

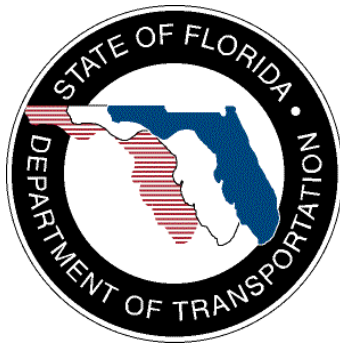
Technical Memorandum

Southwest Florida Advanced Traveler Information System Data Fusion Support Project

Training Plan for GEWI's Traveler Information Centre (TIC) Software

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Prepared for:

Florida Department of Transportation
Traffic Engineering and Operations Office
Intelligent Transportation Systems Section
650 Apalachee Parkway, M.S. 90
Tallahassee, Florida 32399-0450
(850) 410-5600

*Technical Memorandum – Southwest Florida ATIS Data Fusion Project
Training Plan for GEWI’s TIC Software*

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	Don Olson, FDOT District 1	January 31, 2007
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List of Acronyms

AMBER	America’s Missing: Broadcast Emergency Response
FDOT	Florida Department of Transportation
IVR	Interactive Voice Response
TIC	Traffic Information Centre
URL	Uniform Resource Locator

1. Introduction

This document identifies and outlines the topics to be covered during operator training for GEWI’s Traveler Information Centre (TIC) software.¹ The duration of the training sessions will be two full days and the sessions will take place over the course of one full day and two half days.

The training covers all the TIC software features that are available to operators. The training includes a high-level overview, a brief Microsoft® PowerPoint® presentation, step-by-step instructions for various data entry methods, and hands-on sessions for the operators.² The equipment that will be used during the training sessions includes a projector, a speakerphone, and two TIC Editor workstations that have been procured by the operators for this project. Additional computers may be available by using the trainers’ laptop computers during training. The projector will be used to display the PowerPoint training file, entitled “GEWI TIC Software Operator Training / FDOT District 1.” Using a projector enables the trainers to illustrate the concepts being taught and allows all the participants to see the material at the same time. A speakerphone will be used to call the interactive voice response (IVR) system after incidents have been entered into the system. Listening to the entered incidents will give the operators a practical view of how the data entered into the system sounds to the potential caller. Trainers and operators will also be able to view the southwest Florida 511 Web site to review information in textual form.³ The format of the text messages will differ slightly from the voiced messages on the IVR system.

Three to four trainers will be on-site for the training sessions. All trainers have been trained directly by GEWI representatives on the operations and maintenance of the TIC software. One of the GEWI representatives took the leading role for the implementation of the IVR system and the Web site for the southwest Florida 511 system, and the other GEWI representative was responsible for the technical interface between the TIC software and the IVR system, referred to as the Translator application.⁴

¹ More information regarding GEWI and the TIC software is available online at <http://www.gewi.com/>.

² Microsoft and PowerPoint are registered trademarks of Microsoft Corporation in the United States and/or other countries. More information is available online at <http://www.microsoft.com/>.

³ The southwest Florida 511 Web site is available online using one of three uniform resource locators (URLs), all of which direct the user to the same information: <http://www.southwestflorida511.com>, <http://www.southwestfl511.com>, and <http://www.swfl511.com>.

⁴ The Translator application was developed by PBS&J.

2. Day One — A Half-day Session

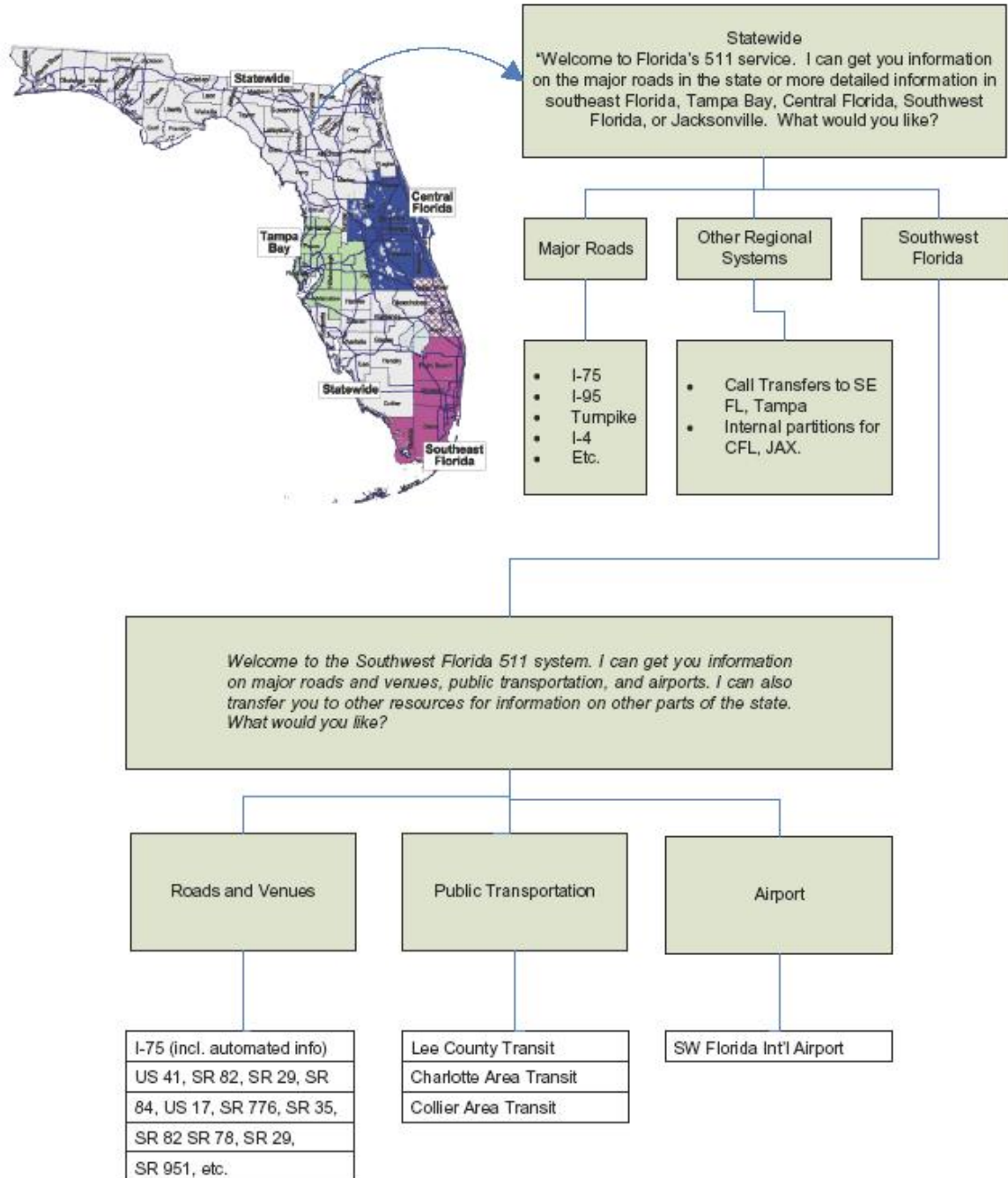
2.1 Review Project Purpose

On the first day of training, the operators learn the purpose of the TIC software training. This includes receiving a high-level overview of GEWI, the German company who created and maintains the TIC software, and the TIC software that GEWI created. Discussion will include GEWI’s work in Europe and around the globe, and how their product is customized for the southwest Florida 511 project. Support contact information will be distributed at this time.

Additionally, operators will hear a review of how the southwest Florida 511 system integrates into the iFlorida statewide 511 system, as illustrated in Figure 2.1.⁵

⁵ More information regarding the Florida Department of Transportation’s (FDOT) iFlorida Surface Transportation Security and Reliability Information System Model Deployment project is available online at <http://www.iflorida.net/>.

Figure 2.1 — The Southwest Florida 511 Relationship to the Statewide 511

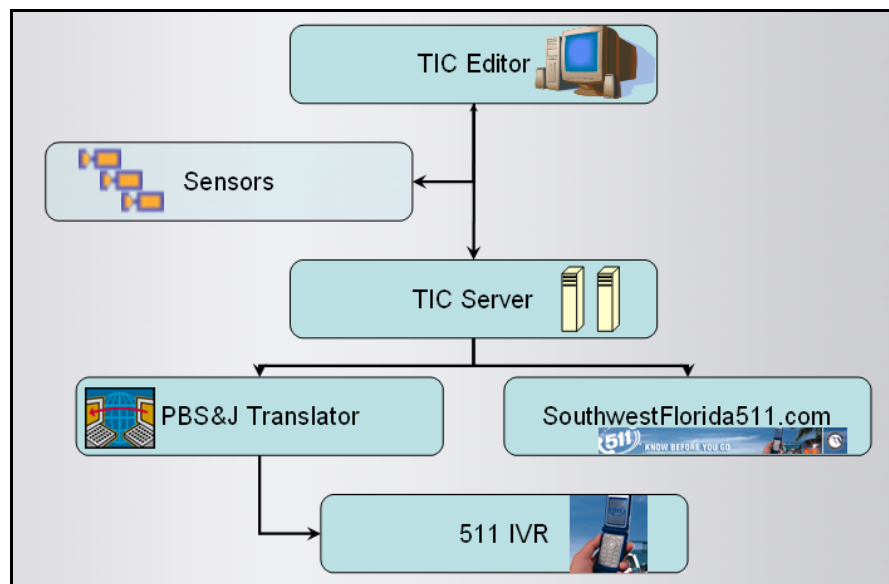


2.2 Review Data Flow

The data flow architecture and a brief description of the TIC software features will be covered on Day One. Operators will learn how information entered into the system via the TIC Editor and sensors interface⁶ communicate with the TIC server, and how the TIC server communicates with the 511 IVR system and the Web page. The operators will also learn how information is processed by the Translator application and disseminated using the IVR system and the Web site.

The data flow architecture is illustrated in Figure 2.2.

Figure 2.2 — Data Flow



⁶ The automated sensor interface has not been completely defined at this time and will not be present at the launch of the service. Automated sensor input is expected to begin two to three months after the launch of the service, at which time there may be a need to have an additional training session to familiarize operators with editing features that involve the integration of sensor data with manually entered events in the TIC software.

2.3 Provide an Overview of the Software’s Functions

The functionality of GEWI’s interface will be covered at this point. The interface contains many data entry options. The training will introduce and familiarize operators with all the options available. The program toolbars and associated functions will be described and demonstrated. Toolbars used in the TIC application are:

- Title bar
- Menu bar
- Info toolbar
- Report toolbar
- Map toolbar
- Web toolbar
- Navigation bar
- Folder status bar

The different windows that can be used to view information in the system will be covered. The Map window and List window will be covered so that operators can understand the value of presenting the same information in different ways.

The PowerPoint presentation includes several graphics with a label pointing to each button and its associated functionality.

The TIC Editor Workspace folders will be discussed, covering how information that is presented changes according to what folder is chosen. Folders are customized to the southwest Florida 511 application and currently include:

- All
- Incidents
- Roadwork
- Information
- Weather
- Favorites
- Banner
- Quality Indicators
- SWFL511.com
- Drafts
- Tasks

Trainers will explain how each folder provides different viewing options and, when viewing a folder, the different data entry capabilities offered to operators. For example, entering an event into TIC when in the Favorites folder creates a “favorite event” that can be used on a recurring schedule, instead of an event that is sent immediately to the system.

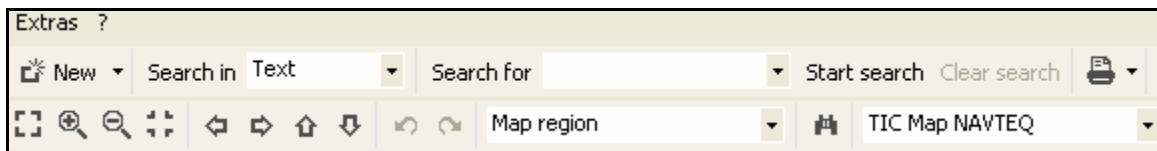
The Banner folder is another example of these special functionalities. A banner, or ticker, is a text message that crawls across the top of the Web site. Banner messages are often used in the same way as a floodgate message on the IVR system, which is heard at the beginning of the call, to signify an event that is critical and has a major impact on the roadways or surrounding communities, such as an America’s Missing: Broadcast Emergency Response (AMBER) Alert. Banner messages are entered as free text instead of through “pick-lists.” (Banner messages are the only entry point where free text will pass through to be displayed on the Web site.)

The TIC Info Wizard, covered as part of the training, introduces the operator to the differences between using the TMC entry method in the TIC Info Wizard versus the TIC entry method on the TIC Info Wizard screen.

2.4 Provide an Overview of Operator Actions

A large portion of the training covers the TIC Info Wizard. The TIC Info Wizard is used to enter events into the system. These events include weather, road conditions, incidents, special events, construction, et cetera, and must be entered into the TIC software for the information to be processed correctly and sent to both the Web site and the IVR system. The operators will be introduced to the TIC Info Wizard during the PowerPoint presentation and will have an extensive hands-on training session that will familiarize them with all the data entry features.

Figure 2.3 — Sample of the TIC Toolbars



3. Day Two

3.1 Demonstrate the Software with Specific Incidents

An actual demonstration will show operators how an event is entered into the system. Several different types of events will be entered, edited, cleared, et cetera, to utilize as many of the available functions as possible. The session will first focus on events being entered by the trainers using the projector so that all participants can view the process. Operators will then use their own TIC Editor workstations to enter incidents. They will be able to see how the incident is passed through the system, viewing the output on the Web site and calling the test number for the IVR system where they will be able to hear the concatenated speech output of their messages. The operators will practice changing the messages so that they appear or sound “clearer” to users of both the IVR system and the Web site.

3.2 Hands-on Work with Operators using the Software

During the last session of Day Two, operators will work with the TIC software in more detail. Operators will have the opportunity to add entries through TIC and to work with trainers one-on-one using all parts of the TIC software. Any questions that may not have come up during the more general sessions will be covered during this time.

By the end of Day Two, the operators will have a working knowledge of the software and its functions, including the ability to track incidents through the system and correct any errors that might occur based on operator input. Operators will use this time to practice and to ask questions regarding the training topics that have been covered during the past day and a half.

4. Day 3 — A Half-day Session

4.1 Review and Practice

The last day of training will be devoted to review and practice. Trainers will be available to all operators to help enter incidents, troubleshoot problematic entries, explain any outstanding issues, and answer any remaining questions. This will provide an additional opportunity for the operators to “fly solo” while still having the trainers present to answer questions about the TIC software, the 511 systems, or any other concerns.

5. Summary

A complete overview and working knowledge of the TIC software will be provided to the operators. Operators will be able to enter, edit, and delete incidents in the TIC software, thus, providing information to the southwest Florida 511 IVR system and the Web site.

Trainers will be available to the operators for questions during business hours prior to launch and 24 hours a day after services have launched.