



BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Jul. 2008)

| Problem Type: | BEATS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | TOTAL | % | | | | |
|------------------------------|--------------|---------------|---------------|--------------|---------------|---------------|---------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|
| | #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 |
| • Mechanical Problem | 74 | 76 | 82 | 72 | 38 | 125 | 18 | 3 | 31 | 45 | 72 | 64 | 22 | 41 | 67 | 23 | 18 | 27 | 22 | 35 | 56 | 12 | 68 | 71 | 14 | 13 | 73 | 21 | 58 | 8 | 42 | 16 | 30 | 18 | 11 | 47 | 11 | 11 | 16 | 1551 | 11.6% |
| • Flat Tire | 76 | 89 | 87 | 78 | 53 | 138 | 40 | 5 | 109 | 65 | 73 | 56 | 24 | 63 | 86 | 96 | 11 | 13 | 26 | 30 | 76 | 16 | 74 | 118 | 81 | 25 | 82 | 50 | 86 | 25 | 73 | 32 | 43 | 35 | 11 | 78 | 40 | 18 | 49 | 2230 | 16.7% |
| • Out of Gas | 32 | 84 | 86 | 44 | 24 | 74 | 17 | 3 | 53 | 57 | 93 | 39 | 10 | 48 | 32 | 75 | 17 | 5 | 40 | 31 | 34 | 12 | 21 | 42 | 29 | 6 | 69 | 34 | 41 | 17 | 36 | 17 | 25 | 31 | 11 | 31 | 17 | 12 | 10 | 1359 | 10.2% |
| • Overheat | 25 | 22 | 67 | 17 | 17 | 23 | 8 | 2 | 28 | 10 | 13 | 14 | 0 | 10 | 31 | 32 | 4 | 31 | 3 | 12 | 16 | 1 | 11 | 25 | 21 | 6 | 24 | 3 | 16 | 7 | 11 | 12 | 18 | 6 | 0 | 13 | 5 | 4 | 7 | 575 | 4.3% |
| • Traffic Collision | 24 | 60 | 89 | 30 | 35 | 40 | 8 | 1 | 66 | 58 | 46 | 27 | 9 | 25 | 34 | 25 | 15 | 7 | 22 | 36 | 39 | 8 | 36 | 37 | 13 | 4 | 49 | 9 | 30 | 9 | 18 | 10 | 10 | 34 | 3 | 27 | 15 | 2 | 11 | 1021 | 7.6% |
| • Dead Battery | 1 | 8 | 5 | 1 | 4 | 10 | 3 | 0 | 5 | 3 | 8 | 1 | 0 | 3 | 8 | 12 | 1 | 1 | 1 | 1 | 7 | 0 | 5 | 6 | 12 | 0 | 10 | 6 | 1 | 0 | 6 | 0 | 3 | 2 | 2 | 5 | 1 | 0 | 2 | 144 | 1.1% |
| • Abandoned Vehicle | 42 | 44 | 46 | 45 | 48 | 35 | 11 | 1 | 73 | 79 | 36 | 12 | 8 | 31 | 24 | 23 | 21 | 5 | 38 | 23 | 50 | 9 | 46 | 72 | 37 | 25 | 103 | 39 | 52 | 24 | 38 | 8 | 32 | 29 | 6 | 41 | 18 | 4 | 36 | 1314 | 9.8% |
| • In-lane Hazard | 1 | 37 | 13 | 36 | 24 | 30 | 9 | 0 | 60 | 35 | 1 | 18 | 13 | 10 | 32 | 5 | 0 | 6 | 3 | 8 | 12 | 10 | 15 | 35 | 18 | 9 | 40 | 1 | 14 | 2 | 12 | 10 | 13 | 3 | 2 | 49 | 3 | 3 | 8 | 600 | 4.5% |
| • Other | 72 | 136 | 40 | 58 | 31 | 78 | 28 | 10 | 65 | 22 | 10 | 43 | 5 | 32 | 124 | 1 | 19 | 1 | 34 | 29 | 12 | 2 | 35 | 75 | 25 | 73 | 77 | 6 | 67 | 26 | 56 | 42 | 20 | 50 | 45 | 77 | 21 | 7 | 53 | 1607 | 12.0% |
| • Assist FSP Beat Partner | 6 | 4 | 3 | 16 | 3 | 9 | 0 | 0 | 21 | 15 | 0 | 6 | 1 | 2 | 7 | 0 | 6 | 1 | 0 | 2 | 7 | 0 | 5 | 48 | 9 | 1 | 1 | 0 | 13 | 1 | 7 | 5 | 3 | 0 | 0 | 5 | 0 | 0 | 6 | 207 | 1.5% |
| • Provided Transportation | 1 | 1 | 0 | 0 | 7 | 6 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 28 | 0.2% |
| • Unable To Locate | 3 | 14 | 0 | 1 | 3 | 2 | 0 | 1 | 9 | 14 | 0 | 0 | 0 | 0 | 10 | 0 | 5 | 0 | 1 | 1 | 1 | 1 | 5 | 0 | 1 | 2 | 8 | 6 | 3 | 1 | 14 | 2 | 4 | 0 | 0 | 2 | 2 | 0 | 2 | 118 | 0.9% |
| • Refused FSP Service | 12 | 16 | 13 | 14 | 58 | 7 | 1 | 1 | 34 | 20 | 49 | 0 | 0 | 0 | 21 | 1 | 2 | 0 | 0 | 0 | 2 | 6 | 4 | 70 | 1 | 7 | 35 | 0 | 50 | 21 | 39 | 23 | 7 | 5 | 0 | 18 | 23 | 1 | 2 | 563 | 4.2% |
| • Cancelled Assignment | 0 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 5 | 0 | 1 | 0 | 6 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 3 | 40 | 0.3% |
| • Drive-Off | 56 | 36 | 44 | 120 | 37 | 88 | 8 | 3 | 29 | 37 | 31 | 29 | 7 | 10 | 27 | 2 | 20 | 2 | 10 | 33 | 80 | 10 | 62 | 72 | 22 | 56 | 68 | 19 | 146 | 3 | 112 | 6 | 21 | 23 | 12 | 40 | 2 | 6 | 32 | 1421 | 10.6% |
| • Help Enroute | 4 | 11 | 12 | 28 | 4 | 7 | 4 | 0 | 54 | 23 | 21 | 4 | 8 | 8 | 2 | 14 | 12 | 10 | 3 | 12 | 63 | 8 | 41 | 15 | 22 | 26 | 2 | 15 | 19 | 2 | 14 | 15 | 18 | 4 | 16 | 1 | 4 | 34 | 611 | 4.6% | |
| TOTAL..... | 429 | 638 | 587 | 562 | 389 | 672 | 155 | 30 | 639 | 484 | 455 | 316 | 107 | 283 | 514 | 309 | 145 | 109 | 203 | 253 | 455 | 95 | 429 | 686 | 306 | 255 | 646 | 209 | 597 | 146 | 485 | 198 | 284 | 254 | 107 | 455 | 159 | 72 | 272 | 13,389 | 100% |
| % Involving People: | 54.1% | 53.1% | 70.9% | 43.1% | 44.0% | 61.0% | 60.6% | 46.7% | 45.7% | 49.2% | 67.0% | 63.6% | 60.7% | 67.1% | 50.2% | 85.1% | 45.5% | 77.1% | 56.2% | 57.3% | 50.1% | 51.6% | 50.1% | 43.6% | 55.6% | 21.2% | 47.5% | 58.9% | 38.9% | 45.2% | 38.4% | 43.9% | 45.4% | 49.6% | 35.5% | 44.2% | 56.0% | 65.3% | 34.9% | | 51.4% |
| Requiring Push # | 7 | 34 | 18 | 19 | 1 | 9 | 0 | 2 | 23 | 6 | 6 | 0 | 2 | 6 | 7 | 4 | 6 | 2 | 0 | 4 | 6 | 4 | 4 | 8 | 0 | 16 | 8 | 2 | 1 | 1 | 3 | 3 | 5 | 10 | 6 | 2 | 1 | 3 | 245 | 1.8% | |
| % Pushed*: | 1.6% | 5.3% | 3.1% | 3.4% | 0.3% | 1.3% | 0.0% | 6.7% | 3.6% | 1.2% | 1.3% | 0.0% | 1.9% | 2.1% | 1.4% | 1.3% | 4.1% | 5.5% | 1.0% | 0.0% | 0.9% | 6.3% | 0.9% | 0.6% | 2.6% | 0.0% | 2.5% | 3.8% | 0.3% | 0.7% | 0.2% | 1.5% | 1.1% | 2.0% | 9.3% | 1.3% | 1.3% | 1.4% | 1.1% | | 1.8% |
| Requiring Tow # | 40 | 31 | 23 | 48 | 32 | 46 | 8 | 2 | 14 | 39 | 20 | 55 | 29 | 23 | 57 | 23 | 13 | 25 | 12 | 27 | 24 | 6 | 55 | 90 | 6 | 4 | 33 | 7 | 50 | 9 | 36 | 13 | 24 | 11 | 6 | 60 | 10 | 12 | 27 | 1,050 | 7.8% |
| % Towed*: | 9.3% | 4.9% | 3.9% | 8.5% | 8.2% | 6.8% | 5.2% | 6.7% | 2.2% | 8.1% | 4.4% | 17.4% | 27.1% | 8.1% | 11.1% | 7.4% | 9.0% | 22.9% | 5.9% | 10.7% | 5.3% | 6.3% | 12.8% | 13.1% | 2.0% | 1.6% | 5.1% | 3.3% | 8.4% | 6.2% | 7.4% | 6.6% | 8.5% | 4.3% | 5.6% | 13.2% | 6.3% | 16.7% | 9.9% | | 7.8% |
| Service Rating: | 29 | 22 | 13 | 31 | 10 | 24 | 6 | 9 | 26 | 34 | 4 | 8 | 4 | 11 | 12 | 8 | 4 | 7 | 4 | 8 | 21 | 10 | 22 | 49 | 4 | 6 | 25 | 11 | 23 | 9 | 18 | 12 | 17 | 19 | 10 | 29 | 6 | 2 | 8 | 575 | |
| tot> | 30 | 22 | 13 | 34 | 10 | 24 | 6 | 10 | 27 | 34 | 4 | 8 | 4 | 11 | 12 | 8 | 4 | 7 | 4 | 8 | 22 | 11 | 23 | 52 | 4 | 6 | 25 | 11 | 23 | 10 | 20 | 13 | 17 | 20 | 10 | 31 | 7 | 3 | 8 | 596 | |
| percent> | 96.7% | 100.0% | 100.0% | 91.2% | 100.0% | 100.0% | 100.0% | 90.0% | 96.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.5% | 90.9% | 95.7% | 94.2% | 100.0% | 100.0% | 100.0% | 100.0% | 90.0% | 90.0% | 92.3% | 100.0% | 95.0% | 100.0% | 93.5% | 85.7% | 66.7% | 100.0% | | 96.5% | |
| Avg. Wait Time (min): | 13 | 12 | 8 | 14 | 7 | 8 | 3 | 3 | 11 | 13 | 3 | 2 | 2 | 5 | 5 | 5 | 2 | 3 | 1 | 4 | 8 | 1 | 10 | 28 | 2 | 0 | 8 | 5 | 6 | 4 | 8 | 6 | 4 | 4 | 7 | 15 | 1 | 1 | 2 | 244 | 40.9% |
| 7.5-> | 6 | 7 | 3 | 15 | 1 | 10 | 2 | 7 | 5 | 13 | 0 | 2 | 0 | 3 | 4 | 2 | 2 | 1 | 3 | 2 | 7 | 7 | 6 | 15 | 2 | 3 | 12 | 2 | 8 | 3 | 6 | 5 | 8 | 9 | 2 | 11 | 3 | 1 | 5 | 203 | 34.1% |
| 15-> | 5 | 2 | 0 | 4 | 2 | 3 | 1 | 0 | 6 | 6 | 1 | 3 | 2 | 3 | 2 | 1 | 0 | 1 | 0 | 1 | 5 | 1 | 5 | 8 | 0 | 3 | 2 | 5 | 1 | 3 | 1 | 4 | 5 | 1 | 3 | 1 | 1 | 1 | 1 | 96 | 16.1% |
| 25-> | 6 | 1 | 2 | 1 | 0 | 3 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 0 | 1 | 4 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 44 | 7.4% |
| over 30-> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1.5% |
| Total | 30 | 22 | 13 | 34 | 10 | 24 | 6 | 10 | 27 | 34 | 4 | 8 | 4 | 11 | 12 | 8 | 4 | 7 | 4 | 8 | 22 | 11 | 23 | 52 | 4 | 6 | 25 | 11 | 23 | 10 | 20 | 13 | 17 | 20 | 10 | 31 | 7 | 3 | 8 | 596 | 100% |
| Avg.... | 10.1 | 6.3 | 7.1 | 6.8 | 5.5 | 9.0 | 6.3 | 6.0 | 14.3 | 7.9 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |