



# SUNGUIDE® DISSEMINATOR

## Making the 2011 World Congress on ITS

### Helpful Tools Available to Plan Your Trip

Plans are coming together for an unforgettable 18th World Congress on Intelligent Transport Systems. Make sure you register today to take advantage of all that will be offered on October 16-20. Don't miss headlining speakers, such as U.S. Secretary of Transportation Ray LaHood; Bill Ford, Executive Chairman, Ford Motor Company; Thomas Stephens, Vice Chairman and Chief Technology Officer, General Motors; and Ben Verwayaan, Chief Executive Officer, Alcatel-Lucent. Add to this a robust program featuring sessions, technical tours, technology showcase, and a 350,000+ square foot exhibition floor. Here are a few helpful tools to assist you in planning your trip:

### Preliminary Program Update

The latest version of the official **Preliminary Program** (<http://digital.virtualmarketingpartners.com/vmp/ITS/world-congress-preliminary-11/index.php#/0>) for the World Congress is now available. This one-stop resource has been updated to include the latest confirmed speakers, events, and sessions and everything you need to know to plan your World Congress week.

Browse the program now and discover the many unique opportunities for attendees to see and hear; learn more about the latest transportation innovations, including how investment in intelligent transportation systems is creating jobs and driving economic growth, improving safety and mobility, and helping public agencies do more with less in the current fiscal environment.

### Create a Personal World Congress Schedule to Suit Your Professional Development Needs

The **Personal Scheduler** (<http://itswc.confex.com/itswc/WC2011/webprogram/start.html>) is a powerful, dynamic online planning tool designed to help attendees plan their time during the World Congress. Conference attendees can utilize the Personal Scheduler to view the detailed program, search for and select specific sessions and presenters, add free-form events and meetings, and create a personal itinerary. You can access your itinerary from any computer with an internet connection to change, update, and print your personal schedule at any time. Download the Personal Scheduler now for immediate access to your schedule while in Orlando.

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## World Congress Mobile App Now Available!

World Congress attendees and exhibitors have another exciting tool to assist them in planning and navigating their meeting experience. The new smart phone application, sponsored by LogicTree, can be used to browse and select sessions, build your schedule, locate exhibitors and sessions, and connect with colleagues and potential clients. You can even check the weather or get connected to local Orlando restaurants and attractions. Downloading the 2011 ITS World Congress mobile app is easy!

For iPhone users (including iPhone, iPod Touch, iPad), search the App Store on your phone for "ITS WC 2011." Or download from <http://bit.ly/ITSWC2011>.

Other smart phones may download the app at <http://m.core-apps.com/ITSWC2011>.

Held in the United States once every three years, the World Congress is expected to draw over 10,000 attendees from 75 countries, including legislators, transport ministers and public sector officials, international business and technology leaders, and a broad range of transportation stakeholders.

Co-sponsored by ITS America, ITS Asia-Pacific, and ERTICO-ITS Europe, this five-day event will feature dynamic speakers and innovators from across the globe, interactive technology demonstrations, more than 250 policy, technical, and special topic sessions, a 350,000 square foot exhibit hall, and countless networking events with U.S. and global ITS industry leaders.

### ***Register Today!***

This article was provided by Cherie Gibson, ITS America. For information, please contact Ms. Gibson at (202) 721-4224 or email to [CGibson@itsa.org](mailto:CGibson@itsa.org).

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# District Six Implements Unique ITS Maintenance Contract

The Florida Department of Transportation (FDOT) District Six Intelligent Transportation Systems (ITS) Program recently awarded their redesigned maintenance contract for the 2011 through 2014.

District staff revised the contract's previous service standards to make it more compliant with current traffic system conditions.

With the District Six achieving full ITS coverage on its limited-access facilities last fiscal year, it was imperative to enhance the maintenance services and ensure all roadway devices reached their life cycles to reduce costly device replacements. Device maintenance was also critical this year due to the completion of the 95 Express—used by thousands of south Florida drivers and transit users depending on a well-functioning system to reach their destinations.

To enhance the ITS maintenance contract, ITS staff embarked on a yearlong effort to improve its Maintenance Program by assessing FDOT's pre-existing procedures. First, the District created comprehensive standard operating guidelines (SOG) to detail current processes and evaluate their effectiveness. The SOG became a starting point to streamline the maintenance and repair processes; it also helped develop the scope of services for the new ITS maintenance contract. And with the current state of budget uncertainties, FDOT strategically developed the new contract to use the limited resources to receive the best return for the monies spent without compromising service to FDOT and its customers.

During an internal assessment of the previous contract, staff identified several areas which needed improvement, including the need for clearly-defined roles and responsibilities, response times, and performance measures, including quarterly contractor evaluations and penalties, among others. One of the major improvements to the new contract is that it is a performance based/penalty assessment agreement that outlines specific requirements and contractor responsibilities. The new contract requires maintenance technicians to respond to failed devices and mitigate damages within a pre-defined response time based on the criticality of the device to transportation management center operations and its geographical location. This contract improvement is set to improve response times, decrease device downtime, and thereby increase device availability. In addition, contractor performance evaluation grades will provide an opportunity to assess the contractor's work on a quarterly basis to manage progress.

Because of this improvement, District Six now has one of the most unique, flexible, performance-based maintenance contracts in Florida. The contract also has several out-of-the-box measures, including development of a redesigned price



*ITS staff member receives award from District Six Secretary, Gus Pego, for developing new maintenance contract.*



*ITS technologies are critical to traffic management systems, such as 95 Express.*

proposal section and first-of-a-kind maintenance of traffic (MOT) and repair response times for express lanes maintenance. The redesigned price proposal section is intended to increase contractor productivity, reduce long-term costs, and improve service efficiency to maximize program operations. It also provides FDOT with the flexibility to adapt and plan services from the contractor as needed through the duration of the contract. This redesigned price proposal encourages the contractor to provide more reasonable prices, which are comparable or sometimes lower than the contract prices from 2004. These new rates will translate in significant cost savings over the duration of the contract to FDOT. Furthermore, with FDOT currently considering expanding the managed lane concepts to a statewide level, this contract may be adapted by other Districts in preparation for these new systems as they are deployed.

This article was provided by Javier Rodriguez, FDOT District Six. For information, please contact Mr. Rodriguez at (305) 470-5341 or email to [Javier.Rodriguez2@dot.state.fl.us](mailto:Javier.Rodriguez2@dot.state.fl.us).

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*Maintenance crew works on a ramp signal along I-95 in Miami-Dade County.*

## District Four—Optimizing 24/7 Roadway Management

The Florida Department of Transportation's District Four Intelligent Transportation Systems (ITS) Program has grown over the summer. In addition to new, permanent devices, the Palm Beach Transportation Management Center (TMC) has made some changes. Starting July 29th, the Palm Beach TMC will operate Monday through Friday from 6:00 a.m. to 6:30 p.m. with the Broward Regional TMC taking over at all other times.

ITS in the northern three counties (Martin, St. Lucie, and Indian River Counties) will continue to be managed by the Broward Regional TMC 24-hours a day, 7-days a week with Road Ranger services available Monday through Friday, 6:00 a.m. to 10:00 p.m.

For more information on District Four's ITS Program, please contact Daniel Smith at (954) 847-2785 or email to [Daniel.Smith@dot.state.fl.us](mailto:Daniel.Smith@dot.state.fl.us).

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# New and Updated SunGuide® Software Reports

The Florida Department of Transportation's (FDOT) SunGuide software reporting tool is the microscope through which a transportation management center (TMC) manager can view TMC summarized details. However, on rare occasions, the experience can be less like peering at a specimen through a microscope and more like squinting at HOT POCKETS® in a dirty microwave. No more! With the SunGuide 5.1 release, the microscope has a new lens and there are many more improvements planned for the near future. Several new reports and a number of updated reports are available in the new release. In fact, FDOT updated more than 26 of the 74 existing reports.

One exciting new feature is the redesigned keyword functionality. Reports can now be modified to allow for a keyword to be used as a search tool or for any number of other uses. To showcase this new functionality the dynamic message sign (DMS) messages report can now narrow the data returned by searching each message for a user provided keyword. FDOT also used the keyword feature to produce a generic quality assurance review (QAR) report. Now Districts will no longer have to download and add a QAR report to the software before running it.

There are also two entirely new reports. First, the secondary incidents report returns a list of all secondary events in a given date range. Secondary events are events created from another pre-existing or primary event. Oftentimes, they may be a crash upstream due to stopped traffic at the primary event or they can be congestion created from "rubber-neckers" looking at the primary incident from the opposite direction. These reports include details of the primary events and their secondary, or "children," events.

Second, FDOT created a duplicate entry for the Road Ranger service patrol activity report. This report was created to find erroneous Road Ranger activity entries. These entries could then be removed, so that relevant Road Ranger reports would no longer return skewed data. Only District Two discovered these strange occurrences in their database, but it should now be easy for other Districts to verify the integrity of their own Road Ranger data with this helpful report.

FDOT also created a new means to promptly provide future modifications to the Districts through the SunGuide web site, <http://sunguide.datasys.swri.edu/>. On the left navigation menu, a user can select "SunGuide Reports" to access all recently modified reports and new reports. It is our hope that this new system will improve collaboration with the Districts when modifying or creating new reports to meet their respective needs.

Whether a District uses reporting everyday or once a month, a review of the SunGuide 5.1 packaged reports is strongly recommended. Chances are high that at least one new tool to aid in managing complex TMC operations can be found. And as for the dirty microwave from the original system, it has been moved to FDOT's Traffic Engineering Research Lab for research purposes.

This article was provided by Arun Krishnamurthy and Brian Ritchson, FDOT Traffic Engineering and Operations Office. For information, please contact Mr. Krishnamurthy at (850) 410-5615 or email to [Arun.Krishnamurthy@dot.state.fl.us](mailto:Arun.Krishnamurthy@dot.state.fl.us).

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## ITS Florida Annual Meeting and Awards Ceremony

Join us for the ITS Florida Annual Meeting and Awards Ceremony at the 18th World Congress on Intelligent Transport Systems at the Orange County Convention Center in Orlando, Florida. The ITS Florida meeting will be held and the awards will be presented on Tuesday, October 18, at 4:30 p.m. in Theater 1 in the Exhibit Hall.

The awards presented may include:

### *ITS Florida Member of the Year Award*

This recognizes an intelligent transportation systems (ITS) program, project, or other accomplishments that are of significant benefit to the transportation industry and to the traveling public during this calendar year. The award can be for any public or private-sector member of ITS Florida

### *ITS Florida Professional of the Year Award*

This is to recognize that person, or persons, who has contributed significantly to the ITS community during this calendar year. The person nominated should be noted for contributing to ITS Florida's mission/goals.

### *ITS Florida President's Award*

This individual award recognizes superior career achievements in ITS and extraordinary service to ITS Florida.

### *ITS Champion Award*

This award may be given to an individual (ITS Florida member or not), who has made significant contributions to advance the cause of ITS in Florida.

### *Certificate of Outstanding Achievement*

This is an "open-ended" class of awards that may be given for outstanding service by individuals or organizational units.

### *Honor Roll*

This is an award for someone within the ITS Florida community who has greatly contributed to ITS throughout their career and has retired or is nearing retirement.

### *Scholarship Awards*

ITS Florida will also be presenting scholarship awards to well-deserving students from ITS Florida member universities.

Don't miss this opportunity to congratulate your fellow ITS professionals and future ITS professionals! Please contact ITS Florida for an exhibit hall pass valid for Tuesday, October 18th only if you are not a registered World Congress attendee. We look forward to seeing you there.

For more information on ITS Florida, please check the ITS Florida Web site at [www.itsflorida.org](http://www.itsflorida.org) or contact Sandy Beck, Chapter Administrator, at [itsflorida@itsflorida.org](mailto:itsflorida@itsflorida.org). If you wish to contribute an article to the SunGuide Disseminator on behalf of ITS Florida, please email Mary Hamill at [MaryKHamill@global-5.com](mailto:MaryKHamill@global-5.com).



### Upcoming ITS Florida Key Dates:

ITS Florida Board meetings occur the second Tuesday of every month at 1:30 p.m. You are invited to join the teleconference at 800-416-4956, Participant Code: 35812303#

### September

- ITS FL will host a USDOT Workshop at the Orlando-Orange County Expressway Authority on September 20, 2011, from 10:00 a.m. to 2:00 p.m.. This workshop is free to all ITS FL members.

### October

- 18th World Congress on ITS, October 16-20, 2011 Orlando, FL.
  - World Congress: ITS Florida Dinner at Discovery Cove, October 17
  - ITS FL Annual Meeting and Awards Presentation in the World Congress Exhibit Hall ITS Theater on October 18 at 4:30 p.m.
  - Distribution of ITS FL Annual Photo Contest and Calendar

### November

ITS FL officers election for 2012

# Editorial Corner: Road Ranger Performance

It's hard to believe that another year has gone by and we have now completed our second "Statewide Road Ranger Survey for Incident Responders." The survey is a tool that has been implemented to gather data from those who work and communicate with the Road Rangers on a regular basis, the incident responder. It's important to see how others gauge the performance of the Road Ranger program and who better to get the information from than those who are right there with them on a daily basis.

There were some subtle changes to this year's core survey and the addition of a few more questions to allow us to analyze more data points. But the purpose of the survey has remained the same; determine the incident responders' opinion of the program, compare results and customer satisfaction to last year's survey and to solicit comments and suggestions to improve the program from the incident responder's perspective.

This year the survey was provided both on-line, utilizing Survey Monkey™, and via hard copy. The Department received a total of 543 responses from around the state and only 31 of those responses utilized the hard copy version. With such a great success utilizing the on-line survey, greater efforts will be put into place to improve this format for next year.

A majority of the response to this year's survey, 62 percent, came from the Florida Highway Patrol. We did see increases in the other responder categories; other law enforcement, Fire Rescue/EMS and other. These increases are encouraging and it gives the Department a better cross section of participants giving us better data to analyze.

One area that we do need to improve before next year is the question that relates to the location where the responder and Road Ranger worked together. This year's question was an open ended question asking for the city, county, roadway where the responder worked with the Road Ranger. Trying to analyze this data took a large portion of staff time and then the data was still incomplete. We believe that this needs to be fine tuned so we can identify regional/local issues allowing the Districts to respond appropriately.

The survey focused on two areas with questions pertaining to the program and the personnel. The program-oriented questions focused on topics, such as response times, training, and the Road Rangers vehicles. The personnel-oriented questions were designed to provide information regarding how the Road Rangers performed in the field. In addition to the structured questions, the Department obtained excellent data from the additional comments provided within the open-response areas.

The program-oriented responses received an overall average score of 4.30 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." The program area where Road Rangers operators improve on-scene safety for responders received the highest average score of 4.57. The program area that received the lowest average score was the satisfaction with response times, with an average total score of 3.98. Although this is an increase from last year's score, it continues to be an area that needs to be studied. In a related question, 92 percent of the respondents



indicated that the Road Rangers responded within 30 minutes of a request for assistance.

Response times are a very important measurement for the Road Rangers program. For each one minute of lane blockage, drivers behind the incident can experience up to four minutes of delay and the risk of a secondary crash increases incrementally. Enhanced communications between the Road Rangers and the on-scene responder who requested their assistance is one factor that could positively influence the response time satisfaction level. This could be accomplished through more efficient use of existing equipment, such as the Statewide Law Enforcement Radio System or better communication of estimated arrival time through the traffic management centers and regional communications centers.

Training is another program area that continues to be an area of concern. Even though 83 percent of the respondents believe that the Road Rangers are adequately trained for their positions, the remaining respondents believe that training could be improved. A number of written comments continue to express the need for better ICS training.

The survey also sought information regarding the knowledge and performance of Road Rangers personnel by presenting a series of questions relating to the satisfaction of the respondents to Road Rangers operators. These areas include: Professionalism, Respectfulness, Helpfulness, and Competency. Respondents rate each area with scores ranging from a numerical value of one for “Extremely Dissatisfied” to five for “Extremely Satisfied.” The average for all responses in these categories is 4.44, which is an improvement over last year’s average of 4.27. A closer review of data reveals that while all four areas received very good scores, competency received the lowest rating.

While the results of this year’s survey were extremely positive and yielded a wealth of information there are still areas the Department needs to look at to make improvements. As stated at the beginning of this report, the overall goal of the survey is to identify program areas needing improvement at the District and statewide levels. Patrick Odom, FDOT Traffic Incident Management Program Manager, will be leading a task team comprised of District and Central office staff to review and determine areas of needed change. It’s our goal to ensure that our Road Rangers are safe and that their efforts are truly enhancing our vision of delivering a transportation system that is fatality and congestion free.

Information regarding the *Statewide Road Ranger Survey for Incident Responders* is available online at:

[http://www.dot.state.fl.us/trafficoperations/Traf\\_Incident/pdf/2011-RR-Annual-Report-FINALv1.pdf](http://www.dot.state.fl.us/trafficoperations/Traf_Incident/pdf/2011-RR-Annual-Report-FINALv1.pdf)

This editorial was provided by Paul Clark, FDOT Traffic Engineering and Operations Office. For information, please contact Mr. Clark at (850) 410-5607 or email to Paul.Clark@dot.state.fl.us.

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# Announcements

## It's Not Too Late to Plan to Attend the 18th World Congress!

Make preparations right now to participate in this exciting conference! You can still register for the 18th World Congress on Intelligent Transportation Systems in Orlando and ITS America's Annual Meeting & Exposition.

### Top reasons to attend?

- Valuable networking events
- Exciting technical tours
- Interactive technology showcases
- Internationally acclaimed awards
- More than 250 sessions

To learn more please visit [www.itsworldcongress.org](http://www.itsworldcongress.org).

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# FDOT Traffic Engineering and Operations Mission and Vision Statements



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