



FDOT 511 Working Group Meeting
Thursday, August 25, 2011 (1:00 p.m. – 2:30 p.m.)
Teleconference Only: 850-414-4976
Rhyne Building, Rm. 330
Tallahassee, Florida

Attendees:

Gene Glotzbach, FDOT CO
Chris Birosak, FDOT D1
Donna Danson, FDOT D2
Santos Morin, FDOT D3
Dee McTague, HNTB / D4
Michael Smith, FDOT D5
Jose Grullon, FDOT D6
Chester Chandler, FDOT D7
Wang Lee, MDX
Jo Ann Oerter, Atkins
Vicky Mixson, Global-5
John Brisco, SwRI

Elizabeth Birriel, FDOT CO
Bill Fuller, FDOT D1
Ryan Crist, FDOT D2
Chad Williams, FDOT D3
Penny Kamish, HNTB / FDOT D4
Javier Rodriquez, FDOT D6
Rory Santana, FDOT D6
Eric Gordin, FTE
Ivan del Campo, MDX
TJ Hapney, Atkins
Steve Olsen, LogicTree

Carlos Bonilla, FDOT D1
Pete Vega, FDOT D2
Jason Summerfield, FDOT D2
Dong Chen, FDOT D4
Shannon Watterson, HNTB / D5
Joe Snyder, FDOT D6
Terry Hensley, D7
John Easterling, FTE
David Chang, Atkins
John Hope, Atkins
James Barbosa, IBI

I. Welcome and Introductions — Gene Glotzbach

Gene Glotzbach opened the meeting at 1:00 pm and asked the teleconference participants to identify themselves.

II. ITS World Congress Update – Gene Glotzbach / David Chang

Gene Glotzbach gave an update regarding the changed booth location and said it was more centrally located than the previous position and was closer to one of the food and beverage areas.

David Chang gave an overview of plans for the ITS World Congress booths. The FDOT will have two booths. The inside booth is 10 feet by 20 feet. There will also be an iPad kiosk collecting video from the Districts and there will be a District 5 connection with monitors. At the outside mobility village, the FDOT will have a 10 foot by 20 foot with a connected vehicle unit. Additionally, there will be RSE installed on the pole with OBE and will operate in the same manner as ITS field devices, which transmit data through

SunGuide®. He pointed out that this was a fairly new concept and that Florida was the first to implement connected vehicle in a TMC. FDOT District 5 will have a vehicle at the test route and a demonstration to show data through SunGuide in the exhibit hall.

III. Marketing Update – Vicky Mixson

Vicky Mixson gave FL511 iPhone App overview (See The Florida iPhone App presentation at end of document). She covered the icon for the phone, as well as the app statistics, which was fully launched on July 7, 2011. Version 1.2 of the app was launched on August 17, 2011, which included basic upgrades and bug fixes. As of the week before the WGM, more than 56,000 users had been tracked with 227,000 page views. Vicky also showed statewide usage of the app throughout the state. Also in the August 17, 2011 upgrade, camera views were associated with incidents, allowing users to choose the arrow to the right of listed incidents to access cameras near the incident location and stated that public feedback for the camera images had been very good. The “?” button included on individual crash listings will bring up text information for the selected incident. Users can selection a location for traffic up to a 200 mile radius. If a user wants traffic information for a different part of the state they can pull up listings by city or metropolitan area. The app also allows users to go through roadways and see travel times from point to point. A users MyFL511 account can also be tied into the app, which will also allow users to choose additional preferences in the app settings. Users of the app can report traffic incidents and leave general feedback messages in the same manner as is done on the IVR. Vicky also discussed the iPhone app user guide and the update message presented to users when a new version is available at the app store. The Android version of the app is planned for release in October 2011.

Elizabeth Birriel has the FL511 app on her iPhone as well as Santos Morin from District 2 who stated that the phone app works pretty well and that it has come a long way. He added that there had been a lot of interest about the Android version of the app.

Joe Snyder from District 6 asked if camera views blocked through SunGuide would be blocked from the app as well. Steve Olsen replied that the app functioned in the same manner as the FLATIS web site with regard to camera views on incidents and would be blocked if the Districts flagged the camera.

IV. Enhancements - Steve Olsen

Steve Olsen gave a presentation and overview of recent updates, in addition to upcoming enhancements scheduled for August 29, 2011 (See Recent & Upcoming FLATIS System Enhancements at end of document).

Mr. Olsen discussed the Floodgate modifications in response to tickets opened in LTS related to an issue with how Floodgates for ‘Roadways within a County’ were incorrectly being handled in the system. This was causing some Floodgates to be played multiple times to a caller. Those issues have been resolved, resulting in Floodgates for

'Roadways within a County' only playing if there is an incident on the roadway in the specified county. The 'Roadways within a County' Floodgate will only play for a caller if the caller asks for a county, then the roadway and then only if there is an incident on the roadway in that county. If there is not incident posted for that roadway, then the floodgate will not play to the caller. Mr. Olsen suggested it might be more appropriate to publish such notifications as county Floodgates.

Mr. Olsen also discussed continuing improvements to the iPhone app for the future since it has been received well by the public. He added that he anticipates use of the app will grow exponentially after the launch of the Android version of the app.

V. EM Extracts – Steve Olsen

Steve Olsen briefly discussed the next EM Extracts update due in early November 2011.

VI. Spanish / English Tuning Exercise – Steve Olsen

Steve Olsen presented information regarding IVR Tuning. LogicTree and the FDOT have worked together to improve English / Spanish recognition rates. LogicTree provides two full tuning reports per year. Additionally, two adjusted recognition rate reports are provided to the FDOT between full tuning reports. Steve described gathering of data and how the recognition reports are prepared. In-grammar utterance is something that the system would expect to hear (e.g., in the CityCountyHwy the system expects a response of a city, county or highway. The grammar set would include all counties, major cities and covered highways where a caller could say a city or highway not in grammar set. An example of an out of grammar utterance would be if a caller said orange at a yes or no prompt.

Gene Glotzbach added that grammar changes have been made based on tuning reports for out of grammar utterances that users were saying to cut down on system responses showing that the user's response was unrecognized.

Steve Olsen added that Spanish is more difficult to program since Florida has so many different Spanish speaking people from different Spanish speaking countries and added that work was taking place to get Spanish tuning to a more acceptable level.

VII. Blackout Guidelines for SunGuide – Gene Glotzbach

Gene Glotzbach gave an overview of the Blackout dates calendar and added that in many areas there were no off-peak times during daylight hours. The Central Office has come up with some guidelines/operating procedures about when not to bring the system down for an extended period of time. Bringing the system down for scheduled maintenance / upgrades will require different consideration. Based on the daily traffic reports TJ prepares, every once in a while you will see a larger number of reports

coming in when system is down for maintenance. The FDOT is trying to get some consistency from District to District for maintenance. If the system crashes, maintenance should be done quickly. If there's some leeway, maintenance should take place during periods of low volume. The draft Standard Operating Procedures (SOPs) for SunGuide Updates / Maintenance Blackouts document was posted on the 511 WGM calendar invitation for District review.

Terry Hensley suggested that professional sports events should be added to the SOPs. Gene replied that for periods that are missing that the Districts should make notes of it on the calendar.

District 6 asked if Southwest Research Institute (SwRI) was aware of new procedure. Gene replied that SwRI had not yet been made aware of the new procedure, which had just been developed and that the 511 WGM was the first time the document had been distributed.

John Brisco from SwRI stated that he would ensure that Robert and Tucker are aware of this document. Gene pointed out that care needed to be taken when bringing down FLATIS in order to minimize impact on the public.

VIII. Ticket Classification System – Gene Glotzbach

Gene Glotzbach presented the ticket classification system table as follows:

A – Mission critical

B, C, D - Moderate

E – Not mission critical

Mr. Glotzbach mentioned that James Barbosa had added additional information for how to determine the class under which a ticket should be filed. He added that some Districts have inflated the class more than it should be, sometimes causing LogicTree/IBI to react needlessly to a Class A or B ticket when the ticket filed should have been a lower class of ticket. District 6 thanked Gene for table and said it provided better information for the Districts to make determination about the class that should be associated with new LTS tickets.

IX. Entering Incidents into 511 – Gene Glotzbach

Gene began by saying that all areas were doing a good job entering incidents where instrumentation / Road Rangers were located. He went on to say that un-instrumented rural areas caused more difficulty for identifying issues.

Gene pointed out that the Feedback Traffic Reporting function was a good alerting process, particularly if there are multiple reports from the same general location that could be used in addition to FHP CAD and website.

Gene also pointed out that Inrix data was available for rural areas for I-95, a lot of connecting facilities and I-10. He added that the Inrix web site has info in graphical format, covering pretty much the entire state and that there was enough information to make a pretty good call regarding issues in un-instrumented areas and encouraged the Districts to make use of the information provided by Inrix. Gene stated that Inrix allowed the Districts to provide some feedback to the motorists, which was important in order to keep from seeing traffic reports coming in for the same incident for an hour or more. Mr. Glotzbach encouraged the Districts to make use of additional data sources to verify incidents so that more timely information could be provided to the motoring public.

X. Hurricane Preparedness – Gene Glotzbach / Vicky Mixson

At the time the 511 WGM agenda was being prepared, Hurricane Irene had Florida in its sites. Gene went on to say that it looked like Florida would be spared a direct hit and that State Emergency Operations Center had not gone into operation. Gene advised the Districts to continue to operate normally for the time being, but to be aware and prepared in case something changed. He added that Global-5 / IBI were on standby in case information needed to be posted to emergency information website.

XI. Inrix Discussion – Jo Ann Oerter

Jo Ann Oerter gave a presentation regarding Inrix data (See Congestion and Flow Data on FL Roadways presentation at end of document). She added that if Districts wanted access to the VPP site that they should send an email to accounts@ritis.org to get an account.

XII. FLATIS II – ITN – Update – Gene Glotzbach

Gene gave a brief update about the 511 solicitation. Proposals were received from three different companies, which is public knowledge and could be shared at the meeting. The companies that submitted proposals include SAIC with LogicTree, Telvent with 511 Live for marketing / revenue generation, and IBI Group with Sendza as the IVR provider. The selection committee is in the process of reviewing proposals and Oral Presentations have been scheduled for September 7, 2011. Ranking of the firms will take place on September 8, 2011, after the Oral Presentations and it is expected that negotiations with the top-ranked vendor will begin sometime after mid-September.

XIII. Upcoming Meetings / Other Topics – Gene Glotzbach

Gene Glotzbach asked the Districts when in November or December was preferred for the next 511 WGM and it was decided that the next meeting should be scheduled prior to Thanksgiving. Gene added that updates would be given regarding the new 511 vendor since the selection and negotiations should be completed at that time.

The Districts asked that they be notified when new EM Extracts updates were completed.

Terry Hensley asked if there had been complaints about pixilation of the cameras, especially when they were being moved. Mr. Hensley was informed that there had been no such complaints.

Gene Glotzbach thanked everyone for their time and closed the meeting at 2:30 pm.