AGENDA
REGULAR MEETING
SERVICE AUTHORITY FOR FREEWAYS AND EXPRESSWAYS

DATE: Thursday, September 17, 2020
6:00 P.M.

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

DIRECTORS: Chair Ignacio Velazquez, Vice Chair Peter Hernandez,
Jaime De La Cruz, Mary Vazquez Edge, and Rolan Resendiz
Alternates: San Benito County: Mark Medina
San Juan Bautista: César E. Flores,

Attendance at the SAFE meeting is closed to the public per
Executive Order N-29-30. The public may join meeting by Zoom: https://zoom.us/join per the
instruction stated below:

Meeting ID: 813-6589-7138

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 C. Public Comment.**

6:00 P.M. CALL TO ORDER

A. ACKNOWLEDGE Certificate of Posting

B. NOTICE OF TEMPORARY PROCEDURES FOR SERVICE AUTHORITY FOR FREEWAYS AND
EXPRESSWAYS BOARD MEETINGS: **(Please see Zoom instructions at the end of the agenda)**

**Pursuant to California Governor Gavin Newsom’s Executive Order N-29-20 issued on March 17, 2020,**
relating to the convening of public meetings in response to the COVID-19 pandemic. Additionally,
members of the SAFE Board are allowed to attend the meeting via teleconference and to participate in
the meeting to the same extent as if they were present.

C. 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 August 20, 2020 – Gomez

REGULAR AGENDA:

2. **RECEIVE** Presentation on the Draft Emergency Motorist Aid System Strategic Plan – Lezama
ZOOM INSTRUCTIONS:

Members of the public are encouraged to participate in Board meetings in the following ways:

1. Remote Viewing
Members of the public who wish to watch the meeting can view the meeting online through Zoom. Instructions for participating via Zoom are included below.

2. Written Comments & Email Public Comment
Members of the public may submit comments via email by 5:00 PM on the Wednesday prior to the Board meeting to the Clerk of the Board at monica@sanbenitocog.org. Regardless of whether the matter is on the agenda. Every effort will be made to provide Board Members with your comments before the agenda item is heard.

3. Service Authority for Freeways and Expressways meeting Zoom Instructions for remote Participants:
Three ways to attend zoom meetings: 1) over the phone, 2) on a web browser, or 3) through the Zoom Smart Device Application. Each meeting will have a meeting ID, which is a unique number associated with an instant or scheduled meeting.

1. Over the phone (Audio only):
   · (669) 900-6833 or (408) 638-0968.

2. On a Web-browser:
   · https://zoom.us/join

3. Smart device Application:
   · Apple App store: https://apps.apple.com/us/app/id546505307
   · Android App store: https://play.google.com/store/apps/detailsZid=u.s.zoom videomeetings

Zoom Audio Only (phone)
If you are calling in as audio-only, please dial (669) 900-6833 or (408) 638-0968.

1. It will ask you to enter the Meeting ID, 813-6589-7138, followed by the “#” key, which can be found at the top page of the agenda. The meeting agenda can be found at:

2. It will then ask for a Participant ID, press the “#” key to continue.

3. Once you enter the zoom meeting, you will automatically be placed on mute.

4. Public Comment: If you are using a phone, please press the “9” to raise your hand, zoom facilitator will unmute you when your turn arrives.

Zoom On Web-browser or Zoom app on Tablet or Smartphone
If joining through web-browser launch: https://zoom.us/join or launch the Zoom app on your Tablet or Smartphone

1. Select “JOIN A MEETING”
2. You will be prompted to enter **Meeting ID**, 813-6589-7138, and include a name to join the meeting. The meeting agenda can be found at: http://www.sanbenitocog.org/wp-content/uploads/2020/09/SAFE_Packet_091720.pdf

3. You can launch audio through your computer or set it up through the phone. Follow instructions provided by Zoom.

4. **Public Comment**: click "Raise hand" icon, the zoom facilitator will unmute you when your turn arrives.

**Public Comment Guidelines**
- If participating on Zoom: Once you are selected, you will hear that you have been unmuted: State your first name, last name, and county you reside in for the record.
- The Service Authority for Freeways and Expressways Board welcomes your comments.
- Each individual speaker will be limited to a presentation total of three (3) minutes.
- Please keep your comments, brief, to the point, and do not repeat prior testimony, so that as many people as possible can be heard. Your cooperation is appreciated.

If you have questions, contact the Council of Governments and leave a message at (831) 637-7665 x. 201, or email monica@sanbenitocog.org.
CERTIFICATE OF POSTING

Pursuant to Government Code Section #54954.2(a) the Meeting Agenda for the Service Authority for Freeways and Expressways on September 17, 2020 at 6:00 P.M. was posted at the following locations freely accessible to the public:

The front entrance of the Old San Benito County Courthouse, Monterey Street, Hollister, CA 95023, and the Council of Governments Office, 330 Tres Pinos Rd., Ste. C7, Hollister, CA 95023 at the following date and time:

On the 11th day of September 2020, on or before 6:00 P.M.

The meeting agenda was also posted on the Council of San Benito County Governments website, www.sanbenitocog.org, under Meetings, SAFE Board, Meeting Schedule

I, Monica Gomez, swear under penalty of perjury that the foregoing is true and correct.

BY: Monica Gomez
   Secretary II
   Council of San Benito County Governments
MEMBERS PRESENT:
Chair Ignacio Velazquez; Vice-Chair Peter Hernandez; Jaime De La Cruz, Mary Vazquez Edge

MEMBERS ABSENT:
Rolan Resendiz

STAFF PRESENT:
Executive Director, Mary Gilbert; Transportation Planner Regina Valentine; Secretary, Monica Gomez; Administrative Services Specialist, Kathy Postigo; Transportation Planner, Veronica Lezama; Office Assistant, Griselda Arevalo; Deputy County Counsel, Shirley Murphy

CALL TO ORDER:
Chair Velazquez called the meeting to order at 6:54 P.M.

A. Acknowledge Certificate of Posting
   A motion was made by Director De La Cruz, and seconded by Director Vazquez Edge, the Directors acknowledged the Certificate of Posting. Vote: 4/0 motion passes.

B. NOTICE OF TEMPORARY PROCEDURES FOR SERVICE AUTHORITY FOR FREEWAYS AND EXPRESSWAYS MEETINGS
   Chair Velazquez reminded members of the public that an overview of temporary procedures (Zoom etiquette) for SAFE meetings was attached to the agenda.

C. PUBLIC COMMENT: NONE

CONSENT AGENDA:
1. Approve Service Authority for Freeways and Expressways Draft Meeting Minutes Dated June 18, 2020 – Gomez

   A motion was made by Director Vazquez Edge, and seconded by Director Hernandez, the Directors approved Consent Agenda Item 1. Vote: 4/0 motion passes.

REGULAR AGENDA:
6:00 P.M. Public Hearing (Or As Soon Thereafter As the Matter May Be Heard)
2. Fiscal Year 2020/2021 Service Authority for Freeways and Expressways Budget – Postigo
   a. Open Public Hearing
   b. Receive Presentation on the FY 2020/21 Service Authority for Freeways and Expressways Budget
c. **Accept** Public Testimony  

   d. **Close** Budget Hearing  

   e. Final Budget Deliberations  

   f. **Adopt** Resolution 20-01, Adopting the FY 2020/2021 Service Authority for Freeways and Expressways Budget

a. Chair Velazquez opened the public hearing at 6:55 p.m.

b. Administrative Services Specialist Kathy Postigo provided a presentation on the FY 2020/21 Service Authority for Freeways and Expressways Budget.

c. Public Testimony  
   There was no public testimony

d. Close Budget Hearing  
   Chair Velazquez closed the public hearing at 6:57 p.m.

e. Final Budget Deliberations  
   There were no further deliberations.

f. Adopt Resolution 20-01, Adopting the FY 2020/2021 Service Authority for Freeways and Expressways Budget.

_A motion was made by Director De La Cruz, and seconded by Director Vazquez Edge, the Directors approved Items 2a-f. Vote: 4/0 motion passes._

_A motion was made by Director De La Cruz, and seconded by Director Vazquez Edge, the Directors unanimously adjourned the SAFE meeting at 6:58 p.m. Vote: 4/0 motion passes._

**ADJOURN TO SAFE MEETING SEPTEMBER 17, 2020.**
Recommendation:

RECEIVE Presentation on the Draft Emergency Motorist Aid System Strategic Plan.

Summary:

Staff prepared a Strategic Plan for Benito’s Emergency Motorist Aid Program. The Strategic Plan includes service recommendations that provide the greatest return on investment by achieving greater system efficiency and service. Under the Emergency Motorist Aid Program, the San Benito Service Authority for Freeways and Expressways (SAFE) operates an Emergency Call Box Program and maintains an agreement with the California Highway Patrol (CHP) for additional safety patrol along Highway 25.

Financial Impact:

The California Department of Motor Vehicles collects the annual $1 vehicle registration fee from vehicles registered in San Benito County. The fees collected are sent to San Benito SAFE for management of the Emergency Motorist Aid Program. The Program collects an average of $65,000 annually which finances the Emergency Call Box Program, additional CHP enforcement, SAFE administration, and several other smaller expenses discussed in Section V, page 12 of the Strategic Plan.

Background:

On January 1, 1986, the Senate enacted Senate Bill 1199, which provided for the formation of Service Authorities for Freeways and Expressways (SAFEs). SAFEs are given the task of operating an emergency motorist aid system, which may include call boxes, freeway service patrol, CHP enforcement, and/or other emergency services to aid motorist. In San Benito County, the Council of Governments (COG) is the designated Service Authority for Freeways and Expressways (SAFE) for the San Benito region.

Staff Analysis:
Through the Emergency Motorist Aid Program, the Service Authority for Freeways and Expressways (SAFE) oversees the following programs:

1. **Emergency Call Box Program** - Call boxes are telephone boxes installed primarily along highways and local roads with high accident rates, high vehicular traffic, or remote locations with limited to no cellular coverage. Call boxes provide motorist a direct lifeline to the California Highway Patrol (CHP) for roadside assistance in case of an emergency. In San Benito County, call boxes provide emergency services for motorist traveling on our rural highways. The region’s highway system is often frequented by interregional traffic that may be unfamiliar with their exact location during an emergency. Call boxes are marked by GPS coordinates allowing CHP to know the precise location of the caller.

2. **CHP Enforcement** – San Benito SAFE has an agreement with the California Highway Patrol (CHP) for additional safety enforcement along Highway 25.

Staff has prepared an Emergency Motorist Aid Strategic Plan to determine level of investment appropriate to improve the motorist aid system. The Strategic Plan includes the program’s background, call box usage, and a financial component of proposed expenditures based on projected funding.

In summary, the Strategic Plan outlines the following implementation strategy in two phases:

**Phase I: Occurring over the next six months, includes:**

A. Removal of two call boxes from Highway 156 and Highway 25.
B. Relocate the two call boxes from Phase I A to Cienega Road in San Benito County.
D. Upgrade San Benito’s Emergency Call Boxes from the 3G to the 4G Network.

The total cost for Phase I of the Implementation Plan is $44,482.16.

**Phase II: Occurring over the next 1 to 2 years includes:**

A. Remove four call boxes and relocating them along the new Highway 156 Widening Project.

The total cost for Phase II of the Implementation Plan is $1,105.60.

Executive Director Review:  
Counsel Review: N/A

Enclosure: Emergency Motorist Aid System Strategic Plan
Draft Strategic Plan
Emergency Motorist Aid System
An Emergency Motorist Aid System is comprising multiple service elements and infrastructure along the California freeway and expressway system and local roadways to enable motorists in need of aid to obtain assistance.

Executive Summary

On August 25, 1998, the Council of San Benito County Governments established the San Benito County Service Authority for Freeways and Expressways (SAFE) to administer the $1 vehicle registration fee collected by the Department of Motor Vehicles (DMV) for maintaining an Emergency Motorist Aid Program in San Benito County. The program consists of the following programs:

1. **Emergency Call Box Program** - Through the Emergency Call Box Program, the San Benito SAFE ensures that motorist have direct access to emergency services along the state highway system and remote local roads in San Benito County. Call boxes are considered lifelines for accessing emergency services in remote areas of the County and along San Benito County Highways.

   Call boxes are telephone boxes installed primarily along highways and local roads with high accident rates, high vehicular traffic, or remote locations with limited to no cellular coverage. Call boxes provide motorist direct access to the California Highway Patrol (CHP) for assistance in case of an emergency.

2. **CHP Safety Patrol Program** - San Benito SAFE has an agreement with the California Highway Patrol (CHP) for additional safety enforcement along Highway 25.

San Benito SAFE has prepared an Emergency Motorist Aid Strategic Plan to provide its Board of Directors with the opportunity to provide direction on San Benito’s Emergency Call Box Program.
Section I

Program Background

In 1985, the California Legislature passed Senate Bill 1190 enabling counties to generate revenue for the purpose of operating an Emergency Motorist Aid System. This legislation required the Department of Motor Vehicles (DMV) to collect revenue and requires the Department of California Highway Patrol (CHP) and the California Department of Transportation (Caltrans) to provide review, approve, and operating services.

On January 1, 1986, the Senate enacted Senate Bill 1199, which provided for the formation of Service Authorities for Freeways and Expressways (SAFEs). SAFEs were given the task of developing a plan to install, operate, and maintain a motorist aid system. The Emergency Call Box Program was established to aid motorists in need—allowing them to report emergencies directly to the California Highway Patrol (CHP).

On August 25, 1998, the Council of San Benito County Governments established the San Benito County Service Authority for Freeways and Expressways to administer the $1 vehicle registration fee collected by the DMV for maintaining an Emergency Motorist Aid System in San Benito County. In order to receive the $1 vehicle registration fee, SAFE’s are required to follow the California Motorist Aid Guidelines.

California Motorist Aid Guidelines are a set of procedures that have been developed by the California Highway Patrol and the California Department of Transportation, in cooperation with the California Service Authority for Freeways and Expressways (CalSAFEs). CalSAFE is made up of program managers from each of the SAFE organizations, California Highway Patrol, and the Department of Transportation. CalSAFE meets on an annual basis to keep up to date on the latest motorist aid program services.
Section II

Vehicle Registration Fee Revenue

The California Department of Motor Vehicles collects an annual $1 vehicle registration fee from persons registered in San Benito County. The collected fees are sent to the Service Authority for Freeways and Expressways (SAFE) for maintaining and operating San Benito County’s Emergency Motorist Aid Program.

San Benito SAFE collected the following vehicle registration fees over the last five years.

| Table I Vehicle Registration Fees Collected (2015/2016 – 2019/2020) |
|-----------------------------|-----------------------------|
| Fiscal Year               | Collected                  |
| 2015/2016                 | $60,042                     |
| 2016/2017                 | $62,944                     |
| 2017/2018                 | $64,654                     |
| 2018/2019                 | $69,477                     |
| 2019/2020                 | $68,890                     |

San Benito SAFE projects the following revenue over the next five years.

<table>
<thead>
<tr>
<th>Table II Projected Five-Year Vehicle Registration Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year</td>
</tr>
<tr>
<td>2020/2021</td>
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<tr>
<td>2021/2022</td>
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<td>2022/2023</td>
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<tr>
<td>2023/2024</td>
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<tr>
<td>2024/2025</td>
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</tbody>
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*Projected based on a 1.9% annual population increase using the AMBAG Model.*
SECTION III

Eligible Vehicle Registration Revenue Uses

A. Emergency Call Box Program – Call boxes are telephone boxes installed primarily along highways and local roads that provide motorist direct access to CHP during emergencies. In San Benito County, call boxes provide emergency services for motorist traveling on our rural highways. The region’s highway system is often frequented by interregional traffic that may be unfamiliar with their exact location during an emergency. Call boxes are marked by GPS coordinates allowing CHP to know the precise location of the caller.

2. CHP Safety Patrol Program- SAFE revenue may be used to fund CHP safety patrol along State highways and local roads. San Benito SAFE has an agreement with the California Highway Patrol (CHP) for additional safety enforcement along Highway 25.

3. Freeway Service Patrol (FSP) is a free service to the public that provides direct access to motorists who need roadside assistance in case of a flat tire, an empty tank of gas, etc. The program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion by efficiently getting disabled vehicles running again, or by quickly towing those vehicles off of the highway to a designated safe location. Quickly removing motorists and their disabled vehicles from the highway reduces the chances of further incidents caused by onlookers and impatient drivers. In addition, FSP helps save fuel and reduce air polluting emissions by reducing stop-and-go traffic. San Benito SAFE does not have an established FSP program as current revenue would not be able to sustain such a program.

4. Traveler Information System - a traveler information service for up-to-the minute traffic, transit, bicycle, and pedestrian information in via a mobile-responsive website. These systems were developed to provide comprehensive, accurate, reliable, and useful multi-modal travel information to meet the needs travelers. In San Benito County, COG has an agreement the Metropolitan Transportation Commission (MTC) with for administrative use of the 511 Bay Area Program. Through this no-cost agreement, COG is able to provide local residents commuting to/from the Bay area with a carpool/vanpool match list. A carpool/vanpool match list provides contact information and commute schedule of people who share similar commutes.

5. Administration Cost - Vehicle registration fees may finance Service Authority for Freeway and Expressway (SAFE) administrative costs to oversee and manage the Emergency Motorist Aid Program.
Section IV
Emergency Call Box Program

A. Call Box Description

San Benito County call boxes have teletypewriter (TTY) capabilities offering communication for the deaf/hearing impaired and speech impaired user. Call box screens also provide Spanish language text and CHP dispatchers also provide Spanish language assistance.

In addition, San Benito County call boxes are Americans with Disabilities Act (ADA) accessible to persons with physical disabilities. Specifically, call boxes are able to be accessed by using existing concrete asphalt paths from the road shoulder to the call box.

B. Emergency Call Box Locations

The San Benito County SAFE’s Emergency Call Box Program consist of a total of 40 emergency call boxes. Emergency call boxes are located along four highways in San Benito County and one County road. The call boxes located along Panoche Road were specifically requested by the California Department of Forestry and Fire Protection (CalFIRE) due to frequent emergency issues on this rural roadway.

<table>
<thead>
<tr>
<th>Table III Call Box Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highway</td>
</tr>
<tr>
<td>Highway 156</td>
</tr>
<tr>
<td>Highway 25</td>
</tr>
<tr>
<td>Highway 101</td>
</tr>
<tr>
<td>Highway 146</td>
</tr>
<tr>
<td>Panoche Road</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

San Benito County Call Box Program (Figure 1)
North San Benito County Call Box Locations, Close-Up (Figure 2)

South San Benito County Call Box Locations, Close-Up (Figure 3)
C. Types of Calls

The Emergency Call Box Program is part of a statewide effort between California SAFE, Caltrans, and CHP to provide critical motorist aid. The CHP Call Answering Center reported the following types of calls from motorists in San Benito County.

- wildfires, including vehicle fires
- disabled vehicles with motorists
- pedestrians
- traffic collisions
- property damage
- injury
- request for ambulance
- hazards
- stranded motorist
- Caltrans worker with no cell reception requesting officer for assistance with traffic control.
- test calls

Approximately 31% of the calls from the last review period were disabled motorists requesting assistance. Of the calls received via call box approximately 70% required a CHP field response, meaning that a CHP emergency vehicle was dispatched to the scene.

D. Emergency Call Box Usage

During the reporting period, FY 2017/2018 – 2019/2020, the Service Authority for Freeways and Expressways (SAFE) received an average of 102 calls per year on emergency call boxes.

Table IV  
Call Box Usage Summary FY 2017/2018 – 2019/2020
E. CALL BOX USAGE BY HIGHWAY

Emergency call boxes are located along four major state highways and one local road in San Benito County. Call box usage can be attributed to several factors including functional condition of a highway, safety, limited cell coverage, Annual Average Daily Traffic (AADT), and the number of available call boxes.

The 2017 Caltrans Traffic Census Program reported the following traffic volumes during the peak Annual Average Daily Traffic (AADT) along San Benito County highways:

- **Highway 101** (San Juan Bautista junction) – 38,500
- **Highway 156** (Union & Mitchell Road) – 33,000
- **Highway 25** (Hudner Lane) – 25,000
- **Highway 146** – 400
- **Panoche Road** - local San Benito roadway, traffic counts are not available

Highway 101 reported the highest AADT compared to the other three state highways located in San Benito County. However, Highway 101 call box usage ranked second, as shown below in Table V. Highway improvements enhance traffic flow and safety—resulting in a decline in use of amenities such as call boxes.

Between Fiscal Years 2017/2018 and 2019/2020 the Service Authority for Freeways and Expressways (SAFE) received a total of 306 calls. The majority of these calls were made from call boxes located along Highway 156.

<table>
<thead>
<tr>
<th>Table V</th>
<th>Call Box Usage by Quarter and Highway/Road</th>
</tr>
</thead>
</table>

![Chart showing call box usage by quarter and highway/road]
F. Usage by Individual Call Box

The Service Authority for Freeways and Expressways (SAFE) has identified four call boxes, Figure 4, that can be removed and relocated to other locations that meet the following criteria:

- High of Annual Daily Traffic (ADT)
- Limited to no cellular coverage

The proposed relocation of the below-mentioned call boxes is further discussed in Section VI, page 17, Implementation Plan.

Table VI Usage by Individual Call Box
Four Emergency Call Box Locations with Low Usage, (Figure 4)
SECTION V

Call Box Service Providers

The San Benito County Service Authority for Freeways and Expressways (SAFE) works cooperatively with various call box service providers to maintain and operate an efficient Emergency Call Box Program in San Benito County.

A. Administration Cost - Vehicle registration fees finance SAFE administrative costs to oversee and manage the Emergency Motorist Aid Program.

B. CASE Systems, Call Box Maintenance - The Service Authority for Freeways and Expressways (SAFE) is under a five-year contract with Case Systems, Inc. for call box maintenance services.

C. California Highway Patrol (CHP), Emergency Call Box Answering Services - Emergency calls from call boxes are handled through the California Highway Patrol call answering center based in Monterey, California. The CHP call answering center handles incoming calls from any San Benito County call box seven days a week, 24 hours a day. Call box calls are answered as secondary calls behind typical 911. Additionally, CHP call answering center services include translations and teletype (TTY) services to accommodate the hearing impaired. There is a contract with CHP for additional patrol on Highway 25, which is funded with SAFE reserves totaling $36,482.16.

D. Verizon Wireless, Call Box Communication Service - San Benito SAFE currently contracts with communication technology company Verizon for digital service for emergency call boxes.

E. AT&T, Call Box Communication Service – There are four call boxes located along Panoche Road – a rural County road with limited to no cellular phone coverage. Due to the remoteness of Panoche Road, AT&T provides landline services to those call boxes.

<table>
<thead>
<tr>
<th>Table VII</th>
<th>Annual Revenue</th>
<th>Contract Expenses</th>
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</thead>
<tbody>
<tr>
<td>Administrative Cost Salaries</td>
<td>$68,000</td>
<td>- $17,000</td>
</tr>
<tr>
<td>Case Systems, Inc.</td>
<td></td>
<td>- $32,000</td>
</tr>
<tr>
<td>CHP (Call Box Answering Services)</td>
<td></td>
<td>- $300</td>
</tr>
<tr>
<td>Verizon Wireless</td>
<td></td>
<td>- $2,500</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td></td>
<td>- $840</td>
</tr>
</tbody>
</table>
Section VI Implementation Plan

A. Introduction

It is important that the San Benito County Service Authority for Freeways and Expressways (SAFE) continue to effectively serve the public and the most effective use of available resources. It is also important to determine what level of investment is appropriate to either maintain or improve the current system – relative to the number of users, the user groups being served, and the service being provided.

Over the last several years, San Benito County SAFE has improved access for persons with physical disabilities, improved system coverage in remote areas of the County, and improving access for the hearing-impaired.

Strategic Plan

Service Authority for Freeways and Expressways (SAFE) staff developed the following service implementation proposal to best operate an Emergency Motorist Aid System program in San Benito County. Phase I tasks consist of more immediate, within the next six months, improvements to the Emergency Call Box Program. Phase II includes task that will be completed over the next year or two, based on the highway 156 Widening Project schedule.
Phase I: Tasks Occurring within the Next 6 Months

Phase I consists of a four-step, A through D, implementation approach.

A. Remove two call boxes highlighted in blue below, Highway 156 (ST-156-0018) and Highway 25 (ST-25-0527), given the low call volume discussed in Section 4 F (page 10) of the Strategic Plan. These call boxes will be relocated to Cienega Road, as discussed in the next section, B.

Figure 5: Removal and Re-installation Call Boxes in Blue

<table>
<thead>
<tr>
<th>Task</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removal of two call boxes (one-time cost)</td>
<td>$442.24</td>
</tr>
</tbody>
</table>

Financial Impact:
B. Two call boxes are proposed to be removed from Highways 156 (ST-156-0018) and 25 (ST-25-0527), as discussed in section A, and installed along Cienega Road.

Cienega Road is a rural County roadway with limited to no cellular coverage. Emergency call boxes will be situated along the 6 mile stretch between Union Road and the Hollister Hills State Vehicular Recreation Area, as shown in Figure 6.

Emergency call boxes are proposed along Cienega Road because of the road’s rural nature, limited cell phone coverage, and State and local attractions. Hollister Hills State Vehicular Recreation Area is a tourist attraction that offers 24 trail miles for 4-wheel drive recreational vehicles and 128 trail miles for motorcycle and all-terrain vehicles (ATVs). The 2015 number of visitors reached 101,273 and increased to 119,423 in 2016. The primary access to the recreation area is through Cienega Road. State Park staff reports that visitors, winery workers, and stranded parents with children have had to walk to their facility seeking assistance because of their inability to reach 911 emergency personnel due to the lack of reliable cellular coverage. In addition to the State Recreation Area, there are numerous wineries located along Cienega Road that attract numerous visitors.

**Financial Impact:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Install Two Call Boxes on Cienega Road (one-time cost)</td>
<td>$331.68 x 2 = $663.36</td>
</tr>
</tbody>
</table>
C. Call Box SR-025-0538, highlighted in red in Figure 7, is proposed to be relocated because of the planned SR25/SR156 Roundabout Project. The site where the box will be relocated is in the near vicinity. Caltrans is beginning preparation work in the area within the next six months. Since this box is being relocated because of a change in the roadway, the cost of relocating it is covered under the existing maintenance contract.

![Figure 7: SR 156/25 Call Box](image)

**Financial Impact:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relocate Call Box</td>
<td>$0</td>
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</tbody>
</table>
D. **Call Box Upgrades.** This task consists of upgrading San Benito’s Emergency Call Boxes from a 3G Network to a 4G Network. Since the installation of the Emergency Call Box Program, in 3G setup, call boxes have not required upgrades. At the May meeting, the Board inquired about how soon there would be a need to upgrade call boxes to 5G before the 4G Network would become obsolete. At this time, there are no plans to develop a 5G solution in the near future as the 5G Network is not applicable to call boxes.

The 5G technology is data technology for smart devices—tablets, smart phones, not call boxes. TTY call boxes require voice and data technology. At this time only the 4G modules provide both features. The communication networks, such as Verizon, state they will support 4G for several years.

However, the local 3G grid network sunsets this year, all cellular phones relying on 3G radios, including San Benito call boxes, will no longer be able to make phone calls.

**Financial Impact:**

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<th>Task</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Upgrade Call Boxes from 3G to the 4G Network</td>
<td>$43,376.56</td>
</tr>
<tr>
<td>(one-time cost)</td>
<td></td>
</tr>
</tbody>
</table>
Phase II: Tasks Occurring within the Next 1-2 Years

This task includes removal and re-installation of four existing boxes identified in Figure 8.

Boxes SR-156-0119 and SR-156-0132, shown in green, will be removed due to their low call volume, and relocated to the westbound lanes of the new Highway 156 Project. There is a cost associated with the relocation of the two call boxes.

Boxes SR-156-0042 and SR-156-0062, shown in purple, will be removed, and relocated to the eastbound lane of the new Highway 156 Project, shown in Figure 9. The Highway 156 Project will be on a new alignment to the south of the existing Highway. These call boxes have adequate call volume and are only being relocated because of the new Highway 156 alignment, as shown in Figure 9. Since these two boxes are being relocated because of a change in the roadway, the cost of relocating them is covered under the existing maintenance contract.

Financial Impact:

<table>
<thead>
<tr>
<th>Task</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Removing &amp; Installing 2 boxes shown in green (one-time cost)</td>
<td>Removal $221.12 x 2 = $442.24&lt;br&gt;Installation $331.68 x 2 = $663.36&lt;br&gt;Total $1,105.60</td>
</tr>
</tbody>
</table>
Conclusion:

Phase I of the Implementation Plan includes:

A. Removal of two call boxes from Highway 156 and Highway 25.
B. Relocate the two call boxes from Phase I A to Cienega Road in San Benito County.
D. Upgrade San Benito’s Emergency Call Boxes from the 3G to the 4G Network.

The total cost for Phase I of the Implementation Plan is $44,482.16.

Phase II of the Implementation Plan includes:

A. Remove four call boxes and relocating them along the new Highway 156 Widening Project.

The total cost for Phase II of the Implementation Plan is $1,105.60.