



Change Management Board Meeting

July 28th, 2010

Video Conference: CO- Burns Video Bridge 1

Audio: 850 - 414 – 4977



Welcome and Call for Quorum

Eric Gordin, CMB Chairman



Agenda



Time	Item	Lead
1:30 - 1:35	Welcome and Call for Quorum	Gordin
1:35 – 1:40	Previous Meeting Recap and Action Item Review	Gordin
1:40 – 1:50	CMB Charter	Gordin
1:50 – 2:00	SunGuide New Contract	Krishnamurthy
2:00 – 2:15	Weather Alerts	Krishnamurthy
2:15 – 2:35	Performance Measures Updates	Krishnamurthy
2:35 – 2:45	TPE's EM Screen Enhancements <i>(Vote)</i>	Gordin
2:45 – 2:55	District 2's Enhancements <i>(Vote)</i>	Summerfield



Agenda (cont')



Time	Item	Lead
2:55 – 3:10	DMS Multi-Threading	Heller/Brown
3:10 – 3:20	Inrix Data for SunGuide	Heller/Brown
3:20 – 3:30	EM Flags	Heller/Brown
3:30 – 3:40	Miles Ahead DMS	Heller/Brown
3:40 – 3:50	FL-ATIS Dashboard	Heller/Brown
3:50 – 3:55	Other issues	All
3:55 – 4:00	Action Item Review	Gordin



Change Management Board



Previous Meetings Recap and Action Items Review

Eric Gordin



April 8th - CMB Action Items

- **Arun Krishnamurthy to check ITS Architecture to make sure 595 and 95 Express Lanes are included and that High Speed Rail and Space Port will be added in the future.**
- **CO will schedule a performance measures meeting with the Districts to discuss if the incident data is collected consistently across each district TMC.**
- **SwRI will provide whitepaper on TMC Failover for review available week of April 12th.**
- **Districts to review CMB process document and provide comments to CO and/or CMB chair.**



Change Management Board



CMB Charter

Eric Gordin



CMB Charter Update



Section	Summary of proposed change	CMB Approval
4.1 Change Management Board	Add "MDX and other agencies approved by the CMB" to the list of CMB members.	Yes/No
4.2 Chair person	Add a new subsection for Chairperson with duties and responsibility and serving term.	Yes/No
4.3 Co-chair role	Add a new subsection for Co-Chair with duties and responsibility and serving term to help a new Chair in the transition	Yes/No
4.1 Change Management Board	What is the Chairperson's term, 1 year or 2 years?	Yes/No
4.5 SSUG	Is there a need to add SSUG's role in the CMB process?	Yes/No



CMB Charter Update



Section	Summary of proposed change	CMB Approval
7. Voting process for CMB	Add "MDX" to voting member list "Each of the seven Districts, FTE, MDX and Central Office has one vote apiece". This makes a total of 10 votes – what should quorum be?	Yes/No
7. Non-voting Membership to the CMB	Develop a list of non-voting members as an appendix of this charter and present at each CMB meeting. Add that as Attachment .	Yes/No
9. Meeting Frequency	Un-associate CMB meetings with ITS WGM	Yes/No
11.2 Change Requests	Request removing the format for providing change requests. These are not followed currently.	Yes/No
13. Annual Review	Modify the section to be optional or Remove entire section	Yes/No
14. ITS Deployment Database	Remove entire section	Yes/No
n/a	Minor wording changes where applicable	



Change Management Board



SunGuide New Contract

Arun Krishnamurthy



New Contract



- **Contract includes**
 - Support
 - Maintenance
 - Development Enhancements
- **Majority of staff carry over from previous SunGuide contract**
- **SwRI staffing**
 - PM: Robert Heller
 - SPM: Tucker Brown
 - Phone Support: Hector Iruegas, Brent Becker
 - Florida Support: Mary Thornton (MCO), Lucent TBD (MIA)
 - San Antonio Support: Jose Perez
 - Others as needed



Support



- **Phone Support:**
 - Critical failures
 - Failures
 - External failure
- **Footprints**
 - Defect
 - Deployment / Configuration
 - Enhancement



Support Definitions



- **Critical Failure**
 - Multiple subsystems failure
 - Failure of single critical (GUI, Databus) subsystem
- **Failure**
 - Single Subsystem or driver failing
- **External Failure**
 - SunGuide interfaces with external systems are failing



Support Definitions (con't)



- **Defect**
 - Software issue that can be compensated for through manual operation or that does not impact operation of the TMC
- **Deployment / Configuration Issue**
 - Issue related to either an installation or configuration that is prohibiting proper operation of the software
- **Enhancement**
 - Improvement to the software that can be included in a future release



Required Responses



Category	Required Initial Response Time	Initial Response
Critical Failure	One hour	Return the phone call
Failure	One hour	Return the phone call
Ext. Failure	One hour	Return the phone call
Defect	1 business day	Email to submitter
Deployment / Configuration	1 business day	Email to submitter
Enhancement	3 business day	Email to submitter



Required Responses



Category	Escalation Time	On-site Response
Critical Failure	Two hours	4 Hours from FDOT PM Approval
Failure	8 hours	1 Business Day from FDOT PM Approval
Ext. Failure	12 Hours of contact with external POC	1 Business Day from FDOT PM Approval
Defect	1 business day	No
Deployment / Configuration	1 business day	1 Business Day from FDOT PM Approval
Enhancement	2 business weeks	No



Required Responses



Performance Measure	Expected Performance per Quarter	Damages
Initial response to phone calls for Critical Failure, Failures and External Failure	≤ 1 missed response	\$5,000
Initial response to deployment configuration issues	≤ 2 missed responses	\$1,000
Initial response to defects	≤ 4 missed responses	\$1,000
Document Deliverables	≤ 4 missed responses	\$1,000



Change Management Board



Weather Alerts

Arun Krishnamurthy



Weather related crashes



Road Weather Conditions	Weather-Related Crash Statistics	
	Annual Rates (Approximately)	Percentages *
Wet Pavement	1,170,000 crashes	18% of vehicle crashes
Rain	739,200 crashes	12% of vehicle crashes
Fog	38,700 crashes	1% of vehicle crashes
Snow/Sleet	232,600 crashes	4% of vehicle crashes
Icy Pavement	197,300 crashes	3% of vehicle crashes
Snow/Slushy Pavement	168,400 crashes	3% of vehicle crashes
Total Weather-Related	1,561,400 crashes	24% of vehicle crashes



Needs



- **Clarity among Districts regarding dissemination of weather messages**
- **Need to ensure consistency for FLATIS**
- **FDOT has obtained DTN feed at \$100,000 for 5 years. Not being used by all districts.**



Review of other States



- Almost all states surveyed have some form of weather message distribution system.
- States post mostly advisory messages and not control messages.
- Mostly no predictive messages about future but only after the fact messages.
- Messages are posted as long as the weather conditions persist.
- Some DMS messages ask travelers to call 511 to get more details. Some DMS messages ask travelers to listen to weather channel or other stations



Weather events provided by DTN



Hurricanes, Tornado, Flash Floods, Flooding, Severe Thunderstorm, Heavy Rain, Tropical Storm and Tropical Depression.

Fog, High Wind, Strong Wind, Severe Hail, Freezing Precipitation, Freezing Rain

Wind, Light Snow, Light Rain



FL-ATIS



- What event types needs to be provided to FL-ATIS?
 - Need for Consistency and Clarification.



Recommendations



Weather Conditions	Weather Event Type	FDOT's Recommendation
Severe Weather Condition	Hurricanes, Tornado, Flash Floods, Flooding, Severe Thunderstorm, Heavy Rain, Tropical Storm and Tropical Depression.	Strongly Recommended
Moderate Weather Condition	Fog, High Wind, Strong Wind, Severe Hail, Freezing Precipitation, Freezing Rain	Recommended but optional
Mild Weather Condition	Wind, Light Snow, Light Rain	Optional



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Performance Measures Updates

Arun Krishnamurthy



Performance Measures: Report Template Changes



- **Event Data Entry Discussion**
 - Districts and CO met to come up with data entry consistency
 - Districts provided PM report template comments
- **Performance Measures Templates**
 - Minor formatting enhancements
 - Consistent comparison between all, RR only, & w/o RR
 - Annual and Weekly PM reports released
 - Flagged and Full Detail reports enhanced to better assist auditing
- **Lanes Reopened Date issue**
 - 4.2.2 bug: included shoulder closure in open roads duration
 - 4.3 fixed the bug for new events; not for old event
 - SwRI provided database script to correct historical data



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TPE's EM Screen Enhancements

Eric Gordin



EM Screen - Event Details



- Consider drop-down list for Crash Types, in place of HAZMAT, Fire, and Rollover

Event Details		Save	
FHP Incident #:	<input type="text"/>		
Event Type:	Crash	<input type="checkbox"/> HAZMAT <input type="checkbox"/> Fire <input type="checkbox"/> Rollover	Clone event
Nearest CCTV:	N/A	Preset: 0	Timestamp: 4/23/2010 15:05 <input checked="" type="checkbox"/> No CCTV
	<input type="checkbox"/> Disable VisioPaD detection while event is active		
Vehicles Involved	There are currently no vehicles involved.		
Link to Primary Event:	N/A		Go to Primary
Secondary Event:	N/A		Go to Secondary
Injuries:	N/A		
Weather Conditions	Road Surface: Dry Weather: Clear Lighting: Unknown		
SAE Description:	Crash with Last updated 4/23/2010 3:05:33 PM		



EM Screen – Event Details, cont.



- **Modify the database to accommodate new crash types.**
- **The drop-down list is optional for TMC operators.**
- **Crash Types:**

Rollover	Ditch
Vehicle vs. Vehicle	Spin Out
Multiple Vehicles	Off Road
Vehicle vs. Wall	Crossover
Vehicle vs. Guardrail	Head On
Vehicle vs. Object	Canal
Hit and Run	Other



Event Details - Fatalities



- Default for number of fatalities is 0 or N/A.
- Drop-down can be configurable for each District.
 - 0, 1, 2, 3, 4, 5 or greater, etc.

Event Details		Save
FHP Incident #:	<input type="text"/>	
Event Type:	Crash <input type="checkbox"/> HAZMAT <input type="checkbox"/> Fire <input type="checkbox"/> Rollover	Clone event
Nearest CCTV:	N/A <input type="checkbox"/> Disable VisioPaD detection while event is active	Preset: 0 Timestamp: 4/23/2010 15:05 <input checked="" type="checkbox"/> No CCTV
Vehicles Involved	There are currently no vehicles involved.	
Link to Primary Event:	N/A	Go to Primary
Secondary Event:	N/A	Go to Secondary
Injuries:	N/A	Fatalities: <input type="text" value="0"/>
Weather Conditions	Road Surface: Dry Weather: Clear Lighting: Unknown	
SAE Description:	Crash with Last updated 4/23/2010 3:05:33 PM	



Event Details – FHP Case No.



- Rename 'FHP Incident #'
 - FHP CAD #
- Add a new field:
 - FHP Case #

Event Details		Save
FHP Incident #:	<input type="text"/>	
Event Type:	Accident <input type="button" value="v"/>	<input type="checkbox"/> HAZMAT <input type="checkbox"/> Fire <input type="checkbox"/> Rollover <input type="button" value="Clone event"/>
Nearest CCTV:	N/A <input type="button" value="v"/>	Preset: <input type="text" value="0"/> Timestamp: <input type="text" value="11/29/2007 12:22"/> <input checked="" type="checkbox"/> No CCTV



Change Management Board



District Two Enhancement Recommendations

Jason Summerfield



District Two Enhancements



- Notification Pop-up When Flagged Event Closed
- Add “Unconfirmed” to Unconfirmed Event in FL-ATIS
- TvT Scheduling



District Two Enhancements



- **Notification Pop-up When Flagged Event Closed**
 - Performance Measures have several criteria that can cause an event to be “thrown out” for PM calculations.
 - Certain event types, lane blockage, responder information, etc.
 - The main issue that has required lots of auditing is Responder Departure Times.
 - If any responder is lacking a departure time, entire event is thrown out.
 - Departure times are a part of good information-gathering, although sometimes they are not available.



District Two Enhancements



- **Notification Pop-up When Flagged Event Closed**
 - **Enhancement Request:** When operator closes an event, if current criteria would cause the event to be flagged as unusable, a pop-up box should be displayed alerting the operator why this event would not be counted.
 - This allows the Operator to cancel closing the event and fill in any information that is necessary (if available), or can make additional comments/flag for auditing.
 - Only certain criteria are likely to be checked (responder departure, event type, etc.)
 - As PM criteria are currently a moving target, care would be needed to make sure that the potential issues are kept up to date (within reason).



District Two Enhancements



- Add “Unconfirmed” to Unconfirmed Event in FL-ATIS
 - Currently, Unconfirmed events can be sent to FL-ATIS, but are played like an active event.
 - Enhancement Request: If unconfirmed events are sent to FL-ATIS, have them indicated as such.
 - FL511 Display
 - Replace severity with “Unconfirmed”?
 - Insert “Unconfirmed event” in event description?
 - IVR
 - Precede event report with, “511 has received an unconfirmed event at...”



District Two Enhancements



- **TvT Scheduling**

- District 2 does not run DMS travel times outside of the hours of 6am - 8pm.
- Currently, operators use the Travel Time Messages on/off switch to enable/disable travel time display.
- Occasionally, an operator does not properly turn travel times on or off (immediately handling roadway issues, “forgot”, etc.)
- Alternative solution (putting a scheduled blank message higher in the DMS queue) would work, but is prone to mishap (if queue is cleared for any reason, schedule will not place blank message back up in front of travel times).



District Two Enhancements



- **TvT Scheduling**

- Enhancement Request: Allow for scheduling of TVT on/off states.

- As we have a regularly defined schedule, automation is an appropriate option.
- Could possibly be done through SAS.



Change Management Board



DMS Multi-threading

Heller/Brown



DMS Multi-threading

- DMS subsystem as “inherited” from TxDOT as legacy Java code is not truly multi-threaded.
 - When there is a failure which causes a poll to time out, all polling on that communication channel is delayed for the timeout period

Proposed Enhancement

- Remove the polling process entirely from the subsystem and perform the polling at the driver level where the process is already multithreaded on a per connection basis.



Change Management Board



INRIX Data for SunGuide

Heller/Brown



INRIX Data for SunGuide

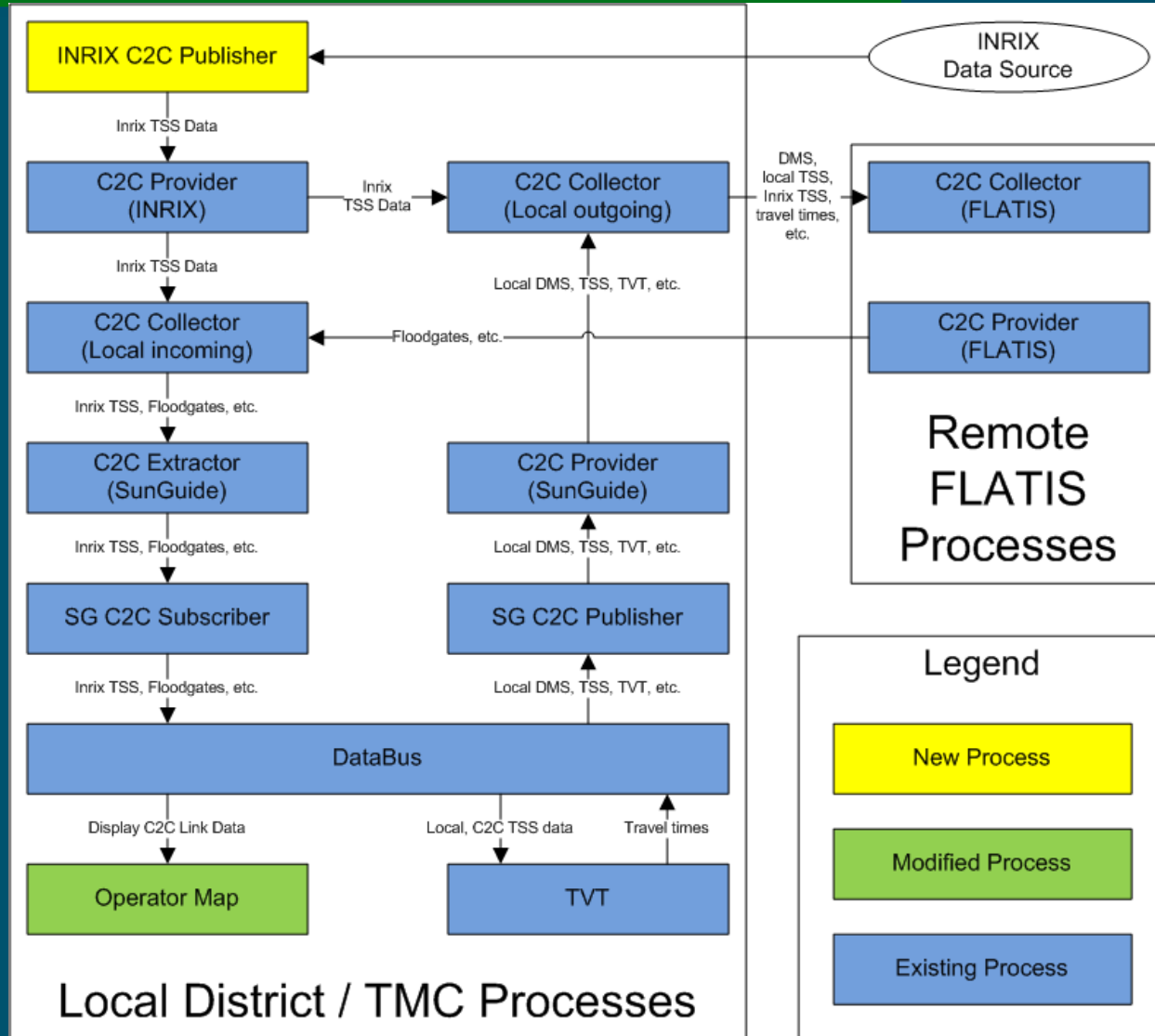
- **INRIX will provide an additional source for TSS data**
 - INRIX uses GPS-enabled commercial and consumer devices in taxis, service vehicles, airport shuttle services, cars, heavy good vehicles (HGV) and long haul delivery trucks to acquire traffic data.

Proposed Enhancement

- Each SunGuide installation would have their own INRIX Publisher that would push speed and traffic condition data into the C2C Infrastructure. SunGuide would then get the information via C2C.
- C2C links would then be displayed on the map just like TSS links are currently displayed (C2C links are not currently shown on the Operator Map).
- These new C2C links could also be used to calculate travel times.



INRIX Data for SunGuide





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EM Event Location Publish Flag

Heller/Brown



Event Location Publish Flag



- Currently in SunGuide, all EM event locations are published to the FL-ATIS system with no way to distinguish which locations should be published and which locations should not.

Proposed Enhancement

- Add a flag to EM event locations indicating that they should be published for public view



Event Location Publish Flag



SunGuide® Administrative Editor

Reference Point

- I-295
- Lane Ave
- Cassat
- Lanox Ave
- McDuff
- US-17
- Stockton St
- I-95
- Not Assigned —
- 103rd St
- Bth St

Locations

- Marietta
- Marietta
- I-295 NB/SB
- I-295 SB ramp
- I-295 NB ramp
- I-295
- I-295 SB
- I-295 NB

Short Name: 10EB/Marietta

Long Name: Marietta

Description: I-10 EB @ Marietta

Sort Order: 2940 Marietta [2940]

Metro Area:

City: Jacksonville

Mile Marker: 355

Exit Number: 355

Exit Suffix:

Latitude: 30314180

Longitude: -81783630

Reference Point Offset: before

Nearest Cross Street: I-295

Nearest Cross Street Offset: before

Lane Map: (S)(T)(X)(Y)(S)

Primary Alternate Road

Short Name:

Description:

Secondary Alternate Road

Short Name:

Description:

Publish to FL-ATIS

Add Modify Delete Cancel



Event Location Publish Flag



- **Option 1:**
 - **SunGuide could continue to publish all event locations to FL-ATIS but include this new flag so that they can determine which locations they wish to publish.**
 - **SunGuide would still need to block users from publishing events at non-published locations**
 - **SunGuide could remain open to 3rd Party source who do wish to receive all locations**



Event Location Publish Flag



- **Option 2:**
 - **SunGuide filters out which locations to send to FL-ATIS**
 - **SunGuide would still need to block users from publishing events at non-published locations**



Change Management Board



Response Plan Addition:

“Miles Ahead” for a DMS

Heller/Brown



Miles Ahead for a DMS

- Request have been made to post mileage to an incident on a DMS sign (i.e. "CRASH 4 MILES AHEAD AT...") but, as there is no automated way to do this, operators have to estimate distances themselves.

Proposed Enhancement

- Add an additional field in the response plan message templates that would allow a user to define a message template and use this new distance field.
- Distances could be calculated and added to the DMS message when EM generates the response plan.



Miles Ahead for a DMS



SunGuide Software Administration Application - Windows Internet Explorer

http://taylor/SunGuideAdmin/

File Edit View Favorites Tools Help

SunGuide Software Administration Application

**SunGuide®
Administrative Editor**

Add RPG Message Template

Template name:

Current template appearance:
CRASH[DISTANCE]MI AHEAD AT[ROUTE NAME]

Template text:

CRASH
[DISTANCE]
MI AHEAD AT
[ROUTE NAME]

Delete

Save and Exit Cancel

Text Tags	Data Tags
Freetext	Cross Street Route Dir Veh Make
New Line	Event Type Route Name Veh Model
New Page	Lane Status Veh Color
Space	Proximity Veh State
	Distance License Tag

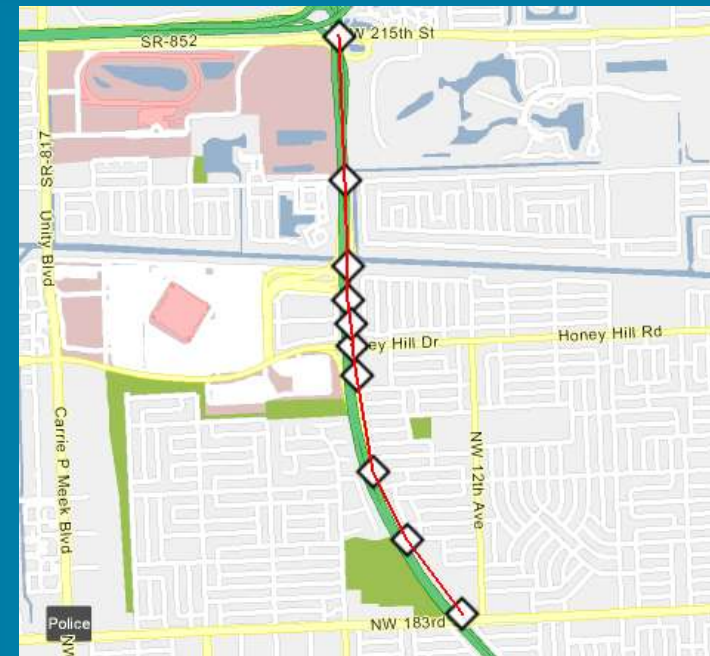
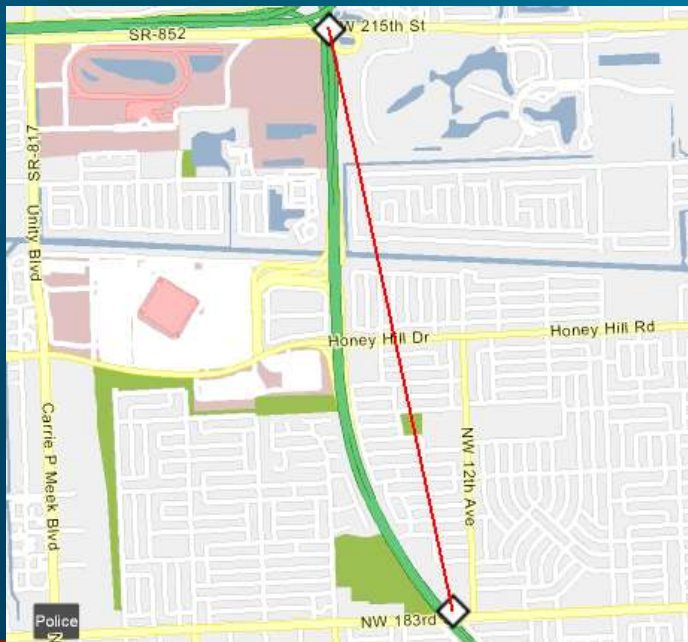
Local intranet 100%



Miles Ahead for a DMS



- Distance calculation would be done via the device linking file
 - This would be done on a straight line distance from node to node (virtual or device node)
 - For curved roads, more virtual nodes would result in higher precision for the generated message





Miles Ahead for a DMS



- Additional input is needed from FDOT to determine the final display style of the distance values.
 - Whole Numbers (“2 MI”)?
 - Decimal (“2.5 MI”)?
 - Flexibility between districts to choose precision or units?



Change Management Board



FL-ATIS Dashboard

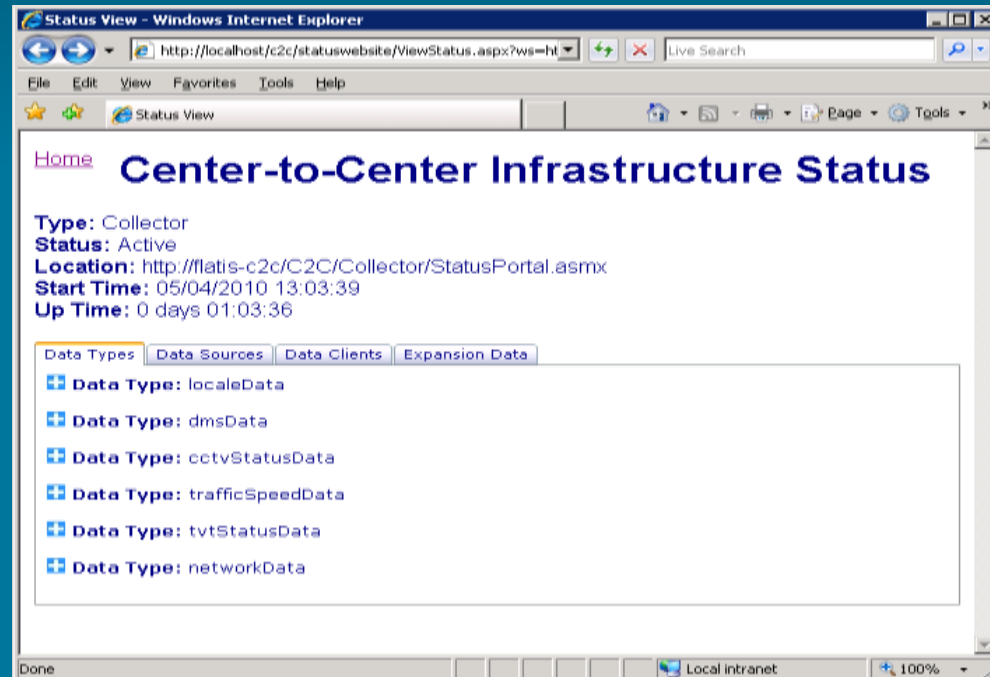
Heller/Brown



FL-ATIS Dashboard



- **Currently Available**
 - Status web service type
 - Last time the web service started
 - Other Status web services that the web service can connect to (data sources)
 - Other status web services that are connected to the web service (data clients)
 - Counts of all the data elements by data type and data source
 - Time and item count of the last update received for each data type and data source
 - Latitude and Longitude of each data source (as defined in the source's configuration file)





FL-ATIS Dashboard



Proposed Enhancements

- **New status web page would be developed that provides a summary of activity that is visible without expanding any controls**
 - **Based on the newer Windows Presentation Foundation technology that has been used in the development of the new SunGuide Operator Map**
 - **Organization selections can include the current view of all data sources for each data type and a new view of all data types for each data source**
 - **Each detail item display will include a color-coded status update status**



FL-ATIS Dashboard



Proposed Enhancements

- The status portal web service will be updated to include additional data items that will be available to the new web page.
 - Software version information for the web service
 - Configurable expected update interval for each data type, defaulting to infinite
 - Elapsed time between updates for each data type from each data source
 - Status web service type (Collector, Provider) for each data source
 - Software version information and last start time for each data source



Change Management Board



Action Item Review

Eric Gordin