



FACT SHEET

511: Easy to Use

What is 511?

511 is the new easy-to-remember, 24-hour number for Nevada state road conditions and weather reports. 511 travel information is also on-line at www.nevadadot.com, with an interactive Nevada map that zooms into the user's chosen state route.

511 is provided free to callers by the Nevada Department of Transportation and participating telecommunications companies.

Phone Features

Available 24 hours

- Free to users - excluding airtime charges imposed by cell phone providers
- Highway conditions
- Weather forecasts
- Road construction reports
- Traffic incident reports *where available*
- Lane reductions *if available*
- Amber, national security and other informational alerts
- Voice recognition allows hands-free voice commands

Web Site Features

Available 24 hours

- Interactive Nevada map zooms into user's chosen state route
- Highway conditions
- Road construction reports
- Lane reductions *if available*
- Amber, national security and other informational alerts

Easy to Use

Callers simply dial 5-1-1 from a landline or cellular phone to be connected to a computerized, voice-activated system. Callers then select their state road route number of choice by voice or touch-tone key command for a full recording of weather, road and construction conditions.

511 travel information is also available at www.nevadadot.com by selecting the '511' icon.

Calling Within Nevada

The Nevada 511 system can be reached by cell phone or landline connection from anywhere in the state. Cellular calls from out-of-state or near state borders may be routed to another state information system, in which case callers can dial 1-877-NV-ROADS.

Free Within Nevada

As a public service, 511 road and weather information is provided free of charge by the Nevada Department of Transportation.

LAND LINE PHONES: Free

CELL PHONES: Free- although airtime charges will be imposed by cell phone providers

PAY PHONE: Free through SBC pay phones. Must pay minimum local call rate through other pay phone providers.

Understanding Voice Commands

Nevada's 511 system is equipped with voice recognition technology enabling callers to make voice commands to receive their desired travel information.

This technology can be sensitive to background noise and/or other interference. Callers unable to make voice commands may simply make their selections by using their phone's keypad.

Using State Route Numbers

Specific state route numbers must be used, as opposed to common names such as 'Mt. Rose Highway' or 'Tropicana Avenue.'

Those unfamiliar with state route numbers can log on to www.nevadadot.com for a listing of state route numbers.

If Callers Can't Access 511

A cellular caller may be unable to access 511 if the cellular provider has not yet allowed access to 511. In this case, callers can dial 1-877-NV-ROADS or log onto www.nevadadot.com.

Connecting from Outside of Nevada

Nevada road condition information can be reached out-of-state by dialing 1-877-NV-ROADS, or through the Nevada Department of Transportation's www.nevadadot.com Web site.

Dialing the Previous 1-877-NV-ROADS Number

511 travel information is also available by calling NDOT's previous travel information phone number at 1-877-NV-ROADS.

Safety While Driving

Nevada's 511 system offers hands-free, interactive voice recognition. Drivers are strongly encouraged to use this voice command system to avoid the hazard of pushing number selections while driving, and to avoid using cell phones while driving when possible.

Future Features

Possible future 511 features include:

Ability to recognize common highway nicknames

Transit/airport information

Tourism information

Bicycle information

Parking/event information

Connect by phone to other state's 511 travel information systems

511: A Public Service

A Public Service

As a one-stop, comprehensive and timely source of route-specific state road information, 511 increases safety and road condition awareness to save lives and prevent potential accidents.

511 allows users to make informed travel decisions, whether changing travel time, cancelling trips, changing routes or choosing a different mode of transportation before leaving or during travel. Such decisions can be life saving. Travel time reliability also increases, allowing commuters to arrive on time.

Benefiting Nevada's Transportation Network

Safety improvements

Improved roadway efficiency

Emissions reduction

Transit ridership increase

Sources of Information

Nevada Highway Patrol reports, as well as NDOT maintenance and construction reports, are immediately entered into the system by NDOT District operations centers.

Immediate Updates

Information is entered immediately upon report.

Volume of Use

NDOT's previous 1-877-NV-ROADS road information hotline received a one-month record of 152,626 calls in March 2006.

With other 511 systems deployed for one year as of August 2006 seeing an average 9.7% increase in call volume, NDOT expects the new Nevada 511 system to draw even more calls.

511: A National Technology Initiative

Technology Provider

Transportation and meteorological technology company, Meridian Environmental Technology, developed Nevada's 511 system.

Innovative Funding

The \$168,000 system start-up costs, as well as ongoing maintenance and long-distance charges, will be funded by federal grants and NDOT's roadside logo sign program, saving taxpayer money.

Working with six other states and an established long distance carrier, NDOT utilizes volume discounts and lower interstate phone charges to offer a high level of service at a fraction of normal costs.

A National Initiative

Three hundred unique road information telephone numbers have proliferated across the nation. Nevada's 511 traveler information number corresponds with other state's new 511 numbers to create an easy-to-remember national number offering regional information specific to the caller's location.

In July 2000, the Federal Communications Commission designated the '511' phone number as a consistent, convenient and national landline and cellular phone number for travel information.

Since that time, the 511 Deployment Coalition, led by the American Association of State Highway Transportation Officials, has brought together transportation experts from more than 30 organizations to spearhead a drive to deploy 511 nationwide.

Reported as of August 31, 2006 by the federal 511 Deployment Coalition:

Nevada is the 27th state to offer 511 services. There are currently 31 travel information 511 services operating in 26 other states (*including regional/city-wide systems*).

More than 58 million calls have been made nationwide to 511 travel information numbers.

511 systems deployed for one year as of August 2006 saw a 9.7% increase over August 2005 call volumes.