

MTC SAFE FREEWAY SERVICE PATROL

Executive Summary

September 2009

FSP Assist Statistics

1	Total number of ASSISTS	12,260
2	Total number involving PEOPLE	5,860
3	Total number requiring PUSH	234
4	Total number requiring TOW	1,190
5	Total number of IN-LANE assists	811

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	99.45%	Yes
2	Assist Rate for core beats (Urban)	≥ 1.0 Assist per truck hour per Beat	0.98	No
	Assist Rate for non core beats (Rural)	> 0.75 Assist per truck hour per Beat	0.81	Yes
3	Violations	Zero per Beat	Zero on 26 beats	Yes on 26 beats
4	Motorist Service Rating	≥ 95% Excellent per Beat	97.0%	Yes
5	Motorist Survey Returns	≥ 20% Returned per Beat	11.7%	No
6	Motorist Wait Time	< 10 Minutes per Beat	8.7	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	12 Contractors w/OUT violations	Yes, for 12 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	99.09%	Yes
2	Violations	Zero per Driver	8 w/ violations	Yes, for all but 8
3	Motorist Survey Returns	≥20% Returned per Driver	15.50%	No