



GEORGIA DEPARTMENT OF TRANSPORTATION

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GEORGIA 511 RECEIVES 2 MILLION CALLS

ATLANTA— The Georgia Department of Transportation’s 511 travel information system received its two millionth call – marking the milestone less than two years after its launch in August 2007.

Georgia 511 is a free, one-stop phone service that provides statewide traffic conditions, route-specific information and estimated travel times within metro Atlanta. Callers can also access transit providers, major airports, rideshare organizations, tourism information and 511 systems in surrounding states. Calls to live 511 Operators are managed through the DOT’s Transportation Management Center (TMC) in Atlanta, which serves as headquarters for 511 and NaviGator, Georgia’s intelligent transportation system.

“It is a true testament to the quality and dependability of the 511 service, and to the TMC’s dedication to providing timely and accurate travel information to the traveling public,” said DOT Commissioner Gerald Ross. “The 511 operators are extraordinarily dedicated employees. They answer the call in both senses of the phrase, working 24 hours a day to ensure the safety of Georgia’s motorists. They’re a vital part of our operation, and deserve special recognition.”

April also marked the second consecutive month that Georgia 511 received a record number of calls. The service averaged 6,246 calls a day, with 15 percent of callers requesting live operator assistance. Georgia 511 received 187,365 calls in April, compared to 149,156 calls in March.

This April was one of the busiest months for travelers in recent memory. Spring Breakers, low fuel prices, and a rash of severe weather all contributed to the record call volumes. An automated voice recognition system guides the service, but callers can also reach live operators to report accidents or congestion, request HERO assistance or obtain additional information.

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 Web site (www.dot.ga.gov). For more information on 511, visit www.511ga.org.

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