Dear [insert name of representative of telephone service provider here],

As a valued customer of yours, we are interested in determining how we can obtain access to 511, the Bay Area traveler information number, directly from our phone lines. It is our understanding that you are not currently providing access to 511 and we hope that you will consider changing this practice.

In the summer of 2000, the Federal Communications Commission designated 511 for regional traveler information nationwide. In December of 2002, the Bay Area's 511 was introduced to provide Bay Area travelers with current traffic, transit, rideshare and bicycling information. Available by both phone and web, the service is free to its users. We feel that 511 is a valuable service to provide our employees. We need your help in order to make this happen.

Please contact me about this matter at your earliest convenience. For more detailed technical information about the 511 service you may also contact the Metropolitan Transportation Commission at (415) 778-6700. We look forward to your assistance in enabling us to access 511.

Sincerely,

[insert the name of the appropriate representative of your company here]