BAY AREA FREEWAY SERVICE PATROL STATISTICS

(May. 2008)

Problem Type:	BEATS																																							SANTA CRUZ			
	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#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	%	#501	#502	TOTALS	%
• Mechanical Problem	53	82	54	99	53	113	13	23	35	52	76	62	20	49	39	60	10	16	17	29	66	14	75	75	21	8	68	32	60	14	34	13	13	22	13	37	10	15	25	1570	12.6%	15	11	26	13.2%
• Flat Tire	51	118	61	99	66	111	25	23	69	71	43	44	24	52	46	87	13	9	23	42	66	30	69	107	56	26	60	43	58	16	57	29	38	24	17	83	17	19	46	1938	15.6%	12	2	14	7.1%
• Out of Gas	34	76	58	48	32	56	11	29	56	66	80	26	15	40	26	62	9	18	45	33	38	12	33	50	29	14	58	38	44	17	39	15	27	31	15	26	10	17	13	1346	10.8%	11	10	21	10.7%
• Overheat	25	39	17	33	10	24	3	14	28	11	14	10	3	14	13	30	4	14	6	15	9	1	17	23	27	3	15	4	29	7	17	8	8	7	4	15	3	6	10	540	4.3%	13	3	16	8.1%
• Traffic Collision	21	45	73	45	39	42	11	7	55	49	38	43	12	21	26	27	8	2	11	14	31	27	28	35	17	8	34	6	29	7	23	6	3	16	8	9	13	1	9	899	7.2%	5	17	22	11.2%
• Dead Battery	2	9	8	2	2	7	1	5	9	5	8	1	1	2	10	13	0	1	3	4	3	1	2	6	6	2	3	4	3	4	4	0	2	0	2	7	0	2	1	145	1.2%	0	1	1	0.5%
• Abandoned Vehicle	27	65	40	47	41	28	3	26	71	80	40	17	5	33	19	35	10	5	32	29	33	7	33	63	39	23	91	43	48	10	30	17	35	20	24	25	5	13	32	1244	10.0%	2	12	14	7.1%
• In-lane Hazard	19	21	22	31	34	28	10	6	65	23	1	35	12	9	18	4	2	9	2	5	7	4	20	45	8	5	47	3	9	4	19	13	15	5	3	43	3	4	11	624	5.0%	9	9	18	9.1%
• Other	29	118	40	31	54	64	25	69	39	26	5	41	7	18	55	1	2	1	14	20	6	3	43	94	25	87	52	8	33	33	54	27	15	20	18	65	10	2	68	1322	10.6%	9	6	15	7.6%
• Assist FSP Beat Partner	3	2	12	13	15	2	2	4	14	16	0	9	0	2	2	0	0	1	0	2	0	1	10	47	4	0	1	3	10	0	3	2	0	8	0	3	3	0	7	201	1.6%	4	6	10	5.1%
• Provided Transportation	0	0	0	1	6	0	0	0	0	0	1	2	1	0	1	1	0	0	1	2	1	0	1	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	1	22	0.2%	0	0	0	0.0%
• Unable To Locate	8	26	2	0	1	1	0	2	16	7	0	2	1	0	5	0	3	2	0	0	0	0	5	0	1	1	13	3	5	0	10	3	4	0	0	4	3	0	2	130	1.0%	3	12	15	7.6%
• Refused FSP Service	1	17	27	19	52	8	1	1	26	6	67	3	2	0	20	1	1	0	12	8	2	4	10	66	0	4	42	0	18	12	37	17	3	8	10	6	16	0	4	531	4.3%	0	1	1	0.5%
• Cancelled Assignment	5	0	1	0	4	2	0	1	1	1	0	2		0	4	0	0	0	0	0	1	0	0	0	0	0	7	0	3	0	4	2	1	1	0	0	1	0	1	42	0.3%	1	2	3	1.5%
• Drive-Off	30	40	56	72	64	98	3	48	33	39	26	17	3	13	23	7	7	58	15	28	52	6	50	90	20	38	65	19	74	6	105	1	34	16	11	36	3	0	24	1330	10.7%	2	13	15	7.6%
• Help Enroute	12	9	10	6	2	1	2	6	55	24	8	14	4	26	2	7	16	12	8	19	42	5	32	15	17	23	0	12	34	1	18	17	39	5	1	18	0	0	35	557	4.5%	4	2	6	3.0%
TOTAL.....	**320**	**667**	**481**	**546**	**475**	**585**	**110**	**264**	**572**	**476**	**407**	**328**	**110**	**279**	**309**	**335**	**85**	**148**	**189**	**250**	**357**	**115**	**428**	**716**	**270**	**242**	**556**	**218**	**457**	**131**	**455**	**170**	**237**	**185**	**126**	**377**	**97**	**79**	**289**	**12,441**	**100%**	**90**	**107**	**197**	**100.0%**
% Involving People:	**58.1%**	**55.3%**	**56.3%**	**59.7%**	**42.5%**	**60.3%**	**58.2%**	**38.3%**	**44.1%**	**53.4%**	**63.6%**	**56.7%**	**68.2%**	**63.8%**	**51.8%**	**83.3%**	**51.8%**	**40.5%**	**55.6%**	**54.8%**	**59.7%**	**73.9%**	**52.3%**	**41.3%**	**57.8%**	**25.2%**	**42.8%**	**58.3%**	**48.8%**	**49.6%**	**38.2%**	**41.8%**	**38.4%**	**54.1%**	**46.8%**	**46.9%**	**54.6%**	**75.9%**	**36.0%**		**51.7%**	**62.2%**	**41.1%**		**50.8%**
Requiring Push #	31	27	5	55	5	8	0	7	36	3	6	6	2	4	4	9	1	5	1	0	8	4	3	1	2	0	9	7	4	1	3	4	2	2	0	4	0	1	1	**271**		0	1	**1**	
% Pushed*:	**9.7%**	**4.0%**	**1.0%**	**10.1%**	**1.1%**	**1.4%**	**0.0%**	**2.7%**	**6.3%**	**0.6%**	**1.5%**	**1.8%**	**1.8%**	**1.4%**	**1.3%**	**2.7%**	**1.2%**	**3.4%**	**0.5%**	**0.0%**	**2.2%**	**3.5%**	**0.7%**	**0.1%**	**0.7%**	**0.0%**	**1.6%**	**3.2%**	**0.9%**	**0.8%**	**0.7%**	**2.4%**	**0.8%**	**1.1%**	**0.0%**	**1.1%**	**0.0%**	**1.3%**	**0.3%**		**2.2%**	**0.0%**	**0.9%**		**0.5%**
Requiring Tow #	24	51	37	17	37	42	3	24	16	37	21	51	20	23	41	48	11	9	14	20	21	19	55	72	9	5	33	14	42	13	23	9	10	8	15	37	11	9	29	**980**		18	11	**29**	
% Towed*:	**7.5%**	**7.6%**	**7.7%**	**3.1%**	**7.8%**	**7.2%**	**2.7%**	**9.1%**	**2.8%**	**7.8%**	**5.2%**	**15.5%**	**18.2%**	**8.2%**	**13.3%**	**14.3%**	**12.9%**	**6.1%**	**7.4%**	**8.0%**	**5.9%**	**16.5%**	**12.9%**	**10.1%**	**3.3%**	**2.1%**	**5.9%**	**6.4%**	**9.2%**	**9.9%**	**5.1%**	**5.3%**	**4.2%**	**4.3%**	**11.9%**	**9.8%**	**11.3%**	**11.4%**	**10.0%**		**7.9%**	**20.0%**	**10.3%**		**14.7%**
Service Rating: excel>	27	31	18	12	71	16	2	11	17	17	7	12	3	19	8	22	7	7	2	19	14	4	15	26	6	12	30	12	26	7	18	21	14	4	3	24	3	3	7	**577**		0	0	**0**	
tot>	30	32	20	13	76	16	2	11	19	17	7	12	3	20	8	24	7	7	2	21	15	4	17	26	8	12	32	12	27	7	18	23	15	4	3	24	3	3	8	**608**		1	0	**1**	
percent>	**90.0%**	**96.9%**	**90.0%**	**92.3%**	**93.4%**	**100.0%**	**100.0%**	**100.0%**	**89.5%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**95.0%**	**100.0%**	**91.7%**	**100.0%**	**100.0%**	**100.0%**	**90.5%**	**93.3%**	**100.0%**	**88.2%**	**100.0%**	**75.0%**	**100.0%**	**93.8%**	**100.0%**	**96.3%**	**100.0%**	**100.0%**	**91.3%**	**93.3%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**87.5%**		**94.9%**	**0.0%**	**0.0%**		**0.00%**
Avg. Wait Time (min): 2.5>	12	10	10	8	36	9	1	3	9	5	2	7	2	4	7	15	4	3	0	10	10	2	3	9	1	2	13	5	13	5	10	13	6	1	2	12	3	0	2	**269**	**44.2%**	0	0	**0**	**0.00%**
7.5>	8	11	7	3	24	2	0	4	6	4	0	2	0	8	0	8	1	3	2	9	2	1	10	7	2	5	11	2	7	1	4	6	4	1	1	8	0	2	4	**180**	**29.6%**	1	0	**1**	**100.00%**
15>	8	7	1	2	11	2	1	2	3	6	4	3	0	7	1	1	1	0	0	1	2	1	3	8	2	4	4	3	3	1	3	3	2	2	0	2	0	1	2	**107**	**17.6%**	0	0	**0**	**0.00%**
25>	2	2	1	0	3	1	0	2	1	2	1	0	1	1	0	0	1	0	0	0	1	0	0	1	3	1	2	1	2	0	1	0	2	0	0	2	0	0	0	**34**	**5.6%**	0	0	**0**	**0.00%**
over 30>	0	2	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	2	1	2	0	0	1	1	0	0	0	0	0	0	**18**	**3.0%**	0	0	**0**	**0.00%**
Total	30	32	20	13	76	16	2	11	19	17	7	12	3	20	8	24	7	7	2	21	15	4	17	26	8	12	32	12	27	7	18	23	15	4	3	24	3	3	8	**608**	**100%**	1	0	**1**	**100.00%**
Avg.....	**8.7**	**12.0**	**8.9**	**5.6**	**8.3**	**13.3**	**8.8**	**10.7**	**7.2**	**10.7**	**12.9**	**6.5**	**10.0**	**10.0**	**4.1**	**4.7**	**8.2**	**12.9**	**7.5**	**8.0**	**6.3**	**6.9**	**11.0**	**10.8**	**15.3**	**10.6**	**10.8**	**13.1**	**11.1**	**5.0**	**6.9**	**7.9**	**12.3**	**10.0**	**4.2**	**7.1**	**2.5**	**10.0**	**8.1**	**9.1**		**7.5**		**7.5**	
**																																												
Avg. Asst/Hr/Trk:	0.6	1.0	1.3	1.0	1.0	0.9	1.0	0.7	0.8	0.7	0.8	0.9	0.2	0.6	0.9	1.0	0.7	0.9	0.6	0.7	0.8	0.5	0.8	1.4	0.8	1.9	1.2	0.9	1.0	0.9	1.5	0.6	0.8	0.7	1.0	1.3	0.7	0.5	1.0	**0.9**	**Avg.**	0.6	0.7		
# of trucks(peak hr.)	3	2	2	3	3	4	4	2	4	3	3	2	1	2	2	2	1	1	1	2	3	2	3	3	2	2	3	2	2	1	2	2	2	2	1	2	3	3	3			1	1		
Monthly Truck Hours	502.5	639	366	534	472.5	684	105	366	702	672	504	366	105	471	363	336	126	162	318	336	441	252	504	520.5	336	126	472.5	252	439.5	147	300	273	282	252	126	300	136.5	147	300	**13737**		146	147		

	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#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	%	#501	#502	TOTAL	%
Vehicle Location																																													
• In-Lane	38	56	50	51	29	41	9	16	79	35	6	60	23	13	23	14	3	10	11	18	13	9	37	49	8	7	52	5	25	6	19	11	16	12	4	42	6	3	9	**918**	**7.4%**	24	24	**48**	**24.37%**
• Right Shoulder	215	487	343	435	346	477	74	160	380	349	376	223	79	232	222	279	67	124	167	220	300	89	333	502	202	173	375	164	372	111	363	133	181	140	90	302	65	63	232	**9445**	**75.9%**	61	55	**116**	**58.88%**
• Left Shoulder	23	11	23	8	32	28	8	3	36	20	10	14	4	3	12	19	6	0	10	8	5	6	24	74	21	5	46	8	21	9	20	6	6	16	8	8	8	1	22	**592**	**4.8%**	2	8	**10**	**5.08%**
• On-Ramp/Off-Ramp	44	113	65	52	66	39	19	85	77	72	15	31	4	31	52	23	9	14	1	3	39	11	34	91	39	57	83	41	39	5	53	20	34	17	24	25	18	12	26	**1483**	**11.9%**	3	20	**23**	**11.68%**
Total	**320**	**667**	**481**	**546**	**473**	**585**	**110**	**264**	**572**	**476**	**407**	**328**	**110**	**279**	**309**	**335**	**85**	**148**	**189**	**249**	**357**	**115**	**428**	**716**	**270**	**242**	**556**	**218**	**457**	**131**	**455**	**170**	**237**	**185**	**126**	**377**	**97**	**79**	**289**	**12438**	**100%**	**90**	**107**	**197**	**100.00%**
Service Rating by Motorists																																												
• Excellent	27	31	18	12	71	16	2	11	17	17	7	12	3	19	8	22	7	7	2	19	14	4	15	26	6	12	30	12	26	7	18	21	14	4	3	24	3	3	7	**577**	**94.9%**	0	0	**0**	**0.00%**
• Good	3	1	2	1	5	0	0	0	2	0	0	0	0	0	0	2	0	0	0	2	1	0	2	0	2	0	2	0	1	0	0	2	1	0	0	0	0	0	1	**30**	**4.9%**	0	0	**0**	**0.00%**
• Fair	0	0	0	0	0	0	0	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	**1**	**0.2%**	0	0	**0**	**0.00%**
• 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	**0**	**0.0%**	1	0	**1**	**100.00%**
Total	**30**	**32**	**20**	**13**	**76**	**16**	**2**	**11**	**19**	**17**	**7**	**12**	**3**	**20**	**8**	**24**	**7**	**7**	**2**	**21**	**15**	**4**	**17**	**26**	**8**	**12**	**32**	**12**	**27**	**7**	**18**	**23**	**15**	**4**	**3**	**24**	**3**	**3**	**8**	**608**	**100%**	**1**	**0**	**1**	**100.00%**
Pct. Of Survey Returns	**16.1%**	**8.7%**	**7.4%**	**4.0%**	**37.6%**	**4.5%**	**3.1%**	**10.9%**	**7.5%**	**6.7%**	**2.7%**	**6.5%**	**4.0%**	**11.2%**	**5.0%**	**8.6%**	**15.9%**	**11.7%**	**1.9%**	**15.3%**	**7.0%**	**4.7%**	**7.6%**	**8.8%**	**5.1%**	**19.7%**	**13.4%**	**9.4%**	**12.1%**	**10.8%**	**10.3%**	**32.4%**	**16.5%**	**4.0%**	**5.1%**	**13.6%**	**5.7%**	**5.0%**	**7.7%**	**9.4%**		**1.8%**	**0.0%**	**1.0%**	