



March 9, 2017

Agenda Item # 7

SACMETRO FREEWAY SERVICE PATROL FY2017 2ND QUARTER STATUS REPORT

Action Requested: Receive and file

Key Staff: Jennifer Doll, FSP Program Manager

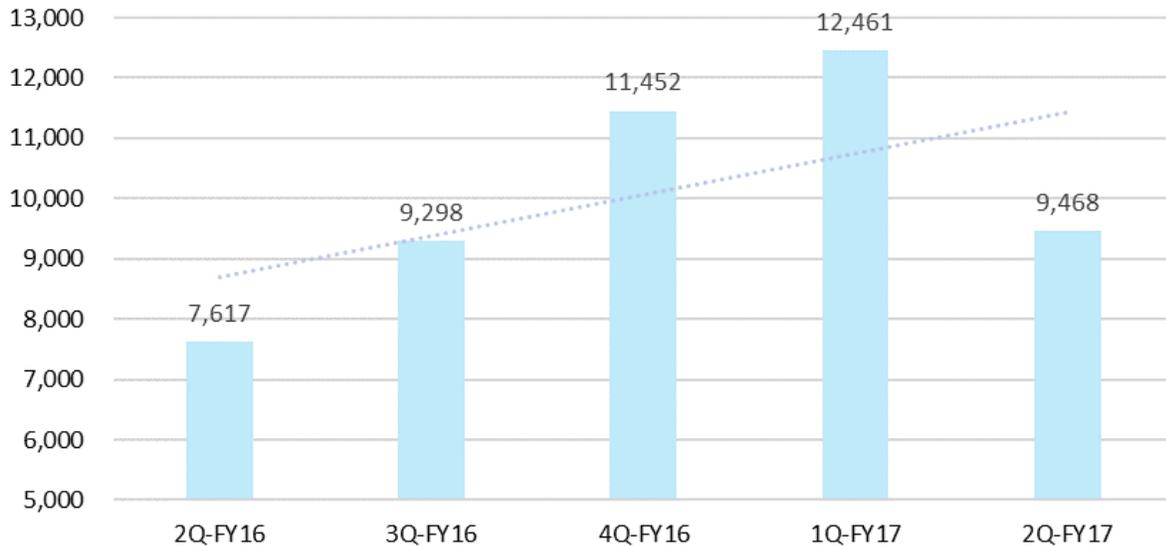
Recommendation

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

Discussion

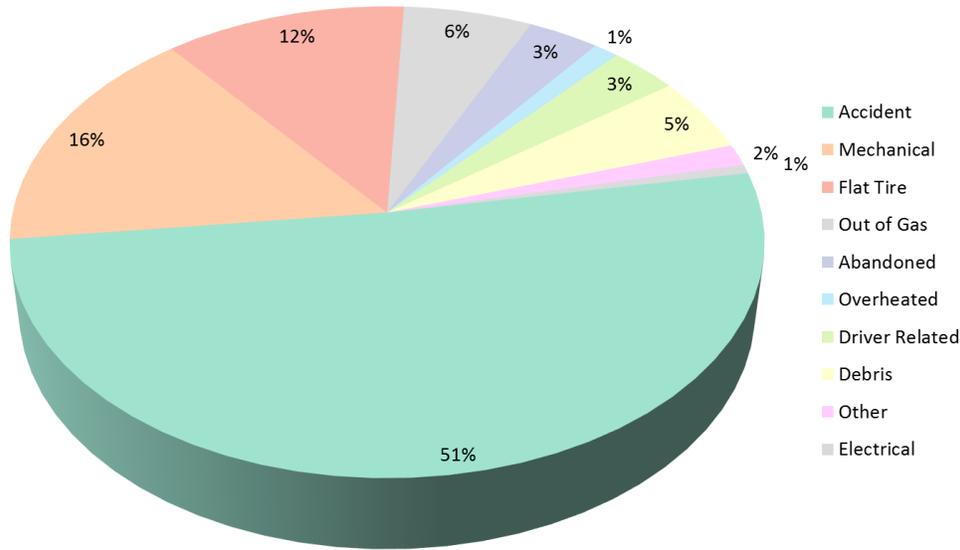
SacMetro FSP provided 9,338 regular assists during the second quarter of FY 2017 plus 130 assists on the special beat dedicated to the construction project on Interstate 80 Across-the-Top for a total of 9,468 assists. Second quarter assists increased by 24 percent compared to the same period last year. Chart 1 below illustrates total FSP assists over the last 5 quarters.

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



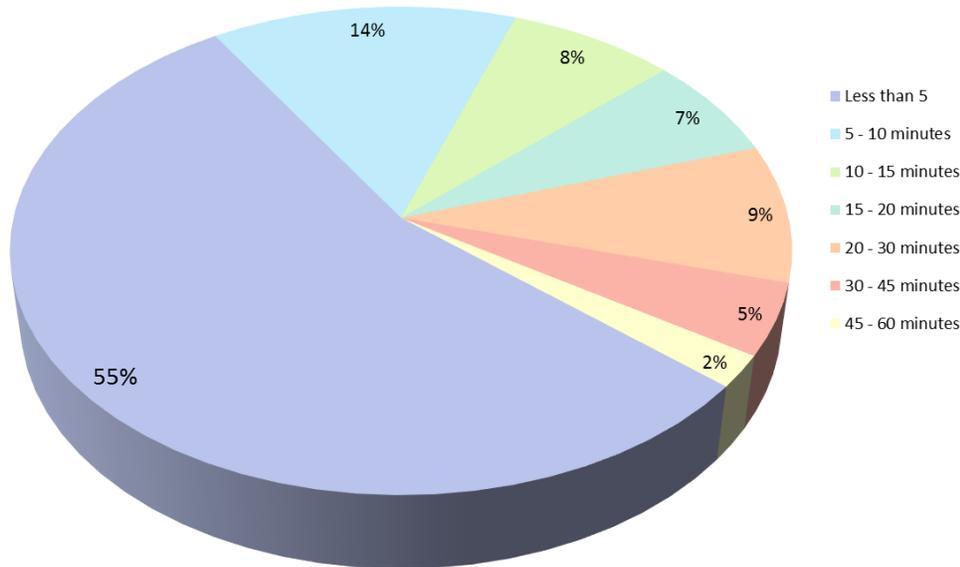
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Chart 2: Types of Problems Encountered by FSP



Accidents, mechanical problems and flat tires comprise the majority, 79 percent, of the types of problems encountered by FSP in the second quarter.

Chart 3: FSP Response Time



Over half, 55 percent, of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene. 14 percent reported only having to wait between 5 and 10 minutes. 8 percent reported waiting 10 to 15 minutes and 7 percent reported waiting 15 to 20 minutes. 16 percent reported they waited longer than 20 minutes before FSP showed up. Wait times over 20 minutes can be attributed to severe weather conditions.

Service Rating. For the quarter, we received 161 responses to our online survey. Historically, survey responses decrease during this quarter due to the holiday season. 98 percent of the motorists assisted by FSP who responded to the survey rated the service as 'excellent'. Additionally, 99 percent of the motorists surveyed said that the FSP driver that helped them was "very helpful". Of the 161 surveys received 140 included written comments. Following are a few examples:

- Johnny did a great job of getting me rolling so I didn't need to be towed. He was calm and supportive when I was a little stressed. Thank You!
- Extremely friendly service, amazed at the free help provided. We just don't see this in today's world. They turned my bad morning around, with the great and quick service. I'm just amazed as my AAA service was over 30 min out. Best thing ever!!
- This was the fastest, friendliest most efficient roadside service I have ever experienced. You truly saved me from a very helpless situation. I will be forever grateful!!!!!!
- We value this service and hope very much that it continues.
- As an employee of the California Highway Patrol I have known about the FSP program since I began working for the department in 2006. I had the unfortunate luck of suffering a blow out on a trailer tire while towing a boat. CHP dispatch sent FSP to my location and they arrived within 15 minutes. Both of the drivers from Sierra Hart Towing were great. Their names were Joe and Johnny. Both were very helpful and friendly. In no time they had the bad tire removed and replaced the spare tire so I could be on my way. Thank you very much FSP you are out there helping those who are stuck on the side of the road and in need of assistance.
- Thank you so much to Oscar! He was friendly, helpful, and reassuring in a situation that I was scared in. Thank you so much for your courteous service!!
- My daughter had her first accident and driver J. Gill was so kind and caring with. He went beyond expectations in his efforts to get the car drivable and when that failed towed it to a safe and secure location. Thank you FSP and J. Gill for professionalism and kindness.

Program Manager Note.



Beginning July 2014 SacMetro FSP began providing special construction service on the Interstate 80 Across-the-Top project. The dedicated FSP tow truck serviced the 10-mile stretch of Interstate 80 between the two regular FSP A.M. and P.M. shifts providing continuous coverage to the motoring public during the work week. Additional trucks and service periods were provided for lane closures and/or ramp closures as needed. With the project nearing completion the FSP special construction service ended the first week of December 2016. During the almost two and half years of special coverage FSP completed 1,294 assists.