

IMPROVING MOBILITY

SAVING LIVES



**Safety
Service
Patrols**

Safety Service Patrols Minimize the Disruption of Incidents and Maximize Traffic Flow

"With a daily traffic volume of a quarter million vehicles on many segments of the expressway system, the patrol teams are essential to keeping traffic moving."

—Illinois State Senator Walter Dudydz, Chicago

When vehicles have a blowout, overheat, or run out of gas, secondary events, including major car crashes, can occur. Response efforts to large incidents, which often require the resources of police, fire, and EMS units on the scene, also slow traffic, add to congestion, and create hazardous driving conditions.

"Without the visibility of the large directional sign on your HERO [Highway Emergency Response Operators] truck to show vehicle operators where to go, the results could have been disastrous to say the least."

—Police Officer George Gilson, Gwinnett County, Georgia, describes the help he received at the scene of a stalled tractor-trailer.

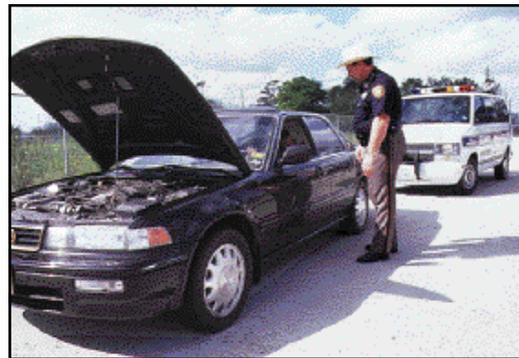


ATLANTA HEROs—HIGHWAY EMERGENCY RESPONSE OPERATORS

Patrols Are Well Equipped To Handle Emergencies

Safety service patrols can simply be a truck equipped with tools, gas, floodlights, radio, and traffic control devices.

When additionally equipped with high-tech components, such as advanced vehicle location devices, computer-aided dispatch systems, global positioning system receivers, cell phones, lighted arrow boards, and mobile changeable message signs, patrols can get the job done more efficiently. These technologies enable them to reach trouble spots even faster and coordinate the necessary response.



HOUSTON METRO PATROL OFFICER

"Safety service patrols are the heart of incident management systems. Safety service patrols don't seek to compete with the private sector, but focus on getting people out of harm's way and maintaining the traffic flow. I believe we have now entered a new era, and we are dedicated to getting you to your destination as safely and efficiently as possible."

—Pete Todd, Safety Service Patrol Operations Manager, Virginia Department of Transportation, NOVA District

Safety Service Patrols Are a Cost-Effective Component of Traffic Management Systems

Safety service patrols offer a wide range of services to assist in minimizing traffic by:

- Keeping other traffic safely moving, helping to prevent secondary incidents
- Assessing and stabilizing situations
- Calling for other appropriate resources
- Reporting incidents to other travelers

With a relatively low investment, safety service patrols offer tremendous savings while providing exceptional public service.

"Our limited service program clears 80 percent of the incidents within the operating area in less than 10 minutes each. If we could expand our program, we might be able to save the traveling public an additional \$50,000 or more per incident."

—Jerry Althausser, Incident Response Team Supervisor, Washington State Department of Transportation



HOUSTON METRO SAFETY SERVICE PATROL VAN

"Our motorist assistance patrols have been able to demonstrate such significant benefits, to the point that we are now including additional patrol units in our upcoming major Interstate-widening projects in various areas of the state."

—Patricia Harrison, Safety Director, South Carolina Department of Transportation

Safety Service Patrols Help Stranded Motorists and Earn Taxpayer Satisfaction

"Emergency Traffic Patrols are a very positive form of public relations for the state DOT. This is an area where people call and write praising the services of their state DOT."

—Ken Jonak, Bureau Chief of Traffic, Illinois Department of Transportation

"I am thankful and proud that I live in a state that can make such a valuable personal connection to its residents and travelers. It underlines a commitment to safe and uncongested highways. It's a smart use of tax dollars that benefits all of us. I commend the department and I thank you."

—Traveler in Minneapolis, MN

"I was getting ready to jump a fence to get off the freeway. Your driver pulled up and helped me. I'm an old lady and I can't go around jumping fences. I thank God for the Freeway Service Patrol."

—Traveler in San Jose, CA

"I want to thank you very much for stopping to help me when I had trouble with my car. Keep up the good work, it pays to pay taxes."

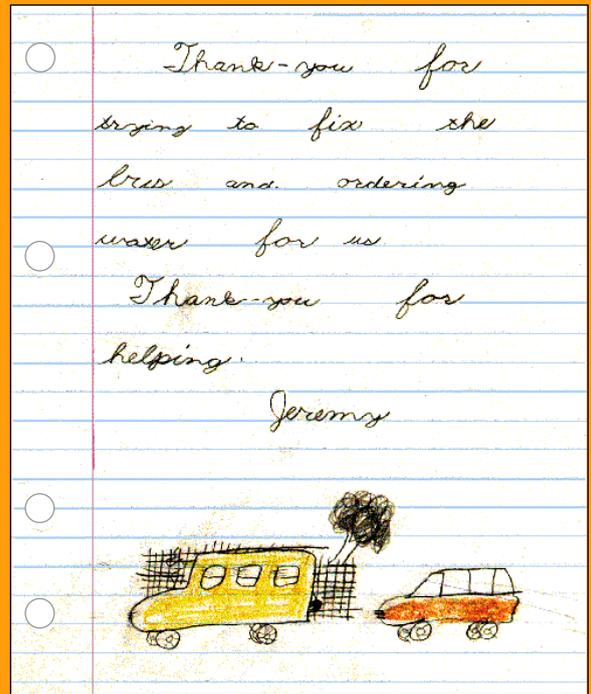
—Traveler in Chicago, IL

"I am a traveler from Wisconsin. I just wanted to comment on what a wonderful service you have and how friendly the tow driver was. He made me feel happy to be a traveler in California. Again, he was very helpful and it made me think highly of what a good job California is doing in helping its motorists."

—Traveler in San Francisco, CA

"I am extremely proud of the Minutemen who respond to the thousands of incidents on Chicago expressways each year. Their skills and quick response have cleared up traffic bottlenecks and helped many stranded motorists over the years under all kinds of conditions—with heavy traffic passing by at high speeds."

—Kirk Brown, Secretary, Illinois Department of Transportation



INTELLIGENT TRANSPORTATION SYSTEMS



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