



Meeting Minutes
GCM ITS Corridor Deployment Committee
511 Traveler Information System Workshop
Tuesday, June 10, 2004, 12:30 p.m.
FHWA Resource Center
19900 Governors Drive, Olympia Fields, IL

1. Introductions & Review of Agenda

The meeting started with attendees introducing themselves. David Zavattero, IDOT, chaired the meeting. A list of attendees is included at the end of these minutes.

2. 511 as a GCM Corridor Program Plan Priority Project

Each of the three GCM states is working on studies and plans for a 511 Traveler Information system and they will coordinate the separate systems. The objectives of this workshop are:

- Review state actions to date
- Look at ways to coordinate systems and actions

The coordinated systems will be one of the first to transfer data between states for 511. Zavattero noted that the states need to match directions on efforts associated with the systems. The initial Illinois effort will be statewide; the initial Wisconsin effort will be in Southeast Wisconsin around Milwaukee; Indiana will concentrate on Gary and its part of the GCM Corridor and expand statewide as possible.

3. Illinois, Indiana, and Wisconsin 511 Studies

Handouts: 1) *Illinois 511 Traveler Information Program Assistance Study Presentation*
2) *Wisconsin 511 Presentation*

Actions: 1) *Lamb and Schuman to find 511 PDF to send attendees*
2) *GRICC to address 511 integration and deployment issues*

Rick Schuman of PBSJ discussed the Illinois 511 effort, where the plan will be finished by August. The services proposed so far match national benchmark services. The plan focuses on how to coordinate existing services. In Illinois, calls for Chicago or St. Louis would be able to be transferred to existing call systems. The system would provide relatively detailed information on traffic and disruption information for transit and airports with call transfer options. It could be configured to provide Amtrak and city bus information. *999 would likely operate in its current manner.

In its preliminary efforts, the Illinois plan recommends a hybrid operations approach, where IDOT provides data and an off-premise contractor fuses the data and operates the telephone and website service. This approach would minimize risk to the DOT and allow operators to better anticipate

costs. Quality control is essential for any 511 system. All agencies involved in supplying data will need to address any QA/QC issues.

Schuman cautioned that states should expect to pay the full cost for a 511 system. While the system might be able to generate revenues, there is no guarantee that it will. The Illinois system implementation is projected at \$1.5-\$2.2 million, with annual operations costs at \$1.6-\$2.5 million. The estimated cost for transfer switches is \$290,000. Illinois is not planning an outlet to live operators. Marty Anderson, IDOT BEO, cautioned that the DOTs need to manage the expectations of users so they do not call expecting services the system cannot provide and that the system will be automated. Zavatiero noted that those expectations should be set through the marketing and outreach campaign before the system is launched. Schuman noted that the system will have both voice recognition and push button options.

The specifications for the 511 system are being written by the planning team. Illinois will have the deployment contractor design the system based on the specifications to provide the highest number of features for the best value.

4. Stakeholder Discussion and Input

Phil DeCabooter of WisDOT asked how staff intensive the Illinois system will be. Schuman responded that Illinois already has the necessary staff in place for data, but will need to contract out the call center. DeCabooter also wondered how Illinois will handle calls that are specific to another state or metro area. Illinois will transfer calls to the appropriate call center in that area. He noted that transferring calls across state lines or to different area codes can be expensive. Contractors will figure out the architecture of the system to minimize costs of transferring calls. Michael Ball-Marian, Castle Rock, noted that transfer costs were not an issue for the Kentucky 511 system. The states and system designers will have to determine the best way to handle transferring calls or data.

Ball-Marian reported that the Wisconsin effort is underway and has identified existing services and data, documented the provider infrastructure, and evaluated legal and regulatory issues. The Wisconsin plan should finish up by August. A draft 511 Deployment Plan is currently being developed. The cost for switches in southeast Wisconsin is estimated at \$150,000. The Wisconsin system will probably not have real-time information for transit, but will have call transfer. The Wisconsin plan does not anticipate any new state staff for the system, as it will contract a host system.

The Indiana system will have the same structure as the Wisconsin system, but development of the plan is behind because of the difference in the start dates of the projects. The Indiana system will concentrate on Interstate information for now.

Schuman clarified that the definition of “condition reporting system” mentioned in some Reauthorization bills would include data on construction, lane closure, weather, incidents, and other capacity restricting events.

Steve Peters of IDOT ComCenter asked if there will be plans to limit the time of calls during a peak time or season. Schuman replied that it is possible to do that, but was not sure if it would be

necessary to do that. The average duration of a 511 call is 1.5 minutes.

There will be some linguistic limitations with any 511 system, as there is only enough funding for a limited number of language options. Telephony experts will look at how to structure the system and language options.

Zavattero noted that not many 511 systems have rural congestion information. The Illinois system will not cover this from the beginning, but will try to incorporate it in the future. Sikaras noted that some rural areas can have high recurring congestion due to special events or tourist attractions. While it may not be feasible to match the same level of data in rural areas as there is in urban areas, he thinks that at least construction and special event information should be offered in rural areas.

Duana Love noted that the RTA is reprogramming its call number now and would like to know if it should configure anything in anticipation of Illinois' 511 system. The 511 system will incorporate RTA information, but will not have a trip planner option at first.

DeCabooter noted that tourists using the 511 system may not know landmarks and their correct location. Lee noted that different data sources will need to use a common language and same locations if they share data. The Gateway system will use route name and number, latitude/longitude, milepost, and cross street information. Each state will need to coordinate to use the same format for its data. Agencies will also need to be aware of updating locations. States will need to provide consistent, reliable, up-to-date data. Lee recommended that states could build their systems to the Gateway data standard if the Gateway would be a major data source. The GRICC will address some of these issues, such as data standards, design, and implementation, at a future meeting.

Anderson cautioned that the states and designers must keep maintenance costs and hidden costs in mind.

5. Open Discussion of Next Steps

Next steps for information are:

- Create Indiana and Wisconsin Gateway hubs
- Select the data and format to use
- Integrate data to state ATMS

DeCabooter noted that he would like to see a brief statement of the collective direction of the three states. The statement could list needs and availability to provide information and use common data.

Zavattero noted that Illinois is not trying to design a system now, and are leaving that up to a contractor. Other states could use the Illinois design as a template or tell their contractors to make the state system compatible with Illinois.

Illinois is planning to get funding for the 511 System Deployment from CMAQ funds, state earmark or ITS funding, and a set aside for 511. Illinois plans to hold an open meeting in August or

September for prospective system design with a presentation on what the state hopes to do with the 511 system.

6. Next Meeting and other Business

The next Deployment Committee meeting was scheduled for September 23 at 12:00 p.m.

**Deployment Committee
511 Workshop
June 10, 2004 - Meeting
Attendees**

Name	Representing	Phone
David Zavattero	IDOT – ITS	(847) 705-4800
Chuck Sikaras	IDOT – ITS	(847) 705-4800
Mark Newland	INDOT	(317) 232-5523
Meggan Simpson	INDOT	(317) 232-0670
Phil DeCabooter	WisDOT	(608) 267-0452
John Sauter	Lake County	(847) 362-3950
Tony Khawaja	Lake County	(847) 362-3950
Scott Lee	IDOT -ITS	(847) 705-4800
Tim Peters*	IDOT	(217) 782-7234
Marty Anderson	IDOT – BEO	(847) 705-4351
Steve Peters	IDOT – ComCenter	(847) 705-4561
Taqi Mohammad*	PACE	(847) 228-4287
Duana Love	RTA	(312) 913-3248
Dean Deeter	Castle Rock	(503) 636-4899
Michael Ball-Marian	Castle Rock	(303) 444-4313
Rick Schuman	PBSJ	(407) 647-7275 x511
Jeff Benson	URS	(612) 373-6444
Dan Shamo	URS	(317) 636-7469
Mike Hardy	URS	(920) 968-6900 x6911
Paul Lamb	URS	(612) 373-6463

* participated via videoconference or teleconference