

TELVENT

IT for a Sustainable and Secure World



TELVENT
Farradyne

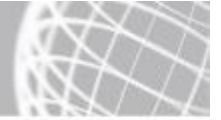
Positioning 511 for Disasters and Emergencies:

MTC 511

Les Jacobson

California 511 Workshop: The 511 Your Customers Want

March 4, 2008



Overview of MTC 511

- § Bay Area's free traveler information service
- § Phone – Call 511
 - § Launched December 2002
- § Web – Visit 511.org
 - § Launched early 2004
- § Multimodal
 - § Transit
 - § Traffic
 - § Ridesharing
 - § Bicycling
- § 100,000+ calls/week
- § 390,000+ web user sessions/week





Emergency Enhancements

- § Position 511 as information portal during emergencies
 - § In the plan for 2006 - 2008
- § April 29, 2007 tanker incident raised the priority
- § Lessons from bridge collapse
 - § Capacity issues
 - § Information tailored to the event
 - § How to deal with “out of service” links
- § Capability to respond appropriately to different severities
 - § Regional disasters
 - § Sub-regional disasters
 - § Regional disruptions
 - § Sub-regional disruptions



Actions to Address Capacity - Web

- § Technology refresh
 - § New servers
 - § Increase number of servers
- § Reduce map detail
 - § Removed street layer
- § Ability to add static maps (instead of dynamic)
 - § Regional and selected sub-regional views
 - § Updated every minute
- § Limit refresh rate



Actions to Address Capacity - Phone

- § Moving to Voice Over IP
- § Developed flexible menu structure
 - § Allows different menus under different conditions
- § Hardware and software refresh
- § Investigating sharing ports



Information tailored to Event

§ Web

- § Static maps with detour information

- § Detour driving times

- § New “ticker” to share information on all sister sites

§ Phone

- § Re-structured, flexible menu

- § Floodgates at more menu locations

- § Improved floodgate tool



Out of Service Links

- § Developed “Break-a-Link”
- § Automatically provides new trips when a critical link is out of service



Labor Day Bay Bridge Closure

- § Full closure of the Bay Bridge – major transportation disruption
- § Developed the new tools over the Summer of 2007
- § Implemented as a test
- § Features worked well



System Migration

- § Co-locate with SanDAG 511 system
- § More isolated from disasters
 - § Secure site
 - § More immune to seismic events
- § New hardware and updated COTS software
- § Voice over IP telephony
- § Allows potential for sharing resources



Bay Area 511

**Toll Free Number
888-500-INFO**

<http://www.511.org>

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Thank you!