



**AGENDA
REGULAR MEETING
SERVICE AUTHORITY FOR FREEWAYS AND EXPRESSWAYS**

DATE: Thursday, August 18, 2016
3:00 P.M.

LOCATION: Board of Supervisors Chambers, 481 Fourth Street,
Hollister, CA 95023

DIRECTORS: Chair Tony Boch, Vice Chair Ignacio Velazquez,
Anthony Botelho, Victor Gomez, and Jerry Muenzer
Alternates: San Benito County: Jaime De La Cruz;
City of Hollister: Mickie Luna; San Juan Bautista: Jim West

*Persons who wish to address the Board of Directors must complete a Speaker Card and give it to the Clerk prior to addressing the Board. Those who wish to address the Board on an agenda item will be heard when the Chairperson calls for comments from the audience. Following recognition, persons desiring to speak are requested to advance to the podium and state their name and address. After hearing audience comments, the Public Comment portion of the agenda item will be closed. **The opportunity to address the Board of Directors on items of interest not appearing on the agenda will be provided during Section B. Public Comment.***

3:00 P.M. CALL TO ORDER

- A. ACKNOWLEDGE** Certificate of Posting
- B. PUBLIC COMMENT:** (Opportunity to address the Board on items of interest not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 54954.2. **Speakers are limited to 3 minutes.**)

CONSENT AGENDA:

(These matters shall be considered as a whole and without discussion unless a particular item is removed from the Consent Agenda. Members of the public who wish to speak on a Consent Agenda item must submit a Speaker Card to the Clerk and wait for recognition from the Chairperson. Approval of a consent item means approval as recommended on the Staff Report.)

1. **APPROVE** Service Authority for Freeways and Expressways Draft Meeting Minutes Dated July 21, 2016 – Gomez

REGULAR AGENDA:

2. **RECEIVE** Update on the San Benito County Emergency Call Box Program – Lezama

ADJOURN TO MEETING OF THURSDAY SEPTEMBER 15, 2016. AGENDA DEADLINE IS SEPTEMBER 6, 2016 AT 12:00 P.M.

In compliance with the Americans with Disabilities Act (ADA), if requested, the Agenda can be made available in appropriate alternative formats to persons with a disability. If an individual wishes to request an alternative agenda format, please contact the Clerk of the Council four (4) days prior to the meeting at (831) 637-7665. The Service Authority for Freeways and Expressways Board of Directors meeting facility is accessible to persons with disabilities. If you need special assistance to participate in this meeting, please contact the Clerk of the Board's office at (831)637-7665 at least 48 hours before the meeting to enable the Council of Governments to make reasonable arrangements to ensure accessibility.

**SAN BENITO COUNTY
SERVICE AUTHORITY FOR FREEWAYS
AND EXPRESSWAYS (SAFE)
MEETING**

July 21, 2016 3:00 P.M.

DRAFT MINUTES

MEMBERS PRESENT:

Chair Boch, Director Botelho, Director Gomez, Director Velazquez, and Alternate De La Cruz

STAFF PRESENT:

Deputy County Counsel, Shirley Murphy; Executive Director, Mary Gilbert; Transportation Planner, Veronica Lezama; Transportation Planner, Regina Valentine; Secretary, Monica Gomez

CALL TO ORDER:

Chair Boch called the meeting to order at 4:20 P.M.

A. Acknowledge Certificate of Posting

Upon a motion duly made by Director De La Cruz, and seconded by Director Botelho, the Directors unanimously acknowledged the Certificate of Posting. Vote: 5/0 motion passes.

B. Public Comment: None

CONSENT AGENDA:

1. **Approve** Service Authority for Freeways and Expressways Draft Meeting Minutes Dated June 16, 2016 – Gomez

There was no discussion or public comment on the Consent Agenda.

Upon a motion duly made by Director De La Cruz, and seconded by Director Velazquez, the Directors unanimously approved Item 1 from the Consent Agenda. Vote: 5/0 motion passes.

REGULAR AGENDA:

2. **San Benito County Motorist Aid System – Lezama**
 - a. **Receive** Presentation on the San Benito County Motorist Aid System; and
 - b. **Release** SAFE RFP No. 2016-01 for Call Box Maintenance and Improvement Services

Ms. Lezama provided a Power-point presentation on the San Benito County Motorist Aid System and answered questions from the Board.

After brief discussion the Board directed staff to provide more information with regard to the volume of calls received at each call box location and if possible, a description of the types of calls received.

PUBLIC COMMENT:

Valerie Eglan

Ms. Eglan commented on the importance of keeping the Emergency Call Box Program in service because it is critical for those who do not have cell phones.

There was no further discussion on the item.

Upon a motion duly made by Director De La Cruz, and seconded by Director Botelho, the Directors unanimously voted to release SAFE RFP No. 2016-01 for Call Box Maintenance and Improvement Services. Vote: 5/0 motion passes.

Upon a motion duly made by Director Gomez, and seconded by Director De La Cruz, the Directors unanimously adjourned the SAFE meeting at 4:31 p.m. Vote: 5/0 motion passes.

ADJOURN TO SAFE MEETING AUGUST 18, 2016.



Staff Report

To: Service Authority for Freeway and Expressways
From: Veronica Lezama, Transportation Planner **Telephone: (831) 637-7665**
Date: August 18, 2016
Subject: San Benito County Motorist Aid System

Recommendation:

RECEIVE Update on the San Benito County Emergency Call Box Program.

Summary:

At the July 21, 2016 meeting, the Service Authority for Freeways and Expressways (SAFE) Board of Directors received a presentation on the Emergency Call Box Program. The Board requested more information on the typical calls received and number of call received by location.

Financial Considerations:

The Service Authority for Freeways and Expressways (SAFE) receives approximately \$56,000 annually in vehicle registration fees to maintain emergency call boxes in San Benito County. A \$1 per registered vehicle fee is collected by the Department of Motor Vehicles for this program.

Background:

In 1998, the Council of San Benito County Governments established the San Benito County Service Authority for Freeways and Expressways (SAFE). SAFE was tasked with developing a Motorist Air System in San Benito County. The program is a cooperative effort between California Department of Transportation, California Highway Patrol, and the San Benito County Service Authority for Freeways and Expressways. In some communities the Motorist Air System consists of an Emergency Call Box Program, Freeway Service Patrol, and/or additional California Highway Patrol enforcement. In San Benito County, the Motorist Aid System consist of an Emergency Call Box Program.

At the July SAFE meeting, staff provide the Board with a presentation on San Benito County's Emergency Call Box Program's background, purpose, usage and funding (Attachment 1). The Board of Directors also inquired on the typical calls received and number of call received by location. A response to the Board's inquiry is summarized in the *Staff Analysis* section of this staff report.

Staff Analysis:

At the July 21, 2016 meeting, the Service Authority for Freeways and Expressways (SAFE) Board of Directors inquired about the following items associated with San Benito County Emergency's Call Box Program.

1. Type of Emergency calls Received on San Benito County Call Boxes.

The Monterey County CHP Dispatch Center reported that their phone system received approximately 366 calls on San Benito County call boxes between July 1, 2015 and July 30, 2016.

The CHP Dispatch Manager reported that the typical calls received on San Benito call boxes include the following:

- Disabled motorists
- Fire reports, including car fires
- Pedestrian incidents
- Traffic collisions
- Property damage and injury
- Request for ambulance
- Hazards
- Caltrans worker with no cell reception requesting officer for assistance with traffic control.
- Routine test maintenance calls¹

The majority of calls, approximately 41 percent were routine test maintenance calls or callers on the line that hung up and CHP was unable to re-contact. Secondly, approximately 35 percent of the calls were for disabled motorists requesting assistance. Of the total calls received on San Benito call boxes, approximately 70 percent required CHP officer response.

This fall, the Monterey County CHP Dispatch Center will be launching the VESTA call handling system which will allow for greater output of data for future call box reports.

¹ 101 of the call received were routine maintenance calls conducted by the SAFE contractor to ensure program functionality.

2. **Number of calls received by highway.** As noted in the tables below, Highway 156 received the most call box user calls followed by Highway 25.

Call Box Usage

2014 / 2015

HWY	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	Yearly Hwy Total
25	10	4	7	3	2	2	12	1	9	6	5	1	62
101	2	3	8	1	2	0	1	4	3	0	4	7	35
146	2	4	1	0	2	0	2	0	10	4	3	4	32
156	5	15	19	3	4	31	5	1	9	4	4	6	106
Panoche Road	2	3	5	2	0	0	4	1	2	4	2	5	30
Monthly Total	21	29	40	9	10	33	24	7	33	18	18	23	265

2015 / 2016

HWY	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	Yearly Hwy Total
25	6	3	12	2	3	5	9	2	2	4	1	11	60
101	7	2	12	7	4	4	19	1	0	1	3	0	60
146	0	0	0	1	3	1	0	2	0	1	2	2	12
156	4	6	24	5	10	2	2	9	2	2	7	5	78
Panoche Road	1	0	6	0	4	2	4	2	4	0	0	5	28 ²
Monthly Total	18	11	54	15	24	14	34	16	8	8	13	23	238

The call box usage numbers provided above do not include routine maintenance calls performed by the SAFE contractor.

Executive Director Review: _____

Counsel Review: No

- Attachment: 1. July 21, 2016 SAFE PowerPoint Presentation
 2. Summary of Call Box Usage, FY 2004/2005 through FY 2015/2016

² Panoche Road call box calls were not accounted for in the July 21, 2016 PowerPoint presentation report.

Motorist Aid System

SERVICE AUTHORITY FOR FREEWAYS AND EXPRESSWAYS (SAFE)

JULY 21, 2016



Presentation Overview

1. Program Background
2. Program Overview
 - a) Locations
 - b) Call Box Usage
 - c) Budget and Expenditures
3. Service Options
4. Questions



Program Background

- Service Authority for Freeways and Expressways (SAFE)
- San Benito SAFE Established in 1998
- Enabled SAFEs to generate revenue for operating an Emergency Motorist Aid System
- \$1 vehicle registration fee collected by DMV
- \$56,000 annually



Budget & Expenditures

Call Box Contract

\$15,000

- Maintenance Contract
- CHP Contract

Administration

\$19,000

- Partially funds three positions

Services and Supplies

\$22,000

- Verizon Wireless
- AT&T
- Other eligible projects



Emergency Call Box Program

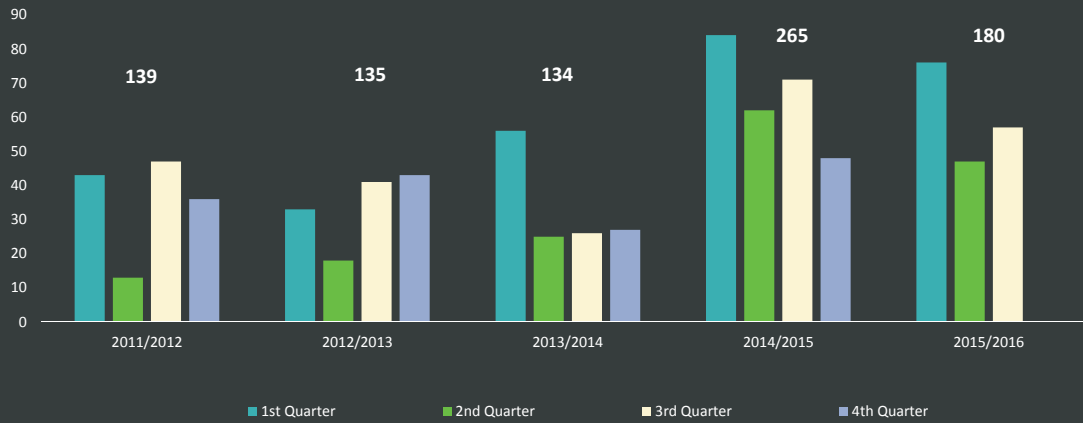
- Breakdowns / Accidents
- Solar powered, cellular operation and landlines
- TTY Capabilities
- Voice communication with CHP Dispatch Center



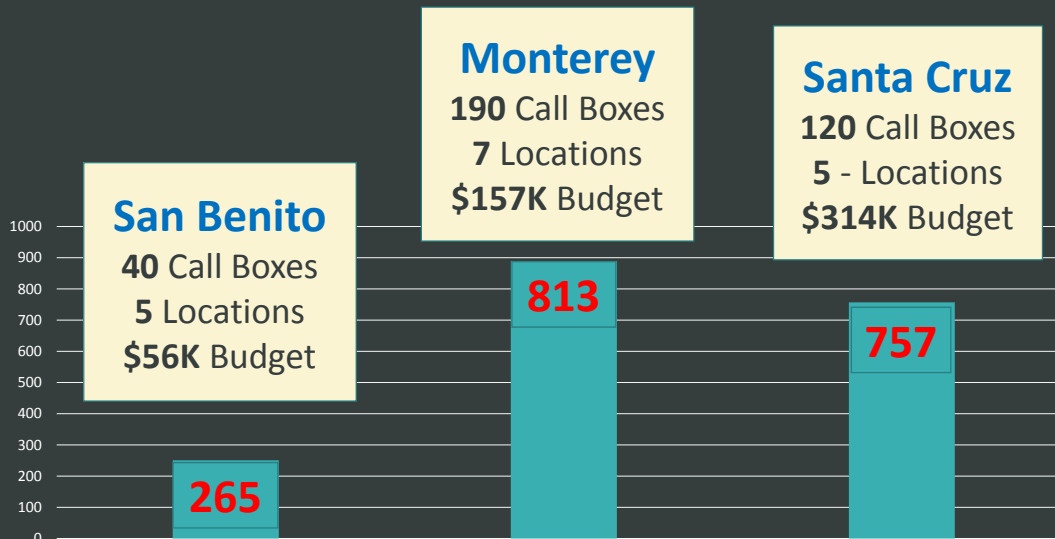
Call Box Locations



Emergency Call Box Usage



FY 2014/2015 Call Box Usage By County



Service Options

- Freeway Service Patrol (Tow Service)
- California Highway Patrol Enforcement
- Release RFP for Call Box Maintenance



Questions?



Summary of Call Box Usage

