

TSM&O Category: [Automated Traveler Information Systems \(ATIS\)](#)

Problem: The traveling public lacks a comprehensive, reliable, and single location of traffic, transit, and emergency notifications to make informed trip decisions.

Solution: Develop a useful, high quality, and readily available 511 information system with a customizable platform of web, phone and mobile applications to access the information in real-time.

Project Description:

- 511NY covers the transportation system and services throughout New York State
- Information is available about: traffic and transit conditions including incidents and construction, paratransit, major-crossings such as bridges and tunnels, weather, transit trip-planning, carpools, airports, tolling, and commercial vehicle information.
- My511NY is a free, personalized service on the phone, web, and app that allows a user to customize 511 based on their preferences
- 511NY provides mobile apps for Blackberry, iPhone and Android devices
- 511NY Transit Trip Planner allows a user to plan a trip across multiple transit service, agencies, operators, and states

Results:

- 511NY has seen growth in usage across all elements of the program: landline, mobile app downloads, and social media
- Positive results have encouraged expansion of the system to include an updated rideshare page with a ridematching app, and border crossing information
- Public feedback has been generally positive

Cost: The NY State Transportation Improvement Program (STIP) has a four-year (2011-14) program operational cost of \$27 million provided by Congestion Mitigation and Air Quality (CMAQ) funds.

What's in it for me?

- 511 data and dynamic message signs reduced traffic queues 50% during Thanksgiving, 2009
- Benefit-cost ratios for ATIS projects can exceed 16:1 during a major incident through traffic diversion
- 511 can reduce work zone travel time delay by 50%

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Keywords: 511, traffic, transit, information, weather, incidents, trip-planning, web, mobile, ATIS, ITS

Project Team: NYDOT and dozens of other New York state transportation and police agencies provide information to 511NY. 511NY also incorporates data from surrounding states and Canada.

Quote: "511 has proven to be an invaluable information resource for highway traffic conditions...All people have to do is call 511 or visit the website at 511NY.org and the service is available 24 hours a day seven days a week."

Joan McDonald, NYSDOT Commissioner

Multimedia:

[511NY.org: Traffic, Travel and Transit Information](#)
[Sample of My511NY Customized Trip Information by Phone](#)

511NY Transit Trip Planner Web Application



Source: 511NY

511NY Mobile Apps for Android and iPhone



Source: 511NY