

## **Winter Travel Safety**

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### **Minnesota 511 FAQs**

#### **What is 511?**

511 is Mn/DOT's easy-to-remember traveler information service. 511 provides continual updates about weather-related road conditions, road work, commercial vehicle restrictions, road closures and other travel information via the phone or Internet.

#### **How does 511 work?**

On the phone, simply dial 511. You will be connected to a computerized voice recognition system. The system will offer voice response and/or touch-tone options to request road-specific information.

On the Web, find traveler information at [511mn.org](http://511mn.org).

Information is available anytime - 24 hours a day, seven days a week.

#### **Can I call 511 from my cell phone?**

Most wireless companies will connect to 511; however, there may be places where reception is poor, preventing access or hindering connection to 511.

In some cases along state borders, Mn/DOT's 511 may or may not work properly depending upon the cell tower connection for that specific call. The 511 out-of-state phone number is: (800) 542-0220.

Drivers are encouraged to put safety first by asking a passenger to call 511, calling or logging onto [511mn.org](http://511mn.org) prior to departure, or placing the call at an appropriate stopping point along the way.

#### **Is there a charge for 511?**

511 is a public service of the Minnesota Department of Transportation. Calls to 511 are considered local when dialed from a landline phone.

Cell phone users are responsible for normal airtime and roaming charges in accordance with their wireless service contracts. MnDOT encourages motorists to pull off the road and park in a safe area before using cell phones.

Pay phone users are responsible for the local call fee.

#### **On which roads does Mn/DOT's 511 provide information?**

511 is a statewide service and provides information on the interstates, U.S. routes and state highways. It does not include county roads or city streets.

**Can I get information about a specific road?**

Yes. You may access weather-related driving conditions for specific roads.

On the phone, follow the prompts to access specific highway information.

On the Web, click icons on the interactive map for detailed information.

**What is 511's relationship to 911?**

911 is used to report emergencies and/or the need for police or medical attention. 511 is a traveler information number.

**How is 511 different from radio and TV news?**

511 is another information source for travelers that complements radio and television broadcasts. It is coded for specific routes the caller is interested in; this kind of user-specific information is not given over broadcast media.

**Is 511 available nationwide?**

While many states, highway corridors and cities already have 511 service, many states are still planning to implement 511.

**If I call 511 in other locations (states), will it be the same as in Minnesota?**

The intent is for all 511 systems to provide similar types of information; however, there may be some differences in format from one system to the next.