FDOT 511 Working Group Meeting Notes

Thursday, July 29, 2010 (1:30 p.m. – 4:00 p.m.)
Rhyne Building, Rm. 330
Tallahassee, Florida

Attendees:

Gene Glotzbach, FDOT CO
Chris Birosak, FDOT D1
Bill Fuller, FDOT D1
Chad Williams, FDOT D3
Dee McTague, HNTB/FDOT D4
Javier Rodriguez, FDOT D6
Terry Hensley, FDOT D7
Olga Sanchez, LogicTree
Erik Gaarder, PBS&J
John Hope, PBS&J
James Barbosa, IBI
Rick Schuman, Inrix
Penny Kamish, SRS/FDOT D2
Arun Krishnamurthy, FDOT CO
Carlos Bonila, FDOT D1
Pete Vega, FDOT D2
Mark Nallick, FDOT D3
Michael Smith, FDOT D5
Jose Grullon, FDOT D6
Chester Chandler, FDOT D7
Michael Halley, LogicTree
TJ Hapney, PBS&J
Vicky Mixson, Global-5
Neena Soans, IBI
Derek Sims, IBI

I. Welcome and Introductions — Gene Glotzbach

Gene Glotzbach gave a summary of the agenda items to be covered and welcomed everyone to the 511 Working Group Meeting.

II. Video Aggregation System II Kickoff Meeting – James Barbosa

James Barbosa gave an overview of the system architecture. He stated that IBI would meet with each District and CO regarding transcoder needs and that the timeframe for completion was expected to be 8 to 10 months.

Discussion took place regarding the video streams and how IBI would handle those images for the Districts and noted that the information could be provided to the Districts directly by IBI. Mr. Barbosa stated that IBI would be able to transcode 1,000 video streams.

The Districts inquired as to what hardware would be installed in the Districts. J. Barbosa stated the number of servers per TMC would vary. He added that the high-density servers for District 5 and Florida's Turnpike Enterprise (FTE) could simultaneously transcode 25 streams. Whereas, the transcoders in the other Districts would each be able to transcode 10 streams.

Michael Smith inquired as to the number of simultaneous users the system would be able to provide. IBI will be able to provide 4,000 H264 feeds simultaneously. Gene Glotzbach added that while there had been concerns regarding the number of

simultaneous users that it was the CO's belief that providing for 4,000 simultaneous users would be sufficient for the time being.

Additional discussion took place on a number of topics. Third party requests will continue to be sent to the CO and a CCTV agreement and fee are still required.

District 1 inquired about the possibility of getting high-density servers due to space concerns. G. Glotzbach responded that there was a possibility for District 1 to swap to high-density servers, but that that change had not been calculated in IBI's price.

Pete Vega brought the ITS WAN capacity available and discussed coordination with Randy at the CO. J. Barbosa added that the TEOO Telecommunications group was convinced that there was plenty of capacity – about 50 KB.

J. Barbosa stated that he would contact the Districts to schedule two-hour meetings to discuss the VAS II project. OOCEA will be included in the meeting with District 5.

III. Enhancements – Gene Glotzbach

The following topics were covered for general enhancements:

- Snap-To for Travel Speeds and Personalized Routes: Improve the drawing of the TSS links on the 511 website.

  Gene Glotzbach stated that the travel speed lines on the Web site map do not always match the roadway and that this would be a cosmetic enhancement to improve the user experience. J. Barbosa added that IBI-currently draws what it receives. What IBI is proposing is to map coordinates to more accurate coordinates and do some fill-in so there are no jagged edges shown to the user on the map.

- Soft Messaging: Add the capability to provide soft messaging on FL-ATIS

- Filtering Caller's Traffic Report Feedback: Filter by District.

  Currently, the Districts receive all reports statewide. Filtering will allow some sorting of reports before sending to the individual Districts based on information gleaned from user requests and new prompts will be added.

  Gene Glotzbach stated that FL-ATIS will distribute reports based on facility and MM / Exit #. If a caller asks for all reports, the system cannot narrow it down, but will send the report to the Districts that the facility goes through. Unaffected Districts should no longer receive calls not in their areas.

Some configuration of the email distribution will take place, which may positively impact previous delivery delays of user reports. Some of the delays are due to an intermediate server in the distribution process. The intermediate server will be removed from the path and emails will be distributed directly.

The Districts were polled regarding their utilization of user feedback reports.

D1 - Yes
D2 - Yes
D3 - Yes by D2
D4 - Yes
D5 - No
D6 - Yes
D7 - Yes, but not in real-time. Used as a QA tool
FTE-Yes
MDX-Not present.

Penny Kamish mentioned that from her past experience, when additional layers were added to the previous system, people had a tendency to hang up. She added that the user reports were very important to coverage for Districts 2 and 3. Olga Sanchez added that the system would ask for additional information if it could not determine the user's whereabouts / District to deliver report to.

- Switching Between Roadways: Allow callers to request information on another roadway at any time, without going back to Main Menu.

  This enhancement will allow callers to switch between roadways without going back to the main menu.

IV. Transit Enhancement Proposal – Gene Glotzbach

The Transit Enhancement changes the IVR to allow receipt of transit information. Michael Halley discussed the Transit enhancement proposal and stated that the enhancement would utilize existing infrastructure. Each transit agency that comes on-board will have its own structure. This proposal comes down to leveraging the infrastructure to allow the transit agencies to use the interactive voice response system.

Concerns were brought up about keeping the information from the transit agencies accurate and current. Pete Vega stated that if the product was below part that District 2 would want a way to opt-out. Gene Glotzbach stated that the enhancement would provide a vehicle for LogicTree to get information from outside agencies. M. Halley responded that he understood the concerns expressed that that LogicTree had been planning for how to mitigate those issues and suggested having an announcement that users were leaving the 511 system.

The Transit Enhancement Proposal is currently under review, but has not been approved. Gene requested that the Districts provide the CO with any issues. A short discussion took place regarding the possibility of revenue generation from outside agencies.

V. Inrix Data – Rick Schuman

Gene introduced Rick Schuman and gave an overview of the data provided and added that the FDOT had purchased the data feed to provide travel times on facilities where they cannot currently be collected.

Rick Schuman gave a high level overview of the coverage available and then discussed the fact sheet (*See* Inrix Fact Sheet handout).

Mr. Schuman explained that there were three levels of coverage. Contracted coverage is under freeways and can be replay five minutes of archived footage on the data feed. Other items that are viewed on the site can be viewed, but there is no automated feed to add that to the service. Pete Vega inquired if the information came from trucking companies and the like to which Mr. Schuman responded with an affirmative.

Inrix is currently expanding coverage. For those that just have core view of the interstate, more is coming. He added that there was also a national site, http://Inrixtraffic.us, but that there was not as much information. FDOT contracted northern I-75 coverage ends at SR 50. Gene Glotzbach stated that he would send out a copy of the Memorandum of Understanding.

VI. 511 Coverage during Hurricanes – Gene Glotzbach

Though the system was not designed to accommodate information associated with hurricanes there is a desire to provide some hurricane information through the 511 system regarding routes and road closures. In the past, road closure details have been provided on the Web site. For information to be provided on the IVR it would require an extensive floodgate message and only major facilities could be posted. Local roadways would not be included.

Terry Hensley stated that District 7 only reports on instrumented roads, but that the only way to add hurricane information in current system was to add floodgates. He expressed his concern that if there were too many closures that users would hang up and not listen to them. He also added that emergency personnel from state and counties agencies were telling residents to use 511 for information.

Discussion took place regarding having a flag to activate various EM locations that are not currently in the system and stated that messages could be added at that level. One issue is that the user would have to request the facility to get that EM location.

Gene pointed out that for the Website, the emergency information tab could be used to give information on road closures, shelter information, alternate routes, etc. Global-5 and IBI will be responsible for updating this page with hurricane closure information.

Penny Kamish inquired if there was a way links to bulletins from the Emergency Operations Center, shelters, etc could be added to the page. It was determined that links could be added to the Emergency Information tab of the 511 site.

VII. SunGuide and EM locations – Erik Gaarder

- Latest EM extracts scheduled to be updated in FL-ATIS on August 3, 2010.
- Next EM Extract updates due early November.
- No EM locations added outside of scheduled dates
- Upcoming training on the Style Guide

The team was reminded not to add EM locations in SunGuide outside the update intervals as it would cause issues. Upcoming FL-ATIS Style Guide training is being prepared for the Districts.

VIII. Marketing Update – Vicky Mixson

Vicky Mixson gave the marketing update (See presentation handout).

IX. General Topics – Gene Glotzbach

- .xml feed from Construction office (another data source)

  The XML feed from the Construction Office is updated regularly and includes everything from mowing grass to all the construction contracts. PBS&J has written a program to put the construction efforts that are given in some logical order.

- Spanish / English Tuning exercise

  LogicTree will be conducting a Spanish / English tuning exercise in the near future.

- Floodgates overlap discussion

  Information was received from the Districts regarding floodgate overlap. An example is that if you post a floodgate at the county level, you'll here it; however, if you ask at the facility level you do not hear it. The current work around is to post floodgates at different levels.

- Floodgate updates to occur after EM extract update

  In addition to the EM extract updates, floodgates are also being updated. The update can be expected in the next couple of weeks.

- New LogicTree metrics
  Just to make everyone aware that we're working with LT to make sure the quality of the system is good.

- Web site congestion icon placement

  A proposal has been made to place icon at the tail of the congestion.

- Ordering of CCTV, DMS and TVT – potential need for SunGuide sort order fields

  IBI utilized a very simple north/south, east/west algorithm, but is investigating using a more complex sorting method. The DMS issue is the same and a number of Districts would like IBI to order them. The DMS could also be ordered with a similar algorithm. It was suggested that it was best to rely only on lat/lon data. IBI will share algorithm with Arun

X. Upcoming meetings / Other Topics – Gene Glotzbach

J. Barbosa stated that hyperlinks could be added to banner messages and that he would send an email to the FDOT regarding this topic.

Gene Glotzbach polled the Districts on whether any of them had been able to use the data and if it been beneficial to you?

District 2 responded that they were using Inrix data and that is was a valuable tool to help confirm reports just out of camera view. They also stated that they had found the data to be very accurate and. Inrix data has a high degree of confidence and consistently comes in as the front runner ahead of Google traffic, etc. from the District's experience.

Pete Vega added that sometimes everything will be green and then it goes to red and back to green, but that on the whole it had been positive.

Rick Schuman stated that there are times when has to make an analysis with the information given. He instructed the users to click on the information box when that

happens to view the data score and 0-100 rating. He continued by stating that Inrix had added the “c” value, but that it was still a little experimental and Inrix was tweaking it.

Action Items

1. Gene Glotzbach with provide a copy of the Inrix MOU to the Districts.
2. Gene Glotzbach will provide contact information for Website posting.
3. IBI will share sorting algorithm with Arun Krishnamurthy.