



# SUNGUIDE™ DISSEMINATOR

## Implementing TSM&O: How to Develop a Performance Measurement System

As congestion continues to increase disproportionately to funding resources, the current practice of roadway expansion is becoming obsolete. It is clear that a paradigm shift is needed and the Florida Department of Transportation (FDOT) is responding by developing a statewide Transportation System Management and Operation (TSM&O) program that is expected to address the growing congestion problem within the state. TSM&O will shift the focus of FDOT's strategies to one that provides mobility outcomes, such as travel time reliability; that maximizes the efficiency of the transportation system. *TSM&O improves mobility for all users through an emphasis on real-time active management and operation of the existing transportation system.*

TSM&O is a performance driven program that allows a group of agencies that manage and/or operate a given transportation system (the TSM&O partners) to actively manage and operate their system in real-time. The associated performance measures will enhance accountability among the TSM&O partners and will assist them in making cost-effective investment decisions. Since performance measures will be playing a large role in the TSM&O program, it is critical that these measures and the performance measurement system are reliable and consistent. When developing a TSM&O performance measurement

system, the following generic process should be considered:

The first step is to define the performance measures to be utilized. The TSM&O partners should gather in a workshop-like setting to discuss their system's desired mobility outcomes and define their performance measures based on these mobility outcomes. When defining these measures, the TSM&O partners should avoid being biased towards choosing performance measures based on what the existing infrastructure is currently capable of measuring because this will limit the program's future capabilities. The defined performance measures will likely be user-based; for example, travel time reliability for commercial freight/goods movers, and mode-based, such as transit on-time performance.

Once the performance measures are defined, the data requirements associated with the measures need to be identified and used to determine the data collection/analysis resource needs. The TSM&O partners should create and maintain an inventory of existing data collection resources on a geographic information system map, or similar database. The inventory should include all of the TSM&O partners' available resources and their corresponding maintenance plans in order to preserve the measurement system's reliability.

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# Rapid Incident Scene Clearance Goes Statewide

At this point, the TSM&O partners should have a clear picture of what their measurement system is capable of reporting and whether there is a “gap” between the performance measures they are capable of reporting and what they would like to be reporting. This “gap” generally represents the resources (data collection devices, communications software, etc.) required to support the defined performance measures. It will be reduced over time as the TSM&O partners deploy needed resources. For this “gap” time, the TSM&O partners should develop a plan for when a performance measure reporting should begin. This plan will be a function of the desired level of accuracy and resources available. For example, if the TSM&O partners ultimately need 100 detectors in order to report travel time on their network and they decide that an 80 percent accuracy level is acceptable, then all 100 detectors may not be required in order to begin reporting travel time.

TSM&O is based on real-time network performance. The success of a TSM&O program depends on the early planning stages in which critical components of the program, such as performance measures, and their associated data collection/analysis requirements are defined. Which TSM&O partners will be responsible for reporting these measures is also critical and will influence the TSM&O partner’s resource allocation. The performance measurement system impacts every aspect of TSM&O and if it not carefully developed and maintained, a TSM&O program will not be able to fulfill its purpose in reducing congestion.

This article was provided by was provided by Mark Plass and Melissa Ackert, FDOT District 4. For more information, please contact Mr. Plass at (954) 777-4399 or email Mark.Plass@dot.state.fl.us.

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The Florida Department of Transportation (FDOT) has initiated its Rapid Incident Scene Clearance (RISC) program statewide. The RISC program began on Florida’s Turnpike Enterprise (FTE) in 2004 and has proven to be the most effective tool when dealing with major large vehicle crashes on our interstate system.



For each minute that a travel lane is blocked, it takes four minutes for traffic to recover or resume normal speeds. When one out of three travel lanes is blocked, 50 percent of the roadway’s capacity is lost. The cascading effects of the delays caused by one incident on our interstates can be felt for many hours after the incident has been cleared.

The FDOT’s RISC program is a highly innovative program to help meet the goal of clearing major incidents and truck crashes in 90 minutes or less. The program ensures that only highly trained, wrecker and heavy-recovery equipment operators respond to incidents with the proper clearance equipment in a time sensitive manner.

RISC is an incentive-based program that provides bonuses to wrecker operators. Upon successfully removing all wreckage and re-opening the roadway within 90 minutes of receiving a Notice-to-Proceed (NTP), wrecker operators are paid a bonus of \$2,500. If specialty equipment is approved for use during the incident cleanup, an additional bonus of \$1,000 is paid. These bonuses are in addition to what the wrecker operators charge for their regular tow rates. However, if the travel portion of the roadway is not cleared within three hours of the NTP, the wrecker company can be assessed a penalty of \$10 per minute (\$600 per

hour) until the roadway is reopened to traffic. FTE currently bills the insurance companies for reimbursement of the bonuses paid and has approximately an 80 percent success rate for reimbursement. The statewide program will follow this same procedure.

In July 2007, the FDOT Executive Board voted to expand the RISC program as a statewide effort. FDOT Districts are currently receiving bids from towing companies and the statewide program should be fully functional by the end of 2008, with funding for the first year set at \$2,000,000 and a second year of funding set at \$2,000,000. Each FDOT District has been provided with \$100,000 to begin the program. \$1,300,000 is being held in reserve to provide to the Districts as needed. The Districts will be responsible for drafting Invitations to Bid for wrecker operators, developing RISC operating zones/areas, paying bonuses, and billing insurance companies.

The Traffic Incident Management (TIM) Section drafted procedures to be used by this statewide program, which were approved by the FDOT Executive Board. To ensure that the funds are not rapidly depleted, the program will operate only on the interstates and other limited-access facilities. RISC will be used for the removal of tractor trailer combinations, heavy trucks, buses, and motor homes/motor coaches that are blocking travel lanes or affecting a travel lane.

A successfully operated statewide RISC program will relieve congestion, reduce the chance for secondary collisions, create a timely movement of goods and services, and support the Open Roads Policy between the FDOT and the Florida Highway Patrol.

This article was provided by Mike Akridge, FDOT Traffic Engineering and Operations. For information, please contact Mr. Akridge at (850) 410-5607 or email to Michael.Akridge@dot.state.fl.us.

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## Survey Shows...Opportunity for Florida 511 Growth

A customer satisfaction tracking study released in June by the Schapiro Group, an Atlanta research firm, uncovered how drivers prefer to receive their traffic information. The study, a follow-up to a similar survey the group conducted in 2006, explored the usage of, attitudes toward, and perceptions of the Florida Department of Transportation's (FDOT) intelligent transportation systems services. The results give great insight into public opinion and awareness of various traffic information resources, notably the Florida 511 advanced traffic information system.

The survey reported an increase in the number of people driving during rush hours compared to 2006. During the morning commute hours between 6:00 and 9:00 a.m., 11 percent more drivers are on the road, while 8 percent more fight traffic in the afternoons between 4:00 and 7:00 p.m. Coupled with this increase in traffic, fewer people report using radio or television to check traffic conditions before getting behind the wheel. Forty-two percent of drivers never tune in to radio traffic reports, up 16 percent from 2006. Similarly, the number of people not checking television traffic reports rose 12 percent, reaching 47 percent.

Online sources are replacing these traditional forms of traffic information, especially for younger drivers. This bodes well for the Statewide 511 resource as FDOT prepares to launch its all-new Web site, FL511.com, in early 2009. Meanwhile, 85 percent of those surveyed don't use any alternative traffic

information resources, implying more drivers are facing the highways without checking traffic first.

When respondents were questioned about 511, approximately 23 percent (the same number as in 2006) claimed to have heard of the service. But 511 awareness varies quite a bit from District to District, and areas with more established regional systems tend to be more visible. For example, District Five (the Orlando area) established one of the first regional systems in the state in 2002, and boasts a 40 percent awareness rate. Likewise, in District Four (Fort Lauderdale/West Palm Beach), 43 percent of those who know about 511 use it. The typical 511 user statewide was in the 40 to 49 age group, and was confident in the service. In fact, 89 percent of those who use Florida's 511 services said the information they receive is at least somewhat likely to influence the driving route they choose. Respondents were most likely to have heard about 511 through a friend or acquaintance, while 28 percent learned of the service from roadside signs.

Another factor survey participants seemed to have interest in was ease of use. Almost half of those surveyed expressed interest in receiving personalized traffic information automatically via e-mail or text; services that will be available free of charge through Florida 511. In this case as well, it appears that increased 511 marketing could yield big results by educating the public about 511 and its resources.

Finally, the survey delivered some interesting data concerning the effectiveness of 511 promotional messages themselves. In the name of public safety and responsible driving practices, marketing materials around the state promoting 511 often recommend that people call for traffic information before they get in the car, as opposed to while driving. Some Districts adopted the slogan "Know Before You Go" to illustrate this point, and drivers in those districts were almost three times more likely to call before driving compared to drivers in other Districts.

The biggest factor limiting 511 usage seems to simply be awareness. A surprising 76 percent of all surveyed knew nothing of 511. However, the survey makes clear that drivers want the kind of traffic services 511 provides. When asked the types of traffic information drivers most desired, the overwhelming favorite was information on alternate routes to avoid traffic incidents. A total of 74 percent of respondents wanted alternate route information, while information on local attractions or automotive services each failed to reach 10 percent. Marketing efforts promoting 511 will make many Floridians aware of a service they already desire.

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# Making Progress in Jacksonville—An Update From District Two

The Northeast Florida Intelligent Transportation Systems (ITS) Coalition (Coalition) is a diverse group incorporating public and private partnerships that seek the same goal in managing the region's transportation system to its fullest potential. The group is made up of a variety of organizations from areas, including: transportation planning/operations, public works, rail operations, air travel, seaports, public transit, parking, transport shipping, the Federal Highway Administration (FHWA), academia, military, homeland security, special events, wrecker services, emergency management, law enforcement, fire/rescue, hospitals, economic development, and news media. The Coalition currently has over 80 partners and expects to grow to over 100 partners by 2010. A list of the current members is available at [http://fcmppo.com/userfiles/image/Coalition Member Agencies & Organizations.pdf](http://fcmppo.com/userfiles/image/Coalition%20Member%20Agencies%20&%20Organizations.pdf).

The seamless management of the transportation network throughout the entire Northeast Florida region, whether by ground, air, or sea, is a common belief among all members. The consensus is that this will be a “win-win” situation for all and will allow each organization to achieve economies of scale within the ever increasing competitive global market. To achieve this, the first question presented to all was, “What steps need to be taken to get us on the right track?” The common answer among the partners was the cohesive management of the transportation network; and this could only be achieved with the advent of a regional transportation management center (RTMC). Everyone felt that the technology was currently available to achieve this objective, and it was a matter of *Piecing it All Together* (an ITS Transpo2008™ theme).

In 2005, Governor Bush and the Florida Legislature determined that the best way to manage future growth in Florida was to infuse the Florida Department of

Transportation (FDOT) with funding to develop projects that would help manage the increasing traffic at rail hubs, seaports, airports, and roadway systems. Among the projects making it on the list was the FDOT District Two submittal for a RTMC. This spearheaded the effort in the Northeast Florida region to “practice what we preach” and coordination efforts have been ongoing to take advantage of this great opportunity.

The first objective was to determine what could be accomplished within the budgetary constraints of this project. The answer came from the Jacksonville Transportation Authority (JTA), who were in the process of completing the design for their Jacksonville Transportation Complex (JTC). The JTC would incorporate a new bus transfer station, bus rapid transit facility, commuter rail, the Jacksonville Skyway system, Greyhound, Amtrak, and parking garages. This complex was also designed to have a building for JTA's administration and operations departments as well as the North Florida Transportation Planning Organization (NFTPO). It only made sense that District Two join the effort by having the RTMC built at the JTC to make this a picture-perfect effort to manage the region's transportation system.

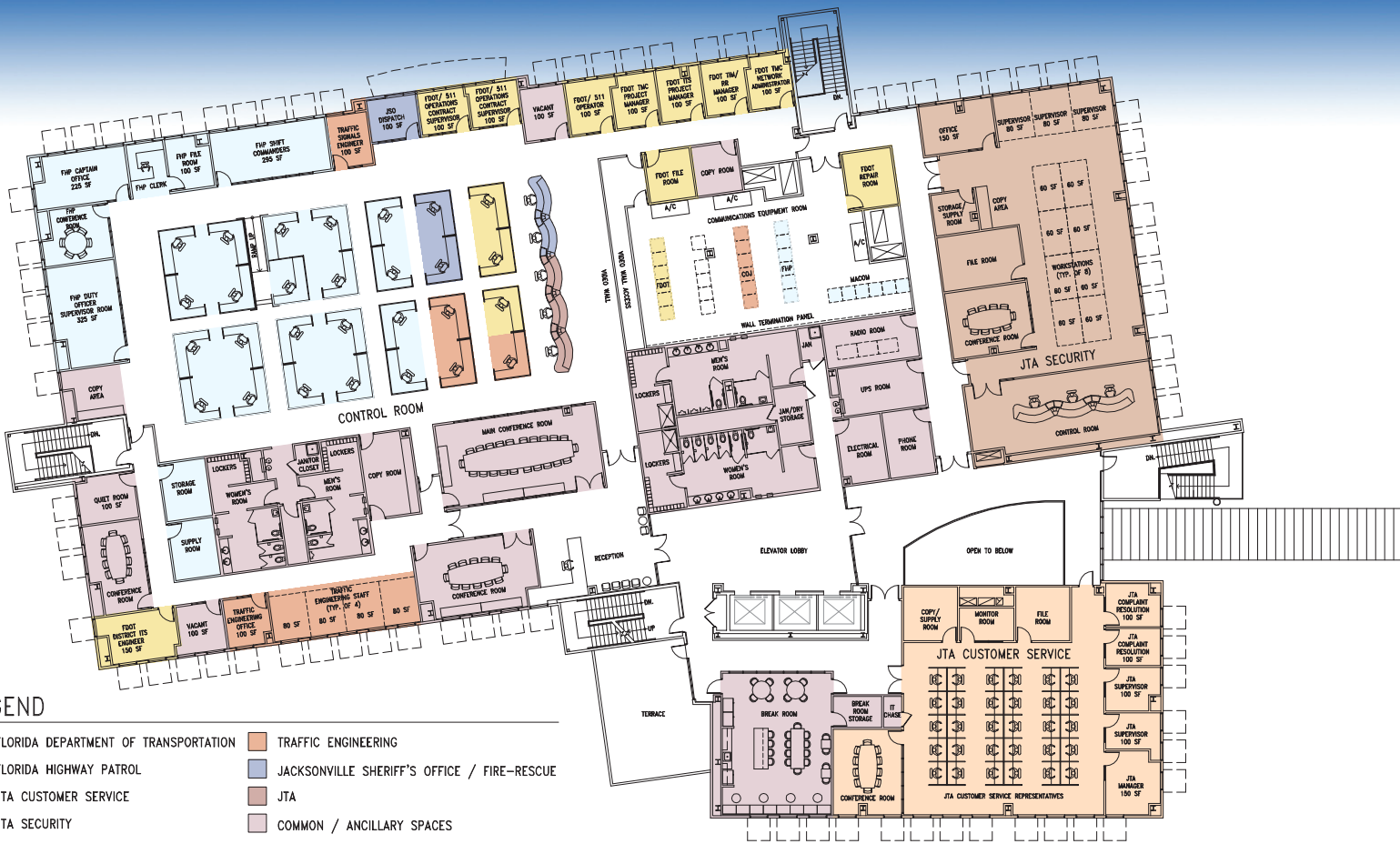
The second objective was to determine who would be housed within the RTMC. It was a “no-brainer” that the Florida Highway Patrol (FHP) dispatchers and FDOT Transportation Management Center Operations (managed by SmartRoute Systems) should share space. However, it was a surprise that the Jacksonville Traffic Signal Operations group, Sheriff's Office dispatch, and Fire/Rescue dispatch also agreed to place staff within the RTMC. This commitment had us thinking outside the box and led to the incorporation of JTA Transit dispatchers as well as their security forces within the RTMC.

As a result, we now have six of the 80 Coalition members within the RTMC.

But what about the rest? Well, this is where technology ties up all those loose ends. Through local IT networks and District Two's extensive ITS fiber infrastructure, we were able to begin planning on connections to the Jacksonville International Airport, five Jacksonville Port Authority locations, CSX Corporation rail depot, Naval Air Station Jacksonville, Jacksonville's Emergency Operations Center, Jacksonville parking services, University of North Florida, Shands Hospital, Clay County Public Works, St. Johns County Traffic Operations Center, and local news media. The next step will be to determine the best method to connect to other surrounding counties, private industry (such as transport shipping), and the various entertainment complexes within the region.

Meeting this arduous challenge could not have been done without the efforts of DMJM Harris, Metric Engineering, and Turner Construction who were selected to design the complex, develop the IT network in the RTMC, and construct the facilities, respectively. These three firms have provided tremendous expertise and support, thus making this project much easier for the FDOT to undertake. Credit should also be shared with the District Two Planning and Consultant Project management staff who generously dedicated their time and expertise throughout the process.

The floor plan for the RTMC evolved after several attempts were made to satisfy all of the partners. One unique concept that arose was the decision to incorporate rest rooms as close to the dispatchers as possible. The FHP Captain made this suggestion to insure efficiency in his operation since security clearances would be necessary outside the RTMC floor. Another concept was presented when the District Two ITS office requested that the designer omit rear projection monitors with the aim of increasing floor space and decreasing future maintenance expenditures on a video wall. The last idea presented was



**LEGEND**

<span style="display:inline-block; width:15px; height:15px; background-color:yellow; border:1px solid black;"></span> FLORIDA DEPARTMENT OF TRANSPORTATION	<span style="display:inline-block; width:15px; height:15px; background-color:lightpurple; border:1px solid black;"></span> JACKSONVILLE SHERIFF'S OFFICE / FIRE-RESCUE
<span style="display:inline-block; width:15px; height:15px; background-color:lightblue; border:1px solid black;"></span> FLORIDA HIGHWAY PATROL	<span style="display:inline-block; width:15px; height:15px; background-color:orange; border:1px solid black;"></span> JTA
<span style="display:inline-block; width:15px; height:15px; background-color:lightorange; border:1px solid black;"></span> JTA CUSTOMER SERVICE	<span style="display:inline-block; width:15px; height:15px; background-color:brown; border:1px solid black;"></span> JTA SECURITY
<span style="display:inline-block; width:15px; height:15px; background-color:grey; border:1px solid black;"></span> COMMON / ANCILLARY SPACES	

through the JTA, who recommended that we design one “super server” that can be accessed by all members within and outside the RTMC (given certain permissions) to get pertinent information on one computer rather than having multiple workstations or access points to deal with on a daily basis.

The RTMC floor layout offers a typical set-up for transportation management center operations, but in this case, the RTMC operators will be working side-by-side with FHP dispatchers. This decision was made to maintain the cohesiveness we currently have in our daily operations and is symbiotic in nature since all the RTMC operators had to go through the same Criminal Justice Information System background checks that are required for the FHP dispatchers. Also, all partner offices have access to the RTMC floor. This was done to complement the security card measures that will be undertaken within the RTMC.

As for the building itself, the State of Florida’s Department of Management Services and the FDOT have “gone green,” thus this will be a Leadership in Energy and Environmental Design certified facility. Turner Construction has comprehensive experience in this area and we are hopeful to get at least gold (if not platinum) certification at the completion of this project. The facility will be a three-story building with the first two floors occupied by JTA and NFTPO staff, while the third floor will house RTMC personnel. The three floors will be above a first floor parking garage for RTMC personnel.

The ultimate goal is to change the way we do business on a daily basis by streamlining information aggregation and the communication process among agencies in the RTMC, while getting the word out to all of our regional partners.

This article was provided by Peter Vega, FDOT District Two. For information, please contact Mr. Vega at (904) 360-5463 or email to Peter.Vega@dot.state.fl.us.

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## Word Challenge Answer

“These new **VAR**iable speed limit signs keeping traffic moving so well, we’re not getting half the work from accidents that we did before!”

TM&O improved \_\_\_\_\_ for **M**OB**I**L**I**T**I**T**I**

One of the largest datacenters in the world—\_\_\_\_\_ of the Americas.

**N**A**P**

people. Helps local law enforcement locate **S**IL**V**E**R** **A**L**E**R**T**

and validation. Independent SunGuide releases are all tested by **V**E**R**I**F**I**C**A**T**I**O**N

# Moment of Humor!

(A couple of our all-time favorites!)



Moo-ve over!



## FDOT District Six Completes ITS Deployment Along US 1

The Florida Department of Transportation (FDOT) District Six recently completed the deployment of intelligent transportation system (ITS) devices along the US 1 corridor—a heavily congested north/south road in Miami-Dade County that carries over 90,000 vehicles daily. Within the project limits, US 1 is a multi-modal, 6-lane divided highway with heavy commercial land use. The Miami-Dade Transit Metro-Rail and Busway runs parallel and along the west side US 1. A direct link to several highways, the implementation of this ITS infrastructure on US 1 aims to integrate the freeway management and state arterial systems to improve efficiency in the regions' general transportation management plan.

The project, which begins on SW 17th Avenue in the City of Miami and ends on SW 112th Avenue in the Town of Cutler Bay, is part of a program to establish a districtwide ITS network. Designed to help bridge the gap between existing infrastructures and an initiative to implement new ones, the project is an important piece in the development of a contiguous system of ITS communications throughout the region.

With approximately 16 miles of fiber optic cable stretched through six municipalities, the project provides the District's transportation management center (TMC) with a comprehensive system of analysis of conditions along the roadway. Seventeen closed-circuit television cameras were placed at key intersections along the corridor to help alleviate congestion and increase efficiency of transportation management services. Control room operators monitor the live video feeds for event detection and incident response. Additionally, four dynamic message signs (DMS) were installed at four freeway access points. Each sign is monitored by a static camera for message verification



## District Six Collocates SunGuide™ at Miami's Network Access Point of the Americas

purposes. The signs help to inform motorists of downstream events that may affect their commute, helping them avoid traffic delays and reduce travel times. Informing motorists of traffic situations in advance allows them to choose alternate routes—especially before entering a freeway. Six microwave vehicle detection systems (MVDS) were intermittently placed along the arterial stretch to provide real-time traffic data for analysis and documentation. The installation of the MVDS allows FDOT to evaluate their performance on arterials that experience stop-and-go traffic conditions. The project complements a pre-existing infrastructure located on SW 17th Avenue, and serves to expand the SunGuide™ Advanced Traffic Management System along District roadways.

The public also has access to this information. Live streaming video and camera images are available on the TMC's Web site, [www.SunGuide.org](http://www.SunGuide.org). Motorists can check traffic conditions and determine travel options before getting on the road.

This project began in fall 2006 and was completed in July 2008. The FDOT worked with several agencies and organizations including Miami-Dade Transit and the Community Image Advisory Board to develop a system that was both functional and appealing to all members of the community. The project is among the few to have aesthetic components included in its plan, and the first to feature the SunGuide logo on DMS structures in the county.

This article was provided by Javier Rodriguez, FDOT District Six. For information, please contact Mr. Rodriguez at (305) 470-5341 or email to [Javier.Rodriguez2@dot.state.fl.us](mailto:Javier.Rodriguez2@dot.state.fl.us).

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The Florida Department of Transportation (FDOT) District Six Intelligent Transportation Systems (ITS) Program and its local partners recently succeeded in collocating ITS network equipment and SunGuide™ advanced traffic management system (ATMS) software servers in an FDOT-owned rack within Miami-Dade's suite at the Network Access Point (NAP) of the Americas. This effort took many months

allows the NAP to guarantee 100 percent availability for all power and environmental systems. This unique facility will provide the District Six ITS Program and other future FDOT mission-critical applications with a very reliable and high-bandwidth access to the world's major carriers. This is especially important for South Florida due to its highly vulnerable location to hurricanes.



of coordination between Miami-Dade County Enterprise Technology Services Department, TransCore, DMJM Harris, and Terremark, the management firm of the NAP of the Americas.

The NAP of the Americas is one of the largest and most connected datacenters in the world. This Tier-IV facility is the first dedicated telecommunications carrier-neutral network access point and brings together diverse connectivity from more than 160 carriers and thousands of companies and government agencies. The electrical and mechanical systems at the NAP represent the most advanced and reliable integrated systems of their kind in the world. Their robust design

The initial SunGuide™ Transportation Management Center (TMC) connection to the NAP uses an AT&T 500MBs fiber-connected Metro-Ethernet circuit. District Six obtained funding for this high-bandwidth circuit by analyzing the actual throughput of existing Metro-Ethernet circuits located throughout the District. This effort involved reducing bandwidth and corresponding cost at some locations, disconnecting circuits at others, and adding additional circuits at US 1, the Florida Keys, and at the NAP. This re-engineering effort resulted in a meshed and highly reliable ITS network with lower operating costs.

# SunGuide™ Software Release 4.0— Supporting Advanced Traveler Information Systems

SunGuide™ Software Release 4.0 is designed to provide a data fusion component to support the Florida Department of Transportation's (FDOT) statewide advanced traveler information systems project, FL-ATIS. The FL-ATIS project provides the general public with traveler information, including travel times, traffic conditions, incidents, and weather conditions via the 511 telephone and Web services.

Traffic related data will be collected, processed, and disseminated through the SunGuide™ Software center-to-center (C2C) communications module to FL-ATIS and then provided to the general public. The overall functions between the SunGuide™ Software and FL-ATIS are shown in the figure to the right.

The SunGuide™ Software project has been following the system engineering process which identifies:

- The concept of operations;
- High-level requirements;
- Detailed design review;
- Integration testing and independent validation and verification (IV&V); and
- Operations and maintenance.

This release was designed and reviewed with design review meetings. The factory acceptance test was held at the contractor's lab at San Antonio, Texas, during the week of August 18 to 20 (shown in the photo below).



ITS operations require close coordination with local partners to be successful in managing regional events. To help maximize regional benefits of its presence at the NAP, District Six plans to connect the District Four SMART SunGuide™ TMC, the Florida Turnpike Enterprise (FTE), and Florida International University (FIU) using shared fiber. The connection with FIU will provide a second point of entry to the NAP and allow FTE and District Four to obtain additional redundancy for their ITS and tolling projects.



District Six also plans to have a third connection method to the NAP via the I-395/Biscayne Boulevard fiber backbone. Once installed, the Biscayne Boulevard backbone will run parallel to one of Miami-Dade County's fiber optic cables that has direct access to the NAP. As a result of a fiber sharing agreement and a Memorandum of Understanding, District Six will receive a fiber optic buffer tube from Miami-Dade County that will be spliced with its fiber. This fiber optic connection will provide the District Six ITS Program with end-to-end connectivity between its TMC and the NAP of the Americas without any recurring telecommunications costs.

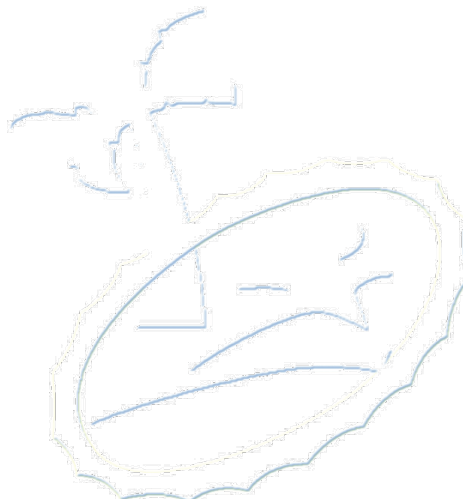
District Six has immediately leveraged the presence at the NAP by providing video feeds to FIU for its TMC curriculum and SunGuide™ projects. A second significant future benefit will be in the increased capabilities for the Statewide ITS Wide Area Network (WAN) in support of, among other

programs, center-to-center communications. Once the I-395/Biscayne Boulevard fiber is installed, District Six will provide fiber optic connectivity to the FDOT Central Office in Tallahassee, Florida, for the Statewide ITS WAN Project. As a result, Central Office is currently evaluating the use of the LAMBDA high-speed backbone to connect to the ITS WAN. Besides improved capabilities, this would result in a significant cost reduction over the current microwave network connection.

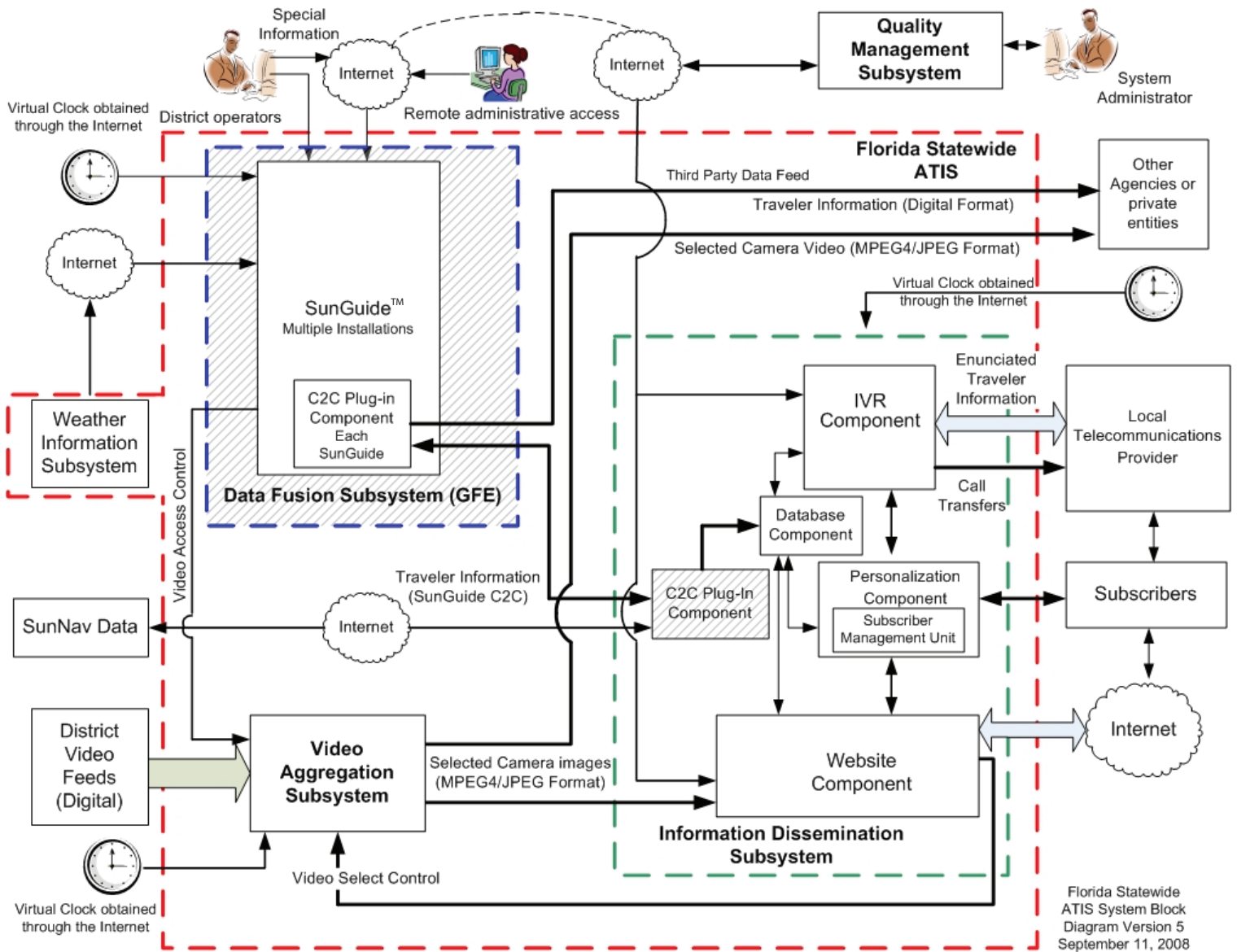
Yet one more benefit of the presence at the NAP, is the distribution of TMC CCTV video feeds for the new statewide information services provider. This project is still in the planning stages, but will likely result in significant cost savings and improved access to CCTV images for the public. District Six is also leading an effort to evaluate the feasibility of using the SunGuide™ ATMS servers installed at the NAP as a redundant site for regional transportation management centers in the event of a hurricane or other major disruption to operations.

This article was provided by Julio Orozco, FDOT District 6. For more information, please contact Mr. Orozco at (305) 470-5385 or email Julio.Orozco@dot.state.fl.us.

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The IV&V test was conducted by FDOT and the General Consultant at the Traffic Engineering Research Lab (TERL) in Tallahassee, Florida, on September 15-19.

This release was tested and installed at the District Four regional traffic management center (RTMC) in Fort Lauderdale, Florida, to support the development and testing for the FL-ATIS project. During the continued FL-ATIS development, C2C training is

planned to be provided to all of the Districts and the FL-ATIS project developer at the District Five Orlando RTMC on November 12. This training will be provided in two portions—one for management and one for the software developer at the coding level. This C2C training will provide the project team and TMC operators with a better understanding of what information is to be expected via this SunGuide™ Software release.

This article was provided by Trey Tillander, FDOT Traffic Engineering and Operations Office, and David Chang, PBS&J. For more information, please contact Mr. Tillander at (850) 410-5617 or email [Trey.Tillander@dot.state.fl.us](mailto:Trey.Tillander@dot.state.fl.us).

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# SunGuide™ Disseminator Word Challenge

SUNGUIDE™  
Florida's Intelligent Transportation System



ALL TRUCKS  
MUST ENTER  
WEIGH  
STATION  
3/8 MILE  
WHEN  
FLASHING



We invite you to have some fun and complete the SunGuide Disseminator Word Challenge!

Unscramble the letters to complete the word for the clue found under the boxes.

Use the letters in the red circles to complete the final puzzle.

The answers can be found on the page 5.

Enjoy  
and  
Good Luck!

J. No Franken  
www.mchumor.com

N E R V I C A F I I O T

◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻

SunGuide releases are all tested by independent \_\_\_\_\_ and validation.

I S R E V L L E T A R

◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻

Helps local law enforcement locate people.

"These new ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ speed limit signs keeping traffic moving so well, we're not getting half the work from accidents that we did before!"

A P N

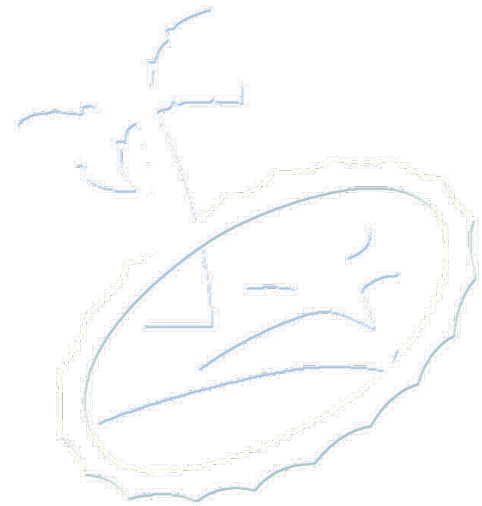
◻ ◻ ◻ ◻

One of the largest datacenters in the world—\_\_\_\_\_ of the Americas.

L O M Y I T I B

◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻ ◻

TSM&O improved \_\_\_\_\_ for all users.



# Florida's Silver Alert Program

On October 8, 2008, Governor Charlie Crist enacted Florida's "Silver Alert" program. Silver Alerts will help local law enforcement find elders with dementia or other cognitive impairment and return them safely home.

A Silver Alert is activated when families or caregivers inform their local law enforcement agency that a loved one with a diagnosed cognitive impairment is missing. Only a law enforcement agency may activate a Silver Alert when the criteria are met.

may be the only possible way to rescue the missing person.

- Local law enforcement has already activated a local or regional alert by contacting media outlets.
- The law enforcement agency's investigation has concluded that the disappearance poses a credible threat to the person's safety.
- A description of the vehicle and a tag number is available and has been verified by local law enforcement.
- The local law enforcement agency has entered the missing person into the Florida Crime Information Center and issued a statewide "Be On the Look Out" (BOLO) to other law enforcement/911 centers.

When DMS are used, they will remain activated for a maximum of six hours unless the missing elderly person is found.

To learn more about the Florida Silver Alert program and view current alerts, visit [www.fdle.state.fl.us/SilverAlert](http://www.fdle.state.fl.us/SilverAlert).

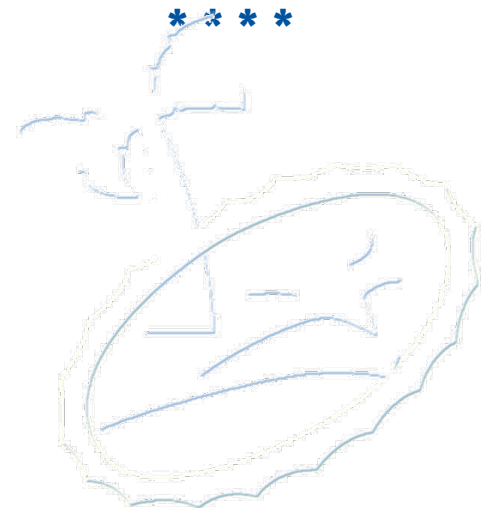
This article was provided by Gail Holley, FDOT Traffic Engineering and Operations Office. For more information, please contact Mrs. Holley at (850) 410-5414 or e-mail Gail.Holley@dot.state.fl.us.



According to the Alzheimer's Association, more than 4.3 million Florida residents are age 60 and older, and there are about 501,000 probable Alzheimer's cases. While 95 percent of our seniors live independently, the Silver Alert program will help prevent tragedy among one of Florida's largest potentially vulnerable groups. The Silver Alert is a standardized and coordinated effort between local law enforcement, Florida Department of Law Enforcement (FDLE), Florida Department of Transportation (FDOT), and the Florida Department of Highway Safety and Motor Vehicle's Florida Highway Patrol (FHP) to share information with the public to help improve the chances of a safe recovery.

When a vehicle is involved, FDLE's Missing Endangered Persons Information Clearinghouse shall coordinate with the FHP and FDOT to request activation of our dynamic message signs (DMS). DMS will be activated regionally or statewide only when the following criteria are met:

- The missing person must be age 60 or older and present a clear indication that the individual has an irreversible deterioration of intellectual faculties, or under extraordinary circumstances when a person age 18 to 59 has irreversible deterioration of intellectual faculties and law enforcement has determined the individual lacks the capacity to consent, and that the use of the DMS



# FDOT District Two and 511 Enjoy National Spotlight

Until now, the primary focus of 511 marketing within most of the Florida Department of Transportation (FDOT) Districts has been to alert local commuters of traffic tie-ups on their daily routes. But Landstar System Incorporated and the FDOT's District Two are about to expand on that original vision. With a joint outreach to truckers throughout the nation, both groups are reaching across state lines to bridge the transportation gap.

It all started with a visit to the northeast Florida Landstar office back in August of 2008. The District Two ITS Engineer asked the Transportation Management Center (TMC) Operations consultant, SmartRoute Systems, to coordinate for some 511 marketing team members to do a 511 demonstration in Landstar's company break room. The Landstar management team was so impressed with what was shown that they asked to feature 511 in the company's national safety video that would be distributed to truck drivers across the nation.

Herman Fauss, Vice President of Safety Program Development at Landstar, has used the 511 service numerous times in his personal travels, but was especially excited to get the word out to his operators in the trucking industry. "At Landstar, we have over 10,000 commercial vehicle operators. These are independent owner-operators of large trucks who must make numerous business decisions every day. If they have knowledge of potential delays en route to their destinations they are much better equipped to plan a route to avoid the delay and at the same time reduce their transit time and save on fuel. This information is also useful in keeping our customers advised on arrival times for their shipments."

Following this demonstration at the Landstar office, the wheels were set in motion and the SmartRoute Systems marketing team started making preparations to cast 511 in the national



spotlight. The video crews from CenterStage Productions arrived and it was "Lights, camera, action!"

On Tuesday, October 7th, CenterStage Productions and Landstar System, Inc., arrived at the Jacksonville TMC to begin taping the segments that would be edited into their monthly safety video. Their crews wrapped up production for the segment that morning and the Landstar National Safety video should be released in time for the Christmas travel season.

"The Department's relationship with Landstar is important because it is the first step in a public/private partnership with the trucking industry through 511. Florida and Jacksonville's economy depends heavily on an ability to move goods into and out of the several ports throughout the state as well as along the roadway system," says Peter Vega, FDOT District 2 ITS Engineer. "Developing relationships with the trucking industry is a 'win-win' situation for all partners since they have such a huge impact on the movement of traffic throughout Florida and 511 is a tool they can use to maintain their very stringent schedules."

The District Two and SmartRoute Systems 511 marketing team is dedicated to expanding their public/private partnership outreach efforts to include other transport companies within the northeast Florida region, all while keeping the nine-to-five commuter in mind. The ultimate goal is to have 511 become common practice for all motorists, similar to what they do each morning when turning on that pot of coffee and eating that afternoon snack prior to "calling it a day" at work. Sometimes the 511 outreach occurs when talking one-on-one with motorists at various marketing events around town and sometimes it comes in the form of a nationwide safety video viewed by thousands of truckers across the country.

This article was provided by Peter Vega, FDOT District Two. For information, please contact Mr. Vega at (904) 360-5463 or email to Peter.Vega@dot.state.fl.us.

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## Editorial Corner—FDOT's ITS Program: "Continue the Course"



The Florida Department of Transportation (FDOT) as well as our State of Florida Traffic Engineering "family" recently celebrated the retirement of Lap T. Hoang, P.E., State Traffic Operations Engineer. Lap received many recognitions and honors from many organizations and from many peers for his excellent service and contributions to the traffic engineering field. Lap was a great leader and mentor for many of us who had the pleasure of working for him or with him. One of Lap's greatest contributions was his leadership in the FDOT ITS Program.

Soon after Lap was appointed the State Traffic Operations Engineer, the ITS Office was moved under the State Traffic Engineering and Operations

Office. Lap then assigned Elizabeth Birriel to lead the ITS Program. Lap included the District Traffic Operations Engineers and other partners to be directly involved with the development of the FDOT ITS Program. With this leadership team and the dedication of the FDOT District ITS staffs and other partners, the FDOT ITS Program has become the nationally recognized program it is today. Our challenge is to "Continue the Course."

I feel confident that all of our ITS family, which includes not only FDOT, but the Federal Highway Administration, consultants, vendors, universities, and other partners, will help our office continue Lap's course for the FDOT ITS Program. Hopefully, we will see the fundamental change in the near future

that Transportation Systems Management and Operations projects are considered the same as capacity projects are—to solve urban transportation problems.

This article was provided by Mark Wilson, FDOT Traffic Engineering and Operations. For information, please contact Mr. Wilson at (850) 410-5419 or email to [Mark.Wilson@dot.state.fl.us](mailto:Mark.Wilson@dot.state.fl.us).

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## ITS Florida—Outstanding Achievement Awards

ITS Florida provides awards to recognize the outstanding achievements of people and organizations in ITS Florida. The following received much deserved recognition at Transpo2008 on September 24th.

### Outstanding Achievement Awards

The Outstanding Achievement Award is an “open-ended” class of award that is given by ITS Florida for outstanding service by individuals or organizational units. Three Outstanding Achievement Awards for 2007 were given by ITS Florida:

1. **Mr. Justin Begley** is the Project Manager for Hillsborough Area Regional Transit’s \$10 million ITS project. He was responsible for managing the Systems Integrator from contract negotiations through design and project implementation over a 24-month contract term. The project is a bundled procurement for computer-aided dispatch/ automated vehicle location, radio communications, mobile and fixed camera security, automated on-board next stop announcements, automated passenger counting, and advanced traveler information system.

2. **Mr. Steven Corbin** is the FDOT District Four ITS Operations Manager. He single-handedly conceptualized and organized a joint, four day conference between the Transportation Research Board Freeway Operations Committee and the International Bridge, Tunnel and Turnpike Association with over 300 delegates from all over the world, over 150 speakers and moderators, several key speakers, including two retired U.S. Army Generals, and the President of ITS America. Additionally,



*Steven Corbin (above) and John Easterling (below) receiving awards from Anita Vandervalk, ITS Florida President.*



there were 26 exhibitor/vendor booths, networking events, technical tours, and other conference activities. Mr. Corbin’s actions and leadership were key to this conference being held in Florida in June 2008.

3. **Mr. Julio Orozco** of FDOT District Six led the effort to provide redundant fiber access for FDOT into and out of the Network Access Point (NAP) of the Americas through a public-public communications agreement with Miami-Dade County. The NAP of the

Americas is a 750,000 square foot, Category 5 hurricane-rated, data center access point for over 59 telecommunications carriers providing the majority of communications switching traffic to and from 148 nations. Mr. Orozco’s activities included engineering a collocation within the Miami-Dade County suite and implementing servers with the SunGuide™ Software to act as the District’s disaster recovery site. The NAP implementation allows District Six or any FDOT transportation management center (TMC) with the SunGuide Software to provide disaster recovery services from any location within the state.

### ITS Professional of the Year Award

The ITS Professional of the Year Award recognizes a person, or persons, who has contributed significantly to the ITS community during the past year. The person nominated significantly contributes to the ITS mission and goals of ITS Florida.

Criteria for the ITS Professional of the Year Award includes that the person nominated has:

- Contributed to the ITS mission;
- Been instrumental in project management, project completion, project planning, planning development, and financial or other strategies; and
- Played a key role in some significant program or project, which may include activities of ITS Florida itself.

The 2007 ITS Professional of the Year Award recipient is **Javier Rodriguez**, ITS Operations Engineer for FDOT District Six.

Mr. Rodriguez transformed the District Six TMC operations from a reactive to a proactive style of operations. Significant improvements in both quality control and high frequency of dynamic message signs (DMS) messaging have been achieved. This is especially important as District Six embarks on two major new initiatives: ramp metering and variable tolling managed lanes. The improved efficiency in TMC operations will enable operations staff to take on the new challenges and provide best practices to other TMCs in the state and nation.

### ITS Champion Award

The ITS Champion Award is given to an individual who has made significant contributions to advance the cause of ITS in Florida. This award is given only for rare and conspicuous service.

The 2007 ITS Champion Award recipient is **John Easterling**, Traffic Operations Engineer for Florida's Turnpike Enterprise.

Mr. Easterling has been instrumental in the promotion of ITS through the area of Rapid Incident Scene Clearance (RISC) Program. He has been involved with the Operations Academy and other organizations and has made many presentations to ITS groups in Florida and other states. He has demonstrated very effective leadership in deploying a vast ITS throughout the 460 miles of the Turnpike System and participated in other outstanding programs that promote ITS throughout the state and nation.

For more information on ITS Florida, please check the ITS Florida Web site at [www.itsflorida.org](http://www.itsflorida.org) or contact Sandy Beck, Chapter Administrator, at [itsflorida@itsflorida.org](mailto: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](mailto:MaryKHamill@global-5.com).

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## Inside the TERL

The FDOT has a goal to assure that only a safe and uniform ITS and traffic control system is implemented in Florida. The Traffic Engineering Research Lab (TERL) plays a part in obtaining this goal by satisfying Florida Statute 316.0745 — Uniform Signals & Devices. Below is a look at activities that help accomplish our goal.

### Product Evaluation

There are 98 applications submitted for the Approved Product List (APL). Of these applications, 64 were approved for product evaluation. Out of the 64 approved applications, 33 products were received for evaluation. There have been 26 products approved and 15 evaluations closed due to inactivity, insufficient data, or failure. The remaining 34 applications are awaiting the manufacturer to either submit additional information or the product for in-house review. Signalized intersection products listed on the APL can be viewed at [www3.dot.state.fl.us/trafficcontrolproducts](http://www3.dot.state.fl.us/trafficcontrolproducts), and approved ITS products can be viewed at [www.dot.state.fl.us/TrafficOperations/Traf\\_Sys/ITS/APL/TemporaryITSAPL.shtm](http://www.dot.state.fl.us/TrafficOperations/Traf_Sys/ITS/APL/TemporaryITSAPL.shtm).

### Product Specifications

Four product specifications are in the development stage and five are planned for future development.

### APL Vendor Quality Assurance System Evaluation

Manufacturer qualification is required before a device can be evaluated for listing on the APL. Two manufacturers were qualified in September 2008. There are currently 87 qualified manufacturers, of which 33 have recently been re-qualified. Re-qualification is due on a four year basis. Three manufacturers are under investigation regarding problems found in the field.

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 to [Jeffrey.Morgan@dot.state.fl.us](mailto:Jeffrey.Morgan@dot.state.fl.us).

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## Announcements

### Road Rangers Migrating to Statewide Law Enforcement Radio System

The recently purchased 800 MHz radios have arrived and are now being deployed to the Florida Department of Transportation. These radios will enable Road Ranger operators to communicate directly with Florida Highway Patrol Troopers. With a goal to provide state law enforcement officers with a shared radio system, the Florida Legislature authorized the Department of Management Services to acquire and implement this statewide radio communications system. This shared radio system, known as the Statewide Law Enforcement Radio System (SLERS), is a digital system that serves over 6,500 users, with 14,000 radios in patrol cars, boats, motorcycles, and aircraft, wherever they may be located in the state.

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### Congratulations Pete Vega!

Joins us in congratulating Pete Vega for his election as the new Chairperson of the Florida Statewide Change Management Board (CMB).



Pete has been with the Florida Department of Transportation (FDOT) for 15 years where he began his career in Jacksonville Maintenance, then went to St. Augustine Maintenance, and then transferred to Central Office Maintenance to be the Statewide

Structures and Sign Manufacturing Engineer.

Pete has been in District Two since 2002 when he took over the District ITS Engineer position. During his tenure in District Two, Pete has been involved in over ten projects involving ITS and looks forward to the coming years when the program completes its deployment in the City of Jacksonville. Additionally, Pete has served on the ITS Florida Board of Directors for the past two years.

### Vision from New CMB Chairman

Pete's vision is to help the ITS Program become as mainstream in the FDOT's

daily operations as its other core competencies. As Chairperson of the CMB Pete intends to not only assist with the needs of the ITS Program, but also the needs of Planning, Design, Construction, and Maintenance.

From Pete—"My goal is to insure that the CMB approaches each decision with fiscal responsibility while fulfilling the objectives of each District. Meetings will stay on point and decisions will include consensus for all; however I will not shortchange the process for simplicity's sake. We are One, WE ARE FDOT!"

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