

## FDOT DISTRICT TWO

Intelligent Transportation Systems Newsletter –  
June 2010  
Issue 33



Pensacola, Florida, site of  
POTUS visit June 14-15

Photo courtesy of Doenlen.com

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## ITS Announcements

**First Coast TIM Meeting  
Transpo 2010**

D2 Urban Office Training Center  
Sawgrass Marriott, Ponte Vedra

**7/20/10 10:00 a.m.  
12/12-12/15/2010**

*Please contact the ITS Office at (904) 360-5465 if you would like to participate in the meetings.*

## Notes from the District 2 ITS Engineer

The first thing I learned when joining the ITS program is that you work in the present but must always plan for the future. Some of the most valuable experiences I've had were at the ITS Florida annual events because I had the chance to share in the knowledge and experiences of my ITS colleagues. So staying in the moment, I will provide information to you on two upcoming events in the next sixteen months that will change your perspective of Intelligent Transportation Systems and the future of the program. I hope that once you finish reading this newsletter you will go on-line to investigate these events so that you can make plans to participate.

ITS Florida is co-hosting the Transpo 2010 conference in Ponte Vedra from December 12<sup>th</sup> to 15<sup>th</sup>. The other co-hosts for this event include Florida DOT, GDOT, FHWA and ITE Florida Section. The last time Transpo came to Jacksonville was in 2004 and it was a huge success for the region. Several hundred attendees learned about the latest technologies, various ITS projects throughout the nation, proven incident management techniques and plans for the transportation industry in the future.

Personally, I had the chance to examine, feel and inquire about several different ITS devices that I have now incorporated into our most recent deployments.

The various sessions also proved valuable as I learned about things like Georgia's one-way plan for hurricane evacuations, Pinellas County's effort to incorporate adaptive signal control on US 19 and Southeast Florida's ingenious incident management scheme. By the end of day three I was totally worn out from all the information acquired, however it was worthwhile since it led us to the ITS program we now incorporate in District Two. My fondest memory of Transpo 2004 was the way our region's ITS partners rallied to assist ITS Florida and the amount of participants in this event. It made me very proud to say that I am part of this group and an extremely successful Transpo event.

This year's Transpo 2010 is even more promising since I believe Intellidrive applications are just around the corner. Once this effort takes hold there will be an evolutionary approach to the way we manage traffic, deal with roadway safety issues and respond to incidents. In a nutshell, I feel we will finally reach the 20<sup>th</sup> Century with the use of technologies to save lives, money and time. Okay, I know it's the 21<sup>st</sup> Century but "one step at a time people!" This experience kind of reminds me of my first three years as an Engineer in the early 90's. At the time I worked for a division of DOW Chemical and had the chance to travel all over the country to assist several manufacturers with factory performance

### Notes from the ITS Engineer continued

issues. During this time the objective was to utilize technology to improve employee safety, increase efficiencies (i.e. save money) and decrease the amount of downtime for division processes. Low and behold, the transportation industry is finally catching up!

The other event I would like to mention is the 18<sup>th</sup> World Congress on Intelligent Transportation Systems being held in Orlando from October 16 – 20, 2011. This four-day event is expected to draw more than 10,000 participants from all over the world and will provide plenary sessions on ITS, vehicle safety technology, Intellidrive applications, Incident Management, RTMC Operations, Interagency Coordination and other lessons learned presentations dealing with our Industry.

I had the chance to attend the 15<sup>th</sup> World Congress in New York City and left with a plethora of concepts that I am now attempting to incorporate into our ITS program for the future. Participants will have the chance to examine what is being done to manage traffic overseas as well as the latest/greatest technology being delivered from the Asian sector, one of the leaders in the use of ITS applications to manage roadway traffic. The City of Orlando was a perfect selection for this 18<sup>th</sup> World Congress due to the advances they have made utilizing ITS solutions and the cooperative effort among multiple agencies. The

infrastructure in Orlando is developed enough to introduce the technologies of the future, so participants will be able to witness autonomous vehicles, wireless technology advances, Intellidrive applications and real time traffic management along some hectic roadways. I am almost certain that Disney will play a key role in this event and we are all aware of their technological capabilities (I still have nightmares about that dang Haunted House!). I can assure everyone that if you plan to attend you will not be disappointed one bit and will leave with numerous ideas on how to make our transportation system more efficient, safe and economically enhanced.

If you are interested in Transpo 2010 you can find further information at <http://itstranspo.org/>.

If the 18<sup>th</sup> World Congress is more your cup of tea then you can go to [http://www.itsa.org/worldcongress/c199/News\\_and\\_Events/Calendar/2011 ITS World Congress Orlando.html](http://www.itsa.org/worldcongress/c199/News_and_Events/Calendar/2011 ITS World Congress Orlando.html).

On a side note, if you want to learn about some Intellidrive applications then you can go to the following US DOT sponsored site for sample videos of what is to come in the future <http://www.intellidriveusa.org/library/videos/ica.php>.

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### Notes from the ITS Engineer continued

One final item to mention is that our TMC Engineering Consultant's employee, Ms. Jill Dawson, is out on her annual journey to do good things for man-kind. This year the adventure takes her to Nicaragua, where she will spend nearly the entire month of June in the mountains. Hopefully, the mosquitoes and bugs aren't so bad at those higher elevations. In any case, I hope that Jill will be able to share her experience with us in the July newsletter. Until then you will have to put up with me for the section on Performance Measures.

#### The Lighter Side

This month will be my last submittal for ***The Lighter Side*** as I intend to pass the baton to other ITS team members beginning this August. I aim to leave in a flourish by sharing my experiences with Buffy, the family's three-pound bunny ("No! Not the Vampire Slayer!").

My wife and I decided to incorporate a dwarf rabbit into the clan after several years of discussion (i.e. her little hints every now and then), so we headed to a number of pet stores in the area to find the perfect bunny. Who would have thought that this could be such a laborious task!?! After covering over 100 miles of driving we finally met "the one" at a pet store on University Boulevard in Jax.

Our interest was piqued the minute we saw Buffy "the socialite" mingling with the other rabbits in the cage and the moment she curled up in our arms. Since we both had limited experience with rabbits it was quite an eye opener once we got her home. Some of the things we quickly learned are that bunnies have very sharp teeth (my bleeding finger the first week is proof positive), they are very destructive (we've had to replace a number of base boards due to her chewing) and they produce at least half their weight in "poo" every day (O.K., this is a little exaggerated but it is a whole bunch!).

Even with these unwanted lessons the entertainment is worth every penny we've spent. Buffy now thinks she is a cat and refuses to use anything but the litter box (so much for the rabbit receptacle we bought). When we let her run around the enclosed back patio we catch her playing sneak attack on some very un-amused cats. The good thing is she is so quick that they do not have a chance to retaliate before she reaches safety. And.....she snorts at us when she doesn't get her way (Who in the heck would have thought that rabbits could SNORT, let alone have an attitude!).

Her latest adventure is to join me upstairs on Friday nights in "The Man-Cave" as I watch a couple of rented movies. At first, she thought it was a novelty

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### The Lighter Side continued

and would sneak up to the landing area about a quarter-way through the movie. She'd climb the fifteen or so wooden stairs just to sit there and wonder "what the heck is this stupid human doing looking at an electronic window for two hours?" After a few weeks she became more adventurous and discovered the second floor had carpeting (unlike the lower level which had all wooden floors). This folks is where the true entertainment begins!

At first it was a couple of ten-foot wind sprints, a hop and then a 180 degree turn. Pretty soon it became an oval track around the pool table in the middle of the room. After a month Buffy became pretty comfortable with this unique invention (i.e. carpeting) and realized she could terrorize the cats, run away, stop on the dime and return for attacks two, three and four (poor kitties!). Well, this past Friday she got another (certainly undesired) lesson and that is "if you intend to speed, make sure your brakes have been checked."

You probably guessed it by now! This past Friday she had it in fifth gear. I actually think she climbed a couple of walls to complete her 180 turn. Unfortunately, during one of her sprints I stood up to change out movies and scared the daylight out of her. She sprinted for the door (on that awesomely designed carpet!), hit the very slick, landing and made it to the first level in record time.

Let's just say that she "may" have touched three stairs at the most. I am pretty sure Buffy learned her lesson by the time I reached her on the first floor because all she did was stare me with this look that yelled out "Shut-up!!!"

The lesson gained from her experience is that if she intends to move recklessly then expect the possibility of an accident. I am thinking of putting in a red-light running camera so that I can cite her every time she picks up too much speed. This may remind her about the possible consequences that can occur if caution is thrown to the wind.

With that, I thank you for your patronage and hope we can provide more quality experiences in future tales of ***The Lighter Side***.

Pete Vega  
District 2 ITS Engineer



## Performance Measures

As mentioned, Ms. Jill Dawson is on hiatus doing good for mankind. Since June is usually a slow month no charts or graphs will be provided.

However, we should mention that the Central Office ITS team has completed an update to the Performance Measure reports that will make the information more effective and useful to all. It will be available with the SunGuide software release (Version 5) at the end of June.

These Performance Measures are very useful in that they help the ITS Program determine where it is and where it wants to be. These reports are reviewed weekly, monthly and quarterly to insure the accuracy of the data. After each review we meet with individual operators to go over the outliers that could have been caused by input errors. Once the ITS staff is certain that the data is correct we begin to investigate incidents that show an abnormal amount of clearance time.

First, Donna will contact the individual agencies to review our findings and determine what occurred, could we have handled it better, are there any additional resources that could have helped and what corrective action, if any, is being taken to avoid similar events in the future.

Likewise, Pete has asked Donna to begin adding a segment in the TIM agenda to address Performance Measures. The goal is to share this

data with TIM members, have open discussions on possible improvements and begin the process of setting goals. For instance, if it currently takes 42 minutes to clear an incident what does the team think is a reasonable target to shoot for in the future. Could 35 minutes be the goal in one year? How about 30? Once this target is determined the team can create a sub-committee that can focus on possible improvements to incident response.

The ITS staff is also using the Performance Measure data to determine how we can improve daily operations with messaging schemes to the DMS and 511 system. We have begun to track roadway speeds and volumes provided by the vehicle detectors. We will examine the peak hours, traffic queue and exit habits of vehicles to determine the next step in the program. This step will be to determine what can be done on Arterial roads to handle this traffic exiting the Interstate system.

The ITS staff feels it is headed in the right direction, however if any of our readers feel there could be additional research done by the staff then contact Pete Vega with your ideas.

## Construction

When I was given the opportunity to be the ITS Construction Project Manager I never imagined the amount of work that would be involved. This is a positive thing for me since I always liked keeping busy to make the day go by faster.

There have been a number of hurdles to overcome with the six ITS projects currently handled by our group however I am a believer that there is a solution to every problem.

The State Road 21 job is on schedule with a little more infrastructure work needed prior to installing the cabinets and cameras. The structures and arterial DMS are on order with an anticipated date of installation around mid to late August. The Clay County Traffic Engineering office located at County Road 220 is 95% complete with work from AT&T the only thing remaining. The goal is to have the State Road 21 traffic signal system interconnected to this facility through a DSL line. The project is also interconnecting to the Department's I-295 trunk line. Doing so will interconnect the State Road 15 signal system to their facility as well. The benefit is that they will be able to reduce their costs for communication to the signal systems as the deployment matures.

The State Road 15 job is still in design however some coordination effort was necessary to address the additional lanes that are being added from SR 15 northbound to I-295

southbound. PAH is the contractor for the SR 15 project and so far is within their submitted schedule. This project has some uniqueness in that it will tie into a nearly complete traffic signal system project along Kingsley Avenue. After the tie-in is complete a loop will be created for a fully redundant network. This means that if fiber is cut at any location there is still a communication path in the opposite direction.

The Philips Highway project is nearing final selection. Bids were submitted for this low bid Design-Build project a few weeks ago and a selection is pending with Miller Electric being the lowest bid. The Technical Committee must now review their submittal to determine if the bid was responsive. If the submittal is found to be responsive then the project should begin somewhere around mid-October. The benefit of completing this project is that we will have our first alternate roadway that has ITS applications available. To keep it simple, we can now notify traffic when to shift to a parallel roadway if a major incident occurs on I-95 or US 1.

The Phase VII (SR 9A northeast quadrant) and Phase VIII (I-295 northwest quadrant) are still in design with some minor modifications necessary before we advertise for SR 9A. The Phase VII project should be let in the Fall and the I-295 project next Spring. The ITS Construction staff is

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**Construction continued**

excited to begin these projects since it will show us the finish line for ITS deployments on Interstates within the Jacksonville area. The other unique aspect is the multi-agency involvement in the design of these projects. We are not only considering the needs of the Department but also those of the City, Port, Airport, Shipping Industry and Rail. Inclusive in this are the needs of Law Enforcement and Fire/Rescue.

The Phase VI project along I-95 south from I-295 to the St. Johns County Rest Area is nearly complete. The project is currently at the burn-in stage with approximately 45 days remaining before final acceptance. This project has already paid dividends to the TMC since we had our first need for a redundant path of the network in mid-June. The existing hub at Bowden Road was impacted by the loss of JEA power. Normally, all ITS devices south of there would lose communication and thus could not be used by the operators. What occurred was that the path changed to the I-295 network, utilizing the interconnectivity provided by the Phase VI job, thus communication was maintained with all the equipment along I-95.

John Kell  
District 2 ITS Construction Project Manager

**RISC (Rapid Incident Scene Clearance) Update**

We have had no activity since December 18, 2010, but our Contractors - Southern Wrecker and Recovery, LLC., Walt's Wrecker Service, John's Towing Auto and Truck Services, Inc., and University Towing and Transport, Inc. – are ready to be activated if the need arises.

**Traffic Incident Management (TIM) Update**

**ALACHUA TIM TEAM UPDATE**

The Alachua Traffic Management Team met on Wednesday, June 9, 2010, at the Gainesville Operations Office at 10:00 AM. The following agencies were represented: FHP, City of Gainesville, Metric Engineering, FDOT Traffic Operations, FDOT ITS, District 8 Medical Examiner's Office, FDOT EOC, University Towing, FDOT Safety Office, FDOT Central Office, PBS&J, Gainesville Police Department, and FDOT Maintenance. Mr. Orlando Cordero, FDOT Gainesville Operations Engineer, was introduced and welcomed to the Team. After incidents were discussed, the 2010 District 2 Diversion Routes CD was made available for all agencies. Chris Dolan gave a report on the progress of the Gainesville Traffic Management Center and advised the opening is scheduled for September 2010. Patrick Odom with Central Office advised training is in progress in hopes of meeting the guidelines for "TIM in 10". Ed Ward gave a presentation on "One Way Evacuation"

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and advised this plan will be used as a last resort and only if activated by the Governor. Ed also gave a report on the upcoming hurricane season and reported information can be obtained at: <http://tropical.atmos.colostate.edu/forecasts>.

**ANNOUNCEMENT: A SPECIAL WELCOME TO MR. ORLANDO CORDERO, F.D.O.T. GAINESVILLE OPERATIONS ENGINEER!**

**FIRST COAST TIM TEAM UPDATE**

The First Coast Traffic Incident Management will hold its team meeting on Tuesday, July 20th at the FDOT Urban Office Training Center, 2198 Edison Avenue at 10:00 AM – 12:00 PM.

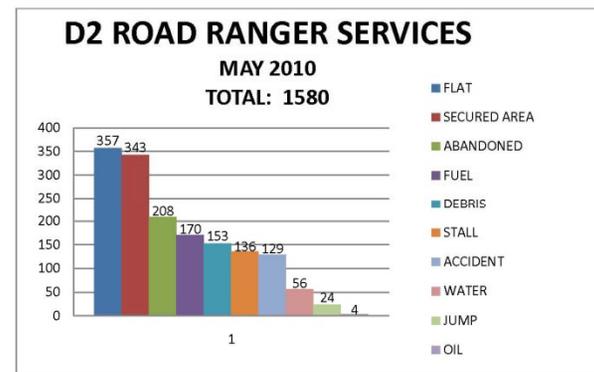
***D2 TRAFFIC INCIDENT MANAGEMENT TEAM MISSION:** The Florida Department of Transportation District Two’s Traffic Incident Management Teams through partnering efforts strive to continuously reduce incident scene clearance times to deter congestion and improve safety. The Teams’ objective is to exceed the Open Roads Policy thus ensuring mobility, economic prosperity, and quality of life.*

***D2 TRAFFIC INCIDENT MANAGEMENT TEAM VISION:** Through cooperation, communication and training the Teams intend to reduce incident scene clearance times by 10% each year through 2015.*

**Road Ranger Update**

The District 2 Road Ranger Service Patrol will begin its new contract on July 1, 2010, with First Coast Road Rangers, LLC. All eight (8) Road Ranger vehicles will be actively patrolling I-95, I-295, 9A, I-10 and J. Turner Butler. The Road Ranger Operators are busy attending training classes in Road Ranger procedures, State Law Enforcement Radio System (SLERS) and being certified in CPR and First Aid. The service area and hours will remain the same - 6:30 AM to 6:30 PM, Monday through Friday and safe tows will continue as needed. In an effort to improve communication, the Road Ranger Operators will now be using the State Law Enforcement Radios (SLERS). This equipment will assist in incident command at scenes creating a faster, safer clearance time. The Road Ranger Service Patrol Program continues to be a great asset to our District 2 Traffic Incident Management Program and we look forward to starting our new contract.

Donna Danson  
District 2 ITS Operations  
Program Manager



## Maintenance

During the month of June the ITS Maintenance Office hit a stretch of bad luck due to the amount of lightning in the area. Extended power losses were the cause for many of the problems, however the staff is pursuing the use of technology applications that can immediately restart the devices when power returns.

Approximately 10% of the CCTV cameras, 15% of the DMS and 30% of the vehicle detectors were impacted by lightning or power outages in mid-June. Fortunately, most of the work was minimal in nature and is being addressed with our Transportation Engineering Research Lab (TERL). The permit has finally been approved by the City of Jacksonville for a directional bore along Lane Avenue to connect our Jacksonville Maintenance office to the ITS network. Once TCD completes this task the Maintenance office will be able to access the SunGuide software to view DMS information, traffic conditions and will have control capability over the CCTV cameras. We believe these features will pay huge dividends to their staff when responding to roadway incidents, as well as with monitoring the performance of their contracts. After the City completes the installation of their CCTV cameras along arterial roads the Maintenance office will be able to track the performance of permitted work and their maintenance of traffic.

TCD has several work orders pending to splice the City of Jacksonville Traffic Engineering office into the ITS network. There are approximately ten interchanges that will be interconnected by July 1<sup>st</sup>, thus initiating the final stages toward mutual agency cooperation for traffic management systems in Jacksonville. Also, TCD will begin to receive work orders for bringing on additional interchanges and interconnectivity to the Jacksonville Transportation Authority so that they can utilize our fiber trunk line to communicate with their infrastructure/buses.

Another effort being undertaken by the ITS Maintenance staff is the installation of 511 static signs along the Interstate system. District Four has placed signs along I-95 to remind motorists to call 511 for traffic information and it has proven to be a huge success. Since District Two feeds off lessons learned we felt the same could be achieved in the Jacksonville area. Approximately fifty-five signs will be installed on the existing ITS infrastructure (i.e. detector or CCTV poles) with the goal of reminding motorists about an essential tool that could be used in their daily commute. The work should be completed by the second week of July.

Final preparations are being made for the installation of the DMS that was knocked down

**Maintenance continued**

along I-10. It's been a unique effort trying to plan, design and schedule this work around the existing construction project that is widening this section of I-10. Likewise, the DMS manufacturer was pretty busy and has been slow to respond with delivery of this unit. As soon as we receive clearance from the I-10 Construction Project manager final preparations will be made to complete this assignment.

Kevin Jackson  
District 2 ITS Field Specialist



One of ITS devices' worst enemies

**Marketing**

June 1<sup>st</sup> marks the start of hurricane season, and a number of corporations in and around the Jacksonville area host annual hurricane preparedness expos for their employees. Again this year, our 511 Marketing Team had the privilege of attending several of these events. We take very seriously our role in educating the motoring public about our 511 system and in the event a hurricane hits close to home, we'll be ready. We're proud to be partnering with First Coast Service Options (a subsidiary of Blue Cross Blue Shield), Sea Star Line, Lender Processing Services and the US Army Corps of Engineers (offices located in the Prudential Building downtown).

At these events, we were joined by several other emergency organizations such as the Department of Financial Services, the Coast Guard Auxiliary, the National Weather Service and the American Red Cross just to name a few. Jacksonville's finest are assembled and ready for action, should the need arise. Standing shoulder to shoulder with such dedicated service men and women gives me peace of mind, knowing my family will be in the best of care as we prepare for the 2010 hurricane season.

Sherri Byrd  
511 Marketing Manager

## North Florida TPO Update

The ITS Office is continuing to focus on the North Florida Transportation Planning Organization (NFTPO) funded projects for the local agencies. All fiscal year 2010 equipment has been ordered and distributed to their respective Traffic Engineering offices. The team is targeting completion of all this work by the 2010 holiday season. In mid-July, the ITS office will continue this effort by ordering fiscal year 2011 equipment for St. Johns and Duval County. Projects that are pending are US 1 in St. Johns County (from SR 207 to SR 16), Baymeadows Road, Atlantic Boulevard and the Road Weather Information System (RWIS) project for a number of Northeast Florida bridges.

Staying in tune with RWIS, the Department's Central Office invited this region to participate in a pilot project with NOAA for wind sensors on many of our bridges. This will tie into the existing funding being provided by the NFTPO and will enhance our effort to capture additional bridges. The Central Office project involves using NOAA's numerous satellites to capture the data and send it to a selected network. The benefit is that it significantly reduces the costs for communication efforts and centralizes it into a network that can be shared statewide. Preliminary discussions are being held in July to coordinate the funding from several agencies with the goal of starting the first deployment in August.

The benefit of this RWIS project is that Law Enforcement will now have real time information on wind speeds for high profile bridge structures. This will enable them to distribute officers more efficiently while allowing the decision making process to be centralized at the command center. The greatest challenge has been to determine when to close the bridges but with this capability we can now track the increase in wind speeds, develop staffing assignments and send officers to where they are most needed. The key goal is to avoid impeding traffic by closing down the bridge until it is absolutely necessary, keeping in mind that these become major bottleneck areas when this situation occurs.

The NFTPO is also working on an update of the Northeast Florida region's ITS Master Plan. It has been about five years since the initial effort was completed so this is a good time to evaluate the accomplishments as well as the needs. The objective is to get the data necessary to plan for the future, so the NFTPO System Manager has been tasked with gathering up and editing the fiber infrastructure map developed a few years ago. Once this map is updated the region can determine where to deploy, reduce costs and fulfill interagency needs.



## Operations

On June 14<sup>th</sup> and 15<sup>th</sup> The President of the United States visited the Panhandle to view firsthand the creeping destruction from the BP oil spill. Pictures of President Obama inspecting the beautiful, white sandy beaches of Pensacola, tarnished with oil was national news. Behind the scenes the State was at work. Road closures and detours required a coordinated, multi-agency response.

The coordinated effort was a success and showed the power of solid relationships and what team work can accomplish. Detours were handled by FHP, Gulf Breeze Police Department, Pensacola Police Department and the Escambia County Sheriff's Office. Information was posted on 511 by the Transportation Management Center in Jacksonville who communicated with Traffic Ops in Districts 2 and 3 and the District 3 PIO.

Last minute changes to the President's itinerary kept all agencies on their toes but solid lines of communication prevailed and information remained up to date and closures running smoothly. Special thanks to Chad Williams, Mark Nallick, Tommie Speights and Vic in FDOT D3, Captains Fleming and Tripp of FHP, Penny Kamish of SmartRoute and Pete Vega and Donna Danson of FDOT D2. Their work shows that even with hundreds of miles of distance the work could get done efficiently with previously established relationships and policies in place.

On the local front.....

Before summer traffic settles in the TMC numbers remained similar to March and April's. The total number of events stayed consistent around 2,200 but we saw a big jump from April to May in lane blocking events going from 281 to 364. The roadways continue to be patrolled by the Road Rangers Monday through Friday 630am to 630pm. This past month they assisted with 1485 events!

Without ITS devices outside of Jacksonville (and parts of Jacksonville) the TMC depends on FDOT and FHP personnel to give us traffic information reports. You can reach our 24/7 line at (904)301-3700 extension 122 or our work day line at (904)360-5465. You can now also leave feedback on the Next Generation 511 system about road conditions and bugs you may find in the system that is relayed to our operators in real time.

Remember: **Know Before You Go!**

**Dial 511 or go to [FL511.com](http://FL511.com)**

Ryan Crist  
Senior TMC Supervisor

**Spotlight on...Michelle Warren**

**Talk about your upbringing – where were you born / raised?**

I was born in Mississippi to a large family. I had 7 other siblings, so getting my mother's attention became a daily quest. I was a tomboy of sorts. I liked frogs, bugs and other unsavory creatures. My parents moved to Florida when I was five years old. (The wheel had not yet been invented.) I was raised in Jacksonville. My favorite place in the world is the beach. I have many fond memories of childhood days spent on the boardwalk in Jacksonville Beach with my family.

**Early Career and/or brief job history:**

Well, back when pterodactyl still flew overhead, I knew being a stay at home cave woman was not the life for me. I wanted to be a DJ, so I started out in clubs and later progressed to radio.

Eventually I wound up hosting a teen dance show on cable television in Orlando. I have always known that I would be entertaining the masses. I was a showoff as a child. My mother thought I should be a comedian. My days as an entertainer are long gone now, but I enjoy putting my voice on the radio for traffic reporting. Kind of like the U.S. postman, I will travel through sun, rain, sleet, volcanic ash and dead squirrel to give an accurate report for people to drive to and from work in.

**Job Description – your role in transportation:**

I'm a Traffic reporter. I am getting the hang of this daily. I see some lovely sunrises and sunsets. I am mostly a patient person, but driving in rush hour traffic sometimes tests me. I also do some marketing for 511 traffic information which includes, but is not limited to, talking to lots of strangers who want to spin the prize wheel. Honestly though, I love doing both of my duties as I am a people person.

**Do you have any funny stories relating to your career? Such as a foot-in-mouth moment or a bad day at the office story?**

Funny you should ask! I was doing some marketing for 511 traffic information just the other day and noticed a young boy leaning on the vendor table with an adult beverage in his hand. I abruptly asked this seemingly young boy if the drink was his, and he replied with a smile, "yes." I immediately told him that he should throw the bottle away. Well, his much older friend asked me why, and I replied "Because he is far too young to drink." To which the friend replied "SHE" "is 23!!!" ....I died!

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## Spotlight on...Michelle Warren continued

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

"Make sure you walk your dog before bringing him on your boat." A dog lifting his leg downwind while you're traveling 40 mph can be quite devastating!...(yes, it happened to me!)

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

Live, Laugh, Love

### Any job related awards or special recognition you've received?

I won a cake walk in second grade.

### Describe a 'defining moment' in your career or personal life.

When I sat down to interview the singer/song writer John Secada I thought to myself, "Wow I am so lucky! I get to speak to my favorite singer (at the time) and get paid for it! This is the life for me."

### Tell us a little about your family.

I am married to a great guy. I have 3 beautiful daughters and two gorgeous grandsons. We are all very close. We love to spend time together.

On Sundays we all get together and go to church and eat lunch afterwards. I love my family!

### Do you have any hobbies?

Recently I have become addicted to the "art" of photo shopping. If you don't believe me, just look at the picture of me. I shaved off 20 years in a few short moments! Ha ha!

### Favorite vacation spot?

Any of the Florida Keys. I love to fish, skin dive, eat good food and enjoy all that the Keys have to offer.



Michelle Warren, one of the newest members of our team..picture courtesy of her favorite hobby!

## Photo Gallery

From Jill's travels came the following missive a week into her journey; ***“Hey everyone, just wanted to let you know we’re safe here. The weather is breezy and not too hot. But the mountains are a bit steep. Tomorrow we’re doing our ministry in the coffee plantations, we’re going to wear tennis shoes, with skirts, yikes! The surrounding mountains are so beautiful. I have so many photos already.”***



Editor's "guess" of Jill's Nicaraguan locale. We'll see if I'm right next month!



Blue Cross/Blue Shield Hurricane Expo

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[www.fl511.com](http://www.fl511.com)

TMC Desk at FDOT **360-5465** Mon-Fri 6a-6p  
 TMC Desk at FHP - **\*FHP (301-3700) x 122** -24/7/365  
 Penny Kamish, Project Manager  
 Ryan Crist, TMC Lead Supervisor  
 John (Sean) Wilcox, TMC Supervisor  
 Jason Summerfield, Network Manager  
 Santos Morin, TMC Assistant Supervisor  
 Derrick Odom, TMC Assistant Supervisor  
 Sherri Byrd, 511 Marketing Manager

**D2 Day Operators**

Jesse Gilmour  
 Jessica Lakey  
 Adam Page

**D2 Night & Weekend Operators**

Jason Evans  
 David Rolfe  
 Rebecca Reid  
 Tyler Sowers

**D3 Day Operators**

Santos Morin  
 Adrienne Catapano  
 Jessica Vazquez  
 Ed Capps

**511 Probe**

Sherri Byrd  
 Michelle Warren