



**BAY AREA FREEWAY SERVICE PATROL STATISTICS**  
(Jan. 2010)

Problem Type:	BEATS																																			TOTAL	%
	#001	#002	#003	#004	#005	#006	#008	#009	#010	#011	#012	#013	#014	#015	#016	#017	#018	#019	#020	#021	#022	#023	#024	#025	#026	#027	#028	#029	#030	#031	#032	#034	#035	#036	#037		
• Mechanical Problem	54	48	41	30	42	46	46	78	49	42	39	41	34	25	52	11	42	13	7	45	31	11	15	13	45	60	26	33	27	29	11	27	12	12	19	1156	12.4%
• Flat Tire	32	46	62	32	37	75	39	43	42	27	39	43	72	11	6	15	36	30	12	57	56	17	12	32	19	75	10	32	27	32	23	25	18	6	23	1163	12.4%
• Out of Gas	37	37	26	31	31	33	43	51	47	44	20	30	51	24	5	22	31	32	6	29	19	20	13	41	29	39	12	24	14	15	14	13	11	11	9	914	9.8%
• Overheat	22	13	13	15	3	27	11	15	15	10	5	7	24	3	1	7	12	16	1	7	14	3	1	13	9	19	3	8	7	7	0	3	3	1	2	320	3.4%
• Traffic Collision	11	33	35	21	26	27	44	56	51	40	22	22	27	12	3	5	19	22	8	18	16	13	4	22	13	26	9	16	12	5	15	8	7	0	12	680	7.3%
• Dead Battery	5	5	5	5	9	12	10	12	7	4	5	7	15	2	0	5	6	6	2	2	8	6	2	13	2	0	4	1	3	0	11	0	1	4	181	1.9%	
• Abandoned Vehicle	16	31	20	24	19	34	35	17	18	14	25	23	20	13	3	68	23	13	0	27	41	24	13	32	11	29	11	18	2	15	24	21	10	8	25	727	7.8%
• In-lane Hazard	37	25	51	48	45	67	42	36	16	66	25	34	13	18	11	14	20	26	10	47	48	21	10	38	22	30	4	5	9	3	14	12	12	7	14	900	9.6%
• Other	38	75	52	22	37	199	20	32	6	14	10	30	15	14	1	6	46	10	2	35	93	8	14	31	7	122	23	23	7	4	3	68	11	1	32	1111	11.9%
• Assist FSP Beat Partner	4	6	1	0	1	31	2	5	1	0	0	2	0	1	0	0	1	4	0	4	40	3	0	0	2	0	0	2	0	0	0	5	0	0	3	118	1.3%
• Provided Transportation	0	0	0	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	0	0	0	0	0	0	0	0	0	1	21	0.2%
• Unable To Locate	0	0	0	0	0	0	0	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0.1%
• Refused FSP Service	0	8	6	22	3	5	11	2	17	12	0	5	1	0	0	4	0	7	3	2	3	1	0	12	1	0	0	8	5	2	12	0	0	0	3	155	1.7%
• Cancelled Assignment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.0%
• Drive-Off	15	37	22	13	40	111	21	18	22	1	16	21	14	21	6	6	25	29	1	18	53	32	14	24	3	14	1	66	4	24	7	0	7	0	12	718	7.7%
• Help Enroute	24	20	25	25	8	37	54	16	45	9	16	24	16	12	1	13	23	12	0	25	14	19	10	30	10	4	0	25	4	9	3	22	1	9	32	597	6.4%
• No Service	3	1	36	6	44	2	4	8	6	4	0	8	2	0	0	76	3	9	1	0	127	6	1	15	15	98	0	1	0	0	13	4	51	0	38	582	6.2%
<b>TOTAL.....</b>	<b>298</b>	<b>385</b>	<b>395</b>	<b>294</b>	<b>348</b>	<b>706</b>	<b>384</b>	<b>389</b>	<b>346</b>	<b>287</b>	<b>222</b>	<b>300</b>	<b>304</b>	<b>156</b>	<b>89</b>	<b>252</b>	<b>287</b>	<b>229</b>	<b>53</b>	<b>317</b>	<b>563</b>	<b>184</b>	<b>109</b>	<b>328</b>	<b>190</b>	<b>518</b>	<b>99</b>	<b>265</b>	<b>119</b>	<b>148</b>	<b>139</b>	<b>219</b>	<b>143</b>	<b>56</b>	<b>229</b>	<b>9,350</b>	<b>100%</b>
<b>% Involving</b>																																					
<b>People:</b>	54.0%	47.3%	46.1%	45.6%	42.5%	31.2%	50.3%	65.6%	61.0%	58.2%	58.6%	50.0%	73.4%	49.4%	75.3%	25.8%	50.9%	52.0%	67.9%	49.8%	25.6%	38.0%	43.1%	40.9%	61.6%	42.7%	60.6%	44.2%	73.9%	61.5%	45.3%	39.7%	35.7%	55.4%	30.1%		47.2%
<b>Requiring Push #</b>	17	5	10	20	6	9	12	41	16	8	10	12	5	1	1	1	3	7	2	12	7	6	1	5	8	18	4	1	0	0	5	0	25	4	1	283	
<b>% Pushed:</b>	5.7%	1.3%	2.5%	6.8%	1.7%	1.3%	3.1%	10.5%	4.6%	2.8%	4.5%	4.0%	1.6%	0.6%	1.1%	0.4%	1.0%	3.1%	3.8%	3.8%	1.2%	3.3%	0.9%	1.5%	4.2%	3.5%	4.0%	0.4%	0.0%	0.0%	3.6%	0.0%	17.5%	7.1%	0.4%		3.0%
<b>Requiring Tow #</b>	21	36	57	15	29	78	45	30	22	94	17	44	35	8	10	9	40	7	12	29	57	13	5	49	34	33	6	28	22	16	6	26	17	12	22	984	
<b>% Towed:</b>	7.0%	9.4%	14.4%	5.1%	8.3%	11.0%	11.7%	7.7%	6.4%	32.8%	7.7%	14.7%	11.5%	5.1%	11.2%	3.6%	13.9%	3.1%	22.6%	9.1%	10.1%	7.1%	4.6%	14.9%	17.9%	6.4%	6.1%	10.6%	18.5%	10.8%	4.3%	11.9%	11.9%	21.4%	9.6%		10.5%
<b>Service Rating:</b>																																					
<b>excel&gt;</b>	23	15	23	16	19	29	16	34	6	8	10	39	12	8	0	10	26	9	3	40	49	10	4	17	12	36	14	5	14	12	11	13	9	5	5	562	
<b>tot&gt;</b>	24	16	25	16	20	29	17	34	6	8	10	39	13	8	0	10	29	10	3	40	49	10	4	18	12	37	14	5	14	12	11	13	10	5	5	576	
<b>percent&gt;</b>	95.8%	93.8%	92.0%	100.0%	95.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	#DIV/0!	100.0%	89.7%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	
<b>Avg. Wait Time (min):</b>																																					
<b>2.5&gt;</b>	7	3	10	6	7	16	5	15	1	2	4	18	6	3	0	3	14	7	0	16	21	6	2	6	5	18	4	2	5	7	5	7	3	0	2	236	40.9%
<b>7.5&gt;</b>	9	4	10	6	7	8	9	11	3	3	4	13	4	3	0	7	10	1	1	12	12	1	1	6	4	8	3	1	4	3	1	5	5	4	1	184	31.9%
<b>15&gt;</b>	4	8	4	2	3	4	1	6	1	1	2	5	1	1	0	0	3	1	1	9	12	3	1	2	2	8	5	2	4	2	3	1	2	1	2	107	18.5%
<b>25&gt;</b>	2	1	1	2	3	1	2	1	0	2	0	3	2	1	0	0	1	1	1	3	2	0	0	3	1	0	3	1	0	1	0	1	0	0	0	38	6.6%
<b>over 30&gt;</b>	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	2	0	0	1	1	0	0	0	1	0	0	1	1	0	0	12	2.1%
<b>Total</b>	24	16	25	16	20	29	17	34	6	8	10	39	13	8	0	10	29	10	3	40	49	10	4	18	12	37	14	5	14	12	11	14	10	5	5	577	100%
<b>Avg.....</b>	13.1	11.4	7.4	8.8	9.5	6.4	8.5	8.7	16.7	11.6	7.0	7.5	8.5	8.8		6.0	8.3	6.5	15.8	8.5	10.1	6.8	6.9	12.5	11.0	8.1	13.8	8.5	9.1	5.8	13.6	9.3	7.5	0.0	8.5	9.1	
<b>Avg. Asst/Hr/Trk:</b>	0.9	0.7	1.2	0.9	0.8	1.0	0.8	0.6	0.8	0.7	0.7	1.3	2.1	0.5	0.6	0.8	0.9	0.6	0.5	0.7	1.2	0.6	1.0	0.8	0.8	1.3	0.7	0.9	0.5	0.6	0.6	1.8	1.1	0.2	0.8		0.8 Avg.
<b># of trucks(peak hr.)</b>	2	3	2	2	3	4	4	3	3	2	2	3	2	2	1	1	2	3	1	3	3	2	1	3	2	3	1	2	2	2	2	2	1	1	2		
<b>Monthly Truck Hours</b>	321	587	340	340	427	715	492	608	456	435	435	508	304	228	144	318	304	399	114	456	487.5	304	114	427.5	228	406.5	133	288	247	264	228	288	123.5	133	288		11891
Note:																																					
# of Weekdays: 22																	# of Sat. & Sun.: 8																	# of Holidays: 1			
<b>Vehicle Location</b>																																					
• In-Lane	21	17	37	41	33	44	19	74	17	64	23	17	15	5	9	9	26	16	4	47	37	13	5	16	20	19	0	5	5	5	4	4	11	2	9	693	8.1%
• Right Shoulder	196	311	270	205	229	553	276	257	259	190	155	234	260	135	75	237	232	158	40	224	365	131	88	234	142	327	77	233	94	116	107	197	89	45	174	6915	81.1%
• Left Shoulder	23	5	12	1	40	17	21	27	11	13	2	4	6	6	2	3	15	20	5	12	18	8	1	21	11	21	7	13	8	6	4	4	2	10	387	4.5%	
• On-Ramp/Off-Ramp	26	17	35	11	25	41	18	12	23	5	15	17	15	4	1	1	6	17	0	18	54	10	9	19	9	65	5	1	3	9	2	3	21	5	11	533	6.3%
<b>Total</b>	<b>266</b>	<b>350</b>	<b>354</b>	<b>258</b>	<b>327</b>	<b>655</b>	<b>334</b>	<b>370</b>	<b>310</b>	<b>272</b>	<b>195</b>	<b>272</b>	<b>296</b>	<b>150</b>	<b>87</b>	<b>250</b>	<b>279</b>	<b>211</b>	<b>49</b>	<b>301</b>	<b>474</b>	<b>162</b>	<b>103</b>	<b>290</b>	<b>182</b>	<b>432</b>	<b>89</b>	<b>252</b>	<b>110</b>	<b>138</b>	<b>119</b>	<b>208</b>	<b>125</b>	<b>54</b>	<b>204</b>	<b>8528</b>	<b>100%</b>
<b>Service Rating by Motorists</b>																																					
• Excellent	23	15																																			