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# DEPUTY DIRECTIVE

*Number:* DD-78

*Refer to  
Director's Policy:* 06-Caltrans  
Partnerships  
08-Freeway System  
Management

*Effective Date:* July 2003

*Supersedes:* New

**TITLE** Travel Information

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## **POLICY**

The Department maximizes the widespread distribution of its travel information to improve mobility across California. Informed travelers making wise transportation choices are essential for reaching the Department's strategic goal for safety, reliability, flexibility, productivity and performance.

The Department provides its travel information directly to travelers through commercial/media information service providers and through public/private partnerships. Partnerships are encouraged to improve the efficiency and effectiveness of travel information collection and distribution.

## **DEFINITION/ BACKGROUND**

Effective transportation systems management depends upon travelers making wise travel choices. The Department routinely collects data and creates information helpful to travelers. Travelers directly access information via toll-free telephone and Internet. Drivers receive information from changeable message signs and highway advisory radio. Information Service Providers (ISP) receive data streams covering several databases. Informing travelers empowers them to avoid delays and congestion by altering their travel mode, route or time.

### Commercial Information Service

- Repackage, enrich, and/or reshape information and then offer to others in a variety of formats/media.
- Information feeds to ISP are provided in formats and message sets consistent with applicable national standards.

#### Travel Information

- Include traffic conditions, road closures, travel restrictions, travel time, closed circuit television images, transit routes and schedules, fares/tolls and features such as safety roadside rest areas.
- The Department's travel information pertains to services that it owns and operates such as State highways and Amtrak California rail services. Travel information partnerships to encompass other organizations and travel modes are developed in accordance with DD-20 (Public/Private Partnerships to Provide Public-Use Infrastructure), other Departmental policies and practices as applicable.

#### *RESPONSIBILITIES*

##### Deputy Director, Maintenance and Operations:

- Promotes the fusion and distribution of travel information to the public, commercial/media and partners in the Department's business processes.

##### Chief, Division of Construction:

- Ensures that information regarding planned and real-time closures is included in the Department's travel information.

##### Chief, Division of Design:

- Processes encroachment permits for commercial access to the right of way consistent with Departmental policies and standards.

##### Chief, Division of Maintenance:

- Maintains data collection devices, field telecommunications and ensures planned and real-time data useful to travelers is collected and included in the Department's travel information.

##### Chief, Division of Mass Transportation:

- Works with our partners to ensure that fare and schedule information is included in the Department's traveler information system.
- Coordinates deployment of 511-traveler information for public transit operations in rural areas.

Chief, Division of Rail:

- Ensures the Department's Amtrak California rail and bus connector system is included in the Department's travel information.

Chief, Division of Research & Innovation:

- Conducts research supporting the Department's travel information efforts.

Chief, Division of Traffic Operations:

- Is the focal point for travel information.
- Manages development and statewide deployment of travel information systems to ensure consistency and equity of access.
- Negotiates and coordinates statewide and multiple districts travel information partnerships.
- Ensures that travel information supports transportation systems management.

Chief, Division of Transportation Planning:

- Ensures travel information is addressed in long range, system and corridor plans.
- Supports districts and local government to develop Intelligent Transportation Systems' plans, architecture and services.

Chief, Division of Transportation System Information:

- Ensures State Highway Inventory and geographic information system data of interest to travelers is included in the Department's travel information.

Deputy Director, External Affairs:

- Supports information sharing with commercial/media information service providers and complete disclosure of travel information to the public via Departmental Internet and telephony systems.

Deputy Director, Headquarters Information Technology  
(Chief Information Officer):

- Ensures information technology standards, infrastructure and applications support the widespread distribution of travel information.

District Directors:


- Ensure availability of travel information; coordinates travel information activities; ensures equity of access; and establishes partnerships.

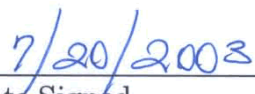
Departmental Employees:

- Watch for report opportunities to improve Departmental travel information.

*APPLICABILITY*

All Departmental employees involved in distributing travel information.

  
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TONY V. HARRIS  
Chief Deputy Director

  
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Date Signed