

# CALL BOXES & MOTORIST AID AND TRAFFIC INFORMATION SYSTEM (511)



## IMPACTED

Call boxes are installed along freeways, toll roads, Carbon Canyon Road, Santiago Canyon Road and Ortega Highway

The Southern California 511 is available throughout Southern California

## SAFE CALL BOX PROGRAM

NUMBER OF CALL BOXES: 269

HOURS OF OPERATION: 24 hours per day/  
7 days a week

## SOUTHERN CALIFORNIA 511

HOURS OF OPERATION: 24 hours per day/  
7 days a week

WEBSITE: [www.SoCal511.com](http://www.SoCal511.com)

Fact sheet as of 8/14/2024

## CALL BOX PROGRAM

Orange County pioneered the implementation of a roadside telephone network when the Service Authority for Freeway Emergencies (SAFE) was formed in 1987. Solar-powered cellular telephone call boxes allow motorists to report road hazards, mechanical breakdowns, traffic accidents, and other incidents to a private call center. The call boxes have a typewritten messaging system to assist speech and hearing-impaired individuals.

## MOTORIST AID AND TRAFFIC INFORMATION SYSTEM (511)

The Southern California 511 system was developed by the Los Angeles County SAFE in partnership with the Orange County SAFE, Ventura County Transportation Commission, California Highway Patrol, and the California Department of Transportation. 511 is your one-stop shop for transportation information. You can outsmart traffic using the following features:



**Traffic**– Get freeway traffic speeds, travel times, construction detours, and more, updated every minute



**Transit**– Find a transit provider near you, get bus and train schedules for over 60 transit agencies, and use the 511 trip planner to find the best transit route.



**Commuter Services**– Find a carpool or vanpool partner in your area, locate a park-and-ride lot near your home, and help your employer organize a rideshare program at your workplace.



**Motorist Aid**– Not near a freeway call box? 511 is your mobile call box. Select motorist aid **after** calling 511, and you will be connected to the call box center.

## USING 511 SERVICES

### Dial 511 for:

- Traffic: Speeds, travel times, construction detours
- Transit: Plan a trip, find out when the next bus will arrive
- Commute: Get connected to a rideshare program
- Motorist Aid: Get connected to the call box center for assistance

### Visit [www.SoCal511.com](http://www.SoCal511.com) for:

- Traffic: Live traffic map, speeds, incidents, real-time traffic cameras
- Transit: Plan a trip, find a provider, and get scheduled departure times
- Commute: Find carpools and vanpools, map of park-and-rides, learn about employer programs and incentives
- Extras: Bicycling, airports, taxis



Orange County Transportation Authority  
550 S. Main St  
P.O. Box 14184  
Orange, CA 92863-1584  
(714) 560-OCTA  
[www.octa.net](http://www.octa.net)