Project Name:	Transportation Information Gateway
Owner/Client:	New York Metropolitan Transportation Council
Type of Project:	Information Technology Technical Support
Location:	New York Metropolitan Area
Completion Date:	2017
Contract Value:	$90,400

Project Description

The New York Metropolitan Transportation Council (NYMTC) is a member agency-guided MPO that serves as a planning forum for NYC, Long Island, and the Lower Hudson Valley. To help address transportation-related needs and forecasting future conditions, NYMTC sought a specialized web-based transportation application (the Transportation Information Gateway). This application aims to function as a data warehouse, so member agencies can contribute databases to be viewed internally or by the public. The Gateway also allows the data to be visualized, manipulated, even mapped or charted. Data sets range from census data to real-time traffic in the New York City metro area. Users can set permissions on who can view certain data and leave comments. Cambridge Systematics, a leader in custom ITS solutions, designed the application and KMJ Consulting provided stakeholder support and user training.
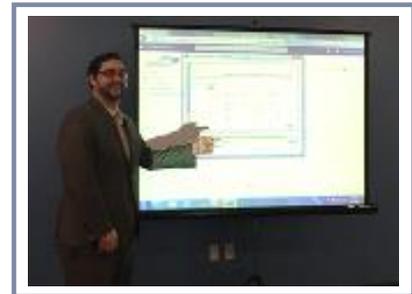
KMJ's Approach

KMJ fostered constructive dialogue between NYMTC and Cambridge Systematics to meet project requirements, create and address test-user feedback, developed and conduct user training.

As an integral part of the iterative "agile" software development process, KMJ **created an intuitive, self-contained user feedback suite**. It contained detailed instructions pertinent to the current iteration, lists of known issues and project requirements, and a feedback input form. KMJ has also developed a method for extracting rich metadata from user feedback for distribution to both the developers and the steering committee to better understand avenues for future project development.

As the project reached maturity, **KMJ developed user training materials and conducted two training sessions for thirty-five (35) agency users as well as one advanced training for eight system administrators.**

Client Contact/Reference

Munnesh Patel, PE PTP
NYMTC
25 Beaver St, Suite 201
New York, NY 10004
212-383-2528
Munnesh.Patel@dot.ny.gov

Jennifer Strasser
Cambridge Systematics
38 East 32nd St, 7th Floor
New York, NY 10016
212-209-6640
jstrasser@camsys.com