**State of Florida**

**DEPARTMENT of Transportation**



EXHIBIT “A”

SCOPE OF SERVICES

INTEGRATED CORRIDOR MANAGEMENT OPERATIONS

I-95 & I-4 or I-75

FOR

FINANCIAL PROJECT NUMBERS:

I-4 & I-95 Contract

435443-4-82-01

I-75 Contract

435443-5-82-01, 435443-6-82-02

This Exhibit forms an integral part of the agreement between the State of Florida DEPARTMENT of Transportation (hereinafter referred to as the DEPARTMENT or FDOT) and [CONSULTANT Name or leave blank until CONSULTANT is selected] (hereinafter referred to as the CONSULTANT) relative to the transportation facility described as follows:

**1.0 PURPOSE**

The purpose of this procurement is to retain a qualified CONSULTANT for the management and operations of the Florida DEPARTMENT of Transportation (FDOT), District Five (D5), Transportation Systems Management and Operations (TSM&O) System. The DEPARTMENT actively works to modernize, maintain, and enhance its TSMO System and to connect to the systems of other agencies for the purpose of improving safety and optimizing utilization of capacity so as to enhance mobility.

The Scope of Services establishes which items of work will be the responsibility of the CONSULTANT and/or the DEPARTMENT. The CONSULTANT shall be aware that as this program develops, certain modifications to the scope may be required. The CONSULTANT shall incorporate these refinements into the Standard Operating Guidelines as anticipated and integral part of the work. This shall not be a basis for any supplemental fee request(s). The CONSULTANT shall demonstrate good project management practices while working on this contract. These include communication with the DEPARTMENT and others as necessary, management of time and resources, and documentation. CONSULTANTs are expected to know the laws and rules governing their professions and are expected to provide services in accordance with current regulations, codes and ordinances and recognized standards applicable to such professional services. The CONSULTANT shall provide qualified technical and professional personnel to perform to DEPARTMENT standards and procedures, the duties and responsibilities assigned under the terms of this agreement. The CONSULTANT shall minimize to the maximum extent possible the DEPARTMENT's need to apply its own resources to assignments authorized by the DEPARTMENT. The DEPARTMENT will provide contract administration, management services, and other services listed in this scope of services. The CONSULTANT shall be fully responsible for all work performed and work products developed under this Scope of Services.

**2.0 DESCRIPTION**

The CONSULTANT shall be responsible for providing services such as, but not limited to monitoring traffic conditions roadways via 3rd party applications, Closed Circuit Television (CCTV) cameras, and Vehicle Detection Systems (VDS), managing lane blocking and non-lane blocking incidents to include: disseminating traveler information via Dynamic Message Signs and Florida’s 511 Advanced Traveler Information System, dispatching Road Ranger Service Patrol, and other incident management resources to crash or incident scenes, coordinating with other agencies/entities, monitoring and operating Express Lanes and ramp signals, monitoring and operating Adaptive Signal Control Technology, providing Information Technology support, retiming traffic signals, and Traffic Operations and TSM&O Engineering support services to the District. The services being sought can be categorized into fourteen (14) major areas and one (1) option service:

* Performance Management
* RTMC Operations (Freeways and Expressways)
* RTMC Operations (Arterials)
* RTMC Offline Operations (Retiming)
* RTMC Operations (Express Lanes)
* RTMC Operations (Ramp Signaling)
* Traffic Incident Management
* Road Ranger Program Oversite
* Rapid Incident Scene Clearance Program Oversite
* Special Event Management Coordination and Operations
* TSM&O Public Involvement
* ITS Information Technology Services
* Software Support and Enhancement
* Miscellaneous RTMC Support Services
* Part-Time Shoulder Use

For the geographic area that the CONSULTANT is responsible for please refer to Appendix A

**3.0 DEFINITION OF TERMS USED IN THE AGREEMENT**

**3.1 DEPARTMENT/District Five/District/FDOT**

The Florida DEPARTMENT of Transportation, District Five Office.

**3.2 DEPARTMENT’s Project Manager**

The DEPARTMENT’s staff member(s), manager(s), and/or consultant(s) with overall responsibility and authority to oversee the contractual services being provided by the CONSULTANT for the DEPARTMENT as described in this Agreement.

**3.3 CONSULTANT’s Project Manager**

The CONSULTANT’s staff member(s) or manager(s), with overall responsibility and authority to oversee the contractual services being performed/provided by the CONSULTANT for this Agreement.

**3.4 Letter of Authorization/Task Work Order**

A letter of authorization or task work order issued by the DEPARTMENT and/or the DEPARTMENT’s Project Manager (or his/her designee) authorizing the CONSULTANT to commence work on a specific task in accordance with the contractual services being performed/provided by the CONSULTANT as described in this CONTRACT/AGREEMENT. Completion due dates and fees are specified in the Letter of Authorization or Task Work Order.

**3.5 Written Notice**

Written notice is herein define as notice in writing signed and may be a facsimile of the original.

**3.6 DEPARTMENT Observed Holidays**

The following holidays are observed by the DEPARTMENT**.** If any of these holidays fall on a Saturday, the preceding Friday is observed. If any fall on a Sunday, the following Monday is observed.

* New Year’s Day
* Martin Luther King Day
* Memorial Day
* Independence Day
* Labor Day
* Veteran’s Day
* Thanksgiving Day and the following day
* Christmas Day

**3.7 DEPARTMENT Business Hours**

Typically 8:00 A.M. through 5:00 P.M., Monday through Friday the DEPARTMENT conducts its routine business. The DEPARTMENT’s Offices are typically closed at 5:00 P.M., on holidays and, weekends. The FDOT District Five Regional Transportation Management Center (RTMC) operates twenty-four (24) hours a day, seven days a week, year-round

**3.8 Meetings**

The CONSULTANT shall be required to facilitate various meetings to support this contract. The CONSULTANT shall be responsible for coordinating all aspects of the meeting including but not limited to: arranging and scheduling the appropriate conference room within FDOT or selected venue; verifying arrangements for any special audio-visual (AV) needs of the presenters on the agenda. The CONSULTANT shall be responsible for preparing and distributing presentation-related handouts to attendees as appropriate.

The CONSULTANT shall prepare a draft agenda for each meeting as per input from the DEPARTMENT. The draft agenda shall be presented to the DEPARTMENT two weeks prior to the meeting for review and approval. Once comments are received from the DEPARTMENT, the CONSULTANT shall produce the final agenda, ready for copying and distribution to the meeting attendees. The CONSULTANT shall distribute the meeting agenda to attendees via email seven calendar days prior to the meeting date.

The CONSULTANT shall prepare meeting minutes for each meeting. The CONSULTANT shall provide a draft copy of the minutes to all attendees for review. The CONSULTANT shall produce the final minutes. The CONSULTANT shall distribute the final meeting minutes to all attendees via email 14 calendar days after the meeting.

The CONSULTANT shall track the status of the action items resulting from the meeting. This activity shall include follow-up with the individual and/or entity responsible for the action item. The CONSULTANT shall be responsible for identifying the availability (or lack thereof) of requested information or documents; determining status of action items; identifying the point of contact for the information and establishing initial contact with that individual or entity. The CONSULTANT shall be responsible for soliciting attendance, updating contact lists, and the like. The CONSULTANT shall be responsible for updating and maintaining the meeting attendees contact list.

The CONSULTANT shall bring copies of the agenda and the meeting minutes (from the preceding meeting) to the meeting for distribution to the attendees. The CONSULTANT shall also bring a sign-in sheet.

**4.0 SERVICES TO BE PROVIDED BY CONSULTANT**

The fourteen (14) services and one optional service to be provided under this Agreement are as follows:

* Performance Management
* RTMC Operations (Freeways and Expressways)
* RTMC Operations (Arterials)
* RTMC Offline Operations (Retiming)
* RTMC Operations (Express Lanes)
* RTMC Operations (Ramp Signaling)
* Traffic Incident Management
* Road Ranger Program Oversite
* Rapid Incident Scene Clearance Program Oversite
* Special Event Management Coordination and Operations
* TSM&O Public Involvement
* ITS Information Technology Services
* Software Support and Enhancement
* Miscellaneous RTMC Support Services
* Part Time Shoulder Use

While these services are described in separate sections it is not required for the services to be provided by different staff. The CONSULTANT can and is encouraged to improve efficiency by combining tasks and utilizing staff effectively.

**4.1 Performance Management**

The CONSULTANT shall maintain up to date SOPs for all aspects of the TMC for which they are responsible in accordance with the Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures. The CONSULTANT is expected to review the documents upon update and make any changes required of the SOPs as required.

SOPs are to govern the actions of the CONSULTANT staff. It is the CONSULTANT’S responsibility to provide oversight and insure adherence to the SOPs. The quality control process is an essential function of the RTMC Operations. To function in the most efficient manner, the errors which may occur in day-to-day operations need to be identified, collected, reviewed, addressed and ultimately corrected. The CONSULTANT will develop a process to ensure quality service as part of their SOPs.

The DEPARTMENT may also request updates to the SOGs from time to time, based on the growth of the system, new services coming online, or periodic updates.

The DEPARTMENT has developed statewide criteria for measuring performance. Additionally, there are contract specific performance measures in section 5. The CONSULTANT is responsible to meet the cited performance criteria from both. This may involve augmenting staffing, enhancing training, or taken other actions to ensure acceptable performance.

The CONSULTANT will provide performance reporting to the DEPARTMENT monthly or as specified in the specific performance measure, whichever is more frequent. The CONSULTANT will also aggregate performance measure into quarterly or annual reports as reflected for the performance measure.

The CONSULTANT will conduct monthly meetings with the DEPARTMENT to review the performance measures, document any deficiency, provide a performance improvement plan, as needed, summarize and present any changes to the SOP, provide a look ahead to upcoming changes, discuss unmet needs, and to review open items/in progress issues.

The CONSULTANT will also supply express lane reports as required for the opening and continued operation of express lanes, consistent with statewide direction.

**4.1.1 Daily Reports**

Daily reports shall be submitted by the CONSULTANT by 8:00 am on workdays, without weekly reports, the following day. The CONSULTANT shall be required to prepare and distribute the reports any notable events, including but not limited to events at the Regional Transportation Management Center (such as fire alarms, failed air conditioning, operator dismissal, water intrusion, etc.), Freeway (incidents involving first responder, bridge hits, emergency landings, management alerts, etc), Express Lanes (Maximum price by segment, any periods less that 45 mph, nonrevenue activities, Emergency Access Gate activations, crashes), Road Rangers (exceptional service, potential customer complaints, road ranger involved crashes, potential partner complaints, failure to respond, significant out of beat activity, etc.), or anything that might make the news will be provided by the CONSULTANT to the DEPARTMENT.

**4.1.2 Weekly Reports**

Weekly reports shall be submitted by the CONSULTANT by 9:00 am on the first weekday following the weekend. The CONSULTANT shall be required to prepare and distribute the performance measures in the table below.

|  |  |
| --- | --- |
| **WEEKLY REPORT** | |
| **Area** | **PERFORMANCE MEASURE** |
| AR | ASCT configurations maintained |
| RS | Record Ramp Signals Performance Measures from Section 4.6 |
| PI | Public information inquiries |

The will also include any notable events from the days not included in previous daily reports based on the criteria from the daily report.

**4.1.3 Monthly Reports**

Monthly reports shall be submitted by the CONSULTANT within 10 calendar days after the end of the month. The CONSULTANT shall be required to prepare and distribute the performance measures in the table below and website statistics.

|  |  |
| --- | --- |
| **MONTHLY REPORT** | |
| **Area** | **PERFORMANCE MEASURE** |
| AR | Configure ATMS Alarm Status |
| AR | Communication Status |
| FW | TMC Operator Error to Event Ratio (Blocking) |
| FW | TMC Operator Error to Event Ratio (Non-blocking) |
| FW | DMS Usage |
| FW | Road Ranger Dispatch |
| FW | IDS Acknowledgement |
| FW | Event Confirmation |
| FW | DMS Response Plan |
| FW | Notifications |
| FW | Publish to 511 |
| FW | Open Roads Time |
| FW | Roadway Clearance Time |
| FW | Incident Clearance Time |
| FW | Response Time |
| FW | TTR |
| FW | Verify device entered in Maintenance Software when down |
| FW | Communication Status |
| AR | Respond to Arterial Alarms |
| AR | Report critical detection failures |
| AR | Log Complaints |
| AR | Acknowledge Complaints |
| AR | Calls to close Complaints |
| AR | ATMS/Detector Zone process for LA controlled locations configured correctly, or maintenance request generated |
| AR | Report ASCT detection failures |
| AR | Delay |
| AR | AoR |
| AR | TTR |
| AR | ICMS acknowledgement |
| AR | Detection/ped button outages reported to local agency |
| AR | ATMS/Detection Zone for FDOT controlled configured correctly or maintenance request generated |
| AR | Tickets issued per procedure to Maintenance Contract |
| AR | Alternative Route Flush Plans develop Configured/Maintained |
| AR | Transit Signal Priority |
| EX | DMS Usage |
| EX | TMC Operator Error to Event Ratio (Blocking) |
| EX | TMC Operator Error to Event Ratio (Non-blocking) |
| EX | DMS Usage |
| EX | Road Rangers Dispatching |
| EX | IDS Acknowledgement |
| EX | Event Confirmation |
| EX | DMS Response Plan |
| EX | Notifications |
| EX | Publish to 511 |
| EX | Open Roads Time |
| EX | Roadway Clearance Time |
| EX | Incident Clearance Time |
| EX | Response Time |
| EX | Verify device entered into Maintenance Software when down |
| EX | Communication Status |
| RS | Modify Parameters for metering to prevent queue spillback |
| RS | Verify device entered into Maintenance Software when down |
| RS | Communication Status |
| RR | Invoices |
| RR | Performance Evaluation |
| RR | Road Ranger Contractor(s) Monthly Meeting |
| RC | Scope Development |
| RC | Invoices |
| RC | Performance Evaluation |
| RC | Review compliance with RISC timeline/performance measures |
| SE | Special Events Premeeting (VIP, Speedway, Manned Launch, City of Orlando Venue, Orange Convention Center, Annual UCF Games, etc) |
| SE | Compliance with the Special Event Performance Measure |
| SE | After action debrief |
| PI | Respond |
| PI | Website Maintenance |
| IT | Sunguide ticket logging |
| IT | ATSPM Records Availability |
| IT | Incorporation of New Signals into ATSPM |
| IT | Ticket clearance |
| SS | Ticket clearance |
| MS | Review deliverables from Researchers |
| MS | Invoices |
| MS | FHP Invoices |

**4.1.4 Quarterly Reports**

Quarterly reports shall be submitted by the CONSULTANT within 14 calendar days after the end of the quarter. The CONSULTANT shall be required to prepare and distribute the performance measures in the table below.

|  |  |
| --- | --- |
| **QUARTERLY REPORT** | |
| **Area** | **PERFORMANCE MEASURE** |
| PM | External Quarterly Report |
| TI | Conduct TIM Meetings |
| TI | Post Incident Analysis (PIA) Conducted |
| TI | TIM Quarterly Newsletter |
| TI | Attendance at TIM Meeting |
| RR | Vehicle inspections |
| PI | SunGuide Disseminator |

* + 1. **Annual Reports**

Annually reports shall be submitted by the CONSULTANT by January 20, for the preceding calendar year. The CONSULTANT shall be required to prepare and distribute the performance measures in the table below.

|  |  |
| --- | --- |
| **Area** | **PERFORMANCE MEASURE** |
| FW | Develop Response Plans |
| AR | Overcapacity Intersection, Segments Report |
| AR | Recommended Ops Improvement Ranking Report |
| AR | SIIA maintenance |
| AR | SIIA populated |
| EX | % of time below 45 mph by segment outside of incident duration |
| TI | Mutuallink Sharing of Images |
| RR | Scope Development |
| SE | Develop Special Event Performance Measure |
| IT | Sunguide Availability |
| IT | Sunguide Configuration up to date |
| SS | Enhancement |
| MS | Technician Program |
| MS | Technician Program, Local Agencies |

Additionally throughout the year there are deliverables that have specific dates. They are provided in the table below.

|  |  |  |
| --- | --- | --- |
| **ANNUAL OR DATE** | | |
| **Area** | **PERFORMANCE MEASURE** | **DATE** |
| SE | Separate IT Disaster Recovery Response Action Plan from Disaster Recovery Plan | 15-Jan |
| SE | Update IT Disaster Recovery Response Action Plan | 15-Jan |
| SE | Update Continuity of Operations Plan (Building outage, Pandemic) | 15-Feb |
| SE | Separate Continuity of Operations Plan (Building outage, Pandemic) from Disaster Recovery Plan | 15-Feb |
| SE | Develop VIP, City of Orlando Venue, Orange Convention Center, Annual UCF Games Plans, Fire Events, Sink Holes Plans | 15-Mar |
| SE | Update Event Plans (Speedway, Manned Launch, VIP, City of Orlando Venue, Orange Convention Center, Annual UCF Games Plans) | 15-Mar |
| RT | Retiming Report | 16-Apr |
| SE | Update TMC Emergency Response Action Plans (ESU, Hurricane Recovery, Fire Events, Sink Holes) | 15-May |
| RT | Retiming Implementation | 16-May |
| RT | Before and After Report | 31-May |
| RT | Conformance to Model Maintenance Plan | 30-Jun |
| RT | Update Model Maintenance Plan | 16-Jul |
| RT | Generate Annual 5 Year Signal Intersection Retiming Plan | 16-Jul |
| RT | Data Plan for needed corridors | 16-Aug |
| PM | External Annual Reports | 16-Aug |
| TI | FHWA TIM Self- Assessment | 20-Aug |
| TI | TIM Procedural Plan | 1-Sep |
| AR | Operating Procedures | 16-Oct |
| RT | Data Collection Report | 16-Nov |
| PM | SOPs | 30-Nov |
| RR | Annual Review of Zones, periods, and Number of Road Ranger per period per Zone | 7-Dec |
| RC | SOGs | 14-Dec |

**4.1.6 External Quarterly Reports**

Quarterly reports shall be submitted by the CONSULTANT within 14 calendar days after the end of a quarter (i.e. first quarter report of the fiscal year due by 14th of October). The CONSULTANT shall be required to prepare and distribute the reports shown below (samples of these reports are included in Appendix “Y”):

* Performance Targets
  + TTI (AM)
  + TTI (PM)
  + PTI (AM)
  + PTI (PM)
  + Freeway Vol (AM)
  + Freeway Vol (PM)
  + Fatalities
  + Secondary Crashes
  + Open Roads Time
  + Road Ranger Response Time
  + RISC Clearance Time
* Travel Time Reliability of Managed Corridors
* Arterial Events Worked by issue by corridor
* Arterial Infrastructure Summary
* TSP requests and granted statistics
* Ontime Arrival Percentage for routes serving Sunrail
* Freeway Events Per Operator
* Total Number of Road Ranger Assists and activities
* Incident Clearance by Limited Access Facilities
* Roadway Clearance by Limited Access Facilities
* Open Roads Time by Limited Access Facilities
* Stories for Notable Events
* RISC Clearance Times
* R-ICMS performance by agency (to be developed)

**4.1.7. External Annual Reports**

Annual reports shall be submitted by the CONSULTANT by January 20. Annual reports shall be from January 1 through December 31. The CONSULTANT shall be required to prepare and distribute the reports shown below (samples of these reports are included in Appendix “Z”):

* Device Availability
* Mobility
  + TTI (AM)
  + TTI (PM)
  + PTI (AM)
  + PTI (PM)
  + Freeway Vol (AM)
  + Freeway Vol (PM)
  + TSP
* Safety
  + Fatalities
  + Secondary Crashes
  + Open Roads Time
  + Road Ranger Response Time
  + RISC Clearance Time
* Achievements
  + Project Deployment
  + Change in Agency Status

**4.2 RTMC Operations (Freeways and Expressways)**

The CONSULTANT shall monitor traffic conditions roadways via 3rd party applications, Vehicle Detection Systems (VDS), and Computer Aided Dispatch to find lane blocking events. They shall confirm the incidents with Closed Circuit Television (CCTV) cameras. They shall record this information in Sunguide, disseminate traveler information via Dynamic Message Signs and Florida’s 511 Advanced Traveler Information System, dispatching Road Ranger Service Patrol, coordinate with arterial management and TIM personnel, and other incident management resources to crash or incident scenes, coordinating with other agencies/entities. The CONSULTANT is also responsible for ensuring accurate information related to truck parking is shared with the public.

The CONSULTANT shall provide the necessary staff to coordinate operations of the Road Ranger Service Patrol program and Rapid Incident Scene Clearance (RISC) program for FDOT District Five, including dispatching, monitoring, and communicating with the Incident Management resources in accordance with the latest version of the FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

The CONSULTANT shall proactively monitor the field equipment and systems and report failures in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures. The CONSULTANT shall identify gaps in coverage or other needed network improvements to advance operations in District 5.

The CONSULTANT will verify truck occupancy in rest areas and weight stations, updating counts via Sunguide as required.

Actively develop and expand the DEPARTMENT’s ICM efforts through the development of response plans on limited access facilities supported by Priority Corridors allowing diversion activities.

**4.3 RTMC Operations (Arterials)**

The CONSULTANT is expected to work with local agencies to optimize arterial operations and expand the Integrated Corridor Management efforts in D5. The CONSULTANT will work within local agency signal ATMS. The CONSULTANT will always cultivate a positive relationship with the local agency and be respectful of their efforts to contribute to arterial operations. While different points of view are expected, the CONSULTANT will treat the local agency as part of the DEPARTMENT’s team and seek to proactively come to solutions to shared challenges. Arterial operations shall be staffed a minimum of 6 am to 6 pm Monday through Friday and events according to the event management plan.

The CONSULTANT will provide maintenance information on a daily, biweekly (twice a week), or weekly basis depending on the local agencies preference for all detection related to smart signal operations or critical detection. Additionally, network state/system availability will be observed for Priority Corridors. Coordination with the local agency is expected when outages are observed. Detection and network metrics will be tracked followed up on with the agency and escalated within the DEPARTMENT to insure proper system maintenance. Automation through the ATMS should be pursued, but not at the expense of working with local agencies.

The CONSULTANT shall directly operate the DEPARTMENT’s then current signal ATMS (MaxView or other) and then current Adaptive Signal Control System Deployments (US 92, SR46, US 17-92, SR 40, SR 421, SR 44, and others). This includes all aspects of operations. Staffing of the RTMC does not require an arterial operator 24 hours a day, 7 days per week, and 365 days per week

The CONSULTANT shall monitor traffic conditions roadways via 3rd party applications, Vehicle Detection Systems (VDS), and Computer Aided Dispatch to find lane blocking events. They shall confirm the incidents with Closed Circuit Television (CCTV) cameras. They shall record this information in Sunguide, disseminate traveler information via Dynamic Message Signs and Florida’s 511 Advanced Traveler Information System, dispatching Road Ranger Service Patrol, coordinate with arterial management and TIM personnel, and other incident management resources to crash or incident scenes, coordinating with other agencies/entities. They shall update patterns in coordination with local agencies in response to incidents as is warranted. Automation of these activities is encouraged to insure timely and technically supported decisions are being made. Coordinate with RTMC Offline Operations in the development of additional needed patterns to support nonrecurring congestion.

The CONSULTANT shall proactively monitor the field equipment and systems and report failures in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures. The CONSULTANT shall identify gaps in coverage or other needed network improvements to advance operations in District 5.

The CONSULTANT shall note geometric or other operational limitations in the transportation network and make recommendations for remediation for DEPARTMENT consideration. This information shall be in a formal manner but does not require adherence to the Manual on Uniform Traffic Studies or extensive concept development. Rather the intent is to allow the DEPARTMENT the awareness of the needs and to use other resources to fully vet the alternatives.

Actively develop and expand the DEPARTMENT’s ICM efforts through the use of and identification of needs for patterns on Priority Corridors to support diversion activities. The CONSULTANT will also be responsible to make sure data in the Signalized Intersection Inventory Application, or SIIA, is correct and up to date. Fields available at the TMC will be entered and maintained by the CONSULTANT. Field data collection will be tasked by the CONSULTANT to the DEPARTMENT’S maintenance contractor and be verified. This will be done by visiting intersections for verification in such a manner as 25% of signals on the state road system and a representative sample of off system are audited each year.

The CONSULTANT will also insure the appropriate operation of Transit Signal Priority. This includes insuring emitters and receivers are operational and configured. Also the CONSULTANT will obtain performance data from the transit agency and ensure timings are up to date including TSP settings.

**4.4 RTMC Offline Operations (Retiming)**

The DEPARTMENT is seeking to depart from the strict adherence to AM, Midday and PM timing plans on a regular basis, and instead is seeking to utilize data for the development of timings that reduce delay, increase throughput, and improve safety during peak, off peak, special events, and all other times. The DEPARTMENT recognizes this is an aspirational target, but one that will make a difference to the residents and visitors to the State of Florida. The CONSULTANT shall develop a five-year retiming plan for review and approval by the DEPARTMENT every summer. The plan will include a strategy for retiming prioritization. There are multiple areas/tiers that should be included within the plan:

* Immediate needs where data is available
  + The CONSULTANT shall review and outline the retiming strategy for areas where data is available (first two years only). Available databases and platforms can be used to aid this endeavor, such as, ATSPM, ICM devices, SunStore, etc.
* Deployment plan for areas with data gaps that can be closed (full five years)
  + The CONSULTANT shall outline a plan for equipment deployment to improve retiming throughout the District. The DEPARTMENT has made available limited funding for equipment deployment, as reflected in the current version of the Work Program. The CONSULTANT shall review the available data to determine the signal and signal groups by time of day and day of week to determine which locations, dates and times have the greatest need. This may include a focus on nonrecurring congestion as well as recurring congestion.
* Frequency based plan for locations without data and without likely future data equipment deployments
  + The CONSULTANT shall develop a ranking/prioritization system to identify corridors with the greatest operational need. The strategic elements that should be considered include: agency expressed priorities, time elapsed since last major retiming, coordination problems (travel times and delays), capacity projects, observed operational issues, public complaints, traffic volumes, types of controllers, evacuation/diversion routes, crash rates, land use changes and other factors. These elements should be assigned a weight to determine prioritization. Signals without data will be retimed in accordance with the scope in Appendix AA.
* Tracking of frequency-based timing for signals with data to understand when they would have been retimed under the traditional methodology.
  + To meet the frequency goals in the statewide guidance, the CONSULTANT will utilize available data in the current year for frequency based timing for signals with data to show characteristics of their existing performance, relative to the work that will be done. The CONSULTANT must clearly document that the greater need is being addressed and document the performance measurements. Acceptable performance measurements must be discussed and approved by the DEPARTMENT.

As part of the retiming effort, the CONSULTANT will actively develop and expand the DEPARTMENT’s ICM efforts through the development of patterns on Priority Corridors to support diversion activities, ensure connectivity to devices, and work with local agencies to correct configurations and ensure repairs are done in a timely manner.

**4.2.1 Model Use and Maintenance**

The CONSULTANT shall develop a model management plan in coordination with Local Agencies. The CONSULTANT will review the DEPARTMENT’s existing models (Active Arterial Management, Retiming Program, MetroPlan Orlando Retiming Program, Integrated Corridor Management Operations, AIMSUN ICM model, and local agency models such as City of Orlando downtown model), excluding the demand model. The CONSULTANT will recommend how to avoid duplication of work, keep values up to date, and ensure consistency with the various efforts around the region in a cost effective manner, including any suggest software investments to support model management.

**4.5 RTMC Operations (Express Lanes)**

The CONSULTANT shall assume operations of the Express Lanes for I-4 Ultimate. The CONSULTANT shall: verify toll amount pricing, ensure pricing is occur correctly, make manual pricing adjustments, as required, monitoring traffic conditions roadways via 3rd party applications, Vehicle Detection Systems (VDS), and Computer Aided Dispatch to find lane blocking events and congestion events, confirm the incidents with Closed Circuit Television (CCTV) cameras. They shall record this information in Sunguide, disseminate traveler information via Dynamic Message Signs and Florida’s 511 Advanced Traveler Information System, dispatching Road Ranger Service Patrol, coordinate with Florida’s Turnpike, Freeway Management, and TIM personnel, and other incident management resources to crash or incident scenes, coordinating with other agencies/entities

The CONSULTANT shall oversee the overall project performance to ensure it is meeting the intended results, evaluating and analyzing project related performance metrics, developing and implementing recommendations to mitigate performance measures degradation, conducting and overseeing operational analyses, providing projects related data and information to others (internal and external, but always through the DEPARTMENT), reviewing and updating operational parameters including but not limited to: I-4 Express Time of Day, Level of Service, and Traffic Density Delta tables.

The CONSULTANT shall proactively monitor the field equipment and systems and report failures in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures, with special attention to paid to Vehicle Detection System. The CONSULTANT shall identify gaps in coverage or other needed network improvements to advance operations in District 5.

The CONSULTANT will work directly with the I-4 Concessionaire for Service Patrol, RISC, and device maintenance, but will not be responsible for contract administration of the I-4 Ultimate. The CONSULTANT will work with the DEPARTMENT to supply information that may be needed for the contract oversite.

Actively develop and expand the DEPARTMENT’s ICM efforts through the development of response plans on express lane facilities.

**4.6 RTMC Operations (Ramp Signaling)**

The CONSULTANT shall assume operations of the Ramp Signals for I-4 Ultimate. The CONSULTANT shall: observe metering operation, ensure that signals are turning on and functioning appropriately, document performance measures such as queue length, queue storage, I-4 travel time, I-4 density, and make adjustments of metering rates to prevent arterial blockage and to optimize freeway performance.

The CONSULTANT shall proactively monitor the field equipment and systems and report failures in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures, with special attention to paid to Vehicle Detection System. The CONSULTANT shall identify gaps in coverage or other needed network improvements to advance operations in District 5.

The CONSULTANT shall also coordinate with local signal maintaining agencies related ramp signaling operations, including monitoring arterial operations adjacent to ramps that are metered, reviewing the arterial signals plans to identify potential changes or improvements to better facilitate ramp metering operations, and working with the local agency and the Department to implement any identified changes that are needed.

The CONSULTANT will work directly with the I-4 Concessionaire for device maintenance but will not be responsible for contract administration of the I-4 Ultimate. The CONSULTANT will work with the DEPARTMENT to supply information that may be needed for the contract oversite.

Actively develop and expand the DEPARTMENT’s ICM efforts through the development of response plans.

**4.7 Traffic Incident Management**

The CONSULTANT shall be responsible for providing program management services to support and coordinate all incident management programs and initiatives identified in the scope of services, in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

The CONSULTANT shall maintain the Incident Management Operations of the RTMC SOGs. These SOGs documents the various Incident Management services as well as roles and responsibilities of the various entities providing Incident Management services. During the duration of this contract the CONSULTANT shall completely evaluate and update the Incident Management Operations SOGs to ensure that they are as efficient and effective as possible. Updates to the Incident Management Operations SOGs shall be approved by the DEPARTMENT prior to implementation.

The CONSULTANT shall create and maintain a TIM Procedural Plan, minimally annually. The TIM Procedural Plan provides the framework for guiding the District’s Traffic Incident Management activities in the short term (6 – 24 months). The TIM Procedural Plan shall include identification of key stakeholder roles and responsibilities, agreements, performance measures, key focus areas for improvement, etc. The CONSULTANT shall completely evaluate and update the TIM Procedural Plan.

**4.7.1 Traffic Incident Management (TIM) Teams**

The DEPARTMENT has four Traffic Incident Management (TIM) Teams, the Greater Orlando Area, I-75 Area, I-95 North and I-95 South. These teams meet quarterly. The CONSULTANT shall coordinate, conduct and support these meetings. The CONSULTANT shall be responsible for updating and maintaining the contact list; and sending welcome emails to new members. Participation at the TIM meetings is a critical performance measure for the effectiveness of the program.

The CONSULTANT will work directly with the Asset Maintenance for incident response but will not be responsible for contract administration of any Asset Maintenance contract. The CONSULTANT will be asked to assist in updating Asset Maintenance Contract language to ensure optimal performance in spill remediation, incident clearing, coordination, and maintenance of traffic. The CONSULTANT will work with the DEPARTMENT to supply information that may be needed for the contract oversite.

**4.7.1.1 Post Incident Analysis (PIA)**

The CONSULTANT shall organize, coordinate and participate in Post Incident Analysis (PIA) with all agencies and entities involved in managing major traffic incidents.

**4.7.2 TIM Self-Assessment**

The CONSULTANT shall be responsible for conducting, documenting, and submitting the Federal Highway Administration (FHWA) Traffic Incident Management (TIM) Self-Assessment for the TIM Teams.

**4.7.3 TIM Coordination**

The CONSULTANT shall be a key link between freeway and arterial operations and law enforcement. The TIM group shall actively work to expand data and information sharing with partner agencies in electronic formats at the RTMC in an automated and efficient manner to support operations. Further the CONSULTANT will work to use FDOT provided platforms such as Mutuallink, iVDS and Teams to share data with first responders for those responders to see the benefit of working with the DEPARTMENT. The CONSULTANT will look for win-win solutions for improving coordination.

**4.8 Road Ranger Program Oversite**

The CONSULTANT shall be responsible for developing the scope, overseeing the procurement, managing the funds, recommending the use of sponsorship funds, managing the assignment of units, optimizing the beats, insuring contract compliance, and handling supplied materials for the then current Road Ranger Contract. Safety Tow/Arterial Road Rangers will continue to be developed as part of the Road Ranger Program. The CONSULTANT shall develop and maintain Road Ranger SOGs, minimally annually. The CONSULTANT shall modify and maintain the Road Ranger Contract and SOGs as needed to conform with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

**4.9 Rapid Incident Scene Clearance Program Oversite**

The CONSULTANT shall be responsible for providing developing the scope, overseeing the procurement, managing the funds, managing the activation, recording performance measures, and insuring contract compliance for the then current Rapid Incident Scene Clearance Contract. The CONSULTANT shall develop and maintain Rapid Incident Scene Clearance SOGs, minimally annually. The CONSULTANT shall modify and maintain the Rapid Incident Scene Clearance Contract and SOGs as needed to conform with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

The CONSULTANT will insure a positive working relationship with FHP and other law enforcement agencies and address their concerns to the extent feasible with the RISC program.

**4.10 Special Event Management Coordination and Operations**

The Central Florida Area has several special events including but not limited to:

* Daytona Races
* Space Launches
* Elected Official Visits
* Orange County Convention Center Events
* Orlando Venues
* UCF Football Games
* Hurricane Evacuations including Emergency Shoulder Use
* Hurricane Recovery
* Pandemic
* Other Disasters

The CONSULTANT is to create, update, and maintain the following documents to ensure readiness and coordination for special events.

* Continuity of Operations Plan
* Disaster Recovery Plan
* Daytona Races Plan
* Space Launch Plan
* Convention Center Event Plan
* Orlando Venues Plans
* Emergency Shoulder Use Plan
* Hurricane Aftermath Response Action Plan
* Elected Official Visit Plan
* UCF Football Game Event Plan

The CONSULTANT shall participate and support special event transportation management to ensure stakeholders for each event are working together towards the safety and efficient movement of people and goods. The CONSULTANT shall be responsible for updating and maintaining the contact list for each event, taking meeting notes, coordinating RTMC participation, conducting after action debriefs with stakeholders, and updating and improving the plans. The CONSULTANT will work other DEPARTMENT offices, consultants, and contractors to ensure internal coordination.

**4.11 TSM&O Public Involvement**

The CONSULTANT will maintain the DEPARTMENT’S website, CFLSmartRoads.com. The website servers as a landing page for many applications, design guidance, design specific ways of conducting business, knowledge exchange, interagency coordination, data sharing, and public involvement. The DEPARTMENT will provide most of the content for posting on the site. The CONSULTANT will ensure the content is placed in a logical location and aesthetically pleasing manner, consistent with DEPARTMENT manuals or procedures. The CONSULTANT periodically will be needed to augment or generate website content.

The CONSULTANT shall submit an article every other month to the Disseminator, an FDOT trade publication published statewide that raises awareness about initiatives surrounding the TSM&O Program. The newsletter is published electronically.

The CONSULTANT will receive calls from the public about any number of concerns. These complaints are to documented and followed up on in an expeditious and professional manner in accordance with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

The CONSULTANT will work directly with the District Public Involvement Office when new services are offered, Express Lane expertise is needed, or significant incidents occur. The CONSULTANT is not responsible to serve as the Public Involvement CONSULTANT but is to supply accurate and timely information that may be needed and always to represent the DEPARTMENT in a positive and professional manner.

The CONSULTANT will provide internal incident messaging, providing critical information to leadership, maintenance, bridge maintenance, traffic operations, and other offices via email in accordance with FDOT District Five SOGs, Statewide SOGs, and any governing FDOT manuals or procedures.

**4.12 ITS Information Technology Services**

The DEPARTMENT will provide the following full time positions to staff the RTMC.

* IT Supervisor
* Network Administrator/Firewall Administrator
* Security Administrator
* Server Administrator
* Workstation Support

The CONSULTANT will provide additional staffing as needed to support the RTMC. The following positions are anticipated.

* Database Administrator (Part-Time)
* Sunguide Administrator
* ATSPM Administrator (Part-Time)
* GIS Coordinator (Part-Time)

The CONSULTANT will manage the DEPARTMENT’s SQL database infrastructure, ensuring efficient performance and providing any needed correction to stored data. The CONSULTANT will be responsible to configure the DEPARMENT’s Sunguide instance for their contract. The CONSULTANT will be responsible to manage the DEPARTMENT’s ATSPM instance, with one administrator. Maintain the DEPARTMENT’s GIS instance including but not limited to license management, needs assessment for current and future deployments, and patch management. Additionally GIS detour routes as needed by ICM Operations will also be added from time to time. The CONSULTANT will ensure consistency with FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

The CONSULTANT will support the DEPARTMENT’s Connected Vehicle program by managing field devices remotely from the Transportation Management Center, including pushing firmware versions, ensuring top offs are occurring, assisting in the enrollment and disenrollment of devices, data management, and other support activities.

**4.13 Software Support and Enhancement**

The table below reflects the software currently in use at the RTMC. The CONSULTANT will utilize the DEPARTMENT’s existing software or provide/develop alternative software to provide the same or similar functionality to those listed below. The only required software for the CONSULTANT to utilize is Sunguide, SELS, and RICMS. The CONSULTANT’s role is also reflected in the table along with the availability of the source code to the District. The DEPARTMENT will make available to the CONSULTANT District Retained source code.

|  |  |  |
| --- | --- | --- |
|  | **CONSULTANT Role** | **D5 Retains Source Code** |
| Activu | Configure |  |
| ASCT Software | Configure |  |
| ATSPM | Configure, Enhance, and Maintain | Open Source |
| Blank Out Sign Software | Configure, Enhance, and Maintain | X |
| Bluetooth | Configure |  |
| CAV Applications | Configure, Enhance, and Maintain |  |
| Cloud ATSPM | Configure |  |
| CMS | Configure |  |
| Data Picker | Configure, Enhance, and Maintain | X |
| Hope Graphical Traffic Views | Configure, Enhance, and Maintain | X |
| InService | Configure, Enhance, and Maintain | X |
| ITSIQA | Configure, Enhance, and Maintain | X |
| iVDS | Configure, Enhance, and Maintain | X |
| LA Signal ATMS | Configure |  |
| MaxView | Configure |  |
| MIMS | Configure, Enhance, and Maintain |  |
| MMA/MDP | Configure, Enhance, and Maintain | X |
| NOEMI | Configure, Enhance, and Maintain | X |
| OTM | Configure |  |
| Regional Applications Just on Phone | Configure, Enhance, and Maintain | X |
| RICMS | Configure | X |
| Route and Mode Choice | Configure, Enhance, and Maintain | Open Source |
| RTMC Map | Configure, Enhance, and Maintain | X |
| RWIS Software | Configure |  |
| SELS | Configure |  |
| SIIA | Configure, Enhance, and Maintain | X |
| Sunguide | Configure |  |
| SunStore | Configure, Enhance, and Maintain | X |
| TIM Application | Configure, Enhance, and Maintain | X |
| TPAS Software | Configure |  |

The CONSULTANT will provide staff to continue to configure, enhance, maintain, and develop software to support the RTMC and TSM&O Program. The CONSULTANT will be responsible maintain the DEPARTMENT’s source code repository. The CONSLTANT’s work will conform with the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures.

**4.14 Miscellaneous RTMC Support Services**

**Traffic Signal Technician Program**

The Central Florida region has identified qualified technicians as the top shortfall of the current TSM&O program. As such the CONSULTANT will insure the continued development of maturation of signal technicians in Central Florida. This includes knowledge transfer to completely unexperienced personnel to filling in gaps with seasoned technicians. The CONSULTANT will attempt to make the work as scalable as possible using video recording and video editing as appropriate. The work includes identifying knowledge gaps, development of curriculum, delivering knowledge transfer, providing documentation, coordinating needed hardware/software available, scheduling, and other logistic activities.

**FHP Contract Management**

The CONSULTANT shall be responsible for supporting FDOT Personnel with providing management oversight for the FHP contract. Some of the activities that the CONSULTANT shall be responsible for, but not limited to are: reviewing monthly invoices, preparing invoice package for FDOT’s Project Manager review and approval, performing quality control on vehicle and personnel logs submitted as part of the invoice packages, reviewing information provided as part of the invoice package, maintaining and reviewing all required documentation, archiving/filing all contract related documents, etc. The CONSULTANT shall be responsible for projecting contract expenditures based on existing and future operational needs.

**TSM&O Research Support**

The CONSULTANT will oversee tasks with Universities. The CONSULTANT will assist in scope development, review technical documents, serve as a liaison to provide needed data, under how the scope fits with program objectives, insure the resulting research is implementable for operations, obtain and file deliverables including reports, software, and hardware, participate in close out meetings and advise on next steps.

**Capital Improvement Recommendations**

The CONSULTANT will provide recommendations on capital improvements to the TSM&O system as well as to the roadway system. TSM&O improvements will include features such as additional cameras, detection, or other devices to collection information and/or allow control over features on the roadside to assist in transportation management. Roadway features include elements such as lengthening turn lanes, implementing alternative intersection treatments, or other activities requiring the placement or removal of asphalt to resolution transition challenges. The CONSULTANT will review these recommendations with the DEPARTMENT provide sound reasoning and data supporting the proposed improvement. These recommendations maybe concept level and may require additional study or data collection to move forward.

**Connected Vehicle**

The CONSULTANT will utilize FDOT D5 connected vehicle infrastructure as part of operations to further the action listed approve. Further the CONSULTANT will leverage emerging technology to ensure a safe and efficient transportation system for all modes and people.

**4.15 OPTIONAL SERVICES: RTMC Operations (Part Time Shoulder Use)**

The CONSULTANT shall assume operations of the Part Time Shoulder Use (PTSU) application implemented in D5. The Central Florida Expressway Authority is in the process of implementing PTSU on portions of SR 429 and SR 417 (see Appendix AB) with a current scheduled opening shown in Appendix AC. The system includes Lane Control Signs (LCS), Variable Speed Limit (VSL) signs, supplementary Incident DMS, and various detection devices. The CONSULTANT shall: monitor and implement PTSU to optimize expressway performance using 3rd party applications according to the ConOps document included in Appendix XX. This shall include the operation of LCS, VSL and supplementary DMS to facilitate the opening and closing of the shoulder within the designated corridor. They shall coordinate as necessary with Road Rangers, FHP and CFX Maintenance staff to confirm the availability of the shoulder prior to opening. In addition, the CONSULTANT shall monitor traffic conditions for respective roadways via 3rd party applications, Vehicle Detection Systems (VDS), and Computer Aided Dispatch to find lane blocking events and congestion events and confirm the incidents with Closed Circuit Television (CCTV) cameras. They shall record this information in Sunguide, disseminate traveler information via Dynamic Message Signs and Florida’s 511 Advanced Traveler Information System, dispatch Road Ranger Service Patrol, dispatch Rapid Incident Scene Clearance contractors, coordinate with Florida’s Turnpike, Freeway Management, and TIM personnel, and other incident management resources to crash or incident scenes and coordinate with other agencies/entities as necessary. In addition, the CONSULTANT shall observe PTSU operation, ensure that signs are turning on and functioning appropriately, document performance measures such as queue length, travel time along PTSU corridors and density along PTSU corridors.

The CONSULTANT shall oversee the overall project performance to ensure it is meeting the intended results, evaluating and analyzing project related performance metrics, developing and implementing recommendations to mitigate performance measures degradation, conducting and overseeing operational analyses, providing projects related data and information to others (internal and external, but always through the DEPARTMENT & CFX), reviewing and updating operational parameters including but not limited to: Level of Service, Volume Thresholds, Peak Periods and Speed Thresholds.

The CONSULTANT shall proactively monitor the field equipment and systems and report failures in accordance with the CFX PTSU ConOPS document (Appendix XX), FDOT District Five SOGs, Statewide SOGs, the laws and rules governing of the State of Florida, and any governing FDOT manuals or procedures. The CONSULTANT shall identify gaps in coverage or other needed network improvements to advance operations on the PTSU corridors.

The CONSULTANT will work directly with the CFX ITS Maintenance Contractor for device maintenance but will not be responsible for contract administration of the CFX ITS Maintenance Contract. The CONSULTANT will work with the DEPARTMENT to supply information that may be needed for the contract oversite.

Actively develop and expand the DEPARTMENT’s ICM efforts through the development of response plans.

**5.0 CONSULTANT PERFORMANCE RATINGS**

The CONSULTANT shall develop a methodology that is approved by the DEPARTMENT for collecting performance data. The performance measures shown in the following tables reflect the minimum performance indicators. The CONSULTANT will develop the appropriate remediation and report point accumulation as part of their reporting requirements to the DEPARTMENT. The DEPARTMENT reserves the right to modify the amount of points per event and to lessen the threshold for performances at its sole discretion.

The DEPARTMENT may use the performance data as part of its review of the CONSULTANT. Financial penalties or cost adjustments are not part of this contract. The CONSULTANT shall keep all appropriate/verifiable data to support the performance rating calculations during the duration of the contract.

**5.1 Performance Management**

Below is the table of performance measures for Performance Management. The performance measures from the other tables are to brought forward in the reports below for internal reporting. External reporting will occur via posting to the DEPARTMENT’s then current website, currently CFLSmartRoads.com, only after review and approval by the DEPARTMENT.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PERFORMANCE MANAGEMENT** | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** |
| Daily Reports | Each Occurrence | Daily by 8 AM on weekdays without weekly reports | 0.25 |
| Weekly Reports | Each Occurrence | By 9 a.m. First weekday of following week | 0.25 |
| Monthly Reports | Each Occurrence | ≤ 10 calendar days after the end of the month | 0.25 |
| Quarterly Reports | Each Occurrence | ≤ 10 calendar days after the end of a quarter | 0.5 |
| External Quarterly Report | Each Occurrence | ≤ 10 calendar days after the end of a quarter | 0.5 |
| Annual Reports | Each Occurrence | On January 20, each year | 0.5 |
| External Annual Reports | Each Occurrence | On December 20, each year | 0.5 |
| SOPs | Minimum Annual Update | On November 30, each year | 1 |

**5.2 RTMC Operations (Freeways and Expressways)**

Below is the table of performance measures for RTMC Operations (Freeways and Expressways).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **FREEWAY** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| TMC Operator Error to Event Ratio | Monthly ratio for all TMC staff managing events | ≤ 0.20 (travel lane blocking events) | 4 | 16 |
| ≤ 0.20 (non-travel lane blocking events) | 2 | 8 |
| DMS Usage | Monthly Percentage | ≥ 95.00% | 5 | 20 |
| Road Rangers Dispatching | Monthly average for all travel lane blocking event | ≤ 2 minutes from event detection | 2 | 8 |
| IDS Acknowledgement | Monthly average for all events | ≤ 2 minutes from event detection | 2 | 8 |
| Event Confirmation | Monthly average for all events | ≤ 2 minutes from event detection | 2 | 8 |
| DMS Response Plan | Monthly average for all events | ≤ 3 minutes from event confirmation | 2 | 8 |
| Notifications | Monthly average for all events | ≤ 3 minutes from event confirmation | 2 | 8 |
| Publish to 511 | Monthly average for all events | ≤ 7 minutes from event confirmation | 2 | 8 |
| Open Roads Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Roadway Clearance Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Incident Clearance Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Response Time | Monthly time calculated for all events | Below or within 10% of the time for the year prior to execution, by quarter | 4 | 16 |
| TTR | Monthly time calculated for all events by county | Below or within 5% for the year prior to execution | 4 | 16 |
| Verify device entered in Maintenance Software when down | Each Event, summarized monthly | Within 12 hours of outage, if not automated | 1 | 4 |
| Develop Response Plans | Percentage of devices, missing at contract execution added, annual | 25% of missing fields at the time of contract execution | 1 | 4 |
| Communication Status | Each Event, summarized monthly | Within 30 minutes of outage, if not automated | 1 | 4 |

**5.3 RTMC Operations (Arterials)**

Below is the table of performance measures for RTMC Operations (Freeways and Expressways).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ARTERIAL** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Operating Procedures | Annual Update | On October 16, each year | 1 | 4 |
| Respond to Arterial Alarms | Monthly by Corridor | <1 hour, average | 1 | 4 |
| Configure ATMS Alarm Status | Each event, summarized monthly by corridor | >98% configured for systems with access, within 5 days | 1 | 4 |
| Report critical detection failures | Each event, summarized monthly | < 30 minutes | 1 | 4 |
| Log Complaints | Each event, summarized monthly | < 30 minutes | 1 | 4 |
| Acknowledge Complaints | Each event, summarized monthly | < 1 day | 1 | 4 |
| Calls to close Complaints | Each event, summarized monthly | < 7 days | 1 | 4 |
| Communication Status | Each event, summarized monthly by corridor | Within 24 hours of outage, if not automated | 0.5 | 2 |
| ATMS/Detector Zone process for LA controlled locations configured correctly, or maintenance request generated | Monthly | 100% of detection configured within 7 days of installation or replacement | 0.5 | 2 |
| SIIA maintenance | Existing Configuration Correctly maintained, annually | 95% of field entries verified correctly | 4 | 16 |
| SIIA populated | Percentage of devices, missing at contract incitation added, annual | 25% of missing fields at the time of contract execution | 4 | 16 |
| ASCT configurations maintained | Weekly by corridor | 100% of ASCT devices configured based on existing detection | 2 | 8 |
| Report ASCT detection failures | Each Event, summarized monthly | Within 12 hours of outage, if not automated | 1 | 4 |
| Delay | Monthly average for managed roadways, per corridor | Below or within 5% for the year prior to execution | 4 | 16 |
| AoR | Monthly average for managed roadways, per corridor | Below or within 5% for the year prior to execution | 4 | 16 |
| TTR | Monthly average for managed roadways, per corridor | Below or within 3% for the year prior to execution | 4 | 16 |
| ICMS acknowledgement | Monthly time calculated for all events by county | < 5 minutes from ERE recommendation | 2 | 8 |
| Detection/ped button outages reported to local agency | Monthly | Within 12 hours of outage | 1 | 4 |
| ATMS/Detection Zone for FDOT controlled configured correctly or maintenance request generated | Monthly | 100% of detection configured within 7 days of installation or replacement | 1 | 4 |
| Tickets issued per procedure to Maintenance Contract | Each Event, summarized monthly | Within 12 hours of outage, if not automated | 1 | 4 |
| Alternative Route Flush Plans develop Configured/Maintained | Per Corridor, per month | 100% of controllers configured within 14 days of installation or replacement | 4 | 16 |
| Transit Signal Priority | Per Corridor, per month | 100% of controllers configured within 14 days of installation or replacement | 2 | 8 |
| Overcapacity Intersection, Segments Report | By Intersection, annually | Document level of congestion by intersection for 100% of intersections on system, by December 21 | 2 | 8 |
| Recommended Ops Improvement Ranking Report | By Intersection, annually | Provide recommended concept for top 10 most congested intersections rural and top 10 most congested intersections urban (20 unique intersection by year), by January 1 | 2 | 8 |

**5.4 RTMC Offline Operations (Retiming)**

Below is the table of performance measures for RTMC Offline Operations (Retiming).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Retiming** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Generate Annual 5 Year Signal Intersection Retiming Plan | Annual deliverable | By July 16, each year | 4 | 16 |
| Data Plan for needed corridors | By Corridor | By August 16, each year | 1 | 4 |
| Data Collection Report | By Corridor | By November 16, each year | 1 | 4 |
| Retiming Report | By Corridor | By April 16, each year | 1 | 4 |
| Retiming Implementation | By Corridor | By May 16, each year | 4 | 16 |
| Before and After Report | By Corridor | By May 31, each year | 1 | 4 |
| Update Model Maintenance Plan | Annual deliverable | By July 16, each year | 0.5 | 2 |
| Conformance to Model Maintenance Plan | Annual Verification | By June 30, each year ensure all models maintained in accordance with plan | 1 | 4 |

**5.5 RTMC Operations (Express Lanes)**

Below is the table of performance measures for RTMC Operations (Express Lanes).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EXPRESS LANES** | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| DMS Usage | Monthly Percentage | ≥ 100% | 5 | 20 |
| TMC Operator Error to Event Ratio | Monthly ratio for all TMC staff managing events | ≤ 0.10 (travel lane blocking events) | 4 | 16 |
| ≤ 0.10 (non-travel lane blocking events) | 2 | 8 |
| DMS Usage | Monthly Percentage | ≥ 95.00% | 5 | 20 |
| Road Rangers Dispatching | Monthly average for all travel lane blocking event | ≤ 1 minutes from event detection | 2 | 8 |
| IDS Acknowledgement | Monthly average for all events | ≤ 1 minutes from event detection | 2 | 8 |
| Event Confirmation | Monthly average for all events | ≤ 1 minutes from event detection | 2 | 8 |
| DMS Response Plan | Monthly average for all events | ≤ 2 minutes from event confirmation | 2 | 8 |
| Notifications | Monthly average for all events | ≤ 2 minutes from event confirmation | 2 | 8 |
| Publish to 511 | Monthly average for all events | ≤ 4 minutes from event confirmation | 2 | 8 |
| Open Roads Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Roadway Clearance Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Incident Clearance Time | Monthly time calculated for all events by county | Below or within 10% of the time for the year prior to execution, by quarter, by county | 4 | 16 |
| Response Time | Monthly time calculated for all events | Below or within 10% of the time for the year prior to execution, by quarter | 4 | 16 |
| % of time below 45 mph by segment outside of incident duration | Annual, by segment | Less than 1% by segment | 4 | 16 |
| Verify device entered into Maintenance Software when down | Each Event, summarized monthly | Within 12 hours of outage, if not automated | 1 | 4 |
| Communication Status | Each Event, summarized monthly | Within 30 minutes of outage, if not automated | 1 | 4 |

**5.6 RTMC Operations (Ramp Signaling)**

Below is the table of performance measures for RTMC Operations (Ramp Signaling).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RAMP SIGNALING** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Modify Parameters for metering to prevent queue spillback | Monthly report of modification for queuing events | 100% of queuing events | 4 | 16 |
| Record Ramp Signals Performance Measures from Section 4.6 | Weekly report of modification of measures | 100% of performance measure data | 2 | 16 |
| Verify device entered into Maintenance Software when down | Each Event, summarized monthly | Within 12 hours of outage, if not automated | 1 | 4 |
| Communication Status | Each Event, summarized monthly | Within 30 minutes of outage, if not automated | 1 | 4 |

**5.7 Traffic Incident Management**

Below is the table of performance measures for Traffic Incident Management.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **TIM** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| TIM Procedural Plan | Annual deliverable | By September 1 each year | 0.5 | 2 |
| Conduct TIM Meetings | Quarterly per TIM Team | Meeting Held, Attended, Minutes, Invitation Sent, Quarterly | 0.5 | 2 |
| Post Incident Analysis (PIA) Conducted | Coordinate and conducted | PIA conducted with effected incident responders | 2 | 8 |
| FHWA TIM Self- Assessment | Annual deliverable | ≥ 5 calendar days prior to FHWA submittal deadline | 0.25 | 1 |
| TIM Quarterly Newsletter | Quarterly deliverable | ≤ 14 calendar days after the end of quarter | 0.25 | 1 |
| Mutuallink Sharing of Images | Annual deliverable | Maintain existing agency coordination and add 1 agency per year until build out | 1 | 4 |
| Attendance at TIM Meeting | Quarterly per TIM Team | TIM Attendance greater than or within 10% of attendance for that team from previous year | 2 | 8 |

**5.8 Road Ranger Program Oversite**

Below is the table of performance measures for Road Ranger Program Oversite.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ROAD RANGER MANAGEMENT** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Scope Development | Each Occurrence, Summarized Annually | Development of Scope Document 6 months prior to existing contract expiring | 4 | 16 |
| Invoices | Monthly | < 5 working days from invoice submittal by Road Ranger Contractors | 1 | 4 |
| Performance Evaluation | Monthly | ≤ 10 calendar days after the end of the month | 0.25 | 1 |
| Vehicle inspections | Quarterly | 25% vehicles quarterly | 4 | 16 |
| Road Ranger Contractor(s) Monthly Meeting | Conduct meeting as per SOG | Meeting Held, Attended, Minutes, Invitation Sent, Monthly | 1 | 4 |
| Annual Review of Zones, periods, and Number of Road Ranger per period per Zone | Annual deliverable | By December 7, each year | 2 | 8 |

**5.9 Rapid Incident Scene Clearance Program Oversite**

Below is the table of performance measures for Rapid Incident Scene Clearance Program Oversite

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RISC MANAGEMENT** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Scope Development | Each Occurrence, summarized monthly | Development of Scope Document 6 months prior to existing contract expiring | 4 | 16 |
| Invoices | Each Occurrence, summarized monthly | < 5 working days from invoice submittal by RISC Contractors | 1 | 4 |
| Performance Evaluation | Monthly | ≤ 10 calendar days after the end of the month | 0.25 | 1 |
| SOGs | Annual deliverable | By December 14, each year | 1 | 4 |
| Review compliance with RISC timeline/performance measures | Each Event, summarized monthly | Provide RISC Events and the performance measure by vendor | 0.5 | 2 |

**5.10 Special Event Management Coordination and Operations**

Below is the table of performance measures for Special Event Management Coordination and Operations.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SPECIAL EVENT COORDINATION AND OVERSITE** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Special Events Premeeting (VIP, Speedway, Manned Launch, City of Orlando Venue, Orange Convention Center, Annual UCF Games, etc) | Conduct/Attend meeting; Summary Monthly, if occurred | Meeting Held, Attended, Minutes, Invitation Sent, Quarterly | 1 | 4 |
| Develop Special Event Performance Measure | Developed within 1 year of contract execution | Develop a performance measure for VIP Vists, Speedway Events, Manned Launch Events, City of Orlando Venue Events, Orange Convention Center Events, UCF Football Games, ESU, and sinkholes | 4 | 16 |
| Compliance with the Special Event Performance Measure | Conduct/Attend meeting; Summary Monthly, if occurred | Show performance relative to performance measures | 0.5 | 2 |
| After action debrief | Conduct/Attend meeting; Summary Monthly, if occurred | Meeting Held, Attended, Minutes, Invitation Sent, Quarterly | 1 | 4 |
| Separate IT Disaster Recovery Response Action Plan from Disaster Recovery Plan | Developed within 1 year of contract execution | On January 15 | 4 | 16 |
| Separate Continuity of Operations Plan (Building outage, Pandemic) from Disaster Recovery Plan | Developed within 1 year of contract execution | On February 15 | 4 | 16 |
| Develop VIP, City of Orlando Venue, Orange Convention Center, Annual UCF Games Plans, Fire Events, Sink Holes | Developed within 1 year of contract execution | On March 15, each year | 4 | 16 |
| Update TMC Emergency Response Action Plans (ESU, Hurricane Recovery, Fire Events, Sink Holes) | Annual deliverable | On March 15, each year | 1 | 4 |
| Update IT Disaster Recovery Response Action Plan | Annual deliverable | On January 15, each year | 1 | 4 |
| Update Continuity of Operations Plan (Building outage, Pandemic) | Annual deliverable | On February 15, each year | 1 | 4 |
| Update Event Plans (Speedway, Manned Launch, VIP, City of Orlando Venue, Orange Convention Center, Annual UCF Games Plans) | Annual deliverable | On April 15 each year | 1 | 4 |

**5.11 TSM&O Public Involvement**

Below is the table of performance measures for TSM&O Public Involvement.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PUBLIC INVOLVEMENT** | | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** | |
| Public information inquiries | Acknowledge, Summarized Weekly | ≤ 2 working days from inquiry | 0.5 | 2 |
| Respond | Respond, Summarized Monthly | ≤ 5 working days from inquiry | 0.5 | 2 |
| SunGuide Disseminator | Bimonthly deliverable | ≤ 10th day of the month | 0.25 | 1 |
| Website Maintenance | Each Event, summarized monthly | Update upon request within 5 business days | 0.25 | 1 |

**5.12 ITS Information Technology Services**

Below is the table of performance measures for ITS Information Technology Services.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ITS INFORMATION TECHNOLOGY SERVICES** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Sunguide Availability | Annual deliverable | 99% uptime | 1 | 4 |
| Sunguide Configuration up to date | Per Event Summarized Annually | ≤ 5 working days show cleared tickets for Sunguide action | 1 | 4 |
| Sunguide ticket logging | Per Event Summarized Monthly | Show status of tickets to SwRI and status | 1 | 4 |
| ATSPM Records Availability | Monthly deliverable | CONSULTANT will demonstrate the availability of all records generated, provide update on number of records | 1 | 4 |
| Incorporation of New Signals into ATSPM | Monthly deliverable | % and number of signals with connectivity and ATC controller in ATSPM; 5 signal increase until saturation | 1 | 4 |
| Ticket clearance | Monthly deliverable | ≤ 5 working days show cleared tickets for all items | 1 | 4 |

**5.13 Software Support and Enhancement**

Below is the table of performance measures for Software Support and Enhancement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ITS INFORMATION TECHNOLOGY SERVICES** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Ticket clearance | Monthly deliverable | ≤ 5 working days show cleared tickets for all items | 1 | 4 |
| Enhancement | Annual summation | Provide 1,500 hours of enhancements to existing software annually | 0 | 0 |

**5.14 Miscellaneous RTMC Support Services**

Below is the table of performance measures for Miscellaneous RTMC Support Services.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MISCELLANEOUS RTMC SUPPORT SERVICE** | | | | | |
| **PERFORMANCE MEASURE** | **CRITERION** | **REQUIREMENT** | **Self Reported** | **FDOT Reported** |
| Review deliverables from Researchers | Per Event Summarized Monthly | ≤ 5 working days provide comments to researchers | 2 | 8 |
| Invoices | Each Occurrence, summarized monthly | < 5 working days from invoice submittal by Researchers | 2 | 8 |
| Technician Program | Number of Graduates, summarized annually | >4 per year | 10 | 40 |
| Technician Program, Local Agencies | Number of Technicians trained and number of subjects, summarized annually | >25 technicians trained; >2 videos produced | 10 | 40 |
| FHP Invoices | Each Occurrence, summarized monthly | < 5 working days from invoice submittal by FHP | 1 | 4 |

**5.15 Part Time Shoulder Use**

Performance Measures will be determined at the time of execution of PTSU services. Generally an understanding of the frequency of activation, impact of implementation of PTSU, and the effectiveness of implementation by TMC staff will be measured.

**6.0 CONSULTANT RESPONSIBILITIES**

The CONSULTANT shall provide the services described in this Agreement through careful planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management techniques that shall optimize the CONSULTANT’s performance.

**6.1 Project Management**

The CONSULTANT shall provide the DEPARTMENT with a Project Manager for the term of the Agreement.

The CONSULTANT Project Manager shall also be responsible for notifying the DEPARTMENT of any and all emergencies and problems.

The CONSULTANT Project Manager shall be available to meet with the DEPARTMENT’s Project Manager at a mutually convenient time for both parties during regular “business hours” to discuss work requirements prior to the CONSULTANT assuming the responsibilities of this Agreement. This time spent shall not be billable to the DEPARTMENT.

**6.2 Sub-CONSULTANT(s)**

The CONSULTANT shall be fully responsible for the satisfactory completion of all subcontracted work. The CONSULTANT shall be responsible for the management, scheduling, and administration of all Sub-

CONSULTANT(s), including invoice processing and payment of the Sub-CONSULTANT(s).

**6.3 Personnel Change(s)**

staff Any position other than Freeway/Express Lane/Ramp Signaling operator positions shall obtain prior approval by the Department, at the Department’s sole discretion.

**7.0 TRANSITION OF SERVICES**

The DEPARTMENT has existing services for Software Maintenance and Enhancement and Signal Retiming. These services may be phased into this contract over time, at the DEPARTMENT’S sole discretion.

Additionally, the services described in this scope may be transitions to a new consultant or consultants at the end of the term of this contract. It is anticipated that 3 months will be the transition period. During this time, personnel may transition from one team to another. It is expected that an overlap will occur, during which time the CONSULTANT shall provide SOP, SOG, and other documentation to the newly acquired consultant. The CONSULTANT will transition local agencies (city, county, first responder, and transit) in a positive and constructive manner, including and incorporating the new consultant in the meetings during the transition period. The CONSULTANT will allow the new consultant to oversee activities and answer questions related to the existing practice of services.

**8.0 REMOTE WORKING**

The CONSULTANT may provide the following services remotely. Other activities may be provided remotely upon approval by the Department.

* Performance Management
* RTMC Offline Operations (Retiming)
* Traffic Incident Management
* Road Ranger Program Oversite
* Rapid Incident Scene Clearance Program Oversite
* ITS Information Technology Services
* Software Support and Enhancement
* Miscellaneous RTMC Support Services

**8.0 CONTRACT RESPONSIBILITIES**

The CONSULTANT services will be broken down into two contracts: I-4, CFX, & I-95 and I-75

I-4, CFX, & I-95 contract will include the follow for the Orange, Seminole, Osceola, Volusia, Flagler, and Brevard County Areas.

* Performance Management
* RTMC Operations (Freeways and Expressways)
* RTMC Operations (Arterials)
* RTMC Offline Operations (Retiming)
* RTMC Operations (Express Lanes)
* RTMC Operations (Ramp Signaling)
* Traffic Incident Management
* Road Ranger Program Oversite
* Rapid Incident Scene Clearance Program Oversite
* Special Event Management Coordination and Operations
* TSM&O Public Involvement
* ITS Information Technology Services
* Software Support and Enhancement
* Miscellaneous RTMC Support Services
* Part-Time Shoulder Use

I-75 contract will include the follow for the Marion and Sumter County Areas.

* Performance Management
* RTMC Operations (Freeways)
* RTMC Operations (Arterials)
* RTMC Offline Operations (Retiming)
* Traffic Incident Management
* Road Ranger Program Oversite
* Rapid Incident Scene Clearance Program Oversite
* Special Event Management Coordination and Operations
* TSM&O Public Involvement
* ITS Information Technology Services
* Software Support and Enhancement
* Miscellaneous RTMC Support Services, excluding research support and signal technician services

Lake County RTMC Operations (Arterials), RTMC Offline Operations (Retiming), Software Support, and Enhancement, TSM&O Public Involvement, Special Event Operations will be split among the two contracts at FDOT’s sole discretion. Lake County RTMC Operations (Expressways), Traffic Incident Management, Road Ranger Oversite, RISC Program Oversite, ITS Information Technology Services, and Miscellaneous RTMC Support Services will occur via the I-4, CFX, & I-95 contract.

**Appendix A**

**D5 Software Overview**

Activu – This software controls the RTMC walls in Sanford and the walls in the remote offices, including all Operations yards and the District Office.

Adaptive Signal Control Technology Software – software running on controllers or field services that adjust splits, offsets, and cycle length to react to traffic demand.

Automated Traffic Signal Performance Measures is a suite of performance measures, data collection and data analysis tools to support objectives and performance based approaches to traffic signal operations, maintenance, management and design to improve the safety, mobility and efficiency of signalized intersections for all users. This software pulls files off of traffic controllers and then calculates and displays analytics. This software is used for records retention purposes.

Blank Out Sign Software – Developed for the Daytona races this software manages detour routes and events routes for the event using blank out signs. It also contains a work flow for ensure device responsiveness and allowing operators to confirm message displays with cameras.

Bluetooth – This software matchs MAC addresses from Bluetooth devices in the field to generate travel times and travel patterns

CAV Applications – Applications running on Road Side Units that actuate traffic management responses

Cloud ATSPM – See ATSPM above. This is the version used for operations.

Central Management Software – this system monitors preemption and priority requests via Opticom devices. This is used to manage our TSP installs but also EVP troubleshooting.

Data Picker – System to make data available from Sunstore to partners allowing easy measurement of travel time, volume, and other common factors.

Hope Graphical Team View – This software monitors Sunguide and when an event is created it places the nearest cameras on single feed customized for a geographic area (Districtwide or County) and labels the event, changing color by freshness, allowing easy access of information to our operations yards and the District Office.

InService – This is Road Ranger dispatch and data entry software. It also provides sitational awareness to Road Rangers.

ITSIQA – This software cleans vehicle detection data and creates tickets for misbehaving detectors. It also normalizes information spatially and temporary with 3rd party data feeds and allows for aggregation of the data.

iVDS – Provides video to those outside of the Department’s network via a credentialed web application

Local Agency Signal Advance Traveler Management System – Some of our local maintaining agencies use a vendor specific software to control the signal system. This is the vendor specific software. Examples include Centrax, ATMS.now, and Tactics.

MaxView – This is the DEPARTMENT’s vendor specific software. It is used to control signals outside of local agency ATMS and Ramp Signals.

MIMS – This is the DEPARTMENT’s maintenance tasking and inventory tracking software. It is used to track almost 8,000 pieces of hardware and allows operators to place tickets into the software. It also allows FDOT to track and issue TWO for the repair of devices to our contractor by contract type.

Maintenance Mobile Application – This is a software used by maintenance to document work needs and major closures. The software serves as a way to trunk communication through the RTMC for traffic impacting events.

Maintenance Data Portal – This software provides an overall view of the reported information from MMA.

NOEMI – This software monitors the state mature and connected vehicle readiness of the signal system. It link to data from SIIA.

Operations Task Manager – This software is used for quality control purposes, including generating some of the performance measures mentioned in this contract.

Regional Applications Just on Phone (RAJ-P) – This software is meant to turn a phone into an onboard unit, allowing for quick scalability of connected vehicle.

Regional Integrated Corridor Management Software – This software is used to inform operators on suggested actions that integrates arterial and freeway response to events.

Route and Mode Choice – This software provides trip choices to users, including walking, biking, transit, rail hailing, and driving.

Regional Traffic Management Center Map – This software uses analytics 3rd party data and ATSPM data to look for incidents on arterial roadways.

Regional Weather Information System Software – This software provide data to fire responders, the EOC, and bridge maintenance about wind speed, bridge icing, and water level.

Statewide Express Lanes Software – This software is used to price and confirm pricing on Express Lanes in Florida.

Signalized Intersection Inventory Application – This application allow data gathering about signalized intersections.

Sunguide – This system provides command and control of most traffic control features.

SunStore – This software store data for the Central Florida area. It provides API to allow accessibility to the records.

Traffic Incident Management Application – This dashboard provides insights on the current state of TIM.

Truck Parking Availability System Software – This software serves as a middleman between Sunguide and sensor in rest areas to show what hardware has gone bad and to provide occupancy information to Sunguide.