

UNDERSTANDING OF GDOT STRUCTURE

Maintaining the I-95 corridor under the first comprehensive maintenance contract in Georgia allowed Jorgensen to develop relationships with emergency management personnel, GDOT, GSP, and the 511 center. Under the contract, we responded to over 800 incidents, 3,257 manhours of accident response and 1,418 manhours of traffic control.

1. BASIC GDOT STRUCTURE

The basic structure of incident management on state routes center on six integral entities:

- » Georgia Department of Transportation
- » Georgia State Patrol
- » Traffic Management Center
- » Local Law Enforcement
- » Local Fire/Rescue TIM Responders
- » GDOT In-House Maintenance Forces

INCIDENT MANAGEMENT ALONG I-95. Jorgensen has developed relationships with GSP and local sheriff office's along the I-95 corridor and understand their incident management protocols.



GEORGIA DEPARTMENT OF TRANSPORTATION. As the owner of the State right of ways, GDOT has the responsibility to keep roadways in a safe operational condition. This includes managing incidents occurring within State right of ways. GDOT Maintenance Division is responsible for incident response and management

except when incidents occur within a construction zone. GDOT Construction Division responds to incidents within a construction zone along with support from the prime contractor. However, Maintenance forces may provide support in extreme situations. The general function of GDOT for incident management is to ensure traffic remains moving in the safest and effective manner possible. In the event of a complete route shut down, GDOT determines alternative routes as well as signage for the detours. Additionally, GDOT is responsible for the assessing and mitigating damage to State assets resulting from incidents. The RAM project will provide rapid response to incidents thereby relating pertinent and accurate information to GDOT. Timely information allows for quicker decisions to be made regarding how to handle management of incidents.

GEORGIA STATE PATROL. GSP is the primary law enforcement responder for incidents occurring on interstate highways although minor incidents may be controlled by local law agencies. As the lead law enforcement responder State Patrol serves as the scene commander for nearly every scenario. The scene commander is responsible for making immediate on site decisions for lane closure or detours needs, traffic control measures, coordinating directly with TIM Responders, and determining when the scene is clear. GSP also communicates with the Traffic Management Center providing information for live traffic updates. The RAM project will provide offer support to GSP by providing initial traffic control and by relaying information traffic information directly to TMC.

TRAFFIC MANAGEMENT CENTER. The TMC serves as the information hub for incident management on State Routes. In addition to tracking and logging data regarding traffic flow and incidents, TMC communicates with GDOT, law enforcement, TIM Responders, Emergency Management Agencies, Environmental Agencies, and contractors when necessary. Incidents are tracked by TMC and updated with live information as provided from personnel on the scene. The data is subsequently inputted into the GDOT511 system. The RAM project Dispatchers will communicate updates directly to TMC thereby negating repeating outreach to incident scenes by TMC operators.

LOCAL LAW ENFORCEMENT. Local law enforcement agencies occasionally stand-in for GSP by responding to incidents on State Routes when the incidents are minor or when GSP is unable to respond. In the absence of the State Patrol, local law enforcement serves as the scene commander. As scene commander, law enforcement is responsible for making immediate on site decisions for lane closure or detours needs, traffic control measures, coordinating directly with TIM Responders, and determining when the scene is clear. The RAM project will provide offer support to GSP by providing initial traffic control and by relaying information traffic information directly to TMC.

LOCAL FIRE/RESCUE TIM RESPONDERS. Local Fire/Rescue TIM Responders are dispatched to incident scenes as mandated by potential for fires or personal injuries. Most TIM Responders have established relationships with GSP and law local enforcement agencies. Typically, this relationship results in well-choreographed incident management techniques. The RAM project will serve to augment the choreography by alleviating traffic control and TMC communication demands on first responders. By alleviating these responsibilities, first responders can focus on the specific duties for which they are trained.

GDOT IN-HOUSE MAINTENANCE FORCES. For incidents on State Routes, GDOT In-House Forces currently provide traffic control measures as necessary, document asset damages, and repair damaged assets as necessary. The RAM project will remove the need for GDOT In-House Forces to mobilize for minor incidents thereby improving GDOT crew efficiencies statewide. RAM operators will further provide documentation of asset damage removing this responsibility from GDOT Forces.

2. RAM PROGRAM INTEGRATION

The management relies on carefully coordinated paths of communication. The initial notification of an incident may originate from any one of the three agencies, but is ultimately communicated to the other two agencies. Each entity performs a distinct function. Georgia State Patrol (or local law enforcement in some cases) acts as the scene commander making decisions on emergency service providers to be notified, traffic control resolutions,

issuance of citations, and closing of scene. The primary function of the Department is to provide MOT support to first responder services utilizing in-house maintenance forces. The District Office or District Maintenance Engineer may get involved in the decision making necessary for major incidents such as total route shut downs or major bridge damage. The Department is also responsible for documenting and repairing damage resulting from traffic incidents. Live updates to the TMC regarding changes in scene status are provided by the Department. The TMC is responsible for recording information concerning traffic incidents and logging the data into the NaviGator system.

The RAM program should integrate itself into the existing structure by taking the place of the required incident response of in-house GDOT maintenance forces. Upon notification of an event, Dispatchers will begin a chronological report of the event and immediately dispatch an Operator. RAM Operators should provide rapid response to incidents, deploy MOT as necessary, assist in roadway clearance, and document all asset damage necessitating mitigation. Common damages incurred from traffic incidents are damaged signs, damaged guardrail, damaged fence, and turf damage. The Operators will complete an Accident Summary Report for each incident in which the damaged assets are identified and quantified. Detailed descriptions are provided to ensure the assets can be located by repair crews and the correct materials will be brought to the scene. By continuously monitoring the route, the Operator will act as the eyes and ears of the roadway.

Additionally, the RAM program should facilitate proactive communication with incident management agencies to promote coordination improvements. We suggest holding bi-weekly meetings with GDOT and TMC to discuss major incidents and recount lessons learned. Another method of proactive communication would be to hold quarterly Traffic Incident Management meetings that involve all incident management meetings. The goal of these meeting is to again discuss major incidents and recount lessons learned, but also to garner the perspective and experience of each entity.

UNDERSTANDING GDOT STRUCTURE. Jorgensen has identified the GDOT District, Area, and Management offices as shown in the below table. We have an inherent understanding of GDOT's structure and organization.

DISTRICT DISPATCHER	ROUTE OPERATOR	GDOT DISTRICT OFFICE	GDOT AREA OFFICE	GSP POST OFFICE	GEORGIA MGMT AGENCY OFFICE
District 6 Dispatcher	Route 1	Cartersville—D6	Cartersville— Area 1, Dalton— Area 2	Troop A, Post 5 - Dalton, Post 3 - Cartersville, Post 43 - Calhoun	Area 1--Calhoun
District 6 Dispatcher	Route 2	Cartersville—D6	Buchanan— Area 3	Troop A, Post 29 - Paulding; Troop D, Post 4 - Villa Rica	Area 1--Calhoun
District 6 Dispatcher	Route 3	Cartersville—D6	LaGrange— Area 5	Troop D, Post 24 - Newnan, Post 34 - Manchester, Post 2 - LaGrange	Area 4 Office— LaGrange
District 3 Dispatcher	Route 4	Thomaston—D3	Columbus— Area 2, LaGrange— Area 5	Troop D, Post 2 - LaGrange, Post 34 - Manchester	Area 4 Office— LaGrange
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	Area 3— Brainsville
District 1 Dispatcher	Route 6	Gainesville—D1	Madison— Area 5	Troop E, Post 8 - Madison, Post 46 - Monroe, Post 17 - Washington	Area 5 Office— Statesboro; Area 3— Brainsville
District 1 Dispatcher	Route 7	Gainesville—D1	Augusta— Area 4	Troop E, Post 25 - Grovetown	Area 5 Office— Statesboro
District 3 Dispatcher	Route 8	Thomaston—D3	Thomaston— Area 1, Macon— Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth	Area 4 Office— LaGrange
District 3 Dispatcher	Route 9	Thomaston—D3	Macon— Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth; Troop H, Post 15 - Perry	Area 4 Office— LaGrange
District 4 Dispatcher	Route 10	Tifton—D4	Perry— Area 3	Troop H, Post 15 - Perry, Post 30 - Cordele	Area 4 Office— LaGrange
District 4 Dispatcher	Route 11	Tifton—D4	Valdosta— Area 1, Douglas— Area 2, Moultrie— Area 4	Troop H, Post 30 - Cordele, Post 13 - Tifton	Area 6 Office— Valdosta & Area 7 Douglas
District 2 Dispatcher	Route 12	Tennille—D2	Macon— Area 4	Troop D, Post 1 - Griffin, Post 44 - Forsyth, Post 31 - Valdosta	Area 4 Office— LaGrange, Area 5 Office— Statesboro
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	Area 5 Office— Statesboro
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	Area 8 Office-- Waycross
District 5 Dispatcher	Route 15	Jesup—D5	Savannah— Area 5	Troop I, Post 42— Rincon, Post 11--Hinesville	Area 8 Office-- Waycross
District 5 Dispatcher	Route 16	Jesup—D5	Brunswick— Area 3, Savannah— Area 5	Troop I, Post 23 - Brunswick, Post 11--Hinesville	Area 8 Office-- Waycross