



SAFETY SERVICE PATROL IDEA SHARING NETWORK MAY UPDATE MEETING RECAP ON COVID-19 OUTBREAK

On Tuesday, May 5th, SafeHighways.org hosted its Safety Service Patrol Idea Sharing Network session on COVID-19 as a follow-up to the initial session on April 1. During this session, DOT, Toll Road Authority, FHWA, Subcontractor Patrol and SSP professionals from across the country joined to once again discuss precautions, best practices and resources they have engaged during the COVID-19 pandemic.

Traffic and Roadway Trends

- Patrol response time is faster due to decrease in traffic.
- Severity of crashes is more catastrophic and is being attributed to increased speeds.
- Precautionary measures taken by law enforcement to protect officers from COVID-19 resulted in less traffic stops and an increase in motorists' speeds. Recently however, law enforcement presence has increased to enforce existing speed limits.
- Construction continues to take place with significant progress due to low traffic volume.

Interacting with Motorists

- Some states are using whiteboards and binder flip decks in combination with hand signals are being used by patrol operators to communicate with motorists and to conduct roadway assistance ([click here](#) for an example).
- Patrol operators in various states are providing motorists with the direct line to call the TMC/TOC who then utilize dispatch to communicate with the patrol operator on scene. Some patrol operators are also using their personal phones to communicate with motorists.
- Majority of patrols and tow companies are still not transporting motorists and are utilizing ridesharing services and/or law enforcement to take motorists to their destination.
- To avoid touching motorists' personal belonging, some states are advising their operators to provide instruction to the motorist on how to take the spare tire out of the vehicle.
- One state has been advised to use the term, "face covering," instead of mask to avoid potential liability or other issues. (CDC states the term "mask" refers mainly to surgical grade or N95 respirators.)

Thank you to the 70+ participants representing the following 33 states and Washington D.C. for your contribution during the COVID-19 Roundtable Session:

- Alabama
- Arizona
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Idaho
- Illinois
- Indiana
- Kansas
- Louisiana
- Massachusetts
- Maryland
- Michigan
- Minnesota
- Missouri
- North Carolina
- New Hampshire
- New Jersey
- New Mexico
- Nevada
- New York
- North Carolina
- Ohio
- Oregon
- Pennsylvania
- Rhode Island
- Tennessee
- Texas
- Utah
- Virginia
- Washington
- Washington D.C.

SAFETY SERVICE PATROL IDEA SHARING NETWORK MAY UPDATE MEETING RECAP ON COVID-19 OUTBREAK

Important SSP Legislation

- Tennessee is close to introducing a bill to legislation that would allow SSP operators to be considered emergency responders so they can yield the same benefits ([click here](#) to learn more).
- New York state recently signed into law the addition of rear-facing blue lights for vehicles designed to push or tow in an effort to better protect them ([click here](#) to learn more).

Update on Operations

- Some states have shifted dispatch and TMC operations to work remotely in order to observe social distancing guidelines.
- With an increase of incidents involving patrol operators, a second truck is now being used to provide extra warning lights and to better protect the responding truck operator by providing an early warning to encourage motorists to slow down and move over.
- Extra-large latex gloves are being used to protect the operators' mechanical gloves from becoming infected.
- With the lifting of restrictions, some operators have become relaxed about use of PPE and cleaning protocols. As a result, management is using onboard cameras to observe whether or not operators are adhering to procedures and to enforce compliance.
- Some patrols are utilizing a disinfectant spray (i.e. Zep Spirit II and Peroxy HDOX) to spray down interior of vehicles for ease of use.
- Some states SSP patrols are being utilized to help distribute food, participate in events for first responders, testing sites support, and assisting in sidewalk extension.

HELPFUL RESOURCES

Click the corresponding link to access each resource:

- [April 1st Session Recording](#)
- [April 1st Meeting Recap](#)
- [May 5th Session Recording](#)
- [On-site Patrol Communication Flashcards](#)
- [Information on TIM Training Certification](#)
- [Course Registration for TIM Training Certification](#)

PRODUCT INFORMATION

KN95 Masks

- Prostek
p. 706.217.5363
jkarr@prodtek.com

Sanitizer and Disinfectant

- Peroxy HDOX
www.crestmidwest.com
- ZEP Spirit II
www.grainger.com

XL Latex Gloves

- www.growace.com
- www.homedepot.com
- www.ammex.com
- www.napaonline.com

CONTACT INFORMATION

Sam McClain

SafeHighways.org | Consultant
Travelers Marketing | VP Sponsorship
smcclain@travelersmarketing.com
p. 407.456.1917

To register for future sessions and join our mailing list, please email ssp@safehighways.org

