

# **I-93 Incident Management Service Patrol – Summary of Operations October 1, 2011 through February 29, 2012**

## **Service Patrol Basics:**

Dates of Operation Since Inception: May 1, 2008 through February 29, 2012

Coverage: I93 NB & SB from the State line to Exit 5 (30 lineal miles of interstate)

Hours of Operation:   Monday – Thursday   5 - 8 am & 3:30 – 7:00 pm  
(40.5 hours/week)     Friday                   5 - 8 am & 3:30 – 9:00 pm  
  Sunday                   2 - 8 pm

Manpower: District 5 assistant foreman – Overtime

Equipment: 1 equipped pickup

## **Service Patrol Statistics from Inception to Date:**

- 4,353 logged stops in 44 months of operation – average of 99 stops per month.
- Over 1148 days of patrols (7,750 hours), covering more than 303,600 miles, averaging 264 miles of coverage per day.

## **Service Patrol Statistics Current Period (10/1/2011 – 2/29/2012):**

- 326 logged stops in 5 months of operation – average of 65 stops per month.
- Over 125 days of patrols, covering more than 32,000 miles, averaging 256 miles of coverage per day.
- Assisted at 33 accidents during this period, providing traffic control 24 times and cleaned up vehicle debris 9 times.
- Provided direct vehicle assistance on 58 occasions:
  - 31 changing of flat tires;
  - 4 jump starts;
  - 5 adding water/coolant;
  - 18 providing fuel.
- Cleaned up debris 95 times including items such as steel cable, road kill, tire pieces, ladder, glass, metal, lumber and other hazards on the roadway.
- Provided motorist indirect assistance 140 times by calling for tow services and/or waiting for other aid to arrive while providing traffic control with arrow board and/or flashing lights.

## **Performance Observations for Current Period**

- 91% of service stops are by direct contact through the operator of the service patrol (OSP).
- Weekday stops: PM stops occur at a rate 120% higher than AM stops (161 vs. 73).
- Weekend stops: Sunday PM Stops occur at a rate 93% higher than weekday PM stops (64 vs. avg. 33).
- Current hours of operation appear to be appropriate.

**Value Added Service**

- Reduced vehicle breakdown time by approximately 65 hours per month:
  - Reduced delay to other traffic due to reduced “rubber necking”;
  - Reduced potential for secondary incidents.
- Provides first on scene assistance and assessment of accidents.
- Removes hazards from roadway, preventing flat tires and possible accidents.
- Positive public relations – ambassadors to the traveling public.
- Captain LeLacheur, NHSP, indicated that use of Service Patrol frees up State Police to perform law enforcement duties such as monitoring speed and erratic driving.
- Enhances communications between local Fire Departments and TMC/State Police.

**General Observations to Date – Very Successful**

- Overwhelming positive feedback from the public and the press (written comments praising the service).
- Captain LeLacheur, NHSP, reported that the Service Patrol has been useful. He has not received any negative feedback on the program.
- Reduces the number of State Police and emergency responder responses to incidents that are only motorists needing minor assistance.

**Annual Cost:**

- Total cost for 5 month period was \$40,438.32.
- Total cost of \$1347 per linear mile of interstate.
- Total cost of \$1.26 per mile patrolled.
- Total cost is \$44 per hour of service – all inclusive.

10418T - Corridor Service Patrol - Expenditures 10/1/2011 - 2/29/2012			
Cost Type	Monthly Avg	Actual Expenditures	
Employees	\$ 4,409.39	\$	22,046.95
Equipment & Supplies	\$ 1,349.11	\$	6,745.55
Vehicles	\$ 831.84	\$	11,645.82
TOTAL		\$	40,438.32