

On Patrol

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NEWS FROM THE SAN FRANCISCO BAY AREA FREEWAY SERVICE PATROL

Four Beats Combined Into Two, One Program Coordinator Moves On, Two Added

by Joanna K. Fox

Change is in the works for the Bay Area Freeway Service Patrol (FSP) program, including beat modifications coming this summer and new staff already in place.

To increase efficiency in the FSP program, beats 7 and 13 will be combined into a new beat 13 that will run for 21 miles along U.S. 101 from south of State Route 37 in Marin County to north of Interstate 80 in San Francisco. Similarly, beats 15 and 33 will combine to form a new 21-mile beat 15 along U.S. 101 from State Route 12 in Santa Rosa to State Route 116 in Petaluma. These new beats will begin in July of 2008.

Farewell Danielle, Welcome Raymond and Joanna

The FSP program wishes a fond farewell to Danielle Stanislaus, who has been the program's coordinator at MTC for the past two years. During her time with FSP, Danielle implemented performance measures and contractor report cards, which both help ensure efficiency and quality in the FSP program. Danielle is moving on to become the Regional Incident Management Program coordinator at MTC. She will be working with various agencies to enhance existing incident management strategies. Her position with FSP helped prepare her for this new assignment since the Freeway Service Patrol is one of the Bay Area's incident management strategies.



Danielle Stanislaus

Danielle will miss working with all of the FSP partners: tow contractors, the California Highway Patrol, Caltrans and MTC SAFE.

Taking Danielle's place as FSP program coordinator is Raymond Odunlami. Raymond comes to the FSP program from the Programming and Allocations section of MTC where he was the administrator of the Transportation Improvement Program for the past 7½ years. Raymond holds an MBA in finance and has a background in database management. He is looking forward to getting to know all the FSP partners and beats.



Joanna Fox



Raymond Odunlami

Another addition to the FSP family is Joanna Fox. She will be spending half of her time with the FSP program performing invoicing and fleet management tasks. Joanna came to MTC as the Motorist Aid Program coordinator from a consulting firm in Las Vegas where she did design work for an intelligent transportation systems project. She is a graduate of Cal Poly, San Luis Obispo with a BS in civil engineering and an emphasis in transportation engineering. Joanna is looking forward to getting to know all of the FSP partners and being a part of this respected public service.

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Quarterly Awards

Third Quarter, July – September 2007

by Marjorie Blackwell,
MTC Public Information

Driver of the Quarter

Shawn Gilgo has been an FSP driver with Campbell's Tow since May 2002, and according to the company's field manager, Dave Patel, "He is a dedicated driver and



Shawn Gilgo

an excellent employee. He is very efficient and never late. He prides himself on being on time for everything he does." Sean is one of four FSP drivers covering Beat 8, a heavily traveled, 20-mile stretch of U.S. 101 and State Route 237 in Santa Clara County. "I enjoy the job," Shawn says, "and our team has really good communication. We assist each other. So if one of us is busy, the others will take the call. FSP is a great program," he says. "It's very satisfying to help people when they need it."

Beat of the Quarter

Beat 33 in Sonoma County covers some 12 miles of busy U.S.101 at Wilfred Avenue in Rohnert Park to State Route 116 at Lakeview Road in Petaluma. It is operated by Yarbrough Brothers Towing, an FSP contractor since 1993 and the first in Sonoma County. Chosen for their high assist rates and positive motorist feedback, Beat 33 drivers routinely receive motorist accolades. Yarbrough President Michele Inskeep says, "We enjoy

being part of FSP, and the beat is saved for our elite drivers." One of the firm's former drivers, she notes, is now a California Highway Patrol officer. Beat 33 is being combined with Beat 15, which runs north from Wilfred Avenue to River Road at the north end of Santa Rosa. Yarbrough Brothers will operate the combined beats with its two FSP trucks instead of one per route.



Andrew Fisher,
Beat 33 driver,
3rd quarter, 2007

Contractor of the Quarter

B&D Tow, owned by Richard and Karen Valles, has been tapped as Contractor of the Quarter for its high rate of assists and low rate of violations. With two tow trucks and one service truck, B&D covers Beat 25, which runs almost 24 miles on State Route 4 from Pacheco to Hillcrest and on State Route 242 to Monument Boulevard in Contra Costa County. The company has been part of FSP since the late 1990s, and its three permanent FSP drivers, James Allison, Larry Miller, and Dean Ming, routinely receive high marks from stranded motorists.



Richard and Karen Valles

Upcoming Events

Technical Advisory Committee (TAC) Meetings

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

- April 8, 2008
- May 13, 2008
- June 10, 2008
- July 8, 2008
- August 12, 2008
- September 9, 2008

Tow Contractors Meetings

11 a.m. Tuesdays at MTC, Oakland

- May 13, 2008
- July 8, 2008
- September 9, 2008

Quarterly Driver Refresher Training

- 11 a.m. at CHP, Dublin
 - June 19, 2008
 - September 4, 2008
- 11 a.m. at CHP, Vallejo
 - June 27, 2008
 - September 12, 2008
- 11 a.m. at MTC, Oakland
 - June 18, 2008
 - June 20, 2008
 - September 5, 2008
 - September 9, 2008

Proficiency Testing

- 7 a.m. at CHP, Vallejo
 - May 12, 2008
 - August 11, 2008

Certification Class

- 7 a.m. at CHP, Vallejo
 - May 21-23, 2008
 - August 20-22, 2008

FSP Awards Event

Date in August to be determined. Stay tuned!

Third Quarter 2007 Statistical Summary (July – September 2007)

- Total number of assists = 38,269
- Percentage of assists involving people = 53.4 percent
- Average number of assists per hour per truck = 0.97 (urban beats) and 0.80 (rural beats)
- Percentage of motorist survey returns = 13.2 percent
- Percentage of surveys rating service as excellent = 94.8 percent
- Average motorist wait time = 9.1 minutes

Quarterly Awards Fourth Quarter, October – December 2007

by Marjorie Blackwell,
MTC Public Information

Beat of the Quarter

Beat 13 in Marin County is fairly new to the FSP program, having begun just eight months ago in July. The beat extends 10 miles along busy U.S. 101 north from the Richmond-San Rafael Bridge to State Route 37. Two FSP trucks operated by Bill's Towing in Novato patrol it. The drivers, Tim Hart and Keith Sherrill, have been with the beat since it started and, according to Bill's Towing owner Steve Barnes, "They are extremely conscientious and enjoy their jobs. They are totally on board with the FSP program." Beat 13 was selected as Beat of the Quarter for its 91 percent assist rate and its 98 percent motorist rating. Congratulations, Tim and Keith!



Steve Barnes

Contractor of the Quarter

Vacaville Tow operates two FSP beats in Solano County: Beat 34, which runs 12.5 miles along Interstate 80 from Abernathy Road just west of Fairfield to the Interstate 505 junction; and Beat 37, which began in 2006 and extended FSP coverage from I-505 to the Yolo County line near Davis. After just one year as an FSP contractor, Vacaville Tow was named 2006 Contractor of the Year. The firm's four permanent FSP drivers, Don Thompson, Robert Bodeau, Sean Carrion and Anthony Yrigollen, have

maintained a consistent assist rate of 1.5 assists per hour per truck and an 8.6 minute average motorist wait time. The firm's operations manager, Paul Henderson, also credits his FSP office manager, Elaine Williams, for the ongoing FSP success. "She handles all the paperwork, and we couldn't manage without her," he says.

Driver of the Quarter

Biswanath Halder's FSP route, Beat 2, covers the busiest freeway in the Bay Area: 18 miles of I-80 from Powell Street in Emeryville to San Pablo Dam Road and from Buchanan Street in El Cerrito to the Richmond-San Rafael Bridge. During his 6 a.m. to 3 p.m. shift, Biswanath responds to accidents as well as to stranded motorists, providing an average of 50 to 55 assists a week. "Biswanath knows his job and is very good at what he does," says his boss, Tony Singh, owner of A-One Towing. "He's also courteous and represents himself well to customers." Biswanath, who has been an FSP driver since 1999, enjoys his job. "I like helping people," he says, "and knowing that they appreciate it."



Biswanath Halder



Vacaville Tow

Daily Shift Record (DSR) QUIZ

Hwy. Code	P/T/N	Veh. Type
<input type="text"/>	<input type="radio"/> P <input type="radio"/> T <input type="radio"/> N	<input type="text"/>

What does PTN Stand for?

- a) Push, Tug, Nudge
- b) Push, Tow, None
- c) Propel, Tow, Nothing
- d) Pull, Thrust, Nudge

For answer, see page 4.

Don't forget to select one of the circles when completing your DSR!


Fourth Quarter 2007 Statistical Summary (October – December 2007)


Total number of assists = 32,666
 Percentage of assists involving people = 54.5 percent
 Average number of assists per hour per truck = 0.86 (urban beats) and 0.66 (rural beats)
 Percentage of motorist survey returns = 8.5 percent
 Percentage of surveys rating service as excellent = 96.2 percent
 Average motorist wait time = 9.8 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.

E-mail

 (7/2/2007) "I was five minutes away from home and got a flat tire, so I pulled over on the freeway shoulder. Before I could even get my cell phone out, a tow truck with driver Lydia Gonzalez pulled in behind me. She fearlessly changed my tire with traffic zooming past her. This woman is a lifesaver and a jewel. Thank you so much for the service you provide, and for the wonderful Lydia."

 (7/16/2007) "On Friday the 13th, I got a flat tire so I pulled as far to the right as possible and started to jack my car up and remove the lug nuts. One was a very odd one that I couldn't remove, so I called AAA. But before they got there, an FSP truck pulled up. Bill Jauregui (the FSP driver) and his colleagues worked to find a socket that would remove the final nut. Thanks to Bill Jauregui and his hard work, determination and professionalism, my unlucky Friday the 13th flat tire experience had a good ending!"


 (7/29/2007) "This e-mail is to show our appreciation for Bennett Crawford. He saw our car on the side of the freeway, stopped and offered us help without anything in return. Mr. Crawford was our hero for the day."


 (8/21/2007) "This morning on my way to work I had a flat tire. I was about to call for help when the driver of this patrol truck came to my car and identified himself as a Freeway Service Patrol, and told me if I had a spare he would change the tire for me. I did not even need to get out of my car. Thank you Steve Pauley for your help."


Quiz Answer


What does PTN Stand for?

b) Push, Tow, None


 (8/23/2007) "I would like to send a special thank you to Moises Reyes of FSP. He was extremely pleasant and polite, and let me know he was there to help and everything was going to be all right. You have a wonderful guy working on your team who seems to love what he does."

 (9/4/2007) "Thank you for the outstanding service I received today. At about 5:20 p.m., my car ran out of gas on I-880. As my husband and son walked to a nearby gas station, one of your service trucks pulled up and offered me a free gallon of gas."

 (9/18/2007) "Thank you for the exceptional service provided by your technician David Schley, Jr. My wife and I experienced a blow-out on the Sunol Grade on Interstate 680. We used a freeway call box (also very conveniently placed) to request help, and Schley arrived within 15 minutes. We hope he gets the recognition he deserves for his work, and FSP continues to service the Bay Area freeways in such a kind, courteous and necessary manner."

 (9/18/2007) "We were visiting California, our first trip out from Pennsylvania, and had a rental car. The car started making this rumbling sound, so I pulled off and discovered the rear tire was flat. Five minutes later a tow truck pulled up, and I asked if he was the guy from the garage. He said he was from the Freeway Service Patrol. I asked if he takes MasterCard or Visa, and he said there was no charge. After three or four more questions he handed me the brochure and said "I'll change the tire; you can read about it." Hey, I'm from Pennsylvania, and a skeptic! Who would think that a flat tire would be one of the highlights of our trip to California? We are looking forward to another visit!"

Letters

 (11/27/2007) "Just wanted to send a note of thanks to the Freeway Service Patrol, and to driver David Ruiz for his quick service and friendly demeanor. I never write letters like this, but I felt compelled to do so this time because of Mr. Ruiz's excellent service."

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