511DFW

BEGIN YOUR TRIP HERE.

QUICK TAKE

What:

511DFW Traveler Information System, a leading source of traffic information and more for roadways and transit in the Dallas-Fort Worth area.

Significance:

This system helps residents get to their destinations by combining traffic data from other apps with event data from local cities. Users can find real time traffic information on the website, **www.511dfw.org**.

Website users can also plan trips, locate EV charging stations and locate bike lanes and walking/biking paths.

By the Numbers:
47 Minutes

The average time motorists in Dallas-Fort Worth spend in traffic. The upgraded 511DFW is one of many options to help make trips throughout the region easier.

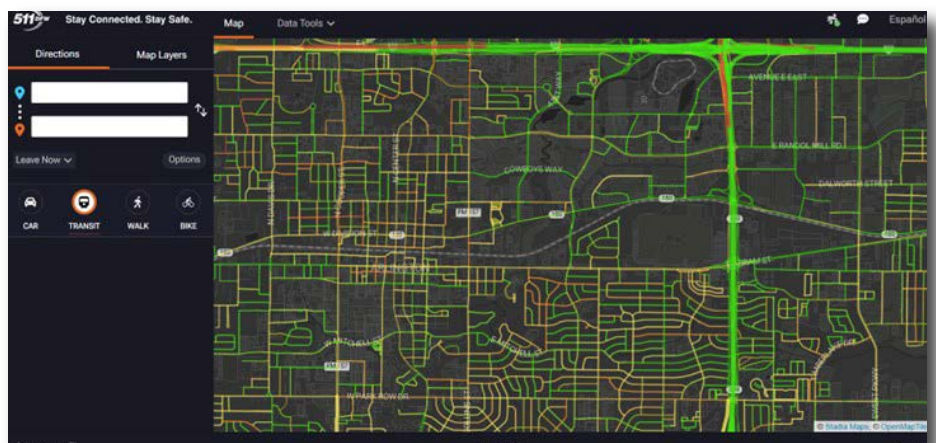# 511DFW Traveler Information System Upgraded to Enhance User Experience

Finding your way around the Dallas-Fort Worth area is easier than ever with the recently updated 511DFW website and app. This local resource helps residents and visitors alike, whether they're driving or using public transportation. The updated platform features an improved user experience and is available in both English and Spanish.

With 511DFW, users can quickly access free information on traffic and transit conditions in North Texas before beginning their daily commute or other trip. Real-time information is available on the website. The website includes a Trip Planner designed to help travelers make better decisions about their mode of transportation, time of travel and route. The Trip Planner allows users to plan trips via car, transit, bicycling or walking.
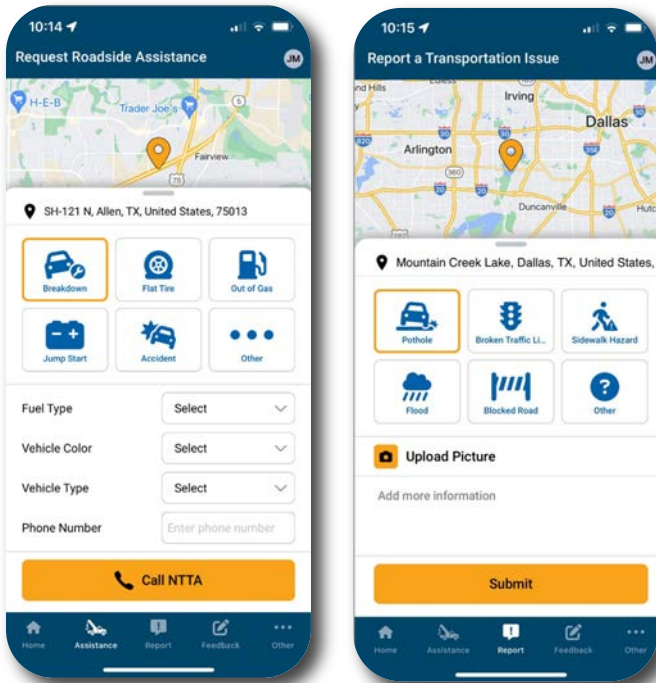
Website users can access exclusive features like a customizable map, live dynamic message signs and highway cameras that regularly refresh with photos of live traffic. Additionally, 511DFW has a public transit trip-planning feature. Here, users can set the origin and destination and the date and time they plan to leave. Alternatively, they can plot start and end points on the 511DFW map.

Weather forecasts and alerts are also available on the website with up-to-date weather data, allowing users to plan for conditions that could affect road safety.

The 511DFW system combines travel data from other apps, including Google Maps and Waze, with traffic and event data provided by local municipalities. Users can find real-time traffic information on the website at **www.511dfw.org**.

Real-time traffic information can be found on the 511DFW website, www.511dfw.org.

Mobile Application

In addition to the website, users can download the 511DFW app to reach services like roadside assistance, report transportation issues, access links to other regional transportation apps as well as provide feedback. The roadside assistance feature provides help to motorists stranded on freeways within the region. Stranded motorists can simply select this option, and their location will be automatically identified and shared with agencies that can provide assistance for broken-down vehicles, flat tires or other car problems. This service is provided free of charge to the stranded motorist. The app also allows users to report transportation issues, such as broken traffic lights and potholes. The 511DFW app is available in Apple's App Store or Google Play on any mobile device.

511 Interactive Voice Response

Transportation information for North Texas is also available to anyone who dials 511 from the Dallas-Fort Worth region. Callers can choose to receive information in either English or Spanish through the interactive voice response system (IVR). Users can select roadside assistance, report transportation issues, access transportation services or provide feedback using this call-in number. The roadside assistance option provides a connection to agencies that can help stranded motorists. By selecting access to transportation services, the user can be connected to transit agencies, airports and toll authorities.

Since 2017, NCTCOG has managed 511DFW. Under NCTCOG's leadership, Mindhop, a New York-based software development company, built the new 511DFW website and designed the mobile app.

NCTCOG is planning additional enhancements for 511DFW in the next few years, including information about parking availability and locations of low-water crossings. Users can provide comments and suggestions through all three of the options: website, mobile application or 511 IVR.

511DFW is continually being refined based on public feedback. We can't wait to hear your input!

The updated 511DFW Traveler Information System is a resource drivers can use to help them get around the region efficiently.

Plan Your Trip with 511DFW:

- Roadside assistance
- Traffic speeds for freeways and arterials
- Dynamic message sign information
- TxDOT cameras
- Weather information
- Bus stops
- Special events
- Electric vehicle charging stations

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North Central Texas Council of Governments