

ROLE OF DISPATCHERS

Jorgensen has extensive experience in TMC Dispatcher roles, most notably with our current management of the Road Ranger Operators, SIRV, and TMC Dispatchers on the I-595 Corridor in South Florida. These operations, beginning in 2009, cover a high-speed limited access toll-road network with AADT in excess of 250,000. Project includes 16 Dispatchers and 12 Operators continuously 24/7/365. Jorgensen's GDOT RAM Dispatcher will serve as the primary liaison between district maintenance forces, 511 operators, GDOT TMC, local government agencies, Traffic Incident Responders (Law Enforcement and Fire/Rescue) and RAM operators. Their primary function commands the hub of all communication between RAM field Operators and all interacting agencies. Dispatchers will maintain "real-time" communication with RAM operators to affect efficient and seamless coordination through all routine maintenance, and emergency operations.

1. APPROACH

APPROACH METHODOLOGY—STRATEGIC LOCATIONS. Jorgensen's approach to the deployment of the GDOT RAM Dispatcher will first focus on establishment of critical personnel located through six Districts. Jorgensen anticipates the Dispatcher will office directly at the following GDOT sites identified below. These sites serve as optimal central coordinating locations for routine and emergency operations and are strategically located and logistically well-suited for the GDOT RAM operator routes.

- » **DISTRICT 1.** Gainesville (District Office). Gainesville District Office is ideally suited in close proximity to Route 5 and in immediate proximity to critical Traffic-Incident-Management Agencies (GSP, Fire/Rescue, etc.)
- » **DISTRICT 2.** Tonnelle (District Office), Jorgensen will additionally visit the GDOT Augusta Area 4 Office as a Secondary Site for operations. Traffic volume, minor maintenance, and stranded motorists are of a significant volume in Metro Augusta. The Dispatcher will have established relationships with agencies in this Area.

- » **DISTRICT 3.** Thomaston (District Office) or Macon TMC will serve as the primary location, however this District has potential secondary sites that are critical—both the Columbus (Area 2 Office) and the Macon (Area 4 Office). The Program and Contract Manager will work closely with the GDOT personnel to determine the primary location. Macon TMC and Area Office will be a critical factor with overlapping coverage needs in Routes 8, 12, and 9.
- » **DISTRICT 4.** Tifton (District Office). The optimal location for the Dispatcher will be in the Tifton District Office. This is a central servicing point for the entire district with great proximity to critical GSP and other interfacing agencies
- » **DISTRICT 5.** Jessup (District Office) will be the primary location however, Secondary Sites could Savannah (Area 5). Critical maintenance and traffic incident management activities are significant in the Greater Savannah area and therefore inter-agency coordination near this site is critical.
- » **DISTRICT 6.** Cartersville (District Office) will be the Dispatcher's primary location. Cartersville is well suited for Routes 1 and has acceptable contact with Route 2. Cartersville additionally has a network of additional GDOT and other agencies near the City-Metro area that will be working closely with the Dispatcher.

APPROACH METHODOLOGY—PROPER SHIFT COVERAGE. Jorgensen will staff six Dispatchers (1 per shift per District location) during the AM, PM shifts and will additionally staff Dispatchers for the night shift should GDOT exercise this option. The Dispatchers will staff at GDOT locations as described above and determined during the mobilization period of the contract. The Dispatcher will follow the shift assignments identified below:

- » **SHIFT A 6AM-2:30PM:** The AM shift will have significant focus on the morning peak "rush-hour" incidents that are likely to occur from 6am-10am. Secondly, the AM shift will have many of the routine maintenance reporting actions. AM shift brings ideal day-light coverage for the minor maintenance activities of the AM RAM operators.

- » **SHIFT B 2PM-10:30PM:** Daylight will continue into the first half of this Dispatcher shift and therefore the Dispatcher will be carefully communication with the RAM operator to ensure close-out of major routine maintenance action items.
- » **SHIFT C 10PM – 6:30AM:** Because night activities may be limited from the RAM Night operator, the Shift C Dispatcher will be focused on consolidating the daily production log from all Dispatchers, reports from the RAM operators, and generating any

open actions for the coming daily schedule. Traffic incidents are expected to occur in the late evening hours, these are typically large and can be catastrophic—this Dispatcher will be additionally trained in after-hours communication protocols.

The shifting schedule provides critical overlaps to ensure there are no significant gaps in coverage and the shift exchange time periods occur during off-peak traffic hours. Shift coverage methodologies for avoiding gaps in coverage include the below table.

SHIFT COVERAGE METHODOLOGIES. The below table demonstrates methodologies for avoiding coverage gaps.

DISPATCHER COVERAGE METHOD	DESCRIPTION	ELIMINATION POTENTIAL COVERAGE GAPS	JORGENSEN FACTOR
On-Call Dispatcher	There will be a dedicated on-call dispatcher to provide	On-call dispatcher eliminate coverage gaps for unexpected emergencies (sick, call-ins, etc.)	We have been self-performing TMC and dispatcher operations continuously for years.
Back-Up Supervisor	There is a Jorgensen supervisor that is trained with Dispatcher protocol to back-stop any absences.	If the on-call dispatcher is unavailable or occupied with	Our supervisors are trained with highway maintenance operations, TIM operations, and emergency highway operations
Double Coverage	Shift Dispatchers are available to work into the following shifts	Shift Dispatchers can work into preceding or succeeding shifts	Shift dynamics are integrated into our JAMMS system to develop optimal coverage requirements
Dispatcher Proactive Schedule	Jorgensen will work through our comprehensive management system JAMMS to generate proactive (1 week, 1-month, seasonal) work schedules	Management software assists the Contract and Program Manager to ensure coverage is established and in place	Proactive shift scheduling provides Dispatcher dedicated time periods for work
Interfacing Phone Technology	Jorgensen will use an integrated phone network with technology to interface all Dispatcher sites	Dispatcher locations can be transfer across ANY of the six Districts to provide overlapping or emergency coverage	Jorgensen has used comprehensive phone networks, “call-boards”, cellular networks with mobi-control to ensure proper coverage is established in TMC operations.
Operations Savannah Metro	Jorgensen will have it’s base operations in Savannah Metro Area with staffing ability to address any overlapping and emergency Dispatcher needs	Jorgensen currently operates to internal Operational Center in the US (Florida and Texas) these will be used a templates to establish an Operations Center for this project	Jorgensen’s Operations Center Concept has been in service for more than a year and current operates as a command hubs for tens of millions in Contract services in routine maintenance and Road Ranger Operations.
Part-Time Operators	Jorgensen will have select part-time staffing in place to assist with scheduled absences (vacation, sick, etc.)	Part time operators are highly efficient to eliminate any potential coverage gaps	Jorgensen has a national HR network integrated with local job markets to maximize quality Dispatchers in PT positions.

APPROACH METHODOLOGY— INNOVATIVE TECHNICAL HARDWARE AND COMMUNICATION METHODS.

Proper Dispatching techniques will be used with defined communication protocols. Jorgensen will use a variety of leading/cutting-edge technology to ensure communication between the GDOT RAM operator, the Dispatcher, GDOT, GSP, emergency responders, and other agencies is optimally efficient. The primary methodologies for the Dispatcher hardware technologies will be deployed on this project:

- » **JAMMS.** Jorgensen has developed, owns and operates customized management software that provides interfacing ability with GDOT's data import needs. The JAMMS software will log all emergency maintenance actions, traffic incidents, schedules, plans, and will be the central reporting software for the RAM operation.
- » **MACON-METRO STATE-WIDE OPERATIONS CENTER.** Jorgensen will have a cutting-edge GA Operations Center in the Macon Metro Area. The OC hardware template is in service in Florida and Texas and therefore has proven successful under taxing 24/7/365 contract experience. The OC will house the central data network, integrated phone network, WebEOC software back-ups, and any Motorola iDEN two-way communication system gap coverage needs.
- » **DISPATCHER SMART CELL-PHONE.** Each Dispatcher shift will maintain a smart phone equipped with OC integrated message software, JAMMS, mobi-control for software access, and GPS positioning, and mobile apps related to RAM operator logistics, and GDOT navigator.
- » **INTEGRATED PHONE NETWORK.** With (6) Dispatcher backed with Jorgensen's Operational Center, a central integrated phone-network will help link Jorgensen's Dispatcher with each other, GDOT and Jorgensen's OC. The network permits the Dispatcher to focus on GDOT RAM operations internally within the District and externally throughout the remaining State District Sites.

APPROACH METHODOLOGY—COMMAND HUB.

Jorgensen will use an Operations Center

(OC) Command Hub based in Macon Metro Georgia. The OC will house the back-stopping personnel—program manager, training manager, contract manager, administrators, supervisors, and any required back-stopping personnel. A central OC is critical to capture all data developed from the Dispatchers to ensure reports are timely and seamless. The OC will contain all critical networking hardware and technology centers used throughout the State on the RAM program.

APPROACH METHODOLOGY—SEAMLESS COMMUNICATION METHODS.

Jorgensen dispatchers will provide GDOT with a seamless communication methodology. The Dispatchers office directly with District personnel and will establish critical day-to-day relationships with TMC-related personnel. Dispatchers will be equipped with technology to provide efficient and seamless communication: integrated phone system, smart cell phone, iDEN two-way communication, desktop CPU with GPS logistics software, JAMMS software, email, global messaging systems, and standard email/voice/text services.

INTERACTION WITH AGENCIES (GDOT AND LOCAL GOVERNMENT).

The Jorgensen Dispatchers will be interacting with a variety of agencies and operators daily. Notably, the Dispatcher will interface significantly with the GDOT RAM operator, GDOT TMC and GDOT In-house personnel, Georgia State Patrol (GSP), local fire rescue, and Atlanta/Macon TMC through email and navigator communication. The following are the key agencies (there are many on all individual routes) that will be in the communication and coordination pool:

» **GDOT AREA MAINTENANCE OFFICES.**

Dispatcher will interact often with local maintenance area offices to address lite roadway maintenance requests. Examples include dead animals in the roadway, fallen limbs in roadway, obstructed traffic sign, etc. Dispatcher will pool these requests and dispatch to the GDOT RAM operator

- » **GDOT DISTRICT OFFICE.** Dispatchers will work directly with the district offices to ensure the structure and delivery of the RAM program is accurate and efficient

- » **GDOT ATLANTA AND MACON TMC CENTERS.** Dispatchers will ensure all MOT requirements and TIR requests are logged and reported, as necessary, to the TMC
- » **GEORGIA STATE PATROL.** Dispatchers will coordinate directly with GSP to help address stranded motorists issues, traffic incidents/accidents, etc. GSP is one of the key emergency responders with continuous patrols on the roadway, Jorgensen Dispatchers will ensure RAM operators are interacting effectively with each GSP Post.
- » **COUNTY (LOCAL) LAW ENFORCEMENT.** Similar to GSP, there are many local County Sheriffs Offices that participate in emergency and incident management services. Dispatcher will have these contacts established in the mobilization period of the contract.
- » **MUNICIPAL AGENCIES (EG. CITY**

GOVERNMENTS). Large City and Townships often have overlapping “lite” roadway maintenance requests that will be addressed by the GDOT RAM unit and deployed through the Dispatcher.

- » **GEORGIA EMERGENCY MANAGEMENT AGENCY.** This Georgia Agency has responsibility to coordinate the state’s preparedness, response and recovery efforts from disasters. There are (8) Area offices located throughout the state and in immediate proximity to the Dispatcher jurisdiction. The Dispatcher will communicate with the EMA Offices during events like tropical storm systems, snow & ice incidents, evacuations, etc.
- » **MUNICIPAL/COUNTY FIRE RESCUE.** Traffic incidents are common on the interstate system, these often result in hazardous spills, injuries and fires---all of which require coordination through the Dispatcher to the GDOT RAM unit.

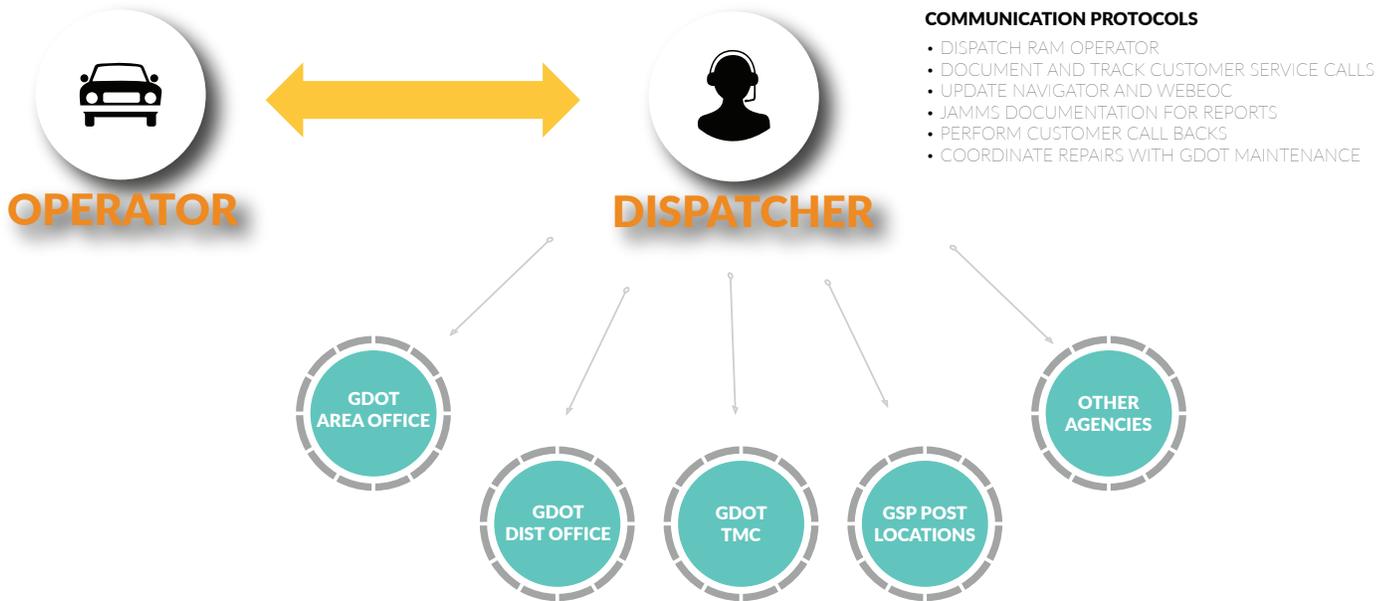
KEY INTERACTION. A summary of the Dispatchers key interaction requirements are shown in the below table.

DISTRICT DISPATCHER	ROUTE OPERATOR	GDOT DISTRICT OFFICE	GDOT AREA OFFICE	GSP POST OFFICE	COUNTY AGENCIES	GEORGIA MGMT AGENCY OFFICE	OTHER KEY AGENCY
District 6 Dispatcher	Route 1	Cartersville—D6	Cartersville—Area 1, Dalton— Area 2	Troop A, Post 5 - Dalton, Post 3 - Cartersville, Post 43 - Calhoun	Catoosa, Whitfield, Gordon, Bartow Sheriff and Fire Rescue	Area 1--Calhoun	Cartersville Police Department, City of Cartersville
District 6 Dispatcher	Route 2	Cartersville—D6	Buchanan—Area 3	Troop A, Post 29 - Paulding; Troop D, Post 4 - Villa Rica	Haralson, Carroll Sherriff and Fire Rescue	Area 1--Calhoun	Douglasville Police Department, City of Douglasville
District 6 Dispatcher	Route 3	Cartersville—D6	LaGrange—Area 5	Troop D, Post 24 - Newnan, Post 34 - Manchester, Post 2 - LaGrange	Troup, Meriwether, Coweta Sherriff and Fire Rescue	Area 4 Office—LaGrange	LaGrange Police Department, Newnan Police Department, City of LaGrange, City of Newnan

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District 3 Dispatcher	Route 4	Thomaston—D3	Columbus—Area 2, LaGrange—Area 5	Troop D, Post 2 - LaGrange, Post 34 - Manchester	Troup, Harris, Muscogee Sherriff and Fire Rescue	Area 4 Office—LaGrange	Columbus Police Department, City of Columbus
District 1 Dispatcher	Route 5	Gainesville—D1	Gainesville—Area 1, Athens—Area 2, Carnesville—Area 3	Troop B, Post 6 - Gainesville, Post 52 - Hartwell, Post 32 - Athens; Troop C, Post 51 - Gwinnett	Gwinnett, Barrow, Jackson, Banks, Franklin, Hart Sherriff and Fire Rescue	Area 3—Brainsville	
District 1 Dispatcher	Route 6	Gainesville—D1	Madison—Area 5	Troop E, Post 8 - Madison, Post 46 - Monroe, Post 17 - Washington	Newton, Morgan, Greene, Taliaferro Sherriff and Fire Rescue	Area 5 Office—Statesboro; Area 3—Brainsville	
District 1 Dispatcher	Route 7	Gainesville—D1	Augusta—Area 4	Troop E, Post 25 - Grovetown	Warren,	Area 5 Office—Statesboro	City of Augusta
District 3 Dispatcher	Route 8	Thomaston—D3	Thomaston—Area 1, Macon—Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth	Spalding, Butts, Monroe Sherriff and Fire Rescue	Area 4 Office—LaGrange	Forsyth Police Department, City of Forsyth
District 3 Dispatcher	Route 9	Thomaston—D3	Macon—Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth; Troop H, Post 15 - Perry	Monroe, Bibb, Peach Sherriff and Fire Rescue	Area 4 Office—LaGrange	Macon Police Department, City of Macon
District 4 Dispatcher	Route 10	Tifton—D4	Perry—Area 3	Troop H, Post 15 - Perry, Post 30 - Cordele	Houston, Dooly Sherriff and Fire Rescue	Area 4 Office—LaGrange	Perry Police Department, City of Perry
District 4 Dispatcher	Route 11	Tifton—D4	Valdosta—Area 1, Douglas—Area 2, Moultrie—Area 4	Troop H, Post 30 - Cordele, Post 13 - Tifton	Crisp, Turner, Tift, Cook, Lowndes Sherriff and Fire Rescue	Area 6 Office—Valdosta & Area 7 Douglas	City of Valdosta, City of Tifton
District 2 Dispatcher	Route 12	Tennille—D2	Macon—Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth, Post 31 - Valdosta	Monroe, Bibb, Twiggs Sherriff and Fire Rescue	Area 4 Office—LaGrange, Area 5 Office—Statesboro	Macon Police Department, City of Macon

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District 2 Dispatcher	Route 13	Tennille—D2	Dublin— Area 2, Louisville— Area 3, Statesboro— Area 4	Troop F, Post 19 - Swainsboro, Post 20 - Dublin, Post 45 - Statesboro	Bleckley, Laurens, Treutlen, Emanuel, Candler, Bulloch Sherriff and Fire Rescue	Area 5 Office— Statesboro	City of Dublin
District 2 Dispatcher	Route 14	Tennille—D2	Statesboro— Area 4, Savannah— Area 5	Troop I, Post 42— Rincon, Post 11--Hinesville, Troop F, Post 45 - Statesboro	Bulloch, Chatham, Effingham, Bryan Sherriff and Fire Rescue	Area 8 Office-- Waycross	Savannah Metro Police, City of Savannah
District 5 Dispatcher	Route 15	Jesup—D5	Savannah— Area 5	Troop I, Post 42— Rincon, Post 11--Hinesville	Liberty, Bryan, Chatham, Effingham Sherriff and Fire Rescue	Area 8 Office-- Waycross	Savannah Metro Police, City of Richmond Hill, City of Pooler, City of Savannah
District 5 Dispatcher	Route 16	Jesup—D5	Brunswick— Area 3, Savannah— Area 5	Troop I, Post 23 - Brunswick, Post 11--Hinesville	McIntosh, Glynn, Camden Sherriff and Fire Rescue	Area 8 Office-- Waycross	City of Brunswick

COORDINATION WITH EXISTING GDOT RESOURCES. The principal coordination responsibilities are shown below.



The fundamental role of the Dispatcher will coordinate through local GDOT resources to the area GDOT RAM operator. These duties will include dispatching RAM operators to respond to traffic incidents and customer service calls. Customer service calls are reports from the traveling public about debris in the roadway or damage to GDOT assets. Dispatchers will also track and document incidents and dispatch calls. Meticulous attention to details in reporting shall be required in order to document the appropriate event details and chronological reports. Jorgensen Dispatchers will be required to utilize GDOT NaviGator software and WebEOC software to log incidents in accordance with established TMC procedures. In addition to established GDOT operating systems Jorgensen will also record and track data in our own management system for reporting purposes. Data such as time of dispatch, on scene time, time of clearance, actions taken, explicit location information, equipment utilized, and incident results are typical pieces of information that would be documented. Work order creation will also be a function of the Dispatcher. Work orders shall be created for every incident call, customer service call, or from maintenance needs as reported by the RAM Operators. As part of a complete vendor service, Dispatchers will be required to perform customer call back services to inform any reporting party work has been

completed on the issue reported.

Interaction between the Dispatcher and existing GDOT resources will revolve around issuance and coordination of work orders. Work order will be directed to GDOT maintenance supervisors by the dispatchers. The supervisors will then incorporate the work orders into a work plan for their in-house maintenance forces. Any additional information or coordination needed for the in-house maintenance forces may be directed back to the Dispatcher who will be able to provide explicit details as noted in the database. The Dispatcher may at times need to coordinate directly with existing GDOT maintenance forces to remediate emergency or urgent work orders which cannot be handled by the RAM operators. Such work may include major traffic detours or damage to GDOT assets immediately presenting a danger to the traveling public. Dispatchers will further interact with GDOT District personnel by presenting a comprehensive monthly reporting system. The monthly reports shall include work accomplishments, production rates, daily work order logs, incident management logs, and customer service logs. Monthly reports will be delivered to the District Maintenance Engineer and the Contract Manager. Additionally, Dispatchers may interact with GDOT District personnel through the transmission of work orders and possibly work plans.