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IE511 Upgrades Phone Service

Riverside, California – August 23, 2012 – Every day, Southern Californians waste 1.8 million vehicle hours stuck in congested traffic. IE511 is the Inland Empire's solution to rerouting yourself around congestion. By using IE511 before you travel, you can find out what your commute holds including traffic conditions, travel times, freeway incidents, and bus, rail, and rideshare alternatives.

IE511 is available on your phone, your mobile device, or on the web, and has just upgraded its telephone service to make it easier for callers to get the commuting information they want more easily and quickly.

There are three major improvements. First, a new human male voice replaces the original female mechanical voice, making it easier for users to understand the responses to their questions. Second, the menu tree has been simplified, giving callers a more direct path to the information they want. Third, the new system reflects more accurate travel times. This last improvement takes advantage of improvements to the travel detection system and how it provides data to the statewide Freeway Performance Measurement System managed by Caltrans.

 "IE511 repeatedly proves its value for commuters, transit users, and anyone who travels through Riverside and San Bernardino Counties" said RCTC Chairman John J. Benoit. "This new improvement to the system demonstrates our ongoing commitment to providing excellent customer service to IE511 users."

Before commuters head out they can continue to "Know Before You Go" by accessing IE511 via the web at www.IE511.org, or by dialing the newly upgraded 511 system from anywhere within the Inland Empire, or by calling 1-877-MYIE511 from anywhere.

Earlier this year, the IE511 system, a project of the Riverside County Transportation Commission and San Bernardino Associated Governments, introduced iPhone and Android Apps, a popular enhancement to the service with almost 8,000 downloads to date. Originally launched in April 2010, the IE511 website and phone service has assisted over 1.5 million customers.

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