BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Nov. 2009)

Problem Type:	#001	#002	#003	#004	#005	#006	#008	#009	#010	#011	#012	#013	#014	#015	#016	#017	#018	#019	#020	#021	#022	#023	#024	#025	#026	#027	#028	#029	#030	#031	#032	#034	#035	#036	#037	TOTAL	%
	BEATS																																				
• Mechanical Problem	42	80	47	58	23	59	39	83	32	27	46	42	31	22	44	32	58	17	10	57	53	17	13	38	29	58	15	32	36	40	19	18	12	7	12	**1248**	**13.1%**
• Flat Tire	40	73	46	62	35	96	42	47	44	48	39	36	63	24	11	16	52	25	13	51	62	31	16	51	26	48	14	35	28	53	24	33	15	22	28	**1349**	**14.1%**
• Out of Gas	42	49	32	26	19	50	29	36	40	25	44	30	55	13	4	17	28	23	7	17	23	11	12	41	24	29	12	26	12	18	18	19	8	9	11	**859**	**9.0%**
• Overheat	24	20	11	11	14	15	9	14	14	8	10	8	37	2	5	6	10	7	0	7	24	3	5	11	5	19	5	7	4	5	2	6	3	3	6	**340**	**3.6%**
• Traffic Collision	18	46	53	25	27	46	36	63	39	30	21	22	21	25	3	5	14	29	6	25	28	12	3	15	25	15	2	12	11	2	20	7	6	2	6	**720**	**7.5%**
• Dead Battery	8	7	8	3	6	10	1	9	3	3	5	2	11	3	0	5	4	14	0	2	7	5	0	8	4	4	0	5	4	5	2	4	0	2	5	**159**	**1.7%**
• Abandoned Vehicle	27	31	18	22	19	20	40	45	26	14	33	18	24	20	0	52	17	26	9	16	35	19	12	48	19	36	10	35	6	22	9	24	12	13	27	**804**	**8.4%**
• In-lane Hazard	23	36	47	27	39	56	52	41	17	70	20	37	7	17	6	27	21	23	10	32	63	18	1	46	15	37	10	18	17	9	14	5	13	4	15	**893**	**9.4%**
• Other	48	81	44	30	42	204	34	31	4	12	27	30	16	22	0	8	43	5	6	20	105	12	21	49	15	36	20	19	6	11	4	58	0	1	30	**1094**	**11.5%**
• Assist FSP Beat Partner	0	4	0	0	2	20	1	1	0	5	1	2	0	1	0	0	0	2	0	1	13	1	0	0	2	6	0	0	0	0	1	8	0	0	4	**75**	**0.8%**
• Provided Transportation	0	0	0	2	5	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	4	0	0	1	2	0	0	0	0	1	0	0	0	0	1	**18**	**0.2%**
• Unable To Locate	0	0	0	0	0	0	0	0	7	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	**7**	**0.1%**
• Refused FSP Service	2	6	2	3	11	18	9	7	13	7	1	0	0	1	0	0	0	2	5	1	5	8	1	10	5	1	0	1	3	1	13	0	1	1	7	**145**	**1.5%**
• Cancelled Assignment	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	2	0	0	0	0	0	0	0	0	0	**3**	**0.0%**
• Drive-Off	13	50	25	13	13	135	16	24	15	8	20	17	8	13	0	13	21	20	1	12	35	23	12	35	5	23	0	73	0	46	22	5	1	0	12	**729**	**7.6%**
• Help Enroute	29	23	17	10	13	48	50	10	43	4	21	13	9	7	1	7	33	20	0	23	29	9	10	26	15	8	0	21	2	8	0	35	2	6	41	**593**	**6.2%**
• No Service	3	6	30	1	32	6	3	10		2	0	7	1	1	1	65	0	13	1	2	80	1		6	4	100	2		1	0	14	10	68	0	35	**505**	**5.3%**
TOTAL.....	**319**	**512**	**380**	**293**	**300**	**783**	**362**	**421**	**297**	**263**	**289**	**264**	**283**	**171**	**75**	**253**	**302**	**226**	**68**	**266**	**566**	**170**	**106**	**385**	**195**	**422**	**90**	**284**	**130**	**221**	**162**	**232**	**141**	**70**	**240**	**9,541**	**100%**
% Involving People:	**54.5%**	**53.7%**	**51.8%**	**63.1%**	**41.3%**	**35.2%**	**43.1%**	**59.9%**	**57.9%**	**53.6%**	**57.1%**	**53.0%**	**77.0%**	**52.0%**	**89.3%**	**32.0%**	**55.0%**	**50.9%**	**52.9%**	**59.8%**	**34.8%**	**46.5%**	**46.2%**	**42.6%**	**57.9%**	**41.0%**	**53.3%**	**41.2%**	**73.1%**	**55.7%**	**52.5%**	**37.5%**	**31.2%**	**64.3%**	**28.3%**		**49.0%**
Requiring Push #	14	11	9	14	3	7	12	33	11	3	13	10	3	2	1	1	1	7	2	5	3	5	0	8	13	38	1	1	4	1	7	0	2	2	0	**247**	
% Pushed*:	**4.4%**	**2.1%**	**2.4%**	**4.8%**	**1.0%**	**0.9%**	**3.3%**	**7.8%**	**3.7%**	**1.1%**	**4.5%**	**3.8%**	**1.1%**	**1.2%**	**1.3%**	**0.4%**	**0.3%**	**3.1%**	**2.9%**	**1.9%**	**0.5%**	**2.9%**	**0.0%**	**2.1%**	**6.7%**	**9.0%**	**1.1%**	**0.4%**	**3.1%**	**0.5%**	**4.3%**	**0.0%**	**1.4%**	**2.9%**	**0.0%**		**2.6%**
Requiring Tow #	12	56	49	30	24	64	37	28	12	56	28	37	36	25	10	23	48	8	15	33	60	15	7	31	23	34	8	27	33	24	4	20	17	5	22	**961**	
% Towed*:	**3.8%**	**10.9%**	**12.9%**	**10.2%**	**8.0%**	**8.2%**	**10.2%**	**6.7%**	**4.0%**	**21.3%**	**9.7%**	**14.0%**	**12.7%**	**14.6%**	**13.3%**	**9.1%**	**15.9%**	**3.5%**	**22.1%**	**12.4%**	**10.6%**	**8.8%**	**6.6%**	**8.1%**	**11.8%**	**8.1%**	**8.9%**	**9.5%**	**25.4%**	**10.9%**	**2.5%**	**8.6%**	**12.1%**	**7.1%**	**9.2%**		**10.1%**
Service Rating: excel>	53	46	47	44	33	59	44	66	29	22	27	114	27	15	1	15	64	25	21	29	105	26	16	60	26	74	24	22	35	17	19	34	25	21	24	**1,309**	
tot>	55	49	48	44	33	60	44	68	29	23	30	116	31	15	2	15	65	27	21	29	107	27	16	64	27	76	27	22	35	17	20	34	25	23	26	**1,350**	
percent>	**96.4%**	**93.9%**	**97.9%**	**100.0%**	**100.0%**	**98.3%**	**100.0%**	**97.1%**	**100.0%**	**95.7%**	**90.0%**	**98.3%**	**87.1%**	**100.0%**	**50.0%**	**100.0%**	**98.5%**	**92.6%**	**100.0%**	**100.0%**	**98.1%**	**96.3%**	**100.0%**	**93.8%**	**96.3%**	**97.4%**	**88.9%**	**100.0%**	**100.0%**	**100.0%**	**95.0%**	**100.0%**	**100.0%**	**91.3%**	**92.3%**		**97.0%**
Avg. Wait Time (min): 2.5>	24	23	18	14	12	26	16	28	10	10	13	57	12	7	0	6	28	15	4	17	49	9	8	23	11	35	12	10	14	9	5	20	13	11	13	**582**	**43.1%**
7.5>	16	13	16	17	10	20	17	13	11	8	11	33	10	5	1	3	24	7	9	8	38	11	5	21	9	21	10	6	11	7	9	5	4	6	2	**417**	**30.9%**
15>	9	8	11	8	4	9	6	17	4	2	4	22	4	2	0	4	8	4	5	3	11	4	1	11	4	14	3	2	6	0	5	4	3	4	4	**210**	**15.6%**
25>	2	4	1	3	2	4	3	5	4	1	2	4	4	1	0	2	5	0	2	1	8	2	1	6	2	5	2	2	4	1	1	4	3	1	2	**94**	**7.0%**
over 30>	4	1	2	2	5	1	2	5	0	2	0	0	1	0	1	0	0	1	1	0	1	1	1	3	1	1	0	2	0	0	0	1	2	1	5	**47**	**3.5%**
Total	55	49	48	44	33	60	44	68	29	23	30	116	31	15	2	15	65	27	21	29	107	27	16	64	27	76	27	22	35	17	20	34	25	23	26	**1,350**	**100%**
Avg.....	**11.0**	**8.9**	**9.9**	**10.9**	**15.6**	**8.5**	**10.3**	**12.5**	**9.2**	**11.3**	**7.5**	**7.1**	**10.5**	**7.3**	**33.8**	**9.8**	**7.6**	**7.8**	**12.5**	**5.9**	**7.8**	**10.2**	**9.8**	**11.1**	**9.8**	**8.4**	**7.4**	**12.3**	**8.8**	**5.9**	**9.0**	**9.0**	**12.1**	**0.0**	**17.6**	**9.6**	
**																																					
Avg. Asst/Hr/Trk:	1.0	0.9	1.2	0.9	0.7	1.2	0.8	0.7	0.7	0.6	1.0	1.2	1.8	0.6	0.5	0.8	1.0	0.6	0.6	0.6	1.2	0.6	1.0	1.0	0.9	1.1	0.7	1.0	0.6	0.9	0.8	2.0	1.1	0.2	0.8	**0.8**	**Avg.**
# of trucks(peak hr.)	2	3	2	2	3	4	4	3	3	2	2	3	2	2	1	1	2	3	1	3	3	2	1	3	2	3	1	2	2	2	2	2	1	1	2		
Monthly Truck Hours	306	558	324	324	405	666	468	576	432	414	414	484	288	216	156	300	288	378	108	432	465	288	108	405	216	375	126	288	234	252	216	288	117	126	288	**11329**	

	#001	#002	#003	#004	#005	#006	#008	#009	#010	#011	#012	#013	#014	#015	#016	#017	#018	#019	#020	#021	#022	#023	#024	#025	#026	#027	#028	#029	#030	#031	#032	#034	#035	#036	#037	TOTAL	%
Vehicle Location																																					
• In-Lane	22	27	29	42	25	44	18	80	27	51	21	19	9	6	4	21	19	15	5	27	42	10	1	26	14	26	3	10	8	9	14	3	13	2	6	**698**	**7.9%**
• Right Shoulder	227	390	259	215	194	588	250	286	225	176	210	195	222	144	70	225	248	169	47	196	409	117	98	251	155	283	73	251	103	185	122	217	104	50	201	**7155**	**81.5%**
• Left Shoulder	18	9	10	2	33	46	33	24	11	21	1	6	12	11	0	2	21	17	5	15	21	11	1	26	11	18	6	8	7	7	8	12	11	6	14	**464**	**5.3%**
• On-Ramp/Off-Ramp	23	21	39	12	25	49	19	15	17	4	16	17	15	3	0	2	6	9	2	7	22	10	3	34	5	42	0	4	4	10	8	1	9	5	5	**463**	**5.3%**
Total	**290**	**447**	**337**	**271**	**277**	**727**	**320**	**405**	**280**	**252**	**248**	**237**	**258**	**164**	**74**	**250**	**294**	**210**	**59**	**245**	**494**	**148**	**103**	**337**	**185**	**369**	**82**	**273**	**122**	**211**	**152**	**233**	**137**	**63**	**226**	**8780**	**100%**
Service Rating by Motorists																																					
• Excellent	53	46	47	44	33	59	44	66	29	22	27	114	27	15	1	15	64	25	21	29	105	26	16	60	26	74	24	22	35	17	19	34	25	21	24	**1309**	**97.0%**
• Good	1	3	1	0	0	1	0	1	0	1	2	2	4	0	1	0	1	1	0	0	2	1	0	3	1	2	3	0	0	0	1	0	0	2	2	**36**	**2.7%**
• Fair	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	**4**	**0.3%**
• Poor	0	0	0	0	0	0	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	**1**	**0.0%**
Total	**55**	**49**	**48**	**44**	**33**	**60**	**44**	**68**	**29**	**23**	**30**	**116**	**31**	**15**	**2**	**15**	**65**	**27**	**21**	**29**	**107**	**27**	**16**	**64**	**27**	**76**	**27**	**22**	**35**	**17**	**20**	**34**	**25**	**23**	**26**	**1350**	**100%**
Pct. Of Survey Returns	**31.6%**	**17.8%**	**24.4%**	**23.8%**	**26.6%**	**21.7%**	**28.2%**	**27.0%**	**16.9%**	**16.3%**	**18.2%**	**82.9%**	**14.2%**	**16.9%**	**3.0%**	**18.5%**	**39.2%**	**23.5%**	**58.3%**	**18.2%**	**54.3%**	**34.2%**	**32.7%**	**39.0%**	**23.9%**	**43.9%**	**56.3%**	**18.8%**	**36.8%**	**13.8%**	**23.5%**	**39.1%**	**56.8%**	**51.1%**	**38.2%**	**28.9%**	

1/22/2010