

US-75 INTEGRATED CORRIDOR MANAGEMENT: 511DFW WEBSITE AND INTERACTIVE VOICE RESPONSE SYSTEM



BEGIN YOUR TRIP HERE.

**OPERATE THE
US-75 CORRIDOR
IN A TRUE
MULTIMODAL,
INTEGRATED,
EFFICIENT, AND
SAFE FASHION
WHERE THE
FOCUS IS ON THE
TRANSPORTATION
CUSTOMER.**

The US-75 ICM project is deploying the first 511 system in the State of Texas. As part of the cooperation between the local agencies in Dallas, Fort Worth led by Dallas Area Rapid Transit and the Texas Department of Transportation, the 511DFW system will utilize the 511 dial-in number for a nine county region around the Dallas and Fort Worth (DFW) area.

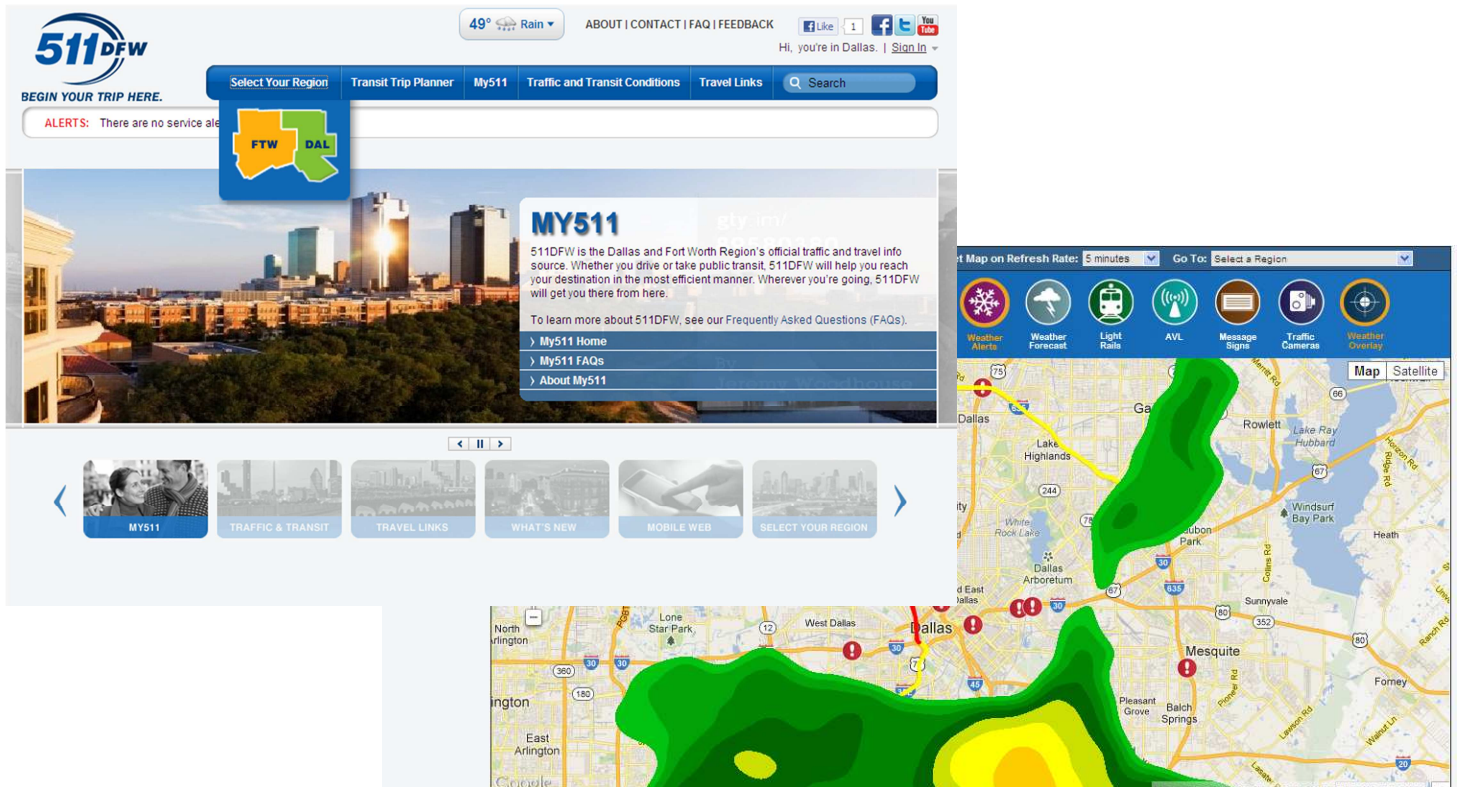
The 511DFW system consists of multiple components to include, a public website (511dfw.org), along with personalized traveler information (My511), and Interactive Voice Response (IVR) system.

The information in the 511DFW system comes from many public transportation agencies in the DFW region. Traffic management centers monitor and provide traffic condition information to the 511DFW system. Staffs at these centers receive highway condition information from police and transportation officials, motorist assistance patrol drivers, 911 calls, construction crews, traffic cameras and roadway sensors.

The Integrated Corridor Management (ICM) Project fundamentally changes how transportation agencies in the US-75 corridor collaborate to move more people and vehicles through the corridor, respond to incidents, and provide better travel information to travelers, who can make better decisions about how and when to travel the corridor. The new practices for transportation operations include:



Figure 1. 511DFW Website: 511DFW.org



Purpose of 511DFW:

- Provide a single system for traveler information for the DFW region
- Provide personalized traveler information through My511
- Provide an integrated platform for reporting incidents, construction, special events, weather, parking, transit and HOV information for the region

Transit information comes from public transportation agencies. Weather conditions, forecast information and alerts are provided by a 3rd Party weather information provider.

The 511DFW website provides transportation users within the DFW area real-time information on roadway conditions, transit, and weather information. This includes a Transit Trip Planner, which allows users to plan a trip anywhere within the region and the system will recommend multiple trips using all transit carriers in the region.

This may include trips with transfers between bus, train, and light rail and utilizing the three transit carriers within the region.

The IVR system provides a voice responsive system for travelers to dial "511" in the region and request real-time information on traffic conditions, transit trips, parking availability, weather conditions, and airport information.

FOR MORE INFORMATION

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