

Incident Management Protocols

HDR | ICA's team fully understands incident management protocols in Georgia, and our experience providing incident response in Georgia will streamline the startup of this project.

Understanding of incident management protocols and structure in the State of Georgia

DEVELOPMENT OF ITS AND THE TMC

The development of the Georgia Department of Transportation's (GDOT) Incident Management program dates back to the late 1980s and 1990s. During the 1980s, transportation safety and efficiency was driven by information technology known as Intelligent Transportation Systems (ITS). Through the integration of technology, information processing, and communication, the result is easier travel and increased safety which saves lives and money. GDOT, working with its national, local, and regional partners, developed a number of ITS concepts as they applied to highway safety, mitigating traffic congestion, and efficiency in traffic movement. Early in 1993, it was announced that the 1996 Olympic Games would be held in Atlanta, Georgia. With that announcement, the decision was made to move forward with the development of several major programs that were in the planning stages along with the construction and operation of the Traffic Management Center (TMC). The TMC was opened in 1996 and played a major role assisting in the management of traffic and athlete movement in and around the venues.

NAVIGATOR SYSTEM

Today, the TMC is the home of the Georgia Navigator system and operates around the clock, 365 days a year. Navigator is the tool that the GDOT uses to provide statewide roadway incident management by collecting information and real time video from the many traffic cameras, especially on the interstate system. TMC operators gather information through conversations with the public through the 511 system. The information is confirmed and analyzed, and then the proper authorities, such as the police, fire, and/or GDOT HEROs (Highway Emergency Response Operators), are notified so response to the incident can be made.

The third step is communication to the travelers via variable message boards along to the Roadways to inform them about what is happening and allowing them to make informed decisions. Information is also broadcast from the Navigator system to a variety of media outlets. Currently, the Navigator system is not implemented for the entire state, but it continues to be a "work in progress." As new technologies are developed GDOT continues to roll them into Navigator.

HERO PROGRAM

The GDOT HEROs are a very important part of GDOT's incident management program. The HERO legacy started in the early 1990s just prior to the Olympics. Their earlier predecessors were a group of GDOT maintenance and traffic operations personnel with no official name but with the same mission: to "aid and assist travelers on the Metro Atlanta Interstate Highways." The mission and goals of the HERO program are to minimize major disruption of freeway traffic flow at incident locations, to focus on factors that cause disruption in the flow of traffic, and remove those factors to relieve congestion and maintain the consistent flow of traffic at incident locations, and to reduce response times to traffic-related incidents.

Currently the HERO boundaries spread out into several of the GDOT districts along the interstate corridors.

TIME TASK FORCE

Another key part of the Incident Management program in Georgia is the Traffic Incident Management Enhancement Task Force or “TIME Task Force.” In 2002, it became apparent that to continue the progress and success of GDOT’s incident management program, it was necessary to have a broader based team of responder agencies and emergency medical responders involved. The TIME Task Force was developed to sustain a region-wide incident management program to facilitate the safest and fastest roadway clearance, lessening the impact on emergency responders and the motoring public. TIME is made up of concerned incident responders from transportation agencies, fire, rescue, police, towing, emergency medical services and others that communicate, coordinate and cooperate to improve the safety of the responders as well as the overall management and mitigation of traffic incidents. TIME has and continues to lead the way in improving incident management throughout Georgia.

How will this program fit into existing structure? How will the operators respond appropriately to incidents?

The goal of this RAM program is to provide the same success GDOT has seen with HEROs. This is accomplished by utilizing RAM as an extension to the HERO services the public appreciates in Atlanta and into Georgia’s statewide interstates. Motorists experiencing breakdowns or vehicle troubles within the newly serviced areas will appreciate the friendly, professional service our operators will provide. HDR | ICA’s goal will be to ensure the Department receives the same positive public relation feedback the HERO program has brought in.

Historically, GDOT maintenance forces responded to highway incidents, providing traffic control and ensuring proper site clean-up is completed. Over time and reduction in the Department’s maintenance staff, the number of incidents and emergency call-outs (especially after-hours calls) has effected the completion of scheduled maintenance activities. This RAM program will aide in freeing GDOT District and area maintenance personnel from incident response during the shifts selected, along with assistance in minor maintenance items along the corridor. This should allow current staff to focus more on normal scheduled maintenance functions by eliminating emergency interruptions.

Planning for High Traffic Events

HDR | ICA will monitor roadway conditions and respond accordingly to events, providing emergency MOT for incident zones. We also anticipate additional traffic pattern shifts along corridors. Through GDOT tenure and experience in managing traffic, our project manager, **Terry Rutledge**, and our training manager, **Jerry Gosset**, are very aware non-incident-related events occur.

SPORTING EVENTS

Sporting events are a prime example. Major sporting events affect normal traffic flow and add congestion. Major sporting events occurring in Georgia include but are not limited to:

- Masters Golf events being held in Augusta,
- University of Georgia football in Athens and Georgia Southern football located in Statesboro.
- NASCAR race events occur in Hampton just south of Atlanta

Other professional sporting events, although mostly occurring in Atlanta, affect traffic through-out the state. These include football, baseball, basketball and hockey. Other key areas within the state also host crowd drawing events. Savannah is an excellent example, drawing vacationers to the costal islands and region through-out the year, along with a traditional St Patrick's celebration. We will obtain schedules for these type events, anticipate heavier traffic volumes and plan for appropriate staffing to ensure delays are minimized.

WEATHER EVENTS

Georgia's costal region also requires traffic managers to plan for the possibility of tropical storms and hurricane disasters. Storm related events of this nature can bring high winds, high costal tides and severe flooding to low lying areas. HDR | ICA will participate in local planning teams offering resources to assist and expediting individuals to safe areas. State emergency responders plan for contra-flow of interstates when needed; HDR | ICA will participate with these planning teams and be readily available for an adequate response when required. Other inclement weather events also occur throughout Georgia, including heavy rain and flooding, tornadoes, along with ice and snow. The HDR | ICA team will be available and provide a true partnership by assisting GDOT in these events. Our team will make appropriate schedule adjustments and transfer the needed resources to any requested region when called upon.

While performing our highway asset maintenance project for I-75, I-24 and I-59 in North Georgia, HDR | ICA adopted and endorsed Georgia Open Roads Policy, showing our dedication to quick and efficient incident response efforts.



**GEORGIA OPEN ROADS POLICY: QUICK CLEARANCE FOR SAFETY AND
MOBILITY
ENDORSEMENT RESOLUTION**

INFRASTRUCTURE CORPORATION OF AMERICA



WHEREAS, the *Georgia Open Roads Policy*, signed in 2011 by the Georgia Department of Public Safety (DPS), the Georgia Department of Transportation (GDOT), and the Governor of Georgia is the policy that suggests a new benchmark and standard for traffic incident response on Georgia roadways; and

WHEREAS, the *Georgia Open Roads Policy* states, in pertinent part, that public safety remains the highest priority during a traffic incident and that public safety agencies and traffic incident responders shall re-open the roadway as soon as possible on an urgent basis; and

WHEREAS, GDOT and the Traffic Incident Management Enhancement (TIME) Task Force recently developed the *2011 Georgia Traffic Incident Management Guidelines* as the recommended state-of-practice for traffic incident response, management, and clearance for Georgia roadways, and that these Guidelines complement the *Georgia Open Roads Policy*.

NOW, THEREFORE, BE IT RESOLVED, that Infrastructure Corporation of America agrees that clearing the travel portion of a roadway is a high priority and that roadways will not be closed or restricted any longer than is absolutely necessary; and



BE IT FURTHER RESOLVED, Infrastructure Corporation of America will promote and advocate, where appropriate, the Quick Clearance principles and practices recommended by the *2011 Georgia Traffic Incident Management Guidelines*, before, during, and after a traffic incident; and

BE IT FURTHER RESOLVED, that Infrastructure Corporation of America is committed to participating in continuous collaboration with other state and local agencies concerning intra and inter-disciplinary matters relevant to traffic incident management and quick clearance, including but not limited to training, research, evaluation, and education; and

BE IT FURTHER RESOLVED, that Infrastructure Corporation of America hereby endorses and now becomes an Official Party to the *Georgia Open Roads Policy*.

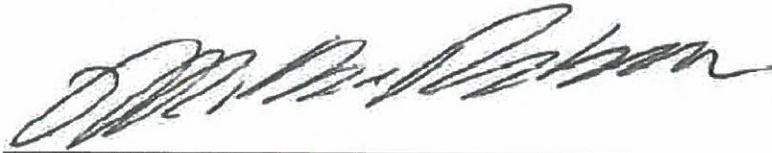
INFRASTRUCTURE CORPORATION OF AMERICA



Terry Rutledge, Georgia Project Manager

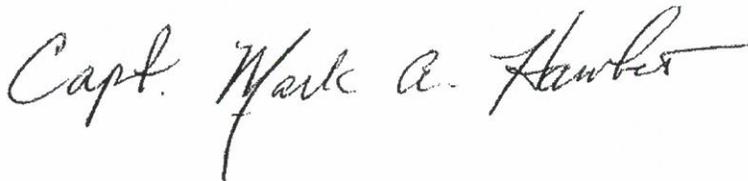
Date: 10 / 23 / 13

TIME TASK FORCE



Michael Roberson, Co-Chairman

TIME TASK FORCE



Captain Mark Hambert, Co-Chairman