



Los Angeles County Motorist Services Unit

Call Box/#399 Mobile Call Box
Metro Freeway Service Patrol
Metro Big Rig Freeway Service Patrol
511 – Traveler Information

Who We Are – Admin/General

- Staff of 5
- Operate county-wide programs focused on motorists and congestion
- FY08 Budget of approximately \$41 M
- Funded from Prop C 25% (Streets and Freeways); State Gas Tax; HOV Violation Revenue; and DMV Registration Surcharge Fee.

Who We Are - Mission

- Vision – *Improving your drive*
- Mission – *Provide professional, reliable and efficient motorist services that reduce congestion and enhance safety in Los Angeles County.*

What We Operate

- Motorist Services operates or is responsible for 5 programs/services:
 - Kenneth Hahn Call Box System
 - #399 Mobile Call Box Program
 - Metro Freeway Service Patrol
 - Metro Big Rig Freeway Service Patrol
 - 511 Traveler Information System
- Motorist Services also investigates and evaluate new programs and services that will serve motorists and reduce congestion.

Kenneth Hahn Call Box System



- Initiated in Los Angeles County in the late 1950's and championed by then Supervisor Kenny Hahn.
- Owned and managed by the Los Angeles County SAFE.
- Currently comprised of over 4,000 sites.
- Is the largest call box system in the nation, generating 5,000 calls/month.
- Board approve system restructuring will begin during FY08.
- Digital transition will be completed in FY08.



#399 – Mobile Call Box

metro.net

**Now your cellphone
is a call box.**

Just dial #399 for
motorist aid.



Dial #399 from your cellphone to

- > request Metro Freeway Service Patrol tow service
- > report freeway road hazards
- > contact your auto club
- > report freeway damage or needed repair

The #399 service is

- > fully staffed by English and Spanish speaking operators
- > available to provide translation assistance in over 150 languages and equipped to serve the deaf, hearing and speech impaired
- > always open – accessible 24 hours a day, seven days a week by cellphone

**Remember, #399 does not replace 911.
Use 911 if you need medical, fire department or law enforcement response. But for all non-emergency freeway assistance, dial #399.**

 

- Initiated in July 2005
- Goal is to provide motorist with an option to use their cell phone to request non-emergency roadside assistance.
- Currently averages 5,000 calls/month

Metro Freeway Service Patrol



- Initiated in the early 1990's.
- LA is the largest program in the State with over 140 trucks in operation.
- Operates on the majority of the current freeway system.
- Provides quick, easy and free services to the motorists.
- Will tow a vehicle to a designated drop location if required.
- Averages 27,000 assists per month.

Metro Big Rig Service Patrol



- Implemented on a demonstration basis on the 710 freeway in September 2005.
- Assists an average of 300 trucks/month
- Currently examining the potential expansion of the program to the 60, 91 and 605 freeways.

511 – Traveler Information System



- 511 is designated as the National Traveler Information number.
- There are 29 states with 511 programs providing service to approximately 44% of the national population.
- 511 will be a regional service that will provide freeway, transit, rideshare, airport, general emergency and other traveler related information.
- 511 is targeted for deployment in mid-2008.