511NY

New York State

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