
Joe LaBella Jr.
Autobase Regional Vice President
Joea@autobasecorp.com
(516) 395-6247

Jim Salmons
Autobase Regional Manager - OH & KY
jim@autobasecorp.com
(513) 926-7775



Safety Service Patrol Idea Sharing Network – Session V: TMC Dispatch and SSP Communications



Autobase

- Third-party operator of Safety Service Patrols since 2003
- Currently in six states:
 - New York
 - Maryland
 - Pennsylvania
 - Ohio
 - Florida
 - Kentucky
- Assisted in the creation of a smartphone app to report and record highway incidents to improve efficiencies
 - In use since January 2016



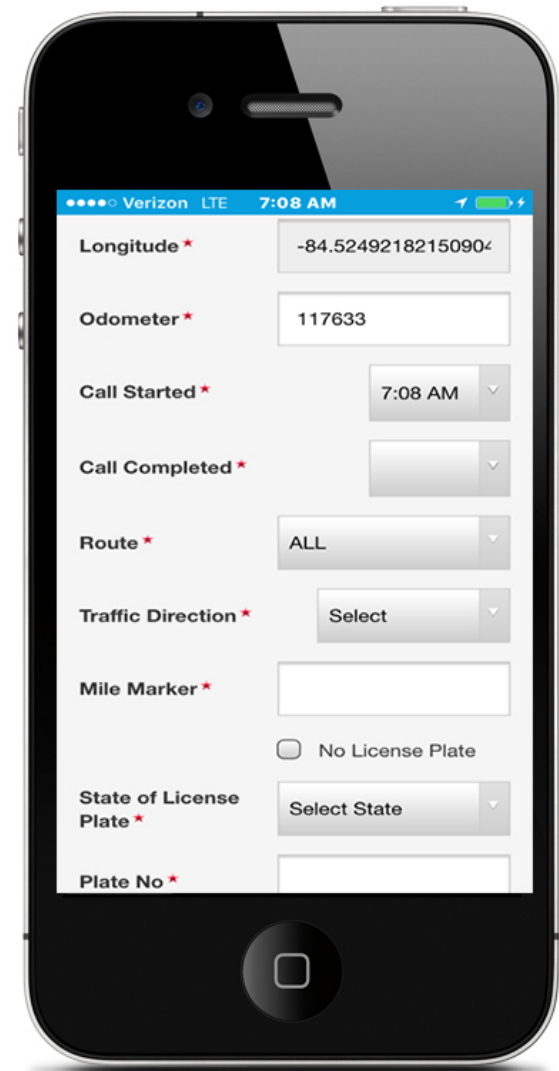
App Core Functions

- **Data collection**
 - Real-time data entry system
 - Compatible with tablets and smartphones
 - Web-based admin users view current and past incidents
 - Heat maps easily identify problem areas in need of coverage
- **Quality control**
 - Records smartphones' lat/long coordinates via GPS
- **Performance metrics**
 - Data may be exported to Excel
 - Tailoring performance metrics to operations



App Interface

- Built-in drop down categories
 - Vehicle type and color
 - Stop type
 - Mile marker
 - License plate
 - And more...
- Comment section allows drivers to note non-routine occurrences
- Take and upload videos and photos



Admin Platform



Sign out

- Database Search
- Abandoned Vehicle Report
- Driver Activity Report
- Activity By District
- Users
- Shifts
- Truck Number
- District
- States
- Route
- Stop Type
- Vehicle Color
- Vehicle Type

Database Search

Driver ID

From Date

Shift

District

- ALL
- Abandoned Vehicle
- Brakes/Fluid
- Brush Fire
- Car Fire
- Cell Phone Use
- Dead Animal
- Debris on Roadway
- Disabled Vehicle
- Fan Belt
- Fuel(Gasoline, Diesel)
- HazMat Incident
- Jump Start
- Lost Motorist Re-directed
- Medical Emergency
- Motor Vehicle Accident
- Muffler/Exhaust repair
- Oil
- Other
- Pedestrian in Roadway
- Personal Break
- Provided Traffic Control
- Radiator Hose Repair
- Radiator Problem
- surod
- Tire Changed
- Unknown Mechanical Issue
- Water/Coolant

Truck

To Date

Plate No

Route




Example Database Incident Search

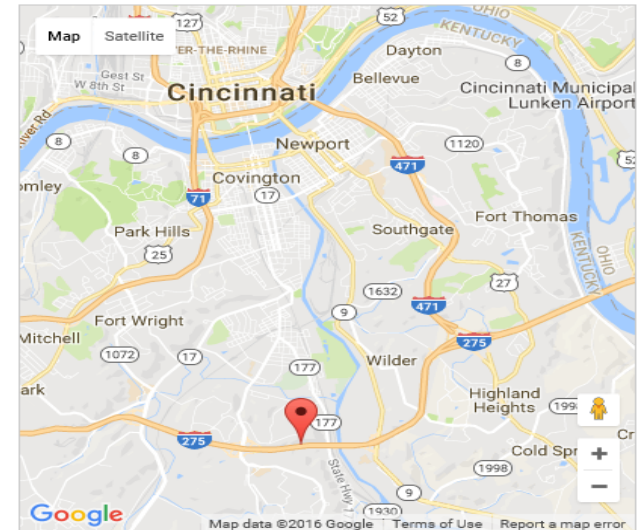


Sign out

Database Search
Abandoned Vehicle Report
Driver Activity Report
Activity By District
Users
Shifts
Truck Number
District
States
Route
Stop Type
Vehicle Color
Vehicle Type

AutoBase Help Track

Stop Image	
Driver Name	Phil Batterson
Phone	(502) 264-7042
Shift	AM/PM
State	Kentucky
Truck	43
District	1-Northern KY
Route	I 275
Traffic Direction	WB
Mile Marker	1
Latitude	39.022874780967
Longitude	-84.498119931747
Plate No	791RRM
Call Start	16:23:00 PM



Exported Excel Spreadsheet

LOUISVILLE AUG 2016 [Compatibility Mode] - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW DEVELOPER

Clipboard Font Alignment Number Styles Cells Editing

Clipboard Font Alignment Number Styles Cells Editing

Clipboard Font Alignment Number Styles Cells Editing

id	District	Driver Name	Phone	Truck Number	Call At	Call Started	Call Completed	Stop Time	Stop Type Id	Stop Type	Shift	Plate Number	Latitude	Longitude	Stop Comment
1	6893 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	06:35:00 AM	07:29:00 AM	00:54:00	14	Vehicle Overheat-Water/Coolant Provided	AM	794lzI	38.20630889	-85.67854579	Repair upper radiat
2	6894 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	07:00:00 AM	07:31:00 AM	00:31:00	9	Motor Vehicle Accident	AM/PM	534 VDH	38.18367404	-85.67218907	Provided lights and
3	6896 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	07:37:00 AM	07:41:00 AM	00:04:00	7	Abandoned Vehicle	AM	161ft	38.21031328	-85.6721767	Marked
4	6897 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	08:02:00 AM	08:09:00 AM	00:07:00	21	Jump Start	AM/PM	8154452	38.18974307	-85.76718559	Batter jump started
5	6900 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	08:27:00 AM	08:42:00 AM	00:15:00	9	Motor Vehicle Accident	AM/PM	7527 EX	38.19580981	-85.70746268	provided lights and
6	6905 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	08:18:00 AM	09:00:00 AM	00:42:00	9	Motor Vehicle Accident	AM	6723fm	38.22451447	-85.57912172	Scene safety
7	6906 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	09:12:00 AM	09:16:00 AM	00:04:00	39	Unknown Mechanical Issue - Disabled	AM/PM		38.27726451	-85.80187401	Service truck with e
8	6908 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	09:29:00 AM	09:34:00 AM	00:05:00	7	Abandoned Vehicle	AM	060bgd	38.24465224	-85.59166441	Checked gs
9	6909 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	09:36:00 AM	09:36:00 AM	00:00:00	16	Debris on Roadway	AM		38.249026	-85.59367756	Gone On arrival
10	6910 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	09:34:00 AM	09:43:00 AM	00:09:00	7	Abandoned Vehicle	AM/PM	6474495	38.20372359	-85.82814295	Checked.
11	6911 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	10:11:00 AM	10:23:00 AM	00:12:00	7	Abandoned Vehicle	AM	594rz	38.2102004	-85.67278823	Marked Scene safet
12	6912 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	10:26:00 AM	10:35:00 AM	00:09:00	7	Abandoned Vehicle	AM/PM	D508BD	38.23670731	-85.81710918	checked.
13	6913 Louisville	Terry Carter	(502) 264-7042		53 08/01/2016	10:58:00 AM	11:02:00 AM	00:04:00	7	Abandoned Vehicle	AM	175vpa	38.28406333	-85.64070929	Marked
14	6914 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	11:48:00 AM	12:02:00 AM	00:14:00	12	Tire Changed	AM/PM		38.11657899	-85.69943399	tire change and jum
15	6915 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	12:03:00 PM	12:04:00 PM	00:01:00	7	Abandoned Vehicle	AM/PM	743 TEZ	38.1143823	-85.70194052	Checked.
16	6916 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	12:42:00 PM	12:58:00 PM	00:16:00	12	Tire Changed	AM/PM	055 TYD	38.23685909	-85.75261841	Tire change provide
17	6917 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	13:04:00 PM	13:08:00 PM	00:04:00	7	Abandoned Vehicle	PM	866 TEK	38.23502467	-85.6146107	checked vehicle.
18	6918 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	13:39:00 PM	13:50:00 PM	00:11:00	9	Motor Vehicle Accident	AM/PM	669 EBN	38.22803185	-85.82141055	Truck lost mattress.
19	6919 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	13:59:00 PM	14:27:00 PM	00:28:00	12	Tire Changed	AM/PM	909 THM	38.27442246	-85.78879765	Blown tire no spare
20	6920 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	14:44:00 PM	14:56:00 PM	00:12:00	12	Tire Changed	AM/PM	607 FBT	38.2585466	-85.74827139	Tire change in drivin
21	6921 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	14:05:00 PM	14:27:00 PM	00:22:00	12	Tire Changed	PM	871 PER	38.3095025	-85.58115369	Installed spare to le
22	6922 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	15:33:00 PM	15:33:00 PM	00:02:00	11	Fuel(Gasoline, Diesel)	PM	083 PKH	38.21188294	-85.67126661	Bottom of ramp. Dri
23	6923 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	15:37:00 PM	15:40:00 PM	00:03:00	42	Stopped Motor Vehicle - OK	PM		38.21347922	-85.67350431	Gone on arrival.
24	6926 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	15:00:00 PM	15:52:00 PM	00:52:00	9	Motor Vehicle Accident	AM/PM	1708 BG	38.28596153	-85.82673356	3 vehicle accident. f
25	6930 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	16:20:00 PM	16:38:00 PM	00:18:00	9	Motor Vehicle Accident	AM/PM	XNU595	38.25358237	-85.74124936	provided lights and
26	6932 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	16:20:00 PM	16:22:00 PM	00:02:00	42	Stopped Motor Vehicle - OK	PM		38.21972502	-85.72880545	Left on arrival.
27	6933 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	17:08:00 PM	17:14:00 PM	00:06:00	11	Fuel(Gasoline, Diesel)	AM/PM	038 PXM	38.18691506	-85.79426886	1 gal gas provided
28	6934 Louisville	Cecil Brown	(502) 264-7042		51 08/01/2016	17:17:00 PM	17:48:00 PM	00:31:00	39	Unknown Mechanical Issue - Disabled	AM/PM	616KAJ	38.18688312	-85.79427883	Tow in route
29	6935 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	17:59:00 PM	18:01:00 PM	00:02:00	39	Unknown Mechanical Issue - Disabled	PM	7266 FL	38.28185766	-85.63830623	Vehicle stalled will
30	6936 Louisville	Matt Knight	(502) 264-7042		53 08/01/2016	18:03:00 PM	18:05:00 PM	00:02:00	42	Stopped Motor Vehicle - OK	PM		38.28430428	-85.64287962	Gone on arrival.
31	6939 Louisville	Matt Knight	(502) 264-7042		53 08/02/2016	06:54:00 AM	07:00:00 AM	00:06:00	7	Abandoned Vehicle	AM/PM		38.25422522	-85.61975847	Gray. Checked vehi
32	6940 Louisville	Matt Knight	(502) 264-7042		53 08/02/2016	07:01:00 AM	07:03:00 AM	00:02:00	42	Stopped Motor Vehicle - OK	AM/PM		38.27002509	-85.70433053	Gone on arrival.
33	6942 Louisville	Matt Knight	(502) 264-7042		53 08/02/2016	07:16:00 AM	07:19:00 AM	00:03:00	7	Abandoned Vehicle	AM/PM	703 VVV	38.25870063	-85.7548214	Green police tag.
34	6943 Louisville	Terry Carter	(502) 264-7042		51 08/02/2016	07:17:00 AM	07:23:00 AM	00:06:00	7	Abandoned Vehicle	AM	547gew	38.27020633	-85.7837089	Marked
35	6945 Louisville	Terry Carter	(502) 264-7042		51 08/02/2016	07:34:00 AM	07:39:00 AM	00:05:00	7	Abandoned Vehicle	AM	197ngt	38.18515691	-85.81574723	Marked
36	6946 Louisville	Matt Knight	(502) 264-7042		53 08/02/2016	07:46:00 AM	07:49:00 AM	00:03:00	42	Stopped Motor Vehicle - OK	AM/PM		38.19599085	-85.70728214	Gone on arrival.

LOUISVILLE STAT SHEET LOUISVILLE ASSIST LOG LOUISVILLE CHARTS

READY

Heat Maps

Start a heat map search using these parameters

District

Akron - 4

From Date

7-1-2016

Route

Select

Stop Type

Select

To Date

7-31-2016

Truck

Select

Search

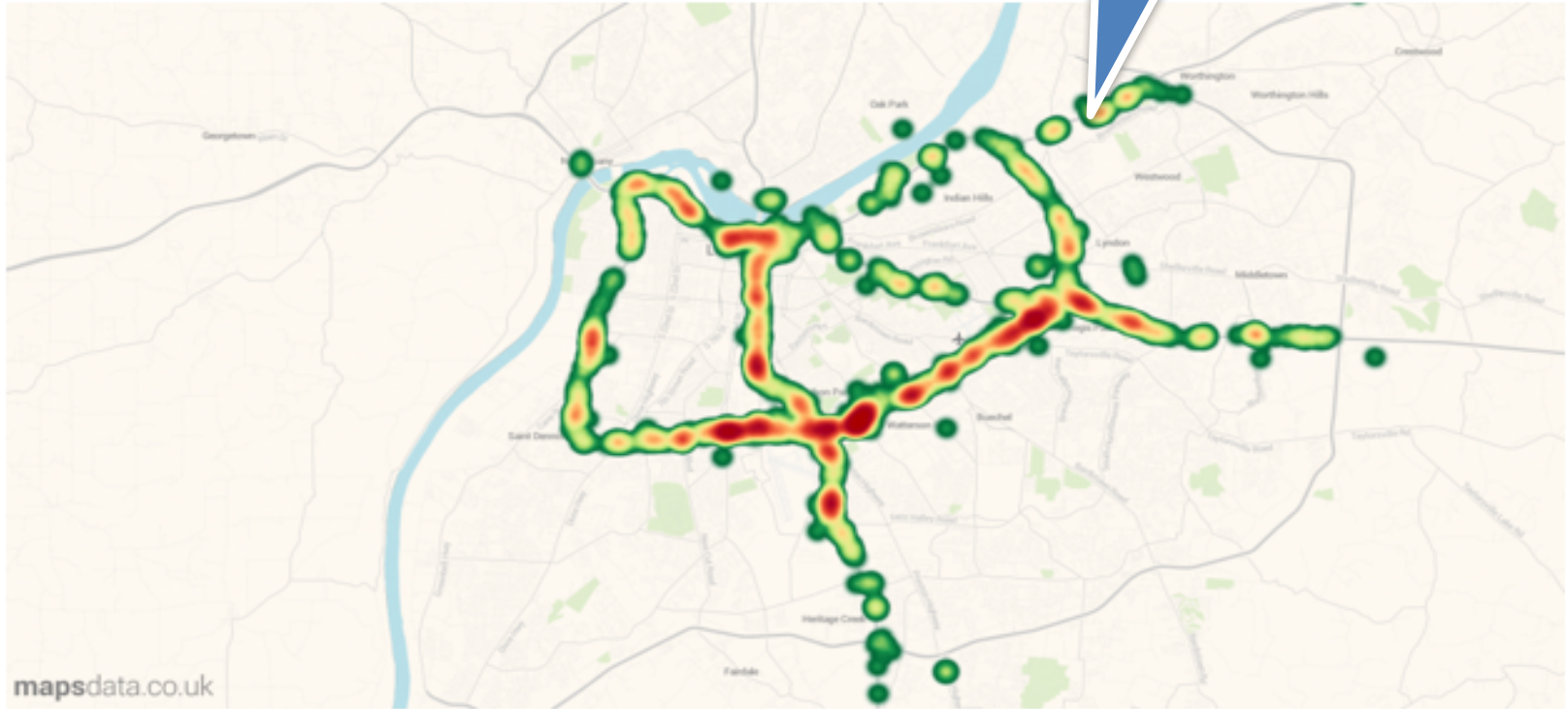
Reset



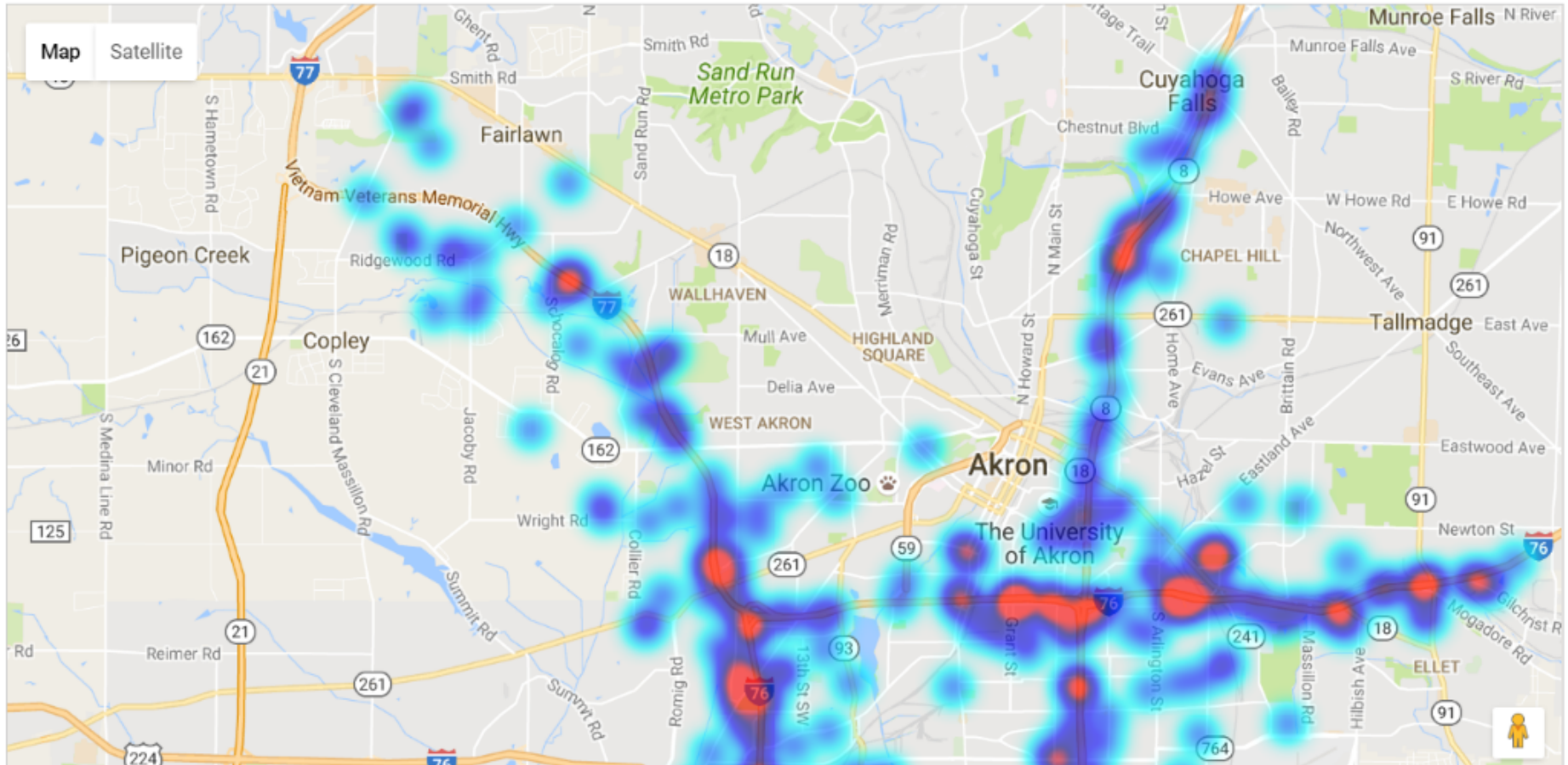
Heat Maps

Heat map search result displayed

FSP Heat Map – August 2016



Heat Maps

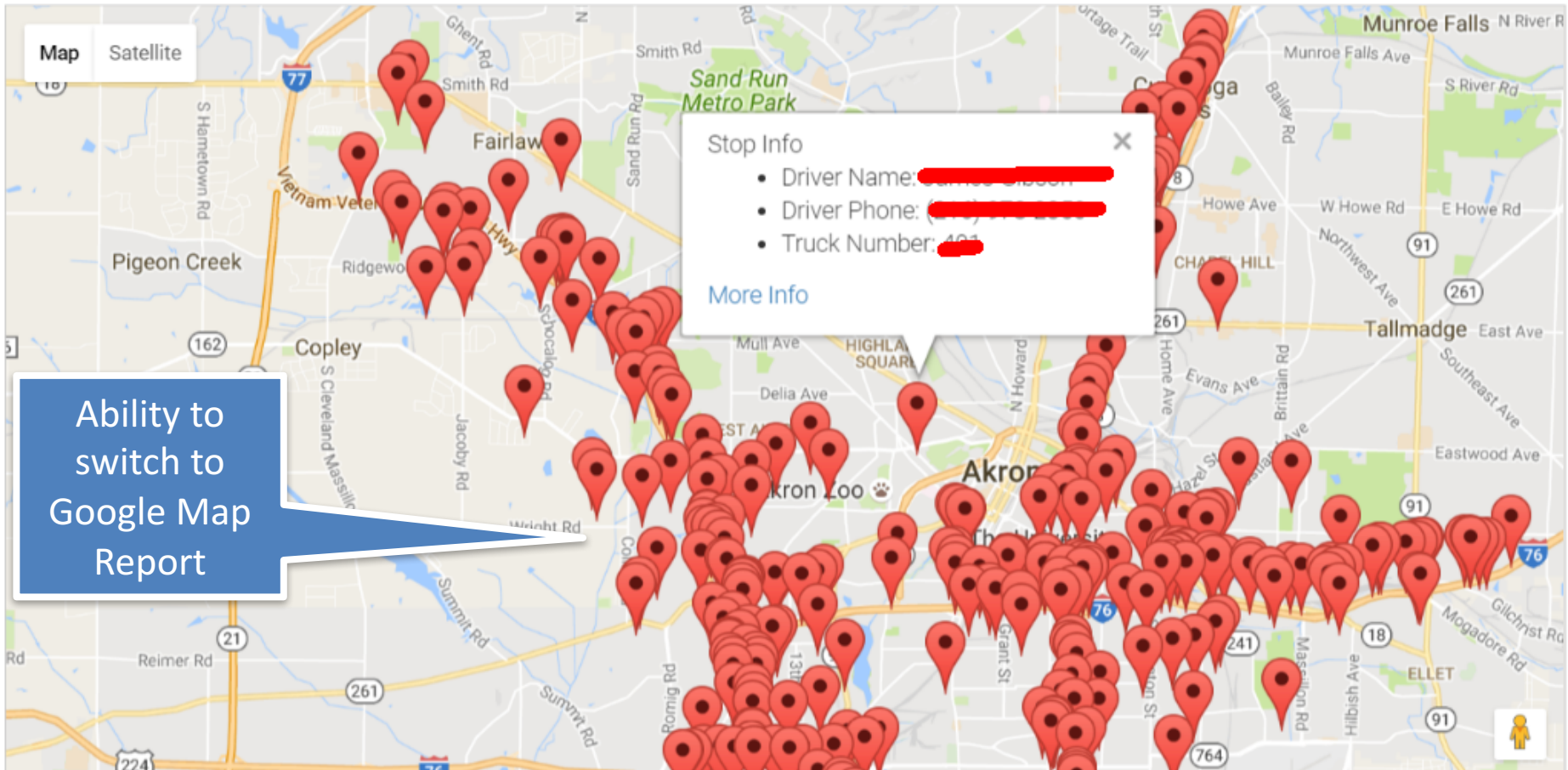


AUTOBASE

U.S. Department of Transportation
Federal Highway Administration



Google Maps



AUTOBASE

U.S. Department of Transportation
Federal Highway Administration



Sample Reports

OFFICE OF TRAFFIC OPERATIONS

8/12/2016

JULY 2016

FREIGHTWAY SERVICE PATROL MONTHLY STATS REPORT

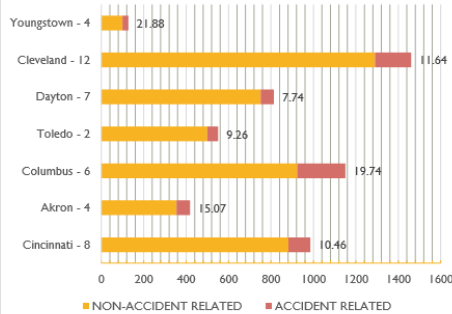
Total responses this month:	5,506	Last month: 5,443
Total responses YTD	38,080	32,574
Most frequent incident type	Disabled Vehicle (22%)	Disabled Vehicle (23%)
Accident-Related Responses	12.8%	13.8%
Hottest region this month	Cleveland (1460 stops)	Cleveland (1328 stops)
Avg. stop duration	17:27	19:21

TOP STOP CATEGORIES

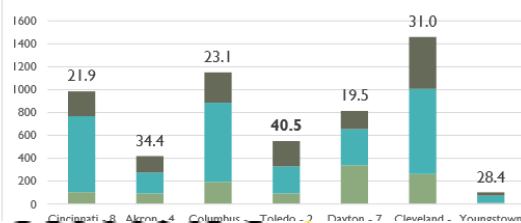


- Disabled Vehicle
- Abandoned Vehicle
- Other
- Debris on Roadway
- Motor Vehicle Accident

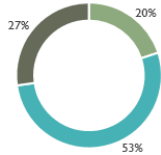
INCIDENT-RELATED CALLS BY REGION



PERCENTAGE HEAVY VEHICLE STOPS BY REGION



PERCENTAGE HEAVY VEHICLE STOPS STATEWIDE



AUTOBASE

OFFICE OF TRAFFIC OPERATIONS

8/12/2016

TOTAL (all incident types)

Cincinnati - 8	985
Akron - 4	418
Columbus - 6	1150
Toledo - 2	551
Dayton - 7	814
Cleveland - 12	1460
Youngstown - 4	128
STATEWIDE	5506

MOST COMMON LOCATION

Cincinnati - 8	171 NB
Akron - 4	176 EB
Columbus - 6	170 EB
Toledo - 2	175
Dayton - 7	175 SB
Cleveland - 12	1480 EB
Youngstown - 4	180 WB
STATEWIDE	175 SB

WORK ZONE INCIDENTS BY TRUCK NUMBER

Route	Region	% Crash-Related	% of Region	% of Total	Crash	Non-Crash
I-75	Toledo	0%	23%	2%	0	124
I-80	Youngstown	0%	93%	2%	0	119

TOP INCIDENT CATEGORIES

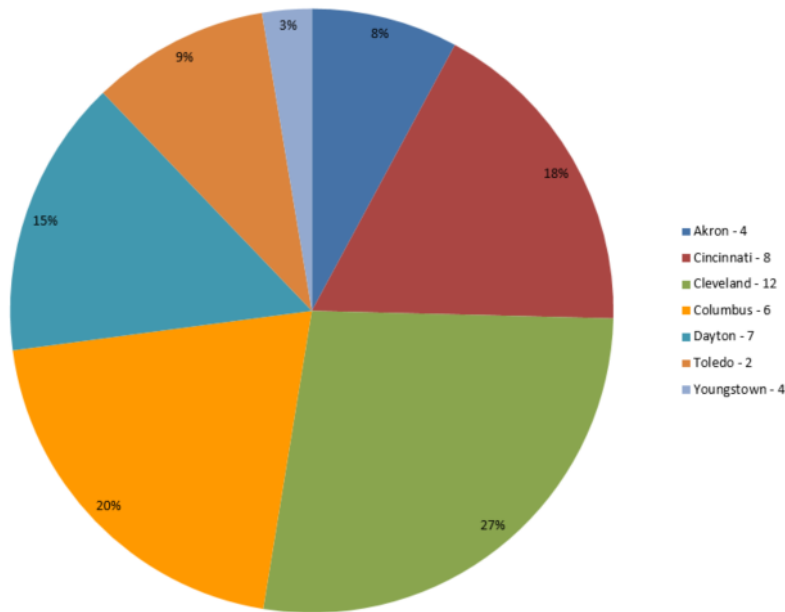
STATEWIDE	Count	Category
1	1238	Disabled Vehicle
2	1159	Abandoned Vehicle
3	664	Other
4	615	Debris on Roadway
5	535	Motor Vehicle Accident
REGIONAL		



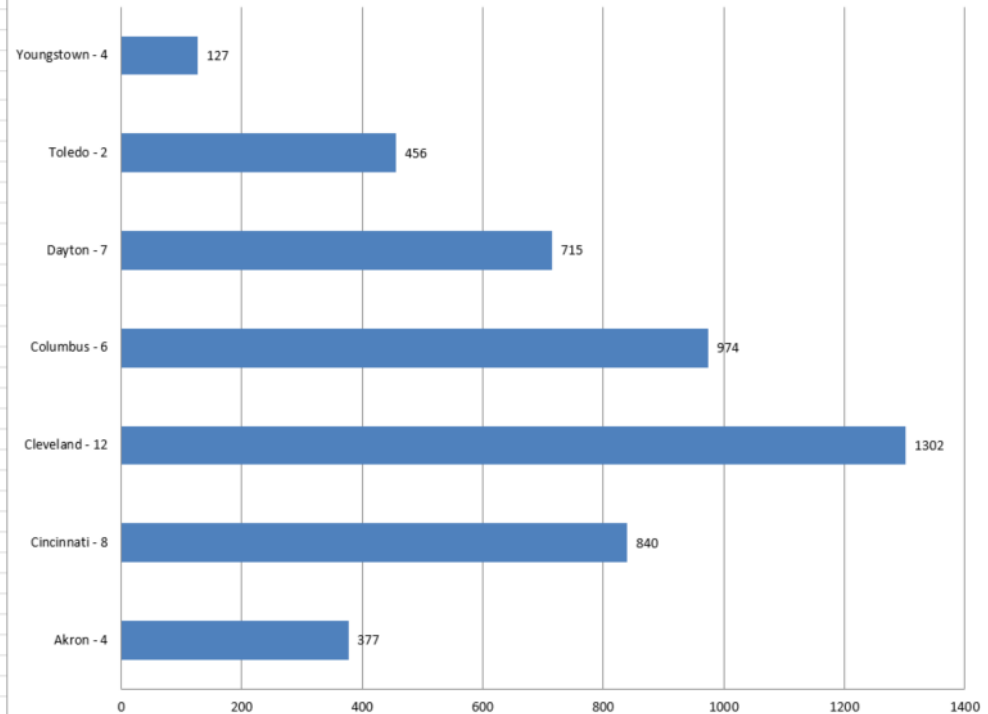
Sample Reports – District Stats

District report for July 2016 | District - ALL | Route - ALL | Stop Type - ALL | Truck - ALL

District report for - July 2016



District report for - July 2016



Benefits

- User friendly
- Reduces paperwork
- Detailed, customizable incident reports (including photos/video)
- Review recorded data in real time
- Location data keeping
- Accessible through web-based admin accounts
- Wide range of performance metrics (i.e. incident duration, total assists, assist types, etc.)
- Exportable and customizable reports



Challenges

- Adverse weather causes delay in real-time data entry
- Effective use requires retraining of staff



Areas for Improvement

- Different levels of administrative users
 - **Currently:** Single admin level allows access to reporting AND manipulation of app categories
 - **Improvement:** Limit edits to app categories to upper level admin
- Improved functionality even in rural areas
 - **Currently:** App saves information locally on device and uploads to server once a signal is obtained again
 - **Improvement:** Add antenna boosters to smartphones and tablets to improve cellular signal



App Vendor Contact

If you are interested in learning more about this application, please contact:

Hiwa.ewaycorp hosting.com

Eway Corp, Inc.

John Louros

(641) 919-8899

(877) 487-9920

john@ewaycorp.com

