



# Transportation Committee

March 25, 2009

**Item #09-4-4  
Information**

## Annual SAFE Statistics for Call Boxes and Freeway Service Patrol

**Issue:** What are the important operational service statistics for calendar year 2008? How do they compare to 2007?

**Recommendation:** None. This is for informational purposes only.

**Discussion:** This annual information is provided based on committee request. This year selected data is shown in a comparative format to better reflect changes between 2008 and 2007. SAFE currently manages 1,264 call boxes, consisting of 1,193 call boxes on eligible highways, 65 bike trail call boxes, and 6 “suicide prevention” boxes, which are located on the Foresthill Bridge in Placer County. SAFE has a service agreement with Placer County to maintain the boxes. Also, 34 of the highway call boxes are owned by and located in Glenn County and SAFE has an agreement to maintain those. Freeway Service Patrol (FSP) in Sacramento/Yolo covers 130 centerline miles, 17 beats, 17 trucks and operates at peak congestion periods. See Attachments A through G for more detail.

Services	Services Details	2008	2007	Comments
<b>Call boxes</b>				
Call Box Availability	Percent of call boxes available for use	98.7%	Didn't track this last year	Call boxes are removed temporarily for construction and snow issues
Average call delay	How soon is the motorist speaking with our call center operator?	43 seconds	Not available	
Overall average calls per month	Simple average	1,047	1,219	172 decrease
Total Number of calls	Calls for aid, ongoing repairs, and bi-annual maintenance	12,569—this includes 1,044 TTY calls	14,638—this includes an estimated 600 TTY* calls	Call volume continues to decline
Percentage of calls for maintenance	Percent of total calls that relate to repairs and twice-yearly maintenance	34%	37%	Small decrease
Calls attributed to Bike Trail Call boxes	These are not typical motorist aid types of calls—voice calls go directly to various law enforcement agencies	1,876	1,888	Static
<b>Freeway Service Patrol—Sac/Yolo</b>				
Number of assists	Stops to assist motorists	36,727	31,884	4,843 (15%) increase

\*TTY = Text Telephone

Approved by:

Mike McKeever  
Executive Director

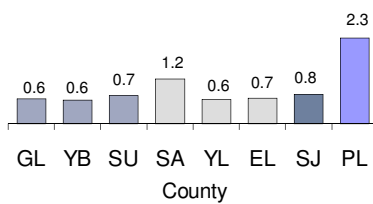
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Attachments

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David Ghiorso, SAFE Program Manager, (916) 340-6258

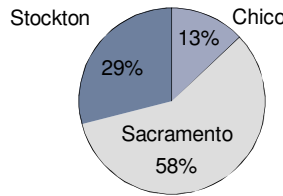
# Capitol Valley Regional SAFE 2008 Annual Report

<b>1,229 Call Boxes</b>				<b>12,569 Calls for Aid</b>		<b>535,458 Calls since 1994</b>	
				<b>Capitol Valley Regional SAFE</b>			
Chico Dispatch	Boxes	Calls	Monthly Calls/Box				
Glenn	34	264	0.6				
Yuba	61	460	0.6				
Sutter	99	879	0.7				
TOTAL	194	1603	0.7				
Sacramento Dispatch	Boxes	Calls	Monthly Calls/Box				
Sacramento	346	4914	1.2				
Yolo	226	1749	0.6				
El Dorado	67	541	0.7				
TOTAL	639	7204	0.9				
Stockton Dispatch	Boxes	Calls	Monthly Calls/Box				
San Joaquin	390	3593	0.8				
TOTAL	390	3593	0.8				
Placer County	6	163	2.3				
Test box	1	6	0.5				
<b>CVRS Total</b>				<b>1229</b>	<b>12569</b>	<b>0.9</b>	

Average calls per call box



Call Volume by Dispatch



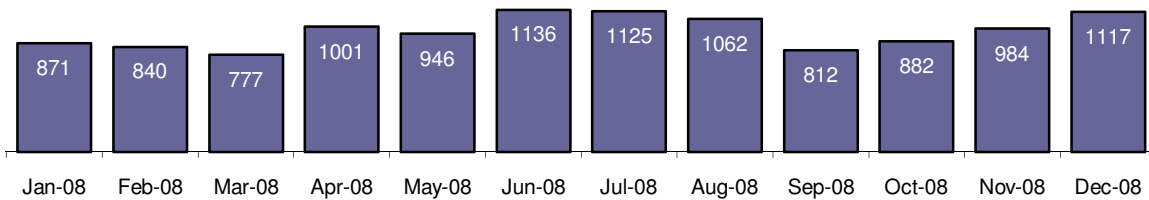
Average Call Box Call Length

3:24

Average Call Delay

43 seconds

2008 Call Box Calls by Month



Calls by Time of Day












Time of Day	Calls	Percent	Motorists	Test Calls
6:00 am to 2:00 pm	6,385	51%	54%	46%
2:00 pm to 10:00 pm	4,614	37%	88%	12%
10:00 pm to 6:00 am	1,570	12%	98%	2%
<b>TOTAL</b>	<b>12,569</b>	<b>100%</b>	<b>Calls from motorists</b>	<b>Test Calls</b>

The contents of this report reflect the views of the author who is responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the SAFE. This report does not constitute a standard, specification, or regulation.

CVRS: Summary of Call Box Calls

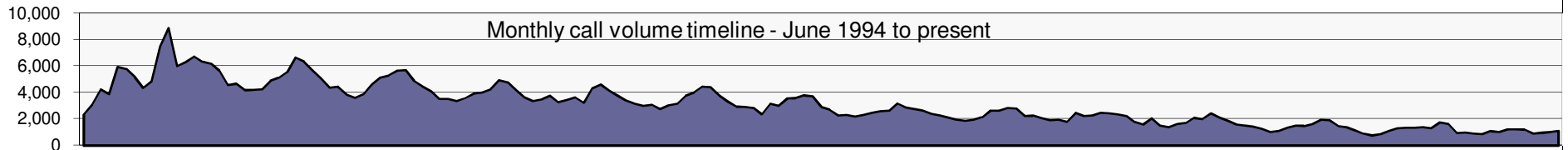
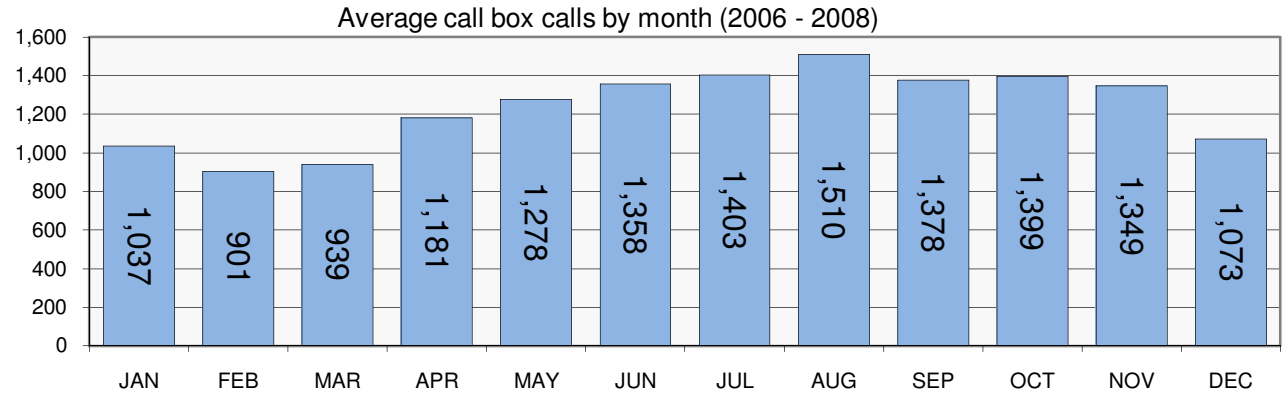
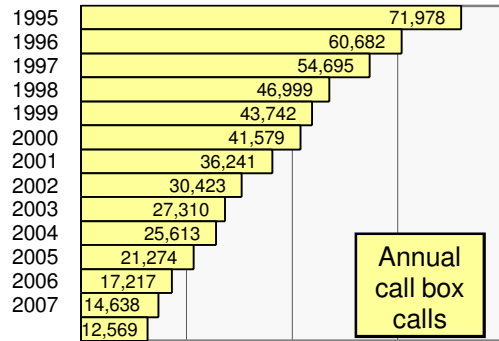
2008 Annual Report

## Capitol Valley Regional SAFE Calls Grouped by Type of Assistance 2008 Annual Report

Type of Assistance		Percent		
1	CHP	15%		15% <i>Road hazards, Fires, Accidents</i>
2	Auto Club (AAA)	6%		6% <i>Motorist patched through to AAA</i>
3	Auto Club (Other)	2%		2% <i>Motorist patched through to other Auto Club</i>
4	Friends & Family	9%		9% <i>Motorist patched through to friend or family</i>
5	Freeway Service Patrol (FSP)	1%		1% <i>Motorist needs tow, FSP available</i>
6	Rotational Tow	7%		7% <i>Motorist needs tow, FSP not available, Motorist has resources</i>
7	No Resources - CHP dispatched to scene	8%		8% <i>FSP not available, motorist has no resources, CHP dispatched</i>
8	Informational	8%		8% <i>Motorist asking for direction or other info</i>
9	Duplicate Event	4%		4% <i>Motorist calling again for same reason</i>
10	Dial Tone	6%		6% <i>Motorist connected to call center - disconnects before speaking</i>
11	Test calls from maintenance technician	34%		34%
<b>TOTAL</b>		<b>100%</b>		

Note: This report only reflects calls received by the private call answer center. Bike Trail call box calls are answered directly by the local law enforcement agencies.

# CVRS Call Box Call History



	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	AVG	
Jan	<i>Callbox calls began June 1994</i>	4,357	4,183	3,856	3,511	3,767	3,095	2,848	2,192	1,945	1,953	1,501	1,252	* 886	974	2,594	
Feb		4,851	4,198	3,602	3,353	3,265	2,758	2,353	2,298	1,882	1,791	1,392	1,023	* 762	919	2,461	
Mar		7,488	4,229	3,882	3,581	3,451	3,029	3,162	2,462	1,943	2,459	1,636	1,090	* 857	870	2,867	
Apr		8,868	4,874	4,620	3,913	3,631	3,147	3,001	2,610	2,133	2,229	1,693	1,360	1,098	1,086	3,162	
May		5,996	5,117	5,137	3,990	3,222	3,753	3,560	2,631	2,632	2,289	2,091	1,495	1,315	1,023	3,161	
Jun		2,350	6,296	5,548	5,311	4,257	4,323	4,015	3,583	3,176	2,651	2,462	2,007	1,486	1,352	1,236	3,337
Jul		3,104	6,717	6,645	5,665	4,936	4,610	4,464	3,784	2,887	2,835	2,417	2,439	1,639	1,350	1,221	3,648
Aug		4,250	6,321	6,335	5,702	4,782	4,144	4,390	3,720	2,750	2,808	2,369	2,102	1,946	1,380	1,205	3,614
Sep		3,882	6,185	5,665	4,865	4,189	3,752	3,770	2,934	2,624	2,246	2,246	1,867	1,904	1,316	915	3,224
Oct		5,934	5,654	5,071	4,457	3,636	3,395	3,316	2,699	2,411	2,254	1,773	1,594	1,480	1,751	966	3,093
Nov		5,794	4,577	4,374	4,092	3,372	3,176	2,934	2,280	2,279	2,073	1,581	1,519	1,382	1,628	1,037	2,807
Dec		5,184	4,668	4,443	3,506	3,479	3,006	2,908	2,317	2,103	1,908	2,044	1,433	1,160	943	1,117	2,681
<b>TOTALS</b>	<b>30,498</b>	<b>71,978</b>	<b>60,682</b>	<b>54,695</b>	<b>46,999</b>	<b>43,742</b>	<b>41,579</b>	<b>36,241</b>	<b>30,423</b>	<b>27,310</b>	<b>25,613</b>	<b>21,274</b>	<b>17,217</b>	<b>14,638</b>	<b>12,569</b>	<b>35,697</b>	

\* Represents the highest number of calls for that year. All time call total **535,458**

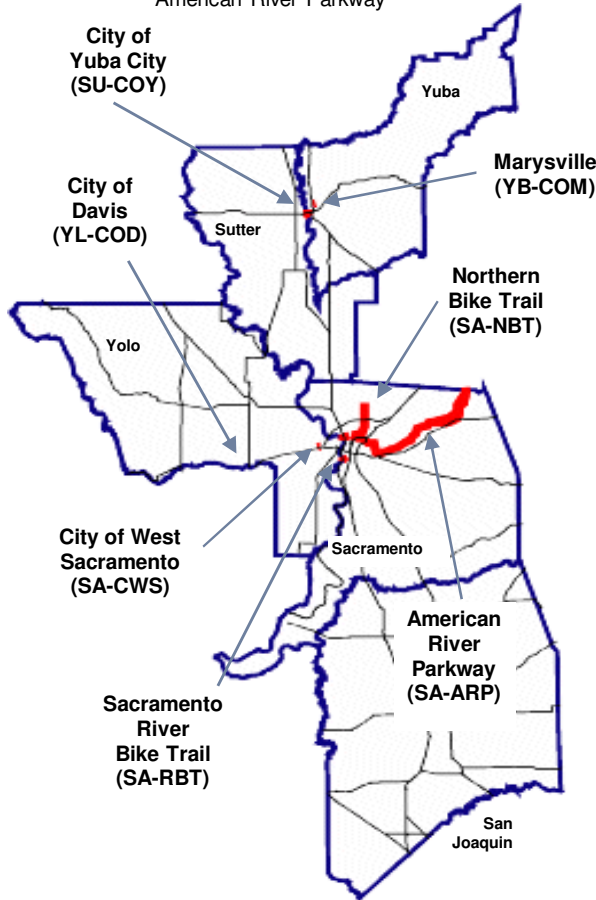
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\* Jan-07 to Mar-07 AT&T data was not available. TecTrans data was used as substitute source (resulting in the bike trail calls not being included in call totals)

# SACOG Bike Trail Call Boxes

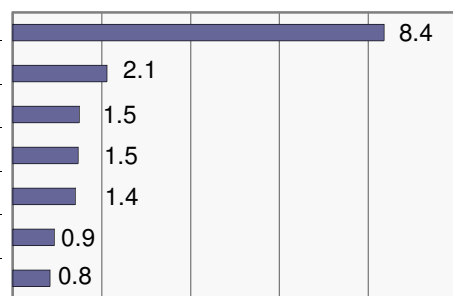


American River Parkway



Sacramento River Bike Trail

Bike Trail	Number of Call boxes	Number of Calls for Aid	Average Calls/box per month
SA-NBT	9	902	8.4
SA-RBT	3	76	2.1
SA-ARP	37	665	1.5
SU-COY	6	106	1.5
YL-COD	3	51	1.4
YB-COM	5	56	0.9
SA-CWS	2	20	0.8
<b>Total</b>	<b>65</b>	<b>1,876</b>	<b>2.4</b>



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SACOG Bike Trail Call Boxes

2008 Annual Report

## Freeway Service Patrol Assists Detail

Month	2008	2007	2006
January	2,542	2,536	2,750
February	2,416	2,260	2,561
March	2,378	2,766	3,165
April	2,916	2,908	2,712
May	2,935	3,067	<b>3,444</b>
June	3,962	2,472	3,298
July	<b>4,172</b>	2,732	3,058
August	3,649	<b>3,224</b>	3,287
September	3,191	2,596	2,872
October	3,371	2,796	2,889
November	2,651	2,560	2,514
December	2,544	1,967	2,135
<b>Total</b>	<b>36,727</b>	<b>31,884</b>	<b>34,685</b>

Busiest month in 2008 was July 2008 with 4,172 assists.

Busiest month in 2007 was August 2007 with 3,224 assists.

Busiest month in 2006 was May 2006 with 3,444 assists.

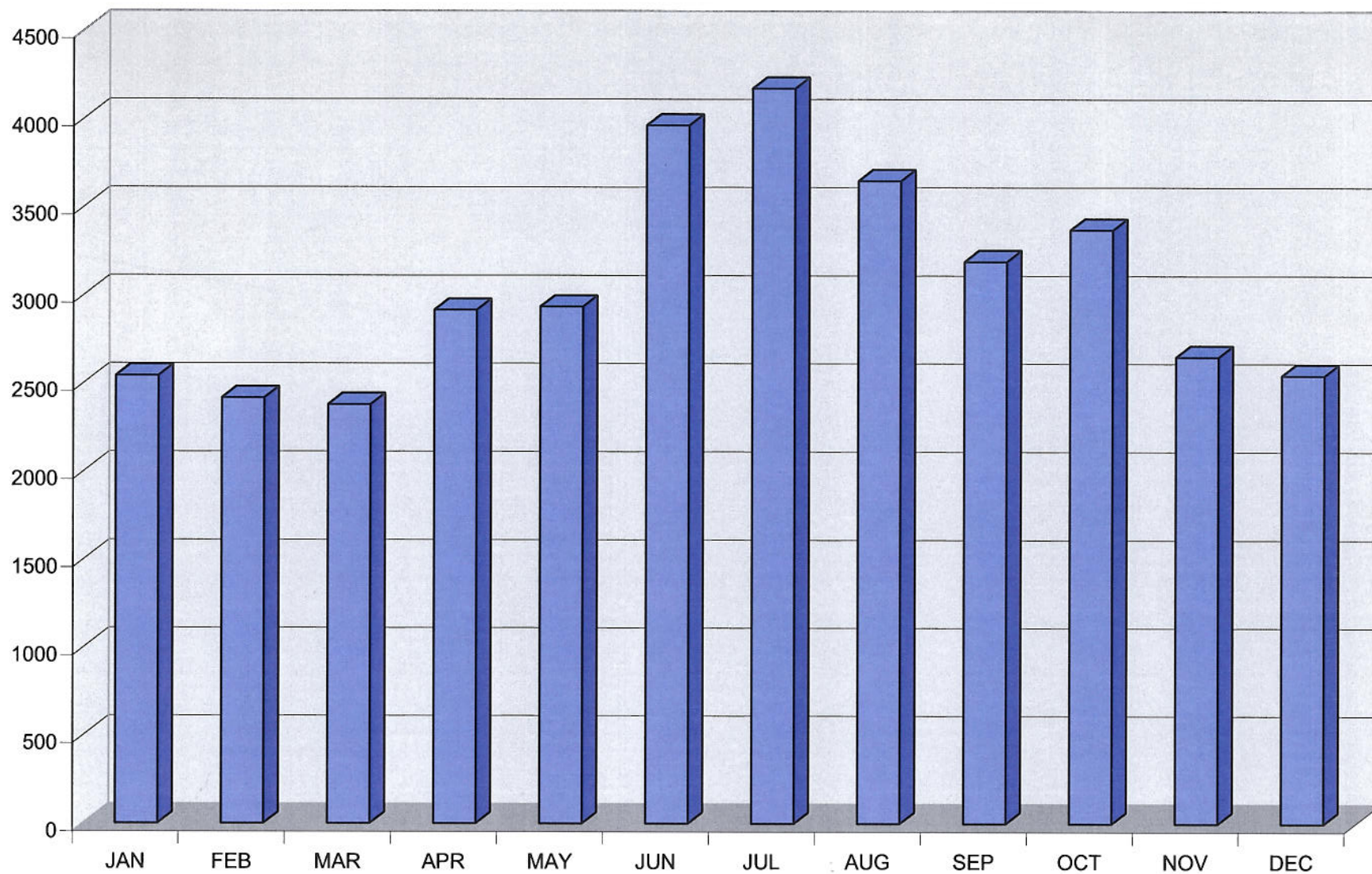
2008 assists were substantially higher because of the I-5 rehab project. Not only did that project cause more incidents but FSP expanded service by increasing the hours patrolled during the project. FSP was a huge component of Caltrans traffic management plan for the project.

Year to Year Change	4,843	(2,801)
% Change	15%	-8%

It's not surprising that accidents account for over 1/4 of the assists.

Problem Types	Total	%
Accident	9,433	26%
Other	6,464	18%
Mechanical	5,723	16%
Flat Tire	5,666	15%
Out of Gas	3,681	10%
Abandoned	2,933	8%
Overheated	1,346	4%
Debris Removal	825	2%
Electrical	574	2%
Locked out	24	0%
Vehicle Fire	58	0%
	<b>36,727</b>	<b>100%</b>

2008 FSP Assists by Month



### 2008 FSP Assists by Problem Type

