



## **CVR - SAFE Committee**

**Meeting Date:** 9/6/2018

**Agenda Item No.:** 2018-September-3.

**Subject:** Annual Fiscal Year 2017-2018 CVR-SAFE Statistics (Est. time: 0 minutes)

### **Receive and File**

**Prepared by:** Barbara VaughanBechtold

**Approved by:** Matt Carpenter

**Attachments:** Yes

### **1. Issue:**

Staff is sharing annual statistics on Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) core program services.

### **2. Recommendation:**

None, this item is for information only.

### **3. Background/Analysis:**

Attachments A through D provide Fiscal Year (FY) 2017-2018 annual statistics for each of the main programs operated by the CVR-SAFE and are described below.

Call boxes are a mandatory component for CVR-SAFE. CVR-SAFE manages call boxes including those 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.

### **4. Discussion/Analysis:**

At the completion of the first phase of the Call Box Modernization Program in FY 2016-2017, approximately 525 call box sites remained, with 492 call boxes currently active.

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 have provided 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 covered by all cellular carriers on the highways. The number of 511 calls assisting motorists who would previously have made the aid call from a physical call box increased from 2,093 in FY 2016-2017 to 2,328 calls in FY 2017-2018. Staff believe that the "Roadside Assist Call 511" signs that were installed on the roadside in place of removed call boxes have increased the visibility of this service and led to much of the increase in calls.

## **5. Fiscal Impact/Grant Information:**

There is no fiscal impact to SACOG's operating budget. CVR-SAFE is an enterprise program fully supported by the revenue generated through vehicle registration fees.

## **6. This staff report aligns with the following SACOG Work Plan Goals:**

7. Deliver Key High-Profile Transportation Projects

### **ATTACHMENTS:**

Description










Attachment A

Attachments B-D

Measure	Measure Details	FY 2016-17	FY 2017-18	Comments
<b>Call boxes</b>				
Call box availability	Percent of call boxes available for use	90%	99%	Due to completion of call box modernization
Average call delay	How soon is the motorist speaking with our call center operator?	58 seconds	55 seconds	
Total number of calls for year	Calls for aid	4,989	4,894	Maintenance call volumes and Mobile Call Box calls are not included.
Overall average calls per month	Simple Average	416	408	
Number of Mobile Call Box calls	Calls for motorist aid through 511 system	2,093	2,328	Higher call volume appears to be related to increased service visibility due to placement of Call 511 for Roadside Assistance signs.
Percentage of calls for maintenance	Percent of total calls that relate to repairs and twice-yearly maintenance.	13%	15%	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	2,378	2,806	Maintenance call volumes have been removed.
<b>Freeway Service Patrol—El Dorado</b>				
Number of assists	Stops to assist motorists	929	915	
<b>Freeway Service Patrol—San Joaquin</b>				
Number of assists	Stops to assist motorists	5,911	3,399	Decrease likely due to less construction activity on Hwy 99 and I-5.
<b>Freeway Service Patrol—Sacramento/Yolo</b>				
Number of assists	Stops to assist motorists	37,347 – Sacramento County 1,871 - Yolo County	34,683 – Sacramento County 2,010 – Yolo County	

<h2 style="text-align: center;">Capitol Valley Regional SAFE</h2> <h3 style="text-align: center;">Summary of Call Box Calls for FY 2017 / 2018</h3>					
<b>492</b>		<b>4,894</b>		<b>588,494</b>	
<b>Call Boxes</b>		<b>Calls for Aid</b>		<b>Calls Since 1994</b>	
Chico Dispatch	Boxes	Calls	Calls / box / month	Capitol Valley Regional SAFE	
Glenn	32	50	0.1		
Yuba	34	199	0.5		
Sutter	40	190	0.4		
<b>TOTAL</b>	<b>106</b>	<b>439</b>	<b>0.4</b>		
Sacramento Dispatch	Boxes	Calls	Calls / box / month		
Sacramento	131	3046	1.9		
Yolo	68	329	0.4		
El Dorado	42	216	0.4		
<b>TOTAL</b>	<b>241</b>	<b>3591</b>	<b>1.2</b>		
Stockton Dispatch	Boxes	Calls	Calls / box / month		
San Joaquin	139	633	0.4		
<b>TOTAL</b>	<b>139</b>	<b>633</b>	<b>0.4</b>		
Placer County	6	225	3.1		
Test / Unas.	0	5	NA		
<b>CVRS Total</b>	<b>492</b>	<b>4894</b>	<b>0.84</b>		
Average calls per call box / month			Call Volume by Dispatch		Average Call Box Call Length
					<b>3:09</b>
					Average Call Answer Delay
					<b>55 seconds</b>
FY 2017 / 2018 Call Box Calls by Month					FY 2017-2018 Mobile Call Box Calls
					<b>2,328</b>
<b>Maintenance calls comprise an estimated 15% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.</b>					
<p>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.</p>					

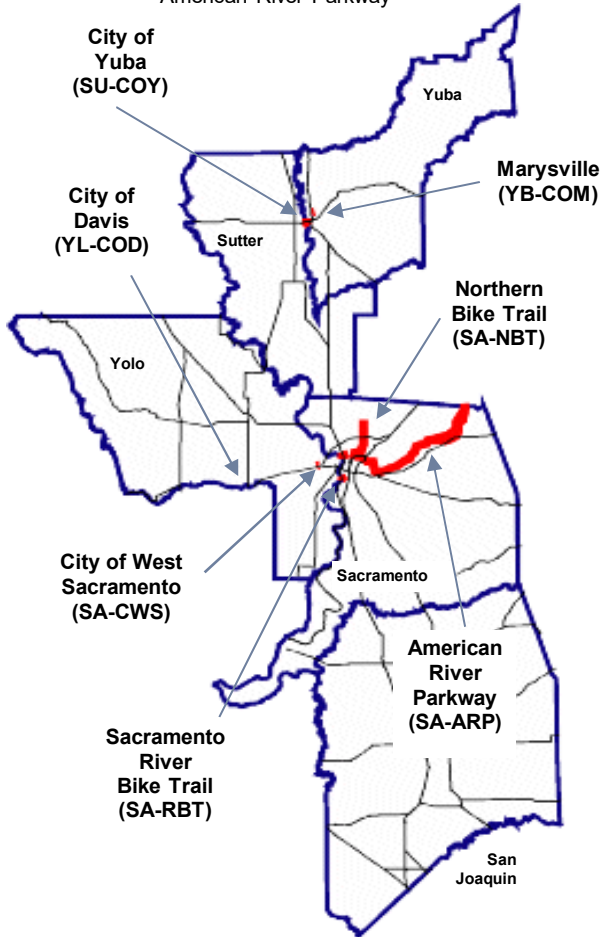
**Capitol Valley Regional SAFE**  
**Call Box Calls Grouped by Type of Assistance**  
**FY 2017 / 2018 Report**

	Type of Assistance	Percent	
1	California Highway Patrol (CHP)	52%	 <i>Road hazards, Fires, Accidents</i>
2	Auto Club (AAA)	4%	 <i>Motorist patched through to AAA</i>
3	Auto Club (Other)	2%	 <i>Motorist patched through to other auto club</i>
4	Friends & Family	5%	 <i>Motorist patched through to friends or family</i>
5	Freeway Service Patrol	5%	 <i>Motorist needs tow, FSP available</i>
6	Rotational Tow	3%	 <i>Motorist needs tow, FSP not available, Motorist has resources</i>
7	No Resources - CHP dispatched to scene	6%	 <i>FSP not available, motorist has no resources, CHP dispatched</i>
8	Informational	16%	 <i>Motorist asking for directions or other information</i>
9	Duplicate Event	6%	 <i>Motorist calling again for the same reason</i>
	<b>TOTAL</b>	<b>100%</b>	
<p><i>Maintenance calls comprise an estimated 15% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.</i></p> <p><i>Similarly, 'Dial tone' calls have also been removed. This report only reflects calls received by the private call answer center.</i></p> <p><i>Bike trail call box calls are answered directly by the local law enforcement agencies.</i></p>			

# CVRS Bike Trail Call Boxes



American River Parkway



Sacramento River Bike Trail

Maintenance calls comprise an estimated 15% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.

Bike Trail	Number of Call boxes	Number of Calls to Dispatch	Average Calls / box / month
SA-NBT	5	877	14.6
SA-RBT	3	455	12.6
YL-COD	3	98	2.7
SA-ARP	37	1,198	2.7
YB-COM	5	93	1.6
SU-COY	6	64	0.9
SA-CWS	2	21	0.9
<b>Total</b>	<b>57</b>	<b>2,806</b>	<b>4.0</b>

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CVRS Bike Trail Call Boxes

FY 2017-2018 Call Box Report