



On Patrol

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News From the San Francisco Bay Area Freeway Service Patrol

May 2006

An Incentive to Perform: Bay Area FSP Performance Measures

by Danielle Stanislaus, MTC SAFE

Ever wonder if and how performance is monitored for the Freeway Service Patrol (FSP) program? What kind of formal recognition is there for drivers and contractors who are doing a great job? How are the recipients of the Beat and Driver of the Quarter — and now the Contractor of the Quarter — selected? How are each tow contractor's beats and drivers performing?

If you don't know the answers to any of the above questions, read on to gain insight into the newly enhanced FSP performance measures and the accompanying incentive program.

Performance Measures

The Bay Area FSP program recently developed an enhanced set of performance measures that will allow FSP partners to better monitor and evaluate the performance of various elements — including beat, contractor and driver performance, and telecommunications equipment — of the FSP program. Data from motorist surveys, daily shift records and the CHP violations database is now being compiled as part of the Metropolitan Trans-



Winner of the new Contractor of the Quarter award: Dick's Automotive Transport, Campbell
Left to right: Kenneth Carter, Kenneth Glasere, David Griswold, Lisa Carter (in truck) and Steve Sgarlato.

portation Commission's motorist aid system operational report.

Information from the monthly reports (and quarterly summaries) is analyzed by the FSP partners and is used to improve program performance by highlighting areas of strength and weakness. In the near future, contractors will begin to receive quarterly "report cards" which will provide contractors with a rating for each performance measure. These report cards will enable both the contractors and FSP partners to identify areas in which performance goals are being met and areas for improvement.

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Incentive Program

The operational summaries and corresponding report cards serve as the basis for the FSP incentive program. Points are awarded based on whether each of the performance goals has been met or not, and these points are then tallied to determine the top and bottom performers. Contractors and drivers are rewarded on a quarterly basis for outstanding performance. For example, each Beat of the Quarter is selected by evaluating the seven beat performance measures and then determining which beat met the most goals. In instances where there is a

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Incentives

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tie, the data for each performance measure is examined more closely to determine who exceeded the goal to a larger degree. Similarly, the driver and contractor performance measures are examined, analyzed and tallied so as to provide the FSP partners with the additional data they need to select the Driver, Beat and Contractor of the Quarter. Since there are not as many performance measures tracked at the contractor and driver level, additional factors such as CHP field supervisor input, number of e-mails and letters of commendation from the public, and overall responsiveness to service requests, are also considered when choosing the recipient of the Contractor and Driver of the Quarter awards.

What is the benefit of being selected to receive any of these quarterly awards? In addition to the formal public recognition in this newsletter and on the FSP web site, recipients may receive a prize. For the fourth quarter of 2005, the Beat of the Quarter winner, Beat 15, received a \$100 gift certificate to Outback Steakhouse so the FSP drivers and managers on that beat could enjoy a good meal together. Driver of the Quarter Doug Grafmiller received a FSP polo shirt with his name embroidered on it, as well as a \$50 gift certificate to Best Buy. Contractor of the Quarter Dick's Automotive Transport walked away with a \$100 gift certificate to Best Buy as well.

More importantly, the FSP partners track the quarterly award recipients and contractors' overall performance over the entire year, and use that data to select award recipients for the annual FSP awards event.

The breadth and depth of performance measurement, as detailed in the chart on this page, translate over the long run into program improvements. For FSP contractors and drivers with records of outstanding performance, know that all of your hard work will not go unnoticed or unrewarded. Keep striving toward these goals because all of your efforts help to keep the FSP program strong and successful!

| Beat Performance Measure | Measurement | Goal | Award |
|--|---|---|---------|
| Assist Data Submission Errors | Number of mistakes reported while scanning assist forms (DSRs) | >99% accuracy by beat | 1 point |
| Assist Data Late Submittal Penalties | Total number of instances of late paperwork/fines for late paperwork (DSRs) | Zero per beat | 1 point |
| Assist Rate | Average number of assists/hour/truck | >1.0 per beat | 1 point |
| Violations (including cursory CHP driver inspections and complaint investigations) | Total number of major and minor violations | Zero per beat | 1 point |
| Motorist Service Rating | Percentage of surveys marked excellent | >95% excellent per beat | 1 point |
| Motorist Survey Returns | Percentage of surveys returned | >20% returned per beat | 1 point |
| Motorist Wait Time | Average number of minutes a motorist waits to be assisted | <10 minutes per beat | 1 point |
| Contractor Performance Measure | Measurement | Goal | Award |
| Violations (including cursory CHP driver inspections and complaint investigations) | Total number of major and minor violations | Zero per contractor | 1 point |
| Ratio of Certified Drivers to Trucks | Number of certified drivers/number of trucks | 1.75 certified drivers per truck per contractor | 1 point |
| Driver Proficiency Testing | Percentage of drivers who pass the proficiency test the first attempt | 100% Passing per contractor or N/A | 1 point |
| Driver Certification | Percentage of drivers who receive their certification | 100% passing per contractor or N/A | 1 point |
| Driver Performance Measure | Measurement | Goal | Award |
| Assist Data Submission Errors | Number of mistakes reported while scanning assist forms | >90% accuracy by driver | 1 point |
| Violations (including cursory CHP driver inspections and complaint investigations) | Total number of major and minor violations | Zero per driver | 1 point |
| Motorist Survey Returns | Percentage of surveys returned | >20% returned per driver | 1 point |
| Telecommunications Equipment Performance Measure | Measurement | Goal | Award |
| MDC Repairs | Number of MDC repairs by repair type | < 10 breakdowns/ < 10 repairs needed | 1 point |
| Radio Repairs | Number of radio repairs by repair type | < 5 breakdowns/ < 5 repairs needed | 1 point |
| GPS Repairs | Number of GPS repairs by contractor | Zero breakdowns/ Zero repairs needed | 1 point |
| Absolute Wireless Response Time | Percentage of repairs completed within 48 business hours | 100% within 48 hours | 1 point |
| MDC Response Time | Response time from message sent to message acknowledged | < 1 second | 1 point |
| Non-acknowledgments | Number of non-acknowledgments | Zero non-acknowledgments | 1 point |
| Systems Integrator Response Time | Percentage of on-site visit response within 2 hours, if required | 100% within 2 hours | 1 point |

FSP Gives Back to the Community

by Danielle Stanislaus, MTC SAFE

On March 14th, the Freeway Service Patrol program made a \$1,000 donation to the Oakland Children's Hospital & Research Center Foundation. The donation was made possible by the FSP Driver Tip Fund. It is FSP policy that drivers not accept monetary tips from motorists while on FSP duty. However, every now and then motorists insist upon leaving a tip by placing the tip in the FSP driver's pocket or truck as a means of expressing their gratitude for the free roadside assistance. These unsolicited funds are

placed in the Driver Tip Fund and are donated to a charitable cause selected by the FSP partners, tow contractors or drivers. A previous donation was to the family of a FSP driver that was killed while on FSP duty in Southern California.

The \$1,000 donation to the Oakland Children's Hospital & Research Center Foundation will be used to assist local families in need, and was made as an "unrestricted" donation so that the hospital can direct the funds to the areas with the highest need.



Left to right: Kane Wong, Caltrans; Danielle Stanislaus, MTC SAFE; Cindy Zamora and Ken McKinney, Children's Hospital Representatives (center); Sgt. Chris Childs, CHP; and Norman Stovall, FSP driver

Quarterly Awards October-December 2006

by Karin Betts, MTC Public Information

Driver of the Quarter



Doug
Grafmiller

Congratulations to **Doug Grafmiller** of Matos Towing & Transport in San Jose for being selected Driver of the Quarter. Grafmiller patrols the 21-mile Beat 21 in Alameda County, along a busy section of I-680 from Scott Creek to Alcosta Boulevard.

Beat of the Quarter



Steven Parker

Steven Parker of Yarbrough Bros. Towing in Santa Rosa is the tow truck driver for **Beat 15**, FSP's Beat of the Quarter. The beat runs for 7.8 miles along U.S. 101 from Wilfred Avenue to Bicentennial. Parker is the sole FSP driver on the beat, and has provided FSP aid to motorists for six years.

Upcoming Events

Technical Advisory Committee (TAC) Meetings

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

May 9, 2006
June 13, 2006
July 11, 2006
August – No Meeting

Tow Contractors Meetings

11 a.m. Tuesdays at MTC, MetroCenter

May 9, 2006
July 11, 2006

Quarterly Driver Refresher Training

11 a.m. at CHP, Oakland
June 5 & 16, 2006
11 a.m. at CHP, Dublin
June 8 & 9, 2006
September 7 & 8, 2006

Proficiency Testing

7 a.m. at CHP, Vallejo
July 17, 2006

Certification Class

7 a.m. at CHP, Vallejo
July 26-28, 2006

Bay Area FSP Statistical Summary — Fourth Quarter 2005 (October through December)

Total number of assists = 32,527
Percentage of assists involving people = 57.2%
Average number of assists per hour per truck = 0.9
Percentage of motorist survey returns = 20.2%
Percentage of surveys rating service as excellent = 94.9%
Average motorist wait time = 9.7 minutes

SAVE THE DATE! FSP ANNUAL AWARDS EVENT


JOIN FSP AND THE OAKLAND A's – SEPTEMBER 16, 2006


Save the date! Please join us on Saturday, September 16th at the Oakland Coliseum for the 13th Annual FSP Awards Event and first-ever Family Day at the Game as we take in an Oakland A's game and recognize the individual and collective accomplishments achieved by FSP program participants over the past year. Join us for what should be an exciting game against the World Champion Chicago White Sox. We'll also have a BBQ buffet for lunch. Stay tuned for more details, and we hope to see you all there!

The Public Speaks


Motorists 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


 (12/31/05) "I am calling to thank someone whose name I didn't even get, but he rescued me today. I was on Highway 17 south, 10 miles north of Santa Cruz, when my car broke down in the middle of tons of traffic and rain. He came and told me what was wrong with the car. He was an angel, and I don't even know this wonderful angel's name. I am so appreciative that I wanted to thank you."

 (2/23/06) "My car got a flat tire close to San Jose. My son was in the car with me. We were stuck on the freeway during commute hours. I thought I was going to be there for a while before I could get help. Your Freeway Service Patrol driver showed up in less than five minutes and changed my tire in no time at all. His name was Robert Bettencourt, Sr., and I tried to show my appreciation by offering to tip him but he would not accept it. I think this is a wonderful service and I appreciate the help very much. Thank you."


E-mail

 (1/6/06) "I was fortunate enough to receive services from Bill Jauregui of the FSP yesterday when I became stranded on the on-ramp of U.S. 101 on my way to pick up my wife from the San Francisco airport. I wanted to take this opportunity to praise his professionalism in sorting out my problem (complete electrical failure due to dead battery) and his friendly nature; and to thank him for then following me to SFO to ensure that my battery lasted long enough to get me there. I thought the services that he provided were just outstanding (while the battery was charging, he also checked other aspects of the car and noticed the brake fluid was getting low), and I would like to thank both him and the FSP for a job well done. It's nice to meet people that take pride in their work, and do it with a smile."

 (1/11/06) "I wanted to thank Doug Grafmiller [Driver of the Quarter for Oct. – Dec. 2006] for his help in fixing my flat tire last month. Freeway service is such a great idea. He and his co-worker fixed my flat so fast, it was no more than five minutes. I still was able to make it to work on time because of them."

 (1/12/06) "Once again I was the grateful recipient of this wonderful service this morning, when my Jeep overheated on Highway 242 @ Concord Blvd. exit in Concord. The narrow parking strip made me extremely nervous about being hit. Within minutes of pulling over, one of your trucks arrived and pushed me off the freeway, allowing me to safely assess my vehicle condition and make arrangements. This is the third time in four years, with two different vehicles, that this service has come to my rescue. It is a great asset to those of us on the road, and I thank your driver for his timely, friendly, and helpful assistance."

Letters

 "This message is in deep appreciation and gratitude to Andy We, who handled an emergency situation with expertise and goodwill. My husband's GMC truck blew a tire while I was driving it to work on I-680 (a few miles off of the Benicia Bridge). I was terrified but managed to take the truck to the right side of the road. Since it is a large vehicle, I was afraid to get out of my truck on the left side with continuous ongoing morning traffic. I called my husband in Vacaville for help. Before I could get the call through, Andy drove up from behind me and offered assistance. I managed to find the car manual and look up where the jack was stored. Andy was very patient through all of the rearranging of the truck items from the back passenger seat to get access to the jack. He worked quickly and smoothly in changing the tire. He was pleasant and kind. Andy did not accept any check or money for his time and service. He told me it was FREE. Thank you for this service. It saved a senior citizen a lot of stress and anxiety. Andy was an angel and I'm fortunate God sent him my way."

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