

13th Annual FSP Awards Event & Family Day at the Game

by Danielle Stanislaus, MTC SAFE

Take me out to the Ball Game, take me out with the crowd..." and by *crowd*, we mean all of the Freeway Service Patrol (FSP) program participants, of course!

The first-ever combined FSP Awards Event and Family Day at the Game was held on September 16, 2006, at the Oakland Coliseum as the beloved Oakland A's battled it out against the World Champion Chicago White Sox. This fun-filled family event kicked off with a BBQ buffet lunch served on the BBQ Terrace, followed immediately by the annual FSP Awards Ceremony to formally recognize the individual and collective accomplishments achieved by FSP program participants over the past year. FSP drivers, contractors, partners, families and friends came out for this event and enjoyed great food, great company and a GREAT game.

The awards ceremony began after lunch with the presentation of service awards for three, five and 13 years of continuous service to the FSP program. The FSP partners are proud to recognize the following 27 dedicated drivers who have been involved with the program for multiple years:



The FSP gang at the game



- **Three-Year Service Awards**

Eric Scaplen and Michael McClaren, *Campbell's Towing*; Fernando Bernal, *All Ways Tow & Transport*; Robert Inskip and Jorge Bajaras, *Yarbrough Bros. Towing*; Jose Cabrera, *B&A Body Works/Towing*; Moises Morales, *Palace Garage*; and Perminder Pandal and Martir Garcia, *A-One Towing*.

- **Five-Year Service Awards**

Lidia Gonzalez, *Pito's Towing*; Michael Sonza, *Yarbrough Bros. Towing*; Howard Livesay, *Ken Betts Towing*; Glenn Calub, *B&A Body Works/Towing*; Paul Carerro, *B&D Towing*; Walter Barrows, *Ladd's Autobody & Towing*; Ronald Sgarlato, Glenn Sgarlato, and Ken Carter, *Dick's Automotive Transport*; Karl Offerman, David Lawson, James Grossbach, and Jimmy

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Almedariz, *Roadrunner Tow*; Lamont Smith, *Palace Garage*; and Aduardo Ayon and Gary Page, *Matos Towing & Transport*.

- **Thirteen-Year Service Awards**

Leon Esquenazi, *Campbell's Towing* and Doug Grafmiller, *Matos Towing & Transport*.

Following the service awards, the Contractor's Choice awards were distributed. Each contractor chose to formally recognize a member of their staff—driver or dedicated FSP office personnel—who has performed exemplary service for the FSP program over the past year.

The **Contractor's Choice** award recipients were: Ambika Maharaj, *A-One Towing*; Gerardo Menendez, *B&A Body Works/Towing*; Graig Nathlich, *B&D Towing*; Shawn Gilgo, *Campbell's Towing*; Kevin Mullette, *All Ways Tow & Transport*; Ken Carter, *Dick's Automotive Transport*; Steve Barnes, *Bill's Towing*; Tesfay Zemikael, *Ken Betts Towing*; Walter Barrows, *Ladd's Autobody and Towing*; Henry Davidson, *Palace Garage*; Lidia Gonzalez, *Pito's Towing*; Dennis Biroesel, *Roadrunner Tow*; Nick Nohr, *Yarbrough Bros. Towing*; Herman Garcia, *Nelson's*

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Quarterly Awards Third Quarter, July – September 2006

by Karin Betts, MTC Public Information

Driver of the Quarter

Steve Barnes not only drives the single tow truck on Beat 28, patrolling U.S. 101 from State Route 37 in Marin County to E. Washington Boulevard in Petaluma, but he also is the owner of Bill's Towing in



Steve Barnes

Novato, in operation since 1968. His staff describes him as genuinely liking what he does, and wanting to be a part of the action both in the office and out on the road. Barnes clearly has a handle on both with a great motorist survey return rate — almost double the quarterly average — and a 99 percent accuracy rating with his assist data.

Beat of the Quarter

Vacaville Tow has been in business along Interstate 80 in Solano County for nearly 20 years, and the shop's experience shows (see Awards story on

next page also). **Beat 34**, Vacaville Tow's FSP beat, has an assist rate of 1.5 assists per hour per truck, a 98 percent excellent service rating, and only an 8.6 minute average motorist wait time. It runs for 12.5 miles along I-80 from Abernathy Road just west of Fairfield to the Interstate 505 junction. The beat's two main drivers are Donald Thompson and Robert Bodeau.



Yarbrough Bros. Towing

Contractor of the Quarter

This award goes to **Yarbrough Bros. Towing** of Santa Rosa, which operates Beats 15 and 33 along U.S. 101 in Sonoma County from Petaluma to the northern reaches of Santa Rosa. According to Michelle Inskeep, FSP manager and one of the shop's owners, "The success of our program is due to our two drivers and the responsibility they take for their beats. Here at Yarbrough Bros., driving the FSP

truck is the premier job." Steve Parker drives the tow truck on Beat 15; and Nick Nohr handles Beat 33. Yarbrough Bros. Towing has been in business since 1977, and has been an FSP contractor since 1993.



Robert Bodeau, Donald Thompson of Vacaville Tow, Beat of the Quarter

2007 FSP Tow Procurement Contract Awards & Highlights

Congratulations to all contractors who secured beats in our most recent procurement, which includes towing services on 19 beats — approximately half of the total beats for the FSP program. Four of these beats are new to the program, further expanding and enhancing FSP service: 1) Beat 17 in Napa County on State Routes 29 and 12, which will operate on both the weekdays and weekends due to recreational traffic; 2) Beat 24 in Solano County along Interstate 680 from Marshview Road to Interstate 780, and on I-780 from I-680 to Interstate 80; 3) Beat 36 in Contra Costa County on State Route 4 from I-80 to Pacheco; and 4) Beat 37 in Solano County on I-80, which will close the gap from the Interstate 505 junction to the Yolo County Line. Listed below are the contractors who will be providing the FSP service on the 19 beats starting this summer.

Beat	Tow Contractor
3	Palace Garage, San Leandro
5	K&S Tow, Bay Point
9	Campbell's Towing, San Jose
10	Sunrise Enterprise 87, East Palo Alto
11	B&A Towing, San Francisco
12	Ken Betts Towing, Oakland
13	Bill's Towing, Novato
15	Yarbrough Bros. Towing, Santa Rosa
16	Lima Tow, Santa Clara
17	Grapevine Towing, Napa
22	Palace Garage, San Leandro
24 & 29	Roadrunner Tow, Fairfield
27	Palace Garage, San Leandro
30	Nelson's Tow, San Francisco
34 & 37	Vacaville Tow, Vacaville
35	Palace Garage, San Leandro
36	Ken Betts Towing, Oakland

Third Quarter 2006 Statistics Summary (July through September 2006)

Total number of assists = 34,628
Percentage of assists involving people = 57.5 percent
Average number of assists per hour per truck = 0.86
Percentage of motorist survey returns = 13.9 percent
Percentage of surveys rating service as excellent = 96 percent
Average motorist wait time = 9.4 minutes

Awards

(continued from page 1)

Tow; Ken Sass, *Sunrise Enterprise 87*; John Haley, *Lima Tow*; Doug Grafmiller, *Matos Towing & Transport*; and Robert Bodeau, *Vacaville Tow*.

Two California Highway Patrol (CHP) dispatchers — Gina Walls and Terry Mason — were recognized with **Dispatcher of the Year** awards for their outstanding performance and dedication to the FSP program.

The **Golden Paperclip** award was presented to *B&A Body Works/Towing* for their continuous submission of neat, timely and accurate paperwork. This paperwork provides one of the major sources of data for all of the program's statistics.

The **Public Choice** award was presented to the FSP driver who received the greatest number of commendation letters, e-mails and voice-mails from motorists — William

Jauregui of *B&A Body Works/Towing*.

William Flamenco of *B&A Body Works/Towing* was chosen as the **Driver of the Year**. This award is based on feedback from the FSP partners as well as motorist survey forms, letters, voice-mails and e-mails. It was Flamenco's outstanding performance and continuous dedication to the program that won him this prestigious award. This year marked his 7th year with FSP.

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

A very special award was presented this year to a contractor who has demonstrated exemplary performance over the past ten years. This **Contractor of the Decade** award was given to *All Ways Tow & Transport* in Fremont,

which has received the Contractor of the Year Award four times over the past decade, and has been with the FSP program since 1994.

The last award presented was the **Special Recognition** award. This year, the award went to Wes Wells of MTC SAFE for his long-standing commitment to the program at both the local and statewide level. Wells recently retired from MTC, where he worked for over 35 years assisting in the planning and implementation of several operational and incident management programs, including FSP, which he started in 1993.

Immediately following the awards ceremony, everyone went to their field-level seats to enjoy an exciting A's victory over the White Sox. A special thanks goes out to all of the FSP tow contractors for their generous donations to support this popular event. Thanks, everyone!

Quarterly Awards Fourth Quarter, October – December 2006

by Karin Betts, MTC Public Information

Driver of the Quarter

Congratulations to **Ruben Banaban** of All Ways Tow & Transport in Fremont for his impeccable 100 percent accuracy rating with his assist data. His route on Beat 14 includes both Interstate 880 from Mowry Avenue to Alvarado-Niles Road, and the State Route 84 approach to the Dumbarton Bridge. Banaban has been an FSP driver for eight straight years, working for various FSP contractors when beat contracts have changed hands. "Ruben is dependable," says his All Ways colleague Norman Stovall. "He is an excellent driver, quick to respond, and really puts motorists at ease."

Beat of the Quarter

Beat 26 in Alameda County runs for 13.5 miles along Interstate 580 from Harrison Street/Oakland Avenue to the junction with Interstate 238 in

Castro Valley and, according to A-One Towing's owner Tony Pandal, sees its fair share of accidents and incidents. But should you break down on this beat, you can look forward to speedy FSP service — the average motorist wait time during the fourth quarter was only 6.3 minutes! The beat's two quick and alert drivers, Jitendra Gill and Juan C. Diaz, also can be proud of their 97 percent excellent service rating.

Contractor of the Quarter

Vacaville Tow is so adept at handling their current beat (see Awards story on previous page), and works so smoothly with the

CHP, that not only were they honored with the fourth quarter contractor award but they also were awarded a brand new FSP beat in the recent procurement — Beat 37 — which will extend FSP coverage in Solano County from I-505 to the Yolo County line near Davis. FSP manager Paul Henderson says that his team is a solid group of good, hard-working guys with first-rate attention to detail, and he looks forward to adding more trucks and drivers when service on the new beat starts this summer.



Ruben Banaban

Fourth Quarter 2006 Statistics Summary (October through December 2006)

Total number of assists =	29,485
Percentage of assists involving people =	57.4 percent
Average number of assists per hour per truck =	0.82
Percentage of motorist survey returns =	8.9 percent
Percentage of surveys rating service as excellent =	96.6 percent
Average motorist wait time =	9.6 minutes

The Public Speaks

Motorists continue to mail, e-mail and phone in praise and gratitude for their experiences with the FSP program. Here are a few recent comments.

VoiceMail



(9/22/06) "I was just assisted on U.S. 101 in Morgan Hill by FSP driver Steven Pauley, who was wonderful. He was out of surveys to hand out, so I thought I would call to say how grateful I am for the assistance. Thank you!"



(10/3/06) "I was coming from Richmond today when something fell off another driver's automobile and I ran over it. It punctured my tire, and I had to pull over. Before AAA arrived, one of your FSP drivers — Tom — showed up. The accident was a horrible experience for me, but Tom was very kind and professional. He calmed me down and made sure that I was safe and he assisted me with the flat tire. The situation turned out okay after all. I just wanted to say thank you for this program, and a big thank you to Tom."

E-mail



(2/23/07) "I was driving to work in the rain when my driver's side windshield wiper blade became partially detached from the arm. Without visibility, I had to pull over to the shoulder. I started thinking about calling work to say I'd be late and calling AAA for help and worrying how long I'd be stranded. Before I could even reach for my cell phone, a white tow truck pulled up behind me! The nicest man in the world got out of the truck, fixed my problem, and I was on my way in just a few minutes. Although I understand the benefits of your service to traffic flow and safety, the impact it had on my personal safety and peace of mind is immeasurable. Thank you so much!"

Letters



(1/23/07) "It is not enough to just fill out a survey. I have to convey more personal appreciation. I was in a dangerous situation in a friend's car, I had just dropped her off at the airport, and debris

fell from a truck ahead, ripping the tire off of my car. FSP driver Bennett Crawford stopped and helped me with such personal concern and efficiency. He saved me from being stuck out there with no other help for hours. Please thank him again. He is a kind person who does his job extremely well. Thank you for this life-saving service!!!!"

Upcoming Events

Technical Advisory Committee (TAC) Meetings

8:30 a.m. Tuesdays at MTC, MetroCenter
May 8, 2007
June 12, 2007
July 10, 2007
September 11, 2007

Tow Contractors Meetings

11 a.m. Tuesdays at MTC, MetroCenter
May 8, 2007
July 10, 2007
September 11, 2007

Quarterly Driver Refresher Training

11 a.m. at CHP, Oakland
June 28, 2007
September 20, 2007
11 a.m. at CHP, Dublin
June 21, 2007
September 13, 2007
11 a.m. at CHP, Vallejo
June 22, 2007
July 6, 2007
September 14, 2007
September 24, 2007
11 a.m. at San Jose Armory, San Jose
June 29, 2007
September 21, 2007

Proficiency Testing

7 a.m. at CHP, Vallejo
May 14, 2007
June 4, 2007
August 13, 2007

Certification Class

7 a.m. at CHP, Vallejo
May 23-25, 2007
June 13-15, 2007
August 22-24, 2007

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