



# Change Management Board

May 17, 2022



# Welcome and Call for Quorum

Amy DiRusso, P.E., FDOT D3  
CMB Chairman



# Agenda



Time	Item	Lead
1:00 – 1:05	Welcome and Call for Quorum	Amy DiRusso
1:05 – 1:10	Previous Meeting Action Items	Amy DiRusso
1:10 – 1:20	SunGuide Software Update	Christine Shafik
1:20 – 1:30	<u><b>Enhancement #1</b></u> SG-5682 - Wrong Way Driver response plan's location ( <b>VOTE</b> )	Tucker Brown
1:30 – 1:40	<u><b>Enhancement #2</b></u> SG-6131 - Involved Vehicle Make and Model Automatically Approved ( <b>VOTE</b> )	Tucker Brown
1:40 – 1:50	<u><b>Enhancement #3</b></u> SG-6040 - Add a "Make Required" checkbox in event details config menu ( <b>VOTE</b> )	Tucker Brown
1:50 – 2:00	<u><b>Enhancement #4</b></u> SG-6249 - Polyline Closure Reporting and Email Enhancement ( <b>VOTE</b> )	Tucker Brown



# Agenda



Time	Item	Lead
2:00 – 2:10	<b><u>Enhancement #5</u></b> SG-6084 - Road Ranger Map Icon and Status Update ( <b>VOTE</b> )	Tucker Brown
2:10 – 2:20	<b><u>Enhancement #6</u></b> SG-6193 - Enhance the Contact section in SunGuide ( <b>VOTE</b> )	Tucker Brown
2:20 – 2:30	<b><u>Enhancement #7</u></b> SG-2964 - Multiple Logical Devices Mapped to Same Physical Device ( <b>VOTE</b> )	Tucker Brown
2:30 – 2:40	<b><u>Enhancement #8</u></b> SG-3331 - Video on desktop CPU usage threshold is unreliable and does not reset once triggered ( <b>VOTE</b> )	Tucker Brown
2:40 – 2:50	<b><u>Enhancement #9</u></b> SG-6135 - SunGuide EM Ribbon Update ( <b>VOTE</b> )	Tucker Brown
2:50 – 3:00	<b><u>Enhancement #10</u></b> SG-6062 - Travel Time Link Failure Automation ( <b>VOTE</b> )	Tucker Brown



# Agenda



Time	Item	Lead
3:00 – 3:10	<u>Enhancement #11</u> SG-6078 - Add Last Login Timestamp to User Management Window ( <b>VOTE</b> )	Tucker Brown
3:10 – 3:25	Open Discussion	Amy DiRusso
3:25 – 3:30	Review Action Items	Amy DiRusso



# Previous Meeting Action Items

Amy DiRusso, P.E., FDOT D3

CMB Chairman



# Previous Meeting Action Items

Owner	Action Item
Amy DiRusso	Send out the CMB attendees list to make sure it is up-to-date.
Amy DiRusso	Reach out to Megan Arasteh to update the District 7 voting members.



# CMB Voting Members

- District 1 – Steven Davis (Alternates – Robbie Brown, Renjan Joseph)
- District 2 – Alex Varela (Alternate – Dee Dee Johnson)
- District 3 – Greg Reynolds (Alternate – Mark Nallick)
- District 4 – Sharikur Rahman (Alternate – Alexandra Lopez)
- District 5 – Tricia LaBud (Alternates – Tushar Patel and Jeremy Dilmore)
- District 6 – Javier Rodriguez (Alternate – Alejandro Motta)
- District 7 – Romona Burke (Alternate – Megan Arasteh)
- Florida's Turnpike Enterprise – Eric Gordin (Alternate – John Easterling)
- State TEO Office – Christine Shafik (Alternate - Derek Vollmer)
- Miami-Dade Expressway Authority (MDX) – Wang Lee (Alternate – Gary Lau)
- Central Florida Expressway Authority (CFX) – Brent Poole (Alternate – Bryan Homayouni)





# SunGuide Software Update

Christine Shafik, PE, PMP, CPM, FCCM, FCCN, CGB  
FDOT State TSM&O Software Engineer

# CMB Process Document Update

- CMB Process Document has been renamed and updated.
- Reflects the current responsibilities, organization, and operations of the CMB.
- Will be posted on the Change Management Board website.





# Recent SunGuide Releases

- CO gave the go-ahead for statewide deployment of R8.1 in production on 12/16/2021.
- R8.1 HF1 was released to districts on 1/11/2022.
- R8.1 HF2 was released to districts on 4/19/2022.
- R8.1 HF3 is currently being tested at TERL.



# SunGuide R8.1 HF3 - Enhancements

- SG-4760 - Not Auto-Merging Scheduled Messages
- SG-4968 - Wrong Way Detection Pop-Up Alerts
- SG-5215 - SAS Missing Merge with Travel Time Option
- SG-5282 - Change "Terminate Schedule" in SAS to also remove DMS from device queue.
- SG-5561 - Give permitted users the ability to assign an active event to a user
- SG-5782 - RISC Module Enhancements
- SG-5811 - Search Historical Reports by FHP CAD & Case#
- SG-5865 - Improve EM DMS suggestions if message does not fit
- SG-6039 - Temporary "Allowed Word" option for authorized users
- SG-6072 - Vehicle Alert dialog does not pop up when minimized
- SG-6073 - Make SunGuide usernames case insensitive



# Next Major SunGuide Release – R8.2

- R8.2 is under development now.
- Design Review Meeting was held May 5, 2022.
- SwRI and TERL are finalizing requirements.
- Anticipate release in the fall.



# Announcements



- Welcome new members of the SunGuide Software QA Team!
  - Michael Bobbitt
  - Alba Murillo
  - Nigel O'Rear
- TIM Database Request



# SunGuide Enhancement Voting



# Enhancement #1:

## SG-5682 - Wrong Way Driver response plan's location

Tucker Brown



# Current Behavior

- WWD and Visibility events are treated as an area event for emails in response plans, with no specific location.

EM Device Template Configuration

+ New Device Template    - Delete Device Template  
 Device Templates

Selected Device	Amber Alert	Leo Alert	Silver Alert	Visibility	Wrong Way Driver
[Default DMS]	amber-alert	leo-alert	silver-alert	visibility	wrongWayDriver
[Default HAR]	amber-alert	leo-alert	silver-alert	visibility	wrongWayDriver
[Default TAM]	amber-alert	leo-alert	silver-alert	visibility	wrongWayDriver
[Default Email Title]	DefaultEmailTitleTemplate	DefaultEmailTitleTemplate	DefaultEmailTitleTemplate	DefaultEmailTitleTemplate	DefaultEmailTitleTemplate
[Default Email Body]	amber-alert	leo-alert	silver-alert	visibility	wrongWayDriver
45STEB9	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB006.0	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB006.3	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB010.3	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB011.1	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB12.3	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75NB16	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB012.0	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB015.8	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB07.2	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB08.9	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB10.0	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
75SB14.1	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
95NB038.1	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)

Event Type	On Road	On Road Ramp	Off Road	Off Road Ramp	Road Closed	Off Road - Road Closed
(Defaults)	dms-on-route	dms-on-route-ramp	dms-off-route	dms-off-route-ramp	dms-route-closed	dms-route-closed
Abandoned Vehicle	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Bridge Work	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Crash	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Congestion	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Debris on Roadway	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Disabled Vehicle	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)
Emergency Vehicles	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)	(Defaults)

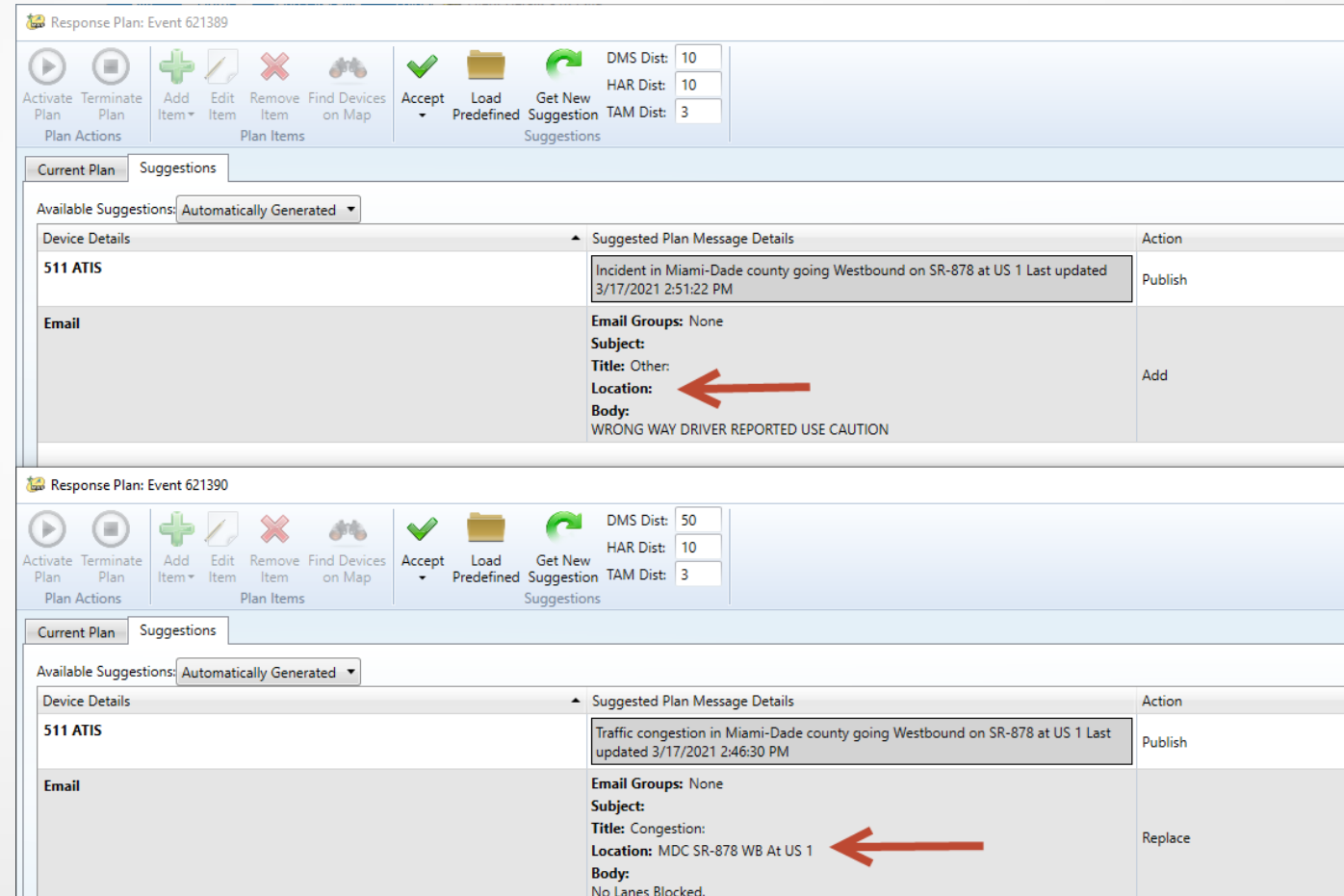
Unmodified   Modified   New   Deleted   Disabled

No changes are unsaved.   Save   Revert

No status messages reported.

# Enhancement

- Move WWD and Visibility events to the location-specific event types.
- Location will be added to the response plan email.



**Response Plan: Event 621389**

Device Details	Suggested Plan Message Details	Action
511 ATIS	Incident in Miami-Dade county going Westbound on SR-878 at US 1 Last updated 3/17/2021 2:51:22 PM	Publish
<b>Email</b>	<b>Email Groups:</b> None <b>Subject:</b> <b>Title:</b> Other <b>Location:</b> ← <b>Body:</b> WRONG WAY DRIVER REPORTED USE CAUTION	Add

**Response Plan: Event 621390**

Device Details	Suggested Plan Message Details	Action
511 ATIS	Traffic congestion in Miami-Dade county going Westbound on SR-878 at US 1 Last updated 3/17/2021 2:46:30 PM	Publish
<b>Email</b>	<b>Email Groups:</b> None <b>Subject:</b> <b>Title:</b> Congestion: <b>Location:</b> MDC SR-878 WB At US 1 ← <b>Body:</b> No Lanes Blocked.	Replace



LOE



- Estimate: \$4k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsnMB>

**Enhancement #1:** SG-5682 - Wrong Way Driver response plan's location



# Enhancement #2: SG-6131 - Involved Vehicle Make and Model Automatically Approved

Tucker Brown



# Current Behavior and Enhancement



## ○ Current Behavior

- When adding a Make or Model for Involved Vehicles, an identical change needs to be made to the Approved Words list to allow these to appear on a sign without additional approval.

## ○ Enhancement

- DMS will get a record of all active Involved Vehicles (color, make, model, tag, and state) and include those as part of the approved words as long as the event remains active.



LOE



- Estimate: \$10k





QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6M>

**Enhancement #2:** SG-6131 - Involved Vehicle Make and Model  
Automatically Approved



# Enhancement #3:

## SG-6040 - Add a "Make Required" checkbox in event details config menu

Tucker Brown

# Enhancement

- Allow administrators to configure which fields need to be set in the course of working an event.
- Requirements for each field would be able to be set per event type.
- When closing an event, the user would be prompted to review fields that need to be set before the event is closed.
  - Similar to the pop-up for responder timestamps.



LOE



- Estimate: \$27k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6W>

**Enhancement #3:** SG-6040 - Add a "Make Required" checkbox in event details config menu



# Enhancement #4: SG-6249 - Polyline Closure Reporting and Email Enhancement

Tucker Brown



# Enhancement

- For the new polyline closure checkbox, add the following:
  - Closure location(s) to email (match wording used in 511 message)
  - Closure location(s) to Executive Email
  - Closure location(s) to Event Chronology
  - Closure location(s) to Event Chronology Report (top half)
- Would be the starting and ending points of the closure; would not include the intermediate locations.
- Wording consistent with what is currently in the FL511 response plan item.



LOE



- Estimate: \$7k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6g>

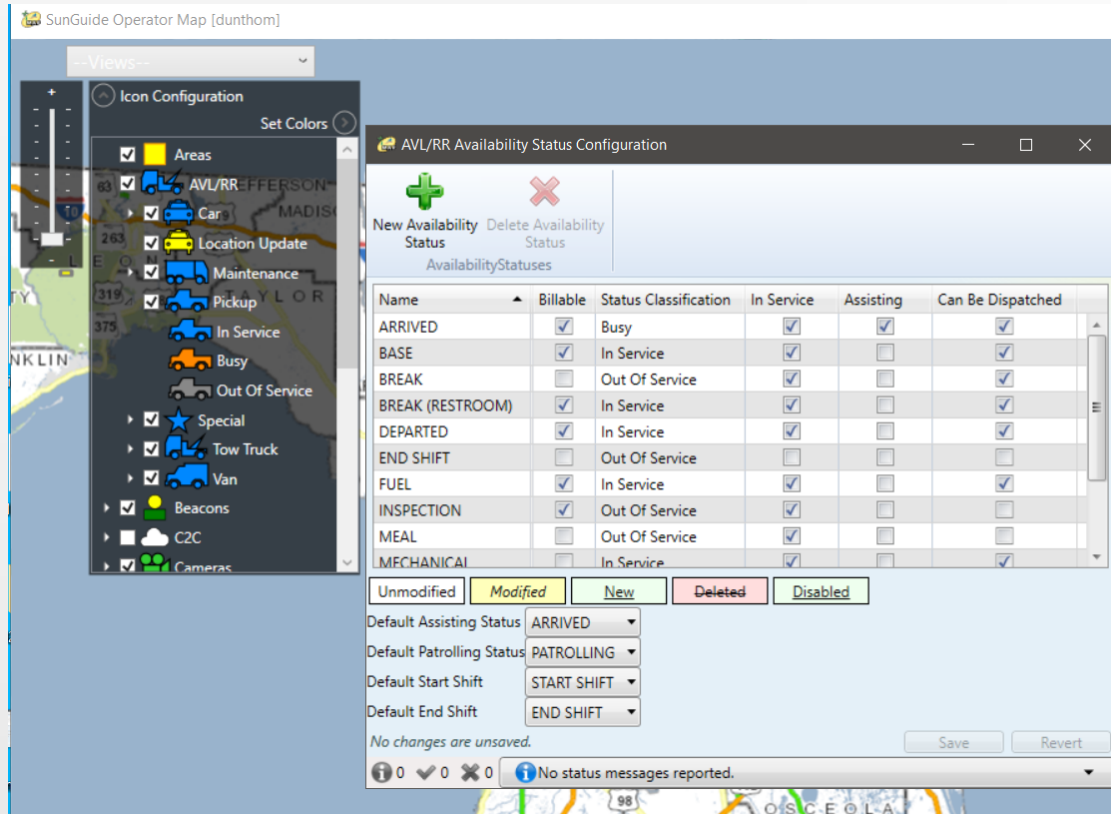
**Enhancement #4:** SG-6249 - Polyline Closure Reporting and Email Enhancement



# Enhancement #5: SG-6084 - Road Ranger Map Icon and Status Update

Tucker Brown

# Current Behavior



RR statuses are configurable, with RR icon colors associated with the Status Classification.

- In Service – Blue
- Busy – Orange
- OOS - Grey

“Dispatched” vehicles maintain the Status they had when dispatched (typically “Patrolling”) and are shown on the amp as In Service (Blue).



# Enhancement



- Set a new color state for “Dispatched” Vehicles
  - Allows the user to better see what vehicles have already been dispatched.
- Add the dispatched event numbers for a vehicle in the hover text as well as the dispatch section of the Event Details dialog.



LOE



- Estimate: \$5k





QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6k>

**Enhancement #5:** SG-6084 - Road Ranger Map Icon and Status Update



# Enhancement #6: SG-6193 - Enhance the Contact section in SunGuide

Tucker Brown

## ○ Current Behavior

- Contacts in the Event Details dialog allow selection of an agency, but not a specific contact.

^ Contacts: There are currently no contacts.

Agency	Name	Phone Number	Timestamp
Service Plaza	✖		02/04 10:38

## ○ Enhancement

- Allow selection of a stored contact.
- Continue to allow manually typed contact.
- Make the timestamp field editable.



LOE



- Estimate: \$3k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6q>

**Enhancement #6:** SG-6193 - Enhance the Contact section in SunGuide



# Enhancement #7: SG-2964 - Multiple Logical Devices Mapped to Same Physical Device

Tucker Brown





# Current Behavior



- There are no device-specific or global checks that prevent the entry of the same IP/port combinations across the system.
  - Some of these checks are performed at the driver level, but the driver must be running to prevent bad configurations.
    - Issues have been seen on test and production systems.

# Enhancement

- Make a manually triggered process that checks all IP/Port configurations across the whole system (all devices) and shows the output to the user.
- The user can then decide if the configurations are valid or need to be changed.
- Would be available to run as a utility (from the map), and is initiated by the user.



LOE



- Estimate: \$10k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp6v>

**Enhancement #7:** SG-2964 - Multiple Logical Devices Mapped to Same Physical Device



## Enhancement #8:

SG-3331 - Video on desktop CPU usage threshold is unreliable and does not reset once triggered

Tucker Brown

# Current Behavior

- CPU usage “Warning” is not as helpful as it could be.
- Currently, the CPU usage is sampled and averaged over a minute (to avoid the temporary spikes).
  - If VOD closed, then immediately opened, sampling does not reset. Still averaging over the last minute which can lead operators to think it didn't clear.

# Enhancement

- Instead of popping up, the alert could be embedded into the dialog as a warning, but not steal focus.
- User configured threshold and averaging period.
  - Different users might be working with different workstation characteristics.





LOE



- Estimate: \$7k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp66>

**Enhancement #8:** SG-3331 - Video on desktop CPU usage threshold is unreliable and does not reset once triggered

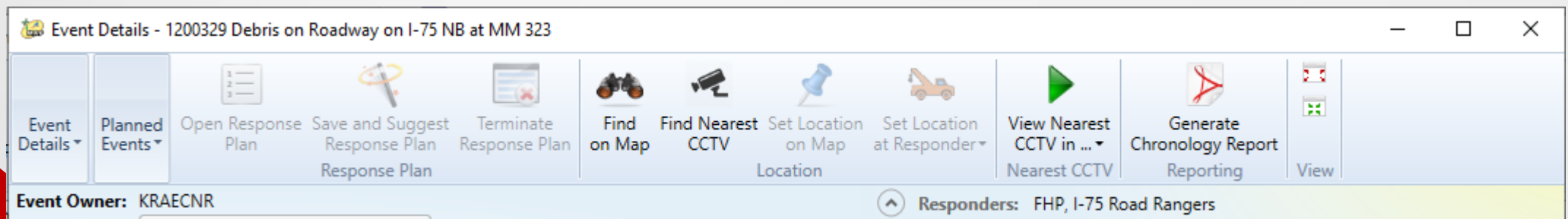
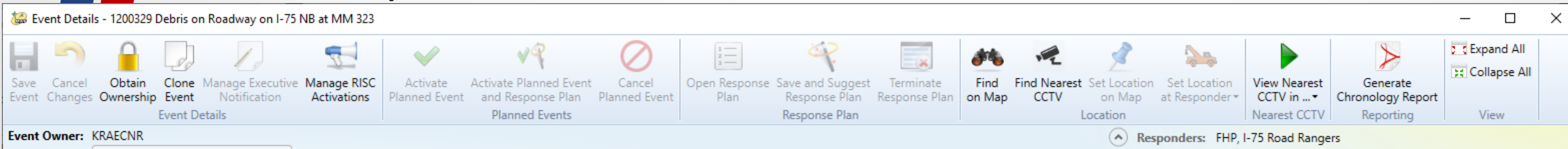


# Enhancement #9: SG-6135 - SunGuide EM Ribbon Update

Tucker Brown

# Current Behavior

- Recent additions to the event details dialog has put quite a bit of information in the ribbon.
- This causes the ribbon to combine items when the dialog is compressed.



# Enhancement

- Move “Planned Events” to the far right side.
- Move “Location” next to Planned Event.
- Collapse from the far right side first (Planned Events, Location, etc.).
- Add Shortcuts:
  - Ctrl-S – Save – Already exists
  - Ctrl-O – Open Response Plan
  - Ctrl-R – RISC
- Potential for Tabs to be decided at the Design Review.



LOE



- Estimate: \$5k



QUESTIONS?

COMMENTS?





# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp7H>

**Enhancement #9:** SG-6135 - SunGuide EM Ribbon Update



# Enhancement #10: SG-6062 - Travel Time Link Failure Automation

Tucker Brown

# Current Behavior

- SunGuide calculates Travel Times that include missing link data by averaging the links with data and applying them to the links with missing data. For Example:
  - 'TravelTime A' consists of links a, b, c, d, and e. If a and b do not have data (null), SunGuide will take the average of the remaining links (c, d, e) and apply it to a and b.
  - If there is an event or congestion within a missing data link (a and/or b), the calculated travel time will be inaccurate. It will show a time closer to free flow instead of congestion.
  - If there is an event or congestion in links with data (c, d, e), then the calculated average applied to the missing data links (a, b) will be higher and will be inaccurate. It may calculate a more congested travel time.



# Enhancement



- The ability for the districts to define parameters that, when met, would automate a process that remediates inaccurate travel times.
- Example: The following conditions would need to be met for a travel time to be disabled and automatically replaced with a predefined alternative message on the DMS:
  1. A travel time link is not receiving speed data.
  2. The SunGuide travel time that has the down link is part of an enabled travel time.
  3. A SunGuide event OR congestion tail is occurring within a travel time link not receiving data.

# Enhancement

- Once the parameters were met, a notification process would be enabled that allows a pre-configured response to occur. This would be customized based on the district's preferences.

## Email Alert

- An email is generated to pre-defined users or distribution list with details.

-----Original Message-----  
 From: sunguide@notifier.gov <sunguide@notifier.gov>  
 Sent: Thursday, December 16, 2021 2:46 PM  
 To: Tech Support <DistrictTechnicalSupport@dot.state.fl.us>  
 Subject: Travel Time Missing Data  
 Importance: High

The Travel Time MD-27741 - DMS - ROUTES From 091-248\_6-NB To (Exit 259) I-4  
 Displayed on DMS-091-248\_6-NB is missing the following links:  
 091-255\_7-SB to 091-257\_0-SB  
 091-257\_0-SB to 091-259\_6-SB

Status: Enabled

## Pop-Up Notification

- A pop-up message could be enabled for a user group based on permission.

**Travel Time Missing Data**

The Travel Time **\*Template Name\***  
 Displayed on **\*DMS\*** is missing the following links:  
     \*link name\*  
     \*link name\*

Do you want to disable this travel time?

Remind Me Later
No
Yes

# Enhancement

- Add a configuration parameter for the amount of time a travel time can have a link with no data before notifying users.
- Ex) If there is a timestamp captured when the travel time data is updated, the district may define notification to be sent after 20 minutes (no data after 4 consecutive updates if reporting data every 5 minutes).
- Additional Considerations – C2C Travel Times
  - This configuration would need to be available for both C2C and TSS links.



# Enhancement – Changes



- No current mapping of events relating to travel times.
- Correlating Event to Travel Times
  - Use the device linking to correlate travel times to events using the geometry of the links that make up the travel time.



LOE



- Estimate: \$25k





QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp7S>

**Enhancement #10:** SG-6135 - Travel Time Link Failure Automation



# Enhancement #11: SG-6078 - Add Last Login Timestamp to User Management Window

Tucker Brown



# Current Behavior and Enhancement



## ○ Current Behavior

- Users can be added but specific login information is not noted.

## ○ Enhancement

- Track and display a “Last Login Time”, per user, on the User Management Dialog to determine what users might need to be removed.
- Develop a Crystal Report to be able to run and show all users who haven't logged in for a configured amount of time.
  - Report would have a parameter for number of days.



LOE



- Estimate: \$9k



QUESTIONS?

COMMENTS?



# VOTE NOW

Select the link for: <https://questionpro.com/t/ABslzZsp80>

**Enhancement #11:** SG-6078 - Add Last Login Timestamp to User Management Window



# Open Discussion

Amy DiRusso, P.E., FDOT D3  
CMB Chairman





# Review of Action Items

Amy DiRusso, P.E., FDOT D3

CMB Chairman

Have a Nice Day

