BAY AREA FREEWAY SERVICE PATROL STATISTICS

Jul-05

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	#034	#035	TOTAL	%		#017	#024	TOTAL	%
• Mechanical Problem	75	57	42	66	87	160	37	59	60	54	68	65	44	50	14	29	72	68	24	62	142	57	76	47	88	16	53	17	63	27	14	53	23	**1869**	**15.1%**	6724	27	16	**43**	**15.7%**
• Flat Tire	58	71	62	83	97	191	26	109	91	78	88	79	39	104	14	7	57	83	34	65	136	75	106	76	88	18	55	36	86	29	13	70	30	**2254**	**18.2%**		20	6	**26**	**9.5%**
• Out of Gas	25	37	36	48	52	71	18	67	50	75	56	53	16	62	8	19	22	40	18	31	34	33	65	39	33	9	33	19	37	22	3	19	6	**1156**	**9.3%**		10	6	**16**	**5.8%**
• Overheat	39	9	19	25	25	35	9	26	15	12	12	29	4	35	3	57	23	26	5	21	59	21	32	17	21	3	17	13	20	9	2	13	9	**665**	**5.4%**		32	1	**33**	**12.0%**
• Traffic Collision	17	44	65	24	33	51	5	56	43	52	38	36	11	27	8	3	35	32	18	28	43	31	45	12	22	16	9	3	9	12	8	8	13	**857**	**6.9%**		5	10	**15**	**5.5%**
• Dead Battery	0	4	9	11	10	12	6	11	12	7	0	10	1	16	0	0	2	9	2	13	6	7	3	1	2	0	4	3	3	3	0	6	1	**174**	**1.4%**		0	0	**0**	**0.0%**
• Abandoned Vehicle	45	50	57	40	51	38	14	123	94	64	29	52	21	48	19	20	32	38	5	56	93	46	121	57	55	14	41	28	67	35	6	51	14	**1524**	**12.3%**		21	8	**29**	**10.6%**
• In-lane Hazard	27	16	15	46	29	24	12	54	72	5	17	23	11	2	2	14	43	9	14	34	33	3	24	4	13	9	10	10	13	2	2	50	9	**651**	**5.3%**		14	10	**24**	**8.8%**
• Other	44	55	34	33	50	82	24	82	41	28	23	59	6	0	2	33	7	28	2	78	20	32	52	26	9	37	36	47	32	16	0	49	8	**1075**	**8.7%**		32	5	**37**	**13.5%**
• Assist FSP Beat Partner	11	7	9	4	4	5	1	10	10	1	5	0	2	0	0	1	3	4	4	6	4	12	0	1	2	0	8	4	0	0	0	7	0	**125**	**1.0%**		1	3	**4**	**1.5%**
• Provided Transportation	0	1	3	1	0	0	1	0	2	1	0	3	2	0	0	0	1	1	1	1	7	0	0	0	16	1	1	4	1	0	0	0	0	**48**	**0.4%**		0	0	**0**	**0.0%**
• Unable To Locate	19	17	2	2	6	0	0	2	14	1	5	2	0	0	0	0	3	2	2	12	2	0	6	4	3	1	9	2	0	4	0	2	1	**123**	**1.0%**		8	7	**15**	**5.5%**
• Refused FSP Service	5	12	5	6	1	4	6	19	5	25	7	21	2	0	1	8	0	13	5	5	8	5	4	1	21	0	24	6	30	0	1	40	1	**291**	**2.4%**		2	1	**3**	**1.1%**
• Cancelled Assignment	6	9	1	1	2	0	1	2	4	0	4	4	0	0	0	0	2	1	0	8	0	0	1	0	5	0	1	0	0	3	0	1	2	**58**	**0.5%**		1	2	**3**	**1.1%**
• Drive-Off	55	34	31	65	60	31	6	32	47	26	11	47	5	0	16	12	11	59	9	47	4	34	38	0	13	12	44	17	15	25	1	30	19	**856**	**6.9%**		9	4	**13**	**4.7%**
• Help Enroute	17	26	33	56	16	10	2	73	44	10	3	35	5	11	12	4	37	16	10	51	17	12	32	5	13	6	15	28	14	15	9	15	0	**652**	**5.3%**		13	0	**13**	**4.7%**
TOTAL.....	**443**	**449**	**423**	**511**	**523**	**714**	**168**	**725**	**604**	**439**	**366**	**518**	**169**	**355**	**99**	**207**	**350**	**429**	**153**	**518**	**608**	**368**	**605**	**290**	**404**	**142**	**360**	**237**	**390**	**202**	**59**	**414**	**136**	**12378**	**100%**		**195**	**79**	**274**	**100%**
% Involving People:	**48.3%**	**49.4%**	**55.1%**	**50.3%**	**58.1%**	**72.8%**	**60.1%**	**45.2%**	**44.9%**	**63.3%**	**71.6%**	**52.5%**	**68.0%**	**82.8%**	**47.5%**	**55.6%**	**60.3%**	**60.1%**	**66.0%**	**42.5%**	**69.1%**	**60.9%**	**54.0%**	**66.2%**	**62.9%**	**43.7%**	**47.5%**	**38.4%**	**55.9%**	**50.5%**	**67.8%**	**40.8%**	**60.3%**		**56.3%**		**48.2%**	**49.4%**		**48.5%**
Requiring Push #	6	9	22	17	6	4	12	24	4	2	2	24	7	4	0	10	2	5	5	3	21	2	18	30	8	1	3	3	1	1	1	1	3	**261**			1	1	**2**	
% Pushed*:	**1.4%**	**2.0%**	**5.2%**	**3.3%**	**1.1%**	**0.6%**	**7.1%**	**3.3%**	**0.7%**	**0.5%**	**0.5%**	**4.6%**	**4.1%**	**1.1%**	**0.0%**	**4.8%**	**0.6%**	**1.2%**	**3.3%**	**0.6%**	**3.5%**	**0.5%**	**3.0%**	**10.3%**	**2.0%**	**0.7%**	**0.8%**	**1.3%**	**0.3%**	**0.5%**	**1.7%**	**0.2%**	**2.2%**		**2.1%**		**0.5%**	**1.3%**		**0.7%**
Requiring Tow #	55	60	55	60	44	73	21	37	39	31	78	42	29	46	10	6	33	30	31	32	110	29	52	12	58	17	34	19	56	10	15	76	14	**1,314**			11	13	**24**	
% Towed*:	**12.4%**	**13.4%**	**13.0%**	**11.7%**	**8.4%**	**10.2%**	**12.5%**	**5.1%**	**6.5%**	**7.1%**	**21.3%**	**8.1%**	**17.2%**	**13.0%**	**10.1%**	**2.9%**	**9.4%**	**7.0%**	**20.3%**	**6.2%**	**18.1%**	**7.9%**	**8.6%**	**4.1%**	**14.4%**	**12.0%**	**9.4%**	**8.0%**	**14.4%**	**5.0%**	**25.4%**	**18.4%**	**10.3%**		**10.6%**		**5.6%**	**16.5%**		**8.8%**
Service Rating: excel>	10	14	6	15	10	26	12	10	18	18	20	9	9	9	10	22	15	12	7	4	28	20	28	6	6	7	28	6	18	12	1	6	0	**422**			11	7	**18**	
tot>	11	16	6	17	10	26	12	10	18	18	20	9	10	10	10	22	15	12	7	4	29	20	31	6	6	7	35	10	21	12	2	6	0	**448**			11	7	**18**	
percent>	**90.9%**	**87.5%**	**100.0%**	**88.2%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**90.0%**	**90.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**96.6%**	**100.0%**	**90.3%**	**100.0%**	**100.0%**	**100.0%**	**80.0%**	**60.0%**	**85.7%**	**100.0%**	**50.0%**	**100.0%**			**94.2%**		**100.0%**	**100.0%**		**100.0%**
Avg. Wait Time (min): 2.5>	3	7	5	7	6	8	4	4	6	10	5	4	7	4	6	11	5	5	4	1	14	7	15	4	3	2	17	1	8	4	0	1	0	**188**	**41.8%**		3	2	**5**	**27.8%**
7.5>	2	5	1	4	3	10	6	4	7	4	10	1	2	6	2	7	4	3	2	0	9	10	7	2	3	2	7	6	3	3	1	4	0	**140**	**31.1%**		4	5	**9**	**50.0%**
15>	3	1	0	4	1	5	1	1	1	4	5	4	1	0	0	3	5	2	1	0	3	1	6	0	0	1	6	1	7	3	1	0	0	**71**	**15.8%**		3	0	**3**	**16.7%**
25>	2	3	0	2	0	3	1	1	4	0	2	0	0	0	2	1	1	2	0	2	3	1	3	0	0	2	5	2	2	1	0	1	0	**46**	**10.2%**		0	0	**0**	**0.0%**
over 30>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	0	0	0	**5**	**1.1%**		1	0	**1**	**5.6%**
Total	11	16	6	17	10	26	12	10	18	18	22	9	10	10	10	22	15	12	7	4	29	20	31	6	6	7	35	10	21	12	2	6	0	**450**	**100%**		11	7	**18**	**100%**
Avg..... **	**16.1**	**9.1**	**3.3**	**9.3**	**5.3**	**9.4**	**7.9**	**8.0**	**10.1**	**6.4**	**9.7**	**8.6**	**4.8**	**5.5**	**8.0**	**6.8**	**9.5**	**9.6**	**5.7**	**28.1**	**7.7**	**9.6**	**8.2**	**4.2**	**5.0**	**12.1**	**8.9**	**11.3**	**12.3**	**13.5**	**11.3**	**9.6**		**9.0**		**13.0**	**6.1**	**10.3**	
# Service Hours	468	606	344	498	462	752	356	676	640	620	456	456	352	320	120	186	320	420	240	480	510	320	450	240	327	140	315	260	276	240	120	300	97.5	12367.5			186	120	306	
Avg. Asst/Hr/Trk:	0.9	0.7	1.2	1.0	1.1	0.9	0.5	1.1	0.9	0.7	0.8	1.1	0.5	1.1	0.8	1.1	1.1	1.0	0.6	1.1	1.2	1.2	1.3	1.2	1.2	1.0	1.1	0.9	1.4	0.8	0.5	1.4	1.4	**1.0**	**Avg.**		1.0	0.7	**0.9**	**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	2	3				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	#034	#035	TOTAL	%	#017	#024	TOTAL	%
Vehicle Location																																								
• In-Lane	56	38	40	52	48	37	18	64	57	38	45	42	18	14	6	18	48	28	18	39	42	18	48	8	49	8	10	20	18	3	0	46	10	**1004**	**8.1%**	22	14	**36**	**13.1%**
• Right Shoulder	265	361	311	397	394	623	140	533	448	352	272	446	131	303	74	188	275	332	106	404	455	275	452	259	326	110	319	192	293	170	53	337	107	**9703**	**78.4%**	167	47	**214**	**78.1%**
• Left Shoulder	38	15	28	10	37	26	5	61	43	6	19	15	3	14	6	1	19	9	12	28	47	38	33	15	15	14	19	13	24	10	4	7	6	**640**	**5.2%**	3	11	**14**	**5.1%**
• On-Ramp/Off-Ramp	84	35	44	52	44	28	5	67	56	43	30	15	17	24	13	0	8	60	17	47	64	37	72	8	14	10	12	12	55	19	2	24	13	**1031**	**8.3%**	3	7	**10**	**3.6%**
Total	**443**	**449**	**423**	**511**	**523**	**714**	**168**	**725**	**604**	**439**	**366**	**518**	**169**	**355**	**99**	**207**	**350**	**429**	**153**	**518**	**608**	**368**	**605**	**290**	**404**	**142**	**360**	**237**	**390**	**202**	**59**	**414**	**136**	**12378**	**100%**	**195**	**79**	**274**	**100%**
Service Rating by Motorists																																							
• Excellent	10	14	6	15	10	26	12	10	18	18	20	9	9	9	10	22	15	12	7	4	28	20	28	6	6	7	28	6	18	12	1	6	0	**422**	**93.8%**	11	7	**18**	**100.0%**
• Good	1	2	0	1	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	1	0	3	0	0	0	7	4	3	0	1	0	0	**26**	**5.8%**	0	0	**0**	**0.0%**
• Fair	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	**1**	**0.2%**	0	0	**0**	**0.0%**
• Poor	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	0	0	0	0	**1**	**0.2%**	0	0	**0**	**0.0%**
Total	**11**	**16**	**6**	**17**	**10**	**26**	**12**	**10**	**18**	**18**	**22**	**9**	**10**	**10**	**10**	**22**	**15**	**12**	**7**	**4**	**29**	**20**	**31**	**6**	**6**	**7**	**35**	**10**	**21**	**12**	**2**	**6**	**0**	**450**	**100%**	**11**	**7**	**18**	**100%**
% survey returns	5.1%	7.2%	2.6%	6.6%	3.3%	5.0%	11.9%	3.0%	6.6%	6.5%	8.4%	3.3%	8.7%	3.4%	21.3%	19.1%	7.1%	4.7%	6.9%	1.8%	6.9%	8.9%	9.5%	3.1%	2.4%	11.3%	20.5%	11.0%	9.6%	11.8%	5.0%	3.6%	0.0%	6.5%		11.7%	17.9%	13.5%	

8/12/2005