I-95 Corridor Coalition (soon to be The Eastern Transportation Coalition): TIS Web Summit:

Emerging Technologies in Traveler Information to Improve Safety for Passenger and Commercial Vehicles Group Webinar – June 17, 2020

Question and Answer Summary

Voice Assistants and 511NJ

Q: **Ray Hallavant (Tennessee DOT): Was this development done in-house or with a vendor?**

A: Jim Hadden (Jim Hadden Consulting): It was done through a vendor Infosenseglobal. Also, the 511NJ.org vendor.)

C: **Denise Markow (TET Coalition): This is great!!!**

Q: **Kelly Wells (North Carolina DOT): What gave New Jersey DOT the idea to do this?**

A: Jim Hadden (Jim Hadden Consulting): The Department, particularly this Commissioner, likes to provide (traveler) information out to the public, particularly through the 511NJ Suite of Services. The usage models/numbers are high for the website and dropping on the IVR. - this new technology is now available in many vehicles so we are looking to provide the information hands-free and quickly.

Q: **Crystal Underwood (Virginia DOT): How long did it take from start to soft launch?**

A: Jim Hadden (Jim Hadden Consulting): A little less than six months without doing the location based.

Q: **Crystal Underwood (Virginia DOT): Can geo-fencing be used with the voice assistant?**

A: Jim Hadden (Jim Hadden Consulting): It can be. That's where the challenge came in and gave us pause. If you use Google Assistant, that will give you the location. But when you register with Alexa, you register at your home address. Alexa does have code that allows you to request information by location of the device itself. We will be working with the department needs to come up with the best approach to this issue.

Q: **Kawkeb Said (Virginia DOT): Will you be customizing it to be tailored to the origin-destination of the user? through google maps for example?**

A: Jim Hadden (Jim Hadden Consulting): It's a discussion the department wants to have. We would like to do something that is tied to a personal profile (registered through the

Question and Answer Summary

511NJ.org website, but we wanted to develop something that was easy to use and would get the product (Voice Assistants) into the user's hands as quickly as possible.

Emergency Ops: Help Alert System Updates

Q: **Scott Cowherd (Virginia DOT): Are all four states currently using this service for two-way communication?**

A: John Farrell / Mary Farrell (Information Logistics, Inc.): Yes, for the states that have deployed so far. Maryland and Georgia have not done their full deployment. People do not seem to expect a reply but agencies can monitor the incoming information and respond if they would like.

Q: **Matthew Glasser (Georgia DOT): Can functionality be built into the system so that drivers traveling in only one direction are targeted for messages?**

A: John Farrell (Information Logistics, Inc.): That's a great question-unfortunately, the answer is no. When using the emergency alert system, we are not able to. It is up to the cell carriers to decide which areas get the messages.

Q: **Matthew Glasser (Georgia DOT): Since the phones are being used to help bring inaccuracy, could they look for 2 back to back pings?**

A: Mary Farrell (Information Logistics, Inc.): If you were using a mobile app, yes. This is mostly used for people who are stopped in traffic. This is done in other applications.

Q: **Kawkeb Said (Virginia DOT): Does HELP provide solutions to detour the trapped traffic, since you have 2-way communication? If not, who does?**

A: John Farrell (Information Logistics, Inc.): Yes, it can be used to help detour trapped traffic. The DOT would send out an initial alert that has limited information but for persons that opt in, follow up messages could include a link to a detour or the actual route.

Question and Answer Summary

Q: **Marygrace Parker (I-95 Corridor Coalition): How are trucks considered for system use - example rest area closings or restrictions that might be different from passenger cars - or do you see use in the future?**

A: John Farrell (Information Logistics, Inc.): Absolutely. When people register, they identify their type of vehicle, so you can send custom alerts to different based on the vehicle type.

Q: **Scott Cowherd (Virginia DOT): For those that do not link into the service, will they continue to hear updates through the WEA for updates about the situation?**

A: John Farrell (Information Logistics, Inc.): For that to happen, an additional WEA would need to be sent, which does not typically happen (it is a policy decision). However, they can monitor the registration website, as the updates are posted there as well.

Q: **Scott Cowherd (Virginia DOT): So, only the folks that link in will hear anything else about the accident/situation?**

A: John Farrell (Information Logistics, Inc.): Yes, it is considered an "opt-in" system aside from the emergency alerts**.**

Commercial Vehicle Safety Alerts

Q: **Kawkeb Said (Virginia DOT): The typical database from INRIX, what % are trucks vs Passenger cars in the INRIX dataset?**

A: Rick Schuman (INRIX) It depends on the location and time of day. Right now, we're about 95% consumer and 5% fleet. But that's not because we lowered the fleets.

Q: **Mary Lou Veroline (Florida's Turnpike Enterprise): Did the PennDOT secondary crash study include crashes in the opposite direction of travel (from driver distraction/rubbernecking)?**

A: Ryan McNary (PennDOT): No, we looked at the same direction of travel, but we would have the capability to look at rubbernecking crashes too within our system (just haven't done that yet).

Question and Answer Summary

Q: **Josh O'Neill (RI Division of Statewide Planning): The big question here is how can states kick this real-time information over to the platforms which reach the most commercial truckers? Two million trucks is a big reach. The largest commercial trucker smartphone apps reach about a million trucks as well including Trucker Path Pro and Trucker Tools.**
A: Rick Schuman (INRIX): There is no other mechanism that gets the penetration rates that this does. The reach is only getting better.

Q: **Scott Cowherd (Virginia DOT): Are these dynamic messages from the DOT's going to the dispatcher offices to be provided to the drivers from the bigger companies?**
A: Eugene Conti (IIS/Drivewyze): These messages are sent directly from Drivewyze to the trucks that have our app. No need to go through dispatch.

Q: **Josh O'Neill (RI Division of Statewide Planning): Should states focus on Drivewyze only or XML feeds that can go to ALL app developers?**
A: Rick Schuman (INRIX): Can do both. Many states have XML feeds already and it has not lead to a true truck-only dissemination service at scale across ELDs and fleets.

C: **Josh O'Neill (RI Division of Statewide Planning): Hard to stay up with the technology options and reach**

Q: **Matthew Glasser (Georgia DOT): Is INRIX tracking impact of this platform on truck speed via probe or trip data?**
A: Rick Schuman (INRIX): For any agency that licenses the service Drivewyze will provide metrics of service use and impact, including effect on speeds of alert messages.

Q: **Matthew Glasser (Georgia DOT): How much intelligence into the alerts that are sent? For example, if you set an alert for a static location where you have a high frequency of truck rollovers, does the message of "slow down" only go to trucks exceeding a certain speed?**

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A: Eugene Conti (IIS/Drivewyze): Rollover messages would go to every truck with the app when they approach a geofenced location. After the fact, we can evaluate their speeds before and after.

PennDOT's TSMO Performance Program

Q: Michael Pilsbury (New Jersey DOT): Does roadwork include emergency repairs, or is that under other incidents?

A: Ryan McNary (PennDOT): Roadwork would be anything reported to the DOT. From the PennDOT perspective, roadwork is something that is not reported uniformly.

New and Traditional Media for Traveler Information

Q: Chester Osborne (Massachusetts DOT): What is the sat-downlink footprint and are there any geo-area restrictions from the FCC? Could it be used in a small state such as MASS? Conn, RI, NH would be in the footprint of broadcast as well.

A: Kevin Loftus (iHeartMedia): We can create a channel for any state. The hope is that the Florida Turnpike channel expands their content and information. The goal of the pilot project is to generate interest. If successful, we could and expand to other states.

C: Chester Osborne (Massachusetts DOT): Got it, I see how it differs from HAR broadcast. Thank you.

Q: Mary Ameen (NJTPA): Could any state work with you to set-up a channel similar to the Florida Turnpike?

A: Kevin: We used to play in the public space but more recently focused on broadcast. But now we are working to partner with other states/agencies to bring these types of services.

Q: Ray Hallavant (Tennessee DOT): Speaking of reach ... the 98% you mentioned is nationwide via celestial radio. What do you see as your reach on the FL turnpike?

A: Kevin Loftus (IHeartMedia): I can get those numbers for you for the pilot project.