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

- July 09
- August 09
- September 09
- October 09
- November 09
- December 09
- January 10
- February 10
- March 10
- April 10
- May 10
- June 10

Table:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Number of Assists</th>
<th>Average Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stall</td>
<td>8375</td>
<td>0:10:43</td>
</tr>
<tr>
<td>Abandoned Vehicle</td>
<td>1600</td>
<td>0:04:02</td>
</tr>
<tr>
<td>Accident</td>
<td>652</td>
<td>0:26:09</td>
</tr>
<tr>
<td>Debris</td>
<td>426</td>
<td>0:06:06</td>
</tr>
<tr>
<td>Other</td>
<td>389</td>
<td>0:11:11</td>
</tr>
<tr>
<td>Property Damage</td>
<td>3</td>
<td>0:15:40</td>
</tr>
</tbody>
</table>
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)
Time to Roadway Clearance 2007-2010

Year | Activate | Arrival | NTP | Clearance | Time (Minutes)
--- | --- | --- | --- | --- | ---
2010 | 26 | 13 | 10 | 45 | 94 min
2009 | 18 | 17 | 12 | 42 | 106 min
2008 | 26 | 14 | 17 | 49 | 269 min
2007 | 30 | 23 | 0 | 216 |

Activate, Arrival, NTP, and Clearance are represented in different colors on the graph.
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
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