

# DUVAL COUNTY - FLORIDA

## Florida Department of Transportation District 2 State Highway Maintenance

DBi Services provides comprehensive asset maintenance of Primary State Highways within FDOT District 2 in Jacksonville, Florida.

The Duval County Project encompasses maintenance services for 471 centerline miles, 36 limited access miles (including the JTB Expressway, the Hart Expressway and others), 2500 intersections, 1400 manholes, 300 miles of sidewalk, 150 miles of drainage pipe, 60 miles of guardrail and 10,000 sign panels.

DBi Services has maintained this project since 2008 and recently accepted the first ever AM contract renewal from FDOT District 2, extending the contract through 2018.

DBi Services developed a tremendous partnership with FDOT District 2 and has assisted them with other assets within their jurisdiction. Both FDOT and DBi Services were recognized with awards from the City of Jacksonville, Jacksonville Electric Authority and numerous law enforcement agencies because of the strong partnership and cooperation extended in their times of need.

### Project Highlights

Duval County is home to Jacksonville, the largest city by area in the United States, and DBi Services maintains all State Primaries across this large geographic area.

Due to this project's unique characteristics, DBi Services upgraded its innovative, proprietary tracking software to better understand and attend to customer concerns, issues and complaints.

DBi Services' unique in-house capabilities include drainage vacuum trucks as well as drainage video inspection camera trucks for use on this project.

DBi Services successfully managed this project, including its limited access routes, over the past five years with an average MRP score of 86 on the MRP 80 target.

### Relevant Experience Gained

- "Partnering" throughout project term with FDOT District 2 team.
- Experience gained with the local stakeholders through MOU's managed by DBi Services.
- Creation of systems for emergency response and incident management that are proven, successful and scalable.

### Value to Customer

- Bundled operations and maintenance minimizing the number of contractors and oversight needed.
- Shift of risk to the O&M contractor for performance measures and availability of lanes.
- FDOT District 2 staff have recognized DBi Services and provided commendations for the aesthetic appearance of the project corridor.
- Emergency response success in keeping the roadway open and safe.
- Use of innovations to generate cost savings resulting in a five-year contract renewal.



WORLD HEADQUARTERS:

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