

Introducing...



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Recognize the diversity of the programs!



- Close to a 100 different programs across the country!
- 42 out of 50 states + Washington D.C. & Puerto Rico
- Wide variety from volunteer staffed up to full big rig tows
- Amazing to see how many are so different/custom to region
 - But the job is still similar...

- Everyone proud of their local programs
- Importance of maintaining local branding
- Are we just individual fish in the sea?



What brings us together?

- Strength in numbers on a national level (education)
 - Funding to maintain what you have
 - Funding to grow and/or expand/improve
 - Protections from being cut (“nice” or “need”?)
- Efficiencies in sharing information and best practices
 - Changes in vehicles (slow move towards alternative fuels)
 - Changes in driver behavior (distracted driver epidemic)
 - Where do we fit with CAV-X? MA & ETC



Basics: What do we call this industry?

- Police, Fire, EMS, tow...
- Ask a hundred people:
 - “Safety Service Patrol”?
 - “Freeway Service Patrol”?
 - How about FHAT-I-RAMA program 😊
- Maintain local branding within a larger identity



How do you classify programs?

- FHWA OP 16047 Safety Service Patrol Priorities And Best Practices 2017
 - Baseline
 - Mid-Level
 - Full Function

- Based on types of assistance provided and staffing times



What are the core duties?

- Motorist Assistance – Free program to clear stalled vehicles
 - Gas & tire change to full service towing
- Emergency Traffic Control – Using MUTCD 6-I
 - Cones/flares to signboards
 - Not necessarily emergency vehicles
- Most agencies do both – but not all
- Incident clearance? Debris, push-pull-drag, etc.
- Maintenance work? From clearing drains to emergency guardrail



Variables: Staffing models

- State DOT workers
 - Full time classified position
 - Part-time/maintenance position
 - Union vs. non-union
- County/city public works
- Citizen Conservation Corp (ended 2018)
- Contracted - direct
- Contracted - 3rd party administrator
- Law enforcement officer - state trooper or sheriff deputy



Variables: Operational periods

- Year-round
- Seasonal
- Construction based
- Service times
 - Mon-Fri traffic peak periods only
 - Mon-Fri continuous
 - Weekends
 - On-call
 - 24/7



Even more variables...

- Who dispatches?
 - State TMC?
 - Law enforcement?
 - Themselves?
- Equipment?
 - Pickups, vans, walk-ins, wreckers/hooks, flatbeds, big rigs, rotators

What next?

- Value in the discussion?
 - Are we all just individual programs or part of something bigger?
- Next evolution beyond these webinars?
- Is there a deliverable product?
 - At the least, contacts for similar programs



Questions?



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