

SF Bay Area's 511 Transit

511

The screenshot displays the Transit.511.org website in a Mozilla Firefox browser window. The page features a navigation menu with options like 511.ORG, TRANSIT, TRAFFIC, RIDESHARE, and BICYCLING. A 'MY 511' section includes 'Login' and 'Register' links. Below the navigation, there are tabs for 'Transit Home', 'Trip Planning', 'Schedules, Maps & Fares', 'Regional Info', 'Announcements', and 'Accessibility & Seniors'. The main content area is divided into three sections: 'Plan a Trip', 'Nearby Routes and Services', and 'Rail Systems'. The 'Plan a Trip' section shows a start location of '1800 Van Ness Ave, San Francisco' and an end location 'Selected from Map'. It includes a 'Summaries' table with columns for Fare, Length, Depart, Arrive, Walk, and Modes. The 'Trip 2 - Transit Trip Itinerary' section lists several legs of the journey, including walking to Washington St, boarding Muni 27, transferring to BART SFO/Pittsburg Bay Point, walking to Powell, transferring to The County Connection 10, and finally walking to the selected end location. A 'Map Legend' section at the bottom right explains symbols for Trip Start, Trip End, Bus Route, Rail Line, Ferry Route, Bus Stop, Rail Station, and Ferry Landing, as well as Walking Symbols for a Walking Path.

Transit.511.org - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Transit.511.org

511 SF Bay Area

511.ORG TRANSIT TRAFFIC RIDESHARE BICYCLING MY 511 Login Register

Transit Home Trip Planning Schedules, Maps & Fares Regional Info Announcements Accessibility & Seniors

Plan a Trip Nearby Routes and Services Rail Systems

Start: 1800 Van Ness Ave, San Francisco Depart at 11:26am on February 02 using Options.....

End: Selected from Map

Reverse Trip Onward Trip Revise Search New Search

Summaries	Fare	Length	Depart	Arrive	Walk	Modes
Trip 2	\$8.30	01:38	11:44am	1:22pm	00:19	Walking, Bus, BART, Ferry

Earlier Trips Later Trips First Trip of the Day Last Trip of the Day

Trip 2 - Transit Trip Itinerary

- Walk to Washington St & Van Ness Ave, San Francisco - (2 min walk)
- Muni - 27 - towards Cesar Chavez St & Mission ... - Fare \$ 2.00 Schedule
11:46am - Board, SE Corner of Washington St & Van Ness Ave (next 11:58am)
12:02pm - Off Board, NW Corner of Cyril Magnin St & Market St (16 min ride)
Multiple Announcements on this trip leg, click this link to see full details.
- Walk to Powell, San Francisco - (4 min walk)
- BART SFO / Pittsburg Bay Point - towards Pittsb... - Fare \$ 5.30 * Schedule
12:08pm - Board, Powell, San Francisco (next 12:23pm)
12:52pm - Off Board, Concord (44 min ride)
- Walk to Leave Bart Concord - (5 min walk)
- The County Connection - 10 - towards Clayton R... - Fare \$ 1.00 ** Schedule
1:00pm - Board, E Corner of Leave Bart Concord (next 1:30pm)
1:15pm - Off Board, SE Corner of Clayton Rd & 5350 (15 min ride)
- Walk to Selected from Map - (7 min walk)

Please be aware!
* Get Transfer Ticket ** Use Transfer Ticket for this leg of your itinerary

Feedback E-mail

Reverse Trip Onward Trip Revise Search New Search

View Full Itinerary View Legend Print Map ?

Map Legend

Symbols

- Trip Start
- Trip End
- Bus Route
- Rail Line
- Ferry Route
- Bus Stop
- Rail Station
- Ferry Landing

Walking Symbols

- Walking Path

511 Transit – History



- Started as “Transitinfo” with HTML schedules
- MTC assumed website responsibility in 1997
- MTC manages project; technical contractors run it
- Trip Planner first used for transit agency call centers

511 Transit – History (contin.)



- Moved TakeTransit trip planner to web in 2001
- Began including more agencies – the real fun begins!
- Migrated with other modes to 511.org in 2003-04
- Transit phone service mainly to connect to agencies
- Growing pains.....learning curve.....

New Lease on Life



- By 2006, most Bay Area agencies in Trip Planner
- Strong need for new trip planner and website
- Mapping and javascript innovations open new doors
- Took the leap with new trip planner and web design

New 511 Transit Website - 2008

511

- Includes schedules, fares, route maps, service info, and a Trip Planner for over 30 transit agencies
- Improvements launched in July 2008
 - Trip Planner (shows multiple trips, with walking directions)
 - Quicker & easier navigation
 - Relevant information on a single page
 - Interactive mapping

The screenshot shows the 511 Transit website in a Mozilla Firefox browser window. The browser's address bar displays the URL: http://tripplanner.transit.511.org/mtc/XSLT_TRIP_REQUEST?language=en. The website header features the 511 logo and the slogan "On the phone. 511 On the web. 511.org On your way." Below the header is a navigation menu with tabs for MY 511, TRANSIT, TRAFFIC, RIDESHARE, BICYCLING, 511 HOME, and LINKS. A secondary menu includes Trip Planning, Schedules, Maps and Fares, Regional Features, Announcements, 511 Departure Times, Accessible and Senior Services, and TransLink. A warning banner at the top indicates a "MUNI - Service Disruption on J Church and N Judah Lines." The main content area is divided into three sections: "Plan a Trip" with a form for start/end locations, time, and preferences; "Transit Service Areas" with a map of the San Francisco Bay Area; and "Schedules and Route Maps" with a list of transit agencies including AC Transit, BART, and various local bus systems. A "Regional Announcements" section is also present. The footer contains links to 511.org Home, Privacy/Accessibility/Disclaimer, and copyright information for the Metropolitan Transportation Commission.

511.org Website Revamp - 2009



511.org - Mozilla Firefox
http://www.511.org/

511.org SF Bay Area
511.ORG TRANSIT TRAFFIC RIDESHARE BICYCLING
MY 511 Login Register

511 Home Get Around Go Green Call 511 About 511 Apps & Extras

Welcome to 511.org
511 is your one-stop phone and web source for up-to-the-minute transportation information. It's FREE and available whenever you need it - 24/7 - from anywhere in the nine-county Bay Area. **DIAL 511 IT'S FREE**

Public Transit Trip Planner
Start: Address, Intersection or Landmark City: CA
End: Address, Intersection or Landmark City: CA
When: Leave at Monday 02/01/2010
Time: 11 : 21 PM
Preferences: Fastest Trip Adult Fare Max walking 1/2 Mile
Additional Options Plan Trip »
Schedules, maps, and other transit info

Current Traffic Conditions
Map showing traffic congestion in the Bay Area (Santa Rosa, Petaluma, Fairfield, San Rafael, Walnut Creek, San Francisco, Oakland, Livermore, Palo Alto, San Jose).
Traffic Congestion:
No congestion (Green)
Moderate (Yellow)
Heavy (Red)
Stop and go (Black)
Closed (Pink)
No data (Grey)
View incidents and traffic cameras

Announcements
Join a 511 Focus Group
Get FasTrak® Today
Get your TransLink® card now!

Find a Carpool
Sweeten your Carpool with Ghirardelli Chocolate!

Get Driving Times
Find out how long it will take to get to your destination, whether you're leaving now or next week.
Current Driving Times »
Future Driving Times »
Breaking news & announcements

MY 511 - New Transit Feature
PERSONALIZE your public transit trips on the phone and web! Get real-time departure information for just your preferred trips - like "home to work." You can also get email and text alerts to get to your trip information even FASTER.
Now Available

Real-Time Transit Departures
Now you can find out the next departures for Muni or BART.
Call 511 - it's free - and say "Departure Times."
Learn your Stop ID before you call.

In This Section
511.org
511 Tools
Languages
About This Site

511 Home Call 511 Bay Area 511 MY 511 Traffic Map Transit Trip Planner Disclaimer Brand Toolbox Accessibility

511 Transit Website Revamp - 2009



Transit.511.org - Windows Internet Explorer

http://tripplanner.transit.511.org/mtc/XSLT_TRIP_REQUEST2?language=en

File Edit View Favorites Tools Help | Links Timesheet MTC Wiki

Transit.511.org

511.ORG TRANSIT TRAFFIC RIDESHARE BICYCLING MY 511 Login Register

SF Bay Area

Transit Home Trip Planning Schedules, Maps & Fares Regional Info Announcements Accessibility & Seniors

Plan a Trip Nearby Routes and Services

Select Rail Stations/Stops, Ferry Landings

Start Address, Intersection or Landmark City , CA

End Address, Intersection or Landmark City , CA

When Leave at Time 7 : 05 PM Monday 02/01/2010

Preferences Fastest Trip Adult Fare Maximum Walking between points 1/2 Mile

Additional Options Walking Speed, Multi-Leg Trip, Include/Exclude Agencies [Reset Form](#) [Plan Trip](#)

Transit Service Areas

Click to link to maps of Transit Agency service area boundaries and information.

Schedules and Route Maps

Bus Rail Ferry Shuttles Other

ACE
BART
Capitol Corridor Intercity Rail
Caltrain
Muni (San Francisco) (Light Rail)
Santa Clara VTA (Light Rail)

Regional Announcements [More Announcements](#)

[SF Muni L-Taraval Light Rail Improvement Project](#) - [511 Transit 02/01/2010]
[Capitol Corridor: Jan 18 to Feb 14, Temporary Schedule Changes due to Track Work Project](#) - [511 Transit 01/14/2010]
[Getting There on Transit Guide - Updated Free Transit Guide Now Available](#) - [Transit.511.org 11/02/2009]

Real-Time Departures

Call 511, say "Departure Times" for Muni and BART departures. Want your Stop ID before you call? >>>

Popular Destinations

Plan your transit trip to Bay Area popular destinations. >>

MY 511 Transit

Personalize your transit trips to get real-time predictions fast! >>

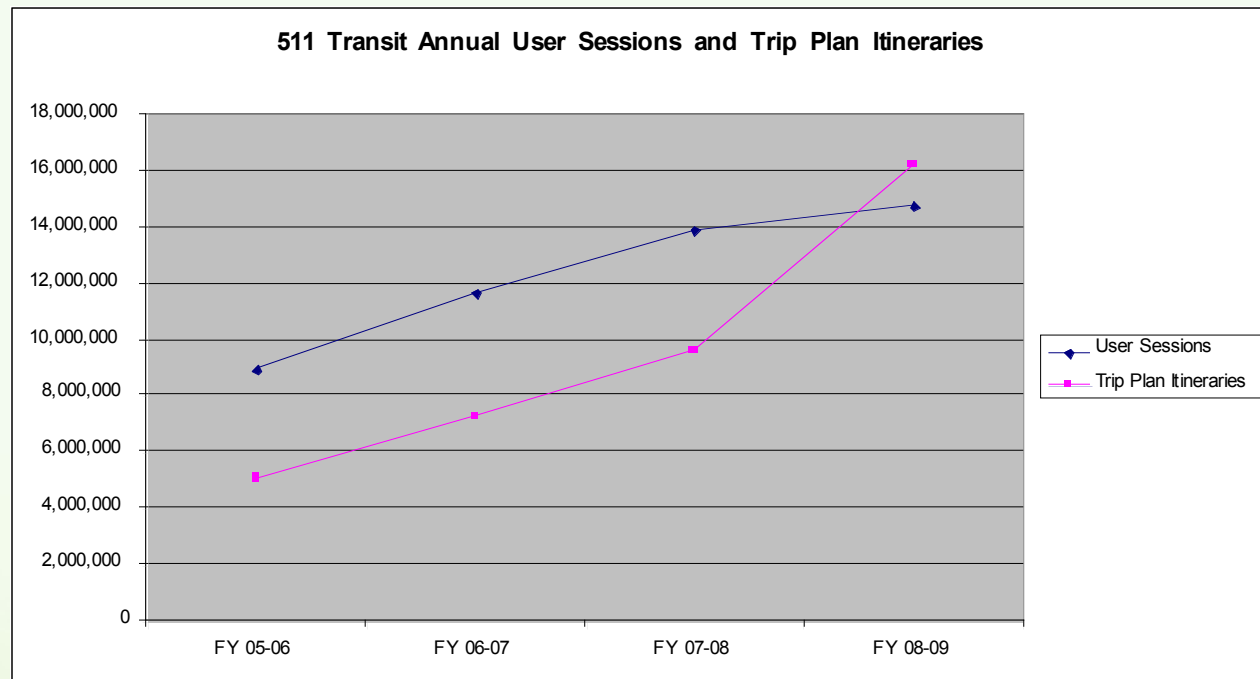
In This Section	511.org	511 Tools	Languages	About This Site
Contact Info/Suggestions 511 Transit Directory Accessible Version of 511 Transit	Bay Area 511 Transit Traffic MY 511 Rideshare Bicycling	Traffic Map Driving Times RideMatch Service 511 Phone Help Transit Trip Planner Routes & Schedules Departure Times BikeMapper	Disclaimer En Español 中文	Brand Toolbox About MTC Terms of Use Privacy Policy Accessibility Apps & Extras Dev Resources

Internet 100%

Website Usage



- 511 Transit website usage growth



Demo



- Transit information on 511 Transit

New Initiatives



- Static Transit Data Feed – 2007
 - Available through 511.org's *Apps & Extras*
 - CSV
 - GTFS
- Looking into API's

Clean Interface Widget



- Clean Interface - 2009:
 - Allows other websites to place 511 Trip Planner entry form on their website
 - Sends information to 511 Transit website to interact and complete trip plans
 - Soon to be available more widely through 511.org

Business Version of Clean Interface – Example



The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** San Francisco Ballet - Plan Your Visit - Public Transportation, Directions & Parking - Mozilla Firefox
- Address Bar:** http://www.sfballet.org/performancestickets/planyourvisit/transportationparking.asp
- Page Header:** SAN FRANCISCO BALLET, HELGI TOMASSON, ARTISTIC DIRECTOR. Includes a search bar and navigation links: Home | Contact Us | Login | Shopping Cart.
- Navigation Menu:** Performances & Tickets, Interact, About, Ballet School, Support, Education & Community.
- Left Sidebar:** 2011 Season, Nutcracker, Order Tickets, Ways to Save, Plan Your Visit (highlighted), FAQ, First Time at the Ballet, Theater Etiquette, War Memorial Opera House, Public Transportation Directions & Parking (highlighted), Area Restaurants & Hotels, Calendar, Seating Chart, Casting, Current Subscribers, Touring, and a 'Donate Now!' button.
- Main Content Area:**
 - ## Public Transportation, Directions & Parking
 - ### Public Transportation

The War Memorial Opera House is located at 301 Van Ness Avenue in the Civic Center and is easily accessible via public transportation.* San Francisco Ballet highly encourages patrons to use public transportation in support of the city's [Transit First Policy](#). Keep in mind that parking in the Civic Center area is limited especially during performances.
 - ### In San Francisco
 - Transit Trip Planner Form:**
 - Start:** Address, [input] Inte [input] City [input], CA
 - End:** War Memorial Opera House, 301 Van Ness Ave. CA
 - When:** Leave at [dropdown] Time 9 : 39 AM [dropdown] Date 04/29/2011
 - Buttons: [Reset Form](#), [Additional Options](#), [Plan Trip](#)
 - Footer:** Powered by 511.org. Muni (415.673.6864) and BART (650.992.2278). Muni Lines 49, 47, 21, & 5 all stop close the War Memorial Opera House.
- Bottom Left:** Questions? Call Ticket

Clean Interface Version for Transit Agencies - Example



Tri Delta Transit - Mozilla Firefox
http://www.trideltatransit.com/

TRI DELTA TRANSIT .COM
We Go Everywhere

COMING SOON!
SUMMER YOUTH PASSES
click for more info

DELTA EXPRESS COMMUTER | 49er SHUTTLE | LOCAL BUSES | LOCAL EXPRESS | PARATRANSIT | PARK & RIDE | REAL-TIME ARRIVAL INFO

Home | Schedules & Maps | Fares & Tickets | Rider Information | How To Ride | School Tools | Employment | Contact Us

Transit Trip Planner

Start City , CA

End City , CA

When Leave at Time 9 : 41 AM Date 04/29/2011

Preferences Fastest Trip Adult Fare Max Walking between points 1/2 Mile

Include Tri Delta Transit (if possible)

511 Powered by 511.org [Reset Form](#) [Additional Options](#)

Services & Tools

- Email Alerts
- Detours
- BART Connections
- Express Bus to BART
- Buses to Schools
- Driving Cost Calculator
- Books on Buses

Ticket/Pass Information

- 2 for 1 Ticket Offer
- Pass Selection Chart
- Bus Pass Savings Program
- East Bay Value Pass

General Information

- Hwy 4 Widening
- Summer Internship
- Business Center
- Advertising on Buses
- Press and Public Information
- Board of Directors
- About Us

Tri Delta Transit News

4/8/2011
[Dimes a Ride Southbound Detour in Brentwood](#)

4/8/2011
[Tri Delta Transit Alerts: Route 391 EB & WB Bus Detours in Oakley](#)

3/30/2011
[380 Detour, Eastbound & Westbound, Pittsburg](#)

3/24/2011
[388EB & 388WB Route Detour Due to Flooding](#)

3/24/2011
[FREE Community Event in Honor of Cesar Chavez](#)

3/17/2011
[Scheduled Facility and Telephone Maintenance](#)

[Sign Up for Email Alerts](#)

Clean Interface Itinerary Output on 511 Transit



The screenshot displays the Transit.511.org website in a Mozilla Firefox browser window. The page title is "Transit.511.org - Plan a Trip - Mozilla Firefox". The browser's address bar shows the URL: http://tripplanner.transit.511.org/mtc/XSLT_TRIP_REQUEST2?language=en&idLPxx_homepage=secondStep. The website header includes the 511 SF Bay Area logo, navigation tabs for "511.ORG", "TRANSIT", "TRAFFIC", "RIDESHARE", and "BICYCLING", and a "MY 511" section with "Login" and "Register" links. Below the header is a secondary navigation bar with links for "Transit Home", "Trip Planning", "Real-Time Departures", "Schedules, Maps & Fares", "Regional Info", and "Announcements".

The main content area is titled "Plan a Trip" and is divided into three sections: "Plan a Trip", "Nearby Stops and Routes", and "Rail Systems". The "Plan a Trip" section contains the following fields and options:

- Start:** Address, Intersection or Landmark; City: _____, CA
- End:** Address, Intersection or Landmark; City: _____, CA
- When:** Leave at: Time: 9:45 AM; Day: Friday, 04/29/2011
- Preferences:** Fastest Trip; Adult Fare; Maximum Walking between points: 1/2 Mile
- Additional Options:** Walking Speed, Multi-Leg Trip, Include/Exclude Agencies. Includes a "Plan Trip" button.
- My walking speed is:** Fast (selected), Medium, Slow
- (Optional) I will travel via this destination:** Address, Intersection or Landmark; City: _____, CA. Includes "Select Rail Stations Ferry Landings Landmarks" and "I will remain at destination for:" (Hours: : Minutes:).
- I would like to consider these modes of transit:** Rail, Bus, Ferry
- (Optional) - and/or would like to limit the providers for my trip:** (Select transit providers)

The "Limit providers" section has two columns: "Include (if possible) (and / or)" and "Exclude". Both columns list transit providers with checkboxes. A note states: "You can select up to two transit providers for both Include and/or Exclude for your trip. The displayed trip plans will be based on these selections, unless they're significantly less optimal than alternatives." Below this section are "Clear All" and "Plan Trip" buttons.

On the right side of the page is a map of the San Francisco Bay Area showing major highways (101, 80, 580, 92, 84, 680, 17, 35, 280) and cities (San Francisco, Alameda, Oakland, Berkeley, Fremont, San Jose, etc.).

The footer contains several sections:

- Tools:** Contact info/Suggestions, 511 Transit Directory, Announcements, About 511 Transit, Bay Area 511, Transit, Traffic, MY 511, Rideshare, Bicycling, Traffic Map, Driving Times, RideMatch Service, 511 Phone Help.
- Languages:** Disclaimer, En Español, 中文.
- About This Site:** Brand Toolbox, About MTC, Terms of Use, Privacy Policy, Accessibility, Mobile & Apps, Dev Resources, and social media icons for Facebook and Twitter.

511 Real-Time Transit Departures

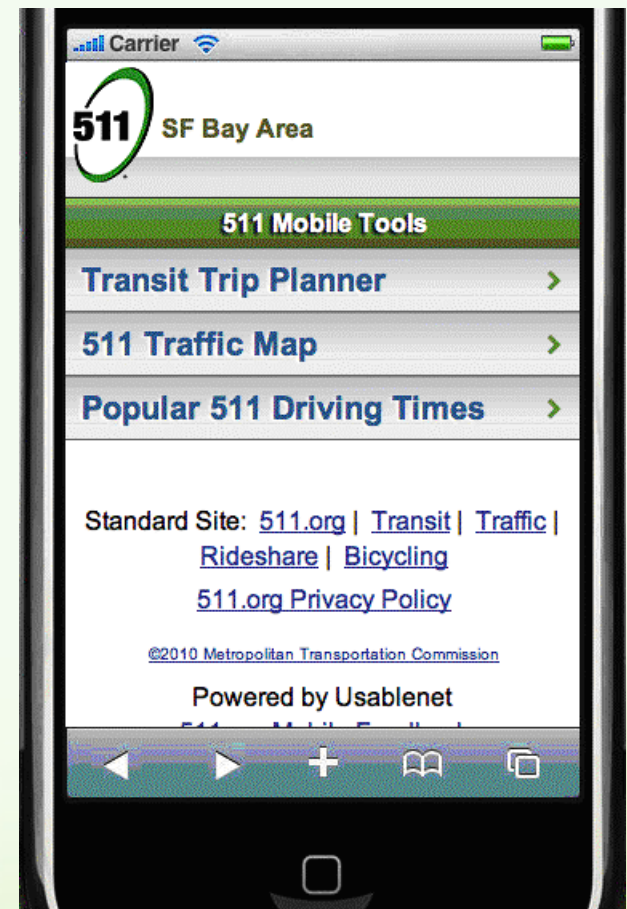


- By Phone for Muni & BART already
- Next: WestCat, Golden Gate Transit?
- Soon to be on 511.org website
- API's and SMS Texting coming too

511 Mobile Web Access



- Mobile platform for all mobile web devices - 2010
- 1st features - Transit trip planner, Popular driving times, Traffic map
- Future - real-time transit, transit schedules, multi-modal trip plans



Multi-Modal Trip Planner



- Compare Driving to Transit trips
- Carbon Dioxide Emission Calculator
- Later phase to incorporate Real-Time
- Research shows people are interested