



GEORGIA DEPARTMENT OF TRANSPORTATION

For Immediate Release
Monday, December 1, 2008

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511 FIELDS RECORD NUMBER OF HOLIDAY CALLS

ATLANTA, Ga. – The Georgia Department of Transportation broke a few records over the Thanksgiving holiday weekend when the 511 traveler information system fielded 71,734 calls. The service received 19,203 calls the Wednesday before Thanksgiving, with 10 percent of callers requesting live operator assistance. The Sunday after Thanksgiving, 511 received 33,624 calls, with 12 percent requesting live support. Over 11,000 calls came in just between the hours of 3 p.m. and 5 p.m.

“This is a huge increase from last year’s same-day record of 13,915 calls,” said Anthony Bradford, who manages Georgia DOT’s Transportation Management Center (TMC) in Atlanta, the headquarters of 511 and NaviGAator, Georgia’s Intelligent Transportation System. “It is a true testament to the quality and dependability of the 511 service, and to the TMC’s dedication to providing timely and accurate travel information to the traveling public.”

“The 511 operators are the unsung heroes of the Department,” said DOT Commissioner Gena Evans. “While most of us are at home with our families, they work tirelessly behind the scenes to ensure the safety of Georgia’s motorists. They’re a vital part of our operation, and deserve special recognition.”

The free, one-stop phone service provides statewide traffic conditions, route-specific information and estimated travel times within metro Atlanta. Callers can also access transit providers, major airports, rideshare organizations, tourism information and 511 systems in surrounding states.

The week of Thanksgiving ranks among the busiest travel periods of the year, when travelers take to the highways and skyways en masse. For those preparing to fly, 511 connects callers to airports in Atlanta and Savannah for information on parking, delays or connections to carriers. An automated voice recognition system guides the service, but callers can also reach live operators to report accidents or congestion, request HERO assistance or obtain additional information.

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). For more information on 511, visit www.511ga.org.

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