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Safety Service Patrol Idea-Sharing Network  
**Chat Room Transcript for Session VI: Raising Awareness**  
February 9, 2017 at 1:00 PM EST

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## ATTENDANCE

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**Rich Deen/PennDOT D8:** Rich Deen, PA Dept. of Transportation, rdeen@pa.gov

**Rich Deen/PennDOT D8:** I didn't call in, do I need to

**Katina Lear:** Katina Lear, GA Dept. of Transportation klear@dot.ga.gov

**Liz LaBelle:** Hi Rich, there is an audio portion and we recommend the phone, if you can.

**Liz LaBelle:** Liz LaBelle, SafeHighways.org, elabelle@travelersmarketing.com

**Jason Josey GDOT/HERO:** Jason Josey/GDOT HERO

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

**Kimberly Vasconez:** Kim Vasconez, FHWA HQ, Team Leader Traffic Incident & Events Management kimberly.vasconez@dot.gov

**Rich Deen/PennDOT D8:** Liz- We called in and we're on mute.

**Liz LaBelle:** Great to have you, Rich!

**Lisa Vieth - Missouri:** Lisa Vieth, Missouri Department of Transportation  
lisa.vieth@modot.mo.gov

**Sam McClain Travelers Marketing:** PLEASE SIGN IN THIS CHAT BOX WITH YOUR NAME, ORGANIZATION and email...Sam McClain Travelers Marketing  
smcclain@travelersmarketing.com

**Wayde Tabor:** Wayde Tabor Illinois Tollway

**Cindy Polo:** Cindy Polo - Public Communications Consultant formerly with MDX  
cindyspolo@gmail.com

**MoDOT St, Kiyus:** Brian Umfleet, MoDOT brian.umfleet@modot.mo.gov

**Kevin K:** Kevin K, NCTCOG, kroll@nctcog.org

**Greg Morris:** FHWA Georgia, greg.morris@dot.gov

**Marc:** Marc Thornsberry, Missouri Division

**Pat MDOT/SHA/CHART:** Pat Rooney: Maryland DOT/SHA/CHART  
prooney@sha.state.md.us

**Marc:** marc.thornsberry@dot.gov

**Eva LaDow CO:** Eva LaDow FHWA Colorado Division

**Paul Marone NYS Dot Help Region 4:** The log in Connectdot is working

**Liz LaBelle:** <https://connectdot.connectsolutions.com/fhwa-ssp/>

**FHWA ARDIV:** Joe Heflin, FHWA Arkansas

**Jeron Monroe:** Jeron Monroe, NCDOT

**mark kirouac 2:** mark kirouac, NHDOT, mark.kirouac@dot.nh.gov

**Scott Yinger:** Scott Yinger, Maryland DOT, SHA, CHART syinger@sha.state.md.us

**Mike Wood, Virginia DOT:** test

**Liz LaBelle:** Received Mike!

**bob wilson:** Bob Wilson CDOT (Colorado) bob.j.wilson@state.co.us

**Jeron Monroe:** Jeron Monroe, NCDOT jmonroe@ncdot.gov

**Mike Wood, Virginia DOT:** Thanks Liz

**FL Turnpike:** John Sparks and Leon LaBossiere . John.sparks@dot.state.fl.us

**Mike Wood, Virginia DOT:** Michael.Wood@VDOT.Virginia.Gov

**LS:** Liang Shi, ICX, liang.shi@icxtg.com

**Mike King:** Mike.king@parsons.com

**FHWA ARDIV:** joseph.heflin@dot.gov

**Christine:** christine.simonton@parsons.com

**Becky Gibson:** Becky Gibson, NYSDOT, [rebecca.gibson@dot.ny.gov](mailto:rebecca.gibson@dot.ny.gov)

**George MacDougall:** George MacDougall, California Highway Patrol (CHP), Freeway Service Patrol (FSP) program, george.macdougall@chp.ca.gov

**Pat Gallagher:** Pat Gallagher: Nevada TIM /Parsons - pat.gallagher@parsons.com

**Vince Fairhurst - WSDOT:** Vince Fairhurst - WSDOT Incident Response Program

**Jill Nagel:** Jill Nagel, Georgia DOT, jnagel@dot.ga.gov

**Vince Fairhurst - WSDOT:** incidentresponse@wsdot.wa.gov

## Q&A

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**Kimberly Vasconez:** On ride alongs, is there any discussion of liability? Several States did ride-alongs, but I always wondered about this.

**Wayne:** Hello, were your SSP Program also 24/7 or the need came in the later years?

**Vince Fairhurst - WSDOT:** We have all riders sign a Hold Harmless Agreement.

**Liz LaBelle:** Does your organization use social media to promote your patrols?

**Rich Deen/PennDOT D8:** Did the HERO name start off as HERO or was it something else first?

**Jason Josey GDOT/HERO:** Always HERO

**Paul Marone NYS Dot Help Region 4:** It seems every state has a different Acronym NYS is the Help /Program Highway Local Emergency Patrol

**Vince Fairhurst - WSDOT:** Incident Response Team (IRT)

**Jason Josey GDOT/HERO:** I know. It would be wonderful to have one identifiable name that encompasses us all.

**George MacDougall:** <https://www.chp.ca.gov/programs-services/services-information/freeway-service-patrol>

**George MacDougall:** <http://www.dot.ca.gov/paffairs/newsflash/>

**Todd Leiss:** I think it's a good idea to try and bring the media into the TIM meetings, is it difficult to get buy-in for them to get involved in these?

**Paul Marone NYS Dot Help Region 4:** It seems there would be an advantage to marketing if nationally the service patrols had the same name Acronym

**Cindy Polo:** Paul - i agree but the challenge is each region relates to things differently. and there is an advantage to tailoring the "name" to your local market

**John Takahashi:** California utilizes roving vehicles during peak commuting hours. With a roving service it is not necessary to advertise or promote the service because it doesn't matter if the motorist knows of the service, we will assist all disabled vehicles.

**Liz LaBelle:** <https://www.youtube.com/watch?v=qPxuEVhQHlo>

**Cindy Polo:** John stay tuned - I want to touch on that during my presentation

**Jason Josey GDOT/HERO:** We are all "Highway Emergency Responders" It would definitely be an advantage

**Kevin Korth:** Anybody have success in working with radio traffic reporters

**Cindy Polo:** Yes Kevin - those will tend to be more inclined to listen

**Katina Lear:** Georgia DOT does - we have gone up in the copters with them and did a day in the life piece. we ran it on our Twitter and FB feeds

**Katina Lear:** It helped to build stronger relationships and we retweet a good amount of their traffic images to give us both exposure.

**Kimberly Vasconez:** Love the connection to the schools...many of the driver's ed teachers don't understand what the Move Over or Move It laws and aren't teaching them. Also looking at private sector driver training and court "re-education" programs need to be hit. We have an insert in the public outreach tool kit to be handed to driver ed programs.

**Eva LaDow CO:** Move Over event in Colorado

<http://www.kktv.com/content/news/Widow-begs-drivers-to-follow-the-Move-Over-law-413117473.html>

**Kimberly Vasconez:** A lot are focusing on MOVE Over--LE, Fire,---but the Move it is where DOTs need to step up because this is where the amber light responders are getting killed without the red or blue lighters. on scene.

**Mike King:** Agree with that Kim. You can see a big difference between blue and amber lights in move over compliance

**Kimberly Vasconez:** Emergency Responder Safety Institute has a Move Over PSA on their website done for USFA and did a Move It PSA with FHWA that are accessible and available now.

**Todd Leiss:** I agree Kim, we actually can now allow our Safety Patrol's on the Pa Turnpike to use red emergency lights for safety (with very specific guidelines)

**Katina Lear:** Cindy I want coffee now and to sit on a couch

**Liz LaBelle:** We will upload these presentations to SafeHighways.org - all photos included!!

**diana stewart:** my screen is blank, is this happening to others?

**diana stewart:** ok, its back now

**Cindy Polo:** yea sorry diana - not sure what happened :(

**Edward McKissack:** edward.mckissack@parsons.com

**Katina Lear:** Thank you all and appreciate everyone's time.

**Michael Metcalf:** Thank you

**Rich Deen/PennDOT D8:** thank you

**Mike King 2:** Thanks for all the good information

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**Red represents organizers.**

**Green represents steering committee members.**

**Blue represents attendees.**