



FEBRUARY 14, 2013

AGENDA ITEM # 7

SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL: STATUS REPORT FOR 2ND QUARTER, FY 2013

Action Requested: Receive and file

Key Staff: Norman Hom, Administrative Services Officer III

Recommendation

Receive and file the FSP status report for the second quarter of FY 2012-13.

Discussion

Assists. FSP provided 9,226 assists during the 2nd quarter of FY 2012-13, up significantly from the 7,098 assists from the same period last year but more consistent with earlier years.

Table with 3 columns: Month, Assists, Assist Rate. Rows include October, November, December, and Total.

*includes extra FSP coverage that is discussed further down

Overall, the number of assists continues to grow at an average rate of about 4-5 percent annually.

Special October Coverage. In an ongoing effort to fine-tune the FSP program to ensure the most effective coverage, staff conducted a test of expanded hours during the month of October.

Beginning October 1, each FSP truck ran an additional hour each day, half of it added at the end of the morning shift to 9:30am and the other half added to the beginning of the afternoon shift so that it started at 2:30pm instead of 3:00pm.

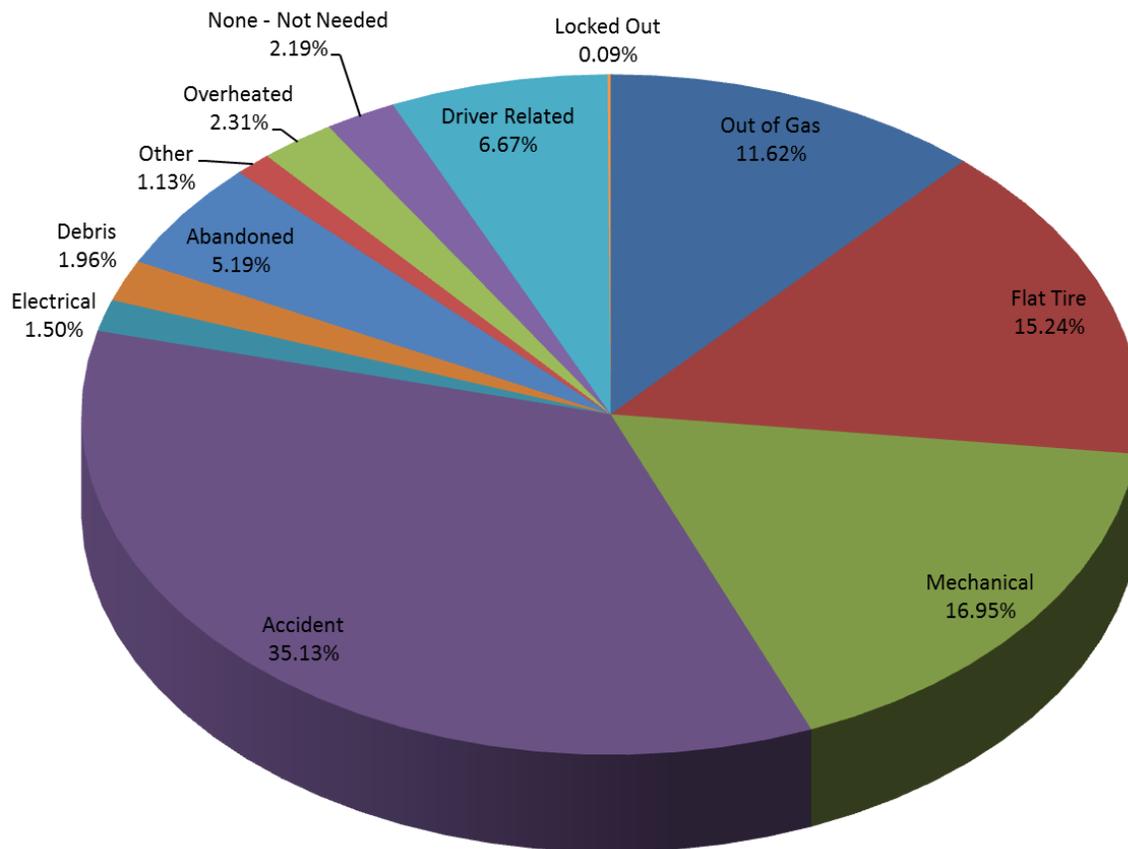
Table with 3 columns: Shift Segment, Assists, Assist Rate. Rows include 6:00am to 6:30am (normal), 9:00am to 9:30am (added), 2:30pm to 3:00pm (added), and 6:00pm to 6:30pm (normal).

As the model predicted, the half-hour added at the end of the morning shift had more assists than the first half hour of the beginning of the day. In fact, there were almost twice as many assists from 9:00am to 9:30am than there were from 6:00am to 6:30am. The model also correctly predicted that there would be more demand for FSP from 2:30pm to 3:00pm than there is at 6:00pm to 6:30pm. In this case, the difference was dramatic with over five times more assists earlier in the shift than at the end of the shift.

Staff will review the results with Caltrans, CHP and our contractors and will report back to your Board with any recommendations for going forward.

Types of Assists. The types of assists provided by FSP have not changed significantly over time except between two categories: the number of disabled vehicles abandoned on the highway has dropped 40 percent while the number of accidents has increased 6 percent from historical averages.

Chart 1: Types of Assists



Location of Assists. Highway 99 and the segment of Business 80 south of Exposition Blvd. comprise Beat 1. This beat is 14 miles long and covered by three FSP trucks. 21.36 percent of the assists were on Beat 1.

Beat 2 is Business 80 from Exposition Blvd. transitioning to Interstate 80 to Placer County. 16.38 percent of assists were on the beat, which is also 14 miles in length and covered by three trucks.

Beats 3 and 4 are on the entire length of US Highway 50 through Sacramento County. Together, these two beats span 25 miles. The five trucks working Highway 50 provided 35.43 percent of the entire program's total assists.

Beat 5 which is Interstate 80 "Over the Top" (the segment of I-80 between the two junctions with Business 80) accounted for 9.62 percent of total assists. It is approximately 13 miles in length and covered by two trucks.

Beat 6 is on 22 miles of Interstate 5 through the Sacramento area. 13.04 percent of total assists were on this beat.

The FSP beat in Yolo County (Beat 7) accounted for 4.30 percent of total assists. One truck covers the 10 mile span between Mace Boulevard in Davis and Jefferson Boulevard in West Sacramento, including the critical stretch on the Yolo Causeway. In addition to normal weekday FSP hours, the Yolo beat also runs on Sundays or Monday holidays to handle the heavy traffic returning from the Lake Tahoe area to the San Francisco Bay Area.

Response Time. 37 percent of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene. 31 percent reported having to wait only 5 to 10 minutes, 13 percent reported waiting 10 to 15 minutes and 8 percent reported waiting 15 to 20 minutes. Only 7 percent said they waited longer than 20 minutes before FSP showed up.

Service Rating. Of the 2,366 mail and online responses received, 2,344 or 99.07 percent of motorists assisted by FSP rated the service as 'excellent'. 21 respondents rated the service as 'good' and 1 respondent rated it 'fair'.

Driver Awards. On January 4, 2013, an awards luncheon was held for the FSP drivers. The award recipients and their award(s) are:

- Michael Ebert: *Most Professional Driver*
- Richard Heredia: *Highest-Rated Driver, Outstanding Driver, Safe Driver*
- Roy Huggins: *Outstanding Driver, Safe Driver*
- John Larios: *Outstanding Driver, Safe Driver*
- Robert Logsdon: *Outstanding Driver*
- James Rhuland: *Safe Driver*
- Eugene Smith: *Most Outstanding Driver, Safe Driver*
- Michael Tennyson: *Most Distinguished Driver, Safe Driver*
- Greg Thomas: *Outstanding Driver, Safe Driver*
- John Vernon: *Safe Driver*

The drivers were awarded with certificates, patches and restaurant gift cards. Congratulations to all the recipients on a job well done.