

Dear ,

It was good speaking with you today. (Insert confirmation to participate if applicable.) I am glad \_\_\_\_\_ is agreeable to participating. As we discussed, the 511 calling program is a system that allows the public to access traffic and travelers information from the state DOT by using their telephone channels – wireline, wireless, cable or VoIP.

To summarize our discussion, I have been asked by Telvent, the system integrator that has the prime contract for building and operating a 511 system for the State of Pennsylvania, to coordinate the carriers' participation in this program.

The 511 Project is a key element of the intelligent transportation initiative that all states are adopting to improve the traveler experience and ease congestion along our highways. The FCC has assigned the 511 number for carriers to use for traveler information, much like they have assigned 311 for local, government services; 411 for telephone directory assistance, 911 for emergency response, etc.

It is critical that all the carriers registered with the PA Public Utilities Commission (PUC) support this program, as carriers have in all other states that have deployed 511 systems. This is an opportunity for all carriers to have their customers avail themselves of this public service that is being offered by the Pennsylvania State government. To implement this service the carriers need to set up their switches to recognize a 511 call and route it to a landline 800 number that terminates in the PA 511 Interactive Voice Response (IVR) center. The carrier is allowed to bill their normal charges for connection to this service.

The following link from the Federal Highway Administration's web site further explains the program:

<http://www.fhwa.dot.gov/trafficinfo/511.htm>

My contacts are the following, if there is any need for verification of this project:

At Telvent:  
John Schumitz  
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Telvent Inc.  
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**It is important that you confirm, in writing, your decision to support this program as soon as possible and identify if there will be any cost impacts, contract or service issues that we must address.** An email from you with this information, or a letter faxed to the number below, are both acceptable forms of written response.

Additional information, including the 800 numbers for each region/county that PennDOT has procured for this project, will be sent to you in a separate communication. In the meantime I have attached the region/county breakdown that was supplied to us by PennDOT and a copy of the PA PUC order regarding 511 in Pennsylvania.

I look forward to working with you on this important initiative.

All the best,

Name of caller