

Pennsylvania Department of Transportation

511 Pennsylvania

Contract 357R03

Telephone Carrier 511 Implementation Plan

February 18, 2009

Submitted by:

TELVENT

Farradyne

Telvent Farradyne, Inc.

Contact: [enter pursuit manager name here]

3206 Tower Oaks Boulevard

Rockville, MD 20852 USA

Tel: 301.468.5568

Fax: 301.816.1884

1 Introduction

511 Pennsylvania will be a scalable statewide travel information service which provides quality, timely, reliable and relevant traffic, weather and inter-modal information to users via web and 511 interactive voice response (IVR) telephone system to reduce congestion, improve safety and mobility in Pennsylvania. Telephony carriers will provide the translation of dialed 511 to the toll-free numbers that will connect to the 511 IVR service.

2 511 Pennsylvania Regions

Regions have been defined for the purpose of routing callers to a specific menu in the IVR system. Different regions might offer different services. For example more types of information regarding transit and Amtrak will be available in the urban areas of Philadelphia and Pittsburgh than in more rural areas. Table 1 indicates the 8 regions, the counties that comprise each region and the toll-free (800) number that corresponds to each. Carriers will need to translate 511 to the identified 800 number for each county based on the call origination location.

Table 1 Pennsylvania Regions and Corresponding 800 Numbers

Region	Counties	800 Number
Scranton/Wilkes-Barres/ Poconos	Suquehanna Wayne Lackawanna Luzerne/Pike Monroe/Carbon Columbia Northumberland Schuylkill Wyoming	866-973-9025
Allentown/Bethlehem/Easton (Leigh Valley)	Berks/Lehigh Northampton	866-973-9026
Greater Philadelphia	Philadelphia Bucks Montgomery Delaware/Chester	866-973-9027
Harrisburg/Lancaster/York (Capital Region)	Dauphin Lancaster Cumberland Perry/Franklin Adams/York Lebanon	866-973-9028

Region	Counties	800 Number
State College (Northern Tier)	Center/Clearfield Jefferson/Union Lycoming/Clinton Cameron/Elk McKean/Potter Tioga/Bradford Sullivan	866-973-9029
Pittsburgh (Southwestern PA)	Allegheny/Lawrence Butler/Beaver Greene/Washington Fayette/Westmoreland Indiana/Armstrong	866-973-9031
Erie (Northwestern Pa)	Erie/Crawford Warren/Mercer Venango/Clarion/Forest	866-973-9032
Altoona (Southern Alleghenies)	Cambria/Somerset Blair/Bedford Huntingdon/Fulton Mifflin/Junniata/Synder	866-973-9033

3 Schedule

The 511 Pennsylvania system is scheduled to go live to the public on June 1, 2009. System testing will begin in mid-April 2009. Acceptance testing will occur during May 2009. Carriers should plan to have most translations operating by May 1, 2009. in order to accommodate Acceptance testing. It is expected that carriers may have 511 translation in place, in at least some areas by mid-April 2009. Carriers should not implement 511 translation earlier than April 1, 2009 as the equipment to provide a pre-implementation message for callers will not be in place.