



# welcome to FDOT DAYS



**FDOT DISTRICT SIX AUDITORIUM  
1000 NW 111 AVENUE, MIAMI, FL 33172**

**JUNE 1, 2015**

## We are guided by our Mission, Vision & Values

### OUR MISSION

The department will provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the equality of our environment and communities.

### OUR VISION

Serving the people of Florida by delivering a transportation system that is fatality and congestion free.

### OUR VALUES

The fundamental principles which guide the behavior and actions of our employees and our organization.

#### **Integrity**

"We always do what is right"

#### **Respect**

"We value diversity, talent and ideas"

#### **Commitment**

"We do what we say we are going to do"

#### **One FDOT**

"We are one agency, one team"

#### **Trust**

"We are open and fair"

#### **Customer Driven**

"We listen to our customers"

# FDOT External Customers



## Residential Travelers

- Permanent residents who make multi-purpose trips



## Visitor Travelers

- Tourists, business visitors, short-term non-permanent residents



## Special Needs Travelers

- Transportation disadvantaged, elderly, welfare to work, underserved



## Commercial Travelers

- Trucking companies, taxis, city buses, airports, seaports, any commercial operator



## Property Owners

- Property owners impacted and regulated by FDOT (road widening projects, business owners, driveway permits, outdoor advertisement)



## Elected/Governmental Officials

- Mayor's office, City Council, County officials, school buses, fire rescue, police, Emergency Medical Services (EMS), military

## FDOT Leadership

### GOVERNOR Rick Scott



- 45th Governor of Florida
- Re-elected November 2014
- Entrepreneur & Health Care Executive
- Degrees in Business Administration and Law

### SECRETARY Jim Boxold



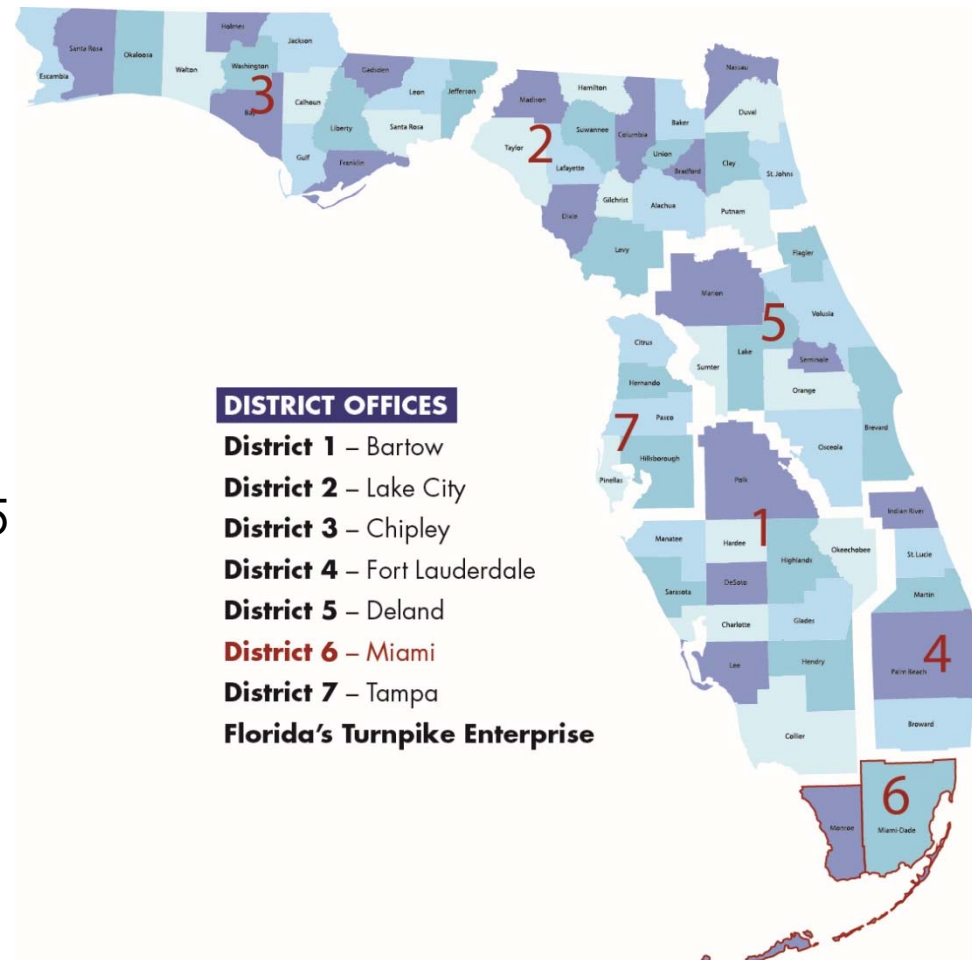
- 16th Secretary of FDOT
- Appointed January 3, 2015
- More than 20 years of government policy and management experience
- B.A. in Political Science



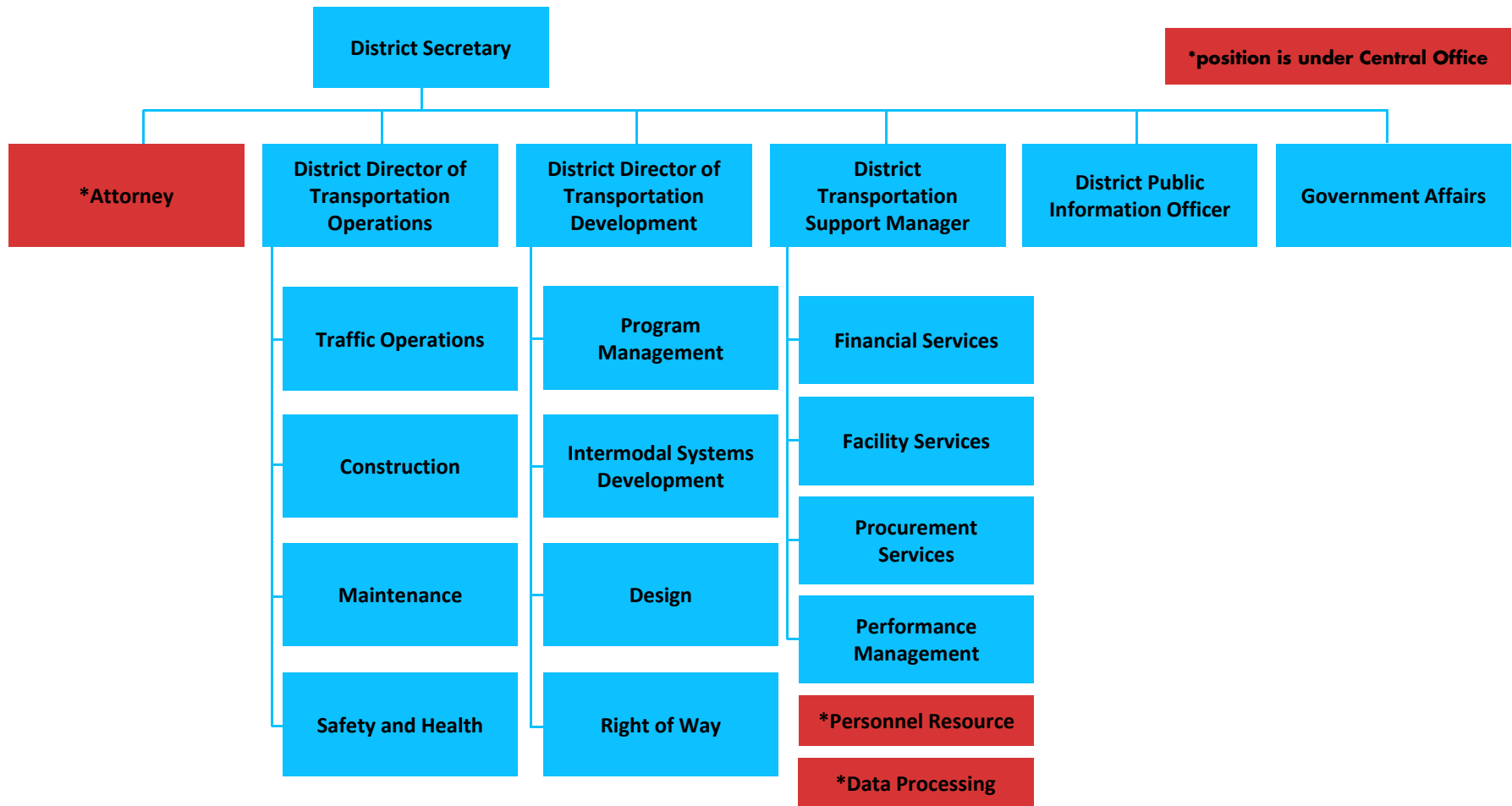
# FDOT Statewide District Map

## District Six has:

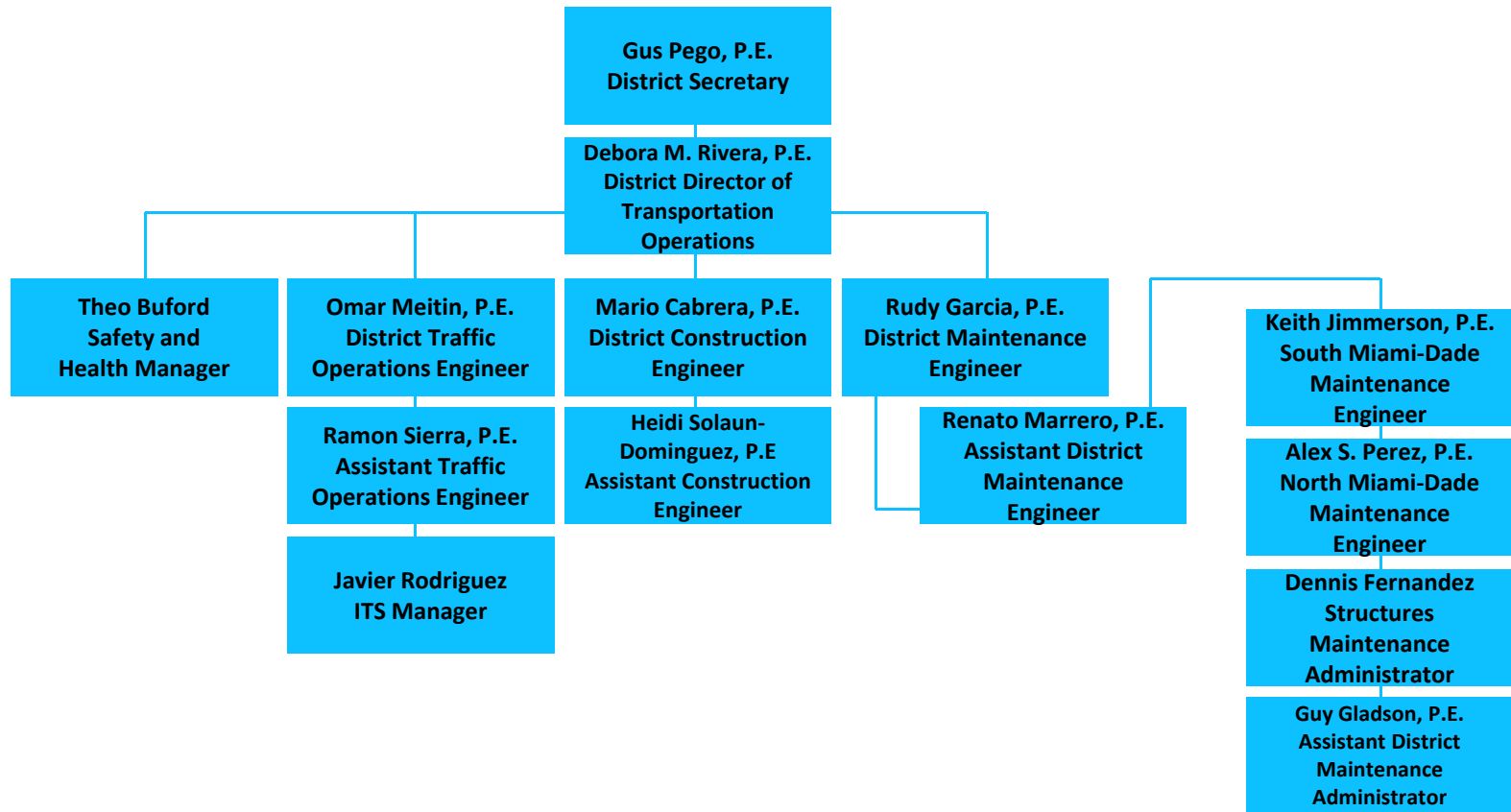
- Centerline miles – 700
- Lane miles – 2,967
- Fixed bridges – 454
- Major transit authorities – 2
- Private / Public airports – 85
- Major rail lines – 2
- Deep-water port – 2
- 2 counties in South Florida
- Residents – 2.6 million+



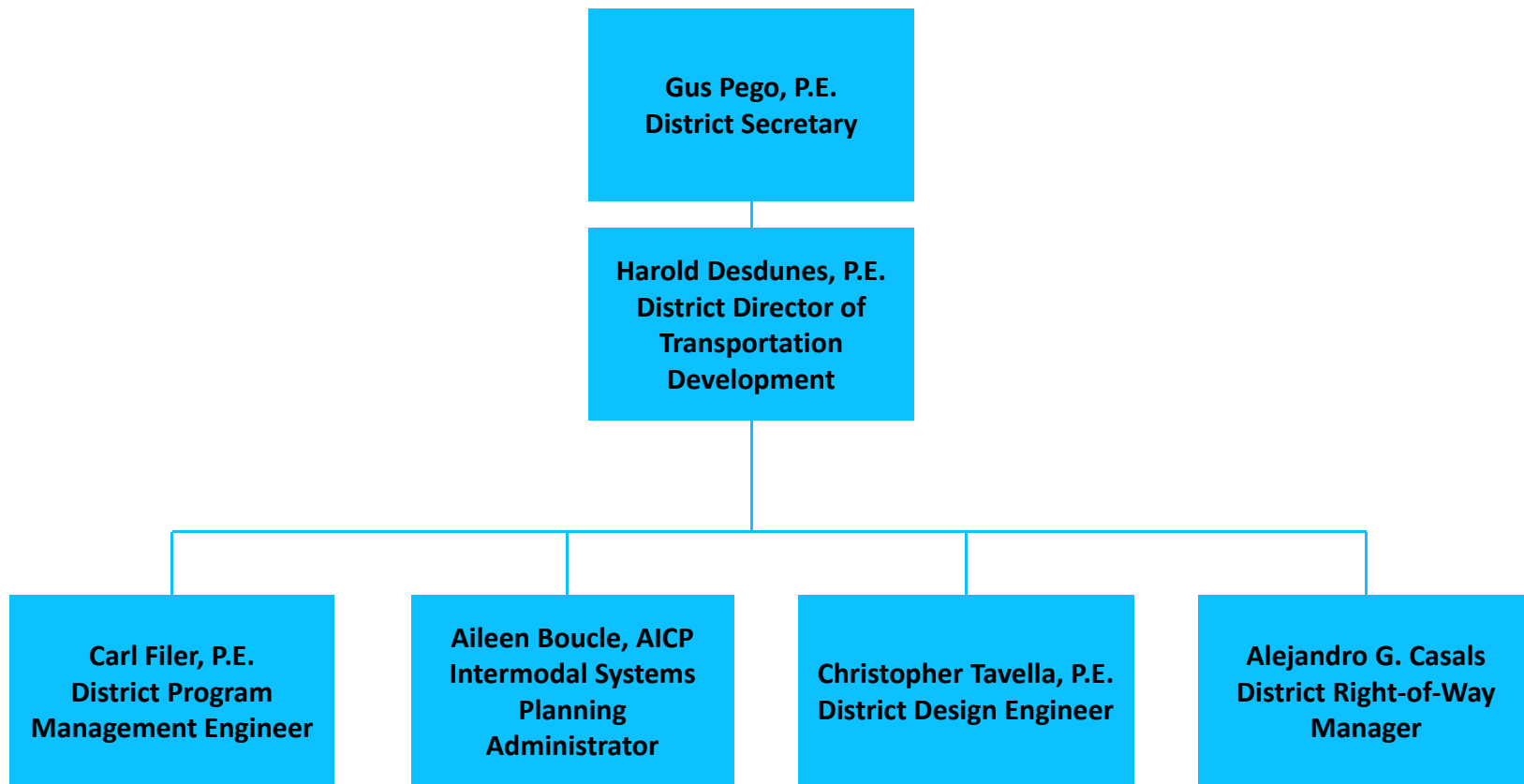
# FDOT District Six Staffing Chart



# FDOT District Six – Transportation Operations

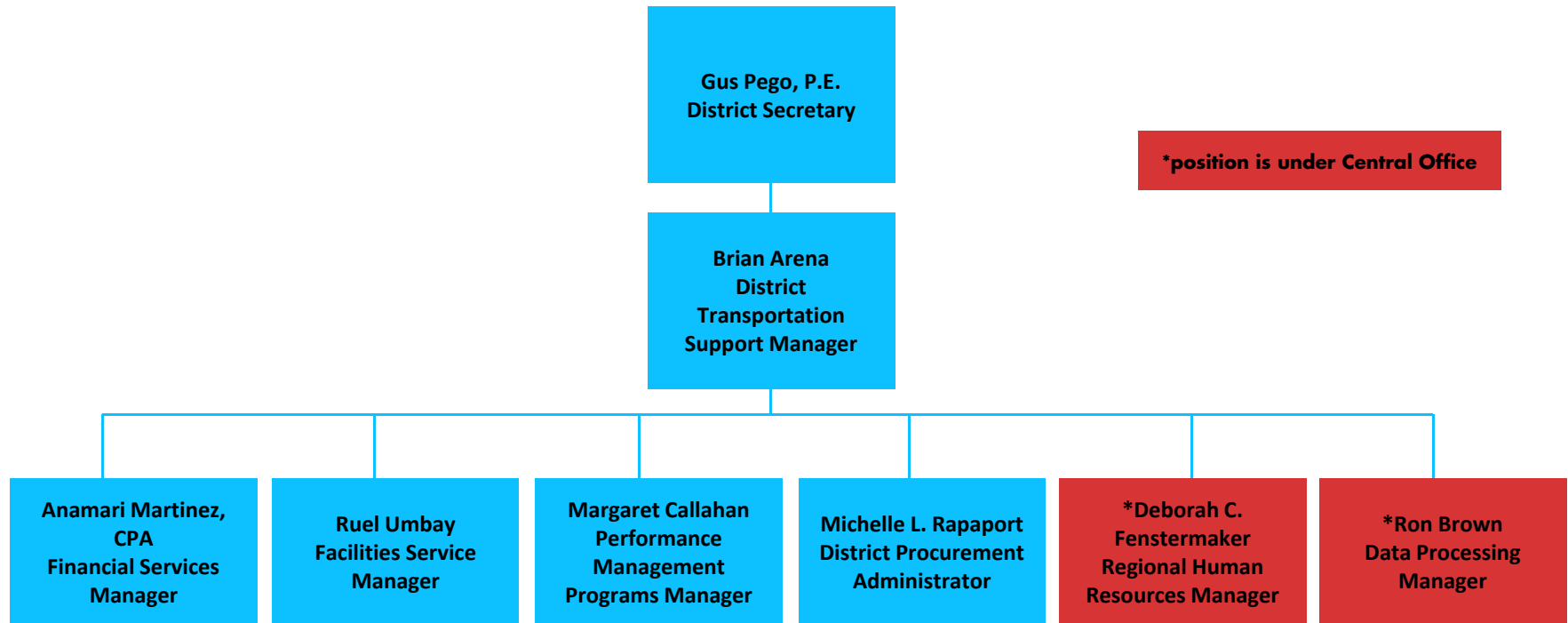


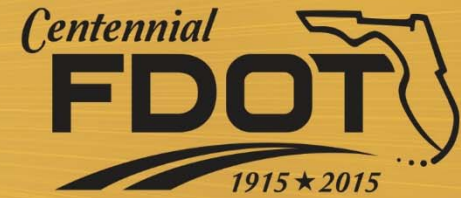
# FDOT District Six – Transportation Development





# FDOT District Six – Transportation Support





# Customer Satisfaction

Aileen Boucle, AICP  
*Intermodal Systems Development Administrator  
Intermodal Systems Development Office*

## **Customer Satisfaction Statewide Champions**

- Jim Wood, Statewide Champion
- Brian Blair, D1
- Carrie Stanbridge, D2
- Jason Peters, D3
- Benjamin Burton, D4
- Heather Garcia, D5
- **Aileen Boucle, D6**
- Leo Folsom, D7
- Mark Beall, Turnpike
- Andrew Gormley, CO
- Ben Lewis, CO
- Martin Markovich, CO
- Monica Zhong, CO

## Background

- Sterling Criteria
  - Customer and Market Focus
    - Identifying customers
    - Determining customer requirements
    - Measuring customer satisfaction
  - Process Management
  - Customer Focused Results

## Who are our Customers?

- Customer groups/segments identified by Executive Board:
  - Residential Travelers
  - Elected/Government Officials
  - Commercial
  - Visitors
  - Special Needs
  - Property Owners





## **Determining customer requirements**

- Common issues appearing on most surveys:
  - Roadway signs and markings
  - Construction projects
  - Travel times/congestion
  - Other roadway issues (e.g., safety, roadway condition)
- Other questions reflected requirements unique to customer groups

## Measuring Customer Satisfaction

- Surveys administered:
  - **2000** – First survey administered
  - **2002** – Improvement areas identified and targets established
  - **2004** – Revised targets and new areas identified for improvement
  - **2005-06** – Focus group study to reevaluate customer expectations
  - **2007-2012** – Three full blown surveys and performance targets increased
  - **2014 New Customer Satisfaction Survey Results**

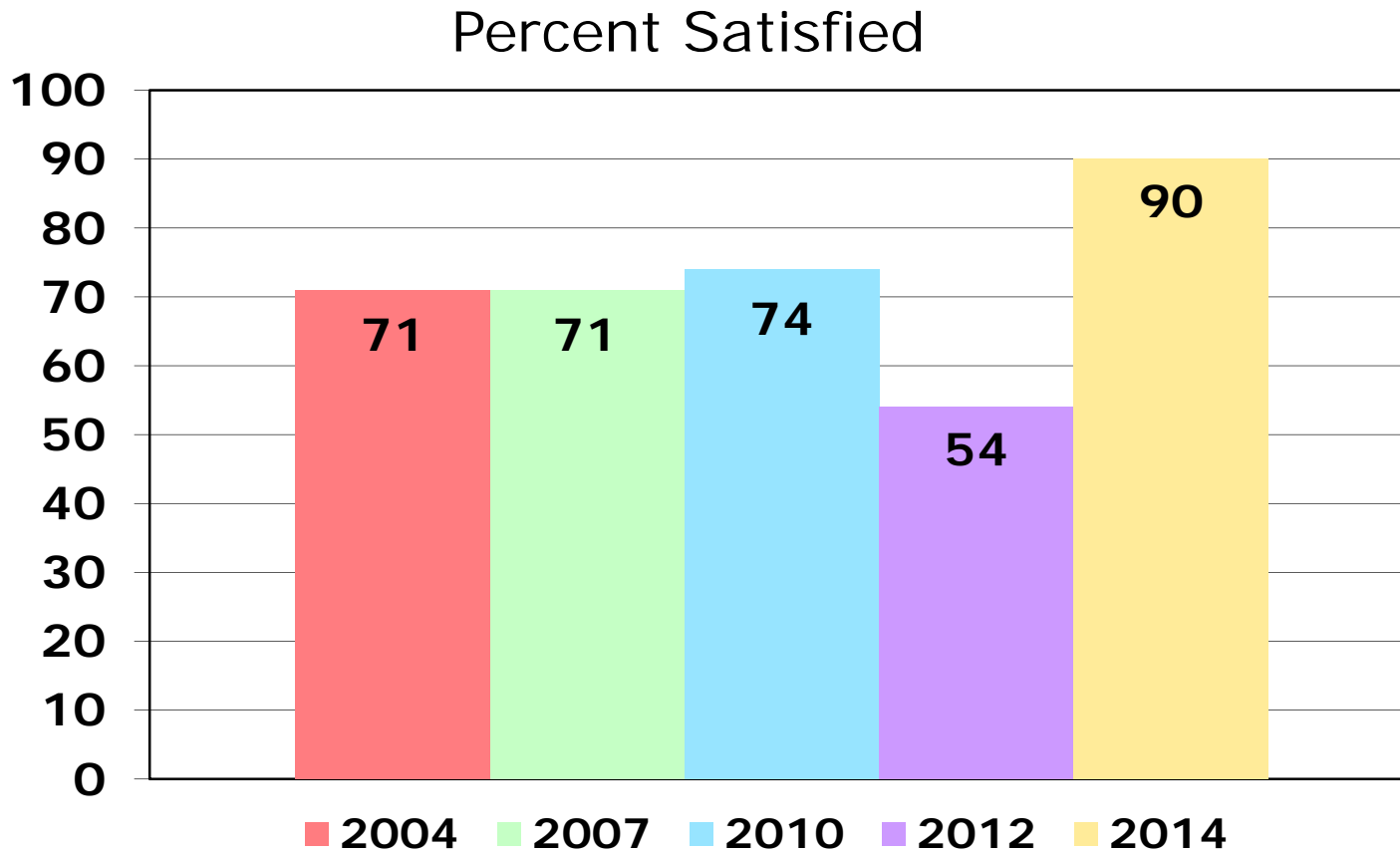
## **Survey Methods and Sampling**

- Telephone surveys with mail follow-up:
  - Florida Residents (statewide, district)
  - Commercial (statewide, district)
- Internet surveys
  - US Visitors to Florida (statewide only)
- Mailed surveys:
  - Government Officials (statewide, district)

## **D6 2014 Survey Results:**

- **Input on statewide plans**
- Local input on roadway design
- Input on roadway priorities
- Overall Safety on State roads
- Agencies Informed How Priorities Considered
- Access to business during construction

## Local Input on Statewide Plans

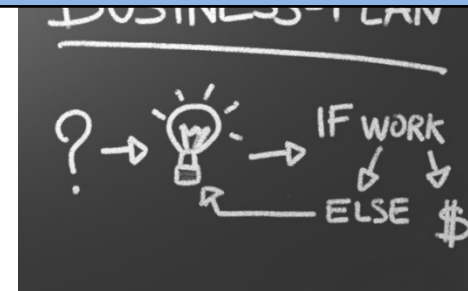




# How to Reach out to our Customers



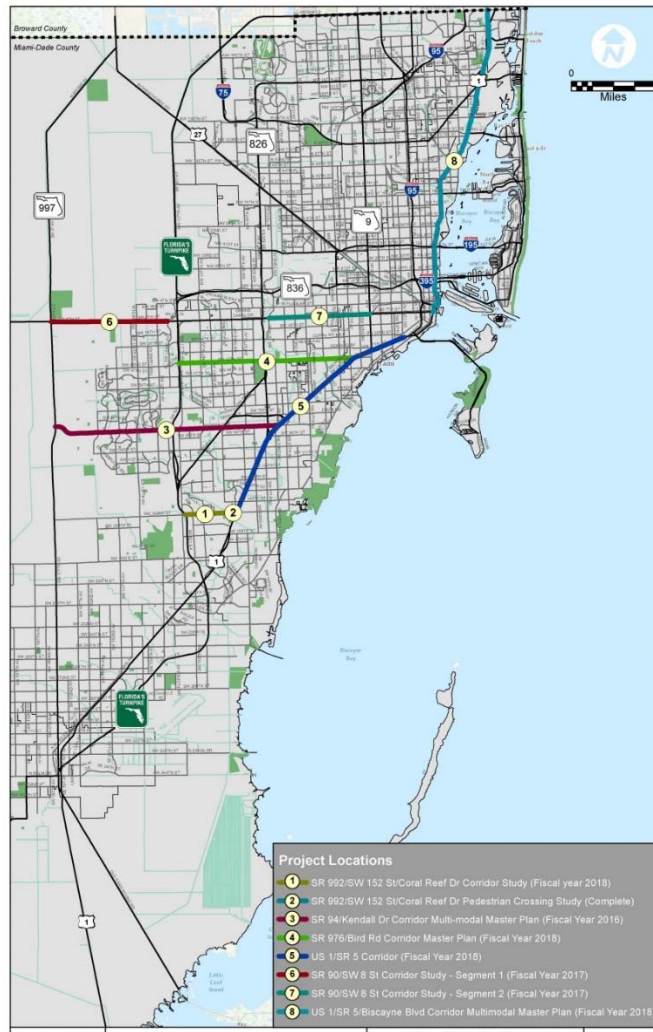
## PLANNING LISTENING SESSION



## **Planning Listening Session - Objectives**

- Outreach to Agency Planners & Engineers
- Identify Concerns: Needs / Deficiencies
- Develop Studies Locations & Scopes
- Develop Potential Solutions
- Consistent with MPO Process

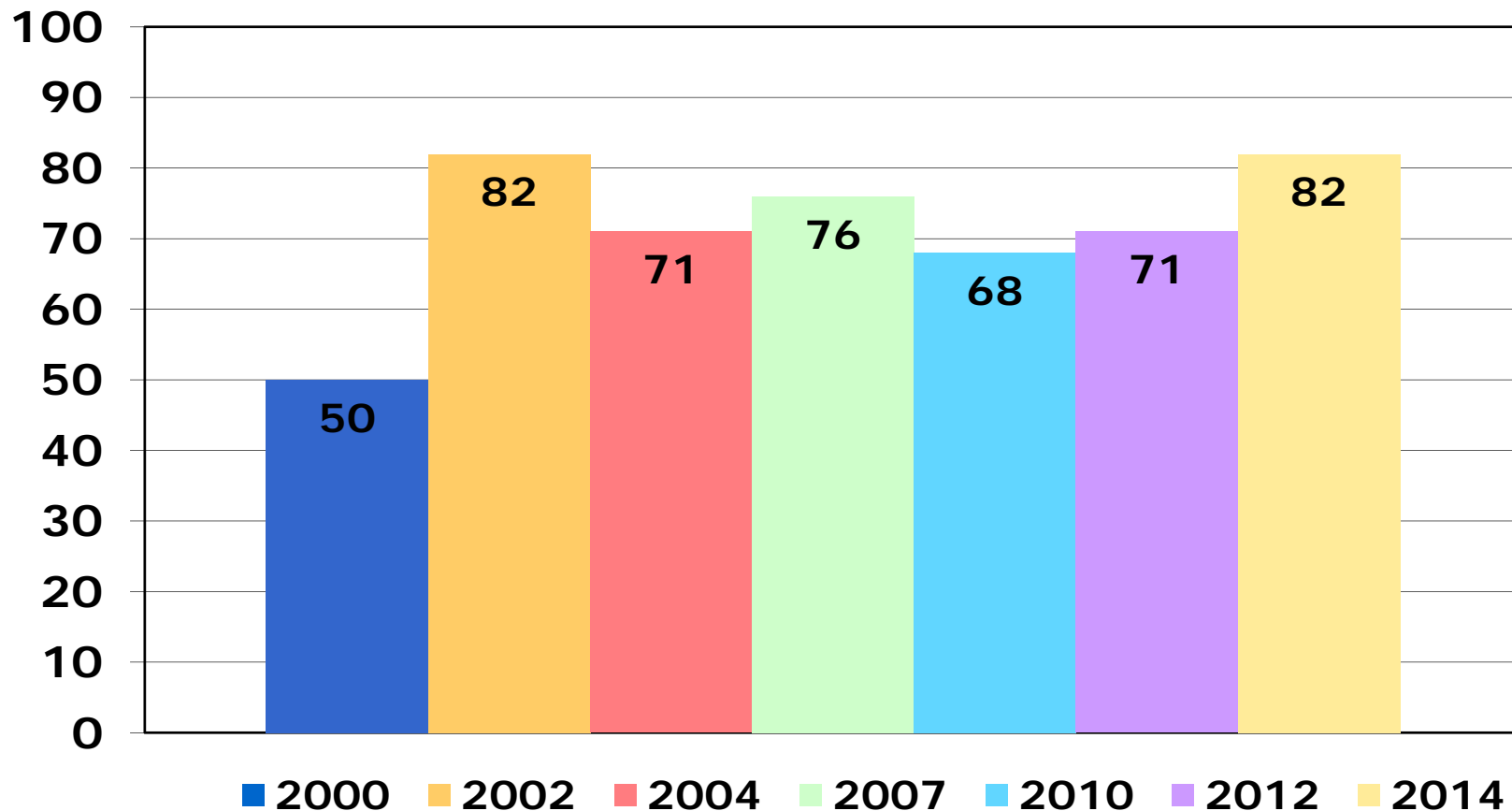
# Planning Listening Session-Projects



- Nine planning studies for the 2013 and 2014 session
- Several issues resolved through push-button and/or interim projects

# Local Input on Roadway Designs

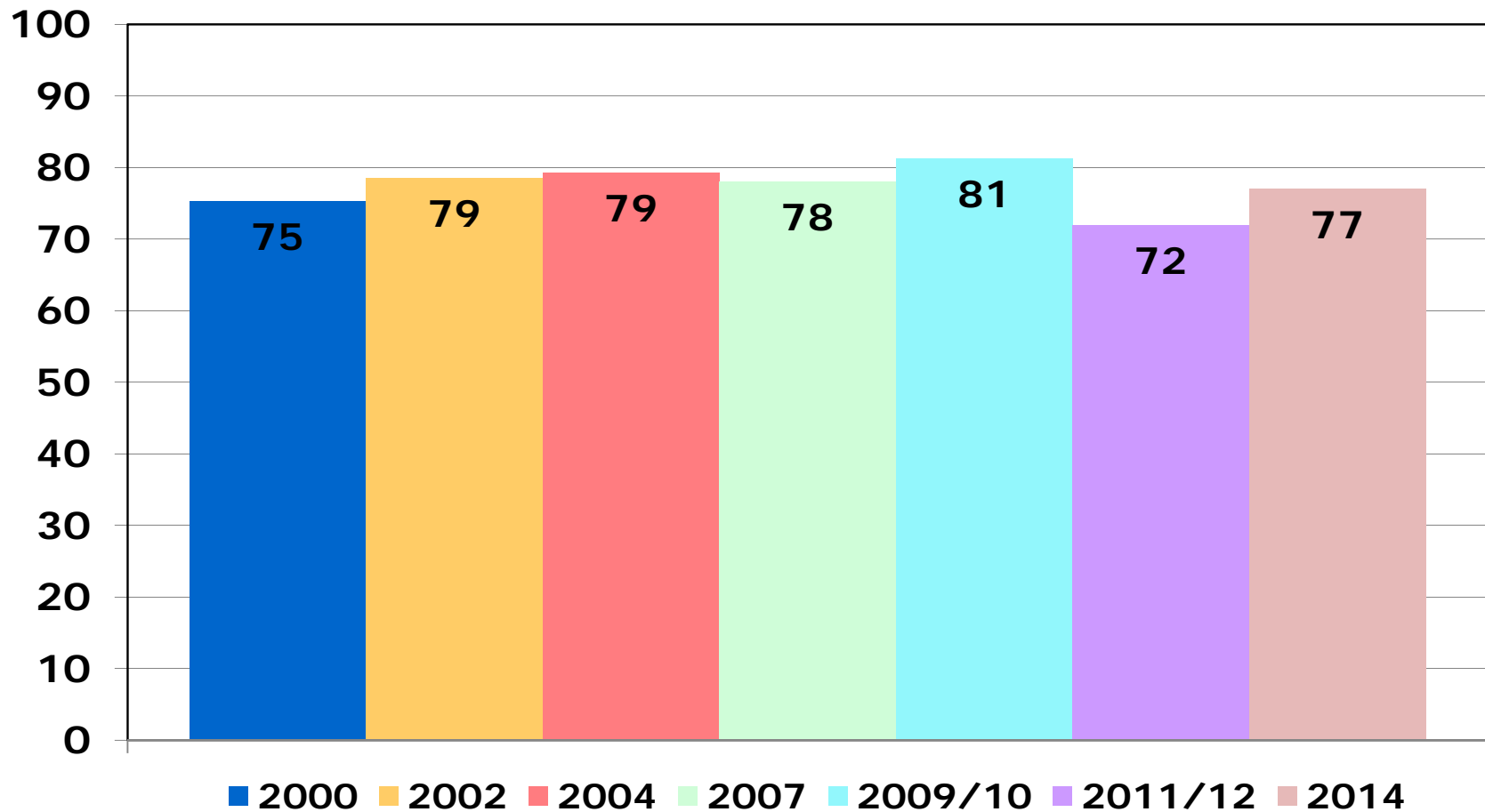
## Percent Satisfied



**“District FDOT officials seek our government unit’s input during design of roadway construction projects.”**

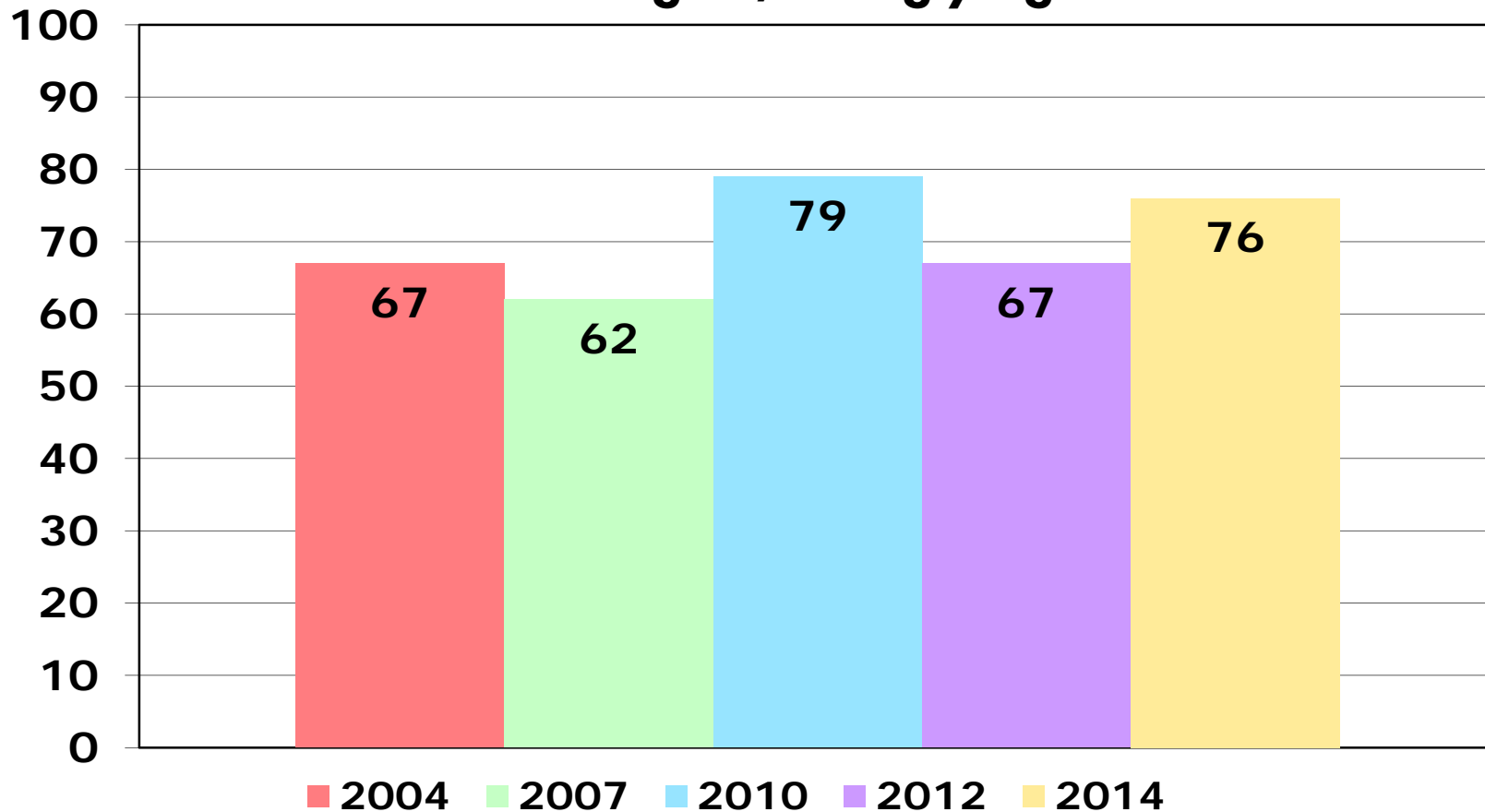
# Overall Safety on State Roads

## Percent Satisfied





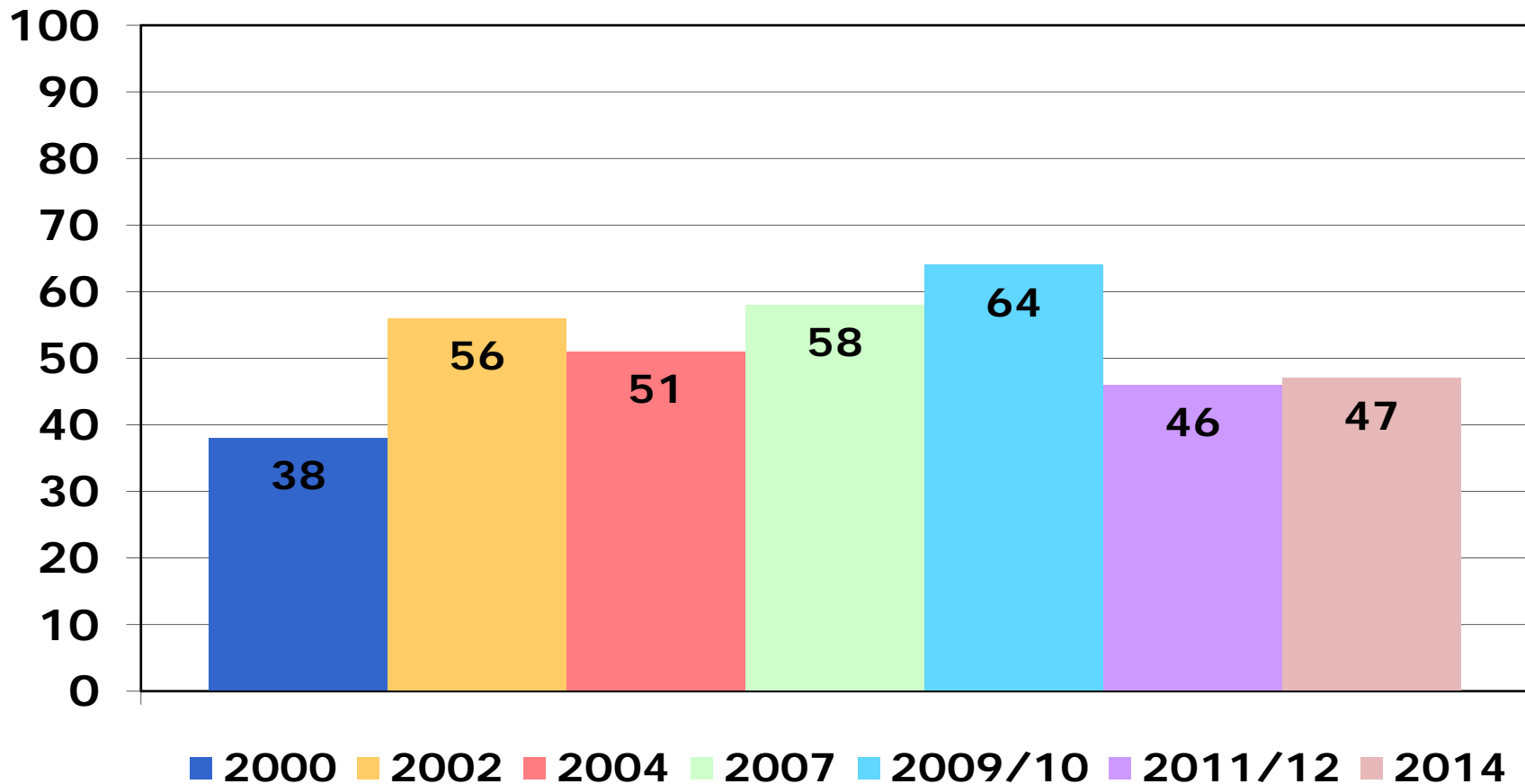
## Partner Agencies Informed How Priorities Considered Percent Agree/Strongly Agree



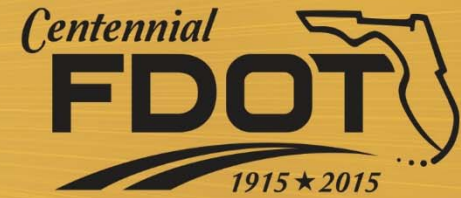
**“District FDOT officials seek our government unit’s input when establishing priorities for roadway construction projects.”**

# Access to Business during Construction

Percent Satisfied



**“When road construction was in progress, I was easily able to access local businesses.”**



# Plans Review and Distribution

Chris Tavella, P.E.  
*District Design Engineer  
Design and Consultant Management Office*

## **Plans Review and Distribution**

1. Roadway Projects Produced by District Six
2. Solicitation of feedback from Local Municipalities
3. Public Officials Project Notification Letter
4. Electronic Review Comments (ERC) of District Roadway Plans

## Roadway Projects Produced by District Six

- District Six has more than 200 projects being actively designed
- Each year the District completes the design plans for about 50 – 75 roadway projects
- 90% of the projects are Pavement Resurfacing
- Remaining 10% of the projects are:
  - Roadway reconstruction/capacity widening
  - Roadway safety improvements
  - Landscaping



## Roadway Projects Produced by District Six

- Project Managers' goals are to prepare a set of plans that:
  - Meet the scope and purpose of the project
  - Meet schedule and construction budget
  - Constructible

## Roadway Projects Produced by District Six

- Time frame to prepare a set of plans for a project depends on the complexity:
  - Reconstruction/Capacity: 24-36 months
  - Pavement Resurfacing: 18 months
  - Safety and Landscaping: 12-18 months

## Roadway Projects Produced by District Six


- FDOT Project Managers solicit feedback of the roadway plans periodically during the design process
  - Phase 1 – 30% Design Complete
  - Phase 2 – 60% Design Complete
  - Phase 3 – 90% Design Complete
  - Phase 4 – 100% Design Complete

## **Solicitation of Feedback from Local Municipalities**

- The District solicits feedback from local municipalities:
  1. To confirm that the scope of the project is correct and inclusive
  2. To coordinate any potential conflicts with upcoming local municipality projects
  3. Possible Joint Participation Agreement
  4. To determine how to minimize impacts
  5. To inform the public of the upcoming project

## Public Officials Project Notification Letter

- At each Phase of the design process, the FDOT Project Manager sends a letter to inform the local Mayor or City Manager about the project:
  - Project location and limits
  - Description of the work
  - Percentage of design complete
  - Construction costs
  - Letting date



**Florida Department of Transportation**  
1000 NW 111<sup>th</sup> Avenue  
Miami, Florida 33172-5800

RICK SCOTT  
GOVERNOR

JIM BOXOLD  
SECRETARY

March 24, 2015

Jimmy L. Morales  
City Manager  
City of Miami Beach  
1700 Convention Center Drive,  
Miami Beach, FL. 33139

Dear Mr. Morales:


The Florida Department of Transportation is currently working on a roadway project in the City of Miami Beach. This project is presently in the design process and will be completed by July 2016. For your information, we are providing you with a detailed description and limits of the project. We would welcome the opportunity to discuss this project with your office.

**PHASE I PLANS REVIEW**

Financial Project No: 429193-1-52-01  
State Road No: 907  
County: Miami-Dade  
Local Name: Alton Road  
Limits: Michigan Avenue to S. of Ed Sullivan Drive/43 Street  
Description of Work: Reconstruction  
Percentage of Completion: 30%  
Budget Amount: T.B.D.  
Letting Date: 02/28/2018

Please distribute this notice to all staff that may have an interest or comments for the above mentioned project.

If you or any of your staff have additional questions about this project or any other project in District 6, it would be a pleasure to provide additional information.

Sincerely,  
  
Daniel Iglesias, P.E.  
District Roadway Design Engineer  
Cc: File

## **Solicitation of Feedback from Local Municipalities**

- The Project Manager identifies which local municipalities are within the project limits
- Contact information from each municipality within Miami-Dade and Monroe counties
  - Public Works Director or City Engineer

## **Electronic Review Comments (ERC) of Distributed District Roadway Plans**

- The Project Manager distributes the plans electronically via our Electronic Review Comments (ERC) to the Public Works Director or Engineer
- Web-based application that is accessible from the internet



## **Electronic Review Comments (ERC) of Distributed District Roadway Plans**

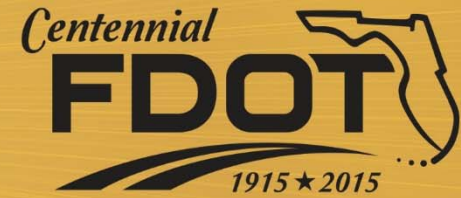
- First time users can create a User ID and enter a password for access
  - Access to download the plans (Adobe format)
  - Reviewers are given the ability to enter written comments electronically
  - The Project Manager will respond to each comment
  - A comment resolution meeting is held

## **Electronic Review Comments (ERC) of Distributed District Roadway Plans**

- Important that comments are provided beginning with the first submittal
- The closer to 100% Design complete the more challenging it may be to implement changes

## Conclusion

- FDOT wants to hear from local municipalities
- Feedback and coordination allows for both the District and local municipality to have a successful project!



# District Six Construction

Mario L. Cabrera, P.E.  
*District Construction Engineer*  
*Construction Office*

## District Six Construction Team

### **District Office**

- Heidi Solaun, P.E. - Assistant District Construction Engineer
- Jacqueline Sequeira, P.E. - Major Projects, Program Manager

### **North Dade Residency**

- Ivan Hay, P.E. - North Dade Resident Engineer

### **South Dade Residency**

- Claudio Diaferia, P.E. - South Dade Resident Engineer

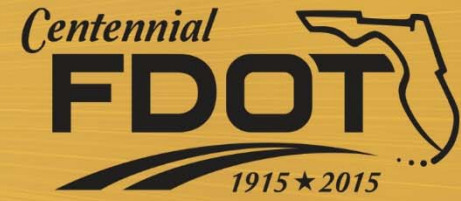
## Construction Projects in District Six

- Total projects under construction - 73
  - Miami-Dade County - 59
  - Monroe County - 12
  - District Wide – 2
- Total construction dollars - \$1,179.2 M
  - Miami-Dade County - \$1,136.3 M
  - Monroe County - \$41.1 M
  - District Wide - \$1.8 M

## Traffic Control Officers in Work Zones

- Off-duty officers can be used:
  - Traffic control in a signalized intersection when signals are not in use
  - Moving Operations on Interstate at nighttime and required by plans (Standard Index No. 619)
  - Pacing/Rolling blockade specification is used





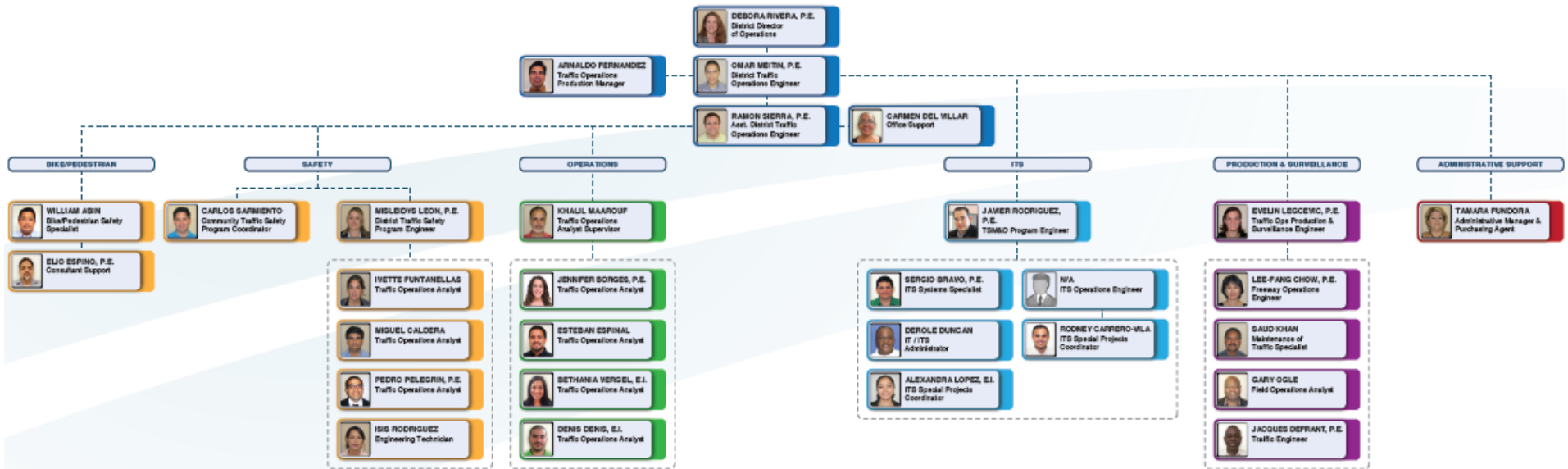
# Traffic Operations

Omar Meitin, P.E.  
*District Traffic Operations Engineer*  
*Traffic Operations Department*

## Our Department's Goals

- **Vision:**  
To seek pioneering solutions for improved safety and mobility for all users of the District's transportation system.
- **Mission:**  
To ensure safety and mobility for all users of the District's transportation system.
- **Values:**  
Integrity, Respect, Commitment, One FDOT, Trust, Customer Driven

# Our Team

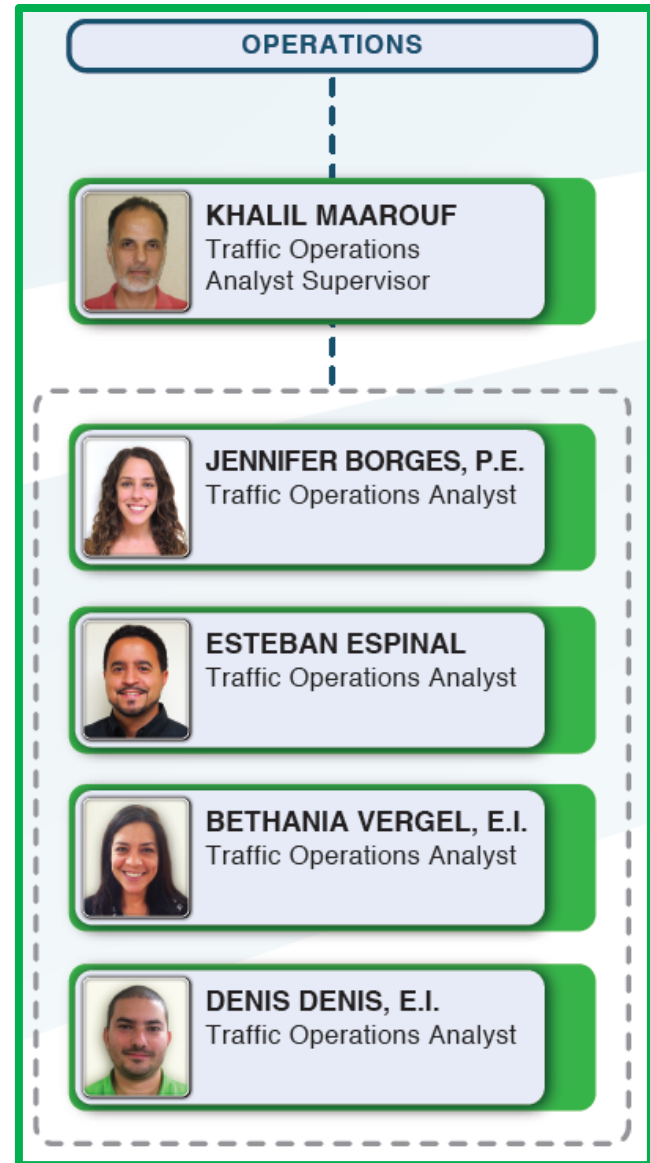


# Operations

The Operations Department is responsible for conducting studies and recommending improvements, in response to citizen concerns and other department requests.

## Typical Studies Include:

- Signal Warrant Analysis
- Left-Turn Phase Warrant Analysis
- Turning Movement Counts
- Level of Service Analysis
- Spot Speed Studies
- Sight Distance Studies
- Queue Analysis
- Travel Time and Delay

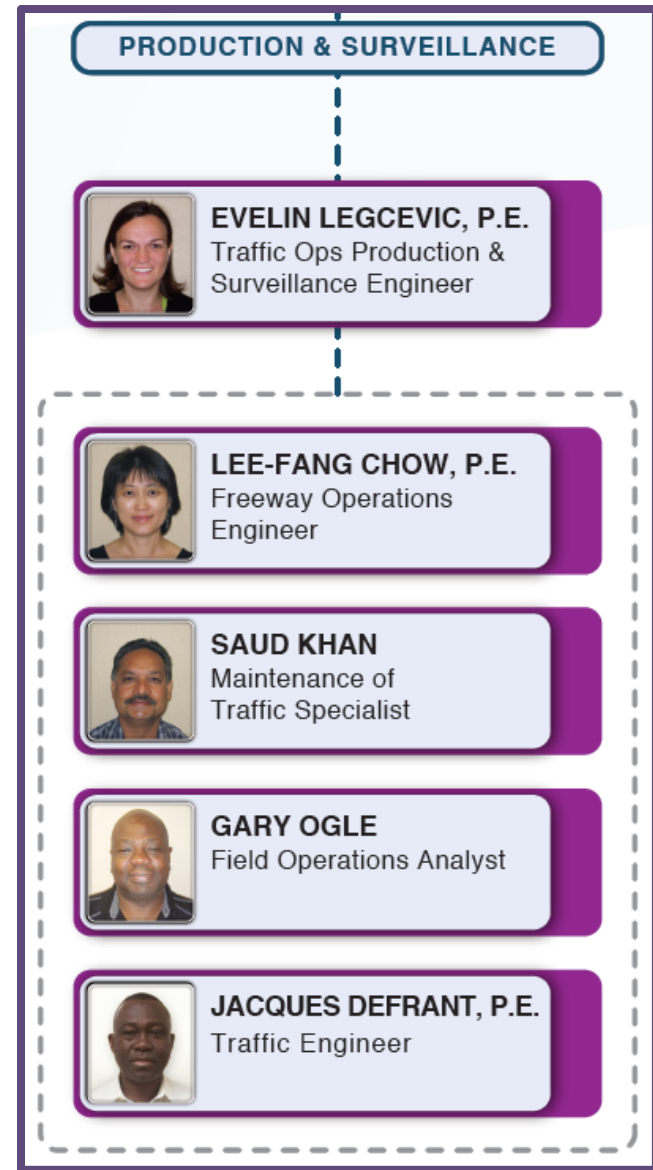


## Production & Surveillance

The Production & Surveillance Department is responsible for implementing recommendations and findings of traffic studies as well as maintaining traffic operations throughout construction.

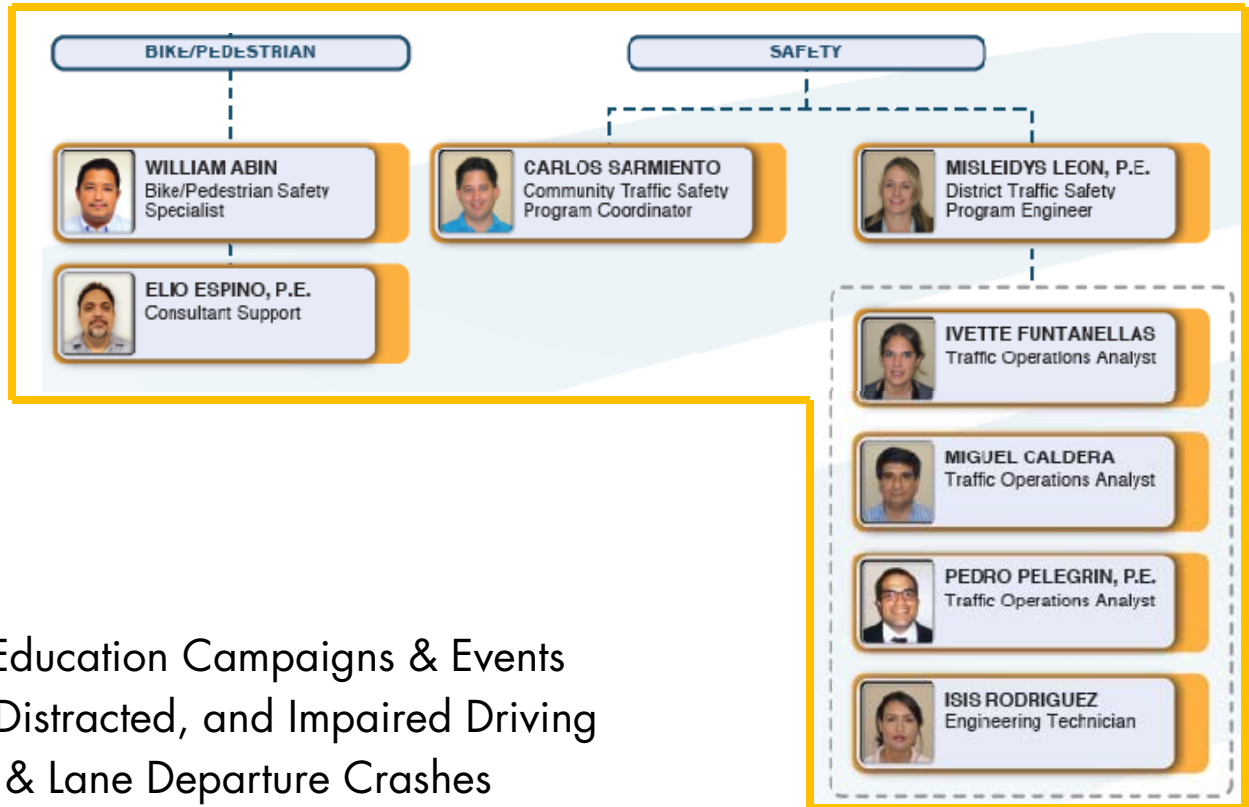
### Typical Responsibilities Include:

- Review Permit Applications
- Review Traffic Impact Studies
- Access Management
- Directional Signs & Special Roadway Designations
- Maintenance of Roadway Characteristics, Inventory (RCI)
- Coordinate Design and Construction of Push Button Projects.
- Maintenance of Traffic Lane Closure Coordination



# Safety

Our Safety Department works to identify and help resolve traffic safety issues; gather, analyze and report data on traffic crashes, injuries and deaths in Florida; distribute state and federal traffic safety funds; and conduct public education campaigns.



## Emphasis Areas Include:

- Coordinating Safety Education Campaigns & Events
- Curbing Aggressive, Distracted, and Impaired Driving
- Reducing Intersection & Lane Departure Crashes
- Addressing the Needs of At Risk Drivers (Teen & Elder Road Users)
- Improving Safety for Vulnerable Road Users (Pedestrians, Bicycles, & Motorcycles)

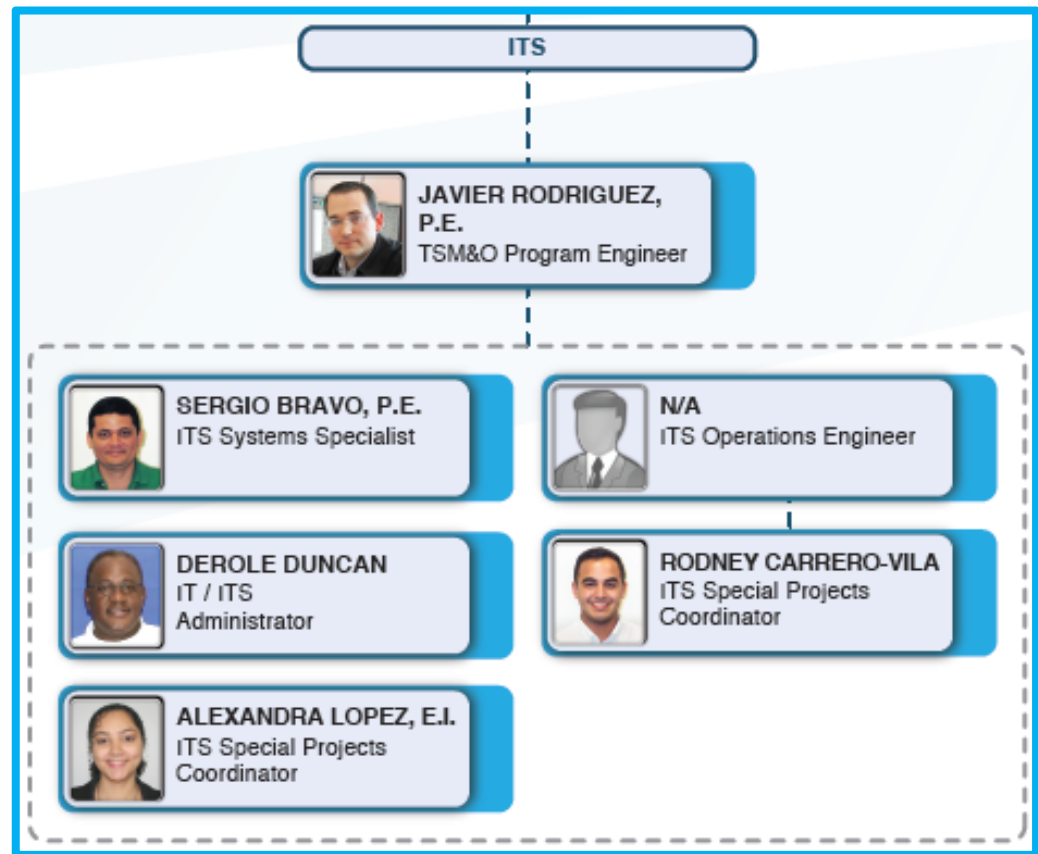


# Transportation Systems Management and Operations (TSM&O)

TSM&O is a performance based program, which actively manages the multimodal transportation network, and delivers positive safety and mobility outcomes.

## Typical Responsibilities Include:

- Arterial Management
- Emergency / Incident Management
- Freeway Management
- Special Event Management
- Work Zone Management
- Transit Operations & Management
- Traveler Information
- Travel Demand Management
- Freight Management
- Travel Weather Management







# Memorandum of Agreement (MOAs) and Permitting Process

Rudy Garcia, P.E.  
*District Maintenance Engineer  
Highway and Bridge Maintenance Office*

## **Maintenance Memorandum of Agreement (MMOA's)**

- **When are Maintenance Memorandum of Agreements (MMOA's) required?**
  - When municipalities want to include aesthetic improvements within a Department contract
  - Landscaping, irrigation, decorative lighting, decorative crosswalks

## **Maintenance Memorandum of Agreement (MMOA's)**

- **How do MMOA's work?**
  - Municipalities provide input during the design process
  - Department includes the improvements in the design plans
  - Once the agreement is executed, the improvements will be installed during the construction project
    - Capital Investment is provided by the Department
  - After the warranty period has expired (if applicable) the Municipality agrees to takeover all maintenance responsibilities in perpetuity at their own cost

## Permitting Process

- **When are permits required?**
  - When working within the Department's Right of Way
  - Roadway Alterations
  - Utility Work
  - Landscape
  - Filming, banners, or special events

## Permitting Process

- **Who do you contact?**
  - Call the FDOT District Six Permit Office at 305-470-5367
- **Who will you work with?**
  - Depending on type of permit and location, you will work with one of 5 permit administrators
  - Ali Al-Said is the District Permit Engineer

## Permitting Process

- **How long does the process take?**
  - Up to 30 days
- **What other services does the Permit Office provide?**
  - Pre-application meetings with our clients to discuss future projects
  - Preliminary review/comments as appropriate
  - Provide permit applications and checklists



# Local Agency Program (LAP) Certification

Aiah Yassin  
*Local Program Administrator  
Program Management Office*



## Local Agency Program

- The Local Agency Program (LAP) is a federal program that provides federal funds to local agencies to plan, develop, design, and/or construct transportation facilities and qualified school safety.
- To qualify to develop a transportation project using federal funds, Local Agencies must become LAP-Certified.

## Local Agency Certification

- Local Agency shall demonstrate staff's proficient capability to successfully administer, execute and complete federally-funded transportation projects under the LAP program in adherence to all federal and state requirements.
- It is a Commitment to perform all associated activities of the Federal-Aid Highway program including but not limited to:
  - Title VI Compliance; ADA compliance; Grant management and fiscal accountability, procurement of professional service and construction administration

## Local Agency Certification

Based on Agency's interview and information submitted, the District LAP Administrator considers one of the following:

1. Full Certification: administer all Agency LAP projects for up to a 3-year period
2. Project Specific Certification: a project-by-project basis (re-certify for each new project); or
3. Deny Local Agency Certification

## Initial Screening Process

- **Three Components:**
  - Sub-recipient Compliance Assessment Tool (SCAT)
  - Financial Risk Assessment
  - Current and Estimated production

### 1. INITIAL SCREENING

Based on the initial screening

is eligible for

*Please Choose One*

Title VI Sub-recipient Compliance Assessment approval date:

Financial Risk Assessment approval date:

Number of projects programmed in the current 5 Year Adopted Work Program:

## Local Agency Certification

- **Certification elements:**
  - Sub-Recipient Nondiscrimination Compliance Assessments (SCAT) must be completed as a condition of LAP Certification and each triennial Recertification.
  - Submit agency staff qualifications (resume)/ demonstrate overall capability
  - Show adequate current staffing to administer the project
  - Past successful performance in federal project development
  - Demonstrate knowledge of FHWA and State requirements
  - Interview with FDOT Certification Task Team
  - Mandatory Training Requirements

## Title VI and Sub-recipient Assessment Tool (SCAT)

### What is Title VI?

- Title VI of the Civil Rights Act of 1964 ;  
It is a FEDERAL LAW
- FHWA Title VI policy is to ensure nondiscrimination in all programs and activities receiving financial assistance from FHWA (23 CFR 200.7)
- To ensure public funds are not spent in a manner that encourages, subsidizes, perpetuates, or results in discrimination
- Title VI bars **intentional** (disparate treatment) and **unintentional** (disparate impacts or effects) discrimination.

### When is SCAT required?

- A local agency certification or recertification
- It is requested by a funding or oversight authority (FDOT, FHWA, FTA, etc.)
- There is change in the executive leadership of the LAP agency
- Any sub-recipient need practice or want to train staff (LAP, MPOs, Schools)

# Local Agency Certification

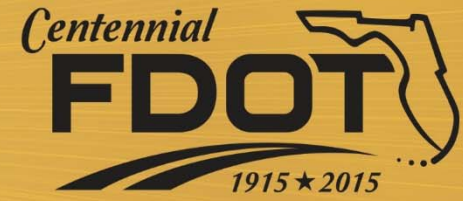
For more information, please visit  
<http://www.dot.state.fl.us/programmanagement/LAP/Default.shtm>

**OR**

Contact Aiah Yassin  
[aiah.Yassin@dot.state.fl.us](mailto:aiah.Yassin@dot.state.fl.us)  
305-470-5485

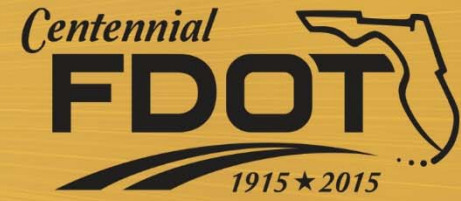
The screenshot shows the Florida Department of Transportation (FDOT) website. At the top left is the Centennial FDOT 1915 \* 2015 logo. To its right is the text "Florida Department of TRANSPORTATION". Further right are links for "E-Updates | FL511 | Mobile | Site Map" and a search bar labeled "Search FDOT...". Below this is a navigation menu with items: Home, About FDOT, Contact Us, Maps & Data, Offices, Performance, and Projects. The main heading is "Local Agency Program (LAP)". On the left side, there is a sidebar with the following text: "State Local Program Administrator Lorraine Moyle", "Florida Department of Transportation 605 Suwannee Street Tallahassee, FL 32399", "Tel: 850-414-4383 Fax: 850-414-4796 E-Mail Us", and "Additional Contacts Staff Directory". To the right of the sidebar is a photograph of a street intersection with a crosswalk, a pedestrian crossing sign, and a "STATE LAW FOR STOP IN CROSSWALK" sign. Below the photograph is a "LAP Menu" section with two columns of links: LAP Contacts, LAP Forms, LAP Manual, LAP Bulletins, LAP Training, LAPIT, Becoming Certified, LAP Certified Agencies, LAP Resources, and LAP Community of Practice. At the bottom of the screenshot is a sign-up box with the text "Sign up here to receive notice of announcements and training opportunities!", an input field for "Enter Email Address", and "Subscribe" and "Unsubscribe" buttons.



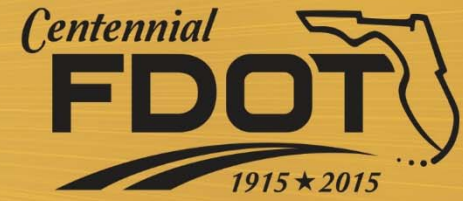


# FDOT District Six Pipeline Video





**Questions?**



Please visit the various stations around the auditorium for more information on each department.

**Thank you!**