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Department of Transportation

REST AREA, WELCOME CENTER, WEIGH STATION WITH TRUCK COMFORT, AND WEIGH STATION MANAGEMENT

AUTHORITY:

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

REFERENCES:

Title 20 U.S.C. Section 107

Title 23 U.S.C. Section 111

Title 23 C.F.R. Part 752

Sections 256.031, 413.051, 479.02(5), and Chapter 493, (F.S.)

Rule Chapter 14-28 (F.A.C.)

Handbook for the Uniform Inspection of Rest Areas, Welcome Centers and Truck Comfort Stations

Procedure 956-030-001, Emergency Management Program

Florida Department of Transportation Sponsorship Program Policy

Memorandum of Understanding between the State of Florida Department of Transportation and the State of Florida Department of Education / Division of Blind Services

PURPOSE:

To establish standard operating procedures for the management of the State of Florida Rest Areas, Welcome Centers, Weigh Stations with Truck Comfort, and Weigh Stations.

SCOPE:

This procedure is applicable to all employees and operational units of the Department of Transportation (Department) and contract personnel responsible for management of the State of Florida Rest Areas, Welcome Centers, Weigh Stations with Truck Comfort, and Weigh Stations (collectively referred to as Facilities), excluding the Turnpike Enterprise Service Plazas.

All components and/or features present within the Facility limits that are not specifically identified or addressed in this procedure are subject to the component or feature's relative procedure, manual, or handbook.

1. FACILITY PERFORMANCE REQUIREMENTS

Each District Maintenance Office is responsible for the maintenance and operation of all Facilities within their District and for ensuring these Facilities are maintained in a safe, clean, and operable condition. Facility conditions will be evaluated according to the performance standards provided in the ***Handbook for the Uniform Inspection of Rest Areas, Welcome Centers and Truck Comfort Stations (Handbook)***.

INSPECTIONS

1.1 STANDARD FORMS

All inspections must be performed in accordance with the Florida Department of Transportation Standard Criteria contained in the ***Handbook***, and must be documented on the appropriate State of Florida, Department of Transportation Inspection form:

- ***Rest Area Inspection Form No. 850-045-06,***
- ***Weigh Station with Truck Comfort Inspection, Form No. 850-045-07, or,***
- ***Weigh Station Inspection, Form No. 850-045-08***

1.2 FREQUENCY

The District must ensure that all Facilities are inspected once per month. Approximately 50% of monthly inspections must be done randomly and unannounced, while the remainder of the inspections must be planned and scheduled. For Rest Areas and Welcome Centers, at least one of every six monthly inspections must be conducted when security is scheduled to be present.

1.3 PERFORMANCE REQUIREMENTS

When an inspection is performed, a numerical Final Score is generated. For each Facility, the District must achieve a monthly Final Score of 85 or greater and a six month average Final Score of 90 or greater.

2. ATTENDANTS

The District must ensure that attendants are on site as necessary to continuously meet the performance measures identified in the ***Handbook***. Minimally, at least one attendant must be on site twenty-four (24) hours each day, seven (7) days each week at each Rest Area and Welcome Center.

3. SECURITY SERVICES

The District must ensure that security services are provided in accordance with the following criteria:

- 3.1 Security services are provided at all Welcome Centers and Rest Area pairs for ten nighttime hours seven days each week including all holidays.
(A Rest Area pair is defined as two Rest Areas in close proximity where one serves traffic in one direction and the other serves traffic in the opposite direction.)
- 3.2 Security for Rest Area pairs, will be provided by a single security officer, who will split time between the Rest Area pair.
The security officer's rotation schedule must:
 - a. provide security services for an equivalent amount of time at each location,
 - b. determine the number of rotations based on the distance between the Rest Areas to maximize the amount of time services are provided at each location, and,
 - c. periodically alter the rotational cycle to reduce predictability.
- 3.3 Districts may allow security officers to use median crossovers when rotating security duties between Rest Area pairs. Vehicles using median crossovers must be equipped with a roof mounted light bar utilizing white and/or amber colors. The use of red or blue flashing lights is prohibited.
- 3.4 Districts may increase security service hours of coverage or to provide an additional officer if warranted by circumstances.
- 3.5 Back-up personnel must be available for immediate replacement of personnel who need relief of duty so there is no lapse in security coverage during nighttime hours.
- 3.6 All security officers on duty must be uniformed and armed consistent with **Chapter 493, F.S.**; security officers and supervisors are required to maintain active licensure in accordance with **Chapter 493, F.S.**
- 3.7 Security vehicles must be properly maintained for both appearance and operation and must be legally drivable on the interstate. Security vehicles must be less than 10 years old and have less than 120,000 miles. The District may allow exceptions for vehicles in Good Condition as defined by vehicle valuation services. Two-wheeled vehicles are not allowed.
- 3.8 Security officers must provide a perceptible presence in and around the Rest Areas and Welcome Centers, being readily accessible and responsive to the public. Security officers are to actively monitor the entire limits of the Facility, to include:

Patrolling walkways, sidewalks, vending areas and parking lots on foot.

Periodically patrolling the entire Facility, to include the grounds, picnic areas, Vending areas, bulletin board areas, parking lot, and entrance and exit ramps to and from the Facility in a marked security vehicle.

- 3.9 In addition to security monitoring functions, security officers must respond to incidents, assist the public with information requests, and deter undesirable activities to create a safe atmosphere at the Facilities.
- 3.10 Security officers must document any unusual activity or occurrence at a Rest Area or Welcome Center. This documentation must be maintained in the Facility's log system, available upon request for review.
- 3.11 Security officers must document arrival and departure times in the log system at each Rest Area when rotating between Rest Area pairs.

4. CUSTOMER COMMENT SYSTEM

The District must ensure that the electronic Customer Comment system sign is available at all Facilities except Weigh Stations. Electronic Customer Comment system information must be provided by highly visible signs with an active quick response (QR) code, the telephone number, the web address, and the Facility code number, notifying visitors of the means to provide comments. The Facility code posted must be the specific number designated to the Facility.

- 4.1 Ensure that all customers requesting a response are initially responded to within three (3) business days of the date the comment was submitted.
- 4.2 Responses and actions related to all customer comment alerts must be recorded in the Department's electronic Customer Comment system.

5. PHONES

Where telephone services are provided, phones must be in compliance with all Requirements of the ***Americans with Disabilities Act Standards for Public Accommodations and Commercial Facilities, Title III.***

6. FLAGS

The District must ensure that flags are appropriately displayed.

- 6.1 All Rest Areas and Welcome Centers must display the United States Flag, the POW/MIA Flag, and the State of Florida Flag.
- 6.2 Flags must be displayed in honor position in accordance with the guidance provided by

the Florida Department of State, Division of Administrative Services, Flag Protocols and Display.

- 6.3 Flags must be lowered at sunset and raised at sunrise unless properly illuminated. Proper illumination requires a light to be dedicated to each flagpole.
- 6.4 Flags must be properly maintained, in clean and good condition, not showing signs of wear such as being faded or torn. When necessary, tattered flags must be destroyed in a dignified manner as described in the U.S. flag code.

7. VENDING

The Department of Education, Division of Blind Services (DBS) establish and maintain vending at the Facilities. DBS Vendors must provide and maintain vending at the Rest Areas and Welcome Centers in accordance with the Memorandum of Understanding (MOU) between the Florida Department of Transportation and the State of Florida, Department of Education / Division of Blind Services.

8. INFORMATION AND SPONSORSHIP

8.1 REST AREA INFORMATION

Information system vendors contracting with the Department for privately operated information systems at State of Florida Facilities, in accordance with Section **479.02, F.S.**, are responsible for all costs related to the system except electrical.

8.2 REST AREA SPONSORSHIP

Rest Area and Welcome Center sponsorship programs must be administered by the vendor contracting with the Department to establish and implement sponsorship acknowledgement and revenue generation agreements.

The Department may be responsible for various installation and maintenance activities associated with sponsorship programs. Refer to the Sponsorship Agreement for details.

Sponsorship programs must comply with all aspects of the Federal Highway Administration (FHWA's) policy on sponsorship acknowledgement and the ***Florida Department of Transportation Sponsorship Program Policy***.

8.3 WELCOME CENTER

The District will be responsible for communicating and coordinating with the tourism marketing entity operating the Welcome Center when maintenance needs associated to the Welcome Center area arise.

9. SOLICITATION

The District must ensure that all organizations requesting permission to solicit funds at a Rest Area or Welcome Center submit all required documentation including:

- (1) a ***Permit for Solicitation at all Department Rest Areas or Welcome Centers Within a District, Form No. 850-040-70, (Permit)*** and
- (2) a ***Request for Facility Use, Form 850-040-71 (Request)***

The District must review the application and required documentation submitted by the organization. Permits must only be issued to organizations that meet all requirements of both ***Chapter 496, F.S.*** and ***Chapter 14-28, F.A.C.***

Organizations with a valid Permit must also be required to submit a Request for each proposed solicitation activity. The District must review each Request to ensure that all requirements of both ***Chapter 496, F.S.*** and ***Chapter 14-28, F.A.C.*** have been met, and the appropriate information is provided, including:

- (1) location of the Facility
- (2) dates
- (3) hours and duration
- (4) the full name, mailing address and telephone number of the organization
- (5) the full name, personal mailing address and telephone number of each individual that will be participating in the solicitation activity
- (6) the number of persons to be involved in solicitation activities, and
- (7) a description of the proposed activities

The District must only approve Requests that meet all requirements.

9.1 MONITORING

The District must periodically monitor solicitation activities to ensure that all solicitation activities are being conducted in accordance with the requirements of ***Chapter 496, F.S.*** and ***Chapter 14-28, F.A.C.***

9.2 VIOLATIONS

If an organization is found to be in violation of a requirement, the District must direct the organization to take immediate action to eliminate the violation. If the organization is unable to eliminate the violation, the solicitation activity must be terminated at that time. The District must document and record the violation of the solicitation permit in the permitting system.

The District may elect to send the organization a letter of concern. The letter of concern should reference all documented violations and notify the organization that continued violations could result in the revocation or suspension of the organization's Permit.

If the organization continues to violate solicitation requirements, or upon substantial complaints from the public, the District must notify the Office of Maintenance. The District notification must include all related documentation and correspondence.

The Office of Maintenance must coordinate with the Office of General Counsel for consideration of suspension and/or revocation of the organization's permit.

10. RECYCLING

All Facilities except Weigh Stations must maintain recycling receptacles for aluminum and plastic materials. The recycle receptacles are to be clearly marked and placed along the parking areas and/or the vending areas for increased awareness and accessibility. The receptacles are to be of commercial grade and maintained in a clean, sanitary, and undamaged condition, with no sharp edges or rust damage present. Districts must ensure collected materials are properly recycled, either through pick up or delivery to a local recycling center.

11. WASTEWATER TREATMENT AND POTABLE WATER SUPPLY SYSTEMS

The District must ensure that wastewater treatment and disposal systems or reclaimed water reuse systems, wells, and other potable and non-potable water supply and distribution systems are operated and maintained according to all applicable federal, state and local laws, rules, regulations and ordinances. Wastewater treatment and disposal systems, non-public access reclaimed water reuse systems, wells and other potable and non-potable water supply systems must remain securely locked, with emergency contact information posted. All water and wastewater treatment systems must have proper permits, with logbooks documenting any required sampling, analysis, test dates and inspections or other required information available on site for review. All permit requirements must be met.

12. EMERGENCY GENERATORS

If the Facility is equipped with emergency generators, the District must ensure that the generator area is kept clean and free of debris. The District must ensure that generators are properly maintained, fueled, operational, and functioning as designed, and test dates and inspection results are properly recorded and available on site for review.

13. WEIGH STATIONS

13.1 WEIGH STATIONS WITH TRUCK COMFORT

The District must ensure Weigh Stations with Truck Comfort facilities are inspected and maintained according to **Section 1.1**. Generators are to be maintained according to **Section 12**.

13.2 WEIGH STATIONS

The District must ensure Weigh Stations are inspected and maintained according to **Section 1.1**. Weigh Station generators are to be maintained according to **Section 12**.

14. URGENT SITUATIONS

14.1 DISASTER PREPAREDNESS AND EMERGENCY MANAGEMENT

When the Department becomes aware of a possible event such as an impending hurricane or extreme weather, the District must make preparations to provide services as required in the District's Emergency Management Plan. If additional attendants and/or equipment, such as generators or portable toilets, are required due to increased usage when a Facility is in the impact area of a hurricane or tropical storm, or on the evacuation route, they are to be supplied as needed.

If an emergency event occurs, refer to topic **956-030-001, Emergency Management Program**.

During a declared emergency, even if attendants and security personnel are required to evacuate for safety reasons, the Facilities are to be left open and accessible to the public provided there is no disruption to the Facility's water supply or plumbing functionality.

Attendants and security personnel are to resume normal activities upon notice by the Department.

14.2 SAFETY

The District must ensure that fire extinguishers are present at all Facilities, and that each fire extinguisher has been inspected as required by the appropriate safety office.

If a portion of a Facility has been damaged or rendered inoperable, that portion of the Facility must be safely secured or closed until repair can be completed. Warning signs must be posted to notify Facility users of possible hazardous or inoperable conditions.

If an event causes a disruption to the water supply or plumbing functionality resulting in the restrooms becoming inoperable, the District must close and secure the restrooms at that Facility and provide portable toilets immediately after the damage assessment has been performed.

14.3 FACILITY CLOSURES

If a Facility is experiencing complications such as structural damage or water/plumbing issues, which interfere with the functions the Facility is intended to provide, the Facility should be temporarily closed. In the event a Facility is temporarily closed, the District should ensure that

notification of the closure is provided on the interstate mainline, informing travelers prior to the interstate exit that the Facility is closed.

For temporary closures greater than 24 hours, the District must ensure that portable toilets are provided, and the Facility is re-opened for customer use, as soon as practical.

15. TRAINING

There is no training required by this procedure.

16. FORMS

Form No. 850-045-06	Rest Area Inspection
Form No. 850-045-07	Weigh Station with Truck Comfort Inspection
Form No. 850-045-08	Weigh Station Inspection
Form No. 850-040-70	Permit or Solicitation at all Department Rest Areas or Welcome Centers within a District
Form No. 850-040-71	Request for Facility Use