



July 2013 Issue 69







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NOTES FROM THE DISTRICT 2 ITS ENGINEER

The month of July was all that I anticipated entering the new FDOT Fiscal Year. Luckily I'd prepared well enough to take a few days off during the July 4th week before everything went high octane on July 8th. My first high priority task was to work with our District Two Financial Services office to complete the Legislative Budget Request (LBR) for the new Regional Transportation Management Center (RTMC). This is the process we use to get furnishings, equipment and annual operating funds for the new facility. Thank goodness I had experienced Financial Services staff to walk us through the I could have never done documentation. something like this on my own, especially when it comes to a 25,000 square foot facility!

That wasn't all on our plate since we also had to complete assignments for the 10-year project candidate list and potential advanced projects prior to our annual meeting being held on July 29th at our District Office. Some updated information was provided based on requests from Central Office so we now have an I-10 project in the work program that will extend from Jacksonville to Tallahassee instead of the original limits just west of US 301. We also have a new project request from Gainesville all the way to the Georgia State line. Locally, I resubmitted projects for Butler Boulevard, MLK Boulevard, Hart Expressway and the Arlington Expressway. These will be fully implemented projects that will assist with managing traffic during daily commutes as well as during hurricane evacuations. By the middle of August we should have an idea of what projects will get the green light and the ones that will be shelved for another year or so.

This month was also a time to refocus on North Florida Transportation Planning Organization (NFTPO) projects that are being completed and ready to begin. There is only one deployment project left that will be awarded in late This is for a traffic signal, fiber September. communication and CCTV camera deployment on US 17 in Clay County from Creighton Road to south of County Road 220. After this award we can begin to transition to more operational and analysis activities with the help of the NFTPO System Manager, DRMP. I've basically told the team that we have most of the bells and whistles out there on the roadway so now it's time to put the pieces together. This will tie nicely into the RTMC project expected to be completed in late 2014. My goal is to have the field equipment operating at peak efficiency by the time we move into the new RTMC with the hope that we don't skip a beat in providing North Florida motorists the best possible driving experience in the entire State. More information on this particular project will be provided in the NFTPO section of the newsletter.

My attention will now focus on the past four days of training for the Department's ITS Facility Management (FM) System. This was the online package that led to an annual Best Of award for the Department at this year's ITS America Conference held in Nashville, TN. This ITS FM system was developed to assist my staff with the management of thousands of pieces of equipment in the field, communication hubs and RTMC. Once we thought about it we realized there was a massive amount of equipment that needed to be tracked, maintained and replaced over the coming years. This capability was especially critical to us in the coming years since we will be doubling our deployment with the next five projects.

Central Office's communication consultant is leading this task under the leadership of Tim Sapp. He and I had butted heads over this ITS





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FM since 2006 but it was mainly because at the time we weren't ready to take on such a responsibility. Over the past two years I now realize the errors of my ways and am accepting this new tool with open arms. "Why you ask?" Well, over the past year I have noticed several issues that arose because we lacked such a I kept hearing comments like "who switched out the media converter for a device server?" or "which strands are being used to jump onto the City network?" or "didn't we run the trunk along this path?" It was easy to manage when we had about 60 miles of deployment but now that we've almost doubled the quantity on the Interstate while adding features to the arterial roads it's getting tough to have proper oversight.

So, I know what you are wondering. You are probably thinking "how the heck did they convince Pete to sacrifice time for the training?" Well, I had to commit 3.5 days of fully focused attention (i.e. no cell phone or e-mailing) to the course and brought along seven critical members of our ITS team for the ride on the final 2.5 days. By day one I realized I'd made the right choice in committing to this training because every issue mentioned above was brought to the forefront during discussions between team members. There was a consensus that we currently had a lingering problem in tracking our deployment that would only get worse as the system grew. We included the NFTPO System Manager in the training since they would play a key role in populating local agency information while tracking the activities on arterial roadways.

Richard and Sharon Easley were the instructors for this course and did a fantastic job of getting the message across to the group. At the onset I

told them they had a tough bunch of nuts to crack but by the end of the course they departed to a rousing ovation. This course will be one of many provided to our ITS personnel in the coming year. The first group was staff that dealt with field equipment issues on a daily basis. Succeeding attendees are what I'd call support that should know how the system works but will only deal with it during particular situations. In the end, each and every attendee who joined me for the 2.5 day course said it was much needed based on experience and would improve their productivity during their daily tasks.

You are probably wondering "how does it work and what's the benefit?" Well, the database will contain detailed information on every component within our ITS network and how it's attached to the network. This includes electric utility information and fiber runs. As an example, currently when several devices go out in a general area we have to figure out locations, devices impacted and a possible cause. The repair technician is sent out to trouble shoot the problem and may initially take the wrong path when starting the repair. They may then have to go back to the office to get compatible equipment which would create longer turnaround times as they configure the device. By the time all is said and done the situation could have led to several hours of unproductive work.

Post ITS FM system the repair technician can go to a website, open up files for the specific equipment being impacted, configure the equipment they may need, do some analysis to verify it's not just a problem caused by utility services and then go out to the field in a more productive manner. We all agreed that this





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could save several hours of repair time with a goal of improving productivity exponentially over the next several years. Basically, instead of one, two or three individuals trying to figure out the problem it will only take one person using the ITS FM system to narrow down what needs to be done.

Pete Vega District 2 ITS Engineer

NORTH FLORIDA TPO

The North Florida Transportation Planning Organization (NFTPO) has placed the final piece of the puzzle into the Regional Transportation Management Center project and "Show Time" is about to begin when the first clump of soil is turned in the next couple of months!!! In July we started to put the pressure on our Department of Management Service (DMS) Project Manager and the Architect to finish up the schematics so that the Construction Manager (CM@Risk) could begin to provide cost estimates and seek contractors to build the facility. The major hang up was just the SIZE of the building on the State campus located off Davis and State Street. I really did not know how BIG 25,000 square feet could be until I paced it off at the site.

The facility will provide everything imaginable as far as a state of the art RTMC. The reason this is occurring is due to FHP management, our staff and the support of the NFTPO Board. FHP and FDOT took all the lessons learned from the previous six comparable RTMCs built in Florida to avoid the pitfalls that could lead to problems in the future. For example, let's just look at the basic function of a rest room. Most of the existing RTMCs require staff to leave the secured area and go down a hallway to reach

the rest room. We felt better operation and functionality would occur if we provided access to the rest rooms directly from the operations floor. Why is this better? Just imagine how many people per year forget their badge at their desk and have to get assistance to access a secured area. Each instance may involve minimal loss in productivity but imagine several hundred over the course of one year. Heck, I have this happen to me about three times per month! Keeping this thought in mind we also did the same approach to accessing the break room for RTMC staff.

Another key design feature was to include a shared data center room that separated security sensitive law enforcement equipment from ITS network equipment via a fence. In one TMC in Florida the equipment is kept in separate rooms while in another they are located on separate floors. This meant redundant security access, HVAC and fire control systems in separate parts of the building, hence driving up costs, productivity and unusable floor space. Over the past 10years we in North Florida have built a level of trust not seen anywhere throughout the State, hence the comfort level to share space while being more efficient.

The current game plan is to wrap up 30% design so that the CM@Risk firm can begin to hire contractors. We hope to see ground breaking by October. The CM@Risk firm is one of the best in the State and feel it will take less than 12 months to complete the work but with a wink they said don't be surprised if it takes less than 10 months. What was their reasoning for this confidence level? Well, our team kept the design straight forward, fought to keep it a one story facility, reduced the





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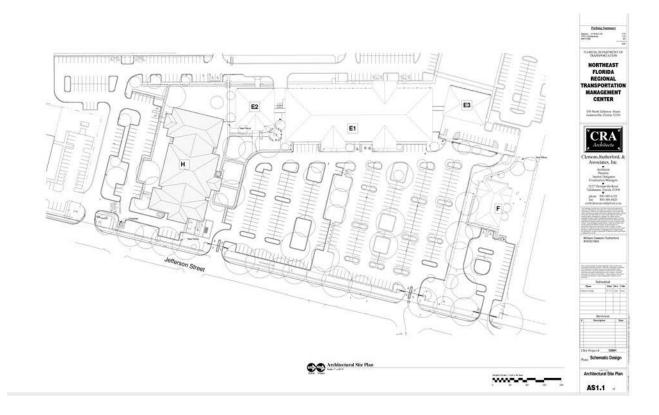
NORTH FLORIDA TPO continued

amount of hallways to a minimum, maintained a campus elevation that made it easier when finding materials and did not ask for many bells or whistles that's normally seen in these type facilities. For instance, our video wall will not be an elaborate piece of architecture but instead a very functional system that will be built like you're playing with LEGO blocks.

In June I mentioned that FHP was working on choosing the operator consoles that would be used on the RTMC floor. The choice they made was very wise and I felt consistency/flexibility

was a key to this deployment. Therefore, each and every console will be identical. This will allow any agency the opportunity to shift to a new position on the floor based on needs of that agency. This will reduce any learning curve when operators are relocated and will provide economies of scale when future components may need to be added. I have provided a few schematics in this newsletter to give you an idea of where we are headed.

Pete Vega District 2 ITS Engineer



Above, the proposed layout of the new Northeast Florida Regional Transportation Management Center





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MAINTENANCE

It's been pretty normal with the ITS Maintenance Group this month. The contractor has been performing the normal preventative maintenance items with the cabinets, making sure the weeds aren't growing up, cleaning the cabinets and checking the power services and connections to the devices. Occasional thunderstorms have caused loss of power to device sites and some minimal lightning damage, but those items are normally fixed the day after the storm. I'm sure that this lull in activity will all soon come to an end when we see the first of this season's hurricanes come through the area, but until then we will gladly enjoy the time we have to catch up on paperwork and other items.

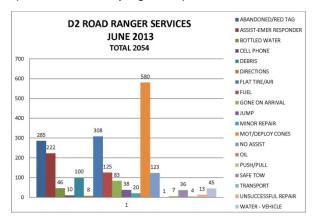
As discussed last month, the majority of the wind sensors have been repaired in preparation for hurricane season. The wind sensor on the Fuller Warren Bridge will have to wait until new parts arrive before it can be fixed and the wind sensor on the Bridge of Lions went down recently for an unknown reason. Maintenance personnel will be troubleshooting the Bridge of Lions wind sensor to see if it is repairable with the spare parts we have on hand or if we'll need to wait on the new parts. The wind sensors will be monitored on a daily basis to try to keep them operating properly throughout hurricane season.

In the coming months, as time allows, the ITS Maintenance contractor will be replacing the media converters at all of the Phases 3 and 4 DMS locations with a newer model. The Phase 3 and Phase 4 projects, which are on I-95 from the southern I-95/I-295 Interchange to Airport Road, were installed about 10 years ago. Last year, many of the devices from these projects were replaced with newer models and this has resulted in a noticeable reduction in maintenance issues within the corridor. The media converters are one of the remaining device types to be changed out on this corridor.

Kevin Jackson ITS Field Specialist

ROAD RANGER UPDATE

Lots of things are happening with our Road Ranger Service Patrol. Our Road Ranger Operators remain busy assisting with incidents on our interstates – stranded motorists as well as our incident responders. Not only do our Road Ranger Operators get motorists' vehicles running or out of the travel lanes, but they play a large part in making incident scenes safer for our incident responders. As seen in the chart below, our Road Ranger Operators performed 2054 services in the month of June 2013 to aid with our incident management. Rain has been an issue this month but our Road Ranger Operators are staying on top of incidents.



We are fortunate we have not had to call our Road Ranger Service Patrol into action to assist with evacuations for hurricanes but you can rest assured Greg Gaylord and Marshall Adkison have all Operators trained and ready for action if needed. Training is dedicated to preparations for emergency procedures at our monthly Road Ranger Safety meetings. The Department, as well as the contractors, is taking this seriously.

We are excited and pleased to announce that plans are in the process for adding Road Ranger Safe Tow services to the arterial roadways in the Jacksonville area in the near future. This will greatly assist our incident responders and





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ROAD RANGER UPDATE continued

motorists traveling on these roads and will definitely improve travel times for all travelers. More to come on this project in our next newsletter!

RISC - Rapid Incident Scene Clearance - Update

June 2013 was a busy month for our RISC vendor on I-75 reminding us how valuable this contract is to our traffic incident management. This "tool" in our incident management greatly assists with the meeting of our *Local Open Roads Policy* goal of 90 minutes clearance time. What would we do without our RISC Program?

I-75 was very active with crashes requiring the activation of the Rapid Incident Scene Clearance (RISC) vendor. Along with the June 14th and June 15th RISC incidents we will be debriefing at the Alachua-Bradford Traffic Incident Management Team Meeting on August 14th, we had RISC incidents occurring on June 27th and June 30th.

On June 14th, FHP called RISC for a multivehicle crash involving 2 semi-trucks. The June 15th crash was called due to an overturned semi-truck involving a fuel and grain spill. On June 27th, an SUV traveling southbound rolled into the northbound lanes and crashed with a semi-truck. On the last day of June, a semi-truck traveling northbound on I-75 went over the guardrail and crashed into another vehicle and jack-knifed in the southbound lanes.

All of these incidents will be debriefed at our next Alachua-Bradford TIM Team meeting to see if bonuses will be paid.

FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The First Coast TIM Team held its next meeting at FDOT Urban Office Training Center, 2198 Edison Avenue, at 10:00 A.M. on July 16, 2013. The following agencies were represented: Metric Engineering, FDOT Central Office, Transfield, FDEP, North FL Sales, Nassau Sheriff's Office, FHP, Road Ranger Service Patrol, Southern Wrecker, Walt's Wrecker, PWOF, Clay County Sheriff's Office, FDOT ITS, KCA Engineering, Eisman Russo Engineering, DBI, FDOT Maintenance, and Jorgensen. After our agency reports, debriefing of incidents and Performance Measure report, all members participated in completing the 2013 FHWA Traffic Incident Management Team Assessment.

We are blessed to have such a great team of responders our Team on and having participating members from as many agencies as we do, we manage to more correctly assess our Team. Since our incident management involves city and county streets as well as interstates, having the representation of our local agencies, along with our state agencies, is a very valuable asset! We should ALL feel proud of the work we do and the "TEAMWORK" we exhibit. This is what helps us to advance and meet the goals of our Mission and Vision Statements. Thank you all!

ALACHUA-BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The Alachua-Bradford TIM Team will hold its next monthly meeting on August 14th at the FDOT Gainesville Operations Office, 5301 N.E. 39th Ave. at 10:00 A.M. All members are requested to attend. Your participation is greatly needed as we will be conducting our 2013 FHWA Traffic Incident Team Assessment for our Team. This assessment is important as it lets the FHWA know where our Team is strong and

Continued on following page



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<u>ALACHUA-BRADFORD TIM TEAM</u> UPDATE continued

where we can use extra training and possibly funding. Please make plans to attend and help us grade our performance.

We are finalizing our *TIM Responder Training* scheduled on July 31st at the FDOT Gainesville Operations Office. Bruce Strickland, Craig Carnes and I have been busy contacting members concerning their assistance with the Training. We are looking forward to a successful Training Program that can be used and updated in the following years to maintain our Team's knowledge of performing our duties in the safest, most efficient manner. Hope all of you can attend!

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.

TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

TRAFFIC INCIDENT MANAGEMENT 2013 MEETING SCHEDULE

FIRST COAST TIM TEAM MEETING

FDOT URBAN OFFICE TRAINING CENTER 2198 EDISON AVENUE- JACKSONVILLE 904-360-5400

SEPTEMBER 17, 2013 NOVEMBER 19, 2013

ALACHUA/BRADFORD TIM TEAM MEETING

FDOT GAINESVILLE OPERATIONS OFFICE 5301 N.E. 39TH AVE- GAINESVILLE 352-381-4300

AUGUST 14, 2013 OCTOBER 9, 2013 DECEMBER 11, 2013

ANNOUNCEMENTS:

*FHWA ALACHUA-BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM ASSESSMENT – AUGUST 14TH *ALACHUA-BRADFORD TEAM TRAFFIC INCIDENT RESPONDER TRAINING – JULY 31ST

NOW AVAILABLE – TRAFFIC INCIDENT MANAGEMENT TEAM WEBSITE: http://jax511.com/D2TIMwp/.

REMEMBER: If you are interested in presenting a SHRP 2 Incident Management training session for your agency and would like assistance, please contact Team Member Craig Carnes with Metric Engineering at: ccarnes@metriceng.com

Donna Danson
District 2 ITS Program Manager





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CONSTRUCTION

The contractor for the Phase 7 Project on the I-295 East Beltway, starting at Atlantic Boulevard and going north to the I-95 Interchange, has started stand-alone testing of the devices. Stand-alone testing will continue for the next several weeks in order to get all of the devices throughout the project functioning properly. There are a couple of areas where fiber optic cable testing has revealed issues with the fiber, which will require the contractor to remove the bad sections and install new fiber cable. Once the fiber optic cable has been repaired/replaced and the devices have all been stand-alone tested, the systems manager will begin final integration and testing. The TMC should have control of the devices sometime in August and the project should be completed in September.

As noted in last month's newsletter, the Phase 8 Project on the I-295 West Beltway has been final accepted. The TMC has been using all of the devices on this project and has been able to provide motorists with real-time traffic information during congestion and accident events. The DMS will soon be used to provide travel times to motorists within the corridor.

The contract award for the Phase 9 Project, on SR 9A from Atlantic Blvd going south to the southern SR 9A/I-95 Interchange, has been under protest for several months. The final ruling was announced this month and as a result the project will need to be re-advertised. Because of changes to the FDOT Minimum Specifications and Pay Items, the project will need to go back to final design to incorporate the changes. The project is now scheduled to be advertised in late 2013 and Let in March 2014.

The Arterial Dynamic Message Sign (ADMS) Project is installing ADMS on several of the major local roadways around the southern

portion of Jacksonville along I-95. If you have been driving these roadways over the past few weeks, you may have noticed "FDOT TEST" messages on these signs. The signs will be used to provide motorists with information during congestion and incidents on the arterials and also when there are traffic issues on I-95. JEA still needs to connect power to two of the ADMS. Once this is completed, final testing will be performed on all of the ADMS and the project will be ready for use by the TMC.

The I-10 Interchange ITS Project, which is installing fiber optic cable, CCTVs and MVDS within the area of the I-10/I-95 Interchange, is progressing. The contractor spent the month trenching in conduit along I-95 and I-10. The installation of conduit underneath the ramps within the interchange is also underway. This project has a contract duration of 300 days and should be completed in February 2013.

The JaxPort Fiber Installation Project has been awarded to American Lighting and Signalization. This project will provide fiber optic cable to connect FDOT to the JaxPort Talleyrand and Blount Island Terminals. Once this connection is made, JaxPort will also have the capability to communicate between its facilities without the need for leased communication lines. FDOT and JaxPort plan to use the communications links to share video and data feeds in an effort to ease congestion on the arterial and interstate roadways around Jacksonville by coordinating the movement of freight in and around the city.

John Kell
District 2 ITS Construction Project Manager





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MARKETING

While most teachers are still dreaming of beach chairs and lazy afternoons spent drifting aimlessly through the pages of a paperback novel, volunteers and staff at the Teacher Supply Depot are busy preparing for their annual Back to School Giveaway and Extravaganza.

Next month hundreds of teachers will descend on the old Lackawanna school building on Lenox Avenue to stock up on paper goods, file folders, pencils and more! Again this year our 511 Team will be on hand to help teachers ease back into their routines, making the transition from lounge chair to faculty lounge a little more palatable.

While no one wants to see the summer come to an end, being able to stock up on supplies by generous members donated of our community is an added incentive that helps teachers put their best foot forward when greeting new students on the first day of school. Our 511 Team will be setting up shop and distributing goodies on Thursday, August 8th from 11:30am-2:30pm, so if you know of any teachers who'd like to participate in this event, please have them contact Chris Buckley at 381-7480. Thank you Teacher Supply Depot for going the extra mile, and thank you for allowing 511 to be part of this incredible community initiative.

From education to conservation, our 511 Team has been on the move this summer. Just last week we were invited to speak at the Northeast Florida Association of Environmental Professionals meeting. The Northeast chapter of FAEP is made up of representatives from Duval, Nassau, St. Johns, Bradford, Baker, Union, Putnam, Flagler and Alachua counties and meets monthly to discuss a wide array of subjects in the environmental field such as remediation, water conservation and usage,

emerging technology and emergency response (just to name a few). Representatives from JEA, Golder, the US Army Corps of Engineers and Jacksonville Aviation Authority are just some of the likely candidates you'll find at their monthly meetings. NEFAEP is always looking for speakers, and starting next month, they'll be alternating between lunchtime and evening meetings. Please visit their website at www.nefaep.org to learn more.

As you enjoy these last few weeks of summer vacation, make sure every trip you take begins with a call to 511. You can also log onto www.FL511.com or, of course, download our free 511 Traffic App. It's available for use with iPhone, iPad or iPod devices. Simply go to the iTunes store and search "Florida 511." As always, we welcome your comments, thoughts and suggestions.

Know before you go and keep moving!

Sherri Byrd Marketing Manager



The 511 team spoke at the NEFAEP meeting. Shown is Jeff Close, President of NEFAEP.





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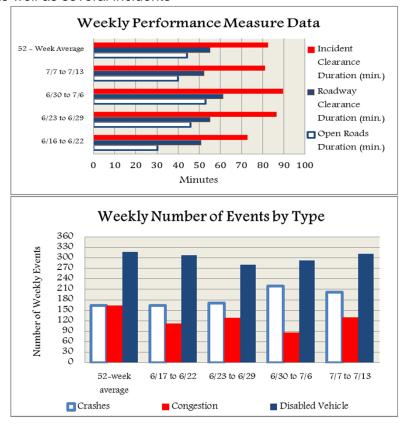
PERFORMANCE MEASURES

The 4th of July holiday is traditionally marked by heavy traffic due to people traveling far and near to celebrate the holiday with friends and family. Because of the increased travel, it was no surprise that the week starting June 30th reported about 219 crashes which is considerably higher than the yearly average of 164 crashes.

The incident clearance, roadway clearance, and open roads durations for that week were also noted to be the highest according to SunGuide®, when compared to other weeks this past month as well as the yearly average shown on the chart below. These long duration times are attributed to the increased number of incidents and the nearly 3 inches of rainfall seen during that week, as well as several incidents

that closed two or more travel lanes on the major roadways for a little bit over 4 hours.

In contrast to the higher number of incidents and longer clearance times, the highest number of Road Ranger assists for the past month in Duval and Nassau Counties were observed the week ending June 29th. Sunguide reported at least 40 events where Road Rangers were one of the main responders. These events are nearly twice as many events as the yearly average. The majority of the Road Ranger responses for the week ending June 29th was for the busiest route of Interstate 95 during the P.M. peak hours, with law enforcement assists listed as one of their main activities.







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OPERATIONS

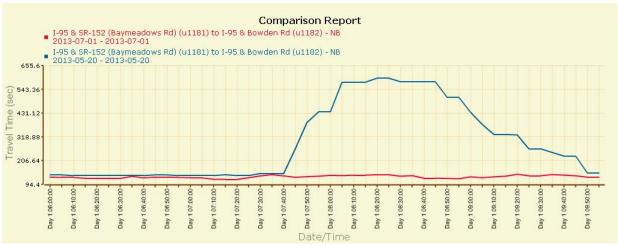
I hope everyone has enjoyed their summer break. Hurricane Season has started slow (despite the short lived TS Chantal scare) which provides the Transportation Management Center (TMC) some time to catch up on things (like the ITS deployment in the 295 northwest quadrant). Recurring congestion remains down during the summer months while the afternoon rains continue to cause problems. Here is your warning....Duval County Public Schools have their first day on August 19th.

For those of you that travel the interstates be prepared to slow down! Some areas are affected more than others but plan accordingly. Buses, carpools, teen drivers and more will be hitting the roadways in less than 1 month! Make sure to give yourself enough time in the morning to

make sure you don't have to rush. Looking at a snapshot in SunGuide for total congestion events you can see the difference that school traffic creates. The first week of May had a total of 142 congestion events while the first week in July only had 82.

Below are two graphs from ITS' BlueTOAD devices which compares a Monday morning drive (6AM-10AM) during the school year (blue line) to a Monday morning drive during the summer (red line). The 95 northbound from Baymeadows Road to Bowden Road graph shows a travel time that jumps from approximately 100 seconds to over 500 seconds. With merging traffic from Butler Blvd to I-95 northbound, this travel time segment is greatly reduced during the summer months showing little to no jump on July 1st.









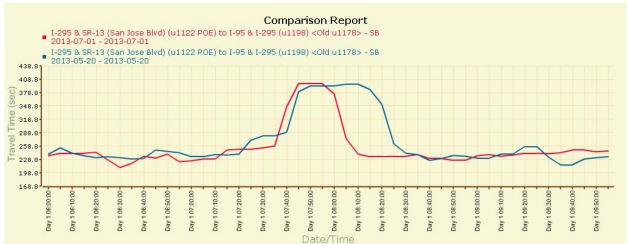
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OPERATIONS continued

The next graph covers the same time period but shows travel times on 295 southbound from San Jose to the 95/295 south end interchange. You can see the travel times for both the summer (red line) and the school year (blue line) jumps

from approximately 230 seconds to 400 seconds but during the school year it maintains that increased travel time nearly twice as long as the summer months.





With the August 19th school year traffic just around the corner, make sure you keep up with 511 for the latest traffic information. You can reach our 24/7 line at (904)359-6842 or our work day line at (904)360-5465. The 511 iPhone and iPad App are currently available and please feel

free to contact me if you would like to Beta test the Android 511 App. Remember the story above and

"Know Before You Go! Use 511".

Ryan Crist TMC Manager





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SPOTLIGHT ON

Tanesha Sibley, Metric Engineering

Talk about your upbringing — where were you born and raised? I was born and raised on the west side of Jacksonville. My childhood was pretty normal. I was in all types of activities from karate to softball, I did it all. I also worked. During my childhood to early teen years, my dad owned a pizza restaurant and I would sometimes help him out with that. I graduated from a local high school and community college where I began my path in information technology.

Early Career and/or brief job history: I started my IT career about five years ago with an old company known as Circuit City (Rest in Peace) where I was a part of their IT team know as the "Fire Dogs". After Circuit City, I began working at FSCJ as a computer support technician. I stayed at this position for a little over a year while I worked on completing my degree in IT Security & Computer Networking then migrated from there and began working as a contractor. Working as a contractor was very interesting. I had the opportunity to experience the technical world in different atmospheres, some of which have been; banking, retail and healthcare. Each place that I worked taught me something different and allowed me to network and meet some wonderful people.

Job description-your current role in Transportation. My current role with the TMC is as a Network Support Technician. In this role I will be assisting with administering the Sunguide and Activu systems as well as troubleshooting network, connectivity and any technical issues that may arise.

How long have you been at your current job? I have been working with the TMC for a little over a month and hope that this job will be my opportunity to finally settle in and blossom within the company.

Do you have any funny stories relating to vour career? Such as a foot-in-mouth moment or a bad day at the office story? Once, a few coworkers and I were in charge of running cable through a section of ceiling tile. After I got the cable through to the other end, I began making my way down the ladder. About midway down, my belt loop got snagged on the ladder. I thought I unhooked it completely before continuing to climb down, but apparently not. I didn't notice that my pants were ripped until I got back to the office and my supervisor pulled me aside to ask me if I needed to go home for a short while then pointed to the hole in my pants. I almost screamed when I noticed I had a big gaping hole on the side of my jeans. Talk about embarrassing!



What's the best advice anyone's ever given you? The best advice that a person has given me was to not be afraid to ask questions. I used to be reluctant to ask someone for more information, in fear that they might think that I





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SPOTLIGHT ON

Tanesha Sibley, Metric Engineering

know less, but from what I have seen, the complete opposite is true. Over time I have learned that the people who do not ask questions are typically the ones who don't understand.

Do you have a favorite quote? Something that inspires you? My daughter inspires me to be a better person. I want her to grow up and know that her mother is a loving and hard working woman who wants nothing but the best for her. Each and every day I try to make an effort to be better than the day before because I know that her little eyes are watching and I want to set a good example.

Any job related awards or special recognition you've received? During my off hours at FSCJ, I was approached by a very frantic dean of students who had a presentation to administer but the projector was getting feedback from the laptop that she connected. I quickly resolved her issue and she showed her appreciation by sending me a thank-you card and also advising my supervisor of her overwhelming appreciation for my assistance.

Describe a 'defining moment' in your career or personal life. A defining moment in my career is relative. I don't have a particular moment but rather moments. One "AH-HA" moment for me was when I was tasked with removing viruses and recovering files on an individual's machine. It was one of my first real tasks as a technician at this company I was working for, and I knew that if I did not perform successfully, it would not look good on my part. I was nervous, but I embraced the fear of failure and did my best. After hours of hacking away, the task was completed successfully. What I took from that moment was that you cannot let

the fear of failure hold you back, you have to embrace it and use it as a catalyst to push you forward.

Best job ever/worst job ever... or both? The worst position that I held was one at a call center. Having to be stationary for hours on end was not my cup of tea. The brighter side of it was that I worked with some awesome people who made the job enjoyable.

The best job that I have had, other than my current one of course, was with a technical company that contracted me to TD Bank. I enjoyed this position most because I got the opportunity to travel and typically worked solo. I enjoyed the freedom of being a traveling independent technician because it allowed me to truly access my strengths and weaknesses.

Tell us a little about your family. My family consists of my two year old daughter, her father (who currently works in Houston, Texas) and myself. We are kind of all over the place, but we make it work.

Do you have any hobbies? In my spare time I enjoy playing softball and spending time with my daughter.

Favorite vacation spot? I typically enjoy vacationing in Orlando. My family and I go to Orlando at least once every three months and have a blast. There are so many things to do there from Disney to Islands of Adventure. Whenever we go we enjoy it as if it was our first time visiting.

Anything else you'd like to add...I am excited about this new opportunity with the TMC. I see myself gaining a vast amount of knowledge as well as implementing new ideas to make an already great system greater.





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