

REBUILDING I-93 SALEM TO MANCHESTER



SERVICE PATROL ~ PILOT PROJECT

IMPROVING MOBILITY AND SAVING LIVES

Project Overview: Most incidents on major highways are relatively minor in nature, i.e. flat tires, running out of gas, overheating, or perhaps due to debris in the roadway. It has been shown that even such a minor incident on the shoulder of a busy highway can have a significant impact on lane capacity, vehicle speeds, and driver safety because drivers tend to shy away from fixed or still objects near the travel way. More significant traffic impacts occur when minor incidents occupy the travel way itself. During construction, the impact of such minor incidents will likely increase due to reduced shoulder width or restrictions in certain locations. During peak traffic volume flows, these minor incidents could cause major congestion and possibly contribute to more serious secondary incidents.

As part of the I-93 Traffic Incident Management Plan, implementing the use of **Service Patrols** is identified as a highly beneficial tool to reduce the potentially significant impacts of otherwise minor incidents. NHDOT will begin implementation of Service Patrols through a pilot program beginning this Spring. During the limited duration of the pilot program, actual response to minor incidents will be provided, and valuable information on how to effectively structure and operate a more permanent service patrol along the I-93 corridor will be gained.



Service Patrols to start this Spring.
Look for announcements on Exit 1
area message boards.

The Service Patrols have the following objectives:

- Clearing minor incidents in an expedient manner
- Assisting in traffic control and communications with other responders on larger incidents
- Providing operations assessment information for the establishment of a longer term service patrol

During the pilot program hours of operation, the patrols will make a continuous loop on I-93 between Exit 3 in Windham and Exit 47 in Methuen, MA, stopping for all incidents encountered. Upon coming to an incident, the Service Patrol Operator (SPO) will stop behind the incident and use the appropriate emergency lighting and truck mounted message board, as well as cones, flares or other signs as required, to warn oncoming vehicles of his presence and provide positive guidance to other drivers. The main purpose of the Service Patrol is to provide minor assistance such as changing flat tires, supplying fuel, air or water, or charging a battery. However, as the situation warrants, the Service Patrol will provide other assistance whenever possible.



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Service Patrol operators will communicate with the DOT's recently opened Traffic Management Center (TMC) located in Concord. The TMC monitors state roadways to provide the DOT information and enhance the Department's ability to react to traffic and other roadway conditions, thus improving the flow of traffic. The TMC has direct lines of communication with the State Police and other emergency responders, facilitating response to accidents.



Traffic Management Center, Concord

PROJECT FACT SHEET



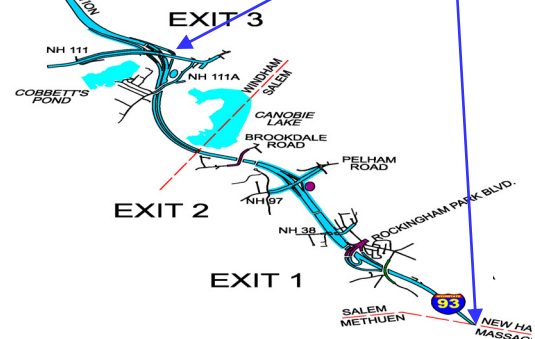
The Pilot Service Patrol Program will operate from May 1, 2008 - September 30, 2008 with hours as below:

5 AM to 7 AM Mon - Fri
3:30 PM to 7 PM Mon - Thurs
3:30 PM to 9 PM Friday
2 PM to 8 PM Sunday

The area of coverage is Exit 47 in Methuen to Exit 3 in Windham.

If you are in need of assistance within this coverage area and hours of operation, the TMC can be reached at:

603-271-6TMC.



Area covered by the Service Patrol under the pilot program



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