Nevada Next Generation 511 System (NNG511)

Planning Began in June 2011 RFP released December 2011 NTP Issued July 25, 2012 9 months to design, test and deploy

> Project Kickoff Held August 1, 2012







EVADA







General Goals of NNG511

- Improve usability and ease for the customer
- Scalable, to handle new data input as it becomes available
- A one-stop-shop for multi-modal traveler information
- Make use of advances in technology
- Regional and statewide focused
- Consider Nevada's texting while driving ban, effective as of January 2012







NNG511 Presentation Overview

- Project Scope
- System Overview
 - High Level Functionality
 - Interactive Voice Response system (IVR)/Telephone
 - Web, Mobile Apps, Social Media, Alerts
 - CRS, Data Fusion, TMDD/C2C
- Major Project Milestones/High Level Schedule
- Questions







NNG511 Project Scope

- Implement a system that maximizes the use of NDOT's and surrounding States' data to deliver accurate and reliable traveler information seamlessly to the public through a 511 interactive voice response (IVR) telephone service and an intuitive web site with both a statewide and regional focus.
- Developed and deployed in two phases.
- Develop a sophisticated IVR Telephone system.
- Develop an Enhanced Interactive Web site.
- Develop Data Fusion Interfaces to NV districts.







NNG511 Project Scope

- Deliver Mobile Apps, Social Media & Alerts.
 - Regional Twitter Feeds
 - Updated automatically
 - Option for operators to tweet
- Develop a Condition Reporting System (CRS) to enter floodgate and web banner messages that include AMBER and SILVER Alerts, major closures, statewide events, flooding, etc. Create HAR messages and have the ability to input incidents.
- Develop NDOT TMDD Data Warehouse Interface C2C (phase 2).







NNG511 System Overview

Major Components

- Condition Reporting System
- NV Data Warehouse Integration/C2C
- Data Fusion
- Mobile Apps, Social Media, Alerts
- Interactive Web Site
- Phone/IVR (Interactive Voice Response)







System Overview - IVR

- Real-time, relevant information, including data from, incidents, closures, work zones, special events, and weather, based on Points of Interest such as cities, tunnels, bridges or other landmarks.
- Route planning/travel time, including incidents along the chosen route.
- Floodgate messages and Amber alerts that can play statewide or within one of the three regions within the state, and that will be configured to play at certain pre-defined points in the call flow.
- Transfers to other State of Nevada transportation agencies, neighboring 511 systems, and so forth.







System Overview - IVR

- A streamlined menu and shortcuts that allow users to get their desired information quickly.
- Integration with back end to provide data.
- Transfer to VoltDelta's Survey Product (DeltaCheck) for optional caller survey function.







System Overview - Web

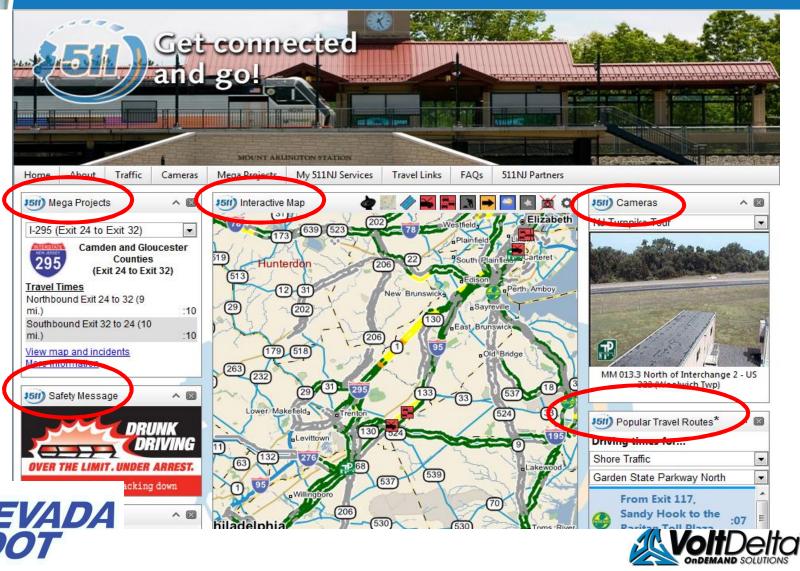
- A fully functional web site that includes events, cameras, maps, and other relevant system information.
- <u>A map</u> that is pannable, zoomable, and includes layers to access other system information such as events.
- <u>Congestion layer</u> that shows the current roadway speed data.
- <u>Clickable icons</u> representing incidents, construction, weather, cameras, changeable message signs, and highway advisory radio sites, Road Weather Information Sites (RWIS).
- <u>Selectable layers</u> that allow the user to turn off any specific categories of information.
- <u>Scrolling alerts</u> for high priority information, tailored to the location currently being viewed on the map.
- <u>Links to other 511 systems</u> in adjoining states and other transportation resources in Nevada.
- The ability to create and modify accounts that enable the user to receive traffic alerts by email or short message service (SMS) messaging.
- <u>Social Networking</u> integration (Facebook, Twitter).





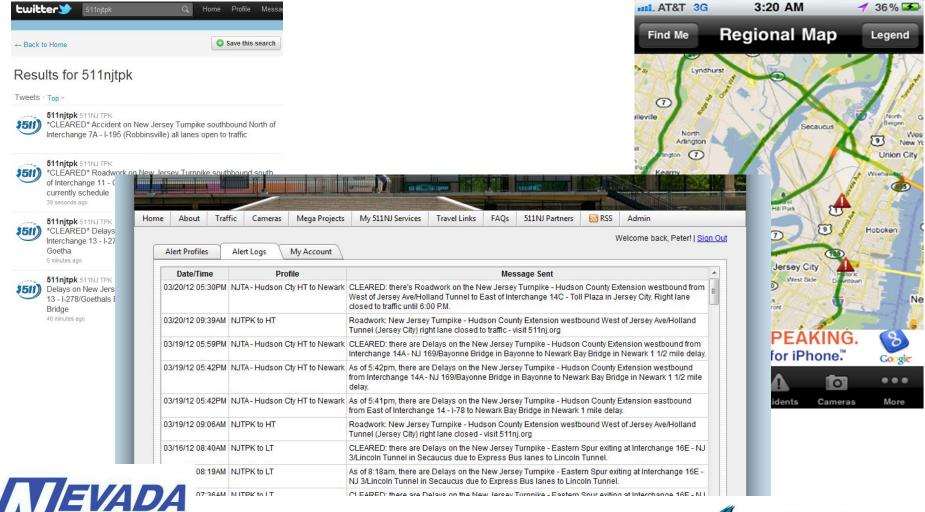


Website Features





Social Media, Mobile Apps & Alerts





System Overview - Data Fusion

- <u>Collect data</u> from the available sources, convert it into standardized internal formats.
- <u>Handle all</u> roadway sensor (link) data, Events data, and weather information, as available.
- <u>Data is made available</u> to other internal users (such as the web and IVR).
- <u>Link Data Fusion Process</u> that can accept point (spot sensor), segment (probe), historical, and algorithmically derived data.







Major Project Milestones/Schedule

- Kick Off Meeting August 1, 2012
- Preliminary Design Review (PDR) October 24-25, 2012
- Critical Design Review (CDR) November 2012
- Milestone Demonstration #1 December 2013
- Milestone Demonstration #2 January 2013
- Milestone Demonstration #3 February 2013
- Factory Acceptance Testing March 2013
- Start of 30 day Operational Test March 2013
- Completion of 30 day Operational Test April 2013
- NNG511 Go Live April 2013







Conclusion

Questions





