



511 QA / QC - SEFRTOC

Date: 3/22/07

Location: SMART SunGuide TMC 1st Floor Conference Room

ATTENDEES

Name	Agency	Name	Agency
Dee McTague	D4	Rory Santana	D6
Diane Olsen	D4	Jesus Martinez	D6
Bob Murphy	D4	Manny Fontan	D6
Steve Corbin	D4	John Sparks	Delcan
Mari Bojan	FTE	Ryan McLane	DMJM Harris
Catherine Werner	FTE	John Scarpellino	ITMS
Alex Mirones	SRS		
Mike Millard	SRS		

AGENDA:

- IEN Coalition – John Sparks
- 511 QA QC
- SEFRTOC Stats
- SOG Review Follow-up
- Hurricane Preparation
 - Contact List
 - Teleconference Number
- *FHP Motorist Assist Calls Transferred to TMC Update
- FUSION Update
- Other Items
- Next Meeting
 - 04/18/07 @ Florida's Turnpike



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MINUTES

I-95 CORRIDOR COALITION PROJECT 14-3A

John Sparks, Delcan, provided the group with a handout (included with minutes).

This new project is to set up an incident management information exchange in the southern region (Georgia, North Carolina, South Carolina, and Florida) – essentially a big SEFRTOC. – to address major incidents across state boundaries.

As a first step John requested that everyone look over the spreadsheet provided and update contact information for each District. This contact should be someone who can provide information as the project moves forward.

Partner feedback:

- SEFRTOC communication procedures will likely be used
- Software must interface with SunGuide and SunNav
- Steve Corbin requested that John communicate with Central Office ASAP as he may be able to be added on to the ITSWG meeting being held next week. Trey Tillander is the SunGuide PM; will need to work directly with the Turnpike regarding SunNav.

In response to questions from partners:

It is unknown whether there is currently information exchange between D2 and Georgia and as far as Ryan McLane knows, the IEN coalition is still using the old software.

ACTION ITEMS:

- Provide updated contact information for each District to John Sparks - ALL
- Contact Central Office – John Sparks

SEFRTOC STATISTICS

John Scarpellino provided the group with the current interagency coordination statistics. An increase in the number of incidents in January and February resulted in increased interagency DMS usage.

SEFRTOC SOG REVIEW / REVISION

Reminder to all that the SOG must be reviewed and revised. A link to the D4 FTP (see below) site was sent to all to access the document. Please forward all comments to Javier Rodriguez by April 11.

Site: <ftp://www.smartsunguide.com>

Username: fdotd4

Password: fdotd4



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HURRICANE SEASON

NEXT MEETING:

- Teleconference number / schedule
- What if no phones?
- Fiber connectivity between Districts
- Videoconferencing

Everyone should forward to Dee any additional items for the agenda!!!

MOTORIST ASSIST CALLS (*FHP) TO THE TMC

Beginning March 5, 2007,, a 30-day pilot project began wherein calls from *FHP are being transferred directly into the SMART SunGuide and Florida's Turnpike TMCs. The project has moved forward at D4; Turnpike is waiting on Captain Egeli to identify internal (LWRCC) lines so that the Turnpike rep at the comm center can answer the calls. To date there have been no issues and call volumes remain the same.

A call center module was created and integrated into SunGuide in order to more effectively record information received from motorists. The additional information includes telephone number (with search feature) and name.

Steve Corbin reported that he has a 3 pm teleconference with Central Office regarding this project; he will keep the group posted.

FUSION UPDATE

No progress since November 2006. There is a meeting scheduled on Tuesday evening, 4/3 as part of the ITSWGGM.

Manny Fontan is part of a SunGuide user group meeting:

- All districts call in
- Discuss issues
- D4 provided an internet forum for use of the group
- Recommendations of the group are then presented to CMB for consideration
- Currently writing a couple of requirement requests to be presented to CMB

Issues to be brought up at meeting on 4/3:

- D5 has 4 DMS on 95 that they use to post travel times to WPB and Daytona. Last week travel time reported calculated to ~78MPH – D4 wrote letter to CO at request of management
 - Note that the 2 SB signs are 5 miles apart and report exactly the same information
 - Another sign states "Call 511" – not on CO approved message list
- John Easterling reported being stuck in traffic in the same area in excess of 3 hours despite the fact that the DMS said everything was ok
- The issue will be approached as a SEFRTOC issue
- Requested a meeting with D5 during ITSWG meeting



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- Travel times should only be provided in your own District (any very close)
- Recall that CO conducted studies on this subject (Steve requested copies if anyone is in possession)

ACTION ITEM:

- Locate and provide Steve Corbin copies of CO travel time studies to take to ITSWG meeting next week. - ALL

MISCELLANEOUS

Critical Incident Stress Management (CISM): Individual Crisis Intervention & Peer Support Training:

Dee took part in this training held in March in conjunction with FHP and Hospice of Palm Beach County. The training has been developed for EAP, human resources, public safety personnel, mental health professionals, chaplains, paramedics, firefighters, physicians, police officers, nurses, **dispatchers**, airline personnel and disaster workers. Basically, the training provided the tools and knowledge to be able to effectively identify normal psychological stress vs. psychological distress reactions following a critical incident (for our purposes: witnessing a bad accident via CCTV or on scene or taking a telephone or radio call from someone involved in one) and knowing the steps to take to diffuse the response and when someone needs referral to a mental health professional. Basically, this training is the first step to becoming part of a team. Teams include licensed clinicians. Each county has teams made up of various different agencies.

The group agreed that we should further look into becoming a team (or part of an already existing team) to include the TMC and Road Rangers. Dee will take the lead in further looking into this.

Bob Murphy provided a TIM team update:

- There is continued SEFRTOC interaction with the TIM teams
- Broward is involved in joint MOT training with fire rescue
- Sunshine has begun providing rollover training for Road Rangers

ACTION ITEMS:

- Further pursue forming/joining CISM team(s) – Dee McTague
- Reach out to OSHA as they may support this type of training – Dee McTague

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January stats were distributed to the partners. Overall accuracy continues to improve.

There is still concern about the Turnpike numbers remaining so low. Alex Mirones stated that he and Mari Bojan have discussed getting together to further evaluate what the problem is; but, to date it has not happened. He also stated that part of the problem seems to relate to the time they are notified.

D6 numbers were discussed as the accuracy should be higher since they are sitting in the same room. Alex stated that the problem tends to be related to D6 Operators and SRS TIM "difference of opinion" and software limitations. SRS supervisors have been directed to get with D6 Operators to resolve.



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Alex confirmed that the spreadsheet provided to partners is done manually.

Beginning in April, the time it takes to remove incidents from the system will also be part of QA process. To remain consistent, the 7 minute window will also apply. The QA process will be for lane blockage events – not delays. When lane blockage clears original incident should be closed by SRS and congestion event created. Jesus Martinez suggested that the partners begin looking at this data in March to ID potential problems.

Mike Millard reported that customers are dissatisfied with the lack of information being provided for the Treasure Coast and suggested that perhaps “what a confirmed incident is” should be revised for this segment. John Scarpellino confirmed that as per DOT, information must be confirmed via already established process in order to message.

Camera latency issues with ITMS require further discussion. Mike Millard has even tried from home and links are still outdated – not an SRS issue.

ACTION ITEMS:

- Discuss Treasure Coast reporting issues with DOT. – SRS/ITMS
- ITMS camera latency issue. – SRS/ITMS

OTHER

Next meeting is scheduled for: Wednesday, April 18, 2007, at Florida's Turnpike, Pompano Beach. Catherine Werner will reserve the room – Dee McTague will send out invitations.

I-95 Corridor Coalition Project 14-3A
Southern Region Incident Management Information Exchange Program

The Southern Region (Georgia, North Carolina, South Carolina, and Florida) currently have no interoperability to better coordinate interjurisdictional incident and traffic management activities such as contra flow evacuations, hurricane evacuation, or major incidents.

The Southern Region Incident Management Information Exchange Project has been identified to develop interstate incident notification, information sharing, and inter-jurisdictional and inter-disciplinary coordination across state lines between the southern I-95 states, and bring that information into a Coalition-wide Incident Exchange Network (IEN).

Deliverables include:

- Stakeholder interviews with NC, SC, FL, and GA to determine existing IM notification procedures and develop new IM notification procedures, develop and agree upon a concept of operations; and determine level of reportable incidents;
- An interjurisdictional organizational chart;
- Definition of notification and data entry protocols;
- Drafting of and executing MOUs to solidify cooperation among FL, GA, SC, and NC;
- A review of existing available software/communication systems which could be rapidly implemented in the Southern Region;
- An initial mini-pilot program at the Atlanta TMC to test the procedures and incident management notification/communications protocols among FL, GA, SC, and NC. If it is determined to be practical, an information exchange software program will be obtained from another HOGs region (e.g., the Massachusetts Event Reporting System, the Potomac Regional Integrated Transportation Information System, or other available system) and utilized for this pilot program; otherwise, other communications means will be initially utilized for interstate incident management coordination and response.

Subsequent implementation steps will include the actual deployment and interface of a “permanent” Southern Region IM System with the Coalition’s Incident Management network, including interface with the web-based IEN, so that one-stop incident management data entry and information sharing are operated on an ongoing basis among Florida, Georgia, North Carolina, and South Carolina, and the rest of the Corridor. A key goal of the current project is to scope out a pilot system which is readily transportable for implementation by the States of Florida, Georgia, North Carolina, and South Carolina.