



CVR-SAFE Board of Directors

September 14, 2017 – 10:30 a.m.

The Committee may take up any agenda item at any time, regardless of the order listed. Public comment will be taken on the item at the time that it is taken up by the committee. We ask that members of the public complete a request to speak form, submit it to the clerk of the committee, and keep their remarks brief. If several persons wish to address the board on a single item, the chair may impose a time limit on individual remarks at the beginning of the discussion. Action may be taken on any item on this agenda.

Roll Call: Directors Banks, Buckland, Cabaldon, Clerici, Crews, Douglass, Duran, Flores, Frerichs, Frost, Janda, Jankovitz, Joiner, Kennedy, Miklos, Neu, Onderko, Peters, Rohan, Samayoa, Sander, Saylor, Slowey, Spokely, Stallard, Steinberg, Suen, Vasquez, West, Winn, Young, Vice-Chair Schenirer, Chair Veerkamp, and Ex-Officio Member Benipal

Public Communications: Any person wishing to address the Committee on any item not on the agenda may do so at this time. After ten minutes of testimony, any additional testimony will be heard following the Action items.

Consent:

1. Minutes of the June 15, 2017, Board Meeting
2. Contract Renewal for 511/STARNET Operations and Maintenance

Action:

3. Amendment to Fiscal Year 2017-18 Budget for Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) & Contract Authorizations (Ms. VaughanBechtold)

Receive & File:

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

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**Item #17-9-1
Consent**

SAFE Board of Directors

September 7, 2017

Approve Minutes of the June 15, 2017, Board Meeting

Issue: The SAFE Board of Directors last met on June 15, 2017, for a regular SAFE Board meeting.

Recommendation: Approve the minutes of the meeting as submitted.

Discussion: Attached are the Draft Action Minutes of the June 15, 2017, SAFE Board meeting.

Approved by:

James Corless
Chief Executive Officer

JC:le
Attachment

Key Staff: Kirk E. Trost, Chief Operating Officer/General Counsel, (916) 340-6210



Draft Action Minutes

The SAFE Board of Directors met in regular session on June 15, 2017, in the SACOG Board Chambers located at 1415 L Street, Sacramento, CA 95814 at 9:30 a.m.

Call To Order: Chair Veerkamp called the meeting to order at 10:36 a.m.

Present: Directors Banks, Buckland, Clerici, Crews, Douglass, Flores, Frerichs, Frost, Hansen (for Steinberg), Holmes (for Duran), Jankovitz, Joiner, Kennedy, Miklos, Neu, Onderko, Peters, Samayoa, Sander, Saylor, Slowey, Spokely, Stallard, Suen, Vasquez, West, Winn, Vice Chair Schenirer, Chair Veerkamp, and Ex-Officio Member Morneau (for Zhang)

Absent: Cabaldon, Janda, Rohan, and Young

Public Communications: No one appeared to speak.

Consent Calendar: It was moved, seconded (Sander/Flores) and passed by unanimous vote that the following Consent items be approved:

1. Minutes of the May 18, 2017, Board Meeting

Action:

2. Approve Final Fiscal Year 2017-18 Budget for the Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE)

Ms. Barbara VaughanBechtold, SACOG staff, presented the report. It was moved, seconded (Joiner/Holmes) and passed by unanimous vote that:

THE SAFE BOARD APPROVE THE FINAL 2017-18 CVR-SAFE BUDGET.

Adjournment: The meeting adjourned at 10:37 a.m.

Approved by:

Approved by:

James Corless
Chief Executive Officer

Brian Veerkamp
Chair

Auburn
Citrus Heights
Colfax
Davis
El Dorado County
Elk Grove
Folsom
Galt
Isleton
Lincoln
Live Oak
Loomis
Marysville
Placer County
Placerville
Rancho Cordova
Rocklin
Roseville
Sacramento
Sacramento County
Sutter County
West Sacramento
Wheatland
Winters
Woodland
Yolo County
Yuba City
Yuba County



**Item #17-9-2
Consent**

CVR-SAFE Board of Directors

September 7, 2017

Contract Renewal for 511/STARNET Operations and Maintenance

Issue: Should the Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) Board authorize two-year contract renewals for 511/STARNET operations and maintenance and the Open Data Hub?

Recommendation: The CVR-SAFE Committee recommends that the CVR-SAFE Board authorize the CEO to: 1) extend the existing contract with Castle Rock Associates Inc. for two years, from September 2017 through September 2019, for an amount not to exceed \$750,000 to support 511/STARNET operations and maintenance, including an option for a one-year contract extension; and 2) extend the existing contract with Castle Rock Associates for two years, from September 2017 through September 2019, for an amount not to exceed \$170,000 to support the Open Data Hub, including an option for a one-year contract extension.

Discussion: In April 2008, the CVR-SAFE Board authorized the negotiation of a contract with Castle Rock Associates, Inc. for \$3.5 million to develop the region's current 511 platforms, including apps, multiple bandwidth websites, Integrated Voice Recognition telephony, as well as data integration. Underlying the 511 system is the Sacramento Transportation Area Network (STARNET) system. STARNET integrates continuous feeds of real-time information about the condition of the transportation system and processes it for regional distribution. The resulting information is used by many different audiences, including city and county traffic operations centers, emergency responders, private sector application developers, businesses, residents, and visitors through direct communication feeds.

The real-time open data feeds provided through the 511/STARNET system represent one of the biggest open data sets in the region. The system supports sharing of real-time data, video, and signal coordination information, providing a platform to manage cross jurisdiction congestion on roadways and public transit, while keeping the region's public safety community fully informed. A major application that is being developed using STARNET data feeds is real time General Transit Feed Specification (GTFS). Real time GTFS will help integrate real-time transit arrival and departure information, which in turn will help travelers and local agencies make better decisions in managing congestion during events and incidents.

One of the major reasons Castle Rock was originally selected as the vendor to develop the 511/STARNET system was their open platform and unique standing as a 511 system developer for a multi-agency collaborative across North America. Besides the CVR-SAFE, Castle Rock clients include the state departments of transportation in Idaho, Indiana, Iowa, Louisiana, Minnesota, and Nebraska, as well as the New York State Thruway Authority and the Valley Transportation Authority in San Jose. Some of these states and agencies directly contract for services as SACOG has done. Others have obtained services through the "CARS Group" (named

after the original FHWA pooled fund study, Condition Acquisition Reporting System Group). The CARS Group is made up of states and agencies that have worked with Castle Rock on their 511 systems through a contract run by the State of Iowa, in which the State of Iowa pays Castle Rock's invoices and then invoices each partner agency on a quarterly basis for their Castle Rock services.

As development of the 511/STARNET system was completed, in 2015 as part of the CVR-SAFE Strategic Plan implementation, staff recommended and the CVR-SAFE Board approved entering into a two-year contract with Castle Rock for operations and maintenance of the system through September 2017. The scope of work and costs for this contract were determined through a process of engagement with the CARS Group. The rates charged by Castle Rock are discussed and agreed to at an annual meeting of CARS Group members and agencies that directly contract with Castle Rock, such as SACOG. Costs are split based on volumes and usage. Variable costs for call volumes and long distance charges are directly passed through from Verizon to Castle Rock to group members, at group rates. The Board also approved entering into a second contract with Castle Rock for work negotiated by the CARS Group on an open data hub that integrates data for dissemination to public.

Staff is recommending an extension of SACOG's two Castle Rock contracts for two more years, with an option for one one-year extension in each contract. In May 2017, the CARS Group held its annual meeting to determine the Castle Rock work scope and costs for the contracts of the various CARS Group agencies and direct contractors. SACOG's cost for the first year of the proposed contract extensions would be \$359,766 for ongoing operations and maintenance of the 511/STARNET system, and \$85,000 for continuing support of the open data hub and integration of Waze into 511/STARNET. Sufficient CVR-SAFE funds are available to cover costs through the life of both contracts, and annual costs will be budgeted as needed.

At the same time, through the RFQ authorized by the board, SACOG, Caltrans and Regional ITS Partnership staff are in the process of selecting a consultant to undertake the Smart Region Intelligent Transportation System (ITS) and Future Technologies master planning effort. Part of the consultant's charge is to assess the 511/STARNET system and make recommendations for potential improvements to the system. Also, the State of Iowa has now decided to break away from its CARS Group role and pursue its own contract for direct 511/STARNET services through issuing a new RFP. The results of the State of Iowa's procurement, and the regional ITS effort over the next 18 months, will help guide SACOG's approach and recommendations to the Committee concerning the 511/STARNET system and future contracting for services, before the renewed Castle Rock contracts expire.

Approved by:

James Corless
Chief Executive Officer

JC:BA:le

Key Staff: Kirk E. Trost, Chief Operating Officer/General Counsel, (916) 340-6210
 Matt Carpenter, Director of Transportation Services, (916) 340-6276
 Sharon Sprowls, Senior Program Specialist, (916) 340-6235
 Binu Abraham, Senior Analyst, (916) 340-6242
 Barbara VaughanBechtold, Associate Analyst, (916) 340-6226



**Item # 17-9-3
Action**

CVR-SAFE Board of Directors

September 7, 2017

Amendment to Fiscal Year 2017-18 Budget for Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) & Contract Authorizations

Issue: An amendment is proposed to the FY 2017-2018 CVR-SAFE Budget using existing revenues, and contract authorizations sought for ADA certification of call boxes.

Recommendation: The CVR-SAFE Committee recommends that the CVR-SAFE Board:
1) approve an amendment to the FY 2017-18 CVR-SAFE budget to add \$100,000 for a pilot re-granting program; \$85,000 for the Castle Rock Open Data Hub contract extension, and \$43,000 for an ITS Intern to provide staff assistance with 511/STARNET and ITS planning, offset by \$228,000 in existing unallocated revenue; and 2) authorize the CEO to negotiate and award a contract to engineering firm Morton & Pitalo, Inc. for call box ADA certification services at an amount not to exceed \$50,000, which can be covered by the current budget; and 3) authorize a time extension through December 31, 2017 for the Case Systems contract for Call Box Modernization services, with no increase in costs.

Discussion: CVR-SAFE is comprised of El Dorado, Sacramento, San Joaquin, Sutter, Yolo and Yuba counties. The revenues for the CVR-SAFE are collected through a \$1 fee assessed at the time of vehicle registration in the participating counties. The annual FY 2017-18 budget was approved by the CVR-SAFE Board at their June meeting, including costs for operations and maintenance of the core call box system. Below is a discussion of the proposed amendments to the adopted budget, shown in Attachment A, and the requested contract authorizations.

Pilot Re-Granting Program

Staff is responding to expressed CVR-SAFE Board member interest in a re-granting program. The proposal is a two-year pilot program for projects that demonstrate a nexus with motorist aid in donor counties where CVR-SAFE revenues have exceeded costs. The pilot re-granting program is proposed to be a total of \$100,000 annually for two years. In response to direction at the August 31 meeting of the CVR-SAFE Committee, staff will return in a future month with refined options for implementation of the re-granting program.

Castle Rock Open Data Hub

The adopted budget already contains sufficient funds to cover the Castle Rock contract extension for 511/STARNET operations and maintenance discussed in Item #2 on this agenda, but an additional \$85,000 is needed in FY 2017/18 for an Open Data Hub contract extension. A pilot test of the Open Data Hub was still underway when the FY 2017-18 CVR-SAFE budget was

initially adopted. Because of that, it was decided that it would be best to come forward later with a proposed budget amendment if the pilot test was successful. Given the success of the pilot, staff is ready to recommend the Open Data Hub contract extension and anticipates that it will also be a recommended CVR-SAFE expense for the FY 2018-19 budget.

ITS Planning Intern

Staff is proposing to engage a student intern to assist with ITS planning-related tasks, including researching emerging information technologies and apps that could help support and improve the region's traffic/travel information, assist with administration of the ITS and STARNET/511 program, help track major events that could impact travel in the region, and participate in training local government staff in the region on providing event information for traveler alerts. Internships provide valuable work experience for students. Staff proposes a budget of \$43,000, for a graduate student level intern through June 30, 2018. SACOG provides paid internships so that opportunities are available to students of any income level.

ADA Certification Contract and Case Systems Time Extension

The Call Box Modernization project that is nearing completion has removed about half of the previous call box system and made necessary telecommunication upgrades to keep the remaining call box system working (including in Glenn and Placer counties). The call box modernization contractor, CASE Systems, is currently addressing longstanding ADA access deficiencies. After all ADA deficiencies have been addressed, Caltrans requires that each call box site that was moved to bring it into compliance be certified as ADA accessible by a licensed, certified engineer. CASE Systems has estimated that when the modernization is complete, approximately 220 call box sites will have been moved to bring them into compliance with the ADA.

In July 2017, CVR-SAFE staff contacted 19 engineering firms in the CVR-SAFE region to request a per call box cost quote for post-construction ADA certification of the relocated call box sites. Staff focused on firms within the CVR-SAFE region due to the extensive travel required otherwise. Although this type of request is relatively specialized, CVR-SAFE staff received three cost quotes, from Morton & Pitalo, Inc., MGE Engineering, Inc., and CASE Systems, Inc. Morton & Pitalo, Inc. is recommended as they offered the lowest cost at \$190 per call box site.

The quoted cost for 220 call box sites is \$41,800. However, as all call box modernization work is not yet complete, staff is requesting authorization for a contract with Morton & Pitalo, Inc. for an amount not to exceed \$50,000 for the ADA certification services, so that sufficient funds are available in the event that more call box sites than anticipated must be relocated to bring them into ADA compliance, or if additional sites must be surveyed due to the need for corrective action. Sufficient funding for this contract is included in the CVR-SAFE 2017-18 budget approved by the Board in June. Staff anticipate that the post-construction ADA certification work will take approximately two months and begin in October.

As part of the ADA post-construction certification effort, CVR-SAFE staff also recommends a time of completion extension of the CASE Systems Call Box Modernization contract, through December 31, 2017. This time extension will allow for corrective action at ADA retrofitted sites surveyed by the contracted engineering firm that do not meet the specification laid out in CASE

modernization contract. No additional funds are needed for this time extension as call box ADA access is a requirement in the contract with CASE Systems for the modernization effort.

Effect on CVR-SAFE Budget and Cost-Sharing

There is sufficient budget capacity to cover the proposed amendment. With amendment costs, FY 2017-18 is anticipated to end with a fund balance of about \$616,325, not including the \$1 million reserve required by the Board.

It is required that the revised CVR-SAFE budget acknowledge that cost-sharing of vehicle registration funds from counties with excess revenues – El Dorado, Sacramento and San Joaquin – will be needed to cover projected over-expenditures in the other three member counties: \$44,025 in Sutter, \$167,873 in Yolo, and \$34,892 in Yuba. These counties generate a relatively low amount of vehicle license fee revenues to support the significant interregional travel they accommodate along their roadways. No service reductions will be needed in the donor counties to accommodate this cost-sharing. Following the completion of the Call Box Modernization Project, ITS Architecture & Implementation Plan, and Household Travel Survey, there will be a small amount of cost-sharing required for freeway service patrol services.

Approved by:

James Corless
Chief Executive Officer

JC:BVB:le
Attachment

Key Staff: Kirk E. Trost, Chief Operating Officer/General Counsel, (916) 340-6210
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CAPITOL VALLEY REGIONAL SAFE FY 2017-18 AMENDED BUDGET

	FY 2015-16	FY 2016-17	FY 2017-18	FY 2017-18
	Actual	Projected Actual	June Adopted	September Amended
REVENUE				
Interest	24,080	2,500	2,000	2,000
Registration Fees	2,427,449	2,475,998	2,525,518	2,525,518
Reimbursements from Glenn County	15,763	101,560	16,000	16,000
Reimbursements from Placer County	2,856	19,180	5,500	5,500
Knockdown Recovery	3,171	3,000	3,000	3,000
TOTAL REVENUE	\$2,473,319	\$2,602,238	\$2,552,018	\$2,552,018
EXPENDITURES				
Call Box Maintenance (including Placer/Glenn County)	414,471	286,000	315,000	315,000
Freeway Service Patrol - Sacramento County	712,000	747,000	868,100	868,100
Freeway Service Patrol - San Joaquin County on I-205	98,187	120,000	113,000	113,000
Freeway Service Patrol - Yolo County	45,000	80,000	75,500	75,500
Freeway Service Patrol - El Dorado County	31,116	37,500	37,500	37,500
SAFE portion of Statewide CHP Coordinator	4,989	6,000	6,500	6,500
Private Call Box Answering Contract - Fixed call boxes (voice & TTY)	5,000	5,891	6,186	6,186
Private Call Box Answering Contract - Bike Trail Boxes - TTY only	9,000	9,000	9,000	9,000
SACOG Services (staff time and indirect costs)	422,995	425,000	430,000	430,000
Cellular Phone Service (including Placer/Glenn County)	105,475	60,000	35,000	35,000
Consultant	66,249	75,000	87,957	87,957
Insurance	10,242	11,000	11,000	11,000
Public Information	100	100	100	100
Legal Services	8,514	11,000	11,000	11,000
DMV Fees	11,896	12,000	12,000	12,000
Meetings/Printing	17,711	3,900	4,900	4,900
511/STARNET - Capital Improvements Project	0	0	0	0
511/STARNET - Maintenance & Operations	362,020	350,000	375,000	360,000
511 Program Management - San Joaquin County	2,842			
San Joaquin TDM/511 Administration, Trip Planning System/Website, & FSP		95,000	95,000	95,000
TOTAL EXPENDITURES	\$2,327,807	\$2,334,391	\$2,492,743	\$2,477,743
SPECIAL FUNDED PROJECTS				
San Joaquin County TDM Website and Rideshare upgrade	117,971			
Call Box Removals/Req'd Telephony Upgrade (540 remain)	728,796	616,653	286,000	286,000
Smart Region Sacramento: ITS Architecture and Future Technology Implementation Plan Assistance	0	0	450,000	450,000
ITS Plan Contingency			200,000	200,000
Pilot Re-granting Program			-	100,000
Open Data Hub	20,000	80,000	-	85,000
ITS/Advanced Technologies Planning Intern			-	43,000
GTFS Updates (Staff Costs)	5,000	5,000	5,000	5,000
Commuter Club	125,000	125,000	125,000	125,000
Regional Household Travel Survey	0	0	150,000	150,000
TOTAL SPECIAL PROJECTS	\$996,767	\$826,653	\$1,216,000	\$1,444,000
TOTAL EXPENDITURES	\$3,324,574	\$3,161,044	\$3,708,743	\$3,921,743
REVENUE LESS EXPENDITURES	-\$851,255	-\$558,806	-\$1,156,725	-\$1,369,725
PROJECTED ENDING CASH BALANCE	\$3,544,856	\$2,986,050	\$1,829,325	\$1,616,325
PROGRAM RESERVES	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
PROJECTED AVAILABLE CASH BALANCE (BALANCE LESS RESERVE)	\$2,544,856	\$1,986,050	\$829,325	\$616,325



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.











JC:BVB:le
Attachments

Key Staff: Kirk E. Trost, Chief Operating Officer/General Counsel, (916) 340-6210
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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	

Capitol Valley Regional SAFE					
Summary of Call Box Calls for FY 2016 / 2017					
528 Call Boxes		4,989 Calls for Aid		583,601 Calls Since 1994	
Chico Dispatch		Boxes	Calls	Capitol Valley Regional SAFE	
Glenn		32	64		
Yuba		32	149		
Sutter		45	363		
TOTAL		109	576		
Sacramento Dispatch		Boxes	Calls		
Sacramento		133	2700		
Yolo		76	423		
El Dorado		41	169		
TOTAL		250	3293		
Stockton Dispatch		Boxes	Calls		
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	
<p>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>					
<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>					

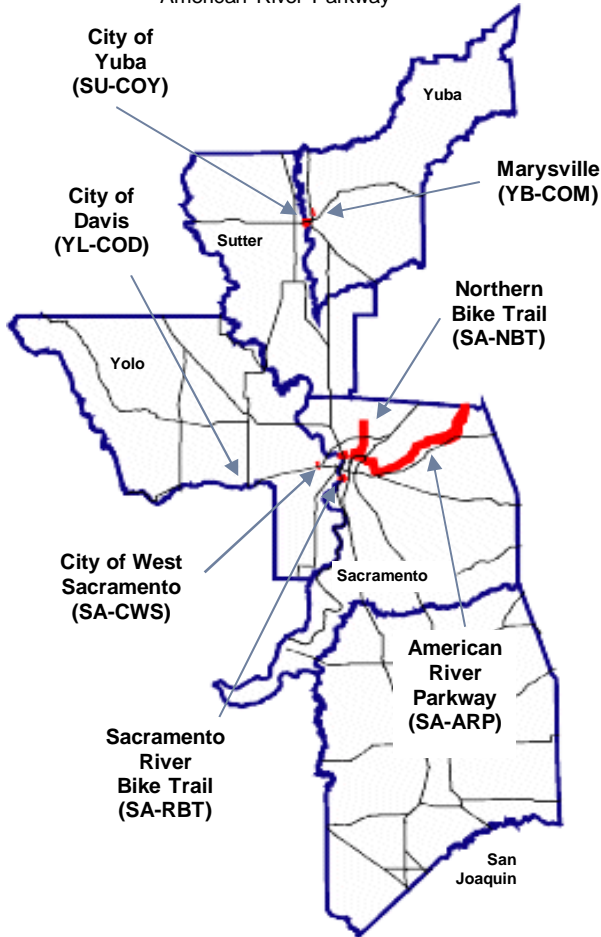
Capitol Valley Regional SAFE Call Box Calls Grouped by Type of Assistance FY 2016 / 2017 Report

	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



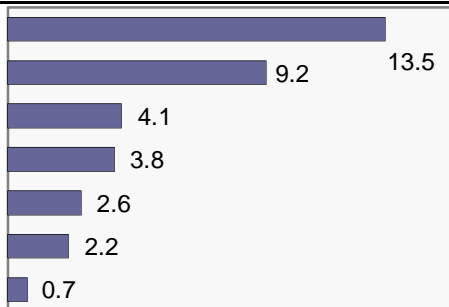
American River Parkway



Sacramento River Bike Trail

Maintenance calls comprise an estimated 13% 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	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



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.