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Created By:	Khue Q. Ngo, PBS&J	03/21/08
Reviewed By:	David Chang, PBS&J	03/24/08
	Trey Tillander, FDOT-CO	03/26/08
	Steve Corbin, FDOT	3/31/08
Modified By:	Khue Q. Ngo, PBS&J	03/24/08
	Khue Q. Ngo, PBS&J	03/27/08
	TJ Hapney, PBS&J	3/28/08
	TJ Hapney, PBS&J	4/1/08
Completed By:	TJ Hapney, PBS&J	4/1/08

## List of Acronyms

AVL .....	Automatic Vehicle Location
C2C .....	Center-to-Center
CAD .....	Computer-aided Dispatch
CCTV .....	Closed-circuit Television
CMB.....	Change Management Board
CO.....	Central Office
ConOps .....	Concept of Operations
DAV .....	Disabled Vehicle
DFS .....	Data Fusion Subsystem
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
GIS .....	Geographic Information System
GUI .....	Graphical User Interface
HTML.....	Hyper Text Markup Language
IT.....	Information Technology
ITS.....	Intelligent Transportation Systems
IV&V .....	Independent Verification & Validation
JPA.....	Joint Participation Agreement
LPR .....	License Plate Reader
MDX.....	Miami-Dade Expressway Authority
OIS .....	Office of Information Services
OOCEA.....	Orlando Orange County Expressway Authority
PPP.....	Public-Private Partnership
RTMC .....	Regional Transportation Management Center
SSUG .....	SunGuide Software Users Group
SunGuide Users Manual .....	SUM
SWAM .....	Standard Written Agreement Modification
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 MINUTES

Wednesday, March 19, 2008  
8:30 A.M. to 11:30 A.M.

Florida Hotel and Conference Center, Tradition Room  
Orlando, Florida

### Purpose:

The purpose of this meeting was to review and vote for SunGuide™ Software issues and requirements, review footprints issues, and to vote for and welcome new Change Management Board (CMB) member, Miami-Dade Expressway Authority (MDX).

### Attendees:

Elizabeth Birriel, FDOT CO	Gene Glotzbach, FDOT CO	Trey Tillander, FDOT CO
Chris Birosak, FDOT D1	Carlos Bonilla, FDOT D1	Kevin Jackson, FDOT D2
Terry Hensley, FDOT D2	Peter Vega, FDOT D2	Chad Williams, FDOT D3
Mark Nallick, FDOT D3	Dong Chen, FDOT D4	Steve Corbin, FDOT D4
Jennifer Heller, FDOT D5	Michael W. Smith, FDOT D5	Manuel Fontan, FDOT D6
Robert Lopes, FDOT D7	Romona Burke, FDOT D7	Bill Wilshire, FDOT D7
John Easterling, FDOT FTE	Eric Gordon, FDOT FTE	James Barbosa, IBI
James Bitting, Lucent Group	John Bonds, PBS&J	David Chang, PBS&J
Erik Gaarder, PBS&J	Ronald Meyer, PBS&J	Khue Ngo, PBS&J
Ashis Sanyal, PBS&J	Hong-Ting Chen, PBS&J	Ivan del Campo, MDX
Craig Carnes, Metric Eng.	Tim Garrett, HNTB	Ryan Crist, Smartroute
Robert Heller, SwRI	Jesus Martinez, SwRI	Jason Summerfield, Smartroute
Mark Laird, DMJM Harris	Michael Loyselle, FHWA	

CMB chairman Steve Corbin opened the meeting at 8:30 a.m. He briefly introduced the objectives of the meeting then recapped the previous meeting's action items.

### Action Items Recap

1. Southwest Research Institute (SwRI) will check footprint 257 and 300 and provide additional instruction to the SunGuide User Manual (SUM)

Robert Heller: Will be provided in the next edition issuance of the SUM.

2. The Central Office will distribute the SunGuide Clustering document to CMB members, SwRI and the SunGuide User Group for review and comment.

Trey Tillander: The document has been sent to CMB members, SwRI and the SunGuide Software Users Group (SSUG) for review and comment. Comments were integrated into the document.

3. PBS&J will rework requirement DF004G4.

David Chang: The requirement DF004G4 rework is being reviewed by the CMB. Today, we will have some minor wording changes to the data fusion subsystem (DFS) requirements.

4. SwRI will provide a detailed scope for the District 2 Video Wall project (\$14,000).

Robert Heller: Requirements for the District 2 Video Wall were included in Standard Written Agreement Modification (SWAM) #15. The new features will be available with SunGuide Release 4.0.

5. District 4 will put together rules for combining messages on dynamic message signs (DMS).

Steve Corbin: Document was forwarded to the Central Office (CO).

Trey: We will talk about that process as a part of Response Plan Generation.

Steve Corbin acknowledged long-standing CMB members who have dedicated their time and effort to the CMB (5+ years):

Bill Wilshire (D7), Peter Vega (D2), Steve Corbin (previously as a consultant and later with D4), Gene Glotzbach (CO), Chris Birozak (D1), Jesus Martinez (D6 then SwRI).

It is a tribute to the dedication of the CMB.

### **New CMB Member: Miami – Dade Expressway Authority (MDX)**

Trey Tillander introduced Ivan del Campo, Information Technology (IT) and Intelligent Transportation Systems (ITS) Manager of the Miami-Dade Expressway Authority (MDX), and briefed the group about MDX and its contribution to the FDOT (\$500,000) for use on SunGuide software. MDX will contribute annual funding for SunGuide software support for future years. Currently, MDX is collocated with District 6 in the Miami regional transportation management center (RTMC) building. The formula for coming up with the support cost is the lesser of annual support divided by the number of users or \$50,000.

*FDOT Change Management Board Meeting Notes*  
*Tuesday, March 19, 2008 – 8:30 a.m. to 12:00 p.m.*

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The Joint Participation Agreement (JPA) and SunGuide Software Sublicense Agreement between FDOT and MDX was initiated in 2003 and was fully executed on January 28, 2008. The contract with SwRI and TxDOT allows the FDOT CO to sublicense SunGuide software to any governmental agency within the State of Florida, including expressway authorities, counties and cities.

Section 6 of the Change Management Process states if any outside agency (not CMB member) contributes a significant amount of funding for a statewide cause, they are eligible to become a CMB member.

The Change Management Process will be revised and updated with the new member. The CMB membership will rise, which affects the quorum. Currently, the CMB quorum is seven (out of nine current members).

Vote for approval to raise CMB membership to 10, including change to quorum and update to the Change Management Process document.

D1 – Yea  
D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Absent  
D6 – Yea  
D7 – Yea  
TPE – Yea  
CO – Yea

Voting for new member: MDX

D1 – Yea  
D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Absent  
D6 – Yea  
D7 – Yea  
TPE – Yea  
CO – Yea

Steve Corbin asked about the \$500,000 contribution as well as the criteria for selecting new members. He also asked about if other agencies/local counties wants to contribute and join the CMB. Ivan del Campo explained about the \$500,000 and how MDX decided to go on-board with the CMB.

Steve Corbin and Trey Tillander handed SunGuide software installation DVD to Ivan del Campo (photos taken). Ivan del Campo thanked all the CMB members.

The group discussed the criteria for an agency/county to adopt SunGuide software and the criteria for becoming a CMB voting member besides contributing money. Bill Wilshire shared his experience in the past with the Tampa Expressway Authority. Steve Corbin asked Mike Smith if the Orlando Orange County Expressway Authority (OOCEA) would have any plan to use SunGuide software. Mike Smith replied that it did not. Steve Corbin mentioned most of the small agencies were not aware of the cost of maintenance for SunGuide Software usage (up to \$50,000 per year). He also stated that if an agency wants to use SunGuide, it is suggested that the agency share center-to-center (C2C) data to the FDOT in real time.

Gene Glotzbach, Trey Tillander and Steve Corbin will draft criteria for becoming CMB voting members and using SunGuide software. The draft criteria will be presented at the next CMB meeting.

#### **Public-Private Partnership Concessionaire** (slide 11)

Steve Corbin raised the issue of money transfer and the requirements for Public-Private Partnership (PPP) projects to use SunGuide software in tolling and freeway management applications. PPP projects charge the FDOT dollar for dollar plus interest for the projects that PPPs are doing for the FDOT. In the case of the I-595 PPP project, District 4 will pay the SunGuide Software costs on behalf of the Concessionaire.

#### **District Configuration Update** (slides 12-14)

David Chang explained the purpose of the spreadsheet which helps the FDOT CO with budgeting, planning and software maintenance support. The spreadsheet provides SunGuide modules and releases with some preliminary information of the District's configuration. David Chang asked the Districts to provide an update to the CO when there is a major update and the updated spreadsheet will be presented at each CMB meeting. Trey indicated that some Districts have multiple transportation management centers (TMC) and the spreadsheet should reflect this. David will update the spreadsheet. Robert Heller asked where the information came from. Khue Ngo mentioned he collected all information from each release set of documents (kickoff meeting slides, design review slides, etc...). Robert indicated that the American Dynamic closed-circuit television (CCTV) is part of the CCTV subsystem. Ron Meyer asked if we should put subsystems at detailed levels (which modules were installed, which modules are currently running, etc...). David answered for the time being; only high level configuration at the District is needed. Other project have been carried out to collect all information for field devices. Robert Heller asked if SwRI would be able to review the spreadsheet. David replied that the CO will send a draft of the spreadsheet to SwRI for review.

**SunGuide™ Software Support** (slides 15-22)

Robert Heller mentioned all information in this section of presentation came from the SunGuide Web site that SwRI currently maintains for the project. Current support budget allows SwRI to hire one full time employee in Florida (Clay Packard) and several hours of Steve Dellenback and Robert Heller every week. Support budget also includes 0.5 full time equivalent that includes a 24 / 7 support line. Clay Packard is based in Tallahassee with his office at the Traffic Engineering Research Lab (TERL). Clay does some footprints resolution. When an issue gets in on Footprints, Clay works on it. However, Clay spent much more time than projected providing on-site support at the Districts. In San Antonio, SwRI has 24 / 7 hour support line. When a District calls with critical failure of SunGuide operation, response by phone either by Hector or Brent will be provided to the caller within one hour. Robert explained the objectives of on-site support staff versus San Antonio support which provides 24 / 7 phone lines for critical support. Robert discussed phone response severity levels (critical, major, minor and enhancement) and the response timeframe for each level (see presentation slides 17 and 18 for more detail). He expressed the importance of calling official phone support (210-522-6883) over directly calling Clay Packard's and Hector's cell phones. All calls to SwRI's official support line will be logged and tracked, which is extremely useful for critical failure. Robert overviewed the Footprints application and how it works. Robert also explained the Footprints application and the importance of entering issues to the Footprints application by authorized users. Anyone who wants to get on Footprints needs to send email to Trey then Trey sends the request to SwRI. Once a Footprints issue is entered, an automatic email will be sent to Clauss, Packard, Iruegas and Trey Tillander.

The group then discussed support:

Steve Corbin asked about the definition of critical failure. Trey mentioned Footprints categories are not consistent with phone response severity levels. Steve proposed that the SSUG come up with an additional requirement for support (additional cost) and if the Districts want that additional support, they will pay the additional money back to Central Office to have that support. District 4 is willing to pay for that support.

Finally, Steve concluded that SwRI will provide a document which identifies the process flow of utilizing the support resources including the support line and footprint access. Steve asked Manny Fontan how often the SSUG meets and encouraged him to keep doing so once a month.

**Break** – from 10:00 am to 10:15 am

Steve Corbin asked attendees to introduce themselves.

**Review SunGuide Footprints issues** (Slides 24-47)

Robert Heller reviewed the SunGuide Footprints issues over the last 12 months (*Slides 25, 26, 27, 28, 29 and 30*) with detailed number of open and total issues at each level (critical failure, failure, bug and enhancement). Then he explained the difference between phone severity level



definitions and the four footprints level definitions. The definition of critical on phone support is different from critical failure when entered into Footprints. Steve Corbin asked the Districts to discuss this with their consultants and provide a definition of critical failure to the Central Office.

Trey indicated that issue No. 505 was a configuration issue and is now closed (*Slide 31*).

Tim Garrett, Ron Meyer, Robert Heller and Jason Summerfield discussed the data (speed, volume, occupancy) coming out of detectors. Robert concluded that SwRI will draft a questionnaire of travel time (TvT) calculations with the scenarios of microwave vehicle detection systems (MVDS) data when there is no traffic or stopped traffic and the CO will send it to the Districts for response. The three scenarios discussed were:

1. Middle of Night when there is no traffic;
2. Major accident when there is stopped traffic; and,
3. Detector failures when speeds < 10 mph.

One solution that would address spot (point) detection is using occupancy along with speed. However, this would not address probe detection. Everyone agreed that actual speed data should be archived and it needs to keep the solution as simple as possible.

### **SunGuide Release 3.1 Requirements to support I-95 Express Lanes** (slides 48-52)

Trey Tillander overviewed the ongoing work of the project. This is collaboration between Districts 4 and 6, Florida's Turnpike Enterprise and the Central Office. It has been a very iterative process over the last six months which produced 176 requirements. The Concept of Operations (ConOps) is finalized (version 7.0). During the last CMB meeting, Statewide ITS Architecture (SITSA) Update for the project was unanimously approved by CMB members. The schedule for SunGuide Release 3.1 deployment is May 1 at District 6.

There are two new components of SunGuide Release 3.1 which are the Pricing Subsystem and Toll Viewer, as well as two enhancements on dynamic message signs (DMS) and Event Manager (EM) subsystems. Pricing subsystem uses Variable Rate methodology. The first phase of the project will utilize Variable Time of Day rate. The Toll Viewer subsystem allows the Turnpike Customer Representative to review the charges to the customers.

The DMS enhancement includes new DMS signs: Lane Status (1 line, 18 character) and Toll Rate which utilize six character DMS bricks on the status sign. These DMS have never been used before in the State of Florida.

David Chang briefly reviewed the requirements for the project and associated cost (\$221,622) before the vote.

Steve Corbin called for a vote on the set of requirements.

D1 – Yea

D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Yea  
MDX – Yea  
CO – Yea

Passed unanimously.

**SunGuide™ Release 4.0 Requirements to support FL-ATIS** (slides 53-67)

Erik Gaarder began with an overview of the Florida modified Society of Automotive Engineers (SAE) J2540 code and the feature of SunGuide that allows for automated SAE code selection based on how the operator enters data. Then Erik presented modified requirements in SWAM #15: DF022F, DF006F1 and S017 (*slides 55-56*). Steve Corbin asked how to quantify the “to the maximum extent possible” part in the DF006F1 and John Bonds replied it was not measureable. Trey asked to remove this part. Erik called for Hong-Ting Chen to update the requirement. Erik also presented other modified requirements (DF001C, DF006G) (*slide 56*) and deleted requirements (DF003G, DF003G1, DF003G2) (*slide 57*) and their associated cost (\$13,469). Steve Corbin called for a vote on these SAE code related requirements.

D1 – Yea  
D2 – Absent  
D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Yea  
MDX – Yea  
CO – Yea

Erik continued to present DFS requirements modifications (*slides 59-63*). These requirements relate to weather information alerts. Steve Corbin called for vote. Bill Wilshire asked if the vote could be delayed since CMB members need time to review. The group agreed the requirements: DF011G, DF011G2 and DF023F will be deferred for vote late. DF001E was missing “secondary” before “alternative roads” and “and” in DF027G was in incorrect place. Erik asked Hong-Ting to make the appropriate modifications. Steve Corbin called for a vote on the remaining DFS requirements.

D1 – Yea  
D2 – Yea

D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Yea  
MDX – Yea  
CO – Yea

Passed unanimously.

Erik presented Floodgate screens and C2C issues (*slide 67*) with associated requirements and implementation cost. Steve Corbin called for vote.

D1 – Yea  
D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Nay  
MDX – Yea  
CO – Yea

**SunGuide Release 4.0 Statewide Standard Event & Vehicle Type Lists** (slides 68-72)

Erik presented the Statewide Standard Event and Vehicle Type Lists and asked for vote. Trey mentioned this removed the SunGuide Admin Editor capability to change the list. Steve asked SwRI to verify that the “sort type” will still be configurable after the vehicle type is standardized. The most used of event types should be on top of the dropdown list.

Steve Corbin called for vote.

D1 – Yea  
D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Yea  
MDX – Yea  
CO – Yea

Passed unanimously.

**SunGuide™ Software Response Plan Enhancement** (slides 73-80)

Trey Tillander reviewed the new features of SunGuide Response Plan Enhancement. These enhancements were requested by Districts 2, 4 and 6 by entering Footprints issues. Trey acknowledged District 6 for proposing an enhanced response plan. This task was kicked off at the FDOT ITS Engineers teleconference on February 28, 2008 and was discussed at the SSUG meeting on March 11, 2008. Trey presented the action plan for this issue. This proposed action plan asks for review in the context of TMC operational responsibilities, statewide consistency of traffic information to the motorist and impacts to other projects (i.e., FL-ATIS). Trey expressed the need for documentation of the operational needs and called for volunteers on drafting the ConOps for Response Plan Enhancement. District 6 volunteered. Once the ConOps has been written, CMB will review and finalize the ConOps. Concurrently, the draft requirements will be developed and then the RPG Enhancement will be implemented.

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**Closing and Action Item Review**

Steve Corbin: Due to the time limit, we are not going to go over action items now. Instead, action items will be sent out for review after the meeting.

The meeting was adjourned at 12:00 pm

The meeting resumed at 1:15 p.m. Steve Corbin declared that the CMB members discussed about three deferred-for-vote requirements related to weather alerts during lunch and figured out the modified requirements created more confusion to the operator. Three un-voted requirements related to weather information alerts were presented on the screen for members to review and vote.

Steve Corbin called for vote.

D1 – Yea  
D2 – Yea  
D3 – Yea  
D4 – Yea  
D5 – Yea  
D6 – Yea  
D7 – Yea  
TPE – Yea  
MDX – Yea  
CO – Yea

Passed unanimously.

## **ACTION ITEMS**

1. Gene Glotzbach, Trey Tillander and Steve Corbin will draft criteria for becoming CMB voting members and using SunGuide software.
2. David Chang will update the District Configuration spreadsheet.
3. David Chang will provide a draft copy of District Configuration spreadsheet to SwRI for comments.
4. SSUG will provide feedback to Trey Tillander regarding the critical issues of SunGuide operations.
5. SwRI will provide a document which identifies the process flow of utilizing the support resources including support line and footprint access.
6. SwRI will draft a questionnaire of TvT calculation with the scenarios of MVDS' data when: no traffic, and stopped traffic and probe TvT. Trey Tillander will send it out for inputs.
7. PBS&J will modify the requirement DF006F1 by deleting “to the maximum extent possible” at the end.
8. PBS&J will modify the requirement DF001E by adding “secondary” in between “and” and “alternate”.
9. PBS&J will modify the requirement DF027G to : The SunGuide floodgate graphical user interface (GUI) shall allow the operator to select severity, region, county, roadway, road segment, and transit entity for each floodgate message.
10. SwRI will verify that the “sort type” will still be configurable after the vehicle type is standardized.
11. Manny Fontan will draft a ConOps for RPG enhancement for CMB review.