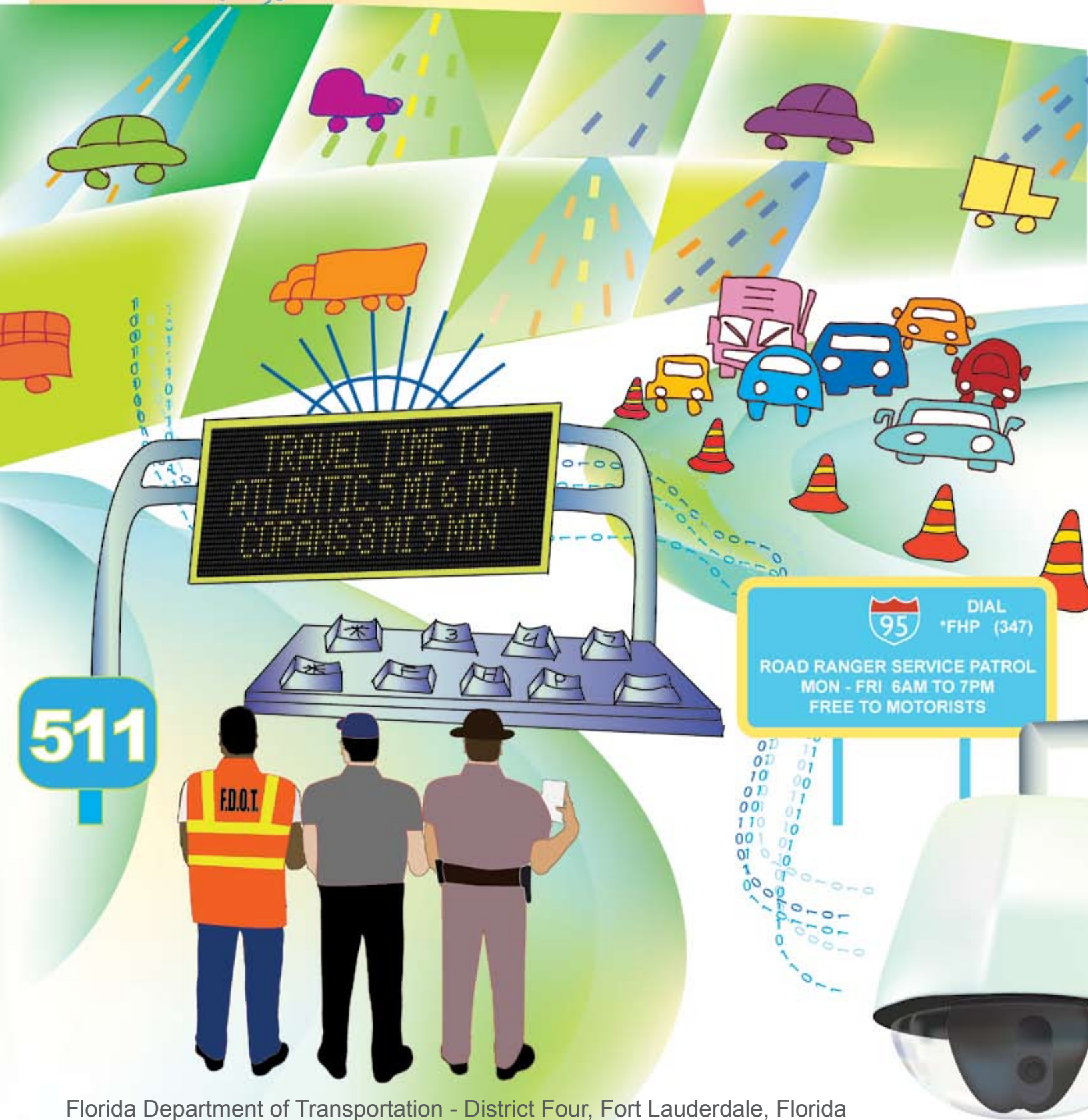




2008 SMART SunGuide ITS Annual Report



511

ROAD RANGER SERVICE PATROL
MON - FRI 6AM TO 7PM
FREE TO MOTORISTS

95 DIAL *FHP (347)
ROAD RANGER SERVICE PATROL
MON - FRI 6AM TO 7PM
FREE TO MOTORISTS

A Message to Our Readers

“Our unwavering focus continues to be providing the highest levels in commitment and service...”

It is with a great sense of pride that we provide this annual report detailing the Florida Department of Transportation District Four Intelligent Transportation Systems (ITS) Unit's activities and progress from 2008. The programs, partners, people and activities that you will learn about in this report are the very reasons why the ITS Unit's role in managing the District Four freeways makes a difference.

As District Four is among the highest annual vehicle miles traveled (AVMT) in the nation, we are the highest in the State of Florida at 8.1 trillion miles traveled. With this level of travel comes great responsibility that has always been the focus of our operations, maintenance and incident management teams and will continue to be as we move into the future.

The year 2008 brought challenges that could only be overcome through more extensive partnering, open mindedness and a willingness to be flexible. When Beethoven and Mozart composed music, the notes were carefully written with a specific outcome in mind. The notes in District Four have always been written to include partnering, with the outcome in mind being success in all areas of traffic and incident management. This year has brought further success, exposure and levels of recognition that never would have been possible without building on these partnering notes.

Throughout the year, many significant challenges have been met with energy and focus even though some have seen services reduced to the motoring public. Most noteworthy was a 59% reduction in Road Ranger services that required some new “notes” to be written. Our unwavering focus continues to be providing the highest levels in commitment and service to the users of our roadway network.

Other important highlights of the year include:

- 130% increase in ITS field devices
- Opening the new Vista Transportation Management Center
- Posting travel times on dynamic message signs
- Adding a Traffic Incident Management Team for the Treasure Coast

As humans we tend to have a fine balance of reliving the past and looking forward into the future. This annual report provides a snippet of the past year and a preview of some of what's to come. New challenges are coming and the District Four ITS Unit will meet them head-on in a proactive, open minded stance...and in cooperation with our partners.

We hope that you as the motoring public follow in this same approach and relate to the challenges we all face in our future on a daily basis.

We thank you for the opportunity to serve.



Steve Corbin
FDOT District Four
ITS Operations Manager

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What's inside...



The freeways never sleep. And for that reason, the Florida Department of Transportation (FDOT) District Four must be steadfast in using the latest technology and approaches to new infrastructure so motorists continue to enjoy the most efficient travel experience possible.

Five initiatives were introduced in 2008. Each was created or enhanced to improve services to the motoring public. They are covered in detail in their respective sections of this report. The list is as follows:

- The Inter-Agency Video and Event Data Distribution System was rolled out to our partners and was internationally recognized
- The Road Rangers service patrol secured a sponsorship from State Farm Insurance
- The SMARTSunGuide.com Web site was re-launched with new look and travel information features
- The Maintenance Inventory Management Subsystem was introduced
- The 2008 Freeway and Tollway Operations Conference was coordinated and hosted in Fort Lauderdale

As you can see, we are working on projects, big and small, to better serve our partners and the motoring public. To get a better look at our achievements in 2008, read on. It will certainly leave you looking forward to what we'll be doing in 2009...



15.60
2008

“Though the benefit-cost ratio decreased 4%, the ITS Unit’s Net Present Value (NPV) increased 5.3% to \$2.0 billion.”



16.19
2007

The first two bullets, in and of themselves, are positive outputs by the District. However, all three combined have caused some of the District’s partners (i.e., law enforcement) and its customers (i.e., the motorists) to feel the effects of fewer available incident management tools when needed.



14.94
2006

In March 2007, District Four ITS enhanced its partnership with Florida Highway Patrol (FHP) by directly receiving *FHP calls from motorists that were non-lane blocking such that a Road Ranger could be dispatched to the scene by the SMART SunGuide TMC Operations team. Since its inception, this service allowed FHP dispatchers more time to deal with higher priority calls from motorists. After the reduction of the Road Ranger program, the number of calls having to be handled by FHP increased 59% and the number of wreckers (in lieu of Road Rangers) that needed to be dispatched increased 48%.



10.44
2005

Benefit-Cost Ratio

Another example of FHP directly being affected by the reduction of Road Rangers is in the amount of live lane, “solo” clears by a Road Ranger. A solo clear is when a

The year 2008 showed the ITS Unit’s first decline in its benefit-cost ratio: the performance measure that illustrates the overall effectiveness of the ITS Program. The 4% drop from 2007 can directly be attributed to a combination of events from throughout the year. These events include:

- the further completion of I-95 freeway widening in Palm Beach County, allowing for greater capacity and hence, larger traffic volumes;
- doubling the ITS infrastructure in Broward County, hence the ability to detect and manage more events/incidents by the SMART SunGuide Transportation Management Center (TMC); and mostly,
- the reduction of the Road Ranger fleets in Palm Beach and Broward Counties from 24x7 service to weekdays, 6 a.m. to 7 p.m. (13 hours) in September and October, respectively.

Road Ranger was able to respond and remove an incident from the travel lanes and onto the shoulder before law enforcement arrived on scene. In the first three quarters of 2008, in Broward County alone, Road Rangers solo cleared 300 incidents during the day (current Road Ranger hours after reduction) and 100 incidents on nights and weekends. Since the reduction, Road Rangers have only been able to solo clear 69 incidents daytime and one “off time.”

The reduction in Road Rangers has had an adverse affect on the motorist as well. Off time event/incident clearance is still tracked by the SMART SunGuide TMC Operations team in the statewide incident management software – SunGuide™ even though Road Rangers are not available to assist. These 3,863 events in the fourth quarter of 2008 were, on average, *increased in duration by one hour* per event, equaling \$47,370,230 in unrealized benefit to the motorists as well as a 3% decrease to our annual clearance time performance measures*.

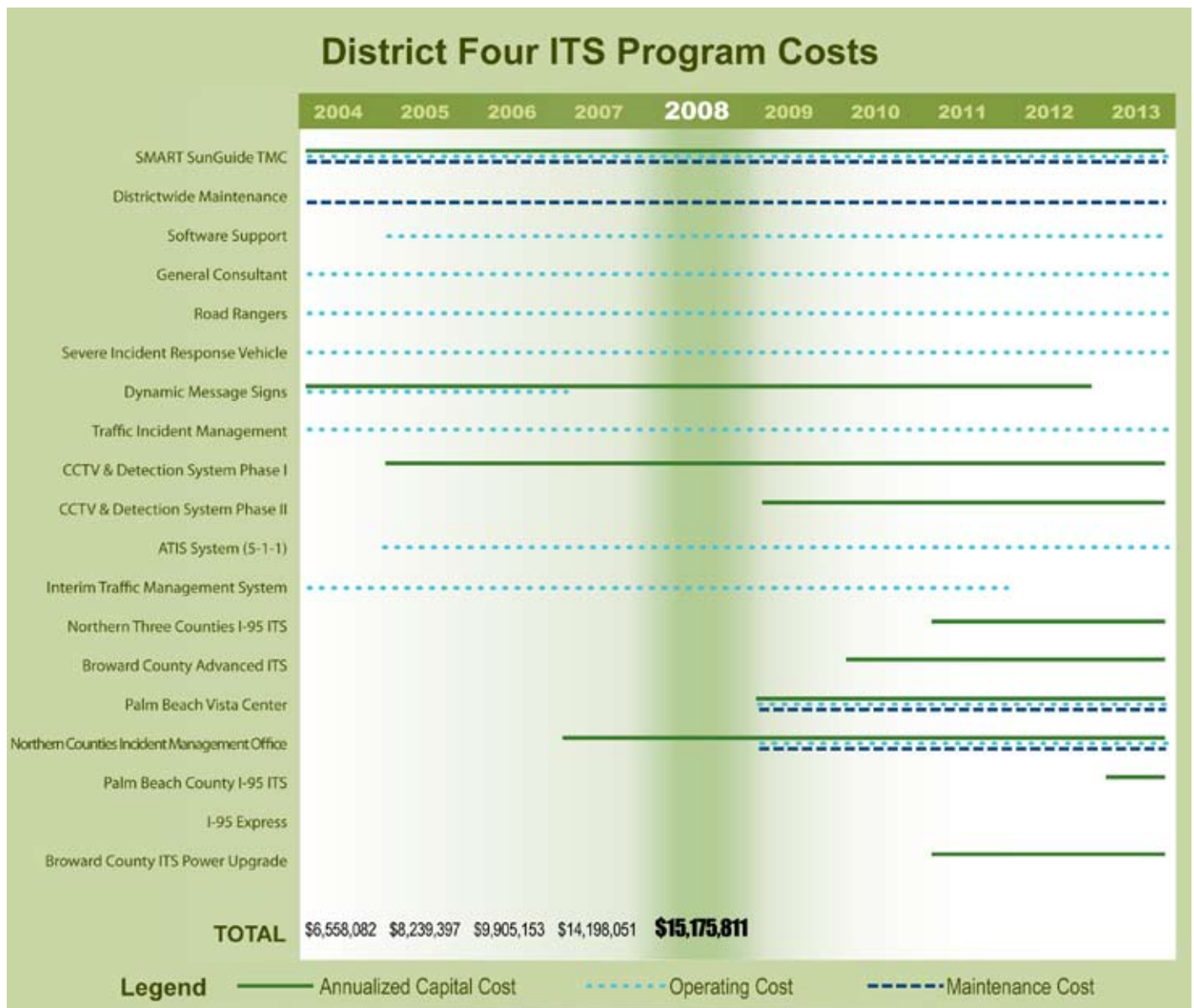


The 2008 calculated benefit is \$236,772,753 and the total annual cost is \$15,175,811. Therefore, the benefit-cost ratio for 2008 is 15.60. If the Road Ranger program had remained untouched, an argument could be made that the aforementioned \$47 million of unrealized benefit (and associated cost) could be factored back into the benefit-cost ratio, which would have yielded a ratio of 17.69 - a 9.3% increase over 2007.

Though the benefit-cost ratio decreased 4%, the ITS Unit's Net Present Value increased 5.3% over 2007 to \$2.0 billion. The Net Present Value is calculated on a 15-year time span at a 7% interest rate.

Introduced in the 2007 annual report, the chart below is a graphical representation of the District Four ITS Program costs. It is a 10-year snapshot of a cost forecasting and tracking tool created by the ITS Unit managers for the three types of spending they manage: capital cost, operating cost and maintenance.

The ITS Unit annualizes the capital cost over the life expectancy of the project using a 20-year life expectancy for TMCs and a 10-year life expectancy for ITS field device deployments (at 6% amortization). This methodology provides a more even distribution of total costs and eliminates large fluctuations in the benefit-cost ratio.



TMC Operations



More than 85,500 events managed...3,000 pieces of debris removed...5,800 vehicle crashes... And that's just the start of what's been going on with the District Four ITS Operations team in our commitment to provide outstanding service to our customers and partners.

Growth and change prevailed in 2008. The District Four ITS Unit continues to operate the SMART SunGuide TMC in Broward County and the Interim Traffic Management System (ITMS) in Palm Beach County. Operations were expanded this year to include the Palm Beach Vista TMC – the soon-to-be permanent site of the Palm Beach and northern three counties' ITS and incident management operations. The District Four ITS Unit shares the TMC with the Palm Beach County Traffic Engineering Division where we will continue to build on our agencies' partnership.

SunGuide release 3.0 was deployed early in the year and with it we began providing travel times on dynamic message signs (DMS) and the SMART SunGuide Web site for pre-defined segments of I-595 and I-95.

Travel times are automatically calculated and posted by the statewide SunGuide software, which provides motorists with real-time, reliable information about how long their commute is going to take. In the very near future travel times will be expanded to include I-75.

DMS operations also improved this year through daily public service announcements. These public service announcements provide important safety reminders to motorists...

- Buckle up – Just do it!
- DUI – Decide before you drive
- Move Over a lane for emergency vehicles

...to name a few.

District Four Roadway Clearance and Incident Clearance Times for 2008

Reduce Roadway Clearance Time (the time between awareness of an incident and restoration of lanes to full operational status)



Time between first recordable awareness (detection / notification / verification) of incident by a responding agency and first confirmation that all lanes are available for traffic flow



37.0 Minutes

2% decrease from 2007*

Reduce Incident Clearance Time (the time between awareness for an incident and removal of all evidence of the incident, including debris or remaining assets, from shoulders as well as disabled and abandoned vehicles)



Time between the first recordable awareness and the time at which the last responder has left the scene



56.5 Minutes

3% decrease from 2007*

*See Page 4 for supporting information.



Partnering with the Florida Department of Law Enforcement, FDOT began posting Law Enforcement Officer (LEO) and Silver Alerts on DMS. Similar to AMBER Alerts...

The Florida **Law Enforcement Officer (LEO) Alert** Plan was enacted in response to the increasing number of law enforcement officers in the state who were killed or injured in the line of duty. In some of these cases, the offender or offenders used vehicles to flee and attempt to escape. Under this plan, DMS messages will be used to immediately broadcast important information about an offender(s) who has seriously injured or killed a law enforcement officer.

Florida's **Silver Alert** allows the immediate broadcast of information to the public regarding missing elders with dementia or other cognitive impairment who are believed to be driving a vehicle. The alert provides a coordinated response between local and state law enforcement to quickly broadcast important information to citizens so they can assist in the rescue of the endangered person and notify law enforcement with helpful information.

Completion of Broward County's second ITS deployment more than doubled the District Four ITS infrastructure and now provides closed circuit television (CCTV) cameras, DMS and vehicle detection systems on all of I-595 and I-75, including Alligator Alley. Increased partnering with District One in Collier County has further enhanced our services to our customers along the Alley.

A tremendous amount of useful information is generated by the work that the operations team does. To make it available to partner agencies in a real-time environment, the ITS Unit created the Inter-Agency Video and Event Data Distribution System (iVEDDS). It is a Web based application that allows a user to login and view events in three classifications. Details such as agency arrival and departure times, location and traffic conditions are available as are images and video from all District Four CCTV cameras. Some agencies use this in an office environment while others have found it useful in a mobile setting. Before any information is posted on iVEDDS it is verified by TMC staff. iVEDDS has been tremendously successful, even more so because it was a low cost solution at no cost to our partners.



“In the last quarter of 2008, there were 26 active Silver Alerts.”



Freeway Operations

Traffic Incident Management

Improving safety, communications, inter-agency cooperation and participation broke new ground during 2008. A brand new Traffic Incident Management (TIM) Team was born on the Treasure Coast bringing new partners together with the existing teams in Broward and Palm Beach Counties. The Treasure Coast TIM Team had its first meeting in May 2008, with over 40 attendees from Martin, St. Lucie and Indian River Counties. Members of the Palm Beach TIM Team assisted with the kickoff meeting describing the successes of the existing teams. With future ITS devices and incident management services expected, law enforcement, fire rescue and other on-scene managers are learning “best practices” along the I-95 corridor.

Some of the other 2008 successes and accomplishments for the TIM Team were:

- Over 86% of Broward and Palm Beach agencies signed memorandums of understanding for TIM Team partnering.
- A fire hydrant survey was completed correlating over 400 locations with I-95 mile posts where fire departments can access public water supplies.
- A heavy wrecker Rapid Incident Scene Clearance (RISC) program was initiated at the end of 2008 allowing for the TMC to dispatch tow companies to major incidents. Leading up to the program’s August 2008 advertisement, a RISC workshop was held with TIM Team members providing input and feedback to the statewide program.
- TIM Team members were instrumental in improved design plans for barrier access points on the proposed public-private partnership (P3) 595 Express project.

- A comprehensive Road Ranger standard operating guidelines document was created.
- An FDOT TIM resource guide of districtwide available ITS and incident management equipment was distributed to TIM members.
- Mile marker signs were installed along US 27 in Palm Beach County.
- Workshops were held on fog/smoke safety and one way evacuation planning.
- Post Incident Analysis (PIA) debriefings of crashes resulted in several positive outcomes:
 - Improved agency coordination for incident response between the SMART SunGuide TMC, the Broward County Sheriff’s Office Fire Rescue and the asset management contractor along Alligator Alley/I-75.
 - Situational awareness and improved safety conditions while removing a toppled crane along I-95 in Jupiter during overnight hours, instead of peak rush hour periods.
- TIM program highlights were featured in several speaking sessions at the 2008 Freeway and Tollway Operations Conference.
- TIM meeting locations included tours of the new FHP Lake Worth Regional Communications Center, Deerfield Beach Fire Rescue facility and the Broward Sheriff’s Office Tamarac Substation.



Road Ranger Service Patrol and Severe Incident Response Vehicle conducting maintenance of traffic on I-95.



District Four: 84.8%
National Avg: 58.3%

Current TIM Self-assessment Scores

549

SIRV Responses

13,962

Total Minutes Saved
by SIRV

Road Rangers Service Patrol

The Road Ranger service patrol fleet and hours were reduced in 2008 due to statewide budget cuts. In December, a formal announcement was made that three trucks would be added back to the fleet as a result of a new sponsorship by State Farm Insurance. The Road Ranger service would stay the same but the trucks would get a facelift as wrapping them was part of the sponsorship.

The on-scene incident management arm of the ITS Program now operates Monday through Friday, 6 a.m. to 7 p.m. along I-75, I-95 and I-595 in Broward and Palm Beach Counties. The fleet of 18 trucks respond to lane blocking events and shoulder incidents.

Severe Incident Response Vehicle

The Severe Incident Response Vehicle (SIRV) program transitioned from a pilot program to a permanent service under a new, three year contract in February 2008. The team consists of five, MOT certified operators all having law enforcement backgrounds. There are two SIRV trucks patrolling in Broward County during weekday peak hour periods with operators “on call” nights and weekends.

The program assists FDOT District Four in reducing incident durations, increasing scene safety, mitigating fuel spills and improving incident coordination with other responding agencies. The SIRV team works with these agencies to prepare and deliver PIA debriefings at TIM meetings. The outcomes of these PIAs further strengthen our on-scene partnerships.

The SIRV team provided numerous outreach presentations and input at the following State and National Meetings:

- State Rapid Incident Scene Clearance (RISC) informational meeting
- State contra flow meeting
- National I-95 Coalition meeting
- Southern States Highway Operations Group (HOG) meeting
- 2008 Freeway and Tollway Operations Conference
- Managed lanes incident clearance classes in Miami-Dade County

Road Ranger trucks have a new look as a result of the State Farm Insurance sponsorship.





District Four has a total of 97 cameras in Broward County.

“Freeways in Broward County are now 100% covered by ITS devices.”



Infrastructure

As mentioned in the opening remarks of this report, in November 2008, District Four completed a 130% increase in field devices. A total of 52 new CCTV cameras and 151 roadside traffic sensors along I-595 and I-75 and 10 new DMS throughout Broward County were brought online by 57 miles of new fiber optic cable. The additional devices give the ITS Unit 100% ITS coverage of its freeways in Broward County.

Even with all the additional devices in the field, the ITS Maintenance team kept the Broward County ITS infrastructure running at 95.6% for the year. This is compared to 97% in 2007. However, the districtwide average for device availability increased to 91.5% overall in 2008 as compared to 89.2% in 2007.

Three ITS design-build projects began in 2008. The Broward County Advanced ITS deployment is a combination of arterial DMS, highway advisory radio (HAR), road weather information systems (RWIS) and a wireless redundant communications system (Voice over IP). The project is expected to be completed in January 2010. ITS deployments along I-95 throughout the Treasure Coast and Palm Beach Counties consist of the full gamut of ITS devices; from CCTV cameras, traffic detectors and DMS to HAR, RWIS and Voice over IP. The expected completion dates for these deployments are 2010 and 2013, respectively.

Two deployment projects are planned to commence in 2009:

- The Broward County ITS Power Upgrade will add a power sub-system to existing ITS devices in Broward and Palm Beach.
- The Alligator Alley/I-75 ITS Safety Project will use sensors to detect a driver’s speed and post a message on a nearby DMS to reduce excessive speeding.

Please visit www.dot.state.fl.us for more information on these and other future projects.



Information Technology



SMART SunGuide Web Site

Upgrades were made to the SMART SunGuide Web site in August to provide live travel time information and to add more personalized features. Registered users can now create specific travel routes along I-75, I-595 and I-95 in Broward County and can easily view just the incidents, travel times, freeway cameras and DMS specific to their routes. All users can view travel times throughout the District and utilize the new “view details” function to get a quick snapshot of the segment of roadway affected by an incident and see nearby camera images and DMS messages to know ahead of time what to expect.

In keeping up with the smartphone trend, the Web site now automatically detects these devices and loads a modified version more easily viewed on the smaller screens. The exact same content, including travel times, is available on the mobile version – just in a more streamlined format.

SunGuide™ Statewide ITS Software

Two new releases this year improved the overall functionality of the software. Release 3.0, installed in February, fully integrated the event management, performance measurement and reporting modules into the system to improve usability. This improved usability has made operations more efficient by decreasing the time it takes to dispatch responders and disseminate information.

In September, release 4.0 was installed as the first step in deployment of the statewide Florida 511 system (scheduled to go live in 2009). This new release will allow incident information and floodgate messages to be uploaded directly from the districts to a centralized statewide system for public dissemination.

Maintenance and Inventory Management Subsystem

The Maintenance and Inventory Management Subsystem (MIMS) was developed to streamline the processing of ITS maintenance issues and to provide detailed tracking and performance reports. Deployed in July, the SunGuide subsystem provides the ITS Maintenance Manager a means to effectively manage trouble and maintenance tickets and an automated way to track parts inventory. MIMS was built with contractual requirements in mind – reporting time, response time, and repair time – and all are tracked to provide performance metrics to management.

Field technicians use the Maintenance and Inventory Mobile Application (MIMA) to receive tickets, research parts and maintenance history and enter changes as they occur. With the MIMA, technicians are readily able to identify recurring problems, resolve issues quickly and ascertain if parts are available (as well as where they’re stored). In addition, GPS coordinates from the mobile system allow District Four to efficiently dispatch the nearest technician when a problem occurs.



Public Outreach

79
Outreach Activities

18,175*
People Touched

26
Media Interviews



General Barry McCaffrey, US Army, Retired, speaks at the 2008 Freeway and Tollway Operations Conference.

Partnering with FHP on traffic incident management has always been very important in the success of the ITS Unit. This year that partnership spilled over to include public outreach activities. Teaming up with FHP and South Florida Commuter Services has enabled SMART SunGuide to spread the word at numerous corporate, university and community events. The message has been a simple, but important one: **“Be a smart driver and use *FHP and 511.”**

Spreading the word at these events is only one small step towards educating our customers. In coordination with Global 5 Communications (the statewide 511 marketing consultant), Memorial and Thanksgiving media events were held at both the SMART SunGuide TMC in Broward and the ITMS in Palm Beach. These events provided an opportunity for media representatives to conduct interviews with staff, give live traffic reports using CCTV images and extol the value of using 511. In addition, viewers were able to get a behind the scenes glimpse of freeway management. These November media days provided a great return on investment; a single day of coverage in November was estimated worth well over \$45,000 in advertising value.

Collaboration with ITS peers is in an invaluable means to garner lessons learned and best practices as well as to spark new ideas. To that end, the ITS Unit and Florida’s Turnpike Enterprise, co-hosted a joint meeting of the Transportation Research Board (TRB) Freeway Operations Committee and the International Bridge, Turnpike and Tollway Association (IBTTA) in June – the 2008 Freeway and Tollway Operations Conference. Nearly 400 ITS and transportation professionals from around the world were in attendance to participate in technical sessions totaling 120+ speakers, numerous panel discussions and to see South Florida ITS through technical tours. Partnership played a role in every facet of the event and was also an outcome as the TRB and IBTTA signed a memorandum of understanding to work together on future initiatives.



A local fire rescue Explorer program learns about the SIRV program.

*People Touched figure does not include viewing/listening audience reached during media interviews.



Report Card

The report card below is “letter-grade” representation of the annual performance measure outputs and outcomes shown throughout this document. Since the introduction of the report card in 2006, the “overall” grade for the ITS Program has increased annually. This year’s average grade is 3.6 out of four; with four being equivalent to an “A”.

The most important grade increase in 2008 was in System Reliability for Field Devices. The ITS Program jumped from a “D” to a “C” this year through increased preventative maintenance programs and quicker repair times. The lower grade in Customer

Satisfaction is based on a third party, biennial statewide customer survey and though lower, District Four still scored higher than the statewide average of 91.

In addition, one of the reported performance measures was switched out this year. Travel Time Reliability, which was found to be immeasurable, was replaced with Regional Travel Time Index. This number represents the time it takes to drive through Broward County freeways (current values only available for I-95 and I-595) during peak hour travel times. Though added this year, a value was calculated for 2007 for comparison purposes.

Performance Measure (Metric)	2007 Score	2008 Score	A	B	C	D	F
ITS Systems							
% Completion of Systems Build-Out (Actual # Miles Built Per Year / Planned # Miles Built Per Year)	A 91	A 100	≥90%	80-89%	70-79%	60-69%	<60%
ITS Operations							
Annual Benefit / Cost Ratio (BCR - from Annual Report)	A 16.19	A 15.60	>15	10-15	6-9	1-5	<1
ITS Maintenance							
System Reliability - Field Devices (% Time Operational)	D 89.2	C 91.5	>97%	95-97%	91-94%	85-90%	<85%
Road Rangers							
Customer Satisfaction (% of Respondents Satisfied with Service)	A 96	B 92	≥95%	90-94%	80-89%	70-79%	<70%
Traffic Incident Management							
Incident Clearance Time (Overall Time to Clear Travel Lanes after Road Ranger Arrival)	A 54.9	A 56.5	<60 min.	60-75 min.	76-90 min.	91-120 min.	>120 min.
ITS Systems							
System Reliability - TMCs (% Time TMC Systems are Operational)	A 99.95	A 99.18	>99%	98-99%	95-97%	92-94%	<92%
Partnering							
Number of Private and/or Public Partners (# Partners Collaborating with on a Daily Basis)	B 6	A 7	≥7	6	5	4	≤3
Traveler Information							
Regional Travel Time Index** (Peak Hour Travel Times vs. Free Flow)	B 1.23	B 1.12	1.00-1.09	1.10-1.24	1.25-1.44	1.45-1.69	≥1.70
Public Outreach							
Satisfaction with ITS Program (Customer Survey - Scale of 1 to 10)	A 9.3	A 9.2	>9	8-9	7-8	6-7	<6
New ITS Initiatives							
Number of New Initiatives (# of New Initiatives)	A 5	A 5	≥4	3	2	1	0

**Regional Travel Time Index was not available until Q4 of 2007.

The SMART SunGuide proudly displays awards in the TMC lobby.

2008 Achievements

National Recognition

- Intelligent Transportation Society of America (ITSA) – Finalist, 2008 Best of ITS Awards for Best Innovative Product or Service for iVEDDS: Inter-Agency Video and Event Data Distribution System

Statewide Awards

- Intelligent Transportation Society of Florida (ITS Florida)
 - Outstanding Achievement Award 2008 – Steven Corbin – In recognition of Outstanding Service to ITS in Florida for Organizing the Joint TRB Freeway Operations Committee / IBTTA Freeway and Tollway Operations Conference

- The 2008 Prudential Financial – Davis Productivity Awards

- Construction Inspection Engineering Schedule Evaluation Team – “Reduced Man Power Projections for Construction Job” recognized with a plaque.

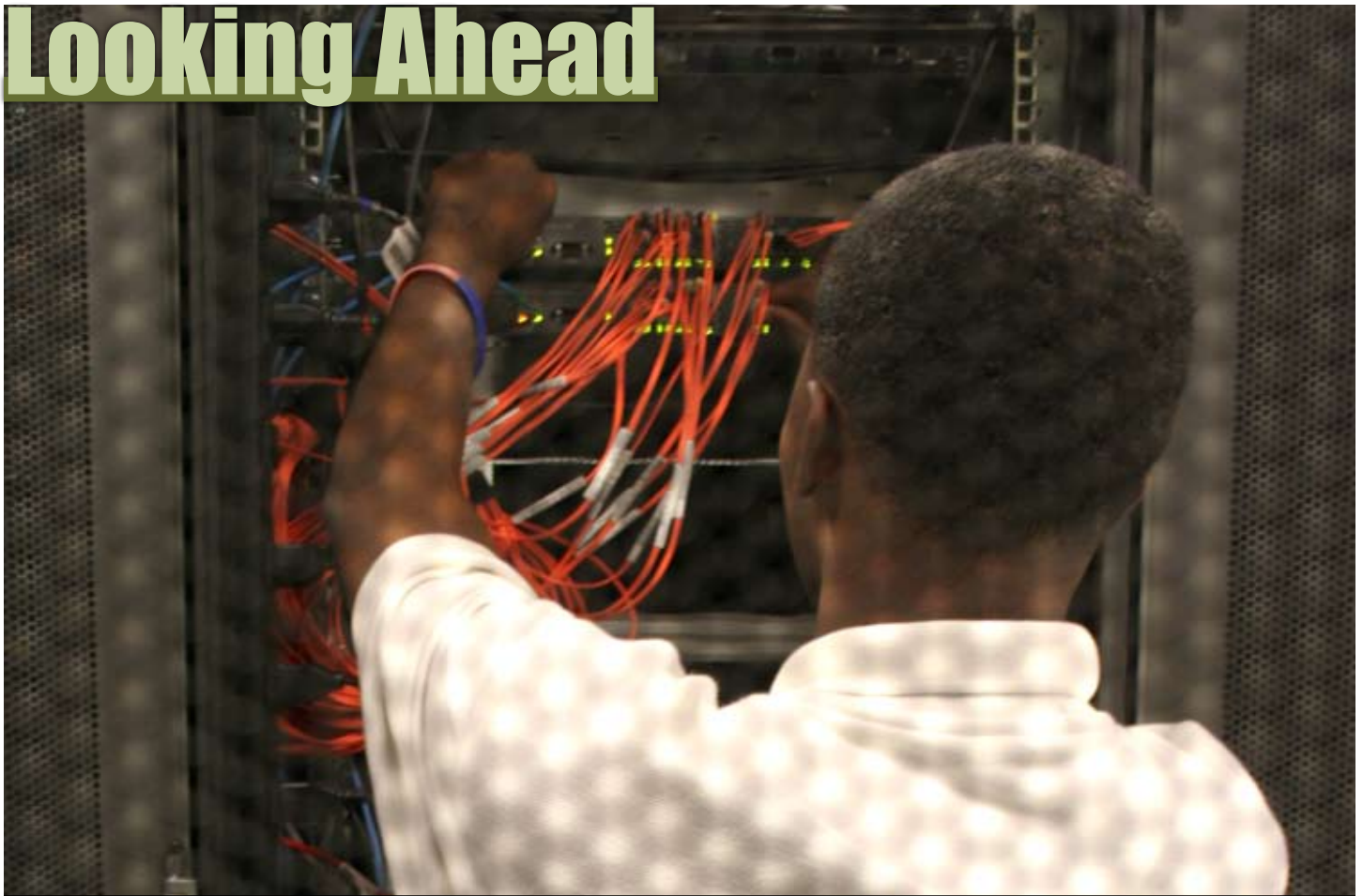
- Automated Return-on-Investment Evaluation Team – “Developed Automated Intelligent Transportation System Benefit/Cost Ratio” recognized with a plaque.

- Road Ranger Web Training Development Team – “Reduced Road Ranger Training Costs via New Application” recognized with a certificate of commendation.

- Intelligent Transportation System Deployment Team – “Reduced Incident Detection Time by Deploying Freeway Cameras” recognized with a certificate of commendation.



Looking Ahead



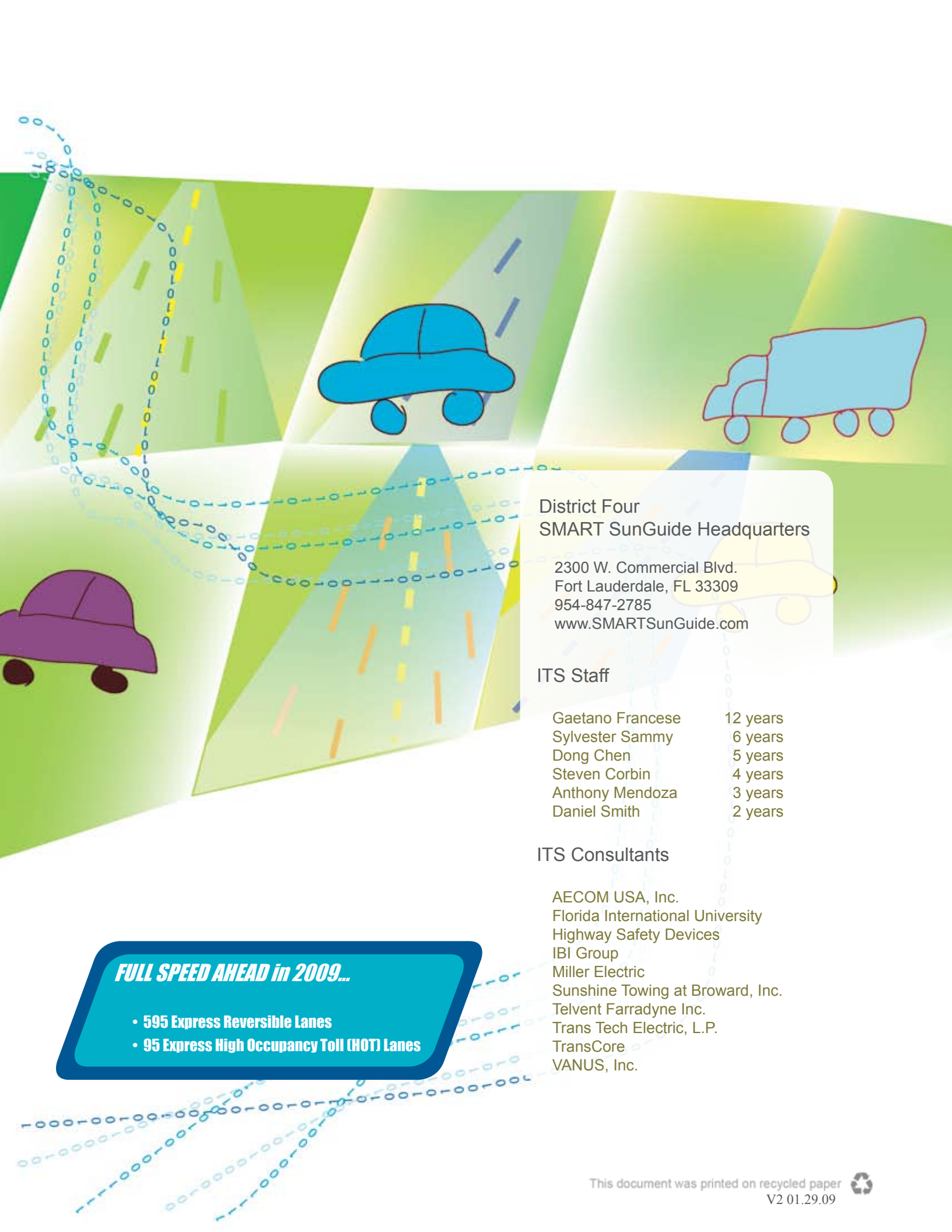
The ITS Unit is always striving to take new ideas from concept to reality; this coming year will be no different. Three areas, each with a different user group, will be at the center of our efforts in 2009:

- Increase efficiency for TMC Maintenance, Information Technology (IT) and Operations staff
- Turn data into valuable information for Traffic Operations staff
- A stream of information for our customers

MIMS will be enhanced through increased integration with the statewide SunGuide software and the addition of IT help desk functionality. With the District's ITS infrastructure doubling in size in 2008 and doubling again in 2010; a "one-stop" maintenance and IT reporting system is more important than ever. These changes will allow for better coordination, reporting and troubleshooting to ensure the highest levels of operational uptime for ITS devices and systems.

A GIS Event Mapping System (GEMS) will take the numerous data points collected by TMC staff and format it into useful and meaningful information. GEMS will enable Traffic Operations staff and other users to analyze this information both real-time and post-event to better understand incident impact to motorists, how to best utilize infrastructure and the benefits of quick clearance techniques. In addition, GEMS is the last step in collecting, analyzing and reporting the final missing data point in total incident duration.

For many years the FDOT has had regional 511 systems populated by different methods and service providers resulting in a loss of data quality and inconsistency from district to district. Over the last two years the State has been designing a new system to be deployed throughout the state and populated through the regional TMCs utilizing data already being entered into the SunGuide software. While not a new initiative, for the ITS Unit it will bring a new level of responsibility with the 511 system being populated by data entered at both the Palm Beach and Broward TMCs. The outcome of this enormous undertaking will be a higher level of service for our customers through increased data quality and timeliness.



**District Four
SMART SunGuide Headquarters**

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ITS Staff

Gaetano Francese	12 years
Sylvester Sammy	6 years
Dong Chen	5 years
Steven Corbin	4 years
Anthony Mendoza	3 years
Daniel Smith	2 years

ITS Consultants

AECOM USA, Inc.
Florida International University
Highway Safety Devices
IBI Group
Miller Electric
Sunshine Towing at Broward, Inc.
Telvent Farradyne Inc.
Trans Tech Electric, L.P.
TransCore
VANUS, Inc.

FULL SPEED AHEAD in 2009...

- 595 Express Reversible Lanes
- 95 Express High Occupancy Toll (HOT) Lanes

