

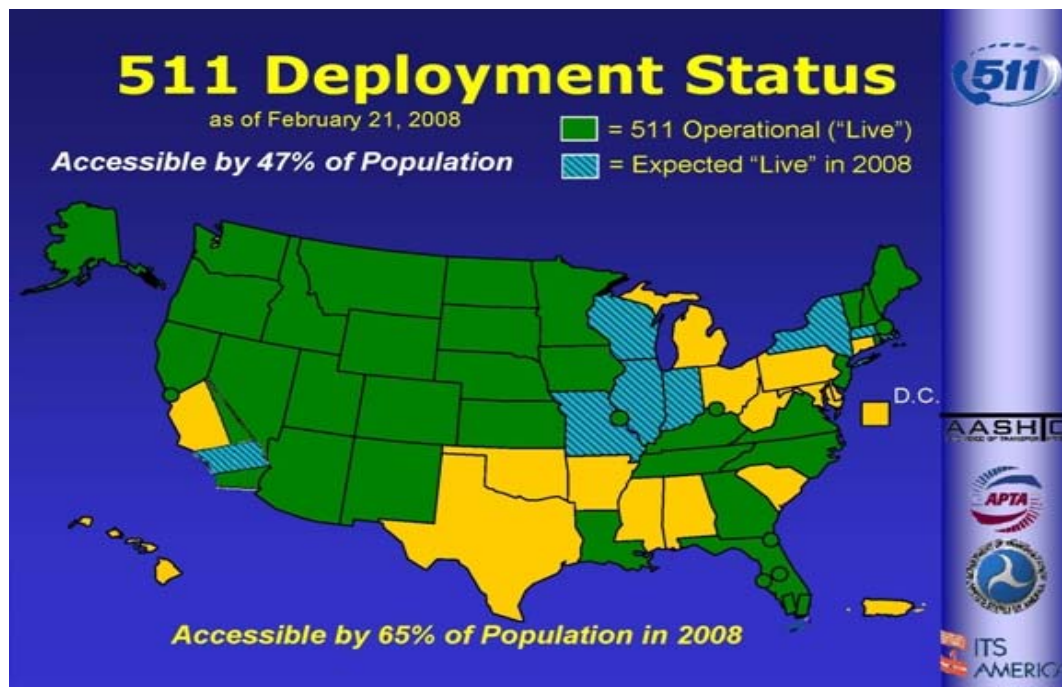


U.S. Department  
of Transportation

**Federal Transit  
Administration**



# ***Profiles of Traveler Information Services Update 2008***



## ***Nationwide Deployment Area***

*Report Number: FTA-TRI30-2008.1*

*July 2008*

## **FRONT COVER MAP**

[\[http://www.deploy511.org/deploystatus.htm\]](http://www.deploy511.org/deploystatus.htm)

The solid green areas on the map depict states and regions where 511 services were active as of August 1, 2005. The states in yellow had applied to the Federal Highway Administration (FHWA) for [511 planning assistance grants](#). The most recent launch was the Rhode Island statewide system.

More information about launches that have already taken place or are planned is provided in the [Timeline of 511 Services In Operation](#). The timeline also includes contact information for the public information officers and technical project managers for each deployment.

Decision makers and planners need to know why deploying 511 is the right choice to make. The new 511 Deployment Coalition brochure, [The Value of Deploying 511](#), makes a strong case for deploying 511 travel information services.

View the 511 Deployment Coalition's annual Progress Reports [[2003](#)][[2004](#)][[2005](#)]. View [Florida's 511 report](#).

Last updated: Wednesday, March 5, 2008 10:34 AM

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U.S. Department  
of Transportation

**Federal Transit  
Administration**

# ***Profiles of Traveler***

## ***Information Services Update 2008***

*Prepared by*  
Federal Transit Administration  
Office of Research, Demonstration and Innovation  
U.S. Department of Transportation  
Washington, DC 20590

*July 2008*

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Washington, DC 20590  
[<http://www.fta.dot.gov/research>]

*Report Number: FTA-TRI30-2008.1*

***DON'T LEAVE HOME BEFORE CALLING***





## ***41 Telephone Services for Travelers***

### **FOREWORD**

*Profiles of 511 Traveler Information Services Update 2008* was prepared by the Federal Transit Administration's (FTA) Office of Research, Demonstration and Innovation to increase public awareness, access, and knowledge of the transit content within existing 511 traveler information services. This third edition provides descriptive profiles of each of the forty-one 511 traveler information services in operation within the United States, as of July 2008. It also includes a listing of the *Forty-One 511 Systems: Areas of Commonality and Uniqueness*—highlighting areas of information these systems share and identifying those pieces of traveler information unique to specific systems. Information was obtained directly from each 511 call-in telephone number, which can be accessed by any traveler. The 511 system provides an easy way to obtain travel information anywhere in the country, and helps travelers make better decisions on travel routes and modes. This 511 Profiles Update 2008 report is available on the FTA Website at [<http://www.fta.dot.gov/research>]

**Highlights** –March 2008 usage statistics for 511 telephone services in North America reported 3,008,153 total calls. Of the 41 active 511 systems profiled in this report, *40 systems* have co-branded websites. *Twenty-two (22)* systems provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Central Florida, Georgia, Maine, Massachusetts, Minnesota, New Hampshire, Northeast Florida, North Carolina, Rhode Island, Sacramento/Northern California, San Diego, San Francisco Bay Area, Southeast Florida, Southwest Florida, St. Louis Gateway, Tampa Bay, Utah, Vermont, Virginia, Washington State]. *Fourteen systems (14)* automatically transfer a caller, if requested, to a transit provider [Arizona, Cincinnati/Northern Kentucky, Georgia, Maine, Minnesota, Massachusetts, North Carolina, Orlando/Central Florida, Sacramento/Northern California, San Diego, San Francisco, Southeast Florida, Southwest Florida, Virginia].

The National 511 Traveler Information Service is under the guidance of the National 511 Deployment Coalition. The Coalition is comprised of the following major transportation organizations—American Association of State Highway and Transportation Officials, American Public Transportation Association, ITS America, and U.S. Department of Transportation. *Note:* 511 Resources are available at [<http://www.deploy511.org>].

*“511 will be a customer driven multi-modal traveler information service, available across the United States, accessed via telephones and other personal communications devices, realized through local deployed interoperable systems, enabling a safer, more reliable and efficient transportation system.”* - [\*The 511 National Vision for 511\*](#)

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\* 511 Systems with Transit Content

+ No Website

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***KNOW BEFORE YOU GO.***



## I. DEPLOYMENT TABLE

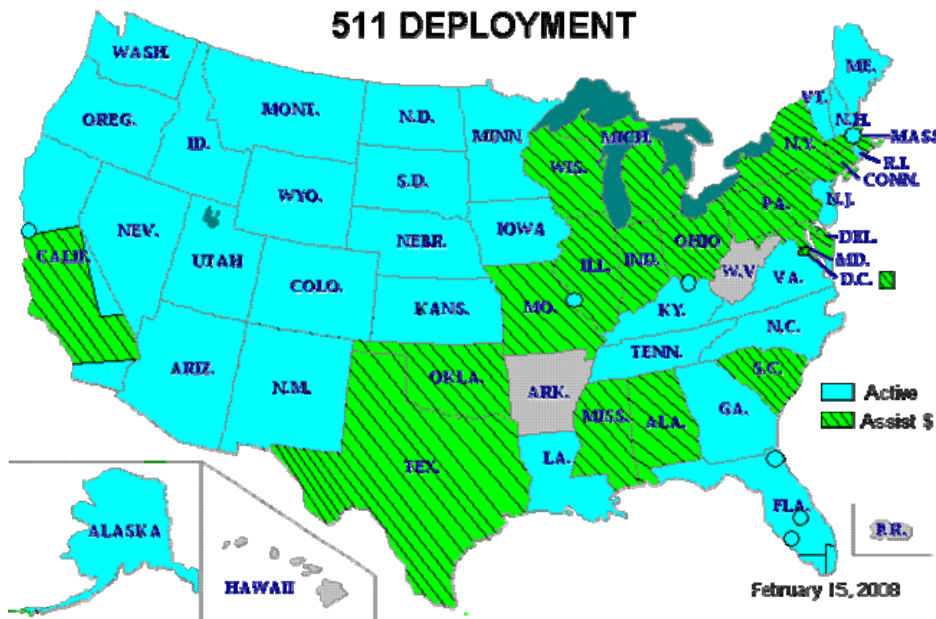
DEPLOYMENT NAME	TRANSIT CONTENT	AUTOMATIC TRANSFER	WEB SITE	TELEPHONE
1. Alaska	No		<a href="http://www.511.alaska.gov">www.511.alaska.gov</a>	866-282-7577
2. Arizona	Yes	Yes,	<a href="http://www.az511.com">www.az511.com</a>	888-411-ROAD/7623
3. California Eastern Sierras	No		<a href="http://www.dot.ca.gov/dist9/">www.dot.ca.gov/dist9/</a>	800-427-7623
4. Cincinnati/Northern Kentucky	Yes	Yes.	<a href="http://www.artimis.org">www.artimis.org</a>	513-333-3333
5. Colorado	No		<a href="http://www.cotrip.org">www.cotrip.org</a>	303-639-1111
6. Florida	No		<a href="http://www.fl511.com">www.fl511.com</a>	866-511-3352
7. Georgia	Yes	Yes	<a href="http://www.511GA.org">www.511GA.org</a>	877-MYGA511 (694-2511)
8.. Iowa	No		<a href="http://www.dot.state.ia.us/511">www.dot.state.ia.us/511</a>	800-288-1047
9. Idaho	No		<a href="http://www.511.idaho.gov">www.511.idaho.gov</a>	888-432-7623
10. Kansas	No		<a href="http://www.511.ksdot.org">www.511.ksdot.org</a>	800-585-ROAD/7623 or 866-511-KDOT/5368
11. Kentucky Statewide	No		<a href="http://www.511.ky.gov">www.511.ky.gov</a>	866-737-3767
12 Louisiana	No		<a href="http://www.511la.org">www.511la.org</a>	888-ROAD-511 (762-3511)
13. Maine	Yes + Ferry	Yes.	<a href="http://www.511maine.com">www.511maine.com</a>	866-282-7578
14 Massachusetts	Yes	Yes	<a href="http://www.mass.gov/511">www.mass.gov/511</a>	617-374-1234
15. Minnesota	Yes	Yes.	<a href="http://www.511mn.com">www.511mn.com</a>	800-542-0220
16 Montana	No		<a href="http://www.mdt.state.mt.us/travinfo511">www.mdt.state.mt.us/travinfo511</a>	800-226-7623
17 Nebraska	No		<a href="http://www.511nebraska.org">www.511nebraska.org</a>	800-906-9069
18. Nevada	No		<a href="http://www.nevadadot.com">www.nevadadot.com</a>	877-687-6237
19. New Hampshire	Yes, bus only	No.	<a href="http://www.nh.gov/dot/511">www.nh.gov/dot/511</a>	866-282-7579
20 New Jersey	No		<a href="http://www.njcommuter.com">www.njcommuter.com</a>	866-511-NJDT--8 (6538).
21 New Mexico	No		<a href="http://www.nmroads.com">www.nmroads.com</a>	800-432-4269
22 .North Carolina	Yes	Yes.	<a href="http://www.ncsmartlink.org/511">www.ncsmartlink.org/511</a>	877-511-INNC/4662
23 North Dakota	No		<a href="http://www.state.nd.us/dot/divisi">www.state.nd.us/dot/divisi</a>	866-MY-ND-511 [866-696-3511]



			ons/maintenance/511_nd.html	
24. Northeast Florida/Jacksonville	Yes	Yes	www.JAX511.com	866-511-3352
25. Oregon	No		<a href="http://www.TripCheck.com">www.TripCheck.com</a>	800-977-ODOT/6368 or 1-503-588-2941
26. Orlando [Central Florida]	Yes	Yes.	<a href="http://www.fl511.com">www.fl511.com</a>	866-510-1930
27. Rhode Island	Yes	No.	: www2.tmc.state.ri.us	888-401-4511
28. Sacramento/Northern California	Yes	Yes	www.sacreregion511.org	877-511-TRIP/8747
29. San Diego	Yes	Yes	www.511sd.com	800-215-4551
30. San Francisco	Yes	No	<a href="http://www.511.org">www.511.org</a>	510-817-1717
31. South Dakota	No		www.sddot.com/511.asp	866-MY-SD-511 [866-697-3511]
32. Southeast Florida	Yes	No.	www.southflorida511.com	866-914-3838
33. Southwest Florida	Yes	Yes	www.southwestflorida511.com	866-511-3352
34. St. Louis Gateway	Yes	Yes	www.traffic.com/St-Louis-Traffic/St-Louis-Traffic-Map.html	877-4STL-511 (478-5511)
35. Tampa Bay	Yes	No	<a href="http://www.511tampabay.com">www.511tampabay.com</a>	800-576-3886
36. Tennessee	No		<a href="http://www.tn511.com">www.tn511.com</a>	<a href="http://877-244-0065">877-244-0065</a>
37. Utah	Yes	No.	None	866-511-UTAH (8824)
38. Vermont	Yes	No	<a href="http://www.511vt.org">www.511vt.org</a>	800-ICY-ROAD (429-7623)
39. Virginia	Yes	Yes	<a href="http://www.511virginia.org">www.511virginia.org</a>	800-578-4111
40. Washington State	Yes	Yes	www.wsdot.wa.gov/traffic/511	360-570-2301
41. Wyoming	No		: <a href="http://www.wyoroad.info">www.wyoroad.info</a>	888-996-7623

6/27/2008

## II. 41 PROFILES



### **Active Locations** [<http://www.fhwa.dot.gov/trafficinfo/511.htm>]

Locations where 511 traveler information services are available:

- [Alaska 511](#) • [Arizona 511](#) • [ARTIMIS - Northern Kentucky / Cincinnati](#)
- [Boston](#) • [Colorado 511](#) • [Eastern Sierras, California](#) • [Florida Statewide 511](#)
- [Georgia 511](#) • [Idaho 511](#) • [Iowa 511](#) • [Jacksonville 511](#) • [Kansas 511](#)
- [Kentucky 511](#) • [Louisiana](#) • [Maine 511](#) • [Minnesota 511](#) • [Montana 511](#)
- [Nebraska 511](#) • [Nevada 511](#) • [New Hampshire 511](#) • [New Jersey 511](#)
- [North Carolina 511](#) • [North Dakota 511](#) • [Oregon 511](#) • Orlando / I-4, Florida
- [Rhode Island 511](#) • [Sacramento / Northern California Region 511](#)
- [San Diego 511](#) • [South Dakota 511](#) • [South Florida Smart SunGuide](#)
- [Southwest Florida 511](#) • [St. Louis Gateway Guide 511](#) • [Tampa Bay area 511](#)
- [TravInfo® - San Francisco Bay area](#) • [Tennessee 511](#) • [Utah CommuterLink](#)
- [Vermont 511](#) • [Virginia 511 Travel Information / I-81](#) • [Washington State 511](#)
- [Wyoming 511](#)

## A. STATEWIDE TELEPHONE SERVICES



**Phone Number:** 866-282-7577

**Co-branded Website:** [www.511.alaska.gov](http://www.511.alaska.gov)

### OPENING GREETING

“Welcome to Alaska 511 ‘Travel in the Know.’ To request information on a specific highway press one ‘1’ or say “highway.” To request a local summary press two ‘2’ or say “local.” For the menu options press zero ‘0’ or say “menu” at any time.”

**911 Citation?** No

### BASIC MENU

“**Menu**—here are all the categories: press one ‘1’ or say “highway reports”, press two ‘2’ or say “local summaries”, press three ‘3’ or say “weather reports”, press four ‘4’ or say “ferries”, press five ‘5’ or say “comments on 511”, press six ‘6’ or say “Yukon road reports”, press star ‘\*’ or say “help with 511”. That’s all the categories. To repeat this press the star ‘\*’ key or say “repeat”.”

1. Highway Reports
2. Local Summaries
3. Weather Reports
4. Ferries
5. Comments on 511
6. Yukon Road Reports
- \* Help with 511

### TRANSIT MENU

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 888-411-ROAD (7623)

**Co-branded Website:** [www.az511.com](http://www.az511.com)

## **OPENING GREETING**

“Welcome to the Arizona 511 system. If you prefer to use our touch tone system press the star\*’ key now, otherwise, you may make your selection by saying one of the following: roads, transit, airports, tourism or a quick report on the metro region.”

**911 Citation?** No

## **BASIC MENU**

1. Roads, press one '1'
2. Transit, press two '2'
3. Airports, press three '3'
4. Tourism, press 'four '4'
5. Quick Report [on the metro region], press five '5'
6. “To leave a comment at any time press ‘8’”

## **TRANSIT MENU**

### **1. Phoenix Valley Metro**

“Here is information provided by Phoenix Valley Metro Transit. If you’d like to be transferred to Valley Metro’s customer service line, press the pound ‘#’ key at any time during the recording.”

### **2. Tucson Sun Tran System**

“Here is information provided by Tucson Sun Tran Transit. If you’d like to be transferred to Sun Tran’s customer service line, press the pound ‘#’ key at any time during the recording.”

### **3. Native American Transits:**

- a. Hopi Tribe Transit System, press one '1'
- b. Navajo Transit System, press two '2'
- c. Salt River Pima America Transit Service, press three '3'

### **4. Rural Areas - North**

- a. Bull Head Area Transit System. press one '1'
- b. Cottonwood Area Transit System, press two '2'
- c. Lake Havasu City Transit, press three '3'
- d. ShoLo Pinetop Four Seasons Transit, press four '4'
- e. Kingman Area Regional Transit, press five '5'

## *Arizona* ... *continued*

### **5. Rural Areas - South**

- a. City of Bisbee Transit System, press one '1'
- b. Coolidge Express, press two '2'
- c. Miami Transit, press three '3'
- d. Pima County Transit, press four '4'
- e. Sierra Vista's Vista Transit, press five '5'
- f. Sunsites Transportation in the City of Pierce, press six '6'

### **Connection/Referral to Transit Systems?**

Yes, both summary information and option for direct connection to transit exists.

### **Ability to Navigate up the Menu?**

Automatically transferred back to the Main Menu for no response.

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008

# California Eastern Sierra

**Phone Number:** 800-427-7623

**Co-branded Website:** [www.dot.ca.gov/dist9/](http://www.dot.ca.gov/dist9/)

## OPENING GREETING

"Welcome to the Caltrans highway information service. This highway information is the latest reported as of: *current date and time*. At anytime during this call press the star '\*' key to return to the main menu. Please say or enter the highway number."

**911 Citation:** No

## BASIC MENU

[Only with highway number-- Note star '\*' key did not work]

- a. Southern California Area
- b. Central California Area
- c. Northern California Area

## TRANSIT MENU

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** No

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** June 2008



**Phone Number:** 303-639-1111

**Co-branded Website:** [www.cotrip.org](http://www.cotrip.org)

## **OPENING GREETING**

“Welcome to the Colorado Department of Transportation 511 road information hotline. If this is an emergency, please hang up and dial 911. This information is also available on the web at: ‘cotrip.org’. For statewide road and weather information, press one ‘1’; for scheduled construction or maintenance activities on State and Federal highways in Colorado, press two ‘2’; for transfer to surrounding States, press four ‘4.’

**911 Citation?** Yes

## **BASIC MENU**

1. Latest reported Road and Weather Conditions Statewide
2. Scheduled Road Construction or Maintenance Activities for State and Federal Highways
4. Transfer to Surrounding States

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** N.A.

**Transfer to other 511 systems?** Yes, telephone numbers provided for each surrounding 511 system

**Transfer to what other systems?** Wyoming, Arizona, Kansas, Nebraska New Mexico, Oklahoma, Utah

.

**Date:** May 2008

# **Florida Statewide**

**Phone Number** 866-511-3352

**Co-branded Website** [www.fl511.com](http://www.fl511.com):

## **OPENING GREETING**

“Welcome to **Florida’s statewide Sun Guide** travel information system. To switch to touch tone mode, press ‘88’ or ‘tt.’ If you need instructions, say “help” or press the star ‘\*’ key. I can get you information on major highways throughout the State or more detailed information in Northeast Florida, Southeast Florida, Southwest Florida, Central Florida, or Tampa Bay. What would you like? Say “highways” or press one ‘1’, say “Northeast Florida” or press two ‘2’, say “Southeast Florida” or press three ‘3’, say “Southwest Florida” or press four ‘4’, say “Central Florida” or press five ‘5,’ say “Tampa Bay” or press ‘6’, or press the pound ‘#’ key to tell us what you think.”

**911 Citation?** No

## **BASIC MENU**

1. Highways
2. Northeast Florida
3. Southeast Florida
4. Southwest Florida
5. Central Florida
6. Tampa Bay
- # Tell us what you think.

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Southeast Florida, Northeast Florida, Southwest Florida, Central Florida, Tampa Bay

**Date:** June 2008





**Phone Number:** 877-MYGA511 (694-2511)

**Co-branded Website:** <http://www.511GA.org>

## **OPENING GREETING**

“Welcome to the Georgia Navigator 511 traveler information system, a service of the Georgia Department of Transportation. Please note you can always return to the previous question or menu at anytime by saying "know". To report an Incident, Accident or Request Hero Motorist Assistance in Metro Atlanta press or say one "1", for Highway Information press or say two "2", for Transit or Ride Share Information press or say three "3", for Airport Information press or say four "4", for Tourism Information press or say five "5", for Surrounding States press or say six "6", to speak with a Traffic Operator at anytime press or say nine "9".”

**911 Citation?** No

## **BASIC MENU**

1. Report Incidents, Accidents, Request Hero Motorist Assistance in Metro Atlanta
2. Highway Information
3. Transit or Ride Share Information
4. Airport Information
5. Tourism Information
6. Surrounding States
9. Speak with a Traffic Operator

## **TRANSIT MENU**

For MARTA Information press or say one "1", for Other Transit Information press or say two "2", for Ride Share Information press or say three "3", for AMTRAK Information press or say four "4", for Greyhound Information press or say five "5", to leave a Comment press or say seven "7", to return to the Main Menu press or say star "\*".

**Connection/Referral to Transit Systems?** Yes

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Florida, North Carolina, Tennessee

Date: May 7, 2008



**Phone Number:** 888-432-7623

**Co-branded Website:** [www.511.idaho.gov](http://www.511.idaho.gov)

## **OPENING GREETING**

“Welcome to 511 travel information brought to you by the Idaho Transportation Department. You can also access traveler information on the internet at: [511.idaho.gov](http://511.idaho.gov). Say the name of the city in the region you want, or hold on for the main menu. Menu--here are all the categories you can choose from. When you hear the one you want, just say it: highway reports, weather, regional summary, Idaho tourism, other States, help with 511. That’s all the categories. Just say the one you want.”

**911 Citation?** No

## **BASIC MENU**

1. Highway Reports
2. Weather
3. Regional Summary
4. Idaho Tourism
5. Other States
6. Help with 511

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Washington State, Oregon

Date: May 8, 2008



**Phone Number:** 800-288-1047

**Co-branded Website:** [www.dot.state.ia.us/511](http://www.dot.state.ia.us/511)

## **OPENING GREETING**

“Welcome to 511 traffic information brought to you by the Iowa State Patrol and the Iowa Department of Transportation. Say the name of the city you want, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key. You could also say ‘menu’ to go to the main menu. **Menu** - here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, statewide summary, regional summary, help with 511. That’s all the categories. Just say the one you want. ”

**911 Citation?** No

## **BASIC MENU**

1. Highway Traffic
2. Road Weather
3. Statewide Summary
- 3 Regional Summary
- 4 Help with 511

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

.

**Date:** June 2008



**Phone Number:** 800-585-ROAD [7623] or 866-511-KDOT [5368]

**Co-branded Website:** [<http://www.ksdot.org/bureaus/offtransinfo/511info/overview.asp>]

## **OPENING GREETING**

“Welcome to the Kansas 511 traveler information system. If this is an emergency, hang up now and dial 911. At any time for assistance with menu options, say “help” for instructions. For additional information, visit our website at: 511.ksdot.org. For Kansas Turnpike system press or say one ‘1’; for Kansas highways press or say two ‘2’; for Motor Carrier information press or say four ‘4’; for information in other States press or say seven ‘7’.

**911 Citation?** Yes, in opening greeting

## **BASIC MENU**

1. Kansas Turnpike System, press or say one '1'
2. Kansas Highways, press or say two '2'
4. Motor Carrier Information, press or say four '4'
7. Information in other States, press or say seven '7'
  - a. For Nebraska Highways, press or say one '1'
  - b. For Missouri Highways, press or say two '2'
  - c. For Oklahoma Highways, press or say three '3'
  - d. For Colorado Highways, press or say four '4'
  - e. For Kansas Highways, press or say five '5'

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** No

**Transfer to other 511 systems?** Yes (provides contact numbers for Missouri, Oklahoma, Colorado)

**Transfer to what other systems?** Nebraska, Missouri, Oklahoma, Colorado

.

**Date:** May 2008

# ***Kentucky Statewide***

**Phone Number:** 866-737-3767

**Co-branded Website:** [www.511.ky.gov](http://www.511.ky.gov)

## **OPENING GREETING**

“Welcome to 511 traffic and travel information brought to you by the Kentucky Transportation Cabinet. Menu --here are all the categories you can choose from. When you hear the one you want, just say it: highway traffic, statewide summary, regional summary, tourism, travel condition systems for surrounding States, comments on 511, help with 511. That’s all the categories. Just say the one you want.”

**911 Citation?** No

## **BASIC MENU**

1. Highway Traffic
2. Statewide Summary
3. Regional Summary
4. Tourism
5. Travel Condition Systems for Surrounding States
  - a. Ohio--(888-208-OHIO)
  - b. West Virginia--(877-WVA-ROAD)
  - c. Missouri--(800-222-6400)
  - d. Illinois--(800-452-IDOT)
  - e. Indiana--(800-261-7623)
6. Comments on 511

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Virginia, Tennessee

**Date:** May 2008



**Phone Number:** 888-ROAD-511 (762-3511)

**Co-branded Website:** [www.511la.org](http://www.511la.org)

## **OPENING GREETING**

"This is 511 travel information brought to you by the Louisiana Department of Transportation and Development. For a regional summary say "regional" or for a route based report say "route". You can also say "menu" to go to the main menu: [Note: Press zero '0'] Here are all the categories you can choose from. When you hear the one you want just say it; route reports, regional summary, weather, comments on 511 and help with 511. That's all the categories. Just say the one you want. "

**911 Citation:** No

## **BASIC MENU**

1. Route Reports, press one '1'
2. Regional Summary, press two '2'
3. Weather, press three '3'
4. Comment on 511, press four '4'
- \* Help with 511, press '\*'

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 866-282-7578

**Co-branded Website:** [www.511maine.com](http://www.511maine.com)

## **OPENING GREETING**

“Welcome to 511 travel information brought to you by the Maine Department of Transportation. Say the name of the city in the region you want or say ‘menu’ to go to the main menu. *[You can reach the main menu by pressing zero ‘0’ at any time]* **Menu**—here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, regional summary, Acadia National Park, tourism, ferry service and transit, other States, help with 511. That’s all the categories. Just say the one you want.”

**911 Citation?** No

## **BASIC MENU**

1. Highway Traffic, press one '1'
2. Road Weather, press two '2'
3. Regional Summary, press three '3'
4. Acadia National Park, press four '4'
5. Tourism, press five '5'
6. Ferry Service and Transit, press six '6'
8. Other States, press eight '8'
- \* Help with 511, press star '\*'

## **TRANSIT MENU**

“For ferry service information in the State of Maine, say or press one ‘1’.

“For transit service information in the State of Maine, say or press two ‘2’.”

1. **Ferry Service.** “For ferry service information in the State of Maine you can visit: [[www.511maine.gov](http://www.511maine.gov)] and click on the link ‘Explore Maine’. To hear more details on ferry services, you can choose from the following options; when you hear the one you want just say it: Maine State Ferry Services, Casco Bay Lines in Portland, Scotia Prince Cruises in Portland, and The Cat in Bar Harbor. That’s all the options. Just say the one you want.”
2. **Transit service.** “For bus information in the State of Maine you can visit [[www.511maine.gov](http://www.511maine.gov)] and click on the link ‘Explore Maine’. For Portland Transit information press ‘1’, for Lewiston-Auburn Transit information press ‘2’, for Bangor Transit information press ‘3’.”

## *Maine* ... *continued*

- a. **Portland Transit Information:** “Call Metro at 207-774-0351 or I can transfer you. Would you like to be transferred? Say yes or no.”
- b. **Lewiston-Auburn Transit Information.** “Call CityLink at 207-777-4563 or I can transfer you. Would you like to be transferred? Say yes or no.”
- c. **Bangor Transit Information.** “Call BACTS Community Connector at 207-947-0536 or I can transfer you. Would you like to be transferred? Say yes or no.” &nbs p;

**Connection/Referral to Transit Systems?** Yes

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Rhode Island, Vermont, New Hampshire



# *Massachusetts*

**Phone Number:** 617-374-1234

**Co-branded Website:** [<http://www.mass.gov/511>]

## **OPENING GREETING**

‘This is Lieutenant Governor Tim Murray. Welcome to 511 Massachusetts sponsored by Mass Highway. If this call is an emergency, please hang up and call 911. Please enter a route number now followed by the star ‘\*’ key. If you want to report roadway defects, debris, or litter, press ‘321\*’. If you would like to reach Highways for general or project related questions during business hours, press ‘322\*.’ To hear a complete list of the routes and services covered, please press zero ‘0’. To hear an up-to-the-minute report, please enter the route number you want followed by the star ‘\*’ key. After you hear a route report, you can request additional routes.’

**911 Citation?** Yes

## **BASIC MENU**

‘The following routes and services are available. You may interrupt this list at any point by entering the route number you desire.

1. For Boston and Cambridge roads including the Central Artery, Storrow and Memorial Drives and Soldiers Field Road, press 6\*.
2. For Logan Airport, including the Callahan and Sumner Tunnels and Massport parking, Press 5\*.(Pulled 9/25/98)
3. For the Tobin Bridge, Press 1-1\*.
4. For the Mass Turnpike or Interstate 90, including the Ted Williams Tunnel, press 90\*.
5. For the Southeast Expressway, press 93-2\*.
6. For MBTA Subway, bus, and commuter rail, and MBTA special event information, press T\*.
7. For travel to and from Cape Cod and the Islands, press 7\*.
8. To report litter or debris on or along the road, press 321\* to contact Project Clean.
9. For construction information, restrictions, and updates on the Central Artery/ Tunnel Project press 228\*.
10. For information on car and Vanpools coordinated by MASS RIDES for Commuters, press 227\*.
11. For all other routes, simply press the route number followed by the ‘star’ key.

## *Massachusetts* ... continued

### **TRANSIT MENU**

1. For Commuter rail information, press T-1\*
2. For Subways and Rapid Transit, press T-2\*
3. For Bus and Water Transit Systems, press T-3\*
4. For MBTA schedule and service changes, and for special event and holiday information, press T-4\*.
5. To be connected to the MBTA Information System, press T-5\*.

**Connection/Referral to Transit Systems?** Yes, MBTA

**Ability to Navigate up the Menu?** No

**Transfer to other 511 systems?** No

**Transfer to what other systems?** No

*Note: 511 Massachusetts, launched October 15, 2007, provides real time traffic, transit, weather, construction, and event information for Eastern Massachusetts (from I-495 to Boston) by simply calling 5-1-1 from your cell phone. Future enhancements to 511 Massachusetts are under development.*



**Phone Number:** 800-542-0220

**Co-branded Website:** <http://www.511mn.org/>

## **OPENING GREETING**

“This is 511 travel information brought to you by the Minnesota Department of Transportation. Say the name of the city in the region you want, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key. You can also say ‘menu’ to go to the main menu.”

**911 Citation?** No

## **BASIC MENU**

“Menu--here are all the categories you can choose from. When you hear the one you want, just say it.”

1. Route Reports
2. Regional Reports
3. Transit
4. Weather
5. To Leave us a Comment on 511
- \* Help with 511, “You can press the star ‘\*’ key.”

## **TRANSIT MENU**

“Minnesota Transit—Say the name of the city in the region you want to hear information of nearby transit providers, or using your keypad enter the first three letters of the city followed by the pound ‘#’ key.”

1. St. Cloud
  - a. St. Cloud MTC Metro Bus
  - b. St. Cloud MTC Metro Bus Para-transit
2. Duluth
  - a. Arrowhead Transit Dial-a-Ride and Route Deviation Service
  - b. Duluth Transit Authority [DTA] Regular Route
  - c. Duluth Transit Authority [DTA]—STRIDE [Special Transit Ride]
  - d. Virginia Dial-a-Ride
3. International Falls
  - a. Arrowhead Transit Dial-a-Ride and Route Deviation Service
4. Minneapolis-St. Paul
  - a. Laylaw (?) Transit Service operates a Dial-a-Ride Service
  - b. Transit Team operates a Dial-a-Ride Service
  - c. Metro Transit [MT]
  - d. Minnesota Valley Transit Authority [MVTA]

## *Minnesota* ... *continued*

5. Anoka
  - a. Anoka County Traveler
  - b. Metro Transit [MT]
  - c. Northstar Commuter Coach
6. Detroit Lakes
  - a. Becker County Transit
  - b. Clay County Rural Transit [CCRT]
7. Bemidji
  - a. Paul Bunyan Transit Dial-a-Ride and Route Deviation Service
8. Mankato
  - a. Mankato Heartland Express
  - b. Watonwan Take Me There Bus
9. Moorhead
  - a. Clay County Rural Transit [CCRT]
  - b. Moorhead Metro Area Transit [MAT]
10. Virginia
  - a. Arrowhead Transit
  - b. Virginia Dial-a-Ride
11. Annandale
  - a. Annandale Heartland Transit. Dial-a-Ride and Route Deviation Service
12. Elk River
  - a. RiverRider Public Transit Dial-a-Ride, Route Deviation and Subscription Service
13. Granite Falls
  - a. Granite Falls Heartland Express Dial-a-Ride Service
14. St. James
  - a. Watonwan Take Me There Bus Dial-a-Ride Service
15. Arlington
  - a. Trailblazer Transit
16. Stillwater
  - a. Streets Circulator operates a Dial-a-Ride service
  - b. Metro Transit
  - c. Human Services operates a Dial-a-Ride service
17. Burnsville
  - a. Metro Transit
  - b. Dakota Area Resources and Transportation for Seniors Dial-a-Ride
  - c. Minnesota Valley Transit Authority

## *Minnesota* ... *continued*

- 18. Hibbing
  - a. Arrowhead Transit
  - b. Hibbing Area Transit
  - c. Virginia Dial-a-Ride
- 19. Luverne
  - a. Rock County Heartland Exp
- 20. Roseau
  - a. Roseau County Area Transit Dial-a-Ride and Route Deviation
- 21. Crookston
  - a. Tri-Valley Heartland Express Dial-a-Ride and Subscription Service
- 22. Olivia
  - a. Renville Heartland Express Dial-a-Ride Service

**Connection/Referral to Transit Systems?** Yes

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 800-226-7623

**Co-branded Website:** [www.mdt.state.mt.ustravinfo511](http://www.mdt.state.mt.ustravinfo511)

## **OPENING GREETING**

“Welcome to the Montana 511 traveler information system. This system uses voice recognition. To enable, press the star ‘\*’ key now. For highway conditions, press one ‘1’; for Glacier Park Tourist Information, press five ‘5’; for information in other States, press seven ‘7’.”

**911 Citation?** No

## **BASIC MENU**

1. Highway Conditions
5. Glacier Park Tourist Information
7. Information in Other States
  - a. For North Dakota Highways, press one ‘1’
  - b. For South Dakota Highways, press two ‘2’
  - c. For Wyoming Highways, press three ‘3’
  - d. For Idaho Highways, press four ‘4’
  - e. For Montana Highways, press five ‘5’

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** No

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Idaho (1-888-432-7623)

**Date:** May 2008



**Phone Number:** 800-906-9069

**Co-branded Website:** none

## **OPENING GREETING**

“Welcome to the Nebraska 511 Traveler Information System. If this is an emergency, hang up now and dial 911. This system uses voice recognition. To enable, press the star ‘\*’ key now.”  
For highway conditions, press one ‘1’; for information in other States press seven ‘7.’

**911 Citation?** Yes, in opening greeting

## **BASIC MENU**

1. Wyoming Highways, press one ‘1’
2. Kansas Highways, press two ‘2’
3. South Dakota Highways, press three ‘3’
4. Weather information in other neighboring States, press four ‘4’
  - a. For Iowa Highways, please call 1-800-288-1047
  - b. For Missouri Highways, please call 1-800-222-6400
  - c. For Colorado Highways, please call 1-303-639-1111
5. Nebraska Highways, press five ‘5’.

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** No

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Iowa.

**Date:** May 2008



**Phone Number:** 877-687-6237

**Co-branded Website:** [www.nevadadot.com](http://www.nevadadot.com)

## **OPENING GREETING**

"Welcome to the Nevada 511 traveler information system. If this is an emergency, hang up now and dial 911. For highway conditions, press or say one '1'; for information in other States, press or say seven '7'. Command options include main menu. To return to the main menu say "back" to navigate backward to the menu. Repeat to hear the current main options again. At any time for assistance with menu options say "help" for instructions."

**911 Citation?** Yes

## **BASIC MENU**

1. Highway Conditions
7. Highway Information in Other States

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?**

**For California Highways, please call:** 1-800-427-7623 (not a 511 connection)

**For Utah Highways, please call:** 1-866-511-8824,

**For Arizona Highways, please call** 1-888-411-7623 ,

**For Idaho Highways, please call** 1-888-432 7623 ,

**For Oregon Highways, please call** 1-800-977-6368.

**Date:** May 2008



# *New Hampshire*

**Phone Number:** 866-282-7579

**Co-branded Website:** [www.nh.gov/dot/511](http://www.nh.gov/dot/511)

## **OPENING GREETING**

“Hello and welcome to 511 travel information brought to you by the New Hampshire Department of Transportation. We would like feedback to help improve this new system. When you are done say "goodbye" and you can leave us your comments. Using your keypad enter the first three letters of the city name followed by the pound ‘#’ key, or say the name of the city you want, or hold on for New Hampshire statewide reports. [Press zero ‘0’ to reach the main menu]Menu--here are all the categories you can choose from: press one ‘1’ for highway traffic; press two ‘2’ for road weather; press three ‘3’ for statewide summary; press four ‘4’ for regional summary ; press five ‘5’ for transit; press six ‘6’ for tourism; press seven ‘7’ for other States. For help with 511 you can push the star ‘\*’ key. That’s all the categories. Just say the one you want.”

**911 Citation? No**

## **BASIC MENU**

1. Highway Traffic
2. Road Weather
3. Statewide Summary
4. Regional Summary
5. Transit
6. Tourism

\*Other States

For help with 511 you can press the star ‘\*’ key.

## **TRANSIT MENU**

"Alright, Transit. For bus information in the State of New Hampshire you can visit [[www.511nh.com](http://www.511nh.com)] and click on the link ‘traveler information’. To hear other options say; “what are my choices” or press the pound ‘#’ key. You can say ‘help’ or go to menu at any time or for 'help' you can press the star ‘\*’ key or for the menu press zero ‘0’. To repeat this section say "repeat that "."

**Connection/Referral to Transit Systems? Yes**

**Ability to navigate up the Menu? Yes**

**Transfer to other 511 systems? Yes**

**Transfer to what other systems? Rhode Island, Maine, Vermont**

**Date:** June 2008



**Phone Number:** 866.511.NJDT (6538).

**Co-branded Website:** [www.njcommuter.com](http://www.njcommuter.com)

## **OPENING GREETING**

"Welcome to 511, the New Jersey Department of Transportation's telephone travel information line. This information is also available on line at: [www.njcommuter.com](http://www.njcommuter.com). You can say "main menu" at any time to return to this menu. If you need instructions say "help". To hear instructions for using your telephone touch tone keypad to answer a question press eight-eight '88' or 'tt' for touch tone. To tell us what you think say "feedback". If you want to hear a list of the routes or urban areas we cover say "help". Now what routes or urban areas would you like information for?"

**911 Citation:** No

## **BASIC MENU**

Urban Areas

- a. Camden
- b. Atlantic City
- c. Elizabeth
- d. Jersey City
- e. Newland
- f. New Brunswick
- g. Paterson
- h. Vineland
- i. Toms River
- j. Trenton

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?**

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 800-432-4269

**Co-branded Website:** [www.nmroads.com](http://www.nmroads.com)

## **OPENING GREETING**

"Welcome to the New Mexico road advisory hot line. If this is an emergency please hang up and dial 911. Road information is updated as conditions change. For road conditions on Interstates press one '1', for road conditions in Northwest portion of the State press two '2', for road conditions in Southwest portion of the State press three '3', for road conditions in Southeast portion of the State press four '4', for road conditions in Northeast portion of the State press five '5', for road conditions in the Central region of New Mexico press six '6', to transfer to surrounding States' road condition advisory systems press eight '8'. To re hear these options press the pound '#' key. To disconnect press the star '\*' key."

**911 Citation:** Yes

## **BASIC MENU**

1. Road Conditions on Interstates
2. Road Conditions in Northwest Portion of the State
3. Road Conditions in Southwest Portion of the State
4. Road Conditions in Southeast Portion of the State
5. Road Conditions in Northeast Portion of the State
6. Road Conditions in the Central Region of New Mexico
8. To Transfer to Surrounding States Road Condition Advisory System
  1. Arizona press one '1' (transferred to 511)
  2. Colorado press two '2' (call 303-639-1111)
  3. Texas press three '3'
  4. Oklahoma press four '4'

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** N.A.

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Arizona.

**Date:** June 2008

# North Carolina

**Phone Number:** 877-511-INNC [4662]

**Co-branded Website:** [www.ncsmartlink.org/511](http://www.ncsmartlink.org/511)

## OPENING GREETING

“Welcome to the North Carolina 511 travel information line brought to you by the North Carolina Department of Transportation. Say ‘main menu’ to return to this menu, or say ‘help’ for assistance. You can also press ‘88’ or ‘TT’ for touch tone at any time. When you hear the option you want, just say it. Now would you like highways, public transportation, weather, other services or other States.”

**911 Citation?** No

## BASIC MENU

1. For traffic, press one ‘1’
2. For public transportation, press two ‘2’
3. For weather, press three ‘3’
4. For other agencies that serve travelers, press four ‘4’;
5. To be connected to 511 systems in neighboring States, press five ‘5’; or
- # Press the pound key ‘#’ to tell us what you think.
0. You can get Help by pressing zero ‘0’.
9. To return to this menu, press nine ‘9’ at any time.

## TRANSIT MENU

**A. BUSES.** Currently, information is available for the following areas. For Charlotte Area Transit, press one ‘1’; for Triad Area Transit, press two ‘2’; for Cabarrus County Transit, press three ‘3’; for Iredell County Transit, press four ‘4’ or enter the city or county code for which you would like transit information. The code for Cities are CI or 24 and the first four letters of the city name followed by the star ‘\*’ key. The code for counties are CO or 26 and the first four letters of the county name followed by the star ‘\*’ key. You can find a complete list of the cities, counties, roads, and metro areas we cover on our website at [[www.nc511.com](http://www.nc511.com)].

1. **Charlotte Area Transit.** “The Charlotte Area Transit System uses a live agent Monday through Friday 6:00 a.m. to 6:30 p.m. At other times automated information is available. I can transfer you to CATS at: 866-799-CATS [2287], press one ‘1’. If you do not want to be transferred, press two ‘2’.

2. **Triad Area Transit.**

- a. For Hi-Tran in High Point.

“I can transfer you to Hi-Tran at: 1-336-889-7433.

Press one ‘1’ if you want to be transferred; press two ‘2’ if you don’t.”

## *North Carolina* ... continued

- b. For Guilford County Transportation.  
I can transfer you to Guilford County Transportation at: 336-641-4848.  
Press one '1' if you want to be transferred; press two '2' if you don't."
  - c. For PART (Piedmont Authority for Regional Transportation).  
"I can transfer you to PART at: 336-883-PART [7278].  
Press one '1' if you want to be transferred; press two '2' if you don't."
  - d. For Greensboro Transit Authority.  
"I can transfer you to Greensboro Transit Authority at: 336-335-6499.  
Press one '1' if you want to be transferred; press two '2' if you don't."
  - e. For Winston-Salem Transit Authority.  
"I can transfer you to Winston-Salem Transit Authority at: 336-727-2000.  
Press one '1' if you want to be transferred. Press two '2' if you don't."
3. **Cabarrus County Transit.** "I can transfer you to the Cabarrus County Transportation System at: 704-920-7433. Press one '1' if you want to be transferred; press two '2' if you don't."
4. **Iredell County Transit.** "I can transfer you to the Iredell County Area Transportation System at: 704-873-9393. Press one '1' if you want to be transferred; press two '2' if you don't."
- B. RAIL.** "I can transfer you to: 800-BY-TRAIN [800-298-7246]. Press one '1' if you want to be transferred; press two '2' if you don't."
- C. FERRIES.** "I can transfer you to the North Carolina Department of Transportation, Ferry Division; your gateway to the Outer Banks at: 800-BY-FERRY [800-293-3779]. Press one '1' if you want to be transferred; press two '2' if you don't."

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Virginia, Tennessee, Georgia

**Date:** May 2008

# **North Dakota**

**Phone Number:** 866-MY-ND-511 [866-696-3511]

**Co-branded Website:** [[http://www.dot.nd.gov/divisions/maintenance/511\\_nd.html](http://www.dot.nd.gov/divisions/maintenance/511_nd.html)]

## **OPENING GREETING**

“Welcome to the North Dakota 511 Traveler Information System. North Dakota DOT wishes to remind you “click it or ticket.” This system uses voice recognition. To enable, press the star ‘\*’ key now. Command options include main menu. To return to the main menu, ‘back’ to navigate backwards through menu. Repeat to hear the current menu options again. At any time for assistance with menu options say ‘help’ for instructions. For North Dakota highways, press or say one ‘1’; for South Dakota highways, press or say two ‘2’; for Montana highways, press or say three ‘3’; for Minnesota highways, press or say four ‘4’.”

**911 Citation?** No

## **BASIC MENU**

1. North Dakota Highways
2. South Dakota Highways
3. Montana Highways
4. Minnesota Highways

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** No

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 800-977-ODOT [6368] or the toll number is: 503-588-2941

**Co-branded Website:** [www.TripCheck.com](http://www.TripCheck.com)

## **OPENING GREETING**

“Welcome to the Oregon Department of Transportation’s TripCheck traveler information system. **Main Menu**—this menu has seven options: for road conditions by highways press one ‘1’ or say “highway”; for road conditions in mountain passes press two ‘2’ or say “mountain pass”; for road conditions in major cities press three ‘3’ or say “major cities”; for commercial vehicle restrictions press four ‘4’ or say “restriction”; for information about Oregon chain requirements press five ‘5’ or say “chain”; to hear traveler information phone numbers for bordering states press six ‘6’ or say “other States”; for information about ODOT’s [Oregon Department of Transportation] improved road condition reporting system press seven ‘7’ or say “information”. To repeat these options at any time, you may press ze ro ‘0’ or say “main menu”.

If you have questions about how to use the system or you would like to provide *feedback* please call 1-888-ASK-ODOT during regular business hours, that’s 1-888-275-6368 and choose option four ‘4.’ This report may not contain all state road conditions, construction and/or maintenance work in Oregon. Motorist can expect traffic restrictions, lane closures, detours and short delays. Watch for signs, flaggers and pilot cars and please bundle up and drive safely. You can find more detailed information on the internet at: [TripCheck.com](http://TripCheck.com).”

**911 Citation?** No

## **BASIC MENU**

1. Road Conditions by Highway
2. Road Conditions in Mountain Passes
3. Road Conditions in Major Cities
4. Commercial Vehicle Restrictions
5. Oregon Chain Requirements
6. Traveler Information Phone Numbers for Bordering States
7. Information about ODOT’s Improved Road Condition Reporting System
0. Repeat above options.

**TRANSIT MENU** – No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes (telephone numbers provided)

**Transfer to what other systems?** Washington, Idaho, Nevada/California--not 511 connections

**Date:** May 2008



**Phone Number:** 888-401-4511

**Co-branded Website:** [www2.tmc.state.ri.us](http://www2.tmc.state.ri.us)

## **OPENING GREETING**

“Welcome to 511 travel information brought to you by the Rhode Island Department of Transportation. If this is an emergency, please hang up and dial 911. Your feedback will help to improve this system. To end this call say ‘goodbye’ and you can leave us your comments. Say the name of the city or town you want, or hold on for Rhode Island statewide reports.”

**911 Citation:** Yes

## **BASIC MENU**

*[Note: You must press zero ‘0’ to get to the main menu.]*

“Menu. Here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, statewide summary, regional summary, transit, tourism, other States, help with 511. That’s all the categories. Just say the one you want.”

1. Highway Traffic
2. Road Weather
3. Statewide Summary
4. Regional Summary
5. Transit
6. Tourism
7. Help with 511
8. Other States

## **TRANSIT MENU**

1. For Bus Service Information in the State of Rhode Island press or say one ‘1’
  - a. RIPTA [Rhode Island Public Transit Authority] “Call 401-781-9400 or 1-800-244-0444 or visit on the web at: [www.ripta.com](http://www.ripta.com)”
  - b. Bonanza Bus Lines: “Call 401-751-8800 or 1-800-556-3815 or visit on the web at: [www.bonanzabus.com](http://www.bonanzabus.com)”
  - c. Greyhound Lines: “Call 401-454-0790 or 1-800-231-2222 or visit on the web at: [www.greyhound.com](http://www.greyhound.com)”
2. For Train Service Information in the State of Rhode Island press or say two ‘2’
  - a. Amtrak: “Call 1-800-872-7245 or visit on the web at: [www.amtrak.com](http://www.amtrak.com)”
  - b. Providence Train Station: “At 401-727-7379”
  - c. Massachusetts Bay Transportation Authority: “At 1-800-392-6100 or visit on the web at [www.mpta.com](http://www.mpta.com)”



## *Rhode Island* ... continued

3. For Ferry Service Information in the State of Rhode Island press or say three '3'
  - a. Bristol Improvements and Hog Island press or say one '1' or "Call 401-253- 9808".
  - b. Interstate Navigation Company to Block Island press or say two '2' or "Call 401-783-4613 or 1-860-442-7891 or 1-860-442-9553 or visit on the web at: [www.blockislandferry.com](http://www.blockislandferry.com) "
  - c. Island Hi-Speed Ferry to Block Island press or say three '3' or Call 1-877-733-9425 or visit on the web at: [www.islandhispeedferry.com](http://www.islandhispeedferry.com) "
  - d. Jamestown and Newport Ferry Company press or say four '4' or Call 401-423-9900 or visit on the web at: [www.jamestownri.com](http://www.jamestownri.com) "
  - e. Montauk Long Island, New York to Block Island press or say five '5' or "Call 516-668-5709 or 1-800-MON-TAUK [666-8285] or visit on the web at: [www.vikingfleet.com](http://www.vikingfleet.com) "
  - f. RIPTA Providence to Newport Ferry Service press or say six '6' or Call 401-781-9400 or visit on the web at: [www.ripta.com](http://www.ripta.com) "
  - g. Vineyard Fast Ferry press or say '7' or "Call 401-295-4040 or visit on the web at: [www.vineyardfastferry.com](http://www.vineyardfastferry.com) "
4. For Airport Information in the State of Rhode Island press or say four '4'  
TF Green Airport: "Call 401-737-8222 or 1-888-268-7222 or visit on the web at: [www.pvdairport.com](http://www.pvdairport.com) "

**Connection/Referral to Transit Systems? Yes**

**Ability to navigate up the Menu? Yes**

**Transfer to other 511 systems? Yes**

**Transfer to what other systems?** Maine, Vermont and New Hampshire,  
(Massachusetts--1-617-374-1234--not a 511 system)

**Date:** June 2008

# *South Dakota*

**Phone Number:** 866-MY SD 511 [866-697-3511]

**Co-branded Website:** [www.sddot.com/511.asp](http://www.sddot.com/511.asp)

## **OPENING GREETING**

“Welcome to the South Dakota 511 traveler information system. If this is an emergency, hang up now and dial 911. For South Dakota highways press one ‘1’; for North Dakota highways press two ‘2’; for Nebraska highways press three ‘3’; for Montana highways press four ‘4’; for Wyoming highways press five ‘5’; Minnesota highways press six ‘6’; for weather information in other neighboring States press seven ‘7’.”

**911 Citation:** Yes

## **BASIC MENU**

1. South Dakota
2. North Dakota
3. Nebraska
4. Montana
5. Wyoming
6. Minnesota
7. Weather information in other neighboring States;
  - a. For Iowa highways, please call: 1-800-288-1047 (511 number)

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** No

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 877-244-0065

**Co-branded Website:** [www.tn511.com](http://www.tn511.com)

## **OPENING GREETING**

“Welcome to 511 travel information brought to you by the Tennessee Department of Transportation. Menu: to hear up-to-date traffic information say "traffic conditions" or press one '1', for weather conditions say "weather" or press two '2', to transfer to a 511 system in a neighboring State say "other States" or press three '3', to leave a comment with your feedback on the system say "comment" or press four '4', for assistance on using the system say "help" or press five '5'. To hear these options again say "repeat" or press star '\*'. Please make your selection."

**911 Citation:** No

## **BASIC MENU**

1. Traffic Conditions, press one '1'
2. Weather, press two '2'
3. Other States, press three '3'
4. Comment , press four '4'
5. Help, press '5'
- \* Repeat

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** North Carolina, Kentucky, Virginia, Georgia

**Date:** May 2008



**Phone Number:** 866-511-UTAH (8824)

**Co-branded Website:** None

## **OPENING GREETING**

“Welcome to Utah’s 511 travel information service. Main Menu—here are all your choices. When you hear the one you want just say it: traffic, public transit, road conditions, ferries, or surrounding States. You can also say “help” or press zero ‘0’ at any time.”

**911 Citation:** No

## **BASIC MENU**

1. Traffic
2. Public Transit
3. Road Conditions
4. Ferries [Lake Powell]
5. Surrounding States

## **TRANSIT MENU**

1. **Buses.** “Say ‘stop’ to cancel. Local buses generally run from 6:00 am to midnight on weekdays and 7:00 am to midnight on Saturdays. Buses have more limited hours on Sundays. For more information say “connect me” or visit ‘rideuta.com’. You can pay your fare on the bus and get a free transfer to another bus or TRAX, or buy your fare at a vending machines at any TRAX station. A day pass can be purchased for same day use at vending machines at TRAX stations. Check ‘rideuta.com’ for more UTA bus information.”
2. **TRAX Light Rail.** “Say ‘stop’ to cancel. TRAX Light Rail runs from 5:30 am to 11:00 pm Monday through Saturday. Late night service runs on Friday and Saturday nights. The last train leaves downtown at 1:00 am; for updates visit ‘rideuta.com’. During special events TRAX adds later and more frequent evening service. During peak commute hours TRAX stops at stations every 10 minutes, during off peak times it stops every 15 to 30 minutes. Free transfers are allowed between TRAX and local buses with a valid ticket or transfer. A day pass can be purchased for same day use at vending machines at TRAX stations.”
3. **Flex Tran.** “Say ‘stop’ to cancel. Flex Tran, also known as paratransit service, offers curb to curb shared ride service for eligible riders from 5:00am to 11:00 pm Monday through Saturday. Limited service is available on Sunday and limited late night service is available Friday and Saturday. This service must be reserved at least one day in advance and operate in same area and during the same hours as the fixed route service. For more information on paratransit services, contact Flex Tran directly at: 801-287-7433.”

4. **Ride Share.** “Say ‘stop’ to cancel. UTA’s Ride Share program offers an alternative to driving alone including carpool and vanpool matches with other commuters who live and work in the same area who want to share a ride. Other Ride Share services include: alternate work hours, bicycling commuting, van leasing and eco-pass (a discounted transit pass sponsored by your employer). Visit ‘utarideshare.com’ for more information.”< SPAN style="mso-spacerun: yes">

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Arizona, Nevada, Idaho, Wyoming, Colorado, New Mexico.

**Date:** May 2008



**Phone Number:** 800-ICY-ROAD (800-429-7623)

**Co-branded Website:** [www.511vt.org](http://www.511vt.org)

## **OPENING GREETING**

“Hello. Welcome to 511 travel information brought to you by the Vermont Agency of Transportation [V-trans]. V-trans would like feedback to help improve this new system. When you are done say ‘goodbye’ and you can leave us your comments. Menu--here are all the categories you can choose from. When you hear the one you want just say it: highway traffic, road weather, regional summary, statewide summary, ferries, transit, tourism, other states, help with 511, comment on 511. If you need to talk with a live operator just say ‘operator’. That’s all the categories. Just say the one you want.”

**911 Citation:** No

## **BASIC MENU**

1. Highway traffic
2. Road Weather
3. Regional summary
4. Statewide summary
5. Ferries
6. Transit
7. Tourism
8. Other States
9. Comment on 511

## **TRANSIT MENU**

For bus information in the State of Vermont you can visit [www.vpta.net](http://www.vpta.net) or you can call 1-800-685-7433 for bus routes, schedule, and ride share information.

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Rhode Island, Maine, New Hampshire

**Date:** May 2008



**Phone Number:** 800-578-4111

**Co-branded Website:** [www.511virginia.org](http://www.511virginia.org)

## **OPENING GREETING**

“Welcome to 511 Virginia, sponsored by the Virginia Department of Transportation—the options have changed. You may interrupt any menu with your choice at anytime. Main menu for traffic information say the name of a road, city, county, bridge, tunnel or metro area, or say "bridges and tunnels" for bridge and tunnel reports. You can also say public transportation and commuting options, weather or more choices. Say "feedback" to tell us what you think. Say ‘main menu’ to return to this menu. Do you want information about other States, planned construction or rest areas. Say "feedback" to tell us what you think or "main menu" to start again. To return to the main menu press '9'”

**911 Citation:** No

## **BASIC MENU**

1. Traffic
  2. Public Transportation/Commuting Options
  3. Weather
  4. More choices
    - a. Other States
    - b. Planned Construction
    - c. Rest Areas
- + “Say ‘feedback’ to tell us what you think.”

## **TRANSIT MENU**

”Which city, county, commuter service or transit agency do you want to hear about? “

1. **Norther Virginia-Washington, D.C. Metro Area**
  - a. Fairfax Connector Customer Service Office 703-339-7200
  - b. Commuter Connections Systems Customer Service 800-745-7433
  - c. Fairfax CUE Customer Service 703-385.7859 "I can transfer you. Do you want transferred?"
  - d. WMATA. “I can transfer you to the Washington Metropolitan Area Transit Authority’s (WMATA) Customer Service Department at 202-637-7000. Do you want transferred?”
  - e. Alexandria DASH Customer Service 703-370-3274
  - f. Arlington Regional Transit - ART Customer Service 703-228-7433
  - g. Virginia Railway Express Customer Service 703-684-1001
  - h. Loudoun County Customer Service 703-771-5665
  - i. Purcellville Connector System Customer Service 877-777-2708

## Virginia ... continued

- j. Fairfax County RideSources Customer Service 703-324-1111
  - k. PRTC OmniRide & Omnilink System Customer Service 703-730-6664
  - l. Alexandria Rideshare Customer Service 703-838-3800
  - m. George Transit Customer Service 202-637-7000 "I can transfer you. Do you want transferred?"
- 
- 2. **Valley Metro.** (Valley Metro offers bus service for the Greater Roanoke Area.) I can transfer you to the Valley Metro Transit System at 540-982-2222. Do you want to be transferred?"
  - 3. **Smart Way Bus System.** "I can transfer you to the Smart Way Bus System at 800-388-7075. Do you want to be transferred?"
  - 4. **Richmond.** "I can transfer you to the GRTC transit system at 804-358-4782. Do you want to be transferred?"
  - 5. **Blacksburg/Christiansburg Transit.** (Blacksburg transit offers bus service for Virginia Tech and the Town of Blacksburg).
    - a. "I can transfer you to the Blacksburg Transit System at 540-961-1185. Do you want to be transferred?"
    - b. "I can transfer you to Smart Way Bus System at 800-388-7005. Do you want to be transferred?"
    - c. "I can transfer you to Ride Solutions 540-342-9393."
  - 6. **Harrisonburg Transit.** (Harrisonburg Transit offers bus service for the City of Harrisonburg and for James Madison University). I can transfer you to the Harrisonburg City Transit System at 540-432-0492. Do you want to be transferred?"
  - 7. **Winchester Transit.** (Winchester Transit offers two public transportation services to the City of Winchester—a fixed route service and a paratransit service.) I can transfer you to the Winchester Transit System at 540-667-1815. Do you want to be transferred?"

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes, "Just say 'main menu' at anytime."

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** North Carolina, Kentucky, Tennessee

**Date:** June 2008



# Washington State

**Phone Number:** 800-695-7623

**Co-branded Website:** [www.wsdot.wa.gov/traffic/511](http://www.wsdot.wa.gov/traffic/511)

## OPENING GREETING

“This is the Washington State Department of Transportation’s 511 travel information system. If you prefer to speak your responses please remain on the line, or if you prefer to use our touch tone system, press pound ‘#’ now. For Washington State ferry information say “ferry;” for mountain pass conditions say “mountain pass;” for current traffic conditions say “traffic;” for other travel information say “more choices;” for help at any time say ‘help.’ This call could be monitored for quality assurance. Under ‘more choices:’ you can request; weather information, public transit telephone numbers, passenger rail telephone numbers, airline telephone numbers, travel information telephone numbers for adjacent States, provinces and cities, or express lane status. For help at any time say ‘help’ or press star ‘\*’. To return to the main menu say “main menu” or press zero ‘0’.”

**911 Citation:** No

## BASIC MENU - *[Touch tone only]*

1. For Washington State Ferry information, press one ‘1’
2. For Current Traffic Conditions, press two ‘2’.
3. For Mountain Pass Conditions, press three ‘3’
4. To access the Oregon 511 system, press four ‘4’
5. For Express Lane Status, press five “5”
8. To repeat, press eight ‘8’

## More Choices: *[Voice Recognition only]*

- a. Weather Information
- b. Public Transit Telephone Numbers
- c. Passenger Rail Telephone Numbers
- d. Airline Telephone Numbers
- e. Travel Information Telephone Numbers for adjacent States, provinces, and cities
- f. Express Lane Status

# Washington State ... continued

## TRANSIT MENU

*Note:* Only through Voice Recognition and saying “more choices” - not through touch tone. You also need to know the name of the city or county.

### 1. **Seattle**

- a. Community Transit can be reached toll free at 800-562-1375 and locally at 425-348-7100.
- b. King County Metro can be reached at 206-553-3000.
- c. Sound Transit can be reached toll free at 888-889-6368.

2. **WalaWala** is served by Valley Transit. The telephone number is 509-525-9140

3. **Vancouver** is served by C-Tran. The telephone number is 360-696-4494.

4. **Olympia** is served by Intercity Transit. The telephone numbers are toll free at 800-287-6348 or locally at 360-786-8585

5. **Spokane Transit Authority** telephone number is 509-325-6000.

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Oregon

**Date:** May 2008



**Phone Number:** 888-996-7623

**Co-branded Website:** [www.wyoroad.info](http://www.wyoroad.info)

## **OPENING GREETING**

“Welcome to Wyoming’s 511 travel information also on the web at [[www.wyoroad.info](http://www.wyoroad.info)]. This system uses voice recognition, to enable, press the star '\*' key now. For highway conditions press one '1', for tourism information press five '5', for information in other States press seven '7'. ”

**911 Citation:** No

## **BASIC MENU**

1. Highway Conditions
5. Tourism Information
7. Information in Other States
  - a. Colorado press one '1' (Call 1-303-639-1111)
  - b. Nebraska press two '2'
  - c. Utah press three '3' (Call 1-866-511-8824)
  - d. South Dakota press four '4'
  - e. Montana press five '5'
    1. Route specific information press one '1'
    2. Regional summary information press two '2'
  - f. Idaho press six '6' (Call 1-888-432-7623)

## **TRANSIT MENU**

No

**Connection/Referral to Transit Systems?** No

**Ability to Navigate up the Menu?** No

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008

## B. METROPOLITAN 511 SYSTEMS WITH TRANSIT CONTENT

### *Cincinnati/Northern Kentucky*

**Phone Number:** 513-333-3333

**Co-branded Website:** [www.artimis.org](http://www.artimis.org)

#### OPENING GREETING

“Welcome to the ARTIMIS [Advanced Regional Traffic Interactive Management & Information System] traveler information service. For express keypad entry please press the star ‘\*’ key now. For voice recognition and touch tone entry remain on the line. Please select one of the following menu items: for local traffic conditions press or say one ‘1’, for statewide conditions press or say two ‘2’, for transit information press or say three ‘3’, for event information press or say four ‘4’, for weather information press or say five ‘5’, to provide feedback on this service press or say six ‘6’, for tips on using the system press or say zero ‘0’ for many of the menus.”

**911 Citation?** No

#### BASIC MENU

1. Local Traffic Conditions
2. Statewide Conditions
3. Transit Information
4. Event Information
5. Weather Information
6. Feedback on this Service
7. Tips on Using the System

#### TRANSIT MENU

“The following transit information is available:

1. **For Cincinnati** bus travel information and transportation to and from special events, press or say one ‘1’.
2. **For Northern Kentucky** bus information and travel to and from special events, press or say two ‘2’.
3. **For additional information for Metro, TANK** [Transit Authority of Northern Kentucky], ride share and alternative transportation, press or say three ‘3’.

## ***Cincinnati/Northern Kentucky*** *...continued*

“Welcome to the ARTIMIS alternative transportation information Hotline, please listen to the following options available:

- a To be transferred to Cincinnati Metro bus service, press or say one ‘1’.
- b To be transferred to TANK bus service, press or say two ‘2’.
- c To be transferred to rideshare, press or say three ‘3’.
- d To be transferred to airport shuttle and limousine service, press or say four ‘4’.
- e To be transferred to Butler County RTA, press or say five ‘5’.
- f To be transferred to Warren County Transit Service, press or say six ‘6’.
- g To be transferred to Claremont County Transportation Connection, press or say seven ‘7’.
- h To return to the main menu, press or say nine ‘9’”.

**Connection/Referral to Transit Systems?** Yes

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 866-511-3352

**Co-branded Website:** [www.JAX511.com](http://www.JAX511.com)

## **OPENING GREETING**

“You've reached the Northeast Florida travel information service brought to you by the Florida Department of Transportation. Say "main menu" to return to this menu. Press '88' or 'tt.' at anytime to switch to touch tone mode. Now do you want information about highways, public transit, airports, sports complex, other parts of the State or press the pound '#' key to tell us what you think.”

**911 Citation?** No

## **BASIC MENU**

1. Highways
2. Public Transit
3. Airports
4. Sports Complex
5. Other 511 Systems Within the State
- # Tell us what you think.

## **TRANSIT MENU**

Jacksonville Transit Authority

**Connection/Referral to Transit Systems?** Yes

**Ability to navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Northwest Florida, Southeast Florida, Southwest Florida, Central Florida, Tampa Bay

**Date:** June 2008

# *Missouri – St. Louis Gateway*

**Phone Number:** 877-478-5511

**Co-branded Website:** [<http://www.modot.org/stlouis/index.htm>]

## **OPENING GREETING**

“Traffic.com. Hello and welcome to Gateway Guide 511 Traveler Information Service brought to you by Missouri (MO) DOT. For other transportation options please say ‘directory’ at any time. What road do you want?”

**911 Citation?** No

## **BASIC MENU**

[Note: “Say ‘directory’ to hear the following: “Here are a few important numbers to help you get around St. Louis.”]

1. To reach MO DOT, call 1-888-275-6636
2. For Missouri Highway Patrol, phone 1-800-525-5555
3. Illinois DOT is at 1-217-782-7820
4. St. Louis Metro Information is at 1-314-231-2345
5. Missouri Road Conditions is at 1-800-222-6400

“Just say ‘Directory’ at any time to hear this list again. What road do you want?”

## **TRANSIT MENU**

St. Louis Metro Information: 1-314-231-2345.

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes.

**Transfer to other 511 systems?** No.

**Transfer to what other systems?** N.A.

**Date:** May 2008

# *Orlando/Central Florida*

**Phone Number:** 866-510-1930

**Co-branded Website:** [www.fl511.com](http://www.fl511.com)

## **OPENING GREETING**

“Welcome to Central Florida’s travel information system. Say highways or press one ‘1,’ say public transportation or press two ‘2,’ say airports or press three ‘3,’ say Port Canaveral or press four ‘4,’ say other parts of the State or press five ‘5,’ or you can say "feedback" or press the pound key ‘#’ to tell us what you think.”

**911 Citation?** No

## **BASIC MENU**

[Note: To switch to touch-tone mode, press ‘88’]

1. Highway Conditions
2. Public Transportation
3. Airports
4. Port Canaveral
5. Other Parts of the State
- # Feedback

## **TRANSIT MENU**

“I can transfer you to transit information, ACCESS LYNX or carpools. Say “transit information” or press one ‘1.’ Say “ACCESS LYNX” or press two ‘2’. Say “carpool” or press three ‘3’.”

### **1. Transit Information.**

You have reached LYNX customer service. For fixed route bus assistance press one ‘1’; for lost and found press two ‘2’; for customer relations, concerns, compliments, and suggestions press three ‘3’; for information concerning advertising press four ‘4’; for ACCESS LYNX press five ‘5’; for LYNX jobline press eight ‘8’; for carpools and van pools transportation assistance press nine ‘9’; to repeat this message press seven ‘7’.”

1. Fixed Route Bus Assistance
2. Lost and Found
3. Customer Relations
4. Information Concerning Advertising
5. ACCESS LYNX



## *Orlando/Central Florida* ... continued

- 6. Repeat Message
- 7. LYNX Job Line
- 8. Carpools and Vanp

### **2. ACCESS LYNX**

- a. “To check on the arrival of your vehicle for today, select option three ‘3’.
- b. If you would like to make a reservation for tomorrow or up to seven days in advance, cancel trips more than one day in advance or make multiple trip changes, select option four ‘4’.
- c. To make comments or suggestions about ACCESS LYNX, select option five ‘5’.
- d. Questions concerning eligibility, select option six ‘6’.
- e. To schedule a pick up, select option eight ‘8’.
- f. To cancel your reservation for today with less than 24 hours notice, select option seven ‘7’.

### **3. Carpool**

“You have reached the LYNX Ride Share Line for Carpooling, Vanpooling to work and Adopt a Stop program,. If you are calling to make door-to-door pickup for persons with special needs, please contact ACCESS LYNX Department at 407-423-8747. Otherwise, Please leave your name, number and a brief message and we will get back to you.” *Note:* An employee responds to inquiries from 8:00 am to 5:00 pm Monday through Friday.

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Northeast Florida, Southeast Florida, Southwest Florida, Tampa Bay, and Statewide Florida

**Date:** May 2008

# *Sacramento/Northern California*



**Phone Number:** 877-511-TRIP [8747]

**Co-branded Website:** [www.sacreregion511.org](http://www.sacreregion511.org)

## **OPENING GREETING**

“Welcome to 511 your travel guide to the Sacramento Region and Northern California. For English press one ‘1’ [Spanish Insert]. For Sacramento, Yolo, Placer, El Dorado, Yuba and Sutter Counties press one ‘1’; for Bay Area 511 System press two ‘2’; for all other northern California areas including the Tahoe Basin press three ‘3’; for the National Weather Service, other 511 systems or 50Corridor.com information press four ‘4’.”

**911 Citation:** No

## **BASIC MENU**

1. Sacramento, Yolo, Placer, El Dorado, Yuba and Sutter Counties
  - a. Highway Information, press one ‘1’
  - b. Transit Information Including Public Transit Service to the Sacramento International Airport, press two ‘2’
  - c. Car Pooling, Van Pooling, Bicycling or Telecommuting, press three ‘3’
  - d. Amtrak Information, press four ‘4’
2. Bay Area 511 System, press two ‘2’ [Note: Press zero ‘0’ for the touch tone menu listed below.]
  - a. Traffic menu, press one ‘1’
  - b. Public Transportation menu. press two ‘2’
  - c. Translink, press three ‘3’
  - d. My 511, press four ‘4’
  - e. Ridesharing, press five ‘5’
  - f. Bicycling, press six ‘6’
  - g. Fast-Trax, press seven ‘7’
  - h. Sacramento 511, press eight ‘8’
  - i. Traffic conditions, press nine ‘9’
  - j. Driving Times, press ten ‘10’
  - k. Airports, press eleven ‘11’
  - l. Paratransit, press twelve ‘12’
  - m. Transit Agencies, press thirteen ‘13’
  - n. Muni, press fifteen ‘15’
  - o. BART, press sixteen ‘16’
  - p. BTA, press seventeen ‘17’

## *Sacramento/Northern California* ...Continued

- q. Cal-train, press eighteen '18'
  - r. Golden Gate Transit, press nineteen '19'
  - s. San-Tran, press twenty '20'
  - t. All-Nighter, press twenty-one '21'
3. All Other Northern California Areas Including the Tahoe Basin
- a. Highway Information, press one '1'
  - b. Transit Information for the Tahoe-Truckee Area, Nevada, Butte, and Glenn Counties, press two '2'
  - c. Carpooling, Vanpooling, Bicycling, or Telecommuting, press three '3'
  - d. Amtrak Information, press four '4'
4. National Weather Service, Other 511 Systems, for 50Corridor.com Information
- a. National Weather Service, press one '1'
  - b. Nevada 511 System, press two '2'
  - c. Oregon 511 System, press three '3'
  - d. 50Corridor.com Information, press four '4'

### **TRANSIT MENU**

1. **“For Sacramento County transit** information including public transit service to the Sacramento International Airport, press one ‘1’”
- a. Regional Transit Bus and Light Rail Information, press one '1'
  - b. Public transit service to the Sacramento International Airport, press two '2'
  - c. Paratransit Service, press three '3'
  - d. Folsom Stage Line, press four '4'
  - e. CSUS [California State University-Sacramento] Shuttle, press five '5'
  - f. South County Transit, press six '6'
  - g. E-tran in Elk Grove, press seven '7'
2. **“For Yolo County transit** information including public transit service to the Sacramento International Airport, press two ‘2’”
- a. Yolobus including public transit service to the Sacramento International Airport, press one '1'
  - b. Unitrans [University Transport System] Bus Service, press two '2'
  - c. Davis Community Transit curb to curb transportation service with priority to qualified elderly and disabled persons, press three '3'

## **Sacramento/Northern California** ...continued

3. **“For Placer and El Dorado Counties transit information, press three ‘3’”**
  - A. **Placer County Transit press one ‘1’**
    - a. CTSA [Consolidated Transportation Services Agency] for the elderly and disabled persons including Auburn, Granite Bay, Rockland and Lewis Dial-a-Ride press two ‘2’
    - b. City of Roseville Transit including commuter service press three ‘3’
    - c. City of Auburn Transit press four ‘4’
    - d. City of Lincoln Transit press five ‘5’
    - e. North Lake Tahoe-Truckee Transit press six ‘6’
    - f. Addition questions concerning transit services in Placer County press seven ‘7’
  - B. **El Dorado County Transit Services** including commuter services, press two ‘2’
4. **“For Yuba and Sutter Counties transit information including Sacramento commuter service, press four ‘4’**
5. **“For Tahoe-Truckee Area and Nevada County press one ‘1’”**
  - a. North Lake Tahoe-Truckee Transit, press one ‘1’
  - b. Gold Country Stage serving Western Nevada County and Auburn, press two ‘2’
  - c. Blue-Go Transit serving South Lake Tahoe, press three ‘3’
6. **“For Butte and Glenn Counties press two ‘2’”**
  - A. Butte County Transit press one ‘1’
    - a. Chico Area Transit, press one ‘1’
    - b. Oroville Area Transit, press one ‘1’
    - c. Paradise Express, press one ‘1’
  - B. Glenn County Transit including Glenn Ride with service to Chico, press two ‘2’

**Connection/Referral to Transit Systems:** Yes

**Ability to Navigate up the Menu:** Yes

**Transfer to other 511 systems:** Yes

**Transfer to what other systems:** Nevada, Oregon

**Date:** May 2008



**Phone Number::** 800-215-4551

**Co-branded Website:** [www.511sd.com/](http://www.511sd.com/)

## **OPENING GREETING**

“Welcome to 511 San Diego County's new traffic, transit, and travel information service. All your 1-800 commute connections and more are available on 511. Also visit us on the web at: [www.511sd.com](http://www.511sd.com) . Main menu: [Note: Press one '1' if you want the instructions in Spanish] I can give you information on: traffic, public transportation, roadside assistance, ridesharing, or more choices-- [airports, Fastrak, bicycling, guaranteed ride home, traffic conditions, driving times, border crossing.] If you would like to hear these again say "repeat". Which would you like? "

**911 Citation:** No

## **BASIC MENU**

1. Traffic
- 2 Public Transportation
- 3 Road Side Assistance
- 4 Ride Sharing
- 5 More Choices
  - a. Airports
  - b. Fastrak
  - c. Bicycling
  - d. Guaranteed Ride Home
  - e. School Pool
  - f. Traffic Conditions
  - g. Driving Times
  - h. Border Crossing

## **TRANSIT MENU**

1. Buses
  - a. Lost and Found
  - b. Automated Trip Planner
  - c. Departure Times
  - d. Operator
- 2 Trolleys
  - a. Lost and Found
  - b. Operator
- 3 The Coaster
  - a. Lost and Found
  - b. Special Events Operator

## *San Diego* ... continued

### 4. Paratransit

Caller must name the paratransit agency or city

- a. Commuter Train
- b. Transfers caller to AMTRAK, Metro-link, or the Coaster or information on the Sprinter train

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** No

**Transfer to what other systems?** N.A.

**Date:** May 2008



**Phone Number:** 866-736-7433

**Co-branded Website:** [www.511.org](http://www.511.org)

## **OPENING GREETING**

"Welcome to the Bay Area's 511. Main menu: I can give you information on: traffic, public transportation, translink, or more choices. Say which you'd like? Or press zero '0' for touch tone."

**911 Citation:** No

## **BASIC MENU**

(To start over at any time just say "main menu" )

1. Traffic, press one '1'
2. Public Transportation, press two '2'
3. TransLink, press three '3'
4. My 511, press four '4'
5. Ride Sharing, press five '5'
6. Bicycling, press four '4'
7. FasTrak, press five '5'
8. Sacramento 511, press '8'
9. Traffic Conditions, press nine '9'
10. Driving Times, press ten '10'
11. Airports, press eleven '11'
12. Paratransit, press twelve '12'
13. Transit Agencies, press thirteen '13'
14. AC Transit, press fourteen '14'
15. MUNI, press fifteen '15'
16. BART, press sixteen '16'
17. VTA, press seventeen '17'
18. Cal-train press eighteen '18'
19. Golden Gate Transit , press nineteen '19'
20. Santran press twenty '20'
21. All-nighter Service, press twenty-one '21'

## **TRANSIT MENU**

1. **Transit Agencies** - You need to know the name of the transit agency or provide the name of the city you are traveling from.
  - a. AC Transit
  - b. Caltrain Central Contra Costa TA
  - c. Valley Transportation Authority
  - d. Samtrans [San Francisco Muni]

## *San Francisco* ... continued

- e. San Mateo County TD
- f. Tri-Delta Transit
- g. Vallejo Transit
- h. Golden Gate Transit [GGT]
  - 1. Ferry      2. Bus
- i. BGF [Blue and Gold Ferry]
- j. AITFC [Angel Island-Tiburon Ferry Company]
- k. San Francisco BART [Bay Area Rapid Transit]
  - l. San Mateo CityBus
- m. Modesto MAX [Modesto Area Express]
- n. San Joaquin RTD [Regional Transportation]
- o. HBF [Harbor Bay Ferry]
- p. Capitol Corridor
- q. VBF [Vallejo Baylink Ferry]
- r. WestCAT [Western Contra Costa Transit Authority]
- s. Wheels [Livermore/Amador Valley Transit Authority, LAVTA]
- t. UCT [Union City Transit]
- u. EGR [Emery GoRound]
- v. AOFS [Alameda/Oakland Ferry Service]
- w. ACE [Altamont Commuter Express]

**2 Trans Links** - Transfers you to the translink customer service center.

**3. Commuter Incentives** - Programs that provide commuters with monetary rewards as alternatives to traveling alone.

**4. Airports**

- a. San Francisco International
- b. Oakland International
- c. San Jose
- d. Sacramento

**5. Paratransit** - You need to know the name of the county or provide the name of the city you are traveling from.

- a. SFP [San Francisco Paratransit]
- b. EBPC [East Bay Paratransit Consortium]
- c. Wheels Dial-a-Ride [City of Pleasanton Paratransit Service]
- d. Union City Paratransit

**6. All-nighter Service** - Transfers you to all-nighter service operator.

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Sacramento

**Date:** May 2008



# *Southeast Florida*

**Phone Number:** 866-914-3838

**Co-branded Website:** [www.southflorida511.com](http://www.southflorida511.com)

## **OPENING GREETING**

“You’ve reached the Sun Guide traffic and public transit travel information service for South Florida--brought to you by the Florida Department of Transportation and the Miami-Dade Expressway Authority. [Para Espanol---Spanish text insert]. Please note that our system has changed. If you already know your route code, enter it followed by the pound ‘#’ or number sign key instead of the star ‘\*’ key. Now you can choose to hear information about: highways, public transit, other services or other 511 systems? Which would you like? “

**911 Citation:** No

## **BASIC MENU**

[Note: Press eight-eight ‘88’ to switch to touch tone only mode]

“Press one ‘1’ for highways; press two ‘2’ for public transit; press three ‘3’ for other services; press four ‘4’ for other 511 systems; to give feedback press the pound ‘#’ key and press the star ‘\*’ key .to hear your options again.”

1. Highways
2. Public Transit
3. Other Services
4. Other 511 Systems
5. Feedback

## **TRANSIT MENU**

”Welcome to the Sun Guide public transit travel information service line. If you need instructions say ‘help’. You can press eight-eight ‘88’ or ‘tt’ for touch tone. Press one ‘1’ for Broward County Transit, press two ‘2’ for Miami-Dade, press three ‘3’ for Palm Tran, press four ‘4’ for Tri-Rail or press five ‘5’ for South Florida’s Ride Sharing and Emergency Ride Services. Press the star ‘\*’ key to hear your options again.”

### **1. Broward County Transit**

- a. Schedule, press ‘1’
- b. Fares, press ‘2’
- c. General Information, press ‘3’
  1. For the Lost and Found Department, press ‘1’
  2. For Special Events, press ‘2’
  3. To talk to an agent who can assist you with trip planning, press ‘3’
  4. To make a comment, complaint or suggestion, press ‘4’

## *Southeast Florida* ... continued

5. For More Options, press '5'
  - a. To learn about taking your bicycle on the bus or wheelchair accessibility, press '1'
  - b. For maps and schedules by mail, press '2'
  - c. Or to learn about TOPS [Transportation Options] for those with disabilities that prevent them from using regular fixed route bus transportation, press '3'
6. Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

### **2. Miami-Dade Transit**

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
  1. For the Lost and Found Department, press '1'
  2. For Special Events, press '2'
  3. To talk to an agent who can assist you with trip planning, press '3'
  4. To make a comment, complaint or suggestion, press '4'
  5. For More Options, press '5'
    - To learn about taking your bicycle on transit, press '1'
    - To hear about wheelchair accessibility, press '2'
    - For maps and schedules by mail, press '3'
    - Or to learn about special transportation services for those who can not use regular public transportation, press '4'
  6. Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

### **3. Palm Tran**

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
  1. For the Lost and Found Department, press '1'
  2. For Special Events, press '2'
  3. To talk to an agent who can assist you with trip planning, press '3'
  4. To make a comment, complaint or suggestion, press '4'
  5. For More Options, press '5'
    - To learn about taking your bicycle on the bus and wheelchair accessibility, press '1'

## *Southeast Florida* ... continued

- For maps and schedules by mail, press '2'
- Or to learn about special transportation services for those who can not use regular public transportation, press '3'
- 6. Or to select another transit system, press '6' now
- d. To Choose another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

### **4: Tri- Rail**

- a. Schedule, press '1'
- b. Fares, press '2'
- c. General Information, press '3'
  - For the Lost and Found Department, press '1'
  - For Special Events, press '2'
  - To talk to an agent who can assist you with trip planning, press '3'
  - To make a comment, complaint or suggestion, press '4'
  - For More Options, press '5'
    - To learn about taking your bicycle on the train or wheelchair accessibility, press '1'
    - For maps and schedules by mail, press '2'
    - Or to select another transit system, press '6' now
- d. To Choose Another Transit Authority, press '4'
- e. To return to this menu, press '9' at any time

### **5: South Florida's Ridesharing and Emergency Ride Services**

"Commuters who use transit at least three times a week are eligible for the emergency ride home program. It will provide free taxi service in emergency situations for registered commuters in Broward, Miami-Dade, and Palm Beach Counties twenty-four hours a day, seven days a week. I can transfer you to the customer service center at 1-800-234-RIDE [7433] twenty-four hours a day. Would you like to be transferred? Press '1' for yes or '2' for no."

**Connection/Referral to Transit Systems?** Yes

**Ability to Navigate up the Menu?** Yes

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Central Florida, 511 Tampa Bay, Florida Statewide

**Date:** May 2008

# *Southwest Florida*

**Phone Number:** 866-511-3352

**Co-branded Website:** [www.southwestflorida511.com](http://www.southwestflorida511.com)

## **OPENING GREETING**

“You have reached the Southwest Florida travel information service brought to you by the Florida Department of Transportation. Say "main menu" to return to this menu. Press ‘88’ or ‘tt.’ at any time to switch to touch tone mode. For highways press one ‘1’, for public transit press two ‘2’, for the airport press three ‘3’, for other 511 systems press four ‘4’, to give feedback press the pound ‘#’ key . Press the star ‘\*’ key to hear your options again.”

**911 Citation? No**

## **BASIC MENU**

1. Highways
2. Public Transit
3. Airport
4. Other 511 Systems
- # Tell us what you think
- \* To hear options again

## **TRANSIT MENU** [Automatic transfer]

1. For Lee Tran (Lee County Transit) press one '1'
2. For Charlotte Transit press two '2'
3. For Collier Area Transit (CAT) press three '3'

**Connection/Referral to Transit Systems? Yes**

**Ability to navigate up the Menu? Yes**

**Transfer to other 511 systems? Yes**

**Transfer to what other systems?** Central Florida, Florida Statewide, Northeast Florida, Southeast Florida, Southwest Florida, 511 Tampa Bay

**Date:** June 2008

# Tampa Bay

**Phone Number:** 800-576-3886

**Co-branded Website:** [www.511tampabay.com](http://www.511tampabay.com)

## **OPENING GREETING**

“Welcome to 511 Tampa Bay. Do you want traffic or other services? If you are new to 511 Tampa Bay, try saying ‘help’ now.” Do you want traffic information on select Tampa area roads or other services? If you select other service you will be able to hear about transit problems, find information on major events, leave a comment for 511 Tampa Bay or connect to another 511 provider? To reach a different 511 system say “transfer.” Say “help” anytime for assistance with the current main menu. Say “main menu” to get back to the menu at anytime. Say “full report” or press ‘99’ on your keypad to get a full report on traffic, transit or event menus. Its ok to interrupt me at anytime.”

**911 Citation:** No

## **BASIC MENU**

1. Traffic conditions
2. Transit
3. Events
4. Other 511 System

## **TRANSIT MENU.**

You need to know the name of the mass transit system, airport, or seaport.

*Note:* For non-residents, to identify transit agencies, say “list.”

1. Lakeland Area Mass Transit Citrus “Connection number is 863-688-7433”
2. Hartline [Hillsborough Area Regional Transportation] “Information number is: 813-254-4278 “
3. Manatee County Area Transit [MCAT] “MCAT number is 941-747-8621 ex 227”
4. Pasco County Public Transportation [PCPT] “Information number is 727-834-3322”
5. St Petersburg-Clearwater International Airport “General Information number is 727-453-7800”
6. Port of Tampa “Main Office number is 813-905-7678 or 800-741-2297”
7. Sarasota Bradenton Airport “General Information number is 941-359-2770”
8. PSTA [Pinellas Suncoast Transit Authority] “Info line number is 727-530-9911”
9. Tampa International Airport “General Information number is 813-870-8770:”
10. Tampa Union Station “Service number is 800-USA-RAIL [800-872-7245]”

**Connection/Referral to Transit Systems?** Yes, if you know the name of the system you will be given contact information.

**Ability to Navigate up the Menu?** Yes, just say “main menu” at any time.

**Transfer to other 511 systems?** Yes

**Transfer to what other systems?** Statewide Florida, Orlando, Miami-Dade County

**Date:** June 2008

## ***Forty-One 511 Systems: Areas of Commonality and Uniqueness***

1. *Thirty-eight systems* begin their 511 menus with highway/traffic information. [Washington State 511 begins its menu with transit 'ferry service' information, New Jersey 511 menu starts with urban areas, Georgia 511 menu begins with reports on incidents, accidents and motor assistance]
2. *Forty systems* have co-branded web sites [One system has no web site: Utah]
3. *Thirty-one* are Statewide systems [Ten are metro: Central Florida, Cincinnati/ Northern Kentucky, Northeast Florida, Sacramento/ Northern California, San Diego, San Francisco Bay Area, Southeast Florida, Southwest Florida, St. Louis Gateway, Tampa Bay]
4. *Thirty systems* provide weather information usually associated with road conditions affecting the interstate and State highways - [Alaska, California Eastern Sierra, Cincinnati/Northern Kentucky, Colorado, Georgia, Idaho, Iowa, Kansas, Kentucky Statewide, Louisiana, Maine, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, New Mexico, Nevada, North Carolina, North Dakota, Rhode Island, Sacramento/Northern California, San Diego, South Dakota, Southwest Florida, Tennessee, Vermont, Virginia, Washington State, Wyoming]
5. *Twenty-two systems* provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Central Florida, Georgia, Maine, Massachusetts, Minnesota, New Hampshire, Northeast Florida, North Carolina, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, San Diego, Southeast Florida, Southwest Florida, St. Louis Gateway, Tampa Bay, Utah, Vermont, Virginia, Washington State]. *Fourteen systems* will automatically transfer, if requested, to a transit provider [Arizona, Cincinnati/Northern Kentucky, Georgia, Maine, Massachusetts, Minnesota, North Carolina, Orlando/Central Florida, Sacramento/Northern California, San Diego, San Francisco Bay Area, Southeast Florida, Southwest Florida, Virginia]. The transit information is for bus, rail and ferry services and sometimes airport services as well. This transit information may also include Para-transit, Dial-a-Ride and route deviation services available to those local residents who are eligible for these services.
6. *Twenty systems* will transfer the caller to another 511 system [Central Florida, Florida Statewide, Georgia, Kentucky Statewide, Maine, Nevada, New Hampshire, New Mexico, North Carolina, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, Southeast Florida, Southwest Florida, Tampa Bay, Tennessee, Utah, Vermont, Virginia, Washington State]
7. *Sixteen systems* provide an opportunity for the caller to give feedback on the 511 service [Alaska, Arizona, Cincinnati/ Northern Kentucky, Florida Statewide, Kentucky Statewide, Louisiana, Minnesota, New Hampshire, New Jersey, North Carolina, Oregon, Southeast Florida, Southwest Florida, Tennessee, Vermont, Virginia]

***Forty-One 511 Systems:  
Areas of Commonality and Uniqueness...continued***

8. *Eleven systems* provide the caller with information on tourism sites within the State [Arizona, Georgia, Idaho, Kentucky Statewide, Maine, Montana, New Hampshire, Rhode Island, Southwest Florida, Vermont, Wyoming]
9. *Nine systems* provide information on ferry or water transport services [Alaska, Maine, Massachusetts, North Carolina, San Francisco Bay Area, Rhode Island, Utah, Vermont, Washington State]
10. *Six systems* use a motto for their 511 systems: "Travel in the Know" [Alaska], "Keep Moving" [Northeast Florida], "We'll Get You There" [Georgia], "Keeps Central Florida Moving" [Central Florida], "We're Here to Get You There" [California Eastern Sierra], "Know Before You Go" Southwest Florida].
11. *Six systems* caution callers to hang up and call 911 if in an emergency situation [Kansas, Massachusetts, Nebraska, New Mexico, Rhode Island and South Dakota]
12. *Two 511 systems* share a common website [Central Florida and Florida Statewide].



# ***KNOW BEFORE YOU GO***



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