



**GCM ITS Priority Corridor
Deployment Committee Meeting**

Thursday, October 30, 2003, noon

FHWA Resource Center at Olympia Fields/Videoconference
19900 Governors Drive, Olympia Fields, IL

Meeting Minutes

1. Introductions and Review of the Agenda

Introductions were made. David Zavattero, IDOT, chaired the meeting. A list of Deployment Committee members in attendance is included at the end of these minutes.

2. June 26, 2003 Deployment Committee Group Meeting Minutes

Handout: 1) DC 2A-103003 – June 26, 2003 Draft Deployment Committee Minutes

Action: 1) Sikaras to contact Lamb with comments on minutes

Chuck Sikaras of IDOT will give Paul Lamb of URS comments after the meeting. Pending those changes, the committee approved the minutes.

3. Executive Director's Report

Handout: 1) DC 3A-062603 – I-95/GCM Meeting Minutes

Dan Shamo, GCM Executive Director, reported that the GCM Congressional Tour was successful. He will follow up with congressional legislators on an as-needed basis. The GCM Corridor is also working on a proposal to get language in the next Transportation Reauthorization bill to provide dedicated funding to the GCM Corridor. He is working with the I-95 Corridor on the language for predictable funding levels.

Shamo also reported that the GCM Surface Transportation Security Workshop went well. Attendees made good contacts and formed working relationships. Shamo will organize meetings between the three state security executives as a follow-up.

Shamo will also be discussing expanded technology transfer with the Executive Committee. This initiative would transfer technology tested in the GCM Corridor to and integrate systems in non-corridor areas of Illinois, Indiana, and Wisconsin. The next Executive Committee meeting is scheduled for December 12.

4. 511 Alliance Presentation

Actions: 1) Lamb to place 511 presentation Communicator

2) Agencies to think about what features they would like included in 511 systems

David Fierro of SmartRoute gave a presentation on 511 systems. The traveling public demands timely, accurate, and useful information. This information can save time, money, and lives. Fierro highly recommended that 511 systems have a voice recognition interface. 511 calls are treated as local calls for the user.

511 systems can reduce the number of easily handled transit calls, reducing overall transit call levels and freeing up transit switchboards to handle more complex calls.

The business model of a 511 system paying for itself has not worked for any 511 system deployed thus far. The predominant business model now is that public agencies provide the 511 information system as a service. The most expensive portion of current systems is the voice recognition software. These systems will often have a per-port licensing fee as well as the per minute charge by the telecommunications provider. Fierro noted that the payment structures and agreements are still being worked out.

Major challenges regarding 511 systems include:

- Coordinating information from multiple jurisdictions,
- Initial costs and ongoing Operations and Maintenance costs, and
- Access to comprehensive traveler information content.

Lessons learned from previous 511 system deployment include:

- Call routing is very important. Where the call goes and who pays for interoperability needs to be addressed.
- The phone system should be compatible with the usage pattern (e.g. exception usage or habitual usage). Technology changes rapidly, and current technology will quickly be outdated.
- Content determines usage. A users first call is important because it will determine whether she uses the system again. Information should be updated every 2-3 minutes.
- Use interoperable systems.
- Use cost-effective solutions, such as public-private partnerships.
- Make use of private sector content.

Radio and phone users look for different levels of information.

The most commonly requested information is for weather, accident, construction, and congestion. Rural users are generally more interested in weather information, while urban users tend to be more interested in congestion information. Commercial vehicle drivers will look at information outside of the area they are calling from. Travel times have not tested highly in customer surveys, although that may be because they have not been exposed to travel time information.

Duana Love of RTA asked if other means of delivery, such as instant messaging, will cut into the projections of the number of 511 users. Fierro responded that he did not know. He noted that even if the delivery type changes, the information will draw off the same data. The information will ultimately be delivered by the device that the end user chooses.

Currently, basic 511 information includes information on road, weather, and transit. Other information is offered as premium service in some systems. John Benda of the Illinois State Toll Highway Authority asked if motor assistance is included in 511 services. It has not been in many systems. There are systems that can be integrated into the system, but they will add to the cost of the system. The 511 system in Illinois could give users the option to transfer to *99.

David Zavattero of IDOT noted if agencies want features in the state 511 systems, they should let the DOTs know as the states are planning their 511 systems so that the systems can be added.

John Corbin of WisDOT noted that while there is substantial investment by the state or region to develop 511 systems, it will likely be hard to receive funding from state legislators. State legislators may not be aware of the benefits of the 511 system, and should receive information on its benefits and costs compared to other transportation projects. Phil DeCabo of WisDOT noted that FHWA is showing leadership in promoting 511 systems, but it may not be filtering down to state legislatures.

Joe Ligas, representing INDOT, suggested that the states need to figure out how to use existing services and provide credit for who supplied the information.

Corbin noted that the involvement of the public safety community is very important. He asked if the GCM Deployment Committee will be the sounding board on Coordinated 511 systems. It will be for those areas of the 511 planning related to the GCM Corridor.

The National 511 Alliance, which SmartRoute is a member of, is a group of private companies that provide 511 service. Its members handle approximately 30% of 511 calls in the nation. The National 511 Coalition is made of public agencies and trade organizations. The goal of the National Coalition is to provide value to customers in the form of desired travel information that is easy to access.

Lamb will post a copy of Fierro's presentation on the Communicator. For more information, you can contact David Fierro by telephone at (352) 241-0726 or by email at dfierro@smartroute.com.

5. Data Sharing Agreements

This agenda item was postponed until the next Deployment Committee meeting.

6. FHWA Status Report

The Transportation Reauthorization bill will likely not be discussed or passed until after the 2004 elections.

A National Highway Visibility Conference will be held in Madison, WI on May 18 and 19, 2004. The focus of the conference is to advance the state of the practice of visibility detection and mitigation measures.

7. Update on Project Status

- Handout:** 1) DC 7A-103003 – Project Status Update as of October 30, 2003
 2) DC 7B-103003 – GCM Work Order Status Report as of October 16, 2003

This agenda item was postponed until the next Deployment Committee meeting.

8. Call for Documents to be added to the GCM PIC

Completed GCM documents related to the GCM Corridor interests or activities can be placed on the GCM Communicator for other agencies to use or on the PIC for general use. Contact Paul Lamb of URS at paul_lamb@urscorp.com or (612) 373-6463 for assistance in placing documents on either web site.

9. Next Meeting and Other Business

The next GCM Deployment Committee meeting will be December 19, 2003 at noon.

Deployment Committee October 30, 2003 - Meeting Attendees

<u>Name</u>	<u>Representing</u>	<u>Phone</u>
Promise Otaluka	FHWA	(217) 492-4627
John Berg	FHWA	(608) 829-7515
Dennis Lee	FHWA	(317) 226-5351
Dean Mentjes	FHWA	(217) 492-4631
Jeff McSpaden	FHWA	(708) 283-3516
David Zavattero	IDOT – ITS	(847) 705-4800
Chuck Sikaras	IDOT – ITS	(847) 705-4800
Mark Newland	INDOT	(317) 232-5523
Ken Glassman	ISTHA	(630) 241-6800 x3320
John Benda	ISTHA	(630) 241-6800 x3903
Phil DeCabooter	WisDOT	(608) 267-0452
Joe Ligas	Representing INDOT	(630) 985-0454
John Corbin	WisDOT	(608) 266-0459
Mark Thomas	CATS	(312) 793-3467
David Fierro	SmartRoute	(352) 241-0726
Jeff Benson	URS	(612) 373-6444
Dan Shamo	URS	(317) 636-7469
Paul Lamb	URS	(612) 373-6463