



# 511 headed to Gainesville this month for the Sweet Dreams Touch a Truck (and chopper) Event.

(You've gotta love the paint job on that helicopter)



### **NOTES FROM THE DISTRICT 2 ITS ENGINEER**

As I write my May article on this Memorial Day weekend a cloud hovers over my head due to a sad event that happened earlier this month. There's been this knot in my stomach each and every day since its occurrence trying to make sense of what happened and what could be done to avoid such a tragedy in the future. The District's Traffic Incident Management (TIM) team lost a valued member on May 3<sup>rd</sup> when Trooper Chelsea Richard was killed in the line of duty while working a crash along I-75 southbound in Marion County. Two other souls were also lost that day and the impacts can be felt by everyone on our TIM team. Monday, May 5<sup>th</sup>, was supposed to be the beginning of an exciting and entertaining TPC week that ended up with sadness as we mourned the loss of Trooper Richard.

Very early Monday morning (about 6:30 AM) I learned a little about Chelsea during our TPC Media day when I spoke with FHP Officer Dylan Bryan. Dylan had known her since the academy and recalled how focused she was on becoming an officer. Dylan was also familiar with her personally and mentioned how she doted on her 4-year old son. This child meant the world to her and now he must continue through life hopefully knowing what a brave officer his mother had become. The sad truth is that in the future such events can be avoided, however, it's up to us to expedite the matter so that no other TIM team member feels the same pain that the Richard family is currently going through.

Without going into great detail I will try to give you the background on the events that morning. There was an accident on I-75 southbound in Marion County and Trooper Richard was dispatched to handle the investigation. Upon arrival she relocated the vehicles to the shoulder in what she thought was a safe location. She picked a spot where guardrail was present to provide some semblance of protection. The tow

truck arrived so it was the final step prior to clearing the incident scene. It seemed like an easy and routine operation but we were soon reminded that was not the case. Within minutes of the tow truck's arrival countless lives were drastically altered by a chain of events incident responders encounter each and every day.

We should all know by now that the biggest risk during an incident are the secondary accidents that occur due to traffic being backed up. That's why we utilize the 511 system and Dynamic Message Signs to the fullest because advanced warning is the only means we currently have available to notify upstream vehicles on the dangers ahead. In this case, a motorist towing a trailer was caught by surprise due to the traffic queue. Unfortunately, the brakes on the trailer were not working properly so when the driver tried to stop the vehicle he lost control. His vehicle skidded into Trooper Richard, the tow truck driver and a pedestrian on the shoulder, thus leading to the bad news I am sharing with you today. The FHP investigation is on-going, however, these type of roadway incidents are not new to us and the time to stop similar events is now!

After speaking with Dylan my mind immediately tried to come up with potential solutions that could be implemented ASAP. I first analyzed the situation, thought about available tools and then tried to figure out a way to use these tools to prevent similar incidents in the future. Smart cars are still a few years away, however, several manufactured vehicles already have the capability to communicate info to drivers. I also considered Smart Phones and the features they provided. I then thought about what we have available right now. Smart Phones can receive emergency and AMBER alerts that are pushed automatically. A number of new vehicles have some type of satellite

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### **NOTES FROM THE DISTRICT 2 ITS ENGINEER CONTINUED**

communication that can be linked to an emergency notification system. All we really need is some computer “techies” who can develop an app or software solution to push this information to motorists who are in the vicinity of an incident.

The way I thought it could work is that a TIM member would arrive at the scene of an accident and activate the app via their Smart Phone or laptop computer. To keep it simple for now this app would only trigger an alert when activated, providing location information via lat/long data, type of agency (law enforcement, fire/rescue, maintenance, etc.), and type of event (accident, disabled vehicle, LEO stop). This information would be transmitted through the “cloud” to any device approaching the area within a five mile radius. This could be done via satellite and/or cell towers. Approaching vehicles in the area would get this information via an alert, thereby allowing them to take greater precaution when nearing the incident. The information provided could be location/distance, incident info, lanes closed, side of shoulder, etc. It would provide anything pertinent that would make motorists slow down and use greater precaution when nearing the incident scene.

I anticipate that the amount of work necessary to accomplish this task would take less than one-year. It would have to involve cooperative efforts from the telecom providers, vehicle manufacturers and cell phone vendors. The solution is basic but it could provide a huge benefit to incident responders in the future with minimal financial investment or effort on the part of TIM members. I know it can be done because we’ve proven so already with the 511 application, WAZE and SPARR. All it would take is a little funding, some elbow grease and the willingness of TIM members to make it happen.

I mention the latter because I proposed this concept at our last TIM meeting and the immediate response were the negatives to such a feature. “Yes”, the current AMBER alerts on cell phones does catch you off guard! “Yes”, I am suggesting a feature that may distract motorists while they are driving! “Yes”, this may tip off the “bad guys” on police activity along the road way! I considered all of this push-back prior to proposing the idea but there are means and methods of addressing them all. One solution is voice alerts instead of text messages, thereby keeping the motorists’ eyes focused on the road. Another solution is to utilize beeps to keep the motorists alert. I realize there are many undesired features to my proposal but the positives are that we may save lives. Even if it’s just one it would be worth the investment, don’t you think?

The loss of Trooper Chelsea Richard was not the first and will not be the last we encounter during our careers, however anything we can do to reduce the numbers is progress. I myself have had several close encounters while working in the District’s Roadway Maintenance office and realize such events occur in a split second. My FDOT career is winding down but this type of incident scenario will never go away unless something is done. All I want to do is make it happen before I decide to call it a day.

On another topic, District Two hosted a retirement party for Director Nick Tsengas on Tuesday, May 20<sup>th</sup>. It was a very tearful and joyous celebration as Nick said his good-byes. I guess the benchmark of his legacy was the turnout of Department staff who’d retired years ago. In some way, shape or form Nick had some influence on each individual’s personal and professional life. I guess that’s what will



### **NOTES FROM THE DISTRICT 2 ITS ENGINEER CONTINUED**

be missed the most during his absence. The neatest thing for me was seeing both his daughters all grown up and beginning their own professional careers. I still recall meeting his little girls 18 years ago and how proud he was of them. Now, they are setting their own path in life and were so fortunate to have a dad like Nick leading the way for them.

I also had a chance to catch up with Nick's wife, Cindy, and asked "so what do you guys have planned now that he's retired?" The response led me to believe it will not be the last we see of Nick! Cindy apparently has a long list of things for him to do around the house and knowing Nick (the people person) I doubt if he'll give up rubbing elbows with folks in transportation for a nail and hammer. So, here's to Mr. Nick Tsengas and everything he's done to make our North Florida transportation system one of the finest in the State of Florida and the Country!

### **NORTH FLORIDA TPO UPDATE**

This past month was very interesting in that I received several calls from other Districts in Florida asking for insight on our rapport with the North Florida Transportation Planning Organization. It seems that word's gotten out that this region is "doing things right" and meeting the vision of FHWA. It is a partnership envied by many and a benchmark for others to follow. Many are amazed by the strong relationships generated through the Northeast Florida ITS Coalition that was led by Denise Bunnewith and Jeff Sheffield. They both made it easy to achieve consensus that I am quickly learning is a rarity throughout the State.

As an example, the Tampa Bay region seems to have trouble agreeing on anything! This was relayed to me by several transportation folks in

that area. Likewise, Central Florida has been trying to overcome a similar problem over the past several years. South Florida is having a battle among themselves as they struggle with the challenge of an increasing population with limited roadways to handle growth. The irony of it all is that our team took snippets from each of those regions to build our partnership through lessons learned in their areas. In a nutshell, the NFTPO helped us avoid the pitfalls that are currently occurring in south, central and west Florida.

This region is on the cusp of doing some fantastic things in the coming two years and it's all due to the investment that the NFTPO made over the past several years. Each local agency is willing to work together to meet the ultimate goal whether they are in Law Enforcement, Fire/Rescue, Intermodal, or Traffic Signals. This consensus has made the Department's job much easier as we build to the moment when we are all linked within the new Regional Transportation Management Center. It's amazing how many other ITS offices have contacted me to try and get a blueprint of our formula. They are just beginning to realize that integrating all of the pieces of the puzzle is the only way to meet the challenges they'll encounter in the near future.

On a slight twist, Puerto Rico DOT is coming to our region on June 4<sup>th</sup> to examine the way we get things done in North Florida. This should be an interesting visit since (from common knowledge) it's hard for them to agree on anything in their territory. They've asked us to try and help them simplify things so that they can make wise investments at reasonable costs. That's exactly what we've done over the past several years when utilizing the NFTPO's funds to upgrade our ITS deployments. This is on the heels of the visit from a Chinese



**NORTH FLORIDA TPO continued**

delegation last year who were also impressed with the efforts of the NFTPO. Can anyone say “we’ve gone global!!!”

I wanted to share this because FHWA constantly reminds me of how proud they are of our region, the relationships we’ve made and the leadership of the NFTPO. They continually tell me that this was their vision when helping develop MAP-21 but it’s been very difficult to achieve in many parts of the nation. Of course, I took full advantage of their comments by asking for more funding to take it to the next level. That’s the only way we can truly meet their vision so I am keeping my fingers crossed that they take the bait!

Pete Vega  
District 2 ITS Engineer

**MAINTENANCE**

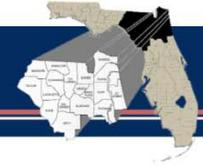
Traffic Control Devices (TCD) has been working on fiber optic cable splicing and repairs this month. Some of the fiber splicing work has been done at major arterial roadways to connect the City of Jacksonville’s signal network with the FDOT ITS Network. There are already multiple connections between the two networks, but whenever a new connection point is made available the connection is made to increase the redundancy capabilities of both networks. The more connection points that exist between the two networks creates more paths that each of the networks can take to reach their destination. When a fiber is damaged or a device fails in a cabinet, then the networks can use other routes to bypass the issue and only the local devices are lost instead of an entire portion of the network. Think of it as a local roadway being blocked due to an accident and you taking a few lefts and rights on other streets to get around the problem and get back on course.



TCD replacing pull boxes

TCD has also been replacing several fiber optic pull boxes along I-95 in the southern part of town. These pull boxes were installed almost 10 years ago and through the years construction vehicles and other large vehicles have driven over the boxes numerous times causing them to crack or break. Although the pull boxes are rated for a 20,000 pound load they sometimes crack or break under the heavy loads of construction vehicles or semi-trucks. The pull boxes are being replaced so that they are not damaged further and result in damage to the fiber optic cable. Many times when the boxes collapse under heavy weight the broken portion of the box crushes the fiber, which results in downtime of the system and a costly repair.

Kevin Jackson  
ITS Field Specialist



### **CONSTRUCTION**

The bids for the Phase 9 Project have been received and the project will be awarded soon. This project will install ITS devices and infrastructure on I-295 and arterial roadways from Atlantic Boulevard going South to the I-95 Interchange. This area is often congested due to the large amount of traffic generated by the many businesses, shopping areas, UNF, FSCJ, and other large businesses in the area. The project will begin construction near the end of summer and is scheduled to be completed before the end of 2015.

The I-10 Interchange ITS Project, which includes the installation of fiber optic cable, CCTVs and MVDS within the area of the I-10/I-95 Interchange, is scheduled to be completed the beginning of June. This project was needed due to the reconfiguration of the interchange, which resulted in blind spots and new ramps which the TMC Operators could not see with their existing devices. The new devices will enable the TMC Operators to view the entire interchange and as a result, detect incidents faster and provide better information to emergency responders.

The SR 23 Toll Project, which is installing ITS on SR 23, I-10 from I-295 to just west of SR 23, and I-95 through St. Johns County is currently under design. The fiber optic conduit and cable design for I-95 through St. Johns County has been provided to the Contractor as released for construction design plans. The 100% ITS plans have also been submitted for the I-10 portion of work. Crews are anticipated to begin working on the I-95 portion soon and once they finish the I-95 portion they will begin working on I-10. This work is being done to provide a complete path for ITS and Tolls information between FDOT District Two and Florida's Turnpike.

The I-75 ITS Project in Gainesville from CR 234 to SR 121 continues to progress. The contractor

is installing conduit, pull boxes, and DMS foundations on both I-75 and US 441. The contractor is on schedule and will begin installing device poles and power services in the near future. This project is scheduled for completion in the Spring of 2015.

John Kell  
District 2 ITS Construction Project Manager

### **ROAD RANGER UPDATE**

The Road Rangers have remained busy in the month of May by assisting with incidents on our interstates and helping 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 1,987 services in the month of May 2014 to aid with our incident management program.

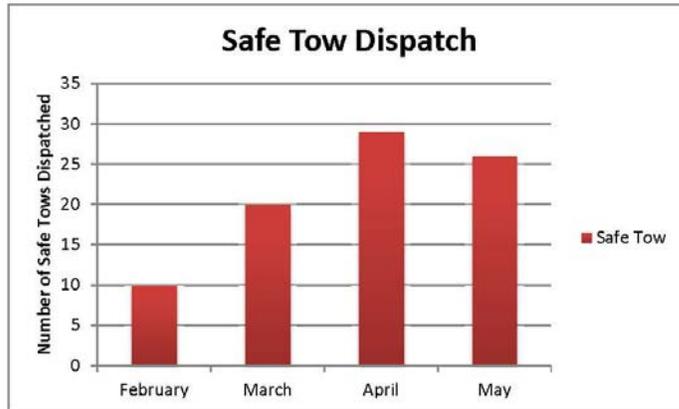
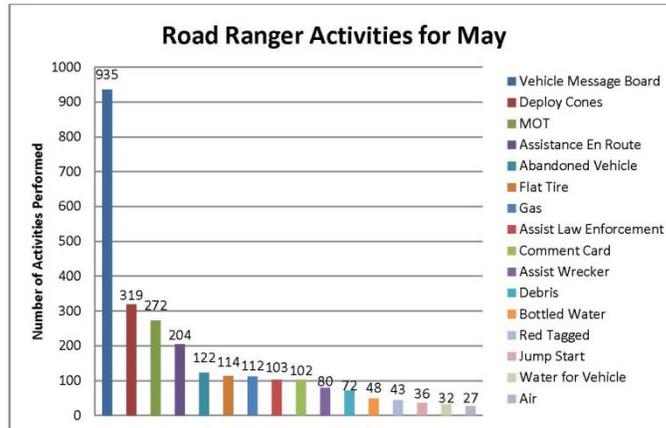
The Road Rangers, as always, kicked off the beginning of May by holding their monthly Road Ranger Safety Meeting at the FDOT Urban Office Training Center at 11:30 AM on May 7. They hold these meetings to reinforce training and dedicate time to ensuring that the Road Rangers know how to prepare for emergency situations. Marshall Adkinson always makes sure to stress to the Road Rangers the importance of keeping proper Maintenance of Traffic (MOT) when at an incident scene. Marshall also stressed the significance of communication and how it can save lives while on the roadways.

The charts on the following page illustrate the Road Ranger activities for the month of May as well as the different types of reported events.



**ROAD RANGER UPDATE**

When comparing several past months, we can see that the safe tow program is being utilized and significantly growing to help motorists throughout Jacksonville.





## **RISC – RAPID INCIDENT SCENE CLEARANCE - UPDATE**

District 2 has not had a RISC incident in the last month, but our RISC Contractors remain ready to respond if needed.

## **FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

The First Coast TIM Team meeting was held on May 20, 2014 at the FDOT Urban Office Training Center at 9:00 A.M. We welcomed Donna Danson back after being away for several months and she kicked off the meeting to set things in motion. She reminded the TEAM that the purpose of these meetings is for everyone to work together and learn from each other to strive for excellence.

The TEAM then dove right into updating other TIM team members of current and upcoming construction and ITS projects. Ed Ward also shared with the TEAM some valuable information that he received from the Statewide Hurricane Conference regarding predictions for the upcoming hurricane season. The Road Rangers were represented by Greg Gaylord who also shared some great news with the TIM Team. The Road Rangers have been accident and injury free since the last TIM Team Meeting, but they have definitely been busy on the interstates by helping motorists as well as incident responders.

During the Performance Measures section of the agenda, the TEAM had a healthy discussion about several incidents which occurred since the last TIM meeting in March. The TEAM reinforced the need for communication and came together to discuss how they can excel at being the best TEAM possible.

The First Coast TIM Team will hold its next bi-monthly meeting on July 15, 2014 at the FDOT Urban Office Training Center, 2198 Edison

Avenue at 10:00 A.M. Please mark your calendar to attend this meeting. We are looking forward to seeing everyone there.

## **ALACHUA-BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

The Alachua-Bradford TIM Team will hold its next bi-monthly meeting on June 11, 2014 at the FDOT Gainesville Operations Office, 5301 N.E. 39th Avenue at 10:00 A.M. Please mark your calendar to attend this meeting. We are looking forward to seeing everyone there for a successful TIM Team meeting.

### **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.*

### **ANNOUNCEMENTS:**

Traffic Incident Management Website:  
<http://jax511.com/D2TIMwp/>.



## OPERATIONS

On April 22<sup>nd</sup> before leaving my house to bring my kids to school I checked the 511 App on my iPhone and saw a crash just occurred on I-95 northbound at Bowden. Two lanes were blocked. It was a little before 7AM and with having to drop Lyla and Bennett at school I figured I wouldn't be in that area for over an hour so I would be OK. Boy was I wrong. It is amazing how a crash at a critical choke point at just the right time can almost paralyze a part of the city.

A car and a truck got tangled up around 648AM overturning the car (see picture) blocking the left and center lane on I-95 northbound at Bowden Road. This corridor usually backs up during morning rush so trouble was ahead. Responders acted quickly removing the vehicles, transporting one to Memorial Hospital and they had both lanes open at 842AM. The 90 minute Open Roads Goal was met, so all is good, right?



Wrong! At 730AM, as I head to my car leaving Palm's Preschool, ready to take SR-202 (Butler Boulevard) to I-95, I checked my App again to see the speed map. It didn't take long to see there was nowhere to run. SR-202, Beach Boulevard, Baymeadows Road, US-1, Atlantic Boulevard, Arlington Expressway, San Jose Boulevard and others....all **RED**. Cars at a halt. This was going to be a long morning. I decided to just brave it and head into the belly of the beast. Down SR-202 I went. As I got on to I-95, an hour later, the crash had been cleared and Transfield was in the process of picking up their cones. I arrived at the office more than 2 hours after my journey started. To no surprise, I was not the last one in the office.

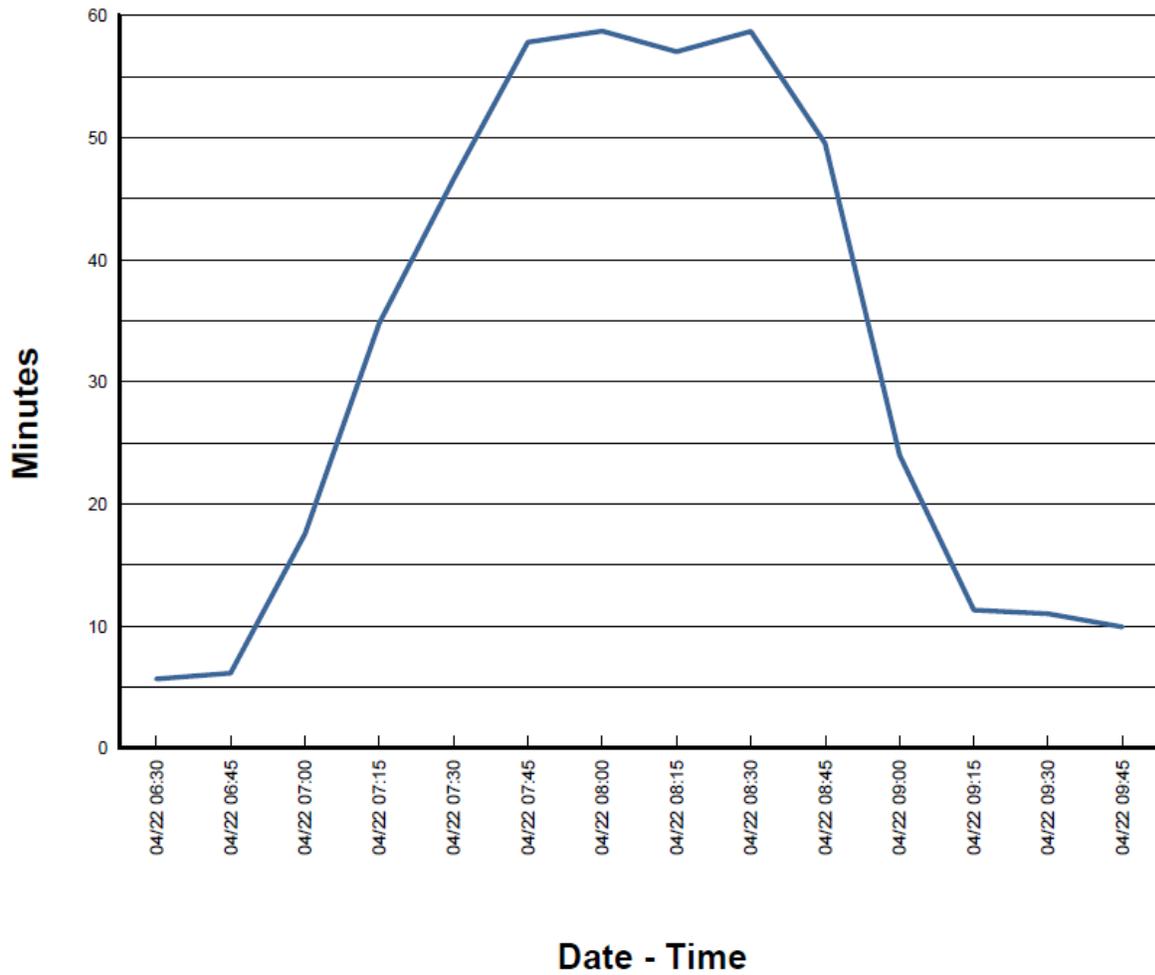
Congestion leading up to the crash lasted until 1015AM and was backed up all the way into St. Johns County (just ask Pete Vega and Jason Summerfield). You can see from the chart on the following page that travel times on I-95NB from the south-end interchange to SR-202 was over a 30 minute ride for a six mile stretch for almost two hours. SR-202 westbound approaching I-95 lasted until 930AM, I can attest to that! The alternate route on the east beltway lasted until 1040AM leading up to Baymeadows. Traffic headed over the Buckman wanting to get onto I-95 was congested until 930AM.

This one crash, at the wrong time and in the wrong place put all of southern Jacksonville on notice. All of this congestion and this is with educated motorists out there. There were almost 200 calls made to 511 from the 904 area code during the event and Dynamic Message Signs were being used on I-95, I-295 and US-1 to notify people. I knew the trouble areas, so I was able to make better decisions on my route and approached congested areas with more caution.



## OPERATIONS continued

511 gave me the chance to take an alternate route before getting into congestion and increased my likelihood of making it to work safely by being a more aware driver.



Ryan Crist  
TMC Manager



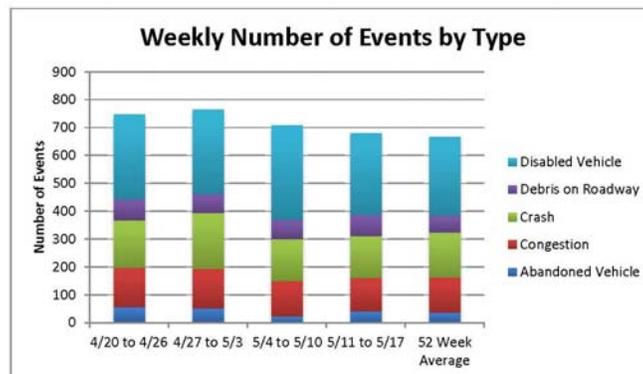
**PERFORMANCE MEASURES**

Whew! Is it Summer already? It sure seems like it. May has certainly brought the heat to District 2 by spiking above the average high temperatures by at least 8°F. Along with high temperatures we are not seeing extreme amounts of rainfall typical to this time of the year. Of course this means more travel throughout the District with more people wanting to head to water parks and take early vacations. The increased travel in our area also influenced the amount of crashes, congestion and disabled vehicles on the roadways.

The number of crashes reported in SunGuide for the first three weeks of May was recorded at 514, which is almost comparable to the entire

month of April at 558 crashes. When analyzing the SunGuide report data, an interesting increase in Incident Clearance Duration was observed for the week ending May 10. Even though this particular week had no rainfall, SunGuide reported several events that had very long durations.

Of course, along with crashes there is always an increase in the amount of congestion, but surprisingly enough the amount of congestion on the roadways stayed pretty close to the average of 126 recorded congestion events per week. The following charts illustrate the Performance Measures data for the past few weeks as well as the different types of events reported.



Sherrell Lall, Metric Engineering



### **MARKETING**

Florida's future drivers were well represented at this year's Sweet Dreams Touch a Truck event in Gainesville. The annual event kicked off with a "silent hour" from 9-10am, but once those toddlers climbed into the cabs of those big rigs, the horns and sirens started blaring. Anyone who has small children knows that silence isn't an art they practice with any regularity. Then from 10am-2pm things really got rocking! The UF Shands Trauma Helicopter took center stage (creating quite a stir) and demolition teams started pounding away, all in an effort to showcase their various work-related specialties. We rolled our 511 vehicle into position shortly after 7am and started handing out beach balls to the kids and grocery bags to the parents.

Meanwhile, back in Jacksonville, the Jacksonville Sheriff's Office was holding their Shadco Safety Fair at the River City Marketplace on the northside. We had a crew in place there as well. While Max and I worked the Gainesville event, Daniel and Rachel were hard at work handing out 511 prizes and information at the Shadco event. Both venues were heavily attended, and at the end of the day, we packed our bags and headed home with huge smiles on our faces.

From toddlers to teens – our next stop took us to Ridgeview High School in Orange Park where we talked to 1,500 9<sup>th</sup>-12<sup>th</sup> graders in just under 8 hours! We, of course, always stress safety by discouraging motorists from using their cell phones while driving (texting, talking, etc), and to always check 511 *before* they head out on the roadways or by having a passenger check for them. Let me just take a moment to say, with regards to the students at Ridgeview High, they were some of the most polite and well-mannered teens I have ever come across. What a testament to the leadership and guidance modeled by the faculty and staff at Ridgeview

High. And to top things off, we were treated to a deli style lunch by the school's culinary students. It was absolutely phenomenal! What an incredible day!

Next month we'll be partnering with Fidelity National for their annual Health and Safety Expo. Their Riverside office is located on the banks of the beautiful St. Johns River downtown. We're looking forward to seeing old friends as well as making new ones in the coming months!

This summer, before you head out the door with your beach chair and umbrella, make sure your trip begins with a call to 511. You can also log onto [www.FL511.com](http://www.FL511.com) or, of course, download our free 511 Traffic App.

***Know before you go and keep moving!***

Sherri Byrd  
Marketing Manager



[www.FL511.com](http://www.FL511.com)



**SPOTLIGHT ON...JOSH REICHERT**

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

*Grew up outside of Tallahassee, FL; went to Florida State.*

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

*Worked at CVS/ Pharmacy for years, also worked at a mattress store before FDOT.*

**Job description - your current role in Transportation and/or Emergency Response.**

*Currently in the Traffic Operations Studies office and moving into the ITS program.*

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

*About ten months in studies. Prior to that I worked in the Traffic Operations Safety area.*

**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?**

*Fell into the Ribault River in dress clothes. I also hid coworker's cell phone in ceiling once which did not go over well with them.*

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

*If you think and work long and hard enough about it, you can achieve anything.*

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

*Here is a quote by Winston Churchill on Adversity. He once said "Kites rise highest against the wind – not with it".*

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

*I'm average at the moment but hope to shine while in the ITS office.*

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

*Passing the P.E. exam a few months ago after a year of worrying.*



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

*At the moment my hope is that this ITS position will be my best job ever. I probably should not address the worst job ever to avoid a "foot in mouth" moment.*

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

*I have two AWESOME parents and two younger sisters. My dad works for the Florida*



**SPOTLIGHT ON.. Josh Reichert continued**

*Transportation Commission as the Deputy Executive Director. He has been a huge advocate for ITS for a number of years, thus making this an interesting step in my career. I recently got engaged to my longtime girlfriend Kathy. I still can't figure out how she puts up with me.*

**Do you have any hobbies?**

*I love boats, fishing, outdoors, tinkering with things (especially my yard).*

**Favorite vacation spot?**

*Islamorada, FL. It's located in the Florida Keys and takes you away from all the hustle and bustle of big city life.*

**Anything else you'd like to add...**

*This past year has been very good to me. First, I got engaged to the love of my life. Then my Alma Mater, Florida State University, won the NCAA Championship in football. To top it off, their quarterback, Jameis Winston, won the Heisman Trophy. I topped it all off by learning I'd passed the Florida Professional Engineering exam to get my license. And now I have the opportunity to be involved in one of the fastest growing areas of the Transportation Industry by joining ITS. I don't know if I can handle much more!!!*



**PHOTO GALLERY**



511 headed to Gainesville for the annual Sweet Dreams Touch a Truck event.



A favorite of the kids at Sweet Dreams Touch a Truck!



Don't we wish all garbage trucks looked like this!



PHOTO GALLERY



Students from Ridgeview High School, in Clay County, learn about 511 and how to "Know before they go!"



511 visited Florida Blue to teach the Employees about all of our travel "benefits".



Pete Vega being interviewed by Ashley Mitchem of WJXT, The Local Station, at The Players Media Event



A 511 Busboard, provided by our Partners at the Jacksonville Transportation Authority.



Courtesy of Beach Banners, an aerial view of parking at The Player's Championship. 511 helped these folks get to the event in a timely fashion.

