



# Call Box Program Evaluation



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Operations Committee – April 8, 2011

## Evaluation Purpose

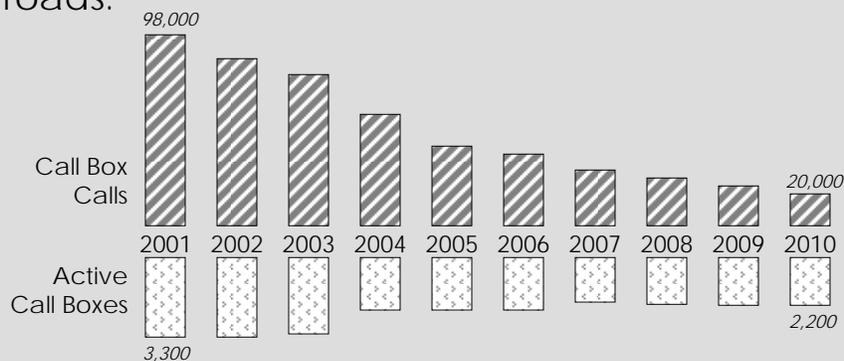


- Consider modifications to call box system, last reviewed in 2006
- Identify usage trends
- Maintain safety
- Explore opportunities that reflect current telecommunication trends

## History of Program



MTC SAFE created under S&H 2550 in 1988 to collect \$1 of DMV registration fees and install call boxes on freeways, highways, and county roads.



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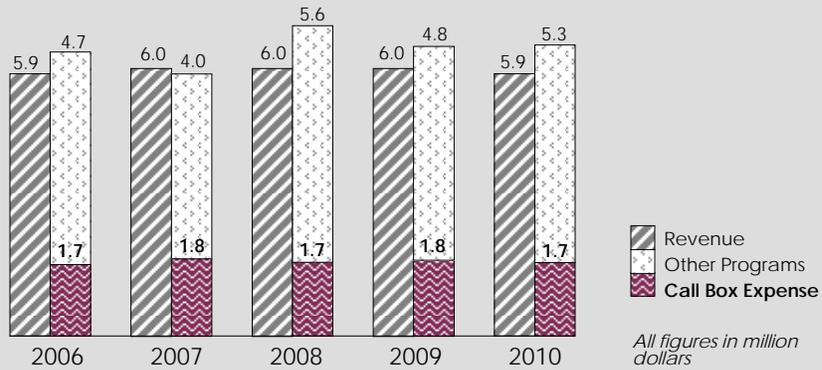
## Program Milestones



- 2001** Began installation of bridge and tunnel call boxes
- 2004** Removal of 900 call boxes in response to decline in call box call volumes
- 2006** Completed TTY upgrades and removal of 550 call boxes
- 2008** Start of 511 Freeway Aid, which allows for motorists to access call box services by using the 511 phone service
- 2009** Senator Yee sponsored SB 1731 to increase DMV reg. fee by \$1 for MTC SAFE. Bill vetoed by Gov. Schwarzenegger
- 2010** SB 1418 proposed to increase DMV reg. fee by \$1 for SAFEs and allow greater flexibility within call box program. Bill failed.
- 2011** Implementation of call box site mitigation project to improve access.

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# SAFE Finances



A small portion of revenue is spent on call box operations, remaining funds are match for other motorist aid programs like 511 and FSP

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# 2010 Call Box Statistics



Call Volume by Location

Total Calls: 20,100

Call Boxes by Location

Total Boxes: 2,200

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## Program Trend



- 80% decline in call box calls since 2001
- Wider range of motorist aid and freeway surveillance available: FSP, 511 Freeway Aid, CCTV
- Greater desire to modernize call box program and invest in other programs with greater benefit to motorists

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## Next Steps



- Meet with partner agencies CHP and Caltrans
- Collect & analyze data: cell reception, call box calls by location, cell phone ownership, etc.
- Communicate with various communities that may be impacted
- Return to Operations Committee in Fall 2011 to present findings and recommend action

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Questions?

MTC  
SAFE

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