BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Sep. 2011)

Problem	BEATS																																								
Type:	**#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**	**#033**	**#034**	**#035**	**#036**	**#037**	**TOTAL**	**%**
• Mechanical Problem	55	62	46	24	48	90	22	66	57	50	43	44	55	27	30	36	24	24	10	29	59	26	10	60	30	42	16	26	18	22	20	34	32	26	8	36	**1307**	**11.6%**
• Flat Tire	40	78	68	52	56	107	36	53	40	44	71	49	81	25	17	30	46	33	10	50	65	43	14	66	30	73	9	49	27	25	23	41	50	39	12	50	**1602**	**14.2%**
• Out of Gas	23	60	37	33	35	72	25	49	36	32	70	32	54	27	6	28	23	32	6	28	33	20	15	43	34	32	9	32	17	13	19	24	26	10	10	13	**1058**	**9.4%**
• Overheat	25	27	17	8	20	17	19	20	23	2	58	10	42	6	16	14	14	8	2	13	36	10	2	20	6	18	3	14	13	7	7	23	4	11	3	17	**555**	**4.9%**
• Traffic Collision	18	46	46	16	20	49	48	26	39	37	24	29	27	23	7	20	22	22	11	15	34	4	3	25	17	9	4	11	6	4	14	8	8	10	1	16	**719**	**6.4%**
• Dead Battery	3	18	11	1	6	7	8	10	6	2	9	1	11	2	0	7	5	4	2	4	8	11	3	17	10	4	0	2	4	2	2	3	3	7	1	0	**194**	**1.7%**
• Abandoned Vehicle	23	24	23	23	30	27	27	42	36	12	21	23	17	13	8	61	20	19	2	19	31	17	13	63	15	30	5	25	18	10	10	6	22	12	11	20	**778**	**6.9%**
• In-lane Hazard	20	43	58	30	46	80	60	56	43	84	14	49	18	14	20	114	15	38	11	32	59	24	31	59	19	39	12	63	37	3	19	12	23	7	11	29	**1292**	**11.5%**
• Other	39	72	19	10	26	152	16	27	42	19	26	63	4	10	25	21	9	6	3	10	48	18	8	50	13	67	1	2	129	2	3	8	24	9	22	16	**1019**	**9.0%**
• Assist FSP Beat Partner	3	4	2	0	4	3	6	4	4	3	5	16	0	3	0	1	4	2	0	4	4	5	0	0	3	6	0	1	1	1	0	0	0	0	0	2	**91**	**0.8%**
• Provided Transportation	0	0	5	0	3	1	0	0	0	1	0	4	0	0	1	0	0	0	0	7	0	0	0	0	0	1	0	6	1	0	0	0	1	0	0	0	**31**	**0.3%**
• Unable To Locate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**0.0%**
• Refused FSP Service	11	5	0	0	6	7	9	3	7	2	6	18	1	0	0	4	2	9	2	0	17	3	2	15	1	17	2	7	5	23	1	8	5	12	0	17	**227**	**2.0%**
• 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	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**0.0%**
• Drive-Off	33	39	38	4	15	81	24	20	5	6	0	46	5	18	23	292	40	21	1	6	35	15	44	49	11	54	0	152	67	14	6	24	58	2	24	49	**1321**	**11.7%**
• Help Enroute	16	15	20	9	21	42	40	28	19	14	28	26	11	9	3	38	40	30	1	36	55	14	23	17	18	29	11	35	11	4	23	15	30	1	7	33	**772**	**6.9%**
• No Service	0	8	79	13	2	1	4	3	28	13	0	11	2	6	0	2	1	3	3	12	3	19	0	0	17	3	10	7	24	0	7	7	10	0	0	0	**298**	**2.6%**
TOTAL.....	**309**	**501**	**469**	**223**	**338**	**736**	**344**	**407**	**385**	**321**	**375**	**421**	**328**	**183**	**156**	**668**	**265**	**251**	**64**	**265**	**487**	**229**	**168**	**484**	**224**	**424**	**82**	**432**	**378**	**130**	**154**	**213**	**296**	**146**	**110**	**298**	**11264**	**100%**
% Involving People:	**53.1%**	**58.1%**	**48.0%**	**60.1%**	**54.7%**	**46.5%**	**45.9%**	**55.0%**	**52.2%**	**52.0%**	**73.3%**	**39.2%**	**82.3%**	**60.1%**	**48.7%**	**20.2%**	**50.6%**	**49.0%**	**64.1%**	**52.5%**	**48.3%**	**49.8%**	**28.0%**	**47.7%**	**56.7%**	**42.0%**	**50.0%**	**31.0%**	**22.5%**	**56.2%**	**55.2%**	**62.4%**	**41.6%**	**70.5%**	**31.8%**	**44.3%**		**48.3%**
Requiring Push #	7	13	63	6	7	7	22	15	12	8	9	3	4	1	7	4	2	14	1	5	10	7	1	9	10	1	0	1	3	0	1	0	0	4	1	4	**262**	
% Pushed*:	**2.3%**	**2.6%**	**13.4%**	**2.7%**	**2.1%**	**1.0%**	**6.4%**	**3.7%**	**3.1%**	**2.5%**	**2.4%**	**0.7%**	**1.2%**	**0.5%**	**4.5%**	**0.6%**	**0.8%**	**5.6%**	**1.6%**	**1.9%**	**2.1%**	**3.1%**	**0.6%**	**1.9%**	**4.5%**	**0.2%**	**0.0%**	**0.2%**	**0.8%**	**0.0%**	**0.6%**	**0.0%**	**0.0%**	**2.7%**	**0.9%**	**1.3%**		**2.3%**
Requiring Tow #	14	29	72	6	24	74	16	34	32	70	31	62	57	20	11	45	14	16	12	31	43	14	12	52	38	36	21	42	20	22	4	23	26	19	5	36	**1,083**	
% Towed*:	**4.5%**	**5.8%**	**15.4%**	**2.7%**	**7.1%**	**10.1%**	**4.7%**	**8.4%**	**8.3%**	**21.8%**	**8.3%**	**14.7%**	**17.4%**	**10.9%**	**7.1%**	**6.7%**	**5.3%**	**6.4%**	**18.8%**	**11.7%**	**8.8%**	**6.1%**	**7.1%**	**10.7%**	**17.0%**	**8.5%**	**25.6%**	**9.7%**	**5.3%**	**16.9%**	**2.6%**	**10.8%**	**8.8%**	**13.0%**	**4.5%**	**12.1%**		**9.6%**
Service Rating: excel>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	
tot>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	
percent>	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**		**#DIV/0!**
Avg. Wait Time (min): 2.5>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
7.5>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
15>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
25>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
over 30>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
Avg.....																																					**#DIV/0!**	
**																																						
Avg. Asst/Hr/Trk:	0.9	0.8	1.0	0.6	0.8	0.9	0.6	0.8	0.8	0.7	0.8	0.7	1.0	0.7	0.9	1.4	0.8	0.6	0.1	0.5	0.9	0.7	1.2	1.0	0.9	1.0	0.6	1.3	1.4	0.4	0.6	0.6	0.9	1.1	0.7	0.9	**0.8**	**Avg.**
# of trucks(peak hr.)	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	2	1	1	2		
Monthly Truck Hours	363	657	489	384	424.5	789	552	504	504	489	489	568	336	252	168	488	336	441	1126	504	559.5	336	136	472.5	252	445.5	147	339	273	300	252	252	339	136.5	147	339	**14590**	

Note: # of Weekdays: 20
# of Sat. & Sun.: 10 # of Holidays: 1

	#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	#033	#034	#035	#036	#037	TOTAL	%
Vehicle Location																																						
• In-Lane	13	26	46	26	30	60	40	54	18	65	11	14	13	6	16	100	11	24	4	24	32	8	15	21	14	23	4	30	21	7	5	7	11	8	9	20	**836**	**7.4%**
• Right Shoulder	256	446	383	187	271	625	262	307	348	212	348	384	288	166	134	544	244	212	52	215	397	183	122	395	193	346	68	350	323	102	135	197	277	109	91	255	**9427**	**83.7%**
• Left Shoulder	28	8	9	4	27	37	31	31	9	20	2	4	8	4	1	13	8	10	5	13	43	23	6	36	11	23	10	10	4	6	14	7	3	10	3	20	**501**	**4.4%**
• On-Ramp/Off-Ramp	12	21	31	6	10	14	11	15	10	24	14	19	19	7	5	11	2	5	3	13	15	15	25	32	6	32	0	42	30	15	0	2	5	19	7	3	**500**	**4.4%**
Total	**309**	**501**	**469**	**223**	**338**	**736**	**344**	**407**	**385**	**321**	**375**	**421**	**328**	**183**	**156**	**668**	**265**	**251**	**64**	**265**	**487**	**229**	**168**	**484**	**224**	**424**	**82**	**432**	**378**	**130**	**154**	**213**	**296**	**146**	**110**	**298**	**11264**	**100%**
Service Rating by Motorists																																						
• Excellent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
• Good	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
• Fair	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**#DIV/0!**
• Poor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**0.0%**
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**#DIV/0!**
Pct. Of Survey Returns	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	

12/21/2011