Why Citizen Volunteers?

- Cost effective
- Engages public
- Helps to meet CFR 511
- Much improved consistency – internally
- More timely and accurate information
Program Definition

- Approximately 400 participants
- Training program required
- Statewide coverage
Process

► Callers phone TMC via 800 number

► Callers relay
  - ID number
  - Type of vehicle (eye height)
  - Road condition/situation
  - Route, milepost(s), direction of travel

► TMC treats information just like it does from WYDOT employee
Results

► More accurate and timely reports
► Reports have included:
  - Carcasses, large debris on highway, breaches in right of way, surface conditions, atmospheric conditions, etc.
Growth Plans

► Would like many more volunteers
► Minor routes
► Varied times of day

► Recently approached Executive Staff about soliciting help from other agencies
ECAR Advice/Recommendations

► Get maintenance on board with program

► Program can be used to build public support

► The Program works