

# MOTORIST AID SERVICES FACT SHEET



**For help on the highway**  
Call 511 and say "Roadside Assistance."

**FSP Hours of Operation**  
Monday – Friday:  
5:30 – 9:30 a.m.  
2:30 – 6:30 p.m.  
10 a.m. – 2 p.m.

Saturday - Sunday:  
10 a.m. – 6 p.m.



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## Overview

SANDAG is committed to reducing traffic congestion to keep commuters in the San Diego region moving. SANDAG administers three motorist aid services - the Freeway Service Patrol (FSP), the Call Box Program, and the regional 511 traveler information service - and contributes to a regional helicopter program. This suite of services provides assistance to distressed motorists and helps remove stranded vehicles on the region's most congested freeways, thereby improving highway safety, reducing traffic congestion, and minimizing idle vehicle emissions.

## Freeway Service Patrol (FSP)

The statewide FSP program was first piloted in Los Angeles via state legislation (AB 123 Katz) and then expanded to other regions as a congestion management tool to maximize the effectiveness of freeway transportation systems. In 2000, the governor signed legislation (Senate Bill 1428) to annually fund the FSP program as part of the California state budget. In the San Diego region, this free service is provided by SANDAG, Caltrans, and the California Highway Patrol (CHP), and assists more than 56,000 motorists each year.

The Freeway Service Patrol's fleet of 22 tow trucks and 8 pickup trucks patrols 222 miles of the region's urban highways during peak commute periods. Drivers can assist stranded motorists with a gallon of gas, provide a jump-start, supply radiator water, and even change a flat tire, all at no charge to the motorist. If the FSP driver can't get the vehicle



running within a few minutes, they will tow the vehicle to a safe, pre-determined location designated by the CHP.

Since the FSP fleet is continuously roving the region's highways proactively searching for motorists in need, FSP drivers are frequently the first to arrive on the scene of an accident or broken down vehicle. Getting these stranded motorists moving and disabled vehicles off the freeway helps to improve motorist safety and keeps traffic in the San Diego region moving. In FY 2018, FSP drivers responded to stranded motorists in less than nine minutes, on average.



The FSP operates on select highways on weekdays from 5:30 to 9:30 a.m., 10 a.m. to 2 p.m., and 2:30 to 6:30 p.m., and weekends from 10 a.m. to 6 p.m., excluding holidays. For more information and to see the service area map, visit [511sd.com/FSP](http://511sd.com/FSP).

*(Continued on reverse)*



Select Call Boxes are now located throughout rural state highways in San Diego County, designed to help motorists who experience vehicle problems while traveling in rural areas.

Call Boxes are self-contained, solar-powered cellular telephones with voice communication to a call center. When motorists open the yellow Call Box, pick up the phone, and press the red call button, they are automatically connected to call center staff.

To reach the call center, distressed motorists anywhere in San Diego County can call 511 from their cell phone and say "Roadside Assistance." Motorists are connected with the appropriate roadside assistance such as the FSP, the caller's roadside assistance provider, or the CHP. The call center can even help stranded motorists get in touch with local friends and family to assist them.

### Call Box Program

In October 2017, the SANDAG Board of Directors approved a plan to right size the Call Box system and enhance operations of motorist aid services. This includes increasing FSP service coverage, boosting awareness of the ability to call 511 from a cell phone for free roadside assistance, and removing Call Boxes throughout the region. The plan called for an overall reduction of the Call Box system by 70 percent, with a 100 percent reduction in urban areas and a 33 percent reduction in rural areas, to be completed in FY 2018. Several factors were considered when determining which Call Boxes to remove, including Call Box Usage, availability of cellular service coverage, and availability of supplemental motorist aid services like FSP.

### Funding

The San Diego region's motorist aid services are funded through a combination of state and federal sources. The Call Box program is made possible by a \$1 annual fee on vehicle registration, collected by the California Department of Motor Vehicles. Expanded FSP service hours for midday and weekend service are funded by SB1.

### For More Information

To learn more about motorist aid services administered by SANDAG, visit [511sd.com/aid](http://511sd.com/aid) or contact the program manager, Aaron Moreno, at [aaron.moreno@sandag.org](mailto:aaron.moreno@sandag.org) or (619) 710-4052.

