



# TURNPIKE NORTH EMERGENCY SHOULDER USE PLAN ESU PLAN

Standard Operating Procedure  
January 20, 2022

Florida's Turnpike (SR 91) From SR 50 (Exit 272) To US 301 (Exit 304)  
And From US-301 To I-75 Interchange



## Table of Contents

Plan Overview _____	1
Organization Structure and Communication _____	2
Primary Notification _____	2
Contact List _____	3
Equipment & Resource List _____	5
Personnel _____	6
Pre-Implementation Operations Under Blue Skies _____	7
Pre-Implementation Operations Under Pending Gray Skies _____	8
Public Information _____	9
Logistics _____	9
Infectious Disease Control _____	10
Communications _____	10
Implementation Operations _____	10
Set-Up Sequence _____	11
Monitoring Operations _____	12
Post-Implementation Operations _____	12
When to Terminate Operation TPK ESU _____	13
Public Information _____	13
Termination Sequence _____	13
Document Updates _____	14
Annex _____	15

## Turnpike North Emergency Shoulder Use

This Standard Operating Procedure (SOP) establishes the operations required to be prepared for and to implement the Turnpike's Northern Emergency Shoulder Use (ESU) Plan. The implementation of this plan requires the coordinated effort of the Florida Department of Transportation (FDOT) Turnpike District, FDOT District 5, and Florida Highway Patrol (FHP). This SOP establishes what operations must be performed, who will perform the operations, when the operations will be performed, where the operations will be performed, and how the operations will be performed. This SOP may be revised and the ability to adapt to actual conditions is a necessity during any emergency event.

### Plan Overview

In the event of a mass evacuation of Southeast, West and/or Central Florida due to a hurricane, large numbers of evacuees are expected to use the Turnpike to head north toward Georgia. There is an area of potential traffic congestion on the Turnpike system north of Orlando continuing to the end of the Turnpike at the I-75 junction. To mitigate this, the Turnpike has created an Emergency Shoulder Use Plan that uses the existing outside shoulder to add an additional travel lane. This will allow reduced travel times for evacuees.

Due to the proximity of the end of the Turnpike mainline and the Wildwood I-75 interchange (SR 44 / Exit 329) the ESU is terminated at the US 301 (Exit 304) interchange approximately three miles south of I-75. Traffic using the shoulder can use US 301 as an alternate route if the Turnpike / I-75 junction is congested. Traffic exiting at US 301 will need to be managed and directed back to I-75 by District 5 and FHP Troop C since this is outside the Turnpike and FHP Troop K jurisdiction. Trailblazers are present at the critical points to ensure direction.

An alternative plan to terminate the Turnpike ESU at I-75 is available if conditions warrant. The decision on which termination point used will be made based on actual evacuation conditions and input from all stake holders.

The intersection of US 301 and the Turnpike has multiple choke points and left turn movements that may cause delay and backups which will require adjustments. Additional traffic control devices and staff will be provided at this location. The PCMS in this area placed by the Turnpike will be remotely programable to provide flexibility.

FDOT Central Office Turnpike, D5, FHP (Troops C & K) coordinate annually to discuss these options for traffic management at this critical junction.

## Organization Structure and Communication

FDOT and FHP will implement the Turnpike's North ESU following direction from the Governor or State Coordinating Officer. The Department will communicate the direction to implement from the State Emergency Operations Center (SEOC) to the District EOC. FHP will communicate the direction using a similar process. At that point, coordination and implementation of this plan will be with Turnpike District (Zone 3), District 5 (Ocala Operations Unit), along with FHP Troops K and C. Turnpike Zone 3 is under an active Asset Maintenance (AM) contract with Louis Berger. The AM Contractor will provide the necessary staff and equipment to implement the ESU. The Turnpike "Zone 3" Maintenance Manager will be the onsite Implementation Team Leader. Notification to appropriate personnel will be made via telephone, e-mail, fax, radio, etc.

### Primary Notification

Affected FHP District Offices (Troops K & C)	Emergency Medical and Fire Services
Florida Department of Transportation	Communications Office
Local Law Enforcement	News Media
Department of Emergency Management	Turnpike Zone 3 AM Contractor

## Contact List

NAME	AGENCY	EMAIL	PHONE
Nicola Liquori	FDOT D8 Executive Director & CEO	Nicola.Liquori@dot.state.fl.us	407-264-3100 (O) 407-702-3981 (C)
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## Equipment & Resource List

The quantities listed below are needed for the implementation of the ESU per the plans and this SOP. Additional equipment, and devices may be available from other districts to augment this plan. The cones and temporary signs for this operation are warehoused as emergency items at the Zone 3 AM Contractor's facility. The portable changeable message signs (PCMS) are also located at the Zone 3 AM Contractor's facility. The summary does not include devices needed on US 301 for diverted traffic into District 5's area of responsibility.

### Primary Plan

RESOURCES	NUMBER NEEDED
Cones	857
Temporary Signs	72
Turnpike / AM Contractor Staff	12
PCMS	10
Road Ranger Vehicles	4
EAV (Emergency Assistance Vehicle)	4
Law Enforcement	13

### Extension Plan

RESOURCES	NUMBER NEEDED
Cones	31
Temporary Signs	10
Turnpike / AM Contractor Staff	2
PCMS	2
Road Ranger Vehicles	1
EAV (Emergency Assistance Vehicle)	1
Law Enforcement	1

## **Personnel**

Thirteen (13) Turnpike (FDOT & AM Contractor) staff members and thirteen (13) FHP staff are needed to implement the ESU plan. AM Contractor personnel will place the traffic control devices and FHP officers are staged to maintain and monitor traffic. Emergency Assistance Vehicles will be provided under the Turnpike's Specialty Towing and Roadside Repair (STARR) contract. Turnpike's STARR wreckers will have at least four assigned units to aid motorists. Some personnel adjustments can be made to fit field conditions as needed. Field communication and coordination will be made with FDOT's two-way radio system and mobile phones.



## Pre-Implementation Operations Under Blue Skies

PRE-IMPLEMENTATION OPERATIONS ACTIVITY (BLUE SKIES)	RESPONSIBLE PARTY	TIMELINE	QUALITY CONTROL
Verify Plan Contact List	Turnpike EM	Prior to June 1	DME
Check corridor for changes and make any needed adjustments to plan	Turnpike EM	Prior to June 1	DME
Ensure availability and readiness of resources including: personnel, equipment, devices and make any needed adjustments	Zone 3 AM Contractor	Prior to June 1	Zone 3 Maintenance Manager and staff
Make sure resource location marks are fresh and easy to find	Zone 3 AM Contractor	Prior to June 1	Zone 3 Maintenance Manager and staff
Ensure coordination with D-5 for US 301 Detour Routes	Traffic Operations	Prior to June 1	DME
Ride the corridor	Zone 3 Maintenance Manager and staff, Traffic Operations	Immediately prior to implementation of TPK ESU	Turnpike EM
Coordinate with FHP	Turnpike EM	Prior to June 1	DME
Coordinate with Social Media, Local News Partners	Communications Office	Prior to June 1 and immediately prior to implementation of TPK ESU	DME
Schedule and hold exercises for coordination efforts	Turnpike EM	Begin June 1 for planning and throughout the year	DME
Monitor upcoming and on-going construction work.	DCE and Transportation Development staff	Prior to and throughout Hurricane season	DME, EM
Coordinate with Decision Makers	Turnpike EM	On-going	DME
Coordinate with Road Rangers (RR) and STARR Wrecker staff	TMC Management		DTOE

## Pre-Implementation Operations Under Pending Gray Skies

PRE-IMPLEMENTATION OPERATION ACTIVITY (PENDING GRAY SKIES)	RESPONSIBLE PARTY	LOCATION	TIMELINE (WHEN)	TIMELINE (HOW LONG)	QUALITY CONTROL
Pre-Storm Meeting	FDOT / EM	TBD	3 to 2 days out		DME
Coordinate the delivery of any needed Portable Changeable Message Signs	FDOT / EM Zone 3 AM Contractor	Per Plans & SOP Equipment List	2 days out	4 hours	DME, Zone 3 Contract Manager, AM PM
Set display messages on Portable Changeable Message Signs	FDOT / EM Zone 3 AM Contractor	Per Plans	Implementation of TPK ESU is anticipated	2 hours	DME, Zone 3 Contract Manager, AM PM
Ride the corridor	FDOT / EM Zone 3 AM Contractor	Entire Corridor Length	Implementation of TPK ESU is anticipated	2 hours	DME, Field Managers, AM PM
Coordinate with FHP & District 5	FDOT / EM	Entire Corridor Length	Implementation of TPK ESU is anticipated	On-going	DME, Turnpike EM
Coordinate with Local Agency Partners	FDOT / EM	Entire Corridor Length	Implementation of TPK ESU is anticipated	On-going	DME, Turnpike EM
Coordinate with Social Media, Local News Partners	FDOT / FHP PIO	Entire Corridor Length	Implementation of TPK ESU is anticipated	On-going	DME, FHP PIO, EM
Coordinate with Decision Makers	DME	Entire Corridor Length	Implementation of TPK ESU is anticipated	On-going	Turnpike EM
Sweep Corridor Shoulder	DME, Zone 3 Maintenance Manager, AM Contractor	Entire Corridor Length	Implementation of TPK ESU is anticipated	6 hours before implementation	Zone 3 Maintenance Manager, AM staff
Removal of any barriers, messages and devices conflicting with ESU	All Highway Operations Sections	SOP	Immediately upon Implementation of TPK ESU	2 hours	All Highway Operations Sections

## **Public Information**

FHP and FDOT Communications Office will constantly provide updated information to radio, TV, news media, social media and local authorities including the County Emergency Operations Centers, prior to, during, and after the operation. This will be accomplished by the preparation of news releases and dissemination to appropriate news media on a timely basis. All communications will follow procedures set out by Central Office policy.

## **Logistics**

The implementation of the Turnpike ESU requires a coordinated effort between State, Law Enforcement Offices, County, and Local Officials.

### **Refueling Sites for State Vehicles, Road Rangers and STARR wreckers**

Fuel for state vehicles will be obtained at Turnpike service plazas, commercial gas stations or at local FDOT facilities. Fuel for Road Rangers and STARR wreckers will be obtained at Turnpike service plazas and commercial gas stations. Additionally, there may be fuel stores positioned at strategic locations along the route for ESU staff and FHP if determined necessary.

### **Equipment Staging Sites**

Equipment and supplies will be maintained and provided by the Turnpike and its AM Contractor. Once information is received that ESU procedures are to be implemented, the equipment will be loaded on trucks to await deployment.

### **Disabled Vehicles and Motorists of Disabled Vehicles**

Road Rangers (RR) patrol this corridor for motorist assists and will increase their presence during ESU. The Turnpike STARR wrecker program will be used to remove disabled vehicles from travel lanes and to transport motorists of disabled vehicles to the nearest rest area or exit facility to ensure the free flow of traffic as much as possible. Both RR's and STARR will provide a minimum amount of fuel, as needed, to get motorists to commercial facilities if stranded.

### **Emergency Medical Services**

Emergency Medical Services (EMS) will be advised upon the implementation of ESU operations.

## Infectious Disease Control

Infectious Disease Control standards must be followed by all participants in the ESU plan. The guidelines and practices for Safety Service Patrol (Road Rangers) is included in the Annex section of this document for reference. A pre deployment brief shall be conducted by all staff prior to any activation to ensure all have the most current direction available.

## Communications

Turnpike EOC will serve as the central point of coordination. Communication will be maintained throughout pre-implementation operations under pending gray skies with the following: FHP, FDOT Central Office, Turnpike TMC, and FDOT District 5

## Implementation Operations

IMPLEMENTATION OPERATIONS	RESPONSIBLE PARTY	LOCATION	TIMELINE (WHEN)	TIMELINE (HOW LONG)	QUALITY CONTROL
Set-Up Operational	FDOT, FHP, AM Contractor	Entire Corridor Length	Implementation ordered	3 hours	DME / FHP
Ride the corridor for checks	FDOT, FHP, AM Contractor	Entire Corridor Length	Implementation of TPK ESU	Implementation Duration	DME / FHP
Coordinate with FHP	EM	Entire Corridor Length	Implementation of TPK ESU	On-going during Implementation	DME
Positioning of FHP and Emergency Assistance Vehicles	FHP & Department Staff	Entire Corridor Length	Implementation of TPK ESU	On-going during Implementation	DME /TMC
Deployment of additional Road Rangers	TMC	Entire Corridor Length	4 to 8 hours prior to Implementation	On-going during Implementation	DTOE
Coordinate with Local Agency Partners	District EOC	Entire Corridor Length	Implementation of TPK ESU	On-going during Implementation	DME
Coordinate with Social Media, Local News Partners	FDOT / FHP PIO	Entire Corridor Length	Implementation of TPK ESU	On-going during Implementation	DME
Coordinate with Decision Makers	DME	Entire Corridor Length	Implementation of TPK ESU	On-going during Implementation	DTO

## Set-Up Sequence

Turnpike EOC will serve as the central point of coordination. FHP and FDOT Coordination Center will be established at the Turkey Lake EOC to provide for a field coordination and contact point upon implementation of the ESU with FHP and FDOT.

1	Load Resources
2	Pre-position equipment in field
3	FHP staff to deploy designated locations
4	AM Contractor staff to deploy to designated location to place Traffic Control Devices (TCD's) as per sheets 11-25 of the ESU Plan
5	Leave gaps for normal flow until official starting time
6	Place all signs, turn away from traffic
7	Ensure all PCMS are programmed and running but turned away from Traffic
8	Ensure all required STARR wreckers are prepositioned as per plan
9	Ensure District 5 has the required Detour in place for traffic conditions on US 301, ideally this detour should be up and running before the Turnpike ESU is activated
10	FHP to standby for official opening time
11	At official start time working at all locations simultaneously turn all PCMS and static signs to face traffic. TMC to activate all ITS devices for operation
12	FHP to provide backup to all staff as item 11 is completed
13	FHP / FDOT vehicles to drive entire route to ensure safe operation
14	TMC to monitor flow for safety
15	AM Contractor staff to monitor TCD's and ensure they are operational at all times
16	Alert materials department to begin pavement monitoring.

## Monitoring Operations

During this operation, TMC, air and ground law enforcement units will continually monitor the traffic flow. Any bottlenecks or traffic difficulties will be promptly and appropriately dealt with. Interchange areas will be monitored, and ramps closed by FHP and/or other agencies when deemed necessary. This plan uses the outside shoulders which require normal right lane traffic to use the shoulder to exit. During the ESU operations, the exit movements must always be monitored. When traffic in the northbound lanes is flowing smoothly and the shoulders are not being used by evacuating traffic, the traffic control devices at the exits should be scaled back to Set-up sequence step 5 until the need for ESU ensures proper function. The Materials department will monitor the shoulder pavement condition at a frequency to be determined during operations.

**Emergency Response:** Emergency response vehicles will utilize the normal traffic flow and or southbound direction to nearest U-turn opening to respond to emergency situations. The TMC and FHP will determine the best approach based on conditions. Emergency response vehicles using U-turn openings will need to coordinate with FHP and the TMC.

**Crash Clearance:** Crashes will be cleared off the roadway by the STARR wreckers as per SOP. The vehicle(s) shall be moved by quickest method to pre-determined drop-off points. Wreckers will be dispatched from the FHP or the TMC as needed.

## Post-Implementation Operations

POST IMPLEMENTATION OPERATIONS	RESPONSIBLE PARTY	LOCATION	TIMELINE (HOW LONG)	QUALITY CONTROL
Coordinate with Local Agency Partners	EM	Entire Corridor Length	On-going during shutdown	DME
Coordinate with Social Media, Local News Partners	FDOT / FHP PIO	Entire Corridor Length	On-going during shutdown	DME
Coordinate with Decision Makers	DME	Entire Corridor Length	On-going during shutdown	DTO

## When to Terminate Operation TPK ESU

The traffic volume and speeds will determine the duration of the Turnpike ESU Operations. When it is apparent that traffic in the northbound lanes is flowing smoothly and the volume is not so great as to create bottlenecks, the FDOT in coordination with SEOC, CO, FHP and County EOC's will assess the information and determine whether to terminate the TPK ESU Operation. Additionally, the SEOC may shutdown the ESU operation at predetermined time or at the direction of the Governor at any time **\*\*THE OPERATION WILL TERMINATE PRIOR TO STORM FORCE WINDS TO ALLOW FOR TRAFFIC ON THE ROADWAY TO CLEAR AND FOR PERSONNEL TO SEEK SHELTER.**

During the operational period, if the Materials department identifies pavement failure the ESU may be terminated for safety.

## Public Information

Prior to the termination of the TPK ESU, the SEOC and the Communications Office will notify the media that the operation is going to be terminated and provide them with the time of termination.

## Termination Sequence

1	Working from South to North the TMC and AM Contractor shall turn off all electronic devices and remove all TCD's
2	FHP to provide backup to contract staff and slow traffic as needed
3	TMC to report return to normal flow from South to North as completed
4	Once all interchanges are restored to normal AM Contractor to remove all TCD's
5	STARR wreckers and Road Rangers to sweep from South to North for any stranded motorists
6	FHP to give final all clear, TMC to note time and continue with normal operations
7	District 5 may remove their US 301 detour at this time

## **Document Updates**

Ongoing and continuous based on construction and maintenance operations. At a minimum, this document and plan shall be updated once per year.



## Annex



## Guidelines and Practices for Safety Service Patrol during COVID-19

### GENERAL GUIDANCE

- › Practice proper hand hygiene by promptly washing your hands or using hand sanitizer after physically interacting with others.
- › When washing your hands, do so for at least 20 seconds with soap and warm water.
- › Avoid touching your face (eyes, nose, and mouth).
- › Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Make sure to dispose of the tissue immediately.
- › Avoid close physical contact with others, including shaking hands and hugging.
- › Maintain at least six (6) feet distance between yourself and anyone who is coughing or sneezing, when possible.
- › Promptly disinfect your gear after physical contact with any individual.
- › Keep an adequate supply of disinfectant wipes and hand sanitizer in an easily accessible place while on-duty.
- › Wear a mask when assisting motorists and properly dispose after use.
- › Educate yourself and participate in training on the use of personal protective equipment (PPE) for respiratory protection, if available.
- › Ensure only trained personnel wearing appropriate PPE have contact with individuals who have or may have COVID-19.
- › Seek medical care if you have a fever, cough, or difficulty breathing.

#### Interaction with Motorists

- Wear masks as recommended by the Centers for Disease Control (CDC) guidance, for all interactions during a shift to limit the amount of exposure with motorists.
- Approach motorists **only** from the passenger side window, unless a non-traffic side approach is warranted.
- Insist motorists stay in their vehicles.
- Instead of allowing a motorist to use the cell phone, make the call for them or allow the motorist to speak via speaker phone while maintaining a safe distance of at least six (6) feet.

#### Transporting Motorists

- Call EMS/EMTs if the motorist has any medical emergency. Symptomatic and asymptomatic COVID-19 is in itself not a medical emergency.
- Do not transport motorists except in emergency cases.
- Should you need to provide transport, wear a mask at all times and do not use recirculating (max) air conditioning until the passenger has exited the vehicle and a full wipe-down has been completed.
- Where the motorist vehicle is in a safe position, have drivers and passengers wait in vehicles for rides, particularly in inclement weather.
- Provide a protective block and traffic control while motorists wait for a ride.

#### Equipment/Cleaning

- Always use personal protective equipment (PPE), if available.
- Conduct intensive vehicle cleanings before, during, and after every shift.
- Wear masks as recommended by the CDC guidance and ensure proper training for wearing masks.
- Clean SLERS communications equipment in accordance with Technical Services Memorandum(s) 42-05B & 42-07A.
- Each Road Ranger should have cleaning materials and hand sanitizer with them at all times.
- Sanitize any equipment that is frequently touched.
- Crack windows during downtime to air vehicles.
- Use fresh air circulation instead of recirculating A/C setting.
- Use the FDOT procedures on how best to clean/disinfect SLERS radios.

#### Shift Practices

- Some patrol shifts have decreased or modified due to staffing or traffic demands.
- Some dispatch employees may work remotely.
- Patrol drivers may hold meetings over the phone or radio rather than in person.
- The requirement to disseminate brochures, Move It cards, etc. have been suspended until further notice.

#### Work-Home Practices

- Change out of uniform at the end of a shift immediately after returning home prior to interacting with family members.
- Practice good hygiene upon entering the home to include washing hands, changing clothes, etc.
- Keep field uniform and shoes away at an isolated space before entering the main living space.