



SMART SunGuide TMC
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SMART MOVES

Streaming Video on the Go!

Florida Department of Transportation District IV SMART SunGuide Transportation Management Center (TMC) is working on a pilot project to identify mobile phone models and carriers to provide access to real-time streaming video of TMC traffic cameras. This is the same video that can be viewed on www.SMARTSunGuide.com, but this project will make it accessible via some of the newer Internet capable mobile phones. The video stream will be a low-resolution and low-bandwidth tour of all TMC cameras. The ultimate goal is to allow users to choose which cameras to view. Watch for further details on this pilot project throughout 2007!



Eyes on the Future

Florida Department of Transportation (FDOT) District IV has many new projects lined up for the year 2007.

In St. Lucie, Martin, and Indian River Counties, there will be a deployment of conduit, fiber optic cables, telecommunication networks, Closed Circuit Televisions (CCTV), Dynamic Message Signs (DMS), detectors, power supply, and more. FDOT is now producing the Request For Proposal (RFP) to be advertised mid-year, 2007.

The Broward County Advanced Intelligent Transportation Systems (ITS) Deployment is a project to add DMS to county arterials. In addition, Lane Control Systems will be deployed along I-95 and I-75 within county borders.

The RFP is currently being developed for deployment of CCTV, DMS, traffic detectors, and fiber

communication network along I-95 within Palm Beach County. This project will be advertised in late 2007.

Along with all the new projects, there will be plenty of Broward County ITS maintenance. This includes the DMS, CCTV, Vehicle Detection System, fiber optic cable, and all other ITS devices deployed. The RFP for the project is currently under development and will be advertised in early 2007.

Expected completion dates for all projects fall between 2010 and 2012. Although it may seem to be far off, time never fails to pass quickly when you keep busy!

For an e-copy of this newsletter, be sure to visit

www.SMARTSunGuide.com

Statewide, Web-Based Training Program for Road Rangers

The Road Ranger Service Patrol program is funded by the Florida Department of Transportation (FDOT). It is made up of roving vehicles that patrol the highways to provide free “limited” service to stranded motorists and assist the Florida Highway Patrol during incidents that block travel lanes. (Motorists can request Road Ranger assistance by dialing *FHP [*347] from their cell phones.)

Training is an important element of the program. Because the Road Ranger contracts are bid out to various private companies and the high turn-over rate of the tow-truck industry, providing consistent and timely training throughout the state is a challenge.

Available now, at no expense, is an on-line web-based training program. The training program consists of ten modules that were developed jointly by all of the FDOT Road Ranger Project Managers from across the state. New employees can access the program from any computer with Internet access, anytime and their test results are emailed directly to the district project manager and contractor for each district they service.

Coming to a Phone Near You!

In an effort to improve services provided to their customers, District IV SMART SunGuide Transportation Management Center (TMC) is working to personalize the traffic alerts that motorists receive on their cell phones and emails. The current text alert service provides real-time traffic alerts for all severe incidents on Broward county freeways. While it’s a helpful tool for South Florida motorists, there is much that can be done to make it better.

Starting in early 2007, the SMART SunGuide website will offer the option to sign up for personalized text alerts. The personalized alerts will allow motorists to choose not only the specific routes that they want to receive traffic alerts on, but also the time of day they would like to receive them, eliminating the need to



In the near future, web-based training will be offered for TMC Operators as well. This program is still in development, but promises to bring extra efficiency to an already outstanding training program.

To learn more about FDOT’s on-line Road Ranger Training Program, please visit our website at www.RoadRangerTraining.com or contact Guy Francese at 954-847-2797.

sort through a full list of updates. Until then, make sure to check out what is currently available at www.SMARTSunGuide.com/TMC_Alerts.aspx.



It Was an Award-Winning Year!

The Florida Department of Transportation (FDOT) District IV, Intelligent Transportation Systems (ITS) Division, was extremely honored to receive ITS America's 2006 Annual "Best of ITS Award" in recognition of its Public Outreach Program. District IV is very proud of its proactive approach towards educating the general public and regional public agencies regarding ITS services and benefits.

In addition to the ITS America award, District IV ITS also earned three Davis Productivity Awards in 2006. The Davis Productivity Awards are sponsored by a group of businesses as a government improvement initiative. There were 580 nominations for the 2006 series of awards, all of which were for achievements that enhanced Florida citizens' quality of life. District IV ITS received awards for:

- Conducting hurricane recovery efforts efficiently and timely to restore network connectivity to District IV headquarters

- Creating original incident management software (SMART – Systems Management for Advanced Roadway Technologies) to reduce congestion
- Creating original incident management process (SIRV – Severe Incident Response Vehicle) to reduce congestion

To learn more about the SMART SunGuide TMC, or to schedule a tour, visit our website at www.SMARTSunGuide.com or contact Sarah Stanley at 954-847-2697



The Road Map to 2007

During the last five years FDOT District IV has made significant progress in deployment of its Intelligent Transportation Systems (ITS) infrastructure in Broward and Palm Beach Counties. The progress is evident in several areas, including: Performance Measures, SunGuide Software Integration, Regional Operations, Disaster Recovery Planning, Severe Incident Response Vehicle (SIRV) Program, and Public Outreach. With 2007 rapidly approaching, FDOT District IV continues to take a proactive approach in managing every aspect of their ITS program.

The Department recently contracted with Florida International University (FIU) to conduct a comprehensive analysis of the return-on-investment for the District IV ITS program. The findings indicate that during 2005, the benefit cost ratio was 10. In other words, for every one dollar invested in ITS, approximately ten dollars are being returned in terms of travel time savings, road-user cost savings, crash savings as well as environmental emission savings.

District IV Transportation Management Center working with State Law Enforcement Radio System

The state of Florida maintains the Statewide Law Enforcement Radio System (SLERS) to serve as a means of effective inter-agency communications. According to the Department of Management Services, this digital system serves over 6500 users with 14,000 radios in patrol cars, boats, motorcycles, and aircraft all over the state.

As a way for the Districts to increase efficiency in inter-agency communications during severe incidents, the Florida Department of Transportation obtained approval to include Road Rangers in the SLERS network.

The District IV TMCs have been preparing for installation of the radio system. This tool will be incorporated into daily operations in 2007.

County Buses Spreading the Word

For over a year, FDOT District IV running a public awareness campaign to highlight the benefits of the Road Ranger Service Patrol Program and educate motorists on how to access it. The public awareness campaign consists of banners placed on buses highlighting the free services Road Rangers provide to motorists. Last year, bus banners were placed on 10 buses in Broward County and 15 buses in Palm Beach County. They are currently running on 16 buses in Broward County.

A “FUSION” of Good Ideas

The Southeast Florida Regional Transportation Management Center (TMC) Operations Committee (SEFRTOC) was formed in 2003 to bring together managers from the five TMCs in southeast Florida. The committee has been successful in working together to provide seamless response to incidents and emergency events impacting the region.

With the rapid deployment of Intelligent Transportation Systems (ITS) throughout the state of Florida, the importance of working together at a statewide level becomes more and more evident. Florida’s Uniform Statewide Integrated Operations Network - FUSION – will provide infinite possibilities for success among Florida’s TMCs. Working together on a state level will increase the effectiveness of Florida’s ITS by improving communications and facilitating a statewide approach to incident management.

Some examples of the roles of FUSION:

- Inter-regional events such as hurricanes, brush fires, and severe incidents
- Statewide TMC Communications, sharing lessons learned and building relationships with other TMCs.
- Florida Highway Patrol collocation and coordination
- AMBER Alert coordination
- Statewide discussion on topics such as the 511 system and SunGuide software



Road Rangers Formalize Emergency Evacuation Procedures

The Broward County Road Ranger contract was recently amended to include emergency evacuation services. These supplemental services would be implemented during natural disaster-related emergency evacuations on limited-access roadways within District IV. The scope of services includes Broward, Palm Beach, Martin, St Lucie, and Indian River counties but may be extended to provide emergency services to other FDOT districts that may be impacted by a natural disaster.

The intent of this supplemental amendment is to provide emergency evacuation support in the form of motorist assistance. For the purposes of this amendment, motorist assistance is defined as the safe removal of disabled, abandoned, or similar vehicles from the travel way, providing sufficient fuel for motorists to travel to the nearest commercial facility providing fuel and to provide drinking water and service water to motorists as needed.

Each Road Ranger vehicle will carry a minimum of 50 gallons of fuel; a minimum of 5 cases (120 bottles) of drinking water; a minimum of 5 gallons of service water for overheated vehicles; and provide tow services to stranded motorists as needed to ensure safe roadway conditions. If it is identified that the motorist requires additional service beyond provision of fuel and water, the Road Ranger may help the motorist up to a maximum of 15 minutes. If the problem cannot be resolved, the motorist's vehicle will be moved out of the travel way and the Road Ranger will contact the emergency transportation provider to transport the stranded motorist to the nearest emergency shelter.

**Motorists dial
*FHP
for Road Ranger assistance**

Road Ranger Service Assists for 2000-2005

Year	Statewide	District IV
2005	298,776	74,691
2004	342,895	75,815
2003	316,883	66,391
2002	279,525	63,058
2001	198,372	38,065
2000	112,000	35,267

Road Ranger Honored for Saving Deputy

On July 3, 2006, Cesar Cintron (a Road Ranger for three years) and Broward Sheriff's Office (BSO) Deputy Shannon Belanger received an award for saving the life of BSO Deputy Michael Rosenbluth. Deputy Rosenbluth was hit by an out-of-control car and thrown over the westbound side of Interstate 595 just west of I-95. Cintron and Belanger helped haul him to safety as he hung over a ledge, 100 feet above the ground.



Road Ranger / TMC Operator Joint Training

The SMART SunGuide Transportation Management Center (TMC) hosted another successful Road Ranger / TMC Operator Joint Training in July and August 2006; the first training took place in September 2005. This unique learning experience brought together Road Rangers and TMC Operators from both Broward and Palm Beach Counties providing them an opportunity to gain insight into each other's roles and responsibilities and to better understand the challenges faced by each. Florida Highway Patrol and the Severe Incident Response Vehicle team also participated in the training.



The two-day training session included topics such as safety, communications, and incident response. The material was presented through presentations and participation in various exercises. At the conclusion of the training, participants provided feedback and suggestions for future training; many of which will be implemented during the next session scheduled for early 2007.



Transportation Management Center in Palm Beach Opens in 2007

Palm Beach County recently completed construction of a new multi-agency facility in West Palm Beach called the Vista Center Complex. Housed in the complex will be a Transportation Management Center, co-managed by the Florida Department of Transportation District 4 and Palm Beach County.

The new TMC will monitor and respond to incidents on freeways and arterials in Palm Beach County. Using the same concept as the Broward TMC, there will be a team of operators working in the control room to manage traffic, detect incidents, and dispatch Road Rangers.

Top Performance

The Florida Department of Transportation (FDOT) District IV is proud to announce the creation of Automated Intelligent Transportation Systems (ITS) Performance Measures Reports. By providing the reports on our website, www.SMARTSunGuide.com, “We are able to provide not only our customers, but anyone in the world, snapshots of our performance for any period of time within minutes...now that’s customer service!” says Dong Chen, FDOT District IV ITS Program Manager.

FDOT is currently tracking close to 60 separate ITS performance measures ranging from Incident Management to Systems Reliability. These measures go above and beyond state, national, and Federal Highway Administration (FHWA) requirements. Most of the measures are related to the Transportation Management Center (TMC) Operators and Road Rangers, as these are the key players in communicating with emergency response personnel.

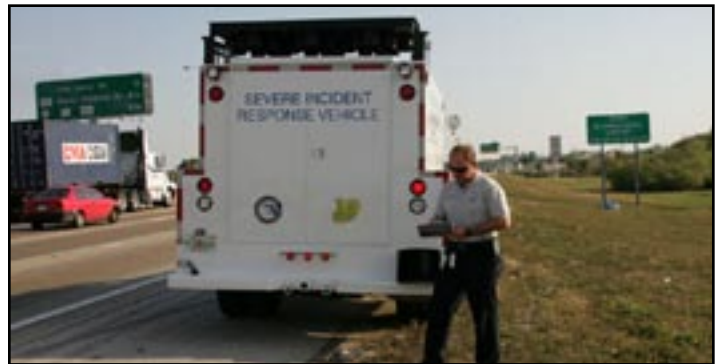
“The ITS performance measure reports are more than just snapshots in time; they are instrumental in the constant training of our staff,” says Chen. “It is essential to not only be able to disseminate ‘real-time’ information to our customers, but to be able to improve on how quickly and accurately we disseminate the information, as well.” By placing this information on the World Wide Web ‘real-time,’ FDOT District IV is taking the lead in being accountable for its productivity knowing that they are vulnerable to possibly showcasing less-than-favorable outputs.

Chen ended with, “FDOT District IV stands behind its level of service and we are proud to offer these reports, no matter the output. We can always do better.” Visit the SMART SunGuide website to see how the District IV ITS Services are doing.

Severe Incident Response Vehicle Program Awarded a Contract Extension

Following the success of the one year pilot project, the services provided by the Severe Incident Response Vehicle (SIRV) program in District IV have been extended through August 2007. The one year pilot began in January of 2005. Due to the demand for continued services from our partner agencies, the program was initially extended to August 2006 while a permanent funding source was identified. In the interim, the contract was again extended to provide services until August 2007.

In October of 2006, the District IV Programming Office provided funding for a permanent SIRV program. The funding was programmed in the Work Program to provide \$640,000 annually for a Phase I deployment of SIRV beginning in Fiscal Year 2008 and \$560,000 annually for a Phase II deployment starting in Fiscal Year 2011.



The Phase I project will be advertised in early 2007 to be awarded in July 2007. The new contract will begin providing services just as the current extension ends in August 2007, and will ensure that there will be no lapse in coverage. The Phase I deployment will provide two Severe Incident Response Vehicles for Broward County (one vehicle serves as backup) with one full-time SIRV Operations Manager, 1 full-time, and 1 part-time SIRV Operator. The Phase II deployment will provide the same level of coverage for Palm Beach County beginning in July of 2010.

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Did you know?

Broward County traffic information is just a click away! Check us out at

www.SMARTSunGuide.com

Now offering

- Interactive map of the county
- 30+ live closed circuit television views
- To the minute traffic event list
- SMART Alerts to send emails or text messages with traffic updates
- Road Ranger service information
- District IV TMC tour information

Make sure to visit us online and let us know how we are doing!

