



# New Jersey Department of Transportation

Safety Service Patrol  
Procedure Manual Presentation  
June 2015

# NJDOT Emergency Service Patrol - Then

- Established in 1994 as Emergency Service Patrol (ESP)
- Leading up to 2011
  - Expansion from basic service to full service patrol
  - Interstate coverage “end to end” covering 387 centerline miles
  - 4 yards (two in Northern part of state, two in Southern part)
  - 5 days a week coverage – no weekends
  - 91 personnel in total



# NJDOT Safety Service Patrol - Now

- Realigned as Safety Service Patrol (SSP) in 2011
  - Refocus on safety as a unit mission, maintaining full service patrol
  - Coverage reduced to focus on incident prone sections
    - From 387 centerline miles to 239
  - Combine four yards to two (one in the North, one in the South)
  - 7 days a week coverage – added weekend coverage
    - Saturday and Sundays from 10am - 8:30pm
  - 72 total staff



# NJDOT Procedures Manual

New Jersey Department of Transportation  
Transportation Systems Management  
Safety Service Patrol

## **Procedures Manual** **(Updated 6-14-15)**



**North Yard: Harding (Morris Co.)**

Coverage Areas: I-78, I-80, I-280, I-287, NJ-24 and NJ-440

**South Yard: Cherry Hill (Camden Co.)**

Coverage Areas: I-76, I-95, I-195, I-295, I-676, NJ-29, NJ-42 & NJ-55

- Updated annually
- Provides essential program details
- Guidance and policy information
  - Vehicle and equipment
  - Uniforms
  - Patrolling Techniques
  - Field Operations

# Five Core Elements of SSP SOP

1) Clearly defined role “to be the ‘eyes’ of Traffic Operations in highway patrol areas, decreasing the detection time for incidents with consequent improvement in response and clearing.”

- Direct impact on Incident Duration
  - In the mid 1990's, average monthly incident duration – OVER 2 HOURS
  - March 2015, average monthly incident duration – Under 45 minutes
  - On interstates with Safety Service Patrol deployed – Under 40 minutes



# Five Core Elements of SSP SOP

## 2) Employee Responsibility & Shared Resources

- All equipment and tools in his/her assigned vehicle.
- Prior to each shift, an equipment checklist is completed and signed by each driver certifying that all items are present in the vehicle. If items are missing, the SSP Driver will be held accountable.
- Maintain assigned vehicle. Interior and exterior of the vehicle to be kept clean and neat and free from garbage or other debris. The vehicle should be filled with gas/diesel and appropriate fluids at the end of the Driver's shift as a courtesy to the SSP Driver using the vehicle on the next shift.





# Five Core Elements of SSP SOP

## 3) Patrolling Techniques

- Proper lane of travel during patrol
  - Roving patrol vs stationary dispatch benefits
- Protection of motorists
  - Utilization of traffic safety items (cones, flares, portable signs)
  - Utilization of the truck for blocking



# Five Core Elements of SSP SOP

## 4) Common Situations and Actions (over 20 situations)

**Situation 1:** Encountering a motorist along the roadway (out of the travel lanes)

**Recommended Actions:**

- Pull behind the vehicle and keep an adequate distance of approximately 20 feet between the SSP vehicle and the motorists' vehicle to create a buffer zone.
- Radio the dispatcher with location, make, model and the vehicle registration.
- Engage lights and arrow board and or truck mounted variable message sign (VMS) of vehicle.
- Place proper safety items (cones, signs, flares, etc.) if an incident is predicted to go beyond 15 minutes in length (overturned truck, jackknifed tractor-trailer, etc.) or if the sight distance is restricted due to the presence of a vertical or horizontal curve.
- Approach the driver on foot, introduce yourself and ask the motorist if he/she needs assistance.
- If assistance is needed, perform requested service.
- Present comment card and your business card to the customer.



## Five Core Elements of SSP SOP

5) Flexibility for coverage of nonrecurring, special or emergency needs and events.

- Act as limited incident response team to enhance traffic flow (i.e., Pulaski Skyway)
- Reporting maintenance items
  - Barrier repair, potholes, guiderail



## Recommended Length of SOP

- As long as it needs to be in order to be functional and instructional
- Should lay out basic practical approaches to the job
- Should not be left as “one and done”
- Training Curriculum
  - Orientation of the unit
  - Training on tools, use of the ERG
  - Traffic control
  - Working safely

# Lessons Learned

- Language is a barrier
  - Multi-state travelers (business and civilian)
  - Multiple ports in the state
  - Language Cards being revised
    - Previously Spanish with images
  - Being updated to include Spanish, Chinese, Japanese, Russian, Polish, Portuguese, Hindi, Arabic
- Get your Legal Team Involved
  - Gratuities, Sirens, Tools, Speeding, Cellphones, Following Drivers



# Thank you

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