Montana’s 511 Traveler Information System

Dial before you drive.

Montana Travel Info

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
- 9th Statewide system
- 13th 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?
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