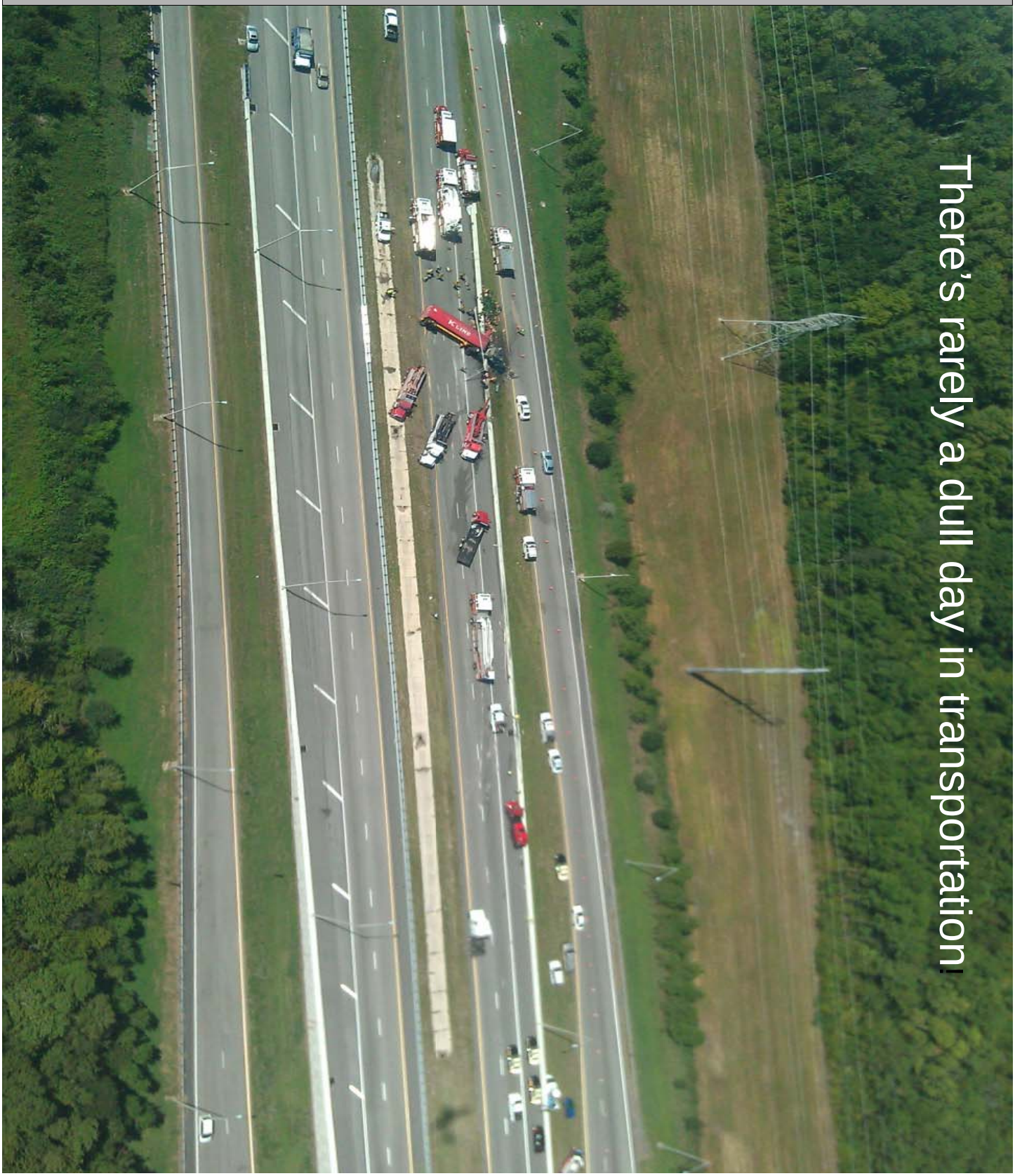
FDOT District TWO

Intelligent Transportation Systems Newsletter –
September 2011
Issue 47



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ITS Announcements

ITS America/World Congress	Orlando, Florida	10/16-10/20/2011

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

NOTES FROM THE DISTRICT TWO ITS ENGINEER

Notes from the District 2 ITS Engineer

September has been a month of change for the ITS office, locally and with the Statewide program. The team has shifted to a higher gear as we put the pieces in place with a goal of achieving a symbiotic relationship between Arterial and Interstate roadway systems in the next two years. The greatest challenge has been to keep up the pace with limited resources and experienced personnel. All of the ITS staff are stretched thin at the moment trying to stay within a schedule that has all field deployments competed prior to construction of the new Regional Transportation Management Center.

Once construction of this facility is done the County traffic signal operations and Department's TMC staff will be able to manage congestion, provide traffic information and deal with incident response on approximately 90% of the State roadway system in Jacksonville. The facility will also allow us to do the same with management of roadway systems in Clay, St. Johns and Nassau County.

The Statewide 511 program is also in transition as we seek the next vendor to handle the Department's Interactive Voice Recognition System (IVR) and website. The new contract will be unique in that it will involve revenue generation on the part of the vendor. Oral interviews were conducted on September 7th and a selection to negotiate with the highest ranked firm was posted on September 8th. Telvent was the highest ranked vendor due to their proposal of expanding features in 511 while generating sufficient funds to cover all costs associated with current services as well as future upgrades.

Some of the revenue methods proposed by Telvent include Smartphone couponing, roadway sign sponsorship, banner ads on the web, five second ads on the IVR and additional navigational services at a cost to the end user. The basic features of 511 will still be provided at no cost to everyone, however Telvent will also provide a "suite" of features that may be very beneficial to commuters or firms that require roadway "logistics" to stay ahead of the competition. Currently, Telvent is handling 511 for Pennsylvania, New York, Maryland, Tennessee and Dallas, thus they will be able to use "lessons learned" and economies of scale to keep any Department costs under control.

As previously mentioned, the ITS staff has been stretched thin thus we needed to prioritize many of our tasks while trying to stay within a limited budget for this fiscal year. This past month the North Florida TPO offered to provide some financial assistance for the complete installation of the Bluetooth technology and wind sensors. This assignment has been given to maintenance contractor, TCD, to deploy with an anticipated completion date prior to this year's holiday season. Three of TCD's staff have been fully trained on the

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Notes from the District 2 ITS Engineer cont.

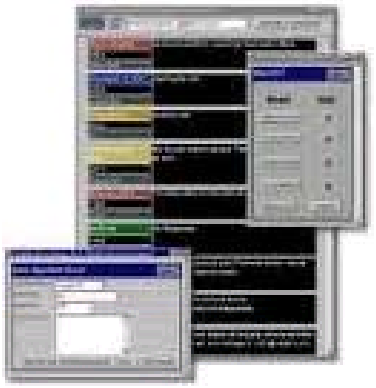
installation process and have been told to begin the work the first week of October. There are still over 140 Bluetooth devices left to install and 25 of the wind sensors.

The RTMC project has picked up its pace over the past few weeks. Currently, I am reviewing the DMS documentation and "filling in the blanks" so that we can proceed with advertisement and selection of the Architectural firm. At this moment, the funding is in the Work Program and an initial schedule has been set for this project. Once the Architectural firm gets on board it will be a matter of months for the final design to be completed. The Department has decided to stick with the "guts" of the original design completed a few years ago, thus the major work will involve complying with DMS building requirements, developing a new footprint for the property and investigating several options for utilities.

One final bit of exciting news is that FHP Captain Gaston spearheaded the acquisition of hardware/software for a WebEOC and the Jacksonville Regional Communication Center (JRCC). This product will link multiple EOC, law enforcement and fire rescue agencies in Northeast Florida to the TMC so that real time incident information can be shared by all. The equipment purchase and installation process is being led by the Nassau County EOC Commander, Mr. Danny Hinson. It is anticipated that acquisition and installation will be completed by the end of October. Following the completion of this task, training will be provided by the vendor with a goal of activating this new feature in the TMC prior to the Thanksgiving Holiday.

I would be negligent if I did not remind everyone just one more time about the ITS World Congress being held in Orlando the week of October 16th. As promised previously, you will not be disappointed if you attend. There is even an opportunity to go for one day for free if you sign up for an incident management demonstration being offered during the middle of the week. If you are interested, please contact me and I will have Ms. Donna Danson provide you with the registration form. Signing up will include this demonstration and access to the exhibit hall, as well as other demos.

Pete Vega
District 2 ITS Engineer



Web EOC screenshots

Maintenance

It seemed that we had thunderstorms every afternoon this past month, but then again it is summer in Florida. The thunderstorms always play havoc with the electronic devices along the roadways and keep the ITS Maintenance Group busy. Any of the older equipment found to be damaged is being replaced with newer models in an attempt to update the older sections of our System. Many of the devices in use were installed more than 7 years ago, which is a long time for electronics in the harsh Florida climate.

Even with all this activity the Maintenance Crew was able to keep the equipment operational over 90% of the time, on average. The biggest challenge were the vehicle detectors that are always sensitive to electrical interference brought about by lightning. The Dynamic Message Signs and CCTV Cameras were a little more reliable with ancillary devices like a switch or encoder being the main cause for down time. On occasion, a transient surge suppressor would go bad at various locations thus depleting our stock and causing a need to reorder.

In previous Newsletter issues we have discussed our deployment of various device manufacturers for testing to see if they were equivalent to or maybe even better than the device manufacturers and models we have in use. We are always searching for devices that are better, more reliable and more maintainable to make our System better and less costly to Operate and Maintain. We will hopefully be testing several more devices in the near future, as the largest ITS Industry meeting, ITS World Congress, is being held in Orlando, Florida next month. Manufacturers from all over the world will be in attendance to show off the latest and greatest devices in the ITS arena. We hope to make as many contacts as we can with manufacturers and their vendors to allow us to possibly test their equipment on our System in the near future.

Earlier this month I had the opportunity to attend a fiber optic training course that showed attendees how to select the proper fiber optic for the job, what equipment would be necessary to test the network and methods for splicing a damaged fiber. After completing the course an examination was given on the final day for certification to test and splice fiber optic cable. I am proud to say I got my certification and am in the process of requesting the necessary equipment to perform the task. The goal is to expedite the response times to damaged fibers in the region while reducing costs. Each splice costs the Department around $100, thus a normal 72 to 96 strand that is cut would cost nearly $10,000 to repair. Likewise, it could take several days or weeks to handle the repairs if a debate were to occur on who should be held accountable for such damage. By handling it ourselves we will now be able to address the need first and who is responsible second, thus assuring that the system stays operational to our highest capability.

Kevin Jackson
District 2 ITS Field Specialist

Construction

The Contractor for the Phase VII Project, on SR 9A between the SR 9A/I-95 Northern Interchange and Atlantic Blvd, is nearing completion of conduit installation. They are still behind schedule on the bridge mounted conduit needed across the Dames Point Bridge. We anticipate that this work will take about 90 days to complete and will involve major maintenance of traffic at night and on weekends. Contractor forces are currently working on finishing up conduit/ pull box installation along the shoulder of the road and has started the installation of power services. The Contractor also took receipt of the Dynamic Message Signs this month. The signs are being stored at the Contractor's laydown yard at the SR 9A/Pulaski Interchange until they are ready to install them.

The Contractor for the Phase VIII Project, I-295 between I-95 and I-10, has continued with conduit installation and has started installing pull boxes. The project is progressing well and is currently ahead of schedule.

The Phase IX Project Designer has received comments from FDOT Reviewers on their 100% plans. Reviewer comments have been responded to and resulting changes to the plans are being made. JEA has recently made some changes to their power service requirements and FDOT and JEA are in discussions as to how this will impact FDOT Projects. Once this issue is resolved, plan changes will be made if needed and the plans will be Signed and Sealed.

The US 1 Project Team submitted 100% plans for FDOT Review. The Team has continued coordination with utility owners in an effort for the utility owners to move their conduits in several areas to allow for the installation of Arterial Dynamic Message Sign foundations. Construction is expected to start later this fall.

John Kell
District 2 ITS Construction Project Manager

North Florida TPO Update

As mentioned earlier there is a full blown effort to complete the installation of all Bluetooth devices and bridge wind sensors by this holiday season. A three man crew from TCD will be assigned to this task on a daily basis until all the units are in the field. Installation of each Bluetooth should take less than 15 minutes, thus it will take approximately three total weeks when including travel time and network integration. The bridge wind sensor installation will take approximately 4 hours per location so we anticipate this will take approximately three total weeks as well.

The existing Bluetooth in the field are being checked on a daily basis by the vendor, TrafficCast, and the firm is providing a weekly report on the deployment's performance. There are approximately 20 of these in the field at the current moment along Philips Highway (US 1) and the I-95 corridors. The data is being compared to existing traffic detection devices along I-95 to ensure the quality of the Bluetooth data. So far, the information being provided is matching field data, thus the confidence level is high for the information that is being received.

The wind sensor devices are also being checked on a weekly basis to insure the quality of the data. We recently had two devices go down and the vendor, Microcom, is checking to see what caused the loss of information. The preliminary analysis shows that the software in the device may need to be upgraded due to the amount of data being collected. A final determination should be provided by this firm no later than the end of September.

Central Office has received permission to proceed with the purchase and installation of the Satellite Dish that will be installed in the Department's Lake City Maintenance yard. Once installed, this dish will be pointed in the direction of the NOAA GOES satellites over the Gulf of Mexico. The data that is retrieved by this Satellite Dish will then be transmitted to Central Office and our District through the ITS WAN microwave network for use in local maps and reporting software.

At the moment, the only North Florida TPO project in action is the Philips Highway job from I-295 to downtown. This deployment has been a major challenge for the designer, Kimley-Horn, due to the amount of utilities along this corridor. I believe that over the past month these utility issues have been resolved and the project has picked up steam. The contractor, American Lighting, is eager to pick-up the pace since it is a unique project that can put a feather on their cap once completed.

The North Florida TPO System Manager, DRMP, has submitted 100% plans for two projects, College Drive (Clay) and State Road 200

North Florida TPO Update continued

(Nassau). They have now begun the design for the arterial dynamic message signs along several corridors near I-95. They are also assisting the City of Jacksonville with a design for a wireless connection over the Intracoastal Waterway on Beach Boulevard that will connect the City's network on the beach to the mainline network. There are several more tasks being handled by DRMP that will assist in tying up "loose ends" as we get closer to the construction of the new TMC.

Thought I was kidding when I said everyone has been busy lately, "didn't ya?" The ironic thing is that everyone has been able to keep up with the workload while still dealing with the everyday operational issues.

RISC – RAPID INCIDENT SCENE CLEARANCE – UPDATE

The RISC Debrief Meeting for the July 19th incident on I-10 WB (on-ramp to I-295S) was conducted on September 20th during the First Coast Traffic Incident Management Team Meeting. It was agreed that the RISC Bonus timeline guidelines were met and Southern Wrecker should receive the RISC bonus.

The July 19th RISC deployment
Photo courtesy of Beach Banners

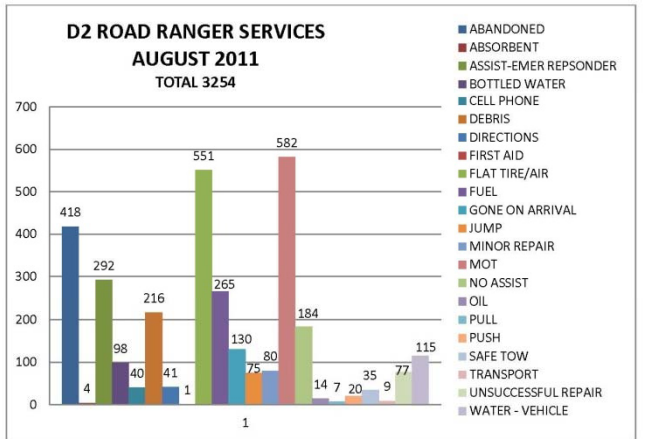
Road Ranger Update

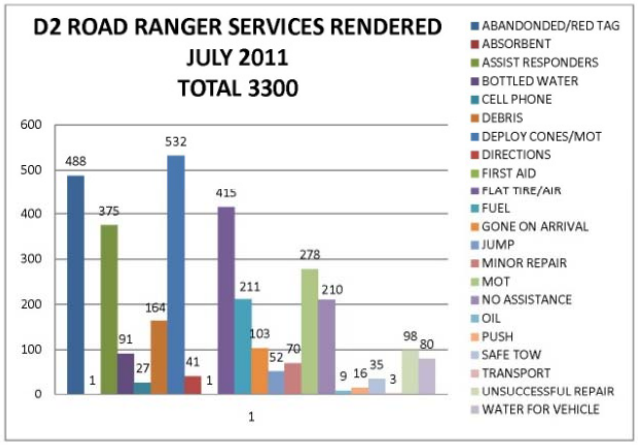
The Road Ranger Service Patrol Program is in the process of acquiring more Sponsors to assist with the funding required to run this program. You might have noticed our new Road Ranger Sponsorship signs marking the beginning and ending of coverage area on the interstates. As sponsors are obtained their company logos will be added.

Donna R. Danson
FDOT District 2
ITS Operations
Program Manager

An example of one of our Road Ranger Service Patrol Sponsor signs

The Road Ranger Operators continue to assist motorists as proven in the chart below.





ALACHUA TIM TEAM UPDATE

The Alachua Traffic Management Team will meet on October 12, 2011 at 10:00 AM at the FDOT Operations Office, 5301 NE 39th Avenue, Gainesville, FL.

The 2nd edition of the *Alachua Traffic Incident Management Team Newsletter* (September-October 2011) is available on our website: jax511.com. This is a great source to stay informed to what is happening in that area of our state. The team members continue to do a great job sharing information about the activities of our team.

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.

FIRST COAST TIM TEAM UPDATE

The First Coast Traffic Incident Management Team met on September 20th at the FDOT Urban Office Training Center at 2198 Edison Avenue. The following agencies were in attendance: Duval Emergency Management, FDOT Emergency Management, FDOT ITS, FDOT Maintenance, St. Johns County, DBI, John's Towing, Southern Wrecker, JTA, FDEP, City Of Jax Environmental, FHP, Transfield Services, Metric Engineering, Nassau County Sheriff's Office, FDOT PIO and SmartRoute Systems.

Immediately following the meeting, training entitled *Incident Command System Executive Overview* was presented by JFRD Chief Marty Senterfitt.

JFRD Chief Marty Senterfitt

Performance Measures

The new school year is settling in and traffic is smoothing out a bit. In July and August, the average number of events was about 50-100 more per week than the average for previous weeks this year. This month, the number of events is about even with the yearly average. As of September 26, there were just over 2,800 events for the month. The increase in events during July and August could likely be attributed to the tourist season and with it many drivers that are unfamiliar with the area which is known to increase crashes and congestion. In addition, the heavy rains in July likely worsened the situation. And as discussed last month, the start of a new school year also brings in more traffic that leads to more traffic incidents.

For duration times this month, the Open Roads, Roadway Clearance and Incident Clearance durations all saw a slight decrease compared to July and August. The duration times were more similar to the average for the year. However, Interstate 10 still holds some of the longest duration times. So far for the month of September the incident clearance time on I-10 has averaged almost 2 hours whereas, the yearly average is about 1.5 hours. The shortest clearance times are on I-95 and Butler Boulevard. The average incident clearance time for I-95 is under an hour. For the amount of traffic on that road, it's quite an accomplishment to be so successful in clearing the road without delay. One reason for this is that the entire corridor is monitored by Road Rangers and ITS devices. Other state roadways in Jacksonville may have Road Rangers, but lack complete ITS coverage such as cameras and detectors. The quick clearance of events on I-95 underscores the value of ITS. Data for this quarter up to September 26 is shown in the charts below.

Performance Measured Data	*July*	*August*	*September*
Events Included in Performance Measures	207	209	132
Notification Duration	0.1	0.1	0.2
Verification Duration	0.3	0.3	0.1
Response Duration	7.7	7.8	8.8
Open Roads Duration	45.7	44.8	35.4
Departure Duration	32.9	24.0	30.3
Roadway Clearance Duration	53.7	53.0	44.6
Incident Clearance Duration	86.6	77.0	74.9

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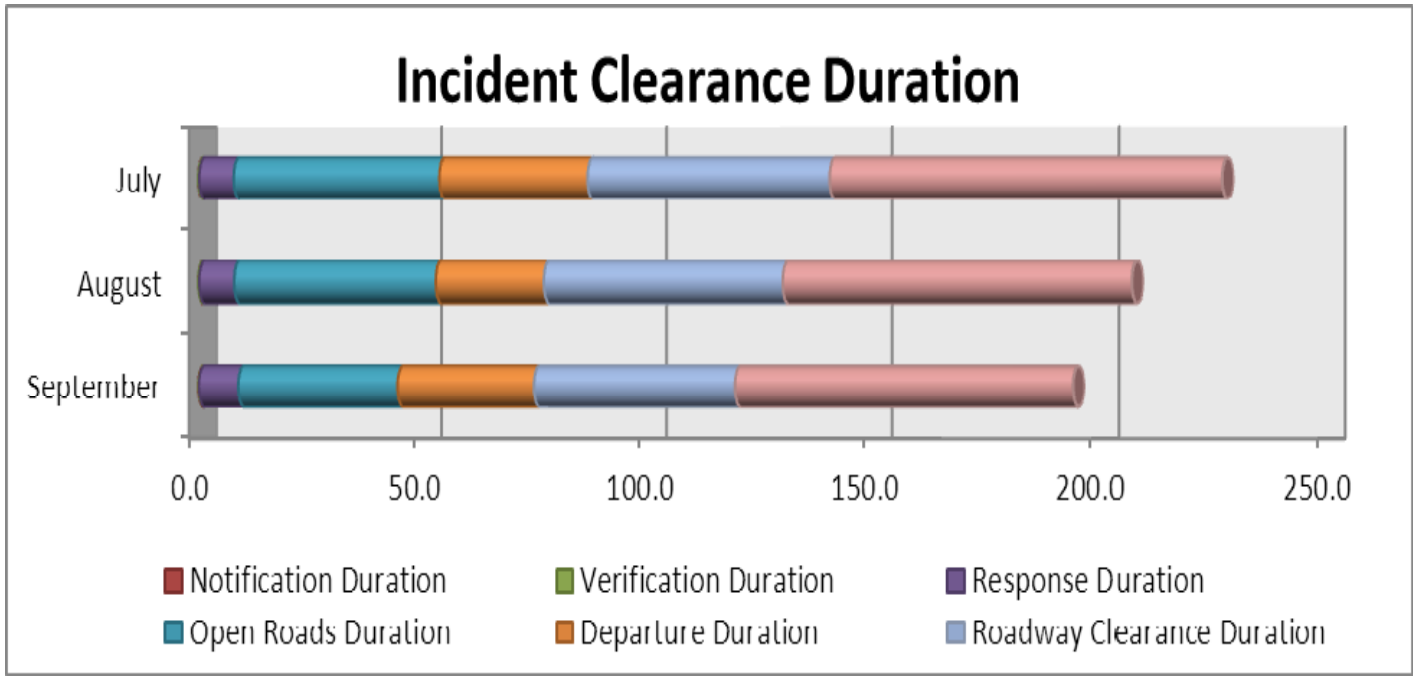
PERFORMANCE MEASURES continued

Performance Measures continued



Jill Dawson
Metric Engineering

Marketing

While it's not quite time to pull out those winter jackets yet, September has ushered in a bit of cooler weather, making our outdoor marketing events so much nicer. This month we escaped the heat and visited the Riverside Arts Market. Fall was definitely in the air as local vendors displayed their fall offerings - root vegetables, fresh honey and hearty greens. Which reminds me, it's time to get out all those recipes I've been saving for cooler weather. Warm, robust soups and decadent casseroles now replace summer salads and grilled fish as the fare of choice. In addition to fall foods, there was also plenty of festive fall music at the event. Artists like The John Carver Band, The Mast and Tobacco Pat took the stage and entertained the masses. Oh, and did we mention the bicycles? The first annual Bike Day at the Riverside Arts Market (RAM) was such a big hit that organizers decided to do it again! And we were there to witness it all, handing out 511 goodies and making lots of new friends along the way. RAM only lasts until December, so if you're planning on going, now would be a great time.

This past month, we also spent time visiting all the area library branches in and around Jacksonville, restocking our brochures and making connections throughout the various neighborhoods. We like to keep our 511 brochures readily accessible in public places and local government offices, especially during the busy hurricane season.

We've had a lot of interest in the new 511 SmartPhone App, which is now available for download on the iPhone, iPad and iPod Touch. (basically all Apple products) If you haven't gotten the app yet, just visit the iTunes or Apple Store and search "Florida 511." And next month, the 511 App will be available to Android users as well. You can help us spread the news! We're getting the word out as fast as we can, but if you have friends or family members who use Apple or Droid products, please let them know about the free downloads.

As always, we welcome your comments, ideas and suggestions. Happy Fall!

Sherri Byrd
511 Marketing Manager

WWW.FL511.COM

Operations

In the April Newsletter I introduced INRIX and how the TMC uses their website to monitor traffic in areas where we do not have ITS devices. Since April our use of INRIX data has expanded to where now, our end users can see the benefits. Back in May, the INRIX speed data was imported into Sunguide taking the monitoring site right onto our Sunguide map. With INRIX data imported into the DOT's Sunguide Software we can now use that data for other uses.

Motorists in Jacksonville probably have seen the large Dynamic Message Signs on the interstate that post travel times and incident information. Travel Times previously were calculated using data from our traffic sensors that are mounted on poles. With the inclusion of INRIX data we now can expand past the areas where our device coverage ends. You can see examples of this on your way out of town with travel times 95 southbound to CR-210 and SR-16, and on 95 northbound to SR-200.

To go along with the Dynamic Message Signs, INRIX data has provided the TMC with the capability to expand our travel times on 511 (phone and web) throughout the entire district! I-95, I-295, I-10 (to the Alabama Stateline) and I-75 are already being posted and SR-202 and 9A are coming soon. These new tools should make traveling around District 2 that much more manageable.

The last month of Summer was a busy one for the TMC as rain mixed with the start of school. Almost 4,000 events were worked by our operators, which is up nearly 500 events from July. Of those 4,000 events there were 507 incidents with road blockage. The District was busy with 757 crashes. Road Rangers remained active being involved with 2,530 events and providing Incident Management at nearly 200 crashes.

Without ITS devices outside of Jacksonville (and parts of Jacksonville) the TMC depends on FDOT and FHP personnel to give us traffic information reports. You can reach our 24/7 line at (904)359-6842 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 the story above and…

"Know Before You Go! Dial 511".

Ryan Crist
TMC Lead Supervisor

A DAY IN THE LIFE…
Pete Vega, District 2 ITS Engineer

When I drew the short straw for writing this segment for the month of September I had no clue what to share with you. Then it hit me that I could just focus on what intrigues me the most…..the ITS World Congress. Over the past eight years I have been fortunate to get the opportunity to attend five ITS America Conferences and one ITS World Congress. Each event leaves me salivating for more information on what I can do to make our program better. The technical sessions, real life demonstrations and information sharing with my colleagues are what have made this District's ITS program what it is today. I go into these events as a pessimist but always leave as an optimist as I see new concepts being deployed around the world.

When I go to these type events I try to keep an open mind on day one. I usually make a quick "drive-by" through all the exhibition booths on the floor the first morning and then decide that evening which ones would be worthwhile to investigate. During the night I also review the demos or tours that may be useful for our ITS program and circle the ones that most interest me. Prior to going to bed I double check the technical sessions I plan to participate in and schedule my next few days on the exhibit floor or demos around my selection.

At the ITS America Conference in Minneapolis I received my first exposure to a multi-agency TMC. I left this tour with some valuable information that I keep with me to this day as we proceed with the design of the Northeast Florida TMC. I have a notepad of "dos and don'ts" from the lessons learned by the Minnesota agencies that will assist when discussing the design with the Architectural firm. During this conference I learned that ramp metering isn't a panacea for controlling traffic and one must be selective on each location and situation prior to implementing.

Yes, it sounds like I get WAY too serious when I go to these events, however I do set aside some time for entertainment. At one conference in New York there was the long conversation I had with the City's Traffic Engineer while waiting for the demo to start outside the conference center. We talked about all the steps taken by their agency to insure the security of their system from undesired attacks. As he and I talked on a corner I pulled out my #2 key while continuing the conversation. I then proceeded to insert it in the lock for the traffic cabinet while he continued to banter about how advanced they'd become. He seemed a little oblivious to the fact that I had just gotten access to their traffic signal network.

About two minutes later he realized what I'd done and became red-faced with embarrassment about what had just occurred. You see, there are probably hundreds of thousands of #2 keys around the country that could have easily been used to

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A DAY IN THE LIFE… continued
Pete Vega, District 2 ITS Engineer

access their network. Within a few minutes of this he was on the radio barking commands to his subordinates about what he'd just seen and scheduled a meeting for that evening to discuss an action plan to address a major flaw in their security. Me? I just smiled, got on a tour bus and looked for my next mischievous venture.

I also believe Toyota would rather not see me again. They had a floor demo of their collision avoidance system software that would be placed in their cars by the year 2015. Basically, you get in this simulated vehicle and travel down a roadway on the screen. The objective of the software is to alert drivers when they are about to have a side, front or rear collision based on sensor information. When I hopped into the unit I had no intention of meandering beyond the intent of the demo, but "you know me." Once I was seat-belted in I found that the demo was pretty boring. It was the typical simulation of a person driving a car with a steering wheel, brake and accelerator to make it seem like a real life situation.

About half-way through the simulation the screen was headed down a road beside an office building. The intent was to show how the car would alert you about pedestrians so that you could stop to let them cross. Well, I decided to see what the software would do if I did not decide to stop. Furthermore, I decided to hit the accelerator, drive it up the stairs to the building entrance and crash it into the front windows. I guess the software didn't like me much because the simulation crashed immediately and everyone from Toyota freaked out. The head engineer came up to me to ask what I was doing and I told him with the straightest face possible, "trying to crash your software. And….I did it."

When he asked why I decided to do it I told him that in real life some drivers are just idiots, thus you should make the software "idiot-proof." We discussed the legal ramifications that could occur if this were to happen in real life and the disappointment of the consumer if this issue wasn't addressed (sound familiar Toyota owners?). He immediately thanked me and made assurances that in the future this recommendation would be incorporated in the future software. Guess I'll see in a few weeks, "won't I?"

In all honesty, these conferences are not all fun and games. There is a value gained by everyone in attendance when sharing thoughts, projects and success/failure stories with their peers. I can honestly say that I would not be the ITS Engineer that I am today if it were not for these conferences. The conference in San Antonio taught me that multi-agency cohesiveness is the only way to make

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A DAY IN THE LIFE… continued
Pete Vega, District 2 ITS Engineer

a fully deployed system functional. The one in Philadelphia taught me the value of multi-modal deployment. In Phoenix I learned the WRONG way to deploy ramp metering, while in San Francisco I learned that there is hope to put all the pieces in place.

First and foremost, my goal at the ITS World Congress in Orlando is to leave with a grin from ear to ear over the pride I have for my Florida peers that pulled this off. My second desire is to acquire the final pieces of the puzzle to make our ITS program in Northeast Florida one of the most successful and cost effective deployments in the nation. When I return I hope not to come back with something new, but rather something better. "Wish me luck!!!"

Pete Vega, P.E.
FDOT District 2
ITS Engineer

A "taste" of Orlando's upcoming World Congress!

http://www.itsworldcongress.org

Technology Showcase

Cutting-edge ITS technology solutions will come to life in real time for 18th World Congress attendees at the Technology Showcase. Set up in the large parking lot adjacent to the convention center, the Technology Showcase consists of 25 live demonstrations by leading transportation agencies, including the U.S. Department of Transportation, and private sector companies. This year, the Technology Showcase is organized by themes or "villages" that highlight a specific use or application. The Village themes are: Safety, Mobility, Environment/Sustainability, and Pricing.

Connected Vehicle Technology Test Bed

The Technology Showcase will position central Florida as a "National Test Bed" for Connected Vehicles, people and infrastructure. More than 50 "Here I Am" On-Board Devices (OBEs) are being installed in a test fleet of vehicles provided by local Florida agencies. In addition, Roadside Devices (RSEs) will be installed along key corridors in the Orlando area. Some of the installations will integrate Connected Vehicle technology into Florida's operational Sun Guide™ Advanced Traffic Management System (ATMS), which is deployed throughout the state of Florida to provide real time traffic data, traveler advisories and information to the traveling public and the Technology Showcase. The Connected Vehicle technology will remain beyond the World Congress as part of the operational system in Central Florida. The Technology Showcase is unique to the World Congress – and attendees will be able to see a variety of technology solutions that are addressing major transportation challenges and impacting the economy today.

Photo Gallery

It seems Ryan Crist is NEVER off duty. On a recent vacation to North Carolina he had his wife, Maria, take this picture of MOT in Georgia and emailed to us all!

Friends of 511, the Riverside Art Market ,graciously allowed 511 a prime market spot to let folks know about this wonderful service to help their commute!

On a recent outreach to the Panhandle, we found the fuel a Network Manager runs on…fruity beverages (he hid the umbrella).

On the same trip, we took a moment to stop in Vernon, though yours truly was the only one brave enough to stand by the gate at an eerie location. Jason took the picture from the car, and Ryan was rev'ing the engine…just in case.

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TMC Desk at FHP - ***FHP (904-359-6842)** -24/7/365

Penny Kamish, Project Manager

Ryan Crist, TMC Lead Supervisor
Santos Morin, TMC Supervisor
Rebecca Bratcher, TMC Assistant Supervisor

Jason Summerfield, Network Manager
Derrick Odom, TMC Assistant Supervisor
Sherri Byrd, 511 Marketing Manager

D2 Day Operators	Fill-In & Feedback Operators	D2 Night & Weekend Operators	D3 Day Operators	511 Probe
Jesse Gilmour	Ben Brown	Jason Evans	Ed Capps	Sherri Byrd
Michael Harper	Jonathan Figueroa	David Rolfe	Adrienne Catapano	Michelle Warren
Jessica Lakey	Joshua Mattie	Tyler Sowers	Joanna Garcia	
Katie Langella	James Speed		Kelly Millan	
Casey Young				