Kansas 511 Callers reminded to select “Highways” for road condition info

The Kansas Department of Transportation reminds travelers that the just-enhanced Kansas 511 Phone system is a great resource for holiday/winter travel information. But some users who have gotten used to the previous version may be having a few adjustment issues.

To hear road condition and weather information, users should select “highways” and the route for which they want information.

“KDOT has been informed that 511 users have been mistakenly requesting transfers to transit authorities and asking for road condition information,” said Barb Blue, KDOT spokesperson.

The improvements have changed the menu structure and added new information; however, there is no change for requesting road condition and weather information.

“We encourage travelers to call 511 before they travel and callers to listen carefully to the new menu. Following the menu prompts will help callers easily navigate the system,” Blue said. “We understand changes can cause confusion and we tried to keep the menu simple and user friendly.”

To access Kansas 511, call 5-1-1 from anywhere in Kansas or 1-866-511-KDOT (5368) from anywhere in the U.S.

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