BAY AREA FREEWAY SERVICE PATROL STATISTICS

(May. 2010)

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	%
• Mechanical Problem	44	75	36	44	26	43	38	75	54	49	20	41	32	28	18	23	28	47	12	37	65	12	10	17	9	72	10	30	26	23	16	29	27	9	39	1164	11.0%
• Flat Tire	48	92	49	41	45	92	63	64	57	57	43	51	70	16	12	33	51	35	10	50	79	29	11	49	31	71	10	46	24	35	27	54	21	6	34	1506	14.3%
• Out of Gas	38	35	26	25	29	49	24	41	42	27	29	34	62	11	9	19	29	42	10	18	33	8	11	36	19	30	10	24	10	12	20	25	10	7	22	876	8.3%
• Overheat	26	39	7	7	12	23	12	23	16	11	9	7	31	1	15	10	12	12	3	22	28	5	0	8	6	28	2	14	3	9	10	15	2	3	4	435	4.1%
• Traffic Collision	15	34	41	16	27	28	57	60	45	34	24	19	16	11	7	11	15	35	8	27	20	4	4	16	14	21	8	11	5	2	14	4	12	0	6	671	6.4%
• Dead Battery	5	7	5	9	8	3	8	8	10	4	4	4	10	0	5	10	1	3	0	5	9	3	2	5	5	16	0	7	4	3	3	6	3	2	4	181	1.7%
• Abandoned Vehicle	28	27	22	32	22	31	22	37	37	10	31	26	11	19	2	43	7	23	3	24	39	27	13	44	27	31	8	31	4	14	11	22	6	10	24	768	7.3%
• In-lane Hazard	18	18	35	62	50	40	56	65	27	81	21	41	17	19	7	38	19	42	12	64	86	18	2	32	26	43	4	25	9	4	5	16	20	1	29	1052	10.0%
• Other	52	76	27	19	30	213	24	31	16	24	14	25	7	10	4	27	32	30	6	30	77	9	19	44	9	223	34	41	3	5	1	119	39	0	64	1384	13.1%
• Assist FSP Beat Partner	1	5	0	0	1	23	3	4	1	3	0	2	0	0	0	0	2	8	0	3	37	2	0	2	2	3	0	0	0	0	0	6	0	0	8	116	1.1%
• Provided Transportation	1	0	0	2	1	2	0	0	2	0	0	1	0	0	0	0	0	4	1	0	0	1	0	7	1	0	0	1	1	0	0	2	0	0	1	28	0.3%
• Unable To Locate	0	0	1	0	0	0	0	0	7	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0.1%
• Refused FSP Service	3	5	5	9	12	10	7	4	26	4	0	17	2	1	0	1	1	3	2	0	9	2	0	17	15	20	8	6	5	1	19	2	1	0	8	225	2.1%
• Drive-Off	13	19	18	29	12	146	51	31	44	2	9	14	12	24	17	7	15	59	1	9	24	32	15	32	2	34	0	87	1	13	9	22	3	2	9	817	7.7%
• Help Enroute	25	19	21	16	34	35	71	14	29	16	14	26	3	12	9	15	19	18	0	29	24	17	12	13	5	20	3	37	4	9	3	16	0	11	39	638	6.0%
• No Service	3	0	49	3	41	20	25	6	2	3	0	69	3	0	1	36	0	12	7	0	201	7	0	30	26	28	11	4	14	1	2	3	29	0	50	686	6.5%
TOTAL.........	**320**	**451**	**342**	**314**	**350**	**758**	**461**	**463**	**415**	**325**	**218**	**377**	**276**	**152**	**106**	**273**	**231**	**374**	**75**	**319**	**731**	**176**	**99**	**352**	**197**	**640**	**108**	**364**	**113**	**131**	**140**	**341**	**173**	**51**	**341**	**10,557**	**100%**
% Involving People:	**55.0%**	**62.5%**	**48.0%**	**45.2%**	**42.0%**	**31.4%**	**43.8%**	**58.5%**	**54.0%**	**56.0%**	**59.2%**	**41.4%**	**80.1%**	**44.1%**	**62.3%**	**38.8%**	**58.9%**	**46.5%**	**57.3%**	**49.8%**	**32.0%**	**34.7%**	**38.4%**	**37.2%**	**42.6%**	**37.2%**	**37.0%**	**36.3%**	**63.7%**	**64.1%**	**64.3%**	**39.0%**	**43.4%**	**52.9%**	**32.0%**		**45.8%**
Requiring Push #	9	7	12	18	6	3	22	14	16	16	13	4	3	2	5	4	1	16	2	11	9	3	1	1	6	3	0	6	0	2	1	2	25	1	0	**244**	
% Pushed*:	**2.8%**	**1.6%**	**3.5%**	**5.7%**	**1.7%**	**0.4%**	**4.8%**	**3.0%**	**3.9%**	**4.9%**	**6.0%**	**1.1%**	**1.1%**	**1.3%**	**4.7%**	**1.5%**	**0.4%**	**4.3%**	**2.7%**	**3.4%**	**1.2%**	**1.7%**	**1.0%**	**0.3%**	**3.0%**	**0.5%**	**0.0%**	**1.6%**	**0.0%**	**1.5%**	**0.7%**	**0.6%**	**14.5%**	**2.0%**	**0.0%**		**2.3%**
Requiring Tow #	25	19	40	16	32	35	25	53	24	83	21	50	33	25	11	20	23	33	17	27	81	15	6	29	23	47	11	30	24	22	6	32	10	13	34	**995**	
% Towed*:	**7.8%**	**4.2%**	**11.7%**	**5.1%**	**9.1%**	**4.6%**	**5.4%**	**11.4%**	**5.8%**	**25.5%**	**9.6%**	**13.3%**	**12.0%**	**16.4%**	**10.4%**	**7.3%**	**10.0%**	**8.8%**	**22.7%**	**8.5%**	**11.1%**	**8.5%**	**6.1%**	**8.2%**	**11.7%**	**7.3%**	**10.2%**	**8.2%**	**21.2%**	**16.8%**	**4.3%**	**9.4%**	**5.8%**	**25.5%**	**10.0%**		**9.4%**
Service Rating: excel>	43	35	74	11	42	70	35	61	16	21	20	57	51	29	23	32	50	55	7	50	69	13	18	46	26	69	27	24	29	24	16	40	22	22	38	**1,265**	
tot>	46	35	83	11	42	72	35	64	16	22	24	57	51	30	24	32	50	58	7	52	71	13	18	48	26	69	28	25	30	25	16	41	22	22	38	**1,303**	
percent>	**93.5%**	**100.0%**	**89.2%**	**100.0%**	**100.0%**	**97.2%**	**100.0%**	**95.3%**	**100.0%**	**95.5%**	**83.3%**	**100.0%**	**100.0%**	**96.7%**	**95.8%**	**100.0%**	**100.0%**	**94.8%**	**100.0%**	**96.2%**	**97.2%**	**100.0%**	**100.0%**	**95.8%**	**100.0%**	**100.0%**	**96.4%**	**96.0%**	**96.7%**	**96.0%**	**100.0%**	**97.6%**	**100.0%**	**100.0%**	**100.0%**		**97.1%**
Avg. Wait Time (min): 2.5>	16	15	38	4	23	21	17	25	3	9	12	21	30	17	8	14	20	27	1	22	29	5	7	20	9	35	13	7	13	12	7	22	6	9	18	**555**	**42.6%**
7.5>	14	12	21	2	13	27	11	22	8	5	2	24	17	6	12	13	19	18	6	17	27	5	8	15	11	21	9	12	8	10	6	13	8	6	6	**434**	**33.3%**
15>	6	6	12	4	4	15	4	10	2	6	8	9	3	6	3	1	9	7	0	9	7	2	2	6	4	11	2	5	3	3	1	3	6	6	8	**193**	**14.8%**
25>	7	2	11	1	2	7	3	7	2	2	2	1	1	0	1	2	2	6	0	3	6	1	1	6	2	2	4	1	6	0	2	3	1	1	4	**102**	**7.8%**
over 30>	3	0	1	0	0	2	0	0	1	0	0	2	0	1	0	2	0	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	1	0	2	**19**	**1.5%**
Total	46	35	83	11	42	72	35	64	16	22	24	57	51	30	24	32	50	58	7	52	71	13	18	48	26	69	28	25	30	25	16	41	22	22	38	**1,303**	**100%**
Avg.....	**12.8**	**7.6**	**9.2**	**10.0**	**6.3**	**10.8**	**7.4**	**8.6**	**13.0**	**9.1**	**9.0**	**9.0**	**5.3**	**7.9**	**7.5**	**9.9**	**7.6**	**7.9**	**6.8**	**8.7**	**9.2**	**8.1**	**7.4**	**9.6**	**8.3**	**6.7**	**8.2**	**8.3**	**9.6**	**6.0**	**8.0**	**6.6**	**11.4**	**8.3**	**11.3**	**8.6**	
**																																					
Avg. Asst/Hr/Trk:	1.0	0.7	1.0	0.9	0.8	1.0	0.9	0.7	0.9	0.7	0.5	0.7	0.9	0.6	0.7	0.8	0.7	0.9	0.6	0.7	1.4	0.6	0.8	0.8	0.8	1.5	0.8	1.2	0.4	0.5	0.6	1.1	1.3	0.4	1.1	**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	336	616	356	356	450	752	516	640	480	456	456	512	320	240	156	326	320	420	120	480	522	320	128	450	240	426	140	312	260	276	240	312	130	140	312	**12516**	

Note:

# of Weekdays: 20

# of Sat. & Sun.: 10

# of Holidays: 1

Vehicle Location	#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	%
• In-Lane	18	10	40	41	23	28	32	70	21	72	24	14	13	6	13	31	24	32	4	60	56	14	3	8	14	30	3	9	2	3	3	11	20	0	23	775	8.0%
• Right Shoulder	241	351	234	204	236	625	358	330	337	204	147	316	236	130	83	234	186	256	61	201	498	113	85	268	156	445	84	315	90	111	114	303	131	45	261	7989	82.0%
• Left Shoulder	10	10	11	7	26	21	40	39	10	12	0	8	11	2	1	3	8	11	4	14	27	12	1	16	10	14	5	7	12	6	10	8	5	3	20	404	4.1%
• On-Ramp/Off-Ramp	17	26	24	26	33	50	14	13	22	15	15	11	10	9	2	3	5	31	2	16	45	11	5	20	8	84	6	13	4	3	4	7	5	2	15	576	5.9%
Total	**286**	**397**	**309**	**278**	**318**	**724**	**444**	**452**	**390**	**303**	**186**	**349**	**270**	**147**	**99**	**271**	**223**	**330**	**71**	**291**	**626**	**150**	**94**	**312**	**188**	**573**	**98**	**344**	**108**	**123**	**131**	**329**	**161**	**50**	**319**	**9744**	**100%**

Service Rating by Motorists	#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	%
• Excellent	43	35	74	11	42	70	35	61	16	21	20	57	51	29	23	32	50	55	7	50	69	13	18	46	26	69	27	24	29	24	16	40	22	22	38	1265	97.1%
• Good	3	0	9	0	0	1	0	3	0	1	4	0	0	1	1	0	0	3	0	2	2	0	0	2	0	0	1	1	0	1	0	0	0	0	0	35	2.7%
• Fair	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	1	0	0	1	0	0	0	3	0.2%
• 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%
Total	**46**	**35**	**83**	**11**	**42**	**72**	**35**	**64**	**16**	**22**	**24**	**57**	**51**	**30**	**24**	**32**	**50**	**58**	**7**	**52**	**71**	**13**	**18**	**48**	**26**	**69**	**28**	**25**	**30**	**25**	**16**	**41**	**22**	**22**	**38**	**1303**	**100%**
Pct. Of Survey Returns	**26.1%**	**12.4%**	**50.6%**	**7.7%**	**28.6%**	**30.3%**	**17.3%**	**23.6%**	**7.1%**	**12.1%**	**18.6%**	**36.5%**	**23.1%**	**44.8%**	**36.4%**	**30.2%**	**36.8%**	**33.3%**	**16.3%**	**32.7%**	**30.3%**	**21.3%**	**47.4%**	**36.6%**	**31.0%**	**29.0%**	**70.0%**	**18.9%**	**41.7%**	**29.8%**	**17.8%**	**30.8%**	**29.3%**	**81.5%**	**34.9%**	**27.0%**	

6/25/2010