

511 – SAN DIEGO REGION TRAFFIC, TRANSIT, AND TRAVEL INFORMATION FACT SHEET



The Project

SANDAG, in cooperation with Caltrans, the Metropolitan Transit System (MTS), the North County Transit District (NCTD), and the San Diego County Service Authority for Freeway Emergencies (SAFE) is launching the state-of-the-art 511 traveler information service.

Whether it is accessed via telephone, Web (www.511sd.com), or TV CommunityView service, 511 will consolidate valuable transportation information into a one-stop, free public resource. On the phone, commuters will have current driving times for San Diego County highways, next-bus information, and be able to conveniently connect to the RideLink and transit customer service centers. The 511 phone service also offers a quick connection to the “Mobile Callbox” for roadside assistance on the region’s freeways.



511 Features

- » **Up-to-the minute drive times and traffic maps:** Access real-time incident reports from Caltrans and pinpoint congestion delays that could affect your commute. With 511, users can get drive times for all major highways in the San Diego region.
- » **Regional transit route and fare information:** With 511, transit riders can conveniently connect with the Metropolitan Transit System (MTS) and North County Transit District (NCTD) for a route that best meets their needs, find out when the next bus will arrive, and learn how much it will cost.
- » **Roadside assistance – “Mobile Callbox”:** With 511, commuters have peace of mind. 511 provides a seamless connection to the San Diego SAFE (Service Authority for Freeway Emergencies) call center for vehicle roadside assistance.

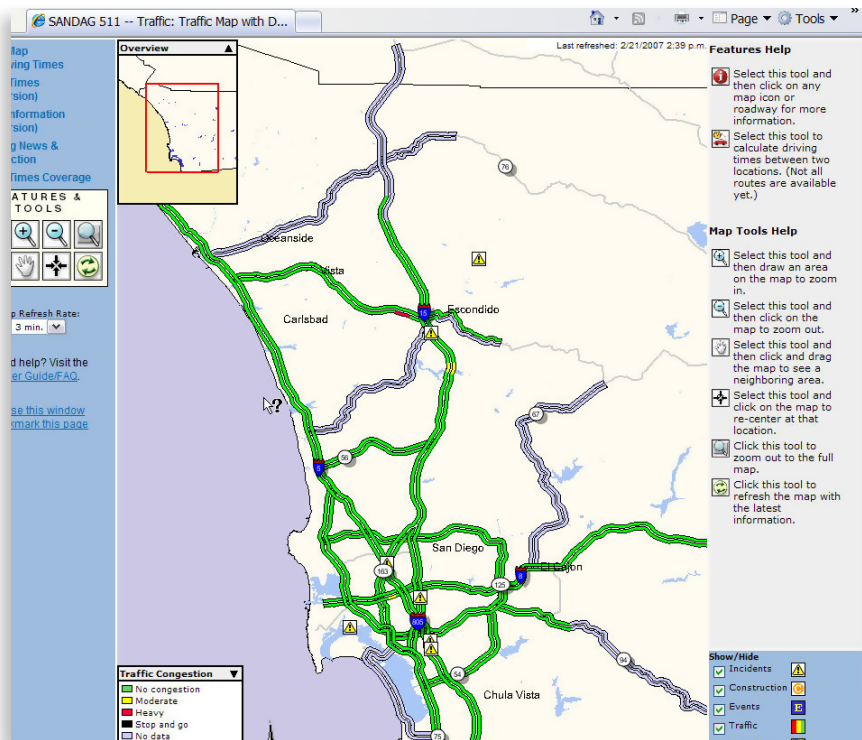
The Benefit

The 511 service will put a wealth of free, travel-related information at the public’s fingertips — 24 hours a day, seven days a week. Commuters will have current driving times for San Diego County highways. Callers will be able to conveniently connect to the RideLink and transit customer service centers.



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- » **Carpool and vanpool information:** For those looking at ways to beat congestion, 511 offers instant access to the SANDAG Ridelink program for valuable rideshare information. Joining a carpool or vanpool has never been easier.
- » **Bicycle information:** 511 customers can get information on bike maps, bike lockers, taking bicycles onto public transit, and other tips on navigating the more than 1,000 miles of bikeways in the region.
- » **Airline arrival and departure information:** Get the latest airline arrival and departure information to take the guess work out of air travel.
- » **FasTrak® toll information:** Register for the FasTrak program. As the 511 system develops, users will be able to tap into up-to-the-minute toll information for the I-15 Managed Lanes, and compare driving times to the General Purpose Lanes.
- » **Border Crossing Times:** Get connected to information on border crossing times at the San Ysidro and Otay Mesa ports of entry.
- » **TV Broadcast:** A cable TV broadcast will provide local residents and travelers with a television view of the 511 traffic information and will be offered on local public access channels. The system automatically collects and updates traffic conditions, and provides information similar to the 511 Web traffic page. The TV broadcast will provide freeway congestion, construction, and incident information along with streaming videos and snapshots from Caltrans cameras. The 511 TV broadcast will be available in the spring 2007.

San Diego joins other areas throughout the United States that are offering this advanced information service. The 511 Deployment Coalition has a goal of making 511 a seamless, nationwide service by 2010.