

## Examples for Question #50

<b>AMBER/BLUE/SILVER ALERT CHECKLIST</b> Amber <input type="checkbox"/> Blue <input type="checkbox"/> Silver <input type="checkbox"/> With Vehicle <input type="checkbox"/> Without Vehicle <input type="checkbox"/>	<b>Subject Name:</b> _____ <b>Date:</b> _____ <b>Time:</b> _____ <b>Operator:</b> _____
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**Contacted by:**

1. NC Center for Missing Parsons (NCCMP) Email – *missingpersons@nccrimecontrol.org*
2. NC Alcohol Law Enforcement Division (NCALE) Email – *NCAMBERAlerts@ncale.org*
3. Verifiable Law Enforcement Agency (approved by NCDOT TSOU Staff) – *BLUE ALERT ONLY*

Agency & Contact Info:  
 \_\_\_\_\_

**Create:**

4. TIMS Special Alert (*Amber/Blue Alerts Only*)
5. 511 Floodgate Message (*Phone: 800-658-7828; Access: 971750; [REDACTED]; Announcement ID: 204450*) [*Amber/Blue Alerts Only*] 
  - a. Floodgate should instruct motorist to call 911 or \*HP if they have information about the missing person. **Do not** include 10-digit phone numbers in the floodgate.
  - b. **Alert Floodgates must end with the following:** “This concludes the [Amber/Blue] Alert information. For traffic information, please stay on the line. If you require no further assistance, you may disconnect the call now.”
6. Activate County Alert with complete information from issuing agency. (*All Alerts*)
7. Contact Women’s Prison via 511, identify yourself, and advise that an alert is active and which county contains the alert details. (*All Alerts*)

**DMS Activation:** (*Follow NCDOT SOP DMS message priorities*)

8. For **Amber Alerts:** Activate all DMS in all Divisions, send the DMS Alert Notification – Activation Email.
9. For **Blue & Silver Alerts:** Refer to Contact Matrix → DMS Alert Activations for Division contacts and instructions, send the DMS Alert Notification – Activation Email.
10. Divisions noted with asterisk (\*), post DMS message and email Division Contact.

Division/TMC Contacted					
Division/TMC	Person Contacted	Time	By Email	By Phone	DMS Activated?
1			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
2			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
3 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
Jacksonville TMC			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
4 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
5 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
6 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
7/9 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
10/12			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
I-77 Mobility TMC			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
11 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
13 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No
14 *			<input type="checkbox"/>	<input type="checkbox"/>	Yes    No

**DMS Examples:**

Amber	Blue	Silver	Multiple Alerts
AMBER ALERT RED HONDA ACCORD NC FHJ-6688	OFFICER INJURED GOLD HYUNDAI NC CDE-4567	MISSING PERSON GREEN TOYOTA CAMRY NC LMN-9876	AMBER ALERTS CALL 511 FOR INFO

**Alert Duration:**

	Amber/Blue with vehicle	Silver with vehicle	Amber/Blue w/o vehicle	Silver w/o vehicle
TIMS Special Alert	Until Cancelled	N/A	Until Cancelled	N/A
Floodgate Duration	Until Cancelled	N/A	Until Cancelled	N/A
DMS Duration	Until Cancelled	24 Hours	Until Cancelled	N/A

**Alert Cancellation:**

1. Take down TIMS Special Alert (*Amber/Blue Alerts Only*)
  
2. Change 511 Floodgate to reflect Alert Cancellation. (*Amber/Blue Alerts only*) 
  - a. "The previously issued North Carolina [Amber/Blue] Alert for [MISSING PERSON/VEHICLE] has been cancelled. This concludes the [Amber/Blue] Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now. Thank you."
  - b. The cancellation script needs to be deactivated after **one (1) hour**.
  
3. Deactivate DMS and send DMS Alert Notification – Deactivation Email (*All Alerts*)
  
4. Note reason DMS were deactivated:
  - a. Alert timed out
  - b. NCCMP advised NCDOT to deactivate signs.
  - c. DMS changed for a message of higher priority.
  - d. DMS message caused excessive traffic congestion.
  - e. Alert cancelled.
  - f. Other: \_\_\_\_\_
  
5. Deactivate County Alert. (*All Alerts*)
  
6. Complete Alert paperwork and file appropriately.

## Example for Question #50

<b>SPECIAL ALERT CHECKLIST</b>	County, Route, Direction, & MM _____
	Date: _____ Operator: _____
	Incident Start Time: _____ End Time: _____ Duration: _____

<b>SPECIAL ALERT CRITERIA</b>	
<b>APPLIES TO ALL 2-DIGIT INTERSTATES* &amp; NC-12 (SOUTH OF US 64)</b> * Excluding Business and Alternate Routes	
<b>Major Incident:</b> <b>Must meet BOTH Criteria A and one of Criteria B</b>	<b>A. Full road closures in one or both directions</b> <b>B. One of the following criteria:</b> <ul style="list-style-type: none"> <li>• Overturned commercial vehicle (large truck, cement mixer, dump truck, tractor trailer, etc.)</li> <li>• Fatal or life-threatening injury crash involving multiple vehicles</li> <li>• Incidents that require on-scene crash investigations</li> <li>• HAZMAT (any placarded substance) situations that result in evacuations, detours, or environmental issues (spillage into a waterway or drainage system)</li> <li>• Incidents that involve structural damage to the roadway (Roads, Bridges, &amp; Overpasses)</li> <li>• Unusual extreme event not captured above (e.g., plane landing on interstate, terrorist activities) Note: These must be approved through NCDOT STOC management.</li> </ul>
<b>OR</b>	
<b>Congestion:</b> <b>Excluding Recurring</b>	<ul style="list-style-type: none"> <li>• HERE shows congestion (orange, red, or black) &gt; 5 miles.</li> </ul>

<b>ACTIVATION</b>			
<b>APPROVED GEOGRAPHICAL REFERENCES ARE: ASHEVILLE, STATESVILLE, CHARLOTTE, WINSTON SALEM, GREENSBORO, FAYETTEVILLE, RALEIGH, DURHAM, ROCKY MOUNT, AND WILMINGTON; ANY STATE LINE; BETWEEN REF CITY 'A' AND REF CITY 'B'; FOR NC-12 USE THE NEAREST CITY OR ISLAND.</b> If two incidents on the <u>same route</u> will use the <u>same geographical reference</u> , it is permissible to use a nearby non-approved city to distinguish between the two incidents.			
1.	Add Special Alert to TIMS <ul style="list-style-type: none"> <li>• Has an approved geographical reference (see above) been used in the headline? Reference: _____</li> </ul>	TIMS Notifications sent and Special Alert printed	<input type="checkbox"/>
2.	Send out Mini-Update Time sent: _____	Mini-Update sent	<input type="checkbox"/>
3.	What Division is the incident located in? _____ Name of person contacted: _____ Time called: _____  Have the appropriate DMS been activated? Yes No  Are there additional DMS in other Divisions that could be used? Yes No Div. _____ Name of person contacted: _____ Time called: _____	POC for Division contacted   DMS Activated   POC for additional Division contacted	<input type="checkbox"/>     <input type="checkbox"/>  <input type="checkbox"/>
4.	Is the incident in TIMS? TIMS # _____	Incident entered into TIMS	<input type="checkbox"/>
5.	Does the incident require a detour? Yes No If yes, check status of detour routes for other incidents in TIMS, SHP feed, and HERE.	Detour Route clear of incidents	<input type="checkbox"/>
6.	Does this incident involve a weather-related closure of NC-12? Yes No <ul style="list-style-type: none"> <li>• Contact Tim Hass, NCDOT Div. 1 Communications, 252-423-5109 for all weather-related NC-12 TIMS incidents to ensure consistent messaging is maintained. Any updates to weather-related NC-12 TIMS incidents must be approved by Mr. Hass.</li> <li>• Contact the Women's Prison Supervisor and relay all current information; advise that call-takers should inform callers that NC-12 re-opening times may be extended until weather conditions improve (despite published TIMS re-opening times. STOC should call and ask to speak to a supervisor, if a WP Supervisor is not available, relay the info &amp; guidance to a WP call-taker.</li> </ul>	NCDOT Div, 1 Comm contacted      Women's Prison contacted	<input type="checkbox"/>     <input type="checkbox"/>
7.	Record 511 Floodgate message: 800-658-7828 User: 971750 PIN: 55265960 ID: 204450	511 Floodgate recorded	<input type="checkbox"/>

8.	Have a 2 <sup>nd</sup> Operator call 511 and verify the accuracy and sound quality of the floodgate.	511 Checked – 2 <sup>nd</sup> Operator	<input type="checkbox"/>
9.	Call NCDOT Public Information Office – not necessary during normal business hours <ul style="list-style-type: none"> <li>919-218-2353 – After normal business hours</li> </ul> Name of person contacted: _____ Time called: _____	Public Information Office contacted	<input type="checkbox"/>
10.	Has this incident resulted in a “Trapped Queue” which may require use of the NCEM WEA System? (See SOP 16) – STOC Must complete a WEA Request form and submit to NCEM’s EOC). Name of NCEM contact: _____ Time contacted: _____	NCEM WEA System requested	<input type="checkbox"/>
11.	Does this incident affect traffic in other states? Yes No Name of person contacted: _____ Time called: _____	Contact other states DOT	<input type="checkbox"/>
12.	<b>Does this incident meet STIX criteria?</b> (See SOP 3.32) Yes No GDOT/STIX: 888-635-8287 Name of person contacted: _____ Time called: _____	GDOT/STIX contacted	<input type="checkbox"/>
13.	<b>Does this incident meet the Reporting Criteria for FHWA?</b> (See SOP 3.31.1) Yes No Tammy Richards 919-906-6163 Brad Hibbs 919-624-9723 Name of person contacted: _____ Time called: _____	FHWA contacted	<input type="checkbox"/>
14.	Update Google Maps and Waze Time updated: _____	Google Maps and Waze	<input type="checkbox"/>

**IMPORTANT:** Every 45 minutes there should be communication between the STOC and responding personnel. If there is an increase or a decrease in severity, the POC for the affected division(s) should be contacted. Also, Mini Updates should be sent throughout the duration of the incident, highlighting important information regarding the incident, traffic, and DOT response.

DEACTIVATION			
1.	Verify that the incident is over. Name of person contacted: _____ Time called: _____	Verification complete	<input type="checkbox"/>
2.	Contact Division POC to deactivate DMS messages. Name of person contacted: _____ Time called: _____ Deactivate additional DMS in other Divisions and contact POC. Name of person contacted: _____ Time called: _____	POC for Division contacted  POC for additional Divisions contacted	<input type="checkbox"/>  <input type="checkbox"/>
3.	Time out incident in TIMS.	TIMS deactivated	<input type="checkbox"/>
4.	Update Special Alert (All Clear or Congestion Remains message) and send notification.	Special Alert updated	<input type="checkbox"/>
5.	Update 511 Floodgate to match the Special Alert	Floodgate updated	<input type="checkbox"/>
6.	Notify NCDOT PIO incident is over – not necessary during normal business hours <ul style="list-style-type: none"> <li>919-218-2353 – After regular business hours</li> </ul> Name of person contacted: _____ Time called: _____	Public Information Office contacted	<input type="checkbox"/>
7.	If the incident required the use of the NCEM WEA system, notify NCEM incident is over. Name of NCEM contact: _____ Time contacted: _____	NCEM contacted	<input type="checkbox"/>
8.	If the incident affected traffic in other states, let them know the incident has ended. Name of person contacted: _____ Time called: _____	Contact other states DOT	<input type="checkbox"/>
9.	If GDOT/STIX was notified, advise them the incident has ended. GDOT/STIX: 888-635-8287 Name of person contacted: _____ Time called: _____	GDOT/STIX contacted	<input type="checkbox"/>
10.	If FHWA was notified, advise them the incident has ended. Name of person contacted: _____ Time called: _____	FHWA contacted	<input type="checkbox"/>
11.	Deactivate the “All Clear” Special Alert and Floodgate when it has been active for an hour	SA and FG deactivated	<input type="checkbox"/>
12.	Send the final Mini-Update advising the incident is over and file completed checklist.	Final Mini-Update sent	<input type="checkbox"/>
13.	Remove any updates to Google Maps and Waze reflecting the incident.	Google Maps and Waze	<input type="checkbox"/>

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The TIMS special Alert has been updated.

**TROPICAL STORM ELSA IMPACTS NORTH CAROLINA**

Tropical Storm Elsa is currently impacting central and eastern North Carolina. Drivers should slow down, be alert for changing traffic conditions and leave extra time to reach their destination. Due to anticipated high winds, the Cedar Island-Ocracoke and Swan Quarter-Ocracoke ferry routes have cancelled all afternoon ferry departures for Thursday, July 8.

Toggle on the weather events under “2021 Elsa Severe Weather” to see roads affected by the storm

For the latest information on the storm, please visit [ReadyNC.org](http://ReadyNC.org)

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The TIMS special Alert has been updated.

**NORTH CAROLINA AMBER ALERT ISSUED FOR CARLOS MANUEL-CHINCHILLA VANQUEZ**

For more information, please click [HERE](#).

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The TIMS Special Alert has been updated.

**I-40 WEST CLOSED NEAR WINSTON SALEM**

All lanes of I-40 West are closed near Exit 203 (NC-66) due to a crash.

The road is expected to reopen by 9:00 PM

Detour: Motorists must use the right two lanes to take Exit 206 onto US-421 North. Continue on US-421 North for 2.5 miles. Take Exit 222 for NC-150 West /NC-66 South. Turn right onto NC-150W/NC-66 South. Continue on NC-150 West/NC-66 South for 1.9 miles to re-access to I-40 West.

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North Carolina Dept of Transportation

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