

The Real-time Operator Reminder



Concepts to Success



Designed and developed to draw directly from Florida Department of Transportation's SunGuide® event manager software, OpMinderSM can be modified to work with any rules-based, event management operations software. It enables transportation operations centers to tailor and monitor their operating procedures, helping optimize performance through real-time tracking and enforcement of guidelines.

OpMinderSM not only measures performance but also enhances it by responding dynamically to operator actions in real-time. Developed to support Transportation Management Center (TMC) operations with the goal of reducing operator error rates and helping to ensure adherence to contract requirements through time-measured prompts tailored to specific required actions in an event's life cycle.

By improving operator accountability and responsiveness with real-time reminders, OpMinderSM boosts productivity across the board—making it an invaluable tool for operators, supervisors, and managers alike.

OPERATOR FUNCTIONALITY

- Real-time Activity-based Rules
- Countdown Thresholds and Late Warnings
- Visual Rule Prompts and Activity Acknowledgment
- Detailed Event List with Chronologies
- Available Event Map

SUPERVISOR/ADMIN FUNCTIONALITY

- Real-time Activity-based Rules
for User or All Operators
- Countdown Thresholds and Late Warnings
- Visual Rule Prompts and Activity
Acknowledgment/Dismissal
- Detailed Event List with Chronologies
for User or All Operators
- Available User Management and Event Map
- Configurable Rules and Thresholds
- Reports Suite with Reports by Date Range,
Event ID, Operator, Error Type, or Summary Reports

BENEFITS TO YOUR OPERATIONS CENTER

Increased Performance/Productivity

Better Workload Distribution
Between Operators

Adherence to Contract Requirements

Efficient Operator Training

Reduced Error-to-Event Ratios

Improved QA/QC Process

Additional Reporting and Data
Analysis Possibilities

Visit c2sengineering.com/opminder for more information



OPMINDER® PROVIDES DISTINCT FUNCTIONALITY FOR BOTH YOUR OPERATORS AND YOUR SUPERVISORS

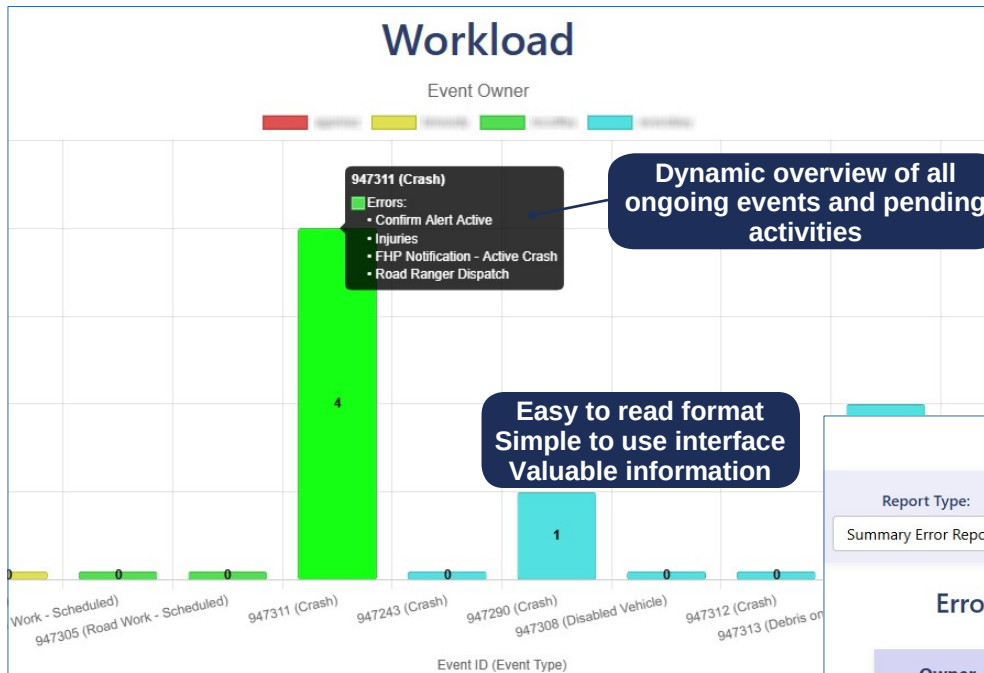
OpMINDER Activities Events Workload Reports Welcome, [User] Rule Management Logout

Show My Events Only **See all events as a supervisor** **Active Flags** **Real time status on pending activities**

Event ID ↑	Owner	Event Type	Title	Description	Status	Actions
947923	[User]	Congestion	Congestion Re-Publish	PUBLISH confirmation time window expired (past 30 minutes).	Late	✓ ✗
947925	[User]	Crash	FHP Notification - Active Crash	No TMC NOTIFIED (FHP) found within 8 minutes of event start.	Late	✓ ✗
947943	[User]	Wrong Way Driver	Status Not Active	Last status is 'Closed': 'Closed' for event never made active.	Late	✓ ✗
947944	[User]	Debris on Roadway	Road Ranger Dispatch	No Road Ranger	Late	✓ ✗
947945	[User]	Congestion	Congestion Re-Publish	Waiting for PUBLISH confirmation within 6 minutes of last publish at 17:53:55. 149 seconds remaining.	Pending - 148s left	✓ ✗

Acknowledge tasks as any role
Dismiss and a Supervisor

OpMinderSM monitors your event management system in real-time, reporting activities that must be completed to users based on a tailored ruleset, reminding users of any actions that need to be performed while events progress. With visual reminders and countdowns, operations staff is guided through an event, making sure data entry is correct and time thresholds are met. Supervisors can dismiss rules that are not applicable or not an error, while Operators can Acknowledge tasks to keep the activities list clean and easy to read.



Supervisors and managers can view live workload data to assess how busy each operator is in real time, enabling smarter resource allocation and better load balancing, offering detailed breakdowns by operator, event type, and status.

Additionally, the Events page and the interactive Event Map offer a real-time view of all ongoing incidents, including key details such as locations, blockages, flags, owners, and even full event chronologies.

Supervisors and managers have access to reporting tools to monitor team performance, there are various reports available:

- Date Range Reports – Performance over specific time periods
- Event ID Reports – Individual event performance and flags
- Operator Reports – Individual operator performance
- Error Type Reports – For targeted improvement on errors
- Summary Reports – Overall performance tables for the whole operations with error-to-event ratios

Reports

Report Type: Summary Error Report Start Date: 06/06/2025 End Date: 06/09/2025 Generate

Error to Event Ratio Summary Report

Owner	Events	Errors	Error to Event Ratio
[User]	27	6	0.22
[User]	2.67	6	2.25
[User]	2.33	0	0.00
[User]	55.33	12	0.22
[User]	82.33	18	0.22