

Highway Emergency Response Operations and Traffic Incident Management

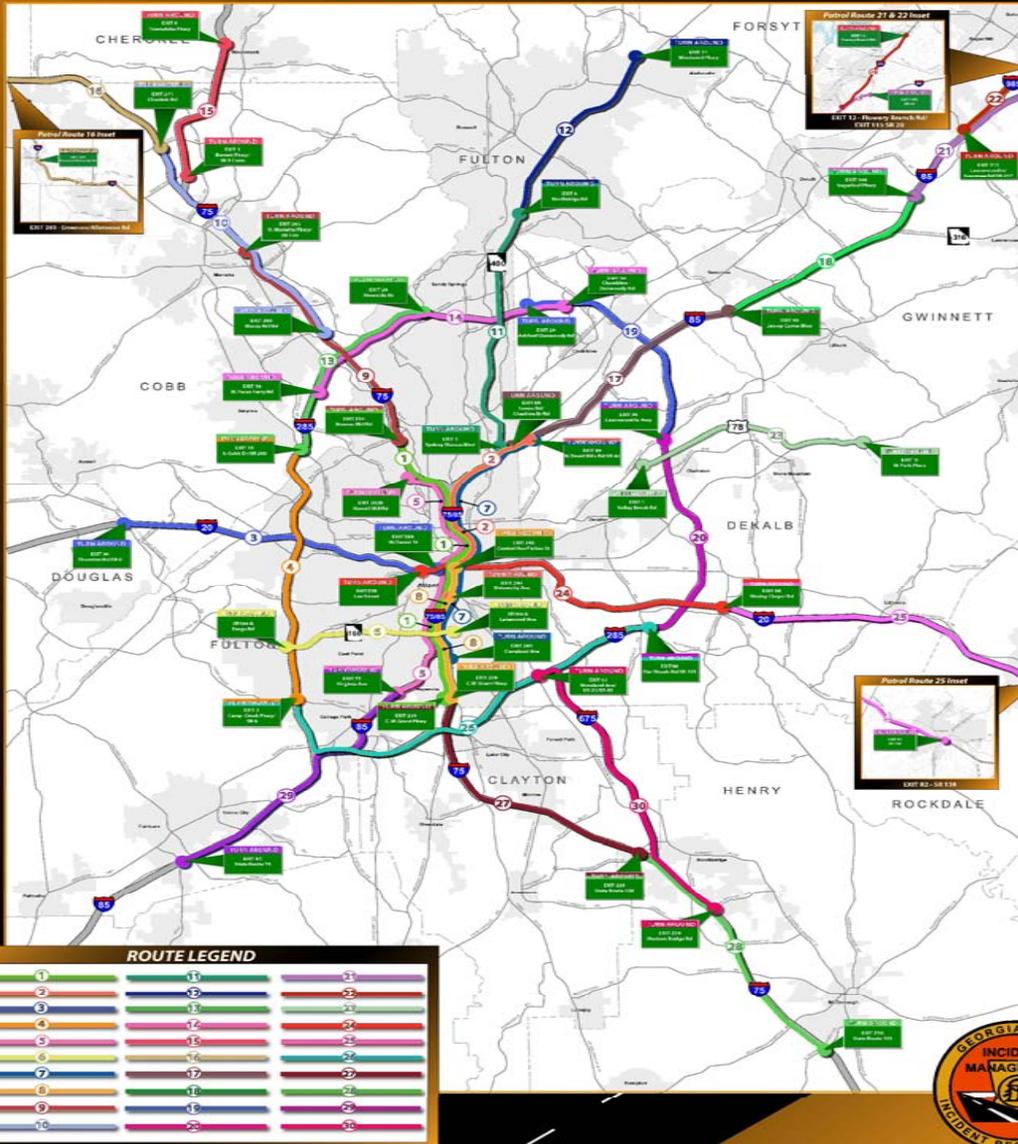
Gary Millsaps

Incident Management Manager

October 21, 2010



H.E.R.O. Patrol Routes



Positions

- 11 Supervisors
- 87 Operators

Coverage

- 286 Center Line Miles
- 30 Routes

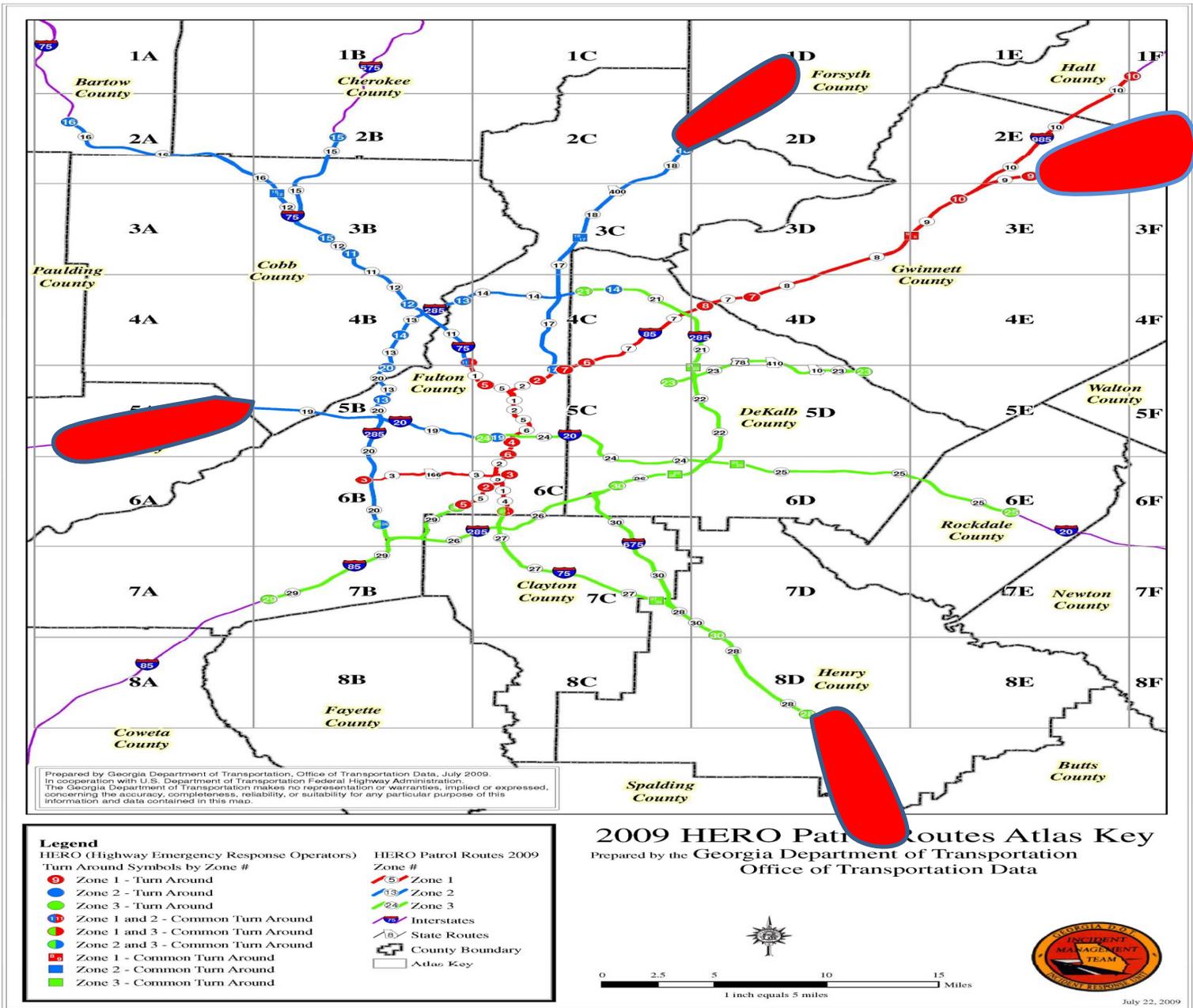
Weekday morning shift
5:00am-1:30pm

Weekday evening shift
1:00pm-9:30pm

Weekday night shift
9:00pm-5:30am

Weekends:
Friday/Monday
5:00am-9:30pm
Saturday/Sunday
7:00am-10:00pm

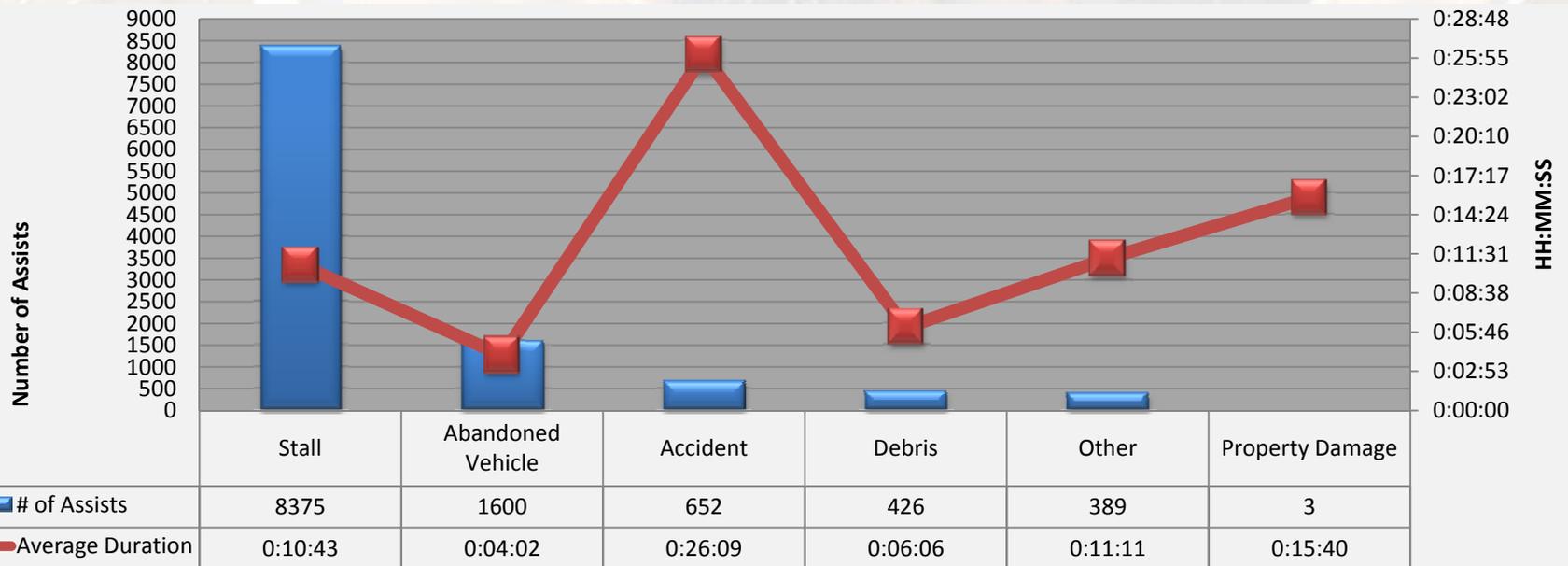
Possible Future Expansion



HERO Response



← **123,370 Total Assists** →

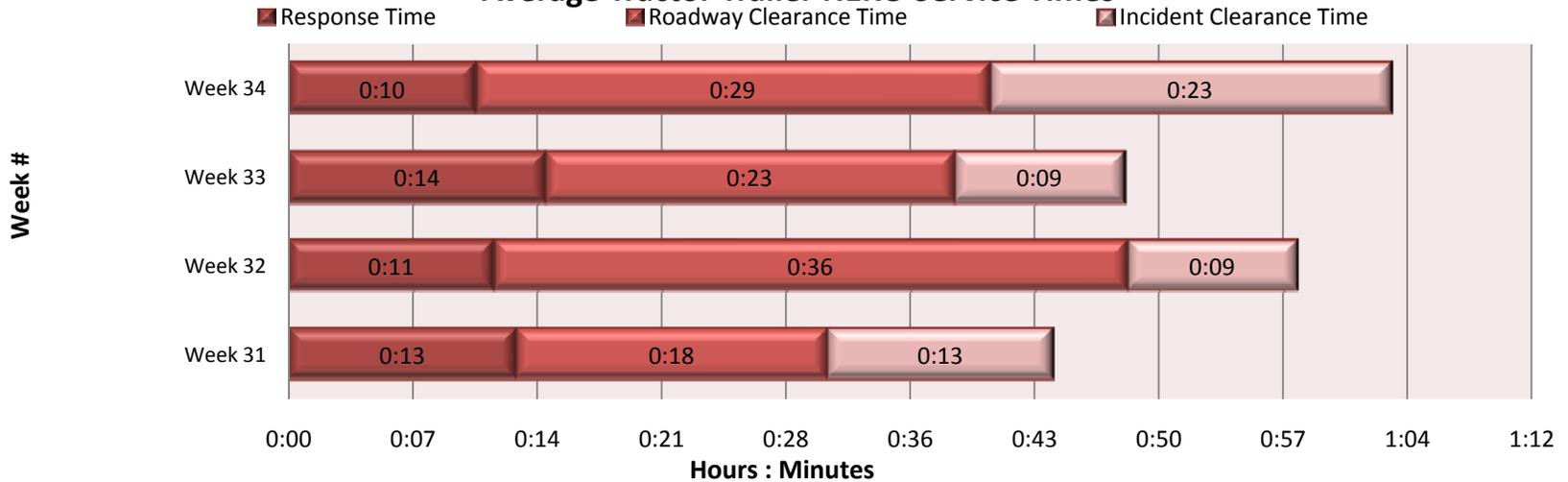


HERO Response

Average Automobile HERO Service Times



Average Tractor Trailer HERO Service Times



Traffic Incident Management Program Overall

TIME TASKFORCE



Started in 2002 to develop and sustain a region-wide incident management program to facilitate the safest and fastest clearance of roadway incidents, lessening the impact on emergency responders and the traveling public.

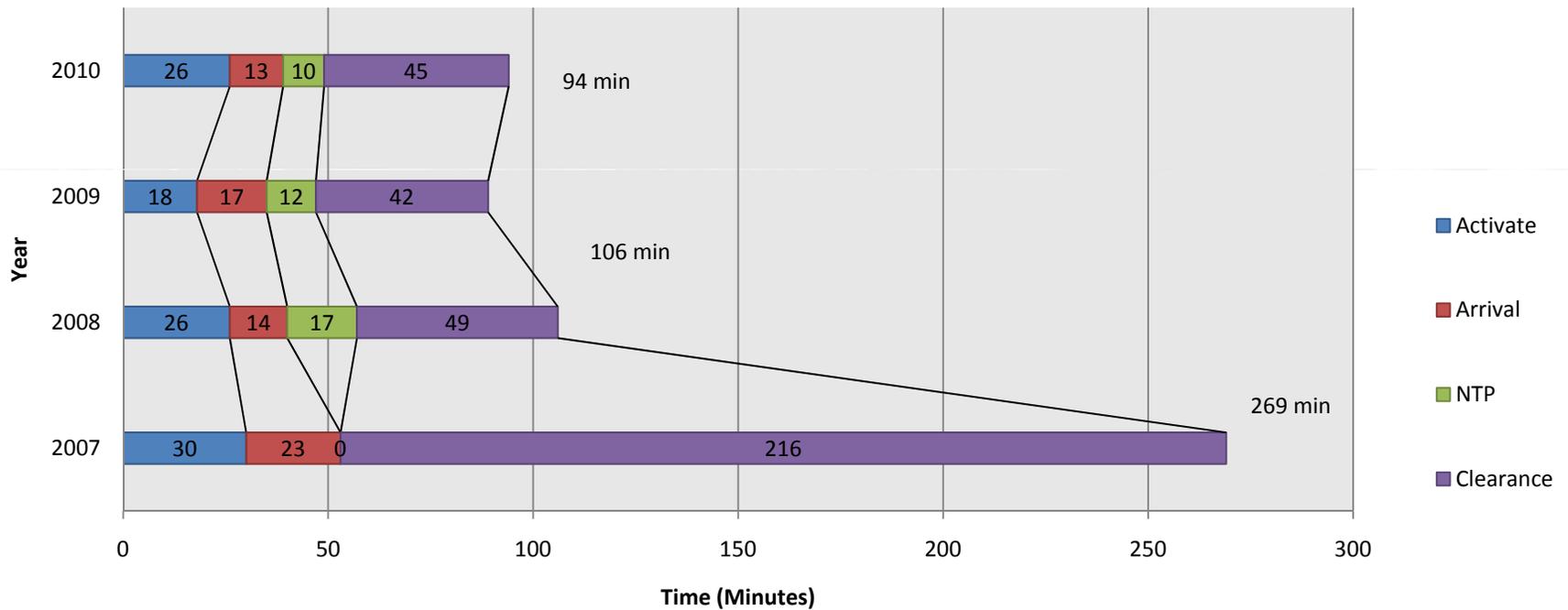


Towing and Recovery Incentive Program (TRIP)



TRIP WORKS

Time to Roadway Clearance 2007-2010



Benefits / Outcomes of TIM Program

- 2007 - HB was passed to revise OGC 32-6-2, protecting wrecker services from liability of further damages to vehicles when clearing the roadway, under the direction of police, fire or DOT, except in the case of gross negligence. Speeding up clearance times.
- GSP and DPS now only use TRIP certified wreckers on commercial vehicle incidents. Speeding up response and clearance times.
- TRIP wrecker companies working together to ensure roadway clearance. This was unheard of prior to TRIP.
- GSP now working all traffic incidents on the interstate within the City of Atlanta, Monday – Friday, 6:00am – 8:00pm.
- GSP and HERO make a good team in traffic incident management. Able to resolve any issue and correct operations quickly.

State Farm Sponsorship

First Year Money (FY 10) - \$1.7 Million

- Uses
 - Automated Location and Dispatch System (ALADS), in progress
 - HERO Interstate Route Signs
 - Upgrade facility security including cameras and electronic doors and gates, in progress
 - Miscellaneous tools and equipment
 - Match for TRIP CMAQ Funds (\$76K)
 - Approximately \$600K remaining

Second Year Money (FY 11) - \$1.7 Million

- Uses
 - State Match (\$1.5 million) for HERO Project Funds

Special Events

- 11 to date
- \$1266.23 total for participating HERO Operators combined

State Farm[™]



Ideas for the future

- In non-attainment region of Metro Atlanta, legislate that all wrecker companies must meet specific criteria (training, personnel, equipment) to work on the interstate.
- These same companies must also meet certain performance criteria.
- GSP work all wrecks within the Metro Atlanta non-attainment area
- GSP officer in TMC

