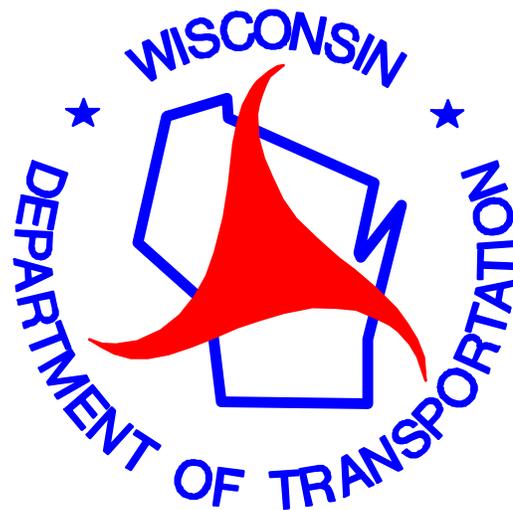


**EVALUATION OF THE GATEWAY PATROL AND
THE ENHANCED FREEWAY PATROL
MOTORIST ASSIST PROGRAMS**

FINAL REPORT



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16. Abstract The Wisconsin Department of Transportation (WisDOT) implemented two motorist assistance programs in order to better serve the motoring public traveling along portions of the I-94 corridor. The "Gateway Patrol" program serves the Racine and Kenosha County part of the corridor, and the "Enhancement Freeway Patrol" program serves the Milwaukee County freeway system. The Gateway Patrol program, provides motorist assistance using tow trucks that continuously patrol the freeway during weekday peak traffic periods (7-10 am and 4-7 pm) and during extended ten-hour periods (10 am to 8 pm) on weekends and selected holidays. The tow trucks, based on separate dispatch centers in Racine and Kenosha Counties, provide service ranging from minor on-site repairs (tire change, minor engine trouble) to towing disabled vehicles to designated off-freeway "Crash Investigation Sites." The program began operation on June 27, 1998. The Enhancement Freeway Patrol program involves two push bumper-equipped patrol squads, purchased with WisDOT funding, and operated by the Milwaukee County Sheriff department from 6 am to 10 pm every weekday. The squads serve the entire Milwaukee County freeway system with a primary focus on traffic control and enforcement assistance at construction zones during the construction season (May through October). The squads began patrolling on January 15, 1998. WisDOT was interested in assessing the effectiveness of each of these programs and commissioned the present evaluation in order to gather and analyze the quantitative and qualitative information necessary to this end. Both programs were found to be beneficial to the motoring public in terms of improved motorist service and traffic safety.			
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**EVALUATION OF THE GATEWAY PATROL AND THE
ENHANCEMENT FREEWAY PATROL MOTORIST ASSIST PROGRAMS**

FINAL REPORT
WisDOT Evaluation Study

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EXECUTIVE SUMMARY

The Wisconsin Department of Transportation implemented two motorist assistance programs in order to better serve the motoring public traveling along portions of the I-94 corridor. The “Gateway Patrol” program serving the Racine and Kenosha County part of the corridor, and the “Enhanced Freeway Patrol” program serving the Milwaukee County freeway system.

Motorists traveling the Racine-Kenosha I-94 corridor who received assistance from Gateway Patrol Program tow trucks were stranded for approximately 9 minutes. Average time spent providing service was 15 minutes, ranging from a low of five minutes to report an abandoned vehicle to a high of 36 minutes when towing a vehicle from a crash scene was required. The time motorists had to wait until their vehicles were removed from the freeway was shortened by at least 52%, due to the presence of the Gateway Patrol Program, reducing the time stranded motorists were exposed to freeway traffic.

A fourteen percent decrease in the number of secondary collisions associated with a downstream collision was measured in the period following program implementation.

The program was very well received by the motoring public as expressed in written comments received by WisDOT. The most common comments were about fast and courteous service, however, most responding motorists were not aware of the program before they were assisted.

During the period the Enhanced Freeway Patrol program (evaluated based on activity along the “East-West” portion of the Milwaukee County freeway system), the number of Milwaukee County Sheriff (MCS) dispatches increased by 7% overall, with a pronounced 20% increase during weekdays, and an even more pronounced increase (61%) during the afternoon peak traffic hours (4:00 pm to 6:00 pm). Enforcement dispatches increased by 26%. Average on-scene times decreased by 11% (from 21.0 min. to 18.7 min.), a reduction that approached statistical significance.

Most notable were on-scene duration reductions when responding to crashes, from 45.0 min. to 34.7 min. (10.3-min., or 22.9%), which were statistically significant. Durations were shorter by 11.7 min. for rear-end crashes, and 14.3 min. for multi-vehicle crashes. Similar savings were observed in overall crash durations (time between collision occurrence and enforcement vehicle departure from the scene).

An eight percent decrease in the number of secondary collisions associated with downstream incidents was measured in the period following program implementation.