



## **GEORGIA DEPARTMENT OF TRANSPORTATION**

FOR INFO, CONTACT:

Monica Luck  
404-635-8035  
[mluck@dot.ga.gov](mailto:mluck@dot.ga.gov)

Paul Marshall  
404-635-8017  
[pmarshall@dot.ga.gov](mailto:pmarshall@dot.ga.gov)

### **Georgia 511 reaches 1 million call milestone**

ATLANTA - Georgia 511 has reached a major milestone - one million calls well within the first year of operation. The call came in around noon on Tuesday, June 24.

"Achieving this milestone places Georgia 511 among the best-performing systems in the nation," said Georgia DOT Commissioner Gena Abraham. "Managing one million calls in just over ten months shows that in addition to attracting new users, many have come to routinely depend on 511 for vital travel information."

Georgia 511 was officially launched August 15, 2007, and has effectively managed inquiries from throughout the state ever since. Travelers increasingly turn to 511, especially around peak travel holidays and for information related to major construction projects.

In this era of high gas prices, Georgia 511 is also a resource for alternative travel options. The system provides direct access to MARTA and other city transit systems. Additionally, callers can connect to the Clean Air Campaign for rideshare information.

Callers reach the system by simply dialing 5-1-1 from any landline or mobile phone. An automated voice recognition system guides the user, but callers can reach live operators to report accidents, request HERO assistance or obtain additional travel details. Georgia 511 has a companion website at [www.511ga.org](http://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.ga.gov](http://www.dot.ga.gov)).

###