



**BAY AREA FREEWAY SERVICE PATROL STATISTICS**  
( June, 2007 )



Problem	BEATS																																			TOTAL	%		
	#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				
• Mechanical Problem	54	106	65	82	38	139	16	45	58	40	79	57	16	44	21	40	15	25	43	74	15	68	131	35	48	18	32	19	43	25	24	23	27	28	5	1598	14.1%		
• Flat Tire	66	153	56	89	62	107	31	28	80	71	65	45	21	53	27	98	11	10	30	87	18	76	125	97	84	50	47	19	65	32	54	30	15	85	17	2004	17.7%		
• Out of Gas	39	78	37	42	42	85	11	17	51	50	48	42	12	28	18	59	11	9	24	48	20	29	43	40	61	28	24	16	31	38	20	31	14	24	15	1185	10.5%		
• Overheat	27	39	12	13	14	26	5	20	23	10	17	9	0	10	10	28	1	20	18	19	4	11	54	28	28	8	13	6	15	15	11	10	1	16	2	543	4.8%		
• Traffic Collision	28	86	45	33	23	49	3	17	69	63	41	47	14	34	22	23	10	5	29	58	11	36	37	29	24	6	19	9	22	3	6	24	13	28	9	975	8.6%		
• Dead Battery	4	9	2	6	5	9	2	0	11	3	4	2	0	3	4	13	1	0	4	7	2	3	8	5	4	4	1	1	8	3	4	1	0	8	1	142	1.3%		
• Abandoned Vehicle	25	58	44	73	45	55	6	2	72	74	35	16	6	39	12	31	9	9	26	48	6	33	73	31	109	26	34	16	47	16	62	35	10	42	15	1240	11.0%		
• In-lane Hazard	14	13	8	40	32	40	13	4	49	29	1	38	15	18	10	6	1	8	9	36	14	22	51	19	45	15	8	0	20	17	17	5	1	43	2	663	5.9%		
• Other	36	24	24	46	56	82	13	14	53	27	5	20	12	32	21	0	4	59	26	30	2	15	18	24	16	25	10	20	72	23	51	21	11	79	2	973	8.6%		
• Assist FSP Beat Partner	10	6	3	1	2	0	0	0	7	25	0	4	0	3	1	1	0	0	3	11	1	7	3	2	0	3	3	0	7	0	1	0	0	3	0	107	0.9%		
• Provided Transportation	0	1	5	3	0	0	0	0	2	0	1	1	0	1	0	0	0	0	0	0	0	0	1	3	1	2	0	5	0	0	2	0	0	0	6	6	40	0.4%	
• Unable To Locate	15	6	0	8	2	2	0	2	8	13	1	2	5	9	1	0	4	1	8	5	0	9	5	1	9	7	1	2	20	1	5	3	2	8	0	165	1.5%		
• Refused FSP Service	3	2	22	12	19	2	0	1	9	18	58	2	0	8	7	0	2	3	0	15	2	4	20	7	8	0	8	8	17	18	4	1	6	15	13	314	2.8%		
• Cancelled Assignment	1	0	0	1	13	0	0	0	3	3	1	1	2	8	0	0	0	4	2	0	10	0	0	2	0	0	0	1	16	0	1	4	0	7	0	80	0.7%		
• Drive-Off	1	2	26	32	67	54	11	2	29	17	38	14	8	58	7	2	7	30	28	75	6	28	2	17	50	0	14	7	93	5	54	22	9	23	12	850	7.5%		
• Help Enroute	8	0	3	18	11	18	5	0	52	22	21	8	2	40	7	7	11	10	12	2	5	24	0	13	13	10	21	4	15	1	36	21	2	8	0	430	3.8%		
<b>TOTAL.....</b>	<b>331</b>	<b>583</b>	<b>352</b>	<b>499</b>	<b>431</b>	<b>668</b>	<b>116</b>	<b>152</b>	<b>576</b>	<b>465</b>	<b>415</b>	<b>308</b>	<b>113</b>	<b>388</b>	<b>168</b>	<b>308</b>	<b>87</b>	<b>189</b>	<b>264</b>	<b>517</b>	<b>106</b>	<b>376</b>	<b>573</b>	<b>349</b>	<b>503</b>	<b>200</b>	<b>240</b>	<b>128</b>	<b>491</b>	<b>199</b>	<b>350</b>	<b>231</b>	<b>111</b>	<b>423</b>	<b>99</b>	<b>11,309</b>	<b>100%</b>		
<b>% Involving</b>																																							
People:	65.9%	80.8%	61.6%	53.1%	42.7%	62.1%	58.6%	83.6%	50.7%	51.0%	61.2%	65.6%	65.8%	44.3%	60.7%	84.7%	56.3%	36.5%	56.1%	56.7%	66.0%	59.3%	69.5%	67.0%	49.5%	57.0%	56.7%	54.7%	37.5%	58.3%	34.0%	51.5%	63.1%	44.7%	49.5%		57.0%		
<b>Requiring Push #</b>	11	35	0	25	0	12	0	9	41	10	10	3	1	13	5	6	0	9	1	16	6	1	11	8	2	4	2	1	2	8	1	9	0	8	2	272			
% Pushed:	3.3%	6.0%	0.0%	5.0%	0.0%	1.8%	0.0%	5.9%	7.1%	2.2%	2.4%	1.0%	0.9%	3.4%	3.0%	1.9%	0.0%	4.8%	0.4%	3.1%	5.7%	0.3%	1.9%	2.3%	0.4%	2.0%	0.8%	0.8%	0.4%	4.0%	0.3%	3.9%	0.0%	1.9%	2.0%		2.4%		
<b>Requiring Tow #</b>	37	78	51	33	25	24	0	23	25	40	37	68	21	16	22	34	17	3	25	22	12	53	117	16	20	17	25	15	37	17	16	8	34	39	4	1,031			
% Towed:	11.2%	13.4%	14.5%	6.6%	5.8%	3.6%	0.0%	15.1%	4.3%	8.6%	8.9%	22.1%	18.6%	4.1%	13.1%	11.0%	19.5%	1.6%	9.5%	4.3%	11.3%	14.1%	20.4%	4.6%	4.0%	8.5%	10.4%	11.7%	7.5%	8.5%	4.6%	3.5%	30.6%	9.2%	4.0%		9.1%		
<b>Service Rating:</b>																																							
excellent:	26	56	0	48	45	0	0	8	12	13	35	0	0	0	15	28	0	10	24	3	16	19	2	5	69	2	9	27	2	21	7	24	0	6	2	534			
percent:	96.3%	96.0%	#DIV/0!	92.3%	93.8%	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%	76.1%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	96.6%	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	96.4%	100.0%	100.0%	100.0%	#DIV/0!	85.7%	100.0%		95.0%	
<b>Avg. Wait Time (min):</b>																																							
2.5->	9	36	0	25	21	0	0	2	6	5	18	0	0	0	5	18	0	5	6	1	5	7	0	1	23	0	6	12	0	7	3	6	0	2	2	231	41.1%		
7.5->	7	15	0	10	13	0	0	3	4	7	16	0	0	0	6	5	0	1	10	1	7	7	1	3	34	2	2	10	0	7	2	8	0	3	0	184	32.7%		
15->	8	2	0	13	10	0	0	1	2	1	9	0	0	0	4	3	0	2	6	1	4	4	1	1	8	0	1	4	1	5	0	9	0	2	0	102	18.1%		
25->	2	5	0	4	4	0	0	2	0	0	3	0	0	0	0	3	0	0	1	2	0	0	3	0	0	2	0	1	1	0	2	1	1	0	0	0	37	6.6%	
over 30->	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	2	0	0	1	0	1	0	0	0	0	8	1.4%		
Total	27	58	0	52	48	0	0	8	12	13	46	0	0	0	15	29	0	10	24	3	16	22	2	5	69	2	10	28	2	21	7	24	0	7	2	562	100%		
Avg.***	11.3	6.2		8.3	8.3			11.6	6.3	6.2	8.2			7.8	7.0			13.5	9.6	8.3	7.8	12.0	11.3	8.0	8.7	7.5	7.0	8.9	37.5	9.3	15.4	9.8		8.2	2.5		8.7		
<b>Avg. Asst/Hr/Trk:</b>	0.6	0.8	0.9	0.8	0.9	0.9	0.9	0.4	0.8	0.7	0.8	0.9	0.2	0.8	0.5	0.9	0.7	1.1	0.8	1.1	0.4	0.7	1.1	1.0	1.0	0.8	0.6	0.8	1.6	0.5	1.2	0.9	0.8	1.4	0.7	0.8	Avg.		
<b># of trucks(peak hr):</b>	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	1	2	3		3			
<b>Monthly Truck Hours</b>	496.5	633	336	528	472.5	672	105	360	696	672	504	360	105	465	356	336	134	180	336	441	252	504	520.5	336	472.5	252	210	147	315	273	276	252	126	315	136.5	12576			
<b>Vehicle Location</b>																																							
• In-Lane	41	72	19	90	37	57	11	16	50	60	8	65	25	37	17	11	4	14	29	52	14	50	56	17	43	19	10	3	16	15	15	6	1	54	4	1038	9.2%		
• Right Shoulder	231	445	278	350	285	548	91	124	415	326	367	215	73	329	141	268	70	171	213	383	80	294	408	250	378	163	169	98	348	155	257	172	106	325	82	8608	76.1%		
• Left Shoulder	29	13	28	11	29	19	4	2	50	42	12	15	6	6	11	5	2	16	18	5	16	58	25	35	11	25	13	35	12	20	26	3	20	7	635	5.6%			
• On-Ramp/Off-Ramp	30	53	27	48	80	44	10	10	61	37	28	13	9	16	4	18	8	2	6	64	7	16	51	57	47	7	36	14	92	17	58	27	1	24	6	1028	9.1%		
<b>Total</b>	<b>331</b>	<b>583</b>	<b>352</b>	<b>499</b>	<b>431</b>	<b>668</b>	<b>116</b>	<b>152</b>	<b>576</b>	<b>465</b>	<b>415</b>	<b>308</b>	<b>113</b>	<b>388</b>	<b>168</b>	<b>308</b>	<b>87</b>	<b>189</b>	<b>264</b>	<b>517</b>	<b>106</b>	<b>376</b>	<b>573</b>	<b>349</b>	<b>503</b>	<b>200</b>	<b>240</b>	<b>128</b>	<b>491</b>	<b>199</b>	<b>350</b>	<b>231</b>	<b>111</b>	<b>423</b>	<b>99</b>	<b>11309</b>	<b>100%</b>		
<b>Service Rating by Motorists</b>																																							
• Excellent	26	56	0	48	45	0	0	8	12	13	35	0	0	0	15	28	0	10	24	3	16	19	2	5	69	2	9	27	2	21	7	24	0	6	2	534	95.0%		
• Good	1	2	0	4	2	0	0	0	0	0	10	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	26	4.6%	
• Fair	0	0	0	0	1	0	0	0	0	0	0	1																											