Louisiana 511
Travel Information System

February, 2007
Overview of 511 Travel Information
History

- FCC Designated 511 as National Travel Information number in 2000
- 5 Year Evaluation Period in 2005
- Setting goals for 2010
Current Use

- Available to over 100 million callers
- Over 62 million 511 calls have been made
- 26 consecutive months with more than 1 million calls per month
- Call volumes vary greatly with weather and during AMBER alerts !!
511 Deployment Status

as of December 31, 2006

Accessible by 36.5% of Population

= 511 Operational ("Live")

= Expected "Live" in 2007

Accessible by 67% of Population in 2007
National Level

- National 511 Coalition
  www.deploy511.org

- Guidelines Document, targeting:
  - Consistency
  - Suggested Content Levels

- Consistent Experiences by Callers from State to State
Introduction to the CARS-511 Model
CARS

- Condition Acquisition and Reporting System
- Graphical/Map-based reporting system for event entry and management
- Uses national ITS standards
- Internet-based
- Owned by states
- Communicates event data to other systems for automated dissemination to public
Public Switched Telephone Network

Voice Platform Software

http Request (www or LAN)
Returns "program" document with dynamic data

Condition Reporting System

LAN or www XML data

5-1-1 Application Servers

Manual Data Entry

Potential Automated Ingest

Database

5-1-1 Caller
CARS Dissemination

Data from DOT, Police, and others

CARS

511 Central Software

Web Page Software

HAR / LPFM Software

DMS Central Software

XML

XML

XML

XML

WWW

AM/FM

NTCIP

BRIDGE CLOSED 5 M AHEAD
Travel Info - Dial 511
Initial Use

CARS

Roadwork Information

Road Condition Information

Event Information

Accident Information
Longer Vision

- Increased Automated Entry
- Increased Data Content
Automated Ingest of R/WIS Data

- Generate automatic CARS situations from R/WIS data
- Actual Example from Alaska
Vision: Manual and Automated Entry
CARS Amber Additions

Amber entry

DATA (from DOT, Police, and others)

511 Central Software

Web Page Software

HAR / LPFM Software

DMS Central Software

XML communication

Messenger - Fax - Email - Pager

www

AM/FM

NTCIP

BRIDGE CLOSED 5 M AHEAD
Travel Info - Dial 511
Data

- **Accident, Incidents, Road Closures**
  - Who – LSP Troops
  - When – ASAP, update as needed

- **Weather**
  - Who – LSP Troops and/or DOTD
  - When – During severe weather conditions

- **Road Work & Maintenance**
  - Who – DOTD Districts
  - When – In advance of scheduled work
Data

- **Special Events (sporting event, Mardi Gras)**
  - Who – LSP and/or DOTD Districts
  - When – 30 min. – 1 day in advance

- **Evacuations**
  - Who – LSP via Traffic Command Center (LSP & DOTD coordinated)
  - When – As it happens or ASAP
LaDOTD’s 511 Status

- 511 System commissioned internally in Sept. 05’
- La 511 public website on-line (511la.org)
- DOTD & LSP executed MOU Feb. 06’
- Wireless carriers 511 translation complete
- DOTD & Acadian agree to share 511 on wire-line phone systems
- DOTD publicly launched Dec 06’
Websites & Phone #’s

- www.511la.org
- www.carsprogram.org/la
- Dial 511 from cell phone or landline
- 1-866-ROAD-511 (1-866-762-3511)