



SAFETY SERVICE PATROL IDEA SHARING NETWORK

Session XVIII

Safety Service Patrol Training and Best Practices

October 21, 2020

In partnership with:



As we wait to begin, please sign-in through the polling question on your screen with your name, title, organization and email.

WELCOME & INTRODUCTION



Sam McClain
SafeHighways.org Consultant
V.P. of Sponsorship at Travelers Marketing
smcclain@travelersmarketing.com



STEERING COMMITTEE MEMBERS



Todd Leiss
TIM Coordinator
Pennsylvania Turnpike Commission



Jason Josey
HERO Manager
Georgia DOT



John McClellan
Freeway Operations Supervisor
Minnesota DOT



OVERVIEW

- Objective is to provide SSP managers and supervisors with a forum to share best practices
- Open to state SSP managers and FHWA Division Administrators
- Please contact us at ssp@safhighways.org with any suggestions or to present on a future topic



WEBINAR ETIQUETTE

- Please sign in via the polling question on your screen with your name, organization, title and email
- Use the Discussion/Question chat box if you have any questions or experience any technical difficulty
- Remain on mute unless participating in open discussion or asking a question
- Answer polling questions when they appear on your screen
- To participate in open discussion:
 - “Unmute *#, wait for a pause and speak up
 - “Raise your hand” to ask a question
 - Type your comments and questions in the discussion/question chat box



Raise Hand



Agree



Disagree



Step Away



Speak Louder



Speak Softer



Speed Up



Slow Down



Laughter



Applause



Clear Status

SESSION AGENDA

- Speaker Introductions
- Operator Memorial and Highlights
- SSP Training Best Practices and Resources
- Open Discussion
- Next Session Overview
- Closing Remarks



SESSION SPEAKERS



John McClellan (Session Moderator)
Freeway Operations Supervisor
Minnesota DOT



Jack Sullivan
Director of Training, Emergency
Responder Safety Institute (ERSI)



Todd Leiss
TIM Coordinator
Pennsylvania Turnpike Commission



John Sullivan
Highway Response Supervisor
Tennessee DOT



SSP HERO HIGHLIGHT

The Metro Nashville Police awarded 'HELP' Operator Jason White with a Commendation of Valor for risking his life to save other lives for his actions.

When a BOLO was issued, he was on shift and in position to aid in the recovery of an elderly dementia patient driving the wrong way on Briley Parkway. It was a concerted and well orchestrated minute to minute response including a rolling roadblock where Operator White was able to bring all 4 lanes to a stop, prepare for the drivers approach and maneuver in front of her car to stop her.

The safe conclusion of this incident was in large part due to his bravery but also a testament to the extremely effective use of communication between multiple TDOT HELP and Metro Nashville PD units covering over 17 miles of roadway. It was less than 20 minutes from when the BOLO was first reported to when the patient was transported to a nearby hospital and reunited with her family with no major injury or incident.



KEY TAKEAWAY:
COMMUNICATION AMONG RESPONDERS IS KEY



IN MEMORIAM



Eric Ervin
Mobile Mechanic
Argenta, Illinois



Tristen Cother
The Wrecker Man, Inc
Tow Truck Operator
Kyle, TX



Officer Bryan Brown
Tohono O'odham PD
Dublin, CA



Trp. Thomas Devlin
Massachusetts SP
Billerica, MA



Captain Stan Elrod
Georgia DNR
Madison Co., Georgia

IN MEMORIAM



Jose Maria Zuniga
Joz Towing
Tow Truck Operator
College Park, MD



Christopher Herrera
Tow Operator
LaVerne, CA



Jason Willis
Wayne's Towing
Tow Truck Operator
McDuffie Co., GA



Robert Garcia, Jr.
Express Towing
Tow Truck Operator
Delano, CA

OVERVIEW OF TODAY'S TOPIC



SAFETY SERVICE PATROL TRAINING AND BEST PRACTICES

This webinar will focus on Safety Service Patrols training techniques and best practices, including training resources and how SSP's have adapted training due to the pandemic.



CHALLENGES OF SSP TRAINING

- Uniqueness of the industry
- So many differences amongst states on training programs
- Make your own, and use someone else's
- Develop a specific skill set to create and present effectively
- Good operators are independent-minded
- Situational differences, flexibility and guidelines
- Will be looked at as a policy
- Time and logistics—in training means not on the road
- Understanding the value is important

WE WANT TO HEAR FROM YOU!

Enter some of the SSP Training challenges that you have faced in the Discussion/Question chat box below.



FACILITATING SSP TRAINING

- Tailor your training to your participants
- Define the purpose of the training
- Set a clear goal
- Plan for more than just the day
- Prepare for the unexpected
- Set the scene
- Go over the ground rules
- Follow-up



FREQUENCY OF TRAINING

- Basic Training
- Advanced Training
- Specialty Training
- Train to Avoid Complacency
 - Recognize it
 - Put it into context (celebrate success first!)
 - Set new goals
 - Keep your purpose clear
 - Create healthy competition
 - Remember history & human nature

HEAD TO THE POLLS!

Please answer the polling question on your screen regarding the frequency of SSP Training within your organization.



EFFECTIVE SSP TRAINING TECHNIQUES

- Online Training
- Classroom Training
- Hands-On Training
- Multi-disciplinary Training
 - Show & Tell
 - Tours
 - Public outreach

**WE WANT YOUR
INPUT!**

Share some of your effective SSP training techniques in the Discussion/Questions chat box.



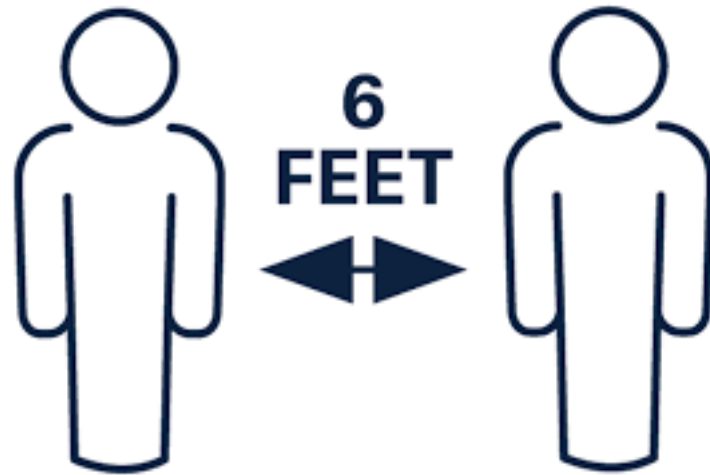
MODIFYING SSP TRAINING

- Talk to other SSP programs
- Talk with local responders
- Fit the training to YOUR agency
- Modify the training for YOU and YOUR Team!



TRAINING DURING COVID-19

- Online Training
- Social Distancing
- Training for a COVID-19 Response



TIME TO VOTE

Please answer the polling question on your screen regarding training during COVID-19.



SSP TRAINING RELATED MODULES

- Advance Warning
- Blocking Procedures at Roadway Incidents
- Innovative Temporary Traffic Control Devices & Methods
- Move it, Work It
- See and Be Seen: Emergency Lighting Awareness
- Termination

IDEA SHARING!

Enter the subject topics you train on in the Discussion/Questions chat box. (i.e Tools, After action, Hypotheticals, policies/procedures, etc.)



SPEAKER INTRODUCTION



Jack Sullivan
Director of Training, Emergency
Responder Safety Institute (ERSI)



John Sullivan
Highway Response Supervisor
Tennessee DOT



EMERGENCY RESPONDER SAFETY INSTITUTE

- Committee of the Cumberland Valley Volunteer Firemen's Assoc.
- Started ERSI in 2000
 - 2 LODDs in 1998
 - Fire Police Summit in 1999
- Informal advisory panel of public safety leaders
 - Fire, EMS, Law Enforcement, Towing Industry, DOT/SSPs



www.respondersafety.com



EMERGENCY RESPONDER SAFETY INSTITUTE

Key Initiatives

- National Unified Goal
- Move Over Laws
- High-Visibility Apparel
- Traffic Incident Management
- Emergency Vehicle Standards, Guidelines and Features
- Responder Safety Learning Network
- PIO and Public Education Resources
- NEW: TIM Technician Professional Certification

To learn more, visit
www.respondersafety.com



2019 EMERGENCY RESPONDER FATALITIES



44 Emergency Responders Struck & Killed

- 18 Law Enforcement Officers
- 14 Tow Truck Operators
- 9 Fire & EMS Personnel
- 0 SSP Operators

Activity at the Time of Fatality:

- 17 Disabled vehicle incidents (39%)
- 12 Motor vehicle crash scenes (27%)
- 6 Traffic Stops (14%)
- 6 Other law enforcement activity (14%)
- 2 Fire scenes (5%)
- 1 EMS Standby (1%)



2020 EMERGENCY RESPONDER FATALITIES



39 Emergency Responders

- 15 Law Enforcement offices
- 17 Tow Truck Operators
- 1 Mobile Mechanic
- 3 Fire & EMS Personnel
- 3 SSP Operators



THE PAST

What has worked:

- Grow cadre of champions of roadway safety
- Recognition of the importance of TIM and responder safety training
- Legislative initiatives
 - “Move Over” & “Hands-Free”
- Identify & share best practices
- Create incident safety (TIM) training



THE PRESENT

What has been less successful:

- Data Collection
 - Uniform reporting for struck-by and near miss incidents across all agencies
- Modifying human behavior (“D” Drivers!)
 - Driver education
- Enforcement of existing Move Over laws



THE FUTURE

What's important to the TIM and roadway incident safety effort going forward?

1. **Data!**

Collection, research, analysis, sharing, and validation of responder struck-by-vehicle fatalities, injuries, near misses, property damage, AND civilian injuries/fatalities across all disciplines

2. Training/education for responders & drivers

3. Funding



RESPONDER SAFETY RESOURCES

- Responder Safety News
 - Line of Duty Death Notices/Breaking News Alerts
 - Struck-by-vehicle news reports
 - Near Miss Reports
- Online document resources
 - Reports, Reference Materials, Links to source materials
- Responder Safety Learning Network – Free! (40+ Modules)
- Roadway Safety Teaching Topic Packages for Instructors (10)
- Roadway Safety Shorts (10) and Training Topic Videos
- Public Service Announcement Videos
- Liaison Pages – Fire/EMS, Law Enforcement, Towing, & SSPs

To learn more, visit www.respondersafety.com





SAFETY SERVICE PATROL
TRAINING & BEST PRACTICES
OPEN DISCUSSION

OPEN DISCUSSION

- What are some best practices you have found to be successful?
- What is your roadway authority currently doing for TIM Training?
- What types of training do you offer?
- How often do you review and update your SSP Training?
- Is the federal TIM training appropriate to your staff or do you do something differently? If so, how have you modified TIM training?

TO PARTICIPATE

- Unmute by pressing *# on your phone, wait for a pause and speak
- “Raise your hand” to ask a question
- Type a question in the Discussion/Question chat box



COMING SOON... EDC 6 Next Generation TIM

- NextGen TIM expands the geographic coverage and information timeliness for incident detection, particularly
- NextGen TIM reduces scene clearance time.
- NextGen TIM improves responder and traveler decision-making

Next-Generation TIM: Integrating Technology, Data, and Training



New methods for improving Traffic Incident Management (TIM) programs increase traveler and responder safety and improve trip reliability and commerce movement.



Traffic Incident



Traffic Operation Center



Traffic Incident Response

Source: https://www.fhwa.dot.gov/innovation/everydaycounts/edc_6/nextgen_tim.cfm



NEXT SESSION TOPIC IDEAS

Timeframe: Targeting for Mid to Late January

Please select up to three choices, and then hit submit

- Trick My Truck
- SSP Show n' Tell
- SSP Technologies
- Funding, Budgets and Sponsorship
- Equipment and Uniforms
- Performance Measures (previously done)

WE WANT YOUR FEEDBACK!

Please select up to 3 topic ideas you would like considered for our next session. Once you have selected your topics, please click "Submit."

Please share any additional ideas for topics in the Chat Box



CLOSING REMARKS

- Next session coming early 2021!
- Post-session survey will be sent via email or can be accessed at www.safehighways.org/fhwa-ssp-meeting-survey/
- Meeting resources from today's session will be posted on www.safehighways.org
- If you have any questions or would like to be added to the mailing list, please email ssp@safehighways.org

