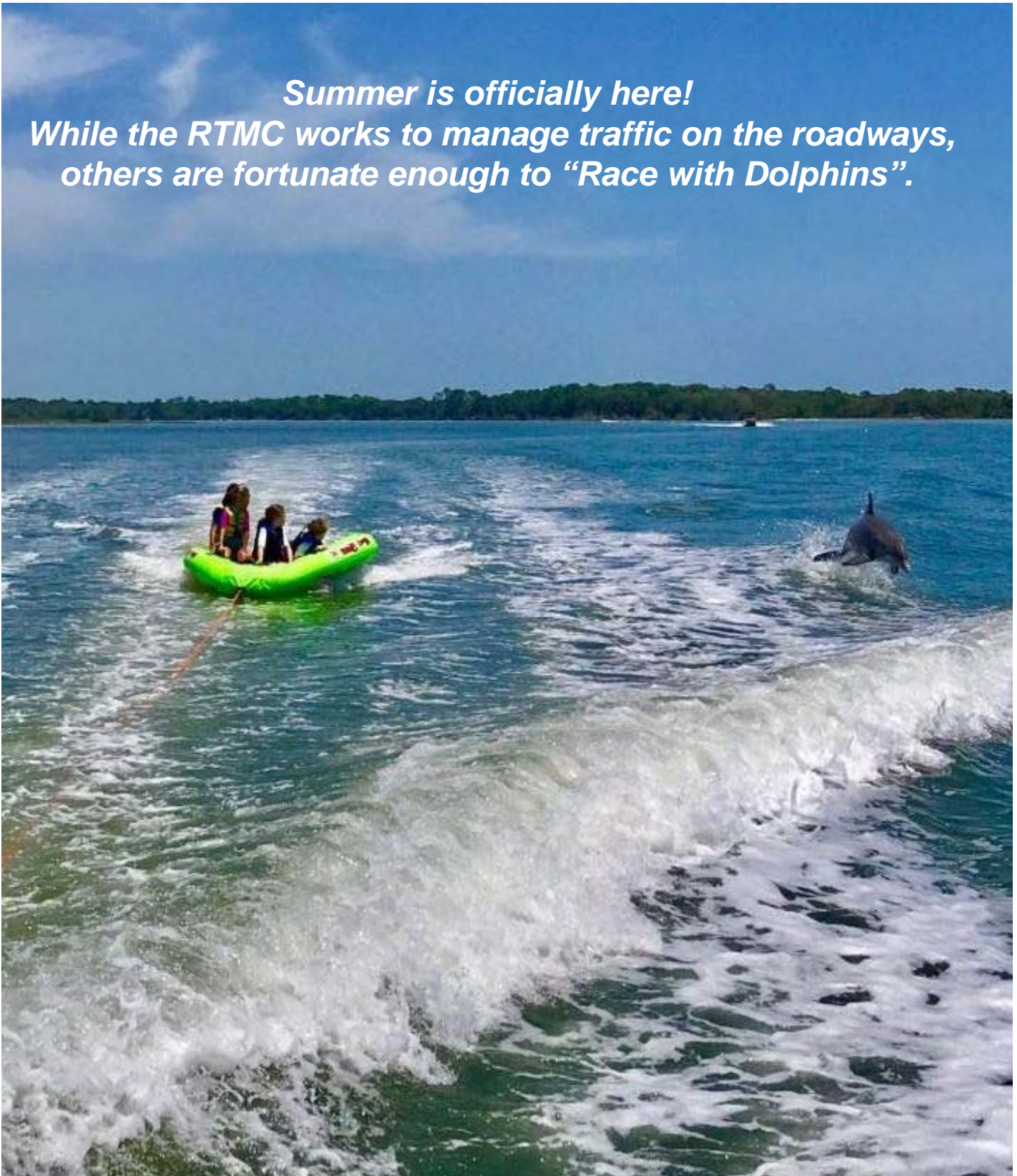


*Summer is officially here!
While the RTMC works to manage traffic on the roadways,
others are fortunate enough to “Race with Dolphins”.*





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

One of my all-time favorite TV series is ER. This television show was an American medical drama that ran from 1994 to 2009, with a total of 331 episodes over the 15 seasons. ER follows the inner life within the emergency room of fictional County General Hospital in Chicago and various critical issues faced by the room's physicians and staff. This show became the longest-running primetime medical drama in American television history and the reruns can still be viewed on cable television. Why do I bring this up? Because, after working at the RTMC for the past 17 months I've got a feeling we could be the next great television series in America!!!

Of course, unless the writers and directors take liberties, our show would not have any blood, romance, sex or drugs. It would still have storylines that include excitement, drama, intrigue, stress, pressure and happy endings. Each day at the RTMC introduces a new storyline that could be used on the show based on my observations. It would include episodes involving the stress of balancing family life while dealing with a demanding job to a roadway rescue involving Road Rangers, Law Enforcement and Fire/Rescue. To spice it up, we could incorporate episodes that include Secret Service, HAZMAT and high rollers in the Private Industry. The reality is that on any given day we have had to deal with all of the above on a routine basis.

Episode number one would introduce all of the players in the RTMC that would make this show interesting. My first scene would show FWC Duty Officer, Kelsey, at her best as she tries to calm a caller down who is concerned about

raccoons invading her garbage. We would then pan across the RTMC operations floor to an FHP Duty Officer who just received a 911 call from a motorist who is in his overturned vehicle while bleeding profusely from his forehead. The next shot would be the RTMC Operator contacting TIM personnel to respond while simultaneously communicating with the Road Ranger that was dispatched to the incident. Meanwhile, the Duty Officer, RTMC and FWC supervisors are seen conducting the activities like fine maestros in a concert hall.

This would lead to the individual storylines of supporting cast members, like the panicked man in the overturned vehicle, the Road Ranger who is trying to make ends meet at home and Kelsey trying not to laugh uncontrollably as she tries to get the caller to understand that "you live in North Florida!" so expect an invasion of wildlife every once in a while! This first episode would then shoot across to the NFTPPO offices where staff are looking at the future of transportation in Florida, from bicycle/pedestrian issues, to freight management to autonomous/connected vehicles. I think that George Clooney would be great at playing Jeff Sheffield while Cheech Marin could do a commendable job at playing me (although I'd rather have Harry Connick, Jr. in the role!).

The idea for this month's newsletter article came to me the other day when I overheard Kelsey actually trying to calm a female caller down due to some trespassing by wildlife on her property. I could hear the woman screaming into the phone with a quantified fear



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

that she would be dead within minutes. I just smiled at Kelsey and worked my way to an area that seemed to have some high activity. While walking across the floor to the FHP quad I was met by a group of RTMC staff trying to manage an incident where a tanker truck overturned and spilled its entire load of fuel across I-10. This closed all east and west bound lanes on the Friday starting Memorial Day weekend. As each individual handled their responsibility, there was a calm in knowing that these folks were pros at this type of event. One Duty Officer Supervisor even commented that it will be great when the CCTV cameras come on-line along I-10 since the deployments along I-75 and I-95 (St. Johns County) have proven to be a great help in dealing with incidents in the more remote areas.

In any case, the incident was called in on 911 about two minutes after it occurred and FHP Troopers were dispatched to the scene immediately. Knowing that an I-10 closure just before a holiday weekend would have a significant impact to travel conditions, we determined that we had to pull out all stops to get this road open again. Even though we had a process in place for RISC whereby an FHP Trooper on-site had to make the call, we decided to supersede this plan by activating the RISC immediately. The reason was that all of us knew this event would create huge back-ups for holiday travelers and traffic would be queued for miles if we didn't pull the trigger immediately. This event had all the key TIM players involved, from the staff in the RTMC, to Fire/Rescue, to Road Rangers to DEP and the RISC vendor.

I'd say this would be a great opening episode, wouldn't you? This is just one of the many interesting stories that could be generated about life in an RTMC. Some others that come to mind

are the airplane that landed on an interstate, Secret Service coordinating with us during President Obama's visit, the Road Ranger who saved an injured Bald Eagle on I-295 and the hole that developed on I-95 northbound prior to morning rush hour that wreaked havoc on the City. We could also mix in some romance, like my love for....espresso, Ryan's adulation of.....pizza, Jesus's daily desire for Guacamole and the many who live for Monster drinks!

So, do you think we have a winning television series on our hands!?! There would also be some episodes involving drama (everyone), comedy (Kelsey), horror (paper cuts suck!), gluttony (food on our minds every day) and irony (the 511 car getting rear ended during rush hour). I can see a number of Emmy Awards headed our way in the future. Now if we could only get Ron Howard to direct the first year, we'd be golden!

On a serious note, I am writing this newsletter on Memorial Day and have to give a "shout out" to all of our military who risk(ed) their lives in order for us to maintain the freedoms in this country we take for granted each day. A number of staff in the RTMC served in the military at some point in their life and each story they've shared makes me proud to stand beside them on the floor. Likewise, we have a brother (Alex) currently over in the Middle East and our hope is that he will return safe and sound at the end of the year. So, to all our readers who served (past, present and future) I want to personally thank you for keeping us safe each and every day.

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



NOTES FROM THE DISTRICT 2 ITS PROJECT MANAGER

There is a saying that time stands still for no man – or woman. The TIME for safety does not wait either. The Traffic Incident Management (TIM) Teams of District 2 have been very active of late. New measures are being put in place, programs are being expanded and old SHRP2 tools are being sharpened. It is an exciting time to be overseeing the TIM Teams of Northeast Florida.

Grady Carrick, Former Chief of FHP and Owner of Enforcement Engineering, has been traveling the state visiting TIM teams discussing the upcoming revision of the TIM Strategic Plan. He has been taking input from TIM team members discussing best practices, revisions, suggested improvements and changes. The TIM Strategic Plan has not been updated since 2006; hopefully this revision will bring much needed change.

Did I mention that Hurricane Season starts June 1st? We are all getting our skills sharpened and all our tools ready just in case we have an event. One of the tools we are getting more familiar with is WebEOC which stands for “Web-based Emergency Operations Center”. It is a web-enabled crisis information management system that provides secure real-time information sharing to help managers make sound decisions quickly. It will be used by multiple agencies and assist in information sharing and requests for resources. Hopefully, we will get a chance to do a dry run before Mother Nature comes a knocking.

The First Coast Road Ranger contract was finally signed and new trucks are on their way. Some of their trucks currently have over 1,000,000 miles on them. It must be a sight to

see that odometer roll back to 000,000 miles. I am not sure if they would be able to pull a fast one on Carmax on a resale of a truck with “55 miles” on it. The new fleet will arrive and be ready to roll in August. We are currently considering a new innovative tool to assist with Safe Tows, but we are still in the research phase so more information is to come. The idea of converting the Road Ranger trucks to compressed natural gas as an alternative fuel solution may come to fruition in the future. With this change, we will be helping the environment and saving money.

All in all, our never ending craziness continues. We look for new ways to push our limits, while finding new ways to improve. With a rebounding economy, technology has opened new doors and we continue to kick those doors down. Florida is a leader in the nation and we plan to keep it that way. Through these efforts we continue to work towards our mission statement: The Florida Department of Transportation District 2 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.

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



NORTH FLORIDA TPO

Earlier this month, Mrs. Ginny Montgomery retired after over 15 years of service at the NFTPO. It was a very sad moment for me since Ginny was such a great person and loved by all at the RTMC facility. I'd known Ginny from the onset of joining ITS and am truly grateful that I had the opportunity to work side by side with her on a daily basis for the past 17 months. Her ability to keep us in line with a stern tongue lashing was just what we needed during the trying moments. Likewise, her good natured humor always seemed to brighten our day.

Ginny left the week when I was on annual leave, so I did not have the chance to wish her well prior to her last day of work. When I returned to the RTMC the following week the NFTPO front desk area felt so empty without Ginny. No weird episodes to share. No bantering about facility conditions. No discussions about Jeff's latest pet peeve. I now know how parents must feel when they become "empty nesters." You get so used to someone being there each and every day, then "poof" they are gone. Fortunately, Jeff was on the ball and recently hired Ginny's replacement. She starts the beginning of June and the hope is she can survive the peculiar behavior she'll encounter when she meets many of us.

There was good news on the NFTPO side of the wall when we learned their consultant is "all in" with the Smart Cities effort. HNTB has decided to fully staff personnel locally to assist us in achieving our goals. Mr. Greg Krueger, a leading expert on Smart City technology, will be relocating to Jacksonville in the coming weeks. Greg is very well known nationally due to his efforts in Michigan and the City of Columbus' winning submittal for a Smart Cities grant. HNTB already

has a strong local team, so this will only enhance and expedite the efforts of the NFTPO. To add to our good fortune, former FDOT State Secretary Ananth Prasad has promised to dedicate his time to also assist our area in competing with the rest of the nation.

One more bit of news comes our way from JTA. They will be holding an Automated Vehicle Summit on June 21st at their Myrtle Avenue facility from 9 AM to noon. It appears that this is the next step in the evolution of JTA's transit program as they try to modernize the Skyway so that the system can be expanded to roadway level service. The overall system will be called the Ultimate Urban Circulator that focuses on automating transportation options within the downtown corridors. Since JTA is a key player in the overall TSM&O concept for the region it is great news to hear they are advancing their program in such an expeditious manner.

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





ITS MAINTENANCE

As everyone knows, things happen when you least expect it.



The picture above is the 144-count fiber optic cable that ITS Maintenance installed last year to the corner of Julia and Union and then continued to the Emergency Operations Center to give the RTMC and EOC direct communications. This fiber was damaged during a resurfacing project without anyone even realizing it was damaged. In a cooperative effort, not to delay anyone more than necessary, ITS Maintenance and Roadway Construction worked together to get the issue resolved with minimal conflicts. The ITS Construction section provides further details of this issue.

That is one example of different departments having to work together to ensure there is minimal disruption to the traveling public while minimizing downtime to the ITS System. In ITS Maintenance, we work with many different entities, both internal to FDOT as well as local and state agencies. Another example of this is hiring off-duty officers for lane closures to provide ample warning of the closure to provide an additional measure of safety to both the motorists and the maintenance personnel on

site. The picture below is a view of the Jacksonville Skyline from 150 feet above the Dames Point Bridge taken while we were working on replacing the CCTV on the North tower.



The ITS Maintenance Contractor, TCD, with assistance from law enforcement, closed the two right lanes SB and one right lane NB to perform the work. The work was performed on the weekend when there was less traffic and was completed without causing any serious traffic delays or incidents.

Other items TCD has been working on include a fiber connection to the FDOT Gainesville Operations complex from the City of Gainesville's traffic network. This connection will allow FDOT Maintenance and Construction personnel to view FDOT and City cameras through the City of Gainesville Traffic and FDOT ITS Network. A similar connection is already in place at the FDOT Jacksonville Maintenance Yard, where maintenance personnel have found the cameras to be a useful tool to view incident scenes and related damage to the roadway and infrastructure prior to dispatching crews. TCD is also repairing fiber on the City of Jacksonville's Traffic network to allow the RTMC to use their fiber and CCTVs to help monitor traffic on the arterial roadways and provide redundant paths



ITS MAINTENANCE continued

for network communications. TCD has also purchased wooden poles, which will be used to install temporary CCTVs on JTB. These CCTV sites will be solar powered and will communicate via wireless access points. These sites are being installed to allow the RTMC to monitor this heavily traveled corridor until a project can be funded that would allow permanent ITS devices to be installed on the corridor.

Metric Engineering has been assisting with not only inventory but project testing and project inspection to make sure that the maintenance work orders are completed satisfactorily. FDOT, Metric, TCD and many others work in tandem to keep up with all the work that ITS Maintenance must do. Now that Hurricane Season and the summer storms are upon us, we will continue to work toward providing the best product possible.

Matt Harbert
ITS Maintenance Manager

ITS CONSTRUCTION

The March ITS Construction Newsletter article discussed the fact that ITS has been deployed on nearly all the Interstates and is also being installed on the arterial roadways. This means that Roadway Contractors and CEI's need to be more cognizant of ITS and use caution when working around our facilities. To underscore this, although we normally highlight the progress of our ITS Construction Projects in this article, this month we are going to review an incident which recently happened with an existing ITS fiber optic cable run and an ongoing roadway construction project.

Last year, the ITS Maintenance Contractor, TCD, installed a fiber optic cable from the new RTMC

to the Jacksonville Transportation Authority (JTA) Rosa Parks bus station and then continued the run to the Jacksonville Emergency Operations Center (EOC). This fiber cable was installed for interconnection of communications between the JTA, the EOC, and the RTMC. The fiber has not been in use due to delays in getting the fiber connected into the EOC. Recently, the work was completed to get the fiber pulled into and terminated within the EOC and as part of that work, there were Optical Time Domain Reflectometer (OTDR) tests performed to verify the quality of the cable. During this testing, it was obvious that there were issues with the cable in a section that had not been disturbed during the installation into the EOC.

After reviewing the OTDR results and determining the distance from the EOC to the issue, it was determined that the damage was in proximity to the intersection of West State Street and Julia Street. We noted that there is an ongoing roadway project in the area and dispatched TCD to see if they could locate exactly where the issue occurred. TCD personnel went to the Intersection and looked for any obvious signs of damage, but were unable to find anything. So, they began to open fiber pull boxes and pull on the cable to see if there was more resistance than there should have been. They located a section between two pull boxes where they could not pull the cable through the conduit at all. Their next step was to push a conduit rodder through the conduit to try to determine exactly where the fiber, and possibly the conduit, may be damaged. When pushing the rodder through the conduit from each pull box they noted that there was a section that the rodder could not push through.



ITS CONSTRUCTION continued

The CEI for the roadway project was contacted and a meeting was held at the intersection. During the meeting, the roadway contractor provided pictures of drainage work that had been performed in the area and the conduit could be seen in the pictures. The pictures showed no obvious damage to the conduit. With the apparent damage being underground and under asphalt, there was little that could be done but show the roadway contractor where the damage may be and have them excavate to find the issue.

The following weekend the contractor excavated the area and found the damaged conduit and fiber cable.



It appears that when backfilling the area of the drainage work, a conduit joint was pulled apart which exposed a small section of the fiber cable. The flowable fill, which was being used to backfill the area, bent the fiber cable, entered the conduit and encased the fiber cable and plugged the conduit. After finding the issue, the conduit was repaired and a new section of fiber optic cable was installed and is now ready for use, just in time for Hurricane Season. The picture above shows the conduit joint that was pulled apart and the section of fiber that was bent.

Kevin Jackson
ITS Construction Liaison

ROAD RANGER UPDATE

The Road Rangers are an essential part of our incident management TEAM here in District 2 and are heavily utilized throughout the District. Their trucks are equipped with essentials needed to assist in an incident management scenario with such items as variable message signs, safety cones, hydraulic jacks and water for vehicles, just to name a few. The vehicle message boards and their safety cones are extremely important as they are used to warn motorists of an incident that the motorist might be approaching which then assists the motorists in making the decision to slow down and proceed with caution.

The Road Rangers assist with such events as providing fuel, assisting with tire changes, minor emergency repairs and providing short term maintenance of traffic. They are utilized along all major interstate corridors here in District 2 and make a huge difference for the motorists they assist.

The Rangers held their monthly safety meeting at the FDOT Urban Office Training Center at 11:30 A.M. on May 3, 2017 where supervisor Mr. Cody Parham studied several incidents and encouraged the TEAM to assess each situation. He stressed the fact that each situation is different so the Road Rangers need to take the best approach and use these incidents as lessons learned.

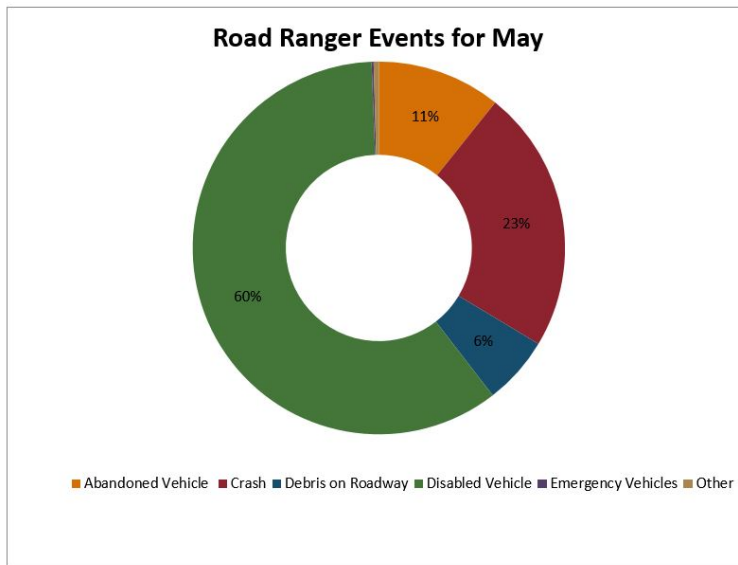
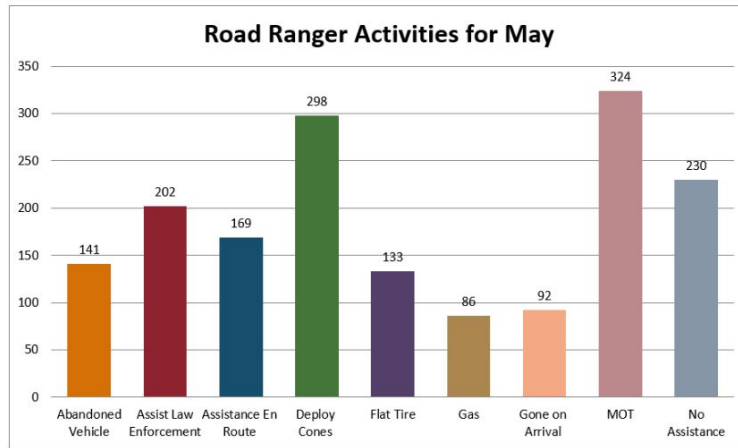
The following charts show all event types that the Road Rangers have responded to up through May 22nd, 2017. As we can see the Road Rangers primarily responded to crashes (31%), disabled vehicles (29%) and debris



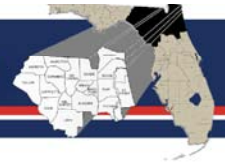
ROAD RANGER UPDATE continued

events (8%). For their activities, they primarily provided MOT, aided law enforcement and deployed safety cones at events.

We also note a 23% decrease in their average roadway clearance duration time as well as a 24% increase in the abandoned vehicles and 3% increase in disabled vehicles. We can see that the Road Rangers have been extremely busy and efficient in clearing our roadway here in District 2 even with the increase in activity along with the two RISC events which occurred in the month of May.



Dee Dee Johnson
District 2 ITS Operations
Project Manager



RISC – RAPID INCIDENT SCENE CLEARANCE - UPDATE

The Rapid Incident Scene Clearance (RISC) program was developed by the Florida Department of Transportation (FDOT) in conjunction with the Florida Highway Patrol (FHP) 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’s main goals are to quickly secure and restore highway facilities for public use and is a major component of Florida’s Traffic Incident Management TEAM. Our RISC program encompasses nine counties and assists with major incidents along our interstates. In District 2 we had two RISC events in the month of May and our TEAM stands ready for future use if needed.

The first RISC incident occurred on I-95 Northbound just south of State Road 16 on Thursday May 4, 2017 at approximately 5:09 AM where a crash involving a vehicle and two semi-tractor trailers occurred. Oil was spilled on the roadway at the incident scene and was forced to remain closed until it was removed from the roadway. One motorist was transported with non-life threatening injuries.

Drivers used US 1 as an alternative route and were urged to drive slowly and carefully. RISC activation occurred at 5:26 A.M. and the event was cleared approximately 5 hours later. Below is a list of the responding agencies and their response times.



Agency	Arrival	Departure	On Scene Time
County Police	5:11 AM	9:19 AM	4:08:00
Fire Department	5:17 AM	6:49 AM	1:32:00
FHP	5:18 AM	9:19 AM	4:01:00
RISC	6:09 AM	9:17 AM	3:08:00
Maintenance Asset Manager	6:20 AM	10:00 AM	3:40:00
Wrecker Driver	6:43 AM	7:32 AM	0:49:00



RISC – RAPID INCIDENT SCENE CLEARANCE - UPDATE continued

The second RISC incident occurred on May 12, 2017 when a fifth-wheel camper being towed by a pickup truck was travelling too fast, overturned and shut down Interstate 75 southbound north of Gainesville Friday afternoon. No one was injured in the crash, which occurred near mile marker 396 near the CR-235 overpass at approximately 2:02 P.M.

As the truck was traveling south, the trailer was caught by a gust of wind and the driver couldn't maintain control. The trailer rolled over and came loose and came to a final rest on the interstate, blocking all three southbound lanes. The lanes were closed for about three hours following the crash, as debris was cleared from the road.



See below for a list of the responding agencies and their response times

Agency	Arrival	Departure	On Scene Time
FHP	2:11 PM	4:02 PM	1:51:00
Maintenance Asset Manager	2:32 PM	4:11 PM	1:39:00
RISC	2:51 PM	4:00 PM	1:09:00
Fire Department	2:12 PM	4:02 PM	1:50:00



FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The First Coast Traffic Incident Management Team held its bi-monthly meeting on May 16, 2017 at the Regional Transportation Management Center (RTMC) – 980 N Jefferson St., Jacksonville, Florida at 10:00 A.M. Ms. Dee Dee Johnson opened the meeting and thanked everyone for investing their time and being dedicated to traffic incident management. After a series of introductions, the meeting was officially kicked off.



Mr. Bill Kays began by informing everyone of the status of the Overland Bridge Project and how it has been progressing since the last TIM meeting. Next Mr. Ron Tittle gave the Team an overview of the Construction Projects in the area. He stated that the I-95 and JTB project is moving along and is currently going into its final phase with plans of completion in the summer, weather permitting. The current express lane project on I-295 from the Buckman Bridge to I-95 is expected to be completed in the latter part of 2017 and the I-10 at US 301 project should be finished by spring 2019.

Mr. Ed Ward then proceeded to give the TIM members the Emergency Operations Update where he briefly explained the push for utilizing

the one-way evacuation plans that include hard shoulder running also called Shoulder Use for Emergency Evacuation (SUEE). The plan incorporates I-10 westbound from the west side of US 301 to I-75 and SUEE will run along I-75 from Tampa to the Georgia state line. Mr. Craig Carnes then gave the TEAM a brief update on the ITS projects in the area which includes the St. Johns County I-95 project and the Pecan Park Road project, among others. The I-75 ITS device project from SR 24 in Gainesville to the Georgia State Line is currently ongoing and after it is completed will also cover all of I-75 with ITS devices. The next phase will incorporate arterial management by including ITS devices along the arterials to assist with connectivity and traffic management.

Mr. Ryan Crist encouraged the TIM members to provide feedback on the 511 service to assist in making it better. Feedback is taken seriously and all comments are welcomed. Mr. Greg Gaylord also informed the TEAM of some exciting news that the Road Rangers will be increasing their fleet with new vehicles in August along with new dynamic message signs and new equipment. Even though construction zones remain a challenge this is a positive step for the Road Ranger program.

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 sent to DeeDee.Johnson@dot.state.fl.us.



FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE continued

PLEASE NOTE: If anyone is interested in the SHRP2 Incident Management Training Course, please contact Craig Carnes at ccarnes@metriceng.com or Misha Gonzales at melder@metriceng.com/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 July 18, 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 June 14, 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

The Atlantic Hurricane Season runs from June 1 to November 30 with the peak period from early August through the end of October. The month of September tends to produce the most hurricanes but that does not stop storms from coming at different times. As if to prove our point, Hermine came knocking at the very beginning of September while Matthew closed out the month. As with any hurricane, preparation is critical. Hurricane Alex threatened Florida in January 2016 and Tropical Storm Colin got the 2016 season underway quickly in early June. Having a plan in place for your family and at work is critical. On average 1.75 hurricanes hit the east coast each Hurricane Season. Of those, 40 percent hit Florida. Throw those numbers out of the window as it only takes 1 to have a bad season!

Life at the Regional Transportation Management Center (RTMC) requires you to have a plan in place at home to make sure you can perform your duties at work without having to worry (as much). I urge all of you to have a plan. If you do not have one yet, please visit <http://www.floridadisaster.org/getaplan/> to make sure you, your family and home are as safe as possible. Don't forget your pets! Everyone knows how much I love animals. They need you to have a plan! Don't let Colin sneak up on you and catch you off guard. Things to know for your family emergency plan include sharing/updating contact information, knowing evacuation routes, having a family meeting spot, hotel options, water, a packed supply kit and a checklist of what needs to be done before, during and after the storm. Before anything else, preparation is the key to success (credit Alexander Graham Bell).

The RTMC is no different. A ton of preparation takes place prior to Hurricane Season every year. Our first step is to update a ton of documentation. This starts with our Disaster

Recovery Plan (DRP). The DRP delineates our policies and procedures for the Regional Transportation Management Center (RTMC) Disaster Recovery, as well as our process-level plans for recovering critical technology platforms and data. Our mission is to ensure information system uptime, data integrity and availability, and business continuity. Making sure all staff members are aware of this plan and their role is key. Ensuring operational policies are followed, contingency arrangements are cost-effective and our back-up location is ready requires a great deal of leg-work.

Our District 2 Hurricane Response Plan breaks down requirements by Pre-Hurricane Season, Pre-Storm, Storm Imminent and Post-Storm activities. We are currently wrapping up our Pre-Season activities which consist of getting Operator availability, updating emergency contact information and checking to see that air mattresses, flashlights and other supplies are still functioning, while also checking and restocking non-perishable food items and looking at operational changes from last season. Most importantly, lessons learned help us revise our Hurricane Season Response Plan which allows for continued improvements and streamlined activities.

Pre-Storm activities include everything from checking devices to staffing to stocking supplies and making sure all contact information is prepared. Running through equipment to make sure as much of the ITS devices are operational is critical to monitoring conditions and expediting response. Disseminating information to partnering agencies, the media and the public will help evacuations and issues on the roadway go as smoothly as possible. Coordination and



OPERATIONS continued

communication channels are opened and the updates begin. As the storm comes through, issues are prioritized so when the roadway is passable crews can head to the most critical issues first. When the storm has passed, complete checks of equipment, roadway conditions and analysis begins. Recon teams are sent out in pairs to report back. Our mission is to make sure the roadway is safe as quick as possible so people can get home and return to their lives.

Though Accuweather and Colorado State University both predict a slightly less active 2017 season, that does not mean you should take it lightly. Be prepared. Get a Plan! The RTMC has one, you should too. Whether you are avoiding storm traffic or just the day to day grind don't forget to use 511.

[511: Connect. Know. Go.](#)

**Ryan Crist
RTMC Manager**

MARKETING

I recently discovered that my arms are getting shorter. I know this because when I hold a document at arm's length, the words tend to blur. So I swallowed my pride, did a quick check of the 511 app and headed in to see my eye doctor. I am proud to say I am one of 30 million. No, not one in 30 million to fall prey to the T. Rex tiny arm syndrome. But a proud contributor to the 30 million mark recently surpassed by users of our 511 system. Since its statewide system launch in June of 2009, motorists have accessed the Florida 511 website, toll-free 511 phone number and mobile app(s) a whopping 30 million times! (data provided by Statewide Marketing Partner Global-5)

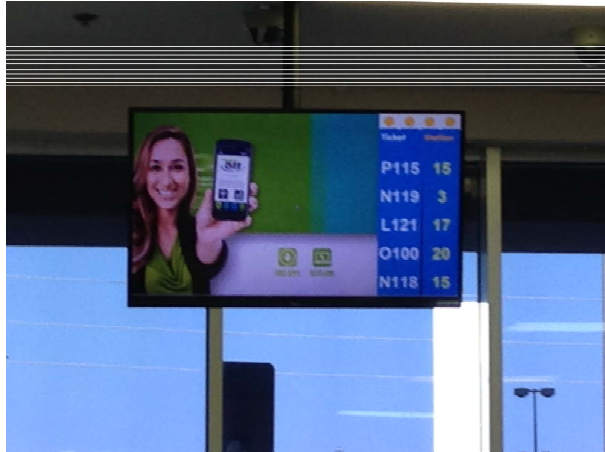
As an added bonus, I convinced my Optometrist, his assistant and a practicing resident to download the 511 app while I was in their office! Nothing beats having a "clear view" of traffic when you settle in behind the steering wheel.

I was reminded just last week of how timely and relevant our traffic information can be to motorists during their daily commute. Just before 6am I was driving west on Butler Blvd. On the opposite side, I noticed no less than six emergency vehicles heading east with lights flashing and sirens blaring. I immediately called in to the RTMC where our overnight operator informed me there had been reports of, not one, but TWO overturned vehicles on the ramp from the I-295 East Beltway NB onto Butler Blvd. For the next hour and a half, I stayed on scene, relaying information back to the RTMC... "The ramps to both Butler East and Westbound are closed. A tow truck has arrived on scene. The overturned vehicle on the ramp has just been removed. One overturned vehicle remains on the left side of the embankment." And finally, "The ramp is clear! All lanes are now open!" Between our Dynamic Message Signs and the information posted to the 511 system by our operators, the backup never extended beyond Philips Highway, even though the accident occurred during the critical hours of morning rush. The word was getting out! Motorists were using 511, and because of that, they were choosing I-95, Philips and Southside as alternate routes instead.

Our 511 app is equipped with a Drive Mode feature as well as interactive traffic maps. You can program up to three door-to-door routes and receive traffic alerts when your preferred route is affected. The information you receive is in "real time" and includes updates on traffic accidents, lane closures and construction.



MARKETING continued



The 511 Video that plays at Florida Department of Motor Vehicle locations

You can try using 511 on your daily commute into the office or for that special weekend trip you have planned. Dial 5-1-1, visit 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**



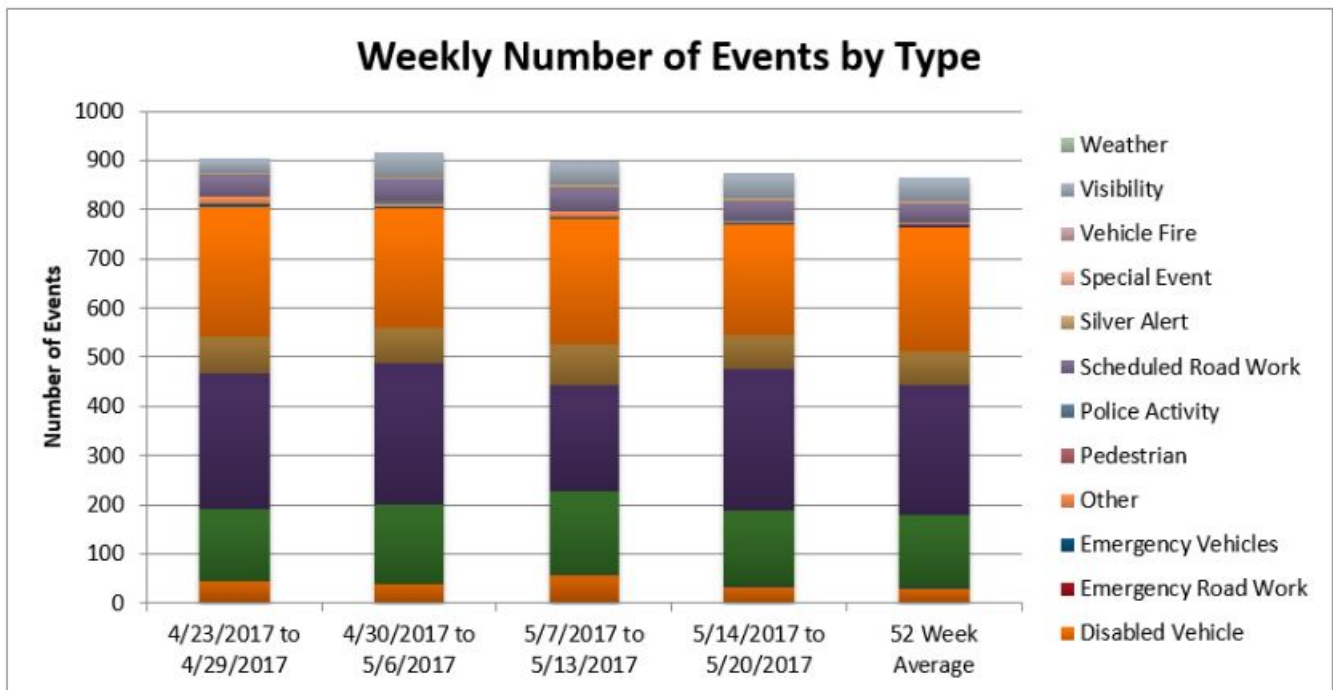
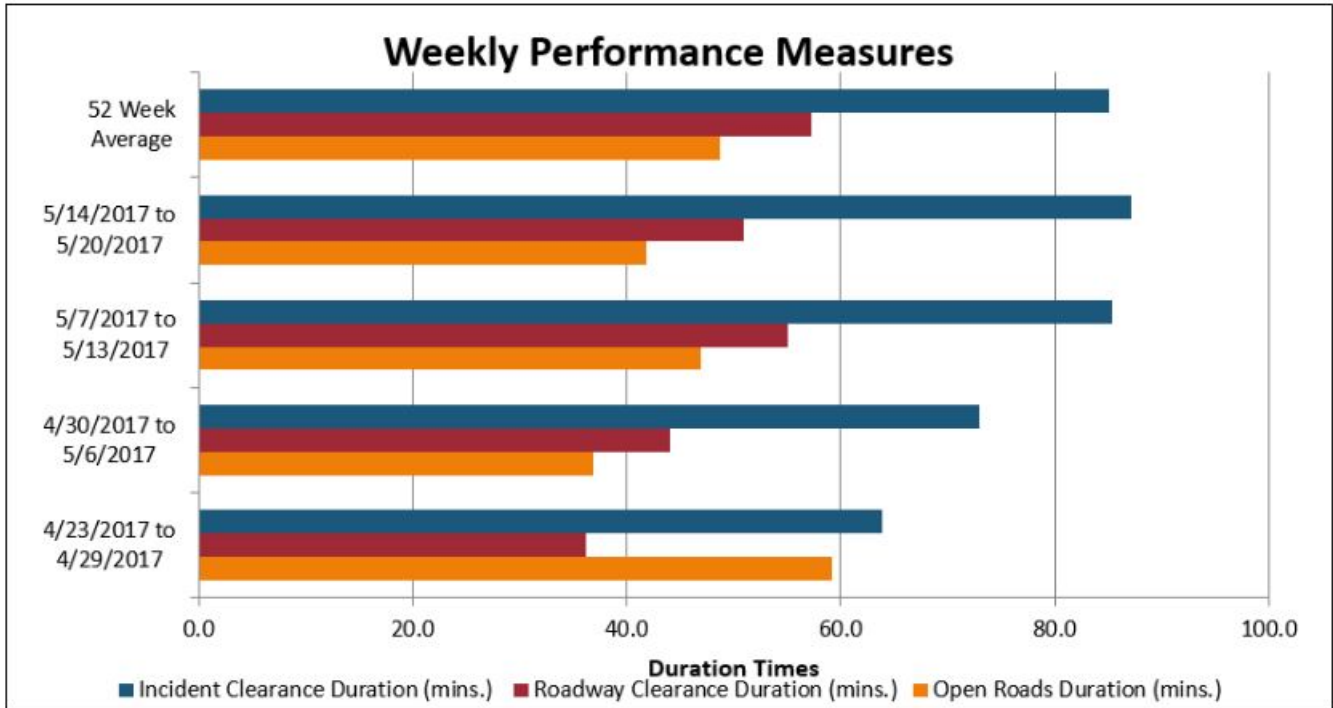
PERFORMANCE MEASURES

Hello June, Goodbye May. As we come to the end of May and realize that time is just whizzing by, we cannot help but reflect on the first five months of the year. Within the past several weeks alone there have been numerous reports of forest fires all over our District and I must say that within the last week of May, even though it has been extremely wet, the rain is much needed. We can breathe a sigh of relief knowing that the fires will be tamed. During the first five months, we can see how the event types along with the needs of the roadway change as the seasons do. We especially see when the months are getting warmer and our Road Rangers start handing out more bottled water (51% increase from January) than they did at the beginning of the year. We also have witnessed the fluctuations in the traffic patterns and shifts in peak hours when school is in session versus when there is a break/holiday but through it all our incident management TEAM rolls with the tide.

From the charts on the following page, we can see that our incident management TEAM has been putting in the work as they have been handling over 3,600 events during the past four weeks. There has been a 24% increase in abandoned vehicles and a slight increase of 1% in the number of crashes on the roadways when compared to the yearly average. The average clearance duration times for the past 12 months have stayed well under the goal duration times as District 2 has averaged approximately 48.7 minutes for our Open Roads Duration time, 57.2 minutes for our roadway clearance duration time and 85.1 minutes for our Incident Clearance duration time in the month of May.



PERFORMANCE MEASURES continued



Sherrell Lall
Metric Engineering



SPOTLIGHT ON...DAVID SANDERS

How long have you been working at the RTMC (Regional Transportation Management Center)?

I have been working at The RTMC since February 2017.

What is your current role/job description?

I currently do RAMP, Statewide Feedback, and assist with Probe. I am always continuing my education at the RTMC for other positions.

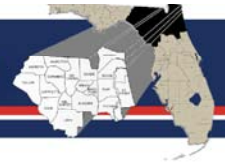
Before we get too far along in the interview process, I understand you were once on a very different career path. Can you describe for us what happened to you in July of 2012 while working in Iraq?

I spent over eight years in Baghdad Iraq as a private military contractor for our government and others. I did many things while I was there in support of the mission. I would travel to all major cities in Iraq including Fallujah and Ramadi. Some missions included going on patrols with our military and the local forces as an adviser. I also would provide security for diplomats that would need to go in the red zone to visit different venues from prisons to Ministries. One of the most dangerous missions I went on was to see the leader of the Mahdi Militia/army in Sadr City. I have been injured many times by explosions but I was the machine gunner on a night patrol with the Iraqi army and our vehicle was hit by a small improvised explosive device which made our armored Humvee roll over a couple of times. I didn't realize I was hurt at the time as I was more worried that I couldn't find any of my weapons or my radio. Luckily an Iraqi threw me in their vehicle, and we made it back to base. I couldn't put any pressure on my legs, and parts of my legs were numb. I heard a pop in my back and didn't realize how much pain I was in until I got back. I just knew I had all my body

parts attached. One of the Iraqi medics was going to stick an IV in my neck but I said 'NO' (but in more profane terms). I then had two surgeries and rehab for years. I started experiencing anxiety and depression and they wanted me to find a part-time job which would help me communicate with others and keep my mind off things. This is how I ended up at the RTMC. Once hired I didn't think I would make it a month. The RTMC has the best ergonomic equipment available for their employees from the chairs to desks that lower and raise. If they didn't have this great equipment I wouldn't have been able to stay there. I enjoy working at the RTMC and they take care of all the employees.



David Sanders in his military days



SPOTLIGHT ON...DAVID SANDERS
continued

I understand you've also recently gone back to school. Which college? What are you studying?

I had to keep my mind busy so I decided to go back to college. I decided on FSCJ and studying for computer science. I will have 3 degrees after next semester as I wasn't sure what path I wanted to go down. After I receive the degrees I will get another degree in IT Security. I plan on continuing my education and also going to school to receive my PMP certificate which has to do with project management.

After being given a second chance at life, what advice would you give to someone who may be facing an 'uphill climb'?

The only advice I can give someone is that to take one step forward you will take 2 steps back. It's a very slow process and I am still making the uphill climb.

What's the best advice you received during your rehab process?

During rehab, I learned how the brain plays a huge role in pain. If you can keep your mind busy, stop worrying all the time, stop complaining in your head, and come to terms with your injury and limitations, you will get better faster.

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

My favorite quote is by General Patton; "Lead me, follow me, or get out of my way. "

Tell us a little about your family.

My wife is a homemaker and my older son has just joined the Marines in the 11th grade. My 7-year-old has just learned how to catch small gators and release them. They both play sports and are very active.



David's son looks like a chip off the old block when it comes to living on the edge!

What's next for you? You never seem afraid to try new things.

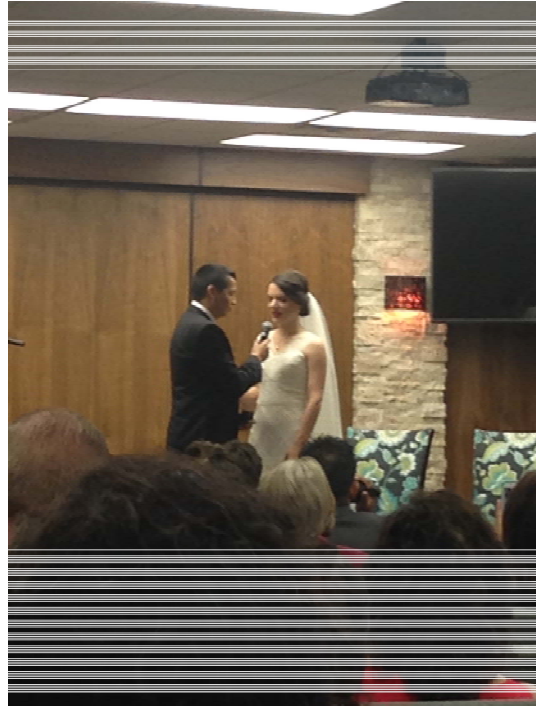
I never know what's next for me. My goal at this time is to start running and hopefully join the National Guard as a reservist, as I can get waivers.



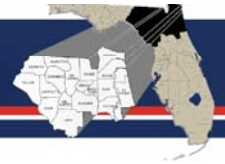
David Sanders today, minus about 75 pounds of "equipment"

Photo Gallery

Jill Dawson, former FDOT District 2 Intern and a member of the Metric Engineering family, celebrated her nuptials with her new husband, Javier Cayo, on May 5th.



*Congratulations, Jill & Javier
as you begin your
“happily every after”*



Traffic Incident Management 2017 Meeting Schedule

First Coast TIM Team
Regional Transportation Management Center
980 N. Jefferson St., Jacksonville, FL
904.903.2000
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
June 14, 2017 August 9, 2017
October 11, 2017 December 13, 2017

FDOT DISTRICT 2 ITS STAFF



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