

AutoBase Safety Service Patrol

- Measuring the Success of your Patrol Operators
- Efficient and Effective Operations
- Team Building
- Motorist Feedback
- Best Practices



Measuring the Success of your Patrol Operators

- Manager Engagement
- DOT Feedback
- Customer Feedback
- Operator Specific KPI's
- Traffic Incident Management KPI's



Measuring the Success of your Patrol Operators

CFX Average Response Time (with date filter)

Total 17.31

17.31

Average Response Time

30 Day Average - 17 Minutes

1.54 ↑

Previous 30 Day Average - 16 Minutes

Average Stop Duration

Last 30 Days Average - 12 Minutes

0.80 ↑

Previous 30 Days Average - 12 Minutes

Event Count

Last 30 Days - 1764

21 ↑

Previous 30 Days - 1743

Disabled Vehicle Event Count

Last 30 Days - 1004

3 ↓

Previous 30 Days - 1001

Crash Count

Last 30 Days - 295

2 ↑

Previous 30 Days - 293

CFX Sector 1 Event Count

Last 30 Days - 549

9 ↑

Previous 30 Days - 558

CFX Sector 2 Event Count

Last 30 Days - 238

4 ↑

Previous 30 Days - 242

CFX Sector 3 Event Count

Last 30 Days - 567

54 ↓

Previous 30 Days - 513

CFX Sector 4 Event Count

Last 30 Days - 162

41 ↑

Previous 30 Days - 203

CFX Sector 5 Event Count

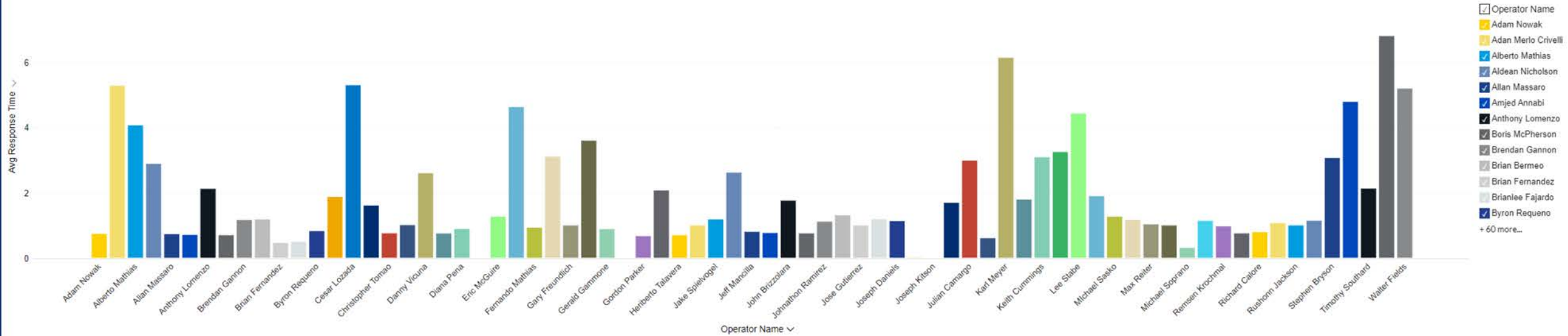
Last 30 Days - 248

22 ↓

Previous 30 Days - 226



Measuring the Success of your Patrol Operators



Incident Count By Operator							
Operator Name	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Incident Type Count
1 Adam Nowak				22	12	9	305
2 Adan Merlo Crivelli	8	9	4	6	9		449
3 Alberto Mathias	29	24	31	37	27	8	668
4 Aldean Nicholson	1	4	4		1	1	105
5 Allan Massaro	35	23	39	59	58	17	1245
6 Amjed Annabi							71
7 Anthony Lomenzo		4	27	55	69	18	173



Efficient and Effective Operations

- Manager Engagement
- Transparency and Open Communications
- Hiring and Retention Programs
- Training
 - New Hire
 - Continuous Training Programs



Team Building

- Manager Engagement
- Benefits
- Culture
- Predictability and Quality of Life



Motorist Feedback

- Physical Comment Cards
- QR Code and Email
- Direct Communications with DOT

CFX Road Ranger Customer Comments

"Very grateful for the service, thank you"- Ana

"A miracle worker, thank God for Alan"- Norma

"Our hero for the day! We are so thankful he stopped to take my son and I to a safe stop on our travels."- Amanda

"Very helpful, friendly and courteous. It was very scary out here in the pitch black."- Kathryn



Best Practices - Event Specific Lessons Learned

- Debris
- Do not take partial lanes
- Do not create an island
- Windshield Assessment and Communication with the TMC
- Shoulder use
- No U-Turns
- Speed Limits
- Refusing Service



Best Practices - Event Specific Lessons Learned

- Complacency
- Understand the limitations of your equipment
- No Shoulder-to-Shoulder Push/Pull
- Escape Routes
- Avoid the Hot-Side

