



CVR-SAFE Board of Directors

**Item #17-9-4
Receive & File**

September 7, 2017

Annual FY 2016-17 Statistics for Capitol Valley Regional Service Authority for Freeways & Expressways (CVR-SAFE)

Attachments A through D provide FY 2016-17 annual statistics for each of the main programs operated by the Capitol Valley Regional Service Authority for Freeways & Expressways (CVR-SAFE) and 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. The Service Authority is nearing completion of the Call Box Modernization Program to upgrade call boxes or remove them where demand is low. At the completion of the Call Box Modernization Program approximately 540 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 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 now covered by all cellular carriers on the highways. There has been a marked increase in the number of 511-based mobile call box calls, assisting motorists who would previously have made the aid call from a call box. These mobile calls increased from 178 in FY 2015-16 to 2,093 calls in FY 2016-17. It is thought that the placement of “Call 511 for Roadside Assistance” signs in place of removed call boxes has led to much of this increase in calls.











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Attachments

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Measure	Measure Details	FY 2015-16	FY 2016-17	Comments
Call boxes				
Call box availability	Percent of call boxes available for use	91%	90%	
Average call delay	How soon is the motorist speaking with our call center operator?	34 seconds	58 seconds	Increase in call delay due to AT&T throttling 2G services.
Total number of calls for year	Calls for aid	3,046	4,989	Maintenance call volumes and Mobile Call Box calls are not included.
Overall average calls per month	Simple Average	254	416	
Number of Mobile Call Box calls	Calls for motorist aid through 511 system	178	2,093	Increase in volume may be related 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.	16%	13%	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	1,043	2,378	Maintenance call volumes have been removed.
Freeway Service Patrol—El Dorado				
Number of assists	Stops to assist motorists	813	929	
Freeway Service Patrol—San Joaquin				
Number of assists	Stops to assist motorists	Not Avail.	5,911	
Freeway Service Patrol—Sacramento/Yolo				
Number of assists	Stops to assist motorists	35,953 – Sacramento County 2,443 - Yolo County	37,347 – Sacramento County 1,871 – Yolo County	

<h2 style="text-align: center;">Capitol Valley Regional SAFE</h2> <h3 style="text-align: center;">Summary of Call Box Calls for FY 2016 / 2017</h3>					
528		4,989		583,601	
Call Boxes		Calls for Aid		Calls Since 1994	
Chico Dispatch	Boxes	Calls	Calls / box / month	Capitol Valley Regional SAFE	
Glenn	32	64	0.2		
Yuba	32	149	0.4		
Sutter	45	363	0.7		
TOTAL	109	576	0.4		
Sacramento Dispatch	Boxes	Calls	Calls / box / month		
Sacramento	133	2700	1.7		
Yolo	76	423	0.5		
El Dorado	41	169	0.3		
TOTAL	250	3293	1.1		
Stockton Dispatch	Boxes	Calls	Calls / box / month		
San Joaquin	163	727	0.4		
TOTAL	163	727	0.4		
Placer County	6	306	4.2		
Test / Unas.	0	86	NA		
CVRS Total	528	4989	0.79		
Average calls per call box / month			Call Volume by Dispatch		Average Call Box Call Length
					3:22
					Average Call Answer Delay
					58 seconds
FY 2016 / 2017 Call Box Calls by Month					FY 2016-2017 Mobile Call Box Calls
					2,093
Maintenance calls comprise an estimated 13% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.					
<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>					

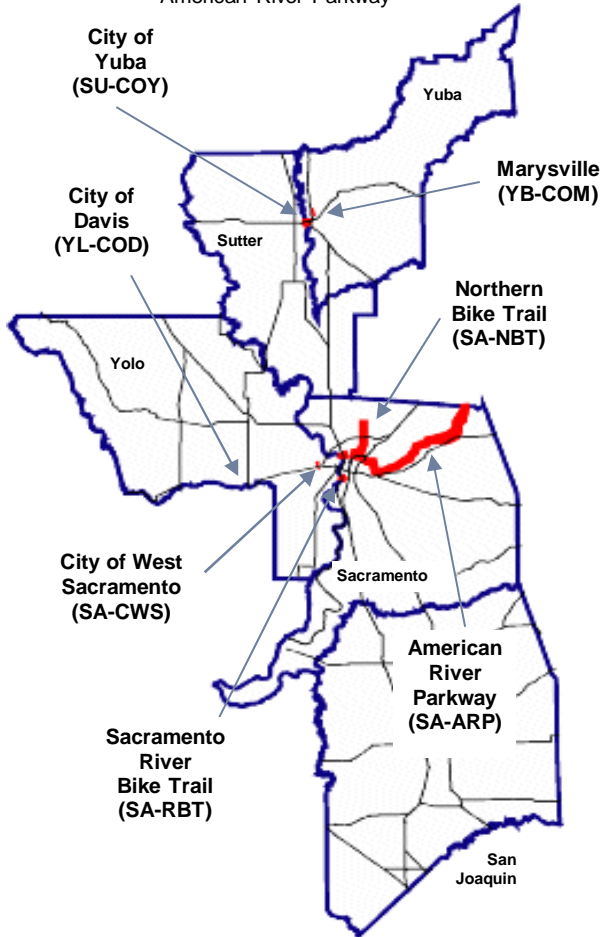
Capitol Valley Regional SAFE Call Box Calls Grouped by Type of Assistance FY 2016 / 2017 Report

	Type of Assistance	Percent	
1	California Highway Patrol (CHP)	36%	 <i>Road hazards, Fires, Accidents</i>
2	Auto Club (AAA)	2%	 <i>Motorist patched through to AAA</i>
3	Auto Club (Other)	1%	 <i>Motorist patched through to other auto club</i>
4	Friends & Family	2%	 <i>Motorist patched through to friends or family</i>
5	Freeway Service Patrol	4%	 <i>Motorist needs tow, FSP available</i>
6	Rotational Tow	4%	 <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	8%	 <i>Motorist asking for directions or other information</i>
9	Duplicate Event	4%	 <i>Motorist calling again for the same reason</i>
10	Dial Tone	32%	 <i>Motorist connected to call center - disconnect before speaking</i>
TOTAL		100%	
<p><i>Maintenance calls comprise an estimated 13% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.</i></p> <p><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></p>			

CVRS Bike Trail Call Boxes



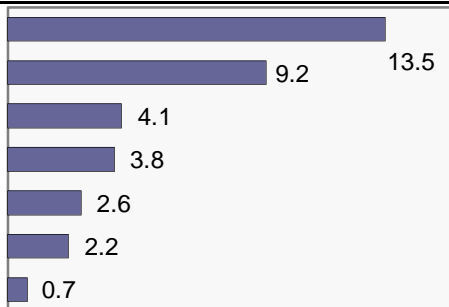
American River Parkway



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	485	13.5
SA-RBT	3	332	9.2
SA-ARP	24	1,170	4.1
SU-COY	5	228	3.8
YL-COD	3	94	2.6
YB-COM	2	52	2.2
SA-CWS	2	17	0.7
Total	42	2,378	4.7



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CVRS Bike Trail Call Boxes

FY 2016-2017 Call Box Report