

Frequently Asked Questions:

Topics:

1. [What is I-95 Truck’N Park?](#)
2. [Why is this an experimental service?](#)
3. [Where is the parking service being demonstrated?](#)
4. [At what parking lots is the service currently available?](#)
5. [How do I access the *Truck’N Park* service?](#)
6. [How do I use the *Truck’N Park* website?](#)
7. [How do I use the *Truck’N Park* phone system?](#)
8. [What is a *Call Back*?](#)
9. [What if I wish to provide feedback on my experiences with *Truck’N Park*?](#)

1. What is I-95 Truck’N Park?

Truck’N Park is an experimental demonstration service sponsored by the I-95 Corridor Coalition. The service is designed to provide accurate, up-to-date information to truckers on the number of unoccupied commercial vehicle spaces in the parking lots participating in the program. The objectives are to furnish truckers with reliable information so they can better plan and schedule their rest periods, and to keep them apprised of changes in parking conditions.

2. Why is this an experimental service?

The purpose of the *Truck’N Park* demonstration is to test performance of the technologies for identifying unoccupied parking spaces, the reliability of the service in delivering the parking information to truckers, and utility of the service to truckers. The service is being demonstrated at 2 parking lots.

3. Where is the parking service being demonstrated?

The *Truck’N Park* service is being deployed along the I-95 Corridor in the states of Virginia and Maryland. Initially two lots have been outfitted with the technology. Later the demonstration will be expanded to additional locations. At the conclusion of the demonstration period, a decision will be made on whether to continue, expand, or curtail the *Truck’N Park* service.

4. At what parking lots is the service currently available?

At present, the *Truck’N Park* service is available for commercial vehicle parking areas at the following locations:

- Ladysmith Safety Rest Area North, Caroline County, VA (I-95N at Mile Marker 107)
- I-95 North Welcome Center, Savage, MD (I-95N at Mile Marker 37)

5. How do I access the *Truck’N Park* service?

During the demonstration period, the *Truck’N Park* service can be accessed in two ways: (1) through the project website: <http://i95truckparking.com>; or (2) over the phone by calling this toll-free number: 855-TRK-PARK (855-875-7275). Additionally, individual jurisdictions and lot owners can choose to display the parking availability information on roadside message signs or include it on state/ regional “511” information systems.

6. How do I use the *Truck’N Park* website?

Access the website at <http://i95truckparking.com>. Use the *Parking Map* page to view information on individual lots (including a count of the current number of empty commercial vehicle parking spaces, amenities at the lot, and directions to the lot) and to set up a “Call Back.” Go to the *Parking Search* page to look for parking lots covered under the service that possess specific characteristics, such as geographic

region and preferred amenities. Choose the *Call Back Setup* page to “target” specific lots for updated information on space availability via phone.

7. How do I use the *Truck’N Park* phone system?

Call the toll-free number, 855-TRK-PARK (855-875-7275), to access the *Truck’N Park* voice-activated phone service. The Main Menu enables you to *Find Parking*, *List Locations*, or set up *Call Me Back*. Follow the voice prompts and respond appropriately to identify a parking lot of interest, amenities at the lot, commercial vehicle capacity at the lot, and the latest information on parking space availability. Use the *Call Me Back* feature to “target” a lot for updated information on space availability. The phone system is entirely voice-driven and does not require you to press any keys. Phone calls to *Truck’N Park* should be made using a hands-free device only.

8. What is a *Call Back*?

The *Call Back* function enables you to schedule an automatic return phone call from the system to update you on the number of available parking spaces as conditions change. Return calls can be scheduled at 15-, 30-, and 60-minute intervals. The function can be accessed on the website by selecting the *Call Back Setup* page and on the phone service by choosing the *Call Me Back* feature. Setup on the website allows you to target multiple lots for call backs, whereas the over-the-phone setup enables you to target one lot at a time only. During any phone call with *Truck’N Park*, you may turn off the *Call Me Back* feature or change the lot targeted. When the system calls you back, never answer the phone unless it is safe to do so; after several rings, if you are unable to answer, the system will terminate the call and try you again at the next call back interval.

9. What if I wish to provide feedback on my experiences with *Truck’N Park*?

The *Truck’N Park* service is experimental and we are very interested in feedback from users of the service. On the website, to take a brief survey and leave a comment, question, or suggestion, select the *Feedback* page. Over-the-phone, choose *Leave a Comment* from the Main Menu.