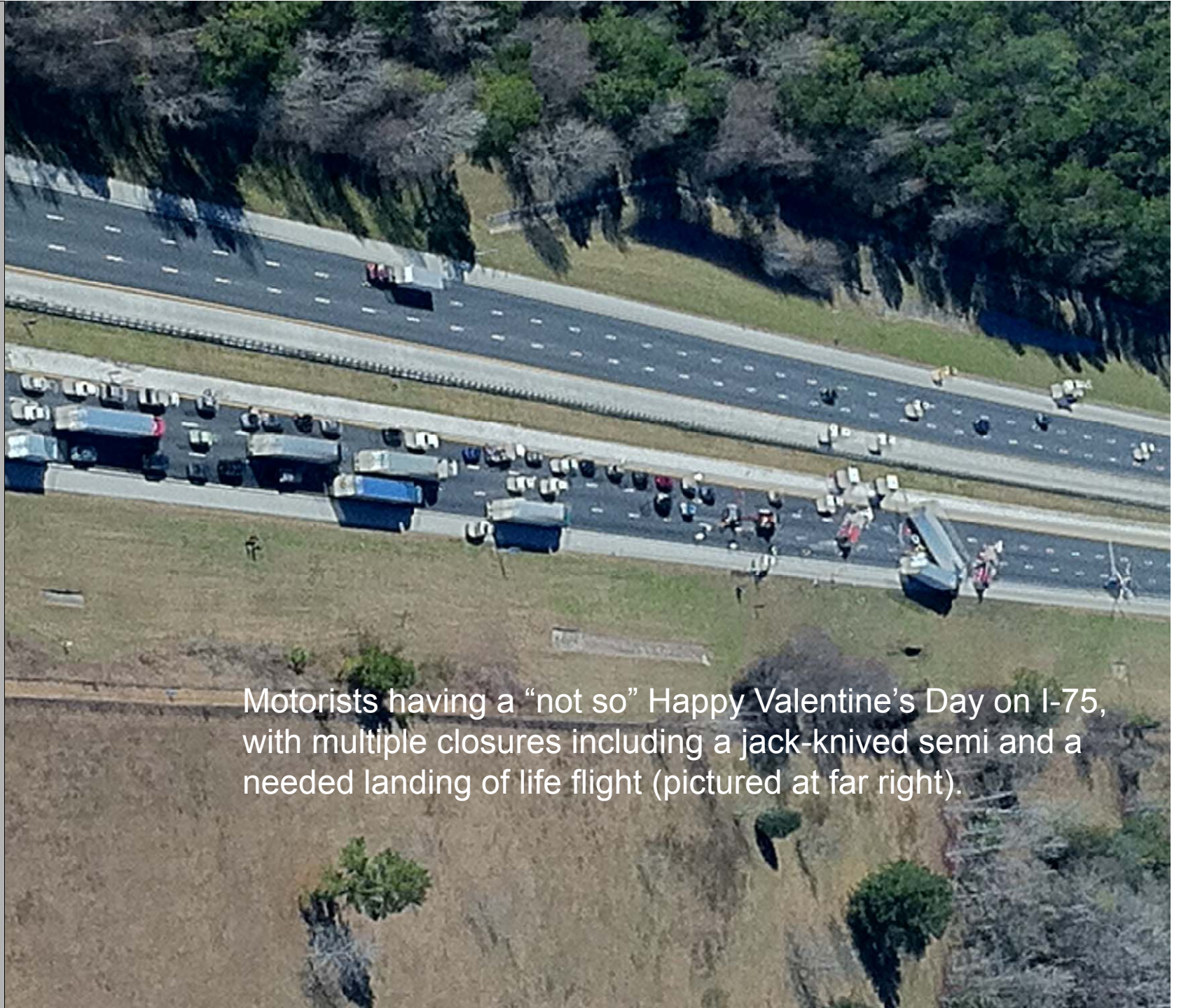


## FDOT DISTRICT TWO

Intelligent Transportation Systems Newsletter –  
February 2011  
Issue 40



Motorists having a “not so” Happy Valentine’s Day on I-75, with multiple closures including a jack-knived semi and a needed landing of life flight (pictured at far right).

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## ITS Announcements

**First Coast TIM Meeting**                      2198 Edison Avenue-FDOT Urban Office                      3/15/2011- 10am

*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

On the morning of February 14<sup>th</sup> the TMC received a huge Valentine's Day gift with the closure of I-75 northbound in the Gainesville area.

It was already expected to be a busy Monday with the Independent Validation and Verification (IV&V) testing of the Road Ranger Smartphone application but quickly turned into an "all hands on deck" kind of day. At approximately 9:30 AM a flatbed truck carrying a boom truck was traveling westbound on State Road 121 in Gainesville.

Apparently, the tie-down on the boom came loose and struck the I-75 northbound overpass as it went underneath the structure. This damage led to a concern about the stability of the bridge, thus I-75 northbound was closed immediately until further assessments could be made on its stability. The TMC staff immediately leaped into action by notifying all of our Alachua TIM team members.

Most, if not all, of our partners were on sight ready and willing to lend a hand, thus our major focus was to try to divert as much traffic as possible away from the area. After a three minute discussion the game plan was in place. The TMC contacted the Turnpike TMC in Turkey Lake, the District Five TMC in Orlando, the District Seven TMC in Tampa and Gainesville TMC. We requested that each of them place a message on their northern most sign notifying motorists about

the closure of I-75. Turnpike went a step further by offering to post a message on their Highway Advisory Radio system as well as the CB radio alert system.

At the same time we posted a statewide floodgate on the 511 phone system and website that would alert motorists about this I-75 northbound closure prior to their receiving any other traffic information. The next step was to try and get real-time information on traffic conditions along this corridor so we utilized all of our tools in the toolbox for this type of event in that area of District Two. We activated University towing and asked them to update us on the traffic queue for northbound traffic. Their job was to inch along on the I-75 southbound shoulder, giving us 15 minute updates on traffic conditions in that area. They were also tasked with immediately notifying the TMC when secondary crashes occurred thereby allowing us to get emergency response TIM team members to the incident as quickly as possible. We also used the INRIX real-time traffic data to match up this information provided by University towing so that we could update the Statewide 511 system as quickly as possible

The TMC also activated the traffic plane to the area. We requested that the pilot travel the corridor along I-75 from Ocala to Gainesville. His job was to take snapshots from the plane and

### Notes from the D2 ITS Engineer continued

e-mail them to the TMC as often as possible. At approximately 1:00 PM the TMC was notified by the pilot that one inside lane of three at the overpass was opened to northbound traffic. At 2 PM the pilot then gave us the bad news by sending photographs of two semis that collided near State Road 316 in Marion County. This crash led to the closure of I-75 northbound because Life Flight had to be called to transfer the injured parties. The TMC immediately updated this information with our partnering District TMCs and on the 511 system to inform motorists that may have to reconsider going as far north as possible before jumping onto US 301.

At approximately 2:15 PM the pilot discovered another accident just north of the one mentioned above that also closed all northbound lanes. Again, another update with the Districts and our 511 system was made to inform motorists about the poor travel conditions along this corridor. At one point, the pilot estimated that there were eight-mile back-ups along several sections of the roadway from Ocala to Gainesville. Soon after he also informed the TMC that a second lane of I-75 northbound at the overpass was opened and traffic was beginning to flow smoothly.

Ironically, we were notified by the pilot and University towing that around 3:30 PM traffic flows

seemed to have improved tremendously with limited back-ups along the way. This was an unexpected surprise to everyone in the TMC because we expected this event to impact traffic well into the night. My assessment was that everyone did a good enough job of getting the word out that many motorists decided to take an alternate route or rescheduled their day accordingly.

One other thing to note is that we asked the pilot to keep an eye out along US 301 since we expected an enormous increase in traffic along this corridor. To our good fortune he found that traffic impacts were minimal with limited to no traffic queues along the way.

The next day we anticipated a record number of calls in our 511 feedback system related to this event. Usually, when a motorist is stuck in traffic conditions like the ones experienced on the 14<sup>th</sup> they tend to want to vent and complain about the 511 information. To our surprise there was just one call related to this event and it was just a motorist trying to assist the Department by telling us about the current traffic conditions at his current location. In a sense he was trying to help give more detailed info so that other motorists would know what they were about to face.

*-CONTINUED ON FOLLOWING PAGE*

### Notes from the D2 ITS Engineer continued

So, do you think our day was done at around 4:00 PM on the 14<sup>th</sup>? Not a chance! On the way back to Jacksonville the pilot noticed some heavy smoke along the east coast of Florida and decided to do a fly-by to see what was going on near St. Augustine.

At about 5:00 PM the TMC activity jumped up another notch, notifying motorists about the closure of State Road 206 between State Road A1A and US 1. This was due to a large wildfire in the area that produced heavy smoke and low visibility for motorists. The pilot sent us several pictures of the conditions prior to calling it a day. I would dare to say that we got our money's worth from him for this special Valentine's Day surprise.

Oh! The IV&V test went well throughout the day. We found some minor kinks with the application that were addressed by the software developer, Southwest Research Institute, that evening and the next day the final testing went smoother than we anticipated. The Road Ranger Smart Phone application passed with flying colors and we are now in the process of training the TMC and Road Ranger operators on how to use this tool.

Everyone involved is very excited because they realize it will take our productivity to the next level through use of this technology. Information can be passed along in "real-time" with limited to no

delay on gathering pertinent data related to an event. Likewise, it will give us another tool to assist a Road Ranger operator when they are dispatched to an event.

A white paper is currently in the works with a goal of distribution to our mailing list by the end of April. This tool has a universal appeal that could be incorporated into many of our TIM members operations. Even though it sounds simple, the application that was developed can go a long way towards being used as a method to increase productivity and communication between field personnel and a centralized dispatch center. Our goal is to build on this application for future improvements of the Incident Management program.

Pete Vega  
District 2 ITS Engineer



[www.fl511.com](http://www.fl511.com)

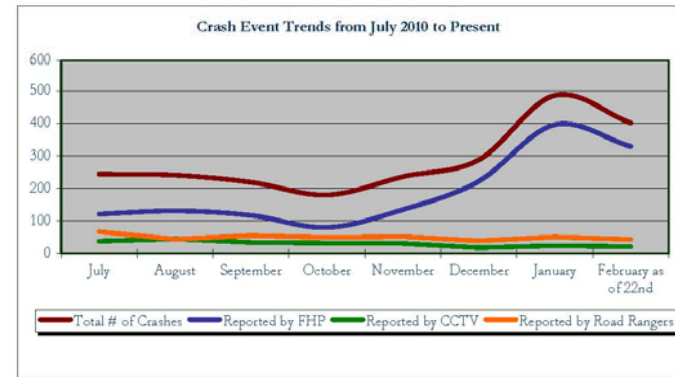
### Performance Measures

Hopes are high for the release of the SPARR (Smart Phone Application for Road Rangers). Not only will this be a boost for operator and Road Ranger efficiency, but also it will improve accuracy of the performance measures. Data entered by the Road Ranger will be in real time, so this means more accurate time stamps on event creation time and arrival and departure time. With Road Rangers entering more data and contacting the TMC operator less, the operators will have an easier time completing one task before starting the next. This is expected to result in more accurate information about all events, which in turn results in more accurate performance measures. The application is expected to go live in early March.

The number of crashes has continued to rise each month since October. In the last two quarters of 2010, crashes claimed about 10% of the total number of events, but for this year they are claiming more than 20%. Taking a peek at the detection method reveals that nearly all of these additional crashes are being reported by FHP, while other detection methods have not shown a significant change in the number of crashes reported each month. So why the huge increase in crashes reported by FHP? SunGuide has been receiving FHP CAD alerts since November and although the data is still being streamlined, overall the increase in data should increase the effective management of traffic incidents by the TMC. The

chart below illustrates the trend for the most common detection methods of crashes over the last few months. For event types other than crashes, there seemed to be no significant change over the last couple months. The performance measures data is shown in the following table. This table shows an average of all performance-measured events. From this standpoint, all of the duration times are achieving the set goals. To be commended is that even for events of the highest severity level, the average Open Roads duration is still less than 90 minutes.

Jill Dawson  
Metric Engineering



#### Performance Measures Summary

	January	February	Total
Events included in Performance Measures	233	194	427
Notification Duration (min.)	0.5	0.0	0.3
Verification Duration (min.)	0.8	0.3	0.5
Response Duration (min.)	6.5	7.5	6.9
Open Roads Duration (min.)	27.6	25.3	26.6
Departure Duration (min.)	38.6	42.8	40.5
Roadway Clearance Duration (min.)	35.4	33.1	34.3
Incident Clearance Duration (min.)	74.0	75.9	74.8

## Construction

The Phase VII construction project (awarded to Southeast Underground Utilities) is expected to begin in early Spring of 2011. This project is the first of three upcoming Interstate ITS Projects.

As you may recall, this project will install Fiber Optic Cable and ITS devices along the NE Quadrant of the I-295/SR 9A loop around Jacksonville. It is especially important due to JaxPort being within the project limits. With the expansion of JaxPort expected to continue, this project will provide benefit to the truckers, trucking companies and motorists alike, as the CCTV cameras and Vehicle Detection Sensors collect important traffic information for the corridor and then real-time information is disseminated via the Dynamic Message Signs and Statewide 511 System. As we all know, time is money, and having the ability to “detour” via a different route when traffic problems occur saves both.

The SR 21/Blanding Boulevard Project has received Final Acceptance. The project was completed on time with very few issues. Because this project was procured using a Low Bid Design Build method, the project cost was significantly less than anticipated. As a result, District 2 ITS was able to supplement the contract to install a video wall at the new Clay County Traffic Management Center. This wall

allows personnel to have views of up to 16 of the CCTV cameras simultaneously. The pictures below show how the TMC looks now, as compared to how it looked previously.

John Kell  
District 2 ITS Construction Project Manager



Before



After

Traffic Incident Management (TIM) Update cont.

**ALACHUA TIM TEAM UPDATE**

The Alachua Traffic Management Team met on Wednesday, February 9, 2011, at the Florida Department of Transportation's Gainesville Operations Office at 10:00 AM. The following agencies were represented: FDOT Traffic Operations, FDEP, FDOT ITS, FDOT Maintenance, University Towing, FDOT EOC, Metric Engineering, D8 Medical Examiner Office, PB& J, AAG Environmental, and FDOT Motor Carrier Compliance. After incidents were debriefed, reports from agencies were given.

SPECIAL THANKS TO OUR ALACHUA TIM TEAM FOR OUTSTANDING TEAMWORK DURING THE FEBRUARY 14<sup>TH</sup> INCIDENT ON I-75.

**FIRST COAST TIM TEAM UPDATE**

The First Coast Traffic Incident Management will hold its team meeting on Tuesday, March 15<sup>th</sup> at the at the Florida Department of Transportation's Urban Office Training Center – 2198 Edison Avenue - at 10:00 AM.

**TIM ANNOUNCEMENTS:**

Maintenance of Traffic (MOT) for Incident Responders in Florida: this training course is available in a classroom (by contacting me) or available online at the following link:  
<http://wbt.dot.state.fl.us/ois/MOTTIRCBT/index.htm>

TIM Network Website: Chief Grady Carrick (Florida Highway Patrol) has asked us to share a new website with all TIM Team members in an effort to help form a national network of TIM professionals. This network, developed by the National Traffic Incident Management Coalition, hopes to connect TIM professionals from different disciplines and agencies, and share best practices. The website asks you to complete a short survey, and you sign-up to receive additional information regarding Traffic Incident Management: <http://www.gfnet.com/Survey/TakeSurvey.asp?SurveyID=3JI6I5LH796KG>

*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.*



## Road Ranger Update

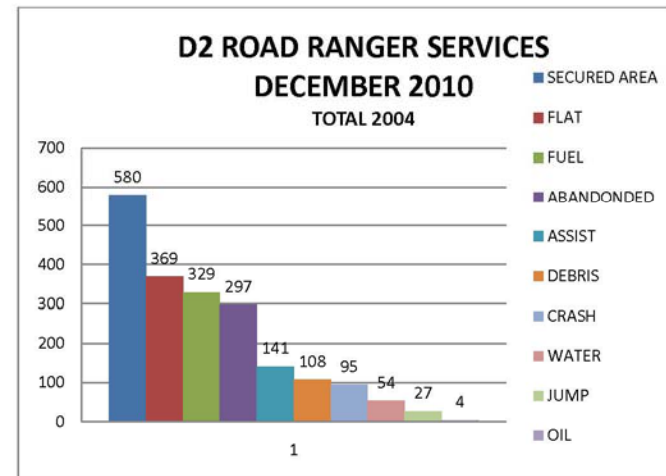
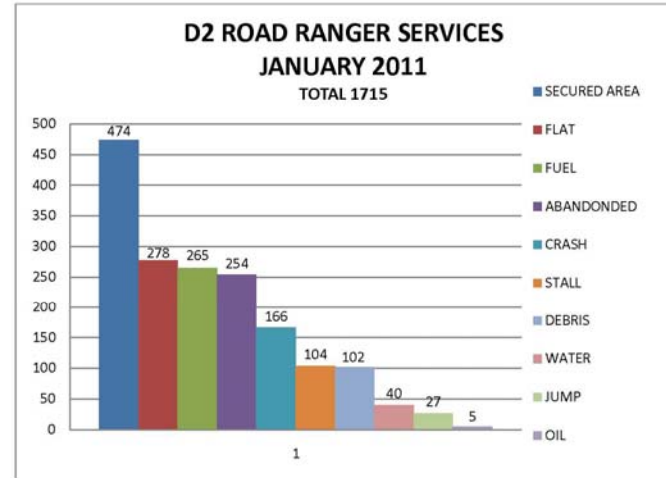
First Coast Road Rangers continue to maintain a successful Road Ranger Patrol Service providing much needed incident management on our interstates. In the month of January, 1715 motorists were assisted. We are proud of the professionalism displayed by our Operators and realize it due to the many letters, calls and emails received from motorists. Now our incident responders can report on services received by our Road Rangers by completing a survey on line at:

<https://www.surveymonkey.com/s/roadrangersurveyincidentresponders>.

Our Road Rangers assist incident responders with clearing the travel lanes thereby preventing possible secondary crashes and minimizing incident duration while providing a safe working environment. This program helps boost the performance levels in traffic incident scene clearance to achieve the Team's mission of the 90 Minutes *Local Open Roads Policy*.

### RISC – RAPID INCIDENT SCENE CLEARANCE – UPDATE

We have not had any incidents requiring the use of our RISC Program this year. However, our Contractors remain prepared if needed.



Donna R. Danson  
FDOT District 2  
ITS Operations  
Program Manager

## North Florida TPO Update

The North Florida TPO (NFTPO) projects are moving along at a steady pace with several new projects beginning in the first quarter of the new fiscal year. The State Road 21 project should get final acceptance by the end of March.

So far, there have been no problems encountered with the new traffic cabinets, CCTV Cameras, Dynamic Message Signs (DMS) or recently installed video wall at the Clay County Public Works building. The State Road 15 project in Clay County is also progressing with the installation of the DMS drill shafts and foundations. This is a major component for this project that plays a controlling factor in the overall schedule.

The contracts for the Road Weather Information System devices and the Bluetooth technology will be advertised by the District's Procurement office in the next week or two. Since there are a limited number of approved vendors the ITS office should be able to begin purchasing the necessary products by the end of March. Once the materials arrive the ITS office will coordinate with local agencies to get the devices installed at several locations around the Northeast Florida region.

The North Florida TPO System Manager, DRMP, has submitted schedules for fiber optic

installation along College Drive in Clay County as well as the CCTV installation in Fernandina Beach. The goal is to complete design by this summer so that the projects can be let in late October. DRMP will provide support during the equipment integration process and will incorporate the devices into each County's traffic system's network. They will also begin design for several arterial dynamic message signs throughout Jacksonville, with an anticipated letting date some time next spring.

The City of Jacksonville and St. Johns County have NFTPO funds available to procure traffic controller equipment and CCTV cameras for a few roadways in each area. Orders should be placed by the end of February and installation should occur by this summer. The roadways that will be addressed are Atlantic Boulevard, Baymeadows Road and US 1 in St. Augustine.

Once this work is complete there will be a lull in projects until July 2012 at which time three more projects will wrap up the existing Work Program requests.



## Marketing

What a fun-filled February we've had so far. We started out by cheering on over 10,000 runners in this year's 26.2 with Donna Marathon to Finish Breast Cancer. The two-day Runner's Expo, which was held at the Prime Osborn Convention Center, attracted visitors from around the world. We joined almost 200 other vendors to show our support for Breast Cancer Awareness and to showcase our 511 traffic and information system. Visitors to the 511 booth had an opportunity to spin the prize wheel while learning more about our Intelligent Transportation System. Judging by the line of people we had waiting to spin our prize wheel, I'd say the 511 booth was a big hit!

The very next weekend we headed back to the Prime Osborn for the Jacksonville International Car and Truck Show. This 3-day event attracted everyone from your typical neighborhood car enthusiast to the more serious car dealers and high-end collectors. Because our 511 booth was located right by the front entrance, we were able to talk to over 1,500 people in just 3 days! Following is the email we send out to visitors to our outreach events.

Next month the fun continues as we visit the St. Augustine Seafood Festival (3/12 & 3/13) and the Gate River Run (3/10-3/12). Mark your calendars, and we hope to see you there!

Sherri Byrd  
511 Marketing Manager

Thank you for stopping by the FDOT 511 booth on your visit to the Jacksonville International Car and Truck Show. Hopefully you are enjoying your 511 item. This is the only email you will receive from us.

511 is an exciting service offered by the Florida Department of Transportation to provide real time traveler information to motorists in Northeast Florida and throughout the state. You have 2 great ways to access this information. 1- On your cell or landline phone just dial '511' and follow the prompts to get real time traffic information on the major interstate roadways (I 95, I 295, & I 10) in the Jacksonville area. This includes Accidents, Congestion and Construction plus information on major incidents on the most traveled secondary roads. (do not use your cell phone while driving). Or 2- Visit our website at '[www.jax511.com](http://www.jax511.com)' or '[www.fl511.com](http://www.fl511.com)'. You can sign up for traffic alerts to get real time traffic information sent to your email or cell phone. You pick the route, time of day, level of severity (congestion, construction, lane blocking accidents, any or all of the above!) and then the system automatically alerts you of problems on your pre selected route(s).

Thanks again for stopping by and visiting the FDOT 511 booth. Technology is always improving and that is no different in the 511 field. Expect the system to grow and expand with exciting new capabilities in the future.

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### Marketing email continued

Please feel free to email any comments or suggestions about 511 to this email address and visit [www.fl511.com](http://www.fl511.com) or [www.jax511.com](http://www.jax511.com) often for updates on our progress!

\* MyFL511 is a free service provided by the Florida Department of Transportation and FL511.com. We do not charge any fees to have emails or text messages sent to your computer or cellular phone. Your cellular provider, however, may charge a fee to receive text messages on your phone, MyFL511 alerts included. Please consult your cellular provider and plan to verify any fees that may be incurred.

### Maintenance

The ITS Maintenance Section has been working on a few small projects this month in addition to the normal duties of routine and preventative maintenance. The Maintenance Contractor completed the installation and integration of an additional CCTV camera on I-95, south of the I-295/I-95 Interchange. This new camera provides unobstructed video of the northbound Dynamic Message Sign just before the I-295/I-95 Interchange. Although the Traffic Management Center uses software for operating the DMS that tell you what message

is on the sign, it is a good business practice to always have a CCTV that is able to view the DMS to make sure that the message that is up there is really what the software says it is.

It was mentioned in last month's newsletter that ITS Maintenance has been coordinating with the Butler Blvd Interchange Project in an attempt to get the devices within this project operational as soon as possible. TCD and Hinson Electric were able to get the devices back in operation this month! The vehicle detectors in this area have been down quite some time, which limits the TMC Operators ability to detect traffic slow downs and identify congestion or possible incidents. With these vehicle detectors back on line, the TMC will once again have its full functionality along that area of I-95.

TCD is also assisting the TMC with testing and calibration of vehicle detectors. It is critical that these devices work properly since operations depend on this information to track roadway incidents. The device's ability to provide accurate speed and volume data allows the software to determine that an incident might exist, leading to an alert sent to the TMC operator. TCD is providing the bucket truck and support services necessary when using the laser detector to manually track vehicle speeds.

Kevin Jackson  
District 2 ITS Field Specialist

## Operations

Kevin Jackson and TCD have been hard at work installing “Call 511” signs along the interstate. To date, there are over 40 new signs that have been installed to help keep Northeast Florida’s motorists informed and safe on our roadways. These signs will encourage motorists to “Know Before They Go” as well as to be informed of what lies ahead (passengers only please!) and lastly, why they might currently be stopped in traffic.

“Know Before You Go” has been tagged on the bottom of this segment for over a year now. It is not something I just say, but something that I practice. Numerous times I have altered my route home, to work or to a family member’s house because of 511. This gives me a chance to re-route while I still have a chance and while I can still use Mapquest. This also saves me from trying to call while stuck in traffic, when it is too late. Being proactive instead of reactive can pay big dividends.

On January 20<sup>th</sup> last month many motorists in Northeast Florida made the mistake of being reactive instead of proactive. We had two crashes on 95 southbound at International Golf Parkway and County Road 210. Both crashes had complete closures for a period of time. That day 904 area codes hit a level it hadn’t seen since Thanksgiving 2009. 1129 total calls were placed by the local area code that day just falling short of the messy Thanksgiving which totaled 1233 calls.

Those who might have called beforehand or visited fl511.com would have been able to jump on US-1 or A1A to avoid the backups. Instead, they waited in traffic losing time, fuel and money. You can also sign up for personalized alerts for particular interstate roadways, on specific days and times, and you will receive an alert (only during those times , and only if there’s a problem!)

This was just part of a busy month in the TMC. During the month of January over 2,300 events were worked and of them just shy of 400 had some type of road blockage. The Road Rangers were out in full force participating in 1,438 events while performing a grand total of 2,360 activities! Of those activities the most common were providing MOT and changing tires.

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)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 or any bugs you may find in the system that will be relayed to our operators in real time. Remember during this Holiday Season: **Know Before You Go! Dial 511.**

Ryan Crist  
TMC Lead Supervisor

**Spotlight on... Olivia Polk**

Meet Oliva Polk, Project Manager for Global 5 Communications, which is based in Orlando, Florida. Olivia works closely with the District 2 office to help market and promote the 511 system. This is her story.

**Talk about your upbringing – where were you born / raised?**

I was born and raised in Winter Park, Fla.

**Early Career and/or brief job history:**

My first job was at Subway as a Sandwich Artist while I was studying public relations at the University of Florida. From there, I worked as a PR Assistant at a magazine joining a boutique agency in Atlanta, Ga. I now work at Global-5 and am enjoying working with FDOT on my favorite project – 511!

**Job Description – your role in transportation:**

I market the 511 Traveler Information System to Florida’s residents and visitors as the number one source of traffic information on Florida’s interstates and toll roads.

**Do you have any funny stories relating to your career? Such as a foot-in-mouth moment or a bad day at the office story?**

At my first PR job at the magazine, I confused the Editor with the Art Director. Somehow during the introductions I completely confused their names!

The truth came out about five months (!!!) into my job there when the art director politely informed me that his name was Jeff and the boss’s name was Butch. I was mortified.

**What’s the best advice anyone’s ever given you?**

“It’s always better to be overdressed than underdressed” – my mother.

**Do you have a favorite quote? Something that inspires you?**

“If you do what is right, will you not be accepted?” – Genesis 4:7.

**How long have you been at your current job?**

Three years.



Olivia Polk

-CONTINUED ON FOLLOWING PAGE

**Spotlight on... Olivia Polk continued**

**Any job related awards or special recognition you've received?**

My team was awarded the 2010 Telly Awards for a video I wrote and produced for the Federal Highway Administration's Road Safety Audit program. It was the first project I managed at Global-5 and I was proud to see it recognized.

**Describe a 'defining moment' in your career or personal life.**

One of my clients at my last agency was a sponsor for Kevin Harvick's car in the NASCAR Nationwide series. I was there for his first Daytona 500 win and snagged a picture with Harvick and the trophy in the winner's circle.

**Best job ever / worst job ever... or both?**

I am currently enjoying my best job ever. My coworkers are very talented and always give me something to laugh about. I also really enjoy working with FDOT and finding new ways to market 511. I don't really have a worst job ever, but I will say that I didn't enjoy smelling like Subway every single day. Something about the smell of the dough just gets in your pores and doesn't go away!

**Tell us a little about your family.**

My husband, Ty, and I got married last year and are loving it! He is a state prosecutor who likens himself to Batman of the legal community since he gets to put bad guys away.

My dad is a civil engineer and my mom is a professional runway model. For real. My sister and her husband just had a little girl who they named after me. My whole family lives in Central Florida.

**Do you have any hobbies?**

I like to write and read. My husband gave me a red Schwinn bike for Christmas and I love riding it along the lake near our house.

**Favorite vacation spot?**

My family used to go camping and hiking off the Blue Ridge Parkway in N.C. when I was younger and I loved that. I also feel most relaxed at my parents' condo on Daytona Beach Shores.



An example of Olivia's promotion of 511 on the Clay County Fair website

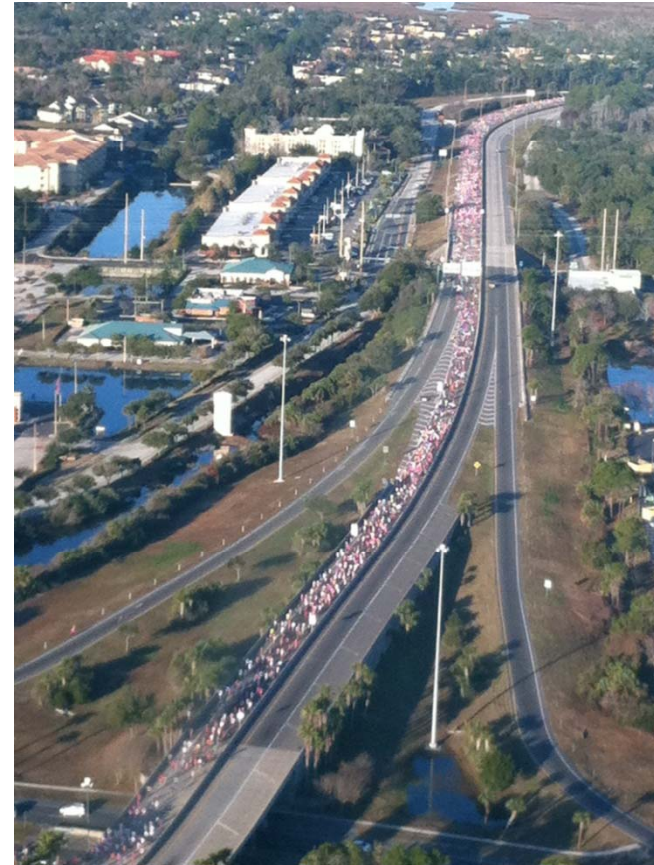
## Photo Gallery



Our own Donovan King telling visitors to the 26.2 with Donna Expo about 511 (Tragedy was averted earlier when the vendor pictured in the background threatened to flood us out with a leaking 300 gallon cooler!)



Donovan, again, this time at the International Car and Truck Show



and...THEY'RE OFF! Runners starting on their 26.2 mile Run to Finish Breast Cancer



## Photo Gallery 2 Feeling the ♥♥♥ February 14th



The secondary crash that was downstream of the Overpass crash and upstream of the jack-knived semi



The brush fire at SR 206 that shut the roadway down between US-1 and A1A



The back-up on I-75 Northbound following the crash that damaged the overpass

## Contact Information

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[www.fl511.com](http://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  
 Jason Summerfield, Network Manager  
 Derrick Odom, TMC Assistant Supervisor

John (Sean) Wilcox, TMC Supervisor  
 Santos Morin, TMC Assistant Supervisor  
 Sherri Byrd, 511 Marketing Manager

<b><u>D2 Day Operators</u></b>	<b><u>Fill-In &amp; Feedback Operators</u></b>	<b><u>D2 Night &amp; Weekend Operators</u></b>	<b><u>D3 Day Operators</u></b>	<b><u>511 Probe</u></b>
Jesse Gilmour		Jason Evans	Ed Capps	Sherri Byrd
Kristin Kirk		Rebecca Bratcher	Adrienne Catapano	Michelle Warren
Donavan King		David Rolfe	Joanna Garcia	
Jessica Lakey		Tyler Sowers	Jessica Vazquez	