
Safety Service Patrol Idea-Sharing Network
**Chat Room Transcript for Session V: Traffic Management Center Dispatch
and Safety Service Patrol Communications**
September 15, 2016 at 1:00 PM

ATTENDANCE

Kimberly Vasconez: Good afternoon. Please sign in with name, association, and email and we'll start at 1 p.m.

Kimberly Vasconez: Thanks! Kim Vasconez (FHWA Team Leader, Traffic Incident & Events Management, Office of Operations [2023661559](tel:2023661559))

Elizabeth LaBelle: Elizabeth LaBelle, SafeHighways.org and Travelers Marketing, elabelle@travelersmarketing.com

Aaron Arata: Aaron Arata, SafeHighways.org and Travelers Marketing, aarata@travelersmarketing.com

Vince Fairhurst: Vince Fairhurst, WSDOT State Incident Response Mgr., incidentresponse@2wsdot.wa.gov

dARIN: Darin Weaver

Becky Gibson - NY: Becky Gibson - NYSDOT, rebecca.gibson@dot.ny.gov

Christopher Dollard: Christopher Dollard, Travelers Marketing, cdollard@travelersmarketing.com

Shawn Kinney: Shawn Kinney - Florida DOT

Todd Leiss: Todd Leiss, Traffic Incident Management Coordinator, Pennsylvania Turnpike Commission, tleiss@paturnpike.com

Tim Morin - MassDOT: Tim Morin - Coordinator of Emergency Transportation Services - MassDOT. tim.morin@state.ma.us

Sam McClain: Sam McClain, smcclain@travelersmarketing.com; SafeHighways.org

dARIN: Darin Weaver, ODOT Statewide Traffic Incident Management Coordinator

Jason Josey GDOT/HERO: Jason Josey GDOT / HERO Mgr jjosey@dot.ga.gov

Greg Morris: FHWA GA Division

Michelle Malashevich: WV Courtesy Patrol

Brent Atkinson: Brent Atkinson with Oregon DOT - Brent.d.atkinson@odot.state.or.us

j rispoli: Joe Rispoli Pa turnpike

Joseph Sagal: Patrick Rooney - MDOT/SHA CHART

Elizabeth LaBelle: If you are interested in participating in a committee to help move these calls forward and ensure they continue to address the needs of the SSP industry, please contact us at fhwassp@safehighways.org.

Elizabeth LaBelle: Please remember to mute your phones.

Alex: I'm not getting audio. Just me or system?

dARIN: I have lost audio too

Elizabeth LaBelle: Are you dialed in to the phone line?

dARIN: PC

Alex: no... via webex

Elizabeth LaBelle: [1-888-684-8852](tel:1-888-684-8852)

Joseph Sagal: call in please Darin and Alex

Elizabeth LaBelle: Try the phone, if possible

Elizabeth LaBelle: I've copied the phone number above, and here is the code: 6048020

Alex: ok

Greg Morris: I had audio on PC, but I lost audio also.

Dave Simmons: I had to dial in to get sound. no sound on adobe connect

Alex: got it on phone now, thanks.

Elizabeth LaBelle: If you have any questions for our presenters, please submit them via the chat box and we will ask them via the question and answer period.

Dave Simmons: sound is back

Sam McClain: web based Audio is back now

Kimberly Vasconez: Familiar with FirstNet? Also the SPECTRUM effort from a few years ago resulted in an FCC defining transportation, including SSPs and Trans Maintenance (for Road Weather issues) as a Public Safety group.

Aaron Arata: Thank you Mr. McClellan!

Kevin R Devine CDOT: John, any issue for CAD access with SP and your operators? Here in CO that's been a major road block, our operators don't have the extensive background checks

Kimberly Vasconez: Very nice job!

Sam McClain: Kimberly Vasconez: Please sign in with name, association and email if you haven't already.

James McCarthy - Minnesota Division: Jim McCarthy, FHWA- MN

Roland Stanger - FHWA-UT: Present

Aaron Arata: Do the heat maps determine traffic density?

Sam McClain: Not traffic Aaron, but where the incidents or assists are

John McClellan: Hi Kevin. Basically the TMC set is firewalled off from the Fed & State criminal history & lic name info databases. We can't run plates or see criminal history info. We had all the staff go through a basic training for coincidental exposure to Crim Justice Info that stresses the info can't be shared & and is protected.

Todd Leiss: This is a pretty interesting app. Love how you can document the incident

Kevin R Devine CDOT: Thanks John, that's been a major pain for us getting stuff from CSP

John McClellan: Really for us, the big thing was time, patience, retirements, cultivating good relationships, and LUCK. That they're all state employees helps a bit too, and the co-location of dispatch. But it took years...

Todd Leiss: Is the Autobase app used in Pennsylvania?

Steven Mednis: Is there a monthly charge for the web based report generating portion of this program?

Elizabeth LaBelle: Great questions! We will ask Joe and Jim to address them during the Q&A period.

D. Graham: Is this App for use by Auto Base only in their contracts or is this App available to others? If yes available how much ? fee?

Kimberly Vasconez: We are looking at tools and trying to establish a Nationwide Incident-Specific Perf Measurements, so we are interested in this as a tool, especially because it is designed for SSP use, and most tools are in the hands of law enforcement

Elizabeth LaBelle: \$120 per month for hosting; under \$100 per month per vehicle for subscriptions

Elizabeth LaBelle: Additional fees may apply if customization is required

Kimberly Vasconez: The project is an Every Day Counts Initiative that helps us deploy products or services that will make a difference in reducing congestion and improving safety

Todd Leiss: I'd be curious if some of our towers would want an app like this.

Juan Hernandez: Do the patrol technicians report to the road operation center for every assist in addition to using the app?

Sam McClain: Todd: Interesting idea. We will be sure to share it with the app manufacturer and will get back to you.

Juan Hernandez: Our technicians report every assist to the operation center before beginning the assist for safety reasons.

Joseph LaBella Jr.: Our Autobase PA operation is currently not using the app but it was presented to be used in our Philly operation to PENNDOT

Todd Leiss: Sam, we contact with our towers across the state, so we have 22 separate towers covering all 552 miles, I thought something like this may be worthwhile for them and for us to better manage customer contacts.

Todd Leiss: Thanks Joe, appreciate the info about PennDOT.

Sam McClain: No Liz, the hosting fee covers the entire fleet!

Elizabeth LaBelle: You are correct, Sam! (semi colon was meant to separate the two fees - sorry if that was not clear)

Elizabeth LaBelle: Do any other states on the call share CAD access with State Patrols?

Brent Atkinson: Yes, Oregon does. However, we have filters set up so we don't get non highway related calls.

Becky Gibson - NY: In NY we share CAD in two of our 6 Regional programs. We also have filters set up.

John McClellan: MN is currently filtered to the two MSP Metro area districts, so we get a few non freeway incidents but not many. We're also filtered to just traffic related events, no traffic stops or bank robberies etc. We purchased a module for Patrol from the CAD vendor that puts out a real-time clear text XML feed that includes basic info including Lat/Long. We use the CAD for dispatching. And the XML feed goes to our CARS, record management database, and into our TMC software for sign control. Since it's now our data, we can filter it on our side additionally, like by lat/long etc.

D. Graham: If we want to share this WebEx with others who could not make it today, where can it be located for future access?

Elizabeth LaBelle: We will upload all presentations and a recording of the session to SafeHighways.org

D. Graham: Thank you

Elizabeth LaBelle: <http://www.safehighways.org/additional-resources/fhwa-safehighways-org/>

Elizabeth LaBelle: Is anyone else using software to tap into social media activity related to traffic incidents?

Tim Morin - MassDOT: MassDOT is in the pilot phase of using the Waze app to monitor the roadways.

Todd Leiss: We are a Waze partner as well it is a very good tool that we use at the Pa Turnpike.

Jason Josey GDOT/HERO 2: GDOT is using waze

Tim Stanberry: Can the App populate ATMS software?

Sam McClain: Please sign in with name, association and email if you haven't already.

Cory Greene: Cory Greene, Michael Baker c/o PA Turnpike, cgreene@paturnpike.com

Sam McClain: If you are interested in participating in a committee to help move these calls forward and ensure they continue to address the needs of the SSP industry, please contact us at fhwassp@safehighways.org.

Juan Hernandez: Juan Hernandez, P.E., NDOT Traffic Operations,
jhernandez@dot.state.nv.us

Juan Hernandez: NDOT is in the process of executing an agreement with Waze too.

Juan Hernandez: Do any DOT agencies that have their program in-house have a sponsorship component?

Becky Gibson - NY: Yes - we have sponsorship with both our Contract and NYSDOT HELP operators.

Todd Leiss: We have a State Farm Sponsorship here at the PA Turnpike

Juan Hernandez: We have State Farm too, but we contract our service patrol out.

Todd Leiss: Not related to today's topic but is anyone using Qlik for performance measures?

Juan Hernandez: It's very interesting that you have an in-house sponsored patrol service. Perhaps a discussion topic for another meeting.

Juan Hernandez: We had an in-house pilot program, but it was not cost effective. It was not sponsored though.

Todd Leiss: Our State Farm Safety Patrol will be switching to red emergency lights in the very near future (from Amber)

Sam McClain: Please respond to the survey posted on your screen

Elizabeth LaBelle: SafeHighways.org recently conducted a lighting survey about SSPs. If you have not participated, please do:

[https://www.surveymonkey.com/r/ZRL267K?c=*\[UNIQID\]*](https://www.surveymonkey.com/r/ZRL267K?c=*[UNIQID]*) We are interested in learning more about what patrols use red lights

Todd Leiss: Thanks Liz, just sent our survey!

Todd Leiss: Check out ResponderSafety.com for all our patrols as well

David Stein: Very informative. Kudos all

Kimberly Vasconez: My apologies...technical difficulties on this end. Great participation, great presenters and wonderful facilitation!

Kimberly Vasconez: Todd, we are working with ERSI on Traffic Incident Awareness Week. Also, we have a new inventory of SSPs that we need to validate and will share it through Liz.

RESOURCES

TIM Network: <http://timnetwork.org/>

Safe Highway Matters: SafeHighways.org

Emergency Responder Safety Institute Learning Network:
<https://learning.respondersafety.com/>