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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 vehicles 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



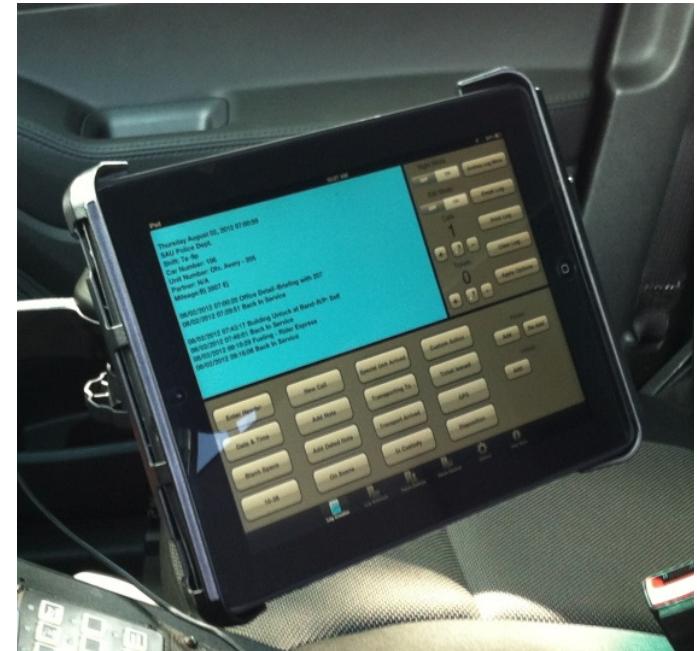
Microphone Communications

- 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



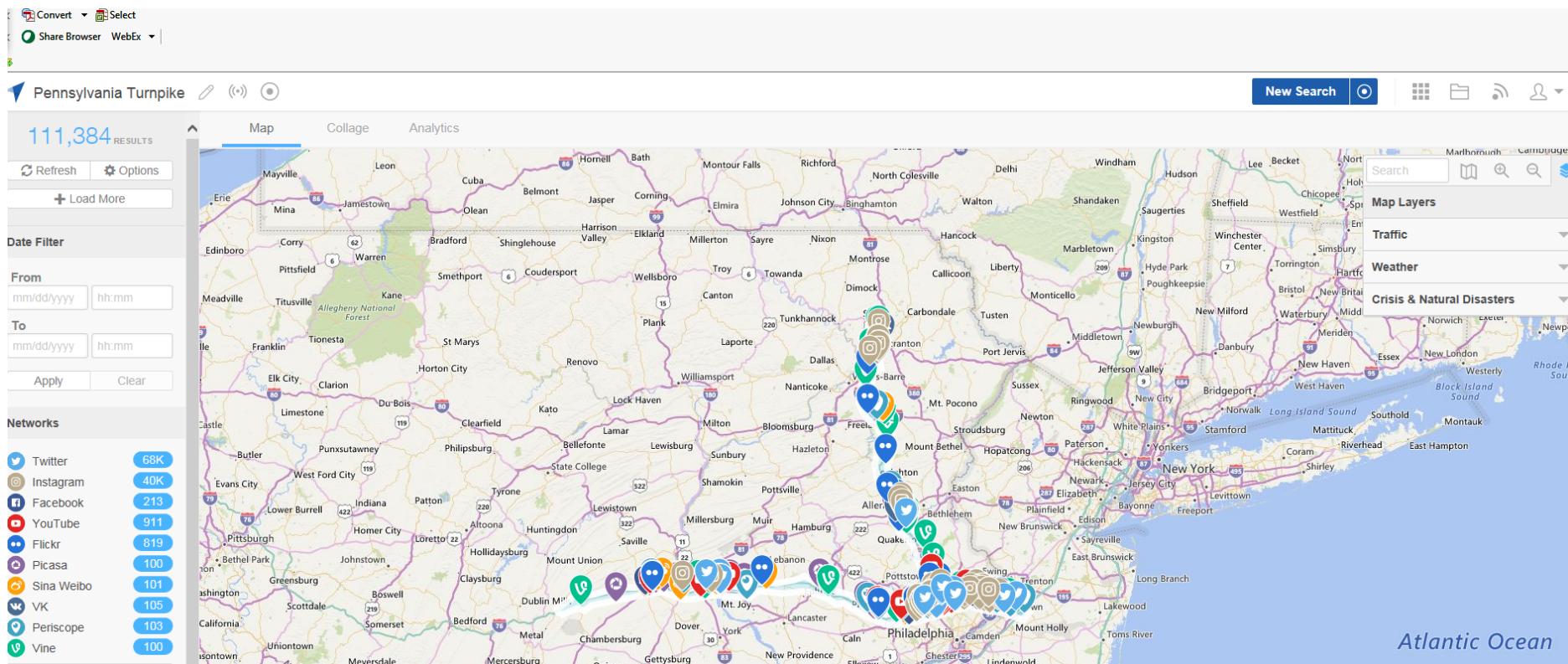
Social Communications



- 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



Safety Service Patrol Idea Sharing Network

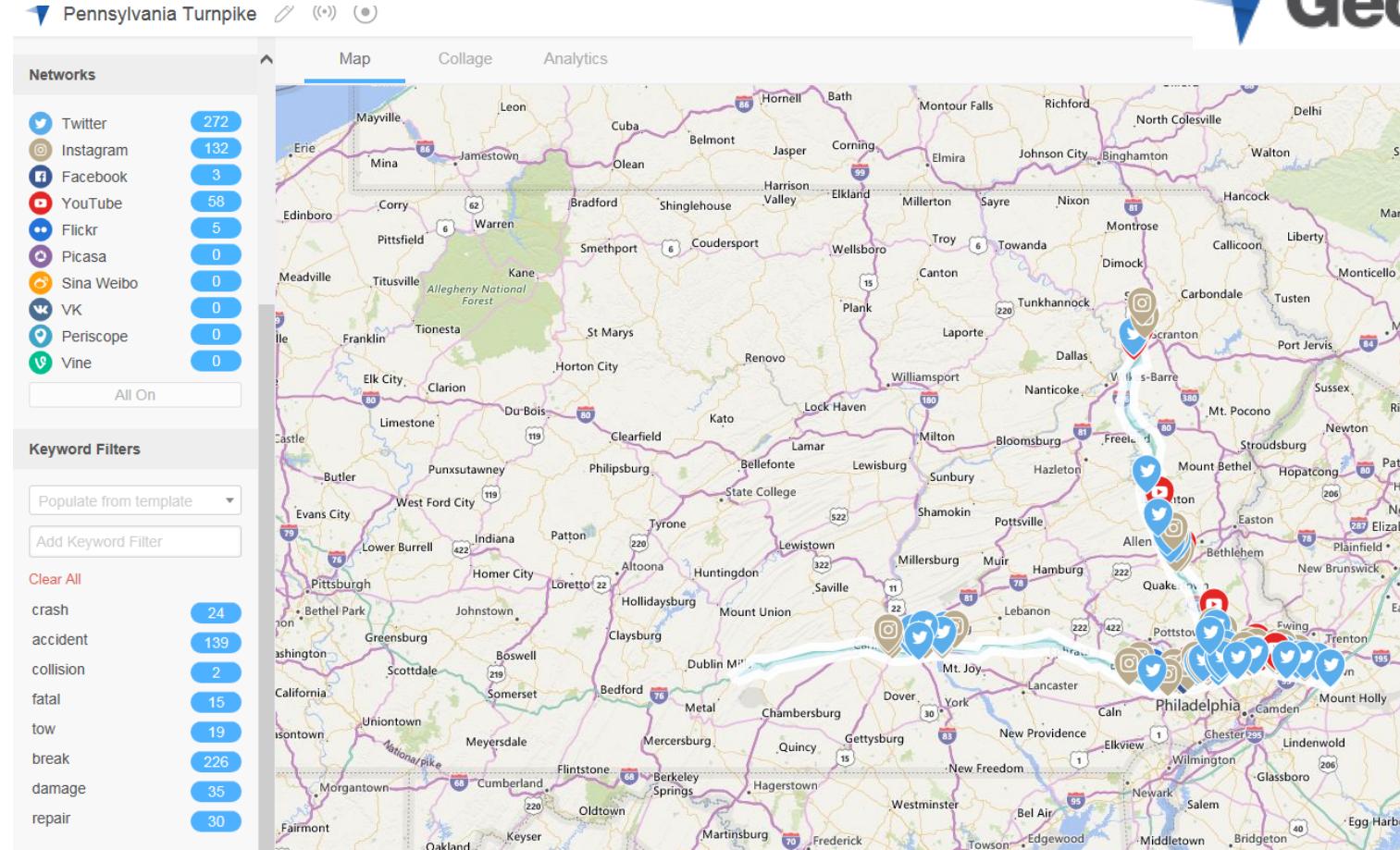
Social Communications



A screenshot of the Geofeedia web application. The interface includes a top navigation bar with tabs like "Map", "Collage", and "Analytics". On the left, there's a sidebar with "369 RESULTS", "Refresh", "Options", and a "Load More" button. Below that are "Date Filter" and "Networks" sections. The main area shows a map of a rural area with roads like "Pennsylvania Tpke", "Huckleberry Hwy", and "Boone". A large, semi-transparent blue polygon covers a portion of the map, containing numerous social media icons (Twitter, Instagram, Facebook, YouTube, Flickr, Picasa, Sina Weibo, VK, Periscope, Vine) and location markers. To the right of the map is a sidebar with "Map Layers" (Traffic, Weather, Crisis & Natural Disasters), a search bar, and a detailed callout for a "Mail Pouch Barn" located in Bedford County, Pennsylvania. The callout includes a small image of the barn, a description, and a timestamp from "Harry Hunt" on August 10, 2015, at 11:38 PM.



Social Communications



 U.S. Department of Transportation
Federal Highway
Administration



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