

APPENDIX B:

SURVEY INSTRUMENT

Narrative:

FHWA is developing guidance to provide assistance and direction to transportation officials in planning, designing, and providing various types of traveler information messages using CMS. Specifically, these guidelines address messaging for travel time information, emergency or security warnings, and child abduction (AMBER) alerts.

This short interview consists of some key questions related to the content of the messages, type of messages, operational policies, and other general information on the CMS deployed by your agency.

Name of Agency	
1 General Information	
1.1 Contact Name/s and Number/s	
1.2 Address	
1.3 Date of Interview	
1.4 Remarks	
2 Agency Characteristics and System Deployed	
2.1 Number of CMS Deployed	
2.2 Describe functionality of CMS, e.g. characters, lines, and scrolling	
2.3 What future CMS deployment plans do you have?	
2.4 Primary Areas Deployed	
2.5 Controlling Agency	Regular 8-5 Operations: 24/7 Operations:
2.6 What is the main purpose of the CMS?	Display messages on: <ul style="list-style-type: none"> • Travel time (real-time) • Construction • Real-time incidents, etc?
2.7 Where offered, what is the historical origin of providing travel time information?	
3 Messaging – LEVEL OF USE	
3.1 In the past 12 months, approximately how many events (for each type of application) have resulted in the use of CMS?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
4 Messaging - BASIS	
4.1 What condition is occurring?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
4.2 What segment or region is impacted?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
4.3 What outcome or driver response is desired	Travel Time: Homeland Security/Emergencies: AMBER ALERT:

5 Messaging – CONTENT	
5.1 How is the message structured to maximize driver comprehension	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.2 How is the message tailored to suit different sign types and environmental conditions?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.3 Is the message aimed at commuters, unfamiliar drivers or other groups?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.4 Is the content automated or is it put together by an operator?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.5 How is the message coordinated with other information dissemination techniques, i.e. 511?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.6 What is the typical actual wording used on CMS	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
5.7 Do you have any images you can share of CMS messaging applications?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
6 Messaging – OPERATIONAL POLICIES	
6.1 Whose authority is needed to initiate a message?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
6.2 What are the arrangements for posting, updating, and terminating a message?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
6.3 What is the process for inter-agency coordination?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
6.4 How are messages prioritized when multiple messages are desired?	Travel Time: Homeland Security/Emergencies: AMBER ALERT:
7 OTHER	
7.1 Do you have some guidelines that you currently use to display messages?	
7.2 Are you using any ITS Standards?	
7.3 Do you use pre-canned messages most of the time?	
7.4 Are your CMS's linked to a regional system?	
7.5 Have you received any	

feedback on the types, content, etc of messages from anyone?	
7.6 Is there anything specific you would like to see in Guidelines that are being established by FHWA?	
7.7 Can all signs be addressed simultaneously, in regional groups, or one at a time?	
7.8 How do you handle coordination of messages with neighboring states?-	