



511 QA / QC - SEFRTOC

Date: 8/27/08 – 9:30 am – 11 am

Location: SMART SunGuide TMC – District 4

ATTENDEES			
Name via Teleconference	Agency	Name	Agency
Penny Kamish	SRS	Mike Millard	SRS
Bob Murphy	D4	Alex Mirones	D4
Joe Snyder	D6	Dee McTague	D4
Jerry Cosme	MDX	John Easterling	FTE
Charlie Robbins	D6 / MDX	Steve Corbin	D4
Javier Rodriguez	D6		

MINUTES:

- 511 QA QC (Dee M)

This month's stats were lower than normal @ 94% overall.

Mike Millard noted that this decrease in accuracy will have an impact on staff who get a bonus for maintaining >95% accuracy. The following reasons were given as explanation:

1. Less than 3 months until contract ends resulting in morale problem.
2. Staff seems to be relying on being told there's a problem – just generally getting sloppy.

Per Joe Snyder the D6 email alert system should be online this week or next.

ACTION ITEM: Charlie Robbins to look into email alert system for MDX.

- SEFRTOC Stats (Helena W)

Helena White is out of town due to a family emergency; she will forward stats to all once she returns.

- Tropical Depression 7

Hurricane Gustav / Tropical Storm Gustav – not expected to affect South Florida; will keep an eye on him though.

- STIX

Patrick Odom will get us an update regarding notification for S Florida events. He stated that we should not be notifying other states because we are not on the border. Will work on getting requirement waived and get back to the Joe Snyder.



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John Easterling pointed out that the statewide EOC should be the clearinghouse for closures. FHP has procedures in place to notify the state warning point (SWP) – SWP resides in EOC.

Until we hear otherwise, S Florida TMCs will not make notification to other states.

- Silver Alerts

Central office has requested/received suggested DMS message templates resulting in much discussion. Initial criticism is expected at activation of Silver Alert.

Steve Corbin has requested that the SEFRTOC group reach a consensus on what we feel is best choice. Group agrees that LOOK FOR VEHICLE should be phase 1; phase 2 should follow normal AMBER template with vehicle description and CALL *347.

ACTION ITEM: Dee McTague will provide outcome of discussion to Steve.

- Dolphin Stadium Coordination / Game Exit Traffic Plan

FTE was approached by Dolphin Stadium (hereinafter referred to as DS) to consider a plan to close NB Turnpike at the SPUR for approximately 2 hours following all 1 PM and 4 PM home games.

Request went to D6 permits and Traffic Ops.

The request is in response to season ticket holder complaints that exiting the stadium takes 30 to 45 minutes.

FTE and D6 have discussed their concerns regarding traffic counts, ramp closures, 95 express, etc. and requested additional information from DS. Their concerns/comments/requests were given to DS and DS has agreed to them. D6 still waiting to hear back from FTE before approving permits.

The first home game is 9/7. As such, there will be a follow-up meeting next week. Notification and messaging plans will be put together.

Being considered: DS to call FTE TMC at the end of the game and for all ramp closure/reopen. FTE TMC will be responsible for notifying partners.

- 511 (Statewide / Southeast) – Steve Corbin

Update of what's going on with SunGuide/LogicTree/IBI

Attended FAT for 4.0 last week. The only problem was failure to follow direction as far as required operation intervention. This will be corrected before release.

New PM on the LogicTree/IBI side is James Barbosa (IBI is sub)

Launch date on or about 12/7 (SC will provide more accurate date after meeting next week). CO has requested dates from everyone so that travel arrangements can be made for security & internet preparations. If you haven't already please respond ASAP; if you have responded, please follow-up.

Transition from SRS to new system will be great effort with some nuances:

1. Call center in CA for first 6 months to take motorist calls
2. Call center will be contacting TMC directly when requests are regarding current info
3. CO will be coming to the districts to clarify process

Data QA will need to be part of new process; LogicTree/IBI will be responsible for QA of timeliness



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of data getting to IVR & web.

Data in the new system will on be as good as the operator who enters it.

Initially there will be no Spanish IVR. Hopefully it will start soon after initial launch but want to assure a stable system in English first.

Release 4.0 will bring other changes/benefits.

QUESTION: Mike Millard wondered how multi-districts entering into one system will affect flood gate messaging and who will control when there is a statewide vs. regional floodgate?

- Other Items
 - Update: Road Ranger Program Reduction
FTE: No change
 - D4: Palm Beach will revert to reduced hours on Monday, 9/1; Broward in October.
 - D6: Identifying funds to provide SIRV and wrecker response to express lanes 12 pm to 8 pm.
 - Agency News
 - Recent Incidents
- Next Meeting
 - 9/24/08 @ Location District 4 – 9:30 AM – 11 AM