



National 511 Overview

Talking Technology and
Transportation (T3) Webinar

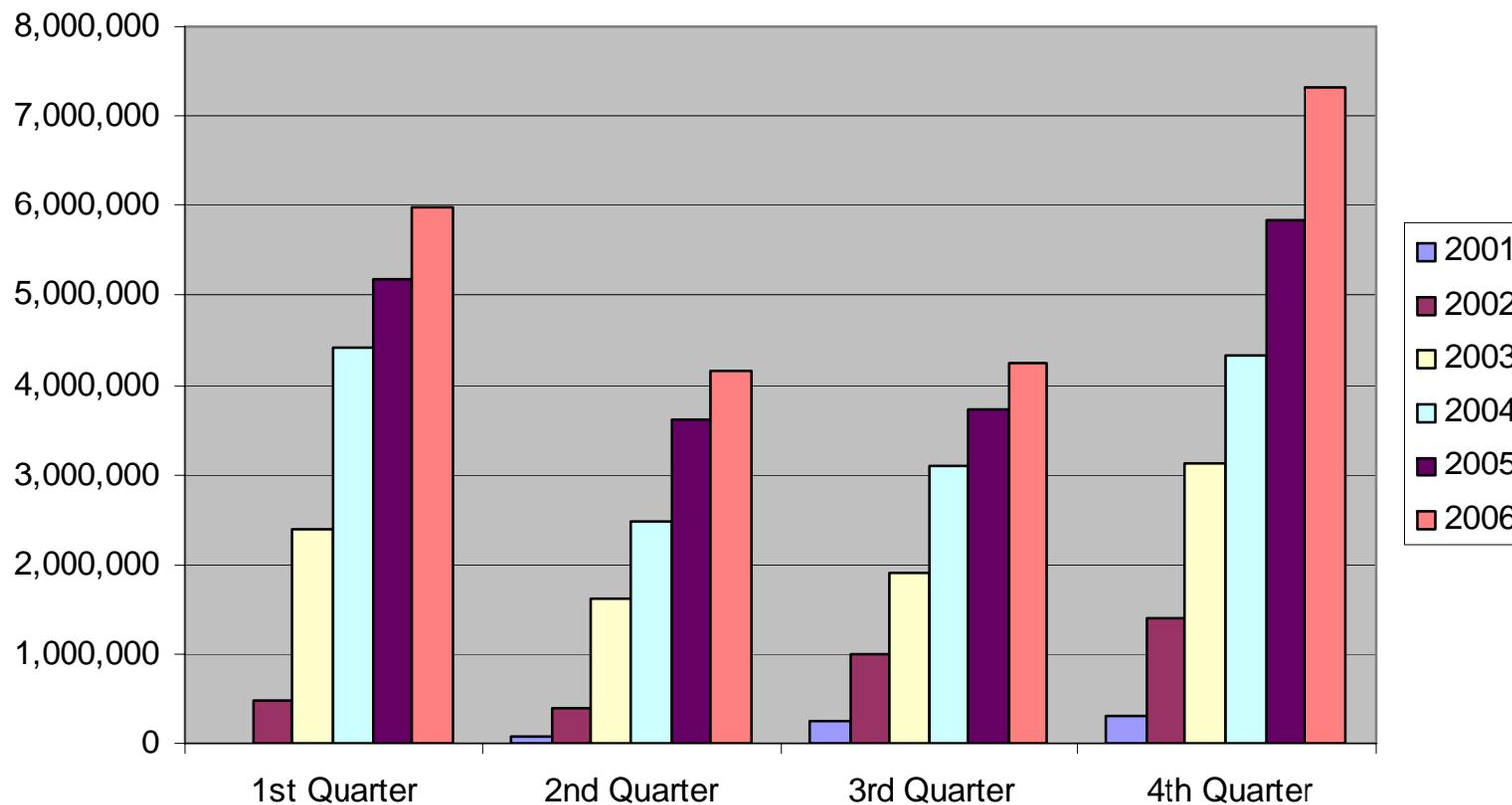
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FHWA Resource Center
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511 Deployment Progress



Call Volumes by Quarter



Over 75 Million Calls To Date



2008 Tipping Point?

- Coverage by 2/3 of population, with many major metropolitan areas
- Solid footprint for “national” service
 - Consumer demand / expectation
- Look toward sustainability
 - Organization
 - Support



Web Site Information Traffic Data



Traffic Conditions	No. of States	% of States
Traffic speeds	14	28%
Travel times/delay	11	22%
Traffic flow/congestion	23	46%
Incident data	39	78%
CCTV camera images	40	80%
DMS messages	17	34%
HAR messages	3	6%



511 Data Considerations

- Assess quality metrics
 - Call volume not necessarily indicator of value or usefulness
 - Examine information quality measures beyond customer satisfaction
- Sharing data
 - Institutional, beyond standards



2006 Proposed Program

- "Section 1201" RFI
 - Real-Time System Management Information Program
 - Published May 2006
- Traffic and travel conditions information
 - "Decision quality" for traveler choice of mode, time, and route



2006 Proposed Program Description

- Span
 - Major highways nationally and arterials in urban areas
- Characteristics
 - Road and lane closures (construction, incidents, weather)
 - Roadway weather updates
 - Travel times in congested metro areas
 - Transit service in metro areas
- Quality
 - 85% Accuracy and 85% Availability



Resources Available

- **511 Websites**

- <http://www.deploy511.org>
- <http://ops.fhwa.dot.gov/511>

- **Deployer Websites**

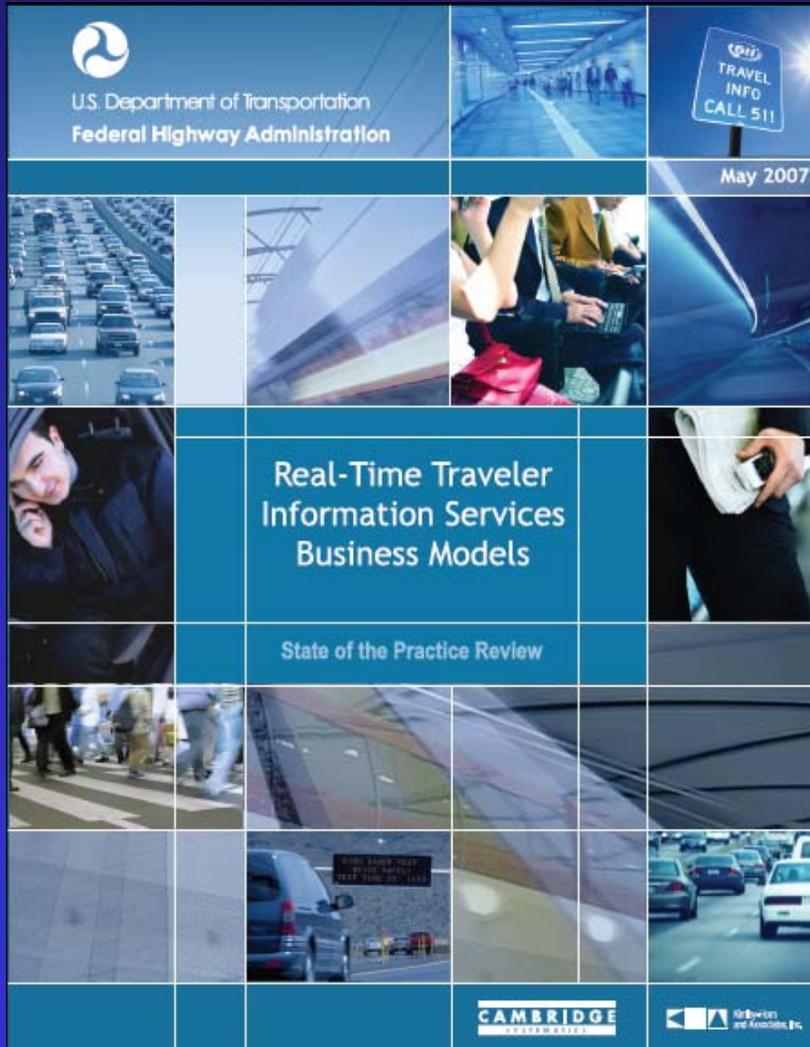
- AZ511.com, 511.KY.gov, 511MN.org, 511tampabay.com, 511virginia.org, etc.

- **Listserv at Yahoo! Groups**

- 511_coalition-subscribe@yahoogroups.com



Business Models Review



- Private sector works best with broadcast media and 'bundled' services
- Public and private sectors are sharing roles
- Public sector policies need to catch up with market changes



Using ATIS During Disasters

Communicating With the Public Using ATIS During Disasters

A Guide for Practitioners

April 2007



- Public panic is not the norm
- People make rational decisions based on information
- Amount of detail should be specific to medium



AASHTO
THE VOICE OF TRANSPORTATION



ITS
AMERICA

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