

The NaviGator system is an integrated system comprised of several different types of software. These include central system software, database software, and NaviGator workstation software. The NaviGator workstation software is installed in all TMC operators' workstations and used in daily operations to create a user interface that enables the TMC operators to control the NaviGator system.



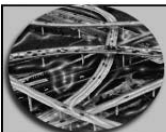
CONSOLE OPERATOR RESPONSIBILITIES

Console Operators are responsible for the classification of incidents that are logged into the NaviGator system. Severity of incidents are rated on a scale of Level 1 through Level 4, with impacts on traffic ranging from low to high.

Console Operators independently operate various communications and surveillance equipment of the NaviGator system which provide information to the traveling public related to current travel conditions, maintain traffic interruption reports, and manage incidents on the metropolitan roadways from the TMC. They manage the operational system support for the TCCs after normal working hours and on weekends and holidays. They also manage statewide construction throughout the state for all interstate and state route systems and coordinate the notification and response needs for all traffic signal and maintenance-related issues for all districts after normal working hours. Specifically, the Console Operator will:

- Control and monitor field devices such as Closed Circuit Television (CCTV) cameras and Changeable Message Signs (CMS)
- Monitor video images for the detection or verification of accidents, debris, abandoned or disabled vehicles, hazardous and non-hazardous spills, and other incidents that impact the transportation system
- Use NaviGator software to log confirmed and potential incidents, and construction and maintenance lane closures
- Monitor NaviGator system-generated response plans, and accept or manually override as necessary

Severity of Incidents	
Level 1	Low
Level 2	Low-Medium
Level 3	Medium
Level 4	High



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- Use radio, telephone, and alphanumeric pagers to communicate with GDOT personnel statewide, including Maintenance and Construction personnel, Traffic Operations management, GDOT management, and the Federal Highway Administration as appropriate, regarding incidents, traffic, road, maintenance and construction activity, and related weather conditions
- Dispatch and communicate with Highway Emergency Response Operators (HEROs) and Incident Management personnel via radio or telephone using standard protocol
- Communicate with appropriate local agencies, authorities, and wrecker companies in the resolution of lane blocking incidents
- Answer telephones to provide information or assistance to motorists, GDOT personnel, or other agencies on traffic and road conditions; direct calls to appropriate personnel in Traffic Operations or take action as part of operator traffic management duties
- Monitor Road Weather Information System (RWIS) for potential weather problems affecting traffic; communicate and take action as part of operator traffic management duties
- Perform recordkeeping, logging of required information, equipment checks, and data gathering
- Answer calls from GDOT's motorist assistance call boxes; communicate and take appropriate action in response to caller's situation
- Answer non-duty hour calls for GDOT statewide maintenance assistance and dispatch necessary personnel
- Take appropriate action for incidents reported electronically by other agencies integrated with NaviGator, such as the Metropolitan Atlanta Rapid Transit Authority (MARTA) and the City of Atlanta 911 Center
- Assist GDOT TMC staff in supporting special events such as, but not limited to, mobile operations at the Masters Golf Tournament in Augusta, Ga., and operations at the Traffic Control Center at the Atlanta Motor Speedway in Hampton, Ga. for NASCAR races

CONSOLE OPERATOR PROCEDURES

As a Console Operator you will use the following systems to perform your job:

Tadiran Telephone, NaviGator, and Radio Systems



LOG IN/OUT TADIRAN TELEPHONE

There will be occasions where you will be required to perform the function of a call taker in addition to your normal duties. Depending on the location you will be sitting at, in order to function as a call taker you must either log into the Tadiran Telephone system or the Baker Console. The Baker Console will be discussed later in chapter 7.



Log In

- Pick up Handset, which will automatically open a line
- Press Load ID
- Enter "4-digit personal passcode"
- Press Login



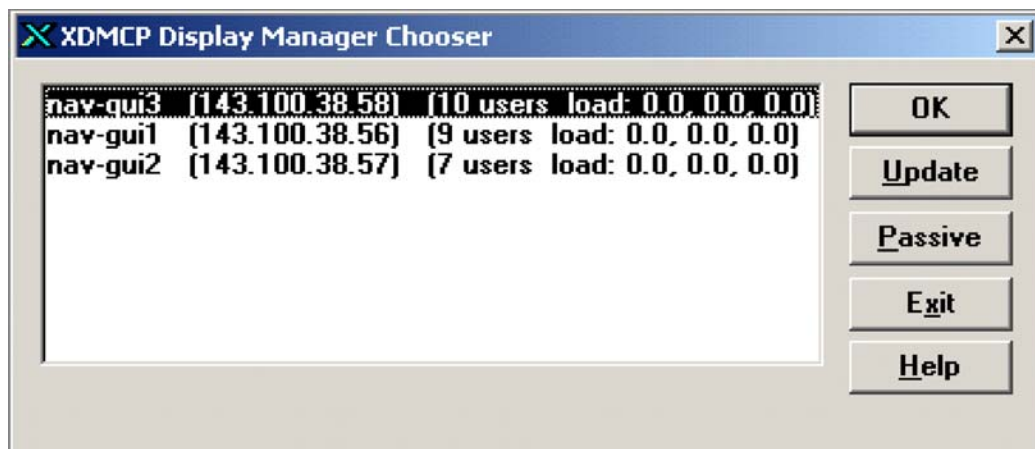
Log Out

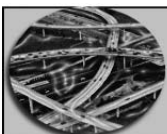
- Log-Out
- *Note: For short durations you may press "Release" (4th button from bottom on right). This function puts your station on hold and your calls will automatically be routed to another Console Operator.*

LOG INTO NAVIGATOR

In order to function as a Console Operator you must first log into the NaviGator system.

- Press "Ctrl, alt, delete"
- Enter **user name** (normally, "first initial, last name")
- Enter "personal **passcode**"
- Ensure 3rd entry selected is, "**GDOT_AD**"
- Select icon "**Exceed**" (big red X)(double click). If no icon, go to "Start", "Programs", and select "Exceed"
- The first screen that shows up is called "**gui**". Select the first one, unless told otherwise by a supervisor; then click "OK"

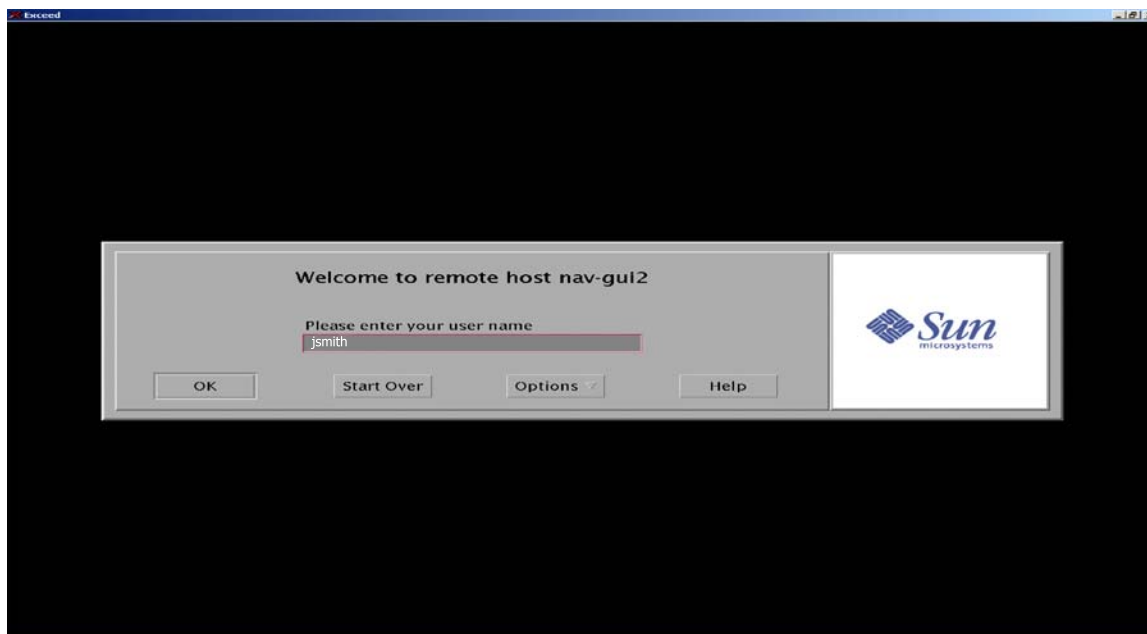




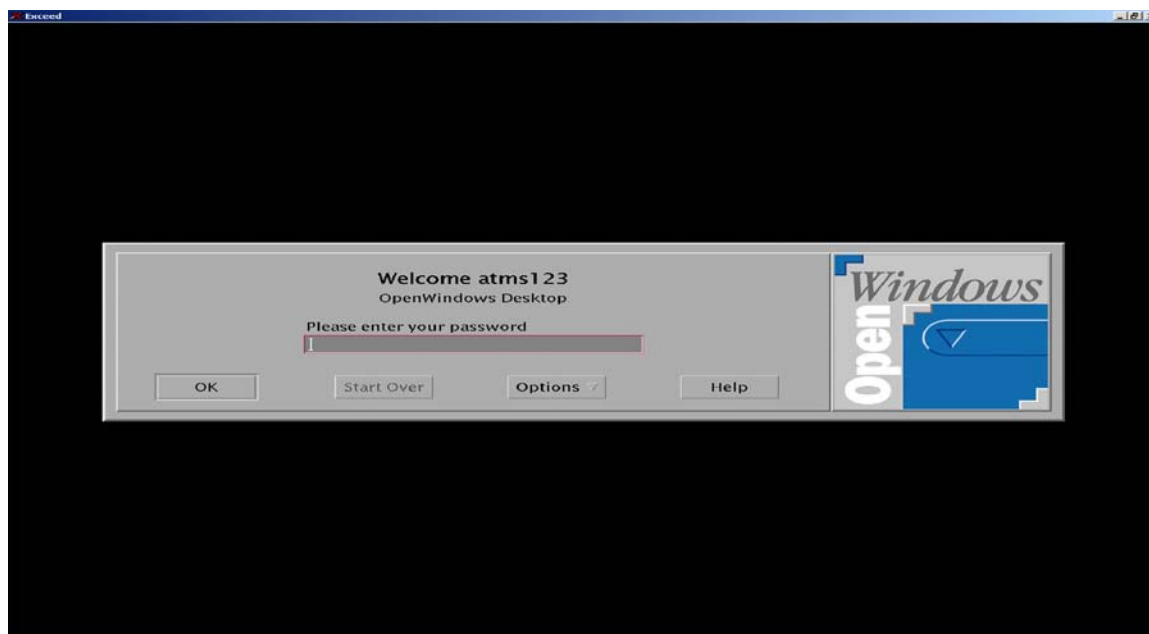
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- Enter "user name" (normally, first initial, last name)

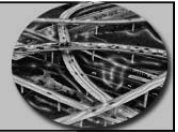


- Enter password (ATMS123)



LOG OUT OF NAVIGATOR

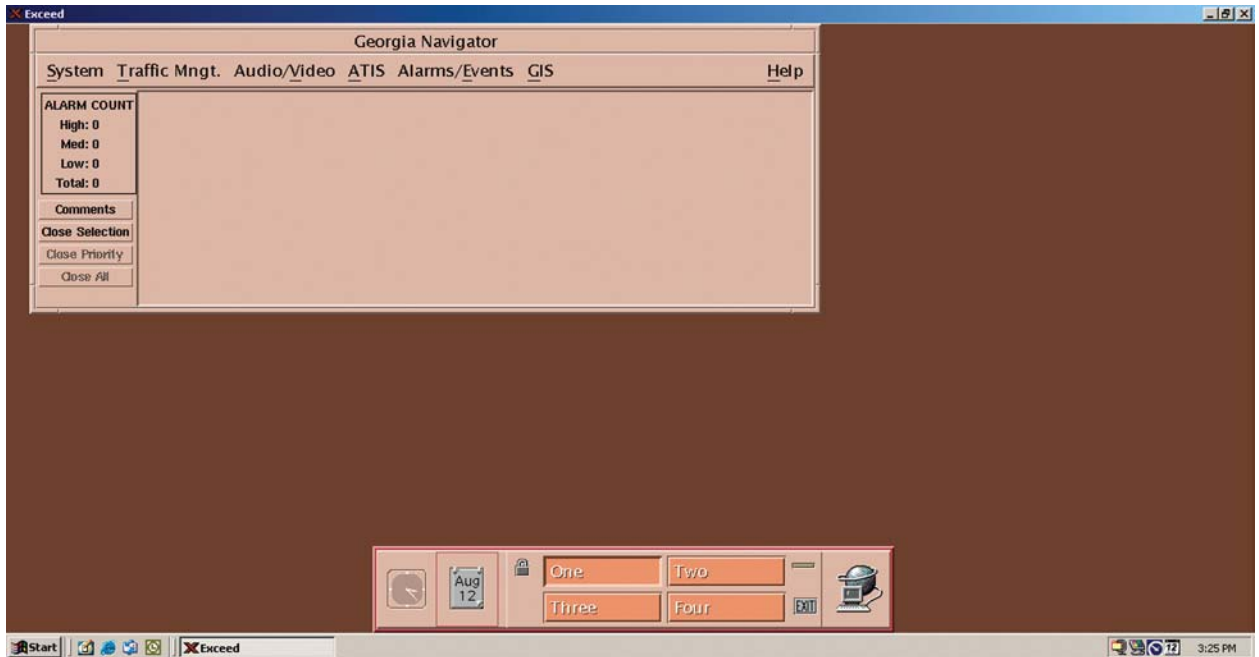
- Log out of NaviGator: Close every screen individually, then go to "Start" and select "Shutdown"



SET UP AND OPERATION

To be able to effectively and efficiently use NaviGator you will now need to set your console up for use.

This is the first screen that you will see once logged into NaviGator. Note the key screen titles across the top:



- System
- Traffic Mngt
- Audio/Video
- ATIS
- Alarms/Events
- GIS

At the bottom of the screen are your quick access buttons:

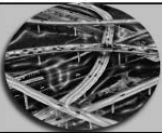
- One
- Two
- Three
- Four



As a Console Operator, after successfully entering the NaviGator system, you will need to select the four items from the main menu that are essential to your position.

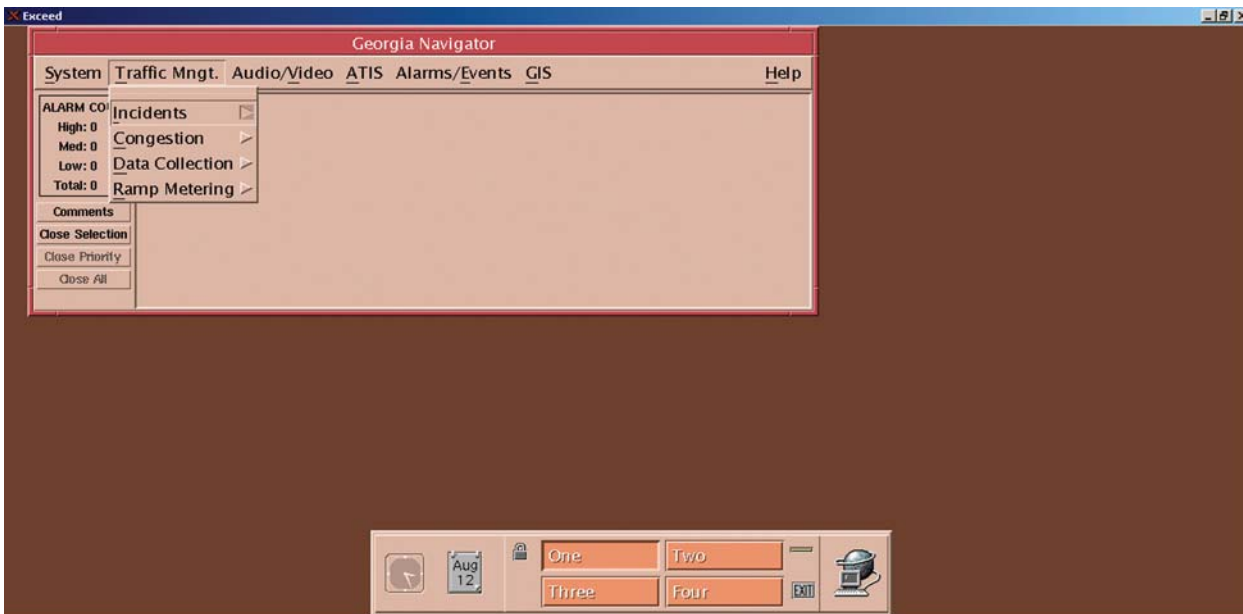
- Traffic Management
- Audio/Video
- ATIS
- Geographic Information System (GIS)

Select from the menu bar "Traffic Mngt".



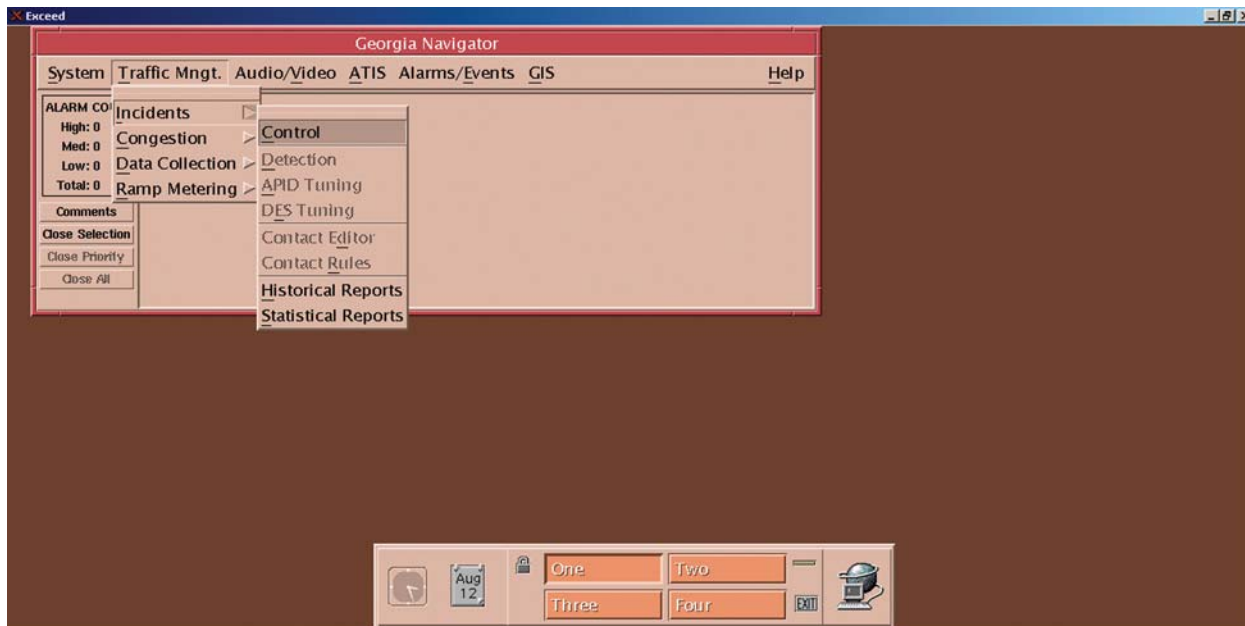
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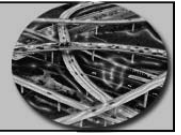
You will note the drop-down menu displaying:



- Incidents
- Congestion
- Data Collection
- Ramp Metering

Click on "Incidents".





CONSOLE OPERATOR TRAINING MANUAL

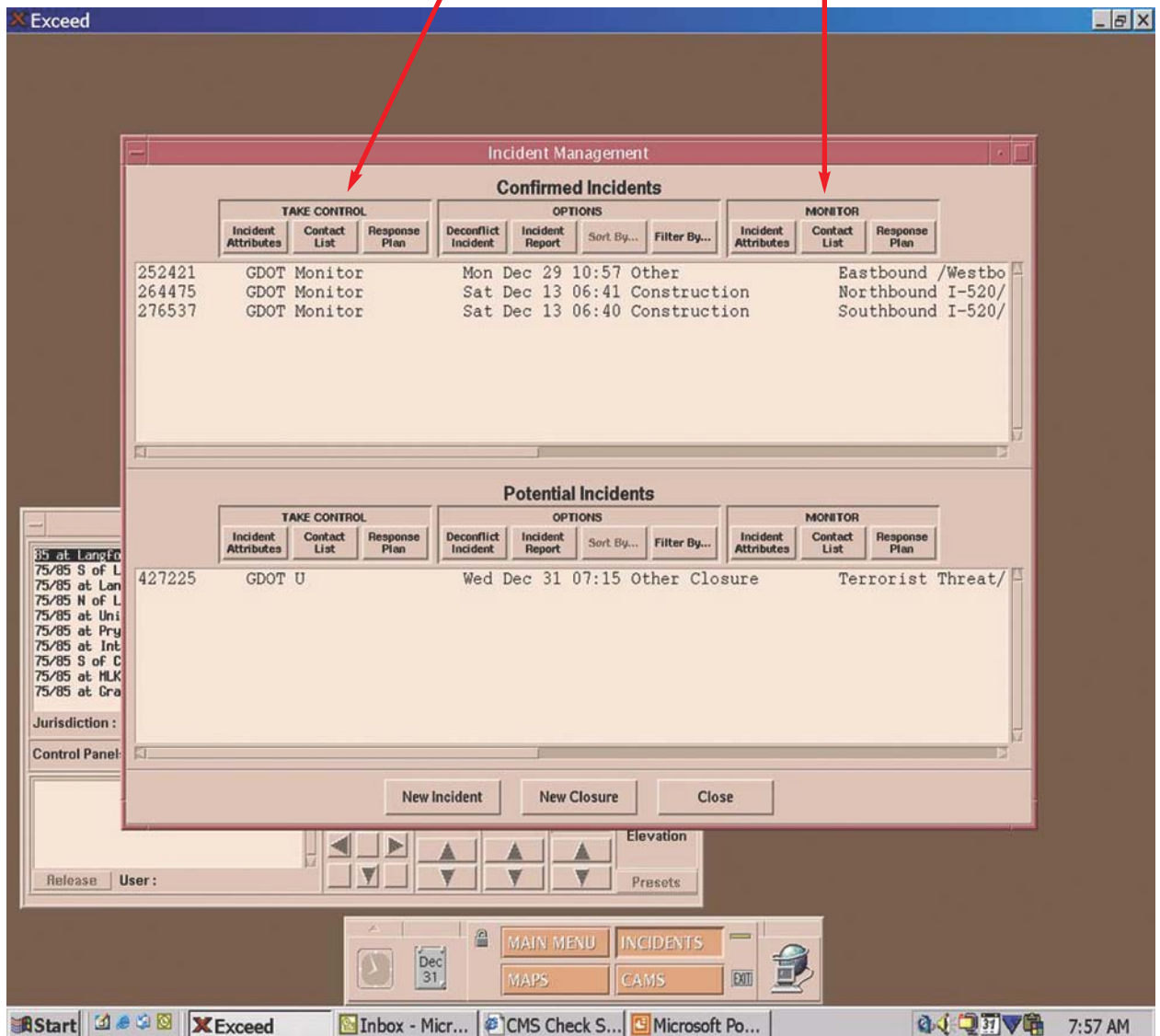
You will now have the following displayed on the drop-down menu:

- Control
- Historical Reports
- Statistical Reports
- All others are "greyed out" and therefore not available

Click on "Control".

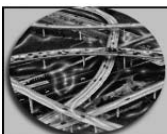
Take Control

Monitor



Note: On the Incident screen there are **confirmed** and **potential** incidents.

- "Confirmed" has been reported by a reputable source, such as a State employee, or seen on camera, or three or more citizens have reported it
- "Potential" indicates an incident that has not yet been confirmed



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New Incident

In order to enter a new incident, fill in all known fields.

DETECTION TYPE: Call Report (reports received by telephone or radio) or User Detected options

LOCATION INFORMATION: County, City, Primary & Secondary, LANES CLOSED, LOCATION TYPE, and DIRECTION.

PRIMARY CHARACTERISTICS: Fire Present and HazMat Present refers to an actual fire or hazardous material present not the agencies, the rest is self explanatory.

PROPERTY DAMAMGE is used when any damage is the determined result of an accident, police case numbers always need to be entered in the comments.

PERSONNEL/VEHICLES INVOLVED is self explanatory.

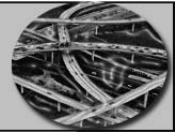
ESTIMATED DURATION is an operator estimate of how long it will take for an incident to be cleared. **ALARM INTERVAL** should set to 15 minutes for major incidents and up to a maximum of 30 minutes for all other incidents.

CALL TRACKING is used to track how many calls are received for an incident, 3 are needed to confirm an incident.

SEVERITY is used to categorize the incident's impact on traffic and must be selected to generate the appropriate RP messages.

CONFIRMATION is self explanatory.

COMMENTS: Used to include any additional information the operator deems necessary to clarify the incident.



Incident Management

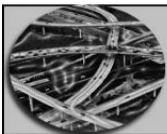
Take Control cluster of buttons are for writing to and reading incident attributes. The Monitor cluster of buttons are used to read only incident attributes. (Note: Since typed characters and toggling of buttons can be made in both clusters, the only ways to distinguish between the two modes is to note the “update” button will not be clickable when you are in read only (Monitor) status or to check the form status at the upper right corner of the form, it will indicate read only or writeable.

Take Control

Incident Tracking Form using the Take Control Incident Attributes Button.

Note the form status and the buttons at the bottom.

The screenshot displays the 'Incident Tracking Form' interface. At the top, it shows 'ID: 252421', 'Action Pending: Monitor', 'Owner: Georgia DOT TMC', and 'Form State: Writeable'. The form is divided into several sections: 'INCIDENT TYPE' (Accident, Stall, Debris, 10-12, Other), 'DETECTION TYPE' (Call Report, User Detected, APID, DES, Other), 'LOCATION INFORMATION' (County: Pickens, City: [blank], Primary: Westbound SR 53 AT MA, Secondary: HILL (SINKHOLE MP 25.3)), 'PRIMARY CHARACTERISTICS' (checkboxes for Fire Present, HazMat Present, Injured, Fatal, Need HERO, Need 911, Need Wrecker (Truck), Need Wrecker (Auto)), 'PROPERTY DAMAGE' (checkboxes for Guard Rail, Pavement, Traffic Signal, Light Standard, Structure, Other Damage), 'PERSONNEL / VEHICLES INVOLVED' (checkboxes for Pedestrian, Railroad, Automobile, Motorcycle, Pickup/Van, DOT Vehicle, Const. Vehicle, Motorhome/Bus, Light Truck, Tractor Trailer, Other Vehicle), 'ESTIMATED DURATION' (Total Time: 155 hrs, 41 min; Est. End Time: 18:49 01 06 2004), 'CALL TRACKING' (Add New, Previous buttons), 'ABANDONED VEHICLE' (Is Hazard? NO, Hazard Decl. button), 'SEVERITY' (Impact: Medium, Level: III), 'CONFIRMATION' (Confirmed: Yes, Time: 17:02 Sep 18 2003). At the bottom, there are buttons for 'Declare', 'Update', 'Terminate', 'Help', and 'Cancel'. A red arrow points from a callout box to the 'Form State: Writeable' text in the top right corner of the form.



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Monitor Incident

This is the Incident Tracking Form using the Monitor Incident Attributes Button.

Note the form status of read only and the buttons grayed out at the bottom.

Incident Tracking Form

ID: 252421 Action Pending: Monitor Owner: Georgia DOT TMC Form State: Read Only

INCIDENT TYPE

- Accident
- Stall
- Debris
- 10-12
- Other

DETECTION TYPE

- Call Report
- User Detected
- APID
- DES
- Other

LOCATION INFORMATION

County: Pickens City: []

Primary: /Westbound SR 53 AT MA Secondary: HILL (SINKHOLE MP 25.3)

Description: Eastbound /Westbound SR 53 AT MARBLE HILL (SINKHOLE MP 25.3)

PRIMARY CHARACTERISTICS

- Fire Present
- HazMat Present
- Injured
- Fatal
- Need HERO
- Need 911
- Need Wrecker (Truck)
- Need Wrecker (Auto)

LANES CLOSED

2 All Lanes

LOCATION TYPE

Arterial

DIRECTION

North East
South West

Divert? Yes No

PROPERTY DAMAGE

- Guard Rail
- Pavement
- Traffic Signal
- Light Standard
- Structure
- Other Damage

PERSONNEL / VEHICLES INVOLVED

Pedestrian	0	Const. Vehicle	0
Railroad	0	Motorhome/Bus	0
Automobile	0	Light Truck	0
Motorcycle	0	Tractor Trailer	0
Pickup/Van	0	Other Vehicle	0
DOT Vehicle	0		

ESTIMATED DURATION

Total Time: 155 hrs. 41 min.

Est. End Time: 19:48 01 06 2004

ALARM INTERVAL

200 hrs. 0 min. (From Last Update)

CALL TRACKING

0 Add New Previous

ABANDONED VEHICLE

Is Hazard? NO Hazard Decl.

SEVERITY

Impact: Medium Level: III

CONFIRMATION

Confirmed: Yes No Time: 17:02 Sep 18 2003

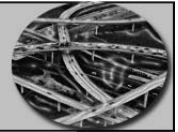
Current Comments

26202 ADVISED PAVING WILL START APPROX. NEXT WEEK DEPENDING ON WEATHER. PAVING WILL INVOLVE THE BASE CORE TO THE TOP CORE. APPROX. 1500 FT WILL NEED TO BE REPAVED. 26202 WILL UPDATE TMC.

Previous Comments

Operator: abycner at Mon Dec 29 10:57
26202 ADVISED PAVING WILL START APPROX. NEXT WEEK DEPENDING ON WEATHER. PAVING WILL INVOLVE THE BASE CORE TO THE TOP CORE. APPROX. 1500 FT WILL NEED TO BE REPAVED. 26202 WILL UPDATE TMC.
Operator: abycner at Mon Dec 29 09:37

Buttons: Decline, Update, Terminate, Help, Cancel



Potential Area of Concern

This is a screen shot of an incident in a potential area of concern.

The notification symbols which indicates what type of notifications are needed.

P: Police

H: HERO

AW: Auto Wrecker

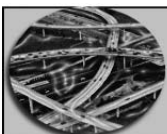
TW: Truck Wrecker

N: Navigators or other notifications

Notification Symbols

The screenshot shows the Incident Management software interface. It is divided into two main sections: 'Confirmed Incidents' and 'Potential Incidents'. Each section has a table with columns for 'Incident Attributes', 'Contact List', 'Response Plan', 'Deconflict Incident', 'Incident Report', 'Sort By...', and 'Filter By...'. The 'Potential Incidents' section is highlighted with a red 'EMERGENCY' banner. A red arrow points from the 'Notification Symbols' box to the notification symbols 'P, H, AW, TW, N' in the 'Potential Incidents' table.

Confirmed Incidents		Potential Incidents	
Incident Attributes	Contact List	Incident Attributes	Contact List
252421	GDOT Monitor	428155	GDOT Monitor
264475	GDOT Monitor	428255	GDOT H,N
276537	GDOT Monitor	428263	GDOT P,H,AW,TW,N
428239	GDOT Monitor		
428251	GDOT Monitor		
428253	GDOT Monitor		
428257	GDOT Monitor		
428258	GDOT Monitor		
428259	GDOT Monitor		
428262	GDOT RP		



Incident Contact List

This is the Incident Contact List, it aids in the notification process of an incident, depending on what attributes are toggled. As the operator notifies each person or office the Done, Update, or Cancel buttons can be toggled.

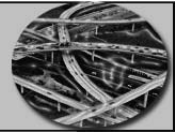
Incident Contact List
ID: 427465 Form State: Writeable

Contact Name	Done	Update	Cancel	Comment
Local 911 Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Georgia Emergency Management Agency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
NavigAtors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Highway Emergency Response Operator	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintenance Foreman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
District Maintenance Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On-Call Supervisor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
District Maintenance Engineer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
State Maintenance Engineer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
National Transportation Safety Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Office of Communications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Federal Highway Administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Safety Enhancement Review Coordinator	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Statewide Bicycle and Pedestrian Coord.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Traffic Operations (Railroad Contact)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
State Traffic Operations Engineer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Asst. State Traffic Operations Engineer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Director of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area Construction Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Director of Construction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
State Construction Engineer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Buttons: OK, Apply, Cancel, Help

Task: msgs for Code TH OF I-285 !!! TES'

Clicking on these will bring up all available contact information for the selected position. This information may not be completely up-to-date and therefore should be checked against the GDOT Contact Lists on the NavigAtor home page



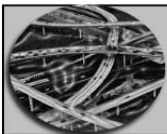
Deconflict Incident

In the case of a conflict click on Deconflict Incident button and this screen will appear. The purpose is to merge duplicate incidents together.

The screenshot shows the 'Incident Management' window with two sections: 'Confirmed Incidents' and 'Potential Incidents'. A 'Duplicate Incident' dialog box is overlaid on the 'Confirmed Incidents' section. The dialog box contains the text 'Enter Incident Number to Duplicate the Selected Incident To:' followed by an input field. A red arrow points from a text box to this input field. The text box contains the text: 'Incident number entered here will be combined with the selected incident'. The 'Confirmed Incidents' table lists three incidents, with the third one selected. The 'Potential Incidents' table lists one incident.

TAKE CONTROL		OPTIONS				MONITOR	
Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Response Plan
252421	GDOT Monitor	Mon Dec 29 10:57	Other	Eastbound /Westbound SR 53 AT MARBLE H			
264475	GDOT Monitor	Sat Dec 13 06:41	Construction	Northbound I-520/SR 415 FROM MP 11.93			
276537	GDOT Monitor	Sat Dec 13 06:40	Construction	Southbound I-520/SR 415 FROM MP 13.27			

TAKE CONTROL		OPTIONS				MONITOR	
Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Response Plan
427225	GDOT U	Wed Dec 31 07:15	Other Closure	Terrorist Threat/Attack: msgs for Code			



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Printing Incident

In order to print an active incident in report form. Select the Incident Report button and this screen will appear. Then select print.

Incident Report

The screenshot shows the 'Incident Management' window with a table of 'Confirmed Incidents'. A red arrow points from the 'Incident Report' button in the 'OPTIONS' section to the 'Incident Report' button in the 'Incident Management Reporting' dialog box. Another red arrow points from the 'Print' button in the dialog box to the 'Print' button in the dialog's footer.

TAKE CONTROL			OPTIONS			MONITOR			
Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Incident Attributes	Contact List	Response Plan
252421	GDOT Monitor	Mon Dec 29 10:57	Other				Eastbound /Westbound SR 53 AT MARBLE H		
264475	GDOT Monitor	Sat Dec 13 06:41	Construction				Northbound I-520/SR 415 FROM MP 11.93		
276537	GDOT Monitor	Sat Dec 13 06:40	Construction				Southbound I-520/SR 415 FROM MP 13.27		

Incident Management Reporting

Selected Incident: 276537 GDOT

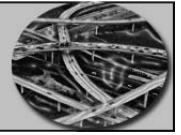
ATMS Report for Incident #276537

11/22/2003 0907.13: Initial Declaration

Declared At: Georgia DOT TMC
Declared By: ddunbar
Incident Type: Construction
Detection Type: Unknown
City:
County: Richmond
Location Type: Arterial
Location Text: Southbound SR 425 (BOBBY JONES EXWY) FROM MP 11.93 TO MP 13.27
Lanes Affected: 1 - Right Lanes
Number Injured: 0
Number Fatalities: 0
Fire Present?: No
Hazmat Present?: No
Police Required?: No
HERO Required?: No
Need Auto Wrecker?: No
Need Truck Wrecker?: No
Property Damage: None
Parties Involved: None
Estimated End Time: 12/31/1969 1900.00
Incident Impact: Low
Incident Level: 0
Confirmed?: Yes

Buttons: Generate Report, Print, Close, Help

Print



Procedures for Entering a New Incident

Incident Type (Select one):

- Accident (crash)
- Stall (Motorist can not drive vehicle)
- Debris (trash, dropped items, vehicle parts, fallen trees, mud, etc.)
- 10-12 (dead animal)
- Other (flooded lane, black ice, live animal, water or gas main breaks)

Detection Type (Select one):

- Call report (*Dot, landlines, interoffice)
- User detected (camera monitoring)
- APID (n/a)
- DES (n/a)
- Other (Southern Linc, HERO)

Location Information:

- County (select a county in the drop down list)
- City (select a city in the drop down list)
- Primary: Use State Route [SR], U.S. Route [US], and Interstate numbers [I-285] outside of Metro Atlanta. Use names and popular State Routes/ US Highways numbers in Metro Atlanta.)
- Secondary (cross location at or near Primary)
- Lanes Closed / name (select an option in the drop down list)
- Location Type (select an option in the drop down list)
- Direction
- Divert? (automatic)

Primary Characteristics - Some are User Detected - All can be reported by first responders:

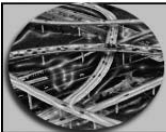
- | | |
|--------------------------------|-----------------------------|
| • Fire Present (User Detected) | • Need HERO (User Detected) |
| • HazMat | • Need 911 (User Detected) |
| • Injured (number of injured) | • Need Wrecker/Truck |
| • Fatal (number of fatalities) | • Need Wrecker/Auto |

Property Damage - Some can be user detected - All can be reported by first responders:

- | | |
|--|------------------|
| • Refers to damage of state devices and structures | • Structure |
| • Guard Rail | • Other |
| • Pavement | • Light Standard |
| • Traffic Signal | |

Personnel / Vehicles Involved: Place number as applicable in appropriate box

Estimated Duration: Total amount of time expected to clear the incident



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Alarm Time: Time incident is monitored and updated. (Maximum time 30 minutes, 15 minutes for level 4 incidents). The alarm time is set to ensure that the incident is monitored and updated.

Call Tracking: Number of calls received regarding the incident.

Abandoned Vehicle: N/A

Severity (Drop Down menus):

- **Impact:** No Impact : No lanes blocked
Low : shoulder or 1 lane blocked
Medium: 2 lanes blocked or injuries present
High: 3 or more; all lanes block, fatality or hazmat

- **Level:** NA: No lanes blocked
I: Shoulder blocked
II: 1 lane blocked
III: 2 or more lanes blocked
IV: all lanes blocked

Confirmation: Once the incident is considered confirmed check "Yes", by three calls, user detected, authorized person. Time and date appears automatically.

Current Comments: Any remarks or other needed information

Previous Comments: All current comments become previous comments when incident is Declared or Updated.

Terminated: Incident is cleared

Cancel: No information is noted. No action is taken. No form is needed because incident is cleared.

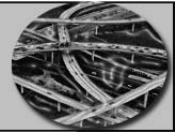
Top of form:

ID: Automatic number appears when incident form is declared.

Action Pending:

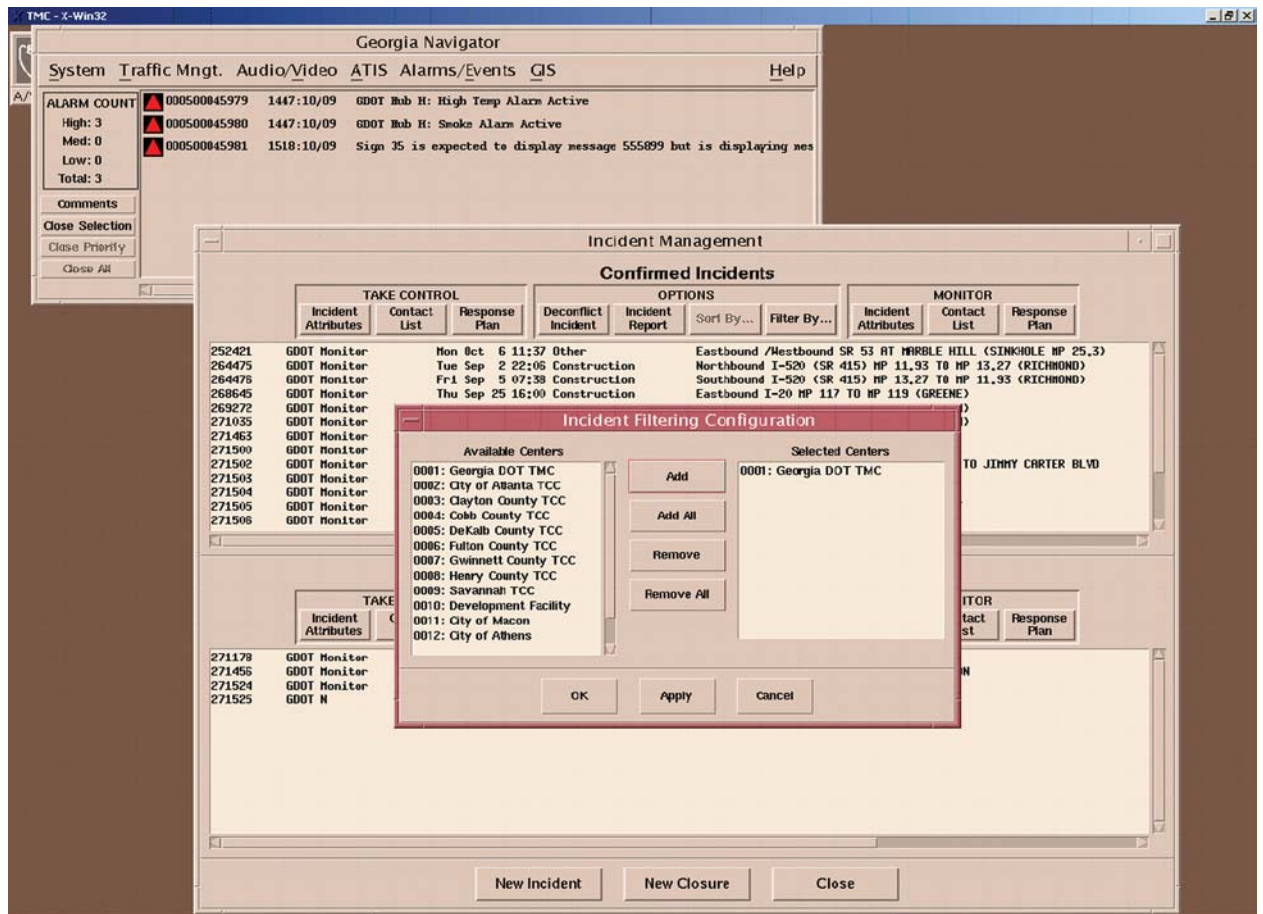
- Monitor / waiting for more information if needed
- U / Update needed
- N/ Notification / contact list needs completion

Writeable: Changes can be made on the Incident Tracking Form



Filter in Other Cities

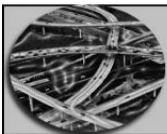
In order to filter in incidents from other Traffic Control Centers click on Filter By.



This screen will appear, click on desired location, click Add.

This will enable you to View ONLY incidents from selected Traffic Control Centers.

When you are done, click on "minus sign" in upper left corner of the "Confirmed Incidents" screen.



CHAPTER 6 CONSOLE OPERATOR

Click on "Occupy Workspace".

The screenshot displays the Georgia Navigator software interface. At the top, there is a menu bar with options: System, Traffic Mngt., Audio/Video, ATIS, Alarms/Events, GIS, and Help. Below the menu bar, the main window is titled "Incident Management" and is divided into several sections.

ALARM COUNT

- High: 0
- Med: 0
- Low: 0
- Total: 0

Incident Management - Confirmed Incidents

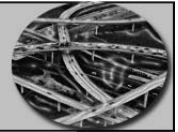
CONTROL		OPTIONS		MONITOR				
ntact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Incident Attributes	Contact List	Response Plan
Thu Aug 7	05:50	Other				Southbound SR 53 AT MARBLE HILL (SINKHOLE MP 25.3)		
Fri Aug 8	06:40	Construction				Eastbound /Westbound I-520 FROM EXIT 7 TO EXIT 10		
Fri Aug 8	06:40	Construction				Northbound US 441/SR 24 NEAR WAYNE ST		
Tue Aug 12	06:57	Debris				Eastbound I-24 AT MP 132 (IN TENNESSEE)		
Mon Aug 11	06:59	Construction				Eastbound I-20 FROM MP 124.4 TO MP 126.4 (MORGAN)		
Mon Aug 11	06:59	Construction				Westbound I-20 FROM MP 126.4 TO MP 124.4 (MORGAN)		
Tue Aug 12	03:47	Construction				Eastbound I-20 FROM 114.6 TO MP 116.7 (MORGAN)		
Mon Aug 11	20:17	Construction				Southbound I-75 FROM NORTHSIDE DR TO TECHWOOD DR (FU		
Tue Aug 12	04:52	Construction				Southbound I-75 FROM MP 56 TO MP 58 (TIPT)		
Mon Aug 11	20:10	Construction				Westbound I-20 FROM MP 119 TO MP 117 (MORGAN)		
Tue Aug 12	15:11	Construction				Southbound I-85 (FRANKLIN) FROM MP 169.7 TO MP 168.7		

Potential Incidents

TAKE CONTROL		OPTIONS		MONITOR					
Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Incident Attributes	Contact List	Response Plan
257159	GDOT Monitor	Thu Jul 24	08:00	Other			75 SB rdwk Weeknights: CMS(13 -15-18-20-23-43-45-71-		
263702	GDOT Monitor	Thu Aug 7	13:08	Other			DIST 2 AREA 4 ON CALL CHANGE		
263749	GDOT Monitor	Mon Aug 11	21:17	Other			DIST 1 AREA 6 (CLARKE CO) ON CALL BACKUP FOREMAN		
263756	GDOT Monitor	Fri Aug 8	10:51	Other			DIST 6 AREA 3 ASSISTANT MAINTENANCE ENG ON-CALL		
263854	GDOT Monitor	Tue Aug 12	08:11	Other			FYI: ALL I-20 CAMERAS DOWN!!		
263888	GDOT Monitor	Tue Aug 12	14:44	Other			DISTRICT 7 AREA 1 ON CALL FOREMAN		
263950	GDOT Monitor	Tue Aug 12	14:44	Other			NOTIFY DIS 6 SIG SUP DANIEL MITCHELL BEFORE CALLING		

Buttons: New Incident, New Closure, Close

Bottom navigation: Aug 12, One, Two, Three, Four, [Icon]



CONSOLE OPERATOR TRAINING MANUAL

Highlight "One" and click "OK"; this adds the Incident Screen to "One" at the bottom of your screen for quick access.

The screenshot shows the 'Exceed' application window titled 'Incident Management'. The main area displays a table of 'Confirmed Incidents' with columns for Incident Attributes, Contact List, Response Plan, Deconflict Incident, Incident Report, Sort By, Filter By, and a detailed description. An 'Incident Filtering Configuration' dialog box is open in the foreground, allowing users to manage 'Available Centers' and 'Selected Centers'. The dialog includes buttons for 'Add', 'Add All', 'Remove', and 'Remove All'. The 'Available Centers' list includes various locations like Georgia DOT TMC, Atlanta TCC, Clayton County TCC, Cobb County TCC, DeKalb County TCC, Fulton County TCC, Gwinnett County TCC, Henry County TCC, Savannah TCC, Development Facility, City of Macon, City of Athens, Richmond County, and Testing Facility. The 'Selected Centers' list currently contains Georgia DOT TMC and City of Macon. The dialog has 'OK', 'Apply', and 'Cancel' buttons at the bottom.

Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By	Filter By	Incident Attributes	Contact List	Response Plan
252421	GDOT Monitor	Mon Dec 29 10:57	Other				Eastbound /Westbound SR 53 AT MARBLE H		
264475	GDOT Monitor	Sat Dec 13 06:41	Construction				Northbound I-520/SR 415 FROM MP 11.93		
276537	GDOT Monitor	Sat Dec 13 06:40	Construction				Southbound I-520/SR 415 FROM MP 13.27		



CHAPTER 6

CONSOLE OPERATOR

Select from the menu bar "Audio/Video", then "A/V Main".

Georgia Navigator

System Traffic Mngt. **Audio/Video** ATIS Alarms/Events GIS Help

ALARM COUNT
High: 0
Med: 0
Low: 0
Total: 0

Comments
Close Selection
Close Priority
Close All

A/V Main
Voice Playback
Slow Scan Links
X-Wall Manager
Public Video
TIS Video
GEMA Video
Cobb TIS Video
Athens TCC Video

Incident Attributes	Contact List	Response Plan
252421	GDOT Monitor	Thu Aug 7 05:50 Other
253401	GDOT Monitor	Fri Aug 8 06:40 Construction
263116	GDOT Monitor	Fri Aug 8 06:40 Construction
263266	GDOT Monitor	Tue Aug 12 06:57 Debris
263354	GDOT Monitor	Mon Aug 11 06:59 Construction
263355	GDOT Monitor	Mon Aug 11 06:59 Construction
263357	GDOT Monitor	Tue Aug 12 03:47 Construction
263453	GDOT Monitor	Mon Aug 11 20:17 Construction
263889	GDOT Monitor	Tue Aug 12 04:52 Construction
263913	GDOT Monitor	Mon Aug 11 20:10 Construction
263940	GDOT Monitor	Tue Aug 12 15:11 Construction

Potential Incidents

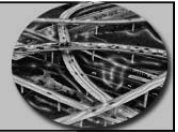
TAKE CONTROL: Incident Attributes, Contact List, Response Plan

OPTIONS: Deconflict Incident, Incident Report, Sort By..., Filter By...

MONITOR: Incident Attributes, Contact List, Response Plan

257159	GDOT Monitor	Thu Jul 24 08:00 Other	75 SB rdwk Weeknights: CMS(13 -15-11)
263702	GDOT Monitor	Thu Aug 7 13:08 Other	DIST 2 AREA 4 ON CALL CHANGE
263749	GDOT Monitor	Mon Aug 11 21:17 Other	DIST 1 AREA 6 (CLARKE CO) ON CALL B
263756	GDOT Monitor	Fri Aug 8 10:51 Other	DIST 6 AREA 3 ASSISTANT MAINTENANCE
263854	GDOT Monitor	Tue Aug 12 08:11 Other	FYI: ALL I-20 CAMERAS DOWN!!
263888	GDOT Monitor	Tue Aug 12 14:44 Other	DISTRICT 7 AREA 1 ON CALL FOREMAN
263950	GDOT Monitor	Tue Aug 12 14:44 Other	NOTIFY DIS 6 SIG SUP DANIEL MITCHEL

New Incident New Closure Close



CONSOLE OPERATOR TRAINING MANUAL

You now have your CCTV (cameras) screen displayed. Click on "minus sign" in upper left corner of screen.

Georgia Navigator

System Traffic Mngt. Audio/Video ATIS Alarms/Events GIS Help

A/V GUI tfrancis@TMC TMC Calltaker

ALARM CO: High: 0 Med: 0 Low: 0 Total: 0

Comment: 75/85 at Langford Pkwy (THCCRAH001)

Close Select: 75/85 S of Langford Pkwy (THCCRAH002)

Close Prior: 75/85 at Langford Pkwy (THCCRAH003)

Close All: 75/85 N of Langford Pkwy (THCCRAH004)

75/85 at University Ave (THCCRAH005)

75/85 at Pryor St (THCCRAH006)

75/85 at Interstate 20 (THCCRAH007)

75/85 S of Capitol Ave (THCCRAH008)

75/85 at MLK Jr Dr (THCCRAH009)

75/85 at Grady Curve (THCCRAH010)

Jurisdiction: GDOT TMC

Control Panels: CAM VTR MUX

Vid. Mon. TMC 032

Cable TV Tuners: 1 HRXA 2 HGCL 3 CNN 4

MONITOR: Incident Attributes Contact List Response Plan

ID	Agency	Date	Time	Description
263116	GDOT Monitor	Fri Aug 8	06:40	Construction
263266	GDOT Monitor	Tue Aug 12	06:57	Debris
263354	GDOT Monitor	Mon Aug 11	06:59	Construction
263355	GDOT Monitor	Mon Aug 11	06:59	Construction
263357	GDOT Monitor	Tue Aug 12	03:47	Construction
263453	GDOT Monitor	Mon Aug 11	20:17	Construction
263889	GDOT Monitor	Tue Aug 12	04:52	Construction
263913	GDOT Monitor	Mon Aug 11	20:10	Construction
263940	GDOT Monitor	Tue Aug 12	15:11	Construction

Potential Incidents

ID	Agency	Date	Time	Category	Description
257159	GDOT Monitor	Thu Jul 24	08:00	Other	
263702	GDOT Monitor	Thu Aug 7	13:08	Other	
263749	GDOT Monitor	Mon Aug 11	21:17	Other	
263756	GDOT Monitor	Fri Aug 8	10:51	Other	
263854	GDOT Monitor	Tue Aug 12	08:11	Other	
263888	GDOT Monitor	Tue Aug 12	14:44	Other	
263950	GDOT Monitor	Tue Aug 12	14:44	Other	

75 SB rdwk Weeknights: CMS (13 -15-11)

DIST 2 AREA 4 ON CALL CHANGE

DIST 1 AREA 6 (CLARKE CO) ON CALL B

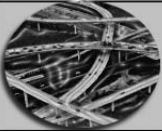
DIST 6 AREA 3 ASSISTANT MAINTENANCE

FYI: ALL I-20 CAMERAS DOWN!!

DISTRICT 7 AREA 1 ON CALL FOREMAN

NOTIFY DIS 6 SIG SUP DANIEL MITCHEL

New Incident New Closure Close



CHAPTER 6

CONSOLE OPERATOR

Click on "Occupy Workspace".

Georgia Navigator

System Traffic Mngt. Audio/Video ATIS Alarms/Events GIS Help

A/V GUI tfrancis@TMC TMC Calltaker

Restore Alt+F5
Move Alt+F7
Minimize Alt+F9
Lower Alt+F3

Comment
Close Select
Close Prior
Close All

Occupy Workspace...
Occupy All Workspaces
Unoccupy Workspace
Close Alt+F4

CAM Vid. Mon. XWall
THC LAR 032
COUH FAIL COUH FAIL COUH FAIL
VTR
MUX
VDS
AUX
THC CHG DST
THC CHG TDD
COUH FAIL

Cable TV Tuners
1 HXIA
2 HGCL
3 CNN
4
Exit

MONITOR
Incident Attributes Contact List Response Plan

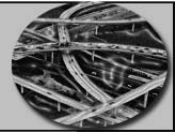
Southbound SR 53 AT MARELE HILL (SII)
Eastbound /Westbound I-520 FROM EXI
Northbound US 441/SR 24 NEAR WAYNE
Eastbound I-24 AT MP 132 (IN TENNES
Eastbound I-20 FROM MP 124.4 TO MP
Westbound I-20 FROM MP 126.4 TO MP
Eastbound I-20 FROM 114.6 TO MP 116
Southbound I-75 FROM NORTHSIDE DR TO
Southbound I-75 FROM MP 56 TO MP 58
Westbound I-20 FROM MP 119 TO MP 11
Southbound I-85 (FRANKLIN) FROM MP :

Incident ID	Agency	Time	Date	Time	Category
263116	GDOT Monitor	Fri Aug 8 06:40	Aug	8 06:40	Construction
263266	GDOT Monitor	Tue Aug 12 06:57	Aug	12 06:57	Debris
263354	GDOT Monitor	Mon Aug 11 06:59	Aug	11 06:59	Construction
263355	GDOT Monitor	Mon Aug 11 06:59	Aug	11 06:59	Construction
263357	GDOT Monitor	Tue Aug 12 03:47	Aug	12 03:47	Construction
263453	GDOT Monitor	Mon Aug 11 20:17	Aug	11 20:17	Construction
263889	GDOT Monitor	Tue Aug 12 04:52	Aug	12 04:52	Construction
263913	GDOT Monitor	Mon Aug 11 20:10	Aug	11 20:10	Construction
263940	GDOT Monitor	Tue Aug 12 15:11	Aug	12 15:11	Construction

Potential Incidents

Incident ID	Agency	Time	Date	Time	Category	Incident Attributes	Contact List	Response Plan
257159	GDOT Monitor	Thu Jul 24 08:00	Jul	24 08:00	Other	75 SB rdwk Weeknights: CMS(13 -15-11		
263702	GDOT Monitor	Thu Aug 7 13:08	Aug	7 13:08	Other	DIST 2 AREA 4 ON CALL CHANGE		
263749	GDOT Monitor	Mon Aug 11 21:17	Aug	11 21:17	Other	DIST 1 AREA 6 (CLARKE CO) ON CALL B		
263756	GDOT Monitor	Fri Aug 8 10:51	Aug	8 10:51	Other	DIST 6 AREA 3 ASSISTANT MAINTENANCE		
263854	GDOT Monitor	Tue Aug 12 08:11	Aug	12 08:11	Other	FYI: ALL I-20 CAMERAS DOWN!!		
263888	GDOT Monitor	Tue Aug 12 14:44	Aug	12 14:44	Other	DISTRICT 7 AREA 1 ON CALL FOREMAN		
263950	GDOT Monitor	Tue Aug 12 14:44	Aug	12 14:44	Other	NOTIFY DIS 6 SIG SUP DANIEL MITCHEL		

New Incident New Closure Close



CONSOLE OPERATOR TRAINING MANUAL

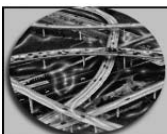
Highlight "Two", click "OK"; this adds the Audio/Video Screen to "Two" at the bottom of your screen for quick access.

The screenshot displays the Georgia Navigator software interface. An "Occupy Workspace" dialog box is open, allowing the user to select a workspace. The "Workspaces" list includes "One", "Two", "Three", and "Four", with "Two" currently selected. The dialog also features an "All Workspaces" checkbox and "OK", "Cancel", and "Help" buttons.

The background interface includes several panels:

- System:** Traffic Mngt., Audio/Video, ATIS, Alarms/Events, GIS, Help
- ALARM CONTROL:** High: 0, Med: 0, Low: 0, Total: 0
- Window:** A/V GUI, tfrancis@TMC, TMC Calltaker
- V Tuners:** 2 HGCL, 4
- MONITOR:** Incident Attributes, Contact List, Response Plan
- Potential Incidents:** TAKE CONTROL (Incident Attributes, Contact List, Response Plan), OPTIONS (Deconflict Incident, Incident Report, Sort By..., Filter By...), MONITOR (Incident Attributes, Contact List, Response Plan)

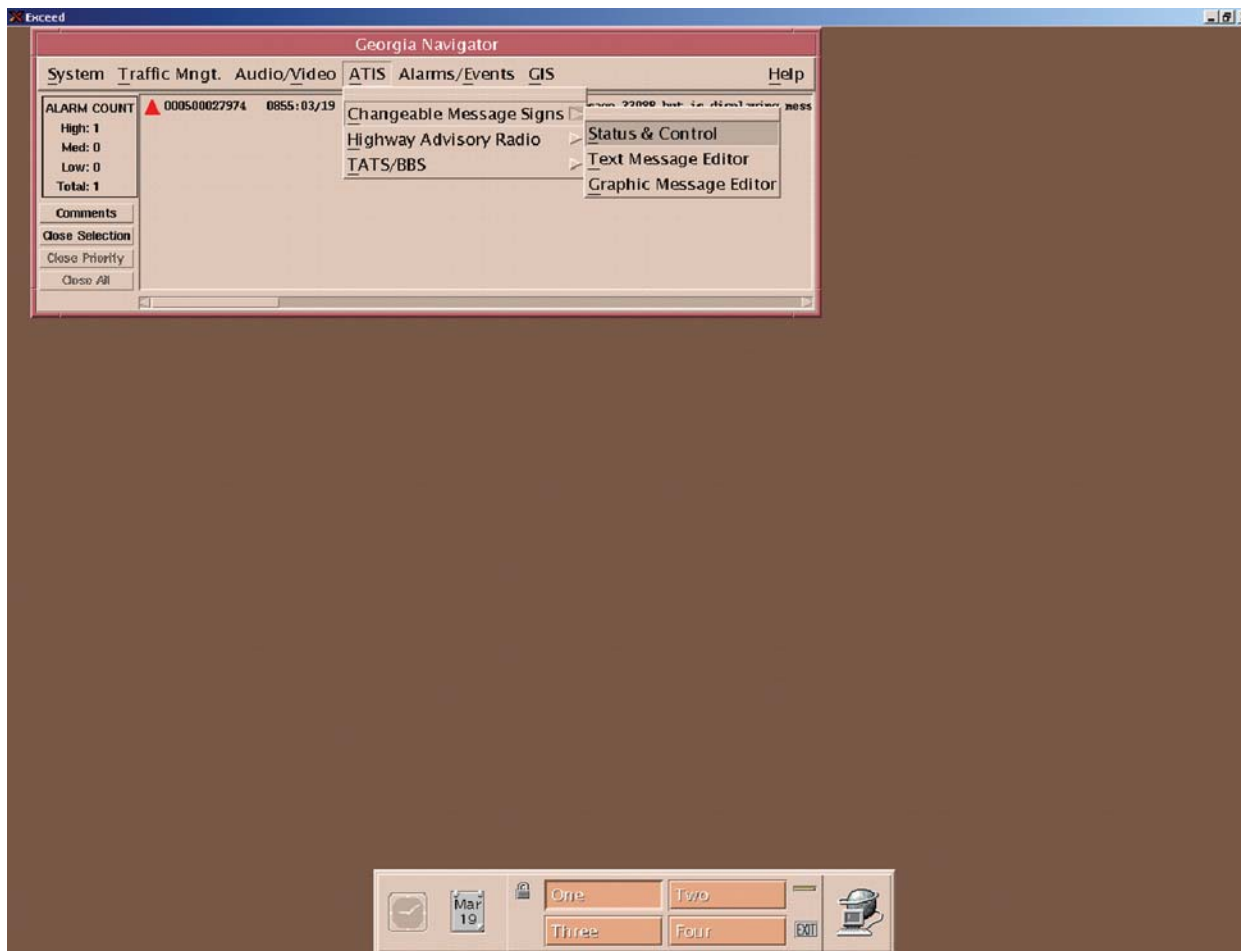
At the bottom of the interface, there are buttons for "New Incident", "New Closure", and "Close".



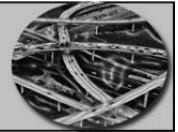
CHAPTER 6

CONSOLE OPERATOR

Select from the menu bar "ATIS", then Changeable Message Signs, and Status & Control.



Click on the "minus sign" at top left of screen and assign to workspace "Three". You will return to this screen for the majority of your work.



CONSOLE OPERATOR TRAINING MANUAL

Select from the menu bar "GIS", then "Map Display".

Georgia Navigator

System Traffic Mngt. Audio/Video ATIS Alarms/Events **GIS** Help

ALARM COUNT
High: 0
Med: 0
Low: 0
Total: 0

Comments
Close Selection
Close Priority
Close All

MONITOR

Incident Attributes	Contact List	Response Plan
bound SR 53 AT MARBLE HILL (SII		
bound /Westbound I-520 FROM EXI		
bound US 441/SR 24 NEAR WAYNE S		
bound I-24 AT MP 132 (IN TENNES		
bound I-20 FROM MP 124.4 TO MP		
bound I-20 FROM MP 126.4 TO MP		
Eastbound I-20 FROM 114.6 TO MP 116		
Southbound I-75 FROM NORTHSIDE DR TO		
Southbound I-75 FROM MP 56 TO MP 58		
Westbound I-20 FROM MP 119 TO MP 11		
Southbound I-85 (FRANKLIN) FROM MP		

263357 GDOT Monitor Tue Aug 12 03:47 Construction Eastbound I-20 FROM 114.6 TO MP 116

263453 GDOT Monitor Mon Aug 11 20:17 Construction Southbound I-75 FROM NORTHSIDE DR TO

263889 GDOT Monitor Tue Aug 12 04:52 Construction Southbound I-75 FROM MP 56 TO MP 58

263913 GDOT Monitor Mon Aug 11 20:10 Construction Westbound I-20 FROM MP 119 TO MP 11

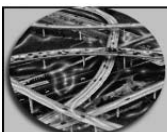
263940 GDOT Monitor Tue Aug 12 15:11 Construction Southbound I-85 (FRANKLIN) FROM MP

Potential Incidents

TAKE CONTROL			OPTIONS			MONITOR			
Incident Attributes	Contact List	Response Plan	Deconflict Incident	Incident Report	Sort By...	Filter By...	Incident Attributes	Contact List	Response Plan
257159	GDOT Monitor	Thu Jul 24 08:00 Other					75 SB rdwk Weeknights: CMS(13 -15-11		
263702	GDOT Monitor	Thu Aug 7 13:08 Other					DIST 2 AREA 4 ON CALL CHANGE		
263749	GDOT Monitor	Mon Aug 11 21:17 Other					DIST 1 AREA 6 (CLARKE CO) ON CALL B		
263756	GDOT Monitor	Fri Aug 8 10:51 Other					DIST 6 AREA 3 ASSISTANT MAINTENANCE		
263854	GDOT Monitor	Tue Aug 12 08:11 Other					FYI: ALL I-20 CAMERAS DOWN!!		
263888	GDOT Monitor	Tue Aug 12 14:44 Other					DISTRICT 7 AREA 1 ON CALL FOREMAN		
263950	GDOT Monitor	Tue Aug 12 14:44 Other					NOTIFY DIS 6 SIG SUP DANIEL MITCHEL		

New Incident New Closure Close

Aug 12 One Two Three Four Exit



CHAPTER 6

CONSOLE OPERATOR

You now have your map displayed. Each Operator will want to resize this map, depending on the situation, but the normal size will be of the Metro area. Resizing is accomplished by using the Bar Controls located in the top right of screen.

Once the size is set to your specifications, click on the "minus sign" at top left of screen and assign to workspace "Four".

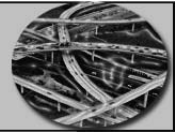
The screenshot shows the GDS 5.7 software interface. The main window displays a map of Atlanta with various GIS controls. A red circle highlights the top right corner of the map area, containing a set of icons for map navigation and zooming. Another red circle highlights a set of icons in the top left corner of the map area, labeled "GIS Controls". A "GIS Control Panel" is visible in the bottom left corner, containing buttons for "Views", "Get Object Details", "Static Layers", "Dynamic Layers", "Settings", "About", and "Exit". The map shows several counties: COBB, GWINNETT, DEKALB, FULTON, CLAYTON, and HENRY. The map is overlaid with a network of blue lines representing transit routes.

From Left to Right

- Bar Controls** - Turn on/off slide bar & zoom controls
- Total Zoom Out** - Full screen
- Toggle** - Toggle back and forth between last two views
- Zoom Box** - Zoom into selected area of map by clicking and dragging from the left of selected area.
- Center Point** - Re-centers the screen to selected point
- Multi GDS Views** - Opens multiple views. User can then arrange the GDS sessions according to self preference
- Exclamation** - Returns cursor to normal state. Used after clicking on another feature. Caution! Using this feature will remove your control panel and cause you to log off and back on in order to regain it.
- Fill In** - Brings map to screen center and then allows you to fill in the side and bottom bar controls.

Note: By clicking on "Get Object Details", you will have access to your CMS and cameras from the map without having to go directly to those controls.

You have now completed the initial setup. Each of these major screens will be discussed in more detail in later chapters.

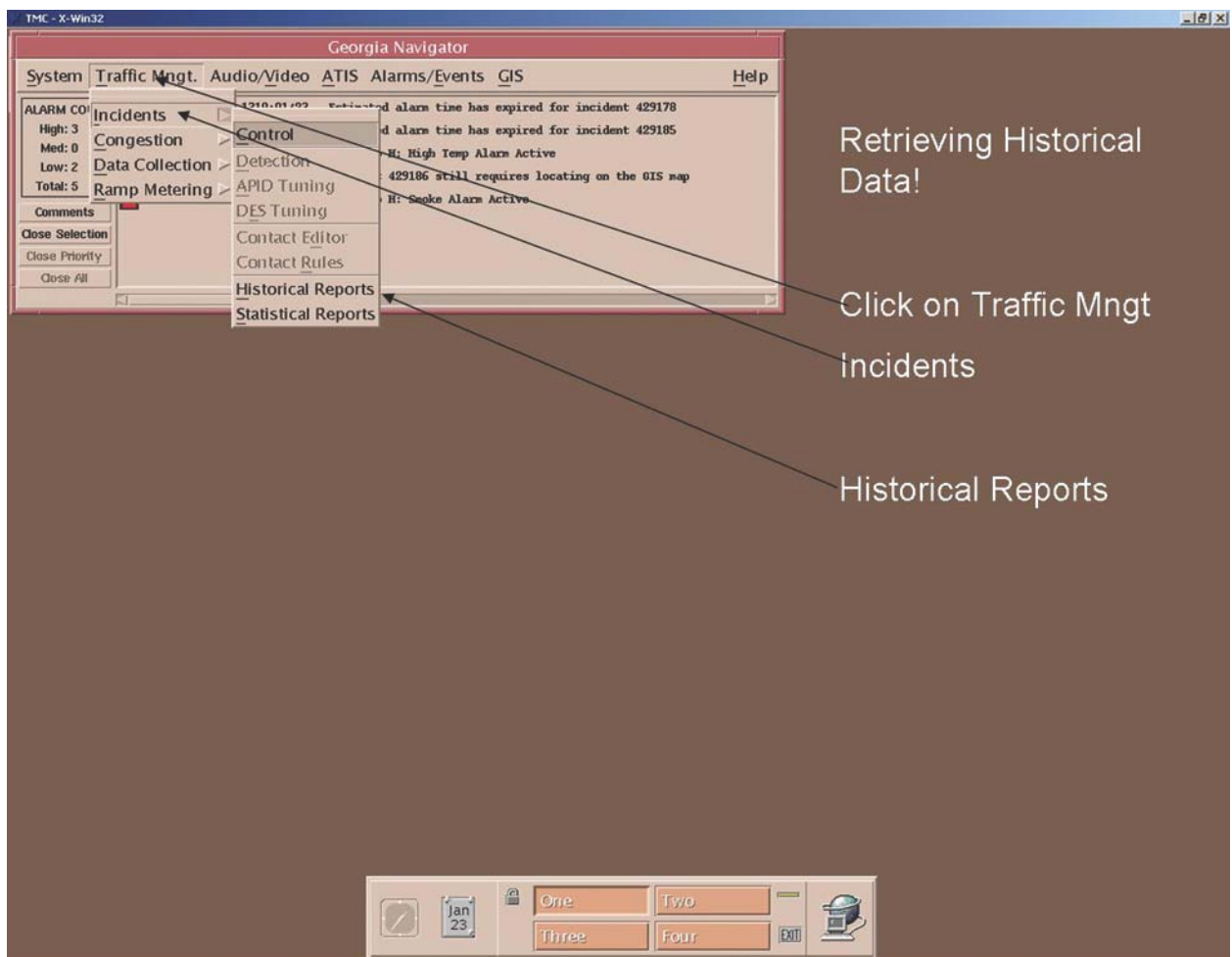


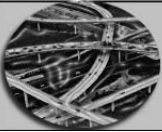
HISTORICAL DATA

There are numerous reasons that you may be required to use historical data, but the primary reason would be in the case of erroneous deletion of a current and valid incident. Others may include:

Reasons that you may need historical data:

- To recover incidents previously terminated in error
- Check details on an incident
- To assist Media/PR
- Answer questions from upper management or the public





CHAPTER 6

CONSOLE OPERATOR

Click on Browse

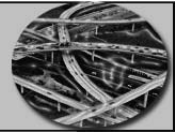
Fill in as much information as possible on the data that you are retrieving.

Click List Incidents Having

Select the desired Incident, Click Apply!

List Incidents Having:		Jurisdiction	GDOT	...
City	Any	Incident Type	Any	...
County	Any	Detection Type	Any	...
Confirm Date		Affected Lanes	Any	...
After	01-22-2004 (mm-dd-yyyy)	Incident Impact	Any	...
Before	Any (mm-dd-yyyy)	Incident Level	Any	...

429054	GDOT	01-22-2004	0132	HWY 74 AT PEACHTREE PKWY
429055	GDOT	01-22-2004	0443	Southbound I-75 NEAR MP 2
429058	GDOT	01-22-2004	0646	Northbound I-285 AT LAVIS
429059	GDOT	01-22-2004	0720	Northbound I-75 FROM MP 2
429060	GDOT	01-22-2004	0721	Southbound I-75 FROM MP 1
429061	GDOT	01-22-2004	0722	Southbound I-75 FROM MP 3
429062	GDOT	01-22-2004	0752	Westbound I-285 NEAR BUFO
429063	GDOT	01-22-2004	0755	Northbound /Southbound SR
429064	GDOT	01-22-2004	0803	Southbound I-85 AT GA 400
429069	GDOT	01-22-2004	0835	Northbound /SOUTHBOUND SR
429071	GDOT	01-22-2004	0842	Northbound I-75 FROM MP 7
429075	GDOT	01-22-2004	0901	Southbound I-75 NORTH OF
429076	GDOT	01-22-2004	0902	Northbound /Southbound US
429077	GDOT	01-22-2004	0910	Eastbound I-20 FROM MP 5.
429078	GDOT	01-22-2004	0919	Northbound I-75 S OF I-28



Printing

To print a Report you highlight (select) the desired incident and click OK

Incident Management Reporting

Selected Incident: 429078 GDOT 01-22-2004 0919 Northbound I-75 S OF I-285

ATMS Report for Incident #429078

01/22/2004 0919.16: Initial Declaration

Declared At: Georgia DOT TMC

Browse Incident Records

List Incidents Having: Jurisdiction: GDOT

City: Any Incident Type: Any

County: Any Detection Type: Any

Confirm Date: Affected Lanes: Any

After: 01-22-2004 (mm-dd-yyyy) Incident Impact: Any

Before: Any (mm-dd-yyyy) Incident Level: Any

429054	GDOT	01-22-2004	0132	HWY 74 AT PEACHTREE PKWY (SIGNAL)
429055	GDOT	01-22-2004	0443	Southbound I-75 NEAR MP 284 (BARTOW)
429058	GDOT	01-22-2004	0646	Northbound I-285 AT LAVISTA RD
429059	GDOT	01-22-2004	0720	Northbound I-75 FROM MP 29 TO MP 30 (LOWNDES
429060	GDOT	01-22-2004	0721	Southbound I-75 FROM MP 19 TO MP 18 (LOWNDES
429061	GDOT	01-22-2004	0722	Southbound I-75 FROM MP 30 TO MP 29 (LOWNDES
429062	GDOT	01-22-2004	0752	Westbound I-285 NEAR BUFORD HWY
429063	GDOT	01-22-2004	0755	Northbound /Southbound SR 17 AT MP 9.3 (MCDU
429064	GDOT	01-22-2004	0803	Southbound I-85 AT GA 400 MERGE
429069	GDOT	01-22-2004	0835	Northbound /SOUTHBOUND SR 400 BTWN SR 141 AN
429071	GDOT	01-22-2004	0842	Northbound I-75 FROM MP 71 TO MP 73 (TIPT)
429075	GDOT	01-22-2004	0901	Southbound I-75 NORTH OF BROOKWOOD
429076	GDOT	01-22-2004	0902	Northbound /Southbound US 19/41 AT SR 20
429077	GDOT	01-22-2004	0910	Eastbound I-20 FROM MP 5.9 TO MP 6.8 (HARALSH
429078	GDOT	01-22-2004	0919	Northbound I-75 S OF I-285

Buttons: OK, Apply, Cancel, Help

Highlight Incident

Click OK



CHAPTER 6

CONSOLE OPERATOR

Once you have selected the desired incident to print, this screen will appear. Confirm that this is the incident you want to print and click “Generate Report.”

Incident Management Reporting

Selected Incident: 429078 GDOT 01-22-2004 0919 Northbound I-75 S OF I-285

ATMS Report for Incident #429078

01/22/2004 0919.16: Initial Declaration

Declared At: Georgia DOT TMC
Declared By: rroyal
Incident Type: Construction
Detection Type: Unknown
City: Clayton
County: Clayton
Location Type: Freeway
Location Text: Northbound I-75 S OF I-285
Lanes Affected: 0 - Right Shoulder
Number Injured: 0
Number Fatalities: 0
Fire Present?: No
Hazmat Present?: No
Police Required?: No
HERO Required?: No
Need Auto Wrecker?: No
Need Truck Wrecker?: No
Property Damage: None
Parties Involved: None

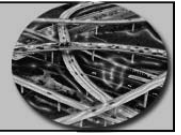
Generate Report Print Close Help

429069	GDOT 01-22-2004 0835	Northbound /SOUTHBOUND SR 400 BTWN SR 141 AND
429071	GDOT 01-22-2004 0842	Northbound I-75 FROM MP 71 TO MP 73 (TIPT)
429075	GDOT 01-22-2004 0901	Southbound I-75 NORTH OF BROOKWOOD
429076	GDOT 01-22-2004 0902	Northbound /Southbound US 19/41 AT SR 20
429077	GDOT 01-22-2004 0910	Eastbound I-20 FROM MP 5.9 TO MP 6.8 (HARALS)
429078	GDOT 01-22-2004 0919	Northbound I-75 S OF I-285

OK Apply Cancel Help

Jan 23 One Two Three Four EXIT

Click Generate Report



OPERATIONS ZONE MAP

The work load in the TMC for Console Operators is divided into five zones; you will be assigned one or more of these zones at the beginning of each shift, depending on the number of operators.



- Zone 1** DeKalb: I-85, N of N. Druid Hills to Gwinnett SR316, SR 400N. of I-285 & I-285 from P'tree Dun. To Glenwood
CAMS: 39-46 & 34-89, 100-117, 120, 140-141, 217-299
- Zone 2** Fulton: I-75(Exit 27) to Cobb @Wade Grn, SR400 inside I-285, I-285 from Bankhead to Glenridge
CAMS: 22-34, 88 & 89, 201-216, 400-441
- Zone 3** All of I-20 and S of I-20, All Statewide
CAMS: 1-4, 71-83 & 99
- Zone 4** Fulton & DeKalb: I-75/85 University of S of N. Druid Hills
CAMS: 4-22, 35-39
- Zone 5** Peach, Bibb, Monroe, Jones, Crawford, Twiggs, use Dalton signs for Whitfield, Catoosa, Walker & Dade counties. Use all related CMS signs for all of I-16 & I-95



CONSTRUCTION

There will normally be one Console Operator assigned to construction, especially during the first and second shift of operations. The role of this person is critical to meeting the TMC's mission of keeping the roadways free of impediments to travel. Additional information on construction that is readily available to the public can be found on the GDOT web site at <http://www.dot.state.ga.us/index.shtml>.

Closure/Congestion Incident Form

All construction, moving closures, and special events must be entered on this form.

Incident Type: Construction, Closure, Congestion

Location Information: enter as usual

Reported Via: Telephone- self explanatory

Fax Machine – self explanatory

Highband – never used

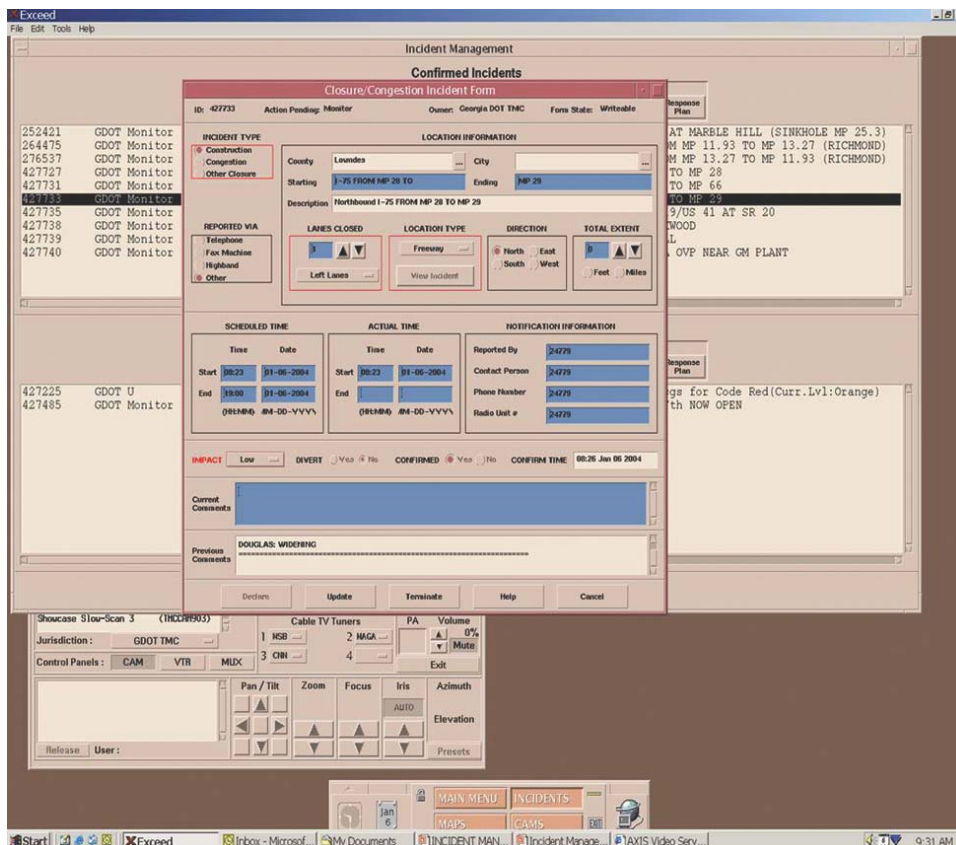
Other – southern line

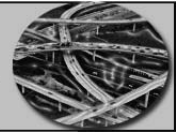
Scheduled Time: the reported start and end time of the construction

Actual Time: the actual time the construction is called out by the foreman

Notification Information: self explanatory

COMMENTS: contractor and the purpose of the roadwork as well as any other pertinent info regarding the closure





Construction Manual

To help the Console Operator assigned the duties of managing construction, a binder located next to your console is maintained that includes copies of all construction reports, contact numbers, and any directives from higher authority. The manual is divided into three sections:

- Contact numbers/Memorandums
- Metro Construction
 - Includes all or part of the counties that make up District 7:
 - Clayton
 - DeKalb
 - Fulton
 - Gwinnett
 - Cobb
 - Douglas
 - Rockdale
 - Interstates are filed under A.M. and P.M. and counties listed in alphabetical order
 - Arterials are filed under A.M. and P.M. and listed in numerical order
- Statewide Construction
 - Interstates are filed by interstate name and counties in alphabetical order
 - Arterials are filed in numerical order

Managing Construction

If assigned as the construction Console Operator, you should periodically check the fax machine, starting at the beginning of your shift. If construction information is received via telephone or radio, fill out a Traffic Interruption Report (Appendix M) and after you have taken the appropriate actions, file it in the Construction Manual.

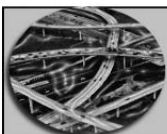
Information received concerning construction should be faxed to Jerry Stargel. Any reports of construction activities on I-75 at Kennedy Interchange and the resurfacing project should be faxed to Paul Mullins. After you have confirmation that the fax was sent, either stamp or write "FAXED" on the report.



If construction is listed to begin in District 7 and the TMC has not been notified it is in place within thirty minutes after the begin time, contact the contact person via high band first followed by pager. If after three separate unsuccessful attempts, contact the Project Manager.

Construction activities on interstates in District 7 should be immediately entered into the ATMS system, located and a response plan either accepted or an appropriate plan generated.

Continuously monitor construction activities, removing construction reports that are no longer in effect from all sections of the Construction Manual.



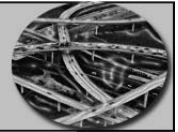
Traffic Interruption Report

A copy of a Traffic Interruption Report is located in Appendix E, at <http://gdot-tst1/TIR/> and can also be found in the Construction Manual. This report is the one that is available in the TMC; other modified types may be seen but the important information should remain the same. Instructions for completing are as follows:

- Section A (TMC Personnel Only)
 - Report Date Date report was received
 - TMC Oper # The assigned operator number of the TMC official who receives or holds responsibility for the report
 - Report Time The time that the report was received

- Section B (TMC and Field Personnel)
 - Referred By Name and/or radio number of individual who provided the information
 - Phone, Fax, Highband, Mail Means of communication from referred (filled in by TMC)
 - Contact or Radio #/Phone Name, radio number, and/or phone number of contact person to be reached, when necessary

- Section C (TMC and Field Personnel)
 - Begin Date Beginning date of traffic interruption
 - End Date Ending date of traffic interruption
 - On Primary route
 - Dir Primary direction
 - Dist. #/County District number and county name of traffic interruption
 - Weather Conditions If known
 - Affected Lanes Lanes or shoulders affected during traffic interruption followed by number lanes total
 - Beginning Closure Starting point of traffic interruption. Provide name of closest intersection or overpass
 - Ending Closure Ending point of traffic interruption. Provide name of closest intersection or overpass
 - Proposed Closure Time Beginning time of traffic interruption
 - Proposed Opening Time Ending time of traffic interruption
 - Purpose Type of work to be performed
 - Contractor/ Sub-contractor Contractor or sub-contractor in charge of traffic interruption. Include name and phone number of responsible individual
 - Additional Information Any additional information that could benefit the TMC (i.e. moving operation, pacing traffic, shift lane occurrence (if applicable), etc.)



CONSOLE OPERATOR TRAINING MANUAL

- Section D (TMC Personnel Only)
 - Oper. # The assigned operator number of the TMC official who follows through the notification procedure
 - Notified Personnel (Public Affairs, Media, DOT Permits and Enforcement) notified
 - Time Faxed/Phoned Time the official was notified and how

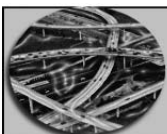
- Section E (TMC Personnel Only)
 - Oper. # The assigned operator number of the TMC official who follows through the notification procedure
 - Radio #/Name Radio contact number or name of the field personnel who notifies TMC of the traffic interruption status
 - Confirmation Date that District Representative confirmed scheduled closure
 - Close Closure time (and date if needed) of when field personnel notified TMC
 - Open Opening time (and date if needed) of when field personnel notified TMC
 - Cancel Cancellation time (and date if needed) of when field personnel notified TMC

- Section F (TMC Personnel Only)
 - Oper. # The assigned operator number of the TMC official who adds any information to this section
 - Time Time (and date if needed) additional action was taken
 - Additional Actions Any additional actions that need to be taken that would benefit the TMC (i.e., delays, bad weather, etc.)
 - Prim Rt and Dir Primary route and direction of the closure (i.e., I-75 NB)

- Section G (Field Personnel Only)
 - Project # Project number assigned to the traffic interruption report

Field Construction Memo

Any changes to the notification procedures will be forwarded via a Field Construction Memo (FCM). The latest FCM will be filed in the Construction Manual.



INTERNET EXPLORER

Internet Explorer must be set up at each console that you sit at in the TMC. The set-up procedures are as follows:

- Double click the Internet Explorer "icon" on your desktop, or click on "Programs" then click on "Internet Explorer"
- Select "I want to set up my Internet connection manually", or "I want to connect through a local area network (LAN)"
- Click "Next"
- Select "I connect through a local area network"
- Click "Next"
- Check the box next to "Manual Proxy Server"
- Click "Next"
- Type "gdot-go-isap1" and the port box type "8080"
- Check the box next to "Use the same proxy server for all protocols"
- Click "Next"
- Choose "No", click "Next"
- Click "Finish"

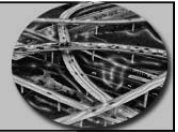


OUTLOOK 2002 SETUP

In order to set up your Outlook account, follow the steps below:

- Double click the Outlook icon on your desktop or click on "Programs" then click on "Microsoft Outlook"
- Click "Next" to begin the setup wizard
- Click "Next" to configure Outlook
- Select "Microsoft Exchange Server", and click "Next"
- Enter the following:
 - Microsoft Exchange Server: gdotexch
 - User Name: last name, first name
- Click "Next"
- Click "Finish"
- If you have a personal address book, you will be prompted to move this to your Contacts. This will allow your personal address book to be stored on the server instead of your computer's hard drive





10-CODES

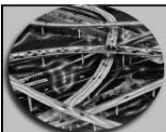
As a Console Operator you will, on occasion, have to fill in or assist the HERO dispatcher and, as such, should have a working knowledge of the 10-codes.

APPEND TO CODES:	
F	FUEL LEAK
H	HAZ-MAT INCIDENT
I	INJURY
J	JACKKNIFE
O	OVERTURNED
T	TRAPPED



RADIO SIGNALS	
1	AIRPLANE CRASH
2	MEDICAL EMERGENCY
3	PED HIT BY AUTO
4	INTOXICATED DRIVER/PERSON
5	FIGHT
6	DEMENTED PERSON
7	UNCONSCIOUS PERSON
8	CPR IN PROGRESS
9	CARDIAC ARREST
10	PERSON SHOT
11	PERSON STABBED
12	SUICIDE ATTEMPT
13	LOOK-OUT ON
14	CAR JACKING

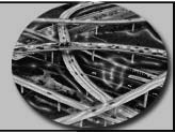
PHONETIC ALPHABET		
A - ALPHA	J - JULIET	S - SIERRA
B - BRAVO	K - KILO	T - TANGO
C - CHARLIE	L - LIMA	U - UNIFORM
D - DELTA	M - MIKE	V - VICTOR
E - ECHO	N - NOVEMBER	W - WHISKEY
F - FOXTROT	O - OSCAR	X - X-RAY
G - GOLF	P - PAPA	Y - YANKEE
H - HOTEL	Q - QUEBEC	Z - ZULU
I - INDIA	R - ROMEO	



CHAPTER 6

CONSOLE OPERATOR

10-0	USE CAUTION	10-48	FATALITY
10-1	READING POORLY	10-49	DO YOU HAVE A MESSAGE
10-2	GOOD	10-50	I HAVE NO MESSAGE
10-3	DO NOT TRANSMIT	10-51	ASSIST(ING) MOTORIST AT
10-4	O.K.	10-52	AMBULANCE NEEDED AT
10-5	RELAY	10-53	WRECKER NEEDED AT
10-6	BUSY	10-54	FIRE TRUCK NEEDED AT
10-7	OUT OF SERVICE	10-55	GSP/POLICE NEEDED AT
10-8	BACK IN SERVICE	10-56	SPREADER NEEDED AT
10-9	REPEAT	10-57	EMERGENCY ROAD REPAIR AT
10-10	OUT OF SERVICE, CAN BE REACHED AT	10-58	MAINTENANCE CREW NEEDED AT
10-11	MAIL TO BE PICKED UP	10-59	CONVOY OR ESCORT
10-12	ANIMAL CARCASS AT	10-60	REQUEST BACKUP
10-13	ROAD AND WEATHER CONDITION	10-61	ABANDONED VEHICLE AT
10-14	DOMESTIC PROBLEM	10-62	IMPROPERLY PARKED VEHICLE
10-15	EMPLOYEE HAS EMERGENCY CALL	10-63	PEDESTRIAN ON HIGHWAY AT
10-16	PREPARE TO COPY WRITTEN MESSAGE	10-64	DEBRIS IN HIGHWAY AT
10-17	READY TO COPY WRITTEN MESSAGE	10-65	TRAFFIC LIGHT OUT AT
10-18	RUSH (WITHIN LEGAL LIMITS)	10-66	VISUAL DETECTIONS BY CAMERA
10-19	RETURN	10-70	ROAD BLOCKED AT
10-20	LOCATION	10-71	SET UP TRAFFIC CONTROL AT
10-21	CALL BY PHONE	10-74	NEGATIVE
10-22	DISREGARD	10-75	PERMISSION TO LEAVE SCENE
10-23	STANDBY (WAIT)	10-76	ENROUTE
10-24	CHANGE TO FREQUENCY ____	10-77	ETA IS ____
10-25	TRY TO CONTACT	10-78	ARRIVED AT SCENE
10-26	MECHANIC NEEDED AT	10-79	ASSIGNMENT COMPLETED
10-27	MEETING AT	10-80	TRANSPORTING PERSON(S)
10-28	ASSISTANCE NEEDED AT	10-81	STATUS AND LOCATION
10-29	SUBJECT WITH FIREARM	10-82	ACKNOWLEDGE, EVERYTHING OK!
10-30	DO NOT REPEAT	10-83	DELAYED DUE TO ____
10-32	PREPARE FOR BAD WEATHER	10-84	RESERVE LODGING
10-33	EMERGENCY! DO NOT TRANSMIT	10-85	BEGINNING TOUR OF DUTY
10-34	INFORMATION	10-86	ENDING TOUR OF DUTY
10-35	CONFIDENTIAL INFORMATION	10-87	PICK UP CHECKS
10-36	CORRECT TIME	10-88	CAN BE CONTACTED AT PHONE # ____
10-37	WHO IS THE OPERATOR	10-89	USE 10 CODES
10-38	EXCELLENT	10-90	YOU ARE TYING UP THE AIR
10-40	RESPOND NON-EMERGENCY	10-91	I AM CLEAR, BUT MESSAGE IS TOO LONG
10-41	ACCIDENT	10-98	EMERGENCY
10-42	HIT AND RUN	10-99	SEND GSP/POLICE QUICK (EMERGENCY SITUATION)
10-43	CAR CHASE		
10-44	VEHICLE FIRE	10-100	EMPLOYEE IN TROUBLE - NEEDS ASSISTANCE
10-45	OUTSIDE FIRE/WOOD/GRASS		



OVERSIZE PERMIT OPERATIONS (AFTER HOURS)

Upon receiving a telephone call for an emergency move (i.e. train derailment, hazardous chemical spill, etc.) verify the caller has a valid Georgia Annual/Blanket Permit, one alpha with numbers (V039999); if no annual permit, DO NOT proceed. If they have a valid annual permit, ask for an emergency notification form to be faxed to your location.

- If the vehicle's total weight is 100,000 lbs or less, approve the move and fax all of the completed information sheets to the Permit Unit at (404) 635-8166
- If the vehicle's weight is greater than 100,000 lbs, not to exceed 125,000 lbs, the requested route must be on the pre-approved route list for each of the following companies:
 - Hulcher Services
 - Mid-Eastern Railroad
 - R. J. Corman
 - Utilco, Inc.
- If the company calling is requesting to move a load greater than 100,000 lbs and is not one listed above, deny movement and advise the company to call the Permit Office at 1-800-570-5428 during normal business hours. If the company desires placement on the pre-approved list, have them call (404) 635-8176. For additional information they can visit the GDOT Oversized Permit Office web site at:
<http://www.dot.state.ga.us/dot/operations/permits/index.shtml>.





CHAPTER 6

CONSOLE OPERATOR

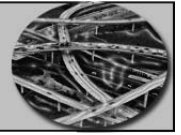
If the caller is from a power company such as Georgia Power Company or another similar utility company hauling transformers or responding to storm damaged areas or power outages, or is confirmed to be a military move, inquire if they have a valid Annual Permit and their total grossweight does not exceed 100,000 lbs; approve the move. If they do not have a valid Annual/Blanket Permit it will be necessary to complete the "Oversize After Hours/Emergency Move Application" located in Appendix F. Once the application is completed call:

- First Point of Contact: Administrator, Oversize Permits Office
- Second Point of Contact: Operations Coordinator, Oversize Permits Office

Once approved, fax all completed forms to the Oversize Permit Unit at (404) 635-8166.

The carrier must submit a drawing of the vehicle and load with axle weights and spacings if over 150,000 lbs and must be approved by:

- Assitant State Maintenance Engineer
- if unavailable contact:
- State Maintenance Engineer



CHAPTER TEST

1. What is the first step for logging into the Tadiran telephone system?
 - a. Press call
 - b. Pick up handset
 - c. Press #
 - d. Enter passcode

2. To log into NaviGator, after you have selected Exceed, what screen appears?
 - a. User name
 - b. GUI
 - c. Passcode
 - d. ATMS

3. What button do you click to access other counties or cities on your Incident Management Screen?
 - a. Filter by
 - b. Counties/cities
 - c. Control
 - d. Incidents

4. How many work zones are the Console Operators divided into?
 - a. 2
 - b. 3
 - c. 4
 - d. 5

5. How many main sections is the Construction Binder divided into?
 - a. 2
 - b. 3
 - c. 4
 - d. 5



