



Service Authority for Freeway Emergencies

Freeway Service Patrol 5th Year Anniversary





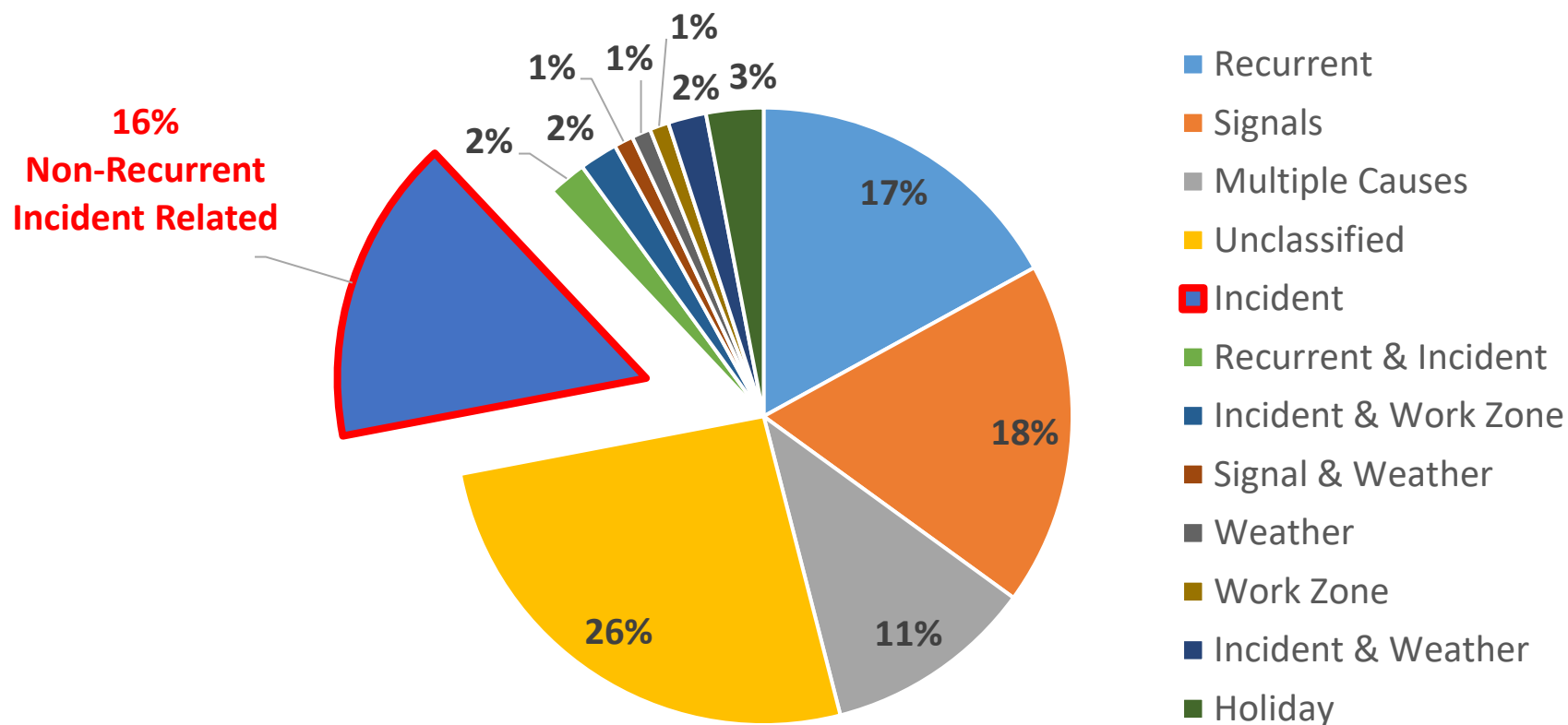
FSP Overview & Scope

- 24th California County to provide FSP services
- Partnership between Caltrans, CHP, and SAFE
- Fleet of continuously roving tow trucks
- Operate during peak-traffic, morning and afternoon
- Assist motorists, remove debris, tow disabled vehicles
- Types of FSP services provided:
 - Jump starts
 - Provide a gallon of gas
 - Refill radiators
 - Change a flat tire
- 10 minutes per assist
- Tow to an approved drop point
- All services are provided at **no charge to the motorist**



Ventura County Highway Congestion

Causes of Delay on Ventura County Highways - TDADS 2019

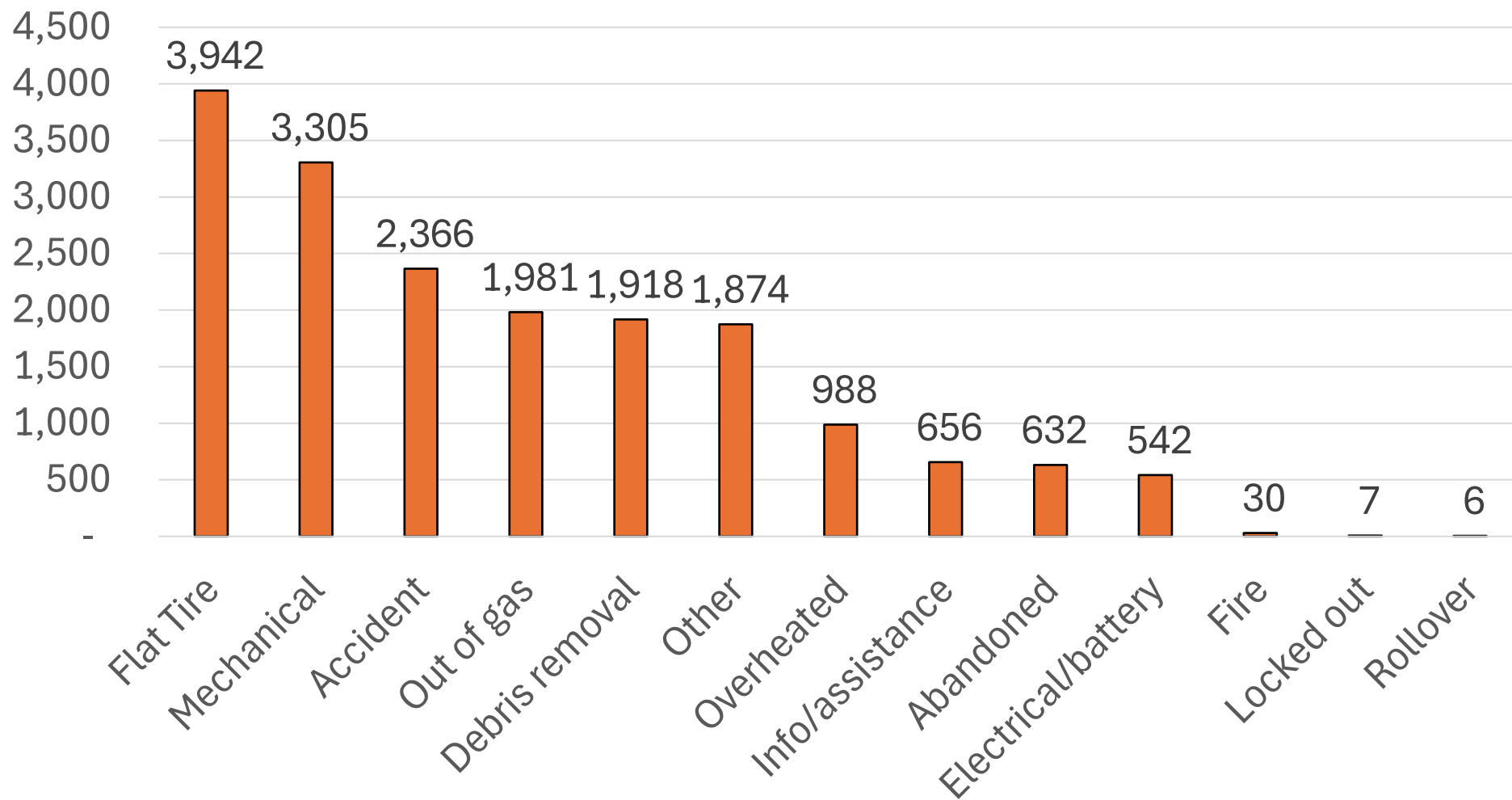


- 4,300,000 Hours of Annual Vehicle Delay
- \$112,640,000 Annual User Cost of Vehicle Delay



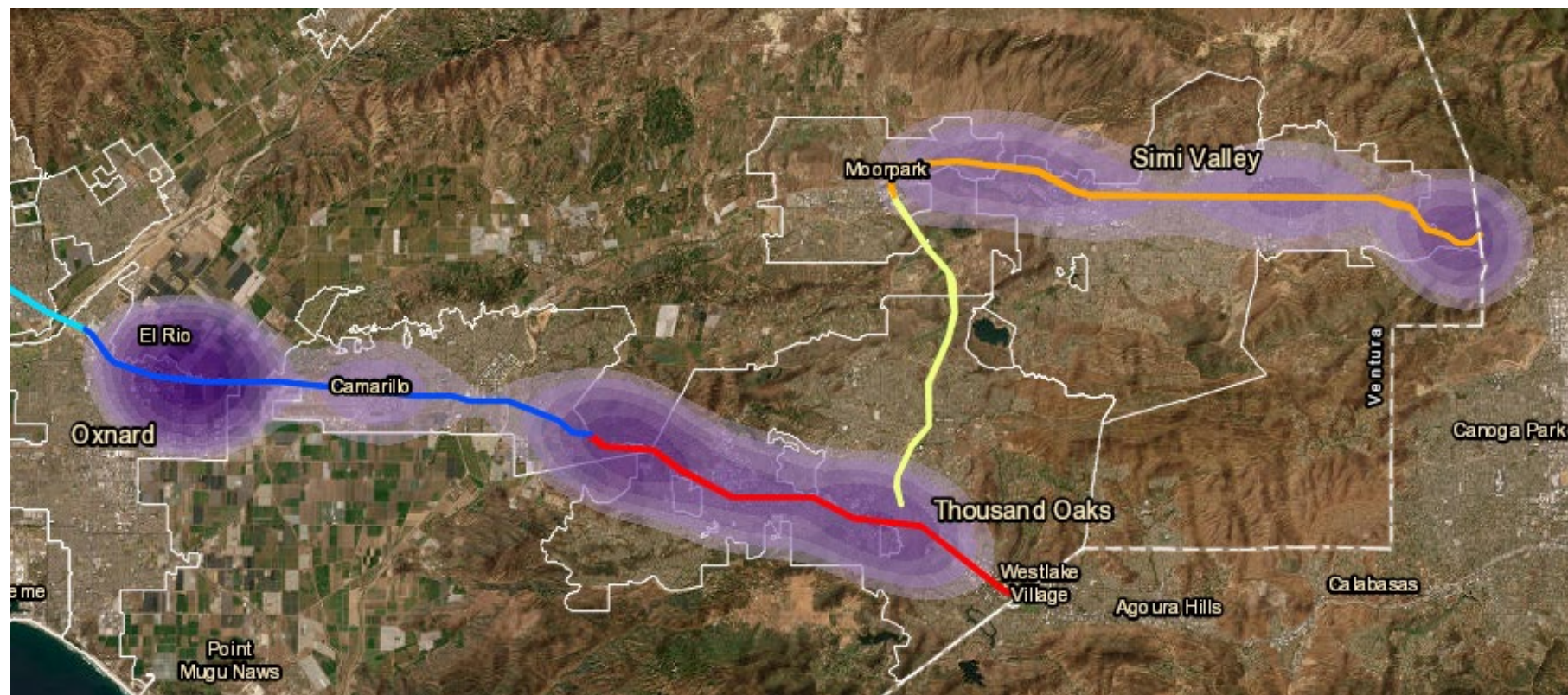
FSP Assists – Vehicle Problem

FSP Direct Assists 5 Year Total





FSP Assist Data 2025



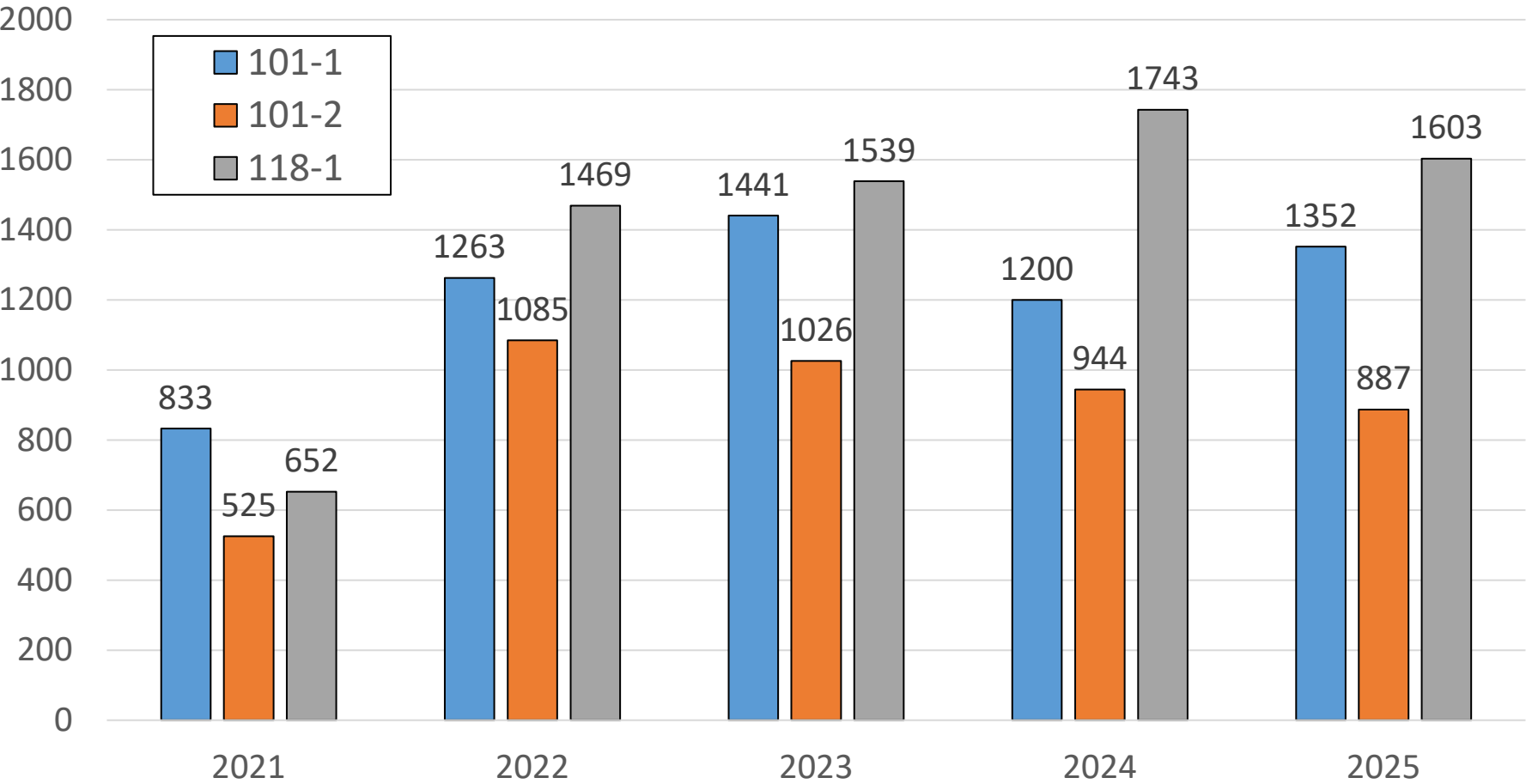
- 3,852 direct motorist assists & 6,267 total in 2025
- Average 3.5 FSP responses per service hour
- 3/1 Benefit to Cost Ratio (Delay, Emissions, and Fuel Savings / ~\$100 per Truck Hour)



FSP Assists – Patrol Beat



Direct FSP Assists by Patrol Beat - YOY

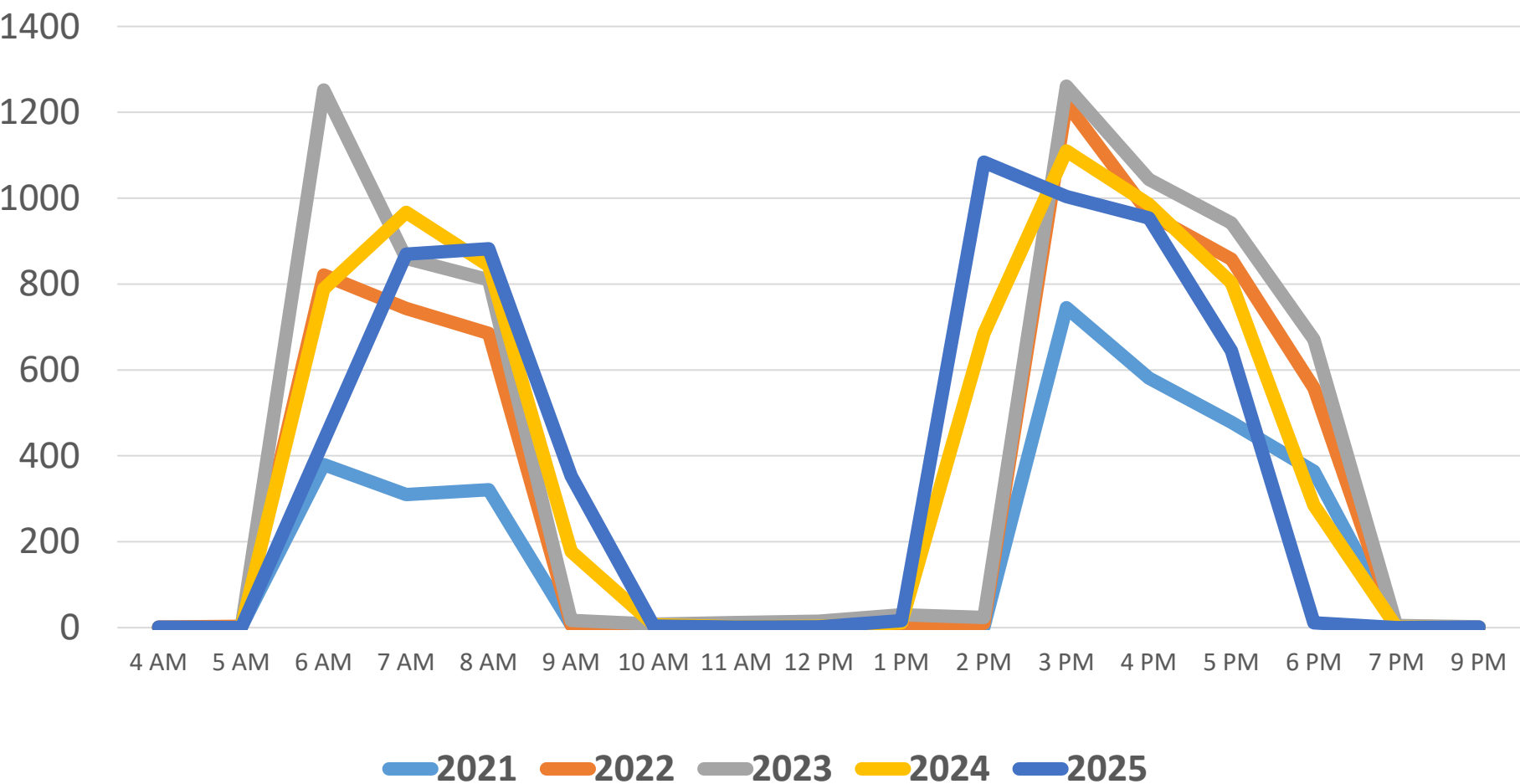




FSP Assists – Time of Day



FSP Assists by Time of Day

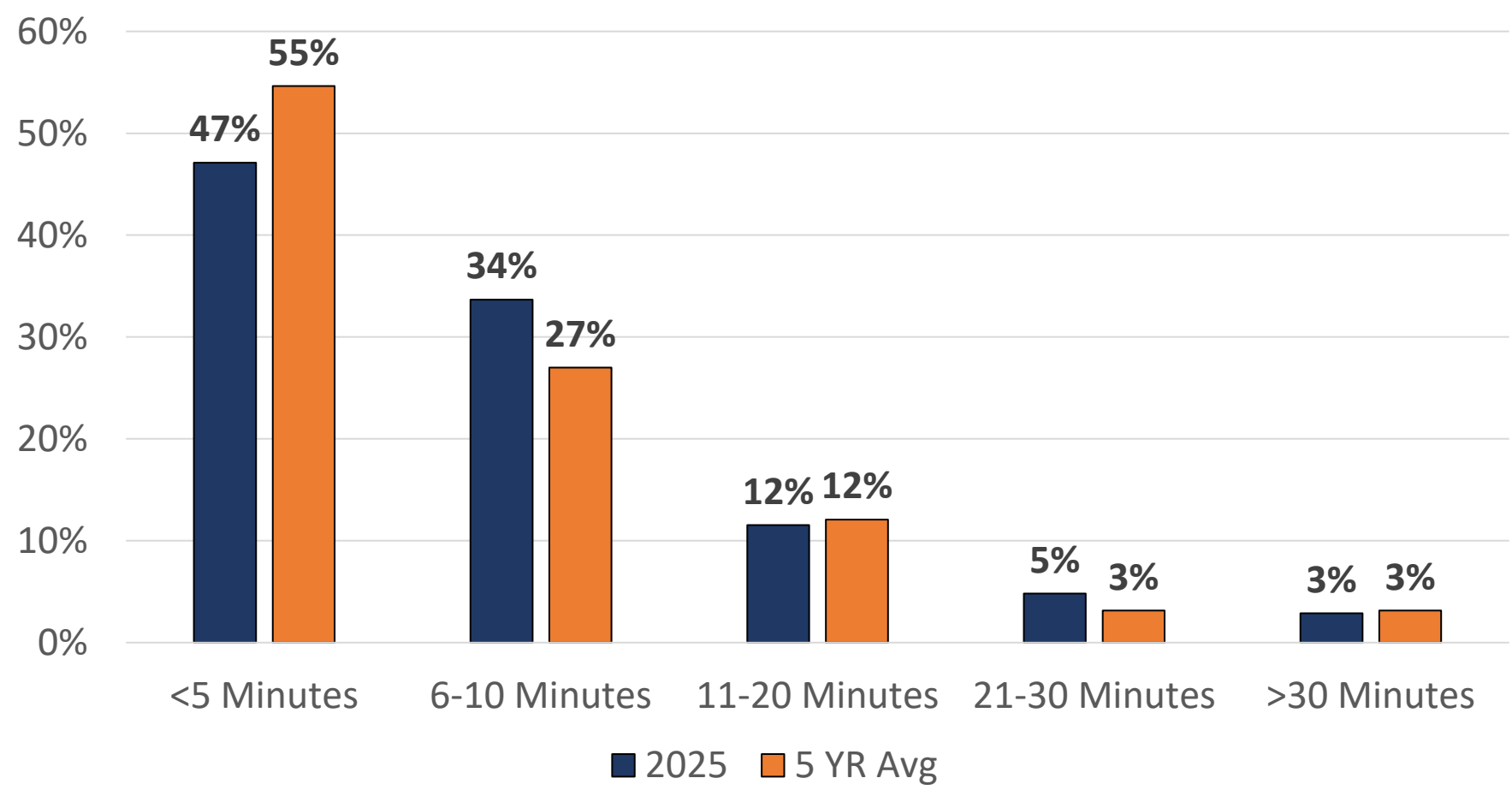




FSP Assists – Customer Surveys 2025



Customer Survey - How Long Until FSP Arrived?



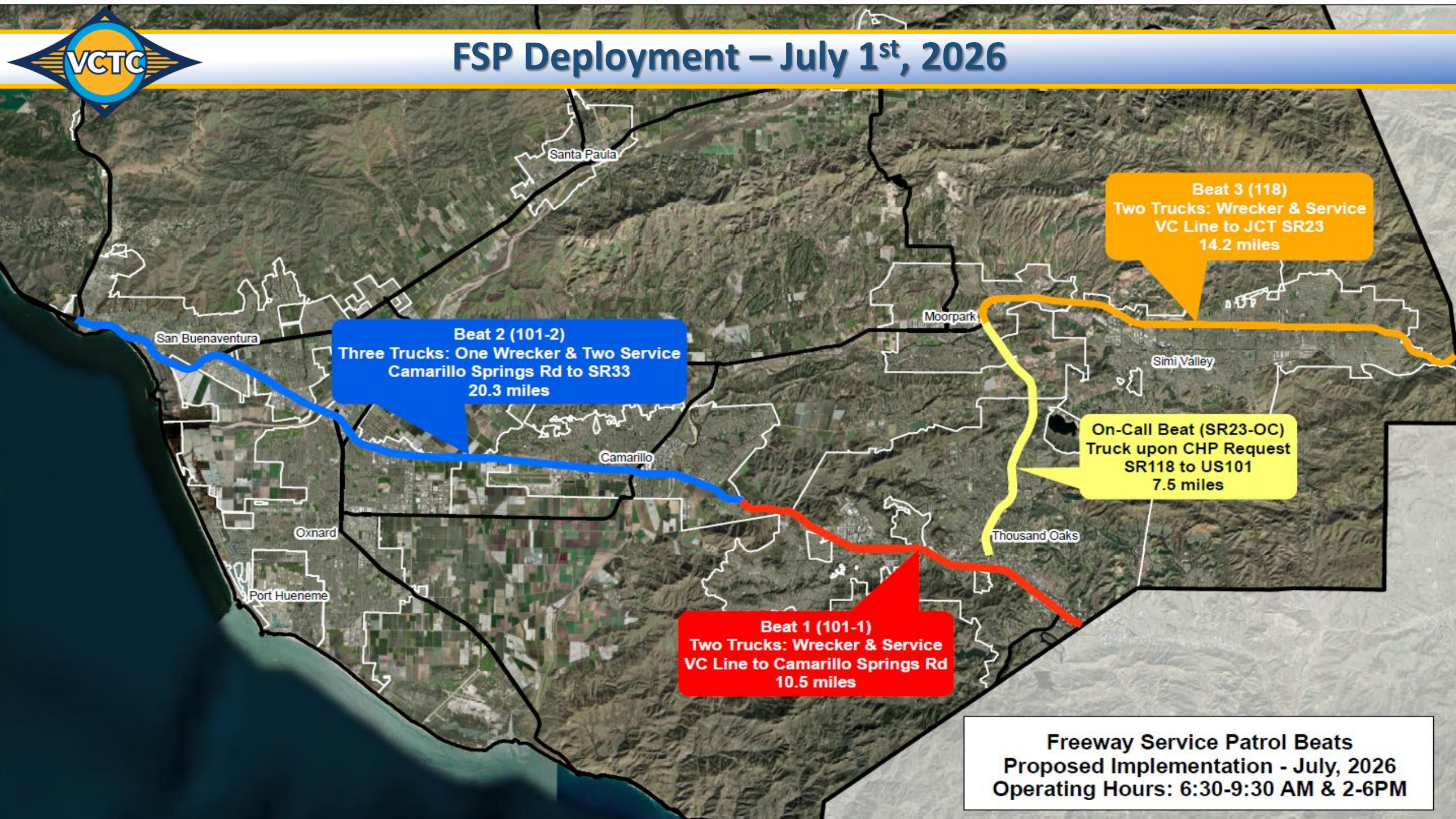


FSP Assists – Customer Surveys 2025



awesome help! make extremely trucks way. GLAD wait / name. wanted I'd life
spare offered it! person assist #3B friendly STRANDED gentleman up.
survey super PUT good helpful feel tip professional. back guys
safety thankful work helped service County happy I'm home much!
2 day time. pulled nice driver FSP AAA Made felt you. deserves
quickly view it. freeway help. truck family
101 side Ventura me. told & grateful time program VCTC stuck
God # Rich great tow gas Jose road B. driver. helpful. contact
long Adam tire 1 man service. professional KIND quick
read VEHICLE 10 5 efficient amazing tech excellent helping you! saved assistance
young needed people give flat Gomez safe 3 drivers courteous love hour
reach change call experience tire. heard job arrived fast showed traffic raise! huge
accept day. appreciated situation. called wonderful safe. assistance. waited 98 rush 15
us. away. 16

FSP Deployment – July 1st, 2026



Freeway Service Patrol Beats
Proposed Implementation - July, 2026
Operating Hours: 6:30-9:30 AM & 2-6PM



Questions?

VCTC Staff

Amanda Fagan, Director of Planning & Sustainability, afagan@goventura.org

Drew Kent, Program Manager, akent@goventura.org

California Highway Patrol
Officer Wren

