



**Item #14-5-7  
Information**

**Transportation Committee**

May 8, 2014

**Annual Capitol Valley Regional Service Authority for Freeways & Expressways (CVR-SAFE) Statistics for Call Boxes and Freeway Service Patrol**

**Issue:** What are the important operational service statistics for the three primary CVR-SAFE programs for calendar year 2013?

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

**Discussion:** Call boxes are a mandatory component for CVR-SAFE. The Service Authority currently manages 1,131 call boxes, consisting of 1,072 call boxes on eligible highways, 53 bike trail call boxes, and 6 “suicide prevention” boxes located on the Foresthill Bridge in Placer County where CVR-SAFE has a service agreement to maintain the boxes. Glenn County has 34 highway call boxes which CVR-SAFE maintains, with reimbursement provided from the Glenn County SAFE.

Freeway Service Patrol (FSP) programs are in operation in four counties. In the Sacramento/Yolo County area, FSP covers 748 lane miles (130 centerline miles) on 17 beats, with 17 trucks that operate during peak congestion periods. In San Joaquin County, FSP patrols are active on a 12-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 on Highway 50 begins at the western county line and extends 10 miles towards Placerville.

The 511 Traveler Information network is deployed in many different forms. These include a new set of websites, Smart Phone Apps and a telephone system. The Mobile Call Box Roadside Assistance program is a component of the telephone system and continues to grow via multiple cellular carriers. In 2013, the mobile call box system received 654 calls, assisting motorists who may have originally made the aid call from a call box. A workshop on the complete range of 511 services is scheduled for the August Board cycle.

See Attachments A through D for 2013 annual statistics on each of these program.

Approved by:

Mike McKeever  
Chief Executive Officer

MM:MH:gg  
Attachments

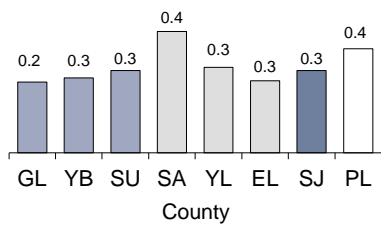
Key Staff: Sharon Sprowls, Senior Program Specialist, (916) 340-6235  
Mark Heiman, ITS/511/SAFE Program Manager, (916) 340-6232  
Barbara VaughanBechtold, Associate Planner, (916) 340-6226

<b>Services</b>	<b>Services Details</b>	<b>2013</b>	<b>Comments</b>
<b>Call boxes</b>			
Call box availability	Percent of call boxes available for use	98.8%	
Average call delay	How soon is the motorist speaking with our call center operator?	21 seconds	
Overall average calls per month	Simple average	366	Maintenance call volumes are not included in 2013, calls for aid continue to decline
Total Number of calls	Calls for aid	4,386	
Number of Mobile Call Box Calls	Calls for motorist aid through 511 system	654	511 telephone service, not publicly advertised
Percentage of calls for maintenance	Percent of total calls that relate to repairs and twice-yearly maintenance. Vendor transition from Siemens' to CASE Systems	47%	Not included in reported volume.
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	524	Maintenance call volumes have been removed for 2013.
<b>Freeway Service Patrol—Sacramento/Yolo</b>			
Number of assists	Stops to assist motorists	30,018	
<b>Freeway Service Patrol—El Dorado</b>			
Number of assists	Stops to assist motorists	1,045	
<b>Freeway Service Patrol—San Joaquin</b>			
Number of assists	Stops to assist motorists	8,724	

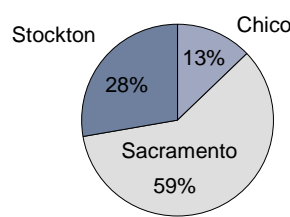
## Capitol Valley Regional SAFE Summary of Call Box Calls for 2013

<b>1,131 Call Boxes</b>				<b>4,386 Calls for Aid</b>		<b>572,080 Calls Since 1994</b>	
				<b>Capitol Valley Regional SAFE</b>			
Chico Dispatch	Boxes	Calls	Calls / box / month				
Glenn	34	101	0.2				
Yuba	58	182	0.3				
Sutter	80	276	0.3				
TOTAL	172	559	0.3				
Sacramento Dispatch	Boxes	Calls	Calls / box / month				
Sacramento	314	1596	0.4				
Yolo	222	794	0.3				
El Dorado	67	202	0.3				
TOTAL	603	2592	0.4				
Stockton Dispatch	Boxes	Calls	Calls / box / month				
San Joaquin	350	1209	0.3				
TOTAL	350	1209	0.3				
Placer County	6	26	0.4				
Test / Unas.	0	0	NA				
<b>CVRS Total</b>	<b>1131</b>	<b>4386</b>	<b>0.3</b>				

Average calls per call box / month



Call Volume by Dispatch



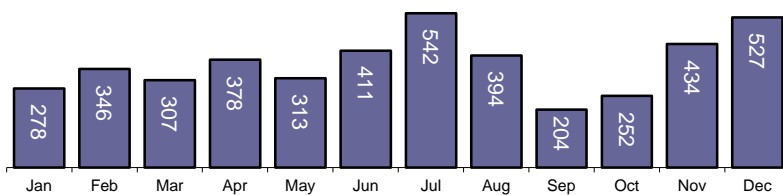
Average Call Box  
Call Length

**3:03**

Average Call Answer Delay

**21 seconds**

2013 Call Box Calls by Month



2013











Mobile Call Box  
Calls

**654**

**Maintenance calls comprise an estimated 47% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.**

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.

## Capitol Valley Regional SAFE Call Box Calls Grouped by Type of Assistance 2013 Annual Report

	Type of Assistance	Percent		
1	California Highway Patrol (CHP)	29%		<i>Road hazards, Fires, Accidents</i>
2	Auto Club (AAA)	5%		<i>Motorist patched through to AAA</i>
3	Auto Club (Other)	1%		<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	2%		<i>Motorist needs tow, FSP available</i>
6	Rotational Tow	5%		<i>Motorist needs tow, FSP not available, Motorist has resources</i>
7	No Resources - CHP dispatched to scene	14%		<i>FSP not available, motorist has no resources, CHP dispatched</i>
8	Informational	12%		<i>Motorist asking for directions or other information</i>
9	Duplicate Event	11%		<i>Motorist calling again for the same reason</i>
10	Dial Tone	17%		<i>Motorist connected to call center - disconnect before speaking</i>
<b>TOTAL</b>		<b>100%</b>		

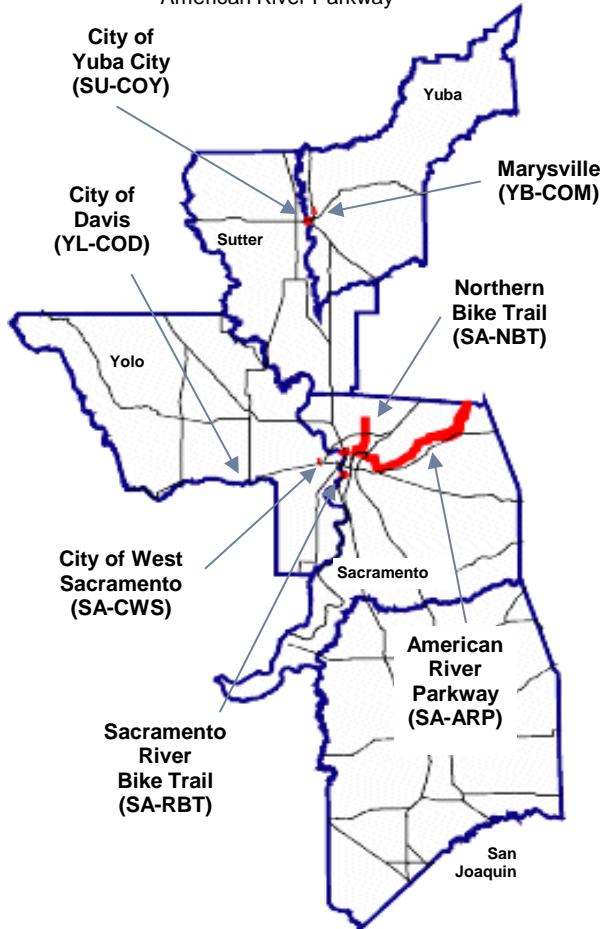
*Maintenance calls comprise an estimated 47% of all calls made in the Capitol Valley SAFE region and are not included in the totals reported.*

*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 Bike Trail Call Boxes



American River Parkway



Sacramento River Bike Trail

**Maintenance calls comprise an estimated 47% 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	3	126	3.5
SA-RBT	3	52	1.4
SA-ARP	33	270	0.7
SU-COY	5	40	0.7
YL-COD	3	19	0.5
YB-COM	4	12	0.3
SA-CWS	2	5	0.2
<b>Total</b>	<b>53</b>	<b>524</b>	<b>0.8</b>

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CVRS Bike Trail Call Boxes

2013 Annual Call Box Report