



**I-95 CORRIDOR COALITION
YEAR 17
SCOPE OF WORK FORM**

Project Title: STIX Maintenance and Support (Year III)

Project Code: 2-2-17-3S

Coalition Funding Amount: \$80,000

Project Manager: Christine Macaulay Simonton

Program Track: Coordinated Incident Management

SECTION A – BACKGROUND

Description (include location of effort):

The Southern Traffic Incident eXchange (STIX) program was implemented on April 1, 2008 to facilitate incident notification/information sharing between the Southern States (Florida, Georgia, North Carolina and South Carolina) with the hub of the program located in the Atlanta, Georgia TMC. The program's intent is to create a seamless incident management program in the region through multi-state coordination.

Continuous enhancements and outreach are required to maintain and support the STIX program. Under this project, the project team will continue to explore ways to enhance the current system to provide better service to participating stakeholders. They will also identify and address any issues (miscommunication among stakeholders, misuse or underutilization of the system, coordination with other I-95 Corridor regions, etc.)

Significant continual outreach activities are needed throughout participating states to further publicize the program benefits as well as to ensure stakeholders fully understand how to use the implementation, not all stakeholders are using the system to its full potential.

Objectives: To continue to enhance and maintain the STIX program while addressing existing issues and expanding stakeholder use by providing additional outreach.

SECTION B – TASKS AND DELIVERABLES

Task 1 Title: Stakeholder Outreach

Task 1 Description: The project team will conduct additional stakeholder outreach to further communicate the importance of the program and ensure all participants understand the program. Specific additional outreach may be necessary when there are major personnel shifts and changes in leadership. The project team will identify stakeholders that require this additional outreach and will set up and facilitate meetings with staff. The team may also facilitate STIX training, develop presentations and provide handouts, "cheat sheets," etc. during these meetings. If needed, the project team may help stakeholders at particular TMCs / Regions determine how they can better incorporate STIX into existing operations. These meetings will also be used to gather and update stakeholder contact information for the stakeholder matrix.

Since this phase of the project will conclude the I-95 Corridor Coalition's funding support, during this phase, the project team will develop a transition process, including potential agency funding sources, to ensure that STIX continues operations after the conclusion of this phase.

The project team will continue to publish the STIX quarterly newsletter to update stakeholders on new developments / highlights of the program and to maintain interest.

Task 1 Deliverables: Meeting Minutes from outreach meetings/workshops; additional outreach presentations and materials; updated Stakeholder Matrix; operations transition report; and quarterly newsletters.

Task 2 Title: After Action Reviews

Task 2 Description: The team will facilitate After Action Reviews (AAR), allowing stakeholders to learn from real scenarios. AARs will include representatives from a variety of agencies involved / affected by major incidents. These representatives may include fire rescue, police, DOT, service patrol, etc. across affected states. AARs provide useful insight into how the program is working and potential ways to improve communication / program operations to help stakeholders to better manage major incidents.

The team will actively work to identify any STIX and/or multi-state or regional incidents that necessitate an AAR. It is possible that these incidents could not be actual STIX activations, but, rather, incidents in which activating STIX would have been helpful.

In addition, the AARs may also be combined with Task 1: Stakeholder Outreach activities.

Task 2 Deliverables: Facilitation of AARs; AAR minutes / documentation handout materials; presentations.

Task 3 Title: Track Performance Measures

Task 3 Description: The project team will track and compile performance measures for STIX. These measures will be tracked using data related to number of activations, number of notifications made, number of relevant activations (meeting program criteria), and number of incidents in which proper updates were communicated.

Task 3 Deliverables: Performance Measures Report

SECTION C – BUDGET

General Budget Information (same as idea form information):

Total Project Costs: \$80,000

Total Coalition Funds: \$80,000

SECTION E – CONTACT INFORMATION

Sponsoring or Managing Agency Project Manager:

Name: Capt. Tom Martin

Title: I-95 Corridor Coalition Operations Coordinator

E-mail: jtmartin@cox.net