

***They're back from Summer Vacation!
Be sure to watch for school buses and their precious cargo!***



TABLE OF CONTENTS

Notes from the District Two ITS Engineer	1
The Lighter Side	3
Performance Measures	5
Construction	6
North Florida TPO Update	7
Marketing	9
RISC Update	9
Traffic Incident Management	10
Road Ranger Update	11
Maintenance	12
Operations	13
Sunguide-A Historical Summary	14
Spotlight on...Jason Evans & David Rolfe	16
Jill Dawson's Mission Trip 2010	17
Photo Gallery	19
Staffing/Contact Info	22

ITS Announcements

**First Coast TIM Meeting
Transpo 2010**

FDOT Urban Office-2198 Edison Ave.
Sawgrass Marriott, Ponte Vedra

**09/21/10 10:00 a.m.
12/12-12/15/2010**

Please contact the ITS Office at (904) 360-5465 if you would like to participate in the meetings.

Notes from the District 2 ITS Engineer

Who said the month of August was an opportunity for respite prior to the beginning of the new school year! Apparently, this is no longer the case at the ITS office and the pace has seriously picked up since the July newsletter. First and foremost, SunGuide version 5.0 is here and we now have what I believe is the best Traffic Management software in the United States. In late July the software developer, Southwest Research Institute (SWRi), sent two of their staff members to the Jacksonville TMC so they could assist the District Two ITS Network Administrator with the installation.

Usually, this upgrade process would take a one to two days maximum. For the version 5.0's install I was sweating it on day five. Fortunately, by noon on Friday the SWRi techies headed home and the installation was a success. Some features of this upgrade include a better/faster responding map, enhanced event management capabilities, greater control of 511 information dissemination, an easier to use graphical user interface and a tremendously improved floodgate system. Over the past several weeks the TMC Supervisors have noticed a significant enhancement in daily operations, thereby leading to more efficient management of incidents.

The next upgrades will focus on getting the event management module to the next level and incorporating traffic signal systems as a module in

the SunGuide software. Once SWRi completes the incorporation of this last module the Department will have a fully functioning software that Operations personnel can use to manage traffic symbiotically on arterial and interstate roadway systems. This my friends is the achievement the ITS program has sought for the past five years in that we will have the ability to utilize arterial roadways during diversion of interstate traffic with a goal of keeping impacts to travel to a minimum.

This month the Department's new Statewide Approved Product List (APL) procurement contract was executed, thereby taking the ITS program to the next level of performance. Why is that you ask? Well, it gives the ITS office lower prices, more flexibility and the ability to hold vendors to their word on equipment performance. To rehash something mentioned a few years ago, I investigated the cost of a Dynamic Message Sign (DMS) when provided by a contractor during a construction project and found that the final cost to the Department was around \$110,000. The main reason for this cost was the unknown risks being taken by the manufacturer, the regional sales office and the contractor. I can proudly say that these risks are now removed by this APL contract and the same DMS costs the Department \$54,000, thus creating a savings of over 50%! The same holds

Notes from the ITS Engineer continued

true for many of our other devices now under contract.

How did this contract come about? Well, our partners at FHWA conducted a survey several years ago to determine how the Department could execute ITS deployments faster, cheaper and better than we'd done in the past. During the survey they found that many Districts were considering using the Systems Manager approach for future projects, however this would be a difficult task if the Department was stuck using the low bid approach to acquire ITS devices. After detailed discussion it was determined that Florida's Traffic Engineering Research Lab did an excellent job of testing and validating these products thereby insuring that FHWA and the Department received the best bang for their buck. Due to this determination FHWA said that the Department could in fact open up bidding to all devices on the APL, thus opening up competition based on product price, quality, availability and service.

On a typical project using this contract could lead to cost savings of between \$750,000 to \$1,000,000 for the Department while increasing competition and customer service. In fact, one vendor that provided their initial cost reviewed the contract bid prices and immediately contacted the Department to determine if they could provide a new price 10% less than their original quote.

Likewise, another vendor determined that their competition provided better service so they are now investigating the possibility of opening a repair facility closer to Florida. One of our greatest challenges has been trying to schedule a project around a manufacturer's production cycle. We can now use this contract as leverage when determining which vendor to select thereby allowing us to control the construction project a little better.

I would like to end this by giving a "shout out" to our ITS Construction Project Manager, Mr. John Kell. Last week John notified me that six of the seven arterial DMS have been installed on the State Road 21 project. This is a monumental occasion for our program since it is the first of many deployments in the area. Testing on the entire system is set to begin in mid to late September and the excitement is already building in the minds of the Clay County motorists. More on this later though in the ITS Construction update.

On the following page are screen shots of the view of Blanding Boulevard from two of these newest cameras. Remember, this is just a sneak preview until acceptance testing is complete!

Notes from the ITS Engineer continued



Pete Vega
District 2 ITS Engineer

The Lighter Side

Hello everyone! As Pete stated before, he was passing the baton of The Lighter Side for the newsletter, starting this month. I was “chosen” (told) to provide a story of an experience that I have gone through in my life. Recently I was fortunate to have my son, Jeremiah, here for almost a month and experienced a great deal of things while he was visiting me for his summer school break.

During his time here with me he did have several questions on why adults do things the way they do and he didn’t understand why they do it in weird ways? I guess since he is only 9 years old, kids do not understand why adults do things that don’t make sense to them. First of all, one of his questions was, “Daddy why do you have so many jobs?” I responded to him saying, “The reason why I have so many jobs is to provide you with what you have or might want.” I gave him the example of buying him toys, video games, I-phone and taking him to theme parks. Yes.....I did say getting him an I-phone.

He was interested to see why I had so many jobs, he asked me how many jobs do you exactly have? I responded to him with an honest answer saying, I have a total of 3 jobs. Working with the Florida Department of Transportation for SmartRoute Systems, Navy Reserves and, last but not least, attending the University of Phoenix full time. After telling him how many jobs I have, he responded

-CONTINUED ON FOLLOWING PAGE

The Lighter Side continued

back to me saying why don't you quit one of those jobs? I started laughing and said, "Don't you like me buying things like video games, toys and things like the I-phone and taking you to Busch Gardens?" He responded to me saying yes I do! So don't quit one of them, ok, (with a big smile) I like going to places, getting new toys, and video games.

I kept on laughing as he was explaining why I should not quit one of my many jobs. But as interested as he was on asking me why I had so many jobs, I asked him in return why do you want to know how many jobs I have? He gave me the response of "I am just wondering cause you are always working and have so many responsibilities." Then I asked him; do you want a job so you can help me out? I can give you a job by doing chores around the house or getting a real job! He started laughing and said, "No I am just a kid and I don't want a job! I am supposed to be watching cartoons and playing with my friends." I said, "Really, so you don't want to help me out at all?" With another big smile on his face he said, "No, cause you're my daddy and you are supposed to work while I play with my friends and go to school."

I kept on laughing on the responses he kept giving me. So I told him, "You see, this is why I have so many jobs, cause if I did not have these jobs, you would not be able to enjoy your video games, toys, going to places like Busch Gardens or even playing

with your friends."

After telling him all these things he said, "I don't want to grow up, I want to stay a kid so I wont have that many responsibilities."

Having these kinds of long conversations with Jeremiah made him realize, somewhat, why adults do things the way they do, such as in my situation having several jobs to provide for what he needs. I do remind him that if he ever wants to start working to let me know. But as all of us know, kids are going to be kids and they don't want to have any responsibilities such as work or chores.

Jeremiah will be back next summer at which time I can provide another good story about our experiences together.

Santos Morin
TMC Assistant Supervisor (and proud Dad)



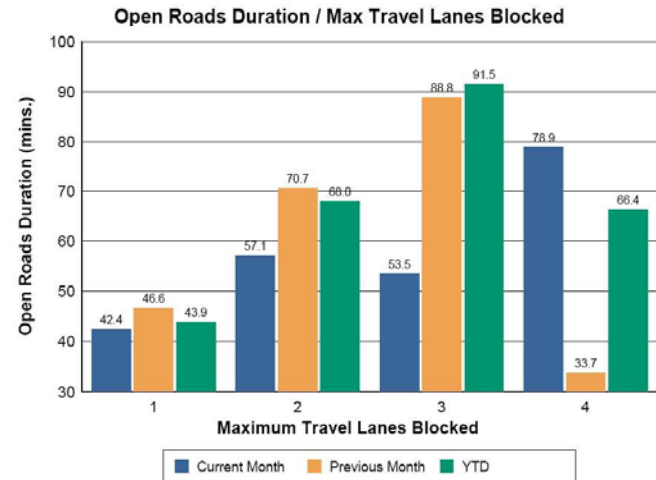
Jeremiah,
Santos' pride and joy,
and the inspiration for
this piece.

Performance Measures

The new version of SunGuide was released in July and this month the updated Performance Measures reports are available. There were some great improvements. The overall layout is much easier to review and the tables and charts are more relevant to our application.

One adjustment is that the severity levels are now labeled “Minor, Moderate and Severe” rather than “1,2, 3 and Other”. This is much easier to interpret. The chart shown is from the July Monthly Performance Measures report. It shows the average Open Roads Duration based on the maximum number of lanes blocked and compares the average for July with the average for the previous month, June, and the overall average for the year. Also, the tables shown give data for events with or without Road Ranger Response. Although the number of events for both situations is comparable, the average duration times for events with Road Ranger Response is consistently lower. This demonstrates the value of the Road Ranger contract.

The reports are being reviewed and analyzed to determine where further improvements can be made. Though there still remains room for improvement, this new set of reports is a great improvement over the previous reports. They are much more useful and require less additional interpretation.



Incidents with Road Ranger Response

	Current Month	Previous Month	YTD
Events included in Performance Measures	105	91	595
A. Notification Duration (min.)*	0.0	0.1	0.0
B. Verification Duration (min.)	0.4	0.9	1.0
C. Response Duration (min.)	2.2	3.2	2.5
D. Open Roads Duration (min.)	45.1	51.2	49.4
E. Departure Duration (min.)	6.7	5.4	4.5
Roadway Clearance Duration (min.)	47.7	55.5	53.0
Incident Clearance Duration (min.)	54.3	60.9	57.5

*FHP Data is not available for Notification Duration

Incidents without Road Ranger Response

	Current Month	Previous Month	YTD
Events included in Performance Measures	97	107	543
A. Notification Duration (min.)*	0.0	0.2	0.1
B. Verification Duration (min.)	1.0	0.6	0.7
C. Response Duration (min.)	3.0	4.4	4.0
D. Open Roads Duration (min.)	45.9	57.6	52.2
E. Departure Duration (min.)	15.9	4.6	8.2
Roadway Clearance Duration (min.)	50.0	62.9	57.1
Incident Clearance Duration (min.)	65.9	67.5	65.2

*FHP Data is not available for Notification Duration

Jill Dawson
Metric Engineering

Construction

As mentioned earlier, most of the State Road 21 DMS have been installed and the TMC phones have not stopped ringing since. A majority of the calls are from public agencies like Law Enforcement and the County Public Works personnel wondering when the system will be activated. It appears that many of them feel this is a much needed tool for the management of traffic flow through this corridor. The key objective now will be the battle over who will have command and control over the equipment. At the moment it seems that this task will be handled by Public Works, however in all likelihood the Clay County Sheriff's office will lend a hand at their dispatch center.

All of the cabinets and CCTV cameras have been installed and the contractor, Miller Electric, should have power to the devices in the next week. Stand-alone testing should begin in mid-September with the system test starting in early October. Once these milestones have been met we can begin the burn-in phase of the project with a goal of giving final acceptance to the contractor in early December.

The State Road 15 project is progressing with limited to no conflicts as of yet. This project will involve four DMS along the corridor with two for northbound traffic and two for southbound traffic. There will also be 11 CCTV cameras included in

this project from Collins Road to Creighton Road. This system will be tied into the Town of Orange Park Police dispatch center and they will assist Clay County with the management of traffic through this corridor. We hope to begin construction in early December with a completion date of early Spring.

The I-95 Phase VI project received final acceptance on August 16th, 2010. This deployment has already paid huge dividends for the TMC since several major incidents have occurred that could now be handled in real time using the CCTV cameras and DMS north of this project. These devices on the Phase VI allow the TMC operators to divert southbound & northbound traffic onto US 1 when incidents occur between the St. Johns County line and Philips Highway along I-95. TCD completed the task of interconnecting the two old DMS and CCTV cameras to the network on August 24th, thus the entire system is now operational for use by the TMC.

The State Road 9A Phase VII project kicks off with a pre-bid meeting on the morning of September 9th. We are hoping that the winning bidder can begin construction by January 2011 with an anticipated completion date prior to the winter holiday in 2011. This will be a challenging

-CONTINUED ON FOLLOWING PAGE

Construction continued

project in that all of the lessons learned over the past several years will be incorporated into this deployment. The project involves wireless communication, arterial DMS, road weather information equipment and multiple types of vehicle detection devices based on location. We will also have the opportunity to begin using the new Statewide APL contract to purchase equipment at cut-rate prices and no longer will be at the mercy of the Construction contractor or low-bid manufacturer/vendor. We are at a unique point in the program and know “it is time to put up or shut up!”

The I-295 Phase VIII project should have 90% plans submitted in early September with an anticipated Letting date of April 2011. Construction on this project should start in late Summer next year with the goal of completing work by April 2012. This is a pretty straight forward project with minimal challenges and no new concepts introduced as of yet. After this project is completed there remains one segment of the interstate to complete with the Phase IX, then we will have a fully redundant network ring throughout the entire City of Jacksonville.

John Kell
District 2 ITS Construction Project Manager

North Florida TPO Update

The North Florida TPO projects are progressing with the only hang-up still being the network switch. The District Two ITS office has participated in several meetings with the Department’s TERL personnel trying to get this issue resolved. Once the City of Jacksonville’s desired switch is approved we can complete the installation of the components within the Traffic Signal control cabinets. After approval is received from TERL the City can complete work on several arterial corridors and we can move forward with the next phase of the ITS program for the region.

The Nassau County State Road 200 project is almost completed and we are waiting on their contractor to complete the final connections to the network. We anticipate the start of testing in mid-September with a goal of putting this deployment into use before October. Since the entire network will be wireless there will be some load balancing of the bandwidths and fine tuning on the CCTV camera output rates.

The St. Johns County projects for State Road A1A and US 1 are still in the works with the North Florida TPO’s System Manager taking the lead on the technical aspects of the project. Many of the cabinets have been received and they are at the point of committing staff to this deployment. As mentioned in the ITS Construction section,

-CONTINUED ON FOLLOWING PAGE

North Florida TPO Update continued

the Clay County projects are moving along on schedule and should be an enormous asset to motorists in that area of the region.

The US 1 project in Duval County has been delayed and is currently under review by the Department. The ITS office hopes to get some movement one way or the other on this very important task since it will become the benchmark for future ITS deployments on arterial roads within Duval County. The main objective of this deployment is to prove that having parallel systems in place (I-95 and US 1) will allow operations to balance out traffic during the morning and evening commute.

The road weather information system projects are currently in the research phase with the goal of starting deployment in January 2011. The District Two ITS office is working closely with Central Office on the coordination of the communication network. If you recall, the Department intends to use the NOAA satellite system to get this information back to a centralized location, thereby saving the Department money on communication infrastructure. Several NOAA approved devices are being analyzed and once a selection has been made we can begin to procure and deploy the components.

One final note to address regarding the North Florida TPO is the research into Blue Tooth technology for arterial performance. This technology is being used at several locations around the country with three deployments in the State of Florida. Basically, this system uses MAC addressing from active Blue Tooth devices to determine speeds along a corridor. Having this information will allow the region to determine travel times from point to point, corridor performance (regulated speed vs. actual) and trip generation. The most beneficial aspect of this technology is that it will reduce costs by 60% when compared to the traditional method of acquiring data using the current vehicle detection system. Also, installation times will be reduced significantly since the Blue Tooth components will be able to utilize existing infrastructure along the corridor.



Marketing

Since launching the new Next Generation 511 system, the phone and internet prompts have become much more user friendly. In fact, if you haven't had a chance to check out the new system we've placed some of our 511 rack cards in 2 different locations inside the Jacksonville Urban Office... downstairs in the main lobby and on the 2nd floor next to the stairwell in the brochure rack. Feel free to grab a few, and as always, we welcome your comments and suggestions.

As far as events go, we've had a fairly busy summer, with 2 of our biggest events occurring back-to-back. First, there was the Shadco Safety Fair at The Avenues Mall. Every year the Jacksonville Sheriff's Office invites first responders, community awareness groups and other government agencies to attend this day long event. There were demonstrations, giveaways and lots of old police cars on display. Sheriff John Rutherford even made a special appearance later in the day.

Next, we gathered up our 511 goodies and headed over to the Teacher Supply Depot for their annual back to school expo. Jamie Scarberry, First Coast Road Ranger Supervisor for District 2,

handed out bottled water while we handed out highlighters, pens, dry erase boards and sticky notes... a dream come true for area teachers!

Next month we'll be visiting employees in the Aetna building downtown and then it's on to the Fall Home and Patio Show, September 30th – October 3rd. For more information www.jacksonvillehomeshows.com.

We hope to see you there!

Sherri Byrd
511 Marketing Manager

RISC (Rapid Incident Scene Clearance) Update

Since December 18, 2010, we have not had an incident that required the services of our Rapid Incident Scene Clearance (RISC). Our Contractors - Southern Wrecker and Recovery, LLC., Walt's Wrecker Service, John's Towing Auto and Truck Services, Inc., and University Towing and Transport, Inc. – are ready to be activated if the need arises.

Traffic Incident Management (TIM) Update

ALACHUA TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The Alachua Traffic Management Team met on Tuesday, August 11, 2010, at the Florida Department of Transportation’s Gainesville Maintenance Office at 10:00 AM.

The following agencies were represented: FHP, FDOT Traffic Operations, FDOT ITS, FDOT EOC, FDOT Safety Office, FDOT Maintenance, Medical Examiner Office, FDEP and AAG Environmental.

After incidents were debriefed, it was reported Alachua County is updating their evacuation plans on how to deal with the mass of people and traffic coming into Alachua County.

FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE:

The First Coast Traffic Incident Management will hold its team meeting on Tuesday, September 21st at the at the Florida Department of Transportation’s Urban Office Training Center – 2198 Edison Avenue - at 10:00 AM.

District 2 TRAFFIC INCIDENT MANAGEMENT TEAM MISSION:

The Florida Department of Transportation District Two’s Traffic Incident Management Teams through partnering efforts strive to continuously reduce incident scene clearance times to deter congestion and improve safety. The Teams’ objective is to exceed the Open Roads Policy thus ensuring mobility, economic prosperity, and quality of life.

District 2 TRAFFIC INCIDENT MANAGEMENT TEAM VISION:

Through cooperation, communication and training the Teams intend to reduce incident scene clearance times by 10% each year through 2015.

ANNOUNCEMENT:

National Unified Goal (NUG) for Traffic Incident Management sponsored by FHWA, I-95 Corridor Coalition and the NTIMC.

The summit is being held in Maryland but a portion of it on September 21st from 12:00 PM to 4:45 PM will be offered as a webinar.

If you are interested in joining this webinar at FDOT Urban Office, please respond to Donna Danson at donna.danson@dot.state.fl.us by September 8th.

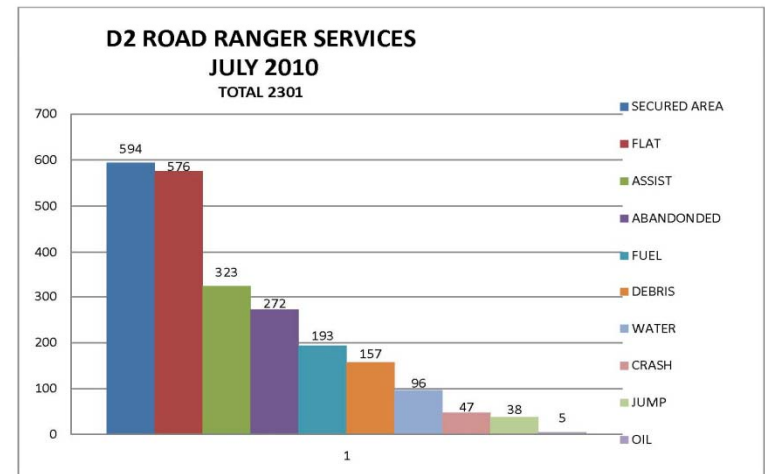
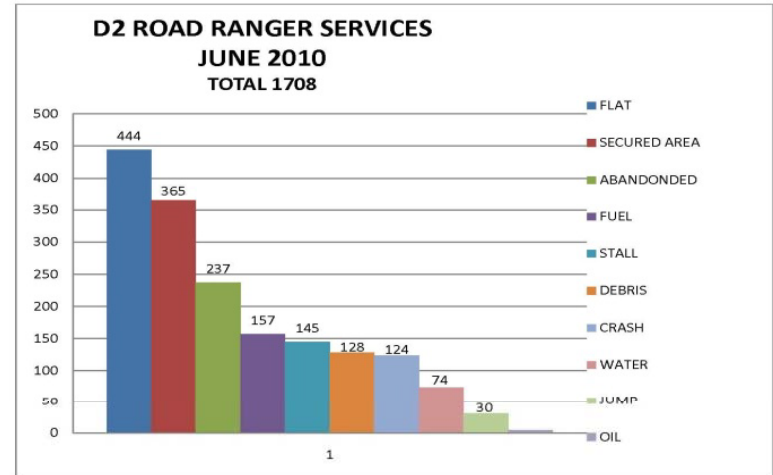
Road Ranger Update

The Road Ranger Service Patrol Service continues to be a successful partner in our Traffic Incident Management Team.

In the month of July, 2301 stranded motorists were assisted which resulted in decreasing crashes and incident duration. Motorists are responding in a favorable way as proven by the amount of comment cards, phone calls and letters received to FDOT. In the 2nd quarter of this year, FDOT Central Office received 2360 comment cards from motorists in the Jacksonville area with 99.67% stating service was “excellent” and 97.16% reported receiving service within 30 minutes of breakdown.

It is evident the Road Rangers are creating a safe environment for our traveling motorists as well as boosting the performance levels in traffic incident scene clearance to achieve the Team’s mission of the 90 Minutes *Local Open Roads Policy*.

Donna Danson
 District 2 ITS Operations
 Program Manager



Maintenance

ITS Maintenance is moving along at a steady pace over the last month. The team is still dealing with devices damaged by lightning throughout several locations in Jacksonville. It appears that the biggest hits being taken are by the Impath video encoders and the Garrettcom switches. The main damage is occurring to the port connection on several of these devices so additional surge protection components are being added to the cabinets to prevent this type damage in the future. In all likelihood, a deterioration to the grounding protection is leading to this problem, therefore the ITS Maintenance contractor, TCD, has been assigned to investigate electrical resistance at all the cabinets so that we can determine where ground rods need to be replaced.

The ITS office assigned TCD task work orders to splice several locations around Jacksonville. This is the final step toward building multiple nodes for redundancy of the ITS network. Basically, the maintenance contractor will integrate the arterial fiber network into the interstate fiber network, thus allowing us to jump from one system to the next when a fiber cut occurs downstream. While the maintenance contractor's fiber splicer was in town, we also had them complete the fiber communication

splice to the two DMS and CCTV cameras on south I-95. This work is in conjunction with the Phase VI project that will be discussed in the Construction segment of the newsletter.

TCD is awaiting permission from the ITS office to install the DMS on I-10. The location of this sign is within the limits of the I-10 widening project and it appears that the Construction contractor will allow us to proceed with the installation in early October. There will still be the challenge of firing up the wireless system within the construction work zone since some of the components needed to be moved out of the way; however we are confident that this will be of minimal concern due to the flexibility when utilizing a wireless system.

Kevin Jackson
District 2 ITS Field Specialist



www.fl511.com

Operations

Construction and School, two things the Transportation Management Center has on its mind, just like so many people across North Florida and the Country. By the time this newsletter gets sent out the young minds of District 2 will be getting back into the groove of school and to help get them there... buses. Lots of buses! That is where the TMC starts to take notice as traffic queues pick up and rush **hour** becomes **hours**. Thankfully, here in Jacksonville we have several new traffic patterns opening up to assist with those delays.

Three major projects hit landmarks the past few weeks where we saw new ramps and traffic patterns open up to aid in our efforts of reducing congestion. Commutes should be smoother with the new 10/95 interchange, the 95/J. Turner Butler Blvd interchange and the new 95 southbound to 9A southbound ramp. The first two projects opened before school began, giving motorists a chance to adapt to the new traffic patterns. The new 95/9A ramp opened the third morning of school for Duval County students, but is less active than the two other projects during rushes.

During the summer months the average travel time 95 southbound from our DMS on the Fuller Warren Bridge to J. Turner Butler Blvd. was shortened from 12 minutes to seven minutes due to the new ramp. This is wonderful news and proof that the project is paying off as time

equals money. While school is in session, and the volume of vehicles on the roadway increases, it will be interesting to monitor the travel times of these three projects. Early returns the first week were better than expected with the morning traffic. Afternoons remain congested but promising. No matter the traffic the TMC will keep motorists informed and help get them to their destinations quickly and safely.

For the month of July the events worked by the TMC was slightly higher than usual coming in at almost 2,500 events. Lane blocking events steadied this month to 401 after rising from 281 to 429 the previous 3 months. The past month Road Rangers assisted over 1,800 events performing 2,517 activities which are both up several hundred from last month. You can tell those new Rangers are getting into the routine!

In areas without ITS, the TMC depends on FDOT and FHP personnel to give us traffic information reports. You can reach our 24/7 line at (904)301-3700 extension 122 or our work day line at (904)360-5465. You can now also leave feedback on the Next Generation 511 system about road conditions and bugs you may find in the system that is relayed to our operators in real time.

Remember: Know Before You Go! Dial 511.

Ryan Crist
Lead TMC Supervisor

Sunguide...a Historical Summary

In every district of Florida, operations centers are responsible for managing miles of roadway studded with cameras, traffic sensors, and dynamic message signs. At a minimum, Operations staff dispatch Road Rangers, manage traffic incidents, notify other agencies of issues, and send information to the public via Florida's Statewide 511 system. The ability to handle all of this simultaneously would be a difficult task, if not for the state's unified ITS management software called Sunguide.

District 2's experience with Sunguide began in late 2005, when the custom software that had run out of development (not so coincidentally also called "Sunguide") was replaced with the FDOT-designed software. SouthWest Research Institute (SWRi), the group that had been selected to create Sunguide, traveled to the Jacksonville TMC for their first production deployment. The initial install, Version 2.0, did what it needed to do: ran the signs, cameras, and detectors in our ITS network. It was also very slow and cumbersome, to the point that occasionally operators could start counting in their heads before the map would refresh. One of the first major upgrades to the software (v 2.2.2) was based around improving the performance of the Sunguide interface so that operators could do their work without the program getting in their way.

As the years have passed, Sunguide has been updated many times with newer versions. Some are fixes for existing software bugs, and some are additional features added as the ITS program grows and develops statewide. District 2's next major update was version 3.0, in February 2008. Version 3.0 replaced an older incident tracking system with the newer Event Management system that we now use today. The newer Event Management system was integral to the development of Statewide Performance Measures, as it expanded and standardized the amount of incident information that could be tracked. It also included a revamped Data Archiving system to make the storage and retrieval of historical traffic detector data possible.

In 2009, Sunguide 4.2.2 was released. This was a major rollout across the state, as it coincided with the deployment of the new Statewide Advanced Traffic Information System (FL-ATIS). The FL-ATIS program was a statewide 511 system that was to replace and combine the multiple different 511 systems employed throughout the state. Sunguide 4.2.2 was part of this deployment, as it included the ability for operators to place information on the statewide 511 system using the same interface they already used to provide traffic information on dynamic message signs. For every traffic incident posted on www.fl511.com, there is a TMC operator behind the scenes keeping the information updated and available to the public.

-CONTINUED ON FOLLOWING PAGE

Sunguide...a Historical Reflection

The year 2010 brought us Sunguide 5.0.3, with a major change in the map that the operators use. The older map was sluggish, computer resource-intensive, and needed a facelift due to some behind-the-scenes issues with a plugin required to draw the map. Sunguide was thus redesigned to include a new map, one that looks and operates in a fashion similar to the popular Google Maps. The new version, while losing some minor abilities, has impressed everyone with the huge increase in speed and usability.

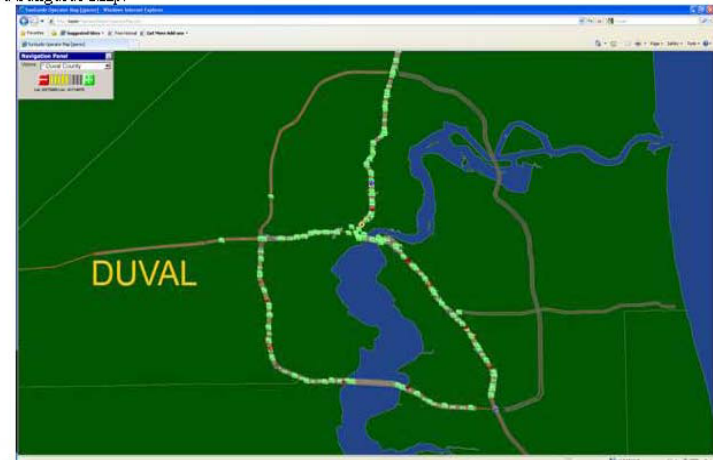
As the ITS program grows statewide, new opportunities and knowledge contribute to further development in Sunguide. Some future and near-future software abilities District 2 will be able to make use of include inter-district information transfer, the ability to utilize FHP CAD data to detect incidents, and electronic Road Ranger communications. By deciding to use a single, statewide software package, the FDOT has helped to insure against the future by bringing together the full knowledge of ITS Operations across the state.

Jason Summerfield
District 2 Consultant Network Manager

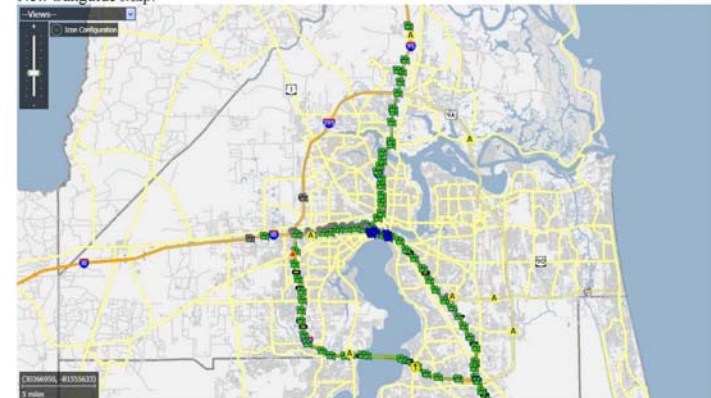
2.0	Oct 2005
2.2	Oct 2006
2.2.2	Mar 2007
3.0	Sep 2007
3.1.1	May 2008
4.1	Oct 2008
4.2.2	Jun 2009
5.0.3	Jun 2010



Old Sunguide Map:



New Sunguide Map:



Spotlight on...Jason Evans and David Rolfe

David Rolfe and Jason Evans have been keeping an eye on Jacksonville’s roadways for over 5 years now. The thing is, they hardly ever get a glimpse of those roadways in broad daylight. They both work overnights (on alternate days) at the Traffic Management Center inside FHP’s Jefferson Street location.

“Even when I’m not working I sleep during the days to keep acclimated to night work,” David says. And what does he enjoy most about his overnight shift? “The reverse commute and escaping the daytime heat,” David jokes.

Both David and Jason have seen an explosion in technology since first signing on with the TMC over 5 years ago. “The video quality on the cameras is a lot better now, posting DMS messages is a lot easier, the video wall over at FHP has made things much easier, and Sunguide went from controlling hardly anything at all to controlling just about everything we do here,” Jason remarks.

And after 5 years of watching the traffic monitors, they’ve seen just about everything there is to see... the good, the bad and the ugly. “Most memorable story would either have to be seeing the motorcycle explode at the I-10 and I-95 split or a month or so ago when we had a naked man running around at I-95 and MLK,” Jason recalls.

“When JSO showed up he wouldn’t go near them and kept running back and forth hurtling the guardrail. Then FHP arrived on scene and the man ran right up to the trooper with his hands out to get handcuffed.”

David recalls a time when the story didn’t have such a happy ending. “It’s pretty grizzly, but one time we were watching the Fuller Warren camera when a speeding sports car changed lanes into the trailer of a semi. It sheared the top of the car right off. The driver was apparently distracted by his new fiancé showing off her ring, we heard after the fact. She survived, the driver died shortly after being transported,” David says.

Still, the rewards make it all worthwhile. “It’s nice knowing that I am making peoples’ lives better by sending them help when they need it and making their drive a little safer and easier,” Jason is quick to say.



Overnights agree with Jason Evans!
He hasn’t aged a day since he was profiled
In May, 2009.

Spotlight on...Jason Evans and David Rolfe cont. Jill Dawson's Mission Trip 2010

Before coming to the TMC, Jason worked at Convergys doing payroll and benefits for Fifth Third Bank, and David split his time between America Online and CompuServe doing technical support and account security. When David's not working he enjoys spending time with his wife of 9 years, reading, playing video games and working on software projects. Jason spends most of his time working on the new house he just bought and hanging out with friends.

Both David and Jason bring a substantial amount of knowledge, dedication and expertise to our close-knit team. The Traffic Management Center is by far a better place because of the roles they play here every day... or every *night*, as the case may be.



David Rolfe, always looking for "peace" on the area highways

Jill Dawson just returned from a missions trip to Central America. She spent one month in the city of Matagalpa, located high up in the mountains of Nicaragua, 2 hours north of the nation's capital. This is her account of the experiences she had and the people she met along the way.

What were the goals you set out to accomplish on this trip?

As Jehovah's Witnesses do all over the earth, our goal is to teach people the truth from the Bible and help people bring their lives into harmony with God's requirements. In Jacksonville I am in a Spanish-speaking congregation so the other aspect of going to Nicaragua was to improve my Spanish and understand the culture.

What is a typical day like for the residents of the village you visited?

The sun rises early and so do the people. A sound car circles the city announcing recent marriages and deaths. The poorest of the locals have corrugated metal houses but they somehow manage to get a TV in there. Rich and poor alike, Nicaraguans take great pride in their apparel. Their clothes are always fresh and pressed and their whites are some of the whitest I've ever seen.

What were some of the primary differences between here and there?

You could spot an Englishman from blocks away. I can't explain the difference, but I think it's in their

Jill Dawson's Mission Trip 2010 continued

eyes. The locals look at you like they want to see the world through you, but they're almost afraid of what they'll see. Their life is hard, but it's all they've ever known, so they are happy.

What was the most eye-opening experience for you during your stay?

Understanding Hispanic culture. Nicaraguans are very innovative and intelligent people.

What did you miss most about home?

The familiarity of home is a secure feeling in contrast to the transiency of staying in a foreign country for only a month. But the locals are so welcoming that it didn't feel like a sacrifice.

Now that you're back home, what will you miss most about Nicaragua?

Definitely the simple lifestyle, but the best part of being there was knowing that I was volunteering all of my time to bring a message that can help people lead happier lives. That gives life a real sense of purpose. As Acts 13:35 says there truly is "more happiness in giving than there is in receiving."

Talk about some of your experiences with the people you encountered.

One very touching experience was of a family living in the mountains amid coffee plantations. The father was a teacher for many years, but a couple years ago, he stood on a chair in the

center of the classroom, reached up to change a light bulb and was electrocuted. He tumbled off of the chair and was paralyzed as a result. For some time he could not leave his home because there was no way to navigate the wheelchair out of the house down the steep dirt and stone path. But one glorious day, some friends from the nearby congregation of Jehovah's Witnesses got the supplies together and built a ramp leading from the house to the road. He was finally able to leave the house! Well, after that there were still difficulties. He wanted to attend the meetings of Jehovah's Witnesses whenever possible. The nearest Kingdom Hall is about an hour drive, but fortunately, arrangements are made to have meetings held once a month in a school near the man's home to accommodate him and several others in the area that enjoy attending the meetings. Typically a Jehovah's Witness who owns a truck will pick him up, but one meeting, he was not able to come. So the man did not have a means of transportation. So his 12-year-old son helped his father out of the house and pushed him in his wheelchair nearly 2 miles through the winding mountain road to the school where the meeting was held. How motivating it was to see such a display of appreciation for the encouragement that we gain from worshipping Jehovah together with friends at regular meetings.

Do you have plans for your next adventure? And if so, where will you go?

I'm always looking for a new adventure.

Photo Gallery 1



Jill and a friend in Nicaragua



Editor's "guess" at Jill's Nicaraguan Paradise
From June newsletter



Another breathtaking view from Jill's
Mission Trip 2010 to Nicaragua

Photo Gallery 2 Summer Cook Out



The District 2 Team



Our fearless leader...oops, Donna's Subordinate (see name tag)



TMC Operator Jessica Lakey and family



TMC Network Manager Jason Summerfield, daughter Mia and Pete, it's all about team work!



Chef Crist (yes, that's his Uncle) with his able assistant Chef Byrd



Three of our fine Road Rangers enjoying the wonderful food!



All play and no work... Road Ranger Safety Meeting



Part of the District 2 Team

Photo Gallery 3



Standing room only at the 511 booth at the Shadco Safety Fair at the Avenue's Mall



511's visit to the Shadco Safety Fair at the Avenue's Mall



511 was on hand for the Duval County Teacher's Depot event



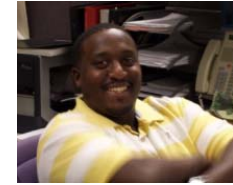
One of Duval's great teachers spins the 511 wheel at the Teacher's Depot

Contact Information

Donna Danson
ITS Operations Project Manager
 904.360.5635
 Donna.Danson@dot.state.fl.us



Kevin Jackson
ITS Field Specialist
 904.360.5454
 Kevin.Jackson@dot.state.fl.us



John Kell
ITS Construction Project Manager
 904.360.5455
 John.Kell@dot.state.fl.us



Peter Vega
District 2 ITS Engineer
 904.360.5463
 Peter.Vega@dot.state.fl.us



www.fl511.com

TMC Desk at FDOT **360-5465** Mon-Fri 6a-6p
 TMC Desk at FHP - ***FHP (301-3700) x 122** -24/7/365
 Penny Kamish, Project Manager
 Ryan Crist, TMC Lead Supervisor
 John (Sean) Wilcox, TMC Supervisor
 Jason Summerfield, Network Manager
 Santos Morin, TMC Assistant Supervisor
 Derrick Odom, TMC Assistant Supervisor
 Sherri Byrd, 511 Marketing Manager

D2 Day Operators

Jesse Gilmour
 Jessica Lakey
 Adam Page

D2 Night & Weekend Operators

Jason Evans
 David Rolfe
 Rebecca Reid
 Tyler Sowers

D3 Day Operators

Santos Morin
 Adrienne Catapano
 Jessica Vazquez
 Ed Capps

511 Probe

Sherri Byrd
 Michelle Warren