



Fact Sheet

- **What is 511?**
511 is the new, easy-to-remember telephone number for travel information
- **How was 511 established?**
In July 2000, the Federal Communications Commission (FCC) assigned 511 to government entities for landline and wireless telephone services for travel information services. The goal is for each state to have 511, with similar information available in all states, and all of the state systems to become interconnected.
- **What kind of travel information does 511 provide in Kansas?**
Automated, near real-time, route-specific road conditions, construction detours, and travel weather (both current and forecasted) information for Interstate, US, or state highways in Kansas and the Kansas Turnpike. Travelers can also request information for Nebraska State Highways (the only neighboring state with 511). As other states adjoining Kansas deploy 511, access to their information will also be provided. Kansas 511 also broadcasts active AMBER, General Transportation or Homeland Security Alerts.
- **When can I call 511?**
You can call anytime—24 hours a day, 7 days a week, 365 days a year.
- **Can I call 511 from anywhere in Kansas?**
You can call Kansas 511 from anywhere in Kansas on a landline or cellular phone. Cellular phones near the state's borders may be routed to towers that serve surrounding states. If dialing 511 doesn't work from your phone, you can call 1-866-511-KDOT (5368) from anywhere in the U.S. on either a landline or cellular phone to reach Kansas 511.
- **How does 511 work?**
Just call 5-1-1 from any phone to be connected to a computerized voice message system. When prompted, you can say the route number or use your phone's keypad to request route-specific information. 511 information is also available on the internet at <http://511.ksdot.org> or www.safetravelusa.com.
- **Is there a charge for 511?**
Information is provided free of charge (or no more than the cost of a local call) from a landline phone. For cellular phone users, the call might count against their minutes, but no roaming fee should be charged.
- **Other Facts about 511 in Kansas**
 - 511 began in Kansas on January 15, 2004. Kansas was the 17th state to offer the service with statewide information.
 - 511 in Kansas replaced the Road Condition Hotline (1-800-585-ROAD) on June 30, 2004. Anyone calling the hotline number will be rolled directly to 511.
- **How does 511 benefit travelers?**
 - 511 offers more and better information with easier access for the caller
 - 511 provides a consistent approach to delivering travel information across America
 - Travelers can use 511 to make informed travel choices
 - Weather alerts can warn drivers about potentially dangerous storms in their area so they can take appropriate action