BAY AREA FREEWAY SERVICE PATROL STATISTICS

(Aug. 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	#034	#035	TOTAL	%	#017	#024	TOTAL	%
• Mechanical Problem	57	96	51	150	61	133	30	78	64	82	97	72	52	45	16	19	95	93	22	62	152	46	112	76	155	31	58	13	48	16	14	60	22	**2178**	**15.1%**	22	23	**45**	**16.4%**
• Flat Tire	90	142	65	116	119	188	24	166	87	115	85	88	46	96	15	11	57	114	46	104	163	84	104	87	107	24	71	31	84	55	11	96	32	**2723**	**18.8%**	17	11	**28**	**10.2%**
• Out of Gas	43	54	69	63	37	87	20	60	74	125	60	57	25	66	15	17	23	56	29	28	44	36	93	49	51	20	36	20	34	28	12	28	13	**1472**	**10.2%**	9	7	**16**	**5.8%**
• Overheat	19	22	16	48	23	37	7	38	16	26	12	25	8	48	5	28	20	28	5	13	63	14	41	11	30	2	12	5	26	9	1	15	10	**683**	**4.7%**	16	0	**16**	**5.8%**
• Traffic Collision	27	61	57	63	34	60	4	82	59	50	55	50	23	33	17	5	55	38	23	42	48	34	38	18	26	21	16	5	7	10	8	16	11	**1096**	**7.6%**	5	14	**19**	**6.9%**
• Dead Battery	6	14	10	8	9	10	5	24	7	3	5	10	5	22	1	0	1	9	2	5	5	7	5	3	22	2	5	7	6	3	2	10	5	**238**	**1.6%**	2	0	**2**	**0.7%**
• Abandoned Vehicle	49	63	66	61	68	52	16	135	110	77	25	52	40	29	19	18	29	85	21	68	97	68	146	64	80	36	43	21	85	53	10	43	21	**1850**	**12.8%**	31	14	**45**	**16.4%**
• In-lane Hazard	30	10	11	56	23	26	21	74	57	6	24	36	11	7	0	10	26	17	18	33	42	6	44	10	12	20	7	16	18	3	4	48	6	**732**	**5.1%**	11	8	**19**	**6.9%**
• Other	56	37	41	38	70	107	40	79	36	29	14	65	16	0	1	36	12	47	14	70	29	32	48	17	16	136	38	46	39	12	2	67	4	**1294**	**9.0%**	39	6	**45**	**16.4%**
• Assist FSP Beat Partner	16	0	4	10	7	6	0	6	13	3	4	0	1	2	0	0	2	2	1	11	3	8	3	0	3	0	5	2	1	1	0	6	0	**120**	**0.8%**	3	3	**6**	**2.2%**
• Provided Transportation	4	0	0	1	0	1	0	0	1	0	4	7	0	0	0	0	2	2	0	4	7	1	0	1	10	0	1	12	2	0	0	2	0	**62**	**0.4%**	0	0	**0**	**0.0%**
• Unable To Locate	20	0	2	6	15	0	1	8	18	1	3	8	4	1	4	0	4	8	1	6	3	1	7	15	3	1	8	1	4	4	0	3	6	**166**	**1.1%**	6	8	**14**	**5.1%**
• Refused FSP Service	14	0	3	0	3	3	6	25	5	43	7	32	0	0	0	6	0	18	6	15	0	19	3	1	14	3	17	8	15	0	0	17	0	**283**	**2.0%**	2	0	**2**	**0.7%**
• Cancelled Assignment	10	0	2	0	13	0	0	6	3	1	2	5	0	0	2	0	13	1	2	5	0	0	2	0	4	0	0	1	0	2	1	1	0	**76**	**0.5%**	0	2	**2**	**0.7%**
• Drive-Off	23	15	30	42	75	55	8	26	34	53	9	59	11	1	23	5	17	102	6	46	3	17	46	0	17	22	34	18	18	21	0	23	14	**873**	**6.0%**	4	9	**13**	**4.7%**
• Help Enroute	27	12	31	23	44	14	1	43	50	7	5	46	3	5	15	0	29	24	12	46	21	14	14	9	7	10	17	22	18	10	9	21	0	**609**	**4.2%**	3	0	**3**	**1.1%**
TOTAL.....	**491**	**526**	**458**	**685**	**601**	**779**	**183**	**850**	**634**	**621**	**411**	**612**	**245**	**355**	**133**	**155**	**385**	**644**	**208**	**558**	**680**	**387**	**706**	**361**	**557**	**328**	**368**	**228**	**405**	**227**	**74**	**456**	**144**	**14,455**	**100%**	**170**	**105**	**275**	**100%**
% Involving People:	**49.3%**	**74.0%**	**58.5%**	**65.4%**	**47.1%**	**66.1%**	**49.2%**	**52.7%**	**48.4%**	**64.6%**	**76.4%**	**49.3%**	**64.9%**	**87.3%**	**51.9%**	**51.6%**	**65.2%**	**52.5%**	**61.1%**	**45.5%**	**69.9%**	**57.1%**	**55.7%**	**67.6%**	**70.2%**	**30.5%**	**53.8%**	**35.5%**	**50.6%**	**53.3%**	**64.9%**	**49.3%**	**64.6%**		**58.0%**	**41.8%**	**52.4%**		**45.8%**
Requiring Push #	17	29	16	59	3	3	14	44	11	12	7	21	4	6	0	8	1	6	9	7	6	12	21	42	14	4	7	2	3	0	3	3	0	**394**		3	2	**5**	
% Pushed*:	**3.5%**	**5.5%**	**3.5%**	**8.6%**	**0.5%**	**0.4%**	**7.7%**	**5.2%**	**1.7%**	**1.9%**	**1.7%**	**3.4%**	**1.6%**	**1.7%**	**0.0%**	**5.2%**	**0.3%**	**0.9%**	**4.3%**	**1.3%**	**0.9%**	**3.1%**	**3.0%**	**11.6%**	**2.5%**	**1.2%**	**1.9%**	**0.9%**	**0.7%**	**0.0%**	**4.1%**	**0.7%**	**0.0%**		**2.7%**	**1.8%**	**1.9%**		**1.8%**
Requiring Tow #	63	63	49	65	21	64	21	47	50	31	108	64	33	49	11	5	40	47	27	49	132	17	51	18	45	18	41	23	40	7	14	54	14	**1,381**		9	17	**26**	
% Towed*:	**12.8%**	**12.0%**	**10.7%**	**9.5%**	**3.5%**	**8.2%**	**11.5%**	**5.5%**	**7.9%**	**5.0%**	**26.3%**	**10.5%**	**13.5%**	**13.8%**	**8.3%**	**3.2%**	**10.4%**	**7.3%**	**13.0%**	**8.8%**	**19.4%**	**4.4%**	**7.2%**	**5.0%**	**8.1%**	**5.5%**	**11.1%**	**10.1%**	**9.9%**	**3.1%**	**18.9%**	**11.8%**	**9.7%**		**9.6%**	**5.3%**	**16.2%**		**9.5%**
Service Rating: excel>	50	31	29	44	46	61	25	77	56	47	33	35	30	41	15	49	38	57	28	33	55	37	41	46	37	21	24	45	65	37	18	71	7	**1,329**		16	9	**25**	
tot>	56	32	29	46	52	65	26	83	61	48	34	35	30	42	15	53	39	57	29	34	57	37	41	54	37	22	27	52	70	38	18	73	8	**1,400**		16	9	**25**	
percent>	**89.3%**	**96.9%**	**100.0%**	**95.7%**	**88.5%**	**93.8%**	**96.2%**	**92.8%**	**91.8%**	**97.9%**	**97.1%**	**100.0%**	**100.0%**	**97.6%**	**100.0%**	**92.5%**	**97.4%**	**100.0%**	**96.6%**	**97.1%**	**96.5%**	**100.0%**	**100.0%**	**85.2%**	**100.0%**	**95.5%**	**88.9%**	**86.5%**	**92.9%**	**97.4%**	**100.0%**	**97.3%**	**87.5%**		**94.9%**	**100.0%**	**100.0%**		**100.0%**
Avg. Wait Time (min): 2.5>	13	21	14	25	17	28	10	36	18	19	10	14	7	25	4	23	19	33	8	12	25	15	7	17	13	7	8	24	31	17	7	23	4	**554**	**39.6%**	7	4	**11**	**44.0%**
7.5>	20	9	5	16	27	21	10	27	23	14	16	17	15	9	7	13	12	19	10	9	15	12	21	20	17	8	7	11	19	5	8	22	1	**465**	**33.2%**	8	2	**10**	**40.0%**
15>	14	1	5	2	3	13	3	14	12	10	6	1	6	3	2	10	5	3	8	7	14	8	11	11	4	4	9	10	10	10	2	15	1	**237**	**16.9%**	1	0	**1**	**4.0%**
25>	5	1	3	2	2	2	2	5	6	5	1	3	2	4	0	2	3	2	2	3	3	2	2	5	1	3	3	5	7	5	1	12	1	**105**	**7.5%**	0	3	**3**	**12.0%**
over 30>	4	0	2	1	3	1	1	1	2	0	1	0	0	1	2	5	0	0	1	3	0	0	0	1	2	0	0	2	3	1	0	1	1	**39**	**2.8%**	0	0	**0**	**0.0%**
Total	56	32	29	46	52	65	26	83	61	48	34	35	30	42	15	53	39	57	29	34	57	37	41	54	37	22	27	52	70	38	18	73	8	**1,400**	**100%**	16	9	**25**	**100%**
Avg.....	**13.5**	**5.0**	**11.8**	**7.0**	**10.0**	**8.2**	**9.8**	**8.3**	**10.9**	**8.9**	**9.4**	**7.2**	**9.0**	**8.0**	**14.2**	**12.4**	**7.4**	**5.6**	**11.2**	**13.5**	**8.1**	**8.0**	**9.5**	**10.0**	**9.9**	**9.7**	**10.5**	**10.3**	**10.4**	**10.9**	**7.4**	**11.1**	**14.7**	**9.6**		**5.8**	**11.1**	**7.7**	
# Service Hours	541.5	691	392	576	517.5	851	392	760	736	713	507	507	388	368	138	186	368	483	276	552	565.5	368	517.5	276	448.5	161	324	299	300	276	138	324	149.5	14090		186	138	324	
Avg. Asst/Hr/Trk:	0.9	0.8	1.2	1.2	1.2	0.9	0.5	1.1	0.9	0.9	0.8	1.2	0.6	1.0	1.0	0.8	1.0	1.3	0.8	1.0	1.2	1.1	1.4	1.3	1.2	2.0	1.1	0.8	1.4	0.8	0.5	1.4	1.0	**1.0**	**Avg.**	0.9	0.8	**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	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	63	39	34	79	38	38	24	103	85	41	65	60	35	18	2	15	60	40	21	43	24	14	65	15	30	19	9	18	16	6	1	63	8	**1191**	**8.2%**	28	9	**37**	**13.5%**
• Right Shoulder	368	414	350	554	430	674	141	607	449	485	290	508	185	297	102	140	289	487	150	427	514	300	515	320	475	240	315	190	313	195	69	365	108	**11266**	**77.9%**	119	73	**192**	**69.8%**
• Left Shoulder	31	18	16	11	33	37	8	65	42	8	21	15	2	15	11	0	26	14	12	44	78	35	42	16	29	22	20	8	20	7	3	4	15	**728**	**5.0%**	1	12	**13**	**4.7%**
• On-Ramp/Off-Ramp	29	55	58	41	100	30	10	75	58	87	35	29	23	25	18	0	10	103	25	44	64	38	84	10	23	47	24	12	56	19	1	24	13	**1270**	**8.8%**	22	11	**33**	**12.0%**
Total	**491**	**526**	**458**	**685**	**601**	**779**	**183**	**850**	**634**	**621**	**411**	**612**	**245**	**355**	**133**	**155**	**385**	**644**	**208**	**558**	**680**	**387**	**706**	**361**	**557**	**328**	**368**	**228**	**405**	**227**	**74**	**456**	**144**	**14455**	**100%**	**170**	**105**	**275**	**100%**
Service Rating by Motorists																																							
• Excellent	50	31	29	44	46	61	25	77	56	47	33	35	30	41	15	49	38	57	28	33	55	37	41	46	37	21	24	45	65	37	18	71	7	**1329**	**94.9%**	16	9	**25**	**100.0%**
• Good	4	1	0	2	5	4	1	5	3	1	1	0	0	1	0	2	1	0	1	1	2	0	0	8	0	0	2	6	4	1	0	1	1	**58**	**4.1%**	0	0	**0**	**0.0%**
• Poor	2	0	0	0	0	0	0	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	**8**	**0.6%**	0	0	**0**	**0.0%**
• Poor	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	**5**	**0.4%**	0	0	**0**	**0.0%**
Total	**56**	**32**	**29**	**46**	**52**	**65**	**26**	**83**	**61**	**48**	**34**	**35**	**30**	**42**	**15**	**53**	**39**	**57**	**29**	**34**	**57**	**37**	**41**	**54**	**37**	**22**	**27**	**52**	**70**	**38**	**18**	**73**	**8**	**1400**	**100%**	**16**	**9**	**25**	**100%**
% survey returns	23.1%	8.2%	10.8%	10.3%	18.4%	12.6%	28.9%	18.5%	19.9%	12.0%	10.8%	11.6%	18.9%	13.5%	21.7%	66.3%	15.5%	16.9%	22.8%	13.4%	12.0%	16.7%	10.4%	22.1%	9.5%	22.0%	13.6%	64.2%	34.1%	31.4%	37.5%	32.4%	8.6%	16.7%		22.5%	16.4%	19.8%	

10/11/2005