

## Case Study

# The Bay Area Freeway Service Patrol

## Greater Driver Accountability with Automatic Vehicle Tracking



The Bay Area Freeway Service Patrol (FSP) reduces traffic congestion by providing roadside assistance and towing services, free of charge, to stranded motorists on over 540 miles of the Bay Area's freeways. Three agencies—the Metropolitan Transportation Commission Service Authority for Freeways and Expressways (MTC SAFE), the California Highway Patrol (CHP), and the California Department of Transportation (CalTrans)—work together to provide this service.

### Challenges

Because the FSP services such a large area, it was difficult to ensure the 90 contracted tow trucks were consistently patrolling their beat without a method to track vehicles. The three coordinating agencies also relied on tedious and error-prone hand-written daily service reports, while unreliable radio and data systems created communications challenges amongst the agencies.

### Solution

The Bay Area FSP implemented AssetWorks Field Service Solution, a comprehensive software suite, which enables vehicle tracking and the creation of event reports if drivers leave their pre-assigned route, eliminating redundant paperwork and data entry. Included in the Field Service Solution are Rangers, rugged in-vehicle mobile computers, which provide automated data collection, in-vehicle navigation, on-screen form fills, and enhanced driver/dispatcher communication.

### End Result

Since implementing the new technology, the FSP has noted many improvements. "We have been able to increase the performance of our program," says Sze Lei Leong, Project Manager at MTC SAFE. "We can now ensure the level of service is what we expect from all contracted drivers and the overall Bay Area FSP can manage traffic better. We can rely on the wireless system to communicate to our tow truck drivers, and with the AVL tracking we know where the drivers are and what they are doing during FSP service hours."

### Overview

#### Fleet Size

Three agencies, 90 vehicles

#### Industry

Roadside Assistance and Towing Services

#### Products

Field Service Solution

Ranger Mobile Computers

### Return on Investment

- **Enhanced driver-to-dispatcher communication**
- **Reduced paperwork and data entry**
- **Greater fleet efficiency**
- **Increased driver productivity**
- **Data to justify program**

## Client View

---

The FSP has seen many benefits since the system's implementation, the most important of which is the agency's ability to track drivers in real-time. This offers the FSP concrete, accurate data to present to their funding providers.



"Before the system, one of our commissioners saw the same driver sitting on the side of the road every morning on his commute to work," says Leong. "At the formal review of the program, he asked if we had a handle on what drivers were doing during their shift. At the time we didn't, but now we can weed out the bad apples. With the AVL system, we identify drivers who aren't patrolling their area, and can now tell our commissioners that instances like this have decreased and almost disappeared."

According to Leong, when looking to upgrade their mobile computing system, the decision to go with AssetWorks was simple: "The AssetWorks solution suited our needs better than any solution presented. Also, we knew the history of AssetWorks and have been impressed by their reliable project managers and hardware. They are always dedicated to making sure your system works."

FSP overhead costs have also diminished since the onset of the new system. "Without the mobile computing solution we would have to hire additional people to communicate with the drivers, maintain and analyze the paperwork submitted after shifts, and be in the field to make sure the drivers are doing what they are supposed to. We really benefit from having an automated system to perform these tasks," says Leong.

The AssetWorks solution is not only improving the FSP's current operations. It is helping to stabilize the future of the program as well. Leong explains: "With the data generated from the system, we can see that we are running at about a 3 to 1 benefit-to-cost ratio, with savings generated from reducing pollution, congestion, accident costs, and, mainly, lost productivity. This data helps us justify the program and ensure that it is here to stay."

“The AssetWorks solution suited our needs better than any solution presented. Also, we knew the history of AssetWorks and have been impressed by their reliable project managers and hardware. They are always dedicated to making sure your system works.”

Sze Lei Leong, Project Manager at  
MTC SAFE

For more information, contact an  
AssetWorks representative today at  
610.687.9202 or visit us online at  
[www.assetworks.com](http://www.assetworks.com)

**AssetWORKS**

998 Old Eagle School Road, Suite 1215 | Wayne, PA 19087

[www.assetworks.com](http://www.assetworks.com) | 610.687.9202