



# **511 Update**

## **RTSM&O TRB**

### **January 25, 2006**

**Pete Costello, PBS&J**  
**for**  
**Jim Wright, AASHTO**



# 28 Systems in 24 States



1. Cincinnati / Northern Kentucky
2. Nebraska
3. Utah
4. Virginia
5. Arizona
6. Orlando
7. Minnesota
8. Southeast Florida
9. Washington State
10. Iowa
11. South Dakota
12. Kentucky Statewide
13. San Francisco
14. Montana
15. Vermont
16. North Dakota
17. Alaska
18. Maine
19. New Hampshire
20. Oregon
21. Kansas
22. North Carolina
23. Sacramento / Northern California
24. Tampa
25. Colorado
26. Rhode Island
27. Idaho
28. Florida Statewide



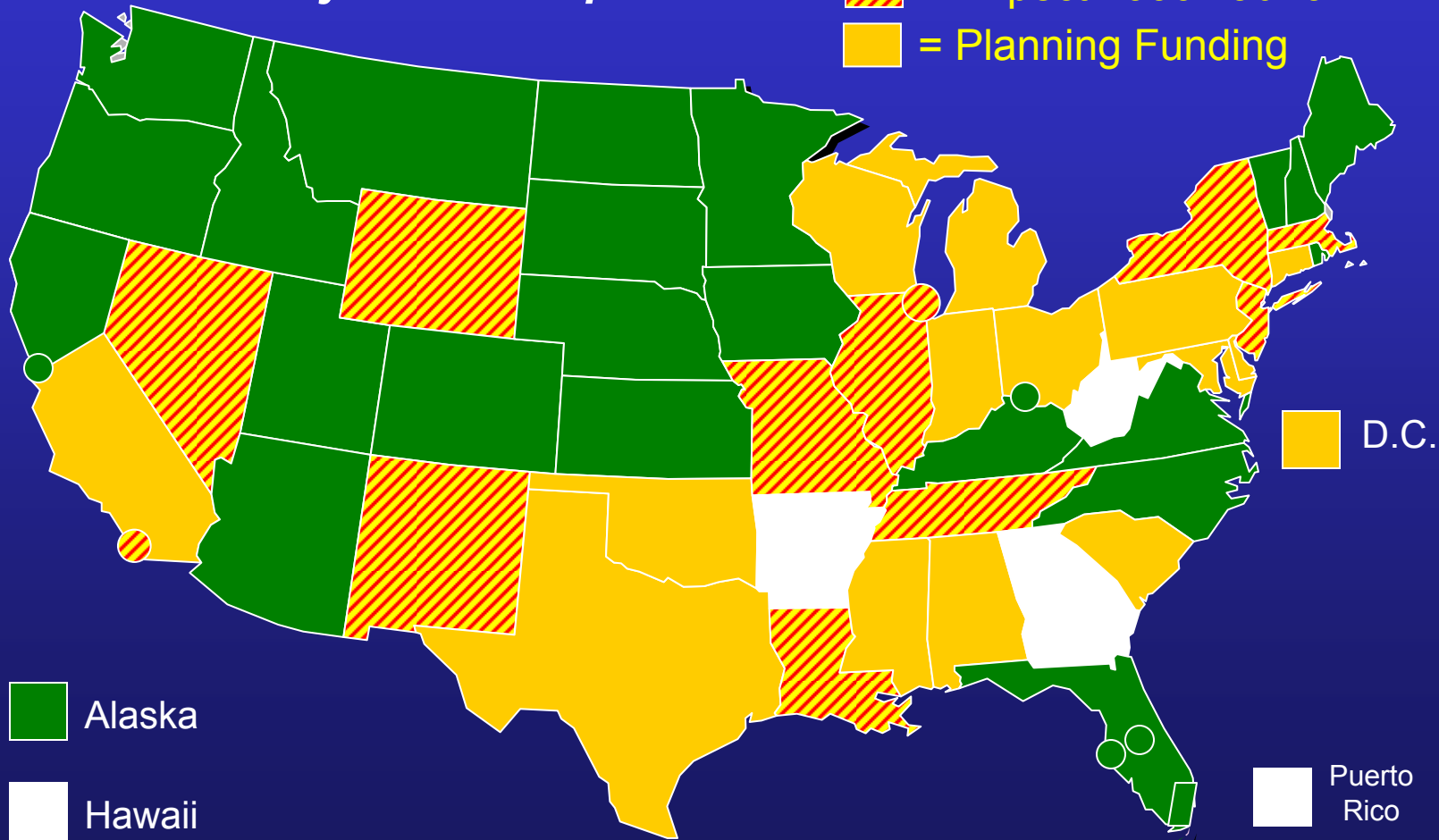
# 511 Deployment Status

as of December 31, 2005



**Accessible by 32% of Population**

- = 511 Operational ("Live")
- = Expect 2006 Launch
- = Planning Funding



**Accessible by 60% of Population in 2006**



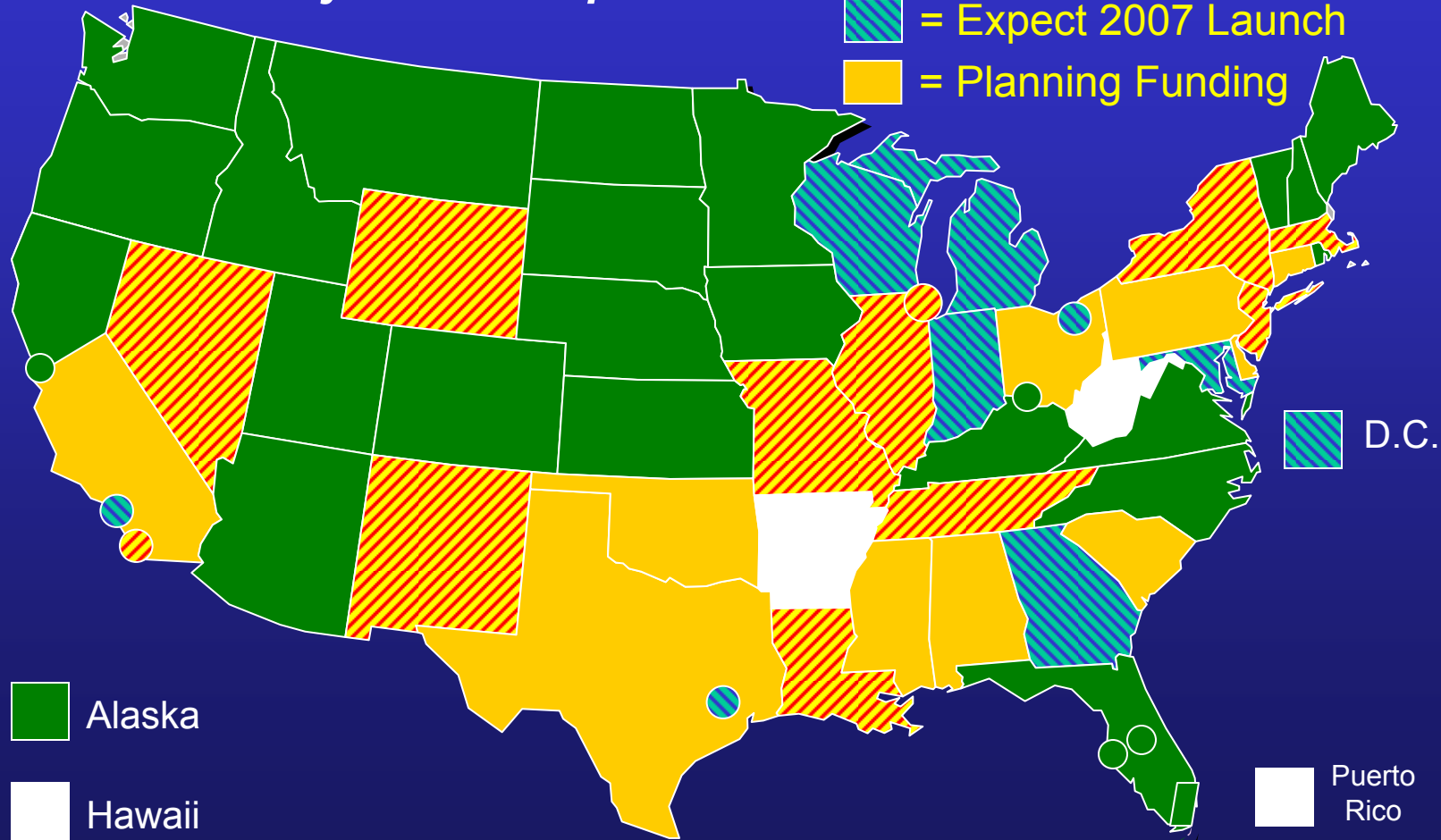
# 511 Deployment Status



as of December 31, 2005

*Accessible by 32% of Population*

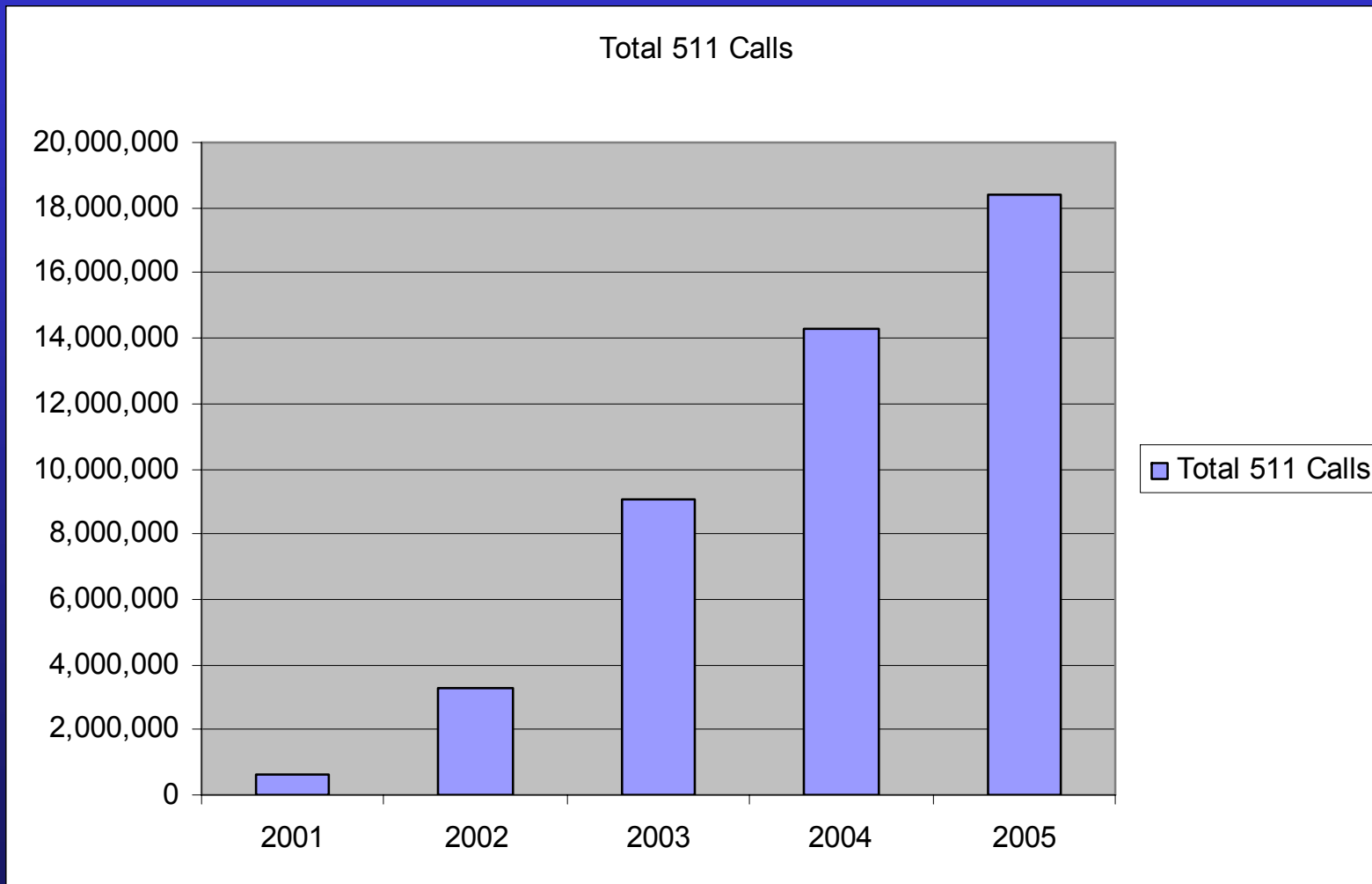
- = 511 Operational ("Live")
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- = Expect 2007 Launch
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*Accessible by 60% of Population in 2006*



# Calendar Year 511 Calls



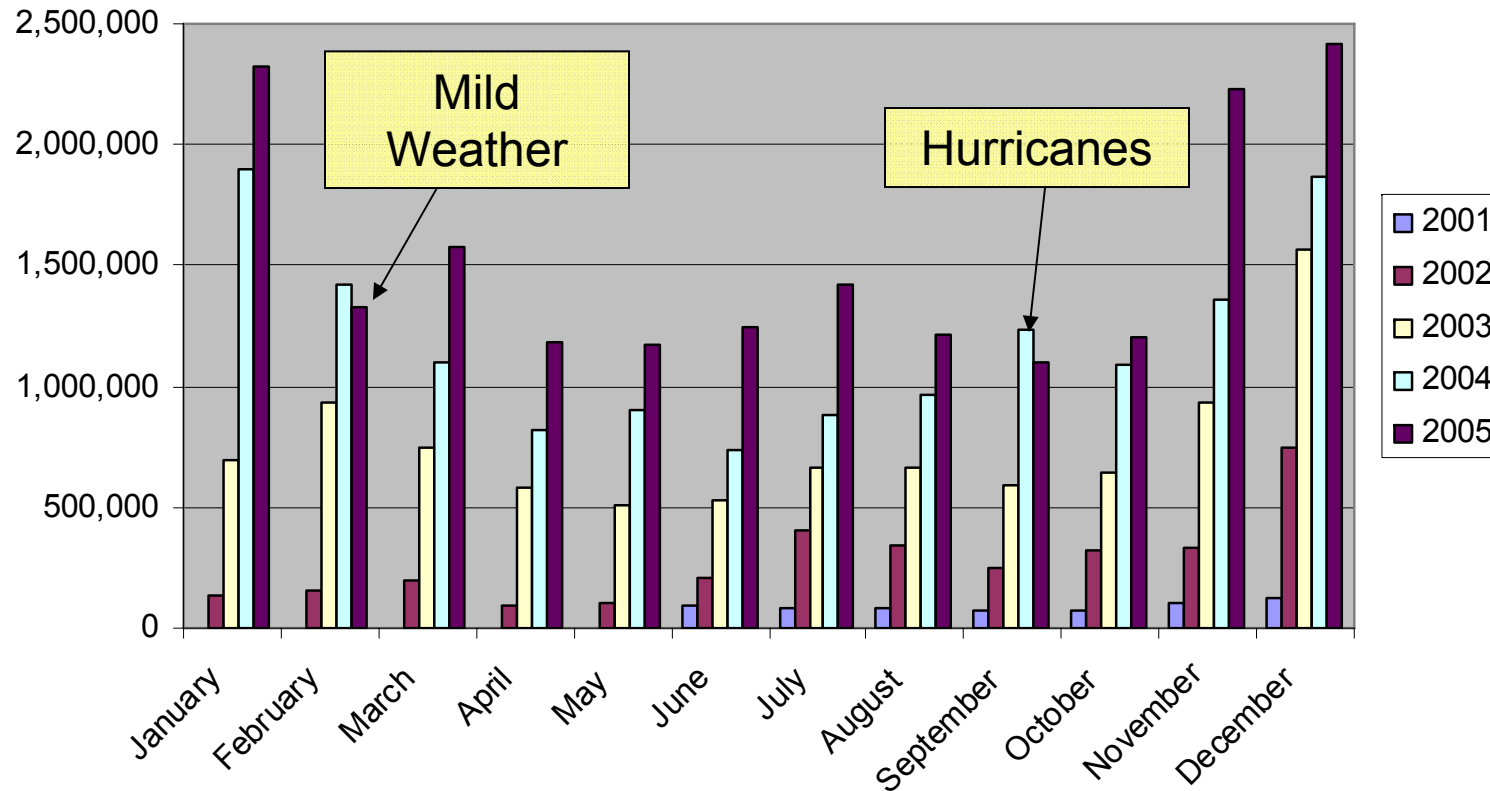
# Over 45 Million Calls

16 Months of Call Volumes Over 1 Million

Since September 2004



511 Calls per Month



# Co-branded 511 Websites

22 Services in 19 States

Alaska – <http://511.alaska.gov>

Arizona – <http://www.az511.com>

Florida Statewide – <http://www.fl511.com>

Idaho – <http://511.idaho.gov>

Iowa – <http://www.dot.state.ia.us/511>

Kansas – <http://511.ksdot.org>

Kentucky Statewide –  
<http://www.511.ky.gov>

Maine – <http://www.511Maine.gov>

Minnesota – <http://www.511mn.org>



# Co-branded 511 Websites

22 Services in 19 States

Montana – <http://www.mdt511.com>

Nebraska –  
<http://www.511nebraska.org>

New Hampshire –  
<http://www.nh.gov/dot/511>

North Carolina –  
<http://www.ncsmartlink.org/511/default.html>

North Dakota –  
[http://www.state.nd.us/dot/divisions/maintenance/511\\_nd.html](http://www.state.nd.us/dot/divisions/maintenance/511_nd.html)

Sacramento / Northern California –  
<http://www.sacregion511.org>



# Co-branded 511 Websites

22 Services in 19 States



**San Francisco Bay Area –**

**<http://www.511.org>**

**South Dakota –**

**<http://www.sddot.com/511.asp>**

**Southeast Florida –**

**<http://www.511southflorida.com>**

**Tampa – <http://www.511tampabay.com>**

**Vermont – <http://www.511vt.org>**

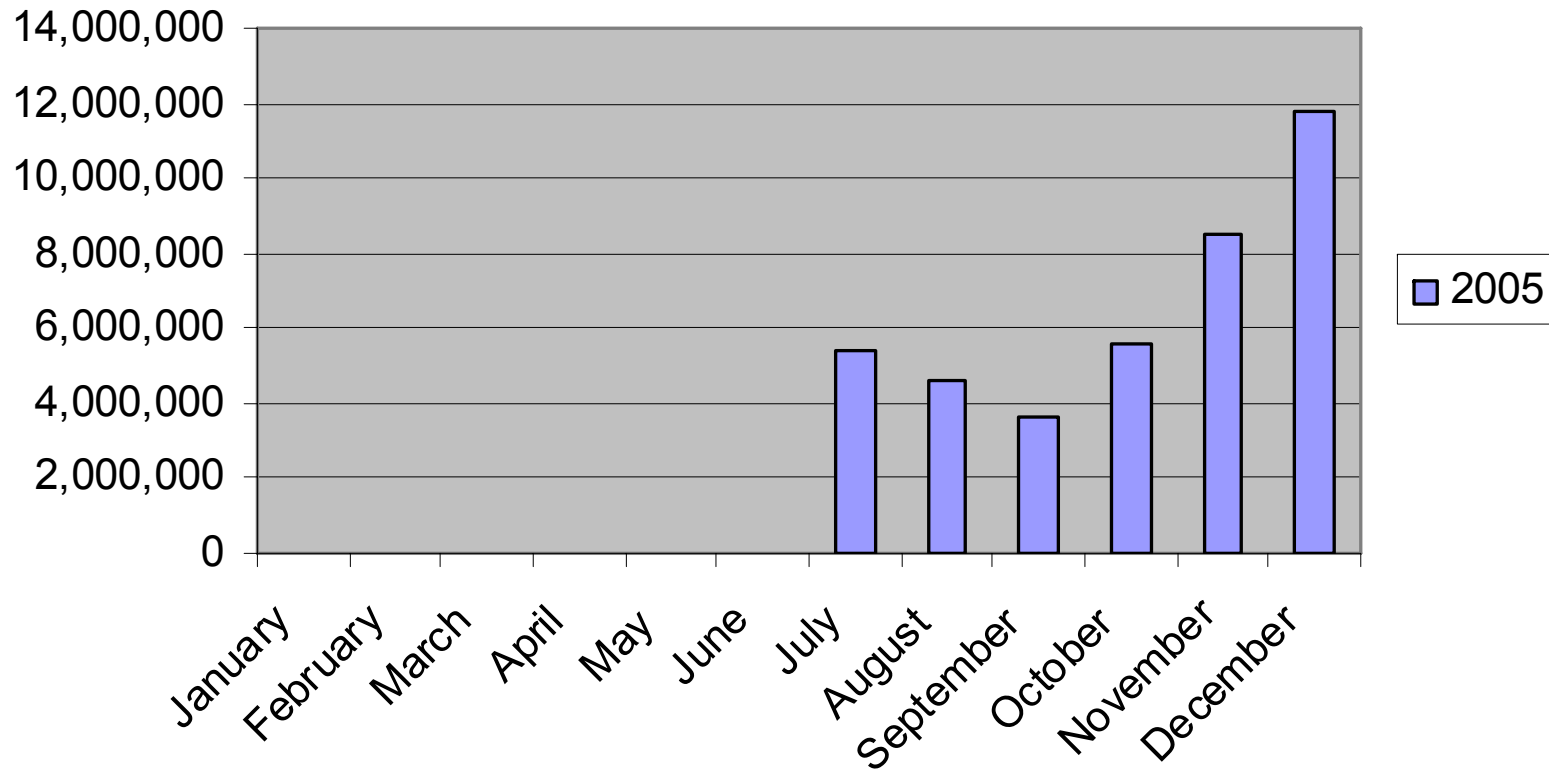
**Virginia – <http://www.511virginia.org>**

**Washington State –**

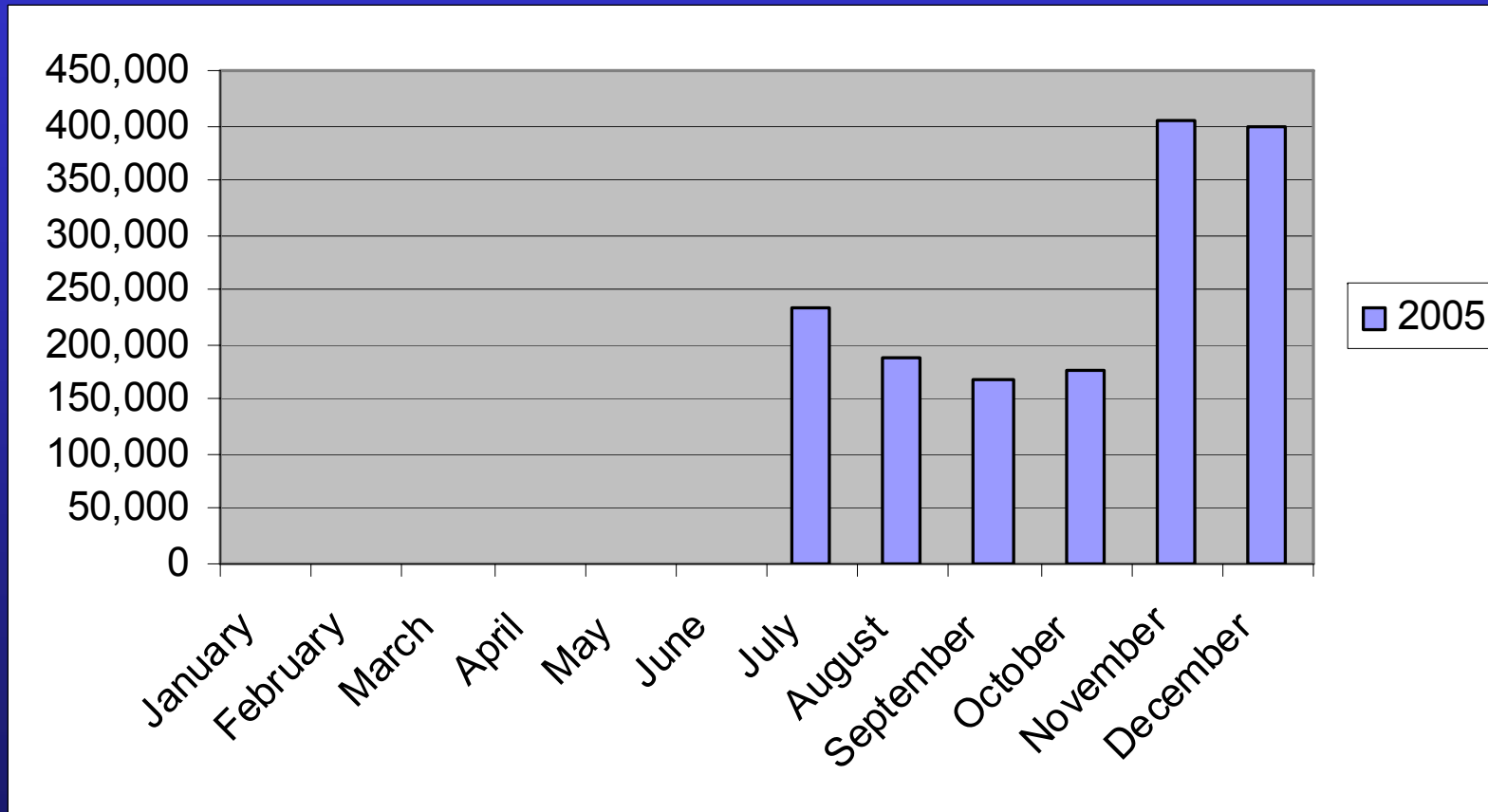
**<http://www.wsdot.wa.gov/traffic/511>**



# Co-branded 511 Website Page Views



# Co-branded 511 Website Unique Visitors



# 511 Interoperability



**SAFETEA-LU**

**SEC. 5306. RESEARCH AND DEVELOPMENT.**

- (b) PRIORITY AREAS.—Under the program, the Secretary shall give higher priority to funding projects that—**
- (3) address traffic management, incident management, transit management, toll collection traveler information, or highway operations systems with goals of—**
- (B) ensuring that a national, interoperable 5-1-1 system, along with a national traffic information system that includes a user-friendly, comprehensive website, is fully implemented for use by travelers throughout the United States by September 30, 2010.**



# 511 Interoperability



- **Coalition Goal for 2010**
  - Individual systems will be linked together into an integrated, seamless network
- **2003 Deployment Assistance Report**
  - Regional Interoperability Issues
    - Call and Data Transfer Recommendations
- **2005 Quick Tips Document includes:**
  - Common Menu Structure
  - Common Grammars
    - “Highway” Information
      - Highways, Roadways, Roads, Road Conditions, Traffic, Interstates, Streets, etc.



# 511 Interoperability

- **Map Call / Data Transfers & Application Sharing**
- **Check Compliance with Guidelines**
- **Develop a “Report Card”**



# 511 Performance Measures



- **More than 50 Categories**

- Call Volumes
- Website Usage
- System Performance
  - System Design / Engineering
  - Operational Issues
  - Maintenance Issues
  - Functionality of Website



# 511 Performance Measures



- **Tracking Costs by:**
  - Labor
    - Including consultants to develop systems, deployer staff time and operations staff, if needed.
  - Equipment
    - Including all hardware and software
  - Telecommunications
    - Including tariffs, switching fees, central office programming fees and ongoing line charges
  - 511 Content Upgrades
  - Marketing



# 2006 Targeted Outreach



- **Taking the 511 Message to “non-live” States and Metropolitan Areas Through:**
  - AASHTO
    - Interstate 50<sup>th</sup> Anniversary Convoy
    - Regional Meetings
    - Annual Meeting
  - APTA
    - Exhibit Information Displays
    - Bus Conference
  - ITS America
    - Annual Meeting
    - NRITS
    - State Chapters
  - Coordination with I-95 Corridor Coalition
  - 511 Conference July 18 – 20, Location TBD



# Questions?

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