BAY AREA FREEWAY SERVICE PATROL STATISTICS
(Dec. 2007)

Problem	BEATS																																					SANTA CRUZ			
Type:	#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	%	#501	#502	TOTALS	%
• Mechanical Problem	39	67	41	68	26	125	13	36	23	40	42	34	15	51	41	45	12	1	11	42	35	8	48	105	28	10	51	26	59	15	24	16	16	1	10	26	10	22	25	1307	13.0%	7	9	16	10.1%
• Flat Tire	52	88	33	43	36	111	21	19	51	56	42	54	13	57	25	76	8	1	19	16	47	17	43	103	51	12	44	58	68	20	45	24	22	8	7	63	22	10	33	1518	15.2%	8	7	15	9.5%
• Out of Gas	34	58	33	52	21	60	21	16	38	43	49	32	8	32	24	72	8	3	11	25	27	14	32	35	30	8	64	43	48	11	36	22	15	17	12	29	8	13	14	1118	11.2%	6	6	12	7.6%
• Overheat	4	28	7	14	11	30	1	13	6	10	12	10	3	3	7	27	0	3	4	17	7	2	9	19	13	2	2	4	22	8	4	2	8	0	2	6	3	3	2	328	3.3%	1	0	1	0.6%
• Traffic Collision	31	62	51	30	27	46	6	21	58	67	30	60	19	35	34	27	18	18	4	31	41	17	34	31	33	9	27	11	22	6	17	21	7	7	5	27	18	7	10	1025	10.2%	18	8	26	16.5%
• Dead Battery	3	14	11	0	9	5	0	2	10	7	7	1	0	3	4	17	6	0	0	1	4	0	5	5	11	0	8	7	7	3	4	2	4	1	2	5	1	0	4	173	1.7%	5	0	5	3.2%
• Abandoned Vehicle	26	45	33	39	47	27	8	10	51	64	39	29	6	43	17	27	12	1	33	26	35	11	45	53	30	18	101	38	42	13	40	10	35	27	17	34	13	20	20	1185	11.8%	10	13	23	14.6%
• In-lane Hazard	20	25	25	34	19	22	3	7	32	28	1	24	9	2	16	5	2	7	2	9	11	4	17	16	9	23	32	1	13	3	7	2	6	2	1	37	4	1	13	494	4.9%	10	13	23	14.6%
• Other	28	102	19	29	2	36	21	39	24	17	9	17	2	19	57	0	6	1	10	23	2	4	29	31	17	40	36	3	23	25	84	20	24	8	17	88	9	3	47	971	9.7%	4	4	8	5.1%
• Assist FSP Beat Partner	9	2	2	2	2	9	3	6	5	15	2	6	0	2	7	0	0	0	0	4	2	0	8	0	3	0	1	1	1	9	0	5	0	1	2	0	1	1	0	114	1.1%	2	3	5	3.2%
• Provided Transportation	0	0	0	2	0	3	0	1	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	2	5	0	0	0	0	0	0	0	17	0.2%	0	0	0	0.0%
• Unable To Locate	13	7	0	0	6	0	1	1	11	12	3	0	1	0	5	1	2	8	0	4	1	3	1	1	0	0	9	6	1	2	7	2	2	1	1	4	0	0	6	122	1.2%	7	2	9	5.7%
• Refused FSP Service	3	3	15	13	27	2	1	6	25	12	49	0	0	0	8	0	1	0	6	0	10	5	0	22	2	8	19	0	11	3	28	17	0	1	2	15	10	0	3	327	3.3%	0	0	0	0.0%
• Cancelled Assignment	1	0	0	0	3	1	0	3	0	1	0	1	0	1	3	0	0	3	0	0	0	0	2	0	0	0	1	0	0	0	3	0	0	1	0	0	0	0	1	25	0.2%	0	5	5	3.2%
• Drive-Off	14	20	11	52	42	47	8	58	11	21	26	9	2	14	16	2	2	0	8	32	33	6	28	19	24	42	53	7	61	8	111	2	36	4	3	45	0	0	39	916	9.1%	1	4	5	3.2%
• Help Enroute	10	16	8	14	0	14	6	2	50	16	10	3	3	3	0	11	12	5	2	25	21	3	18	2	6	0		11	26	0	23	0	26	20	0	0	0	0	13	379	3.8%	5	0	5	3.2%
TOTAL.....	287	537	289	392	278	538	113	240	395	409	321	280	81	266	264	310	89	51	110	257	276	94	319	442	257	172	448	216	413	117	440	145	202	100	79	380	99	79	234	10,019	100%	84	74	158	100.0%
% Involving People:	56.8%	59.0%	60.9%	52.8%	46.8%	70.1%	54.9%	44.6%	47.1%	54.5%	56.7%	68.2%	71.6%	68.0%	51.1%	85.2%	58.4%	51.0%	44.5%	51.4%	58.3%	61.7%	53.6%	67.4%	64.6%	23.8%	43.8%	69.0%	54.7%	53.8%	29.5%	60.0%	35.6%	34.0%	48.1%	41.1%	62.6%	69.6%	37.6%		54.6%	53.6%	40.5%	47.5%		
Requiring Push #	15	39	32	17	2	9	1	8	25	6	5	3	1	1	6	5	1	5	1	1	5	4	5	9	7	0	4	0	7	1	2	3	1	2	0	2	0	3	5	243		5	2	7	
% Pushed*:	5.2%	7.3%	11.1%	4.3%	0.7%	1.7%	0.9%	3.3%	6.3%	1.5%	1.6%	1.1%	1.2%	0.4%	2.3%	1.6%	1.1%	9.8%	0.9%	0.4%	1.8%	4.3%	1.6%	2.0%	2.7%	0.0%	0.9%	0.0%	1.7%	0.9%	0.5%	2.1%	0.5%	2.0%	0.0%	0.5%	0.0%	3.8%	2.1%		2.4%	6.0%	2.7%	4.4%		
Requiring Tow #	34	45	19	32	11	50	4	31	13	31	13	46	20	21	47	37	16	4	10	39	22	13	35	86	9	2	26	12	41	11	19	18	14	1	9	34	17	10	29	931		16	7	23	
% Towed*:	11.8%	8.4%	6.6%	8.2%	4.0%	9.3%	3.5%	12.9%	3.3%	7.6%	4.0%	16.4%	24.7%	7.9%	17.8%	11.9%	18.0%	7.8%	9.1%	15.2%	8.0%	13.8%	11.0%	19.5%	3.5%	1.2%	5.8%	5.6%	9.9%	9.4%	4.3%	12.4%	6.9%	1.0%	11.4%	8.9%	17.2%	12.7%	12.4%		9.3%	19.0%	9.5%	14.6%		
Service Rating: excel>	31	17	29	30	2	3	1	20	18	8	5	6	0	35	20	16	1	1	2	11	8	2	21	5	1	3	39	3	30	17	3	17	3	9	1	2	2	11	1	434		8	6	14	
tot>	34	18	29	33	2	3	1	21	18	8	5	6	0	36	21	16	1	1	2	11	8	2	21	5	2	3	39	4	30	17	3	18	3	9	1	2	2	11	1	447		8	6	14	
percent>	91.2%	94.4%	100.0%	90.9%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	0.0%	97.2%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		97.1%	100.0%	100.0%	100.00%		
Avg. Wait Time (min): 2.5>	8	7	10	16	1	2	0	9	9	1	1	2	0	14	5	11	0	1	1	4	4	0	10	2	1	0	14	2	14	7	2	8	0	2	1	1	0	2	0	172	38.5%	2	1	3	21.43%
7.5>	12	7	8	9	0	0	0	9	3	2	3	2	0	10	11	1	0	0	0	5	2	0	7	0	0	0	17	1	11	4	1	6	2	1	0	1	2	4	1	142	31.8%	2	4	6	42.86%
15>	9	3	4	4	0	1	1	2	0	1	1	1	0	8	5	3	0	0	0	1	0	1	4	1	0	0	5	1	2	3	0	3	0	4	0	0	0	4	0	72	16.1%	4	1	5	35.71%
25>	3	1	3	3	1	0	0	0	4	3	0	1	0	3	0	1	1	0	0	0	2	1	0	2	1	3	2	0	2	1	0	1	1	2	0	0	0	1	0	43	9.6%	0	0	0	0.00%
over 30>	2	0	4	1	0	0	0	1	2	1	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	18	4.0%	0	0	0	0.00%
Total	34	18	29	33	2	3	1	21	18	8	5	6	0	36	21	16	1	1	2	11	8	2	21	5	2	3	39	4	30	17	3	18	3	9	1	2	2	11	1	447	100%	8	6	14	100.00%	
Avg.....:	12.9	7.8	15.9	9.2	13.8	6.7	15.0	8.6	14.7	20.9	8.0	10.0		10.1	8.1	6.6	25.0	2.5	31.3	11.1	9.4	20.0	6.5	14.0	13.8	25.0	8.9	6.9	8.6	14.0	4.2	7.5	13.3	13.6	2.5	5.0	7.5	10.9	7.5	10.6		10.0	7.9	9.1		
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Avg. Asst/Hr/Trk:	0.6	0.9	0.8	0.8	0.6	0.9	1.3	0.7	0.6	0.7	0.7	0.8	0.2	0.6	0.8	1.0	0.7	0.3	0.3	0.8	0.7	0.4	0.7	0.9	0.8	1.4	1.0	0.9	1.0	0.8	1.5	0.6	0.7	0.4	0.7	1.3	0.8	0.6	0.8	0.8	Avg.	0.6	0.5			
# of trucks(peak hr.)	3	2	2	3	3	4	4	2	4	3	3	2	1	2	2	2	1	1	1	2	3	2	3	3	2	2	3	2	2	1	2	2	2	2	1	2	3	3	3			1	1			
Monthly Truck Hours	471	588	342	498	441	624	90	342	654	624	468	342	90	432	337	312	120	150	316	312	414	240	468	501	312	120	441	240	417	138	300	258	270	240	120	300	129	138	300	12899		186	138			

	#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	%	#501	#502	TOTAL	%
Vehicle Location																																													
• In-Lane	43	61	34	61	29	35	5	35	48	45	11	46	23	13	37	14	7	20	7	37	27	10	30	27	13	26	34	7	15	4	10	7	8	3	2	41	7	5	12	899	9.0%	28	17	45	28.48%
• Right Shoulder	177	378	202	282	195	447	87	149	255	287	271	211	50	212	174	268	57	26	99	203	217	66	248	339	184	102	318	177	317	99	316	117	147	83	69	292	87	64	185	7457	74.4%	53	40	93	58.86%
• Left Shoulder	19	13	16	1	10	27	6	3	36	30	5	9	5	2	9	13	6	1	3	12	1	11	15	41	8	6	27	5	21	6	19	9	6	3	4	6	2	2	9	427	4.3%	1	4	5	3.16%
• On-Ramp/Off-Ramp	48	85	37	48	44	29	15	53	56	47	34	14	3	39	44	15	19	4	1	5	31	7	26	35	52	38	69	27	60	8	95	12	41	11	4	41	3	8	28	1236	12.3%	2	13	15	9.49%
Total	287	537	289	392	278	538	113	240	395	409	321	280	81	266	264	310	89	51	110	257	276	94	319	442	257	172	448	216	413	117	440	145	202	100	79	380	99	79	234	10019	100%	84	74	158	100.00%
Service Rating by Motorists																																													
• Excellent	31	17	29	30	2	3	1	20	18	8	5	6	0	35	20	16	1	1	2	11	8	2	21	5	1	3	39	3	30	17	3	17	3	9	1	2	2	11	1	434	97.1%	8	6	14	100.00%
• Good	3	1	0	3	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	12	2.7%	0	0	0	0.00%
• Fair	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	0	0	0	0	0	0	0	1	0.2%	0	0	0	0.00%
• 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%	0	0	0	0.00%
Total	34	18	29	33	2	3	1	21	18	8	5	6	0	36	21	16	1	1	2	11	8	2	21	5	2	3	39	4	30	17	3	18	3	9	1	2	2	11	1	447	100%	8	6	14	100.00%
Pct. Of Survey Returns	20.9%	5.7%	16.5%	15.9%	1.5%	0.8%	1.6%	19.6%	9.7%	3.6%	2.7%	3.1%	0.0%	19.9%	15.6%	6.1%	1.9%	3.8%	4.1%	8.3%	5.0%	3.4%	12.3%	1.7%	1.2%	7.3%	19.9%	2.7%	13.3%	27.0%	2.3%	20.7%	4.2%	26.5%	2.6%	1.3%	3.2%	20.0%	1.1%	8.2%		17.8%	20.0%	18.7%		

2/12/2008