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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. It was upgraded in 2019 and provides information in several ways. Users can dial 511, find it on the internet or access it via a redesigned mobile app.

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

When it comes time to seek help from a mapping app or website, there are many options that will lead drivers to their destinations.

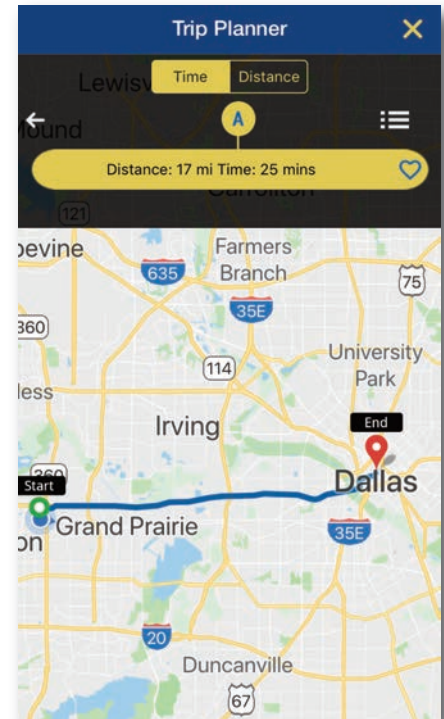
The updated 511DFW provides residents and visitors to the Dallas-Fort Worth area a local resource to get where they are going, whether they chose to drive or take transit. The app and website were recently upgraded to improve the user experience. Refinements are still being made to the website and app, which are shaped in part by suggestions made by the public.

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 app, at the website and by phone. There is no voice turn-by-turn navigation, but a voice “talk to me” feature allows the app to read information to motorists about traffic congestion or road closures on their routes.

If users don't find what they need, they are encouraged to leave a comment on the app or website, or by calling 511 on the phone. This locally managed system places a premium on user feedback. The 511DFW system combines travel data from other apps, including Google Maps, Apple Maps and Waze, with traffic and event data provided by local municipalities. When roadside assistance is needed, the app will direct users to the appropriate agency for help.

The upgrade to the app lets users access features that were previously only available at www.511DFW.org. App users can utilize features like a customizable map, live dynamic message signs and highway cameras that regularly refresh with photos of live traffic.

Weather information is also available to users, and for those who drive electric vehicles, the app maps the growing number of EV charging stations in North Texas.



The 511DFW trip planner provides distance and time estimates for regional trips. But the newly updated app contains more to help North Texans get around.

FACTSheet

Personalized Traffic Information

Personalized 511DFW accounts created on the website will seamlessly integrate with the app, or new users can create their My511 account through the app and later access it through the website if necessary. The personalized accounts let users save their frequent trips and regular commutes as well as request alerts. As a privacy feature, users can save trips to intersections rather than specific destinations.

Favorite 511DFW features are still available on the app and are easy to access with just a few taps: information on traffic speeds for freeways and arterials, weather alerts, bus stops, crashes, road construction, and current and upcoming events impacting traffic. Motorist assistance information for freeways can be found on the app as well.

Transit Trip Planning

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.

Traffic 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). Recent upgrades to the IVR technology allow callers to listen to a voice that more closely resembles a natural voice rather than robotic speech.

The upgrade also makes all features of 511DFW, including both real-time traffic and transit information, available in both English and Spanish.

NCTCOG is planning additional enhancements for 511DFW in the next few years, including parking information and low-water crossings. The 511DFW app is available in Apple's App Store or Google Play on any mobile device. Although the app requires a smart phone, anyone with a phone can still dial 511 to get the latest traffic information. Or visit www.511dfw.org to learn more.

Since 2017, NCTCOG has managed 511DFW. Under NCTCOG's leadership, Kapsch TrafficCom, a mobility solutions firm specializing in intelligent transportation systems (ITS), built the new 511DFW website and designed the mobile app.



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

Here's what is on 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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