

Questions & Answers about InSync:

Q: Why are the traffic signals operating differently?

A: Conventional traffic signals run through a fixed series in a fixed order, much like a sprinkler timer or an analog TV. InSync is not limited by these restrictions and will use different series at different times, based on a live view of how many cars are waiting for each direction. This real time adjustment capability allows InSync to change the traffic lights more efficiently, getting you to your destinations faster.

Q: Why are there so many cameras?

A: InSync typically uses four cameras, one for each approach, to determine how many cars are waiting at each approach. A computer processor receives the camera images, it then makes decisions based on real-time information and changes the traffic lights accordingly.

Q: Are the cameras taking photos of my license plate or me?

A: No. The cameras do not capture and store images or video, nor do they alert law enforcement of any violations. Traffic management teams at Collier County can log into InSync's user interface to view each approach and intersection in real time, which can aid in emergency-dispatch situations or resolving complaints.

Q: If the cameras are used to monitor traffic flow, what happens if they are inoperative?

A: One of InSync's most valuable benefits is its ability to handle problems with hardware failure or a loss of communications. If a camera feed stops functioning properly, the InSync processor will rely on historical data to operate the traffic signals. InSync will also automatically alert Collier County staff that a camera has failed and operators can log in remotely to look at the intersection and fix the issue immediately from the Traffic Management Center (TMC).

Q: Why did you install this system?

A: Collier County Traffic Operations installed InSync, a system that uses artificial intelligence, to determine the best times to turn the traffic signals green. By adapting to the traffic demand moment by moment instead of relying on predetermined schedules, the system:

- increases safety
- dramatically cuts down on stop-and-go at intersections
- reduces traffic congestion
- decreases emissions
- reduces travel time

Q: Who pays for it?

A: Collier County received funds from The Federal Highway Administration (FHWA) which are administered through the Florida Department of Transportation (FDOT) to purchase InSync.

Q: What about security? Could this system be hacked?

A: The InSync system is connected through a VPN that the system administrator at Collier County's Traffic Management Center is monitoring. A private network provides protection, meeting all current network security standards, and it collects and stores data based on the number of times the system is accessed.