



## Traffic Incident Management Enhancement (TIME) Quarterly Meeting Minutes

Transportation Management Center  
935 E. Confederate Ave., Bldg. 24  
Atlanta, Georgia 30316  
April 19, 2011

### **Welcome**

Kathy Zahul, the GDOT State Traffic Operations Engineer, welcomed everyone and told the group how pleased the TMC is to host the second quarterly meeting of 2011.

### **Introductions and TIME Overview**

Brian Groover, Acting Vice-Chair of the TIME Task Force, introduced Emmanuel Jackson, the new HERO manager. Brian explained that because the agenda is so full, the group will forgo self introductions. He encouraged everyone to stay for the lunch after the meeting.

Brian discussed the mission of the TIME Task Force and told meeting attendees about the following recent accomplishments: Open Roads Policy (a formal agreement between GDOT and DPS), the GA TIM Guidelines, and the upcoming TRIP video. Don Flynn Productions, the company responsible for creating the video will be filming during the meeting; several TRIP companies brought their heavy-duty towing equipment, which is in front of the Wayne Shackleford building.

### **TRIP Benefit Study Results**

Ron Boodhoo, PE, GDOT TMC Operations Manager and Andy Phlegar, PE, Senior Engineer with Atkins (formerly PBS&J) gave a presentation on the recently published Evaluation of the Towing and Recovery Incentive Program (TRIP), available online [here](#).

Ron gave a brief description of the program's background, costs, incident information, methodology and assumptions, benefits, and conclusions. TRIP was developed through cooperation among GDOT, GRTA, and Delcan, and Kathy Zahul, Keith Golden, and Gary Millsaps were the program's forerunners.

After explaining the program's requirements (including equipment, time, training, and payment), Ron told everyone that TRIP launched in January 2008. In 2008 – 09, there were 110 incidents. During that time, the total program cost (development, implementation, incentives, and maintenance) was \$835,000.

Ron briefly explained queuing theory (capacity vs. demand) and talked about the deterministic flow model for each incident, which is included on a very large spreadsheet that shows every single minute of an incident.

Andy told the group that for this study, the general approach was to underestimate the impact of the incident and to underestimate the benefit of the program. This is what helps the study stand up to scrutiny.

Ultimately, the study found that compared to similar incidents in 2007 (24 pre-TRIP), incident clearance occurs 165 minutes faster with TRIP.

### **HERO Advance Warning Procedures**

HERO Supervisor Jerry White gave a presentation on the HERO Unit's advance warning procedures. HERO's goal is to let upstream motorists know that an incident has occurred to protect responders and reduce secondary incidents. This is especially important during known long-term incidents (TRIP, fatalities, overturned vehicles) or anything taking longer than 30 minutes.

The procedures that HERO operators use to warn motorists include:

- Check w/ TMC to see if CMS are available
- Send message board HERO vehicle upstream of incident
- Portable orange diamond signs.

Drivers are conditioned for uninterrupted flow on freeways. Initial advance warning should extend as far as ½ mile. HERO trucks now say "Accident Ahead/Caution."

For long-term incidents lasting longer than 24 hours, HERO Unit management and district management will determine if permanent warning needs to be given.

### **GDOT's Summer Construction Alert**

Lillian Jackson with GDOT Community Relations gave a presentation on RoadWorks 2011, the awareness campaign of large construction projects during the summer season. Early in May, her office will launch a full-blown public awareness campaign. GDOT plans to accommodate motorists as much as possible by working on nights, weekends, and off-peak hours as much as possible.

Lillian thanked all responders for everything they do and said that she appreciated the opportunity to give TIME members advanced notice. She had handouts (Atlanta and Georgia maps with construction routes), which were available to everyone. Anyone who wants information sent to their agency should let Lillian know.

### **Traffic Incident Management and the New NaviGator 2.0 Software**

Delcan's Roberto Perez gave a presentation on the enhancement to the new NaviGator system, which was deployed in January of this year. He logged into the production system and gave the group a live demonstration of the software. To date, NaviGator 2 has 300+ user accounts, 100+ video streams daily, and 40+ external video streams.

Before, all information was being managed manually. Now, it's automated and can provide reporting capabilities. During Phase 2 of the project, incident management terminology will be standardized, which will help with reporting and capture entire life of an incident. Also included in the next phase will be HERO integration, which will show real-time location of HEROs on map, including driver and vehicle information.

## **Incident Debriefs**

Lt. Hawk Hagebak with Cobb County PD gave two incident debriefs:

▶ I-75 North near Windy Hill - 2/12/11

During this incident, a commercial truck driver was looking at construction signs, didn't notice that traffic had stopped, and hit the vehicle in front of him. Impact lasted about 250 yards and included a fatality. The incident caused a total shut down of interstate but was a great lesson in getting along with other agencies. Ample advanced warning was given to approaching motorists, including CMS messages. Agencies involved include Cobb Co PD, Marietta Fire, Cobb Fire, and DOT maintenance (HERO wasn't available).

The fatality investigator wanted to TRIP incident, but the operator didn't know what that was. To help raise awareness of TRIP, Rory Howe recently provided training to RTMC center, and Barrow is providing cards to Cobb Co. TRIP operators don't mind showing up and waiting; it will take them a while to get there anyway, so might as well start early. HERO helped set up scene measurement after the incident.

▶ I-285 near Atlanta Road - 3/18/11

New Image Towing's Lawton Howard was pulling a 137,000 lb concrete pumper, and despite his very careful driving, it overturned. Lt. Hagebak told the group that this incident is an excellent example of professionalism, and he applauded Lawton's driving—a less experienced driver might have caused far more damage. Lawton called Barrow, and all responders on scene worked to upright the pumper. The group viewed a video of the incident, which will also be included in the professionally-produced TRIP video.

## **TIME Committee Updates**

### Training

SFC Ryan Newman, told the group that they will receive C-12 Training Credit for this meeting (as long as they fill out the form). Upcoming trainings include:

- TRIP Level 1 course on May 14 and 15 in Forest Park
- Quick Clearance training at Chatcomm on May 23
- Big Rig Rescue at the end of June.

### Operations

Rory Howe of the TIME Task Force told the group about the following recent activities:

- Metro Fire Chiefs Meeting
- Radio training for ChatComm (in Sandy Springs and Johns Creek)
- Radio Training for Cobb Co 911
- Training for Gwinnett Fire (four two-hour blocks)

Recent TIM activity in metro Atlanta:

- Cobb's TIM Team met last Thursday

- Bartow/Cartersville TIM Team met earlier this morning
- Cherokee has held two pre-TIM meetings;
- Johns Creek is buying a HERO-like truck
- Alpharetta/Roswell TIM Team meets quarterly.

### Programs

Carla Holmes thanked the meeting's sponsors—Serco, Gresham Smith & Partners, and Atkins—and said how pleased she was that this quarterly is so well attended. The programs committee is working on securing a date/location for the annual conference; details will be announced as they become available.

### **Announcements**

Harris Blackwood, the new director of the Governor's Office of Highway Safety, told the group that the GOHS Conference will be in Savannah at the Hyatt Regency on August 1-3. More details are available to [www.gahighwaysafety.org/2011conference](http://www.gahighwaysafety.org/2011conference).

Kofi Wakhisi of ARC told the group that immediately following the lunch, a contra-flow meeting will be held in the Green Room.

Hugh Colton of GDOT will give tours of the TMC immediately after lunch.

Christine Simonton of Delcan thanked Carla Holmes for her hard work on this quarterly meeting.

The next quarterly meeting will be in July; the TIME Task Force is always looking for quarterly meeting hosts.