



511 QA / QC - SEFRTOC

Date: 5/23/07

Location: SMART SunGuide TMC 1st Floor Conference Room

ATTENDEES			
Name	Agency	Name	Agency
Dee McTague	D4 TMC	Mari Bojan	FTE (Teleconference)
Diane Olsen	D4 TMC	Catherine Werner	FTE (Teleconference)
Bob Murphy	D4 TMC	Alex Mirones	SRS
Ryan McLane	DM&JM Harris	Mike Millard	SRS
John Scarpellino	Palm Beach ITMS	Penny Kamish	SRS
Kevin Toth	Palm Beach ITMS		
Steve Corbin	FDOT D4		
Javier Rodriguez	D6		

AGENDA:

- 511 QA/QC
- SEFRTOC Stats
- SOG Follow-Up
- Hurricane Preparation
- *FHP Calls expansion to the Palm Beach ITMS
- ITS America 2007
- I-75 Wildfires Coordination
- Other Items
 - Bob Murphy – Trip to Houston, TX
 - New Secretary of Transportation
 - Recent Incidents
 - 511 QA and SEFRTOC Interagency Incident Worksheets
- Next Meetings
 - 05/30/07 @ 10:00 A.M. Teleconference to discuss I-75 Wildfires
 - 06/20/07 @ 10:00 A.M. at the D6 SunGuide TMC



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MINUTES

511 QA QC

April statistics were distributed to the partners. Overall accuracy remained at 94% from March to April 2007, but the overall percentages have continued to improve throughout the year.

Mari Bojan and Catherine Werner from FTE met with Alex Mirones from SRS to identify the issues that have caused the Florida's Turnpike accuracy percentages to be lower than the other partners. Alex mentioned that part of the problem related to the time SRS is notified. After this meeting, the FTE accuracy percentage reached 93% for April 2007.

Beginning in April, the time it takes to remove incidents from the system have been added to the QA process. To remain consistent, the 7 minute window will continue to apply. The QA process will be for lane blockage events – not delays. When a lane blockage clears, the original incident should be closed by SRS and congestion event created.

SEFRTOC STATISTICS

John Scarpellino provided the group with the January to April 2007 interagency coordination statistics. There was an average of 75.3 interagency incidents for the first quarter of 2007, but only 58 interagency incidents in April 2007. This decrease may have occurred because of the time of year. These results will be monitored in the upcoming months.

ACTION ITEMS:

- John Scarpellino will change the number of deployed DMS for District 6 from 37 to 51.
- Partners should report changes in deployed DMS to John Scarpellino. - ALL

SEFRTOC SOG REVIEW / REVISION

The SEFRTOC SOG was recently reviewed by all partners and revised by Javier Rodriguez.

The most recent version of the SOG can be accessed on the site given below.

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

Username: fdotd4

Password: fdotd4

ACTION ITEMS:

- Javier Rodriguez was given the emergency contact information for Kevin Toth, Palm Beach ITMS Project Manager. Wayne Spaulding will be removed from the SEFRTOC contact list.



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HURRICANE SEASON

Penny Kamish mentioned that some media sources have reported 7-8 possible hurricanes this year. She also stated that 511 has 5 satellite telephones for backup communications.

Topics to discuss at next month's meeting include:

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

ACTION ITEMS:

- All partners will revise their hurricane procedures and make appropriate preparations internally.

MOTORIST ASSIST CALLS (*FHP) TO THE TMC

The 30-day pilot project wherein motorist assistance calls from *FHP are being transferred directly to the SMART SunGuide TMC has been successfully completed. Because of this recent success, this project will expand to the Palm Beach ITMS and Florida's Turnpike TMC in the near future.

The Palm Beach ITMS staff will receive customer service training from the FHP Duty Officer Supervisors on May 24, 2007. Additional training can be provided by ITMS management after this initial training. Management also needs to assess the configuration of incoming telephone lines to ensure proper call volumes can be achieved.

The Florida's Turnpike TMC is currently waiting on Captain Egeli to identify internal Lake Worth Regional Communication Center lines so that the Turnpike representatives at the communications center will be able to answer the calls.

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 motorist's name.

Dee McTague relayed the following information.

- The SMART SunGuide TMC averages approximately 15 *FHP calls per day for Broward County.
- Most motorist assistance calls still originate from FHP dispatch.
- Currently, not many calls have been received from uncovered roadways. These calls are transferred back to FHP dispatch when this occurs.

Bob Murphy suggested that a press release should be created by FHP and FDOT. He also suggested that this could be a good opportunity for the Sun Sentinel to write an article about this new procedure.



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ITS AMERICA 2007

ITS America will be held in Palm Springs, CA in two weeks. FDOT District 4 will represent the state of Florida. The Florida setup at the conference will include CCRV feeds, SunGuide, SunNav, and a truss with a two workstation setup. Employees from the District 4 Smart SunGuide TMC and the Florida's Turnpike TMC will staff the booth and operate the equipment throughout the duration of the conference.

I-75 WILD FIRES COORDINATION

The SEFRTOC partners decided that a procedure should be established for I-75 road closures due to wildfires. This procedure will require participation from FHP, 511, statewide 511, the District 4 Smart SunGuide TMC, the Palm Beach ITMS, the District 6 SunGuide TMC, the Florida's Turnpike TMC, FDOT District 1, and possibly FDOT District 5.

Upon incident detection, communications will be coordinated by the District 4 Smart SunGuide TMC. The point of contact for SRS will be Alex Mirones and Penny Kamish.

A flood gate message will be activated on the 511 system. Message content is still to be determined. Once 511 activates the floodgate message, the TMCs are expected to alter the initial DMS message content to include the statement "CALL 511 FOR INFO". This statement relieves the burden of displaying detour information on the DMS and promotes the 511 service. It was suggested that the 511 floodgate message should be short in duration, but could direct motorists to various sub-menus that would have more specific detour information. It was agreed that detour information should be worded in a way that merely suggests possible options to the motorists and that all the suggested alternate routes reflect the nomenclature of the FDOT roadways signs.

SEFRTOC must determine if pre-planned detour routes have a truck restriction before suggesting information to motorists. The TMCs must also ensure that there are no incidents, fires, or road closures on any of the alternate routes during the actual I-75 closure before suggesting detour routes.

It is important to get the closure message to as many motorists and potential motorists as possible. This includes motorists that are close to the closure, motorists far enough away from the closure to decide to turn around, potential motorists before leaving home, local traffic, tourists, trucks and thru-traffic.

After an actual wildfire closure, it was suggested that SEFRTOC hold a post incident debriefing. An incident of this magnitude is also appropriate for TIM Team discussion.

ACTION ITEMS:

- A Smart SunGuide TMC employee needs to drive on I-75 and the detour routes to confirm FDOT roadway sign content, commercial vehicle restrictions, and overpass heights – D4
- Create a policy that defines the role of the TMCs and 511 – ALL / Dee McTague
- Submit the suggested 3 line by 8 character DMS message for Palm Beach ITMS – John Scarpellino (attached to these meeting minutes)
- A news piece should be created when this policy is instituted - ALL
- A conference call will be held on Wednesday May 30, 2007 at 10:00 A.M. to discuss the I-75 wildfire closure procedures in more specific detail - ALL



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OTHER ITEMS

Bob Murphy discussed his visit to the Houston TranStar center in Houston, TX. Houston TranStar is a partnership of four government agencies that are responsible for providing Transportation Management and Emergency Management services. Bob provided brochures and handouts to the SEFRTOC meeting attendees.

Some talking points included:

- The service patrol program called MAP, Motorist Assistance Program, has been active from 1986 to present.
- The following web address can be used by the public to receive incident notifications:
traffic.houstontranstar.org/trafficalert
- Agency co-location insight and promotional materials

Steve Corbin stated that the new Secretary of Transportation noticed that there was no information about the Florida wildfires on the statewide 511 system. Steve suggested for SRS to ensure that the statewide 511 system is reporting all relevant incidents in our coverage area. All problems should be coordinated through Javier Rodriguez. SRS stated that this type of check does occur, but this type of handholding proves cumbersome. Steve Corbin also suggested that SRS notify the statewide 511 at the start of all Level 3 incidents

A request has been issued for all partners to be prepared to discuss major incidents and regional incident coordination at future SEFRTOC meetings.

The latest version of the 511 QA and the SEFRTOC Interagency Incident worksheets should be used by all partners. Sample forms will be included in the meeting minute distribution e-mail.

ACTION ITEMS:

- Be prepared to discuss major incidents and incident coordination at future meetings – ALL
- Please use the most recent versions of the 511 QA and SEFRTOC Interagency Incident worksheets.

FUTURE MEETING

The next meeting is scheduled for: Wednesday, June 20, 2007 at the District 6 SunGuide TMC.

Dee McTague will send out invitations.

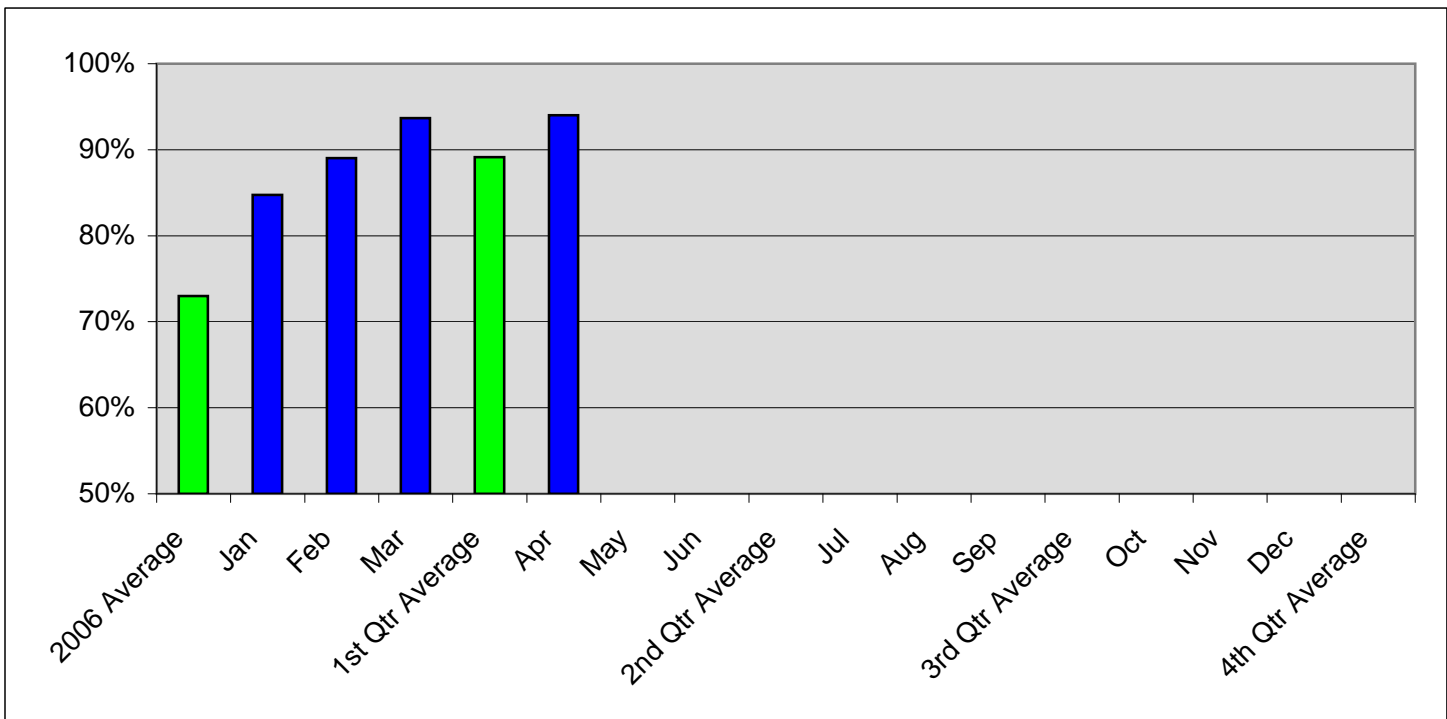
District 6 will be responsible for producing the minutes for the June 2007 SEFRTOC meeting.

Please forward additional agenda items for the upcoming meeting to Dee!!!

SRS Monthly QA/AC Statistics 2nd Qtr 2007 Consolidated

TMC	Total Incidents Reported by TMC	Incidents Not Reported by SRS	Incidents Reported by SRS > 7 mins.	Incidents Removed by SRS >5 mins	Incidents Reported by SRS Inaccurate	Accurate	Percentage Accurate
District 4	47	0	0	0	1	46	98%
ITMS	40	0	1	0	2	37	93%
District 6	52	1	0	2	0	49	94%
MDX	0	0	0	0	0	0	
Florida's Turnpike	40	1	1	0	1	37	93%
Total	179	2	2	2	4	169	94%

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



SRS Monthly QA/AC Statistic

April 2007

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