



MAY 11, 2017

AGENDA ITEM # 4

SACMETRO FREEWAY SERVICE PATROL FY2017 3RD QUARTER STATUS REPORT

Action Requested: Receive and file

Key Staff: Jennifer Doll, FSP Program Manager

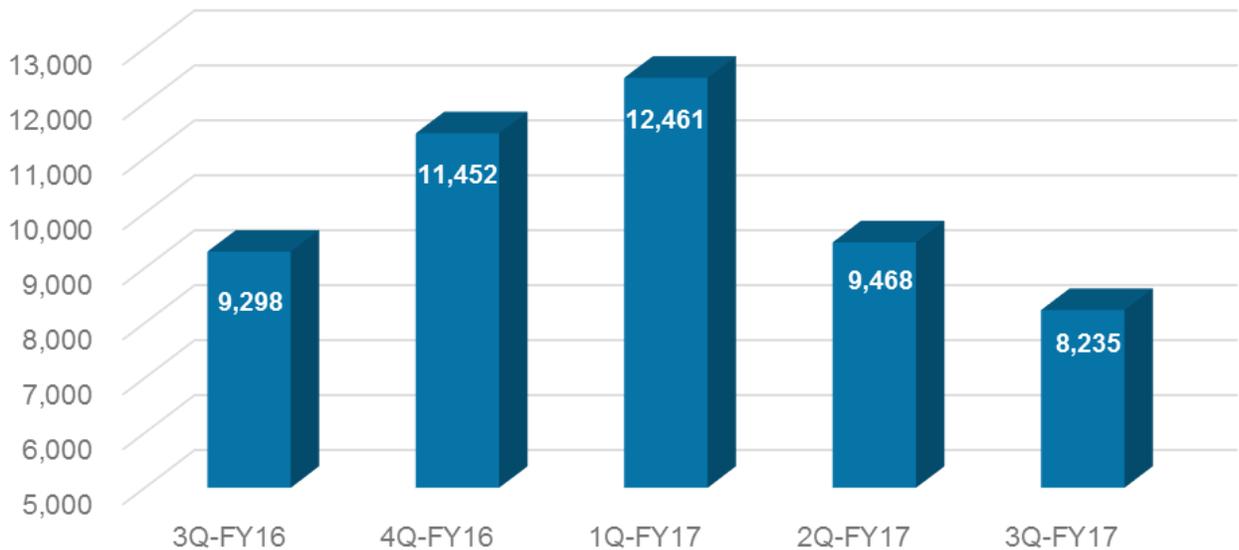
Recommendation

Receive and file the FSP status report for the third quarter of FY2016/17.

Discussion

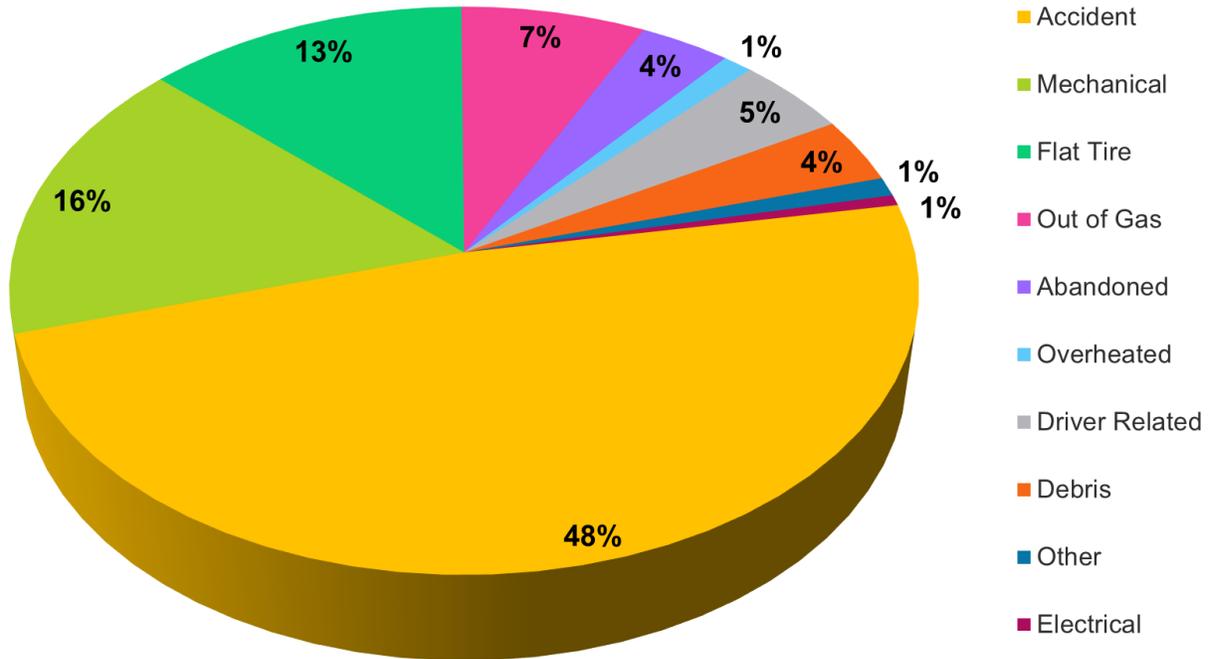
SacMetro FSP provided 8,235 assists during the third quarter of FY 2016/17. Third quarter assists decreased by 11 percent compared to the same period last year. The decrease coincides with the end of the construction-related FSP activity on Interstate 80 “Across the Top” and a traditionally slower time of year. Chart 1 below illustrates total FSP assists over the last 5 quarters.

Chart 1: FSP Assists, 3rd Quarter FY2016 – 3rd Quarter FY2017



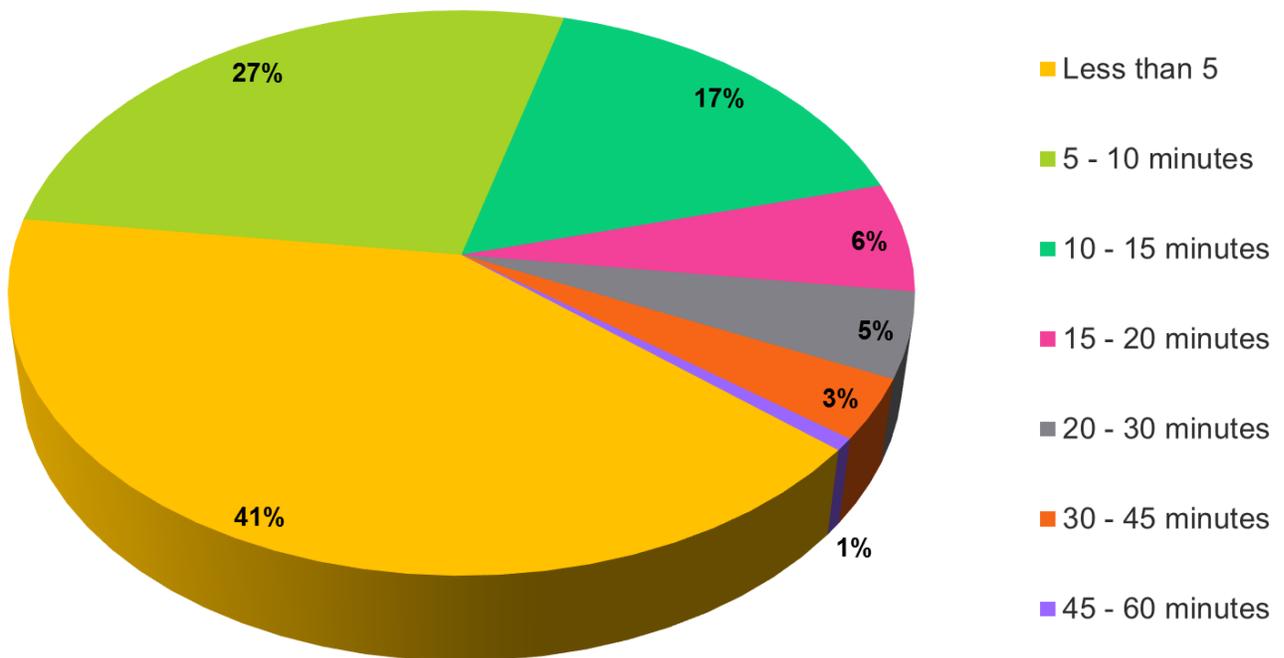
Types of Problems Encountered. Accidents, mechanical problems and flat tires comprise the majority, 78 percent, of the types of problems encountered by FSP in the third quarter.

Chart 2: Types of Problems Encountered by FSP



Response Times. 41 percent of assisted motorists reported that they waited less than 5 minutes before FSP arrived on the scene. 27 percent reported waiting between 5 and 10 minutes. 17 percent reported waiting 10 to 15 minutes and 6 percent reported waiting 15 to 20 minutes. 9 percent reported they waited more than 20 minutes.

Chart 3: FSP Response Time



Service Rating. For the quarter, 144 responses to our online survey were received. 100 percent of the motorists assisted by FSP who responded to the survey rated the service as 'excellent'. Of the 144 surveys received, 126 included written comments, most expressing thanks to the driver and/or indicating support for the program. Following are a few examples:

- "Dave was incredible, polite and a true professional. Keep this service going and commend Dave for a great job done."
- "Joe H. was courteous, reassured our children and was an all-around great guy. We are very grateful for the excellent service."
- "Gill was very friendly and professional and helped me right away. Because of him, I felt safer while on the side of the road and felt like my problem was resolved a lot quicker. Great service!"
- "It was a great relief to see the tow truck. When James told me that it was a service we already pay for, I was so happy! James was so courteous! When he dropped me off he said "I hope the rest of your day is better". I immediately replied that my day recovered as soon as he stopped for my car. Best use of tax dollars ever!"
- "Awesome service, I hope it never goes away! Took me to safety quickly otherwise I would have to wait 45 minutes on the freeway for my insurance to send a tow."

2016 Driver Awards. In January, the SacMetro, El Dorado and Placer FSP programs held the 2016 FSP Awards Luncheon at the California Highway Patrol (CHP) Communications Center. The annual event is highly anticipated by everyone involved in the program. The main purpose of the event is to acknowledge the operators for their hard work during the year and to honor those that met set criteria for awards such as Safe Driver, Highest Rated Driver and Driver of the Year. The event fosters positivity and open discussion among the different tow companies and their operators, in turn, bringing a more cohesive team presence out on the roads during their shifts.

The 2016 awardees are:

- Driver of the Year – Mark Wright
- Highest Rated Driver of the Year – Tim Gray
- Outstanding Drivers by Total Number of Motorist Survey Responses – Tim Gray, Jon Vernon & David Miller
- Outstanding Drivers by Percentage of Motorist Survey Responses – Tim Gray, Richard Heredia & Teran Purtill
- Safe Drivers – Mike Ebert, Teran Purtill, Miguel Garibay, Tim Gray, Jitendra Gill, Richard Heredia, David Miller, Mark Wright, Roy Huggins, James Rhuland, Joe Huttner, Jon Vernon & John Larios
- Perfect Score on California Tow Truck Association (CTTA) Level 1 Exam – Jitendra Gill, Kevin Bently & Aldo Tostada
- Years of Service – Tabatha Brotherton (5), Tim Gray (3) & Elliot Self (3)