BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Mar. 2009)

Problem 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	#034	#035	#036	#037	TOTAL	%
	BEATS																																				
• Mechanical Problem	62	64	48	45	27	77	29	43	59	44	48	37	18	28	24	18	22	56	9	54	33	30	9	33	15	66	13	30	37	14	13	25	16	16	18	**1180**	**12.8%**
• Flat Tire	65	70	48	68	68	126	50	55	58	63	52	49	61	25	4	11	34	35	17	64	71	23	11	52	33	48	9	51	30	30	11	36	32	19	32	**1511**	**16.4%**
• Out of Gas	18	39	19	28	24	48	24	46	38	28	23	27	39	24	5	6	23	11	6	18	20	11	15	34	12	23	7	11	23	13	5	8	7	4	8	**695**	**7.5%**
• Overheat	24	29	10	6	8	17	17	21	12	6	5	12	26	12	4	3	8	4	0	21	9	15	2	16	4	30	2	11	9	5	4	2	0	1	4	**359**	**3.9%**
• Traffic Collision	28	45	30	14	21	33	32	40	36	45	19	20	17	33	3	6	13	15	6	22	21	9	5	12	5	23	5	19	15	3	14	7	1	3	6	**626**	**6.8%**
• Dead Battery	10	14	4	6	5	9	7	6	8	0	2	4	21	3	1	1	2	1	1	8	2	4	1	9	0	7	1	4	6	1	3	4	1	3	0	**159**	**1.7%**
• Abandoned Vehicle	26	46	30	30	29	34	44	51	39	10	25	14	20	35	12	50	21	23	3	23	52	22	10	67	11	35	7	37	10	34	12	29	16	1	33	**941**	**10.2%**
• In-lane Hazard	28	56	36	31	43	47	43	43	16	76	24	46	2	15	14	11	12	20	15	37	53	17	3	37	7	59	1	24	26	5	16	16	7	9	19	**914**	**9.9%**
• Other	40	93	61	25	17	126	31	16	8	56	18	33	0	15	3	20	24	7	2	20	111	18	31	27	0	65	8	17	9	9	15	28	0	9	29	**991**	**10.7%**
• Assist FSP Beat Partner	12	2	3	4	3	7	5	11	3	9	0	1	0	1	0	0	1	0	0	3	22	1	0	2	0	7	0	0	2	1	0	5	0	0	1	**106**	**1.1%**
• Provided Transportation	1	0	0	0	10	3	0	0	0	1	0	0	0	1	0	2	1	0	0	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0	6	**50**	**0.5%**
• Unable To Locate	0	2	0	0	0	0	2	0	1	0	0	0	0	6	0	0	0	0	2	0	0	0	0	2	0	0	0	0	3	0	1	0	1	0	0	**20**	**0.2%**
• Refused FSP Service	12	12	5	3	11	8	6	12	30	4	0	14	1	0	0	3	0	1	2	3	14	3	1	27	3	14	10	4	19	3	0	0	3	2	5	**235**	**2.5%**
• 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	2	0	0	0	0	0	0	**2**	**0.0%**
• Drive-Off	40	21	57	87	1	53	15	27	17	27	23	27	6	27	1	8	39	6	2	21	59	15	19	31	1	27	3	58	18	21	6	25	10	11	20	**829**	**9.0%**
• Help Enroute	9	22	24	65	23	36	63	30	23	14	15	9	14	20	3	12	15	16	2	7	8	13	13	33	10	22	5	21	2	18	0	24	1	0	26	**618**	**6.7%**
TOTAL.....	**375**	**515**	**375**	**412**	**290**	**624**	**368**	**401**	**348**	**383**	**254**	**293**	**225**	**245**	**74**	**151**	**215**	**195**	**67**	**301**	**500**	**181**	**120**	**382**	**101**	**426**	**71**	**287**	**211**	**157**	**100**	**209**	**95**	**78**	**207**	**9,236**	**100%**
% Involving People:	**55.2%**	**50.7%**	**42.4%**	**40.5%**	**52.8%**	**49.7%**	**43.2%**	**52.6%**	**60.6%**	**48.6%**	**58.7%**	**50.9%**	**80.9%**	**51.0%**	**55.4%**	**29.8%**	**47.4%**	**62.6%**	**58.2%**	**62.1%**	**31.2%**	**50.8%**	**35.8%**	**40.8%**	**68.3%**	**46.2%**	**52.1%**	**43.9%**	**56.9%**	**42.0%**	**50.0%**	**39.2%**	**60.0%**	**59.0%**	**32.9%**		**49.0%**
Requiring Push #	13	15	6	5	6	12	14	10	16	7	2	13	4	0	8	3	0	6	3	1	3	4	0	9	0	18	0	1	0	7	1	2	0	5	1	**195**	
% Pushed*:	**3.5%**	**2.9%**	**1.6%**	**1.2%**	**2.1%**	**1.9%**	**3.8%**	**2.5%**	**4.6%**	**1.8%**	**0.8%**	**4.4%**	**1.8%**	**0.0%**	**10.8%**	**2.0%**	**0.0%**	**3.1%**	**4.5%**	**0.3%**	**0.6%**	**2.2%**	**0.0%**	**2.4%**	**0.0%**	**4.2%**	**0.0%**	**0.3%**	**0.0%**	**4.5%**	**1.0%**	**1.0%**	**0.0%**	**6.4%**	**0.5%**		**2.1%**
Requiring Tow #	32	40	46	38	34	66	18	66	14	90	32	42	22	30	12	11	19	15	15	53	72	7	6	27	15	34	10	32	37	12	7	22	14	12	29	**1,031**	
% Towed*:	**8.5%**	**7.8%**	**12.3%**	**9.2%**	**11.7%**	**10.6%**	**4.9%**	**16.5%**	**4.0%**	**23.5%**	**12.6%**	**14.3%**	**9.8%**	**12.2%**	**16.2%**	**7.3%**	**8.8%**	**7.7%**	**22.4%**	**17.6%**	**14.4%**	**3.9%**	**5.0%**	**7.1%**	**14.9%**	**8.0%**	**14.1%**	**11.1%**	**17.5%**	**7.6%**	**7.0%**	**10.5%**	**14.7%**	**15.4%**	**14.0%**		**11.2%**
Service Rating: excel>	36	64	38	56	60	48	28	66	19	24	7	39	4	15	8	4	15	8	12	15	59	9	17	21	13	26	13	27	22	15	17	28	4	0	20	**857**	
tot>	37	67	39	58	61	50	29	72	0	24	9	39	5	15	8	5	15	8	12	17	59	10	18	21	13	27	14	27	24	16	17	28	4	0	20	**868**	
percent>	**97.3%**	**95.5%**	**97.4%**	**96.6%**	**98.4%**	**96.0%**	**96.6%**	**91.7%**	**100.0%**	**100.0%**	**77.8%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**80.0%**	**100.0%**	**100.0%**	**100.0%**	**88.2%**	**100.0%**	**90.0%**	**94.4%**	**100.0%**	**100.0%**	**96.3%**	**92.9%**	**100.0%**	**91.7%**	**93.8%**	**100.0%**	**100.0%**	**100.0%**	**#DIV/0!**	**100.0%**		**98.7%**
Avg. Wait Time (min): 2.5>	15	20	13	22	29	23	9	27	13	9	4	18	1	7	4	1	7	4	4	5	28	8	7	4	4	10	5	13	12	5	5	11	2	0	7	**356**	**40.1%**
7.5>	13	24	13	25	14	19	14	22	4	9	1	15	2	5	1	2	5	1	5	6	18	1	8	12	4	8	7	7	7	7	11	6	2	0	8	**306**	**34.5%**
15>	7	15	11	7	13	7	2	6	2	4	3	4	1	2	2	2	2	2	1	4	7	0	2	5	3	5	1	5	4	2	0	7	0	0	4	**142**	**16.0%**
25>	2	8	2	3	3	1	3	11	1	1	1	1	1	1	1	0	1	1	1	2	5	1	0	0	0	4	1	2	0	1	0	4	0	0	0	**63**	**7.1%**
over 30>	0	0	0	1	2	0	1	6	0	1	0	1	0	0	0	0	0	0	1	0	1	0	1	0	2	0	0	0	1	1	1	0	0	0	1	**21**	**2.4%**
Total	37	67	39	58	61	50	29	72	20	24	9	39	5	15	8	5	15	8	12	17	59	10	18	21	13	27	14	27	24	16	17	28	4	0	20	**888**	**100%**
Avg.....	**7.8**	**9.8**	**8.8**	**8.3**	**9.3**	**6.6**	**10.1**	**13.3**	**5.9**	**9.8**	**9.7**	**7.8**	**11.5**	**7.3**	**9.1**	**9.5**	**7.3**	**9.1**	**12.3**	**9.9**	**8.4**	**5.3**	**9.3**	**8.3**	**15.8**	**9.6**	**7.5**	**7.8**	**8.4**	**11.3**	**9.1**	**9.9**	**5.0**	**0.0**	**9.9**	**9.2**	
**																																					
Avg. Asst/Hr/Trk:	0.7	0.8	1.0	0.7	0.6	0.8	0.7	0.6	0.7	0.8	0.7	1.1	1.3	0.8	0.4	0.5	0.6	0.4	0.3	0.6	0.9	0.5	0.9	0.8	0.4	0.9	0.5	0.9	0.7	0.5	0.6	1.5	0.6	0.2	0.6	**0.7**	**Avg.**
# of trucks(peak hr.)	3	2	2	3	3	4	4	3	3	2	2	2	2	1	1	1	2	3	2	3	3	2	2	3	2	2	1	2	2	2	2	2	1	1	2		
Monthly Truck Hours	525	668	382	558	495	814	558	704	528	492	492	578	352	264	168	320	352	462	264	528	555	352	132	495	264	459	154	324	286	294	176	324	143	154	324	**13940**	

Note:

	#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	TOTAL	%
Vehicle Location																																					
• In-Lane	25	54	19	27	21	34	28	36	14	75	13	28	6	7	16	5	16	10	11	29	29	11	1	21	5	34	0	15	13	5	13	9	1	6	15	**652**	**7.2%**
• Right Shoulder	285	348	251	375	264	546	279	292	285	286	212	233	190	214	64	167	187	166	44	254	380	124	102	268	79	311	54	235	170	137	68	191	88	60	190	**7399**	**82.2%**
• Left Shoulder	22	11	14	4	30	31	21	27	10	16	6	8	8	13	1	4	8	9	4	21	32	14	4	31	6	31	5	13	16	8	10	13	3	3	10	**467**	**5.2%**
• On-Ramp/Off-Ramp	19	33	52	31	25	26	21	18	28	3	11	14	10	6	0	2	3	6	1	13	30	11	9	33	5	24	7	12	6	8	3	4	3	3	7	**487**	**5.4%**
Total	**351**	**446**	**336**	**437**	**340**	**637**	**349**	**373**	**337**	**380**	**242**	**283**	**214**	**240**	**81**	**178**	**214**	**191**	**60**	**317**	**471**	**160**	**116**	**353**	**95**	**400**	**66**	**275**	**205**	**158**	**94**	**217**	**95**	**72**	**222**	**9005**	**100%**
Service Rating by Motorists																																					
• Excellent	36	64	38	56	60	48	28	66	19	24	7	39	4	15	8	4	15	8	12	15	59	9	17	21	13	26	13	27	22	15	17	28	4	0	20	**857**	**96.5%**
• Good	1	2	1	2	1	2	1	6	0	0	2	0	1	0	0	1	0	0	0	2	0	1	1	0	0	1	1	0	2	1	0	0	0	0	0	**29**	**3.3%**
• Fair	0	1	0	0	0	0	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	0	0	0	0	**2**	**0.2%**
• 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%**
Total	**37**	**67**	**39**	**58**	**61**	**50**	**29**	**72**	**20**	**24**	**9**	**39**	**5**	**15**	**8**	**5**	**15**	**8**	**12**	**17**	**59**	**10**	**18**	**21**	**13**	**27**	**14**	**27**	**24**	**16**	**17**	**28**	**4**	**0**	**20**	**888**	**100%**
Pct. Of Survey Returns	**17.9%**	**25.7%**	**24.5%**	**34.7%**	**39.9%**	**16.1%**	**18.2%**	**34.1%**	**9.5%**	**12.9%**	**6.0%**	**26.2%**	**2.7%**	**12.0%**	**19.5%**	**11.1%**	**14.7%**	**6.6%**	**30.8%**	**9.1%**	**37.8%**	**10.9%**	**41.9%**	**13.5%**	**18.8%**	**13.7%**	**37.8%**	**21.4%**	**20.0%**	**24.2%**	**34.0%**	**34.1%**	**7.0%**	**0.0%**	**29.4%**	**19.6%**	