



# National Parks of New York Harbor Traveler Information System

---

## Concept of Operations

December 23, 2011

Prepared by:

Service and Operations Planning Division  
Volpe National Transportation Systems Center  
Cambridge, Massachusetts 02142

Prepared for

Darren Boch

Public Affairs Officer

National Parks of New York Harbor  
c/o Federal Hall National Memorial  
26 Wall Street  
New York, New York 10005



# Table of Contents

---

1	Introduction .....	3
2	Scope.....	3
2.1	Background .....	3
2.2	Purpose of the Project .....	4
2.3	System Overview.....	5
2.4	Project Partners .....	5
2.5	Value Proposition to Partners.....	6
3	Operational Description.....	7
3.1	Operational Overview .....	7
3.2	Primary User Interactions .....	8
3.3	TIS Partner Responsibilities.....	9
4	Operational Needs .....	9
4.1	Opportunities .....	9
4.2	Constraints .....	9
4.3	Operational Processes .....	10
5	Operational and Support Environments.....	13
5.1	Guidance in Developing .....	13
6	Operational Scenarios.....	13
6.1	Lifecycle Overview .....	13
6.2	Scenario.....	16
7	Additional Considerations.....	39
7.1	Evolving Mobile Technologies.....	39
7.2	Social Networking .....	39
	Appendix A: Sample Itinerary .....	40
	Appendix B: Individual Park Requirements .....	43



# 1 Introduction

This document serves as the Concept of Operations for the New York Harbor (NPNH) Traveler Information System (TIS). It describes the TIS as a system with two primary purposes: (1) to inform visitors about the site characteristics such as historical significance, activities and events, location, and thematic relationship to each other and (2) to provide information how to navigate to and between sites using public transportation and by walking.

The Concept of Operations provides the basis for the development of more detailed requirements for the design, development, implementation, and operation of the TIS. The document uses the concept of a *trip life cycle*, or the breakdown of the typical trip into discrete stages, as a way of evaluating traveler behavior and the information needs of the traveler at any given stage of the life cycle. These needs are then aligned with technologies most suitable to disseminate information at the given stage. The trip life cycle will be played out in the Use Case Scenario section of this document.

The content of this document was developed by the Volpe National Transportation Systems Center (Volpe Center) with substantial input by the National Parks of New York Harbor, and with further input by key stakeholders, including the New York Harbor Conservancy, New York City & Company, and other organizations that are candidates for participating in the initial release of the TIS. This concept incorporates the use of technologies (hardware, software, telecommunications, and web applications and services) that are in wide-spread use today and are currently implementable.

## 2 Scope

### 2.1 Background

The annual visitation to National Park Service areas in the New York City region, which includes New York City and Northern New Jersey, exceeds 17 million, with the number of visits to related sites (state and city parks, and other similar attractions) approaching 50 million. Although the public transportation systems in the region are highly developed and efficient, they can be confusing and intimidating for visitors. Consequently, the governing body for National Parks in the New York City region –NPNH – would like to implement a TIS to help visitors navigate to, from, and between, the region’s National Parks and related destinations. The NPNH is also interested in enhancing the visitor experience through the TIS by delivering value-added services, such as thematic itineraries, information about attractions and services near park destinations, educational opportunities, and “self-build” itineraries based on a visitor’s unique interests and preferences. The NPNH expects that the TIS will lead to greater use of alternative transportation, increased visitation to parks, attractions, and other less-popular destinations, and substantially improved and more memorable visitor experiences. All of these are major objectives of NPNH.

The Parks included in the scope of the TIS include the following:

- St. Paul's Church
- Hamilton Grange - In process of Moving
- General Grant Memorial
- Theodore Roosevelt Birthplace

- Lower East Side Tenement Museum
- African Burial Ground
- Federal Hall
- Castle Clinton
- Governors Island
- Ellis Island
- Statue of Liberty
- Floyd Bennet Field
- Carnarsie Pier
- Jamaica Bay Wildlife Refuge
- Jacob Riis Park
- Fort Tilden
- Breezy Point
- Fort Wadsworth
- Miller Field
- Great Kills Park
- Fort Hancock Historic District
- Sandy Hook

Each park has its own unique requirements as presented in Appendix B.

## 2.2 Purpose of the Project

The purpose of the TIS is to address the travel and information needs of visitors to National Parks and other participating destinations in the New York City region. Specific program goals include:

- ***Increase visitation.*** The TIS will provide visitors with a well-designed interface to search for sites based on theme, activities and events, and location. The ability of visitors to search for parks based on their own interests will invariably bring to their attention sites previously unknown. For example, a search for monuments reveals the African Burial Ground and City Hall Park along with the more popular Federal Hall. Themes can help increase visitation to lesser-known sites by grouping them with well-known sites, can provide an effective tool for visitors during pre-trip planning, and can help place a geographic definition on the sites that constitute the National Parks of New York Harbor and its partners.
- ***Promote public transit alternatives.*** The TIS will provide instructions for how to access sites using public transportation as well as by walking. The TIS interface will help de-mystify public transportation options and make them more viable and attractive travel options for travelers. The TIS will employ innovative technologies to deliver pre-trip and real-time travel alternatives, information about park conditions and alerts, routing and crowd management applications, and weather information.
- ***Enhance the visitor experience.*** Web, cellular, and wireless technology will deliver value-added information (interpretation, education, outreach, and visitor services) about parks and destinations. Using the TIS, a visitor will be able to obtain destination information during trip planning (themes or self-made itineraries), during the visit (automated content delivery, video streaming, GPS guided tours, and information kiosks), and after the visit (automated notifications about park events or what's new).

In addition to the goals stated above, the TIS will focus on leveraging existing and evolving content through partner relationships as well as incorporating emerging, converging and enabling technologies and services.

## 2.3 System Overview

The TIS is predominately a web-based system that informs visitors about the characteristics of sites and the transportation alternatives to the sites. Its primary functions will include the following:

- Collect, manage, and distribute fixed and real-time information to travelers;
- Deliver information to visitors through web-based, wireless, and cellular technologies;
- Allow visitors to create itineraries, store, and update itineraries;
- Offer visitors the ability to experience parks and sites based on educational or historical themes;
- Provide a means to collect feedback from visitors about their experiences; and
- Use multi-media and new interactive wireless technologies (photo tags and GPS) to enhance the visitor experience.

Visitors will use the TIS interface to build itineraries that link destinations, site events, activities, and travel times into a printable or electronic (smartphone) format. The information provided by the TIS will answer questions ranging from “how do I use public transportation to get from my hotel in Time Square to Ellis Island” to “when I am at Ellis Island, what exhibits, events, sightseeing and learning opportunities, social interactions, and other nearby sites can I take advantage of.” Visitors will compile relevant trip- and site-related information beforehand, including information about special events, accessibility for visitors with physical disabilities, hours of operation, availability and location of restrooms and site facilities, and seasonal information. To the extent possible, the TIS will provide real-time travel information by linking to external travel data.

The TIS uses Internet, wireless, and cellular technologies to deliver transportation and site-specific information to visitors. The TIS gives visitors the option to create accounts and establish user profiles that store preferences for receiving site-related information based on any number of criteria, including location, theme, event type, and activity. The TIS will leverage existing data in partner systems websites and databases by linking to these systems through web services. When visitors request information through the TIS interface, these services will reach out to the appropriate external system, retrieve data, and then display data in the TIS interface. The transaction is hidden from the user, who receives no visual indication that data being displayed in the TIS have been compiled from multiple sources.

Finally, the data contributors (the partners) to the TIS organize their data on a common taxonomy. The taxonomy is an accepted structure for how data is organized and ensures that the same data with different names are identified as the same and treated consistently. For example, the taxonomy would resolve the difference between the term “operating hours” and “facility hours” and recognize them as data that have the same definition.

## 2.4 Project Partners

The TIS is being initiated by the National Parks of New York Harbor. Various stakeholders have provided input into the design and function of the TIS. At a June 2009 meeting, representatives from the New York Harbor Conservancy, New York City & Company, participated in a review of a preliminary concept. These agencies reviewed a more developed concept in November 2009 at the annual Five

Families Meeting at NPNH offices. At that meeting, the Volpe Center presented the concept and received generally favorable feedback. In general, the list of project partners is fluid but all share a common interest in promoting destinations in and around Lower Manhattan and the New York Harbor.

## **2.5 Value Proposition to Partners**

The TIS will become an important resource to user groups as additional data and tools are made available and as improvements are made to metadata and data quality, and search, discovery, and access tools. Such improvements will, in turn, lead to greater visibility and use of data. By this logic, the benefit to partners increases as additional agencies begin to participate more actively. In this manner, agencies have a vested interest in not only their active participation but in the active participation of their peer agencies.

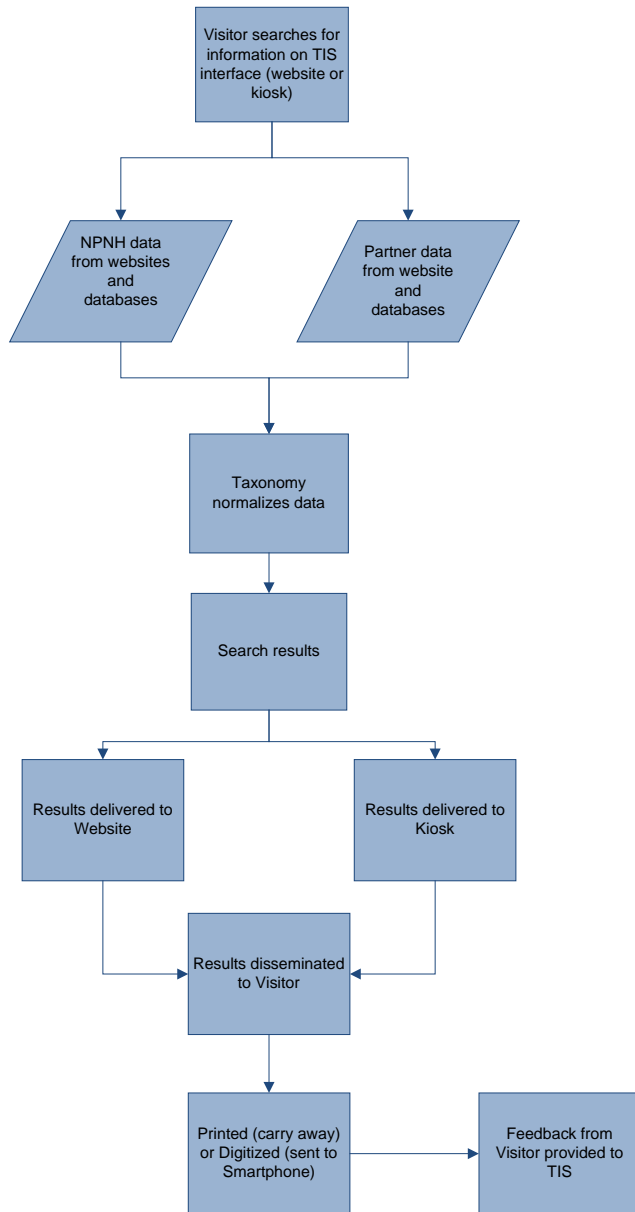
From an individual partner's perspective, one value proposition of the TIS is that it gives high visibility to data that the organization wants to share with visitors. These featured themes are rotated on a regular basis to keep the content fresh and representative of the many topical areas within the purview of the TIS.

The TIS also assists partners with their information dissemination requirements and provides them with a new and important public feedback mechanism. As the TIS continues to evolve, partners will be provided with new and more robust ways to obtain feedback directly from the end users of their authoritative data.

Partners that actively participate in the TIS not only share their data more widely, but also increase the public's awareness of their work in key mission areas. Active participation in the TIS increases the overall visibility and can engender a greater trust and appreciation for the participant's mission, their roles, and their overall performance in the service of country.



**Figure 1: High Level Functional Flows among TIS Stakeholders**



### 3 Operational Description

#### 3.1 Operational Overview

The TIS will provide information about sites and instructions for how to travel to sites using public transportation or by walking. The system will be accessed most frequently through a web interface that will allow visitors to identify sites based on their interests or other criteria. Visitors can also access the TIS through mobile devices and kiosks placed at participating sites. The TIS will allow visitors to search for sites based on a pre-established themes, location, events, activities, and handicapped accessibility.

The TIS homepage will display a regional map depicting the locations of participating sites. Users will be able to create an itinerary through the map interface and through the trip-planning feature of the TIS. The TIS website will also provide information and clear instruction about how users can:

- Register for TIS account;
- Obtain information without registering for an account;
- Create itineraries or choose theme-based (packaged) itineraries ;
- Print itineraries;
- Send itineraries to mobile devices;
- Recall itineraries (on mobile device, Internet, or from kiosk);
- Change itineraries (on mobile device, Internet, or from kiosk);
- Provide feedback about the trip; and
- Obtain information about joining a TIS community of users.

### 3.2 Primary User Interactions

Table 1 below summarizes the interactions of key users with the TIS.

**Table 1: Core Users of the TIS**

User	User Interaction with TIS	Point of Interaction
<b>Visitor</b> Note: non-English speaking visitors will not have access to all features	<ul style="list-style-type: none"> <li>• Acquires information about sites and transportation alternatives to sites</li> <li>• Prints, sends, and retrieve itineraries</li> <li>• Changes itineraries</li> <li>• Provides feedback about their trips and/or about the TIS</li> </ul>	Website, mobile phones, kiosks, interactive exhibits (phototags)
<b>Partner</b> (Organizations that invest resources – financial, data, or personnel –to the TIS)	<ul style="list-style-type: none"> <li>• Provides data to the TIS through integrated data connections, within agreed upon business rules, and under a common data framework, or taxonomy</li> <li>• Agrees to make their data available to the TIS and through the TIS interface for the purpose of providing a single TIS look and feel that reinforces a TIS brand.</li> <li>• Provides a representative to the Change Management Board</li> </ul>	Administrative tools, web services
<b>Change Management Board</b>	<ul style="list-style-type: none"> <li>• Encourages the development and implementation of system features and capabilities that take advantage of new technologies</li> <li>• Reviews proposed system changes (both technical and operational)</li> <li>• Ensures system changes are integrated into the operations of the TIS</li> </ul>	Administrative tools, web services
<b>Data Custodian</b> (system level)	<ul style="list-style-type: none"> <li>• Carries out directives of the Change Management Board</li> <li>• Performs quality assessment and quality control on TIS data</li> <li>• Coordinates data submission and management activities with Data Stewards</li> <li>• Periodically runs data quality tests.</li> </ul>	Administrative tools, web services
<b>Data Steward</b> (organization level)	<ul style="list-style-type: none"> <li>• Oversees organization-level data management</li> </ul>	Administrative tools,

	requirements related to the TIS	web services
--	---------------------------------	--------------

### 3.3 TIS Partner Responsibilities

Partners are responsible for ensuring that data they supply to the TIS adhere to the taxonomy and that sufficient internal resources are devoted to maintain high-quality data. Partners are also responsible for establishing effective data and information management practices, sharing policies, and processes and activities that are consistent with the TIS business rules, and ensuring the quality of their own data. Prospective partners must demonstrate effective data management practices. Partners in good standing will adhere to the following criteria:

- Complies with TIS data quality requirements;
- Maintains IT system(s) capable of integrating with TIS web services; and
- Commits to participation in Change Management Board.

## 4 Operational Needs

### 4.1 Opportunities

The TIS will address the following weakness and gaps presented by currently available methods for disseminating traveler information relative to NPNH and partner sites:

- Visitors travel to NPS and partner sites in New York Harbor from around the country and the world and most are not familiar with the New York metropolitan area’s complex transportation alternatives. Visitors are overwhelmed by the number of web-based informational resources available to them to plan trips.
- No system currently integrates public transportation and walking directions with site-specific information about NPNH sites.
- Despite the availability of public transportation services and the excellent potential that they offer, little or no information is provided at critical decision points to direct visitors to NPS and partner sites in the vicinity. Currently each site addresses orientation and transit information individually, with no overall coordination. As a result, overall visitor use is impeded and made less convenient due to a lack of basic information provided at easily accessible and safe locations.
- There are unrealized thematic linkages and a lack of integration with other activity centers in the surrounding area.
- Improving pre-visit information would allow visitors to create trip itineraries based on the travelers’ destination interests and travel mode choices. With more comprehensive upfront information, visitors will feel free to explore and become familiar and comfortable with how public transit can be used to visit NPS and partner sites in New York. The system can also enhance visitor experience by providing real time routing and information about avoiding peak times that will enhance NPS crowd management.

### 4.2 Constraints

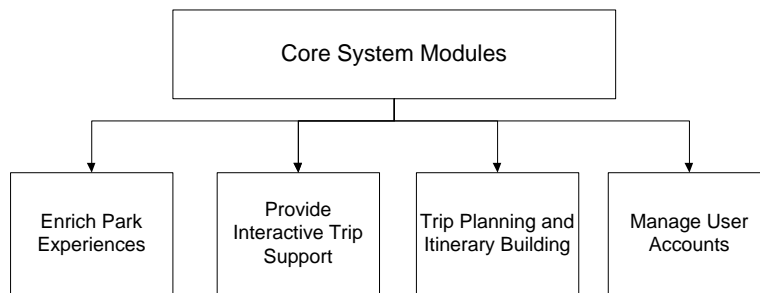
The following constraints have been identified that will affect development and operation of the TIS:

- Data Delivery – Data need to be normalized in order for the TIS to deliver the desired functions and level of service to visitors. The normalization of data, through the “TIS taxonomy” will require significant levels of coordination at both the institutional and technical levels.
- Data Quality – The data and information presented in the TIS are only as good as the partner data, given that the TIS displays partner data.
- Server Maintenance
- Funding

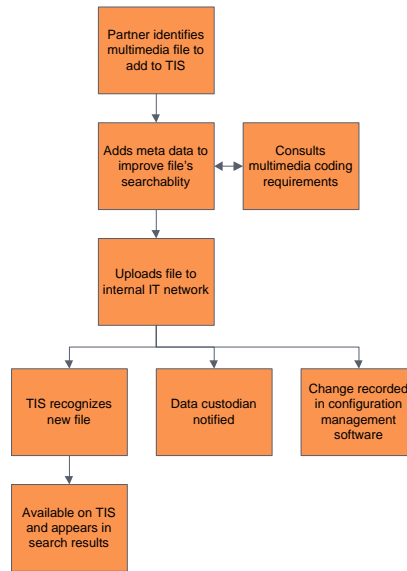
### 4.3 Operational Processes

The TIS consists of four core modules, the operation of each is depicted in the following flowcharts:

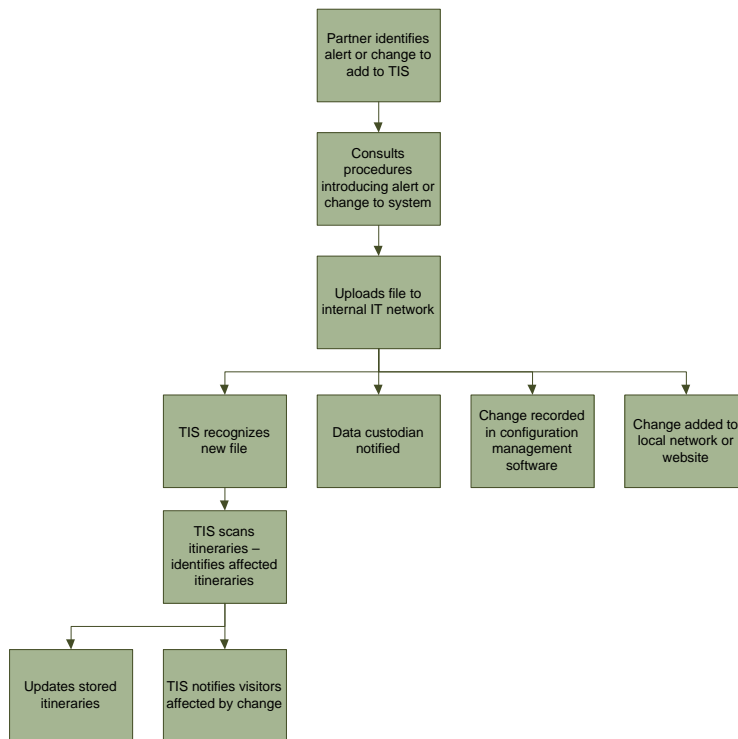
**Figure 2: TIS Core System Modules**



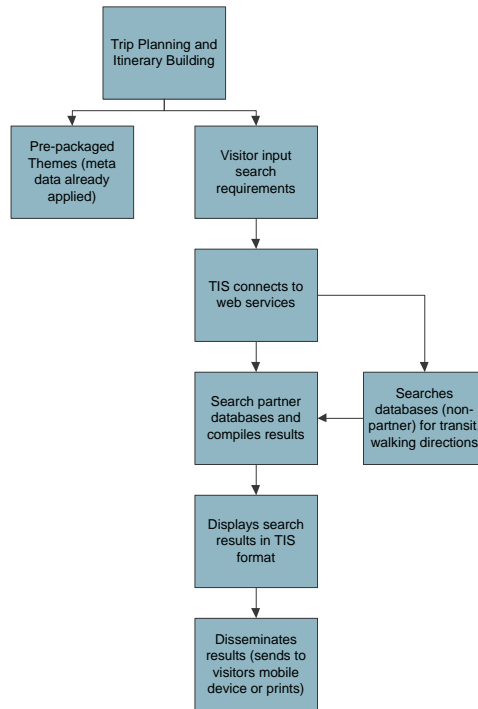
**Figure 3: TIS Module to Enrich Park Experiences**



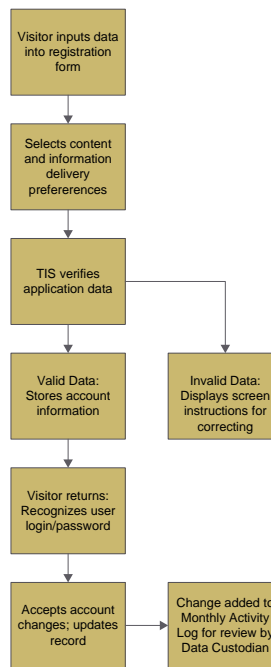
**Figure 4: TIS Core System Module to Provide Interactive Trip Support**



**Figure 5: TIS Trip Planning and Itinerary Building Core System Module**



**Figure 6: TIS Core System Module for Managing User Accounts**



## 5 Operational and Support Environments

The following section provides a description of the required physical operational and support environments in terms of facilities, equipment, computing hardware, software, personnel, operational and support procedures, and support necessary to operate and maintain the deployed system.

### 5.1 Guidance in Developing

Standards from the American National Standards Institute and American Institute of Aeronautics and Astronautics (ANSI/AIAA) identify two environments that need to be described: an Operational Environment and a Support Environment. However, from the perspective of a Concept of Operations for a developing TIS, there is considerable overlap, and for this reason, we recommend one section to deal with both topic areas. In describing the Operational and Support Environments, the writing team considered having sub-sections that cover the following:

- Facilities – The section should identify physical facilities necessary to meet the needs of the fully functional system (e.g. buildings, garages, etc.).
- Equipment – It should describe, at a high level, equipment necessary for the system to be operational (e.g. closed circuit TV cameras, variable message signs, etc.).
- Hardware – Typically, this refers to the physical computational machines, or information systems, that the users of the system will access.
- Software – A description of the information system applications necessary for system operations.
- Personnel – The section should describe the personnel necessary to staff all facilities needed for the system to be operational. This should include a concise subset of the system users identified in the User-Oriented Operational Description. Descriptions of the capabilities of these individuals may be generated, but it is generally considered to be beyond a Concept of Operations document; a better place for such descriptions would be the Business Plan for the same system.
- Operational Procedures – If not already addressed within the User-Oriented Operational Description, a description of what and when the users and system components should be performing, under specific conditions.
- Support Necessary to Operate the Deployed System – This category includes all other labor support services that are not specifically designated by the operations of the system. This support could include facility management, accounting/finance, human resources, etc.

## 6 Operational Scenarios

### 6.1 Lifecycle Overview

The Trip Lifecycle is an approach for viewing the key activities undertaken by visitors over the course of planning and completing their trip. It delineates the phases navigated as a user contemplates, plans, travels, visits, and concludes a trip. The purpose of the trip life cycle is to:

- Provide a common understanding of the standard phases;
- Clarify opportunities and constraints for user interaction; and
- Allow us to illustrate (at each step of the way):
  - What the traveler is focused on;
  - How we can interact with them; and
  - What the interaction yields for data and information.

**Table 2: Summary of Trip Lifecycle**

Trip Phase	Opportunities/Constraints	Uses of TIS
Trip Planning	The TIS should be a source of trip-planning information. Visitors have made the decision to visit the New York Harbor area and are looking to build their trip itinerary.	<p><b>While planning, visitors can:</b></p> <ul style="list-style-type: none"> <li>• Set up electronic alerts for notices to be sent via email and SMS;</li> <li>• Print their itinerary, or send a SMS to Google Maps Mobile to allow for turn-by-turn directions using GPS;</li> <li>• View the NPS TIS trip planning service;</li> <li>• View all NPNH tourist locations, including themes;</li> <li>• Plan an itinerary from door to door using multi-modal transit directions (see Appendix A);</li> <li>• View photos and videos of attractions and events; and</li> <li>• Create a user account to store their itinerary and “notes” throughout their visit.</li> </ul>
Traveling to first site		<p><b>On the way, visitors can:</b></p> <ul style="list-style-type: none"> <li>• View transit directions printed from the website;</li> <li>• View live turn-by-turn directions while driving, walking, or using public transportation using Google Maps and GPS, including automatic rerouting if off course;</li> <li>• View interactive information and content about their destination;</li> <li>• Modify their destination; and</li> <li>• Receive alerts, i.e. for as-it-happens events or ideas of “what to do”.</li> </ul>
At Initial Site		<p><b>While there, visitors can:</b></p> <ul style="list-style-type: none"> <li>• Learn about the site and attractions, interactively;</li> <li>• Learn about other nearby points-of-interest such as other attractions or restaurants;</li> <li>• View related content, such as videos and images, of the site and attractions within, using picture tags or GPS-based <i>geo-tagging</i>;</li> <li>• Allow users to submit their own</li> </ul>



Trip Phase	Opportunities/Constraints	Uses of TIS
		<p>“community” content, for instance their forefathers posing for a picture in front of the Statue of Liberty decades ago;</p> <ul style="list-style-type: none"> <li>• Modify their itinerary and transit directions; and</li> <li>• Receive alerts.</li> </ul>
In Transit to New Site		<p><b>While exploring, visitors can:</b></p> <ul style="list-style-type: none"> <li>• View live turn-by-turn transit directions <i>updated from the kiosk</i> while driving, walking, or using public transportation using Google Maps and GPS;</li> <li>• View interactive information and content about their destination, and from where they just left;</li> <li>• Modify their destination; and</li> <li>• Receive alerts, i.e. for as-it-happens events or ideas of “what to do”.</li> </ul>
Outbound Transit		<p><b>On their way home, visitors can:</b></p> <ul style="list-style-type: none"> <li>• Continue using the transit directions generated by the TIS to drive, walk, take the subway, or a ferry, home; and</li> <li>• Receive a SMS to their phone requesting preliminary feedback about their trip, i.e. “On a scale of 1-5 with 5 the greatest, how useful was the TIS to you?”</li> </ul>
Post Trip		<p><b>After returning home, visitors can:</b></p> <ul style="list-style-type: none"> <li>• Review their trip, view pictures and videos of where they visited;</li> <li>• Learn about other nearby points-of-interest such as other NPNH sites and attractions;</li> <li>• Allow users to submit their own “community” content, for instance family pictures from the trip to Ellis Island; and</li> <li>• Provide more detailed feedback.</li> </ul>

## 6.2 Scenario

The following scenario demonstrates the key functions of the TIS and how a user interacts with the system over a course of a typical trip, or the trip lifecycle that was just described. In between each step in the scenario, a list of the key capabilities demonstrated in the step and the key technologies employed will be listed:

### User Experience-Scenario

#### Jill, our New York City visitor

This scenario tells the story of a NPNH visitor. The purpose is to illustrate how a visitor might interact with the TIS at each stage of the lifecycle.

While the intent is to show a robust use of the TIS features and functions, not all concepts are worked into the scenario to prevent overloading the illustration

#### ▪ Background for Scenario

- Jill will be traveling to NYC for business
- She always wanted to see the Statue of Liberty and decided to extend her trip by a few days to do some site-seeing
- She doesn't know the statue is surrounded by other National Monuments and Parks in Manhattan
- She intends to surf the web to find out how to get to the Statue of Liberty because she isn't sure where the statue is located in relation to her hotel in midtown Manhattan
- She noticed a subway entrance near her hotel and is toying with the idea of taking the subway on her site-seeing
- She doesn't have detailed knowledge of the NPS or the NPNH and doesn't know that there is a central service(the TIS) where she can build a robust trip around her initial point of interest (the Statue of Liberty)



## Hunting And Gathering

Jill performs research

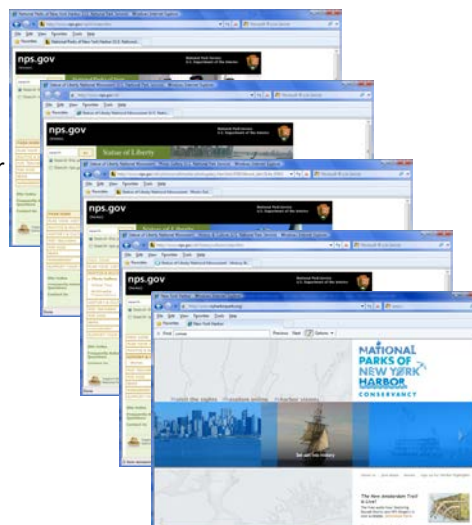
- On the web before she travel to New York on business
- Using her computer
  - She finds many sites with useful information
  - Google, Wikipedia
  - Gathers information about the Statue of Liberty
  - Through this initial web search, she discovers additional New York Harbor attractions
- Jill travels to her business meeting, deciding she will continue her research from her hotel and then make a plan



## Hunting And Gathering

Jill Continues to Forage

- The night before her meeting
- Jill surfs some more looking for concrete planning aids
- Jill finds the *National Parks of New York Harbor* site
  - Experiences the robust site narrative and rich multi-media content
  - Jill gets valuable, targeted information but is still seeking trip planning aids
  - She finds and follows a link to the *National Parks of New York Harbor Conservancy* site





## Hunting And Gathering

### Jill Finds the Key Sites

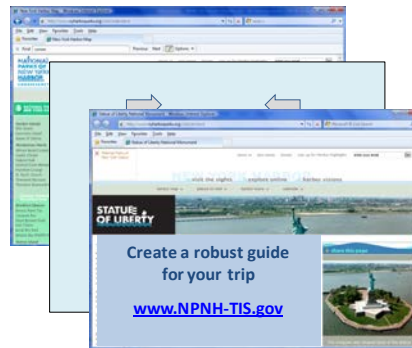
- Jill explores the *National Parks of New York Harbor Conservancy* site
  - Experiences the rich multi-media content and becomes interested in expanding her sightseeing goals
  - Finds additional information on not only the Statue of Liberty, but surrounding and related destinations
  - Checks calendar of events
- Uses the interactive map to select and research additional destinations
- Signs up for Harbor Highlights newsletter



## Hunting And Gathering

### Jill Can't Decide

- Jill finds grouped destinations, but can't decide
- She still doesn't know how to choose where she should go
- She doesn't know how to travel between destinations
- She finds the link to the TIS, offering Trip planning services to help her make the most of her visit
- Her initial point of interest is sent to the TIS session as a starting point for building an itinerary





## Building An Itinerary

### Jill Begins to Plan

- Jill enters the TIS with Statue of Liberty as initial point of interest
- She is prompted to login or create an account
  - She can opt and build an itinerary without creating an account
- This is her first time to the site
- The TIS lists the benefits associated with joining the site and extended community



## Building An Itinerary

### Jill Joins the TIS Community

- She agrees and joins the site, configuring personalized interests and profile settings
  - Records her base information
  - Enters personalization settings (categories, themes, interests, etc)
  - Sign up for newsletter subscription based on personalization settings



## Building An Itinerary

### Jill Wants Access to all Available Content

- Jill opts in to all available content sources
- NPNH and other Federal sites
  - Park content
  - Reviewed and approved by NPNH
- Trusted partners
  - Additional content (events, restaurants, tours)
  - Not affiliated with core NPNH content
  - Allows user to round out experience with other interests (dinner and a show)
- TIS Community
  - Peer community of travelers
  - Rated destinations, trip plans, etc

**Opt in to TIS Content Sources**

Opt in to the desired [levels of TIS system content](#). The greater the content, the more information you receive while planning and traveling.

- NPNH content
  - Parks
  - Events
  - Activities
- Trusted partner content
  - Tourism
  - Public events
  - Restaurants
- User community content
  - Ratings & reviews
  - Discussion forums & email lists
  - Questions & comments via email



## Building An Itinerary

### Jill Wants Highly Interactive Support

- Jill opts in to full extent of interaction with the TIS
  - Active tracking of her progress through GPS
  - Push alerts , reminders, and suggested supplemental content
  - Full extent of user aid available while on trip

**Opt in to Active TIS Aid & Interaction**

Opt in to the desired level of [TIS system interaction](#). The greater the interaction, the more aid you receive while traveling.

- Active trip tracking
  - GPS
  - Time/Schedule
  - Deviation from plan
- Alerts
  - Reminders
  - Suggestions based on profile
  - Community media based on profile



## Building An Itinerary

Jill Wants Access to all Available Content

- Jill opts in to all available content sources
- NPNH and other Federal sites
  - Park content
  - Reviewed and approved by NPNH
- Trusted partners
  - Additional content (events, restaurants, tours)
  - Not affiliated with core NPNH content
  - Allows user to round out experience with other interests (dinner and a show)
- TIS Community
  - Peer community of travelers
  - Rated destinations, trip plans, etc

**Opt in to TIS Content Sources**

Opt in to the desired [levels of TIS system content](#). The greater the content, the more information you receive while planning and traveling.

- NPNH content
  - Parks
  - Events
  - Activities
- Trusted partner content
  - Tourism
  - Public events
  - Restaurants
- User community content
  - Ratings & reviews
  - Discussion forums & email lists
  - Questions & comments via email



## Building An Itinerary

Jill Wants Access to all Available Content

- Jill opts in to all available content sources
- NPNH and other Federal sites
  - Park content
  - Reviewed and approved by NPNH
- Trusted partners
  - Additional content (events, restaurants, tours)
  - Not affiliated with core NPNH content
  - Allows user to round out experience with other interests (dinner and a show)
- TIS Community
  - Peer community of travelers
  - Rated destinations, trip plans, etc

**Opt in to TIS Content Sources**

Opt in to the desired [levels of TIS system content](#). The greater the content, the more information you receive while planning and traveling.

- NPNH content
  - Parks
  - Events
  - Activities
- Trusted partner content
  - Tourism
  - Public events
  - Restaurants
- User community content
  - Ratings & reviews
  - Discussion forums & email lists
  - Questions & comments via email



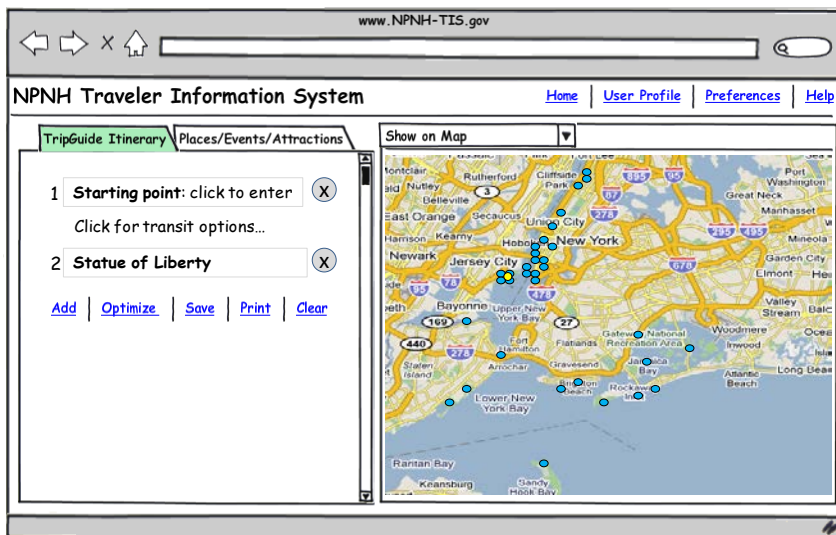
## Building An Itinerary

Jill Starts Building her Trip

- Jill enters the TIS with Statue of Liberty as initial point of interest
- She is presented with a 2-part screen
  - On Left
    - Various methods to choose destinations beyond the initial point of interest
    - Transportation alternatives promoting public transit
  - On Right
    - Integrated, interactive map
- Interface is designed to
  - Easily choose destinations
  - Transportation alternatives



## Building An Itinerary







## Building An Itinerary

www.NPNH-TIS.gov

NPNH Traveler Information System [Home](#) [User Profile](#) [Preferences](#) [Help](#)

TripGuide Itinerary Places/Events/Attractions

Show on Map

1 Starting point: click to enter (X)  
Click for transit options...

2 Statue of Liberty (X)

[Add](#) | [Optimize](#) | [Save](#) | [Print](#) | [Clear](#)

NPNH Theme  
 Commerce  
 Harbor & NYC  
 Military  
 Ecology & Environment  
 Immigration  
 Recreational Activities

Site Type  
 Parks  
 Beaches  
 Monuments  
 Forts  
 Partner Content  
 Restaurants  
 Theaters



## Building An Itinerary

www.NPNH-TIS.gov

NPNH Traveler Information System [Home](#) [User Profile](#) [Preferences](#) [Help](#)

TripGuide Itinerary Places/Events/Attractions

Show on Map

1 Starting point: click to enter (X)  
Click for transit options...

2 Statue of Liberty (X)

[Add](#) | [Optimize](#) | [Save](#)

Add Destination

Destination Name

Ranger Recommended

Partner Recommended

Community Member Recommended

Filter by Date  Filter by Distance

/ / x miles



## Building An Itinerary

www.NPNH-TIS.gov

NPNH Traveler Information System [Home](#) [User Profile](#) [Preferences](#) [Help](#)

**TripGuide Itinerary** | Places/Events/Attractions

Ranger Planned: *3 site TripGuide*  
 Narrative describing why you would like this pre-planned trip.  
 Links to supplemental multi-media content to elaborate.

1 **Starting point:** click to enter (X)  
 Click for transit options...

2 **Statue of Liberty** (X)

[Add](#) | [Optimize](#) | [Save](#) | [Print](#) | [Clear](#)

Choose Pre-Planned Trip

- Ranger Planned Trips
- Partner Planned Trips
- Community Planned Trips

Subway to ferry (X)  
 Ellis Island (X)  
 Ferry (X)  
 Statue of Liberty (X)  
 Ferry (X)  
 Liberty State Park (X)  
 Ferry to subway (X)

[Add](#) | [Optimize](#) | [Save](#) | [Print](#) | [Clear](#)



## Building An Itinerary

www.NPNH-TIS.gov

NPNH Traveler Information System [Home](#) [User Profile](#) [Preferences](#) [Help](#)

**TripGuide Itinerary** | Places/Events/Attractions | Show on Map

1 Hotel xyz  
 Subway to ferry

2 Ellis Island  
 Ferry

3 Statue of Liberty  
 Ferry

4 Liberty State Park  
 Ferry to subway

5 Hotel xyz (X)

[Add](#) | [Optimize](#) | [Save](#) | [Print](#) | [Clear](#)

Save, Store, Publish Trip Options

- Save to TIS
- Send alerts
- Publish to friends list
- Publish to TIS community
- Forward trip posts to my other social networks

[Print](#) | [Request trip binder](#)

[Email](#) | [Download media files](#)

[Download PDFs](#) | [Send to mobile device](#)

[+ Share this trip beyond the TIS Community](#) | [Done](#)



## Building An Itinerary

Jill now has her trip plan

- This is what pulls the trip together into a cohesive, robust blueprint
- Core plan provides
  - Details for the destinations, events, activities, and attractions
  - Transit alternatives with emphasis on public transportation
- Enhances her experience by embedding additional reference content for context



*This is key, the golden ticket that no other solution offers*

9/24/2010

NPNH TIS Scenario Walkthrough

41



## Building An Itinerary

Jill's Trip Plan Format

- 4 output choices
  - Simple print-out
  - Bound and delivered trip notebook
  - Static, electronic "hardcopy" (PDFs)
  - Dynamic, highly interactive, real-time mobile application
- Jill's profile leads her to the highest level of interaction
  - Core trip content (sites and transportation)
  - Related and suggested sites, events, activities, and attractions (based on interests and profile)
  - Supplemental, value added materials
    - Rich narrative text
    - Audio downloads
    - Video downloads





## Building An Itinerary

### Jill's Trip Plan Format

- 4 output choices
  - Simple print-out
  - Bound and delivered trip notebook
  - Static, electronic "hardcopy" (PDFs)
  - Dynamic, highly interactive , real-time mobile application
- Jill's profile leads her to the highest level of interaction
  - Core trip content (sites and transportation)
  - Related and suggested sites, events, activities , and attractions (based on interests and profile)
  - Supplemental, value added materials
    - Rich narrative text
    - Audio downloads
    - Video downloads



## Embarking On A Trip

### Jill Embarks on her Trip

- Jill receives an alert from TIS reminding her that her trip is starting
- Jill travels to Ellis Island
  - Jill uses trip guide transportation information to reach the first destination
- In-transit, Jill checks for new developments
  - Jill uses links in interactive trip guide to check for updated site events and information
  - TIS make adjustments to the plan based on all changes Jill decides to make
  - Jill's mobile device is synced with an updated trip plan





## Embarking On A Trip

Jill Reviews Multi-Media Content the TIS Provided During Trip Planning

- The TIS allowed Jill to download rich media audio and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Reinforces scheduled events and activities at Ellis Island
- Offers related and supplemental alternatives for events, activities, and attractions



## Embarking On A Trip

Jill Reviews Multi-Media Content the TIS Provided During Trip Planning

- The TIS allowed Jill to download rich media audio and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Reinforces scheduled events and activities at Ellis Island
- Offers related and supplemental alternatives for events, activities, and attractions

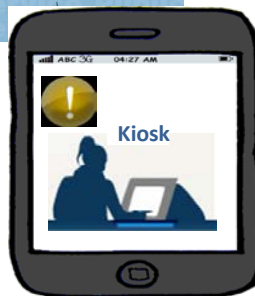




## First Stop On Itinerary

### Jill Arrives at the Ellis Island

- Since the TIS constantly tracks Jill using GPS
  - It knows Jill has arrived as she crosses into the park
  - It reminds Jill to visit the kiosk to
    - Enrich her experience with rich multi-media content
    - Learn about events, attractions, and activities beyond what is in her trip guide



## First Stop On Itinerary

### Jill Explores the Kiosk

- Jill interacts with the multi-user touch interface to
  - Enrich her experience with rich multi-media content
  - Learn about events, attractions, and activities beyond what is in her trip guide
  - Subscribe to alerts for promotions for upcoming events





## First Stop On Itinerary

### Jill Uses Trip Plan Content

(Downloaded During Planning)

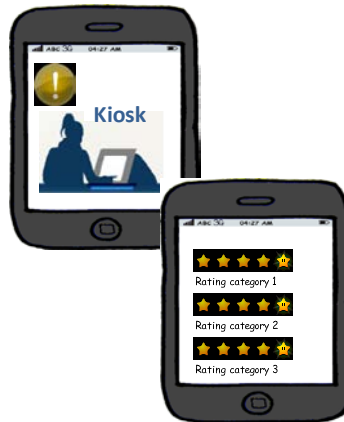
- Visit the Ellis Island Immigration Center
- Experience the family research facility
- Visit the wall of honor
- Visits other areas of the island that are of interest



## First Stop On Itinerary

### As Jill leaves Ellis Island

- Since the TIS constantly tracks Jill using GPS
  - It knows Jill is departing as she crosses out of the park
  - It sends a reminder her that she can visit the kiosk to re-plan her itinerary on the big screen
  - Asks for 1 – 5 star rating feedback
    - Experience on the island
    - Events and planned activities
    - Facilities and services





## Traveling To Next Stop On Itinerary

### TIS Sends Transit Update Alert

- Jill is alerted to weather related delay traveling to the Statue of Liberty
- TIS make adjustments to the plan based on the delay
- Jill's mobile device is synced with an updated trip plan



## Traveling To Next Stop On Itinerary

### Jill Reviews More Supplemental Materials

- She remembers that she the TIS provide a Harbor Parks Video
- After visiting Ellis Island (and while she waits out the delay) she wants to see how all the Parks fit together



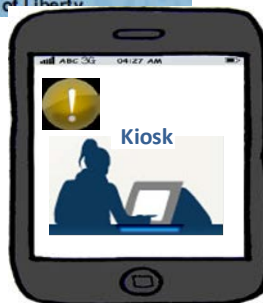




## Next Stop On Itinerary

### Jill Arrives at the Statue of Liberty

- Since the TIS continues to track Jill using GPS
  - It knows Jill has arrived as she crosses into the park
  - It reminds Jill to visit the kiosk to
    - Improve her experience with content
    - Learn about events, attractions, and activities beyond what is in her trip guide



## Next Stop On Itinerary

### Jill Explores the Kiosk

- Jill interacts with the multi-user touch interface to
  - Explore the multi-media content
  - Learn about events, attractions, and activities beyond what is in her trip guide
  - Subscribe to alerts for promotions for upcoming events
  - Learns about the reopening of the Statue of Liberty's crown on July 4<sup>th</sup>
  - Sets a reminder through TIS to plan to return and climb the 354 steps to see the world from within the crown





## Next Stop On Itinerary

### Jill Uses Trip Plan Content

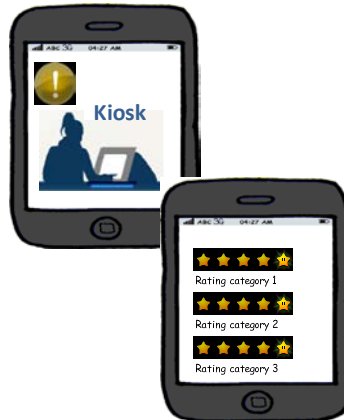
- Tours the Statue of Liberty Museum
- Using her cell phone camera and photo tag “bar codes” to access real-time exhibit content for
  - Informational displays
  - Models, scale replicas of the statue
  - Other exhibits
- Visits other areas of interest related to the monument



## Next Stop On Itinerary

### As Jill leaves the Statue of Liberty

- Since the TIS constantly tracks Jill using GPS
  - It knows Jill is departing as she crosses out of the park
  - It sends a reminder her that she can visit the kiosk to re-plan her itinerary on the big screen
  - Asks for 1 – 5 star rating feedback
    - Experience at the monument
    - Events and planned activities
    - Facilities and services
    - Usefulness of photo tags on exhibits





## Traveling To Next Stop On Itinerary

Jill Checks for New Developments at Liberty State Park

- Jill uses links in itinerary to check for updated site events and information
- TIS make adjustments to the plan based on all changes Jill decides to make
- Jill's mobile device is synced with an updated trip plan



## Traveling To Next Stop On Itinerary

Jill Previews the Park

- The TIS allowed Jill to download pictures and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Offers snapshots from the park





## Traveling To Next Stop On Itinerary

### Jill Previews the Park

- The TIS allowed Jill to download pictures and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Offers snapshots from the park
- Supplies a view into current attractions at the Liberty Science Center



## Traveling To Next Stop On Itinerary

### Jill Previews the Park

- The TIS allowed Jill to download pictures and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Offers snapshots from the park
- Supplies a view into current attractions at the Liberty Science Center





## Traveling To Next Stop On Itinerary

### Jill Previews the Park

- The TIS allowed Jill to download pictures and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Offers snapshots from the park
- Supplies a view into current attractions at the Liberty Science Center



## Traveling To Next Stop On Itinerary

### Jill Previews the Park

- The TIS allowed Jill to download pictures and video when she created her trip guide
- Provides supplemental content to the engage Jill even before she arrives
- Offers snapshots from the park
- Supplies a view into current attractions at the Liberty Science Center
- Presents a video of the July 4<sup>th</sup> fireworks submitted by another TIS user

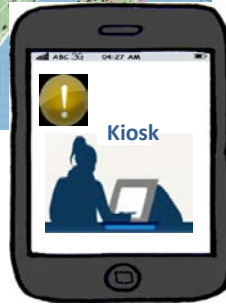




## Next Stop On Itinerary

### Jill Arrives at the Liberty State Park

- Since the TIS continues to track Jill using GPS
  - It knows Jill has arrived as she crosses into the park
  - It reminds Jill to visit the kiosk to
    - Improve her experience with content
    - Learn about events, attractions, and activities beyond what is in her trip guide



## Next Stop On Itinerary

### Jill Explores the Kiosk

- Jill interacts with the multi-user touch interface to
  - Enrich her experience with rich multi-media content
  - Learn about events, attractions, and activities beyond what is in her trip guide
  - Finds a GPS based "virtual tour" she can run from her mobile device
  - Gets instructions on how to get the most out of her "virtual tour"
  - Jill's mobile device is synced with an updated trip plan
  - Heads out to get started





## Next Stop On Itinerary

### Jill Uses Trip Plan Content

- Starts the “virtual tour”
- TIS uses the GPS in Jill’s mobile device to guide her along a defined path
- Offers a “Virtual Ranger” interface
- Provides rich media information and content as Jill navigates through the tour
- Following the virtual tour, Jill visits other areas of interest in the park



## Next Stop On Itinerary

### As Jill leaves Liberty State Park

- Since the TIS constantly tracks Jill using GPS
  - It knows Jill is departing as she crosses out of the park
  - Asks for 1 – 5 star rating feedback
    - Experience at the park
    - Events and planned activities
    - Facilities and services
    - Virtual tour
  - Offers to upload any pictures and video from her mobile device to the TIS

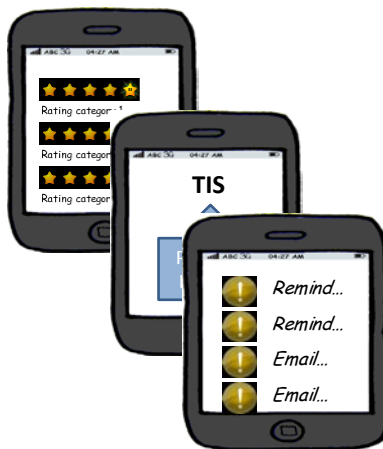




## Concluding A Trip

### Final TIS Interactions as Jill Travels Home

- Additional feedback
  - Trip overall
  - TIS's usefulness
- Uploading
- Community sharing
- Establishing future reminders and email alerts



## Reflecting On A Trip

### Follow-Up Interaction

- Jill visit the web site to
  - Store additional content
  - Rate the parks, events, and activities
  - Share her experience with the community
    - Within the TIS system
    - Beyond through integration to social networks





## **7 Additional Considerations**

It is important to note that Jill's scenario is just one path through the TIS lifecycle and that TIS users may experience a different path or only portions of Jill's scenario. Furthermore, user experience may change as the TIS adapts to changes in technology.

### **7.1 Evolving Mobile Technologies**

Advances in mobile technology have resulted in an extraordinary array of devices that are capable of connecting to, interacting with, and storing content. A wide range of mobile devices with embedded wireless data capabilities are available, including smartphones, tablets, e-readers, handheld gaming systems, mini-laptops or netbooks, and mp3 players. Many of these devices offer a potential channel for rich media delivery in a range of formats. Furthermore, the proliferation of affordable and capable media capture devices like digital still and video cameras and mobile devices with high-definition video recording features, has allowed travelers to gather content for personal and community storage.

Mobile devices equipped with global positioning system (GPS) hardware present additional possibilities for offering visitors highly interactive mobile experiences. These devices present an ideal platform for offering self-paced, GPS-based guides or tours developed by park Rangers that include video and audio clips as well as interactive features.

### **7.2 Social Networking**

Social networking presents another opportunity for the TIS through integration and connection to numerous existing information exchange and social interaction sites. Such sites could offer additional links and references, not duplicated content or functionality. Social networking services could also draw additional visitors, allowing users of the TIS to actively broadcast their intent to visit NPNH and partner sites.

# Appendix A: Sample Itinerary

## YOUR ITINERARY

Hi Jill, you have selected the following sites to visit on November 25, 2009:

FEDERAL HALL NATIONAL MEMORIAL  
GROUND CASTLE CLINTON  
AFRICAN BURIAL  
CITY HALL PARK

Here are your transit and walking directions:

From: **WESTIN HOTEL TIMES SQUARE** in Manhattan  
To: **CASTLE CLINTON NATIONAL MEMORIAL** in Manhattan (212) 555-5555  
Fare: Regular Fare \$2.25 - Reduced Fare \$1.10  
Approx Travel Time: 18 minutes

### Step 1

Walk a short distance NW on W 43rd St.  
Turn left on 8th Ave.  
Walk approx. 1 block SW on 8th Ave.

Enter station: **42ND ST - TIMES SQ STA** **1 2 3 7 N R Q W S**  
At: 8<sup>th</sup> Ave. & West 42nd St.

### Step 2

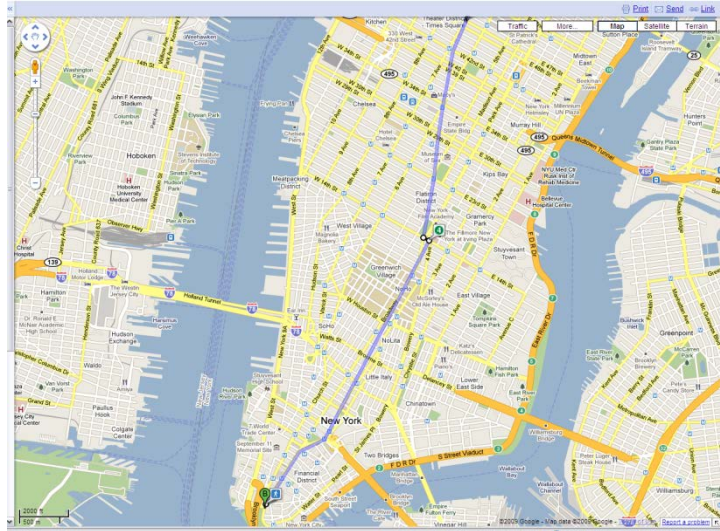
Take the: **NEW LOTS AV** bound **3** Train  
Leaving At: 9:01 AM

To: **WALL ST STATION** **2 3**  
Arriving At: 9:19 AM

### Step 3

Exit Station At: Wall St & William St. (North Side)  
Walk approx. 1 block SW on William St.  
Turn right on Beaver St.  
Walk approx. 2 blocks SW on Beaver St.  
Turn left on Broadway.  
Walk a short distance S on Broadway.  
Turn right on Bowling Green.  
Walk approx. 1 block W on bowling green.  
Bear right on Battery Pl.  
Walk a short distance W on Battery Pl.  
Bear right on Unnamed.  
Walk a short distance NW on Unnamed.  
Bear left on Battery Pl.  
Walk a short distance W on Battery Pl.  
Turn right on Greenwich St.  
Walk a short distance N on Greenwich St.

Arrive At: **CASTLE CLINTON**



Did you add events at Castle Clinton to your itinerary? **Yes**

### Your Events:

- Walking Tour: **The New Amsterdam Trail**; On demand.

- Ranger-guided Tour: Learn about the immigrant experience through ranger-guided tour. Offered daily at 10:00 AM, 12:00 PM, 2:00 PM.

From: **CASTLE CLINTON NATIONAL MONUMENT** in Manhattan (212) 555-5555  
 To: **FEDERAL HALL NATIONAL MEMORIAL** in Manhattan (212) 555-5555  
 Fare: Regular Fare \$2.25 - Reduced Fare \$1.10  
 Approx Travel Time: 3 minutes

**Step 1**

Walk a short distance N on Greenwich St.  
 Turn right on Battery Pl.  
 Walk a short distance E on Battery Pl.

Enter station: **BOWLING GREEN STATION** 4 5  
 At: 1 BROADWAY

**Step 2**

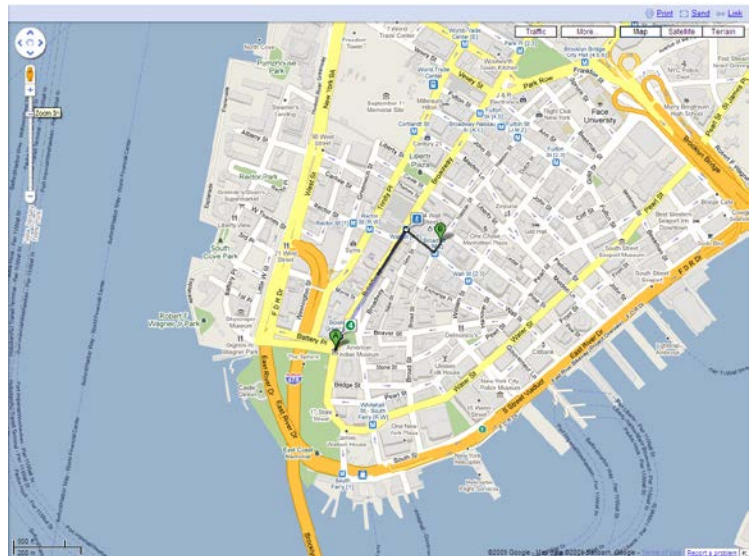
**BOWLING GREEN STATION** 4 5

Take the: WOODLAWN bound 4 Train  
 Leaving At: 11:04 AM  
 To: WALL ST STATION 4 5  
 Arriving At: 11:05 AM

**Step 3**

Exit Station At: Wall St. & Trinity Place  
 (Trinity Building S/B)  
 Walk approx. 1 block SE on Wall St.

Arrive At: **FEDERAL HALL NATIONAL MEMORIAL**



**Did you add events at Federal Hall to your itinerary? Yes**

**Your Events:**

- Reenactment: **Evacuation Day**; 10 AM – 4 PM.
- Exhibit: **Banners Along the Hudson**; daily 9 AM - 5 PM

From: **FEDERAL HALL NATIONAL MEMORIAL** in Manhattan (212) 555-5555  
To: **CITY HALL PARK** in Manhattan (212) 555-5555  
Fare: Regular Fare \$2.25 - Reduced Fare \$1.10  
Approx Travel Time: 3 minutes

**Step 1**

Walk approx. 1 block NW on Wall St. **4 5**  
Enter station: **WALL ST STATION**  
At: Wall St. & Trinity Place (Trinity Building S/B)

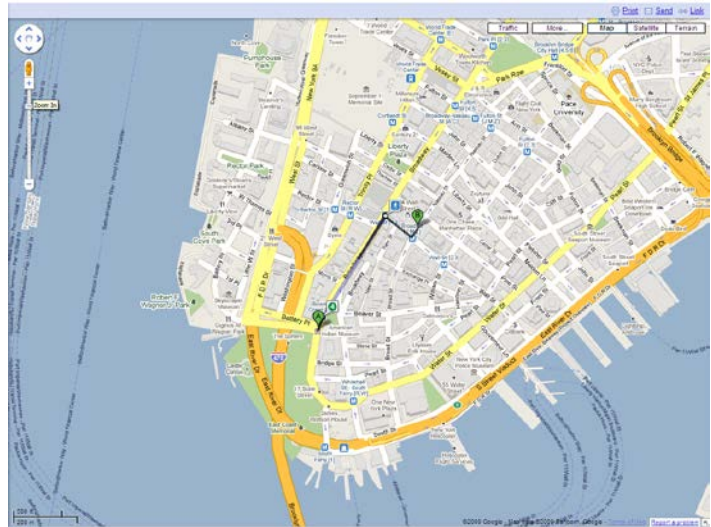
**Step 2**

**WALL ST STATION** **4 5**  
Take: **DYRE AV-EASTCHESTER** bound **5** Train  
Leaving At: 11:08 AM  
To: **FULTON ST STATION** **4 5**  
Arriving At: 11:09 AM

**Step 3**

Exit Station At: Broadway and Fulton St.  
Walk a short distance NE on Broadway.

Arrive At: **CITY HALL PARK**



**Did you add events at City Hall Park Hall to your itinerary? Yes**

**Your Events:**

- Concert: **Jazzmobile: Lou Donaldson**; Wednesday, November 25, 2009; 10 AM – 2 PM.

From: **CITY HALL PARK** in Manhattan (212) 555-5555  
To: **AFRICAN BURIAL GROUND** in Manhattan (212) 555-5555  
Fare: NA  
Approx Travel Time: 2 minutes

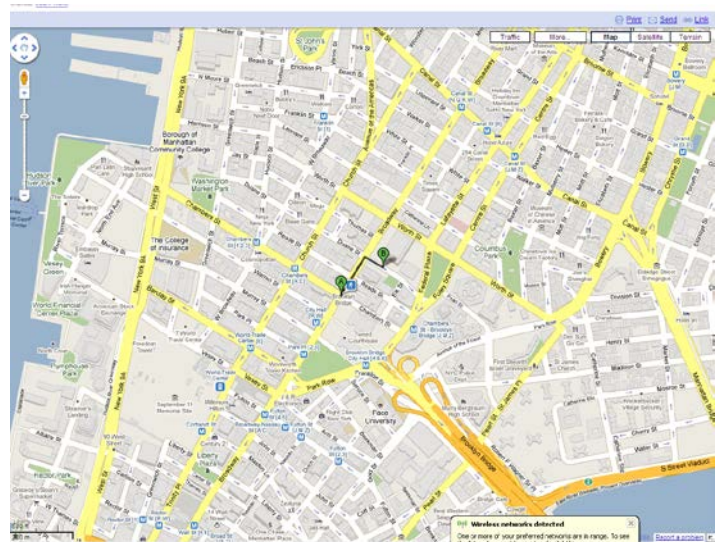
**Step 1**

Head northeast on Broadway toward Reade St  
Turn right at Duane St  
Destination will be on the right

**Did you add events at African Burial Ground to your itinerary? Yes**

**Your Events:**

- Walking Tour: **A Broader View: The African Presence in Early New York.**



## Appendix B: Individual Park Requirements

	Actual Location						General			NPS Themes				Programming/Activities							Transportation Detail																
	Mt. Vernon	Manhattan	NYC Harbor	Jamaica Bay (Rockaway)	Staten Island	Sandy Hook	Fee to Enter	Handicap Accessible	Open Only in Warm Months	Birth of a Nation	Military History	Immigration	Environment/Ecology	Guided Tours	Visitor Center/ Gift Shop	Museum (?)	Concessions	Restaurants Nearby	Active Outdoor Recreation	Passive Outdoor Recreation	Fishing	Biking	Boating	Birding	Camping	Within 1/4 Mile of Subway Stop	Within 1 Mile of Subway Stop	Accessible by Bus	Ferry Directly to Park (no fee)	Directly Accessible by Ferry (fee)	Ferry to Bus	Bike Racks	Free Parking Lot	Parking Lot (fee)	On-street or other Public Parking		
St. Paul's Church	a								a	a			a		a				a							a	a										
Hamilton Grange - In process of Moving		a																																			
General Grant Memorial		a							a	a								a		a							a									a	
Theodore Roosevelt Birthplace		a					a							a		a		a								a										2	
Lower East Side Tenement Museum		a					a							a		a		a								a										2	
African Burial Ground		a																a								a										2	
Federal Hall		a							a									a								a										2	
Castle Clinton		a								a	a							a								a										2	
Governors Island			a							a				a		a				a								a								3	
Ellis Island			a											a		a				a								a								3	
Statue of Liberty			a											a		a				a								a								3	
Floyd Bennet Field				a						a				a		a			a	a	a	a	a	a	a										a		
Camarsie Pier				a															a	a																a	
Jamaica Bay Wildlife Refuge				a															a	a	a	a	a	a												a	
Jacob Riis Park				a															a	a	a	a	a	a												a	
Fort Tilden				a						a									a	a	a	a	a	a												a	
Breezy Point				a															a	a	a	a	a	a												a	
Fort Wadsworth					a														a	a	a	a	a	a												a	
Miller Field					a														a	a	a	a	a	a												a	
Great Kills Park					a														a	a	a	a	a	a												a	
Fort Hancock Historic District						a													a	a	a	a	a	a												a	
Sandy Hook						a													a	a	a	a	a	a													a

Notes:

(2) Driving by personal auto is not recommended.

(3) Expensive public parking is available at the ferry terminal, but driving is not recommended.



## Tour Federal Hall With Your Cell Phone

Federal Hall National Memorial is testing how photo tags might be used to provide feature-rich content to mobile device users.

A photo tag is an image embedded with code that allows you to instantly access Web sites, photos, and multimedia files from your mobile device such as a cell phone or handheld computer.

To access photo tags to learn more about Federal Hall, and to assist us in developing uses for this technology, follow these instructions:

- First, go to <http://gettag.mobi>
- Then download the photo tag application
- After the application is installed, aim your phone's camera toward the photo tag below
- Then see what happens!

Thank you for visiting Federal Hall, the Birthplace of American Government.



Ellis Island National Monument - Public Transportation (U.S. National Park Service) - Windows Internet Explorer

http://www.nps.gov/ellis/planyourvisit/publictransportation.htm

File Edit View Favorites Tools Help

Ellis Island National Monument - Public Transportation ...

Search nps.gov

view map text size: A A A printer friendly

PARK HOME

PLAN YOUR VISIT

- Directions
  - Public Transportation
  - Carpooling / Vanpooling
- Operating Hours & Seasons
- Fees & Reservations
- Things To Do
- Things To Know Before You Come

PHOTOS & MULTIMEDIA

HISTORY & CULTURE

FOR TEACHERS

FOR KIDS

PARK NEWS

PARK MANAGEMENT

SUPPORT YOUR PARK

Español

Site Index

Frequently Asked Questions


Contact Us

Making America's Best Idea Even Better!

LEARN MORE »

## Public Transportation

The Statue of Liberty on Liberty Island and the Ellis Island Immigration Museum on Ellis Island are located in Upper New York Harbor, slightly over one mile from lower Manhattan. Liberty and Ellis Islands are accessible by ferry service only. Ferries are operated by **Statue Cruises** from New York and New Jersey. One round-trip ferry ticket includes visits to both islands. **The docking of private vessels is strictly prohibited.**



STATUE OF LIBERTY - ELLIS ISLAND BROCHURE.  
Map: Route of ferry system

**Ferry Service from New York:** Purchase round-trip ferry tickets at Castle Clinton National Monument in Battery Park in lower Manhattan. Ferries from New York operate on a loop, stopping first at Liberty Island and then at Ellis Island before returning to Battery Park.

- **Battery Park by subway:** Take the 1 train to the South Ferry station, 4 or 5 train to the Bowling Green station or R/W train to the Whitehall Street station. Call the NYC Transit Authority for information at: 718 330-1234. .
- **Battery Park by bus:** Take the M15 (East Side) marked "South Ferry" or the M6 (West Side) from 57th Street.

**Ferry Service from New Jersey:** Purchase round-trip ferry tickets at the Central Railroad Terminal Building and Museum at Liberty State Park in Jersey City, NJ . Ferries from Liberty State Park operate on a loop, stopping first at Ellis Island and then at Liberty Island before returning to Liberty State Park.

- **Liberty State Park by Light Rail:** The Hudson-Bergen Light Rail train provides service through the Jersey City, NJ area and has a station at Liberty State Park about 1 mile from the ferry location. A shuttle bus runs from the Light Rail station to the ferry slip. For more information on schedules, fares, service etc. call: 1-800 772-2222 (TTY) 1-800 772-2287.
- **Newark Penn Station:** Take the PATH subway to Exchange Place in Jersey City. Then take the Light Rail to Liberty State Park. From there, take the shuttle bus to the ferry slip.
- **Hoboken Train / PATH subway / Bus station:** Take the Light Rail to Liberty State Park. From there, take the shuttle bus to the ferry slip.
- **Journal Square, Jersey City:** Take the PATH subway to Exchange Place in Jersey City. Then take the Light Rail to Liberty State Park. From there, take the shuttle bus to the ferry slip.
- **Liberty State Park by car:** Click [here](#) for driving directions.





**REPORT DOCUMENTATION PAGE**

*Form Approved  
OMB No. 0704-0188*

The public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

**PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ADDRESS.**

<b>1. REPORT DATE (DD-MM-YYYY)</b>	<b>2. REPORT TYPE</b>	<b>3. DATES COVERED (From - To)</b>
------------------------------------	-----------------------	-------------------------------------

<b>4. TITLE AND SUBTITLE</b>	<b>5a. CONTRACT NUMBER</b>
	<b>5b. GRANT NUMBER</b>
	<b>5c. PROGRAM ELEMENT NUMBER</b>

<b>6. AUTHOR(S)</b>	<b>5d. PROJECT NUMBER</b>
	<b>5e. TASK NUMBER</b>
	<b>5f. WORK UNIT NUMBER</b>

<b>7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES)</b>	<b>8. PERFORMING ORGANIZATION REPORT NUMBER</b>
---	---

<b>9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)</b>	<b>10. SPONSOR/MONITOR'S ACRONYM(S)</b>
	<b>11. SPONSOR/MONITOR'S REPORT NUMBER(S)</b>

**12. DISTRIBUTION/AVAILABILITY STATEMENT**

**13. SUPPLEMENTARY NOTES**

**14. ABSTRACT**

**15. SUBJECT TERMS**

<b>16. SECURITY CLASSIFICATION OF:</b>			<b>17. LIMITATION OF ABSTRACT</b>	<b>18. NUMBER OF PAGES</b>	<b>19a. NAME OF RESPONSIBLE PERSON</b>
<b>a. REPORT</b>	<b>b. ABSTRACT</b>	<b>c. THIS PAGE</b>			<b>19b. TELEPHONE NUMBER (Include area code)</b>







As the nation's principal conservation agency, the Department of the Interior has the responsibility for most of our nationally owned public lands and natural resources. This includes fostering sound use of our land and water resources; protecting our fish, wildlife, and biological diversity; preserving the environmental and cultural values of our parks and historic places; and providing for the enjoyment of life through outdoor recreation. The department assesses our energy and mineral resources and works to ensure that their development is in the best interests of all our people by encouraging stewardship and citizen participation in their care. The department also has a major responsibility for American Indian reservation communities and for people who live in island territories under U.S. administration.