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Drivers Have Sought Assistance from the Florida 511 System 30 Million Times
Usage grows as residents and visitors access the free mobile app, visit FL511.com or call 511

TALLAHASSEE — The Florida Department of Transportation's (FDOT) Florida 511 Traveler Information System recently hit the 30-million mark for the number of times residents and visitors have used the free service since its statewide launch on June 9, 2009.

On average, 3.8 million motorists annually visit the Florida 511 website, call 511 toll-free or check the free Florida 511 mobile app (available on the Apple App Store or Google Play) for information on how to get to their destination safely and with fewer delays.

The system's highest usage came in March 2016 when 511 handled more than a half-million requests for real-time traffic information.

"Florida 511 is a tool that helps people manage their time and busy lives more efficiently," said Russell Allen, FDOT ITS Program Development Engineer. "We encourage people to check traffic conditions in their area or on a planned route before they get on the road so they know what to expect, and have time to choose an alternate route."

As usage has grown, the Florida 511 system has continued to add platforms and services. The mobile app and website feature an interactive map showing traffic speeds and incidents on roadways around the user's location. The map includes traffic camera views. In addition, users can register for a My Florida 511 personalized services account to create custom door-to-door routes to favorite destinations. Each route includes travel time estimates, traffic incident information and the ability to schedule email and text alerts.

Florida 511 also provides traffic information via statewide, regional and roadway-specific Twitter feeds (#FL511).

FDOT encourages all drivers to visit the Florida 511 website or check the mobile app before leaving, or have a passenger check the mobile app to avoid using a phone while driving.

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