



511 QA / QC – SEFRTOC Minutes

Date: 4/18/07

Location: Florida’s Turnpike Enterprise

ATTENDEES

Name	Agency	Name	Agency
Jim Hilbert	FTE	Rick Johnson	MDX
Catherine Werner	FTE	Rory Santana	D6
John Scarpellino	ITMS	Dee McTague	D4
Penny Kamish	SRS	Bob Murphy	D4 (teleconference)
Javier Rodriguez	D6		
Mike Millard	SRS		
Alex Mirones	SRS		
Keith Bradley	DHS		

AGENDA:

- 511 QA QC
- SEFRTOC Stats
- SOG Review Follow-up
- Hurricane Preparation
- TMC Operators to visit other centers
- Other Items
 - Recent Incidents – Calling All Level 3 Incidents
 - Future Meeting Minutes
- Next Meeting
 - 05/23/07 @ SMART SunGuide TMC – D4



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ACTION ITEMS

- ✓ 511 QA QC:
 - Provided an overview of the process for the benefit of Jim Hilbert.
 - Numbers continue to improve.
 - Everyone was reminded that beginning in April we are to start tracking the “time to remove incidents from the system.”
 - Alex Mirones continues to stress the importance of real-time communication in this effort.
 - **Mike Millard requested an update on the status of automating the process – Dee will look into**
- ✓ SEFRTOC Stats:
 - John Scarpellino provided copies of the March stats to all partners.
- ✓ SOG Review – Follow-up:
 - Javier Rodriguez reported that he had only received comments from D4.
 - **Everyone was reminded to get their comments to Javier before the next meeting so that discussion may be held prior to the start of hurricane season – Javier will follow-up with an email deadline.**
 - Dee McTague was requested to send the link to the FPT site to Keith Bradley and Rick Johnson – **done.**
 - **Dee requested that everyone send her their updated emergency contact list for distribution to the group.**
- ✓ MDX Updates:
 - **Waiting on comments from Rick Johnson.**
- ✓ Keith Bradley from DHS had nothing new to report.
- ✓ Hurricane preparation:
 - Be prepared to discuss during May meeting.
- ✓ Fusion Update
 - A meeting was held in March in Orlando; all of the districts were represented
 - Most understand the need for ops staff to have established communication protocol
 - At the meeting the group discussed the recently formed SunGuide Software Users Group (SSUG) that meets on a monthly basis. Feel SSUG is beneficial and suggested operations staff be represented at that meeting to provide user input.
 - The FUSION concept is still up for discussion.



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- ✓ TMC Operators to visit other centers:
 - It was suggested that we all make an effort to have staff visit other centers so that we may all become familiar with each other's operation – everyone agreed.
- ✓ Recent Incidents – Calling all level 3 incidents
 - Dee requested that everyone start coming to the meetings prepared to discuss major incidents in the region.
- ✓ Meeting Minutes:
 - For future meetings, the hosting TMC will be responsible for producing the meeting minutes.
 - Meetings held at D6 will be shared by D6 and MDX
 - Meetings held at D4 will be shared by D4 and ITMS
- ✓ Next Meeting:
 - 5/23/07 @ SMART SunGuide TMC – D4
 - John Scarpellino will be responsible for producing the meeting minutes

SRS Monthly QA/AC Statistics
 March 2007

TMC	Total Incidents Reported by TMC	Incidents Not Reported by SRS	Incidents Reported by SRS > 7 mins.	Incidents Reported by SRS Inaccurate	Accurate	Percentage Accurate
District 4	49	0	0	0	49	100%
ITMS	35	1	1	0	33	94%
District 6	57	1	0	2	54	95%
MDX					0	
Florida's Turnpike	33	3	3	0	27	82%
Total	174	5	4	2	163	94%