



GDOT HERO SOP

Safety Service Patrol Quarterly Call
Topic: SSP Standard Operating Procedures

Background

- HERO primary mission is to keep the highways moving by:
 - Actively managing traffic incidents
 - Putting out traffic control to provide a safe working environment for other responding agencies while at the same time providing positive guidance for motorists
 - Push, pull, drag damaged or stalled vehicles from travel lanes
 - Assisting stranded motorists to prevent them from becoming a traffic incident
- HERO operates 24 hours 7 days a week 363 days a year (every day except Thanksgiving and Christmas Day)
- HERO has 93 Operators, 12 Supervisors, 5 Managers, 1 Support, 1 Safety Officer



Patrol

- HERO Units Patrol 315 miles of Interstate and limited access highways in Metro Atlanta
- HERO Patrol areas are broken into three zones and 18 patrol sectors
- Each zone is worked by multiple operators, one shift supervisor and one TMC dispatcher and use one radio channel
- TMC and Shift Supervisors can move operators from less active sectors to more active sectors in real-time as needed



Dispatch

- Operators are dispatched by the Traffic Management Center (TMC)
- TMC has 4 main sources of information
 - Cameras / detectors
 - Calls to 511
 - Calls from 911 dispatchers
 - HERO Operators on patrol
- TMC and HERO communicate both through a Computer Aided Dispatch system call Automated Location and Dispatch System (ALADS) and via Radio



Dispatch

- Use 10 codes to save time over plain talk
- Use ALADS as primary communications
- Dispatcher to Operator
 - Incident type
 - Incident location, direction, lane(s) or shoulder affected
 - Responders on scene or being dispatched



Automated Location and Dispatch System (ALADS)

- Allows TMC to track location of HERO truck
- Allows two-way communication between HERO Operator and TMC
- TMC created incidents appear on the screen of the assigned Operator
- Operator created incidents create a new incident in the TMC Software (Navigator)
- Reduce the need for as much information to be communicated over the radio
- Eliminates the need for paper log of HERO activities
- Next version will add more tools to help TMC dispatch the closest HERO Unit to an incident



Arrival on Scene

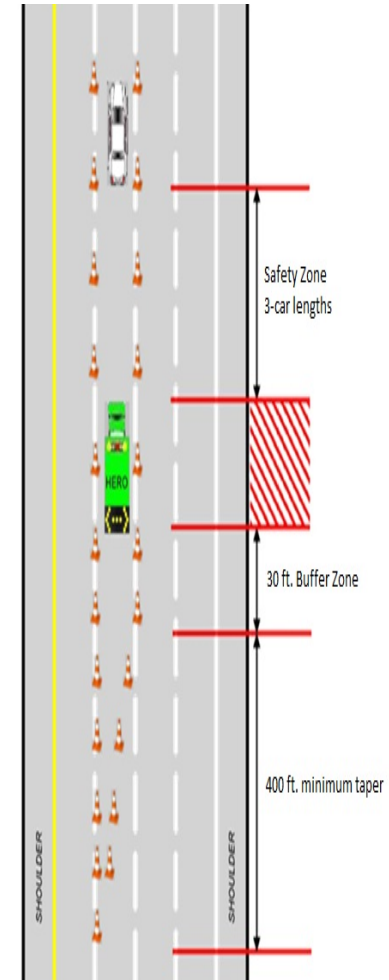
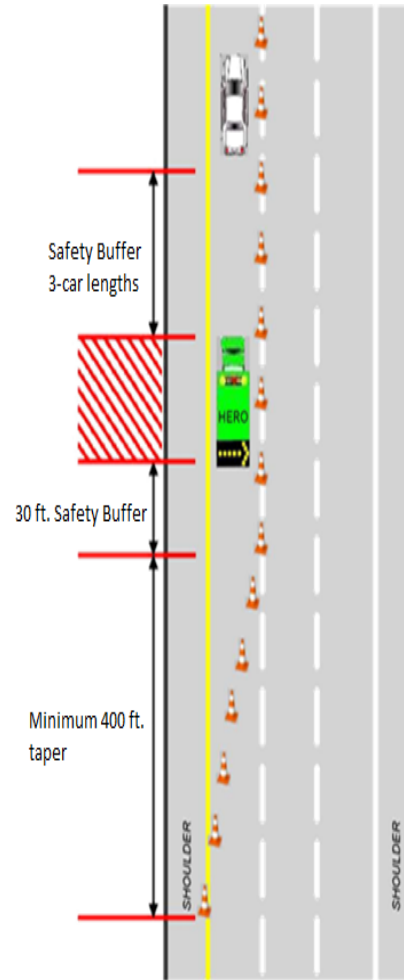
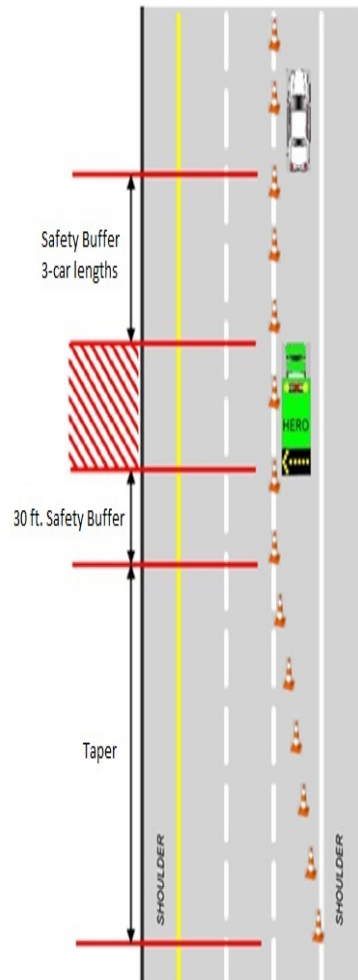
- Scene assessment
 - Number of vehicles, vehicle types
 - Injuries
 - Lanes affected
 - Hazardous materials
- Operator to dispatch
 - Incident type
 - Incident location, direction, lane(s) or shoulder affected
 - Assets needed (fire, police, EMS)
 - Actions taken
 - Updates when lanes open and incident ends



Traffic Control

- HERO truck is the first traffic control device
 - Message board turned on with appropriate and predetermined message prior to Operator leaving truck
 - Emergency lights on whenever HERO truck stops on shoulder or travel lane
- Traffic control cones
 - 30 cones per truck
 - Minimum 400' (or 10 skip lines) taper to close 1 travel lane
 - Augment with flares at night
 - Put down either starting at furthest point and working back to truck or start at truck and put down approaching the furthest point
 - Pick up only starting at furthest point working back to truck

Traffic Control





Push Pull Drag

- Push Bumper
 - Have motorist put foot on brake, car in neutral
 - Tell motorist where you are going to push them
 - Stop affected traffic
 - Make contact with rear bumper of motorist vehicle
 - Advise motorist to take foot off brake pedal
 - Push vehicle in the agreed upon direction
 - Give a short burst of acceleration, break contact with bumper, allow vehicle to coast to final resting point.
 - Restart affected traffic



Pull

- Pulling Vehicles
 - Class 1 and 2 Vehicles
 - No driver or other occupant
 - Engage parking brake
 - Put automatics in park and manuals in reverse with ignition switch “off”
 - Place one of the double “J” hooks on each “A” arm of suspension or other position on vehicle frame
 - Do not hook to bumper or anything that will not support the weight
 - Hook D-ring from double “J” hook to HERO truck tow spindle (use single “J” hook when extra length is required between the D-ring and the HERO truck)
 - Pull slowly and steadily
 - Class 3-8 (10,000 plus lbs.)
 - Driver remains in vehicle to steer and brake when necessary
 - Connect “logging chain” to the vehicle’s frame or tow hook(s) at the front and to HERO truck tow spindle
 - Tell driver that he is responsible for braking both vehicles
 - Do not pull vehicle down hill



Towing Recovery Incentive Program (TRIP)

- Monetary incentive to towers for clearing incidents in less than 90 min
- For the worst of the worst commercial vehicle wrecks
 - Vehicle types: tractor trailers, motor coach, motor home, airplane, boat
 - Incident types: rollover, load shift, load spill, sever
 - Response requirements: supervisor 30 min peak / 45 min off-peak, Equipment (30 ton wrecker, 40 or 50 ton wrecker and support truck) 45 min peak / 60 min off-peak
- When a TRIP incident occurs
 - HERO Supervisor or Law Enforcement call TMC to activate
 - TMC calls TRIP Company based on location
 - TRIP company must respond with: supervisor 30 min peak / 45 min off-peak, Equipment (30 ton wrecker, 40 or 50 ton wrecker and support truck) 45 min peak / 60 min off-peak
 - Notice to proceed given by HERO Supervisor
 - All times kept by TMC



Questions

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