I am pleased to report that 2014 was another strong year for the Florida Department of Transportation (FDOT) District Four Intelligent Transportation System (ITS) program. The Regional Transportation Management Center (RTMC) continues to build a solid, consistent business, developing a growing number of strengths and opportunities which we can continue to expand on as we pursue our vision - to be the best ITS program by maximizing roadways efficiency through the use of technology, innovation, and continuous improvement.

This year’s annual report provides examples of how the District Four ITS Unit has continued to enhance its strengths – updating our infrastructure servers; preparing for the deployment of several major projects; and continuing customer service efforts on the road and within the ITS unit. These initiatives are all designed to increase the value we bring to customers and deliver strong and sustainable shareholder returns.

After five years of construction, the renovation of I-595 in Broward County was completed and the I-595 reversible express lanes opened in early 2014. The project improvements were implemented through a public-private-partnership (P3) agreement between FDOT and I-595 Express, LLC, to serve as the concessionaire to design, build, finance, operate, and maintain the I-595 corridor improvements project for a long-term commitment of 35 years. The $1.2 billion design-build project is Florida’s first P3, and the country’s first availability-payment transportation project.

To channel our strengths and capitalize on the many opportunities we have in the ITS industry, we virtualized our infrastructure servers in 2013 and updated them in 2014. Our commitment to maintain a high availability of the ITS network was demonstrated this year by a significant investment in SunGuide®, an advanced traffic management system software that allows FDOT to control and monitor roadside equipment, vehicle resources, and incidents. By upgrading its supporting infrastructure platform, we were able to increase our ability to dynamically provide motorists with timely travel information throughout the District. This allows us the ability to shift processing and storage requirements on demand to various locations whenever major incident management requirements dictate the highest priority level of system resources and attention. With these new platform enhancements, District Four is able to achieve its long range objective of providing the most robust intelligent transportation management platform in the State.

We are proud of our strengths. And, as we all look forward to the challenges and bright prospects of a new year, we are confident that by building on our strengths -the best is yet to come! Please join us in reviewing the highlights of the last 12 months and how we plan to continue moving forward.

Dong Chen

FDOT District Four ITS Program Manager
Benefit-Cost Ratio 4
Find out about the ITS Program’s return on investment

Freeway Operations
TIM-Self Assessment Scores at an all-time high

Infrastructure 8
Look here for current deployment statuses

Information Technology
Improvements continue within the private cloud infrastructure server

TMC Operations 11
I-595 Reversible Express Lanes: Open for business!

Traffic Information
Knowledge for those on the road and in the ITS Unit

Report Card 13
District Four grades its performance

New Initiatives
Up and coming projects

Achievements 15
Achievements and sustained performance in 2014

What’s Inside:

The Florida Department of Transportation (FDOT) SMART SunGuide 2014 ITS Annual Report is a snapshot of the past year’s achievements and a look at innovative ideas for the future. This year’s annual report highlights how the District Four ITS Unit has continued to build on its strengths, roll out new techniques for maintaining a high availability of the ITS network, and make significant strides for the future of traffic management districtwide. Each step in the program’s growth was meticulously planned and optimized for cost effectiveness. The benefits are shared by motorists and emergency responders alike. Look inside to find out how.
Each year, the District Four ITS Unit highlights its Benefit-Cost (B-C) ratio. The B-C ratio is a performance measure calculated to give a numerical representation of the annual return on investment that ITS provides to motorists for each dollar invested.

The 2014 benefit is $257,960,157 (1.5% less than 2013) and the total annual cost is $25,597,425 (6% less than 2013). Using these two numbers, the benefit-cost ratio for 2014 is 10.08.

The B-C ratio has shown a steady increase in recent years and ITS Unit expects that the B-C ratio will begin to rapidly increase as the program will be introducing new costs and significant benefits in the coming years with the management and operation of several managed lanes projects.

The 2014 B-C ratio of 10.08 will be set as the new base line for this important performance measure. With an increase in the B-C ratio, the unit maintained its consistent net present value (NPV) of $2 billion for the eighth consecutive year. NPV is a measure of long-term profitability of a project. In this case, the NPV is based on a 15-year time span and a 7 percent interest rate.
The ITS Unit has used the chart below as a graphical representation of program costs since 2007. Unit managers created the 10-year snapshot for the three types of spending they manage: capital cost, operating cost, and maintenance. The ITS Unit annualizes the capital cost over the life expectancy of the project using a 20-year life expectancy for TMCs and a 10-year life expectancy for ITS field device deployments (at 6% amortization). This methodology provides a more even distribution of total costs and eliminates large fluctuations in the benefit-cost ratio.

### District Four ITS Program Costs

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMART SunGuide RTMC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Districtwide Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Consultant</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Road Rangers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severe Incident Response Vehicle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dynamic Message Signs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCTV &amp; Detection System Phase I</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCTV &amp; Detection System Phase II</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northern Three Counties I-95 ITS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broward County Advanced ITS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palm Beach Vista Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northern Counties Incident Management Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palm Beach County I-95 ITS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broward County ITS Power Upgrade</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ITS Replacement Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend**
- Annualized Capital Cost: Capital cost distributed over project lifetime
- Operating Cost
- Maintenance Cost
Traffic Incident Management (TIM) Teams

TIM is one of several ITS Unit programs designed to assist the RTMC and enhance incident management activities throughout the District. The TIM protocol brings together various agencies responsible for responding to incidents. The multi-agency TIM partners meet bimonthly in Broward, Palm Beach and the Treasure Coast to discuss and improve operational services related to traffic management.

FDOT District Four has three TIM teams covering over 200 miles in five counties. With a collective 500 members and 170 agencies, the teams had a tremendous year in 2014 and continue to grow in 2015.

Emphasizing the first goal of the National TIM Coalition, “Responder Safety”, the District Four TIM teams’ goals are to always present safety issues at TIM team meetings. District Four has seen an increase in motorist crashes with incident responder vehicles on the scene of highway events, including incident responder injuries and fatalities. Along with the motoring public, incident responders are our customers and we are always looking for ways to present and reinforce safety issues and procedures.

In 2014, the TIM teams had the privilege of hosting training presentations of the Federal Highway Administration (FHWA) Strategic Highway Research Program (SHRP2) in May and December with attendees from Fire Rescue, Towing, Law Enforcement, and FDOT Operations and Maintenance. SHRP2 is focused on providing a foundation of TIM best practices from across the nation that can be used across all responder disciplines. This multi-agency training approach promotes a mutual understanding; leading to increased responder and public safety, quick clearance techniques, and effective interagency communication.

In addition, the annual Road Ranger training in April included SHRP2 training for 80 Road Ranger personnel. District Four’s total responders trained for 2014 increased from 125 in 2013 to 264 personnel in 2014.

An important performance measure TIM managers use is FHWA’s annual “TIM Self-Assessment” which is a tool used to assess the achievements of their programs and identify opportunities for improvement. The TIM Team members from law enforcement, fire rescue, FDOT Operations and Maintenance, towing, and hazardous material recovery grade their TIM Team performance based on operational issues.

All three District Four TIM Teams achieved a significant increase in their self-assessment scores from previous years. In 2013 (last reporting year), District Four achieved a 91.2 percent, exceeding the national average of 73.9 percent.

Incident Management Plan- 95 Express Lanes Phase 2

FDOT is currently working to launch Phase 2 of the 95 Express Lanes in northern Miami-Dade County and southern Broward County by mid-2015. When 95 Express Phase 2 is completed, 21 miles of managed lanes will span the two counties and require both District Six and District Four to work across district borders in order for operations to function seamlessly.

Because each District has separate and distinct operational procedures, it became necessary to establish joint communications protocols as well as incident response and highway clearance procedures. FDOT District Four and District Six have been working together on all aspects of operations to create a joint Incident Management Plan.
The joint plan was developed by both districts and takes into account the unique incident management scenarios 95 Express Phase 2 will present for both districts and its regional partners. It outlines a communications plan that will guide both districts when managing and responding jointly to events. This communications guide is especially crucial because incidents may cross county lines and require support from both Districts. It outlines recommendations and performance goals that will position FDOT to provide a seamless response and achieve a high level of reliability for the facility.

**SIRV**

The Severe Incident Response Vehicle (SIRV) Team provides an immediate FDOT Incident Command presence on the scene of severe incidents affecting I-95, I-75 and I-595 in Broward and Palm Beach Counties. All trucks carry 100 cones, over 300 flares, emergency scene signs, spill absorbents, bottled water, roadway repair supplies, spill pads and containment pools, electronic flares, extra fuel, high intensity lighting, brooms and shovels, and a mounted arrow board for Maintenance of Traffic (MOT).

SIRV responds 24-hours a day, seven days a week to severe traffic incidents, such as full highway closures, fatalities, overturned commercial trucks, and any other event that may last longer than two hours. The program assists FDOT District Four in reducing incident durations, increasing scene safety, mitigating fuel spills and improving incident coordination with other responding agencies. The SIRV team works with these agencies to prepare and deliver Post Incident Analysis (PIA) debriefings at TIM meetings. The outcomes of these PIAs further strengthen our on-scene partnerships.

In 2014, the SIRV Team responded to 1,408 incidents, saving a total of 20,686 minutes for other emergency response agencies (more than 344.8 hours).
Construction was completed in early 2014 for the SR 25/US 27 ITS Project.
The ITS deployment program has achieved a number of accomplishments for the year 2014. The major deployment projects for the year include:

**I-95 Managed Lanes Project Design-Build Phase 2:** This project extends the existing managed lanes from north of the Golden Glades Interchange, in Miami-Dade, to north of Sunrise Boulevard, in Broward County, by converting the existing high-occupancy vehicle (HOV) lanes to two managed lanes in each direction. Other work includes: installing ITS components; modifying the Ives Dairy Road interchange; bridge widening at specific locations; and installing new noise walls at locations between Hollywood Boulevard and Taft Street. Construction began in November 2011 and is expected to be completed by mid-2015. Detailed information on the project is available at www.95express.com.

**I-75 Managed Lanes Design-Build:** FDOT District Four is working to implement managed lanes along fifteen miles of I-75 in from I-595 south to NW 170th Street in Miami-Dade County. The project includes the addition of two managed lanes within the median of I-75, physically separated from the existing general purpose lanes by a 28-foot grassy median. In order to expedite construction, an aggressive procurement schedule was developed which enabled construction to begin in early 2014 and is expected to open to the public by mid-2018. To minimize impact to the public, work will be completed in five segments. By early 2015, it is anticipated that all 5 segments of the project will be under construction. Detailed information on is available at www.75-express.com.

**SR 25/US 27 ITS Design-Build Project:** This ITS deployment project extends 45 miles along SR25/US27 from Griffin Road south of Interstate 75, in Broward County, to SR 80 in Palm beach County. The project includes installation of a wireless communication network, closed circuit television (CCTV) cameras, dynamic message signs, highway advisory radio, road weather information systems and a citizens band radio advisory system. The ITS system will enhance the efficient movement of goods and services, providing traffic information and travel times to truckers and other motorists before they enter this section of SR25/US27. With few cross streets, there are no convenient detours between I-75 and SR 80. Construction was completed in early 2014, and is currently undergoing operations testing.

**SR80- Fog & Smoke:** The US 27/I-75 Task Force was created in cooperation with the Florida Highway Patrol (FHP) and other partner agencies to develop an operations plan to improve communications among all agencies during dangerous fog and smoke conditions. The plan provides for pre-defined standard operating procedures that clearly outline the roles and responsibilities of incident management and traveler information agencies. Design of the plan was completed in June 2014, and awarded in September 2014.

**Airport Runway Expansion Project:** In 2013, officials at the Fort Lauderdale-Hollywood International Airport (FLL), Broward County and the Florida Department of Transportation (FDOT) embarked on a massive project at the airport to extend the south runway to increase capacity, reduce flight delays, and keep up with increasing traffic demands in the area. The estimated $791 million dollar project is designed to benefit travelers by keeping delays to a minimum, reduce taxi time to and from the terminals, and increase safety. The infrastructure project includes construction of multiple bridges to support the extended runway and parallel taxiway as they pass over the Florida East Coast Railroad, US1, the airport perimeter road, and associated airport access ramps. Motorists, trains and pedestrians will pass under the new runway through a series of tunnels which will accommodate three lanes of traffic. The new tunnels are equipped with ventilation systems, fire detection and suppression systems, emergency lighting, regular lighting and an ITS system. In September 2014, the FLL Airport opened the 8,000-foot south runway which is the first phase of the expansion project. That project is split into two phases — the first on the west side to be completed in 2015 and the second on the east side to be completed in 2017 — to ensure the airport can continue to operate efficiently.
Information Technology

In order to keep up with today’s ever-changing environment, District Four has positioned itself to seize new opportunities and increase our industry leadership, while building on our core strengths. In 2014, we continued our commitment to maintain a high availability of the ITS network by taking on major developmental projects within the private cloud infrastructure.

We performed major enhancements in SunGuide®, an advanced traffic management system software that allows FDOT to control and monitor roadside equipment, vehicle resources, and incidents. By upgrading its supporting infrastructure platform, we were able to increase our ability to dynamically provide motorists with timely travel information throughout the District. SunGuide has also been enhanced to support a new database platform, Microsoft SQL, along with its legacy platform powered by Oracle, in order to scale “on demand” the processing of its database environment across multiple locations.

The underlying infrastructure that is powering District Four’s private cloud is created by VMware. District Four’s private cloud storage capacity has now increased to 500 Terabytes. This storage is a mix of traditional hard drives as well as new technology that includes pure solid state memory. Used in conjunction with District Four’s private cloud application platform, we now have the ability to dynamically move infrastructure applications on demand across multiple private 10Gbps fiber connections. This allows the ability to shift processing and storage requirements on demand to various geo-distributed locations whenever major incident management requirements dictate the highest priority level of system resources and attention.

With these new platform enhancements, we will be able to achieve our long range objectives of providing the most robust intelligent transportation management platform in the State.
The I-595 reversible toll lanes status application provides a real-time overview of the dynamic features of the I-595 reversible toll segment.

**TMC Operations**

**I-595 Reversible Express Lanes**
After five years, the reconstruction of I-595 in Broward County is complete and the I-595 reversible express lanes (REL) opened in March of this year. The project improvements were implemented through a public-private-partnership (P3) agreement between FDOT and I-595 Express, LLC, to serve as the Concessionaire to design, build, finance, operate and maintain the I-595 corridor improvements project for a long-term commitment of 35 years.

Throughout the lifetime of this project FDOT District Four is charged with evaluating the performance and operational productivity of the Concessionaire to ensure a consistently high level of service for the I-595 ITS. The Concessionaire is required to utilize a similar or identical set of outcome and output performance measures for ITS operations where the results shall be equal or better than that of FDOT District Four ITS program in any category during the same period. The key performance measures for I-595 ITS operations include: incident/event response and clearance durations, ITS maintenance services response time, TMC operations and Road Ranger operations. FDOT District Four currently publishes the ITS outcome and output performance measures on a weekly, monthly and quarterly basis.

**Service Measures**
One of our most significant service measures is travel time reliability. In 2014, the travel time index (TTI), which is the ratio of the travel time during the peak period to the time required to make the same trip at free-flow speeds was 1.19. A value of 1.19, for example, indicates a 20-minute free-flow trip requires 23.8 minutes during the peak period. Additionally, the regional buffer index was calculated as .44. The buffer index represents the extra time (or time cushion) that travelers must add to their average travel time when planning trips to ensure on-time arrival. A buffer index of .44 means that for a trip that usually takes 20 minutes a traveler should budget an additional 8.8 minutes to ensure on-time arrival most of the time.

**Incident Clearance Time**
For the first time, the ITS Unit experienced a two minute increase in incident duration. The increase is primarily due to a 40% increase in the number of severe level three incidents recorded in 2014 (open roads duration >190 minutes). Level three incidents impact the traveled roadway for more than 2 hours or when the roadway is fully closed in any single direction during which there is significant area-wide congestion. Travel reliability is recognized as one of the most important service measures to travelers, and we will continue the work of implementing the technologies, initiatives and processes that can advance our performance on behalf of our customers. We are proud to stand by that commitment, now and in the future.

<table>
<thead>
<tr>
<th>Incident Clearance Time (Min.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>55.4 Minutes</td>
</tr>
<tr>
<td>Incident Clearance Time</td>
</tr>
<tr>
<td>1.19</td>
</tr>
<tr>
<td>Regional Travel Time Index</td>
</tr>
<tr>
<td>0.44</td>
</tr>
<tr>
<td>Regional Buffer Index</td>
</tr>
</tbody>
</table>
The ITS Unit continued to work with partner agencies and various outlets to educate the public on the ITS program. In order to provide the public with the level of service they have come to expect and deserve, successful partnerships were established and maintained. This year’s highlights included:

• **Media Events**: In 2014, media events provided the ITS Unit several opportunities to reach a vast audience. FDOT hosted a media event to update motorists on managed lanes construction projects, promote FL 511 apps, and provide safe traveling tips over the Thanksgiving weekend. The event, held at the RTMC, attracted some of the major local networks and allowed media correspondents to report from inside the control room to give viewers a behind the scene glimpse of freeway management. Spreading the word at these events is only one small step towards educating our customers.

• **Tours**: The District Four ITS Unit welcomes visitors of all ages, professions and backgrounds for tours of the RTMC. Tours are conducted to provide a comprehensive overview of the center, and include a viewing of the control room operations, an interactive presentation, and in some cases, a look at the Road Ranger and SIRV vehicles. Guests learn how the facility and technology can make travel safer and easier on our highways while providing real-time traveler information.

In early 2014, United States Secretary of Transportation Anthony Foxx visited the FDOT District Four I-95 Express Lanes under construction, as well as toured the FDOT’s District Four SMART SunGuide RTMC. Secretary Foxx was in South Florida along with US Representatives Alcee Hastings, Debbie Wasserman Schultz, Lois Frankel, together with other state and local officials, to highlight public transportation’s role in strengthening access to jobs and opportunities.

The public information staff helped coordinate a total of 32 public tours and outreach events and published 12 industry-related articles, and four newsletters.

• **Transportation Management Academy**: Educating the public is important to the success of the ITS program, but so is educating ITS staff. Through the Transportation Management Academy, a first-of-its-kind in Florida in-house training program, staff is able to learn about the history and impact of ITS. The Academy provides a comprehensive insight to incident management, traffic engineering, roles of partner agencies, and ITS developments with the objective of improving job performance and providing better customer service. In 2014, the fourth session provided valuable lessons to both the participants and the organizer. Further work on the program will be done in 2015.

Other ongoing events, such as working with partner agencies to distribute information and providing tours of the TMCs, occurred throughout 2014. District Four had an ITS presence at the annual South Florida Construction Career Days in October with Road Ranger participation. Students from over 40 South Florida high schools were able to talk with Road Rangers and many others about careers and safety on the roadway.

In 2014, staff from the SMART SunGuide TMC spread the District Four messages and successes at conference throughout Florida and the U.S. They included:

• ITS Florida Annual Meeting, Orlando, Florida – Transportation Management Academy presentation
• TIME Task Force Annual Conference, Toccoa, Georgia– Severe Incident Response Vehicle presentation
• Tennessee State Incident Management Conference– Severe Incident Response Vehicle presentation
The report card below depicts the ITS Unit’s performance in a “letter-grade” format. The “overall” grade decreased from 3.7 in 2013 to 3.5 2014 (out of 4.0 possible). The main reason was the slight drop in system reliability for ITS field devices primarily in Palm Beach County. FDOT District Four began overseeing the maintenance of all ITS devices in 2014, after a one year burn-in a period, and have been experiencing device down-times due to copper theft. It is anticipated that as the devices in Palm Beach County continue coming back online and tracking efforts improve, this number will increase to be more comparable with the Broward County device reliability – 98% in 2014.

<table>
<thead>
<tr>
<th>Performance Measure (Metric)</th>
<th>2013 Score</th>
<th>2014 Score</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Systems</td>
<td>% Completion of Systems Build-Out (Actual # Miles Built Per Year / Planned # Miles Built Per Year)</td>
<td>A 100</td>
<td>A 100</td>
<td>≥90%</td>
<td>80-89%</td>
<td>70-79%</td>
<td>60-69%</td>
</tr>
<tr>
<td>ITS Operations</td>
<td>Annual Benefit / Cost Ratio (BCR - from Annual Report)</td>
<td>C 9.88</td>
<td>C 10.08</td>
<td>≥15</td>
<td>11-15</td>
<td>6-10</td>
<td>1-5</td>
</tr>
<tr>
<td>ITS Maintenance</td>
<td>System Reliability - Field Devices (% Time Operational)</td>
<td>A 97</td>
<td>C 93</td>
<td>≥97%</td>
<td>95-97%</td>
<td>91-94%</td>
<td>85-90%</td>
</tr>
<tr>
<td>Road Rangers</td>
<td>Customer Satisfaction (% of Respondents Satisfied with Service)</td>
<td>A 95</td>
<td>A 95</td>
<td>≥95%</td>
<td>90-94%</td>
<td>80-89%</td>
<td>70-79%</td>
</tr>
<tr>
<td>Traffic Incident Management</td>
<td>Incident Clearance Time (Overall Time to Clear Travel Lanes after Road Ranger Arrival)</td>
<td>A 53.4</td>
<td>A 55.4</td>
<td>&lt;60 min.</td>
<td>60-75 min.</td>
<td>76-90 min.</td>
<td>91-120 min.</td>
</tr>
<tr>
<td>ITS Systems</td>
<td>System Reliability - TMCs (% Time TMC Systems are Operational)</td>
<td>A 99.999</td>
<td>A 99.999</td>
<td>≥99%</td>
<td>98-99%</td>
<td>95-97%</td>
<td>92-94%</td>
</tr>
<tr>
<td>Partnering</td>
<td>Number of Private and/or Public Partners (# Partners Collaborating with on a Daily Basis)</td>
<td>A 8</td>
<td>A 8</td>
<td>≥7</td>
<td>6</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Traveler Information</td>
<td>Regional Travel Time Index ** (Peak Period Travel Times vs. Free Flow)</td>
<td>A 1.03</td>
<td>B 1.19</td>
<td>1.00-1.09</td>
<td>1.10-1.24</td>
<td>1.25-1.44</td>
<td>1.45-1.69</td>
</tr>
<tr>
<td>Public Outreach</td>
<td>Satisfaction with ITS Program (Customer Survey - Scale of 1 to 10)</td>
<td>A 9.1</td>
<td>A 9.2</td>
<td>≥9</td>
<td>8-9</td>
<td>7-8</td>
<td>6-7</td>
</tr>
<tr>
<td>New ITS Initiatives</td>
<td>Number of New Initiatives (# of New Initiatives)</td>
<td>A 5</td>
<td>A 4</td>
<td>≥4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

**Regional Travel Time Index was not available until Q4 of 2007.**
Throughout the year 2014, we had a number of achievements -- some were readily visible to the public and others were apparent only to those working behind the scenes. In 2015, the focus will be on the following projects:

- **I-95 Managed Lanes Phase 3:** The proposed project will extend the I-95 managed lanes currently under construction in Broward County continuing 29 miles north from Stirling Road in Broward County to Linton Boulevard in Palm Beach County. Phase 3A, between Broward Boulevard and SW 10th Street in Broward County, is funded for construction to begin in early 2016, as the first segment of a phased construction plan for the full Phase 3 limits. The first segment (3A1 from Broward Boulevard to north of Commercial Boulevard, and 3A2 north of Commercial Boulevard to south of SW 10th Street in Broward County) is scheduled for design and permitting beginning in the second quarter of 2015. Additionally, ramp signaling will be introduced as part of this project from Hallandale Beach Boulevard to Atlantic Boulevard in Broward County, with construction anticipated to begin by the second half of 2015. A key component of I-95 Managed Lanes Phase 3 is a potential direct connection between northbound and southbound I-95 and I-595, to and from the west.

- **Managed Lanes Network:** I-95, I-75 and I-595 are part of a larger network of existing and planned congestion-priced managed lanes in southeast Florida. In order to maximize the benefits of managed lanes, FDOT will develop projects on individual roadway corridors as part of an overall connected Managed Lanes Network. These individual Managed Lanes projects would be linked and interconnected to function and operate as a seamless regional managed lanes network to provide improved mobility, reliability, and trip options throughout the region. The proposed improvements are needed to address existing congestion, enhance transit services, accommodate future regional growth and development, enhance hurricane and emergency evacuation, and improve system connectivity between key Southeast Florida limited access facilities.

- **Video Wall Replacement Project:** The ITS Unit will be replacing the existing video wall in the Broward Transportation Management Center. The video wall monitors are approaching the end of their useful life and replacement is imperative to maintain greater situational awareness for operators. The project is expected to be completed in late 2015.

New Initiatives

The reconstruction of I-595 in Broward County is complete and the I-595 reversible express lanes opened in March 2014.
Achievements

STATEWIDE AWARDS

The 2014 Prudential Financial – Davis Productivity Awards

• ITS Maintenance Team – “Maintained Existing ITS Infrastructure during all Highways Construction Projects” recognized with a plaque
• ITS Tolling Software Development Team – “Improved Agency Response Time Through Information Dissemination” recognized with a certificate
• ITS Generator Monitoring Team – “Implemented Real-Time Generator Status Monitoring System” recognized with a certificate
• ITS Contract Team – “Reduced Contractor Compensation through Contract Provision” recognized with a plaque
• ITS Mobile Application Team - “Created Mobile Application to assist Severe Incident Response Team” recognized with a certificate
• ITS Fiber Networking Team – “Increased Fiber Availability through Network Management Solution” recognized with a certificate
• ITS Contract Evaluation Team – “Eliminated Costs for Evaluating Contracts” recognized with a certificate
• ITS Contract Cost Savings Team – “Avoided Professional Contracts to Save Money” recognized with a certificate