Florida Department of Transportation
511 Working Group Meeting
January 12, 2010
1:00-5:00 pm

Carlos Bonilla, FDOT D1	Chris Birosak, FDOT D1	Donna Dansen, D2
Mark Nallick, FDOT D3	Mike Smith, FDOT D5	Terry Hensley, FDOT D7
Additional D7 representatives	James Bitting, FDOT D7	John Easterling, FTE
Eric Gordin, FTE	Gene Glotzbach, FDOT CO	Arun Krishnamurthy, FDOT CO
Dee McTague, HNTB/D4	Pete Costello, Inrix	Rick Schuman, Inrix
John Brisco, SwRI	Hong-Ting Chen, PBS&J	Erik Gaarder, PBS&J
TJ Hapney, PBS&J	Penny Kamish, SRS/FDOT D2	James Barbosa, IBI
Ivan del Campo, MDX	Vicky Mixson, Global 5	Mike Wacht, Global 5

1. Welcome and Introductions

Gene Glotzbach opened the meeting and took roll call. Gene discussed feedback trends and how providing the traffic reports to the Districts had been an improvement. Call statistics from launch through the end of 2009 is 1.6 million calls.

2. District FLATIS Operations Update

a. District 1
   i. No updates
b. District 2
   i. Donna – Change in management. Derek Odom working part-time for FDOT and part-time working for TV station. R. Christ has moved up to TMC Manager.
   ii. Still planning to move into an RTMC in a couple of years.
   iii. Plane coverage - mainly Duval area. Also send plane to the Alachua black hole area.
   iv. Agreement with one of the RISC contractors to patrol.
   v. District 2 listens to traffic reports. Latency caused from high call volume due to a significant incident is a problem. .Gene Glotzbach added that LogicTree and FDOT IT are investigating lag issue.
c. District 3
   i. District 2 still handling TMC Operations. Nothing to add.
d. District 4
   i. Things going okay. Still some floodgates issues regarding where they play to, etc, but nothing special.
   ii. No operators listening to feedback calls.
e. District 5
   i. No significant data collection issues.
   ii. Snapshot for Web site application.
   iii. J. Heller out on medical. Send any issues to Michael W. Smith.
f. District 6
   i. Developed a 511 watcher program that tracks reports. District 6 will be happy to share software with other Districts.

ii. Operators listen to traffic reports real-time.

g. District 7
   i. US-27 is closed due to sink holes near I-4. Another potential sink hole reported on I-4. Getting ready to close a couple of lanes there.
   ii. Have done a couple things to strengthen review of places to get information. Otherwise, no particular problems with FLATIS.
   iii. Biggest problem is areas where there's no instrumentation. Gene added that there had been feedback from a caller complaining about the sink hole on US-27. The caller said there was a message sign to call 511, but that the information was not provided on 511. Gene suggested using a regional floodgate for US-27. District 7 will post a regional floodgate in addition to the county floodgate.

h. FTE
   i. About midway through the SunGuide migration. Still able to post information as we need to. Don't have the ability to do floodgates, but appreciate other Districts' help in posting floodgates.

i. MDX
   i. No particular problems.

Eli Sherer gave an update on the EM locations and stated that the release date that will take care of dumbing down the grammars is scheduled to take place on January 29, 2010. He added that everything was submitted to LogicTree on January 12, 2010 and that all updates should be available by the end of the month.

3. 511 Black Holes

a. I-75 (Alachua / Marion Co.)
   i. Alachua County, Gainesville on down towards the FTE. If there's any issue at all, it pretty much brings traffic to a standstill as shown over the Thanksgiving holiday.
   ii. Part of Marion County will get some instrumentation to give the District a better idea what is going on.

b. I-95 (Indian River / St. Lucie / Martin Co.)
   i. No instrumentation in these counties. If issues take place there, it would be difficult to report it

c. I-10: No instrumentation on most of it between Tallahassee and Pensacola and Tallahassee and Jacksonville. Also from FTE north.

d. Pasco and Hernando Counties

e. I-75: Manatee, Sarasota and Charlotte Counties. Not instrumented in Manatee and Sarasota Counties. Construction for FY2012. Charlotte County is a Design Build (D/B) project that should be completed in about a year.

Gene mentioned that there was a possibility of INRIX providing data and some portable instruments to get some information in some of the black hole areas.

4. Training Road Reporters – Mike Wacht

Mike Wacht from Global 5 gave a Road Reporters presentation.

5. INRIX

Gene introduced Rick Schuman from Inrix and stated that Inrix won the contract to provide flow information along the I-95 corridor for the I-95 Corridor Coalition. He explained that the contract is open to all the coalition member states. The Central Office has worked with the contractual people in Tallahassee and it has been approved for the FDOT to use the I-95 Corridor Coalition contract with Inrix to provide additional traffic information for Florida.

Rick Schuman from Inrix gave a presentation about the I-95 Corridor Coalition data collection program and how it could be used for Florida.

Donna Dansen from District 2 asked if there had been any studies regarding the accuracy of the data. Rick Schuman directed the meeting participants to view the I-95 Coalition monthly report that that is posted at: www.i95coalition.org and to search under the probe project. Discussion took place about the possibility of sharing data with media and local agencies. Rick Schuman replied that only I-95 coalition members could use the data. However, he added that there was no limitation about putting the information on a statewide Web site.

I-75 and 275 were not shown on the slides of the Web site during the presentation. Rick Schuman responded that the roads could be found on www.i95travelinfo.net Web site. He stated that I-75 and I-275 are covered Inrix, but added that they were not on the site that was shown during the presentation. He also added that Inrix traffic had a free iPhone traffic application available on the Inrix Web site and that it should be very close to the coverage maps

Penny Kamish inquired as to the number of probes Inrix had nationally. R. Schuman stated that Inrix had 1.5 probes available. He added that Inrix had the best reliability of anyone out there doing probe data collection.

6. Working with LogicTree

a. Classifications
b. Standard Response Times
c. Escalation Process – discussion took place regarding the Escalation Matrix and that it needs to be used if responses are not received in the appropriate amount of time for the ticket classification.

   Penny Kamish suggested that Class A and possibly Class B tickets should send an informational e-mail to the other Districts when that type of ticket

is filed. She added that it would give the other Districts a heads-up about what could be a snowballing problem. Penny also brought up that not having SunGuide Footprints access was another issue for some in the Districts. Olga Sanchez suggested that Penny use the LTS ticket system for other people to leave feedback. Olga added that those items are taken into consideration and tickets are filed when necessary.

7. FL511 Educational Outreach – V. Mixson

Vicky Mixson from Global 5 gave a FL511 Educational Outreach presentation.

8. FLATIS Input

a. Posting of incidents on non-FLATIS Roads
   i. FTE – Truck caught fire under the bridge and burned the bridge, causing a closure on the FTE.
   ii. Was handled as regional floodgate for incident on non-covered roadway.

b. Congestion Reporting / Congestion
   i. Users would like to see congestion reported. Additional means of verifying congestion on non-instrumented roadways is needed. For instrumented roadways unusual congestion, unusual congestion on recurring congestion event, and non-recurring congestion are some of the types of congestion that users would like to see reported.
      1. District 7 - T. Hensley stated that there were questions regarding how congestion is determined.
      2. District 2 – Use just the EM location “off-ramp 2”. For posting congestion District 2 uses travel time until the time is triple the mileage and then merge plan information for the motorist.
      3. District 5 – Put congestion on dynamic message signs (DMS) unless it’s non-recurring. For recurring congestion that is worse than normal, the District puts the actual travel time on DMS or FLATIS. Would rather tell them how long it is going to take than just to tell them congestion.
      4. District 6 – Posts verifiable recurring and non-recurring congestion on FLATIS.
      5. District 4 – Posts verifiable recurring and non-recurring congestion on FLATIS only, unless there is unusual, dangerous congestion.
   ii. Should non-recurring congestion be reported?

   iii. Recurring congestion is posted as travel times.

      A District 2 operator stated that District 2 operators are trained to act on congestion and create events. If the event resolves itself

then it is labeled as a false alarm. Any delay sets off an alarm for our operators.

Gene asked Districts to report to him on how they handle congestion. The CO will compile the results and try to come to some sort of process based on what the Districts are currently doing to report congestion.

9. Discussion Regarding Removal of Timestamps

a. Traffic Reports – Gene began by saying that he thought timestamps needed to be kept on traffic reports and then update them every half an hour or so, but added that the update may pose problems to people who have personal profiles, as far as sending them an email or call them every time the timestamp is updated.
b. Congestion
c. Incident
d. Change message to: (e.g., No change in status since the last update)
    i. John Easterling responded by saying that he did not see a problem with dropping the timestamp on construction. However, he added that he thought updates regarding tail of the congestion moving were valuable to the user, especially when it is atypical on a heavy day, to know what time the report was updated. Gene agreed that status changes should be entered and stated that he did not really favor pulling the timestamp off. Gene suggested possibly leaving the timestamp, but changing the message to notify users that the FDOT is aware that the problem still exists. He suggested that the same thing could be done with incidents, as well, but that something needed to be done.

e. Consensus
    i. Construction
        1. All of the Districts agreed with pulling timestamp off of construction.
    ii. Congestion
        1. The Districts agreed to keep the timestamps on congestion.
    iii. Travel Times
        1. The Districts agreed to keep timestamp on travel times.
    iv. Incidents – Suggest keeping timestamp, but changing message.
        1. No objections noted by the Districts.

10. Upcoming Meetings / Other Topics

End of February / beginning of March for the next 511 Working Group Meeting, which will only need to be one to two hours.

Poll regarding which Districts have already installed the center-to-center (C2C) hotfix:

District 1 – No
District 2 – Yes
District 3 – Yes
District 4 – Yes
District 5 – Yes
District 6 – Will find out
District 7 – Yes
FTE – No
MDX - No

Arun Krishnamurthy asked the Districts that have not installed the C2C hotfix to keep himself, David Chang and Gene in the loop so that they will know when it has been installed in each District.