BAY AREA FREEWAY SERVICE PATROL STATISTICS

(September. 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	53	69	46	94	81	152	23	83	50	71	52	47	51	51	14	12	63	70	31	38	102	55	104	53	119	42	35	28	47	27	18	52	30	1,863	15.0%	14	22	36	17.1%
• Flat Tire	73	114	46	101	82	178	24	141	69	83	73	68	41	84	9	9	58	65	31	96	115	82	97	58	88	21	64	46	58	32	9	85	32	2,232	17.9%	13	6	19	9.0%
• Out of Gas	26	67	39	64	34	76	25	83	68	121	33	65	25	66	14	14	40	33	18	44	34	32	92	60	35	11	28	20	32	19	7	23	23	1,371	11.0%	5	7	12	5.7%
• Overheat	12	24	12	23	7	24	8	32	24	20	9	17	8	36	3	6	15	15	5	16	48	9	23	10	19	8	11	12	17	8	3	22	4	510	4.1%	12	1	13	6.2%
• Traffic Collision	23	75	53	61	46	68	7	57	68	48	47	41	10	23	14	9	34	44	20	41	39	38	30	19	27	15	12	8	11	19	5	12	17	1,041	8.4%	4	12	16	7.6%
• Dead Battery	7	9	11	17	4	17	2	19	10	8	8	11	1	20	1	0	5	15	1	8	12	9	4	2	14	0	7	5	3	2	1	9	2	244	2.0%	0	0	0	0.0%
• Abandoned Vehicle	47	62	50	71	62	75	12	114	110	77	29	53	28	38	10	6	36	52	15	49	76	39	120	43	54	21	23	20	57	43	14	42	18	1,566	12.6%	14	9	23	10.9%
• In-lane Hazard	22	4	21	55	21	45	12	69	40	2	18	27	11	0	2	10	18	10	11	35	18	8	46	5	6	10	4	5	13	3	3	35	6	595	4.8%	20	15	35	16.6%
• Other	37	35	27	63	73	100	24	75	20	27	20	36	10	2	3	24	8	31	5	60	32	46	33	13	16	64	26	47	24	21	7	77	7	1,093	8.8%	22	5	27	12.8%
• Assist FSP Beat Partner	12	1	5	4	8	8	0	13	7	2	3	0	0	6	0	0	2	3	3	11	2	4	0	1	3	0	4	2	5	1	0	4	1	115	0.9%	0	3	3	1.4%
• Provided Transportation	1	0	1	1	0	2	0	0	0	0	1	2	0	0	0	0	2	0	0	0	5	0	0	1	2	0	0	8	0	0	0	0	0	26	0.2%	0	0	0	0.0%
• Unable To Locate	28	0	3	11	22	1	0	8	17	1	12	6	7	2	4	0	8	9	1	6	3	1	6	15	5	3	8	0	0	8	1	6	5	207	1.7%	8	6	14	6.6%
• Refused FSP Service	8	0	3	3	3	7	3	18	10	43	12	20	1	0	0	1	0	11	7	7	0	17	1	0	11	2	15	8	6	1	0	14	0	232	1.9%	0	0	0	0.0%
• Cancelled Assignment	8	0	2	1	6	3	0	6	5	1	1	3	0	1	0	0	9	5	0	6	0	0	3	0	6	0	1	2	1	2	0	2	2	76	0.6%	1	1	2	0.9%
• Drive-Off	8	6	28	37	74	34	7	17	39	44	13	38	4	0	10	1	21	93	4	42	8	20	39	0	16	13	23	11	25	27	0	26	13	741	6.0%	3	4	7	3.3%
• Help Enroute	19	20	22	30	25	11	6	55	35	2	13	47	4	10	9	0	19	26	8	45	10	9	11	0	11	2	10	22	15	17	12	11	0	536	4.3%	4	0	4	1.9%
TOTAL.....	**384**	**486**	**369**	**636**	**548**	**801**	**153**	**790**	**572**	**550**	**344**	**481**	**201**	**339**	**93**	**92**	**338**	**482**	**160**	**504**	**504**	**369**	**609**	**280**	**432**	**212**	**271**	**244**	**314**	**230**	**80**	**420**	**160**	**12,448**	**100%**	**120**	**91**	**211**	**100%**
% Involving People:	**50.5%**	**73.7%**	**56.1%**	**56.6%**	**46.4%**	**64.3%**	**58.2%**	**52.5%**	**50.5%**	**63.8%**	**64.5%**	**51.8%**	**67.7%**	**82.6%**	**59.1%**	**54.3%**	**63.6%**	**50.2%**	**66.3%**	**48.2%**	**69.4%**	**61.0%**	**57.5%**	**72.1%**	**69.9%**	**45.8%**	**57.9%**	**48.8%**	**53.5%**	**46.5%**	**53.8%**	**48.3%**	**67.5%**		**58.3%**	**40.0%**	**52.7%**		**45.5%**
Requiring Push #	9	23	18	34	6	4	6	31	10	7	5	30	4	6	0	6	1	9	6	1	10	9	15	9	8	1	1	8	4	0	0	1	1	**283**		1	1	**2**	
% Pushed*:	**2.3%**	**4.7%**	**4.9%**	**5.3%**	**1.1%**	**0.5%**	**3.9%**	**3.9%**	**1.7%**	**1.3%**	**1.5%**	**6.2%**	**2.0%**	**1.8%**	**0.0%**	**6.5%**	**0.3%**	**1.9%**	**3.8%**	**0.2%**	**2.0%**	**2.4%**	**2.5%**	**3.2%**	**1.9%**	**0.5%**	**0.4%**	**3.3%**	**1.3%**	**0.0%**	**0.0%**	**0.2%**	**0.6%**		**2.3%**	**0.8%**	**1.1%**		**0.9%**
Requiring Tow #	51	51	65	51	32	55	15	56	31	17	71	34	26	44	3	5	51	31	31	34	86	32	44	32	37	31	29	24	31	7	14	60	15	**1,196**		5	19	**24**	
% Towed*:	**13.3%**	**10.5%**	**17.6%**	**8.0%**	**5.8%**	**6.9%**	**9.8%**	**7.1%**	**5.4%**	**3.1%**	**20.6%**	**7.1%**	**12.9%**	**13.0%**	**3.2%**	**5.4%**	**15.1%**	**6.4%**	**19.4%**	**6.7%**	**17.1%**	**8.7%**	**7.2%**	**11.4%**	**8.6%**	**14.6%**	**10.7%**	**9.8%**	**9.9%**	**3.0%**	**17.5%**	**14.3%**	**9.4%**		**9.6%**	**4.2%**	**20.9%**		**11.4%**
Service Rating: excel>	28	12	10	31	24	28	10	35	25	21	15	14	14	7	9	17	17	15	24	20	31	11	12	34	21	15	15	15	24	19	8	36	1	**618**		1	7	**8**	
tot>	30	13	10	33	25	30	11	39	27	21	15	16	17	7	9	18	18	17	25	20	31	12	12	36	21	15	15	18	24	19	8	37	1	**650**		1	7	**8**	
percent>	**93.3%**	**92.3%**	**100.0%**	**93.9%**	**96.0%**	**93.3%**	**90.9%**	**89.7%**	**92.6%**	**100.0%**	**100.0%**	**87.5%**	**82.4%**	**100.0%**	**100.0%**	**94.4%**	**94.4%**	**88.2%**	**96.0%**	**100.0%**	**100.0%**	**91.7%**	**100.0%**	**94.4%**	**100.0%**	**100.0%**	**100.0%**	**83.3%**	**100.0%**	**100.0%**	**100.0%**	**97.3%**	**100.0%**		**95.1%**	**100.0%**	**100.0%**		**100.0%**
Avg. Wait Time (min): 2.5>	13	9	6	14	8	5	3	17	11	5	8	4	3	5	6	8	8	7	13	11	18	7	5	18	11	9	6	6	8	3	3	22	1	**281**	**43.2%**	1	4	**5**	**62.5%**
7.5>	9	0	1	13	10	12	3	9	4	8	3	9	4	0	2	6	7	5	5	6	6	2	3	9	4	4	2	3	5	7	3	9	0	**173**	**26.6%**	0	2	**2**	**25.0%**
15>	6	2	3	5	5	9	5	7	6	4	2	3	6	0	0	2	1	4	7	1	5	2	3	5	4	1	5	5	6	7	2	5	0	**128**	**19.7%**	0	1	**1**	**12.5%**
25>	1	1	0	1	2	3	0	6	4	3	2	0	3	2	1	1	1	1	0	2	0	0	1	3	2	0	1	2	4	2	0	0	0	**49**	**7.5%**	0	0	**0**	**0.0%**
over 30>	1	1	0	0	0	1	0	0	2	1	0	0	1	0	0	1	1	0	0	0	2	1	0	1	0	1	1	2	1	0	0	1	0	**19**	**2.9%**	0	0	**0**	**0.0%**
Total	30	13	10	33	25	30	11	39	27	21	15	16	17	7	9	18	18	17	25	20	31	12	12	36	21	15	15	18	24	19	8	37	1	**650**	**100%**	1	7	**8**	**100%**
Avg..... **	**9.2**	**10.6**	**6.8**	**7.0**	**8.8**	**12.4**	**9.5**	**9.4**	**13.6**	**12.7**	**8.2**	**7.7**	**15.4**	**8.9**	**6.1**	**10.0**	**9.6**	**8.2**	**7.0**	**6.9**	**9.2**	**10.2**	**8.8**	**9.0**	**8.0**	**8.5**	**12.7**	**15.7**	**12.8**	**11.3**	**7.5**	**7.0**	**2.5**	**10**		**2.5**	**5.7**	**5.3**	
# Service Hours	502.5	639	354	534	484.5	789	366	702	672	651	471	471	363	336	126	162	336	441	252	504	520.5	336	472.5	252	421.5	147	300	273	282	252	126	300	136.5	12,975		162	126	288	
Avg. Asst/Hr/Trk:	0.8	0.8	1.0	1.2	1.1	1.0	0.4	1.1	0.9	0.8	0.7	1.0	0.6	1.0	0.7	0.6	1.0	1.1	0.6	1.0	1.0	1.1	1.3	1.1	1.0	1.4	0.9	0.9	1.1	0.9	0.6	1.4	1.2	**1.0**	**Avg.**	0.7	0.7	**0.7**	**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	39	49	34	90	44	49	17	66	49	38	47	44	22	12	3	15	46	50	15	35	16	13	55	11	14	16	6	12	13	6	0	42	8	**976**	**7.8%**	31	16	**47**	**22.3%**
• Right Shoulder	276	387	259	502	382	698	125	580	417	383	260	414	154	289	70	77	258	345	115	398	395	246	434	250	378	145	228	206	234	177	69	329	125	**9,605**	**77.2%**	81	48	**129**	**61.1%**
• Left Shoulder	38	15	21	4	37	29	2	63	43	10	16	6	2	18	10	0	26	6	10	36	49	35	37	16	30	14	23	9	22	18	9	6	10	**670**	**5.4%**	3	11	**14**	**6.6%**
• On-Ramp/Off-Ramp	31	35	55	40	85	25	9	81	63	119	21	17	23	20	10	0	8	81	20	35	44	75	83	3	10	37	14	17	45	29	2	43	17	**1,197**	**9.6%**	5	16	**21**	**10.0%**
Total	**384**	**486**	**369**	**636**	**548**	**801**	**153**	**790**	**572**	**550**	**344**	**481**	**201**	**339**	**93**	**92**	**338**	**482**	**160**	**504**	**504**	**369**	**609**	**280**	**432**	**212**	**271**	**244**	**314**	**230**	**80**	**420**	**160**	**12,448**	**100%**	**120**	**91**	**211**	**100%**
Service Rating by Motorists																																							
• Excellent	28	12	10	31	24	28	10	35	25	21	15	14	14	7	9	17	17	15	24	20	31	11	12	34	21	15	15	15	24	19	8	36	1	**618**	**95.1%**	1	7	**8**	**100.0%**
• Good	2	1	0	1	1	1	0	3	2	0	0	1	3	0	0	1	0	2	1	0	0	0	0	2	0	0	0	2	0	0	0	0	0	**23**	**3.5%**	0	0	**0**	**0.0%**
• Fair	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	**4**	**0.6%**	0	0	**0**	**0.0%**
• Poor	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	**5**	**0.8%**	0	0	**0**	**0.0%**
Total	**30**	**13**	**10**	**33**	**25**	**30**	**11**	**39**	**27**	**21**	**15**	**16**	**17**	**7**	**9**	**18**	**18**	**17**	**25**	**20**	**31**	**12**	**12**	**36**	**21**	**15**	**15**	**18**	**24**	**19**	**8**	**37**	**1**	**650**	**100%**	**1**	**7**	**8**	**100%**
% survey returns	15.5%	3.6%	4.8%	9.2%	9.8%	5.8%	12.4%	9.4%	9.3%	6.0%	6.8%	6.4%	12.5%	2.5%	16.4%	36.0%	8.4%	7.0%	23.6%	8.2%	8.9%	5.3%	3.4%	17.8%	7.0%	15.5%	9.6%	15.1%	14.3%	17.8%	18.6%	18.2%	0.9%	9.0%		2.1%	14.6%	8.3%	

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