



# Traffic Incident Management Program

Mark Demidovich, PE

Assistant State Traffic Engineer, Traffic Operations

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# GDOT Traffic Incident Management Profile

- **Highway Emergency Response Operators (HERO)** – 20 year anniversary new 24-7 coverage, fleet updates, new CAD dispatch and paperless logs
- **Traffic Incident Management Enhancement (TIME) Task Force** – facilitating the dialogue of inter-agency coordination
- **Towing and Recovery Incentive Program (TRIP)**  
11:1 BC ratio based on clearance times from before and after TRIP
- **Additionally TIM Features:**
  - GA DOT TMC & county/city TCCs for monitoring
  - NaviGator 511 traveler information system
  - TIM Guidelines established by TIME
  - Southern Traffic Incident Exchange (STIX) Program
  - Open Roads policy
  - Five Laws - Authority Tow, Steer It and Clear It, Move Over, Abandoned Vehicle, and Roadway Debris Removed by Towers
  - GEMA's Statewide Emergency Operations Center



TRIP Coverage Map, Yr. 2011

# GDOT TIM Performance > Outcomes > Monetization

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- **HERO weekly and monthly performance measures**– assists, type, duration, shift, roadway, service route, lanes blocked during assist, arrival time and clearance time for auto and tractor-trailer type
- **NaviGator ITS weekly performance measures** - included HERO stats
  - TMC Incidents, operator calls received, 511 calls, and website activity
  - Planned versus unplanned event counts by day of week
  - Device maintenance status for CMS, CCTV, Ramp Meters, and VDS
- **TIM Outcomes and Monetization quantified as-needed**, typically before/after studies commissioned by GA DOT and executed by contractors
  - Evaluation of TRIP conducted in year 2011 estimated delay savings from average clearance time reduction of 165 minutes comparing incidents from 2007 (pre-TRIP) to incidents from years 2008 and 2009.
  - Monetization uses local fuel costs at time of study, emissions costs per ton from EPA, and value of time from other GA studies.

# GDOT BC Analysis Use and Guidance Needs

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## Value of Quantifying and Monetizing TIM Outcomes

- Demonstrate within GDOT effectiveness of new TIM activities
- Proving that incentivized funding has significant public benefit
- HERO funding is secure through 2030, TRIP in a different funding stream; thus continuous demonstration of value is more relevant to TRIP

## Guidance Needs for Quantifying and Monetizing TIM Outcomes

- Value of time metrics used in monetizing benefits is inconsistent
- Difficult to identify secondary incidents, no place in the incident form to check a box, consistency in defining this outside the field
- ***Defensible numbers navigating between the simple and the academic/complex methods for estimating TIM outcomes***