



MARCH 13, 2014

AGENDA ITEM # 6

SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL: STATUS REPORT FOR 2ND QUARTER, FY 2013-14

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 2013-14.

Discussion

Assists. FSP provided 7,957 assists during the 2nd quarter of FY 2013-14, down 13.75 percent from the same period last year but up 12.10 percent from two years ago.

Month	Assists	Assist Rate
October	3,304	1.08 Assists/Truck Hour
November	2,298	0.96 Assists/Truck Hour
December	2,355	0.88 Assists/Truck Hour
Total	7,957	0.98 Assists/Truck Hour

After years of assists growing 4 to 5 percent annually, assists started leveling off in 2012.

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. 22.08 percent of total assists were on Beat 1.

Beat 2 is Business 80 from Exposition Blvd. transitioning to Interstate 80 to Placer County. 8.62 percent of assists were on the beat, which is also 14 miles in length and covered by three trucks. *(Note: Staff is reviewing this result as this is very unusual; normally this beat comprises 20 percent or more of total assists while Beats 3, 4, and 5 are correspondingly lower.)*

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 38.43 percent of the entire program's total assists.

Beat 5 covers Interstate 80 "Over the Top" (the segment of I-80 between the two junctions with Business 80). It accounted for 11.99 percent of total assists. It is approximately 13 miles in length and covered by two trucks.

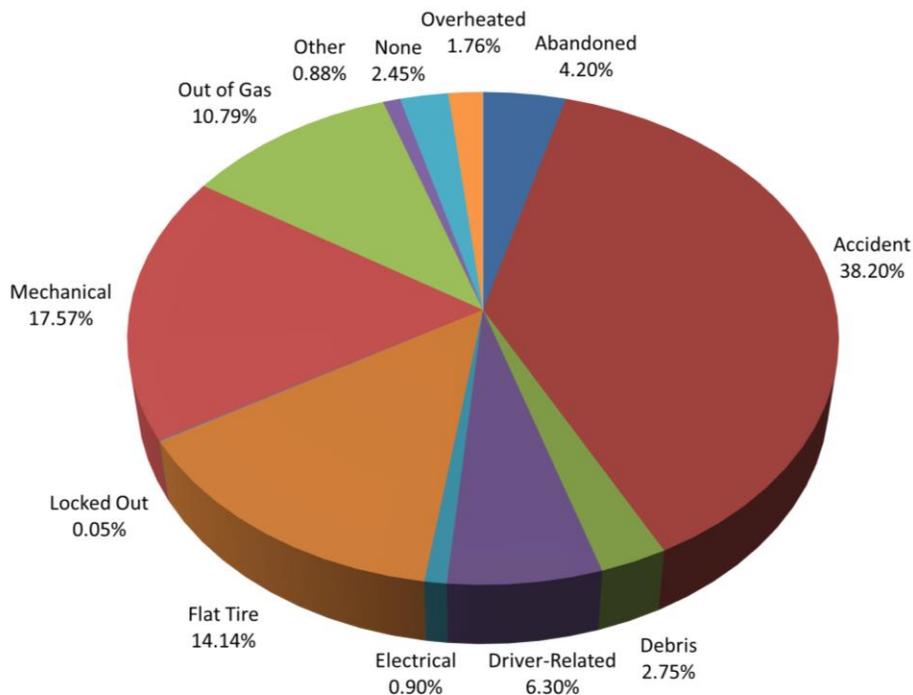
Beat 6 is on 22 miles of Interstate 5 through the Sacramento area. 13.72 percent of total assists were on this beat.

The FSP beat in Yolo County (Beat 7) accounted for 5.16 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. Beat 7 also runs on Sundays or Monday holidays to handle the heavy traffic returning from the Lake Tahoe area to the Bay Area.



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



Response Time. Thirty-five percent of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene. Thirty percent reported having to wait only 5 to 10 minutes, 11 percent reported waiting 10 to 15 minutes, and 14 percent reported waiting 15 to 20 minutes. Only 10 percent said they waited longer than 20 minutes before FSP showed up.

Service Rating. Of the 133 responses received, 97 percent of motorists assisted by FSP rated the service as 'excellent' while the remaining 3 percent rated the service as 'good'. 100 percent of the responses said the driver was very helpful. 109 written comments were received. Below are a few examples:

"The driver saved my life and job! He was so cool and wouldn't even let me help him and refused to take a tip. I have shared the story of how he and the service helped me with so many people. GREAT JOB!"

"Need to get the Word out. And a Big Thanx to the driver and the Service for being there. Happy Holidays "

"I was on the verge of crying and fearful to even get out of my car with all the traffic when I suddenly saw a truck stop behind me - heaven sent, amazing service! The man who assisted me was beyond helpful!"

"The driver was awesome. Pulled up behind me minutes after my vehicle was disabled. He was courteous, helpful and very informative. Thanks for making this service available at no charge.!!!! "

"Thank you for your help!! Richard was very concerned about my safety and acted promptly to get my stalled vehicle off the freeway (stalled in the fast lane on the southbound I-5 onramp from westbound I-80). "

"They did a wonderful job, we were so scared and their presence helped not break down. What an amazing program to provide. Thank you so much to G. Thomas whose jokes made us feel comfortable and safe. Thank you, again. "

"I'm glad this is here, makes the freeways safer. I was glad to get off the freeway thanks to the gentleman showing up"

"This is an excellent service! The driver, Johnny, was extremely helpful. He not only cut off a rusted lock on my spare, but then changed the tire for me and gave me a jump when my car wouldn't turn over. I did not know about the service until he pulled up. "

"This was an extremely pleasant surprise at a moment of stress. I found how lucky I was while thinking about my bad luck, university business deadline I have to meet, and being angry at myself for not checking the gas level in the car. Thank you!"

"My daughter was stranded due to car issues, as I approached to help her Jeff showed up to be our savior. Honestly, I couldn't have done much other than to call my road side assistance, which would have been at least 30 minutes additional wait."

"The Freeway service patrol, was awesome they were there within 5-10 minutes of our break down. They were the best thing that ever happened to us. Keep up the good work. We thank God for your service. "

"It was very nice to be rescued. Very nice man, very nice service. No paperwork, but I wanted to say thanks and show support for this great program!"