



Alberta's Official Road Reports

Module 13: 511 Alberta

Commercial Vehicle Safety Compliance
in Alberta

Module 13: 511 Alberta provides an overview of the 511 Alberta program and highlights some of key features. The contents of this module include information about:

Contents

INTRODUCTION TO 511 ALBERTA.....	1
TYPES OF INFORMATION AND SOURCES.....	1
511 ALBERTA WEBSITE AND FEATURES.....	2
511 ALBERTA MOBILE APP.....	4
MY 511 ALBERTA.....	6
TWITTER.....	6
WEATHER STATIONS AND CAMERA NETWORK.....	7
WIND ADVISORY SYSTEM (WAS).....	8
SNOWPLOWS AND MAINTENANCE VEHICLES.....	9

INTRODUCTION TO 511 ALBERTA



Alberta's Official Road Reports

511 Alberta is a free traveler information service, operated by the Government of Alberta, which can be accessed via phone, mobile device, or computer. The information covers highway conditions, roadwork, major incidents, weather alerts, ferry status, and wait times at border crossings.

Users within Alberta may access the information via phone toll-free by simply calling 5-1-1, similar to the way they would call 9-1-1 for emergencies or 4-1-1 for directory assistance. Computer and mobile device users may also visit the 511 Alberta web site at 511.alberta.ca. Having both phone-in and web site components ensures 511 Alberta is available to the widest range of users. 511 Alberta also communicates information via Twitter through the @511Alberta account. 511 Alberta is part of a North American approach to providing weather and traveler information.

The 511 Alberta program operates 24/7, with information updated as it becomes available. Transportation Management Centre Officers are available to provide information on highway incidents or events, road condition reports, and assist users of the platform. Questions or comments about 511 Alberta can be sent to trans.511@gov.ab.ca.

TYPES OF INFORMATION AND SOURCES

511 Alberta is the official source of transportation information necessary to plan safe trips across Alberta. It is also the place to report adverse weather and road conditions or an incident on Alberta's major highways, make a comment or a complaint.

As the Government of Alberta's "Official Road Reporting Authority," 511 Alberta relies on a number of resources in order to obtain the most accurate information on the provincial highway network.

Highway maintenance services are provided by companies that are contracted by the province. These Highway Maintenance Contractors provide highway maintenance operations in 25 contract maintenance areas (CMAs), as well as on Deerfoot Trail and Stoney Trail in Calgary, and Anthony Henday Drive in Edmonton. Their responsibilities include:

- winter maintenance including sanding, salting, plowing as well as providing road condition reports directly to 511 Alberta;
- highway patrolling and emergency duties;
- line painting and pavement markings;
- vegetation control;
- asphalt maintenance;
- gravel surface maintenance;
- roadside maintenance;
- bridge maintenance and cleaning; and
- highway lighting and signals maintenance.

For more information on highway maintenance and resources in your local area, visit www.alberta.ca/highway-maintenance.aspx.

Alberta Transportation staff and Highway Maintenance Contractors provide information to the 511 Alberta platforms regarding special events, road construction, bridge activities.

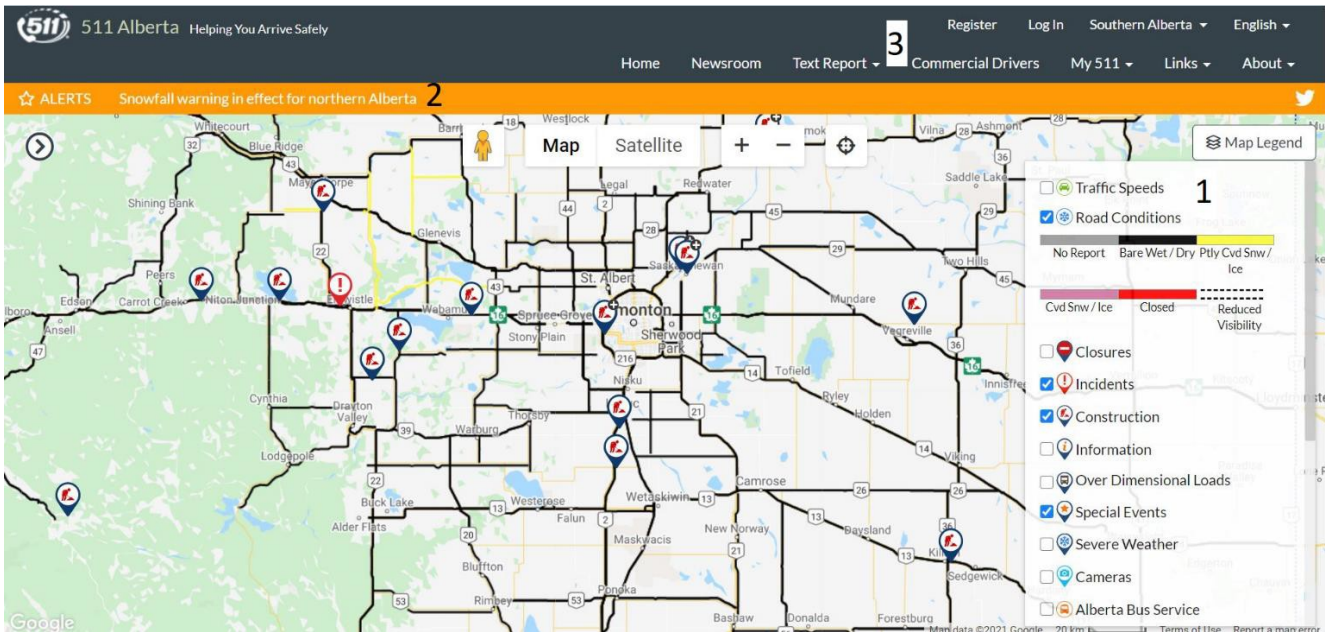
Central Permitting ensures that movers of over-dimensional loads notify 511 Alberta of their routing in order to communicate that information to the public.

Emergency responders located across Alberta play a key role in providing information on incidents that occur on the provincial highway network. Municipal police agencies, RCMP, and the Alberta Sheriffs, all provide information when responding to highway events.

Through partnership with Parks Canada, 511 Alberta is able to provide a seamless traveler experience when passing through Banff, Jasper, or Waterton Lakes National Parks. Information related to the road networks within these national parks is provided directly by Parks Canada staff into the 511 Alberta platform.

511 ALBERTA WEBSITE AND FEATURES

The 511 Alberta website provides a single location in which to find all of the information you need regarding the provincial highway network. The website can be found at 511.alberta.ca and is also accessible through your phone's web browser.



Some of the key features of the website include:

1. The **map legend** that indicates what information is available and corresponds to what is displayed on the map. More options are available, including the location of rest areas and turnouts, by using the scroll bar on the right. The legend also provides the details regarding the road descriptions and colors. The legend can be collapsed to increase the amount of map visible.
2. The **alerts banner**: The alerts banner provides details on important information for website visitors. This can include weather warnings, emergency evacuation information or AMBER Alerts. Critical information will be displayed using a red banner. Users can click on the alert to get more information.
3. **Homepage** tabs: In addition to the information displayed on the map, 511 Alberta also has links to additional resources and text based information, which is accessible through the tabs across the top on the homepage.
 - Newsroom – highlights key features and updates related to 511 Alberta. View videos related to the website and phone system.
 - Text Report – provides text based details on the information displayed on the 511 Alberta website including detailed ferry information, rest area and turnout details, and information on Visitor Information Centres in the province
 - Commercial Drivers – contains information and updates related to the commercial driving industry including access to the Safety and Compliance Course for Alberta Commercial Carriers (<https://commercial-driver-training.511.alberta.ca>).
 - My511 – covered in a separate section
 - Links – provides links to other Government of Alberta resources, the Over-Dimensional Load report, Road Bans and Restrictions, and to the adjacent provincial, territorial or state road reporting authority
 - About – Help section, FAQs, snowplow information, mobile app details and our Contact Us form where you can send your questions directly to the Operations Team

CONTACT US

* Denotes a required field

Name *

Email *

Comment Type ▼ *

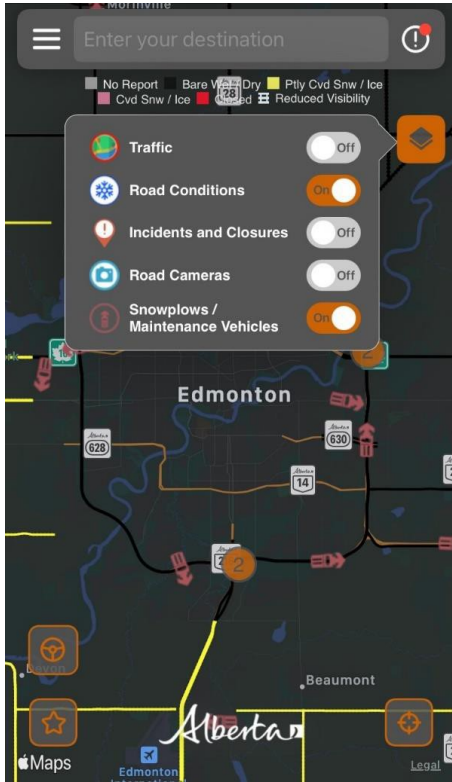
Comment Topic ▼ *

Comment

Submit

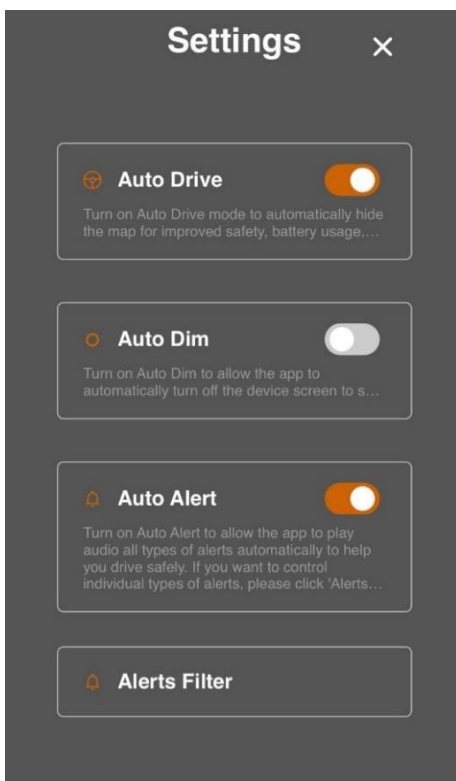
511 ALBERTA MOBILE APP

To support travelers knowing “on the go,” 511 Alberta has a mobile app that is free to download and is compatible with both iOS and Android operating systems. The mobile app has a number of features that ensure drivers keep their eyes on the road and not on their phone.



A condensed version of the map legend is available on the mobile app. The options can be toggled on or off from the layered icon in the top right corner. Detailed road conditions can be found by long pressing the desired road segment. A pop-up window will appear with the road condition details, including the last updated time

Road Conditions	
Roadway:	Hwy 19
Description:	Jct Hwy 60 to Jct Hwy 2
Primary Condition:	Ptly Cvd Snw
Secondary Conditions:	Shoulder Ice/Snow
Secondary Conditions:	Snowing
Visibility:	Fair
Secondary Conditions:	Blowing snow
Last Updated:	02/02/2021 11:45 am



Auto Drive: When selected, this automatically hides the map for improved safety, battery usage & data consumption while driving.

Auto Dim: Will automatically turn off the device screen to save battery.

Auto Alert: Allows the app to play audio for all types of alerts, without interacting with the phone.

- These audible alerts can be filtered by incidents/closures and snowplows/maintenance vehicles.



See an issue on the highway?

Once in Drive Mode, you can record a 30-second voicemail about the concern which is sent directly to the Operations Centre to be addressed.

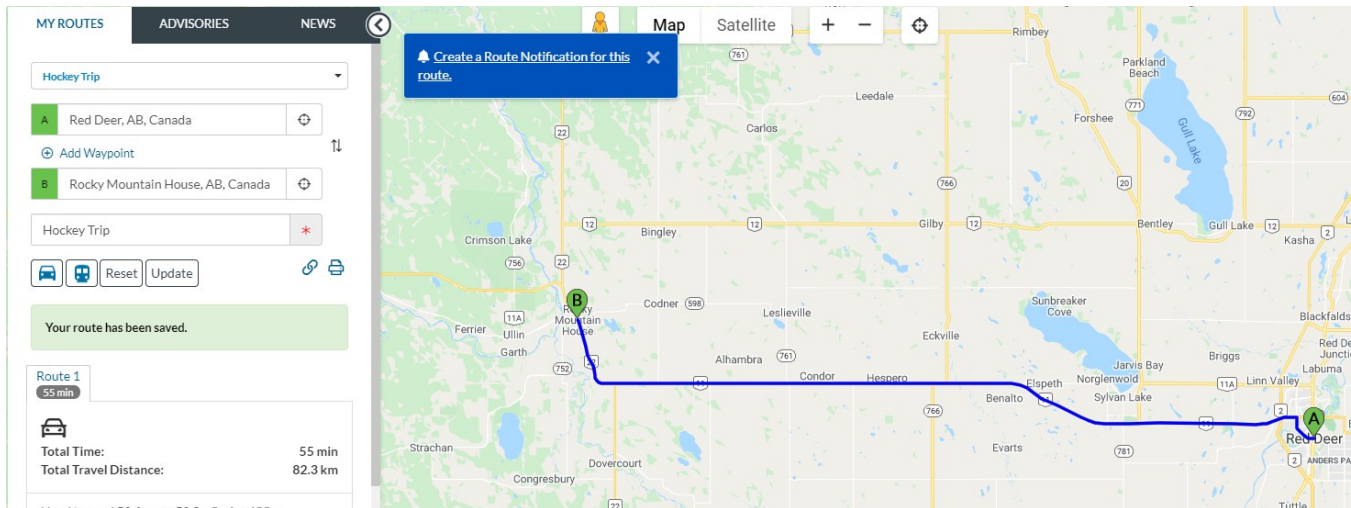
Screenshots from an iOS device are shown.
Android devices may appear slightly different but have the same functionality.

MY 511 ALBERTA

511 Alberta is a free service that is accessible to anyone, however, to personalize your experience using the platform, you can sign up for a **My 511** account. A My 511 account allows you to tailor your experience on the website and mobile app.

Registering is as easy as selecting “Register” from the top right hand corner of the 511 Alberta website. Enter your name, email and choose a password. Verify your account through the email link that will be sent to you. You can also choose to register a mobile phone number and you will receive a confirmation text message with a code to verify your number.

Set up personalized routes for trips you make often, or for a one-time road trip. Enter your starting point and destination on the website or mobile app and choose the route that is pre-populated for you.



You can then set up notifications for this route, based on increases in travel time, decreases in average speed, road closures, incidents, and even when road conditions change! If this is a route you travel frequently, you can set the notifications up to receive them on a particular day and even during a specific period. Get the information delivered via either email or text message. Routes can also be set up using the mobile app.

You can customize your website experience as well by selecting your preferred map layers. Your favorite highway cameras can be saved from either the website or mobile app for easy viewing.

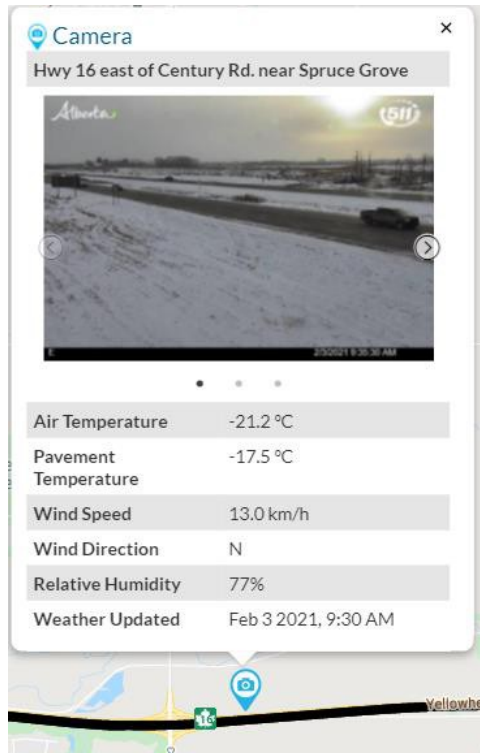
TWITTER

In addition to the phone, website and mobile app, 511 Alberta also shares information through our Twitter account – @511Alberta. You can find information such as incident updates, construction plans, and safety messaging. We also share information from some of our partners including Parks Canada and the RCMP. If you see something on the highway, and it is safe to do so, message the Operations Team and they will ensure that it is addressed by the appropriate area.



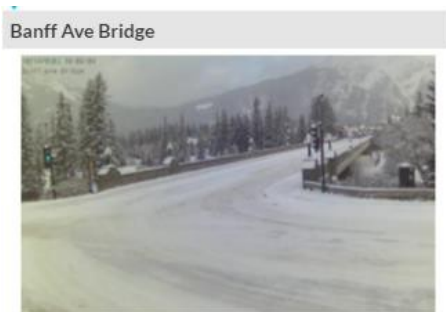
WEATHER STATIONS AND CAMERA NETWORK

Alberta Transportation has an extensive network of Road Weather Information Stations (RWIS) and traffic cameras that provide information to both the public and to the Highway Maintenance Contractors. There are 121 Alberta Transportation owned cameras available to view on the 511 Alberta website. Some sites, known as Video Traffic Management Systems (VTMS), are designed to only provide camera images and do not display weather information.



The Road Weather Information Stations (RWIS) provide both camera images and weather information. This information helps to determine what maintenance activities may be needed for both current and forecast weather.

The 511 Alberta website also displays an additional 123 cameras from the City of Calgary, Town of Banff and Banff National Park.



WIND ADVISORY SYSTEM (WAS)

Highway 22 in southern Alberta receives wind speeds in excess of 80km/h on a regular basis. In recognition of this area, and its popularity as a commercial trucking route, Alberta Transportation installed a Wind Advisory System (WAS). This WAS is a series of strategically placed signs with both beacons and small dynamic messaging signs (DMS), that provide information on wind speeds on Highway 22 from south of Longview to the Highway 3 junction near Lundbreck. The signs are located so that motorists in the affected area can make alternate travel routes.

This automated system receives wind speed information from the weather station located on Highway 22, north of the Highway 3 junction. When sustained wind speeds of over 80km/h are detected from this weather station, the beacons on the signs will begin to flash. An automated notification is also sent to the Provincial Transportation Management Centre, so that the information can be communicated out through 511 Alberta.



Wind Advisory System Sign Locations and Characteristics

- Northbound Highway 22, 5.3km north of the Highway 3 junction
- Southbound Highway 22, 20km north of the Highway 3 junction
- Eastbound Highway 3, 1km west of the Highway 22 junction (DMS & beacons)
- Westbound Highway 3, 2.3km east of Highway 22
- Westbound Highway 533, 200m west of Highway 2 (DMS & beacons)
- Southbound Highway 22, 1km north of Highway 533 (DMS & beacons)

SNOWPLOWS AND MAINTENANCE VEHICLES

Nearly 700 snowplows and other snow removal equipment, such as graders, work to keep Alberta’s provincial highways clear and open to traffic. Snowplow operators clear the highways whenever there is 3 cm or more of snow, or when the highways become icy. The locations of active snowplows and other maintenance vehicles can be seen on the 511 Alberta website and mobile app.

On the website, select the “Snowplows/Maintenance Vehicles” option from the map legend.



On the mobile app, toggle the “Snowplows/Maintenance Vehicles” option on from the condensed legend. If you have enabled audio alerts, your mobile app will also automatically notify you when maintenance vehicles are active in your area.

