

Motor Vehicle Operation	
Status: APPROVED	Applies to: Security Department
Effective Date: August 1, 2024	Responsible Party: Security Manager
Version Number: 2.0	Document ID: OV-SEC-513
Revised Date: November 11, 2024	Rescinds: N/A

This Standard Operating Procedure (SOP) is in effect for Orlando Venues, including Kia Center an arena located at 400 W Church Street, Orlando, Florida (the “Arena”) and Camping World Stadium, a stadium located at 1 Citrus Bowl Place, Orlando, Florida (the “Stadium”) (independently, the “Venue” or collectively, the “Venues”). The Venue(s) includes the buildings themselves as well as their surrounding structures, parking facilities, and outdoor premises. This SOP applies to all persons who, at any time, are at, on, or within the Venue(s), including guests, visitors, staff, athletes, officials, performers, tenants, vendors, and contractors. Without limitation of any other policies, procedures, or contract terms which may be applicable, all such persons are required to adhere to the terms of this SOP.

I. PURPOSE:

This SOP establishes guidelines for safely operating motor vehicles, including cars, trucks, and golf carts, around and within the Venue(s). The goal is to ensure the safety of all personnel and visitors, prevent accidents, and mitigate against injuries or property damage.

II. DEFINITIONS

- a. **Operator** – The Driver of a vehicle.
- b. **Occupant** – Passenger of a vehicle or person in a stationary vehicle that was not seen in motion.
- c. **Small Transport Vehicles** - Includes golf carts, UTVs, LSVs, and micro mobility devices like e-scooters and e-bikes.
- d. **Low-Speed Vehicle (LSV)** - Defined by Florida Statutes as any four-wheeled vehicle with a top speed between 20-25 mph. LSVs must be registered, titled, and insured and can only operate on streets with a posted speed limit of 35 mph or less.

III. REFERENCES

- a. Vehicle Operation Training
- b. Incident Documentation Policy
- c. Fitness for Duty Policy
- d. Florida Statutes – 320.01(41) Motor Vehicles

IV. POLICY

- a. Operating a motor vehicle requires the Operator's full attention in order to prevent collision or injury.
- b. Motor vehicles shall only be operated by those who possess a valid Driver's License and who have completed Vehicle Operation Training. Training must be completed by authorized trainers and must occur for each unique type of vehicle to be driven. This training shall include, at a minimum:
 - i. The policies and procedures contained in this document.
 - ii. An introduction to the vehicle's controls and their function.
 - iii. Inspection procedure to follow prior to starting the vehicle.
 - iv. Proper conduct for driving the vehicle.
 - v. Steps to take when leaving vehicles unattended.
 - vi. A practical driving test around the Venue.
- c. Each individual utilizing a vehicle is expected to operate it in a safe and courteous manner. Any vehicle operators found in violation of these safety procedures, Orlando Venues policies, or who misuse any vehicle may be prohibited from operating vehicles in the future, in addition to other disciplinary action.
- d. If seat belts are installed in the vehicle, they must be worn by the Operator and all Occupants at all times while the vehicle is in motion.
- e. Vehicles may only be used for official business and not for personal use or convenience. Walk when applicable. Vehicles are to remain in the immediate vicinity of the Venue unless explicit permission is granted from Venue Management in advance.
- f. Use of a cell phone, radio, or other device while operating a motor vehicle is strictly prohibited. If the operator of the vehicle needs to communicate with a cell phone or radio, or use a device, the operator must stop the vehicle in a safe location and remain stopped until the communication or device use has been terminated.
- g. Golf carts are to be driven only on the sidewalks and not on public roadways whenever possible. If Operators need to cross a roadway, they shall cross only at a designated crosswalk. If Operators cannot avoid driving on a public roadway, they shall only do so in the same direction as traffic, obey all road signs and traffic laws, and stay to the extreme right edge of the road.
- h. Pedestrians always have the right-of-way. Operators of golf carts will permit this right-of-way. When approaching a pedestrian from behind, Operators will slow down and wait for the pedestrian to wave the vehicle past them. Operations shall stop the golf cart when approaching pedestrians head-on until the pedestrians have passed.
- i. Operators must obey all traffic laws at all times. Operators will be held personally responsible for any traffic violations and enforcement actions.

- j. No vehicle may be operated by an intoxicated person or any person under the influence of any narcotic or other substance that may impair the person's ability to operate the vehicle. See *Fitness for Duty Policy*.
- k. Any collisions, maintenance issues, damage, or injuries shall immediately be reported to a Supervisor as well as the Security Coordinator On-Duty. If neither of these are available, the incident or issue shall be reported to the Security Manager. An incident report is required.

V. PROCEDURES

a. Pre-Travel Inspection.

- i. Each vehicle is assigned a specific department. Do not take the nearest vehicle.
- ii. Prior to every use of any vehicle, the Operator will:
 - 1. Check for tire condition and inflation (visual)
 - 2. Check for any indication of fluid (oil, battery, etc.) leaks from the vehicle.
 - 3. Check brakes for proper operation.
 - 4. Check horn for proper operation.
 - 5. Check headlight(s) and taillight(s) for proper operation.
 - 6. Check mirrors to ensure safe condition (no damage).
 - 7. Check to see if the vehicle is set to go forward or backward. Make adjustments as necessary.
 - 8. Check all surroundings before placing the vehicle into motion.
- iii. If the vehicle is in need of repair or maintenance, it shall not be driven and will be removed from service. Personnel should immediately notify a Lead Security Officer or Manager to coordinate repairs. All other Security personnel should also be advised so that alternate arrangements can be made.
- iv. If a vehicle is not operational, do not push or pull the vehicle, as an injury could occur or critical damage could be caused to the motor.

b. General Operation.

- i. Operators shall observe posted speed limits and all traffic signs. Operations must remain alert and avoid distractions at all times.
- ii. Golf carts shall be operated at a moderate speed, equivalent to a well-paced walk and never above fifteen (15) miles per hour. This maximum speed may be subject to terrain, surrounding conditions, and the total weight of the vehicle, occupants, and equipment being transported.
- iii. Operators should reduce speed to compensate for inclines, pedestrians, and weather conditions. Operations should drive with extra caution when surfaces are wet.

- iv. Vehicles shall be driven at a safe distance (at least ten feet) between other vehicles and any pedestrians.
- v. Operators shall avoid shifting gears (forward/reverse/park) while the vehicle is in motion.
- vi. Vehicles shall not be operated over landscaped areas.
- vii. At the Stadium, when operating a vehicle on an athletic playing field, all driving must occur on the outside of the playing surface. Under no circumstances should a vehicle be used to cross a field.

viii. Additional Guidance to Operators:

- 1. Never make a sharp turn, even on a straight-away.
- 2. Approach all turns with caution and reduced speed. Rounding curves at excessive speeds can result in someone being thrown from the cart and/or loss of control of the vehicle.
- 3. Use extreme care near building entrances and upon entering/exiting enclosed areas.
- 4. Always drive straight up and down an incline. Driving up or down a hill at an angle can cause the vehicle to tip over.
- 5. Watch for obstacles and pedestrians. Continually scan your path and anticipate the movements of others.
- 6. Only operate a vehicle as it is intended to be used. Do not take a vehicle into places where they are not intended to go.
- 7. Prior to reversing the vehicle, check all surroundings and ensure there is no person or obstruction behind the vehicle. Also, prior to backing up, ensure the vehicle is set to “reverse” and not “forward”.

c. Parking.

- i. All vehicles must be parked out of the way of pedestrians and other vehicles.
- ii. Cars, trucks, and vans should always be parked in a designated parking space.
- iii. Parked vehicles should never obstruct access to a building. Adequate space for wheelchairs, mobility devices, catering carts, facilities carts, and emergency egress by a crowd must be maintained at all times.
- iv. Vehicles should never be parked on an incline.
- v. Whenever golf carts are not in use, the Operator must place the cart control lever in the “Park” or “Neutral” position, remove and secure the key, and set the parking brake. Keys must never be left inside the golf cart while it is unattended. Ensure the vehicle is “Off.”
 - 1. If the golf cart is parked outdoors overnight, it must be secured with a chain and lock or other equivalent locking mechanism.

- vi. All electric vehicles should be properly placed on charged when not in use. While vehicles are in use, charging equipment should be kept in a neat and organized fashion.

d. Occupants.

- i. No vehicle is to be operated with more passengers than seating is provided or with more weight than is specified by the manufacturer's weight limits.
- ii. Occupants must remain in a seat. Riding on the back or sides of utility vehicles or standing on the vehicle is prohibited at all times without exception.
- iii. Operators shall not cause the vehicle to move until all occupants are seated. Occupants must remain seated at all times that the vehicle is in motion.
- iv. All Occupants must keep their head, arms, hands, legs, and feet within the confines of the vehicle at all times while it is in motion. It is the responsibility of the Operator to convey this requirement to all Occupants.
- v. Operators shall stop the vehicle if Occupant behavior affects their ability to operate the vehicle safely.

e. Transporting Material.

- i. When vehicles are used to transport goods, materials, or equipment, all such items must be properly secured to the vehicle and the maximum weight limit of the vehicle shall not be exceeded.

f. Incident Reporting

- i. Any incidents involving a vehicle must immediately be reported via radio or phone call to a Supervisor or the Security Coordinator On-Duty. The incident should also be recorded in the 24/7 Incident Management System.
- ii. An Incident Report is required to be completed using the appropriate methods in accordance with the Incident Documentation Policy and associated forms.

g. Low-Speed Vehicle (LSV) Requirements

- i. All LSVs must be equipped with the following:
 - 1. Headlamps
 - 2. Front and rear turn signals
 - 3. Stop lamps and tail lamps
 - 4. Reflex reflectors (red, rear, and sides)
 - 5. Driver's side mirror and interior or passenger-side mirror
 - 6. Parking brake
 - 7. Windshield

8. Seat belts for each seat
9. Vehicle Identification Number (VIN)
- ii. Registration and Insurance
 1. LSVs must be registered, titled, and insured in Florida, with a minimum of \$10,000 in Personal Injury Protection (PIP) and \$10,000 in Property Damage Liability (PDL) insurance.
 2. Operators must carry a valid driver's license.
- h. **Vehicle Type-Specific Operational Requirements**
 - i. Golf Carts
 1. May only be operated on designated paths and must avoid public roadways unless crossing at marked intersections.
 2. Operators under 18 must possess a learner's or driver's license; those 18 and older require valid government-issued photo ID starting October 1, 2023.
 - ii. Converted Golf Carts to LSVs
 1. Converted golf carts must comply with all LSV safety and registration requirements.
 2. Documentation, including Form HSMV 86064, must be submitted for title and registration.
- i. **Restricted Use of LSV's and small transport vehicles within the Event Perimeter**
 - i. Event Perimeter Restrictions
 1. During events, designated roadways and areas surrounding the Venues may be intentionally closed to public traffic to facilitate event operations and ensure guest safety.
 2. Within this event perimeter, the use of LSVs and other small transport vehicles is restricted to authorized personnel conducting official event operations.
 3. Operators must follow all venue-specific safety protocols, including reduced speed limits, designated routes, and pedestrian safety measures.
 - ii. Operation Outside the Event Perimeter
 1. LSVs and other small transport vehicles used outside the event perimeter must adhere to all applicable Florida Statutes, including but not limited to:
 2. Operating only on streets with a posted speed limit of 35 mph or less.
 3. Compliance with all required safety equipment, insurance, and registration requirements.
 4. Operators must hold a valid driver's license and carry it while operating the vehicle.