



MAY 10, 2018

AGENDA ITEM # 4

SACMETRO FREEWAY SERVICE PATROL FY2018 2ND & 3RD QUARTER STATUS REPORT

Action Requested: Receive and file

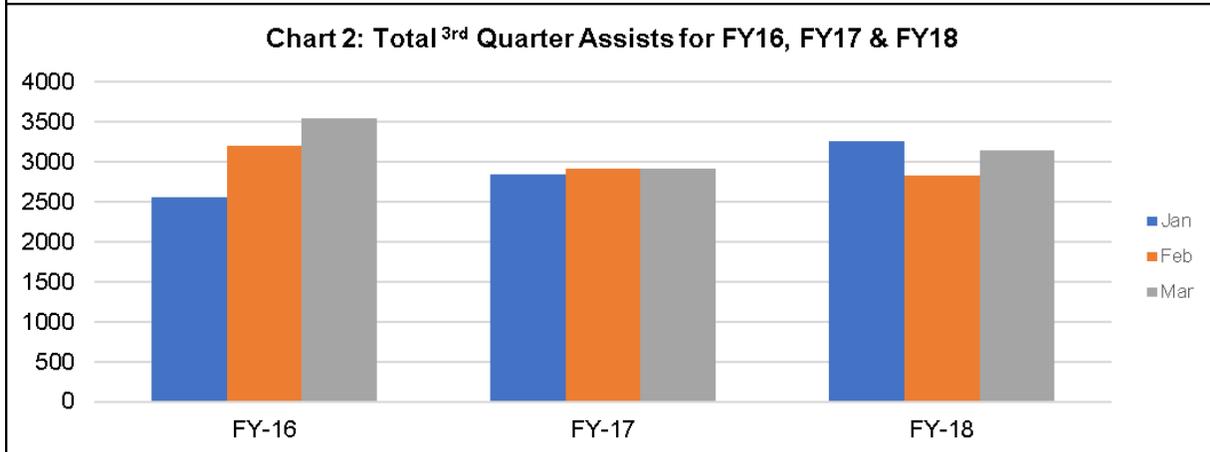
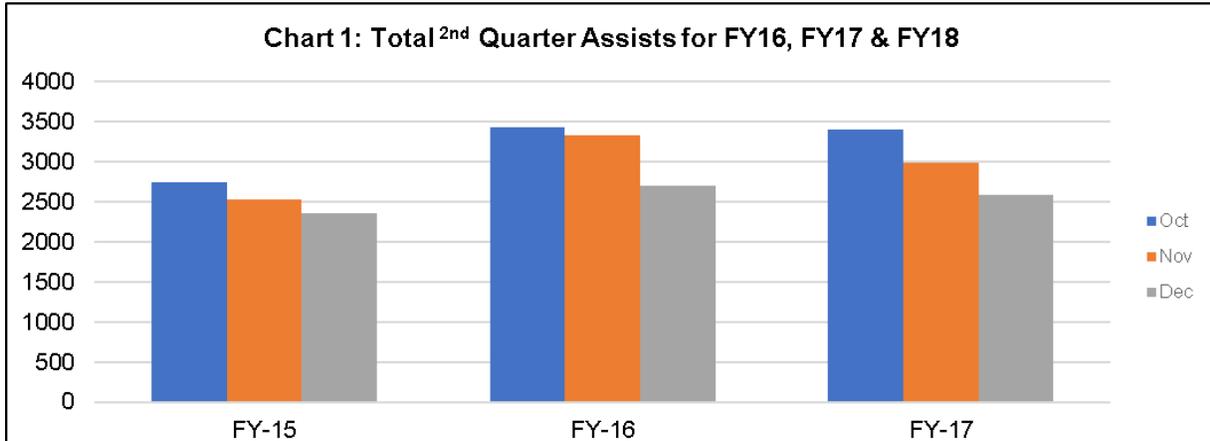
Key Staff: Jennifer Doll, Special Programs Manager

Recommendation

Receive and file the FSP status report for the second and third quarters of FY2017/18.

Discussion

SacMetro FSP provided 18,189 assists and 316 motorists completed the online survey during the second and third quarters of FY 2017/18. Assists for these quarters are consistent with the same period in previous years.



 <b>Types of Problems</b>	 <b>Response Times</b>	 <b>Service Rating</b>
Second Quarter		
Accidents, mechanical problems and flat tires comprise the majority, 75 percent, of the types of problems FSP assisted motorists with in the second quarter.	Over half of the motorists reported waiting less than 10 minutes before FSP appeared on scene, with 40 percent of those waiting less than 5 minutes.	Of the 184 motorists who responded to the survey, 100 percent rated the service as 'excellent'.
Third Quarter		
As with the second quarter accidents, mechanical problems and flat tires count for 75 percent of the assists. Historically, nearly half of the assists for any given period are for accidents.	41 percent of motorists reported waiting less than 5 minutes and 30 percent reported waiting between 5 and 10 minutes.	132 motorist responded to the survey for the quarter and all motorist rated the service as 'excellent'.

Of the 316 surveys received, 283 included written comments, most expressing thanks to the driver and/or indicating support for the program. Following are a few examples:

- This was the best use of my tax dollars, that I have seen in person.
- Very thankful for the amazing service.
- Dave was courteous and reassuring when I was feeling upset and bewildered when my car was having trouble. Dave provided calm suggestions about my problems and made me feel much better. I am very grateful for this service in my time of need. Thank you very much.
- Excellent service. Wish my state had it!
- He was quick efficient friendly - made me feel safe -great service!! Impressive.
- The 2 gentlemen who stopped to help me were angels in disguise and very professional. I am grateful. Great program, I didn't know existed.
- 5 Star Service. I am so grateful they were there to tow me off the freeway.
- John was a blessing. I'm very thankful he spotted me and offered help. He was amazing. Thank you, John.