BAY AREA FREEWAY SERVICE PATROL STATISTICS

(Dec. 2005)

Problem Type:	BAY AREA BEATS																																		SANTA CRUZ BEATS			
	#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	TOTAL	%	#017	#024	TOTAL	%
• Mechanical Problem	44	89	48	76	69	127	20	51	44	57	50	46	30	39	22	11	69	84	22	47	93	34	77	54	130	22	36	22	37	9	18	38	24	1639	15.6%	14	17	31	17.3%
• Flat Tire	45	99	45	71	59	122	29	97	61	72	58	64	27	86	10	3	36	59	26	70	73	53	57	55	51	21	36	25	55	14	5	46	20	1650	15.7%	10	6	16	8.9%
• Out of Gas	27	54	28	33	25	75	18	42	49	86	44	61	16	45	14	4	18	30	10	23	33	29	56	30	30	8	18	19	29	7	5	30	11	1007	9.6%	2	10	12	6.7%
• Overheat	11	22	9	8	11	26	13	19	13	9	8	15	3	21	1	4	14	14	3	4	16	10	10	5	19	5	6	3	7	5	2	1	5	322	3.1%	2	0	2	1.1%
• Traffic Collision	25	56	62	43	57	65	8	68	66	35	50	30	19	37	15	6	36	47	24	33	33	36	24	20	22	11	22	17	11	19	8	10	12	1027	9.8%	12	9	21	11.7%
• Dead Battery	10	12	10	11	5	12	4	20	12	10	2	12	5	16	2	2	5	12	2	3	4	14	9	5	7	1	2	3	3	2	0	10	3	230	2.2%	2	0	2	1.1%
• Abandoned Vehicle	42	46	36	59	45	54	10	88	79	47	40	49	27	39	12	7	18	51	10	53	43	58	105	40	42	23	28	23	47	18	9	46	16	1310	12.5%	12	14	26	14.5%
• In-lane Hazard	25	11	16	57	10	32	17	58	53	5	17	15	12	9	1	3	13	12	8	15	31	3	26	4	12	4	5	6	9	1	1	16	0	507	4.8%	8	10	18	10.1%
• Other	44	11	19	52	52	100	26	66	21	15	11	31	21	0	2	13	17	15	3	34	24	27	13	13	11	17	28	40	25	11	6	67	14	849	8.1%	22	4	26	14.5%
• Assist FSP Beat Partner	10	0	6	1	10	9	0	15	8	1	6	0	0	1	0	0	3	4	4	3	6	16	0	0	1	0	2	1	3	0	0	1	0	111	1.1%	1	1	2	1.1%
• Provided Transportation	1	0	0	4	0	0	0	0	2	2	0	2	1	1	0	0	0	0	0	2	4	0	3	1	1	0	0	7	2	0	1	0	0	34	0.3%	0	0	0	0.0%
• Unable To Locate	21	0	3	6	8	2	1	11	19	1	7	4	3	1	0	1	5	5	1	12	0	5	9	10	3	1	7	5	0	6	1	5	1	164	1.6%	4	8	12	6.7%
• Refused FSP Service	6	1	11	5	2	1	2	8	2	86	10	29	4	1	0	4	0	15	5	0	2	15	3	2	4	9	10	18	3	10	2	9	0	279	2.7%	0	0	0	0.0%
• Cancelled Assignment	5	0	3	2	4	0	0	4	7	1	5	2	1	0	0	0	10	3	1	5	0	0	7	0	3	0	9	3	2	5	0	6	0	88	0.8%	2	0	2	1.1%
• Drive-Off	8	2	17	23	62	27	7	29	31	33	8	27	13	0	12	8	18	105	9	32	17	26	54	1	16	3	76	12	36	20	8	47	10	797	7.6%	3	4	7	3.9%
• Help Enroute	16	7	10	32	37	20	1	61	41	5	7	15	9	8	11	0	12	11	8	36	8	15	13	12	11	2	11	21	12	9	8	8	3	480	4.6%	2	0	2	1.1%
TOTAL.....	**340**	**410**	**323**	**483**	**456**	**672**	**156**	**637**	**508**	**465**	**323**	**402**	**191**	**304**	**102**	**66**	**274**	**467**	**136**	**372**	**387**	**341**	**466**	**252**	**363**	**127**	**296**	**225**	**281**	**136**	**74**	**340**	**119**	**10,494**	**100%**	**96**	**83**	**179**	**100%**
% Involving People:	**47.6%**	**81.0%**	**62.5%**	**50.1%**	**49.6%**	**63.5%**	**59.0%**	**46.6%**	**48.2%**	**57.8%**	**65.6%**	**56.7%**	**52.4%**	**80.3%**	**62.7%**	**45.5%**	**65.0%**	**52.7%**	**64.0%**	**48.4%**	**65.1%**	**51.6%**	**50.0%**	**67.1%**	**71.3%**	**53.5%**	**40.5%**	**39.6%**	**50.5%**	**41.2%**	**51.4%**	**39.7%**	**63.0%**		**56.0%**	**43.8%**	**50.6%**		**46.9%**
Requiring Push #	10	35	20	31	11	8	8	35	11	5	6	16	3	11	2	2	0	11	6	3	8	12	10	15	7	0	4	6	6	0	2	0	1	305		6	1	7	
% Pushed*:	**2.9%**	**8.5%**	**6.2%**	**6.4%**	**2.4%**	**1.2%**	**5.1%**	**5.5%**	**2.2%**	**1.1%**	**1.9%**	**4.0%**	**1.6%**	**3.6%**	**2.0%**	**3.0%**	**0.0%**	**2.4%**	**4.4%**	**0.8%**	**2.1%**	**3.5%**	**2.1%**	**6.0%**	**1.9%**	**0.0%**	**1.4%**	**2.7%**	**2.1%**	**0.0%**	**2.7%**	**0.0%**	**0.8%**		**2.9%**	**6.3%**	**1.2%**		**3.9%**
Requiring Tow #	83	63	53	23	26	64	17	38	29	30	69	25	26	46	18	5	29	26	25	35	91	15	31	38	35	23	33	24	42	10	17	29	9	1,127		9	16	25	
% Towed*:	**24.4%**	**15.4%**	**16.4%**	**4.8%**	**5.7%**	**9.5%**	**10.9%**	**6.0%**	**5.7%**	**6.5%**	**21.4%**	**6.2%**	**13.6%**	**15.1%**	**17.6%**	**7.6%**	**10.6%**	**5.6%**	**18.4%**	**9.4%**	**23.5%**	**4.4%**	**6.7%**	**15.1%**	**9.6%**	**18.1%**	**11.1%**	**10.7%**	**14.9%**	**7.4%**	**23.0%**	**8.5%**	**7.6%**		**10.7%**	**9.4%**	**19.3%**		**14.0%**
Service Rating: excel>	23	35	17	37	37	60	18	51	30	19	20	11	15	30	13	18	19	20	18	28	26	22	34	28	43	14	16	25	22	23	14	47	2	835		4	13	17	
tot>	23	37	18	39	39	65	21	52	32	21	20	12	15	30	13	20	19	22	18	29	29	22	35	30	46	17	16	30	25	23	14	47	2	881		4	14	18	
percent>	**100.0%**	**94.6%**	**94.4%**	**94.9%**	**94.9%**	**92.3%**	**85.7%**	**98.1%**	**93.8%**	**90.5%**	**100.0%**	**91.7%**	**100.0%**	**100.0%**	**100.0%**	**90.0%**	**100.0%**	**90.9%**	**100.0%**	**96.6%**	**89.7%**	**100.0%**	**97.1%**	**93.3%**	**93.5%**	**82.4%**	**100.0%**	**83.3%**	**88.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**		**94.8%**	**100.0%**	**92.9%**		**94.4%**
Avg. Wait Time (min): 2.5>	7	21	10	21	15	25	11	23	10	12	6	7	7	16	6	4	7	8	11	10	13	9	8	16	19	5	5	9	9	8	6	26	2	344	39.0%	0	6	6	33.3%
7.5>	8	10	5	12	13	24	5	14	10	5	9	4	6	10	4	5	5	8	3	12	5	8	11	9	10	5	5	9	9	8	3	9	0	254	28.8%	2	8	10	55.6%
15>	4	3	1	2	8	9	2	8	8	3	3	1	1	4	3	6	4	4	3	4	8	2	13	2	11	1	4	7	3	5	1	6	0	138	15.7%	1	0	1	5.6%
25>	2	3	2	4	2	6	1	4	3	1	1	0	1	0	0	2	2	1	1	3	1	2	3	1	5	5	2	4	2	1	4	4	0	69	7.8%	0	0	0	0.0%
over 30>	2	0	0	0	1	1	2	3	1	0	1	0	0	0	0	3	1	1	0	0	2	1	0	2	1	1	0	1	2	1	0	2	0	27	3.1%	1	0	1	5.6%
Total	23	37	18	39	39	65	21	52	32	21	20	12	15	30	13	20	19	22	18	29	29	22	35	30	46	17	16	30	25	23	14	47	2	881	100%	4	14	18	100%
Avg.....	**13.4**	**6.7**	**7.1**	**7.0**	**9.4**	**9.0**	**11.4**	**10.8**	**11.1**	**6.5**	**10.6**	**5.2**	**6.8**	**5.8**	**6.9**	**18.4**	**11.8**	**10.2**	**6.7**	**8.6**	**11.6**	**10.1**	**10.6**	**9.4**	**10.3**	**14.7**	**10.0**	**11.8**	**12.2**	**10.4**	**10.9**	**9.4**	**2.5**	**9.3**		**22.5**	**5.4**	**9.2**	
Service Hours	490	627	354	522	472.5	777	354	690	672	651	459	459	351	336	126	144	336	441	252	504	508.5	336	472.5	252	409.5	147	288	273	270	252	126	288	136.5	12776.5		144	126	270	
Avg. Asst/Hr/Trk:	0.7	0.7	0.9	0.9	1.0	0.9	0.4	0.9	0.8	0.7	0.7	0.9	0.5	0.9	0.8	0.5	0.8	1.1	0.5	0.7	0.8	1.0	1.0	1.0	0.9	0.9	1.0	0.8	1.0	0.5	0.6	1.2	0.9	**0.8**	**Avg.**	0.7	0.7	0.7	**Avg.**
# 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	1	2	2	2	2	1	2	3			1	1		

	#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	TOTAL	%	#017	#024	TOTAL	%
Vehicle Location																																							
• In-Lane	71	45	31	67	52	51	20	59	83	19	52	35	21	26	8	5	33	36	18	24	16	15	28	13	20	9	16	11	11	6	2	18	6	927	8.8%	25	16	41	22.9%
• Right Shoulder	220	320	224	368	286	539	128	452	334	367	229	339	150	244	82	60	208	358	89	288	295	225	350	229	297	97	217	175	209	111	58	271	93	7912	75.4%	62	54	116	64.8%
• Left Shoulder	19	8	15	10	23	32	3	64	34	5	17	4	1	7	5	0	27	6	7	26	49	40	30	7	30	14	12	11	18	6	5	7	4	546	5.2%	0	3	3	1.7%
• On-Ramp/Off-Ramp	30	37	53	38	95	50	5	62	57	74	25	24	19	27	7	1	6	67	22	34	27	61	58	3	16	7	51	28	43	13	9	44	16	1109	10.6%	9	10	19	10.6%
Total	**340**	**410**	**323**	**483**	**456**	**672**	**156**	**637**	**508**	**465**	**323**	**402**	**191**	**304**	**102**	**66**	**274**	**467**	**136**	**372**	**387**	**341**	**466**	**252**	**363**	**127**	**296**	**225**	**281**	**136**	**74**	**340**	**119**	**10494**	**100%**	**96**	**83**	**179**	**100%**
Service Rating by Motorists																																							
• Excellent	23	35	17	37	37	60	18	51	30	19	20	11	15	30	13	18	19	20	18	28	26	22	34	28	43	14	16	25	22	23	14	47	2	835	94.8%	4	13	17	94.4%
• Good	0	2	1	2	1	4	3	1	2	2	0	1	0	0	0	1	0	2	0	1	2	0	1	2	3	2	0	4	2	0	0	0	0	39	4.4%	0	1	1	5.6%
• Poor	0	0	0	0	0	1	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	2	0.2%	0	0	0	0.0%
• Poor	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	5	0.6%	0	0	0	0.0%
Total	**23**	**37**	**18**	**39**	**39**	**65**	**21**	**52**	**32**	**21**	**20**	**12**	**15**	**30**	**13**	**20**	**19**	**22**	**18**	**29**	**29**	**22**	**35**	**30**	**46**	**17**	**16**	**30**	**25**	**23**	**14**	**47**	**2**	**881**	**100%**	**4**	**14**	**18**	**100%**
% survey returns	14.2%	11.1%	8.9%	16.1%	17.3%	15.2%	22.8%	17.5%	13.1%	7.8%	9.4%	5.3%	15.0%	12.3%	20.3%	66.7%	10.7%	8.9%	20.7%	16.1%	11.5%	12.5%	15.0%	17.8%	17.8%	25.0%	13.3%	33.7%	17.6%	41.1%	36.8%	34.8%	2.7%	**15.0%**		9.5%	33.3%	21.4%	