



SAFETY SERVICE PATROL IDEA SHARING NETWORK

Session XVII
Working with Other Emergency Responders

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In partnership with:



WELCOME & INTRODUCTION



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STEERING COMMITTEE MEMBERS



Todd Leiss
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Georgia DOT



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Minnesota DOT



OVERVIEW

- Objective is to provide SSP managers and supervisors with a forum to share best practices
- Open to state SSP managers and FHWA Division Administrators
- Please contact us at ssp@safhighways.org with any suggestions or to present on a future topic



WEBINAR ETIQUETTE

- Unmute audio and introduce yourself when ready to speak
- Do not place the call on hold
- If you are dialing in via phone, make sure your computer microphone and speakers are turned off
- Answer polling questions when they appear on your screen
- Please sign-in the chat box with your name, organization and email
- Use the chat box if you have any questions or experience any technical difficulty
- Presentation will be available to download on www.safehighways.org after the webinar



PARTICIPATE IN DISCUSSION

- Following each presenter, there will be a brief opportunity to comment or ask questions
- If you are on the webinar:
 - “Raise your hand” to ask a question
 - Unmute *# and speak up
 - Type a question in the chat box
- If you are on the phone:
 - Wait for a pause, unmute and then ask away



A vertical sidebar of controls for a webinar. At the top, there are two small buttons: one with a person icon and one with a downward arrow. Below these are several larger buttons, each with an icon and a text label. The buttons are arranged in a list. The first four buttons are grouped together, followed by a horizontal separator. The next five buttons are grouped together, followed by another horizontal separator. The final button is at the bottom of the list.

-  Raise Hand
-  Agree
-  Disagree
-  Step Away

-  Speak Louder
-  Speak Softer
-  Speed Up
-  Slow Down
-  Laughter
-  Applause

-  Clear Status

COVID-19 UPDATE

According to our recent survey of 14 patrols, 3 patrol operators tested positive for COVID-19 within the past 2 months.

Best practices that are still in place throughout multiple patrols include:

- Vehicles cleaned and disinfected before and after shifts.
- Consistent use of face coverings and gloves when assisting motorists.
- Approaching motorists' vehicles from the passenger side.
- No transports of motorists unless an emergency.

COVID-19 session recaps and best practices are available on www.safehighways.org

DO YOUR PART



PREVENT INFECTION

COVID-19 ECONOMIC IMPACT

As the economic impact of COVID-19 begins to be realized by DOTs and toll road authorities, budgets will be tightened, and public services will be at risk of losing vital funding.

For example, due to COVID-19, Kentucky experienced budget cuts, in which the Kentucky Transportation Cabinet's SAFE patrol fleet was defunded and taken off the roadways completely.

Do NOT take your patrol's funding for granted. **Promote the vital nature of your SSP's work proactively!**

To learn how you can be proactive to demonstrate your patrol's return on investment to state decision makers, visit www.safehighways.org/additional-resources/promotion-materials.



SAFETY SERVICE PATROL IDEA SHARING NETWORK PROACTIVELY PROMOTING PATROL ROI AND VALUE

As the economic impact of COVID-19 begins to be realized by departments of transportation and tollroad authorities across the country, budgets will be tightened and public services will be at risk of losing vital funding. In June 2020, Kentucky Transportation Safety Cabinet saw its entire budget for the Safety Assistance for Freeway Emergencies (S.A.F.E.) patrol cut in a single legislative session. There was no forewarning and no opportunity to repel the decision. In two weeks time, on July 1, 2020, the Kentucky S.A.F.E. patrol ceased operation. Before your Safety Service Patrol program comes under threat, it is important to be proactive, to promote your patrol services, and to create a highly targeted campaign to demonstrate your patrol's return on investment to state decision makers.



Photo: National Traffic Incident Response Team. For example, to raise awareness about your program.



IN MEMORIUM



Ramon Echeverria
Grubes Towing
Freeway Service Patrol
Milwaukee, WI



Tyler Laudenslager
H&S Towing
Halifax, PA



Mark Alarcon
Atlas Towing
Bay Area Freeway
Service Patrol
Dublin, CA



John Holcomb
Metro Area Motorist
Assist Program
Omaha, NE



Eric Ackerman Jr.
Norwalk Interstate Towing
Ohio Turnpike
Sandusky, OH

EMERGENCY RESPONDER FATALITIES



2019 - 44 Emergency Responders

- 18 Law Enforcement Officers
- 14 Tow Truck Operators
- 9 Fire & EMS Personnel
- 0 SSP Operators

2020 - 28 Emergency Responders

- 12 Law Enforcement offices
- 12 Tow Truck Operators
- 2 Fire & EMS Personnel
- 2 SSP Operators



HOOSIER HELPER HERO

On July 13, 2020, Luis Flores, an Incident Response Technician with INDOT's Hoosier Helper Freeway Service Patrol, was assisting a disabled motorist in Indianapolis on the shoulder of I-465 when a severely injured motorist stopped behind his truck – the result of a Road Rage Shooting.

Luis quickly discerned that the motorist was in need of first aid. He worked to stop the victim's bleeding and performed chest compression CPR for over 9-minutes, until EMS Technicians arrived.

“Luis’ actions were admirable and a testimony to his character, training, and experience. He quickly jumped into action and didn’t give-up until EMT’s arrived.”

-John D. McGregor, P.E.
Director of Traffic Operations, INDOT



NYS DOT H.E.L.P. HIGHLIGHTS

- Taconic Parkway (turn-around) – an ambulance that had been called to help a group of youths, one being injured on a nearby trail
- Drunk driving arrests – drivers have become aware of and called in suspected drunk drivers, resulting in arrests.



KEY TAKEAWAYS

- Situational Awareness – Drivers become excelled at noticing when something is “off.”
- First Aid Training – Well-trained Operators can easily jump into “first aid” mode when necessary. It can mean the difference between life and death.
- Thinking on your feet – Most heroic acts involve the driver being able to make quick decisions and act quickly when necessary.



OVERVIEW OF TODAY'S TOPIC



Working with Other Emergency Responders

This webinar will focus on emergency responders' best practices including:

- Managing competing priorities at an incident scene
- Methods for training and communication
- Initial introduction of the Safety Service Patrol to other emergency responders.
- Perspective's from Police, Fire, EMT and Towing professionals



WORKING WITH TOWING COMPANIES



Latta Null
Formerly Nulls Towing
Pennsylvania



ESTABLISHING RELATIONSHIPS

- Introduce and familiarize your SSP patrol to the local towing companies who may be called to a scene.
- Visit and take tours of their towing yard to understand what equipment and services each company.
 - Example: If there is a fuel leak, make sure you know ahead of time which towing companies have the equipment to deal with that incident.
- Encourage the SSP operators train with the towing companies during TIM training.



COMMUNICATION PRIOR TO ARRIVAL

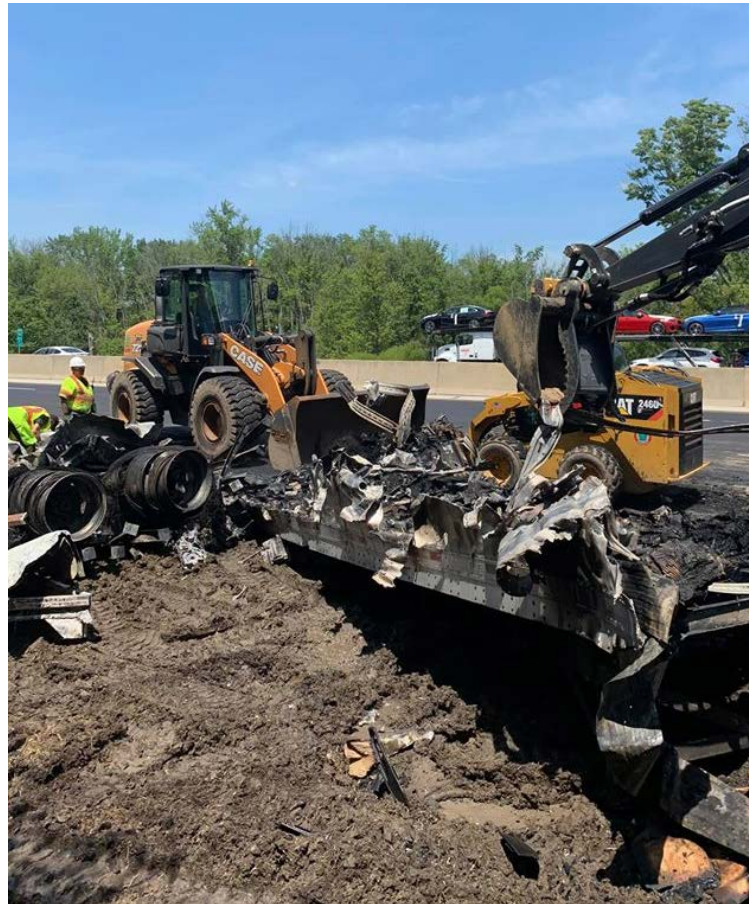
- Call the towers as soon as you know they will be needed and provide on-site contact information.
- Be as specific as possible when describing the scene, so the tower can plan and understand what equipment will be needed.
- Encourage video calls to show the tower the incident scene to ensure the tower understands what is needed before arriving.
- Advise the tower on the situation with the vehicles involved in the incident. (i.e. is there an oil leak? Do you see fuel spilt?)



Poor communication can cause longer delays if a tower shows up to a scene not knowing what equipment is needed, which results in additional calls for the proper equipment.



WORKING TOGETHER ON SCENE



WORKING TOGETHER ON SCENE

- Identify all the obstacles on scene that need to be overcome
- Gain an understanding of how many vehicles are damaged and need to be towed
- Establish realistic guidelines in terms of duties and clearance time
- Trust the tower as the expert and offer advice and insight when see fit
- Understand each plan the tower and operator have discussed and be proactive
- Communicate safe locations and limit responders to avoid secondary accidents when working on incident clearance



WORKING WITH FIRE RESCUE



Marc Bashoor

- Public Safety Director/Fire Chief, Highlands County Florida
- Executive Editor, FireRescue1.com & FireChief.com

Previous Experience:

- Fire Chief, Prince George County Maryland Fire/EMS
- Emergency Manager, Mineral County West Virginia



WORKING WITH FIRE RESCUE

- Understand the statutory authorities/responsibilities that different agencies have. Who has EMS?
- Build relationships in advance with local fire rescue and EMS and federal level responders
- Dynamic differences between states and municipalities
- Dysfunction the higher it gets (i.e. the federal level)
- Train on the incident command system
- Ensure inter-disciplinary training and pre-planning
- Prepare for competing priorities as incidents expand
- Ensure SSP operators have the appropriate radio systems to communicate with the fire department, and that you understand their “lingo”... supposed to be “plain language... BUT...”



INCIDENT COMMAND SYSTEM

- Understand the concepts of command & control – accountability & safety
- Roles, responsibilities & authorities
- Think out side the box, but stay in your lane
- Understand the concepts of command post management
- L A B O R
- Safety & Demobilization

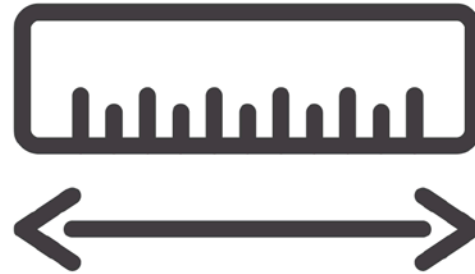
- L.A.B.O.R
 - Location
 - Announce
 - Box
 - Observe
 - Relax



GET THERE, GET DONE, GET OUT!



TIME
Limit your time
on target



DISTANCE
Distance
yourself from
the hazard



SHIELDING
Protect yourself from
the hazard and
secondary incidents



WORKING WITH FIRE RESCUE ON SITE

- Limit personnel on scene to only those that are necessary
- Early on, communicate lane designations and allow fire trucks to block lanes
- Be mindful and alert of your surroundings (sight, smell, and sound)
- Understand each others' roles to allow better coordination
- Rely on each responders' areas of expertise
- Ensure proper communication system is in place
- Be specific in terms of scene evaluation when calling upon fire rescue



HAZARDOUS MATERIALS & THE HIGHWAY

- Placards & the ERG - Communicate
- The known and the unknown
- Runoff and contamination, anticipation
- Long term incidents, early thoughts to rerouting
- Decontamination & demobilization



WORKING WITH EMS



Scot Graham

- Fire Chief and EMS Operations Chief
- 42 years of Fire and EMS experience
- Fire and EMS Instructor
- Incident Commander for PATP MCI February 2020



WORKING WITH EMS

- Encourage SSP's to meet with local EMS to introduce themselves and meet the teams they could potentially be working with.
- Plan meetings to establish an initial relationship and continue to host meetings throughout the year to stay connected.
- Gain an understanding of the experience and knowledge of the responders within specific departments.
- Establish procedures (SOG) and a communication plan for various incidents types that can be leveraged when attending to an incident to be better prepared and work more effectively.



WORKING WITH EMS ON SCENE

- Establish a unified command structure incorporating input from responders on scene
- Ensure remainder of responders understand and follow the command structure and report to the appropriate leaders
- Integrated Teams are a must. Search and Rescue to include Fire, EMS Towing and others as needed. Each team should then be included in CISM, rehab and work cycles.
- Conduct a scene search and ensure secure and clear access paths
- Clear back log so that additional resources are able to get to the scene.

COLLABORATE • COMMUNICATE • BE SAFE



WORKING WITH EMS ON SCENE

- Perform medical and emotional evaluations to those involved in the incident in addition to any responders that need assistance
- Highlight and address CISM to ensure responder safety and well-being.
- Host an After-Action Review to evaluate what occurred at the incident and what could have been improved upon.
- Prepare any reporting and necessary documentation
- Assist in the investigation of the overall incident



WORKING WITH POLICE



Derek Arnson
Traffic Management Group
Arizona Department of Transportation

Previously the Chief of Police at Nogales Police Department



CLOSING REMARKS

- Next session coming this fall! Please be sure to complete our post-session survey to determine next session's topic at www.safehighways.org/fhwa-ssp-meeting-survey/
- Be sure to visit www.safehighways.org for a copy of this presentation and additional resources available to you including:
 - Previous session recaps and recording
 - COVID-19 recaps and supporting documents
 - **National SSP Chart and Survey – Kindly update your patrol data**
- If you have any questions or would like to be added to the mailing list, please email ssp@safehighways.org

