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**FOR IMMEDIATE RELEASE**

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## **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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This information can be made available in alternative accessible formats upon request.

For information about obtaining an alternative format, contact the Bureau of Transportation Information, 700 SW Harrison St., 2<sup>nd</sup> Fl West, Topeka, KS 66603-3754 or phone 785-296-3585 (Voice)/Hearing Impaired – 711.

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