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



State Farm Safety Patrol

The eyes and ears for many of our Turnpike Incidents.

- 27 vehicle operate across the 552 mile Turnpike system
- Primary functions:
 - Respond to accidents/incidents
 - Provides traffic control for scene stabilization
 - Delivers an initial maintenance response Patrols the roadway
 - Renders customer assistance/safety
 - **Communicates to the Turnpike Operations Center (TOC) and other responders regarding incidents and resources needed to respond.**



Communications

- VHF simulcast 2-way radio system
 - 26 mountain top tower repeater
- Connected via 6 GHz digital microwave system
- Divided into 5 radio districts
- Each District is approximately 100 miles long and employs a pair of VHF frequencies for Transmit & Receive



Communications

- 5 VHF simulcast 2-way radio licenses
 - One statewide frequency – car to car communications
 - Four paired frequencies – alternating between districts
- Channel guard prevents unauthorized access
- Effective communications between maintenance, authorized service providers, PSP and emergency responders
- Plain language used by all responders



Microphone Communications

- [X10DR](#) (“Extender”) Secure Wireless Microphone
 - Approximately 1000 foot coverage area connected to your mobile radio
 - Radio paired with charging cradle
 - Small, rugged, lightweight
 - Wireless
 - Pilot program will use both the VHF Radio System and Open Sky 800mhz system



iPad Communications

- Safety Advisor vehicles equipped with Apple iPads
 - Send and receive information with TOC (including scene photos for situational awareness)
 - Ability to track training and resources



Social Communications



- Location-based, real-time Social Media Monitoring
- Monitor keywords, #hashtags
- Geofence Turnpike and send responders to trouble spots based on spikes in social media postings
- Compatible with Twitter, Facebook, Instagram, etc.
- Piloted during the Democratic National Convention
- Used as part of Jonas Blizzard AAR



Social Communications



Convert Select | Share Browser WebEx

Pennsylvania Turnpike | New Search

111,384 RESULTS | Map Collage Analytics

Refresh Options | Load More

Date Filter

From: mm/dd/yyyy hh:mm | To: mm/dd/yyyy hh:mm | Apply Clear

Networks

Twitter	68K
Instagram	40K
Facebook	213
YouTube	911
Flickr	819
Picasa	100
Sina Weibo	101
VK	105
Periscope	103
Vine	100



Social Communications



The screenshot shows the Geofeedia web application interface. The browser address bar displays <https://app.geofeedia.com/geofeed/location/336041>. The page title is "New Baltimore". The interface includes a search bar with "New Search", a "Map Layers" panel with options for Traffic, Weather, and Crisis & Natural Disasters, and a "Date Filter" section with "From" and "To" date pickers. A "Networks" list on the left shows counts for various social media platforms: Twitter (54), Instagram (100), Facebook (99), YouTube (16), Flickr (100), Picasa (0), Sina Weibo (0), VK (0), Periscope (0), and Vine (0). The main map area shows a geographic region in Pennsylvania with a white outline, overlaid with numerous social media icons (Twitter, Instagram, Facebook, YouTube, etc.) and red location pins. A pop-up window on the right provides details for a specific location: "Mail Pouch Barn -- Bedford County, Pennsylvania (IMGP3499) This Mail Pouch Tobacco barn is located on Cider Road. It is catalogued by MailPouchBarnstormers.org as MPB 38-05-07. The young woman who owns the property was very nice to my brother Bu...". The pop-up also shows a photo of the barn and a user profile for "Harry Hunt" with a timestamp of "8/10/15 11:39 PM".



Social Communications



Pennsylvania Turnpike

Networks

- Twitter 272
- Instagram 132
- Facebook 3
- YouTube 58
- Flickr 5
- Picasa 0
- Sina Weibo 0
- VK 0
- Periscope 0
- Vine 0

All On

Keyword Filters

Populate from template

Add Keyword Filter

Clear All

- crash 24
- accident 139
- collision 2
- fatal 15
- tow 19
- break 226
- damage 35
- repair 30

