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
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
National Deployment Status

- 511 is the number for getting travel info by phone
  - Designated by the FCC in 2000 for use by State DOTs
  - 32 States with partial or complete statewide coverage
    - 115+ million calls since inception
    - Available to 47% of population in 2007
    - 65% of population in 2008
- 8 new States online by end of year
- Canada deploying 511 service
- In NY, 511 will be the “brand” for travel information by
  - Telephone, web sites, and e-notifications
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)
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*
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
511 Calling Regions
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.
Reported By: NYSDOT - Region 10

NYSDOT - Region 10: Accident Road Closed on Sunrise Highway Westbound from Hewlett Ave to Merrick Ave, Merrick all lanes closed
Reported By: NYSDOT - Region 10

NYSDOT - Region 10: Roadwork on NY 106 Southbound between Levittown Parkway and Salisbury Park Drive (Levittown) left lane closed from 10am to 3pm
Transit Incidents Via Regional Architecture

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
Transit Trip Planner

- Transit Itinerary Planning System
  - NYS DOT / TRANSCOM
  - All Transit Schedules for 29 County NY Metro Area
  - Expanding statewide
    - AMTRAK pilot
# Park & Ride Information

## NANUET MTA METRO-NORTH STATION

**Phone Number Not Provided**

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<th>Notes</th>
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Serviced By: MTA Metro-North Railroad

- **NANUET**: NANUET, NY 10974
- **Website**: [Website](#)
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
Info Access via Interactive Map

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

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www.511ny.org