

# Georgia Traffic Incident Management Program



## Q1 2024 NEWSLETTER

### QUARTERLY HIGHLIGHT

The Georgia Statewide Traffic Incident Management Services (STIMS) program delivered the Railroad Investigation and Safety Course (RISC) developed by Operation Lifesaver on January 29-30, in Ware County. RISC provides responders with insight on how to safely operate incidents involving railroad tracks and rail cars. The course covers who to contact in case of an emergency; how to manage hazardous materials; and reviews important paperwork carried by the conductor that specifies details of the train and its contents.

The Georgia Department of Transportation (GDOT) first hosted a RISC training in December 2022 at a Ware County TIM Team Meeting. STIMS area analyst Jeff Cotter, a retired police sergeant and U.S. Army veteran, coordinated with railroad special agents from CSX Transportation to provide a 1-hour training during the meeting. After this initial success, ongoing efforts have been made to provide 1-hour and 4-hour trainings to responders as stand-alone trainings or as part of TIM Team Meetings. At a monthly update meeting after the Ware County meeting, Chad Hendon, the GDOT TMC operations manager, mentioned that GDOT would like to see more coordination and training with railroads, so this effort will continue.



### WELCOME!

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*Photo courtesy of Jeff Cotter, Senior TIM Specialist, AtkinsRéalis*

The RISC training, formerly known as the Grade Crossing Collision Investigation Course, was initially developed for law enforcement, but expanded its breadth this year by introducing a module for firefighters. An increasing number of stakeholders have expressed a desire for the course and, with the expansion of rail service throughout the state, responders are welcoming this unique training.

Learn more about the [RISC](#) course and [contact us](#) to request this training for your agency.

# HERO TRAINING ACADEMY HIGHLIGHT

Last year was a blockbuster year for the Georgia Department of Transportation Highway Emergency Response Operator (HERO) Training Academy! Under the leadership of HERO Manager Jason Josey and HERO Training Officer Calvin Foster, seven classes were conducted between January 2023 and January 2024. In total, 55 recruits completed the program and were released to be trained by HERO field training officers to pursue assignment as an operator 1. To date, 31 trainees have been promoted to Operator 1 and several are on Georgia Highway Operation Strike Team (G.H.O.S.T.) duty, an elite division of HERO who frequently get called to special events and complex traffic situations. G.H.O.S.T. members are considered some of HERO's best operators. It goes without saying that these accomplishments could not have been achieved without the assistance of the HERO Leadership Team who were instrumental in each group's success: HERO Assistant Manager Tyrone McCord, HERO Assistant Manager Jeff Phillips, HERO Assistant Manager Reggie Fennell, and HERO Supervisor Sam Matthews.

The HERO Training Academy is an immersive 10-week training course that includes classroom and field training. Trainees are surprised that it takes that much training time to be successful with HERO. Our training partners consist of HERO operators/supervisors, the transportation management center, HERO Field Training Officers, the AtkinsRéalis instructor team, and a host of guest instructors (for hazardous materials, basic life support, landing zone, etc.) who bring special expertise and skills that trainees will need once they are out in the field. There is also a hands-on component to the training where trainees learn push bumper, temporary traffic control, and wreck master/vehicle extrication. The 2024 Training Plan has expanded to include soft skills training such as: Crisis Intervention: Tips for De-escalation; There is an I in Team: Understanding What Every Individual Brings to the Table; and Creative Solutions to Conflict Management.

HERO trainees report to the Cobb County facility at 7:00 every morning. If there is a significant call, they load up in the van and see firsthand how complex clearances are conducted. They also learn through tabletop exercises, which teach them to think critically through scene clearance. Along with National Incident Management System (NIMS), Traffic Incident Management (TIM), and Coaching the Emergency Vehicle Operator (CEVO) training, the trainees will have a well-rounded experience and be ready to become HERO operators.



*Photo courtesy of Ruth Warrington Lee, Training Coordinator, AtkinsRéalis*

Pictured is Academy Class Golf 2023, the last training class of the year. From left to right are HERO Training Officer Calvin Foster, Kenneth Shorter, Patel Adams, Curlon Mendez, Levi Alexander, Kelvin Woodard, Ronald Sandford, Derrek Williams, and Harry Butler. If you see them on the road, take a moment to congratulate them on their next step to being a HERO Operator!



# LESSONS LEARNED — AFTER INCIDENT REVIEW

## HAZARDOUS MATERIALS

When incidents involving hazardous materials (hazmat) occur on interstates, it's crucial to have preemptive and adaptive strategies in place to manage the situation safely and efficiently.

### Unified Command and Prompt Identification of Hazards

1. Prompt identification of the hazardous material enables a unified command to make informed decisions, which is crucial for timely hazmat response team notification and effective incident management.
2. Responders must be trained in these strategies to avoid presumptions about the hazardous material spill and prioritize flexible and informed responses.

### Time Management and Scene Safety

1. Prompt activation of remediation teams reduces road closure times, increases safety for responders and the public, speeds up the containment and cleanup processes, facilitates a rapid return to normal traffic flow, and minimizes environmental damage.
2. Enforcing a no physical contact policy with the hazard and deploying appropriate personal protective equipment is fundamental to protecting all personnel and the public.

### Traffic Management and Preplanning

1. Responders must be ready to facilitate rerouting, establish buffer zones, and set up clear signage to mitigate secondary risks, which takes preplanning with all potentially involved agencies.
2. Police or emergency service escorts can also significantly enhance the efficiency of response efforts, particularly in high-traffic situations, by ensuring quick access to the site.
3. It is indispensable to enact public awareness through digital platforms for real-time information to help manage public safety and expectations.

Ensuring prompt and safe reactions in the event of a hazardous material spill is only possible through proactive measures, training, and planning to boost traffic incident management effectiveness. Responders must be involved in routine, planned meetings, training sessions, and comprehensive drills replicating various hazmat situations. These measures help cultivate strong interagency connections and ensure coordinated responses to real events.



## GEORGIA TIM TEAM MEMBER OF THE QUARTER

Bryan Bullock is a second-generation public servant in Jackson County. He grew up watching his dad proudly serve his community and began his career in public safety in 1991 as a volunteer firefighter with the Arcade Fire Department in Jackson County, Georgia. In 1994, he started working for Jackson County as a 911 Communications Officer and then became a certified emergency medical technician in 1995 and paramedic in 1997. From 1997 to 2017, he worked for Barrow County Emergency Services starting out as a paramedic and worked his way up to training captain/deputy emergency management agency (EMA) director. During his time at Barrow County, he also worked as an adjunct instructor for the Georgia Fire Academy (GFA) and regional proctor/monitor for Georgia Firefighter Standards and Training. Barrow County was able to host many GFA and National Fire Academy classes in which firefighters from all over North Georgia attended. In 2015, he developed and taught the Emergency Services Department's first recruit school for new employees.



*Photo courtesy of the TIME Task Force*

Bullock later served as head of the Barrow County Hazardous Materials Team where he worked with the Local Emergency Planning Commission, Johns Manville, and Solvay chemical companies to develop realistic hazardous materials training. They built realistic props, which were an invaluable part of the county's training, that would have normally cost thousands of dollars to purchase. During his recruit classes, instead of trying to learn hazardous materials from slide presentations, these companies allowed the county to use their facilities to conduct realistic training, thereby better preparing trainees for the dangers they might face.

In 2017, Bullock was hired as the Deputy EMA Director in Jackson County and then became the EMA Director in 2019. Under his direction, the county worked to improve communications and increase the training offered for local public safety agencies. In addition, the county implemented a new Motorola P-25 public safety radio system. This system has allowed the county to fix some of the communications issues between in-county and out-of-county agencies. For example, because of the new radio system technology, the county can communicate with other agencies such as towing companies, the Georgia Department of Transportation, Coordinated Highway Assistance and Maintenance Program, and Georgia State Patrol.

In 2020, Bullock helped start a Traffic Incident Management (TIM) Team in Jackson County. He currently leads that team, which hosts quarterly meetings and training sessions with all the key people and agencies that could be involved in working a highway incident. His willingness to serve as a TIM champion in Jackson County helps keep others engaged and focused on important safety initiatives that can save lives and improve mobility county-wide.

Bullock is honored to be able to serve and work in the community that he grew up in. He and his wife are lifelong Jackson County residents and have been married for 26 years. They currently live in Hoschton with their 20-year-old son. Thanks for all that you do for enhancing TIM in Georgia, Bryan!

## REGIONAL TIM TEAM OF THE QUARTER: CONGRATULATIONS REGION 4!!

Traffic Incident Management (TIM) Region 4 continues to improve communication, coordination, and cooperation among its stakeholders. At each meeting, a cooperative effort is made to address problems and reach solutions that make responding to incidents in the area safer and more efficient. This team has made efforts to implement unified command at all incident scenes to support each agency's incident priorities.

The region's willingness to continue efforts to increase safety for the traveling public is impressive. TIM Region 4 comprises seven counties located in the I-85 North corridor—Barrow, Jackson, Madison, Elbert, Oconee, Clarke, and Oglethorpe counties.

Region 4 TIM Team Meetings are attended by a variety of roadway responder disciplines including E911 dispatchers and Coordinated Highway Assistance and Maintenance Program (CHAMP) dispatchers. At each meeting, GDOT District 1 personnel share details on construction in the region so that responders can address areas that are experiencing incidents as a result.

TIM Region 4 is committed to increasing public safety and improving TIM efforts by implementing new technologies and programs, such as the Towing and Recovery Incentive Program (TRIP) and interoperable communications with the use of tactical channels on their radio system. These initiatives help increase communication, coordination, and cooperation among responders, making roadways safer for the traveling public.



*Photos courtesy of Amanda Tullis, Senior Project Assistant, AtkinsRéalis*



# INNOVATION OF THE QUARTER

## Claris: Georgia DOT's Step Towards the future

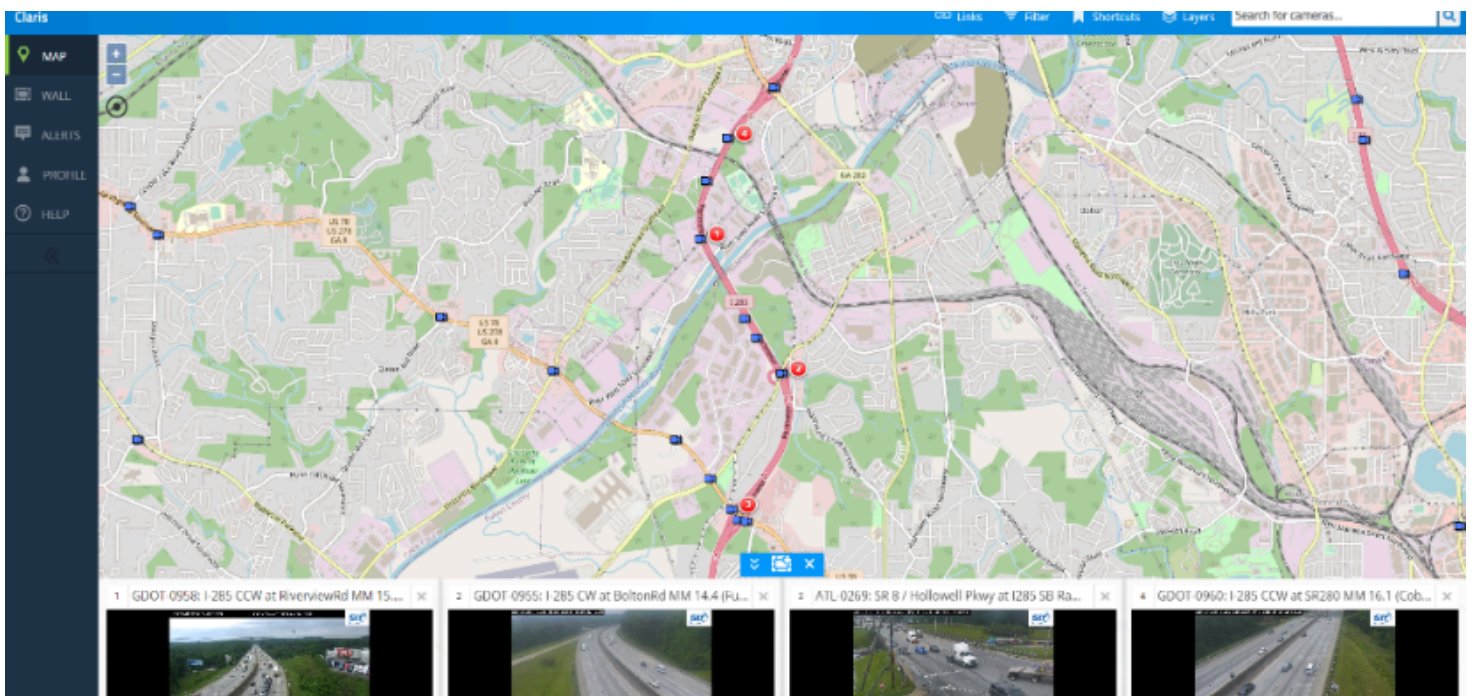
By Ariana Ward, GDOT TMC Transportation Communications Specialist

The Georgia Department of Transportation (Georgia DOT) has taken a major step forward in its video technology capabilities with the launch of Claris Partner Portal (Claris), a new cutting-edge video system. Marking a key advancement in transportation surveillance, Claris provides an opportunity for Georgia DOT to manage and share real-time video feeds with trusted partners, which include law enforcement, fire, emergency medical assistance, emergency medical services, government, and transportation agencies.

The core of Claris is a sophisticated video system that grants access to a network of more than 3,200 Georgia DOT cameras. These cameras serve as aids in monitoring traffic conditions, and more importantly, ensuring the safety and efficiency of roadways across the state.

One of the standout features of the new system is its ability to seamlessly stream up to 18 real-time videos to trusted partners. Authorized users can gain access to live video feeds via the internet using a secure login. This access empowers stakeholders to stay informed about traffic conditions and incidents as they unfold, enabling timely decision making and response strategies.

An additional feature of Claris is its ability to offer trusted partners tailored monitoring of traffic events by allowing them to filter each incident by type and roadway. At any given time, they can log into Claris and view the details of ongoing incidents in real-time.



Photos courtesy of Ariana Ward/GDOT TMC

The security of the state's cameras is a top priority of the department. While trusted partners can view live streaming video, their access is limited to a view-only mode. This means that users do not have the capability to control the cameras' pan, tilt, or zoom functions, ensuring that the integrity of Claris remains intact.

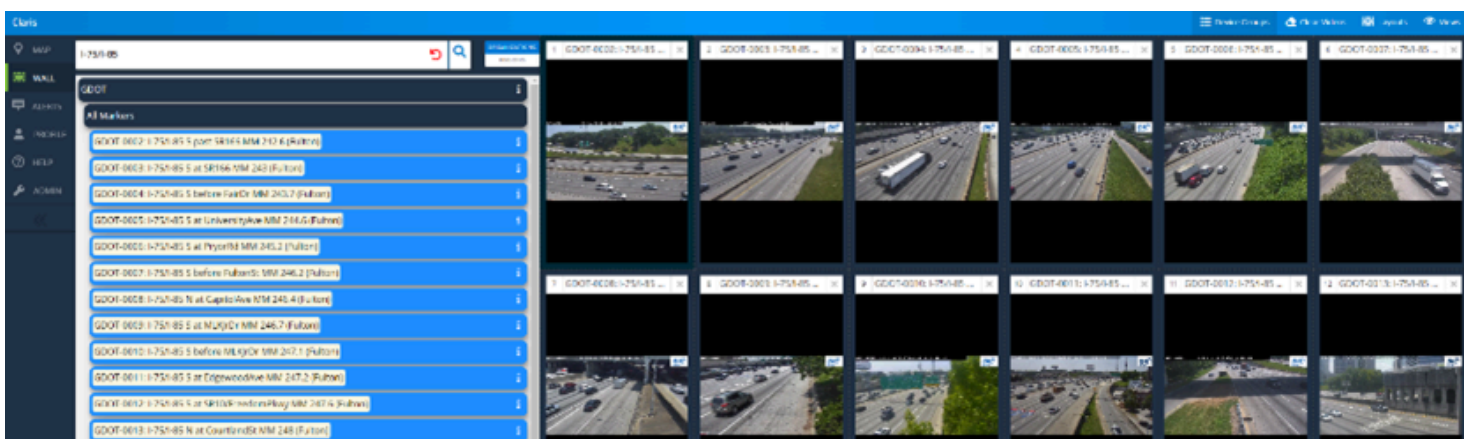
Claris' implementation represents a significant milestone for Georgia DOT, highlighting its commitment of leveraging technology to enhance transportation infrastructure and safety. As transportation agencies continue to embrace technological innovation, the deployment of advanced video systems such as Claris serves as a beacon of progress, paving the way for safer, smarter, and more connected transportation networks.

The department is poised to lead the charge towards a safer and more efficient future on Georgia's roadways with the ability to monitor traffic conditions in real-time and share critical information with trusted partners.

Interested in learning more about Claris and gaining access to the system? Eligible partners can reach out to GDOT TMC liaison [Anslee Schroeder](#) to receive instructions on how to begin the two-step sign-up process.

**GDOT Traffic Events**

Type	Roadway	Description	Start Time	End Time	Last Updated
Incidents	75/85	Vehicle on 75/85 Southbound near SR 166/Langford Pkwy. No lanes blocked.	1/18/2024, 11:10:00 AM	1/18/2024, 12:45:00 PM	1/18/2024, 11:53:44 AM
Incidents	I-285	Vehicle on I-285 Eastbound exit to Ashford Dunwoody Rd. No lanes blocked.	1/18/2024, 10:35:00 AM	1/18/2024, 1:00:00 PM	1/18/2024, 11:52:58 AM
Incidents	I-20	Vehicle on I-20 Eastbound near SR 42/Moreland Ave. No lanes blocked.	1/18/2024, 11:34:00 AM	1/18/2024, 12:04:00 PM	1/18/2024, 11:52:53 AM
Incidents	SR 3	Vehicle on I-285 Northbound near SR 6/Camp Creek Pkwy. 1 lane's blocked.	1/18/2024, 11:44:00 AM	1/18/2024, 1:00:00 PM	1/18/2024, 11:49:22 AM
Incidents	SR 237/PIEDMONT RD	Vehicle on I-85 Southbound exit to Jonesboro Rd. No lanes blocked.	1/18/2024, 11:28:00 AM	1/18/2024, 12:15:00 PM	1/18/2024, 11:45:34 AM
Incidents	SR 30/US 280	Vehicle on roadway on I-85 Southbound near SR 155/Clairmont Rd. 1 lane's blocked.	1/18/2024, 11:35:00 AM	1/18/2024, 12:30:00 PM	1/18/2024, 11:41:05 AM
Incidents	I-85	Vehicle on I-20 Eastbound near SR 6/Thornton Rd. No lanes blocked.	1/18/2024, 10:40:00 AM	1/18/2024, 12:00:00 PM	1/18/2024, 11:07:22 AM
Incidents	SR 21	Controlled fire on SR 21 Southbound near Airport Dr. No lanes blocked.	1/17/2024, 9:39:00 PM	1/18/2024, 10:09:00 PM	1/17/2024, 10:32:23 PM



Photos courtesy of Ariana Ward/GDOT TMC





## UPCOMING EVENTS

For the latest information on training in your area, please check the [TIME Task Force calendar](#) or scan the QR code below to visit the website. NOTE: all dates, times, and locations are subject to change. Monitor the website calendar to verify before you travel to a meeting.

## HOW TO GET INVOLVED IN A TIM TEAM



There are many ways to be active in TIM around Georgia. Interested in getting involved and attending a meeting? Visit <https://timtaskforce.com/time-initiatives/tim-teams/> to find your regional TIM Team and area analyst and contact [TIMteams@dot.ga.gov](mailto:TIMteams@dot.ga.gov) for more information.



## INTERESTED IN CONTRIBUTING TO THE NEWSLETTER?

Share an innovation your agency is implementing in your local community or a notable effort in traffic incident management.

## LMS INFORMATION

GDOT’s learning management system (LMS) provides a free online centralized hub for registered users to have full access to and manage their training content. You can do things like view the course catalog, course enrollment, progress tracking, and view and download your course completion certificates.

We invite first responders and the TIME community to experience the platform firsthand. We have 4,000 users, 39 courses available, and 24/7 access.

The LMS portal has training content in the areas of TRIP, NIMS, SHRP2, Managed Lanes, HERO, CHAMP, Safety Service Patrol, TMC, TIM, professional development, and much more. These will be readily accessible to you by a quick login to the LMS platform after your user profile has been created.

Also, look for new additions to the LMS. We’re planning 7-to-10-minute micro courses on electric vehicle fire suppression technologies and nighttime scene lighting. Look for an email to announce these courses when they are uploaded to the LMS. Happy Learning!

To enjoy user benefits and create your account, please email us at [TIM\\_Training@dot.ga.gov](mailto:TIM_Training@dot.ga.gov).