



12. Prime Contractor Experience

Georgia Department of Transportation (GDOT) - Incident Management Unit Project	
Contact Person	Jason Josey, GDOT HERO, (404) 695-5321, jjosey@dot.ga.gov
Project Duration	2006 – 2016
Parsons Contract Value	\$3.6M
Parsons Employees Involved	Christine Simonton, P.E., Rory Howe, Scott Malcolm, Danny Thompson, John Weaver, Jeff Corbin



Parsons supports the operations and maintenance of the GDOT Highway Emergency Response Operators (HERO) incident management unit, including:

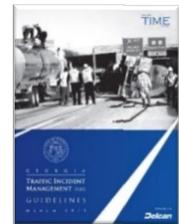
Highway Emergency Response Operators (HERO): Parsons provides support to the HEROs including training, development of standard operating procedures and other operation documents to assist

in traffic management. Notably, Parsons is currently developing the HERO standard operating procedures for Georgia’s I-75 Reversible Express Lanes.

Traffic Incident Management Enhancement (TIME) Task Force: In conjunction with GDOT and other stakeholders, Parsons developed the TIME Task Force to function as a regional traffic incident management program facilitating safe, quick clearance. Parsons developed the organization’s mission, vision, logo, website, Facebook page, non-for-profit corporation status, checking account, by-laws, secretary of state articles of incorporation, board of directors, annual conferences, and all other organization activities. Parsons assists the TIME Task Force with outreach and training for emergency personnel, incident responders, law enforcement, transportation authorities and other stakeholders. Parsons also produces communications and special events such as an annual conference, executive-level briefings, quarterly membership meetings and organization newsletters.

TIM Teams: Parsons builds TIM Teams throughout the state to facilitate a localized TIM group to focus on local issues and initiatives. Parsons facilitates each meeting including instruction of Georgia Peace Officer Standards and Training (POST) – certified training courses.

TIM Guidelines: Parsons developed TIM guidelines to establish standardized practices for successful multiagency traffic incident management and operations for all agencies in Georgia.



Open Roads Policy: The statewide Open Roads Policy was developed by Parsons and signed by the Governor in 2011. It engages all agencies involved with traffic incidents in Georgia, stating that public safety remains the highest priority during a traffic incident, and public safety agencies and incident responders shall re-open the roadway as soon as urgently as possible.

Training: Parsons develops and conducts training with multiple state emergency response agencies to focus on incident management, quick clearance, safety, vehicle placement and lighting, heavy-duty towing and recovery, Manual on Uniform Traffic Control Device (MUTCD) compliance, flagger, dispatcher awareness and the traffic incident management timeline in accordance with the NTIMC and National Unified Goals (NUG). In addition, Parsons provides multiple FHWA SHRP2 training sessions across the state.



Towing and Recovery Incentive Program (TRIP): Parsons initiated a heavy-duty towing and recovery incentive program, called TRIP, to facilitate quick and safe clearance of commercial vehicle crashes through the improvement of towing standards, procedures and training. TRIP has dramatically improved incident management in metro Atlanta with a duration savings of 2.5 hours per incident.



Georgia Department of Transportation (GDOT) - TMC Operations and Support	
Point of Contact	Carol Bowler, P.E. GDOT 404-635-2840, Cbowler@dot.ga.gov
Project Duration	2011 – 2016: New Contract Award: July 2016 – 2021
Parsons Contract Value	\$1.6M (Parsons Contract)
Parsons Employees Involved	Christine Simonton, P.E., Kiersten Howe, Stephanie Sale

Parsons provides the services necessary to staff and operate the Transportation Management Center (TMC) operated by the Georgia Department of Transportation (GDOT). Our dedicated staff assist GDOT with operating and improving the statewide NaviGator system through various activities that include: 24/7 operations, incident reporting, traffic incident management, monitoring and reporting ITS device statuses, and supporting engineering studies to enhance performance, and benefits of Georgia’s Advanced Traffic Management System (ATMS). Parsons’ efforts facilitate timely and accurate responses to clearing traffic delays, including providing Operators, Customer Service representatives and Traffic Specialists with the necessary resources to assist Georgia drivers. The result is mitigation of serious congestion and similar conditions, greatly improving travel time reliability.

- ▶ **TMC Operations and Staffing:** Parsons staffs the Macon Regional Transportation Management Center with Customer Service Representatives and a TMC Manager to efficiently operate the center, provide real-time travel information to the public and dispatch maintenance personnel and first responders. Additionally, the Macon TMC staff is responsible for tracking the area maintenance schedules in the Traffic Operations District Database (TODD), responding electronically or by phone to customer service inquiries and construction management, and interacting with GDOT staff to resolve citizen concerns. Beginning in July of 2016 the Macon TMC will be assisting District 3 signal staff performing limited traffic signal diagnostics from the operations center.
- ▶ **Incident Management Working Group:** Parsons is co-leading the I-75 Express Lanes Go-Live Incident Management Working Group to assist GDOT with coordination of all responder activities including SOP development, incident response, and training.
- ▶ **Performance Measures:** Parsons developed a dashboard that provides an automated solution to display weekly TMC Performance Measures. The Macon TMC Manager also provides employee reviews, development milestones and audit checks.
- ▶ **Variable Speed Limits:** Parsons developed detailed software requirements for the Variable Speed Limit system that has been embedded into the existing NaviGator software to calm congestion.
- ▶ **911/District Outreach:** Parsons’ staff members visited 911 and other emergency agencies throughout the state in an effort to increase communication with GDOT for more efficient incident management.
- ▶ **GDOT District Support:** Parsons’ staff at the Macon TMC performs duties specific to the needs of certain Districts of the Department of Transportation, in addition to GDOT as a whole. The Signal Timing Engineer supports the District 3 signal staff by analyzing and monitoring arterial, network and signal performance and develops new signal timing schedules as needed.





Hawaii Department of Transportation, Freeway Service Patrol, Oahu, Hawaii	
Point of Contact	Benson Chow, HDOT, (808) 692-7676 / benson.chow@hawaii.gov
Project Duration	2013 – 2017
Parsons Contract Value	\$12.3M
Parsons Employees Involved	Christine Simonton, P.E., Rita Brohman, PMP, Mike Burgess, John Weaver, Tom Martin

In January 2013 Parsons won the Hawaii Freeway Service Patrol (FSP) program and began the procurement process for all new vehicles including upfitting, designing a new LED arrowboard, developing new SOGs, hiring 25 new employees and all of the work that goes into setting up a new business on an island. Parsons continues to manage the program, responsible for the staffing, equipping, operating and managing the FSP Program in the most congested city in the United States. This program operates roving service patrol tow trucks and pick-up trucks on interstate routes on the island of Oahu. Services provided by Parsons include:



- ▶ Successful transition of all FSP functions, including dispatching functions, from previous contractor;
- ▶ Develop performance metrics, design monthly and quarterly reporting that includes monitoring tows, counting service stops, response times, Geofence hours, operator statistics, incentive program, assist type, and survey card results. The program has a 97% approval rating from motorists!
- ▶ Design, procurement and maintenance of FSP vehicles with all new on-board equipment;
- ▶ Employee search, hiring, training and ongoing staff management to operate the FSP vehicles;
- ▶ Procure and deploy radios and computers to dispatch FSP vehicles to specific locations;
- ▶ Develop SOGs, train dispatch personnel and drivers on operating procedures and guideline, including standards for staffing, equipment, operations and management;
- ▶ Set up drop zones, tow hundreds of disabled vehicles per month to specified drop zones;
- ▶ Remove debris;
- ▶ Provide basic fire extinguisher use;
- ▶ Deploy traffic control devices;
- ▶ Assist sick or injured motorists with basic first aid; and
- ▶ Notify local emergency agencies of incidents Assist enforcement and emergency response personnel in setting up traffic management at crash scenes and other incidents;

Parsons has drawn on its unmatched technical skills and operational experience to upgrade the Oahu FSP program. Through the efforts of Parsons, responders and cooperating agencies receive up-to-date instruction in the latest TIM techniques. Emphasis is placed on safe and quick clearance as well as on the operational methods endorsed by FHWA, the National Highway Institute and the state DOT. The FSP assists motorists encountering traffic incidents and mechanical malfunctions along Interstates on the island of Oahu. The FSP program’s primary goal is to increase traffic safety and to minimize non-recurrent congestion on Oahu freeways by providing crash scene assistance to emergency responders, roadside assistance to motorists and removal of roadway debris.





Virginia DOT Transportation Safety Service Patrol Operations	
Point of Contact	Robert Rabe, Office: (804) 786-0100/Cell: (804) 387-8799 , Robert.Rabe@VDOT.Virginia.gov
Project Duration	2013 – 2016 (Subcontractor); 2016 – 2017 (Prime)
Parsons Contract Value	\$14M (Subcontractor); \$40M (Prime Contract)
Parsons Employees Involved	Tom Martin, Christine Simonton, PE, Stephanie Sale

Parsons is currently contracted to manage the Safety Service Patrol in Virginia. Under this contract with the Virginia Department of Transportation (VDOT), Parsons staffs more than 220 Safety Service Patrol (SSP) Operators, Supervisors and Managers. This staff utilizes more than 155 Parsons-provided SSP trucks for interstate patrol. Parsons’ staff includes:

- ▶ Contract Manager
- ▶ Program Manager
- ▶ Deputy Program Manager
- ▶ Training Manager
- ▶ Safety Manager
- ▶ Fleet Manager
- ▶ Regional Managers
- ▶ Financial Manager
- ▶ Administrator
- ▶ Supervisors
- ▶ Foreman
- ▶ Mechanics
- ▶ Operators

The Virginia SSP program increases interoperability, reduces incident duration, and leverages technology to achieve operations that are more efficient. The program improves mobility and safety on Commonwealth highways, which includes both urban and rural routes as well as some 24/7 coverage areas.

The Virginia SSP Program patrols over 800 miles of freeway statewide (rural and urban), with a daily average of more than 400 incident and motorist assists. The SSP is an integral part of the overall traffic incident management strategy for Virginia. The primary focus of the SSP program is incident management and response, including:

- ▶ Assisting motorists
- ▶ Detecting incidents and disruptions in traffic
- ▶ Minimizing incident duration
- ▶ Clearing obstructions and debris from the roadway
- ▶ Establishing temporary traffic control
- ▶ Providing scene assistance as needed.

In Virginia, SSP participates as needed in on-scene incident command as part of the command structure and provide incident and congestion management functions until they are properly relieved by other responders. Operators are fully and extensively trained in all aspects of Traffic Incident Management, including the Incident Command System.

VDOT/Parsons

- ▶ Supports all 5 regions (Rural and Urban) of Virginia
 - Northern Virginia
 - Eastern Virginia (Rural/Urban)
 - Central Virginia (Rural/Urban)
 - Southwest Virginia (Rural)
 - Northwest Virginia (Rural)
- ▶ Over 220 SSP Operators, Supervisors, and Managers
- ▶ 155 Safety Service Patrol Vehicles

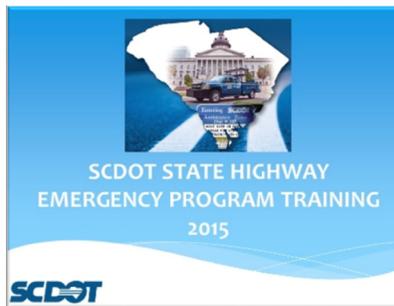


South Carolina Department of Transportation, Traffic Management Center and State Highway Emergency Program Operator Manuals & Traffic Incident Management & State Highway Emergency Program (SHEP) Consultant	
Point of Contact	Dan Campbell, SCDOT, (803) 737-1459, CampbellDE@dot.state.sc.us
Project Duration	2013 – 2015
Parsons Contract Value	\$485,000
Parsons Employees Involved	Danny Thompson, John Weaver, Christine Simonton, PE, Jeff Corbin, Rita Brohman, PMP

Parsons assisted the South Carolina Department of Transportation (SCDOT) in the revision and update of its Traffic Management Center (TMC) and State Highway Emergency Program (SHEP) service patrol operator’s manuals and standard operating procedures (SOPs). Parsons’ staff conducted a document review of all existing procedures statewide and locally in each region, in addition to facilitating stakeholder group sessions throughout the state. A gap analysis was performed between the existing TMC and SHEP SOPs, current actual procedures, and national state of the practice. Findings from the analysis, coupled with stakeholder input and other research, produced a substantial update for operational procedures to be deployed statewide.



Parsons also developed and conducts specialized training for SHEP service patrol operators. This training incorporates SHEP SOPs and the SHRP2 National Traffic Incident Management training so that SHEP to fully prepare SHEP operators to perform their duties and work with other responders on the roadways.



Parsons established and manages the South Carolina Department of Transportation (SCDOT) statewide traffic incident management (TIM) network for first responder personnel representing all responsible disciplines and agencies, including State Highway Emergency Program, Local Law Enforcement, Fire and Rescue Departments, Emergency Medical Services, Towing and Recovery Professionals, Local and State Departments of Transportation, Communications and Dispatch Centers, Media, Hazardous Materials Contractors, and many others. Under this contract, Parsons’ staff

have worked to formalize TIM teams throughout the state. The staff works closely with SCDOT’s Incident Response Manager to facilitate regular TIM team meetings in the following areas:

- ▶ Charleston
- ▶ Greenville
- ▶ Rock Hill
- ▶ Columbia
- ▶ Myrtle Beach
- ▶ Spartanburg

The Parsons team also conducts SHRP2 National Traffic Incident Management Training in each of these regions as well as “Train-the-Trainer” sessions to certify responders in the state to conduct this training. The staff conducts extensive outreach via invitations, social media, phone calls and face-to-face meetings to encourage participation among all response agencies.

Additional tasks include the development of Statewide Traffic Incident Management Guidelines, Statewide and Local Open Road Policies (ORP), and Fuel Spill Guidelines. Parsons also manages the TIM Network website and social media accounts.



Nevada Department of Transportation (NDOT)	
Point of Contact	Seth Daniels, P.E., (775) 888-7565
Project Duration	2008-2011, 2015-2018
Parsons Contract Value	\$2.4 M current contract
Parsons Employees Involved	Rita Brohman, PMP, Danny Thompson, Tom Martin, Scott Malcom, Christine Simonton, PE

Parsons provides traffic incident management (TIM) support services for the Nevada statewide TIM Coalitions contract to successfully facilitate the Southern, Northern and Statewide Rural Nevada TIM Coalitions in a manner to achieve ongoing collaboration, improvements and optimum effectiveness. Services are provided in Reno/Sparks for Northwestern NV, Las Vegas Valley for the southern TIM and in Elko, Winnemucca and Ely for northeastern TIM. Specific contract tasks include:



Monthly TIM meetings draw 70+ stakeholders

- ▶ Developing multi-disciplinary training for TIM.
- ▶ Facilitation of bi-monthly meetings for each of the coalitions; Northern, Southern, Winnemucca, Elko, Ely and Tonopah Nevada.
- ▶ Development of new and updating of existing statewide and individual region specific TIM guidelines, handbooks, policies and procedures.
- ▶ Conducting a gaps analysis and development of recommendations for Coalition improvements.
- ▶ Development and implementation of strategies to mature the TIM Coalition into self-sustaining and participant led entities.
- ▶ Actively engaging current and new TIM stakeholder members to achieve improved and consistent participation.
- ▶ Development of TIM Coalitions in Winnemucca, Elko, Ely and Tonopah.
- ▶ Updating and maintaining the Joint Operations Policy Statements (JOPS) Agreement.
- ▶ Development of additional functions for the traffic management centers/operations centers in each district.
- ▶ Identifying funding opportunities for TIM and TIM projects.
- ▶ Facilitation of the development of performance measures and collection of performance data.
- ▶ Improvement of communications between local TIM organizations.
- ▶ Improving and facilitating outreach to the public regarding TIM related programs and legislation for changes to support/improve TIM.



Parsons received the ITS Nevada project of the year for 2015 for TIM Training. 126 responders have attended the Hands on statewide Nevada TIM Train the Trainer. 25% of the states' 1st responders have been trained!



Florida's Turnpike Enterprise, Traffic Incident Management Services	
Point of Contact	John R. Easterling IV, PE, PTOE, (954) 934-1620, John.Easterling@dot.state.fl.us
Project Duration	2010 – 2016
Parsons Contract Value	\$2.8M
Parsons Employees Involved	Christine Simonton, P.E., Rory Howe, Scott Malcolm

Parsons provided traffic incident management support services for Florida's Turnpike Enterprise's Safety Patrol/Road Rangers, Heavy-Duty Towing Program – Rapid Incident Scene Clearance (RISC) and Light-Duty Towing Program – Specialty Towing and Roadside Repair Services (STARR) Program. Specific contract tasks included:



- ▶ Onsite TMC staff to provide operations and training for the Safety Patrol/Road Rangers;
- ▶ Training of multiple emergency response agencies for traffic incident management and safety training;
- ▶ Safety patrol operator, tow operator, TMC and support staff training and coaching;
- ▶ Policy and procedure development and improvements;
- ▶ Traffic incident management team support;
- ▶ Development of Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-Cargo);
- ▶ Development of a concept of operations that provides an operational framework integrating traffic incident management (TIM) with established Turnpike operating entities;
- ▶ Facilitated interagency cooperation, including working with the offices of the medical examiner, to improve incident operational procedures, multiagency outreach and training assistance;
- ▶ Development of a vision to advance the Road Ranger service patrol from a motorist assistance service to a full-service TIM operation; and
- ▶ Planning and implementing the Roadway Incident Scene Clearance program (RISC) for commercial vehicles. Parsons' staff developed this program that facilitates quick clearance methods by requiring high levels of competency for recovery operators using state-of-the-art recovery equipment.

Florida's Turnpike Enterprise Specialty Towing and Roadside Repair Services (STARR) Program, also developed by Parsons' staff, assists in meeting the goal of providing safe and quick clearance of traffic incidents by contracting with area towing companies to respond to Florida Highway Patrol (FHP) calls for incidents or motorist services. Contracted response times for light-duty wreckers vary from 20 to 30 minutes in urban areas. The STARR program provides fee-based light and medium duty towing and minor vehicle repairs. STARR vendors are selected through a competitive RFP process developed by Parsons' staff.



NaviGator 3/Roadway Access Closure System Project, Georgia Department of Transportation (GDOT)	
Contact Person	Madhu Kanaparathi, IT Project Manager, (404) 347-0596, mkanaparathi@dot.ga.gov
Project Duration	2015 – 2016
Parsons Contract Value	\$2.34M
Parsons Employees Involved	Kiersten Howe, Derrick Dean

GDOT relies heavily on Parsons in their day-to-day operations. As they monitor the freeways, dispatch Highway Emergency Response Operators (HERO) in metro Atlanta, and keep motorists informed about traffic conditions and upcoming roadwork, GDOT continuously depends on Parsons' NaviGator software to help collect, analyze, and disseminate information. NaviGator is a type of software commonly referred to as an Advanced Transportation Management System, or ATMS. Operators at the Transportation Management Centers (TMCs) in Atlanta and in Macon use NaviGator to monitor cameras and traffic conditions gleaned from GDOT-owned field devices as well as third-party sources. When incidents occur, these operators dispatch HERO units when appropriate; record and manage information about the incident (e.g., number of vehicles, lanes blocked, responders on scene); and provide information to the public about potential delays and safety concerns via dynamic message signs and the 511ga.com website.

This project seeks to enhance the existing NaviGator software to improve the efficiency of event entry (to respond to an incident more quickly), improve data reporting and analysis, and integrate with other systems such as WebEOC, which is used by multiple agencies to coordinate response to major events like hurricanes. NaviGator will also be expanded to enable operation of lane closure signs that will be used to alert travelers when the shoulder can be used as a travel lane in special corridors. Another major addition to NaviGator under this project will be the addition of a Reversible Roadway Module, termed by GDOT as a Roadway Access Closure System (RACS). The RACS will be used to control corridors with reversible express lanes, such as are already under construction on I-75 south and north of downtown Atlanta.

NaviGator Version 3 Software Support and Enhancements: This task includes two main functions, support and software enhancements. The support aspect of this contract includes tasks, duties, and responsibilities associated with managing the project, licensing the software, keeping the software running, and providing core updates as they become available. Since GDOT Information Technology (IT) staff is responsible for much of the day-to-day management and maintenance of the servers that run NaviGator, the support component of this contract also includes training and support for GDOT IT staff.

The support component includes providing requested systems documentation, diagrams, or other artifacts as needed to support the system. The software enhancements aspect of this contract includes all of the work required of the contractor to incorporate the new features and functionalities listed in the enhancements section into the NaviGator software. The enhancement function will include re-designing, re-architecting, and re-developing the NaviGator software architecture to support GDOT IT needs for system integration and interoperability. Additionally, enhancement will also include compliance with policies, procedures, and guidelines defined by GDOT IT enhancement activities include creation of documentation, diagrams, or other artifacts as needed to develop the system.

Access Control Management Module Development for Reversible Express Lanes: This task includes Project Two of the contract for the third generation of the NaviGator intelligent transportation system (ITS) software used by the GDOT. The main focus of Project Two is preliminary development efforts of a module to be embedded in the NaviGator software to control the gates and signs (and other associated equipment) that are part of the new reversible Express Lanes in metro Atlanta. The Express Lanes are being designed and constructed by a GDOT-hired design-build team. Tasks performed under this project will build upon work done related to these Express Lane projects in earlier contracts, including the development of a preliminary Interface Control Document (ICD).



Statewide Advanced Transportation Management System - NaviGator II, GDOT	
Contact Person	Mark Demidovich, Assistant State Traffic Engineer, (404) 635-8014, mdemidovich@dot.ga.gov
Project Duration	2009 – 2014
Parsons Contract Value	\$4.09M
Parsons Employees Involved	Kiersten Howe, Derrick Dean

Parsons (formerly Delcan) has been involved with the GDOT NaviGator program since its inception and was instrumental in establishing Georgia as a National ITS leader for the 1996 Summer Olympics. Parsons was the principal subcontractor for NaviGator system/software support during the NaviGator Systems Integrator projects through 2008.



Currently, Parsons is contracted to implement, integrate and maintain the next generation Advanced Traffic Management System (ATMS). Parsons’ Intelligent NETworks® replaces the current Georgia NaviGator Intelligent Transportation System (ITS) and is deployed at the Georgia statewide Transportation Management Center (TMC) in Atlanta and a variety of satellite centers.

The following is a list of the participating traffic management centers:

- ▶ City of Johns Creek
- ▶ Gwinnett County Department of Transportation
- ▶ Cobb County Department of Transportation
- ▶ Dekalb County Department of Transportation
- ▶ City of Sandy Springs
- ▶ City of Roswell
- ▶ City of Alpharetta
- ▶ City of Columbus

Intelligent NETworks® is Parsons’ premier web-based ATMS which serves as the foundation for the GDOT NaviGator II system. This system is a state-of-the-art, off the shelf application specifically designed to assist in the management of traffic on freeways, tollways and arterial roadways.

The NaviGator II system enables the sharing of real-time information (incidents, congestion, device status and video) between participating centers and facilitates traffic management functions at a variety of governmental levels (state, regional, city, county, transit authority, and other GDOT partners).

The Intelligent NETworks® modules deployed for the GDOT NaviGator II system include:

- ▶ Map
- ▶ Security and Administration (SAS)
- ▶ Dynamic Message Sign (DMS)
- ▶ Video/Closed-Circuit Television (CCTV)
- ▶ Vehicle Detection System (VDS)/Congestion Monitoring
- ▶ Environmental Sensor System (ESS)
- ▶ Safety Service Patrol (SSP)
- ▶ Event Management (EM)
- ▶ Decision Support System/Response Plans (DSS)



Statewide Advanced Transportation Management System - NaviGator II (continued)

- ▶ Data Archiving and Reporting (DAR)
- ▶ Congestion Signing/Travel Times (TT)
- ▶ Center-to-Center (C2C)
- ▶ Automatic Vehicle Location (AVL)
- ▶ Advanced Traffic Management/Variable Speed Limit (ATM)

Project Highlights

- ▶ **Website / 511 Integration:** Parsons worked with GDOT and their 511 / Public Website integrator to enable use of the Intelligent NETWORKS® Center to Center interface for direct access to real-time system data.
- ▶ **Automated Location and Dispatch System:** Parsons worked with the GDOT Highway Emergency Response Operator (HERO) department to furnish an in-vehicle solution that provides real-time dispatch and tracking of safety service personnel.
- ▶ **Video Distribution / Sharing:** Parsons employed a sharing solution that includes a host of distributed systems that are integrated with the statewide NaviGator II system to enable sharing / control of local agency video.
- ▶ **Multi-Agency Coordination:** Parsons provided various options for local municipalities to participate and join the statewide NaviGator II program by integrating local agency system data and deploying standalone installations to various agencies.

System Size / Scale

- ▶ 200+ centerline miles (ITS infrastructure)
- ▶ 85+ Variable Speed Limit Signs
- ▶ 100+ Dynamic Message Signs
- ▶ 1000+ Closed-Circuit Television Cameras
- ▶ 2100+ Vehicle Detector Systems (radar and video)
- ▶ 1600+ Vehicle Detection Data Feeds (Inrix, Navteq, TrafficCast)



Federal Highway Administration Full Function Safety / Service Patrol Field Operations Guide	
Contact Person	Paul Jodoin, FHWA, (202) 366-5465, paul.jodoin@dot.gov
Project Duration	2006 – 2007
Parsons Contract Value	\$117,000
Parsons Employees Involved	Christine Simonton, P.E., Rory Howe

Parsons was selected by FHWA to develop the national operating guidelines on Safety Service Patrols. The Field Operations Guide (FOG) provides useful and practical guidance in operator and scene safety, incident management and quick clearance for on-the-road operators in safety/service patrol programs throughout the United States. This guide adheres to the MUTCD guidelines for traffic control and provides on-scene diagrams for vehicle placement, advanced warning and proper communication methods. The guidelines very clearly detail the following major sections:

- ▶ Basic functions of a full-function safety/service patrol
- ▶ Operator information
- ▶ Emergency temporary traffic control
- ▶ Incident Actions
- ▶ References

