

THE CLOCK IS TICKING & HURRICANE SEASON IS JUST OVER A MONTH AWAY, BUT THE RTMC IS READY!

Don't wait until the last minute to get your family's plan together!



ATLANTIC STORM NAMES

2023 HURRICANE SEASON

ARLENE	HAROLD	OPHELIA
BRET	IDALIA	PHILIPPE
CINDY	JOSE	RINA
DON	KATIA	SEAN
EMILY	LEE	TAMMY
FRANKLIN	MARGOT	VINCE
GERT	NIGEL	WHITNEY

After the 2022 Hurricane Season, the names Ian and Fiona were retired.



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

This past February 21st and 22nd, District Two had the honor of hosting the 2023 Statewide ITS Working Group face-to-face meeting at the Northeast Florida Regional Transportation Management Center (NFRPMC). There were multiple attendees from all of the Districts, Turnpike and Central Office. The combined attendance that included in-house and consultant staff was well over 40 for this day and a half meeting. At these face-to-face meetings there is interaction between our colleagues from sunrise to well past sunset. Such an annual event takes a lot of planning and coordination to avoid the typical glitches that would occur at such a gathering. It could have been a logistical nightmare, but thanks to our D2 team it ended up being a resounding success that received compliments from all participants weeks after the meeting.

Being a grizzled veteran of the Department, I knew success would mean getting things right the minute they arrived in Jacksonville. First on the list was coordinating a hotel that could host this number of attendees at a reasonable rate. We took a leap of faith and reached out to the Marriott in Downtown Jacksonville to see if they could provide a block of 30 rooms within our mandated budget. This hotel normally has rates in the \$250 range, which is well above the state cap of \$175, however they shockingly quoted our team the rate of \$98 per night. Since I was in awe of the price and filled with gratitude, I had to ask “why?” Lucky for us Jacksonville gets pretty cold this time of the year, hence there were plenty of rooms available since it was outside of tourist season. I guess you could call this “kismet!”

The location of the Marriott is one mile away from the RTMC, so the drive would take less than 5 minutes and a brisk walk would take less than 20 minutes. We were fortunate in that during the week Jacksonville had **FANTASTIC** weather, with highs in the low-80s and lows in the mid-60’s, thereby being tolerable weather conditions for our partners in south Florida. So.....step one complete in making their visit a memorable occasion! (i.e. “kismet once again!”)

Next on the list to ensure success was the breakfast, lunch and dinner agenda (full tummies lead to happy faces 😊). Monday night we made arrangements for everyone to meet at V’s Pizza in the San Marco area. The location was less than 5 minutes away from the hotel and the restaurant is a 5-star eating establishment in the Jacksonville area. Everyone in attendance loved this establishment. On Tuesday morning our team went to great lengths by providing a continental breakfast for our guests. On the menu were bagels, Danish, donuts, OJ and coffee. The look in their eyes when they walked into our large conference room that first day said it all! By the way, it does help when Panera has their Tuesday deal on a baker’s dozen of bagels at a price of \$7.49 (Just an FYI 😊). For lunch, we chose the Brooklyn location that offered multiple eating establishments, thereby accommodating those who had particular dining habits.

Continued on following page



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

That evening we took a vote and the winning restaurant for dinner was the Bearded Pig Barbecue restaurant. This is also a 5-star restaurant in Jacksonville that won over our crowd of very hungry attendees. By the look of everyone (i.e. barbecue sauce on lips, chins and hands) it appeared that they all left satisfied. After dinner, I'd reserved space at a newer establishment, Fore Score Golf Tavern, that had simulated bays which allowed everyone to choose between golf, dodge ball, baseball and "zombie apocalypse" games. We surprised a few attendees with February birthdays by including a cake to celebrate their special occasion. The next morning, the attendees noshed on the previous morning's leftovers, with many showing up pretty early to get their prized pick of food.

I mention all of this because it was the foundation for a very productive day and a half of interaction between the Districts. Work discussions were not restricted to the meeting room, but instead extended well before and after, thereby allowing us to cover more than what was within the planned meeting agenda. We were also able to interact on a personal level, which allowed the "newbies" to cull from the experience of the veterans as well as for the veterans to gauge the skill set of the "newbies." The icing on the cake was the interaction that occurred while at Fore Score Golf Tavern. We literally were shoved out the door by the establishment due to their 10 PM closing time and the discussions continued at the hotel bar. Needless to say, the Department got their money's worth out of our team during their stay in Jacksonville.

As for the meeting, it was standard practice whereby we covered industry issues, specifications, project status, cybersecurity and local agency agreements. Several of these topics spilled over into the after-hour events held by our group. Then it was time to showcase the NFRTMC via a tour of the facility. The walk-through and explanation of how our TMC floor operates opened a few eyes in the group. The test lab led to several "oohs and aahs" from the crowd. The explanation on how our interagency set-up in the facility between FHP, FWC, JSO and FDOT works and the interaction on the floor clearly explained the benefits of our situation when compared to their RTMCs. The "coup de gras" was the tour through the west wing of the facility that houses the NFTPO. Once we explained the reasoning and benefits, several of the participants diligently took notes with the hope of doing something comparable in the future.

I am extremely proud of how our entire District Two TSM&O staff pulled off this event. District Two rarely gets the opportunity to host meetings like this because of our location and weather, so all the pieces fell into place for another opportunity in the future. I guess the biggest win of all was meeting and assisting the newer members of our program who seemed to be somewhat overwhelmed by the enormity of the TSM&O's program efforts.

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



NOTES FROM THE DISTRICT 2 ITS OPERATIONS MANAGER

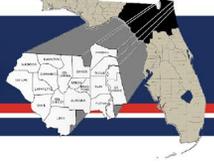
The last time the United States stepped on the moon was in 1972. I am sure the delusions of living on the Moon and Mars felt well within reach. Unfortunately, we have not been back but that all changes in 2024, sort of. Allow me to explain. Artemis 1 was the first test rocket designed for the Lunar landing and Mars Exploration. The launch was late 2022. This week Artemis II crew was revealed. These 4 astronauts will be on a 10-day mission to orbit the moon in 2024. In 2025, 53 years later, Artemis III will be taking the astronauts for a lunar landing. All these exciting scientific achievements show the promise of more exploration into our solar system and beyond. We have barely begun to understand the universe but with this new milestone perhaps the idea of civilian space travel will become a realistic venture. Transportation takes many forms from as simple as the pedestrian to as sophisticated as a rocket. Transportation affects all of us on a daily basis even for things you may not directly see. I think the titles of Department of Transportation will take on greater meaning in the future if flying vehicles become prevalent. We may one day see rocket trips to space as common as taking a flight on an airplane today. The biggest thing is to be ready. The government is not proactive and does not react fast enough so being ready today with specific guidelines will bring more interest from the private sector because with clear guidance and procedure the risk is reduced on their part and they would feel more apt to take the chance at some cutting-edge transportation technology.

Whatever you may think of the various billionaire rocket aficionados out there, they are trailblazing a future that we can only dream of. Just like in the beginning of my article I mentioned people probably thought when we first landed on the moon in the 60s that we would have colonized the Moon by now. We finally have the people with the resources and the goals to push the envelope on what's possible and go into the relatively unknown in the name of science, curiosity and discovery with the hopes that one day we can truly learn what the universe is all about.

Side Note: To travel the universe will require interstellar highways or corridors so I propose UDOST, Universal Department of Space Travel.

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





NOTES FROM THE DISTRICT 2 ITS PROJECT MANAGER

They're ready 24-hours a day, seven days a week and 365 days a year to answer emergency calls, so their hard work was recognized during National Telecommunicators Week – April 9th-15th, 2023.

The special week is a time when we honor our operators and dispatchers at the RTMC. Of course, we centered our festivities around food with Bar B Que on Monday, Taco Tuesday, Subs and Chicken on Wednesday, Hamburgers and Hot Dogs on Thursday and ended the week with an Ice cream social on Friday. We had dress down theme days for the week– Farmer Day, Tie Dye/Decades Day, Sports Team Day, Camo Day, and Mardi Gras Day. Everyone enjoyed being able to express themselves by dressing up.

I want to express my personal thanks to all the volunteers that did the organizing, cooking,

donations of food or anything else. Without you our week could not have been possible.

These individuals deal with stressful situations daily and keep on going. I can tell you telecommunicators, whether FHP, JSO, FDOT or FWC, possess many hidden superpowers which include maintaining calm in the face of chaos, being able to multi-task while under great pressure during an emergency, typing faster than the speed of light, actively listening to hear what is going on and finding out all the information needed to relay to response teams, super strength to pick ourselves back up for crazy calls and to lift co-workers up when they are having a bad day, and having focused determination even in the face of uncertainty and chaos.



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



NORTH FLORIDA TPO

I need to rehash the value of the North Florida TPO (NFTPO) to the overall well-being of our TSM&O program due to their latest efforts to assist District Two. At times, it feels like FDOT is on a technology binge that can sometimes overwhelm our staff's time and capabilities. Seeing this occur, the NFTPO offered to examine technology options via their Local Agency Program agreement with District Two. If they can pull it off, it would be a huge load off the backs of my team members. Having the NFTPO do the initial leg work allows us to focus on the existing, while learning about the future through their efforts.

The NFTPO has been a long-term supporter of the use of technology to offset the costs of capacity projects, thereby helping to improve the performance of our roadway system in the Northeast Florida region. What they are now doing is entering into the realm for the use of technology to handle resiliency and mobility needs. Things like pavement condition analysis, flood sensors, street parking detectors and other non-typical TSM&O technologies would be examined through their team, with the hope that the vetting they perform will assist in expediting efforts throughout the District.

A benefit of this relationship is the use of their partners at Smart North Florida, who seek out new and innovative firms that can provide technologies beyond what is currently on the open market. In a sense, they relieve our team of having to research and assess, which can take up an enormous amount of time. Once they can narrow down the potential vendors, we can assist in reviewing the technology, deploying a test location and providing our input on the viability of the product. Win-win for everyone!

In reference to my previous article, one of the most awe-inspiring moments for the attendees at the ITS Working Group meeting was hearing about the partnership we have with the NFTPO and long-standing relationship that's been nearing twenty years. This was the envy of most who have struggled to build a relationship that would lead to mutual success for all.

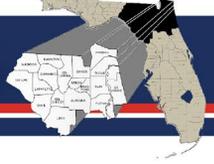
On a final note, congrats to Clark Letter! Won't share why, but if he allows me the information will be shared in our next newsletter.



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

ITS CONSTRUCTION

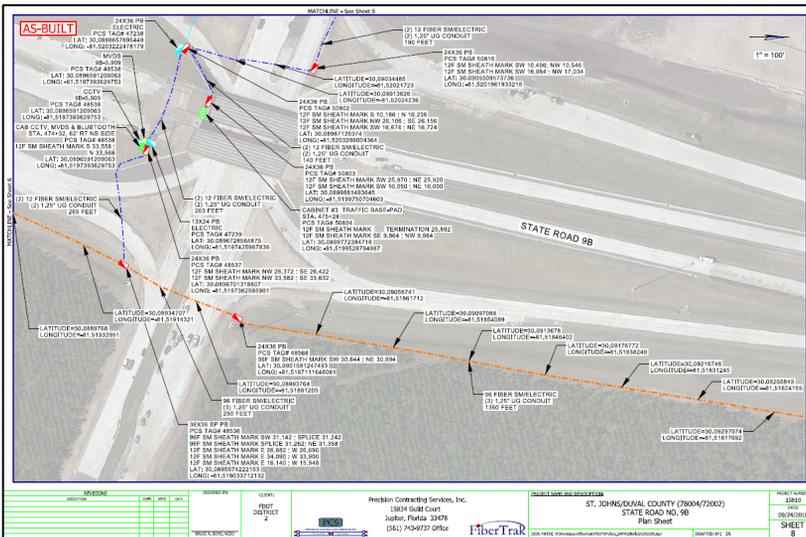
When thinking about topics for this article, I realized that I have never written about the efforts that are involved when the ITS Group takes over a project after Final Acceptance is granted. The work actually begins prior to Project Final Acceptance when the Contractor begins to submit their required final documentation. This final documentation includes, as-built plans, Intelligent Transportation Systems Facility Management (ITSFM) forms, Optical Time Domain



ITS CONSTRUCTION continued

Reflectometer (OTDR) traces, warranties, and other items as required by the FDOT Standard Specifications for Road and Bridge Construction and other applicable contract documents.

Upon receipt of the as-built plans, the ITS Group reviews the plans for accuracy and notes any areas where they feel there is an issue with the plans or where they have any questions. This includes comparing the Global Positioning System (GPS) coordinates of ITS structures, pull boxes, and conduit running lines to Google Earth or a similar mapping/GIS program to verify sub-meter accuracy. These comments are routed to the Contractor through the CEI for the Contractor to address and resubmit as needed. Once the as-builts are finalized, the ITS Maintenance Contractor inputs the as-built information, for any areas where ITS was not previously installed, into the Sunshine One-Call System so that they can be notified when anyone submits a request through the One-Call System to have locates performed within the area of the project moving forward.



The ITS Network Team uses the as-builts to lay out the devices within the SunGuide® software. Once the devices are input into SunGuide® with the correct Latitude, Longitude, direction of travel and other information, the devices are ready for use by TMC Operations staff for final testing and operation once the project is complete. At that time, the devices are also

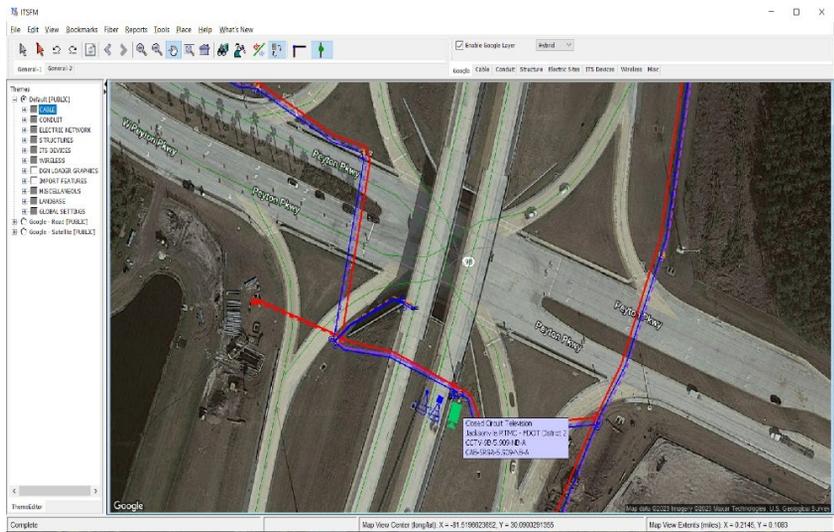
shown in the correct location within the Florida 511 System for providing traffic information to the public.



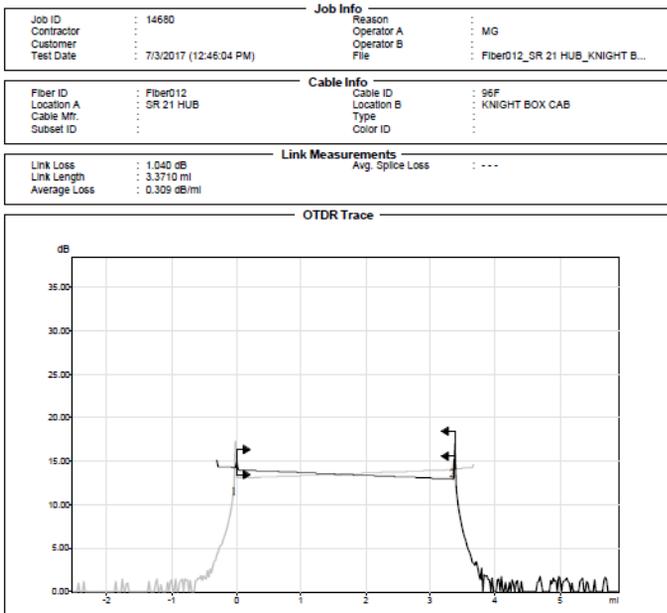
ITS CONSTRUCTION continued

The ITSFM forms provide information for accurate entry into the Statewide ITSFM database. Once this information is input into the database, FDOT personnel and consultant staff can use ITSFM to locate devices and infrastructure and to get a representation of the item's location via Geographic Information System (GIS) software and a Google Earth overlay. Data such as

device type, manufacturer, model number, date of final acceptance and other pertinent information is included as attributes with all infrastructure and devices. ITS Maintenance staff use this information to find the exact location of devices experiencing issues and are able to know what spare equipment they may need to perform any needed repairs. FDOT and consultant staff also provide the information to project engineers and designers so that they can design their projects to avoid conflicts with existing ITS infrastructure and devices.



OTDR Report



OTDR traces are reviewed by FDOT and consultant staff to verify that the fiber optic cable installation meets the FDOT Standard Specifications for Road and Bridge Construction and any other applicable contract documents. The OTDR shoots light into the fiber optic cables at a prescribed wavelength and then detects the light that is reflected back to the OTDR and uses this information to calculate the optical loss of the fiber, splices, and terminations, as well as providing the distance of the fiber and location of splices and terminations. If any issues are found when reviewing the OTDR traces, the CEI is notified, and the

contractor is required to correct the issue prior to receiving Final Acceptance.



ITS CONSTRUCTION continued

Product warranties are saved by the ITS Maintenance Group and used by personnel to return any defective items to the manufacturer for repair or replacement within the specified warranty timeframe. The ITS Maintenance Group maintains a supply of spare equipment that they use to immediately replace any defective equipment so that there is minimal downtime for the Operations staff. If the defective component is under warranty, ITS Maintenance personnel work with the vendor and/or manufacturer to return the component for repair or replacement. Once the component is received back from the vendor/manufacturer, the component is tested to verify that it is fully operational and then put into storage as a spare component.

This article has been longer than most of the ones I provide, but I hope it has been interesting and provided an insight into the way various portions of the ITS Group work together to make sure that new construction projects provide maximum benefit to motorists traveling the roadways of FDOT District Two.

**Craig Carnes, V.P.
Metric Engineering**

ITS MAINTENANCE

Welcome to Spring! Maintenance has been busy this last quarter, now let's dive into what has been accomplished and what we will have for the next quarter.

Now that we have most of the highways in D2 covered, we are working with TCD and the local counties to install CCTV cameras on their traffic signal infrastructure. After laying out a game plan, TCD has installed CCTV cameras in 12 signalized intersections along SR21 (Blanding Blvd). I would like to thank the City of Jacksonville and Tanesha from Metric for their assistance after the installation. TCD has also installed CCTV Cameras at 13 signalized intersections along SR 200 in Nassau County. All CCTV cameras are operational, and we now have eyes along SR 21(Blanding Blvd) and the SR200 corridor. The CCTV cameras at both ends of the Hart Bridge have also been completed and operational. This deployment will help keep a visual on any traffic issues along the bridge.

TCD is still working on testing and replacing ground wire, ground rods, and surge components throughout D2. This project should be accomplished before the beginning of this year's hurricane season. This work will help keep our devices intact when hurricane season occurs and will minimize electrical impacts to our devices.

Finally, I would like to thank Joshua Wood for assisting with the devices along the US 19 corridor. We had multiple issues with the cellular modems at these locations and Josh has found an alternative cellular service that will keep these devices up and running.

This upcoming quarter TCD will continue working on testing and replacing grounding to all our devices in D2. TCD will also be running fiber optic cable and power to all our CCTV cameras along SR202 (JTB). These devices



ITS MAINTENANCE continued

will be directly wired to our network, and we can eliminate the wireless access points and solar hardware, which will help keep the uptime to all devices without multiple failure points. TCD will be performing permanent generator testing on all D2 highways in anticipation of this upcoming hurricane season. See you next quarter!

**Jose Morales
FDOT District 2
ITS Maintenance Manager**

OPERATIONS

For those of you who are relatively new to our Newsletter, I'm going to do an overview of our Express Lanes.

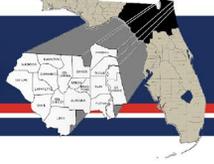
First, as most of you are aware, FDOT's Managed/Express Lanes were developed for motorists who were willing to pay a toll on certain corridors on Interstates that were currently, or in the future, expected to experience significant congestion.

There is an expectation of motorists using the Express Lanes that they will maintain a speed higher than that of the "free" general purpose lanes. As such, there are dedicated road rangers and wreckers on these lanes to be assured that, if there is an incident, it will be cleared quickly. Additionally, per Florida State guidelines, no General Purpose lanes can be used for Express Lanes. They must be new, additional lanes.

There are several methods of assessing tolls. One is time of day (TOD), which is what District 2 utilizes. Monday-Friday, from 6am-10am and 3pm-7pm, there is a flat rate of \$0.50 that is charged to use the various segments of our Express Lanes. Another tolling method used would be flat rate tolling, where a set amount is charged at all times. There is also what is known as Dynamic tolling which is based off of current speeds in real-time. This method of tolling is somewhat counter intuitive as the more congested the Express Lanes become, the higher the toll is. The purpose is for the price point to cause motorists to choose NOT to get in the Express Lanes, as there is an expectation of speeds exceeding the current General Purpose Lanes. That being said, some motorists still get in the Express Lanes.

District 2 West Beltway Express Lanes (I-295 between I-95 on the south end and the Buckman Bridge) were opened for tolling on May 18th, 2019. Training for the Statewide Express Lanes Software (SELS) began almost two years before. The East Beltway Express Lanes (I-295 from SR-9B to SR-202, Butler Boulevard) were opened for tolling on April 9th, 2022. Both of these projects, as stated before, are time of day tolling, and don't forget, you must have a SunPass Transponder as tolling is done electronically and is processed by Florida's Turnpike Enterprise. If you enter the Express Lanes without a transponder, you will be subject to a fine in addition to the current toll rate for that segment.

The original SELS (Statewide Express Lanes Software) was developed in District 6 (Miami) where the first Express Lanes were launched in 2008 and has been utilized since 2017.



OPERATIONS continued

In October of 2022, development of NG SELS (Next Generation SELS) began and is expected to be completed in the fall of this year. It will function like the current SELS, but will have more functionality, configurability and an updated look.

District 2 has volunteered to be the first in the State to install and test the software on our test servers. This process will take several weeks and we will work closely with Florida’s Turnpike Enterprise to insure that everything works, as expected, and that the data flow operates properly.

Our Staff is very excited to have this opportunity as we were the first to “test and test/drive” the State’s Transportation software, Sunguide® way back in the day!

From January 1st through March 31st, 2023 District 2 had 2 RISC (Rapid Incident Scene Clearance) events. The RTMC Staff worked a total of 15,494 events with 7,747 utilizing DMS. Of those events, 3,138 were crashes. There was a total of 10,430 Road Ranger events.

***Connect. Know. Go!
What are you waiting for?
Use FL511!***

**Jason Evans
Metric Engineering
RTMC Manager**

FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The First Coast Traffic Incident Management Team’s latest bimonthly meeting was held in-person on **March 21, 2023**, at 10:00 A.M. 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 provided by Tim Heath, where he stated the project is slowly coming to completion, with punch list items being completed per the final inspection. There will be continued lane closures and detours while these items are being completed. The Shared Use Path opened Thursday, April 6th, after an official ribbon cutting ceremony.

The construction project update was then given by Hampton Ray, who stated there is debris scheduled to be removed from the Buckman Bridge overnight on March 27th and is expected to be more in-depth than originally anticipated. There will also be intermittent lane closures on I-10 at I-295 while high-friction asphalt is being installed.

Lola Butler then proceeded with the Emergency Operations Update, stating there were upcoming workshops for the District 2 Emergency Operations Centers (EOC). She finished by stating that Hurricane season is quickly approaching, and the Emergency Operations Center is working towards updating all documentation and contact information.



FIRST COAST TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE
continued

The group then discussed the ITS Update/ITS Projects/511/TMC Updates, which were provided by Jason Evans who began by stating the TMC is currently coordinating with ITS, Roadway, and Landscaping from 30% submittals to project completion to ensure there are no conflicts. They are currently working with the CEI before final inspection on 5 CCTV cameras on the I-295 East Beltway Express Lanes that have been experiencing recurring issues. The TMC is continuing to prepare for the upcoming hurricane season. The video walls in the TMC were recently updated to the latest version of Activu, which should allow them to disseminate information to TIM Team partners quicker and more efficiently in the future. There will be more information provided at the next meeting, with a possible demonstration.

The next First Coast Traffic Incident Management Team meeting is scheduled to be held in-person on **May 16, 2023**, at 10:00 A.M. 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!

ALACHUA BRADFORD TRAFFIC INCIDENT MANAGEMENT TEAM UPDATE

The Alachua-Bradford Traffic Incident Management Team meeting held its latest bimonthly meeting in person on Tuesday, February 7th, 2023, at 10:00 AM. The TIM meeting kicked off with introductions that were

followed by a reminder that the purpose of our TIM Team meeting is to continuously reduce incident scene clearance times to deter congestion and improve safety, and cooperation and communication between TIM members when out on the roadways to make everyone safer.

The Team then proceeded with the Emergency Operations Update given by Lola Butler, who stated that the EOC will be undergoing renovations in the coming months to ensure everything is ready and operational for the upcoming hurricane season. She and Carrie Stanbridge were set to visit the EOCs throughout the State to perform after action reporting for the upcoming hurricane season as well.

Craig Carnes and Jason Evans then jumped right into the ITS/511/TMC updates where they informed the group that they are in the process of opening the new Columbia/Suwannee Rest Area, which will include a Truck Parking Availability System (TPAS). Routine Maintenance was recently performed on the Road Weather Information System (RWIS) sensors in the Paynes Prairie area to verify all beacons were working properly for any inclement weather. The TMC is also in the process of preparing for the upcoming hurricane season, which includes updating and verifying documentation in the coming months. The ITS update was concluded by stating that currently, a large number of projects in the eastern part of the



**ALACHUA BRADFORD TRAFFIC
INCIDENT MANAGEMENT TEAM UPDATE**
continued

District were wrapping up, but there was not much going on in the western part of the District.

The next Alachua-Bradford Traffic Incident Management Team meeting is scheduled to be held in-person on **April 12th, 2023**, at 10:00 A.M. If any changes are made prior to the next meeting we will send out an email notification to all of our TIM partners.

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

PLEASE NOTE: *If anyone is interested in the SHRP2 Incident Management Training Course, please contact Craig Carnes at ccarnes@metriceng.com or Gabrielle Grinstead at gabrielle.grinstead@metriceng.com/ [904-260-1567](tel: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.*

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 welcome and you can send them to Dee Dee Crews at DeeDee.Crews@dot.state.fl.us.

The Alachua-Bradford TIM Team Self-Assessment was also completed by Mr. Jason Evans, Mrs. Dee Dee Crews, and the Team at the October 12th meeting.

The next Alachua-Bradford Traffic Incident Management Team meeting is scheduled to be held in person on **February 7, 2023**, at 10:00 A.M. If any changes are made prior to the next meeting, we will send out an email notification to all of our TIM partners.

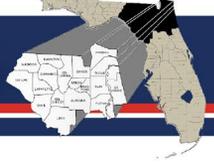
If you are unable to attend, please feel free to send someone else who could represent your agency. We thank you for your participation.

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.

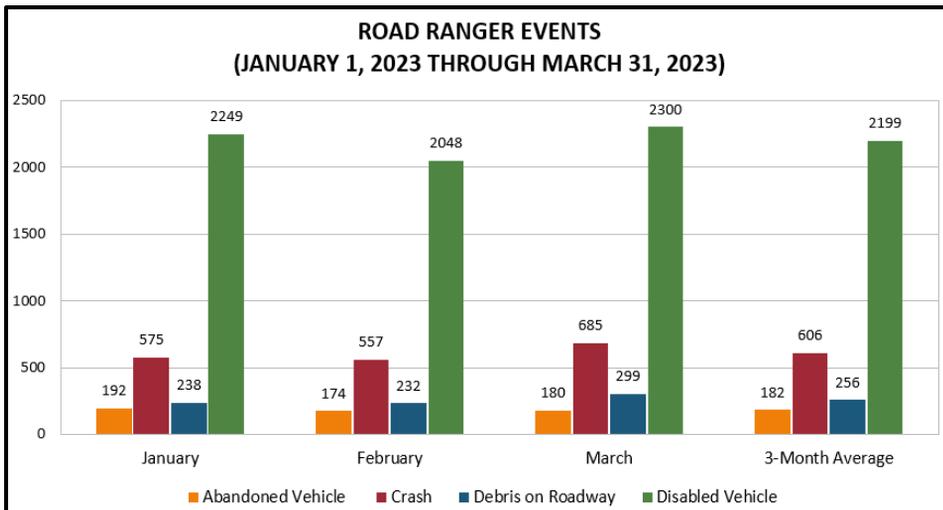
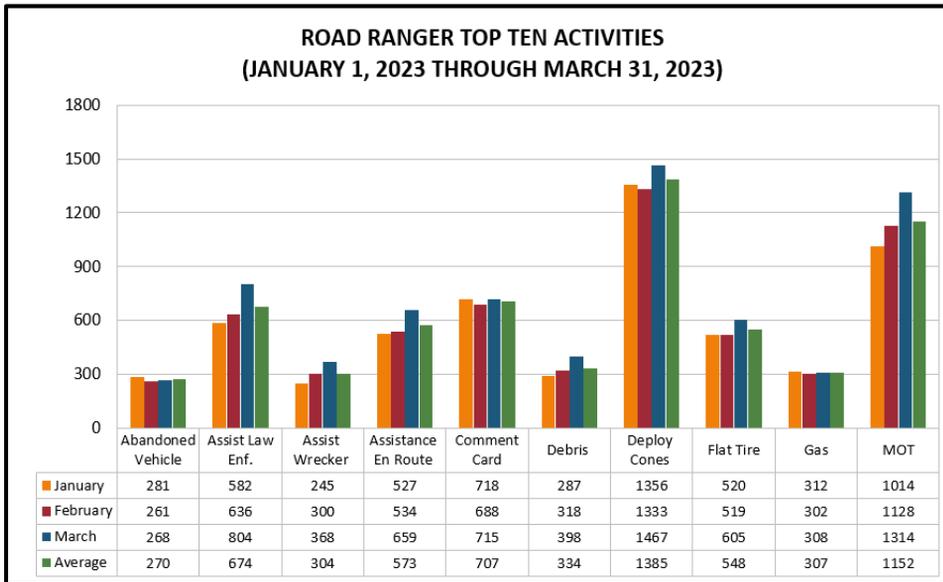
TEAM VISION:

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



ROAD RANGER UPDATE continued

performed when responding to these events. The Road Rangers primarily responded to crashes, debris events, and disabled vehicles, and their activities predominantly involved providing MOT, assisting motorists with flat tires, clearing debris, and assisting local law enforcement. As we can see the Road Rangers primarily responded to an average of 18.4% crashes, 66.9% disabled vehicles, 7.8% debris events, and 5.5% abandoned vehicles. Overall, there was a slight decrease in the number of Road Ranger responding events from the previous quarter, including an overall reduction in the number of abandoned vehicles, debris on roadway events, and disabled vehicles. Although there was a slight decrease in the number of Road Ranger responding events from the previous quarter, there was a 20.6% increase in the number of crashes with Road Ranger response from February to March. This is likely due to spring breakers traveling to the state throughout the month of March.





RISC – RAPID INCIDENT SCENE CLEARANCE - UPDATE

The Rapid Incident Scene Clearance (RISC) program is a highly innovative, incentive-based program that supports Florida’s Open Roads Policy goal of safely clearing major highway incidents and truck crashes within 90 minutes or less. The RISC Contractor has the responsibility to respond to the incident within 60 minutes of the 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. If the proper equipment arrives on scene within 60 minutes and the towing company clears the travel lanes within 90 minutes, the RISC Contractor is eligible for a bonus.

Often, RISC activations include incidents involving major commercial vehicle crashes

such as tractor-trailers loaded with cargo, which require RISC Contractors to have specialized, extra equipment on hand or available 24/7 to respond to these major incidents. If this additional equipment is requested, the RISC Contractor can receive an extra incentive for the staging and/or use of the equipment in the incident clearance process.

Over the past three months, District 2 has utilized RISC two times: once in Columbia County and once in Duval County. This program is extremely valuable and essential to roadway clearance times, especially during peak travel time periods. Below you will find the details of the RISC events located here in District 2 from January 1, 2023, through March 31, 2023.

Date	Time	Location	Description
1/1/2023	12:46 AM	Columbia on I-75 NB at US-41/US-441	Multi-vehicle crash involving 20 vehicles and one Greyhound bus with all lanes blocked and three fatalities. The crash may have been caused due to low visibility.
2/9/2023	9:09 AM	Duval on I-295 E NB, at St. Johns Bluff Rd	Overtaken semi blocking all NB travel lanes on I-295. The semi-truck veered off into shoulder and overturned after trying to self-correct, wedging itself between the guardrails. Semi was loaded with 50-60 lbs. of cargo.

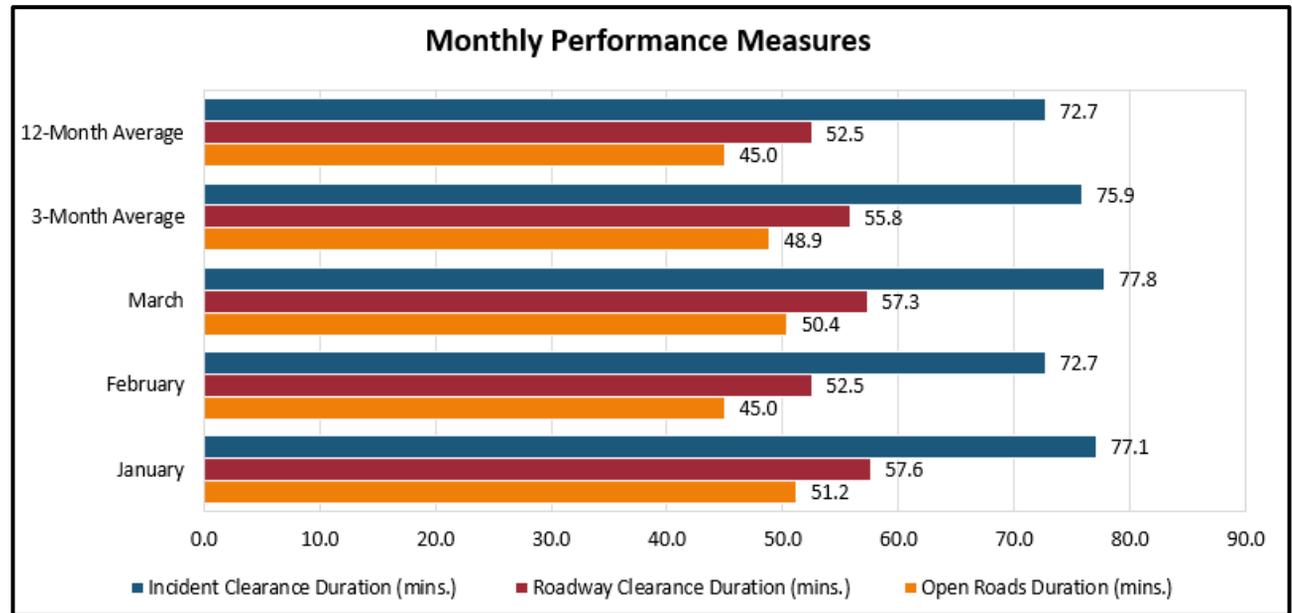


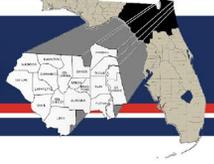
PERFORMANCE MEASURES

Looking at the charts following, we can see that the Road Rangers responded to an average of 606 crashes per month in District 2 from January 1, 2023, to March 31, 2023. This number is representative of the average number of crashes with Road Ranger response and slightly lower than the previous quarter’s average of 649 crashes per month. First Coast Road Rangers (FCRR) also responded to an average of 43 abandoned vehicles, 154 congestion events, 81 debris on roadway events, and 533 disabled vehicles per week in the first quarter of 2023.

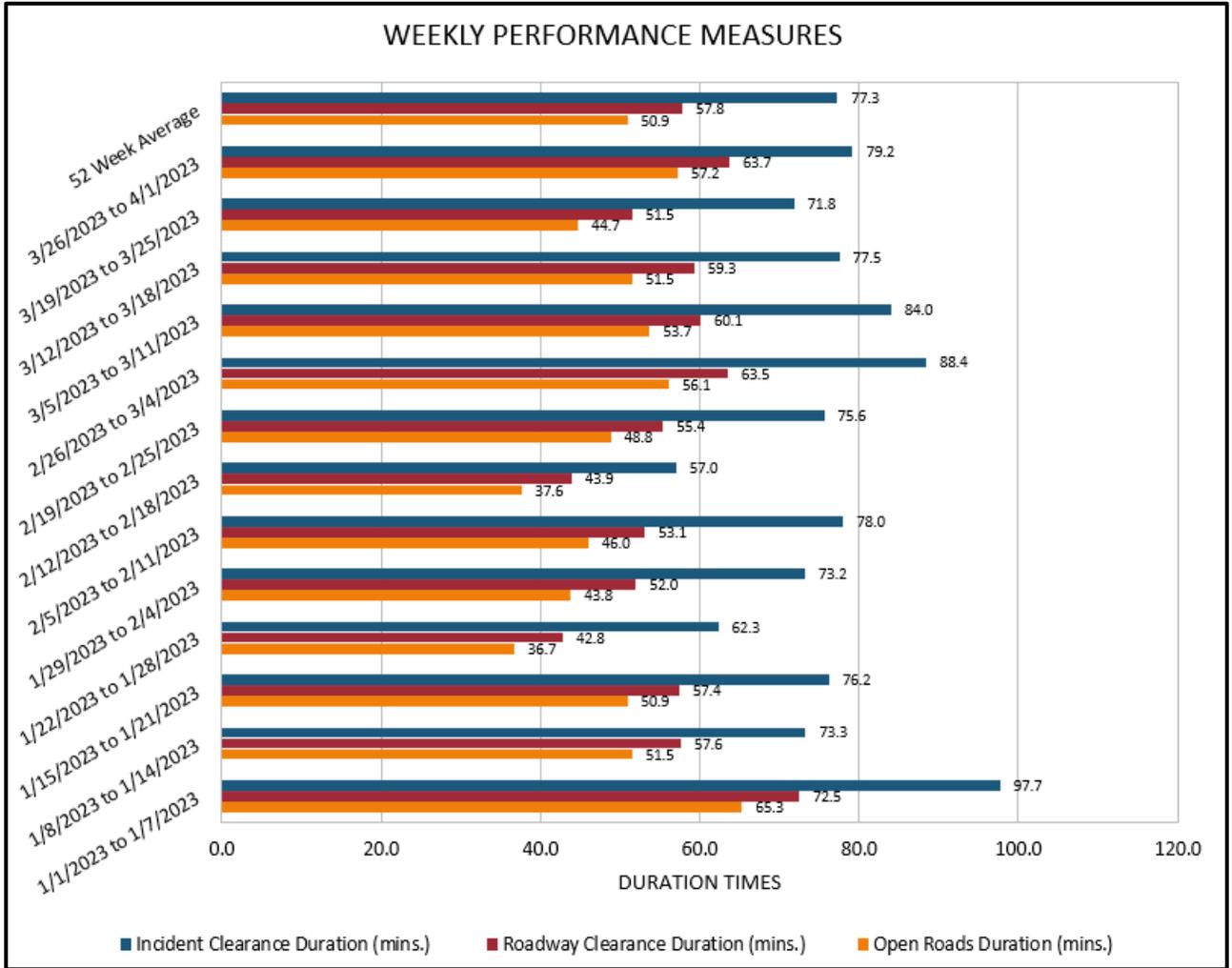
The average clearance duration times for the past three months have stayed well below the 90-minute goal, as seen in the charts below. From January 1, 2023, through March 31, 2023, District 2 had an average of approximately 48.9 minutes for Open Roads Duration time, 55.8 minutes for Roadway Clearance time, and 75.9 minutes for Incident Clearance time. These performance measures are slightly higher than our yearly average of 45.0 minutes for the Open Roads Duration time, 52.5 minutes for the Roadway Clearance Duration, and 72.7 for Incident Clearance Duration.

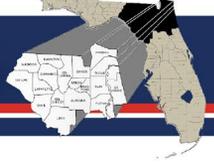
To note, the Open Roads Duration is the time from first responder arrival to travel lanes cleared, the Roadway Clearance Duration is the time from first event notification to travel lanes cleared, and the Incident Clearance Duration is the time from first event notification to last responder departure.



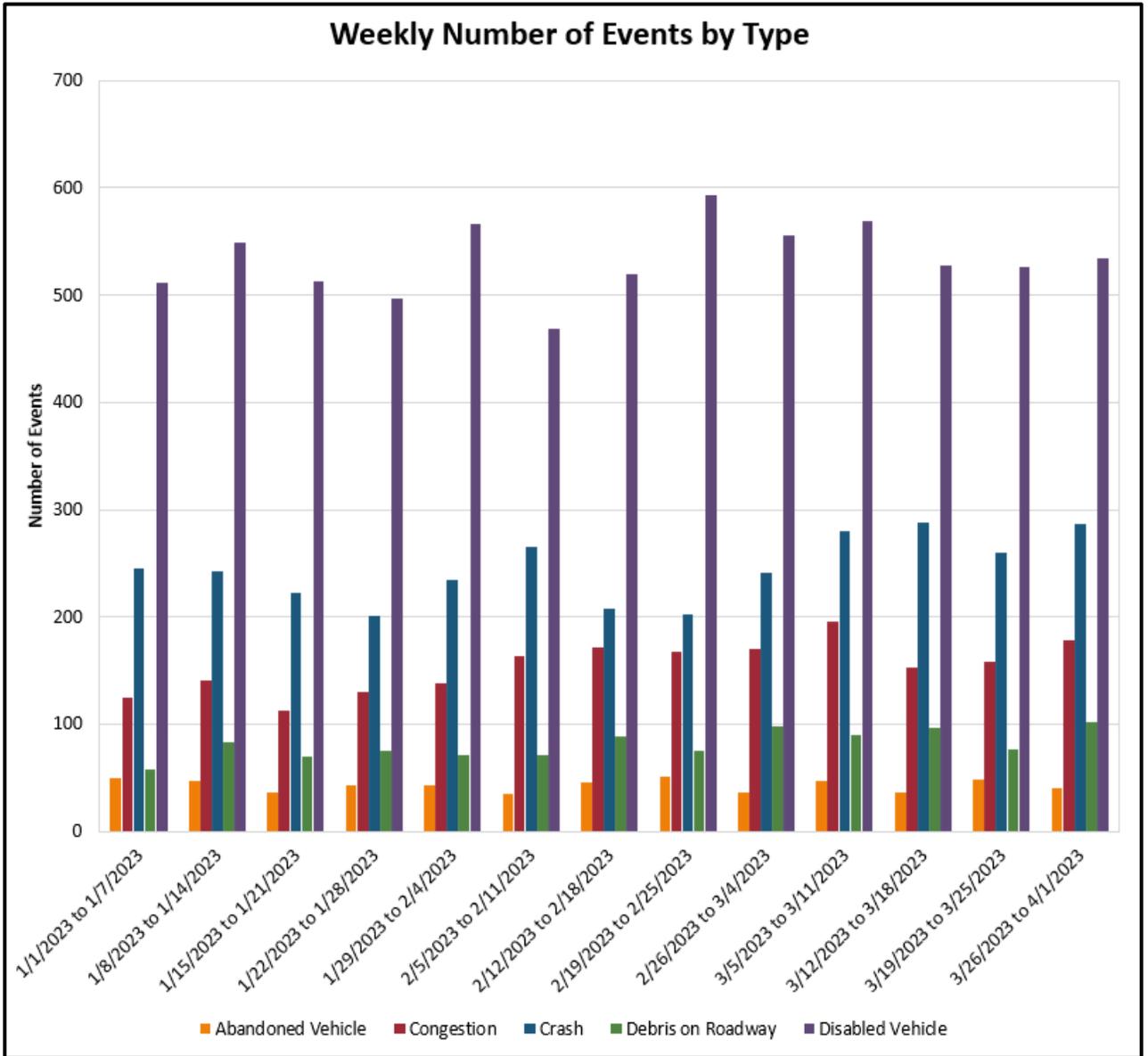


PERFORMANCE MEASURES continued





PERFORMANCE MEASURES continued



Taylor Rouse, E.I.
Metric Engineering



MARKETING

As we peel back another calendar page and reflect on the first three months of 2023, our marketing efforts have recouped full scale since Covid first took the stage back in 2020. This is the time of year that marketing events tend to pop up like those springtime flowers that line the highways.

First on our calling card was the I-95 Florida Welcome Center's Winter Showcase. This annual event brings in vendors from around the State. We're in good company with folks like the Florida Fish and Wildlife Conservation Commission, the Jacksonville Convention and Visitors Bureau as well as other VISIT FLORIDA industry partners. Additional representatives included kayaking tour companies, various Chambers of Commerce and regional hotel outfitters. Visitors benefit by gathering information and racking up discounts to multiple attractions around the State. Our goal, of course, was to educate motorists on the many benefits of using FL511. We spoke with almost 300 people throughout the course of the day, many of them downloading the FL511 app on the spot.

Then in February, we embarked on a whirlwind of high school and college outreach. First up was Paxon School for Advanced Studies, followed by Flagler College, Northeast Florida Construction Career Days, Keiser University, and finally, Bishop Kenny High School.

Combined student and faculty count at those events topped 4,200! And we're not stopping there. We have an upcoming visit scheduled to Florida State College at Jacksonville's (FSCJ) downtown campus later this spring.

As highlighted in our photo section, students from the Florida Youth Challenge (not a misspelling) Academy were in attendance at Construction Career Days. Year after year I am so impressed by these teens. Likewise, across the board we were greeted with professionalism at every turn as group after group of students stopped by the FL511 table. We spoke with students from Duval, Columbia, Clay, St. Johns County and MORE! And they all represented their schools with excellence! Fingers crossed a number of them now have their sights set on construction and/or transportation related careers. Maybe some of them will even join us inside the NEFL Regional Transportation Management Center someday!

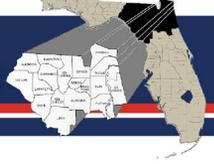
Along those lines, wherever you're headed this spring, make sure your trip begins and ends with FL511. From our operations hub inside the Regional Transportation Management Center, we'll keep you up-to-date on current road conditions. FL511 is available in a variety of platforms. You can log onto [FL511.com](https://www.fl511.com), download one of the free FL511 Mobile Apps available for Apple and Android devices, or visit us on Twitter, Facebook and Instagram.

Connect. Know. Go!

What are you waiting for?

**Sherri Byrd
Metric Engineering
Marketing Manager**





**SPOTLIGHT ON...MOHAMED MOUSTAFA
NEWWORK SUPPORT MANAGER**

We're so excited that we get to shine the International Spotlight on one of our own. Talk about your upbringing – where were you born/raised?

I was born in Syria, but my parents are from Egypt. I was raised in Saudi Arabia and returned to Egypt for a period of ten years. I graduated in Egypt and later moved to Kuwait to start my career. Over the years, I have had the opportunity to travel for work and leisure to countries such as France, Germany, Italy, Turkey, United Arab Emirates, Qatar, Saudi Arabia and Spain.

When you first moved to America, where did you settle and for how long? When did you decide to move to Jacksonville?

In July 2022, after the Covid-19 pandemic took hold, my wife and I made the decision to move to America with our children. In search of a safe and secure environment, we chose to start our new life in Jacksonville, Florida.

Describe for us your role with Metric Engineering, Inc. and FDOT.

As Network Support Manager, I am responsible for overseeing the Network Layer 3 and Network Architecture. My role involves ensuring the efficient functioning and performance of the network and providing technical support.

How many languages do you speak and which was the most difficult to learn?

I am fluent in two languages, Arabic and English. The most significant advantage of speaking English is that it can be used all around the world.

What positions did you hold prior to joining Metric Engineering, including those overseas?

I started my career 19 years ago as a network engineer at ZAK Solutions, a company that supports government ministries in Kuwait. My first assignment was with the Ministry of Education, and over the years I have worked with many other organizations in Kuwait, such as the Ministry of Interior, the Ministry of Health, and the Kuwait Oil Company. My areas of expertise include Routing & Switching, Virtualization, servers, Data Center, and Network Design. After moving to America, I began my career with Amazon as a Network Engineer, where I was responsible for Amazon Jax7 site.

What is the most difficult thing you've had to get used to since moving to America?

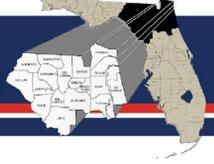
America is unique in many ways, such as the use of pounds instead of kilograms, football instead of soccer, first floor instead of ground floor, and even the coffee is different. Despite these differences, I am enjoying my stay here and my kids love Florida.

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

Keep moving forward, as every small step you take will eventually lead to great progress and success.

If you could travel back in time to meet anyone, who would it be?

Pharaohs in old Egypt



SPOTLIGHT ON...MOHAMED MOUSTAFA NETWORK SUPPORT MANAGER continued

Tell us about your family.

I have been married to Rawda Ahmed for 13 years and have a loving family with three children, two boys and one girl. It is always a blessing to have a strong and supportive family.



Tell us something fun we might not have guessed about you. (hobbies, interests, how you spend your weekends, etc)

Mostly, I spend my weekends reading, playing PS with my kids, watching soccer, and I recently started watching American football.

PHOTO GALLERY

We're happy to announce the arrival of the newest member of the ITS family. Ellie Mae Higginbotham, granddaughter of Dee Dee Crews, was born on 3/17/23 at 10:27 a.m. She weighed 7 pounds & is 20 1/4 inches long. She's wearing the same dress that Dee Dee, her Mom, Sedaira and her Aunt Taylor all came home from the hospital in.

Do you still have relatives living in the Middle East? How often do you get to visit them?

My family is spread across the Middle East. My parents still live in the family home in Egypt, my brother is in Kuwait, one of my sisters is in Qatar and three sisters are in Egypt. It can be challenging to have family members in different locations, but technology and communication have made it easier to stay connected.

Now that you're all settled in, what's your favorite place to eat in Jacksonville?

I am still a fan of Arabic restaurants in Jacksonville; however, my kids prefer Italian-American cuisine such as BJ's and Olive Garden.





PHOTO GALLERY continued



ITS Working Group Meeting



Construction Career Days 2023



FL511 on the road at Bishop Kenny



Sports Day celebrating National Telecommunications Week



Christmas Day Brunch for all the great folks working at the RTMC



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