



# **Idaho 511 Citizen Reporting Program**

**Tony Ernest – Traveler Services Coordinator  
North/West Passage Citizen Reporting Peer Exchange  
October 27, 2014**



# Idaho's 511 Traveler Information System

Idaho Transportation Department - Division of Highways - Windows Internet Explorer provided by Idaho Transportation Department

http://www.511.idaho.gov/

File Edit View Favorites Tools Help

★ Favorites CARs-4 Idaho Transportation De... Home

McAfee

Google

Page Safety

Idaho Transportation Department

ITD Employees

Browser Help | Mobile Help | News | Contact ITD

Welcome to Travel Information — Call 511 or 1-888-432-7623

Click on your map preference. Traffic report display may differ on the Broadband / Dial-up / Mobile web sites, but the information is the same.

Streamlined

Good for broadband or dial-up  
Works with any web browser  
Good with new and older computers  
Fastest loading site

[Winter Driving](#)  
[Road Reports](#)  
[Cameras](#)  
[Weather Stations](#)  
[Mountain Passes](#)

**Highways**  
Winter Driving  
Road Reports  
Cameras  
Weather Stations  
Mountain Passes

**Truckers**  
Truck Restrictions  
Spring Breakup

**Mobile Phone**  
Road Reports  
Cameras  
Weather Stations

Full Feature

Requires broadband internet  
Best on recent browsers  
Suitable for faster computers  
May be slow on busy days

[Road Reports](#)  
[Winter Driving](#)  
[Cameras](#)  
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**Highways**  
Road Reports  
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**Truckers**  
Truck Restrictions  
Spring Breakup

**Transit**  
Routes  
Schedules  
Cancellations  
Disruptions

Personalize your 511 experience  
with email and text alerts. [Learn More](#)

County and Statewide alerts are  
now on Twitter! [Follow Us](#)

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Text Size **AA**

### Menu



[Winter Driving](#)



[Road Reports](#)



[Truck Restrictions](#)



[Cameras](#)

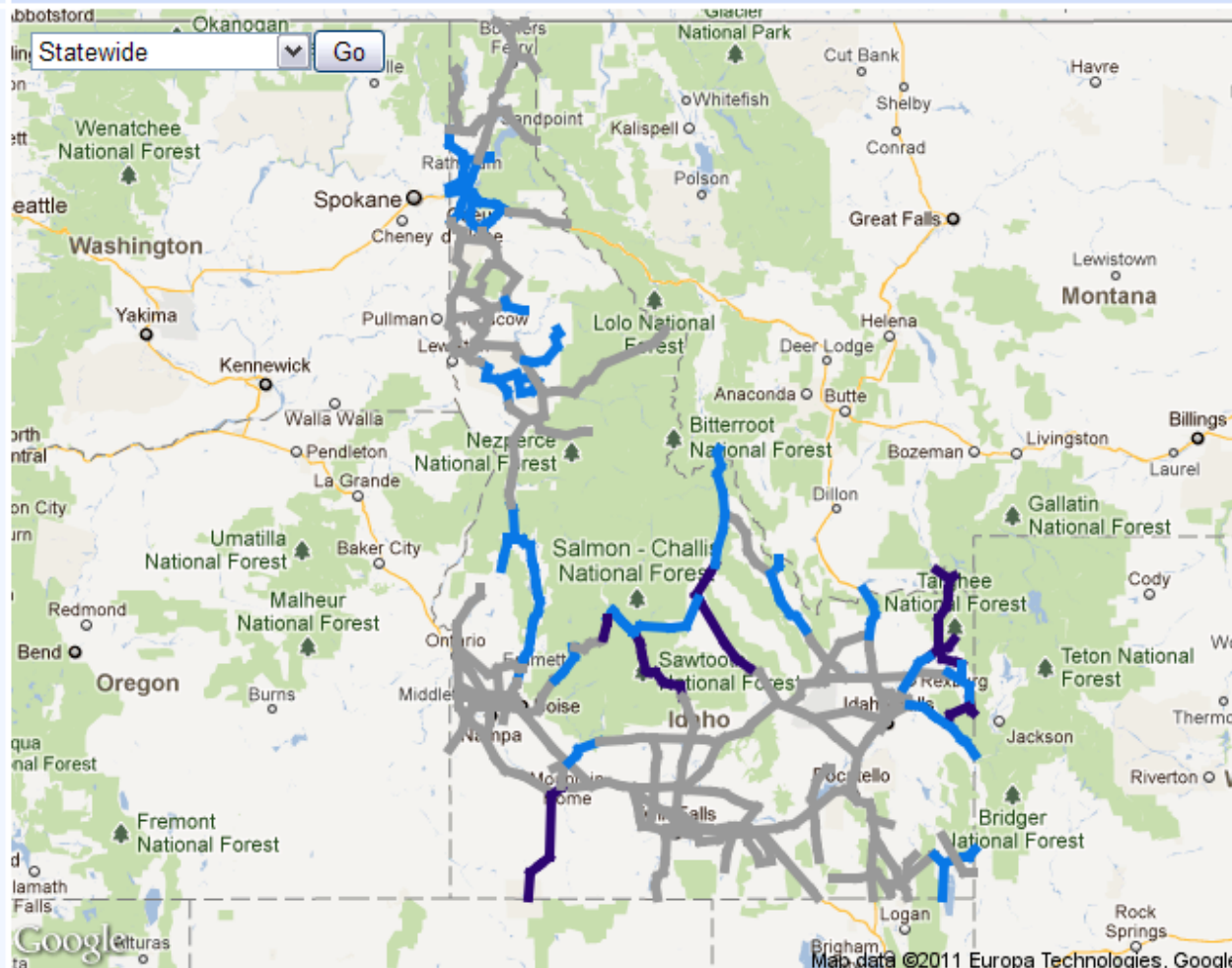


[Weather Stations](#)



[Mountain Passes](#)

### Winter Driving—Statewide



● Good ● Fair ● Difficult ● Closure



# Idaho Transportation Department Highway Info

Welcome back, Tony  
[View your reports](#) [\[not Tony Ernest?\]](#)

511 Info Streamlined Version Mobile Version Truckers' Info Transit Info Tourist Info Links

Show List Views >> --- Select Map --- Go Future Info: reopened roadway: I-84

## Current Problems

- Closures/Blockages
- Danger
- Restriction
- Crash
- Weather Warning

## Other Reports

- Traffic Delay
- Warning
- Lane Closure
- Roadwork
- Info

## Road Conditions

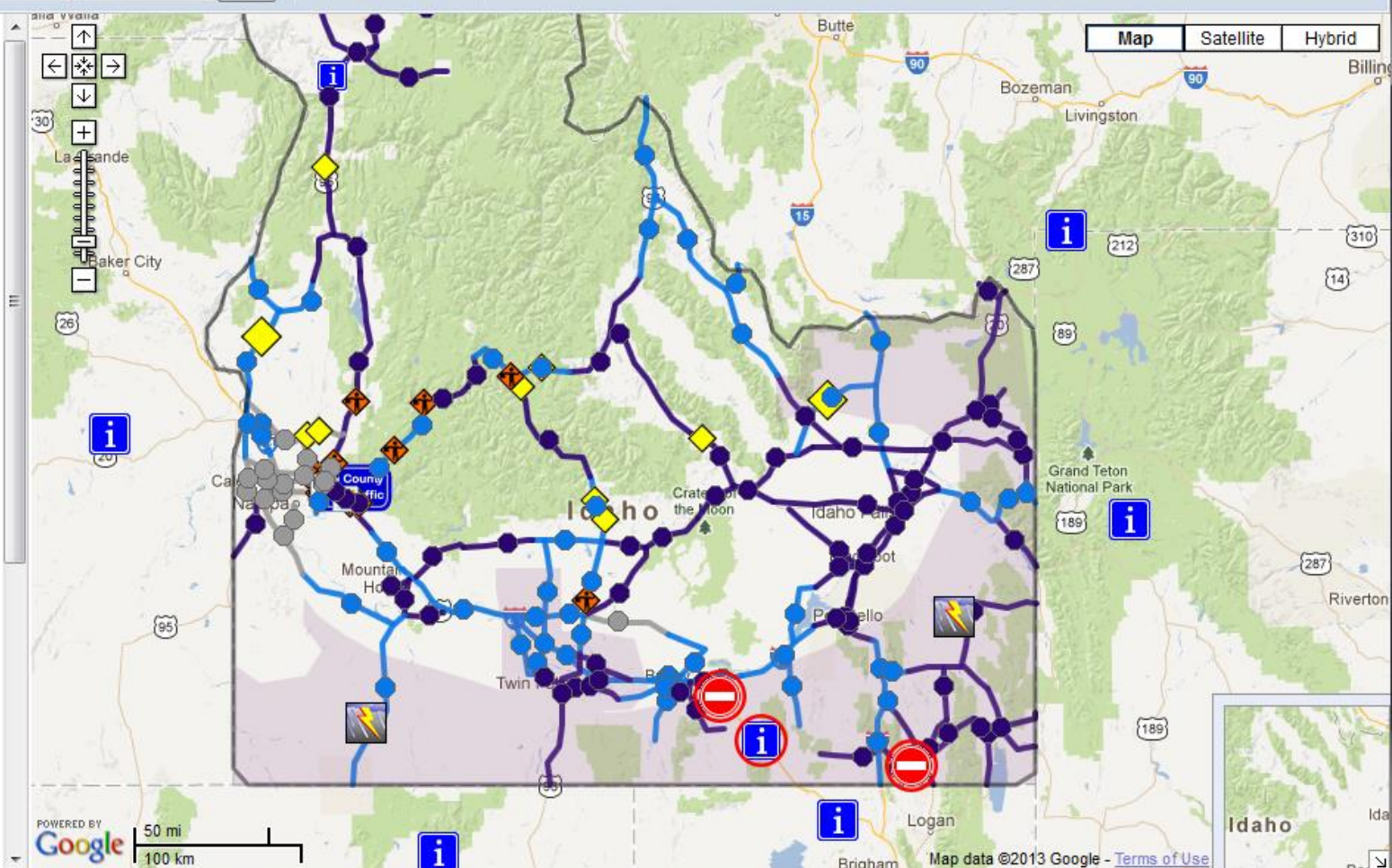
- Good
- Fair
- Difficult
- No Report Available

## Traffic Speeds

- State
- Google

## Future Reports

Coming Soon



# Winter Road Condition Reporting in Idaho



- ❖ **Reports radioed in by Maintenance Crews**
  - ❖ Minimum scheduled daily reports
  - ❖ And as conditions change
- ❖ **Hard to track reliability of “as conditions change” reporting**
- ❖ **Individual reports are time tagged**
- ❖ **24 hour lifespan, or until overwritten**
- ❖ **Public complaints of out of date information**
  
- ❖ **Need: to improve timeliness and frequency of winter road condition reporting!**



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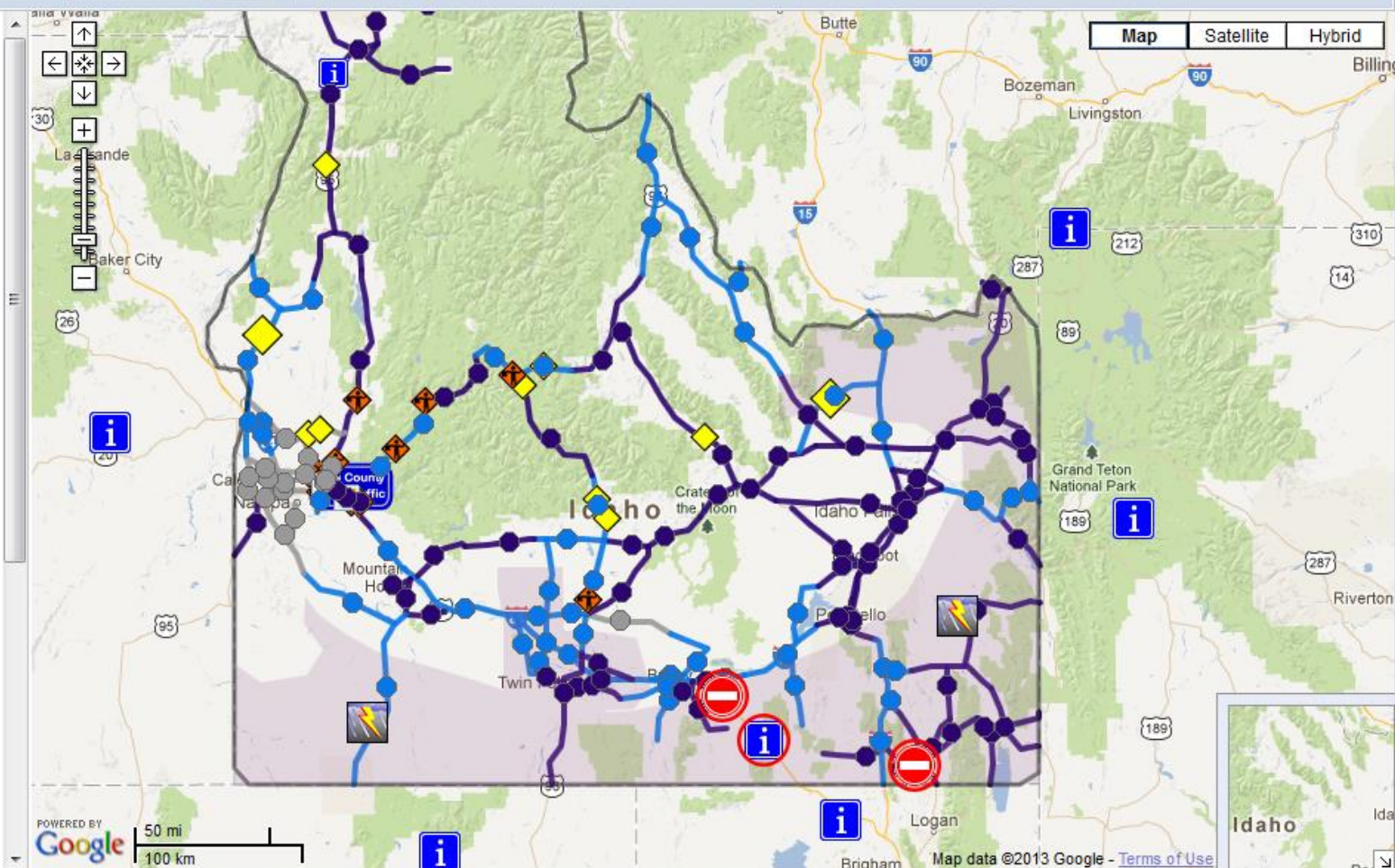
- Good
- Fair
- Difficult
- No Report Available

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- State
- Google

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# Idaho Transportation Department Highway Info

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511 Info

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Truckers' Info

Transit Info

Tourist Info

Links

<< Hide List Views

Future Info: 36, ID 81 Reopened roadway: I-84

My Reports Road Reports Cameras Weather Twitter

## See current reports for your route

**A** Salmon

Enter start city or address



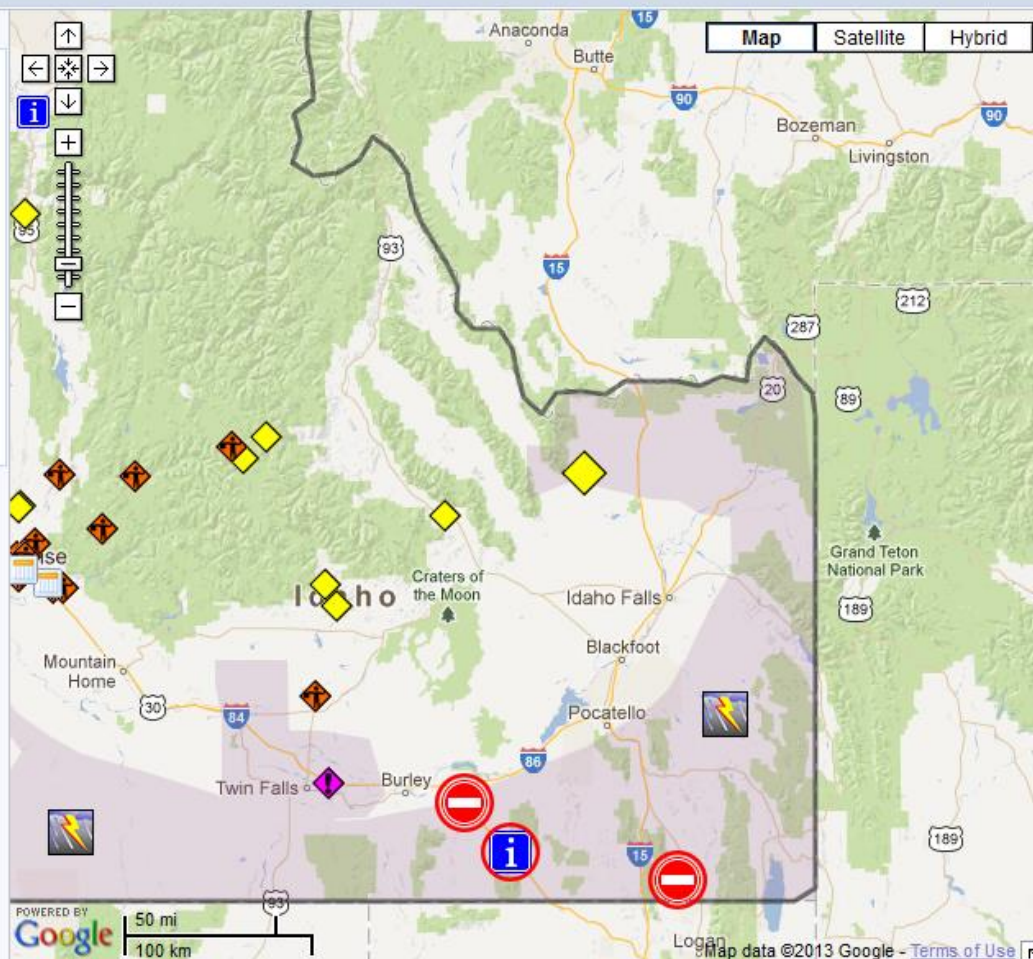
**B** Pocatello

Enter end city or address

View Current Reports

[View Tony's Routes](#)

[Need Help?](#)



Map Satellite Hybrid

<< >>



POWERED BY Google 50 mi 100 km

Map data ©2013 Google [Terms of Use](#)



# Idaho Transportation Department Highway Info

Welcome back, Tony  
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Future Info:

There are closures or blockages on **ID 36**, **ID 81** Reopen

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## Salmon - Pocatello

- US 93 in both directions: Icy patches.**  
between ID 28 and The Montana State Line (44 miles north of the Salmon area). Look out for icy patches. Look out for packed snow patches on the roadway. Cloudy skies. Look out for drifting snow on the roadway. Look out for large animals on the roadway.

Last updated today at 9:49AM MST

- ID 28 in both directions: Icy patches.**  
between ID 29 (Leadore) and US 93; The South Salmon City Limits (Salmon). Look out for icy patches. Look out for packed snow patches on the roadway. Cloudy skies. Look out for drifting snow on the roadway. Look out for large animals on the roadway.

Last updated today at 9:49AM MST

- Winter Storm Warning**  
Upper Snake Highlands, South Central Highlands, Caribou Highlands, Cache Valley/Idaho Portion and Wasatch Mountains/Idaho Portion. A Winter Storm Warning is in effect. Until today at about 3:00PM MST.

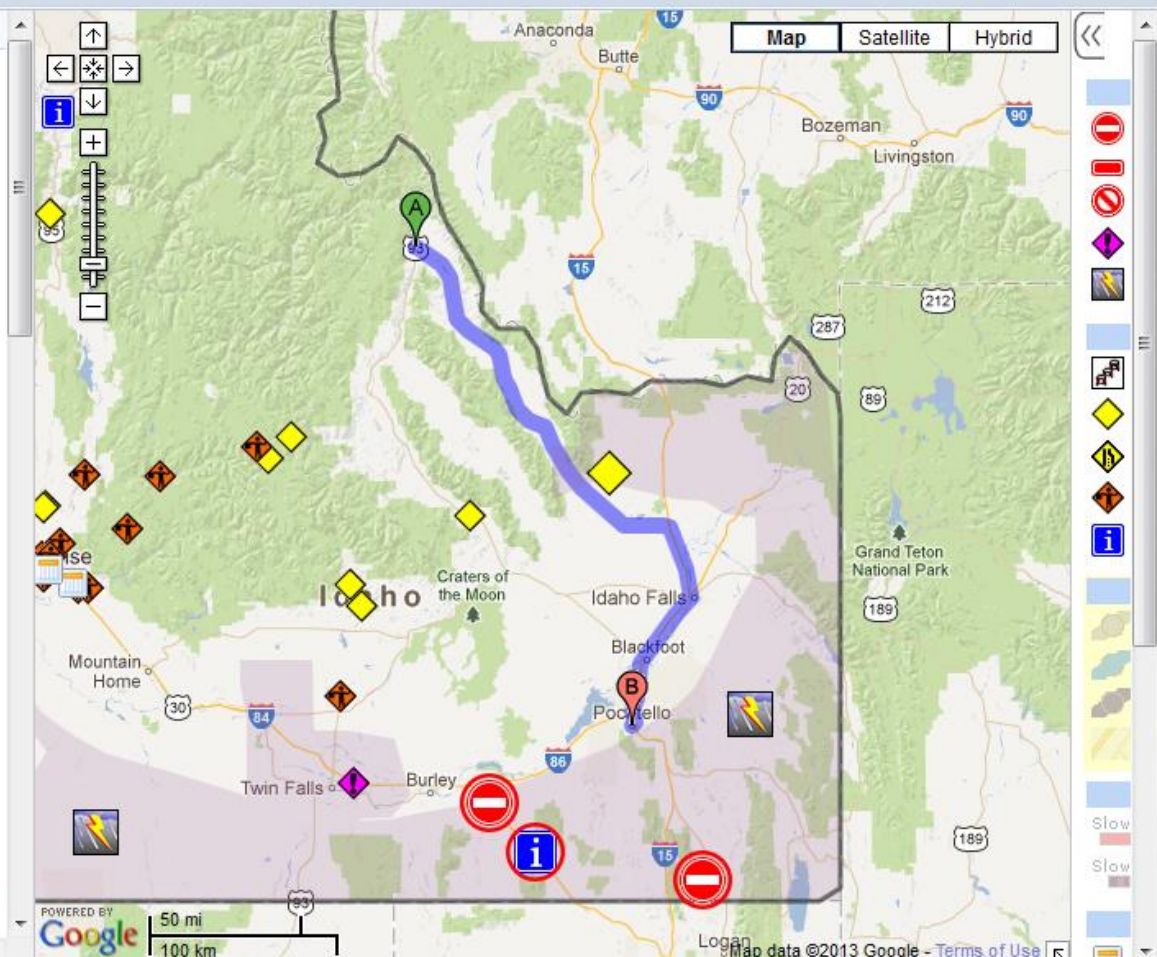
**Comment:** Winter Storm Warning issued January 11 at 5:15AM MST until January 11 at 5:00PM MST by NWS

A PACIFIC STORM SYSTEM IS CONTINUING TO AFFECT SOUTHEAST IDAHO TODAY... MAINLY THE SNAKE RIVER PLAIN AND THE SOUTHERN AND EASTERN HIGHLANDS. THE ASSOCIATED COLD FRONT HAS PUSHED THROUGH THE REGION BRINGING MUCH COLDER WEATHER BEHIND IT.

[Full NWS alert](#)

Last updated today at 5:17AM MST

- ID 28 in both directions: Packed snow patches.**  
between The Lemhi - Clark County Line (36 miles north of the Mud Lake area) and ID 29 (Leadore). Look out for packed snow patches on the roadway. Cloudy skies. Look out for drifting snow on the roadway.





Hide List Views

Future Info:

My Reports Road Reports Cameras Weather Twitter

### Tony's routes

- Boise - Pocatello Send us an update | Edit
- Boise - Moscow Send us an update | Edit
- Boise - Baker City Send us an update | Edit
- Pocatello - Boise Send us an update | Edit
- Dubois - Tremonton Send us an update | Edit
- Tremonton - Dubois Send us an update | Edit
- Spokane - Missoula Send us an update | Edit
- Missoula - Spokane Send us an update | Edit
- Island Park - Ammon Send us an update | Edit
- Baker City - Boise Send us an update | Edit
- Evening Commute Send us an update | Edit
- Morning Commute Send us an update | Edit
- Boise to Salmon Send us an update | Edit

[Add another route](#)

[Change my password or account settings](#)

[Need Help?](#)

### Tony's Account

My info My alerts Share your driving reports on 511

#### Post updates on winter driving conditions?

You can send us driving reports for any route you save. Click **Post an update** in Tony's Routes.



**Boise Airport (BOI) - Rigby**

**Send us an update** Edit | Delete

We may post some updates on our public web pages. To request that your reports be posted automatically, click the box below and save changes.

☒ I'd like my updates to be posted automatically to 511.

Look out for an email with more details.

Save Changes

[Need help?](#)

[Cancel](#)



<< Hide List Views

Future Info:

There are closures or blockages on I-15, I-84

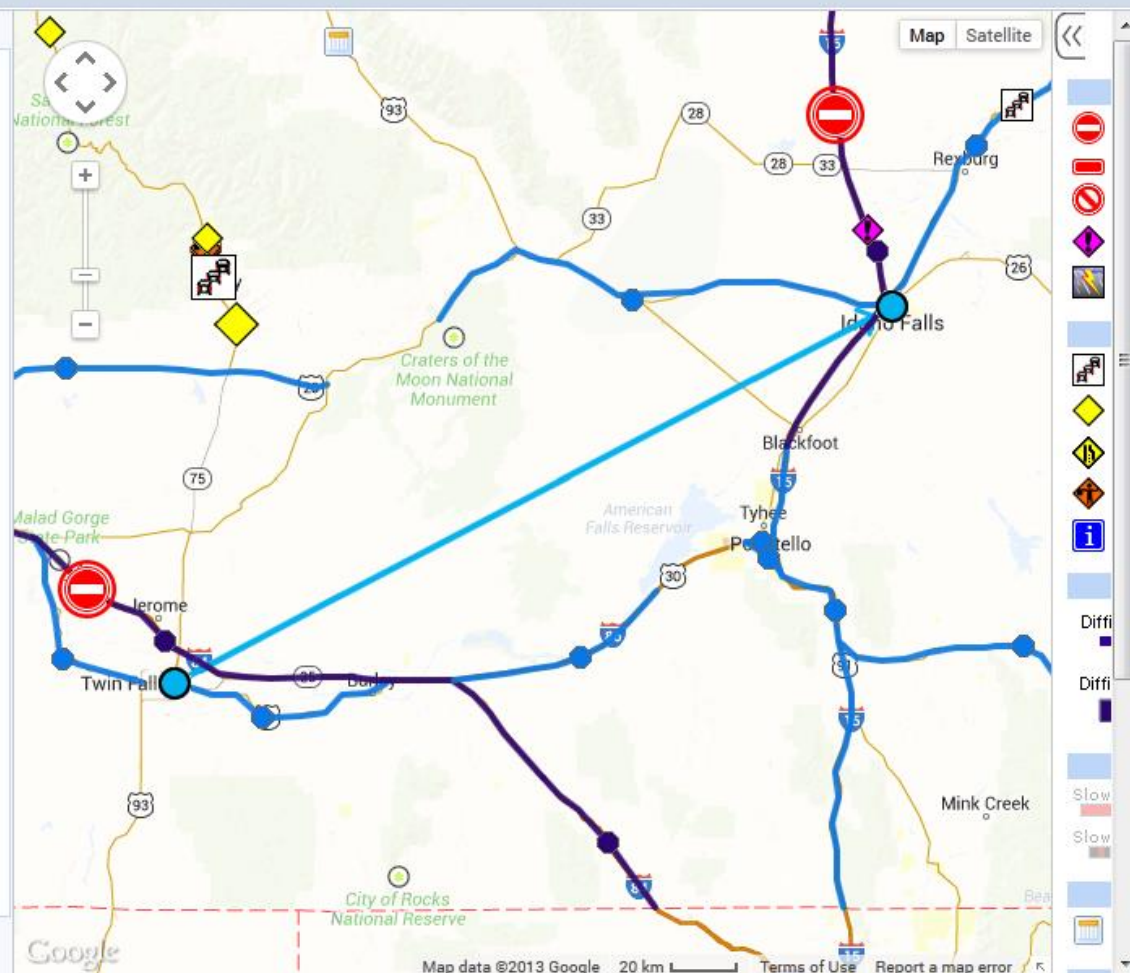
My Reports Road Reports Cameras Weather Twitter

**Tony's routes**

- Boise - Pocatello Post an update | Edit | Delete
- Boise - Moscow Post an update | Edit | Delete
- Boise - Baker City Post an update | Edit | Delete
- Pocatello - Boise Post an update | Edit | Delete
- Dubois - Tremonton Post an update | Edit | Delete
- Tremonton - Dubois Post an update | Edit | Delete
- Spokane - Missoula Post an update | Edit | Delete
- Missoula - Spokane Post an update | Edit | Delete
- Island Park - Ammon Post an update | Edit | Delete
- Baker City - Boise Post an update | Edit | Delete
- Morning Commute Post an update | Edit | Delete
- [Twin Falls - Idaho Falls](#) Post an update | Edit | Delete
- Evenings Commute Post an update | Edit | Delete

[Add another route](#)  
[Change my password or account settings](#)

[Need Help?](#)





**Send an update: Twin Falls - Idaho Falls** [Learn how](#)

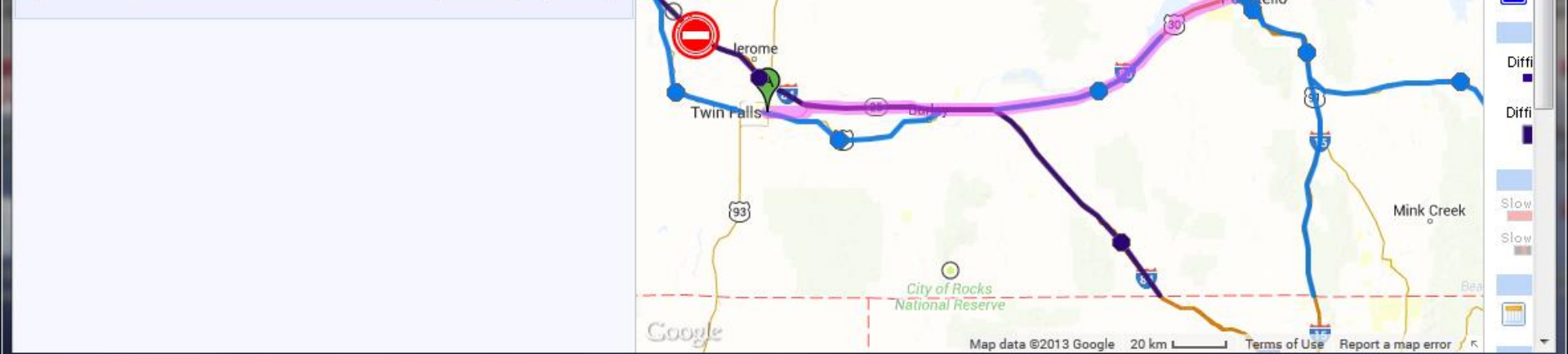
Was your drive:

- ☐ Clear
- ☐ Patchy
- ☐ Messy

Tell us more

Strong wind? Fog? Blowing snow?

[Split up my drive](#)



<< Hide List Views Future Info: n I-15, I-84

My Reports Road Reports Cameras Weather Twitter

**Send an update: Twin Falls - Idaho Falls** [Learn how](#)

1. Was your drive:

- ☐ Clear
- ☐ Patchy
- ☐ Messy

Tell us more

Strong wind? Fog? Blowing snow?

2. Was your drive:

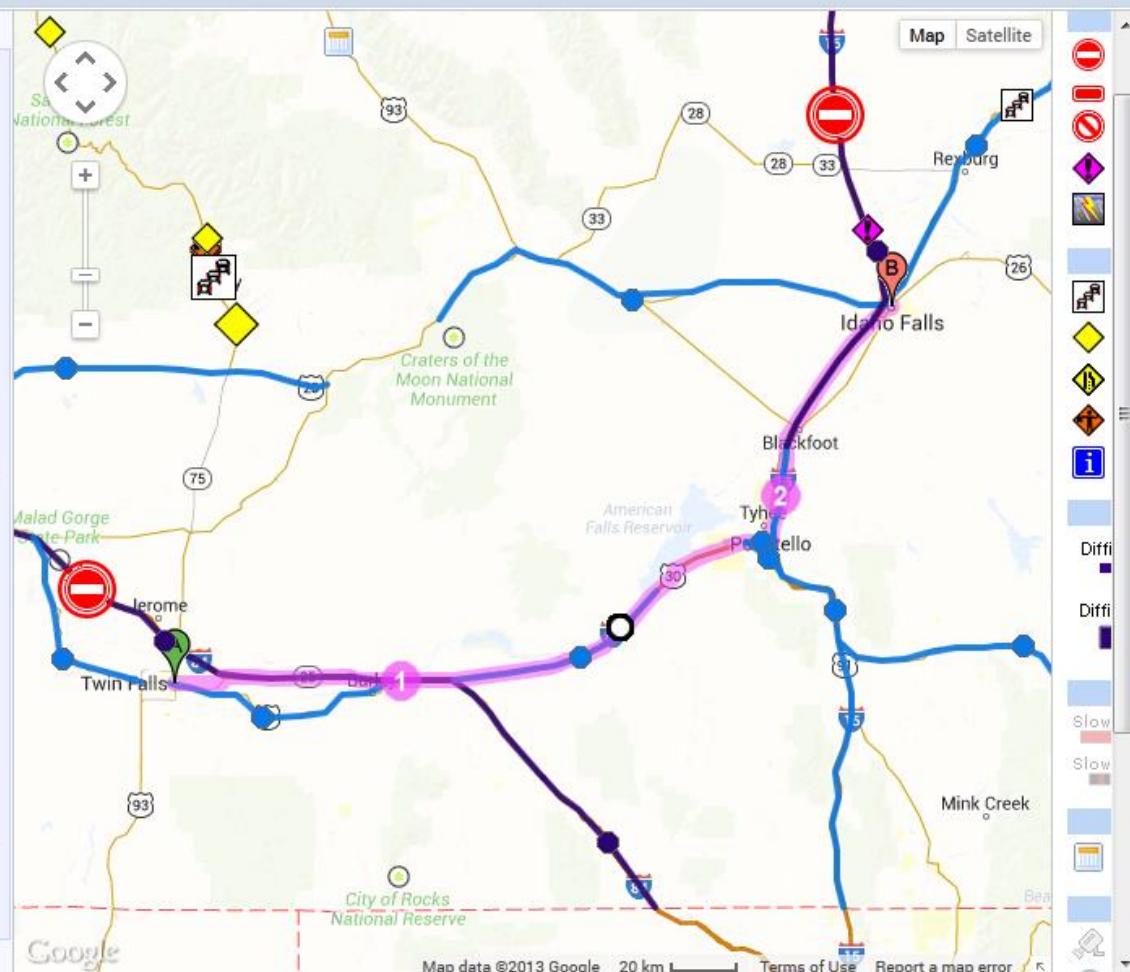
- ☐ Clear
- ☐ Patchy
- ☐ Messy

Tell us more

Strong wind? Fog? Blowing snow?

[Add a third part](#)

Cancel Done





<< Hide List Views

Future Info:

There are closures or blockages on **I-15, I-84**

My Reports Road Reports Cameras Weather Twitter

**Send an update: Twin Falls - Idaho Falls** [Learn how](#)

1. Was your drive:

Road is:

Is it?

- |                                 |                                |                                  |
|---------------------------------|--------------------------------|----------------------------------|
| <input type="checkbox"/> Clear  | <input type="checkbox"/> Snowy | <input type="checkbox"/> Raining |
| <input type="checkbox"/> Patchy | <input type="checkbox"/> Icy   | <input type="checkbox"/> Snowing |
| <input type="checkbox"/> Messy  |                                | <input type="checkbox"/> Neither |

Tell us more

The snow is falling lightly, but starting to build up.

2. Was your drive:

Road is:

Is it?

- |                                 |                                 |                                  |
|---------------------------------|---------------------------------|----------------------------------|
| <input type="checkbox"/> Clear  | <input type="checkbox"/> Snowy  | <input type="checkbox"/> Raining |
| <input type="checkbox"/> Patchy | <input type="checkbox"/> Icy    | <input type="checkbox"/> Snowing |
| <input type="checkbox"/> Messy  | <input type="checkbox"/> Slushy | <input type="checkbox"/> Neither |

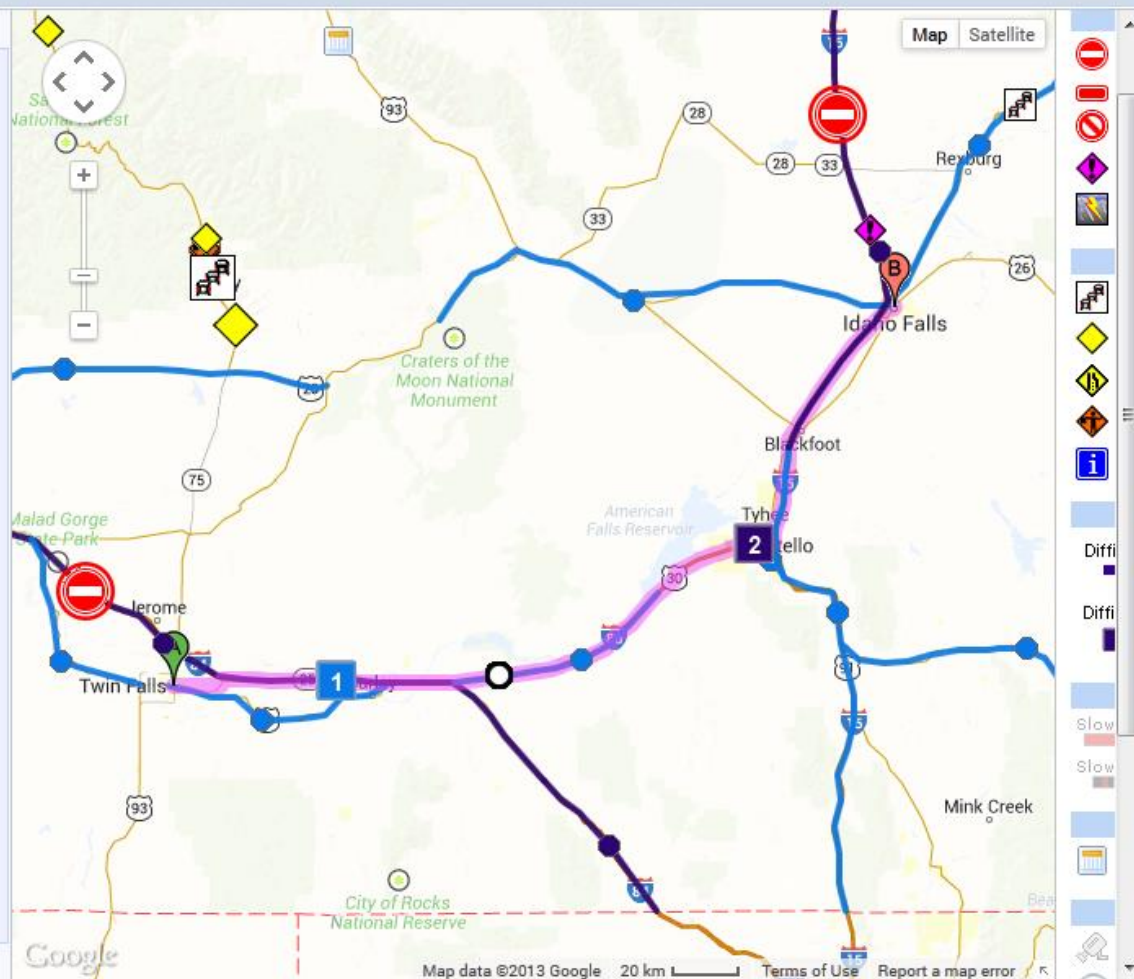
Tell us more

Very treacherous conditions. Stay home if you can!!!

[Add a third part](#)

Cancel

Done



# Idaho Transportation Department Highway Info

Tony's 511 (sign out)

511 Info Streamlined Version Mobile Version Truckers' Info Transit Info Tourist Info Links

Show List Views >>

--- Select Map --- Go

Future Info:

There are closures or blockages on I-15

- Closures/blockages
- Danger
  - Restriction
  - Crash
  - Weather Warning

--- Other Reports ---

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- Info

--- Road Conditions ---

- ☒ State Difficult Good
- ☒ Public Difficult Good

--- Traffic Speeds ---

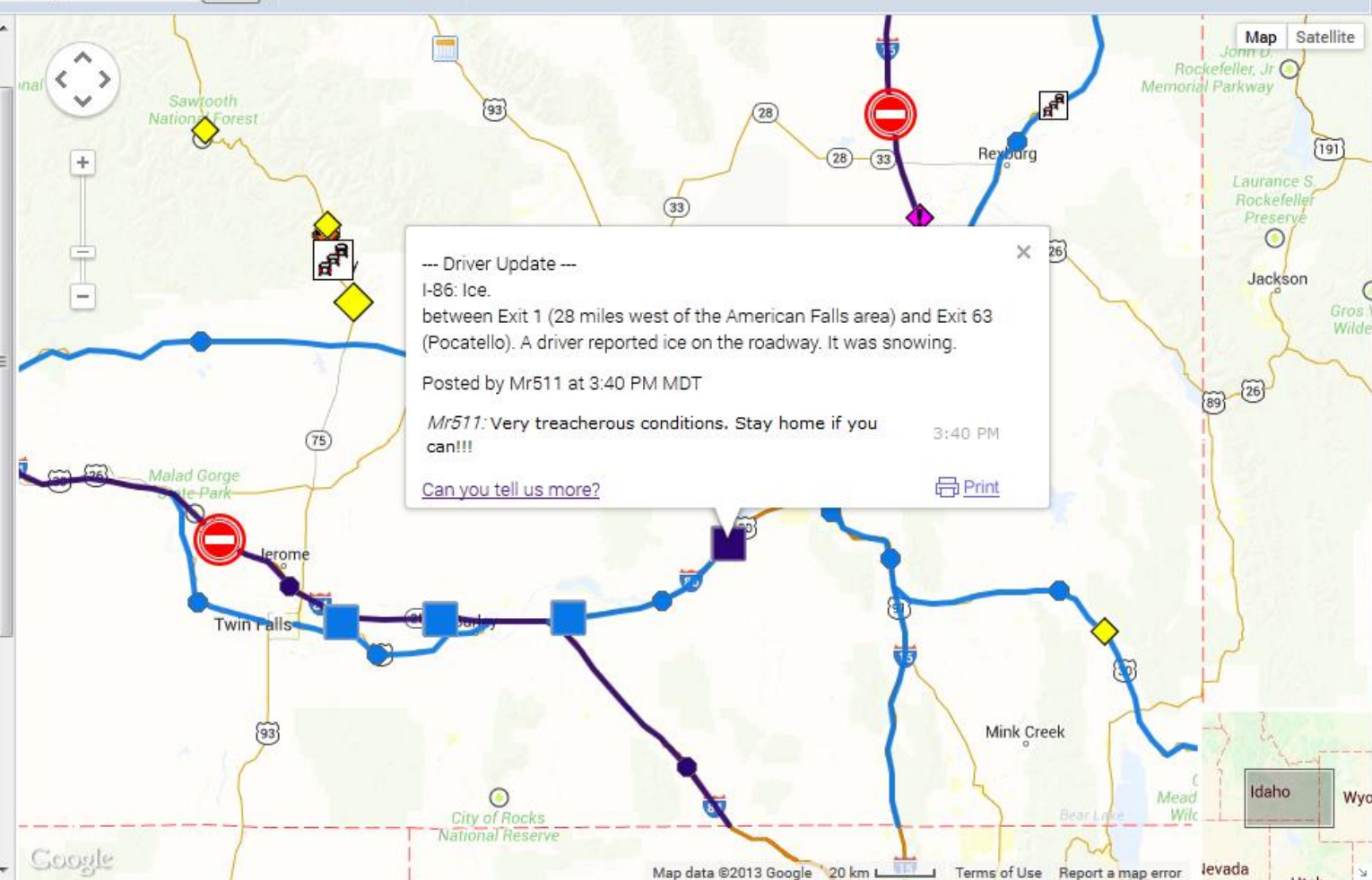
- ☐ State Slow Fast
- ☐ Google Slow Fast

--- Future Reports ---

- ☐ Coming Soon

--- Cool Stuff ---

- ☐ Cameras



--- Driver Update ---

I-86: Ice.  
between Exit 1 (28 miles west of the American Falls area) and Exit 63 (Pocatello). A driver reported ice on the roadway. It was snowing.

Posted by Mr511 at 3:40 PM MDT

Mr511: Very treacherous conditions. Stay home if you can!!!

[Can you tell us more?](#)

3:40 PM [Print](#)





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Show List Views &gt;&gt;

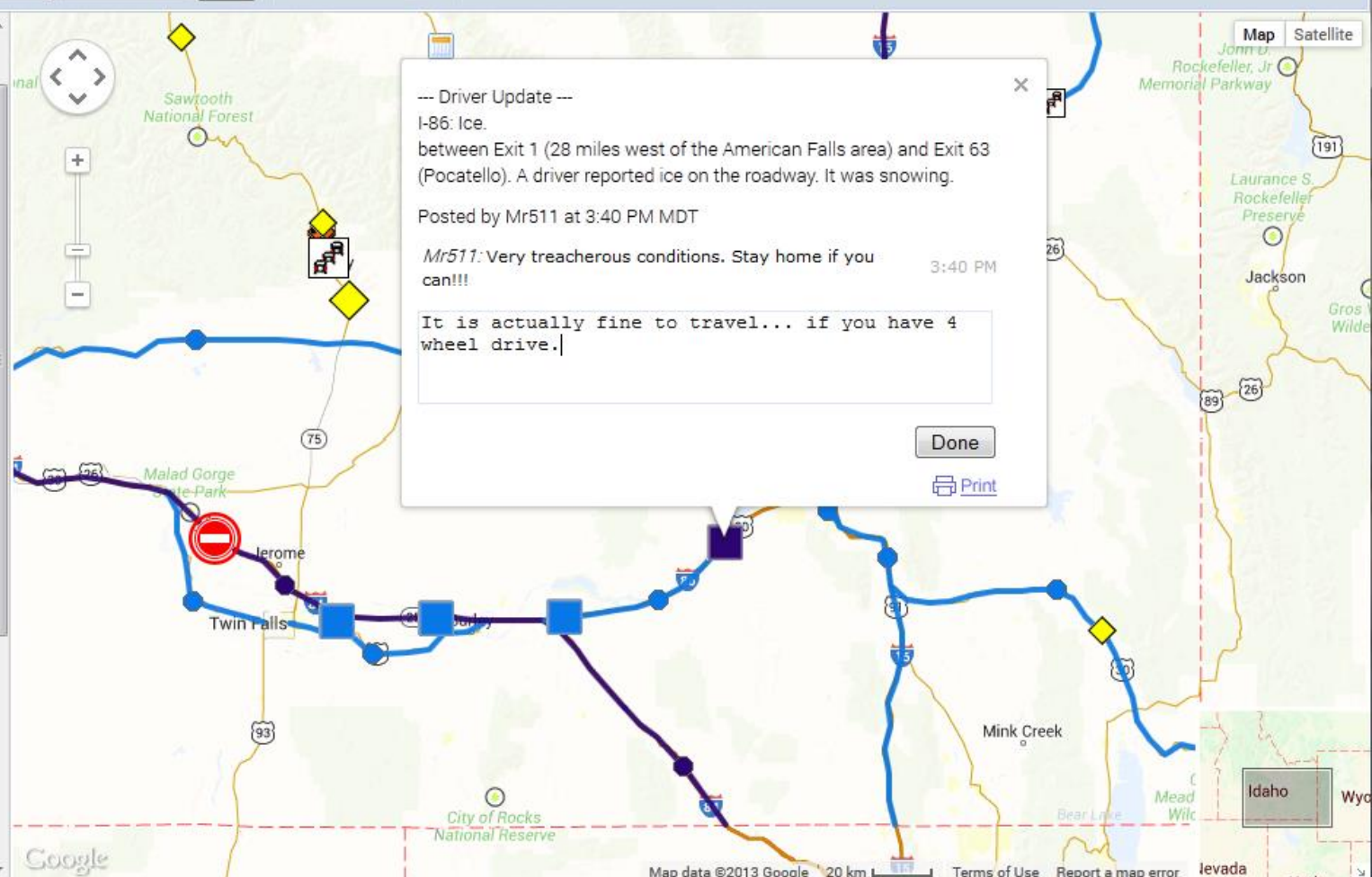
--- Select Map --- Go

Future Info: ges on I-15, I-84

- Closures/Blockages
- Danger
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- ☒ --- Other Reports ---
- Traffic Delay
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- Roadwork
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☒ --- Road Conditions ---☒ State Difficult Good☒ Public Difficult Good☐ --- Traffic Speeds ---☐ State Slow Fast☐ Google Slow Fast☒ --- Future Reports ---

Coming Soon

☐ --- Cool Stuff ---☐ Cameras

# Initial Implementation



- ❖ **\$65,000 initial development cost.**
- ❖ **Online for 2013/14 winter season.**
- ❖ **Recruited a small number of reporters initially.**
  - ❖ Individual private citizens
  - ❖ Idaho National Laboratory bus system
- ❖ **Trained reporters on condition reporting.**



# Immediate Benefits



- ❖ **Improved frequency of reporting**
  - ❖ Naturally timed to when most were traveling
  - ❖ Naturally concentrated in higher population areas
- ❖ **Direct engagement of the public**
- ❖ **Independent source of road weather information**
  - ❖ Compare and contrast reports from a different set of eyes
  - ❖ Highlighted opportunities for improvement ITD reporting

# First Year Impressions



- ❖ **Very pleased with user mechanics**
- ❖ **Very pleased with report displays**
- ❖ **Accurate reporting**
- ❖ **Need better citizen recruiting**
- ❖ **Citizen reporters asked for ability to report fog**



# Future Development Options



## ❖ Move to online training

- ❖ As demand and confidence improves
- ❖ Less intimidating recruitment barrier

## ❖ Expand to include incident reporting

## ❖ Mobile citizen reporting via smart phone app



# Questions?

([tony.ernest@itd.idaho.gov](mailto:tony.ernest@itd.idaho.gov))

208 - 334 - 8836