



SunGuide Software

User's Group

Meeting Minutes



Date: June 8, 2017

Time: 2:30pm-3:30pm EDT

Agenda:

Topic	Led By:
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Item 1: Automating Executive Notifications	Derek Vollmer, CO
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Attendees:

Vincent Lee, D1

Isaac Santos, D1

Renee Daniels, D1

Mark Mathes, D1

Travis Vickery, D3

Kevin Mehaffy, D3

John McFadden, COT

Dee McTague, D4

Jose Alfaro, D4

Jacques Dupuy, D4

Shayla Khallianhmadi, D4

Marlon ChinShue, 595

Mark Lucas, D5

Josh Sibley, D5

John Hope, D5/CFX

Mark Laird, D6

Alejandro Motta, D6

Romona Burke, D7

Chester Chandler, D7

Jared Roso, D7

Daniel Buidens, D7

Cathy Mckenzie, D7

Charlie Keasler, D7

Alex Brum, FTE

Eric Gordin, FTE

Bryan Homayouni, CFX

Tucker Brown, SwRI

Derek Vollmer, CO

Frances Ijeoma, CO

Mark Dunthorn, CO

Shawn Kinney, CO

Jennifer Rich, CO

Discussion:

Action Item Follow up: Case sensitivity on user names. Not case sensitive and won't be case sensitive. Will include John's insensitive user names in the third topic discussed last meeting.

ITEM 1 Automating Executive Notifications (Continued)

Trey approved previous action item to put comments in reverse chronological order in the narrative.

Emails are generated automatically on some of the criteria that was sent out but not all of the criteria. We will go through the criteria in this meeting to see what can be automated. These emails are generated and sent to the operators and then they put the information into a more official email that is then sent to the Executive team.

Specific Criteria for Alerts (Slide 3) - Fatalities in FDOT Work Zone or fatality or serious injury to a FDOT employee or contractor performing work for FDOT along the roadway.

In SunGuide we don't have a way to identify if the event is within a work zone or a way to identify the injured person is an FDOT employee or a contractor.

Proposal - Checkbox for "FDOT Work Zone" as part of event status. Automatic notification would occur if "Fatality" and "Work Zone" are checked.

Proposal - Add additional field to Injury checkbox such as "FDOT/Contractor". Not sure if we should go with two separate drop downs or one. Want to reach out to see if they should be separate drop down menu options? Also, how to trigger the notification.

Why does it matter if it is FDOT or a contractor? Chances are the TMC wouldn't know at first if it was an FDOT employee or contractor, they would just know someone was injured. If you did find out who it was, you would have to send out a notification. Would you be okay with having an injury type of FDOT/Contractor? It doesn't matter to D7 because if it happens in an FDOT work zone, we would send a notification regardless.

What is the type of event in SunGuide we would add this information to? Crash event? Construction event?

It could be anything. The Work Zone could be something that could be automatically checked.

Shawn: Let's say you have a construction zone and a vehicle is traveling through the Construction zone. And the serious injury or fatality is a result of a vehicle crash within the zone. Another example would be what if something happens as part of the construction process where there is serious injury or fatality that causes impact to the traffic flow going through the construction zone. The question you are asking is what if it is not a crash initiated incident in a construction zone?

Yes. I just wanted to get clarification on how it was being recorded.

Shawn: Tow truck driver in D4 that had multiple notifications. There was a crash on the roadway going across the interstate, then a fatality on the roadway below the overpass which was not a crash itself but it did impact traffic on the other roadway. The question would be, is there a drop down where you label it as a crash that happened in a construction zone or was there something that wasn't a crash as the primary reason for the stoppage and it just happened to be in a construction zone. You may want to consider having the flexibility in both fields to articulate primary cause for traffic stoppage and then have a sub category which construction could be both in some cases. Or do you want to call it something else... non-crash related incident as a catch all?

Mark: We don't need a new type of event here. Just the ability to select if it was in a work zone or not. Tucker's idea was good; if it is already in a construction event you can check that box automatically.

Derek: What if it is a Road Ranger assisting someone on the side of the road and gets struck and it's a fatality? How would that be captured and automate the response. Is it considered a work zone?

There is MOT but you have to look at the intent – you have an area of roadway that is being worked on that is being conducive to an increased amount of risk to workers, more than usual. You have a Road Ranger that is not in a construction zone and traffic is flowing; I would not consider that a construction zone. Even though they are performing work on the side of the road and have MOT. The intent is to track whether we have a higher rate of incidents.

AI – We will re-examine this, Derek will get with Trey for clarification on this topic.

Slide 4 – Any limited access highway crash involving multiple vehicles where fog or smoke is involved.

Currently, we don't have a way to indicate if something is smoke. We have fog in weather. Even though smoke is not a weather event it is visibility related.

Proposal - Adding smoke as a selectable weather condition. If you had smoke selected and a few vehicles added in, it would trigger an automated alert.

Change it to event type brush fire. Derek: we actually have that on the agenda to discuss.

Change it to event type visibility. Derek: the only issue with that is that rain would produce visibility issues and we wouldn't want to trigger anything based on that. It would be weather. Visibility is a special case which requires a different response plan which is why brush fire type of event was brought up.

Josh: Why would smoke be considered a weather condition and not something else? Fire and smoke isn't necessarily weather, we just don't have a better classification at the moment. But someone in D4 had the idea of having event type wild/brush fire.

We have a crash event and other potential events. We have to look at multiple event types and tying them together. This is to automate the alerting as an enhancement. One way to do it is to automate fog but when it is smoke you have to manually enter it in. Anyone opposed to manually entering it in if it was a smoke related event?

AI - Go back Shayla comment: Or if a worker was injured maybe the event can be categorized by a secondary emergency vehicles events.

We will manually enter in smoke events.

Slide 5: Any limited access highway crash involving more than 10 vehicles in a chain reaction collision. Would it be easier for you to be able to just enter in the number of involved vehicles?

I don't know if the TMC knows the number of vehicles that would be involved in the crash. Maybe there can be a check box that says 10 or more vehicles to have something simple.

Proposal - Derek: I would like it to be a text box that has a configurable value in it in case that number changed in the future and would say more than "X" vehicles.

The only issue with changing that value later on, is that you might not know what it used to be when the box was originally checked. Unless that number was recorded along with the event when that box was checked. Just record the configurable number so you have it with the event.

Derek: How often do people enter in involved vehicles?

595: We enter in vehicle description, license plate number and car. D4 enters what they can because it will be recorded on FHP crash report.

Slide 6: Bus crashes (including school buses) with fatalities or injuries.

Proposal - Derek: right now I don't think we have bus as a selection, should we just have a checkbox saying a bus was involved? It would be simple.

We have a bus option under the vehicle description portion. How does the software work to trigger that as an automatic notification? Mark: everyone would have to configure it to do that. Need to make sure that it is consistent and case insensitive.

Slide 7 Wildfire that closes a limited access highway. All lanes blocked including shoulders.

Proposal – Add wildfire as a statewide event type?

Travis: In D3 we have something for vehicle fire and another fire, would it be beneficial to just have one that says fire or would it be beneficial to be more specific. We want something more specific. Would you want brush fire or wildfire as event types? Brush fire would be more than sufficient.

AI - We will look into the SAE descriptions to see which one it is. Whichever we find in the SAE description is what we will use, whether its wildfire or brush fire.

Slides 8-10 Discuss more at the operations level of what can happen.

Proposal – possible enhancements

1. Whenever a notification triggers we can pop up an email that can be edited before being sent to the executive team. With this option, I think some details might not get captured and included into the executive notification. It would be difficult to reopen if it got closed.
2. Another option, have it more like the DMS Spelling Conflict. Where it pops up for multiple users who have the permissions to see it.

We want to be able to link multiple SunGuide events to a single executive notification. Especially want to do this when you have both directions of travel for an interstate that is closed. You would enter them in as separate events but they would all be related to a single large crash. So if we were able to connect multiple events to a single location, when the window pops up we would be able to side by side that would have the information that would populate. The narrative would be pulled in in reverse chronological order and want to have the ability from that dialog to add a comment that would be included in the email that will also go back into the event chronology. If you had multiple events, you could do that in either one.

Triggers would work if you had two events associated with one notification, if either would normally trigger a new notification then that would trigger a notification. Then the update timer of two hours would reset. Another important part, you may enter something into the chronology that has a typo or something that you don't want to be sent out as an executive notification then from the dialog we would have the ability to exclude some of the comments from the executive notification.

Slide 11 Highlight differences in email from previously generated email.

Proposal - We would be able to automate the highlight of changes from previous emails to the one being sent out. You would not have to manually highlight the changes.

Slide 12 When an email is generated, users with permission to send Executive Notification would be allowed to send.

Proposal - We want to make sure that someone has the authority to approve the email going to the executive group. If the user has the permissions to approve the emails being sent, that if they clicked and generated an email and were okay with it that it would automatically send. Their contact information would be at the bottom of the email. If it is someone that doesn't have that kind of permission, there would be spot for someone to login with credentials to approve the email going out. Or if they are logged into the SunGuide system they could do that from their desk. The approver's information would be what goes at the bottom of the email.

595 doesn't have an email exchange server here, so any operator would send out the notifications. You would need an SMTP server. We do not have a usable configurable email address. Mark: Do you have a phone number that can be configured into it? Need to look into it.

Derek: What do you think about the form pop up being able to link the notification to multiple events? Would these cases only be primary or secondary events or would there be some other relationship? Derek: not sure if it would only involve primary/secondary events or not. Biggest

concern is that operators will be bothered with pop-up windows before they have even had a chance to post to the DMS sign. Depends on how it is put together and how it is presented. It might be that it always go to management or a higher level operator.

Derek: Tucker, was there anything you needed to know to come up with graphical concepts?

Tucker: Would you want a comment box under each event or have one comment box where you have an event drop down.

Mark: I think we have enough to put a mock up together.

Derek will not be at the next meeting but it will still happen and other information can be discussed. Today's meeting conversation will continue the following week when Derek is back in the office.

New Action Items:

Action:	Responsible Person:
Get clarification from Trey on fatalities in FDOT work zone or fatality to an FDOT employee/contractor	Derek Vollmer
Go back Shayla comment: "Or if a worker was injured maybe the event can be categorized by a secondary emergency vehicles events."	Derek Vollmer
Work with Russell for new SAE code added to 511 for wildfire/brush fire, Bridge Pre-emption, draw bridge	Mark Dunthorn
Look into configuring a phone number for the executive notifications when an email address is not available.	Mark Dunthorn