INTRODUCTION

The Transportation Management Center (TMC) is located on East Confederate Avenue in Atlanta, Georgia. Only six minutes by car from the State Capitol area, the TMC is convenient to almost all areas of metropolitan Atlanta via I-20, I-75 or I-85. Immediately adjacent to the TMC are the headquarters of the Georgia State Patrol (GSP), the National Guard, and the Georgia Emergency Management Agency (GEMA). In fact, the TMC and GEMA facility share a common entrance/reception area. The TMC building was designed to accommodate the large number of personnel necessary to manage Georgia’s transportation network during almost any type of emergency or special event. The TMC serves as the center of operations for the Georgia Advanced Transportation Management System (ATMS) also known as the NaviGAtor system.

Mission

The Transportation Management Center (TMC) operates the Advanced Transportation Management System (ATMS) also known as the NaviGAtor system and the Advanced Traveler Information System (ATIS) in the Atlanta region. The ATMS integrates the management of freeway and surface streets, allows state and local engineers to interact and participate in real-time transportation decisions, provides a high speed/high capacity communications network, and serves as a clearinghouse for public information. NaviGAtor provides a comprehensive level of integration and includes intelligent transportation infrastructure components of traffic signal control systems, freeway management systems, transit management systems, incident management programs, and regional multi-modal traveler information centers.

The ATIS relays information received from the ATMS to the public through many components and allows the public to make efficient and timesaving transportation decisions. All special transportation efforts of the Georgia Department of Transportation (Georgia DOT) are managed from this facility. The TMC provides the coordination and cooperation with other agencies necessary for a seamless transportation network across multiple jurisdictions. The TMC also serves as the dissemination point for transportation information for the public.

The components of NaviGAtor are:

- Pan/Tilt/Zoom Color Monitoring Cameras
- Video Detection System (VDS)
- *DOT (*368) (free cellular phone service) and (404) 635-6800 (landline)
- NaviGAtor website, www.georgianavigator.com
- Changeable Message Signs (CMS)
- Highway Emergency Response Operators (HEROs)
- Cable Television broadcasting
- Ramp Meters
- Traffic Signal Upgrades
- Motor Vehicle Emergency Response (MoVER) Team
- Accident Investigation Sites (AIS)
- Traveler Information Kiosks
FUNCTIONS
The Georgia TMC serves as the headquarters for the Georgia DOT’s transportation efforts. It also serves as the interface point for all contact with other traffic and transportation agencies. Direct communications with Transportation Control Centers (TCCs) in other ATMS agencies will be maintained constantly. These include the City of Atlanta, Clayton County, Cobb County, DeKalb County, Fulton County, Gwinnett County and the Metropolitan Atlanta Rapid Transit Authority (MARTA). Direct communications has been established with all other functional management centers including GEMA, the Georgia Department of Public Safety, State Operations Center (SOC), the Atlanta Traffic Operations Center (ATOC), the Savannah Transportation Management Center, and the statewide emergency service.

ROLES AND RESPONSIBILITIES
- Ensure the safe and efficient operation of the State Highway System which includes all Interstate, U.S., and State routes in the state of Georgia.
- Operate and maintain the ATMS and ATIS in the metropolitan Atlanta area.
- Oversee the emergency and special operations, such as: Winter Storm Operations, Freedom Fest, Sporting Events and Special Attractions.
- Coordinate all special transportation management efforts provided by the Georgia DOT’s seven district offices.
- Through the ATIS, provide traveler information to the public via *DOT cellular phones, Changeable Message Signs (CMS), Traveler Information Kiosks, electronic Bulletin Board Systems (BBS).

OPERATIONAL CONCEPTS
The lead agency for the Transportation Management Center is the Georgia Department of Transportation.

The Transportation Management Center operates in a special operation mode for inclement weather and other events that generate congestion or lane closures.

The Transportation Management Center operates twenty-four hours a day, seven days a week.

Decision making authority for special issues affecting the state highway system operation during special events rest with the Director of Operations of the Georgia DOT.
WORKSTATIONS

- Keep work areas clean at all times. Keep paper on the consoles to a minimum. Everything should be entered directly into the computer system if possible.
- NO FOOD in the operations room at any time.
- TV WATCHING is permitted for watching/monitoring are The Weather Channel (TWC), CNN, local news reports, and any other weather or traffic related broadcasts.
- Before leaving for a scheduled break or for any other reason, make sure another operator is logged in to take calls by checking the Automatic Caller Distribution (ACD) monitor in Room 113. Breaks are NOT PERMITTED during rush hours. These hours are Monday through Friday from 0630 to 0900 and from 1530 to 1900. If you have an emergency, and must leave during these hours, notify the shift supervisor prior to leaving.

TELEPHONES

- After logging into the PBX, ensure the system accepted you by checking the ACD monitor in the Room 113. If the system did not accept you try logging out repeat steps, loading your identification number and logging into system.
- Check your consoles configuration, using the SHOW button on the BAKER console, you should have Hi-band, Lo-band, 800 MHz, your console’s CO and PBX, CO 9 and CO 10 selected.
- Check volume levels for your console and handset or headset to ensure they are at adequate levels for monitoring. If you have difficulty hearing, in lieu of turning up the volume on the monitors, please use the headset rather than the console volumes. This will prevent from disturbing other personnel in the Operations Room. Before leaving your station, be sure to lower the volumes at your console.
- Please use the CO line that corresponds to your console. For example, if you are sitting at console 8, please use CO-8 and PBX-8. Operators are also responsible for answering these two lines. Make sure they are selected to ring at your console. Also, make sure the volume controls are turned up properly to hear the ring.

SOFTWARE

Incident Tracking Form

- Log incidents, whether potential or confirmed, in New Incident Tracking Form if it has not already been entered. Potential Incidents are incidents received from the public or through media sources. If the incident is reported three or more times by motorists, it is considered Confirmed. An Incident may also be Confirmed by emergency services, DOT personnel or Georgia Emergency Management Agency (GEMA).
- Communicate with the Operations floor that the incident is present, and being entered into the system. This will avoid entering the incident in the system twice. Ensure that another operator will/can assist you at locating the incident on the GDS. This will minimize the time to generate a response plan.
- Currently, CMS response plans will only be generated by the system if the incident is within I-285; otherwise, a manual message will need to be generated. See section on Response Plans for how to generate messages.
To minimize time taken to generate a response plan, enter the following information and Declare the incident: Incident Type (Accident, Stall, etc.), Primary and Secondary Locations (accurate spelling is critical), Direction, Location Type, Number of lanes blocked, which lanes, Estimated duration (the system will not allow you to declare unless an estimated duration is entered), Confirmed or Unconfirmed, Severity, and Level. A maximum time period to enter this information should take no more than five minutes after notification.

**Generally the duration of incidents:**
- involving a stalled vehicle is 20 - 30 minutes,
- including minor damaged vehicles is 20 - 30 minutes
- including heavily damaged vehicles and injuries is 40 - 60 minutes,
- including tractor trailers (overturned) is 6 - 8 hours.

While one operator may be accepting the response plans or generating them, you may notify the appropriate agencies to get assistance to the scene, such as, police, Highway Emergency Response Operator (HEROs), fire and rescue, District Personnel, TCCs, etc. After the incident is entered, responding agencies have been notified and response plans are implemented, go back and enter additional details on the Incident Tracking Form, such as: exact number of vehicles, type of vehicles, property damage, fire present, hazardous, exact number of injuries, and other details that will complete the Incident Information Checklist. If you do not have detailed information and can not "paint a vivid picture" describing the incident scene, you need to obtain the information from Department personnel on the scene or other reliable sources.

Information that should be included in the comment field is:
- The original source of the information with a name, telephone number and radio number if applicable
- Who provided you the information in regards to agency and name or operator number.
- Additional information that is required by the Operator’s Information Checklist that is not addressed by fields within the Incident Tracking form, such as: What type of trailer is it? What is the cargo? How much material was lost? What is the make, model and color of the stalled vehicle? Detours? etc.
- If information is not available, identify the type of information that is not available.
- If the estimated time of clearance is anticipated to be more than 30 (thirty) minutes, explain why.
- What Video Tape Recorder (VTR) # and the starting Count the incident is being recorded.

VTR1 – Console #1  VTR5 – Console #5  VTR2 – Console #2  VTR 6 – Console #6  VTR 3 – Console #3  VTR7 – Console #7  VTR 4 – Console #4  VTR8 – Console #8

*Note: In the event multiple incidents occur in one segment, use the MUXs to plug in the views and record the MUX. If this fails, use the Shared VTRs and note the VTRs used in the comment field of the Incident Report.*

- The camera number the incident may be seen.
Who has been paged, contacted, notified and instructions, comments or inquiries that are made by the person contacted. List person’s full name. Also, annotate when a person did not return pages or calls.

What Response Plans were accepted and which device locations were affected, indicate if it was a response plan or generated manually. If manually generated, indicate which signs have manual messages on them.

What updates are provided and by whom.

Notification of clearance, followed by who notified you of clearance, VTR ending point, and response plans removed along with manual messages removed, followed by final notifications.

If the incident is clear, but you still have comments that need updating yet response plans need to be updated, adjust the number of lanes affected to reflect "0" and which lanes to "none", then UPDATE. Tend to the Response Plans, then go back to the report to update the comments section.

Update Incident Status frequently. The following list includes incident status abbreviations.

**STATUS COLUMN MESSAGE DESCRIPTIONS**

**EMERGENCY** - This means either E-911 or a HERO should be contacted. If this is an unconfirmed incident, no other contact names will appear in the contact list until it is confirmed. Notification to these response units should be highest priority.

**CONFIRMATION** - This means the incident is unconfirmed and is prompting you to confirm it. This only appears on the unconfirmed incident list.

**NOTIFICATIONS (N)** - Once all emergency contacts have been selected "done" or "cancel", if there are any other additional contacts to be made, the status column will show (N). This will not disappear until you have taken control of the incident and selected "done" or "cancel" under the writeable copy of the Contact List for all contacts listed. The "cancel" button should only be used when a supervisor has advised you not to make a certain contact. Please include an explanation in the comment area next to a contact as to why they were canceled. At this time it is important to follow the Notification Matrix in the Standard Operating Procedures versus the Contact list.

**MONITOR** - After all contacts have been made, the status should appear as MONITOR. This means all emergency services have been dispatched, responses have been implemented and all contacts have been made or canceled, and now you should be monitoring the cameras and radio frequencies for update information. As changes occur to the incident, update notifications should be made to the appropriate persons, if desired, and "update" should be selected on the writeable copy of the contact list.

**UPDATE (U)** - This could mean one of two things: 1) The estimated duration time has expired, reminding you to look at the incident and make any necessary updates or remove from the system if the incident is cleared (including all congestion). You must extend the estimated duration on the writeable copy of the incident form to remove (U) from the status column and keep the incident in the system. 2) The alarm timer has gone off. The alarm time is used to remind you to check on an incident. To remove the UPDATE from the status column, you must take control of the incident and update the writeable copy
after making any necessary updates. Notice the default time is 15 minutes. Please use the following guidelines for setting alarm times. These are simply guidelines and are not set in stone. Please use your best judgment and update incidents as needed. Generally, incident updates are based on what detailed information is obtained initially. Updates following are then usually based on the duration of incident. For example, an incident including an overturned tractor trailer and all detailed information is obtained, updates may only need to be made every hour since the incident will probably last anywhere from six to eight hours.

Level IV Incidents
Level III Incidents
Level II Incidents
Level I Incidents
(See Section on Incident Levels for Classifications)

RESPONSE PLAN (RP) - Response Plan means the system has generated a response to the proposed scenario (i.e. message to be sent to Changeable Message Signs (CMS), Highway Advisory Radio (HAR), or Traveler Advisory Telephone System (TATS)).

H.E.R.O. (H) - This indicates a H.E.R.O. is requested to respond and needs to be dispatched. The dispatcher should respond to this indicator. If the dispatcher has not responded in a reasonable amount of time, offer your assistance or bring this to the dispatcher's attention.

AUTO WRECKER (AW) - This indicates an automobile wrecker is requested or possibly needed. The Post Certified Officer, H.E.R.O. dispatcher, will make the determination if the vehicle is a Hazard and dispatch the wrecker.

TRUCK WRECKER (TW) - This indicates a large wrecker is requested or needed. The Post Certified Officer, H.E.R.O. dispatcher, will make the determination if the vehicle is a Hazard and dispatch the wrecker.

POLICE (P) - This indicates 911 needs to be notified and are not at an incident where their assistance is needed.

Take control of the WRITEABLE copy of an incident only if you are going to make changes to an incident. If you are just looking at an incident, please take the READ ONLY copy by clicking on Incident Attributes under the Monitor section. THIS IS VERY IMPORTANT! Every time you Take Control of an incident, it will time stamp your operator # and the time you took control.

Bugs in the software: until these are fixed and you are otherwise notified DO NOT use an apostrophe ' or parentheses ( ) in the incident management portion of the software.

Terminating an incident- don't keep incidents in the system any longer than necessary. They just take up needed room and can send out false information to the devices. Terminate an incident as quickly as possible after it clears, even before making all notifications. If you pull up the Contact List before terminating the incident, it will remain on your screen even though the incident is terminated. Just do not forget to finish making your final notifications.
Monitoring

GDS (Geographical Display System)

The GDS map speed display is color coded GREEN, YELLOW and RED. GREEN means that segment of roadway is moving very well (45 m.p.h. or greater), YELLOW means that segment is moving poorly or starting to get congested (25 m.p.h. to 44 m.p.h.), and RED means the traffic is moving very poorly or is stopped (0 to 24 m.p.h.). The Vehicle Detection Station (VDS) cameras relay this information automatically back to the system.

The GDS map’s speed display from the VDS cameras should be displayed and monitored at all times. This will be a quick and easy way to inform callers about congested areas of the highway system.

Use map to detect possible incidents. Monitor the Vehicle Detection System (Speed Indications) and Radar detectors on the GDS map. Once slow speeds have been detected (45 m.p.h. or below), investigate the area using cameras (Pan, Tilt, Zoom (PTZ) and Vehicle Detection System (VDS) to determine the reason for congestion. If you can not detect the reason for any unusual congestion, contact local emergency services or request for a HERO unit to investigate if they are patrolling the area. It is vital to use whatever resources available to determine the reason for congestion, so it may be removed, in order to allow traffic to resume to normal speeds. The other goal is to be able to advise motorists of incidents, so they may avoid the area and possible delays.

Cameras

Certain cameras are being fed to the media at certain times during the day. At all times, at least four video feeds are being sent to media. If you need one of these cameras, swap the video with a suitable video feed. Please return the camera to the direction it was facing before you took control return the camera to the media feed. Exchange cameras IMMEDIATELY if any graphic material being shown on video. Listed below are the cameras normally being fed to the media (these can change at any time).

CAM 004 or CAM 006 (Primary/Secondary)
CAM 019 or CAM 017 (Primary/Secondary)
CAM 033 or CAM 032 (Primary/Secondary)
CAM 071 or CAM 022 (Primary/Secondary)

Certain cameras are also being fed to the cable TV output. Exchange cameras IMMEDIATELY if any graphic material being shown on video. Listed below are the usual cameras to be fed to Showcase (these can change at any time).

CAM 032, CAM 033 (or any camera north of Brookwood on I-75)
CAM 037, CAM 035 (or any camera north of Brookwood on I-85)
CAM 082, CAM 080 (or any camera south of the connector on I-75)
CAM 071, CAM 072 (or any camera south of the connector on I-85)

Requests for special video feeds should be directed to the Transportation Management Center (TMC) shift supervisor, TMC Media Section (See On-Call list in Standard Operating Procedures) if a supervisor is not on-duty, or higher authority for review and approval.
Make sure you release a camera from the control panel when you are finished viewing what you need to see. Also, be sure to zoom all the way out and reposition the camera to a view that shows the best view of the interstate. The best view is generally when the roadway is positioned viewing diagonally across the screen (Good place to use a preset location). Be sure to position the camera, so the camera is NOT viewing the sky/sun. This damages the camera.

Please save some preset views for each camera and be sure to name them by stating the direction they are facing, or what the preset is looking at.

Remember the slow scan cameras are there for your use. They are listed on the bottom of the camera list under A/V main. If a camera you need is not being shown at the present time, you can select which camera you wish to view by using the Slow Scan Camera menu, under A/V Main.

If a location is not visible using the CCTV cameras because of poor lighting or poor visibility due to inclement weather, try using the VDS cameras. The VDS cameras have infrared.

NO video shall be placed or changed on the large X-WALL in the front of the Operations Room unless instructed to do so by the operations manager or a shift supervisor.

**Alarm Screen Responsibilities**

Watch the alarm screen in the Main Menu screen. Check the screen periodically for alarms regarding device failures.

The alarm list will indicate what problems are currently being detected with the system. Operators need to review the lists for items, such as, communications failure to signs, messages failed to display on sign, TATS message failures, detector failures etc. Although Operators will not be interested in all the alarms, many of them will present failures that are directly connected with Response Plans going out to the public, which is a concern.
## GDOT TMC Operations - Standard Operating Procedures

### ROADWAY CLOSURES

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<td>1) All lanes of Metro freeway in at least one direction for &gt;10 minutes</td>
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<td>2) Multiple lanes of Metro freeway closed for &gt; 2 hours</td>
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<td>3) Any lanes closed on Metro freeway adversely affecting traffic during peak hours</td>
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<td>4) All lanes of State route &gt; 2 hours</td>
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<td>5) Freeway closed &gt; 2 hours (excluding scheduled construction)</td>
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<td>6) Freeway closed &gt; 24 hours (excluding scheduled construction)</td>
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<td>4) Any State employee</td>
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### VEHICLES INVOLVED

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<td>1) Any tractor trailer truck incident</td>
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<td>2) Tractor trailer truck incident on, or inside, of I-285 (Metro area)</td>
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<td>3) School bus or passenger bus with injuries/fatalities</td>
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<td>4) Incident with (10) or more vehicles</td>
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<td>5) Railroad train and vehicle accident</td>
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<td>6) DOT vehicle accident</td>
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<td>7) Bicycle or Pedestrian Related</td>
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<td><strong>HAZARDOUS MATERIALS</strong></td>
<td>1) Any incident with hazardous or radiological materials closing interstate &gt; 2 hours (Note: Diesel is not considered a Hazardous Material) ~with Fire/Explosion or Chemical Evacuation</td>
<td>*X</td>
<td>X</td>
<td>X</td>
<td>~X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td></td>
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<tr>
<td>2) Any incident with hazardous or radiological materials (Note: Diesel is not considered a Hazardous Material)~with Fire/Explosion or Chemical Evacuation</td>
<td>*X</td>
<td>X</td>
<td>X</td>
<td>~X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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</tr>
<tr>
<td><strong>DEBRIS/ROAD KILLS (10-12)</strong></td>
<td>1) If located on a State maintained route, and no HERO is available to assist (METRO Area)</td>
<td>*X</td>
<td>**X</td>
<td></td>
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<tr>
<td>2) If NOT located on State maintained route</td>
<td>X</td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>TRAFFIC SIGNALS</strong></td>
<td>1) Traffic signal on State route knocked down</td>
<td>*X</td>
<td>**X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2) State maintained traffic signal malfunction</td>
<td>*X</td>
<td>**X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>*X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Non-State maintained traffic signal malfunction</td>
<td>X</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td><strong>CONSTRUCTION LANE CLOSURES</strong></td>
<td>1) Confirmed construction lane closures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Confirmed construction lane closures on, or inside, of I-285 (Metro area)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Unscheduled lane closures</td>
<td>*X</td>
<td>**X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td><strong>CONSTRUCTION ACCIDENT</strong></td>
<td>1) Accident involving DOT Const. personnel, DOT Contractor personnel, or Contractor equipment</td>
<td>X</td>
<td>**X</td>
<td>**X</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>
### STRUCTURAL DAMAGE

| 1) Roadway or Railroad bridge damage | X X X X X X X |
| 2) Roadway signs, guardrail, impact entenuators, etc. damage | X X X |
| 3) All bridge failures or closures (advise whether closure resulted from inspection) | X |
| 4) Incident resulting in damage to highway facility. | X |

### TREE CUTTING ON RIGHT-OF-WAY

| 1) If tree cutting on State Right-of-Way | X X X |

### SECURITY ISSUES

| 1) Report of security alarm activated at Plaster's Ave. (Traffic Operations Electrical Facility) | X |
| 2) TMC building security issues | X |

### TROUBLE SHOOTING

| 1) Computer software or hardware problems | X |
| 2) Communication & Equipment problems (includes: CMS, VDS, Cameras, etc.) | X |
| 3) Building maintenance problems | X |
The Changeable Message Signs are one of the most publicly visible components of the ATMS. Much of the motorists’ impression of the ATMS will be based upon the accuracy and timeliness of the informational messages they read on the CMS. Therefore, it is of utmost importance that the messages on the signs are composed very carefully.

Much work has gone into the development of a message structure, or series of templates, that govern the wording of CMS messages. In nearly ALL cases, this message structure must be used. By using an exact message structure, the motorists will come to realize there is a formula by which the messages are composed. This will help them better comprehend the information they read.

There are 4 types of incidents that produce RPs; accidents, stalls, debris, and construction.

For incidents where response plans must be generated manually, follow formats provided, and place them strategically on Changeable Message Signs. For example, depending on the severity of an incident on I-75 Northbound at Delk Road, messages will need to be placed on the Collier Road CMS, or if the severity is high, additional signs may be used such as downtown at 10th Street and I-20 Eastbound at Fulton Industrial Boulevard.

Whenever messages are accepted, either system generated or manual, always indicate which signs have messages within the comments of the Incident Tracking Form. Also indicate when the messages are removed once the incident is cleared.

When accepting Response Plans in the ATMS be aware of the action box and what it is proposing to do.

The following pages describe the various message structures. There are four types of incident messages. The default messages for the overhead CMSs is AAA pixel. The Express Lane sign defaults are stored in the library by location names.

Note: Whenever the system “crashes” or the Vehicle Detection Server or the Sign server is restarted, sign messages must be replaced on each sign, including default messages.

Timeliness is key to the messages. Keep track of what is going on at an incident site, and update the signs accordingly. Sometimes this involves changing the message very frequently. Also, when an incident is cleared, cancel any messages concerning the incident immediately. This is the most difficult part of CMS messaging –keeping the messages current with what is actually on the scene. Watch the cameras closely and/or keep in close contact with the HERO dispatcher.

While it is true that the ATMS software composes most CMS messages automatically, there will always be times that you will have to make up your own messages “on the fly.” I hope the following pages will help you in accomplishing this.
**TRAVEL TIME MESSAGE**

All of the Changeable Message Signs (CMS) in the Navigator system - except for Fulton Industrial Blvd and Wesley Chapel Rd - run travel time messages. These messages display the approximate current travel time from one point to another. The messages run at the following times:

- **Weekdays:** 0600 to 2100 hours
- **Weekends:** 0800 to 2000 hours

***The travel times are calculated automatically by Navigator. No operator action is required to make travel time messages display.***

Most of the signs display a travel time from the point of the sign itself to a major point or points ahead on the Interstate. However, with a few signs this is not possible. The exceptions are as follows:

- **I-675 (Sign 1) and Forest Parkway (Sign 2):**
  These signs display the travel time FROM I-285 to I-20 and to Tenth St. Both of these signs should always be displaying the same message at the same time.

- **Ashby (Sign 21) and Boulevard (Sign 22):**
  These signs display the travel times on I-75/85, both northbound and southbound. These are the only two signs that use a 2-phase message for travel times. The first phase of the message gives northbound travel times from I-20 to Brookwood, and the second phase of the message gives southbound travel times from I-20 to Lakewood Fwy. When you are looking at the message on the sign software, however, you will only see the first phase of the message. Both Ashby and Boulevard should always be displaying the same message.

**Travel Time Zones**

Every sign uses two ZONES of highway to compute the travel time. For instance, on Collier Sign 6, the first zone stretches from the sign to near W Paces Ferry Rd., and the second zone goes from W Paces Ferry Rd to Windy Hill Rd. The average speed is calculated separately for each zone, and can be either MVW (Moving Very Well), MW (Moving Well), MS (Moving Slowly) or MVS (Moving Very Slowly). The average speed in the two zones determines what the overall travel time will be. By looking at the message title, you can determine what the conditions are in each zone. For example, if the sign is displaying a message called COLLIER MVW/MS 13 means that zone 1 of the section was MVW (Moving Very Well) and Zone 1 of the section was MS (Moving Slowly). The "13" means the travel time range begins at 13 minutes, so the message will be "13-15 MINS." Most travel time ranges are 2 minutes, although some of the higher times are in 3 minute ranges such as 18-21 MINS.

**OPERATORS:** If you notice a travel time that appears to be wrong, or a motorist calls and says the travel time was off by a large amount, you may disable the sign, and re-enable to get rid of the bad message. A new message will be displayed by the system once a change in conditions occurs.
Response Plans: (RP)

After an Incident is Confirmed and located on the GIS Map, an RP will appear next to the Incident in the Confirmed Column of the Incident Management Window which can be found in the "Incidents" workspace.

1. Highlight the Incident by clicking on it once with the left mouse button.
2. Select the box from the Confirmed Incidents Column above under "TAKE CONTROL", labeled RESPONSE PLAN.
3. A separate window will open offering selected messages for various CMS. The messages will either advise the operator to DISPLAY, REPLACE, or REMOVE a message. Be sure to pay close attention to this prompt as this is the command you will be sending to the sign.
4. Select the given CMS by clicking on each one and highlighting it with the left mouse button.
5. Either ACCEPT or REJECT the message given by the system. And select OK at the bottom of the window.
6. Make a note on the Incident Form as to what CMS were applied for the incident.

Creating Manual Messages: (1 Phase Message)

From main toolbar select ATIS, Changeable Message Signs, Text Message Editor. (Open this window in the workspace provided labeled ATIS) From the CMS Editor select FILE and NEW. The phase on time will already be set at 255, and the phase off time will be set at 0. No changes needed here.

Use lines 1-3 to type in your message. (Each line holds up to 21 characters)

In most entries…

Line 1 will identify what the incident type is: (Accident, Debris, Roadwork, Stall)
Line 2 will identify the location of the incident: (NEAR or AT + location, 1 MILE AHEAD, etc.)
Line 3 will identify what lanes are affected: (3 RIGHT LANES BLOCKED or CLOSED)

On the following pages examples are listed for creating manual messages for Overhead CMS. Examples are given for just about any INCIDENT TYPE that may occur in the metro area, or Statewide. These examples are listed in order of occurrence probability and priority. The examples listed include, in order:

ACCIDENT, ROADWORK, STALLED VEHICLE, DEBRIS, SEVERE WEATHER, WINTER WEATHER AND MAJOR EVENT MESSAGES.
**IMPORTANT: FOLLOW THESE EXAMPLES AS A GUIDELINE IN CREATING MANUAL MESSAGES.**

Sample **Accident** Messages:

1. **ACCIDENT ON I-75SB NEAR MOORES MILL RD 2 LEFT LANES BLOCKED**

2. **ACCIDENT ON I-75/85 SB 4 MILES AHEAD ALL LANES BLOCKED**

3. **ACCIDENT ON I-75 SB RAMP TO MOORES MILL RAMP BLOCKED**

4. **ACCIDENT JUST AHEAD 2ND LEFT LANE BLOCKED MERGE RIGHT >>>>**

Sample **Roadwork** Messages:

1. **ROADWORK ON I-85 NB AT JIMMY CARTER BLVD 2 RIGHT LANES CLOSED**

2. **ROADWORK I-75/85 SB 2 MILES AHEAD LEFT LANE CLOSED**

3. **ROADWORK ON I-85 SB RAMP TO AVIATION BLVD RAMP CLOSED**

4. **ROADWORK AHEAD 2 RIGHT LANES CLOSED <<<<<<MERGE LEFT**

**Examples (1-2) Accidents & Roadwork**

Line 1: Use the word "ON" + Interstate name & direction. For Incidents occurring on the I-75/85 connector it is not necessary to use the word "ON", it will not fit the 21 character line limit.

Line 2: If the Accident or Roadwork is within a few miles of the sign, calculate the distance by Referring to a map and say "# MILES AHEAD".
Line 3: Always use the word **BLOCKED** for any Accident message. Always use the word **CLOSED** for any Roadwork message. Only state the number of lanes affected when 2 or more lanes are blocked.

**Example (3) Accidents & Roadwork**
Use this example when an EXIT ramp is affected. In line 3 state that the Ramp is **BLOCKED** or **CLOSED** if ALL lanes of ramp are affected. If not, state the lanes affected.

**Example (4) Accidents and Roadwork**
Used when an Accident or Roadwork occurs within a few yards or up to 1 mile beyond the sign. Use the phrase “AHEAD” or “JUST AHEAD” in line 1 depending on how far the incident occurs from the CMS. Very often accidents occur in the travel lane next to the express lane or #2 lane. It is relevant in this case to identify the lane affected as 2nd left. This will give motorists more specific information and allow them to remove themselves from this lane of travel earlier on. This message should already be saved and stored in the message library for both big and small CMS.

*Sample Stalled Vehicle Messages:*

1. **STALL ON I–75 NB NEAR MT PARAN RD LEFT LANE BLOCKED**

2. **ROADWORK AHEAD 2 RIGHT LANES CLOSED <<<MERGE LEFT**

3. **STALL ON I–75 NB 4 MILES AHEAD LEFT LANE BLOCKED**

4. **STALLED VEHICLE JUST AHEAD 2ND LEFT LANE BLOCKED**

**Examples (1-3) Stalled Vehicles**
Use these examples when STALL occurs more than 1 mile from CMS.

**Example (4) Stalled Vehicles**
Use example 4 for any STALL occurring less than 1 mile from the CMS. Adjust Line 3 to reflect the lane affected. Very often Stalled vehicles will occur in the #2 lane thus it is relevant to state this in line 3. This message may already be created and stored in the message library.
Sample Debris Messages

1. DEBRIS ON I-85 NB AT BEAVER RUIN RD CENTER LANE BLOCKED

2. DEBRIS I-75/85 SB NEAR WILLIAMS ST LEFT LANE BLOCKED

3. DEBRIS ON I-75 SB 2 MILES AHEAD 2 RIGHT LANES BLOCKED

4. DEBRIS JUST AHEAD 2ND LEFT LANE BLOCKED MERGE RIGHT >>>>

Examples (1-3) Debris on Roadway
Use example 1, 2 or 3 when DERIS is on roadway more than 1 mile from CMS.

Example (4) Debris on Roadway
Use example 4 for any DEBRIS on roadway less than 1 mile from the CMS. Adjust Line 2 to reflect the lane affected. If DEBRIS is on roadway in the #2 lane then it is relevant to state this in line 2. Adjust line 3 to advise motorist to merge left or right. If DEBRIS is in center lane, use this example for line 3: <<<MERGE>>>. If DEBRIS is in right lane use this: <<< MERGE LEFT.

Sample Severe Weather Messages

1. TRAVELERS ADVISORY: USE EXTREME CAUTION NEXT 10 MILES

2. I-85 NB TRAVELERS: USE EXTREME CAUTION NEXT 15 MILES

Example (1 & 2) Severe Weather
The Severe Weather Messages are generally used during times of extreme driving conditions brought on by rain, hail, snow, sleet, etc. Use example #1 or #2, in line 3 estimate the number of miles along the route that may be exposed to the weather conditions.

In the case of STANDING WATER, you may wish to use a standard DEBRIS message.

*Never state “Standing Water” in a message as this may be taken as an admission of guilt on the DOT’s part and could allow for unwanted lawsuits against the department.
Sample Winter Weather Messages

1. TRAVELERS ADVISORY
   ICING REPORTED I-75NB
   NORTH OF MARIETTA

2. TRAVELERS ADVISORY:
   FOR ROAD CONDITIONS
   CALL *DOT

Example (1) Winter Weather
When ICY conditions are reported along a stretch of Interstate it is conducive to state this as such. In line # 2 always use the word REPORTED as this word allows for a more general statement. In line #3 it is best to give a location from where the ICY conditions begin. Typically with winter weather, one can assume that the roadway beyond that location for miles is affected. There is no need to estimate a number of miles for this reason.

Example (2) Winter Weather
Only use example #2 at a SUPERVISORS request.

Sample Major Events Messages

1. GEORGIA DOME TRAFFIC:
   AVOID DELAYS DOWNTOWN
   USE NORTHSIDE DR EXIT

2. STADIUM TRAFFIC:
   MLK DR IS VERY SLOW
   USE FULTON ST–EXIT 91

Example (1) Major Events
This example can only be used for EVENTS taking place at the Georgia Dome. This message can only be displayed on CMS along I-75 SB @Peachtree Battle and possibly the Chattahoochee CMS.

Example (2) Major Events
This example should be used when an interstate exit is backed up-advising of an alternate exit.

Typically this message is used for events at Turner Field. The exits should be monitored for any backup and the message adjusted accordingly. Use cams 7 and 10 to monitor Stadium Traffic.

Saving Manually Created Messages: (to the Message Library)
From the CMS editor, select FILE and SAVE AS.
Enter the Message Name. Use small letter font.

1. As a general rule of thumb, be sure to name the main sign the message will go up on first. "delk: " (followed by a colon).
2. Next, state the incident type: "acc" (followed by comma)
3. Name the roadway incident occurs on or distance ahead: "75sb" (followed by comma)
4. State the secondary location: “windy” (followed by comma)

5. Last, state the lanes affected: “2 rt”

Should look like this: delk:acc,75sb,windy,2 rt

Examples for naming messages:

collier:acc,75nb,delk,all ins monroe:rdwk,2 miles, 1 rt
jimmy:debris,85sb,pdale,2 lf fair:rdwk,85sb,aviation,rmp
tenth:acc,85nb,n druid, cntr ln delk:stall,ahead,2"nd" lf

These examples show the correct way to save messages.

Displaying/Backing Out Manually Created Messages: (from message library)
From main toolbar select ATIS, Changeable Message Signs, Status and Control. (Open this
window in the workspace provided labeled ATIS) From the CMS Status and Control Window

1. Select **BROWSE** from upper right corner. Pan down through the various CMS to find the
one to which the message is to be displayed on. **Double click** the name of the CMS.

2. Select the **MESSAGE CONTROL BOX** from the bottom of the window.

3. Pan down through the various messages stored in the message library to find the
message you wish to display to the CMS.

(Note: All created messages will appear in alphabetical order those saved in small text will
be towards the bottom of the list of messages)

4. Highlight the selected message by **clicking** on it once.

5. From the right side of the open window select the box labeled "**Display Message at
Override Priority**". The selected message will be displayed on the CMS. * This message
will display over top of any Manual, Congestion or Incident Messages and will show as
Override.

When the Incident clears, this message will need to be **BACKED OUT**. Do this by selecting the
Box from the Message Control window labeled "**Backout the Override Priority Message**".
HERO DISPATCH PROCEDURES

PRIMARY FUNCTION: To serve as the dispatcher for the HERO units and to declare incidents that are hazardous for regular driving conditions. The enforcement dispatchers also update management and the computer software with new incident information.

I. Use of the Dispatcher’s Phone

A. As the HERO dispatcher, you must have telephone lines CO-8 and 1208 selected for monitoring on the phone console. The phone console, or Baker Console, has operating instructions for it, which can be found in "Standard Operating Procedures for Operators” binder in the section labeled “Baker Console”.

B. Answer the phone with, “TMC dispatch, this is (your name or call #).”

C. All phone conversations are recorded, so answer all calls in a courteous and professional manner.

D. Answer all phone calls within 2 rings.

E. If you must place a caller on hold, do so by asking the caller if they would mind holding for a moment. Also, never keep a caller on hold for longer than a minute without returning to the caller.

F. For more information on phone etiquette, see "Operations Training for Communications Etiquette".

II. Use of Radios and TMC Equipment

A. Make sure the Southern Linc and the 800 MHz radios are monitored.

B. Be familiar with the Baker console, and make sure that the volumes of the radios are at an audible level.

Always communicate with 10-Codes. Below are a list of 10-Codes.
### INCIDENT MANAGEMENT 10-CODES

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-1</td>
<td>Reading Poorly</td>
<td>10-23</td>
<td>Standby (Wait)</td>
<td>10-54</td>
<td>Fire Truck Needed At</td>
<td>10-81</td>
<td>Status and Location</td>
</tr>
<tr>
<td>10-2</td>
<td>Good</td>
<td>10-24</td>
<td>Change to Frequency ___</td>
<td>10-55</td>
<td>GSP/Police Needed At</td>
<td>10-82</td>
<td>Acknowledge, Everything OK!</td>
</tr>
<tr>
<td>10-3</td>
<td>Do Not Transmit</td>
<td>10-25</td>
<td>Try to Contact</td>
<td>10-56</td>
<td>Spreader Truck Needed At</td>
<td>10-83</td>
<td>Delayed due to</td>
</tr>
<tr>
<td>10-4</td>
<td>O.K.</td>
<td>10-26</td>
<td>Mechanic Needed at</td>
<td>10-57</td>
<td>Emergency Road Repair At</td>
<td>10-84</td>
<td>Reserve Lodging</td>
</tr>
<tr>
<td>10-5</td>
<td>Rain</td>
<td>10-27</td>
<td>Meeting At</td>
<td>10-58</td>
<td>Maintenance Needed At</td>
<td>10-85</td>
<td>Beginning Tour of Duty</td>
</tr>
<tr>
<td>10-6</td>
<td>Busy</td>
<td>10-28</td>
<td>Assistance Needed at</td>
<td>10-59</td>
<td>Convoy or Escort</td>
<td>10-86</td>
<td>Ending Tour of Duty</td>
</tr>
<tr>
<td>10-7</td>
<td>Out of Service</td>
<td>10-29</td>
<td>Do Not Repeat</td>
<td>10-60</td>
<td>Request Backup</td>
<td>10-87</td>
<td>Pick up Checks</td>
</tr>
<tr>
<td>10-8</td>
<td>Back In Service</td>
<td>10-30</td>
<td>Prepare for Bad Weather</td>
<td>10-61</td>
<td>Abandoned Vehicle at</td>
<td>10-88</td>
<td>Can be Contacted by Phone # ______</td>
</tr>
<tr>
<td>10-9</td>
<td>Repeat</td>
<td>10-31</td>
<td>EMERGENCY! DO NOT TRANSMIT</td>
<td>10-62</td>
<td>Improperly Parked Vehicle At</td>
<td>10-89</td>
<td>Use 10 Codes</td>
</tr>
<tr>
<td>10-10</td>
<td>Out of Service, Can be reached at</td>
<td>10-32</td>
<td>Information</td>
<td>10-63</td>
<td>Pedestrian on Highway at</td>
<td>10-90</td>
<td>You are Tying up the Air</td>
</tr>
<tr>
<td>10-11</td>
<td>Mail to be Picked Up</td>
<td>10-33</td>
<td>Confidential Information</td>
<td>10-64</td>
<td>Debris in Highway at</td>
<td>10-91</td>
<td>I Am Clear, But Message is Too Long</td>
</tr>
<tr>
<td>10-12</td>
<td>Animal Carcass At</td>
<td>10-34</td>
<td>Correct Time</td>
<td>10-65</td>
<td>Traffic Light out at</td>
<td>10-92</td>
<td>EMERGENCY TRANSMISSION</td>
</tr>
<tr>
<td>10-13</td>
<td>Road &amp; Weather Condition</td>
<td>10-35</td>
<td>Who is the Operator</td>
<td>10-66</td>
<td>Set Up Traffic Control at</td>
<td>10-93</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-14</td>
<td>Employee has emergency call</td>
<td>10-36</td>
<td>Excellent</td>
<td>10-67</td>
<td>Transporting Person(s)</td>
<td>10-94</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-15</td>
<td>Prepare to Copy Written Message</td>
<td>10-37</td>
<td>Rush (Within Legal Limits)</td>
<td>10-70</td>
<td>Road Blocked At</td>
<td>10-95</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-16</td>
<td>Accident</td>
<td>10-38</td>
<td>Do You Have a Message</td>
<td>10-71</td>
<td></td>
<td>10-96</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-17</td>
<td>Fatality</td>
<td>10-39</td>
<td>En Route</td>
<td>10-72</td>
<td></td>
<td>10-97</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-18</td>
<td>I Have No Message</td>
<td>10-40</td>
<td>ETA is</td>
<td>10-73</td>
<td></td>
<td>10-98</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-19</td>
<td>Location</td>
<td>10-41</td>
<td>Arrived at Scene</td>
<td>10-74</td>
<td></td>
<td>10-99</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-20</td>
<td>Assisting (Motorist At)</td>
<td>10-42</td>
<td>Assignment Completed</td>
<td>10-75</td>
<td></td>
<td>10-100</td>
<td>EMPLOYEE IN TROUBLE NEEDS ASSISTANCE</td>
</tr>
<tr>
<td>10-21</td>
<td>Call By Phone</td>
<td>10-43</td>
<td>Transporting Person(s)</td>
<td>10-76</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-22</td>
<td>Disregard</td>
<td>10-44</td>
<td></td>
<td>10-77</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10-78</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td>10-79</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10-80</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Here are a few sample conversations that you may come across as a dispatcher. First is the conversation as it would appear without 10-codes, and following is the conversation as it should be expressed in 10-code format.:

**Dispatcher:** "Unit 0537, what's your estimated time until you're back in service?"

**HERO Unit:** "I'll be back in service in 15 minutes."

**Dispatcher:** "Okay, I understand you, over and out, at 10:45."

In 10-code format, the above conversation would be reduced to:

**Dispatcher:** "0537, 10-77, 10-8?"

**HERO Unit:** "10-77, 15 minutes."

**Dispatcher:** "10-4, TMC clear, 10:45."
Here is another example.

Dispatcher: Unit 0537, what's your location?
HERO Unit: I'm at the scene of the accident at Grady Curve on the Southbound side of the Connector. We're in need of an ambulance.

Dispatcher: Is that a fatal accident?
HERO Unit: That's a negative.

Dispatcher: Okay, I understand you, over and out at 6:12pm.
In 10-code format, the above conversation would be reduced to:

Dispatcher: Unit 0537, 10-20?
HERO Unit: 0537 10-78. 10-41, 10-52 Grady Curve Southbound

Dispatcher: 10-41 10-48?
HERO Unit: 10-74.

Dispatcher: 10-4, TMC clear, 18:12.
### III. Use of the Software

The following spreadsheet is used everyday by the HERO dispatcher. All HERO dispatches are recorded, including MOVER dispatches. MOVER dispatches are described in the HERO column (column C) by placing an "M" ahead of the unit number.

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O)

<table>
<thead>
<tr>
<th>DATE</th>
<th>TMC</th>
<th>HERO</th>
<th>TIME</th>
<th>10</th>
<th>ACTION / VEHICLE COLOR</th>
<th>10-55</th>
<th>10-76</th>
<th>10-78</th>
<th>10-53</th>
<th>10-76</th>
<th>10-78</th>
<th>BEGINNING</th>
<th>ENDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>04-28</td>
<td>421</td>
<td>0537</td>
<td>1714</td>
<td>1729</td>
<td>10-41 SS 1 M S OF X 29 ROS 0 INJ</td>
<td>GRN EXPLORER / WHI METRO</td>
<td>APD</td>
<td>1715</td>
<td>1729</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0536</td>
<td>1744</td>
<td>1747</td>
<td>10-51 SS S X 108 ROS</td>
<td>GRN PONTIAC VAN 66AH5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0536</td>
<td>1755</td>
<td>1849</td>
<td>10-41 SS S X 104 LIS 1 INJ 10-52/76@ 1759</td>
<td>GRN TOY / WHI TOY / WHI T-BIRD</td>
<td>APD</td>
<td>1759</td>
<td>1812</td>
<td>FUTO</td>
<td>1800</td>
<td>1849</td>
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<tr>
<td>04-28</td>
<td>421</td>
<td>0537</td>
<td>1822</td>
<td>1825</td>
<td>10-51 SS S OF X 104 # 3 LN</td>
<td>RED OLDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>04-28</td>
<td>421</td>
<td>0537</td>
<td>1835</td>
<td>X</td>
<td>10-41 CONN S N OF X 93 ROS O INJ</td>
<td>BLK BLASER / BLU FORD VAN</td>
<td>APD</td>
<td>1837</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0536</td>
<td>1855</td>
<td>1951</td>
<td>10-41 SS S OF X 104 2,3,4 LN 4 VEH 10-52/10-78(10-52/53 78-1 TRNS)</td>
<td>BLK BLASER / BLU FORD VAN</td>
<td>APD</td>
<td>1855</td>
<td>1856</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0537</td>
<td>1903</td>
<td>1905</td>
<td>10-51 CONN N S OF X 101 #2 LN MOVED TO ROS</td>
<td>GRAY CAVALIER</td>
<td>ATOW</td>
<td>1905</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0544</td>
<td>1908</td>
<td>1950</td>
<td>10-60 WITH 0536</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04-28</td>
<td>421</td>
<td>0537</td>
<td>2045</td>
<td>2040</td>
<td>10-41 SS N X 28 LIS &amp; #1 LN W/INJ 10-52/78 @ 2002</td>
<td>BLK BLASER / BLU FORD VAN</td>
<td>APD</td>
<td>1946</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other signals and codes are used by dispatchers also. For instance, when describing a Blue 1986 Prelude with the Gwinnett tag # 069 MDD, you would say, "Blue Honda Prelude, Gwinnett plate zero-six-nine-mike-delta-delta." This avoids confusion with letters that may sound familiar over the radio, such as m and n, or similar sounding letters.
Below is a list of incident levels, along with names that are used to represent letters of the alphabet during airway talk:

A. In the first space belongs the incident’s date. (You must enter this information into the system. This process can be simplified by entering the date once and using the “copy” and “paste” commands located under the “Edit” menu.
B. Operator or Call #
C. Hero # (You only need to enter in the last 2 HERO unit digits.)
D. Arrival Time (Make sure to use military time system.)
E. Departure Time
F. 10-Code (You only need to enter in the last 2 digits of the 10-code.)
G. Action that took place
H. Description of vehicles involved in incident (Make, model, and license tag information of the vehicle(s) involved)
I. Police agency involved
J. Time notified
K. Time of arrival
L. Wrecker Service Needed
M. En Route @
N. On Scene @
O. If a HERO must transport someone, enter in the ending and beginning mileage.

IV. Notification
A. Upon request of emergency services, notify police, fire, or medics within 2 minutes.
B. Services within the metropolitan area can be contacted by selecting the appropriate county/911 button on the Baker Console. All other emergency 911 numbers are available in the law enforcement agency directory.
C. Obtain an ETA (Estimated Time Arrival) for a needed wrecker service to arrive on scene. Police Departments do not provide ETAs.
D. Make sure to log in the names of all operators whom you spoke with regarding incidents.

V. HERO routes
A. HEROs patrol Monday-Friday, 05:00-21:30.
B. HERO route maps are available behind console 8 and are coated with a clear plastic in order to label with a dry erase marker which HERO is patrolling which route.
C. USE ONLY DRY-ERASE MARKERS!
D. HEROs operate on the same route during peak and non-peak hours. After peak hours, HEROs notify TMC and begin their non-peak route (route “B” on the HERO map). For individual HERO routes, see the information directory under “HERO”.
E. If a HERO is covering more than one route, they will notify you at the beginning of your shift.

VI. Just in Case
A. In the event of power loss or computer failure:
   1. Make sure that you have at least 50 copies of HERO dispatch forms in console 8.
   2. Make sure to write information down as clearly as possible so when power returns the information can be entered in accurately.
B. Keep your forms and workstation clear and organized.
MASTER CONTROL DIAL PAD

The Baker Console Integrated Communications System is a phone/radio switching system. It collects all the separate voice communications systems or communications - radio, telephones, any voice communications - from any variety of sources and consolidates them into one integrated console. The console is a group of modules assembled into a compact unit from which individual users can easily manipulate and control the communications at their operating position.

- **LOAD ID, LOG IN/OUT, RELEASE/RESUME**

  The Alias dialer is programmed with some functions which include **Login** and **Logout**, along with **Release/Resume** for the operator's advantage.

  In order to Login, you must first identify yourself to the system, by loading your ID. This can be done by:

  - **LOAD ID**

    Step 1. Occupy your console’s PBX line. This is channel in the top left corner of the channel module (i.e. 1201, 1202 1203, 1204, etc.)

    Step 2. Enter **#1973**, followed by your ID# (**###**). Listen for the three beep confirmation tone. If you do not have an ID #, obtain one from the shift supervisor.

  - **LOGIN**

    After you have loaded your ID, hang up and then occupy the line again to Login.

    Step 1. Select the PBX channel that corresponds to your console. Enter **#1974**, followed by your ACD group, which is **6800**, then ***11**. You should hear a three beep confirmation tone.

    or

    Step 1. You can also login using the Alias dialer. On the City ID module, type **L** or **LO**, then press the **#** key. The system will search for the closest match to whatever you’ve entered.

    Step 2. If you press the **#** key again it will scroll through the Alias dialer in alphabetical order.

    Step 3. Press the **#** key until Login appears in the LED Display. If you bypass a code, and you wish to go back, press the ***** key.
Step 4. Occupy your console’s line and then press Call.
Step 5. Listen for the confirmation tone and then hang up. (You can check the ACD terminal in Room 113 to verify that you are logged in to take calls.)
RELEASE & RESUME

If you wish to take a break during your shift, but will be returning to answer calls, you can use the Release/Resume function.

To Release yourself from taking calls:

Step 1. Using the Alias dialer, the code is REL. If you type in RE, followed by the # key. The system will search for the closest match. Press the # key until REL appears in your console’s LED Display.

Step 2. Occupy your console’s PBX line, and press Call.

Step 3. Listen for the confirmation tone and then hang up.

To Resume taking calls:

Step 1. Using the Alias dialer, the code is RES. If you type in RE, followed by the # key. The system will search for the closest match.

Step 2. Press the # key until RES appears in your console’s LED Display.

Step 3. Occupy your console’s PBX line, and press Call.

Step 4. Listen for the confirmation tone and then hang up.
LOGOUT
To Logout of the system altogether:

Step 1. Enter #1974, followed by your ACD group, which is 6800, then *10. You should hear a confirmation tone.

or

Step 1. You can also login using the Alias dialer. On the City ID module, type L or LO, then press the # key. The system will search for the closest match to whatever you’ve entered.

Step 2. If you press the # key again it will scroll the Alias dialer in alphabetical order.

Step 3. Press the # key until Logout appears in the LED Display. If you bypass a code, and you wish to go back, press the * key.

Step 4. Occupy your console’s line and then press Call.

Step 5. Listen for the confirmation tone and then hang up.

Note: Once you Logout, in order to begin taking calls again, you must Load your ID and Login again.

Please use the CO line that corresponds to your console. For example, if you are sitting at console 8, please use CO-8 and PBX-8. Operators are also responsible for answering these two lines. Make sure they are selected to ring at your console. Also, make sure the volume controls are turned up adequately to hear the ring.

After logging into the PBX, ensure the system accepted you by checking the ACD monitor in the Room 113. If the system did not accept you try logging out repeat steps, loading your identification number and logging into system.

Before Releasing or placing your PBX on hold ask your coworkers if they are available to take calls. Check the ACD program to confirm they are logged in and ready to take calls when taking a break.
Three modes of patching -- **Phone to Phone**, **Phone to Radio**, and **Radio to Radio**.

**PHONE TO PHONE PATCH**

**Purpose:** To allow two inbound callers to communicate with one another via Baker console.  
*Example:* Phillip Allen on CO-9 wants to talk to Marion Waters on CO-10.  

**Procedure:**  
1. Select one line, say CO-9, to “CNSL A” [hold down “CNSL A” and press CO-9 at the same time].  
2. Select the other line to “CNSL B” [hold down “CNSL B” and press other channel at the same time]. The “CNSL A” line will be displayed the left of the LED display; “CNSL B”, on the right.  
3. Activate patch, either “AUTO PTCH” or manually via “XMIT (to) A” / “XMIT (to) B”.  
4. When the conversation has ended, reverse steps to un-patch.

**PHONE TO RADIO PATCH**

**Purpose:** To allow an inbound caller to communicate with field personnel via Baker console.  
*Example:* Marion Waters on CO-10 wishes to contact H.E.R.O. #0538 on the 800 MHz radio.  

**Procedure:**  
1. Receive phone call/request through Baker console.  
2. Select “DUAL” and radio frequency -- low-band, high-band, or 800 MHz.  
3. Press either “CNSL A” or “CNSL B” -- both should light up; “DUAL” should flash.  
4. Activate patch, either “AUTO PTCH” or manually via “XMIT (to) A” / “XMIT (to) B”.  
5. When the conversation has ended, reverse steps to un-patch.

**RADIO TO RADIO PATCH**

**Purpose:** To allow two field personnel to communicate with one another on two different radio frequencies via Baker console.  
*Example:* H.E.R.O. #0538 on the 800 MHz requests radio contact with #7344 on high-band.  

**Procedure:**  
1. Select the “primary” radio to “CNSL A” and the “secondary” radio to “CNSL B”.  
2. Activate patch, either “AUTO PTCH” or manually via “XMIT (to) A” / “XMIT (to) B”.  
3. When the conversation has ended, reverse steps to deactivate the patch.
**KNOBS AND FUNCTIONS**

**Knob R:** Radio Volume control for handset or headset

**Knob P:** Telephone Volume control for handset or headset

**LED Display Window:** Will display the number dialed or the date and Eastern Time (2400). Note: We operate on military time.

**PRI MUTE - Primary Mute:** Will mute headset or handset audio coming from radio or telephone channels routed to the Primary Monitor Audio Monitor. Note: The Primary Mute will only mute for 10 seconds.

**SEC MUTE - Secondary Mute:** Will mute headset or handset audio coming from channels routed to the Secondary Audio Monitor. Note: The Secondary Mute will only mute for 10 seconds.

**SPK MUTE - Speaker Mute:** Will mute the audio speakers of all Audio Monitor Modules in a console for 10 seconds.

**RING MUTE - Ring Mute:** Will mute all audible ringing signals for telephones in both Primary and Secondary Modules. The ring mute will only mute for 10 seconds and can be manually switch off by pressing the switch again.

**DUAL - Dual:** When activated this feature will allow simultaneous access to both telephone and radio channel. When on the line with either radio or telephone, press the dual function before connecting with second party. When operating in this mode, the operator must use the Push-to-Talk (PTT) switch to communicate with the radio and release it to talk on the telephone. Restrictions to this feature include: Neither PH MON nor PH PTT may be activated; and there can be only one channel selected in order to release from the Dual mode. The CLEAR button (#64) will release the telephone only. You must press the radio channel button to release the radio. Then press the DUAL button (#5) to release the console from the Dual mode of operation and the DUAL button light will extinguish.

**FREQ SEL - Frequency Select:** This feature will allow you to select different frequencies from a selected radio channel. For example, the Department’s low-band radio has a total of five frequencies that are used statewide. If you select the DOT low-band channel and press frequency it will switch you to another District’s frequency. Press the FREQ SEL again and it will go to the next frequency. The District corresponding to the selected frequency is displayed in the LED Display Window. Note: We will remain on District 7’s frequency unless directed otherwise.

**DISP INTS - Display Intensity:** By pressing this button, the LED Display Window will intensify. There are seven different settings for your preference.

**PH MON - Phone Monitor:** Use this function to place a call from a telephone line in the speaker in one of the Audio Monitors. This function is provided for listening only. You must use your handset/headset to talk. When the Phone Monitor is activated it will also cause the PH PTT - Phone Push-to-Talk to be activated. The PH PTT can be deactivated by pressing the PH PTT. Be sure to adjust the volume in the Audio Monitor to avoid feedback. The call can also be placed on hold while monitoring it in the Audio Monitor by pressing the HOLD button. Since this is not a normal hold condition, the red LED on the telephone channel will not blink, the PH MON button will blink. To resume use of the telephone channel in the PH MON mode, release the line from hold by depressing the telephone channel select button. Special Considerations for this feature are: the user must
be active on the telephone channel; the selected telephone channel must have had its
ringing previously assigned to an Audio Monitor; and you must not be in DUAL mode of
operation. To remove the channel from Phone Monitor push the PH MON button.

**AUTO ASGN - Automatic Assignment:** This feature allows the user to have a radio
channel assign itself automatically to a -her handset/headset. The channel will remain
assigned to that Audio Monitor until the next radio channel selection is made by the user.
The AUTO ASGN functions only with the Primary Monitor. To activate AUTO ASGN,
first hold down the SEL button on the Primary Audio Monitor. Then press the AUTO
ASGN button. The AUTO ASGN button will illuminate until the designated Audio
Monitor is deselected. To deactivate hold down the DSEL button and then press the
AUTO ASGN button. The light on the AUTO ASGN button should extinguish.

**UN ASGN - Un-assigned:** Depressing this button will allow the user to monitor any un-
assigned channel(s) in the system on a selected Audio Monitor. To activate the UNASGN
feature, hold down the SEL button on the Secondary Audio Monitor and then
simultaneously depress the UNASGN button. The button will illuminate until deselected.
To deactivate UNASGN, hold down the DSEL button while depressing the UNASGN
button. The UNASGN button light will extinguish.

**T/A - Talk Around:** Using this feature with a radio channel selection allows the user to
bypass the repeater. In essence, you can communicate over the radio, but your not tying
up the system. The only persons able to listen are those tuned to the channel selected.

**SIML CAST - Simulcast:** By pressing this button, the user may select more than one radio
frequency to transmit over. This is a great feature for announcing one message at once.

**TIME - Time:** This button selects the time zone and the associated 12 hour or 24 hour
time zone format to be displayed in those "windows" on the console which are capable of
displaying time. The time and date are displayed on the Master Control Dial Panel,
except when temporarily displaced (for five seconds) by a telephone number which is
being dialed or by a special message.

**SHOW - Show:** When activated, the SHOW function causes a variety of information to be
displayed in the various windows on the console. The Audio Modules will be identified
as Primary or Secondary. Also, the channel assignments can be identified by depressing
the SEL button, keeping it pressed will cause the Audio Monitor Window to scroll
through he selected channels for that Monitor. The telephone numbers stored on the
speed dial SAVE buttons and Redial button can be identified. When the show is
activated, all other buttons cease to function; however, by pressing any button will
identify what is programmed in that button.

**PH PTT - Phone push-to-talk:** The PTT feature on the telephone mutes the microphone in
your telephone handset or headset, but allows you to listen constantly. NOTE: If you
access a telephone line, which is already in use by another party, your handset/headset
microphone will be automatically placed in the PH PTT mode.

**PRIV - Privacy:** When activated by the user, this feature prevents any other console from
accessing the circuit being used. If the call is already being monitored, i is impossible to
activate the PRIV button. If the call is placed on hold, while in the PRIV mode, both
amber and red LED and PRIV indicators will blink. All other consoles will show the call
as being on hold.

**LOCK OUT - Lock out:** This function allows the primary user of a radio channel to "Lock
out" the transmitter on that channel so that no one is able to transmit on that channel. All
console users can listen to or monitor the channel, but no one can transmit. NOTE: Since we are on a shared radio network, it is vital that we DO NOT activate this function because it would prevent other stations from using the channel as well.

**Manual Patch:** When patching together a radio channel and a telephone channel, it is necessary to activate the DUAL function. After placing the selected telephone line and radio channel in DUAL mode, hold down the CNSL A button and select the radio or telephone line and vise versa for the CNSL B button. When patching together two radios or telephone lines the console must not be in DUAL. Select the channels the same for CNSL A button and CNSL B button. In order for the parties to communicate to one another the operator must control which party is talking to whom. This is done by selecting one of the XMIT A or XMIT B buttons. Only one XMIT button may be selected at a time. For CNSL A to speak to CNSL B depress XMIT B and vise versa for the CNSL B to speak to CNSL A. You can also toggle back and forth between the XMIT buttons using the PTT. Remember not to hold down the PTT, it’s the release that switches the Xmits.

**AUTO PTCH - Automatic patch:** After a manual patch has been established, pressing this button will cause the patch to become automatic, thus eliminating the need for the user to constantly switch back and forth with the XMIT A and XMIT B buttons. The automatic patch can be converted back to manual patch by depressing the AUTO PTCH again.

**XMIT A** - Channel B transmits to Channel A: This is one of the four buttons used in Manual Patch of radio and/or telephone channels. Depressing this button while in the Patch Mode enables the channel "B" party to transmit to the channel "A" party. Only one XMIT button may be activated at a time. The button will extinguish when the XMIT B button is selected.

**XMIT B** - Channel A transmits to Channel B: This button enables channel "A" party to transmit to the channel "B" party. Only one XMIT button may be activated at a time. The button will extinguish when the XMIT A button is selected.

**SAVE** - After dialing a number and before disconnecting, press one of the save numbers to save the number. The number will be stored in the SAVE key until another number is saved to the key.

**CONF - Conference:** This feature will allow conference calling. On an active line, depress the CONF key. This will place the caller on hold and give the user a dial tone to call the second party. Once connected with the second party, press the CONF key again to join all parties. Additional parties can join the conference following the same procedures again.

**RLS/RSM - Release/Resume:** Depress this key followed by *10 will redirect your calls to another operator. Depress this key followed by *11 will allow your console to resume receiving calls.

**PICK-UP - Pick up:** To pick up another line, such as a supervisor’s telephone, simply access a telephone line, depress the PICK UP and dial the extension number that you wish to pick up.

**TRF - Transfer:** To transfer a caller to another telephone, depress the TRF button, and the caller will be placed on hold and the user will have an open line. To dial internal, just dial the extension. To dial external, dial 9 for a dial tone and then the number.

**HOLD - Hold:** Place the caller on hold. To release, press the selected channel.
**FLASH - Flash:** Use this button to deselect a channel and receive a new dial tone.

**REDIAL - Redial:** This function allows the user to redial the last number dialed.

**CLR - Clear:** This function will clear out all functions selected. If you are in DUAL mode, it will only disconnect the telephone channel.
CITY ID – ALIAS DIALER

This module contains the alias dialer, which allows you to type in abbreviated names and numbers or scroll through the data populated menu to select the person or function needed. For example: If you would like to dial Atlanta’s 911, you simply type ATL9, depress a telephone channel, then press call, and the system will dial the number. Let’s say you’re unaware of the code for the number. You can have the system "find" the name for you by entering the first two or three characters of the name you are seeking, followed by an asterisk (*). Then press the # key. The system will bring up the first entry it finds that matches the characters entered. By scrolling with the (#) and (*) keys, the system will show every entry that begins with the characters entered.

You can also search for entries that end in the same manner by pressing (*) the last few letters the code may be identified as, then press (#). The system will bring up the first entry that it finds that ends with the characters entered. Use the (*) and (#), the system will show every entry that ends with the characters.

If you have typed in a code and "No Match" appears in the window, this means the system does not recognize the code entered.

The Alias dialer is an easy way to access frequently used numbers.

Persons listed on the Notification Checklist are stored in the Alias Dialer, so you won’t have to continuously look up their office, home or pager numbers. They are abbreviated by the first letter of their first name and the first three initials of their last name. For example, Tia Miller is abbreviated as TMIL. This will reach her desk. If you wanted her Pager number, the abbreviations would be followed by PAG, for example, TMILPAG.

An easy way to reach the District Offices is through the Alias Dialer, as well. For example, if you wanted to call the District Maintenance Engineer for District 3, Type DME3. If you want to reach the District Construction Engineer for District 4, type DCE4.

To call a local 911 service such as Atlanta 911, type ATL9. The local 911s are listed in the Alias dialer. They are abbreviated in the same format. The format includes the first letter of the name followed by the next two consonants and a 9. Another example is Clayton 911, which is CLY9. However, if the center has two names, like East Point, then type the first letter of the name, followed by the first consonant, the first letter of the second name and 9. East Point would be abbreviated ESP9.

Take some time to look at the Alias Dialer Listing in the Information Directory. You will find many useful numbers listed for you benefit. This is for time management. If you come across a particular number you use frequently that would be beneficial to have in the Alias Dialer, please let your supervisor know.
**SPEED DIAL AND CHANNEL SELECT MODULES**

These keys are generally referred to as "channels", whether it is a radio channel or a telephone channel. The channels are color coded for your convenience:

- **Red** - ACD lines, incoming calls only
- **White** - Call out lines, used to make out-going calls
- **Violet** - Emergency centers
- **Blue** - Outside agency radio frequencies, such as GEMA and DNR
- **Dk Green** - Department of Transportation’s radio frequencies
- **Lt Green** - 800 MHz radio frequencies
- **Orange** - TCC’s
- **Yellow** - Notification personnel
- **Dk Pink** - Audio and Voice devices

The telephone channels will illuminate red when in use and the amber light will illuminate indicating the line the user is occupying.

The radio channels will illuminate red when the channel is selected and amber when there is transmission.

To use one of the quick dial telephone channels, such as a yellow key, select an available call-out line (white) and depress the selected channel. You must occupy a call-out line to utilize the quick dial keys.
AUDIO MONITOR MODULES

The Audio Monitor Modules, commonly referred to as, AMM, is the one that enables the console user to listen to the audio from their radio and/or telephone channels via their handset, headset, or the loudspeaker which is part of the Audio Monitor Module. It has its own volume controls for the module and three push buttons. When a single radio channel is assigned to an AMM, it is said to be a "Primary" AMM. Where the console user has assigned two or more radio channels to an AMM, it is referred to as a "Secondary" AMM.

SEL - Select: By depressing this button at the same time selecting a telephone or radio channel will enable the channel to be monitored audibly over the module. More than one channel can be monitored in one AMM.

PICK-UP - Pick up:

DSEL - Deselect: By depressing this button at the same time selecting a telephone or radio channel that has already been selected for monitoring in the AMM will take it out from that selected on the AMM.

In order to view what is selected in an AMM, simply press the SHOW key, then press the SEL key on the AMM, and hold it down. This will cause the channels selected to scroll through on the display of the AMM.

Check your console's configuration, using the SHOW button on the BAKER console, you should have Hi-band, Low-band, 800 MHz, your console’s CO and PBX, CO 9 and CO 10 selected. You should check your selection at the beginning of your shift to ensure you have the proper channels selected and configured to your Modules for your convenience.

Check volume levels for your console and handset or headset to ensure they are at adequate levels for monitoring. If you have difficulty hearing, in lieu of turning up the volume on the monitors, please use the headset rather than the console volumes. This will prevent from disturbing other personnel in the Operations Room. Before leaving your station, be sure to lower the volumes at your console.