BAY AREA FREEWAY SERVICE PATROL STATISTICS

(June. 2005)

Problem Type:	BAY AREA BEATS																																SANTA CRUZ BEATS			
	#001	#002	#003	#004	#005	#006	#007	#008	#009	#010	#011	#012	#013	#014	#015	#016	#018	#019	#020	#021	#022	#023	#025	#026	#027	#028	#029	#030	#031	#032	#033	TOTAL	%	#017	#024	TOTAL	%
• Mechanical Problem	53	125	71	55	99	124	26	72	57	102	67	66	49	47	14	17	133	38	34	65	171	25	85	54	58	17	51	29	61	34	13	1912	16.3%	13	19	32	12.6%
• Flat Tire	65	85	61	76	88	174	22	108	70	98	63	82	31	96	11	7	64	60	41	85	114	67	105	75	62	8	52	34	74	40	11	2029	17.3%	8	7	15	5.9%
• Out of Gas	34	24	37	46	53	69	15	77	54	70	36	33	19	78	13	4	30	27	18	27	36	19	71	36	24	5	26	13	26	25	14	1059	9.0%	5	10	15	5.9%
• Overheat	19	8	6	19	33	40	5	32	19	22	11	13	4	39	2	10	21	15	8	15	66	18	20	19	24	5	15	13	21	8	2	552	4.7%	9	3	12	4.7%
• Traffic Collision	16	52	66	47	60	53	7	82	55	61	43	50	25	23	16	6	32	37	13	31	45	31	42	14	20	3	30	17	7	26	9	1019	8.7%	16	17	33	13.0%
• Dead Battery	3	5	8	3	5	9	3	16	10	4	3	4	4	20	2	0	4	9	2	4	9	12	8	2	3	1	12	5	6	0	1	177	1.5%	0	1	1	0.4%
• Abandoned Vehicle	43	45	62	41	61	41	12	114	91	70	32	42	31	37	22	15	24	50	22	42	67	32	107	54	52	15	30	19	50	34	15	1372	11.7%	18	11	29	11.5%
• In-lane Hazard	30	19	22	44	59	35	9	53	72	4	24	11	9	9	2	8	43	20	6	10	44	14	34	11	11	0	10	10	9	4	2	638	5.4%	11	16	27	10.7%
• Other	29	39	31	50	44	112	23	54	31	51	37	58	11	0	4	31	15	38	4	46	17	23	48	1	11	20	20	50	28	22	2	950	8.1%	21	10	31	12.3%
• Assist FSP Beat Partner	15	8	5	2	7	5	3	3	11	4	6	3	1	1	0	0	2	17	0	3	1	2	0	0	7	0	7	4	1	0	0	118	1.0%	1	1	2	0.8%
• Provided Transportation	1	1	3	4	1	0	0	0	1	1	1	2	2	0	0	0	0	0	1	0	9	0	0	0	0	0	2	0	1	1	0	31	0.3%	0	0	0	0.0%
• Unable To Locate	26	6	10	7	9	3	2	10	9	2	3	2	1	0	3	1	2	1	4	10	3	2	9	1	6	4	10	0	6	9	0	161	1.4%	6	8	14	5.5%
• Refused FSP Service	3	6	9	12	2	2	6	25	8	34	9	15	1	0	1	6	0	9	1	2	6	10	1	0	13	2	13	21	13	2	0	232	2.0%	5	0	5	2.0%
• Cancelled Assignment	4	4	6	0	2	1	0	1	2	0	4	5	0	0	0	0	4	2	0	3	0	0	2	0	6	0	1	0	1	2	0	50	0.4%	1	1	2	0.8%
• Drive-Off	66	12	24	37	67	54	0	128	33	51	25	50	3	2	5	6	9	26	3	46	2	6	64	0	9	6	36	30	17	36	0	853	7.3%	9	9	18	7.1%
• Help Enroute	19	27	29	50	22	15	0	65	31	12	4	46	3	9	12	0	34	30	8	40	11	1	29	1	8	9	14	14	7	12	7	569	4.9%	16	1	17	6.7%
TOTAL.....	**426**	**466**	**450**	**493**	**612**	**737**	**133**	**840**	**554**	**586**	**368**	**482**	**194**	**361**	**107**	**111**	**417**	**379**	**165**	**429**	**601**	**262**	**625**	**268**	**314**	**95**	**329**	**259**	**328**	**255**	**76**	**11,722**	**100%**	**139**	**114**	**253**	**100%**
% Involving People:	**44.6%**	**64.2%**	**55.3%**	**49.9%**	**55.2%**	**63.6%**	**58.6%**	**46.1%**	**47.8%**	**60.9%**	**60.6%**	**51.5%**	**68.0%**	**83.9%**	**54.2%**	**39.6%**	**68.1%**	**49.1%**	**70.3%**	**52.9%**	**73.4%**	**65.6%**	**53.0%**	**74.6%**	**60.8%**	**41.1%**	**56.5%**	**42.9%**	**59.5%**	**52.2%**	**65.8%**		**57.6%**	**36.7%**	**50.0%**		**42.7%**
Requiring Push #	4	15	24	16	5	7	7	18	16	14	1	16	5	8	0	9	4	13	5	12	22	7	10	27	0	1	7	10	3	0	1	**287**		2	3	**5**	
% Pushed*:	**0.9%**	**3.2%**	**5.3%**	**3.2%**	**0.8%**	**0.9%**	**5.3%**	**2.1%**	**2.9%**	**2.4%**	**0.3%**	**3.3%**	**2.6%**	**2.2%**	**0.0%**	**8.1%**	**1.0%**	**3.4%**	**3.0%**	**2.8%**	**3.7%**	**2.7%**	**1.6%**	**10.1%**	**0.0%**	**1.1%**	**2.1%**	**3.9%**	**0.9%**	**0.0%**	**1.3%**		**2.4%**	**1.4%**	**2.6%**		**2.0%**
Requiring Tow #	30	55	63	47	57	52	19	50	40	43	84	56	36	51	16	4	61	29	25	26	93	13	51	29	38	16	50	15	51	14	17	**1,231**		13	17	**30**	
% Towed*:	**7.0%**	**11.8%**	**14.0%**	**9.5%**	**9.3%**	**7.1%**	**14.3%**	**6.0%**	**7.2%**	**7.3%**	**22.8%**	**11.6%**	**18.6%**	**14.1%**	**15.0%**	**3.6%**	**14.6%**	**7.7%**	**15.2%**	**6.1%**	**15.5%**	**5.0%**	**8.2%**	**10.8%**	**12.1%**	**16.8%**	**15.2%**	**5.8%**	**15.5%**	**5.5%**	**22.4%**		**10.5%**	**9.4%**	**14.9%**		**11.9%**
Service Rating: excel>	11	27	19	16	25	36	11	6	23	36	21	18	22	21	7	12	29	17	13	2	36	25	37	18	4	2	13	20	33	19	8	**587**		8	8	**16**	
tot>	14	30	20	16	30	36	12	7	26	37	21	22	23	21	8	13	30	17	13	3	39	25	39	19	5	2	13	23	35	20	8	**627**		8	9	**17**	
percent>	**78.6%**	**90.0%**	**95.0%**	**100.0%**	**83.3%**	**100.0%**	**91.7%**	**85.7%**	**88.5%**	**97.3%**	**100.0%**	**81.8%**	**95.7%**	**100.0%**	**87.5%**	**92.3%**	**96.7%**	**100.0%**	**100.0%**	**66.7%**	**92.3%**	**100.0%**	**94.9%**	**94.7%**	**80.0%**	**100.0%**	**100.0%**	**87.0%**	**94.3%**	**95.0%**	**100.0%**		**93.6%**	**100.0%**	**88.9%**		**94.1%**
Avg. Wait Time (min): 2.5>	2	12	7	12	10	18	3	1	6	17	7	10	9	7	5	5	13	7	3	2	17	10	12	4	3	1	6	12	19	7	3	**250**	**39.9%**	7	4	**11**	**64.7%**
7.5>	5	8	7	2	10	14	4	3	8	11	6	8	8	9	1	3	8	5	5	0	14	9	15	7	1	0	3	7	10	4	3	**198**	**31.6%**	1	3	**4**	**23.5%**
15>	4	5	2	2	7	4	4	2	5	4	5	3	4	4	1	1	4	2	4	0	4	3	7	4	1	0	3	1	5	5	2	**102**	**16.3%**	0	2	**2**	**11.8%**
25>	2	4	4	0	2	0	0	1	5	3	3	1	1	1	0	2	5	1	1	0	2	3	3	4	0	0	0	3	0	3	0	**54**	**8.6%**	0	0	**0**	**0.0%**
over 30>	1	1	0	0	1	0	1	0	2	2	0	0	1	0	1	2	0	2	0	1	2	0	2	0	0	1	1	0	1	1	0	**23**	**3.7%**	0	0	**0**	**0.0%**
Total	14	30	20	16	30	36	12	7	26	37	21	22	23	21	8	13	30	17	13	3	39	25	39	19	5	2	13	23	35	20	8	**627**	**100%**	8	9	**17**	**100%**
Avg.....	**15.2**	**10.8**	**10.0**	**4.7**	**10.5**	**5.8**	**13.1**	**11.4**	**15.2**	**10.3**	**10.1**	**7.0**	**9.9**	**8.1**	**11.9**	**16.9**	**9.3**	**13.5**	**10.0**	**21.7**	**9.7**	**8.5**	**11.3**	**11.7**	**6.0**	**31.3**	**11.0**	**7.5**	**7.4**	**12.9**	**7.5**	**10.2**		**3.1**	**6.9**	**5.1**	
# Service Hours	495	651	376	528	495	814	376	728	704	682	486	486	372	352	132	168	352	462	264	528	543	352	495	264	264	154	312	286	288	264	132			168	132	300	
Avg. Asst/Hr/Trk:	0.9	0.7	1.2	0.9	1.2	0.9	0.4	1.2	0.8	0.9	0.8	1.0	0.5	1.0	0.8	0.7	1.2	0.8	0.6	0.8	1.1	0.7	1.3	1.0	1.2	0.6	1.1	0.9	1.1	1.0	0.6	**0.9**	**Avg.**	0.8	0.9	**0.8**	**Avg.**
# of trucks(peak hr.)	3	2	2	3	3	4	2	4	3	3	2	2	2	2	1	1	2	3	2	3	3	2	3	2	2	1	2	2	2	2	1			1	1		

	#001	#002	#003	#004	#005	#006	#007	#008	#009	#010	#011	#012	#013	#014	#015	#016	#018	#019	#020	#021	#022	#023	#025	#026	#027	#028	#029	#030	#031	#032	#033	TOTAL	%	#017	#024	TOTAL	%
Vehicle Location																																					
• In-Lane	51	46	47	51	72	58	18	51	56	45	55	41	23	17	6	9	30	36	11	30	52	29	47	17	33	2	12	13	14	5	0	**977**	**8.3%**	22	25	**47**	**18.6%**
• Right Shoulder	235	374	335	368	437	610	110	612	386	473	258	406	141	309	81	102	341	285	125	333	457	186	457	226	237	74	276	204	250	202	68	**8958**	**76.4%**	115	62	**177**	**70.0%**
• Left Shoulder	46	12	27	7	41	25	3	60	40	3	19	11	5	15	8	0	25	19	9	34	56	34	56	13	18	8	23	11	21	19	5	**673**	**5.7%**	2	9	**11**	**4.3%**
• On-Ramp/Off-Ramp	94	34	41	67	62	44	2	117	72	65	36	24	25	20	12	0	21	39	20	32	36	13	65	12	26	11	18	31	43	29	3	**1114**	**9.5%**	0	18	**18**	**7.1%**
Total	**426**	**466**	**450**	**493**	**612**	**737**	**133**	**840**	**554**	**586**	**368**	**482**	**194**	**361**	**107**	**111**	**417**	**379**	**165**	**429**	**601**	**262**	**625**	**268**	**314**	**95**	**329**	**259**	**328**	**255**	**76**	**11722**	**100%**	**139**	**114**	**253**	**100%**
Service Rating by Motorists																																					
• Excellent	11	27	19	16	25	36	11	6	23	36	21	18	22	21	7	12	29	17	13	2	36	25	37	18	4	2	13	20	33	19	8	**587**	**93.6%**	8	8	**16**	**94.1%**
• Good	2	3	1	0	5	0	0	0	3	1	0	2	1	0	0	0	0	0	0	1	2	0	2	1	1	0	0	3	2	1	0	**31**	**4.9%**	0	1	**1**	**5.9%**
• Fair	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**3**	**0.5%**	0	0	**0**	**0.0%**
• Poor	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	**6**	**1.0%**	0	0	**0**	**0.0%**
Total	**14**	**30**	**20**	**16**	**30**	**36**	**12**	**7**	**26**	**37**	**21**	**22**	**23**	**21**	**8**	**13**	**30**	**17**	**13**	**3**	**39**	**25**	**39**	**19**	**5**	**2**	**13**	**23**	**35**	**20**	**8**	**627**	**100%**	**8**	**9**	**17**	**100%**
% survey returns	7.4%	10.0%	8.0%	6.5%	8.9%	7.7%	15.4%	1.8%	9.8%	10.4%	9.4%	8.9%	17.4%	6.9%	13.8%	29.5%	10.6%	9.1%	11.2%	1.3%	8.8%	14.5%	11.8%	9.5%	2.6%	5.1%	7.0%	20.7%	17.9%	15.0%	16.0%	9.3%		15.7%	15.8%	15.7%	

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