BAY AREA FREEWAY SERVICE PATROL STATISTICS

(May. 2007)

Problem	BEATS																																			SANTA CRUZ			
Type:	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#012	#013	#014	#015	#016	#018	#019	#020	#021	#022	#023	#025	#026	#027	#028	#029	#030	#031	#032	#033	#034	#035	TOTAL	%	#017	#024	TOTALS	%
• Mechanical Problem	58	115	68	91	43	114	16	31	68	57	43	63	14	39	29	39	10	20	52	53	16	48	97	39	60	32	33	23	42	30	35	22	21	38	2	**1561**	**13.5%**	8	16	**24**	**12.4%**
• Flat Tire	52	187	72	88	84	125	26	24	88	75	55	64	15	66	22	88	6	6	41	88	34	65	144	81	92	51	47	17	62	57	57	41	15	69	19	**2123**	**18.4%**	8	6	**14**	**7.3%**
• Out of Gas	35	80	59	63	53	71	17	20	64	58	48	30	14	59	21	60	20	11	19	45	15	27	59	26	75	45	19	9	33	23	26	28	20	34	4	**1290**	**11.2%**	6	10	**16**	**8.3%**
• Overheat	24	48	22	5	10	20	6	21	24	15	8	10	3	12	4	28	2	16	18	18	2	7	27	21	24	9	13	10	16	7	8	12	3	15	0	**488**	**4.2%**	13	0	**13**	**6.7%**
• Traffic Collision	15	46	41	55	24	44	5	4	63	86	50	43	11	26	18	22	16	4	30	66	21	48	46	20	32	9	22	7	26	12	6	35	8	30	16	**1007**	**8.7%**	11	24	**35**	**18.1%**
• Dead Battery	5	11	3	8	9	12	3	8	14	5	7	3	2	7	1	21	0	1	1	2	2	3	6	7	4	4	2	2	4	2	3	0	0	10	1	**173**	**1.5%**	0	1	**1**	**0.5%**
• Abandoned Vehicle	27	56	68	75	66	29	2	8	80	55	29	20	6	66	6	39	15	9	42	58	13	31	60	46	108	30	53	8	35	16	50	28	20	43	11	**1308**	**11.3%**	3	11	**14**	**7.3%**
• In-lane Hazard	24	12	7	41	40	40	14	2	47	32	1	33	12	16	9	7	1	6	5	32	9	12	32	19	36	11	12	6	11	7	13	3	6	46	2	**606**	**5.2%**	13	11	**24**	**12.4%**
• Other	41	38	24	60	61	84	26	21	54	11	2	13	11	50	16	1	4	47	19	31	2	26	12	25	31	16	9	21	95	20	51	24	24	74	3	**1047**	**9.1%**	5	5	**10**	**5.2%**
• Assist FSP Beat Partner	18	0	1	7	1	8	1	0	9	17	0	8	1	2	0	0	0	0	2	2	2	1	5	3	0	2	3	0	3	1	0	1	0	2	0	**100**	**0.9%**	2	2	**4**	**2.1%**
• Provided Transportation	0	0	10	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	4	3	1	0	0	2	0	1	0	1	0	0	0	2	**27**	**0.2%**	0	0	**0**	**0.0%**
• Unable To Locate	13	3	0	6	18	3	0	0	15	11	0	2	1	7	0	1	4	0	7	9	3	9	7	4	15	10	1	2	9	6	1	2	2	6	0	**177**	**1.5%**	6	11	**17**	**8.8%**
• Refused FSP Service	3	0	12	6	18	0	0	3	21	7	45	3	0	11	1	0	0	0	0	18	5	0	2	9	9	0	5	5	22	34	7	3	8	10	12	**279**	**2.4%**	0	1	**1**	**0.5%**
• Cancelled Assignment	5	0	0	4	16	0	0	1	8	3	0	8	3	7	0	1	0	0	5	2	0	7	0	0	1	1	0	1	20	1	0	6	1	7	0	**108**	**0.9%**	1	2	**3**	**1.6%**
• Drive-Off	16	5	31	35	57	48	12	0	22	38	22	10	6	59	6	0	7	17	23	65	9	21	1	15	66	0	14	7	100	18	17	31	18	21	7	**824**	**7.1%**	0	11	**11**	**5.7%**
• Help Enroute	16	2	3	26	8	23	2	0	60	20	8	7	4	51	5	10	17	1	15	2	7	36	3	12	14	8	18	2	13	1	18	11	5	1	0	**429**	**3.7%**	6	0	**6**	**3.1%**
TOTAL.....	**352**	**603**	**421**	**570**	**508**	**621**	**130**	**143**	**638**	**491**	**318**	**318**	**103**	**478**	**138**	**317**	**102**	**138**	**279**	**491**	**140**	**345**	**504**	**328**	**567**	**228**	**253**	**120**	**492**	**235**	**293**	**247**	**151**	**406**	**79**	**11,547**	**100%**	**82**	**111**	**193**	**100.0%**
% Involving People:	**53.7%**	**80.8%**	**62.9%**	**54.4%**	**43.9%**	**62.2%**	**56.2%**	**75.5%**	**50.3%**	**60.3%**	**66.4%**	**67.0%**	**57.3%**	**43.7%**	**68.8%**	**81.4%**	**52.9%**	**42.0%**	**57.7%**	**55.4%**	**64.3%**	**57.4%**	**75.2%**	**59.1%**	**50.6%**	**65.8%**	**53.8%**	**56.7%**	**37.2%**	**55.7%**	**46.1%**	**55.9%**	**44.4%**	**48.3%**	**53.2%**		**57.5%**	**56.1%**	**51.4%**		**53.4%**
Requiring Push #	11	44	4	23	2	6	1	6	35	12	8	4	7	10	5	5	1	3	2	14	9	3	5	12	3	2	3	2	2	6	3	4	0	3	2	**262**		1	1	**2**	
% Pushed*:	**3.1%**	**7.3%**	**1.0%**	**4.0%**	**0.4%**	**1.0%**	**0.8%**	**4.2%**	**5.5%**	**2.4%**	**2.5%**	**1.3%**	**6.8%**	**2.1%**	**3.6%**	**1.6%**	**1.0%**	**2.2%**	**0.7%**	**2.9%**	**6.4%**	**0.9%**	**1.0%**	**3.7%**	**0.5%**	**0.9%**	**1.2%**	**1.7%**	**0.4%**	**2.6%**	**1.0%**	**1.6%**	**0.0%**	**0.7%**	**2.5%**		**2.3%**	**1.2%**	**0.9%**		**1.0%**
Requiring Tow #	66	53	60	36	22	14	10	25	20	53	20	84	20	16	25	34	14	0	34	19	19	44	89	23	34	27	24	20	34	9	28	4	16	38	6	**1,040**		10	21	**31**	
% Towed*:	**18.8%**	**8.8%**	**14.3%**	**6.3%**	**4.3%**	**2.3%**	**7.7%**	**17.5%**	**3.1%**	**10.8%**	**6.3%**	**26.4%**	**19.4%**	**3.3%**	**18.1%**	**10.7%**	**13.7%**	**0.0%**	**12.2%**	**3.9%**	**13.6%**	**12.8%**	**17.7%**	**7.0%**	**6.0%**	**11.8%**	**9.5%**	**16.7%**	**6.9%**	**3.8%**	**9.6%**	**1.6%**	**10.6%**	**9.4%**	**7.6%**		**9.0%**	**12.2%**	**18.9%**		**16.1%**
Service Rating: excel>	15	13	1	9	17	0	0	2	19	3	9	2	0	0	8	21	0	13	7	5	2	16	1	6	47	0	2	10	7	12	15	13	0	4	2	**281**		2	5	**7**	
tot>	18	15	1	10	18	0	0	3	19	5	9	2	0	0	8	21	0	13	7	5	3	16	1	7	47	0	2	10	10	12	16	14	0	4	2	**298**		2	5	**7**	
percent>	**83.3%**	**86.7%**	**100.0%**	**90.0%**	**94.4%**	**#DIV/0!**	**#DIV/0!**	**66.7%**	**100.0%**	**60.0%**	**100.0%**	**100.0%**	**#DIV/0!**	**#DIV/0!**	**100.0%**	**100.0%**	**#DIV/0!**	**100.0%**	**100.0%**	**100.0%**	**66.7%**	**100.0%**	**100.0%**	**85.7%**	**100.0%**	**#DIV/0!**	**100.0%**	**100.0%**	**70.0%**	**100.0%**	**93.8%**	**92.9%**	**#DIV/0!**	**100.0%**	**100.0%**		**94.3%**	**100.0%**	**100.0%**		**100.00%**
Avg. Wait Time (min): 2.5>	6	9	1	4	7	0	0	2	7	0	3	1	0	0	3	11	0	5	3	4	1	4	1	2	20	0	1	4	4	3	8	4	0	2	1	**121**	**40.6%**	1	2	**3**	**42.86%**
7.5>	3	5	0	3	3	0	0	0	4	2	4	1	0	0	3	7	0	6	1	0	1	7	0	3	23	0	1	2	3	4	5	5	0	2	1	**99**	**33.2%**	0	1	**1**	**14.29%**
15>	6	0	0	2	6	0	0	1	4	1	2	0	0	0	1	2	0	1	3	0	1	1	0	1	2	0	0	3	1	2	1	2	0	0	0	**43**	**14.4%**	1	2	**3**	**42.86%**
25>	1	1	0	1	2	0	0	0	2	2	0	0	0	0	1	1	0	0	0	1	0	2	0	1	1	0	0	1	0	2	1	3	0	0	0	**23**	**7.7%**	0	0	**0**	**0.00%**
over 30>	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0		1	0	0	0	2	0	0	1	0	0	0	2	1	1	0	0	0	0	**12**	**4.0%**	0	0	**0**	**0.00%**
Total	18	15	1	10	18	0	0	3	19	5	9	2	0	0	8	21	0	13	7	5	3	16	1	7	47	0	2	10	10	12	16	14	0	4	2	**298**	**100%**	2	5	**7**	**100.00%**
Avg.....	**15.1**	**5.7**	**2.5**	**8.8**	**10.0**			**6.7**	**14.6**	**16.0**	**7.5**	**5.0**			**8.8**	**6.4**		**10.2**	**8.6**	**7.0**	**8.3**	**15.5**	**2.5**	**9.6**	**7.2**		**5.0**	**9.5**	**16.8**	**14.8**	**9.8**	**10.9**		**5.0**	**5.0**	**10.0**			**8.8**	**8.5**	**8.6**	
**																																									
Avg. Asst/Hr/Trk:	0.6	0.9	1.1	0.9	1.0	0.9	1.0	0.4	0.9	0.7	0.6	0.9	0.2	1.0	0.4	0.9	0.8	0.8	0.8	1.1	0.5	0.7	0.9	0.9	1.1	0.9	0.6	0.8	1.6	0.6	1.0	0.9	1.1	1.3	0.6	**0.8**	**Avg.**	0.5	0.8		
# of trucks(peak hr.)	3	2	2	3	3	4	4	2	4	3	3	2	1	2	2	2	1	1	2	3	2	3	3	2	3	2	2	1	2	2	2	2	1	2	3			1	1		
Monthly Truck Hours	525	668	364	558	507	716	110	382	734	704	528	382	110	492	379	352	132	162	352	462	264	528	543	352	495	264	160	154	324	286	294	264	132	324	143	**13146**		162	132		

	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#012	#013	#014	#015	#016	#018	#019	#020	#021	#022	#023	#025	#026	#027	#028	#029	#030	#031	#032	#033	#034	#035	TOTAL	%	#017	#024	TOTAL	%
Vehicle Location																																									
• In-Lane	40	38	12	88	54	39	11	13	68	58	9	73	15	33	20	6	6	17	24	53	12	41	38	12	40	12	18	6	15	3	20	4	7	62	8	**975**	**8.4%**	26	23	**49**	**25.39%**
• Right Shoulder	258	492	329	396	323	490	105	121	442	341	272	222	72	413	108	277	76	120	220	351	106	266	363	234	420	190	189	100	331	192	214	191	117	303	60	**8704**	**75.4%**	49	67	**116**	**60.10%**
• Left Shoulder	25	15	23	10	20	26	2	2	65	44	5	18	5	10	0	10	9	1	28	19	6	15	77	24	38	15	15	9	21	13	12	20	9	9	7	**627**	**5.4%**	4	11	**15**	**7.77%**
• On-Ramp/Off-Ramp	29	58	57	76	110	66	12	7	63	48	32	5	11	22	10	24	11	0	7	68	16	23	26	58	69	11	31	5	125	27	47	32	18	32	4	**1240**	**10.7%**	3	10	**13**	**6.74%**
Total	**352**	**603**	**421**	**570**	**507**	**621**	**130**	**143**	**638**	**491**	**318**	**318**	**103**	**478**	**138**	**317**	**102**	**138**	**279**	**491**	**140**	**345**	**504**	**328**	**567**	**228**	**253**	**120**	**492**	**235**	**293**	**247**	**151**	**406**	**79**	**11546**	**100%**	**82**	**111**	**193**	**100.00%**
Service Rating by Motorists																																									
• Excellent	15	13	1	9	17	0	0	2	19	3	9	2	0	0	8	21	0	13	7	5	2	16	1	6	47	0	2	10	7	12	15	13	0	4	2	**281**	**94.3%**	2	5	**7**	**100.00%**
• Good	3	1	0	1	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2	0	1	1	0	0	0	**15**	**5.0%**	0	0	**0**	**0.00%**
• 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	1	0	0	0	0	0	0	**1**	**0.3%**	0	0	**0**	**0.00%**
• Poor	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	0	0	0	0	0	0	0	**1**	**0.3%**	0	0	**0**	**0.00%**
Total	**18**	**15**	**1**	**10**	**18**	**0**	**0**	**3**	**19**	**5**	**9**	**2**	**0**	**0**	**8**	**21**	**0**	**13**	**7**	**5**	**3**	**16**	**1**	**7**	**47**	**0**	**2**	**10**	**10**	**12**	**16**	**14**	**0**	**4**	**2**	**298**	**100%**	**2**	**5**	**7**	**100.00%**
Pct. Of Survey Returns	**9.5%**	**3.1%**	**0.4%**	**3.2%**	**8.1%**	**0.0%**	**0.0%**	**2.8%**	**5.9%**	**1.7%**	**4.3%**	**0.9%**	**0.0%**	**0.0%**	**8.4%**	**8.1%**	**0.0%**	**22.4%**	**4.3%**	**1.8%**	**3.3%**	**8.1%**	**0.3%**	**3.6%**	**16.4%**	**0.0%**	**1.5%**	**14.7%**	**5.5%**	**9.2%**	**11.9%**	**10.1%**	**0.0%**	**2.0%**	**4.8%**	**4.5%**		**4.3%**	**8.8%**	**6.8%**	

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