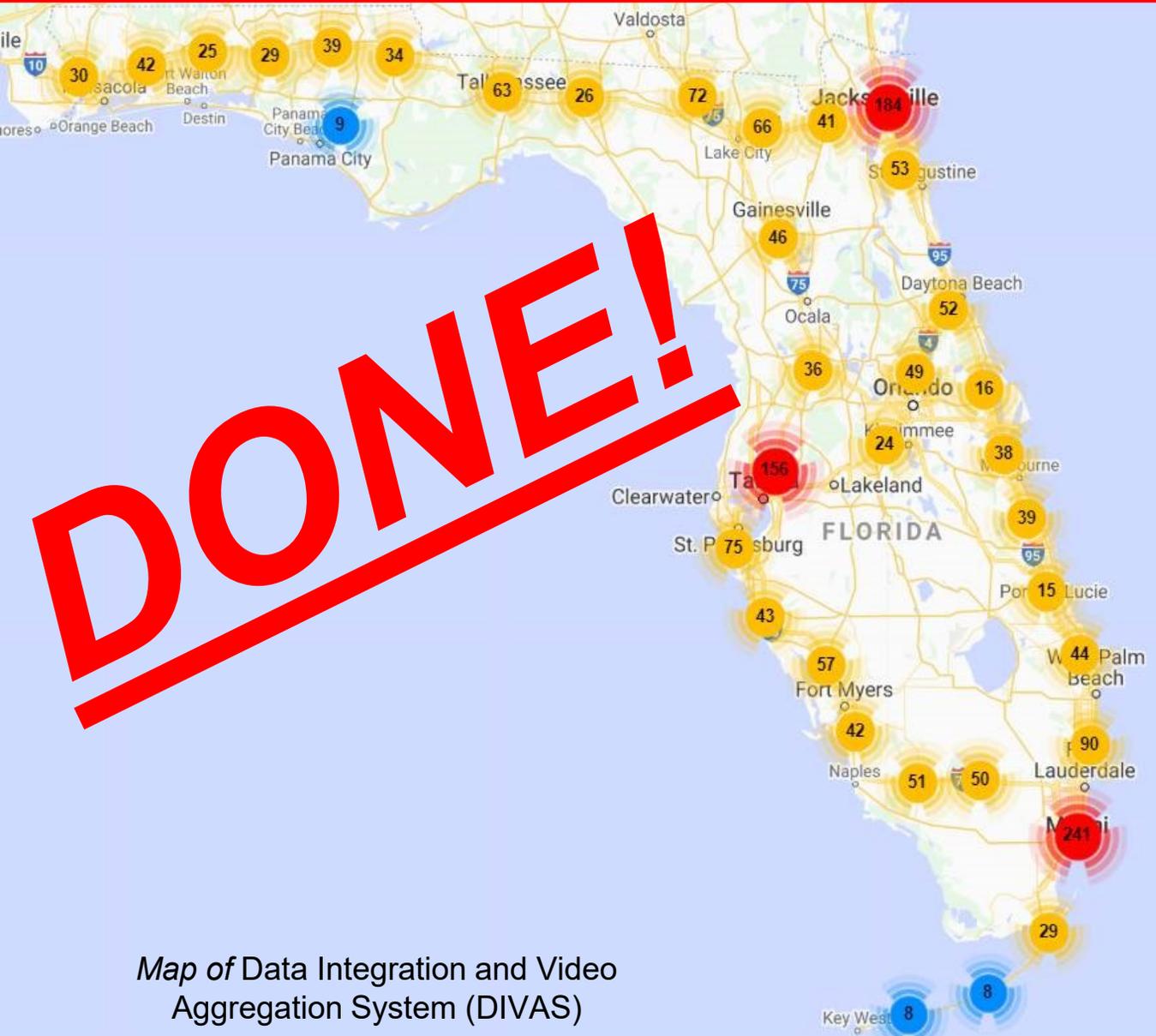


# WITH THE COMPLETION AND FINAL ACCEPTANCE OF ITS DEVICES ON INTERSTATE 10, A 30 YEAR EFFORT FOR FULL ITS COVERAGE ON FLORIDA'S INTERSTATE SYSTEM IS...



Map of Data Integration and Video Aggregation System (DIVAS)



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

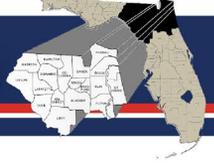
This past Spring has been one of the most interesting, yet challenging, points in my career with the ITS program due to the impact of Covid-19. Our team had to adjust “on the fly” due to the ever-changing knowledge gained on how this virus was contracted, while trying to maintain the health and well-being of our staff. I feel it was the little things we did with preventive measures that kept us out of harm’s way. Things like carrying around large sized napkins to open/close common area doors, hand sanitizing and hand washing incessantly to prevent spread of the germ, keeping social distancing at a minimum of 6-feet near fellow employees, wearing a mask when not within your own confines and teleworking or keeping office doors slightly ajar/closed during the workday. In hindsight, many of these little things should actually be common practice to avoid the spread of any germs, whether it’s the common cold, flu or something as simple as pink-eye, all of which have made the rounds in our offices over the past 18 years of my tenure.

Yes, there were changes in traffic patterns during the stay-at-home requirements. Having a smaller percentage of cars on the roads led to less arduous commutes, which is an unusual occurrence in our area for about 1.5 hours in the morning and evening. This however did not seem to reduce the number of incidents handled by our Road Rangers and RTMC Operators. It seemed to be business as usual for most of the staff, except for the Express Lanes Operator who dealt with a dramatic drop in customers over this time. There was the need to have our Road Ranger contractor participate with “Checkpoint Charlie” at the I-95 southbound weigh station in Nassau County. This checkpoint was initiated by the Governor to

screen out of state motorists who came from other states with significant cases of Covid-19. The task given to our Road Ranger and tow truck was to relocate disabled vehicles in the queue so that the process did not lose its efficiency or effectiveness.

Overall, the success of this experience was due to the seriousness with which all our team members took from day one! That and some good fortune from decisions made in the past that carried over during this unique experience. I recently provided an article to Central Office for an upcoming Disseminator newsletter that I will now share with everyone. It is only snippets of what I wrote but provides a clearer understanding on how we were able to deal with this pandemic over the past few months.

Fortunately for us, the NFRTMC was designed with employee safety and comfort as the prerogative. First, all workstation areas were designed in a “quad” fashion, whereby each workstation has employees (4) faced away from each other and approximately 10 feet apart. Facing them are 5 large monitors that act as a “shield” when speaking to someone on the other side of the workstation. Second, there are hand sanitizers placed at several access points to the floor, as well as access doors to the bathroom on the floor that allow employees to easily enter to wash their hands if desired. These bathroom doors were designed to be “hands-free”, whereby you push to enter and use the touch free door handles (using your arm) to exit. Likewise, all faucets, urinals and toilets are equipped with sensors, making them “hands-free” as well.



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

The design itself incorporated wide walking space around the quads (between 6 to 12 feet) that will help staff avoid close contact when moving around the operations floor. Offices for supervisory staff are located on the south and west side of the floor, with each having a door that can be kept ajar or closed for this type situation. Access and hallway areas outside the operations floor have wide areas that allow for staff to keep the proper six-foot distance.

The breakroom is large enough to accommodate 20 personnel at one time, thus staggering breaks was incorporated during this period.

Key changes that were implemented by the FDOT's RTMC operations contractor included temperature checks prior to their staff entering the building to start a shift, mandatory wearing of masks while in the building, hand sanitizer at each workstation, disinfectant spray at each workstation and social distancing of 6 feet or greater. The latter was intended to avoid someone lingering over an operator's shoulder while viewing their monitor. Even though FHP and FWC employees march to a different drummer, they too have developed processes that include the wearing of masks, hand sanitization and social distancing.

We do have a Plan B in place in case we ever have to shut down the floor. We have the North Florida TPO Board Room as a back-up location on the other side of the building. This 2,000 square foot room is connected to our data room, so if push comes to shove, we just have to slightly reduce staff levels, relocate some workstations/monitors, transfer the phones to

our cellular lines and shift operations to that floor. We anticipate that we would be out of commission for about 30 minutes as this relocation is initiated. Hopefully, that will never be the case during these trying times.

All that I have shared is subject to change as we evolve with the understanding on how to deal with Covid-19. Luckily, I believe that we have the most experienced, toughest, smartest, and dedicated team members of any ITS program in the Department. They are used to adjusting "on the fly" and will be ready when the newest direction is given. The key is to stay on our toes for at least the coming year since this germ is not going anywhere for the time being.

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





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

Welcome. I hope this article finds you in good health and high spirits. As everyone may know by now, we are facing a pandemic that has truly shown us how vulnerable we can be. Many facets of our economy have been shut down for about 8 weeks and there appears to be signs of light as the doors begin to reopen. The pandemic still surrounds us, but we are taking the necessary precautions to keep ourselves safe. The Department has stayed open for business, with some exceptions, and many of us have been working from home. The RTMC has taken all the CDC precautions of wearing masks, washing hands, having hand sanitizer around the building, and maintaining social distancing. The RTMC has been working very closely with the Maintenance Office who is operating Checkpoint Charlie at the weigh in motion location on I-95 to ensure we mitigate unnecessary slow down and back-ups. We have learned to gel together and work in unison rather than various entities trying to accomplish the same task. ITS Maintenance has been pushing strong and charging hard. There is no greater time than during a State of Emergency that all devices are performing smoothly. Cameras should be displaying images, MVDS should be picking volumes, DMS should be pushing out the pertinent information. Central office performed a DIVAS check on our cameras and we scored a 98%. It would have been a higher percentage but most of the cameras that were not operational are in new construction areas.

DIVAS has finally been unveiled to a select few and I was lucky enough to gain access. Central office has held back to concoct a plan on how to provide DIVAS access. The functionality is great, and I have used it in a pinch when I was not near my computer and had to view a camera. There is no control feature like

SUNGUIDE but honestly, I would not want that capability to be offered for something that ideally will eventually be pushed out to the masses.

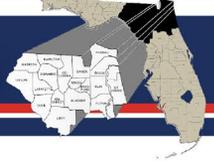
On a Final Note, I want to give a warm thank you to all the individuals that kept this country running and people healthy. The medical health professionals, grocery stores, truckers, restaurants, farmers, and the many more that made this quarantine manageable.

**Alejandro Varela, P.E.**  
**FDOT D2**  
**ITS Operations Manager**

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

First, I want to thank my operations staff and road ranger operators for all their hard work during the corona virus pandemic. They are all considered essential employees and continued to leave their families daily to help keep our roadways operating and safe for the motoring public. I truly appreciate everyone's dedication and loyalty in these trying times. You are truly heroes in my eyes.

Now onto more news, our Regional Transportation Management Center Operations Center Contract was awarded to Metric Engineering, Inc. and began on May 1<sup>st</sup>. We are thrilled to continue our relationship with Metric Engineering, Inc. and excited about several additions to our new contract. Our normal RTMC operations will continue to run smoothly, 24/7 with a few upcoming changes. With full deployment of



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

devices on all our interstates, we have incorporated additional traffic operations and ITS engineering services into our contract. What does that mean for us? These services give us the opportunity to have technical analysis, research and analysis, planning, design and project development on ITS projects. These services will be performed by staff with years of ITS experience to enhance our overall District 2 program.

Exciting news for our Road Ranger contract is coming in the next couple of months. We will be extending our weekend routes in Gainesville by adding two additional routes on I-75 every weekend from 7am to 7pm, bringing the total number to four. Additionally, we will be adding four 24/7 routes: one on I-95, one on I-10 and two on I-295. We have some of the new drivers in training now so keep your eyes out for a start date.

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

**NORTH FLORIDA TPO**

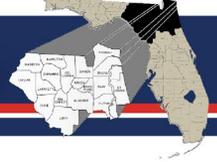
I can honestly say that my family’s current lifestyle has had to transition due to the impacts of Covid-19. Because of the stay-at-home recommendation, we have not had the opportunity to take the Tesla out for any joy rides lately so that we can try out the new features downloaded over the past two months.

Occasionally, we will get on our smartphone to “talk” to it. Things like directing the car to crack the window to ventilate the heat or turning on the A/C to accelerate cooling, all from the comfort of the sofa. It just sits there in the driveway, side-by-side with my Mazda CX-5. I can only imagine the conversations they would have about our current state and the waste of having to sit idly in the driveway for days on end.

However, that is not what I truly want to share with you in this newsletter. Instead, I feel the need to share some very devastating news with everyone. Mr. Duane Preble died on March 18<sup>th</sup> of this year. I considered Duane our “guru” during the deployment of Road Weather Information Devices (RWIS) in the District Two region for the past 10 years. He was my contact at Microcom and provided the necessary guidance for everything and anything related to RWIS technology. But, let me briefly start from the beginning.

In about 2009, FHP inquired about having the NFTPO fund a pilot project on the implementation of bridge wind sensors at various evacuation routes along the Intracoastal waterway. This effort was so that measurable and accurate wind speeds could be provided to a centralized location, like EOCs, during major storm events. The goal was to effectively deploy law enforcement staff to bridges with a high likelihood of closure,





## **NORTH FLORIDA TPO continued**

thereby providing the opportunity for efficient use of their limited resources (i.e. focus on the problem locations). The NFTPO provided \$200,000 for this pilot project and I was tasked with developing a solution.

So, let's just start by saying that I **WAS NOT** an expert on RWIS devices at the time. I was barely able to grasp the knowledge needed to properly operate an ITS program, so this task put me out in left field. Fortunately, my contacts at Central Office had just completed a project with Microcom and recommended that I reach out to them for guidance. During my first call, they put me in contact with Mr. Duane Preble to get the ball rolling on my information gathering. Well, Duane was so knowledgeable that he blew me away within the first five minutes. I think he sensed that I was overwhelmed, so he provided some contact information to several military bases, airports and municipalities who were basically using the same equipment that I needed.

I believe his thoughts were that if I spoke to "common folk" with as limited expertise as I had on RWIS, then maybe I could come to a better understanding on what was needed. Once I completed this research, I called Duane to get further guidance on what I was looking for on this NFTPO project. The plan was to deploy a few devices and connect them via fiber optic cable at these bridges. This would be a very expensive venture that limited us to three or four bridges. Once I finished providing my thoughts to Duane, he inquired on why we were not using the NOAA Satellites over the Gulf of Mexico to transmit these small bits of data. My response was "huh?" That's when Duane decided to hold me by the hand as he slowly evolved into my RWIS mentor. Let's just say that Duane's suggestion allowed us to go from a four-bridge deployment to over twenty due to the cost savings.

Through the years, Duane was always there to lend a hand whether we compensated Microcom or not for his services. He was right up there with us on the Urban Office rooftop as we tested our first devices for solar capabilities and communication. A few years later, we decided to install water level and velocity sensors at several vulnerable bridge locations along I-10 and I-75. Duane was the "man with the plan" as he provided support during this effort. When it came time for testing these devices prior to deployment, he unfortunately did not have any recommendations. Luckily, our team had learned enough during our time with him that we were able to step in with a successful recommendation.

In a sense, he was part of our team and accepted as "one of us." So much so, that Duane decided to semi-retire and relocated to the eastern Jacksonville area. It was great when this occurred, however part of it was not by his choice. Duane wanted to stay active in the RWIS industry but had bigger fish to fry while receiving treatments at Mayo Hospital. My guess was that he felt this would be a "win-win" situation for him to relocate to our area, since the occasional contact would keep his mind off the more serious issues.

When I got the news that he had passed, I was in the process of reaching out to him for guidance. I had tried his cell phone first to share the exciting news on a venture we were pursuing. When I got his voicemail, I figured he was napping or at the hospital for treatment. Something didn't feel right though, so I decided to call the home office in Maryland to determine if he'd fully retired. That's when they broke the news to me that Duane had passed away in March. A couple of days later, his daughter called to let me

Continued on following page



**NORTH FLORIDA TPO continued**

know she'd received the message and called to notify me of his passing. I let her know that his firm had made me aware, however it would be nice one day if I could share how much Duane had meant to us over the years. She lives in Tampa and was excited to hear about her Dad's exploits, so we decided to meet once the Covid-19 situation gets better.

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

**ITS MAINTENANCE**

Matt used to start these columns off with an idea of how busy the quarter has been. Well, not having been here but for just a month more than this quarter I have no basis to tell you that, but I will say how appreciative I am for this last quarter and want to thank everyone that I have had the opportunity to work with so far for making this trainee feel welcome. As everyone was made aware last newsletter Matt has moved on to bigger things on the consultant side of the industry. With that move and myself being here on an extended rotation I was asked to learn by stepping in and helping with maintenance until his replacement could be hired.

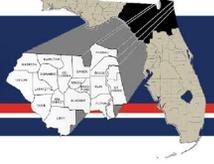
During this quarter I was able to see the completion of the high-speed wireless data link to the St. Augustine yard (and what a view it was from some 80 feet above the maintenance yard.) And we are now in the stages of breaking dirt for the new fiber that is going in in

Lake City to connect the maintenance yard there back to the interstate fiber. With both of these special projects we have and are accomplishing through the maintenance contract we are giving the respective yards the capability to look in on their respective areas of responsibility such that when problems arise the first personnel responding are as prepared as possible on arrival.

Another area of interest from maintenance is the signal project that we have become involved in this quarter. Two of note are Callahan and the intersection of Blanding and Constitution. In Callahan we utilized the maintenance contract to refurbish two intersections upgrading their detection to Wavetronix units and added needed preemption for the local fire department. For the Blanding and Constitution intersection we have secured the funding and a welding sub-contractor to repair, inspect, and recoat the horizontal arm of the signal structure due to a crack in the connecting plate. This repair should be completed onsite and possibly without even taking the arm completely down. This will be an interesting repair to see.

For the near future it is looking like we will be quite busy. We have a lot of devices coming our way from the I-10 ITS job nearing acceptance, devices coming our way from the FRAME project, plus we are coming into the summer season which means a higher likelihood of lightning, and NOAA has just announced a 60% probability of an above-average hurricane season.

It is my goal to learn quickly and provide the best service possible to anyone I have the opportunity to work with and I know that bar



**ITS MAINTENANCE continued**

has been set high by Matt and the maintenance team. If there is any question you may have or a suggestion for me or suggestion for something you think I should learn more about please feel free to email me at [Joshua.Wood@dot.state.fl.us](mailto:Joshua.Wood@dot.state.fl.us).

**Joshua Wood  
Traffic Operations  
P.E. Trainee**

**ITS CONSTRUCTION**

We've decided to highlight a couple of the ITS related projects this month instead of touching on all of them. The number of ITS related projects has grown due to the fact that all Interstate roadways now have ITS deployed on them. In fact, the I-10 ITS Project, with project limits from SR 23 going west into District 3, is the final deployment of ITS Infrastructure to cover all Interstates. The I-10 ITS Project is currently nearing Final Acceptance as Contractor crews have made progress on the punchlist and the project Burn-in is now complete on all DMS. There appears to be a couple of smaller issues that will need to be worked out but the RTMC has control of all devices and is monitoring the entire corridor.

The I-295 East Beltway Express Lanes is continuing and the installation of ITS infrastructure and devices continues. The Contractor and CEI recently found a conflict with the installation of guardrail, as it appears that the guardrail is being installed directly over the existing ITS fiber optic backbone. The contract Team is reviewing the as-builts and directional bore logs to determine if the fiber may be deep enough to allow the guardrail to be placed per plan. This project will continue to install ITS related items for the remainder of the project which will be around June of 2021.

The Truck Parking Availability System (TPAS) Project is ongoing and is behind schedule. The project is required to move device poles that were installed in the clear zone, as the Design-Build Team's request to install guardrail was denied. Many of the TPAS Dynamic Message Signs are currently under test and you may see them as you are approaching Rest Areas or within the Rest Areas themselves. This project still has several issues to be resolved and does not appear that it will be completed before our next Newsletter, so we will provide an update at that time.

The I-10 Widening Project, with project limits between I-95 and I-295 is still in the early phases of design and limited construction should begin this summer. The Design-Build Team has submitted Early Works plans for ERC review so that they can begin doing work near the Right of Way such as clearing and grubbing and the limited installation of some drainage features and other items.

**Craig Carnes  
Metric Engineering**

**OPERATIONS**

COVID-19! Words that rocked our RTMC world. When the news first began coverage of this new virus in early March, we took note, and as the cases began to spread throughout the country, we began to organize a plan. Since the RTMC staff is considered essential personnel, it would be a last resort that we would operate from home, but it could happen.



**OPERATIONS continued**

With all hands on deck, we first prepared our COVID-19 Procedure in three phases:

- Continued Operations from RTMC
- Operations from NFTPO Large Board Room
- Operations from home

Simultaneously, we were working on processes and procedures to keep our RTMC Staff from either contracting COVID-19 while at work, or from spreading COVID-19 within the RTMC.

Penny found that companies got around price-gouging issues through shipping. Disposable masks that cost \$1 each (cost to distributor between two and ten cents) remained the same, but rush shipping (anything less than 6-8 weeks) cost \$1/mask. She finally found a company that had reasonable shipping and availability in stock so we had masks within a week. Forehead “no-touch” thermometers were another issue. Luckily, she got our order in quickly and we got the thermometer expeditiously, though it was shipped from the Wuhan Province of China (ground zero of COVID-19). I took the box home in a sealed garbage bag and put it in my shed for 24 hours before sanitizing it. We regularly use Lysol wipes in the RTMC and every time they are BOGO at the grocery store, we get at least a dozen canisters. That first week of our increased sanitation measures they were BOGO, but of course, there were none on the shelves. Mr. Clean 99.9% concentrate in spray bottles!!!!

The next issue was hand sanitizer. Although we have many hand-sanitizer stations throughout the RTMC, we recognized that getting the number of refills we were going to need for our dispensers was going to get progressively more difficult.

One of the many joys of living in Northeast Florida is our small-town connections. Dee Dee heard that Danny Jones, who she went to high school with in Macclenny, worked with Four Fathers Distillery. Penny and Lisa had already contacted the Fernandina and St. Augustine distilleries with little response, and high prices. Penny called Danny, mentioned Dee Dee by her maiden name, and was picking up liquid hand-sanitizer in gallon jugs the same day at a price that was 20 percent less than the cost of other companies. They were still working on their formula for gel, so spray bottles were the solution for dispensing. Since the availability of spray bottles was almost non-existent, bottles of hair product from “dollar type” stores, with the contents dumped out, solved the problem! Are you hearing the theme song from MacGyver in the back of your head yet? Desperate times call for desperate measures!

All RTMC personnel have a no-contact temperature check while outside of the RTMC (100 degrees or below allows entry). They immediately hand-sanitize and get a baggy with a mask inside to put on before entering the RTMC floor. Our pods are set up such that there is mandated distance between each workstation, luckily, so the distancing recommendations are already in place.

We continue to update our criteria for our employees to be able to travel, and under what conditions they must self-quarantine before returning to work.



**OPERATIONS continued**

Now, back to Operations. After several iterations of our COVID-19 plan, we were able to test our Plans B and C, and they could be enacted within 30 minutes. This caused a huge sigh of relief as the situation was so fluid from one minute to the next.

Though traffic volumes have been lower than usual, at times, our Operators and Road Rangers are logging similar numbers to non-COVID-19 times.

When Governor DeSantis decreed a checkpoint on I-95 and I-75 SB at the Florida/Georgia line, it added to our RTMC monitoring to make sure we did not get queues that could cause incidents. Our Express Lanes Operator took over this monitoring as there have been dramatic decreases in Express Lanes traffic.

We will continue to re-evaluate our processes and procedures during this pandemic:

- Providing the best service we can to the motoring public
- Keeping our essential RTMC Operations Staff safe to the best of our ability.

In the months of March through May of this year, we had seven RISC (Rapid Incident Scene Clearance) events. The RTMC Staff worked a total of 13,433 events with 4,761 utilizing DMS. Of those events, 2,397 were crashes. There were a total of 8,962 Road Ranger events.

Even during pandemics, Know Before You Go, use **FL511!**

**Jason Evans  
RTMC Manager**

**FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

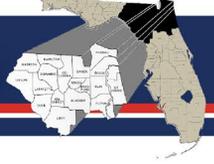
The First Coast Traffic Incident Management Team meeting was scheduled for **March 17, 2020** at the Regional Transportation Management Center (RTMC) but was cancelled due to the uncertainty of COVID-19.

The TEAM did hold a meeting on **May 19, 2020** via Video GoToMeeting to discuss several key topics which included hurricane preparedness. These meetings are important for FDOT to facilitate an open line of communication between all TIM agency partners to assist with the reduction of incident scene clearance times, deter congestion and improve safety on our interstates here in District 2.

The TEAM started off with the I-10/I-95 Project updates provided by Mr. Bill Kays. Bill mentioned that the drilled shaft installations will begin again throughout the project and that crews are currently working on the median barrier wall. The drainage on US 17 has been cleaned out and the structural steel beams will be set for ramp T after Memorial Day which will require a detour at that point in time.

Mr. Hampton Ray then provided the team with updates on several Construction Projects within the area which included the I-10 widening project from I-295 toward downtown in which construction is expected to begin in the upcoming months. Hampton also mentioned that the I-95 checkpoint at the State Line will continue through July.

Mr. Craig Carnes provided a presentation reviewing Emergency Shoulder Use (ESU) in times of evacuation, and showed the areas that ESU would be used, along with the ingress/egress for each Interstate.



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

Dee Dee Crews then led the TEAM in an in-depth conversation about Emergency Operations protocols and procedures especially with Hurricane Season starting on June 1<sup>st</sup>. Mr. Jason Evans also gave an overview of necessary RTMC contact information as well as reviewed essential programs such as SafeTow, RISC, RISC Lite, Road Rangers and D2 Rangers.

The next First Coast Traffic Incident Management Team meeting is tentatively scheduled for an in-person meeting **July 21, 2020** at the Regional Transportation Management Center (RTMC) – 980 N Jefferson St., Jacksonville, Florida at 10:00 A.M. If you are unable to attend, please feel free to send someone else who could represent your agency. We will keep you posted should this meeting, due to guidelines, needs to be held on-line.

**ALACHUA BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE**

The Alachua-Bradford Traffic Incident Management Team’s most recent meeting was scheduled for **April 8, 2020** at the FDOT Gainesville Operations Office but was cancelled due to COVID-19 restrictions.

The next Alachua-Bradford Traffic Incident Management Team meeting is scheduled for **June 10, 2020 at 10am**. It will utilize Video GoToMeeting due to the current COVID-19 Guidelines. The information and url will be sent out to all members.

If you are unable to attend, please feel free to ask someone else who could represent your agency. We thank you for your participation.

**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.*

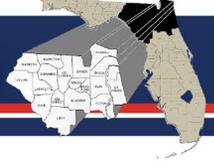
**TEAM VISION:**

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

**NOTES:** 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.Crews@dot.state.fl.us](mailto:DeeDee.Crews@dot.state.fl.us).

*If anyone is interested in the SHRP2 Incident Management Training Course, please contact Mrs. Dee Dee Crews at [deedee.crews@dot.state.fl.us](mailto:deedee.crews@dot.state.fl.us) or Craig Carnes at [ccarnes@metriceng.com](mailto:ccarnes@metriceng.com) at 904-260-1567 Craig is available to work with any agency’s schedule; including nights and weekends to make sure the course is available for groups of ten or more trainees.*





### ROAD RANGER UPDATE

Our Road Rangers are an extremely valuable asset to the incident management team and have definitely proved that every time they respond to an incident scene. The District 2 trucks have been equipped with many necessary items such as variable message signs as well as safety cones which are of great benefit as they are used to warn motorists of an incident that they might be approaching. These warnings alert motorists to slow down or use an alternate route and thus improve safety at the incident scene.

Data has shown that not only is the incident scene safer but also that the incident is cleared much quicker. This improves safety since the involved motorists and responders are on the road for less time, but it also improves traffic flow since the impediment of traffic is removed quicker. This is especially useful during the COVID-19 pandemic we are currently facing. COVID has greatly affected our daily operations as we are now required to social distance from motorists while providing essential help for those in need. Nevertheless, the Road Rangers still remain committed to their jobs and have valiantly shown up for essential traffic over the past few months.

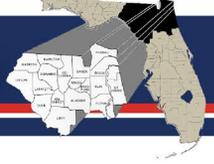
During the past few months (February 1, 2020 through May 18, 2020), the roadway clearance duration has averaged about 47.1 minutes and the incident clearance duration averaged approximately 73.5 minutes. The Road Rangers assist with events such as providing fuel, assisting with tire changes, minor emergency 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 charts on the following page show all event types that the Road Rangers have responded to from February 1, 2020 through May 18, 2020 along with some of the main activities performed when responding to these events.

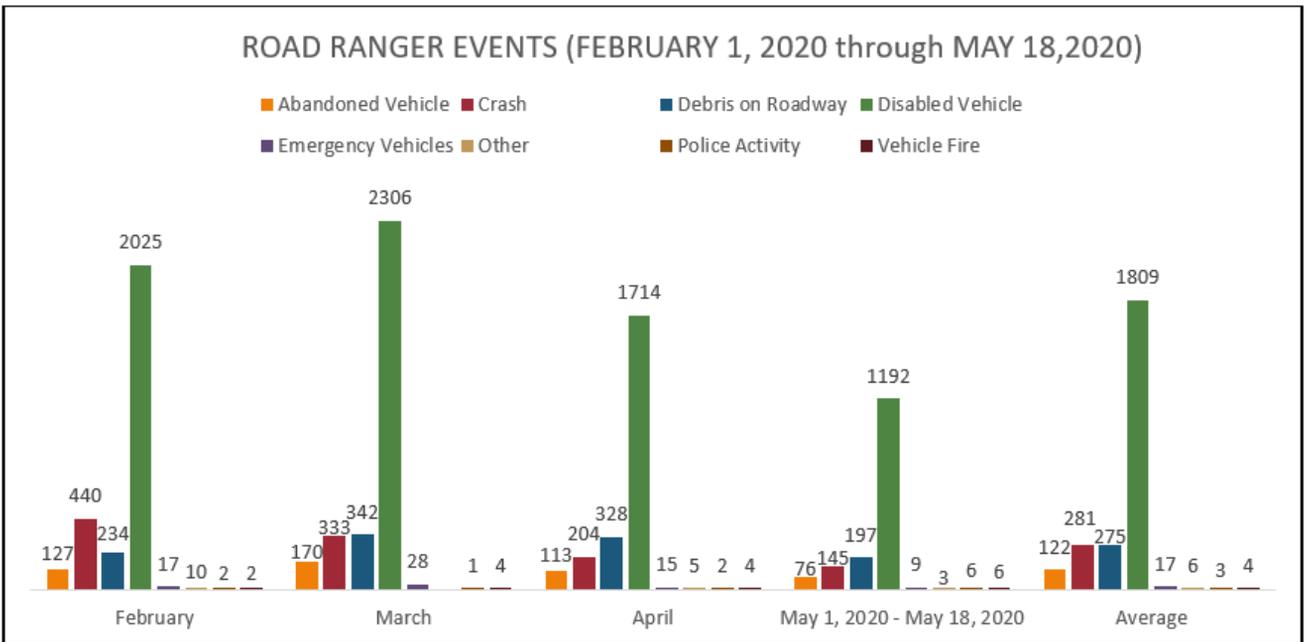
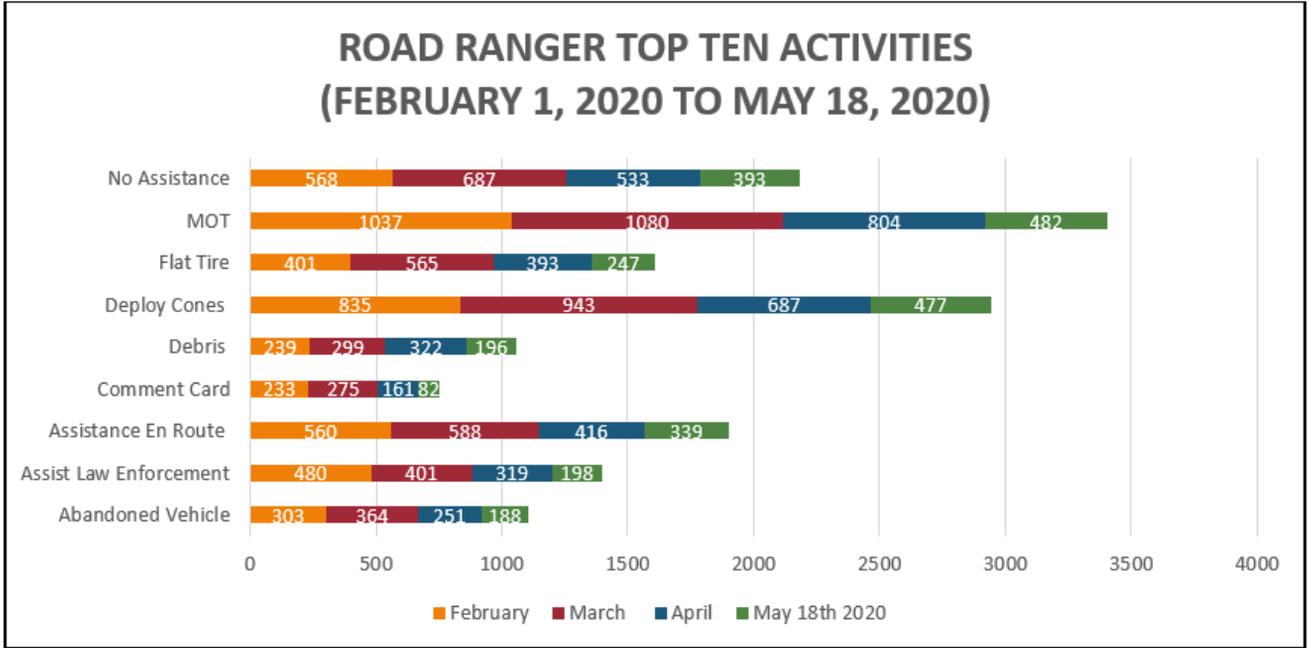
You will notice that the Road Rangers primarily respond to Crashes and Disabled Vehicles as their main events. For their activities, they primarily provided MOT and the use of their VMS along with assistance to other responders such as maintenance and law enforcement. As we can see the Road Rangers primarily responded to an average of 11.1% crashes, 71.9% disabled vehicles, 10.9% debris events and 4.5% abandoned vehicles.



From these numbers we can definitely say that the Road Rangers have been extremely busy but have also been efficient in clearing the roadway. We also see a decrease in the number of events in April which would account for less travel on the roadway due to COVID-19.



**ROAD RANGER UPDATE continued**



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



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

The Rapid Incident Scene Clearance (RISC) program supports the Florida’s Open Roads Policy goal of safely clearing major highway incidents and truck crashes within 90 minutes or less. The program is based on incentive and requires specialized equipment and trained operators to quickly remove wreckage from the roadway, where major crashes close most lanes or cause significant travel delays.

The RISC program is operationally managed at the District level. The RISC Contractor has the responsibility to respond to the incident within 60 minutes of the request to activation request. Once on scene and provided a Notice to Proceed by the lead official on scene, the vendor will have 90 minutes to open the travel lanes for traffic. The RISC contract requires the vendor to be available 24 hours a day/7 days a week to respond to major incidents. This program has been proven to be extremely valuable and essential to roadway clearance times especially during peak travel time periods.

District 2 has utilized RISC seven times over the last several months. Three of these events can be seen below:

- **April 3, 2020** at 7:49 A.M. on I-10 EB at US 301 in Duval County. This crash involved an overturned semi blocking all eastbound lanes. Semi was hauling 8 rolls of steel that each weighed 1,000 lbs. Luckily, there was no fuel spillage on the roadway. The RISC contractor took approximately 50 minutes to clear the roadway during this incident and met all of their recommended timelines.
- **April 15, 2020** at 1:39 P.M. on I-95 SB at Lem Turner in Duval County. This crash involved an overturned semi blocking all southbound lanes on I-95. The RISC contractor took

- approximately 78 minutes to clear the roadway, which met their recommended timelines per the Open Roads Policy. There were gouges in roadway from the impact of the overturned semi which caused the roadway to be closed until 3:42 P.M. for Maintenance to repair the roadway.
- **May 6, 2020** at 2:26 P.M. on I-10 WB before MM 352 (before Chaffee Road) in Duval County. This incident involved an overturned dump truck blocking all westbound lanes. The dump truck was hauling sand which was spilled all over the roadway during the incident. The incident took approximately 3.3 hours to clear due to the extended clean-up needed.

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

**PERFORMANCE MEASURES**

As the memes have put it, we have now entered the 6<sup>th</sup> level of Jumanji as we approach Hurricane season. 2020 has certainly been one for the books and I’m pretty sure many of us hope to close this book and start a new one.

But as the world is currently in a state of distress due to the Coronavirus we have to take in the moments that were good to us. I know for a lot of us we are finally able to catch a breath, spend time with our families and share love with one another. Our Road Rangers and TMC staff have been at the forefront of this pandemic and have taken all of the necessary precautions to help prevent the spread of this illness.

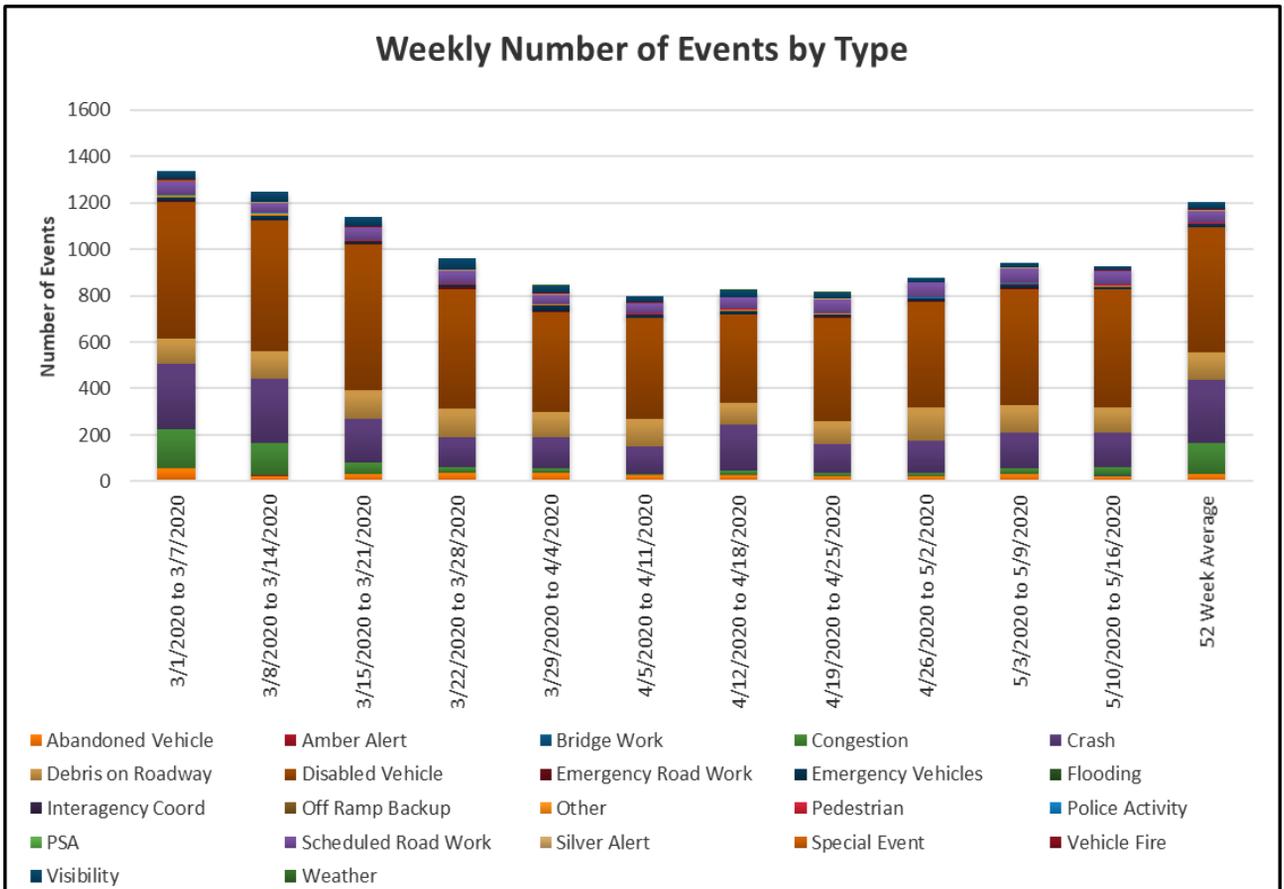


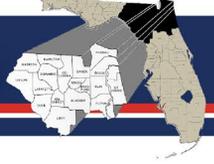
## PERFORMANCE MEASURES

Our Road Rangers are continuously striving to ensure that our motorists and essential workers are safe while traveling on our interstates. From the charts following, we can see that the Road Rangers had an average of close to 281 crashes per month here in District 2 between February 29, 2020 and May 18, 2020. This number represents the average number of total crashes that the Road Rangers have assisted with and is slightly higher than the 52-week average of 273 crashes.

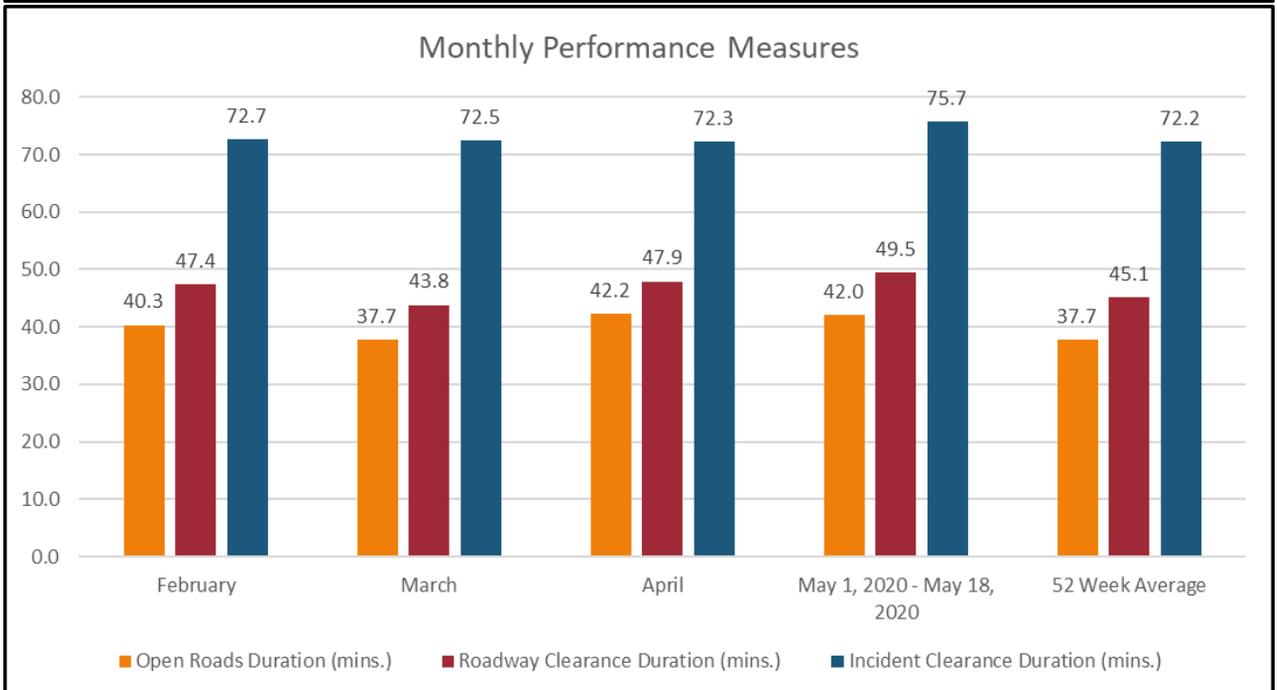
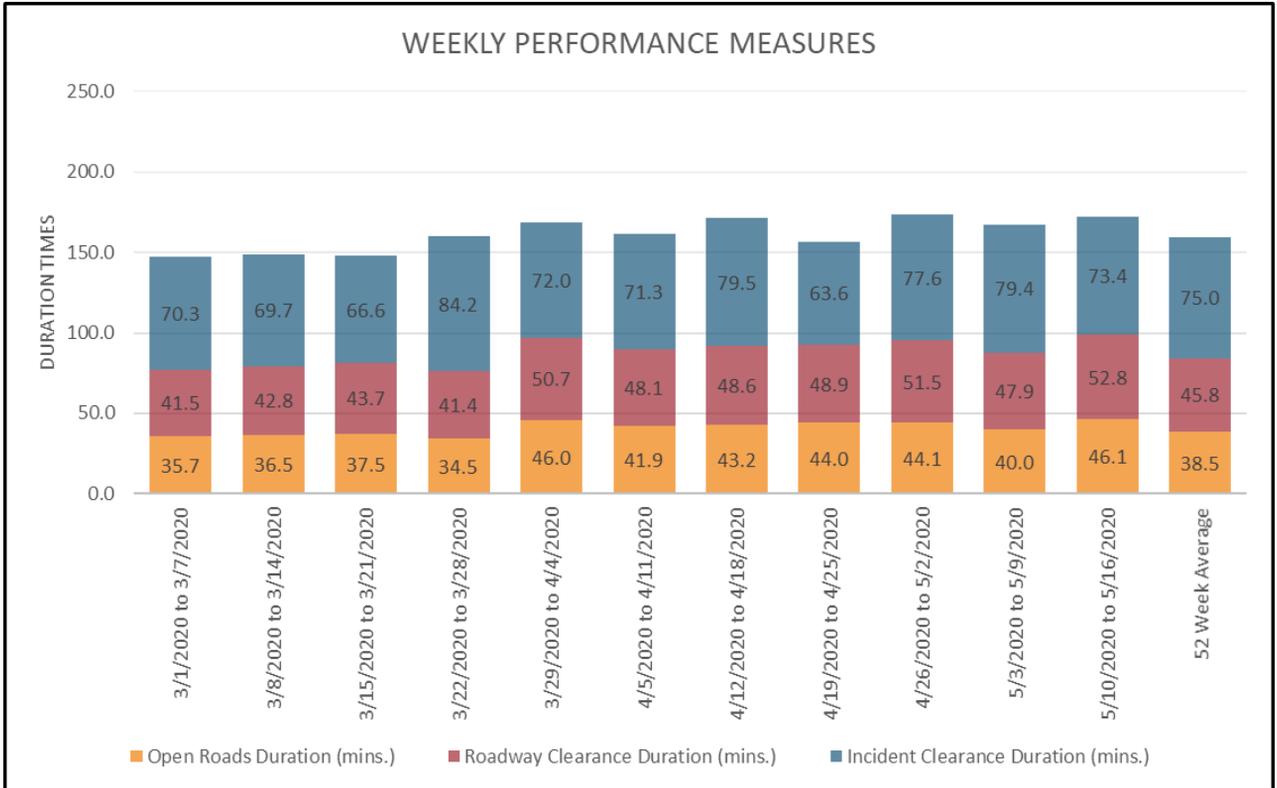
When compared to the previous months of October 1, 2019 through February 29, 2020 which averaged approximately 459 crashes per month, we can see that our travel has significantly decreased by at least 39%.

The average clearance duration times for the past five months have stayed well under the goal duration times as we can see in the charts below. District 2 has averaged approximately 40.6 minutes for our Open Roads Duration time, 47.1 minutes for our Roadway Clearance duration time and 73.5 minutes for our Incident Clearance duration time over the course of the past three and a half months.

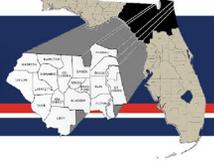




**PERFORMANCE MEASURES continued**



**Sherrell Lall**  
**Metric Engineering**



## MARKETING

Resilience. That’s the word that keeps running through my mind these days. By definition, and according to the Oxford Dictionary, it means 1) the capacity to recover quickly from difficulties; toughness; 2) the ability of a substance or object to spring back into shape; elasticity. Anyone else feel like they’ve been stretched a little lately? Images of Elastigirl from Disney-Pixar’s “The Incredibles” comes to mind.

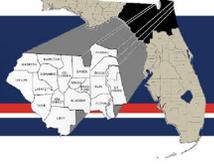
As you can imagine, marketing events this past quarter have pretty much been tabled. Some corporations are now even considering hosting virtual wellness fairs for the remainder of the year, while others are awaiting the official “nod” from the Governor’s office so they can proceed with the planning and implementation of small group gatherings come this fall.

I will say that most of us in the marketing industry gravitated toward this profession *because* we have a bent toward creativity and flexibility, so this naturally lends itself to a sense of excitement and expectation as we await the changes that will eventually blow our way. And with that reference I’ll segue right into hurricane season, which officially kicks off June 1st. (at the time of this writing there have already been *two* named Atlantic pre-season storms and one Pacific storm heading towards the Gulf of Mexico) That being said, hurricane season is usually a very busy time for our marketing team as we trek from one safety event to the next in a series of progressions that would typically fill our entire June/July/August calendar. It’s highly likely this year that some of the virtual events I referenced above will play out in the form of webinars where employees can sign up in advance to participate in lively online question and answer sessions, with a member of their own human resources department serving as moderator, while guest vendors (like us) fill the role of panel advisors. Whatever the situation warrants, you can bet we’ll be ready!

Since traffic volumes have gone down recently due to the Safer at Home mandate, construction projects have ramped up. Some are even way ahead of schedule. If you’re interested in learning more about FL511, including what roadways have been impacted along your preferred route, our Statewide Marketing partner, Sonshine Communications, has been hard at work throughout this pandemic supplying a wealth of information via Facebook, Instagram and Twitter. You can also get travel updates by logging onto [www.FL511.com](http://www.FL511.com) or by downloading one of the free FL 511 Apps available for Apple and Android products. When it comes to up-to-the-minute traffic information, we’ve got you covered! Connect. Know. Go.



**Sherri Byrd**  
**Marketing Manager**



**SPOTLIGHT ON...ADAM STORM**  
**ATKINS GLOBAL ITS TRAFFIC ENGINEER**

**Being the new kid on the block, we'd love to hear your story. Where were you born/raised?**

I was born in Rhode Island, but my dad was stationed at Naval Station Mayport when I was a toddler. I have called Jacksonville home ever since.

**I hear you're an FSU grad. What was it that attracted you to their Engineering program?**

I toured the four major public universities in Florida, and they all have distinguished and impressive engineering programs. It was the city, campus, and Florida State traditions that ultimately determined my decision to attend. The College of Engineering offered access to great faculty and research opportunities, but it also helped land me an internship and my first job after graduation.

**What initially steered you toward a career in Engineering? A childhood interest? A mentor?**

I was always more inclined towards math and science in school, but that was about all I knew. It wasn't until I was sitting at a traffic light one day as a relatively new driver that I realized I wanted to work in the transportation field. I wondered how the signal worked, why the timing was designed the way it was, and who got to make those decisions. After a little research, I concluded that civil engineering and infrastructure in general were what I wanted to do. I am lucky to be in a field where I get to work with and learn about transportation technology every day.

**Describe for us, if you would, your current role for Atkins/FDOT. Any special projects you're working on?**

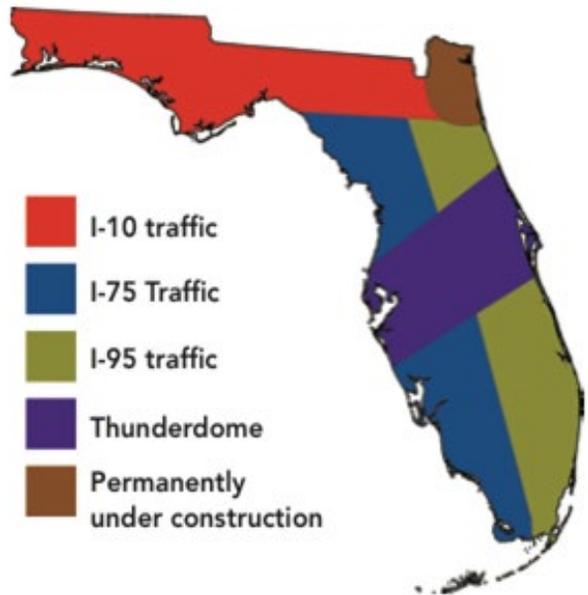
I work for Atkins as an ITS/Traffic Engineer and am currently embedded full-time in the FDOT

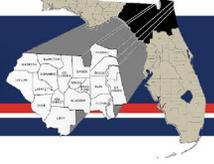
District Two Urban Office, working with Pete Vega and a number of consultants within the TSM&O Program. My role has a focus on intelligent transportation systems technology, connected vehicle projects and industry developments, and working with local Jacksonville-area agencies on the operation and maintenance of their traffic signal networks.

The major projects with which I am assisting right now include a few Gainesville connected vehicle projects that range anywhere from design (Bike and Pedestrian Safety), through implementation (I-75 FRAME), to operation (Signal Phase and Timing Trapezium).

**What major changes do you see happening to the traffic landscape here in Jacksonville?**

This question reminds me of an amusing map of Florida I came across on the internet:





## **SPOTLIGHT ON...ADAM STORM** **ATKINS GLOBAL ITS TRAFFIC** **ENGINEER continued**

I think Jacksonville has been pretty good about keeping up with the population and commercial growth in the region, and District Two is as good as any when it comes to implementing progressive yet effective ITS in conjunction with its major highway construction projects.

However, the biggest change I have noticed is the arrival of toll roads. Tolls are something I associate with South and Central Florida and I never thought I would see in Jacksonville. Even so, I think the practice should be embraced as it will become more common over time. It has yet to be seen whether Express Lanes will ease congestion in North Florida, but tolling will likely be needed to ensure quality future infrastructure where traditional methods of funding are becoming less effective.

### **Is Jacksonville ahead of the curve or behind the eight ball when compared to other metropolitan areas? (from a technological standpoint)**

I think Jacksonville (and Florida in general) excels at highway/arterial technology. However, the city is behind when it comes to modern transit. If you recall, Jacksonville Transit Authority has operated an automated elevated people mover called the Skyway since the eighties; which means we have had automated vehicles for decades! The Skyway is a perfect illustration of Jacksonville's public transport: it has a lot of promise and cutting-edge technology, but the limited reach and ridership leaves much to be desired. I hope to see a greater investment in transit for it to become a viable alternative to private passenger vehicles. But Jacksonville (like most cities in the South)

must overcome slow service times, the stigma involved with riding the bus, and people's desire to drive their own cars.

### **Everyone's had a bad day at the office (or two). Do you have any funny stories relating to your career? Or a foot-in-mouth moment you'd like to share?**

At my last job, I went for a run the morning of my first day. Unknown to me at the time, the sidewalks in my neighborhood can be quite jagged and damaged by tree roots. So of course, I tripped and severely scraped my right hand. I rushed back home, washed up, and bandaged it as best I could. Those were the most painful introductory handshakes I ever had to endure.



**SPOTLIGHT ON...ADAM STORM**  
**ATKINS GLOBAL ITS TRAFFIC**  
**ENGINEER continued**

**Word has it your dad owns/operates the Chick-fil-A franchise at Butler and Philips. Did your formative years include a stint behind the counter at some point?**

I did work behind the counter for a few summers in high school; it was my first job.

**Do you still eat at Chick-fil-A or are you “maxed out”? If not, favorite menu item?**

I have definitely taken a break from eating there as often after college, but my favorite menu item is still the spicy deluxe sandwich with waffle fries (to dip in Chick-fil-A sauce) and iced tea.

**I understand you now call Riverside home. Favorite thing to do in that area?**

Just living in Riverside is great. It’s walkable, it has some great restaurants, entertainment and nightlife, and there are some real historic gems amidst the oftentimes eclectic architecture of the neighborhood.

**What is one thing we don’t know about you that we might be surprised to learn? (special talent, interest, life story, award?)**

I love music! I like to play guitar, go to my favorite artists’ concerts when they come to the region, and discovering good music of any and all genres. Ever since middle school I have had an obsession with music, and learning music theory is on my bucket list.

**You’ve just been gifted with 48 hours of uninterrupted freedom, what would you do with it?!?!**

A brief getaway to Jekyll Island to do some biking and spend time at the beach would be great!

**Inquiring minds want to know-** Does Adam ever eat at the PDQ Restaurants? (Can you say Tebow?)



