



511 Provides Time-Saving Traffic Information to South Florida

The Florida Department of Transportation's (FDOT) free 511 service provides real-time traffic information for major roadways in South Florida. This service allows travelers to avoid congested highways before leaving home or the office. Travelers can dial 511 to access current information on all major roadways including, I-95, I-595, I-75, Florida's Turnpike and US-1. Available travel information includes anticipated travel delays, traffic accidents, roadway blockages and lane closures. It also allows callers to access airport, public transportation and seaport information within South Florida.

Before heading out, users can log onto www.511SouthFlorida.com to access traffic cameras, incident reports and sign up for personalized e-mail alerts, incident reports and personalized e-mail alerts.

The Future of 511

By late 2008, the Florida Department of Transportation (FDOT) anticipates the existing regional 511 systems in Central Florida, South Florida, Southwest Florida, Jacksonville and Tampa Bay will be feeding traffic information into a unified, statewide system in English and Spanish. The updated Florida 511 service will provide a consistent user interface throughout the state so users can receive easy and reliable voice prompts no matter their location. Since local districts provide the data, 511 will continue to supply detailed and localized information about traffic and roadway conditions.

Since the Statewide 511 system will be bilingual, Florida's growing Spanish-speaking population will soon have access to real-time traffic conditions in their native language. Previously, roadway conditions in Spanish have only been available in South Florida.

"The bilingual 511 system in South Florida has already proven to be helpful in making the service user-friendly," Ann Reynold, former FDOT District 4 Public Information Officer, said. "It is a necessary improvement that will increase the number of calls, save more people time and help them avoid roadway congestion."

Roadway information will also be available on a new www.FL511.com Web site. The current FL511.com primarily serves Central Florida; however, it will be updated to include all roads covered by the existing regional systems: Jax511.com, SouthwestFlorida511.com, SouthFlorida511.com and 511TampaBay.com.

The site will also allow users to create customized My Florida 511 trips and alerts on all roadways covered by 511 throughout the state.

511 features:

- Available 24 hours a day
- Toll-free call with voice-activated menus
- Compatible with Cell phones and landlines
- Current Traffic Information for select area roadways and roadway segments
- Mass Transit Information including buses, trains, airports and seaports
- Event Information including schedules for major concerts or sports events
- Public Safety Alerts
- Access to regional and Statewide 511 system

511 tips

- Speak as clearly as possible and minimize any background noise - including radios and open windows.
- Say "other services" then "transfer" to access Florida's regional 511 services.

- Say "help" for instructions.
- When you pick a road, always say the road name and the direction you're travelling.
- Say "list" for a list of options for any menu.
- Say "full report" for a complete report on a specific road.
- Say "main menu" at any time to start over.
- Interrupt 511 at any time if you already know your selection.
- If you don't know the shortcuts, listen to the system. It will give you shortcuts for the next time you call.