**Meeting Notes**

**Change Management Board**

April 27, 2021 – 1:00 p.m. – 4:00 p.m.

**Version 0.1**

 

Prepared for:

Florida Department of Transportation

Traffic Engineering and Operations Office

Transportation Systems Management and Operations Program

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**List of Acronyms and Abbreviations**

C2C Center-to-Center

CFX Central Florida Expressway Authority

CMB Change Management Board

CO Central Office

ConOps Concept of Operations

D(number) FDOT District (number)

DMS Dynamic Message Sign

DTOE District Traffic Operations Engineer

EM Event Management

EOC Emergency Operations Center

FDOT Florida Department of Transportation

FHP Florida Highway Patrol

FLATIS Florida Advanced Traveler Information System

FTE Florida’s Turnpike Enterprise

ITS Intelligent Transportation Systems

ITSFM Intelligent Transportation System Facilities Management

IV&V Independent Verification and Validation

MDX Miami-Dade Expressway Authority

MIMS Maintenance Inventory Management System

MVDS Microwave Vehicle Detection System

R-ICMS Regional Integrated Corridor Management System

RWIS Roadway Weather Information System

SSUG SunGuide® Software Users Group

SwRI Southwest Research Institute®

TERL Traffic Engineering Research Laboratory

TIM Traffic Incident Management

TSM&O Transportation Systems Management and Operations

**Florida Department of Transportation**

**CHANGE MANAGEMENT BOARD MEETING NOTES**

**Thursday, April 27, 2021**

**1:00 p.m. – 4:00 p.m.**

**Microsoft Teams Meeting**

**Attendees:**

|  |  |  |
| --- | --- | --- |
| Robbie Brown, D1Luis Hernandez, D1Ray Mikol, D1Pete Vega, D2Jason Evans, D2Jason Summerfield, D2Craig Carnes, D2Deedee Crews, D2Derrick Odom, D2Amy DiRusso, D3William Reynolds, D3Kevin Mahaffey, D3Richard Hemming, D3Robert Briscoe, D3Alexandra Lopez, D4Hossam AbdelAll, D4Dee McTague, D4Tushar Patel, D5 | Eddie Grant, D5Jay Williams, D5Kyle Higgins, D5John Hope, D5/CFXShannon Watterson, D5Giovinazzo Aurelio, D5Mark Laird, D6Alejandro Motta, D6Alex Mirones, D6Mike Crawson, D7Dan Buidens, D7Matt Mileto, D7Eric Gordin, FTEUmesh Subramanyam, FTETony Albert, FTECherie Phillips, FTEMichael Kerpen, FTETony Abid, FTE | Brent Poole, CFXWang Lee, MDXChristine Shafik, COAlex Brum, CO Mark Dunthorn, CO Carla Holmes, COJennifer Langford, CO Juan Abreut, COKarthik Devarakonda, CODerek Vollmer, COTucker Brown, SwRIAJ Skillern, SwRI |

**Purpose:** The purpose of this meeting is to review and vote on statewide issues and requirements, and review JIRA issues.

**Welcome:**  Change Management Board (CMB) Chairman Jay Williams opened the meeting.

**Call for Quorum and Review of Agenda:** A quorum was established for this CMB meeting. Jay Williams reviewed the meeting agenda.The agenda should have links to all of the voting items.

**SunGuide Software Update**

Christine Shafik: As you all know, we have released 7.2 hotfix 5 which includes a lot of fixes and we just released hotfix 6 and the issue pertained to the executive notifications and this issue is fixed in 7.2 and 8.0. It will be part of hotfix 4 for 8.0 which we are currently testing at the TERL. 8.0 was released in December and it is currently deployed in D5, D6, and CFX. **I need to get the remaining Districts’ planned deployment dates. Please send me a calendar invite with those dates.**

To give you a better idea of the hotfixes for 8.0, they are not scheduled for issues they are scheduled for enhancements. If you find any issues, we can include them in the hotfixes. We are trying to get as many enhancements released as possible in addition to the big release at the end of the year. We released hotfix 3 earlier this month and it is covering a lot of major enhancements. Hotfix 4 is being tested at the TERL and will include some wrong way devices like Govcomm, SPARR enhancement, and the Executive Notification fix as well. I think we will have it finished by the end of next week, but we will keep you posted. I highly recommend that if you are scheduling 8.0 to wait until the release of hotfix 4. Once we release hotfix 4, please put on my calendar the expected date to deploy 8.0.

Release 8.1 is still on schedule for later this year, and we have our design review meeting scheduled for this week, April 29th, please send your operations folks to attend. We need and appreciate their input so we can move forward with design and development. We will be sending the slides and documentation later today. If you have any comments before the meeting, please feel free to do so. If you have any questions, please let me know.

**SG-5300 Access to District SunGuide data from the Central Office – Update**

Mark Dunthorn: This is an update on an issue we have talked about in the past. It is to give Central Office access to District SunGuide data in real time. There are a number of dashboards that serve a variety of purposes that utilize the SunGuide data. Plus, we have adhoc needs that occasionally come up. We want to make sure we are not requesting information from the Districts too often. We also want to make sure that the data is real time or close to it. Most of our applications are fine with 10-minute, 1 minute or something similar. The AVL dashboard would like to see something more often than that. C2C is our current way of doing most of this and can give us the detail we need. This is an overview of the infrastructure we have now, we aren’t making a lot of changes this year, but we are looking to ingest DAR data. We are looking to put a message bus solution in there. The analytics is a placeholder for solving some of the issues. One past item we discussed was making sure the SEOC has access to this data without going over the internet. We are thinking this will at least be partially on-prem. We are looking at different solutions like big query which would involve some sort of file storage system. I heard that District Five had great results with the Elastic Stack.

We are prepping and testing the infrastructure over the next four weeks then we will be supporting the Districts in deploying a 2nd DAR instance. This will be two DAR systems in a single SunGuide system. When we write the results, we will add performance into the discussion. Six to eight weeks out will be providing documentation. We will also have a write up of how to do this and we will be asking the Districts to send us data at that time. In parallel with that we will be enhancing some of the ingestion processes to handle the more detailed data. Then we are looking at September to cut over the existing dashboard pipelines.

The considerations we are not trying to solve this are self-service data share. It is a good long-term goal. The SEOC is one of our primary users. One issue with the existing system is that everything is at the TERL at least the on-prem component and we will need to look at enhancing the power and network. The TERL has one connection to the ITSWAN so we would like to have a failover site somewhere else. We think that is a need that we will have to discuss in the future. That goes along with the statewide distribution. The TERL is a single point of failure if this was distributed, it would solve the specific problem. On-prem vs cloud – we think long term it will be more cloud based but we have to get to that point. Right now, on-prem is what we have, and we already have the infrastructure in place. Some of these may have applications to SunGuide – one is accepting that third party message bus system as a front end to SunGuide. It is something we are talking about here and always looking for input from the Districts. All of these are for some future iteration of this process. Any questions?

John Hope: You are moving toward to getting real-time data, how is the TERL support going to change to support that?

Mark Dunthorn: That is a good question, and it is something that we have talked about and I don’t have a great answer for that. We have built out the monitoring systems a lot over the past several years. We do get notifications 24/7 but this is something that we just started talking about. I agree it is something we have to talk about. Right now, we want to formalize the processes we have about monitoring and reacting to the outages that we see, specifically the C2C infrastructure. I know there is a lot more to it than just how reactive we are to the notifications, but it is still a work in progress.

John Hope: The question is for the staffing purposes at the TERL, the Districts have already been working 24/7 but they all have staff to handle off hour’s issues.

Mark Dunthorn: I understand, and I think that is how this is going to go. That would be more part of the discussion of moving into the cloud environment. This may spin off into a new effort between now and then. We have 5 or 6 dashboards and we have solved the issues for all but one of the dashboards and they have been pretty stable. The last dashboard does have interesting challenges. That is something I was dancing around is how we will host it across the state and if we could host part of it in a district. We aren’t looking for volunteers but if it was hosted in a data center it might solve some of the problems. The we have to talk to the Districts about how they staff it. There are a lot of questions to be asked along those lines. We are certainly aware of them. Any other questions?

**New CMB Chairman**

Jay Williams: The next item is to vote for a new CMB chairman. Right now, I will look to anyone who wants to submit a formal nomination.

Pete Vega: I would like to nominate Amy DiRusso.

Jay Williams: I agree with that recommendation, is there any other input from anyone else or shall we go to a vote? Not hearing any, we will go through a roll call to see if everyone is on board with Amy DiRusso.

D1: We agree.

D2: I agree.

D3: yes.

D4: Yes.

D5: Yes.

D6: Yes.

D7: Yes.

FTE: Yes.

CFX: Yes.

MDX: Yes.

Jay Williams: It looks like everyone is in favor for Amy, congratulations. We will have a follow up transition meeting. From here will we move to the enhancement items and the agenda should have the link for all of the voting items.

Christine Shafik: Before we move forward, I would like to thank you for all of your hard work. We appreciate everything that you have done.

**Enhancement 1: SG-5557 – Ability to set WWD sites into Maintenance Mode via SG**

Tucker Brown: TAPCO Blinklink supports what has been described as a maintenance mode that allows communication with the WWD device but does not produce alerts. Potentially if you are going to have construction and you don’t want people going around it. Essentially you know the device is down, but you don’t want to stop talking to it entirely is how this has been described. The request is to add this into SunGuide for all the WWD. Between Hotfix 2 and 8.0 we are going to introduce 6 vendors here. The idea here is that the maintenance mode will apply to all of them. There was also a request to add in a configurable reminder similar to the blocked cameras reminder. The icon state will reflect the “maintenance mode” status.

Estimate: $13k

Any questions?

Vote: All votes were a yes. This item passes.

**Enhancement 2: SG- 5468 DMS removal request**

Tucker Brown: When attempting to delete a DMS, the user is required to manually remove references to a DMS before deleting. A list is provided but can be extensive. The proposed change is to add a mechanism to automatically remove references to a DMS. Still allow for manual changes and the user will be required to fix device linking manually. The place we decided at the SSUG to not automatically fix it is in device linking or sequencing. There is a button for the other options. The concept of deleting a DMS is going away in 8.1. It will be more of a cease use concept so it would be in the system, but it would be removed from being actively referenced.

Estimate $9k

Any questions?

Vote: 10 yes 1 no. This item passes.

**Enhancement 3: SG-5403 Add GPS coordinate checkbox to Event Management Reports**

Tucker Brown: Typically, when you run reports, it gives you a location description at the bottom. A lot of what people use to pull this into different reporting or GIS software, they would use the latitude and longitude. The enhancement request is to add a selectable parameter within SunGuide event management reports that allows the user to append coordinates to the report then it could be added into other reporting software or GIS. As opposed to trying to get those matched in the SunGuide database it will be in a report.

Estimate: $5k

Any questions or comments?

Vote: All yes. This item passes.

**Enhancement 4: SG-5349 FL511 not publishing correct lane blockage if an event has both the turn lane and travel lane blocked.**

Tucker Brown: The essential problem is the way we are publishing blockage to FLATIS relies on the SAE codes which can do a lot. When it comes to doing things like when a travel lane and turn lane are blocked, it is hard to send those codes to get the correct situation. It is an artifact left over from long ago, it is really the communications between SunGuide and FLATIS. It is possible to extend the SAE code, but we still leave the possibility we are not accounting for every scenario. The proposal here is instead of using the SAE codes, we would send them the actual lanes. FLATIS can then generate any blockage convention based on the actual data. FLATIS is currently the only user of the “publishEventData”. 3rd parties may be affected by the “eventData” C2C type. We are going to send FLATIS a list and they can generate what that looks like in a textual description based on the map. This will affect the publishEventData which we already send to FLATIS and they are okay with it, so we have their approval to move forward with this. I think it will be helpful to them in terms of more information.

Estimate: $5k

John Hope: with the change, the SAE codes would no longer be used. Is that correct?

Tucker Brown: Yes, correct.

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: Passes, all yes.

**Enhancement 5: SG-5293 – Add a CCTV Field in the Executive Notification Email**

Tucker Brown: This is to add a CCTV Field into the Executive Notification Email. The original request was to adda link to the CCTV feed. The issue we ran into is if we made it a SunGuide CCTV feed people outside of the TMC wouldn’t be able to see it. If we made it a DIVAS feed, there are certain people that don’t have access to those either. We ran into the issue of access and who has access to what. The current situation is that people are just adding the numbers manually. What we want to do is add the nearest CCTV to the Executive Notification. There is a programmatic way for those to be added to the email which will allow whoever wants to see them.

Estimate: $5k

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Ray Mikol: So, it would automatically add the nearest camera based on EM location?

Tucker Brown: Nearest camera based on what is set in the event.

Ray Mikol: If that camera doesn’t have the best view of the incident, will we have the ability to change the camera?

Tucker Brown: The nearest CCTV is set when you create the event, assuming you have a camera within a certain radius of the event. At that point an operator could change it to whatever they want. If it is incorrect, you can try to redo the event and update it or you can manually change it in the email.

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: This item passes.

**Enhancement 6: SG-5195 Confirmation dialog before taking ownership of an event.**

Tucker Brown: Currently when obtaining ownership of an event, the previous event owner instantly loses the ability to make changes to the event. The proposed change is when taking ownership, the previous owner will get a pop up notifying them a user is attempting to take ownership and they can confirm or deny the request. After a configured amount of time, if no response is received, the requesting user will get ownership. This would be an optional feature.

Estimate: $6k

John Hope: The amount of time you mentioned is configurable, is it just one configurable value?

Tucker Brown: The thought was to say yes you want the feature and here is the timeout. We can piggyback on the FHP timeout value or create a new one.

John Hope: That sounds good with District Five.

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: That item passes.

**Enhancement 7: SG-4485 Link Roadway Selection**

Tucker Brown: There are two different things here, if you go into the roadway or direction dialog and you click on a line and accidently click on the “x” instead of the roadway area, it removes the item from the configuration and causes issues on FLATIS. The requested change is to remove the “x” and force the user to blank the column, if needed. We are also making the roadway and direction required fields. FLATIS can do nothing with these if there is no roadway or direction. I believe RITIS also wants to see that. Theoretically, we should know the information based on the link. The problem with writing a script for the roadway and direction is that it would have to pull that information from the detectors and eventually one of them are going to wrong. It would probably be easier if someone just does them because if not, someone would still have to go in and verify them all. Essentially just requiring that we do the roadway and direction.

Estimate: $4k

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: Item passes.

**Enhancement 8: SG-4385 Apply on a per day basis filter to device report.**

Tucker Brown: The current behavior is if I go and run a report and run it for 5 months and the times of 7AM to 10AM are used, it will give the whole 5 months starting at 7AM on day one and ending at 10PM on the last day. There is not a way to say you want 7AM to 10AM everyday during that period. It is not currently possible to apply the time per day.

The proposed enhancement is to allow a checkbox that dictates that the time range should be used on each day, as opposed to the start and end date only. This would be applied to almost all of the 90+ reports. The majority of the cost is for checking all of the reports that have a date range.

Estimate: $17.5

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: Item passes we will go to the next enhancement.

**Enhancement 9: SG-3926- Assign CCTV to DMS and provide shortcut in DMS dialog.**

Tucker Brown: Right now, there is no association from cameras to devices for verification status. What was requested is for DMS but was expanded for ramp metering and managed lanes gates. It will be a way to associate a particular camera to a device. It would add a shortcut to the DMS/RMS/MLS status dialog for an associated camera that can be used to quickly access the video stream for that camera. If a preset is configured, the request to change to the present would be sent to the CCTV. A shortcut to the Response Plan dialog as a verification shortcut would be added as well.

Estimate: $19k

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: Item passes. We will go to the next enhancement.

**Enhancement 10: SG-3232 Associating FHP and TSS Alerts to already created events.**

Tucker Brown: The current behavior is that when picking an event to associate am alarm, the event list is presented is difficult to find the correct event. It brings up a list, in the settings you can have it show near by events, show all events and include closed and non-lane blocking and you can not have a sort filter applied. The proposed enhancement is to still have the nearby and show all event options but instead of looking at it like a list view, it would be a grid format. Filtering and sorting are supported. We would add a column for distance from event and the default sort will sort by this column (least to greatest). So, the closest events would show up first.

Estimate: $7k

Jay Williams: Any other questions about this enhancement? If not, we can go ahead and vote.

Vote: This item passes.

Jay Williams: That was the last voting item for the CMB meeting. We will move to Open Discussion but before I open it up to the Districts, Derek had an item for the group.

**Open Discussion**

Derek Vollmer: Years ago, I want to say I saw an enhancement related to fixed cameras for a different icon for fixed cameras. I know we recently approved a fixed camera, and we will be approving more in the future. I just wanted to revisit that and see if anyone is adding fixed cameras into the SunGuide software. A lot of these cameras you don’t communicate with, it would just have video and a different icon.

Jason Summerfield: There is a way to disable PTZ and there is an “s” that comes up on the icon that says it is a static camera. If someone is looking quickly, they could miss the “s” and assume it is something else.

Amy DiRusso: District Three is interested in it for verification on the DMS.

Jason Summerfield: Is there any communication for focus or other demands though?

Derek Vollmer: I believe no, I don’t think so. I would have to double check. I think it is all manual stuff.

Jason Summerfield: I take that back. You can’t lock on it.

Tucker Brown: When you disable PTZ you disable all communications. So, the only thing you can do is configure a video and watch it.

Derek Vollmer: That is something you do during the configuration process?

Tucker Brown: Correct.

Derek Vollmer: So, it looks like something was added but I missed it. Thank you.

Jason Summerfield: If someone wanted to modify the icon so the “s” stood out, that would be a good idea. I don’t know how bundled together they get.

Derek Vollmer: is there a way to filter down to the static camera level?

Tucker Brown: No. There is nothing in the status dialog to indicate the static cameras. We could expose a read only box that states if it is fixed vs PTZ.

Derek Vollmer: I was just wondering if the Districts were interested in something like that.

Amy DiRusso: We are interested, we just had an issue with that last week when management was trying to move a camera but didn’t realize it was just a verification camera.

Derek Vollmer: That was the use case I was thinking about, verification cameras.

Tucker Brown: We also talked about adding cameras today for DMS and other devices. You may have more cameras that are fixed for that purposed.

Jason Summerfield: It would be nice to be able to filter them off the bat via a toggle. You might have a big blob of cameras that you need to move out of the way so a toggle ability would be good.

Derek Vollmer: I like that idea.

Tucker Brown: Thursday we are going to discuss certain device filters which is part of the 8.1 release. To remove a specific set of subset of devices based on a filter that is selectable. Or we could add it as a type in the icon configuration and filters.

Derek Vollmer: I wanted to get the Districts opinion; I suggest this go back down to the SSUG meeting.

Jay Williams: Does anyone else have any items?

Amy DiRusso: Thank you for all of your hard work!

Matt Mileto: I am putting together language for approval from Dan Buidens but wanted to see if any other Districts are available. We have the ability to block cameras to FL511 but there is still live video in the DIVAS. Our leadership wants us to be able to block video in the case of major incidents. It doesn’t look like we have that ability for operators to do that easily so could that be an enhancement request?

Tucker Brown: I don’t think that is a SunGuide request. We can only get information from FL511 or DIVAS through the C2C channel and that has the blocking set already. I think that is more of a DIVAS specific question and how it is applied.

Pete Vega: This should go on the ITS Working Group agenda. This is Fred Heery’s group, and he would want to be in the loop on this.

Greg Reynolds: I had the same question and my IT guys said it was different than SunGuide.

Matt Mileto: Okay, thank you.

Christine Shafik: Back in October we discussed several WWD detection systems. And they will be implemented in 8.1 SunGuide. There was a good idea of having a standard SunGuide device API which we are working on it now. It will be referenced in the upcoming specs. If you have vendors that want to be compliant with SunGuide this is the new process that will take place.

Pete Vega: On that, if you remember what we did with the visibility detection stuff on I-75 we are trying to repeat that with WWD by putting advanced notification with flashing beacons. That shouldn’t be too hard using the relay and everything?

Tucker Brown: The concept is when the detection occurs you want to start flashing stuff?

Pete Vega: Correct. Previously when a threshold was met it would automatically alert flashing beacons.

Tucker Brown: RWIS allowed you to do predefined plans, and that is what allowed you to activate the beacons. It can also be set up to be entered as a predefined plan event and you can add beacons into that as well. The exact same way you do that should work with what you have now.

Pete Vega: We will probably work on it this summer and will get with you when we deploy it in SunGuide.

Jason Summerfield: I know one of the things for WWD looks to be an automatically generated response plan that is only DMS right? It doesn’t pull beacons in, right?

Tucker Brown: Correct.

Jason Summerfield: I don’t think we want a predefined plan for all 110 WWD devices at intersections we are trying to put in. We will have to talk more about it to figure out how to include beacons.

Jay Williams: Does anyone else have anything for open discussion?

**Action Item review:**

The only items I had were items from the open discussion that will be moved back to the SSUG or mentioned at the ITS Working Group. Did anyone have any other action items? Alright hearing nothing else, thank you for your participation.