

Updating South Carolina DOT's 511 System to Include Crowdsourced Data



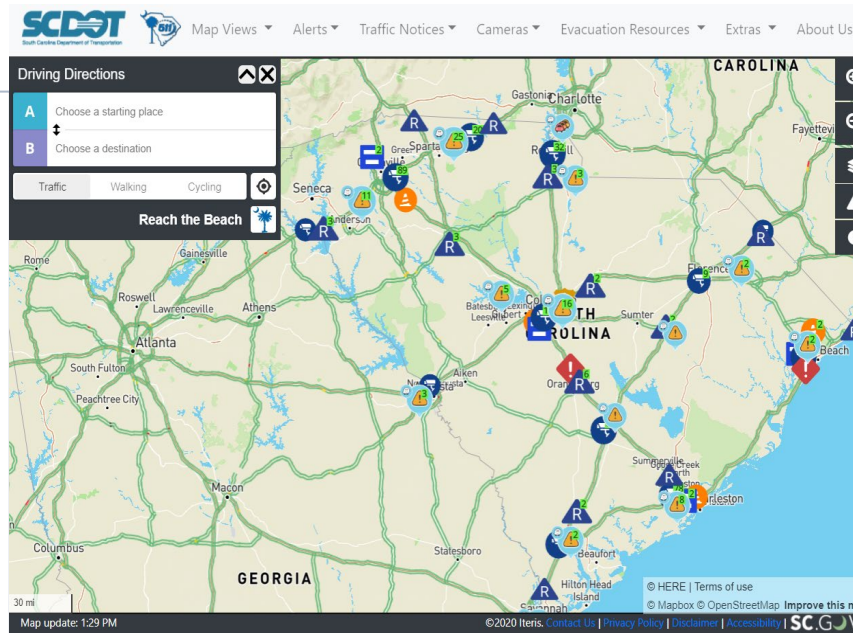
OVERVIEW OF INNOVATION

In 2020 South Carolina DOT completed a major overhaul to their 511 mobile app and website. This update included the use of crowdsourced incident data. The crowdsourced incident data provides users with valuable information while being a low-cost solution for South Carolina DOT.

Crowdsourced incident data was added to South Carolina DOT's 511 system through a partnership with Waze. The Waze crash, congestion and hazard layers are shown on the 511 map along with real-time traffic speeds from HERE. The addition of Waze data allowed South Carolina DOT to provide incident data on roadways that are not monitored by sensors or cameras.

Along with the addition of crowdsourced incident data the 511 mobile app and website were updated with a modern look and faster-loading map. The mobile app also has a look-ahead feature that verbally notifies the driver of upcoming incidents.

South Carolina DOT has had a 511 system since December of 2010. The telephone system, website and mobile app receive over 2 million visits per year. South Carolina DOT's 511 system also provides resources for hurricane evacuation and other planned or unplanned events. Use of the 511 system spikes during those events and has proven to be an invaluable resource for public information.



Source: 511sc.org

BENEFITS

The addition of crowdsourced incident data has proven to be beneficial to 511 users while being a low-cost solution for South Carolina DOT.

FIND OUT MORE . . .

- Website: 511sc.org
- Mobile Apps: free to download on both Android and iPhone devices

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