FDOT 511 Working Group Meeting

Wednesday, November 17, 2010 (1:30 p.m. – 3:12 p.m.)
Rhyne Building, Rm. 330
Tallahassee, Florida

Attendees:

Gene Glotzbach, FDOT CO
Chris Birosak, FDOT D1
Craig Carnes, D2
Jason Summerfield, FDOT D2
Penny Kamish, SRS / FDOT D2
Dee McTague, HNTB/FDOT D4
Shannon Jones, HNTB D5
Cathy McKenzie, FDOT D7
Terry Hensley, FDOT D7
Erik Gaarder, PBS&J
W. Lee, MDX
Olga Sanchez, LogicTree
Elizabeth Birriel, FDOT CO
Bill Fuller, FDOT D1
Pete Vega, FDOT D2
Sean Wilcox, FDOT D2
Chad Williams, FDOT D3
Nathan Ruckert, FDOT D5
Javier Rodriguez, FDOT D6
Dave Howell, FDOT D7
Eric Gordin, FDOT FTE
John Hope, PBS&J
Vicky Mixson, Global-5
Steve Olsen, LogicTree
Arun Krishnamurthy, FDOT CO
Carlos Bonila, FDOT D1
Donna Danson, FDOT D2
Ryan Crist, FDOT D2
Dong Chen, FDOT D4
Shannon Jones, HNTB D5
Jose Grullon, FDOT D6
Jerry Thompson, FDOT D7
W. Lee, MDX
TJ Hapney, PBS&J
James Barbosa, IBI

I. Welcome and Introductions — Gene Glotzbach

Gene Glotzbach opened the meeting at 1:39 p.m. and welcomed everyone before giving a summary of the agenda items to be covered.

II. Visit Florida – Vicky Mixson

Vicky Mixson presented the new Visit Florida transfer option as well as new IVR transfers for transit agencies, airports, and seaports.

New IVR transfers will be in place around December 22, 2010, from 511 to various transit agencies, as well as transfers to Visit Florida, Miami International Airport, Gainesville Regional airport and JaxPort (seaport). LogicTree is recording prompts to add transfers with the next update. Additional transfers will also be made for commuter service programs, including North Florida Commuter Services, which is in addition to the current transfer to the similarly named Commuter Services of North Florida.

Visit Florida, a State of Florida tourism agency that acts as a clearinghouse for all tourism information throughout the state is being considered as a transfer from the IVR. Currently there are links on the 511 website, but no transfer from the 511 phone system. Visit Florida has a large budget for public information and tourism across the state. In September 2010, Florida requested information from the 511 coalition regarding other systems transferring to a tourist agency from the IVR.

Discussion took place about menu placement for the Visit Florida transfer, with the majority agreeing to place the transfer at the Main Menu level.

District Poll results:

D1 - C. Birosak pointed out that adding a transfer to the main menu option would increase main menu navigation time. District 1 feels that the transfer should go under Other Options at a lower level.

D2 – P. Vega stated that he thought the transfer should go on the Main Menu since Florida's economy is based on tourism.

D3 – Main Menu per D2.

D4 - Main Menu

D5 - Main Menu

D6 - Main Menu

D7 - Second tier under myflorida511

FTE - Main menu

MDX – Not available

Visit Florida does not currently have a 24/7 operation, but they do have an answering machine for the hours operators are not available; business hours for the agency are 8:00 a.m. – 6 p.m. If the transfer proves to be popular, Visit Florida will consider adding 24/7 operator coverage.

Previously there was some concern about whether Visit Florida could transfer callers to specific, smaller tourist agencies, but the agency ensured the FDOT that tourist agency transfers are already part of Visit Florida's operations. The transfer is supportable on the IVR and should cause no issues. The majority of Districts supported a main menu option and the Central Office will proceed per the previously shown District responses.

III. Timestamp Issue – Gene Glotzbach

Discussion took place regarding where timestamps should be present in the system Timestamps are included on congestion, construction and incidents in the FL-ATIS system. Previously, it was determined that timestamps should be pulled off of construction events, as it is not feasible to update construction events on a regular basis. However, Gene Glotzbach mentioned that he had noticed that timestamps were still present on construction events in the system.

Gene Glotzbach stated that timestamps were needed on congestion and incidents, but not on construction. For those items that do have timestamps, it was suggested that the timestamps be updated in half hour intervals so as not to overwhelm users with alert changes. Once timestamps are over an hour or so old, users seem to not trust that the reports are recent and leave comments questioning whether someone has forgotten to pull alerts off the system. In order to reassure callers that information is still current Gene stated that the timestamps should be updated every 30 minutes as discussed at earlier 511 Working Group Meetings.

T. Hensley mentioned that he had concerns about half hour update intervals being time consuming for TMC operators. District 2 countered the concern by stating that the update is a two-click process and that users are reassured by having current timestamps. Following are results from polling the Districts about the timestamp issue:

Congestion / Incidents:

D1-Keep timestamps / update every half hour.
D2-Keep timestamps / update every half hour
D3-Keep timestamps / update every half hour
D4- Keep timestamps / update every half hour
D5- Keep timestamps / update every half hour
D6- Keep timestamps, but District 6 believes that every half hour is too often for updates. It was added that to update the timestamp the operator had to go into the event and save a comment to get the timestamp to update in the system.
D7-Does not want timestamps for congestion or incidents.
FTE- Keep timestamps / update every half hour
MDX- Keep timestamps / update every half hour

Discussion took place with suggestions ranging from updating every half hour to as much as two hours. It was decided that there would be a three-month trial period for updating timestamps on a half hour basis and that the discussion would be revisited at the next 511 Working Group Meeting.

IV. Floodgate Logic – Gene Glotzbach

It was determined that the tool utilized for entering floodgates could be used for approximately 90-95 percent of floodgates that need to be posted. Gene Glotzbach stated that to change the tool at this time would probably not provide a great deal of benefit. Discussion also took place regarding giving more thought to floodgates when posting them to ensure proper performance and Gene added that he would send out an email that explained current floodgate operation by level.

V. Discuss Handling of EM Locations – Erik Gaarder

The latest EM location updates have been provided to LogicTree by John Hope for the update scheduled for late December. Questions have arisen regarding EM locations that cross District boundaries for reporting events that extend beyond the current District. FL-ATIS is capable of handling such items, but the new EM locations must be included in the spreadsheets provided to J. Hope. Districts should contact John Hope with any questions.

VI. Discussion of User Identified Events – Gene Glotzbach

Discussion took place regarding what could be done to make the feedback reporting tool more valuable to the Districts and what other means were available for providing feedback to the Districts. Penny Kamish brought up that the call center contract would not be renewed and that current services would cease at the end of November. Ms Kamish added that the call center had helped to monitor user incident reports in some of the counties without ITS coverage and that operators would no longer be providing support to the Districts. She went on to say that even when call center operators identified issues that there were times when significant congestion events do not make it up on the IVR.

The Working Group discussed other possible sources of data for feedback reporting such as SunGuide and the current Inrix agreement. Arun Krishnamurthy stated that Southwest Research

Institute (SwRI) has been developing SunGuide modules and that final testing was being conducted. He added that testing would continue for the next few weeks before releasing the software update to the Districts. Those Districts not using the Inrix data will not need to install the patch; however, it will be available for those Districts that utilize the data.

VII. New ITN for Florida 511 – Gene Glotzbach

Full meeting minutes including ITN discussion will be provided / posted to Teamsite at a later date to prevent ITN disqualification of interested parties.

VIII. Technical Committee Makeup – Gene Glotzbach

Full meeting minutes including ITN discussion will be provided / posted to Teamsite at a later date to prevent ITN disqualification of interested parties.

IX. Upcoming Meeting / Other Topics – Gene Glotzbach

Full meeting minutes including ITN discussion will be provided / posted to Teamsite at a later date to prevent ITN disqualification of interested parties.

Gene Glotzbach closed the meeting at 3:12 p.m.

Action Items

1. Gene Glotzbach will provide floodgate operation information to the Districts via email. *Complete.*
2. An email requesting topics for the upcoming February 2011, 511 Working Group Meeting will be sent by the Central Office.