A Travel Information Service for New York State

Outreach & Information Sharing Session

New York State Department of Transportation

Purpose

- To share with you:
  - Background on 511
  - NYSDOT's Vision for 511 for New York State
  - Plans for a 511 travel information service
  - Recent 511-related activities
- To receive your comments on 511
  - Planning and development
  - Information coordination
  - Operation and participation

511 Travel Info

Vision for 511

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.

- Customers include the traveling public, the commercial sector, and transportation system operators.
- The Goal is to increase travel and transportation satisfaction through:
  - Increased mobility and reliability
  - Enhanced safety and security
  - Environmental sustainability
  - Economic competitiveness

511 Travel Info

Objectives

- Seek out and use the best information available
- Work to ensure the integration of travel modes
- 511 system will provide consistent and up to date information
- 511 will be “user friendly” and “seamless”
  - Coordination and harmonization of telephone, web offerings, and e-notifications

511 Travel Info

Travel Information

- Information about the surface transportation systems and services operating in NYS
  - Dynamic
    - Accident / congestion locations; work zones; weather
    - Transit status
  - Static
    - Facility and service info, including contact info
    - Transit schedules and trip planning services
- Offered to help make travel:
  - Safer and more secure
  - More efficient, effective, and productive
  - Flexible (“choices”) and reliable
  - Pleasant (“quality of life”)

511 Travel Info

Background

- 511is the number for getting travel info by phone
  - Designated by the FCC in 2000 for use by State DOTs
    - Common nationwide number
    - 32 States with partial or complete statewide coverage
      - Available to 44.4% of population in 2007
      - 65% of population in 2008
  - Interactive voice response (IVR) systems (no live operator)
  - Co-branding other distribution means as 511
    - e.g., travel info websites
- In NY, 511 will be the “brand” for travel information by
  - Telephone, web sites, and e-notifications

511® Travel Info

Background

- NYSDOT began investigating 511 soon after the FCC designation
  - Technical, institutional, administrative, and legal issues
- Decided in late 2006 to advance 511 for NYS
  - To get started:
    - External contractor to design, implement, and operate
    - Follow the “government pays” business model
    - Complimentary marketing and outreach effort
- Follow the Request for Proposals (RFP) process

511 Travel Info

Approach

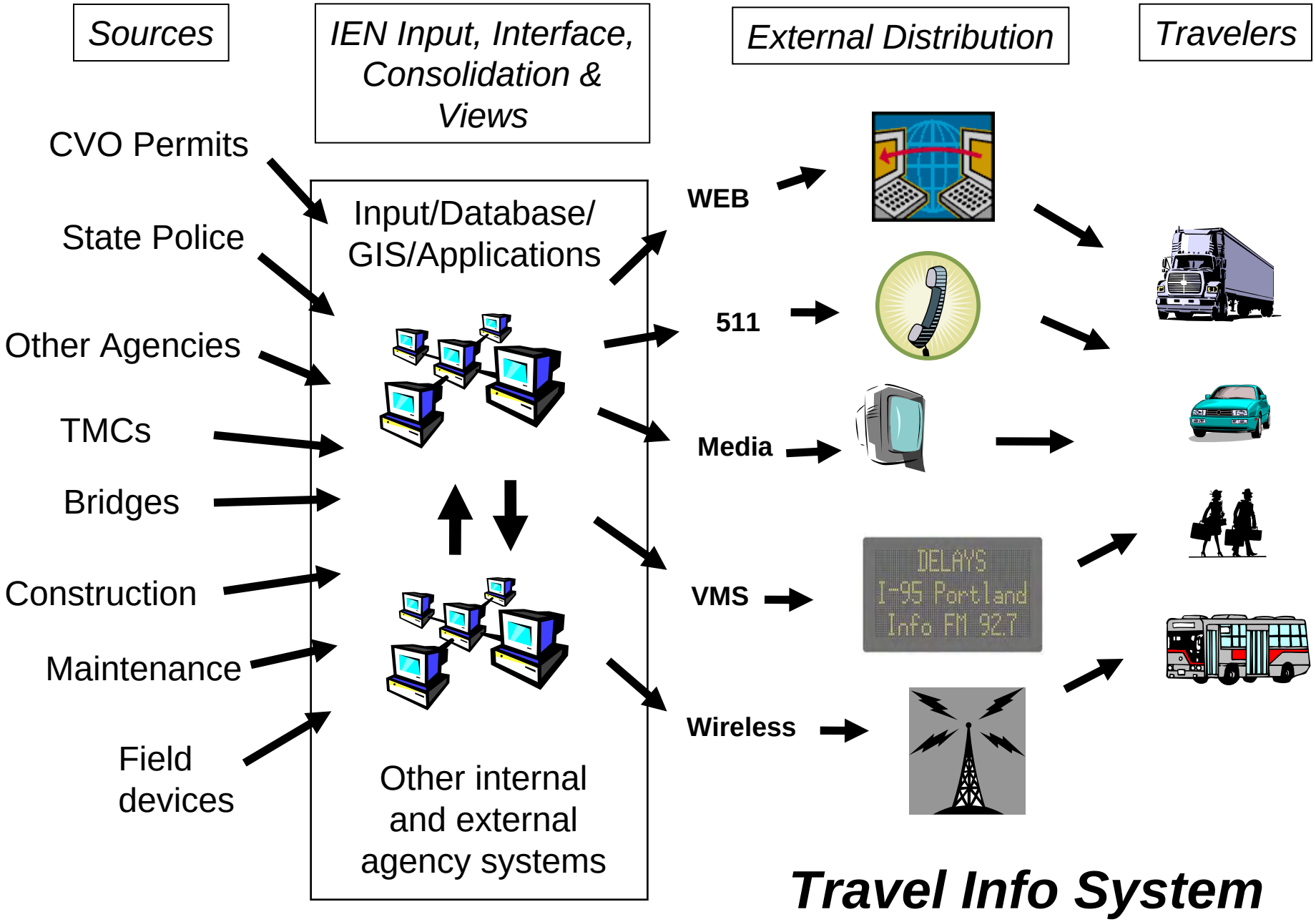
- NYSDOT wanted one firm or team to:
  - Design, implement, & operate a 511 telephone (IVR) system
  - Build, host and maintain a 511 web site based on existing travel information web applications including:
    - Real-time ‘CARS Google’
    - Travel Information Gateway (TIG)
    - Winter Travel Advisory (WTA)
    - Events with Transportation Impact (ETIP)
    - Trips 1-2-3 applications (including “Transit Planner”)
  - Develop and operate an e-notification system
  - Assist in bringing other travel info sources into 511
- Separate contract for marketing services

511 Travel Info

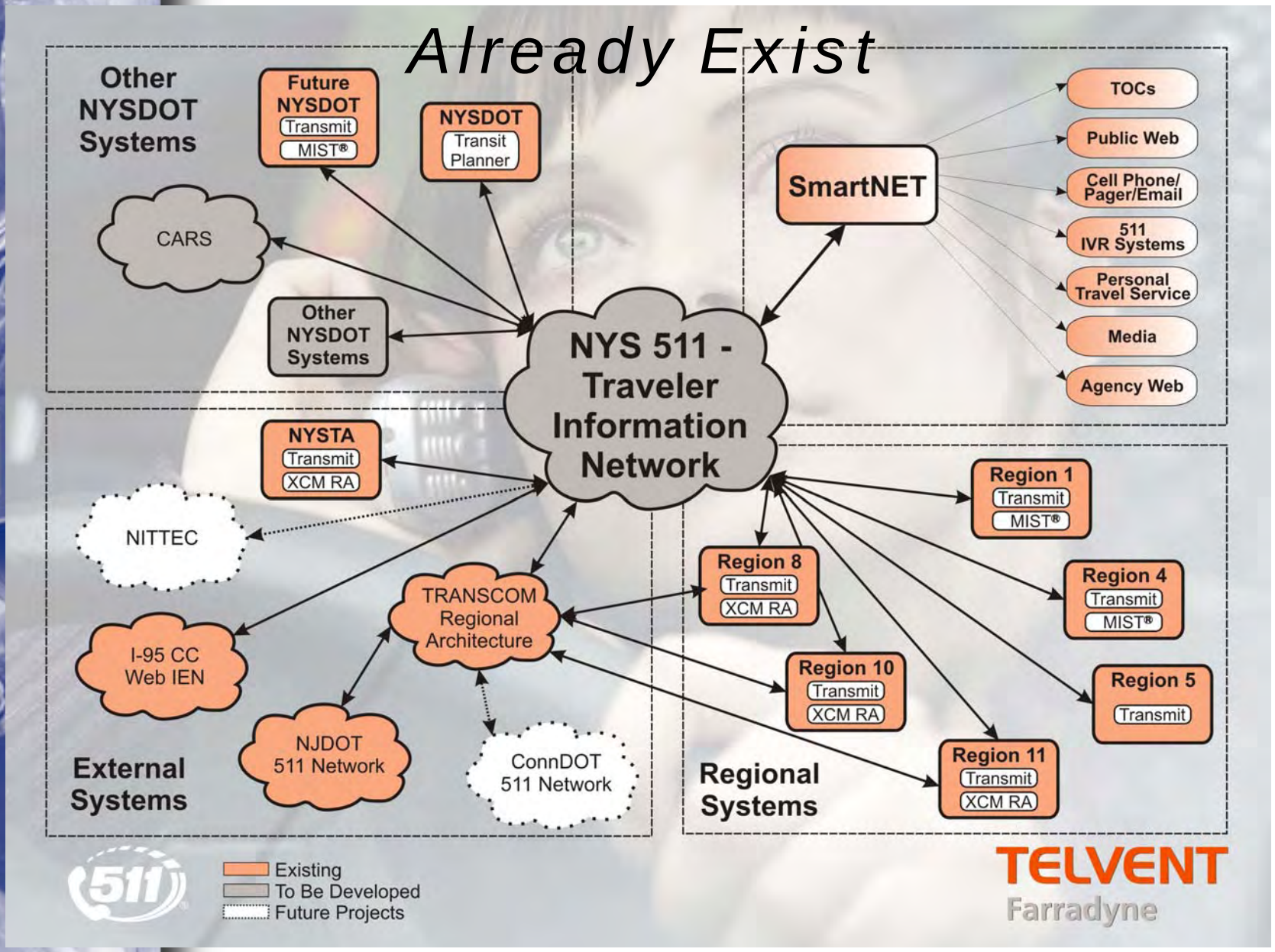
Background

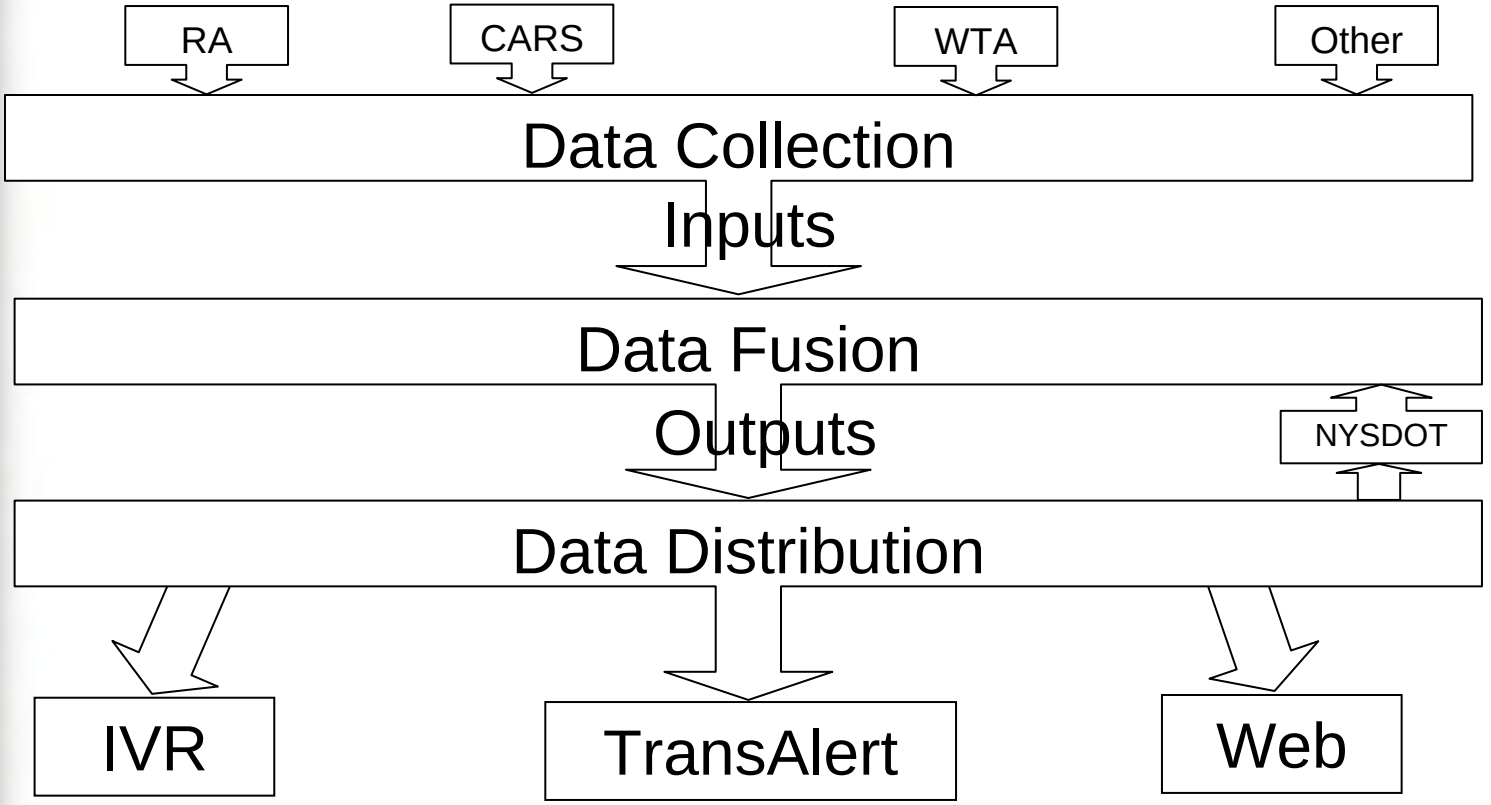
- NYSDOT's RFP for 511 issued in July 2007
  - Six responders
  - Responses evaluated in September
- Telvent Farradyne team the “designated winner”
  - Currently in contract negotiations
  - Under contract by March 2008
  - Experience with TRANSCOM’s ‘Regional Architecture Database’, TRIPS 123, 511 system development and support with other agencies

511 Travel Info


Sources
IEN Input, Interface, Consolidation & Views
External Distribution
Travelers
CVO Permits
State Police
Other Agencies
TMCs
Bridges
Construction
Maintenance
Field devices
Input/Database/ GIS/Applications
Other internal and external agency systems
WEB
511
Media
VMS
Wireless
DELAYS
I-95 Portland
Info FM 92.7
Travel Info System

Interfaces to Many Info Sources Already Exist

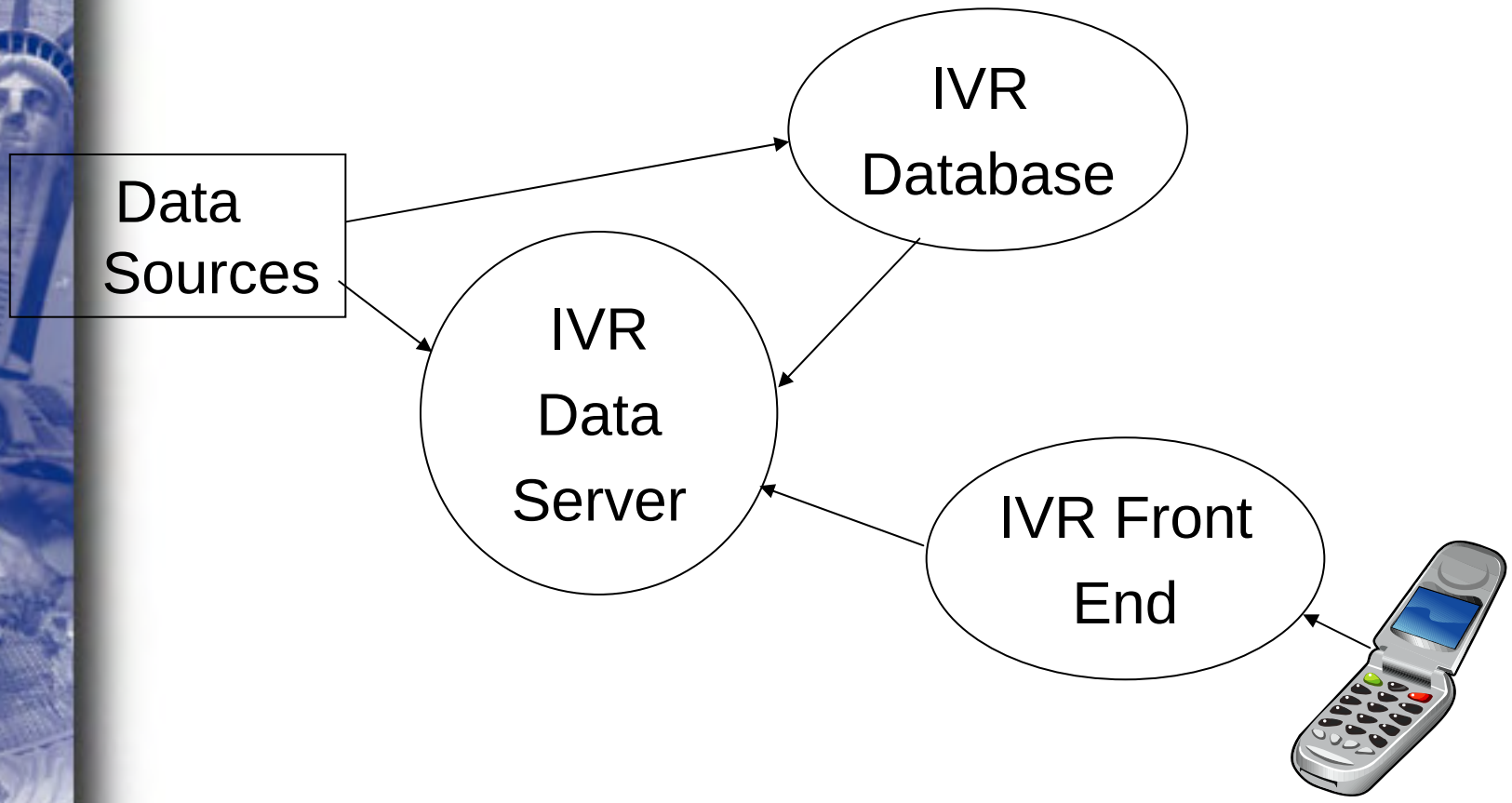


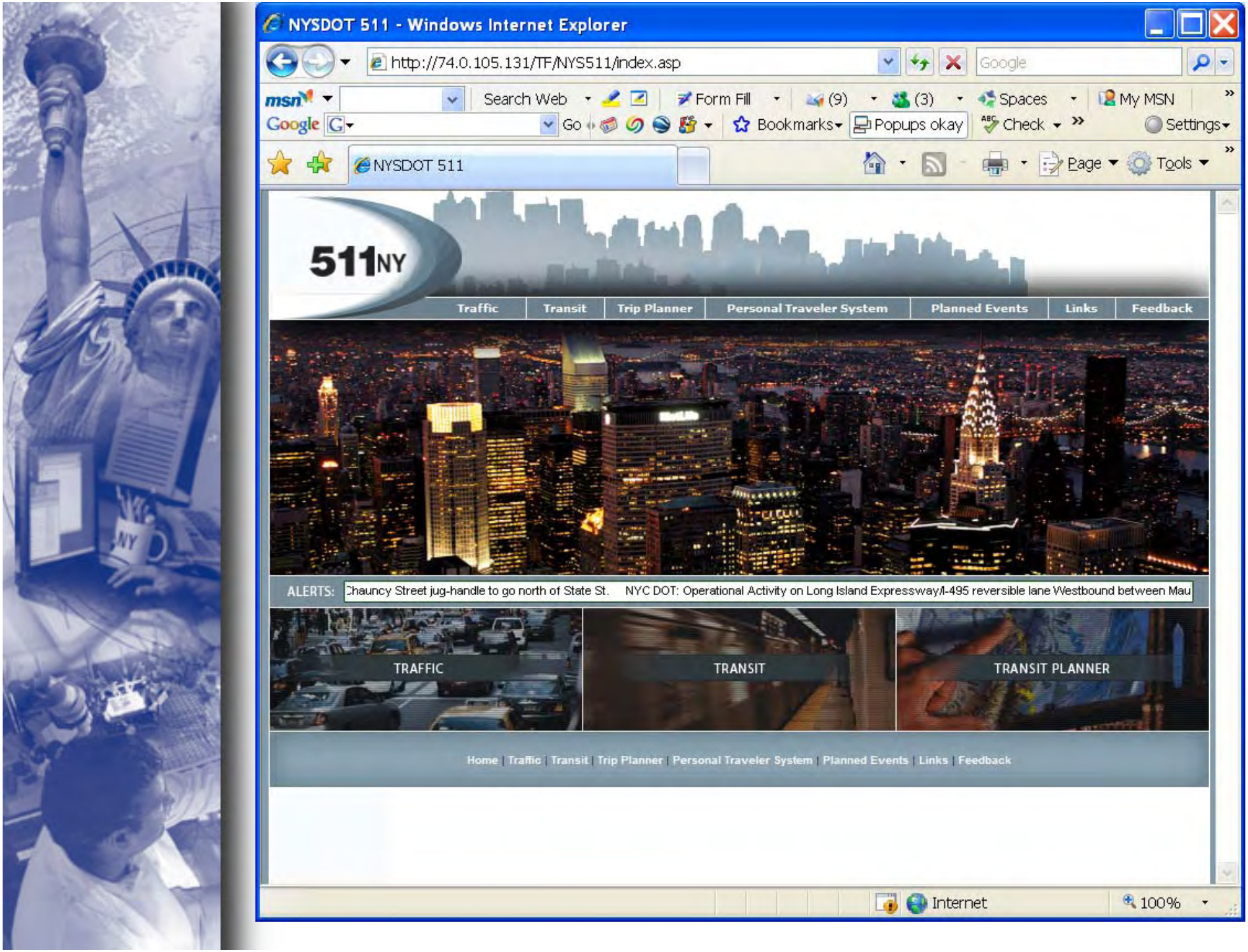

RA
CARS
WTA
Other
Data Collection
Inputs
Data Fusion
Outputs
NYSDOT
Data Distribution
IVR
TransAlert
Web

IVR Phone System

- Highly Flexible, Powerful Speech Recognition
- Scalable
- Database Driven IVR-Menu Structure – Each Menu Item Can Be:
  - Prompt
  - Another menu
  - Call transfer
  - Special Function (Driving times, Traffic Conditions)
- Each Menu Item Can Play A Floodgate Message
- Multiple Menu Structures (normal, special event, emergency, etc)
  - Swappable on Demand
- Managed Transfer – Stay On Line Until Connection

IVR/Telephony Data Flow




NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/index.asp
Search Web
Form Fill
Spaces
My MSN
Bookmarks
Popups okay
Check
Settings
NYSDOT 511
Page
Tools
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
ALERTS:
Chauncy Street jug-handle to go north of State St.
NYC DOT: Operational Activity on Long Island Expressway/I-495 reversible lane Westbound between Mau
TRAFFIC
TRANSIT
TRANSIT PLANNER
Home | Traffic | Transit | Trip Planner | Personal Traveler System | Planned Events | Links | Feedback
Internet
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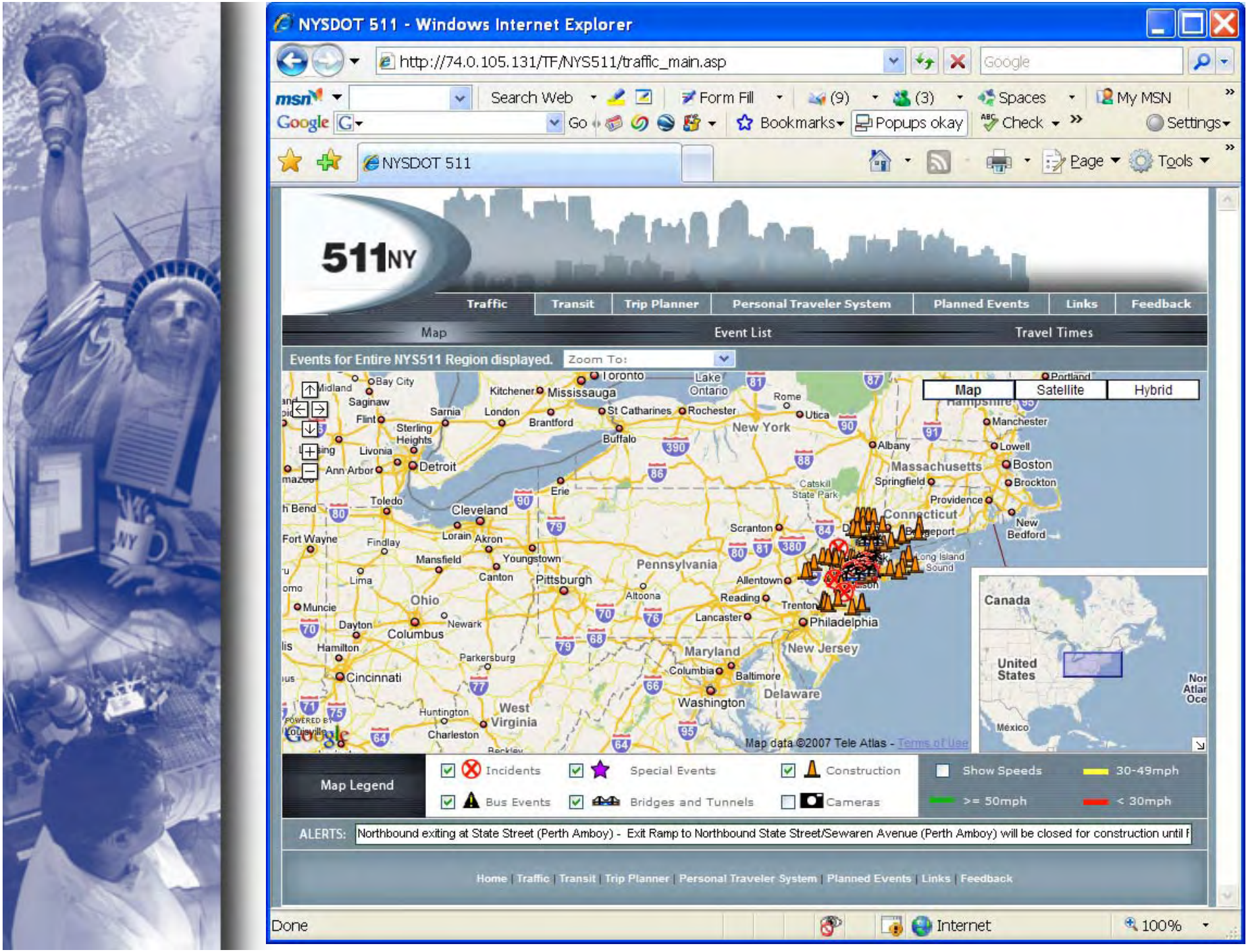
NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/traffic_main.asp
NYSDOT 511
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
Map
Event List
Travel Times
Events for Entire NYS511 Region displayed.
Zoom To:
Map
Satellite
Hybrid
Toronto
Buffalo
Cleveland
Detroit
Pittsburgh
Philadelphia
New York
Boston
Washington
Baltimore
Columbus
Cincinnati
Canada
United States
Map data ©2007 Tele Atlas - Terms of Use
Map Legend
Incidents
Special Events
Construction
Bus Events
Bridges and Tunnels
Cameras
Show Speeds
30-49mph
>= 50mph
< 30mph
ALERTS:
Northbound exiting at State Street (Perth Amboy) - Exit Ramp to Northbound State Street/Sewaren Avenue (Perth Amboy) will be closed for construction until F
Home | Traffic | Transit | Trip Planner | Personal Traveler System | Planned Events | Links | Feedback
Done
Internet
100%

I-495 (Long Island Expressway) At Cross Island Parkway
NYSDOT Wed Sep 13 11:20:53 2006
Traffic closest to camera is traveling westbound
Images updated every 30 seconds
Map
Satellite
Hybrid
Weather Forecast Albany
Today
Tomorrow
Friday
Saturday
Sunday
Monday
Tuesday
60% Rain Showers Likely Hi 65 °F
80% Rain Hi 64 °F
30% Chance Rain Showers Hi 70 °F
Partly Cloudy Hi 77 °F
Mostly Sunny Hi 77 °F
40% Chance Rain Showers Hi 75 °F
30% Chance Rain Showers Hi 71 °F
Tonight
Tomorrow Night
Friday Night
Saturday Night
Sunday Night
Monday Night
Tuesday Night
70% Rain Showers Likely Lo 56 °F
50% Chance Rain Showers Lo 56 °F
Partly Cloudy Lo 57 °F
Partly Cloudy Lo 55 °F
30% Chance Rain Showers Lo 56 °F
40% Chance Rain Showers Lo 55 °F
No data available
Last updated:Wednesday, September 13, 2006 9:25:15 AM
Bridgeport
New York
Scotia
Schenectady
Troy
Watervliet
Altamont
Round Lake
Schaghticoke
Tomhannock Reservoir
Watervliet Reservoir
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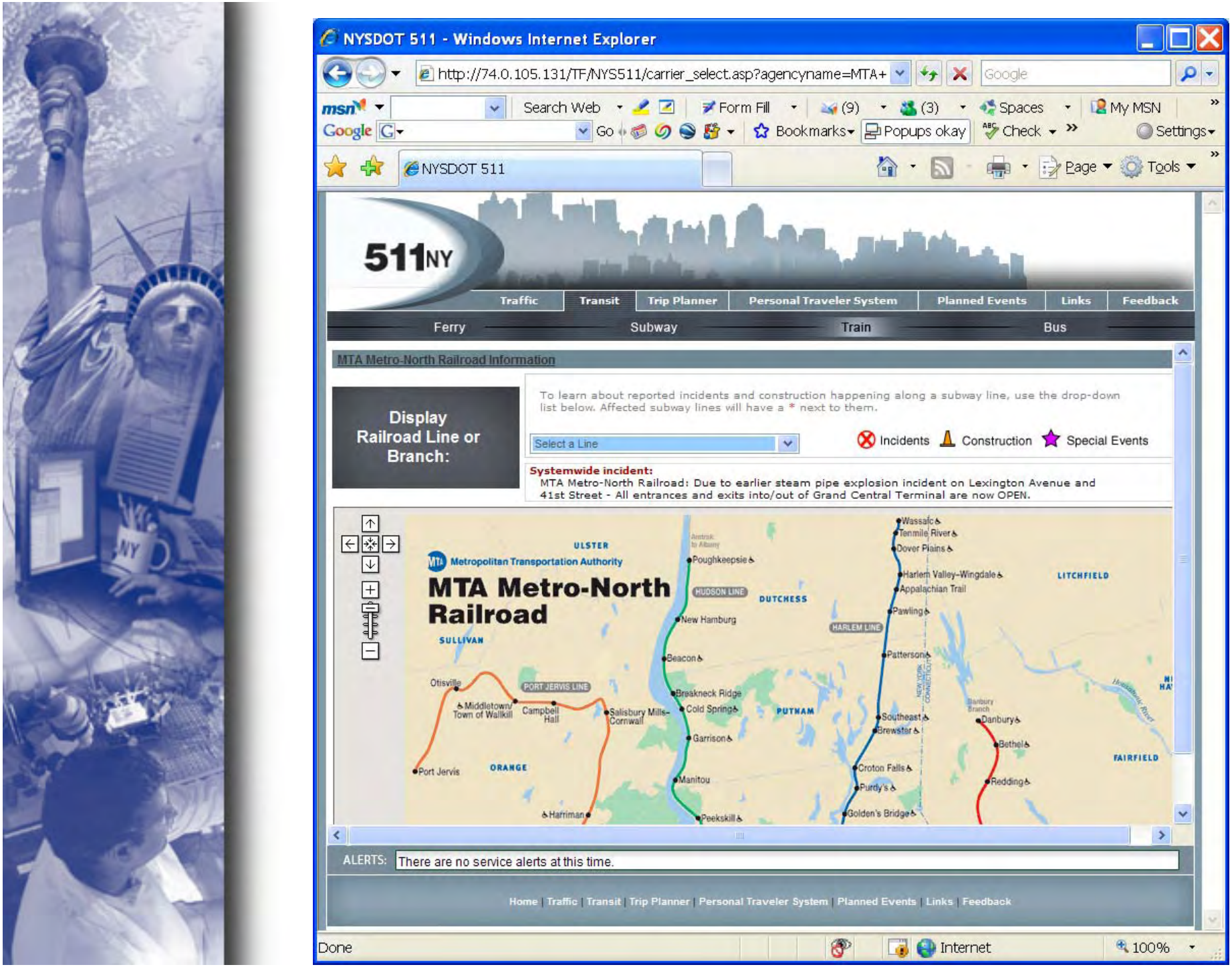
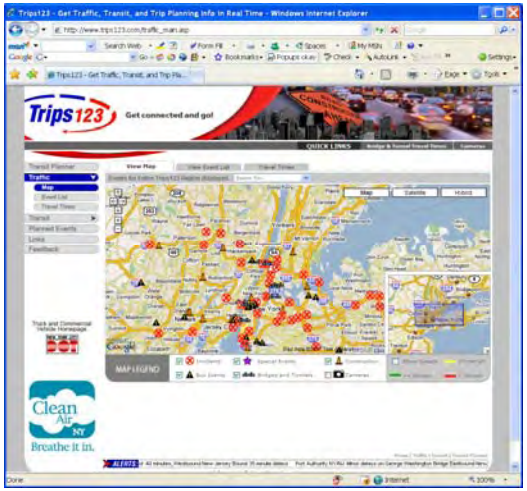
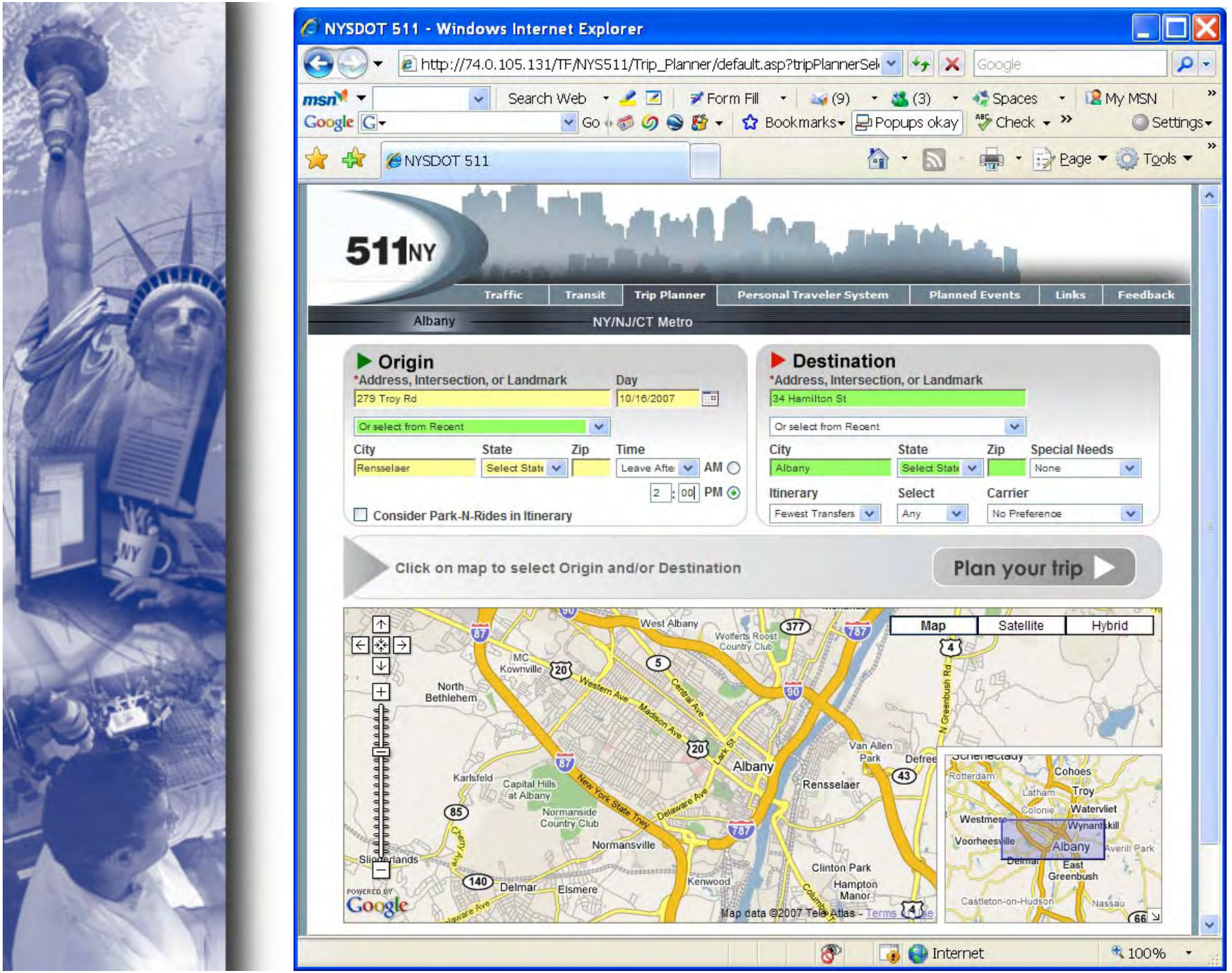

NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/carrier_select.asp?agencyname=MTA+
NYSDOT 511
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
Ferry
Subway
Train
Bus
MTA Metro-North Railroad Information
Display Railroad Line or Branch:
To learn about reported incidents and construction happening along a subway line, use the drop-down list below. Affected subway lines will have a * next to them.
Select a Line
Incidents
Construction
Special Events
Systemwide incident:
MTA Metro-North Railroad: Due to earlier steam pipe explosion incident on Lexington Avenue and 41st Street - All entrances and exits into/out of Grand Central Terminal are now OPEN.
Metropolitan Transportation Authority
MTA Metro-North Railroad
ULSTER
SULLIVAN
ORANGE
PUTNAM
DUTCHESS
LITCHFIELD
FAIRFIELD
HUDSON LINE
HARLEM LINE
PORT JERVIS LINE
Poughkeepsie
New Hamburg
Beacon
Breakneck Ridge
Cold Spring
Garrison
Manitou
Peekskill
Otisville
Middletown/ Town of Wallkill
Campbell Hall
Salisbury Mills-Cornwall
Port Jervis
Harriman
Wassaic
Tenmile River
Dover Plains
Harlem Valley-Wingdale
Appalachian Trail
Pawling
Patterson
Southeast
Brewster
Croton Falls
Purdy's
Golden's Bridge
Danbury
Bethel
Redding
ALERTS:
There are no service alerts at this time.
Home | Traffic | Transit | Trip Planner | Personal Traveler System | Planned Events | Links | Feedback
Done
Internet
100%

Trips123



- Transit Itinerary Planning System
  - NYS DOT / TRANSCOM
  - Database of All Transit Schedules for 29 County NY Metro Area
  - Transit Trip Planner
  - Center-to-Center Interface
    - XML Interface to Any Transit Agency in State
  - 1 Million Page Views per Month


NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/Trip_Planner/default.asp?tripPlannerSel
Google
Search Web
Form Fill
(9)
(3)
Spaces
My MSN
Go
Bookmarks
Popups okay
Check
Settings
NYSDOT 511
Page
Tools
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
Albany
NY/NJ/CT Metro
Origin
*Address, Intersection, or Landmark
279 Troy Rd
Day
10/16/2007
Or select from Recent
City
Rensselaer
State
Select State
Zip
Time
Leave After
AM
2 : 00 PM
Consider Park-N-Rides in Itinerary
Destination
*Address, Intersection, or Landmark
34 Hamilton St
Or select from Recent
City
Albany
State
Select State
Zip
Special Needs
None
Itinerary
Fewest Transfers
Select
Any
Carrier
No Preference
Click on map to select Origin and/or Destination
Plan your trip
Map
Satellite
Hybrid
West Albany
Wolferts Roost Country Club
MC Kownville
North Bethlehem
Western Ave
Madison Ave
Central Ave
Lark St
Albany
Van Allen Park
Rensselaer
Karlsfeld
Capital Hills at Albany
New York State Thwy
Delaware Ave
Normanside Country Club
Normansville
Slingerlands
Delmar
Elsmere
Kenwood
Clinton Park
Hampton Manor
N Greenbush Rd
Rotterdam
Cohoes
Troy
Latham
Colonie
Watervliet
Westmere
Wynantskill
Voorheesville
Averill Park
East Greenbush
Castleton-on-Hudson
Nassau
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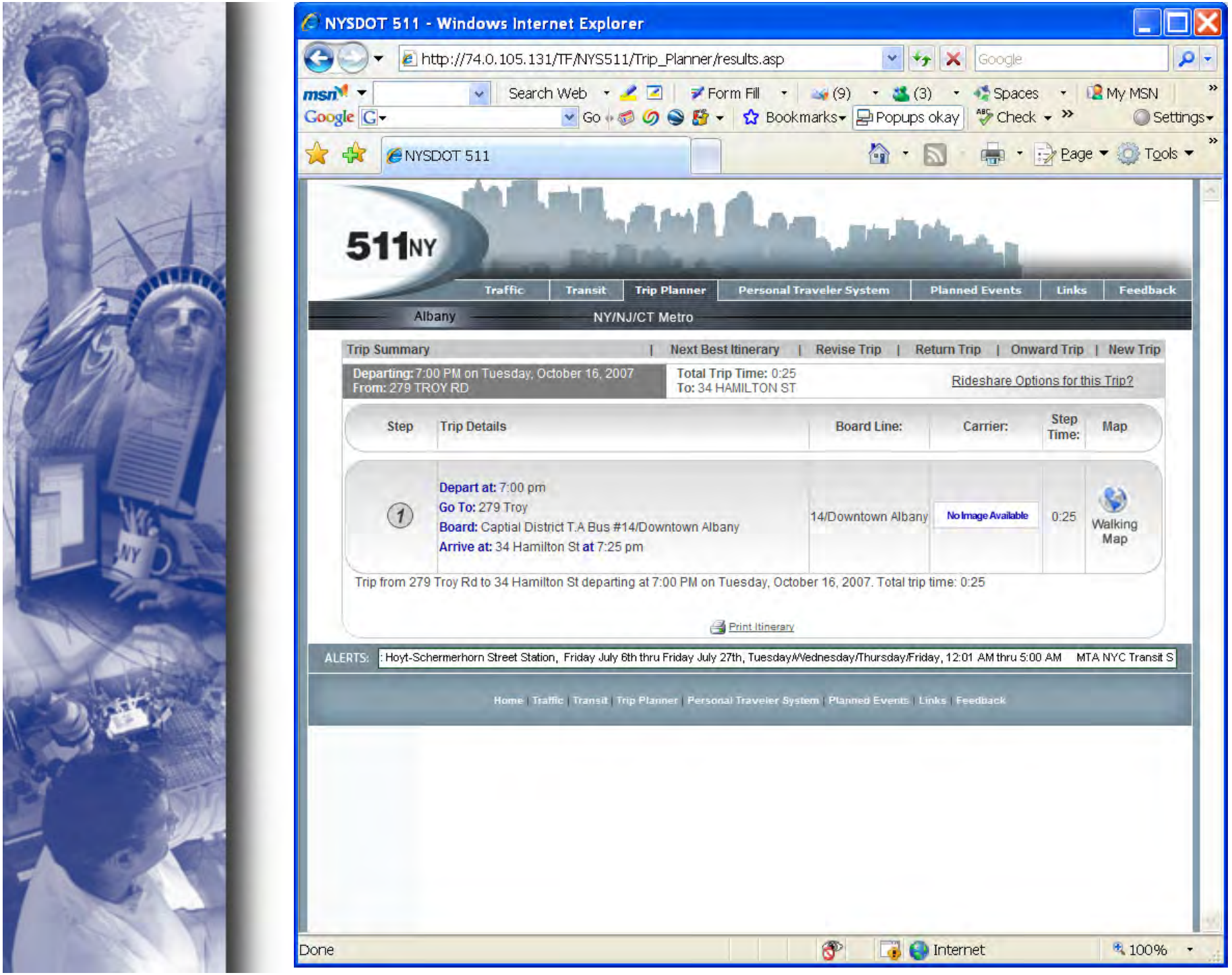
NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/Trip_Planner/results.asp
NYSDOT 511
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
Albany
NY/NJ/CT Metro
Trip Summary | Next Best Itinerary | Revise Trip | Return Trip | Onward Trip | New Trip
Departing: 7:00 PM on Tuesday, October 16, 2007
From: 279 TROY RD
Total Trip Time: 0:25
To: 34 HAMILTON ST
Rideshare Options for this Trip?
Step
Trip Details
Board Line:
Carrier:
Step Time:
Map
1
Depart at: 7:00 pm
Go To: 279 Troy
Board: Captial District T.A Bus #14/Downtown Albany
Arrive at: 34 Hamilton St at 7:25 pm
14/Downtown Albany
No Image Available
0:25
Walking Map
Trip from 279 Troy Rd to 34 Hamilton St departing at 7:00 PM on Tuesday, October 16, 2007. Total trip time: 0:25
Print Itinerary
ALERTS: : Hoyt-Schermerhorn Street Station, Friday July 6th thru Friday July 27th, Tuesday/Wednesday/Thursday/Friday, 12:01 AM thru 5:00 AM MTA NYC Transit S
Home | Traffic | Transit | Trip Planner | Personal Traveler System | Planned Events | Links | Feedback
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Internet
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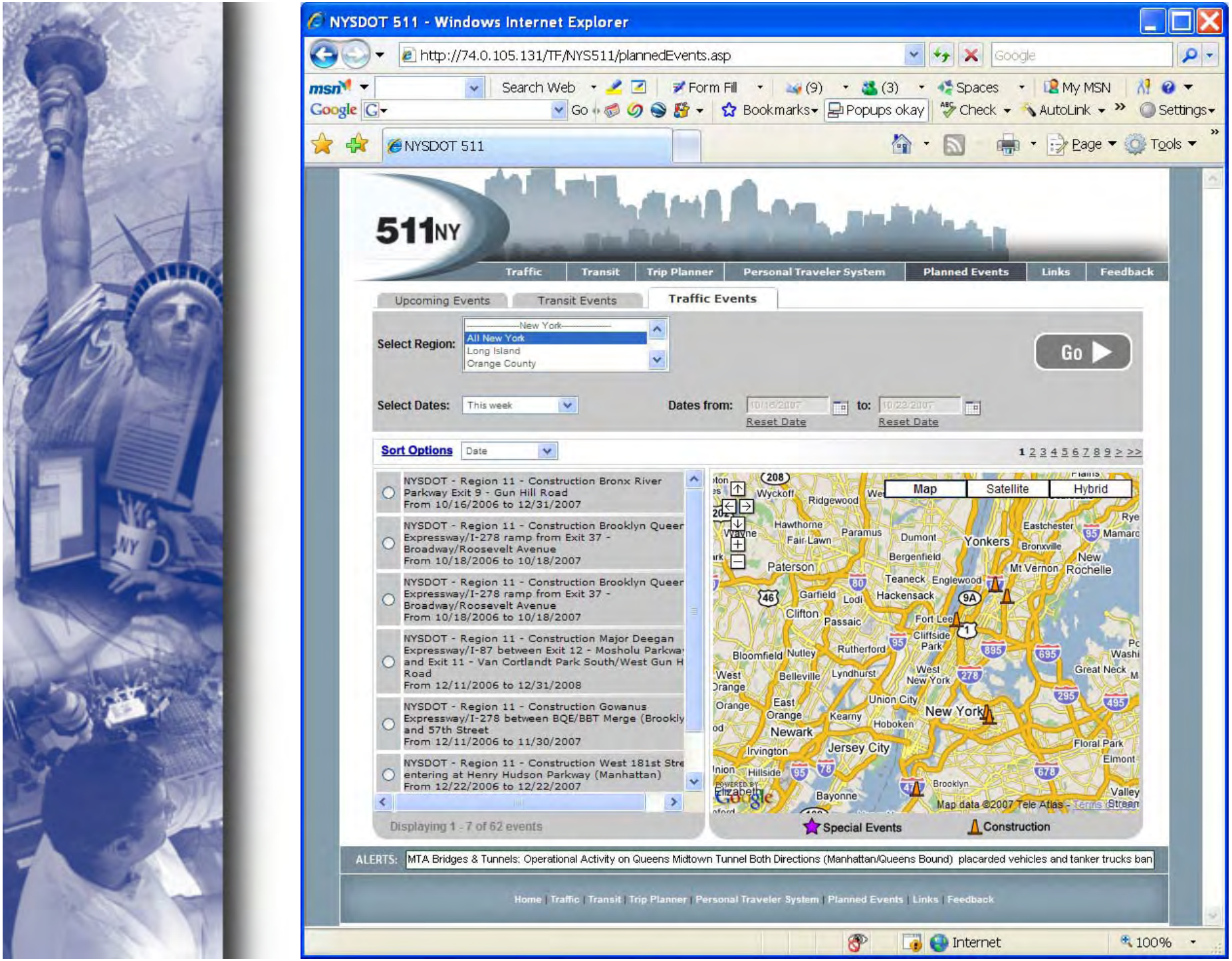

NYSDOT 511 - Windows Internet Explorer
http://74.0.105.131/TF/NYS511/plannedEvents.asp
NYSDOT 511
511NY
Traffic
Transit
Trip Planner
Personal Traveler System
Planned Events
Links
Feedback
Upcoming Events
Transit Events
Traffic Events
Select Region:
New York
All New York
Long Island
Orange County
Go
Select Dates:
This week
Dates from:
to:
Reset Date
Reset Date
Sort Options
Date
1 2 3 4 5 6 7 8 9 > >>
NYSDOT - Region 11 - Construction Bronx River Parkway Exit 9 - Gun Hill Road
From 10/16/2006 to 12/31/2007
NYSDOT - Region 11 - Construction Brooklyn Queer Expressway/I-278 ramp from Exit 37 - Broadway/Roosevelt Avenue
From 10/18/2006 to 10/18/2007
NYSDOT - Region 11 - Construction Brooklyn Queer Expressway/I-278 ramp from Exit 37 - Broadway/Roosevelt Avenue
From 10/18/2006 to 10/18/2007
NYSDOT - Region 11 - Construction Major Deegan Expressway/I-87 between Exit 12 - Mosholu Parkwa and Exit 11 - Van Cortlandt Park South/West Gun H Road
From 12/11/2006 to 12/31/2008
NYSDOT - Region 11 - Construction Gowanus Expressway/I-278 between BQE/BBT Merge (Brookly and 57th Street
From 12/11/2006 to 11/30/2007
NYSDOT - Region 11 - Construction West 181st Stre entering at Henry Hudson Parkway (Manhattan)
From 12/22/2006 to 12/22/2007
Displaying 1 - 7 of 62 events
Map
Satellite
Hybrid
Map data ©2007 Tele Atlas
Special Events
Construction
ALERTS:
MTA Bridges & Tunnels: Operational Activity on Queens Midtown Tunnel Both Directions (Manhattan/Queens Bound) placarded vehicles and tanker trucks ban
Home | Traffic | Transit | Trip Planner | Personal Traveler System | Planned Events | Links | Feedback
Internet
100%

Schedule

- Award contract by ***March '08***
  - After negotiations; AG & OSC reviews
- Beta version of system implemented in ***Aug '08***
  - Conduct user acceptance testing
  - Controlled test environment
  - Limited number of stakeholders and customers
- "Soft" roll-out of branded 511 service by ***Oct '08***
- 511 v. 1.0 available by ***November '08***
  - 2008 ITS World Congress in NYC
  - Focus on metro NYC first
  - Followed by the rest of the state

511® Travel Info

Eye to the Future

- Explore and pursue opportunities
  - Promote state and regional ‘travel and tourism’
  - Advanced custom services such as ‘My 511’
  - Route planning tools
  - Map and video based distribution of travel info to mobile devices
  - Premium services to defray operating costs

511 Travel Info

Outreach to Stakeholders

- Organizations providing transportation systems and services in/for New York State
  - Possess information about their systems and services they want to share with the public
    - Roadway, transit, tourism, enforcement/first-responder, rail, aviation

Partners in Information

511 Travel Info

Outreach to Stakeholders

- The Public
  - *Private travelers; people and goods movers*
  - Seeking and evaluating the public's input on NYSDOT travel info websites
    - Content and presentation
- "Neighbors"
  - Coordination
    - Technical, content, ease-of-use
  - Share lessons-learned
  - Wish to build on existing relationships and forge new ones
    - I-95 Corridor Coalition, TRANSCOM, NITTEC

511® Travel Info

Constraints & Risks

- NYSDOT can do only what is contractually permitted by law
- ITS World Congress 2008 deadline
- Limited availability of resources
  - Staffing
  - Funding
- Timely development of database interfaces
- Institutional issues
- Commitment by other transportation operators

511 Travel Info

Regional Issues

- Neighboring States
  - Properly directing calls
    - Cell phone calls
    - Transferring / redirecting calls
  - Access to databases and information
  - Commonality of tools
    - Telephone menus
    - Mapping symbols
    - Terminology
    - Adherence to standards
  - Assistance and sharing lessons-learned

511 Travel Info

Other Issues

- Funding
- Resources
  - NYSDOT staff to provide oversight to 511 program
    - Directing contractor staff
    - Administrative authority over 511
  - Data providers (NYSDOT and others)
    - Oversee data function
    - Availability and timeliness of data
    - Consistent data QA/QC
- Coordination of marketing plans
  - Support from agency and industry partners for public outreach

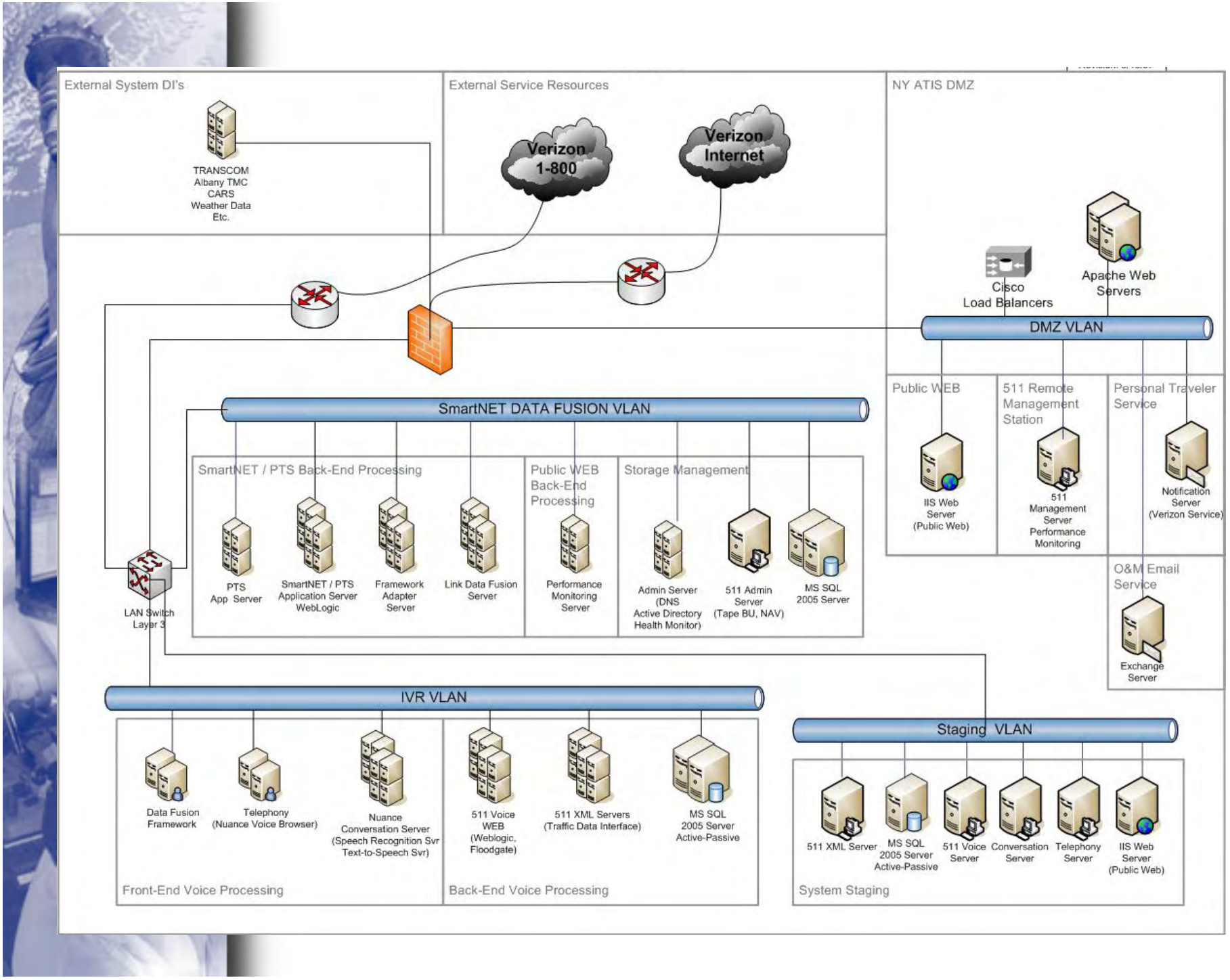
Are we missing anything?

511 Travel Info

Questions and Answers

511 Travel Info

NYSDOT thanks you for your support!


External System DI's
TRANSCOM
Albany TMC
CARS
Weather Data
Etc.
External Service Resources
Verizon 1-800
Verizon Internet
NY ATIS DMZ
Cisco Load Balancers
Apache Web Servers
DMZ VLAN
Public WEB
IIS Web Server (Public Web)
511 Remote Management Station
511 Management Server Performance Monitoring
Personal Traveler Service
Notification Server (Verizon Service)
O&M Email Service
Exchange Server
SmartNET DATA FUSION VLAN
SmartNET / PTS Back-End Processing
PTS App Server
SmartNET / PTS Application Server WebLogic
Framework Adapter Server
Link Data Fusion Server
Public WEB Back-End Processing
Performance Monitoring Server
Storage Management
Admin Server (DNS Active Directory Health Monitor)
511 Admin Server (Tape BU, NAV)
MS SQL 2005 Server
LAN Switch Layer 3
IVR VLAN
Data Fusion Framework
Telephony (Nuance Voice Browser)
Nuance Conversation Server (Speech Recognition Svr Text-to-Speech Svr)
Front-End Voice Processing
511 Voice WEB (Weblogic, Floodgate)
511 XML Servers (Traffic Data Interface)
MS SQL 2005 Server Active-Passive
Back-End Voice Processing
Staging VLAN
511 XML Server
MS SQL 2005 Server Active-Passive
511 Voice Server
Conversation Server
Telephony Server
IIS Web Server (Public Web)
System Staging