NCDOT Experience in Coordinating with Navigation Companies

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Nov 5, 2019
Outline

• My Role
• Experience
  – Hurricanes Matthew & Florence
  – Day to Day
• Understanding >>>> Process
• Recent Cases: good, bad & ugly
Trav Info Engineer

• DriveNC.gov website
  – Home Grown RCRS
  – Field entered (1000+) users
  – Bing Base Map
  – Includes Emails & API

• NC 511 phone system

• Probe Speed Data
  – I-95 Corridor Coalition / Vehicle Probe Project
  – Since 2008
  – Trav Info & TSMO & …..
Hurricane Matthew

• October 2016
• 1500 road closures
• Not Waze CCP members yet
• I-95 Closed due to flooding near Fayetteville
  - SHP “You cannot go any further: road is closed.”
  - Driver returns one hour later “But my GPS keeps routing me back here”
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- **My best understanding**
- **Changes with new info**
  - Apple moving from TomTom to own maps
- **Please share any new/better/other info**

Bing (Microsoft) (This is the base map for TIMS/DriveNC)
Hurricane Florence

- September 2018
- 2574 road closures
- Waze CCP Members & other contacts
- Proactive checking
- 😊
Hurricane Florence

No drive zone: “Don’t trust your GPS.” 😞
Day to Day Requests for Help

- 80 K miles of state roads, no county roads
- 3-4 per month >> Draft NCDOT policy
  - Temporary Closures: DriveNC
  - Mapping Changes: Table of Companies and Contacts/Processes
- DOT folks: “I have a new road opening…”
- Local Governments: “Our road names are shown incorrectly…”
- Citizens: “People are routed incorrectly…”
  - Christmas Tree Farms
  - Private Roads & Dead Ends
- Businesses: Work Zone detours
- GIS process: administrative actions vs open to traffic
- multi-year full closure of main freeway through Winston-Salem
- worked hard in advance to get info to providers
- our first CCP entered closure (sort of)
- weekly proactive checks for changes with multiple nav cos
Monroe Expressway

- New Toll Road near Charlotte; Nov 2018
- Notified navigation companies ahead 😊
Monroe Expressway

Citizen and business complaints to Secretary about redelivery fees because delivery companies were not aware of changes to cross streets.
Truck Routing

• Truckers using Waze, Google, iPhone maps?
• HERE and TomTom have “truck products”
• NCDOT recommends long but truck suitable detours
• How to get good info to trucks ??????
Take Aways

- Develop contacts and processes
- Helps both day to day and during big events
- Trucks