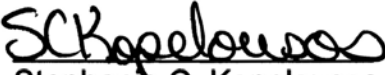


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Secretary

MOTORIST AID CALL BOX SYSTEM MICROWAVE RADIO AND FIXED SITE EQUIPMENT MAINTENANCE RESPONSIBILITY

PURPOSE:

To provide a procedure which delineates the requirements of Central Office and each District to support maintenance of the microwave system and other fixed site equipment.

AUTHORITY:

Sections 334.044(10), 334.044(13), 20.23(3)(a) and 334.048(3) Florida Statutes (F.S.)
23 CFR, Part 655.704(e), Code of Federal Regulations (CFR)

SCOPE:

The offices affected by this procedure are the Central Traffic Engineering and Operations Office, State Maintenance Office, District Maintenance and Radio/Microwave Communications Offices that have Motorist Aid Call Box Systems, excluding the Turnpike.

GENERAL:

The Central Traffic Engineering and Operations Office is responsible for managing the maintenance of the microwave system that supports the Motorist Aid Call Boxes and ITS applications. This maintenance effort also includes maintenance of the fixed site equipment such as the 72 MHz base stations, base station antenna systems, interface electronics, and the Motorist Aid Call Box System dispatch consoles. Maintenance is performed through a statewide contract.

To facilitate the maintenance review effort, a paperless reporting system that utilizes Internet technology to post reports summarizing scheduled as well as completed maintenance activities, has been developed. In addition to the access to the Internet reporting system, a phone number has been established that is monitored on a 24-hour basis, to report equipment failures.

Although maintenance of the microwave system is the responsibility of the Central Office Traffic Engineering and Operations, each District with Motorist Aid Call Boxes will be responsible for assisting the Central Traffic Engineering and Operations Office by

monitoring and verifying the maintenance activities performed. This procedure delineates the responsibilities and requirements of the Districts and Central Office for the management of the maintenance of the microwave and fixed site equipment associated with the Motorist Aid Call Box System.

1. DISTRICTS RESPONSIBILITIES

- 1.1** Each District will designate an individual who will act as a central contact point for the District regarding the maintenance of the microwave system and other fixed site equipment. The contact person's name and phone number will be provided to the Telecommunications Administrator in the Central Traffic Engineering and Operations Office.
- 1.2** Each District will access the Internet reporting system that has been established to determine when maintenance is scheduled and to review reports of the maintenance activities that have been completed for the previous month.
- 1.3** Each District will call the 24-hour phone number to report equipment failures that are not reported via the alarm system. The Districts will monitor the alarm system to assist in determining what failures have not been reported by the alarm system as well as those that have been reported but not corrected. General reporting of alarms via the 24-hour phone number is not necessary. Equipment failures reported by the alarm system should be called in only if these failures are critical to the operation of the microwave and have not been fixed within 6 hours from the time the alarm reported the failure. The District will log all failures that have not been corrected within the 6-hour time frame, noting when they occurred and when they were finally corrected for use in developing the District's monthly maintenance report. The District will monitor the alarm system a minimum of three times during the workweek. The alarm system should be checked in the morning the first day of the workweek and in the afternoon the last day of the workweek and at some point mid-week.
- 1.4** Each District will semi-annually conduct a visual inspection of each microwave tower site to determine if the grounds are kept free of vegetation and litter/debris and that the shelters are kept clean.
- 1.5** Each District will verify the maintenance activity record posted on the Internet, determine its accuracy, and provide a report to the Telecommunications Administrator no later than the last work day of each month.

2. CENTRAL OFFICE RESPONSIBILITIES

- 2.1** The Telecommunications Administrator will provide each District contact person the Internet web site address and provide instructions on how to access the site. Additionally, the Telecommunications Administrator will provide each District contact person the phone number that is monitored on a 24-hour basis.
- 2.2** The Telecommunications Administrator will provide each District the format required for reporting, including hardware and software, to facilitate the reporting process as noted in **Section 1.5**.
- 2.3** The Telecommunications Administrator will be responsible for ensuring that consistent access to posted maintenance records is available to all Districts and to answer any questions about accessing the maintenance records posted on the Internet.
- 2.4** The Telecommunications Administrator will be the primary person responsible for monitoring the maintenance performed on the microwave system and other fixed site equipment. This will be done by accessing the Internet server, reviewing the maintenance activity reports, and comparing the information provided in these reports to information provided in the reports submitted by the Districts as noted in **Section 1.5**.
- 2.5** Based on the maintenance activity report and the District's review of work performed, the Telecommunications Administrator will assess the Contractor's performance and process the invoices for payment or return them pending clarification of discrepancies.

3. TRAINING

Training for Department supported software and hardware will be the responsibility of each District and can be scheduled using the Department's internal training programs. Special training for hardware and software unique to the paperless reporting system will be scheduled as necessary through the Central Traffic Engineering and Operations Office.

4. FORMS

None required.