



BAY AREA FREEWAY SERVICE PATROL STATISTICS (Nov. 2005)



Problem Type:	BAY AREA BEATS																																			TOTAL	%
	#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				
• Mechanical Problem	39	92	56	97	47	118	27	69	47	63	60	51	38	40	16	8	71	63	21	49	85	39	72	44	115	39	42	45	29	22	9	34	12	1659	15.8%		
• Flat Tire	41	118	34	55	47	146	30	95	56	76	67	62	26	87	7	6	28	65	25	58	86	60	60	55	60	10	36	37	52	28	8	51	24	1696	16.1%		
• Out of Gas	34	49	24	40	31	56	21	55	42	78	24	57	21	58	10	9	21	36	6	19	40	30	52	29	29	9	21	18	28	21	10	23	5	1006	9.6%		
• Overheat	21	30	16	15	11	25	7	11	11	15	9	14	3	24	5	4	11	14	4	12	22	16	12	7	10	1	5	8	9	6	3	15	5	381	3.6%		
• Traffic Collision	23	72	57	32	28	79	9	73	57	45	47	44	19	24	26	7	45	44	18	33	27	40	43	23	19	8	21	29	11	27	4	26	11	1071	10.2%		
• Dead Battery	6	22	3	12	8	10	5	20	5	11	8	11	3	24	0	1	2	10	0	4	4	8	4	4	5	0	3	0	7	1	2	10	2	215	2.0%		
• Abandoned Vehicle	47	35	47	44	53	51	11	95	78	58	26	40	32	31	13	12	25	56	16	34	58	41	91	34	44	20	28	14	51	32	18	43	19	1297	12.3%		
• In-lane Hazard	32	8	7	47	10	42	6	46	59	0	19	16	16	6	0	7	14	6	9	19	29	5	19	3	14	3	7	13	5	4	2	32	0	505	4.8%		
• Other	40	12	19	62	61	93	34	64	19	18	12	32	39	0	3	7	11	16	5	40	41	23	16	13	7	29	30	42	18	12	5	73	10	906	8.6%		
• Assist FSP Beat Partner	7	0	4	1	10	4	0	16	7	1	0	1	1	0	0	0	1	1	0	1	2	13	1	0	1	1	5	1	3	0	0	2	0	84	0.8%		
• Provided Transportation	1	0	2	3	0	0	1	0	0	0	2	3	0	0	0	0	5	0	0	3	4	1	0	0	1	0	0	2	0	0	0	0	0	28	0.3%		
• Unable To Locate	13	0	2	3	22	1	2	8	14	0	2	2	6	4	3	0	14	5	4	12	3	0	13	17	8	2	8	5	0	5	0	2	0	180	1.7%		
• Refused FSP Service	5	0	5	1	1	1	1	8	3	45	16	20	2	0	0	3	0	12	2	0	6	11	4	1	1	2	13	15	9	8	0	6	0	201	1.9%		
• Cancelled Assignment	8	0	2	0	10	0	1	2	4	0	1	3	1	1	0	0	10	11	0	6	0	1	6	0	5	3	3	4	4	0	3	0	89	0.8%			
• Drive-Off	13	0	13	22	66	17	7	22	25	24	8	25	19	0	5	1	9	100	4	16	5	30	42	0	11	14	64	22	24	39	0	45	8	700	6.7%		
• Help Enroute	27	4	16	16	38	8	4	60	30	0	5	21	8	9	7	0	18	19	6	30	20	15	5	12	12	4	10	15	23	13	9	20	3	487	4.6%		
TOTAL.....	357	442	307	450	443	651	166	644	457	434	306	402	234	308	95	65	285	458	120	336	432	333	440	242	342	142	296	269	273	222	70	385	99	10,505	100%		
% Involving People:	45.9%	86.7%	61.9%	55.8%	38.8%	66.7%	59.6%	50.2%	47.7%	66.4%	70.3%	59.5%	47.0%	83.4%	67.4%	53.8%	62.5%	50.7%	61.7%	52.1%	61.1%	58.0%	55.2%	66.9%	69.6%	47.2%	43.2%	50.9%	49.8%	47.3%	51.4%	41.3%	59.6%		57.4%		
Requiring Push #	18	33	14	24	6	5	7	40	11	11	5	16	7	5	1	5	0	6	8	1	7	9	11	9	8	0	0	9	5	1	0	2	1	282			
% Pushed*:	5.0%	7.5%	4.6%	5.3%	1.4%	0.8%	4.2%	6.2%	2.4%	2.5%	1.6%	4.0%	3.0%	1.6%	1.1%	7.7%	0.0%	1.3%	6.7%	0.3%	1.6%	2.7%	2.5%	3.7%	2.3%	0.0%	0.0%	3.3%	1.8%	0.5%	0.0%	0.5%	1.0%		2.7%		
Requiring Tow #	60	64	56	27	23	58	18	38	41	27	86	39	24	40	19	4	42	24	21	35	83	22	26	21	35	19	29	24	32	11	9	42	5	1,057			
% Towed*:	16.8%	14.5%	18.2%	6.0%	5.2%	8.9%	10.8%	5.9%	9.0%	6.2%	28.1%	9.7%	10.3%	13.0%	20.0%	6.2%	14.7%	5.2%	17.5%	10.4%	19.2%	6.6%	5.9%	8.7%	10.2%	13.4%	9.8%	8.9%	11.7%	5.0%	12.9%	10.9%	5.1%		10.1%		
Service Rating:	excel- tot>	71	67	40	76	84	104	40	106	71	46	44	27	47	50	21	38	48	46	38	59	61	49	75	74	85	32	32	62	32	36	21	92	5	1,682		
percent*:	95.9%	97.1%	88.9%	91.6%	96.6%	94.5%	90.9%	95.5%	92.2%	88.5%	93.6%	96.4%	97.9%	98.0%	100.0%	95.0%	100.0%	95.8%	97.4%	98.3%	95.3%	100.0%	94.9%	90.2%	96.6%	88.9%	97.0%	88.6%	91.4%	100.0%	100.0%	100.0%	100.0%		94.8%		
Avg. Wait Time (min):	2.5->	19	38	23	48	30	44	21	51	24	22	15	13	21	27	10	9	15	21	17	21	31	22	22	38	36	12	8	26	14	13	9	48	3	720	40.6%	
7.5->	26	13	13	21	33	43	15	34	21	14	19	11	19	15	8	14	21	18	8	22	13	16	25	24	24	10	12	15	13	14	5	20	1	559	31.5%		
15->	12	12	4	8	18	14	4	14	16	10	5	4	7	8	3	9	8	5	9	14	5	23	10	19	5	8	18	4	6	2	15	1	289	16.3%			
25->	12	5	4	5	5	8	2	9	11	6	4	0	1	1	0	3	3	2	9	6	4	4	8	6	8	7	4	10	2	2	5	5	0	156	8.8%		
over 30->	5	1	1	1	1	1	2	3	5	0	4	0	0	0	0	5	1	2	0	2	2	2	1	4	1	2	1	1	2	1	0	4	0	51	2.9%		
Total	74	69	45	83	87	110	44	111	77	52	47	28	48	51	21	40	48	48	39	60	64	49	79	82	88	36	33	70	35	36	21	92	5	1,775	100%		
Avg.....	13.8	8.1	8.3	7.0	8.9	8.2	9.0	9.0	13.4	8.8	12.7	6.3	6.8	6.4	6.2	15.9	9.4	9.0	10.3	10.4	9.5	9.6	10.7	9.9	9.3	13.2	11.8	10.8	10.4	9.4	10.2	9.3	6.0		9.7		
# Service Hours	451.5	587	328	480	427.5	703	340	644	608	589	435	435	336	304	114	150	304	399	228	456	487.5	304	427.5	228	370.5	133	288	247	264	228	114	288	123.5	11822			
Avg. Asst/Hr/Trk:	0.8	0.8	0.9	0.9	1.0	0.9	0.5	1.0	0.8	0.7	0.7	0.9	0.7	1.0	0.8	0.4	0.9	1.1	0.5	0.7	0.9	1.1	1.0	1.1	0.9	1.1	1.0	1.1	1.0	0.6	1.3	0.8	0.9	0.9	0.9	0.8	
# 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	2	1	2	2	2	1	2	3				

Problem Type:	SANTA CRUZ BEATS			
	#017	#024	TOTAL	%
• Mechanical Problem	7	17	24	13.1%
• Flat Tire	14	2	16	8.7%
• Out of Gas	9	6	15	8.2%
• Overheat	4	0	4	2.2%
• Traffic Collision	18	15	33	18.0%
• Dead Battery	0	0	0	0.0%
• Abandoned Vehicle	14	13	27	14.8%
• In-lane Hazard	12	7	19	10.4%
• Other	10	5	15	8.2%
• Assist FSP Beat Partner	3	1	4	2.2%
• Provided Transportation	0	0	0	0.0%
• Unable To Locate	9	6	15	8.2%
• Refused FSP Service	0	0	0	0.0%
• Cancelled Assignment	0	0	0	0.0%
• Drive-Off	5	3	8	4.4%
• Help Enroute	2	1	3	1.6%
TOTAL.....	107	76	183	100%
% Involving People:	48.6%	52.6%		50.3%
Requiring Push #	3	0	3	
% Pushed*:	2.8%	0.0%		1.6%
Requiring Tow #	7	7	14	
% Towed*:	6.5%	9.2%		7.7%
Service Rating:	9	21	30	
percent*:	100.0%	91.3%		93.8%
Avg. Wait Time (min):	2	8	10	31.3%
7.5->	4	12	16	50.0%
15->	1	1	2	6.3%
25->	1	1	2	6.3%
over 30->	1	1	2	6.3%
Total	9	23	32	100%
Avg.....	15.0	9.1	10.8	
# Service Hours	150	114	264	
Avg. Asst/Hr/Trk:	0.3	0.6	0.7	Avg.
# of trucks(peak hr.)	1	1		

% survey returns 45.1% 18.0% 23.7% 33.1% 50.6% 25.3% 44.4% 34.4% 35.3% 18.1% 21.9% 11.7% 43.6% 19.8% 32.8% 114.3% 27.0% 20.7% 52.7% 34.3% 24.2% 25.4% 32.5% 50.6% 37.0% 53.7% 25.8% 51.1% 25.7% 34.3% 58.3% 57.9% 8.5% 29.4%