

---

**Kurt Kendro, MS, Major (Ret.)**  
Hawaii DOT Freeway Service Patrol  
Operations Manager  
Parsons  
[Kurt.Kendro@parsons.com](mailto:Kurt.Kendro@parsons.com)  
(808) 228-9056



---

## Safety Service Patrol Idea Sharing Network – Session VII: SSP Vehicle Types and Selection



# Hawaii DOT Freeway Service Patrol

- Hawaii Department of Transportation
  - 90%/10% split
  - Federal/HDOT
  - \$3 million annually
- Telvant / Delcan / Parsons
- Established in June 17, 2009
  - Monday—Friday
  - 5:00am—7:00pm
  - No weekends/holidays
  - 29 miles of Hawaii highways



# Ford F-450 Tow Trucks – 7

---



# Crew Cab Response Pick-up Trucks – 5



# Hawaii DOT Freeway Service Patrol

| Assist Types            | 2013-2014    | 2014-2015    | 2015-2016    |
|-------------------------|--------------|--------------|--------------|
| Flat Tire               | 1,763        | 1,663        | 1,824        |
| Vehicles Towed          | 1,796        | 1,754        | 2,068        |
| Out of Gas              | 1,148        | 927          | 741          |
| Overheated              | 461          | 332          | 348          |
| Motor Vehicle Collision | 919          | 903          | 1,005        |
| Traffic Assistance      | 739          | 765          | 1,037        |
| Abandoned               | 427          | 387          | 422          |
| Battery Jump            | 201          | 169          | 189          |
| Debris Removal          | 135          | 144          | 110          |
| Load Adjustment         | 44           | 43           | 42           |
| <b>Total</b>            | <b>7,633</b> | <b>7,087</b> | <b>7,786</b> |



# Hawaii DOT Freeway Service Patrol



## Equipment/Supplies:

Gasoline, water, first aid kit, AED, tow/pull straps, 18 cones, hydraulic jack, vehicle stands, shovels, brooms, dustpans, absorbent, power tools, air compressor, jumper cables, wheel blocks, fire extinguishers

# Hawaii DOT Freeway Service Patrol



# Hawaii DOT Freeway Service Patrol



HAWAII DEPARTMENT OF TRANSPORTATION  
**FREEWAY**  
SERVICE PATROL  
841-HELP (4357)

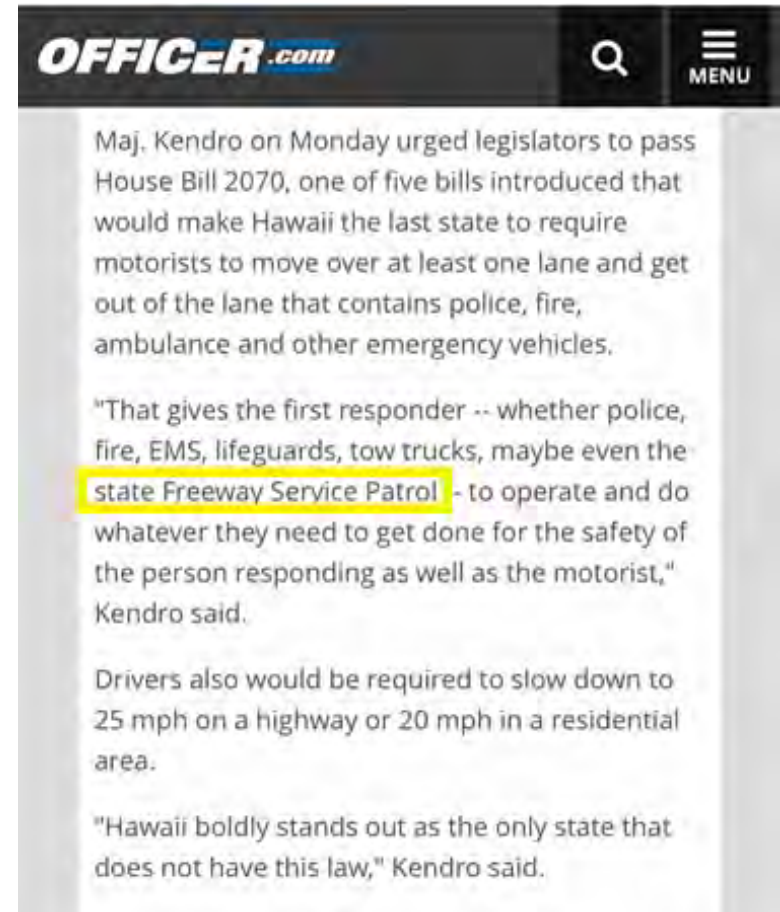
U.S. Department of Transportation  
**Federal Highway Administration**





# Hawaii DOT Freeway Service Patrol

- Current contract started July 2013
  - 3-year with two 1-year options
  - 2016/2017 is option Year 1
  - HDOT did not exercise option Year 2
- New contract to start July 3, 2017
  - 3-year with two 1-year options
  - Approximately \$3.2 million per year
  - New fleet of vehicles
  - Parsons ATMS/GeoTab



---

**Kurt Kendro, MS, Major (Ret.)**  
Hawaii DOT Freeway Service Patrol  
Operations Manager  
Parsons  
[Kurt.Kendro@parsons.com](mailto:Kurt.Kendro@parsons.com)  
(808) 228-9056



---

## Safety Service Patrol Idea Sharing Network – Session VII: SSP Vehicle Types and Selection

