

# West Virginia 511 Feasibility Study



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**Technical Report Documentation Page**

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| 16. Abstract<br>As the Intelligent Transportation Systems (ITS) initiatives grow within the state of West Virginia, so do the importance for advancements in traveler information provided to the public. To facilitate the next steps, the West Virginia Department of Transportation, Division of Highways (WVDOH) initiated a project to investigate the feasibility of implementing a statewide 511 program. The primary objective of the 511 system is to serve as a way for the public to get the information they need in order to make informed decisions about how and when to travel, anywhere in the state.<br><br>A 511 Steering Committee was formed at the outset of the project, which provided direct oversight for the study and developing the project scope. The project was broken into three phases with associated deliverables. The first phase was the Investigation Phase, which covered the various work efforts required to properly define the goals and objectives of WVDOH with regards to the 511 implementation. The second phase was the Planning Phase, which covered the various work efforts required to properly define the parameters and concept of operations with regards to the WV511 implementation. The third phase was the Conclusions Phase, which was documentation of the study findings.<br><br>Two major tasks in the investigation phase were surveying the public regarding their opinion of a 511 system and surveying other state agencies regarding their 511 systems. Based on the 635 responses that were received from the public survey, 86.2% of West Virginia residents thought that a 511 system was important for the state to implement, and 79.1% were likely to call 511 before they make a trip. Five Departments of Transportation in other states responded to the survey regarding their 511 system features, usage, and lessons learned, providing valuable information that was incorporated into this study. The investigation phase also provided general information on 511 system components, content, and statistics on typical usage of existing WVDOH resources.<br><br>The primary outcome of the planning phase of the project was a matrix identifying the basic and enhanced features that will be included in a 511 implementation in West Virginia. |  |  |  |                            |           |
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