

## FDOT DISTRICT TWO

Intelligent Transportation Systems Newsletter –  
January 2012  
Issue 51





## Notes from the District 2 ITS Engineer

Prior to beginning this article I thought this month would be difficult to write about since the only things occurring are the advancement of the work mentioned in previous newsletters. Then it hit me on what has kept me busiest over the past 30 days. I am part of the Statewide 511 Technical Committee trying to select a vendor for the updated system due to be completed in about 1.5 years. If I had not previously made you aware, this is the first of its kind effort within the nation to have the 511 system pay for itself through advertisement and sponsorships. I can't get into much detail because negotiations are on-going; however I can address what will come in the future since both firms have introduced some common, yet unique, features with their system.

These concepts evolve around the advent of Smartphones and the multiple capabilities they provide. Firms like Navtec and Garmin see the potential in these devices as a method of shifting their business structure from hardware to software. Smartphone applications provide features like GPS, one-to-one communication, scheduling and mapping that can be utilized by motorists on a daily basis during their commute or long distance travel. The key element is to market these applications to the public so that firms can reduce costs while expanding features for their customers.

The 511 system is a perfect example of the multiple applications that can be used by motorists on a

daily basis. A feature like Trip Planning will allow a commuter to determine the best method to get to their destinations by offering either bus, rail or roadway options (or a combination) based on travel times, roadway incidents, transit schedule and cost impact. This will be a very useful tool for Floridians that live in densely populated areas like Tampa, Orlando and the South Florida region. The key objective is to keep it simple so that the frustration level stays at a minimum.

So, the commuter could decide to use Trip Planning by clicking on point A and then on point B within the map. The end result is that the software will provide options based on travel times, delay (or potential delay) and cost. The hope is that this feature will help with the redistribution of commuters in a way that the Department can get *more bang for its buck* with the existing roadway network. A more intuitive type of Trip Planning may be offered for motorists who conduct business throughout the day, traveling from place to place, at a nominal monthly fee (think retail sales or pharmaceutical rep).

Another application that will be available is similar to what currently exists with real time reporting to the Smartphone. The difference is that not only will the application show where incidents exist but will also track a motorists movements to let them know how close they are getting to congested areas. The app will then provide alternate travel options

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### Notes from the District 2 ITS Engineer cont.

based on existing conditions along adjacent arterial roadways. This works well for Jacksonville since we are currently deploying Bluetooth technology along many of these roads, hence real-time data will continuously be available. In other parts of Florida a third party vendor's data (like Inrix or Navtec) will be used to populate this information. The only possible negative will be that motorists will have to "opt in" for this feature and some may be leery to share "private" information on their travels.

So, what would be another good option based on the information above? Well, of course it would be advertising! Since these will be "opt in" features that will be free to the motorist the only way to pay for it will be through vendors who want to solicit additional customers. So, a person wanting to use Trip Planning may get a pop-up on their smart phone or a banner on their computer promoting a business like Kentucky Fried Chicken or Burger King. It's a win-win situation for everyone since the advertisements can be set-up to provide information based on location provided by the Smartphone.

It does not stop there since advertisements can now be sold based on current traffic conditions. As an example, say there is an accident three miles away that is being shown by the Smartphone application. There is an exit one-mile away with a participating advertiser (say a

Starbucks). The system will be able to provide information on the incident, travel time/delay, alternate route and "hey, want a cup of Java from Starbucks? Please take the next exit and turn right." Likewise, the establishment may want to offer a coupon with this advertisement. No problem since the app will make the offer and let you accept the coupon that can be scanned at the store. "This folks is the way of the 21<sup>st</sup> Century."

Before you panic, please be aware that my first concern was the safety of the traveling public. Needless to say, no one will have to take their eyes off the road to read these advertisements. I insisted that the features are provided through voice communication, thereby insuring that the motorists are paying attention to traffic conditions and not their phone. The last thing we need is to cause a secondary accident due to someone getting excited over saving twenty cents at Starbucks. I personally will be using these applications due to my frequent trips to my Mom's house in Orlando. Oftentimes I need that little "nudge" to take a rest break and nothing beats a coupon!

The vendors competing for this contract are very confident that a large amount of revenue can be generated through use of these applications. I concur since I am a frequent user of *Groupon* and *Living Social*; two Smartphone/Internet vendors that provide deals on a daily basis via electronic

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Notes from the District 2 ITS Engineer cont.

communication. Firms like these are witnessing skyrocketing profits, thus the Department taking a little business from them will not hurt their pockets. I can't go much further into the details except to say that Florida has several hundred million citizens and vacationers traveling our roads throughout the year. In the marketing industry this is a vast quantity of customers and a boon for outreaching efforts. If we place just one penny to each customer this could mean millions of dollars for the Department's 511 program. Not bad for when dealing with a \$50 Smartphone and a couple of months of coding!

Pete Vega  
 District 2 ITS Engineer



[WWW.FL511.COM](http://WWW.FL511.COM)

Maintenance

The work done to replace the older devices on the northern portion of the ITS System is paying for itself already. This month we saw a significant decrease in the number of devices with Maintenance issues on this part of the System. This results in cost savings for the ITS Maintenance Contract, and a more reliable System that will provide real time traffic information to motorists traveling on the corridor. The ITS Maintenance Group will be replacing older devices on the southern portion within the next few months. This section has been in operation for over 6 years now and the equipment has become outdated. Once the devices along the southern portion are replaced, all of the devices on the ITS System will be no older than 3 years old, which should mean that we will have a very reliable ITS System around Jacksonville.

ITS Maintenance Contractor personnel provide locates for ITS fiber optic cable and power service runs as a part of their Routine Maintenance duties. The locate requests are generated by Contractor's working on FDOT Right of Way on either Construction or Maintenance Projects. Locating the power and communications systems is very important in keeping backhoes and other equipment from damaging the ITS Network Infrastructure. Recently, the crews have been locating ITS Infrastructure for the I-295/Collins Road Project and the I-10/US 17 slab replacement project. There are several more large projects

**Maintenance continued**

coming up in the near future, which means the number of locate requests is sure to increase.

As detailed in several past Newsletter articles, the FDOT ITS Section has been installing Roadside Weather Information Sensors on bridges around Jacksonville. In case you missed the articles, these sensors will be used by Police, EOC, and Traffic Management personnel to monitor wind speeds during high wind events to determine whether or not a bridge closure is needed. ITS Maintenance personnel completed the installation of the wind sensors along the Intracoastal Waterway this past month along with installation of a sensor on the Buckman Bridge. When installations are completed there will be over 20 bridges outfitted with these wind sensors that will monitor the wind speeds in Nassau, Duval, Clay and St. Johns Counties.

ITS Maintenance personnel also installed BlueTooth travel time sensors on San Jose Blvd, Baymeadows Road, Atlantic Blvd, Beach Blvd and US 17 throughout the month of January. These sensors use the BlueTooth signals to create travel times along a corridor or even multiple corridors. Many of the major arterial roadways and Interstates around Jacksonville are being instrumented with these devices so that the Traffic Management Center can determine travel times and subsequently slow downs (congestion) along these roadways. This

is a low cost/low maintenance way to obtain real time traffic information, which can be communicated to motorists. The sensors also have several other benefits, which can be used by Planners to determine current travel statistics to help them project what the roadway demands may be in the future.

Kevin Jackson  
ITS Field Specialist



Picture of a deployed BlueTOAD device

## Construction

Construction activities on the Phase 7 Project, on SR 9A from I-95 South to Atlantic Blvd, have been sporadic throughout the month of January. The project has continued to fall further behind schedule as work activities have been very minimal since the last Newsletter. The Contractor has now reached over 75% of allowable Contract Time and still has many lengthy construction items that need to be completed. Once complete, this project will provide video and traffic data from the project corridor to the FDOT Traffic Management Center and connected agencies. This is the first ITS Project on SR 9A and includes devices on SR 9A and Heckscher Drive around JaxPort. District 2 ITS and JaxPort hope to utilize these devices and infrastructure to provide traffic information to the trucking agencies and allow coordination between JaxPort and the Traffic Management Center for traffic incident and emergency coordination.

The Contractor for the Phase 8 Project, on I-295 from I-95 South to I-10, is continuing to make progress on items throughout the project corridor. Currently, installation of conduit, pull boxes, MVDS device poles, and power services is underway. FDOT approval of a new CCTV spun concrete pole appears to be eminent. Once the poles are approved by FDOT the Contractor will be able to purchase these poles and begin installation once received. The Dynamic Message Signs are scheduled to be delivered to the Contractor on January 30<sup>th</sup>. Once the signs are delivered, they

will be tested to ensure that there was no damage to the signs during transport from the factory. The Contractor has used 45 percent of the allowable Contract Time and continues to stay on schedule for an on-time completion. Once completed, this project will complete the ITS System on I-295 and allow the Traffic Management Center personnel to provide traffic information and travel times to motorists using this corridor.

The Phillips Highway (US 1) Project, on US1 from Greenland Road North to Wishart Road, continues to progress. All of the Arterial Dynamic Message Sign foundations have been installed, which is a big achievement due to the amount of coordination that was needed to relocate existing utilities so that they would not be destroyed by the foundation installation. The Contractor is currently installing conduit on the South End of the Project. This project will not only install ITS devices along the corridor, but will also install fiber optic cable and wireless devices to provide communications to signal controllers at intersections where there is currently no communications. This will benefit motorists along the corridor by not only allowing the Traffic Management Center and City of Jacksonville to receive video and traffic information, but also will allow for better signal timing along the corridor and the ability for dynamic signal timing as well.

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**Construction continued**

The SR 200 Project, which is installing CCTVs along SR 200 to the East of the Intracoastal Waterway, began construction on January 23<sup>rd</sup>. The contract duration for this project is 75 days. This project will allow Nassau County Traffic Operations to view traffic along SR 200 to view congestion and incidents as well as Special Event Traffic, such as the Isle of Eight Flags Shrimp Festival in Fernandina Beach.

The College Drive Project has been awarded to Traffic Control Devices and is scheduled to begin Construction on March 4<sup>th</sup>. The Contractor is currently in a 60 day Acquisition Period to allow them time to submit material cut sheets for approval on the items they plan to use on the Project. This Project will install fiber optic cable along College Drive, a small section of CR 220 and Sleepy Hollow Road to provide a communications link from the Clay County Traffic Operations Center to Blanding Blvd

John Kell  
 District 2 ITS Construction Project Manager

**Traffic Incident Management (TIM) Update**

**FIRST COAST TIM TEAM UPDATE**

The First Coast Traffic Incident Management Team held its first meeting of the year on Tuesday, January 17, 2012.

The following agencies were represented: Jacksonville Sheriff’s Office Communications, City of Jacksonville Traffic Operations, Total Traffic, Metric Engineering, COJ Environmental Resource Management, FDOT ITS, Transfield Services, DBI Services, First Coast Road Rangers, Southern Towing, FDEP Division of Law Enforcement, FDOT Traffic Operations, FDOT District Emergency Operations, FDOT Safety Office, Miracle Towing, St. John’s Sheriff’s Office, St. Johns County Traffic Operations, Jacksonville Transport Authority, DEP-BER and FHP.

Agency reports were given followed by debriefing of incidents and our Performance Measures for the last two months. Training was given from our *I-95 Corridor Coalition Toolkit for Quick Clearance*; *“Seattle Wave – Far Reaching Impact of Traffic Incidents” (by John O’Laughlin)*. This training video proved the importance of quick clearance.

**Traffic Incident Management (TIM) Update cont.**

**ALACHUA TIM TEAM UPDATE**

The Alachua Traffic Management Team will meet on February 8<sup>th</sup> at the FDOT Operations Office, 5301 NE 39<sup>th</sup> Avenue, Gainesville, FL.

Team members are currently working on our next edition of the *Alachua TIM Newsletter*. All editions of this newsletter can be found on our website: [jax511.com](http://jax511.com). This is a great source to stay informed to what is happening in this area of our state.

**The events of this past weekend on I-75 in Alachua county will be debriefed at the Alachua TIM meeting on February 8<sup>th</sup> and more information will be provided in next month's newsletter.**



Donna Danson  
District 2 ITS Operations Project Manager

*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.*

**TRAFFIC INCIDENT MANAGEMENT  
2012 MEETING SCHEDULE**

**FIRST COAST**

FDOT URBAN OFFICE TRAINING CENTER – 2198 EDISON AVENUE- JACKSONVILLE -904 360 5400

MARCH 20, 2012	MAY 15, 2012
JULY 17, 2012	SEPTEMBER 18, 2012
	NOVEMBER 13, 2012

**ALACHUA**

FDOT GAINESVILLE OPERATIONS OFFICE – 5301 N.E. 39<sup>TH</sup> AVE- GAINESVILLE -352 381 4300

FEBRUARY 8, 2012	APRIL 11, 2012
JUNE 13, 2012	AUGUST 8, 2012
OCTOBER 10, 2012	DECEMBER 12, 2012

## North Florida TPO Update

Can I just say that it's been a very enjoyable month working on projects for the North Florida TPO!?! The data being analyzed from the bridge wind sensors and Bluetooth devices has been very pleasing and tells me we are headed in the right direction. Some communication problems have occurred that had to be addressed but this is all just part of the learning curve as we deploy more units in the field. My goal is to complete both of these deployments prior to hurricane season so that we can really get the "meat and potatoes" out of these deployments. Once we have completed these deployments we will have a wealth of data to depend on when dealing with roadway incidents, severe storm events and possible evacuations.

The biggest challenge with the bridge wind sensors is that there is a specific time slot that NOAA has given us to transmit data from each sensor to the satellite. When the time *strays* this sends the communication efforts into a tizzy and no data is transmitted. The vendor and our consultant worked on this issue and corrected these problems by changing the transmit times. On one occasion we even had some devices in South America stepping on these transmit times to the satellite, thus we had to contact NOAA to get it corrected. I feel that once things settle down this will become a non-issue in the future.

As for Bluetooth, things couldn't be going much better. On January 17<sup>th</sup> TrafficCast experts came

to Jacksonville for a two-day training session with key members of our team. First thing we addressed was the necessary steps to troubleshoot the device components. After about fifteen minutes I realized "we got this!" and the next couple of hours were spent trying to figure out ways to expedite deployments. The biggest challenge has been with running the cable from the antenna to the Bluetooth card. On some occasions the existing conduit is full and an alternate method for running the antenna cable needs to be found. These challenges take a little engineering and know how, thus slowing up our efforts just a bit (especially with my limited brain cells). It can get frustrating at times because when the situation is right (which is quite often) it takes less than ten minutes to complete an install.

So far we have completed seven corridors in Jacksonville with an estimated overall length of about 80 miles. We are now examining the data to determine where problems exist and the accuracy of the values being received. Some problems that have occurred are those pesky permit contractors that damage City fiber when installing access points like a driveway. When this occurs we schedule a team to make repairs so that all of the communication links are up and running before our field tests. These tests will involve team members driving several of these corridors at various times of the day. The data collected in the car will be their Bluetooth MAC

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## North Florida TPO Update continued

address, time stamps during their travel and path of their routes. This information will be compared with the data generated by the Bluetoad devices to determine the overall accuracy.

Each morning I go to the TrafficCast website to determine the performance of each unit and the data being generated at various locations. I compare this to past knowledge for each roadway so that I can determine if the information is pretty accurate, slightly off or totally skewed. It's pretty easy since I pull up the list of devices and look at the heartbeat of the MAC address collections. If I see the alert (a red radio button) I know something is wrong (dang contractors!) and schedule a field visit to visually see the device's operation. If everything is green I then compare speeds with what is posted along the roadway. This is where experience and knowledge (plus some cameras on arterials) let me determine if the device is working well. Of course, the true test will be when we send out team members for field tests to compare data.

By March I hope that the newsletter will say we are 90% complete. I hope to complete all of the work in Nassau, Clay and St. Johns County by February. Once this portion is done we can determine the impact of these bedroom communities on the traffic in Jacksonville.

As for the other two projects currently on the book the contractors are in the purchasing phase

of construction. Each project should be completed prior to July 1<sup>st</sup> based on our estimates. The College Drive interconnection should take the longest due to underground utility work. The SR 200 project in Nassau County should be much faster and I expect it to be completed by the end of April.

One final bit of exciting news is that the Arterial Dynamic Message Sign project has made it through the review process for the plans, technical special provisions and modified special provisions. Central Office even provided an uplifting comment when they said the special provisions were one of the best they'd ever seen and may adapt them for the rest of the Districts. Kudos to the NFTPO's System Manager, DRMP, for the fine work they did under tight time constraints and an overbearing Department Project Manager (me of course!).

Oh, there is one other effort I forgot to mention, WebEOC. The training for this tool was provided in mid-January and I can already see the benefits down the road. I will save this for my next article in February, God willing.

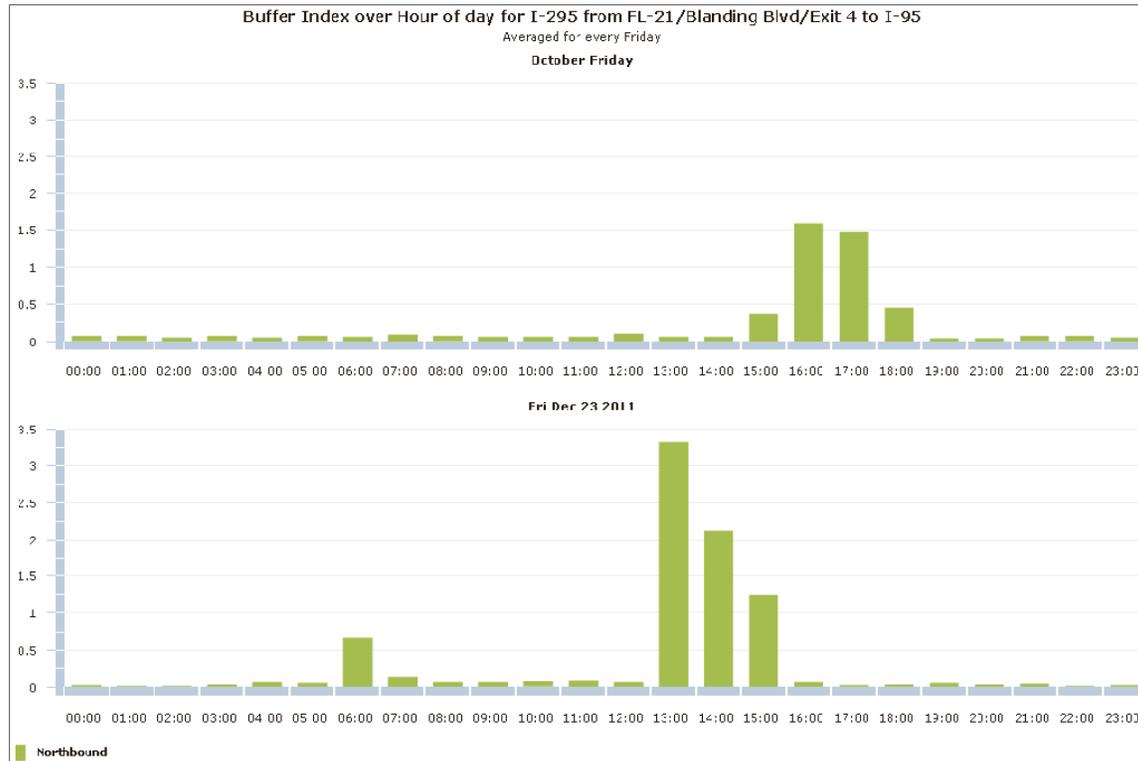


### Performance Measures

Given the holidays in December and early January, it is to be expected that traffic patterns would change. Many people work fewer or different hours during the week, which is one reason why the morning and afternoon rush hours were less severe. Additionally, for most schools, no classes were held during the last two weeks of December so this too would greatly decrease traffic volume during the morning rush hour.

However, there were still many travelers on the roadways due to the holiday shopping, travel, and altered schedules; consequently, traffic was seen at

unusual times. One instance was on the Friday before Christmas. Interstate 295 northbound from Interstate 95 to Blanding Blvd saw a dramatic drop in speed just after lunch time. Speeds went from an average of 65 miles per hour all morning to around 40 miles per hour at 1 PM and then to less than 30 miles per hour at 2 PM. By 3 PM speeds picked up to 35 miles per hour and by 4 PM speeds were at around free flow again. During this time period, two minor crashes were recorded, but neither incident reported travel lane blockage. It may be that traffic volume increased at this time due to



**Performance Measures continued**

people leaving work early because of the upcoming holiday. This is highly likely since this segment is heavily traveled in the afternoon rush hour as residents in the area return home after work. This segment is also a main thoroughfare out of Jacksonville, so many people from Jacksonville may have been traveling out of town to visit family and friends for the holiday. The following chart taken from the INRIX website, RITIS.org, illustrates traffic conditions described above. Notice the difference between the average afternoon traffic on Fridays in October when there are no holidays, versus the Friday traffic for December 23. It is as if the afternoon rush hour shifted back 3 to 4 hours.

Additionally, the week ending December 17 averaged about 15 more crashes per day than the surrounding weeks. Again, the increase in unpredictable traffic patterns caused by changes in work schedules and more traffic near shopping malls may have contributed to drivers feeling disoriented and thus more prone to having an accident. There was one major incident that week that skewed the incident duration time. The incident was a crash involving a mail courier on Interstate 95 between University Blvd and Emerson St. It occurred before 4 AM on December 14 and although the lanes were cleared by about 5:30 AM, the incident was not completely cleared from the shoulder until after 7 PM that night.

For a brief year-end summary, the following table shows how busy the Traffic Management Center has been this year.

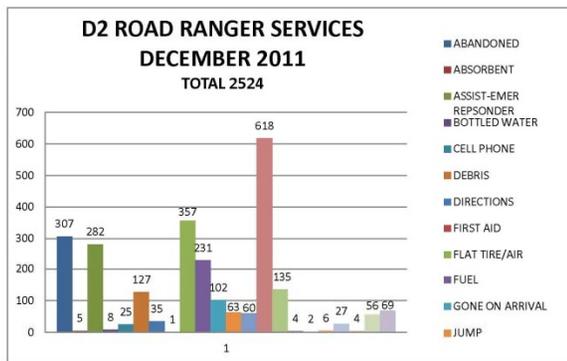
Events in SunGuide 2011	
40,392	Total
19,475	Disabled Vehicles
7,114	Crashes
5,426	Congestion

Jill Dawson  
Metric Engineering

## Road Ranger Update

The District 2 Road Rangers played an important part in the incident management of the increased holiday traffic in our Jacksonville area. Their administration of 2524 services to stranded motorists greatly improved our highway safety and free flow traffic conditions, as well as protecting the scenes for other incident responders.

The Department remains open to acquiring other interested supporters so hopefully new sponsors will be announced in the near future.



The 3<sup>rd</sup> Annual “Statewide Road Ranger Survey for Incident Responders” is now available online for all incident responders. The goal of this survey is to get input from Incident Responders on the Road Ranger Program from their perspective. This data will be used for program improvements and to determine needed enhancements.

<https://www.surveymonkey.com/s/roadrangersurvey>

There have been some slight modifications to the Survey this year in hopes it will help streamline the data processing and allow us to provide the Districts with their detailed information for internal program analysis. The Survey period for this year will be from January 19, 2012 to March 5, 2012. This allows 45 days for the Department to receive responses. Please take a few minutes to support our Road Ranger Service Patrol.

If you prefer a hard copy version of the survey please contact me at [donna.danson@dot.state.fl.us](mailto:donna.danson@dot.state.fl.us). The hard copy completed surveys should be mailed to:

Florida DOT  
Attn: Patrick Odom  
605 Suwannee Street, MS 90  
Tallahassee, FL 32399-0450

If you have any comments or questions please feel free to contact me at (904) 360-5635 or Paul Clark at (850)410-5607 - [paul.clark@dot.state.fl.us](mailto:paul.clark@dot.state.fl.us)

## RISC – RAPID INCIDENT SCENE CLEARANCE – UPDATE

Our RISC Contractors remain ready to activate if the need arises.

## Marketing

With the beginning of the new year comes the excitement and anticipation of planning our annual marketing and events outreach for the upcoming calendar year. Toward the end of 2011, we started pulling out our blank calendars and got to work. As we began dreaming of the endless possibilities, we started setting our sights not only on the Jacksonville metropolitan area, but on the outlying counties and communities as well.

This year, we have the opportunity to do outreaches at events we've never attended before... namely the Putnam County Azalea Festival... as well as some of our old tried and true haunts. For instance, we'll be returning to the 26.2 with Donna Runner's Expo the second week in February. This two day event is held at the Prime Osborn Convention Center and attracts well over 25,000 visitors! Many thanks again to Donna Deegan and Valerie Brown for helping us secure a prime spot inside the convention center for our 511 booth. While the Runner's Expo is held on February 10<sup>th</sup> and 11<sup>th</sup>, the actual race is held on Sunday, February 12<sup>th</sup>. Runners for the "26.2 with Donna to Finish Breast Cancer" line up along San Pablo Road and then head east on Butler Boulevard before turning north onto A1A for their scenic run through the Beaches area (Jacksonville, Neptune and Atlantic Beaches). If you want to support a

great cause, these runners need cheerleaders! Throngs of people line the beach as well as 1<sup>st</sup> Street, Beach Avenue and Ocean Boulevard to cheer on their favorite runners.

But what might surprise you is that, while you show up with the intent of supporting and encouraging the runners, YOU will be the one who walks away at the end of the day feeling like a winner. Believe me, I've stood on those sidelines and it's nothing short of awe-inspiring!

So here's to 2012 and all the great things this year has in store for us... both for our Marketing team and our entire ITS Department! And as always, we welcome your comments, thoughts and suggestions. Remember, know before you go! Log onto [www.FL511.com](http://www.FL511.com) or dial 5-1-1 before heading out the door. Also, our free 511 Traffic App is now available for download to Apple products... iPhone, iPad and iPod. Simply go to the iTunes store and search "Florida 511." And Keep Moving!

"Let's make it a great year on Florida's roadways. Log onto [www.FL511.com](http://www.FL511.com) for all the latest in traffic information, or to sign up for alerts!

Sherri Byrd  
511 Marketing Manager

[WWW.FL511.COM](http://WWW.FL511.COM)

## Operations

In the Traffic Management Center nothing is more challenging than being blind to a scene. ITS devices are deployed in the Greater Jacksonville Area and INRIX provides estimated travel speeds throughout the rest of the district but without eyes on the scene things get tough. How many lanes are blocked? Who has arrived? Who has departed? What information does Maintenance need to know? These are all things that the TMC Operator tries to decipher as a crash notification comes through.

Alachua County is a prime example of an area where getting the answers to the above questions doesn't come as quick as when we have cameras. That area accounts for over 70 crashes a month that cause interstate slowdowns with only 511 to help. Each crash requires a lot of time coordinating with FHP, Maintenance and local law enforcement so accurate information can be posted to the 511 phone and web system. Informed motorists are key to reducing secondary crashes, minimizing traffic queues and creating a safer work environment for the incident responders.

Well, things are about to get easier. Late 2011 Pete Vega with the FDOT ITS department started to collaborate with Phil Mann and Matt Weisman, of the City of Gainesville, on installing wireless cameras on I-75 between Paynes Prairie and Alachua City. Approximately 20 cameras will be

installed to ensure visual coverage of the interstate. This will result in a quicker, more informed response for the FDOT Maintenance Office, better responder information and real-time traffic information for 511 users. The pending deployment of these devices is very exciting and will benefit everyone from the TMC to Law Enforcement to Maintenance to the City Of Gainesville. Stay tuned!

As we await the cameras on I-75 in Alachua County the District 2 TMC remains very busy. The days are becoming longer so the amount of drive time in darkness is decreasing which helps reduce congestion and crashes. In December the TMC worked a total of 3,014 events of which 442 were blocking a lane. As Holiday traffic slows school traffic picks up. We'll be ready and soon we will have some new tools.

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)359-6842 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

## A DAY IN THE LIFE...Donna Danson District 2 ITS Operations Project Manager

The most wonderful day(s) in my life each year is Thanksgiving. The week of Thanksgiving is a week my five children and their families **firmly** set aside to cherish being together. Since my children have scattered across the US – Julie (with husband Manny and grandsons Joseph and Benjamin) in North Carolina; John (with grandsons Jordan and Dylan) in Jacksonville Beach; Justin (with granddaughter Farrah) in Dover, Delaware; Jodi (with granddaughter Ruby) in Los Angeles, California; Jarret (with wife Temi, grandsons, Darius and Zivan and granddaughter Jade) in Jacksonville; and me in Jacksonville - we all “meet in the middle” in North Carolina. Julie and Manny have a beautiful home in Wake Forest and even though they only have the two boys, they are blessed to have a home large enough to house all of us comfortably. Their home is on a property with a large yard and lake so perfect for outside activities.



Donna with kids, from L, Jarret, John, Juli, Jodi & Justin

Although arrival and departure times vary, all family members are usually together at least three days so this gives time to visit, play and eat. One of my fondest “memory makers” is seeing the excitement and thrill in the grandchildren – ranging in ages from 18 months to 20 years old - as they see their cousins, aunts, uncles and of course, their Nana! Nothing is as powerful as the love shown and shared by all of us! This is when I realize what is important in my life and what I am living for!



Donna with grandkids, from top L, Joseph, Jordan, Benjamin, Darius, Zyvan, Ruby, Jade, Dylan & Farrah

We spend the days fishing in the lake, jumping on the trampoline and of course, playing football outside and inside, there is plenty of game activity. Much time is spent in the “mother-in-law” suite which now is being used as an exercise room and play room (just until I need to move in). There are

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## A DAY IN THE LIFE... continued

Donna Danson, D2 ITS Operations Project Manager

many games of pool, cards and air hockey as well as energy being burned on the exercise and dance equipment. Of course we spend time making Christmas ornaments and decorations, singing and having tea parties with the girls. So much fun!



Football game between the kids and grandkids

Thanksgiving Day meal is truly an experience as our host is Italian and we follow some family traditions from both sides of the family. Starting with breakfast at 8:00 AM we sit down to the table about every 2-3 hours - pastries at 10 AM, salad at 11:30 AM, lunch at 1:00 PM is traditional lasagna, followed at 4:00 PM with stuffed clams, shrimp, cheese, dips and crackers. Our Traditional Thanksgiving dinner is Turkey and all the fixings – “southern style”! Around 8:00 PM we have dessert,

coffee and drinks of choice. Needless to say....NO ONE goes hungry. With all this, there is plenty of time to share cooking, washing dishes and playing with each other.

Thanksgiving Day is followed by our Family Christmas Party on Friday. The Christmas tree is hardly visible with all the presents and children around it. After opening presents grandchildren and children sing and perform on whatever instruments they play and the karaoke machine is an open forum for each talent.



Donna with her precious grandkids

Thanksgiving is the time of the year when we take time to remember all the things we have to be thankful for and I am thankful my children and grandchildren realize the power and love of family. 16

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A DAY IN THE LIFE... continued  
Donna Danson, D2 ITS Operations Project Manager



Donna with sons Jarret, Justin & John



Donna's boys, Jarret, Justin & John

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Donna with her beautiful daughters  
Jodi and Julie



Donna's girls, Julie & Jodi

## Contact Information

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 Michael Harper  
 Jessica Lakey  
 Katie Langella

**Fill-In & Feedback**

**Operators**  
 Ben Brown  
 Jonathan Figueroa  
 Joshua Mattie  
 James Speed

**D2 Night & Weekend Operators**

Jason Evans  
 David Rolfe  
 Tyler Sowers  
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**D3 Day Operators**

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