
Transportations Operations Task Force Meeting

Meeting Time: Monday, February 22, 2010 at 9:30 AM

Meeting Location: DVRPC Main Conference Room

Meeting Highlights:

1. Welcome and Introductions

The Task Force Chair, Lou Cortelazzi, Pennsylvania Turnpike Commission (PTC), welcomed members and thanked them for attending.

2. Two Minute Agency Reports

Each person in attendance introduced themselves and added any relevant ITS updates from their agency. Some of the highlights include:

- ▶ New Jersey Department of Transportation (NJDOT): There have been updates to the 511 Program (www.511nj.org) on both the website and Interactive Voice Recording (IVR) system. Transfers to NJ Transit information, PA and NY 511 systems are now included.

In light of the recent tragic incident where a NJDOT Emergency Service Patrol (ESP) employee was struck and killed on I-76 while assisting the driver of a broken down minivan near the I-295 interchange, NJDOT has put together a task force to evaluate how to increase safety for NJDOT personnel responding to incidents on highways. Possible recommendations may include changing the location of equipment storage on ESP trucks from the rear to the side of ESP vehicles, additional lighting on trucks, and adding variable message signs on all ESP vehicles. A report is expected to be completed in March and will be presented at the next Transportations Operations Task Force Meeting in May.

- ▶ Pennsylvania Department of Transportation (PennDOT): ITS deployment projects are occurring along the length of I-95. They have completed other ITS projects along I-76 and PA 309. The new travel time system for variable message signs has been working very well.

- ▶ Delaware River Port Authority (DRPA): Walt Whitman Bridge re-decking project will tentatively begin with a Notice to Proceed in May 2010. There may be intermittent lane closures during the first five months of the project with full term construction and total lane closures beginning in October 2010. The entire project will be a three year effort.
- ▶ Pennsylvania Turnpike Commission: They are still working towards Open Tolling along I-80 with the hope it still being approved by Congress. There are also plans to expand and mover their Traffic Operation Center (TOC) into a new 13,000 sq ft facility. The PA State Police Troop T will be collocated in the TOC.

3. PATCO Traveler Information Programs

Cheryl Spicer, PATCO, gave a presentation on PATCO's communication with its transit riders. Many of PATCO's users are provided information via their website at www.RidePATCO.org. Most popular web page views include schedules, route maps, fares, and information regarding its three most heavily used stations at 8th Street, Lindenwold and 15th Street. Anticipated improvements of their website include developing a mobile version of the site, and creating direct access icon links on the home page.

PATCO is also working with Google Transit to provide a PATCO's transit information on Google Maps. It integrates transit stop, route, schedule, and fare information to make trip planning quick and easy for everyone.

PATCO also uses an E-Alert System where travelers can sign up to receive travel notices via email or hand held devices. Brief text message Alerts are sent out from Control Tower. Monthly promotional and e-newsletters are also sent out to subscribers that highlight PATCO news, special programs, events in the stations, and other area happenings. PATCO also provides information to travelers via a system of variable message signs at each of their stations. They are also using on-line social networking sites such as Facebook and Twitter to provide updates and information.

PATCO also has a program that places Transit Ambassadors at each station on weekdays from 4 PM to 1 AM. These ambassadors are able to provide information, customer service, and security.

4. SEPTA Traveler Information Programs

Brian Anderson, SETPA, gave a presentation on SEPTA's website (www.septa.org) and customer communications. The original website debuted in 2005 and has been completely redesigned in 2009 completely by in-house SEPTA staff.

While redesigning the website, SEPTA was interested in being customer service driven, reorganize information in to user friendly information, build an expandable base to provide easier updates in the future, and providing mobile support and information to customers. The customer focused features include a completely new navigation. Each

of the pages will include SEPTA's core uses which are Choose Your Service; Trip Planner, and Quick Links to Schedules, Maps, Fares and Alerts.

With direct access to SEPTA's control center, the hub of SEPTA operations, there is now connectivity with vehicles that allows the website to provide status information to customers. Current features include:

- ▶ TrainView – Status report for all Regional Rail trains on the system.
- ▶ Bus Detours – This information is provided directly from control center systems and is updated every five minutes. Detours will include current service alterations due to parades, street construction and emergency detours due to fires. All detour routings are subject to change based on street traffic conditions.
- ▶ Next To Arrive – SEPTA's newest customer travel feature offering Regional Rail riders real-time, point to point, schedule train information for trips between any two stations on the Regional Rail system.

Other efforts providing information include social media outlets such as Twitter.com, and Google maps.

In the future, SEPTA hopes to continually improve and enhance their traveler information system to increase the availability of transit information by expanding to be included in PA 511 system, increase their mobile presence, enhance the interactive and customizable experience and continue development of web applications.

SEPTA has received very positive feedback from the public regarding its update and during the recent snowstorms, received over two million hits to the website.

5. NJ Transit Traveler Information Programs

Dennis Martin, NJ Transit, gave a presentation on NJ Transit's newly designed website (www.njtransit.com). NJ Transit's original website was launched in mid 1990s and was too text heavy and limited in its functionality. Since then, the site has been overhauled two additional times in 2001 and 2004 with added features such as schedule/fare improvements, "news scroll," station information, and bus point to point information. In 2006, a mobile site was launched. Last April the site was enhanced to include a graphic marquee panel and to provide a cleaner layout. The newer version also provides a homepage trip planner, at-a-glance service status, links to popular destinations, space for partner marketing, and a breaking news bar at top for service disruptions. There have also been improvements to the trip planning functions as well as integrating these elements with Google Maps for graphic representation.

The schedule pages are the most popular page on the site and the redesign now provides all information on a single page. It enables customers to access "station to station" results, PDF timetables, and upcoming schedules. Another popular page is station information. Updates were added to allow users to use fewer clicks to get information like parking, ticketing, directions, bike rack availability and station maps.

Real time departure scans is a new feature added to the website that delivers real-time arrival / departure information for all rail stations. The system is called *DepartureVision* and is a new, free service that will display train departure screens on your desktop computer or web-enabled mobile device, including departure time, destination, train number, and status (examples: "on time," or "5 min late").

6. New Business

▶ Next Meeting Tentative Agenda Items

- City of Philadelphia Traffic Management Center Concept of Operations
- NJDOT Emergency Service patrol Safety Report
- NJ Meadowlands Complex Traffic Study

▶ Next Meeting Dates

- May 24, 2010
- September 20, 2010
- December 6, 2010

MEETING ATTENDEES:

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|-----|--------------------|---|
| 1) | Richard Brahler | Bucks County Planning Commission |
| 2) | Mathew Anderson | Chester County Planning Commission |
| 3) | William Ragozine | Cross County Connections TMA |
| 4) | Lou Hufnagle | Delaware County Planning Commission |
| 5) | Karl Ziemer | Delaware River Port Authority |
| 6) | Ryan Jeroski | GVF Transportation |
| 7) | Vinnie Cortese | NJDOT |
| 8) | Jim Hadden | NJDOT |
| 9) | Jim Hogan | NJDOT |
| 10) | Jim Daly | NJ State Police |
| 11) | Dennis Martin | NJ Transit |
| 12) | Cheryl Spicer | PATCO |
| 13) | Manny Anastasiadis | PennDOT District - 6.0 |
| 14) | Lou Belmonte | PennDOT District - 6.0 |
| 15) | Dave Wolfe | PennDOT District - 6.0 |
| 16) | Lou Cortelazzi | Pennsylvania Turnpike Commission |
| 17) | Liam O'Keefe | Philadelphia Office of Emergency Management |
| 18) | Sgt. Doreen Dean | Philadelphia Police Department |
| 19) | Warren Strumpfer | Regional Citizens Committee |
| 20) | Brian Anderson | SETPA |
| 21) | Steve Jesiolowski | SEPTA |
| 22) | Joseph Fazekas | DVRPC |
| 23) | Chris King | DVRPC |
| 24) | Laurie Matkowski | DVRPC |
| 25) | Rick Murphy | DVRPC |
| 26) | Stan Platt | DVRPC |
| 27) | Joshua Rocks | DVRPC |
| 28) | John Ward | DVRPC |
| 29) | Matt West | DVRPC |