

511 News

QUEBEC

Three-digit dialling access to 511 was made available in Quebec in October 2008, an integrated multimodal portal that facilitates access to information on transportation, both by phone and on the web, allowing road users to better plan trips throughout Quebec. The information covers winter road conditions, road work, major incidents, smog alerts, ferry schedules and waiting times at border crossings, and also allows the user to report an incident to the Ministère des Transports du Québec (MTQ). On the website, this list is enriched by traffic webcam images, services offered at wayside parks, etc.

The deployment of “Québec 511” was made possible by MTQ’s leading role in the development of applications related to intelligent transportation systems in Québec and to its participation within the 511 Consortium directed by ITS Canada to reserve the 511 number.



511 telephone service is accessible everywhere in Quebec and works on all telephone systems, replacing the Inforoutière service that was previously available. Users call 511 for direct access, free of charge (although cellular providers may bill for use of wireless network minutes), and primarily in French, with the option to switch to English. Access is also available free of charge from anywhere in North America by calling 1-888-355-0511.

It is also possible to receive the latest information updates on the status of the Quebec road network instantly, free of charge, via computer or personal digital assistant, by accessing the Quebec 511 Website (www.quebec511.gouv.qc.ca).

511 Mobile is for web-enabled mobile devices (such as a BlackBerry™), providing access to information on road network conditions in Quebec and, just like the Internet, accessible worldwide.

By visiting www.quebec511.gouv.qc.ca/mobile, users have access to traffic camera images; information on ongoing events throughout the road network (accidents, floods, road closures); hindrances related to road works; winter road conditions (visibility and road surface conditions); wait times at border crossings (passenger and commercial vehicles); and ferry service status.

BRITISH COLUMBIA

The Ministry of Transportation in BC intends to move forward with 511 implementation on or before December 15, 2009, and has proceeded with notification to all telephone service providers in the province.

511 in the U.S.

511 deployments continue in the United States, with service available to over 160 million Americans and almost 7 million Canadians (21 percent). As of March 31, there were forty-six 511 services available to the travelling public operating in 35 states, 2 Canadian provinces and 1 Canadian territory.

511 Deployment Status

Accessible by 70% of Population in 2009
Accessible by 47% of Population as of February 21, 2008

