



**511 QA / QC - SEFRTOC**

**Date: 2/27/07**

**Location: SMART SunGuide TMC 1<sup>st</sup> Floor Conference Room**

**ATTENDEES**

<b>Name</b>	<b>Agency</b>	<b>Name</b>	<b>Agency</b>
Dee McTague	D4	Rory Santana	D6
Carmen Beltran	D4	Javier Rodriguez	D6
Bob Murphy	D4	Catherine Werner	FTE
Mari Bojan	FTE	Mike Millard	SRS
Alex Mirones	SRS	John Scarpellino	ITMS
Teleconference:			
Penny Kamish	SRS		

**AGENDA:**

- Super Bowl TMC Coordination Review
  - Super Bowl XLIV, 2010
    - AMBER Alerts/TSA
    - Post Incident Debriefings after major incidents
    - Hurricane Season
    - Action Items for 2007
    - 511 QA QC
    - Other



## 511 QA / QC - SEFRTOC

### MINUTES

#### SUPER BOWL TMC COORDINATION REVIEW

Our participation was beneficial. Received an email from John Gundersen thanking us for our assistance (a copy was provided to all).

TMC operators from SMART SunGuide TMC and Florida's Turnpike/Pompano TMC were stationed at the Transportation Command Post at Dolphin Stadium. Operators coordinated with the Super Bowl Transportation Committee to coordinate with SEFRTOC TMCs. Each operator had a live database and CCTV feed assisting co-located agencies (FHP, Miami-Dade PD) and the Super Bowl Command Post. Operators were in direct contact with the 5-1-1 traveler information service.

DMS signs were activated for several incident and Sunday afternoon traffic control. Additional Road Rangers/State Farm Service Patrol were added to Florida's Turnpike, I-95, I-75, I-595, SR 826, SR 836, SR 112, US 1 (SW 17 Ave to SW 112 ST) and stationed at locations used to access the stadium.

The Turnpike took lead for this event as their roadway provides direct access to the stadium. The only reported problem was congestion Sunday afternoon and several accidents due to inclement weather.

Portable VMS were used by the Super Bowl Committee to direct traffic to the stadium. We had no control over those messages. **LESSON LEARNED:** Important that SEFRTOC be involved in future events in order to provide input. VMS sign messages were confusing once lots began to fill up and there was no means to change them real time. Portable VMS could be re-used for exiting traffic; if radio controlled – live messages could be displayed.

Pre-event publicity and day-of signing did not inform the general public that the NFL Experience was only open to ticket holders.

Shuttle bus routing from satellite parking lots was extensive and circuitous; some riders spending 2-hours from Golden Glades lot to drop off.

SmarTraveler reported a 33% increase on usage of 511 through the weekend.

**LESSON LEARNED:** For future events, SEFRTOC committee needs to decide if scheduled calls are beneficial or if a call tree should be created to be used as needed (see action item).

#### ACTION ITEMS:

- Create a call tree to be included in the SOG for large planned events.
- All SEFRTOC partners should document "lessons learned" while the event is still fresh in their minds to prepare for 2010.
- For 2010 Super Bowl – SEFRTOC needs to be involved (at some level) with the security and transportation planning process.



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### AMBER ALERTS/ TSA

The Transportation Security Administration (TSA) is now receiving AMBER Alerts.

Bob Murphy questioned how the TSA agents are receiving the information regarding the alerts and whether it's the same as the TMC?

TSA and TMCs are not common, inasmuch as the TMC requires vehicle information in order to post messages; the TSA would potentially receive all missing child alerts with suspect/victim pictures. No further discussion.

### POST INCIDENT DEBRIEFINGS AFTER MAJOR INCIDENTS

TIM Team meetings: Bring SEFRTOC issues up for discussion. Have a SEFRTOC representative attend the TIM meeting. SEFRTOC representative would have the information of who/what TMC was involved at such incident.

### HURRICANE SEASON

The Governor's coordination conference is planned for May 14-18, 2007, in Fort Lauderdale.

We need to begin preparing for the 07 season:

#### **ACTION ITEMS:**

- SEFRTOC contact list needs to be updated
- A conference bridge needs to be set up
- A SEFRTOC representative, for MDX (Ivan or Mike) should attend
- Additional hurricane topics to be included on agenda for next meeting

### STANDARD OPERATING GUIDELINES

Needs updating - Everyone should review and make notes for update next meeting.

#### **ACTION ITEMS:**

- Dee McTague to send the SOG to all for review.
- Comments should be sent to Javier Rodriguez

### MISCELLANEOUS

Beginning March 5, 2007,, a 30-day pilot project begins where calls from \*FHP are being transferred directly into the SMART SunGuide and Florida's Turnpike TMCs. The project is being done to evaluate the effectiveness prior to expanding to other counties. The \*FHP calling tree menu will be changed to direct only motorist assistance calls to the TMC. A meeting will be set up to discuss any issues or impact.



## 511 QA / QC - SEFRTOC

### 511 QA QC

January stats were distributed to the partners. Overall accuracy continues to improve. District IV numbers are lower than usual, but unreported incidents were grouped together indicative of a recordkeeping problem. SRS noted a couple of personnel issues during the month that may have contributed.

SRS was advised that District 4, Broward and Palm Beach are now working on a common system and as such, event numbers will be similar. Events from both SMART and ITMS can now be viewed together on SmartViewer.

Mike Millard asked for clarification: An incident is considered Active once verified via CCTV the Road Ranger does not have to be on scene.

### OTHER

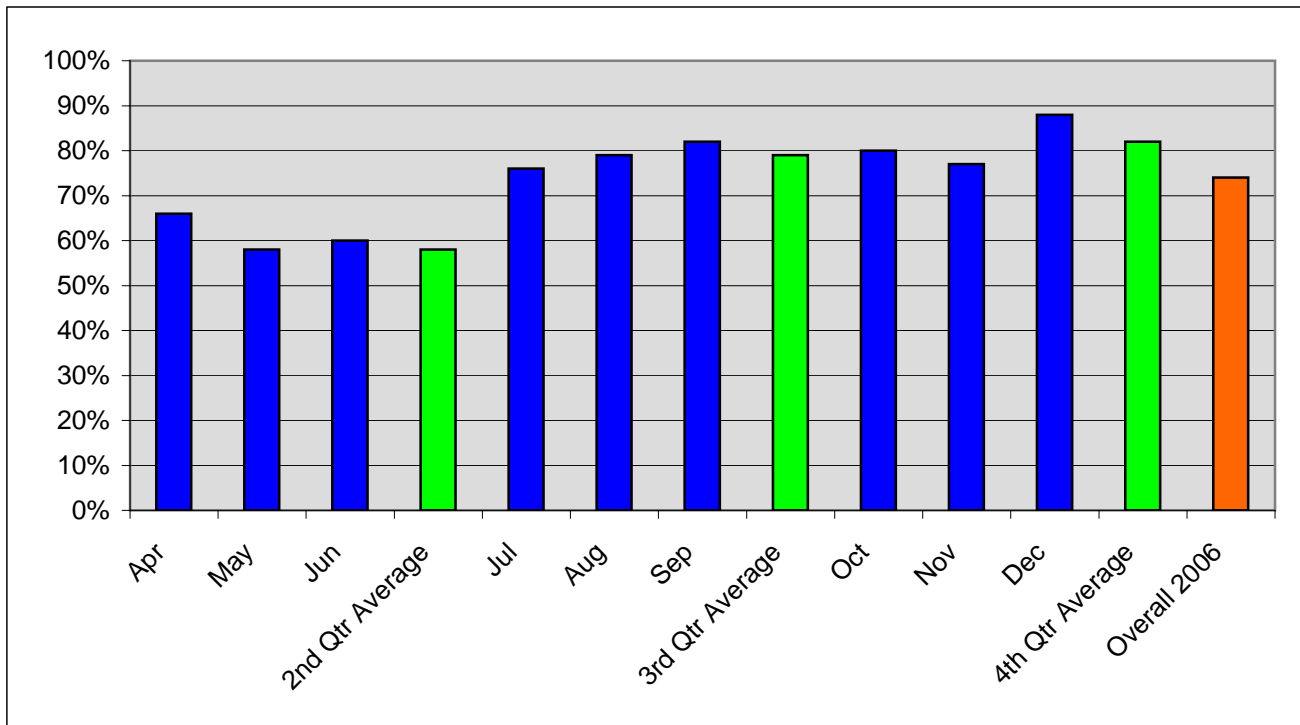
Next meeting is scheduled for: Wednesday, Mar 28, 2007, at District 6, SunGuide TMC. (Meeting location subsequently changed to District 4 TMC as there is a coalition meeting there in the afternoon.)

# SRS Monthly QA/AC Statistics

## FINAL 2006

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	410	48	6	17	339	83%
ITMS	306	46	18	32	210	69%
District 6	455	102	23	14	316	69%
MDX	0	0	0	0	0	
Florida's Turnpike	266	35	19	14	198	74%
<b>Total</b>	<b>1437</b>	<b>231</b>	<b>66</b>	<b>77</b>	<b>1063</b>	<b>74%</b>

Apr	66%
May	58%
Jun	60%
2nd Qtr Average	58%
Jul	76%
Aug	79%
Sep	82%
3rd Qtr Average	79%
Oct	80%
Nov	77%
Dec	88%
4th Qtr Average	82%
<b>Overall 2006</b>	<b>74%</b>



# SRS Monthly QA/AC Statistic

January 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	47	10	0	0	37	79%
ITMS	40	3	0	1	36	90%
District 6	54	6	0	1	47	87%
MDX	0	0	0	0	0	
Florida's Turnpike	36	3	3	0	30	83%
Total	177	22	3	2	150	85%