

# Miscalculations, Errors and Mistakes Happen

- How quickly the error is rectified.
- How well the root cause is identified.
- How the error is avoided in the future.
- How communications are handled around the event.
- How responsibility is taken.

Done well makes the organization world class.

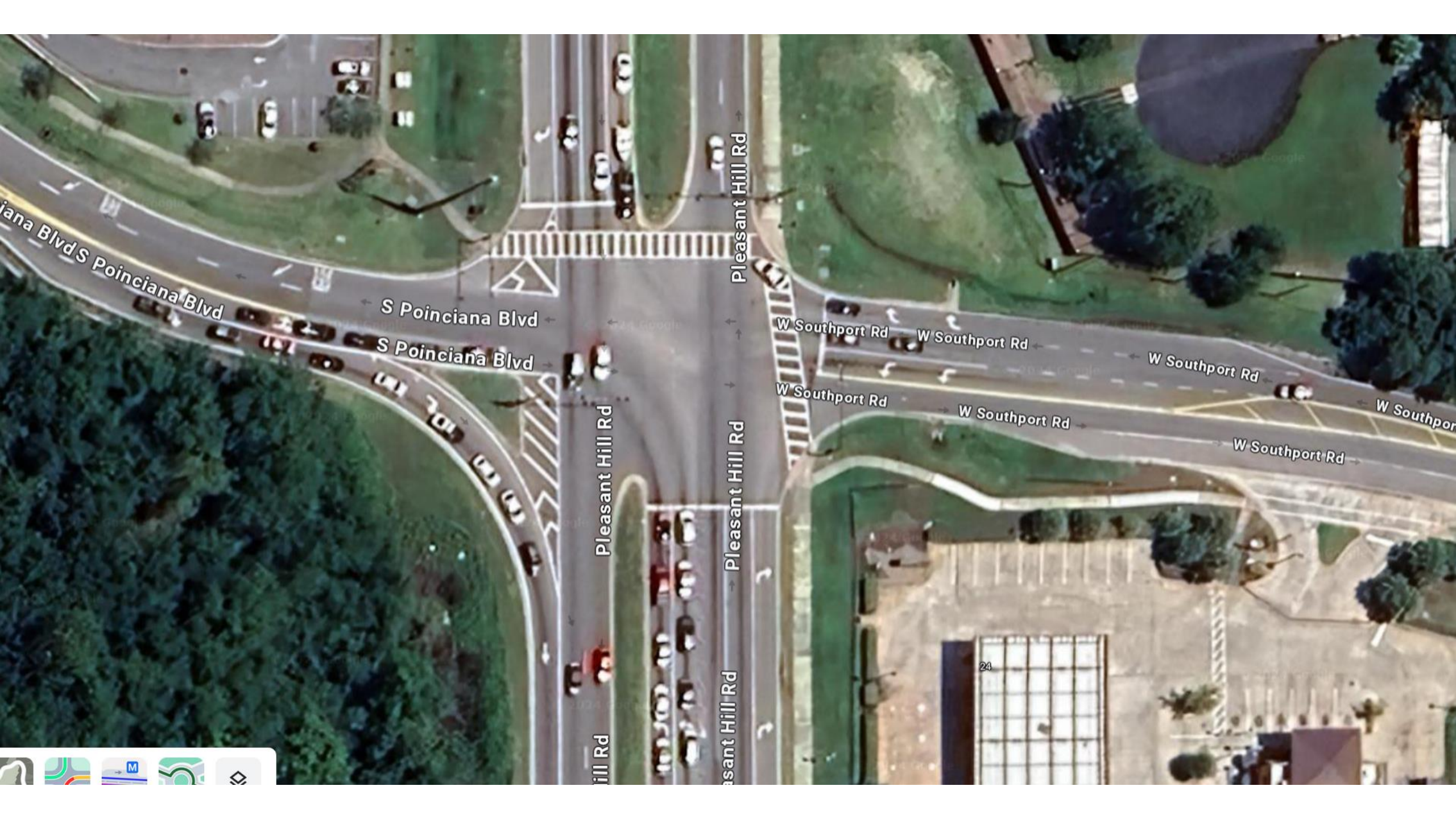
Done poorly, we get the because we say so company.



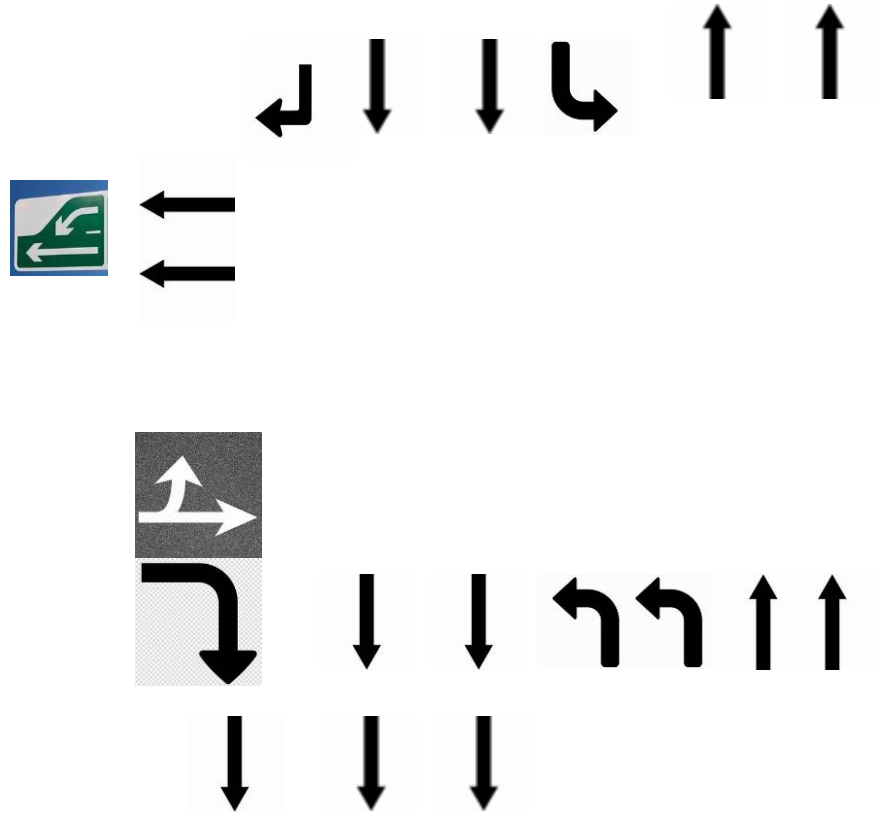
After the two and a half hour commutes Monday, Tuesday and Wednesday last week trust may have been lost.

The traffic pattern will change notifications were not sufficient The impact was widespread. Certainly, North of Orange Blossom Trail and John Young Pkwy.

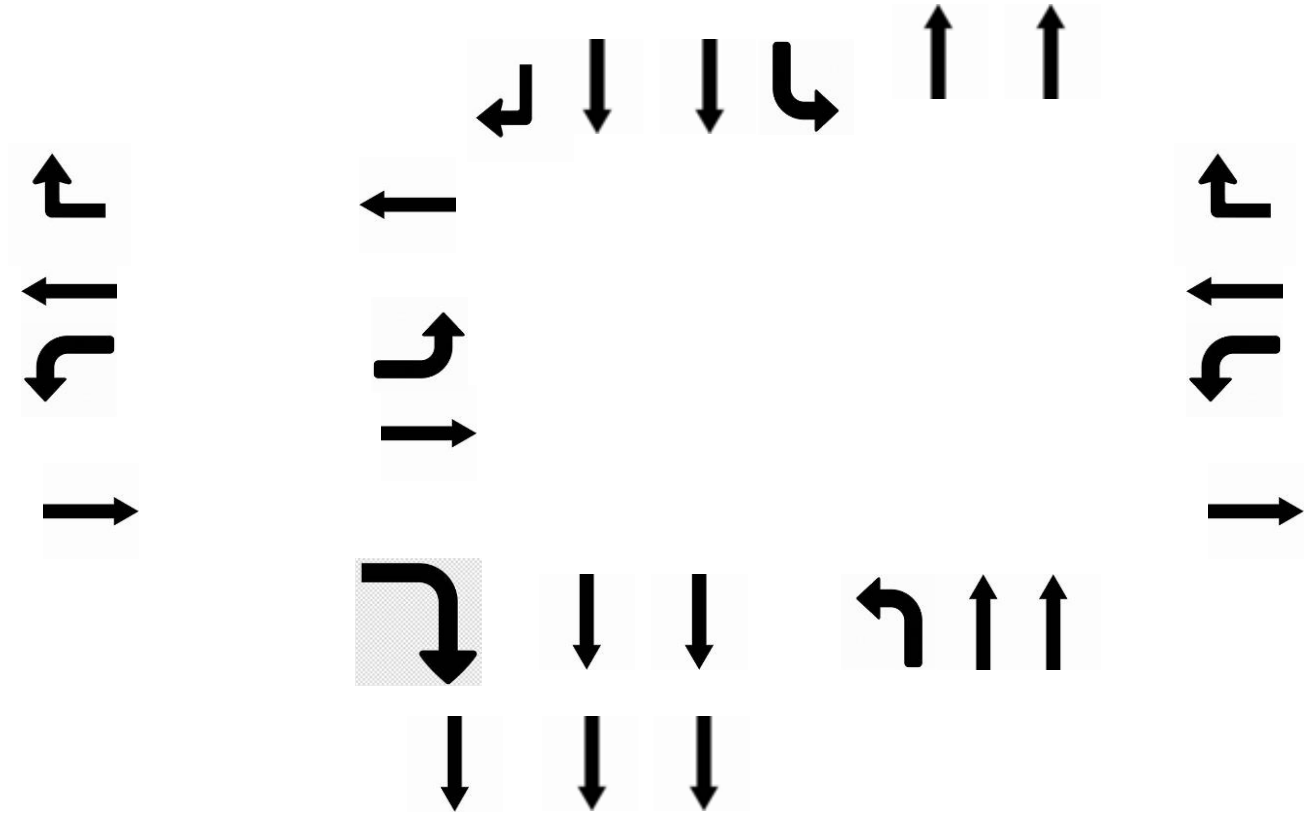




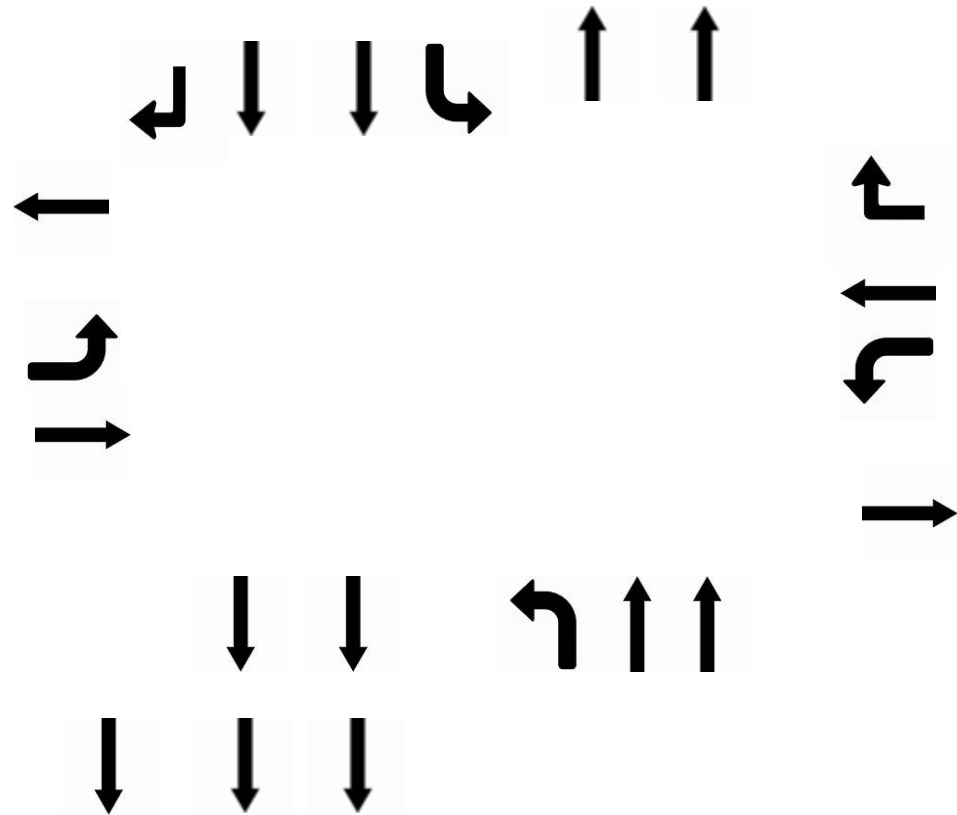
Previous lane layout. Pardon the look of this I do not have the proper software to make it cool.



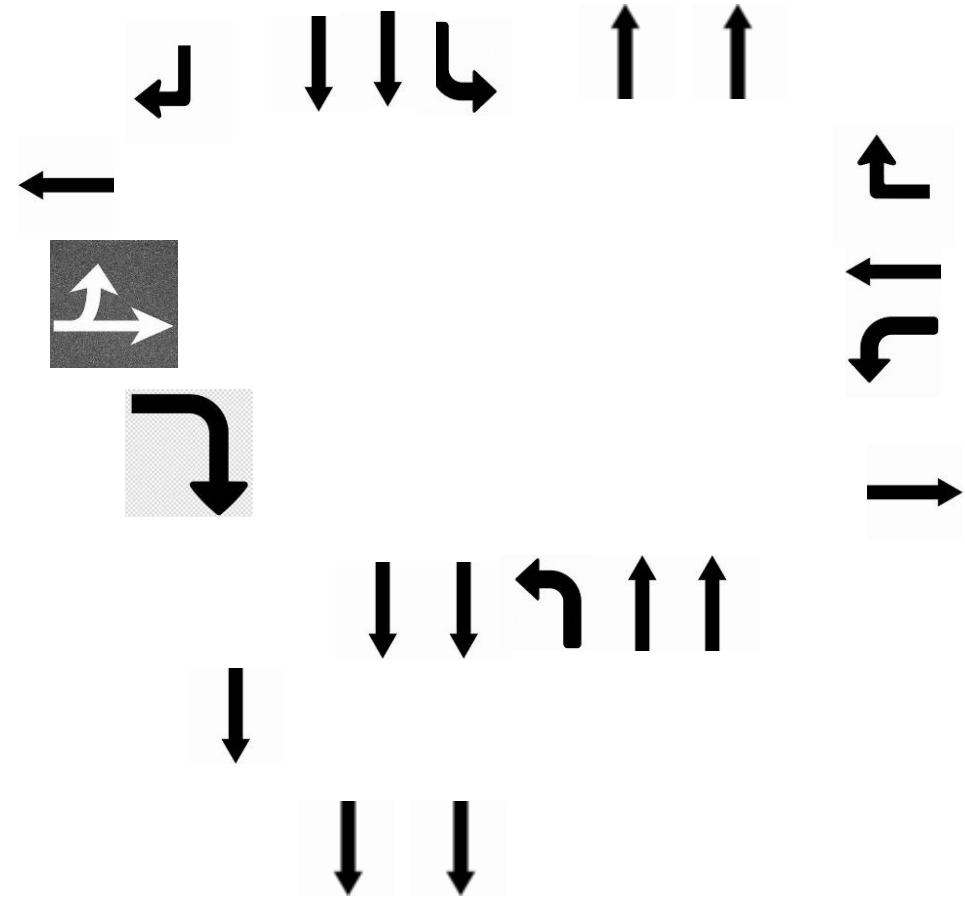
Current Layout for at least the last month. Impacting northbound traffic turn onto Poinciana. Cut, left turn on to Poinciana from PHR north, capacity by 30 to 40% but no light timing changes.



The continuous right turn lane was shutdown reducing the capacity for the left turn at least 80%. Most of the traffic at this intersection is making this left turn. Subjectively over 90% of the traffic.



One possible option. Shift South bound PHR lanes, restripe Poinciana so the right turn lane can be kept for as long as possible. Add temporary road surface over the island if necessary.



- Do a root cause analysis and publish the results.
- Have a plan to minimize restricting the continuous right turn lane or any other traffic.
- Continue with done as soon as possible.
- Start a serious effort to extend Koa to Poinciana.