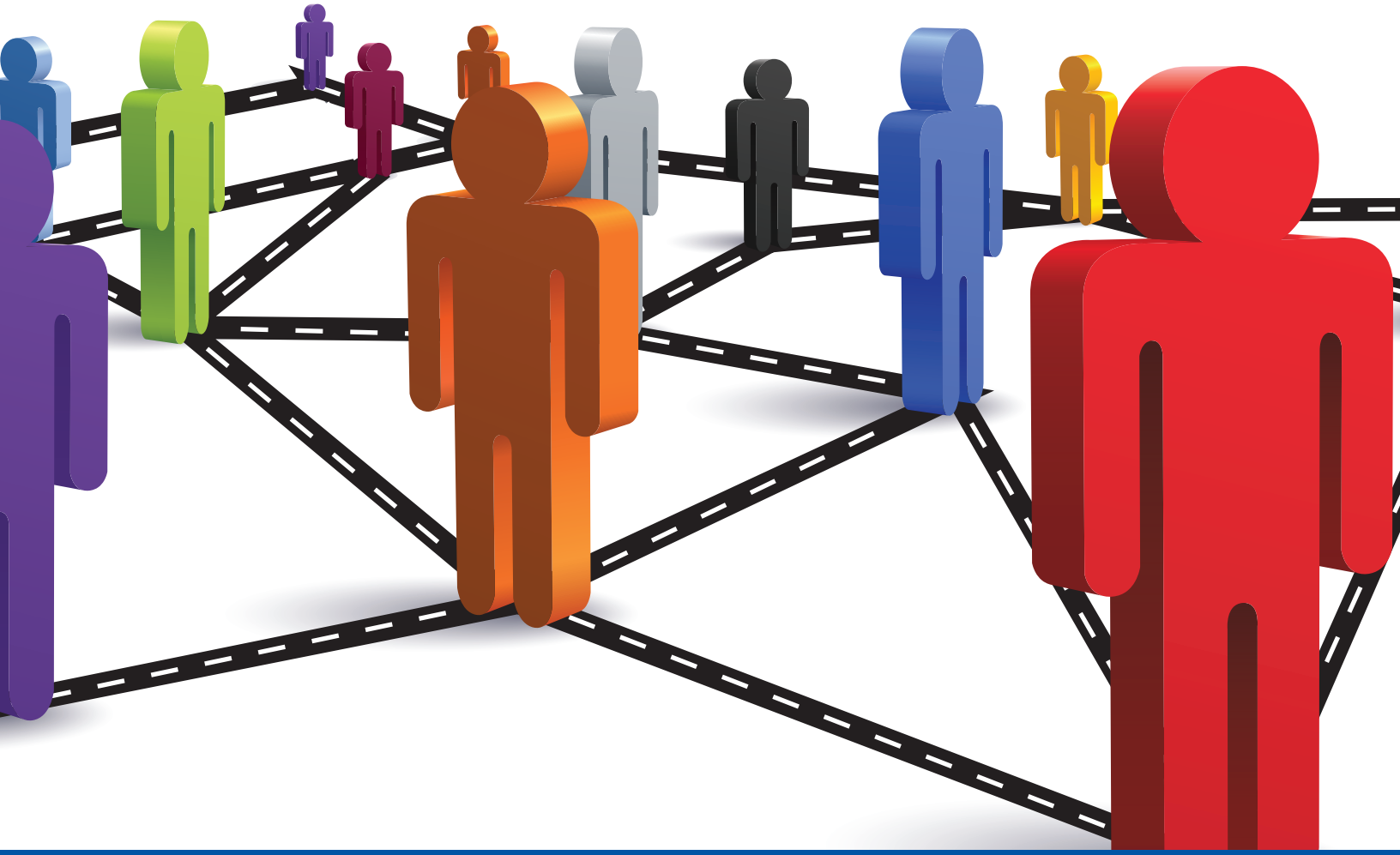
Florida's 511 Progress Report

The People's Network

511 - The First Decade



Florida Department of Transportation — Intelligent Transportation Systems Program — 2010

CONTENTS

Florida Department of Transportation

RICK SCOTT
GOVERNOR

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OFFICE OF THE
SECRETARY

Dear friends and followers of 511:

Making travel throughout Florida safer and more efficient is the primary focus of the Florida Department of Transportation's (FDOT) Intelligent Transportation Systems (ITS) Program. Our statewide Florida 511 Traveler Information System (FL-511) plays an important role in fulfilling that goal by giving real-time traffic updates and much more to our state's growing population of 18.8 million residents and 80 million Florida visitors.

2010 proved to be an exciting year for Florida's 511. In just 17 months after launch (June 18, 2009) of the next generation statewide system, the phone system received its four-millionth call. During the same period, the FL511.com web site received its one-millionth visitor. Additionally, the number of My Florida 511 personalized services users doubled during that time enabling users to customize their 511 experience on their most frequently traveled routes through phone call, e-mail, and text alerts.

FDOT made several changes to the 511 phone system to enhance the caller experience, including improvements to call flows, voice prompts, recognition rates, and data entry. Information provided to callers is derived from data collection in the field that includes information from vehicle detectors, closed-circuit television (CCTV) cameras, Road Ranger service patrols, Florida Highway Patrol's computer-aided dispatch, and FDOT's traffic incident management partners. Data is fed into the SunGuide® software, which is integrated with Florida's advanced traffic information system software to disseminate traffic flow information to the public. During 2010, Florida's Turnpike Enterprise data collection was fully integrated with the SunGuide software, completing the statewide conversion to the SunGuide software package. INRIX's provision of travel times—relying on data collected from multiple sources, including global positioning system-enabled commercial fleet vehicles—is a new tool in our toolkit, aiding in incident detection on roadways without devices. This information is particularly useful in the north Florida and Panhandle regions.

With the purpose of pushing traffic information to the public, FDOT signed multiple agreements to furnish CCTV camera feeds to news media organizations. During traffic reports, many stations throughout the state mention FDOT as the provider of the traffic cameras and information. Television viewers in Northeast and Central Florida see the 511 brand on traffic cameras during every traffic report. During the past year, a third-party traffic data feed was made available.

Florida residents and visitors learned more about 511 through strategic marketing partnerships. 511 public service advertising messages are placed throughout the state, including malls, airports, billboards, buses, and trains. Information about the system is available in yellow page directories, tourism publications and driver handbooks, maps, and on hundreds of web sites.

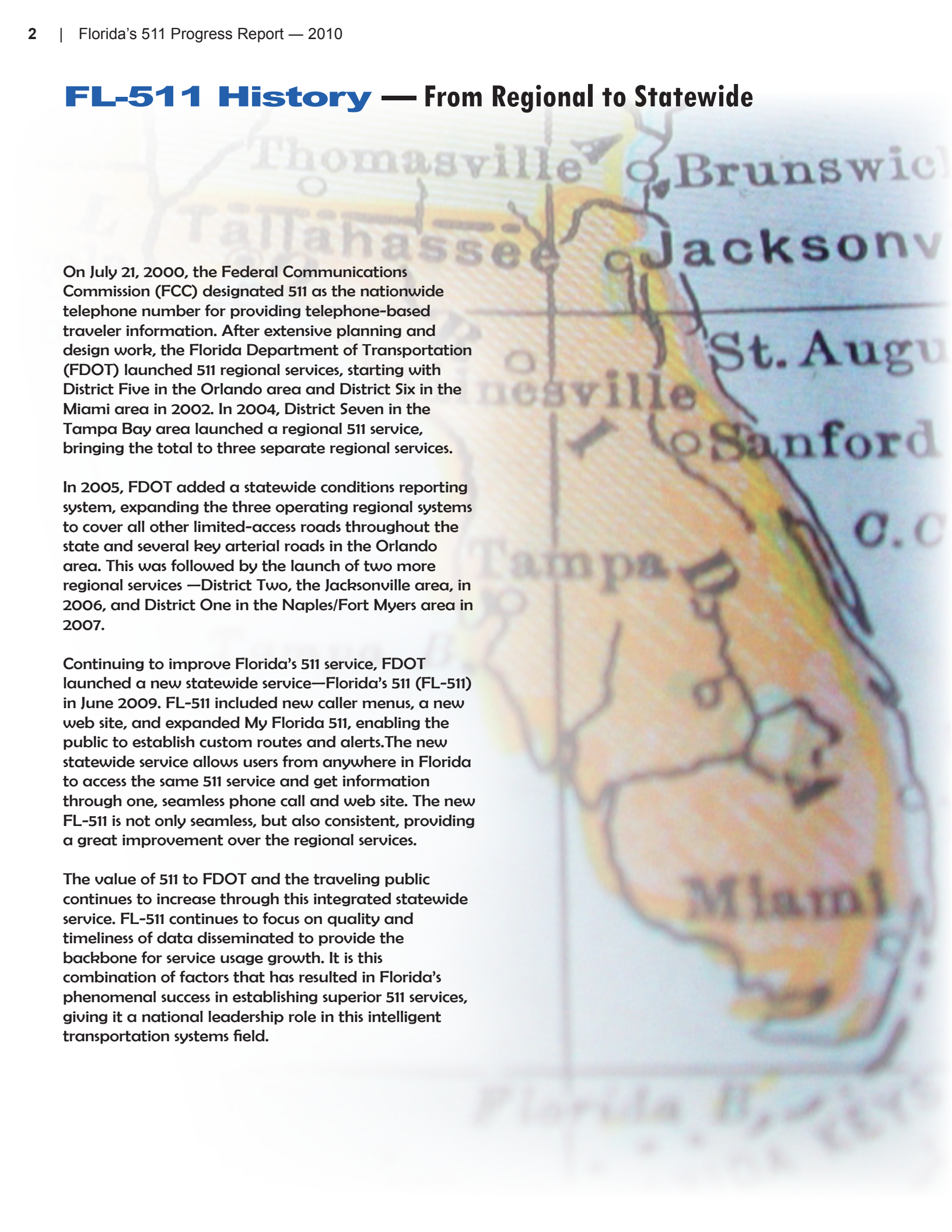
Teaming with other state agencies for 511 outreach proved highly successful in educating drivers about 511. This year we partnered with the Florida Department of Education to provide 511 learning modules to all driver education programs in the state. We also joined with the Florida Department of Elder Affairs to push out 511 information to older drivers. In all educational materials, we stress to motorists that they "Know Before You Go."

As the world's foremost ITS experts gather in Orlando in October 2011 for the 18th ITS World Congress, Florida's 511 will be on center stage. Our official one-stop, all encompassing telephone and web site service will continue to provide real-time traffic updates and traveler information to individual commuters, long-distance travelers, tourists, and commercial vehicle operators. It's an exciting time for our state and for showcasing our world-class ITS Program.

Elizabeth Birriel

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

FL-511 History — From Regional to Statewide



On July 21, 2000, the Federal Communications Commission (FCC) designated 511 as the nationwide telephone number for providing telephone-based traveler information. After extensive planning and design work, the Florida Department of Transportation (FDOT) launched 511 regional services, starting with District Five in the Orlando area and District Six in the Miami area in 2002. In 2004, District Seven in the Tampa Bay area launched a regional 511 service, bringing the total to three separate regional services.

In 2005, FDOT added a statewide conditions reporting system, expanding the three operating regional systems to cover all other limited-access roads throughout the state and several key arterial roads in the Orlando area. This was followed by the launch of two more regional services —District Two, the Jacksonville area, in 2006, and District One in the Naples/Fort Myers area in 2007.

Continuing to improve Florida's 511 service, FDOT launched a new statewide service—Florida's 511 (FL-511) in June 2009. FL-511 included new caller menus, a new web site, and expanded My Florida 511, enabling the public to establish custom routes and alerts.The new statewide service allows users from anywhere in Florida to access the same 511 service and get information through one, seamless phone call and web site. The new FL-511 is not only seamless, but also consistent, providing a great improvement over the regional services.

The value of 511 to FDOT and the traveling public continues to increase through this integrated statewide service. FL-511 continues to focus on quality and timeliness of data disseminated to provide the backbone for service usage growth. It is this combination of factors that has resulted in Florida's phenomenal success in establishing superior 511 services, giving it a national leadership role in this intelligent transportation systems field.

Tracking Florida's 511 Development — A Timeline of Advancement

2000

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

2003

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

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.

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.

2009

- June – FDOT launched the new FL-511 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 FL-511 reached the one million call mark.

2002

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

2004

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

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.

2008

- May — Travel times added to Interstate 75 traffic reports in Southwest Florida.
- September — The new statewide Florida 511 (FL-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 FL-511 for distribution to travelers.

2010

- June — Florida's Turnpike completed its transition to SunGuide; FDOT launched the Data Style Guide training statewide to promote SunGuide and FL-511 data consistency among the Districts.
- August — District Seven added coverage on SR-60 at the interchange with I-275 near the Tampa International Aiport
- November — FL-511 received its four millionth call
- December - New transfers were added to FL-511, including transit agencies, airports, one seaport, and five new commuter services agencies

Enhancing FL-511 — Continuing to Grow and Improve

General

The Florida Department of Transportation (FDOT) launched the new Florida 511 service, a traveler information system in June 2009. Since then the FDOT has made significant improvements to the system to provide a better experience to Florida's traveling public. These enhancements are based on feedback from 511 users and input from the Florida 511 team, which applies rigorous quality assurance and quality control to the system.

Increasing the FL-511 coverage available was one of these improvements. Since launching, FL-511 has systematically added new incident reporting locations, new travel time links, and new floodgate slots to increase the available coverage across critical Florida facilities. New sources of raw data have been procured through the use of innovative technologies (e.g. global positioning systems). The FDOT contracted with INRIX to provide raw travel speed data on all of I-10 and the northern portion of I-75.

Another area of improvement was focused on improving the user experience. This was done by focusing on key customer touch points. The FL-511 team researched, analyzed, and improved the system's voice recognition in both English and Spanish (over 15 percent recognition improvement since launch). The team also focused on simplifying the menu structure and various call interactions by removing ambiguities, fixing erroneous voice prompts, and allowing the user more flexibility to interrupt and jump straight to the information desired. In addition, web site and personalization improvements have been made by ordering the display of information (e.g. travel time links and closed-circuit television camera images), removing redundancies, and adding more detailed help (e.g. 511 tips).

There was also a focused improvement on providing increased access to FL-511 information. A third party data feed was created that allows third parties access to the FL-511 data from across the state, i.e. incidents, construction, travel times. This provides third parties with the ability to create new applications built upon this data to the benefit of Florida's traveling public.

The FDOT will continue to make ongoing enhancements to the system to further enhance the safety and mobility of the traveling public.

SunGuide® Software

Supporting Florida 511 - SunGuide Enhancements
The SunGuide® software, Florida's advanced traffic management system software, has supported FL-511 since its launch. SunGuide software allows the control of intelligent transportation systems (ITS) roadway devices as well as information exchange across a variety of transportation agencies. FDOT deploys SunGuide software throughout Florida and each deployment contributes to the statewide traveler information presented by FL-511.

Because of this tightly knit architecture between SunGuide and FL-511, SunGuide has made enhancements to better report traveler information on FL-511. Some of these enhancements made over the past year include:

- Addition of INRIX Travel Time and Speed Data: FDOT is taking advantage of the wide coverage of travel time and speed data provided by INRIX in order to "fill in" areas of the state that do not have traffic detectors, such as rural areas and arterials. SunGuide has been modified to accept this data and redistribute it out to FL-511, expanding the coverage areas throughout the state.
- Improved Automated Incident Detection: SunGuide made enhancements to its incident detection functionality to decrease the detection time of events and to report event information to the public faster than manual detection methods. These enhancements provide useful alerts to transportation management center operators, allowing them to take immediate action on events.
- Consistency Improvements: Consistency improvements between Districts were made in all SunGuide deployments, including roadway, camera image, and device naming. This helps to provide seamless traveler information reporting as motorists travel to different parts of the state.
- Improvements to Data Sources: Improvements were made to make the Florida Highway Patrol computer-aided dispatch available to more FDOT Districts. Improvements were also made to in-cab Road Ranger tablets to allow dispatched Road Rangers to provide on-site traffic information.
- Improvements in Reporting of On-/Off-Ramp Events: Changes were made in the way ramp events are reported to better report traffic incidents that occur at vital interchanges.

- Addition of 511 Watcher: FDOT District Six has an add-on to SunGuide called "511 Watcher," used to double-check data going out to FL-511 in order to improve quality control.
- Increased Coverage: Additional reported event locations were added to SunGuide to allow transportation management center operators to report traffic events in more areas throughout the state.
- Improved SunGuide Mapping: SunGuide made significant improvements to its mapping software to locate traffic events and ITS equipment throughout their respective systems, promoting accuracy of event reporting to FL-511.

Additional improvements are planned to further improve reporting to FL-511, including a new video aggregation system that will allow FL-511 users to view traffic camera images and streaming video.

Data Collection — Going Beyond Traditional Methods

Data collection is the heart of any system that provides information to the public. It doesn't matter if you are providing information about incoming flights for an airline, account information from your bank, or information about traffic on your route to work. Information has to come from some place in order for it to get to you. For reporting on traffic, the information comes from a number of different sources both public and private. The following text chronicles the Florida Department of Transportation District Two's data collection effort to support Florida's 511 system.

Traffic data in the Florida Department of Transportation (FDOT) District Two Jacksonville area is primarily collected using microwave vehicle detectors, closed-circuit television cameras, Road Ranger service patrols, Florida Highway Patrol (FHP) computer-aided dispatch (CAD), and information provided by District Two's Northeast Florida region traffic incident management (TIM) partners. In addition, District Two uses a vehicle to spot check locations to confirm problems.

Not all roadways in Northeast Florida are equipped with detection devices; District Two uses the INRIX web site to track traffic flow on these roadways. INRIX provides FDOT with access to their web site, which shows roadway traffic conditions overlaid on an area map color-coded for different roadway conditions to represent pre-established congestion levels. Typically, red represents the worst condition, while green indicates free flowing traffic.

When red is indicated on the INRIX web map, District Two begins the verification process — to investigate the issue, FHP is contacted, along with area FDOT maintenance offices, local law enforcement, and Road Ranger service patrol. During the verification process, District Two publishes an "unconfirmed" event for FL-511 until more detailed information is acquired.

District Two also uses the INRIX map and FHP CAD to acquire traffic information in areas outside of Northeast Florida. At this time, District Two assists with data collection and event reporting in District Three. If the event is "unconfirmed," District Two still puts the event in 511 and asks FHP or the local law enforcement agency to investigate. District Two also calls on their TIM partners in that area to determine if they are aware of and/or are handling the unconfirmed incident. Sometimes the reason for the red map indication is just congestion or very slow traffic and District Two removes the message once the INRIX map goes green again.

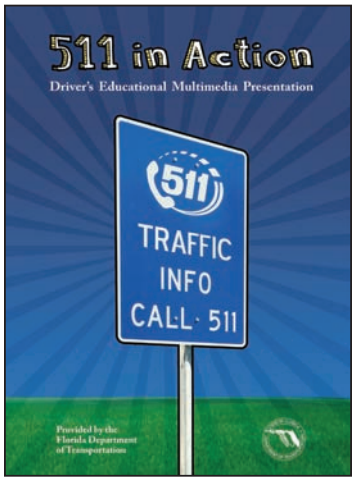
To supplement the data collection, District Two has contracted for aerial surveillance to reach remote locations on an as-needed basis for major incidents. In addition, the FL-511 provides for caller feedback, which allows callers to report traffic conditions, thus providing additional information for operators to identify and verify.

In order to verify caller-reported incidents, the operator views the INRIX web map. When a section turns yellow, the operator monitors the map more closely. If the section stays yellow for a period of time (five minutes or so), the operator begins an investigation by contacting FHP and local law enforcement agencies. If the map turns red, the operator posts an "unconfirmed" message and begins to expedite the investigation to determine the extent of the problem, the exact location/direction on the road, which agency is handling the issue, the type of responders mobilized at the scene, and the estimated time before lane/shoulder clearance. Once the event has been confirmed/verified, the event is changed to a confirmed event.

511 Outreach in 2010

The first full year of 511 educational outreach for the statewide Florida 511 (FL-511) traveler information service brought many new and exciting opportunities to reach Florida residents and visitors. The launch of the Educate.FL511.com web site made 511 educational materials more accessible to statewide partners, making downloading and ordering 511 supplies easier than ever. On the web site, users can browse through dozens of articles, flyers, handouts, graphics, promotional giveaway items, logos, web banners, video and audio public service announcements, and PowerPoint presentations, and download items immediately or request items from 511 representatives. The web site ensures consistent, widespread promotional efforts statewide and helps streamline the distribution process.

Major Educational Outreach in 2010

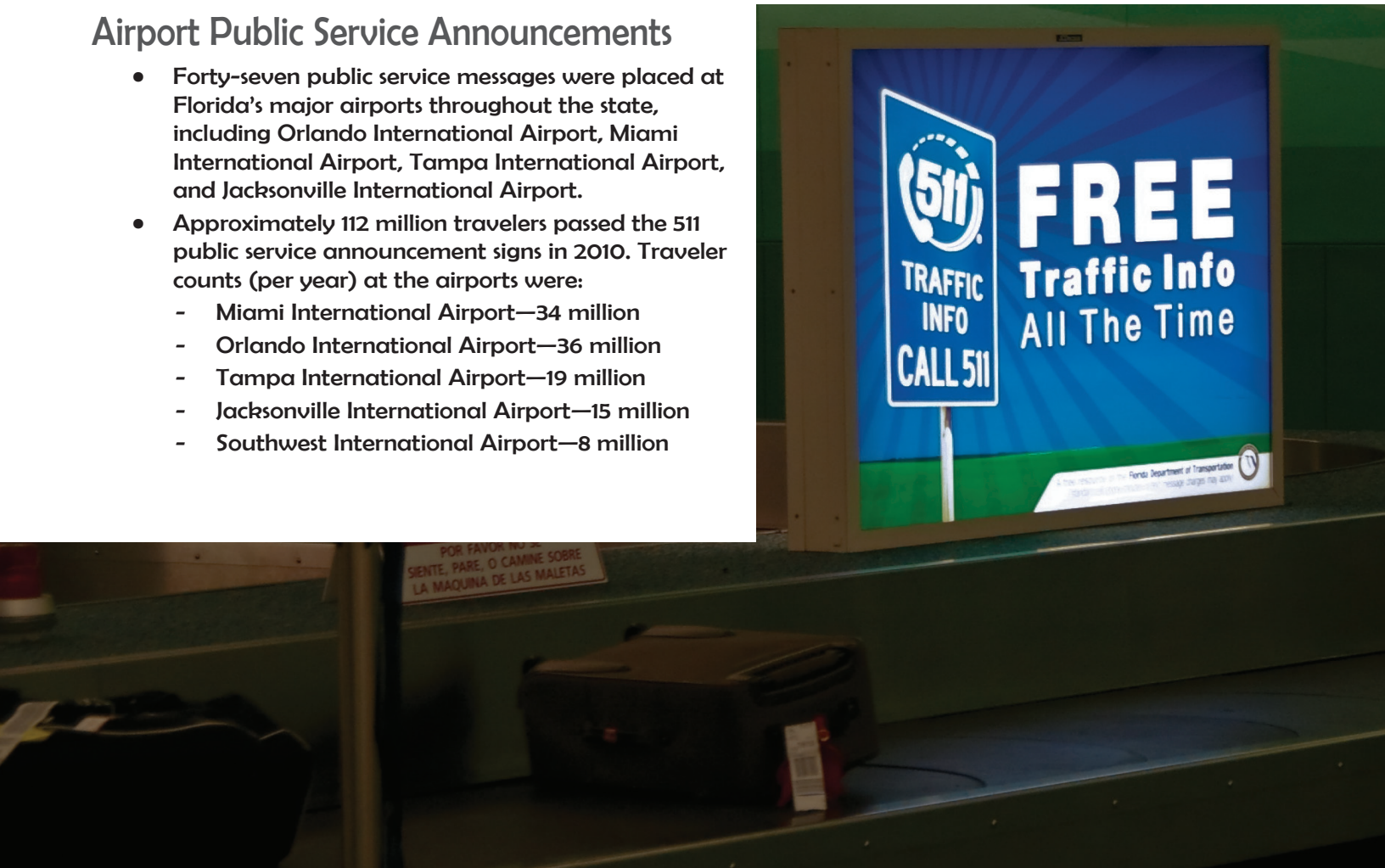


Driver's Education Outreach

- The Florida Department of Transportation (FDOT) continued to distribute a multimedia presentation for driver education courses throughout the state. The presentation included a video demonstrating how to use 511 and a 511 PowerPoint presentation.
- To date, more than 500 multimedia packages were shipped to driver education teachers around the state. With an average of 150 students and teachers viewing each video, 75,000 511 impressions were made in 2010.
- 511 content was included in the 2010 edition of the Florida Department of Highway Safety and Motor Vehicles handbooks, in both English and Spanish. 1,400,000 handbooks were printed and downloadable handbooks were available online.

Airport Public Service Announcements

- Forty-seven public service messages were placed at Florida's major airports throughout the state, including Orlando International Airport, Miami International Airport, Tampa International Airport, and Jacksonville International Airport.
- Approximately 112 million travelers passed the 511 public service announcement signs in 2010. Traveler counts (per year) at the airports were:
  - Miami International Airport—34 million
  - Orlando International Airport—36 million
  - Tampa International Airport—19 million
  - Jacksonville International Airport—15 million
  - Southwest International Airport—8 million



Shopping Mall Public Service Announcements

- Twenty-six bilingual public service messages were placed at 13 of Florida's major malls in South Florida, Tampa, and Orlando.
- More than 13 million visitors per month view the 511 messages while at Florida malls.

Phone Books

- 511 is currently in phone books provided by AT&T (The Real Yellow Pages), Embarq (Dex Knows/Century Link Phone Books), and Verizon (Super Pages).
- Total statewide audience for phone books is approximately 19.5 million.

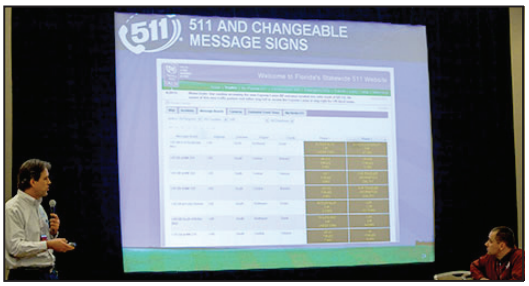
Radio Outreach

- A 511 public service announcement is included at the end of traffic reports on the ReachFM radio network.
- As a statewide network, 511 messages reach more than 12 million listeners on 50 radio stations.

Video Public Service Announcements

- 511 videos are featured on major statewide partner web sites, such as: VisitFlorida.com and the 2010 Super Bowl XLIV's Host Committee site in Miami.

Emergency Evacuation Partnerships



- The National Oceanic and Atmospheric Administration featured 511 content in all of Florida's Extreme Weather Information Sheets.
- FDOT created a Hurricane Evacuation Video to explain how to use 511 in the event of an emergency.
- 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) throughout the state. 511 information was featured in hurricane guides and on EOC web sites.

Department of Elder Affairs

- FDOT produced a video featuring older Florida drivers, demonstrating how to use 511 and register for personalized services.
- The video was distributed through the Department of Elder Affairs at the Florida Conference on Aging, Florida's area agencies on aging, and other city councils and elder community relations departments.

"This new FDOT sponsored 511 program is great for our senior drivers because they are able to receive information about road conditions three ways. They can go to the website, call on the phone or have programmed alerts come to their phone. Navigating Florida's highway system has become safer and less time consuming."

—Buddy Cloud, Transportation Liaison, Communities for a Lifetime Bureau, Department of Elder Affairs

System Feedback — An Invaluable Tool

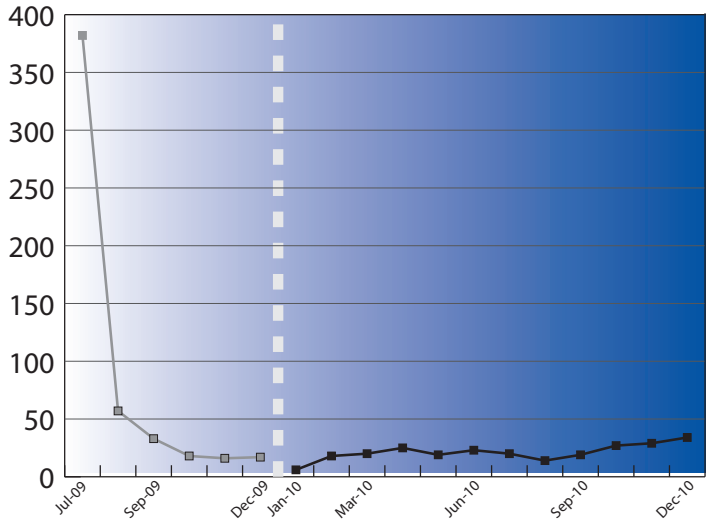
When designing the Florida 511 (FL-511) traveler information service, the Florida Department of Transportation (FDOT) built in the ability for system users to leave feedback . In fact, there are two different feedback capabilities incorporated into the FL-511 design. The first is the ability for users to leave feedback on how well the system is operating. The other feedback capability allows users to leave a traffic report when they come across an issue that might not yet have been reported on FL-511. When speaking of FL-511, of course we are speaking primarily of the 511 traveler information phone number and the FL511.com web site, where system users can go to get information on traffic conditions.

When FDOT launched FL-511, quite a bit of positive feedback on how well the system was working was anticipated; after all, it was a switch from regional system to a new statewide system. However, we found that callers using 511 were used to their old regional system, which the new system did not necessarily mimic. This was particularly evident in southeast Florida. Callers in the southeast Florida regional system were accustomed to being able to transfer to an operator and speak directly to a person to get traffic reports. This ability, to speak directly to an operator, was not a feature of the new FL-511 due to the complexity and cost of providing that feature on a statewide basis. Additionally, rather than listening to the new FL-511 prompts, callers tried to utilize the same commands and shortcuts they were accustomed to in their old regional system. These commands and shortcuts were not necessarily applicable to the new FL-511.

Change is always difficult and people were not afraid to voice their opinions.

Feedback came from people who let us know they were disappointed that they could no longer get custom traffic information from a live operator and from people who indicated that the system would not recognize their voice. And of course, we got our fair share of people leaving their opinion of how well they thought the system was working, utilizing unsuitable language to describe their thoughts. FL-511 records every call; system developers are able to go back in and find out what the issue was for those people having issues with FL-511. In most cases, the recognition problems were due to either user error or service carrier issues (signal strength). However, to the FL-511 user, these were recognition issues. In addition, we also received feedback from callers who did find actual issues with FL-511.

Regardless of how negative the feedback was, FDOT seriously considered each feedback entry and made a number of changes to improve the caller's experience. As people became accustomed to FL-511, and as implemented changes addressed issues, the feedback started to die down. The graph tracking voice recognition problems, perceived, and/or actual, shows a dramatic decline in voice recognition complaints after the first couple of months. This is primarily due to FL-511 users better understanding how to utilize FL-511 and to adjustments FDOT made to address issues brought up by the public.



Along with legitimate feedback calls, FDOT also received feedback that had nothing to do with how FL-511 operates. Apparently, the feedback function opened up a new portal to leave any traffic-related comments regarding the transportation system in general. This feedback ranged from issues regarding traffic signal operation to discussions on how to improve signage. One of the more popular feedback messages are the requests for camera images, generally to establish blame associated with a traffic accident. One gentleman left feedback asking if the system could substantiate his claim that he was stuck in traffic. It seems his boss required him to show proof as to why he was late.

> "I find the system very easy to use. 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."
>
> —Mike Fridella, Redington Beach resident and Tampa commuter who placed the millionth call to 511.

Feedback, completely unrelated to the system operation and traffic in general, was also received from callers. One of the more intriguing feedback messages was from a woman complaining about all the calls she was getting at night from FL-511. Her phone would ring around 10:00 p.m., but she would not answer. After a number of days she answered the phone and told the caller not to call back and hung up. She had second thoughts and utilized the call back feature of her phone to reengage with the caller, and got into the 511 component of FL-511. FDOT searched the database and found that she had not registered a caller profile for FL-511 to provide her with information, so the system could not be calling her. How did she get into 511? After a little research, we speculated that she was getting a call from a call center in Lima, Peru. The country code for Peru is 51 and the city code for Lima is 1. When she utilized the call back feature on her phone, the system truncated the numbers after 511 and put her into FL-511.

Other feedback, just as amusing as the Peruvian connection, have been received. A woman left feedback, thinking that she was talking to her credit card company and even left her credit card number. Then there was an elderly gentleman who called 511 to order his medication. These calls led to speculation that the callers misdialed a toll free number that put them in the FL-511 system through one of the system's back door numbers. When you dial 511, it is translated into a toll free number (called a backdoor number since you can dial that number to access FL-511) to complete the call.

When feedback is left, that obviously indicates the caller is having a problem navigating through FL-511 or indicates that the caller would benefit from some one-on-one instruction on how to navigate through the system, a FL-511 team member contacts the caller. This is not so much for public relations, as it is to help educate the caller to be able to better utilize the system.

FL-511users can also leave feedback on traffic conditions. When a FL-511 user calls the system to get information, but information is not reported for the facility, the system will ask the caller if they want to leave a traffic report. The traffic report is converted to a Wav file (Waveform audio file format) and sent to transportation management center (TMC) operators to alert them of possible traffic flow issues. The motorists assistance in reporting problems is most helpful in Florida's rural areas where FDOT does not have a network of sensors and cameras to monitor the roadway to determine problems in a timely manner. FDOT must still verify these problems, but notification through this feedback function gives TMC operators a heads-up.

User-provided traffic report feedback also provides the FDOT Districts with a tool to better assess their operations from the standpoint of providing timely information to the public. Additionally, it provides the Districts and Central Office with information on where efforts need to be concentrated in generating new data sources to provide timely and pertinent information to the public.

The goal of user feedback is to provide information back to FDOT on how well FL-511 is working and how well we are doing in reporting problems to the public. FDOT receives positive feedback from users who are appreciative of the system and they have let us know that FL-511 has saved them time and lowered frustration levels while driving throughout the state.

And that is what the system is all about—saving people time and reducing their frustration levels.

FL-511 — Checking the Stats

Florida 511 received its four millionth phone call to the next-generation statewide system in November 2010, just 17 months after launch. Cell phone callers placed two-thirds of the calls to 511. The average caller spends about a minute and a half to get the travel information desired, and the most popular time of day to call is evening rush hour, when FL-511 receives nearly one-third of its daily calls.

The FL511.com web site continued to be an important source of information for Florida travelers. In 2010, internet users visited the site 667,386 times. The most popular pages are those showing incidents, followed by roadside cameras and construction information.

2010 511 Call Statistics

2,785,531 total calls

Top 10 roadway requests (percent of callers requesting information):

- I-95 ----------31%
- I-4 ---------- 22%
- Florida's Turnpike ---------13%
- I-75 ---------- 11%
- Palmetto Expressway ----- 5%
- Dolphin Expressway ------- 3%
- I-595 ---------- 2%
- I-10 ---------- 2%
- I-275 ---------- 2%
- US 1 ----------1%

Top 10 agency transfers:

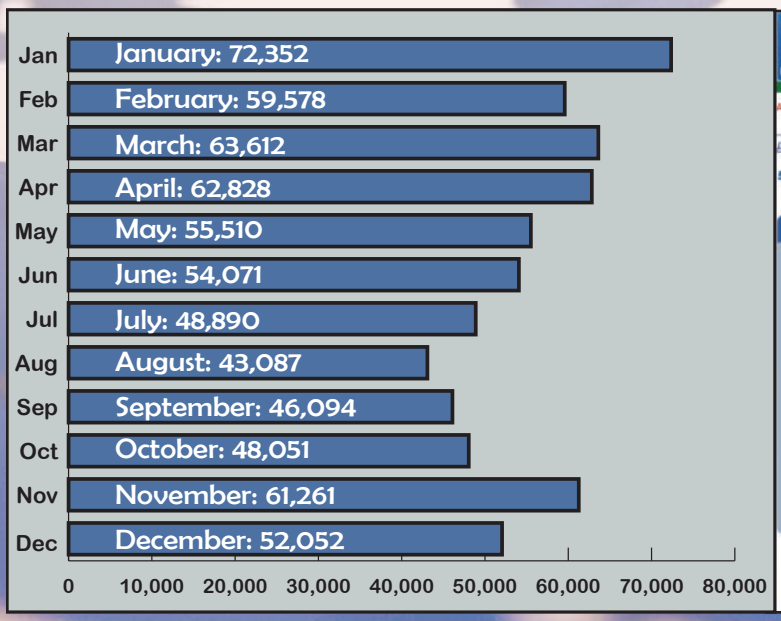
- Orlando International Airport – 20,025
- Georgia 511 – 4,205
- Florida's Turnpike/Sunpass – 1,870
- Southwest Florida International Airport - 826
- Louisiana 511 – 772
- Collier Area Transit – 769
- Miami-Dade Transit Authority – 610
- Fort Lauderdale International Airport – 567
- Broward County Transit – 565
- Commuter Services of North Florida – 463

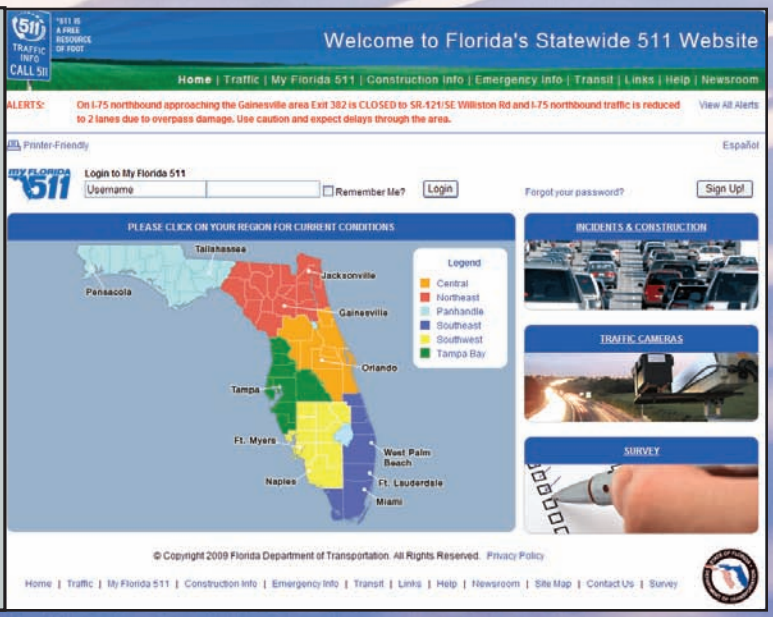
511 Call Origination by Area Codes (% of total calls)

- South Florida (954, 305, 561, 786, 772, 754) -----45%
- Central Florida (407, 352, 321, 386) ----------24%
- Tampa Bay (813, 727, 941, 863) ----------11%
- Northeast Florida (904) ---------- 5%
- Southwest Florida (239) ---------- 3%
- Panhandle (850) ---------- 3%

FL511.com Web Site Statistics

Number of visits:





My Florida 511 Personalized Services

Number of subscribers: 8,932
Number of subscribers with at least one alert: 3,139
Number of subscribers with at least one route: 5,358

FLORIDA'S 511 COVERED ROADWAYS

Interstates
- I-4
- I-10
- I-75
- I-95
- I-110
- I-175
- I-195/Julia Tuttle Causeway
- I-275
- I-295
- I-375
- I-395/MacArthur Causeway
- I-595

U.S. Highways
- U.S. 1/Overseas Highway (Monroe County)
- U.S. 1/South Dixie Highway (Miami-Dade County)
- U.S. 17-92
- U.S. 192/Irlo Bronson Highway
- U.S. 41 (Collier, Charlotte & Lee counties)
- U.S. 441/U.S. 17-92/ Orange Blossom Trail

State Roads
- S.R. 9A (Duval County)
- S.R. 50/Colonial Drive
- S.R. 60 (Tampa Airport Interchange)
- S.R. 202/J Turner Butler Boulevard
- S.R. 414/Maitland Boulevard
- S.R. 423/John Young Parkway
- S.R. 436/Semoran Boulevard
- S.R. 826/Palmetto Expressway
- S.R. 878/Snapper Creek Expressway

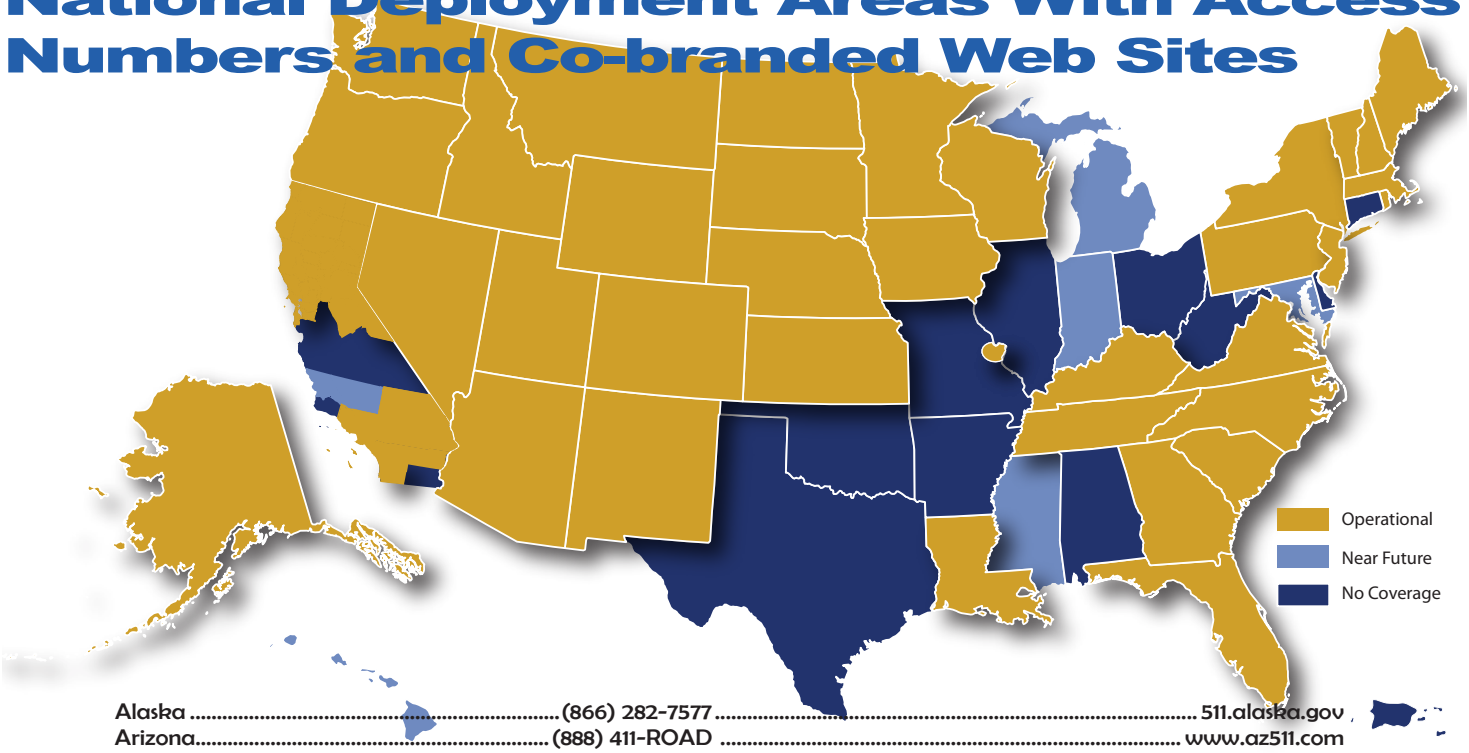
Expressways - Toll Roads
- 95 Express
- S.R. 112/Airport Expressway
- S.R. 408/East-West Expressway
- S.R. 417/Central Florida Greeneway
- S.R. 429/Western Beltway
- S.R. 528/Beachline Expressway
- S.R. 589/Suncoast Parkway
- S.R. 589/Veterans Parkway
- S.R. 836/Dolphin Expressway
- S.R. 874/Don Shula Expressway
- S.R. 924/Gratigny Parkway
- Alligator Alley (I-75 in Collier & Broward counties)
- Florida's Turnpike
- Polk Parkway
- Sawgrass Expressway

Other
- Card Sound Road

03/15/11

A resource of the **Florida Department of Transportation**
(standard cell phone minutes or text message charges may apply)

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



Alaska	(866) 282-7577	511.alaska.gov
Arizona	(888) 411-ROAD	www.az511.com
California		
Eastern Sierra	(800) 427-7623	
Inland Empire	(877) 694-3511	www.IE511.org
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	www.cotrip.org
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		www.massdot.state.ma.us/Highway/Traffic/Mass511.aspx
Metro Boston	((617).986-5511	
Central Mass	(508).499-5511	
Western Mass	(413).754-5511	
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		www.nh.gov/dot/511
New Jersey	(866) 511-6538	www.511nj.org
New Mexico	(800) 432-4269	
New York	(888) GO511NY	www.511ny.org
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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.Carolina	(877).511-4672	www.511SC.org
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.com/
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	www.wyoroad.info

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