

**California SAFE Committee
Minutes of Proceedings
Friday, October 12, 2001
San Bernardino County, CA**

Chair Eddie Castoria of the San Diego SAFE called the meeting to order at 10:10 am. The meeting was held at the Ontario Airport Marriott in San Bernardino County, California. Chair Eddie Castoria reported that his efforts to move the CalSAFE bank account from the Riverside County SAFE to a private bank account were unsuccessful because CalSAFE is not an official government entity. Jerry Rivera from the Riverside County SAFE volunteered to investigate whether the account may be transferred to the Riverside County Credit Union.

2001-22: Closed Session was held

2001-23: Workshop: CalSAFE discussed the role and reimbursement of the CHP liaison position and reimbursement for CHP operator time for SAFEs with privatized answering centers.

Michelle Kirkoff of the San Bernardino County SAFE gave the Committee a status report of the discussion between among San Bernardino County SAFE, Riverside Side County SAFE and the California Highway Patrol (CHP) Headquarters as the two SAFEs move towards privatization of call box call answering. The discussions included call answering standards, CHP/SAFE contracts, priority of calls forwarded to CHP, and reimbursement to CHP for their services.

Due to the regional differences across the State, the CHP and SAFEs opted not to establish call answering standards that could have implications outside of the inland empire. Instead they developed guidelines for the inland empire and are currently working on the screens which the dispatchers will use. The guidelines may be used by other areas and adapted to their particular situation and needs.

Recently the CHP was directed to only into one year contracts for call box answering services. Costs for both the CHP and the SAFEs will be reduced, if multi year contracts are allowed. CHP will continue discussion with the appropriate state departments to obtain permission for multi year contracts.

Because the private call answering center will forward to the CHP only those calls which require a response by law enforcement or emergency services, the SAFEs would like the calls to have the same priority as those from allied agencies. The CHP is not ready to ensure that level of response at his time. Since the two SAFEs with existing private call answering centers have not expressed problems with CHP response, the SAFEs will not continue to pursue this.

The CHP and SAFEs analyzed the support which the CHP provides to the call box programs. After the analysis it was agreed that once 100% of a call box program's calls

are going to the call answering center, the SAFE should reimburse CHP only for the coordinator position and other direct and minor costs. Michelle Kirkhoff distributed draft guideline revisions to reflect the agreement. The CHP Commissioner agreed that if there is a point at which a full PY is no longer needed for the CHP liaison position, SAFEs should only reimburse for the hours that a CHP liaison is needed. After some discussion the CHP agreed to develop language to include the other direct costs, Michelle Kirkhoff will add language to allow for additional dispatch staff and the contract language will be reviewed for language regarding notice to discontinue CHP services.

Although the current Commissioner has a reasonable interpretation of the no cost language in the state law regarding call box programs, the CHP is not willing to revisit the CHP dispatcher reimbursement rounding formula at this time. The guidelines were developed according to current interpretation of the legal language. Because a new commissioner may have a different interpretation, Committee members suggested that changes to the statute should be pursued. Proposed statute language will be drafted but legislative action will be pursued only if all Committee members agree with the language.

2001-24 Satellite Call Boxes and Cellular Service:

Representatives from ICC/Claracom, Mike Connell and Jeff Ha???, made a presentation on satellite call boxes. The company distributes pay phone products and sells satellite phones. ICC developed a satellite call box after being approached by Joshua Tree National Park. The call box has been in place for one year without any breakdowns. The satellite signal does not bend, does not penetrate barriers and does not experience interference during heavy storms. The satellite call box is not considered a competitor to the existing call boxes because it does not have the same sophistication; however, the satellite call box is an option for areas where other type of communication is not available. The satellite call box does not incorporate a TTY but the capability exists. The call box itself costs about \$2,500. The transceiver will range between \$500 and \$5,000. The air time costs between \$.75 to \$1.49 per minute. A demonstration was provided.

Representatives from AT&T (Kevin Muniz, Dave Black and John Mendez) made presentations on AT&T support for call box programs and the development of the wireless industry. 9 SAFEs with a total of about 13,000 call boxes have contracts with AT&T so AT&T is very motivated to provide good customer service to the SAFEs. Digital cellular technology is developing to the next generation and analog technology will be supported indefinitely. However, a lot fewer resources are being dedicated to analog and the analog coverage area is not expanding. AT&T offered to assist SAFEs with migration to digital cellular technology. The AT&T representatives offered to assist SAFEs with any call box needs.

2001-25 Safety Study Update:

Darryl Hildebrand of Kern County SAFE provided a status report on the safety study. Task 1 has been completed and the deliverables issued. The modified type F call box site has been crash tested and all indications are that the site will receive approval from both

Caltrans and FHWA. The low (22 mph) and high (64 mph) speed tests were conducted in accordance with NCHRP 350 and the worst-case scenario was employed with sub-compact Geo Metro vehicles. Linda Lee of MTC SAFE, Eddie Castoria of San Diego SAFE and Matt Schmitt of FHWA were present at the crash tests conducted at the Texas Transportation Institute (TTI). A video of the crash tests was set up for everyone to view.

This was the first test of a break away device behind a dike. The dike had very little effect on the tests. The data gathered in these crash tests will prove very valuable for further analysis, simulations and tests. In task 4 of the safety study another 4 or 5 crash tests will be developed. The next round of crash tests will take place during task 5 in the Spring of 2002.

2001-26 SAFE Program Updates:

Jerry Rivera of Riverside County SAFE reported the following:

1. Upgrade of call box system is almost complete with only about 50 boxes along SR-91 and I-15 to go;
2. Will be doing a 10 year strategic plan to not only look at how the program is doing financially, but also how the various outstanding issues (e.g. accessibility, site design, digital conversion, FSP) will be handled;
3. Commission is conducting a survey of its residents and a few questions will address call boxes, their use and the public's awareness of the program;
4. Our program, along with San Bernardino SAFE, is moving along with the transition to a private contractor call answering center. We have held two workshops and are developing various scripts and screens for the call takers to use when answering calls.

Darrel Hildebrand of Kern County SAFE reported the following:

1. Completed a one (1) year contract renewal with Comarco. The new agreement uses the current "universal price list".
2. Nearing completion of a one (1) year contract renewal with AT&T. New rate will be \$7.50 plus government assessed charges per box per month or about \$8.45 total. This compares to a current all inclusive rate of \$8.50.
3. Significant work continues on the Crash Study.

Phil Chu of San Luis Obispo County SAFE reported the following:

1. All call boxes had been removed (as of 10/9/01) due to Phase II construction on the grade. New boxes will be install at 1/2 mile interval in 2003

2. New CHP contract is on the way with Santa Barbara SAFE (on route 166)
3. Call box volume is down by 20% from 99/00 FY to 00/01 FY
4. TTY hold for another six month until April 2002 (waiting for other Safes decision)
5. Pending on completing Highway 1 installation (4 more boxes @ 3 mile interval) at the County line (Monterey/SLO). Sorting through permitting and archeology concerns with Caltrans.
6. A GIS database was built providing location, type, usage, photo of all call boxes.

Norman Taylor of Merced County, Monterey County and Santa Barbara County SAFEs reported the following:

1. Merced, completed installation of 18 call boxes on Route 99 at the north end on the county.
2. Monterey, getting ready to install 60 TTY call boxes. To get approval from the county, we will install smaller signs, 18"x24" and brown poles.
3. Santa Barbara, completed the installation of 7 digital call boxes on Route 166 between Guadalupe and Santa Maria. Have a new AT&T contract.

The Los Angeles County SAFE delegation reported the following:

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| Cellular RFP | We currently have one RFP out: Cellular Service for the entire LA Call Box System – Bids due Nov 5 |
| ADA | We are going to the November board for approval to award contract. Anticipate work to start in April 02. |
| CHP Agreement | LA is still waiting for CHP to sign the agreement. LACC has begun sending our customer service satisfaction surveys at 300 per quarter. |
| Outsourcing | Procurement is now preparing the RFP for release in late November possibly beginning of December. |
| Cellular Analysis | We are planning to award a contract in the next few weeks. |

Luis Mendez of Santa Cruz County SAFE reported the following:

1. The SAFE has been working with Comarco Wireless and Cellular to reinstall call boxes which had cellular problems in the past and to convert wire line boxes to cellular.
2. At a recent impromptu inspection 4 call boxes were tested and 3 experienced problems connecting to CHP. Two of the call boxes had wire line service and one was obtaining a cellular signal but not getting through to the dispatch. The boxes had been reporting to the maintenance computer.
3. On the cellular billing call details on some call boxes were lost due to a billing change. A code that ensures that the call detail is reported somehow disappeared from some call box phone numbers.

Kelly Lynn of San Bernardino County SAFE reported the following:

1. The work and efforts to transition San Bernardino County and Riverside County call box call answering services to the new contractor, PCN, is still continuing. Two six-hour workshops with representatives from all four CHP dispatch centers have taken place and were very productive. Ms. Lynn noted that there has been a real cooperative effort by all parties, that these efforts have helped tremendously in moving the transition along, and noted that these efforts are greatly appreciated by the San Bernardino County SAFE and the Riverside County SAFE.
2. Ms. Lynn noted that the San Bernardino County SAFE has recently taken several agenda items to their Plans and Programs Committee and the Board concerning the status of the call box program in the county. Ms. Lynn mentioned that some members had shown interest in learning additional details about the call box program, and therefore a very comprehensive agenda item was developed for their review and information.
3. The San Bernardino SAFE noted that since their contract with Comarco Wireless Technologies is now based on "Time and Materials", they are looking at each individual knockdown and assessing on a case-by-case basis whether or not the call box is reinstalled or removed from service. A number of details are researched/evaluated during this determination process such as; number of calls from that specific box and its pair (if there is a pair) in the last 12 month period, average number of calls per month, traffic volume, strength and reliability of cellular signal at site, etc.

2001-27 Selection of 2002 Vice Chair and Next Meeting:

The current Vice Chair, Linda Lee of MTC SAFE, will be Chair for 2002. A new vice chair was not selected at the meeting but will be recruited with the help of the new chair.

The date of the next meeting will be January 11, 2002 and the likely location will be Sacramento. A 2-day meeting may be necessary to discuss safety study issues.