

In addition to evaluating the existing 1-800 service, we also tested the idea of providing a 1-900 service (i.e. a pay service) through which travelers could obtain information which would help them prepare for their trip. Most travelers preferred to receive information in written format, rather than by a 1-900 line. Whether 1-800 or 1-900, they reacted more positively to a service which allows them to pose questions and receive responses from a departmental representative, as opposed to a voice mail system.