



## Board Report

File #: 2015-1561, File Type: Informational Report

Agenda Number: 3.

**SAFE BOARD MEETING  
OCTOBER 22, 2015**

### **SUBJECT: NEXT GENERATION SOUTHERN CALIFORNIA 511 TRAVELERS INFORMATION SYSTEM**

#### **ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status report on **Next Generation Southern California 511 Travelers Information System**.

#### **ISSUE**

In June of 2015 the Board authorized a two year extension of the current Southern California 511 Travelers Information System contract with the IBI Group. This action extended the current contract until June 30, 2017, at which time a new contract(s) would be in place to operate the next generation of the Southern California 511 system. This report is provided to present an outline of the strategy being pursued in support of the next generation Southern California 511 system.

#### **DISCUSSION**

##### **Background**

The Southern California 511 Traveler Information System is a regional resource that provides traffic, transit and other related traveler information through the use of an automated Interactive Voice Response (IVR) phone service, a web site and a mobile app. There is also a call center that supports motorist aid calls as well as provides assistance in the use of the IVR. Southern California 511 is operated in partnership with the Orange County Transportation Authority, the Ventura County Transportation Commission, CHP and Caltrans.

The system went live in June 2010 and currently averages over 300,000 users per month. The current system is the first of its type for this region. Based upon the experiences of this first generation system, staff is proceeding with an updated strategy to support the next generation 511 system and to ensure improved performance, quality and usage of the service. A major element of the strategy is to contract directly with the providers of the service platforms, which will enable each contractor to focus on their areas of expertise. Additionally, obtaining platform experts will help improve innovation, customer service and oversight of the system by LA SAFE. A summary of the

strategy is contained in the attached presentation.

### **FINANCIAL IMPACT**

None

### **ALTERNATIVES CONSIDERED**

Since this is a Receive and File no alternatives were considered

### **NEXT STEPS**

Procurement Action in support of the Next Generation Southern California 511 system will begin in October.

### **ATTACHMENTS**

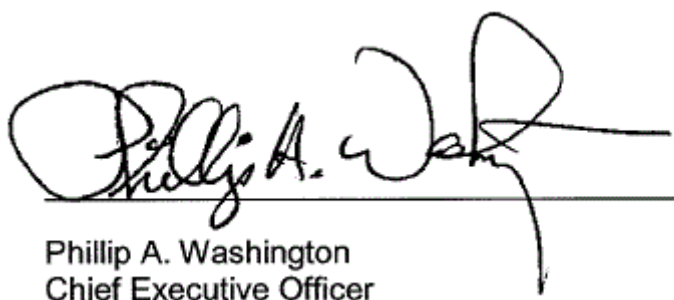
Attachment A - Next Generation Southern California 511 Travelers Information System

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