



Traffic Incident Management

Motorist Assist – National Trends

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Traffic Operations/ITS

Outline

- Definitions
- Benefits
- Levels of Service and Attributes
- Agency and Contracted Operations
- Qualifications and Training
- Vehicles and Equipment
- Summary and General Trends



Motorist Assist, a.k.a...

Service Patrols

Highway Helpers

Safety Patrols

Freeway Safety Teams

~~Courtesy Patrols~~

Numerous “brand” names

Safety Service Patrols

- Safety Service Patrols generally consist of trained personnel who use specially equipped vehicles to systematically patrol highways searching for and responding to traffic incidents and providing motorist assistance
- Safety Service Patrols are commonly recognized as one of the most effective TIM strategies available

Safety Service Patrols - Benefits

- Reduced incident duration (because of decreased detection, response and clearance times)
- Quicker debris removal
- Assistance to stranded motorists and crash victims
- Traffic control and management
- Often a “field extension” of TMC operators
- Benefit to Cost Ratios (Baird, 2008)
 - Range - from 4.6:1 to 42:1
 - Median - 9.45:1
 - Average - 12.4:1

Public Feedback

Tonight I got a flat tire on 101 in Santa Rosa, with traffic whizzing by at 65 mph. Steven Parker arrived on the scene, **rescued me from a dangerous situation** and got me back on the road quickly. The FSP is like the police and fire departments: You don't need them all the time but, when you do need them, you REALLY need them!
(2/11/13)

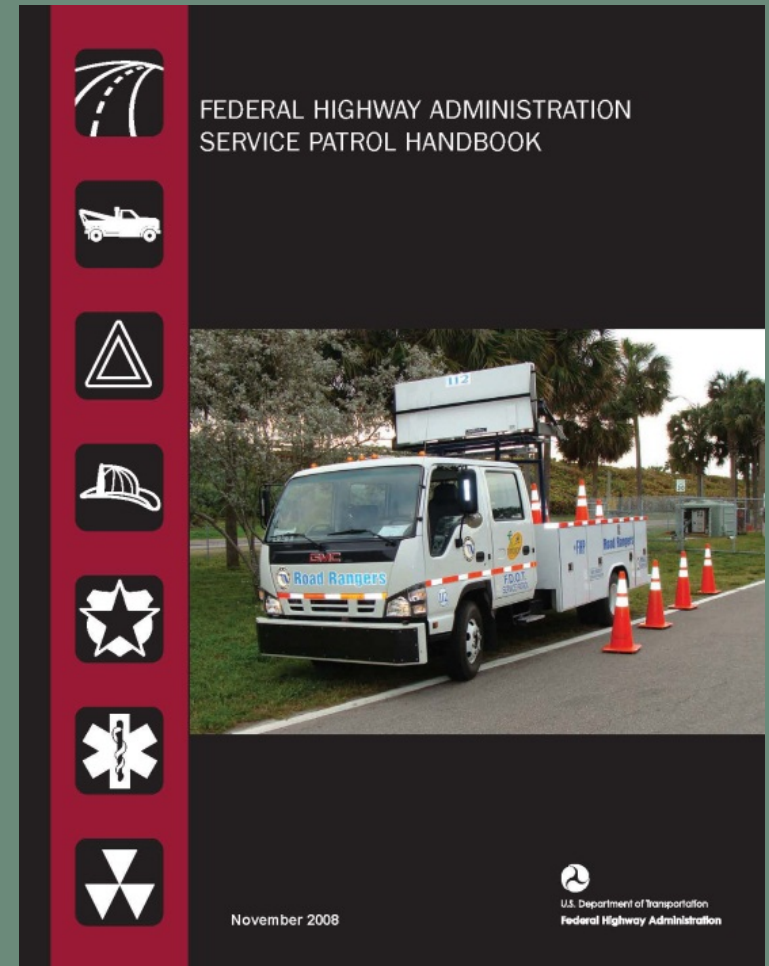
Responder Feedback

The ways that Road Rangers have been **helpful to me as a Trooper are literally countless**. From bringing gas, hydraulic jacks, and misc. tools to stranded motorists (which Troopers are not equipped with) to the extra traffic cones and flashing lights at a crash scene, an air compressor for flat tires, etc. **I'm not exaggerating when I say the Road Ranger is as helpful and useful to me doing my job as my own issued equipment**. In my 15 years with the Patrol, the Road Ranger program is the best "new idea" I have seen to date. **Keep them, and get more!**

(FDOT FY 2013/2014 Statewide Road Ranger Survey for Incident Responders)

National Trends: Three Levels

1. Baseline
2. Mid-Level
3. Full-Function



Baseline Service Patrols

- Provide services aimed at helping motorists safely drive their vehicle from the highway
- May be referred to as Courtesy Patrols - **not recommended**
- They are often called upon to:
 - Render assistance to motorists
 - Push vehicles off the road
 - Provide gasoline
 - Change flat tires
 - Provide minor repairs



Mid-Level Service Patrols

- Provide incident response services, clearance resources and motorist assistance services
- Typical services for this level of service patrol include:
 - Assisting motorists
 - Doing minor repairs
 - Removing debris
 - Providing fuel
 - Rendering first aid
 - Relocating vehicles out of travel lanes
 - Assisting emergency service providers at vehicle crash scenes



Full-Function Service Patrols

Provide all of the services provided by baseline and mid-level Safety Service Patrols, plus:

- Clearance and recovery services
- Emergency traffic control and management
- Assistance with emergency services



Fundamental Program Attributes

- Services provided
- Method of operation
 - agency operated or contracted
- Coverage area
- Frequency of coverage
- Hours of operation
- Operator qualifications and training requirements
- Patrol vehicles
- Special equipment

Services Provided

- Move disabled or abandoned vehicles
- Provide fuel
- Provide water
- Change flat tires
- Provide mechanical assistance
- Assist stranded motorists
- Remove obstacles and objects
- Arrange for towing
- Share information
- Assist other responders

Agency Operated Programs

- TDOT HELP Program
- GDOT Highway Emergency Response Operators (HERO) Program
- WSDOT Incident Response Team (IRT)
- INDOT Hoosier Helpers
- ODOT Incident Response (IR) Program
- MnDOT Freeway Incident Response Safety Team (FIRST)

Contracted Programs

- California Freeway Service Patrol Program
- WisDOT Freeway Service Team
 - Private Contractor
 - Public Agency Operated
- FDOT Road Rangers
- Many others

Operator Qualifications and Training Requirements

- Minimum Qualifications
 - 18 years of age
 - High school diploma or GED
 - Clean criminal background
 - Applicable CDL
 - Clean driving record
- FHWA SHRP2 National TIM Responder Training becoming a requirement

Vehicles

- Heavy-Duty Pickup Trucks
- Tow Trucks
 - Flat Bed
 - Wheel-Lift
- Trucks
- Vans

Heavy-Duty Pickups - FDOT Road Rangers



Tow Trucks - San Diego Freeway Service Patrol



Tow Trucks - IDOT Emergency Traffic Patrol



Trucks

- INDOT Hoosier Helper FSP



Vans - TRIMARC Freeway Service Patrol



Special Equipment

- Communications
- Mechanical
- Tools
- Fluids
- Supplies
- Safety
- Traffic Control

TDOT HELP



WisDOT FST – Sheriff's Service



WisDOT FST – Contracted



Summary and General Trends

- Today's Safety Service Patrols:
 - Are a new generation of first responders
 - Training critical
 - Oversight and monitoring (contracted)
 - Relocation capable
 - Performance based
 - TMC Integration
 - Recognition
 - Funding

THANK YOU!

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