



# On Patrol

## 11<sup>TH</sup> Annual FSP Awards Event

by Danielle Stanislaus

On Saturday, October 2<sup>nd</sup> 2004, the 11<sup>th</sup> Annual FSP Awards ceremony was held at the Metro-Center auditorium in Oakland to formally recognize the individual and collective accomplishments achieved by FSP program participants over the past year.

FSP drivers, contractors, partners, family and friends all came out for this annual event. Attendees enjoyed a wide variety of delicious finger-foods while mingling on the outdoor patio on a beautifully sunny day. And while the adults socialized, the children were being entertained inside by arts and crafts activities and movies.

### Awards

The awards ceremony began with the presentation of service awards for three, five, seven, nine and 10 years of service to the FSP program. This year there were twice as many service award recipients as in previous years. Due to the surge in program size beginning three years ago, 57 service awards were presented.

#### • Three-Year Service Awards

David Teixeira and Lidia Gonzalez, *Pito's Towing*; Gary Page, *Great America Towing*; William Brennan and Ronnie Gonzalez, *Campbell's Towing*; Alphonzo Breland and Charles Edwards, *Chevron Tow Service*; Marcus Bell and Michael Sonza, *Yarbrough Bros. Towing*; Jesus Galicia and Howard Livesay, *Ken Betts' Towing*; Glenn Calub, *B&A Bodyworks and Towing*; Paul Carerro, *B&D Towing*; Walter Barrows, *Ladd's Auto-*



*body and Towing*; Stephen Sgarlato, Ronald Sgarlato, Glenn Sgarlato, Todd Meeks, and Kenneth Carter, *Dick's Automotive Transport*; Kenneth Cisne and Alan Best, *Ken's Towing*; Karl Offerman, David Lawson, James Grossbach, and Jimmy Almedariz, *Roadrunner Tow*; and Lamont Smith, *Palace Garage*.

#### • Five-Year Service Awards

Brian McShurley, Deepak Patel, and Richard Anderson, *Campbell's Towing*; Ruben Banaban, Mark Henry and Lenton Gaines, *Chevron Tow Service*; Raymond Nelson, *Palace Garage*; Steven Parker, *Yarbrough Bros. Towing*; Glenn Castaneda, William Jauregui, and William Flamenco, *B&A Bodyworks and Towing*; Bryan Davis and Larry Miller, *B&D Towing*; Jack Ladd, *Ladd's Autobody and Towing*; Gerardo Menendez, *Ken's Towing*; and Biswanath Halder, *A-One Towing*.

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#### • Seven-Year Service Awards

Ellis Thomas, *Redhill Towing*; Steven Pauley, *Campbell's Towing*; Norman Stovall and Michael Nunes, *Chevron Tow Service*; Uriel Macedo, *Ken Betts' Towing*; Richard Bilafer, James Dowd, and Robert Bilafer, *B&A Bodyworks and Towing*; and Ambika Maharaj, *A-One Towing*.

#### • Nine-Year Service Awards

Stephen Vallejos, *Chevron Tow Service*

#### • 10-Year Service Awards

Diane Apodaca, *Campbell's Towing*; Linsey Bengé, *Chevron Tow Service*; Dennis Birosel, *Roadrunner Tow*; Thomas Frayser, *Pito's Towing*; and Anthony Yrigollen, *Redhill Towing*.

Next, the Contractor's Choice awards were presented to a member of each contractor's staff — drivers or office personnel — for exemplary service in support of the FSP program over the past year.

The **Contractor's Choice** award recipients were: Tony Pandal, *A-One Towing*; William Flamenco, *B&A Bodyworks and Towing*; James Allison, *B&D Towing*; Robert Bettencourt, *Campbell's Towing*; Ruben Banaban, *Chevron Tow Service*; Kenneth Glasere, *Dick's Automotive*

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# Awards Event

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*Transport*; Jerry Martin, *Great America Towing*; Uriel Macedo, *Ken Betts' Towing*; Luis Caballero, *Ken's Towing*; Walter Barrows, *Ladd's Autobody and Towing*; Jose Louis Gonzales, *Palace Garage*; Thomas Frayser, *Pito's Towing*; Raul Garcia, *Redhill Towing*; James Grossbach, *Roadrunner Tow*; and Nicholas Nohr, *Yarbrough Bros. Towing*.

This year, two California Highway Patrol (CHP) dispatchers were recognized for their outstanding performance and dedication to the FSP program. Both Geneil Muhammed and Joanne Lesnick received the **Dispatcher of the Year** award.

The **Golden Paperclip** award, which is given each year to the contractor who has consistently submitted neat, timely and accurate paperwork, was presented to Great America Towing of San Jose. Great America has been a contractor with the FSP Program since 1993, and operates Beat 8 along U.S. Highway 101 and Beat 21 along the Interstate 680.

The **Public Choice** award was presented to the FSP driver who has received the greatest number of commendation letters, e-mails and voice-mails from motorists. This year the award went to Ronnie Gonzalez of Campbell's Towing.

Kevin Mullette of Chevron Tow Service was chosen to receive the



*Kevin Mullette*

**Driver of the Year** award. This award is based on feedback from FSP partners as well as motorist survey forms, letters, voicemails and e-mails. It was Mullette's positive attitude, continuous

hard work and dedication to the program that earned him this prestigious award. He has been with FSP for four years.

The **Contractor of the Year** award was presented to Dick's Automotive Transport in Campbell for their excellent performance throughout the year. Dick's has been a contractor with the FSP Program since 2001.

The final award presented was the **Special Recognition** award. This year, the award went to Norman Anderson of Caltrans for his commitment to the program and pride in his job. Anderson has been compiling all FSP program statistics since 1992, making this his 13<sup>th</sup> year with the program.

Immediately following the ceremony, the greatly anticipated FSP raffle took place. This year, \$4,225 in cash and prizes was raffled off to FSP program participants who were present. A special thanks goes out to Michelle Inskip of Yarbrough Bros. Towing for organizing the raffle, as well as to all FSP contractors for their generous donations to support this popular event.

## Upcoming Events

### Technical Advisory Committee (TAC) Meetings

8:30 a.m. Tuesdays at MTC, MetroCenter

January 11

March 8

8:30 a.m. Tuesdays at MTC, 1999 Harrison Street

February 8

April 12

### Tow Contractors Meetings

11:00 a.m. Tuesdays at MTC, MetroCenter

January 11

March 8

### Quarterly Driver Refresher Training

11:00 a.m. at CHP, Oakland

\* March 10 & 11

11:00 a.m. at CHP, Dublin

\* March 3 & 4

### Proficiency Testing

7:00 a.m. at CHP, Vallejo

January 3

April 11

### Certification Class

7:00 a.m. at CHP, Vallejo

January 12-14

April 20-22

\* Tentative Date



*Clockwise from top left: CHP Dispatcher of the Year Geneil Muhammed, Dwyane Potts of CHP, Alphonzo Breland of Chevron Tow, Steven Parker of Yarbrough Bros. Towing, Norman Stovall of Chevron Tow, Kane Wong of Caltrans (accepting an award on behalf of Norman Anderson), and CHP Officer Gary Lee with Leon Esquenazi's son, Leon Jr., from Campbell's Towing.*

# Quarterly Awards For July Through September 2004

by Danielle Stanislaus

## BEAT OF THE QUARTER

There is something unique about **Beat 3** and the team from Pito's Towing in Oakland that patrols it. The Interstate 880 section of the beat is less than 8 miles in length, but because of its urban location it is one of the busiest beats in the Bay Area. It is known for its high assist rate, high service rating, and low motorist wait time. But most importantly, the beat's operators — Lidia Gonzalez and Raul Sosa — happen to be married to each other and the proud parents of five children. The teamwork of these FSP drivers and Pito's Towing has earned Beat 3 the Beat of the Quarter award for July through September 2004.

Pito's Towing has been with the FSP program since its inception in 1992, and assumed the contract for Beat 3 in June of 2002. Beat 3 covers I-880 from Alvarado-Niles Road to Route 238, and Route 92 from I-880 to Clawiter Road. Two tow trucks are used in patrolling the beat, in the mornings from 6 to 10 a.m. and again in the afternoon from 3 to 7 p.m.

Driver Raul Sosa says that being married to his beat partner helps him perform his job better, because there is such good communication between them. Both he and Lidia enjoy work-

ing together in the program, and they especially love working Beat 3 because it is so busy. "We get to interact a lot with the public, which is really great," says Sosa.

Victor Linares is both the owner and FSP supervisor of Pito's Towing, and Maria Mena handles all of the FSP paperwork. Together with Lidia and Raul, they work diligently to ensure the program is running efficiently and effectively. Currently, in addition to Beat 3, Pito's operates Beat 12 in Contra Costa County.

## DRIVER OF THE QUARTER

**David Griswold**, Bay Area FSP Driver of the Quarter for the third quarter of



*David Griswold*

2004, is a man who truly enjoys his job. Having worked for AAA for 14 years prior to joining the FSP program, he is a seasoned tow truck operator. "I love the freedom of the job and the constant interaction with the public," the veteran driver declares.

Dave, who works for Dick's Automotive Transport in Campbell, has been with the FSP program since May of 2002. He spent the past two years patrolling Beat 32 in Santa Clara County along Route 85 from 6 to 9 a.m., and from 4 to 7 p.m. "I've pretty much seen it all," says Griswold. "But I never get tired of helping stranded motorists who have no other way of getting help."



*Lidia Gonzalez and Raul Sosa of Beat 3*

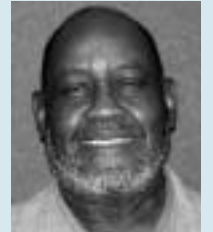
## Tow Contractors Profiles

by Radiah Taylor Victor,  
MTC SAFE

Two new contractors recently joined the Freeway Service Patrol family. After five months of FSP operations, both contractors are settling into their new beat operations.

Horace Robertson of Sunrise Enterprise 87 in East Palo Alto is excited about his

Beat 10 FSP contract. With two tow trucks and one pick-up, Sunrise patrols U.S. Highway 101 and state Route 92 in



*Horace C. Robertson* Santa Clara County. In business since 1987, Horace considers the CHP-facilitated driver certification training to be one of the top benefits of the FSP program. "The drivers' training provides a good foundation," according to Horace.

In addition to regular morning and evening shifts, Sunrise also provides midday and extended evening service as traffic mitigation during the construction of a new highway interchange in Mountain View. "We stay busy out there," Horace says. "Prior to joining the program, I had no idea how much the public really uses this service."

Nelson Lopez of Nelson's Tow in San Francisco covers Beat 30 along Interstate 280 and Route 92 in San Mateo.

Nelson went into business for himself seven years ago, after the tow company he formerly worked for went bankrupt. "I had learned all of the things not to do," Nelson explained.





*Nelson V. Lopez* Nelson enjoys being part of the FSP program. "Helping motorists and knowing that they appreciate your help gives you a good feeling," he admits.

# The Public Speaks


**M**otorists continue to mail, e-mail and phone in praise and descriptions of their experiences with the FSP program. Here are a few recent comments.

## Voicemail

 (9/8/04) "I just utilized your Freeway Service Patrol service. I filled out your survey, but it doesn't do enough justice to your superior personnel. They went well beyond what you would expect. I used to be a technical supervisor for AT&T, and I know what customer service is all about. These guys really provided the best. I wish I had these guys working for me! They were friendly, happy, professional, and they knew what they were doing."

 (10/20/04) "Yesterday morning I blew my left rear tire, and was stranded on the freeway when a guardian angel by the name of Steve stopped to assist me. He came to my rescue and changed my tire. At that time it was absolutely pouring down rain. It was a Godsend for him to come along. I had already been on the freeway for 10 minutes trying to make some phone calls to see who could come and help me. I can't tell you enough how much I appreciated his assistance. He was extremely professional and courteous. Thank you again for having this wonderful service."


## Letters

 (8/3/04) "This is a commendation for FSP driver Martir Viera. My rear tire disintegrated on Interstate 80 in Richmond. I was able to pull over to the breakdown lane and this driver came by within 10 minutes. He reassured me and explained your service clearly. When he had difficulty removing the wheel (apparently because I had driven on it for some distance to get to the side of the road) he knew just what to do. Within 15 minutes I was on my way again. I would have liked to tip him, but he told me that was against the rules. All in all I was extremely pleased with your service and with this driver's performance in particular. I'm just sorry I didn't get his name. Please pass my thanks on to him."



(8/12/04) "Recently my son's car was disabled on U.S. Highway 101 just south of San Bruno Avenue. The initial trouble was a flat tire. After fixing [his own] tire, the car would not start and my son could not find the reason why. The Freeway Service Patrol stopped and the driver knew exactly what the problem was. We were thankful for his knowledge of cars and very pleasant manner. We definitely were grateful he was there to help us. It is comforting to know that such a valuable service is available to freeway motorists."

## E-mail

 (9/22/04) "Yesterday I was traveling south on Interstate 880 with my grandson and we had a flat tire. This was during commute hours and I pulled over, and traffic was whizzing by. It was scary, especially for my grandson. A few minutes later a highway patrol officer stopped and contacted your Freeway Service Patrol. They arrived soon after and changed the tire and had us on our way within a few minutes. Ronnie Gonzalez was the FSP driver and he was very helpful and courteous. I am so appreciative of your roadside service. It is not only helpful for stranded motorists, but prevents a lot of accidents. Thank you very much for your assistance."



(10/16/04) "I would like to thank you for this great service. Your FSP driver helped us with a flat two days ago. I was driving north on Interstate 880 when I got a flat tire. I pulled over, reached into the trunk for the tire iron and found that it was gone. My wife, who is seven months pregnant, started to panic because she's always hearing about people getting hit on the freeway. I was trying to calm her when all of a sudden this big white truck pulled up. Help had arrived within 5 minutes, but I was a little hesitant because I lost my wallet the day before and had no way to pay. The driver jumped out of the truck and assured me that the service was free. I couldn't believe it was free because nothing is ever free. The only thing he kept saying was not to worry because I pay my taxes and that is what pays him. I just want to thank this gentleman and the state of California for helping us."

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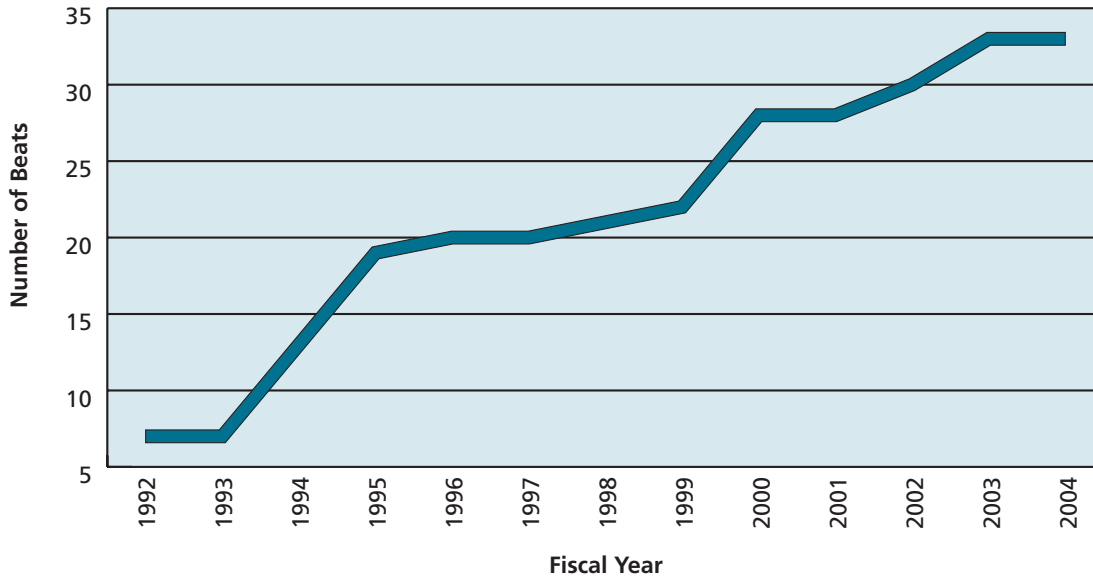
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*Roadrunner Tow*, Fairfield  
Horace C. Robinson  
*Sunrise Enterprise 87*, East Palo Alto  
Michelle Inskip  
*Yarbrough Bros. Towing*, Santa Rosa



## Special Insert to On Patrol, January 2005

The following five graphs show the cumulative statistics for the Bay Area Freeway Service Patrol Program since its inception in 1992. As you can see, the FSP Program continues to grow in terms of both its size and popularity with the public. The program, which started out with only seven beats and 22 trucks in 1992, now operates 74 trucks on 33 beats in the Bay Area. FSP motorist assists were at an all-time high in fiscal year 2004, with a total of 131,228 assists. Motorists also spent less time waiting for FSP service in 2004, as the average wait time went down to 9.4 minutes from 9.9 minutes in 2003. And finally, the FSP program's motorist approval rating reached a record high — as 94.8% of motorists assisted rated the service as being “excellent” in 2004.

### FSP Beats



### FSP Trucks

