



August 10, 2017

Agenda Item # 7

SACMETRO FREEWAY SERVICE PATROL FY2017 4TH QUARTER STATUS REPORT

Action Requested: Receive and file

Key Staff: Jennifer Doll, Special Programs Manager

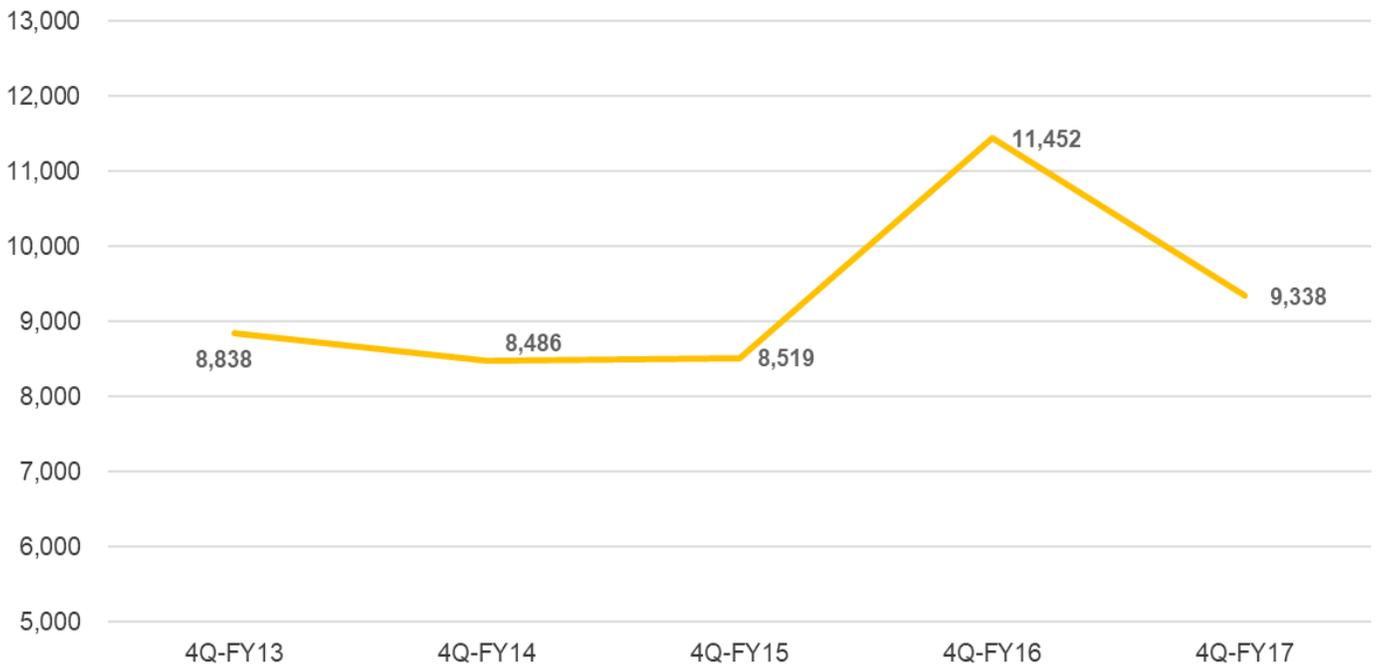
Recommendation

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

Discussion

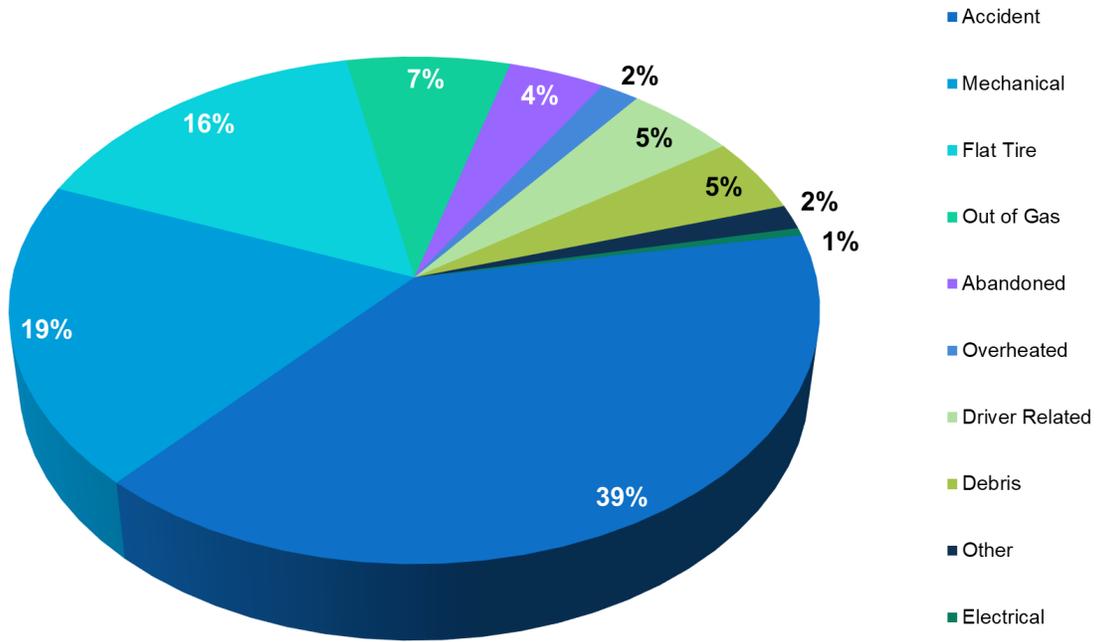
SacMetro FSP provided 9,338 assists during the fourth quarter of FY 2016/17. Fourth quarter assists decreased by 18 percent compared to the same period last year. However, the high assist total for the same period last year was highly irregular. Apart from the fourth quarter of FY 2015/16 the current quarter total is higher than typical. Chart 1 below illustrates total FSP assists for the fourth quarter of the last 5 years.

Chart 1: FSP Assists, 4th Quarter for FY13, FY14, FY15, FY16 & FY17



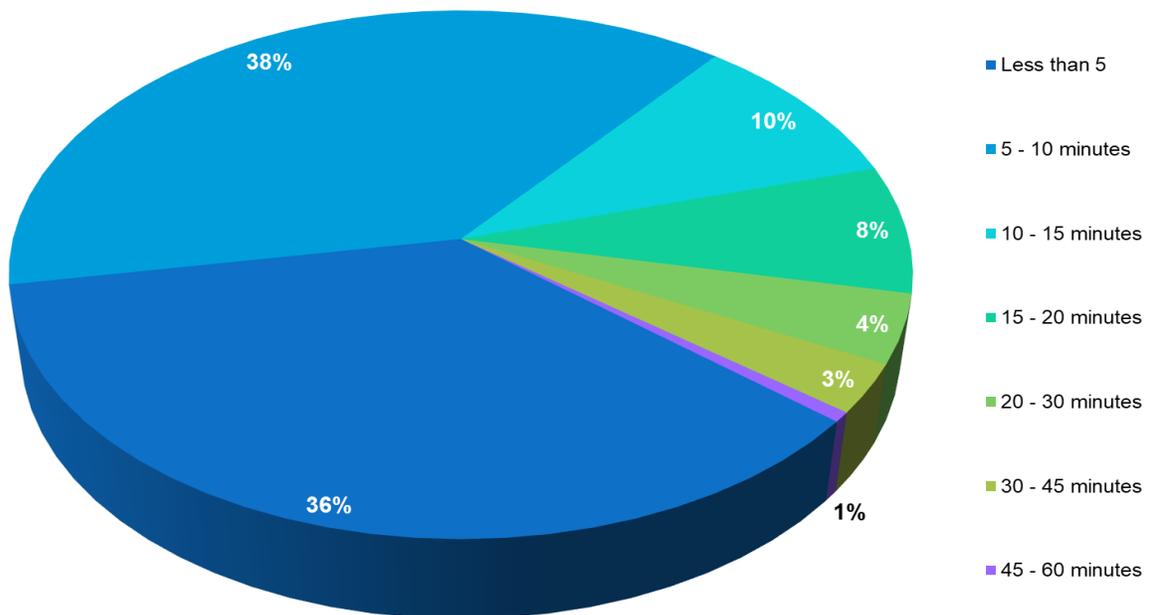
Types of Problems Encountered. Accidents, mechanical problems and flat tires comprise the majority, 74 percent, of the types of problems FSP assisted motorists with in the fourth quarter.

Chart 2: Types of Problems Encountered by FSP



Response Times. 36 percent, of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene. 38 percent reported waiting between 5 and 10 minutes.

Chart 3: FSP Response Time



Service Rating. For the quarter, 170 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 170 surveys received, 148 included written comments, most expressing thanks to the driver and/or indicating support for the program. Following are a few examples:

- So, grateful! Johnny was a blessing helping us off the dangerous freeway...very courteous, quick, efficient...a true "highway angel"!!!
- Excellent service. Mike was courteous, professional, and extremely efficient. He had my tire changed and I was back on the road in under fifteen minutes. Thank you for providing such a great service.
- J. Gill was extremely helpful! Saved my daughter and me from melting down in the freeway.
- Dave was very helpful and quick. I did not know this service was available until today. This is an amazing service! Please keep it going. Dave was great and very helpful. He saved me a ton of money and stress! Dave is great!
- They were very helpful and quick to fix the tire. They get 10 out of 10.
- Alyssa was very helpful, very nice and professional. Made me feel safe and overall great service!
- Great service for our tax dollars! Please continue program.
- Johnny was a great help, and a very calming influence. For 3 women stranded on Highway 50 at rush hour, he is a superhero!
- Great service to have. Was stranded on the freeway in the heat with 2 babies and no phone. I don't know what I would have done if I didn't get help from FSP.
- Casey was extremely polite and courteous. As a female driver, I felt safe and was thankful for the assistance. This is a great service!!
- Keep up the good work! You guys are wonderful.
- I have never heard of FSP until this morning. John was very pleasant and knew what he was doing. I told him that he was my "Knight in Shining Armor" today. He arrived before AAA did. Thank you, John, and FSP!
- My experience with the Freeway Service Patrol was fantastic. I had never heard of this program before so was very apprehensive when the driver approached my car. He immediately handed me the informative pamphlet and asked how he could help me. He explained about the service that FSP offered. He quickly changed my tire and was kind and helpful. I was so grateful and impressed. Thank you so much you made my day.
- It is a really awesome service and the driver handled everything very professionally. He was also very polite and extremely helpful. In my humble opinion this is great service. Lots of gratitude.
- The driver who assisted named Johnny was the most courteous, helpful, and friendliest person. He explained to me what was going to happen and made the best out of this unfortunate situation I was in.
- Tabatha was amazing and helpful! She was also very fast and had us safe and off the freeway in no time!
- Dave was very professional, courteous. Excellent service, keep it running.