APPENDIX A – STAKEHOLDER INTERVIEWS

APPENDIX A
LIST OF STAKEHOLDER INTERVIEWS

Don McFarland Homeland Security Director	
Department Overview	▪ The general purpose of AACOG is to plan for the unified, far-reaching development of the region, eliminate duplication of services, and promote economy and efficiency through coordination ▪ AACOG administers the 911 Program for Atascosa, Bandera, Frio, Gillespie, Karnes, Kendall and Wilson Counties based on guidelines from the Commission on State Emergency Communications (CSEC). The AACOG 911 Program services over 180,000 residents with 93,245 landlines being reported in 2005 ▪ The Homeland Security Program's goal is to provide assistance and support to governmental entities and First Responders in formulating a regional strategy necessary to access funding to address any disaster whether weather related or man-made
Existing ITS Uses, Plans and Needs	▪ AACOG is purchasing 15 solar panel DMS and 5 mobile DMS with transmitters ▪ AVL and MDCs for Live Oak and Alamo Heights operate on Bexar County system ▪ Fire vehicles are equipped with radiological detectors but are not integrated with any communications systems at this time ▪ On-Star is able to directly call PSAPs using non emergency numbers to get into the system ▪ VIA is currently involved in evacuation protocols, and Independent School Districts are involved in smaller areas ▪ Emergency Alert System scroll generated by fire departments (used to be generated by the National Weather Service)
ITS Needs	▪ Need DMS at county line for evacuation purposes. Currently do not have DMS or standard operating procedures for them ▪ If funding permitted, 4 DMS would be installed near the airport ▪ Future DMS would be best located in the South and East of San Antonio outside of State Highway 1604 to provide evacuation guidance to parking areas in the event of hurricanes or other major catastrophes (from which evacuees would be transported to shelters). Low power AM transmitters could be used to control and coordinate DMS outside Loop 1604 with DMS within the city ▪ Critical infrastructure identification predominantly concerned with rail sites where rail crosses underneath or nearby major roadway, but other sites included pesticide manufacturers as well as other large public arenas such as the SBC center ▪ Roadside HAZMAT detection and mitigation systems would be valuable, especially radiological detection ▪ Need to disseminate information regarding highway flooding to the public faster
Market Package Discussions	▪ No specific market packages were discussed with AACOG ▪ Based on future plans and needs, several market packages will be adjusted to meet the needs discussed and show current assets

Pat Irwin Director of Engineering and Operations	
Department Overview	▪ Alamo Regional Mobility Authority (RMA) aims to provide alternate means to financing and accelerating transportation projects from the traditional methods ▪ Alamo RMA works to develop toll roads, both operated by Comprehensive Development Agreements (CDAs) and the RMA
Existing ITS Uses and Plans	▪ Currently no ITS infrastructure in place ▪ Planning to establish fiber backbone in areas likely to see toll road developments in the future such as Bandera Road, Wurzbach Parkway, I-35 and segments of US 281 and Loop 1604
ITS Needs	▪ Coordination with traffic management centers, i.e. TransGuide, to improve effectiveness of roadway operations ▪ Coordination with transit management, i.e. Coach America KBC or VIA ▪ Real-time data published to RMA website to provide travelers with road network conditions ▪ Roadside ITS deployment such as DMS, CCTV cameras, road weather monitoring equipment, and fiber or wireless communication devices ▪ Toll road equipment and plazas
Market Package Discussions	▪ *ATMS02 – Probe Surveillance:* Toll tags in vehicles may be used for probe surveillance purposes ▪ *ATMS09 – Traffic Forecast and Demand Management:* Variable tolling and the advantages and disadvantages were discussed. Coordination with traffic and transit management is needed. ▪ *ATMS10 – Electronic Toll Collection*: Toll collection by RMA and CDA were discussed and documented

Beverly Lutz Rural Public Transportation Manager **Carolyn Goodall** TxDOT Public Transportation Coordinator	
Department Overview	▪ Alamo Regional Transit (ART) operates in 11 of the 12 counties in the TxDOT San Antonio District ▪ ART offers ridership to elderly and disabled
Existing ITS Uses and Plans	▪ Currently there is no ITS technology in use by ART ▪ ART is planning to invest in schedule coordination software. Software being considered includes: Routematch, Shah, and Trapeeze ▪ ART is planning to install mobile data terminals (MDTs) in transit vehicles
ITS Needs	▪ Automatic vehicle location (AVL) to track transit vehicle location ▪ MDTs for improved dispatching of transit vehicles ▪ Remote traveler kiosks in areas where ridership is high enough to make such facilities cost effective ▪ Smartcards that are coordinated with other Region's Smartcards ▪ CCTV and surveillance cameras onboard vehicles to provide both driver and passenger security ▪ Traffic signal preemption to increase effectiveness of transit operations
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* ART would like to move toward vehicle tracking ▪ *APTS2 – Transit Fixed-Route Operations:* ART does not have any dedicated fixed route operations although deviated fixed route schedules are planned ▪ *APTS3 – Demand Response Transit Operations:* ART would like to have roadway maintenance and closure information shared automatically with their operations centers ▪ *APTS4 – Transit Passenger and Fare Management:* ART is interested in coordinating a Smartcard with other transit agencies in the Region as well as installing kiosks where needed ▪ *APTS5 – Transit Security:* The interest of having surveillance cameras and security communications has become increasingly important with the continued growth in the Region and ITS technology in this area would be valuable to ART ▪ *APTS6 – Transit Maintenance*: ITS maintenance technologies are of interest to ART ▪ *APTS7 – Multi-modal Communication:* Currently ART coordinates with agencies within the Region and also has interest in traffic signal preemption projects ▪ *APTS 8 – Transit Traveler Information:* There are no existing technologies in use now for real time information, but ART would like to develop projects that could increase travelers access to information

Richard Higby Bexar County Public Works **James Brannan** Bexar County Public Works **Robert Pina** Bexar County Infrastructure Services Department	**Mary Frances Teniente** Bexar County Public Works **Ray Grana** Bexar County Infrastructure Services Department **Arnold Escobar** Bexar County Infrastructure Services Department
Department Overview	▪ Bexar County Infrastructure Services Department is responsible for developing and maintaining County roads, bridges, vehicles, equipment, parks, and facilities ▪ Bexar County Public Works is a division of the Infrastructure Services Department which is focused on the maintenance and construction of roadway and are involved in traffic analysis ▪ Bexar County has non-attainment deferred status for air quality
Existing ITS Uses and Plans	▪ Bexar County has 13 standalone traffic signals in the North of town. If signals were to become integrated, the operations would most likely be abdicated to the COSA ▪ School zone flashers in the county are currently operated by COSA ▪ There are no preemption devices on any traffic signals ▪ Bridge report information comes from TxDOT to Bexar county by hard copy ▪ Bexar County Sheriff's office has a portable DMS used for speed monitoring ▪ Railroad crossings coordination is currently operated by TxDOT. Most intersections are signalized ▪ Road closure information is provided to emergency services and school districts. The County currently uses a fax message and telephone call system. ▪ AVL is not installed on any vehicles
ITS Needs	▪ Reversible Lane management plan ▪ Coordination between street maintenance and EOC ▪ All future ITS equipment should communicate directly to EOC ▪ Congestion management is not a primary concern for the County. Flooding and icing are primary issues. Automatic flood closure gates and flood gauges will be key deployments. ▪ Weather reports more specific to the County (NOAA is located at the New Braunfels airport and does not show a comprehensive enough report that the County can rely on) ▪ Need to be integrated into the future 511 system ▪ Data needs for planning and evacuation purposes ▪ AVL on public safety vehicles
Market Package Discussions	▪ No specific market packages were discussed with Bexar County ▪ Based on future plans and needs, several market packages will be added to the generic County designated slides.

Elidia "Lilly" Banda Traffic Management Engineer **Sek Fai Choy** Engineering Associate	
Department Overview	▪ The City of San Antonio (COSA) Public Works department operates the City's traffic management Center and signal shops for the City of San Antonio ▪ The City is responsible for over one thousand traffic signals as well as a special event management system new the AT&T Center
Existing ITS Uses and Plans	▪ COSA is planning on taking over operations and maintenance of TxDOT traffic signals located along the freeways and on major arterials in the City limits ▪ All COSA signal controllers are planned to be upgraded to 2070 controllers ▪ COSA is completing the construction of a COSA/Bexar County joint emergency operations center ▪ COSA plans to transition from dial-up to fiber optic or wireless communications for all traffic signal controllers ▪ COSA operates CCTV cameras, DMSs, and a reversible lane system at the AT&T Center ▪ COSA plans to increase roadside deployments such as CCTV cameras, DMS, and road weather information monitoring equipment
ITS Needs	▪ Need to connect to all traffic signals to allow for real-time monitoring and the ability to remotely change signal timing ▪ Continued deployment of ITS roadside deployments ▪ COSA coordinated website with TransGuide providing real-time traffic information, road weather information and roadway closures ▪ Increased ITS communication with agencies such as TransGuide, VIA and EOCs to improve effectiveness of communication, and integrate operations
Market Package Discussions	▪ *ATMS01 – Network Surveillance:* Camera feeds are not currently available to the public, but may be uploaded in real-time to website in future. TransGuide may take on this role for COSA ▪ *ATMS03 – Surface Street Control:* COSA will be taking over operations and maintenance of TxDOT traffic signals within the City limits ▪ *ATMS06 – Traffic Information Dissemination:* Traffic information dissemination will become increasingly important between agencies, especially if the bus rapid transit project is implemented ▪ *ATMS08 – Traffic Incident Management System*: Increased and upgraded deployment of ITS technologies along with improved coordination are necessary for improved incident management ▪ *ATMS13 – Standard Railroad Grade Crossing:* Coordinating with railroad operators would be highly beneficial to both traffic conditions and transit operations ▪ *ATMS15 – Railroad Operations Coordination:* See ATMS13 ▪ *ATMS18 – Reversible Lane Management:* Reversible lane management has grown to be more important in recent years after hurricane evacuations and the growth of the Region

City of San Antonio Elderly and Disabled Services – Community Initiatives
Interview Date: 02-06-07

Fernando Medellin Program Manager for Senior Transportation Program	
Department Overview	▪ COSA Elderly and Disabled Services offer medical transportation services as well as nutritional transportation services for the elderly in Bexar County ▪ 40 vehicle fleet: 10 vehicles for senior transportation, 30 vehicles for nutrition program ▪ Hours of operation are 6am – 6pm
Existing ITS Uses and Plans	▪ Currently there is no ITS technology in use by COSA Elderly and Disabled Services and funds have restricted any move in the direction of ITS technologies ▪ Dispatching is currently operated with 2-way radios. COSA Elderly and Disabled Services also dispatch Presa Community Center vehicles.
ITS Needs	▪ Automatic vehicle location (AVL) to track transit vehicle location ▪ Electronic communications between transit agencies and traffic operation centers
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* COSA would like to move toward vehicle tracking if funding permits ▪ *APTS2 – Transit Fixed-Route Operations:* COSA does not have any dedicated fixed route operations ▪ *APTS3 – Demand Response Transit Operations:* COSA may be interested in roadway maintenance and closure information being shared automatically with their operations center in the future ▪ *APTS4 – Transit Passenger and Fare Management:* COSA does not collect fares ▪ *APTS5 – Transit Security:* COSA has no interest in equipping vehicles with surveillance equipment at this time ▪ *APTS6 – Transit Maintenance*: Vehicle fleet is maintained by another COSA department, and ITS in this service area would be redundant ▪ *APTS7 – Multi-modal Communication:* Currently COSA coordinates with Presa Community Center regarding routing, so advances in communications equipment may make this process more efficient ▪ *APTS 8 – Transit Traveler Information:* There are no existing technologies in use now for real time information, and COSA has no interest in developing a real-time website as most of the riders are not computer literate

Tofie Balagia Director of Special Projects	
Department Overview	▪ Coach America – Kerrville Bus Company provides intercity bus service (predominantly in Texas) ▪ Coach America, headquartered in Dallas, is the nations largest charter and tour company
Existing ITS Uses and Plans	▪ Development of a ticketing system is underway ▪ Photo ID system for site security ▪ GPS system in some vehicles ▪ "Drive-cams" monitor both incidents outside bus as well as on bus, and detect erratic driving
ITS Needs	▪ Automatic vehicle location (AVL) for transit vehicle tracking ▪ Automated communication from Highway Conditions Reporting Systems will provide routing information for more effective dispatching ▪ Added surveillance equipment to buses not fully equipped or new buses ▪ Traffic signal preemption with municipal/county traffic signals
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* Coach America would like to continue deploying vehicle tracking and may include next-bus-arrival systems on passenger information signs ▪ *APTS2 – Transit Fixed-Route Operations:* Coach America would like to receive road network conditions from TransGuide in order to manage fixed route operations more smoothly ▪ *APTS3 – Demand Response Transit Operations:* Coach America does not operate demand-response vehicles ▪ *APTS4 – Transit Passenger and Fare Management:* Coach America is interested in coordinating a Smartcard with other transit agencies in the Region as well as installing kiosks where needed ▪ *APTS5 – Transit Security:* Coach America currently manages 'drive-cams', CCTV cameras, and Photo-ID which improves facility security ▪ *APTS6 – Transit Maintenance*: ITS maintenance technologies are of interest to Coach America but not a high priority ▪ *APTS7 – Multi-modal Communication:* Currently Coach America coordinates with agencies within the Region in order to prevent passengers having to switch vehicles where possible ▪ *APTS 8 – Transit Traveler Information:* Coach America would like to have real-time technologies available on the website

Carol Edgett Emergency Management Coordinator **Thomas H. Hornseth, P.E.** County Engineer	**Jay Millikin** Commissioner Pct #2 **Danny Scheel** County Judge
Department Overview	▪ County government for Comal County ▪ Currently have an Emergency Operations Center (EOC) that services New Braunfels, Garden Ridge, Bulverde, and Comal County ▪ At grade railroads are an issue in the County because trains often stop on the tracks for periods of time, and there have been derailments in the past ▪ Comal County is the designated evacuation point for Corpus Christi, and the County saw receiving evacuees from San Antonio or Austin during a disaster as a major challenge ▪ All signals in the County are operated and maintained by TxDOT ▪ There are 50 USGS rain and stream flow gauges. The information goes to GBRA in Seguin, and the information is then available to the EOC.
Existing ITS Uses and Plans	▪ A grant through the Department of Homeland Security has allowed Comal County to have access to 8 portable DMS. The DMS are housed in Bexar County and can be requested for use by Comal County. ▪ Comal County is in the process of upgrading their radio system from a 900 MHz system to a very high frequency (VHF) digital radio system. This will ensure integration of their radio system with TxDOT's system. ▪ Comal County is planning to install electronic flood gauges to detect flow levels at rivers and low water crossings. The information would then be sent to a central data location.
ITS Needs	▪ The County is interested in the idea of electronic automatic barricades that react to water levels by lowering or raising of a barricade ▪ Signal preemption was of future interest to the County. Currently the County, excluding New Braunfels, is serviced by a volunteer fire department, but, as the County grows, signal preemption will become an inevitable need. ▪ There is a need to disseminate traveler information to motorists about incidents and congestion between San Antonio and Austin. Thomas Hornseth thought the Internet would be the most convenient method of getting day to day information to the general public, and DMS are most practical when broadcasting information about ice or impassable roadways. Remote control of the DMS would be within the County. DMS could also be used for rerouting traffic to and from Schlitterbahn and along River Road during the summer months. ▪ The County expressed interest in being able to quickly program the permanent and portable DMS from a remote location within the County (like the County Engineer's Office) ▪ In regard to railroads, the County expressed interest in sensors to detect the location of trains, mast arms for all at-grade railroad crossings, coordination with railroad schedules, and a method to determine derailment locations ▪ There is a need to detect hazmat material freight on commercial vehicles and railroad cars. The state currently tracks radiological materials through the Bureau of Public Health. ▪ The County expressed interest in coordination of police and fire data with traffic personnel to aide in rerouting traffic around incidents. Also, coordinating traffic data with police and fire personnel will allow emergency vehicles to be rerouted around areas with a large amount of traffic.

	▪ Comal County wants to be more integrated with TransGuide, so they have access to CCTV cameras, road closure information, incident and congestion information, etc. during disasters, evacuations, bad weather, etc.
Market Package Discussions	▪ No specific market packages were discussed at this time

Sarah Hidalgo-Cook Transit and Safety Director	
Department Overview	▪ CCSWT provides public transportation into Uvalde and San Antonio as well as surrounding rural areas ▪ Provides transportation to the public for medical purposes
Existing ITS Uses and Plans	▪ Website (not real-time)
ITS Needs	▪ Automatic vehicle location (AVL) would provide information that could verify vehicles made stops where requested, or help in rerouting the nearest vehicle to a pick-up when necessary ▪ Automated communication from Highway Conditions Reporting Systems could help in routing vehicles more effectively ▪ Remote traveler kiosks could be used for the public transport sector of CCSWT's operations where frequency of passengers makes it cost effective ▪ Installation of CCTV cameras on buses to provide driver and passenger security ▪ Traffic signal preemption with municipal/county traffic signals would improve the effectiveness of transit operations and increase passenger demand for transit
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* CCSWT would like to move toward vehicle tracking but would not show real-time location to public on their website due to violation of privacy ▪ *APTS2 – Transit Fixed-Route Operations:* CCSWT does not have any dedicated fixed route operations although deviated fixed route schedules exist and additional routes are planned ▪ *APTS3 – Demand Response Transit Operations:* CCSWT would like to have roadway maintenance and closure information shared automatically with their operations centers in Maverick County and Uvalde ▪ *APTS4 – Transit Passenger and Fare Management:* CCSWT is interested in coordinating a Smartcard with other transit agencies in the Region as well as installing kiosks where needed ▪ *APTS5 – Transit Security:* Interest in having surveillance cameras and security communications has not been a priority but may become increasingly important with the continued growth in the Region ▪ *APTS6 – Transit Maintenance*: ITS maintenance technologies are of interest to CCSWT but not a high priority ▪ *APTS7 – Multi-modal Communication:* CCSWT coordinates with agencies within the Region and also has interest in traffic signal preemption projects ▪ *APTS 8 – Transit Traveler Information:* There are no ITS technologies in place that currently allow transit users to access travel information from CCSWT

Stephanie Smith President/CEO	
Department Overview	▪ Presa Community Center provides demand response public transit for the elderly and disabled. They are contracted under AACOG and Warm Springs Resource Center and do not collect fares. ▪ Hours of operations are Monday – Friday 6:30 AM to 6:00 PM
Existing ITS Uses and Plans	▪ Website (not real-time) and unlikely to be made real-time in the near future
ITS Needs	▪ Automatic vehicle location (AVL) for improved routing information ▪ Cameras and surveillance equipment aboard vehicles for both driver and passenger safety
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* Presa Community Center would like to move toward vehicle tracking primarily for faster response times ▪ *APTS2 – Transit Fixed-Route Operations:* Presa Community Center does not have any dedicated fixed route operations ▪ *APTS3 – Demand Response Transit Operations:* Improved website capabilities and information sharing could benefit Presa Community Center ▪ *APTS4 – Transit Passenger and Fare Management:* Presa Community Center will not collect fares ▪ *APTS5 – Transit Security* The interest of having surveillance cameras and security communications has not been a priority but may become increasingly important with the continued growth in the Region ▪ *APTS6 – Transit Maintenance*: ITS maintenance technologies are not of any interest to Presa Community Center at this time ▪ *APTS7 – Multi-modal Communication:* Currently Presa Community Center does coordinate with agencies within the Region. They have interest in rapid bus programs or other priority available to transit vehicles ▪ *APTS 8 – Transit Traveler Information:* There are no ITS technologies in place that currently allow transit users to coordinate with Presa Community Center

Brian Fariello Traffic Management Engineer	
Department Overview	▪ The TxDOT San Antonio District is responsible for design, construction, operations, and maintenance of state and federal routes in the TxDOT San Antonio District, which includes 12 counties in Central Texas. ▪ TransGuide serves as the traffic operations center for the TxDOT San Antonio District. TransGuide provides incident management, traveler information, and freeway control for almost 100 miles of freeways in the Region. ▪ Operating partners at TransGuide include TxDOT, the City of San Antonio, and VIA.
Existing ITS Uses and Plans	▪ The TransGuide Operations Center is a 53,000 square foot multi-agency facility that includes workstations for TxDOT, City of San Antonio Public Works, City of San Antonio Police, and VIA ▪ 93 miles of freeways are instrumented with ITS technologies, including CCTV cameras, dynamic message signs, detectors, lane control signals, water detection systems, and highway advisory radio. In addition TxDOT also controls traffic signals on state routes throughout the Region. ▪ Traveler information is available via a website, kiosks, and highway advisory radio. The TransGuide data server is also available for private sector entities to use for gathering local conditions and providing to the public. Video connections are available for the media to use to broadcast to the public. ▪ TransGuide acts as the central point for AMBER Alert notifications to TxDOT Districts throughout the state ▪ TransGuide provides after hours operations at night and on weekends for the TxDOT traffic operations centers in Corpus Christi and Laredo ▪ TxDOT operates a courtesy patrol on freeways within San Antonio
ITS Needs	▪ Need to instrument additional miles of freeway with ITS technologies including the I-35 corridor between San Antonio and Austin ▪ Need to integrate freeways and arterial streets to provide improved corridor management ▪ Need to transfer operations and maintenance of traffic signals at freeway intersections and major arterials in the City of San Antonio to the City ▪ Need to deploy additional low water crossing stations to determine flooding on roadways ▪ Need to complete center-to-center integration throughout the state to allow TransGuide the ability to control dynamic message signs statewide during AMBER Alerts ▪ Need to establish connections to smaller communities in the San Antonio Region for improved traffic signal coordination and incident sharing ▪ TxDOT is studying fiber sharing opportunities with other agencies throughout the District
Market Package Discussions	▪ *ATMS01 – Network Surveillance:* Network surveillance is currently implemented on nearly 100 miles of freeway in San Antonio ▪ *ATMS02 – Probe Surveillance:* Probe surveillance will be primarily the responsibility of the Alamo RMA once toll facilities are operational in the Region ▪ *ATMS03 – Surface Street Control:* TxDOT operates and maintains signals at freeway interchanges, major arterials, and in rural areas of the TxDOT San Antonio District. TxDOT is in the process of transferring responsibility of their signals that are located within the City of

	San Antonio to the City. ▪ *ATMS04 – Freeway Control:* TxDOT freeway control includes lane control signals and dynamic message signs ▪ *ATMS06 – Traffic Information Dissemination:* The traffic information dissemination market package is for roadside traveler information. TransGuide includes DMS and HAR for roadside traveler information. ▪ *ATMS07 – Regional Traffic Control:* TransGuide will have the capability to communication with other TxDOT TMCs through the center-to-center deployment. At the current time TransGuide operates the TxDOT Corpus Christi and Laredo TMCs after business hours and on the weekends. ▪ *ATMS08 – Traffic Incident Management System*: The City of San Antonio Police Department has a workstation for dispatch operations on the TransGuide operations floor. The future San Antonio/Bexar County EOC will have a TransGuide workstation located at the facility. ▪ *ATMS11 – Emissions Monitoring and Management:* The Region is currently in attainment ▪ *ATMS15 – Railroad Operations Coordination:* TxDOT's has a program called Advance Warning for Railroad Delays (AWARD) that monitors railroad crossings to determine the length and timing of passing trains ▪ *MC03 – Road Weather Data Collection* TransGuide monitors flood detection stations, including TxDOT storm water pump stations and information from Watermark Hill Country water level sensors ▪ *ATIS1 – Broadcast Traveler Information:* Information that feeds the ATMS includes operator input data and incident information from the City of San Antonio Police CAD. Highway Conditions Reporting System and TransGuide website provide information to the public. ▪ *ATIS3 – Interactive Traveler Information:* This market package would include the 511 traveler information number ▪ *AD1 – ITS Data Mart and AD2 – ITS Data Warehouse:* The TransGuide ATMS and TransGuide Data Server collect and disseminate traveler information that serve as the ITS data mart and ITS data warehouse. The possibility of AD3 – ITS Virtual Data Warehouse, was discussed although in its current form TxDOT provides an ITS Data Warehouse.

Bill Jurczyn ITS Analyst Supervisor	
Meeting Purpose	▪ The purpose of this meeting was to discuss the data archiving and sharing system at TransGuide and become familiar with any pertinent details from the on-going Integrated Corridor Management project
Existing ITS Uses and Plans	▪ Data can be categorized into data generators and data customers. Data generators include Police Dispatch CAD, Advance Warning for Railroad Delays program, DMS, lane control signals, City of San Antonio Public Works, and VIA. Data customers include City of San Antonio, VIA, ATIS, and the ATMS. ▪ TransGuide currently includes both a data archive and a real time data server ▪ The ICM project is integrating the City of San Antonio, VIA, and TxDOT data in the arterial and freeway corridor along I-10 west of Downtown San Antonio ▪ Fiber sharing will be included to allow the City of San Antonio to bring real time information from their traffic signals on the corridor back to TransGuide
ITS Needs	▪ Need to integrate signal system and freeway management system so that signal timing is adjusted in real-time when freeway incidents occur ▪ Need to coordinate and share fiber between TxDOT and COSA
Market Package Discussions	▪ Archive data management slides were discussed and changes will be noted on slides to incorporate needs and current infrastructure accordingly

Tony Cade Chief Information Officer	
Department Overview	▪ VIA provides transit services throughout Bexar County. Their service area includes unincorporated parts of Bexar County and the following municipalities: San Antonio, Balcones Heights, Castle Hills, China Grove, Converse, Elmendorf, Kirby, Leon Valley, Olmos Park, Shavano Park, St. Hedwig, and Terrell Hills. ▪ Transit services include fixed route, demand response, paratransit, vanpool services, contract line services, and special event park and ride services ▪ VIA has workstations located on the TransGuide Traffic Management Center operations floor for fixed route bus dispatching and a dispatching center located on the third floor of TransGuide for paratransit operations
Existing ITS Uses and Plans	▪ Automated vehicle location (AVL) and mobile data terminals (MDTs) on buses, supervisor vehicles, and tow trucks (AVL servers are located at TransGuide) ▪ Onboard video systems on a limited number of buses and vans ▪ Wireless local area network connection to buses at the central VIA bus yard ▪ Super stops will be installed at 50 locations as part of the 10-Year Plan. Super stops will include a large shelter, fare vending machines, real-time bus arrival information, and a bike rack. Fiber optic communications will be available at many of the stops.
ITS Needs	▪ Need to consider bus rapid transit included dedicated bus lanes and traffic signal priority. A timeline for bus rapid transit implementation has not been determined. ▪ Need to implement Super Stops over the next 10 years, which will include passenger information signs with real time bus arrival information
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* VIA is currently tracking bus locations. The information is sent directly to VIA at TransGuide. ▪ *APTS2 – Transit Fixed-Route Operations:* VIA fixed-route operations are dispatched from the TransGuide operations floor. Dispatchers have access to real time travel conditions available at TransGuide. Real time information on bus location and arrival is not currently available to the public but could be made available through the VIA website and Super Stops in the future. ▪ *APTS3 – Demand Response Transit Operations:* VIA demand response operations are dispatched from the third floor of TransGuide. VIA would like to add IVR and web booking for riders. ▪ *APTS4 – Transit Passenger and Fare Management:* VIA does not currently have electronic fare pay payment. Smart cards may be added in the future. ▪ *APTS5 – Transit Security:* VIA buses can sent send alarm notification to dispatchers and cameras exist at the Headquarters facility. Future bus stops may also have security cameras. ▪ *APTS6 – Transit Maintenance*: VIA maintenance can download information directly from buses. ▪ *APTS7 – Multi-modal Communication:* VIA would like to improve coordination with other transit agencies in the Region. Signal priority is being considered for the future. ▪ *APTS 8 – Transit Traveler Information:* Traveler information will include website, email and telephone/pager subscription services, kiosks, and passenger information signs

Ricardo Vasquez Resource Center Coordinator	
Department Overview	▪ Warm Springs Resource Center operates demand response public transit for elderly and disabled. Their fleet consists of 3 vehicles and 2 other vehicles are contracted. They collect fares. ▪ Dispatching is done with radios and they use ParaLogic computer scheduling software
Existing ITS Uses and Plans	▪ Website (not real-time) with no transportation information
ITS Needs	▪ Automatic vehicle location (AVL) to provide vehicle tracking and improved routing ▪ Cameras and surveillance equipment for onboard driver and passenger security ▪ Road closure/maintenance/detour and weather information for improved routing and dispatching
Market Package Discussions	▪ *APTS1 – Transit Vehicle Tracking:* Warm Springs Resource Center would like to move toward vehicle tracking primarily for faster response times ▪ *APTS2 – Transit Fixed-Route Operations:* Warm Springs Resource Center does not have any dedicated fixed route operations ▪ *APTS3 – Demand Response Transit Operations*: Improved website capabilities and information sharing could benefit Warm Springs Resource Center ▪ *APTS4 – Transit Passenger and Fare Management*: Warm Springs Resource Center currently use a fare box method of payment, and unless ridership significantly increases this is unlikely to change ▪ *APTS5 – Transit Security:* The interest of having surveillance cameras and security communications has not been a priority but may become increasingly important with the continued growth in the Region ▪ *APTS6 – Transit Maintenance:* ITS maintenance technologies are not of any interest to Warm Springs Resource Center at this time ▪ *APTS7 – Multi-modal Coordination:* Warm Springs Resource Center coordinates with agencies within the Region and also has interest in rapid bus programs or other preemption available to transit vehicles ▪ *APTS 8 – Transit Traveler Information:* There are no ITS technologies in place that currently allow transit users to coordinate with Warm Springs Resource Center ▪ *AD1 – ITS Data Mart:* Warm Springs Resource Center archives trip information at this time