	64
COMMON DMS PROCEDURES	65
Segment Toll Amount Sign Failures	65
Failed Segment Toll Amount DMS. PIXEL FAILURE	65
COMMON DMS PROCEDURES	65


Trip Toll Amount Sign Failures	65
Failed Trip Toll Amount DMS (Blank).....	65
COMMON DMS PROCEDURES	66
Trip Toll Amount Sign Failures	66
Failed Trip Toll Amount DMS (STUCK)	66
COMMON DMS PROCEDURES	67
Segment Toll Amount Sign Failures.....	67
Failed Segment Toll Amount DMS. Message Is STUCK	67
COMMON DMS PROCEDURES	67
Lane Status DMS Failures	67
Failed Lane Status And/or Full Matrix IM DMS	67
GLOSSARY.....	68


Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express from Palmetto Expressway (District Six) to egress to Miami Gardens Drive (single lane).	NB	SINGLE LANE CLOSED BEFORE EGRESS TO MIAMI GARDENS DRIVE (ALSO BEFORE INGRESS FROM NW 138 STREET)	<p>This is a District Six tolling and Incident Management response area; however District Four have two internal Toll Amount signs for segment and trip tolls to Pines Blvd, Griffin Rd, and I-595.</p> <p>These signs will have to be manually changed for all destinations to state ‘CLOSED’ if the incident is beyond either one of the toll amount signs.</p> <p>The TADMS are: FLD4DOT075001.9NB-TR1/ TR2/ TR3. FLD4DOT075002.3NB-TR1/ TR2/ TR3.</p>	<ol style="list-style-type: none"> 1. Verify the location of the incident (see comments). 2. Notify District Six if District Four are the notifying agency. 3. If the event is before the Toll Amount Sign, no further action is required District Four. 4. If the event is beyond the Toll Amount DMS, log the event into SunGuide for documentation purposes. The location will be determined by District Six (interagency event). 5. Manually post ‘CLOSED’ on all the 75 Express NB TADMS associated with the single lane from Palmetto Express to 75 Express NB Segment I-75-4N, using group filter ‘75X NB 01 S of HEFT - INTERNAL’. 6. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 7. Set the TADMS to ‘Out of Service’. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Set the TADMS back to ‘Active’. 2. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4N and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 3. In SunGuide notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 4. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – Entrance / Ingress from NW 138 St / I-75 mainline (at MGD) to Segment I-75-4N Blocked.</p>	<p>NB</p>	<p>ENTRANCE / INGRESS FROM NW 138 STREET / I-75 MAINLINE TO SEGMENT I-75-4N BLOCKED</p>	<p>This is a District Six Incident Management response area.</p> <p>If supporting a primary EL event, then the segment should be closed in SELS (No EL IM DMS within 4N).</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify District Six for incident response and to assist with DMS messaging. 2. Manually post ‘CLOSED’ on all the 75 Express NB TADMS associated with the I-75 entrance to 75 Express NB Segment I-75-4N from mainline, using group filter ‘75X NB 02 Ingress at MGD’. 3. Manually post ‘EXPRESS LANES CLOSED’ on all the 75 Express NB LSDMS associated with the I-75 entrance to 75 Express NB Segment I-75-4N from mainline, using group filter ‘75X NB 02 Ingress at MGD’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Log the event into SunGuide for documentation purposes (interagency event). Notate the use of the TADMS and LSDMS, and the status of what is posted (Closed). 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Notify District Six to release the Road Ranger and / or IRV and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4N and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, notate the use of the TADMS and LASDMS and the status of what is posted (Tolling). 5. Advise District Six to clear the DMS messaging (interagency). 6. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – Segment I-75-4N (beyond entrance / ingress from NW 138 St).	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N (BEYOND ENTRANCE / INGRESS FROM NW 138 ST) BLOCKED	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Notify District Six for incident response (if south of the county line) and to assist with DMS messaging. 3. Normal tolling continues for the next 60 minutes. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 2. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the ingress to I-75-4N. 3. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the exit/ egress to Miami Gardens Drive (force motorists to mainline). 4. Request District Six to assist with DMS messaging. 	<ol style="list-style-type: none"> 1. Notify District Six to release the Road Rangers / IRV to open the segment entrances / ingress. 2. Verify that the TADMS and LSDMS are active. 3. In the SELS Corridor View, click on the  for the Segment within the Status Table: 4. Choose desired mode (current) 5. If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving 'Closed' mode. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Advise District Six to clear the DMS messaging (interagency). 8. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – Segment I-75-4N (beyond entrance / ingress from NW 138 St).	NB	CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N (BEYOND ENTRANCE / INGRESS FROM NW 138 ST) BLOCKED	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Notify District Six for incident response (if south of the county line) and to assist with DMS messaging. 5. In SELS Corridor View, click on the M within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Log the event into SunGuide for documentation purposes (interagency event). Notate the use of the Toll Amount DMS, and the status of what is posted (Closed). <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the ingress to Segment I-75-4N. 2. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the exit / egress to Miami Gardens Drive (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Notify District Six to release the Road Rangers / IRV to open the segment entrances / ingress. 2. Verify that the TADMS and LSDMS are active. 3. In the SELS Corridor View, click on the M for the Segment within the Status Table: 4. Choose desired mode (current) 5. If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving 'Closed' mode. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Advise District Six to clear the DMS messaging (interagency). 8. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – Entrance / ingress from HEFT NB mainline to 75 Express NB. Segment I-75-6N.	NB	ENTRANCE / INGRESS FROM HEFT NB MAINLINE TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED	<p>This is a Florida Turnpike Enterprise (FTE) Incident Management response area.</p> <p>If supporting a primary EL event, then the segment should be closed in SELS (6N).</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify Florida’s Turnpike Enterprise (FTE) for incident response and to assist with activation of RPG (DMS / email / FLATIS). 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress from HEFT NB mainline to I-75 Express NB Segment I-75-6N, using group filter ‘75X NB 04 HEFT NB Ramp only’. 3. Manually post ‘CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express NB Segment I-75-6N, using group filter ‘75X NB 04 HEFT NB Ramp only’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Log the event into SunGuide for documentation purposes (interagency event). Notate the use of the Toll Amount and Lane Status DMS, and the status of what is posted (Closed). 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Notify FTE to release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6N and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 5. Advise FTE to clear the DMS messaging (interagency). 6. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – Entrance / ingress from HEFT SB mainline to 75 Express NB. Segment I-75-6N.	NB	ENTRANCE / INGRESS FROM HEFT SB MAINLINE TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED	<p>This is a Florida Turnpike Enterprise (FTE) Incident Management response area.</p> <p>If District Four post the IM DMS located on the HEFT (If Turnpike not able to post via C2C), then from the message library post “NB 75 EXPRESS LANES / CLOSED / DO NOT ENTER” on DMS 821SB041.4.</p> <p>Refer to DMS messaging plan</p> <p>If supporting a primary EL event, then the segment should be closed in SELS (6N).</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify Florida’s Turnpike Enterprise (FTE) for incident response and to assist with activation of RPG (Email / FLATIS). 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress to I-75 Express NB Segment I-75-6N, using group filter ‘75X NB 05 Ingress from HEFT SB’. 3. Manually post ‘CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express NB Segment I-75-6N, using group filter ‘75X NB 05 Ingress from HEFT SB’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Log the event into SunGuide for documentation purposes (interagency event). Notate the use of the Toll Amount and Lane Status DMS, and the status of what is posted (Closed). 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Notify FTE to release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6N and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 5. Advise FTE to clear the DMS messaging (interagency). 6. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB before exit / egress to Pines Blvd. Segment I-75-6N.</p>	<p>NB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6N (BEFORE EXIT / EGRESS TO PINES BLVD) BLOCKED</p>	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p> <p>Utilize HEFT SB DMS 41.4 and internal DMS NB 6.3 EL with RPG generated message, based upon location of incident.</p> <p>Refer to DMS messaging plan</p> <p>SELS will prompt the closure of 4N when 6N is closed.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. 4. Request District Six and FTE to assist with DMS messaging. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the M within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6N and I-75-4N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the 	<ol style="list-style-type: none"> 1. Notify District Six and FTE to release the Road Rangers / IRV to open the segment entrances / ingress. 2. Verify that all the TADMS and LSDMS are active. 3. In the SELS Corridor View, click on the M within the Status Table for both Segment I-75-6N and I-75-4N: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 6. Advise District Six and FTE to clear the DMS messaging (interagency). 7. Continue tolling as usual.



			<p>Once 60 minutes has elapsed, update the HEFT SB DMS 41.4 with “75 NB EXPRESS / LANES CLOSED / DO NOT ENTER”</p>	<p>event reported time (default in SELS).</p> <ol style="list-style-type: none"> 2. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 6N”. 3. Request District Six and FTE to assist with DMS messaging. 4. Request District Six to implement a hard closure at the entrance / ingress to Segment I-75-4N from I-75 mainline. 5. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT NB. 6. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT SB. 7. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the egress to Miami Gardens Drive (force motorists to mainline). 	
--	--	--	---	--	--



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB before exit / egress to Pines Blvd. Segment I-75-6N.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6N (BEFORE EXIT / EGRESS TO PINES BLVD) BLOCKED</p>	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p> <p>SELS will prompt the closure of 4N when 6N is closed.</p> <p>Utilize HEFT SB DMS 41.4 with “75 NB EXPRESS LANES / CLOSED / DO NOT ENTER” and on EL DMS NB 6.3 use RPG generated message based upon location of incident.</p> <p>Refer to DMS messaging plan</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then:</p> <ul style="list-style-type: none"> ○ Dispatch incident responders to assist with the event. ○ In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> ○ Choose Closed mode for Segment I-75-6N and I-75-4N. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. <p>*For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE”</p> <p>Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)</p> <ol style="list-style-type: none"> 1. Request District Six and FTE to assist with DMS messaging. 	<ol style="list-style-type: none"> 1. Notify District Six and FTE to release the Road Rangers / IRV to open the segment entrances / ingress. 2. Verify that all the TADMS and LSDMS are active. 3. In the SELS Corridor View, click on the  within the Status Table for both Segment I-75-6N and I-75-4N: <ul style="list-style-type: none"> ○ Choose desired mode (current). ○ If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 6. Advise District Six and FTE to clear the DMS messaging (interagency). 7. Continue tolling as usual.



			<p>Refer to DMS messaging plan</p>	<p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 6N”. 2. Request District Six to implement a hard closure at the entrance / ingress to Segment I-75-4N from I-75 mainline. 3. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT NB. 4. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT SB. 5. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the egress to Miami Gardens Drive (force motorists to mainline). 	
--	--	--	------------------------------------	---	--


Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB before exit / egress to Pines Blvd. Segment I-75-6N.	NB	<p>RECOVER FROM TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4N AND I-75-6N CLOSED – OPEN ENTRANCES SEQUENTIALLY</p> <p>Example:</p> <p>Open entrance / ingress from NW 138 St / mainline I-75</p> <p>Then → Open the exit / egress from HEFT NB to 75 Express NB</p> <p>Then → Open the exit / egress from HEFT SB to 75 Express NB</p>	<p>The HEFT NB and HEFT SB ramps are associated with Segment I-75-6N.</p> <p>The 75 Express mainline is associated with Segment 6N and 4N.</p>		<ol style="list-style-type: none"> 1. Place Toll Amount DMS (Segment and /or Trip) and Lane Status DMS associated with any entrance that remains closed ‘Out of Service’ to ensure that the ‘closed’ message remains on those signs. 2. In SELS Corridor View, click on the  within the Status Table for both Segment I-75-6N and I-75-4N: <ul style="list-style-type: none"> ○ Select desired mode (current). ○ If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving ‘Closed’ mode. 3. Continue tolling as usual. 4. When the last entrance is reopened, follow the procedures outlined in the recovery from the affected entrance to the Express Lane. See Scenario for: <ul style="list-style-type: none"> • RECOVERY FROM ENTRANCE / INGRESS FROM NW 138 STREET / I-75 MAINLINE TO SEGMENT I-75-4N BLOCKED • RECOVER FROM HEFT NB EXIT / EGRESS TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED, or • RECOVER FROM HEFT SB EXIT / EGRESS TO 75 EXPRESS NB SEGMENT I-75-6N BLOCKED 5. Advise District Six and FTE to clear the DMS messaging (interagency). 6. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB exit / egress to Pines Blvd (at Miramar). Segment I-75-6N.	NB	EXIT / EGRESS TO PINES BLVD / I-75 MAINLINE SEGMENT I-75-6N BLOCKED	<p>For this scenario, as the Trip destinations are to Griffin and I-595 and the EL mainline is unaffected, to improve throughput we are to CLOSE segments 6N and 4N, manually change the LSDMS to reflect OPEN, and manually change the trip tolls to Griffin (TR-2) and I-595 (TR-3) from CLOSED to the TOD time, and place ‘Out of Service’. *Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</p> <p>SELS will prompt the closure of 4N when 6N is closed.</p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6N and I-75-4N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 6N (EGRESS)”. 4. Request District Six and FTE to assist with DMS messaging. <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Request District Six to implement a hard closure at the entrance / ingress to Segment I-75-4N from I-75 mainline. 2. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT NB. 3. Request FTE to implement a hard closure at the entrance / ingress to Segment I-75-6N from HEFT SB. 4. Request District Six to implement a hard closure with additional Road Rangers and / or IRV at the exit / egress to Miami Gardens Drive (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open the exit / egress. 2. Verify that all the TADMS and LSDMS are active. 3. In SELS Corridor View, click on the  within the Status Table for both Segment I-75-6N and I-75-4N: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Advise District Six and FTE to clear the DMS messaging (interagency). 6. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB beyond exit / egress to Pines Blvd. Segment I-75-9N.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9N (BEYOND EXIT / EGRESS TO PINES BLVD) BLOCKED	<p>Utilize internal DMS NB 6.3 EL and manually add internal DMS NB 10.3 EL with RPG generated message, based upon location of incident.</p> <p>Refer to DMS messaging plan</p> <p>Once 60 minutes has elapsed, update the internal DMS NB 6.3 EL with “TRAFFIC MUST EXIT / TO / PINES BLVD”</p> <p>Refer to DMS messaging plan</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-9N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 2. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 9N”. 3. Send an incident responder to implement a hard closure at the exit / egress to Pines Blvd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress to Pines Blvd (at Miramar Pkwy). 2. Verify that all the TADMS and LSDMS are active. 3. In SELS Corridor View, click on the  within the Status Table for Segment I-75-9N: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB beyond exit / egress to Pines Blvd. Segment I-75-9N.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9N (BEYOND EXIT / EGRESS TO PINES BLVD) BLOCKED</p>	<p>Utilize internal DMS NB 6.3 EL with ‘TRAFFIC MUST EXIT / TO / PINES BLVD on internal DMS NB 10.3 EL post with RPG generated message, based upon location of incident.</p> <p>Refer to DMS messaging plan</p> <p>Once secondary closure is in place to force traffic out to Pines, place group filter 75 NB 06 beyond Pines egress to OOS.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-9N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. <p style="text-align: center;">*For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE”</p> <p>Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)</p> <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 9N” 2. Send an incident responder to implement a hard closure at the exit / egress to Pines Blvd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress to Pines Blvd (at Miramar Pkwy). 2. Verify that all the TADMS and LSDMS are active. 3. In SELS Corridor View, click on the  within the Status Table for Segment I-75-9N: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes – 75 Express NB exit / egress to Griffin Rd (at Sheridan St). Segment I-75-9N.	NB	EXIT / EGRESS TO GRIFFIN RD / I-75 MAINLINE SEGMENT I-75-9N BLOCKED	<p>For this scenario, as the Trip destination is to I-595 and the EL mainline is unaffected, to improve throughput we are to CLOSE segment 9N, and manually change the trip toll to I-595 (TR-3) from CLOSED to the TOD time, and place ‘Out of Service’. <i>*Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</i></p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-9N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 9N (EGRESS)”. <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Send an incident responder to implement a hard closure at the exit / egress to Pines Blvd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress to Pines Blvd (at Miramar Pkwy). 2. Verify that all the TADMS and LSDMS are active. 3. In SELS Corridor View, click on the  within the Status Table for Segment I-75-9N: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB entrance / ingress from Sheridan St (at Griffin Rd). Segment I-75-13N.	NB	ENTRANCE / INGRESS FROM SHERIDAN ST / I-75 MAINLINE SEGMENT I-75-13N BLOCKED	<p>If supporting a primary EL event, then the segment should be closed in SELS and post the IM DMS through the segment that the ingress is supporting.</p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress to I-75 Express NB Segment I-75-13N, using group filter ‘75X NB 11 Ingress at Griffin’. 3. Manually post ‘EXPRESS LANES CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express NB Segment I-75-13N, using group filter ‘75X NB 11 Ingress at Griffin’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS and LSDMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Post messages using SunGuide predefined plan “75 EXPRESS NB INGRESS TO SEGMENT 13N (FROM SHERIDAN)”. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-13N and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB beyond exit / egress to Griffin Rd.	NB	EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT (BEYOND EXIT / EGRESS TO GRIFFIN RD) BLOCKED	<p>Motorists can use the exit / egress to Griffin Rd mainline and re-enter at entrance / ingress from Sheridan St mainline (no toll gantry between exit / egress and entrance / ingress)</p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Send an incident to implement a hard closure at the exit / egress at Sheridan St (to Griffin Rd) and force motorists to mainline. 3. Manually post ‘CLOSED’ on the Toll Amount DMS associated with the trip to I-595, using group filter ‘75X NB 10 beyond Griffin egress’. 4. Set TADMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Post messages using SunGuide predefined plan “75 EXPRESS NB (BEYOND EGRESS TO GRIFFIN)”. 7. e a response plan to notify motorists of the lane blockage. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress to Griffin Rd (at Sheridan St). 2. Verify that all the TADMS are active. 3. In SELS Corridor View, click on the  within the Status Table for Segment I-75-13N: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure.



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express NB before exit / egress to I-595. Segment I-75-13N.	NB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13N (BEFORE EXIT / EGRESS TO I-595) BLOCKED	<p>595 Express have two internal TADMS and two internal LSDMS: NB-14.1 CCTV 7140 NB-14.4 CCTV 7143</p> <p>Log into the ELS system and update the TADMS if the incident affects the trip to Florida’s Turnpike / I-95.</p> <p>Utilize internal DMS NB 14.0 EL with RPG generated message, based upon location of incident.</p> <p>Refer to DMS messaging plan</p> <p>Once 60 minutes has elapsed, update the GU DMS NB 12.3 with “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-13N. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 2. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 13N (BEFORE EGRESS TO 595)”. 3. Send an incident responder to implement a hard closure at the exit / egress to Griffin Rd (force motorists to mainline). 4. Send an incident responder to implement a hard closure at the entrance / ingress from Sheridan St. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and open at the exit / egress to Griffin Rd. 2. Release the Road Ranger and open the entrance / ingress from Sheridan St. 3. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 4. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-13N: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB before exit / egress to I-595. Segment I-75-13N.</p>	<p>NB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13N (BEFORE EXIT / EGRESS TO I-595) BLOCKED</p>	<p>595 Express have two internal TADMS and two internal LSDMS: NB-14.1 CCTV 7140 NB-14.4 CCTV 7143 Log into the ELS system and update the TADMS if the incident affects the trip to Florida’s Turnpike / I-95.</p> <p>Utilize GU DMS NB 12.3 with “75 EXPRESS LANES / CLOSED / DO NOT ENTER and internal DMS NB 14.0 EL with RPG generated message, based upon location of incident.</p> <p>Refer to DMS messaging plan</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: 3. Choose Closed mode for Segment I-75-13N. 4. Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. 5. Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 6. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. <p>*For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE” Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)</p> <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 13N (BEFORE EGRESS TO 595)”. 2. Send an incident responder to implement a hard closure at the exit / egress to Griffin Rd (force motorists to mainline). 3. Send an incident responder to implement a hard closure at the entrance / ingress from Sheridan St. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and open at the exit / egress to Griffin Rd. 2. Release the Road Ranger and open the entrance / ingress from Sheridan St. 3. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 4. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-13N: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB exit / egress to I-595 (at Royal Palm). Segment I-75-13N.</p>	<p>NB</p>	<p>EXIT / EGRESS TO I-595 MAINLINE SEGMENT I-75-13N BLOCKED</p>	<p>If reversible ramp to 595 Express EB is open – cannot force motorists into a tolled facility.</p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> ○ Choose Closed mode for Segment I-75-13N. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Post messages using SunGuide predefined plan “75 EXPRESS NB SEGMENT 13N (EGRESS)”. <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Send an incident responder to implement a hard closure at the exit / egress to Griffin Rd (force motorists to mainline). 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress to Griffin Rd. 2. Verify that all the TADMS and LSDMS are active. 3. In SELS Corridor View, click on the  within the Status Table for Segment I-75-13: <ul style="list-style-type: none"> ○ Select desired mode (current). ○ If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – Express NB exit / egress to 595 Express reversible ramp.	NB	EXIT / EGRESS TO I-595 EXPRESS EB REVERSIBLE RAMP BLOCKED	<p>When reversible ramp is open:</p> <p>595 Express have two internal TADMS and two internal LSDMS: NB-14.1 CCTV 7140 NB-14.4 CCTV 7143 Log into the ELS system and update the TADMS if the incident affects the trip to Florida’s Turnpike / I-95.</p> <p>Refer to DMS messaging plan</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Send an incident responder to implement a hard closure at the exit / egress to I-595 (force motorists to mainline). 3. Post messages using SunGuide predefined plan “75 EXPRESS NB REVERSIBLE RAMP TO 595 EXPRESS)”. 4. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and / or SIRV and open at the exit / egress I-595. 2. In SunGuide, terminate the response plan that was used for this closure. 3. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express NB Facility Closure.</p>	<p>NB</p>	<p>FULL NORTHBOUND FACILITY CLOSURE FOR CONSTRUCTION</p>	<p>Closures should begin South to North so that traffic exits upstream.</p> <p>Interagency events need to be made ACTIVE so that they can be associated in SELS. Once associated, then revert to UNCONFIRMED (comment within chronology).</p> <p>If the ramp from I-75 mainline / NW 138 St is closed prior to the connector from Palmetto Express, then using the group filter 75X NB 02 Ingress at MGD, post CLOSED on the TADMS and EXPRESS LANES CLOSED on the LSDMS and place OOS. Once the connector from Palmetto Express is closed, then make active and</p>	<p>If the event type is Road Work Emergency or Road Work Scheduled, then:</p> <ol style="list-style-type: none"> 1. Once the connector from Palmetto Express is closed and traffic is being forced to MGD (D6). <ul style="list-style-type: none"> ○ Manually post ‘CLOSED’ on all the TADMS located within the connector, associated with the trips to D4 destinations, using group filter ‘75X NB 01 S of HEFT - INTERNAL’. ○ Set the TADMS ‘Out of Service’. 2. Create an interagency coordination event for the ramp from I-75 mainline / NW 138 St. <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-4N. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Notify D6 to assist with IM messaging. 3. Create an interagency coordination event for the ingress to segment 6N (HEFT SB ramp to 75 Express NB) <ul style="list-style-type: none"> ○ Notate the use of the Toll Amount DMS, and the status of what is posted (Closed). ○ Manually post ‘CLOSED’ on all the TADMS located on HEFT, associated with the entrance to 75 Express NB Segment 6N, using group filter ‘75X NB 05 Ingress from HEFT SB’. 	<ol style="list-style-type: none"> 1. Verify that all the TADMS and LSDMS are active. 2. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4N, 6N, 9N and 13N: <ul style="list-style-type: none"> ○ Choose desired mode (current). ○ If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. In SunGuide, notate the use of the Toll Amount DMS and

			<p>close Segment 4N in SELS.</p> <p>Refer to DMS messaging plan.</p> <p>Interagency events need to be made ACTIVE so that they can be associated in SELS. Once associated, then revert to UNCONFIRMED (comment within chronology).</p> <p>If the ramp from HEFT NB is closed prior to the ramp from HEFT SB, then using the group filter 75X NB 04 HEFT NB ramp only, post CLOSED on the TADMS and EXPRESS LANES CLOSED on the LSDMS and place OOS. Once the HEFT SB ramp is closed, then make active and close Segment 6N in SELS.</p>	<ul style="list-style-type: none"> ○ Manually post ‘EXPRESS LANES CLOSED’ on all the LSDMS located on HEFT, associated with the entrance to 75 Express NB Segment 6N, using group filter ‘75X NB 05 Ingress from HEFT SB’. ○ Set the TADMS and LSDMS to ‘Out of Service’. ○ Post a message from the SunGuide message library “NB 75 EXPRESS LANES CLOSED DO NOT ENTER” on 821SB041.4. <p>4. Create an interagency coordination event for the ingress to segment 6N (HEFT NB ramp to 75 Express NB)</p> <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-6N. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Notify FTE to assist with IM messaging. ○ Once both entrance ramps are closed, post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75NB006.3-EL. <p>5. Create an event for a location within Segment 9N.</p> <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-9N. 	<p>the status of what is posted (Tolling).</p> <ol style="list-style-type: none"> 5. Advise FTE to clear the DMS messaging (interagency). 6. Advise District Six to clear the DMS messaging (interagency). 7. Continue tolling as usual.
--	--	--	--	---	---

			<p>Refer to DMS messaging plan.</p> <p>Refer to DMS messaging plan.</p>	<ul style="list-style-type: none"> ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75NB010.3-EL. <p>6. Create an event for the ingress to Segment 13N (ingress from I-75 mainline / Sheridan St.</p> <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-13N. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75NB12.3 and 75NB014.0-EL. 	
--	--	--	---	--	--

CONGESTION MANAGEMENT

The Express Lane Operator shall document both recurring and non-recurring congestion within the any of the Express Lane facilities in accordance with District Four Event Management Procedures. All congestion detected within the Express Lanes shall have “Congestion” events created with a FLATIS message being published to the Interactive Voice Recognition (IVR) system and Statewide 511 website. The Express Lanes Operator shall monitor the SELS Speed Graphs or the corridor map view to identify congestion and verify all congestion via CCTV or Road Ranger/SIRV.


Once the average Traffic Density (TD) for an Express Lanes segment is equal to or greater than 32 (currently configured to TD of 32) and/or the segment is 50% congested, SELS shall automatically request the “CONGESTED” message for the segment Lane Status DMS (LSDMS).


Once congestion has been reduced in the segment (less than 50%) or the TD drops below the configured threshold, then the “EXPRESS LANES OPEN” message will replace the previous ‘CONGESTED’ messaging. The Express Lanes Operator is to verify that the Lane Status DMS are posting the correct message.


MINIMUM SPEED TOLL (DYNAMIC TOLLING)

FLORIDA STATUE 338.166



If a customer’s average travel speed for a trip in an Express Lane falls below 40 miles per hours, the customer must be charged the minimum Express Lane Toll. A customer’s Express Lane average travel speed is his or her average travel speed from the customer’s entry point to the customer’s exit point.


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode		<ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  of the segment that needs to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o CLOSED and Zero Toll modes must be associated with a D4 event. Manual mode must either be associated with an event or a comment must be entered. If the event is not available at the time of the mode change, select a Dummy event from either District. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the segment to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o If previous mode was CLOSED, Zero Toll or Manual mode and was not associated with a D4 event, an event from either District must be selected before the mode can be changed. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Express Lanes Closed.		<ol style="list-style-type: none"> 1. Verify that the TADMS and/or LSDMS are active. 2. In the SELS Corridor View, click on the  for the Segment within the Status Table <ul style="list-style-type: none"> o Choose desired mode o If the Closed mode was not originally associated with a D4 event, select an event from either district. An event must be selected before leaving Closed mode. o Verify that Lane Status and Toll Amount DMS are posting the correct message. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Notify D6 TMC if relevant to closure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Update Reminder Notification		<p>In the Toll Update Reminder alert, click on the “Acknowledge” button</p> <p>If user desires to remain in the current mode, check the “Approved” checkbox and then select “Submit”.</p> <p>To change mode:</p> <ol style="list-style-type: none"> 1. Select the new mode from the “Mode” dropdown list 2. Verify or select the Toll amount and the Lane Status DMS Message. 3. If required, select a D4 event from the dropdown lists (select Dummy event if real event is not yet available). 4. Check the “Approved” check box and click on the “Submit” button. 5. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is incorrect, then ensure that an ITS Maintenance Module trouble ticket is open for this failure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Adjustment For Segments (Finite AND ONGOING)		<p>Ongoing Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS click on the  for the Segment within the Status Table. 2. Select the desired effective time 3. Select the desired Adjusted Toll 4. Associate an event or add a comment to justify the adjustment. 5. Submit the Ongoing Adjustment. 6. Continue tolling as usual. <p>Finite Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS, click on the  for the Segment within the Status Table for the segment. 2. Select the desired effective time. 3. Check Finite Adjustment. 4. Select the desired Effective End. 5. Select the desired Adjusted Toll. 6. Associate an event or add a comment to justify the adjustment. 7. Submit the Finite Adjustment. 8. Continue tolling as usual. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)		<p>Ongoing Adjustment</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  for the Trip within the Status Table. 2. Select the desired Adjusted Time/Toll 3. Add a comment justifying the adjustment 4. Submit Ongoing Adjustment 5. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ongoing Toll Adjustment Reminder		1. When an ongoing toll adjustment reminder appears, select “Continue” if still applicable, or select “End” if not.	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ending Ongoing Adjustments		<ol style="list-style-type: none"> In the SELS Corridor View, click on the M for the segment with an ongoing adjustment in effect or any segment within a trip with an ongoing adjustment. Note: It is not possible to end a trip adjustment directly; it must be done via a segment included in that trip. Select the current mode and toll for the selected segment and submit the request (continue current active toll/mode). When the ongoing adjustment reminder appears, select End and submit. 	<p>If a Toll Adjustment was in effect prior to system restart, the interim toll will only present \$0.00, \$0.50, and latest Toll Adjustment amount.</p> <p>If Toll Adjustment is no longer required upon restart, then end the Toll Adjustment.</p>

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Email	Attachments	Example Content Of Email
Retroactive Toll Adjustment Request Procedure	Alexandra Lopez Ryan Drendel David Needham Dee McTague Leroy Soley	Toll Chronology (SELS or ELS) for impacted segment / time	<p>A ‘descriptor’ event on ‘roadway’, ‘direction’ (facility – GU/EL), at ‘cross-street’, occurred on ‘day, date, time’.</p> <ul style="list-style-type: none"> Explanation of incident. Explanation of reasons why tolls should be recommended to be scratched. Fixed statement (example below).
<p>A fatality event on I-595 EB (general use lanes) at US-441 occurred on Saturday, 12/2 @10:52 PM.</p> <ul style="list-style-type: none"> The 595 team closed 595 Express at the Turnpike reversible lanes, forcing motorists onto a tolled facility. Florida’s Turnpike should be notified in case motorists complain about being forced onto a tolled roadway (there was no other egress available due to the fatality). <i>Note that motorists on 595 GU had the option to take US 441.</i> Tolling continued on 595 Express for the duration of the incident. Tolling should have been suspended since motorists were unable to reach the destination of I-95. <p>TOLL ADJUSTMENT: We are hereby requesting a retroactive toll adjustment on 595 Express EB from 12/02/2023 @ 10:42 PM (10 minutes before event creation) through 12/03/2023 @ 1:43 AM when the ramps were reopened.</p>			


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
System Restart		<p>Complete and submit startup dialog for each segment.</p> <ol style="list-style-type: none"> 1. Select desired interim toll. <ul style="list-style-type: none"> ○ Interim toll options are limited to 0.00, \$0.50, and last effective Toll Amount. ○ Select the lowest of those tolls that would have been used during the outage if the software had been operating. 2. Select desired mode (Dynamic, TOD, Zero Toll, or Closed) <ul style="list-style-type: none"> ○ If applicable, associate an event or add comments. 3. If applicable, select desired toll amount (Manual or TOD Modes ONLY). 4. Select desired Lane Status DMS Message 5. Check the “Approved” checkbox and submit. 6. Manually check if there was an ongoing adjustment before system restart. <ul style="list-style-type: none"> ○ If yes, decide if Toll Adjustment is still needed. If needed, click on the <input type="checkbox"/> for the Segment within the Status Table. ○ If not, continue normal operations. 7. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
<p>TOLL SUSPENSION:</p> <p>Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events.</p> <p>Most Likely Due to:</p> <p>Evacuation</p>		<p>Special approval is required TSM&O Program Manager, TSM&O Engineer-Freeways, and EOC (Jeannie Cann) will notify operations staff to implement.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the <input type="checkbox"/> within the Status Table for the Segment, select Zero Toll mode and set the effective time at 10 minutes before the event reported time within SELS (default) <ul style="list-style-type: none"> ○ The Zero Toll Override must be associated with a D4 event, if available. If no D4 event is available at the time of the override, select a Dummy event. 	




MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION		<p>1. Search the section for Express Lanes Events in this document for the procedure that applies to the location of the blocking event. Follow the procedure.</p> <p>2. Notice that if the procedure calls for a toll adjustment it does not apply since mode was Zero Toll (\$0.00) before the event.</p> <p>RECOVERY</p> <p>1. When recovering from the closure, in SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode. o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan for the event.</p>	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Open Status (Zero Toll Mode)		<p>1. In SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode o If the Zero Toll mode was not originally associated with a SunGuide event, select an event from D4, if available. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan associated with the toll suspension.</p>	



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Verification		<ol style="list-style-type: none"> 1. Acknowledge the DMS Verification Notification. 2. Verify that each Toll Amount and Lane Status DMS is showing the correct message. 3. If a sign is correct, check Confirmed. If it is incorrect: <ul style="list-style-type: none"> ○ If there is already an open MIMS ticket for this DMS, do nothing. ○ If there is not an open MIMS ticket, follow the appropriate action for a stuck or blank sign. 4. After all signs have been reviewed, select “Completed” on the DMS Verification form. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Toll Amount DMS		<p>For each Toll Amount DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. Locate the desired sign in the Sign Control pop-up, using the TADMS name or the Destination. 3. In the New Message area, choose Toll Message, if posting a toll message, or “Configured Message”. 4. Double click in the message display area (black rectangle). 5. Select a message from the drop-down list. 6. Click on Send Message. 7. Set DMS status to ‘Out of Service’. 8. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Lane Status DMS		<p>For each Lane Status DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 5. Click on the Toll Amount DMS icon  for the sign to be changed. 6. In the New Message area, choose Status Message, if posting a lane status message, or "Configured Message". 7. Double click in the message display area (black rectangle). 8. Select a message from the drop-down list. 9. Click on Send Message. 10. Set DMS status to 'Out of Service'. 11. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign 'Out of Service' and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll</p>		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. *Wait until it is at least one minute after the effective time of the correct toll just requested and then click on the  for the Segment within the Status Table. 3. Check Finite Adjustment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the effective time of the incorrect toll. 4. Set the Effective End Time at the current time, but at least one minute after the effective time of the correct toll that was requested above. 5. Associate an event or add a comment justifying the adjustment. 6. Submit the Adjustment. 7. In SELS, click on the  within the Status Table for each trip that includes the segment 8. From the Adjusted Time/Toll drop-down list, select the first (latest) toll that is equal to or lower than the desired (correct) trip toll. If no toll is available that is low enough, close this dialog and do not adjust the trip toll. 9. Associate an event or add a comment justifying the adjustment 10. Submit Adjustment 11. Repeat for each trip that includes the segment with the erroneous toll. 12. Continue tolling as usual. 	<p>*The delay in 'Step 2' is necessary to ensure that any time at which the incorrect toll was active, was covered by the adjustment. An adjustment's 'end time' cannot be set after the current time. If the dialog is opened before this time, the desired ending time will not be available.</p>



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. Continue tolling as usual. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Subsystem Failure. Blank Or Stuck Messages		<ol style="list-style-type: none"> 1. Notify IT. 2. Open a MIMS ticket within the ITS Maintenance Module. (critical) 3. If one or several Segment Toll Amount signs are blank or have a message stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it, <ul style="list-style-type: none"> o Set the toll to \$0.50 and set the effective time at 10 minutes before the failure was discovered. 4. SELS If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment included in the trip, <ul style="list-style-type: none"> o Adjust the toll for each segment included in the trip to \$0.50 as in the step above. It is not necessary to adjust the trip toll, since all segments included in the trip are set to the minimum toll. 5. Continue the adjustment(s) until the DMS Subsystem is operational. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.</p> <p>BLANK OR STUCK MESSAGES</p>	<p>If any EL Entrance must be closed due to a DMS failure, the *Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p> <p>*If reported as a fiber cut or power outage, for example, or the outage is a result of scheduled maintenance, then the Maintenance Contractor is not required to perform a closure(s).</p> <p>Report any other devices (CCTV or Vehicle Detectors) that are failed.</p>	<ol style="list-style-type: none"> 1. Notify IT and open a MIMS ticket within the ITS Maintenance Module (critical). 2. If one or several Segment Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> In SELS Corridor View, click on the M within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it: <ul style="list-style-type: none"> o Choose Manual mode. o Set the toll to \$0.50. o Click the “Is an Override” checkbox. o Set the effective time as the effective time of the last toll. 3. If one or several Segment Toll Amount signs have a stuck ‘CLOSED’ message on it: <ul style="list-style-type: none"> o In SELS Corridor View, click on the S within the Status Table. o Set the toll to \$0.00 and set the effective time at 10 minutes before the failure was discovered. 4. If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> If all Trip Toll Amount signs are blank: <ul style="list-style-type: none"> o Take no action on the signs. 5. If one or several Trip Toll Amount signs have a toll stuck on them that is equal or higher than the recommended toll: <ul style="list-style-type: none"> o Take no action on the sign(s). 6. If one or several Trip Toll Amount signs have a toll stuck on them that is lower than the recommended toll: <ul style="list-style-type: none"> In SELS Corridor View, click on the S within the Status Table for each trip displaying an incorrect (low) toll, <ul style="list-style-type: none"> o Set the Trip toll equal to the toll stuck on the sign (if available). o If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 7. Continue the adjustment(s) until the DMS Subsystem is operational or the segments are closed due to an incident. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is Blank</p>	<p>See special case for specific locations in the next page.</p> <p>For HEFT NB ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If one Segment Toll Amount DMS is blank at an entrance to the Express Lanes, and another is working for the same entrance:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>Note at least one Toll Amount DMS must be operational for each entrance to the Express Lanes.</p> <p>If all Toll Amount DMS at an entrance to the Express Lanes are blank:</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Associate an event or add a comment justifying the adjustment. 3. Open a MIMS ticket (Critical Failure). 4. Continue the ongoing adjustment after each toll update until at least one DMS is operational at the entrance, or the entrance is closed. 5. When entrance is closed or at least one sign is operational, end the adjustment and resume operation as usual. 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)</p>	<p>Stuck Trip Toll Amount DMS are handled differently. Procedures for Trip Toll Amount DMS have their own section in the next pages.</p> <p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>If the downstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll:</p> <ol style="list-style-type: none"> 1. If the stuck toll on the downstream sign is the same as, or higher than, the recommended toll, continue tolling as usual. 2. If the stuck toll on the downstream sign is lower than the recommended toll: <ul style="list-style-type: none"> ○ In SELS, click on the M within the Status Table for the Segment, select Manual mode, set the toll equal to the toll stuck on the sign, set the effective time at the effective time of the last toll. ○ Enter a comment explaining why Manual mode was used. ○ Continue using this procedure until the failure is resolved. 3. Open a MIMS ticket (Critical Failure). 4. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the M within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.</p> <p>(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Open a MIMS ticket (Critical Failure). 3. Continue the adjustment after each toll update until the DMS is operational. 4. End the ongoing adjustment. 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. 4. If a message is not correct, then ensure that a MIMS ticket is open for the failure.


COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.</p> <p>(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. If the stuck toll is the same as or higher than the recommended toll, continue tolling as usual. 2. If the stuck toll is lower than the recommend toll, in the SELS Corridor View, click on the  within the Status Table for the Segment, choose Manual mode, set the toll equal to the toll stuck on the sign. <ul style="list-style-type: none"> o Enter a comment explaining why Manual mode was used. o Continue using this procedure until the failure is resolved. 3. Open a trouble ticket within the ITS Maintenance Module (critical). 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. 4. If a message is not correct, then ensure that a MIMS ticket is open for the failure.


COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
Failed Segment Toll Amount DMS. PIXEL FAILURE		<ol style="list-style-type: none"> 1. If failure makes messages unclear, blank the sign and set it out of service. Follow procedure "Failed Segment Toll Amount DMS. Message Is Blank" 2. If messages can be understood event through the pixel error, continue using the sign. 3. Open a trouble ticket within the ITS Maintenance Module. 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. 4. If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
Failed Trip Toll Amount DMS (Blank)		<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.



COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Trip Toll Amount DMS (STUCK)</p>	<p>See special cases for specific locations in the next pages.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contract shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a trouble ticket within the ITS Maintenance Module (critical). <p>If the downstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll:</p> <ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is STUCK</p>	<p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 5. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Lane Status DMS Failures

Scenario	Comments	Response	Recovery
<p>Failed Lane Status And/or Full Matrix IM DMS</p>	<p>Same if Lane Status DMS message is blank or has a message stuck up, including Closed or Open.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue operating Express Lanes as usual. 	<ol style="list-style-type: none"> 1. Place sign back in service. 2. Manually post appropriate lane status message.

GLOSSARY

Default Toll – The toll to be used when scheduled or calculated tolls are not available, and the facility is not open (Zero Toll). This is currently \$0.50.

Dynamic Mode – A toll setting mode in which current traffic conditions are used to determine the toll charged.

Effective Time – The time at which a toll becomes the toll in use for a segment or trip and not necessarily the time when it was requested or first appeared on Toll Amount signs.

Manual Override – This term refers to using Manual mode with a retroactive effective time to override previously requested tolls. This changes the toll posted on the signs as well as the toll sent to the Turnpike.

Toll Adjustment – A manual correction of the toll to be charged by the Turnpike (FTE). This correction is frequently retroactive to correct an incorrect toll or a toll inconsistent with that on signs, such as when the toll message on a sign is stuck or the sign is blank. This changes the toll charged by the Turnpike but does not change any signs. It is always less than or equal to the toll in effect.

Override vs. Adjustment – Overrides affect the tolls posted on signs as well as the tolls charged by SunPass. Adjustments affect the tolls charged by SunPass, but do not change the tolls posted on the signs. Both are frequently effective retroactively, such as when an incident closes the Express Lanes, to help compensate for people who may have been affected by the blockage that may have occurred after they enter the facility, to adjust tolls when a Toll Amount sign has failed or at other times when a driver may have seen a toll that may be higher than what should be charged. Retroactive overrides/adjustments are usually limited to become effective no earlier than 2 hours prior to the time at which they are submitted (configurable).

FDOT DISTRICT 4 TSM&O

**SB 75 EXPRESS LANES OPERATIONAL
PROCEDURES**

1.1 EXPRESS LANES (EL) OVERVIEW

PURPOSE AND SCOPE

The purpose of this section is to provide an overview of the 75 Express Lanes (EL) program and the guidelines to support the program by the FDOT District Four SMART SunGuide TMC and District Six SunGuide TMC Operations staff.

PROJECT OVERVIEW

In early 2014, the FDOT initiated construction of the Express Lane project that featured a new, four-lane barrier separated, tolled managed lanes facility within the I-75 median, as well as direct connections to the I-595 Express Lanes and Florida's Turnpike (HEFT) as well as major improvements to the HEFT, Miramar Parkway, and Sheridan Street interchanges. The construction phase was completed in 2019, and peak period, weekday express bus service was introduced in January 2020, however due to low ridership, the service has been suspended until further notice (August 2020).

The project begins in Miami-Dade County at the SR 826 / Gratigny Parkway interchange (Mile Post 0.00) and extends north along I-75 to the Miami-Dade / Broward County line (Mile Post 5.442). In Broward County, the project continues north from the county line (Mile Post 0.00) to the I-75 / I-595 interchange (Mile Post 11.546), a total length of approximately 12 miles (see [Figure 1](#)).

The municipalities crossed by the project include Medley, Hialeah, Miami Lakes, Hialeah Gardens, Miramar, Pembroke Pines, Southwest Ranches, Davie, Weston, Sunrise and unincorporated Miami-Dade County.

75 EL Project has implemented two types of tolling methods: Segment Based and Trip Based Tolling. Segment Based Tolling calculates toll amounts for the next downstream destination, whereas Trip Based Tolling combines toll amounts from two or more sequential downstream segments for a destination that is farther downstream. These toll amounts will vary depending on current traffic conditions in the EL. The toll will increase as the demand for the EL increases, to deter motorists from using the EL and try to maintain free flowing speeds (at approximately 45 mph or greater) at all times.



Figure 1 75 EL Project Map

The EL also permits toll-exempt use by motorcycles, hybrid vehicles and registered buses, vanpools, and carpools (3+) (see [Figure 2](#) for EL vehicle classification). A registration is required (through South Florida Commuter Services) to be exempt from tolls. Trucks (3 axles or more) are prohibited from using the EL unless assisting with event removal within the express lanes or unless directed by FHP. Other vehicles may use the EL by paying a variable toll.

The vehicle classification scheme breaks down all motor vehicles into 13 categories. [Figure 2](#) shows which vehicles are eligible and not eligible to utilize the express lanes. Vehicles that fall into Classes 1 through 5 are allowed to use express lane facilities and vehicles that fall into Classes 6 through 13 are not permitted. For safety and operational purposes, two axle vehicles towing a trailer will not be allowed.

Facility Lane Configuration

75 Express Lanes are considered a separate facility, built in the median of I-75 General Use Lanes and is an enclosed facility with limited emergency access. When referring to incidents occurring within the Express Lanes, the lane closest to the median barrier wall shall be “Express Lane #1” and the lane next to the delineators (Express Lane Markers (ELM’s) / Plastic Poles) shall be referred to as “Express Lane #2,” when applicable. The General Use Lanes of I-75 are those lanes outside of the Express Lanes facility. These lanes shall be referred to as “I-95 Lane #1, I-95 Lane #2, etc...” and shall be counted beginning to the right of the Express Lanes facility and ending at the right shoulder of I-75 (see [Figure 3](#)).



Figure 2 EL Vehicle Classification

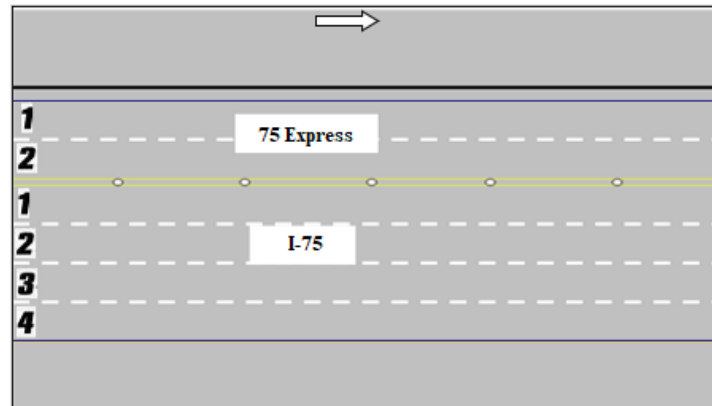


Figure 3 Lane Layout with Express Lanes

1.2 EL OPERATIONAL MODES

PURPOSE AND SCOPE

The purpose of this section is to describe the EL operational modes. The EL pricing strategy is considered dynamic and requires EL Operator monitoring. The following procedures were developed for the Express pricing strategy.

OPERATIONAL MODES

The Express Lanes Module contained in Operations Task Manager (OTM) also known as the Statewide Express Lane Software (SELS) is the primary operator interface for EL Operators and controls the distribution of calculated toll amounts to the Turnpike and dynamic message signs (DMS) in the field. The software will recommend toll amounts to the EL Operator, who will then acknowledge the recommendations and subsequently confirm that the approved toll amounts have been used and posted correctly on the Toll Amount DMS. The EL Operator will also confirm that the Lane Status DMS are displaying the correct messages. The SELS has six operational modes available to the EL Operators for Segment Tolls, plus toll adjustment functionality for Segment and Trip tolls, and a start sequence. These include:

- **Time-of-Day**– Time-of-Day operating mode is an override mode and will be used when the EL facility is open, dynamic mode is unavailable (possibly due to lack of detector data), and traffic warrants the utilization of the toll

stored in the Time-of-Day (TOD) Table. TOD operating mode only requires EL Operator interaction when switching from another operating mode to TOD mode. While in this mode, the tolls update automatically based on the operating tolls stored in the SELS Software TOD table. There is a schedule in SELS Software that causes SELS to use different TOD tables for weekdays and weekends/holidays. TOD can be configured to utilize automatic approval.

- **Manual** – Manual operating mode is an override mode that allows the EL Operator to set tolls manually by selecting from a predefined set of tolls. Toll amounts remain the same until the EL Operator chooses a new toll or mode. This mode will be used by the EL Operator typically when toll amounts are stuck due to Toll Amount Sign failure(s).
- **Dynamic** – Dynamic operating mode is the default mode that allows the operating toll amounts to be “adjusted” based on the real time responsive toll amount adjustment algorithm (described later in this section). Dynamic operating mode is the most commonly used operating mode and will be used until a situation arises that warrants a change in mode. In Dynamic mode, SELS will recommend a toll amount based on current traffic conditions. Dynamic mode can be configured to utilize automatic approval for changing toll amounts.
- **Closed** – Closed operating mode is an override mode that requires EL Operator interaction. Closed operating mode will be used when the EL facility is closed, and a zero-toll amount is charged. As the EL Operator changes the operating mode to closed, SELS will adjust the effective time to 10 minutes before the incident was confirmed by the EL Operator. The EL facility will be closed for an incident that results in a blocked travel lane within the EL and when traffic is diverted from the General Use Lanes (GU) to the EL because of an incident in the General Use Lanes. The diversion will be initiated by the Florida Highway Patrol (FHP) or FDOT.
- **Zero-Toll** – Zero Toll operating mode is an override mode that requires EL Operator interaction. It will be used when the EL are open, but a \$0.00 toll must be charged. This mode will be implemented by the EL Operator during evacuations, when the Governor has suspended tolls, and/or under the direction of FDOT.
- **Toll Adjustment** – Toll adjustments are retroactive toll reductions that require EL Operator interaction. An ongoing adjustment shall continually replace the toll amount until terminated by an operator. A finite adjustment allows the EL Operator to replace toll amounts for a specified interval in time utilizing beginning and ending times no later than the present time. EL Operators can implement either an on-going or finite adjustment for a segment or a trip.
 - Segment toll adjustments allow the EL Operators to go back in time (up to two hours) and change the toll amount charged to customers to an amount less than or equal to that posted on the Toll Amount DMS. A toll adjustment will be applied when any Toll Amount DMS is unable to post the current toll amount. When any toll amount sign is blank, the minimum toll amount of \$0.50 will be charged. The toll adjustment does not change the tolls displayed on the Toll Amount DMS and only affects the toll charged to customers. Therefore, the current applicable toll amounts can be displayed on all operating Toll Amount DMS to manage demand, while the customers are only charged \$0.50.
 - Trip toll adjustments are similar, except that the toll and effective time are chosen from a list of previous tolls in order to ensure that the tolls associated with each segment included in that trip are known. The list contains tolls effective up to two hours in the past, except that any toll higher than a subsequent toll is not included and stops the search back in time for tolls to include in the list. For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#).
- **SELS Start-Up** – Upon SELS start-up or when publishing a corridor, the EL Operator must initialize the segment(s). The procedure was developed to assist the EL Operator to start the SELS Software in the correct mode, ensure the correct amount is being charged and posted, and to allow the EL Operator to set interim tolls for the time when the software was not running to ensure seamless operation for the EL motorist. The EL Operator can employ any mode upon start-up. For additional procedure details, refer to [Express Lanes Operational Procedures \(ELOP\)](#).

TOLL AMOUNT ADJUSTMENT LOGIC

The operational goal of the 95 Express Lanes is to provide free flow conditions along the facility. Under free flow conditions, vehicles are generally unimpeded and typically able to safely operate at speeds of 45 miles per hour or greater along an uninterrupted expressway segment. Real time responsive toll pricing is utilized to control traffic volumes in the EL in order to maintain free flow conditions.

The condition of traffic flow is defined as the Highway Capacity Manual (HCM) using an operational level of service (LOS). The LOS for a freeway facility is measured by traffic density (TD), which is a combination of speed and volume. TD is calculated as follows:

$$\text{Traffic Density (vehicles per mile per lane)} = \frac{\text{Volume (vehicles per hour per lane)}}{\text{Speed (miles per hour)}}$$

Figure 4 depicts the relationship between LOS and TD, which is derived from the HCM. LOS A, B and C are considered to be free-flow conditions and should safely allow for maximum throughput in the EL. As conditions reach LOS D and E, traffic flow will begin to deteriorate, densities will begin to approach 45 vehicles per mile per lane (vpml) and travel speed will be reduced. For LOS F, densities are expected to be above 45 vpml and speeds will be reduced significantly.

Level of Service	Traffic Density (vpml)	Expected Traffic Conditions
A	0 - 11	Free-Flow
B	> 11 - 18	Free-Flow
C	> 18 - 26	Free-Flow
D	> 26 - 35	Mild Congestion
E	> 35 - 45	Moderate Congestion
F	> 45	Severe Congestion

Figure 4 Level of Service and Traffic Density Relationship

The real time responsive toll amount adjustment logic utilizes concepts proven to be successful by other HOT facilities. The logic begins with an initial operating toll amount schedule and compares the initial toll amount to a calculated toll amount based on current traffic conditions. Current traffic conditions are determined by real time traffic data collected from EL detectors. The data collected are processed to exclude erroneous data and averaged before a TD is calculated. The TD is used to determine the toll amount needed to optimize traffic flow.

The TD calculations are averaged for each EL segment every 15 minutes to respond to current traffic conditions. The TD calculation is then rounded to a whole number.

The toll amount calculations use configurable settings. The two primary settings are LOS settings and change in TD (Delta TD Tables) settings. The LOS settings relate a TD range to a toll amount range, as shown in Figure 5 for all of the currently approved Segment Level of Service Settings Tables.

LOS	Density		Tolls	
	Minimum	Maximum	Minimum	Maximum
A	0	11	\$0.50	\$0.50
B	12	18	\$0.50	\$1.50
C	19	26	\$1.50	\$8.50
D	27	35	\$8.50	\$10.50
E	36	45	\$9.50	\$10.50
F	>45		\$10.50	\$10.50

Figure 5 Sample Level of Service Table

The Delta settings relate a change in TD (Δ TD) to a change in toll amount (Δ TA). The steps for calculating the current toll amount are presented in Figure 6. The TD calculated for the previous time period is subtracted from the TD for the current time period to determine the change in TD (Δ TD). Using the delta settings table, a toll change is determined. The toll amount change is added to or subtracted from the previous toll amount to determine the current toll amount. The current toll amount is compared to the maximum and minimum toll amounts in the LOS settings table (Figure 5).

If the current toll amount falls outside the maximum or minimum toll amounts for the corresponding TD, then the maximum or minimum toll amount, respectively, is applied. If the current toll amount falls within the maximum or minimum toll amounts, then the current toll amount is applied. For example, the previous toll amount is \$1.50, and the previous TD is 20. The current TD is 23. The current toll amount is calculated as follows:

$$\Delta TD = TD_t - TD_{t-1} = 23 - 20 = 3$$

Refer to example Delta Settings Matrix (Figure 7). A TD of 23 at ATD 3 yields a \$0.50.

The current toll amount falls within the toll amount ranges for a Level of Service C (TD=23). Therefore, a toll amount of \$3.00 is used.

Step 1: Calculate ΔTD
 The TD calculated for the previous time period (TD_{t-1}) is subtracted from the TD for the current time period (TD_t) to determine the change in TD (ΔTD)

$$\Delta TD = TD_t - TD_{t-1}$$

Step 2: Find ΔR based on ΔTD and TD_t
 Using the delta settings table, a rate change is determined
 Refer to Delta Settings Matrix

Step 3: Calculate R_t
 $R_t = R_{t-1} + \Delta R$

Figure 6 Current Toll Amount Calculations

LDS	TD	$\Delta-18$	$\Delta-17$	$\Delta-16$	$\Delta-15$	$\Delta-14$	$\Delta-13$	$\Delta-12$	$\Delta-11$	$\Delta-10$	$\Delta-9$	$\Delta-8$	$\Delta-7$	$\Delta-6$	$\Delta-5$	$\Delta-4$	$\Delta-3$	$\Delta-2$	$\Delta-1$	$\Delta 1$	$\Delta 2$	$\Delta 3$	$\Delta 4$
A	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	1	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	2	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	3	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	4	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	5	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	6	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	7	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	8	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	9	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	10	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	11	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	B	12	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
13		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
14		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
15		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
16		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
17		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
18		1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
C	19	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	20	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	21	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	22	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	23	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	24	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	25	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75
	26	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75	3.75

Figure 7 Example Delta Settings Matrix

PERFORMANCE FACTOR

Performance Factor (PF) is an adjustment factor that is utilized to increase Traffic Density (TD) when EL performance degrades. By increasing TD intentionally, toll amounts can be increased more effectively and thus maintain acceptable performance of EL. Note: During times when Express Lanes are encountering performance problems, this factor will allow or force the toll to increase faster than under normal operations.

It is calculated by the percentage of detectors (DS in the formula) with speeds below X MPH, where X is a configurable number associated with an EL segment. For each time interval analyzed, the number of detectors below X MPH is converted to a percentage. The actual traffic density (TD) is increased by that percentage to calculate a new traffic density (TDn), which is then used to calculate the new toll amount, see below:

$$PF = \frac{\# \text{ of } DS < X \text{ MPH}}{\# \text{ of } DS}$$

$$TD_n = TD + TD * PF$$

The configurable threshold X will be recommended by the engineer and configured by the analyst; however, operations staff will not be required to change it. From an operations point of view, one should witness toll increases more rapidly when EL speed drops below X mph.

SELS RE-OPEN PROCEDURE

The current EL recover from closure procedure in SELS addresses a race condition. SELS reduces the risk of toll amounts artificially decreasing when traffic starts flowing into an empty or low volume segment, by allowing a “normal” toll (time-of-day toll) check at the first calculation interval before dynamic tolling is fully restored. This means that when the EL come out of “closed” and a scheduled update is going to occur, this procedure minimizes the risk of implementing a low toll, so the EL may see a higher toll than current conditions might recommend when dynamic mode is first restored.

Figure 8. Toll Calculation during EL Recovery from Closure, demonstrates how the procedure works. In the figure: once the EL are reopened, the immediate effective toll amount (TA_i) will be either the Time-of-Day toll amount (TA_n) or the last calculated toll amount (TA_0), whichever is greater, and TD_i is either TD_0 or TD_n according to which toll amount is chosen. When a proposed scheduled interval of toll calculation starts, the toll amount for the first interval (TA_1) is calculated using current TD_1 , TD_i and TA_i , then this TA_1 is compared with TA_i , TA_1 will replace TA_i if $TA_1 < TA_i$. Dynamic tolling is recovered in the second scheduled interval.

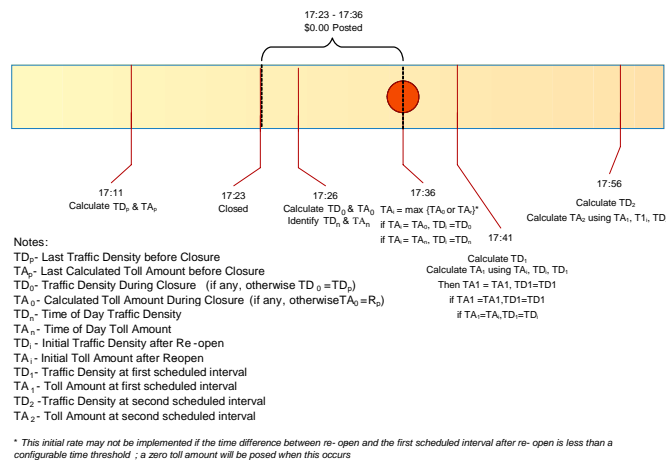


Figure 8 Toll Calculation during EL Recovery from Closure

TOLL SYSTEM INTERFACES

Express lane systems in Florida consist of two systems running in parallel, with the key interfaces between them. These two systems and the interfaces needed to support Express Lane operations are the Turnpike toll collection system and the District ITS and pricing system. The interactions between the two systems are shown in **Figure 9**. The Turnpike operates the toll collection system and is responsible for processing toll transactions through roadside toll equipment and back-office systems. The District is responsible for the management of the express lane traffic operations through the TMC.

The toll lane equipment is connected to the Turnpike Back Office through the Turnpike transaction host, while the ITS roadside equipment connects to the TMC. The ITS roadside components include traffic sensors deployed along the Express lanes, dynamic message signs (DMS) displaying Express Lane status and toll amounts, traffic control devices (such as gates), and closed-circuit television (CCTV) cameras for incident management.

The three key interfaces between the toll collection system and the ITS / pricing system are:

- Toll Amount Interface – This interface is used by the Turnpike to receive the final toll amount information from the TMC / Pricing System. This interface will be used for all Express lanes throughout the State.

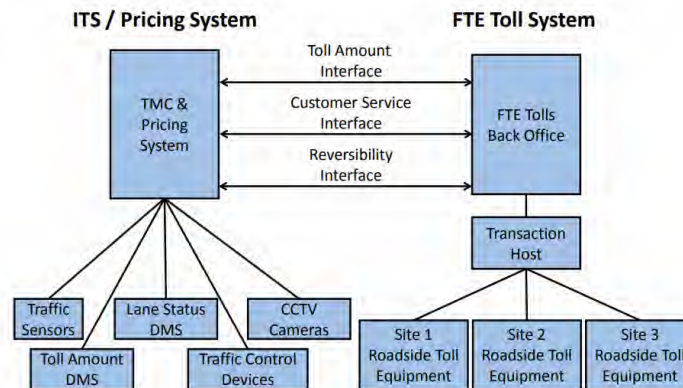


Figure 9 Typical Toll System Interfaces

- Customer Service Interface – This interface allows the Turnpike Customer Service Representatives to look at information that was posted on the toll amount DMS when customers have questions regarding transactions. The Turnpike also has an Interface Control Document that describes this interface.
- Reversibility Interface – This interface is used by the TMC to send a signal to the toll system to change the direction in which the toll point operates. This interface is only needed if the Express lane is a reversible system.

EXPRESS LANE SEGMENT

An Express lane segment is the distance between an entry point to the Express lanes and the next point of exit, see [Figure 10](#). If there are multiple entry points before an exit point, the segment is defined to be the distance between the first entry point, see [Figure 11](#). If there are multiple exit points following an entry point, the segment represents the distance between two successive exit points, see [Figure 12](#).

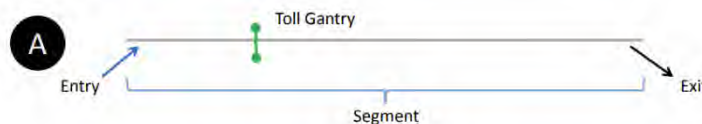


Figure 10

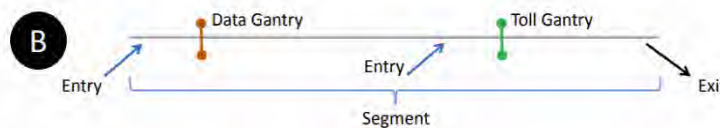


Figure 11

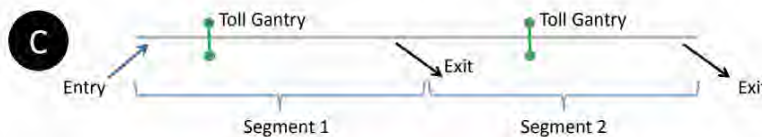


Figure 12

Gantries shall be placed between successive entries, between an entry point and an exit point, and between successive exits, unless the entry or exit points are spaced less than one mile apart or physical constraints prevent the placement of such structures.

Gantries placed between successive entry points (i.e. data gantries) do not charge a toll but rather collect data to accurately account for the time to travel from the toll amount DMS to the tolling point. All other gantries will charge the toll in effect at the time of entry. Every segment has only one toll gantry that charges a toll. The minimum toll is \$0.50 at each gantry where a toll is charged.

TRIP BUILDING

A tolling trip is comprised of one or more contiguous segments. [Figure 13](#) illustrates the six tolling trip possibilities of an example Express lane system, for a single direction on travel, which is composed of three segments. For longer Express lane systems that have more than three segments, trip building systems, consisting of no more than three segments, can be established in series with a decision point for the customer to stay in or get out of the Express lanes within the tolling trip. The linking of trip building systems together is shown in [Figure 14](#).

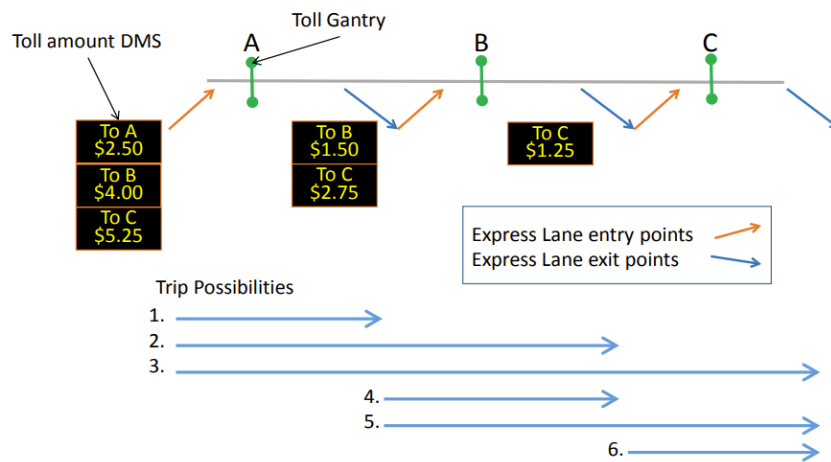


Figure 13 Trip Possibilities for a Three Segment Express Lane System

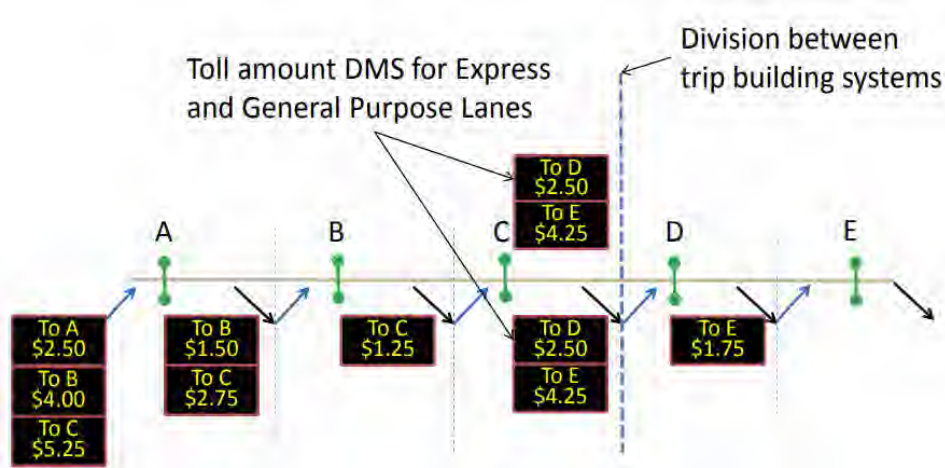


Figure 14 Linked Trip Building Systems

A customer in the General use lanes will see a toll amount DMS which displays the toll amount that will be charged to the customer for traveling to one or more destinations in the Express lanes/ Each possible Express lane exit in the current tolling trip, and the associated destination, is provided with the associated toll amount. The toll amount seen by the customer on the toll amount DMS is locked in upon entry to the Express lanes for travel to the destinations

shown on the sign. Therefore, the customer will be charged no more than what is posted on the toll amount DMS for traveling to the destinations shown even if the toll amounts change after customers enter. If the toll amount is reduced after a customer has entered the Express lanes and while the customer is still in the Express lanes, the reduced toll amount will be charged.

Each of the Express lane segments within a tolling trip may have different toll amounts, which when added together, form the total trip toll amount. Even though the toll amount will be charged on a segment-by-segment basis, and reported as such on the customers statement, trip building is necessary to ensure that drivers who get into the Express lanes and travel through multiple segments pay the lower toll between what they see on the toll amount DMS and what is actually charged at the successive toll gantries within the tolling trip.

1.3 DISTRICT FOUR EL STAFFING AND SCHEDULING

PURPOSE AND SCOPE

The purpose of this section is to establish responsibilities and scheduling of the Express Program Manager and the Control Room Staff that cover the Express Lanes Shifts, referred to as EL Staff.

EXPRESS LANES PROGRAM MANAGER

The Express Program Manager works full time on-site at the SunGuide TMC to support all Express and Ramp Signaling related activities.

The responsibilities of the Express Program Manager include, but are not limited to:

- Overseeing EL operations
- Overseeing overall project performance to ensure it is meeting the intended results
- Evaluating and analyzing project related performance metrics
- Developing and implementing recommendations to mitigate performance measures degradation
- Conducting and overseeing operational analyses
- Providing projects related data and information to others (internal and external)
- Coordinating and supporting testing for all software, hardware and firmware upgrades/changes
- Reviewing and updating operational parameters including but not limited to:
 - Express Time of Day, Level of Service, and Traffic Density Delta tables
 - Ramp Signaling Central and Local Time of Day tables
 - Ramp Signaling minimum and maximum metering rates
- Representing the Department at meetings, workshops, presentations (including other Express Lanes deployments as the project lead and technical expert)
- Supporting public outreach/public information efforts

EL STAFF RESPONSIBILITIES

District Four shall schedule a minimum of one Express Lanes Operator on-site at the SunGuide TMC at all times. The 24 hours per day/7 days per week (24/7) coverage requirement includes using the Shift Supervisors or alternate Express trained Operators to cover EL operations during breaks and approved leaves of absence. The responsibilities of the EL Staff are as follows:

- Primary operators of the Express Lanes Module (SELS).
- Monitor Express facilities and General Use Lanes within District limits.
- Verify toll amounts (per Segments and Trips) are displayed correctly every 15 minutes.
- Review failures in SELS and follow failure procedures.
- Observe, acknowledge and report all detector failures and report via the MIMS software application.
- Manage events in the Express Lanes, in accordance District Four ELOPS and training material.
- Primary Point of Contact for Express Lane events (to include interagency event for District Six and 595 Express LLC).
- Ensure shift change report for EL Operations is complete and accurate for each shift worked.
- Create and complete the SELS Shift debriefing report to incorporate activities for 595 Express, 75 Express, and 95 Express.
- Handle all calls/inquiries related to Express Lanes.

- Monitor 75 Express and 95 Express field devices along both facilities and field devices along the General Use Lanes throughout the Express limits and report failures via the MIMS software application.
- Ensure breaks and meals are covered by Shift Supervisors or EL trained Operators.
- Closely coordinate and support Shift Supervisors and Fleet Operators.
- Prepare or assist with preparation of Express Lanes reports.
- Assist and/or perform research for TMC Management / Client.

1.4 DISTRICT FOUR ROAD RANGER/INCIDENT RESPONSE TEAM COORDINATION

PURPOSE AND SCOPE

The purpose of this section is to describe supplemental Road Ranger coordination procedures and policies and provide procedures for communicating with the Express Severe Incident Response Team. As agreed, by both districts, FDOT District Six shall handle all incident and event management for all events occurring in Miami-Dade County. FDOT District Four shall handle all incident and event management for all events occurring in Broward County.

INCIDENT RESPONSE TEAM OVERVIEW

Existing Incident Management

Existing FDOT D4 and D6 incident management efforts along the project corridor are managed from the respective FDOT SunGuide Transportation Management Center (TMC). These efforts include four key program elements; Traffic Incident Management (TIM) Teams, Road Rangers, Rapid Incident Scene Clearance (RISC), and Severe Incident Response Vehicle/Incident Response Vehicle (SIRV/IRV) Operations. These resources work closely with Asset Maintenance Contractors for extended incidents. The delineation mark for incident management services between D4 and D6 will be the Broward County/Miami Dade Countyline, to the south of the District; however, procedures are in place for each District to respond to the neighboring District upon request.

Traffic Incident Management (TIM) Teams

The Incident Management program provides incident management response as well as limited assistance to stranded motorists to reduce congestion and improve safety for emergency responders and the motoring public. The D4 TMC, in the interest of promoting Florida's "Open Roads Policy" and providing increased mobility on FDOT highways, provides Incident Management (IM) and Motorist Assistance (MA) services to improve safety, reduce delays, and mitigate secondary traffic incidents.

Both the D4 and D6 have established Traffic Incident Management (TIM) Teams. The TIM Teams consists of FDOT, Florida's Turnpike Enterprise (FTE), FHP (Florida Highway Patrol), tow companies, local police, local fire rescue, other regional TMCs, consultants, and asset maintenance companies. The District Four TMC TIM Team meets quarterly and there are bi-annual joint TIM meetings held among the D4 TMC and D6 TMC TIM Teams. Through the TIM Teams, both D4 TMC and 64 TMC have established excellent working relationships with the incident responders. The TIM Teams have helped to establish quick clearance policies and provide a forum to discuss issues which results in continuous improvement to incident response within the region.

Future - FDOT District Four will look into providing additional resources to clear events along the EL facility. As part of the enforcement plan, at least two FHP Troopers (6:00 AM to 10:00 PM, Monday through Friday) will be retained by FDOT through the Hireback program. In addition, one FDOT Severe Incident Response Vehicle (SIRV) Operator will support the existing Road Rangers and improve communications between the field and the TMC Operations. A flat bed tow truck will be required to assist with clearance of the EL.

Express Severe Incident Response Vehicle Operators

The SIRV operators will act as an FDOT incident coordinator on-scene for events impacting the traffic flow within the Express Lanes. They will assist responding agencies, coordinate maintenance of traffic (MOT) activities of the Road Rangers and provide liaison between other responding agencies and FDOT resources (such as FDOT Maintenance and/or its Asset Maintenance Contractor). The SIRV Operator will be the primary contact for the TMC Operators to ensure all response and clearance times are documented in the SunGuide Software. As needed, the SIRV operator will facilitate post-incident analysis meetings with other agencies. The SIRV operators will wear a uniform that portrays a professional appearance and assists with recognition in the field to new responders. A patch will be worn to communicate that the SIRV Operators represent FDOT. The SIRV operators will be trained and qualified in the following:



- Incident Management and Command
- Advanced Management of Traffic
- Incident Clearance Procedures
- Severe Incident Documentation
- Emergency Vehicle Operation
- First responder functions and responsibilities

Their hours for Express Lanes incident response are listed below:

- Monday through Friday (excluding FDOT approved / public holidays) – 6A through 10P.
- Out of hours 10P through 6A and weekends – on call (refer to weekly published schedule).

For out of hours response, the following criteria must be met:

- Any event lasting or expected to last 2 hours or longer.
- Any event involving a fatality.
- Any RISC event.
- Any event involving a large overturned commercial vehicle, such as a tractor-trailer, dump-trump, cement mixer, tanker, etc.
- Any event involving a large commercial vehicle, such as a tractor-trailer, dump-truck, cement mixer, tanker, etc. where the tires are burned off.
- Any event involving a Haz-Mat.

SIRV must also be notified for any crash involving injuries requiring transport to:

- Law Enforcement.
- Fire Rescue.
- Road Rangers.

Severe Incident Response Vehicle

The SIRV is a specially equipped and marked vehicle that is dispatched through the FDOT District Four SunGuide TMC. These vehicles are equipped with an amber strobe light system to facilitate emergency response. High intensity lighting and markings have been added to the truck to assist responders after sundown. A docking station in the driver's compartment allows use of a laptop computer to support incident command activities. A statewide law enforcement radio system (SLERS) radio is provided to allow for direct communication with the FDOT District Four SunGuide TMC Operations Staff. In addition, the Severe Incident Response Vehicle carries maintenance of traffic and spill mitigation equipment such as cones, signs, flares, oil dry, and fuel absorbent.



Flat Bed Tow Truck

The flat bed tow truck is a 21 ft. carrier properly equipped for all types of vehicle towing and a four passenger cab (not including driver) to facilitate quick clearance of the lanes.

Florida Highway Patrol

FHP provide enforcement and coordinate the removal of an event from the Express Lanes. FHP is contacted when rotational tow is required either to remove a vehicle from the Express Lanes or to assist with removal of the vehicle from any other site after it has been relocated from the Express Lanes.



Road Ranger Coordination

The Road Rangers are the FDOT freeway service patrol which is a free service provided by FDOT and is managed by each Districts TMC. The Road Rangers' mission is to provide free highway assistance services during incidents to reduce delay and improve safety for the motoring public and responders. In Broward, Palm Beach (D4) and Miami Dade (D6), Road Rangers patrol designated areas (beats) 24 hours a day, 7 days a week and 365 days a year. The Road Rangers provides the following services:

- Short-term maintenance-of-traffic (MOT) services during incidents.
- Assist in incident management and response.
- Clear disabled vehicles from travel lanes.
- Clear debris from travel lanes.
- Change flat tires.
- Jump-start vehicles and make minor repairs.
- Supply emergency gasoline, diesel, water.
- Provide stranded motorists two free local calls.
- Monitor abandoned vehicles and notify FHP

In Broward County, Road Ranger services along I-75 are currently provided through the Asset Maintenance Contract E4V68. Asset Maintenance Contract E4V68 (Incident Clear – Broward) began service on July 01, 2022. This contract provides Road Ranger pick-up trucks that continuously patrol all I-95, I-75, and portions of I-595. The Road Rangers respond to incidents and stranded motorists along these corridors to help facilitate clearing the roadway.

The Road Ranger vehicle fleet within Broward / Palm Beach includes three different truck types: - Pickup trucks, pickup trucks (with debris clear) and flatbed trucks. The Road Ranger patrol beats for 75 EL and 95 EL project limits are as follows:

Monday through Friday 5:30 AM – 10:00 PM

- I-75 Broward County (Alligator Alley Toll Plaza to Mile Marker 50)
 - One Pickup Truck
- I-75 Broward County (Flamingo Rd to Sunrise Blvd / Alligator Alley Toll Plaza to Griffin Rd)
 - One Pickup Truck
- I-75 Broward County (Miami Gardens to Royal Palm)
 - One Pickup Truck
- West Roving Supervisor
 - One Pickup Truck (with Debris Clear)

Monday through Friday 10:00 PM – 5:30 AM, weekends and holidays

- I-75 Broward County (Alligator Alley Toll Plaza to Mile Marker 50)
 - One Pickup Truck
- I-75 Broward County (Miami Gardens to Toll Plaza / I-595 Flamingo Road to SR-869 / Sunrise Blvd and EXPRESS Lanes)
 - One Pickup Truck
- County Supervisor
 - One Pickup Truck (with Debris Clear)

75 Express is an enclosed facility, separated from the General Use lanes by concrete barrier wall, with designated emergency access crossover points along the facility. Road Rangers are designated as “Emergency Vehicles” by FDOT Secretary Order and are permitted to utilize these crossovers when responding to and departing an event. This authorization was granted to Road Rangers in order to safely facilitate quick clearance of traffic incidents, especially those occurring within the Express Lanes facility.

A minimum of two Road Rangers will be dispatched. One of these two vehicles must be a flatbed truck during Peak Period (broken down into Peak East and Peak West). The Road Ranger arriving first will:

- Notify the TMC upon its arrival.
- Assess the situation.
- Communicate to the TMC whether the backup unit is still needed.
- Secure the scene by setting up temporary MOT and offer assistance, as needed, to the vehicle or motorist.

If the backup unit is needed, the Road Ranger vehicles will reposition themselves, as needed, to allow the flatbed truck to hook up the disabled vehicle as the other Road Ranger provides additional backup and maintenance of traffic (MOT) behind the incident.

- When relocating vehicles, a minimum of two vehicles is required.
- All vehicles should be relocated to a safe location, with wide shoulder, within the facility or Emergency Stopping Site (ESS) along I-75.



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

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

- Vehicle Description(s) (Make, Model, Color, License Plate and VIN)
- Note: TMC Operator must advise FHP when the event is unable to be located by CCTV or when a Road Ranger is not on scene.
- Nature/Type of Event
- Location (Roadway, Direction of Travel, Proximity, and Cross Street)
- Injuries, if applicable

Dispatching Resources

The Express Lanes Operator is responsible for detecting, confirming, and dispatching the necessary resources to accommodate the nature of the event, such as Road Rangers, SIRV Operator and/or Flatbed Tow Truck. Communication will be maintained by the Express Lanes Operator with the resources dispatched pre, during, and/or post incident.

Quick Clearance Procedures

In order to expedite the clearance of both travel lane and shoulder blocking events within the Express Lanes, the following quick clearance procedures have been established:

- Vehicles blocking Express travel lanes are to be relocated to a safe location, with wide shoulder, within the facility or a designated Emergency Stopping Site (ESS) along I-75. Road Ranger vehicles equipped to safely move vehicles may do so, although some events may require a flatbed truck.
- Disabled vehicles located on either the left or right shoulder of the Express Lanes should be relocated to a safe location, with wide shoulder, within the facility or a designated Emergency Stopping Site (ESS) along I-75.
- Abandoned vehicles within the Express Lanes that are blocking a travel lane or deemed to be impeding traffic due to proximity of the travel lane shall be relocated to the nearest safe location. Prior to relocation the Express Lanes Operator shall notify FHP that the vehicle is being relocated. Once the vehicle has been relocated the EL Operator shall provide FHP with a follow-up notification informing FHP of the vehicle description (Make, Model, Color, and License Plate Number) and the location of the vehicle.
- Abandoned vehicles on the Express Lanes shoulder (legally parked) are to be marked with a grease pen on the rear window by a Road Ranger when it is first discovered and the Express Lanes Operator will notify FHP (or liaison) to log the initial discovery.
 - The markings include the time, date and Road Ranger truck number.
 - At the beginning of each Hireback (future) shift, the FHP Trooper sweeps the Express Lanes for disabled vehicles and calls for rotational tow if necessary.
 - The rotational tow will pick up the vehicle from the shoulder if they are able to respond within 30 minutes. If they are not able to respond within 30 minutes, the FHP Trooper will request TMC Operations dispatch resources to relocate the disabled vehicle to the General Use right shoulder, ESS, or Broward Park and Ride.
- Subsequently, the FHP Trooper will request rotational tow to pick up the vehicle at the designated relocation area.

Debris

Debris located within the Express Lanes shall be removed from the travel lanes by the Road Ranger/Road Ranger Supervisor using the DebrisClear System. Once the debris is clear, the Road Ranger/Road Ranger Supervisor shall notify the TMC. It is then the responsibility of the Express Lanes Operator to contact the Asset Maintenance Contractor (or project contractor) to dispose of the debris. If the debris is too large for the Road Ranger/Road Ranger Supervisor to remove, or if the removal puts the Road Ranger/Road Ranger Supervisor in an unsafe situation, then the TMC Operator shall contact the FDOT Asset Maintenance Contractor (or project contractor).

Asset Maintenance / Contractor within project limits (for LTMOT)

Asset Maintenance – The Asset Maintenance contractor is responsible for repair and maintenance of the Express Lanes, unless the limits fall within an active project, at which time the contractor assigned to the project is to respond (please refer to the Asset Maintenance spreadsheet for project limits). They respond to or acknowledge:

- Damage, property theft or vandalism to State owned infrastructure or equipment, including but not limited to guardrails, bridge abutments, crash barrels and pavement.
- Debris on the roadway.
- Severe incident with Long Term Maintenance of Traffic requirements (LTMOT). Typically estimated to have greater than one hour of lane blockage for Express Lanes management.

HARD CLOSURES FOR INDIVIDUAL SEGMENTS

All field resources patrol their assigned beats throughout their patrol.

- The SIRV unit and Flatbed shall provide on-scene management and event coordination for the primary incident.
- One Road Ranger Pickup truck shall be responsible for the closing of each assigned ingress point to the segment (from I-75 mainline).

- One Road Ranger Pickup truck shall be responsible for the closing at the end of the upstream segment to prevent motorists continuing their trip toward the incident scene (to I-75 mainline).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

HARD CLOSURES FOR SEGMENTS OUTSIDE OF DISTRICT FOUR LIMITS

District Four are supported by SEFRTOC partners for locations outside of their District limits, such as ingress locations for 75 Express, supported by District Six and FTE. Examples are listed below:

- D6 – One Road Ranger Pickup truck is responsible for closing at the end of 75 Express Segment 2N (destination Miami Gardens Drive), to force traffic out to the General Use mainline and prevent motorists from entering the downstream segment (4N).
- D6 – One Road Ranger Pickup truck is responsible for closing the ingress from NW 138 Street mainline to prevent motorists from entering downstream segment (4N).
- D6 – One Road Ranger Pickup truck is responsible for closing at the egress to HEFT SB to prevent motorists from entering HEFT SB. *If the General Use exit ramp to HEFT is to be closed (includes both NB and SB ramps), this falls within District Four Incident Management limits, for which their own resources will be utilized.*
- FTE – One Road Ranger Pickup truck is responsible for closing the ingress from HEFT NB to prevent motorists from entering downstream segment (6N).
- FTE – One Road Ranger Pickup truck is responsible for closing the ingress from HEFT SB to prevent motorists from entering downstream segment (6N).
- Once the duration of an event has exceeded 60 minutes, then notify Asset Maintenance Contractor to relieve the Road Rangers and/or IRV.

The emergency access crossover points are at the following locations. See [Figure 15](#):

- Northbound: South of Miramar Parkway
 South of Pines Boulevard
 South of Sheridan Street
 South of Royal Palm Boulevard
- Southbound: North of Griffin Road
 North of Sheridan Street
 North of Pines Boulevard
 North of Miramar Parkway

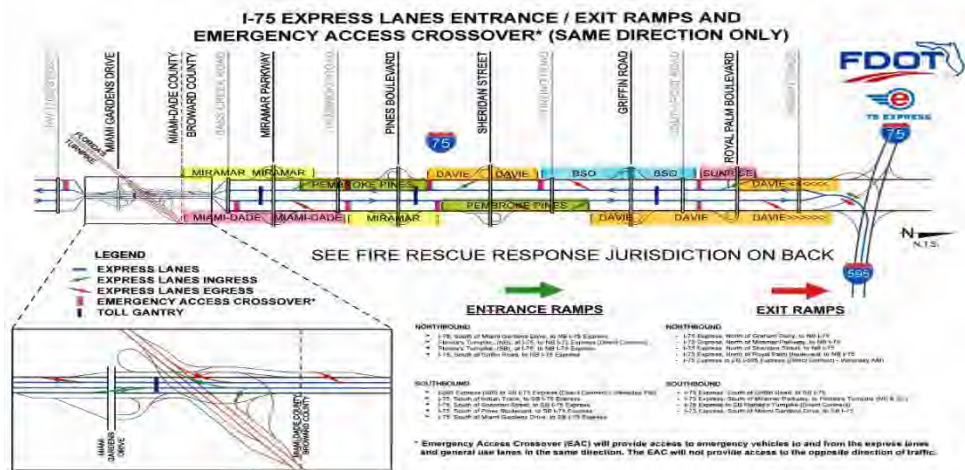


Figure 15 Sample Screenshot of the 95 Express Corridor View

1.5 EL SOFTWARE APPLICATIONS

PURPOSE AND SCOPE

The purpose of this section is to provide the procedures for operating the SELS software applications.

EXPRESS LANE MODULE (SELS)

The EL Operator shall use SELS to determine and post the applicable toll amount, monitor traffic conditions in both the EL and GU Lanes, monitor EL detector status and generate reports. The EL Operator shall log onto SELS at the beginning of each shift and initiate the Roadway Operations View and Detector Status Monitor. The SELS will track, change modes, and post EL Toll Amount DMS messages, plus document the EL Operator actions for acknowledging and confirming the applicable toll amount. The EL Operator shall visually verify that the intended toll amounts are posted via CCTV screenshots before processing the SELS DMS Verification Form. [Figure 16](#) provides a sample screenshot of the Roadway Operation View. [Figure 17](#) provides a sample screenshot of the DMS Verification Form. [Figure 18](#) provides a sample screenshot of the Segment Mode/Toll Change pop-up.

For additional detailed procedures, refer to [Express Lanes Operational Procedures \(ELOP\)](#) and the District Four 75 Express Corridor Management for closures NORTHBOUND scenarios located in the following folder P:\EXPRESS LANE INFO FOR OPERATORS\75 EXPRESS.



Figure 16 Sample Screenshot of the 75 Express Corridor View

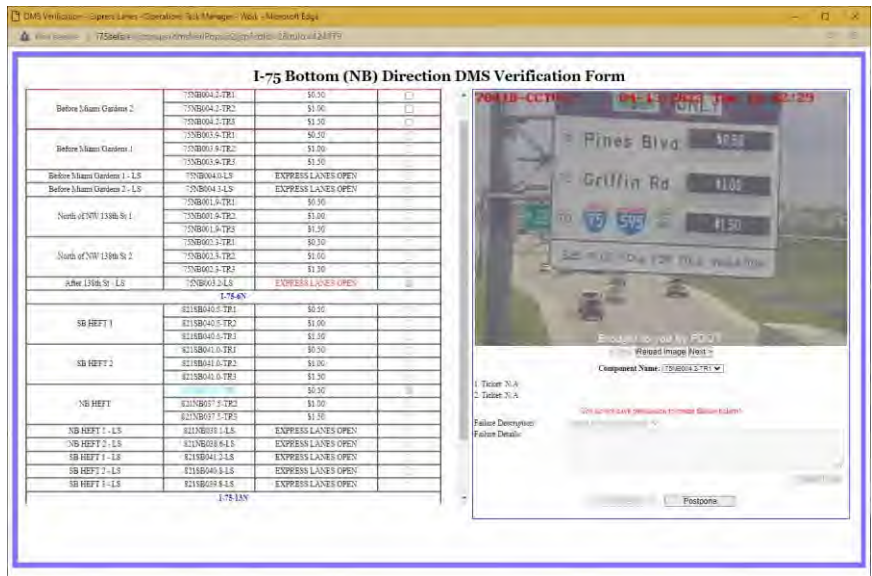


Figure 17 Sample Screenshot of the DMS Verification Form

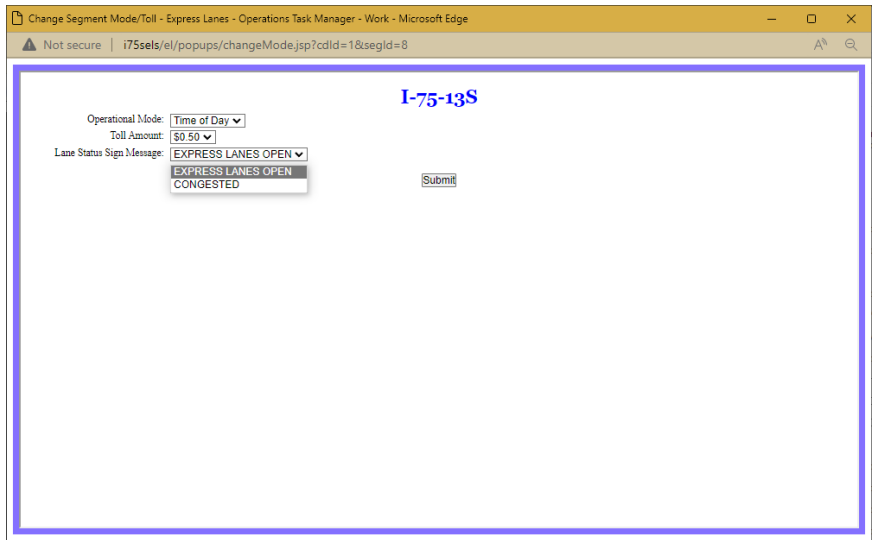


Figure 18 Sample Screenshot of the Segment Mode / Toll Change pop-up

EXPRESS LANES OPERATIONAL PROCEDURES

Express Lanes Operational Procedures (Version 1)

Contents


ENTRANCE / INGRESS FROM I-595 EXPRESS WB REVERSIBLE RAMP BLOCKED	25
ENTRANCE / INGRESS FROM ROYAL PALM / I-75 MAINLINE TO SEGMENT I-75-13S BLOCKED	26
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13S (BEFORE EXIT / EGRESS TO SHERIDAN ST) BLOCKED	27
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13S (BEFORE EXIT / EGRESS TO SHERIDAN ST) BLOCKED	28
EXIT / EGRESS TO SHERIDAN ST / I-75 MAINLINE SEGMENT I-75-13S BLOCKED	30
EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT (BEYOND EXIT / EGRESS TO SHERIDAN ST) BLOCKED.....	31
ENTRANCE / INGRESS FROM GRIFFIN RD / I-75 MAINLINE TO SEGMENT I-75-9S BLOCKED	32
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9S (BEYOND ENTRANCE / INGRESS FROM GRIFFIN RD) BLOCKED	33
CRASH, EMERGENCY VEHICLES, ROAD WORK, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9S (BEYOND ENTRANCE / INGRESS FROM GRIFFIN RD) BLOCKED	35
ENTRANCE / INGRESS FROM PINES BLVD / I-75 MAINLINE TO SEGMENT I-75-6S BLOCKED.....	37
ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6S (BEFORE EXIT / EGRESS TO FLORIDAS TURNPIKE NB AND SB) BLOCKED	38
CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6S (BEFORE EXIT / EGRESS TO FLORIDAS TURNPIKE NB AND SB) BLOCKED	40
SINGLE LANE EXIT / EGRESS TO FLORIDAS TURNPIKE NORTHBOUND	42
SINGLE LANE EXIT / EGRESS TO FLORIDAS TURNPIKE SOUTHBOUND	43
SB HEFT INTERAGENCY FULL CLOSURE (NO ACCESS FROM NB OR SB RAMP)	44


ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4S (BETWEEN HEFT SB AND EXIT / EGRESS TO NW 138 STREET) BLOCKED	46
CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4S (BETWEEN HEFT SB AND EXIT / EGRESS TO NW 138 STREET) BLOCKED	48
EXIT / EGRESS TO NW 138 ST / I-75 MAINLINE SEGMENT I-75-4S BLOCKED	50
SINGLE LANE CLOSED BEYOND EXIT / EGRESS TO NW 138 STREET (INTERAGENCY)	52
FULL SOUTHBOUND FACILITY CLOSURE FOR CONSTRUCTION	53
CONGESTION MANAGEMENT	56
MINIMUM SPEED TOLL (DYNAMIC TOLLING)	56
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	57
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode	57
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	57
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes	57
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	58
Recover From Express Lanes Closed	58
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	58
Toll Update Reminder Notification	58
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	59
Toll Adjustment For Segments (Finite AND ONGOING)	59
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	59
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)	59
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	60
Ongoing Toll Adjustment Reminder	60
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	60



Ending Ongoing Adjustments	60
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	60
Retroactive Toll Adjustment request procedure	60
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	61
System Restart	61
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	61
TOLL SUSPENSION:	61
Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events	61
Most Likely Due to:	61
Evacuation	61
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	62
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION	62
MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART	62
Recover From Open Status (Zero Toll Mode)	62
COMMON DMS PROCEDURES	63
DMS Verification	63
COMMON DMS PROCEDURES	63
Post Messages Manually On Toll Amount DMS	63
COMMON DMS PROCEDURES	64
Post Messages Manually On Lane Status DMS	64
COMMON DMS PROCEDURES	65
If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll	65
COMMON DMS PROCEDURES	66
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll	66



COMMON DMS PROCEDURES	66
DMS Subsystem Failure	66
Blank Or Stuck Messages	66
COMMON DMS PROCEDURES	67
DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.	67
BLANK OR STUCK MESSAGES	67
COMMON DMS PROCEDURES	68
Segment Toll Amount Sign Failures	68
Failed Segment Toll Amount DMS. Message Is Blank	68
COMMON DMS PROCEDURES	69
Segment Toll Amount Sign Failures	69
Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)	69
COMMON DMS PROCEDURES	70
Segment Toll Amount Sign Failures	70
Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.	70
(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)	70
COMMON DMS PROCEDURES	71
Segment Toll Amount Sign Failures	71
Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.	71
(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)	71
COMMON DMS PROCEDURES	72
Segment Toll Amount Sign Failures	72
Failed Segment Toll Amount DMS. PIXEL FAILURE	72
COMMON DMS PROCEDURES	72

Trip Toll Amount Sign Failures	72
Failed Trip Toll Amount DMS (Blank).....	72
COMMON DMS PROCEDURES	73
Trip Toll Amount Sign Failures	73
Failed Trip Toll Amount DMS (STUCK)	73
COMMON DMS PROCEDURES	74
Segment Toll Amount Sign Failures.....	74
Failed Segment Toll Amount DMS. Message Is STUCK	74
COMMON DMS PROCEDURES	74
Lane Status DMS Failures	74
Failed Lane Status And/or Full Matrix IM DMS	74
GLOSSARY.....	75



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB entrance / ingress from 595 Express WB reversible ramp.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM I-595 EXPRESS WB REVERSIBLE RAMP BLOCKED</p>	<p>This is a 595 Express Incident Management response area.</p> <p>If supporting a primary EL event, then the segment should be closed in SELS.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Manually post ‘CLOSED’ on all the TADMS located on 595 Express, associated with the I-75 entrance to 75 Express SB Segment I-75-13S, using group filter ‘75X SB 01 595 W Ramp’. 2. Manually post ‘EXPRESS LANES CLOSED’ on all the LSDMS located on 595 Express, associated with the I-75 entrance to 75 Express SB Segment I-75-13S, using group filter ‘75X SB 01 595 W Ramp’. 3. Set the TADMS and LSDMS to ‘Out of Service’. 4. Verify that the ‘CLOSED’ message is on those TADMS. If not, place any back in service that do not have that message and repeat the process. 5. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 6. Notify 595 Express for incident response and to assist with DMS messaging. 7. Log the event into SunGuide for documentation purposes (interagency event). Notate the use of the Toll Amount DMS, and the status of what is posted (Closed). 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Notify 595 Express to release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-13S and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 5. Advise 595 Express to clear the DMS messaging (interagency). 6. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB entrance / ingress from Royal Palm / I-75 mainline.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM ROYAL PALM / I-75 MAINLINE TO SEGMENT I-75-13S BLOCKED</p>	<p>If supporting a primary EL event and the reversible ramp from 595 Express WB is CLOSED, then the segment should be closed in SELS and post the IM DMS through the segment that the ingress is supporting.</p> <p>Utilize GU DMS SB 15.8 and post “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress to I-75 Express SB Segment I-75-13S, using group filter ‘75X SB 02 Before Royal Palm’. 3. Manually post ‘EXPRESS LANES CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express SB Segment I-75-13S, using group filter ‘75X SB 02 Before Royal Palm’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on those LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Generate a response plan to notify motorists of the lane blockage. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-13S and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express SB before exit / egress to Sheridan St. Segment I-75-13S.	SB	ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13S (BEFORE EXIT / EGRESS TO SHERIDAN ST) BLOCKED	<p>Utilize GU DMS SB 15.8 and internal DMS SB 14.0 EL with RPG based message, based upon location of incident.</p> <p>Once 60 minutes has elapsed, update the GU DMS SB 15.8 with “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-13S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 2. Post messaging using SunGuide predefined plan “75 EXPRESS SB SEGMENT 13S”. 3. Request 595 Express to implement a hard closure at the entrance / ingress to Segment I-75-13S from 595 Express WB (if reversible ramp is open). 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-13S Segment at Royal Palm (from I-75 / I595 / SR-869 mainline). 	<ol style="list-style-type: none"> 1. Notify 595 Express to release the Road Rangers to open the segment entrance / ingress. 2. Release the responders and open the segment entrance / ingress from I-75 / I595 / SR-869 mainline. 3. Verify that all the TADMS and LSDMS are active. 4. In the SELS Corridor View, click on the  within the Status Table for both Segment I-75-13S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB before exit / egress to Sheridan St. Segment I-75-13S.</p>	<p>SB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERAGENCY, POLICE ACTIVITY, OR FLOODING OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-13S (BEFORE EXIT / EGRESS TO SHERIDAN ST) BLOCKED</p>	<p>Utilize GU DMS SB 15.8 with “75 EXPRESS LANES / CLOSED / DO NOT ENTER” and on EL DMS SB 14.0 use RPG generated message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: 3. Choose Closed mode for Segment I-75-13S. 4. Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. 5. Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 6. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. <p>*For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE”</p>	<ol style="list-style-type: none"> 1. Notify 595 Express to release the Road Rangers to open the segment entrance / ingress. 2. Release the responders and open the segment entrance / ingress. 3. Verify that all the TADMS and LSDMS are active. 4. In the SELS Corridor View, click on the  within the Status Table for both Segment I-75-13S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Continue tolling as usual.

			<p>Refer to DMS messaging plan.</p>	<p>Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)</p> <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Post messaging using SunGuide predefined plan “75 EXPRESS SEGMENT 13S” 2. Request 595 Express to implement a hard closure at the ingress / entrance to Segment I-75-13S from 595 Express WB (if reversible ramp is open). 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-13S at Royal Palm (from I-75 / I595 / SR-869 mainline). 	
--	--	--	-------------------------------------	--	--



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB exit / egress to Sheridan St (at Griffin Rd). Segment I-75-13S.</p>	<p>SB</p>	<p>EXIT / EGRESS TO SHERIDAN ST / I-75 MAINLINE SEGMENT I-75-13S BLOCKED</p>	<p>For this scenario, as the Trip destinations are to Turnpike and NW 138th Street and the EL mainline is unaffected, to improve throughput we are to CLOSE segment 13N, manually change the LSDMS to reflect OPEN, and manually change the trip tolls to Turnpike (TR-2) and NW 138th Street (TR-3) from CLOSED to the TOD time, and place ‘Out of Service’. *Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-13S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 13 (EGRESS)”. <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Request 595 Express to implement a hard closure at the ingress / entrance to Segment I-75-13S from 595 Express WB (if reversible ramp is open). 2. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-13S at Royal Palm (from I-75 / I595 / SR-869 mainline). 	<ol style="list-style-type: none"> 1. Notify 595 Express to release the Road Rangers to open the segment entrance / ingress. 2. Release the responder and open the segment entrance / ingress. 3. Verify that all the TADMS and LSDMS are active. 4. In SELS Corridor View, click on the  within the Status Table for both Segment I-75-13S: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB beyond exit / egress to Sheridan St.</p>	<p>SB</p>	<p>EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT (BEYOND EXIT / EGRESS TO SHERIDAN ST) BLOCKED</p>	<p>Motorists can use the exit / egress to Sheridan St mainline and re-enter at entrance / ingress from Griffin Rd mainline (no toll gantry between exit / egress and entrance / ingress)</p> <p>Use the internal DMS SB 14.0 EL to post “TRAFFIC MUST EXIT / TO / SHERIDAN ST”</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Send an incident responder to implement a hard closure at the exit / egress at Griffin Rd (to Sheridan St) and force motorists to mainline. 3. Manually post ‘CLOSED’ on the Toll Amount and Lane Status DMS associated with 75 Express SB Segment I-75-9S and 13S, using group filter ‘75X SB 05 bey Griffin egress’. 4. Set the TADMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Generate a response plan to notify motorists of the lane blockage. 7. Every 15 minutes verify that all EL DMS are displaying the correct messages. 8. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the responder open the exit / egress at Griffin Rd (to Sheridan St). 2. Verify that all the TADMS are active. 3. In SELS Corridor View, click on the M within the Status Table for both Segment I-75-9S and 13S: <ul style="list-style-type: none"> o Select desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Closed mode. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.


Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB entrance / ingress from Griffin Rd mainline (at Sheridan St). Segment I-75-9S.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM GRIFFIN RD / I-75 MAINLINE TO SEGMENT I-75-9S BLOCKED</p>	<p>If supporting a primary EL event, then the segment should be closed in SELS (9S) and post the IM DMS through the segment that the ingress is supporting.</p> <p>On closest Incident Management DMS to entrance / ingress, from the message library post “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress to I-75 Express SB Segment I-75-9S, using group filter ‘75X SB 06 Ingress at Sheridan St’. 3. Manually post ‘EXPRESS LANES CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express SB Segment I-75-9S, using group filter ‘75X SB 06 Ingress at Sheridan St’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on the LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Generate a response plan to notify motorists of the lane blockage. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the Road Ranger and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-9S and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB beyond entrance / ingress from Griffin Rd mainline. Segment I-75-9S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9S (BEYOND ENTRANCE / INGRESS FROM GRIFFIN RD) BLOCKED</p>	<p>Utilize GU DMS SB 12.0 and internal DMS SB 14.0 EL with RPG generated message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-9S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes 	<ol style="list-style-type: none"> 1. Release the responder and open at the exit / egress to Sheridan St. (at Griffin Rd) 2. Release the responder and open the segment entrance / ingress (at Sheridan St). 3. Verify that all the TADMS and LSDMS are active. 4. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-9S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving 'Closed' mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Continue tolling as usual.

			<p>Once 60 minutes has elapsed, update the GU DMS SB 12.0 with “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p> <p>Refer to DMS messaging plan.</p>	<p>before the event reported time (default in SELS).</p> <ol style="list-style-type: none"> 2. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 9S”. 3. Dispatch incident responders to implement a hard closure at the exit / egress at Griffin Rd (to Sheridan St) and force motorists to mainline. 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-9S at Sheridan St (from I-75 Griffin mainline). 	
--	--	--	---	--	--



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express SB beyond entrance / ingress from Griffin Rd mainline. Segment I-75-9S.	SB	CRASH, EMERGENCY VEHICLES, ROAD WORK, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-9S (BEYOND ENTRANCE / INGRESS FROM GRIFFIN RD) BLOCKED	Utilize GU DMS SB 12.0 with “ 75 EXPRESS LANES / CLOSED / DO NOT ENTER ” and on EL DMS SB 14.0 use RPG generated message based upon location of incident. Refer to DMS messaging plan.	If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then: 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> ○ Choose Closed mode for Segment I-75-9S. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. *For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE” Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)	1. Release the responder and open at the exit / egress to Sheridan St. (at Griffin Rd) 2. Release the responder and open the segment entrance / ingress (at Sheridan St). 3. Verify that all the TADMS and LSDMS are active. 4. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-9S: <ul style="list-style-type: none"> ○ Choose desired mode (current). ○ If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 5. In SunGuide, terminate the response plan that was used for this closure. 6. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 7. Continue tolling as usual.

			<p>Refer to DMS messaging plan.</p>	<p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 9S”. 2. Dispatch incident responders to implement a hard closure at the exit / egress at Griffin Rd (to Sheridan St) and force motorists to mainline. 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-9S at Sheridan St (from I-75 Griffin mainline). 	
--	--	--	-------------------------------------	---	--



Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB entrance / ingress from Pines Blvd mainline (at Miramar Pkwy). Segment I-75-6S.</p>	<p>SB</p>	<p>ENTRANCE / INGRESS FROM PINES BLVD / I-75 MAINLINE TO SEGMENT I-75-6S BLOCKED</p>	<p>If supporting a primary EL event, then the segment should be closed in SELS (6S) and post the IM DMS through the segment that the ingress is supporting.</p> <p>On the closest Incident Management DMS to entrance / ingress, from the message library post “75 EXPRESS LANES / CLOSED / DO NOT ENTER”</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. Manually post ‘CLOSED’ on the TADMS associated with the entrance / ingress to I-75 Express SB Segment I-75-6S, using group filter ‘75X SB 08 Ingress North of Miramar’. 3. Manually post ‘EXPRESS LANES CLOSED’ on the LSDMS associated with the entrance / ingress to I-75 Express SB Segment I-75-6S, using group filter ‘75X SB 08 Ingress North of Miramar’. 4. Set the TADMS and LSDMS to ‘Out of Service’. 5. Verify that the ‘CLOSED’ message is on the TADMS. If not, place any back in service that do not have that message and repeat the process. 6. Verify that the ‘EXPRESS LANES CLOSED’ message is on the LSDMS. If not, place any back in service that do not have that message and repeat the process. 7. Generate a response plan to notify motorists of the lane blockage. 8. Every 15 minutes verify that all EL DMS are displaying the correct messages. 9. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the responder and open the entrance / ingress. 2. Set all the TADMS and LSDMS associated with the entrance / ingress back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6S and re-submit the mode displayed (current), to update signs that were set ‘Out of Service’. 4. In SunGuide, terminate the response plan that was used for this closure. 5. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB before exit / egress to Florida’s Turnpike (NB and SB). Segment I-75-6S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6S (BEFORE EXIT / EGRESS TO FLORIDAS TURNPIKE NB AND SB) BLOCKED</p>	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p> <p>Utilize GU DMS SB 8.9 and SB 12.0, internal DMS 14.0 EL with RPG and add SB 7.2 EL based upon location of incident.</p> <p>Refer to DMS messaging plan.</p> <p>SELS will prompt the closure of 9SN when 6S is closed.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6S and I-75-9S. o Select the associated SunGuide event. If the event is not available at 	<ol style="list-style-type: none"> 1. Release the responder to open at the egress / exit at Griffin Rd (to Sheridan St). 2. Release the responders and open the segment entrance / ingress at Sheridan St (from Griffin Rd). 3. Release the responders and open the segment entrance / ingress at Miramar Pkwy (from Pines Blvd). 4. Verify that all the TADMS and LSDMS are active. 5. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6S and I-75-9S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 6. In SunGuide, terminate the response plan that was used for this closure. 7. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 8. Continue tolling as usual.



			<p>Utilize GU DMS SB 8.9 and internal DMS 14.0 EL with RPG and add SB 7.2 EL based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>the time of the override, select a Dummy event.</p> <ul style="list-style-type: none"> ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). <ol style="list-style-type: none"> 2. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 6S (BEFORE FL TURNPIKE)”. 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Miramar Pkwy (from Pines Blvd / I-75 mainline). 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Sheridan St (from Griffin Rd / I-75 mainline). 5. Dispatch incident responders to implement a hard closure at the egress / exit at Griffin Rd (to Sheridan St) and force motorists to mainline. 	
--	--	--	--	---	--

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB before exit / egress to Florida’s Turnpike (NB and SB). Segment I-75-6S.</p>	<p>SB</p>	<p>CRASH, EMERGENCY VEHICLES, ROAD WORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-6S (BEFORE EXIT / EGRESS TO FLORIDAS TURNPIKE NB AND SB) BLOCKED</p>	<p>South of the County line - This is a District Six Incident Management response area.</p> <p>North of the County Line – This is a District Four Incident Management response area.</p> <p>SELS will prompt the closure of 9S when 6S is closed.</p> <p>Manually add internal DMS 7.2 EL with RPG based message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or *Flooding, then:</p> <ol style="list-style-type: none"> 1. Dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6S and I-75-9S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure. <p>*For Flooding – Internal DMS to use soft messaging until responder arrives on scene. Messaging example: “FLOODING/REFERENCE POINT/LEFT LANE”</p>	<ol style="list-style-type: none"> 1. Release the responder to open at the egress / exit at Griffin Rd (to Sheridan St). 2. Release the responders and open the segment entrance / ingress at Sheridan St (from Griffin Rd). 3. Release the responders and open the segment entrance / ingress at Miramar Pkwy (from Pines Blvd). 4. Verify that all the TADMS and LSDMS are active. 5. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6S and I-75-9S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 6. In SunGuide, terminate the response plan that was used for this closure. 7. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 8. Continue tolling as usual.



			<p>Refer to DMS messaging plan.</p>	<p>Once responder is on scene, the internal DMS will be updated via RPG to reflect the blockage (ex. LEFT LANE BLOCKED/ REFERENCE POINT)</p> <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 4. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 6S (BEFORE FL TURNPIKE)”. 5. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Miramar Pkwy (from Pines Blvd / I-75 mainline). 6. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Sheridan St (from Griffin Rd / I-75 mainline). 7. Dispatch incident responders to implement a hard closure at the egress / exit at Griffin Rd (to Sheridan St) and force motorists to mainline. 	
--	--	--	-------------------------------------	---	--

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB exit / egress to Florida’s Turnpike Northbound. Segment I-75-6S.</p>	<p>SB</p>	<p>SINGLE LANE EXIT / EGRESS TO FLORIDAS TURNPIKE NORTHBOUND</p>	<p>This is a District Six Incident Management response area.</p> <p>SELS will prompt the closure of 9S when 6S is closed.</p> <p>For this scenario, as the Trip destination is to Florida’s Turnpike, and there are two exits (NB and SB), we are to CLOSE segments 6S and 9S, manually change the LSDMS to reflect OPEN, and manually change the trip tolls to NW 138th St from CLOSED to the TOD time. <i>*Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</i></p> <p><i>Refer to DMS messaging plan.</i></p> <p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Dispatch responders to assist with the event. 2. Dispatch responders to the exit / egress to Florida’s Turnpike NB (single lane). 3. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6S and I-75-9S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 4. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 6S (RAMP TO NB)”. 5. On the LSDMS associated with segments 6S and 9S, manually post the ‘EXPRESS LANES OPEN’ message using group filter ‘75X SB 10 Egress to HEFT NB’. 6. Set the LSDMS that were manually changed to ‘Out of service’. 7. On the trip toll DMS to NW 138th St, post the current toll for that trip using group filter ‘75X SB 10 Egress to HEFT NB’ 8. Set the trip TADMS to ‘Out of Service’. 9. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	<ol style="list-style-type: none"> 1. Release the responder to open the exit / egress to Florida’s Turnpike NB. 2. Set all LSDMS and TADMS back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6S and I-75-9S: <ul style="list-style-type: none"> o Choose desired mode (current). 2. In SunGuide, terminate the response plan that was used for this closure. 3. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 4. Continue tolling as usual.




Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express SB exit / egress to Florida’s Turnpike Southbound. Segment I-75-6S.	SB	SINGLE LANE EXIT / EGRESS TO FLORIDAS TURNPIKE SOUTHBOUND	<p>This is a District Six Incident Management response area.</p> <p>Refer to DMS messaging plan.</p> <p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify District Six for incident response to assist with the event. 2. Notify District Six to dispatch responders to the exit / egress to Florida’s Turnpike SB (single lane). 3. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 6S (RAMP TO SB)”. 4. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Notify District Six to release the responder to open the exit / egress to Florida’s Turnpike SB. 2. In SunGuide, terminate the active response plan that was used for the event. 3. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
SB HEFT Interagency Event. Segment I-75-6S.	SB	SB HEFT INTERAGENCY FULL CLOSURE (NO ACCESS FROM NB OR SB RAMP)	<p>This is a District Six Incident Management response area (NB and SB – Only SB GU exit ramp is District Four).</p> <p>SELS will prompt the closure of 4N when 6N is closed.</p> <p>For this scenario, as the Trip destination is to Florida’s Turnpike, and there are two exits (NB and SB), we are to CLOSE segments 6S and 9S, manually change the LSDMS to reflect OPEN, and manually change the trip tolls to NW 138th St from CLOSED to the TOD time. *Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</p> <p>The exit ramp to HEFT NB merges with the GP exit ramp from I-75 SB mainline (which permits motorists to go to HEFT NB or SB)</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify District Six to provide asset maintenance for long term MOT at the 75 Express SB egress to Florida’s Turnpike SB. 2. Notify District Six to provide asset maintenance for long term MOT on the GP exit ramp to HEFT SB (even if the mainline exit ramp is closed – you can still by-pass the closure if entering from 75 Express). 3. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-6S and I-75-9S. o Select the associated SunGuide event. If the event is not available (interagency event must be active) at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 4. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 6S (SB HEFT INTERAGENCY – FULL CLOSURE)”. 5. On the LSDMS associated with segments 6S and 9S, manually post the ‘EXPRESS LANES OPEN’ message using group filter ‘75X SB 10 Egress to HEFT NB’. 	<ol style="list-style-type: none"> 1. Notify District Six to release the asset maintenance contractor (determined by FTE as it is their primary event). 2. Set all LSDMS and TADMS back to ‘Active’. 3. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-6S and I-75-9S: <ul style="list-style-type: none"> o Choose desired mode (current). 4. In SunGuide, terminate the response plan that was used for this closure. 5. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 6. Continue tolling as usual.




			<p>D6 have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p>	<ol style="list-style-type: none"> 6. Set the LSDMS that were manually changed to 'Out of service'. 7. On the trip toll DMS to NW 138th St, post the current toll for that trip using group filter '75X SB 10 Egress to HEFT NB'. 8. Set the trip TADMS to 'Out of Service'. 9. Every 15 minutes verify that all EL DMS are displaying the correct messages. 	
--	--	--	---	---	--

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB between HEFT SB and exit / egress to NW 138 St. Segment I-75-4S.</p>	<p>SB</p>	<p>ABANDONED VEHICLE, DEBRIS, DISABLED VEHICLE, OTHER, OR PEDESTRIAN EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4S (BETWEEN HEFT SB AND EXIT / EGRESS TO NW 138 STREET) BLOCKED</p>	<p>This is a District Six Incident Management response area.</p> <p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p> <p>Manually add internal DMS 7.2 EL with RPG based message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p> <p>Manually add internal DMS 7.2 EL with RPG based message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Abandoned Vehicle, Debris, Disabled Vehicle, Other, or Pedestrian:</p> <p>If the event is blocking all lanes, regardless of the event type follow the procedure that is shown on next page for Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding.</p> <p>If the event is not blocking all lanes and is expected to be cleared within 60 minutes:</p> <ol style="list-style-type: none"> 1. Notify District Six to dispatch a responder to assist with the event. 2. Normal tolling continues for the next 60 minutes. 3. Generate a response plan to notify motorists of the lane blockage. <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-4S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 2. Post messages using SunGuide predefined plan “75 EXPRESS SB 	<ol style="list-style-type: none"> 1. Release the responder to open at the egress / exit at Griffin Rd (to Sheridan St). 2. Release the responders and open the segment entrance / ingress at Sheridan St (from Griffin Rd). 3. Release the responders and open the segment entrance / ingress at Miramar Pkwy (from Pines Blvd). 4. Verify that all the TADMS and LSDMS are active. 5. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4S (6S and 9S if additional segments are closed): <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide

			<p>Motorists cannot be forced onto a tolled facility. Ramps to HEFT NB and SB will be left open so that motorists have an option to exit the enclosed facility.</p> <p>Once all secondary closures are implemented, close the additional segments in SELS (6S and 9S).</p>	<p>SEGMENT 4S (75 EXPRESS MAINLINE)”.</p> <ol style="list-style-type: none"> 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Miramar Pkwy (from Pines Blvd / I-75 mainline). 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-9S at Sheridan St (from Griffin Rd / I-75 mainline). 5. Dispatch incident responders to implement a hard closure at the egress / exit at Griffin Rd (to Sheridan St) and force motorists to mainline. 	<p>event, select an even. An event must be selected before leaving ‘Closed’ mode.</p> <ol style="list-style-type: none"> 6. In SunGuide, terminate the response plan that was used for this closure. 7. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 8. Continue tolling as usual.
--	--	--	--	--	---



Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express SB between HEFT SB and exit / egress to NW 138 St. Segment I-75-4S.	SB	CRASH, EMERGENCY VEHICLES, ROADWORK EMERGENCY, POLICE ACTIVITY, OR FLOODING EVENT OCCURS IN TWO LANE SECTION OF EXPRESS LANES SEGMENT I-75-4S (BETWEEN HEFT SB AND EXIT / EGRESS TO NW 138 STREET) BLOCKED	<p>This is a District Six Incident Management response area.</p> <p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p> <p>Manually add internal DMS 7.2 EL with RPG based message based upon location of incident.</p> <p>Refer to DMS messaging plan.</p>	<p>If the event type is Crash, Emergency Vehicles, Road Work Emergency, Police Activity or Flooding, then:</p> <p>10. Notify District Six to dispatch incident responders to assist with the event.</p> <p>11. In SELS Corridor View, click on the  within the Status Table for the Segment:</p> <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-4S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). <p>12. Generate a response plan to notify motorists of the lane blockage using messaging for a SOFT closure.</p> <p>Once the event exceeds 60 minutes, or if expected to exceed 60 minutes, or if all lanes are blocked:</p> <p>1. In SELS Corridor View, click on the  within the Status Table for the Segment:</p> <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-4S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). <p>2. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 4S (75 EXPRESS MAINLINE)”.</p>	<p>7. Release the responder to open at the egress / exit at Griffin Rd (to Sheridan St).</p> <p>8. Release the responders and open the segment entrance / ingress at Sheridan St (from Griffin Rd).</p> <p>9. Release the responders and open the segment entrance / ingress at Miramar Pkwy (from Pines Blvd).</p> <p>10. Verify that all the TADMS and LSDMS are active.</p> <p>11. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4S (6S and 9S if additional segments are closed):</p> <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before



			<p>Motorists cannot be forced onto a tolled facility. Ramps to HEFT NB and SB will be left open so that motorists have an option to exit the enclosed facility.</p> <p>Once all secondary closures are implemented, close the additional segments in SELS (6S and 9S).</p>	<ol style="list-style-type: none"> 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Miramar Pkwy (from Pines Blvd / I-75 mainline). 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-9S at Sheridan St (from Griffin Rd / I-75 mainline). 5. Dispatch incident responders to implement a hard closure at the egress / exit at Griffin Rd (to Sheridan St) and force motorists to mainline. 	<p>leaving 'Closed' mode.</p> <ol style="list-style-type: none"> 12. In SunGuide, terminate the response plan that was used for this closure. 13. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 14. Continue tolling as usual.
--	--	--	---	---	--


Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB exit / egress to NW 138 St (at Miami Gardens Drive). Segment I-75-4S.</p>	<p>SB</p>	<p>EXIT / EGRESS TO NW 138 ST / I-75 MAINLINE SEGMENT I-75-4S BLOCKED</p>	<p>This is a District Six Incident Management response area.</p> <p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St. Notify District Six if incident or off-ramp back up affects mainline to NW 138th St.</p> <p>Refer to DMS messaging plan.</p> <p>For this scenario, as the Trip destination is to NW 138th St and the EL mainline is unaffected to Palmetto Express destinations, to improve throughput we are to CLOSE segment 4S, and manually change the LSDMS to reflect OPEN, and place ‘Out of Service’. *Once we toll dynamically, the price will have to be adjusted based upon change in dynamic pricing.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event type:</p> <ol style="list-style-type: none"> 1. Notify District Six to dispatch incident responders to assist with the event. 2. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-4S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 3. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 4S (EGRESS)”. <p>Once the event exceeds 60 minutes (or if expected to exceed 60 minutes from the time of activation):</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  within the Status Table for the Segment: <ul style="list-style-type: none"> o Choose Closed mode for Segment I-75-4S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). 	<ol style="list-style-type: none"> 1. Release the responder to open at the egress / exit at Griffin Rd (to Sheridan St). 2. Release the responders and open the segment entrance / ingress at Sheridan St (from Griffin Rd). 3. Release the responders and open the segment entrance / ingress at Miramar Pkwy (from Pines Blvd). 4. Verify that all the TADMS and LSDMS are active. 5. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4S (6S and 9S if additional segments are closed): <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode.

			<p>Motorists cannot be forced onto a tolled facility. Ramps to HEFT NB and SB will be left open so that motorists have an option to exit the enclosed facility.</p> <p>Once all secondary closures are implemented, close the additional segments in SELS (6S and 9S).</p>	<ol style="list-style-type: none"> 2. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 4S (75 EXPRESS MAINLINE)”. 3. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-6S at Miramar Pkwy (from Pines Blvd / I-75 mainline). 4. Dispatch incident responders to implement a hard closure at the ingress / entrance to Segment I-75-9S at Sheridan St (from Griffin Rd / I-75 mainline). 5. Dispatch incident responders to implement a hard closure at the egress / exit at Griffin Rd (to Sheridan St) and force motorists to mainline. 	<ol style="list-style-type: none"> 6. In SunGuide, terminate the response plan that was used for this closure. 7. In SunGuide, notate the use of the Toll Amount DMS and the status of what is posted (Tolling). 8. Continue tolling as usual.
--	--	--	--	---	---

Location	Direction	Scenario	Comments	Response	Recovery
75 Express Lanes Events – 75 Express SB beyond exit / egress to NW 138 St (at Miami Gardens Drive) – Single lane to Palmetto Express.	SB	SINGLE LANE CLOSED BEYOND EXIT / EGRESS TO NW 138 STREET (INTERAGENCY)	<p>This is a District Six tolling and Incident Management response area.</p> <p>No action required to be taken on the TADMS or LSDMS.</p> <p>Refer to DMS messaging plan.</p>	<p>Regardless of event:</p> <ol style="list-style-type: none"> 1. Notify District Six to dispatch an incident responder to implement a hard closure at the exit / egress to NW 138 St (force motorists to mainline). 2. Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT BEYOND 4S”. 3. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Release the incident responder and open at the exit / egress to NW 138 St. 2. In SunGuide, terminate the response plan that was used for this closure. 3. Continue tolling as usual.

Location	Direction	Scenario	Comments	Response	Recovery
<p>75 Express Lanes Events – 75 Express SB Facility Closure.</p>	<p>SB</p>	<p>FULL SOUTHBOUND FACILITY CLOSURE FOR CONSTRUCTION</p>	<p>Closures should begin North to South so that traffic exits upstream.</p> <p>Interagency events need to be made ACTIVE so that they can be associated in SELS. Once associated, then revert to UNCONFIRMED (comment within chronology).</p> <p>If the ramp from I-75 mainline / I-595 / SR-869 is closed prior to the reversible ramp, then using the group filter 75X SB 02 Before Royal Palm, post CLOSED on the TADMS and EXPRESS LANES CLOSED on the LSDMS and place OOS. Once the reversible ramp is closed, then make active and close Segment 13S in SELS.</p>	<p>If the event type is Road Work Emergency or Road Work Scheduled, then:</p> <ol style="list-style-type: none"> 1. Create an interagency coordination event for the reversible ramp (ingress from I-595 Westbound). <ul style="list-style-type: none"> o Notate the use of the Toll Amount DMS, and the status of what is posted (Closed). o Manually post ‘CLOSED’ on all the TADMS located on 595 Express, associated with the I 75 entrance to 75 Express SB Segment I-75-13S, using group filter ‘75X SB 01 595 W Ramp’. o Manually post ‘EXPRESS LANES CLOSED’ on all the LSDMS located on 595 Express, associated with the I 75 entrance to 75 Express SB Segment I-75-13S, using group filter ‘75X SB 01 595 W Ramp’. o Set the TADMS and LSDMS to ‘Out of Service’. 2. Create an event for the ingress to segment 13S (ingress from I-75 mainline / I-595 / SR-869) <ul style="list-style-type: none"> o In SELS Corridor View, click on the  within the Status Table for the Segment: o Choose Closed mode for Segment I-75-13S. o Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. o Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). o Post messages using SunGuide predefined plan “75 EXPRESS SB SEGMENT 13S”. 	<ol style="list-style-type: none"> 1. Verify that all the TADMS and LSDMS are active. 2. In the SELS Corridor View, click on the  within the Status Table for Segment I-75-4S, 6S, 9S and 13S: <ul style="list-style-type: none"> o Choose desired mode (current). o If the Closed mode was not originally associated with a SunGuide event, select an even. An event must be selected before leaving ‘Closed’ mode. 3. In SunGuide, terminate the response plan that was used for this closure. 4. In SunGuide, notate the use of the Toll Amount DMS and

			<p>Refer to DMS messaging plan.</p> <p>Refer to DMS messaging plan.</p> <p>District Six have an IM DMS located parallel to the SB EL Egress to HEFT NB.</p>	<ol style="list-style-type: none"> 3. Create an event for the ingress to segment 9S (ingress from I-75 mainline / Griffin Rd) <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-9S. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75SB012.0. 4. Create an event for the ingress to segment 6S (ingress from I-75 mainline / Pines Blvd.) <ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-6S. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75SB007.2-EL, and 75SB08.9. 5. Create an interagency coordination event for a location within Segment 4S. <ul style="list-style-type: none"> ○ Notify District Six to utilize their internal IM DMS. 	<p>the status of what is posted (Tolling).</p> <ol style="list-style-type: none"> 5. Advise 595 Express to clear the DMS messaging (interagency). 6. Advise District Six to clear the DMS messaging (interagency). 7. Continue tolling as usual.
--	--	--	---	--	---

			<p>District Six have two internal Toll Amount signs for segment and trip tolls to NW 74th St, NW 25th St / Dolphin Expwy, and SW 24th St.</p> <p>Refer to DMS messaging plan.</p>	<ul style="list-style-type: none"> ○ In SELS Corridor View, click on the  within the Status Table for the Segment: ○ Choose Closed mode for Segment I-75-4S. ○ Select the associated SunGuide event. If the event is not available at the time of the override, select a Dummy event. ○ Ensure that the effective time is set at 10 minutes before the event reported time (default in SELS). ○ Post a message from the SunGuide message library “75 EXPRESS LANES CLOSED DO NOT ENTER” on 75SB007.2-EL. ○ Notate the use of the Toll Amount DMS, and the status of what is posted (Closed). 	
--	--	--	--	--	--

CONGESTION MANAGEMENT

The Express Lane Operator shall document both recurring and non-recurring congestion within the any of the Express Lane facilities in accordance with District Four Event Management Procedures. All congestion detected within the Express Lanes shall have “Congestion” events created with a FLATIS message being published to the Interactive Voice Recognition (IVR) system and Statewide 511 website. The Express Lanes Operator shall monitor the SELS Speed Graphs or the corridor map view to identify congestion and verify all congestion via CCTV or Road Ranger/SIRV.


Once the average Traffic Density (TD) for an Express Lanes segment is equal to or greater than 32 (currently configured to TD of 32) and/or the segment is 50% congested, SELS shall automatically request the “CONGESTED” message for the segment Lane Status DMS (LSDMS).


Once congestion has been reduced in the segment (less than 50%) or the TD drops below the configured threshold, then the “EXPRESS LANES OPEN” message will replace the previous ‘CONGESTED’ messaging. The Express Lanes Operator is to verify that the Lane Status DMS are posting the correct message.


MINIMUM SPEED TOLL (DYNAMIC TOLLING)

FLORIDA STATUE 338.166



If a customer’s average travel speed for a trip in an Express Lane falls below 40 miles per hours, the customer must be charged the minimum Express Lane Toll. A customer’s Express Lane average travel speed is his or her average travel speed from the customer’s entry point to the customer’s exit point.


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Dynamic Or Time Of Day To Closed, Zero Toll Or Manual Mode		<ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  of the segment that needs to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o CLOSED and Zero Toll modes must be associated with a D4 event. Manual mode must either be associated with an event or a comment must be entered. If the event is not available at the time of the mode change, select a Dummy event from either District. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Mode Change From Closed, Zero Toll Or Manual Mode To Dynamic Or Time Of Day Modes		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the segment to be updated. 2. Select the new mode from the “Mode” dropdown list. <ul style="list-style-type: none"> o If previous mode was CLOSED, Zero Toll or Manual mode and was not associated with a D4 event, an event from either District must be selected before the mode can be changed. 3. Check the “Approved” checkbox and then select “Submit”. 4. Verify that Lane Status and Toll Amount DMS are posting the correct message. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Express Lanes Closed.		<ol style="list-style-type: none"> 1. Verify that the TADMS and/or LSDMS are active. 2. In the SELS Corridor View, click on the  for the Segment within the Status Table <ul style="list-style-type: none"> o Choose desired mode o If the Closed mode was not originally associated with a D4 event, select an event from either district. An event must be selected before leaving Closed mode. o Verify that Lane Status and Toll Amount DMS are posting the correct message. 3. In SunGuide, terminate the response plan that was used for this closure. 4. Notify D6 TMC if relevant to closure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Update Reminder Notification		<p>In the Toll Update Reminder alert, click on the “Acknowledge” button</p> <p>If user desires to remain in the current mode, check the “Approved” checkbox and then select “Submit”.</p> <p>To change mode:</p> <ol style="list-style-type: none"> 1. Select the new mode from the “Mode” dropdown list 2. Verify or select the Toll amount and the Lane Status DMS Message. 3. If required, select a D4 event from the dropdown lists (select Dummy event if real event is not yet available). 4. Check the “Approved” check box and click on the “Submit” button. 5. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> o If a message is incorrect, then ensure that an ITS Maintenance Module trouble ticket is open for this failure. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Toll Adjustment For Segments (Finite AND ONGOING)		<p>Ongoing Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS click on the  for the Segment within the Status Table. 2. Select the desired effective time 3. Select the desired Adjusted Toll 4. Associate an event or add a comment to justify the adjustment. 5. Submit the Ongoing Adjustment. 6. Continue tolling as usual. <p>Finite Adjustment:</p> <ol style="list-style-type: none"> 1. In SELS, click on the  for the Segment within the Status Table for the segment. 2. Select the desired effective time. 3. Check Finite Adjustment. 4. Select the desired Effective End. 5. Select the desired Adjusted Toll. 6. Associate an event or add a comment to justify the adjustment. 7. Submit the Finite Adjustment. 8. Continue tolling as usual. 	

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Implementing Toll Adjustment For Trip Tolls (Ongoing Only)		<p>Ongoing Adjustment</p> <ol style="list-style-type: none"> 1. In SELS Corridor View, click on the  for the Trip within the Status Table. 2. Select the desired Adjusted Time/Toll 3. Add a comment justifying the adjustment 4. Submit Ongoing Adjustment 5. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ongoing Toll Adjustment Reminder		1. When an ongoing toll adjustment reminder appears, select “Continue” if still applicable, or select “End” if not.	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Ending Ongoing Adjustments		<ol style="list-style-type: none"> In the SELS Corridor View, click on the M for the segment with an ongoing adjustment in effect or any segment within a trip with an ongoing adjustment. Note: It is not possible to end a trip adjustment directly; it must be done via a segment included in that trip. Select the current mode and toll for the selected segment and submit the request (continue current active toll/mode). When the ongoing adjustment reminder appears, select End and submit. 	<p>If a Toll Adjustment was in effect prior to system restart, the interim toll will only present \$0.00, \$0.50, and latest Toll Adjustment amount.</p> <p>If Toll Adjustment is no longer required upon restart, then end the Toll Adjustment.</p>

MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Email	Attachments	Example Content Of Email
Retroactive Toll Adjustment request procedure	Alexandra Lopez Ryan Drendel David Needham Dee McTague Leroy Soley	Toll Chronology (SELS or ELS) for impacted segment / time	<p>A ‘descriptor’ event on ‘roadway’, ‘direction’ (facility – GU/EL), at ‘cross-street’, occurred on ‘day, date, time’.</p> <ul style="list-style-type: none"> Explanation of incident. Explanation of reasons why tolls should be recommended to be scratched. Fixed statement (example below).
<p>A fatality event on I-595 EB (general use lanes) at US-441 occurred on Saturday, 12/2 @10:52 PM.</p> <ul style="list-style-type: none"> The 595 team closed 595 Express at the Turnpike reversible lanes, forcing motorists onto a tolled facility. Florida’s Turnpike should be notified in case motorists complain about being forced onto a tolled roadway (there was no other egress available due to the fatality). <i>Note that motorists on 595 GU had the option to take US 441.</i> Tolling continued on 595 Express for the duration of the incident. Tolling should have been suspended since motorists were unable to reach the destination of I-95. <p>TOLL ADJUSTMENT: We are hereby requesting a retroactive toll adjustment on 595 Express EB from 12/02/2023 @ 10:42 PM (10 minutes before event creation) through 12/03/2023 @ 1:43 AM when the ramps were reopened.</p>			


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
System Restart		<p>Complete and submit startup dialog for each segment.</p> <ol style="list-style-type: none"> Select desired interim toll. <ul style="list-style-type: none"> Interim toll options are limited to 0.00, \$0.50, and last effective Toll Amount. Select the lowest of those tolls that would have been used during the outage if the software had been operating. Select desired mode (Dynamic, TOD, Zero Toll, or Closed) <ul style="list-style-type: none"> If applicable, associate an event or add comments. If applicable, select desired toll amount (Manual or TOD Modes ONLY). Select desired Lane Status DMS Message Check the “Approved” checkbox and submit. Manually check if there was an ongoing adjustment before system restart. <ul style="list-style-type: none"> If yes, decide if Toll Adjustment is still needed. If needed, click on the <input type="checkbox"/> for the Segment within the Status Table. If not, continue normal operations. Continue tolling as usual. 	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
<p>TOLL SUSPENSION:</p> <p>Request To Open Express Lane Or Set Toll To \$0.00 For Emergencies Or Special Events.</p> <p>Most Likely Due to:</p> <p>Evacuation</p>		<p>Special approval is required TSM&O Program Manager, TSM&O Engineer-Freeways, and EOC (Jeannie Cann) will notify operations staff to implement.</p> <ol style="list-style-type: none"> In the SELS Corridor View, click on the <input type="checkbox"/> within the Status Table for the Segment, select Zero Toll mode and set the effective time at 10 minutes before the event reported time within SELS (default) <ul style="list-style-type: none"> The Zero Toll Override must be associated with a D4 event, if available. If no D4 event is available at the time of the override, select a Dummy event. 	




MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
SEGMENT CLOSURE AND RECOVERY FROM CLOSURE DURING TOLL SUSPENSION		<p>1. Search the section for Express Lanes Events in this document for the procedure that applies to the location of the blocking event. Follow the procedure.</p> <p>2. Notice that if the procedure calls for a toll adjustment it does not apply since mode was Zero Toll (\$0.00) before the event.</p> <p>RECOVERY</p> <p>1. When recovering from the closure, in SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode. o If the Closed mode was not originally associated with a SunGuide event, select an event. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan for the event.</p>	


MODE CHANGES, ADJUSTMENTS, SYSTEM RESTART			
Scenario	Comments	Response	Recovery
Recover From Open Status (Zero Toll Mode)		<p>1. In SELS, click on the  for the Segment within the Status Table and:</p> <ul style="list-style-type: none"> o Choose desire mode o If the Zero Toll mode was not originally associated with a SunGuide event, select an event from D4, if available. An event must be selected before leaving Zero Toll mode. <p>2. In SunGuide, terminate the response plan associated with the toll suspension.</p>	



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Verification		<ol style="list-style-type: none"> 1. Acknowledge the DMS Verification Notification. 2. Verify that each Toll Amount and Lane Status DMS is showing the correct message. 3. If a sign is correct, check Confirmed. If it is incorrect: <ul style="list-style-type: none"> ○ If there is already an open MIMS ticket for this DMS, do nothing. ○ If there is not an open MIMS ticket, follow the appropriate action for a stuck or blank sign. 4. After all signs have been reviewed, select “Completed” on the DMS Verification form. 	




COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Toll Amount DMS		<p>For each Toll Amount DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 1. Click on the Toll Amount DMS icon  for the sign to be changed. 2. Locate the desired sign in the Sign Control pop-up, using the TADMS name or the Destination. 3. In the New Message area, choose Toll Message, if posting a toll message, or “Configured Message”. 4. Double click in the message display area (black rectangle). 5. Select a message from the drop-down list. 6. Click on Send Message. 7. Set DMS status to ‘Out of Service’. 8. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign ‘Out of Service’ and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
Post Messages Manually On Lane Status DMS		<p>For each Lane Status DMS on which a manual message is to be posted:</p> <ol style="list-style-type: none"> 5. Click on the Toll Amount DMS icon  for the sign to be changed. 6. In the New Message area, choose Status Message, if posting a lane status message, or "Configured Message". 7. Double click in the message display area (black rectangle). 8. Select a message from the drop-down list. 9. Click on Send Message. 10. Set DMS status to 'Out of Service'. 11. Verify that the message just posted is still on the sign. If not, set the Sign Active and repeat the process of posting the message, taking the sign 'Out of Service' and verifying. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>If Operator CHOOSES A MANUAL MODE Toll That Is Higher Than The Correct Toll</p>		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. *Wait until it is at least one minute after the effective time of the correct toll just requested and then click on the  for the Segment within the Status Table. 3. Check Finite Adjustment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the effective time of the incorrect toll. 4. Set the Effective End Time at the current time, but at least one minute after the effective time of the correct toll that was requested above. 5. Associate an event or add a comment justifying the adjustment. 6. Submit the Adjustment. 7. In SELS, click on the  within the Status Table for each trip that includes the segment 8. From the Adjusted Time/Toll drop-down list, select the first (latest) toll that is equal to or lower than the desired (correct) trip toll. If no toll is available that is low enough, close this dialog and do not adjust the trip toll. 9. Associate an event or add a comment justifying the adjustment 10. Submit Adjustment 11. Repeat for each trip that includes the segment with the erroneous toll. 12. Continue tolling as usual. 	<p>*The delay in 'Step 2' is necessary to ensure that any time at which the incorrect toll was active, was covered by the adjustment. An adjustment's 'end time' cannot be set after the current time. If the dialog is opened before this time, the desired ending time will not be available.</p>



COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
If Operator CHOOSES A MANUAL MODE Toll That Is Less Than The Correct Toll		<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  for the Segment within the Status Table, select the correct mode and toll and submit. 2. Continue tolling as usual. 	

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
DMS Subsystem Failure. Blank Or Stuck Messages		<ol style="list-style-type: none"> 1. Notify IT. 2. Open a MIMS ticket within the ITS Maintenance Module. (critical) 3. If one or several Segment Toll Amount signs are blank or have a message stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it, <ul style="list-style-type: none"> o Set the toll to \$0.50 and set the effective time at 10 minutes before the failure was discovered. 4. SELS If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: In SELS Corridor View, click on the  within the Status Table for each Segment included in the trip, <ul style="list-style-type: none"> o Adjust the toll for each segment included in the trip to \$0.50 as in the step above. It is not necessary to adjust the trip toll, since all segments included in the trip are set to the minimum toll. 5. Continue the adjustment(s) until the DMS Subsystem is operational. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES			
Scenario	Comments	Response	Recovery
<p>DMS FAILURE AFFECTS ALL DMS IN ONE OR SEVERAL SEGMENTS.</p> <p>BLANK OR STUCK MESSAGES</p>	<p>If any EL Entrance must be closed due to a DMS failure, the *Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p> <p>*If reported as a fiber cut or power outage, for example, or the outage is a result of scheduled maintenance, then the Maintenance Contractor is not required to perform a closure(s).</p> <p>Report any other devices (CCTV or Vehicle Detectors) that are failed.</p>	<ol style="list-style-type: none"> 1. Notify IT and open a MIMS ticket within the ITS Maintenance Module (critical). 2. If one or several Segment Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for each Segment with a Segment Toll Amount Sign that is blank or has a message stuck on it: <ul style="list-style-type: none"> o Choose Manual mode. o Set the toll to \$0.50. o Click the “Is an Override” checkbox. o Set the effective time as the effective time of the last toll. 3. If one or several Segment Toll Amount signs have a stuck ‘CLOSED’ message on it: <ul style="list-style-type: none"> o In SELS Corridor View, click on the  within the Status Table. o Set the toll to \$0.00 and set the effective time at 10 minutes before the failure was discovered. 4. If one or several Trip Toll Amount signs are blank or have an incorrect toll stuck on them: <ul style="list-style-type: none"> If all Trip Toll Amount signs are blank: <ul style="list-style-type: none"> o Take no action on the signs. 5. If one or several Trip Toll Amount signs have a toll stuck on them that is equal or higher than the recommended toll: <ul style="list-style-type: none"> o Take no action on the sign(s). 6. If one or several Trip Toll Amount signs have a toll stuck on them that is lower than the recommended toll: <ul style="list-style-type: none"> In SELS Corridor View, click on the  within the Status Table for each trip displaying an incorrect (low) toll, <ul style="list-style-type: none"> o Set the Trip toll equal to the toll stuck on the sign (if available). o If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 7. Continue the adjustment(s) until the DMS Subsystem is operational or the segments are closed due to an incident. 	<ol style="list-style-type: none"> 1. Resume normal tolling for all segments. 2. End ongoing adjustments.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is Blank</p>	<p>See special case for specific locations in the next page.</p> <p>For HEFT NB ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If one Segment Toll Amount DMS is blank at an entrance to the Express Lanes, and another is working for the same entrance:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>Note at least one Toll Amount DMS must be operational for each entrance to the Express Lanes.</p> <p>If all Toll Amount DMS at an entrance to the Express Lanes are blank:</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Associate an event or add a comment justifying the adjustment. 3. Open a MIMS ticket (Critical Failure). 4. Continue the ongoing adjustment after each toll update until at least one DMS is operational at the entrance, or the entrance is closed. 5. When entrance is closed or at least one sign is operational, end the adjustment and resume operation as usual. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Incorrect Toll Message(S) Stuck On Sign(S)</p>	<p>Stuck Trip Toll Amount DMS are handled differently. Procedures for Trip Toll Amount DMS have their own section in the next pages.</p> <p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a MIMS ticket (Critical Failure). <p>If the downstream Toll Amount DMS at an entrance to the Express Lanes has a stuck segment toll:</p> <ol style="list-style-type: none"> 1. If the stuck toll on the downstream sign is the same as, or higher than, the recommended toll, continue tolling as usual. 2. If the stuck toll on the downstream sign is lower than the recommended toll: <ul style="list-style-type: none"> ○ In SELS, click on the M within the Status Table for the Segment, select Manual mode, set the toll equal to the toll stuck on the sign, set the effective time at the effective time of the last toll. ○ Enter a comment explaining why Manual mode was used. ○ Continue using this procedure until the failure is resolved. 3. Open a MIMS ticket (Critical Failure). 4. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the M within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <ul style="list-style-type: none"> ○ If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is Blank.</p> <p>(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment, choose \$0.50 for the toll, and set the effective time at 10 minutes before the sign was found to be blank. 2. Open a MIMS ticket (Critical Failure). 3. Continue the adjustment after each toll update until the DMS is operational. 4. End the ongoing adjustment. 	<p>Toll Amount DMS may be blank after contractor repairs it.</p> <ol style="list-style-type: none"> 1. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 2. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. <p>If a message is not correct, then ensure that a MIMS ticket is open for the failure.</p>


COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment INTERNAL Toll Amount DMS. Message Is STUCK.</p> <p>(75 Express NB before Miami Gardens Drive and 95 Express SB at Atlantic Blvd)</p>	<p>These internal Toll Amount DMS are for motorists that are already travelling inside the facility from an upstream location.</p>	<ol style="list-style-type: none"> 1. If the stuck toll is the same as or higher than the recommended toll, continue tolling as usual. 2. If the stuck toll is lower than the recommend toll, in the SELS Corridor View, click on the  within the Status Table for the Segment, choose Manual mode, set the toll equal to the toll stuck on the sign. <ul style="list-style-type: none"> o Enter a comment explaining why Manual mode was used. o Continue using this procedure until the failure is resolved. 3. Open a trouble ticket within the ITS Maintenance Module (critical). 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. 4. If a message is not correct, then ensure that a MIMS ticket is open for the failure.


COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
Failed Segment Toll Amount DMS. PIXEL FAILURE		<ol style="list-style-type: none"> 1. If failure makes messages unclear, blank the sign and set it out of service. Follow procedure "Failed Segment Toll Amount DMS. Message Is Blank" 2. If messages can be understood event through the pixel error, continue using the sign. 3. Open a trouble ticket within the ITS Maintenance Module. 	<ol style="list-style-type: none"> 1. Toll Amount DMS may be blank after contractor repairs it. 2. In the SELS Corridor View, click on the  within the Status Table for the Segment and set tolls as usual. 3. When the SELS DMS Verification form appears, verify that each Toll Amount and Lane Status DMS is showing the correct message. 4. If a message is not correct, then ensure that a MIMS ticket is open for the failure.



COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
Failed Trip Toll Amount DMS (Blank)		<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue tolling as usual. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.



COMMON DMS PROCEDURES

Trip Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Trip Toll Amount DMS (STUCK)</p>	<p>See special cases for specific locations in the next pages.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contract shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<p>If the upstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll, but the corresponding downstream Toll Amount DMS is working:</p> <ol style="list-style-type: none"> 1. Continue tolling as usual. 2. Open a trouble ticket within the ITS Maintenance Module (critical). <p>If the downstream Toll Amount DMS at an entrance to 95 Express has a stuck trip toll:</p> <ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 3. At each toll update, continue the adjustment until the sign is fixed. 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Segment Toll Amount Sign Failures

Scenario	Comments	Response	Recovery
<p>Failed Segment Toll Amount DMS. Message Is STUCK</p>	<p>For HEFT ramp to 75 Express Northbound: If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. If the toll shown on the Trip Toll Amount DMS is equal to or higher than the requested toll, continue tolling as usual. 2. If the toll shown on the Trip Toll Amount DMS is stuck lower than the requested toll, in the SELS Corridor View, click on the  within the Status Table for the Trip, choose the Time/Toll at which the toll matches what is stuck on the Trip Toll Amount DMS (if available), add a comment explaining the reason for the adjustment and submit. If that trip toll is not available, submit an ongoing \$0.50 segment toll adjustment for each segment in the trip, effective 10 minutes before the sign was found to be stuck. 3. Open a MIMS ticket (Critical Failure). 4. At each toll update, continue the adjustment until the sign is fixed. 5. If ramp is to be closed for repair, once hard closure is implemented, post CLOSED on associated DMS, and resume tolling as usual (segment is open). 	<ol style="list-style-type: none"> 1. Click on the  within the Status Table for each Segment included in the trip. 2. Select the current mode and toll and submit. 3. If an ongoing adjustment reminder appears for one of these segments, select End and Submit.

COMMON DMS PROCEDURES

Lane Status DMS Failures

Scenario	Comments	Response	Recovery
<p>Failed Lane Status And/or Full Matrix IM DMS</p>	<p>Same if Lane Status DMS message is blank or has a message stuck up, including Closed or Open.</p> <p>If any EL Entrance must be closed due to a DMS failure, the ITS Maintenance Contractor shall perform the closure(s) and coordinate the closure(s) with the Control Room Staff.</p>	<ol style="list-style-type: none"> 1. Open a MIMS ticket (Critical Failure). 2. Continue operating Express Lanes as usual. 	<ol style="list-style-type: none"> 1. Place sign back in service. 2. Manually post appropriate lane status message.

GLOSSARY

Default Toll – The toll to be used when scheduled or calculated tolls are not available, and the facility is not open (Zero Toll). This is currently \$0.50.

Dynamic Mode – A toll setting mode in which current traffic conditions are used to determine the toll charged.

Effective Time – The time at which a toll becomes the toll in use for a segment or trip and not necessarily the time when it was requested or first appeared on Toll Amount signs.

Manual Override – This term refers to using Manual mode with a retroactive effective time to override previously requested tolls. This changes the toll posted on the signs as well as the toll sent to the Turnpike.

Toll Adjustment – A manual correction of the toll to be charged by the Turnpike (FTE). This correction is frequently retroactive to correct an incorrect toll or a toll inconsistent with that on signs, such as when the toll message on a sign is stuck or the sign is blank. This changes the toll charged by the Turnpike but does not change any signs. It is always less than or equal to the toll in effect.

Override vs. Adjustment – Overrides affect the tolls posted on signs as well as the tolls charged by SunPass. Adjustments affect the tolls charged by SunPass, but do not change the tolls posted on the signs. Both are frequently effective retroactively, such as when an incident closes the Express Lanes, to help compensate for people who may have been affected by the blockage that may have occurred after they enter the facility, to adjust tolls when a Toll Amount sign has failed or at other times when a driver may have seen a toll that may be higher than what should be charged. Retroactive overrides/adjustments are usually limited to become effective no earlier than 2 hours prior to the time at which they are submitted (configurable).