

August 20, 2010

Inprotect Systems
202 - 20351 Duncan Way
Langley, B.C.
V3A 7N3

Dear Kevin Waddell:

RE: 2010 Olympic and Paralympic Winter Games

The service and expertise that Inprotect Systems provided to the City of Vancouver during the 2010 Olympic and Paralympic Winter games was integral in our implementation of a successful games time transportation plan. The Changeable Message Sign boards outfitted with modems that you supplied were easy to operate within the Yer-Mac software provided. This was key in allowing us to upload real time messaging updates remotely by City Staff at their workstations within the Traffic Signal Management Center (under the Vancouver Transportation Operations Center umbrella) and in conjunction with the Vancouver Operations Center. These messages were both pre-scheduled ahead of the planned closures, as well as responsive in regards to our ability to message any type of unforeseen incident affecting the network. Additional messages, unrelated to transportation, were added to congratulate medal winners and send out a Police communiqué regarding public behavior.

We identified the following reasons for CMS board placement, as the main desires we were looking to achieve were:

- 1) communication to commuters on major entry corridors into the City from other jurisdictions
- 2) communication to commuters on feeder arterials within the City that were going to be impacted by the localized closures
- 3) pedestrian and spectator notification near venues and liveness (responsive due to the popularity of some entertainment acts)

Exact physical locations of the CMS boards were determined prior to the delivery - as with the limited amount of street width in most areas there was a need to place them strategically as to not impact pedestrians, cyclists, transit or general purpose traffic. Most were located in left turn bays and medians where feasible and were marked with additional hi-vis flexible traffic drums.

The CMS boards were used in the onset to message the commuter challenge (Walk, Bike, Transit) and the impending Downtown closures. Once closures were in place, the messaging was tailored to reflect the specific placements of the CMS boards relative to the expected direction/destination of road users. Additionally, the Opening Ceremony dress rehearsal, the Torch Relay, the Opening Ceremonies, the Closing Ceremonies, the Paralympic Torch Relay, and the Paralympic Opening Ceremonies were all messaged in advance of their respective event date.

The City was extremely satisfied with the quality service and quick response time provided by Inprotect Systems staff leading up to, throughout, and upon completion of the 2010 Olympic and Paralympic Winter Games. We look forward to working with you again on the next big event!

Yours truly,



Joe Walls

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