

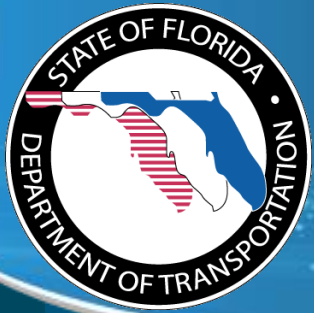
Change Management Board Meeting

Wednesday, December 11, 2013

Video Conference: CO- Burns Video Bridge 3

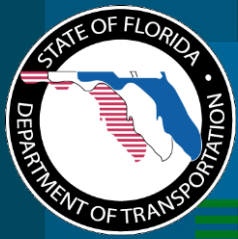
Audio Only: 850 - 414 – 4976

GoToMeeting: <https://www2.gotomeeting.com/join/688599282>



Welcome and Call for Quorum

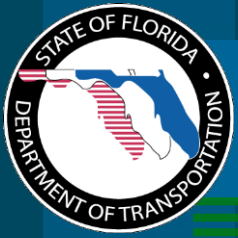
Javier Rodriguez, P.E., CMB Chairman



Agenda



Time	Item	Lead
1:30 – 1:35	Welcome and Call for Quorum	Javier Rodriguez
1:35 – 1:45	CMB Chair Nominations	Javier Rodriguez
1:45 – 1:50	Previous Meeting Recap and Action Item Review	Javier Rodriguez
1:50 – 2:00	ITS WAN Update	Randy Pierce & Frank Deasy
2:00 – 2:20	SunGuide Software Update	Derek Vollmer
2:20 – 2:35	RITIS Update	Derek Vollmer
2:35 – 2:55	Auto Response Activation (vote)	Clay Packard
2:55 – 3:15	SQL Server Support	Derek Vollmer



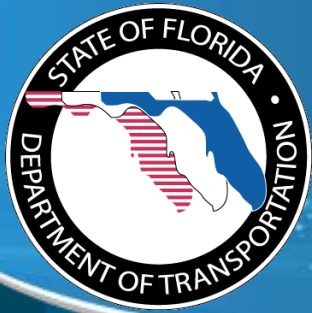
Agenda



Time	Item	Lead
3:15 – 3:25	Break	
3:25 – 3:45	Corrective Action Process	Alan El-Urfali
3:45 – 4:00	Open Discussion	Javier Rodriguez
4:00 – 4:10	Review Action Items	Javier Rodriguez

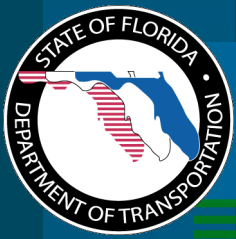
CMB agenda, slides, and attachments posted here:

http://www.dot.state.fl.us/trafficoperations/ITS/Projects_Deploy/CMB.shtm



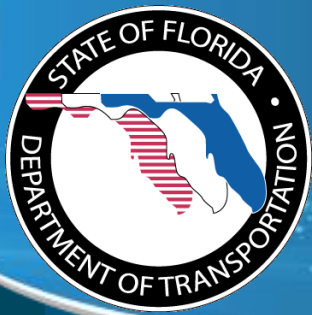
Previous Meetings Recap and Action Items Review

Javier Rodriguez, P.E., FDOT



Previous Action Items

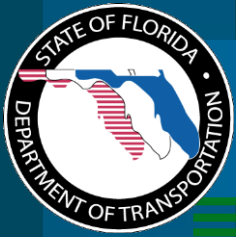
1. D5 will get in touch with CO to discuss ITS WAN connectivity
2. FTE to prepare white paper to document their efforts and findings on WWD
3. OOCEA to prepare email for distribution to all Districts on findings of latest deployment effort
4. CO working with D7 on issues list with RITIS enhancements
5. E. Gordin to set up GoToMeeting regarding detector issues
6. C. Packard to schedule meeting to discuss SunGuide software enhancements



Change Management Board

ITS Telecommunications Update

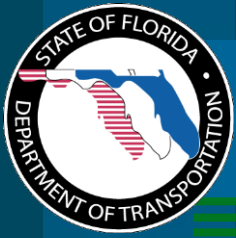
Randy Pierce & Frank Deasy, P.E.



ITS WAN Update



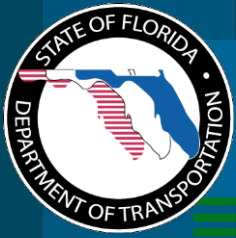
- **Connecting D3 RTMC Tallahassee**
 - Tallahassee RTMC fiber connection in process
 - Connectivity to SEOC will also be established
 - Routing for local ring architecture being provisioned by City of Tallahassee
- **FTE RTMC Pompano**
 - ITS WAN ready for FTE ITS Network Connection
 - Is FTE Unicast video?
 - FTE Tolls connection to the ITS WAN being upgraded to a Layer 3 connection with routing to support the 95Express project and future Managed Lanes projects



ITS WAN Update



- **Multicast Re-Addressing**
 - Districts should re-address their multicast devices now to resolve any overlapping addresses
 - D3, D4 & D6 completed their multicast addressing
 - D1, D5, D7 & MDX are in process
 - D2 not implemented at Layer 3 at this time
 - Multicast video can then be shared statewide
- **FL-ATIS & VAS**
 - ITS WAN connectivity established and working for VAS
 - ITS WAN can support FL-ATIS

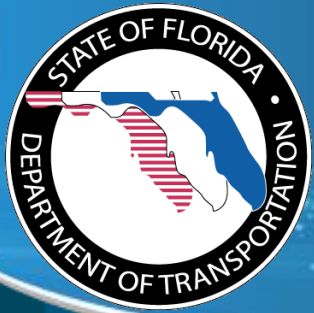


QUESTIONS?

Randy Pierce & Frank Deasy, P.E.

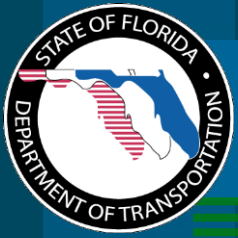
Randy.Pierce@dot.state.fl.us

Frank.Deasy@dot.state.fl.us



SunGuide Software Update

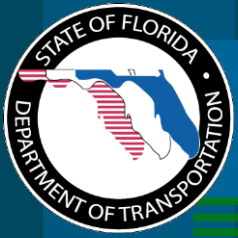
Derek Vollmer, P.E., FDOT



6.0 Deployment Update



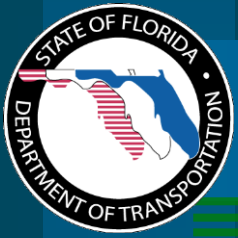
- **Release 6.0 Patch 2**
- **Schedule**
 - District 2, City of Tallahassee – completed
 - District 5, OOCEA – this week
 - District 4 – next week , 595PPP?
 - District 1, FTE – January 2014
 - District 3, District 7, MDX – TBD
 - District 6 – summer 2014
- **Challenges**
 - 3rd party systems with SunGuide
 - Database migration



Support w/ Smoother Updates



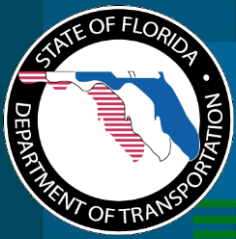
- **Data Migration Tool now available**
 - Restores data gap during SunGuide upgrade
- **SunGuide® Operational Survey**
 - Testing in more specific environments
 - Understand operational needs
 - 3rd Party Systems Integration
- **Installer ConOps in Release 6.1**
 - Pre-validate environment / check pre-req's
 - Configuration validation
 - Automate manual tasks



FP: 2579 – Terminology



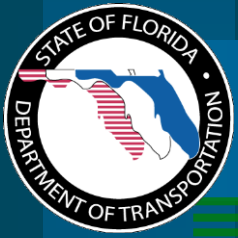
- **Blocked verses Closed**
- **All lanes blocked (Shoulders open)-**
 - DMS reads "Closed",
 - Email reads, "Blocked"
- **All lanes closed (including shoulders)-**
 - DMS reads "Closed",
 - Email reads, "Closed"



HERE Data



- **Gaps displayed on SunGuide map**
- **Need to Trim TMC file**
 - Remove other states
 - Add False in last column on segments that should not be published to 511
 - Add comment symbol to beginning of rows not needed on SunGuide map (helps with map performance).
- **Segments without defined speed limits**

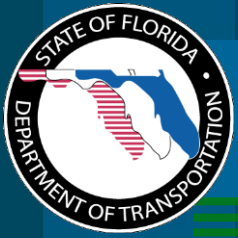


Future



- Possible ramp meter updates
- HAR
- Signal system interface
- GUI updates

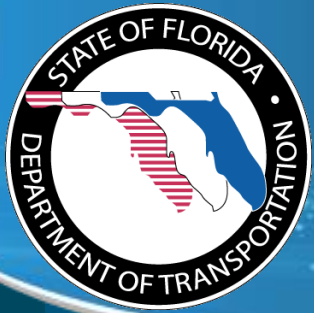
- Other ideas? Can always contact us with ideas.



QUESTIONS?

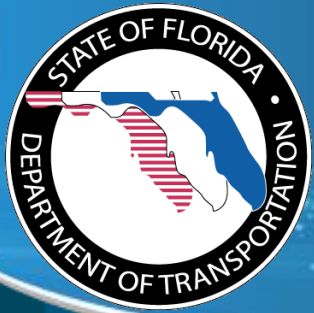
Derek Vollmer, P.E., FDOT

Derek.Vollmer@dot.state.fl.us



RITIS Update

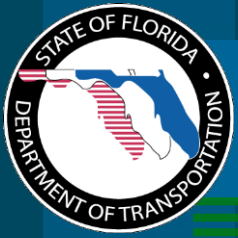
Derek Vollmer, P.E., FDOT



Change Management Board

Automated Response Plan for RWIS

Clay Packard, P.E., Atkins



RWIS Alarms



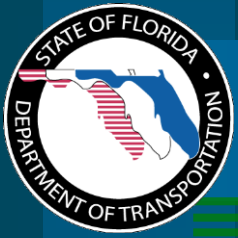
- **RWIS data in alarm state**
 - based on thresholds (alarm and recovery)
- **RWIS icon flashes on map or has red circle**
- **RWIS creates an IDS alert**
- **Each RWIS device can be configured for automatic action (or not)**



Automated Response Plan



- **IDS Alert creates event with alarm information**
- **Event associates response plan**
- **Response Plan automatically activates**
- **Each Response Plan dissemination type (available) configurable to be included or not**
 - Beacons and DMS
- **Each event subtype can be configurable to use predetermined or suggested plan**
 - Weather Subtypes include visibility, wind speed, and may later include slippery roads, flooding, etc.

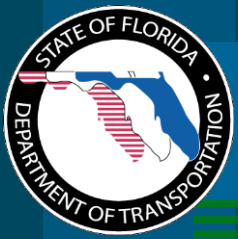


Operator Response



After automated response plan activation...

- Operator handles alert
- Takes ownership of event
- Reviews response plan items
- Requests new response plan suggestion
- Resolves message too long issues
- Re-activate response plan
- Fine-tunes plan (visibility range, etc.)
- Re-activates and Terminates plan



RWIS Alarm and IDS Alert



- IDS Alert appears in alert box to operator
- Find on map from alert (possibly a right-click option)
- Operator clicks on Alert to launch Alert Handling Window

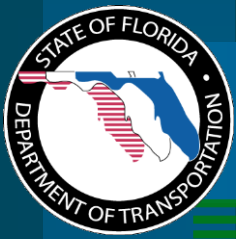
http://192.168.8.116/ - Alert Bo... [minimize] [maximize] [close]

Alert	Time
Incident detected by RWIS-295-MM57.5	2 min ago
Low Visibility - Smoke - Duval County	

<input type="checkbox"/>	Express Lane Alerts
<input type="checkbox"/>	VSL Updates
<input type="checkbox"/>	AVL/RR Alerts
<input checked="" type="checkbox"/>	Weather Alerts
<input type="checkbox"/>	External Incidents
<input type="checkbox"/>	FHP Incidents
<input type="checkbox"/>	Citilog Alarms
<input type="checkbox"/>	TSS Alarms
<input type="checkbox"/>	Safety Barrier Alerts

Show all Show none

Group alerts by category



RWIS Alert Handling for automatic response plans



- Operator handles alert with options:
- Must take ownership to handle/resolve alert
- Operator is notified if needed to resolve excluded devices in response plan

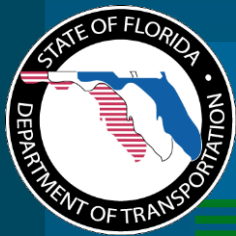
http://192.168.8.116/ - SunGuide Incident Detected - Windows Internet Explorer

Type: Weather - Low Visibility
Device: RWIS-295-MM57.5
Location: Duval County
Time: 07-05-2013 17:07
Conditions: Smoke detected above 45 ppm, visibility range below 1 mile
Automatic Response Plan Status: Automatic Response Plan activated successfully.
Three DMS signs excluded due to message length and need operator attention.

What would you like to do?

- Open Associated Event. New response plan suggestion needed to resolve excluded DMS.
- Dismiss as False Alarm, Terminate Response Plan, and Close Event
- Dismiss as Already Detected, Terminate Response Plan, and Close Event and associate to a different, existing event

Cancel Next >



RWIS Alert Handling without automatic response plans



- Operator handles alert with options:
- Event can be created and prepopulated with RWIS information
- No dissemination response is taken automatically

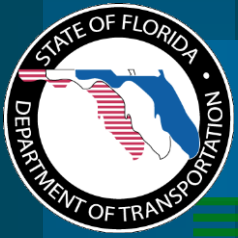
http://192.168.8.116/ - SunGuide Incident Detected - Windows Internet E: [min] [max] [close]

Type: Weather - Low Visibility
Device: RWIS-295-MM57.5
Location: Duval County
Time: 07-05-2013 17:07
Conditions: Smoke detected above 45 ppm, visibility range below 1 mile

What would you like to do?

Create New Event
 Dismiss as False Alarm
 Dismiss as Already Detected and associate to existing event

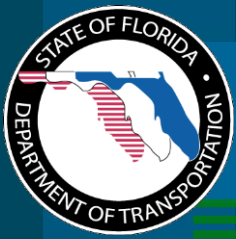
Cancel Next >



Automatic 2nd Alert Dismissal



- **Special Alarm case scenario:**
 - Same device,
 - Same data type,
 - Existing event already associated to prior alarm,
 - Existing event still active,
 - Original Conditions fully recovered then re-occurred
- **SunGuide will automatically**
 - Dismiss 2nd alarm as already detected and
 - Associate 2nd alarm to the event



Response Plan (see next few slides)







Response Plan: Event 1942

Activate Plan | Terminate Plan | Add Item | Edit Item | Remove Item | Accept | Load Predefined | Get New Suggestion

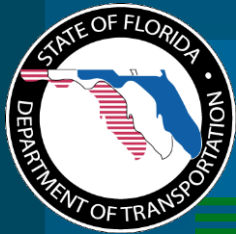
DMS Dist: 3 | HAR Dist: 10 | TAM Dist: 5

Plan Actions | Plan Items | Suggestions

Current Plan | Suggestions | Event: 1942

Device Details	Response Plan Message Details	Currently Active Message Details
511 ATIS DMS DMS_I10EB_MM191 [District 9] Active	Weather Event in Duval county, going Eastbound on I-10 before MM 195 Last updated 11/5/2013 7:22:37 PM  1:00:00 Not Activated	 1 Until Canceled 0
Email	Email Groups: None Subject: Title: Weather Alert: Location: LEON I-10 EB Before SR-263 Capital Circle Body: No Lanes Blocked.	
HAR HAR_03 [District 9] Active	WEATHER ALERT BEFORE MM 195[NL] ON I-10 EASTBOUND[NL] ALL LANES OPEN. 1:00:00 Not Activated	DISABLED VEHICLE BEFORE SR-61 THOMASVILLE RD,[NL] ON I-10 EASTBOUND[NL] TWO LEFT LANES BLOCKED. 0:00:09 256
DMS Ledstar_Walkin [District 9] Active	 1:00:00 Not Activated	 1 Until Canceled 0

0 4 0 Removed 1 response plan item.



511 ATIS Response Plan Item



- Will be included in suggestion, but...
- Will not be included in auto-response plan activation
- Event data auto-populated with point location; operator could add affected area later
- Affected area presentation pending 511 update

Welcome to Florida's Statewide 511 Website

Home | Traffic | My Florida 511 | Construction Info | Emergency Info | Transit | Links | Help | Newsroom

ALERTS: Collier County: The rest area on Alligator Alley at the 63 mile marker is closed. No facilities available. [View All Alerts](#)

Printer-Friendly Crash in Duval on I-295 E south before University Of North Florida, left lane blocked. Last updated at 06:15:54PM. [Español](#)

Map Incidents Message Boards Cameras Estimated Travel Times My Florida 511

Select: All types All severities Northeast All counties All highways All directions

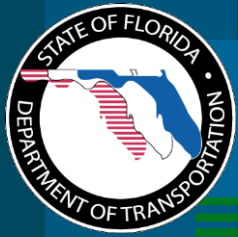
Reported At	Data Last Updated	Highway	Direction	Type	Severity	Region	County	Location
11/5/2013 6:14:55 PM	11/5/2013 6:15:54 PM	I-295 E	South	Incidents	major	Northeast	Duval	In Duval on I-295 E south before University Of North Florida

Data Last Updated: Tuesday, November 05, 2013 7:31 PM

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Location	Description
In Duval on I-295 E south before University Of North Florida	Low visibility - Smoke in Duval on I-295 E south before University Of North Florida, no lanes blocked. Last updated at 06:15:54PM.

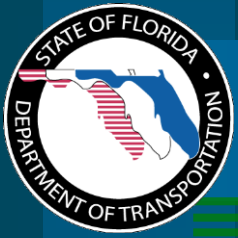


DMS Response Plan Item



LOW VISIBILITY

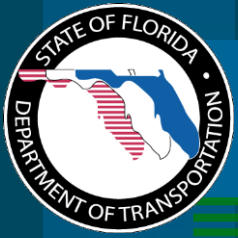
REDUCE SPEED



HAR Response Plan Item



- Will be included in suggestion, but
- Will not be included in auto-response plan activation at this time
- Not nearly as character limited as a DMS
- Needs to use response plan message template
- Need to discuss tags available for templates:
 - “The Florida Department of Transportation has detected low visibility **due to smoke** in the area. Motorists are advised to reduce their speed and be extremely cautious.”
 - Current concept would not be able to include yellow text



Beacon Response Plan Item

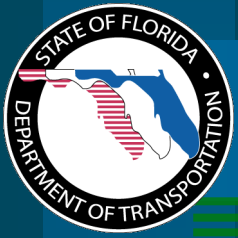


- Beacons are included in response plan
- Beacons are included if they are within a distance radius from the RWIS device
- Each beacon has configurable distance radius
Beacons are attached to a static sign
- Message on static sign will be associated to event type / subtype:

Visibility → "Low visibility when flashing"

High Winds → "High winds when flashing"

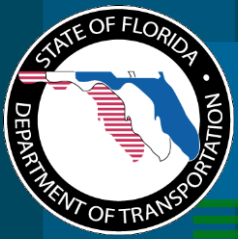
Multiple → "Urgent message when flashing"



Email Response Plan Item



- More room for more text
- Needs a response plan template
- Future enhancement to consider
- Will not be included in auto-response plan activation at this time



Traveler Advisory Message (TAM) Response Plan Item



- Future enhancement to consider
- Will not be included in auto-response plan activation at this time

Edit Traveler Advisory Message

RSEs

Let system select

RSE_Sim3

RSE_Sim2

RSE_Sim4

RSE_Sim

RSE_OT

Select on Map

Message

Low Visibility
Reduce Speed

Message Attributes

Priority: 1

Start Time: 9/23/2011 9:38 AM

End Time: Indefinite

9/23/2011 9:37 AM

Duration: Until canceled

Presentation Regions

Points in Region	N	NE	E	SE	S	SW	W	NW
12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Add Region Edit Geometry Delete Region

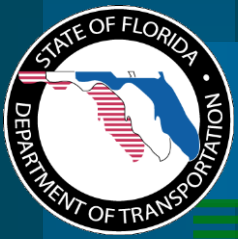
Save Cancel

Icon Configuration

ORANGE COUNTY CONV CTR-WEST BLDG

ORANGE COUNTY CONV CTR-SOUTH BLDG

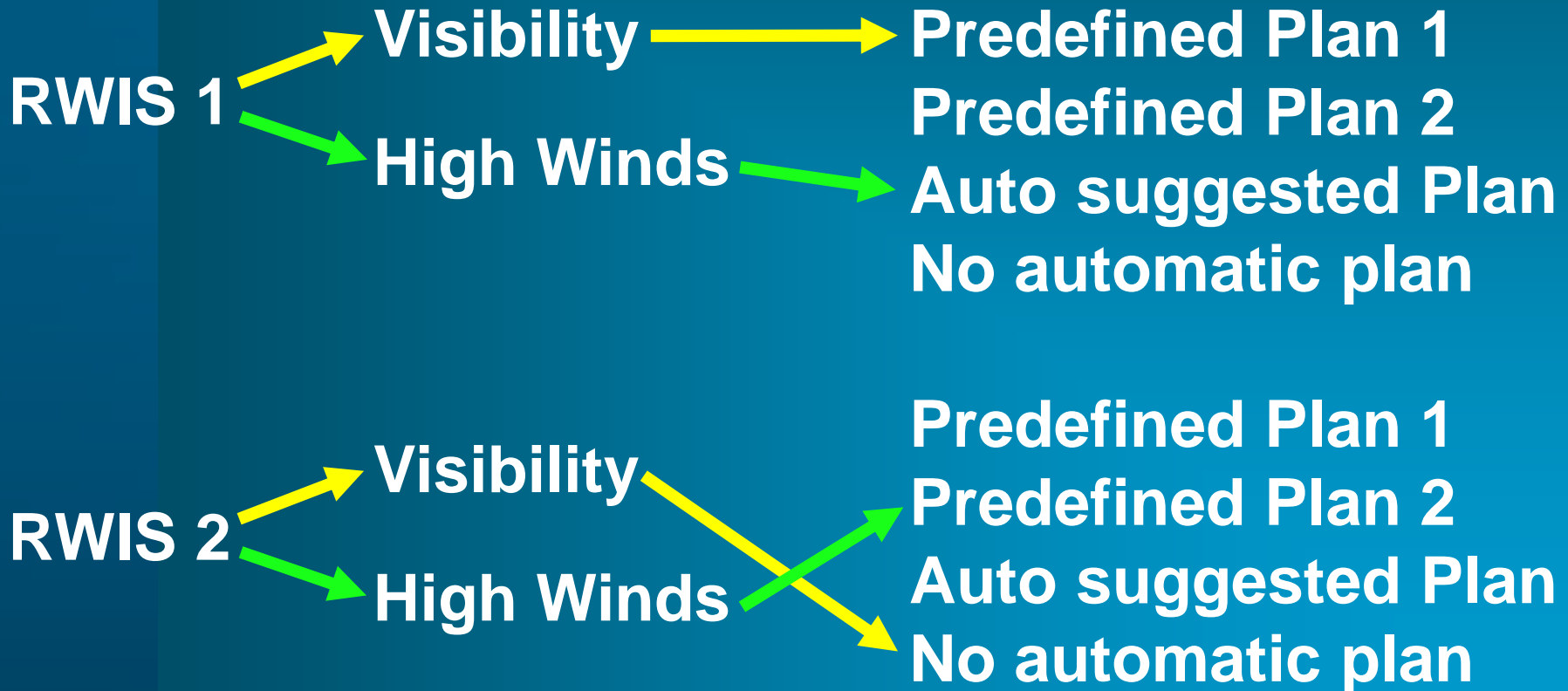
Hawaii

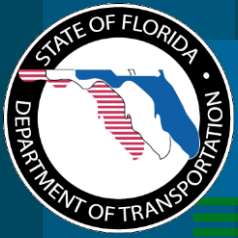


Predefined Response Plan



- Configurability for each:
RWIS Device → Event subtype → Plan

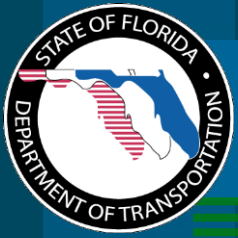




Event Management Details



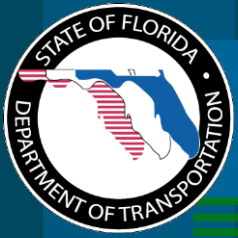
- **Event created will include information from the RWIS Alert**
 - Device that produced the alert
 - Location
 - Time
 - Type of alarm, and
 - Weather conditions
(i.e. sensor reading, visibility range)
- **Information will appear in chronology, not in additional/separate fields**



Future Response Possibilities



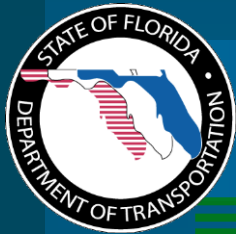
- **Additional RWIS Devices**
- **Additional sources for automated response**
- **Lowering a variable speed limit plan as a response plan item**
- **Auto-launching a camera to a preset in a Video on Desktop Window**



Cost / Schedule



- **Cost:**
 - Included in RWIS \$210 cost estimate
- **Schedule:**
 - Planned for Release 6.1
 - Tentatively August, 2014

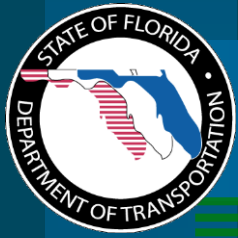


Automated Response for RWIS



QUESTIONS?

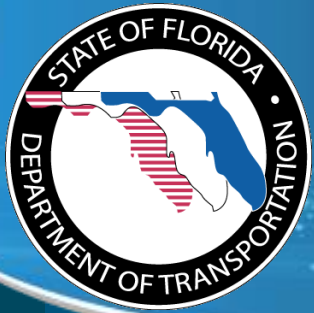
Clay Packard, P.E., Atkins
clay.packard@dot.state.fl.us



Automated Response for RWIS



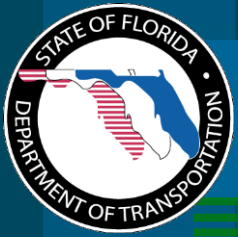
(vote)



Change Management Board

SQL Server Support

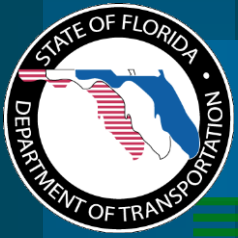
Derek Vollmer, P.E., FDOT



Overview



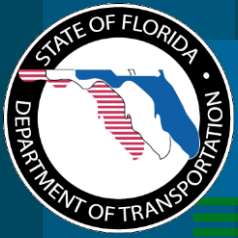
- **SQL Server Support Model is complex**
- **Database Support Models**
 - Differences between Oracle and Microsoft
 - Differences between Microsoft programs:
 - Software Assurance
 - Premier Support
- **Microsoft Premier Support**
- **Database Support Options**
- **Central Office Support**
- **Experiences from Oracle and SQL Server**



Database Maintenance and Support Models



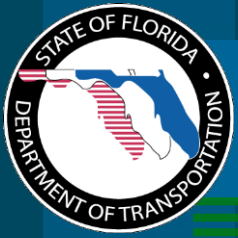
- **Oracle Support**
 - All-in-one maintenance and support contract
 - Support was not very customizable
- **Microsoft Software Assurance (SA)**
 - Primarily licensing maintenance (version upgrades)
 - Required for virtual environment (license mobility)
 - Includes some problem resolution support
- **Microsoft Premier Support**
 - Separate paid contract for support delivery by hours
 - Works in conjunction with Enterprise Agreement & SA
 - Custom-tailored support to meet any needs



Microsoft Premier Support



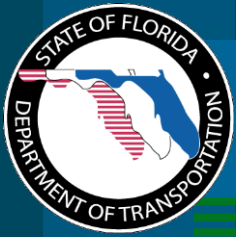
- **Technical Account Manager**
 - Liaison for technical support resources,
 - Helps prioritize support to you
 - Required at a 1:2 ratio to technical hours
- **Problem Resolution Hours**
 - Reactive, resolution of issues
 - Delivered via: email, phone, etc
- **Support Assistance**
 - Pro-active support, prevention of issues
 - Ex. Risk analysis, training, advise
 - Email, phone, on-site training, web-based training



Database Support Options



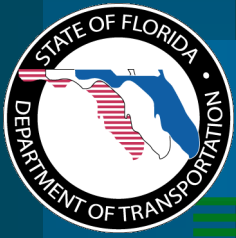
- **SunGuide support contractor**
 - Sufficient to operate SunGuide successfully!
- **Premier Support contract**
 - \$60K minimum for new contract
 - \$20K minimum for schedule under existing
 - Can add additional hours anytime
- **Utilize purchase benefits**
 - Must be converted to Premier Support
 - Central Office – ITS schedule
 - District could open new contract or schedule



Central Office Support



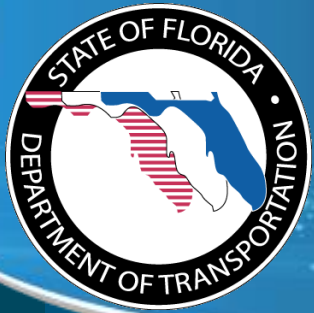
- **SwRI will continue to support SG DBs**
 - Support SunGuide as operational system
 - Deploy new and upgrade existing databases
 - Database product version
 - SunGuide database version (upgrade scripts)
- **Not in SunGuide support scope:**
 - DBA training, automation, risk analysis, etc.
- **CO Investigating Premier support**
 - Minimal schedule under FDOT OIS's contract
 - Used primarily by SwRI for obscure issues
 - Could be a vehicle for District needs



QUESTIONS?

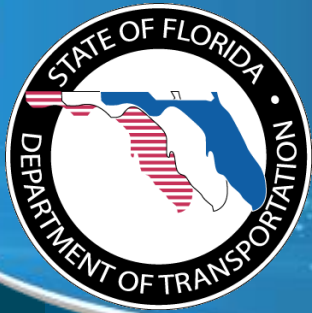
Derek Vollmer, P.E., FDOT

Derek.Vollmer@dot.state.fl.us



Break – 10 min

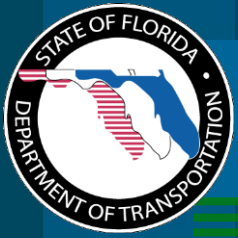
<http://ipadstopwatch.com/timer.html>



Change Management Board

Processes for Reporting and Addressing
Deficiencies with Traffic Control Devices on the
APL

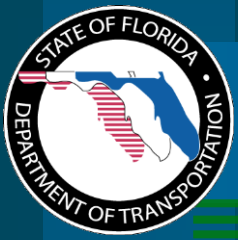
Alan El-Urfali, P.E., FDOT



Content



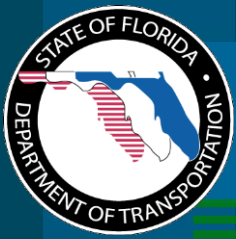
- **Examples of product deficiencies**
- **Process for reporting deficiencies (via a Non-Conformance Report or NCR)**
- **TERL process for addressing an NCR**



Examples of Product Deficiencies



- **Non-certified traffic control devices**
- **APL devices with unauthorized modifications**
- **APL devices no longer meeting FDOT and/or MUTCD minimum specifications**
- **Malfunctioning APL devices**



Process for Reporting Product Deficiencies



- **Completing and submitting a Non-Conformance Report (NCR) including supporting documentation to TERL@dot.state.fl.us**

Traffic Engineering and Operations Office

TEO / Divisions / Traffic Systems / APL Approval Process /

APL Approval Process

Traffic Systems Home || [APL Approval Process](#)
[Approved Product List](#) || [Non-Conformance Report](#) || [APL Statewide Contract](#)
[Acceptable Quality System List](#) || [Product Specifications](#) || [Product Certification Handbook](#)

Contractors, manufacturers or suppliers who intend to sell or install a transportation device in the state of Florida must follow the Department's approval process as outlined below. It shall be unlawful for any public body or official to purchase, or for anyone to sell, any traffic control signal or device unless it conforms to the specifications published by the department of transportation and is certified to be of such conformance prior to sale.

Note: Forms below created in Word can be opened using Word 97 or later or Open Office, a free software download similar to Adobe for PDF files.



Approved Product List of Traffic Control Signals and Devices

[Home](#) [Help](#)

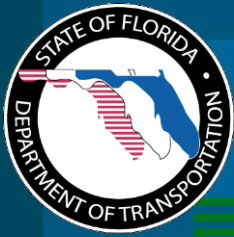
The list below contains Florida Department of Transportation approved Official Traffic Control Signals and Devices (and related ancillary system equipment) for use on the streets and highways of Florida. Listing is required before a product can be sold or installed in the state of Florida. The APL also includes Traffic Monitoring Equipment (count, speed, classification, etc. equipment). Visit the [Florida Department of Transportation Website](#) for up-to-date information regarding the APL or the APL approval process.

The APL lists only products that have been verified to meet all federal and state standards and specifications and are manufactured by companies that have shown evidence of a successful QA/QC program. APL questions can be addressed to Carl Morse at 850-410-5417 or carl.morse@dot.state.fl.us.

To search an item, enter it into the textboxes or choose from the drop-down list box and then press the enter key or click the "Search" button below.

<input type="radio"/> Device Description	Enter text to search device description (i.e., QPL Number or Model number)	<input type="text"/>
<input type="radio"/> Cert. Number		<input type="text"/>
<input type="radio"/> Manufacturer	Choose a manufacturer and then press enter or click the search button	<input type="text"/>
<input type="radio"/> Category	Choose a category and then press enter or click the search button	<input type="text"/>
<input type="radio"/> Type of Device	Choose a device type and then press enter or click the search button	<input type="text"/>
<input type="radio"/> Date of Approval	From: <input type="text"/> To: <input type="text"/> (MM-DD-YYYY)	
<input type="button" value="Search"/>		

To report problems with a product listed on the APL, please complete a [Non-Conformance Report](#).



Non-Conformance Report



Florida Department of Transportation
Traffic Engineering and Operations Office
Traffic Engineering Research Laboratory
Non-Conformance Report

I. PRODUCT INFORMATION

Company Name: _____
Product Name/Description: _____
Number of Failed Units: _____
Certification/Approval Number: _____
Part/Model Number: _____
Lot/Serial Number: _____
Date of Manufacture: _____
Description of Non-Conformance: _____
Attach Supporting Documentation (at a minimum, include photos of non-conforming product)

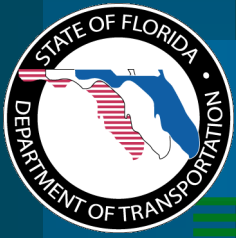
II. LOCATION

Intersection/Road and Mile Post: _____
Other (specify): _____
Maintaining Agency: _____ District: _____ County/City: _____

III. ORIGATION OF NON-CONFORMANCE REPORT

Originator: _____ Phone: _____
E-mail: _____ Date: _____

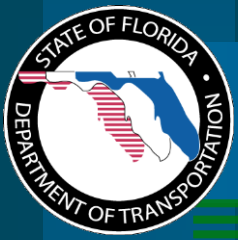
Please submit this report to: TERL@dot.state.fl.us



TERL Process for Addressing an NCR



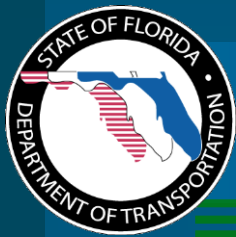
- Review during weekly TERL meetings
- Tracking of NCRs and their resolutions in SharePoint: Nonconformance Reports - Open NCRs
- Internal process flow chart for addressing an NCR: NCR Flow Chart



TERL Process for Addressing an NCR



- **Corrective action request (CAR) sent to supplier with deadline (typically, 60 days)**
- **Removal of product from the APL (suspension) and 30-day deadline for resolution if supplier has product listed on the APL and product deficiency represents safety threat to general public**

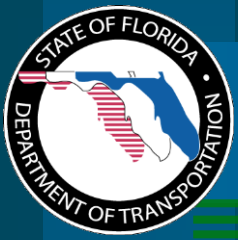


Corrective Action Request



EXTERNAL CORRECTIVE ACTION REPORT AND ACCEPTANCE GUIDELINES Page 1 of 3

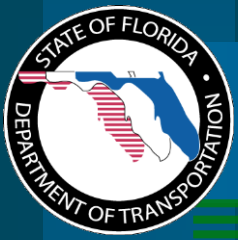
Action Request Description (section to be completed by FDOT-TERL)			
Action Number: <small>(assigned by CAPA Coordinator)</small>	CAR	Date Entered in Database:	
Action Status: <small>(completed by CAPA Coordinator)</small>	<input type="checkbox"/> Open <input type="checkbox"/> Closed	NCR Number:	NCR
Supplier:		Location:	
Describe Non-conformity (issue) Requiring Action and Attach Supporting Documentation: Product name has been installed in location , Florida. This product is a traffic control device and has not been certified by the FDOT in accordance with Florida Statute 316.0745 available on-line at: http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0316/Sections/0316.0745.html (comment: if product is not listed on the APL)			
Actions (section to be completed by FDOT-TERL)			
Date Supplier Notified:		Date Actions Completed:	
Supplier Documentation Changes Required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Identify Document(s):			
Describe Actions to be Taken by Supplier: (1) Implement a corrective action using the included corrective action acceptance guidelines and following your company's corrective action process. This includes providing intermediate and permanent solutions and a root cause analysis (comment: if applicable); (2) Within X days of this notification, e-mail your internal corrective action report including supporting documentation to TERL@dot.state.fl.us and reference the action number listed above (comment: if applicable); (3) In the corrective action report, indicate the quantity of nonconformities received for the issue described above and how they were resolved (comment: if applicable); (4) Identify locations where other product name need retrofitting and provide associated dates of retrofit (comment: if applicable); (5) Continuously work with the TERL to list the product on the Approved Product List (APL) in a timely manner (comment: if product is not listed on the APL); (6) Take steps necessary to ensure your products are not sold or installed until they have been listed on the APL (including notifying distributors and/or contractors not to use such products until listed on the APL). Provide a copy of the notification (comment: if product is not listed on the APL). <i>Please review Florida Statutes (F.S.) available on-line (specifically, chapters 119 and 686, sections 334.049, 812.081, 815.04, 815.045, F.S.) regarding public records, exemptions from public records requests for information meeting the trade secret definition and identification of such information. In original or supplemental submissions, please mark as "confidential" any information meeting the trade secret definition before submitting it to the Florida Department of Transportation.</i>			
Describe Actions Implemented by Supplier:			



TERL Process for Addressing an NCR



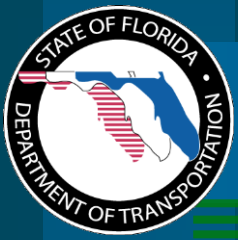
- Review of CAR responses during weekly TERL meetings
- Feedback from complainant regarding completion/effectiveness of corrective action
- Tracking of CARs and their resolutions in SharePoint



TERL Process for Addressing an NCR



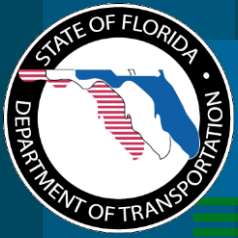
- **Upon final resolution: notification of resolution to complainant and supplier**
- **If supplier does not correct deficiency and has product listed on the APL: possible escalation to suspension and revocation (product removal from the APL)**



TERL Process for Addressing an NCR



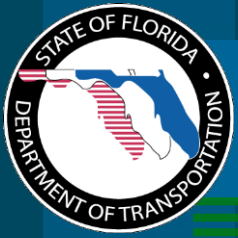
- Following suspension, product is re-listed on the APL if supplier corrects deficiency
- Following revocation, product can only be re-listed if completely re-evaluated and re-certified



TERL Process for Addressing an NCR



- For detailed information and required forms, see the TERL Product Certification Handbook (sections 3.6 and 3.7) at:
http://www.dot.state.fl.us/trafficoperations/Traf_Sys/TERL-PCH.shtm



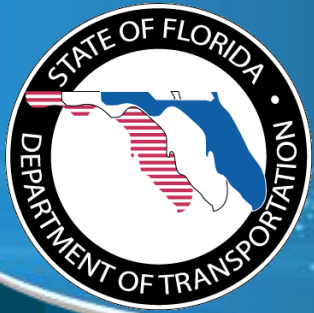
Corrective Actions Process



QUESTIONS?

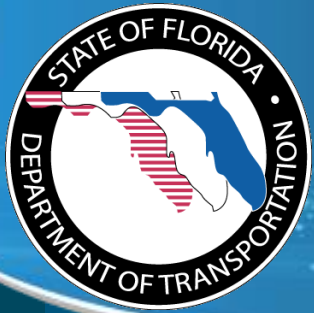
Alan El-Urfali, P.E., FDOT

Alan.El-Urfali@dot.state.fl.us



Open Discussion

Javier Rodriguez, P.E., FDOT



Review Action Items

Javier Rodriguez, P.E., FDOT