



BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Sep. 2006)



| Problem | BEATS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | TOTAL | % | |
|------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|---------------|-------------|------|
| | #001 | #002 | #003 | #004 | #005 | #006 | #06A | #007 | #008 | #009 | #010 | #011 | #11A | #012 | #013 | #014 | #015 | #016 | #018 | #019 | #020 | #021 | #022 | #023 | #025 | #026 | #027 | #028 | #029 | #030 | #031 | #032 | #033 | #034 | #035 | | | |
| • Mechanical Problem | 40 | 102 | 34 | 67 | 51 | 146 | 11 | 21 | 68 | 41 | 61 | 48 | 11 | 53 | 33 | 32 | 6 | 10 | 53 | 53 | 18 | 76 | 96 | 24 | 50 | 27 | 113 | 12 | 50 | 28 | 25 | 35 | 9 | 47 | 5 | 1556 | 14.9% | |
| • Flat Tire | 52 | 147 | 39 | 68 | 69 | 162 | 33 | 29 | 88 | 64 | 44 | 57 | 19 | 73 | 25 | 80 | 12 | 4 | 47 | 71 | 18 | 69 | 109 | 40 | 76 | 45 | 72 | 18 | 59 | 33 | 26 | 44 | 11 | 78 | 11 | 1892 | 18.1% | |
| • Out of Gas | 23 | 45 | 34 | 51 | 41 | 69 | 12 | 12 | 39 | 36 | 27 | 36 | 10 | 77 | 14 | 48 | 6 | 9 | 20 | 32 | 11 | 27 | 34 | 16 | 78 | 36 | 35 | 13 | 33 | 24 | 6 | 16 | 4 | 23 | 8 | 1005 | 9.6% | |
| • Overheat | 18 | 39 | 9 | 18 | 8 | 23 | 3 | 15 | 21 | 7 | 10 | 7 | 1 | 23 | 5 | 34 | 4 | 15 | 22 | 8 | 4 | 12 | 32 | 19 | 24 | 6 | 18 | 13 | 16 | 15 | 6 | 4 | 2 | 11 | 3 | 475 | 4.6% | |
| • Traffic Collision | 24 | 68 | 51 | 50 | 35 | 48 | 9 | 12 | 56 | 58 | 65 | 42 | 11 | 54 | 24 | 18 | 11 | 5 | 37 | 23 | 19 | 52 | 32 | 23 | 37 | 13 | 15 | 13 | 17 | 14 | 2 | 39 | 9 | 22 | 8 | 1016 | 9.7% | |
| • Dead Battery | 0 | 5 | 8 | 6 | 3 | 13 | 3 | 5 | 10 | 9 | 8 | 1 | 0 | 17 | 6 | 15 | 2 | 0 | 1 | 0 | 0 | 1 | 8 | 3 | 4 | 10 | 2 | 2 | 6 | 7 | 1 | 0 | 2 | 16 | 1 | 175 | 1.7% | |
| • Abandoned Vehicle | 31 | 48 | 16 | 74 | 45 | 39 | 6 | 11 | 64 | 74 | 45 | 24 | 6 | 53 | 13 | 35 | 9 | 20 | 39 | 38 | 13 | 54 | 73 | 29 | 90 | 32 | 41 | 22 | 31 | 30 | 32 | 37 | 13 | 41 | 8 | 1236 | 11.9% | |
| • In-lane Hazard | 27 | 14 | 25 | 46 | 6 | 26 | 9 | 8 | 38 | 50 | 3 | 27 | 14 | 13 | 9 | 1 | 2 | 3 | 7 | 18 | 14 | 25 | 18 | 18 | 31 | 11 | 10 | 8 | 12 | 23 | 11 | 14 | 3 | 33 | 3 | 580 | 5.6% | |
| • Other | 23 | 41 | 9 | 33 | 24 | 83 | 17 | 28 | 35 | 16 | 7 | 21 | 11 | 51 | 15 | 1 | 0 | 16 | 11 | 32 | 7 | 28 | 20 | 17 | 8 | 24 | 3 | 15 | 81 | 16 | 12 | 18 | 0 | 63 | 3 | 789 | 7.6% | |
| • Assist FSP Beat Partner | 16 | 1 | 3 | 1 | 1 | 2 | 0 | 1 | 8 | 4 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 7 | 1 | 0 | 0 | 5 | 12 | 0 | 5 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 78 | 0.7% |
| • Provided Transportation | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 0 | 1 | 0 | 0 | 0 | 3 | 20 | 0.2% |
| • Unable To Locate | 22 | 10 | 5 | 5 | 14 | 1 | 0 | 1 | 9 | 11 | 7 | 4 | 3 | 8 | 2 | 4 | 4 | 0 | 4 | 1 | 1 | 10 | 7 | 2 | 9 | 10 | 2 | 2 | 9 | 4 | 1 | 2 | 0 | 5 | 0 | 179 | 1.7% | |
| • Refused FSP Service | 16 | 1 | 4 | 19 | 12 | 8 | 0 | 3 | 20 | 7 | 70 | 3 | 2 | 27 | 0 | 0 | 1 | 2 | 0 | 23 | 7 | 3 | 4 | 0 | 6 | 0 | 25 | 2 | 16 | 30 | 11 | 1 | 0 | 20 | 12 | 355 | 3.4% | |
| • Cancelled Assignment | 8 | 0 | 2 | 0 | 1 | 2 | 0 | 1 | 3 | 1 | 0 | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 8 | 4 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 10 | 2 | 0 | 1 | 0 | 4 | 0 | 56 | 0.5% | |
| • Drive-Off | 25 | 5 | 20 | 42 | 25 | 43 | 11 | 5 | 15 | 23 | 23 | 20 | 4 | 37 | 3 | 1 | 9 | 1 | 22 | 45 | 4 | 18 | 6 | 11 | 38 | 0 | 12 | 2 | 58 | 20 | 4 | 16 | 3 | 42 | 9 | 622 | 6.0% | |
| • Help Enroute | 13 | 2 | 17 | 10 | 19 | 18 | 0 | 4 | 40 | 28 | 3 | 8 | 2 | 28 | 14 | 9 | 8 | 0 | 27 | 2 | 6 | 33 | 12 | 28 | 10 | 13 | 5 | 1 | 9 | 1 | 8 | 11 | 7 | 0 | 0 | 396 | 3.8% | |
| TOTAL..... | 338 | 528 | 278 | 490 | 354 | 683 | 114 | 156 | 514 | 429 | 374 | 299 | 95 | 518 | 163 | 280 | 74 | 85 | 303 | 353 | 123 | 418 | 454 | 230 | 461 | 232 | 365 | 125 | 416 | 251 | 145 | 239 | 63 | 406 | 74 | 10,430 | 100% | |
| % Involving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 58.7% | | |
| People: | 46.4% | 76.9% | 62.9% | 53.1% | 58.5% | 67.5% | 62.3% | 60.3% | 54.9% | 50.1% | 57.5% | 63.9% | 54.7% | 57.3% | 65.6% | 81.1% | 55.4% | 50.6% | 59.4% | 53.0% | 56.9% | 56.7% | 68.5% | 54.3% | 58.4% | 59.1% | 69.9% | 56.8% | 43.5% | 48.2% | 45.5% | 57.7% | 58.7% | 48.5% | 48.6% | | | |
| Requiring Push # | 8 | 41 | 19 | 36 | 11 | 5 | 0 | 8 | 20 | 20 | 5 | 5 | 1 | 38 | 8 | 2 | 2 | 5 | 1 | 3 | 8 | 2 | 11 | 9 | 5 | 5 | 1 | 2 | 0 | 6 | 8 | 2 | 0 | 2 | 0 | 299 | | |
| % Pushed*: | 2.4% | 7.8% | 6.8% | 7.3% | 3.1% | 0.7% | 0.0% | 5.1% | 3.9% | 4.7% | 1.3% | 1.7% | 1.1% | 7.3% | 4.9% | 0.7% | 2.7% | 5.9% | 0.3% | 0.8% | 6.5% | 0.5% | 2.4% | 3.9% | 1.1% | 2.2% | 0.3% | 1.6% | 0.0% | 2.4% | 5.5% | 0.8% | 0.0% | 0.5% | 0.0% | 2.9% | | |
| Requiring Tow # | 58 | 40 | 53 | 22 | 30 | 56 | 5 | 11 | 28 | 32 | 31 | 62 | 12 | 22 | 35 | 36 | 8 | 1 | 36 | 22 | 16 | 62 | 99 | 19 | 18 | 37 | 36 | 13 | 36 | 23 | 10 | 12 | 9 | 39 | 4 | 1,033 | | |
| % Towed*: | 17.2% | 7.6% | 19.1% | 4.5% | 8.5% | 8.2% | 4.4% | 7.1% | 5.4% | 7.5% | 8.3% | 20.7% | 12.6% | 4.2% | 21.5% | 12.9% | 10.8% | 1.2% | 11.9% | 6.2% | 13.0% | 14.8% | 21.8% | 8.3% | 3.9% | 15.9% | 9.9% | 10.4% | 8.7% | 9.2% | 6.9% | 5.0% | 14.3% | 9.6% | 5.4% | 9.9% | | |
| Service Rating: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 96.4% | | |
| excel> | 44 | 70 | 11 | 26 | 27 | 39 | 13 | 23 | 56 | 43 | 27 | 11 | 2 | 59 | 16 | 52 | 15 | 31 | 32 | 61 | 8 | 21 | 27 | 17 | 24 | 45 | 44 | 25 | 32 | 20 | 15 | 16 | 11 | 39 | 2 | 1,004 | | |
| tot> | 49 | 71 | 11 | 27 | 29 | 40 | 13 | 23 | 60 | 44 | 29 | 11 | 3 | 59 | 17 | 54 | 16 | 31 | 34 | 63 | 8 | 21 | 28 | 18 | 26 | 48 | 44 | 25 | 33 | 22 | 15 | 17 | 11 | 39 | 2 | 1,041 | | |
| percent> | 89.8% | 98.6% | 100.0% | 96.3% | 93.1% | 97.5% | 100.0% | 100.0% | 93.3% | 97.7% | 93.1% | 100.0% | 66.7% | 100.0% | 94.1% | 96.3% | 93.8% | 100.0% | 94.1% | 96.8% | 100.0% | 100.0% | 96.4% | 94.4% | 92.3% | 93.8% | 100.0% | 100.0% | 97.0% | 90.9% | 100.0% | 94.1% | 100.0% | 100.0% | 100.0% | 96.4% | | |
| Avg. Wait Time (min): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 9.1 | | |
| 2.5> | 14 | 34 | 4 | 14 | 9 | 12 | 5 | 13 | 25 | 18 | 15 | 3 | 0 | 35 | 9 | 30 | 5 | 13 | 7 | 27 | 5 | 5 | 11 | 5 | 7 | 17 | 17 | 13 | 11 | 10 | 1 | 3 | 6 | 17 | 1 | 421 | 40.4% | |
| 7.5> | 16 | 21 | 4 | 7 | 9 | 19 | 4 | 6 | 18 | 13 | 7 | 4 | 2 | 16 | 3 | 15 | 7 | 9 | 19 | 25 | 0 | 8 | 8 | 7 | 10 | 19 | 15 | 7 | 12 | 5 | 7 | 8 | 2 | 15 | 0 | 347 | 33.3% | |
| 15> | 10 | 9 | 1 | 4 | 5 | 5 | 3 | 2 | 12 | 7 | 6 | 2 | 1 | 5 | 4 | 7 | 3 | 6 | 3 | 8 | 2 | 5 | 6 | 4 | 7 | 8 | 6 | 4 | 7 | 3 | 6 | 5 | 1 | 6 | 1 | 174 | 16.7% | |
| 25> | 7 | 6 | 2 | 1 | 6 | 4 | 0 | 2 | 2 | 6 | 1 | 2 | 0 | 2 | 1 | 1 | 1 | 3 | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 4 | 4 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 0 | 79 | 7.6% | |
| over 30> | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 20 | 1.9% |
| Total | 49 | 71 | 11 | 27 | 29 | 40 | 13 | 23 | 60 | 44 | 29 | 11 | 3 | 59 | 17 | 54 | 16 | 31 | 34 | 63 | 8 | 21 | 28 | 18 | 26 | 48 | 44 | 25 | 33 | 22 | 15 | 17 | 11 | 39 | 2 | 1,041 | 100% | |
| Avg..... | 12.2 | 8.3 | 9.5 | 8.6 | 10.9 | 8.7 | 11.3 | 6.8 | 10.1 | 9.0 | 7.1 | 10.7 | 10.0 | 6.7 | 7.6 | 7.0 | 8.4 | 8.5 | 11.8 | 7.7 | 8.4 | 12.3 | 9.0 | 9.7 | 9.5 | 8.4 | 10.6 | 6.8 | 10.1 | 14.2 | 11.3 | 9.9 | 8.6 | 6.9 | 8.8 | 9.1 | | |
| Avg. Asst/Hr/Trk: | 0.6 | 0.8 | 0.7 | 0.8 | 0.7 | 1.0 | 0.9 | 0.4 | 0.7 | 0.6 | 0.7 | 0.8 | 0.2 | 1.1 | 0.4 | 0.8 | 0.6 | 0.5 | 0.9 | 0.8 | 0.5 | 0.8 | 0.8 | 0.7 | 0.9 | 0.9 | 0.9 | 0.8 | 1.3 | 0.7 | 0.5 | 0.9 | 0.5 | 1.3 | 0.5 | 0.7 Avg. | | |
| # of trucks(peak hr.) | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 3 | 3 | | |
| Monthly Truck Hours | 480 | 628 | 368 | 510 | 462 | 640 | 146 | 362 | 670 | 640 | 480 | 332 | 152 | 450 | 347 | 320 | 120 | 156 | 320 | 420 | 240 | 480 | 498 | 320 | 450 | 240 | 402 | 140 | 288 | 350 | 270 | 240 | 120 | 288 | 130 | 12459 | | |
| | #001 | #002 | #003 | #004 | #005 | #006 | #06A | #007 | #008 | #009 | #010 | #011 | #11A | #012 | #013 | #014 | #015 | #016 | #018 | #019 | #020 | #021 | #022 | #023 | #025 | #026 | #027 | #028 | #029 | #030 | #031 | #032 | #033 | #034 | #035 | TOTAL | % | |
| Vehicle Location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 100% | | |
| • In-Lane | 53 | 41 | 35 | 74 | 33 | 34 | 11 | 23 | 41 | 66 | 10 | 65 | 19 | 54 | 24 | 10 | 8 | 6 | 27 | 32 | 16 | 58 | 20 | 19 | 33 | 13 | 21 | 9 | 32 | 27 | 9 | 22 | 1 | 41 | 5 | 992 | 9.5% | |
| • Right Shoulder | 225 | 428 | 190 | 375 | 235 | 585 | 91 | 113 | 367 | 276 | 311 | 207 | 61 | 422 | 121 | 236 | 51 | 79 | 255 | 256 | 87 | 307 | 342 | 179 | 344 | 208 | 303 | 97 | 271 | 190 | 107 | 189 | 57 | 331 | 64 | 7960 | 76.31% | |
| • Left Shoulder | 25 | 13 | 24 | 4 | 23 | 26 | 6 | 4 | 51 | 41 | 2 | 12 | 6 | 7 | 2 | 10 | 4 | 0 | 18 | 7 | 9 | 23 | 58 | 9 | 34 | 6 | 10 | 12 | 25 | 12 | 9 | 16 | 5 | 11 | 3 | 527 | 5.1% | |
| • On-Ramp/Off-Ramp | 35 | 46 | 29 | 37 | 63 | 38 | 6 | 16 | 55 | 46 | 51 | 15 | 9 | 35 | 16 | 24 | 11 | 0 | 3 | 58 | 11 | 30 | 34 | 23 | 50 | 5 | 31 | 7 | 88 | 22 | 20 | 12 | 0 | 23 | 2 | 951 | 9.1% | |
| Total | 338 | 528 | 278 | 490 | 354 | 683 | 114 | 156 | 514 | 429 | 374 | 299 | 95 | 518 | 163 | 280 | 74 | 85 | 303 | 353 | 123 | 418 | 454 | 230 | 461 | 232 | 365 | 125 | 416 | 251 | 145 | 239 | 63 | 406 | 74 | 10430 | 100% | |
| Service Rating by Motorists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 100% | | |
| • Excellent | 44 | 70 | 11 | 26 | 27 | 39 | 13 | 23 | 56 | 43</ | | | | | | | | | | | | | | | | | | | | | | | | | | | | |