



511 QA / QC - SEFRTOC

Date: 8/22/07

Location: SMART SunGuide TMC – D4

ATTENDEES

Name	Agency	Name	Agency
Dee McTague	D4	Rick Johnson	MDX (teleconference)
Alex Mirones	SRS	Bob Murphy	D4 (teleconference)
Mike Millard	SRS		
Manny Fontan	D6 (teleconference)		
Helena White	ITMS		
Catherine Werner	FTE		
Mari Bojan	FTE		
Keith Bradley	DHS		

AGENDA:

- 511 QA QC
- SEFRTOC Stats
- REMINDER: Operations Staff List to Dee
- Upcoming PSAP Meetings
- Lead Agency Role in SEFRTOC Activation
- Updated Emergency Contact List
- Other Items
- Agency News
- Recent Incidents
- Full Closures
  - Next Meeting
- 09/26/07 @ District 6 – 9 am to 11 am



## 511 QA / QC - SEFRTOC

- 511 QA QC:
  - July statistics were distributed to the partners. Overall accuracy is at 96%.
  - FTE percentages up from previous months
    - Alex reported that the processes are pretty tight now and based on his review the mistakes are simply human error
  - **ACTION ITEMS:**
    - Alex will complete his review of partner documentation by the end of the week
- SEFRTOC Stats:
  - Helena provided the monthly stats
  - **REMINDER:** Pursuant to a discussion at the June meeting, Helena is looking at ways to revise these reports and has requested input on what we want to get out of these reports for most efficiency. The group agrees we'd like to start fresh in 2008, so everyone has sufficient time to look over current format and provide suggestions.
    - **ACTION ITEMS:**
      - Partners to review graphs and determine if there is a need to change some of the graphs and/or document additional information, such as, having a graph comparing the total number of incidents that warranted interagency coordination versus the actual number of incidents that used interagency coordination.
        - Operations Staff List
  - **REMINDER:** During the June meeting everyone agreed to provide current list of control room staff to Dee. Please do so ASAP.



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- Upcoming Public Safety Answering Point (PSAP) Meetings
  - Broward and Palm Beach will be meeting with all of the local 911 centers to update them on the \*FHP transfer process now in place at the TMCs. The purpose is to work towards getting all motorist assistance calls transferred directly to the TMC.
- Emergency Contact List
  - Dee sent a copy with meeting agenda; please review and return to her ASAP
- Lead Agency Role in SEFRTOC Activation
  - The role of the lead agency in SEFRTOC activation must be included as a section in the SOG.
    - What warrants activation, avoiding last minute inconsistencies, who to invite, etc.
  - SRS has a teleconference number that can be used to coordinate emergency meetings
  - Face-to-face is an alternate meeting format
  - Comments relative to the funeral of slain BSO deputy in August:
    - Feedback positive from PIO office
    - SRS did not feel they were necessarily getting real-time information and were concerned how customers view 511 credibility (future floodgate messages could be more ambiguous with regard to time when not sure)
    - FTE was not fully aware of all details until the day of
      - BSO request that this not be made a big deal, last minute changes, start 60 minutes late, informed 500-2000 vehicles the night before, ramps were closed at 12:45, last minute changes to route from funeral parlor to Bank Atlantic, etc.
    - Info was not as sharp or timely as it could have been – need to be on incidents such as this on a minute-by-minute basis



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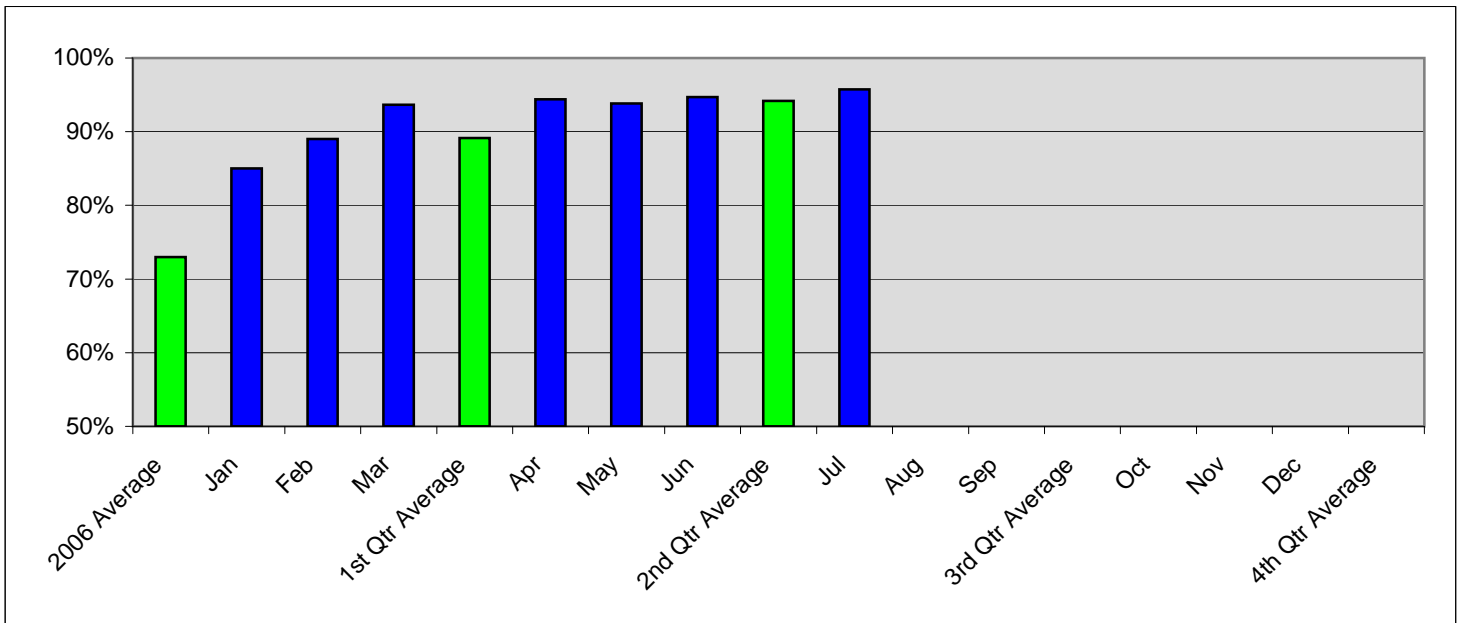
- CRITICAL: Phone contact must be made for incidents such as this – not everyone has blackberry and/or 24 hour access to email. Not everyone's email list is current
- Turnpike Lessons learned: More coordination with SEFRTOC
- ACTION ITEMS:
  - Dee will work to put an updated group list together to be imported to email programs.
  - Reminder to all that Conference Line can always be obtained through Mike Millard - SRS
  - Create SOG Section
  - Hold SEFRTOC Debrief
- OTHER ITEMS:
  - No notable recent incidents were discussed during this SEFRTOC meeting (see BSO deputy funeral above)
  - Regional Maps: Group to look into the possibility of putting together regional device maps to be used by Operations staff. The idea is to have county maps that include all districts' devices on one map. It would benefit operators to know when other TMC can assist. Coalition maps are not clear enough because there is not a lot of detail included (i.e. sign direction). Many will provide a copy of what they use in D6.
  - The next meeting is scheduled for Wednesday, September 26, 2007 at District 6. *Keith Bradley has offered his assistance during discussion of Emergency Contingency Plans.*
    - Contingency plan for emergencies.
      - How to operate remotely
      - Set protocol in place.
      - **\*\* To be discussed at next meeting**
    - Dee McTague will send out invitations. Please send additional agenda item requests ASAP.

# SRS Monthly QA/AC Statistics

## 3rd Qtr 2007 Consolidated

TMC	Total Incidents Reported by TMC	Incidents Not Reported by SRS	Incidents Reported by SRS > 7 mins.	Incidents Removed by SRS >10 mins	Incidents Reported by SRS Inaccurate	Incidents Reported by SRS Accurate	Percentage Accurate
District 4	46	0	0	0	0	46	100%
ITMS	36	1	0	0	0	35	97%
District 6	47	0	0	1	0	46	98%
MDX	0	0	0	0	0	0	
Florida's Turnpike	58	4	2	0	0	52	90%
<b>Total</b>	<b>187</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>179</b>	<b>96%</b>

<b>2006 Average</b>	73%
Jan	85%
Feb	89%
Mar	94%
<b>1st Qtr Average</b>	89%
Apr	94%
May	94%
Jun	95%
<b>2nd Qtr Average</b>	94%
Jul	96%
Aug	
Sep	
<b>3rd Qtr Average</b>	
Oct	
Nov	
Dec	
<b>4th Qtr Average</b>	



SRS Monthly QA/AC Statistic  
 July 2007

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