NRITS Conference

511 the Oregon Experience

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ATIS Design

• Technology platform(s) for aggregating and sharing ATIS data with all the outlets - including 511
• Share information through multiple outlets
• Partnerships with other organizations – public and private
ODOT ATIS History

- 2000 TripCheck Web site
- **2001 – Automated phone system**
- **Dec. 2003 – 511 Service**
- May 2005 – TripCheck 2.0
- April 2006 – TTIP System
- May 2006 Cable TV upgrade
- Feb. 2007 – Transportation Options System (Transit)
- July 2007 – TripCheck Mobile system
- **2009 – 511 IVR/TTS system replacement**
ATIS Usage

Average Monthly Visits to TripCheck.com

2000 2001 2002 2003 2004 2005 2006 2007
“Old” 511 Mobile Voice
Hybrid Approach for 511

- ODOT kept the data part of the system
- Outsourced the IVR/TTS
- Send data over the Internet
- Vendor handles IVR/TTS and telephony
Benefits

- Reduced costs for hardware (initial and replacement)
- No software and ongoing software licenses costs
- Reduces the T-1 line costs
- Reduced operations / maintenance cost
- Added redundancy of IVR/TSS sites
- Still retain the data development and testing capabilities
In the Future

• Continue to tweak the existing system
• Update to content and organization of the 511 Interface
  – Change the menu structure
  – Personalization
  – Other content
Thanks

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