

San Diego Service Authority For Freeway Emergencies



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Web Page

www.sdcallbox.org

Member Agencies

County of San Diego
Carlsbad
Chula Vista
Coronado
Del Mar
El Cajon
Encinitas
Escondido
Imperial Beach
La Mesa
Lemon Grove
National City
Oceanside
Poway
San Diego
San Marcos
Santee
Solana Beach
Vista

Mobile Call Box Program

Overview

Instead of using a fixed call box along San Diego area roadways, or dialing 9-1-1, a motorist with a cellular phone who runs out of gas, needs a tow or needs other motorist aid services can simply take the following steps:

1. Determine where he or she is located by Highway number and nearest exit, or other landmark;
2. Pull over to a safe place;
3. Dial 511; and
4. Say "Roadside Assistance".



That's it! The 511 system will then direct these calls to the Call Box Answer Center, which handles them as call box calls are currently handled, including any necessary transfers to the California Highway Patrol, AAA, Manufacturer Help Line or other source of assistance.

It's like having your own call box in your pocket or purse. The 511 call is free, other than charges, if any, from the motorist's cellular company. The motorist will be responsible to pay for any costs related to services such as tows or mechanic work.

NOTE: Callers reporting emergencies like crimes, accidents or fires will be asked to hang up and dial 911 in order to get the quickest access to emergency services.

Benefits

The Mobile Call Box Program provides a number of benefits to the traveling public. Mobile Call Box:

- Modernizes the provision of motorist aid services using state-of-the-art technology available to the vast majority of drivers;
- Allows the caller to make the call from the relative safety of his or her vehicle, rather than walking down the highway to the nearest call box;
- Makes access to call box services easier for persons with mobility disabilities;
- Reduces the number of cellular 9-1-1 calls that CHP must answer, and reduces the average waiting time before a motorist aid call is answered to less than 20 seconds; and
- Capitalizes on the training and experience of Call Box Answer Center operators.

Other 511 Services

511 is a free phone and Web service that consolidates the San Diego region's transportation information into a one-stop resource. 511 provides up-to-the minute information on traffic conditions, incidents and driving times, schedule, route and fare information for San Diego public transportation services, carpool and vanpool referrals, bicycling information and more. 511 is available 24 hours a day, 7 days a week. However, some operators may have limited hours.

The new Web site offers a number of features for commuters, transit riders, carpoolers, visitors, and more at www.511sd.com.

511 is managed by a partnership of public agencies led by SANDAG, the California Highway Patrol, the California Department of Transportation, Metropolitan Transit System (MTS), North County Transit District (NCTD), and San Diego SAFE.

The 511 phone service is available throughout San Diego County, on nearly all landline and cellular phones.