



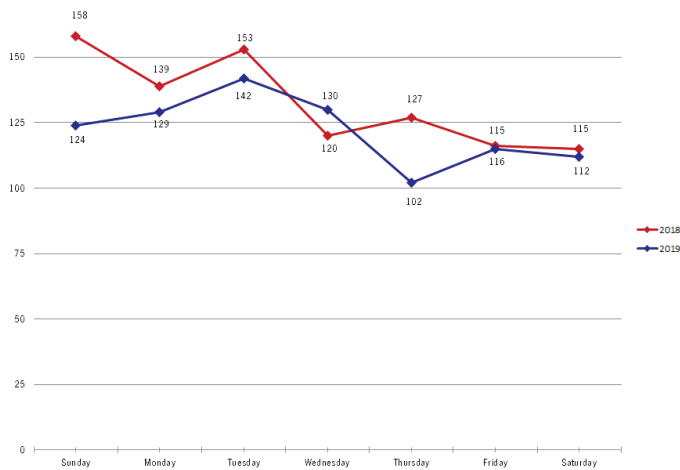
NJDOT SAFETY SERVICE PATROL 2019 ANNUAL REPORT

868
2019 Total Returns

929
2018 Total Returns

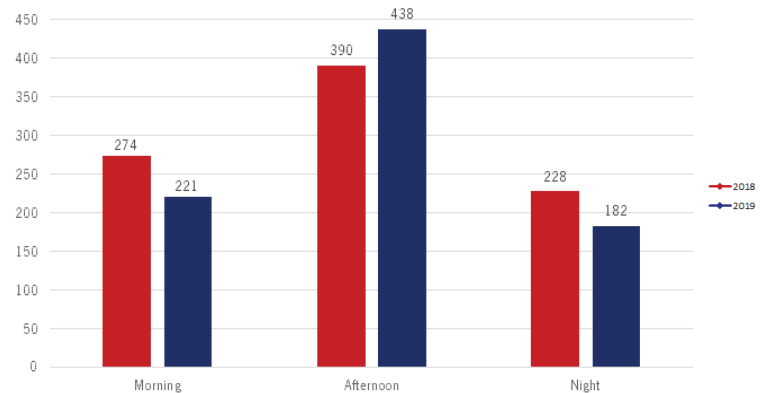
6% decrease
in online survey
returns in 2019.

Total Surveys by Weekday



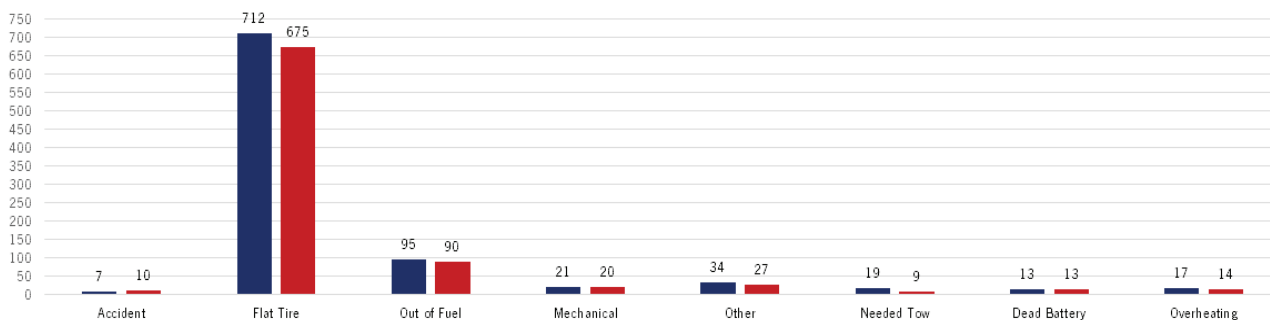
*Fourteen (14) surveys in 2019 did not list a day of assist.

Total Surveys by Time of Assist



*Twenty-seven (27) surveys listed a time outside of regular patrol hours in 2019. In 2018, thirty-seven (37) surveys listed a time outside of regular patrol hours.

Type of Assist Reported on Surveys

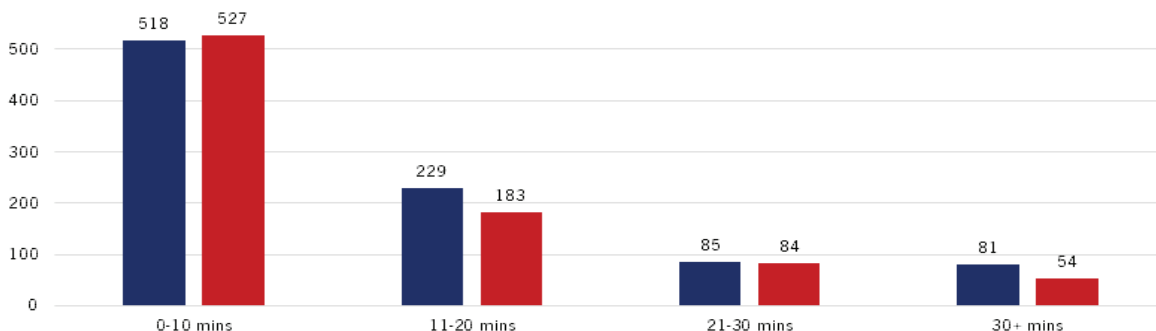


*Ten (10) surveys in 2019 did not list an assist type. Eleven (11) surveys in 2018 did not list an assist type.

78%
of survey
respondents
listed Flat Tire
as the assist
type in 2019.

■ 2018 ■ 2019

Total Wait Time Reported on Surveys



*Twenty (20) surveys in 2019 did not list a wait time. Sixteen (16) surveys in 2018 did not list a wait time.

62%
of survey
respondents
reported
waiting 0-10
minutes
in 2019.

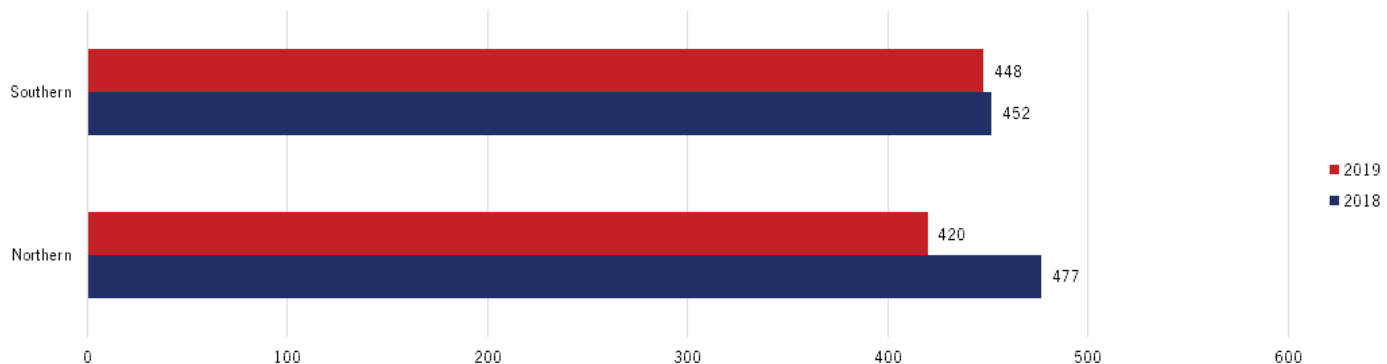
■ 2018 ■ 2019



NJDOT SAFETY SERVICE PATROL 2019 ANNUAL REPORT

Total Survey Returns by Location

52% of survey returns came from the southern region in 2019.



Courteous Service Ratings



*Courteous ratings scored based off 'yes' or 'no' answers.

Excellent Service Ratings



2019 Service Ratings

>98% Excellent
>1% Satisfactory
<1% Unsatisfactory

2018 Service Ratings

>97% Excellent
>2% Satisfactory
<1% Fair
<1% Unsatisfactory

*In 2019 twenty-two (22) assisted motorists did not list a service rating. In 2018 eleven (11) assisted motorists did not list a service rating.

DOT Feedback

Before receiving this assistance were you aware that such a DOT managed patrol existed in NJ?



How important is it to you that the DOT continues offering this patrol program?
(1 = not very important, 5 = very important)



Do you agree or disagree that this patrol offers a valuable service to drivers?
(1 = strongly disagree, 5 = strongly agree)



How, if at all, does the patrol impact your opinion of the DOT?
(1 = less favorable, 5 = more favorable)

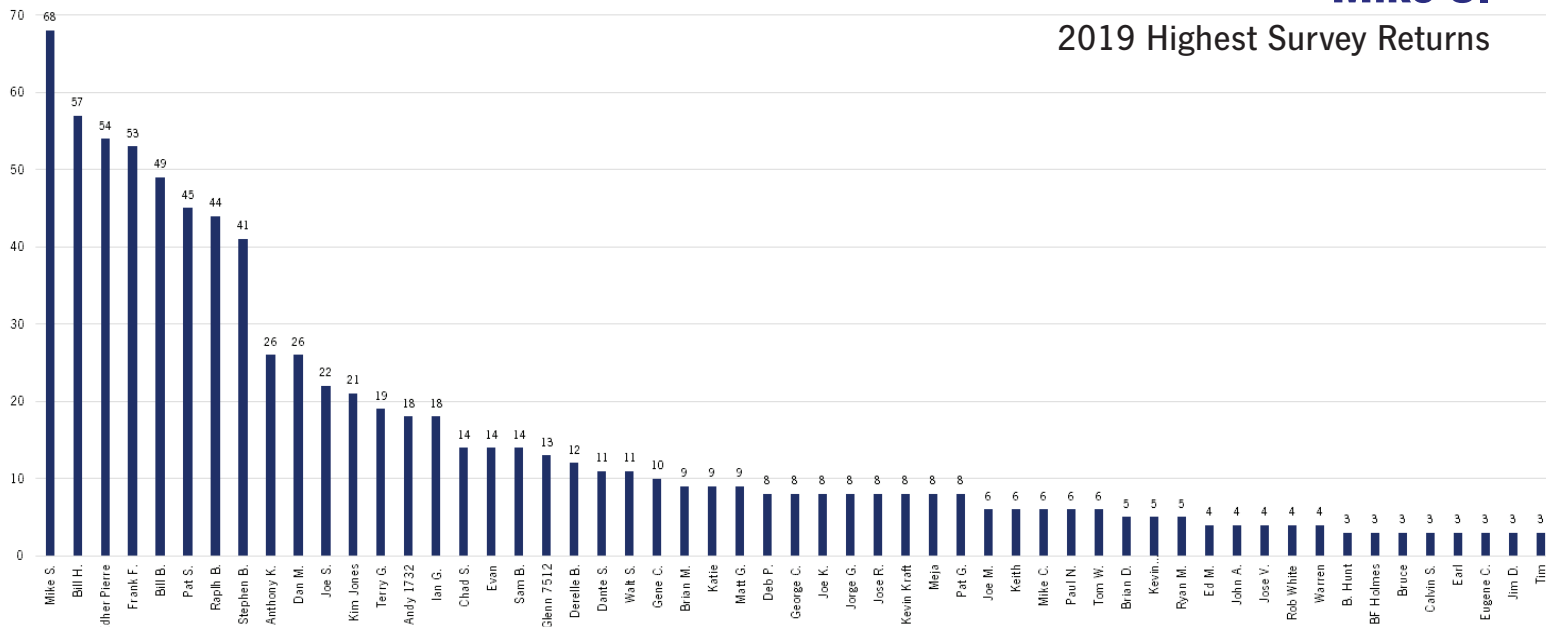


■ 2019 Service Ratings ■ 2018 Service Ratings



NJDOT SAFETY SERVICE PATROL 2019 ANNUAL REPORT

2019 Top Drivers with Most Returned Surveys

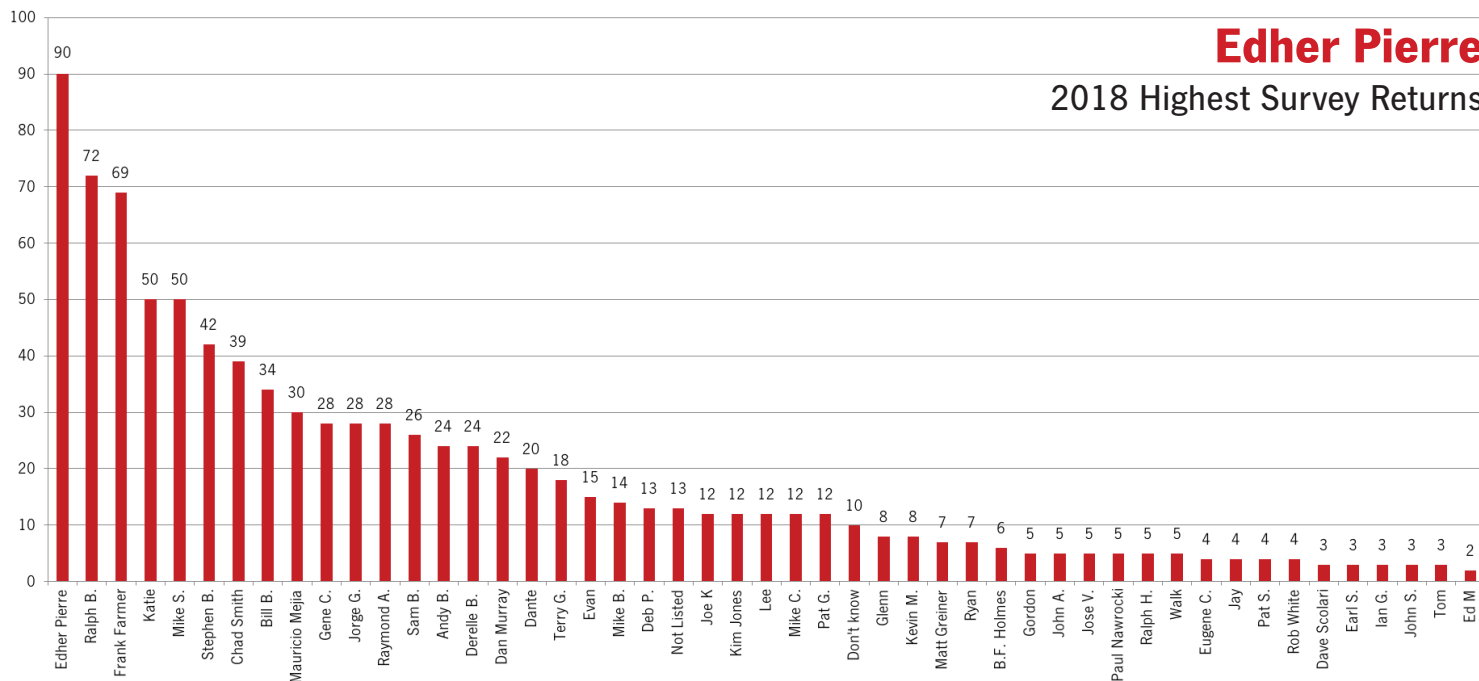


Mike S.

2019 Highest Survey Returns

*Seventeen (17) survey returns did not list a patrol driver. Some surveys counted two (2) or more times to account for multiple drivers listed.

2018 Top Drivers with Most Returned Surveys



Edher Pierre

2018 Highest Survey Returns

*Twenty-one (21) survey returns did not list a patrol driver. Some surveys counted two (2) or more times to account for multiple drivers listed.



NJDOT SAFETY SERVICE PATROL 2019 ANNUAL REPORT

Great Comments

“My wife and I were returning from an excellent stay at the Jersey Shore. We had almost reached our home in Boonton when we realized our gas was very low. We had already signaled to get off at our hometown exit and headed straight to the nearest gas station when our luck ran out, along with our gas! Distressed, we figured to walk along the highway (Rt 287) to the exit and into town and then go from there. We walked a little bit but then decided we should return to the car and leave a note explaining why the vehicle was abandoned on the side of the highway. While writing the note, Frank pulled up in his NJDOT Safety Service Patrol truck and offered to help - for free! We had never heard of this program before, but what a fantastic surprise. Frank could not have been nicer. He put a gallon of gas in our car and we were back on the road in minutes. This could have been a very unpleasant ending to our little getaway but instead it was a real positive experience. Thanks again to Frank and this wonderful program!”

- SSP Driver: Frank, 9.23.19

“My tire blew out while I was traveling at about 70 miles per hour on I-195 during rush hour. I was able to get to the median, however, I was unnerved because I was stranded in the middle of 6 lanes of highway as the cars and trucks zoomed by. I was afraid to exit my car because of the vulnerable location. Thanks to a very responsive 911 operator, extremely calm, level headed, and kind state police officer, and the quick response of NJDOT Safety Service Patrol employee, Bill H., I felt safe and was back on the road in less than 45 minutes. I cannot thank them enough!”

- SSP Driver: Bill H., 1.2.19

“On Sunday night, it had started to sleet and ice really bad and someone started to come into my lane. So, I slammed on the brakes, effectively fishtailing the car and ended up facing the wrong way on 295 north on the shoulder but in the grass. I was safe but unfortunately stuck in the mud. Gene C. showed up within 4 minutes and made me feel so safe and so much better because I was in a full panic. I believe he was on the way to another incident but luckily, he saw me first! He tried to help the cops push my car and then ended up winching and putting me back in the right direction and sending me on my way. He was so amazing and so calming and I truly wish I could thank him one hundred more times. Thank you, Gene!”

- SSP Driver: Gene C., 3.3.19

“I had never had a flat tire before, for 30 years. This morning, I heard an explosion and I immediately felt something wrong with my Acura. I stopped my car on the shoulder of 295 highway between exit 40 and 43. When I saw the flat tire, I was at a loss

and worried about my work since I am a physician and I have surgeries scheduled this morning. Shortly after I pulled my car onto the shoulder, Ed M. pulled over and asked me what was wrong with my car. When he saw my flat tire, he immediately started his help. He is like God-send to me. A few minutes later, I was on my way to work. Ed M. is a man with integrity and ready to help others. I thank him from the bottom of my heart.”

- SSP Driver: Ed M., 5.14.19

“I am a single mom with 2 girls. I was driving my not-in-the-best-shape 2004 minivan on my way to drop my girls off at the babysitter so I could go to work. All of a sudden, my car slowly died on me. As my anxiety rose, thinking this really couldn't be happening right now, I waited on the side of I-287 towards the New Brunswick exit. Not even 10 minutes passed by when the tone of my day went from despair to salvation as a patrol driver, named Jorge G., pulled up behind me. He asked me what I was experiencing with the car, popped the hood, advised me I needed gas and swiftly added some gas to my car. He also advised me of an issue I had with my tire. Had Jorge not pulled up, I would of been stuck on the side of a dangerous highway with my girls, missing a days work. Thank You, Jorge and NJDOT for your service and assistance!”

- SSP Driver: Jorge G., 8.6.19

“We had a blow-out of a truck tire. The driver, Sam B. replaced the tire with our spare on a very busy I-295 South. He was so helpful and friendly. He appeared within 5 to 10 minutes of the blow-out, without us even making a call! Sam's service was a 10 out of 10!”

- SSP Driver: Sam B., 12.30.19