



SAFE Board of Directors

**Item #16-8-2
Receive & File**

August 11, 2016

Annual Statistics for Capitol Valley Regional Service Authority for Freeways & Expressways (CVR-SAFE)

Call boxes are a mandatory component for CVR-SAFE. The Service Authority is currently upgrading and removing call boxes as part of the Call Box Modernization Program approved in 2015. As of June 30, 2016, CVR-SAFE is managing approximately 850 call boxes, consisting of call boxes on eligible highways, bike trail call boxes, and six “suicide prevention” call boxes located on the Foresthill Bridge in Placer County, where the CVR-SAFE has a service agreement to maintain the boxes. Glenn County has 32 highway call boxes which the CVR-SAFE maintains, with reimbursement provided from the Glenn County SAFE. At the completion of the Call Box Modernization Program in June 2017 approximately 590 call boxes will remain.

Freeway Service Patrol (FSP) programs are in operation in five counties. In the Sacramento/Yolo County area, FSP covers 748 lane miles (98 centerline miles) on 7 beats, with 17 trucks that operate during peak congestion periods. In San Joaquin County, FSP patrols are active on a 15-mile segment of I-205 and are providing additional coverage during the construction along Highway 99 and I-5. El Dorado County’s FSP program operates on Highway 50 beginning at the western county line and extends 10 miles towards Placerville.

The 511 Traveler Information network is deployed in many different forms. These include websites, smart phone apps and a telephone system. The Mobile Call Box Roadside Assistance program is a component of the telephone system and is now covered by all cellular carriers on the highways. In 2015, the mobile call box system received 167 calls, assisting motorists who would previously have made the aid call from a call box.

Attachments A through D provide 2015 annual statistics on each of these programs.











Attachments

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Measure	Measure Details	2014	2015	Comments
Call boxes				
Call box availability	Percent of call boxes available for use	98.9%	98.9%	
Average call delay	How soon is the motorist speaking with our call center operator?	21 seconds	30 seconds	
Total number of calls for year	Calls for aid	3,177	3,355	Maintenance call volumes are not included
Overall average calls per month	Simple average	265	283	
Number of Mobile Call Box calls	Calls for motorist aid through 511 system	260	167	Drop in volume may be related to a decrease in advertising after completion of the Fix-50 project
Percentage of calls for maintenance	Percent of total calls that relate to repairs and twice-yearly maintenance.	43%	32%	Not included in reported volumes.
Number of bike trail call box calls	These are not typical motorist aid types of calls—voice calls go directly to various law enforcement agencies	440	559	Maintenance call volumes have been removed.
Freeway Service Patrol—El Dorado				
Number of assists	Stops to assist motorists	732	735	
Freeway Service Patrol—San Joaquin				
Number of assists	Stops to assist motorists	11,434	9,703	
Freeway Service Patrol—Sacramento/Yolo				
Number of assists	Stops to assist motorists	32,001 – Sacramento County 1,769 - Yolo County	29,729 – Sacramento County 2,186 – Yolo County	Additional funding provided by Caltrans for Fix-50 and I-80 extended programs accounting for 1,109 additional assists in 2014 (not in totals).

Capitol Valley Regional SAFE Summary of Call Box Calls for 2015				
1,089 Call Boxes		3,355 Calls for Aid		578,612 Calls Since 1994
Chico Dispatch	Boxes	Calls	Calls / box / month	Capitol Valley Regional SAFE
Glenn	34	87	0.2	
Yuba	56	117	0.2	
Sutter	77	202	0.2	
TOTAL	167	406	0.2	
Sacramento Dispatch	Boxes	Calls	Calls / box / month	
Sacramento	298	1468	0.4	
Yolo	222	390	0.1	
El Dorado	63	148	0.2	
TOTAL	583	2007	0.3	
Stockton Dispatch	Boxes	Calls	Calls / box / month	
San Joaquin	333	905	0.2	
TOTAL	333	905	0.2	
Placer County	6	25	0.3	
Test / Unas.	0	12	NA	
CVRS Total	1089	3355	0.26	
Average calls per call box / month		Call Volume by Dispatch		Average Call Box Call Length
				3:25
				Average Call Answer Delay
				30 seconds
2015 Call Box Calls by Month			2015 Mobile Call Box Calls	
			167	
Maintenance calls comprise an estimated 32% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.				
<small>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.</small>				

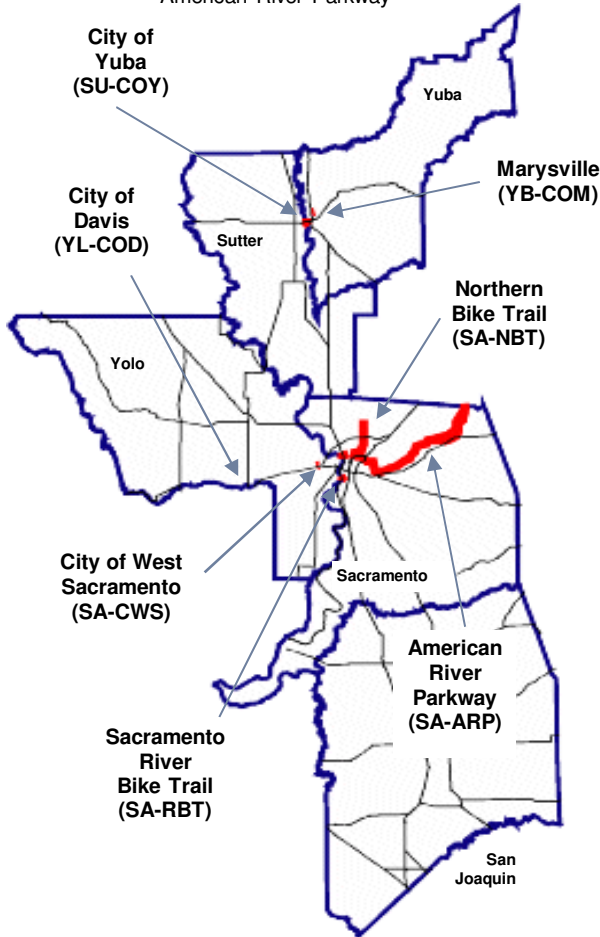
Capitol Valley Regional SAFE Call Box Calls Grouped by Type of Assistance 2015 Annual Report

	Type of Assistance	Percent	
1	California Highway Patrol (CHP)	44%	 Road hazards, Fires, Accidents
2	Auto Club (AAA)	3%	 Motorist patched through to AAA
3	Auto Club (Other)	2%	 Motorist patched through to other auto club
4	Friends & Family	3%	 Motorist patched through to friends or family
5	Freeway Service Patrol	4%	 Motorist needs tow, FSP available
6	Rotational Tow	3%	 Motorist needs tow, FSP not available, Motorist has resources
7	No Resources - CHP dispatched to scene	9%	 FSP not available, motorist has no resources, CHP dispatched
8	Informational	9%	 Motorist asking for directions or other information
9	Duplicate Event	5%	 Motorist calling again for the same reason
10	Dial Tone	18%	 Motorist connected to call center - disconnect before speaking
TOTAL		100%	
<i>Maintenance calls comprise an estimated 32% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.</i>			
<i>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.</i>			

CVRS Bike Trail Call Boxes



American River Parkway



Sacramento River Bike Trail

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Bike Trail	Number of Call boxes	Number of Calls to Dispatch	Average Calls / box / month
SA-NBT	3	130	3.6
SA-RBT	3	73	2.0
SA-ARP	32	286	0.7
SU-COY	6	36	0.5
YL-COD	3	20	0.6
YB-COM	3	11	0.3
SA-CWS	2	3	0.1
Total	52	559	0.9

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