**Good afternoon, Chair Neau and Commissioners,**

This is the **2024 Annual Report** for the **Freeway Service Patrol, commonly referred to as FSP.** FSP is a critical **congestion relief program** that provides emergency tows and basic roadside assistance to travelers along **Highway 50**, from the **El Dorado/Sacramento County line to Greenstone Road**. Our services operate **Monday through Friday** during peak commute hours and are funded by the **Capital Valley Regional Service Authority for Freeways and Expressways** in partnership with **Caltrans**.

Since **2010**, **Extreme Towing** has been the trusted provider for this program, delivering **exceptional service** year after year. In **2024**, they logged a total of **686 assists**, averaging **0.5 assists per hour**. The **most common issues** encountered were **mechanical failures**, followed by **flat tires**.

We continuously monitor **service quality** through **online surveys** completed by assisted motorists. In **2024**, we received **42 survey responses**—all of which rated the service as **excellent** and expressed appreciation for the program. Some of these testimonials are included in your staff report.

With that, I am happy to answer any questions you may have.