

STAFFING OPERATORS

Jorgensen has extensive experience in the Road Patrol/Ranger Operator role through management of 20+ asset maintenance and comprehensive maintenance contracts in the last two decades. As a value-add initiative for our clients, we offer a RAM program developed to reduce the number of customer complaints and proactively identify hazards and unsafe conditions on the roadway. Our Operator's primary role is to safely and efficiently patrol the roadways providing free emergency services to motorist traveling the interstates in Georgia and outside Greater Atlanta. Jorgensen's Operators will serve as an extension of GDOT's Staff and proactively identify roadway maintenance needs, respond to traffic emergencies, aid stranded motorists, and document critical program features.

1. HIRING AND STANDARDS

RECRUITMENT EFFORTS. Since the Operator serves as the face of the RAM program, it is imperative the correct hire is made at inception of the mobilization period. The hiring process kicks off immediately upon award and contract execution. Jorgensen implements many avenues and methods to identify qualified personnel including online job advertisements, requests for existing Jorgensen personnel transfers, and grass roots/word of mouth methods. Job openings are posted online at jorgensen.jobs.ws which subsequently filters the postings to major online job employment websites including careerbuilder.com, indeed.com, monster.com, and usajobs.com. We also have a relationship with "Employ Georgia" and can utilize their services to locate candidates at specific sites. Efforts are further made to connect to local workforce development agencies such as Atlanta Development Workforce Agency for additional candidate leads.

Our approach for this program will be to recruit within each District. Once viable candidates have been selected, on site interviews will be performed by a human resources manager and an experience supervisor. Several local recruiting have been identified in the [Project Staffing Plan](#) portion of this submittal. This includes several carrier fairs in Savannah, Atlanta, Macon, Cartersville, Columbus, and Augusta that are scheduled 6 months prior to the projected start date of the contract in January

2017. Jorgensen is committed to hiring veterans and will focus on hires that are in close proximity to each route to minimize

Operators will become the face of the program as they interface with the traveling public and other first responders across the state. The perception given by the operators will have a direct impact on the success of this program. Jorgensen makes it imperative the operators meet standards for conduct, uniforms, and grooming we require of the Operators on our current contracts.

OPEN JOB SOURCING. Jorgensen's recruiting process incorporates six steps when identifying new hires.



CODE OF CONDUCT. The Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the Department of Transportation.

In general, Operators will:

- » Be courteous at all times.
- » Greet and converse with motorists in a polite and cheerful manner.
- » If a motorist, other occupant, or any other person they contact is rude, profane, or

offensive in nature, the Operator will remain polite and contact their Supervisor and the TMC.

- » No Operator will be rude, profane, or impolite to any motorist or other person.
- » Under no circumstances, will any Operator become involved in a shouting match. No Operator will become involved in any physical altercation, unless in self-defense.
- » In the event of possible contact with a violent person, Operators are to withdraw to their trucks and notify TMC for law enforcement assistance.

UNIFORM AND GROOMING STANDARDS. All RAM Operators will:

- » Wear clean ANSI Class 3 uniforms at the start of each shift. This includes enhanced visibility

Dura-Kap industrial pants, Class III Polo or 7-pocket surveyor vest Class 3 Lime.

- » Wear clearly visible nameplates reflecting their first and last name and RAM Operator photo ID (No emblems, patches, contractor's names, or logos will be permitted on the shirts).
- » Operators must wear Safety shoes with oil resistant soles in good condition.
- » Operators must wear protective gloves during vehicle or debris recovery to avoid injury and to prevent grease/oil contamination of a motorist's vehicle or Operators vehicle.
- » Operators must be well groomed. Hair should be combed and presentable.

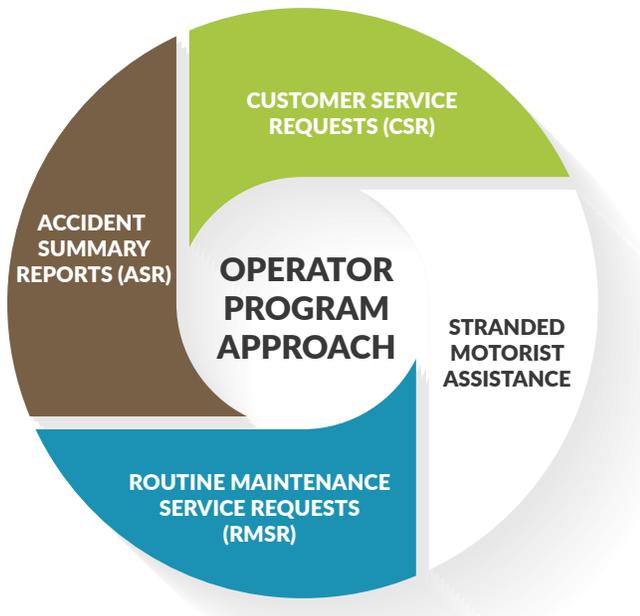
2. PROGRAM APPROACH

JORGENSEN'S EXPRESS ASSIST. Express Assist on the Capital Beltway I495 HOT Lanes project in Alexandria, VA wear ANSI Class 3 safety apparel for high visibility on the high density system.



Jorgensen’s approach to the effective utilization of the operators for this RAM program includes customer service requests, hazardous debris and incident response, maintenance needs identification, stranded motorists assistance.

OPERATOR PROGRAM APPROACH. Our approach to this program includes four processes as shown in the below graphic.



CUSTOMER SERVICE REQUESTS. Jorgensen’s Operators will respond to Customer Service Requests (CSRs) that are received by the Dispatcher. These requests can include debris removal and lite routine maintnenace activities. Our Operators will respond within 60 minutes and temporarily secure or permanently remove debris upon notification or discovery. Upon completion of the customer request, the Operator will document the work performed against GDOT’s maintenance activities within JAMMS and communicate completion to the Dispatcher. The Dispatcher will then contact the customer to notify the request has been addressed.

HAZARDOUS DEBRIS AND INCIDENT RESPONSE. Operator responsibility will include the removal of hazardous debris within the travel lane. This includes accident cleanup found on the travelway after a collision. Debris that is too large

to remove by the Operator will be moved out of the clear-zone when possible with the proper MOT in place.

Jorgensen Operators will also assist GSP, local law enforcement, and other first responders with incident management and MOT requirements. Upon notification of an incident, the Operator will arrive on scene quickly with proper MOT and arrowboard to divert the traffic. Event details including incident times, lane closure activities, and asset damages are communicated to Jorgensen’s Dispatcher so that event logs and chronological reports within NaviGator and WebEOC are up-to-date.

The Operator will also document all finding in an Accident Site Report (ASR) within JAMMS. This will include photos (damage, MOT setup, cleanup, etc), GPS location, incident details, lane closure information, and estimated maintenance repairs. Additional asset repairs resulting from the incident will be communicated to the Dispatcher for dissemination to GDOT Maintenance Crews.

STRANDED MOTORISTS ASSISTANCE. Specific training covering professionalism and etiquette as a Jorgensen Operator will be prepared for this contract. This training includes the RAM Mission, Code of Behavior and Relationships with Jorgensen, The Department and TMC since the Operator is the face of the program for the State of Georgia. Our Operator’s will be trained to assist stranded motorists with the primary focus of safety and reducing secondary accidents.

BROWARD ROAD RANGERS. Jorgensen Road Rangers on I-95 in Broward County Florida assist motorists with changing blown tires.



Prior to assisting the motorist, Jorgensen’s Dispatcher will be notified of the situation. The Operator will provide the vehicle tag information, description, and possible issue. It is important that the Operator is empathetic to the motorist in these stressful situations. Based on experience, the majority of motorists that are hurt are caused by the motorist leaving the vehicle. It will be the Operator’s responsibility to help keep the motorist calm, assure them they are safe, and instruct them to remain in the vehicle. The Operator will be equipped to relocate the disabled vehicle from the travel lane, change flat tires, jump-start batteries, provide limited amounts of vehicle fluids and fuel, cellphone usage, and bottle water.

Comment cards will be provided to every stranded motorist receiving assistance. Jorgensen’s customer satisfaction rating on the I-595 Corridor Roadway Improvements Project is **98% Excellent during the 2016 Quarter 1 period**. Jorgensen has also received positive feedback from customers in South Florida. *“We were on I595 this morning headed to Ft. Lauderdale airport to drop off my granddaughter when we ran out of gas just past the University edit*

but before Davie Rd. We managed to get to the side between the orange cones and prayed for help! Just then the Road Ranger truck pulled up and a very nice gentleman came to our rescue. He poured a gallon of gas into our tank, which got us to Davie Rd and the closest gas station and we got tot he aiport in time for the flight. Thank your company for being there.” - HOLLY ECHART

MAINTENANCE NEEDS IDENTIFICATION.

Operators are responsible for minor maintenance activities restricted to work durations of less than 1-2 hours including tree trimming and tree removal, and accident clean up and litter removal. These units will also serve as the “eyes and ears” of the road proactively identifying maintenance needs that fail MCA for GDOT maintenance crews. Jorgensen’s Operators will document findings of the Routine Maintenance Service Request (RMSR) within JAMMS including photos. These logs will be provided to GDOT within 3 days of notification or discovery.

Examples of potential issues are shown in the table below.

EXAMPLE IDENTIFICATIONS. Operators are trained to identify maintenance issues that fail MCA while on patrol. Maintenance activities are also identified based on specific GDOT I95 CMC experience.

CHARACTERISTIC	POTENTIAL MAINTENANCE NEEDS	
Shoulder and Ditch	» Shoulder Dropoffs	» Ditch erosion or blockage
Drainage	» Headwall/Safety End/Flared End Section Damage	» Blocked inlets
Roadside Appurtures	» Damaged Guardrail/Cable Rail, Concrete Barrier Wall, Sound Wall resulting from incidents	» Graffiti on the Barrier Wall or Sound Wall » Vegetation present on the Barrier or Sound Wall
Roadside	» Identification of overgrown mowing areas. » Presence of weeds in landscaped areas	» Brush and Trees causing sight distance issues. » Litter in the right of way » Illegal signs
Traffic	» Poor or non-reflective pavement striping » Missing raised pavement markers	» Damaged or non-reflective signs » Lighting outages and downed poles
Pavement	» Debris accumulation on the paved shoulder » Pavement failures	» Potholes
Bridges	» Debris accumulation on bridge decks	» Joint failure and spalling

ACTIVITY					
Patching	Brush & Tree Cutting	Litter Patro	Minor Sign Maintenance	Accident Response	Graffiti Removal
Spot Mowing	Delineator Markers	Accident Response	Traffic Control	Fence Repair/Install	Inspections



3. PROGRAM INNOVATIONS

INNOVATIVE EQUIPMENT. Based on years of experience managing contracts similar to the RAM Program, Jorgensen recognized the need to increase the safety and visibility of our Operators on the road. We developed a new body for the F250 that addresses the safety concerns with these types of operations:

- » Vehicles can be stationed closer to the median guardrail during an inside shoulder lane closure because the vehicle doors open upwards instead of outwards.
- » Traffic cones are easily dispensed from an enclosed box in the bed of the vehicle. The cones are easily accessible and not blocked by debris that is accumulated on patrol. This new configuration also minimizes slip and fall accidents that occurred when Operators would climb into the truck bed to remove cones.
- » Arrowboard is mounted higher than the minimum 7 foot requirement to increase sight visibility in the event of lane closure and MOT setup.

TECHNOLOGY. Each Operator will be trained to use JAMMS mobile for documenting maintenance needs in the field. This documentation will include the date of the finding, specific location, deficiency, GPS coordinates, and photos. GDOT maintenance can have access to the online web portal at client.jorgensen.ws in order to run reports listing the maintenance needs that were identified in the field.

TRAINING. Operators will hold the following certifications Basic MOT, Traffic Control Technician, Traffic Incident Management and First Responder, RAM Basics: Use of J-Hooks, Rollover, Push Bumper, RAM Communication: Radio Terms and Codes, CPR/First Aid, Emergency Action Plan, NIMS, and Hazmat Awareness and Spill Response. Detailed training plan is shown in the [Ramp Up Approach](#). On-going training will be conducted with the assistance of Jorgensen's Training Manager and Training Director. Jorgensen also proposes that Interagency Team Meetings are developed within the state. Based on experience, we have found that teamwork built through partnering with highway patrol, the Department, TMC, and

local law enforcement on a bi-weekly basis fosters strong partnerships and ultimately a safer roadway network for employees and the motoring public. Discussions during these meetings can include implementing state-wide initiative, discussing program improvements, and lessons learned.

#MOVEOVER CAMPAIGN. South Florida implemented a #moveover campaign to bring awareness to Florida's Move Over Law.



VALUE ADDED OFFERINGS. Jorgensen will staff 16 Operators during each shift and will staff additional resources during the nighttime shift if requested by GDOT. The shift schedule will follow the same methodology as detailed in the Role of Dispatchers. Jorgensen proposes to ramp up the night time shifts during the holidays specifically around the 4th of July and New Year's Eve in heavily urbanized areas during peak evening hours. These areas include Macon, Savannah, Augusta, Brunswick, Tifton, and Columbus.