

MTC SAFE FREEWAY SERVICE PATROL

Executive Summary

August 2009

FSP Assist Statistics

1	Total number of ASSISTS	11,396
2	Total number involving PEOPLE	5,250
3	Total number requiring PUSH	207
4	Total number requiring TOW	1,153
5	Total number of IN-LANE assists	740

Beat Performance Measures (35 Beats)

<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>Was Goal Met?</i>
1 Assist data submission errors	≥ 99% Accuracy by Beat	99.40%	Yes
2 Assist Rate for core beats (Urban)	≥ 1.0 Assist per truck hour per Beat	0.91	No
Assist Rate for non core beats (Rural)	> 0.75 Assist per truck hour per Beat	0.71	No
3 Violations	Zero per Beat	Zero on 23 beats	Yes on 23 beats
4 Motorist Service Rating	≥ 95% Excellent per Beat	95.9%	Yes
5 Motorist Survey Returns	≥ 20% Returned per Beat	23.7%	Yes
6 Motorist Wait Time	< 10 Minutes per Beat	9.4	Yes

Contractor Performance Measures (18 Contractors)

<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>Was Goal Met?</i>
1 Violations	Zero per Contractor	7 Contractors w/OUT violations	Yes, for 7 Contractors
2 Driver Proficiency Testing	100% Passing per Contractor or N/A	N/A	N/A
3 Driver Certification	100% Passing per Contractor or N/A	N/A	N/A
4 Ratio of Certified Drivers to Trucks	1.75 per Contractor (updated Quarterly)	1.80	Yes

Driver Performance Measures (166 Drivers)

<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>Was Goal Met?</i>
1 Assist data submission errors	≥90% Accuracy by Driver	99.20%	Yes
2 Violations	Zero per Driver	13 w/ violations	Yes, for all but 13
3 Motorist Survey Returns	≥20% Returned per Driver	21.44%	Yes