

LA SAFE

Los Angeles County Service Authority for Freeway Emergencies

Motorist Aid

One Gateway Plaza

Los Angeles, California 90012-2952

213.922.5652 | lasafe.net

To: 511 Partner Agencies

From: LA SAFE

Date: October 17, 2009

Re: 511 Website User Testing

Objective:

511 website user testing will ensure that the website has been developed per the intended design, help pinpoint any “bugs” that need to be addressed prior to Go-Live and give 511 partners an opportunity to comment on the website functionality, content and design. User testing of the pre-production MATIS system is in addition to the testing outlined in the Baseline System Acceptance Test Plan (BSD-2). The combined results will help the 511 team including our partners, determine if the 511 system is ready for full system acceptance.

User Testing and Feedback Period:

User testing of the 511 website will begin on Oct 19, 2009 and continue through Oct. 23 2009 with comments due by COB 10/23/09. While comments are due by Oct. 23 2009 to give the contractor enough time to make corrections during the SAT test period, the 511 website will continue to be tested beyond the SAT period and we'll therefore appreciate comments any time beyond the SAT test period. However, comments received after the SAT test period will be addressed during the Operations and Maintenance period unless bugs are identified in which case immediate action will be initiated.


Instructions:

1. Read the “About the 511 Website” information listed below. This will give you an idea of how the website was designed and developed.
2. Visit the Go511.com website at its development URL:
 - <http://68.177.227.80/go511>
 - User Name: demo
 - Password: qXX@b92!
3. Browse the website to look for traffic, public transit and other traveler information relative to your commute and/or your agency. Verify that the information is correct.
4. Check to see that the website functionality, content and design are consistent to what is described in “About the 511 Website” below.
5. When you're done, click on “**FEEDBACK**” at the bottom of any page and write a message about your experience using Go511.com and suggestions for improvement.
6. You can also email your comments directly to Anne Karna at karnaa@metro.net or to Mauro Arteaga at arteagam@metro.net

About the 511 Website:


Home Page

The home page is your entry to the rest of the website. You can always get to the home page by selecting the "HOME" link on the left side of every page (located under the black banner line and above the "Traffic Map"). The

other way to get to the home page from anywhere in the site is to click on the 511 logo  in the top left corner of the page.

From the home page there are many ways to access information – depending on what you prefer.

Select Your County allows you to see information about a specific county or the whole Southern California area. Click on one of the grey circles to select your geographic area of interest. When you click on it, the circle will turn

yellow , indicating the area you selected.

-  All of Southern California
-  Los Angeles
-  Orange County
-  Riverside County
-  San Bernardino County
-  Ventura County

Once a county is selected, the information throughout the site will be specific to that county. If you want to see information for another county or all of Southern California, you can change it at any time from any page.

Main menu navigation at the top of every page includes: Plan Your Trip, Traffic, Buses and Trains, Carpool and Vanpool and Extras. If you hold the mouse over any of the main menu items, a drop-down menu will appear. See the Site Map for all of the navigation features of the main menu.

- **Plan Your Trip** – provides shortcuts to planning all modes of travel: the bus and train trip planner, NexTrip information (providing the next scheduled arrival bus/train times), a carpool and vanpool finder provided by Commutesmart.info and current travel times
- **Traffic** – provides real-time information displayed in a map and text format for driving on Southern California roadways. Also gives information about Park & Ride Lots, toll roads, and roadside assistance for stranded vehicles
- **Buses and Trains** – provides public transit information
- **Carpool and Vanpool** – provides carpooling and vanpooling information
- **Extras** – provides bicycling, taxi and airport information

Search allows you to type in a keyword and press "Go" to generate a list of all the references to that keyword on the website.

Alerts show scrolling messages that contain important announcements about traffic incidents, major weather and other important information. You can see all of the Alerts clicking on the Alert button to the left of the scrolling banner.

Printer-Friendly displays the same web page in a printer-friendly format. To print the page, go to the printer-friendly page and press the "Print" button, then follow your regular printing process.

Home always takes you back to the 511 home page.

About 511 displays a list of commonly asked questions about 511, and tells you how to contact us with comments.

Help takes you to the help page for the whole website.

Live Freeway Traffic Info takes you to the interactive real-time traffic map.

See Traffic Cameras displays a list of traffic cameras that can be sorted by roadway and direction.

Get Driving Times displays travel times for highways that can be sorted by roadway and direction.



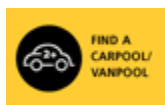
– Click on this link to see information about commuter rail, including links to Metro Rail, Metrolink and Amtrak.



– Click on this link to easily find a transit provider in your area that meets your needs.



– This link takes you to the interactive real-time map which shows live traffic data and information about road closures, incidents, congestion and more.



– Click on this link to access Commutesmart.info, a free service to help you find a carpool or vanpool partner.



– This link takes you to bicycling information resources in Southern California. Here you will find bike maps and information about bike safety, transit with bikes and much more.

The **Weather** tool on the lower right side of the home page lets you enter a city name or a US ZIP code to display weather for the chosen area provided by The Weather Channel. Close the Weather page by selecting the "x" at the top right of the page.

Footer Menu Navigation consists of the main menu navigation as well as Privacy Policy, Sitemap, Contact Us and Survey.

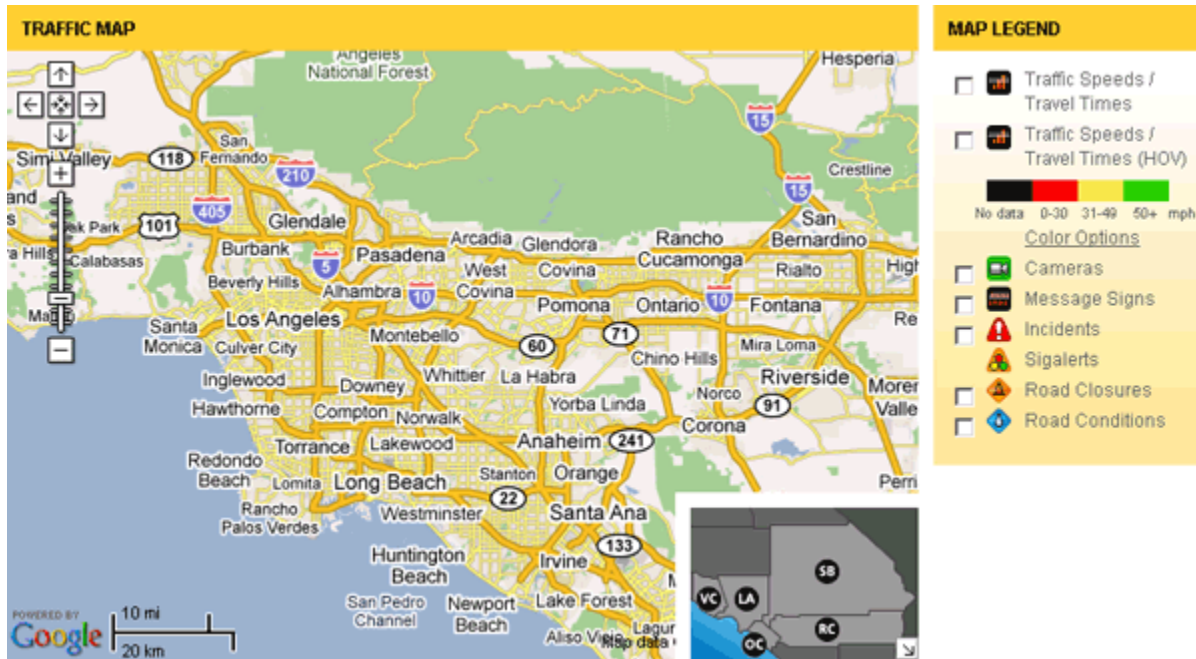
Traffic

The [traffic page](#) provides information about travelling on the roads. Data on this page is updated every few minutes. It can help you plan your trip and avoid delays. You can get to the traffic page a number of ways:

- From anywhere on the website, click [Traffic](#) from the main menu.
- From the home page, click on [Live Freeway Traffic Info](#) on the left side of the page.



- From the home page, click the  button.



Traffic Map

The interactive Traffic Map (add link) shows up-to-the-minute information about traffic on major roadways in Southern California. The map is updated every minute and displays the county you choose at the top of the page. To show the entire Southern California region, select "All Counties."

The traffic map page provides graphical and text information about travel times, road conditions, incidents/Sigalerts, highway camera images, message sign content and traffic speeds. It also gives you access to information about roadside assistance, Park & Ride lots, carpool lanes and toll roads.

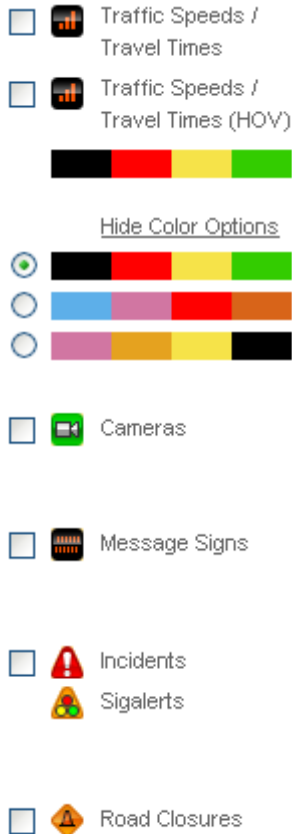
You can easily navigate around the traffic map using the pan and zoom functions on the upper left side of the map. Use the "+" to zoom in and the "-" to zoom out, or slide the cursor between the "+" and "-" to zoom in and out. You can also move around the map using the arrow keys or by putting your cursor on the map and using the grab function to move around the map.

The inset map on the lower right side of the main map shows your map view in relation to the larger available area. You can use the inset map to change the location of the main map by selecting one of the counties.

Map Content

The map is interactive: you can show just the layers that you want to see by checking the boxes in the Map Legend beside the information you want displayed on the map.

Hovering over an icon on the map will give you a small window that displays details about that icon. The window disappears when you move the mouse away from the icon. To keep the window open, click the icon instead of hovering over it. Close the window by clicking on the "X" in the top right hand corner of the box.





Traffic Speeds/Travel Times - the color of the line on the roadway when the Traffic Speeds box is selected indicates the current average speed on the road segment, according to the colors shown in the legend.

By hovering your mouse over the road segment, a hover box will appear that provides information about the current average speed on that segment and the travel time between the interchanges where the segment begins and ends.



There are **Color Options** available if you need to change the traffic speed road colors. Click on Color Options to display other options. Select a speed link color combination by clicking on the radio button beside the set of colors you prefer. Then close the option box by pressing the "Hide Color Options" link.

To show the location of **Cameras** on the roadways, check the box beside


Cameras on the Map Legend. The camera icon  appears on the map wherever there is a traffic camera.

View the current message on **Message Signs** on the highway by checking the box beside the Message Sign icon in the legend. Message Sign icons  appear on the map wherever there is a message sign displaying a message.

To show the location of **Incidents** on the roadways, check the box beside

Incidents on the Map Legend. The Incident icon  appears on the map wherever there is a current incident and the Sigalert icon  displays wherever there is a current Sigalert.

To show the location of **Road Closures** on the roadways, check the box beside

Road Closures on the Map Legend. The Road Closure icon  appears on the map wherever there is a current road closure.

Traffic List Pages

All of the information displayed on the map is also available in filterable lists. The list pages can be accessed by selecting Traffic (add link) in the main menu and selecting the desired information page from the list displayed. If the traffic page is open, select from the list of traffic options on the left side of the page.

The following information is provided in list format:

- [Travel Times / Traffic Speeds](#)
- Road Conditions
- Road Closures
- Incidents/Sigalerts
- Cameras
- Message Signs

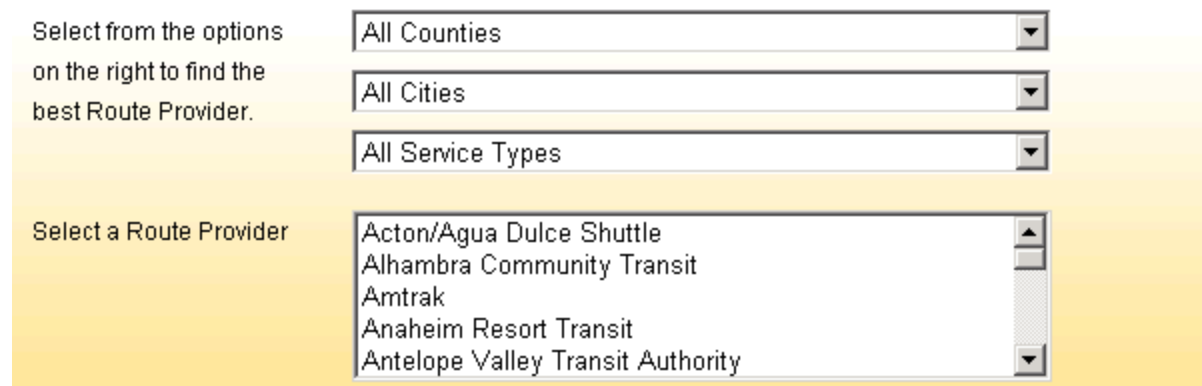
Each list page has a set of drop-down menus at the top of the page which allow you to filter the information displayed. Click anywhere on the title of the option or use the down arrow and a drop-down menu displays the options. Click on the desired option. You can limit all options to refine your search.

You can sort the list using any column in the list. For example, to sort a list by direction, click on the word "Direction" at the top of the list and the information will sort by direction.

Driving Travel Times / Traffic Speeds

When you choose [Driving Travel Times](#), the Travel Times List page is displayed. It provides information on actual travel times and average speeds on selected highways. To refine your search, use the drop-down options at the top of the page to filter the list by roadway name and direction. Click anywhere on the title of the information field, or use the down arrow next to the field, and select an option from the drop-down menu. You can select from all fields to refine your search. You can sort the list using any column in the list. For example, to sort a list by direction, click on the word "Direction" at the top of the list and the information will be sorted by direction.

Find a Transit Provider



The screenshot shows a form with two main sections. The first section, titled "Select from the options on the right to find the best Route Provider.", contains three stacked drop-down menus. The first menu is labeled "All Counties", the second "All Cities", and the third "All Service Types". The second section, titled "Select a Route Provider", contains a scrollable list box with the following options: "Acton/Agua Dulce Shuttle", "Alhambra Community Transit", "Amtrak", "Anaheim Resort Transit", and "Antelope Valley Transit Authority".

The [Find a Transit Provider](#) page has a handy tool to help you find the right transit agency and service you need. You can filter agencies by county, city and service type. By default, all fields are set to display all available information. To filter a field, click anywhere on the title of the information field, or the down arrow next to the field, and select an option from the drop-down menu. Scroll down the list and select the desired option (the option will be highlighted in blue). When you select an option, the list of transit providers changes to reflect your choice.

Once you have a list of agencies that meet your needs, you can select one of the agencies in the list beside "Select a Route Provider." Information for the agency selected will immediately appear in the lower half of the screen. You can change your options, or the agency selected, at any time until you have found the information you need.

The descriptions of transit agencies give basic information about the agency: phone number, website, some general information about the agency and links to its route map, schedules and fares.

Find a Carpool or Vanpool

The website provides information that will help a user find a carpool or vanpool, locate a Park & Ride lot and even start a Rideshare program in the workplace.

NexTrip

NexTrip is an easy way to plan your trip to the minute by providing scheduled bus and train departure information.

To get to the NexTrip tool, select either [Plan Your Trip](#) or [Buses or Trains](#) from the Main Menu, then choose NexTrip from the drop-down menu.

Bus/Rail Trip Planner

The Bus/Rail Trip Planner provides a tool to help you plan your trip on public transit. Once you enter your start and end points, options for your trip will be displayed.

You can get to the trip planner by selecting either [Plan Your Trip](#) or [Buses and Trains](#) on the Main Menu, then choosing [Trip Planner](#) from the drop-down menu.

Plan Your Trip

This section of the website helps you find the best way to get where you are going: car, public transit or carpool/vanpool.