



Traffic, Travel and Transit Info

*A Travel Information Service
for New York State*

NYMTC PFAC

November 20, 2008



New York State Department of Transportation

Vision for 511 NY

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



Traffic, Travel and Transit Info

Objectives

- Seek out and use the best information available
 - ❖ TRANSCOM Regional Architecture Database
 - ❖ Only database of its kind in existence nationally
- Work to ensure the integration of *all travel modes*
- 511 system will provide consistent and up to date region-based information
- 511 will be “user friendly” and “seamless”
 - ❖ Coordination and harmonization of telephone, web offerings, and e-notifications
- *Regional interoperability*
 - ❖ FHWA model deployment



Traffic, Travel and Transit Info



511 NY Deployment Status

- Phone system and web portal complete
- Data from TRANSCOM's 'Regional Architecture' database
 - ❖ ***511 NY includes all incident and event data in 29 county metro NYC/LI and northern NJ area***
- TransAlert system made available in ***May '08***
 - ❖ MTA e-notification system featured
- 511 v. 1.0 available now available
 - 2008 ITS World Congress in NYC
 - Rest of the state online by 2009
 - Completing CARS and WTA data fusion

511 NY Deployment Status

IVR Phone System

- Nuance Speech Recognition
- Integrated Multi-Modal / Multi-Agency
- Database Driven Fully Automated IVR-Menu Structure
 - Incident Reporting
 - Call transfer
 - Floodgate messages for ETO and special events
- Customized 'trees' for each of nine calling regions

Website

- Traffic Conditions (Incidents, construction, traffic cameras, speed, weather)
- Transit Conditions (Incidents, construction)
- Statewide Multi-Agency Transit Trip Planner
- Rideshare opportunities
- Travel Links (CVO, Bicycling, Tourism)



Traffic, Travel and Transit Info

Outreach to Stakeholders

- **Partner agencies**

Provide transportation systems and services in the State:

- Roadway
- Tourism
- Rail
- Bicycling
- Transit
- Enforcement/first-responder
- Aviation
- Rideshare

Have info about their systems and services to share with the public, or key insights about customers' needs.

- **System Users**

- Traveling Public
- Commercial Vehicle Operators
- Transportation System Operators

Partners in Information



Traffic, Travel and Transit Info

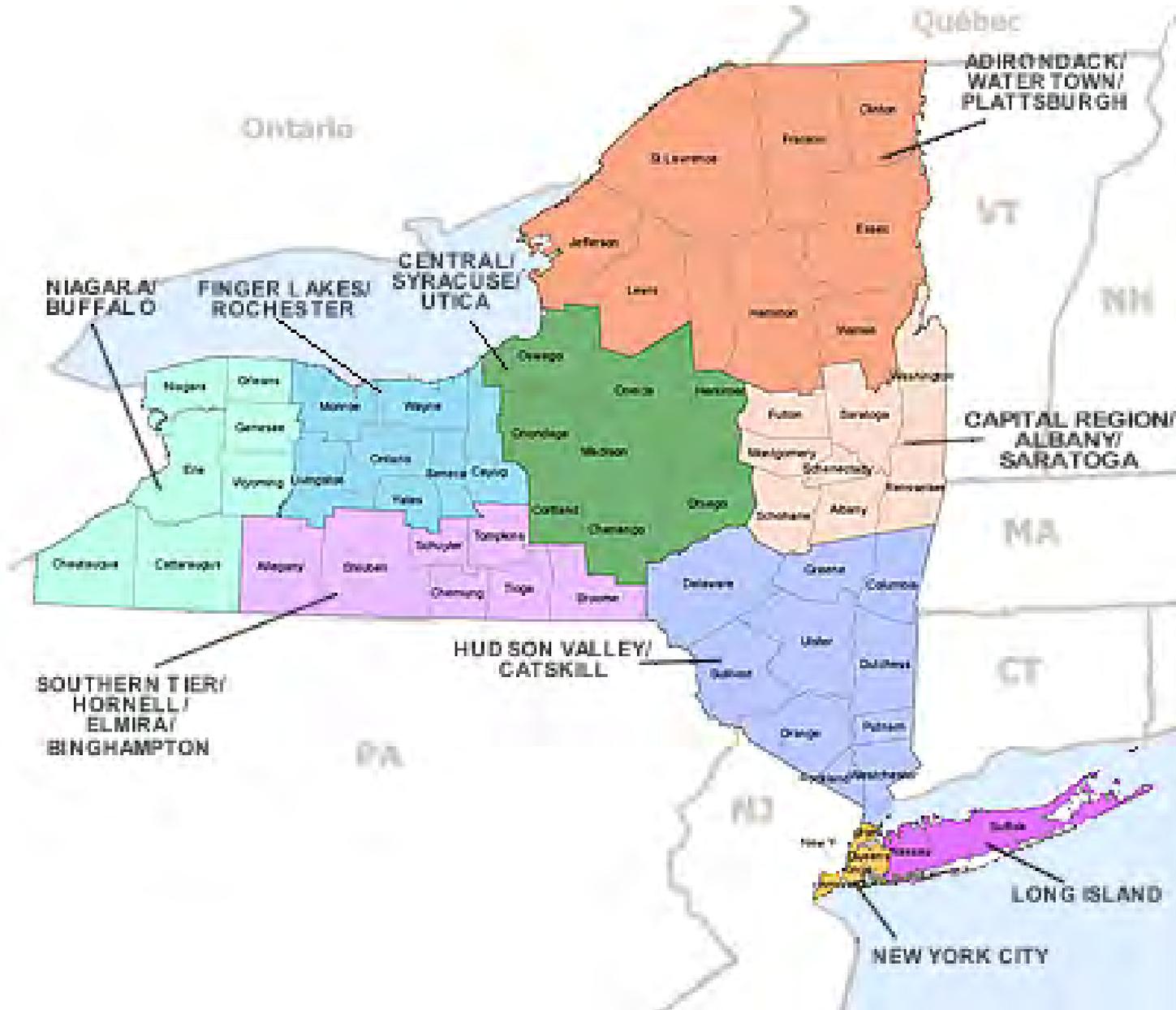
Regional Issues

- **Neighboring States & Provinces**
 - ❖ Share lessons-learned
 - ❖ Build on existing relationships and forge new ones
- **Interoperability**
 - ❖ Commonality of tools
 - Telephone menus
 - Mapping symbols
 - Terminology
 - Adherence to standards
 - ❖ Properly directing calls
 - Cell phone calls
 - Transferring / redirecting calls
 - ❖ Coordination of content and ease-of-use
 - Access to databases and information



Traffic, Travel and Transit Info

511 Calling Regions





511NY GET CONNECTED TO GO

Traffic, Travel and Transit Info

TRAFFIC CONDITIONS

TRANSIT CONDITIONS

TRANSIT TRIP PLANNER

RIDE SHARE

TRAVEL LINKS

ALERTS |

Y Rangers: Hockey game Madison Square Garden at the Arena (Manhattan) NY Rangers vs Pittsburgh Penguins, Sa

CUSTOMIZE ALERTS



WELCOME TO 511NY

511NY is New York State's official traffic and travel info source. Whether you drive or take public transit, click below for precisely what you need, or simply dial 511 on your phone. Wherever you're going, 511NY is here to get you there.



TRAFFIC
CONDITIONS



TRANSIT
CONDITIONS



TRANSIT
TRIP PLANNER



RIDE
SHARE



TRAVEL
LINKS

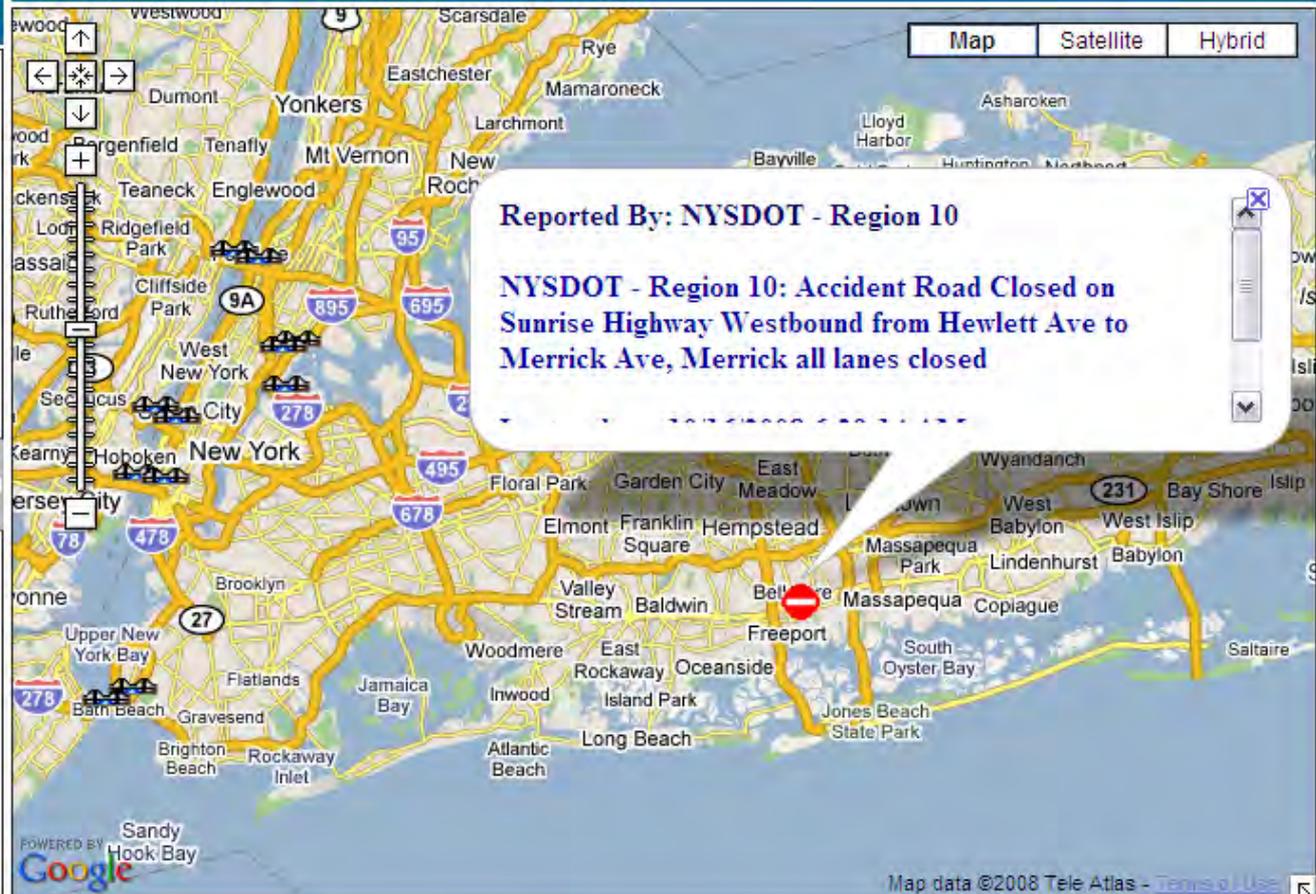
Traffic Conditions

Map Legend

- Closures
- Weather / Alerts
- Incidents
- Special Events
- Bridges and Tunnels
- Construction
- Cameras
- Show Speeds
- > 50mph
- 30-49mph
- < 30mph
- No Info

Save My Map View

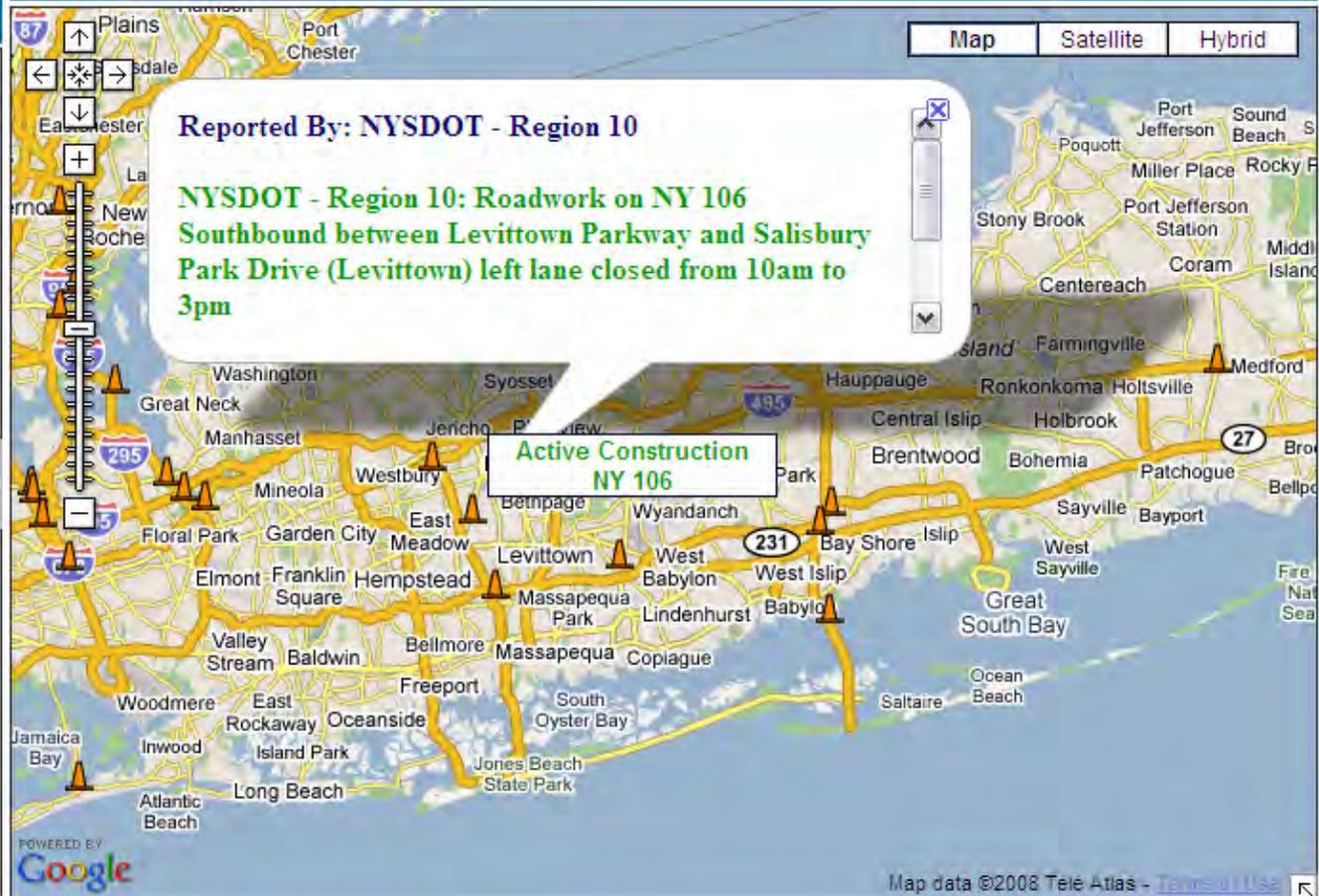
Zoom to: Select a Region



Traffic Conditions

Map Legend

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[Save My Map View](#)Zoom to: 



511NY GET CONNECTED TO GO

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TRAFFIC CONDITIONS

TRANSIT CONDITIONS

TRANSIT TRIP PLANNER

RIDE SHARE

TRAVEL LINKS

ALERTS | Day August 27th, 2008, 01:46 PM, 1 acceleration lane of 2 lanes blocked @ EZ-Pass lane

NY Rangers: Hocke

CUSTOMIZE ALERTS

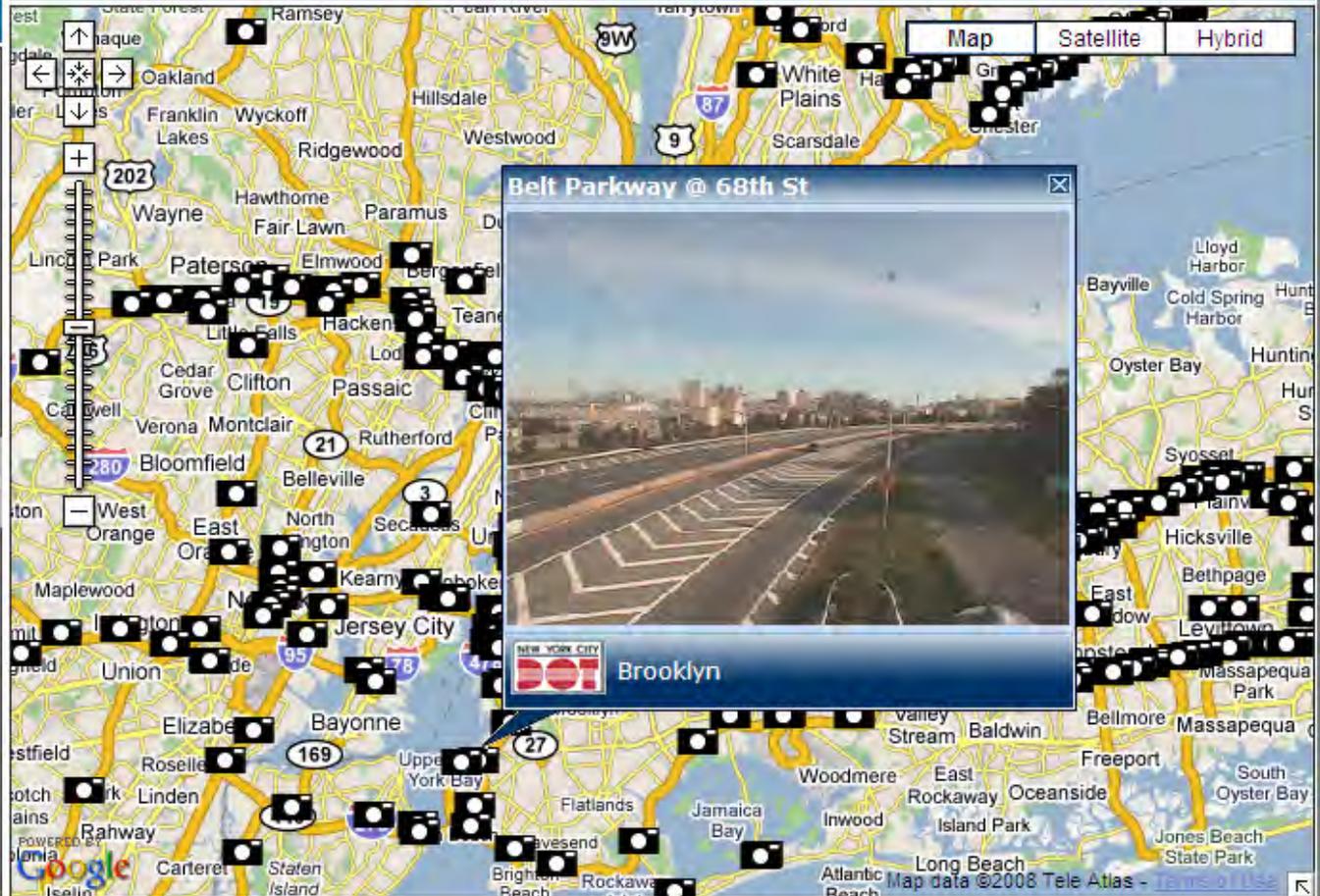
Traffic Conditions

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Save My Map View

Zoom to: Select a Region



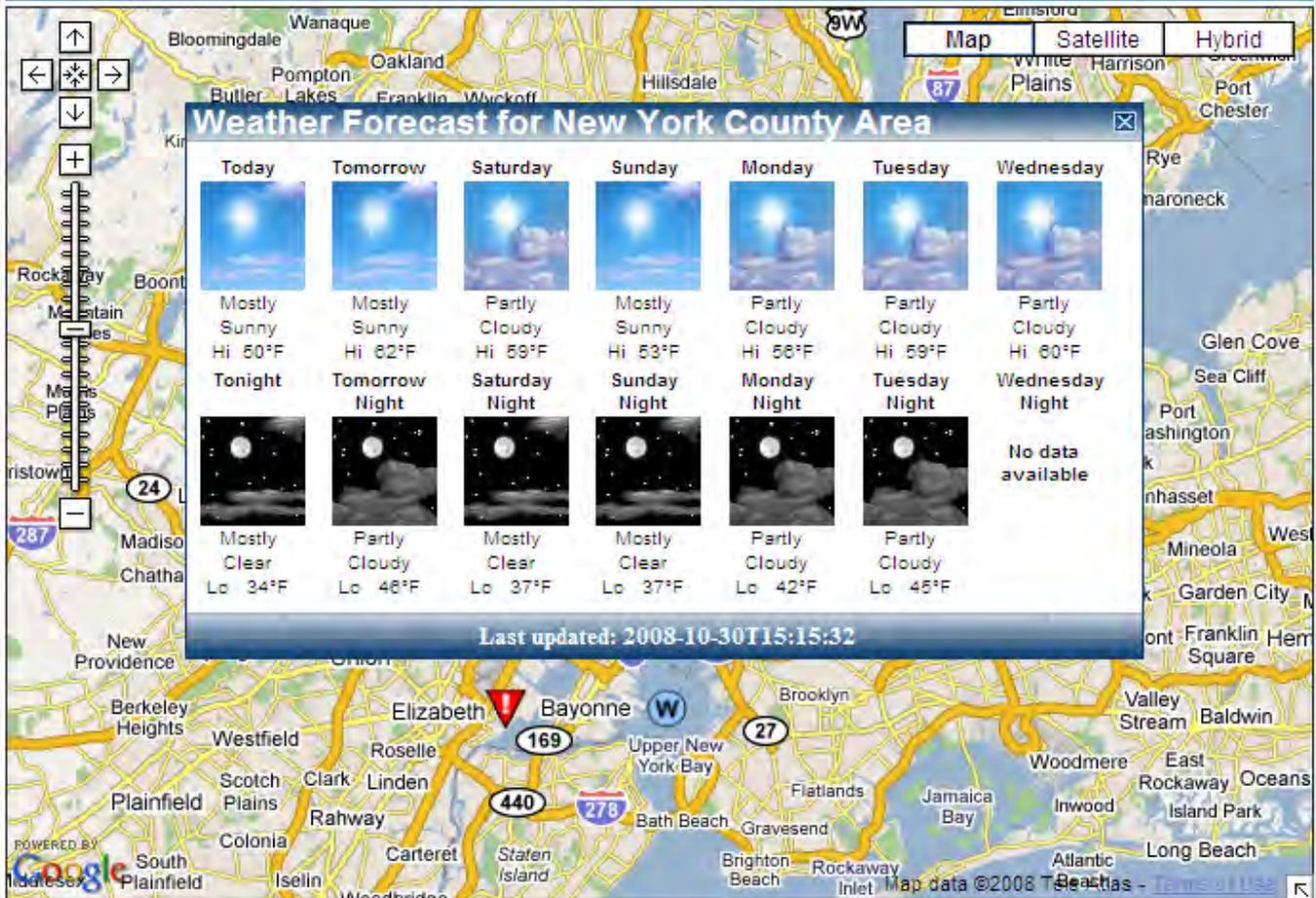
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Save My Map View

Zoom to:



Transit Incidents Via Regional Architecture

The screenshot displays the 511NY website interface. At the top, the 511 logo is on the left, and the text "511NY GETCONNECTEDTOGO" is on the right. Below this is a navigation bar with links for "Traffic, Travel and Transit Info", "TRAFFIC CONDITIONS", "TRANSIT CONDITIONS", "TRANSIT TRIP PLANNER", "RIDE SHARE", and "TRAVEL LINKS". A secondary bar shows "ALERTS" with a list of incidents: "Acceleration lane of 2 lanes blocked @ EZ-Pass lane", "NY Rangers: Hockey game Madison Square Garden at the A", and "CUSTOMIZE ALERTS".

The main content area is titled "Transit Conditions" and features a "Map Legend" on the left with the following items:

- Closure (red circle with slash)
- Weather / Alerts (blue circle with W and red triangle)
- Transit Events (yellow triangle)
- Special Events (purple star)
- Construction (orange triangle)

A "Save My Map View" button is located below the legend.

The map shows a region around New York City. A "Zoom to: Select a Region" dropdown is at the top of the map. A callout box is open over the George Washington Bridge area, containing the following text:

Reported By: NJ Transit Bus

NJ TRANSIT Bus: Due to Delays & Congestion & Earlier Incident Both Directions All Buses area of George Washington Bridge subject to 20-30 minute delays due to an earlier Accident on the Cross Bronx





511NY GET CONNECTED TO GO

Traffic, Travel and Transit Info

TRAFFIC CONDITIONS

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RIDE SHARE

TRAVEL LINKS

ALERTS |

Expressway/I-495 Westbound between Exit 39 - Glen Cove Road (Nassau County) and Exit 37

CUSTOMIZE ALERTS



The NY/NJ/CT Metro

Start

Address, Intersection, or Landmark

City

State

Zip

Or Select from Recent

Time:

Leave After

AM

10/17/2008

9

49

PM

End

Address, Intersection, or Landmark

City

State

Zip

Or Select from State

Trip Options:

Fewest Transfers

Special Needs:

None

Select:

Any

Carrier:

No Preference

Consider Park-N-Ride in Itinerary

Click on map to select
Origin and/or Destination

Plan Trip

Zoom to: Select a Region



Transit Trip Planner

- Transit Itinerary Planning System
 - ❖ NYS DOT / TRANSCOM
 - ❖ All Transit Schedules for 29 County NY Metro Area
 - ❖ Expanding statewide
 - AMTRAK pilot

Departing: 6:30 AM on Saturday, December 30, 1899 From: NANUET MTA METRO-NORTH STATION		Total Trip Time: 1:18 To: WHITEHALL TERMINAL		Rideshare Options for this Trip?	
Step	Trip Details	Board Line:	Carrier:	Step Time:	Map
1	Depart at: 6:30 am Go To: Nanuet Rr Station, Depart Board: Nj Transit Rail Pascack Vily Line/Hoboken (07030) Arrive at: Hoboken Path at 7:18 am 1 incident affects this line. [Show Details]	Pascack Valley Line/Hoboken (07030)		0:48	
2	Depart at: 7:24 am Go To: Hoboken Sta (Path), Hudson Pl & River Drive Board: Path Hob To Wtc Line/Wtc Arrive at: World Trade Center at 7:34 am 1 incident affects this line. [Show Details]	Hoboken to World Trade Center Line/Wtc		0:10	
3	Depart at: 7:44 am Go To: Fulton St 2/3/4/5, Fulton St & Nassau Board: Mta Nyc Transit/Sub Train #4/Nits Ave Arrive at: Bowling Green Station 4/5 at 7:48 am 3 incidents affect this line. [Show Details]	4 Sub Train #4/Nits Ave		0:04	

Trip from NANUET MTA METRO-NORTH STATION to Whitehall Terminal departing at 6:30 AM on Saturday, December 30, 1899. Total trip time: 1:18

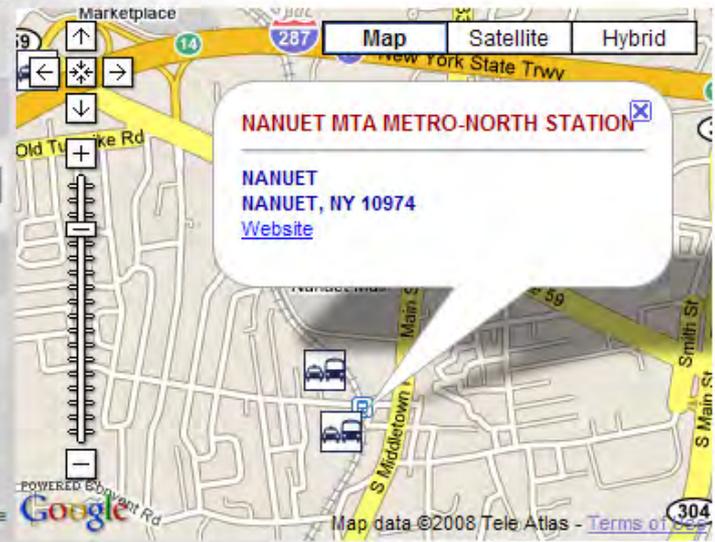
Park & Ride Information

Displaying 1 - 5 of 20 Park-N-Rides

<< Previous 5 Next 5 >>

<input type="radio"/>	Chestnut Ridge Rd Park Ride Spring Valley, NY 10977		
<input type="radio"/>	Pearl River Park-N-Ride - Lot 2 Pearl River, NY 10985		
<input checked="" type="radio"/>	NANUET MTA METRO-NORTH STATION NANUET, NY 10974	<input type="button" value="Use as Origin"/>	<input type="button" value="Driving Directions"/>
<input type="radio"/>	NANUET RR PARK-N-RIDE - LOT 2 Nanuet, NY 10954		
<input type="radio"/>	Exit 14 Thruway East Lot Nanuet, NY 10954		

-  Start point
-  End point
-  Park-N-Ride



Serviced By: MTA Metro-North Railroad

[NANUET MTA METRO-NORTH STATION](#)

Phone Number Not Provided

Amenities		Fees		Availability	
Security	No	Permit Required	No	Operator	None
Lighting	Yes	Parking Fee	No	No. of Spaces	229
Telephones	Yes	Hourly Fee (\$/hour)		Hrs. of Facility Operation	
Restrooms	No	Daily Fee (\$/Day)		Hrs. of Transit Operation	
Food Services	No	Weekly Fee (\$/Week)		Expected Weekday Fillup Time	
Wheelchair Access	Yes	Monthly Fee (\$/Month)		Expected Weekend Fillup Time	
Bike Racks/Lockers	No			Operator Comments	
Transit Available	Train				

511**511NY**
GET CONNECTED TO GO

Traffic, Travel and Transit Info

TRAFFIC CONDITIONS

TRANSIT CONDITIONS

TRANSIT PLANNER

RIDE SHARE

TRAVEL LINKS

ALERTS | [Penguins, Saturday October 25th, 7:00 PM thru 10:00 PM](#), [Wednesday December 3rd, 7:00 PM thru 10:00 PM](#), [Mo](#) [CUSTOMIZE ALERTS](#)

Travel Links

[Airports](#)[Automobile](#)[Bicycling](#)[Clean Air](#)[Mobile Links](#)[Tourism](#)[Emergency Contacts](#)[Public Transportation](#)[Transportation Agency Links](#)[Commercial Vehicles](#)[Ports & Waterways](#)[Intermodal Facilities](#)

Airports

Link to an airport web site from the following list using our interactive map:

- [Airports – Scheduled Service and General Aviation](#)
- [Airport Access](#)
- [Border State Airports](#)

[Return to top](#) 

Automobile

Info Access via Interactive Map



Traffic, Travel and Transit Info

HOME | ABOUT | CONTACT | FAQs



Welcome to TransLinks. Click the Interactive Map or use Drop-down boxes for selections.

New York State TransLinks

More ways to travel in and around NYS

Public Transportation Information in New York



Travel Type:

Category:

511 Region:

County or State:

Search:

511 Region and Counties





Ride Share

Welcome to your one-stop shopping source for commute information and resources. Alternative commute programs can acquaint New York residents with commute options other than driving alone and to encourage long-term use of carpooling, vanpooling, transit, bicycling and telecommuting.



Commuter Information

The ride-share choices for [commuters](#) today are numerous. Using commuter alternatives helps to relieve congestion, to increase transportation capacity, to reduce air and noise pollution, to lessen energy consumption and to protect our health.



Employer Information

[Employers](#) also can help by setting up and carrying out a plan that benefits their businesses, enabling them to attract and to retain the best employees and to make it easier for everyone to get around.





Commuter Information

Carpool Information

Amid high fuel prices, carpooling is a flexible, convenient, less-expensive and friendly way to travel. Carpooling also can reduce vehicle emissions to help clean New York's air. All you need is one or two other people.

Vanpool Information

Vanpooling is convenient and popular, especially if your workplace is far from home. "Official" vanpools have 7 to 15 passengers, including the driver, who usually rides for free. Many services can help employers, commuters and other travelers start or join a vanpool with a common destination.

Park-and-Ride

Park-and-Ride lots can save you money and time. Park at a convenient spot near home and take a carpool or vanpool to a central location. Some lots also have commuter bus and transit connections.

Other Tips

How consumers can save when traveling alone or with others.

Carpool

Easy to get going!

- [Organize Your Own Carpool](#)
- Free Matching Service
[Ride-share Service Providers](#) will match you or your group with others heading to similar destinations through free, computer carpool matching.

Benefits

Save money:



Eye to the Future

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



Traffic, Travel and Transit Info



Questions and Answers

511 NY Project Contact Information:

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www.511ny.org



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