

CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

The Highway Emergency Response Operator (HERO) is committed to minimizing the disruption of normal traffic flow at an incident site. The HERO's primary responsibility is to expedite the cleanup and removal of any congestion-causing incident that occurs on the interstate system. The HERO also assists state patrol, fire, and Emergency Medical Service (EMS) on the scene of emergency incidents. When not attending to an incident, HEROs are available to help stranded motorists with minor mechanical problems including flat tires, dead batteries, etc. They also provide fuel, coolant, road and travel information, and courtesy use of a cellular phone for emergency calls.

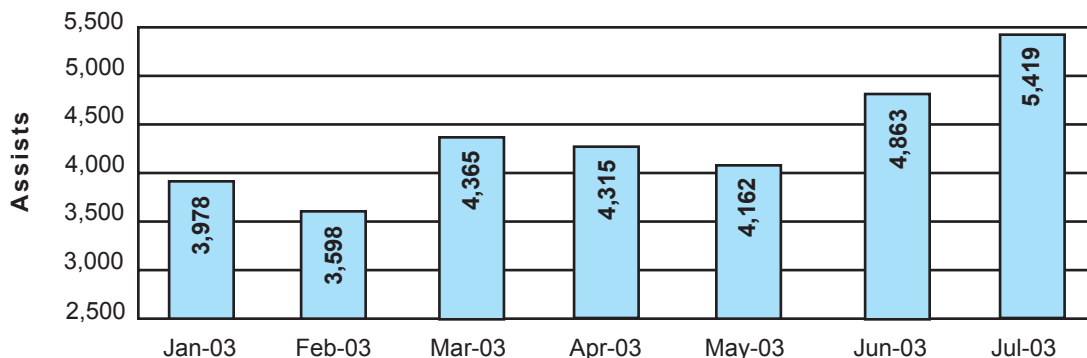


HISTORY

The HERO Unit originated in December 1995 for the 1996 Summer Olympic Games. The HERO program continued to expand after that and is one of the most extensive incident management units in the nation. The Highway Emergency Response Operator program continues to be a popular program with the traveling public. With the addition of 10 new HERO units in May, the capability of the operation to handle more assists increased substantially as is reflected in the data. The chart below identifies the unit's total assists since January 2003 (when data collection started).


...expedite the cleanup of any congestion-causing incident...

Total HERO Assists





CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

PURPOSE

The primary purpose of the HERO is, "to minimize the disruption of normal traffic flow at an incident site."

RESPONSIBILITIES

The HEROs have many responsibilities, which can best be explained as a single primary and numerous secondary responsibilities.

Primary

Patrol assigned routes during the designated hours; initiate measures to reduce congestion caused by accidents or incidents.

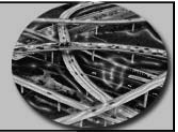
Secondary

When not at the scene of an incident, attend to stalled vehicles or stranded motorists by providing:

- Minor mechanical repairs
- Assistance in:
 - Changing flat tires
 - Reviving dead batteries
 - Adding fuel
 - Adding coolant
 - Road and travel information
 - Courtesy use of cellular telephone
 - Transportation to the safest area away from the freeway



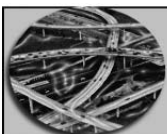
**Primary Purpose:
Reduce
congestion**



EQUIPMENT

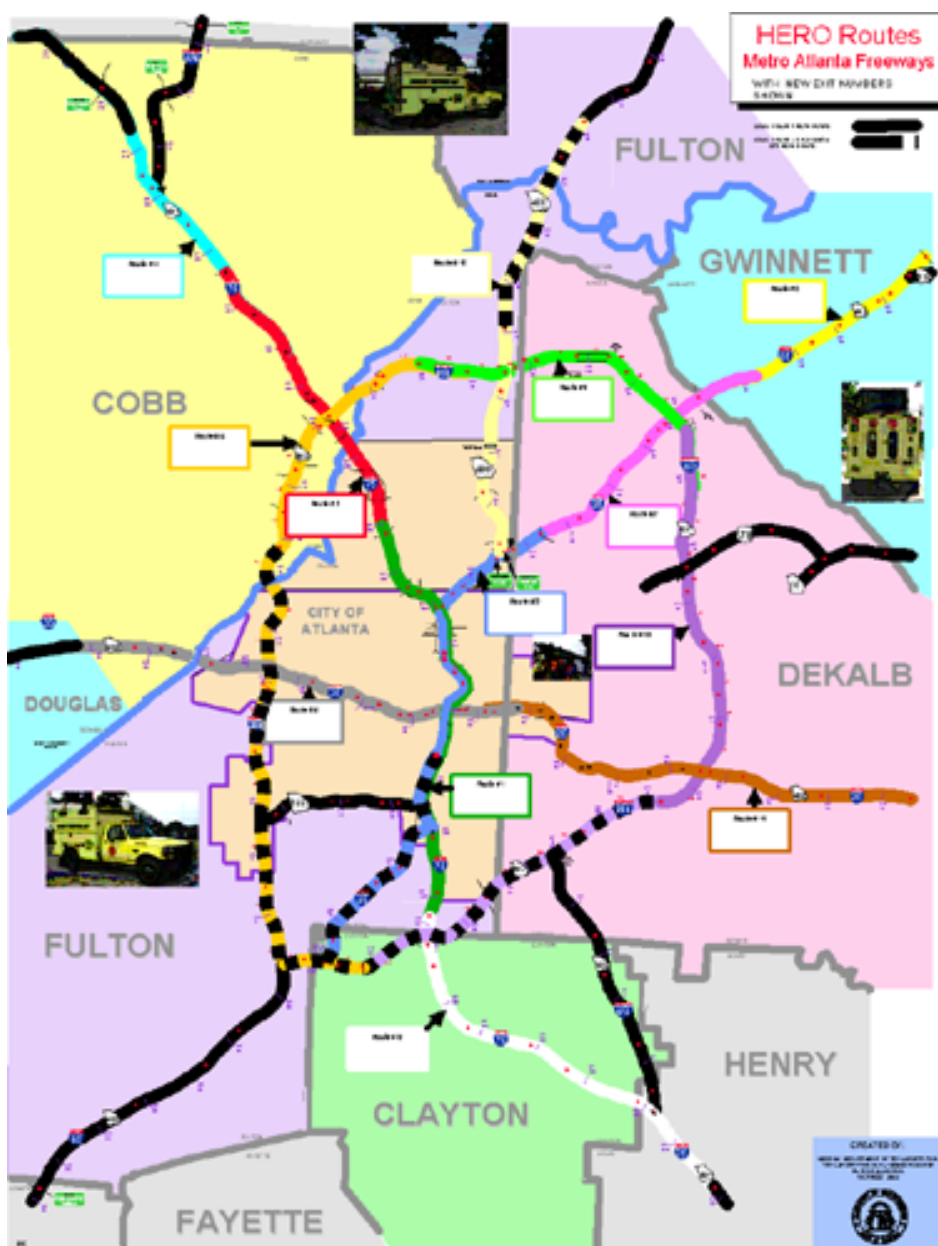


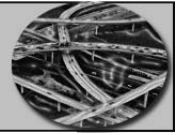
HERO Truck Equipment	
Push Bumper (used to remove vehicles from travel lanes)	Auxiliary Pump and Tank (used to off-load leaking fuel tanks)
Retractable Lighted Arrow Board	Low Band Radios, 800 MHz Radios and Southern Linc Radios
Public Address System	Cellular Telephones
Jump Starting System	First Aid Kits
Portable 3500-watt Power Generator	Shovels and Brooms
Halogen Floodlights	Air Compressor
Traffic Control Devices (cones, flares, etc.)	Jack and Lug Wrenches
Absorbent Materials	Gasoline, motor oil, coolant and other automotive fluids



HERO ROUTES

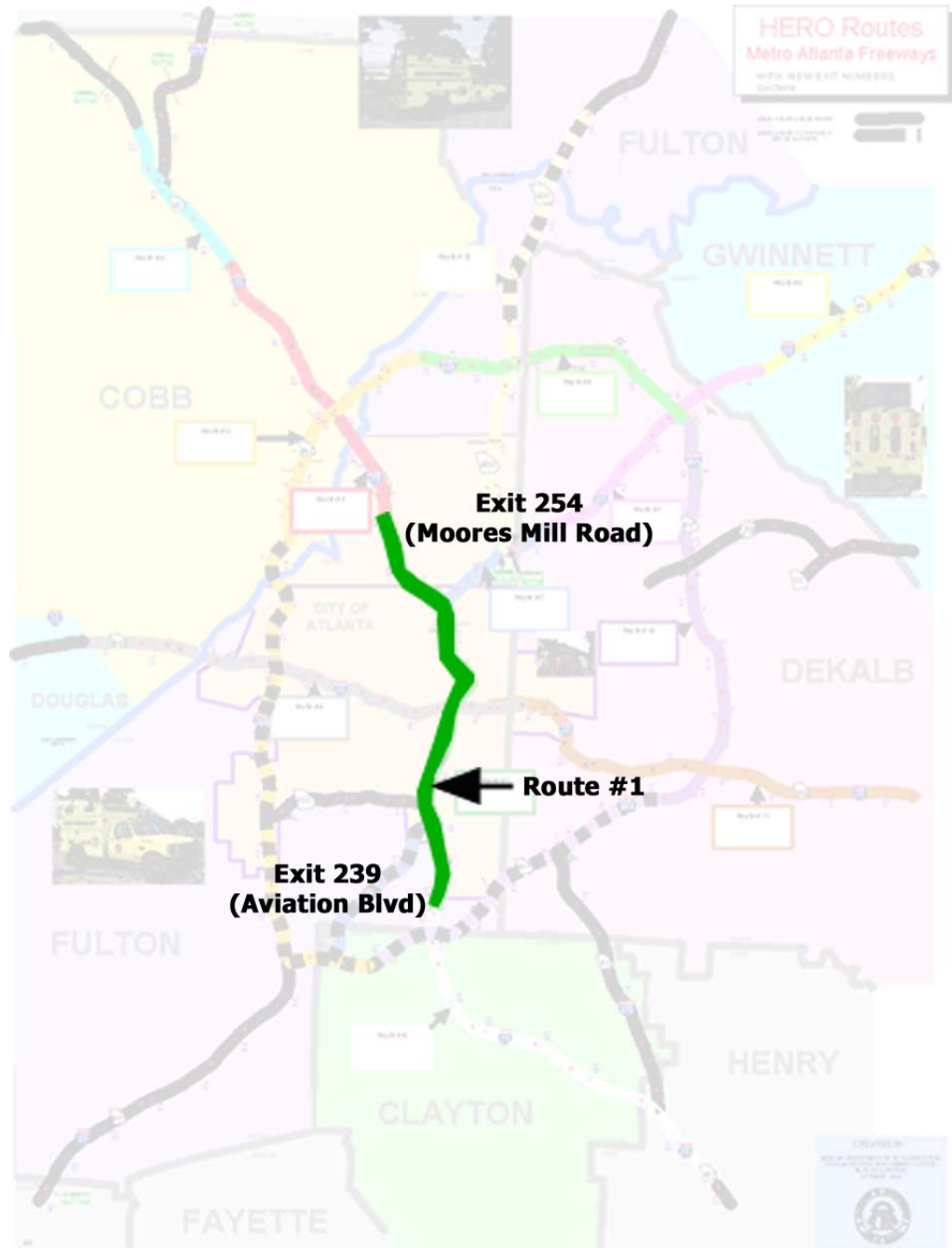
It is absolutely necessary for each CSR to understand the HERO routes and to check with the Dispatcher prior to starting his/her shift for any changes to the prescribed routes. Knowing where the HERO units are during your shift will ensure the most professional approach to motorist's requests. HEROs patrol assigned routes depending on the traffic conditions in the metropolitan area. In metropolitan Atlanta, during peak hours, the routes cover I-75, I-85, GA 400, I-20, and I-285.

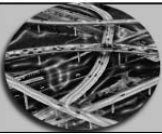




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #1 (13 miles). Starts on I-75 at Exit 239 (Aviation Blvd) and continues north to Exit 254 (Moore's Mill Road).

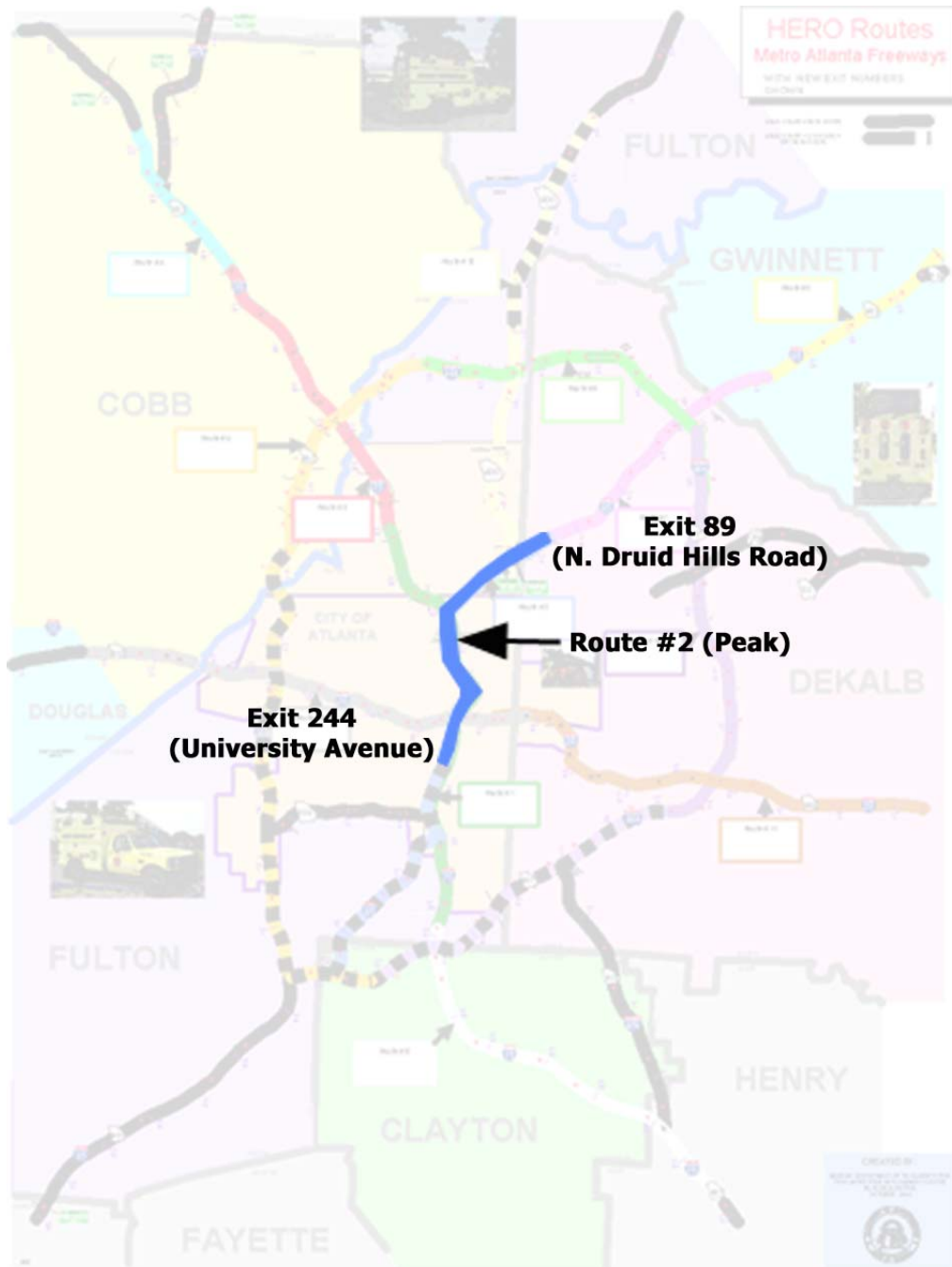




CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

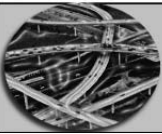
HERO Unit Alpha Team Route #2 (Peak Hours) (12 miles). Starts on I-75/85 (Connector) at Exit 244 (University Avenue) and continues north to Exit 89 (N. Druid Hills Road) on I-85.





HERO Unit Alpha Team Route #2 (Off-Peak Hours) (22 miles). Starts on I-85 at Exit 71 (Riverdale Road) and continues north to Exit 89 (N. Druid Hills Road) on I-85.

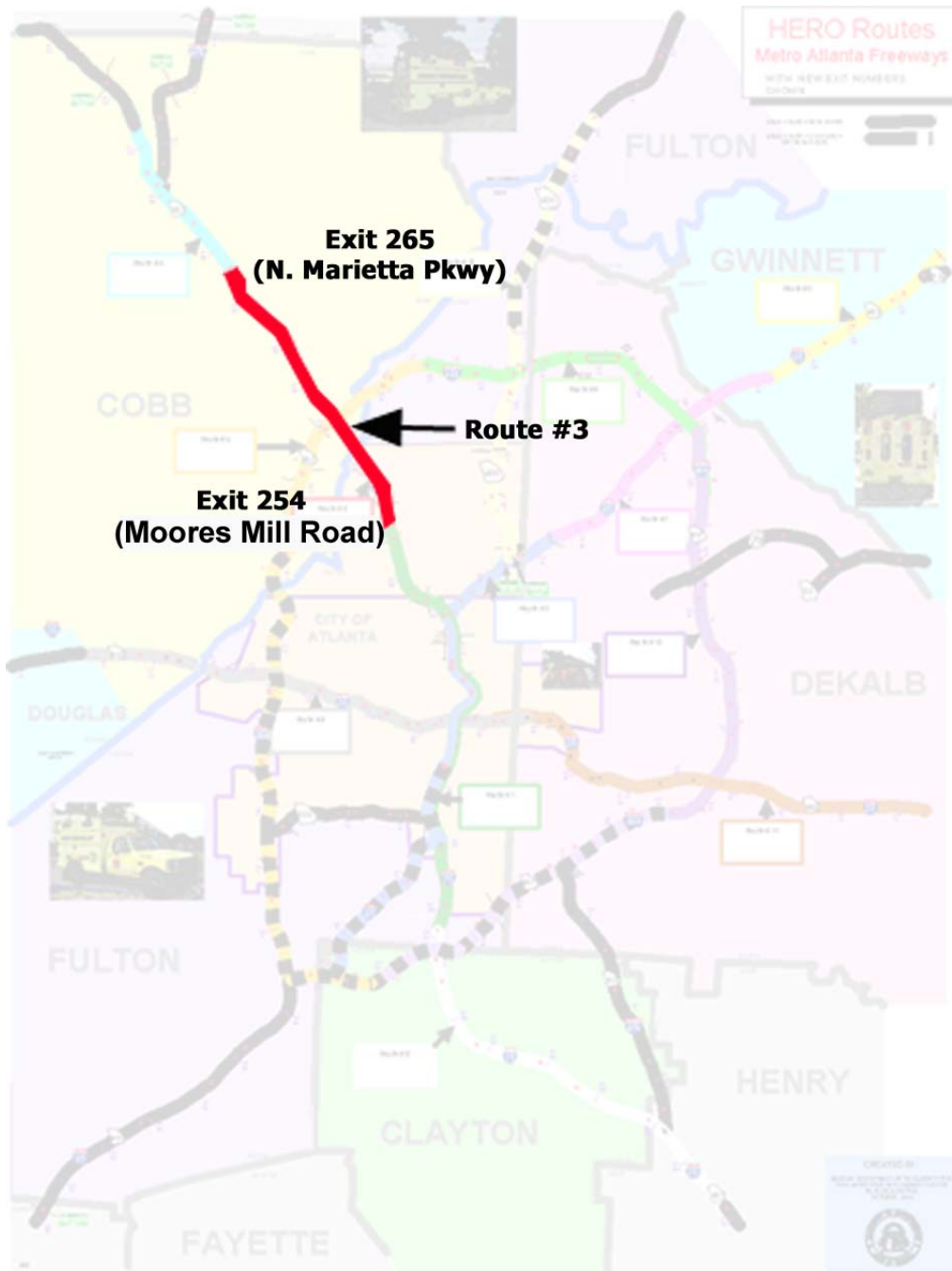




CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

HERO Unit Alpha Team Route #3 (13 miles). Starts on I-75 at Exit 254 (Moore's Mill Road) and continues north to Exit 265 (N. Marietta Pkwy).





HERO Unit Alpha Team Route #4 (11 miles). Starts on I-75 at Exit 260 (Windy Hill Road) and continues north to Exit 271 (Chastain Road).

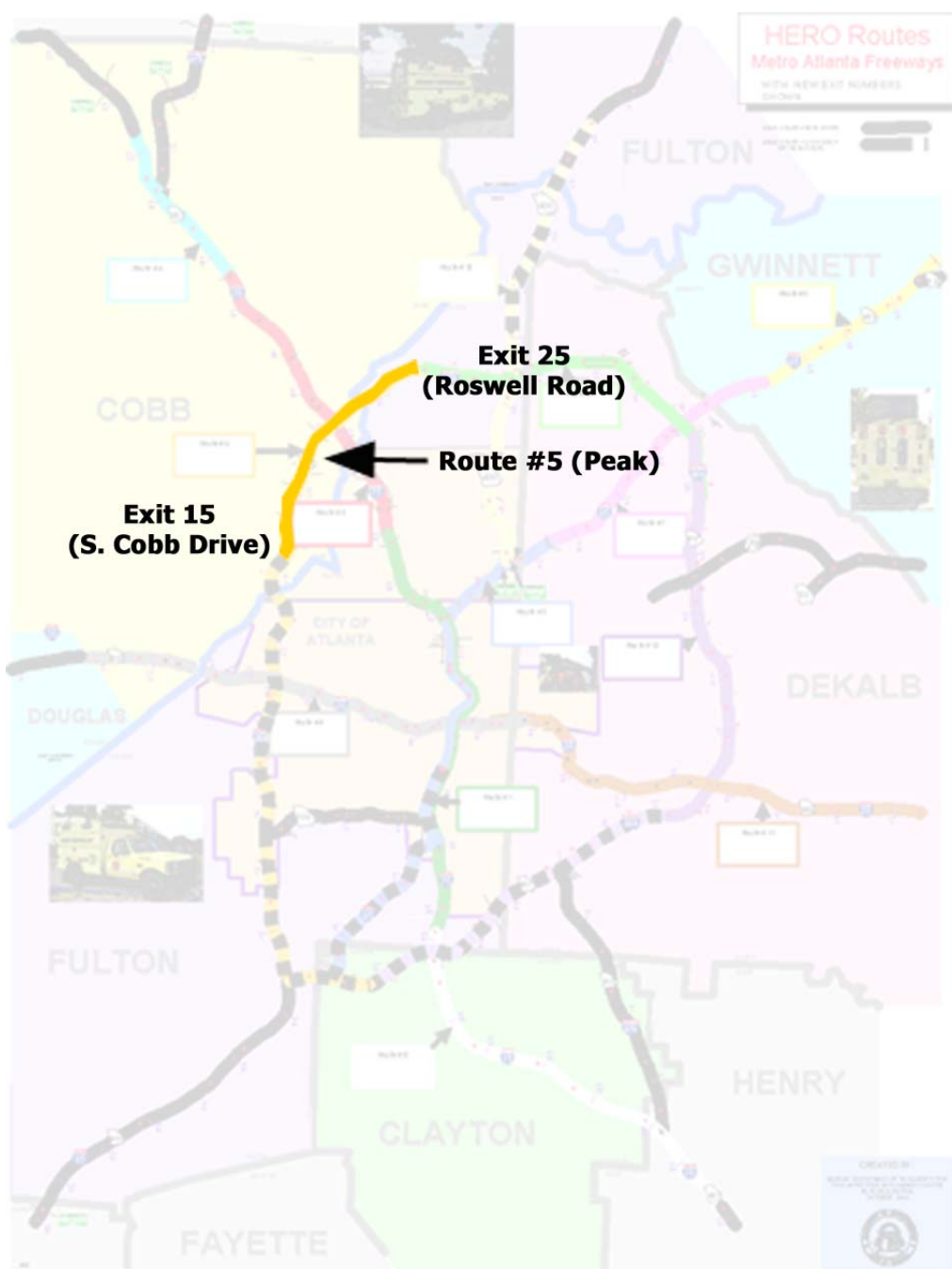


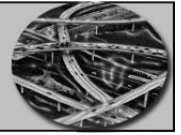


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

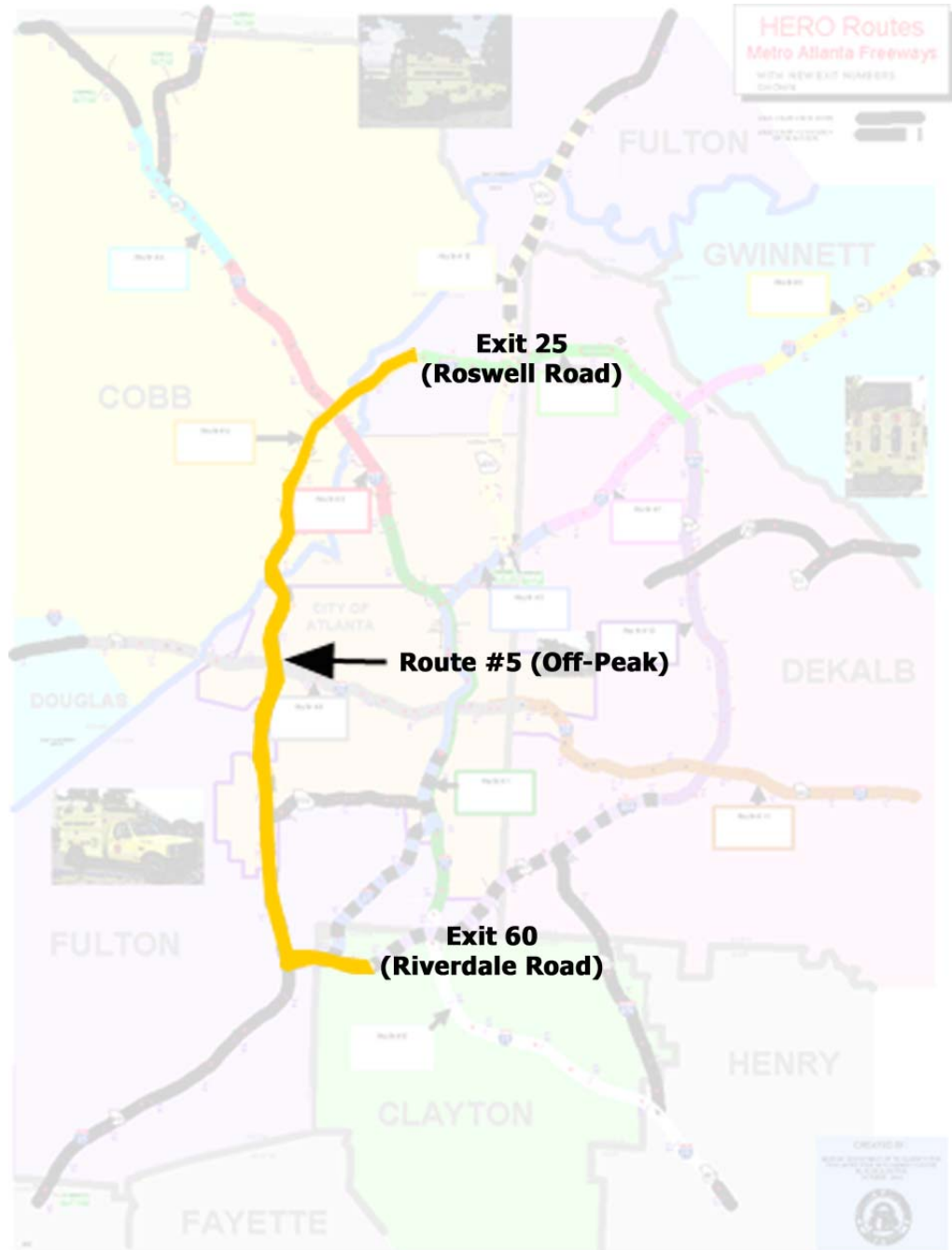
HERO Unit Alpha Team Route #5 (Peak Hours) (12 miles). Starts on I-285 at Exit 25 (Roswell Road) and continues (heading in a counterclockwise direction [east then south]) to Exit 15 (S. Cobb Drive).

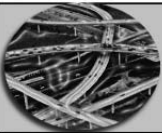




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #5 (Off-Peak Hours) (25 miles). Starts on I-285 at Exit 25 (Roswell Road) and continues (heading in a counterclockwise direction [east then south then west]) to Exit 60 (Riverdale Road).

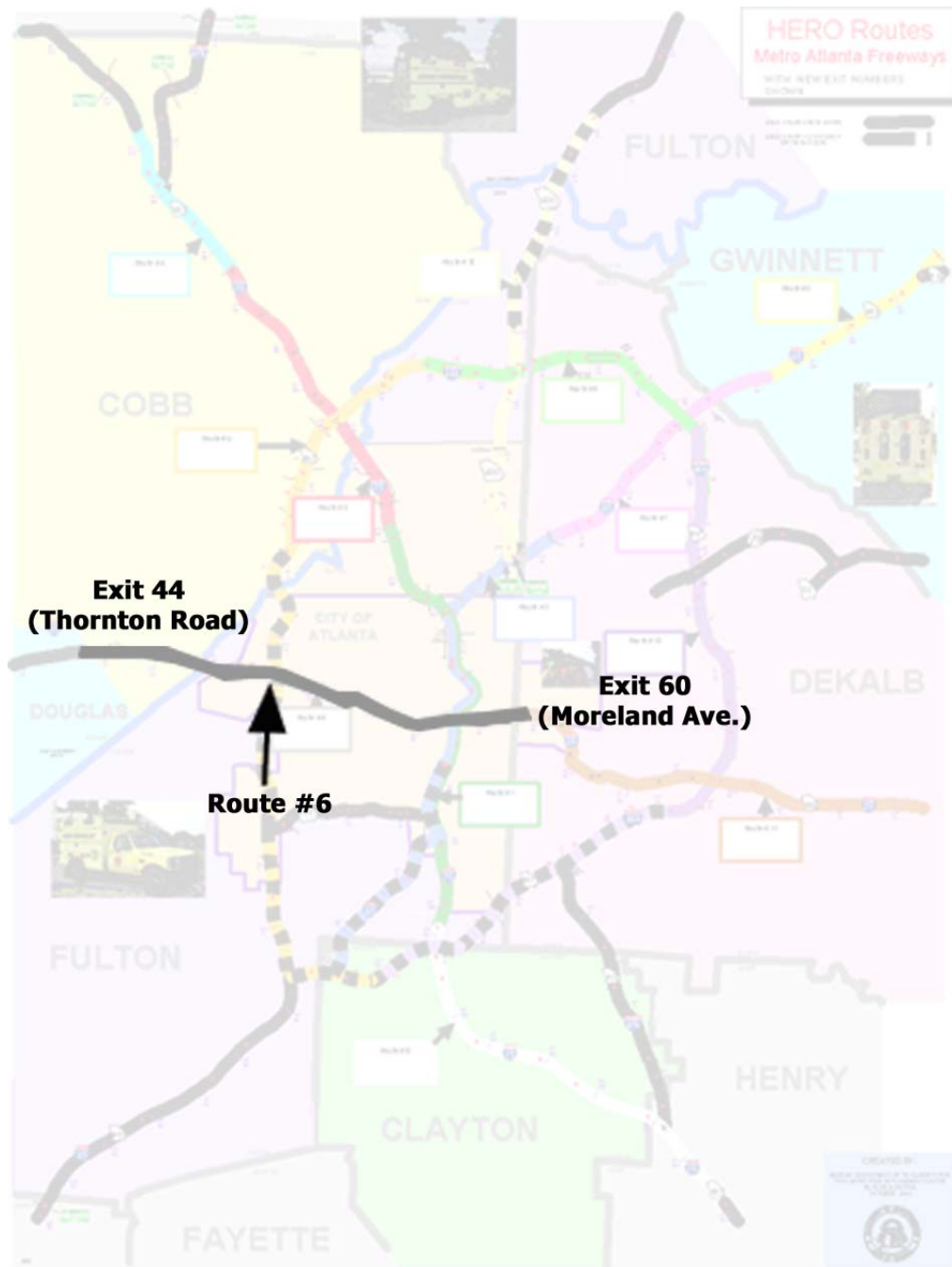


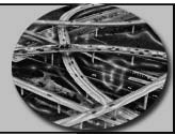


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

HERO Unit Alpha Team Route #6 (15 miles). Starts on I-20 at Exit 60 (Moreland Ave.) and continues west to Exit 44 (Thornton Road).

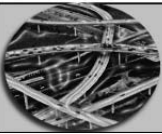




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #7. Starts on I-85 at Exit 89 (N. Druid Hills Road) and continues north to Exit 99 (Jimmy Carter Blvd).



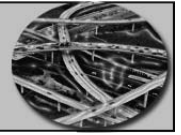


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

HERO Unit Alpha Team Route #8. Starts on I-85 at Exit 95 (I-285 Interchange) and continues north to Exit 109 (Old Peachtree).

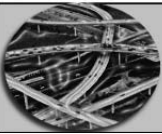




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #9. Starts on I-285 at Exit 36 (Northlake Pkwy) and continues north (counterclockwise) to Exit 24 (Riverside Drive).

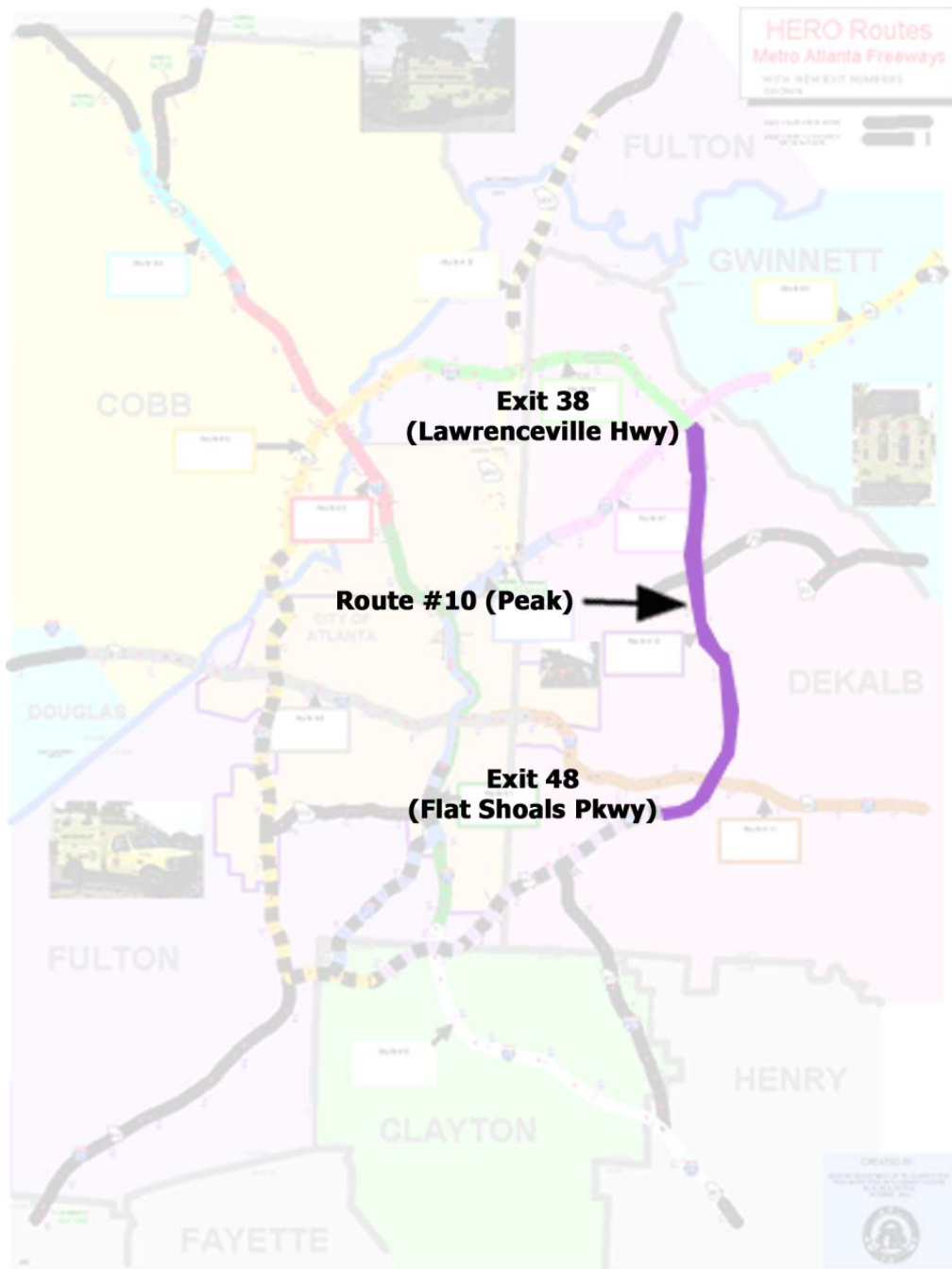


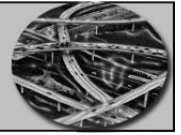


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

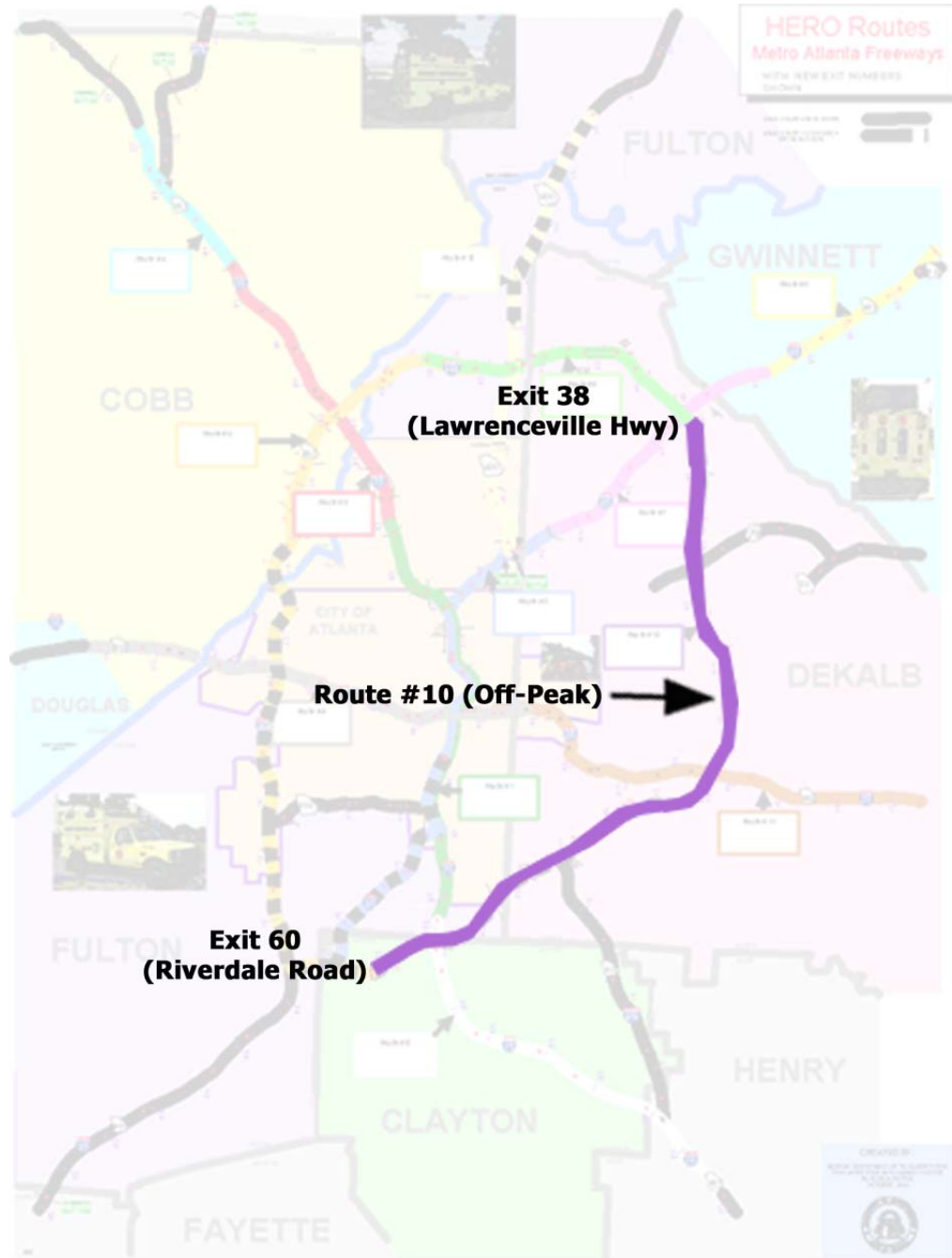
HERO Unit Alpha Team Route #10 (Peak Hours). Starts on I-285 at Exit 38 (Lawrenceville Hwy) and continues south (clockwise) to Exit 48 (Flat Shoals Pkwy).

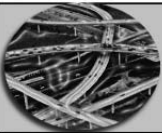




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #10 (Off-Peak Hours). Starts on I-285 at Exit 38 (Lawrenceville Hwy) and continues south (clockwise) to Exit 60 (Riverdale Road).

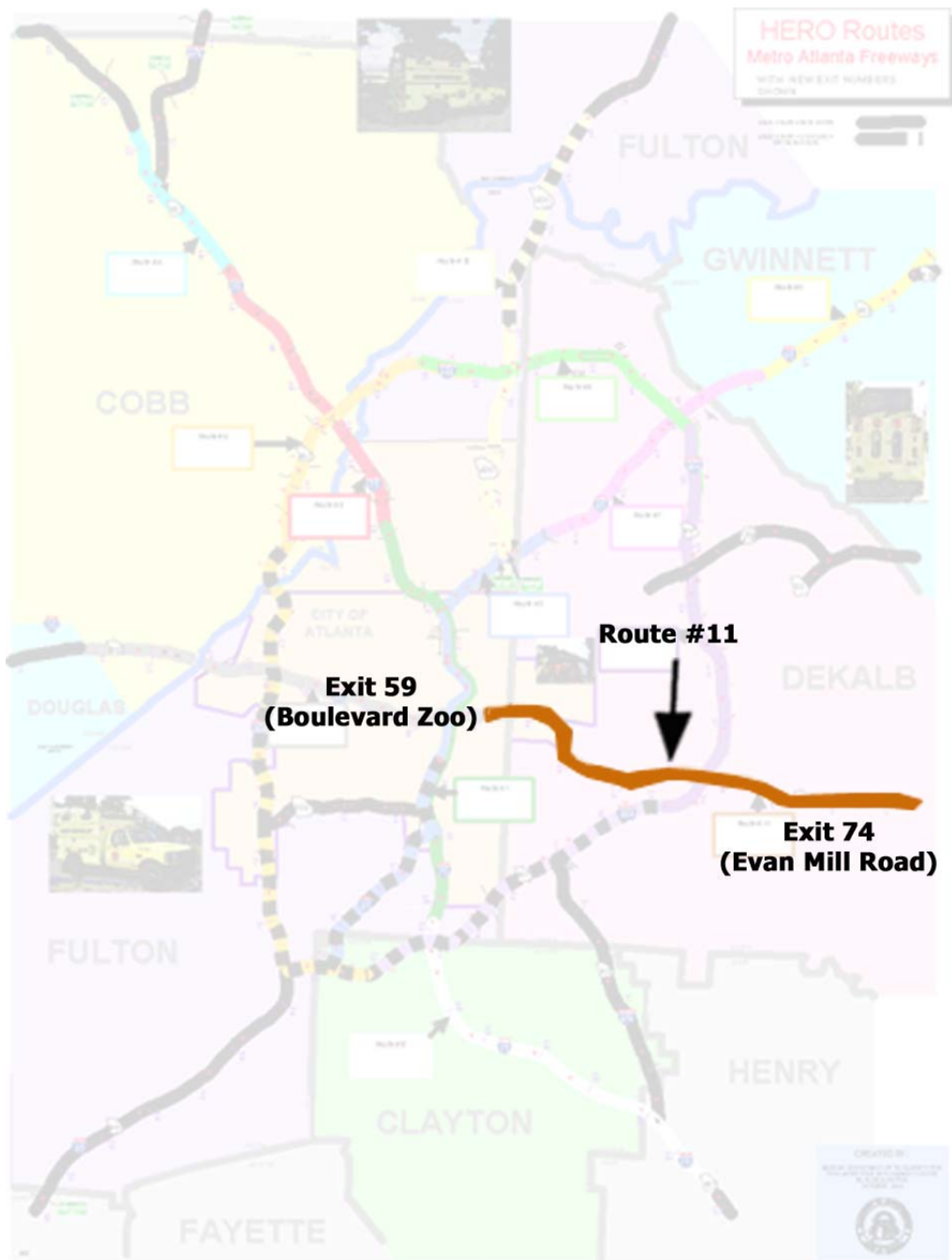


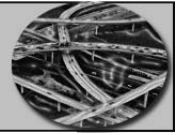


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

HERO Unit Alpha Team Route #11. Starts on I-20 at Exit 59 (Boulevard Zoo) and continues east to Exit 74 (Evan Mill Road).

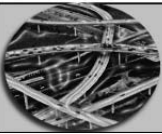




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #12. Starts on I-75 at Exit 224 (Hudson Bridge Road/Eagles Landing Pkwy) and continues north to Exit 239 (Aviation Blvd).

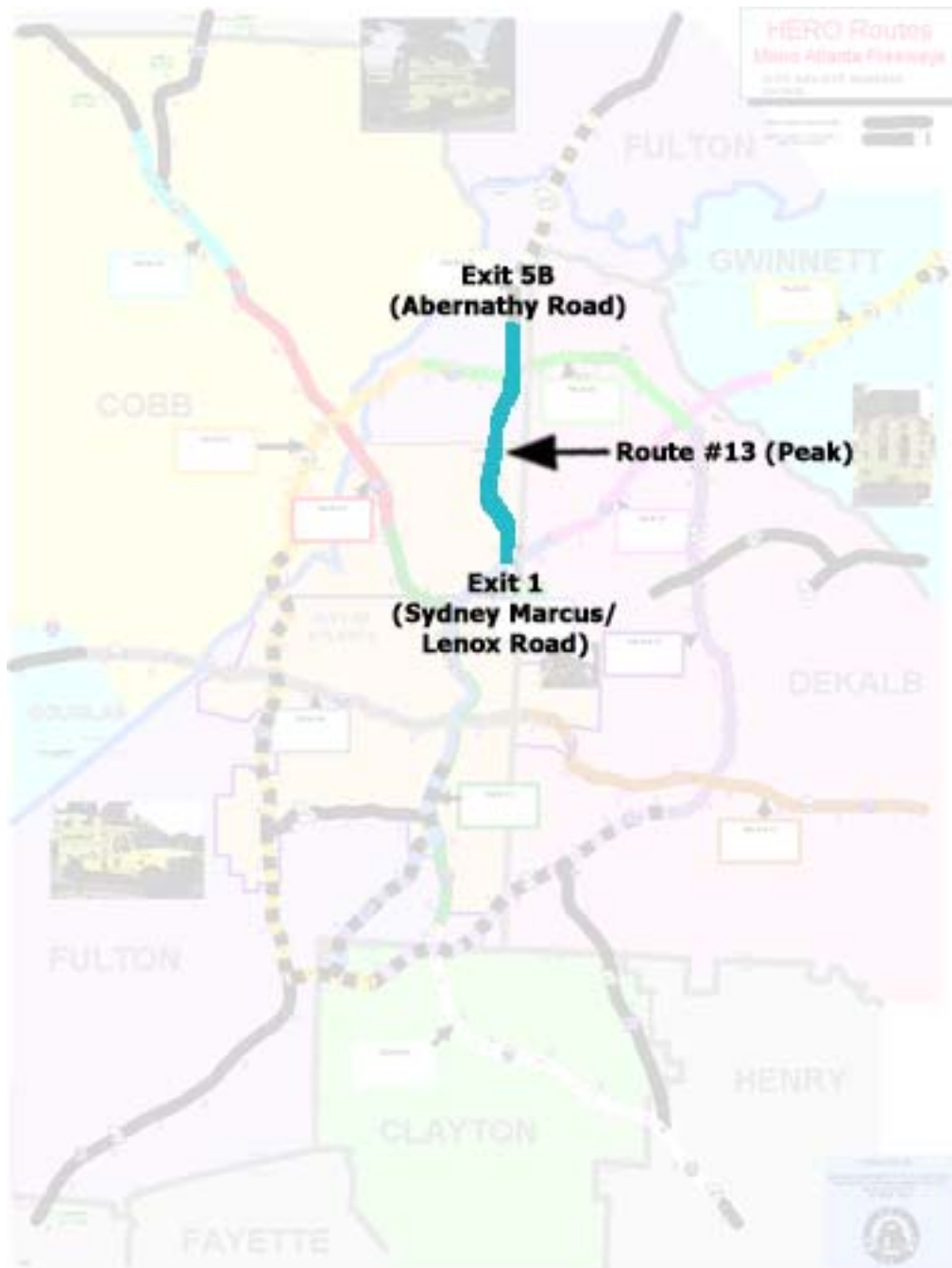


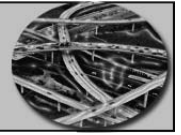


CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

HERO Unit Alpha Team Route #13 (Peak Hours) (6 miles). Starts on GA 400 at Exit 1 (Sydney Marcus/Lenox Road) and continues north to Exit 5B (Abernathy Road).

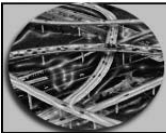




CONSOLE OPERATOR TRAINING MANUAL

HERO Unit Alpha Team Route #13 (Off-Peak Hours) (14 miles). Starts on GA 400 at Exit 1 (Sydney Marcus/Lenox Road) and continues north to Exit 8 (Mansell Road).





HERO DEPLOYMENT DURING HURRICANE EVACUATIONS

Mission Statement

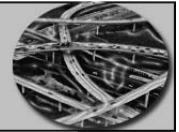
The mission of the Department's Incident Management Unit during emergency evacuations is to work with other DOT forces to minimize traffic congestion and promote the safe movement of people and products along Georgia's Interstate System. Every HERO is specifically trained to assist the motoring public in any situation that may occur during travel. Each Operator is trained to provide First Responder First Aid treatment, and to recognize and handle situations with Hazardous Materials. The role of the HERO will be to work with the public to remove traffic incidents from the freeway quickly and to restore the capacity for movement of traffic. They will assist the traveling public in any way possible. By taking this role as part of the DOT Team, other DOT responders will be able to concentrate on their job duties without interruption.

Initial Deployment

Upon activation of GEMA's Emergency Operations Center (EOC), the Incident Management Unit will deploy ten (10) Highway Emergency Response Operators and assigned vehicles, one (1) Mobile Command Bus with two (2) TMC Dispatchers and one (1) Operations Coordinator. The ten (10) Emergency Response Units will be divided into teams. Each team will consist of a Shift Supervisor and four (4) Field Operators. The Command Bus will be stationed at the "Metter Staging Area". This will be the center of operations until a Mandatory Evacuation is issued. The deployed personnel will begin routine patrolling operations along I-16 from Savannah to Exit 29 (US 280/SR 30) in Bryan County. Each team will patrol eight (8) hours each day until the Mandatory Evacuation Notice is issued or stayed.

Mandatory Evacuation Plan

It is realistic to assume that the motorists in the evacuation will perceive that they are fleeing a dangerous situation and will disperse in any direction available as they move inland and alternate roadways appear to become available. This situation places an emphasis on the need to keep the interstate system inland clear of stalls and accidents to facilitate adequate movement. Therefore, when the Mandatory Evacuation Notice (MEN) is issued, all personnel will begin 12-hour shifts. Prior to the expected MEN, an additional four (4) five-person teams will be deployed to Savannah to provide relief and begin around-the-clock patrols. These six (6) teams will then combine to provide around-the-clock patrols along I-16 from Broad Street in Savannah to Exit 28 (SR 119) in Bulloch County. Each team will be responsible for patrolling the defined section of I-16 as follows:



CONSOLE OPERATOR TRAINING MANUAL

- Teams One and Four will patrol along I-16 from the beginning of I-16 at Broad Street to Exit 32 (I-95)
- Teams Two and Five will patrol along I-16 from Exit 32 (I-95) to Exit 30 (Old River Rd.)
- Teams Three and Six will patrol from Exit 30 (Old River Rd.) to Exit 28 (SR 119) in Bulloch County

This scenario provides initial coverage along 23 interstate miles.

Upon the Evacuation Notice being issued, the Command Bus will remain in the NW quadrant of the I-16 interchange with I-95 and maintain Field Communication Operations until such time that evacuation efforts are near completion. The Command Bus will then move forward towards the Statesboro staging area. This unit could be used to transport stranded motorists along the way.

The HERO Unit will concentrate on providing assistance as described in the Mission Statement. An Operations Coordinator will be on duty to approve all special requests for HERO assistance before personnel are dispatched. All coordination activities with the HERO Unit and any changes in patrolling routes must be approved by the Operations Coordinator on duty at the time of request.

Six (6) hours before an expected mandatory evacuation an additional four-person team will be sent to the Macon area to assist with patrolling I-16 from Exit 5 (Ocmulgee East Blvd) to Exit 1 (I-75 Interchange). This team will communicate with and be dispatched through the Macon TCC.

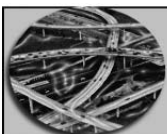
Re-entry Plan

Recognizing that re-entry is not as stressful as the evacuation process and the return occurs over a longer period of time, Teams One, Two and Three will relocate to the Dublin area and establish a staging area. Teams Four, Five and Six will relocate to the Metter area and establish a staging area. Once re-entry begins all units will work 12-hour shifts. Shift times will begin at 6:00 a.m. and end at 7:00 p.m. with one (1) hour for lunch. Teams will patrol as follows:

- Team One patrols from Exit 6 (Sgoda Rd.) to Exit 10 (SR 112)
- Team Two patrols from Exit 10 (SR 112) to Exit 14 (US 319)
- Team Three patrols from Exit 14 (US 319) to Exit 18 (SR 15)
- Team Four patrols from Exit 18 (SR 15) to Exit 22 (SR 57)
- Team Five patrols from Exit 22 (SR 57) to Exit 26 (SR 67)
- Team Six patrols from Exit 26 (SR 67) to Exit 32 (I-95)

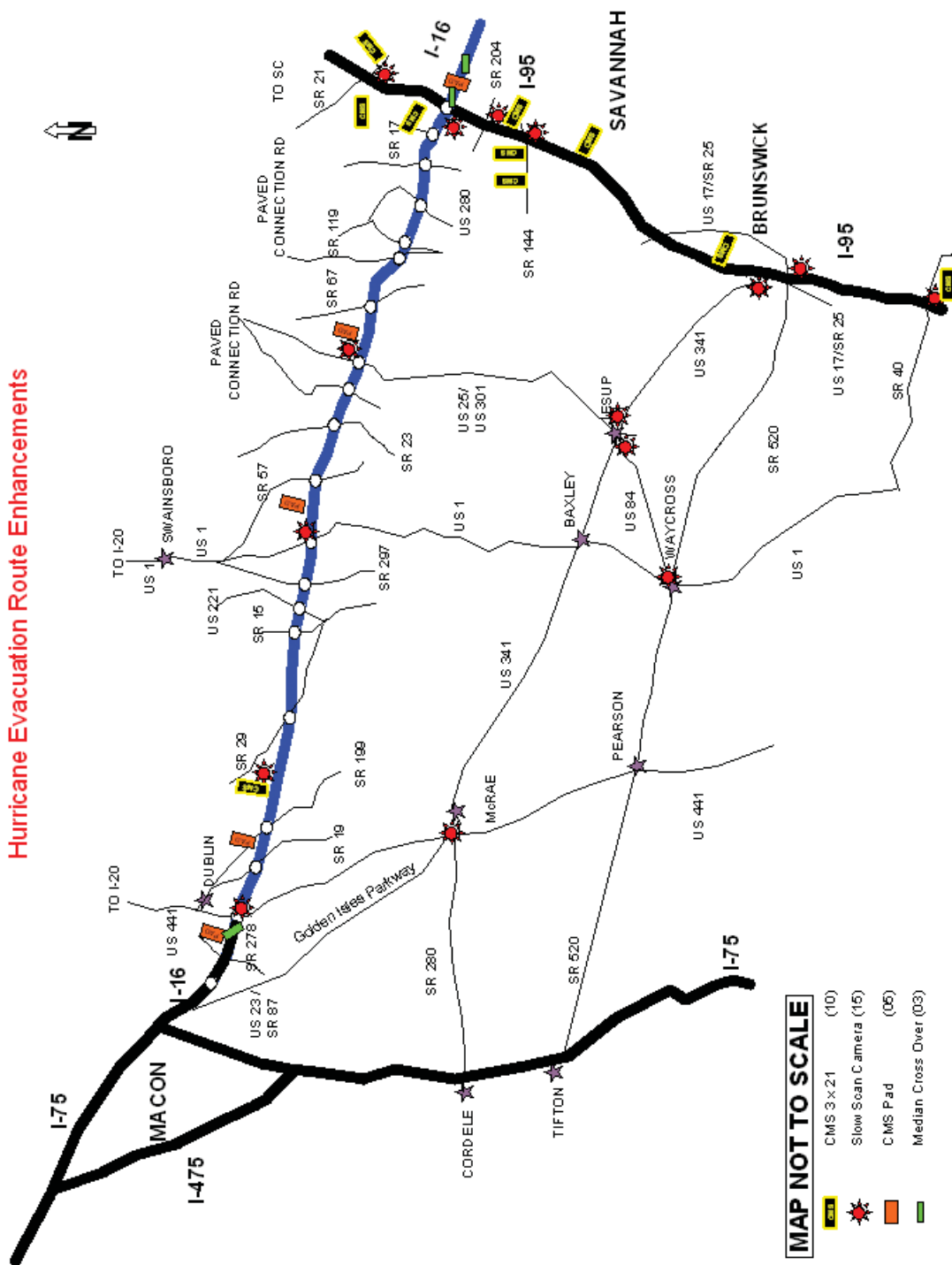
All teams will remain on patrol routes until GEMA or the TMC declares the re-entry activities complete.

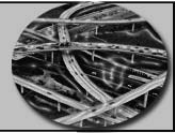
Units dispatched to the Macon area during the evacuation process will remain in the Macon area to assist with re-entry traffic. Their focus of patrolling will be from the I-75 interchange to Exit 6 (Sgoda Rd.)



CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR





CHAPTER TEST

1. What is the primary purpose of HERO?
 - a. To assist state patrol at emergency scenes
 - b. To minimize the disruption of normal traffic flow
 - c. To provide fuel to stranded motorists
 - d. To provide general assistance to motorists

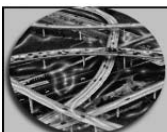
2. What section of the Interstate does HERO Route #1 consist of?
 - a. I-20 from Exit 44 to Exit 54
 - b. I-85 from Exit 89 to Exit 102
 - c. The downtown corridor
 - d. I-75 from Exit 239 to Exit 254

3. What is something that HERO does NOT provide?
 - a. Towing
 - b. A jump start
 - c. Rides
 - d. Travel information

4. Why was the HERO unit created?
 - a. It looked like a neat idea
 - b. The city had extra money because of the Olympics
 - c. The citizens had asked for it
 - d. A need for a highly organized and efficient system was apparent

5. What is the secondary purpose of HERO?
 - a. Give officials an escort around traffic congestion
 - b. Act as State Highway Patrol as required
 - c. Provide transportation for motorists to a safe area away from the freeway
 - d. Provide maintenance with road condition updates

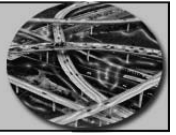




CHAPTER 3

HIGHWAY EMERGENCY RESPONSE OPERATOR

Notes



Notes

A series of 20 horizontal lines for taking notes.

