

511 Travel Information Program in NYS



New York State Department of Transportation
July 2007

National 511 Overview

- ◆ July 21, 2000
 - FCC designates 511 as the nationwide abbreviated dialing code for traveler information
- ◆ 511 Deployment Coalition formed to act as the national advisor
- ◆ USDOT coordinates implementation through State DOT's
 - NYS PSC designating NYSDOT as responsible agency

511 Elements

- ◆ 511: number for getting travel info by phone
- ◆ 511: web site for getting travel info electronically
- ◆ 511: the umbrella identity for travel info access and delivery



Deployment Status

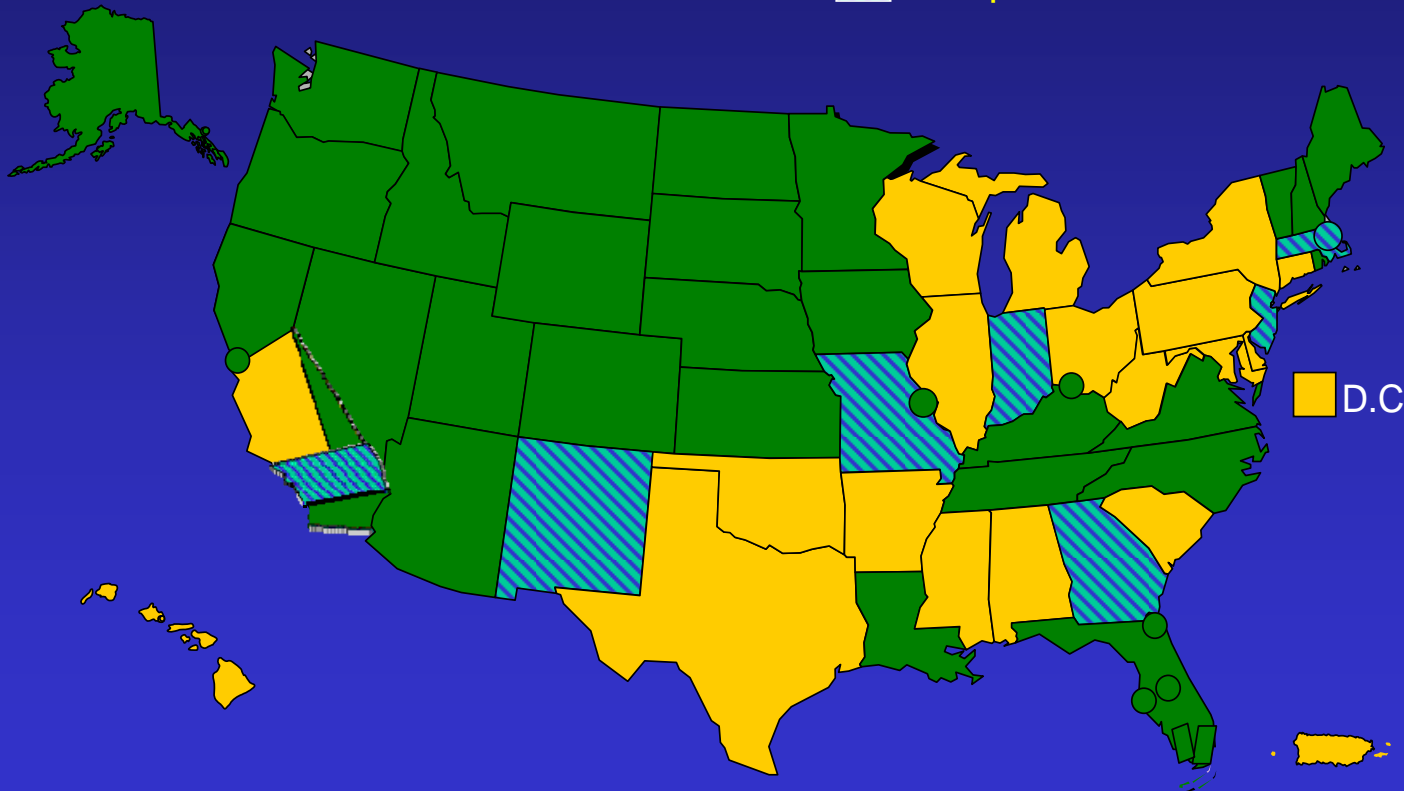
- ◆ 29 states have launched a telephone 511 system (metro, regional or statewide) as of May 2007
- ◆ 23 states have also launched a 511 website which provides traveler information and compliments the 511 telephone service

511 Deployment Status

as of May 30, 2007

Accessible by 38.5% of Population

-  = 511 Operational ("Live")
-  = Expected "Live" in 2007



Accessible by 60% of Population in 2007



Benefits

◆ Customers

- Easy and convenient service to use
- Easily identified phone number and website

◆ Transportation Agencies

- Delivers multi-modal travel information and options
- Channel for security and Amber alerts

◆ Transportation System

- Network efficiency, safer travel

NYS 511 Vision

- ◆ *New York State's 511 Travel Information System will provide useful, high quality, comprehensive, readily available and accessible travel information in a timely manner to its customers.*
 - *Multi-modal and statewide*

Background

- ◆ 511 Identified as important user service in Regional ITS Architectures
- ◆ Assessed the technical, operational, administrative, and legal issues via Statewide ITS consultant
- ◆ Management decision to proceed Fall 2006
- ◆ Procure via Request for Proposals (RFP) process
 - NYSTEC brought on-board to support RFP development

511 Outreach Activities

- ◆ Upstate and Downstate Stakeholder Outreach Meetings
 - Also coordinating multi-state compatibility
- ◆ Internal Working Groups Managing Development Details for Initial Roll-Out
 - Multi-disciplinary teams
- ◆ Outreach Through NYPTA and Other Forums to Develop and Refine Vision and Requirements

Schedule

◆ Schedule

- Current RFP development began in *January '07*
- RFP release expected *Summer '07*
- Award contract by *Year End '07*
- “Soft” roll-out *Summer '08*
- 511 up and running by *November '08*
 - ◆ ITS World Congress in NYC

Phased Deployment

- ◆ Basic, 511 service to be implemented by November, 2008 (World Congress)
- ◆ November '08 is the beginning, not the end of 511 development and implementation
- ◆ Continued collaboration with stakeholders will occur on a common vision for a one-stop option for traveler information access

Objectives for 511

- ◆ High profile and easy access to existing and improving content
 - ◆ Multi-modal network status/event info
 - ◆ Trip planning/schedules
 - ◆ Rideshare resources
 - ◆ Weather/emergency content
- ◆ A compliment to, not replacement for local agency customer communications and information systems
- ◆ Provide integrated, consistent, user friendly and useful information that will impact travel decisions