

## **511 Delaware Update**

(Provided by Mike Waisley - PB Farradyne)

### DeIDOT 511 Activities

- DeIDOT is in the first stages of developing the "Delaware 511 Deployment Plan," and work is progressing on the following tasks:
  - Establishing internal and external coordination, including these specific items:
    - Convening a DeIDOT 511 Working Group to advise on 511 activities and content
    - Collecting information about the existing telephone and data systems within DeIDOT
  - Determining how to ensure statewide 511 coverage, including:
    - Working with Delaware's Public Service Commission (PSC) to establish DeIDOT's use of 511
    - Identifying all the state CLEC's and working on a strategy to work with the only ILEC (Verizon)
  - Establishing the basis for system content, including:
    - Coordinating 511 deployment with the development of an IVR system in DeIDOT's Division of Transit so it is "511 ready"
- The second stage of the "Delaware 511 Deployment Plan" will include these tasks:
  - Determining the expected traveler information content of the 511 System
  - Preparing the 511 System budget
  - Developing an implementation schedule

Note that DeIDOT is developing the "Delaware 511 Deployment Plan" through the FHWA partnering grant.