



*Traffic, Transit and Commute Info*

# ***California 511 Workshop*** ***March 4, 2008***

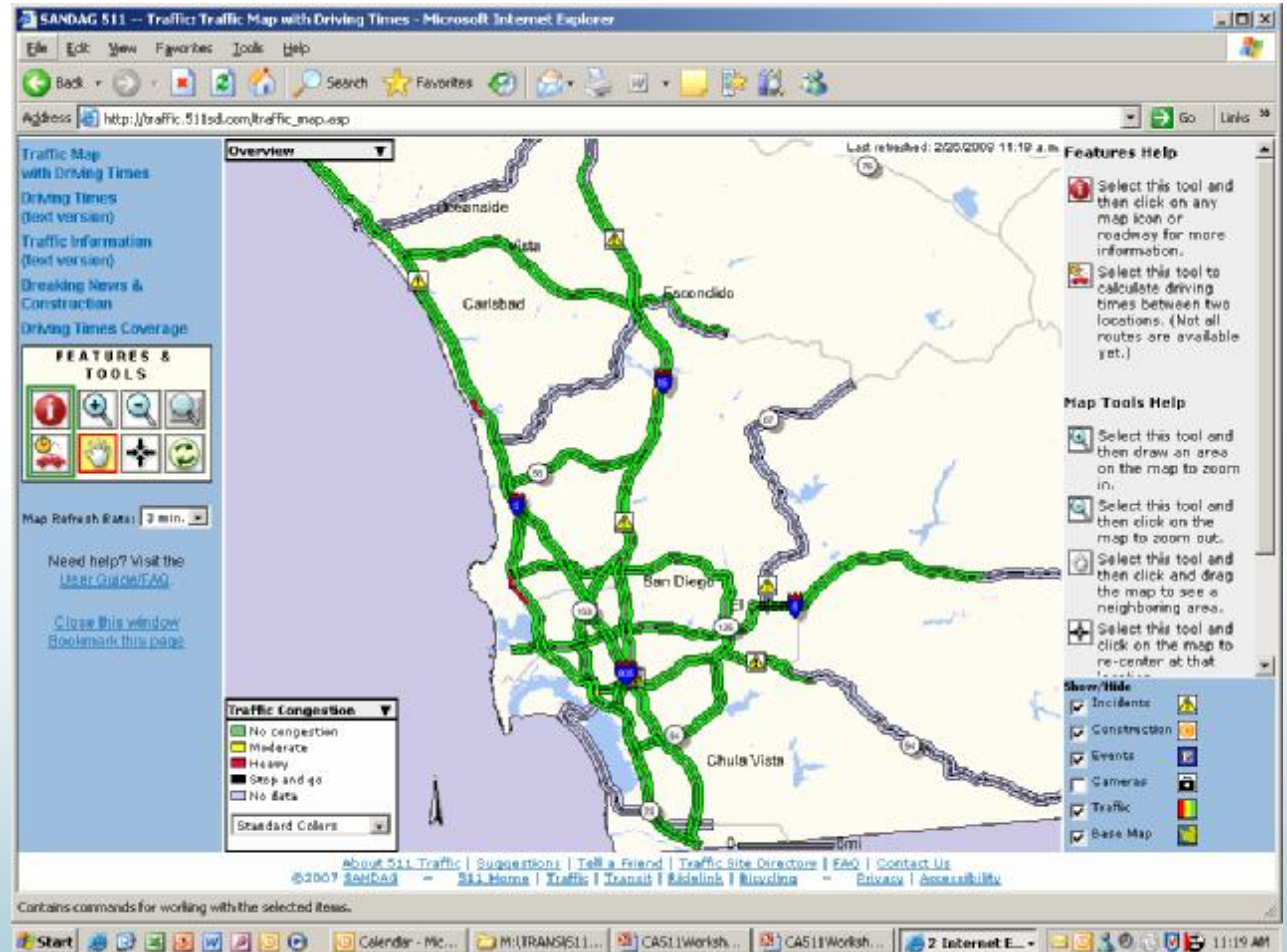
*Different Information Needs  
for Different Markets*



- Cars
  - Real-Time Traffic Conditions
  - Real-Time Driving Times
  - Camera Views
- Trucks
  - CVO
- Transit
  - Real-Time Bus Information
- Wildfires



- Traffic Page
  - Regional Traffic Map
  - Real-Time Information
    - § Driving Times
    - § Incidents
    - § Congestion
    - § Construction
  - Highway Camera Views





# Driving Times

http://traffic.511sd.com - SANDAG 511 -- Traffic: Traffic Map with Driving Times - Microsoft Internet Explorer

Last refreshed: 2/26/2008 11:25 a.m. **Driving Times**

**From:** I-5 N & CA-76 (Oceanside)  
**To:** I-5 N & HAWTHORN ST (San Diego)

Click on a trip to display it on the map.

- Trip A:** 46 min. (36.5 mi.)
- Trip B:** 44 min. (38.1 mi.)
- Trip C:** 47 min. (50 mi.)

[More details on the trip\(s\)...](#)

To look up driving times for a new route, click on the Driving Times tool again.

[Close driving time results and display traffic data.](#)

Don't forget to call 511 to get driving times when you're not at your computer!

**FEATURES & TOOLS**

Map Refresh Rate: 3 min.

Need help? Visit the [User Guide/FAQ](#).

[Close this window](#)  
[Bookmark this page](#)

**Traffic Congestion**

- No congestion
- Moderate
- Heavy
- Stop and go
- No data

Standard Colors

**Show/Hide**

- Incidents
- Construction
- Events
- Cameras
- Traffic
- Base Map

Map: -116.99463 , 32.87276 -- Image: 436 , 436 -- ScaleFactor: 0.00132

Internet





# Incidents

**SANDAG - Traffic: Traffic Information - Microsoft Internet Explorer**

Address: [http://traffic.511sd.com/traffic\\_text\\_all.asp](http://traffic.511sd.com/traffic_text_all.asp)

**511 Traffic**  
Click. Call. Connect.

Traffic Transit RideLink Bicycling FasTrak

**Traffic Information (text version)**

(no refresh) Refresh every 5 4 3 2 minutes  
Last refreshed: 2/26/08 11:32 a.m.

Need help with this feature? Visit the 511 Traffic Site's [User Guide/FAQ](#).

**Current traffic information summary:**

(Click header to sort table.)

Type	Route	Cross Street	Description
	I-805 N	HOME AVE	Incident <a href="#">More info</a>
	SWEETWATER SPRINGS BLVD	DEL RIO RD	Traffic Collision - No Injuries <a href="#">More info</a>
	VALLEY CENTER RD	ESC CITY LIMITS	Traffic Hazard <a href="#">More info</a>
	I-15	MISSION RD	Incident <a href="#">More info</a>
	I-5	PALOMAR AIRPORT	Incident <a href="#">More info</a>
	RIVERA ST	BAVARIA ST	Traffic Collision - No Injuries <a href="#">More info</a>
	I-5 S	TAMARACK AVE	Traffic Collision - Ambulance Responding <a href="#">More info</a>

**Related Information:**

[traffic info summary](#)  
[incidents](#) | [events](#) | [construction](#) | [cameras](#)

**Left sidebar:**

- Traffic Map with Driving Times
- Driving Times (text version)
- Traffic Information (text version)
- Breaking News & Construction
- Driving Times Coverage
- Skip Navigation
- What is "skip navigation"?
- About 511 Traffic
- Suggestions
- Tell a Friend
- Traffic Site Directory
- FAQ
- Contact Us





# Incidents

SANDAG 511 - Traffic: Incident Details - Microsoft Internet Explorer

Address: http://traffic.511sd.com/traffic\_text\_incident\_detail.asp?id=45281

**511** Traffic  
Click. Call. Connect.

Traffic Transit RideLink Bicycling FasTrak

**Traffic Information (text version)**

(no refresh) Refresh every 5 4 3 2 minutes  
Last refreshed: 2/26/08 11:29 a.m.

Need help with this feature? Visit the 511 Traffic Site's [User Guide/FAQ](#).

**Related Information:**

[traffic info summary](#) | [incidents](#) | [events](#) | [construction](#) | [cameras](#)

**Incident detail:**

Route:	I-805 N
Cross Street:	HOME AVE
Description:	Incident
Status:	Confirmed report
Start time:	2/26/08 11:21 a.m.
Estimated duration:	25 min.
Lanes affected:	
Information Source:	Caltrans-D11

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Brought to you by SANDAG

[Traffic and Driving Times Map](#) | [Driving Times \(text version\)](#) | [Traffic Information \(text version\)](#) | [Breaking News & Construction](#) | [Driving Times Coverage](#)

Internet





# Camera Views

http://traffic.511sd.com - SANDAG 511 -- Traffic: Traffic Map with Driving Times - Microsoft Internet Explorer

Last refreshed: 2/26/2008 11:27 a.m.

**Traffic Map with Driving Times**  
Driving Times (text version)  
Traffic Information (text version)  
Breaking News & Construction  
Driving Times Coverage

**FEATURES & TOOLS**

Map Refresh Rate: 3 min.

Need help? Visit the [User Guide/FAQ](#).

[Close this window](#)  
[Bookmark this page](#)

**Overview**

**Traffic Congestion**

- No congestion
- Moderate
- Heavy
- Stop and go
- No data

Standard Colors

0 1mi

**Features Help**

- Select this tool and then click on any map icon or roadway for more information.
- Select this tool to calculate driving times between two locations. (Not all routes are available yet.)

**Map Tools Help**

- Select this tool and then draw an area on the map to zoom in.
- Select this tool and then click on the map to zoom out.
- Select this tool and then click and drag the map to see a neighboring area.
- Select this tool and click on the map to re-center at that location.
- Click this tool to zoom out to the full map.
- Click this tool to refresh the map with the latest

**Show/Hide**

- Incidents
- Construction
- Events
- Cameras
- Traffic
- Base Map

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Map: -117.08445 , 32.78095 -- Image: 550 , 550 -- ScaleFactor: 0.000244

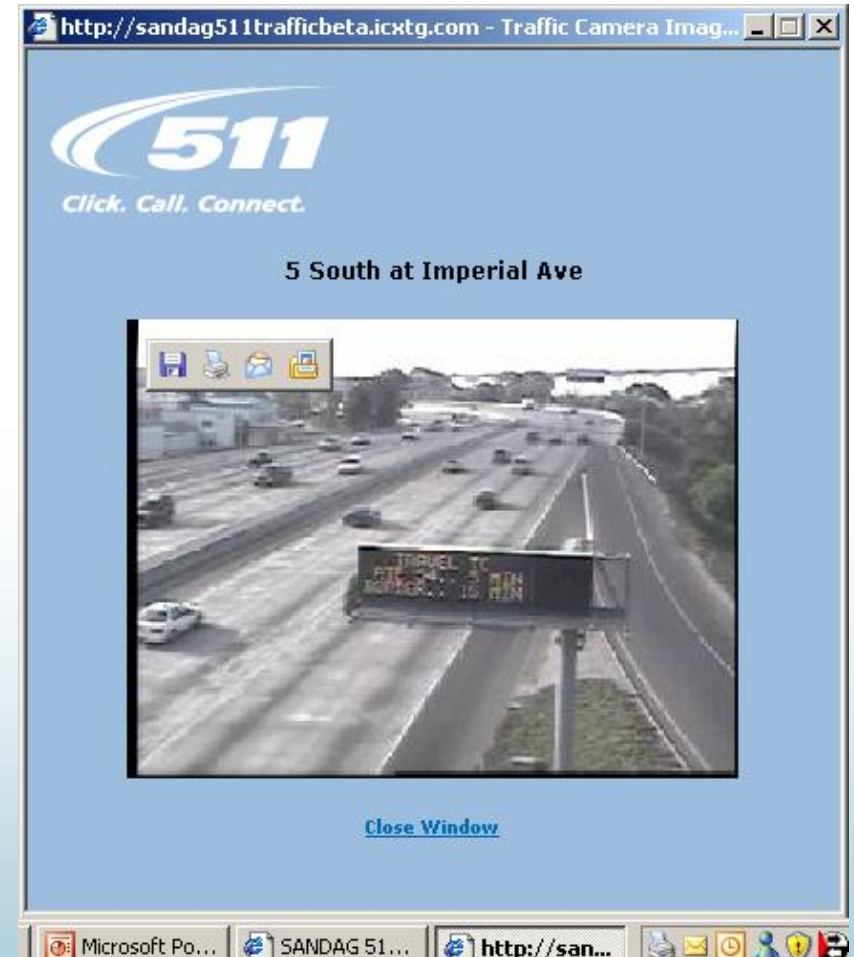
Internet





# Camera Views

- 70 Locations
- Interactive Map or Table
- Still Views
- Clips
- Streaming Video
- Mobile Solution



- Companion Project 1
  - Identify Future CVO
  - Connecting to Travel Information
  - Design and Deploy Systems
    - § Collect, Push and Disseminate
    - § Real-time CVO Transportation Information
  - Identify the Architect
- Companion Project 2
  - Detailed Design
  - Disseminate CVO Specific Info
  - Deploy Near-term Projects



# **511** CVO – Companion Project 1

- Update Federal Work Program
- User Needs Assessment
  - On-Line Survey
  - Stakeholder
- Concept of Operations
- Requirements Document
- Architecture





# Transit - Where is my bus?

- Real-Time Bus Information
- Available on 75 Routes
- Transit Survey
  - Survey of Users
  - Reliability Testing
- Stop ID's





# Bus Departure Testing

- **Working with SANDAG Technical Services**

- **Functionality Testing**

- § Recruiting SANDAG Staff
- § Use the 511 system during their commute
- § Maintain Logs
- § Meeting to review and discuss comments



- **Accuracy Testing**

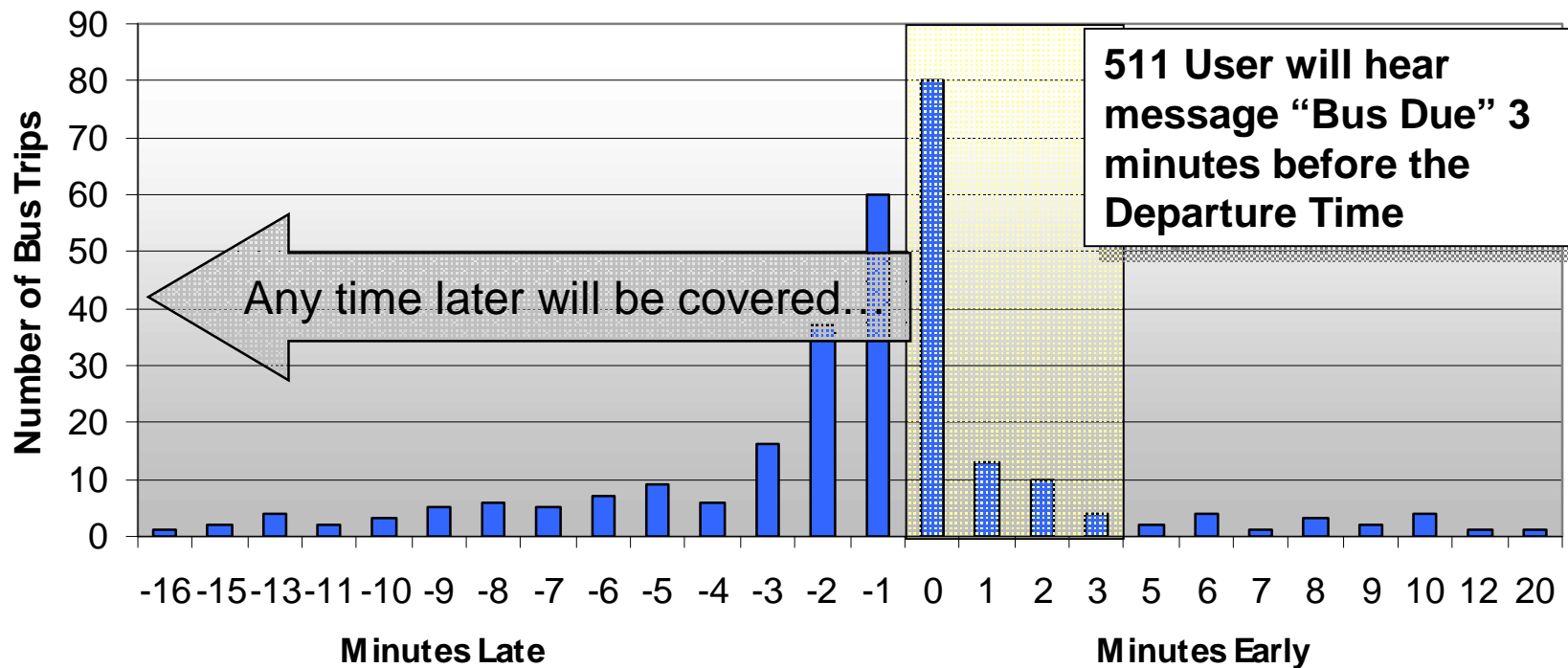
- § Tested 288 bus trips (MTS/NCTD routes)
- § Departs after predicted time (roughly 75%)
- § Departs 1 to 3 before predicted time (10%)





# Bus Departure Accuracy

## ACCURACY OF 511 NEXT BUS DEPARTURE INFORMATION

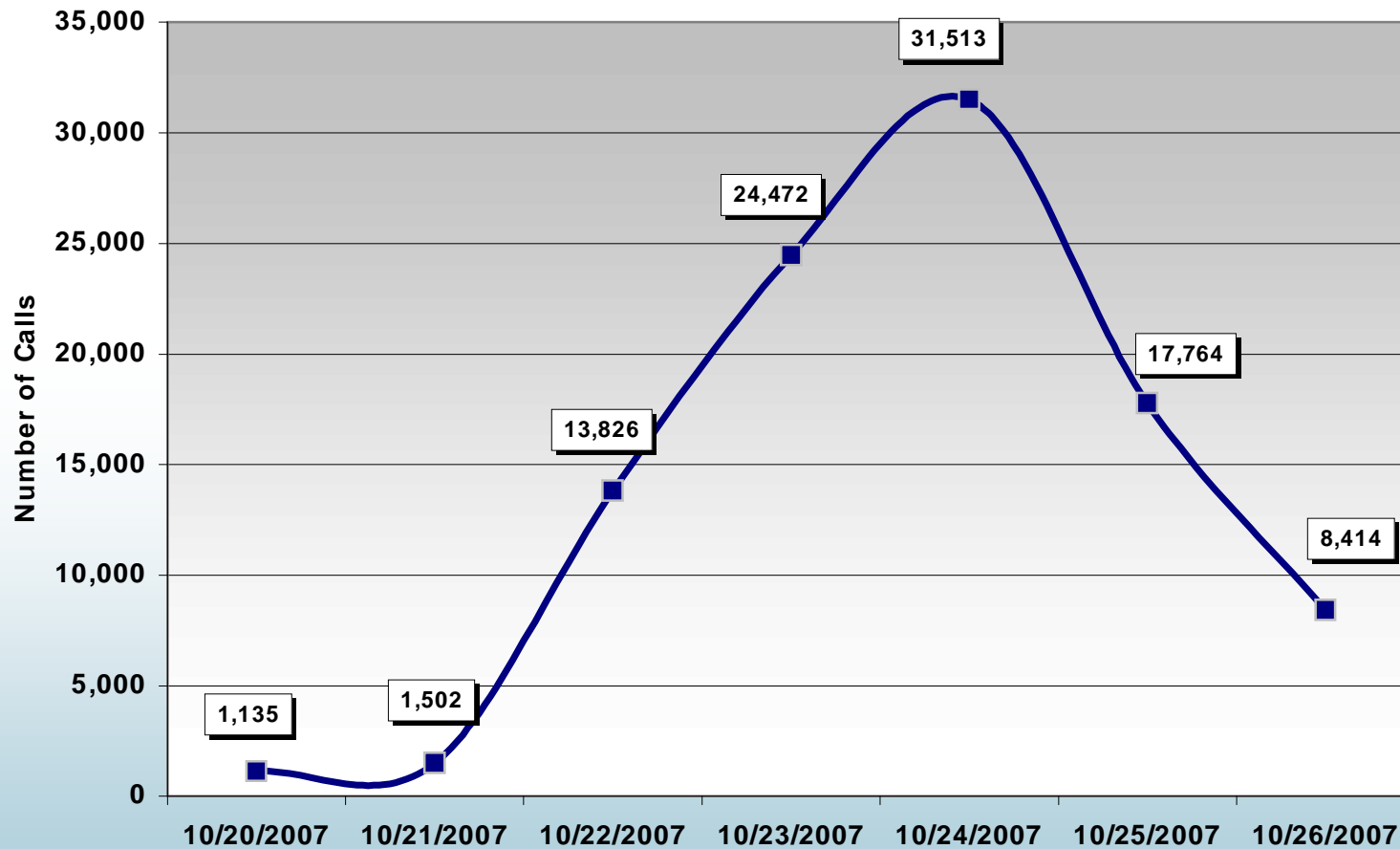


- **Benefit During Wildfires**
  - Received record usage
  - Maintained 24/7 availability
  - Increase visibility from Public Officials and media
- **Issues During Wildfires**
  - Clearly and accurately depicting road conditions
  - Driving Times presented traffic as free-flowing
  - Users expected a complete regional picture
  - Consistency of accurately classified data
  - Expected 511 Operator assistance



# Usage - Phone

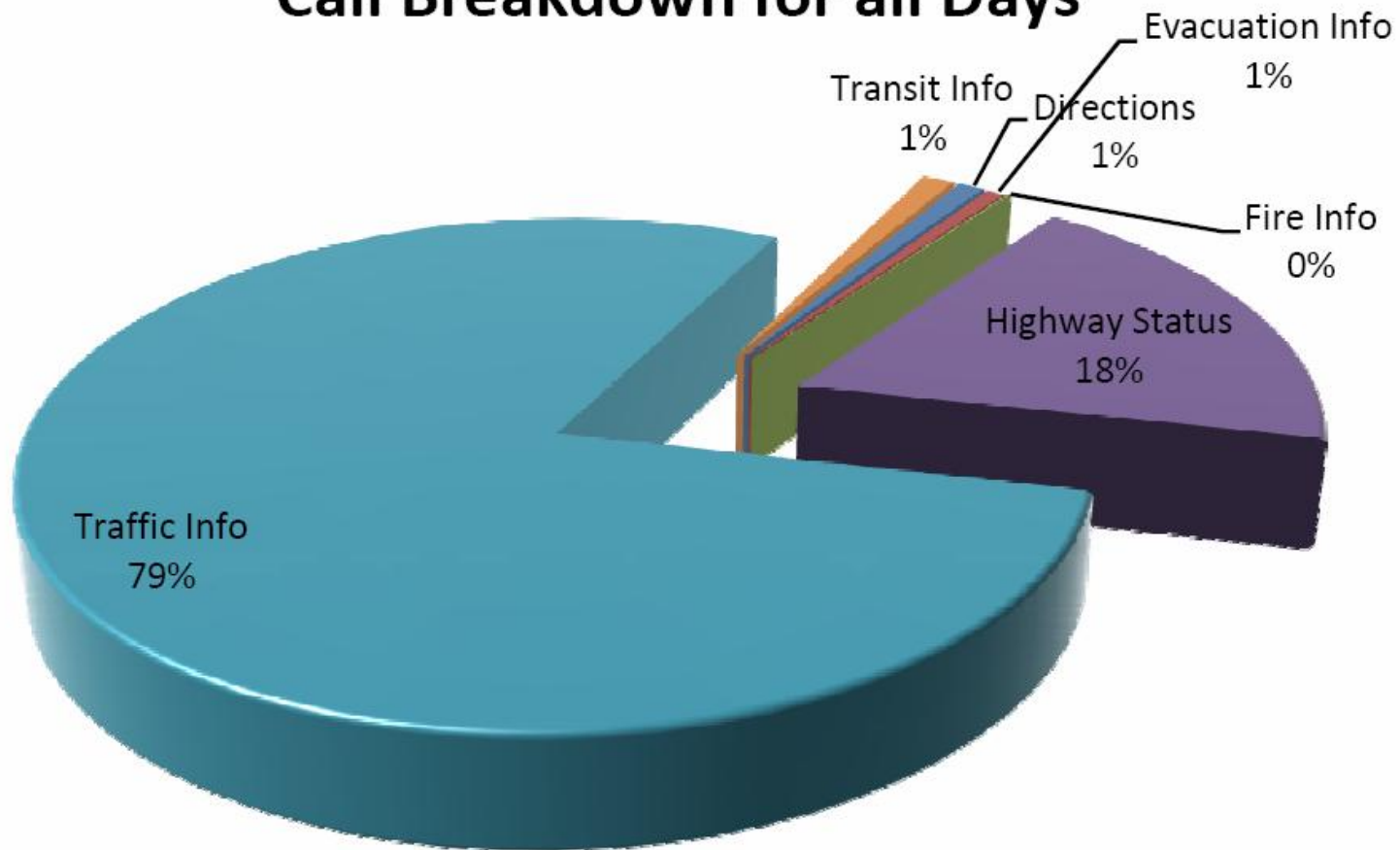
Figure 1: 511 Phone Calls  
(Oct. 20-26, 2007)





# Callers Assisted

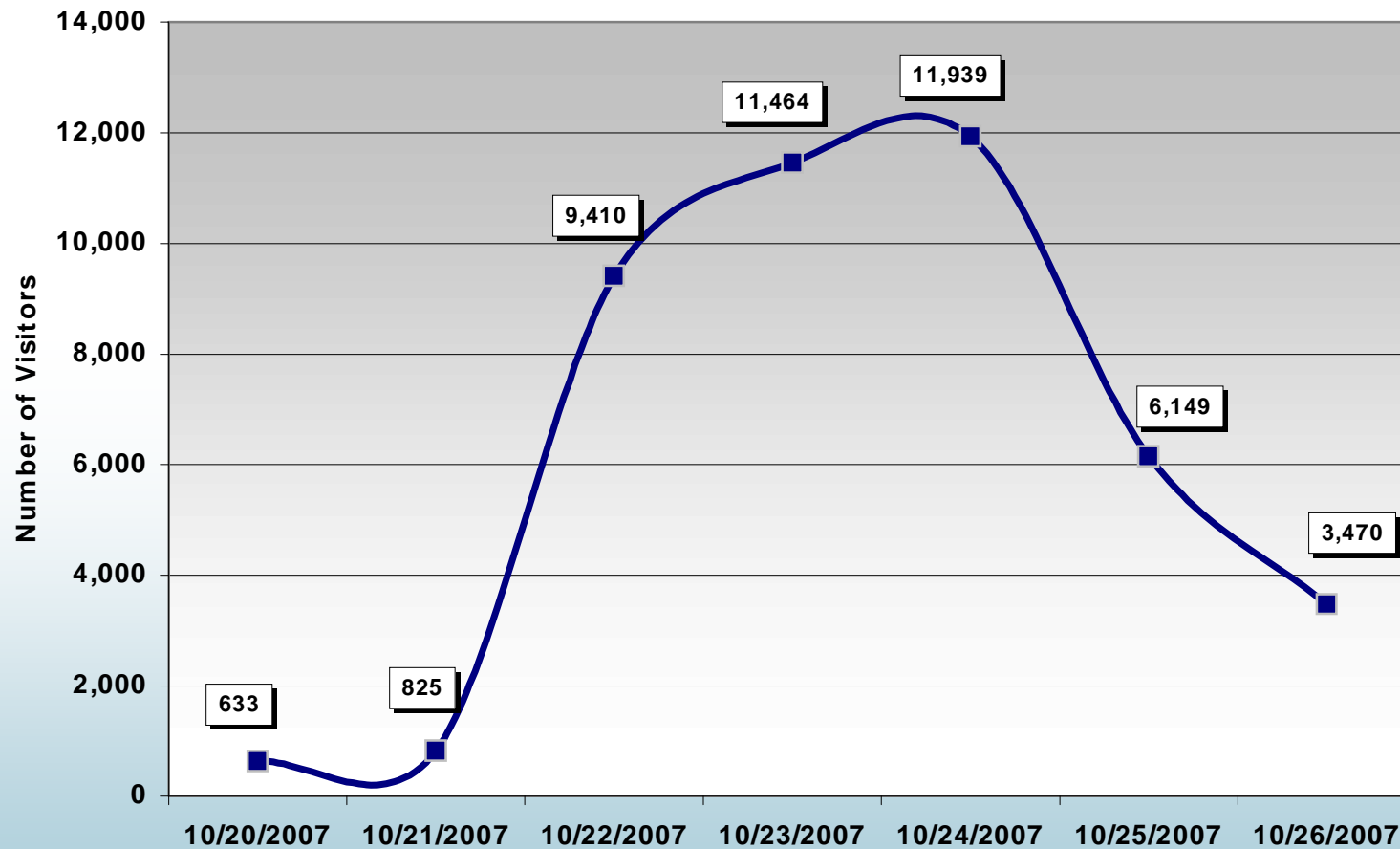
## Call Breakdown for all Days





# Usage - Web

Figure 2: 511 Web Visitors  
(Oct. 20-26, 2007)





# 511 Road Closure Feature

- Displays road closure automatically
- Redirects commuters around the road closure
- Identifying funding

