

Introducing...



METROPOLITAN
TRANSPORTATION
COMMISSION



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National Operations Center of Excellence

California Freeway Service Patrol Agency Partnerships

FREEWAY



SERVICE



PATROL



Local Transportation Agency



California Department of Transportation



Highway Patrol



Tow Contractor Partnerships



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COMMISSION

- **MTC (local transportation agency)**
 - Issues a competitive bid contract for 28 freeway “Beats”
 - Manages all aspects of the program
- **Successful Tow Contractor**
 - Purchases new FSP exclusive tow trucks & required equipment
 - Hires, Employs Operators
 - Provides all Freeway Service Patrol Services
- **State of California**
 - CHP- Operator Training, Field oversight & Dispatch
 - Caltrans- Data collection & Reporting



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Tow Contractor Responsibilities



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- Disabled Vehicles
 - Fuel delivery and flat tire change
 - Attempt quick repair
 - Tow vehicle to CHP-approved safe drop site
- Vehicle Collisions
 - Clear non-injury crashes to shoulder
 - Assist with lane closure for injury crashes
- Debris removal from Roadway
 - With CHP traffic break if necessary



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San Francisco FSP Overview



METROPOLITAN
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79,195

MOTORISTS
ASSISTED (2018)



98.4%

“EXCELLENT”
MOTORIST SURVEY RATING

94

FREEWAY SERVICE
PATROL VEHICLES



581

MILES OF BAY AREA
FREEWAY SERVICED

\$7 : \$1

BENEFIT : COST RATIO

11.1 MINUTES

AVERAGE RESPONSE TIME
(MOTORIST REPORTED)



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Questions?



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