

511 Deployment Coalition Working Group

Draft Meeting Notes

Fort Lauderdale, FL
November 4 – 5, 2004

Thursday, November 4, 2004

Welcome, Introductions and Meeting Objectives, Jim Wright

Jim welcomed the Working Group to Florida. AASHTO has entered into a 5-year contract with USDOT under which the Coalition activities are funded. There has been some talk of sunseting the Coalition and planning on moving its work to the associations. At the end of 2005, the Coalition will develop a transition plan for its activities in 2006. Jim began self-introductions.

See 2004-11-04-05 WG Meeting Attendees Excel file.

US DOT Report, Bob Rupert

There is a standards development contract with AASHTO, and finalizing it dragged on, but now we are on track. This is the last big thrust year for 511, we have the 50% goal in sight and we are on the road to being self-sustained. A smaller amount of money for 511, not as large an amount, will be available. There were changes with the ITS initiatives, we have 9 new ones and 511 is also a “close out” initiative. USDOT has committed to 511 the best that they can through the spring of 2006. Looking at the nationwide map, we are on track for the goal of 50% with 48% population coverage expected in 2005. Bill Jones’ chief contact at the FCC thinks the “refresh” is not major as it looks like they are closing their file. ITS did not spend a lot of carryover funds which are not dependent on reauthorization at the moment. The JPO will not move within USDOT until reauthorization.

See 511 Deployment Status PowerPoint.

FCC Petitions for Reconsideration, Rich Taylor

The FCC is looking to “refresh the record” on the petitions to reconsider by the wireless industry. On October 29, the public notice from the FCC was in the Federal Register. The deadline for responses from the wireless industry is November 12 and responses to the wireless responses will be accepted through November 19. We will begin monitoring the FCC website and if someone submits, we will re-submit for the Coalition representing state DOTs, etc. Copies of the prior submissions are available from Rich Taylor.

The Coalition draft response will cover where we have been and where we are going along with the National Progress Report. Rich will let us know what happens and we will check with Bob and Bill. The Coalition will let deployers know the status and provide information for possible responses. The reality is that the wireless companies have re-programmed their switches. We should be prepared to submit and will have boiler plate available with 511 history and status. If there are additional issues then we will work with a small group to address them.

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There is opposition to submitting background information to the FCC as Bill says they are not looking for that. The FCC is pleased with 511 and where we are. They are not taking back 511, but they are trying to close the books. Remember our earlier discussion, this is a regulatory issue and it is different for landline callers. We have our strategy for the response and 211 is roughly the same position as us and 311 lags behind. We can look to the other N11s for comparison.

See 511 FCC Update 11-04 PowerPoint

Next Phase Activities, Rick Schuman & Carol Zimmerman

For the Next Phase, we have a 5 year agreement and the 511 activities last through June 2006.

We have a big interoperability goal and we are looking at national interoperability. Between border systems it is becoming commonplace and well understood; now we need to tackle the big national interoperability issue. David Zavaterra leads this Task Force. With the Guidelines update, the version for 2006 may be where we cover national interoperability.

In reference to the costs case study, we could not do our best job with the “value” brochure. We looked intensively at deployer’s costs. FDOT has agreed to work to get better detail on costs developed. We will structure the cost elements for the Guidelines and bring into the Guidelines the “tracking” of costs. The Deployment Assistance Report has got some good stuff but it can be intimidating to outsiders. We need to make it simple; so that they can digest it quickly.

Performance measures are well along with Barb Blue’s leadership and will be in the Guidelines update.

The new customer centric Task Force will look at “who is the 511 customer?” Deployers are to define and help to develop their systems to meet user needs.

The Policy Committee has been rather inactive. After this meeting, Jim Wright plans on reporting to the Policy Committee our results and will try to schedule a meeting in the end of February as part of the AASHTO legislative meeting. A major issue for the Policy Committee is to get people to implement 511.

See Next Phase Activities PowerPoint

Targeted Outreach Update, Pete Costello

There are some broad areas to cover in this task and we are looking to the Working Group to actively participate.

At the last Policy Committee meeting, we began to outreach to the states. Georgia and Texas participated. Both are talking about doing 511. There was a presentation to the AASHTO Board of Directors on 511 as well. It was useful.

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Bill Millar and Jenna Dorn sent out a “Dear Colleague” letter to transit agencies in the targeted areas. They have already received feedback from a number of agencies. Is the Los Angeles MTA represented on the Policy Committee? *David Lively will check for an appropriate contact.*

The FHWA is looking at the 50% target and involving targeted states with division offices in these efforts in coordination with the Coalition and FTA. They will try to bring stakeholders together using peer to peer monies. They are looking for specific activities for FHWA in Southern California, New York, Atlanta and Texas.

Los Angeles – The region developed a white paper on 511 and determined that it is mostly a rural “thing to do.” The Inland Empire is looking to not have a “Los Angelesification” way of doing things. So, there is some controversy. The white paper went to the region’s CEOs. Caltrans has a new boss – Will Kempton. He is a well known politico, who is interested in streamlining and contracting efforts and will shake things up and make things happen. Southern California is happy with 1-800Commute for those travelers who do not know the appropriate local number. With ATIS standards, we will have 511. We are looking to upgrade and integrate information via a virtual IVR with voice activation. Caltrans pays for the phone switching. The 5 counties have different budgets and there is conflict with Los Angeles and the outside counties. There is a lot of data, but no information. An interactive transit trip planner should be available in 1.5 years with the MTA and MPO working with David Lively on this. The new Caltrans director should have a private sector emphasis. In Los Angeles, the FHWA could be seen as a “neutral party” to get these people together. Timing in Los Angeles in the fall 2005 might be good with the opening of the new TMC – which the district is consumed with.

San Diego – The evaluation panel has made its recommendation. There was a pre-protest before the award announcement (which should be very soon). There maybe a question if the bids are still valid? San Diego had a local tax measure up for renewal. The bidders looking to check on the status and should call Gary Gallegos.

Denver – CDOT is working on a transit connection. Rod Mead is the contact and they are pointing 511 to (303) 639-1111 or the instate toll free (877) 315-7623. For interoperability, they are looking at a call transfer with KS.

Atlanta – Georgia is in the procurement stage for an IVR. Doing this function today with *DOT live operators. With the talk of targeting metros – deployment should be metro versus statewide? Statewide is easier to tackle than cities. Look at the Guidelines for more granular information in metropolitan areas, particularly congestion and route specific information which is clearly multi-modal. The key with metropolitan areas is that they need rail / bus information and make it available. The I-95 Corridor Coalition is scheduling a February stakeholder meeting and GDOT will host a similar meeting in January. They are looking at a list of stakeholders and trying to get partners in place pre-launch. GDOT is the “champion” and looking to partner with transit, tourism, etc. URS has a feasibility study underway. The I-95 Corridor Coalition meeting will be more regional peer focused with notices sent out for Georgia – 2/7 and Pennsylvania – 2/28. They are working on the program now.

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Chicago – IDOT is working with stakeholders in the GCM Corridor Coalition and planning to coordinate with Indiana and Wisconsin. Funding is always the issue; IDOT can build the system, but is looking at how to fund operations. Could funds be available in reauthorization? We are uncertain about that. IDOT may look for contributions from partner agencies.

Baltimore – Maryland recently applied for the 511 planning funds.

Detroit – There is some visibility for 511 with Greg Krueger heading the planning study, which we believe that Kimley-Horn is doing. Kunwar Rajendra is now at Michigan State, so he may get involved again.

St. Louis – MoDOT is looking to roll out a pilot first, then connect the districts. They will not convert St. Louis until 511 can be available statewide. MoDOT is the leader on 511. *Check with Chris Hill and the FHWA division.* There have been some internal changes at MoDOT.

New York City – What approach should we utilize? Larry Yermack can assist. New York is now a CARS state and could launch 511 statewide. Rick Zabinski is the NYSDOT contact. One of the issues is that in New York City, they could not guarantee that 511 would be a free call.

Washington, DC – Looking at a feasibility study as part of the Virginia statewide implementation. Could possibly have a meeting in conjunction with the next Policy Committee meeting.

Milwaukee – Funding is a major issue.

Ohio – Seems to be a little cold on 511. There has been no activity since they applied for the grant. They were looking to revamp the Cincinnati system and transplant to other cities. Re-examining to see if this was a good use for their resources. We can use their participation on SSOM. *Check with David Zattero for Ohio contacts.*

Pennsylvania – They are in the midst of preparing for the planning study. They are active in the I-95 Corridor Coalition and AASHTO's treasurer is from PA.

Texas – They are data rich in their urban areas. They could learn from the experiences of other large de-centralized states like California and Florida. California is on a TMC Working Group with them and they have a tight software relationship with Florida.

New Jersey – Was not looking at 24/7 access. They were looking at promoting 511 to wireless users. Funding may be an issue. Coordinate activities with Scott Cowherd.

See Targeted Outreach Update PowerPoint

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Implementer Updates & Issues, All

Washington State – Touchtone application is in testing and will be available later in November. Legacy systems were routed to 511. In the summer, 511 saw two times the usage of WSDOT legacy systems. Pacific Rim will be doing usability focus groups for the service (a one-page statement of work is available). There are two different traffic streams – touchtone and voice – based on the focus groups. In Vancouver, Washington, they are sharing traffic data with Oregon. There is a call transfer on the WSDOT system now. The data stream could be “out of data” due to a server crash, then old data would be available. This would show up with a bad timestamp. Software to do e-mail alerts is available and WSDOT is working on that. Funding is through an earmark. Ferries are available through a direct connection (they are first on the menu). Transit agencies are not providing funds for direct transfer to their numbers. For statewide transit, Oregon and Washington are working on a trip planner and it will be easy to make it available on 511 when it goes online. But, if WSDOT has to go develop data, that can be a big expense.

Georgia – GDOT is in the middle of their feasibility study and they are looking at upfront and ongoing costs. They are determining what will be on 511 and are looking to get partners in place. As far as performance measures, the number of calls is not the only important measure as GDOT wants to provide a useful service.

Florida – experienced major hurricanes and 511 was in place with related information. The Guidelines might want to touch on what type of information to put out in these extreme situations.

California – Sacramento had a soft launch in August and in September they unveiled the service. In October, the calls tripled with the first snow of the season. There was no increase in data quality as they are providing the legacy road conditions, not real time traffic. Consumers know this and will tell SACOG, as the lead agency, where to improve. There is a link to Oregon, Nevada and the San Francisco Bay Area 511 services. Caltrans will make a “wholesale” portal for data available. AT&T Wireless was looking for one number in the state to route 511 calls to and energy was needed to convince them each time. Verizon had a long, legal document for California. No consumers have complained about the “soft border” between the services for wireless. East of Truckee, you get Nevada. In the central California districts, the county and transit agencies are interested, but ITS data needs to be available before they can have traveler information. We are looking to re-direct districts from a “product” to a “customer” focus to build quality over time. Sacramento has a tourism partner interested, but they are not on the menu. Tourism will be a major partner in San Diego. SACOG is using CMAQ and city tax measure funds for 511.

Utah – In the third year of operating 511. UDOT received eight proposals ranging from \$600K to \$2.7 million to migrate their system. Convergys / Interactive Northwest team was selected through a qualifications based selection. There will be no additional bursting cost and the per minute cost goes down with more use. For the 711 relay service, there is a different backdoor number with extended prompts. Looking to include light rail and bus information. December will be the rollout with the new provider and enhancements 6 months after. By December, they

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will receive 1 million calls. They did market research and found 47% aware of 511, 24% had used the service and 85% got the information they wanted. This will be Convergys' first 511 system, they are based in Ohio and their team works from Reston, Virginia. Train information will be available by station with the next three trains in real-time and bus schedule information by bus stop (each having a unique six digit number) will be available and evolve to real-time. Each stop is on the schedule. How is this funded? Not from the partner agency. It has been hard to transfer the toll free telephone service.

Nevada – the legacy NVROADS number will move forward with Meridian. Telephone companies are redirecting calls already. On November 17, a kickoff for their strategic plan will take place with stakeholders. An initial meeting was held with transit, airports and tourism. Eight years ago, the logo sign program revenue was earmarked for tourism and traveler information and no one has tapped that pot of money. The quarterly revenues (\$60-70K) from this should sustain 511. NDOT is working on advanced technologies like a Wireless Application Protocol (WAP) server (GDOT also looking at that) for Internet through a cell phone. Subscribers would sign up through the website. Pre-entering one's route and receiving that specific information will be available sometime in the future. The TMC in Vegas will open in December or January. 511 was not in the architecture, but now it is in the architecture. The deadline is April 8 and FHWA will review and comment on this and 511 is a part of it.

Virginia – Received 4 bids for their service and PBS&J started in August, with a launch on February 1, 2005 with the Governor. VDOT is building in a transfer to the current service in North Carolina. A workshop was held with the team to design the IVR and website, as a result some features will be added to the statewide service. Focus groups were held across the state to help with marketing and VDOT also got a lot of good dialog and information on system design. The Washington, DC feasibility study will be finalized in March. Regional stakeholders have met and the meeting dialog and interest were most impressive. There are some questions on service content and interoperability. VDOT has utilized a statewide omnibus survey and will place questions related to traveler information and 511 marketing. Outreach to non-traditional organizations is very important and VDOT will utilize its public relations people throughout state.

Illinois – Background work and a telecommunications inventory has been completed and IDOT is evaluating its options. An implementation plan and specifications are being developed as well. IDOT is looking at a statewide system consolidating several existing numbers. The service will use voice recognition and be a free call. With urban areas on its borders, interoperability is very important to IDOT. IDOT is looking to use a conditions reporting system for travel times, construction and transit (real-time bus information). The service will be a hybrid system, largely outsourced with IDOT as the primary data provider. They are also doing a statewide / regional architecture with 511 incorporated. 511 will also have segment-specific, weather information as tornados are a big data item. IDOT is concerned with funding the service and is looking for contractors to propose possible revenue generation to get some advertising and sponsorships. Subscriber and personalized services will evolve over time as “push” technologies. An “open house” meeting will take place in the next few months, then bids will come in and the service will be operational by the end of 2005. Travel times are segment based and identify congestion

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from point X to Y. IDOT will have a 511 co-branded website that will also consolidate current websites and have more detailed information. Could possibly include predictive travel times? Might do a short time duration like the next half hour. The forecast could be based on archived information – this is a long-term application. The tollways (outer loops) do plaza to plaza travel times in both directions. Current website is www.GCMTravel.com

Nebraska – Incorporating HCRS on December 1 which will be a big improvement and allow for real-time information on 511.

Kansas – Coordinating and planning with Missouri and Oklahoma. Looking at doing a voice technology study. Using a solid, voice platform and they have added AMBER, general and homeland security allowing one of each at a time. 511 played a role in the capture of an AMBER suspect. The <http://511.ksdot.org> website will be available in November. Major promotional activity kicks off the 3rd week of November with the FHWA and highway patrol. 511 is included in the statewide / regional architecture. KDOT is looking to consolidate the public and private data streams. There is an issue in tracking the telecoms – can get information on landline only, but they are looking for help with wireless. Would CTIA have that? It is hard to keep track of. There may be cause to use a disclaimer in publicity if consumers will have problems accessing the service, which has been most effective to date. Kansas has deployed 511 road signs at airports and the airports want their road reports on the system. Kansas reports weather conditions by exception.

North Carolina – Statewide launch in August with information on highways, rail, ferries and transit. A call transfer to Virginia is available. September and August were busy with floods and hurricanes including a road washout. The system is performing and using the queuing system with floodgate messages. NCDOT is looking at how to handle floodgate messages. There is a transfer to a NCDOT customer service live operator who has road information available. The queuing system is for overflow. There were issues having all the wireless carriers for the launch. Jo Ann Oerter previewed the North Carolina 511 TV commercial.

See NC 511 System Overview PowerPoint and 511 RM.rmvb (requires Real Player).

SE Florida – Expanding service to Martin, St. Lucie and Indian River counties. 3 million calls to date. Asking customers to not use their phone while driving. Have been aggressive in marketing the service. FDOT feels that it is only scratching the surface, but there will be more impact with continuing ITS deployments. Next year travel times will be offered. Regional public transportation trip planning for Miami-Dade, Broward, Palm Beach, and TRI-Rail should be available in December 2004. Whenever FDOT is at a gathering, they use word of mouth to promote 511 and has found that this works best.

Battelle – Doing traveler information and tourism case studies in Utah, Virginia, Maine and Branson. The report might be of interest to the group in understanding needs of tourists. It will be available in November 2005.

See nuns_tv.ram for another TV ATIS Marketing Example.

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Florida 511 Presentation, Gene Glotzbach

FDOT is looking at possibly adding the Creole language to the SE Florida system, but is still undecided. For marketing, they are looking to plug 511 every time as the public sector can get PSAs, which has made a difference. The cost of tower level programming for call routing has been less than expected. The telecommunication technology is changing; we used to say switch level would be enough, now we are looking at the tower with software changes. This experience will help with the FCC, as all the large wireless carriers have experience with 511 routing. SE Florida was getting 15,000 calls per month to their legacy number and now they are up to 200,000 per month to 511 and that should grow by recently getting Verizon on board. There is no website associated with the service in Central Florida, but in SE Florida the website builds off the telephone service and vice versa for an overall increase in ATIS usage. Tampa's marketing will kick-off in January. The SE Florida service can get callers to a live operator and they received many contacts during the hurricanes. Central Florida uses pre-recorded messages and that will expand to 28 segments with iFlorida. The statewide 511 will be run out of the TMC in Orlando. The funding source is the ITS cost feasible plan. We do have wireless routing issues. An example in North Carolina and Virginia is that Suncom is selling some towers which impacts 511 routing. SE Florida's transit information is adding trip planning and customer service center call transfer. There was some thought as to who would share the regional database with its automated and static published information. In phase 2, they may automate customer service center-type functions and have multi-agency information. Will there be a statewide transit database? That still needs to be decided. There are many institutional issues. Does the Trapeze database have charges and fees associated with it? FDOT will build the database and the transit agencies will do operations and maintenance. We are also using GDT maps.

See FL 511 Presentation to National 511 Working Group PowerPoint

Arizona 511 Model Deployment Update, Tim Wolfe

For 4-5 months, ADOT worked on voice recognition debugging. Touchtone access was buried in the system and we made easier for callers to get to it. We are targeting commuters and improving data. The menu uses shortcuts and we mix up messages describing congestion. 14 rural transit agencies throughout the state and tribal transit agencies are now available with a call transfer (one way). These agencies were ecstatic to get on 511 as they feel it will help them get customers. Airports are a big success story with Phoenix Sky Harbor having static messages of 1 minute duration. These messages are changeable by the airport and they can be about homeland security levels changing and there is a transfer to the airport authority available. Sky Harbor likes to the ability to do messages "by themselves" and they also help to market 511. Additional tourism information is available from the Arizona Office of Tourism via a call transfer and the Grand Canyon National Park with messages like "north rim closed." Floodgates are used when routes are closed and opened. ADOT is able to show "lit" VMS to the public. Levels and impacts of incidents are used like a closure has a message 24 hours before its start and 24 hours after it starts. Trip times are downtown and airport centric. The DMS have been most effective and controversial in promoting 511. Billboards were not very effective. Recognizing female

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voices was a problem in Arizona (male a problem in Kansas). The evaluators are doing call intercepts and exploring dissatisfaction if any is found. Prioritizing events in this order: incident; active construction; and planned construction. Operators are editing messages for phonetics.

See 511 ITS AZ PowerPoint

Task Force Activities / Reports

Interoperability, David Zattero

The truly long distance traveler has different needs and this impacts national interoperability. There is \$10 million for a long distance, public transportation trip planning system in the Senate reauthorization language. Long distance truckers are interested in this as well. Will there be a similar effort with webpages? The focus should be on what the customer wants, not either / or, it is do / and. We are looking for the next state's segment in your system. Going forward into next year we will tackle these big national issues. We do have a "quick tip" on interoperability now. Then we will look at how to evolve. The technology is advancing and Greyhound already has this for the "last mile." CANAMEX has some expectations for 511 in their corridor – 511 is in their "tool box" and basic information in the corridor is available via XML.

See Interoperability PowerPoint

Research Program Strategy / Oversight, Lou Sanders

With the leadership of APTA, we are looking to do some research relating to 511. AASHTO's SSOM has agreed to carry water on this topic at their summer meeting. On the weather front, the National Center for Atmospheric Research (NCAR) is leading the surface transportation research program – there may be some potential funding available for 511 related research as part of this \$2-3 million per year effort. TRB is also looking at convening a surface transportation weather committee.

See Research Task Force PowerPoint

Training / Quick Tips / Best Practices Guides, Bryan Chamberlain

The training effort is staying focused on material for deployers and "chat" possibilities. Accessibility for 511 services by the disabled is a high priority. Accessing the Tampa service was brought to FDOT's attn via an e-mail from the Florida Association for the Deaf and they are responding to this. We need a dialog about these consumers and 711. We also need to look at our websites and 711 and what their needs are.

See Training - Quick Tips - Best Practices Guides PowerPoint

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Marketing and Outreach, Sandy Myers

We have experience with campaigns for 511 launches. Now, 511 is more mature. Our product focus will be on the growth and maturation of the systems. There has been talk about targeting different audiences like truckers and students. We are looking for partners to help with marketing the services. 511 branding materials are available, but we also need to educate travelers about the service. For additional marketing help, we can look to the DOT public relations people who attend trade shows, conventions, etc. This also applies to the 511 websites. We can do this by timeline – pre-launch, launch and post launch. Of course, there are always funding issues. We should put 511 marketing in our RFPs and we should get public relations’ input. In Virginia, VDOT was looking for a minimum base for marketing the service. Monthly reports for both IVR and website are important to help evaluate the system and performance. Audio “branding” is something that the Task Force will look at. We will also invite the marketing folks from the “targets” to participate. The MUTCD is a non-issue, we will protect the logo through AASHTO and the states can sign the agreement to use the logo. The 511 logo style guide will be updated and we will share this with the state public affairs people by being on the agenda at NTPAW. One of the keys to success is marketing 511 to your upper management. APTA is having a marketing meeting in late February 2005 and we will have a presence there along with in late January at their General Managers conference. With John English and Greg Cook involved, we can arrange a 511 demo for them in Sarasota. A booth can be set up for attendees to “dial” the transit services like Utah and the San Francisco Bay Area, with something similar at AASHTO. The 2005 APTA Expo is in September 2005 in Dallas. We could have an interactive CD-ROM with a map to click and see and hear the services.

See Marketing PowerPoint

Performance Measures, Barb Blue

The performance measures Task Force wants systems to work as it is designed and needs to. We have benchmarked who reports what and are looking for all deployers to calculate these values in common fashion. The Working Group reviewed and approved the updated usage and system performance measures.

See Recast Usage Statistics Template Excel file and 511 System Performance Measures document

Future 511 Technologies and Services, Larry Sweeney

The future Task Force is looking at technologies that may be available in the future and new technologies / data. Our focus is on 511 and the impact of other technologies next year and 10 years out. All phones will soon have position reporting capabilities. There are some policy issues developing. Text and voice as an interface. There may be opportunities for 511 with in-vehicle navigation systems. TV511 will be demonstrated at the ITS World Congress in San Francisco. 511 is not driving data collection – how / should we incorporate it? Focus on 511, not data collection. An impact is the expectation of DOTs to provide data. Some are getting a lot of phone calls for reports from the TMC. We can anticipate technologies coming. A future

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service is customized websites and doing this for 511 – WSDOT has a trial to monitor. There are questions as to how to deploy in metropolitan areas versus other areas? And are there different expectations? One possible way to approach this is at next year's conference. In the presentation, we have the 5 biggest things that will affect "our future." The personalization and policy issues we will flag and identify for the fall of 2005. At our July meeting, we will have a list of recommendations, then go to the Policy Committee. We are looking at an "evolution of 511." We will draw national / regional lines and see a path and walk down it. We will also consider the telecommunication and automotive perspectives.

See Future 511 Technologies and Services PowerPoint

Members of the 511 Working Group toured FDOT's District 4 TMC – many thanks to Steve Corbin!

Guidelines version 3.0, Pete Costello

Guidelines version 3.0 issues and topics were discussed and could also include: 511 websites; emergency information – hurricanes, flash floods, HazMat situations; relationships with EMS organizations when designing systems like AMBER agent; and possible linkages to 211. Need to cover the benefits of 511. Comments on version 2.0 for update / change in version 3.0 should be sent to Pete Costello (petecostello@pbsj.com). There may not be any value in repeating from earlier versions, but it helps having everything in one place. We can have sidebars on new and interesting things. An example is, when burning in DMS have a "call 511" message displayed. We could have Guidelines for start ups and another one for those enhancing the service. We could also tailor the Deployment Assistance Reports like this. We need to recognize that there are multiple audiences and the Guidelines could have different sections for implementation and operations. Folks are transitioning their contracts and discovering issues; look to Utah and Virginia. We can also cover how to prepare an RFP, who is on your review committee and pre and post RFP meetings. The RespOrg issue could be a section. On the attributes table we need to expand the categories.

See Guidelines Issues PowerPoint

Open Discussion

The World Congress is in November in San Francisco and we should have a 511 session. Section 1.5 is for topics on 511 deployer experiences. We can do a Special session with a few deployers and the 511 Deployment Coalition. There will be some innovative technology demonstrations with Caltrans, MTC and ITS America and others in public / private partnerships with access to the right of way.

Floodgates can be optional with callers opting out.

511 websites should have some address consistency as part of a "national program."

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Future Meeting Dates / Locations

The tentative dates / locations for the next meetings are:

- Week of April 4, 2005 Austin, Texas
 - Marketing Workshop – Before or After Working Group Meeting
- July 14 – 15, 2005 Chicago
 - Performance Measures Workshop – July 13
- December 6 – 8, 2005 Conference
 - Orlando
 - Las Vegas
 - Phoenix
 - San Diego

Actions

- *David Lively will check for an appropriate Los Angeles MTA Policy Committee contact.*
- *Pete Costello will check with Chris Hill and the FHWA division on St. Louis 511.*
- *Pete Costello will check with David Zavattono for Ohio 511 contacts.*
- *Comments on version 2.0 for update / change in version 3.0 should be sent to Pete Costello (petecostello@pbsj.com).*