2.6. 3-TIERED TOURIST KIOSK SYSTEM

2.6.1. INTRODUCTION

The concept discussed in this section – a 3-Tiered Tourist Kiosk System – is a relatively simple type of program to help drivers in their search for specific destinations, broader destination information (e.g., places to eat, stay overnight, get gas, etc.), and real-time information about conditions at those locations (are specific hiking trails already overcrowded). In addition to the destination type of information, travelers would have access to weather and road conditions. This type of traveler assistance is fully consistent with the Smart/Safe Traveler goals of the corridor’s overall Strategic Plan and with the I-87 Corridor Study’s underlying objective of supporting the long-term economic goals of communities along the corridor.

2.6.2. PROJECT DESCRIPTION

The 3-Tiered Tourism Kiosk System is a web-based information concept capable of providing real-time travel information at information kiosks, or from any computer with web access. The status of tourism and recreational travel destinations as well as general information about lodging, restaurants, campgrounds and many other sites can be obtained using this system. The purpose of the system is to assist travelers in advance with trip planning, and to provide real-time information regarding specific destinations to help them make up-to-the-minute decisions during their trips to and from, and stays in the Adirondack region. The objective of the system is to promote tourism and economic development, and manage natural resources through more effective trip planning.

Tourism and travel information efforts under the proposed demonstration system would be focused on the State’s tourism promotion areas that the Northway portion of the I-87 Corridor services. It would also include the various geographical areas, heritage areas and corridors that are managed in each tourism promotion area. North of Albany, these areas include the Capital District, Lake George, Southern Adirondacks, Lakes-to-Locks Heritage Area, Northern Adirondacks, and the God Bless America Scenic Byway (Route 73). The focus of this initial demonstration program would be the Route 73 corridor, with subsequent phases (if warranted) expanding to other Adirondack areas as well as other key recreational markets in the corridor (e.g., the Catskills) and across the state.

2.6.2.1. Existing Conditions and Deficiencies

The need for packaging and delivering tourism and recreational travel information in Upstate New York first became apparent in the early 1970’s with the advent of the Seaway Trail, a system of roadways that thematically linked together the communities and natural, historic and cultural resources along the St. Lawrence Seaway and Great Lakes. The concept of thematic travel corridors and areas was further expanded to the Adirondack North Country Association’s (ANCA) “rubber tire trails” or theme trails, and the New York State and National Scenic Highway programs. In addition to these types of thematic travel corridor marketing efforts, the New York State and National Heritage programs have made similar efforts to promote areas and
corridors under a unifying theme.

These early promotional efforts for corridors and areas resulted in typical brochures and travel information often dispensed at visitor information centers and outlets, ranging from information counters at I-87 Northway Rest Areas to free standing unmanned kiosks at strategic locations along highways. Because printed information is developed before the tourism season, this information helped to promote travel to areas, but did not greatly assist with more detailed and current trip planning and travel within the area. The problem lies in assisting visitors with travel within the Adirondacks once they have arrived, and then making the trip enjoyable and convenient enough that visitors will want to return, come more frequently, or recommend similar trips to friends.

The ability to provide timely information to visitors has been made easier with the numerous web pages available through the Internet. Events and announcements can be posted that will assist visitors with trip planning. However, the ability to alter or adjust trip planning because of unforeseen travel events or simply a change in mind (e.g., going hiking rather than shopping) is difficult unless the visitor has access to an information outlet or the Internet.

A pertinent example of the need for current or real time travel information is the dilemma of limited access to hiking trails within the Adirondacks. The Adirondacks has lured hikers from afar, and while the Adirondacks have numerous trails and trailheads located in different areas, most visitors are attracted to the High Peaks area in the vicinity of Lake Placid. This has resulted in overuse of the more popular trails and crowding at the associated trailheads. Parking at trailheads is intended to be limited to control the number of hikers, which can then be balanced against the carrying capacity of the resources it serves. Often, travelers will arrive at a trailhead and find that the parking lot is full. The visitor will then either park illegally, causing a potential hazard along a roadway such as Route 73 and overcrowding the trail, or aimlessly travel in search of another trailhead.

The NYSDEC and the Adirondack Mountain Club (ADK) have attempted to promote some of the lesser known hiking areas and trailheads as alternates to the High Peaks Area by disseminating relevant literature and information. One of the more popular publications that promote hiking in the Adirondacks is the “Adirondacks Great Walks and Day Hikes.” However, there is no means of providing real-time information regarding the capacity of trailheads or status of hiking trails, and suitable alternates if desired trailheads are full.

2.6.2.2. Existing Actions and Programs

Route 73 has been designated as both a State and National Scenic Byway and is also known as the “God Bless America Scenic Byway.” In 1999, the Route 73 Scenic Corridor Management Plan was prepared for the scenic byway, which is administered by the Adirondack Park Agency. The proposed recreational kiosk initiative is consistent with the following actions identified in the management plan:
• Action 1 - Comprehensive Trailhead Reorganization Plan
• Action 10 - Comprehensive Tourism Interpretation and Promotion Plan
• Action 11 - Visitor Services Plan

A project is currently being progressed to improve access to trailheads and funding has been acquired for a tourism information kiosk station along Route 73. The following additional programs are underway that would need to be coordinated with the proposed project.

• **ANCA Scenic Byways.** The ANCA has been an advocate and supporter of Byway travel routes that traverse the Adirondack North Country region. These routes are presented in “Adirondack North Country Scenic Byways,” a guide published in partnership with The Adirondack Regional Tourism Council, which highlights a scenic highway system of 14 byways, which connect the region along themes of local and historical significance. Adirondack North Country Scenic Byways is available in print, at interactive multimedia computer kiosks located throughout the Adirondack North Country and on the Internet. ANCA maintains tourism information kiosks at Saratoga Springs, Crown Point, Saranac Lake, Remsen, Ogdensburg and Alexandria Bay.

• **Lakes to Locks Passage, Inc.** The Lakes to Locks Passage is the result of the Lake Champlain Byways, a joint New York and Vermont planning project to link the communities around Lake Champlain. The project undertook an economic study to identify a way to promote economic development in the region while enhancing the quality of life for its residents. The study resulted in Celebration Champlain, a strategy to unify and rejuvenate the communities along the interconnected waterways of the Upper Hudson River/Champlain Canal, Lake George and Lake Champlain. The Celebration Champlain Strategic Plan identified seven areas for regional coordination: education, recreation, transportation, agriculture, tourism, environment, and historical/cultural resource management. Celebration Champlain utilizes a multi-faceted approach for tourism development, and a network of Waypoint Communities to meet and greet visitors to the region. Each community has identified a unique theme based upon their resources and heritage. The goal of the planning work for Celebration Champlain is to help these communities assess their resources and limitations, and craft a plan for infrastructure
improvements, programs and events, and marketing and promotion to unify and rejuvenate the region. The strategy utilizes the region’s cultural heritage resources, recreation opportunities and public interest in environmental stewardship as the basis for an economic engine for the region. The goal is to utilize public sector improvements to generate private sector investments and viable businesses to establish an outstanding quality-of-life within our communities, focused around the following:

1. Community revitalization and infrastructure improvements,
2. Programs and events,
3. Marketing and promotion, and
4. Organization and management.

The management of Lakes to Locks Passage is through a partnership of the sub-regions -- Lake Champlain, Champlain Canal, Lake George & the Richelieu Valley. The partnership respects the individuality of the sub-regions and their ability to deliver Lakes to Locks Passage at the local level. Each county has a Local Action Committee that defined the vision, goals and objectives, and implements the activities. Government agencies serve an advisory role in coordination with state and regional programs.

- **Similar Kiosk Systems in New York State and the Nation**

The proposed kiosk system in the Adirondacks would not be the first system to be implemented for these purposes. The Adirondack North Country Association previously activated seven kiosks in New York in the mid 90’s. Unfortunately, due to a lack of funding and significant technological advances, the majority of the kiosks are now out-of-date. They are still functioning today and past surveys have indicated that travelers responded positively to the helpful system.

One long-standing example of an effective kiosk system can be found in Atlanta, Georgia. Due to the extreme amount of tourists that would be drawn to the large city for the 1996 Summer Olympics, the Atlanta Traveler Information Kiosk project was designed and implemented, which was one of the most extensive and expensive projects of its kind at the time. Today there are 130 kiosks statewide in Georgia providing useful real-time traveler information.

In December 2000 the Wisconsin Department of Transportation created a design manual for Intelligent Transportation Systems that included the planning and design of a traveler kiosk system. This manual has become the reference for tourism agencies looking to implement this type of tourism system.

In Montana, kiosks have started to appear along a portion of the Lewis and Clark National Historic Trail. Given the popularity of the trail, as additional funding becomes available, more kiosks will be added until sufficient information is readily available at a variety of places for tourists.

The I-40 Interstate Corridor in Arizona, the rural community of Branson in Missouri, and areas of Minnesota are all intending to, or already have implemented a very similar system.

**2.6.3. Proposed Solution**

**2.6.3.1. System Overview**
The proposed demonstration program would consist of three tiers of information kiosks designed specifically to elicit the level of tourism information that would be useful at each location. The management of tourism and travel information is illustrated in Figure 2.6-1. A two-phased approach is proposed:

- Phase 1: develop one site for each “tier” location, and
- Phase 2: develop additional sites, based on the success of Phase 1.

Under the Phase 1 plan, the Tier 1 Kiosk would be located at a rest area along I-87 (a likely candidate would be the Glens Falls Rest Area). The interface would allow travelers to receive real-time information and make travel decisions relevant to destinations in all tourism promotion areas accessible from the I-87 corridor (and elsewhere in the State). Initially, the focus of the proposed program would be to provide up-to-date information on conditions in the Adirondack areas targeted under this demonstration program, but eventually the program would seek to provide similar types of information for all major tourist and recreational areas in the Adirondacks and elsewhere.

For example, a traveler wanting to camp on a lake may check the availability of campsites at a campground on Lake George. After finding that the campground is at capacity, the traveler may choose another campground on that lake or on an entirely different area such as Lake Champlain. The Tier One Kiosks could allow travelers to make same-day reservations, similar to hotels, at campgrounds. Figure 2.6-2 presents a “screen capture” view of how the initial page of the web site would likely appear to users.

The Tier 2 Kiosks would be located at gateways to tourism promotion areas (under Phase 1, a location at Exit 30 from the Northway to Route 73 is projected). The interface would focus on helping users make travel decisions based on available sources of real-time information on destinations within the tourism promotion area that it services. As an example, a traveler to Route 73 may wish to join a guided tour of the 90-meter ski Olympic Ski jump. The traveler would register for one of the tours to be conducted that day, decide to attend an art gallery in Lake Placid while waiting for the tour, and make reservations for dinner at a restaurant in Keene Valley that evening before returning home. The traveler's schedule for the day could be planned at the kiosk without any additional unnecessary travel. At the same time, a traveler would also have access to corridor-wide information, including roadway conditions, weather, etc.

Given the large number of persons traveling from Canada, and locations in northern New York State, Vermont, and elsewhere, providing an additional Tier 2 Kiosk at Exit 34 (Route 9N) as part of this demonstration should be considered.

The Tier 3 Kiosks would be located at tourism and recreational destinations (e.g., the Adirondack Loj Trailhead). The interface could be a user-interactive kiosk or a simple Personal Computer operated by the attendant at the destination. This level kiosk would be the primary source of user-level information that would provide the basis for real-time information that is received at the first and second tiers of kiosk. These kiosks would also allow travelers to receive real-time information and make travel decisions relevant to other destinations within the tourism promotion area that it services. As an example, a traveler who wishes to visit a specific trailhead for a hike could check the status and current use of the trailhead at the Tier 1 or Tier 2 Kiosks. If the trailhead is closed or near capacity, the hiker could choose a different trailhead to visit in a different area or within the same corridor. If parking were available at the trailhead, the traveler would proceed to the trailhead and sign in at the kiosk before hiking. The
information received from the hiker at the trailhead kiosk would provide real-time information to
the other kiosks concerning the capacity of the trailhead and the trail, would register the hiker
for trail access, and would provide valuable information about hikers for tourism and recreation
planning purposes.

If the trailhead is full, travelers could receive information about alternative trailheads, which
would discourage illegal parking and unnecessary travel. The Tier 3 kiosk would once again
provide access to all other system information (travel conditions, weather, restaurants, etc.).

2.6.3.2. System Structure and Management

The implementation and operation of the kiosk system would be a joint effort between NYSDOT
and the Empire State Development Corporation (ESDC). The system would be designed,
installed and set up by NYSDOT. The overall I-87 Tourism Information System would be
managed by the ESDC in cooperation with NYSDOT. The web site would be accessible at the
Tier 1 Kiosks located at rest areas along I-87. (Access to the full web site from the Tier 2 and 3
kiosks could also be designed into the system, if desired).

There are currently numerous web sites providing tourism information that are managed by
various organizations and agencies. Typical sites include:

- Lakes to Locks Passage (www.lakestolocks.com) - Champlain Canal and Lake
  Champlain Corridor managed by the Lakes to Locks Passage, Inc., a partnership of
  four geographic areas

- Lake Placid in the Adirondacks (www.lakeplacid.com) – Lake Placid Region
  managed by the Lake Placid/Essex County Convention and Visitors Bureau

- The Adirondacks (http://adk.com) – The Adirondack Region managed by the
  Adirondack Regional Tourism Council

- New York State Canals (www.canals.state.ny.us) – Champlain and Erie Canals
  managed by the New York State Canal Corporation (part of the NYS Thruway
  Authority).

- Lake George Area (www.visitlakegeorge.com) – Lake George area managed by
  the Warren County Tourism Department.

These web sites provide extensive tourism information, and under the proposed Phase 1 plan
would be accessible at the Tier 1 rest area site and at the Tier 2 kiosk located at a gateway to
the Route 73 tourism promotion area. Links back to the I-87 Tourism Information would be
provided on each of these web sites to provide real-time information about tourism
destinations.

Some of the existing web sites noted above allow searches according to multiple attributes.
However, no websites provide real-time information relative to the status of tourism and
recreational destinations. As an example, The Adirondacks web site allows a search of various
hiking trails in the Adirondacks, but provides no information regarding the location and capacity
of trailheads.

The objective of the structure and management of the Tourism Information System would be to
complement the existing tourism web sites by developing a real-time database with links to
existing tourism web pages. Using the same example of hiking trails, the Adirondack Regional
Tourism Council, in cooperation with NYSDEC, could manage the information relevant to the
condition, length and characteristics of hiking trails in the Adirondacks. The operator of the I-87 Tourism Kiosk System, in cooperation with NYSDEC, could manage information relevant to the size, condition and capacity of each of the trailheads. More information about the system can be found at the end of this report in Appendix B.

Finally, Tier 3 kiosks would be managed by the agency or organization having jurisdiction over the site. For instance, an interactive kiosk located at a rustic shelter at a trailhead would be managed by NYSDEC. Another example would be a link between the I-87 Tourist Kiosk System and a personal computer used at the entrance to a private campground that would track the real time visitation at the campground.

All tiers of kiosks would provide links to the State Information Exchange Network (IEN) for current information on weather and travel conditions. Weather information would be especially useful for participants in outdoor recreational activities such as hikers. An explanation of the new software used for this purpose can also be found in Appendix B.

The types of information and services that the 3-Tiered Tourist Kiosk System would provide are summarized in Table 2.6-1.

<table>
<thead>
<tr>
<th>Information</th>
<th>Kiosk</th>
<th>Services</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAFFIC INFORMATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Incidents</td>
<td>●</td>
<td></td>
<td>NY State Police, NYSDOT</td>
</tr>
<tr>
<td>Special Events</td>
<td>●</td>
<td></td>
<td>NY State Police, NYSDOT</td>
</tr>
<tr>
<td>TRAVEL INFORMATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directions</td>
<td>●</td>
<td>Download maps and GPS information to handhelds</td>
<td>Vendor (Mapquest, Garmin, etc.)</td>
</tr>
<tr>
<td>Construction Advisories</td>
<td>●</td>
<td></td>
<td>NYSDOT</td>
</tr>
<tr>
<td>Road Conditions</td>
<td>●</td>
<td></td>
<td>NYSDOT and others</td>
</tr>
<tr>
<td>Weather</td>
<td>●</td>
<td>National Weather Service updates</td>
<td>State IEN or Private Vendor</td>
</tr>
<tr>
<td>RESOURCES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trailhead Availability</td>
<td>●</td>
<td></td>
<td>Tier 3 Data</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NYSDEC</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ADK</td>
</tr>
<tr>
<td>Trailhead Use</td>
<td></td>
<td>Registration</td>
<td>User</td>
</tr>
<tr>
<td>Campground Availability</td>
<td>●</td>
<td>Reservations(^1)</td>
<td>Tier 3 Data</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Campground Operators</td>
</tr>
</tbody>
</table>
Table 2.6-1 - Information and Services Available at Kiosks

<table>
<thead>
<tr>
<th>Information</th>
<th>Kiosk</th>
<th>Services</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Campground Use</td>
<td></td>
<td>●</td>
<td>Registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Payment by E-ZPass</td>
</tr>
<tr>
<td>Boat Launch Availability</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boat Launch Use</td>
<td></td>
<td>●</td>
<td>Registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Payment by E-ZPass</td>
</tr>
<tr>
<td><strong>ATTRACTIONS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scheduled Events and Tours Announcements</td>
<td>●</td>
<td>●</td>
<td>Reservations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scheduled Events and Tours Attendance</td>
<td></td>
<td>●</td>
<td>Registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tourism Travel Services</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

1. NYSDEC already has a contract with a private vendor to manage reservations at public campgrounds under their jurisdiction. The vendor’s system could be incorporated into the proposed system, which could also handle reservations for private campgrounds.

2.6.3.3. System Components

Equipment and communication links have to be installed or established to support the system operations. In summary, the following equipment will be needed:

- Database server(s),
- Web/Application server(s),
- Network and Administration server,
- External interface computer(s),
- System operator/administrator workstation(s),
- Resource operator workstation(s),
- Kiosks,
- Storage equipment, and
- Networking devices.

The following network connections have to be established:
3-Tiered Tourist Kiosk System

- Tier 3 kiosks to database server,
- All kiosks to web/application server,
- Network and Administration server to all kiosks, database server, and web/application server,
- External interface computers to external data sources,
- Web/application server to database server,
- Resource operator’s workstation to web server,
- System operator’s workstation to web server,
- System administrator’s workstation to all servers and kiosks, and
- Web server to the Internet.

The bandwidth determination would be made after further usage and load analysis.

Figure 2.6-3 below illustrates a possible system configuration.

There can be multiple variations to this configuration, depending on a number of factors, such as:

- Whether the web/application server will sit on the same LAN. If the system is to serve users using their own computing devices via the Internet, a dedicated public web/application server placed on a different network segment may become necessary to provide added security.
- Whether web interfaces for system operators, administrators, and resource operators will be operated over secured network. It is also possible that they are used over the Internet using https protocol.
- In some situations, a cluster of kiosks may need to be installed. It may become necessary to establish a local network to serve these kiosks and these kiosks can share a single network connection to the center.
- Depending on the reliability requirements and expected load, a server may actually be a cluster that provides load balancing and safe failover.
- The diagram does not show the necessary equipment for handling video surveillance.
- It is possible that some point-to-point network connections from kiosk site to the center will be established.

Due primarily to its varying operating environments, special considerations should be given in the selection and configuration of kiosk. Additionally, the design of some features requires further analysis of operation needs and cost. Appendix B contains a summary of kiosk configuration considerations.

**NOTE: Additional Languages.** Given the area's proximity to Quebec and the heavy use of the Adirondacks by visitors from Quebec, providing the kiosk-based information in French as well as English needs to be considered. Further, as there are large numbers of Spanish-speaking people in New York State (and surrounding States), the need to provide Spanish translations of the kiosk information also requires review. This issue should be addressed in the...
context of overall Statewide policies regarding the need for multi-lingual information on any State-subsidized web sites and related information systems.

2.6.4. PROJECT IMPLEMENTATION

The initial pilot project would be implemented between managing parties for each kiosk to be installed as part of the pilot project. The managing parties would include NYSDOT, ESDC, NYSDEC, APA and the NYS Office for Technology, among others. The task force representing these parties would be formed to closely coordinate the project’s design, architecture, and technical needs, as well as development of a marketing survey and strategy. A Memorandum of Understanding (MOU) between all parties would be forged at the completion of the deliberations of the task force. Contracts would be let to construct and install the kiosks, to develop the web page and software package, and to maintain the system for a finite number of years.

As noted, Phase 1 of the project would be a pilot project designed to assess the effectiveness of the information system as measured by its ability to, among other things, better distribute visitors to locations other than the most popular trailheads, which are routinely overused. The locations of possible kiosk sites under Phase 1 of the proposed program are shown in Figure 2.6-4.

A Tier 1 kiosk would be placed at the Glens Falls Rest Area, near Exit 18 on the Northway portion of I-87 and just south of the boundary of the Adirondack Park. This location would allow travelers to make choices between travel to five of the major destination areas in and around the Adirondacks; Champlain Canal and Whitehall via Route 149 (Exit 20); Lake George Area via Route 9 (Exits 21 thru 24); the Southern Adirondacks via Route 28 (Exit 23); Lake Champlain Area via Route 74 (Exit 28); and Lake Placid and the High Peaks Area via Route 73 (Exit 30).

A Tier 2 Kiosk would be located within the Route 73 Corridor, at the intersection of Route 73 and Route 9N. This location would allow visitors to make travel decisions between Lake Placid, Elizabethtown and the Whiteface Mountain area. This location has already been identified by the Adirondack Park Agency as a site to be developed as a tourism information center with Route 73 Scenic Byway funding.

Tier 3 kiosks could be placed at a strategic location in Keene or Keene Valley, or at the Garden Trailhead in Keene Valley. This trailhead accommodates 125 cars on weekends and holidays and 50 cars on weekdays. The lot is routinely filled on weekends. The Town of Keene operates a shuttle bus for overflow visitors. The Tier 3 kiosk will assist with diverting traffic to other trailheads or to the overflow parking area when the lot is full.

Another potential location for a Tier 3 kiosk would be at the Adirondack Loj. This lot accommodates 300 cars and is managed by the Adirondack Mountain Club. At this location, the status of the parking lot and trail system could be uploaded manually by the manager of the parking lot from a PC located at the Adirondack Loj.

The exact location of trailhead kiosks shall be planned in consultation with NYSDEC. Overcrowding of trailheads is normally a problem on weekends and Holidays. Rangers who are in radio contact with a central location supervise the more active trailheads. Therefore, the exact location of the kiosk could be flexible. For instance, rangers patrolling the trailheads could radio the status of trailheads to a central location where the information would be placed into the system.
As part of this pilot project, visitation to the trailheads would be monitored over a series of three-day periods including a full weekend. The timing of the surveys would be based on weather conditions. At least six surveys should be conducted during a season in order to acquire a sufficient sample of information. A brief survey of hikers would be conducted to determine the origin of their trip and any additional destinations anticipated. These data would assist with the location of Tier 1 and Tier 3 Kiosks and any additional information that should be provided at the trailheads. The number of cars turned away because of parking lot capacity would also be recorded. After the kiosks have been installed for at least one hiking season, a similar survey would be conducted to determine if the percentage of visitors that have been turned away has decreased. The interaction at the Tier 1 and 2 kiosks would also be monitored to ascertain if trip planning had been adjusted as a result of information acquired at the kiosk.

The second phase of the project would be extended to another corridor such as the Southern Adirondacks or the Lake Champlain Area. Boat launches may be a likely candidate for a series of Tier 3 kiosks in the Lake Champlain area because of their limited facilities.

2.6.4.1. Regulatory, Environmental, and Agency Coordination Issues

A project of this nature, especially under the Phase 1 pilot, would raise a minimum number of regulatory and environmental considerations. The placement of the kiosk within the Adirondack Park would involve APA review. The key project coordination and regulatory procedures would likely be the following:

**Project Development:**
- NYSDOT or Empire State Development Corporation (ESDC) - Lead Agency for SEQRA and NEPA (if federal funding is involved)
- NYSDOT - Project Development Process and Design of System
- ESDC or NYS Office for Technology – System Management

**Property Owners:**
- NYSDOT – Kiosk locations on state highways and I-87 rest areas
- NYSDEC – Kiosks located on State lands at trailheads
- Counties – Kiosk locations on County Highways
- Towns – Kiosk locations on Town Highways

**Managing Parties:**
- Tourism Promotion Agencies and Chambers of Commerce – Operators of existing web sites
- NYSDEC – Managers of trailheads and campgrounds
- NYOPRHP – Managers of State Parks
- ORDA – Managers of Olympic Facilities
- Private Vendors – Managers and operators of tourism destinations such as restaurants and tourism attractions.

**Regulatory Agencies:**
- NYSDEC – Various environmental permits
2.6.4.2. Project Costs

The following are the preliminary estimates of the projected costs for the proposed program:

<table>
<thead>
<tr>
<th>Element</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering/ Design</td>
<td>$650,000</td>
</tr>
<tr>
<td>(Incl. Data Collection)</td>
<td></td>
</tr>
<tr>
<td>Equipment/ Materials</td>
<td>$300,000</td>
</tr>
<tr>
<td>(Hardware, Kiosks, etc.)</td>
<td></td>
</tr>
<tr>
<td>Construction/ Installation</td>
<td>$500,000</td>
</tr>
</tbody>
</table>

TOTAL $1,450,000

The projected cost for Phase 1 of the program would be approximately $1.55 million, including an estimated annual maintenance and operation cost of each facility during the demonstration period of approximately $100,000. This O&M figure is only a rough estimate, with the actual costs to be affected substantially by the overall organization of the system, the ability to use existing staff to support the program, and other factors. If funding were available, the Phase 1 system could be operational for the summer season of 2006. Possible funding sources would include Scenic Byway Funding, I Love NY Economic Development funds, and FHWA ITS funding.
Figure 2.6-1 - Information Management
Tourist Kiosk System

**System Manager**
Empire State Development Corporation

**Corridor/Area Manager**
Tourism Promotion Agency
State Agency
Heritage Area Manager

**TIER 1 KIOSK**

**TIER 2 KIOSK**

**TIER 3 KIOSK**

**I-87 Travelers**
Initial Focus: Area Wide Travel and Tourism Information

**Tourism Corridor/Area Traveler**
Initial Focus: Corridor Specific Information
Area-specific Information

**Tourism/Recreation Destination User**
Hikers/Trailhead Managers
Campgrounds
Tour Operators
Hotels
Recreation Venues

**Initial Focus:** Destination Specific Information

**Vendors**
Weather
Traffic Conditions
Incidents

---

Parsons-Clough Harbour
FIGURE 2.6-2
CONCEPT OF WEB SITE PAGE
Figure 2.6-3 – Possible Hardware/Communication Configuration
Tourist Kiosk System
Figure 2.6-4: Location of Phase 1 Kiosk Sites in Study Area

- **Tier 1: Glens Falls Rest Area**
- **Tier 2: Rt. 73 & Rt. 9N (Exit 30)**
- **Tier 3: Garden Trailhead**