

**Date:** May 26, 2016

**Contact:** Michelle Adams, Public Affairs  
909.884.8276 | Office  
[madams@sanbag.ca.gov](mailto:madams@sanbag.ca.gov)

## **FOR IMMEDIATE RELEASE**

### **SANBAG Freeway Service Patrol Program celebrates 10 years of service and honors tow truck drivers**

**SAN BERNARDINO, CA** – The San Bernardino Associated Governments' (SANBAG) Freeway Service Patrol (FSP) Program recently celebrated its 10<sup>th</sup> year of service to the motoring public, and acknowledged the great work of program partners through the FSP Driver Recognition Awards.

Since the program's inception, FSP has assisted more than 340,000 motorists on San Bernardino County highways. In 2015 alone, FSP drivers assisted more than 40,000 stranded motorists. The assists include services such as a flat tire change, a battery jump start, and performing driver safety checks.

For the past six years, a Top Driver and three Drivers of Excellence have been selected and recognized. This year, the award categories were updated to allow more opportunities for drivers to be recognized: One (1) Top Driver, One (1) Driver of Excellence, One (1) Rookie of the Year, One (1) Most Accurate Data Award, and One (1) Public Choice Award.

Top Driver and Driver of Excellence awards are based on the following criteria:

1. The driver must perform a minimum of 1,000 assists in the prior calendar year.
2. The driver must not have any "write-ups" during the period (occurs when a driver does not follow FSP procedures).
3. The driver must not have any "late arrivals" when starting their "Beat".
4. The driver's accuracy rating when entering assist data into the data device must be extremely high.
5. The driver received numerous compliments from the motorists they assisted.

Rookie of the Year criteria:

1. The driver has less than one year of service, but can be in their 4th quarter of the prior calendar year
2. The driver must not have any "write-ups" during the period (occurs when a driver does not follow FSP procedures).

3. Ranks the highest among all Rookie statistics
4. Performed excellent service in his/her first year as an FSP driver.

#### Public Choice Award criteria

1. The driver must perform a minimum of 1,000 assists in the prior calendar year.
2. The driver must not have any "write-ups" during the period (occurs when a driver does not follow FSP procedures).
3. The driver must not have any "late arrivals" when starting their "Beat"
4. The driver received the highest number of positive customer surveys within the calendar year.

#### Most Accurate Award criteria

1. The driver must perform a minimum of 1,000 assists in the prior calendar year.
2. The driver must not have any "write-ups" during the period (occurs when a driver does not follow FSP procedures).
3. The driver must not have any "late arrivals" when starting their "Beat"
4. The driver's accuracy rating when entering assist data into the data device was extremely high, with approximately less than a one percent error rate.\*

\*The data described is the collection of the motorist information and assist information being provided. It is imperative to collect the most accurate information, as the data is submitted to Caltrans Sacramento on a yearly basis and is used for evaluation of the Beat areas.

The following drivers have been recognized by SANBAG FSP program management and CHP for their outstanding efforts, high-level of professionalism, and the excellent customer service they provided to stranded motorists along San Bernardino County freeways:

**Top Driver – Enrique Razo, of Navarro's Towing in Fontana.** Enrique has been with the San Bernardino FSP Program for nearly two years and assisted more than 3,000 motorists during the 2015 calendar year.

**Driver of Excellence – Leobardo Varela, of Navarro's Towing in Fontana.** Leobardo has been with the San Bernardino FSP Program for more than four years and assisted more than 2,000 motorists during the 2015 calendar year.

**Rookie of the Year - Stelver Leiva, of Pomona Valley Towing in Pomona.** Stelver has been with the San Bernardino FSP Program for one year and assisted more than 2,000 motorists during the 2015 calendar year.

**Public Choice – Gilbert Augustine, of Steve’s Towing in Rancho Cucamonga.** Gilbert has been with the San Bernardino FSP Program for more than two years and assisted more than 3,000 motorists during the 2015 calendar year. Gilbert received the highest number of excellent customer comments for the calendar year.

**Most Accurate - Alejandro Estudillo, of Pepe’s Towing in Colton.** Alejandro has been with the San Bernardino FSP Program for more than four years and assisted more than 2,000 motorists during the 2015 calendar year. Alejandro completed all of his data entry with less than a 1% error rate for the calendar year.

These five FSP drivers collectively provided more than 10,000 motorist assists in 2015. Congratulations to these five drivers and all the other drivers that help make the FSP Program in San Bernardino County a huge success.



From left to right: Enrique Razo, Alejandro Estudillo, Stelver Leiva, Leobardo Varela and Gilbert Augustine

SANBAG began pursuing funding for the FSP Program in Fiscal Year (FY) 2005/2006, when the first allocation for SANBAG was provided. FSP consists of a fleet of tow trucks that travel on selected San Bernardino County freeways during peak periods of congestion to assist motorists with their disabled vehicles. Over the years, the FSP program has demonstrated many benefits to the motoring public by reducing the

amount of time a motorist is in an unsafe condition, reducing traffic congestion, as well as decreasing fuel consumption, vehicle emissions, and secondary incidents. Services are provided Monday through Friday in two separate shifts to accommodate peak traffic hours: One from 5:30a.m. to 8:30a.m. and the other from 2:30p.m. to 6:30p.m. On Fridays, the afternoon shift runs from 12:30p.m. through 6:30p.m. Service areas are as follows:

- I-10 Indian Hill (LA County Line) to Haven Avenue
- I-10 Haven Avenue to Sierra Avenue
- I-10 Sierra to Waterman
- SR-60 Reservoir Street (LA County Line) to Milliken Avenue
- I-15 Jurupa St (Riverside County Line) to Sierra Avenue
- I-215 Center St. (Riverside County Line) to 2nd St.
- I-215 2nd St. to Palm/Kendall Avenue
- I-10 Waterman Avenue to Yucaipa Blvd.

In September of 2015, SANBAG applied for a grant with the Mobile Source Air Pollution Reduction Review Committee (MSRC) to provide funding for service along the SR-210 from the LA County line to Citrus Avenue. At this time, SANBAG has been preliminarily awarded grant funds to proceed with this project and it is expected that service will begin in early 2017.

**About the San Bernardino Associated Governments ([www.sanbag.ca.gov](http://www.sanbag.ca.gov))**

The San Bernardino Associated Governments (SANBAG) is the council of governments and transportation planning agency for the county of San Bernardino. The SANBAG Board of Directors is made up of mayors and city council members from each of the 24 incorporated cities and five supervisorial districts within San Bernardino. Acting as the San Bernardino County Transportation Authority, SANBAG administers Measure I – the voter-approved half-cent sales tax providing for major transportation improvements within the county. SANBAG is responsible for cooperative regional planning and furthering an efficient multi-modal transportation system countywide, serving the 2.1 million residents of San Bernardino County.

###