



511 Interoperability Task Force

Quick Tips
&
System Comparisons





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Topics

- User Interface
- Information Sharing & Dissemination
- Comparing Interoperability in Deployed Systems



Interoperability Quick Tips

- Interoperability has two perspectives:
 - “Consistent User Interface” and
 - “Appropriate Methodology for Sharing (transferring) Information between adjacent systems or along a corridor.”



Quick Tips – Consistent User Interface

- 511 systems may have the recommended Main Menu selections, but do not use the same terminology for these selections.
- Example: “Highway Information” may be referred to as “Highways”, “Roads”, “Road Conditions”, or simply “Traffic.”



Quick Tips – Consistent User Interface (2)

- Speech Recognition systems can recognizing multiple utterances for the same selection
- It is recommended that the “grammars” include at least one of the following “equivalents” for these Main Menu selections



Quick Tips – Consistent User Interface (3)



Highway Information	Highways, Roadways, Roads, Road Conditions, Traffic, Interstates, Streets, Turnpike (used for specific road categories)
Transit Information	Transit, Public Transportation, Mass Transit, Subway, Light Rail, Busses, Streetcars (all as appropriate)
Airport Information	Airports, Air Travel, Airlines, Flying
Rail Station Information	Rail, Commuter Rail, Heavy Rail, Amtrak, (others as appropriate)
Ferry Information	Ferries, Water Shuttle, Water Taxi, Boats, (others as appropriate)
Help	Help, instructions, assistance



Quick Tips – Universal Prompts

- Other “universal instructions” should help the user experienced with one system, but perhaps not the one they are calling. These include:

Skip to next message	Skip, Next, next one, forward
Repeat last message	Repeat, say again, go back, previous, back
Return to Main Menu	Main Menu, Top Menu, Top Level



Quick Tips – Interchangeable Terms

- There are some areas where multiple descriptors or pronunciations are used, and deployers may wish to keep these in mind. For example:

Interstate	I-, (in some areas, this is simply "route")
State Route	State Highway, Highway, (in some areas, this is simply "route"), Sign Route, SR
US Route	US (in some areas, this is simply "route")
Route	May be pronounced as "Root" ('rüt) or "Rout" ('raut)



Data Sharing & Information Dissemination

- Call Transfer
- Data Transfer
- Application Sharing



Interoperability – System Comparisons

- What follows is a high level comparison to show two systems (Arizona and North Carolina) as examples of an analysis the Task Force is embarking on to compare and contrast different systems' handling of information.
- Examples may be distributed for comment





Interoperability – System Comparisons (2)

System	Vitals		User Interface					Type of System Content					
	Date Operational	Back Door Number	Touchtone	Voice	Text to Speech	Concatenated	Floodgates	Roadway	Transit	Ferries	Car /van pool	Tourist	"Ports"
Arizona	05/04	888-411-ROAD	x	x		x	x	x	x				
North Carolina	08/04	877-511-INNC	x	x	x	x	x	x	x	x		x	

Type of Roads Covered					Type of Data					Awareness			
Interstate	Other Ltd Access	US Routes	State Routes	Other	Weather	Road Cond.	Construction	Incidents	Congestion	Travel Times	Road signs	Use VMS	511 web site
x	x	x	x		x		x	x	x		x	x	x
x	x	x	x	transfer to Virginia	x		x	x	x		x	x	x



Interoperability – System Comparisons (3)



Main Menu Selections						
Traffic/Highways/Roads	Transit	Ferries	Weather	Tourism	Other Info	Other States (connect)
X	X			X	X	X
X	X	X		X	X	X

