



GEORGIA DEPARTMENT OF TRANSPORTATION

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Georgia 511 Marks One Year of Service

ATLANTA - In its first year of service, Georgia 511 managed nearly 1.2 million calls from motorists and travelers from across the state. The free service launched on August 15, 2007 and has continued to experience solid call volume.

"We routinely receive incredible feedback on Georgia 511 from users of the system," said Georgia DOT Commissioner Gena Abraham. "Beyond traffic conditions, more people are relying on 511 for information on a variety of transportation and travel-related services. We expect that this trend will continue as more people turn to 511."

511 by the numbers

Total calls	1,186,375
Calls handled by live operator	122,764
Calls to report an incident	17,496
HERO requests	17,061
Transfers to tourism information	8,190
Transfers to Atlanta Hartsfield Jackson Airport	3,074
Transfers to MARTA	954

Transfers to transit information	701
Transfers to rideshare information	476
Transfers to Savannah International Airport	244

Recent caller comments

"This service is absolutely fantastic. I commend you people for doing a great job and putting together something that's really helpful. So thank you very much." (5-20-08)

"I am very impressed. You all have done a great job with 511. I'm an IT Specialist, and think this is a very good service. It's my first time using it, and like I said, you've done a good job. Thank you." (6-20-08)

"I'm just calling to let you know I'm from out of state, and I appreciate the information that you guys have given me. It helps out when I'm driving through state to state. Thank you again, and keep up the good work." (6-24-08)

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 transfer to operators to report accidents, request HERO assistance or obtain additional travel details. 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 Web site (www.dot.ga.gov).

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