



511 Travel Information System Talking Points

The Florida Department of Transportation's (FDOT) 511 Travel Information System is an integral part of Florida's Intelligent Transportation System enhancing the safety and mobility of people and goods, economic competitiveness and the quality of our environment and communities by serving commuters, tourists, commercial vehicle operators and evacuees.

1. 511 provides real-time traffic information on Florida's interstates and Florida's Turnpike including information on congestion, construction, travel times, crashes, lane closures, emergency evacuation information and more.
 - a. By learning about roadway information before getting on the road, travelers can make informed decisions about their travel. They can alter the time they leave home or work or choose a less-congested route.
 - b. Informed travelers are safe travelers. Just knowing about congestion and travel times eases stress on the road resulting in fewer incidents and safer drivers.¹
 - c. 84% of Florida 511 users are likely to change their behavior based on information received from 511.²
2. 511 is the most cost-efficient tool we have to manage congestion during construction projects on Florida's interstates. The statewide system will allow travelers to register to receive alerts via phone call, text or e-mail with reports on their customized routes.
 - a. Travelers can request to receive information on construction updates and lane closures which is vital information to manage congestion and keep travelers safe as Florida continues improving its interstate system in the years to come.
3. 511 provides more than just traffic information offering travelers the opportunity to transfer to Florida's airports, seaports and transit systems.
4. The 511 Travel Information System supports Governor Crist's green initiative as travelers who learn about incidents before getting on the road can avoid congestion resulting in reduced idling and fuel emissions.
5. The new statewide system will be fully bilingual offering users information in English and Spanish via the phone, text, e-mail and the FL511.com Web site allowing Florida's diverse population to better receive travel information.
6. Florida's 511 system is an integrated resource with FDOT's ITS resources alerting travelers with information on LEO Alerts, AMBER Alerts, Silver Alerts and information during emergencies such as hurricanes and wildfires.
7. Florida travelers have placed more than 25 million calls to 511 since its debut in 2002.³

1. Florida Highway Patrol

2. 2008 Schapiro Research Group

3. FDOT call volume database reports