



## PRESS RELEASE

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*FOR IMMEDIATE RELEASE*

### **New 511 Service to Assist Commuters & Motorists**

[“Inland Empire 511”](#) service is live and is now available to the public for use. The telephone and web-based service delivers [real-time traffic](#) information including incidents and travel times, [bus and rail trip planning](#), and [rideshare](#) information and has been launched by the Riverside County Transportation Commission (RCTC) in partnership with San Bernardino Associated Governments (SANBAG).

“Thanks to this service, residents and commuters now have vital, up-to-date and pertinent information and we can assist them in making the best decision possible for how to travel in the Southern California region” said Bob Buster, RCTC Chair and Riverside County Supervisor.

RCTC, working on behalf of both agencies, has worked since May to create a service specific to the needs of Inland Empire residents and commuters. By calling 511 from any phone in Riverside and San Bernardino County or by

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clicking <http://www.ie511.org> on the web, users can now get all of the information they need to plan a trip, avoid congestion, and increase their mobility no matter where they are going in Southern California.

The website is fully functional, freeway signs advising motorists of the service are currently being installed, and the telephone service is in the last phases of implementing 511. Callers using Verizon land and cellular phones; Sprint, T-mobile and AT&T cell phones; and Time Warner and Charter cable telephone service simply need to dial 511 to access the interactive voice recognition system for this free informational service. Callers using AT&T land lines will have to use the longer 1-877-MYIE511 number until April 2010 while AT&T completes its conversion activities to make the shortcut available.

“RCTC and SANBAG have partnered with Caltrans, CHP, and the transit operators of both counties to get users the most comprehensive traffic map of the entire Southern California region as well as current transit information into the hands of travelers and commuters” said Buster. “We look forward to making IE511 more visible through upcoming marketing efforts and beginning to deliver this new and valuable service to the commuters who most need it .”

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