CHAPTER 6

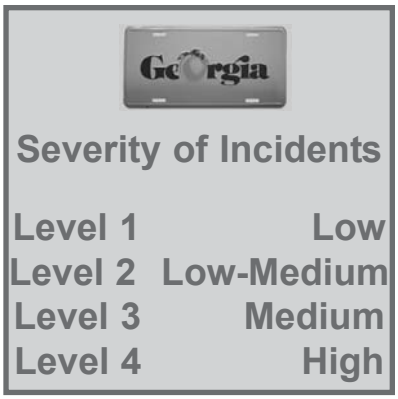
CONSOLE OPERATOR

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

- 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

Tadiran Telephone
NaviGAtor
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 Taderan 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

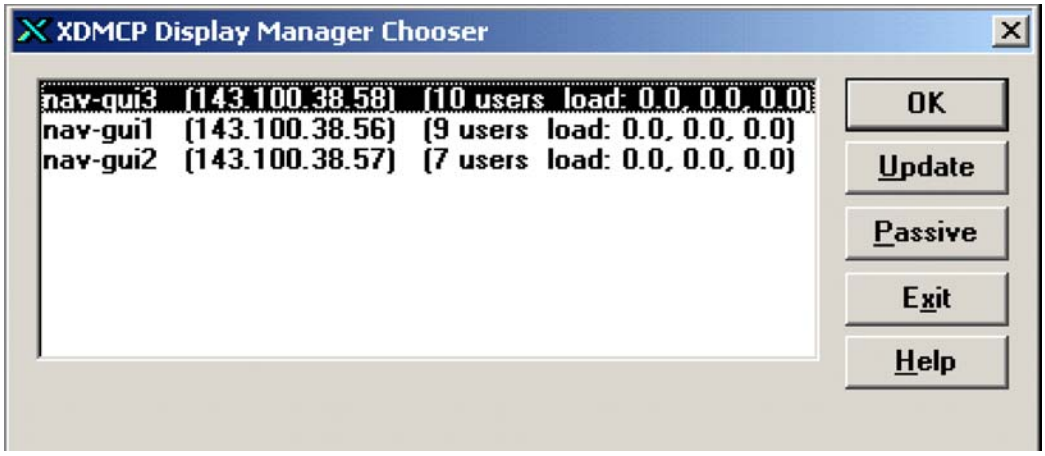
Log Out

- 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.*

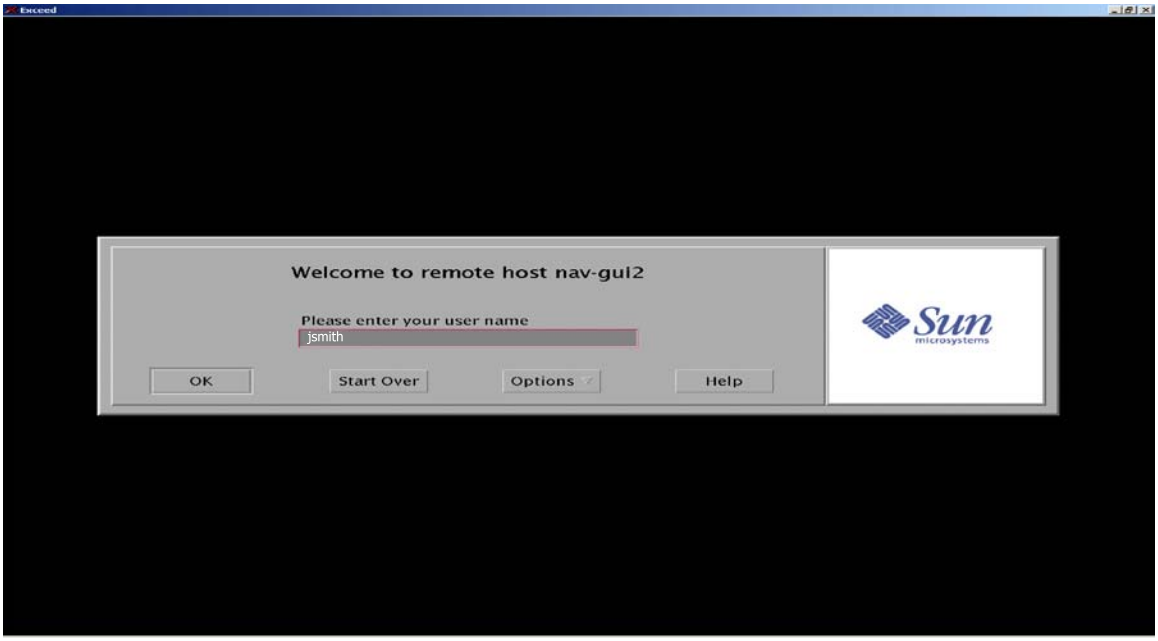
LOG INTO NAVIGATOR

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

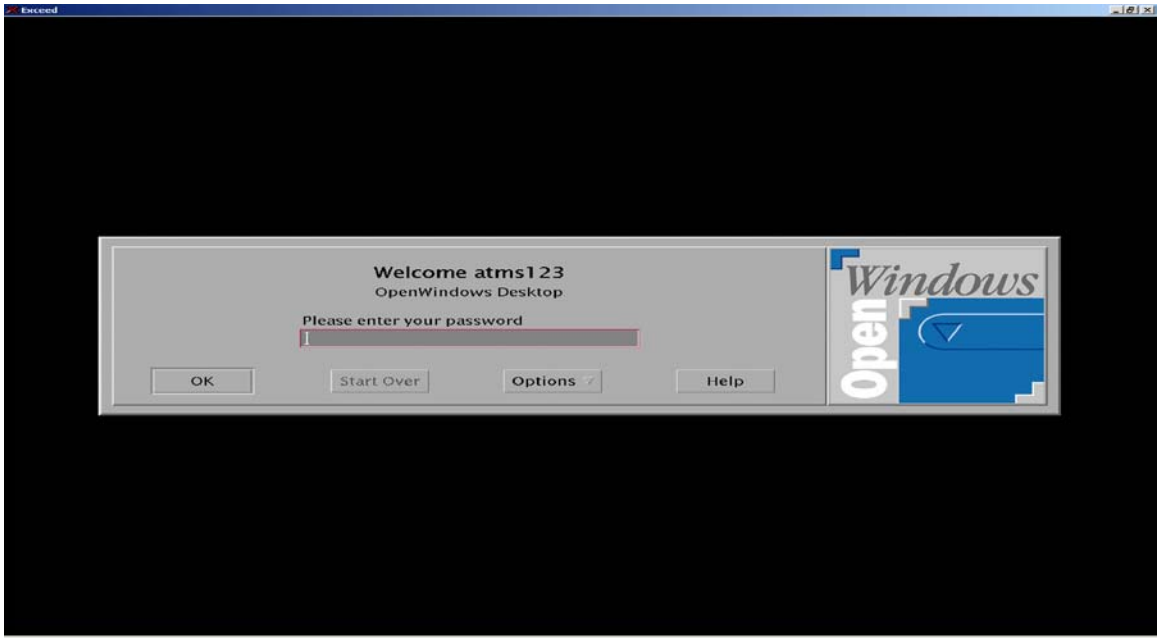
- Press "Ctrl, alt, delete"
- Enter user name (normally, "first initial, last name")
- Enter "personal passcode"
- Ensure 3rd entry selected is, "GDOT_AD"
- Select icon "Exceed" (big red X)(double click). If no icon, go to "Start", "Programs", and select "Exceed"
- The first screen that shows up is called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



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



- Enter password (ATMS123)



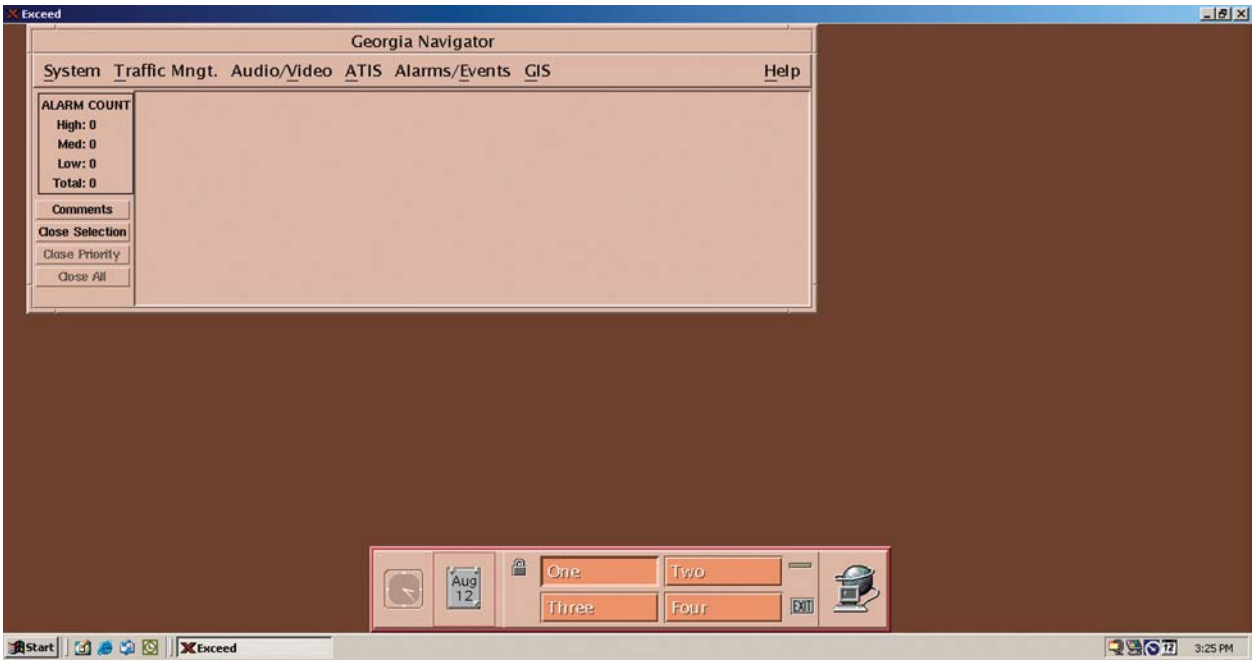
LOG OUT OF NAVIGATOR

- 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:

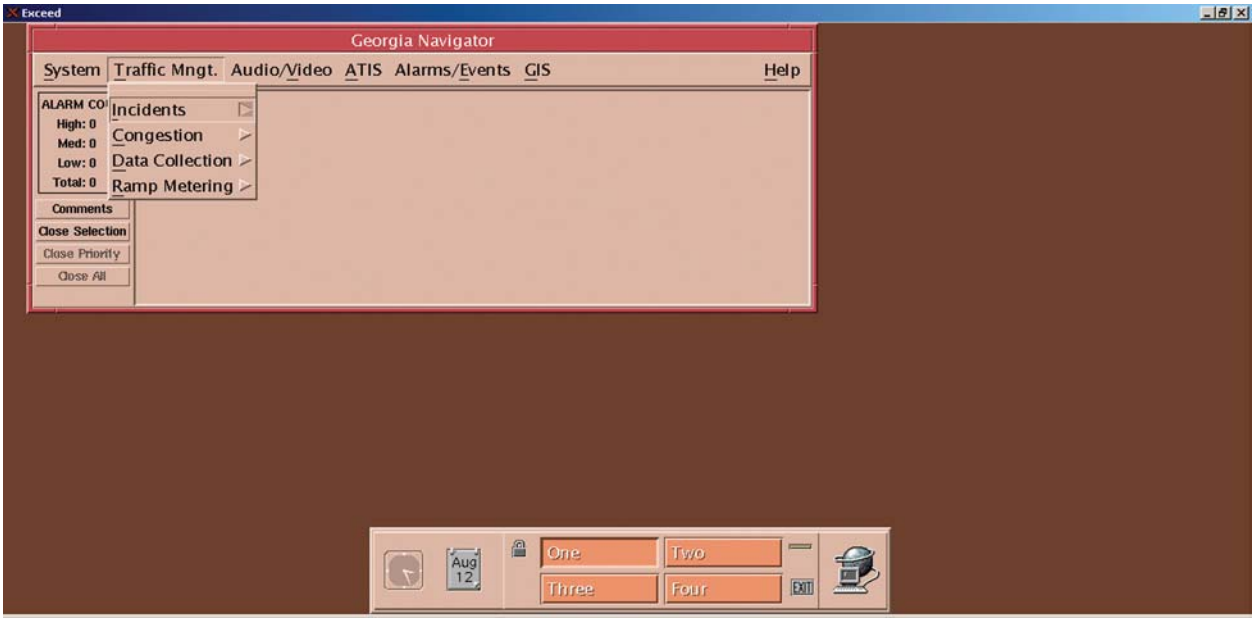
- One
- Two
- Three
- Four

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)

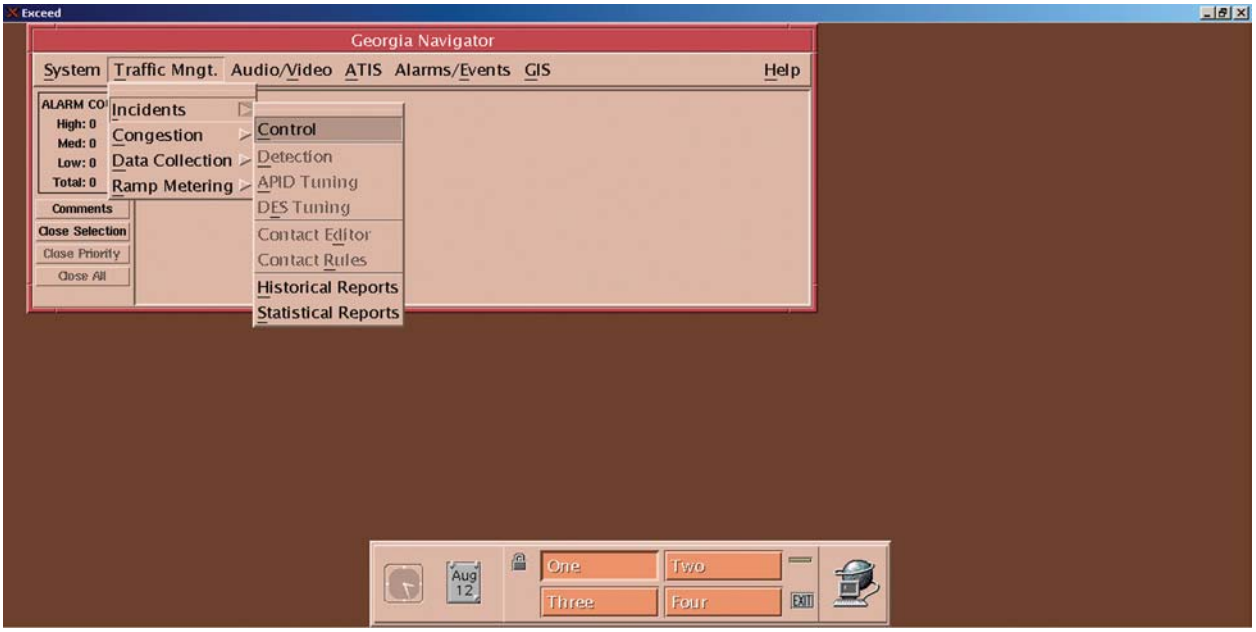
Select from the menu bar "Traffic Mngt".

You will note the drop-down menu displaying:



- Incidents
- Congestion
- Data Collection
- Ramp Metering

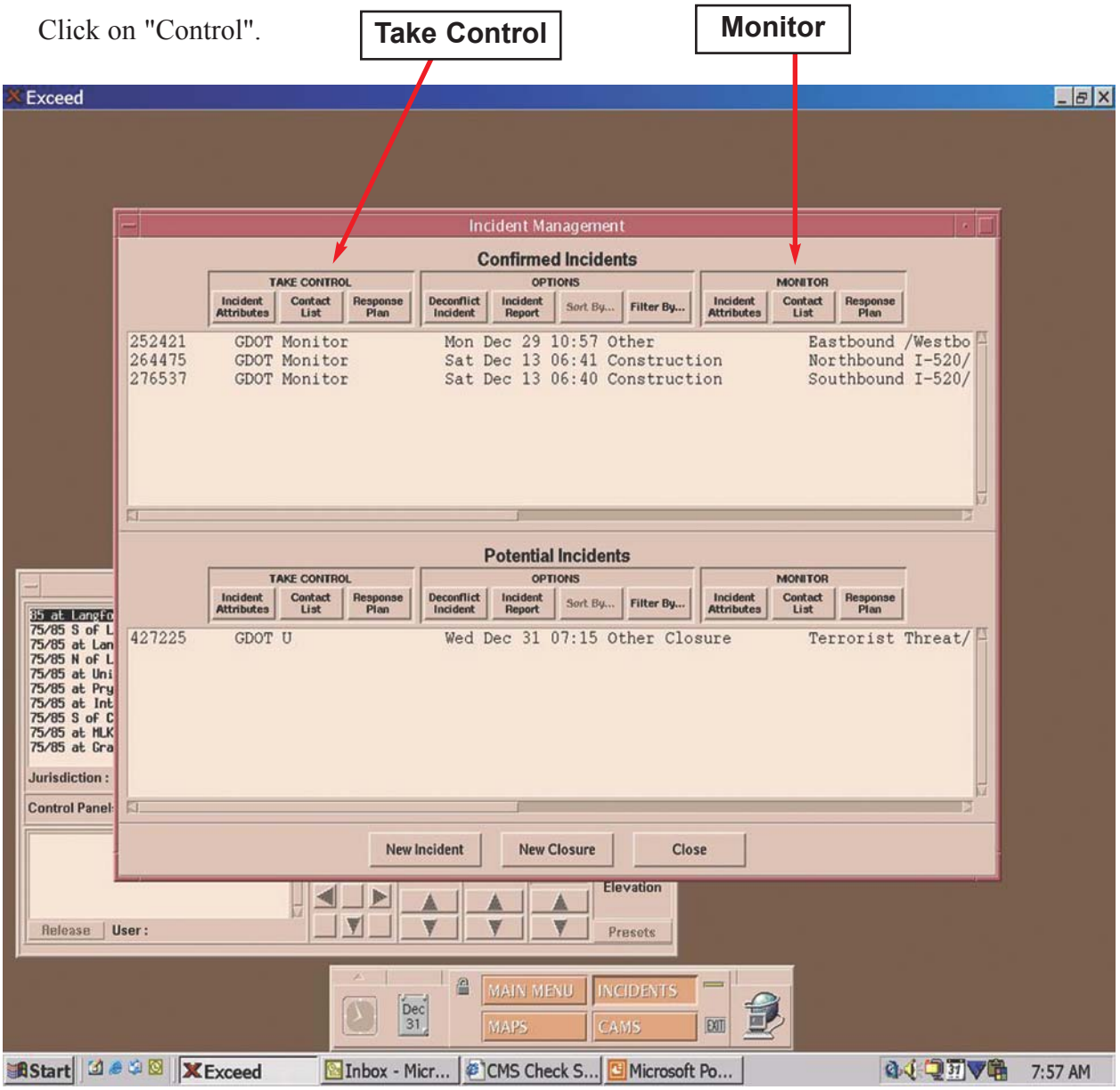
Click on "Incidents".



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".



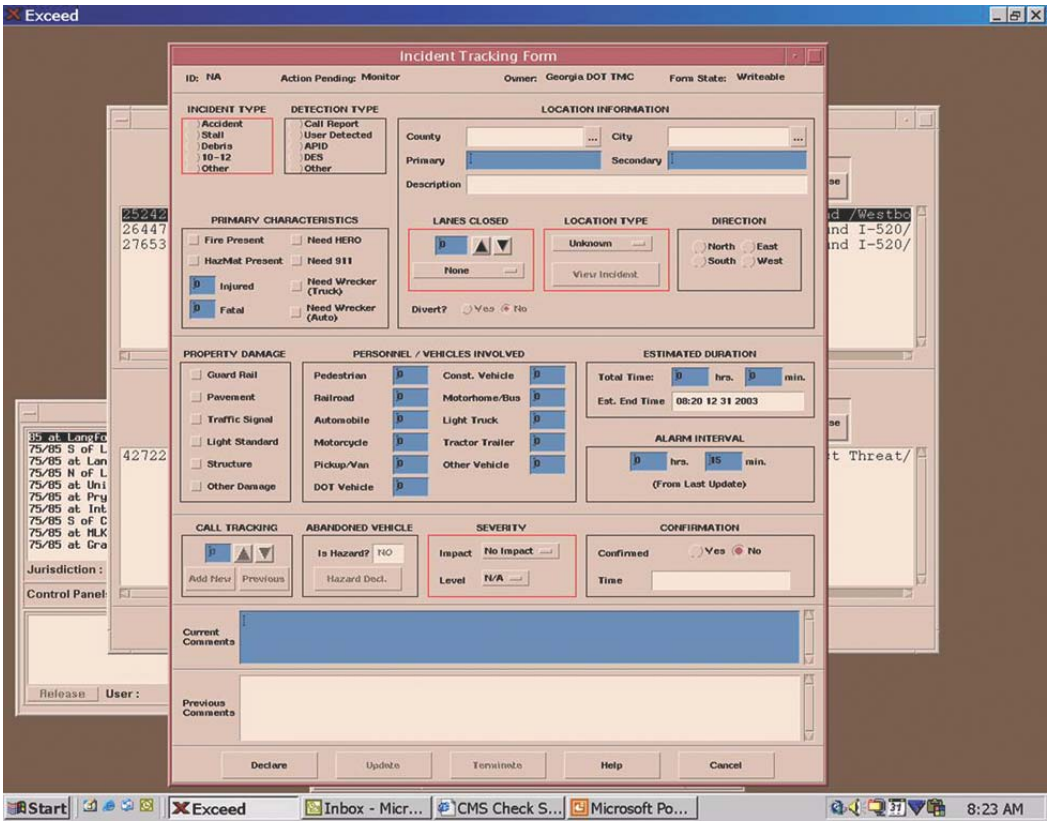
Note: On the Incident screen there are **confirmed** and **potential** incidents.

- "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

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.

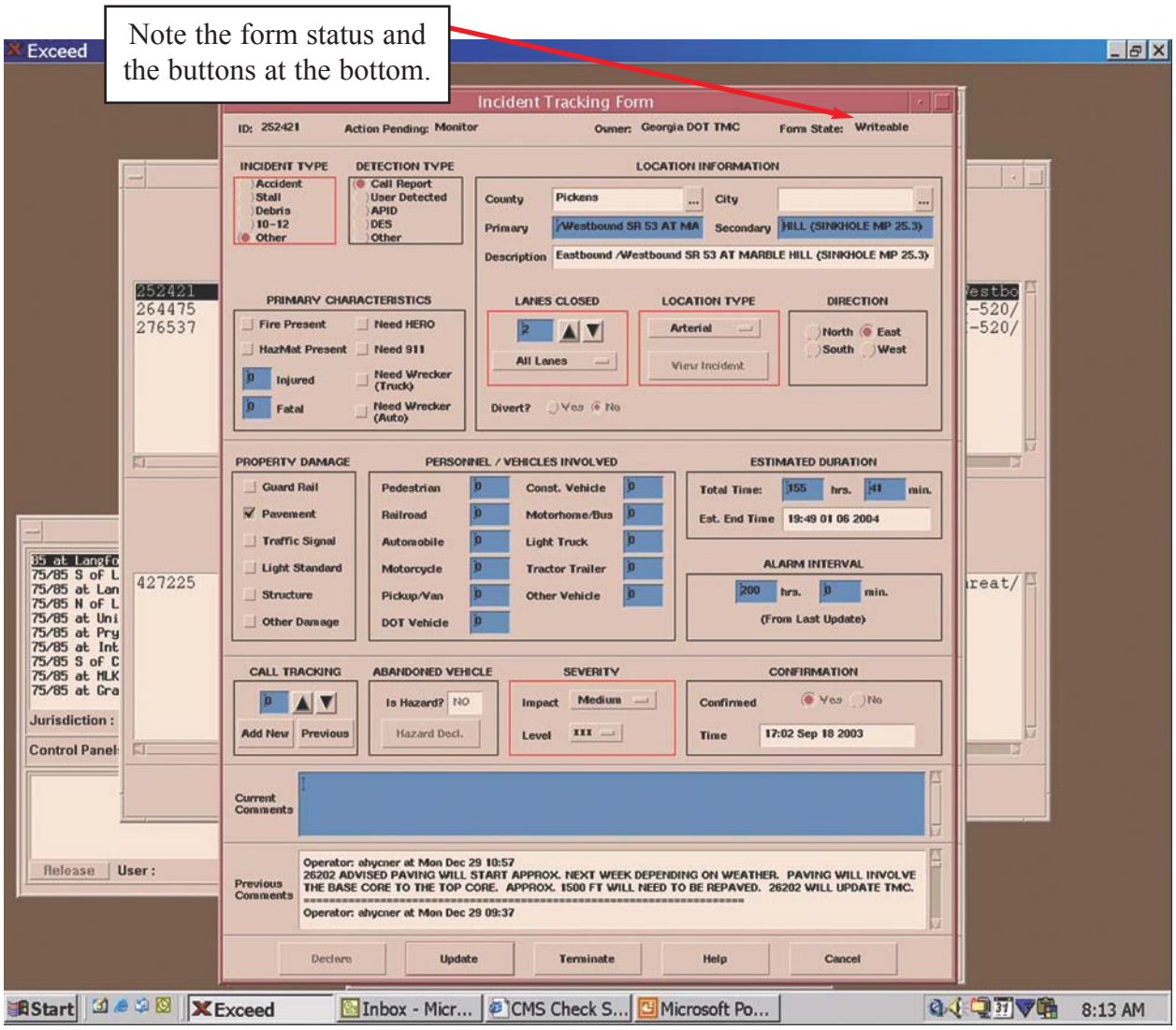


Incident Management

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

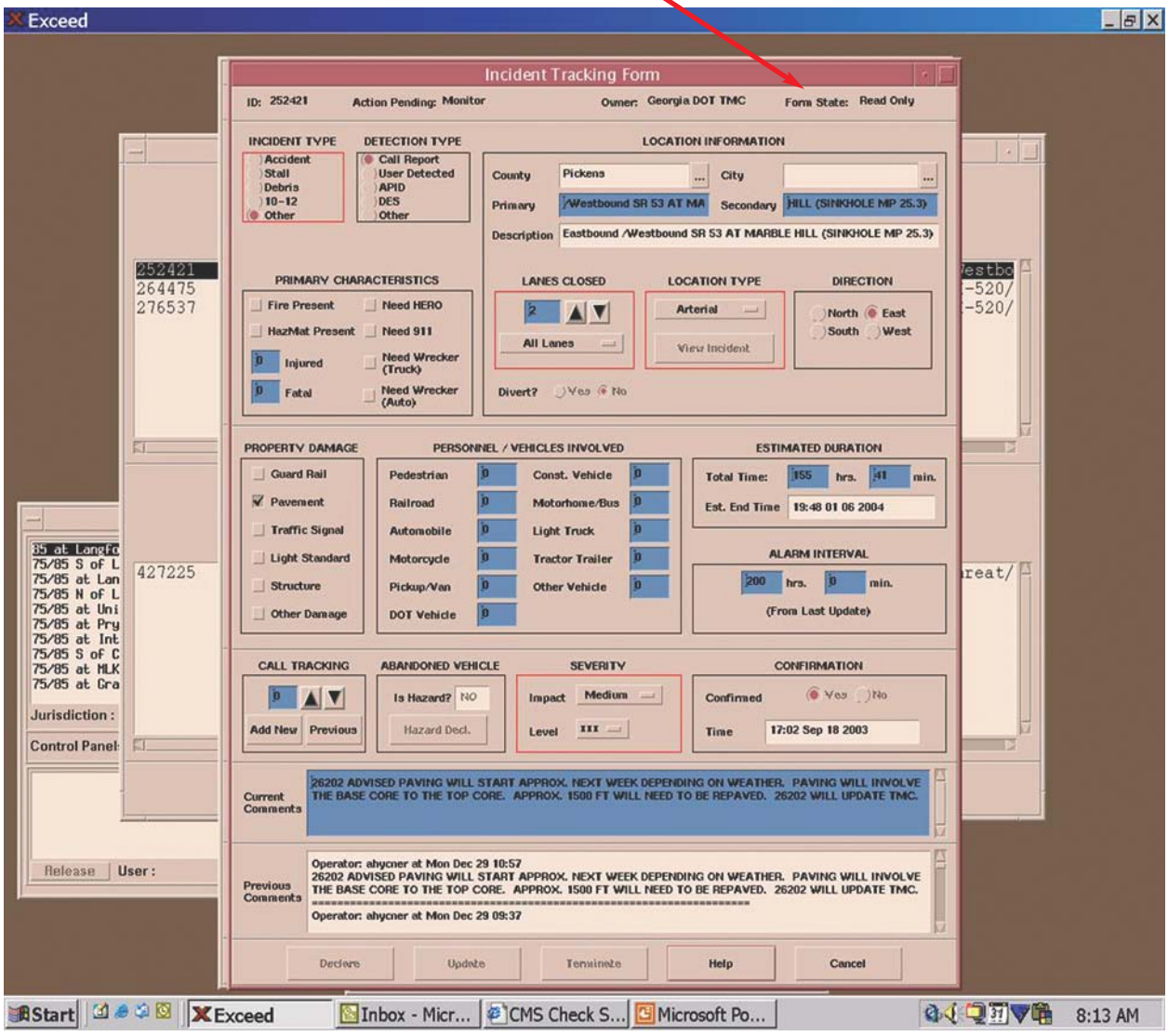
Incident Tracking Form using the Take Control Incident Attributes Button.



Monitor Incident

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

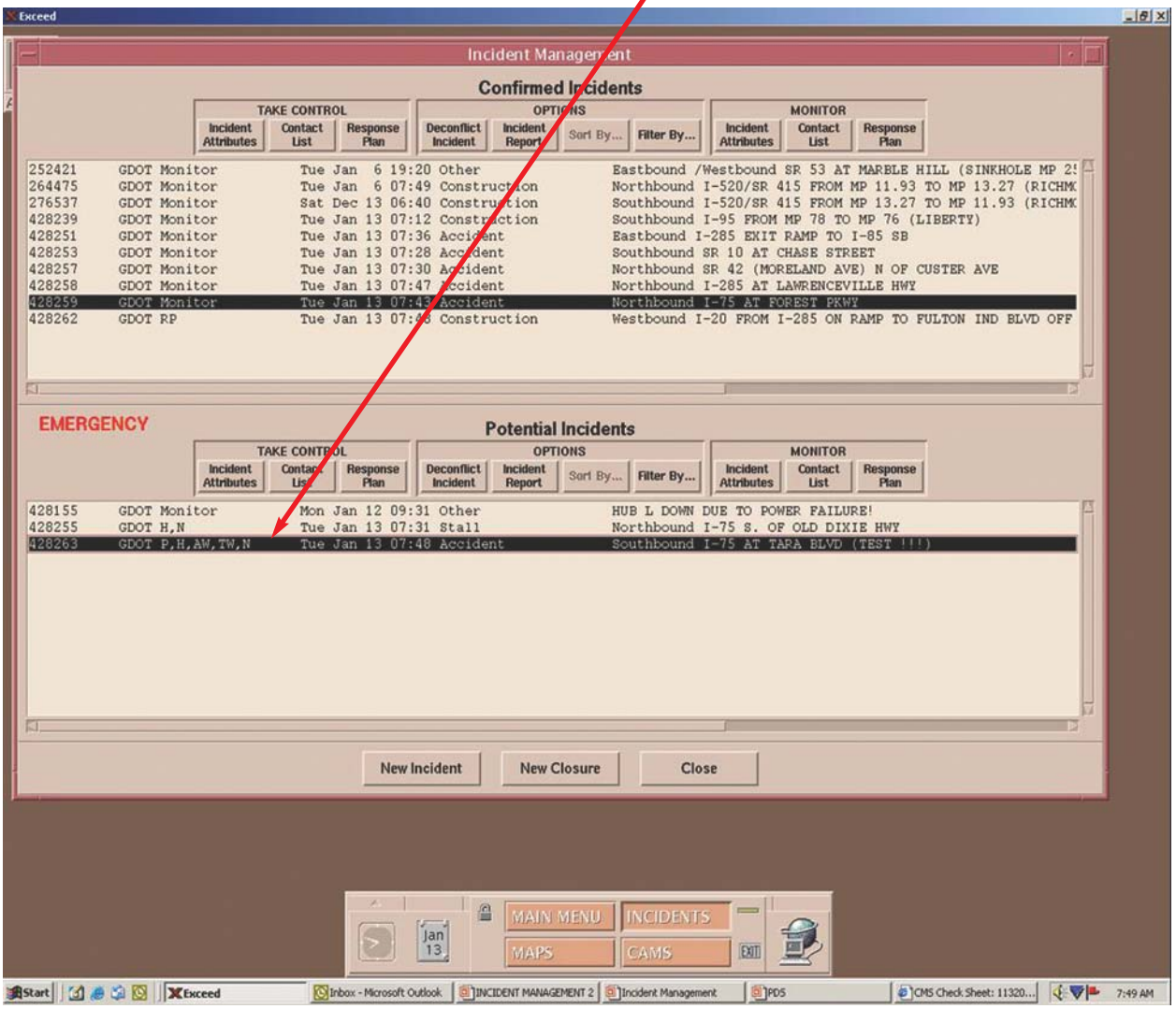
Note the form status of read only and the buttons grayed out at the bottom.



Potential Area of Concern

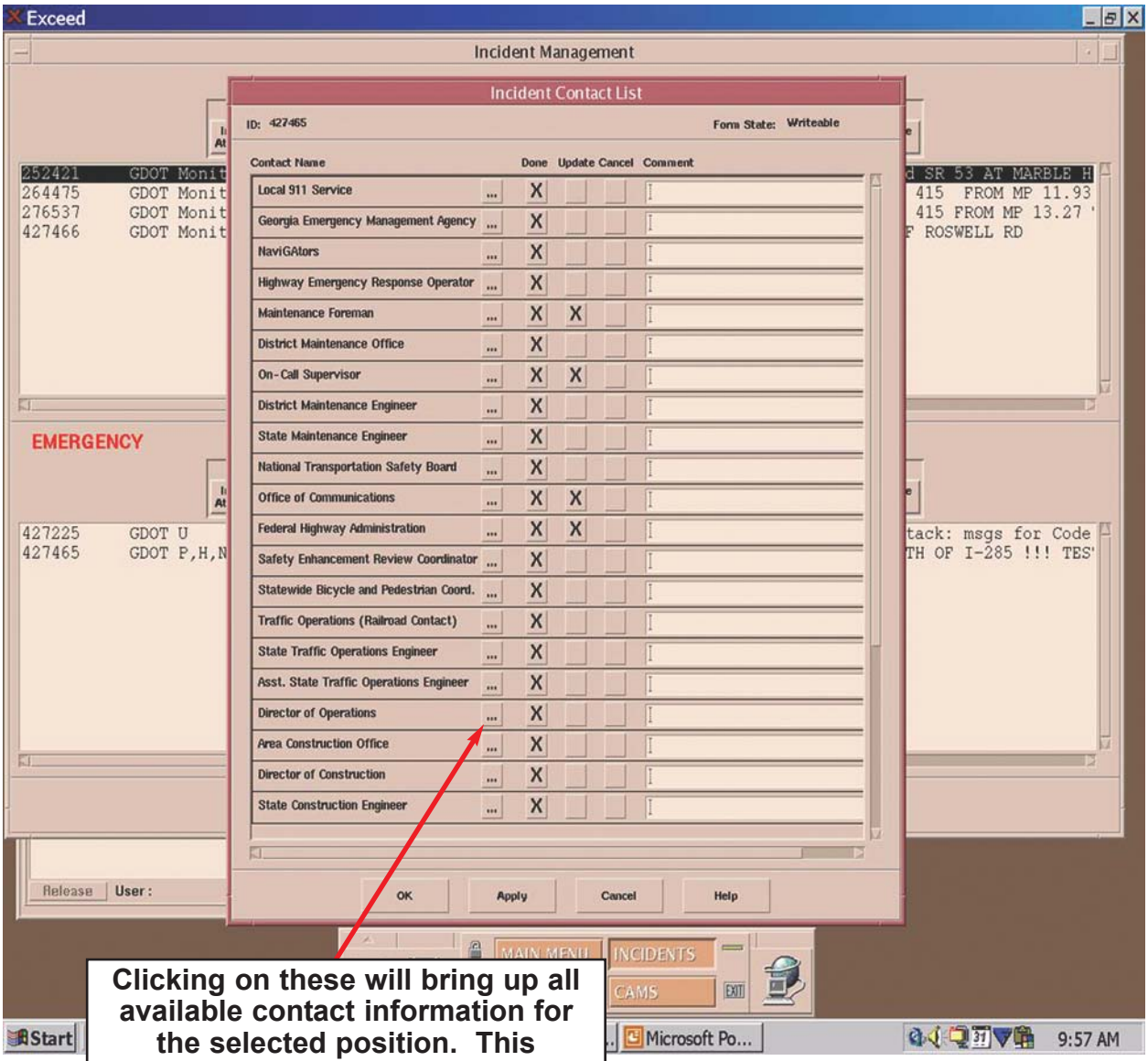
This is a screen shot of an incident in a potential area of concern.

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



Incident Contact List

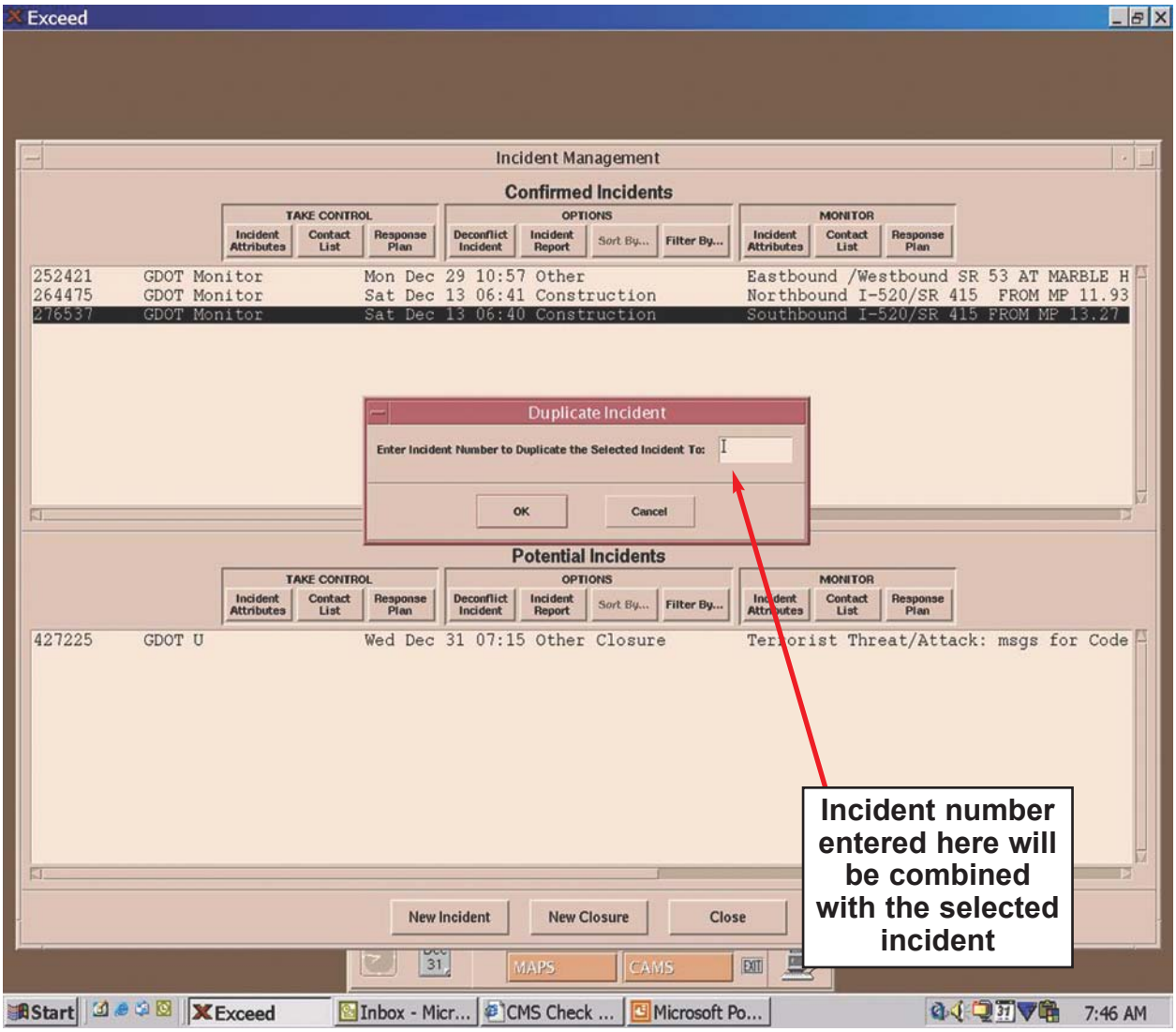
This is the Incident Contact List, it aids in the notification process of an incident, depending on what attributes are toggled. As the operator notifies each person or office the Done, Update, or Cancel buttons can be toggled.



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

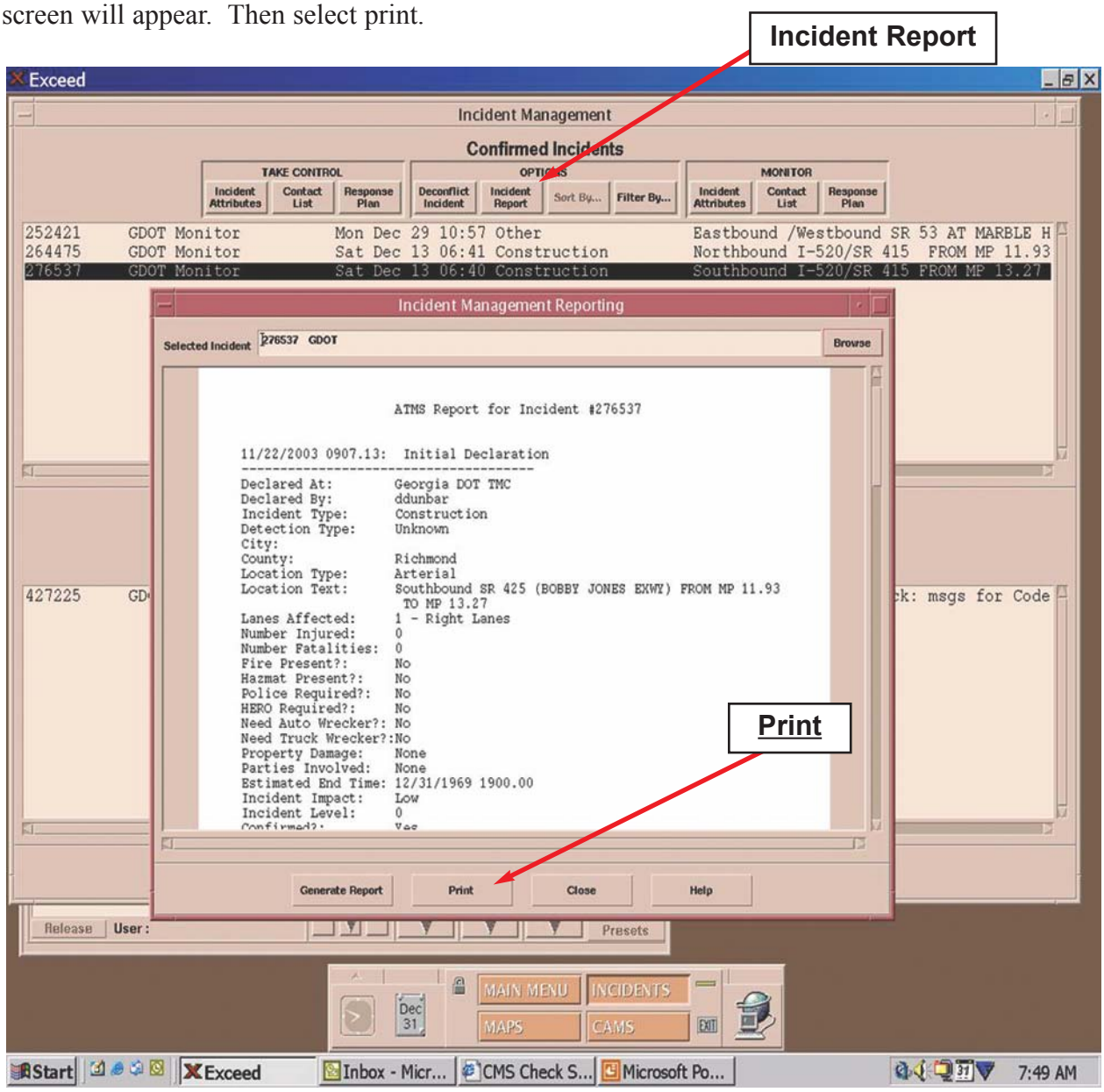
Deconflict Incident

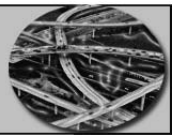
In the case of a conflict click on Deconflict Incident button and this screen will appear. The purpose is to merge duplicate incidents together.



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.





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)
- HazMat
- Injured (number of injured)
- Fatal (number of fatalities)
- Need HERO (User Detected)
- Need 911 (User Detected)
- Need Wrecker/Truck
- 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
- Guard Rail
- Pavement
- Traffic Signal
- Structure
- Other
- Light Standard

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

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

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.

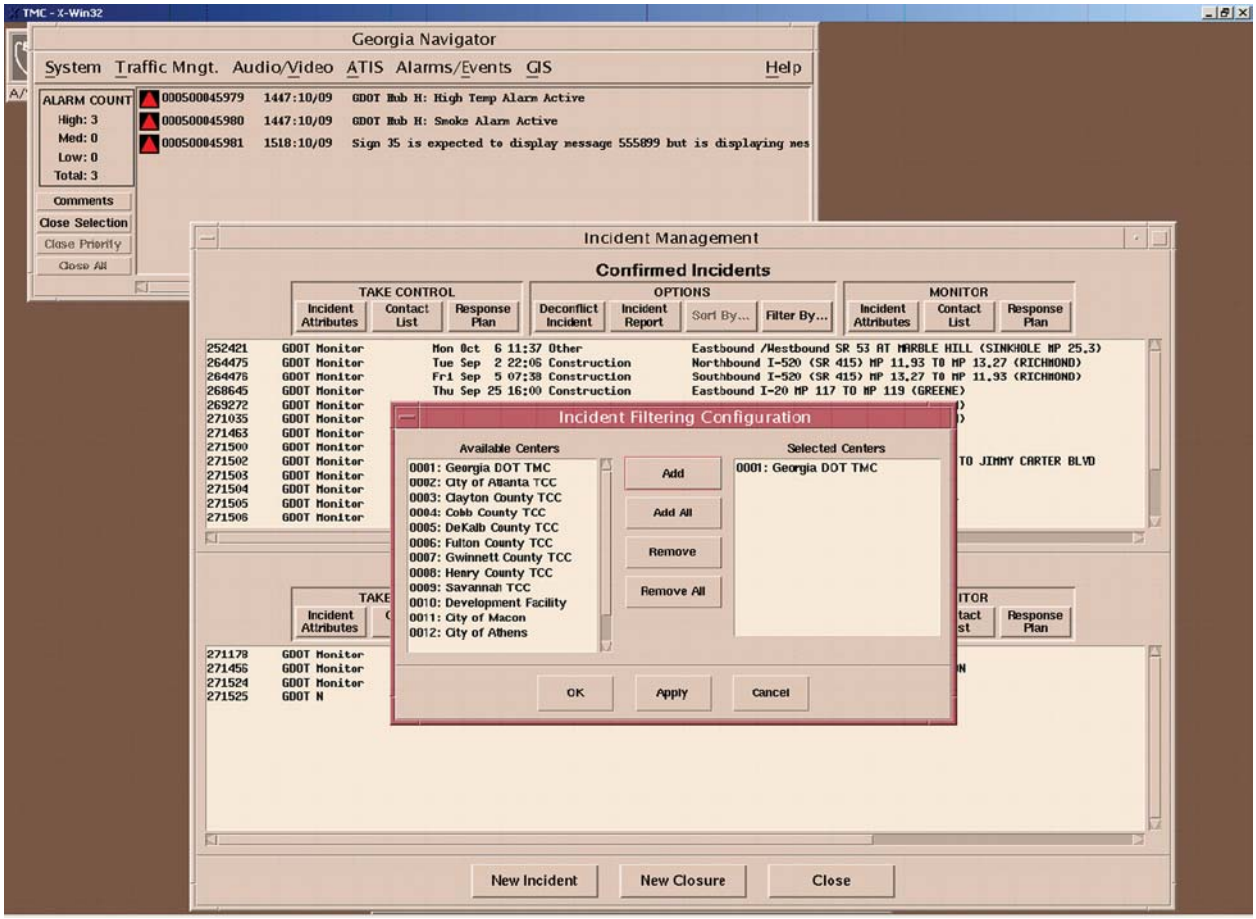
Action Pending:

- 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.

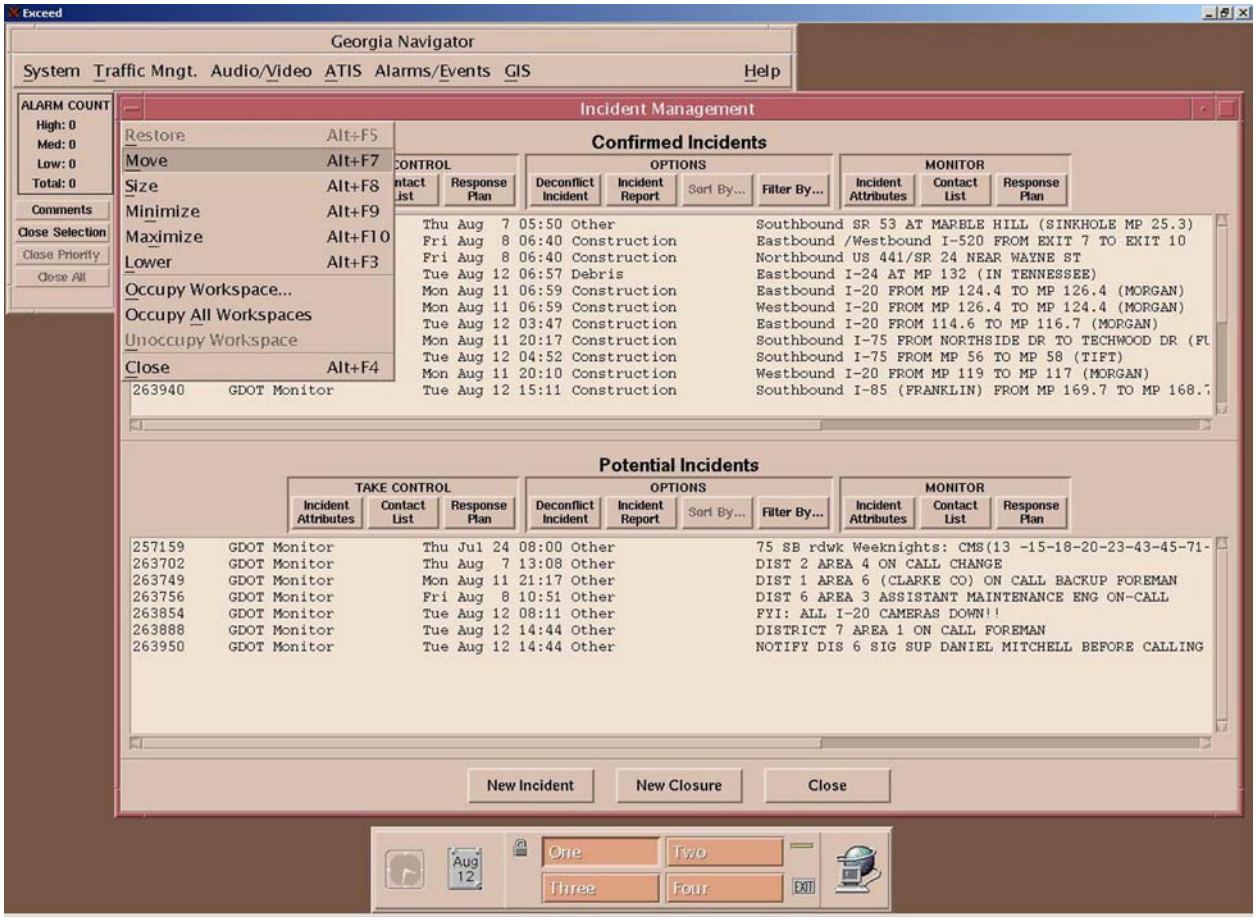


This screen will appear, click on desired location, click Add.

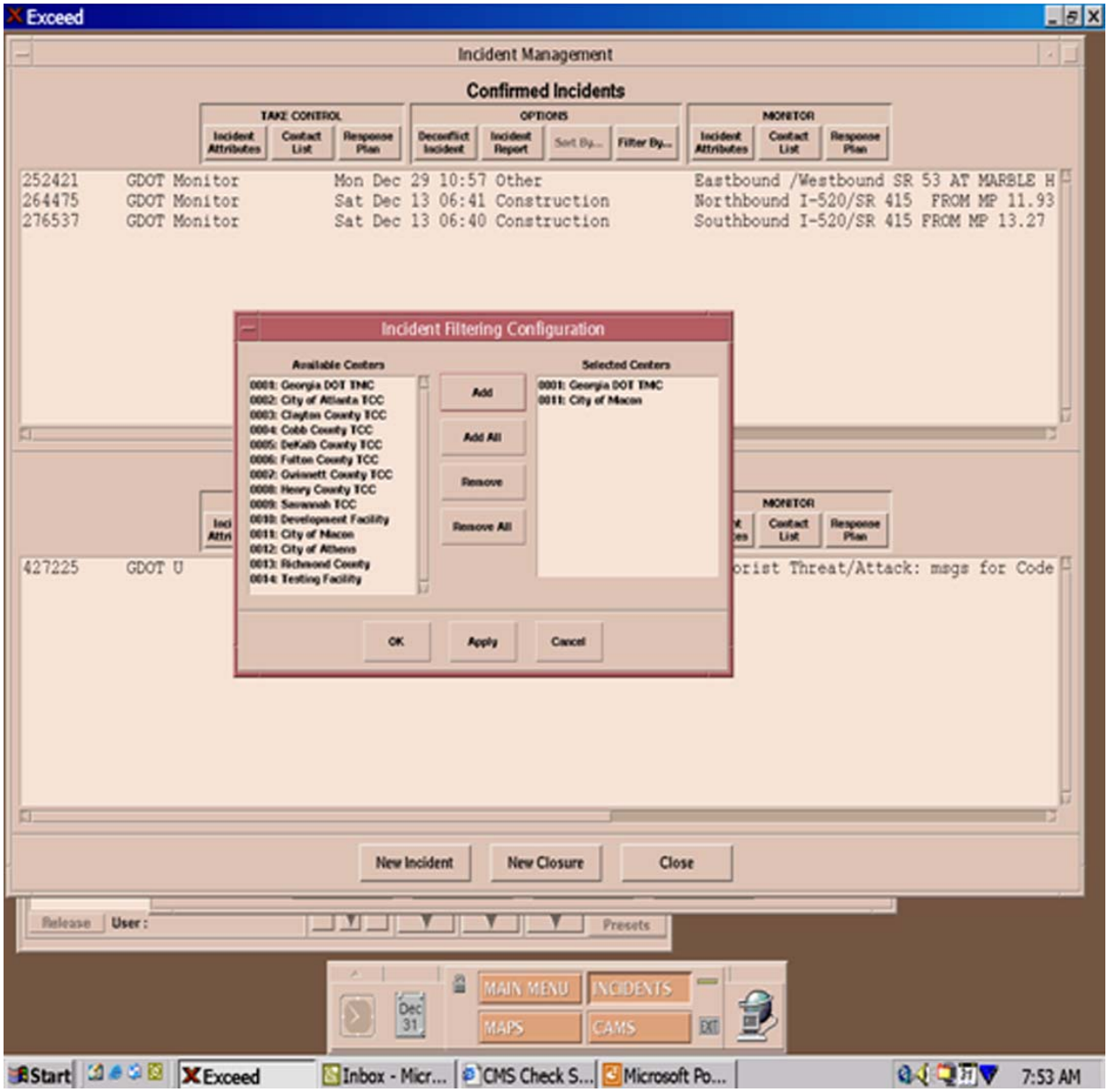
This will enable you to View ONLY incidents from selected Traffic Control Centers.

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

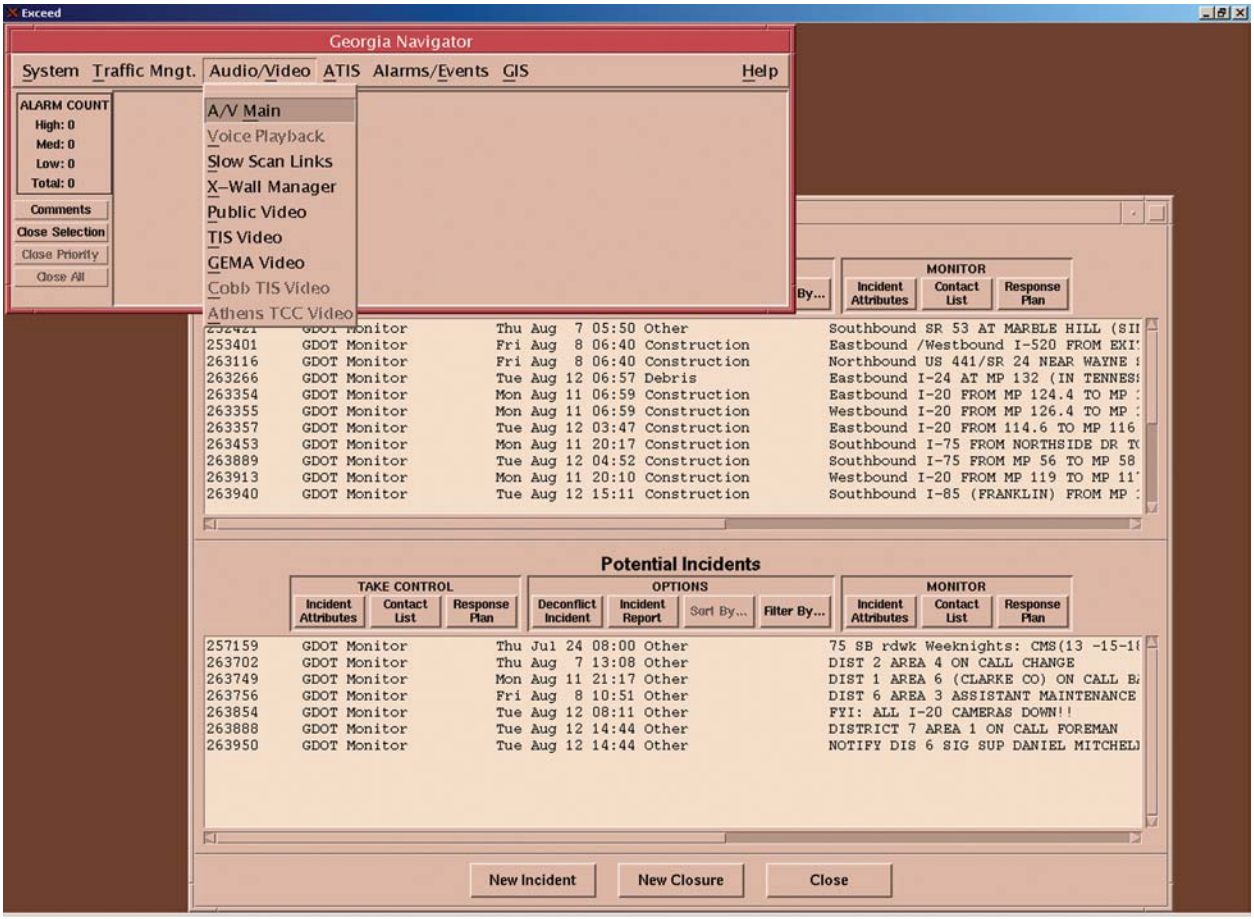
Click on "Occupy Workspace".



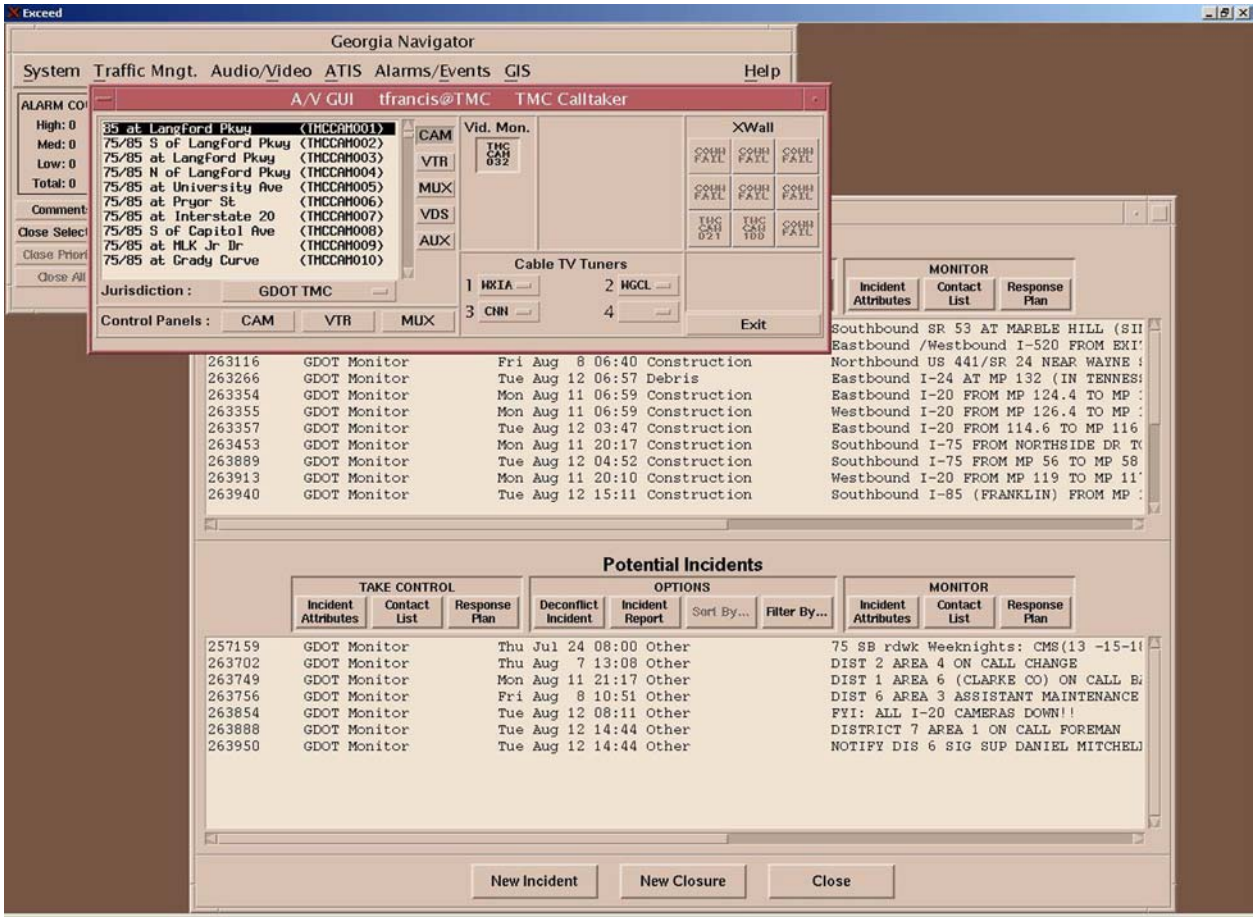
Highlight "One" and click "OK"; this adds the Incident Screen to "One" at the bottom of your screen for quick access.



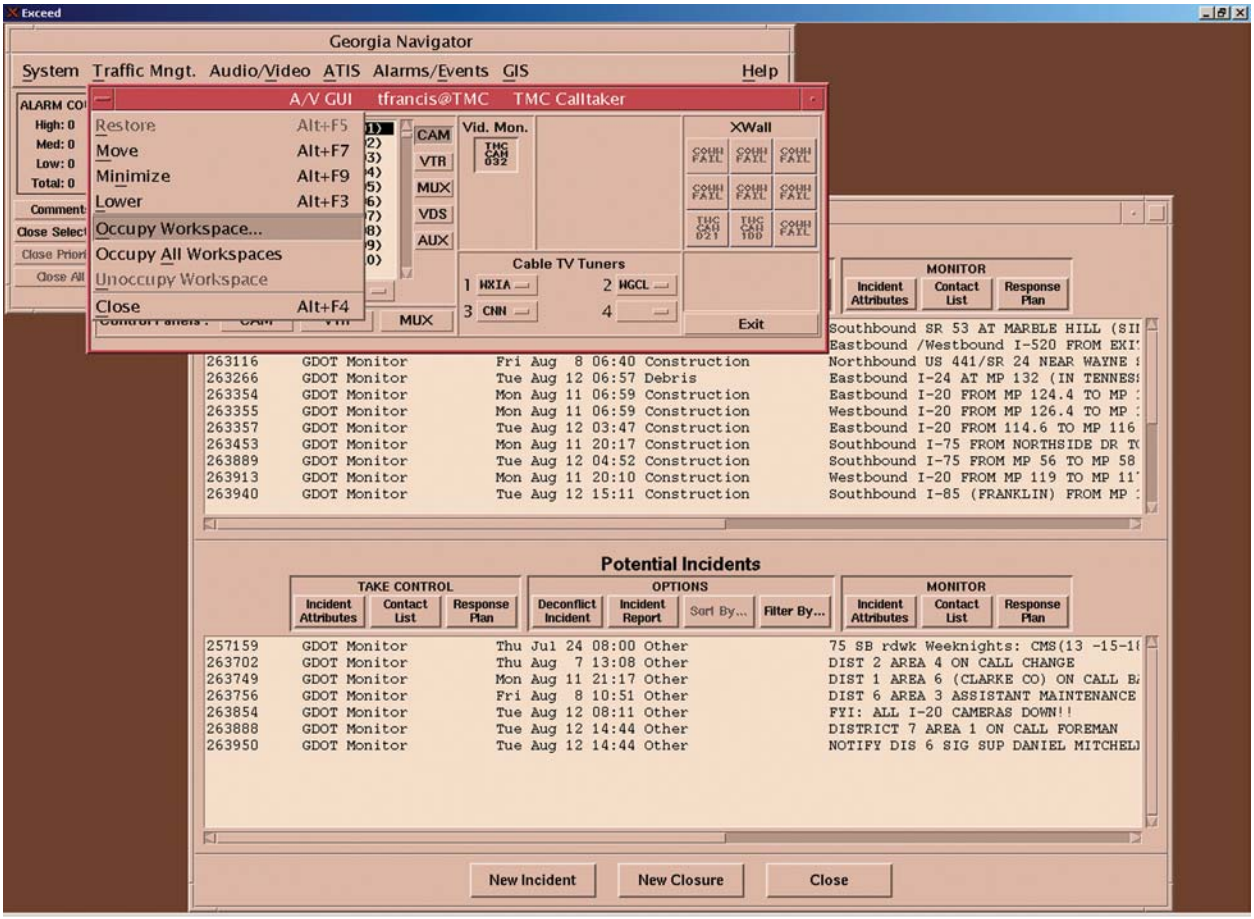
Select from the menu bar "Audio/Video", then "A/V Main".



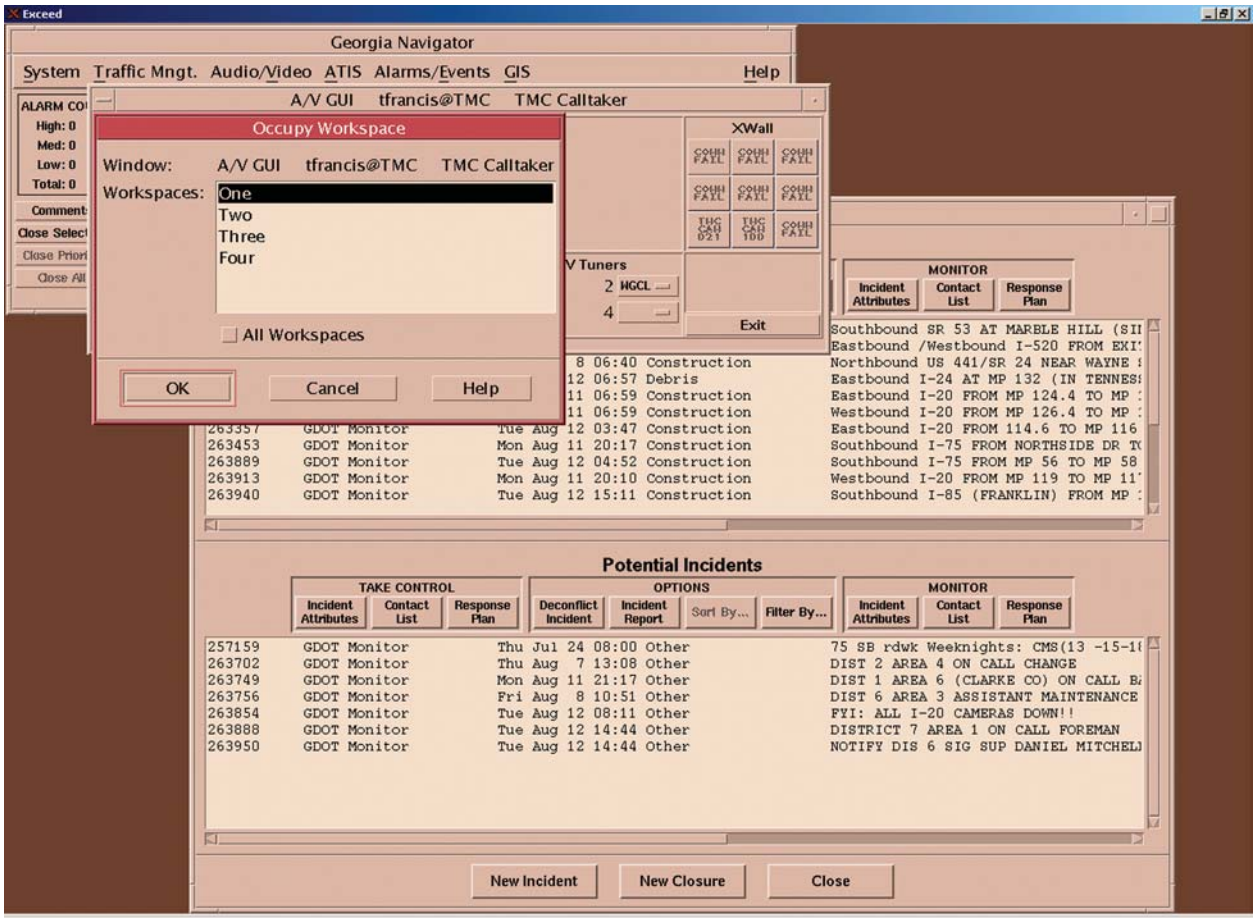
You now have your CCTV (cameras) screen displayed. Click on "minus sign" in upper left corner of screen.



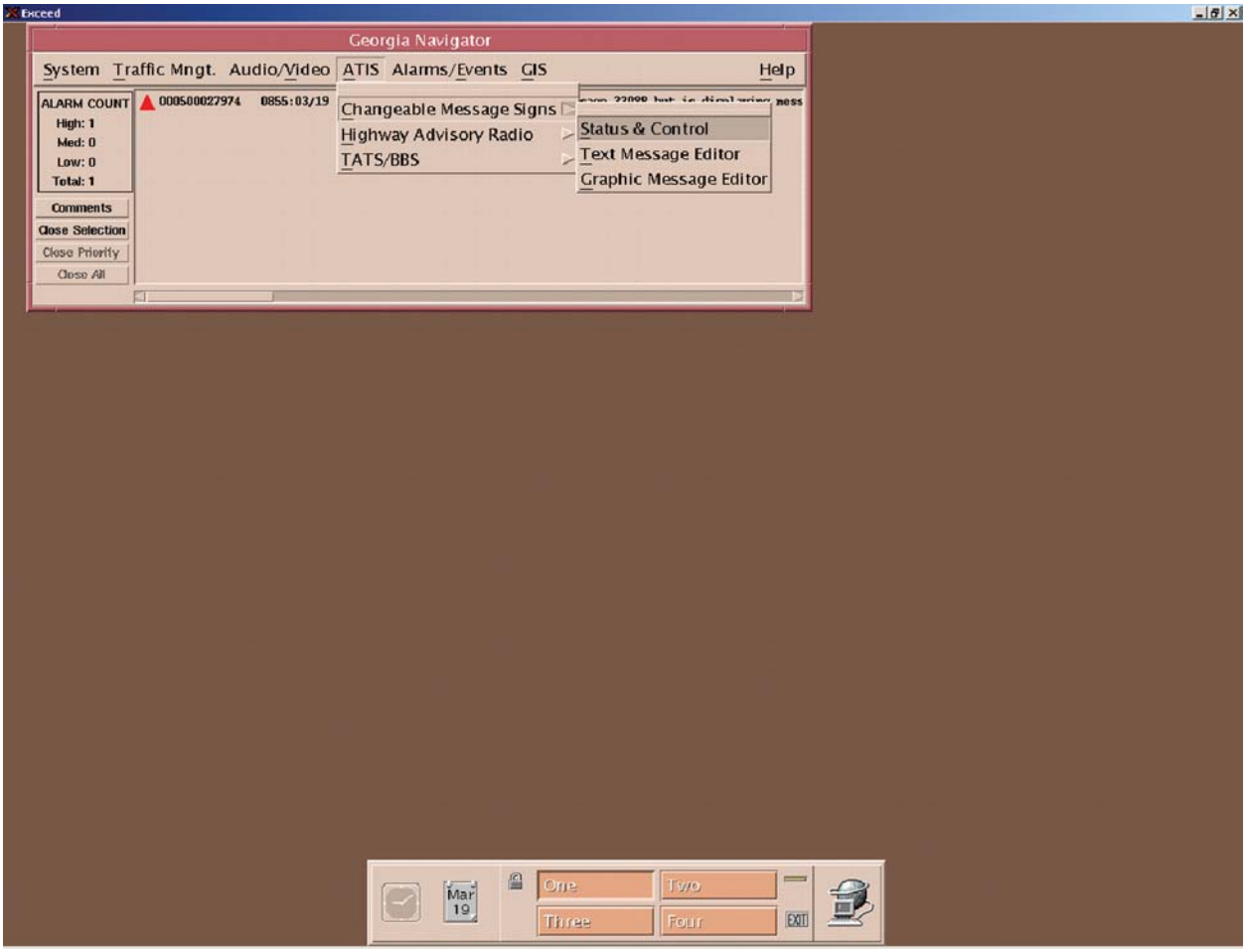
Click on "Occupy Workspace".



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

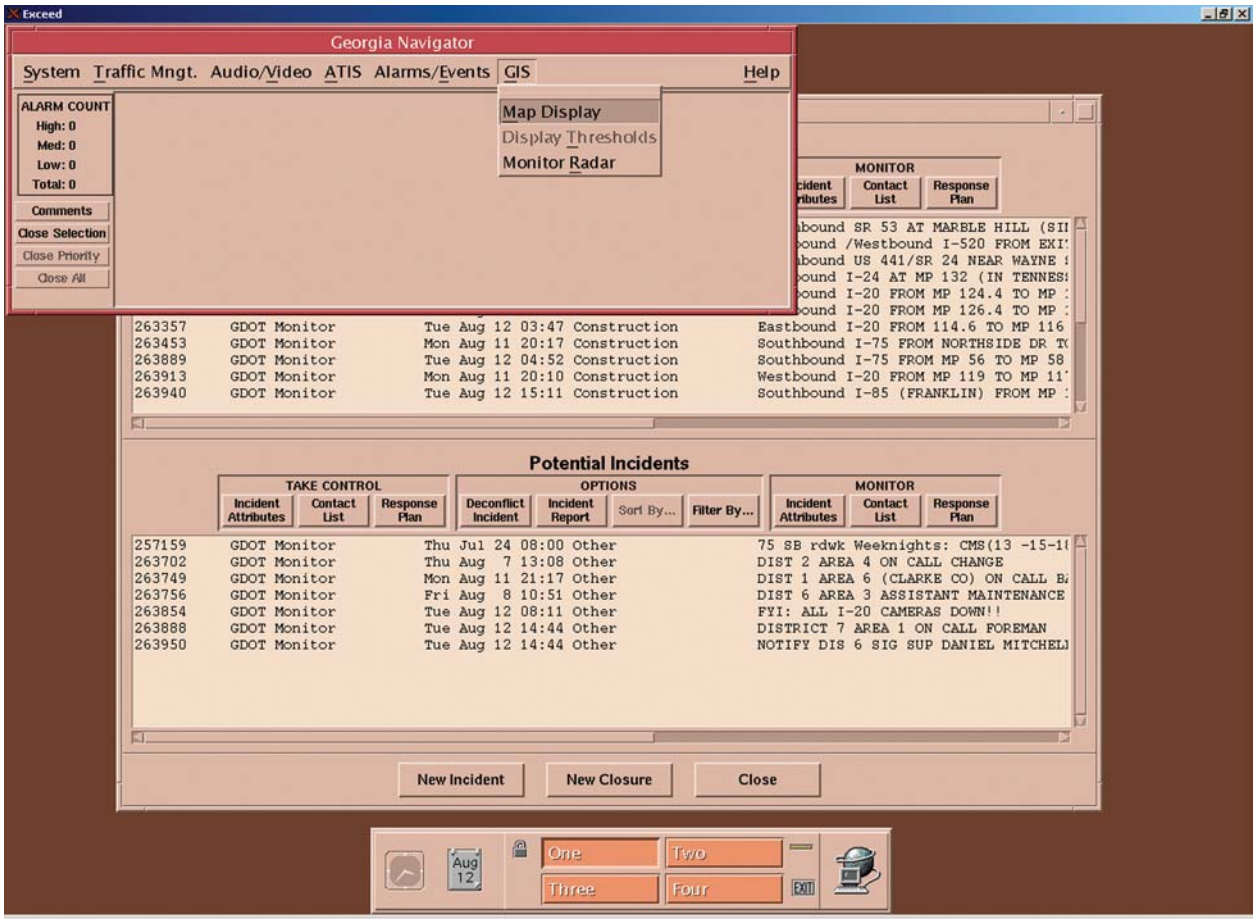


Select from the menu bar "ATIS", then Changeable Message Signs, and Status & Control.



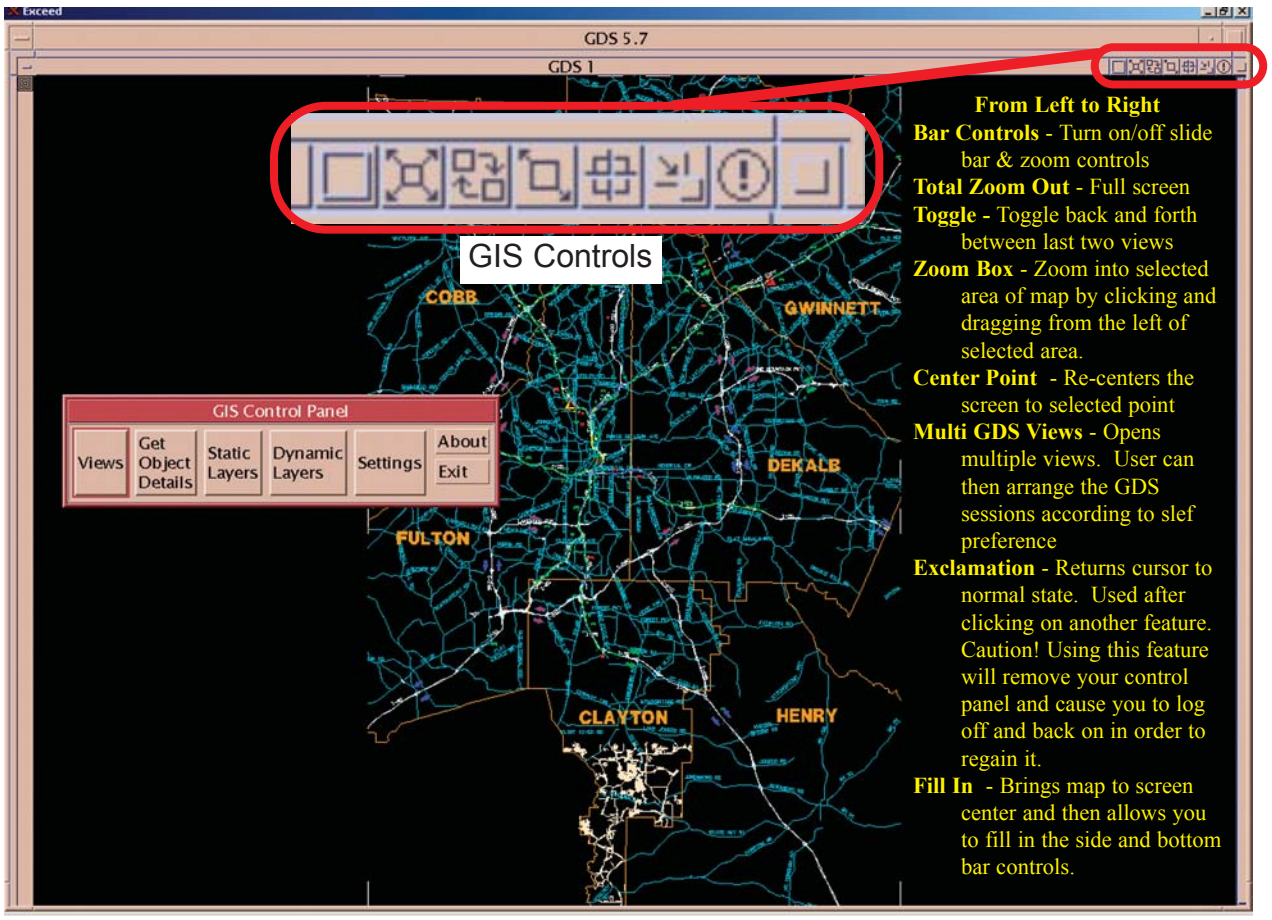
Click on the "minus sign" at top left of screen and assign to workspace "Three". You will return to this screen for the majority of your work.

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



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".



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.

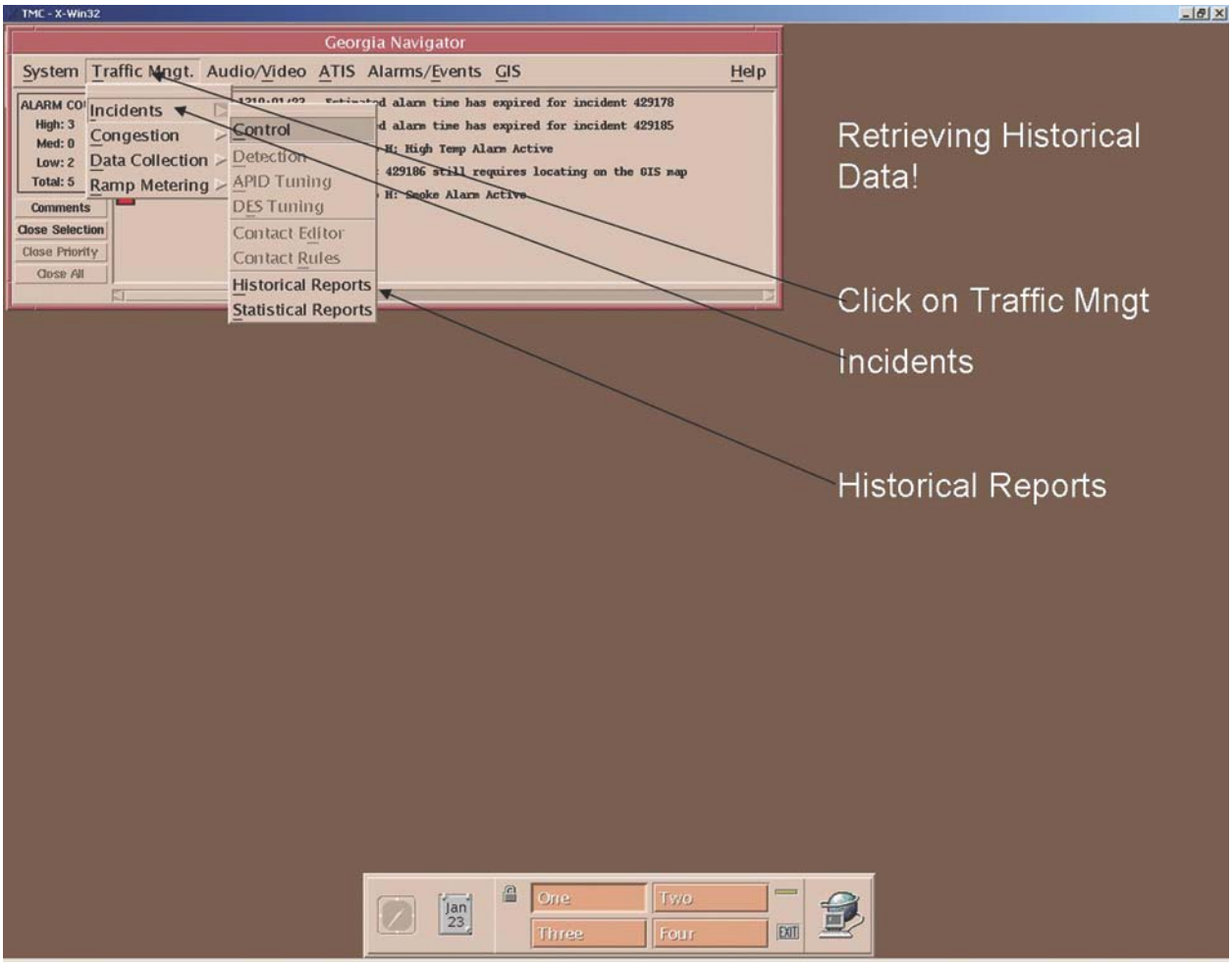
You have now completed the initial setup. Each of these major screens will be discussed in more detail in later chapters.

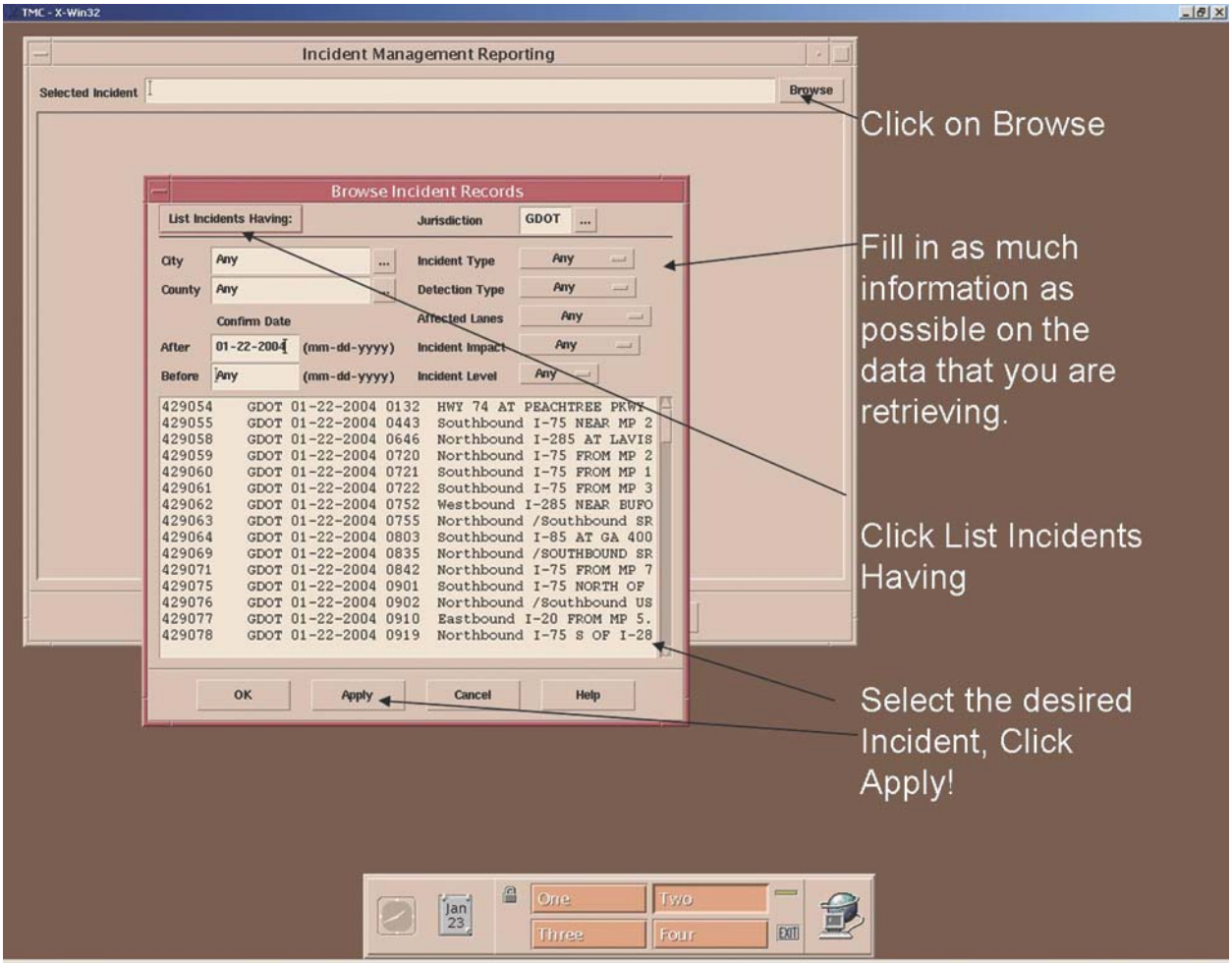
HISTORICAL DATA

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

Reasons that you may need historical data:

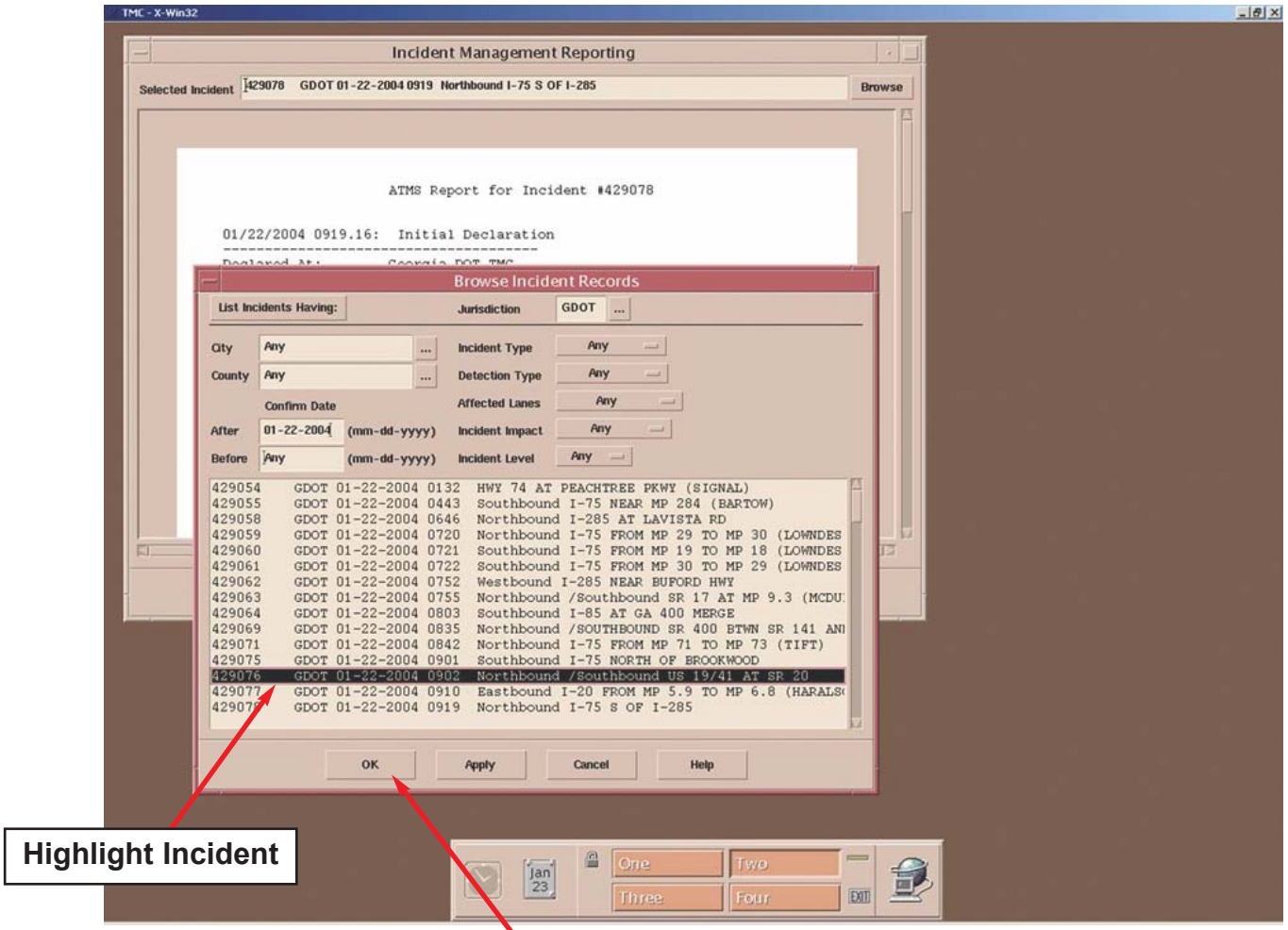
- To recover incidents previously terminated in error
- Check details on an incident
- To assist Media/PR
- Answer questions from upper management or the public



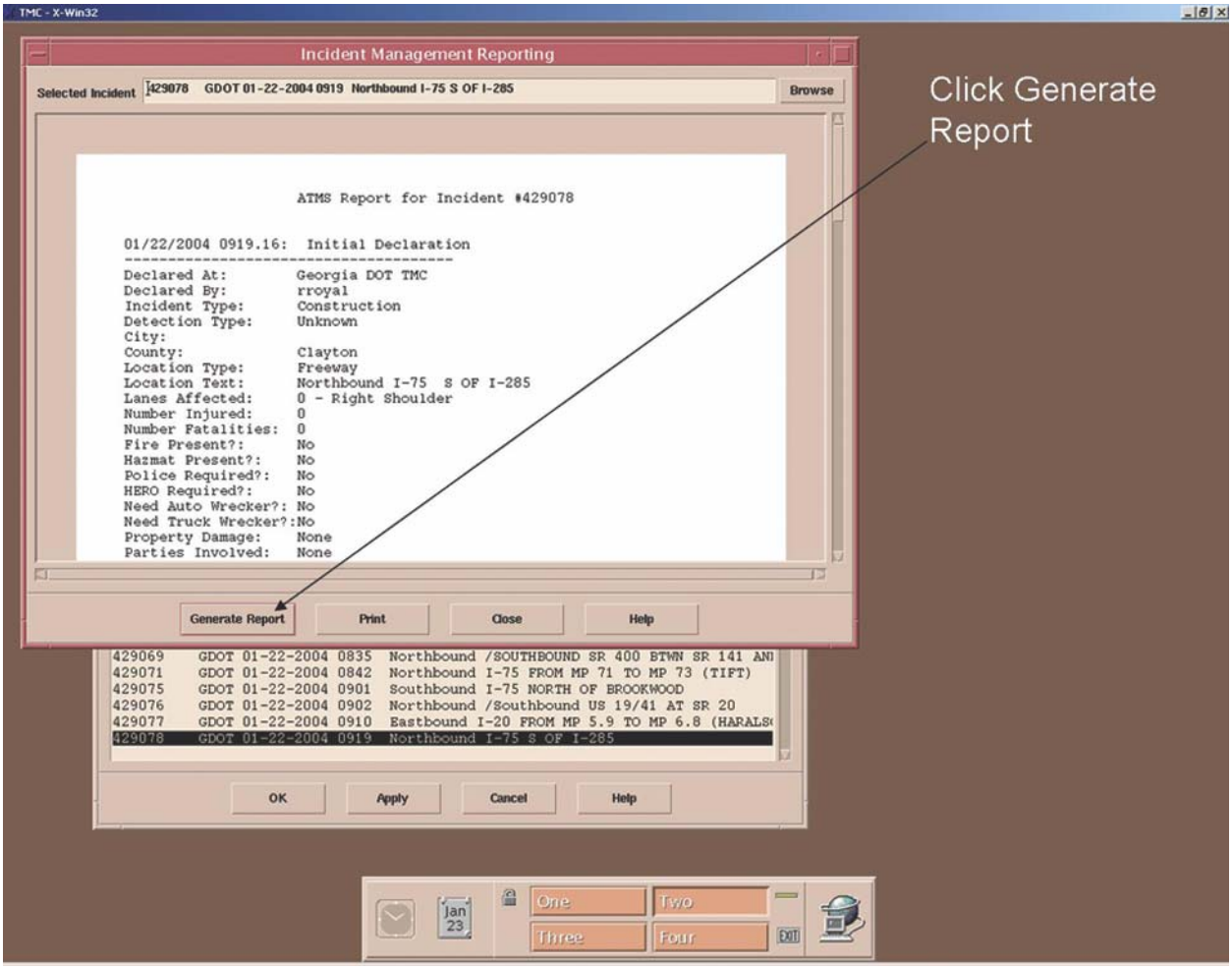

TMC - X-Win32
Incident Management Reporting
Selected Incident
Browse
Browse Incident Records
List Incidents Having:
Jurisdiction
GDOT
City
Any
County
Any
Incident Type
Any
Detection Type
Any
Affected Lanes
Any
Confirm Date
After
01-22-2004
(mm-dd-yyyy)
Incident Impact
Any
Before
Any
(mm-dd-yyyy)
Incident 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
OK
Apply
Cancel
Help
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!
Jan 23
One
Two
Three
Four
EXIT

Printing

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



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."



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

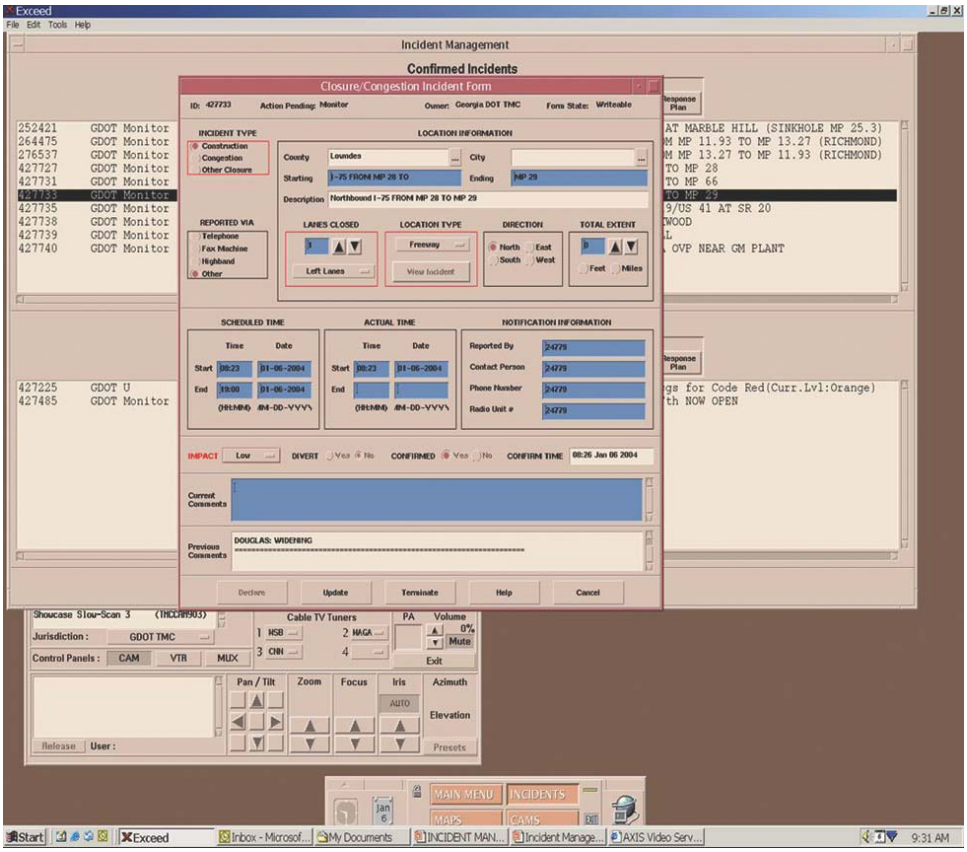
CONSTRUCTION

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 linc
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
    - Cobb
    - DeKalb
    - Douglas
    - Fulton
    - Rockdale
    - Gwinnett
  - 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.

Periodically check the fax machine for construction information.

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.

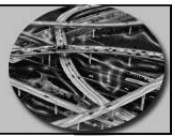
Traffic Interruption Report

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.)



- 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

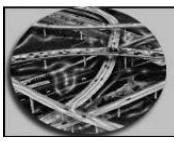
10-CODES

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		

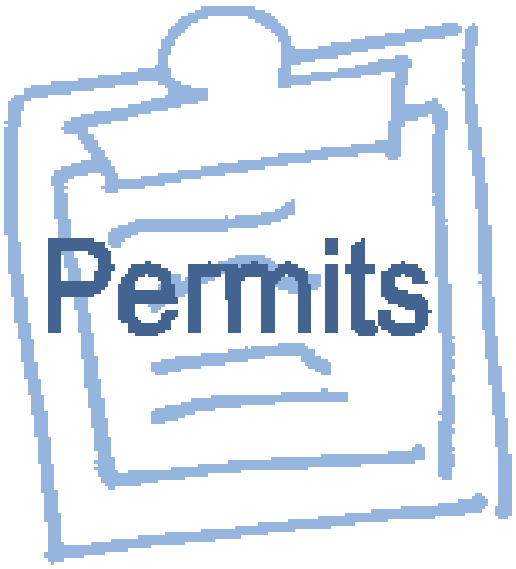
OVERSIZE PERMIT OPERATIONS (AFTER HOURS)

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.

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

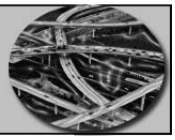
4. How many work zones are the Console Operators divided into?

   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

Notes



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