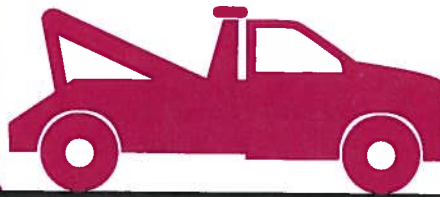


# On Patrol



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SPRING 2011

NEWS FROM THE SAN FRANCISCO BAY AREA FREEWAY SERVICE PATROL

## MTC SAFE Welcomes New Contractors

by Rachel Zack, FSP Fleet Manager

After a long and exciting procurement process, MTC SAFE, Caltrans and CHP would like to welcome three new contractors to the program: American Tow, Action Towing and Save Tow, and one returning contractor: A-One Towing. The season is also the commencement of a new beat, Beat 33, which will be patrolled by Campbell's Towing. The new beat runs along I-280 from its intersection with I-92 down to I-85, linking beats 30 and 9. This is not just a time of welcoming,



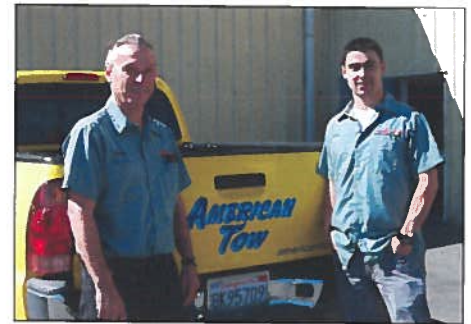
Brian Banks of  
Action Towing and Road Service



Todd Gabriel and Joe Edlam of Save Tow

but also a time for sad farewells. After a wonderful run, we regretfully say goodbye (for at least two years) to three wonderful contractors: Nelson's Tow, Palace Garage and Vacaville Tow. These contractors served our program well and they will be missed.

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Randy Levitt and Danny Levitt of  
American Tow

## Driver Tip Fund Honors Untimely Death of Devoted FSP Staffer

by Nina Rohlich, FSP Contract Manager, MTC SAFE

MTC donated \$2,300 from the Driver Tip Fund to the American Cancer Society due to the untimely death of Byron Lee, SAFE Senior Program Coordinator for the LA Metro Freeway Service Patrol. Byron passed away on Jan. 4, 2011, after a long battle with prostate cancer. During his 30 years at LA Metro, Byron was a key participant in the FSP Statewide Committee, expanded the LA County FSP service area and implemented the successful Big Rig Service Patrol program.

The Bay Area FSP honors his leadership and dedication through this donation, which will target prostate cancer research.

In the past, the Driver Tip Fund has been used to make donations to Oakland Children's Hospital & Research Center Foundation and the Greater Bay Area Make-A-Wish Foundation. Drivers are not to accept gratuities while on Freeway Service Patrol duty per FSP program policy. However, motorists often insist on leaving a

tip, sometimes putting it in the FSP driver's pocket or in their truck, as a means of expressing gratitude. In response to this trend, FSP created the "Driver Tip Fund" and contractors now send their gratuities to MTC SAFE to be placed in an account used to make donations to local charities or provide assistance to the families of FSP drivers who have been killed while on duty.

# New Computer-Aided Dispatch (CAD) System

by Dwyane Potts, Staff Service Analyst, CHP

The California Highway Patrol will soon launch a new CAD operating system. The CHP began testing the usability of the new CAD system software, otherwise known as “beta testing,” at the Sacramento Communications Center this spring. The current CAD system has been in place since the 1970s. Although the CHP has upgraded some components of the system, the same platform and operating system that launched four decades ago is still in use.

As one can imagine, 40 years with no significant upgrades makes this system out of date, cumbersome and confusing for our dispatchers to learn. However, it is important to recognize that, decade after decade, this system allowed the communication centers throughout the state of California to navigate information to allied agencies

and emergency responders, without detriment to the officers on the road. The system might be old, but it is a pretty well-oiled machine!

With all due respect to the old CAD system, the CHP understands that a new system is necessary to bring the Communication Centers into the modern computer age. The new system, called Visicad, is a Windows-based platform which allows the dispatcher to navigate through a familiar software layout, much like that on your home computer. The system enables the dispatcher to obtain timely access to incident data, audit program performance, resolve potential problems, but most significantly, have a mapping system which shows their officers’ location and status.

Features such as “icon flash” allow the dispatcher to click on a CHP or

FSP icon and create an incident at that precise location without typing. The operator can then update the incident with more detailed information.

Another feature is “unit status location,” better known as Automatic Vehicle Locator (AVL), which gives the dispatcher the ability to see real-time location of each unit with minimal delay. One major change has to do with the new system recognizing changes in parameters, without an operator having to input a field code. This is a major time-saving feature that will improve the operators’ performance immensely.

These are just some of the specific features the new Visicad can provide to the dispatcher, but what it does most is bring a familiar environment to the dispatcher. Golden Gate Division anticipates the new CAD system to reach them by the fall of 2011.

## Changes to the Standard Operating Procedures Manual

There are a number of updates to the Standard Operating Procedures (SOP/Operator’s Manual) that will be in effect in July with the new contract round. Please make sure to review the updated SOP as a few key policies

have been modified (i.e., the appeals process, FSP vehicle usage and storage, as well as the violations and penalties). If you have questions or comments about the new procedures, please be sure to ask the CHP or MTC.

## Upcoming Events

### Technical Advisory Committee (TAC) Meetings

8:30 a.m. at MTC, MetroCenter  
7/12/11, 9/13/11, 10/11/11,  
11/8/11, 12/13/11

### Tow Contractors Meetings

11 a.m. at MTC, MetroCenter  
7/12/11, 9/13/11, 11/8/11

### Quarterly Driver Refresher Training

11 a.m.  
8/17/11, Matos Towing, San Jose  
8/19/11, Matos Towing, San Jose  
8/25/11, Novato Fire, Novato  
8/26/11, Novato Fire, Novato

### Proficiency Testing

7 a.m. at CHP, GGD  
7/18/11, 10/10/11

### Certification Class

7 a.m. at CHP, GGD  
7/20/11-7/22/11  
10/19/11-10/21/11

### Annual FSP Event

9/17/11, Robert’s Regional  
Recreation Area, Oakland

## Second Quarter Statistical Summary (October – December 2010)

Total number of assists = 30,946

Percentage of assists involving people = 47 percent

Average number of assists per hour per truck = 0.84 (core beats) & 0.73 (non-core beats)

Percentage of motorist survey returns = 22.5 percent

Percentage of surveys rating service as excellent = 96.82 percent

Average motorist wait time = 9.7 minutes

## Third Quarter Statistical Summary (January – March 2011)

Total number of assists = 30,251

Percentage of assists involving people = 47 percent

Average number of assists per hour per truck = 0.79 (core beats) & 0.76 (non-core beats)

Percentage of motorist survey returns = 10 percent

Percentage of surveys rating service as excellent = 97.12 percent

Average motorist wait time = 9.4 minutes

## Quarterly Awards Second Quarter, October – December 2010

### Driver of the Quarter

Sometimes, among FSP's many wonderful drivers, there is one who is quite exceptional. **Tim Hart** of Bill's Towing is such a driver. He stood out to his employer and CHP supervisors because of his knowledge, initiative and leadership capabilities. Hart consistently performs his duties with a positive attitude, and keeps track of the entire fleet's status. He is a pleasure to work with and we are happy to have him in the program.



*Paul Henderson,  
Vacaville Tow*

### Contractor of the Quarter

**Vacaville Tow** is in charge of beats 34 and 37 in Solano County, a 29-mile stretch on Interstate 80 from Richards Boulevard to Abernathy Road. Vacaville Tow manages four trucks that rove the area all week and on Sundays, and they did not accumulate a single violation over the October, November, December period. The program's goals are set high — achieving them takes effort and dedication. Vacaville Tow was able to achieve six out of seven of these goals on Beat 34 and seven of the seven goals on Beat 37. This is a testament to their management and hard work, and for that we are happy to award them Contractor of the Quarter.



*Robert Inskeep,  
Yarbrough Bros.  
Towing*

### Beat of the Quarter

During the last quarter, it would have been no sweat off your brow to break down on the 20-mile stretch between East Washington and River Road on Hwy. 101. The drivers on this beat were able to achieve seven of seven goals set by MTC: They achieved 100% accuracy on their daily-shift records; zero AVL violations; .82 assists per hour per truck; zero general violations; a motorist survey rating of 97.5%; almost 30% of surveys returned; and a motorist wait-time of 8.6 minutes. For this level of performance throughout the months of October – December, Yarbrough Bros. Towing's **Beat 15** receives the Beat of the Quarter award!

## Quarterly Awards Third Quarter, January - March 2011

### Driver of the Quarter



*Henry Davidson,  
Palace Garage*

The California Highway Patrol, Caltrans and MTC are happy to announce that the Driver of the Quarter for the 3rd Quarter of 2011 goes to **Henry Davidson**. As Fleet Manager at Palace Garage, Davidson goes above and beyond the responsibilities of a driver. He is constantly keeping MTC in the know about unforeseen driver issues and we receive a steady flow of comments about his professionalism and excellent service. The FSP partners are proud to have Davidson in our program.

### Contractor of the Quarter

It takes a lot of good contractors to make our extensive Bay Area Freeway Service Patrol run smoothly. One of the contractors we know we can always count on is **Rich Bilafer**, owner and operator of **B&A Towing**. Bilafer took on a new beat this past year, Beat 20, and is continuing to perform well while expanding. His company has great employees, including 2010's driver of the year, Gerardo Menendez, and acts as a Tow Representative to the other contractors. Bilafer is involved in the day-to-day performance of his company and we commend that. We look forward to working with him in the future.



*Rich Bilafer,  
B&A Towing*

### Beat of the Quarter

While enjoying the beautiful roads of Napa and Sonoma, it's hard to imagine having a rough day out there. After an excellent quarter, with **Beat 17's** assist rate at 1.39 motorists per truck per hour and an average wait time of 8.3 minutes, it is clear that even breaking down on those 45 miles of highway will not result in a bad day! Thank you, Robert Bodeau and Rick Hart of Sierra Hart Towing, for your hard work on Beat 17!



*Robert Bodeau and Rick Hart  
of Sierra Hart Towing*


# The Public Speaks

**M**otorists continue to communicate praise and gratitude for their experiences with the FSP program. Here are some recent e-mail comments.


## Voicemail

(3/17/11) I ran out of gas on the freeway and was helped by your FSP. I have seen your trucks on the side of the road, but I never knew that they were there to help the general public. I am a widow and it has been hard for me—so to have this service help me on the freeway I think is wonderful. I cannot thank you all enough.

## Email

 (12/21/10) Around 5 p.m. in San Jose on I-880 (after Stevens Creek and before Hamilton Avenue), I had a blowout. I pulled over onto the shoulder as soon as I could and called AAA. Before their service vehicle arrived a FSP truck arrived and Chris offered assistance and as I was in a non-safe environment he stayed behind me in his vehicle and waited there even as the AAA-contracted service person changed my tire, keeping us both safe on the side of the freeway from the busy going-home traffic. THANK YOU CHRIS :-)

## Letters

 (12/29/11) Fantastic Program!!!! I did not know program existed. I ran over a metal pipe and blew my tire, CHP drove up within minutes, called FSP and tow was at my car within 10 minutes. Tire was changed and I was on my way within a few minutes. Mike Oliver from Palace Garage was professional, courteous and most of all he was worried about another motorist hitting the same metal pipe, asked me where I hit it and was going to try to retrieve it. All I have to say is Mike was my hero today, good to know there are still some good people out there to help. I drove away with respect and admiration for those drivers that are out in the elements and dangerous traffic flying by at 70 miles per hour - KUDOS TO MIKE!!!



(1/28/11) Today my son and I were driving down I-880 when my car ran out of gas. I was really worried because my son was in the car and kept asking "What are we going to do now?" I called for Roadside Assistance to rescue us. The rep was gathering my information when I saw a white tow truck pull up behind my car. "Wow," I told my son, "they are quick!" I walked up to the tow truck still thinking it was Roadside Assistance, and the driver explained that he was actually FSP and could help. This letter is to thank Ricky Garcia and all the other employees at Bay Area Freeway Service Patrol. The service you provide is greatly appreciated.



(3/17/11) I was having "one of those days" yesterday which went from bad to worse when I ran out of gas on Highway 101 in Palo Alto. I drove onto the shoulder and immediately saw that a Freeway Service Patrol had come to a stop behind me. While the timing was incredible, I am writing this email to bring to your attention the outstanding service that Tom Hudson of Atlas Towing / Beat 10 provided. I have worked in the public sector for over 30 years and wish all of my staff were as professional, caring and helpful as Mr. Hudson. He was courteous and represented the organizations responsible for this service in exemplary fashion. He serves as a role model for public service, an excellent example of dedication that others can follow.



(5/20/11) I would like to take a moment to thank you for your FSP program. I don't have roadside service and on my way home, my tire went flat. I was parked on the side of the freeway. I called my husband and told him to leave work and come. Dan Westerhold showed up like a God-sent angel and helped me. He changed my flat tire at no cost. It is an amazing program and I am so pleased to find out that our state has offered us such a great service. I would like to thank everyone who is the part of this tremendous program and especially to Dan for helping me. Thanks a lot. I really appreciate your service.

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