

# CHAPTER 2

## DAILY OPERATIONS/GENERAL INFORMATION

### HOURS OF OPERATION

The TMC is staffed and operated 24 hours a day, 365 days a year.

### PROFESSIONAL EXPECTATIONS

All personnel are required to conduct themselves in a highly professional manner, remembering that they are public servants in a customer-service field. All responses to the public will be in a manner consistent with this principle.



The TMC is a public facility and is visited frequently by outside groups and important officials; therefore, employees stationed in the TMC are expected to dress appropriately. Those employees required to wear uniforms will do so at all times when on duty. GDOT observes a "casual" day each Friday. However, when employees are scheduled to meet with outside groups or the public on Friday, dress shall be typical Monday through Thursday attire. The official dress code of the TMC will be business casual.

### BUSINESS CASUAL ATTIRE/UNIFORM

Business casual is defined as pants, shirts, and skirts pressed and in good condition, and collared shirts and blouses tucked in and worn with the proper undergarments. In lieu of business casual attire, a uniform may be required. Additionally, as a professional, your shoes should always be clean and in good condition. This is a basic definition and should only be used as a guideline. If in doubt as to proper attire, a supervisor should be asked. Some of the items that should not be worn are:

- Sweats, shorts, or excessively short skirts
- Recreational sandals or work boots
- T-shirts or sweatshirts





# UNIFORM AND APPEARANCE POLICY

The following information is provided as additional guidelines and is not intended to be the complete answer to proper attire. The main rule that should be observed is to remember that you work in a professional setting, therefore your attire should always be above reproach.

## Uniform Shirts

- The denim or polo uniform shirt is authorized for wear with proper pants or skirts
- Shirts should be completely buttoned (less the top one) and tucked snugly into your pants
- Damages to your uniform shirts should be brought to your Supervisor's attention so a repair tag may be attached
- Place all soiled uniform shirts in the uniform receptacle by 8:00 a.m. on Thursday

## Pants, Shoes, and Skirts

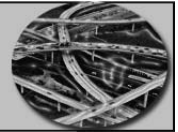
- Pants and skirts must be non-denim
- Skirts should remain below the knee
- Shoes should be dress or business casual, clean and in a polished condition
- Tennis shoes are only permitted with specific supervisor permission

## Jackets

- Windbreakers are provided to you as part of the uniform program. These are designed to be worn over the uniform shirts, creating a layered effect for your warmth and comfort
- Any jackets, sweaters, and/or sweatshirts worn in addition to the uniform shirts and windbreaker are not permitted. Additional embroidered uniform jackets can be purchased through the uniform company at your discretion

## Grooming

- All personnel should be shaved and manicured, promoting a professional image and work environment
- Hats and/or bandanas are not authorized within the Operations Center
- Jewelry should be tasteful and should not interfere with your ability to conduct your task



## Security ID Badges

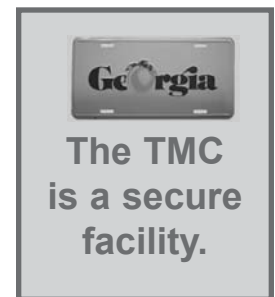
- Your security ID badge should always be visible and available for inspection
- Wear your ID badge outside your outermost garments. This becomes even more important to remember when the weather turns cold and employees are wearing a jacket

## Fridays and Weekends

- Casual clothing, including jeans and tennis shoes, is permitted from first shift on Friday through third shift on Sunday
- Uniform shirts are still required on these days

## SECURITY

The Transportation Management Center (Wayne Shackelford Building) is a secure facility which requires all exterior doors to be locked after 6:00 p.m. and reopened at 6:00 a.m. the following day. The only access is with a swipe card at designated locations or at the main entrance. Security also dictates that:

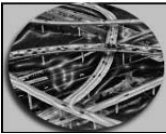


## Employees

- Utilize the "Building Access Card" system to gain access through authorized doorways. Keeping possession of your "Building Access Card" is extremely important to maintaining the security of the TMC. In the event you misplace your card, notify your immediate supervisor as soon as possible. You will be charged a \$5.00 reissue fee to obtain a replacement card
- Wear and display your GDOT-issued ID badge while on the premises. ID badges should be kept visible at all times by displaying over, or attaching to, your outermost garment
- Keep, at all times, a copy of your driver's license or other official photo identification

## Visitors/Guests

- Must be coordinated through the TMC's first-floor administrator
- Submit requests at least the day before, assuring that guest names are left at the main gate
- Needing access to the facility after hours and/or without notice will require an escort through the main gate by the primary receiver of the guest
- Once arriving at the TMC, guests must be signed into the building's visitor register which is located at the main entrance at the security desk
- Must remain with the authorized escort at all times
- Not be allowed access to the facility through any other entry point



## EMERGENCY SCENARIO DRILLS

Routine evaluations of responses to unexpected traffic scenarios will be conducted. These practice scenarios will always be identified to all employees prior to their start and will always be conducted during periods of the day that will not interfere with the possibility of genuine situations.

The purpose of these drills will be to evaluate individual responses to the situations and the effectiveness of the response in relation to the overall team handling of the event.

Elements such as, “is there a better way we could have responded” and “what resources could we have used to better respond to the situation”, will be examined in the post-incident evaluation.

Individual and team feedback will become an essential product of the evaluation process and will be presented as soon as possible following the drill.

## SCHEDULES

The shift scheduling will be completed by the TMC Operations Manager based on the service demand. Schedule lines (work schedules) will be based on the staffing requirements for the Operations Center. Should you require a particular schedule for a day or period of time due to personal commitments, a written submission explaining the request should be submitted to the TMC Operations Manager. Every effort will be made to accommodate all requests should the schedule permit. We are a 24/7 operation with three 8-hour shifts: day (1st), evening (2nd), and mid (3rd).

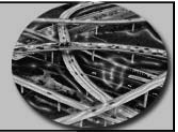
## CONTACT WITH MEDIA

The GDOT TMC has the responsibility to provide accurate and timely information to the public on road and traffic conditions, closures, detours, and restrictions. Traffic information is provided to the media from the TMC in a variety of ways, including:

- CCTV video feeds
- Web site
- Fax
- Telephone

Video feeds are provided to the media for broadcasting from selected cameras. Any requests for alternative or special video feeds should be directed to the TMC Media Liaison for review and approval.





## CONSOLE OPERATOR TRAINING MANUAL

Television crews are welcome in the Operations Room to do live broadcasts of traffic conditions. If, however, major incidents are in progress and the staff cannot accommodate the media, their access may be restricted to the media room on the second floor. Requests for television interviews should be forwarded to the TMC Manager.

Media inquiries about GDOT policies or procedures will be referred to the Public Relations Information Specialist or Media Liasion. Media inquiries about potential claims of negligence or possible employee misconduct will be referred to the TMC Manager.

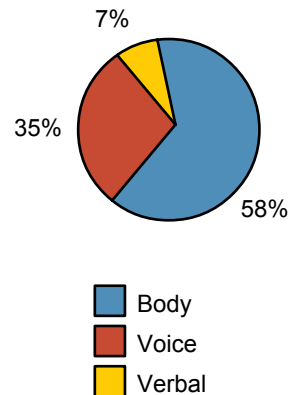
If you are involved in an accident or are the victim of an accident or crime, media inquiries will be referred to the agency conducting the investigation. In all cases, the TMC Manager and TMC Operations Manager will be notified, as soon as possible, of media inquiries.

## COMMUNICATION ETIQUETTE

Being a call taker requires excellent communication skills. Here at the TMC we rely heavily on voice communication.

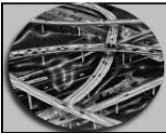
Studies have repeatedly proven that communication is broken down as follows:

- Bodily expressions = 58%
- Voice = 35%
- Verbal (using words) = 7%



This means that the Console Operators must rely on the 7% verbal and 35% voice, which is why it is important to develop excellent voice skills.

The voice (tone of voice and the words you use) will influence the listener's mood. They create an image of your entire organization. If you handle a caller poorly, then he/she thinks the whole company doesn't care. So you, and anyone who uses the telephone, needs to be aware of your communication tools and the power they have to create a positive image for your company.



# "CARE"

## *Consistent*

Same way every time - dependable, concise, reliable

## *Attentive*

Vigilant, respectful, appropriate, aware, nice, civilized, gallant, attuned, ready, able, on top of things

## *Reliable*

Dependable, accurate, know how to do my job, skilled, get things done, can depend on the service

## *Efficient*

Quick, lively, snappy, orderly, adept, looking for ways to improve, vigilant to ways of making things go smoothly, alert

## Communication Tools

Telephone tools are the voice, the tone of voice, the words used, and the listener's perception.

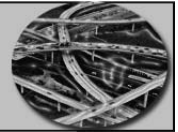
## Rate (Speed)

- Speak slower on the phone than you would normally
- Phones and radios tend to distort your voice which makes it difficult for others to understand you
- Slowing your speech helps others understand you

## Diction and Pronunciation (Enunciation)

- All of us have some sort of accent, and with Atlanta growing more diversified every day, so are the accents
- If you identify yourself as a person with a heavy accent of some sort, try slowing down your speech
- Remember to always speak distinctly and clearly





## Volume

- If you receive a call from someone speaking loudly, hold the phone a few inches below your ear
- This will allow you to hear the caller and still respond normally
- Remember to keep your own volume at a moderate level

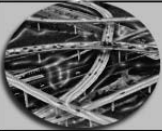
## Tone

- Your tone is reflected as soon as you speak. Be careful that how people perceive you is what you intend to portray
- **Your tone of voice sets the mood of the entire conversation.** Your tone of voice on the telephone can be compared to the expression on your face
- Your tone of voice helps determine whether you're perceived as rude or courteous. Remember the old saying, "It's not what you say, it's how you say it." It's one of just a few ways the caller can determine your mood and meaning
- When you answer the phone or ask questions in an aggressive or attacking tone of voice, you will also get negative reaction from the caller. With that tone of voice your organization loses
- Remember that answering a motorist's question is your job. This may be the motorists first call to the TMC, so do your best to make it a happy experience
- Treat the caller as someone who is welcome, not an interruption. The caller is never an interruption. The customer can sense from your tone of voice that he is not an intrusion, he is welcome
- If you're not careful with your words, mistakes often follow. The words you use can have several meanings. If you can be misunderstood, chances are you will be. Work on making your meaning clear to the person on the other end of the telephone
- Listener's perception. However well meaning your intentions are, the listener's perception is the ultimate test. People's feelings can be hurt easily. As strong as human muscle and bone are, our feelings are really quite fragile. Most of us are very thin skinned and can easily be offended. Negative or sarcastic remarks hurt and the memory lingers



## Authority Projection

- Knowing your job and up-to-date information will cause this type of voice to be natural



## CHAPTER 2

### DAILY OPERATIONS/GENERAL INFORMATION

#### Pause

- Take time to breathe; this has the added benefit of allowing the other person to speak and ask questions

#### Technology

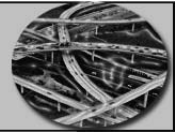
- Even with the latest technology, you must keep your mouth at least one inch away from the receiver

#### Smile

- Believe it or not, even though they can't see it, they can "feel" it







## CHAPTER TEST

1. What is the dress code for the TMC?
  - a. Business
  - b. Casual
  - c. Business Casual
  - d. Dress
  
2. What should all employees have on them in addition to the GDOT ID Badge?
  - a. Jacket
  - b. Swipe card or \$5.00
  - c. Drivers license or other official ID
  - d. Shoes
  
3. Media inquiries about potential claims of negligence should be referred to whom?
  - a. TMC Manager
  - b. Agency conducting the investigation
  - c. Media liasion
  - d. PR Specialist
  
4. What does the acronym "CARE" stand for?
  - a. Customer Always Requires Excellence
  - b. Consistent, Attentive, Reliable, Efficient
  - c. Caring, Attitude, Responsible, Excellence
  - d. Concise, Appropriate, Responsible, Efficient
  
5. What sets the mood of every telephone conversation?
  - a. Speed
  - b. Diction
  - c. Volume
  - d. Tone







