BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Nov. 2008)

Problem Type:	BEATS																																										
	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#012	#013	#014	#015	#016	#017	#018	#019	#020	#021	#022	#023	#024	#025	#026	#027	#028	#029	#030	#031	#032	#033	#034	#035	#036	#037	TOTAL	%
• Mechanical Problem	38	73	49	38	33	70	23	0	31	31	42	36	16	33	38	24	17	25	39	31	27	21	71	55	18	5	45	15	53	14	28	20	5	19	0	30	8	13	23	**1157**	**12.9%**
• Flat Tire	57	67	50	51	34	74	25	0	43	49	53	44	12	55	40	55	15	5	23	29	34	21	47	72	25	11	48	36	57	11	47	41	34	25	0	58	19	9	44	**1420**	**15.8%**
• Out of Gas	17	42	23	14	19	31	11	0	19	25	33	16	7	11	22	32	16	6	9	20	24	12	20	22	13	5	35	24	10	13	10	15	20	8	0	12	6	4	8	**634**	**7.0%**
• Overheat	20	18	14	7	9	20	5	0	12	7	10	4	2	10	13	23	5	1	3	10	4	0	11	19	5	1	16	3	22	3	7	4	6	3	0	7	1	5	8	**318**	**3.5%**
• Traffic Collision	28	73	44	39	48	34	10	0	47	61	37	45	9	30	43	10	31	4	13	26	42	10	35	15	20	2	32	7	31	10	25	15	4	27	0	30	13	2	14	**966**	**10.7%**
• Dead Battery	4	7	1	2	1	5	1	0	8	7	5	0	1	6	4	10	3	0	1	3	2	0	7	6	2	0	5	3	1	1	3	1	7	4	0	0	1	0	1	**113**	**1.3%**
• Abandoned Vehicle	25	41	27	34	40	12	11	0	35	45	30	18	1	35	28	6	18	9	31	26	26	5	31	42	20	18	56	27	33	13	36	11	26	12	0	18	18	6	15	**885**	**9.8%**
• In-lane Hazard	1	38	9	23	9	19	3	0	15	18	1	32	6	4	33	4	6	2	7	6	7	1	15	13	8	6	33	1	13	0	9	17	8	6	0	10	6	2	7	**398**	**4.4%**
• Other	61	110	33	47	54	60	47	0	15	16	4	39	1	24	56	15	10	0	34	7	8	0	26	30	12	36	47	1	38	13	31	6	19	9	0	39	13	6	59	**1026**	**11.4%**
• Assist FSP Beat Partner	5	4	2	19	2	6	1	0	2	8	0	8	1	0	0	2	0	0	1	3	1	4	5	42	1	0	2	0	3	0	3	2	2	0	0	8	0	0	2	**139**	**1.5%**
• Provided Transportation	2	0	0	1	7	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	2	4	0	0	0	0	0	0	0	**21**	**0.2%**
• Unable To Locate	4	19	0	3	0	3	0	0	7	17	0	3	2	1	7	0	6	0	0	1	0	1	6	0	2	1	9	6	1	1	3	5	2	4	0	8	0	0	1	**123**	**1.4%**
• Refused FSP Service	17	19	10	6	39	9	1	0	14	15	32	2	1	1	23	10	0	0	0	0	2	4	10	44	7	2	16	0	14	6	11	19	2	0	0	7	13	3	3	**362**	**4.0%**
• Cancelled Assignment	1	0	0	2	1	2	1	0	0	9	1	0	0	0	10	0	0	0	0	1	0	0	2	1	0	2	2	0	0	0	1	10	0	1	0	2	0	0	1	**50**	**0.6%**
• Drive-Off	20	16	34	63	29	82	14	0	19	31	7	25	2	19	23	9	13	1	13	11	65	18	26	57	12	36	46	11	40	2	92	22	24	5	0	37	12	13	24	**973**	**10.8%**
• Help Enroute	8	12	2	22	12	19	4	0	55	18	7	4	5	13	9	4	17	3	5	3	47	2	19	3	8	13	2	9	11	4	7	0	25	0	0	13	8	4	16	**413**	**4.6%**
TOTAL.....	**308**	**539**	**298**	**371**	**337**	**446**	**158**	**0**	**322**	**357**	**262**	**276**	**66**	**242**	**349**	**204**	**158**	**56**	**180**	**178**	**289**	**99**	**332**	**421**	**153**	**138**	**394**	**143**	**327**	**91**	**315**	**192**	**184**	**123**	**0**	**279**	**118**	**67**	**226**	**8,998**	**100%**
% Involving People:	**53.2%**	**51.9%**	**60.7%**	**40.7%**	**42.7%**	**52.5%**	**47.5%**	**0.0%**	**49.7%**	**50.4%**	**68.7%**	**52.5%**	**71.2%**	**59.9%**	**45.8%**	**75.5%**	**55.1%**	**73.2%**	**48.9%**	**66.9%**	**46.0%**	**64.6%**	**57.5%**	**44.9%**	**54.2%**	**17.4%**	**45.9%**	**61.5%**	**53.2%**	**57.1%**	**38.1%**	**50.0%**	**41.3%**	**69.9%**	**0.0%**	**49.1%**	**40.7%**	**49.3%**	**43.4%**		**51.2%**
Requiring Push #	13	31	3	12	1	3	1	0	11	5	7	1	0	3	13	1	1	2	1	5	8	3	4	3	3	0	10	0	7	1	0	1	3	5	0	9	0	2	5	**178**	
% Pushed*:	**4.2%**	**5.8%**	**1.0%**	**3.2%**	**0.3%**	**0.7%**	**0.6%**	**0.0%**	**3.4%**	**1.4%**	**2.7%**	**0.4%**	**0.0%**	**1.2%**	**3.7%**	**0.5%**	**0.6%**	**3.6%**	**0.6%**	**2.8%**	**2.8%**	**3.0%**	**1.2%**	**0.7%**	**2.0%**	**0.0%**	**2.5%**	**0.0%**	**2.1%**	**1.1%**	**0.0%**	**0.5%**	**1.6%**	**4.1%**	**0.0%**	**3.2%**	**0.0%**	**3.0%**	**2.2%**		**2.0%**
Requiring Tow #	32	34	45	35	25	47	12	0	11	30	27	31	19	14	50	38	29	11	11	19	13	19	44	57	11	3	19	8	24	17	26	18	2	4	0	21	15	10	23	**854**	
% Towed*:	**10.4%**	**6.3%**	**15.1%**	**9.4%**	**7.4%**	**10.5%**	**7.6%**	**0.0%**	**3.4%**	**8.4%**	**10.3%**	**11.2%**	**28.8%**	**5.8%**	**14.3%**	**18.6%**	**18.4%**	**19.6%**	**6.1%**	**10.7%**	**4.5%**	**19.2%**	**13.3%**	**13.5%**	**7.2%**	**2.2%**	**4.8%**	**5.6%**	**7.3%**	**18.7%**	**8.3%**	**9.4%**	**1.1%**	**3.3%**	**0.0%**	**7.5%**	**12.7%**	**14.9%**	**10.2%**		**9.5%**
Service Rating: excel>	21	16	8	27	22	12	5	0	11	24	7	10	6	9	20	17	14	1	4	10	10	6	19	28	1	5	14	9	20	4	8	29	2	19	0	54	21	4	22	**519**	
tot>	21	17	9	30	22	13	5	0	11	25	7	11	6	9	20	17	15	1	5	10	10	6	19	29	1	5	15	9	20	4	8	30	3	19	0	56	24	4	22	**538**	
percent>	**100.0%**	**94.1%**	**88.9%**	**90.0%**	**100.0%**	**92.3%**	**100.0%**	**0.0%**	**100.0%**	**96.0%**	**100.0%**	**90.9%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**93.3%**	**100.0%**	**80.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**96.6%**	**100.0%**	**100.0%**	**93.3%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**96.7%**	**66.7%**	**100.0%**	**0.0%**	**96.4%**	**87.5%**	**100.0%**	**100.0%**		**96.5%**
Avg. Wait Time (min): 2.5>	6	10	5	14	10	6	3	0	3	12	3	3	3	1	10	12	6	1	1	1	7	2	7	9	1	2	5	1	12	2	3	11	1	5	0	27	12	1	9	**227**	**42.2%**
7.5>	9	5	4	9	8	5	1	0	3	5	1	4	1	3	9	3	4	0	2	5	1	2	7	11	0	1	4	5	6	0	4	10	1	9	0	20	11	1	9	**183**	**34.0%**
15>	3	1	0	3	2	0	1	0	4	4	2	3	1	5	0	1	4	0	2	3	1	2	4	6	0	1	2	3	1	2	0	8	0	4	0	9	1	1	3	**87**	**16.2%**
25>	2	1	0	4	1	1	0	0	1	4	1	0	1	0	1	1	1	0	0	1	1	0	1	1	0	0	4	0	0	0	0	1	1	1	0	0	0	1	1	**32**	**5.9%**
over 30>	1	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	**9**	**1.7%**
Total	21	17	9	30	22	13	5	0	11	25	7	11	6	9	20	17	15	1	5	10	10	6	19	29	1	5	15	9	20	4	8	30	3	19	0	56	24	4	22	**538**	**100%**
Avg.....:	**11.3**	**6.0**	**4.7**	**8.3**	**9.1**	**10.6**	**6.0**	**0.0**	**10.5**	**9.1**	**10.0**	**13.0**	**9.2**	**11.1**	**5.9**	**5.4**	**8.7**	**2.5**	**9.5**	**11.0**	**6.5**	**8.3**	**8.2**	**11.7**	**2.5**	**17.5**	**11.5**	**9.4**	**7.5**	**8.8**	**12.2**	**8.3**	**11.7**	**8.7**	**0.0**	**6.3**	**5.3**	**12.5**	**7.3**	**8.5**	
**																																									
Avg. Asst/Hr/Trk:	0.7	1.0	0.9	0.8	0.9	0.8	1.9	0.0	0.7	0.7	0.6	0.9	0.2	0.6	0.7	0.8	0.8	0.4	0.6	0.7	0.8	0.5	0.8	0.9	0.6	1.4	1.0	0.7	0.9	0.8	1.1	0.9	0.7	0.9	0.0	2.5	1.0	0.2	0.8	**0.8**	**Avg.**
# of trucks(peak hr.)	3	2	2	3	3	4	4	0	3	4	3	2	1	2	3	2	1	1	1	2	3	2	3	3	2	1	3	2	2	1	2	2	2	1	0	2	1	1	2		
Monthly Truck Hours	430.5	541	320	456	382	544	85	0	456	544	408	320	85	405	472	272	204	138	308	272	357	204	408	454	272	102	382	204	355	119	288	221	252	136	0	288	110.5	119	288	**11202**	

	#001	#002	#003	#004	#005	#006	#06A	#007	#008	#009	#010	#011	#11A	#012	#013	#014	#015	#016	#017	#018	#019	#020	#021	#022	#023	#024	#025	#026	#027	#028	#029	#030	#031	#032	#033	#034	#035	#036	#037	TOTAL	%
Vehicle Location																																									
• In-Lane	23	63	15	53	13	36	8	0	27	33	20	53	15	9	50	10	7	5	12	17	16	2	35	17	7	7	30	9	13	3	12	13	8	15	0	21	7	2	8	**694**	**7.7%**
• Right Shoulder	229	353	180	283	233	360	133	0	248	260	201	191	46	201	237	174	131	47	163	133	236	89	239	342	115	96	250	103	272	80	253	144	157	91	0	228	93	54	182	**6827**	**75.9%**
• Left Shoulder	20	19	18	1	20	15	6	0	12	23	6	16	2	2	16	8	8	0	4	10	8	4	14	23	9	3	27	8	10	7	11	14	5	13	0	8	9	4	13	**396**	**4.4%**
• On-Ramp/Off-Ramp	36	104	85	34	71	35	11	0	35	41	35	16	3	30	46	12	12	4	1	18	29	4	44	39	22	32	87	23	32	1	39	21	14	4	0	22	9	7	23	**1081**	**12.0%**
Total	**308**	**539**	**298**	**371**	**337**	**446**	**158**	**0**	**322**	**357**	**262**	**276**	**66**	**242**	**349**	**204**	**158**	**56**	**180**	**178**	**289**	**99**	**332**	**421**	**153**	**138**	**394**	**143**	**327**	**91**	**315**	**192**	**184**	**123**	**0**	**279**	**118**	**67**	**226**	**8998**	**100%**
Service Rating by Motorists																																									
• Excellent	21	16	8	27	22	12	5	0	11	24	7	10	6	9	20	17	14	1	4	10	10	6	19	28	1	5	14	9	20	4	8	29	2	19	0	54	21	4	22	**519**	**96.5%**
• Good	0	1	1	3	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	1	1	0	0	2	2	0	0	**17**	**3.2%**
• Poor	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	**2**	**0.4%**
• Poor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**	**0.0%**
Total	**21**	**17**	**9**	**30**	**22**	**13**	**5**	**0**	**11**	**25**	**7**	**11**	**6**	**9**	**20**	**17**	**15**	**1**	**5**	**10**	**10**	**6**	**19**	**29**	**1**	**5**	**15**	**9**	**20**	**4**	**8**	**30**	**3**	**19**	**0**	**56**	**24**	**4**	**22**	**538**	**100%**
Pct. Of Survey Returns	**12.8%**	**6.1%**	**5.0%**	**19.9%**	**15.3%**	**5.6%**	**6.7%**	**0.0%**	**6.9%**	**13.9%**	**3.9%**	**7.6%**	**12.8%**	**6.2%**	**12.5%**	**11.0%**	**17.2%**	**2.4%**	**5.7%**	**8.4%**	**7.5%**	**9.4%**	**9.9%**	**15.3%**	**1.2%**	**20.8%**	**8.3%**	**10.2%**	**11.5%**	**7.7%**	**6.7%**	**31.3%**	**3.9%**	**22.1%**	**0.0%**	**40.9%**	**50.0%**	**12.1%**	**22.4%**	**11.7%**	

Date: 12/15/2008