



Safety Service Patrol

Standard Operating Procedures and Guidelines

June 26, 2015

Background Information

- **Kansas City Motorist Assist / Emergency Response Program**
 - **Bi-state program**
- **Established by MoDOT in 1993 as Motorist Assist operation**
 - **2007 expanded to Full Service operation**
- **Kansas Highway Patrol Motorist Assistance Program**
- **Interstate highways, some US and State Highways**
- **24 hour operation in Missouri**
- **St. Louis and Springfield have similar operations**
- **Rural ER operation in some MoDOT districts**
- **Regional TMC operations**

Kansas City Scout



KC Scout Policy and Procedures

- **Manual updated in 2008 to reflect changes in operations**
- **Updates included as needed**
- **Available electronically with updates**



Kansas City Scout Motorist Assistance & Emergency Response Program Policy & Procedures

SSP Standard Operating Procedures And Guidelines

- **Safety**
- **Roles and Responsibilities**
- **Operational Procedures**
- **Performance Measures**
- **Personnel Management Policies**



Operators know the expectations and procedures

Allow Operators to work as safely as possible in an inherently unsafe environment

Operators Should Have A Role In SOP / SOG Development

Safety



- **Primary goal of the NUG**
- **Responsibility to Operators and Motorists**
- **Protects Our Personnel**

Roles and Responsibilities

- **Safety of all personnel**
- **Essential element of Incident Management Program**
- **Operate as part of ICS**
- **Traffic Control**
- **Motorist Assistance**
- **Assist partners as needed**



***SSP Operators Have a Role That Is Equally
As Important As Any Other Responder
Discipline***

Operational Procedures

- Continue to Evolve
- Technology Changes
- Allow Operators To Do The Job
- Uniformity Of Operations

“Outside the Box”



Performance Measures

Why SSP Programs Continue to Be Successful



- ***Secondary Incidents***
- ***Lane Clearance***
- ***Incident Clearance***
- ***Struck-by and Near Miss***

Personnel Management

- **Clearly Defined Expectations**
- **Uniformity of Operations**
- **Training**
 - **Multi-disciplinary**
- **Reporting**
- **Image of the SSP and the Organization**
- **Professionalism**
- **Employee Development**



***Supervisors Should Be Working
To Train Their Replacements***

Lessons Learned

- **Public Perception – Most Popular Operation Within Organization**
- **Public and Partner Expectation**
- **Learn From Others / Utilize Recognized Best Practices**
- **Training**
- **Performance Measures – Identify and Track Accurately**



Remember

Clifton J. Scott

Employees Are Our Most Important Asset



Standard Operating Procedures and Guidelines Help to Protect and Encourage Them

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