BAY AREA FREEWAY SERVICE PATROL STATISTICS
(May. 2009)

Problem Type:	BEATS																																						
	#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	%
• Mechanical Problem	52	46	52	33	12	59	40	32	40	41	27	43	18	32	13	11	21	32	11	53	37	25	11	27	29	84	7	55	25	10	16	36	16	28	25	**1099**	**11.3%**
• Flat Tire	61	65	61	55	48	95	68	53	50	57	48	56	56	25	7	11	46	47	19	43	81	36	14	47	29	59	12	50	49	39	21	57	24	14	52	**1555**	**16.0%**
• Out of Gas	26	44	25	28	28	36	29	41	25	27	14	29	40	26	3	10	15	25	9	18	24	16	6	35	20	17	14	18	19	12	8	11	10	10	5	**723**	**7.5%**
• Overheat	22	21	13	11	12	17	22	16	17	12	8	15	35	3	16	8	17	7	1	19	33	7	1	18	8	30	5	17	6	4	3	7	3	4	4	**442**	**4.6%**
• Traffic Collision	16	43	43	32	17	34	29	46	30	26	15	12	21	17	6	5	14	12	8	17	11	12	3	25	9	19	5	14	12	2	19	10	9	3	5	**601**	**6.2%**
• Dead Battery	3	13	11	7	3	6	3	12	3	3	7	6	13	3	0	1	5	2	2	2	4	4	0	11	3	0	2	1	5	5	4	6	0	0	0	**150**	**1.5%**
• Abandoned Vehicle	17	39	30	29	26	29	44	45	43	13	39	22	21	25	14	40	22	35	4	32	43	18	7	59	20	34	4	32	15	20	8	32	10	0	28	**899**	**9.3%**
• In-lane Hazard	29	56	30	46	38	53	54	26	16	62	14	20	9	8	10	12	15	16	15	22	51	13	3	37	13	43	9	13	17	9	17	28	22	5	22	**853**	**8.8%**
• Other	46	76	39	32	25	127	31	9	5	68	14	41	0	19	12	9	20	10	1	12	118	9	15	27	10	53	7	23	5	3	8	47	13	3	26	**963**	**9.9%**
• Assist FSP Beat Partner	3	3	0	2	2	5	1	11	0	11	0	1	0	1	1	0	0	1	2	1	37	3	0	1	4	17	0	0	1	1	0	6	0	0	8	**123**	**1.3%**
• Provided Transportation	0	0	0	0	9	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	8	0	0	0	0	0	0	1	1	0	0	0	0	3	**27**	**0.3%**
• Unable To Locate	0	0	0	0	1	0	2	0	9	1	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**19**	**0.2%**
• Refused FSP Service	11	7	4	15	13	1	4	9	31	11	1	8	2	0	0	0	0	1	3	2	14	1	3	9	1	1	4	8	9	4	0	0	2	0	6	**185**	**1.9%**
• Cancelled Assignment	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	**5**	**0.1%**
• Drive-Off	35	10	28	91	6	37	21	17	16	30	8	27	1	28	13	16	32	15	3	22	83	7	10	20	7	35	4	64	7	17	15	16	4	3	17	**765**	**7.9%**
• Help Enroute	12	22	30	35	18	31	44	31	31	10	22	11	17	23	2	7	27	19	0	9	22	11	22	29	20	30	10	34	11	20	2	19	7	0	41	**679**	**7.0%**
• No Service	1	2	88	15	75	37	7	1	1	9		24	1	0	0	71	4	5	1	13	79	4	1	2	2	10	7	5	10	27	0	31	39	0	31	**603**	**6.2%**
TOTAL.....	**334**	**447**	**454**	**431**	**334**	**568**	**399**	**349**	**318**	**382**	**217**	**316**	**234**	**216**	**97**	**201**	**238**	**227**	**79**	**267**	**645**	**166**	**96**	**347**	**176**	**432**	**90**	**335**	**194**	**173**	**121**	**306**	**159**	**70**	**273**	**9,691**	**100%**
% Involving People:	**53.9%**	**51.9%**	**45.2%**	**38.5%**	**35.9%**	**43.5%**	**47.9%**	**57.3%**	**51.9%**	**43.5%**	**54.8%**	**50.9%**	**78.2%**	**49.1%**	**46.4%**	**22.9%**	**49.6%**	**55.1%**	**63.3%**	**56.9%**	**29.5%**	**60.2%**	**36.5%**	**47.0%**	**55.7%**	**48.4%**	**50.0%**	**46.3%**	**59.8%**	**41.6%**	**58.7%**	**41.5%**	**39.0%**	**84.3%**	**33.3%**		**47.2%**
Requiring Push #	11	22	6	12	3	7	21	7	3	10	4	6	3	0	7	0	0	5	2	2	2	2	0	9	5	13	0	0	1	4	7	1	1	3	0	**179**	
% Pushed*:	**3.3%**	**4.9%**	**1.3%**	**2.8%**	**0.9%**	**1.2%**	**5.3%**	**2.0%**	**0.9%**	**2.6%**	**1.8%**	**1.9%**	**1.3%**	**0.0%**	**7.2%**	**0.0%**	**0.0%**	**2.2%**	**2.5%**	**0.7%**	**0.3%**	**1.2%**	**0.0%**	**2.6%**	**2.8%**	**3.0%**	**0.0%**	**0.0%**	**0.5%**	**2.3%**	**5.8%**	**0.3%**	**0.6%**	**4.3%**	**0.0%**		**1.8%**
Requiring Tow #	26	31	43	27	25	68	9	56	17	77	25	41	21	31	7	13	18	19	13	44	68	6	6	24	25	39	7	31	18	4	9	43	21	14	38	**964**	
% Towed*:	**7.8%**	**6.9%**	**9.5%**	**6.3%**	**7.5%**	**12.0%**	**2.3%**	**16.0%**	**5.3%**	**20.2%**	**11.5%**	**13.0%**	**9.0%**	**14.4%**	**7.2%**	**6.5%**	**7.6%**	**8.4%**	**16.5%**	**16.5%**	**10.5%**	**3.6%**	**6.3%**	**6.9%**	**14.2%**	**9.0%**	**7.8%**	**9.3%**	**9.3%**	**2.3%**	**7.4%**	**14.1%**	**13.2%**	**20.0%**	**13.9%**		**9.9%**
Service Rating: excel>	20	35	51	14	18	16	13	26	10	19	7	17	9	8	2	8	17	23	11	6	34	2	9	8	49	27	6	12	11	6	13	8	7	0	13	**535**	
tot>	21	36	52	16	19	17	13	28	2	19	7	18	9	8	3	9	17	24	11	6	35	2	9	8	52	27	6	12	11	6	14	8	7	0	13	**545**	
percent>	**95.2%**	**97.2%**	**98.1%**	**87.5%**	**94.7%**	**94.1%**	**100.0%**	**92.9%**	**100.0%**	**100.0%**	**100.0%**	**94.4%**	**66.7%**	**100.0%**	**66.7%**	**88.9%**	**100.0%**	**95.8%**	**100.0%**	**100.0%**	**97.1%**	**100.0%**	**100.0%**	**100.0%**	**94.2%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**92.9%**	**100.0%**	**100.0%**	**#DIV/0!**	**100.0%**		**98.2%**
Avg. Wait Time (min): 2.5>	5	15	25	7	7	10	6	13	4	7	5	11	4	5	1	1	6	13	5	3	17	0	3	2	36	13	2	5	5	2	6	4	4	0	5	**257**	**46.3%**
7.5>	8	10	17	5	6	3	4	5	3	8	1	4	4	2	1	5	10	7	4	2	13	0	3	3	8	9	3	4	3	1	6	2	2	0	4	**170**	**30.6%**
15>	5	8	8	3	4	3	3	7	5	4	1	0	1	1	1	0	1	1	2	0	5	2	2	3	5	4	0	1	2	2	1	1	1	0	3	**90**	**16.2%**
25>	3	3	2	1	2	1	0	3	0	0	0	3	0	0	0	2	0	3	0	1	0	0	1	0	0	1	0	2	1	0	1	0	0	0	1	**31**	**5.6%**
over 30>	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	3	0	1	0	1	0	0	1	**7**	**1.3%**
Total	21	36	52	16	19	17	13	28	12	19	7	18	9	8	3	8	17	24	12	6	35	2	9	8	49	27	5	15	11	6	14	8	7	0	14	**555**	**100%**
Avg..... **	**10.6**	**8.5**	**6.9**	**7.8**	**9.1**	**6.9**	**6.9**	**8.9**	**9.0**	**7.2**	**5.0**	**7.4**	**6.1**	**5.3**	**8.3**	**11.3**	**6.2**	**7.3**	**11.0**	**7.9**	**6.1**	**15.0**	**9.4**	**9.1**	**4.6**	**6.9**	**5.5**	**19.2**	**8.2**	**17.1**	**7.1**	**12.5**	**5.7**		**12.3**	**8.0**	
Avg. Asst/Hr/Trk:	0.7	0.7	1.3	0.8	0.7	0.8	0.8	0.5	0.7	0.8	0.7	1.3	1.5	0.7	0.6	0.6	0.7	0.5	0.3	0.6	1.3	0.5	0.8	0.8	0.7	1.0	0.6	1.1	0.7	0.6	0.8	2.4	1.1	0.2	0.9	**0.8**	**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	486	616	356	516	450	752	516	640	480	456	456	532	320	240	156	326	320	420	240	480	510	320	120	450	240	426	140	300	260	276	160	300	130	140	300	**12830**	

	#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	18	48	20	44	20	38	23	21	16	62	16	16	13	8	12	6	11	13	6	18	32	9	1	21	16	37	1	6	11	11	19	20	17	5	14	**649**	**7.2%**
• Right Shoulder	256	321	343	320	245	450	310	245	261	293	170	246	195	169	74	186	211	180	63	198	461	125	86	235	136	322	63	296	149	136	77	245	120	53	196	**7436**	**83.0%**
• Left Shoulder	18	9	10	5	34	35	30	27	5	25	1	3	9	18	0	5	14	11	3	12	27	8	2	28	7	22	9	8	20	7	12	16	6	1	19	**466**	**5.2%**
• On-Ramp/Off-Ramp	9	15	33	21	17	18	17	18	23	3	11	8	7	10	3	0	0	8	1	16	43	8	1	18	10	20	4	13	3	7	5	11	7	5	13	**406**	**4.5%**
Total	**301**	**393**	**406**	**390**	**316**	**541**	**380**	**311**	**305**	**383**	**198**	**273**	**224**	**205**	**89**	**197**	**236**	**212**	**73**	**244**	**563**	**150**	**90**	**302**	**169**	**401**	**77**	**323**	**183**	**161**	**113**	**292**	**150**	**64**	**242**	**8957**	**100%**
Service Rating by Motorists																																					
• Excellent	20	35	51	14	18	16	13	26	10	19	7	17	9	8	2	8	17	23	11	6	34	2	9	8	49	27	6	12	11	6	13	8	7	0	13	**535**	**96.4%**
• Good	1	1	1	2	1	1	0	2	2	0	0	1	0	0	1	1	0	1	0	0	1	0	0	0	3	0	0	0	0	0	1	0	0	0	0	**20**	**3.6%**
• 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**	**0.0%**
• 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%**
Total	**21**	**36**	**52**	**16**	**19**	**17**	**13**	**28**	**12**	**19**	**7**	**18**	**9**	**8**	**3**	**9**	**17**	**24**	**11**	**6**	**35**	**2**	**9**	**8**	**52**	**27**	**6**	**12**	**11**	**6**	**14**	**8**	**7**	**0**	**13**	**555**	**100%**
Pct. Of Survey Returns	**11.7%**	**15.5%**	**25.4%**	**9.6%**	**15.8%**	**6.9%**	**6.8%**	**14.0%**	**7.3%**	**11.4%**	**5.9%**	**11.2%**	**4.9%**	**7.5%**	**6.7%**	**19.6%**	**14.4%**	**19.2%**	**22.0%**	**3.9%**	**18.4%**	**2.0%**	**25.7%**	**4.9%**	**53.1%**	**12.9%**	**13.3%**	**7.7%**	**9.5%**	**8.3%**	**19.7%**	**6.3%**	**11.3%**	**0.0%**	**14.3%**	**12.1%**	

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