INSIDE THIS ISSUE

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Florida Department of Transportation (FDOT)
Traffic Engineering and Operations Office
605 Suwannee Street, M.S. 36
Tallahassee, Florida 32399-0450
(850) 410-5600
www.dot.state.fl.us.com

Link to Florida's Statewide ITS General Consultant

District Four TMC Operators' Phone Lines Open to Motorist Calls

The Road Rangers Service Patrol, a statewide program, is an invaluable asset to South Florida motorists. Road Rangers not only give motorists a direct benefit by offering free roadside assistance, but they also have many other regular duties that help keep traffic moving freely and safely. In 2007 alone, the Florida Department of Transportation (FDOT) District Four had over 38,000 motorist assists in Broward County—a number that will

continue to grow throughout the year's fourth quarter. One thing has changed in the last year, though; something that further benefits motorists and also makes the behind-the-scenes work smoother.

Transportation management center (TMC) operators in District Four are directly answering *FHP (*347) calls for roadside assistance. In preparation for the new procedure, TMC operators received call taker training conducted by the Florida Highway Patrol (FHP). Following a successful trial period that started in Broward County in April 2007, the *FHP call transfer program was expanded to I-95 in Palm Beach County. "We want to offer the best service we can to our motorists," says Steven Corbin, District Four ITS Operations Manager. "This is the first program in Florida that has FDOT TMC operators directly answering *FHP calls for roadside assistance."

Last spring, District Four began helping to reduce the roadside assistance waiting time along Broward County Interstate highways. Free phone calls to cellular *FHP for Road Rangers Service Patrols along I-95, I-595, and I-75 began to be answered by operators at the FDOT District Four SMART SunGuide™ TMC. The outcome of this change is that motorists speak directly to a TMC operator. "It's been helpful for our staff to interface with motorists," says Corbin. "We're able to locate motorists with our cameras while on the phone with them. That puts them at ease while the dispatched Road Ranger is on the way."

Motorists on Broward County highways have had access to free Road Rangers Service Patrol assistance since 1995, but many are unfamiliar on how to request service. By dialing *FHP from any cell phone, a caller reaches a short menu and selects roadside assistance. During the call, a motorist provides information on the problem they are experiencing, their vehicle description, and their location and contact information. Roadside assistance in Broward and Palm Beach Counties is available 24-hours a day, 7-days a week. TMC operators are able to use closed-circuit television cameras along I-95 and I-595 to verify the location of the motorist prior to a Road Ranger's arrival on the scene. FHP is also able to monitor calls through a live remote connection to the TMC database and camera network. The FDOT Road Rangers provide a host of free services, including flat tires changes and emergency fuel.

This procedure assists the FHP Lake Worth Communications Center by reducing call volume and call taker time, allowing FHP to promptly answer emergency calls. "It is a notable difference in the call volume, which enhances our ability to answer calls from motorists reporting various other incidents as well as calls transferred from 911 centers," says Captain Ibrahim Egeli from FHP Lake Worth Regional Communications Center. "It helps us in dealing with higher priority calls and working in a more efficient manner."

"This program allows Road Rangers to be dispatched faster, which ends up relieving our patrolling troopers to continue their regular duties," says Sergeant Mark Wysocky, Public Affairs Officer from FHP Troop L.

Now that TMC operators are directly interfacing with the public through this program, there is additional stress on customer service skills. "I am pleased with how quickly our staff adapted to the program," says Corbin, "and I don't doubt that they will continue to maintain high standards even with this recent addition to their role."

This article was provided by Sarah Stanley, FDOT District Four. For more information, please contact Mr. Steven Corbin, FDOT District Four, at (954) 847-2791 or email Steven.Corbin@dot.state.fl.us.
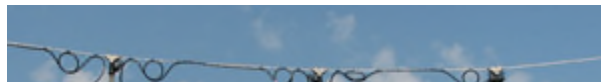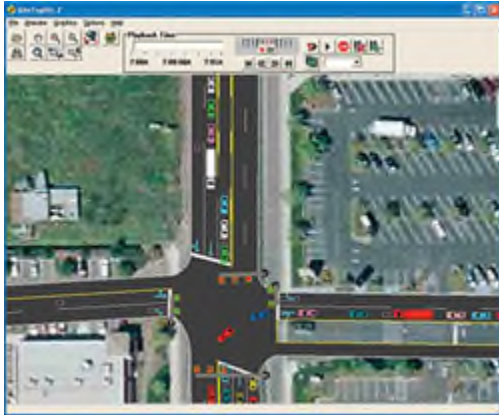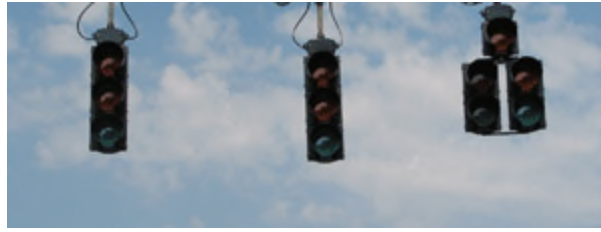
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TERL Plans For New Mast Arm Test Intersection

With help coming from many different areas, including the State Research Office, Central Office Design, District 3 Traffic Operations, and surveying offices, the Traffic Engineering Research Laboratory (TERL) may finally be getting something that has been needed for several years—a new mast arm intersection. If everything goes as planned, this intersection will be installed at TERL's Springhill Road location and will be used for the multitude of testing activities that occur at TERL. This long awaited testing infrastructure is needed due to the constant influx of new or improved transportation devices, each touted as "the best thing ever" by equipment manufacturers.

A renovation was recently begun on the old wood pole and span wire test intersection at

the TERL, including utilization of the concrete strain poles installed earlier and new span wire and signal equipment. Because of new statewide signal support requirements, the newly installed box span includes two single point and two dual point attachments along with drop pipes and adjustable hangers.

This type of test infrastructure is needed to safely evaluate untested transportation devices in a safe and controlled environment. The proposed mast arm intersection will complement the existing span wire intersection by allowing evaluation of mast arm-related devices that cannot be tested on a span wire setup. Both intersections are being designed to include as many possible testing and research scenarios as possible. Along with providing a means to install and test many types of transportation devices, human factors research is another factor that will be considered during the design, particularly in the pedestrian area. The current design includes a two-lane, four-way intersection, complete with pedestrian walkways, vehicle loops, and a mid-block crosswalk installation.

These test intersections are part of a master plan being developed for infrastructure improvements at the TERL. The master plan includes a roadway system with multiple signalized intersections and mid-block and intersection pedestrian crossings, along with other improvements that will allow the evaluation of as many transportation devices as possible.

It is anticipated that these test intersections will greatly improve the effectiveness of many testing activities that occur at the TERL, along with providing a platform to allow hands-on training for new evaluation staff or other interested parties. This new infrastructure should also help with problem resolution issues that the TERL gets concerning previously approved devices.

This article was provided by Jeff Morgan, FDOT-TERL. For more information, please contact Mr. Morgan at (850) 921-7354 or email Jeffrey.Morgan@dot.state.fl.us.

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Additional 511 Call Capacity

The Florida Department of Transportation (FDOT) Traffic Engineering and Operations Office has contracted with LogicTree/IBI Group to provide the Next Generation Advanced Traveler Information System (511 and Web site). Their proposal provides for an increase in the number of simultaneous calls the new system will handle over what the existing systems can handle today. LogicTree currently provides the interactive voice response (IVR) systems for all of Florida's current regional systems except the Tampa Bay service. As part of the negotiations process, LogicTree/IBI Group proposed to make the increase in simultaneous call capacity available to the existing regional systems prior to the launch of the Next Generation system, anticipated for July 2008. This would provide the existing LogicTree IVR systems with additional capacity to handle the increase in the number of calls during emergencies that require evacuations or that cause the closure of major transportation facilities. This will be especially critical with the need to evacuate major urban areas.

Last year, Florida as well as the rest of the southeast was lucky and the anticipated number of hurricanes did not materialize. This year we have been lucky as well and the two category 5 hurricanes were drawn to Central America and the Yucatan. There is still about a month left in hurricane season so Florida is still at risk. For those who remember back to November 1985, Hurricane Kate rambled through Tallahassee leaving residents without power, some through the Thanksgiving holidays. It can still happen.

In addition, the forecast is for a dry winter this year, making the state ripe for more fires next year. Thick smoke from fires can cause havoc and disrupt traffic flows on affected facilities, much as it did this past spring, sending motorists to their phones to find out the latest on travel conditions. Because of the publicity this past year, that urged the public to call 511 to check on the latest information about road closures due to reduced visibility from smoke, it is anticipated that more will call in the future. The FDOT wants to be able to answer all the calls and has worked with LogicTree to increase the call capacity for simultaneous calls.

The necessary equipment and software has been installed and the system tested to assure that the call capacity has indeed been increased and works as designed. It is interesting to note that with all the technology in place today, the best way to test the system was the old fashion way of having enough people to call, loading the system until the calls were transferred to the new equipment. Thanks to the people who called in from the FDOT, PBS&J, LogicTree, and the IBI Group, the test was successful. The FDOT now has that increase in capacity in place and available when needed.

This article was provided by Gene Glotzbach, FDOT Traffic Engineering and Operations Office. For more information, please contact Mr. Glotzbach at (850) 410-5616 or email Gene.Glotzbach@dot.state.fl.us.

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Inside the TERL

This article provides a monthly look *Inside the Traffic Engineering Research Lab (TERL)* at activities that help accomplish the goals and objectives of the lab.

Product Evaluation

Product evaluation is why the TERL exists. By evaluating transportation devices for use in Florida, the TERL satisfies a mandate given to FDOT in Florida Statute 316.0745 - Uniform Signals & Devices. To date, 68 devices have been submitted for the Approved Product List (APL) in 2007; of this total, 30 are still open and active evaluations.

Approved traffic control signals and signal devices can be viewed at www3.dot.state.fl.us/trafficcontrolproducts.

Approved ITS devices can be viewed at www.dot.state.fl.us/TrafficOperations/Traf_Sys/ITS APL/TemporaryITSAPL.htm.

Product Specifications

There are currently six specifications under active development and 11 proposed for future development or revision. Product specifications are needed to evaluate and place a device on the APL.
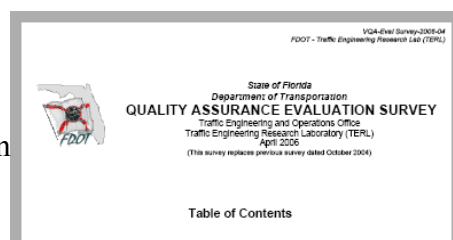
Specifications for a generator panel and uninterruptible power supply for traffic cabinets are both near completion. These specifications will provide for easy and continued signalized intersection operation during a storm or other conditions causing power loss.

Updates to FDOT specifications for light emitting dioxide (LED) internally illuminated signs, LED signals, and changeable message signs are planned for the future as well as new specifications for: dynamic message signs for arterials and tolls; master hub cabinet; core switch/hub switch for ITS cabinets; in-pavement crosswalk lights; 24/7 flashing beacon; countdown pedestrian signal; and trailer-mounted camera/detector system.

APL Vendor Quality Assurance Program

Out of a total of 116 manufacturers that have submitted material for the FDOT APL vendor quality assurance evaluation, 71 have successfully completed the evaluation and have been added to the qualified list at www.dot.state.fl.us/TrafficOperations/apl_vendor_

qualification.htm.

The vendor quality assurance evaluation was included as part of the device approval process in 2002 and has proved to be a very successful program. Feedback from end-users has been positive and, since all APL manufacturers are required to have a minimum quality system in place to stay on the APL, the quality of transportation devices has improved. In fact, many manufacturers who first saw the added requirement as just another hurdle to jump without any real benefit, have since told TERL staff that the additional quality assurance requirement has forced them to become better, more efficient, and competitive manufacturers.

A list of manufacturers who have passed the FDOT's quality assurance evaluation can be viewed at www.dot.state.fl.us/TrafficOperations/apl_vendor_qualification.htm.

For Your Information
What is Dynamic Message Sign (DMS) Qualification?
Since 2002, in order to sell a DMS in the state of Florida, the sign has to be evaluated and qualified by TERL. To become a qualified DMS manufacturer, a manufacturer has to pass the following three phase test:

1. The company's quality system is reviewed to make sure minimum standards concerning the quality assurance and quality control of manufactured product are met.
2. The company must be in conformance to Florida's National Transportation Communications for ITS Protocol requirements for DMS. This test consists of testing the sign to the Florida DMS Management Information Base (MIB) to make sure the sign can be operated using the required protocol.
3. The display properties are tested to ensure that the actual sign message meets display requirements, such as intensity, viewing angle, color, etc.

Out of a total of 14 DMS manufacturers, seven have completed the qualification evaluation and have been listed as qualified at http://www.dot.state.fl.us/TrafficOperations/fdot_dms_info.htm.

This article was provided by Jeffrey Morgan, FDOT Traffic Engineering and Operations Office. For more information, please contact Mr. Morgan at (850) 921-7354 or email Jeffrey.Morgan@dot.state.fl.us.

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ITS Florida Holds Annual Meeting and Engineering Course in Tampa in December

Join us in Tampa on December 11 and 12 for an exciting opportunity to hear the latest information and news from FDOT and ITS Florida. ITS Florida is sponsoring two outstanding events along with our Annual Meeting this year. We'll feature a Systems Engineering Course and an Open Members Forum "ITS Business in Florida" along with our Annual Awards Banquet.

Join ITS Florida for learning, fun, and networking on December 11 and 12.

Where?
Sheraton Suites, Tampa Airport on 4400 West Cypress in Tampa

When?
December 11 – 12, 2007 starting at 1:00 p.m.

What?
Systems Engineering Course -

- **December 11 – 1:00 – 5:00**
- **December 12 – 8:00 – 5:00**

Most ITS projects in Florida utilize the systems engineering approach for development, design, and implementation. ITS Florida is sponsoring a workshop where you can learn the latest and most up-to-date information relative to this deployment method. This course will be of value to any government or private sector employee who is involved in ITS project management, project staff, and other ITS professionals. You will learn valuable information that can be used in your day-to-day activities that will translate into more successful implementation projects. The fee for this course is $150 for ITS Florida members and $200 for non-members. The fee includes three breaks and breakfast and lunch on Wednesday. Hotel information and course registration are located at www.itsflorida.org/December2007.php.

The course is geared toward management, project staff, and other practicing ITS professionals or technical persons at all levels of government and the private sector who would like an understanding of systems engineering and its application to ITS project development and implementation. This course has just been updated, so even if you have taken a similar course before it is time to take it again to find out any important changes that have occurred over the past several years. This is a 12- hour technical course offering professional development hour credits. It is being held in partnership with FHWA and NHI. Instructors will be ***Mac Lister,*** *ITS Specialist, FHWA Resource Center and* ***Jeffrey A.***

Brummond, Iteris. Bios of the course presenters are on the ITS Florida Web site at http://www.itsflorida.org/documents/TrainingDoc/Instructors.pdf**.**

ITS Business in Florida

- **December 11 – 3:00 – 5:30**

This is the first ITS Florida Members' Forum—as requested by our members in response to the 2007 survey. It will be the first in a series of Member Forums organized by ITS Florida to give our members an opportunity to interact with and learn from each other. This forum will feature FDOT District ITS managers and staff presenting the latest news and opportunities in ITS from each of their Districts as well as an overview of the State Construction Database. Following brief presentations, there will be an opportunity to ask questions and raise topics for further discussion. Elizabeth Birriel, ITS Florida President, will preside over the Forum.

Reception and Banquet

- **December 11, 2007 - 6:00 p.m. Cash Bar Reception / 6:30 p.m. Awards Dinner**

Join us for a reception and awards dinner where you'll be able to meet the 2007 scholarship winner and applaud 2007 award winners. New Board Members will also be announced. Our keynote speaker is Doug Callaway with Floridians for Better Transportation (FBT). Doug is the transportation philosopher, preacher, and economist who finds ways for people of differing minds to get together to solve problems. You can read about the **Florida Transportation Monthly** story about FBT at www.floridatransportationmonthly.com/2005/aug/fuelingthefloridatransportationissue.

There is a fee to participate in the ITS Florida Annual Meeting. This fee includes coffee during the afternoon and a banquet in the evening. You can register for the Annual Meeting or the Engineering Course, or both at www.itsflorida.org/December2007.php. For more information, contact the Course Registrar Mary Frascona 850-219-6388 or email MFrascona@camsys.com.

We look forward to seeing you there!

For more information on ITS Florida, please check the ITS Florida Web site at www.itsflorida.org or email itsflorida@itsflorida.org.

If you wish to contribute an article to the *SunGuide Disseminator* on behalf of ITS Florida, please email Mary Hamill at MaryKHamill@global-5.com.

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Editorial Corner—Getting Into Florida's ITS Market

A How-to For ITS Manufacturers and Contractors New to Florida

If you are an ITS manufacturer or contractor and you want to share in some of the many ITS projects in Florida, this information is for you. It's not that difficult to get into the ITS market in Florida, but there are certain processes and procedures that have to be followed that allow everyone to be on the same level playing field and also helps FDOT get the best bang for the buck.

ITS Contractors:

ITS contractors wanting to enter into the ITS market in Florida must be pre-qualified to bid on construction contracts greater than $250,000. For additional information, visit www.dot.state.fl.us/cc-admin

ITS Manufacturers:

To sell an ITS device in the state of Florida, the device must be listed on FDOT's Approved Product List for ITS Devices (ITS-APL). Information on the ITS-APL is located at www.dot.state.fl.us/TrafficOperations/Traf_Sys/ITS APL/TemporaryITSAPL.htm.

There are two steps to get products added to the ITS-APL.

Step 1) Manufacturer Qualification

This step consists of a review of the company's quality system to ensure that minimum standards concerning the quality assurance and quality control of the manufactured product are met. Step 1 must be successfully completed before a manufacturer can move on to Step 2. Additional information on Manufacturer Qualification can be viewed at www.dot.state.fl.us/TrafficOperations/apl_vendor_qualification.htm

Step 2) Device Evaluation

Device evaluation consists of testing to verify that the device is in conformance with the following ITS device specifications published by FDOT.

Section 780 ITS General Requirements
Lists general requirements for all ITS devices and equipment used on Florida's roadways and in transportation management centers.

Section 781: ITS Motorist Information Systems
Covers dynamic message signs, highway advisory radios, and roadway information systems.

Section 782: ITS Video Equipment:
Covers closed-circuit television cameras and video display equipment.

Section 783: ITS Fiber Optic Cable and Interconnec*t*
Covers fiber optic cable, conduit and locating systems, and pull and splice boxes.

Section 784: ITS Network Devices
Covers managed field Ethernet switches, device servers, and digital video encoders and decoders.

Section 785: ITS Infrastructure
Covers grounding, transient suppression, pole and lowering devices, cabinets, and equipment shelters.

Section 786: Vehicle Detection and Data Collection
Covers microwave, video, magnetic, and acoustic detection devices.

These ITS device specifications are located at
www.dot.state.fl.us/specificationsoffice/January2008WB.htm.

Additional information concerning FDOT's ITS device approval process can be found at
www.dot.state.fl.us/trafficoperations/Traf_Sys/terl/apl.htm.

This editorial was provided by Jeff Morgan, FDOT-TERL. For more information, please
contact Mr. Morgan at (850) 921-7354 or email Jeffrey.Morgan@dot.state.fl.us.

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Announcements

ITS Florida's Annual Meeting
Don't miss ITS Florida's Annual Meeting and Awards Banquet, coming up on December
11. ITS Florida is also offering systems engineering training on December 11-12. This all
takes pace at the Sheraton Suites Tampa Airport located at 4400 W. Cypress Street, Tampa,
FL.

Visit the registration page at http://www.itsflorida.org/december2007.php for more
information.

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Sign-up Now!
Systems Engineering for ITS Projects—December 11 - 12, 2007

Description: FHWA course sponsored by ITS America's RITE Forum and ITS Florida's
Professional Capacity Building (PCB) Committee. Mack Lister and Jeff Brummond are the
course instructors. See the course information provided in this month's ITS Florida article.

Professional Development Hours: 12 PDH
Times: December 11 — 1:00 to 5:00 p.m. and December 12 — 8:00 a.m. to 5:00 p.m.
Location: Sheraton Suites Tampa Airport, 4400 West Cypress Street, Tampa, FL 33607

Call 813-873-8675 to reserve your suite for $119 ($99 with Govt. ID) by Nov. 10th.   Room
block is under the name of ITS Florida.

Course Fee: $150 ITS Florida Members; $200 Non-Members

Payment can be made: Register Online or by sending a check to:

Mary Frascona
2457 Care Drive, Suite 101
Tallahassee, Florida 32308

Registration Deadline is December 3, 2007. NOTE: Registration will close when class is filled. Seats are limited.

Contact: Mary Frascona
Email: MFrancona@camsys.com
Phone: 850-219-6388

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Mark Your Calendars...

TRB/IBTTA Freeway and Tollway Operations Conference – June 15-19, 2008 in Fort Lauderdale, FL – Registration now open! Visit www.2008FTOC.com for full event details.

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FDOT ITS Contacts

District 1
L.K. Nandam, DTOE
Chris Birosak, ITS
FDOT District 1 Traffic Operations
PO Box 1249
Bartow, FL 33831
(863) 519-2490

District 2
Jim Scott, DTOE
Peter Vega, ITS
FDOT District 2 Traffic Operations
2250 Irene Street, MS 2815
Jacksonville, FL 32204-2619
(904) 360-5630

District 3
June Coates, DTOE
Chad Williams, ITS
FDOT District 3 Traffic Operations
1074 Highway 90 East
Chipley, FL 32428-0607
(850) 638-0250

District 4
Mark Plass, DTOE
Dong Chen, ITS
FDOT District 4 Traffic Operations
2300 W. Commercial Blvd.
Ft. Lauderdale, FL 33309
(954) 777-4350

District 5
Richard Morrow, DTOE
Michael Smith, ITS
FDOT District 5 Traffic Operations
719 S. Woodland Blvd., MS 3-562
DeLand, FL 32720-6834
(386) 943-5310

District 6
Debora M. Rivera, DTOE
Rory Santana, ITS
FDOT District 6 Traffic Operations
1000 NW 111th Avenue, MS 6203
Miami, FL 33172
(305) 470-5335

District 7
Gary Thompson, DTOE
Bill Wilshire, ITS
FDOT District 7 Traffic Operations
11201 N. McKinley Drive
Tampa, FL 33612
(813) 615-8600

Florida's Turnpike Enterprise
John Easterling, DTOE
Florida's Turnpike Enterprise
PO Box 9828
Ft. Lauderdale, FL 33310-9828
(954) 975-4855

Elizabeth Birriel
Deputy State Traffic Engineer
ITS Program Manager
(850) 410-5606

Gene Glotzbach
ITS Deployments
(850) 410-5616

Trey Tillander
ITS Software, Architecture,
and Standards,
(850) 410-5617

Randy Pierce
ITS Telecommunications
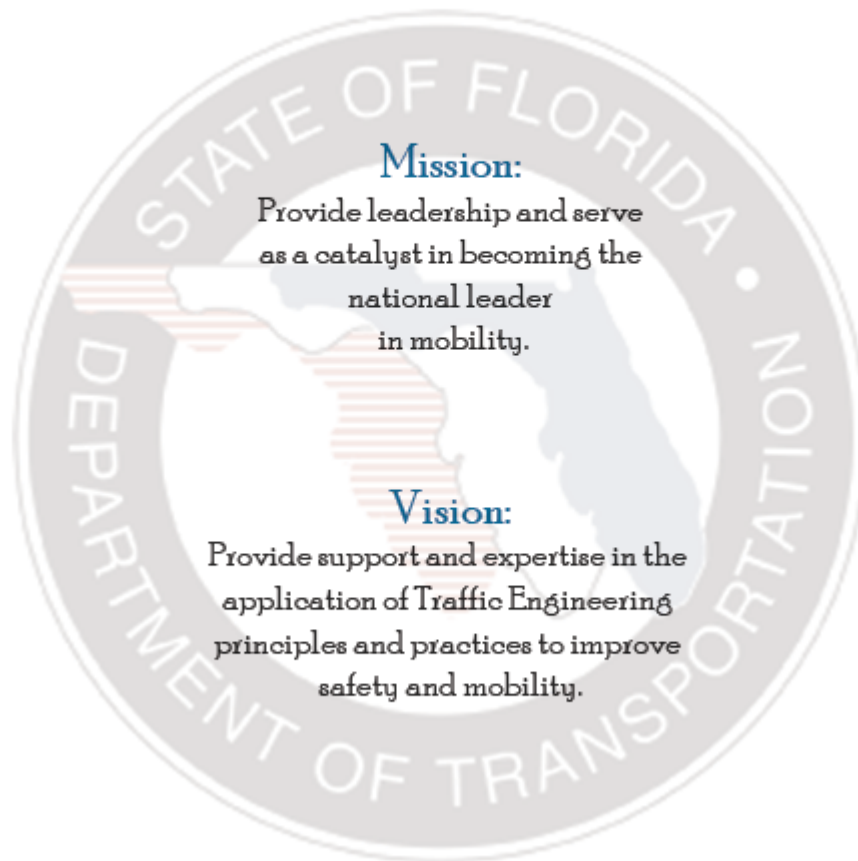(850) 410-5608

Physical Address
Rhyne Building
2740 Centerview Dr.
Suite 3-B
Tallahassee, FL 32301

Mailing Address
Burns Building
605 Suwannee St.
M.S. 90
Tallahassee, FL 32399

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FDOT Traffic Engineering and Operations
Mission and Vision Statements

Mission:
Provide leadership and serve
as a catalyst in becoming the
national leader
in mobility.

Vision:
Provide support and expertise in the
application of Traffic Engineering
principles and practices to improve
safety and mobility.

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SunGuide Disseminator   *November 2007*

PBS&J QCAP Document Control Panel	
Created by:	England
Reviewed by:	England, Birriel
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