

# Montana's 511 Traveler Information System



T3 Webinar  
January 9, 2008

# Overview

- ◆ Montana's Traveler Information System
- ◆ 511 in Montana
- ◆ Benefits
- ◆ Partnerships
- ◆ Usage/User Satisfaction
- ◆ Lessons Learned
- ◆ Future Enhancements

# Traveler Information in Montana



# Montana's 511 System

- ◆ Deployed January 8, 2003
- ◆ 9<sup>th</sup> Statewide system
- ◆ 13<sup>th</sup> overall system
- ◆ When deployed – largest geographical area with smallest population

Photo courtesy of AHMCT



# Montana's 511 System

## ◆ System Content

- Winter road conditions
- Construction project information
- Road closures / major delays / chain requirements
- Route specific weather forecast
- Glacier National Park Information
- Alert capability
- Comment line

# Montana's 511 System, cont'd

- ◆ **Choosing Meridian**
  - Existing database
  - Integrated forecast
  - Cost benefit from shared infrastructure
- ◆ **How is the information gathered?**
- ◆ **How often is the information updated?**

# Who Benefits From Deploying 511 in Montana?

- ◆ MDT
- ◆ Traveling public
- ◆ Other agencies

# 511 Partnerships/Potential

- ◆ Glacier National Park
- ◆ Department of Justice
- ◆ National Weather Service
- ◆ Yellowstone National Park
- ◆ Travel Montana
- ◆ Montana Highway Patrol

# Statistics

- ◆ Increase in call volumes more than threefold
- ◆ Peak months are November through March
- ◆ More than 1.5 million calls to date
- ◆ System has accommodated more than 35,000 calls a day with no busy signals or disconnects

# 511 Awareness

- ◆ **WTI's Customer Survey – March 2003**
  - 58% heard of 511
  - 29% used 511
  - 12% of those aware found out thru TAP
- ◆ **MDT's Customer Survey – October 2004**
  - 51.1% heard of 511
  - 46.8% heard of 511 and had used it

# Customer Feedback

- ◆ **Comment Line**
- ◆ **National Progress Report**
- ◆ **Continued Education and Public Awareness**
- ◆ **Identify system flaws or weaknesses and improve**

# Lessons Learned

- ◆ Detailed contract
- ◆ Create system requirements
- ◆ Mileposts vs. landmark reference
- ◆ Put a timestamp on 511 information
- ◆ Create a test plan

# Future Enhancements

## ◆ 511

- Inclusion of all secondary routes
- Yellowstone National Park
- Tourism Information
- Transit

## ◆ TMC

- Microwave

## ◆ AVL

**Any Questions?**



# Contact Information

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