

# MTC SAFE FREEWAY SERVICE PATROL

## Executive Summary

October 2009

### FSP Assist Statistics

1	Total number of ASSISTS	11,997
2	Total number involving PEOPLE	5,748
3	Total number requiring PUSH	297
4	Total number requiring TOW	1,267
5	Total number of IN-LANE assists	924

### 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	99.93%	Yes
2 Assist Rate for core beats (Urban)	≥ 1.0 Assist per truck hour per Beat	0.92	No
Assist Rate for non core beats (Rural)	> 0.75 Assist per truck hour per Beat	0.79	Yes
3 Violations	Zero per Beat	Zero on 18 beats	Yes on 18 beats
4 Motorist Service Rating	≥ 95% Excellent per Beat	98.4%	Yes
5 Motorist Survey Returns	≥ 20% Returned per Beat	22.1%	Yes
6 Motorist Wait Time	< 10 Minutes per Beat	8.6	Yes

### Contractor Performance Measures (19 Contractors)

<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>Was Goal Met?</i>
1 Violations	Zero per Contractor	3 Contractors w/OUT violations	Yes, for 3 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)	1.87	Yes

### Driver Performance Measures (157 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	99.06%	Yes
2 Violations	Zero per Driver	20 w/ violations	Yes, for all but 20
3 Motorist Survey Returns	≥20% Returned per Driver	24.55%	Yes