



December 14, 2017

Agenda Item # 5

SACMETRO FREEWAY SERVICE PATROL
FY2017/18 1ST QUARTER STATUS REPORT

Action Requested: Receive and file

Key Staff: Jennifer Doll, Special Programs Manager

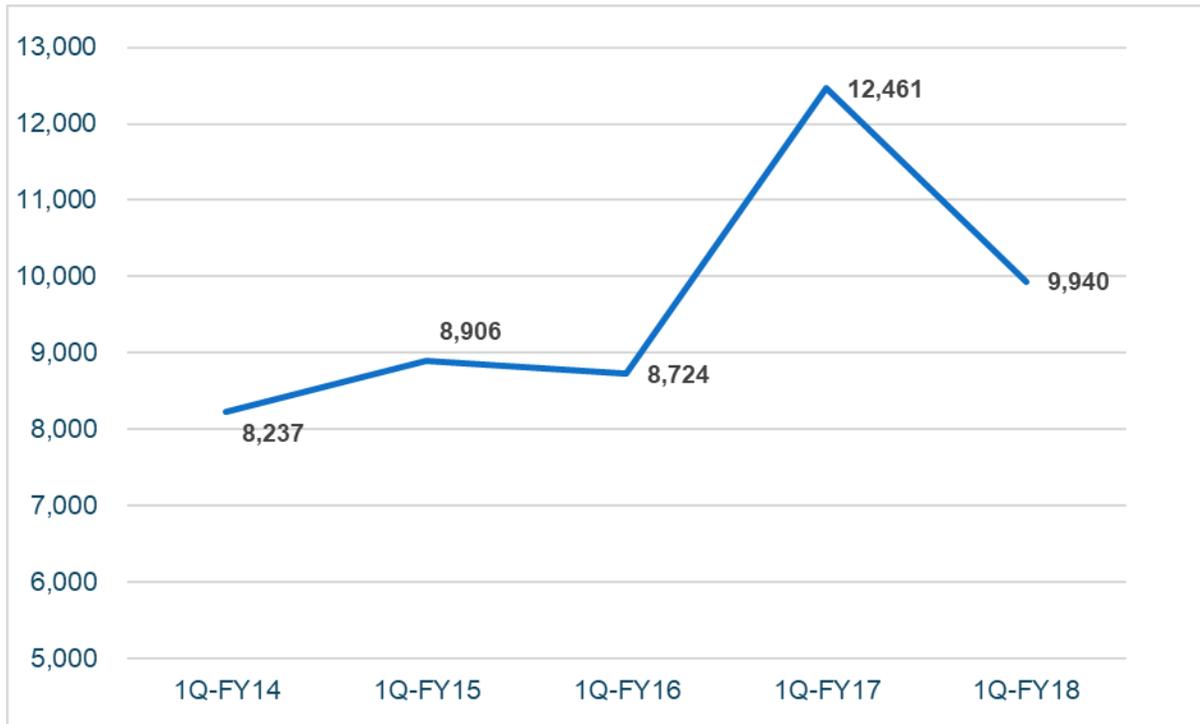
Recommendation

Receive and file the FSP status report for the first quarter of FY2017/18.

Discussion

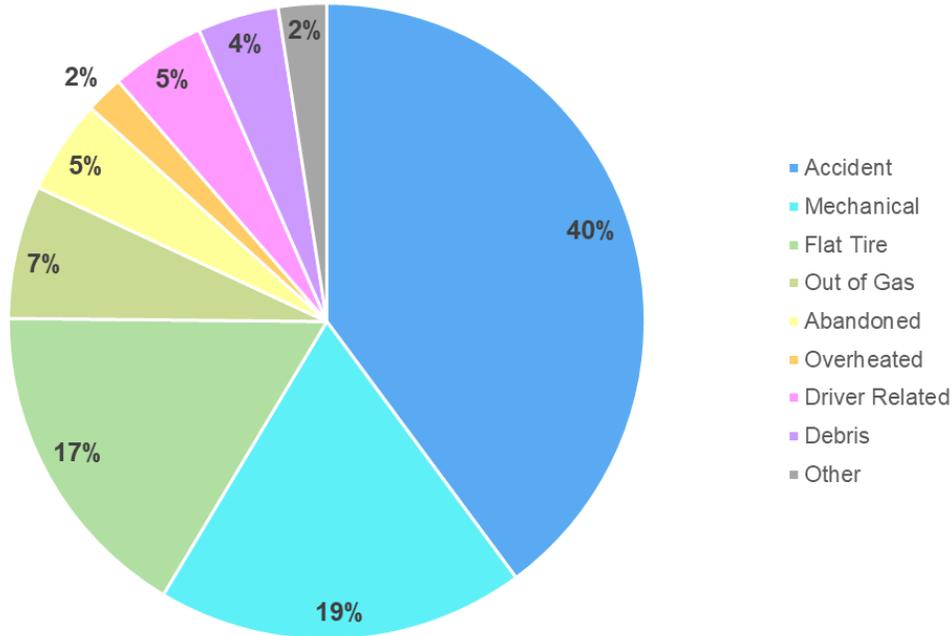
SacMetro FSP provided 9,940 assists during the first quarter of FY 2017/18. First quarter assists decreased 20 percent compared to the same period last year. However, the high assist total for first quarter of FY 2016/17 is highly irregular. Chart 1 below illustrates total FSP assists for the first quarter of each of the last 5 years.

Chart 1: FSP Assists, 1st Quarter for FY14, FY15, FY16, FY17 & FY18



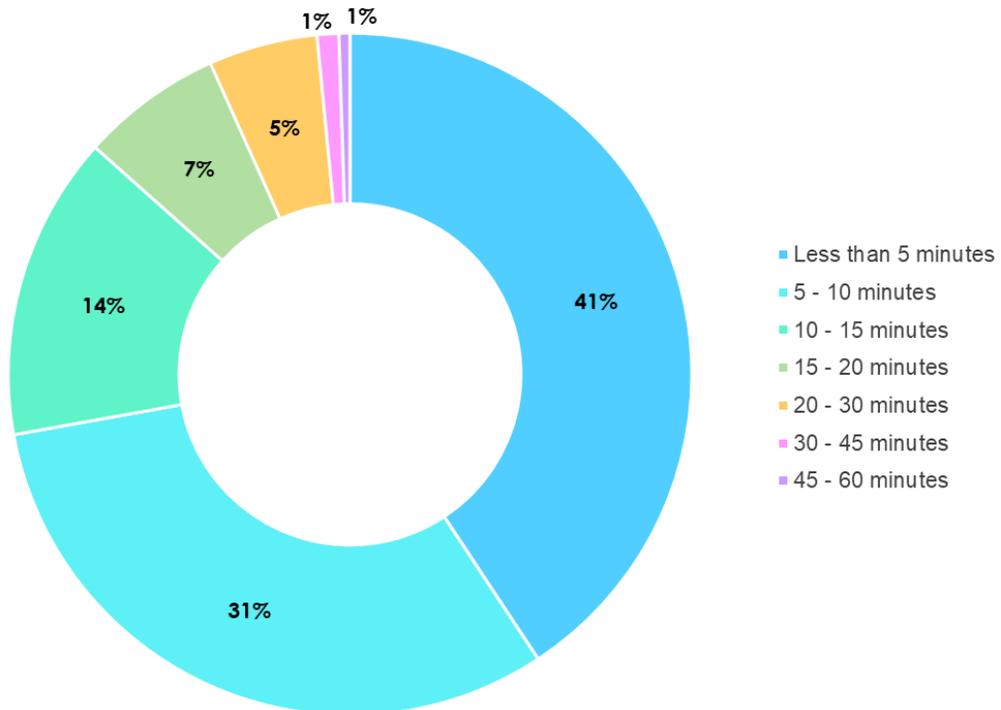
Types of Problems Encountered. Accidents, mechanical problems and flat tires comprise the majority, 75 percent, of the types of problems FSP assisted motorists with in the first quarter.

Chart 2: Types of Problems Encountered by FSP



Response Times. 41 percent, of assisted motorists reported they waited less than 5 minutes for FSP assistance. 31 percent reported waiting between 5 and 10 minutes.

Chart 3: FSP Response Time



Service Rating. For the quarter, 194 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 194 surveys received, 180 included written comments, most expressing thanks to the driver and/or indicating support for the program. Following are a few examples:

- Amazing service. The driver, Richard, was very professional, knowledgeable, and wouldn't even accept a tip. Thank you so much for having people like Richard.
- Mike was really helpful! He was quick with changing our tire and made sure my wife and 3 boys stayed safe as we were pulled off on the side of the freeway.
- This is an AMAZING service! Thank you so much! Johnny was super helpful, polite, and worked quickly to get me back on the road. THANK YOU JOHNNY!!!
- My agency runs the FSP program in Placer County, so I am very familiar with the service, but had never had occasion to use it until today. And it was a lifesaver. I didn't even have a chance to call anyone before the truck arrived - I think it was under a minute. The driver, Richard, was just wonderful - courteous, calm, and reassuring - just the right tone when you have car trouble. While I have always been a big believer in the FSP program, I am now also grateful for it.
- Excellent service in a time of need. I have a disability and they were heroes.
- Great public service! Appreciate the help.
- Dave was extremely helpful. He was quick, efficient, and courteous. I would have been on the side of the freeway for a long time without his help. He is a great representative for the program.
- Eddie Gomez was an absolute gentleman and pleasure to be around! Very helpful and courteous!!! Very professional and helpful!!
- Thank you for this program and for helping those in need on the side of the highway. I really appreciate the service and driver Tabatha who helped me get to a safe location and this program should be funded more often! Thank you
- Nick was amazing, he towed me to a safe location helped fix my terminal and had a smile on the whole time. Great service from an even better person!
- Mr. J Gill is a courtesy, professional, caring individual. He went above and beyond to help me with my flat tire. He made sure he did EVERYTHING to get me back on the road. His positive energy was greatly needed this morning. I believe Mr. J Gill is a wonderful asset to your company!