

Performance Measures

For each project, we use a quality management program which provides a system of checks and balances to ensure project performance. We place an emphasis on compliance with standards and key performance measures, and our management will proactively monitor and enforce standards to consistently achieve optimum safety and quality for this project.

The table that follows includes our proposed initial performance measures for this project.

ELEMENT	MINIMUM PERFORMANCE REQUIREMENTS	GDOT REPORTED EVENT
INCIDENT RESPONSE		
Incident Response Time	Upon notification/observation, Contractor will arrive, provide temporary traffic control and be able to support/relieve law enforcement personnel (if present) with traffic control functions at the site of an incident, emergency, accident, and or any other event that results in a condition that is unsafe and/or may present a life threatening condition, such as, at a minimum, fuel spills, debris, pavement failure (e.g. pot holes, etc.), flooding, guardrail failures, crash cushion faults.	90 minutes
TMC & District Reporting	Upon arrival and on 30 minute intervals provide information as to the status of the incident, emergency or other event to the TMC and District. This information can be provided via telephone, text, email, or direct input into the GDOT's EM system.	30 minutes
Broken down or stranded vehicles	Continually monitor the Project and remove broken down or stranded vehicles from General Use Lanes once all law enforcement incident investigations are complete.	Upon authorization.
Maintenance of Traffic (MOT)	Incident response MOT properly installed using on-board devices in accordance with MUTCD standards	90 minutes from time of dispatch
ROADSIDE ASSISTANCE		
Assistance to stranded motorist	Respond to a stranded motorist either on the shoulders or travel lanes	90 minutes
Tagging vehicles	Operator will tag abandoned vehicles left on the right-of-way.	Upon identification
Free service	No operator found to be accused of accepting payment for services.	Monthly
Fleet equipment	Operator vehicles shall be properly equipped with contract-required items.	Monthly
Customer satisfaction survey	Customer Satisfaction survey demonstrates that 90 percent of respondents are satisfied with service.	Every six months
DEBRIS REMOVAL		
Roadway surface debris removal	Conduct the removal and disposal of debris from travel lanes, including at a minimum, large objects, dead animals and tires. Large debris will be moved to non-paved areas for GDOT removal.	90 minutes
IDENTIFYING AND REPORTING MAINTENANCE ISSUES AND PROPERTY DAMAGE		

Guardrail & attenuators	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Damaged non-functional.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Damaged non-functional – Damaged but functional.	Within 24 hours
Signs (single or multi-post)	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District - Regulatory signs.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Other signs.	Within 24 hours
Highway light poles	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Exposed wires.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Other damage.	Within 24 hours
Barrier wall	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Damaged non-functional.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Damaged but functional.	Within 24 hours
Bridge & drainage structures	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Structurally deficient.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Structurally sufficient.	Within 24 hours
Pavement	1. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Hazardous damage or potholes per GDOT criteria.	Upon identification
	2. Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Non-hazardous damage or potholes.	Within 24 hours
Slopes & washouts	Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – No washouts or erosion that affects slope stability or encroaching on recovery area.	24 hours
Fence	Identify and report maintenance issues and property damage to infrastructure to both GDOT TMC and District – Damage that allows access by livestock or pedestrians.	24 hours
OTHER MEASURES		
Initiation	Proper screenings to include: 1. Drug-free Workplace adoption 2. Drug screenings. 3. Background checks 4. MVR checks	At pre-employment, and random and annual intervals.
Training	Maintain training records and certificates and attend periodic courses for each dispatcher and operator.	Six months
Dispatcher communications	1. Accurately dispatch required resources for services needed. 2. Communicate accurate information to GDOT TMC and District.	Six Months

Operator conduct	1. Operating vehicle in a safe and lawful manner without citation. 2. Properly uniformed.	Monthly and/or annually
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