A utility pole stands against a clear blue sky. At the top of the pole are several sensors, including a camera and a weather station. A large blue sign is attached to the pole, featuring the text '511 TRAVEL INFORMATION CALL 511' in white. The sign is tilted and partially obscured by the pole.

# Florida's 511 Progress Report

Knowledge is POWER...

**Know Before You Go!**

**2009**



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## Florida Department of Transportation

CHARLIE CRIST  
GOVERNOR

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Dear friends and followers of 511:

Since its inception in 2002, Florida's 511 Traveler Information System has led the nation—and the world—in its ability to provide information to travelers. Through five regional 511 systems and a statewide conditions reporting system, the Florida Department of Transportation (FDOT) provided traffic information to Florida's 18 million residents and 80 million annual visitors via 511 phone calls, 511 Web sites, and information posted on dynamic message signs. This report outlines FDOT's major achievements during 2009, empowering Florida's travelers to "Know Before You Go" with traffic and travel information from Florida's 511 phone and Internet systems.

FDOT's plan to replace the state's five regional 511 systems and the statewide conditions reporting system with one true, statewide, bilingual system became a reality June 2009. Each District had input into building and testing a statewide system that provides free traffic and travel information throughout Florida through one phone call and one Web site—[www.FL511.com](http://www.FL511.com). Travelers can now plan trips statewide and get free traffic information in English or Spanish with one phone call before they hit the road.

The launch of the new statewide Florida 511 system achieved unprecedented success by handling more than one million calls in just four months. A statewide 511 system typically reaches this milestone between one to two years. More than 300,000 visits have been logged to the [www.FL511.com](http://www.FL511.com) Web site and millions of page views.

The new statewide Florida 511 system also includes expanded My Florida 511 personalized services. My Florida 511 personalized services help travelers know before they go by sending text message, e-mail, and/or phone call alerts on programmed routes or selected region. Travelers can also hear information on their custom routes first when calling 511. More than 5,000 people have signed up for My Florida 511 personalized services since the launch of the new statewide Florida 511 system.

Throughout the transition to the new statewide system, 511 continued to be an invaluable resource during emergencies and major events. Florida faced a serious drought in the first quarter of 2009, causing wildfires along Florida's interstates which closed roads and reduced visibility. The wildfires sparked an increase in calls as travelers relied on 511 to learn about road conditions before hitting the road. Calls to 511 also increased over holiday weekends and during incidents and road closures, showing a strong awareness of 511 throughout the state.

Florida residents and visitors are learning about 511 in more ways than ever before through our dedicated educational outreach efforts and partnerships. With the help of the Florida Highway Patrol, the Department of Environmental Protection, Florida's airports, the Florida Outdoor Advertising Association, and many other partners, travelers are learning about all the benefits of 511. Information about 511 can be seen along roadways covered by 511 on highly visible billboards, on fuel pumps, in Florida's major airports, in numerous news stories and newsletters, and much more.

Florida's 511 will continue to grow, improve, and increase safety and reduce congestion on our roads. The success of the new statewide 511 system is a credit to the incredible cooperation and support from our Districts and the people of Florida who offer valuable feedback and support.

*Elizabeth Birriel*

Elizabeth Birriel, P.E.  
Deputy State Traffic Operations Engineer  
ITS Program Manager  
Florida Department of Transportation



# Six Systems Become One

## — A Timeline of Florida's 511 Progression

### 2000

- ⊙ July – 511 designated as the national traveler information phone number by the Federal Communications Commission.

### 2002

- ⊙ June – Central Florida Traveler Information 511 System launched by District Five.
- ⊙ July – Southeast Florida converted their existing ten-digit phone number to 511.

### 2003

- ⊙ July – Florida legislation passed requiring the Florida Department of Transportation to manage the 511 systems.

### 2004

- ⊙ September – Tampa Bay Regional Traveler Information System launched by District Seven.

### 2005

- ⊙ November – The statewide conditions reporting system launched with expansion of the Central Florida 511 Traveler Information System to cover all other limited-access roads throughout the state and several key arterial roads in the Orlando area. The first 511 Web site was developed for statewide travel information.

### 2006

- ⊙ January – Southeast Florida SunGuide® 511 added a bilingual interactive voice response (IVR) to its touch-tone system. South Florida travelers were the first to be able to ask for information in either English or Spanish.
- ⊙ October – Northeast Florida 511 System launched by District Two.
- ⊙ December – My Florida 511 personalized services launched by District Five.

### 2007

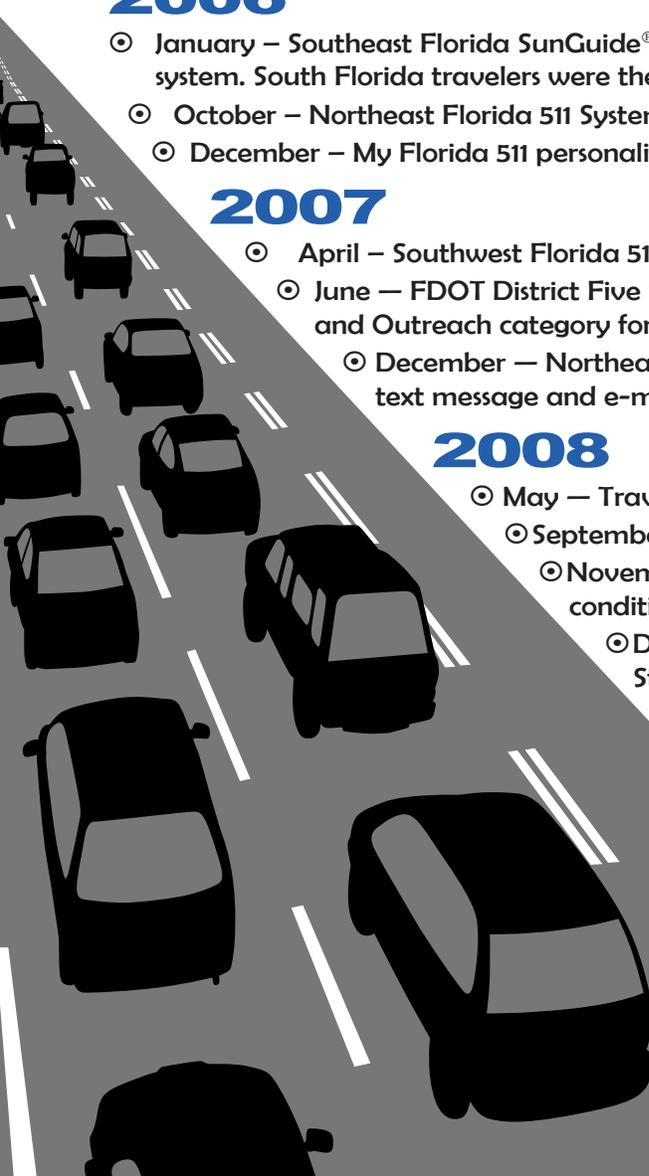
- ⊙ April – Southwest Florida 511 System launched by District One.
- ⊙ June – FDOT District Five received the ITS America “2007 Best of ITS Award” in the Marketing and Outreach category for the launch of My Florida 511
- ⊙ December – Northeast Florida 511 System launched MyJax511 personal alerts, incorporating text message and e-mail alerts.

### 2008

- ⊙ May – Travel times added to Interstate 75 traffic reports in Southwest Florida.
- ⊙ September – The new Statewide Florida 511 System design was approved.
- ⊙ November – Call volumes in the five regional systems and the statewide conditions reporting system surpassed the 25 million call mark.
- ⊙ December – SunGuide® Software modified to provide data to the new Statewide Florida 511 System for distribution to travelers.

### 2009

- ⊙ June – FDOT launched the new Statewide Florida 511 System for traveler information with new caller menus, a new Web site, and expanded My Florida 511 custom routes and alerts enabling users from anywhere in Florida to access the same 511 system and get information through one, seamless phone call and Web site.
- ⊙ October – Call volumes for the new statewide Florida 511 System reached the one million call mark.



## Progress and Preparation

Prior to launching Florida's new bilingual statewide 511 system in June 2009, the Florida Department of Transportation's (FDOT) 511 system development team was involved with activity and focused on making sure the new statewide Florida 511 system was ready for *prime time*.

The new system design was completed and accepted by FDOT in 2008, and system testing began in December 2008 when the Web and interactive voice response (IVR) phone production test systems went online for the first time. Engineers, public information officers, transportation management center managers and operators, and contractors from across the state came together to test and fine-tune the 511 phone call system, Web site, and personalized services prior to launch. The development team put the system through the paces—checking functionality, data accuracy, system responsiveness, call and Web visitor capacities, and more.

One of the greatest accomplishments for the team was completing the system's grammar testing. Grammars are the words the Florida 511 IVR system can understand and respond to. Florida's 511 system recognizes:

- ⊙ More than 400 cities and counties
- ⊙ 45 Roadways
- ⊙ 15 Airports
- ⊙ 19 Transit agencies

The total number of words the system must recognize is compounded by the fact that many roadways are called by their

numbers and multiple other names (for example, SR 528 is also called the Beachline Expressway, and many still call it by its former name, the Bee Line Expressway). Many system prompts have commonly used synonyms (road, route, highway, SR), and many words have multiple common pronunciations. Plus, all system prompts needed to be recognized in English and Spanish.

Once all the words and their various pronunciations were programmed into the system, a team of thorough and comprehensive testers said as many as 10,000 different words and phrases to test the 511 system. The testers put the system through nine different rounds of testing and saw recognition rates improve each time.

Another challenge the system development team overcame in preparation for launch was data consistency. Since Florida's initial 511 systems were developed independently, there were different approaches to naming roadways; travel time links; exit and mile marker numbers; cross streets; and connecting event management locations with the appropriate cities, metro areas, and counties. Since the new statewide Florida 511 system was designed to display



SUCCESS

images from closed-circuit television cameras and dynamic message signs, FDOT needed to also standardize those naming conventions. The system development team created and published its “Data Entry Style Guide for Florida Advanced Traveler Information System,” and the FDOT Districts began complying with the highest priority conventions.

As the launch date neared, the system development team stepped up efforts to test the production of the new 511 system. As live data began to be fed to the test 511 system from the state’s transportation management centers, FDOT staff in each District called the 511 system to verify it was presenting accurate information in a timely manner. The phone system testing also involved coordinated testing of [www.FL511.com](http://www.FL511.com). One of FDOT’s top priorities was that the IVR system and Web site have consistent data on crashes, congestion, travel times and other data that 511 reports. While listening to traffic reports on the IVR system, testers were also checking to make sure the same information was being posted on the Web site.

The system development team accomplished the final testing to make sure My Florida 511 personalized services were delivering traffic incident information through phone, text, and e-mail messages. FDOT testers signed up for accounts, created custom routes and alerts, and provided feedback on how the system was performing.

FDOT launched the new statewide Florida 511 system on June 18, 2009, but testing and system improvements did not stop. 511 users and the system development team shared feedback about their 511 experiences, and ways that FDOT could improve the system and make it easier to use. Improvements included:

- ⊙ Making English the default language so users don’t have to request it
- ⊙ Allowing users to interrupt the greeting and request information earlier in the call
- ⊙ Continuing to improve voice recognition rates
- ⊙ Adding an automated tutorial in the 511 phone call
- ⊙ Opening a limited-time call center with operators who provide live technical support

Quality is a never ending quest for Florida’s 511. Through continual improvement, FDOT’s goal is to provide a real-time traveler information system that benefits commuters, residents, and visitors to Florida. Achieving that goal is an on-going process of listening to user feedback, finding solutions to challenges, and implementing changes as needed. As we move into the next phase of the 511 project, FDOT will continue to make system improvements that contribute to the safety and mobility of the traveling public.



## 511 Outreach Achievements

Educational outreach for Florida's new statewide 511 system was bigger than ever in 2009. Campaigns were expanded across the Florida Department of Transportation (FDOT) Districts to reach all Florida residents and travelers. Some of the most successful partnerships between Florida's 511 and other major Florida organizations include the Florida Department of Highway Safety and Motor Vehicles (DHSMV), the Florida Department of Environmental Protection (DEP), the Environmental Protection Agency, and Florida's major international airports, including Orlando, Tampa, Jacksonville, and Miami.

Major educational accomplishments include:

- ⊙ An internal 511 campaign was launched to increase awareness and enthusiasm among FDOT employees. The campaign included two 511 internal e-newsletters distributed to all employees within FDOT featuring letters from District Secretaries.
- ⊙ Florida 511 partnered with DEP to educate travelers about eco-friendly travel tips, such as calling 511. Information about the new system was featured in the DEP e-newsletter and on the DEP Web site.
- ⊙ FDOT developed a multimedia presentation for driver's education courses throughout the state to educate new drivers about the benefits of 511 and safety. The presentation included a video demonstration on how to use 511.
- ⊙ Through a partnership with Florida's Turnpike Enterprise, digital 511 messages are displayed on fuel pumps at service plazas along the Turnpike.



- ⊙ The American Petroleum Institute and the Florida Petroleum Marketers Association partnered with FDOT to distribute thousands of 511 fuel pump stickers.
- ⊙ New 511 content in English and Spanish was added to the official 2009 Driver Manual produced by the DHSMV.
- ⊙ FDOT partnered with international airports in Orlando, Tampa, Jacksonville, and Miami to prominently display 511 public service posters in each airport featuring information about the new 511 system.



- ⊙ FDOT's continued its partnership with Florida Outdoor Advertising Association to secure public service space on 11 billboards and 15 bus shelter signs throughout the state. The bilingual bus shelter posters were designed in English and Spanish and are located in the southeast region of the state. Billboards are featured on several of the state's busiest highways, including I-75, I-95, I-10, US 19, US 41, and US 1.
- ⊙ 511 videos are featured on major statewide partner Web sites, such as VisitFlorida.com and the Web sites for Super Bowl XLIII in Tampa and Super Bowl XLIV in Miami. The Florida Sports Network also featured 511 public service announcements from prominent college university coaches Urban Meyer, University of Florida, and Bobby Bowden, Florida State University.

- ⊙ Community 511 outreach campaigns resulted in the addition of 511 information and Web links on city, county and government Web sites. More than 30 hotlinks were added and numerous public service announcements were customized for government access television stations.
- ⊙ To educate Florida residents and visitors about using Florida's 511 in an emergency, such as a hurricane, wildfire, or flood, FDOT distributed information to Florida's Emergency Operations Centers (EOC) and media outlets throughout the state. 511 information was featured in hurricane guides, on EOC Web sites, and in numerous news stories. More than 40 outlets provide information about using 511 in an emergency.
- ⊙ FDOT partnered with a premiere brochure distribution company to provide more than 250,000 511 rack cards to rest areas, driver's license offices, hotels, chambers of commerce, grocery stores, bus stations, malls, airports, marinas, military bases, tourist attractions, restaurants, rental car agencies, colleges and universities, gas stations, transit stations, and many others.
- ⊙ 511 representatives presented information about the new 511 system to the Florida Trucking Association, Florida Highway Patrol (FHP), DHSMV, Florida Department of Elder Affairs, Florida Department of Emergency Management, and DEP.
- ⊙ 511 public service announcements were featured in several Florida publications, including AARP, Enjoy Florida, and Visit Florida's Worth the Drive.



- ⊙ FDOT representatives were available post-launch to respond personally to feedback questions from 511 users and educate travelers about the new 511 system and personalized services.
- ⊙ Representatives spread the word about 511 at state and national conferences. Exhibit booths were featured at:
  - Florida Transportation Builders Association Conference
  - 2009 National Hurricane Conference
  - 2009 Governor's Hurricane Conference
  - 2009 Orange County Hurricane Expo
  - Orlando Prepares, a hurricane preparedness conference
  - ITS Florida's Annual Meeting



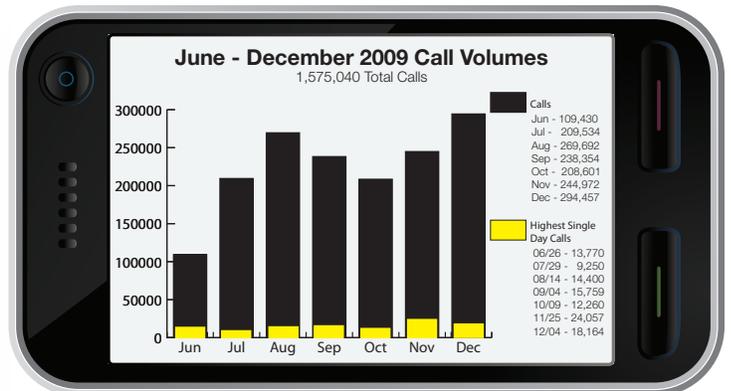
## 511 in the News

Florida residents and visitors received information about the new 511 system through successful media outreach efforts. FDOT hosted several media events in 2009 to encourage travelers to be safe and call 511 during major holiday weekends, such as Memorial Day and Labor Day. The events featured 511 representatives in addition to law enforcement officials, AAA representatives, and FHP spokespeople. As a result, 511 information reached millions of travelers through every major media outlet in the state.

Major news coverage in 2009 included more than 28 million impressions in newspapers, television, and radio, amongst other media coverage. Some of these impressions were delivered by *USA Today*, the *Orlando Sentinel*, *Florida Transportation Magazine*, *The Tampa Tribune*, *Boca Raton News*, *St. Petersburg Times*, *The Florida Times Union* (Jacksonville), *Pensacola News Journal*, *Naples Daily News*, WJHG (Pensacola area NBC affiliate), WDBO Radio (Orlando), News Channel 8 (Tampa), WMBB (Panama City ABC affiliate), CBS47 Action News Jacksonville, WCTV (Tallahassee CBS affiliate), WPTV (West Palm Beach NBC affiliate), amongst others.

## 511 by the Numbers

Within the first six months of launch, Florida's new statewide 511 system received 1,575,040 calls—making history for 511 nationwide. The average call lasted 1 minute, 36 seconds with 39 percent of the calls made between 3:00 and 7:00 p.m. Cell phones accounted for 65 percent of calls made; 35 percent were made from landlines.



The Florida 511 Web site saw a steady increase in visitors in 2009. With numerous government, tourism, transit, media, employer, and other Web sites linking to FL511.com, growth in traffic continues to rise. Between the June 18 launch to December 31, the Web site was visited 374,146 times, growing from 17,492 visits in June to 69,172 visits in December.

### Top Ten Requested Agency Transfers

Orlando International Airport	- 8,958
Florida's Turnpike/SunPass	- 1,697
Georgia 511	- 1,752
Collier Area Transit	- 701
Louisiana 511	- 504
Miami-Dade Transit Authority	- 372
Broward County Transit	- 333
Fort Lauderdale International Airport	- 325
Commuter Services of North Florida	- 263
Jacksonville International Airport	- 260

### 511 Call Origination by Area Codes (Percent of Total Calls)

South Florida (954, 305, 561, 786, 772, 754)	- 47%
Central Florida (407, 352, 321, 386)	- 24%
Tampa Bay (813, 727, 941, 863)	- 11%
Northeast Florida (904)	- 4%
Panhandle (850)	- 3%
Southwest Florida (239)	- 3%



# Florida's New 511 System Receives One Million Calls in First Four Months

## — Record Calls, Web Visitors, Registered My Florida 511 Users

The Florida Department of Transportation's (FDOT) new statewide 511 traveler information system received its millionth call in just four months after its launch in late June 2009, making history for 511 nationwide. A new 511 system typically receives its millionth call one year after launch. This bilingual system has also received more than 246,120 visitors to the FL511.com Web site and more than 4,000 travelers have registered for My Florida 511 personalized services.

Mike Fridella, a Redington Beach resident and Tampa commuter, made the millionth call to 511 on October 26. "I find the system very easy to use," he said. "Simply set up your profile one time online and in a 15- to 30-second call you can get travel times and any reported crashes. It's a tremendous timesaver."

The new, bilingual statewide 511 traveler information system offers free traffic and travel information on all of Florida's interstates, toll roads, and many major metropolitan roadways. FDOT also introduced the new statewide FL511.com Web site featuring the same detailed traffic and travel information as a 511 phone call in addition to camera views and links to airports, seaports, and transit agencies. Users can register for My Florida 511 personalized services to receive traffic alerts via a phone call, e-mail, and/or text message. Travelers can also customize their alerts by choosing the time of day, day of the week, and type or severity of incidents. With this personalized service, users can program customized routes to hear travel information on their routes first when calling 511.

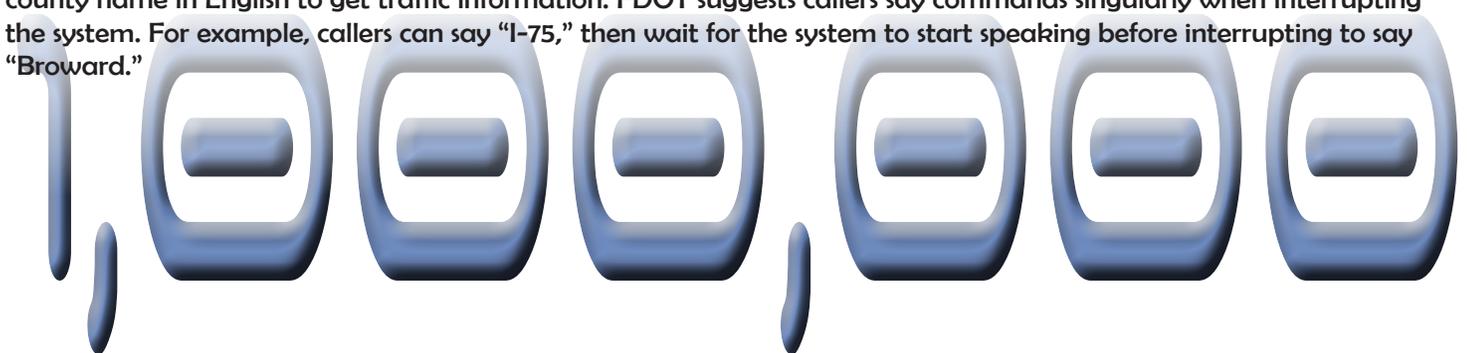
The Federal Communications Commission set aside by the 511 phone number in 2001 as the national traveler information number. FDOT launched the first regional 511 system in Central Florida in June 2002 and Southeast Florida converted their ten-digit number to 511 in July 2002. Since then, Florida instituted regional systems in Northeast Florida, Southwest Florida, and Tampa Bay; combined, these systems led the nation in call volumes and Web site visitors. The current statewide Florida 511 traveler information system replaced these regional systems and the statewide conditions reporting system developed under the Federal Highway Administration iFlorida grant.

"We are very pleased to provide this resource to Florida's residents and visitors through one phone call and Web site in English and Spanish," said Gene Glotzbach, FDOT's Intelligent Transportation Systems (ITS) Manager. "Our primary goal is to keep travelers safe on Florida's roads and 511 is one way to do that. By informing travelers of roadway conditions through 511, the 511 Web site, and overhead message signs, we are preparing them for travel so they can make informed decisions."

In addition to traffic and travel information, the new bilingual 511 system is updated with evacuation information in times of emergencies, such as during a hurricane or wildfire. 511 features information on bridge and road closures, toll suspensions, and evacuation routes during hurricanes and other severe weather.

"The new bilingual 511 is a great tool for our state's Latino population," said Manny Soto, Emergency Manager for the City of Orlando. "Now we can get traffic information whenever we need it, and in times of emergency we have access to vital evacuation information in our own language."

In the first four months of operation, FDOT has been fine-tuning the system and making adjustments to allow callers to access information quickly. When calling 511, callers can interrupt the opening greeting by saying a roadway, city, or county name in English to get traffic information. FDOT suggests callers say commands singularly when interrupting the system. For example, callers can say "I-75," then wait for the system to start speaking before interrupting to say "Broward."





# How to Use Florida's New 511 System

The statewide Florida 511 traveler information system has a new set of call menus and internet options. The new, bilingual 511 provides traffic information, such as commuter travel times, crash reports, transit information, and more, in English and Spanish. The system uses voice recognition software, allowing users to retrieve information using simple voice commands. Touch-tone navigation is also available anytime during the call by pressing "88." The Florida Department of Transportation (FDOT) is educating the public on the best techniques to quickly access desired information and help callers learn how to efficiently use the new 511 system. Below are common 511 commands and the best methods for callers to quickly access the right information.

## From the main menu: Learn what traffic is like on a specific 511-covered roadway:

The system automatically places callers in the English menu. For Spanish, say or press "2," or say "Español."

- ☉ Say the **Roadway's name** (I-4, State Road 826, Tamiami Trail)

511 511 TIPS SHEET

### 511 Tips

- » **Speak as clearly as possible** and minimize any background noise – including radios, open windows, air conditioning and other people talking.
- » Spanish-speaking callers must first request **Español** before giving other commands.
- » Callers can skip the language and main menu prompts by interrupting the system and immediately asking for any of the **main menu options** or by naming a **City, County** or **Roadway** in English.
- » Callers can also request **Travel Times, Public Transit, Airports and Seaports, or Other Options**, to receive more information.
- » Say **Next, Previous, Stop, or Repeat** to navigate through the phone menus quickly.
- » Say **Main Menu** at any time to start over.
- » Callers can **interrupt** the voice-activated menus at any time.
- » Say **Tutorial** for automated instructions to best navigate the 511 system.
- » Say **Help** if you need more instruction.
- » Callers can switch to **touch-tone mode** by pressing **88** at any time during their call.
- » **Check your cell phone signal strength** when placing a call; weak reception may cause voice recognition problems

### Safety Tips

- » Call 511 **before you hit the road**, at a rest area or have a passenger call to avoid talking while driving.
- » Call 511 before you enter a new roadway to **become aware of the current road condition**.
- » **Drive slowly** and **keep your lights** on in low visibility and in the rain.
- » Law enforcement officers in Florida can enforce non-use of safety belts as a primary driving offense. This means that **law enforcement can stop and ticket drivers and front seat passengers for not being buckled up**. For those under 18, the driver and all passengers must wear their safety belt.
- » **"Move Over, It's the Law."** Drivers are required to move over one lane or slow down to 20 mph below the speed limit when approaching an authorized emergency vehicle that is stopped with its lights flashing on a highway in Florida.
- » **Call ★ FHP (★ 347) for roadside assistance**, including Road Rangers, on many of Florida highways and Florida's Turnpike.



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(standard cell phone minutes or text message charges may apply)



511 511 TOUCH-TONE CODES

Touch-tone Codes (Users should not press # after command)

### Highways

Highway	Code	Highway	Code
<b>Interstates</b>			
I-4	4#	95 Express	95#
I-10	10#	S.R. 112/Airport Expressway	112#
I-75	75#	S.R. 408/East West Expressway	408#
I-95	95#	S.R. 417/Central Florida Greenway	417#
I-110	110#	S.R. 429/Western Beltway	429#
I-175	175#	S.R. 528/Beachline Expressway	528#
I-195/Julia Tuttle Causeway	195#	S.R. 836/Dolphin Expressway	836#
I-275	275#	S.R. 874/Don Shula Expressway	874#
I-295	295#	S.R. 924/Gratigny Parkway	924#
I-375	375#	Alligator Alley (I-75 in Collier & Broward Counties)	75#
I-395/MacArthur Causeway	395#	Florida's Turnpike	91#
I-595	595#	S.R. 821/ Florida's Turnpike Homestead Extension	821#
<b>U.S. Highways</b>			
U.S. 1/Overseas Highway/ South Dixie Highway	1#	Polk Parkway	570#
U.S. 17-92	17#	Sawgrass Expressway	869#
U.S. 192/Irlo Bronson Highway	192#	Suncoast Parkway & Veterans Expressway	589#
U.S. 441/Orange Blossom Trail	441#	<b>Other Roads</b>	
<b>State Roads</b>			
S.R. 9A (Duval County)	9#	Card Sound Road	905#
S.R. 50/Colonial Dr	50#	J Turner Butler Blvd	202#
S.R. 423/John Young Parkway	423#	Maitland Blvd	414#
S.R. 436/Semorran Blvd	436#		
S.R. 826/Palmetto Expressway	826#		
S.R. 878/Snapper Creek Expressway	878#		

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Wait for the system to begin speaking again before giving another request.

- ☉ Say a **City name, County name, Exit number or Mile Marker number** (Jacksonville, Orange County, exit 80, mile marker 210)

The system will report any unusual conditions in the requested city or county or will provide information for the requested exit number or mile marker.

- ☉ To check on another roadway, say **Main Menu** and ask for the new roadway by name

## From the main menu: Check general roadway conditions in an area to discover the best route:

- ☉ Say a **City or County name** (Tampa, Broward County)

The system will report any unusual conditions in that area.

- ☉ Say the **name of a Roadway** to hear specific reports or say **All Reports** to hear all area roadway reports

Callers can say, **"Next," "Previous," "Stop," or "Repeat"** to navigate through reports.

- ☉ To check on another area, say **Main Menu** and ask for another city or county

## Improvements Since the New Statewide Florida 511 System Launch

FDOT has diligently responded to 511 users leaving feedback since the new statewide Florida 511 Traveler Information System launched in June. As a result of this helpful feedback, FDOT has already incorporated the following improvements to the new 511 phone system.

- ⊙ Users can interrupt the system prompts at any time by requesting information in English. Spanish-speaking callers must say or press “2,” or say “Español” before requesting information or entering touch-tone mode
- ⊙ Operators are available Monday through Friday from 7 a.m. to 7 p.m. through November 2010 to provide callers with additional instruction, if they are having trouble navigating the 511 phone system
- ⊙ A phone call tutorial is now available on the 511 phone system. Callers can say, **“Tutorial”** at any time during the call to hear more detail and instruction on how to operate the system
- ⊙ District traffic operators receive traffic reports from 511 users recorded through the feedback function of the 511 phone call

FDOT developed the helpful tips below based on improvements and changes to the phone menu of Florida 511.

- ⊙ Callers should check their cell phone signal reception prior to making a call; weak reception may cause voice recognition problems
- ⊙ 511 callers must use single commands instead of back-to-back requests
  - For example, say, “Interstate 95.” Wait for the system to begin talking, then interrupt with the next command, such as “Broward County”
- ⊙ Callers can get help at any time by saying, “Help” or asking for “Tutorial” at the main menu
- ⊙ If you are having trouble with background noise, switch to touch-tone only mode by entering “88” during a 511 call
- ⊙ Callers can also request for information on “Travel Times,” “Public Transit,” “Airports and Seaports,” or “Other Options”

## Florida 511 Online at FL511.com

In addition to new features on the 511 phone system, FDOT has created a comprehensive, easy-to-use Web site for motorists to check before traveling—FL511.com. This new Web site hosts the same travel information as the phone service, plus hundreds of traffic camera views, links to travel partners throughout Florida, and My Florida 511 personalized services.

The My Florida 511 personalized service is another convenient, free way for travelers to get information about their commute. Travelers can go online to FL511.com and click on the My Florida 511 tab. Then, register and personalize 511 by creating custom routes and alerts. After custom routes are created, 511 will recognize the primary phone number and give traffic reports for those routes first when registered users call into the system.

### Create free My Florida 511 custom routes:

- ⊙ Program frequently traveled routes using 511-covered roads
- ⊙ Once 511 is dialed, the system skips directly to your desired travel information
- ⊙ Ask for routes by name when calling 511

Welcome to Florida's Statewide 511 Website

Home | Traffic | My Florida 511 | Construction Info | Emergency Info | Transit | Links | Help | Newsroom

ALERTS: **Monroe: In the Florida Keys a hurricane alert has been issued. Travel toward the Keys is not recommended** [View All Alerts](#)

Printer Friendly [Español](#)

AT 9:00PM EST THE GOVERNOR OF FLORIDA HAS EXTENDED THE HURRICANE WARNING NORTHWARD FROM MIAMI TO ORLANDO. A HURRICANE WARNING IS NOW IN EFFECT. A HURRICANE WARNING MEANS THAT HURRICANE CONDITIONS ARE EXPECTED WITHIN THE WARNING AREA WITHIN THE NEXT 24 HOURS. PREPARATIONS TO PROTECT LIFE AND PROPERTY SHOULD BE RUSHED TO COMPLETION.

MY FLORIDA 511 Login to My Florida 511  Remember Me?  [Forgot your password?](#)

PLEASE CLICK ON YOUR REGION FOR CURRENT CONDITIONS

Map Legend

- Panhandle
- Northeast
- Central
- Tampa Bay
- Southwest
- Southeast

INCIDENTS & CONSTRUCTION

TRAFFIC CAMERAS

SURVEY

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Home | Traffic | My Florida 511 | Construction Info | Emergency Info | Transit | Links | Help | Newsroom | Site Map | Contact Us | Survey



Florida travelers can also sign up for alerts on their routes or for specific regions of the state. By registering for free My Florida 511 alerts, users will know the road condition before getting stuck in traffic because the system called, e-mailed, or texted them!

**Sign up for free My Florida 511 regional or roadway alerts:**

- ⦿ 511 will send an alert about unusual regional or roadway conditions
- ⦿ Program alerts by time, day, and severity of conditions
- ⦿ Receive alerts by e-mail, text message, and/or phone call (standard cell phone minutes and text message charges may apply)

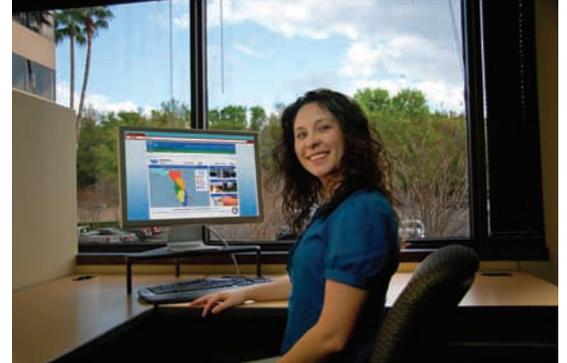
Knowing how to get travel information over the phone or online at FL511.com is the best way to **Know Before You Go!** My Florida 511 is a free, convenient, and easy-to-use resource for travelers to be prepared with the knowledge of roadway conditions before encountering potential dangers.

**Improvements Coming Soon**

FDOT continues to improve the Florida 511 traveler information system. Some future enhancements include:

- ⦿ Enabling users to give commands back-to-back, e.g. "I-95, Broward County"
- ⦿ Enable users to interrupt a report by saying another roadway, city or county after hearing information for the initial request
- ⦿ Feature a repeat function for callers to hear a floodgate multiple times if they wish
- ⦿ Third party data feed
- ⦿ Create a double opt-in feature for personalized services to ensure correct phone number and e-mail address information

FDOT's goal is to ensure safe transportation on Florida roads. 511 helps travelers be aware of roadway conditions and able to anticipate the best route to take and the best departure time. Take the time to learn the new Florida 511 system and be on the lookout for future enhancements. 511 helps save time, money, and ultimately lives by providing congestion relief to Florida roads.



# National Deployment Areas With Access Numbers and Co-branded Web Sites



■ Operational  
■ Near Future  
■ No Coverage

Alaska .....	(866) 282-7577 .....	511.alaska.gov
Arizona.....	(888) 411-ROAD .....	www.az511.com
California		
Eastern Sierra .....	(800) 427-7623 .....	
Sacramento / Northern California.....	(877) 511-TRIP .....	www.sacregion511.org
San Diego .....	(800) 215-4551 .....	www.511sd.com
San Francisco Bay Area.....	(866) 736-7433 .....	www.511.org
Colorado.....	(303) 639-1111 .....	
Florida.....	(866) 511-3352 .....	www.fl511.com
Georgia .....	(877) MY-GA511 .....	www.511ga.org
Idaho .....	(888) 432-7623 .....	511.idaho.gov
Iowa .....	(800) 288-1047 .....	www.511ia.org
Kansas .....	(866) 511-KDOT .....	511.ksdot.org
Kentucky		
Cincinnati / Northern Kentucky.....	(513) 333-3333 .....	
Kentucky Statewide.....	(866) RDREPORT .....	www.511.ky.gov
Louisiana .....	(888) ROAD511 .....	www.511LA.org
Maine.....	(866) 282-7578 .....	www.511maine.gov
Massachusetts.....	(866) 511-6112 .....	
Minnesota.....	(800) 542-0220 .....	www.511mn.org
Missouri (St. Louis) .....	(877) 478-5511 .....	
Montana.....	(800) 226-7623 .....	www.mdt511.com
Nebraska.....	(800) 906-9069 .....	www.511nebraska.org
Nevada.....	(877) NVROADS .....	
New Hampshire .....	(866) 282-7579 .....	www.nh.gov/dot/511
New Jersey.....	(866) 511-6538 .....	www.nj.gov/transportation/commuter/511/
New Mexico .....	(800) 432-4269 .....	
New York .....	(888) GO511NY .....	www.511ny.org
North Carolina.....	(877) 511-INNC .....	www.ncsmartlink.org/511/default.html
North Dakota .....	(866) MY ND 511 .....	www.dot.nd.gov/travel/
Oregon.....	(503) 588-2941 .....	
Pennsylvania.....	1-877-511-PENN (7366) .....	www.511pa.com
Rhode Island.....	(888) 401-4511 .....	
South Dakota .....	(866) MY SD 511 .....	www.sddot.com/511.asp
Tennessee.....	(877) 244-0065 .....	www.tn511.com
Utah.....	(866) 511-UTAH .....	
Vermont.....	(800) ICY-ROAD .....	www.511vt.org
Virginia.....	(800) 578-4111 .....	www.511virginia.org
Washington State .....	(800) 695-ROAD .....	www.wsdot.wa.gov/traffic/511
Wisconsin .....	(866) 511-WISC .....	www.511wi.gov
Wyoming.....	(888) 996-7623 .....	

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