

# GDOT HERO UNIT

Patrol Supervision  
& Performance  
Measures



# HERO Unit Overview



30 Monitored  
Routes in Metro  
Atlanta



440 Miles of  
Patrol Routes



Average 5K  
Assists  
Performed  
Monthly



84 Active  
Operators



18 Supervisors

# Virtual Work Environment



Each HERO Supervisor is provided with a:

- Panasonic Toughbook
- Harris XL 200 Radio
- Harris XG-75M Radio
- State Issued Cell Phone





# Comparing Capabilities: Public vs. Private Agencies

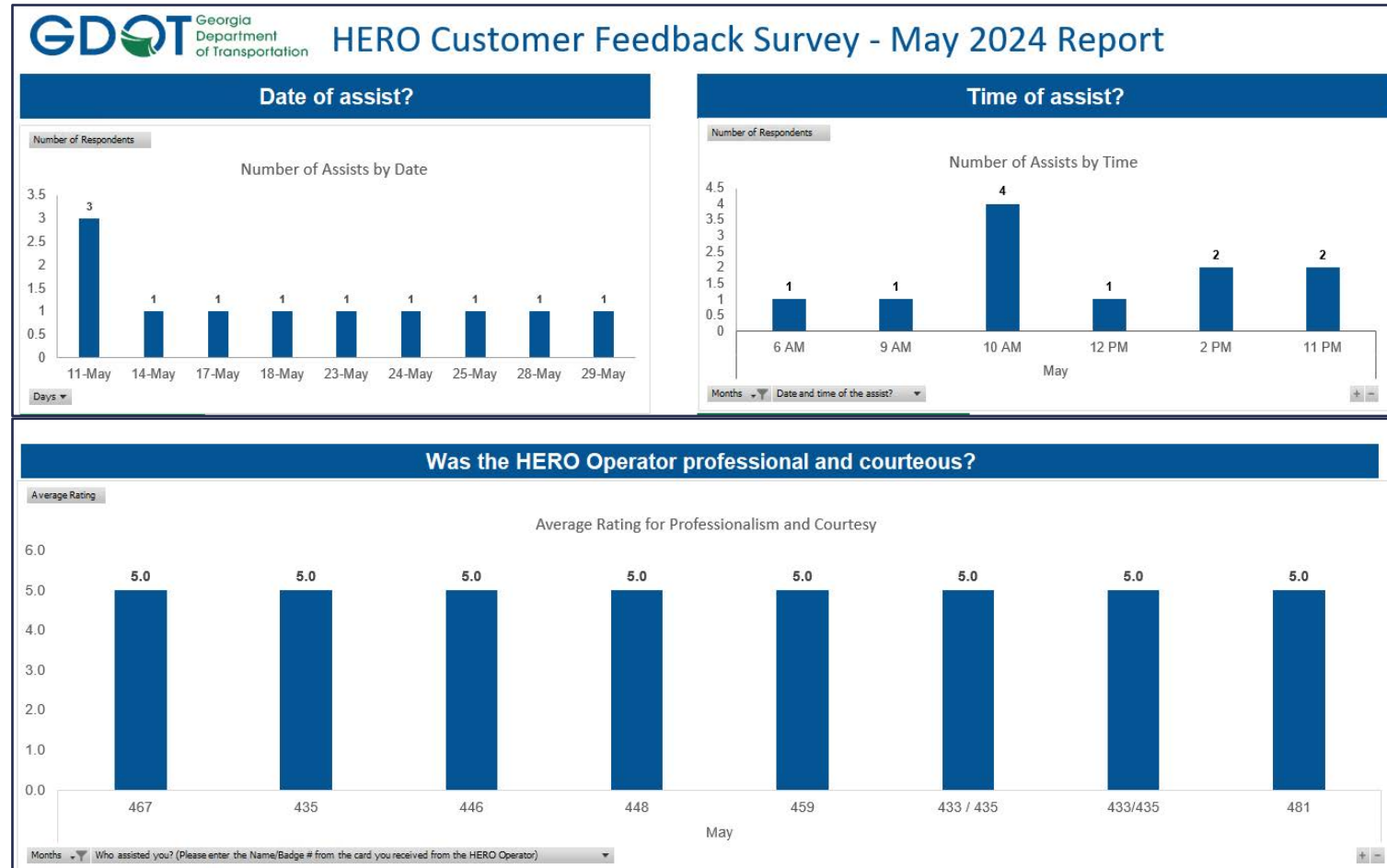
**HERO employees undergo comprehensive training in Hazmat handling, Emergency Medical Response (EMR), vehicle extrication, wreck mastery, and other essential skills tailored to effectively respond to diverse situations on the interstate.**



**CHAMP – Coordinated Highway Assistance and Maintenance Program**



# Driver Feedback Surveys

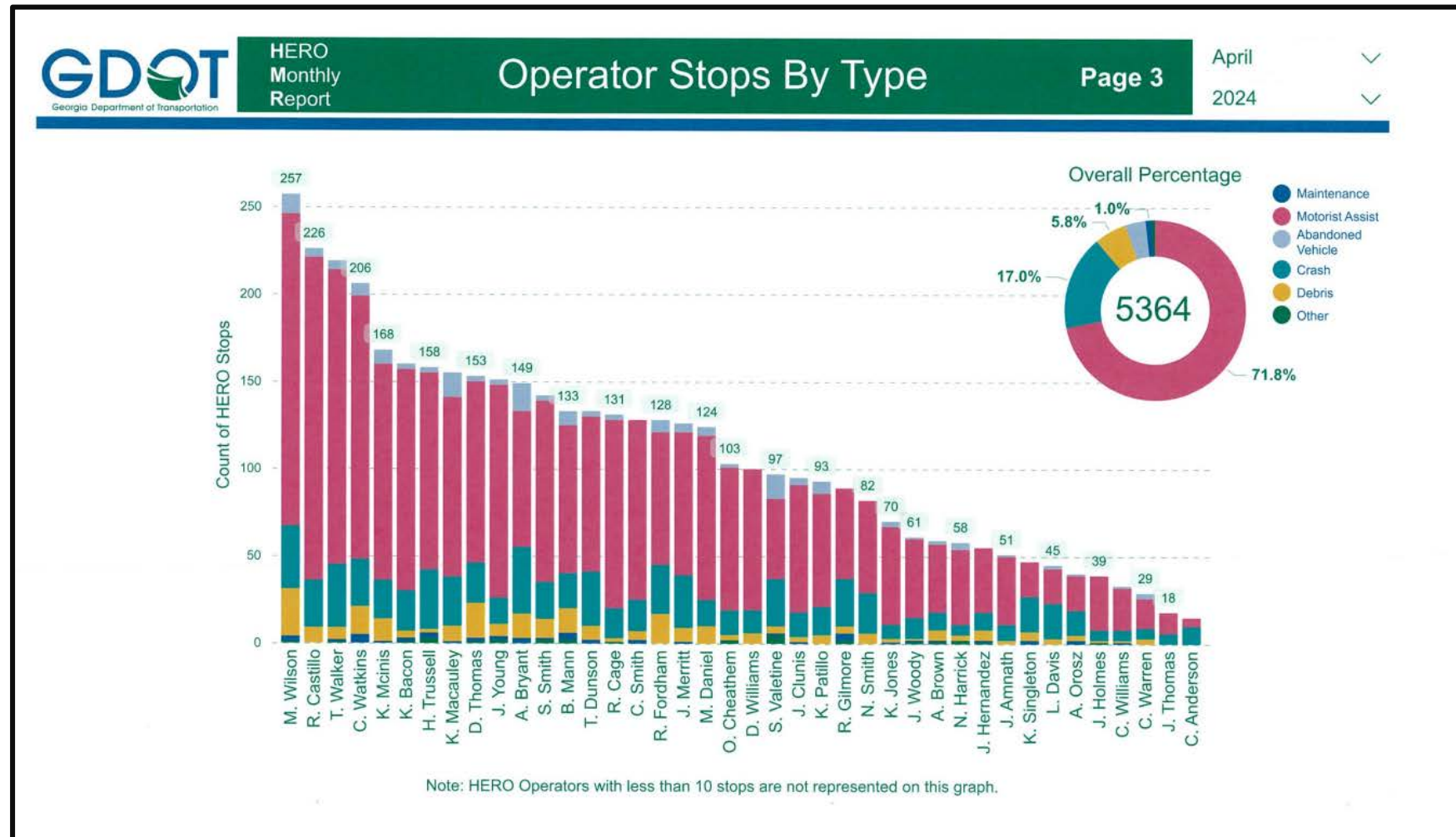


Responding HERO	Comment
448	I had a wonderful experience. She was nice and helpful. She even waited to make sure I was okay. I was so happy to have her help today.
459	The customer service from the door was excellent. Prompt and thorough in updates. Operator 459 was outstanding from the time he pulled up. Made sure I was in a safe zone before assisting me. Quickly changed the tire...made sure the car started before I drove off/ended up needing a jump because the car battery died from the flashers. And last but not least gave me tips on battery life and how often maintenance should occur. Above and beyond. 🙌
433 / 435	They changed a tire in the middle of the freeway after we were in an accident.
435	WONDERFUL HERO official. I am so thankful for him.
448	Excellent service
433/435	super fast and very polite!
435	My "hero" was professional, worked fast, and friendly! I wanted to give him a monetary tip, but he said he wasn't allowed to accept it. He absolutely would've deserved it, though!
467	Very Smooth!! The very best !! He was done in less than 5mins. I am very grateful. Thank You!
446	Jason was professional, calm, and polite. He made our family feel safe in a dangerous spot. The team worked quickly to get us back on the road safely. Jason was able to provide us with safe recommendations for repair shops as well since we were out of town travelers. Jason was definitely our HERO!
481	We were stuck in a very unsafe situation, on I75-S Atlanta in the HOV lane shoulder. Derrek was calming and pleasant. He took the time to chat with our 3 year old daughter to keep her calm, even using his elmo voice. They got us out of the situation calmly and safely. We were thrilled receive assistance from Derrek! He is deserving of the title HERO.



# Operator Performance Tracking

Each month, our comprehensive reports capture all types of assistance provided by our Operators, categorizing them by type. These reports are then posted and reviewed, serving as a valuable tool for showcasing the daily activities of everyone.

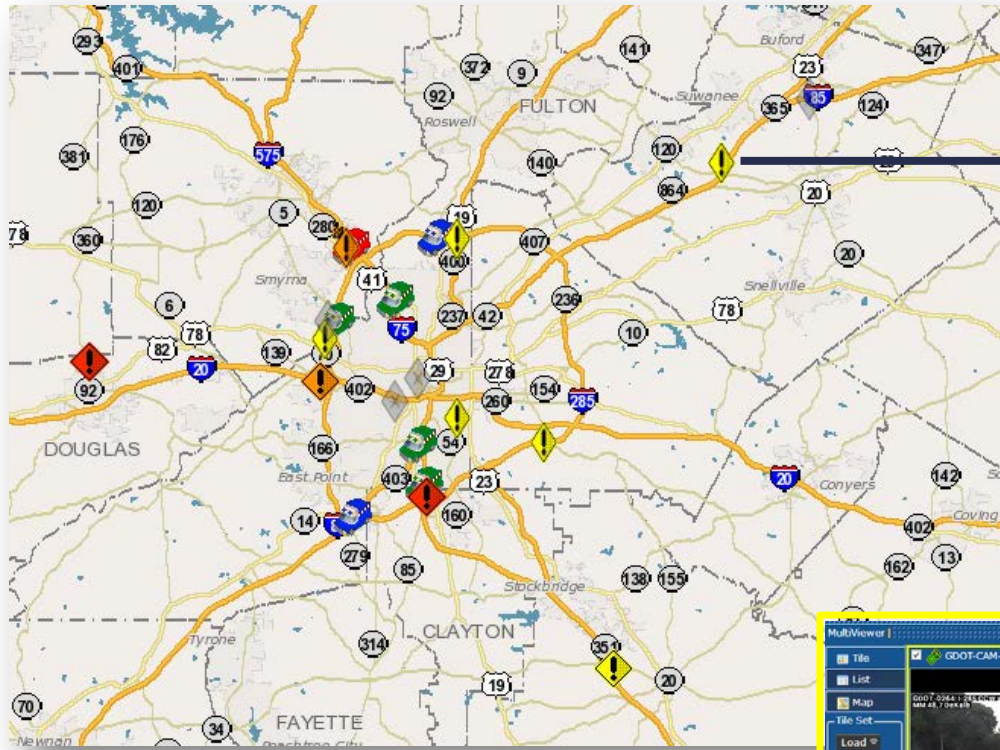


# Team Bonding Activities and Ideas





# Supervisor Support Software



Viewer | Dispatched Event 4017231 / I-85 N before Steve Reynolds Blvd

Agency: GDOT  
Detection: Motorist call  
Type: Stall  
Subtype: No Lanes Blocked  
Severity: Low

**Lane Blockage**  
LS MN MN MN MN MN  
MN RS

Notes | Location | Duration | Damage | STIX | TRIP | Responders | HERO | Timeline

[06/04/2024 19:51] Quenternio Crawford - FLAT TIRE/ SPARE; WHITE TOYOTA HIGHLANDER
[06/04/2024 19:51] Quenternio Crawford - VISUAL CAM 107
[06/04/2024 19:39] Jirmya Walker - FLAT TIRE/ SPARE; WHITE TOYOTA HIGHLANDER
[06/04/2024 19:39] Jirmya Walker - UNABLE TO USE LOCATE GOOGLE MAP COORDINATES
[06/04/2024 19:35] Jirmya Walker - COURTESY CALL TO MOTORIST
[06/04/2024 19:10] Tarah Baptiste - FLAT TIRE/ SPARE; WHITE TOYOTA HIGHLANDER
[06/04/2024 19:10] Tarah Baptiste - NO CAM VISUAL CAMS 554/108/109
[06/04/2024 19:08] Tarah Baptiste - DONNA 770-712-7655; FLAT TIRE/ SPARE; WHITE TOYOTA HIGHLANDER; UNABLE TO USE CLIVE

Buttons: Edit, Apply, Response, Generate, Status, Reported, Confirmed, Dispatched, Response On Scene, Roadway Cleared, Incident Cleared, Terminated, Report, Report, Find, CCTV, HERO

MultiViewer |

Tile | List | Map | Tile Set | Load | Save | Delete | Clear | DMS | Create Map | Blank | Poll | Sync | CCTV

GDOT-CAM-264 I-285 N at COLLIMBI	GDOT-CAM-265 I-285 N at FLAT SH
GDOT-CAM-266 I-285 W at E OF PA	GDOT-CAM-267 I-285 W at W OF PA

Buttons: Goto Preset

The GDOT 511 Navigator Intelligent Transportation System Program (ITS) helps monitor and oversee incidents and events from virtually anywhere.





**Question's**