

Safety Service Patrol Idea Sharing Network

Session XII: Patrol Classification and Operating Models

Call Moderator:

- John McClellan, Freeway Operations Supervisor, Minnesota DOT

Call Support:

- Sam McClain, SafeHighways.org Consultant
- Elizabeth LaBelle, SafeHighways.org Project Manager
- Niloo Parvinashtiani, Technical Services Associate, NOCoE

Today's Presenters:

- Randall Hoyt, Freeway Service Team Program Manager, Wisconsin DOT
- Giovanni DiFabio, Bay Area Freeway Service Patrol Program Manager, Metropolitan Transportation Commission
- Scott Yinger, Deputy Director, Operations, Maryland DOT SHA, CHART
- Lacy Word, Transportation Manager 2, Tennessee DOT

Conference Number: 800-832-0736 | Room: 990-1296#

URL: <https://nocoe.adobeconnect.com/ssp/>



Welcome & Introduction



Sam McClain

SafeHighways.org Consultant

VP of Sponsorship at Travelers Marketing

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407.456.1917



Webinar Etiquette

- Your phone is muted; To unmute press *#
- If you dial in by phone, please be sure your computer speakers are off
- Please do NOT place the call on hold
- Please sign-in to the chat box with your name, organization and email
- Presentations are available to download at www.safehighways.org/additional-resources/fhwa-safehighways-org/



Participate in Discussion

- Following each presenter, there will be a brief opportunity to ask questions or offer some additional thoughts
- 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 screenshot of a webinar participant controls menu. At the top, there are two small icons: a person with a raised hand and a downward arrow. Below these, the menu is divided into sections. The first section contains four options: 'Raise Hand' with a person icon, 'Agree' with a green checkmark, 'Disagree' with a red X, and 'Step Away' with a red minus sign. The second section contains six options: 'Speak Louder' with a speaker icon and red sound waves, 'Speak Softer' with a speaker icon and red sound waves, 'Speed Up' with a yellow dog icon, 'Slow Down' with a green turtle icon, 'Laughter' with a yellow smiley face, and 'Applause' with a blue hand icon. The third section contains one option: 'Clear Status' with a red X icon.

-  Raise Hand
-  Agree
-  Disagree
-  Step Away

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

-  Clear Status

Overview

- Objective of these sessions is to provide SSP managers and supervisors a forum to share best practices
- State SSP managers and FHWA Division Administrators invited to each call
- Please contact us to present on the next topic and/or to suggest a new topic
 - Email: ssp@safehighways.org



Today's Agenda

TIME (EST)	DESCRIPTION
1:00–1:10 PM	WELCOME: Sam McClain, SafeHighways.org Consultant/Vice President of Sponsorship at Travelers Marketing
1:10–1:30 PM	INTRODUCTION: John McClellan, RTMC Freeway Operations Supervisor, Minnesota DOT
1:30 – 2:45 PM	PRESENTERS: <ul style="list-style-type: none">▪ Randy Hoyt, Freeway Service Team Program Manager, Wisconsin DOT▪ Giovanni DiFabio, Bay Area Freeway Service Patrol Program Manager, Metropolitan Transportation Commission▪ Scott Yinger, Deputy Director, Operations, Maryland DOT State Highway Administration▪ Lacy Word, Transportation Manager 2, Tennessee DOT Questions and open discussion encouraged following each presenter.
2:45 – 2:50 PM	SELECTION OF NEXT SESSION'S TOPIC Review and selection of the topic for next session
2:50 – 3:00 PM	CLOSING REMARKS: Sam McClain, SafeHighways.org Consultant/Vice President of Sponsorship

THE 2019 ITS AMERICA ANNUAL MEETING

EMERGENCY RESPONSE DAY 2019

DC
ITS AMERICA
JUNE 2019

WEDNESDAY, JUNE 5 | 8 a – 5 p

Walter E. Washington Convention Center, Washington, D.C.

Emergency response is a never-ending mission to increase the personal safety of responders and motorists, while restoring mobility for emergency, commercial and personal traffic. Emergency Response Day 2019 will honor our valued response community. It will also focus on educating others about the technologies that drive the ITS industry.



CALLING ALL IN THE EMERGENCY RESPONSE COMMUNITY!

HIGHLIGHTS OF 2019 EMERGENCY RESPONSE DAY

- Equipment Displays
- Technology Demonstrations
- Workshops/Sessions
- Vendor Displays
- Responder Training Updates
- Games and Activities

FREE REGISTRATION FOR ALL ACTIVE:

Law Enforcement, Fire & Rescue, Towing
& Recovery, EMS, EMA, Public Safety
Communicators and Safety Service Patrol



SPACE IS LIMITED!

Make your free reservation by going to:
www.itsamerica2019.org/pricing-registration

Contact Adam Hopps for more info: (202) 680.0091 or email ahopps@transportationops.org

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AECOM

TravelersMarketing

Steering Committee Members

- Jason Josey, Georgia DOT, HERO Manager
- Todd Leiss, Pennsylvania Turnpike Commission, TIM Coordinator
- John McClellan, Minnesota DOT, Freeway Operations Supervisor



Introducing...



John McClellan

Freeway Operations Supervisor

Minnesota Department of Transportation

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651.234.7025



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/flare 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?



John McClellan

Freeway Operations Supervisor

Minnesota Department of Transportation

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651.234.7025



Introducing...



Randy Hoyt, PE
Freeway Service Team Program Manager
Wisconsin DOT
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414.227.4671



FST Background



- 1998 program initiated (Gateway Patrol)
 - Operated by towing contractors in Racine and Kenosha Counties
 - Congestion mitigation tool in Milwaukee area
 - Consisted of two vehicles patrolling M-F



FST Background



- 1998 (Milwaukee) & 2001 (Dane) Law Enforcement program initiated
 - Named "Enhancement Freeway Patrol"
 - Operated by Milwaukee and Dane County Sheriff Offices
 - Pilot project found benefits from both towing and law enforcement models



FST Background



- 2008 both programs combined and renamed "Freeway Service Team"
 - Work zone mitigation (contracted)
 - Law Enforcement



Law Enforcement FST



- Sheriff Offices provide incident response and quick clearance
- Law enforcement is not the primary focus, TIM is
- Staffed by sworn officers



Work Zone FST



- Contracted for the duration of project (low bid - RFB)



Work Zone FST

- Work zone traffic mitigation technique
- Need is identified during project scoping
- Desire to limit additional delay due to construction to <20 minutes



Work Zone FST



- Typically used on projects in populated areas or zones that have limited shoulders and/or counter directional flow




Work Zone FST

- Surprise inspections
- DOT Level VII inspection
- Inventory of required supplies

Aspen 2.14.1.1

DRIVER/VEHICLE EXAMINATION REPORT



Wisconsin Department of Transportation
Division of State Patrol
 4802 Sheboygan Avenue, PO Box 7912
 Madison WI 53707-7912 Fax: 608-267-9600
 Data Challenges: <http://dataqs.fmcsa.dot.gov>

Report Number: WI1785003805
Inspection Date: 06/29/2015
Start: 9:50:00 AM CT **End:** 10:29:00 AM CT
Inspection Level: VII - Jurisdictional Mandate
HM Inspection Type: None

Driver: [REDACTED] **State:** WI
License#: [REDACTED]
Date of Birth: [REDACTED]
CoDriver: [REDACTED]
License#: [REDACTED] **State:** [REDACTED]
Date of Birth: [REDACTED]

Shipper: [REDACTED]
Bill of Lading: [REDACTED]
Cargo: EMPTY

USDOT#: 00655965 **Phone#:** [REDACTED]
MC/MX#: [REDACTED] **Fax#:** [REDACTED]
State#: [REDACTED]
Location: ONALASKA DMV
Highway: HWY 16 @ N KINNEY COULEE
County: LA CROSSE, WI

MilePost: [REDACTED]
Origin: LACROSSE, WI
Destination: [REDACTED]

VEHICLE IDENTIFICATION

Unit	Type	Make	Year	State	Plate #	Equipment ID	VIN	GVWR	CVSA #	CVSA Issued #	OOS Sticker
1	TR	FRHT	[REDACTED]	WI	[REDACTED]	40	[REDACTED]	25,500			

BRAKE ADJUSTMENTS

Axle #	1	2
Right	1 3/4	1 1/2
Left	1 1/2	1 1/2
Chamber	L-20	L-30

VIOLATIONS

Vio Code	Section	Unit	OOS	Citation #	Verify	Crash	Violations Discovered
393.45B2	TR305.51(3)(D)	1	N		N	N	Defective brake hose, axle 1 left side hose to brake chamber is chafing on inner fender and is worn to expose cords.
393.25A	347.26	1	N		N	N	Optional lighting equipment violation, tow truck red and amber lighting needs to be visible from a distance of 500' in all directions. Not visible from front

HazMat: No HM Transported. **Placard:** NO **Cargo Tank:**

Special Checks: No Data for Special Checks.

State information:
 Enter RD#: 15-018116; Dump Truck Insp: NO; AG-CMV: NO; HWY 51 VWIM: NO; CTH N VWIM: NO; HWY 73 NB VWIM: NO; HWY 73 SB VWIM: NO; 72 Hour Truck Check: NO; Operation Air Brake: NO; Operation Safe Driver: NO; Motor Coach Detail: NO; HWY 41 NB VWIM: NO; HWY 41 SB VWIM: NO; I-43 NB VWIM: NO; FRAC (All Counties): NO; Construction Zone: NO; Speed (Dane Cnty): NO; Speed (FDL Cnty): NO; Speed (Milw Cnty): NO;

The undersigned certifies that all violations noted on this report have been corrected and action taken to assure compliance with the Federal Motor Carrier Safety and Hazardous Material Regulations insofar as they are applicable to motor carriers and drivers. All mechanical defects must be repaired before vehicle is re-dispatched. This certification must be signed by the MOTOR CARRIER and FAXED to the Wisconsin State Patrol at the fax number noted above within 15 days.

NOTE TO CARRIER: If a citation was issued, mail the bond amount to the applicable County Clerk of Courts.

Signature Of Motor Carrier X: _____ Title: _____ Date: _____

Performance

- Contractors are required to submit all assist information

FST Statewide Summary:

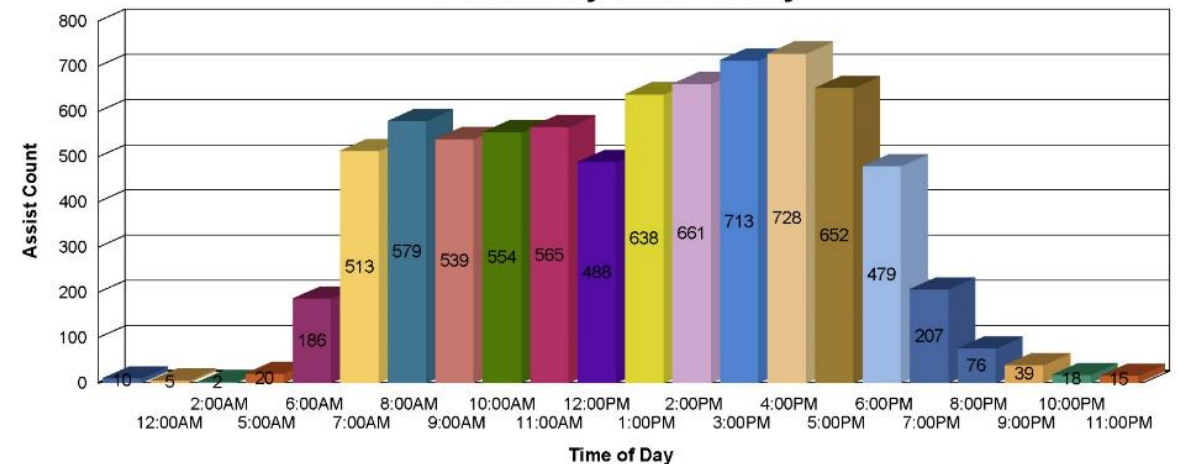
Counts

Shifts	3,201
Hours Patrolled	25879
Assists	7,687
Avg Assists Per Hour	0.30
Avg Duration (min)	22
Avg Lane Clear Time (min)	14
Avg Response Time (min)	13
Total Miles	820,379
Avg Miles Between Assists	106.72

Services Provided

Allowed use of cell phone	10
Arrest	10
Checked welfare	971
Flat Tire	1171
Gave Directions	139
Jump start	90
Mechanical repair	119
No service	205
No service - Wave off	69
Provided fuel	667
Provided information	132
Provided traffic control	831
Removed debris	1136
Towed from S/M	2268
Towed from travel lane	604
Transported people	40
Blank	37
Total	8499

Assists by Time of Day



Performance

- Gather feedback received from assisted motorists



FST Comment Card Summary

7/1/2016 - 6/30/2018

<i>How would you rate the overall FST Program?</i>		
Excellent	552	94.0%
Good	29	4.9%
Fair	0	0.0%
Poor	0	0.0%
Did Not Rate	6	1.0%
<i>Total Responses</i>		<i>587</i>

<i>Do you feel the FST is a good use of your tax dollars?</i>		
Yes	570	97.1%
No	1	0.2%
Did Not Rate	16	2.7%
<i>Total Responses</i>		<i>587</i>



Questions?



Randy Hoyt, PE

Freeway Service Team Program Manager

Wisconsin DOT

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414.227.4671



Introducing...



METROPOLITAN
TRANSPORTATION
COMMISSION



Giovanni DiFabio

Bay Area Freeway Service Patrol Program Manager
Metropolitan Transportation Commission

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NOCoe
National Operations Center of Excellence

California Freeway Service Patrol Agency Partnerships

FREEWAY



SERVICE



PATROL



Local Transportation Agency



METROPOLITAN
TRANSPORTATION
COMMISSION

California Department
of Transportation



Highway Patrol



Tow Contractor Partnerships



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TRANSPORTATION
COMMISSION

- **MTC (local transportation agency)**
 - Issues a competitive bid contract for 28 freeway “Beats”
 - Manages all aspects of the program
- **Successful Tow Contractor**
 - Purchases new FSP exclusive tow trucks & required equipment
 - Hires, Employs Operators
 - Provides all Freeway Service Patrol Services
- **State of California**
 - CHP- Operator Training, Field oversight & Dispatch
 - Caltrans- Data collection & Reporting



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Tow Contractor Responsibilities



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- Disabled Vehicles
 - Fuel delivery and flat tire change
 - Attempt quick repair
 - Tow vehicle to CHP-approved safe drop site
- Vehicle Collisions
 - Clear non-injury crashes to shoulder
 - Assist with lane closure for injury crashes
- Debris removal from Roadway
 - With CHP traffic break if necessary



NOCOE
National Operations Center of Excellence

San Francisco FSP Overview



METROPOLITAN
TRANSPORTATION
COMMISSION

79,195

MOTORISTS
ASSISTED (2018)



98.4%

"EXCELLENT"
MOTORIST SURVEY RATING

94

FREEWAY SERVICE
PATROL VEHICLES



581

MILES OF BAY AREA
FREEWAY SERVICED

\$7 : \$1

BENEFIT : COST RATIO

11.1 MINUTES

AVERAGE RESPONSE TIME
(MOTORIST REPORTED)



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Questions?



METROPOLITAN
TRANSPORTATION
COMMISSION

Giovanni DiFabio

Bay Area Freeway Service Patrol Program Manager
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NOCOE
National Operations Center of Excellence

Introducing...



Scott Yinger
Deputy Director, Operations
MDOT-SHA, CHART
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410.582.5618

Contractor and State Workforces Integrated

- CHART began formally in 1989 and has evolved over 30 years.
- In 2011, a partnership began with State Farm as an exclusive sponsor.
 - This brought added personnel and equipment resources to Maryland.
 - Personnel resources were contractual.
- 2014 brought 24 additional State PINs to CHART, doubling the size of the original unit and expanding to 24/7 patrol operations.
- CHART routinely provides 1760 patrol hours weekly in three regions of which 200 hours, or 11%, are provided by the contractor.

Consideration for Inclusion

- **Appearance:** Uniforms provided and required to be the same
- **Qualifications:** Required to be the same (includes background checks)
- **Training:** Same Standards and Certifications
- **Procedures:** Same guidelines to the extent possible
- **Equipment Standards and Availability**

Operational Flexibility/Adaptability

Rigid Contract Scope vs. Other Duties as Assigned

- Roles and Responsibilities
- Work Hours and Locations
- Special Events



Workforce Stability

- Contractual
 - Renewal/Transfer of Duties
 - Benefits Package
- State Employees
 - Career/Long Standing
 - Personnel Matters
 - Union/Collective Bargaining

Operational Considerations

- Insurance Coverage vs. Limited Liability
- Service Vehicles vs. Emergency Response
- For Profit Model vs. Government Approach
 - Equipment Maintenance/Replacement
 - Limit Proactive Patrol Miles
 - Minimal Employee Pay/Benefits



Conclusions

- Forethought and All-Inclusive Scope of Contracts
- Use of a Proven Vendor
- Established and Formal
- Accept Workforce Differences/Focus on the Mission
- Good, Open, Honest Communication and Conversations, always the key

Final Thought

Leaders must either invest a reasonable amount of time attending to fears and feelings,

or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior.

Questions?



Scott Yinger

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Introducing...



Lacy Word
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First Generation HELP



State Highway Maintenance Engineer Gerald Cabe, on the right and Emergency Patrol Truck Driver Donald Huddleston, Sr. of Cookeville look over the equipment carried on the trucks to aid stranded motorists. Trucks now operating on the State's Interstate Highway are equipped to handle most emergencies facing motorists with automobile trouble.



HELP Mission Statement



The mission of HELP is to minimize traffic congestion, promote the safe movement of people and products, and improve the travel environment. We work in partnership with emergency response agencies and other TDOT units as part of a highway incident management team. We are committed to performing all our duties in a professional manner.



HELP Resources Statewide

- 76 Operators
- 18 Supervisors
- 83 TMC Tech/Supervisors
- 85 Operator trucks
- 22 Supervisor trucks
- Supporting equipment and facilities
- Management staff in Headquarters and each Region



HELP Timeline



- Knoxville and Nashville: July 1999
- Chattanooga and Memphis: June 2000
- Normal hours of operation: 7 Days, Times Vary
- Operators and working supervisors
- Assigned routes, but flexible to traffic needs
- Special events HELP



HELP Schedules



- HELP vehicles per shift:

	A.M.	P.M.	WKND
Chattanooga	3	4	3
Knoxville	4	4	3
Memphis	5	6	4
Nashville	6	7	4
Total	18	21	14

- TDOT Maintenance: 24/7



HELP



HELP Equipment



HELP Equipment



- Hand tools
- On-board generator and air compressor
- Fuel and water
- Emergency and on-board work lights
- Arrow or message board
- Four-wheel drive, diesel powered
- Two-way radio communication
- Designated emergency vehicles



HELP Personnel



- Operators and Working Supervisors
 - Nine weeks of training
 - Traffic control, NHI Incident Management, EVOC, verbal judo, public relations, sexual harassment, use of fire extinguishers...
 - “EMS – First Responder” certified
 - Uniformed
- Apco-Trained Dispatchers



Services Provided



- 2,545,341 Services Provided since 1999
 - Changed 227,430 tires
 - Provided fuel 185,485 times
 - Tagged 283,521 abandoned vehicles
 - Provided traffic control 187,482 times
 - Provided first aid to 6,085 people
 - Relocated 113,734 vehicles obstructing traffic



■ HELP is not an acronym



HELP is what we do ...
and how we do it.



Other Recent Initiatives



- “Quick Clearance” Legislation
- MOU between TDOT and Department of Safety
- MOU between TDOT & GDOT
- Emergency reference markers
- TDOT Office of Incident Management
- Statewide Ready Response Capability
- Rural Incident Response/Response Trailers
- [TSIS \(TDOT Smart-way Information System\)](#)
- 511 with future plans to link with other states



Rural Response Trailers



Disaster Response Trailer



Second Generation Rural Response



■ “Quick Clearance” Legislation



- Clarifies authority of law enforcement and TDOT to keep roadways open
- Clarifies motorists' responsibilities on controlled-access highways
- If “no serious personal injury or death”, motorists **should** move
- Insurance companies and truckers agreed to the language



Emergency Reference Makers



Median Reference Marker



Emergency Reference Makers



Ramp Reference Marker



TDOT Highway Incident Management



Region #2 HELP

- Local HELP



Chattanooga HELP Program



- The Local HELP Team



Accident Scene

- What we usually find upon arrival
 - Traffic lanes closed
 - Debris
 - Traffic congested or at a standstill



Wreckage Removed; Traffic Flow Restored





Construction Zones; Tunnel without a Roof



Quick Clearance Technique



I-24 Eastbound Abandoned Vehicle



Quick Clearance Technique Applied



■ Regional Incident Management Task Forces



- TDOT Management
- Local Fire & Rescue Departments
- Local Police, County Sheriff's Dept & Tennessee Highway Patrol
- Local Agencies Traffic Managers
- Towing and Recovery Representatives
- General Public



Remember, when you go out into the world,
stick together and watch out for traffic.



Questions?

Lacy Word

Transportation Manager 2

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Questions and Answers

Share your experiences, best practices and questions with our audience.



■ Survey for Next Session's Topic

- Debris Removal
- Funding
- Working with Other First Responders
- Standard Operating Procedures
- Performance Measures
- Training
- Other



Feedback Survey

- Tell us what you think and how we can improve:

<http://www.safhighways.org/fhwa-ssp-meeting-survey/>



Closing Remarks

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