**Meeting Notes**

**Change Management Board**

October 26, 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

WWD Wrong Way Driver

**Florida Department of Transportation**

**CHANGE MANAGEMENT BOARD MEETING NOTES**

**Tuesday, October 26, 2021**

**1:00 p.m. – 4:00 p.m.**

**Microsoft Teams Meeting**

**Christine Shafik advised attendees that the meeting is not being recorded. Amy DiRusso asked those speaking to pause, speak slowly, and state their name when speaking.**

**Attendees:**

|  |  |  |
| --- | --- | --- |
| Justin Merritt, D1  Luis Hernandez, D1  Pete Vega, D2  Jason Summerfield, D2  Craig Carnes, D2  Deedee Crews, D2  Jason Evans, D2  Alex Varela, D2  Amy DiRusso, D3  William Reynolds, D3  Kevin Mahaffey, D3  Richard Hemming, D3  Robert Briscoe, D3  Mark Nallick, D3 | Alexandra Lopez, D4  Neena Soans, D4  Dee McTague, D4  Tushar Patel, D5  Eddie Grant, D5  John Hope, D5/CFX  Jovanny Varela, D5  Mark Laird, D6  Alex Mirones, D6  Matt Mileto, D7  Romona Burke, D7  Megan Arasteh, D7  Mike Crawson, D7  Jessica Ogden, D7  John Easterling, FTE | Cherie Phillips, FTE  Michael Kerpen, FTE  Renee Daniels, FTE  Kelley Kinney, FTE  Brent Poole, CFX  Wang Lee, MDX  Christine Shafik, CO  Kenneth Shiver, CO  Alex Brum, CO  Mark Dunthorn, CO  Carla Holmes, CO  Derek Vollmer, CO  Tucker Brown, SwRI  AJ Skillern, SwRI  Roger Strain, SwRI |

**Notes from Roll Call:**

* Neither Justin Merritt nor Luis Hernandez from D1 are designated voting members. Robbie Brown is off today, so Justin is filling in for him. But since he is not an official designee, he cannot vote on behalf of D1 during today’s meeting. Mark Mathes will need to designate a new primary voting member.

**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 Amy DiRusso opened the meeting.

**Call for Quorum and Review of Agenda:** A quorum was established for this CMB Meeting.

**Review of Previous Meeting’s Action Items:**

1. FDOT CO / All Districts - Derek Vollmer asked districts for input on what functionality in the districts’ WWD systems is not currently in SunGuide or not following specs.

*Derek Vollmer got input from FTE and one other district. Once R8.1 IV&V is complete, CO will begin development of a WWD ConOps, and will reach out for feedback from the districts then.*

1. FDOT CO / All Districts - Mark Dunthorn asked districts which SunGuide systems are in use to help guide FDOT CO in putting together district team participating in the R8.1 IV&V.

*Mark Dunthorn received feedback. This item can be closed.*

1. FDOT CO - Jennifer Fortunas wants to have further discussions with the SunGuide team on how to get access to SunGuide data.

*Completed. This item can be closed.*

1. FDOT CO - John Hope asked for a list of supported products to be provided with each release.

*No new release yet.*

1. SwRI -Tucker Brown to revisit EM response plans and messaging related to one of the presented Jira issues and present details at the design review.

*This item will remain open until notes from previous meeting can be reviewed to clarify which Jira issue this refers to.*

1. All Districts - Any districts who wish to volunteer to support R8.1 testing should reach out to Christine.

*Volunteers have been provided. This item can be closed.*

**Enhancement #1: SG-5811 - Search Historical Reports by FHP CAD & Case#**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + Some reports contain the FHP CAD # but not the Case #.
  + Neither the CAD # nor Case # is searchable
* Enhancement
  + Show the CAD # and Case # on reports that currently have the CAD #.
  + Add a filter to the report to allow filtering for either the CAD # or the Case #.
  + Will initially only be added to reports that have the CAD #.
  + Tucker advised this will be added to the Event Chronology Report, but can be added later to other reports.

Estimate $4k

Any questions or comments? None.

Vote: 10 yes. 0 no. This item passes.

**Enhancement #2: SG-5561 - Give permitted users the ability to assign an active event to a user**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + Operator can take or release ownership of events.
* Enhancement
  + Allow a user with permissions to assign an event to a user that is logged into the system.
  + Used to make sure events are picked up by a user and don’t slip through the cracks.
  + Ownership change will be added to the event chronology.

Estimate $7k

Any questions or comments?

* Richard Hemming, D3, asked if there will be a pop-up to indicate that someone is taking ownership? Tucker Brown responded yes; it will be similar to current behavior.

Vote: 10 yes. 0 no. This item passes.

**Enhancement #3: SG-4649 - Keep** **DMS device icons on map when using TVT configuration**

* Current State
  + When configuring a Travel Time Link, all icons are removed from the map except the TSS links so the user can choose the links for the travel time.
* Enhancement
  + Make icons visible at all times, but modes will make the icons read only with no context menu.
  + Icons configuration would still allow users to show/hide icons.
  + The initial request was for DMS when using TVT configuration, but for turned into wanting this functionality for other systems beyond TVT.
  + Icons would no longer be clickable, but would still be visible. Can bring up other items in Configuration. This would be generic across all systems. Once you leave Configuration, control would come back, but while in that mode, only icons that made sense for that mode would be available.

Estimate $12k (This is high because it touches all modes, not just TVT.)

Any questions or comments?

* Matt Mileto, D7, asked if hovering over the icon would still work to display ID info. Tucker Brown responded yes, hover text would still work, but other actions would not.

Vote: 9 yes. 1 no preference. 0 no. This item passes.

**Enhancement #4: SG-5849 - New Report – Cameras that haven’t been used**

Tucker Brown presented information about the proposed enhancement:

* Enhancement – Real Time Check
  + A need was identified to track the operators’ use of cameras.
    - Each camera will include a flag to indicate if the system should monitor it for use.
  + A real time check would be done on a configurable interval to check that an operator has PTZ’ed a camera within a configurable time period.
  + If cameras were found to be untouched, a pop-up notification would be sent to the Operator Map of users with permission.
    - List of cameras would be sent in the pop-up.
* Enhancement – Historical Reporting
  + A report would also be generated so that the same information could be reported in report form over a given time period.
  + Actions done by the SAS system (scheduled camera movements) would be excluded from the report.
    - Should this be considered for the Real-Time Check, as well? Kevin Mahaffey, D3, answered yes, SAS actions should be excluded from both real-time checks and historical reporting.

Estimate $19k

Any questions or comments?

* Mark Laird, D6, asked a question about configurable interval and configurable time period. Could conflict such that it could indicate that no action was taken during that period when there was activity. (For example if interval was set for 15 minutes in a 1 hour time period was set.) would prefer to allow you to configure an interval or time period, but not both.
* John Hope, D5/CFX, asked if this would apply to only a select group of cameras. Tucker Brown responded yes; this will be configurable per camera.
* John Hope asked if you could have different settings (intervals and time periods) per group. He stated this would be a useful feature because arterials have different monitoring requirements than interstates, and some parts of interstates have different monitoring requirements than other parts. Tucker Brown responded that doing this would result in a much higher LOE. $19k LOE is based on same settings for each camera. John Hope asked how much more. Tucker Brown advised that he doesn’t know for sure at this time; possibly an additional $7k. Would require more investigation for accurate LOE. Making that change would now require changes to databases, subsystems, and the Operator Map.
* Luis Hernandez, D1, stated that D1 supports making the changes John Hope suggested. He also stated that the checks should exclude out of service cameras and those that are in an error/failed state. Tucker Brown stated that sounds reasonable.
* Carla Holmes, CO, asked if it could be configurable based on time of day/day of week, allowing the same camera to have different settings for different times of day. For instance overnight and weekend shifts with fewer operators on duty may have different monitoring requirements than peak hours.
* D5 suggested to table the vote on this enhancement until the added functionality could be studied more and an accurate LOE determined. Other Districts in favor of tabling the vote were:
  + D2
  + CFX
  + D1
  + D3
  + D4
  + D7

Vote: This item was tabled.

**Enhancement #5: SG-5806 - Adding multiple activities to a responder at one time instead of only one at a time**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + In the Operator Map, SPARR, and RRXML, operators and responders can only add one activity at a time.
* Enhancement
  + Allow multiple activities to be added via the Map or through the Road Ranger applications.
  + Add a sort order to the activities to potentially rearrange the list.

Estimate $13k

Any questions or comments? None.

Vote: 9 yes. 1 no preference. 0 no. This item passes.

**Enhancement #6: SG-5093 - Change the Lane Mapping Icons**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + Some of the lane mapping icons have the same icons as other types.
* Enhancement
  + Change icons to have a configurable image.
  + Lane mappings icons stay in SunGuide. They do not go out to 3rd parties.
  + New types and new images can be specified.

Estimate $15k

Any questions or comments?

* John Hope stated that lane mapping icons also appear in SPARR. Asked if that would also need to be supported to have new icons shown there. Tucker Brown answered yes; lane mappings in SPARR are hard-coded so would pick up the same configuration as SunGuide. Would provide an updated version of SPARR with the SunGuide release containing this enhancement, so would pick up the new icons. Any future updates would also be picked up.

Vote: 8 yes. 2 no preference. 0 no. This item passes.

**Enhancement #7: SG-4868 - Associate Free Text Fields with Event Fields in Message Templates**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + When a Response Plan template has a tag which doesn’t have data in the event, the tag is removed.
  + If the tag needed some additional text (e.g. preposition), the additional text is not removed with the tag.
* Enhancement
  + Allow the message template to associate static text with template tag.
  + If the tag is removed, the associated text for the tag would also be removed.

Estimate $12k

Any questions or comments? None.

Vote: 9 yes. 1 no preference. 0 no. This item passes.

**Enhancement #8: SG-5592 - Data Archive is Not Correctly Rolling Up Bin Data**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + When archiving bin data (volume based on vehicle length/classification) for TSS, the data for rollups is averaged.
  + Averaging was deemed to be not useful.
* Enhancement
  + The data for the bins will be summed and stored along with the rollup.
  + This will replace the averaging in the database.
  + Will not be a new column. Some columns will be renamed.
  + This data is not really being used currently because it is not useful. This enhancement should make it more useful.

Estimate $6k

Any questions or comments? None.

Vote: 10 yes. 0 no. This item passes.

**Enhancement #9: SG-3225 - RWIS requested enhancements to GUI**

Tucker Brown presented information about the proposed enhancement:

* Enhancement
  + Change the RWIS icon to indicate the alert status and type of alert (wind, water, snow, etc.).
  + In addition to the field highlighting when a warning or alert threshold is reached, highlight the device name in the status dialog in same color to easier find the device in alert state.
  + Add a filter on the RWIS status dialog for only devices in the alert state.
  + The hover text for the RWIS icon should list any measurements in the warning or alert state, including the name and value.
  + All of the proposed enhancements are related to being able to quickly identify why the RWIS is in an alert state.

Estimate $16k

Any questions or comments? None.

Vote: 8 yes. 2 no preference. 0 no. This item passes.

**Enhancement #10: SG-3047 - Multi-select cameras into new video wall window from map**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + A single camera can be sent to a Desktop video wall and then others can be added later.
  + The map does not support multi-selection of devices.
* Enhancement
  + Allow a selection of an area on the map. Once selected, the operator would get options for selected icons.
  + Cameras could be sent to the Desktop video wall.
  + DMS could be selected for a message to send to all signs.
  + Cameras and DMSs will be the initial actions supported.

Estimate: $11k

Any questions or comments?

* Matt Mileto, D7, asked if this can be done from the CCTV device dialog and status dialogs. Tucker Brown responded yes, can be displayed from both. From a list, VOD can just drag and drop. Tucker Brown will need to check on drag and drop functionality. If not currently available, it can be added.
* John Hope asked if the camera selection process can be done by right clicking on the map and drawing a rectangle. Doing that now will zoom in to that area. Control-Shift may also \*work, but that will have to be determined during design.

Vote: 9 yes. 1 no preference. 0 no. This item passes.

**Enhancement #11: SG-5143 - Make Chronology report be able to be generated entirely  
 or only in sections of interest**

Tucker Brown presented information about the proposed enhancement:

* Current State
  + Chronology Report only allows a user to generate the full report.
* Enhancement
  + Allow the user to generate the Chronology Report for an event but filter down to specific chronology items.
  + Cam filter on one or more specific items to get a custom report.
  + Example – Filter down to only the DMS items of the event to run a report on the DMS messages posted for the event.
  + Add same functionality to a RISC Chronology Report. Right now there is not a RISC Chronology Report, so that new report would have to be added with this enhancement.

Estimate: $13k

Any questions or comments?

* Romona Burke, D7, asked if you could run reports on everything except DMSs (for example)? Tucker Brown responded that the current proposal is to use a whitelist; what Romona proposed would be a blacklist. John Hope asked how the blacklist would work. Tucker Brown stated that he can see the usefulness of using a blacklist because otherwise you would have to know exactly what sections are included in each report. John Hope asked how much it would increase the cost estimate. Tucker Brown responded that he is not sure yet. Will have to go back and see.
* Another suggestion is to select everything, then deselect those items you don’t want.
* Question was asked if the list of items you can filter on would be restricted to only those things included in that particular event? What if a new chronology type were added to the hard-coded list?

Vote: 9 yes. 1 no. This item passes.

This concludes the voting items.

**SG 8.0 Issues: Root Cause Analysis**Tucker Brown presented information about the proposed enhancement:

* Both the 7.2 and 8.0 had large enhancements that touched large portions of the system:
  + 7.2
    - EM Approaches
    - DMS Font Management
  + 8.0
    - DMS Alignment/Images
    - RCA
    - Time Zone
* Discussed graphic showing JIRA Issue Causes From issues Resolved Since Release 8.0
  + 32% of issues were not related to R8.0, but were pre-existing issues no one noticed until R8.0.
  + All except 10% of 8.0 issues were related to DMS Alignment/Images, RCA, and Time Zone enhancements.
* John Hope asked if one of the Lessons Learned should be how to handle large scale changes? Yes, that is a good idea.
* R8.1 is being released first to a single district, D6. Will include issues found in that pilot deployment in a Hotfix before statewide release. D6 did this previously; they tested against OTM to determine if there were any issues with compatibility between SunGuide and OTM.
* Christine Shafik stated that SwRI was asked to do this in order to give the districts information about R8.0. She requested that the districts provide feedback on R 8.0 and any lessons learned from their installation and operations.

**SG 8.0 Release: Lessons Learned**

Christine Shafik presented lessons learned from R8.0 and different processes being used with R 8.1:

* Included more regression testing in IV&V.
* Provided IV&V test cases to SwRI.
* Expanded IV&V testing to two different versions of SQL server and two different versions of Windows server.
* Added a tester from district operations to assist in conducting IV&V.
* Invited representatives from the districts to participate in IV&V (both dry runs and formal IV&V).
* Will have one pilot deployment of SunGuide 8.1 before statewide release.

**SunGuide Software Updates**

Christine Shafik gave an update on SunGuide Software:

* SunGuide 8.0 Release and Hotfixes
  + SG 8.0 released to districts - 12/17/2020
  + SG 8.0 Hotfix 1 released to districts – 1/22/2021
  + SG 8.0 Hotfix 2 released to districts – 3/3/2021
  + SG 8.0 Hotfix 3 released to districts – 4/9/2021
  + SG 8.0 Hotfix 4 released to districts – 5/6/2021
  + SG 8.0 Hotfix 5 released to districts – 8/20/2021
  + Planning another 8.0 hotfix release shortly after IV&V test run in November
    - This update will include 30 bug fixes
* SunGuide Release 8.1
  + Factory Acceptance Testing held 08/30/21 – 09/02/21
  + On track for scheduled release date
  + D6 to pilot SunGuide 8.1 Release
  + SunGuide 8.1 is considered to be a low-risk update as there is no widespread code change affecting multiple subsystems
  + Risk for this release should be LOW. Should be a smooth deployment
  + John Hope asked how long D6 will test the pilot deployment before it is released to the districts. Mark Laird stated that they anticipate testing will take at least one month.
  + The CO delivered the test build to D6 this week. The 2nd round of IV&V is underway at the TERL.
  + Testing has covered three districts for this release. SwRI conducted FAT on the D3 system, and IV&V is being conducted on D1 and D7 systems.
* Next Major SunGuide Release
  + Cutoff for next release would be next CMB in January or February 2022.
  + If you have proposed enhancements that need to be prioritized for the next release, please get the Jiras in ASAP.
  + Contact Christine Shafik if any proposed enhancements need special priority for discussion at upcoming SSUG Meetings.

**Announcements**

* + The ITN for the Development and Support of the Next Generation Statewide Express Lanes Software (SELS) has been advertised.
  + ***The Cone of Silence is in effect!***
  + Please direct all questions to:  
    Sherill Johnson, FDOT Procurement Office  
    Phone: (850) 414-4381

**Open Discussion**

* No questions or comments from:
  + District 1
  + District 2
  + District 3
  + District 4
  + District 6
  + CFX
  + MDX
  + CO
* District 5 - They have enhancement proposals, and will submit them for SSUG.
* D7 - They reached out to CO to secure some small contracts support and shared that CO was very helpful. Stephanie Tanner helped them secure Microsoft Office support. Other districts may be interest in getting this assistance. Stated that information was sent out to the Technical Assistance Group, so all District TSM&O Engineers should have the information on this.
* FTE - They have enhancement proposals, and will submit them for SSUG.

**Action Items**

1. Action Items from previous CMB Meeting that are still open include:
   * FDOT CO / All Districts - Derek Vollmer asked districts for input on what functionality in the districts’ WWD systems not currently in SunGuide or not following specs.
     + *Once R8.1 IV&V is complete, CO will begin development of a WWD ConOps, and will reach out for feedback from the districts then.*
   * FDOT CO - John Hope asked for a list of supported products to be provided with each release.
     + *No new release yet.*
   * SwRI -Tucker Brown to revisit EM response plans and messaging related to one of the presented Jira issues and present details at the design review.
     + *This item will remain open until notes from previous meeting can be reviewed to clarify which Jira issue this refers to.*
2. D1 to update voting members and send to Amy.
3. D5 to update voting members and send to Amy.
4. Enhancement #4: SG-5849 - New Report – Cameras that haven’t been used was tabled until further investigation with SSUG.
5. SwRI to update of scope and LOE for:
   * Enhancement #4: SG-5849 - New Report – Cameras that haven’t been used
   * Enhancement #11: SG-5143 - Make Chronology report be able to be generated entirely or only in sections of interest
6. Districts to send Christine Shafik their input on any lessons learned during configuration and deployment of SunGuide 8.0.
7. Districts to create Jira tickets and send Christine Shafik any priorities to be scheduled for SSUG for consideration to be included in next major release.