



GEORGIA DEPARTMENT OF TRANSPORTATION

For Immediate Release

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Georgia 511 Reaches Six-Month Milestone

System has managed 674,037 calls from across the state

ATLANTA – In its first six months of operation, Georgia 511 has proven itself a consistent, reliable resource for real-time traffic and travel information. Since launching in August of 2007, the system has handled 674,037 calls - an average of 3,745 calls daily.

“Our operators consistently hear from callers who are happy to have such a comprehensive resource at their fingertips,” said Georgia DOT Commissioner Gena Abraham. “The bulk of 511 calls result from recurring congestion, incidents and bad weather, especially during commute times. We anticipate even greater demand on the system in the coming months due to major projects such as Atlanta’s 14th Street bridge improvement project and upcoming resurfacing of the Downtown Connector.”

Georgia 511 is made possible by NaviGator, Georgia’s state-of-the-art Intelligent Transportation System (ITS). Statewide, the system integrates information from Georgia DOT district offices, emergency service dispatch centers, Georgia State Patrol, Highway Emergency Response Operator (HERO) units and members of the public who provide

valuable real-time reports. In metro Atlanta, more than 350 closed-circuit cameras and over 1,400 video detection cameras help feed valuable data into NaviGator. The system is housed in Georgia's Transportation Management Center, an information clearinghouse and technology hub that is staffed 24 hours a day, seven days a week.

Georgia 511 provides an extensive menu of options. Callers connect to the system by simply dialing 5-1-1 from any landline or mobile phone. The service offers statewide traffic conditions, route-specific information and details on road or lane closures due to construction, incidents or weather. Estimated travel times are available for major roads within the metro-Atlanta area. Additionally, connections are available to transit providers, major airports, rideshare organizations, tourism information and 511 systems in neighboring states.

An automated voice recognition system guides callers through the service. Callers can also reach live operators at the Transportation Management Center to report accidents, request HERO assistance or obtain additional information.

Georgia 511 has a companion website at www.511ga.org and a toll-free number for callers from outside the state, 1-877-MYGA511 (1-877-694-2511).

The Georgia Department of Transportation is committed to providing a safe, seamless and sustainable transportation system that supports Georgia's economy and is sensitive to both its citizens and its environment. For general information on the Georgia DOT, please visit our website (www.dot.state.ga.us).

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