

FDOT 511 Working Group Meeting
Thursday, November 10, 2011 (1:00 p.m. – 5:00 p.m.)
Teleconference: 866-502-8312 / Passcode: 4105622
Rhyne Building, Rm. 330
Tallahassee, Florida

Attendees:

Arun Krishnamurthy, FDOT CO	Carlos Bonilla, FDOT D1	Bill Fuller, FDOT D1
Pete Vega, FDOT D2	Donna Danson, FDOT D2	Santos Morin, FDOT D3
Chad Williams, FDOT D3	Mark Nallick, FDOT D3	Michael Smith, FDOT D5
Nathan Ruckert, FDOT D5	Jose Grullon, FDOT D6	Javier Rodriguez, FDOT D6
Rory Santana, FDOT D6	Terry Hensley, D7	Chester Chandler, FDOT D7
Jim Hilbert, FTE	David Chang, Atkins	Jo Ann Oerter, Atkins
TJ Hapney, Atkins	John Hope, Atkins	Charles Lattimer, Atkins
Clay Packard, Atkins	Olga Sanchez, LogicTree	Vicky Mixson, Global-5
Kendra McCoy, TransCore	Dee McTague, HNTB/D4	Penny Kamish, HNTB/D4
Shannon Watterson, HNTB/D5		

I. Welcome and Introductions — Jo Ann Oerter

Jo Ann Oerter opened the meeting at 1:00 pm and asked the teleconference participants to identify themselves.

II. ITS World Congress Highlights – Jo Ann Oerter / Clay Packard

Jo Ann Oerter stated that the FDOT had a very successful booth with a lot of traffic and that they were able to demonstrate FDOT's software to Nevada, Tennessee and Israel. A computer with the www.FL511.com website was displayed as well as a workstation displaying District 5 data. Vicky Mixson also provided the web link to the website set up by District 5 for the ITS World Congress (www.cflsmartroads.com), which shows kiosk views.

Clay Packard reported that the Mobility Village and FDOT's SunGuide[®] Connected Vehicle Exhibit at the ITS World Congress were a success.¹ Mr. Packard's presentation could not be viewed at the time of the meeting due to technical difficulties, but was sent to all the meeting participants afterward (*See SunGuide Connected Vehicle Exhibit at ITS World Congress presentation attached at end of document*).

¹ SunGuide is a registered trademark of the Florida Department of Transportation.

III. Marketing Update – Vicky Mixson

Vicky Mixson discussed the different means 511 was using to reach customers including user phone calls to the FL511 interactive voice response (IVR) system; FL511.com and the mobile site m.FL511.com usage; phone, text and email alerts sent to users; and, iPhone, iPad and iPod App usage. She also gave the most recent usage statistics to-date for the various means by which users were accessing information from Florid 511 (See *Florida 511 – More Than a Phone Call* presentation at the end of the document).

IV. System Issues – Olga Sanchez

Olga Sanchez from LogicTree spoke to the group regarding several topics. Among the topics were:

Enhancements

LogicTree deployed five major changes since the last 511 Working Group Meeting, which include:

- Error handling to improve the user experience and eliminate “What was that?” response from the ‘MainMenu’ and ‘WhichCityCountyorHighway’ menu prompts.
- Commuter Services call flow change.
- New metrics for 511 users for text messages sent to FL511 users.
- October 13, 2011 Soft Messaging implemented, which allows message from SunGuide to be posted to the system before they can be confirmed by closed circuit television or on-site personnel. The change allows unverified events to be posted to FL511 while being flagged and announced as ‘unconfirmed’ based on feedback from users. Once the District is able to verify the event it is reposted without the ‘unconfirmed’ tag.
- 95 Xpress transfer added to the menu under ‘Other Options’, ‘Highway Construction’.

Upcoming Enhancements

Four enhancements are planned for the near future, which include:

- Event Time Reporting will include a modification to the IVR so that it announces that events are reported in Eastern Standard Time (EST) even if the event is in the Central Standard Time (CST) zone (e.g., The system will state that an incident reported on I-95 was updated at 8:00 am EST).
- The main menu will be modified to make the assumption that users want traffic reports. Users will no longer hear all of the system menu options. Instead they will be asked for which city, county or highway they want information or if they would like help with another topic. Asking for help with another topic will launch the menu with additional system options.

- Expand Error Handling. LogicTree would like to expand the error handling change applied to the 'MainMenu' and 'WhichCityCountyorHwy' menu prompts to the remainder of states in the IVR.
- Travel time changes to narrow segments of travel times available to reduce the number of segments currently on the system.

With regard to travel time segments being narrowed, discussion took place about whether areas currently offered would be removed and if the changes could be provided to the Districts in spreadsheet format. Olga Sanchez responded that no areas currently covered would be removed from the system. Instead the change would involve rearranging what was currently available to make it easier for users to get the information they were requesting and stated that LogicTree would be able to provide the proposed changes to the Districts in spreadsheet format. The Districts also asked who will define the new segments, Olga and Jo Ann responded that this has not been determined yet, but that the Districts would be included in the decision making.

EM Extracts

The next EM extracts update is due in mid-November and will take place approximately six weeks after the information is received by LogicTree.

Transit Update

LogicTree's transit solution is designed and ready for deployment using the FL511 platform. The sales team is in active conversations with Star Metro in Tallahassee, Miami-Dade, and Broward County. LogicTree has identified the need for automation in Jacksonville. Additionally the sales team has held Webinars with St. Lucie, St. Martin and Indian River properties for fixed route and paratransit automation.

Droid Launch Update

The Droid mobile app is part of LogicTree's road map and the Districts will be updated as the project moves forward. The implementation of this application is based on resources at LogicTree. Jo Ann asked Olga to provide a date that she thinks LogicTree will deliver this application.

Spanish / English Tuning Exercise

The most recent Adjusted Recognition Report showed good improvement in English and the 'In Grammar' portion for recognition was above target. Spanish recognition did not meet expectations and LogicTree will be working on improvements for Spanish grammars. Santos Morin asked what the Spanish recognition percentages were. Olga Sanchez responded that the target was 65 percent and that LogicTree only showed a 60.72 percent for Spanish recognition on the Adjusted Recognition Report.

System Calling Users – Olga Sanchez / Jo Ann Oerter

Jo Ann Oerter explained about complaints stating that the system had initiated calls to non-registered users of the Florida 511 system and asked the Districts to forward any complaints they might receive to Gene Glotzbach or Jo Ann Oerter since LogicTree's carrier, Qwest, needed to be notified within 48 hours of message receipt to investigate the calls.

Olga Sanchez added that LogicTree had followed up with Qwest for some calls and Qwest did not show that the system had initiated calls to non-registered users. She stated that the next step was to identify local carriers to see if there were issues with those carriers that could be linked to the erroneous calls that had been reported.

Southeast Florida Request to Share Database Information with Commuter Services

Jo Ann Oerter explained that Commuter Services in southeast Florida had requested that the Florida Department of Transportation (FDOT) Central Office (CO) share the names and email addresses of users registered with Florida 511 to use for outreach activities to improve ridership with Commuter Services. She stated that the FDOT CO preferred not to share the information in the Florida 511 database. The Districts responded as follows when polled regarding whether to share Florida 511's database information:

District 1 – Would rather not share the information.

District 2 – Poor idea to share the information. No.

District 3 – District 3 had no comment.

District 4 – Dee McTague stated that there was no one from the FDOT to comment on the subject.

District 5 – Either way would work.

District 6 – District 6 had no comment.

District 7 – Terry Hensley stated that he had concerns about being able to control how the information was used after it was provided to Commuter Services and said that he did not believe the information should be shared.

FTE – There was no one on the call from FDOT to comment.

CO – Arun Krishnamurthy from FDOT CO stated that he had no comment.

Floodgates – Jo Ann Oerter

Jo Ann Oerter went over how 'Roadway in a County Floodgates' operated and stated that there had to be an incident on the roadway for users to be able to access the floodgate. If there is no incident on the roadway, the floodgate should be entered at the county level so that users would be able to access the floodgate message.

Santos Morin brought up concerns about how the 'Roadway in a County Floodgate' currently operated. He stated that in the past the District was able to put the floodgate at the roadway level. After the 'glitch' was fixed that was no longer possible. Pete Vega added that when there were wildfires along I-10 the previous operation that they were able to use this floodgate option to communicate with users about those fires even though they were not entered as incidents. Mr. Vega stated that the Districts had lost a channel of communication with rural area by making this change to the system. Jo Ann Oerter responded that she would discuss the Districts' concerns with Gene Glotzbach.

V. Timestamp Issues –Jo Ann Oerter

Construction Timestamps

Jo Ann Oerter brought up the topic of removing timestamps from construction events. Construction events are usually long-term incident that are not updated as frequently as normal events, if at all, and users of the system may think the data is old if they see a timestamp that is old. She also stated that users who have this roadway in their profiles will get inundated with messages if the construction events are updated multiple times a day. When polled, the Districts responded as follows:

FTE – No FTE personnel present at meeting to respond.

District 7 – Remove the timestamp.

District 6 – Remove the timestamp.

District 5 – Remove the timestamp.

District 4 – No District 4 personnel present at meeting to respond.

District 3 – Remove the timestamp.

District 2 – District 2 updates construction timestamps once per day so that users will know the timestamp is current. District 2 prefers to keep the timestamp.

District 1 – Remove the timestamp.

EST vs. CST

Currently the system plays all events in EST format, but the system does not state this to the caller. An EST reference will be added to the events that are currently being published. As the FDOT moves forward with the new contract the issue of how to report EST and CST time zones will be addressed.

VI. SunGuide Release 5.1 – Jo Ann Oerter

Soft Messaging / Ability to Add Unconfirmed Events

LogicTree made this modification using Release 5.1 of the SunGuide software. As the Districts migrate to this version they will have the ability to input “unconfirmed events” into the system. Unconfirmed events include events the Districts receive multiple user reports about or receive from other sources that have not been verified. Once the event is verified the District will be able to change the actual event type.

Do Not Publish Flag for EM Locations

Jo Ann discussed how the “Do not publish flag” impacts the operators/system that was implemented in the 5.1 SunGuide upgrade. If you add an EM location into SunGuide that has not been added to FLATIS yet, it allows operators to flag the EM location to not send it to FLATIS but also notifies the operator when they go to create an event that the event will not be published on 511.

For the personalization screen in my511, if the operators clicks on the ‘Do not publish flag’ it will take the EM locations out of the list of choices that a subscriber has to choose from when developing their routes for their MyFL511 accounts.

VII. Third-Party Data Source Validation – Charles Lattimer

Charles Lattimer gave a presentation on the use of third party data feeds including Navteq, TrafficCast and Inrix data (*See Evaluation of Third-Party Data Feeds* presentation at the end of document).

Discussion took place about third-party data after Mr. Lattimer’s presentation. Terry Hensley asked if the third-party data would be statewide. Mr. Lattimer responded that potentially the data could be gathered statewide. Jo Ann Oerter pointed out that testing was done in less populated areas like Tallahassee because if the data could be gathered in less populated areas then it could be gathered in areas with greater populations. Terry Hensley and Peter Vega expressed concerns about using

Tallahassee as a test for rural applications. Mr. Vega stated that he would like to see the testing done in Chipley or perhaps Pasco County to confirm that the data is accurate. TrafficCast and Navteq have proprietary sources, but the data sources are similar to what is provided by Inrix.

VIII. Upcoming Meetings / Other Topics – Gene Glotzbach

Chester Chandler asked what the status of the negotiations and the protest were for the upcoming 511 contract. Jo Ann Oerter stated that the FDOT has agreed to move forward with dual negotiations with the first two teams, Telvent and SAIC respectively, and that the negotiations would begin in the first part of December 2011.

Pete Vega mentioned that they had seen another instance where a road was closed and Inrix data was showing clear traffic. He added that the Districts needed some kind of confidence level and that the issue should be brought up with Gene Glotzbach. Jo Ann stated she would talk with Gene about this and that Inrix has contacted FDOT CO to discuss how to resolve these types of issues.

Jo Ann Oerter stated that the next 511 Working Group Meeting would be scheduled for the end of January or beginning of February 2012. She suggested that the beginning of February might be preferable as the CO hoped to have some resolution on the new 511 contract at that time and asked the Districts if they had any preference for when the next meeting should take place. The Districts did not offer any preferences and she thanked everyone for their time and closed the meeting at 2:20 pm.