



# Traffic Incident Management Enhancement Task Force of Georgia

## Atkins is Now Your Statewide Traffic Incident Management Support

GDOT recently selected Atkins to provide Statewide Traffic Incident Management Support. The Atkins team will support you with existing efforts and assist in spreading many of these programs throughout Georgia. The work includes supporting:

**TIME Task Force Support** – work of the Traffic Incident Management Enhancement (TIME) Task Force and its committees including facilitating meetings, strategic planning, conferences, and executive briefings.

**TIM Teams and Training** – existing Traffic Incident Management (TIM) teams and help form additional teams throughout the state. This includes facilitating meetings, providing training, and developing a Learning Management System with on-line training available statewide.

**HERO Support** – GDOT Highway Emergency Response Operator (HERO) unit by reviewing and updating policies and procedures and supporting and providing training.

**TRIP Program** – existing Towing and Recovery Incentive Program (TRIP) by reviewing and updating policies and procedures and developing and implementing an expansion plan to provide the program throughout the state.

**Managed Lane Support** – existing and future managed lanes through planning workshops, training, and coordination with all affected agencies.

### Who we are:

The major efforts of the program will be led by:



**Marty Legé** is the overall program lead. Marty's background includes military service, law enforcement, training, and traffic incident management.



**Scott Malcom** leads our efforts to support HERO, TIM Teams, and TRIP programs. Scott is a retired fire Captain and previously supported these programs with the Parsons team.



**Requel Williams** leads our TIME Task Force and Managed Lanes teams. Requel has been involved in TIM activities and TIME since 2008 while also serving as the lead trainer for the GDOT Transportation Management Center.

# Connectivity & Synergy

The TIME Task Force committees will be supported by:



**Gwen Fulton** is the TIME Task Force Training Committee Liaison. Gwen is a retired Captain of the Georgia Department of Public Safety Motor Carrier Compliance Division.



**Pete Harrison** is the TIME Task Force Operations Committee Liaison. Pete's background includes law enforcement, risk management, and managing and enhancing the Safety Service Patrol that covers 1,032 lane-miles of the North Texas Tollway.



**Noelia Infante** is the TIME Task Force Programs Committee Liaison. Noelia has supported the TIME Task Force and TRIP Programs for several years while serving as a Shift Supervisor at the GDOT Transportation Management Center.



**Requel Williams** is the TIME Task Force Communications Committee Liaison.

## How to reach us:

We are all available to support your incident management needs and you can contact us anytime at the following emails:

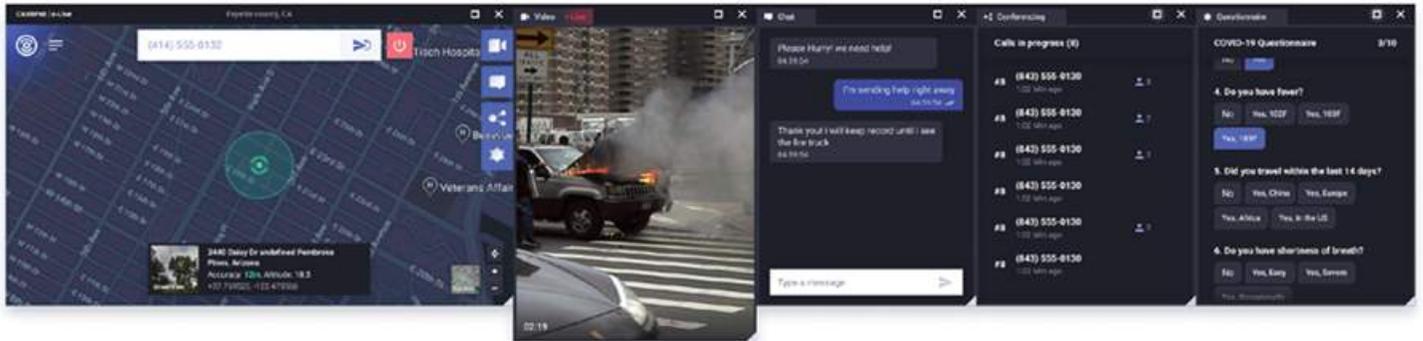
### For Information on:

Towing and Recovery Incentive Program  
 Traffic Incident Management Training  
 Traffic Incident Management Teams  
 Managed Lanes  
 Time Task Force  
 Time Task Force Grants

### Contact:

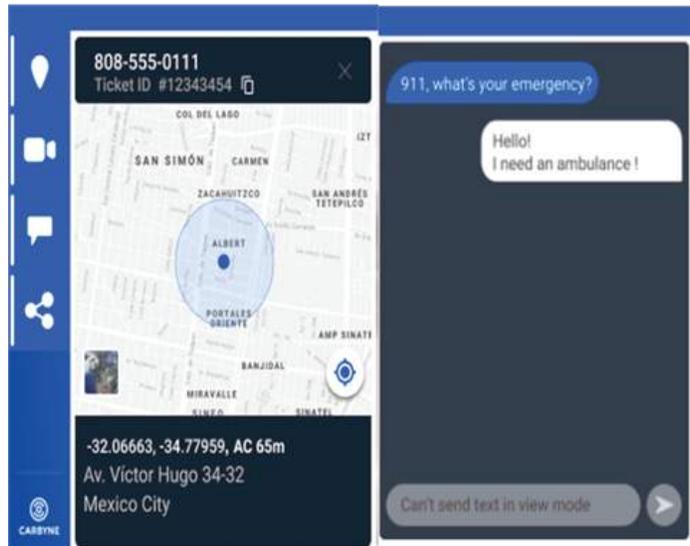
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[TIMteams@dot.ga.gov](mailto:TIMteams@dot.ga.gov)  
[ManagedLanes@dot.ga.gov](mailto:ManagedLanes@dot.ga.gov)  
[info@timetaskforce.com](mailto:info@timetaskforce.com)  
[TIMEgrants@dot.ga.gov](mailto:TIMEgrants@dot.ga.gov)

# GDOT's C-Lite Universe Pilot Program

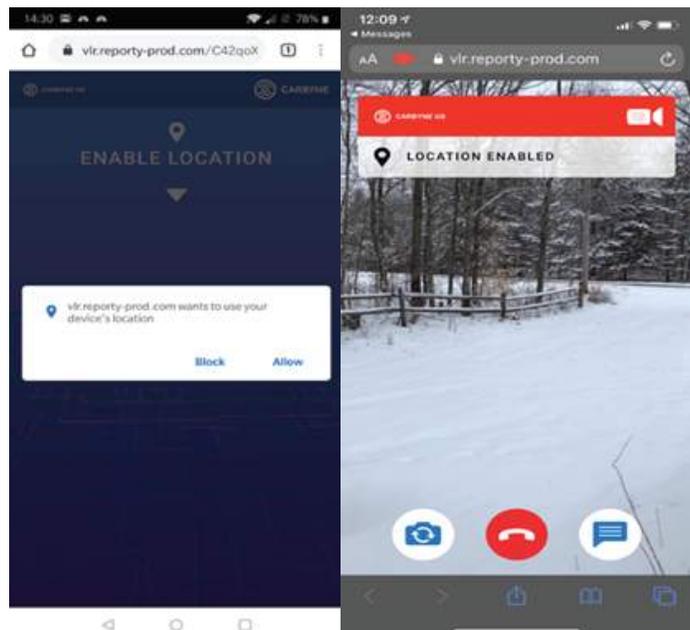


## 511 Operator's view:

At the GDOT TMC Traffic Ops Center in Atlanta, we are continuously seeking new and innovative ways to decrease incident response and roadway clearance times when managing various types of incidents on our roadways. Our Ops Floor at the TMC is a 24/7 operation that consists of 511 Operators and Traffic Specialist who monitor state roadways and collect real-time traffic information from video detection systems and closed-circuit television cameras along the interstates and state routes, in addition to gathering information by taking 511 calls from motorists regarding traffic congestion and roadway incidents. A good portion of these callers are motorists in disabled vehicles who are seeking HERO or CHAMP assistance. Often these callers are unsure of their own location and traveling direction and have a hard time helping our 511 Operators pinpoint where they are. Motorists may also be disabled in areas where there is limited camera surveillance preventing 511 Operators from visually verifying their location. These obstacles led the TMC to create a pilot program using the C-Lite Universe tool developed by CARBYNE. C-Lite Universe is a computer application that allows traffic operations and emergency centers to quickly locate and continuously communicate with motorists with the use of its cell phone geo locate, chat, and video features. GDOT declined the use of the live video feature for this tool and had the vendor restrict that capability.



## Motorist's view:



As a part of our pilot program, when a motorist calls 511 requesting HERO or CHAMP assistance

and is unclear of their location, our 511 Operators will request if the motorist is open to us providing them a web link via cell phone text message that they can click on that will pinpoint their location within 10-20 seconds. Once the motorist is located, they can then opt to stay in communication with the 511 Operator via the chat feature where the 511 Operator and motorist can exchange additional information and updates as the motorist waits for assistance to arrive.

With the use of this new application in our incident management process, we hope to quicken incident response times by our first responders and reduce overall incident clearance times to get both motorists and first responders out of the roadway as quickly as possible to avoid the likelihood of any severe secondary crashes taking place at the disabled vehicle's location. As part of this pilot program, we will have some 511 Operators using the C-Lite tool only to locate motorists; another group of 511 Operators will use the combination of C-Lite and Navigator to locate motorists; a third group will use only Navigator and traditional means to locate motorists. We will then compare the incident clearance times of all incidents managed within this testing phase to gauge the effect C-Lite usage has on roadway clearance times.



## GA Dept. of Driver Services Implements New CDL Disqualification for Human Trafficking

For several years, the Georgia Department of Driver Services (DDS) has been committed to reducing human trafficking in the transportation industry. The DDS has established a strong education and outreach program backed by Federal funding from the U.S. Department of Transportation and Federal Motor Carrier Safety Administration.



First Lady of Georgia Marty Kemp made human trafficking one of her top initiatives and endorsed House Bill 823 that passed during the most recent Legislative Session of the Georgia General Assembly. This legislation ensures anyone convicted of trafficking other persons for labor or sexual servitude while using a commercial motor vehicle will receive a lifetime commercial driver license disqualification.

“This is an important step in reducing the exploitation of human life by members of the transportation community,” said Commissioner Spencer R. Moore. “It will also improve highway safety as these drivers will be taken off the road, never to operate a commercial vehicle again.”

Please visit DDS Online Services at <https://dds.georgia.gov/> or download the free mobile app DDS 2 GO at the App Store or Google Play Store (links are provided at the bottom of the DDS home page) to initiate many transactions, including a change of address or license/ID card renewal without visiting in person.

# Chatham Emergency Services Grant Award

Each year, the TIME Task Force receives grant applications from emergency responders across the state who are in need of traffic equipment to assist with incident scene safety when managing incidents on the roadways. Of the applications received, the TIME Task Force Board selects the grant award winners based on the grant awards criteria. This year, the TIME Task Force Board awarded grants to five agencies – Chatham Emergency Services, Henry County Police Department, Pooler Police Department, Tazewell Volunteer Fire Department, and Tybee Island Police. Congratulations to all recipients of the TIME Task Force grant award.

Chatham Emergency Services was excited to receive equipment from the TIME Task Force through GDOT as part of the TIME grant award to better improve traffic flow and safety in and around emergency scenes. On Wednesday, August 26th, 2020, Chatham Emergency Services held an event to unveil more than 350 safety vests, 80 cones, and a variety of signage received from their grant award. This equipment will help provide improved visibility of emergency responders and better traffic control. Traffic Incident Management Area 3 Analyst Jeff Cotter (pictured to the right) attended the event.

The TIME Task Force grant applications will be open again in first quarter 2021. Continue checking [www.timetaskforce.com](http://www.timetaskforce.com) for details.





# TIME Task Force Board and Committee Nominations

Are you interested in becoming involved with the TIME Task Force on another level? We would love to have you join the team!

The TIME Task Force is accepting nominations for the following positions:

- Director of Law Enforcement
- Operations Committee Chair
- Communications Committee Chair
- Program Committee Chair
- Training Committee Chair

If you are interested in any of these positions, send an email to [info@timetaskforce.com](mailto:info@timetaskforce.com) for more information on the positions that interest you.

# G<sub>A</sub>ALERTS Overview – Be in the “Know”

Imagine that you are stuck on I-285 with a major accident ahead of you. You are too far away to see what is actually going on, but you know that you may be there for a while. In addition to feeling frustrated, you have several things in common with everyone else stuck on the road – you all want to know what is going on and you want to know that someone is working on reopening the road. With G<sub>A</sub>ALERTS, travelers in Georgia have a new tool that both keeps them in the loop and allows their voices to be heard by GDOT during roadway emergencies.

G<sub>A</sub>ALERTS is an innovative emergency communications system based on the HELP Alerts platform offered by Information Logistics and INRIX. It allows GDOT to establish direct two-way communications with travelers during roadway closures or other emergencies – not your everyday traffic jams. With a simple dashboard, GDOT can instantly activate a dynamic website, a text messaging system, and a phone system for communicating directly with travelers.

To let travelers know that the system is active, G<sub>A</sub>ALERTS integrates with Federal Emergency Management Agency’s Integrated Public Alert and Warning System (IPAWS). With approval from the Georgia Emergency Management Agency, a wireless emergency alert is sent to all cell phones in the area of the closure. There is no need for any members of the public to sign up for alerts in advance or download an app. In fact, the public does not even need to know the system exists – everyone in



the impacted area will receive the alert.

The emergency message alerts travelers to the incident, and to click on a web link to get more information. Upon clicking the link, travelers are taken to a website, which provides greater detail about the closure. Travelers may also opt in to receive text message updates about the closure. Those who opt in will answer a few questions with basic information about their vehicle and number of passengers. They can also grant permission to let GDOT record their location. This information is displayed to GDOT Operators in an online panel, which helps them understand the extent and composition of the impacted area, and allows them to work more effectively to re-open the roadway. With a few clicks, GDOT Operators can send text messages to all travelers, or smaller groups, as the situation warrants. GDOT can also view messages sent back from travelers.

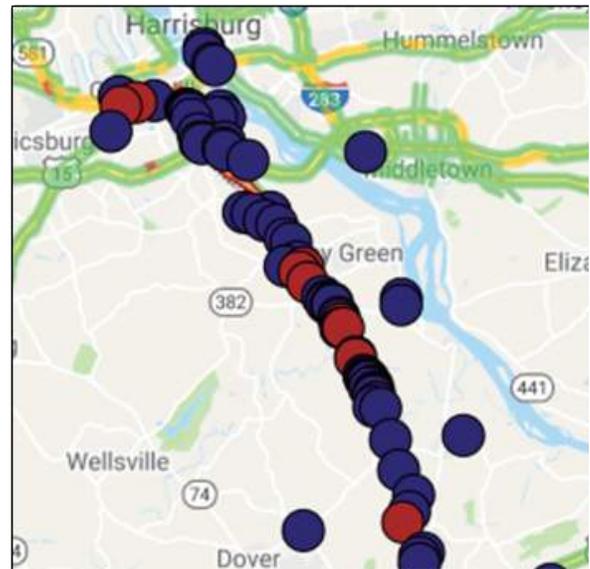
The system has many benefits, including the ability to conduct

health and welfare checks without having to send additional personnel to the scene. As GDOT Operators learn of the specific situations of individual travelers, resources may be directed, as necessary. GDOT staff also keep travelers updated on the status of the road opening and even direct drivers to evacuate the area if necessary.

Once the closure is over, the system sends an automated message to let travelers know that they have now been opted out of all services. Information about the closure is retained for reporting. However, individual phone

numbers are scrambled to protect the privacy of all who opted in. Travelers will not receive any more messages from the system – unless, at some point in the future, they unfortunately find themselves in another closure where G<sub>A</sub>ALERTS is activated and decide to opt-in to the system again.

Whether future roadways are traversed by cars with drivers, by connected vehicles, or by autonomous vehicles, we can be sure that emergencies will happen. People inside these vehicles will be impacted and will need and appreciate having two-way communications with GDOT. Thanks to GDOT’s implementation of G<sub>A</sub>ALERTS, travelers in roadway emergencies will be even better informed not only about the emergency but about how to stay safe until the emergency has passed.



## GA Drivers Embrace Online Services

Hundreds of thousands of Georgians have renewed or obtained a licensing service without visiting a Department of Driver Services (DDS) customer service center since the Covid-19 emergency was declared on March 14th, 2020. Using DDS Online Services and the free mobile app, DDS 2 GO, are the safest and most convenient options to take care of licensing and identification needs.

Commissioner Spencer R. Moore said “DDS has successfully processed over 411,576 Online and Mobile App transactions for March 14th through July 13th. We are very pleased that the numbers continue to grow, which supports our Covid-19 safety efforts.”

Eligible customers who choose DDS Online Services are able to continue to drive legally with the online receipt until the new license arrives in the mail. Not only does it limit public interaction, but most online issuance services qualify for a five-dollar discount.

While the majority of drivers are eligible to use DDS Online Services, there are a few exceptions. Anyone that is not Real ID compliant or customers new to the State must visit in person. DDS is constantly working to ensure efficient, safe, and customer-friendly options within the law.

Visiting a DDS center is different than it was pre-pandemic. DDS has implemented an appointment for most customer policy for in-person service. Those that make an appointment are safely assisted in a timely manner. In all centers, inside capacity is limited to the customer who needs service only, social distancing is practiced, and customer capacity limits are enforced.

Customers are reminded that the safest and most efficient way to conduct driver license services is by using DDS Online Services at [www.dds.georgia.gov](http://www.dds.georgia.gov) or by downloading the free mobile app DDS 2 GO.

For the DDS response to COVID-19 plus complete driver education and issuance information, please visit [www.dds.georgia.gov](http://www.dds.georgia.gov).



**Save the Date**

# TIME TASK FORCE CONFERENCE

*On Time and Online*

**October 19-20 2020**  
**9am to 12noon**

Free online event  
More details to come



Register for this online event at <https://www.eventbrite.com/e/121540415655>.



## Announcements

- SHRP2 Training October 28, 2020 13:00-17:00 Catoosa Fire Recruit Class at Catoosa County Fire HQ
- DeKalb/Rockdale TIM Team Meeting, October 9, 2020, 10:00 – 11:00 AM
- TIME Task Force Conference, October 19-20, 2020, 9:00 AM to 12:00 PM daily. Click this link to register! <https://www.eventbrite.com/e/121540415655>