



Phone System Features

The phone service is an automated, interactive voice system reachable by landline and cellular phones and driven by a user's voice or phone keys. 511NY features nine different calling regions statewide with unique calling menus tailored to the transportation services available within each region.

Bicycling

For the first time, there is one place for information on all bicycling facilities and resources in New York State.

Click 511NY.org or call 511

Know Before You Go

**New York State's Free
Traffic, Travel and Transit Source**

511NY
GETCONNECTEDTOGO

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PRESENTED BY THE NEW YORK STATE DEPARTMENT OF TRANSPORTATION

511NY GET CONNECTED TO GO

A FREE SERVICE OF THE NEW YORK STATE DEPARTMENT OF TRANSPORTATION

511 New York is a free, one-stop, all-encompassing phone and Web service (511NY.org) offering information on transportation services and conditions throughout New York State. It operates 24 hours a day, seven days a week. 511 is the national three-digit phone number reserved for travel information.

Information provided by the 511NY system includes:

Type of Information	Phone	Web
Airports and airport access services	●	●
Bicycling		●
Carpool and vanpool services	●	●
Commercial vehicle operations		●
Emergency alerts about major transportation problems	●	●
Ferries, tunnels and bridges	●	●
Intercity bus and rail services	●	●
Paratransit services	●	●
Park-and-ride lot locations		●
Roadway speeds (average) - where available		●
Toll information		●
Traffic camera images		●
Traffic conditions (unusual)	●	●
Transit conditions (NYC Metro area)	●	●
Transit services	●	●
Transit trip planning (door to door)		●
Weather forecasts and warnings		●
Winter road conditions		●
Work zones, construction reports and road closures	●	●

Built on Partnerships

New York's 511 system is fed by an alliance of 16 transportation and public service agencies spanning three states (New York, New Jersey and Connecticut). Traffic management centers monitor and provide traffic condition information to the 511 system. Staffs at these centers receive highway condition information from police and transportation officials, motorist assistance patrols, 911 calls, construction crews, traffic cameras and roadway sensors. Transit information comes from public transportation agencies; weather conditions, forecast information and alerts are provided by the National Weather Service. New York's 511 service differs from other states' 511 services in its breadth and depth of information.

Statewide Transit Assistance

Because of New York's efforts to develop transit schedule data standards, 511NY features a groundbreaking, multimodal, multiple-agency transit trip planner. The transit trip planner provides users with door-to-door itineraries for more than 50 transit service providers in the state, including Amtrak and intercity bus services.

Emergency Notifications

A free, personalized 511NY TransAlert subscription service provides e-mail and cell phone text notifications of major incidents. This service can be customized to provide alerts by county, by four types of events (road closures, blocked lane, disruption/unexpected delays and other) and severity level. 511NY capitalizes on the State Emergency Management Office's messaging technology that can send up to 100,000 e-mails per minute.