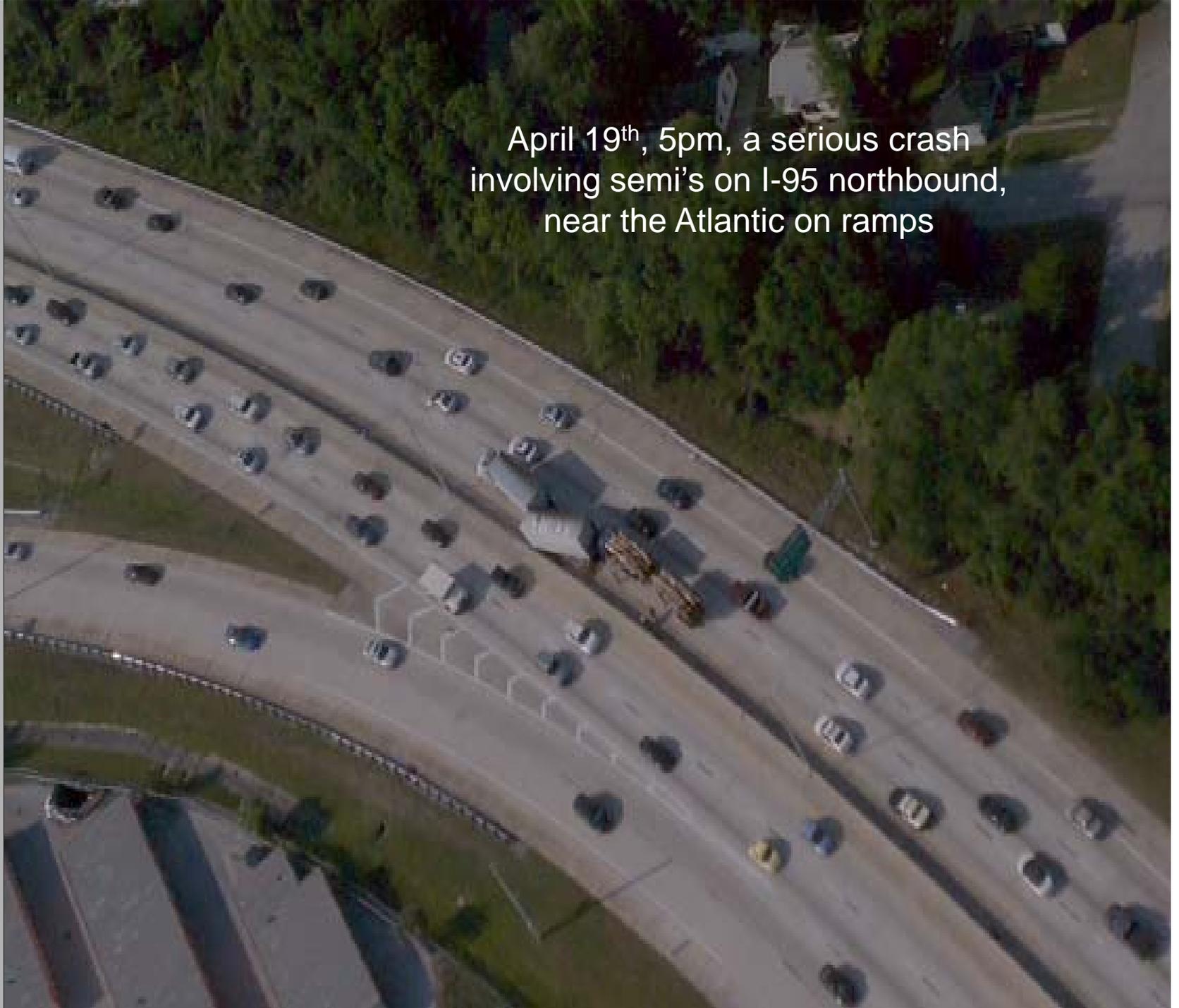


## FDOT DISTRICT TWO

Intelligent Transportation Systems Newsletter –  
April 2011  
Issue 42



April 19<sup>th</sup>, 5pm, a serious crash involving semi's on I-95 northbound, near the Atlantic on ramps

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## ITS Announcements

|                                   |                            |                  |
|-----------------------------------|----------------------------|------------------|
| <b>First Coast TIM Meeting</b>    | District 2 Training Center | 05/17/2011- 10am |
| <b>ITS America/World Congress</b> | Orlando, Florida           | 10/16-10/20/2011 |

*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 month of April was a period of adjustment for the ITS staff as we transitioned further into the operational mode of doing business. The Road Ranger Smart Phone application is up and running, with phenomenal benefits to TMC operations staff. Radio and phone traffic has been reduced by over 70% as communication for incident/motorist assists are now handled electronically. There are still some minor “hiccups” to overcome and future enhancements that will make the system even better but overall the entire team is ecstatic with the results experienced after one month of use.

The week of April 10<sup>th</sup> to 16<sup>th</sup> was National Telecommunications Week. FHP hosted a luncheon at the Jacksonville Regional Communications Center (JRCC) to recognize the tremendous support and dedication that Duty Officers, Supervisors and TMC staff provide to all Law Enforcement Agencies. The luncheon included giving out Certificates, Years of Service pins and prizes to many of the staff. The theme of this year’s luncheon was a Mexican “Fiesta” that included all sorts of food delicacies from south of the border. (see photos in our photo gallery)

It is difficult to put in plain words just how important the staff is at the Jacksonville Regional Communication Center. Each and every day these employees are challenged with handling

events involving life altering circumstances.

Their job is to perform to perfection during each event because an officer or motorist’s life may be at stake. From what I’ve witnessed, the pressure is immense on these personnel yet their calm and cool demeanor show otherwise.

I recall the time that I visited ITS staff at the JRCC during a very bad storm day for all of North Florida. When I walked through the doors it felt like I was on the floor of the Stock Exchange. You see, the staff at this facility not only deal with situations in Jacksonville but also handle events as far as Ocala, Palm Coast and Madison County. It was amazing to see the communication process occurring while maintaining a level headedness I could never achieve. From accidents to car chases to motorist assistance, this group handles it all with a cool demeanor no matter what the circumstance. Credit should definitely go to the past and current leaders of this group; Keith Gaston, Urana Harris, Maritza Gonzalez and Grady Carrick.

This month is also exciting in that we plan on selecting the Phase VIII contractor prior to the end of the month. This project along the northwest quadrant of I-295 is critical to the program since many warehouse facilities located

Notes from the D2 ITS Engineer continued

near this section of road and trucking companies use this corridor on a daily basis. It is a four lane section of interstate, thus response time to incidents becomes more critical with the possibility of losing 70% of the roadway capacity to a one-lane closure event. It seems to me that there is never a “minor” incident in this part of Jacksonville no matter what time or day of the week.

On April 29<sup>th</sup> it is anticipated that the Bluetooth contract will be “open for business” and purchases can begin the first week of May. The North Florida Transportation Planning Organization provided funding to deploy this technology throughout the Northeast Florida region. In advance of this possible purchase we asked the vendor to provide a demonstration of the components to get a better feel on any deployment issues. To our surprise, the process was simple, quick and as easy as setting up a Wi-Fi system in your home. Of course, there will be some integration issues to deal with involving the ITS network but overall it is a proven system that is currently being used in several locations throughout Atlanta.

Many of you may have heard about the financial challenges that Florida will be facing over the next few years. The budget talks in Tallahassee are heated but with the best thoughts in mind for the citizens of Florida. As part of the cut-backs, Central Office ITS had to trim the budget over the

next three years by approximately \$70 million. I admit that there was some major concern amongst the staff on the impact it would have to our ITS program but Central Office came through with a plan that minimizes the effect on daily operations. The major loss will be funding to replace existing equipment for the next several years. With this knowledge in hand I have asked staff to begin collecting all the bandages, super glue and duct tape available to keep things working a couple of extra years (I am joking of course!). Instead, we’ve reviewed equipment performance and have a plan in place to not skip a beat until our financial situation improves in the coming years.

On a final note, I want to thank all of our TIM partners for a great first quarter in 2011. Each day I notice significant improvements gained from “lessons learned” that benefit the motorists in our north Florida region. I feel everyone on the team understands the impact that an incident can do to traffic, including the possibility of secondary accidents that involve more severe injuries and damages. With common goals in mind I anticipate a tremendous improvement in response and roadway clearance times for the rest of the year.

Pete Vega  
District 2 ITS Engineer

## Performance Measures

More than a month has passed since the Smart Phone Application for Road Rangers (SPARR) went live. The most evident change that SPARR has caused in the performance measures is to the total number of events and activities performed by the Road Rangers. Before SPARR, there was an average of about 550 events and 550 activities performed by Road Rangers each week, but after SPARR those averages jumped to 850 and 1300 respectively. So how did SPARR cause this sudden spike? Previously, the TMC operators were responsible for entering information regarding all events including the activities performed by the Road Rangers as well as the arrival and departure time of responders. In addition to these and other tasks, the operators had to coordinate with the Road Rangers via radio.

This means that there were often a few Road Rangers voicing information via radio regarding events of low urgency while the operator would be in the midst of managing a major incident. When several events are occurring simultaneously, which is usually the case, the event of more urgency takes precedence and information regarding the other events is entered when the more urgent event is not requiring the operator's attention. Due to this circumstance, some information about the less urgent events was often lost. In fact, apparently some of those events were never even created, based on the huge difference between the total numbers of events before and after SPARR

was being used. Now that the Road Rangers are able to create events and enter information in SPARR, all events are being entered and items such as the activities performed by the Road Rangers are more accurate.

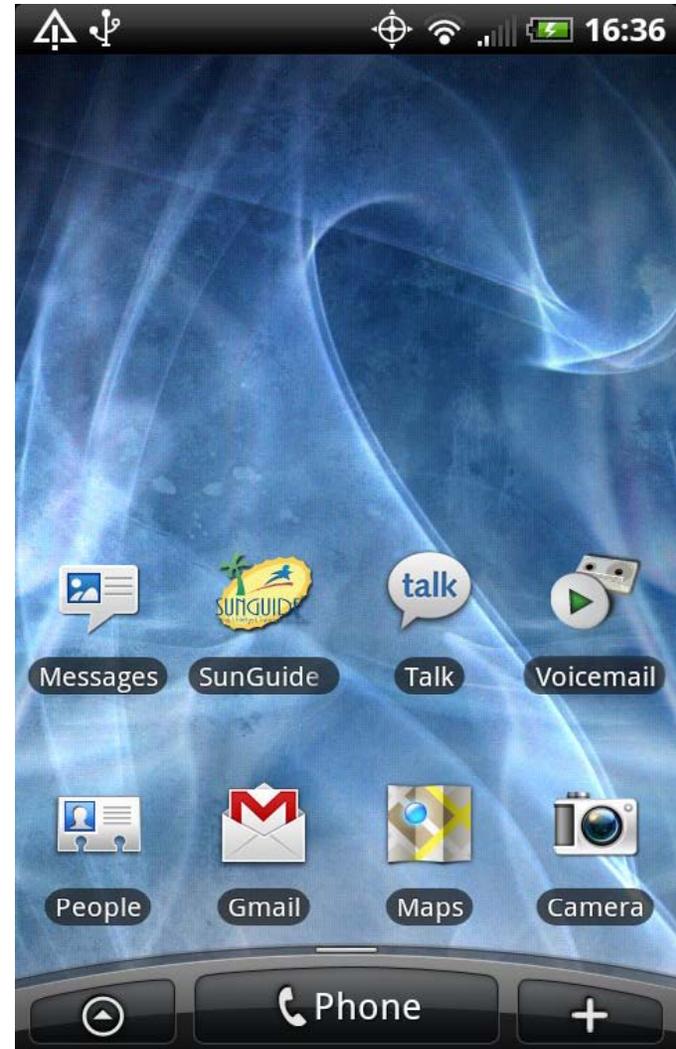
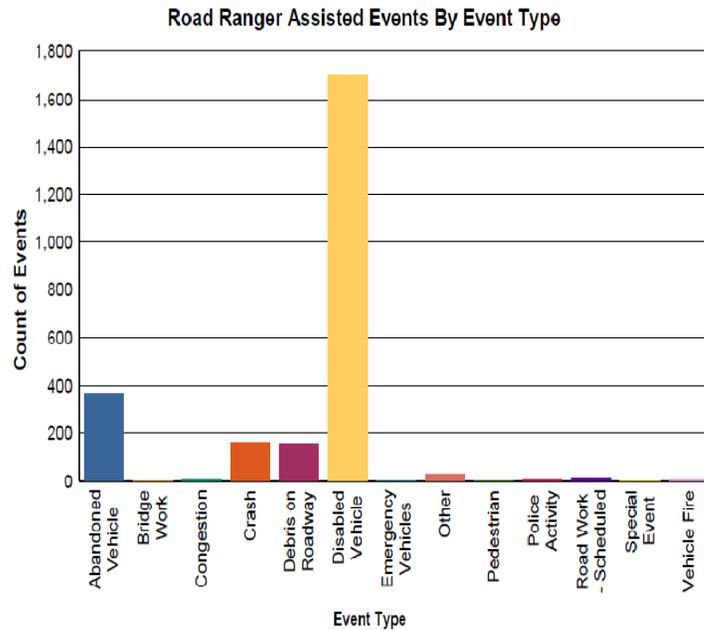
For example, the Road Rangers use the vehicle message sign board (VMS) at most events and yet in the 30 days before SPARR was deployed the records showed the VMS board was used only 164 times even though the Road Rangers responded to 1,299 events during that time period. Conversely, in the 30 days after SPARR was deployed the VMS board was reportedly used 1,616 times which is nearly 70% of the events with Road Ranger response. This paints a much more accurate picture of what is really happening in the field.

The implementation of SPARR has not shown an effect on the duration times or clearance times in the performance measures report. This is primarily because the events included in that performance measures report are only lane blocking events. Since these events are typically more urgent, the information about them is often entered as accurately as possible. Also, most events that Road Rangers respond to are not lane blocking events, as the following chart shows. Additionally, SPARR was created to streamline operations with a view to more accurate performance measures. It is not a tool that would greatly affect incident duration time since it is merely a communication

**Performance Measures**

device. SPARR has proven to be a valuable communication tool and has accomplished its goal to a degree beyond expectation. As Road Ranger Hugh Becca said, "I love it!"

Jill Dawson  
Metric Engineering

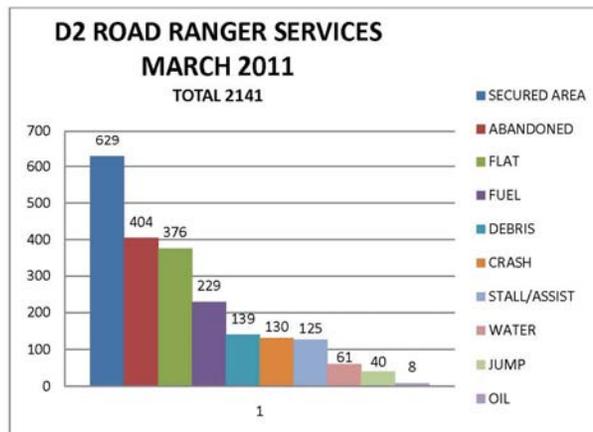


SPARR Home Screen

### Road Ranger Update

March 2011 was a busy month for the District 2 Road Rangers proven by the 2141 stranded motorists assisted. Our Road Rangers continue to be a great asset to our Traffic Incident Management Program. The Traffic Management Center and the Road Rangers are communicating through the Smart Phones to record all information when aiding motorists and assisting with incidents. Soon the Ranger Operators will no longer manually record information as this information is being sent to our Traffic Management Center via a SunGuide application installed on their phones. This will expedite time spent on scenes and create a safer environment.

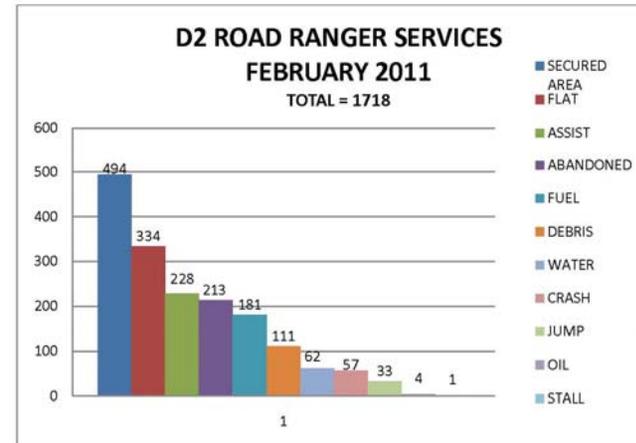
Donna R. Danson  
 FDOT District 2  
 ITS Operations  
 Program Manager



### RISC – RAPID INCIDENT SCENE CLEARANCE – UPDATE

Greatly assisting in our traffic incident management the RISC Program was activated again on April 4, 2011, by FHP to clear an incident on the Dames Point Bridge. At 12:09 PM all north bound lanes were closed due to a garbage dump truck overturning when attempting to avoid another vehicle spreading debris across all travel lanes. RISC Contractor Walt's Wrecker Service responded and was on scene in 29 minutes and completed the cleanup within 61 minutes after given the notice to proceed. Again we were successful in meeting our First Coast *Local Open Roads Policy*.

THANKS TO ALL RESPONDERS AND WALT'S WRECKER SERVICE FOR THE EXCELLENT TEAM WORK.



**Traffic Incident Management (TIM) Update**

**ALACHUA TIM TEAM UPDATE**

The Alachua Traffic Management Team met at 10:00 AM on April 13<sup>th</sup> at the Gainesville Operations Office, 5301 NE 39<sup>th</sup> Avenue. The following agencies were represented: FDOT EOC, FDOT Central Office TIM/RR, FHP, Atkins, Smart Routes System, Metric Engineering, University Towing, AAG Environmental, City of Gainesville Traffic, FDOT Maintenance, and FDOT ITS.

After all agency reports were given, team members thoroughly debriefed several incidents occurring within the last two months. Bruce Strickland gave a detailed report of the I-75 incident involving the lane closure due to the overpass damage.

Because of the commendable TEAM WORK by all agencies involved, this incident was handled swiftly with the interstate opening in just 21 days – 3 days ahead of schedule.

SPECIAL THANKS TO THE ALACHUA TRAFFIC INCIDENT MANAGEMENT TEAM FOR THE OUTSTANDING TEAMWORK!

**FIRST COAST TIM TEAM UPDATE**

The First Coast Traffic Incident Management Team will meet on May 17<sup>th</sup> at the FDOT Urban Office Training Center, 2198 Edison Avenue. This is a busy time of the year - hurricane season, fire possibilities, etc., so attendance is important.

*District 2 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.*

*District 2 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.*

Donna R. Danson  
 FDOT District 2  
 ITS Operations  
 Program Manager



## Construction

The Phase VII Project, on SR 9A between the SR 9A/I-95 Northern Interchange and Atlantic Blvd, is at 10% contract time. The Contractor has been submitting his products for approval and will begin “turning dirt” within the next few weeks. The Contractor has been given approval to have a lay-down yard for his materials at Alta Drive and is looking for a location for an office trailer. Construction activities will soon be picking up pace and you will be seeing crews installing conduit, pull boxes and device poles very soon!

The Phase VIII Project, I-295 between I-95 and I-10, had its bid opening on April 27<sup>th</sup>. Currently, we are going through the contract award process and should be able to formally announce the winning contractor within the next few weeks. This project will complete the ITS System around the I-295 loop on the west side of Jacksonville. Construction of this project should begin in early summer or late fall and has a contract duration of 400 days.

The Phase IX Project Designer is currently working on the 90% Plan Submittal. The project limits are on SR 9A between Atlantic Blvd and the Southern I-95/SR 9A Interchange. This area of Jacksonville expects heavier traffic volumes over the next several years with the growth of the residential developments to the south of the corridor and the addition of SR 9B. The construction of this project

will be an important factor in reducing the congestion that this growth is expected to cause. This project is the last of the major freeway ITS projects that are currently funded in District 2.

The US 17 Project, with project limits from Collins Road in Duval County to Creighton Road in Clay County is nearing completion of construction activities. The project has installed Arterial Dynamic Message Signs and CCTV cameras along US 17 throughout the project area. It is anticipated that the project will be in the testing and warranty stages by the end of April. The project team continues to work together to minimize issues and keep the project on track.

The US 1 Project from just South of SR 9A going north into Jacksonville has been awarded to American Lighting and Signalization. This project is currently under design and has a contract duration of 400 days. The project will install Arterial Dynamic Message Signs and CCTV cameras along the corridor in an effort to minimize traffic congestion in the area by allowing for enhanced signal timing, faster alerts to responding agencies and improved information dissemination via ADMSs to the traveling public.

John Kell  
District 2 ITS Construction Project Manager

## North Florida TPO Update

The projects funded by the North Florida TPO are in full motion with completion of the State Road 21 project and near completion of the State Road 15 project. Weekly coordination with the City of Jacksonville continues as we integrate their fiber infrastructure on arterial corridors with the Department's main trunk line on the interstate. Don Fullerton has his staff installing CCTV cameras as their schedule permits thus enabling the TMC to view traffic conditions that intersect the interstate. This is a critical addition to our ITS network since we can now determine when arterial traffic conditions degrade, thus creating traffic tie-ups along the interstate.

For the State Road 21 project one of the goals was providing access to arterial dynamic message signs and CCTV cameras to the Clay County Sheriff's Office dispatchers in Green Cove Springs. A sub-station on State Road 21 is connected to their Green Cove Springs office, so we are currently in the process of interconnecting networks with an anticipated completion date of May 6<sup>th</sup>. Once this task is finished the County will have personnel monitoring traffic conditions along State Road 21 and State Road 15 twenty-four hours per day and seven-days per week.

As mentioned earlier, the Bluetooth contract should be ready for us to begin purchasing

the first week of May. Once installed, local municipalities and the Department will have real-time information on roadway traffic speeds, travel times and origin/destination data. The initial investment made by the North Florida TPO will allow for the deployment of Bluetooth technology along several hundred miles of roadway. This information will be available to all local agencies and the general public via a direct data feed, a web based browser application and a public web-site. The key benefit will be the ability to track the performance of arterial corridors on a daily basis, thereby allowing the team to troubleshoot areas impacted by malfunctioning equipment and/or out of date signal plans.

As for the Road Weather Information System project, specifications are nearly complete and advertisement is expected the first week of May.

Since the Traffic Engineering Research Lab removed this device from its Approved Product list last Fall it was up to the District to develop specifications for the product. The team is utilizing some data collection specifications developed by the National Oceanic and Atmospheric Administration (NOAA) to purchase equipment that was compatible with their program. We hope to complete the purchase of all the necessary products by the middle of June.

## Maintenance

It's been a busy month for our maintenance staff and our maintenance contractor, TCD. This month, the team was handed over maintenance for the I-95 Phase IV Section of the ITS System from the original contractor, Florida Industrial Electric, who had been responsible for maintaining this section for the past four years. With our maintenance team now maintaining this section of the System, the Phase IV sites will now be included in our Preventive Maintenance program.

One of the original Dynamic Message Sign locations, I-10 EB east of Chaffee Road, has been without its DMS sign board and structure since December 2008 when an unfortunate accident took down the structure and claimed the life of the truck driver who was involved in the crash. This accident occurred within the construction zone of the I-10 widening project, thus replacement of the sign was delayed until work within that area was completed. A few weeks ago, TCD installed the new foundation for the sign that will replace the one that was destroyed. We hope to have the structure and new sign in place in the next month or so, just in time for Hurricane Season!

In addition to our team's normal maintenance duties, we also handled some minor construction activities. TCD interconnected fiber optic cable on Atlantic Blvd, Airport Road and Bowden Road.

These fiber optic cables link the City of Jacksonville's existing network on the arterial roadways with fibers that have already been allocated to the City on the Freeway ITS System. By making these connections to the arterial roadways, the City now has multiple redundant paths for communicating with devices in different areas. This redundancy will allow the City's network to stay up and running if a "fiber seeking" excavator happens to hit one of the City's fiber lines. It will also allow the Department to access their CCTV cameras along these corridors, thus enabling the TMC staff to manage interstate traffic throughout the City.

The maintenance crew assisted with some minor work in Clay County. This work consisted of connecting the Clay County Sheriff's sub-station facility to the recently completed State Road 21 Advanced Traffic Management System (ATMS). This access will allow County Sheriff's personnel to control the CCTVs on State Road 21 to monitor the roadway for traffic congestion and incidents. This information can then be posted on the arterial dynamic message signs to warn motorists of any upcoming delays or incidents, as well as allowing proper coordination to occur with our TIM team partners to clear any incidents quickly and efficiently. This connection has the added

## Maintenance continued

benefit of now providing 24/7 local operations for the State Road 21 corridor, since the existing connection to Clay County Traffic Operations did not allow for off hours and weekend operations.

Our maintenance group continues to test new devices, which may be used during the construction of the Phase VII Project. Some of the devices being tested include CCTV cameras, network switches and media converters. The maintenance group is eager to utilize some of these new devices out in the field to see if they outperform and outlast the devices that have been deployed on projects in the past. Our Team will analyze the performance of these devices, ease of use, and also reliability. These three factors are the keys to having a consistently functional system with few failures.

Finally, the ITS Maintenance group, TCD and our consultant Metric Engineering, have been looking into the feasibility of using wireless communications to create connections that cannot be made with fiber optic cable at this time. One of these connections is in St. Johns County. The Maintenance Section is currently looking at a way to communicate with the CR 210 wireless network that St. Johns County set up at several of their intersections. Currently, personnel have moved a wireless trailer to the

CR 210/I-95 Interchange so that we can receive the wireless communications from the CR 210 network. TCD has also installed a wooden pole between CR 210 and the Rest Areas located north of CR 210.

As a proof of concept, we are going to install wireless repeaters on the wooden pole and use the trailer and these repeaters to communicate back to a wireless antenna that is installed on the Dynamic Message Sign located just south of the NB Rest Area. In the end, we hope to establish a basis for utilizing wireless communications that can provide an additional medium for sharing video and data. This medium can then be used in other areas where fiber optic cable installation is not feasible.

Kevin Jackson  
District 2 ITS Field Specialist



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

## Operations

For the past several months the Transportation Management Center has been using an INRIX website to monitor traffic flow in areas where there are no ITS devices deployed. This tool was made available by the I-95 Corridor Coalition. From their information page:

***The I-95 Vehicle Probe Project is a groundbreaking initiative providing comprehensive and continuous travel time information on freeways and arterials using probe technology. A collaborative effort among the Coalition, University of Maryland and INRIX, the vehicle probe system fuses data from various sources to present a comprehensive picture of traffic flow.***

***The initial coverage area (providing vehicle probe data for more than two years) of approximately 1,500 centerline freeway miles from New Jersey through North Carolina has been expanded to more than 4,700 centerline miles and includes the entire limited access road network in New Jersey, and the entire interstate systems for North Carolina and South Carolina and sections of Florida.***

INRIX has been invaluable to our operations as it works as a notifier and to confirm ongoing events. It is also used to monitor congestion tails providing rural Northeast Florida with more accurate timely data via the 511 phone system and website.

Coming soon, a new version of SunGuide will be deployed and it will have the INRIX data available on the SunGuide Operator map and more importantly, it will provide travel times for the entire length of I-10 and on I-75 expanding near Tampa all the way north to the Georgia State Line! 511 users that travel those corridors will be able to judge their route based off travel times that will soon be provided.

We continue to see jumps in numbers as more tools have been made available to the TMC streamlining our efforts. For March the TMC worked 3,281 events. Of those events 518 had a lane blocked. The Road Rangers assisted on an astounding 2,155 events! As you can see we remain busy.

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 the story above and **“Know Before You Go! Dial 511”**.

Ryan Crist  
TMC Lead Supervisor

**Spotlight on... Ben Brown**

Meet Ben Brown, FDOT District 2 511 Feedback Operator.

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

I was born and raised in Jacksonville mostly on the Westside. I graduated from Bishop Kenny High School.

**Early Career and/or brief job history:** I have done a lot of different jobs from being in the US Air Force to politics to working for the Japanese government. My career path touches a lot of different industries.

**Job description - your current role in Transportation.**

511 Feedback operator. I listen to calls to 511 and relay the info to the various districts in Florida. The main objective is to make sure that the districts and motorists have the most up to date traffic info.

**How long have you been at your current job?**

About a week shy of 3 months.

**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?**

When I lived in Japan, I was such a novelty that some people wanted to rub my skin. I jokingly told them that the color would not come off. They got a kick out of that.

**What’s the best advice anyone’s ever given you?**

My great-grandmother said, “You better get it now because tomorrow isn't promised to you.”

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

“The best way to predict the future is to create it.”  
 “Anything worthwhile is not easy”.

**Any job related awards or special recognition you’ve received?**

I've won employee of the month a few times at previous jobs and special commendations when I was in the Air Force.

**Describe a ‘defining moment’ in your career or personal life.**

When I went to Japan for the first time, I met Technical Sgt. Ted Burgess. I told him that I planned to attend college. He told me that I needed to stop talking about it and start doing it otherwise life would just pass me by. From that moment, I made it my mission to attend and complete college. Go Gators!!!

**Best job ever / worst job ever... or both?**

Best job was working in Japan for the Japanese government teaching them about America. I also had the opportunity to learn more about life in rural Japan which was very different from life in the big city. I've had jobs that weren't always good fits but I was able to take something away from those

### Spotlight on... Ben Brown continued

experiences to better myself. It's all about accentuating the positive.

#### **Tell us a little about your family.**

I am an only child and my immediate family lives here in Jacksonville. I don't have any children. I am single and ready to mingle with the right person.

**Do you have any hobbies?** I like cooking, dancing, singing, running, working on political campaigns, foreign language study and hanging out with Sean Wilcox on occasion.

**Favorite vacation spot?** Japan and I want to go to Montreal, Paris, London and Brazil in the near future.

**Anything else you'd like to add...** I speak Japanese, some French and Spanish and I'm currently learning Portuguese.



Ben Brown, always working to make 511 better

### Marketing

Ocean breezes, sand between our toes, food served from an air stream trailer and the sound of Blues resonating for miles around. We're talking about Springin' the Blues in Jacksonville Beach. This was the 21<sup>st</sup> anniversary of the 3-day event and included artists like Michael Burks, Mile Train and Zac Harmon.

We were able to share the 511 message with both residents and visitors alike. The food vendors who drive the air stream trailers were extremely happy to learn about the State's free traffic and information service. With gas prices on the rise, it can get expensive hauling food and supplies across the state to the various festivals and events. These food vendors practically live on the road , and we had more than one of them tell us they'd be using 511 on a regular basis from now on.

Next stop for us, the Isle of Eight Flags Shrimp Festival in Fernandina Beach. (Saturday, April 30<sup>th</sup> and Sunday, May 1<sup>st</sup>, downtown Fernandina) Come early enough to stop by the 511 booth and then head down to the marina for the Pirate Invasion at high Noon, complete with cannon blasts and sword fights. It's a swash-buckling adventure!

Finally, be sure and call 511 before heading out on your summer road trip. It's the one call that can save you time *and* gas money. Just dial 5-1-1 from your cell phone or landline or visit [www.FL511.com](http://www.FL511.com).

Sherri Byrd  
511 Marketing Manager "

# Photo Gallery



Blues fans learn about 511 from our own Michelle Warren



Special Guest, "Larry, the Crash Test Dummy" at the I-95 Welcome Center Safety Week



511 attended "Zero in on Prevention" activities at Bishop Kenny High School

## Photo Gallery 2 National Telecommunicators Week



Our own Kristin Sedlak Kirk receiving the first Operator of the Year award from Ryan Crist.



Santos Morin with Jesse Gilmour(Cobra Commander) and Joanna Garcia (Superman-woman), on Super Hero Day



You can't say much about his technique, but Santos Morin, pictured here with Jessie Palmer, iced the pinata



Everyone enjoying the Fiesta

## Contact Information

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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  
 Jason Summerfield, Network Manager  
 Derrick Odom, TMC Assistant Supervisor

John (Sean) Wilcox, TMC Supervisor  
 Santos Morin, TMC Assistant Supervisor  
 Sherri Byrd, 511 Marketing Manager

|                                |                                                |                                                |                                |                         |
|--------------------------------|------------------------------------------------|------------------------------------------------|--------------------------------|-------------------------|
| <b><u>D2 Day Operators</u></b> | <b><u>Fill-In &amp; Feedback Operators</u></b> | <b><u>D2 Night &amp; Weekend Operators</u></b> | <b><u>D3 Day Operators</u></b> | <b><u>511 Probe</u></b> |
| Jesse Gilmour                  | Ben Brown                                      | Rebecca Bratcher                               | Ed Capps                       | Sherri Byrd             |
| Donavan King                   | Jonathan Figueroa                              | Jason Evans                                    | Adrienne Catapano              | Michelle Warren         |
| Kristin Kirk                   | Michael Harper                                 | David Rolfe                                    | Joanna Garcia                  |                         |
| Jessica Lakey                  | Katie Langella                                 | Tyler Sowers                                   | Jessica Quinones               |                         |