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File Name:	070405 CMB Meeting Notes_final.doc	
File Location:	W:\ITS Program\ITS GC\060305 NEW ITS GC Contract\Assign 41 - CMB Meeting Support\070405 CMB Meeting Notes_final.doc	
Deliverable Number:		
Version Number:	1	
<b>Name</b>		<b>Date</b>
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## List of Acronyms

AVL .....	Automatic Vehicle Location
C2C .....	Center-to-Center
CAD .....	Computer-aided Dispatch
CCTV .....	Closed-circuit Television
CMB.....	Change Management Board
ConOps .....	Concept of Operations
DMS.....	Dynamic Message Sign
DTOE.....	District Traffic Operations Engineer
EM.....	Event Manager
FDLE.....	Florida Department of Law Enforcement
FDOT .....	Florida Department of Transportation
FHP .....	Florida Highway Patrol
GUI .....	Graphical User Interface
HTML.....	Hyper Text Markup Language
ITS.....	Intelligent Transportation Systems
IV&V .....	Independent Verification & Validation
LPR .....	License Plate Reader
OIS .....	Office of Information Services
SwRI .....	Southwest Research Institute
TERL.....	Traffic Engineering Research Laboratory
TMC.....	Transportation Management Center
TOD .....	Time of Day
TSS.....	Traffic Sensor Station

## Florida Department of Transportation

# CHANGE MANAGEMENT BOARD MEETING NOTES

**Thursday, April 5, 2007  
8:30 A.M. to 12:00 P.M.**

**Rosen Shingle Creek Hotel  
Orlando**

### **Purpose:**

This meeting was held for the Board members to continue their discussion of the Change Management Board (CMB) charter and possible revisions to the document. The CMB also discussed SunGuide<sup>SM1</sup> Footprints issues and heard a TVT subsystem requirements overview prior to voting, along with updates on the Florida Highway Patrol (FHP) computer-aided dispatch system and Amber Alert program.

### **Attendees:**

Liang Hsia, CO	Gene Glotzbach, CO	Trey Tillander, CO
Chris Birozak, District 1	Katherine Duval, District 1	Peter Vega, District 2
Kamal Munawar, District 2	Chad Williams, District 3	Cliff Johnson, District 3
Steve Corbin, District 4	Mike Smith District 5	Jennifer Heller, District 5
Rory Santana, District 6	Javier Rodriguez, District 6	Manuel Fontan, District 6
Bill Wilshire, District 7	John Easterling, Turnpike	Robert Heller, SwRI
Paul Watson, PBS&J	John Bonds, PBS&J	Ron Meyer, PBS&J
Krista Small, PBS&J	David Chang, PBS&J	Walt Townsend, Siemens ITS
Jason Summerfield, SmartRoute	Kevin Jackson, SmartRoute	Ryan Crist, SmartRoute
Bob Murphy, DMJM	James Barbosa, IBI	James Bitting, Lucent Group

CMB Chairman Steve Corbin opened the meeting and called the roll of District offices that were represented. He gave a brief introduction about the agenda items and announced that there would be a kickoff meeting for SunGuide Release 3.0 starting at 1:00 p.m. He called for any opening statements, then offered an introduction for Ryan and Kevin from the transportation management center (TMC) in Jacksonville.

Next was a review of the action items from the CMB's previous meeting, which was on March 8, 2007.

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<sup>1</sup> SunGuide is a service mark of the Florida Department of Transportation.

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1. FDOT policy on required duration for archiving data – Trey Tillander briefed the CMB on his meeting with the FDOT Legal Office. He showed Legal the TMC Web sites and followed up with e-mail. Trey said he expects any interpretation of public records law from FDOT Legal will take a while for the attorneys to review. There did appear to be much concern on the behalf of Legal over what we are collecting and disseminating through system use at the moment.
2. CitiLog offer letter. District 4 sent this letter to the other Districts for their review.
3. CMB charter review. David Chang was to send out the original CMB charter to the Districts for their review.
4. Central Office teleconference with District 4. David Chang provided an update and made a request for comments on the CMB charter, since this would be a desired topic of discussion. Trey indicated that this teleconference was deferred.
5. Southwest Research Institute (SwRI) graphical user interface (GUI) screen snapshot. Trey updated the Board on this. E-mail was sent on the topic. It was determined that no action was needed. The item is related to debug options for subsystems and wording selection used in menus. Robert Heller provided an update and recap of functions and activities to date.
6. FDOT Office of Information Systems (OIS) procedures for security access and passwords. James Bitting provided the procedures and they were distributed.
7. Computer-aided Dispatch (CAD) interface Concept of Operations (ConOps). This document was distributed, so the item was completed. The topic will be part of the review in this meeting.
8. Distribution of Amber Alert ConOps and functional requirements. Gene Glotzbach provided to the CMB for review on March 30, 2007.
9. Final FIU report on cell phones as probes. Jesus Martinez provided report to the CMB for review on March 9, 2007.
10. Final report on portable roadside readers. Gene Glotzbach provided to the CMB for review on March 30, 2007.
11. John Bonds and Trey Tillander provided three new requirements to the CMB which will be discussed today. Travel time calculation with probes and detectors in the same TSS link.
12. Data logger. Robert Heller gave an update on current efforts. John Brisco at SwRI is working on this. More details to come.
13. Trey Tillander sent out SunGuide Release 2.2.2 documentation for comments.

14. Travel arrangement for Release 3 activities. David sent this out. Trey said he feels that the dates are solid based on current activities and track. The Board members were asked to let Trey or Steve Corbin know how many from their Districts are expected to be represented. Trey said there were five events: (1) the kickoff meeting today; (2) the design review for District 5 on May 2-3; (3) the event management AVL/Road Ranger design review May 8-9 in District 6; (4) the factory acceptance test Aug. 6-10 in San Antonio; and (5) the IV&V at TERL on Aug. 29-30.

15. FUSION Meeting. This was held during the ITS Working Group meeting and was productive.

16. Google map contacts and cost information. Corbin and Vega sent contact information to Gene Glotzbach.

17. SunGuide Release 2.2.2. The software was installed at TERL by Ron Meyer. Jason Summerfield installed it in District 2.

**CMB Process Update:** The Board is awaiting feedback on its charter. Steve Corbin said this issue deals with high-level items. There needs to be a commitment in writing regarding member terms, representation on the Board, and other matters.

Trey then led discussion on the CMB charter document and two subordinate committees that have not actually been used. One opinion is that these two committees are probably unnecessary, as they have not been used to date. He reminded everyone that the CMB is not solely for SunGuide software, but for other items under configuration management (for example, ITS specifications, architecture, etc.). There may be a need to broaden the expertise available to the CMB for some of these other, non-SunGuide software related items.

Action item – Gene Glotzbach, Trey Tillander, and Steve Corbin will have a teleconference to decide on the edits to the CMB charter and then send the revised version to CMB members for review.

Bill Wilshire observed that ITS specifications are a particular example. The specifications belong to the FDOT Specifications Office, but need a forum of this type. Gene replied that the process should be formalized. The CMB makes sense as the body to review and develop material prior to it being filtered up to the Specifications Office for their review and adoption process. There was concurrence from Ron Meyer, Pete Vega, and Trey Tillander.

The CMB process currently under review is dated April 12, 2005. Trey explained that some of the review is simply housekeeping. For instance, how members are replaced and how the chair is assigned. Typically, the ITS engineers or DTOE (when the ITS engineer is not around) are the ones assigning representation by an e-mail to the CMB Chair. The current charter doesn't specifically state that a voting member is an individual, but rather generically calls for District input. Officially, the DTOE is given power in the document to assign the individual. The group felt that this is adequate.

**SunGuide Footprints Issues Review:** There was a flurry of issues resulting from the Release 2.2.2 installations. SwRI hopes to mitigate this type of flurry in future releases. Issue 145 was created to summarize and capture items and comments related to Release 2.2.2 installation. Release 2.2.2 installs and feedback were used to provide a feedback loop on items that came up with outsider installs.

Installation specifics vary from site to site due to differing architectures and other factors. The goal was to use feedback provided from the various sites to improve future documentation. SwRI would like feedback from users as to how effective was the process of combining similar issues. Trey said Districts 2 and 5 and TERL installed Release 2.2.2. Installation in Districts 4 and 6 is pending. District 7 is hesitant to perform the upgrade because they are in the process of testing and burn-in for other portions of their ongoing projects.

Robert Heller said Release 2.2.2 is all new code, so users can expect to find errors on usage. That's because of SwRI's limitation to heavily exercise the system. SwRI knows that their testing capacity is limited, so they really encourage user feedback to capture and report issues for tracking and resolution.

John Bonds had reviewed the calculations reflected in the Footprints Issues Status page. Apparently there was confusion about the slide content and the summary numbers provided by the Footprints system calculations.

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#### TVT Subsystem Requirements Overview and voting – Bonds

Req.	D1	D2	D3	D4	D5	D6	D7	TP	CO
TM013T, TM013T1, TM013T2	Y	Y	Y	Y	Y	Y	Y	Abs	Y

Recap and clarification of each requirement provided at time of voting.

TM013T – Tillander recap. Heller suggested design solution of perhaps a tabular format display on the GUI that captures calculations from each, and highlights large differences should they exist between two technologies. Design review would provide opportunity to provide screenshots, etc. for consideration during next steps towards implementation.

Wilshire – Questioned what happens if difference is noted? Do they then have the opportunity to switch the preferred data source? The point was that operator would not, but perhaps the TMC manager or System Administrator (SysAdmin) could. If there was a significant problem, then the mitigating response to prevent bad travel times from being displayed would be for the operator to blank the sign or place a message with a higher priority.

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Santana – Could selection be time of day (TOD) based, etc.? Tillander – Could be expensive. Heller – Cautioned against automatic “stupid” intelligence. Corbin – Solution is that operators must be required to visually verify automated travel time values, etc. Keep the human in the loop because their judgment is absolutely necessary at this point in time.

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FHP CAD interface overview – Tillander

How do we leverage FHP data to get better incident data? - The FDOT ITS program has had several meetings with the FHP. We know what we want and how we want to use it. Since the effort is unfunded, there is also work underway to obtain funding.

ConOps development was drafted and distributed by Tillander.

Review of the FHP Traffic Incident Web Site - TMCs use the FHP Web site as source of information, same as the general public. Jenifer Heller responded to questions regarding accuracy of data. Seems that initial incident information is good, but updates are not always timely and accurate.

Heller provided overview of discussions with Chief Williams and that he has been monitoring site for content, clarity, etc., and has requested comments and feedback from ITS users for process improvement.

Tillander’s intention is that once ConOps has been agreed upon and finalized, that it will be provided to Williams as a foundation for further discussion and coordination.

Heller – Are we looking for changes to SmartCop software?

Tillander – Lets stay at a high level and focus on needs, not necessarily design constraints or specifics. FHP is likely to be agreeable, but also likely to require ITS to provide funding for any activities that may result from these efforts.

Where dispatch is co-located, then the likelihood that incident data is good, reliable, timely, etc. is improved.

Review of CastleRock iFlorida GUI for FHP Incident Detail. Tillander - While a good start, this GUI doesn’t meet all the current needs of District 5. Heller - For example, CastleRock software sometimes changes incident location and results in differing descriptions from FHP system. Bottom line is that it doesn’t meet District needs in several areas.

Group discussion on operation and incident response - For instance, three confirmations of incident (CCTV, sensor, RR report, etc.) are required for incident records, info, and dissemination.

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FHP today is not comfortable with ITS putting disabled vehicle information or abandoned vehicle when they do not have FHP presence (to prevent theft, victimization, or other safety issues etc.) and other in ConOps. So, there is information known that does not necessarily get presented to public (Web site, etc.).

Tillander proposes a center-to-center (C2C) scenario for initial thought and discussion, along with other developments/enhancements as shown on slide 31 of presentation. Items highlighted are anticipated to need work/activity.

Review of flowchart that also captures processes, as shown on slide 32.

District 5 ITS says that about 80% of FHP data is off the interstate, so there is necessary filtering to associate FHP records with applicable managed roads.

Hsia – Suggest that existing crash record databases used by DOT may have matching and filtering capacity.

Data fields for matching must be investigated. What is available and consistency provided?

Townsend – for instance, latitude/longitude is not necessarily good for roadway matching.

J.Heller – FHP is working toward consistency on data fields.

Bonds – SW Florida 511 had similar difficulty in translating latitude/longitude to the road. So there is code that exists that may have application to FHP CAD to SunGuide interface translation.

Notable comments – Decision point of update or new earlier in process. Also additional work on association and/or automated prompts/recommendations for associations at operator decision/input points of process.

R.Heller – Need to focus on the functional requirements, but not necessarily the placement (physical or logical) of certain components. Describe functions and let detailed design and specific requirement come from advancement of process.

Corbin – Suggests harmonization with hosting, redundancy, etc. with ATIS systems and other components that rely on centralization, high reliability, etc.

Tillander – The ConOps proposes using the same event manager (EM) and information dissemination subsystems as in SunGuide Release 3.0. Therefore, the ConOps focuses on the work required prior to that point.

Note on slide 24 – Flagler County should be in Jacksonville regional communication center (RCC) region. Action – verify content of slide 24 regarding RCC coverage area between county associations and Districts.



Tillander – Requests responses to ConOps review 3 weeks from today, followed by comment, review, response, submittal to FHP and follow-up meeting with FHP.

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Amber Alert – Gene Glotzbach

District 4 has developed initial ConOps and functional requirements for subsystem. Draft is currently out to Districts for review and comment.

Glotzbach provided overview of proposed ConOps and requirements as well as general description of needs and expected system functions.

Please review document by 3 weeks from today (same as FHP CAD Documents) and provide comments questions to Gene for response and follow-up.

Tillander – Less concerned by functional requirements. Foremost are the first pages (executive summary, etc.)

Wilshire – What AMBER alerts were to be carried on 511?

Glotzbach – The same as on our dynamic message signs (DMS).

Wilshire – Current operation and activities of Traffic.com in District 7 include monitoring the Florida Department of Law Enforcement (FDLE) Web site and might include postings on TB511 that are not on DMS under RTMC control.

Tillander – Consider document in two parts. How does info get from FDLE to FDOT? Once the FDOT has the information, how is efficiency of dissemination handled within the FDOT. Goal is to shorten times and speed processes.

Discussion of license plate collection information currently archived in SunGuide and various empowerment (linkages to RR assists, abandoned vehicle info, etc.).

Discussion of license plate reader (LPR) ramifications for vehicle of interest hits.

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Using SunGuide in Multiple TMCs

District 4 wants to operate as cost effectively as possible. Current SunGuide architecture is geared towards dedicated servers per TMC.

Topic requires additional discussion and thought to flesh out transfer of rights and priority for differing operational groups.

ConOps will be distributed for review and comment shortly.

Action: Corbin to provide draft.

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Closing and Action Item Review.

David Chang – Review of Action Items generated from this meeting.

## **ACTION ITEMS**

1. Gene Glotzbach, Trey Tillander, and Steve Corbin will have a teleconference to decide on the edits to the CMB charter and then send the revised version to CMB members for review.
2. Trey Tillander will look into Safety Program's software which can provide the mapping of FHP roadway.
3. Trey Tillander will update/modify the FHP CAD ConOps documents, including:
  - a. Flowchart
  - b. RCC coverage map
4. Jennifer Heller will check with the FHP regarding disabled vehicle (DAV) and abandoned vehicle information.
5. Steve Corbin will provide the Red tag information (based on event type, duration) in SunGuide Release 2.2.
6. Districts will provide comments of FHP CAD ConOps document by April 26, 2007.
7. Districts will provide comments of AMBER Alert ConOps document by April 26, 2007.
8. Steve Corbin will review and circulate the document, *Using SunGuide Software at Multiple TMCs Currently*, before the next CMB meeting. The next CMB meeting will be scheduled for late May in video-conference format.

The meeting was adjourned at 12:00 p.m.