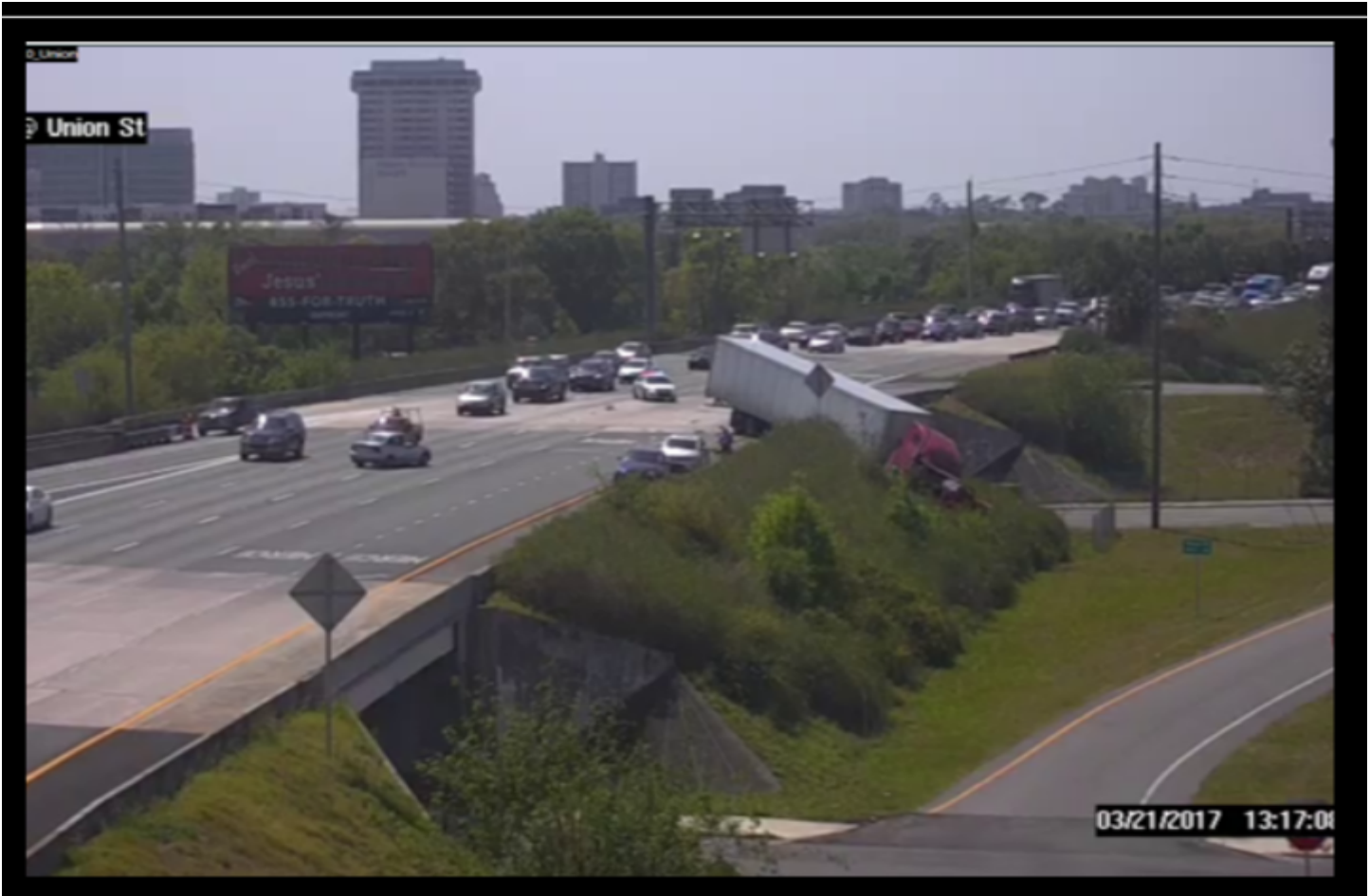


March 2017 Issue 110

Below perfectly illustrates the meaning of “Traffic Incident Management Team” (TIM). RISC (Rapid Incident Scene Clearance) , TMC Operations, Road Rangers, Law Enforcement (FHP & JSO), Jacksonville Fire-Rescue and Maintenance were all integral parts of the management, clearance and recovery of this event. Read more inside about the “Teamwork” involved in this event.





**NOTES FROM THE DISTRICT  
TRANSPORTATION SYSTEM  
MANAGEMENT & OPERATIONS (TSM&O)  
PROGRAM MANAGER**

The ITS Working Group Meeting is an opportunity for Districts to get together to discuss ongoing issues and standards within the program. When I first joined the team in 2002 these meetings were held three times per year in a face-to-face setting where collaboration, cooperation and coordination were the goal. During these meetings we spent a majority of our day, from sunrise to sunset, going over many of the challenges encountered while trying to develop an ITS program that would be a benchmark for the rest of the country. Thinking back to those days it was funny that we had to set a rule of “no business talk after 8:00 PM!” The reality is this was a nominal respite since by 10:00 PM we were all in our hotel rooms responding to work related e-mails until midnight (remember, Smart Phones did not arrive until a few years later).

My belief was that these face-to-face meetings were the reason Florida skyrocketed to the top of the ITS world in such a short amount of time. I still recall the “closed door sessions” where each District had an opportunity to say what was on their minds, whether good or bad. On a few occasions we had to prevent some fistcuffs from happening due to the hot tempered nature of our colleagues in Central and South Florida (yes, it was us Latinos!). By the end of these sessions everyone was fine and actually closer than ever because we had a single minded focus of being successful. In short, we not only became colleagues because of these meetings but also close friends as well. We all knew that we had each other’s back as we continued to venture into the unknown world of Intelligent Transportation Systems.

I mention this because it’s been several years since we had a face-to-face ITS Working Group meeting. That is until this past March 16<sup>th</sup> and 17<sup>th</sup> when we all met in Tampa to go over the latest and greatest happenings in our District and State. Russell Allen created an extremely challenging agenda that incorporated 26 topics to cover over one and one-half days. We touched on everything involved within the program from A to Z. Some of the items addressed included Express Lanes, ITS maintenance, TIM, CVO, Construction and RTMC Operations. Incorporated in between were all the rules, standards and requirements for members of our team and the program. Needless to say, it was difficult to absorb all the material discussed while trying to forget we hadn’t taken a bathroom break for hours!

It was an interesting mix of attendees with many participating in the face-to-face format for the very first time. We had the veterans who’ve participated in many of these meetings, like Chester Chandler (D7), Katherine Chinault (D1), Javier Rodriguez (D6), John Easterling (TPE) and Cliff Johnson (D3). On the “newbie” side we had Mark Mathes (D1), my group from D2, Lee Smith (D3), Allison Glunt (D4), Jeremy Dilmore (D5), Alex Mirones (D6) and William Reynolds (D7). There were several others from the District who also joined us for this meeting, however these were the key participants.

Since it’s been a while between face-to-face meetings all of the Central Office participants (Russell, Fred and Randy) and their



**NOTES FROM THE DISTRICT  
TRANSPORTATION SYSTEM  
MANAGEMENT & OPERATIONS (TSM&O)  
PROGRAM MANAGER continued**

consultants were new to this environment and I'd say were caught off guard by the interaction of our group.

Chester and I broke the ice by addressing a concern we all had been sharing for the past few weeks via e-mail. Once we got Lee going there was no stopping him because of his boisterous nature and skill at getting his point across. This definitely put the Central Office crew on their heels since they now realized we all had rolled up our sleeves and were ready to get down to business! Mind you, this all occurred within the first hour of the meeting so you could see the fear in their faces as we proceeded on to the second item on the agenda.

When we finally took a break the discussions did not end there, whereby we carried it over to the hallway and restrooms. During this break I had a chance to educate everyone on the "decorum" of previous face-to-face meetings. Basically, I told them everything and anything is on the table for discussion so speak your mind or forever hold your peace. I think this lit a fire into the "newbies" who took my suggestion to heart and came out with all guns blazing. Ironically, throughout the first morning each District was able to voice their concerns while keeping us on schedule with Central Office's agenda. By lunch time you could see the beads of sweat forming on Russell's forehead as he tried to reflect on surviving this buzz-saw.

Overall, there was a lot of great information shared, from Katherine and District Two's battles with construction projects to Javier and Allison's challenges with Express Lanes. Likewise, Jeremy shared his concerns about the

accelerated growth of his program with limited resources to keep up with the District Five schedule. Meanwhile, Chester had concerns about the quality of existing ITS technology while Lee addressed the enormous challenges faced while managing a rural deployment of 220 miles in length. When we began to discuss ITS standards the roof was blown off and we had Fred ready to run for the hills to avoid the heat!

As mentioned previously, at 5:30 PM the discussions did not end. We all met for dinner and continued to go over the issues encountered in each of our Districts. Like clockwork, by 8:00 PM the discussions ended and everyone began to focus their attention on the FSU basketball game. When we called it a night we all were on the same page as we headed to our rooms to start responding to e-mails. This brought back some fond memories of previous ITS Working Group meetings.

The next morning we recapped what had been discussed the previous day. Lee was at his finest as he began to sing everything he wanted to say. At about that point we decided to give each person a nickname. Lee was tabbed Perry Como while I ended up being called *Wisdom*.

As we began to wrap up the meeting Fred posed the question "was this face-to-face worthwhile?" It was a consensus that more of these type meetings were necessary since the interaction and knowledge sharing was twenty times better than trying to address issues over the phone or via video



**NOTES FROM THE DISTRICT  
TRANSPORTATION SYSTEM  
MANAGEMENT & OPERATIONS (TSM&O)  
PROGRAM MANAGER continued**

conferencing. Even Fred couldn't deny that he was walking away with a wealth of information he never absorbed during previous working group meetings.

On the way back to Jacksonville Russell caught a ride with us since he was meeting his wife in St. Augustine to begin his Spring Break vacation. During the drive you could tell he absorbed much of what was discussed as he began to comment on things he'd noticed along the way. Things like "that 511 alert needs to be updated" or "that sign could have had a clearer message." To me, this was the ultimate success story since it seemed that our team was able to share enough information where the folks in Central Office absorbed much of it. The hope is that this may make our jobs much easier and efficient in the future with the goal of having many more face-to-face meetings planned.

**Pete Vega, District 2  
TSM&O Manager**

**NOTES FROM THE DISTRICT 2 ITS  
PROJECT MANAGER**

First Coast Road Rangers operate a fleet of dedicated vehicles, which play a crucial role in Incident Management here in Northeast Florida. They provide assistance to traveling motorists daily by performing minor repairs, changing flat tires, supplying fuel, water, jump starting dead batteries, removing debris and disabled vehicles from travel lanes and assisting law enforcement with maintenance of traffic – just to name a few of the things they do. Their goal with all services is to provide a buffer of safety for the motorist, to

make oncoming traffic aware of an incident and to ultimately reduce delay and improve safety for the motoring public and responders.

The current vendor for the road ranger contract is First Coast Road Rangers, LLC. Their contract is coming to an end with almost 1 million miles on most of their trucks. I personally would like to thank their operators for putting their lives in danger every day on our roadways. Their efforts along with law enforcement, fire/rescue, towing companies, roadway maintenance and the regional traffic management center staff all working together saves lives and reduces roadway congestion. If you have ever been stranded or tried to change a tire on the shoulder of the interstate you can truly appreciate what the Road Rangers and all responders endure each day.

The impact of Road Rangers on our roadways is making a difference. During the last quarter of 2016 (Oct. - Dec.) roadway clearance times averaged 54 minutes with road ranger assistance vs 72 minutes without. Incident clearance was 76 minutes with road ranger assistance vs 90 minutes without. Open Roads Duration was 47 minutes with road ranger assistance vs 61 minutes without. By condensing the incident management timeline the assistance of road rangers improves safety and reduces the likelihood of secondary crashes. The benefits and effectiveness of this program is evident in the comment cards that flow in by the hundreds about our "Road Angels" and the work they do.



**NOTES FROM THE DISTRICT 2 ITS PROJECT MANAGER continued**

This all would not be possible if we did not have the funding assistance provided by the North Florida Transportation Planning Organization (TPO). The Road Rangers services are free to the motoring public. With the assistance of the North Florida TPO we have been able to continue our eight routes covering 149 miles in Northeast Florida. Their executive director, Jeff Sheffield, is a huge supporter of our Road Ranger program. We want to give the North Florida TPO a big "THANK YOU" for helping us keep our program going.

But things are changing – with additional growth in the surrounding area, efficiency on roadways is critical. With the continued assistance from the North Florida TPO, FDOT and other partnering agencies there are potential opportunities to expand further into St. Johns County, I-75 in Alachua County and Nassau County in the future. We cannot forget the upcoming express lanes and First Coast Expressway. There will be Road Ranger patrol provided on these areas. So keep your eyes and ears open for upcoming news on the Road Ranger expansion.

**Dee Dee Johnson  
District 2 ITS Operations  
Project Manager**

**NORTH FLORIDA TPO**

As we spend more time cohabitating with the NFTPO we learn a lot more about what they do. When I traveled around the State of Florida to various TPOs and MPOs I discovered that they do

a lot with a limited number of staff. The team consists of Marci, Milton, Elizabeth, Ginny, Jeff, Angela, Wanda and Denise. Currently, there is one vacancy on their staff that's expected to be filled in the near future. So, that's nine staff members on a team that should be fifteen to twenty when I consider the other TPOs and MPOs I've visited around Florida. Their main objective is to provide direction to the Department for local roadway needs in North Florida, however they do much more than you'd think.

For instance, they are involved in the Clean Fuels initiative that focuses on alternative fuels like battery powered, CNG, biodiesel and ethanol. Some major efforts that have already been accomplished include the St. Johns County CNG fleet conversion, the JTA fleet/public access CNG stations, the FEC railway LNG pilot project, the Regional Electric Vehicle charging stations, the City of Jacksonville CNG sanitation trucks and the Clean Truck program. I am sure they are considering the solar option in the future but feel this low hanging fruit was a great way to give the program some momentum.

Likewise, this team is big on safety with bicycle & pedestrian projects and campaigns being the focus area at the moment. If you recall from several years ago, they also supported the TIme4Safety training video modules used by law enforcement and fire/rescue in North Florida. To our surprise, this was such a quality product that it is now used in several other States and Internationally. Not to be outdone, their Safety program has also been involved in motorcycle and rail safety campaigns, all of which involve the enhancement of saving lives throughout the region.



**NORTH FLORIDA TPO continued**

The North Florida Transportation Planning Organization is still heavily involved in congestion management, transit, freight and ITS, however many of you have not been aware of the other aspects in their program. As mentioned in previous newsletters, they are now championing the Smart Cities initiative, which is the evolutionary transition from ITS to multiple transportation modes. This effort is focusing on the use of technology to make our roadways safer, efficient and productive. In short, their goal is to make everyone’s quality of life in North Florida the best it could possibly be with thoughts of the future in mind.

On a final note, I don’t often get the chance to visit with Ginny Montgomery nowadays because of my hectic schedule, but when I do it’s always a treat. A few days ago I stopped in for a visit with Jeff and had a chance to spend a moment with her. Unfortunately, the discussion revolved around Ginny’s pending retirement in May. Albeit happy that she will now have the time to do the things she loves outside of work I was kind of saddened by the reminder that we’ll no longer have the benefit of her company. To me, Ginny has always been the “face” of the North Florida TPO and it’s not because she was the first person to usually greet you when you came through their front doors. To me, she was the “enforcer” who kept everyone in line and solidified the importance of the NFTPO’s efforts. My hope is that she’ll keep in touch long after she departs from the building.

**Pete Vega, District 2  
TSM&O Manager**

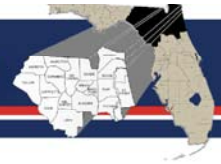
**MAINTENANCE**

It’s been another busy month for the ITS maintenance department. We have had some changes to our support team as well as starting many new tasks and thankfully, completing others. Even with the changes and the large amount of work we keep sight of our goal of giving the operations staff the tools they need to provide the best information possible to the traveling public.

The change in support staff is that Mr. Jason Mendel is no longer working with the group and we wish him well in his future endeavors. With his absence, FDOT personnel and other consultant staff have had to take over duties that he was helping with, such as the handling of the ITS Maintenance Inventory database. However, with the support from Lisa Sparling the transition has been smooth as she has taken on more of a role in the inventory and stepped up to assist. All of this while trying to help keep our FDOT inventory straight as well.

This month the ITS Maintenance department took over maintenance responsibilities for the newly installed devices on I-95 in Saint Johns County. TCD has been trimming trees along the corridor to give the CCTVs a better view of the roadway. TCD and Metric personnel have also been troubleshooting network issues on this part of the system. We are hoping that these issues can be resolved quickly and do not continue to recur.

TCD has also been making progress on replacing the existing fiber optic cable on I-10 with a new 96 strand fiber optic cable. The installation is nearing completion and crews will be cutting over to the new fiber soon. TCD crews have also been working on a couple of projects



**MAINTENANCE continued**

to assist with communications between the ITS Network and the City of Jacksonville’s signals network.

With all the work we have been assigning TCD they have hired some new staff including one maintenance technician/locator in Gainesville. In addition, they have been having a minimum of 6 additional employees out of TCD’s home office in Altamonte Springs here daily to assist the crews from Jacksonville. And even with this assistance, the local crews are getting as much overtime work as they want each week.

Like everyone else in our group, my workload continues to increase as well. I have been managing work orders and doing daily checks on the activities of the contractor. I have also issued several work orders including one that will increase our ITS presence along JTB and add visibility through temporary CCTVs using solar power and wireless communications. I have also been actively working on the end of fiscal year documents that will be due at the end of June.

**Matt Harbert**  
**ITS Maintenance Manager**

**CONSTRUCTION**

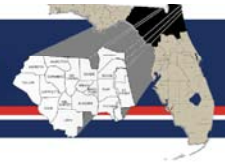
The I-75 ITS Device Installation Project is installing ITS devices on I-75 from SR 24 in Gainesville going north to the Georgia State Line. This project will install the ITS devices as well as the infrastructure and power services to power the devices. The devices will communicate back to the Gainesville Smartraffic TMC via the previously installed fiber backbone along the corridor. Operators at the Gainesville Smartraffic

TMC will be able to use the devices to manage traffic within the Gainesville area. Operators at the North Florida RTMC will be able to use the devices throughout the corridor to manage traffic and assist Gainesville operators as needed, via a fiber connection between the two centers.

The Contractor for the I-10 Fiber Installation Project continued to install conduits, pull boxes and splice vaults on the western end of the project. The CEI has noted that the Contractor has been working at a good pace and is currently slightly ahead of schedule. This project is scheduled for completion in early 2018.

Although there are currently no other projects within the District that are strictly ITS projects, a large percentage of the roadway projects within the District contain ITS elements. All the Interstates in the Jacksonville area currently have fiber optic cable and ITS devices within the right of way and within 3 years all Interstates within the District will have ITS devices and infrastructure. This means that many current projects and all future projects will need to protect the infrastructure and devices and possibly relocate them as needed. In addition, ITS is moving to the arterial roadways, so future “ITS projects” will involve work along these corridors to not only manage traffic on the arterials, but also to be able to balance traffic volumes on the Interstates and arterials during roadway closures and special events.

**Kevin Jackson**  
**ITS Construction Liaison**



**ROAD RANGER UPDATE**

The First Coast Road Rangers, is a free service of the Florida Department of Transportation (FDOT) and its partners. The Road Rangers cover approximately 127 centerline miles and are placed along all major interstate corridors in District 2 such as I-295, I-95, I-10 and SR-202. This program is a crucial element to the Department's traffic incident management program. The Road Rangers operate from 6:30 A.M. to 6:30 P.M. and are on the front lines to provide a direct service to motorists and incident responders by quickly clearing travel lanes of minor incidents and assisting motorists. Services can include providing temporary Maintenance of Traffic, providing fuel, assisting with tire changes and other types of minor emergency repairs.

The Road Rangers held their monthly safety meeting at the FDOT Urban Office Training Center at 11:30 A.M. on March 1, 2017. These meetings are held every month to improve performance, review lessons learned and to promote safety. It is critical for these meetings

to occur for the TEAM to have that face time with each Road Ranger to promote comradery and to stress the importance of safety to the Rangers, even if means that reminding them that being aware of their surroundings can mean the difference between life and death. Our Rangers work extremely hard and are highly exposed out on our interstates. Our main goal is to keep everyone safe.

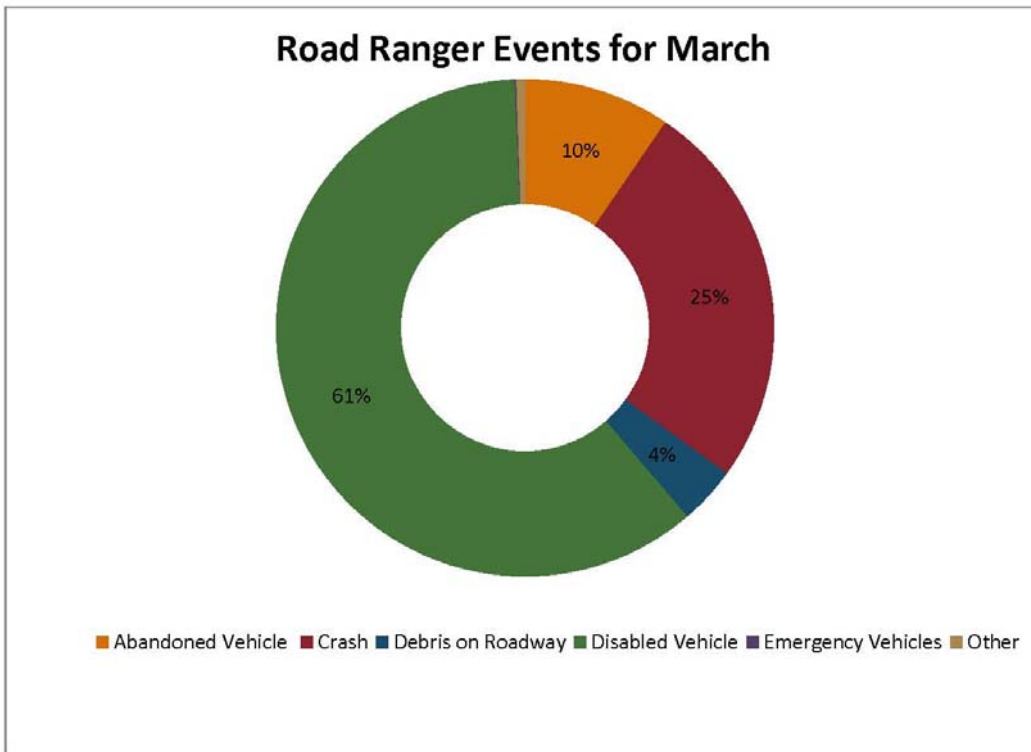
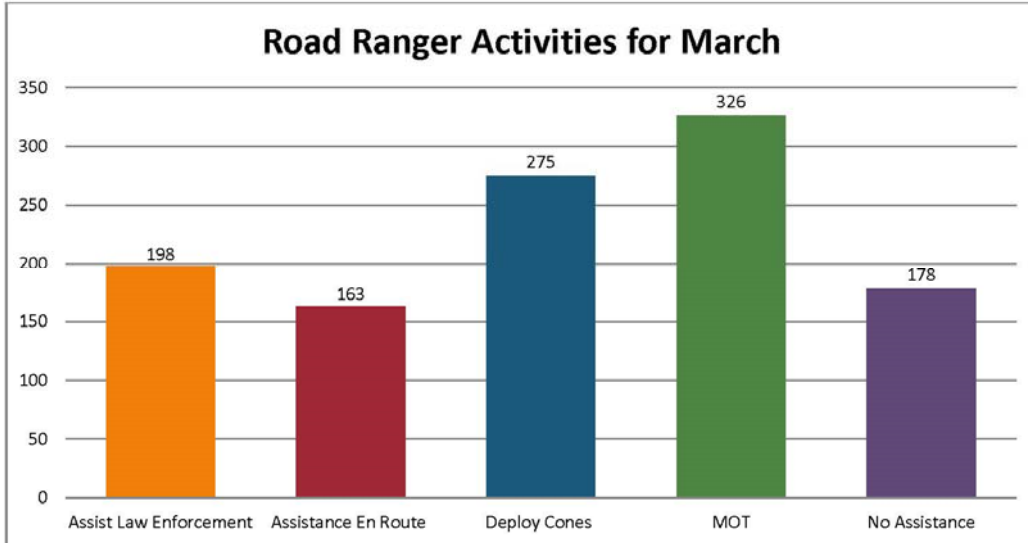
In the activities charts on the following page, the Road Ranger event types for the month of March are highlighted to show the variety of services that they provide as well as the different kinds of reported events. As we can see, the Road Rangers have been very busy by responding to approximately 2,550 events so far in the month of March and providing over 2,650 services during these events. With 61% of their events being disabled vehicles and 25% assisting with crashes, it is safe to say that their presence provides our motorists with comfort if anything was to occur on our roadways.







**ROAD RANGER UPDATE continued**



**Dee Dee Johnson**  
District 2 ITS Operations  
Project Manager

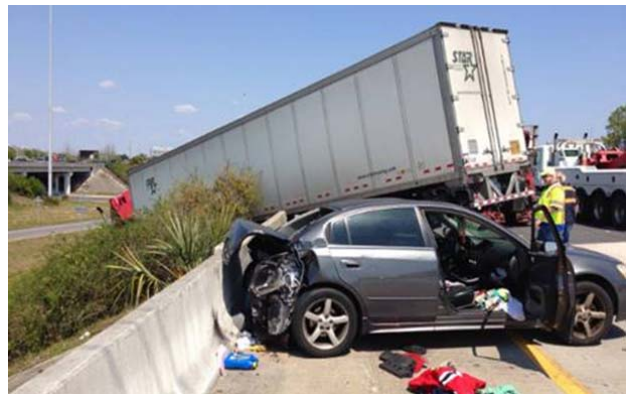


**RISC – RAPID INCIDENT SCENE CLEARANCE - UPDATE**

The Florida Department of Transportation (FDOT) in conjunction with the Florida Highway Patrol (FHP) created the Rapid Incident Scene Clearance (RISC) program to support Florida’s Open Roads Policy and established a 90-minute goal for the clearance of motor vehicle incidents on Florida’s roadways. The RISC program strives to quickly secure and restore highway facilities for public use and has proven itself to be a major component of Florida’s Traffic Incident Management TEAM. Our RISC program encompasses nine counties and assists with major incidents along our interstates.

For the month of March, we had one RISC event which occurred on **March 21, 2017** on I-95 NB at Union Street when a tractor-trailer, loaded with 30,000 lbs. of makeup products, was heading northbound around 1:15 P.M. A car then cut in front of the tractor-trailer and was trying to exit. The driver of the tractor-trailer quickly applied the brakes as he attempted to avoid the car but unfortunately ended up hitting two other cars, traveled across several lanes of traffic and over an overpass above Beaver Street north of downtown Jacksonville. The drivers of the cars and one passenger suffered minor injuries in the crash. It took crews approximately three hours and two large tow trucks to remove the trailer from the embankment and reopen traffic lanes.

Lanes were officially reopened at 4:10 P.M. but maintenance crews were still on scene cleaning up and fixing the damage. Below you will find pictures from the incident scene as well as all the responding agencies and their on-scene response times.



Photos above courtesy of WJXT- News4Jax

Agency	Arrival	Departure	On Scene Time
JSO	1:16 PM	2:15 PM	0:59:00
EMS	1:18 PM	1:40 PM	0:22:00
Fire Department	1:18 PM	1:49 PM	0:31:00
FHP	1:22 PM	4:10 PM	2:48:00
FDOT Bridge Department	1:25 PM	1:30 PM	0:05:00
Maintenance Asset Mgr.	1:34 PM	3:57 PM	2:23:00
Road Rangers	1:35 PM	2:44 PM	1:09:00
RISC	1:48 PM	4:10 PM	2:22:00



**FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

The First Coast Traffic Incident Management Team held its bi-monthly meeting on March 21, 2017 at the Regional Transportation Management Center (RTMC) – 980 N Jefferson St., Jacksonville, Florida at 10:00 A.M. Our Traffic Incident Management Team meetings are held to promote a sense of TEAM and to provide a venue for them to come together and partner. As a TEAM, we strive to continue to reduce the incidents and clearance times by encouraging cooperation and communication within our TEAM. During the meeting Mr. Bill Kays updated the TEAM on the status of the Overland Bridge Project and upcoming traffic switches that will be occurring in late May. This project is expected to be completed by November of this year. He also informed the group of some major improvements which will be occurring at the I-10/I-95 interchange. The northbound I-95 flyover will be widened on both sides to improve the US 17 weave and a new flyover access road will also improve accessibility to Stockton Street. Sound walls will also be constructed from US 17 to McDuff Avenue and a shared use path from Riverside Avenue to San Marco will also be added as a phase within this project.

Mr. Pete Vega then provided the group with an update of the ongoing ITS construction projects in the area. Several of these projects are highlighted in the Construction section of this newsletter. There is also some arterial expansion which is coming to St. Johns County with ITS cameras being included.

Mr. Crist then gave a very informative presentation on the Smart Phone Application for

Road Rangers (SPARR) system to the TEAM which is used by our Road Rangers every day. The application has proven itself to be reliable and ahead of its time in practice and thought. We are proud to have this system integrated into our SunGuide application here in District 2.

We are currently in the process of updating the TIM Team meeting process and strongly encourage all TIM members to send in suggestions for agency topics to be discussed during the meeting. All ideas are welcomed and can be emailed to Dee Dee Johnson [DeeDee.Johnson@dot.state.fl.us](mailto:DeeDee.Johnson@dot.state.fl.us).

**PLEASE NOTE: If anyone is interested in the SHRP2 Incident Management Training Course, please contact Craig Carnes at [ccarnes@metriceng.com](mailto:ccarnes@metriceng.com) or Misha Gonzales at [melder@metriceng.com](mailto:melder@metriceng.com) or 904-260- 1567. Craig is available to work with any agencies' schedule; including nights and weekends to make sure the course is available for groups of ten or more trainees.**

The next First Coast Traffic Incident Management Team meeting is scheduled for **May 16, 2017** at the Regional Transportation Management Center (RTMC) – 980 N Jefferson St., Jacksonville, Florida at 10:00 A.M. Please mark your calendars to attend this meeting as each agency's participation is important for the good of the group. If you are unable to attend, please feel free to send someone else who could represent your agency. We thank you for your participation.



**ALACHUA BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

The next Alachua-Bradford Traffic Incident Management Team meeting will be held on **April 12, 2017** at the FDOT Gainesville Operations Office – 5301 N.E. 39th Ave., Gainesville at 10:00 A.M. Please mark your calendars to attend this meeting. If you are unable to attend, please feel free to send someone else who could represent your agency. We look forward to seeing you there!

**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.*

**TEAM VISION:**

*Through cooperation, communication and training the Teams intend to reduce incident scene clearance times by 10% each year through 2017.*

**Dee Dee Johnson**  
**District 2 ITS Operations**  
**Project Manager**



**OPERATIONS**

On March 21<sup>st</sup>, we had a semi-truck plow through the barrier wall of the inside lane of I-95 northbound near Beaver Street putting the cab and part of his load down the embankment while the backend of his load remained on the shoulder and inside lane of traffic. The event took just over 3 hours to clear and congestion wasn't too severe since Duval County schools were on Spring Break. Despite the loss of 30,000 pounds of Revlon make-up the RISC Contractor and all responders did a fantastic job of handling the situation. The event was also a reminder of why the North Florida RTMC was built. (See pictures on cover and in RISC article of this newsletter)

Just before 1:15PM that day I heard a Road Ranger call in over the radio and say that he saw an unusual slowdown on I-95 northbound north of the I-10 interchange. As I pulled up my SunGuide map to look at CCTVs (cameras) I saw the lock feature on 3 different cameras in that area. Rachel Crisler was already on it. While she was pulling that up I heard the first call come in to FHP about the crash involving the two vehicles and one semi-truck. As I grabbed Dee Dee Johnson, who oversees the RISC Program, we heard the response sirens outside as we stepped out onto the floor. We were already talking about how it might be a RISC event. If RISC was to be activated by FHP Troop G it would be the first activation since 8/18/2016. If we have the tool let's use it!

As we walked to the floor the video was already up on the video wall. Jason Evans jumped on running the RISC determination software to see if RISC was recommended. It was and that was passed onto the FHP Duty Officer Supervisor. The information was passed on by Duty Officer



**OPERATIONS continued**

Glen Frazee to the field. While Jason Evans had Walt's Wrecker contact information ready to go the call came in from Sgt. Medina to activate RISC at 1:27PM. All sides were ready and Walt's was able to arrive on scene in 21 minutes from receiving the activation call. Preparation and communication allowed us to expedite a response and promote quick clearance.

Despite it being Spring Break the goal was to open the travel lanes quickly to reduce congestion and the likelihood of a secondary crash. With afternoon rush looming this was critical. It took less than an hour to go from 3 lanes blocked to 2 lanes blocked and all travel lanes were opened in two and a half hours. I enjoyed watching Walt's release the cab and handle it as a split incident. The cab was down in the grass area below and ready to be towed out. Without that hanging over the barrier wall it made handling the trailer easier. Fantastic job by all parties and a kudos to the building that helped expedite response and secure the scene.

February was a busy one for the RTMC despite the 28 days. The RTMC managed nearly 3,800 total events of which the Road Rangers responded to 1,638 of them. Of those events, 429 had a travel lane blocked and 947 of them had an event duration of longer than 90 minutes. In fairness, most of those were congestion, construction or visibility issues though more than a third (345 total) of them were for crashes. Avoid the mess and remember to use 511.

**511: Connect. Know. Go.**

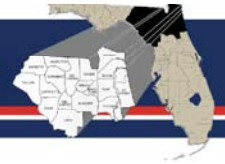
**Ryan Crist  
RMTC Manager**

**MARKETING**

I just took a quick peek at our Marketing Calendar for the next few months and had to pause and shake my head...not out of frustration. But out of a sense of wonder! There are so many exciting things coming up on the horizon! Chief among them are visits to some of our old stomping grounds; places like Landstar, Tote Maritime, Bishop Kenny and Clay High School. But then there are spots reserved on the calendar for places I'm less familiar with; The Stellar Group and Miller Electric.

Sure, I've seen those Miller Electric trucks driving around town, but for the first time, I'll actually get to set foot on their westside campus and come face-to-face with their employees. In all my years of marketing the 511 program (over a decade now), I've discovered that Corporate health and wellness fairs are some of the best places to speak to motorists in a one-on-one setting. When employees stop by to visit our 511 booth, we have their full attention. They come down on their lunch breaks or in between meetings and truly *engage* in conversation with us, asking key questions about 511, ongoing construction projects, toll roads and Express Lanes. It's because of these last three items that I recently started knocking on Ron Tittle's door, begging for permission to sit in on some of his construction meetings. Ron and his talented team of PIOs have filled my head with so much information it's mind-boggling! This information has proven to be beneficial to me, not only on a personal level, but also when considering how vital it is that we take a comprehensive approach to marketing our 511 system. Accidents and recurring rush hour congestion aren't the only things that lead to incident spikes here in District Two. Construction zones

Continued on following page



**MARKETING continued**

are becoming “hot spots” during AM and PM rush, often resulting in an uptick in traffic congestion, as well as an increase in traffic accidents. Rest assured, these “hot spots” are being closely monitored by experienced operators as we experience “growing pains” throughout the greater Jacksonville area.

Some of you may not be aware, but we have a “Probe vehicle” out on the roadways during AM and PM Peak times. This is to assist the RTMC staff in confirming possible incidents and travel times on freeways and arterials, among other duties. Stephen McCowan, one of our Probe Drivers, got a picture of this vehicle fire on I-95 southbound near Emerson (refer back to “hot spots” above), while safely parked off of the roadway, per our rules.



Next month, and new to us on a marketing level, we’ll make a visit to the St. Johns County Government complex. Their beautiful facility is located at 500 San Sebastian View in St. Augustine. We’ve been there a time or two in the past to meet with St. Johns County officials and to drop off some of our 511 brochures, but this time we’ve been invited to take part in their employee health and wellness fair! Again, this is an opportunity for us to come face-to-face with motorists and address their questions on a more personal level. And finally, closing out this month, we’ve just come off a 3-day stint at Northeast Florida’s Construction Career Days. We’ll have a complete update for you next month, including event highlights and student success stories! It’s certainly fun to engage this next generation of drivers in topics of conversation involving autonomous vehicles, Uber and mass transportation. My husband and I somehow managed to get *two* teens mobile... from Learner’s Permits to full-fledged Driver’s Licenses. And while we’re no longer the wide-eyed, helpless captives we once were, shouting directives (and expletives) from the passenger seat, we are the proud new owners of an overpriced car insurance policy...and a few more gray hairs.

To keep your stress levels and gray hair in check, try using 511 on your daily commute to and from the office. You can dial 5-1-1, visit [www.FL511.com](http://www.FL511.com) or download one of our free 511 Traffic Apps available for Apple and Android. When it comes to relevant traffic information, we’ve got you covered!

**Connect. Know. Go!**

**Sherri Byrd  
Marketing Manager**



### PERFORMANCE MEASURES

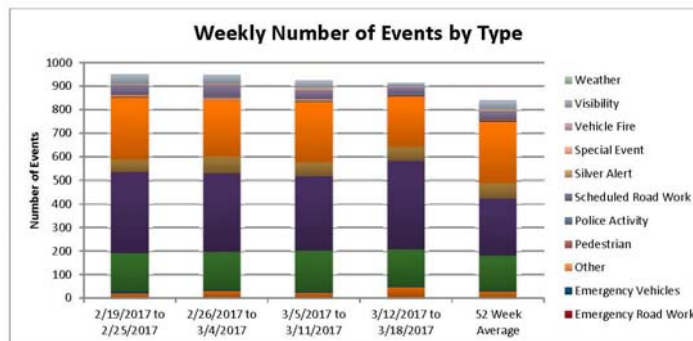
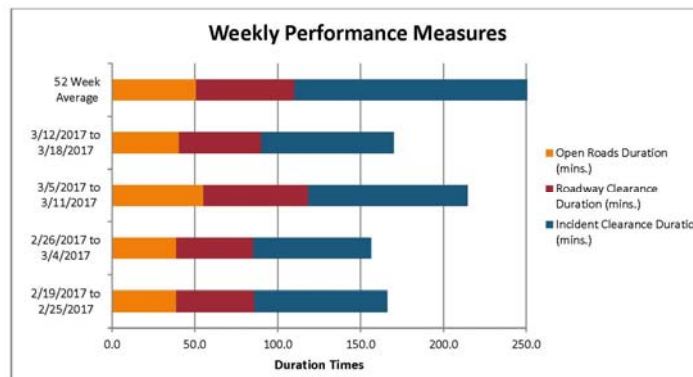
On March 20, 2017, we welcomed the first day of Spring, but I must say it doesn't feel like it. With temperatures dipping into the 30s the week prior and especially with it being 48 degrees on the first day of Spring, I mean this is not our typical Jacksonville weather. Of course, with Spring also comes daylight savings time and "Spring Break" where we thank our lucky stars in the mornings for less traffic on our roadways but our incident TEAM has been busier than ever with close to 3,800 events over the past four weeks.

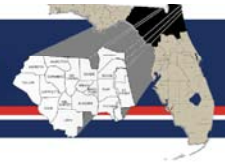
In the charts provided below, we can see that there has been a 10% increase in abandoned vehicles and a 28% increase in the number of crashes on the roadways when compared to the yearly average. Maybe Spring Break has

accounted for a lot of these events as there was a 10% difference in the number of congestion events over the past four weeks as compared to the yearly average.

The average clearance duration times for the past 12 months have stayed well under the goal duration times as we can see in the charts below. District 2 has averaged approximately 51 minutes for our Open Roads Duration time and 59 minutes for our roadway clearance duration time in the month of March which meets the open roads goal of 90 minutes.

The following charts show the Performance Measures for the Open Roads duration, Roadway Clearance duration, Incident Clearance duration and events for the past four weeks.





**SPOTLIGHT ON...DALE CODY, Metric Engineering**

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

I was an Air Force brat and was born on an Air Force Base in England. Since we were a military family we moved around quite a bit until I was in 5<sup>th</sup> grade. At that point, my dad was able to work it out so that we could stay put in Alexandria, Virginia. Alexandria is where I grew up.

**Where did you go to college and what did you study?**

I went to Virginia Tech and received my BS in Civil Engineering. I also received my MS in Civil Engineering with a concentration in Construction Management and telecommunications.

**It's one thing to set the bar high, academically speaking, but I hear you're also quite the athlete. What sport(s) did you play? In high school? College? Was there a scholarship involved? And perhaps even a championship title somewhere along the way?**

I love athletics, but there were a lot of people more talented than me. That said, I loved the competition so I worked hard to get better. In high school, I was captain of the wrestling team. In college, I only participated in intramurals as a part of my fraternity, but that was a lot of fun. I was captain of our flag football team, water polo team and handball team. We were fortunate to win Universities in each of them. I also wrestled and got 2<sup>nd</sup> in universities. No scholarships, just some lifelong friendships.

**Sort of set the stage for us. After graduating from college, what steps did you take in the career world that led to where you are now?**

**(brief job history up to and including your current role at Metric Engineering)**

When I was at Virginia Tech, FDOT came to the University to interview prospective employees for the PE trainee program. Although I had enjoyed my specialization while obtaining my Masters, I was not sure what part of Civil Engineering most appealed to me. Therefore, the prospect of learning all aspects of the Department of Transportation was very intriguing. It also did not hurt that the job was in Florida. So I took the job, but they would only allow me to work 40 hours a week, so I also decided to work another 30 hours a week as a waiter to pay off student loans.

As I went through my PE Trainee stages, I tried to learn and contribute whatever I could, but one Department that really caught my eye was Traffic Operations. Traffic Operations had a pushbutton program that would allow me to design projects and also be in charge of construction. The idea of managing projects from cradle to grave was everything I had hoped for and I was fortunate enough to be offered the position.







**SPOTLIGHT ON...DALE CODY continued**

I held the position as Pushbutton Project Engineer for a couple of years and then obtained my PE. Right around that time, the Assistant DTOE position opened up and I was fortunate enough to be offered the position. After a couple of years, and after a conversation with my boss at the time, I decided to see what opportunities existed in the consultant industry. It was then that I was given the opportunity to start a Traffic Operations group at Metric. The group started with three of us and as the group grew, my role in the company changed. I started as a Traffic Engineering Manager, then became the Director of Traffic Operations and ITS and finally Vice President of Traffic Operations and ITS. After about 5-6 years at Metric, I was offered the position of Senior Vice President of Production over all of the production divisions in Metric. That is the position that I currently hold.

**What is the biggest change you've witnessed in Transportation to date?**

I would say the most significant change is the emphasis of performance based operations of transportation facilities. When I started in the industry it was all about what you built, but now we are realizing that how we operate our facilities is at least as important as the capital investments themselves.

**What do you think our roadways will look like in 10 years?**

By that time, hopefully about half the transportation fleet will have connected vehicles technology within the car. Therefore, roadside units will be sending information to these vehicles in addition to the vehicle to vehicle technology. We may also see the beginnings of 100% autonomous facilities,

perhaps the express lanes that are now being built. Driverless Uber and transit (BRT) vehicles should be common in some urban areas and we should be getting used to driverless trucks being linked to a lead driver. We will also begin planning for a day in the not too distant future where roadway vehicle density will be substantially increased between autonomous facilities and the transition from an autonomous facility to a non-autonomous facility will be one of the keys to our transportation system.

**For a 16-year-old who has just walked out of the DMV with license in hand, what advice would you give him/her? Do you think more teens will "opt out" of getting their licenses? In favor of autonomous vehicles or public transportation?**

For the 16-year-old, I would say "put your phone down" and please pay attention as much to what others are doing as to what you are doing when driving. Please understand that although you feel invincible, that there are lifelong ramifications to driving and they need to be taken seriously. Enjoy the freedom, but also respect it.

As far as "opting out" of getting their licenses, I think they are already delaying getting them. This is because they are already virtually connected in so many ways that it creates of feeling of freedom and independence that we never had as kids until we held a driver's license. We may see kids opt-out as long as public transportation or private options, such as Uber, offer freedom to explore their world. If you consider New York City, where getting a license is not necessarily a given, you could probably get an idea of where some urban areas could be headed. We are still a ways away from an autonomous vehicle that does not require a



**SPOTLIGHT ON...DALE CODY continued**

licensed driver to take responsibility, but there is no doubt that that time is coming.

**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?**

I am sure that there are more than I would care to remember, but one of my favorites is my first day at FDOT. I was getting introduced around the office and was getting to know a number of the administrative assistants. They were all very friendly and kind to the new kid and I was making an effort to return their kindness. At this point, a lady walked up to me and started chatting with me. I basically acted the way I had been the entire time; chatting with her and expressing my enthusiasm for my first day. After a few minutes, she excused herself and I turned back to one of the ladies in the office. She asked me if I knew who that was. I told her I didn't. I turned out that it was Nancy Houston, the District 5 Secretary! It taught me to always try to treat everyone with a level of respect and kindness.

**I understand faith plays a big role in your life. Do you have a favorite quote? Something that inspires you?**

One of my favorite quotes is: "Good morning. This is God. I will be handling all your problems today. I will not need your help. So, have a good day!" The gist of this saying is that God is in charge and that although our problems are daunting, he will only give you what you can handle (Although, admittedly I think he has a bit too much faith in me at times ☺). It also speaks to the fact that we cannot control what has already happened (We can only learn from it) and we cannot control the future (We can only plan a course to the best of our ability). Ultimately, all we can control is the present and leave the rest to him. This is not to say that we abdicate our responsibility for proper planning, it is simply that we trust him to guide us on our journey.

**Any job related awards or special recognition you want to share? Career or otherwise?**

Professionally, I received an FDOT Productivity Award, which meant a lot because I was nominated by my mentors at FDOT. While at Metric, I received the ITS Professional of the Year award from ITS Florida, which meant a lot because I was nominated by staff at Metric and selected by my peers. That said, even though they are not official awards, what means the most to me are the times when I am able to help someone personally or professionally get through a difficult challenge in their life or achieve a goal. The award comes in the form of a letter, a hug, a thank you or just the knowledge that I had some small positive influence in that person's life. These are the times that you know that you made a difference in someone's life. There is no better recognition.

**Tell us about your work/life balance. I hear you work late into the night and even get up before the crack of dawn the next day to log in a few extra hours. When do you sleep?**

My hours are kind of all over the place between work and family. That said, I think it is important to note that although sometimes my hours are intense, my work/life balance has improved drastically due to the amazing people that I work with. The staff at Metric are not only amazing professionals, but also tremendous people. They are hard-working, caring and fun all at the same time. Work does not always feel like work because I get to laugh with people that I have known for years. Success is all the more satisfying and challenges less daunting because of these folks. I am truly blessed.



### **SPOTLIGHT ON...DALE CODY continued**

**Speaking of balance, that leads us to family life. Your wife, Alison, is a homeschooling mom, I hear? And what about your kids? How many do you have and what are their names/ages? This is your chance to brag, Dad! Don't hold back.**

Alison is the backbone of everything I do. She homeschools our kids, takes them everywhere and makes my life possible. She is the love of my life. She is a beautiful, intelligent, daughter of Christ that is everything to me. No matter what happens on a given day, I am blessed when I go home to her. There is no way that my professional career would be what it is without her.

We have two great kids, Ryan (Age 14) and Brandon (Age 11). They are bright, athletic, caring kids that of course take after their mother ☺. Because of my wife, the kids do very well in school, play a musical instrument and are successful in their chosen sports. They are also respectful, kind and tough. A better version of their father!

My family is the center of my world. I love going to events with my family, hanging out with them and generally being around them. Pretty much, if I am not working, I am with them. My favorite titles are Dad and Husband.

**Do any of your kids play sports? And if so, being a former athlete yourself, what is your level of involvement on/off the field?**

Both my kids wrestle and play football. Ryan recently placed 4<sup>th</sup> in Dixie Nationals and Brandon placed 3<sup>rd</sup> in state in wrestling. They both play linebacker in football and work very hard to get better. I have coached a number of their teams, but as those days come to an end, I am an enthusiastic parent. Their wrestling coaches are Olympic level coaches and Ryan's football coach played on two Super Bowl winning teams. So needless to say, my days of coaching are over. However, my days of cheering are just getting started! We feel truly blessed to have great coaches in the boys' lives.

**How do you like to unwind when you're not at work?**

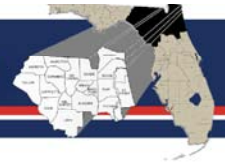
I love going to the boy's events or a quiet date with my wife. For me personally, I enjoy working out, wakeboarding, boating on the lake, playing basketball and watching some of my favorite sports teams (Virginia Tech and the Redskins).

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

I am just grateful to work in an industry with so many kind and caring people. That extends beyond Metric, to our clients and other consultants. I am truly blessed.



**METRIC  
ENGINEERING**



Traffic Incident Management 2017 Meeting Schedule

First Coast TIM Team
Regional Transportation Management Center
980 N. Jefferson St., Jacksonville, FL
904.903.2000
May 16, 2017 July 18, 2017
September 19, 2017 November 21, 2017

Alachua/Bradford TIM Team
FDOT Gainesville Operations Office
5301 NE 39th Avenue, Gainesville
352.381.4300
April 12, 2017
June 14, 2017 August 9, 2017
October 11, 2017 December 13, 2017

FDOT DISTRICT 2 ITS STAFF



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ITS/TMC Program Manager
Currently Deployed in
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