Meeting Notes

Change Management Board

July 28, 2010 – 1:30 pm to 4:45 pm

August 13, 2010
Final - Version 1.0

List of Acronyms

C2C .... Center-to-Center
CMB... Change Management Board
CO .... Central Office
ConOps.. Concept of Operations
DMS..Dynamic Message Sign
EM ....Event Manager
FDOT..Florida Department of Transportation
FHP .... Florida Highway Patrol
FHWA ....Federal Highway Administration
FTE.. Florida Turnpike Enterprise
FL-ATIS ....Florida Advanced Traveler Information System
GUI .... Graphical User Interface
ITS... Intelligent Transportation Systems
MAS...Message Arbitration Subsystem
MDX..Miami-Dade Expressway Authority
MUTCD... Manual on Uniform Traffic Control Devices
NTCIP... National Transportation Communications for ITS Protocol
PBS&J .... Post Buckley Schuh & Jernigan
SSUG .... SunGuide Software Users Group
SwRI...Southwest Research Institute
TMC...Transportation Management Center

Attendees:

Elizabeth Birriel, CO	Gene Glotzbach, CO	Arun Krishnamurthy, CO
Trey Tillander, CO	Chris Birosak, D1	Carlos Bonilla, D1
Pete Vega, D2	Chad Williams, D3	Dong Chen, D4
Michael Smith, D5	Javier Rodriguez, D6	Chester Chandler, D7
Terry Hensley, D7	Eric Gordin, FTE	Kelly Kinney, FTE
Ivan del Campo, MDX	Lokesh Hebbani, FHWA	Mark Laird, AECOM
Dee McTague, AECOM	Charles Robbins, AECOM	Kenny Voorhies, Cambridge
David Howell, HNTB	Erik Gaarder, PBS&J	Marie Howell, PBS&J
Paul Mannix, PBS&J	Khue Ngo, PBS&J	Clay Packard, PBS&J
Jason Summerfield, SmartRoute	Tucker Brown, SwRI	Robert Heller, SwRI

Purpose: The purpose of this meeting was to review and vote for statewide issues and requirements, and review footprints issues.

Welcome and Call for Quorum: Change Management Board (CMB) Chairman Eric Gordin opened the meeting at 1:30 P.M. A quorum was established. He briefly introduced the objectives of the meeting.

Action Items Recap:

- Arun Krishnamurthy to check Intelligent Transportation Systems (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. - **Completed**
- Central Office (CO) will schedule a performance measures meeting with the Districts to discuss if the incident data is collected consistently across each district Transportation Management Center (TMC). - **Completed**
- Southwest Research Institute (SwRI) will provide whitepaper on TMC Failover for review available week of April 12th. - **Completed**
- Districts to review CMB process document and provide comments to CO and/or CMB chair. – **Will be reviewed in current meeting.**

CMB Charter – Eric Gordin

Eric Gordin stated that he has been working with CO in reviewing the CMB Charter document. Arun Krishnamurthy stated that the edited document has been sent out to the Districts for review. The slides have a list of proposed changes to the charter; please provide any comments or feedback to A. Krishnamurthy as a decision does not have to be made today. A. Krishnamurthy then reviewed the proposed changes. Chester Chandler asked if in Section 4.1 where it discusses adding other agencies; what constitutes their vote or do they get a vote. A. Krishnamurthy stated that currently the only outside agency that has voting rights is Miami-Dade Expressway Authority (MDX) and they made a significant financial contribution. Javier Rodriquez asked if the CMB process was just for SunGuide or ITS as a whole. A. Krishnamurthy stated that the CMB is for ITS as a whole but SunGuide is the most discussed

topic. Terry Hensley stated that two years ago when MDX joined the CMB there was a figure of $50,000 minimum before an outside agency could be a member. E. Gordin stated that there is a difference between a voting member and a non-voting member, an outside agency can be a member and not have a vote. A. Krishnamurthy stated that he did not think there was a minimum amount set but will look at past CMB meeting notes to check.

SunGuide New Contract – Arun Krishnamurthy

A. Krishnamurthy stated that the new SunGuide contract began on July 1, 2010. A. Krishnamurthy continued to state that CO used some of the lessons learned from the previous contract; there is a significant emphasis on software support it is CO's goal to provide a good user experience. A kick-off meeting was held and then A. Krishnamurthy reviewed the contract and stated that Robert Heller will be the project manager and Tucker Brown will be the software project manager. Support for any kind of failures the user must use the phone system, CO wants to make sure that the users get a response as quickly as possible. A. Krishnamurthy then went on to review the required response times and escalation in detail. Mark Laird went on to discuss the issues with the contractor that District 6 has experienced. A. Krishnamurthy stated that most of the issues that are a concern to District 6 are from the previous contract and most of these issues were addressed in the new contract. T. Hensley stated that in a previous discussion there needed to be an authorization for the contractor to travel, District 7 would like to have the operations manager to have the ability to approve the travel. A. Krishnamurthy stated that he is going to provide a memorandum to SwRI and the Districts stating that the ITS Engineers will be able to approve travel if there is a critical failure or need immediate assistance. T. Hensley asked if the ITS Engineer would be able to delegate the approval if they were not available. A. Krishnamurthy stated that he will put the memorandum together and include that information.

Weather Alerts – Arun Krishnamurthy

A. Krishnamurthy stated he would like to discuss weather enhancements for SunGuide since SunGuide has limited support for disseminating weather information. Federal Highway Administration (FHWA) has a table posted on their Web site stating that 1.5 million crashes happen nationwide due to weather. This is a significant amount and the Florida Department of Transportation (FDOT) needs to make sure we report weather related events if needed and in order to do that we need to make sure we have the appropriate tools to do so. Gene Glotzbach has invested $100,000 for a DTN service and this streams right into SunGuide but there will need to be some tweaks to SunGuide to be able to use this data. The automated information that is currently in SunGuide is limited. A. Krishnamurthy described the proposed changes, the first thing the operator would see to the last and it has to be tied together; the goal is to disseminate weather information with just a few clicks. A. Krishnamurthy stated that CO is brainstorming on portions of the county or multiple EM locations; the current vision is to have the option to choose the entire county but have multiple EM locations as an option so the Districts could use those multiple EM locations for a custom region for the event. A. Krishnamurthy described the changes to the EM location screen and stated that the current Society of Automotive Engineers (SAE) codes that are supported and further described them. This list does not cover everything but there can be items added. A. Krishnamurthy stated that he was not satisfied with the wording of the SAE codes but those can be modified, please let A. Krishnamurthy know if you have any suggestions. A. Krishnamurthy then described the response plan screen in further detail. Most of the weather alerts will go into the 511 system as

floodgates; we do not want to have the user duplicating the information entered into SunGuide and the 511 system. A. Krishnamurthy stated that he has received a question; which weather events do we disseminate information on and which ones do we not list. A. Krishnamurthy listed the weather events provided by the DTN service and CO recommends that the first severe weather conditions be disseminated and the rest would be up to the ITS engineer. A. Krishnamurthy stated that when the word disseminate is used it means to put on the dynamic message sign (DMS) through SunGuide. There is not a cost estimate at this time.

J. Rodriguez stated that there is a lot of good work coming from CO but District 6 would like for FDOT as a team needs to focus on bugs that the software currently has rather than keep adding new features. A. Krishnamurthy stated that a few issues have been added in Footprints that need to be resolved, are there any specific items that CO can look into for District 6 to try and get resolved. J. Rodriguez stated that he did not have a list but the Footprints needs to be cleaned up. R. Heller stated that there are 23 active open Footprints, 27 Footprints that SwRI has asked the Districts to confirm the issue is resolved so they can be closed, 84 that have been corrected but are awaiting a new release before closing and 144 Footprint request for enhancements that are pending CO direction. J. Rodriguez asked about the 144 that are awaiting direction for CO. A. Krishnamurthy stated that the weather enhancement is one of those 144 Footprints, some of these issues are complicated and need a lot of time to design those enhancements and develop a concept. The enhancements that are on the agenda are those that are already in the Footrpints and CO is working to address those requests. Some of the enhancement request are not critical and CO still recommends that the user put those in the Footprint system and those will get combined to make a significant change with a new release. It is important to be careful how we approach this and CO understands where District 6 is coming from and yes the defects that have been entered need to be corrected but it is also important to prioritize. J. Rodriguez agreed that CO needs to prioritize the Footprint issues.

T. Hensley stated that he thought the new contract would be an opportunity to see where we can have overall improvements made like general speed of operation. There are other issues that need to be looked into like the new version of NTCIP; this is not to say that SwRI did anything wrong but there are 144 pending Footprints that CO needs to look at then we do not need to be discussing weather. E. Gordin recommended that as part of the CMB meeting the Footprint issues are reviewed. We do not want weather alerts to take priority when there are other issues that might be more important. A. Krishnamurthy stated that the weather alerts is one of the Footprints and CO is trying to address the Footprints with some of the CMB agenda items. You cannot just look at the number of Footprints; there are some that you might want to wait to address. Footprints is a place to put ideas for the SunGuide system as well as the defects and the ideas do not always get addressed first because they are prioritized.

I. del Campo asked why are Footprints that are new ideas still being considered as problems, they are not a Footprint issue they are an enhancement. A. Krishnamurthy stated that he agreed with I. del Campo there are some enhancements that are not issues or concerns. I. del Campo stated that the goal is for all the Districts to review the Footprints. A. Krishnamurthy stated that part of the burden is on CO but the other half of the burden is on the Districts to prioritize the issues that are important and if CO knows which issues those are they can be worked on. M. Laird stated that one issue is there is not an upcoming deployment schedule for future releases. A. Krishnamurthy stated that CO wants to have regular releases that happen and to have the opportunity to have releases to resolve Footprints, small patches or releases can be provided to the Districts; it is easily achievable if it is defined what is needed. Pete Vega stated that District 2 is satisfied with SunGuide other than minor issues but we still think the weather component is still important. G. Glotzbach stated that everyone needs to keep in mind that there are other

systems that depend on SunGuide that may need enhancements as well to correct problems in SunGuide. A. Krishnamurthy stated that if any District has specific concerns with SunGuide please provide those to CO.

T. Hensley stated that FDOT needs to focus on today's economy and justify spending the money. A. Krishnamurthy stated that we can look into this but at this time we do not have a cost estimate and if we think this is important and will save lives. T. Hensley stated that he cannot agree that FDOT posting weather will save lives just because FHWA has it posted on their Web site. E. Gordin stated that we need to get a cost estimate and put this item on the agenda for the next CMB meeting.

Performance Measures Updates – Arun Krishnamurthy

A. Krishnamurthy described in detail the changes that have been made to the Performance Measure reports. Elizabeth Birriel requested Performance Measure reports from all of the Districts and has received most of them but is still waiting on a couple of Districts to provide their information.

A. Krishnamurthy stated that in the last Performance Measures meeting with the Districts it was discovered that Districts are tracking crash events two different ways. Some Districts are tracking the crash event then opening a separate event for the congestion and other Districts are tracking the crash event then changing the event type to track the congestion. A. Krishnamurthy stated there is no right or wrong way to do this the only concern is the Performance Measure reports do not track this very well, if there is interest there can be changes to SunGuide in the future. CO recommends that the crash and congestion events be tracked separately. E. Birriel stated that Cambridge has provided the reliability information and some of the graphs look incorrect, CO will send all of these back to the Districts for review to make sure they are correct but it looks like there might be some problems with detectors. CO wants to know what the issue is so that it can be corrected for future reporting.

FTE's EM Screen Enhancements – Eric Gordin

E. Gordin reviewed the proposed changes from Florida Turnpike Enterprise (FTE) in detail. Dee McTague stated that District 4 has been working the District Safety Office and they have requested that the HSMV number be added if available. E. Gordin stated that FTE is okay with adding that field. T. Hensley asked if all of these fields would be optional. E. Gordin stated that is the intent of FTE to make them optional. A. Krishnamurthy stated that for the Florida Highway Patrol (FHP) case number would you receive that information during the event or after it is closed. E. Gordin stated that FTE has liaison person at the FHP station and FTE receives that information during the event for the majority. M. Laird asked if the Districts could get a final description of the changes and what they would look like before the CMB votes. A. Krishnamurthy stated that he will ask SwRI for that information.

District 2's Enhancement – Jason Summerfield

Jason Summerfield described the changes that District 2 is requesting be made to pop-ups, unconfirmed events and travel time scheduling in detail. A. Krishnamurthy asked if the pop-ups would affect anything, typically you want a pop-up to be actionable, would this pop-up be just

informative or would it make you take an action. J. Summerfield stated that you can choose to go back and make changes or just ignore it.

Notification popup when flagged event is closed - Vote

District 1: Yes
District 2: Yes
District 3: Yes
District 4: Yes
District 5: Yes
District 6: Yes
District 7: Yes
FTE: Yes
MDX: Yes
CO: Yes

Add "unconfirmed" to unconfirmed event that is posted to FL-ATIS - Vote

District 1: Yes
District 2: Yes
District 3: Yes
District 4: Yes
District 5: Yes
District 6: Yes
District 7: Yes
FTE: Yes
MDX: Yes
CO: Yes

TvT scheduling - Vote

District 1: Yes
District 2: Yes
District 3: Yes
District 4: Yes
District 5: Yes
District 6: Yes
District 7: Yes
FTE: Yes
MDX: Yes
CO: Yes

Color DMS – Trey Tillander

Trey Tillander stated that he would like to get some feedback from the Districts regarding color DMS'. There are a few installations and some that are under construction which have a temporary permit. T. Tillander asked if there were any other color DMS installations that are not included in the list. There were no responses. T. Tillander stated that there are a few items to think about when choosing a color DMS. There would need to be additional support in SunGuide for National Transportation Communications for ITS Protocol (NTCIP) v2, the

Graphical User Interface (GUI) part of SunGuide does not support color currently. E. Birriel stated that she will have to look into the DMS messaging policy as the Manual on Uniform Traffic Control Devices (MUTCD) does not give much guidance on DMS messaging. T. Tillander stated that the standard specification and minimum specification does not currently allow for color only amber. T. Tillander stated that he would like to get input from the Districts on using color DMS'; also the color enables for the use of graphics. District 5 stated that they have wanted to have this capability for detour signs instead of spelling out the road name. FTE stated they have used color DMS' at three toll plaza locations and it seems to do a good job of replicating a Sunpass only sign. T. Hensely stated that it may not be long before the vendor only provides color DMS'. C. Chandler asked what you do for the color blind driver. E. Gordin stated that hopefully this has been considered and hopefully it is readable with or without color. Dong Chen stated that District 4 has some Mark IV signs that are coming up for replacement and if a color DMS is available then we would choose the color. T. Hensley asked if these signs were backwards compatible to amber. T. Tillander stated that it should be but we do not have any experience with these signs. R. Heller stated that if the sign will not work with the driver than it will not be backwards compatible. T. Tillander stated that if the software was added then it should be backwards compatible. T. Tillander stated that there is a lot of work to be done before a final decision is made and these signs are much more expensive than a regular DMS. CO wanted to get some feedback from the Districts to find out if we need to move forward.

DMS Multi-threading – Robert Heller

R. Heller described the issue with DMS multi-threading in detail. J. Rodriguez asked who was experiencing this issue. R. Heller stated that everyone has this issue but there is a work around but CO would like the issue to be corrected.

District 1: Yes
District 2: Yes
District 3: Yes
District 4: Yes
District 5: Yes
District 6: Yes
District 7: Yes
FTE: Yes
MDX: Yes
CO: Yes

Force Blanking of a DMS

R. Heller described the issue with force blanking a DMS and stated that this was done in Release 1.1 but there are now issues to force the blank message out regardless of what the Message Arbitration Subsystem (MAS) believes is on the sign. Jason Summerfield asked if this resolves the issue of communication with the sign. R. Heller stated that was a separate issue but will look into putting them together so they can be resolved together.

Inrix data for SunGuide – Robert Heller

R. Heller stated that the concept is to use Inrix which uses commercial vehicle data on roadway links that are not instrumented. G. Glotzbach has targeted select roadways that he wants to use this data for. R. Heller then went into further detail of the changes and reviewed the proposed screen. T. Brown stated that this enhancement also includes adding Center-to-Center (C2C) links on the map as well. T. Hensley stated that originally the Inrix data was going to be reviewed by the respective TMC but this appears to deviate from that process. G. Glotzbach stated that Inrix has a Web site which can also be used to confirm or identify incidents on the interstate and FDOT will also get a data feed for travel times and we want to make use of this data, we will be able to post travel times on I-10 and parts of I-75.

EM Flags – Robert Heller

R. Heller described the proposed changes to Event Manager (EM) flags in detail. T. Hensley stated that District 7 was thinking of adding some EM locations for responder use only. Erik Gaarder stated that there are some Districts that have EM locations they are only using for DMS' that they do not want published, everything that gets put in the system gets posted and some Districts do not want it published. J. Rodriguez stated that he would like to have time to discuss this change with his TMC manager before voting.

Miles ahead for DMS – Robert Heller

R. Heller described in detail the enhancement and proposed screens. M. Laird stated that this was part of a big Concept of Operations (ConOps) that FDOT could not afford to complete, is this just one of the components. R. Heller stated he believed that to be correct. M. Laird stated that he thought this was approved previously but do we want to go ahead and fund this part. A. Krishnamurthy asked if this is a high priority item for the Districts as we do not have a fixed cost at this time or is this something we would like to have but do not have the need for it right now. Kelly Kinney stated that FTE currently does this manually so this is a high priority for FTE. T. Hensley stated that District 7 currently uses mile markers but does not know the priority. T. Brown stated that if this is done in the device linking file it will be less work. A. Krishnamurthy stated that when it comes to using either whole numbers or decimals E. Birriel mentioned that we will want to use whole numbers to follow the MUTCD. E. Gordin asked if the CMB needs to see a cost estimate prior to voting on this enhancement. A. Krishnamurthy stated that he thought it would be a good idea to get a cost estimate. There can be a separate meeting setup for the voting on this issue so it will not have to wait till the next CMB meeting.

FL-ATIS Dashboard – Robert Heller

R. Heller stated that this enhancement is in response to what SwRI views as a way to provide more detailed information with what is going on with the status of the system. R. Heller went on to describe the proposed enhancements in further detail. M. Laird asked if this would make it easier if something is not getting posted for the operator to see what is wrong. R. Heller stated yes it would make it easier. A. Krishnamurthy stated that he would send out the Florida Advanced Traveler Information System (FL-ATIS) information.

SSUG Items – Clay Packard

Clay Packard discussed the proposed changes from the SunGuide Software Users Group (SSUG) which have to do with Footprints 1522 and 1413. R. Heller stated that for Footprint 1413 SwRI recently ran into this problem unknowingly. There were four abbreviations that were not in the response plan generator and SwRI did not realize what the system was doing, one proposed method is to always use them on DMS'. R. Heller stated that this would be good to help clean up the code base. A. Krishnamurthy asked if there were any other examples that come to mind other than northbound (NB) and southbound (SB) on DMS'. District 2, District 4 and FTE agreed that this was a problem they have experienced. T. Brown stated that the last bullet item regarding allowing spaces in words would have to be looked into further and may be more complex than the forced abbreviation. A. Krishnamurthy stated that this would be discussed further at the next CMB meeting.

ITS WAN

Bill Lueck stated that the ITS WAN implementation will be starting next week with District 4 and District 6, the following week will be FTE and the following week will be District 5 and District 2. District 1 and District 7 should occur before the end of the year but there is a need for some infrastructure upgrades. The ITS WAN is a service to all the District and will be more involved with the CMB process in the future.

Action Items

1. CO to look for funding contribution required to become a member of CMB.

2. CO to provide SwRI and District a memorandum regarding travel approval for SwRI.

3. CO to prioritize "Enhancement" Footprints.

4. District to provide CO with a list of current SunGuide concerns.

5. FTE to work with SwRI to specify EM enhancement request.

6. CO will provide Districts with further information regarding EM Flags Enhancement.

7. SwRI to provide CO with cost estimate for Miles ahead on DMS enhancement.

8. CO to provide Districts with FL-ATIS dashboard Whitepaper.

9. SwRI to provide CO with cost estimate for SSUG enhancement requests.

10. SwRI to provide CO with cost estimate for weather enhancements.

11. CMB members to review CMB Charter document and vote on changes.