



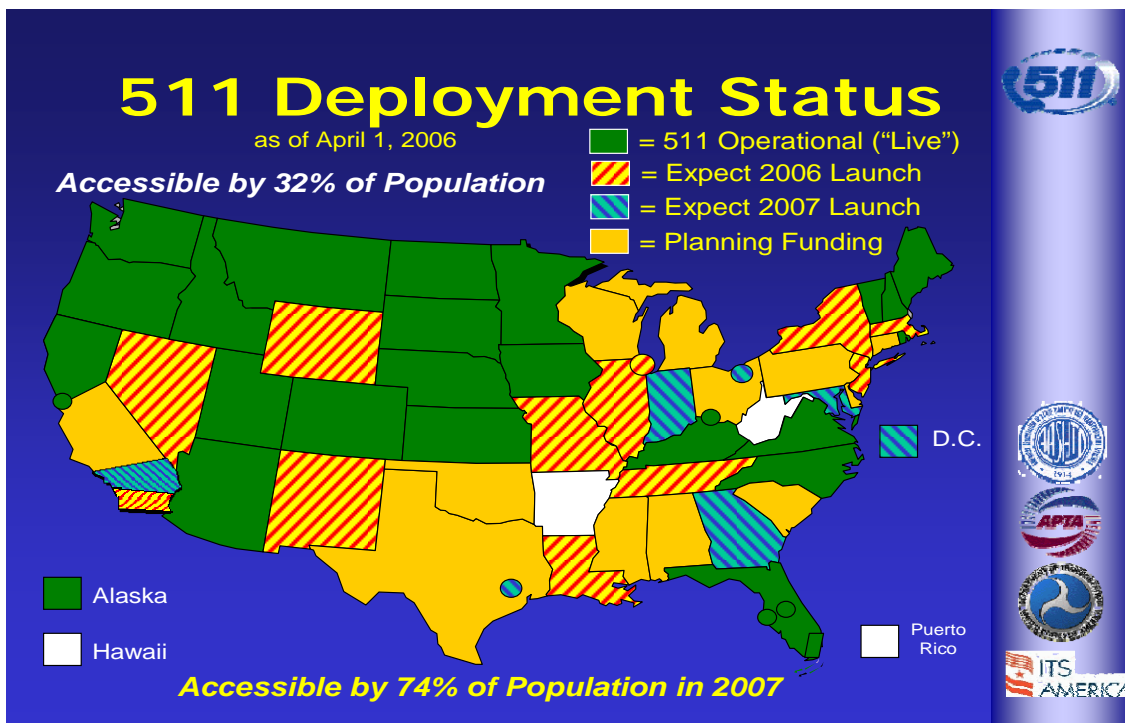
U.S. Department of Transportation



April 1, 2006



Profiles of Traveler Information Services



Nationwide Deployment Areas

Draft Copy



29 Telephone Services for Travelers

FOREWORD

Profiles of 511 Traveler Information Services 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. The report provides descriptive profiles of each of the twenty-nine 511 traveler information services in operation in the United States, as of April 1, 2006. It also includes a listing of the *Twenty-nine 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. This 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 information is available Online at [<http://www.fta.dot.gov>]

Highlights - Of the 29 systems profiled in this report, 26 systems have co-branded websites. Sixteen (16) systems provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Maine, Minnesota, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, Southeast Florida, Tampa Bay, Utah, Vermont, Virginia, Washington State]. Nine systems automatically transfer a caller, if requested, to a transit provider [Arizona, Cincinnati/Northern Kentucky, Maine, Minnesota, North Carolina, Orlando/Central Florida, Sacramento/Northern California, Southeast Florida, Virginia].

The 511 National Vision – 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 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 Available at [<http://www.deploy511.org>]



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Notice:

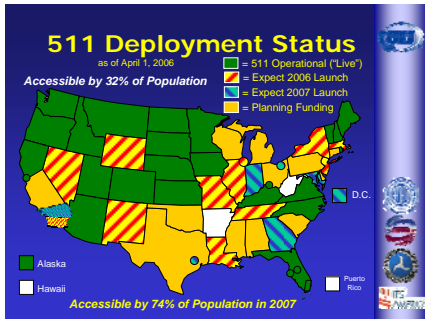
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*Profiles of 511 Traveler Information Services
Available From:*

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

- Online at [www.fta.dot.gov]



FRONT COVER MAP

The solid green areas on the front cover map depict states and regions with active 511 services. 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 511 Transit Content [<http://www.deploy511.org/docs/511%202005%20NPR%20Final.pdf>] and view [Florida's 511 report](#) .

See also the 2006 511 Deployment Status Map, last updated: Tuesday, April 4, 2006 11:00 AM
 Download the power point slide (2006 map)
[\[http://www.deploy511.org/docs/511%20Deployment%20Status_April1_2006.jpg\]](http://www.deploy511.org/docs/511%20Deployment%20Status_April1_2006.jpg)



Deployment Table

DEPLOYMENT NAME	TRANSIT CONTENT	AUTOMATIC TRANSFER	WEB SITE	TELEPHONE
1. Alaska	No		www.511.alaska.gov	866-282-7577
2. Arizona	Yes	Yes,	www.az511.com	888-411-ROAD/7623
3..Cincinnati/North ern Kentucky	Yes	Yes.	www.artimis.org .	513-333-3333
4. Colorado	No		www.cotrip.org	303-639-1111
5. Florida	No		www.fl511.com	866-511-3352
6. Iowa	No		www.dot.state.ia.us/511	800-288-1047
7. Idaho	No		www.511.idaho.gov	888-432-7623
8. Kansas	No		www.511.ksdot.org	800-585-ROAD/7623 or 866-511-KDOT/5368
9. Kentucky	No		www.511.ky.gov	866-737-3767
10. Maine	Yes + Ferry	Yes.	www.511maine.com	866-282-7578
11. Minnesota	Yes	Yes.	www.511mn.com	800-542-0220
12. Montana	No		www.mdt.state.mt.ustravinfo511	800-226-7623
13. Nebraska	No		None	800-906-9069
14. Nevada	No		www.nevadadot.com	877-687-6237
15. New Hampshire	Yes, bus only	No.	www.nh.gov/dot/511	866-282-7579
16. North Carolina	Yes	Yes.	www.ncsmartlink.org/511	877-511-INNC/4662
17. North Dakota	No		www.state.nd.us/dot/divisions/maintenance/511_nd.html	866-MY-ND-511 [866-696-3511]
18. Oregon	No		www.TripCheck.com	800-977-ODOT/6368 or 1-503-588-2941
19. Orlando [Central Florida]	Yes	Yes.	www.fl511.com	866-510-1930
20. Rhode Island	Yes	No.	None	888-401-4511
21. Sacramento/ northern California	Yes	Yes	www.sacreregion511.org	877-511-TRIP/8747

DEPLOYMENT NAME	TRANSIT CONTENT	AUTOMATIC TRANSFER	WEB SITE	TELEPHONE
22. San Francisco	Yes	No	www.511.org	510-817-1717
23. South Dakota	No		www.sddot.com/511.asp	866-MY-SD-511 [866-697-3511]
24. Southeast Florida	Yes	No.	www.southflorida511.com	866-914-3838
25. Tampa Bay	Yes	No	www.511tampabay.com	800-576-3886
26. Utah	Yes	No.	None	866-511-UTAH (8824)
27. Vermont	Yes	No	www.511vt.org	800-ICY-ROAD (429-7623)
28. Virginia	Yes	Yes	www.511virginia.org	800-578-4111
29. Washington State	Yes	Yes	www.wsdot.wa.gov/traffic/511	360-570-2301

3/21/2008

Alaska



Phone Number: 866-282-7577

Co-branded Website: 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
7. Help with 511

Transit Menu: None

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: March 27, 2006

Arizona



Phone Number: 888-411-ROAD (7623)

Co-branded Website: 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
2. Transit
3. Airports
4. Tourism
5. Quick Report [on the metro region]
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
- b. Navajo Transit System
- c. Salt River Pima America Transit Service

4. Rural Areas - North

- a. Bull Head Area Transit System
- b. Cottonwood Area Transit System
- c. Lake Havasu City Transit
- d. Show Low Pinetop Four Seasons Transit
- e. Kingman Area Regional Transit

Arizona  ... *continued*

5. Rural Areas - South

- a. City of Bisbee Transit System
- b. Coolidge Express
- c. Miami Transit
- d. Pima County Transit
- e. Sierra Vista's Vista Transit
- f. Sunsites Transportation in the City of Pierce

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: March 27, 2006

Cincinnati/Northern Kentucky



Phone Number: 513-333-3333

Co-branded Website: 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 listen carefully for our menu selection has changed; 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'.

“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 ride share, 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'.

Cincinnati/Northern Kentucky *...continued*

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' "

4. 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: March 6, 2006

Colorado



Phone Number: 303-639-1111

Co-branded Website: www.cotrip.org

Opening Greeting

“Welcome to the Colorado Department of Transportation information hotline. This information is also available on the web at: ‘cotrip.org’ or wireless at ‘go.cotrip.org’. For statewide road and weather conditions, press one ‘1’; for scheduled road construction and maintenance activities, press two ‘2’; for T-REX [Transportation Expansion] information, press three ‘3’.”

911 Citation? No

Basic Menu

1. Statewide Road and Weather Information
2. Scheduled Road Construction and Maintenance Activities
3. T-REX Information

“For T-REX information you can call 303-786-TREX [8739] or you can look it up on the world wide web - keyword T-REX Project.”

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? N.A.

Transfer to other 511 systems? No

Transfer to what other systems? N.A

Date: February 1, 2006

Florida Statewide



Phone Number 866-511-3352

Co-branded Website www.fl511.com:

Opening Greeting

“Welcome to Florida’s statewide Sun Guide travel information system. We have updated our 511 menu. You can ask for a highway and then a city for a specific report. I can get you information on major roads throughout the State or more detailed information in Southeast Florida, Tampa Bay or Central Florida. What would you like? Say “highway” or press one ‘1’, say “Southeast Florida” or press two ‘2’, say “Tampa Bay” or press three ‘3’, say “Central Florida” or press four ‘4’ or you can say “feedback” or press the pound ‘#’ key to tell us what you think.”

911 Citation? No

Basic Menu

1. Highway
2. Southeast Florida
3. Tampa Bay
4. Central Florida
5. Feedback

Transit Menu None

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, Tampa Bay or Orlando/Central Florida

Date: March 10, 2006

Iowa



Phone Number: 800-288-1047

Co-branded Website: 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 None

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: January 11, 2006

Idaho



Phone Number: 888-432-7623

Co-branded Website: 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. 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 None

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: February 27, 2006

Kansas



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

Co-branded Website: www.511.ksdot.org or www.ksdot.org

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 Nebraska highways press or say three ‘3’; for road and weather information in other neighboring States press or say four ‘4’”

911 Citation? Yes, in opening greeting

Basic Menu

[Note: For information about traveling in Minnesota, Montana, Nebraska, North Dakota and South Dakota visit the website at [www.safetravelusa.com]

1. Kansas Turnpike System
2. Kansas Highways
3. Nebraska Highways
4. Road and Weather Information in other Neighboring States
 - a. For Missouri Highways, please call: 1-800-222-6400
 - b. For Colorado Highways, please call: 303-639-1111
 - c. For Oklahoma Highways, please call: 405-425-2385

Transit Menu None

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: March 24, 2006

Kentucky Statewide



Phone Number: 866-737-3767

Co-branded Website: 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 states surrounding Kentucky, 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 States Surrounding Kentucky
6. Comments on 511
7. Help with 511

Transit Menu None

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

Date: January 18, 2006

Maine



Phone Number: 866-282-7578

Co-branded Website: 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. 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

[You can reach the main menu by pressing zero ‘0’ at any time]

1. Highway Traffic
2. Road Weather
3. Regional Summary
4. Acadia National Park
5. Tourism
6. Ferry Service and Transit
7. Other States
8. Help with 511

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]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. I can transfer you. Would you like to be transferred?”
2. **Transit service.** “For bus information in the State of Maine you can visit [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 transfer.red? 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.”

Connection/Referral to Transit Systems? Yes

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Vermont, New Hampshire

Date: January 18, 2006

Minnesota



Phone Number: 800-542-0220

Co-branded Website: www.511mn.com

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. Comment on 511
6. Help with 511

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: March 24, 2006

Montana



Phone Number: 800-226-7623

Co-branded Website: www.mdt.state.mt.ustravinfo511

Opening Greeting

“Welcome to the Montana 511 travelers information system. Some menu options have changed, please listen carefully. This system uses voice recognition. To enable this feature, 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
2. Glacier Park Tourist Information
3. Information in Other States
 - a. For North Dakota Highways, press one ‘1’
 - b. For South Dakota Highways, press two ‘2’
 - c. For Road and Weather Information in Other Neighboring States, press three ‘3’
 1. Idaho Highways, please call: 208-336-6600
 2. Wyoming Highways, please call: 307-772-0824
 - d. For Montana Highways, press four ‘4’

Transit Menu None

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: January 6, 2006

Nebraska



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 this feature, press the star ‘*’ key now”.

911 Citation? Yes, in opening greeting

Basic Menu

1. Nebraska highway press one ‘1’
2. Kansas highways press two ‘2’
3. South Dakota highways press three ‘3’
4. Road weather information in other neighboring states press four ‘4’
 - a. For Wyoming highways please call 307-772-0824
 - b. Four Colorado highways please call 303-639-1111
 - c. For Iowa highways please call 1-800-288-1047

Transit Menu None

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: March 8, 2006

Nevada



Phone Number: 877-687-6237

Co-branded Website: www.nevadadot.com

Opening Greeting

“You have reached the Nevada Department of Transportation’s road information system. Please standby for updated road conditions. Chains or snow tires may be required during winter storms. Highway conditions may change after you receive this report. Press nine ‘9’ for the main menu now. To replay a route press one ‘1’. To advance to the next route press two ‘2’.”

911 Citation? No

Basic Menu [To hear menu press nine ‘9’]

“To select one specific roadway press one ‘1’; for winter road conditions in western Nevada press two ‘2’; for eastern Nevada press three ‘3’; for southern Nevada press four ‘4’; to hear road construction information press five ‘5’; to hear telephone numbers for road information in adjacent States press six ‘6’; to hear telephone numbers for the Nevada Department of Transportation press seven ‘7’; to hear these options again press nine ‘9’.”

1. Select One Specific Roadway
2. Winter Road Conditions in Western Nevada
3. Eastern Nevada
4. Southern Nevada
5. Road Construction Information
6. Telephone Numbers for Road Information in Adjacent States
7. Telephone Numbers for the Nevada Department of Transportation

Transit Menu None

Connection/Referral to Transit Systems? No

Ability to navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? “If you are traveling west, once inside California you can call the California highway information network at 1-800-427-7623. When traveling east, for further information contact the Idaho statewide reporting at [888 -432 -7623]; for the Utah/Salt Lake City Area road reporting at [866 -511 -8824]”.

Date: March 1, 2006

New Hampshire



Phone Number: 866-282-7579

Co-branded Website: www.nh.gov/dot/511

Opening Greeting

“Hello. 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. 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. 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 [Press zero ‘0’ to reach the main menu]

- 1 Highway Traffic
- 2 Road Weather
- 3 Statewide Summary
- 4 Regional Summary
- 5 Transit
- 6 Tourism
- 7 Other States
- 8 When you are done say ‘goodbye’ and you can leave us your comments to improve New Hampshire’s 511 system. .

Transit Menu

- 1: “For bus information in the State of New Hampshire you can visit ‘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. For ‘help’ you can press the star ‘*’ key or for the menu press zero ‘0’.”

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

Date: January 9, 2006

North Carolina



Phone Number: 1-877-511-INNC [4662]

Co-branded Website: 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 here are your choices: highways, public transportation, other services or other States.”

911 Citation? No

Basic Menu

1. Highways
2. Public Transportation
3. Other Services
4. Other States
5. Say ‘feedback’ to tell us what you think.
6. Say ‘goodbye’ to leave the system.

Transit Menu

A. BUSES. Currently, information is available for the following four transit systems. When you hear the one you want just say it.

1. **Charlotte Area Transit.** “I can transfer you to the Charlotte Area Transit System [CATS] at: 1-866-779-CATS [2287]. Would you like to be transferred?”
2. **Triad Area Transit.** “When you hear the public transportation system you want, just say it. Which would you like?”
 - a. **Hi-Tran in High Point**
“I can transfer you to Hi-Tran at: 1-336-889-7433. Do you want to be transferred?”
 - b. **Winston-Salem Transit Authority**
“I can transfer you to Winston-Salem Transit Authority at: 1-336-727-2000. Do you want to be transferred?”
 - c. **Greensboro Transit Authority**
“I can transfer you to Greensboro Transit Authority at: 1-336-335-6499. Do you want to be transferred?”
 - d. **Guilford County Transportation**
“I can transfer you to Guilford County Transportation at: 1-336-641-4848. Do you want to be transferred?”
 - e. **PART (Piedmont Authority for Regional Transportation)**
“I can transfer you to PART at: 1-336-883- PART [7278]. Do you want to be transferred?”

North Carolina



... continued

3. **Cabarrus County Transit.** “I can transfer you to the Cabarrus County Transportation System at: 1-704-920-7433. Do you want to be transferred?”
4. **Iredell County Transit.** “I can transfer you to the Iredell County Area Transportation System at: 1-704-873-9393. Do you want to be transferred?”
- B. RAIL.** “I can transfer you to: 1-800-BY-TRAIN [800-298-7246]. Do you want to be transferred?”
- C. FERRIES.** “I can transfer you to the North Carolina Department of Transportation, Ferry Division; your gateway to the Outer Banks at: 1-800-BY-FERRY [800-29-33779]. Do you want to be transferred?”

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

Date: January 9, 2006

North Dakota



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

Co-branded Website: www.state.nd.us/dot/divisions/maintenance/511_nd.html

Opening Greeting

“Welcome to the North Dakota 511 Traveler Information System. North Dakota DOT wishes to remind you “drive safe, buckle up”. This system uses voice recognition. To enable this feature, 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. Main menu: 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: January 11, 2006



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

Co-branded Website: www.TripCheck.com

Opening Greeting

“Welcome to the Oregon Department of Transportation’s TripCheck traveler information system. This menu has seven options. Main menu: 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”. Return to the main menu at any time by pressing zero ‘0’ or saying “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. 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 moiré detailed information on the internet at: 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

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?

Date: February 27, 2006

Orlando/Central Florida



Phone Number: 866-510-1930

Co-branded Website: www.fl511.com

Opening Greeting

“Welcome to Central Florida’s travel information system. You can learn more at www.fl511.com. You can say ‘main menu’ or press ‘9’ at any time to return to this menu. To switch to touch-tone mode, press ‘88’ or ‘tt’. If you need instructions, say ‘help’ or press the star ‘*’ key. Now do you want information on: major roads in Central Florida, public transportation, airports, Port Canaveral, or other parts of the State?”

911 Citation? No

Basic Menu

1. Major Roads in Central Florida
2. Public Transportation
3. Airport
4. Port Canaveral
5. Other Parts of the State

Transit Menu? Yes

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

1. Transit Information.

“Hello, you have reached LYNX customer service. If you know your party’s four digit extension, you may enter it at any time. For fixed route bus assistance press one ‘1’; for lost and found press two ‘2’; for customer relations press three ‘3’; for information concerning advertising press four ‘4’; for ACCESS LYNX press five ‘5’; to access our dial by name directory press six ‘6’; for LYNX job line press eight ‘8’; for car pools and van pools press nine ‘9’; to return to this menu press seven ‘7’.”

- a. Fixed Route Bus Assistance
- b. Lost and Found
- c. Customer Relations
- d. Information Concerning Advertising
- e. ACCESS LYNX
- f. Dial by Name Directory
- g. LYNX Job Line

Orlando/Central Florida ... continued

- h. Car Pools and Van Pools or WAGES [Work and Gain Economic Self-Sufficiency] Transportation *(Please note: WAGES was discontinued on June 30, 2005 but continues to be mentioned in the menu.)

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 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 cancel your reservation for today with less than 24 hours notice, select option seven ‘7’.

3. Car Pool

“You have reached the LYNX Ride Share Line for Car Pool, Van Pool and WAGES Transportation information. Our office hours are 8:00 am to 5:00 pm Monday through Friday. Please leave your name, number and a brief message and we will return the call.”

Connection/Referral to Transit Systems? Yes

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

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

Date: January 19, 2006

Rhode Island



Phone Number: 888-401-4511

Co-branded Website: None

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. Other States
8. Help with 511

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”
 - b. Bonanza Bus Lines: “Call 401-751-8800 or 1-800-556-3815 or visit on the web at: www.bonanzabus.com”
 - c. Greyhound Lines: ”Call 401-454-0790 or 1-800-231-2222 or visit on the web at :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”
 - b. Providence Train Station: “At 401-727-7379”
 - c. Massachusetts State Transportation Authority: “At 1-800-392-6100 or visit on the web at www.mpta.com”

Rhode Island ... *continue*

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 "
 - 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"
 - 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"
 - 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"
 - 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"
 - g. Vineyard Fast Ferry press or say '7' or "Call 401-295-4040 or visit on the web at 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"

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

Date: February 17, 2006

Sacramento/Northern California



Phone Number: 877-511-TRIP [8747]

Co-branded Website: 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 Lake 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
 - b. Transit Information Including Public Transit Service to the Sacramento International Airport
 - c. Car Pooling, Van Pooling, Bicycling or Telecommuting
 - d. Amtrak Information
2. Bay Area 511 System
3. All Other Northern California Areas Including the Tahoe Basin
 - a. Highway Information
 - b. Transit Information for the Tahoe-Truckee Area, Nevada, Butte and Glenn Counties
 - c. Car Pooling, Van Pooling, Bicycling or Telecommuting
 - d. Amtrak Information
4. National Weather Service, Other 511 Systems, for 50Corridor.com Information:

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’
 - Sacramento Regional Transit [SacRT] Telephone Information Center
 - b. Public transit service to the Sacramento International Airport press two ‘2’
 - c. Para-transit 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’

Sacramento/Northern California



... continued

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’

3. **“For Placer and El Dorado Counties** transit information press three ‘3’”
 - a. Placer County Transit press one ‘1’
 - b. CTSA [Consolidated Transportation Services Agency] for the elderly and disabled persons including Auburn, Granite Bay, Rockland and Lewis Dial-a-Ride press two ‘2’
 - c. City of Roseville Transit including commuter service press three ‘3’
 - d. City of Auburn Transit press four ‘4’
 - e. City of Lincoln Transit press five ‘5’
 - f. North Lake Tahoe-Truckee Transit press six ‘6’
 - g. Addition questions concerning transit services in Placer County press seven ‘7’
 - h. El Dorado Transit

4. **“For Yuba and Sutter Counties transit** information including Sacramento commuter service, press four ‘4’”
 - a. Yuba-Sutter Transit

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. BlueGo Transit serving South Lake Tahoe press three ‘3’

6. **“For Butte and Glenn Counties** press two ‘2’”
 - a. Butte County Transit press one ‘1’
 - b. Chico Area Transit press one ‘1’
 - c. Oroville Area Transit press one ‘1’
 - d. Paradise Express press one ‘1’
 - e. 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: San Francisco Bay Area, Nevada and Oregon

Date: March 6, 2006

San Francisco



Phone Number: 510-817-1717

Co-branded Website: www.511.org

Opening Greeting:

“Welcome to the Bay Area’s 511. Main menu: I can give you information on: public transportation, traffic, bicycling or ride sharing. To hear other options; say ‘more choices’.”

911 Citation: No

Basic Menu

1. Public Transportation
2. Traffic
3. Bicycling
4. Ride Sharing
5. Other Options [If you respond ‘more choices’ you will be offered the choice of being transferred to either FasTrak or Sacramento 511.]

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]
 - 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]

San Francisco ... *continued*

- u. EGR [Emery GoRound]
- v. AOFS [Alameda/Oakland Ferry Service]
- w. ACE [Altamont Commuter Express]

2. Commuter Incentives

3. Airports

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

4. Para transit

- 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

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: February 3, 2006

South Dakota



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

Co-branded Website: 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 ‘1’; for North Dakota highways press ‘2’; for Nebraska highways press ‘3’; for Montana highways press ‘4’; for Minnesota highways press ‘5’; for road weather information in other neighboring States press ‘6’.”

911 Citation: Yes

Basic Menu

1. South Dakota
2. North Dakota
3. Nebraska
4. Montana
5. Minnesota
6. Road weather information in other neighboring States;
 - a. For Wyoming highways, please call: 307-772-0824
 - b. For Iowa highways, please call: 1-800-288-1047
 - c. For Minnesota highways, please call: 1-800-542-0220

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?

Date: January 6, 2006

Southwest Florida



Phone Number: 866-914-3838

Co-branded Website: www.southflorida511.com

Opening Greeting

“You 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. Do you want information on: highways, public transit, other services or other 511 systems? You can enter a route code at any time during this prompt. Say ‘main menu’ or press six-six ‘66’ to return to this menu at any time. Press eight-eight ‘88’ or ‘tt’ to switch to touch tone only mode. You can also say ‘help’ or ask for an operator at any time.”

911 Citation: No

Basic Menu

“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’
 5. For More Options, press ‘5’

Southeast Florida ... continued

6. 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'
7. 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'
 - a. To learn about taking your bicycle on transit, press '1'
 - b. To hear about wheelchair accessibility, press '2'
 - c. For maps and schedules by mail, press '3'
 - d. 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'
 - 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'

Southeast Florida ... continued

6. Or to select another transit system, press '6' now
- b. To Choose Another Transit Authority, press '4'
- c. 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 Ride Sharing 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: March 6, 2006

Tampa Bay



Phone Number: 800-576-3886

Co-branded Website: www.511tampabay.com

Opening Greeting

“Welcome to 511 Tampa Bay. Do you want information on traffic conditions, public transportation; including airports and seaports or events? To reach a different 511 system say “transfer.” If you are near the 511 Tampa Bay try saying ‘help’ now.”

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. Madison 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: February 22, 2006



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 or ferries. 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. Say Help [repeats main menu]
6. Press zero ‘0’ [takes you back to the main menu]

Transit Menu

1. **Buses.** “Say ‘stop’ to cancel. Local buses generally run from 6:00am to midnight on weekdays and 7:00am 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 any TRAX station. Check ‘rideuta.com’ for more UTA bus information.”
2. **TRAX Light Rail.** “Say ‘stop’ to cancel. TRAX Light Rail runs from 5:30am to 11:00pm Monday through Saturday. Late night service runs on Friday and Saturday nights. The last train leaves downtown at 1:00am; 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 para-transit service, offers curb to curb shared ride service for eligible riders from 5:00am to 11:00pm 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 para-transit services, contact Flex Tran directly at: 1-801-287-7433.”



4. **Ride Share.** “Say ‘stop’ to cancel. UTA’s Ride Share program offers an alternative to driving alone including car pool and van pool matches with other commuters in the 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.”

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: January 4, 2006

Vermont



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

Co-branded Website: 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. Help with 511
10. Comment on 511
11. Operator

Transit Menu

For bus information in the State of Vermont you can visit 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: March 24, 2006



Phone Number: 800-578-4111

Co-branded Website: www.511virginia.org

Opening Greeting

“Welcome to 511 Virginia, sponsored by the Virginia Department of Transportation—your source for statewide traffic, travel, and weather information any time. You can say ‘main menu’ at any time to return to this menu. If you need instructions say ‘help’. Do you want information about highways, public transportation, weather, or travel services? You can also get information for other states. What would you like?”

911 Citation: No

Basic Menu

1. Highway
2. Public Transportation
3. Weather
4. Travel Services
5. Other States
6. “Say ‘feedback’ to tell us what you think.”
7. “Say ‘goodbye’ if you want to leave the system.”

Transit Menu.

”Which city or agency do you want to hear about? “

1. **Northern Virginia.** “I can transfer you to the Washington Metropolitan Area Transit Authority’s (WMATA) Customer Service Department at 202-637-7000. WMATA can give you information on the transit agencies in the Washington, DC metro area. Would you like to be transferred?”
2. **Valley Metro.** “Valley Metro offers bus service for the Greater Roanoke Area. They also provide transportation for disabled individuals who are unable to ride a Valley Metro bus. The service operates Monday through Saturday from 5:45am to 8:30pm. I can transfer you to Valley Metro Customer Service line at 540-982-2222. Would you like to be transferred?”
3. **Smart Way Commuter Bus Service.** “Smart Way Commuter Bus Service offers bus service for the communities of Roanoke, Salem, Christiansburg and Blacksburg. The service operates Monday through Saturday from 5:45am to 8:45pm. I can transfer you to Smart Way Customer Service line at 540-982-6622. Would you like to be transferred?”
4. **Richmond.** “I can transfer you to the GRTC transit system at 804-358-4782. Would you like to be transferred?”

Virginia  ... *continued*

5. **Blacksburg Transit.** “Blacksburg transit offers bus service for Virginia Tech and the Town of Blacksburg. I can transfer you to the Blacksburg Transit at 540-961-1185.”
6. **Harrisonburg Transit.** “Harrisonburg Transit offers bus service for the City of Harrisonburg and for James Madison University. The service operates Monday through Friday 6:00am to 9:00pm and Saturday 8:00am to 7:00pm. I can transfer you to the Harrisonburg Department of Public Transportation at 540-432-0492. Would you like 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. The service operates Monday through Friday 8:00am to 5:00pm. The customer service line can be reached Monday through Friday from 6:00am to 6:00pm and Saturday from 9:00am to 4:00pm at 540-667-1815. Would you like 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

Date: December 30, 2005

Washington State



Phone Number: 360-570-2301

Co-branded Website: www.wsdot.wa.gov/traffic/511

Opening Greeting

“Welcome to the Washington State Department of Transportation’s 511 automated travel information system. To use touch tone, press pound ‘#’. If you use voice recognition, you can say: ferries, mountain pass, traffic or more choices. [Under ‘more choices:’ you can say; weather, .public transit, passenger rail, airlines, travel numbers or express lane].”

911 Citation: No

Basic Menu - Touch tone only.

1. For Washington State Ferries, press one ‘1’
2. For roadway incidents and construction information anywhere in Washington State and for real time traffic for the Central Puget Sound Area, press two ‘2’.
3. For Mountain Pass Conditions, press three ‘3’
4. To access the Oregon 511 system, press four ‘4’
5. To repeat these options, press eight ‘8’ now.
6. More Choices: [voice recognition only]
 - a. Weather
 - b. Public Transit
 - c. Passenger Rail
 - d. Airlines
 - e. Travel Numbers or Express Lane

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 and locally at 360-786-8585
5. **Spokane Transit Authority** telephone number is 509-325-6000.

Connection/Referral to Transit Systems? No

Ability to Navigate up the Menu? Yes

Transfer to other 511 systems? Yes

Transfer to what other systems? Oregon

Date: March 24, 2006



Twenty-nine 511 Systems: Areas of Commonality and Uniqueness

1. Twenty seven systems begin their 511 menus with highway information [San Francisco Bay Area 511 and Washington State 511 begin their menus with transit information]
2. Twenty six systems have co-branded web sites [Three systems have no web site: Cincinnati/ Northern Kentucky, Nebraska, Utah]
3. Twenty three are Statewide systems [Six are metro: Cincinnati/ Northern Kentucky, Orlando, Southeast Florida, Sacramento/ Northern California, Tampa Bay, Virginia]
4. Sixteen systems provide public transit information [Arizona, Cincinnati/ Northern Kentucky, Maine, Minnesota, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, Southeast Florida, Tampa Bay, Utah, Vermont, Virginia, Washington State]. Nine systems will automatically transfer, if requested, a caller to a transit provider [Arizona, Cincinnati/Northern Kentucky, Maine, Minnesota, North Carolina, Orlando/Central Florida, Sacramento/Northern California, Southeast 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 the local residents who are eligible for these services.
5. Fifteen systems provide weather information usually associated with road conditions affecting the interstate and state highways.
6. Fifteen will transfer the caller to another 511 system [Kentucky Statewide, Florida Statewide, Maine, Nevada, New Hampshire, North Carolina, Orlando/Central Florida, Rhode Island, Sacramento/Northern California, San Francisco Bay Area, Southeast Florida, Tampa Bay, Vermont, Virginia, Washington State]
7. Twelve systems provide an opportunity for the caller to give feedback on the 511 service [Alaska, Arizona, Cincinnati/ Northern Kentucky, Florida Statewide, Kentucky Statewide, Minnesota, North Carolina, New Hampshire, Oregon, Southeast Florida, Vermont, Virginia]
8. Eight systems provide information on ferry services [Alaska, Maine, North Carolina, San Francisco Bay Area, Rhode Island, Utah, Vermont, Washington State]
9. Eight systems provide the caller with information on tourism sites within the State [Arizona, Idaho, Kentucky Statewide, Maine, Montana, New Hampshire, Rhode Island, Vermont]
10. Four systems caution callers to hang up and call 911 if in an emergency situation [Kansas, Nebraska, Rhode Island and South Dakota]
11. Two 511 systems share a common web site [Orlando/Central Florida and Florida Statewide]
12. One uses a motto for its 511 system: “Travel in the Know” [Alaska]

Clayton Roth 3/21/2008

