



On Patrol

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News From the San Francisco Bay Area Freeway Service Patrol

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www.fsp-bayarea.org

New Freeway Service Patrol Web Site Now Online

by Sze Lei Leong

Are you a Freeway Service Patrol (FSP) contractor searching for an updated drop site map or a current holiday service schedule? Or perhaps you're an FSP driver wondering about upcoming events such as quarterly refresher training or the ever-popular annual awards?

Or maybe you're a member of the general public who has just received FSP service on a Bay Area freeway, and you'd like to submit your comments electronically and find out more about this helpful and exciting service? Well, if you answered "yes" to any of these questions, then you need to visit the new Bay Area FSP Web site at www.fsp-bayarea.org.

Expanded Service

As the FSP continues to expand its service throughout the Bay Area, updated information about the program and its operations becomes increasingly important. With the launch of the new FSP Web site, we are on our way toward providing critical information to both the FSP partners and the general public in a more efficient and effective manner.

The FSP Web site was designed with two primary goals in mind: to provide day-to-day operations information to FSP partners, including CHP, Caltrans, MTC SAFE and the tow operators; and to provide general

information to the public about FSP programs. FSP partners collaborated to develop and organize the site's content for quick and easy access to information. Content is divided into five categories — General Information, Tow Operations, Public Comments, Contact and Links — and provides information previously disseminated by other means. For example, FSP's frequently requested monthly and annual statistics are now posted on the new Web site. (See 2004 statistics on page 2.)

Detailed Information

The Web site also features a Java-based FSP map that provides detailed descriptions about hours of service, beat borders and drop sites. The tow operations pages feature an operations calendar, the FSP program implementation plan, a chart of back-up truck assignments and downloadable forms that are useful to operators. Also avail-

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Contact and interact with the Freeway Service Patrol (FSP) at its new Web site, www.fsp-bayarea.org.

able on the Web site are past editions of *On Patrol*, as well as profiles of past award recipients.

We will continue to make improvements and additions to the FSP Web site, and hope that it will serve as a useful and informative communication tool for our expanding program. If you have any comments or suggestions for additions/improvements to the FSP Web site, please e-mail us at fsp@mtc.ca.gov.

Enhanced FSP Service This Summer

by Radiah Taylor Victor

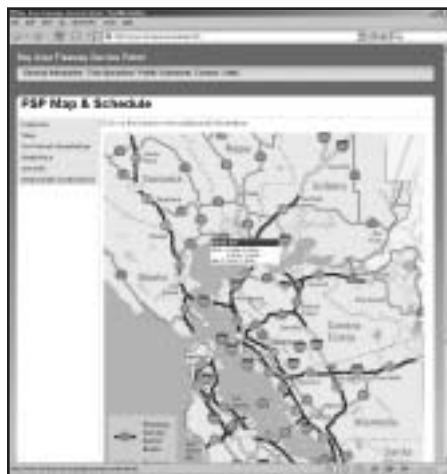
The onset of summer brings several enhancements to the Bay Area Freeway Service Patrol (FSP). New contracts for 20 of the 33 existing beats will be initiated, two new pilot demonstration beats are being added, there will be modified hours of operation, and summer will see the addition of one truck and new Sunday service in some areas.

A request for proposals for the 20 existing beats plus two new beats was issued in October 2004 and two bidders' conferences were held during the latter part of November to help prospective bidders meet the December 9, 2004 proposal deadline. The new contracts all begin in July, and extend for three years for the existing beats and for two years for the pilot beats.

New Service

This summer, FSP coverage will be expanded to include two new pilot beats — Beat 34 in Solano County and Beat 35 in Contra Costa County. The Solano County beat will provide 14 additional miles of coverage patrolled by two trucks along Interstate 80 from Fairfield to Interstate 505 in Vacaville. In addition to regular weekday hours of operation, 6 to 9 a.m. and 4 to 7 p.m., one truck will patrol Sundays from 1 to 7 p.m.

Beat 35 will close a gap in coverage along Interstate 680 in Danville between existing Beats 5 and 21. This new beat will extend from Alcosta Boulevard to Stone Valley Road and will be covered by a single truck on weekdays from 6 to 9 a.m. and 3 to 6:30 p.m.



An interactive map on the new FSP Web site provides detailed descriptions about hours of service, beat borders and drop sites.

At the end of the two-year demonstration period, the performance of these two beats will be evaluated to determine whether this service will become a permanent part of FSP coverage.

Modified Hours of Operation

In an effort to improve existing service and to meet the changing commute patterns of the motoring public, hours of operation have been modified on select beats in Alameda and Santa Clara counties. Morning shifts for Beats 21 and 23 along I-680 in Alameda County were changed to begin a half hour later — at 5:30 a.m. instead of 5 a.m. The afternoon shift for Beat 21 also was adjusted to begin an hour later (instead of beginning at 2 p.m., the shift will run from 3 to 7 p.m.) In addition, Castro Valley's Beat 27 morning shift was lengthened by half an hour, and will now begin at 6 a.m. and run until 9:30 a.m.

Upcoming Events

* Tentative Date

Technical Advisory Committee (TAC) Meetings

8:30 a.m. Tuesdays at MTC, MetroCenter

May 10

July 12

8:30 a.m. Tuesdays at MTC, 1999 Harrison Street

June 14

Tow Contractors Meetings

11:00 a.m. Tuesdays at MTC, MetroCenter

May 10

July 12

Quarterly Driver Refresher Training

11:00 a.m. at CHP, Oakland

* May 5 & 6

* August 4 & 5

11:00 a.m. at CHP, Dublin

* May 12 & 13

* August 11 & 12

Proficiency Testing

7:00 a.m. at CHP, Vallejo

May 31

Certification Class

7:00 a.m. at CHP, Vallejo

June 8-10

Sunday Service

On many stretches of Bay Area highways, weekend traffic has become just as congested as that on weekdays. In response to changes in congestion levels, Sunday afternoon service from 1 to 7 p.m. has been added on Beat 1 along Interstate 580 in Alameda and Contra Costa counties and Beats 3 and 4 both located along Interstate 880 in Alameda County. With the addition of this new service, almost half of the 33 FSP beats will provide Sunday service.

Additional Trucks

One new pick-up truck was added to Beat 27 to provide additional service along I-580 in Castro Valley. This additional truck increases the total number of patrol vehicles on this Alameda County beat to three trucks.

2004 Year-end Statistics Summary (January through December 2004)

Total Number of Assists = 135,708

Percent of Assists Involving People = 56%

Average Number of Assists per Hour per Truck = 0.9

Percent of Motorist Survey Returns = 16%

Service Rating (Average Percent of Surveys Marked Excellent) = 94.8%

Average Motorist Wait Time = 9.4 minutes

Quarterly Awards

April through June and October through December 2004

Quarterly awards for the 3rd quarter of 2004 were profiled in the January 2005 *On Patrol*.

by Danielle Stanislaus

BEAT OF THE QUARTER

Congratulations are in order for All Ways Tow & Transport (formerly Chevron Tow Service) in Fremont and the FSP drivers of **Beat 14**, as they have been chosen as the Beat of the Quarter for both 2nd quarter (April through June) and 4th quarter (October through December) of 2004. Beat 14 was also honored in the first quarter of 2004. All Ways Tow & Transport, which has been with the FSP program since its inception in 1992, assumed the contract for Beat 14 in June of 2002. The beat is in Alameda County on Route 84 from Thornton Avenue to Interstate 880 and on I-880 from Mowry Avenue to Alvarado Niles Road, and is just over 10 miles long. Two tow trucks are used in patrolling the beat, which operates in the mornings from 6 to 10 a.m. and again in the afternoon from 3 to 7 p.m.

What makes this beat so special? In addition to a high assist rate, high service rating and low motorist wait time, this beat is operated by Norman Stovall and Ruben Banaban, two seasoned and dedicated FSP drivers. Norman Stovall has been with FSP since 1997 and is the acting FSP field supervisor, which means that he is the person that oversees field operations and handles all of the FSP paperwork. Ruben Banaban has been with the pro-

gram since 1999, and thus is very experienced as well. The drivers have operated as a team since All Ways Tow & Transport received the current Beat 14 contract in 2002. Stovall says that he and Banaban work exceptionally well together; their combined years of experience allow them to automatically know what to do to clear incidents quickly. "Both Ruben and I really care about this service. Our hearts are in the program and that shows up in the work we do," says Stovall. This is also reflected in the fact that Beat 14 was selected as Beat of the Quarter for three out of four quarters in 2004.

Kim Skinner is the owner and president of All Ways Tow & Transport, and she agrees that a large part of what makes Beat 14 so special is the dedication of the two drivers that patrol it. Together with Norman and Ruben, she works hard to make sure that everything in the program is running efficiently and effectively. Currently, in addition to Beat 14, All Ways Tow & Transport operates Beat 18 in Alameda and Santa Clara Counties, and Beat 27 in Alameda County.

DRIVER OF THE QUARTER, April through June 2004

Michael McClaren, Bay Area FSP Driver of the Quarter for the 2nd quarter of 2004, is a man who has both the experience and the dedication to excel at his job. Having worked in the towing business since 1981 and previously owning his own tow com-



Michael McLaren

pany, he is a seasoned tow truck operator. He loves working with the public at a job that allows him to assist stranded motorists at no cost to them.

Michael, a driver for Campbell's Towing in San Jose, has been with the FSP program since October of 2003. He has spent the past

year and a half patrolling Beats 9 and 10 in Santa Clara and San Mateo counties. He started off working Beat 10, which operates along state Route 92 and Highway 101, and he currently patrols Beat 9 along state Routes 85 and 87, and Interstate 280 between the hours of 6 and 9 a.m., and again from 3 and 7 p.m. "FSP is a valuable service to the motoring public," says McClaren. "I truly enjoy helping take the stress away from freeway commuters. Keeping motorists from worrying is definitely one of the things I enjoy most about this job."

DRIVER OF THE QUARTER, October through December 2004

Congratulations are also in order for **Nicholas Nohr** of Yarbrough Bros. Towing in Santa Rosa, who has been named the Bay Area FSP Driver of the Quarter for 4th quarter 2004. Nohr has been with the FSP program since November of 2002, and currently patrols Beat 33 along Highway 101 in Sonoma County between 6 and 9 a.m., and from 3:30 to 6:30 p.m. during the week.



Nicholas Nohr

Nohr has worked in the towing business for a total of three years, all of which have been with Yarbrough Bros. Towing. He has been involved with the FSP program from the past two and a half years, which have been especially enjoyable to Nohr because he loves providing such an important free service to the public. He also enjoys working with CHP out in the field. "This was supposed to be an in-between job," says Nohr, "but I really loved being out on the open road in such a beautiful area, and being a part of a program that assists motorists in need. So I decided that this was the job for me!" And based on his performance, it appears as though he was quite right.





Norman Stovall and Ruben Banaban

The Public Speaks


Motorists continue to mail, e-mail and phone in praise and descriptions of their experiences with the FSP program. Here are a few recent comments.

Voicemail


 (11/3/04) "I had the pleasure this morning of receiving service from the Bay Area Freeway Service Patrol. I ran out of gas at about 8 a.m. on Highway 101, and a gentleman showed up within three minutes. He was very helpful in providing gas to me. I also want to mention that I just moved here from Texas, and I just registered my car yesterday. [The FSP driver] pointed out that the dollar I paid on that registration is what pays for this free service. I am thrilled that California has this type of service. Thank you very much for this excellent service!"


 (11/8/04) "I [recently] had an incident occur on the freeway — I pulled over when another driver motioned that I had keys stuck in the back of my car that I did not know about. I was sitting on the freeway in my car, afraid to get out, when in my rear view mirror I saw a tow truck pull up behind me. The guy in uniform had a clipboard and was with the Freeway Service Patrol. He came right over to the passenger side and asked if I needed assistance, and I told him what had happened. He was extremely helpful and got the keys for me. He told me about the FSP program, and I just want to say thank you very much. I appreciate the assistance that I received from him."

E-mail

 (10/20/04) "I want to express my thanks to the appropriate person or persons for the Freeway Service Patrol program. My car broke down after work on October 18 on Highway 101 (Beat 31). I had just pulled off the highway and turned on my hazard lights when an FSP truck pulled up behind me. The driver identified himself as Steve Pauley and explained the service briefly to me, handing me a

brochure. I had never heard of this program/service before. I was overwhelmed — what a wonderful service! I felt like he was my freeway "guardian angel." He had me on my way, fixing a coolant hose that had burst, in a matter of minutes. Both my husband and I want to thank you so much for this terrific service, and we hope that this program is able to continue indefinitely to help all the other people who unfortunately experience these unforeseen, frustrating vehicle breakdowns. This is a real asset to our Bay Area community. Thank you!!!"

 (11/3/04) "Yesterday evening around 5:30 p.m., I had a flat tire on [Interstate] 580 eastbound on the Altamont Pass. I was stranded in the center divide, with vehicles roaring by at or above the posted speed limit. Within a few minutes a member of the Freeway Service Patrol appeared and placed his vehicle behind mine, with his service lights flashing. He came to my window and advised me that he would gladly install my spare tire with my permission. He indicated that the service was free of charge. Within a few minutes, he had my spare tire on and the flat put away. He also recommended a couple of places in Tracy where I could get the tire fixed. I tried to give him a \$20 bill and he refused to take it. I want to thank this young man and let you know that his professionalism, courtesy and performance were impressive and he made a very stressful and potentially dangerous situation seem routine. Thank you for this very essential service!"

 (2/7/05) "I'm writing this letter to thank FSP and its employees. I was driving on [Interstate] 680 this morning at 8:40 a.m. and got a flat tire. I was stranded on the freeway, parked at an unsafe place in the pouring rain. An FSP truck came within five minutes. The driver was Robert Bettencourt. He helped me to move my car to a safe location and asked me to stay in my car while he changed my flat tire in the heavy rain. He was professional and courteous. I was able to be on my way within 10 minutes. Thanks! I really appreciate your agency and your employees. I fully support increased funding for this program."

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