



JUNE 16, 2011

AGENDA ITEM # 5

SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL STATUS REPORT FOR 3RD QUARTER FY2010-11

Action Requested: Receive and file

Key Staff: Norman Hom, Administrative Services Officer III

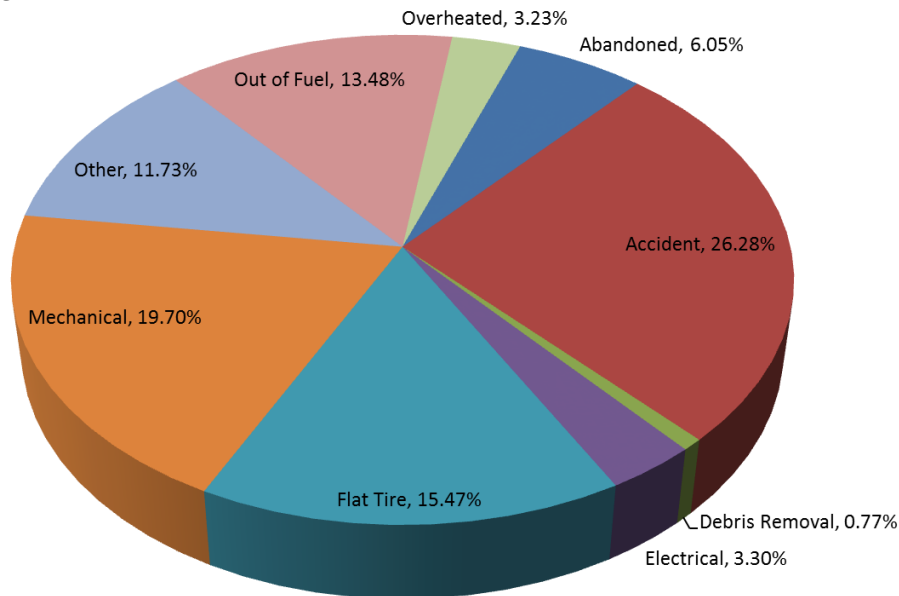
Recommendation

Receive and file the FSP third quarter status report for FY 2010-11.

Discussion

Assists. Freeway Service Patrol provided 8,235 assists in the three month period between January 1, 2011 and March 31, 2011, down close to 3 percent from this period last year.

Types of Assists.



Location of Assists. The statistics for where the assists took place this quarter are currently unavailable as we are in the process of integrating the paper assist records with the new electronic records. This information will be presented with the annual report this summer.

Service Rating. 99.04 percent of motorists assisted by FSP rated the service as 'excellent' with the remainder rating the service as 'good' for a combined approval rating of 100 percent. Written comments on the motorist feedback cards affirm support of FSP with the public.

Sixty-nine percent of motorists this quarter reported that they had not ever heard of nor knew anything about the FSP program until they were assisted on the freeway, down significantly from previous periods. 7 percent reported they had seen FSP patrolling the freeways before and almost 6 percent reported they had been helped by FSP a previous time.