

# TENNESSEE 511 FACTS

The Tennessee Department of Transportation (TDOT) has valuable tools and resources to provide Tennessee travelers and commuters with up-to-date information about travel conditions via the phone or Web—anytime 24/7. TDOT has added a 511 voice-activated system to TDOT SmartWay, and has linked the 511 phone service with the TDOT SmartWay information on the Web.

## Where to get the information

- Dial 511 from any phone, land line or mobile
- Log on to [www.TN511.com](http://www.TN511.com)
- Tennessee information is available from out of state at 1-877-244-0065.

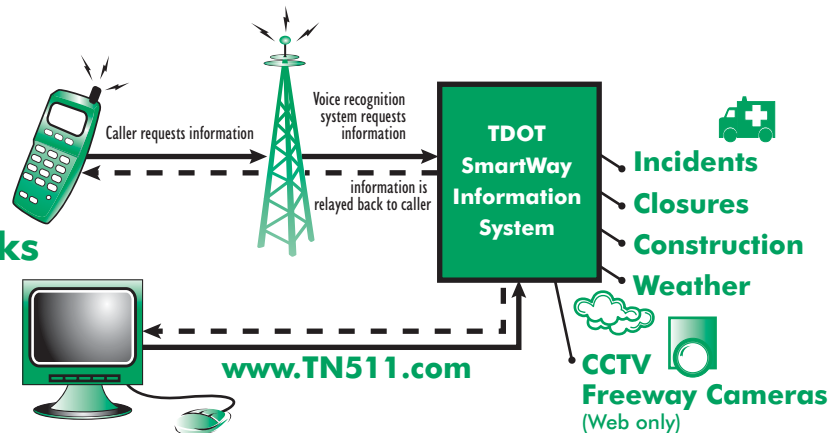
## Type of information available

- Traffic incidents and major closures on interstates, U.S. routes and state routes in Tennessee
- Weather conditions statewide
- Road construction and planned road closures on interstates, U.S. routes, and state routes in Tennessee
- AMBER Alerts
- Links to neighboring states' 511 phone systems (currently KY, NC, VA)

## Where the information originates

- Tennessee's 511 and [www.TN511.com](http://www.TN511.com) service consolidates information from the Tennessee Department of Transportation, Tennessee Highway Patrol, and other public agencies.
- TDOT SmartWay, Tennessee's Intelligent Transportation System, uses advanced systems and technologies to better manage traffic and incidents, and improve safety on roadways.
- TDOT SmartWay components (sensors, cameras, Traffic Management Centers) send real-time information to the TDOT SmartWay Information System (TSIS) database. The TSIS database is the information source for the 511 phone and [www.TN511.com](http://www.TN511.com) systems.
- TDOT SmartWay cameras in Nashville, Knoxville, Memphis, and soon Chattanooga, provide images of urban freeways, on [www.TN511.com](http://www.TN511.com).

## How 511 Works



## Cost

- The 511 phone system and [www.TN511.com](http://www.TN511.com) are provided as a public service from the Department of Transportation.
- There is no charge to the caller for calling 511 from a land line phone. Wireless callers will incur call minutes and potentially roaming charges, depending on the terms of their wireless plans.

## Potential future enhancements to Tennessee 511 service

- Links to public transit information
- Links to airport information
- Information on tourism, traveler services, events and attractions

## Part of a national 511 deployment effort

- The FCC designated 511 as a three-digit dialing code for travel information in July 2000.
- Including Tennessee, there are 29 operational 511 systems in the country. This includes 23 statewide 511 systems and 6 regional 511 systems.

### What is Tennessee 511?

Tennessee 511 is a voice-activated phone system and website that provide real-time traffic and travel information to travelers statewide.

### Who provides the 511 and [www.TN511.com](http://www.TN511.com) service?

511 and [www.TN511.com](http://www.TN511.com) are provided by the Tennessee Department of Transportation as a public service to residents and travelers in Tennessee. Making travelers aware of road conditions—particularly hazardous conditions or major construction activities—makes travel safer for everyone. Travelers can find out about their routes before they leave on a trip, whether it's going across town or going across the state.

### What information does Tennessee 511 provide?

The 511 system provides accurate, up-to-date information about statewide traffic congestion and incidents, weather conditions, and road construction on interstate highways, state routes and U.S. routes in Tennessee. From the 511 phone service, callers can request road conditions and closures for specific routes. From the [www.TN511.com](http://www.TN511.com) Web page, users have access to the statewide road conditions map, as well as the TDOT SmartWay cameras in the metropolitan areas of Nashville, Knoxville, Memphis, and soon Chattanooga.

### I see the TDOT SmartWay cameras on the Web and on my local news. How does the information from Tennessee 511 differ from SmartWay?

Actually, the information on [www.TN511.com](http://www.TN511.com) is the same TDOT SmartWay information that people have been able to access for the last several years on TDOT's Web page. 511 serves as the phone access point to provide statewide road conditions information, as well as the TDOT SmartWay road and traffic conditions. TDOT has implemented the [www.TN511.com](http://www.TN511.com) Web address to make it easy for travelers to remember that information is available with 511 either on the phone or Web.

### Who should use 511?

- Commuters
- Local residents
- Tourists
- Commercial truck drivers

### How do I use the 511 system?

The Tennessee 511 phone system uses voice-activated technology and touch tone technology. When you dial 511, the system will greet you and will present you with a menu of options. Here's what you'll hear on the main menu:

- To hear up-to-date traffic information, press 1 or say "**Traffic Conditions.**" (You can then request a highway or region.)
- For weather conditions, press 2 or say "**Weather.**"
- To transfer to a 511 system in a neighboring state, press 3 or say "**Other States.**"
- To leave a comment with your feedback on this system, press 4 or say "**Comment.**"
- For assistance on using this system, press 5 or say "**Help.**" To hear these options again, press star or say "**Repeat.**"
- Please make your selection.

[more FAQs](#) 

### **Can I dial 511 from anywhere in Tennessee?**

Yes, the information is available statewide.

### **Can I call 511 from my mobile phone?**

Yes, you can reach 511 with most wireless companies, however, drivers are encouraged to pull over before making a wireless phone call. For a list of carriers, visit [www.TN511.com](http://www.TN511.com). If you are unable to connect to 511 from your cell phone, try calling the alternate toll-free number, 1-877-244-0065.

### **Can I access Tennessee 511 if I'm out of state?**

Yes, you can call from anywhere in the U.S. by dialing toll-free 1-877-244-0065

### **I called 511 in Tennessee from my mobile phone, but I got a neighboring state's system. What happened?**

There are some locations where wireless networks overlap near the state borders. Unlike land line phone networks, which correspond to some very specific geographic boundaries, wireless systems operate differently. TDOT has coordinated with the major national wireless companies to try to minimize the overlap into nearby states, but it is not 100% effective in all locations. To help address this overlap, Tennessee, North Carolina, Virginia, and Kentucky have agreed to transfer callers to each other's 511 system. There are "**Other State**" menu options on each state's system which will transfer callers to the system they request.

### **What does it cost to call 511?**

Call 511 at no charge from a land line phone. If dialing from a cell phone, normal airtime and roaming charges would apply according to the terms of your wireless contract.

### **Is TDD-TTY service available?**

Hearing-impaired callers can dial 711 and ask the operator to connect them to 511. You can also get the information provided on 511 at [www.TN511.com](http://www.TN511.com).

### **How is 511 information updated?**

The Tennessee Department of Transportation (TDOT) collects data from a variety of resources including the Tennessee Highway Patrol and other public agencies.

### **What area does the 511 service cover?**

Tennessee 511 is a statewide service, covering all regions of the state and their interstate highways and major routes.

### **Do other states have 511? Do Tennessee's neighboring states?**

Yes, other states—and regions within states—have 511 services.

Neighboring states with 511 systems are Kentucky, Virginia, and North Carolina. Tennessee is the 23rd state to implement a statewide 511 service. Several other states are in the planning stages for their systems.

## 511 NATIONWIDE

511 is an easy to remember, three-digit phone number for travel information, similar to 911 for emergencies and 411 for directory assistance. 511 gives commuters and travelers 24/7 access to real-time information about statewide traffic congestion and incidents, closures, weather conditions, and road construction via the phone or website.

511 is a nationwide initiative that began in July 2000 when the Federal Communications Commission (FCC) designated "511" as the number to dial for travel information across the country. As the national traveler information number, 511 is available free of charge. Tennessee becomes the 29th 511 service - there are 23 statewide systems and six regional systems.




A Deployment Coalition helps guide the implementation of 511 led by the American Association of State Highway and Transportation Officials (AASHTO) and supported by the U.S. Department of Transportation (USDOT), American Public Transportation Association (APTA), and Intelligent Transportation Society of America (ITS America). 511 Deployment Coalition goals include 511 in every state with similar information, nationwide seamless coverage, and the individual state systems to be linked, forming an integrated, seamless network.

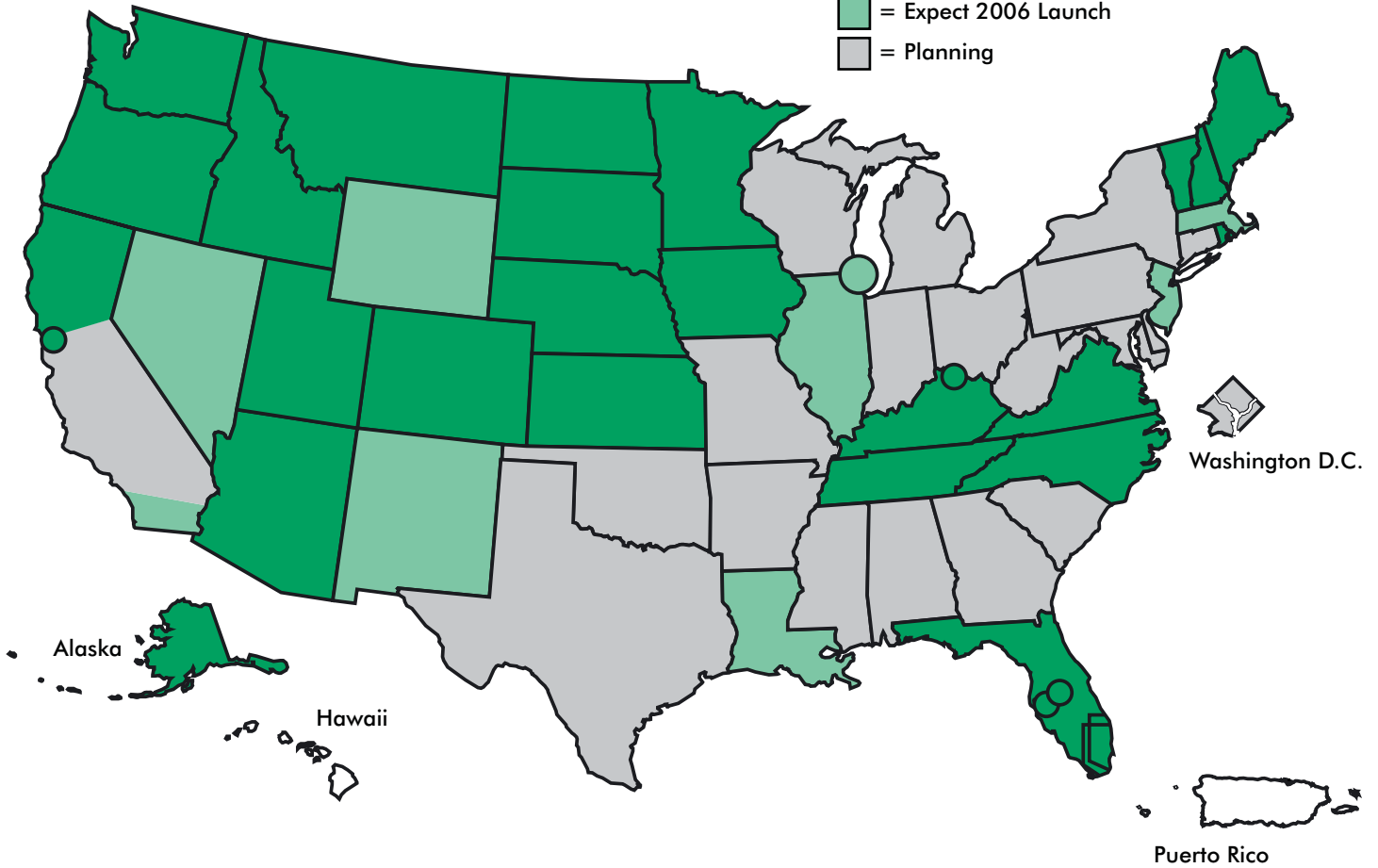
Most 511 services provide road and travel conditions, but some integrate transit, airport, tourism, traveler services (gas, food, lodging), and public service alert information too.

511 uses voice-activated technology that responds to a verbal menu selection and provides information for a specific route or travel topic. A touch-tone option is also available. Users may dial 511 at no charge from a landline phone. When dialing from a cell phone, normal airtime and roaming charges apply. Travelers also can access 511 travel and road conditions information online at [www.TN511.com](http://www.TN511.com).

## 511 Deployment Status

as of July, 2006

-  = 511 Operational ("Live")
-  = Expect 2006 Launch
-  = Planning



## TDOT CONTACT

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## Tennessee Travel Info

### Features of Tennessee 511

- One-stop resource for statewide travel and road conditions
- Easy-to-remember number
- Easy-to-use voice-activated system
- Information about statewide conditions allows for trip planning

### Benefits of Using 511

- Easy to use from phone (land line or mobile)
- Convenient and available anytime—24/7
- Access information on the go
- Hands free voice-recognition system
- Real-time, accurate traffic conditions
- Avoid delays from traffic congestion or road construction
- Reliable, route-specific information to better plan your trip or commute

The **smart**way  
to travel in Tennessee

[www.TN511.com](http://www.TN511.com)



call.click.Go

## How to Use 511

1. Dial 511
2. Listen to menu and instructions
3. Select route or highway for specific information

***FAST AND EASY***



## **Tennessee Travel Info**

Dial **511** or log on to **www.TN511.com** for current road and traffic conditions

**Access statewide information about:**

- Traffic congestion & incidents
- Weather conditions
- Road construction & detours
- Road closures

**Available 24/7 on the phone or Web**

**Voice-activated phone system**

**No charge for calling**

(wireless call minutes will apply)

**Covers all Tennessee interstate & state routes**

**Online links to TDOT SmartWay camera images on urban area freeways**



call.click.**Go**



**Dial 511**

or click **www.TN511.com**

If you can't access 511, use

**1-877-244-0065**

Tennessee 511 provided by the  
Tennessee Department of Transportation

**TD****T**  
*Go.*



**Tennessee Travel Info**

For Information on...

- Traffic congestion and incidents
- Weather conditions
- Road construction & detours
- Road closures

call.click.Go 

Dial **511** or log on to  
[www.TN511.com](http://www.TN511.com)



511 service provided by Tennessee Department of Transportation

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