



December 8, 2016

Agenda Item # 7

SACMETRO FREEWAY SERVICE PATROL FY2017 1ST QUARTER STATUS REPORT

Action Requested: Receive and file

Key Staff: Jennifer Doll, FSP Program Manager

Recommendation

Receive and file the FSP status report for the first quarter of FY 2017.

Discussion

SacMetro FSP provided 12,265 regular assists during the first quarter of FY 2016 plus 196 assists on the special beat dedicated to the construction project on Interstate 80 Across-the-Top for a total of 12,461 assists. First quarter assists increased by 43 percent compared to the same period last year. Chart 1 below illustrates total FSP assists over the last 5 quarters.

Chart 1: FSP Assists First Quarter FY16 –First Quarter FY17

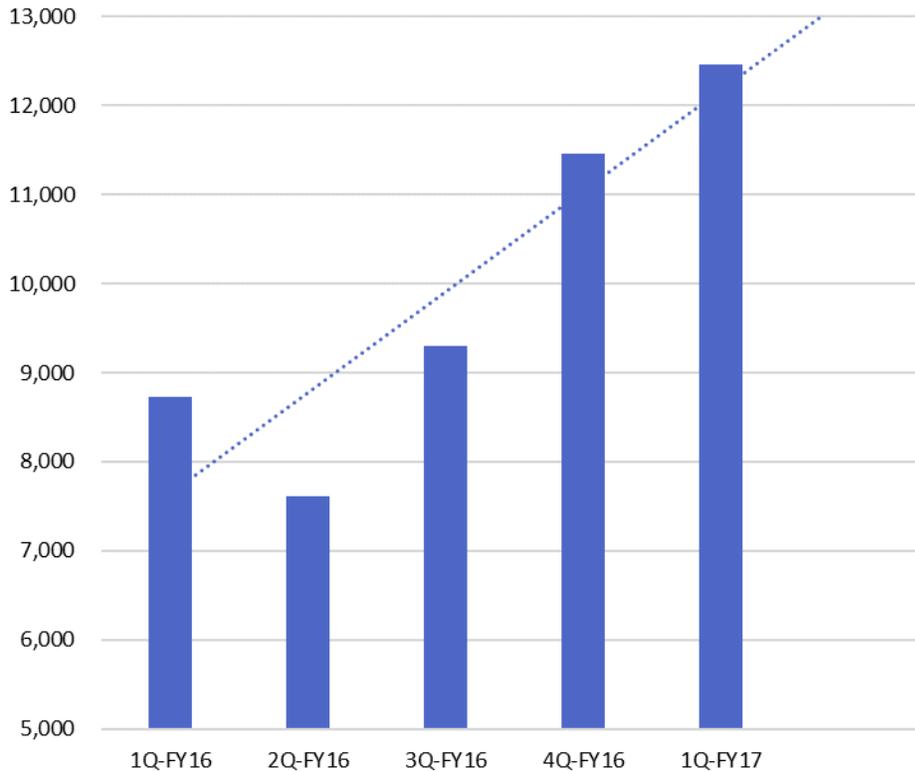
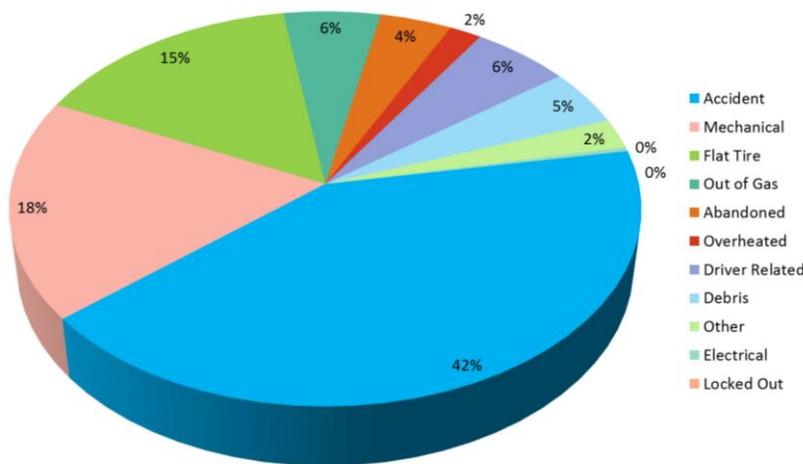


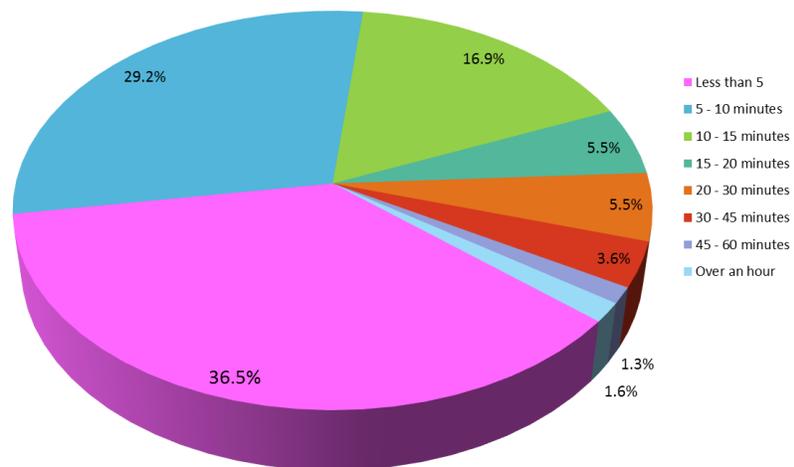
Chart 2: Types of Problems Encountered by FSP



Accidents, mechanical problems and flat tires comprise the majority, 75 percent, of the types of problems encountered by FSP in the first quarter.

Chart 3: FSP Response Time

Just over 36 percent of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene, a 10 percent increase from the previous quarter. 29 percent reported only having to wait between 5 and 10 minutes. 17 percent reported waiting 10 to 15 minutes and 5 percent reported waiting 15 to 20 minutes. About 12 percent reported they waited longer than 20 minutes before FSP showed up.



Service Rating. For the quarter, we received 384 responses to our online survey. Just over 99 percent of the motorists assisted by FSP who responded to the survey rated the service as ‘excellent’. Additionally, all of the motorists surveyed said that the FSP driver that helped them was “very helpful”. Of the 384 surveys received 313 included written comments, most expressing thanks to the driver and/or indicating support for the program. Following are a few examples:

- Outstanding service. Makes me happy to pay taxes. Awesome!
- Roy and Johnny were amazingly helpful drivers. Keep up the good work FSP!
- My tax dollars well spent. Thanks for the help on changing the tire.

- Mark & Dave provided me extremely fast, extremely efficient and extremely AWESOME service. They were GREAT!
- No sabia de esto pero es FANTÁ• STICO, MUCHAS GRACIAS
- More funding needed for programs like this
- Mike was an excellent employee. I am a retired police officer, he was on scene immediately and he rendered first aid to a cut finger I received trying to fix a blown tire on my boat trailer I didn't have a jack and he changed the flat in 5 minutes. I was also with my wife an infant and a 9 year old. We were very relieved to see him on scene and to get us back on the road ASAP. I was not even aware of the FSP program. I have to say this is well spent money.
- J Gill was fantastic. Didn't have to stop for a Harley on the side of the road. But he did. Very nice and helpful. Thank you isn't enough
- John was super. Knew what to do to get me going. Was reassuring in a time of stress. A real asset to the FSP program. Even better.....all free!!!!
- Alyssa was excellent and very helpful. My wife is pregnant and we had our daughter with us. Our daughter said she is a hero, we fully agree! Thank you!
- Elliot was so quick, kind & helpful! Overall I had a great experience with this service. Thanks much again!
- This service is a literal lifesaver--thank you so much for providing it!
- Great experience. Another example of government working well.
- Johnny was very courteous & helpful. I was surprised & so thankful that he came along. Thanks Johnny!!

Program Manager Note. On Saturday, September 24th, SacMetro FSP was invited to participate in CHP's Valley Division Open House. The event was to bring more public awareness to the various programs provided and funded by CHP in our area. The FSP program was represented by both of our CHP Officers, two FSP Drivers and their trucks and myself. Event attendees had the opportunity to meet FSP staff and Drivers, ask questions and check out the service and tow trucks. Informational brochures were available in English and Spanish as well.

The FSP fleet is held to high standards of professionalism and Driver's Joe Huttner and Roy Huggins of Sierra Hart Auto Center spent hours detailing their trucks for the event proving that our team has pride in our program on duty and off.

