

GEORGIA DEPARTMENT OF TRANSPORTATION

Press Release

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GEORGIA DOT 511 SERVICE SETS CALL RECORDS; TOPS FIVE MILLION TOTAL CALLS TO DATE

ATLANTA – The Georgia Department of Transportation’s 511 real time traveler information system set new motorist assistance records during this week’s snow and ice storm with more than 95,460 inquiries, the highest number of calls ever in a four-day period.

Built and operated for the Department by Meridian Environmental Technology, Inc., the 511 service received 19,197 calls Monday; a record 35,832 calls Tuesday; 24,925 calls Wednesday; and 15,511 calls Thursday. The last time call volumes approached these levels was during the September, 2009, floods.

In addition, 511 reached another major milestone December 28: five million calls since its inception in August, 2007.

“Tuesday’s record is an increase of 1,641 calls from the last record of 34,191 calls, set during the floods, and the third time 511 has fielded over 30,000 calls in a single day,” said Anthony Bradford, who manages Georgia DOT’s Transportation Management Center (TMC) in Atlanta, the headquarters of 511 and NaviGator, Georgia’s Intelligent Transportation System. “Five million calls to-date is a true testament to the quality and dependability of the 511 service, and to the TMC’s dedication to providing timely, accurate travel information to the traveling public.”

“The 511 operators worked around the clock throughout the snowstorm, dispatching HERO Units throughout metro Atlanta; managing weather-related roadway incidents; and disseminating critical information on road conditions to travelers and the media,” said DOT Commissioner Vance C. Smith, Jr. “They are a vital part of our operation and are much appreciated by the Department and everyone who travels in Georgia.”

Georgia 511 is a free phone service and is sponsor supported. The integrated system provides real-time traffic and travel information statewide, such as traffic conditions, incidents, lane closures, and delays due to inclement weather. Callers can also transfer to operators to request assistance or report incidents 24 hours a day, seven days a week. Travel information is available online, by phone, or as a hybrid solution on your smart phone. The new mobile app is currently in beta testing and available as a free download. It will continue to be upgraded in the coming weeks. More information is at www.georgia-navigator.com.

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. Georgia is the 3rd fastest-growing state in the nation, yet 49th in per capita spending on transportation. Additional transportation revenues are imperative to grow and sustain Georgia's economic vitality and quality of life through the 21st Century. For general information on the Georgia DOT, please visit our Web site (www.dot.ga.gov).

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