

Document Summary

FIELD OPERATIONS GUIDE FOR SAFETY/SERVICE PATROLS

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Summary of the Work

This document describes the goals of Traffic Incident Management (TIM) as a three-part National Unified Goal (NUG):

- Responder safety
- Safe, quick clearance
- Prompt, reliable, interoperable communications

TIM programs require coordination among various stakeholders, including, but not limited to, departments of transportation, law enforcement, fire-rescue, emergency management services, towing and recovery, and safety/service patrols. Safety/Service Patrol (S/SP) programs are recognized as one of the most effective TIM strategies available. Successful S/SP programs help meet the NUG and improve TIM in cities across America. Traditionally, Safety/Service Patrol programs have offered only motorist assistance, but these programs are far more than just a convenience for motorists who run out of gas or have a flat tire. Some agencies believe the program is so important that they have obtained private sponsorship to help fund their S/SP operations. S/SPs primary contributions are to reduce traffic congestion, improve travel time reliability, and improve safety on freeway and arterial systems. The intent of the guide is to reinforce procedures and provide reminders for various incident scenarios. The following is a list of the essential objectives of an S/SP program described in the guide, defined in priority order:

1. Scene Safety
2. Traffic incident clearance
3. Traffic control and scene management
4. Incident detection and verification
5. Motorist assistance and debris removal
6. Traveler information

The document provides additional guidance on the following topics that affect travel time reliability such as: priorities at an accident, temporary traffic control at a traffic incident management area, traffic crashes, and working with other responders.

Applied to Practice

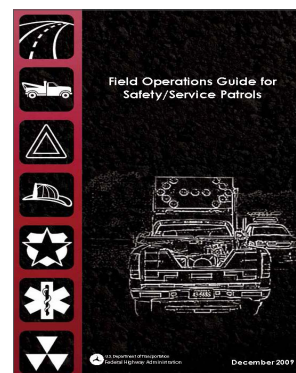
It is expected that Safety/Service Patrol personnel will carry the guide in their vehicle to use as a quick reference while performing patrol tasks.

Related Work

As part of the plan to transition to Full Function Safety/Service Patrols (FFS/SP) and to establish consistency among existing programs, the FHWA has published the Full Function Safety/Service Patrol Handbook.

Project Website

<http://ops.fhwa.dot.gov/publications/fhwahop10014/index.htm>



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Transportation Systems Management and Operations

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