



Customer Support Guide

Production Support Office | CADD
Bruce Dana, Statewide CADD Coordinator

<http://www.dot.state.fl.us/ecso/>
Toll-Free Phone No: 866.374.3368 ext. 880-4711

PRODUCTION SUPPORT OFFICE | CADD

Our Mission

Our mission as Production Support Office | CADD is to coordinate Computer Aided Drafting and Design (CADD) applications and provide support and training for the Florida Department of Transportation (Department).

Our Vision

Our vision is to remain a national leader in CADD Services provided by a state transportation agency.

Inside This Guide

- 1 CADD Mission & Vision Statements
CADD Software
- 2 [CADD User Training](#)
[CADD Support](#)
[Support Hierarchy](#)
- 3 [Be Prepared!](#)
- 4 [CADD Applications Support Contacts](#)
- 6 [How to Obtain CADD Support](#)
- 7 [SDO Support](#)
- 8 [S&MO Support](#)

As established by the **CADD Manual** (Topic 625-050-001), the Production Support Office | CADD provides:

- The Department’s CADD Software to assist the design community to produce plans that meet the Department’s Design Standards, the **Plans Preparation Manual**, and the **CADD Manual**.
- Statewide CADD user training supporting the District CADD Training programs.
- Statewide CADD Software Support when using resource files delivered with the Department’s CADD Software.

References: [FDOT Office of Design Publications](#)
[CADD Manual \(Topic 625-050-001\)](#)

CADD Software

The Production Support Office | CADD, with input from the Districts and design community, develops and maintains the Department’s CADD Standards for CADD production and related activities. The Production Support Office | CADD delivers CADD Software to reflect those standards and maintains the **CADD Manual** in coordination with the CADD Software to document those standards.

The Department’s CADD Software and installation requirements are available from the CADD Software websites:

- [Supported CADD Software](#)
- [CADD Software Downloads & Installation Requirements](#)

CADD User Training

The Production Support Office | CADD coordinates and helps manage the Department's statewide CADD user training program for Department personnel. The District CADD Managers, Office of Information Systems (OIS), and Information Technology (IT) personnel assigned to support CADD participate in District CADD training coordination.

The Production Support Office | CADD offers multiple opportunities for training users in the Department's CADD Software including, but not limited to:

- [Live On-Line FDOT CADD Webinars](#)
- [FDOT Training YouTube Channel](#)
- [FDOT Posted CADD Webinars](#)
- [FDOT CADD Training Manuals](#)
- [GoToMeeting](#)
- [Conferences, Events, & Presentations](#)

The Department also offers other on-line resources for CADD users:

- [CADD Links](#)
- [FDOT CADD Support Community](#)
- [FDOT Contact Mailer Alerts \(User Setup\)](#)

CADD Support

The Department supports CADD Software used for in-house CADD production as set forth in the *CADD Manual*. Consultant support is limited to the Department's developed and distributed software, interfaces, and configurations. Consultants seeking general CADD software support should seek assistance from their re-seller or software vendor account representative. The *CADD Manual* establishes the hierarchy of CADD related support roles performed by Department staff.

Support Hierarchy

- **First Level** – *Peer Support*. Each user should first utilize peer support including self-help, on-line resources (including The Production Support Office | CADD's on-line support resources) and training materials for self-resolution. Most issues are resolved with just a little effort to search. Your co-worker or elsewhere in your organization might also know the solution.
- **Second Level** – *Subject Matter Experts* extend peer support and sometimes represent the Districts and disciplines on task teams to communicate and resolve support issues of statewide interest. The Department calls these Technical Advisory Committee (TAC) teams.
- **Third Level** – *District Support Staff* including, but not limited to, the District CADD Manager, CADD IT contacts, and engineering services personnel who are responsible for supporting the Department's core CADD Software products for each respective District.
- **Fourth Level** – *The Production Support Office | CADD, CO Structures and Surveying and Mapping Support Staff*. The Production Support Office | CADD is responsible for general application development, enhancements, and support, providing assistance or contracting for required services as necessary. Help and Support links are accessible from within the Department's standard Engineering CADD software. Read further for information about Structures Support and Surveying & Mapping Support.

Be Prepared!

The Department's statewide CADD Support structure establishes that issue resolutions are to start at the lowest level before escalating upward. When escalation is necessary users will need to communicate the following information:

- ***Critical Issue Information Needed*** – 1) Your Contact information (include both phone and e-mail); 2) CADD Software versions being used, 3) Other configuration and related applications that might be at issue; 3) Description of the issue and how to reproduce it (screen shots within your e-mail really help here); 4) Impact to your workflow; 5) Best time to contact you. Be prepared to join a GOTOMeeting if contacting the Production Support Office | CADD support: <http://www.fdot.gov/cadd/main/gotomeeting.shtm>
 - ***Technical Support Aides*** – Support staff may need additional information regarding your issue. Familiarize yourself with some of the Department's technical support aides:
 - [FDOT CADD Support Community](#) (FDOT CADD chat forum with access to a multitude of CADD user experiences.)
 - [Production Support Office | CADD](#) (FDOT Software Downloads; Documents & Publications; Training; Conferences & Events; CADD Resources; etc.)
 - ***Support Expectations*** – Support staff are to provide best practice resolutions. Support issues escalated to CADD should be initiated in writing and sent to: cadd.support@dot.state.fl.us
 - *1-day response for critical issues.* The response time also depends upon you and how much critical information you can provide to us. The response time is also subject to staff availability, but usually you will be contacted within 24 hours.
 - *2-day response for non-critical issues.* Based upon the information provided and the workload and availability of staff, response time may take more than 24 hours to get back to you (particularly over weekends and holidays). We do our best to respond promptly.
 - *3rd Party referrals* for software enhancements or fixes may require additional time and will be placed in Pending status until resolution is found. Support staff will provide the details.
- Feedback*** – Your comments and suggestions are critical in keeping support efforts in-line with future CADD user needs. Send to: cadd.support@dot.state.fl.us
- ***Contact Mailer Alerts*** – The Department maintains a self-serve Contact Management alert system to receive email notifications on specific Departmental topics of interest, i.e. Scheduled Training Webinars; Training Manuals/Document Updates; Software Notices, Standards Updates, etc. You must subscribe to this system *yourself* to receive these alerts.
 - [FDOT Contact Mailer Alerts \(User Setup\)](#) – (Register and Sign up for notices sent out for software changes, scheduled webinars, etc.)
 - [FDOT Contact Mailer Alerts \(Demo\)](#)

➤ **CADD Support Contacts** – Who is your next level of contact or resource?

If escalation is necessary, the following table provides contacts likely to handle your case:

CADD Applications Support Contacts		
Application/Procedure	Primary Contact	Secondary Contact
CADD Manual (Production Criteria)	Michele Schiele	Bruce Dana
CADD Manual (Production Criteria) for Right of Way (R/W)	John Hazlip	Bret Brunow
CADD Manual (Production Criteria) for Structures	James Frederick	Ashleigh Smith
CADD Manual (Production Criteria) for Survey	John Hazlip	Bret Brunow
CADD (Digital Signatures/Delivery Process)		Matt Sexton
CADD (Engineering CADD Customer Support Guide)	Michele Schiele	Jimmie Prow
CADD (Engineering CADD Standards and Rules)	Michele Schiele	Jimmie Prow
CADD (Professional Electronic Data Delivery System-	Andrew Fuller	
CADD (SharePoint Site / Website)	Marlon Dunn	Jason Roberts
Autodesk Civil 3D	Mike Racca	Randy Roberts
Autodesk Civil 3D for R/W and Survey	John Hazlip	Bret Brunow
Autodesk Civil 3D (Block Libraries)	Randy Roberts	Mike Racca
Autodesk Civil 3D (Corridor Modeling)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Create File)	Michael Robertson	
Autodesk Civil 3D (Create Project, Sheet set Organizer)	Mike Racca	Andrew Fuller
Autodesk Civil 3D (DGN to DWG Conversion)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Drainage)	Randy Roberts	Mike Racca
Autodesk Civil 3D (Entity Manager)	Randy Roberts	
Autodesk Civil 3D (Geotechnical)	Mike Racca	Michael Robertson
Autodesk Civil 3D (GuidSIGN)	Randy Roberts	
Autodesk Civil 3D (Installation & Configuration)	Andrew Fuller	Michael Robertson
Autodesk Civil 3D (Plan Production)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Plotting)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Profiles & Cross Sections)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Quality Control)	Mike Racca	Randy Roberts
Autodesk Civil 3D (Quantities & Takeoff Manager)	Randy Roberts	Andrew Fuller
Autodesk Civil 3D (Ribbon)	Bob Thorburn	Randy Roberts
Autodesk Civil 3D (Traffic Plans)	Randy Roberts	Mike Racca
Autodesk Civil 3D (User Profile)	Michael Robertson	Randy Roberts
Autodesk for Architectural	Mark Weigly	Dean Perkins
Autodesk Vehicle Tracking	Mike Racca	
Bentley (MicroStation/GEOPAK Suite or PowerGEOPAK)	Bob Thorburn	Vern Danforth
Bentley (AGI32 Lighting)		Matt Sexton
Bentley (AutoTURN)		Matt Sexton
Bentley (Cell Libraries)	Michele Schiele	Matt Sexton
Bentley (Cell Libraries) for R/W and Survey	John Hazlip	Bret Brunow
Bentley (Descartes)	Bob Thorburn	
Bentley (FDOT Digital Delivery Process)		Matt Sexton
Bentley (FDOT Menu - Actions)	Christi Holmes	Michele Schiele
Bentley (FDOT Menu - Cell Apps)	Michele Schiele	Matt Sexton
Bentley (FDOT Menu - Construction)	Matt Sexton	
Bentley (FDOT Menu - Design Apps)	Christi Holmes	Michele Schiele

CADD Applications Support Contacts		
Application/Procedure	Primary Contact	Secondary Contact
Bentley (FDOT Menu - Drainage)	Christi Holmes	Vern Danforth
Bentley (FDOT Menu - Geotechnical)	Denise Broom	Matt Sexton
Bentley (FDOT Menu - Photogrammetry)	John Hazlip	Bret Brunow
Bentley (FDOT Menu – Right of Way)	John Hazlip	Bret Brunow
Bentley (FDOT Menu - Roadway)	Denise Broom	Vern Danforth
Bentley (FDOT Menu - Standard)	Bob Thorburn	Michele Schiele
Bentley (FDOT Menu - Structures)	James Frederick	Ashleigh Smith
Bentley (FDOT Menu - Traffic Control)	Vern Danforth	Denise Broom
Bentley (FDOT Menu - Traffic Plans)		Christi Holmes
Bentley (FDOT Workspace Configuration)	Bob Thorburn	
Bentley (GuidSIGN)		Matt Sexton
Bentley (Installation & Configuration)		Bob Thorburn
Bentley (Linked Data Manager (LDM))	Denise Broom	Matt Sexton
Bentley (Non-Product Related Issues)	Michele Schiele	Matt Sexton
Bentley (PES Import)	Denise Broom	Jimmie Prow
Bentley (Plotting)	Bob Thorburn	Jimmie Prow
Bentley (Quality Control (QC))	Michele Schiele	
Bentley (Quality Control (QC)) for R/W	John Hazlip	Bret Brunow
Bentley (Select Server)	Bob Thorburn	
Bentley GEOPAK (Automated Quantities)	Denise Broom	Jimmie Prow
Bentley GEOPAK (Corridor Modeling)	Vern Danforth	
Bentley GEOPAK (Cross Sections)	Denise Broom	Christi Holmes
Bentley GEOPAK (D&C Manager)	Denise Broom	
Bentley GEOPAK (D&C Manager) for R/W	John Hazlip	Bret Brunow
Bentley GEOPAK (Drainage)	Christi Holmes	Vern Danforth
Bentley GEOPAK (Multi-Line / GEN files)	Juan Castellanos	Steve Carter
Bentley GEOPAK (Road)	Denise Broom	Vern Danforth
Bentley GEOPAK (Road) for R/W	John Hazlip	Bret Brunow
Bentley GEOPAK (SMD Features Database)	John Hazlip	Bret Brunow
Bentley GEOPAK (Survey)	John Hazlip	Bret Brunow
Bentley GEOPAK (Survey for R/W)	John Hazlip	Bret Brunow
CAiCE		
CAiCE for R/W and Survey	John Hazlip	Bret Brunow
CAiCE (CDG to MicroStation V8 Conversion Utility)	John Hazlip	Bret Brunow
CAiCE (Feature Tables)	John Hazlip	Bret Brunow
CAiCE (LIS Files)	John Hazlip	Bret Brunow
CAiCE (Theme Viewer)	John Hazlip	Bret Brunow
TIMS		Jimmie Prow

*How are we doing? Please contact the CADD coordinators:
Bruce Dana, Statewide CADD Coordinator, bruce.dana@dot.state.fl.us
Jimmie Prow, Support Coordinator, jimmie.prow@dot.state.fl.us
Michael Robertson, Development Coordinator, michael.robertson@dot.state.fl.us
Let us know!*

How to Obtain CADD Support

Office Hours: Monday – Friday 8:00am – 5:00pm (Eastern Time)

- **FDOT CADD Community:** [FDOT CADD Support Community](#)
- **By Email:** cadd.support@dot.state.fl.us *(Your e-mail will be routed to the appropriate CADD Staff)*
- **In Person:** Production Support Office | CADD
605 Suwannee Street, 3rd Floor
Tallahassee, FL
- **By Phone:** (850) 414-4711 (Main)
(866) 374-3368 Ext 880-4711 *(Only when CADD Staff are NOT available)*
- **By Mail:** Production Support Office | CADD
605 Suwannee Street, MS 40
Tallahassee, FL 32399-0450

CADD Contact Information		
Contact	Phone	E-mail
Bruce Dana (Statewide CADD Coordinator)	850.414.4720	bruce.dana@dot.state.fl.us
Vern Danforth (Support Engineer)	850.414.4897	vern.danforth@dot.state.fl.us
Jennifer Weeks (Contracts Administrator)	850.414.4799	jennifer.weeks@dot.state.fl.us
CADD Applications Development		
Mike Robertson (Development Coordinator)	850.414.4779	michael.robertson@dot.state.fl.us
Andrew Fuller (Development Specialist)	850.414.4829	andrew.fuller@dot.state.fl.us
James Worley (Development Specialist)	850.414.4794	james.worley@dot.state.fl.us
Jason Roberts (Development Specialist)	850.414.4766	jason.roberts@dot.state.fl.us
Marlon Dunn (Development Specialist)	850.414.4798	marlon.dunn@dot.state.fl.us
CADD Applications Support		
Jimmie Prow (Support Coordinator)	850.414.4863	jimmie.prow@dot.state.fl.us
Bob Thorburn (Support Specialist)	850.414.4778	robert.thorburn@dot.state.fl.us
Christiana Holmes (Support Specialist)	850.414.4884	christiana.holmes@dot.state.fl.us
Denise Broom (Support Specialist)	850.414.4751	denise.broom@dot.state.fl.us
Matt Sexton (Support Specialist)	850.414.4840	matt.sexton@dot.state.fl.us
Michele Schiele (Support Specialist)	850.414.4872	michele.schiele@dot.state.fl.us
Mike Racca (Development Specialist)	850.414.4841	mike.racca@dot.state.fl.us
Randy Roberts (Support Specialist)	850.414.4896	randy.roberts@dot.state.fl.us

STRUCTURES DESIGN OFFICE

The Structures Design Office (SDO) provides:

- Software and support to assist the engineering community in producing plans that meet both the SDO Standards and the Department's CADD Standards.
- Engineering design and analysis software focused on the engineering principles specific to Florida practices.

The SDO CADD and Design software is available from the Structure's website at:

<http://www.fdot.gov/structures/>

How to Obtain Structures Support

Office Hours: Monday – Friday 8:00am – 5:00pm (Eastern Time)

- **By Phone or E-mail:** SDO Support Contact Information from the table below.
- **FDOT CADD Community:** [FDOT CADD Support Community](#)
- **In Person:** Structures Design Office
605 Suwannee Street, 3rd floor
Tallahassee, FL
- **By Mail:** Structures Design Office
605 Suwannee Street, MS-33
Tallahassee, FL 32399

SDO Support Contact Information		
Staff Member	Phone	E-Mail
Andre Pavlov (General Design Questions)	850.414.4293	andre.pavlov@dot.state.fl.us
James Frederick (CADD) (Primary Support)	850.414.4304	james.frederick@dot.state.fl.us
Kandi Daffin (CADD) (Secondary Support)	850.414.4289	kandi.daffin@dot.state.fl.us
Charlie Harvey (Structural Software)	850.414.4300	charlie.harvey@dot.state.fl.us

SURVEYING & MAPPING OFFICE

The Central Surveying and Mapping Office (S&MO) provides the Department's CADD support for Surveying and Right of Way (R/W) Mapping. The Primary CADD Support Contact is John Hazlip for all technical support.

How to Obtain Surveying & Mapping Support

Office Hours: Monday – Friday 8:00am – 5:00pm (EST)

- **By E-mail:** S&MO Support Contact information from the table below.
- **Bentley CADD Community:** [FDOT CADD Support Community](#)
- **In Person:** Surveying & Mapping Office
 1211 Governor's Sq. Blvd, Suite 100
 Tallahassee, FL
- **By Phone:** (850) 414-4111 (Main) *(Only If SDO Support Staff are NOT available)*
- **By FAX:** (850) 414-4112 Submit to the attention of the Support Contact.
- **By Mail:** Surveying & Mapping Office
 605 Suwannee Street, MS 5-L
 Tallahassee, FL 32399-0450

S&MO Support Contact Information		
Staff Member	Phone	E-Mail
George Massey	850.414.4660	George.Massey@dot.state.fl.us
John Hazlip (Primary Support)	850.414.4415	john.hazlip@dot.state.fl.us
Bret Brunow (Secondary Support)	850.414.4413	bret.brunow@dot.state.fl.us