

Dallas-Fort Worth 511 Traveler Information System

Empowering travelers through accurate and reliable traffic information

511DFW on US-75 is a free service of the North Central Texas Council of Governments (NCTCOG), and its partner agencies. Originally deployed as part of the US 75 Integrated Corridor Project led by The Dallas Area Rapid Transit (DART), the 511DFW system is the first 5-1-1 system in the State of Texas serving the Dallas-Fort Worth metroplex.

The goal of the Intelligent Transportation Systems and ICM is empowering the travelers through accurate and reliable information to make informed choices before and during a trip.

The information in the 511DFW system comes from many public agency and transportation sources in the Dallas – Fort Worth Area. The ICM project has fundamentally changed how transportation agencies in the US-75 corridor collaborate to move more people and vehicles through the corridor.

Collaborating for increased mobility and safety.

The Kapsch team has worked with DART, USDOT, NCTCOG and other regional partners on the deployment of the existing US75 Integrated Corridor Management, Regional Information Exchange Network (EcoTrafiX™) and 511DFW system.

The Kapsch contract awarded in 2017 includes the Development, Operations and Maintenance Support of the 511DFW Traveler Information System and Information Exchange Network by NCTCOG. Since then, the Kapsch team has endeavored to work with NCTCOG as partners to increase mobility and reliability in the region, enhance safety and security and provide indexes and guidelines on sustainability. Kapsch continues to be a one-stop-shop for a multi-modal traveler information system and uses innovative technology solutions to disseminate accurate, free and multi-modal traveler information to the public.



Project Scope:

- Improvements to the current 511 system in order to better serve the public include:
 - Redesign of the website with the latest technologies and a brand new look
 - Integration with the HERE Routing application in order to provide users with the ability to select from any origin to any destination and receive alternative routes with comparison travel time.
 - Providing a Spanish version of the website, IVR, mobile application and My511
 - Integration with third party, crowdsourcing traveler information providers such as Waze.
 - A refreshed MY511 Travel Portal with extended travel time coverage
 - A true multi-modal trip planner
- Adding an integrated performance measures application to the regional EcoTrafIX™ application to automate the entire process and provide agencies with the ability to perform all listed activities associated with their own operations while enabling NCTCOG to do the same with regional perspectives in mind.

The Challenges:

- Limited funds available for promoting public awareness of the system

The Solution:

The Kapsch solution is a platform rather than a product: integrating regional data sources, external systems and external data providers into one single platform. Kapsch proposed technical recommendations and approach for upgrading and enhancing the existing 511DFW system and the various sub-systems:

- Upgrade and enhance the 511DFW.org Public Website
- Upgrade and enhance the 511DFW Mobile App
- Upgrade the current EcoTrafIX™ sub-system (referenced as the IEN)
- Expand on existing data archiving and Performance Measures
- Integration with DART parking systems
- Provide information on EV charging stations
- Expanded on Transit information coverage, providing schedule information for DART, DCTA and Trinity Metro
- Recommendations on partnership and data integration: increasing the HERE Traffic Data Coverage, including the HERE Routing Service, NOAA Weather Service, Waze Data Interface, enhancing the 511DFW IVR System, enhancing the 511DFW Mobile Application, enhanced Social Media Integration, planning for the Integration of Future technology – V2X



The Added Value

- The completeness and accuracy of the information provided from all of the regional agencies
- As part of the EcoTrafIX™ deployment, Kapsch has implemented the performance measures solution. This is providing valuable insights on the traffic flow in the region. Cities and agencies use these dashboards for analyzing roadway conditions.