

No. 14 Please describe your approach to hiring operators statewide. From your perspective how will operators be effectively utilized to provide success for the program.

Export will establish recruiting and training locations throughout the state. All operators will go through extensive training; operators at the highest skill levels will also be utilized as a mentor to less experienced operators. Recruiting highly skilled, well trained operators will enhance the program's success.

Export knows that competent, courteous, professional operators are critical to the success of any RAM program. As discussed in Attachment H Number 4 PROJECT STAFFING PLAN, Export will establish three recruiting and training center, serving two districts each, allowing us to reach out to candidates across the entire state. We will use a multi-pronged approach to hiring, including traditional outreach methods such as job fairs and local advertising. We plan to build a highly skilled staff by will actively recruiting exiting military and part-time first responders. In addition, we have nationwide contracts with CareerBuilder and ZipRecruiter, allowing us to recruit the best candidates in the state of Georgia. Candidates are carefully screened to ensure they meet our standards for customer service, safety, and reliability. To qualify for an operator position on the RAM Team, candidates:

- Must pass a 3-stage interview process
- Must pass a pre-employment drug screen
- Must pass a comprehensive background check
- Must have a clean Motor Vehicle Report (MVR)
- Must be eligible to work, confirmed via E-Verify



After Export selects the most qualified candidates for employment, their resumes or applications will be sent to GDOT for final approval before hiring. This will ensure that only the best of the best are selected to provide services to the motoring public.

As the heart of the RAM program, operators are the most highly trained members of our team. Once hired, employees go through a general orientation, followed by a comprehensive training program, which includes the Smith System Driver Safety Training Program and Freeway Service Patrol training. Operators at the highest skill level, such as those that have previous first responder experience, will serve as mentors to less skilled operators. As the program progresses, this will ensure that the knowledge developed by current operators is immediately passed along to new hires, guaranteeing flawless service throughout the life of the contract. To ensure employees fully understand Export's expectations and are prepared to perform their duties, we rigorously train our operators in the following topics:

- RAM Program goals and objectives
- Safety
- Patrol procedures
- Patrol Route Preparation, including pre-trip vehicle inspection and supply check, driver appearance, route assignments, and daily log sheets
- Roadway Assistance Procedures including assisting a stalled motor vehicle, handling towing requests, tagging abandoned vehicles, clearing roadway debris, and other pertinent duties
- Patrol driver courtesies
- Incident management procedures, including RAM operating Guidelines
- Communication/Radio procedures, including cellular phone and general radio policies

EXPORT

Leaders in America's Freeway Safety Patrol

- Traffic incident management (TIM) training and certification.
- CPR and First Aid certifications
- Law enforcement 10 code training

To complete safety training, Export relies on support of the national Safety Team. The support team includes multiple TRAA (Towing & Recovery Association of America) Levels 1, 2 & 3 Certified Trainers with TIM (Traffic Incident Management) Certifications and decades of safety and training experience. These professionals direct the safety program and provide additional on-site training each month to better empower the team.

Export believes that safety is an attitude!

At Export, our goal is to deliver the highest level of service with compassion and respect for our customers and their constituents. We strive to make an inconvenient situation better. As evidence, all employees must maintain clean background and drug records. Operators must present a clean, well groomed, professional appearance at all times, including an ANSI class 3 uniform with steel toe boots. At the conclusion of training, we provide each operator with a handbook they can refer to at any time, ensuring they understand Export's expectations for their conduct.

In addition to the above policies, Export utilizes Concorde Inc. to run the annual background checks and Motor Vehicle Reports on all operators, as well as random drug and alcohol testing, which meets the RFP requirements of annual testing.



This process of recruitment, selection, onboarding, and training has resulted in excellent employee retention levels. Our operators have attained a high level of excellence, resulting in highly efficient programs and a positive image for the Departments of Transportation that we serve. Export's parent company URT is proud to note that 24% of our employees have been with the company for over 10 years. This is due, in part, to our competitive compensation and comprehensive benefits package, performance-based incentives, and an excellent work environment.

As indicated above, Export takes their staff seriously. ***We know that if you only hire and keep the best people you will succeed!***



Operators will be the heart of this program. With training, they will expeditiously clear highways and will transition seamlessly into the GDOT program. Operators will utilize tried and true FSP policies, which will enable the synthesis of a program tailored to meet the specific needs of Georgia motorists, resulting in a smooth and successful ramp up of the program.

Sample GDOT RAM job posting:



FREEWAY SERVICE PATROL-INCIDENT RESPONSE VEHICLE

Job Description

Job Title: Roadside Assistance and Maintenance (RAM) Program Operator

Department: Export RAM Ops

Reports To: Contract Manager

FLSA Status: Exempt

SUMMARY

The RAM Operator position requires the ability to safely work in a fast-paced and ever changing environment. Customer service skills are valuable, as well as the ability to operate in high hazard situations. The primary function of this program is to provide a free service to the public, mitigating a wide variety of roadway incidents within 15 minutes of the incident. Potential incidents to be mitigated include disabled vehicles, lost, sick, or injured motorists, accident scenes, pedestrians or animals on the roadway, travel lane or shoulder debris, vehicle fires, and fuel leaks, as well as any other incidents that can be alleviated quickly. The RAM Operator will also be equipped to respond to major incidents, including those resulting in lane closures, as well to provide emergency interim traffic control when requested by law enforcement and emergency response personnel. Our goal is to please the motorists we assist while operating in a cost effective manner. RAM personnel will not accept or solicit gratuities or favors of any sort, nor will they recommend a specific towing company, auto repair shop, or body shop business. The RAM program will provide Georgia motorists with enhanced response capabilities, temporary traffic control devices, and trained traffic control personnel.

QUALIFICATIONS

- Valid Georgia Class 3 Driver License
- Knowledge of streets, cross-streets, highway exits, and directions
- 21 years of age or older
- Minimum of high school diploma or equivalency
- Must sign a waiver allowing criminal background check and a driver's license investigation
- Demonstrated safe driving record in accordance with Georgia state statutes
- No moving violations within the past three years in their driving record
- No suspension of license within the last 5 years
- No criminal convictions
- Able to work independently
- Able to lift 50 pounds
- Must meet Department of Transportation (DOT) criteria
- Previous auto maintenance experience preferred

DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Adhere to all Export policies and procedures
- Respond to calls from Export dispatchers and GDOT
- Communicate with dispatch regarding driver status, locations, and assignments
- Utilize technology such as MDT/CTO, two-way radio systems, and other communication equipment
- Notify your supervisor of any issues you feel are urgent or import
- Respond to all requests for service in a courteous, friendly, assistive, professional, and timely manner
- For all non-law enforcement calls ensure you have, year, make, model, color, location of breakdown (in some cases name of county and State), direction of travel, destination
- Refer to "driver notes" in the comment area for special instructions
- Legibly complete daily and weekly incident logs
- Present a neat and professional appearance and be in full uniform at all times

- Conduct "Daily Vehicle Inspection Report" on your assigned company vehicle
- Document and notify your supervisor immediately of any vehicle mechanical deficiencies
- Correct minor discrepancies and replenish fuel, oil, and coolant as needed
- Obey all traffic laws
- Clean debris from roadway(s) and dispose of in accordance with company procedures
- Attend all required meetings and company training programs
- Maintain clean interior and exterior of truck at all times

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of geography for the state of Georgia
- Knowledge of the English language
 - Ability to read and interpret documents such as instructions, procedure, and software manuals
 - Ability to write routine reports and correspondence, with correct spelling
 - Ability to speak clearly and concisely
 - Ability to communicate in a courteous, professional manner with customers and coworkers
- Knowledge of proper usage for all equipment assigned to your truck
- Skill in operating and communicating via a variety of equipment, including two-way radios and telephones
- Ability to think clearly and act expeditiously
- Ability to establish and maintain effective working relationships with customers and co-workers
- Ability to meet attendance schedule with dependability and consistency
- Ability to add, subtract, multiply, and divide all units of measure, using whole numbers, fractions, and decimals
- Ability to use common sense to follow directions furnished in written, oral, or diagram form
- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to recognize when assistance or additional tools are needed as determined by the type of assignment
- Community First Aid and Safety Program
- National Emergency Vehicle Operations Course
- OSHA HAZMAT First Responder Program
- CPR Certification
- Department flagging course or approved equivalent

PHYSICAL DEMANDS

- Ability to sit, stand, walk, kneel and bend as needed
- May require sitting for prolonged periods or walking on uneven surfaces periodically throughout the day
- Reaching above shoulder heights, below the waist or lifting as required throughout the work day
 - Proper lifting techniques required, utilizing safe practices at all times
 - May include lifting weight above 50 pounds on occasion.
- Estimated percentages for each activity: Standing 10%, Walking 10%, Sitting 50%, Bending 15%, Kneeling 15%

WORK ENVIRONMENT

- Outdoor climates ranging from extreme hot to freezing temperatures, as well as wet or dry conditions
- Full uniform including safety vest and steel toed boots are required to be worn at all times

SPECIAL REQUIREMENTS

- Satisfactory completion of personal background investigation
- Passing of a pre-employment drug and alcohol test

This job description is intended to indicate the basic nature of the position allocated to this position and examples of typical duties that may be assigned, other duties may be assigned as needed.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Export has extensive knowledge in best practices and utilizes proven incident response techniques to provide efficient scene coordination. We will work with GDOT to develop a comprehensive SOP for the GDOT RAM program. Export will suggest protocols based on our well-tested MassDOT Cares Van SOP, but GDOT will make the final decision on all aspects of the SOP.