

## STAFF REPORT

**SUBJECT:** Resolution of Appreciation: Freeway Service Patrol

**MEETING DATE:** June 19, 2008

**AGENDA ITEM: 8**

**STAFF CONTACT:** Brittany Odermann

**RECOMMENDATION:**

Recognize the excellent service provided to motorists on Highway 101 by the drivers of the Freeway Service Patrol and authorize the Chair to sign Certificates of Appreciation to present to each of the drivers.

**SUMMARY:**

SBCAG began operating a Freeway Service Patrol (FSP) in March 2006. FSP vehicles are in the field during the weekday peak commute period on Highway 101 between the Ventura County Line and Turnpike Road. Service on Sunday afternoons, during special events, and during the Highway 101 Milpas\Hot Spring Operational improvements will also be provided beginning this summer.

Through its first two years of operation, the FSP has made over 3,100 service stops to assist motorists, clear debris, or assist the CHP in clearing accidents. The service is a cooperative effort between SBCAG, the California Highway Patrol (CHP) and Caltrans. While the program is beneficial to individual motorists who have disabled vehicles, its primary purpose is to relieve traffic congestion by reducing incident response times.

Over the past two years FSP service has been provided by Bob Holzer Automotive, Inc. under contract with SBCAG. Holzer Automotive has four FSP-trained drivers on staff that have been a part of the program since its inception, and the drivers have continually provided excellent service to motorists and CHP beat officers on Highway 101 in south Santa Barbara County. SBCAG would like to recognize the FSP drivers for their commitment to congestion relief, public service and safety.

Freeway Service Patrol Program Drivers

William Hagel  
Miguel Reyes  
John Howarth  
Robert Clouser



Member Agencies

Buellton ■ Carpinteria ■ Goleta ■ Guadalupe ■ Lompoc ■ Santa Barbara ■ Santa Maria ■ Solvang ■ Santa Barbara County

## **DISCUSSION:**

The Santa Barbara FSP is a public service comprised of a fleet of tow and service trucks that patrol designated portions (beats) of Highway 101 on the south coast corridor. The service is currently provided Monday – Friday during peak commute hours: 6:30 a.m. – 9:30 a.m. and 4:00 p.m. – 7:00 p.m. and from 1:00 p.m. – 4:00 p.m. on Sundays. The services are provided under a contract by a local towing company and administered by SBCAG. During hours of FSP operation there is one tow truck and one service vehicle on-duty to assist motorists as they are discovered or as dispatched by the CHP.

Services provided by the FSP include:

- Changing flat tires
- Jump starting vehicles
- Refilling radiators and taping leaky hoses
- Putting a gallon of fuel in gas tanks
- Towing inoperable vehicles, free of charge to a safe location off the freeway
- Clearing vehicles damaged in collisions under CHP direction
- Removing debris from traffic lanes under CHP direction

In addition to serving individual motorists as noted above, the FSP program provides congestion relief, safety and air quality benefits by:

- Reducing traffic jams through prompt removal of stalled cars
- Reducing the chance of further accidents and bottlenecks caused by impatient drivers and onlookers
- Saving fuel and cutting air polluting emissions by reducing stop-and-go traffic
- Keeping narrowed lanes clear during highway construction projects

The current contractor, Bob Holzer Automotive, was selected from a competitive, Request for Proposals (RFP) process in fall of 2005. The contract term extends through February 2009. Staff actively manages the program through regular communication with the tow contractor, monitoring program statistics, and facilitating quarterly meetings between the contractor and CHP. SBCAG staff also receives motorist input through postage-paid comment cards that are provided to each motorist assisted. Motorists are asked to fill out and return the cards after providing information such as the amount of time it took to be assisted, how they would rate the FSP and whether they would make any changes to the program.

The responses have been unanimously positive. SBCAG has never received a negative comment about a program driver, despite the stress of assisting motorists on over 3,100 roadside incidents, under all weather conditions, and during daylight and darkness hours. This is an outstanding service record, and the drivers deserve special recognition for their commitment to congestion relief, public service and safety.

## **RECOMMENDATION:**

Recognize the excellent service provided to motorists on Highway 101 by the drivers of the Freeway Service Patrol and authorize the Chair to sign Certificates of Appreciation to present to each of the drivers.

## **ATTACHMENT;**

Sample Certificate of Appreciation

# Certificate of Appreciation

This certificate is awarded to

**WILLIAM HAGEL**

in recognition of your commitment to congestion relief, public service and safety  
in performing duties for the

***South Coast 101 Freeway Service Patrol***

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Brooks Firestone, SBCAG Chair

Date

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Jeff Sgobba, Captain CHP South Coast Division

Date

