North Carolina

Department of Transportation

CONTROL ROOM

SOP MANUAL

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1.1. NCDOT ACCEPTABLE USE POLICY

1.1.1. The following is a summary of the NCDOT Acceptable Use Policy. The complete policy can be found online on the NCDOT intranet. All operators are responsible for reading this policy and signing off to confirm that they have read and understood it.

1.1.2. NCDOT devices and equipment such as computers, phone, and internet must be used for work related tasks, only.

1.1.3. Damaging or theft of NCDOT devices or equipment or using them for reasons that are not work related can lead to disciplinary action up to and including termination.

1.1.4. For additional guidelines related to control room operations, see section 1.9 and 1.10

1.2. NCDOT FRAUD, ETHICS, AND SECURITY AWARENESS POLICY

1.2.1. The following is a summary of the NCDOT Fraud, Ethics, and Security Awareness Policy. The complete policy can be found online on the NCDOT intranet. All operators are responsible for reading this policy and signing off to confirm that they have read and understood it.

1.2.2. All operators must adhere to established expectations for honest, ethical, and professional behavior always while on duty.

1.2.3. All operators are prohibited from disclosing information that is characterized as sensitive or confidential to individuals other than NCDOT and STOC management.

1.2.4. Failure to behave honestly, ethically, and professionally can lead to disciplinary action up to and including termination.

1.2.5. For additional guidelines related to control room operations, see section 1.10.

1.2.6. Inappropriate disclosure of sensitive or confidential information can lead to disciplinary action up to and including termination.

1.3. NCDOT SAFETY POLICY

1.3.1. The following is a summary of the NCDOT Safety Policy. The complete policy can be found online on the NCDOT intranet.

1.3.2. NCDOT maintains that all accidents and injuries can be prevented. As such, working safely is a condition of employment for all operators.

1.3.3. Operators are expected to know their limits, take necessary precautions, and follow all established instructions and guidelines for safe behavior.

1.3.4. Operators may not have or use illicit drugs or alcohol while on duty. Regardless of the illicit nature of a substance, operators may not be impaired by any substance while on duty.

1.3.5. Operators may not fight or engage in horseplay while on duty.

1.3.6. Operators must notify their supervisor immediately if they or others are hurt or almost hurt (e.g., near misses) or if they see potentially unsafe actions or situations.

1.3.7. Failure to work safely or to otherwise adhere to NCDOT's policies and expectations for safety can lead to disciplinary action up to and including termination.

1.4. OPERATOR ROLES AND TEAMWORK

1.4.1. The Statewide Transportation Operations Center (STOC) control room will be staffed to support the roles shown below. The numbers indicate minimum staffing requirements per shift, subject to change at the discretion of NCDOT.

- During regular operations on 1st and 2nd Shift (M-F), the STOC control room is staffed to support the roles shown below: ○ STOC Shift Supervisor (1) ○ Regional TMS Operator (1) ○ Regional IMAP Dispatcher (1) ○ Statewide TMS Operator (1) ○ Statewide IMAP Dispatcher (1) ○ Turnpike TMS Operator – Triangle Expressway (1) ○ Work Zone Operator (1)
- During normal weekend operations on 1st and 2nd Shift (Sat-Sun) ○ STOC Shift Supervisor (1) ○ Regional TMS Operator (1) ○ Statewide TMS Operator (1) ○ Statewide/Regional IMAP Dispatcher (1)
- During Normal operations 3rd Shift (Mon-Fri).

○ STOC Shift Supervisor (1) ○

Regional TMS Operator (1) ○

Statewide TMS Operator (1)

- During normal Weekend operations on 3rd Shift (Sat-Sun) ○ STOC Shift Supervisor (1)

  ○ Statewide TMS (1)

1.4.2. The Triad Traffic Management Center (TRTMC) control room will be staffed to support the roles shown below. The number indicates minimum staffing requirements per shift, subject to change at the discretion of NCDOT.

- During normal operations on 1st and 2nd Shift (M-F) ○ TRTMC Shift Supervisor (1) ○

  Triad TMS Operator (1)

  ○ Triad IMAP Dispatcher (1)

1.4.3. The Metrolina Traffic Management Center (MRTMC) control room will be staffed to support the roles shown below. The number indicates minimum staffing requirements per shift, subject to change at the discretion of NCDOT.

- During normal operations on 1st and 2nd Shift (M-F) ○ MRTMC Shift Supervisor (1) ○

  Metrolina TMS Operator (1) ○ Metrolina IMAP Dispatcher (1) ○ Turnpike TMS Operator – Monroe Expressway (1)

1.4.4. The Mountain Traffic Management Center (MTMC) control room will be staffed to support the roles shown below. The number indicates minimum staffing requirements per shift, subject to change at the discretion of NCDOT.

- During normal operations on 1st and 2nd Shift (M-F) ○ MTMC Shift Supervisor (1) ○

  Mountain TMS Operator (1) ○ Mountain IMAP Dispatcher (1)

1.4.5. In order to maintain operational integrity, the following criteria must be maintained in the STOC and all TMCs:

- At all times supervisory duties must be fulfilled by a supervisor or their designated POC.
- Dispatch positions must always be covered by an individual that is dispatch qualified, or if not fully qualified, under the strict supervision of a dispatch qualified supervisor or POC.

1.4.6. The Division IMAP Dispatcher is responsible for dispatching all IMAP units assigned to them. Including, as necessary, IMAP units designated to patrol the Turnpike. Division TMS operators and Turnpike TMS operators must communicate and work together as needed to ensure IMAP

coordination and traffic incident management is handled appropriately and in a timely manner, regardless of incident location.

1.4.7. Turnpike operators are responsible for monitoring VIPER radio traffic between IMAP and the assigned dispatcher. When IMAP provides information pertaining to the Turnpike incidents, Turnpike TMS operators must ensure the information has been properly logged and, when appropriate, NCTA personnel have also received the information. Examples include but are not limited to:

- Reported/confirmed incidents, trash/debris, or other adverse travel conditions
- Disabled or abandoned vehicles
- Damage to NCTA property including the number that has been tagged on the damaged property by SHP/Law Enforcement (if a tag is present)
- Use of a detour that sends traffic onto the Triangle or Monroe Expressway.
    - NOTE: Any detour that sends traffic onto the Turnpike must be approved by the NCTA Roadway Manager responsible for the Turnpike in that area.

1.4.8. Turnpike operators should notify a Shift Supervisor immediately when:

- A lane-closing incident has occurred on the Turnpike, allowing the supervisor to provide guidance, review and approve operator response activities and to facilitate communication between all operators.
- The Turnpike operator has created or updated a calendar event and/or response plan for a planned incident/event occurring on the Turnpike allowing the supervisor the opportunity to review and approve the calendar event and/or response plan.

1.5. CONFLICT RESOLUTION IN THE CONTROL ROOM

1.5.1. Open conflict with any partner or customer (internal or external), team member, or process will not be tolerated.

1.5.2. Operators are encouraged to resolve conflict with their peers on their own but must do so in an appropriate, professional, and private manner.

1.5.3. If needed, operators should escalate conflict/issues with peers or processes to a supervisor or other member of STOC management as appropriate.

1.5.4. At no point should an operator escalate conflict to NCDOT personnel or otherwise engage other partners in conflict.

1.6. ATTENDANCE EXPECTATIONS

1.6.1. Operators and Supervisors are responsible to monitor their own attendance in accordance with the NC Traffic Management Centers Project (Atkins) attendance policy.

1.6.2. All operators must keep track of their schedule and must work the hours they are assigned unless a change in their schedule has been approved by a member of STOC management.

1.6.3. All operators must be on-time for duty. To be considered "on-time," operators must be present, in-place at their console, and ready for duty at the time for which they are scheduled.

1.6.4. At the end of their scheduled shift, operators who are working in an IMAP dispatch role must be relieved by another IMAP dispatcher OR must remain on-duty until all IMAP units have officially ended their tour of duty for that day.

1.6.5. During emergency operations (e.g., adverse weather or other major events), all operators are expected to work any additional hours or times that they are assigned by STOC management. This may include extended hours and/or different times of day which may be assigned with limited advanced notice.

- During adverse weather when travel to and from the STOC may be hazardous or unreliable, operators are responsible for working with their supervisors to establish lodging plans to assure that they are present for emergency operations coverage as assigned.
- Operators who do not support emergency operations coverage as assigned may be subject to disciplinary action at the discretion of STOC management.

1.7. BREAKS

1.7.1. Unless otherwise specified by STOC management, all operators are allowed two, 15minute breaks and one 30-minute break for lunch during a normal operating shift.

1.7.2. Breaks cannot be taken during peak travel times (e.g., AM/PM rush hour), major incidents, or other periods of high activity.

- During regular work weeks (Mon-Fri) on 1st and 2nd Shift, no fewer than 50% of assigned staff should be in the control room at any given time; except to allow for operator breaks/lunches, and then for periods not to exceed 30 minutes.
- During 3rd Shift and on Weekends, no fewer than 50% of assigned staff should be in the control room at any given time; except to allow for operator breaks/lunches, and then for periods not to exceed 30 minutes.

1.7.3. Operators must coordinate their breaks with their supervisor OR with another operator if a supervisor is not on duty.

1.7.4. Before leaving the control room, all operators must notify their supervisor OR another operator if a supervisor is not on duty.

1.7.5. Operators should exit the control room during breaks to avoid disrupting operators who are working. When the break period is over, operators must return promptly for duty.

1.7.6. All tobacco products, electronic cigarettes, and vaping devices may only be used outdoors and only in areas officially designated for smoking.

1.8. OPERATOR DRESS CODE

1.8.1. The STOC/TMC Dress Code Policy is designed to provide a consistent professional appearance. Our appearance reflects on ourselves, Atkins, and the NC Department of Transportation. The goal is to maintain a positive appearance and not to offend customers, clients, or colleagues.

1.8.2. All employees are expected to dress in NCDOT issued uniforms while on duty or when representing the NCDOT at events.

- When an employee is conducting any work on the STOC/TMC control room floor, a red uniform garment must be worn. If no uniform garments have been issued, a solid red (non-patterned), collared shirt must be worn. This requirement applies to all control room employees, including trainees.

1.8.3. Employees must always present a clean and professional appearance.

1.8.4. Uniforms: Staff will be provided with clothing articles than can include Oxford shirts, polo shirts (long or short sleeve), and a light jacket in accordance with NCDOT Operator and IMAP Uniform Guidelines (Control Room Operators/Supervisors – 7 articles/Office Staff – 3 articles).

- Under normal circumstances, uniform items may be ordered on an as needed basis once per year, up to the maximum allowed quantities as designated by job position. Employees should request new uniform items to replace worn out or damaged uniforms. Employees should not order uniforms simply because they are eligible to do so; so to be good stewards of the limited funding available for Traffic Operations. Supervisors will take an active role in ensuring that uniforms are only ordered on an as needed basis.
- If NCDOT outerwear has not been issued, non-NCDOT outerwear (e.g., jackets, halfzip pullovers, etc.), may be worn but must be solid red or black in color and must blend with the current approved uniform standard. If NCDOT outerwear has been issued to an individual, then non-NCDOT outerwear may not be worn on the control room floor.
- Undershirts (long or short sleeve) may be worn, but must be conservative and solid in color (e.g., white, gray, black, etc.) No bright colors or graphics may be visible.

1.8.5. Non-Uniform Items:

- Pants:
  - Business casual/dress style pants and cargo pants are acceptable. They must be neutral in color (e.g., khaki, black, navy, gray, etc.)
  - Pants must be worn with a belt if belt loops are present.

- Jeans may only be worn on Friday/Saturday/Sunday, holidays, and/or management discretion. If jeans are worn, they must be blue or black in color.
- Skirts must be neutral in color (e.g., khaki, black, navy, gray, etc.) with hems extending down to knee length.
- Skirts must be worn with a belt if belt loops are present.

- Shoes:
  - Business casual/dress style, boots, and athletic shoes are acceptable.
  - All shoes must be clean, in good condition, laced/tied properly, and conservative in style and color.

1.8.6. Miscellaneous:

- Headwear should not be worn in the building or while on duty, unless approved by the Operations Manager.
- Clothing, hats, and grooming styles dictated by religion, ethnicity, or documented medical condition are eligible for exceptions).
- Cologne/perfume, makeup, jewelry, and other accessories should be minimal, and conservative in style.

1.8.7. The following clothing items are prohibited:

- Distressed clothing (items with holes, tears, or other signs of wear).
- Clothing with visible offensive or inappropriate designs or stamps.
- Clothing with big or large logos.
- Clothing with big or large pictures, words, patterns, etc.
- Revealing clothing.
- Open-toed sandals, flip-flops, slippers, crocs, and bright or neon-colored shoes.

1.8.8. Dress Code Violations:

- Managers or supervisors are expected to inform employees when they are violating the dress code. These instances must be documented. Employees in violation are expected to immediately correct the issue.

1.9. PROHIBITED ITEMS AT STOC CONSOLES

1.9.1. The following are prohibited at STOC consoles:

- Food
- Drinks, unless in a spill-proof container.

- Excessive use of electronic devices, including but not limited to, personal cell phones, tablets, laptop computers, media players, Apple (or similar type) watches, or any other items that may cause operator distraction.

1.9.2. NCDOT or STOC management may prohibit additional items at STOC consoles at their discretion to ensure appropriate operator behavior and performance.

1.9.3. Operators should store personal items in their assigned locker rather than at their console.

1.9.4. Jackets and other outerwear should be hung or kept neatly at the lockers rather than over the backs of chairs or at the console.

1.10. OTHER CONTROL ROOM RULES AND ETIQUETTE

1.10.1. Operators must assure that the console computer(s), phone, and all necessary tools are open, logged in, and ready for use always while on duty.

1.10.2. Operators must always remain vigilant and on task while on duty. Sleeping while on duty OR when representing NCDOT or the STOC is strictly prohibited and will be grounds for immediate disciplinary action up to and including termination.

1.10.3. News websites are the only non-work-related sites that operators are allowed to visit while on duty, and then only for current traffic related issues (see section 14.3.2). Exceptions must be specified and approved by NCDOT or STOC management.

1.10.4. Use of any non-work-related website – including news websites – is also prohibited if such use detracts from operational duties as determined by NCDOT or STOC management.

1.10.5. Operators should avoid loud or disruptive behavior while in the control room.

1.10.6. Operators should avoid unnecessary socializing and should stay at or near their console while on duty in the control room.

1.10.7. Operators must keep the control room and all consoles neat, clean, and organized.

1.10.8. Operators and all other STOC personnel are responsible for supporting a positive, productive, and professional environment. Failure to do so may result in immediate disciplinary action up to and including termination. Such behaviors include but are not limited to:

- Threatening, intimidating, bullying, or otherwise exhibiting violent behavior.
- Engaging in sexual harassment including verbal or physical advances.
- Discriminating based on age, race, gender, economic status, religion, or sexual orientation.
- Engaging in rude, insulting, or otherwise derogatory behavior.
- Openly engaging in political, social, or other divisive discussion or debate.
- Withholding information; or providing false or misleading information.

- Refusing to follow instructions, excessive or aggressive push-back, or other insubordinate behavior.

1.10.9. During facility fire alarms Operators and all other STOC/TMC personnel are to perform the following actions:

- Everyone is to evacuate the building following established local evacuation procedures.
- STOC Only: Supervisor will ensure the warden radio is secured if the TSO Warden is not present. If necessary, the STOC Supervisor will coordinate with the JFHQ Lead Warden to account for STOC personnel and monitor the warden radio for further instruction.
- After evacuation, Assemble at the pre-determined checkpoint for your STOC/TMC location.
- It will be the responsibility of all STOC/TMC Supervisors to account for ALL OPERATIONS STAFF. If for any reason an individual's location and well-being cannot be accounted for, the supervisor will report the situation to the Operations or Project Manager immediately.
- Remain at the designated check point until building staff announces all-clear to reenter the building or issues instructions to evacuate the location.

2. GENERAL OPERATING POLICIES AND PROCEDURES

2.1. RESPONSIBILITY FOR STANDARD OPERATING PROCEDURES (SOP)

2.1.1. All operators are responsible for the following related to standard operating procedures (SOP):

- Reading and adhering to all current SOPs
- Reviewing and keeping track of all new or updated SOPs
- Knowing where to find electronic copies of current SOPs on the shared drive
- Asking supervisors or management personnel for guidance or clarification if needed.

2.2. FUNDAMENTAL OPERATOR EXPECTATIONS

2.2.1. When you are not actively working an incident, you should try to detect new ones.

2.2.2. All potential incidents/reports should be investigated with the goal of confirming them and initiating an appropriate response.

2.2.3. Even if an incident cannot be confirmed, if there is an observable impact to traffic, some level of response is needed.

2.2.4. Response measures should address current conditions – modify the response as conditions change OR if the original response did not have the desired effect on traffic.

2.2.5. Based on available information and your experience, if you expect a response measure will be needed, implement it.

2.2.6. Follow your SOPs and direction from management – if you have questions, ask for guidance.

2.2.7. If action is needed but guidance is unavailable, act – if you can provide a sound reason for your actions, you have nothing to worry about.

2.2.8. Seek to be as helpful as possible – always offer assistance, do what is asked of you, and do what you say you will do.

2.2.9. Do not leave when there is work to be done – complete your tasks and stay until work is over OR until you are relieved by another operator.

2.2.10. In all interactions, operators should represent the NCDOT and STOC in a positive and professional manner.

2.3. NCDOT BUSINESS AND AFTER HOURS

2.3.1. For the purposes of contacting Division and Maintenance staff, NCDOT "Business Hours" are defined as 7:00am to 3:30pm, Mon-Fri (excluding state holidays).

2.3.2. Anything outside of the times described above is considered "After Hours."

2.4. DETERMINING WHEN AN INCIDENT IS OVER

2.4.1. Operators can determine when an incident has concluded based on one or more of the following, as applicable:

- Lane and Responder Clearance – when all lanes have reopened and all responders, equipment, and vehicles have left the scene.
- End Time Expiration – for planned events only when the established end time occurs. Operators should verify that no impact to traffic is present before considering the incident over.
- NCDOT/Responder Confirmation – when the on-scene point of contact advises that work is complete and/or lanes are open.

2.4.2. Operator activity and all related control room response measures may only be discontinued once an incident has concluded.

2.5. HIGHER ORDER ROUTES

2.5.1. "Higher order routes" is a system for ranking road types based on size and traffic volume handled. State-maintained roads are ranked below in descending order from highest to lowest: • Interstates

- US Routes
- NC Routes
- Secondary Roads (SR)

2.5.2. Operators should use the higher order routes ranking system to:

- Prioritize traffic monitoring, incident detection, and response efforts
- Determine which route to refer to in TIMS, DMS, Alerts, etc. for incidents occurring on concurrent routes

2.5.3. See sections on TIMS, DMS, and Alerts for further details on how higher order routes affect these response measures.

2.6. CONCURRENT ROUTES

2.6.1. Concurrent Routes (aka "Dual Routes") – roadways that are formed when 2 or more separate routes run together. Concurrent routes are officially referred to by the numeric designations of each separate route (e.g., I-40/I-85, US 29/US 70, etc.).

2.6.2. Concurrent Interstate Routes – concurrent routes formed when 2 interstate routes run together. In North Carolina, the following concurrent interstate routes have been identified:

- I-40/I-85 (mm 131-163)
- I-40/I-85 BUS (mm 219-227)
- I-73/I-74 (Randolph Co. south to Rockingham)
- I-26/I-240 (West Asheville)
- I-77/I-74 (Surry Co.)
- I-73/I-840 (West Greensboro)

2.6.3. For concurrent routes that include different route types (in addition to or other than an interstate), operators will refer to the higher order route.

2.6.4. For concurrent routes that include the same route types, operators will refer to the route with the lowest number.

2.6.5. The examples below are given to demonstrate the concepts discussed above:

- I-40 BUS/US 421 – refer to I-40 BUS because I-40 BUS (an interstate) is a higher order route than US 421 (a US route).
- US 29/US 70 – refer to US 29 because both routes are US routes and 29 is a lower number than 70.
- US 301/NC 13 – refer to US 301 because, though 13 is a lower number than 301, US 301 is a higher order route than NC 13.

2.6.6. See sections on TIMS, DMS, and Alerts for further details on how concurrent routes affect these response measures.

2.7. BEGINNING OF SHIFT – SHIFT EXCHANGE

2.7.1. “Shift Exchange” is used to describe the handoff of information from one shift to another as one shift leaves for the day and the next shift reports for duty.

2.7.2. Actively participating in the Shift Exchange is the responsibility of all operators – whether they are reporting for duty (incoming) or leaving for the day (outgoing).

2.7.3. Incoming and outgoing operators should discuss any items that are ongoing or may otherwise affect the operations on the next shift including but not limited to:

- Incidents/other activity that occurred or are still going on
- Action items/response activities that require follow-up
- Any issues or malfunctions that may affect operators,
- Any pertinent communication with our partners that needs to be passed on
- Any new policies, procedures or other instructions from management

2.7.4. Before outgoing operators leave for the day, incoming operators should help wrap-up and/or hand-off any outstanding tasks.

2.7.5. Once an operator is in-place, they are responsible for all tasks associated with their assigned role and for the overall performance of their shift.

2.8. BEGINNING OF SHIFT – CONSOLE SETUP

2.8.1. Incoming operators are encouraged to thoroughly wipe down their console, phone, and keyboard with a disinfecting wipe at the beginning of each shift.

2.8.2. The following resources must be on, open and ready for use always during an operator’s shift:

- All console computers
- Console phone logged into the appropriate line and set to READY state ○ Only operators in a Dispatch role may set their phone to “NOT READY”.
- All VIPER radios are on, tuned to correct talkgroups, and set to an appropriate volume
- Vanguard software for DMS
- VideoPro
- TIMS,
- HERE,
- STOC email inbox,
- STOC Contact Matrix
- Appropriate log/database for position as described below:

- Major Incident (TMS) Log for Regional or Statewide TMS
- Incident Management (Dispatch) Log and 41/42 Log for Regional or Statewide Dispatchers ○ Work Zone Incident Log for Division 5 Regional TMS ○

Customer Service Database for DOT Customer Service Representative (CSR)

- Floodgate Dashboard
- Local Law Enforcement (LE) CAD feed, if available.

2.8.3. Recommended tools and websites to have open and ready for use include:

- Google Maps (including NC Operations Map)
- Wikipedia Exit Lists
- DOT Secondary Roads (SR) Lookup Database
- National Weather Service (NWS) website

2.9. BEGINNING OF SHIFT – INITIAL SHIFT SWEEP

2.9.1. All operators should perform the following "Shift Sweep" within the first 15 minutes of every shift:

- Check HERE – briefly investigate and note any areas of congestion.
- Check SHP/Local CAD feed – note any incidents on interstates and US/NC routes reported within last hour.
- Check TIMS – note any items that are active, about to expire, or are out of date including the following:
  - TIMS incidents, especially crashes or lane closures ○ County Alerts

  and/or Special Alerts

  - County Adverse Weather Listings
- Check the TIMS Alerts status and perform the following:
  - Ensure that floodgates are active for all Alerts requiring a floodgate
  - ○ Ensure that Alert checklists are filled out for active Alerts
- Use CCTV to scan any active incidents or known hotspots.
- Check Vanguard – review any active DMS/CMS messages.
- Check STOC inbox and review any/all:
  - Emails received/sent during previous shift, especially Shift Updates
  - ○ Calendar items for that day

- Check and follow-up on any missed calls or voicemail messages.
- Check NWS website for any adverse weather alerts or forecasts.
- Review log entries from previous shift and note any on-going entries.
- Review any applicable checklists or response plans (RP).

2.10. END OF SHIFT – WRAP-UP AND SHUTDOWN

2.10.1. All operators should prepare for the end of their shift in advance by completing the following as the end of shift approaches:

- Wrap-up any unfinished tasks.
- Plan which tasks will be handed off to the next operator.
- Collect any notes, checklists, or RPs that the next operator will need.
- Save, logout, and close all tools including logs and other shared documents.

2.10.2. Operators should prepare their console for the next operator by:

- Organizing and storing any reference materials (e.g., camera lists, etc.)
- Cleaning up and properly disposing of any trash
- Storing all personal belongings in assigned locker or taking them home.

3. COMMUNICATION AND RESPONSE COORDINATION

3.1. COORDINATING WITH NCDOT AT THE APPROPRIATE LEVEL

3.1.1. Operators should coordinate with NCDOT personnel at the County or District level, only.

3.1.2. Operators may only coordinate with NCDOT personnel at or above the Division level if:

- Personnel are listed as a point of contact (POC) in STOC Contact Matrix
- Instructed by SOPs or Response Plans (RPs)
- Instructed by a member of NCDOT or STOC management

3.2. MONITORING COMMUNICATION RESOURCES

3.2.1. All communication resources should always be monitored.

3.2.2. Each operator must always be logged into the appropriate STOC phone line with the phone set to READY state while the operator is present at the console.

- NOTE: Only operators in a Dispatch role may set their phones to "NOT READY."

3.2.3. All operators must be logged into STOC email and have it open throughout their shift.

3.2.4. All necessary radios must be on, tuned to the appropriate channels/talkgroups, and set to an appropriate volume.

3.3. TIMEFRAME TO ANSWER INCOMING COMMUNICATION

3.3.1. All calls, emails, etc. should be answered promptly and within the timeframes below:

- Radio – within 10 seconds
- Phone – within 3 rings
- Missed calls – return within 15 minutes
- Voicemails – review and respond within 30 minutes
- Emails – within 15 minutes

3.4. OFFICIAL TELEPHONE GREETINGS

3.4.1. When answering in-coming phone calls or making out-going calls, operators must always provide their name and use the official greetings that correspond to the phone line that the operator is answering (i.e., STOC line, DOT CSC line, or NCTA line).

3.4.2. STOC Official Greeting (in-coming call):

- "Thank you for calling NCDOT Statewide Transportation Operations Center, this is _____. How may I assist you?"

3.4.3. STOC Official Greeting (out-going call):

- "Hello. This is _____ at the NCDOT Statewide Transportation Operations Center."

3.4.4. DOT CSC Official Greeting (in-coming call):

- "Thank you for calling NCDOT customer service, this is _____. How may I assist you?"

3.4.5. DOT CSC Official Greeting (out-going call):

- "Hello. This is _____ at the NCDOT Customer Service Center."

3.4.6. NCTA TMC Official Greeting (in-coming call):

- "North Carolina Turnpike Authority, this is _____. How may I assist you?"

3.4.7. NCTA TMC Official Greeting (out-going call):

- "Hello. This is _____ with the North Carolina Turnpike Authority."

3.5. GENERAL EMAIL COMMUNICATION GUIDELINES

3.5.1. All operators are required to check their individual NCDOT email accounts every day that they are on duty. Operators should use their individual NCDOT email accounts when communicating with other STOC team members.

3.5.2. All operators are required to be logged into the STOC email account (stoc@ncdot.gov) at all times while on duty and must check for new emails regularly throughout their shift.

3.5.3. All email communication between operators and internal/external partners must occur using the STOC email account.

3.5.4. Operator emails from the STOC account must adhere to the following:

- All emails must be positive, professional, appropriate, and relevant to operations.
- All emails must be addressed to the appropriate and intended recipients.
- At a minimum, a supervisor or other member of STOC management should be copied on all emails and replies.
- All emails must include a clear subject line relevant to the content of the email.
- Operators must include their name in the body of all emails, above the email signature.
- All emails must include the STOC's official email signature.

3.6. DOCUMENTATION GUIDELINES FOR REPORTS/REQUESTS

3.6.1. Operators should carefully document all incident reports/requests for assistance including:

- Time and date when report/request was received
- Name and agency (if applicable) of party relaying report/request
- Call back number of party relaying report/request BUT only if:
    - ○ Party can provide on-going information (e.g., motorist staying on scene) ○

      Number is not already saved as a speed dial or in the STOC Contact Matrix.
- Details of report/request
- Description of operator activity and/or obstacles related to report/request.

3.6.2. Operators should assure that all relevant information related to a report/request as well as any resulting operator activity is properly entered and saved in the appropriate log/database.

3.7. WHEN TO CONTACT NCDOT PERSONNEL

3.7.1. When contacting NCDOT personnel, operators must contact the appropriate point of contact (POC) that is responsible for:

- The affected area (i.e., County, Division, Region, etc.)
- Addressing the incident, report, or request

3.7.2. Unless otherwise specified in the STOC Contact Matrix, operators must contact appropriate NCDOT personnel in the following circumstances:

- When a confirmed incident occurred on a state-maintained roadway in NC.
- When an NCDOT response (e.g., DMS, maintenance, etc.) has been requested in their area and operators are unable or NOT authorized to implement that response without NCDOT approval.
- When new or updated information is essential to NCDOT's response is available.
- When NCDOT personnel possess information, updates, or other guidance that is needed to support STOC response efforts.
- When contacting an NCDOT POC has been requested by a partner (e.g., law enforcement, other NCDOT personnel, etc.).
- When contacting an NCDOT POC has been directed by an SOP/Response Plan (RP) or a member of STOC management.

3.8. APPROVED CONTACT LISTS

3.8.1. Operators may only use approved contact lists and other contact resources when contacting internal/external partners.

3.8.2. Operators must notify their supervisor if any missing, out of date, or incorrect information is found in an approved list/resource.

3.8.3. The following contact lists/resources are approved for use by operators:

- STOC Contact Matrix
- SOPs/RPs/Checklists
- Statewide Law Enforcement Contact List
- Console Phone Speed Dials
- Customer Service Center (CSC) Binder
- Fortify Response Binder
- NCDOT Directory

3.9. STOC CONTACT MATRIX

3.9.1. Operators must access the matrix by opening the matrix's "START HERE" file located at Z:\TSOU\511 Operators\Contact Lists\Matrix.

- DO NOT navigate to the County/Division contact pages directly – doing so may result in contacting the wrong POC.

3.9.2. Operators must carefully consider incident details to properly navigate the contact matrix and locate the correct NCDOT POC including:

- Whether an incident is occurring during NCDOT business or afterhours
- Whether the type of road that is affected is an interstate, US/NC route, or SR
- What County and Division incident is occurring in
- Other incident details (e.g., lanes closed, presence of HazMat or fatalities, requests for NCDOT assistance, etc.)

3.9.3. To select the correct POC from the County/Division contact page, operators must:

- Check the contact criteria for each POC, shown above each POC's name (e.g., "On Shoulder," "1 Lane Closed," etc.)
- Check each of the tabs for "Vehicle Accident," "Maintenance Requests," or "Other" to assure that all possible POCs have been reviewed.

3.9.4. Each POC will have one or more of the following contact methods listed:

- Office phone
- Home phone
- Mobile phone
- Pager
- Email address

3.9.5. Operators should choose the appropriate contact method to use based on the following:

- The time when the incident/request is occurring (NCDOT business or afterhours)
- POC-specific instructions for how to contact (e.g., use email vs. phone) – if available, special instructions take precedence over normal contact procedures.

3.9.6. Unless special instructions exist, during business hours, operators should attempt to contact POCs by:

- Office phone – 1st
- Mobile phone/Pager – 2nd

- Note: DO NOT call Home phone during business hours.

3.9.7. Unless special instructions exist, during afterhours, operators should attempt to contact POCs by:

- Mobile phone/Pager – 1st
- Home phone – 2nd
- NOTE: DO NOT call Office phone during afterhours.

3.10. CALL ESCALATION WITHIN THE STOC CONTACT MATRIX

3.10.1. Operators should attempt to contact the Primary POC first. The Primary POC will be listed at the top and labeled as "Primary Contact."

3.10.2. Operators should attempt to contact Backup POCs if the Primary POC does not answer. Backup POCs will either be listed beneath the primary contact or provided within special instructions on the matrix page for that POC.

- Operators should leave a detailed voicemail message with reason for call as well as the callback number for STOC (877-627-7862).
- Operators should wait 15 minutes before attempting to call Backup POCs to allow time for the POC to return STOC's call.

3.10.3. If none of the NCDOT personnel listed in the contact matrix answer, operators should then attempt to reach a member of STOC management, starting with their Shift Supervisor.

3.11. NCDOT CALL ESCALATION

3.11.1. If a POC with NCDOT does not answer a call from STOC, operators should escalate the call by attempting to contact another, relevant POC who can assist with the request.

- NOTE: Operators should wait 15 minutes before attempting to call Backup POCs to allow time for the POC to return STOC's call.

3.11.2. Escalation processes for contacting specific, Backup POCs are described in the STOC Contact Matrix OR in an SOP/RP for a specific situation.

3.11.3. General Escalation Process – if a POC does not answer a call, operators should:

- Leave a detailed voicemail with reason for call as well as the callback number for STOC (877-627-7862).
- Attempt call to POC's alternative contact methods (e.g., cell phone, etc.) immediately. Operators should leave a detailed voicemail at each contact method attempted.
- Wait 15 minutes and attempt call to a Backup POC. If needed, attempt call to Backup POC's alternative contact methods before moving on to another Backup POC.
- Document any failure to/delay in making contact.

- If all relevant POCs for area/situation do not answer, attempt to call a member of STOC management as described in section 3.13.

3.12. MISSING OR OUT OF DATE INFORMATION IN THE STOC CONTACT MATRIX

3.12.1. If the STOC Contact Matrix does not have the necessary information or the information is out of date, operators should:

- Ask a supervisor for advice or another operator if a supervisor is not on duty, OR
- Contact the next best POC for that area from within the contact matrix, OR
- Use the NCDOT Directory to determine who the best POC might be.

3.12.2. If updated contact information is found, operators should email the information to a supervisor so the matrix can be updated.

3.12.3. All changes to the STOC Contact Matrix must be approved by the NCDOT Traffic Operations Engineer before the matrix can be updated.

3.13. STOC MANAGEMENT CALL ESCALATION

3.13.1. When attempting to call a member of STOC management for any reason, operators should follow the STOC Management Call Escalation process as described below:

- 1st POC: Shift Supervisor, ○ Operators may contact another supervisor before moving on to next POC.
- 2nd POC: STOC Operations Manager, • 3rd POC: STOC Project Manager, and
- Final POC: NCDOT Traffic Operations Engineer.

3.13.2. If a management POC does not answer, operators should leave a voicemail with their name and reason for the call before attempting to call the next management POC.

3.14. COORDINATING WITH NCDOT PERSONNEL

3.14.1. In general, operators should clearly relay the following to NCDOT personnel when advising them of incident reports or requests for assistance:

- What is happening and where it is located,
- Who reported it and/or how it was verified by STOC,
- What NCDOT service has been requested, and
- What is involved (e.g., types of vehicles, description and extent of damage, etc.).

3.14.2. NCDOT personnel determine what to do based on what is happening and what is involved – NOT based on what is requested.

3.14.3. Operators should perform any tasks that are requested by NCDOT personnel.

- "Can't" or "Won't" are not acceptable terms – operators should do what is in their power to do and work with their team and supervisor to complete tasks. If unsure, operators should accept the request and then notify their supervisor immediately.
  Operators must document the situation thoroughly.
- Operators should accept POC information and guidance BUT should advise if any conflicting information is received/observed (e.g., NCDOT press release does not match POC's information, etc.).
- If possible, operators should seek to fulfill the request while POC is still on the phone.
- Operators should explain what STOC plans to do and ask for the POC's input.
- If actions that have been discussed with the POC cannot be completed as discussed or if there are delays, additional obstacles, or further information needed, operators should call the POC back to advise.

3.15. GETTING UPDATES FROM NCDOT PERSONNEL

3.15.1. If NCDOT (e.g., IMAP, CME, etc.) is on scene, operators should contact these POCs for updated information instead of other external partners (e.g., SHP/LE, etc.).

3.15.2. Operators should call the on scene POC for NCDOT to gather updated information as needed, especially for unplanned incidents (e.g., crashes, etc.).

3.15.3. To properly coordinate updates with NCDOT POCs, operators should:

- Work with the POC to establish a reasonable timeframe/frequency for STOC to call back based on the incident's expected duration.
- Request that the POC call STOC back as new information is available such as when lanes reopen. If no call is received and changes to the incident/impact are observed, operators should contact the POC to request an update.

3.16. RECEIVING REQUESTS FOR TRIAD PORTABLE SIGNS

3.16.1. Operators receiving requests for portable signs (CMB, CMS, and Vermac) in the Triad should ensure the following information is captured for each request:

- The agency or Contractor that are requesting the signs
- The name of the person making the request
- Email address and/or phone number of the requesting party
- The method which they wish to be contacted (e.g., by email, phone, or both)
- The dates the signs will be needed
- How many signs are needed for the project
- The requested location of the signs

- The message that needs to be placed on the signs ○ Operators may suggest appropriate messages that align with policy.
- The duration the messages should play

3.16.2. Once the information described above has been captured, operators should:

- Open the “Triad Portable Sign Request” email template from STOC email account.
- Enter the details of the request into the template.
- Review the email with a supervisor/POC or another operator to assure all information has been captured properly.
- Address the completed and approved email to the distribution list called, “Triad Portable Sign Request Group” and click “Send.”

3.17. RECEIVING REPORTS/REQUESTS FROM SHP/LAW ENFORCEMENT (LE)

3.17.1. When receiving incident reports and/or requests for NCDOT assistance from SHP/LE, operators should:

- Confirm the incident type and location.
- Ask if an SHP/LE unit has been or is on scene to confirm the incident.
    - If a unit has not been on scene, operator should ask if they can call back once the unit is on scene.
- Ask if any lanes are closed and, if so, ask which lanes are closed specifically.
- Ask for further details based on what is reported/requested such as:
    - For a crash: Ask for TYPES of vehicles (e.g., commercial vehicles, motorcycles, etc.) and the condition of vehicles (e.g., overturned, etc.) – DO NOT ask for “vehicle descriptions”.
    - For debris/spill: Ask for the type of debris/spill (e.g., nails, fuel, etc.) and the size/quantity of the debris/spill (e.g., 20 gallons of fuel, etc.).
    - For NCDOT property damage: Ask what has been damaged and ask for the extent of the damage (e.g., 30ft of guardrail knocked down, etc.).
- Always ask if NCDOT assistance is needed but on the initial call, only.

3.17.2. Operators should NOT ask for sensitive information including types of injuries or names of motorists involved in crashes.

3.18. FURTHER GUIDANCE ON QUESTIONS TO ASK SHP/LE

3.18.1. When communicating with SHP/LE, operators should NOT ask vague questions (e.g., "Can you tell me what's going on?") and should ONLY ask for information that operators cannot get elsewhere. Examples of good, specific questions include but are not limited to:

- "Can you tell me how large the tree is that's fallen?"
- "Did your unit advise how many feet of guardrail were damaged?"
- "You mentioned a fuel spill – do you know how much fuel?"
- "You said that all lanes are closed – do you know if traffic is being diverted and, if so, to which road?"
- "My congestion map is showing a significant amount of backup in that area – are you aware of any crashes that have been reported there?"

3.18.2. Operators are encouraged to lead with a clear, direct question but immediately follow it with a short example or reason that helps the SHP/LE dispatcher understand what STOC is looking for and why. Examples of this strategy are shown below:

- "Can you tell me what types of vehicles are involved – commercial vehicles, motorcycles, or things like that? Are any overturned?"
- "Do you need DOT assistance – for DOT property damage or traffic control?"
- "Are any injuries involved so I know if this incident might have an extended duration?"

3.18.3. If information is unavailable or the SHP/LE dispatcher does not want to provide it to the STOC, operators should:

- Suggest a reasonable time when STOC can call back for the information OR
- Offer to put the officer on scene directly in touch with a responding NCDOT employee ○ Request the on-scene officer's mobile number to provide to NCDOT POC, OR ○ Offer the NCDOT POC's mobile number so the on-scene officer can call them.

3.19. CALLING SHP BASED ON CAD FEED REPORTS

3.19.1. For details on using the SHP CAD Feed to detect/verify incidents, see section 4.6.

3.19.2. Operators should avoid making unnecessary calls to SHP using the guidelines below:

- Only call for information that operators cannot acquire elsewhere (e.g., from IMAP/NCDOT on scene, CCTV, VIPER talkgroups for the SHP/LE agency, etc.).
- Gather as much information from other sources BEFORE calling SHP.
- Only call for incidents with an observable impact to traffic.

- Only call for incidents on SRs where observed impact is SEVERE – SHP will call STOC for SR incidents if NCDOT assistance is needed.

3.19.3. Operators may only call SHP once the following times for the CAD feed report have elapsed:

- Date Entered field – 30 minutes after report is entered, OR
- Unit Arrival field – 15 minutes after unit arrives on scene.
- NOTE: If the observed impact of an incident is exceptionally severe OR if directed by NCDOT personnel or STOC management, operators may call SHP before the times above have elapsed.

3.19.4. While waiting for the times described above to elapse, operators should:

- Continue attempts to confirm the reported incident via other resources
- Implement response measures if the incident can be considered, "verified" (see section 4.4 and section 4.5).

3.20. CALLING SHP/LE FOR UPDATES

3.20.1. When an NCDOT POC is not on scene, operators should call SHP/LE to gather new or updated information, as needed.

3.20.2. Operators should work with the SHP/LE dispatcher to establish a reasonable timeframe/frequency to call back for updates.

3.20.3. If new or updated information from SHP/LE affects or negates STOC response measures and/or response by NCDOT personnel or other partners, operators should modify their response measures to reflect current conditions and should follow-up with NCDOT personnel/partners to relay the new information from SHP/LE.

3.21. SHP/LE REQUESTS FOR NCDOT MAINTENANCE

3.21.1. For the next few sections, "NCDOT Maintenance" or "NCDOT POC" will be used to refer to a variety of NCDOT personnel including but not limited to:

- NCDOT Maintenance (e.g., CMEs, etc.)
- Signal Technicians
- Traffic Services
- Bridge Inspectors

3.21.2. NOTE: Operators should use the STOC Contact Matrix to determine who the appropriate NCDOT POC to contact is based on the details of the incident/request.

3.21.3. Operators should gather and document all relevant details of the request from SHP/LE as described in section 3.17 and section 3.18.

3.21.4. Operators should only contact NCDOT Maintenance for SHP/LE requests that are considered, "confirmed" (see section 4.3).

3.21.5. Operators should contact the appropriate NCDOT Maintenance POC in a timely manner once the request from SHP/LE has been received and confirmed.

3.21.6. Operators should call SHP/LE back if the following occurs during contact with the NCDOT POC:

- NCDOT POC is unreachable – advise SHP/LE of a possible delay in NCDOT response while further attempts are made to contact an NCDOT POC.
- NCDOT POC advises they are unavailable – advise SHP/LE that NCDOT is unavailable to respond. If necessary, convey information from NCDOT POC about alternate POCs that SHP/LE may need to contact (e.g., municipal personnel, local Fire Dept., etc.).
- NCDOT POC advises of delayed response – advise SHP/LE of delay in NCDOT response and provide expected response time if given by NCDOT POC. For debris removal and/or traffic control, operators may ask if SHP/LE or local Fire Dept. can respond instead of NCDOT or until NCDOT arrives.
- NCDOT POC requests additional information or action from SHP/LE – relay NCDOT POC's request to SHP/LE. If needed, offer to put the officer on scene directly in touch with the NCDOT POC.
    - Request the on-scene officer's mobile number to provide to NCDOT POC, OR
    - Offer the NCDOT POC's mobile number so the on-scene officer can call them.

3.21.7. NOTE: Operators should follow up with the NCDOT POC as needed to advise that the POC's information/request has been relayed to SHP/LE and/or to relay any additional information/requests relayed by SHP/LE.

3.22. NCDOT MAINTENANCE – EMERGENCY VS. NON-EMERGENCY RESPONSE

3.22.1. Incidents that are considered by NCDOT as EMERGENCY in nature include but are not limited to:

- Traffic control and other incident management support for unplanned incidents that impact travel lanes
- Debris, flooding, and other obstructions in travel lanes
- Emergency roadway repairs where work occurs in travel lanes
- Damage to NCDOT infrastructure that impacts travel lanes (e.g., guardrail in roadway) or makes travel immediately unsafe (e.g., bridge damage)
- Downed stop signs
- Traffic signals where all signals for one or more directions of travel are out

3.22.2. For incidents that are emergency in nature, operators should:

- Call an appropriate NCDOT POC immediately
- Support incident and traffic management through all STOC response measures as appropriate (e.g., TIMS, DMS, Alerts, Detours/Alternate Routes, etc.)

3.22.3. Incidents that are considered by NCDOT as NON-emergency in nature include but are not limited to:

- Debris or animal carcasses on the shoulder
- Damage to NCDOT infrastructure that does NOT impact travel lanes or safety
- Downed signs (e.g., speed limit signs, etc.)
- Traffic signals where only 1 signal head is out/malfunctioning.

3.22.4. For incidents that are non-emergency in nature, operators should:

- Call an appropriate NCDOT POC immediately, if during NCDOT business hours, OR
- Email an appropriate NCDOT POC if during NCDOT afterhours
- Support incident and traffic management through appropriate STOC response measures (e.g., TIMS, DMS, etc.) but only when NCDOT arrives on scene.

3.23. NCDOT MAINTENANCE – AFTER HOURS RESPONSE

3.23.1. NCDOT Maintenance's expected time of arrival (ETA) for requests after-hours is 2 hours, minimum. Operators should inform SHP/LE of this extended ETA when the initial request is received.

3.23.2. During NCDOT's afterhours period (see section 2.3), NCDOT Maintenance will only respond to after-hours requests that meet the following criteria:

- Incident is considered, "confirmed"
- Incident is emergency in nature
- Incident cannot be resolved by SHP/LE and/or local Fire Department
- SHP/LE unit will remain on scene until NCDOT arrives.

3.23.3. If the above criteria are NOT met, operators should advise SHP/LE that NCDOT will not respond until regular business hours. If needed, operators may offer to:

- First: Contact the NCDOT POC to relay incident details and determine if NCDOT will respond.
- Second (if needed): Put the officer on scene directly in touch with the NCDOT POC.

3.23.4. For incidents that are non-emergency in nature that occur during NCDOT's after-hours period, operators should coordinate with STOC personnel that will be on duty when NCDOT business hours resumes so that response to the incident can be continued.

3.24. COORDINATING WITH MOTORISTS

3.24.1. When receiving reports/requests from members of the traveling public (i.e., motorists), operators should:

- Ask for all necessary information but VERIFY details via other sources as much as possible.
- Confirm and re-confirm location. If the motorist is unsure of location, ask where they started their trip and where they are going. Ask if they see any signs, especially exit numbers/mile markers.
- Repeat the motorist's request back to them to assure it is understood.
- Only request their name and call back number if:
    - They will remain on scene throughout the incident. OR
    - Their request requires follow-up from STOC or other party.

3.24.2. For emergency reports from motorists (e.g., lanes closed, stop signs down, crashes, etc.), operators should do either of the following before initiating NCDOT response:

- Attempt to confirm or verify the report via CCTV, HERE, etc. AND/OR
- Call IMAP or SHP/LE to respond and confirm the report.

3.24.3. For potential "Non-issues" from motorists (e.g., traffic signal too slow), operators should attempt to verify the report but should only initiate response if impacts are observed.

3.24.4. Operators should make all reasonable efforts to resolve a motorist's issue and/or fulfill their request during the initial call.

3.24.5. If a motorist's request requires a follow-up contact later, operators should document the caller's name, call back number, and request. Operators must ensure that this information is passed along to other operators/NCDOT personnel if needed.

3.24.6. If a motorist's report/request is NOT a service provided by NCDOT/STOC, operators should advise the caller that NCDOT will be unable to assist with their request. The operator should attempt to provide further guidance that may help the caller. Examples include:

- Reporting a drunk or reckless driver – advise the motorist to call *HP or 911.
- Requesting a service provided by another agency (e.g., DMV, NCTA, etc.) – provide motorist with the publicly available phone number and/or website for the appropriate agency.

- Requesting NCDOT assistance for a road that is NOT state-maintained – provide motorist with the phone number for the appropriate municipal agency and/or the non-emergency phone line for the appropriate local law enforcement agency.

3.25. ASSISTING MOTORISTS IN LIFE-THREATENING SITUATIONS

3.25.1. If a motorist is involved in an emergency or life-threatening situation, operators should:

- Quickly and calmly collect critical information including:
  - What is happening
  - Location of caller and situation
  - Caller's name and call back information
- Advise the caller that they need to hang-up and dial 911 immediately.
- Advise the caller of the need to hang-up so STOC can call 911 on their behalf as well.
- Hang-up with the caller and call the appropriate LE agency immediately.
- Advise the LE dispatcher of the situation and provide the caller's name, location, and call back number – remain on the line with LE if needed.
- If possible, ask another operator to use CCTV or dispatch IMAP to find and monitor the distressed motorist – if the motorist is found, advise LE.
- Notify a supervisor/POC immediately and document the occurrence thoroughly.

3.26. HANDLING IRATE MOTORISTS

3.26.1. Operators should remain positive, polite, and professional always when communicating with motorists. If a motorist is irate, operators should:

- Attempt to diffuse the situation and resume the call calmly, or
- If needed, offer to escalate the call to a supervisor/POC.

3.26.2. Operators should avoid hanging up on irate motorists unless necessary. Operators may terminate the call if a motorist uses profanity or derogatory or threatening language.

- Before hanging up, operators must warn the irate motorist that the call will be terminated if they continue to use inappropriate language.
- If the motorist continues using inappropriate language after being warned, operators should terminate the call immediately.
- Any calls involving threats must be reported to a supervisor/POC immediately.

3.27. COORDINATING WITH NEWS MEDIA

3.27.1. Operators should interact with members of the News Media as they would members of the travelling public (i.e., motorists):

- Interaction should be positive, polite, and professional
- Reports must be confirmed before NCDOT response is initiated
- Operators should seek to fulfill requests on the initial call
- Operators should avoid hanging up unless profanity or derogatory/threatening language is used.

3.27.2. Operators may only provide News Media with current, publicly available travel conditions and advisories (i.e., what is already provided in TIMS). If a member of the News Media requests information beyond current travel conditions, operators should:

- Direct the media representative to an NCDOT Public Information Officer (PIO), or
- Provide the non-emergency phone number for the appropriate local LE agency.

3.27.3. If a member of the News Media requests an interview with a representative of NCDOT or would like to schedule a visit to an NCDOT site, operators should direct the media representative to the NCDOT Public Information Office (see Appendix M).

- Operators are NOT permitted to provide media interviews or to authorize News Media visits/tours of NCDOT sites.
- Operators may NOT allow any member of the News Media to access the control room unless they are escorted by a member of NCDOT or STOC management.

3.27.4. Any interaction with a member of the News Media that is not routine (e.g., media calling to report an incident that may be visible on CCTV, etc.) must be reported to a supervisor/POC immediately.

3.27.5. Upon being notified members of the News Media will be visiting the control room; all operators must assure that they are appropriately attired (see section 1.8 on Dress Code) and that the control room is clean and organized.

3.28. COORDINATING WITH NCDOT PUBLIC INFORMATION OFFICE (PIO)

3.28.1. Operators should coordinate with an NCDOT Public Information Officer (PIO) in the following situations:

- To assist with News Media requests that are not routine incident reports, • When directed by SOPs, Response Plans (RPs), or the Special Alert Checklist, and
- When directed by a member of NCDOT or STOC management.

3.28.2. In general, operators should contact NCDOT PIOs via their on-call phone number. (see Appendix M)

3.28.3. When necessary, operators should relay incident information to NCDOT PIOs (a.k.a. NCDOT Communications) as they would any other partner with NCDOT.

3.28.4. When operators are unable to reach an NCDOT PIO, operators should:

- Leave a detailed voicemail with the reason for the call and STOC's call back number (877-627-7862),
- Wait 10 minutes to allow the NCDOT PIO to call back,
- Send an email to the NCDOT Chief Communications Officer (see Appendix M) advising that STOC was unable to contact the on-call NCDOT PIO and providing the reason for the call and the time when STOC's call to the NCDOT PIO was made. This email should have the following members of NCDOT and STOC management copied:
    - NCDOT Traffic Operations Engineer
    - STOC Operations Manager ○ STOC Supervisors

3.29. RESTRICTED INFORMATION FOR MOTORISTS OR NEWS MEDIA

3.29.1. When communicating with motorists or with members of the News Media, operators should NOT provide:

- Cell phone or personal contact information for any NCDOT personnel or partner (except the NCDOT PIO's on-call number)
- Any contact information for STOC other than 511
- Any contact information for SHP other than *HP
- Sensitive or disturbing information (e.g., injuries, fatalities, people's names, etc.)
- Assumptions about incidents (e.g., why it occurred, etc.)
- Any information that casts NCDOT, STOC, or its partners in a negative light,
- Driving directions other than official detours/alternate routes that are in use
- Written communication (e.g., email, documents, etc.) unless directed by management

3.30. CONTACTING THE FEDERAL HIGHWAY ADMINISTRATION (FHWA)

3.30.1. Highway incidents (including those that affect infrastructure) and other incidents or events meeting one or more of the following criteria shall be reported to the FHWA HQ EC:

- Any incident or event that, in the opinion of the Division Administrator or FLH Division Director, will generate immediate national interest and/or media coverage.
- Incidents or events that create disruption to NHS operations for 8 hours or more. These incidents can include, but are not limited to:
    - Damage to, or closure of highways or highway infrastructure caused by an act of nature including, but not limited to, earthquakes, floods, tornadoes, hurricanes,

or wildfires. For winter weather, only report closures to the Interstate Highway System.

- Damage to, or closure of highways or highway infrastructure, caused by crashes, terrorist or criminal acts, or unknown causes.
- Evacuation was conducted for any reason.
- Planned special events or construction that require an extended (greater than 8 hour) closure on the Interstate Highway System.

- Other highway incidents (including incidents that occur on NHS and non-NHS roads) that shall be reported regardless of the reason or duration of the disruption:
  - Crashes involving 6 or more fatalities ○ Crashes involving 10 or more vehicles ○ Commercial Vehicle crashes resulting in 2 or more fatalities or receiving statewide media attention
  - Highway fatalities directly related to a natural disaster ○ School bus crashes resulting in serious injuries, fatalities, or statewide media attention
  - Passenger bus crashes (including transit buses and private motor coach operations) resulting in 2 or more fatalities, 5 or more serious injuries (requiring transport), or receiving statewide media attention ○ Crashes or other incidents involving significant damage to highway infrastructures
- Highway incidents resulting in the loss of life or serious injury of a prominent individual such as a Member of Congress, senior member of the Executive Branch, military official, diplomatic dignitary, or other major public figure.
- Please report these incidents to the FHWA Primary or Alternate contacts (see Appendix M).

3.30.2. If the incident requires FHWA coordination operators should contact FHWA within 15 minutes.

3.30.3. Before contacting FHWA, operators should document all incident details.

3.30.4. Operators should continue to provide FHWA officials with updated incident information, especially information related to current response measures and the incident's impact to traffic.

3.31. NEIGHBORING STATES AND SOUTHERN TRAFFIC INCIDENT EXCHANGE (STIX)

3.31.1. Traffic incidents or special events must meet the criteria below before activating STIX:

- Lane-closing incidents within 50 miles of a state/regional line with expected duration of 2+ hours
- Planned, special events that will impact traffic across state/regional lines

- Major emergency that will impact traffic across state/regional lines

3.31.2. When STIX criteria is met, operators should:

- Notify their supervisor and receive approval to contact other state's DOT personnel
- Contact DOT personnel for the affected state to gather/relay information and discuss response measures
- Contact GDOT's statewide TMC in Atlanta to advise them of STIX activation and inform them of relevant incident details and response activities.

3.31.3. If STOC is contacted by a neighboring state or Atlanta TMC for a STIX activation, operators should notify their supervisor and receive approval for STOC and/or NCDOT response measures which includes but is not limited to:

- Activation of a County or Special Alert and floodgate
- Activation of DMS within NC
- Implementation of detours/alternate routes in NC and the affected state
- Coordinating on-scene response by NCDOT personnel

3.31.4. Operators should establish a point of contact in the affected state and should record their contact information so it can be passed along to operators on other shifts, if needed.

3.31.5. Once STIX has been activated, operators should:

- Continue to monitor the incident/event throughout its duration
- Contact the POC for the affected state and/or Atlanta TMC to receive updated information as needed
- Relay updated information received from the affected state's POC, Atlanta TMC, or other sources to the appropriate parties in a timely manner
- Coordinate additional STOC/NCDOT response and/or modify existing response as conditions change or updated information is received.

4. INCIDENT DETECTION, VERIFICATION, AND CONFIRMATION

4.1. GENERAL INCIDENT DETECTION AND INVESTIGATION GUIDELINES

4.1.1. Operators should continuously monitor traffic conditions and seek to proactively detect incidents that have occurred on and/or are affecting state-maintained roads.

4.1.2. Operators must investigate ALL incidents that are reported to them to determine if any further response or support is necessary regardless of whether the report pertains to a statemaintained road or not.

- If report is for a state-maintained road, operators should seek to verify or confirm the incident and should initiate response as appropriate.

- If report is for a road that is NOT state-maintained, operators should:
    - Confirm that the road is NOT state maintained ○ Determine if the reported incident is or could affect a state-maintained road and initiate response to that impact as appropriate
    - Advise the reporting party that the road is not state-maintained and seek to provide that party with information on who to relay their report to
    - Relay the report to the appropriate agency/individual who can resolve the reported issue

4.1.3. Operators should monitor and detect incidents on/affecting state-maintained roads of all sizes and locations but should prioritize their efforts on higher order routes. See section 2.5 for details on higher order routes.

4.1.4. Operators should regularly monitor all required and recommended tools and resources described in section 2.8 and 2.9 and should assure that these tools are open and ready for use throughout their shift.

4.1.5. Since most traffic monitoring and incident detection methods have limitations, operators must compare information from multiple resources to build a complete picture of the incident and its impact to traffic.

4.1.6. Operators should use Google Maps to evaluate and confirm incident locations before initiating response measures or contacting internal/external partners.

4.2. DEFINITION OF INCIDENT CONFIRMATION AND VERIFICATION

4.2.1. Confirmation – when an incident, due to the source of the report/information, requires no further investigation before a full response can be initiated.

4.2.2. Verification – when there is enough information or observable impact to suggest that an incident is occurring but where information related to the incident is either unreliable or incomplete such that a full response cannot yet be initiated. Example of a verified incident is shown below:

- CAD Feed (SHP or Local Law Enforcement) report of a crash plus abnormal and heavy congestion observed on traffic management maps near the area of the reported crash.
- Waze report of a crash plus abnormal and heavy congestion observed on traffic management maps near the area of the reported crash.

4.3. INCIDENT CONFIRMATION CRITERIA

4.3.1. An incident is considered “Confirmed” if any of the following applies to the incident:

- Visible on CCTV
- Reported by NCDOT personnel – this includes but is not limited to:

○ NCDOT field or office personnel ○ IMAP drivers or TMC/STOC operators ○ Any member of STOC management ○ Any NCDOT contractor, utilities crews, or municipal DOT personnel

- Reported directly by SHP or Law Enforcement with a unit on scene ○ NOTE: A unit MUST be on-scene to consider this report “Confirmed”

4.4. INCIDENT VERIFICATION CRITERIA

4.4.1. An incident is considered “Verified” if it does not meet confirmation criteria and any of the following applies to the incident:

- Observable impact (e.g., congestion, etc.) can be associated with a reported/detected incident
- SHP or Law Enforcement report an incident but do not yet have a unit on scene

4.5. GUIDANCE ON RESPONSE TO VERIFIED INCIDENTS

4.5.1. Response for verified incidents includes but is not limited to:

- Attempting to confirm the incident (e.g., use CCTV to obtain a visual, dispatch IMAP to the reported area, etc.).
- Entering a Congestion incident into TIMS stating there is a reported incident at the location.
- Activating one or more DMS to advise of congestion but only if abnormal congestion is observed on CCTV or traffic management maps.

4.5.2. Operators should continue attempts to confirm the incident so a full response can be initiated (e.g., advising NCDOT maintenance personnel, activating Special/County Alerts, providing specific travel information such as actual incident type and lanes closed, etc.)

4.6. SHP CAD FEED

4.6.1. All operators should have TIMS open and always logged in during their shift so that the SHP CAD feed can be quickly and regularly accessed.

4.6.2. Operators are expected to check the CAD feed for new incidents at least every 15 minutes.

4.6.3. Operators may use filters to help search for incidents but must assure that use of filters does not cause incident reports to be overlooked.

4.6.4. Operators may not leave the Route filter on continuously for any single route type (e.g. “Interstate” filter left on for entire shift).

4.6.5. Operators should proactively search for and investigate CAD feed reports of incidents on Interstates and US/NC routes.

4.6.6. Operators should check the CAD feed for SR reports when there is a significantly observed impact to an SR (i.e. abnormal and heavy congestion).

4.6.7. The information in the CAD feed is a report. Operators must verify and/or confirm all information through other sources before initiating response.

4.6.8. The following columns in the SHP CAD feed are known to provide reliable information and may be used in decision-making and response:

- Highway – shows which route the incident is reported to be affecting
- Location – shows approximately where on the affected route the incident has been reported
- County – shows the county in which the incident is reported to be located
- Description – shows what incident type (i.e., Accident) that the incident has been reported as
- Radio – shows which SHP Troop received the report (1st letter) of the incident ○ Example:

  "HA" = Troop H received report
- Date Entered – shows the time and date when SHP received the report
- Unit Arrival – shows the time and date when an SHP unit arrived on scene

4.6.9. NOTE: Though reliable, operators should use information from the columns above as a starting point and should still confirm/verify this information through other sources before initiating response.

4.6.10. The following columns in the SHP CAD feed are known to provide UNRELIABLE information. Operators should avoid using information in these columns in decision-making or response:

- Signal – indicates presence of injuries and other details about the reported incident using the letters shown below:
  - PD (Property Damage) – intended for incidents without injuries
  - PI (Personal Injury) – intended for incidents involving 1 or more injuries ○ P – intended for incidents where presence of injuries is unknown ○ F (Fatality) – intended for incidents where a fatality has been reported ○ NOTE: Operators may use information from the Signal column (e.g., PD, PI, etc.) when communicating with responders (e.g., NCDOT POCs, IMAP, etc.) but must clearly state that this information is "REPORTED."

- Road Status – indicates lane/road closure details due to the reported incident using the letters shown below:
    - O (Open) – intended for incidents where no travel lanes are reported as closed
    - P (Partial) – intended for incidents where 1 or more travel lanes are reported as closed
    - C (Closed) – intended for incidents where all travel lanes in one or both directions are reported as closed

4.7. LOCAL LAW ENFORCEMENT CAD FEEDS

4.7.1. Where available, operators should also use local law enforcement (LE) CAD feeds to detect incidents and should adhere to the same guidelines as described for use of the SHP CAD feed (see section 4.6 including but not limited to:

- Keeping them open and checking them regularly
- Viewing CAD information as a REPORT and seeking to verify/confirm details before initiating response
- Prioritizing detection and response efforts on higher order routes

4.7.2. Operators should use the local LE CAD feeds listed below while on duty:

- Raleigh: http://incidents.rwecc.com
- Charlotte: http://maps.cmpd.org/trafficaccidents/
- New Hanover County (Wilmington): https://twitter.com/nhc911
- Johnston County: https://twitter.com/JoCo911?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7twgr%5Eauthor

4.8. CCTV TRAFFIC CAMERAS

4.8.1. CCTV traffic cameras should only be used for traffic and incident management or to test/monitor ITS devices.

4.8.2. CCTV cameras are NOT used to:

- Determine or assign blame for traffic incidents
- Identify wanted persons or felons
- Issue speeding tickets or other moving violations

4.8.3. Operators must NOT focus cameras on graphic, disturbing, or inappropriate images.

4.8.4. Operators must NOT point cameras at anything other than traffic incidents or the roadway such as buildings, trees, or people.

4.8.5. Operators must ALWAYS reposition cameras after each use. Repositioned cameras should: •

Provide a good view of the roadway and traffic

- Avoid glare from the sun.

4.8.6. Operators should avoid zooming in too closely on any subject. Incident AND approaching traffic should be in view whenever possible. Zooming in close is okay but should be BRIEF (e.g., to read HazMat placards).

4.8.7. Operators may NOT record CCTV footage unless instructed to do so by management.

4.9. GENERAL CCTV USAGE GUIDELINES

4.9.1. If possible, operators should seek to get a visual of any incident in camera range before initiating a response.

4.9.2. Whenever CCTV are available to view an incident, operators should obtain a visual and continuously monitor the incident throughout its duration. If possible, all IMAP stops should be monitored via CCTV.

4.9.3. Incidents that are visible on camera should be displayed on a computer screen/monitor wall and should be monitored by an operator until the incident is over.

4.9.4. If possible, operators should use additional CCTV to acquire multiple visuals of an incident and from multiple angles.

4.9.5. If possible, operators should use CCTVs to monitor the incident, the entire length of the queue, and the end of the queue (where secondary crashes are most likely).

4.9.6. If streaming video from a camera is not available, operators should monitor still images from the camera (i.e., TIMS traffic cameras).

4.10. TRAFFIC MANAGEMENT MAPS

4.10.1. Traffic Management Maps show a map of where congestion is on NC roads but not what is causing it. Operators must verify and/or confirm all information through other sources before initiating a response.

4.10.2. All operators must have traffic management maps always opened at their console during their shift.

4.10.3. Operators are expected to check traffic management maps every 15 minutes and investigate any areas of congestion.

4.10.4. Operators are to use traffic management maps data for all Special Alerts and reporting in the Shift Update.

5. TRAVELER INFORMATION MANAGEMENT SYSTEM (TIMS)

5.1. EXPECTATION FOR ALL TRAVELER INFORMATION

5.1.1. Operators should assure that all traveler information is:

- Accurate and up to date
- Clear and concise
- Free of spelling, grammar, and format errors
- Professional and appropriate
- Easily accessible and available where it is needed
- Relevant and, ideally, helpful to the public

5.2. WHAT TRAVELER INFORMATION SHOULD TELL MOTORISTS

5.2.1. In general, operators should use traveler information to tell motorists:

- What is happening (e.g., crash, disabled vehicle)
- Where impacts are (e.g., I-40 East at US 64 (Exit 293))
- What impact is (e.g., right lane closed)
- What to do next (e.g., follow detour, expect delays, etc.)

5.3. WHEN TO CREATE NEW TIMS INCIDENTS

5.3.1. New TIMS incidents should be created only when state-maintained roads (i.e., I/US/NC/SR) are affected and only in the following circumstances:

- Directed by STOC management or NCDOT personnel,
- Verified or Confirmed incidents with an expected duration of 15 minutes or more, or
- Abnormal and heavy congestion is observed.

5.4. TIMS LOCATION TAB – DIRECTION

5.4.1. Operators should select the direction of travel that is affected as described below:

- "North," "South," "East," or "West" should be selected when only one direction of travel is affected.
    - For most Interstates or US/NC routes, operators should select the appropriate direction of travel by following the rule stating that odd numbered routes run North and South while even numbered routes run East and West. (e.g., For I-95, operators should select either North or South, as appropriate.) ○ For SRs, operators should select the direction of travel that aligns with the general direction of the road based on the map compass. ○ In all other cases, operators should

select the direction of travel based on how the road is signed and/or what NCDOT personnel advise.

- "Inner" or "Outer" should ONLY be selected for incidents occurring on I-485 or I-277.
- "Both" should be used when both directions of travel are affected by the incident.

5.5. TIMS LOCATION TAB – NEAREST CROSS STREET

5.5.1. Operators should enter the route number for the roadway that intersects the affected route closest to the incident's location.

- This should be a road that motorists on the affected route will see signs for – NOT an un-signed underpass or overpass.
- If the cross street is an SR, operators should use the SR database to lookup correct SR #.
- If the cross street is not an I/US/NC or SR, operators may use SR-9999 then enter the common name of the cross street in the common name field (i.e., if Lake Boone Trail is the cross street; enter SR-9999 in the route fields, then type "Lake Boone Trail" in the common name for cross street" field).

5.6. TIMS LOCATION TAB – MAP ICON

5.6.1. Operators should place the map icon as close to the incident location as possible.

5.6.2. If the incident is a work zone with a beginning and ending mile marker, operators should place the map icon as close to the midpoint between the mile markers.

5.6.3. Operators will receive an email notification as TIMS incidents are added by other TIMS users across the state. As notifications are received, operators should review new TIMS incidents and properly place the map icon if it was not placed properly by the original user.

5.6.4. TIMS Affected Route

- Operators should enter the route that is affected by the incident in question.
    - This is done by first selecting the appropriate route type under prefix (I/US/NC/SR). Next, type the route number in the "Number" box.
    - If the route entered does not exist in the county which was selected, then the error message "_____ (route) does not exist in _____ county" will appear. Should this occur double check the county, prefix, and route number to ensure they are accurate. If everything is correct, then inform your supervisor.
    - If the affected route is not an I/US/NC or SR Route, choose "SR 9999" and enter the name of the road in the "common name" field
    - Third, choose a suffix (if one applies). The suffix options are as follows:

- ALT: Applies to Alternate routes. These could be signed in two different ways. The first way an alternate route could be signed is “US 64 Alternate”. The second way an alternate route could be signed is “US 74A”.
- BUS: Applies to Business routes such as “I-95 Business”, “US 17 Business”, or “NC 43 Business”.

  BYP: Applies to Bypass routes such as “US 1 Bypass” or “NC 55 Bypass”. There are currently no Interstate bypass routes, so, the BYP suffix should only apply to US or NC routes.
- CONN: Applies to Connector routes. The only two Connector routes in NC are US 117 Connector between Calypso and I-40 in Duplin and Wayne Counties; and US 19 Connector in Bryson City (Division 14).
- EXP: Applies to Express Lanes. These are Tolled HOV lanes separate from the main flow of traffic. There are currently Express lanes on I-77 in the Metrolina region. Future express lane locations include I-485 in Mecklenburg County and US 74 (Independence Blvd) in Mecklenburg County.
- TRK: Applies to Truck Routes. These are usually signed in the same manner as Business or Bypass routes. Examples include “US 17 Truck” and “US 258 Truck”. There are no Interstate truck routes, so, this will only apply to US and NC routes.
- TOLL: This applies to Toll facilities. Examples include NC 540 TOLL and NC 147 TOLL on the Triangle Expressway and US 74 TOLL (Monroe Expressway).

- Next enter the common name for the roadway. Most Freeways and Expressways do not have or need a common name. The exception would be a concurrent route. In the case of a concurrent route, you may enter both in the common name box (i.e. US 15/501, US 1/64, I-40/85). US/NC routes can have both a route number and a common name in some cases. Examples include US 1 – Capital Blvd in Raleigh; US 74 – Independence Blvd in Charlotte; US 25 Merrimon Avenue in Asheville; NC 67 – Silas Creek Parkway in Winston-Salem, etc.
- Next enter the mile marker range affected by the incident. Mile markers are required for any incident on an interstate but should be used on any other route which has mile marker signs along the route. A single point incident such as a crash or disabled vehicle will only require the “mile marker start” box to have an entry. A lane closure for construction or maintenance will require a start and an end. The start box should be the mile marker where traffic is first affected, or, where a lane closure begins. The end box should be where traffic returns to normal patterns.

5.7. TIMS LOCATION TAB – COMMON NAME FOR CROSS STREET

5.7.1. Unless the cross street is an interstate, operators should enter the road's common name as it is signed or as it is shown on Google Maps. If the common name is filled in automatically, operators must assure that the name is correct and should update it if needed. If the cross street is not an I/US/NC or SR, operators may use SR 9999 then enter the common name of the cross

street in the common name field (i.e., if Lake Boone Trail is the cross street; enter SR 9999 in the route fields, then type “Lake Boone Trail” in the common name for cross street” field).

5.8. TIMS GENERAL TAB – INCIDENT TYPES

5.8.1. Operators should use the TIMS incident types below for the following circumstances:

- Vehicle Accident – use for:
    - Crashes involving vehicles, structures, and/or pedestrians ○ Vehicle fires ○ Incidents involving HazMat or other fuel/fluid spills
- Disabled Vehicle – use for:
    - Disabled vehicles ○ Abandoned vehicles or trailers
- Construction – use for planned road work on or near roadway
- Nighttime Construction – use for planned road work on or near roadway that occurs only at night.
- Weekend Construction – use for planned road work on or near roadway that occurs only on the weekend.
- Maintenance – use for:
    - Planned or unplanned road work on or near roadway ○ Damage to roadway or other NCDOT property ○ Cleanup or repairs occurring after a crash
- Nighttime Maintenance – use for same situations as described for maintenance but where work occurs only at night.
- Special Event – use for planned events such as concerts, sporting events, etc. that are having an observed impact to traffic on state-maintained roadways OR where high attendance is expected (e.g., 20,000 or more attendees). Guidelines for TIMS incidents for Special Events also includes the following:
    - If the event/venue is located on/near multiple state-maintained roadways, operators should use the highest order route as the event’s location in TIMS.
    - If the event/venue is NOT on a state-maintained roadway, operators should use the state roadway that is most affected as the event’s location in TIMS.
    - Other roadways that are affected by the event should be listed in the Reason field of the TIMS incident whether they are state-maintained or not.

  Congestion – use for:

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- Abnormal and heavy congestion that is observed and does not have a reported incident in the specific area. ○ Delays remaining from a recently cleared incident

- Road Obstruction – use for:
  - Debris (tire treads, downed trees or power lines, rockslide, etc.) ○ Animal carcasses
- Weather Event – use for impacts caused by weather at a specific location on a route (NOT area-wide impacts). Examples of when to use this incident type include:
  - Snow/ice patches ○ Flooding including roadway washout
- Fire or Fog – use when the impact to traffic at a specific location on a route is limited visibility due to smoke or fog (as appropriate).
  - Fire examples include brush fires, controlled burns, or structure fires.
- Signal Problems – use for damaged or malfunctioning traffic lights or other electronic signals. NOT for: Sign damage (e.g., stop signs) or ITS (e.g., DMS).
- Other – use for:
  - Police activity (bomb threats/terrorist action NOT speed traps, checkpoints, or roadblocks)
  - Television or movie shoots ○ Other non-traffic related distractions or obstructions (e.g., citizen hanging a protest sign on an overpass)
  - TIMS system tests
- Reported Incident – use for:
  - Verified incidents as a placeholder until the incident can be confirmed.

5.9. TIMS GENERAL TAB – INCIDENT IMPACT LEVELS

5.9.1. Unless otherwise directed by an NCDOT employee or member of STOC management, operators should set TIMS incidents to the following impact levels based on the criteria below:

- HIGH
  - Interstates: 1 or more lanes are affected ○ US/NC routes: half or more of available lanes are affected ○ Major incident (see section 15.12) on any roadway type

MEDIUM

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- Interstates: on/near roadway but no lanes are affected (e.g., on the shoulder/median)
- US/NC routes: less than half of available lanes are affected ○ Intermediate incident (see section 15.12) on any roadway type ○ All incidents where Congestion or Reported Incident is used as the incident type unless otherwise directed.

- LOW
  - US/NC routes: on/near roadway but no lanes are affected
  - SR: LOW should be used for most incidents on SRs unless Major or Intermediate criteria is met ○ Minor incident (see section 15.12) on US/NC route or an SR unless lanes are affected.

5.9.2. Operators should raise an incident's impact level as conditions change (e.g., additional lanes are closed, duration increases, etc.) but should NOT lower the impact level once a higher impact is established.

5.10. TIMS GENERAL TAB – INCIDENT CONDITION

5.10.1. Operators should select the following conditions for TIMS incidents based on the criteria shown below:

- Congestion – use for:
  - Incidents causing abnormal and heavy congestion ○ Verified incidents as a placeholder until the incident can be confirmed.
- Shoulder Closed – use for incidents where only the right shoulder or median is closed.
- Lane/Lanes Narrowed – use if:
  - Width of lanes has been reduced due to construction and operators have been directed to select this condition by NCDOT personnel.
  - Ramp/rest area is affected but remains accessible to motorists ○ TIMS incident type is "Weather Event" and lane(s) are affected but road/lanes remain accessible (e.g., snow/ice patches).
- Ramp Closed – use if ramp/rest area is closed and is inaccessible to motorists
- Lane Closed – use for incidents where one travel lane is affected ○ NOTE: Unless otherwise directed, if a travel lane is even partially affected, the lane is considered closed.
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Lanes Closed – use for incidents where more than one travel lane is affected but other travel lanes remain open

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- Road Closed – use for incidents where all travel lanes are closed
- Road Closed with Detour – use for incidents where the road is closed, and detour information is provided in the TIMS incident ○ NOTE: This condition applies when a detour is in use – not an alternate route.
- Road Impassable – use if TIMS incident type is "Weather Event" and if both conditions below are met:
    - ○ All lanes are closed ○ Road is completely inaccessible, even for emergency responders (e.g., flooding/washout due to Hurricanes or Tropical Storms).
- Moving Closure – use for incidents where the location of the closure changes throughout the incident's duration (e.g., rolling roadblocks)

5.10.2. When both directions of travel on a roadway are affected, operators should set the condition to align with the direction of travel most affected (e.g., One westbound lane is closed, and two eastbound lanes are closed. Condition should be "Lanes Closed").

5.11. TIMS GENERAL TAB – TIMS EVENT

5.11.1. Operators should select the appropriate TIMS event if the incident is caused by or directly related to an event (e.g., adverse weather) for which there is a unique TIMS event created.

- Example: "Tropical Storm Alex 2013"

5.11.2. If an incident is not caused by or related to a TIMS event, operators should select "None."

5.11.3. A TIMS event may only be created at the direction of NCDOT or STOC management.

5.12. TIMS GENERAL TAB – START AND END TIME

5.12.1. Start Time – operators should enter the time and date for when the incident is planned to start (e.g., construction) OR when it was initially verified/confirmed (e.g., crash).

5.12.2. End Time – operators should enter the time and date for when incident is planned to end OR when it is expected to end based on estimated duration.

5.12.3. As this expected duration changes, operators should update the End Time accordingly.

5.13. TIMS GENERAL TAB – CONTACT INFORMATION

5.13.1. Operators should enter contact information as described below:

- For unplanned incidents verified/confirmed by STOC operators – enter "STOC" as the contact name and "877-627-7862" as the contact number.
- For planned or unplanned incidents reported to STOC by NCDOT or a contractor, enter the name and number for the NCDOT employee or the contractor that reported the incident.

5.14. TIMS GENERAL TAB – CONSTRUCTION/MAINTENANCE DAYS & TIMES

5.14.1. Construction/Maintenance Days & Times – operators should enter the days and times when work for this project is taking place each day. Operators should enter this field based on information received from NCDOT or contractor when it is reported. Examples below:

- Example if work occurs at the same time each day: "Mon-Fri, 9pm-6am"
- Example if work occurs on different times/days: "Mondays, 10am-3pm" or "Saturdays, 8pm-5am and Sundays, 11am-4pm"

5.15. TIMS GENERAL TAB – TIP/CONTRACT #

5.15.1. TIP/Contract # – operators should enter this information if it is provided to them by NCDOT personnel or NCDOT contractor.

5.16. TIMS DESCRIPTION TAB

5.16.1. In all publicly visible fields on the Description tab, operators must:

- Follow the formatting guidelines for information entered in these fields
- Use complete sentences, free of spelling and grammatical errors
- Provide accurate, up-to-date information that is appropriate and relevant to motorists (e.g., no information on fatalities/injuries, DOT jargon, or contact information of any kind)
- Avoid duplicating information already provided in previous TIMS fields (e.g., route affected, incident type, etc.)

5.16.2. Operators should not include statements in any publicly visible field that can be perceived as advertisements such as jingles, slogans, or specific names of special events.

5.17. TIMS DESCRIPTION TAB – REASON FIELD

5.17.1. Operators should enter information into the Reason field of a TIMS incident as described below:

- If lanes are affected, specifically describe which lanes are affected. Examples below:
    - "The median is closed at…" ○ "The left lane is closed at…" ○ "The two right lanes are closed near…" ○ "All lanes are closed near…"
- Provide the cross street along with its corresponding route number or exit number.
    - If the cross street has an exit number, provide the exit number in parentheses. Example: "…near Gorman St (Exit 295)" or "…near US 15/501 (Exit 270)."

- If the cross street has a common name but no corresponding exit number, place the route number in parentheses. Example: "…near Glenwood Ave (US 70)" or "…near Erwin Rd (SR 1734)." ○ If the cross street does not have a corresponding route number or exit number, provide the common name, only. Example: "…near Main St."
- NOTE: Operators should avoid using mile markers whenever possible.

- If the incident is in a work zone, describe where the work zone begins and ends using the same formatting guidelines described for cross streets. Example: "…between New Hope Church Rd (Exit 263) and NC 86 (Exit 266)."
- If the incident is verified (but NOT confirmed), specify that the incident is verified by referring to it as a reported incident.
  - Example: "There is congestion near NC 147 (Exit 172) due to a reported incident."
- Operators should use "Crash" instead of "Vehicle Accident."
- Operators should use "Closed" instead of "Blocked."

5.18. TIMS DESCRIPTION TAB – DETOUR / ALTERNATE ROUTE FIELD

5.18.1. Detour or alternate route information must be entered in the Detour/Alternate Route field, only.

5.18.2. If detour/alternate route information is entered into the TIMS incident, operators must click the correct box for "Detour" or "Alternate Route."

5.18.3. Detour/alternate route instructions must be entered using complete sentences and in turn-by-turn format. For complete information on crafting detours/alternate routes, see section 7.3

5.19. TIMS DESCRIPTION TAB – LINKS FIELD

5.19.1. Operators may only enter links into a TIMS incident when instructed by NCDOT personnel or STOC management.

5.19.2. Links must be entered in the Links field, only.

5.19.3. Operators must test links before they are saved to the TIMS incident to assure that the link will direct users to the correct site and that the site is appropriate for the general public.

5.20. TIMS DESCRIPTION TAB – DOT NOTES FIELD

5.20.1. The DOT Notes field is not visible to the public. Therefore, information entered in this field is not subject to strict formatting guidelines. However, operators may not enter crass, negative, or otherwise unprofessional comments into this field.

5.20.2. When adding a new TIMS incident, operators must describe (at a minimum) how the incident was detected, how it was verified OR confirmed, and the operator's initials.

- Example: "Detected via HERE. Confirmed via CCTV 1024. RPG"

5.20.3. Other information restricted for public TIMS fields (e.g., DOT jargon, contact information, injuries/fatalities, names of events, etc.) should be placed in the DOT Notes field.

5.20.4. If this information was included in other, publicly visible fields, operators should move the information from the publicly visible fields to the DOT Notes field.

5.20.5. Operators should not delete or modify existing notes – new notes should be added on a new line beneath existing notes and operators must enter their initials to each line of notes that they add.

5.21. TIMS RESTRICTIONS TAB ITEMS

5.21.1. For the "Limits have Changed to" [weight, width, or height] fields, operators should only enter information if directed by NCDOT personnel or STOC management.

5.21.2. For the "Please check if" options, operators should only check the appropriate boxes when both criteria below are met:

- Incident is confirmed (not verified)
- Option (e.g., HazMat, fatality, etc.) has been confirmed to be involved by NCDOT personnel or Law Enforcement on scene OR visual on CCTV confirms option.

5.22. TIMS PREVIEW TAB

5.22.1. Before saving an incident, operators must review all information to assure that it is correct and meets all format standards and other guidelines.

5.23. UPDATING TIMS INCIDENTS

5.23.1. Operators should update TIMS incidents in a timely manner:

- As conditions change
- As new information about the incident is available
- As incorrect, unclear, or improperly formatted information is found

5.23.2. Operators should only change the Incident Type of an incident in the following circumstances:

- Initial incident type was incorrect (e.g., Reported as a disabled vehicle but found to be a crash when IMAP arrived on scene and provided further details.)
- Incident was verified when entered and confirmed after (e.g., Reported crash was entered with incident type, "Reported Incident,"; upon being confirmed, was updated to "Vehicle Accident" as incident type.)

5.23.3. When maintenance or additional impacts (i.e., congestion) occur that are caused by and related to an initial incident, operators should enter new, separate TIMS incidents to reflect this maintenance activity and/or additional impacts. An example of this is shown below:

- Phase 1: A reported crash is verified but not yet confirmed ○ TIMS incident #0001 is entered with "Reported Incident" as incident type
- Phase 2: Crash is confirmed ○ TIMS incident #0001 is updated with "Vehicle Accident" as incident type
- Phase 3: Crash clears but abnormal and heavy congestion remains ○ TIMS incident #0001 for "Vehicle Accident" is timed out ○ New TIMS incident #0002 is entered with "Congestion" as incident type
- Phase 4: Congestion subsides and NCDOT crews return to repair damage from crash ○ TIMS incident #0002 for "Congestion" is timed out ○ New TIMS incident #0003 is entered with "Maintenance" as incident type

5.24. TIMS INCIDENTS FOR CONCURRENT ROUTES

5.24.1. See section 2.6 for details on concurrent routes and concurrent interstate routes and section 2.5 for details on higher order routes.

5.24.2. Before creating or updating a TIMS incident, operators should use the dual or confusing route map tool and/or other available resources (e.g., Wikipedia, Street View, CCTV, Supervisors, Etc.) to determine if the route in question is a concurrent route or concurrent interstate route.

5.24.3. For incidents on a concurrent interstate route (e.g., I-40/I-85), operators should click the "+" box underneath the text "Other Route Numbers". This will drop down another line where multiple other routes can be added. TIMS will automatically create a separate TIMS entry for each additional route entered. These additional entries are linked and any details in the initial incident will be duplicated in all other linked incidents. Operators should use the following guidelines when entering concurrent route TIMS:

- Refer to the mile markers and/or exit numbers that are signed on the roadway and are visible to motorists, and
- Refer to both routes in the Reason field and the Common Name field.

5.24.4. For incidents on a concurrent route of different classifications or dual US and NC routes (e.g., I-40 BUS/US 421, US 29/US 70), operators should enter only one TIMS incident and should enter it for the route that is the highest order route. In this TIMS incident, operators should:

- Refer to the mile markers and/or exit numbers that are signed on the roadway and are visible to motorists, and
- Refer to each route in the Reason field.
- Example: Incident on I-40 BUS/US 421 – enter a single incident for I-40 BUS. Refer to the mile marker and exit numbers of I-40 BUS. Refer to both I-40 BUS and US 421 in the reason field, "The right lane is closed on I-40 BUS/US 421 near Cherry St (Exit 5C)."

5.24.5. For construction or maintenance where a work zone spans from one concurrent route to another, operators should create one new TIMS entry and add as many routes by using the "+" button as is appropriate to adequately meet the requirements described above for concurrent interstate routes and/or concurrent routes. Example: for a work zone that is ~2 miles in length that starts at Exit 226 on I-40/I-85 BUS and ends at Exit 132 on I-40/I-85, operators should enter one TIMS incident with the following routes:

- 1st route: I-40 (Exit 226 to Exit 132),
- 2nd route: I-85 BUS (Exit 226 to Exit 132)
- 3rd route: I-85 (Exit 131 to Exit 132).

5.24.6. TIMS will automatically make changes to all linked/concurrent TIMS entries when an operator changes any one of the linked incidents. Example: An operator creates a TIMS entry for US 29 and adds US 70 and US 52 under the "other route numbers section". TIMS creates three separate entries with the same incident details but under different route numbers (one for US 29, one for US 70, and one for US 52). The incident details change from a lane closure to a shoulder closure. The operator can make the change in any one of the three linked incidents and TIMS will automatically make the same change to the other two linked incidents.

5.24.7. For TIMS incidents that are entered by other TIMS users (e.g. NCDOT CMEs, contractors, etc.), operators should determine if the incident has been entered for a concurrent route. TIMS should specify if the incident is linked to others and give the linked incident numbers. An operator should then:

- Assure that it is entered for the correct route numbers, that the appropriate mile markers/exit numbers are used, and that all routes are referenced in the Reason field.

5.24.8. Operators should attempt to contact TIMS users who have created a concurrent route incident to discuss any modifications to their incident before changes are made. If the user advises that changes/additional TIMS incidents are NOT needed, operators should comply with this direction and should document the discussion in their log.

5.24.9. NOTE: Contact information for specific TIMS users can often be found in the "Contact Name" and "Contact Phone" fields on the Location tab of the TIMS incident.

5.25. SENDING TIMS EMAIL NOTIFICATIONS

5.25.1. TIMS email notifications should be sent whenever an incident is:

- Created
- Updated with critical incident details
- Timed out

5.25.2. Critical incident details for which operators should send notifications include when changes are made to:

- Location
- Duration (Start and/or End Time)
- Impact (HIGH, MEDIUM, or LOW)
- Lanes affected
- Restriction Tab items
- Detours/Alternate Routes are added

5.25.3. Operators should NOT send TIMS email notifications when the following changes are made:

- Correcting spelling/grammar/format errors
- Entering links
- Adding information to DOT Notes
- Other minor updates that do not impact the overall nature of the incident

5.26. TIMING OUT TIMS INCIDENTS

5.26.1. TIMS incidents should remain active for as long as an incident is active on the roadway and having an impact to traffic.

5.26.2. Always send notifications at timeout – notifications should always be sent when an incident is timed out, so notification recipients know the incident is over.

5.26.3. Operators should enter a final entry in the Reason field to indicate that the incident is over when a TIMS incident is timed out.

- Example: “All lanes have reopened near Exit 11 (US 401) and traffic in the area has returned to normal.”

5.26.4. Once the incident is known to be clear and the final Reason field entry has been made, the incident should be “timed out” (aka “deactivated”). Below are the two approved methods:

- Method 1: Set End Time to current time and Save
- Method 2: Click “Timeout” button

5.26.5. DO NOT delete TIMS incidents. Unless an incident has been added entirely in error (e.g., a duplicate incident entered when one was already in place), operators should always properly time the incident out rather than deleting it.

5.27. TIMS ADMINISTRATIVE FUNCTIONS

5.27.1. The following administrative functions may be performed by operators without prior approval by a supervisor or member of STOC management:

- Searching for TIMS incidents
- Using the Secondary Roads Database
- Managing personal TIMS email notification settings

5.27.2. The following administrative functions may only be performed by operators with direct oversight and approval of a supervisor or member of STOC management:

- Managing TIMS email notification settings for other users,
- Creating Projects or TIMS Events
- Emailing all TIMS users
- Adding routes to TIMS

5.27.3. The following administrative functions may NOT be performed by operators. Operators must notify a supervisor and/or the STOC Traffic Operations Specialist or Assistant Traffic Specialists for the following:

- Managing TIMS cameras
- Managing TIMS user accounts

5.28. TIMS ADMIN. FUNCTIONS – SEARCHING FOR TIMS INCIDENTS

5.28.1. This function can be accessed from the TIMS Admin. Home page by clicking the “Search for Incidents” link on the left-hand side of the page.

5.28.2. Operators may use this function to search for current and previous TIMS incidents as needed. Uses of this function include but are not limited to:

- Finding incidents that have timed out and need to be reactivated
- Completing the STOC Road Closure Report (see section 9.31)
- Pulling multiple incidents for the purpose of data analysis

5.28.3. While the Search for Incident function can be used to find incidents that have timed out, operators are encouraged to use the following alternative method instead of Search for Incidents:

- Find and copy the TIMS incident number of the desired incident (i.e., from logs, Shift Updates, TIMS notification emails, etc.)

- Open the editable version of any active TIMS incident by clicking the Pencil icon
- In the URL/address bar, highlight the TIMS number of the active incident and replace it with the desired incident that has timed out.
- Press “Enter” on the keyboard. The editable version of the desired incident will open.

5.28.4. Guidance on using the Search for Incident function includes:

- Do NOT click the “Search” button without entering search criteria OR by entering minimal criteria that will return too many results (e.g., entering any incident type as only search criteria) – your search will take several minutes, during which you will not be able to use TIMS and your computer may restart.
- When using Start dates as search criteria, give one day of padding on either side of your search to improve your search results. Example: Searching for incident the occurred on April 23rd, enter search dates from April 22nd to April 24th.
- When many search results are returned, click the “Export to Excel” link to download an Excel spreadsheet with your search results. Viewing and managing this data is much easier in Excel.

5.29. TIMS ADMIN. FUNCTIONS – TIMS EMAIL NOTIFICATIONS

5.29.1. Operators may only use this function without prior approval if they are modifying notification settings for their own, personal TIMS account. Operators must receive supervisor/management approval before modifying notification settings of other TIMS users.

5.29.2. This function can be accessed from the TIMS Admin. Home page by clicking the “Manage Notifications” link on the left-hand side of the page. Notification settings are managed across several tabs (like a TIMS incident). Each tab and their associated notification settings are described in the next several statements below.

5.29.3. General Tab

- Modify Notifications for… – sets which user these settings will apply to:
    - Self – applies to the operators’ personal TIMS account ○ New Notification – (from drop down box) applies to email typed into “Email” field
    - Other email chosen from drop down box applies to emails for existing TIMS notification subscribers. When editing settings for an existing user, operators will select that user’s email from this list.
- Is this a pager? – tells TIMS to format notifications sent to the user for mobile pagers.
- Temporarily Suspend? – tells TIMS to NOT send notifications to this user until the user decides to remove the suspension: ○ Yes = do not send notifications ○ No = send notifications

- Limit Notify – instructs TIMS to only send notifications for TIMS incidents based on their impact level:
    - Low, Medium, & High – send notifications for all Low/Medium/High incidents
    - Medium & High – send notifications only for Medium and high incidents
    - High Only – send notifications only for High impact incidents
    - None – only send notifications that meet other criteria (e.g., Special Alerts).

5.29.4. Location Tab

- Select the Division and District… – limits notifications sent to user based on the Division(s) and/or District(s) where incidents have occurred.
- Select the counties… – limits notifications sent to user based on the County where incidents have occurred.

5.29.5. Special Tab

- The following notification settings are related to the Restriction tab of individual TIMS incidents. When a TIMS incident is added/updated and these items are selected, users who have subscribed for the settings below will receive notifications for these incidents:
    - Commercial Vehicle ○ Fatalities ○ Hazardous Materials ○ Limits (H/W/W) ○ Oversized Vehicle ○ Structure ○ Work Zone
- Adverse Weather – user receives notifications when the "Adverse Weather County Roadway Status" is updated but only for counties the user is subscribed to.
- Construction/Maintenance – users receive notifications when construction or maintenance TIMS incidents are added/updated but only for counties the user is subscribed to.
- Special Alert Changes – users receive notifications when a Special Alert is added/updated.
- Traffic Sensor Congestion – DO NOT SUBSCRIBE ANY USER TO THIS OPTION.

5.29.6. Preview Tab

- Provides an overview of the user's TIMS notification subscription settings.
- Clicking the "Save" button will apply any settings to the user's subscription.

5.30. TIMS ADMIN. FUNCTIONS – CREATING/MODIFYING TIMS NOTIFICATION SUBSCRIPTION

5.30.1. When receiving a request to create or modify TIMS notification settings for a user, operators must accurately capture all details about the user's request including:

- User's first and last name
- Email address related to user's TIMS notifications, ○ NOTE: Email for notifications can be an NCDOT account or any personal email account as requested by the user.
- Whether the user is requesting a new notification account or is requesting that an existing account be canceled, suspended, or modified.
- Types of notifications the user wishes to receive (e.g., incidents, Special Alerts, etc.)
- Divisions, Districts, or Counties the user would like to receive notifications for

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Any desired limitations on their notifications (e.g., notifications for LOW, MEDIUM, and/or HIGH impact incidents, only, etc.

5.30.2. After a request for assistance with TIMS notifications is received, operators should:

- Notify their supervisor/management and request approval to make changes.
- Follow the guidelines in this section to fulfill the user's notification request.
- Advise the user (via email) when their notification request has been completed.

5.30.3. To create or modify a notification subscription, operators should follow the instructions below, starting from the General tab on the Manage Notifications page:

- Determine if the user is a new or existing subscriber:
    - New subscriber – select the "New Notification" option from the drop-down list under the "Modify Notifications for" heading and type the user's email address in the Email field.
    - Existing subscriber – select the user's email address from the drop-down box under the "Modify Notifications for" heading.
- Select either "Yes" or "No" as appropriate for the following options:
    - Is this a pager? – choose "No" unless user specifies that they will use a mobile pager, and
    - Temporarily Suspend – choose "No" unless user is requesting to temporarily suspend their notifications. If "Yes," advise user to contact STOC when they wish to resume notifications.
- Select the option that limits notifications by impact level (Low/Medium/High/None) as requested by the user.
- Click the "Next >" button to move on to the Location tab.
- Select the Division that user will receive notifications for from the drop-down list next to the "Division" heading:
    - All – user will receive notifications for all 14 NCDOT Divisions, ○ 1-14 – user will receive notifications for the Division(s) selected, only. A specific Division must be selected in order to further limit notifications to a specific District, if desired, or
    - None – user will not receive notifications by Division. If "None" is selected, specific counties must be selected in the next step.

- Select one or multiple counties that user will receive notifications for from the dropdown list next to the “Counties” heading and click the button labeled, “Add.” ○ “All Counties,” individual counties, or “None” can be selected.
    - Remove selected counties by clicking the red “X” next to the county you wish to remove.
- Click the “Next >” button to move on to the Special tab.
- Select any special notifications/criteria for the user by clicking the “Yes” button that corresponds to the desired subscription option.
- Click the “Next >” button to move on to the Preview tab.
- Review the subscription options that were selected for the user and assure that:
    - Subscriber’s email address is correct ○ All requested subscription options have been selected – return to previous tabs and adjust settings if needed.
- Click the button labeled, “Save” to apply the user’s subscription settings.
- Notify the user via email that their TIMS email notification settings have been created/modified and request that they notify STOC if any changes are needed.

5.31. TIMS ADMIN. FUNCTIONS – CANCELLING TIMS NOTIFICATIONS FOR A USER

5.31.1. Operators may only cancel TIMS notifications for a user at the request of the user and/or by direction from a supervisor/management.

5.31.2. Cancelling TIMS notifications will permanently remove the user from the list of TIMS notification subscribers and will discontinue any TIMS notifications the user received – if the user is requesting a “temporary cancellation,” operators should follow the instructions in section 5.30 to temporarily suspend the user’s notifications instead.

5.31.3. To permanently cancel a user’s TIMS notification subscription, operators should follow the instructions below, starting from the General tab on the Manage Notifications page:

- Select the desired user’s email from the drop-down list under the “Modify Notifications for” heading
- Confirm that the correct user’s email address has been selected
- Click the button labeled, “Delete”
- Confirm that the user’s notification subscription has been cancelled by scrolling through the drop-down list of subscribers under the “Modify Notifications for” heading.
    - If the cancellation was successful, the user’s email should NOT appear.

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- Notify the requesting party via email that the user's subscription has been cancelled.

5.32. TIMS ADMIN. FUNCTIONS – TIMS NOTIFICATIONS VIA TEXT MESSAGE

5.32.1. Users can subscribe to receive TIMS notifications via email and/or text message to a mobile device. To do so, operators must receive and provide additional information from the user when the request is made. Operators should follow the instructions below:

Receive all information from the user as described in section 5.30, and request the following additional information:

- User's mobile phone number where notification texts will be sent
- User's mobile service provider (e.g., Sprint, AT&T, etc.)

- Advise the user of the following considerations related to text notifications:
  - Email, text, or both? – in order to receive notifications as text AND email, operators must create two separate notification subscriptions
  - Texting fees and data – receiving notifications via text may result in additional text and/or data usage fees as determined by their mobile service provider.
  - Incomplete/multiple messages – Notification texts may come to the user as a single, incomplete message, OR as multiple messages.
- Navigate to the General tab of the "Manage Notifications" page in TIMS
- Select "New Notification" from the drop-down list under the "Modify Notifications for" heading
- Enter the formatted email address for the user into the box labeled, "Email"
- Continue to follow all instructions for creating/modifying TIMS notifications as described in section 5.30.

5.33. TIMS ADMIN. FUNCTIONS – CREATING PROJECTS OR TIMS EVENTS

5.33.1. Operators may only create or modify Projects or TIMS events when directed by a supervisor or member of management.

5.33.2. Creating Projects

- Click the "Projects" link on the left-hand side of the TIMS Admin. Home page
- Assure that the project does not already exist OR that an existing project is not similarly named
- Click the "Add Project" button
- Under the heading, "Draw," select the option for how to define the area of the work zone associated with the project on the TIMS map
  - Polygon – creates a

square/rectangle over the project area ○ Freehand Polygon – creates a custom shape to define the project area

- In the field next to the “Name” heading, type in the name of the project as given by your supervisor/member of management
- Click the “Save” button to activate the project in TIMS. It will now be accessible as a TIMS Event that users can select when creating/updating TIMS incidents

- Open the editable version of any existing TIMS incident and, on the General tab, use the drop-down box under the “Event” heading to confirm that the project has been added
- Work with a supervisor/management to send an email to all TIMS users to advise them of the newly added project and provide guidance on how it should be used. ○ See section 5.34 on Emailing All TIMS Users

5.33.3. Deleting Projects

- Click the “Projects” link on the left-hand side of the TIMS Admin. Home page
- Locate the desired project by its name
- Click the red “X” near the desired project
- Open the editable version of any existing TIMS incident and, on the General tab, use the drop-down box under the “Event” heading to confirm that the project has been removed.

5.33.4. Creating TIMS Events

- Click the “Settings” link on the left-hand side of the TIMS Admin. Home page
- Click the “Event Types” link
- Assure that the event does not already exist OR that an existing event is not similarly named
- Click the “Add Event Type” button
- In the field next to the “Event Name” heading, type in the name of the event as given by your supervisor/member of management
- Assure that the “Active” box is checked,
- Click the “Save” button to activate the event in TIMS. It will now be accessible as a TIMS Event that users can select when creating/updating TIMS incidents
- Open the editable version of any existing TIMS incident and, on the General tab, use the drop-down box under the “Event” heading to confirm that the event has been added
- Work with a supervisor/management to send an email to all TIMS users to advise them of the newly added TIMS event and provide guidance on how it should be used ○ See section 5.34 on Emailing All TIMS Users.

5.33.5. Updating TIMS Events

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- Click the “Settings” link on the left-hand side of the TIMS Admin. Home page
- Click the “Event Types” link
- Locate the desired TIMS event and click the corresponding Pencil icon

  Rename, reactivate, or deactivate the event as instructed by a supervisor/management:

  - To rename the event, select the text in the field next to the “Event Name” heading and modify as instructed
  - To reactivate the event, check the “Active” box ○ To deactivate the event, assure that the “Active” box is NOT checked. Operators should NOT delete a TIMS event
- Click the “Save” button,
- Open the editable version of any existing TIMS incident and, on the General tab, use the drop-down box under the “Event” heading to confirm that the desired changes to the TIMS have taken effect.
- Work with a supervisor/management to send an email to all TIMS users to advise of the changes to the TIMS event and provide guidance on how it should be used. ○ See section 5.34 on Emailing All TIMS Users

5.34. TIMS ADMIN. FUNCTIONS – EMAILING ALL TIMS USERS

5.34.1. Operators may only email all TIMs users when directed by a supervisor or member of management.

5.34.2. Emails to all TIMS users must be reviewed and approved by a supervisor or member of management BEFORE they are sent.

5.34.3. Operators must assure that any email sent to all TIMS users is:

- Accurate and up-to-date
- Clear and concise
- Free of spelling, grammar, and format errors
- Professional and appropriate

5.34.4. Emails to all TIMS users are generally sent to advise users of:

- New/updated TIMS Events or Projects and how they should be used
- Information related to TIMS features and/or possible outages due to system maintenance, malfunctions, etc.

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- Adverse weather guidelines for TIMS entries including when to update County Adverse Weather Roadway Statuses

5.34.5. When directed by a supervisor/management to email all TIMS users, operators should:

- Click the “Email All Users” link on the left-hand side of the TIMS Admin. Home page
- Enter a succinct but clear subject line that is relevant to the intent of the email in the field next to the “Subject” heading

  Enter the text for the body in the field beneath the subject line using complete sentences and proper spelling/grammar. Email body should:

  - Contain an appropriate greeting (e.g., “Good Afternoon,” etc.) ○ Explain what TIMS users need to know and/or what they will need to do ○ Identify which TIMS users this information applies to (typically, it will be all users)
  - Describe the timeframe that this information applies to (i.e. when changes, outages, user actions, etc. will take place)
  - Offer 24/7/365 support for users from STOC and provide STOC’s contact information (phone: 877-627-7862 and email: stoc@ncdot.gov)
  - Provide an appropriate sign off (e.g., “Thank you,” or “Take care and be safe,”) and signature (e.g., “-STOC”)
- Request that a supervisor/management review and approve the email
- Once approved, click the “Send” button

5.35. TIMS ADMIN. FUNCTIONS – ADDING ROUTES TO TIMS

5.35.1. Operators may only add routes to TIMS when directed by a supervisor or member of management.

5.35.2. TIMS recognizes routes that exist in counties across NC to prevent users from creating incidents for roadways that do not exist in a particular county. However, TIMS may not allow users to enter an incident for a route in a particular county even though it does exist.

5.35.3. When an operator experiences this error OR it is reported to them by another TIMS user, operators should:

- Work with a supervisor/management to confirm that the route does exist in the specific county and receive approval to add the route to TIMS.
- Click the “Settings” link on the left-hand side of the TIMS Admin. Home page
- Click the “Routes” link

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- Use the drop-down lists and field described below to select the desire route ○ First drop-down list – select route type (I, US, NC, or SR) ○ Field – enter route number (e.g., “1652” to add SR 1652) ○ Second drop-down list – select route description ([None], ALT, BUS, BYP, TRK, or TOLL)
- Use the drop-down list beneath the route information to select the county that the route will be added to and click the “Add” button.
    - Operators may add the route to one county or to multiple counties by repeating this step as needed.

- Counties may be removed by clicking the red "X" for the corresponding county.

- Click the "Add Route" button
- Attempt to add a new TIMS incident for the recently added route in the counties that the route has been added to – this will confirm that the route has been added successfully.
    - NOTE: A complete TIMS incident should not be added – only the General tab needs to be completed. Cancel the TIMS incident once the route is confirmed.

5.35.4. For Secondary Roads (SR), operators must also notify NCDOT's GIS Unit to assure that the road is also updated in the "Secondary Roads Database." See section 5.37 for details on coordinating with the GIS Unit on additions/corrections in the SR Database.

5.36. TIMS ADMIN. FUNCTIONS – SECONDARY ROADS DATABASE

5.36.1. The Secondary Roads Database (aka "Secondary Roads Database Lookup" or "SR Database") can be used by operators as needed, without prior approval.

5.36.2. Operators are encouraged to make regular use of the SR Database to:

- Confirm that a road is state maintained,
- Find the correct SR number associated with the common name of an SR, and
- Find the correct common name associated with an SR number.

5.36.3. To access and use the SR Database, operators should:

- Click the "Travel & Maps" link at the top of the NCDOT Home Page (www.ncdot.gov),
- Click the "Maps & Publications" link in the blue, menu on the left side of the page,
- Scroll down the page and click the "Secondary Roads Database Lookup" link, ○ NOTE: Operators should add the SR Database as a Favorite on their browser.
- Use the fields shown below to enter search criteria that will help return the desired SR information: ○ Division ○ County ○ Road Name ○ Road Number
- Click the "Submit" button to return search results based on the criteria entered.

5.37. TIMS ADMIN. FUNCTIONS – SUBMITTING CHANGES TO THE SR DATABASE

5.37.1. Operators must coordinate with the NCDOT's GIS Unit to request changes to the SR Database such as:

- SR name and/or number is missing from a county
- SR name is associated with an incorrect SR number
- SR number is associated with an incorrect SR name

- SR name is misspelled or incomplete

5.37.2. Operators must receive supervisor or management approval before submitting change requests for the SR Database to the GIS Unit.

5.37.3. To submit change requests for the SR Database to the GIS Unit, operators should:

- Use the Secondary Roads Database to confirm that information about the SR is missing, incorrect, or incomplete
- Receive supervisor/management approval to notify the GIS Unit
- Email the GIS Unit at GIShelp@ncdot.gov (supervisor/management should be copied) from the STOC email account and provide the following information as appropriate for request: ○ Division ○ County ○ Road Number ○ Road Name as listed in the SR Database ○ Nature of the correction/discrepancy to resolve ○ Additional road name that needs to be associated with the road number ○ Actual road name that should replace an incorrect road name ○ Correct spelling of the road name

5.38. TIMS ADMIN. FUNCTIONS – MANAGING TIMS CAMERAS

5.38.1. TIMS cameras are managed by approved STOC personnel in partnership with NCDOT personnel at a statewide and regional level.

5.38.2. Operators who are not approved to manage TIMS cameras are responsible for:

- Checking TIMS cameras regularly and identifying malfunctioning cameras
- Receiving reports/complaints related to malfunctioning cameras
- Relaying details on malfunctioning cameras to STOC's Traffic Operations Specialist and Assistant Traffic Specialists

5.39. TIMS ADMIN. FUNCTIONS – MANAGING TIMS USER ACCOUNTS

5.39.1. TIMS user accounts are managed by approved STOC personnel in partnership with NCDOT personnel at a statewide level.

5.39.2. Operators who are not approved to manage TIMS user accounts are responsible for:

- Maintaining their personal user credentials and working with NCDOT Help Desk when they are unable to login to TIMS
- Receiving requests from individuals for new TIMS user accounts and/or new levels of access

- Relaying TIMS user account requests to STOC's Traffic Operations Specialist and Assistant Traffic Specialists

5.39.3. Adding a New TIMS User

- When a DOT employee wants access to TIMS they usually contact the DOT Help Desk or the STOC directly. Sometimes the DOT IT person for their Division will contact the DOT Help Desk on their behalf.
- The DOT Help Desk notifies the TIMS GroupAdmin Email Group (DOT.TIMSHELP DOT.TIMSHELP@ncdot.gov) via a ServiceNow Ticket that someone has requested TIMS access.
- Go to the DOT directory and verify that the person is a DOT employee and it seems like someone who would need TIMS access and that the access level they are requesting is appropriate based on the role definition at the beginning of this SOP. If you have any questions, ask the Mobility Program Manager or the Traffic Operations and Incident Management Engineer.
- Whichever person opens and acknowledges the ServiceNow Ticket becomes the owner of the ticket and should complete it or ask another GroupAdmin group member to complete the ticket.
- Once the ServiceNow ticket is complete the person who completed the request should email the user, and the person who originated the request, and let them know that they are now authorized TIMS users. Also let them know if they have any questions or ever need assistance using TIMS they can contact STOC, 24 x 7, at 877NCS-STOC.

6. DYNAMIC MESSAGE SIGNS (DMS)

6.1. WHEN TO USE DMS

6.1.1. Operators should activate DMS for the following purposes:

- To advise motorists of congestion, lane closures, adverse weather, or other incidents or events that may affect travel conditions
- To provide motorists with travel information such as travel times or detour/alternate route instructions
- To convey safety messages that reiterate NC driving laws and encourage motorists to adopt safe driving practices
- To support Amber Alerts and Silver Alerts for missing persons in NC.

6.1.2. DMS should only be used if signs are:

- Facing motorists who are traveling in or towards affected areas, • Available in an appropriate proximity to an incident/affected area, and
- Not currently in use for a higher priority message.

6.2. WHEN TO UPDATE AND DEACTIVATE DMS

6.2.1. Operators must assure that all active DMS are always displaying accurate and up-to-date information.

6.2.2. DMS messages must be updated in a timely manner as incident or travel conditions change.

6.2.3. DMS messages should be deactivated when the incident/event is over and/or when travel conditions return to normal.

6.2.4. For DMS messages that are programmed to activate and deactivate on a set schedule, operators should assure that the message has activated and deactivated at the allotted time and should manually activate or deactivate the message if needed.

6.3. DMS MESSAGE PRIORITIES

6.3.1. DMS message priorities are shown in descending order below with higher priority messages at the top:

- Priority 1 - Road closures on any major network facility within a 10-mile radius of the DMS,
- Priority 2 - Emergencies, such as evacuation information,
- Priority 3 - Congestion, lane closures, lane shifts, or shoulder closures due to incidents within a 10-mile radius of the DMS,
- Priority 4 - Closures due to incidents that are greater than a 10-mile radius away,
- Priority 5 - Amber Alerts, Blue Alert, and Silver Alerts
- Priority 6 - Hazardous or uncommon road conditions that require drivers to alter their driving (e.g., standing water, icy roads, etc.) within 10-mile radius of the DMS where information is available on road conditions,

- Priority 7 - Travel Times during road closures, congestion, or other unusual conditions,
- Priority 8 - Congestion or unusual conditions greater than a 10-mile radius away,
- Priority 9 - Special Event messages,
- Priority 10 - Advance notice of events likely to cause congestion, such as:
    - Future road, lane, or ramp closures or special events, or
    - Closures of congestion on another primary route (i.e., adjacent routes).
- Priority 11 - Supplemental signing for Work Zones,
- Priority 12 - Ozone Action Day Alerts,
- Priority 13 - Safety Messages, and
- Priority 14 - Multi-modal traveler information such as ferries, transit, park & rides, etc.

6.3.2. Before activating a message on a DMS, operators should check the DMS to determine if it is already in use.

6.3.3. If a DMS is already in use, operators must determine if the existing message is a higher or lower priority than the new message that the operator wishes to display.

6.3.4. In Division 1, operators should call the division personnel to determine which is a higher priority.

6.3.5. If an existing DMS message is lower priority than a new message, operators should:

- Note the DMS and the full wording of the lower priority message,
- Replace the existing, lower priority message with the new, higher priority message, and
- Deactivate the higher priority message when it is no longer needed and reactivate the previous, lower priority message if it is still needed.

6.4. DMS FOR TRAVEL TIMES

6.4.1. DMS Selection – operators should only activate travel times on DMS that have been selected and programmed to display travel time messages by NCDOT or STOC management.

6.4.2. DMS Messaging – operators may only activate the pre-programmed travel time message on the DMS that has been specifically selected for that travel time message.

6.4.3. Travel Time Activation – operators should activate and deactivate travel time messages on the days and times that have been established by NCDOT or STOC management.

6.4.4. If a travel time message is set to automatically activate and deactivate on a schedule, operators should assure that the message has successfully activated and deactivated at the appropriate times and manually activate and deactivate them if needed.

6.5. DMS SELECTION FOR INCIDENTS/TRAVEL CONDITIONS

6.5.1. Operators must use the NC Operations Map (resource in Google Maps) whenever planning DMS activation.

6.5.2. Similar maps for regional operators (e.g., Triad Resource Map) may also be used but, if incident is a major and/or long-term incident or if it is affecting other regions, operators should use the NC Operations Map to assure that all appropriate DMS are activated.

6.5.3. If a DMS is within the area affected by an incident/event, it must be used.

- Example: DMS within the queue behind an incident.

6.5.4. If a DMS is at/before a key decision point, it should be used.

- Example: DMS before an exit where a detour/alternate route begins.

6.5.5. After the rules above have been followed, operators should activate DMS on the affected route and on adjacent routes nearby such that motorists who are or may become impacted will view the message with enough time to read the message and react safely. Operators are encouraged to follow the "20/10 Rule" described below.

6.5.6. 20/10 Rule for DMS selection:

- On affected route, operators should select all DMS that are:
    - Within the affected area AND ○ Within 20 miles from the incident or end of queue.
- On adjacent routes, operators should select all DMS that are:
    - On adjacent routes that are within the DMS activation area for the affected route AND
    - Within 10 miles of the adjacent routes' intersection with the affected route.
- This rule states that 20/10 miles are based on the total time in hours of the incident's expected duration.
    - Example: 1 hour duration = 20 miles back and 10 miles out.
    - Example: 2 hour duration = 40 miles back and 20 miles out.
- If duration calls for DMS activation in other Divisions/States, operators should discuss with a supervisor/POC before coordinating with these other parties.
- The 20/10 rule is a general guideline whose goal is to emphasize the need to:
    - Expand DMS selection as the severity of an incident increases and ○ Effectively utilize DMS on adjacent routes as well as affected routes.

6.6. DMS SELECTION FOR INCIDENTS ON RAMPS OR SHOULDERS

6.6.1. Operators should only use DMS that are on the route where the ramp or shoulder is affected (i.e., DMS on adjacent routes should not be used).

6.6.2. Only DMS that are within 10 miles of the affected ramp or shoulder should be used unless DMS further than 10 miles are at or before a key decision point.

6.7. DMS MESSAGE GUIDELINES – PANELS

6.7.1. DMS messages may consist of 1 or 2 panels but NEVER more than 2 panels.

6.7.2. Each panel should be displayed for 3 seconds. In general, operators should not modify the panel's default display time.

6.7.3. Each panel must convey a complete thought (i.e., do not carry sentences across 2 panels).

6.7.4. Whenever possible, operators should craft and use DMS messages that are 1 panel only. 1 panel messages are preferred because they can help:

- Minimize confusion by limiting the amount of information motorists must read and digest and
- Prevent motorists from slowing down to read multiple panels.

6.8. DMS MESSAGE GUIDELINES – ROWS

6.8.1. Operators should craft DMS messages that use 2-3 rows per panel.

6.8.2. If only 2 rows of a panel are used, DO NOT leave the middle row blank. The 2-row message will automatically be centered vertically on the board.

6.8.3. Unless directed by NCDOT personnel or STOC management, operators should not display a panel where only 1 row is used.

6.9. DMS MESSAGE GUIDELINES – FORMATTING AND WORDING

6.9.1. Operators should adhere to the following format and wording guidelines when crafting DMS messages:

- Text should be in ALL CAPS and centered.
    - NOTE: Travel Time messages may be set to Left Alignment.
- Use simple, brief, legible, and clear messages that minimize confusion.
    - Do not use NCDOT jargon or other technical phrases.
    - Do not say "LEFT" and "RIGHT" on the same panel. Choose one idea to convey or reword the message but do not use both.
    - Language should not be overly simplistic/vague (e.g., "CONGESTION AHEAD," as only information in message).

- Do NOT use overly dramatic language or wording that could adversely affect the respect motorists have for the signs and for NCDOT. Overly dramatic message examples below:
    - “CAUTION! CAUTION! CAUTION!” ○ “CRASH WITH FATALITIES”
- Do NOT display any messages containing jingles, slogans, or other content that may seem like an advertisement. Generic terms for events and/or venues that can be used in place of the specific event/venue name include but are not limited to: ○ “EVENT” ○ “RACE” ○ “CONCERT” ○ “SPEEDWAY” ○ “ARENA” ○ “STADIUM” ○ “COLISEUM”
- Do NOT use any animations, moving or fading text, or graphics other than those approved by NCDOT or STOC management.
- Avoid use of special characters. Dashes, colons, parentheses, and ampersands may be used but all others (e.g., #, @,!) should not be used without approval.
- Do NOT display phone numbers greater than 4 digits, web sites, or mailing addresses.
    - “511” may be displayed for Amber/Silver Alert messages.
    - Only display “911” or “*HP” when directed by STOC management.
- Operators should provide exit numbers instead of common street names or mile markers whenever possible.
    - If an exit also has a letter designation, that letter must also be provided. Example: “EXIT 1D.”
- Operators should use “CLOSED” instead of “BLOCKED.”
- Operators should use “CRASH” instead of “VEHICLE ACCIDENT” or “ACCIDENT.” • Operators should use “CONGESTION” or “DELAYS” to refer to traffic congestion.
- Operators should use “DEBRIS” to refer to debris and other obstructions.
- Operators should use “DISABLED VEHICLE” to refer to disabled or abandoned vehicles.
- “ROAD WORK” or “WORK ZONE” should be used in place of “CONSTRUCTION” or “MAINTENANCE” unless otherwise specified by NCDOT or management personnel.

6.10. DMS MESSAGE GUIDELINES – APPROVED ABBREVIATIONS

6.10.1. Only abbreviations approved by the NCDOT and/or MUTCD may be used on DMS.

6.10.2. Abbreviations should only be used when space is needed and should be used sparingly. Too many abbreviations on the same panel can be confusing.

6.10.3. Operators may only use NCDOT/MUTCD-approved abbreviations on DMS. For a list of approved abbreviations, see Appendix D.

6.10.4. When additional space is needed to describe lanes or shoulder closed, operators should abbreviate lanes (i.e. "LNS") or shoulder ("SHLDR") and should not abbreviate "RIGHT," "LEFT," or "CLOSED." Examples below:

- "2 LEFT LNS CLOSED"
- "RIGHT SHLDR CLOSED"

6.11. DMS MESSAGE GUIDELINES – TIMES AND DATES

6.11.1. If the DMS message is for an incident/event that will occur later on the same day, operators should provide the time only. Example: "5:00 PM" or "5 PM."

6.11.2. If the DMS message is for an incident/event that will occur within the same week, operators should provide the day of week. Example: "MONDAY" or "MON."

- Time may also be shown, as needed. Example: "MONDAY AT 5:00 PM" or "MON 5 PM."

6.11.3. If the DMS message is for an incident/event that will occur more than 7 days out, operators should provide the date. Example: "5/25/15."

6.12. DMS MESSAGE GUIDELINES – GENERIC ACTIONS FOR MOTORISTS

6.12.1. Operators may use the following phrases on DMS messages when describing generic actions for what motorists should do:

- "REDUCE SPEED"
- "PREPARE TO STOP"
- "EXPECT DELAYS"
- "SEEK ALTERNATE" or "USE ALTERNATE"
- "USE DETOUR" or "FOLLOW DETOUR"
- "USE CAUTION"

6.12.2. When possible, operators should seek to provide more specific instructions for what motorists should do – especially regarding detours or alternate routes.

6.13. DMS MESSAGE GUIDELINES – DESCRIBING DISTANCE

6.13.1. Operators must consider the location of the DMS in relation to the incident and/or the end of the queue when describing distance.

6.13.2. For DMS on the affected route:

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If DMS is 0-20 miles away, use “[X] MILES AHEAD” – Example: “5 MILES AHEAD”

- Especially in areas with numerous, interconnected adjacent interstates (e.g., Triad Region), operators should use “NEAR EXIT [X]” even if DMS is within 20 miles of the incident/queue.
- Operators may use “AHEAD” at their discretion if DMS is in immediate proximity (e.g. less than 1 mile) to the incident/queue.

• If DMS is 20+ miles away, use “NEAR EXIT [X]” – Example: “NEAR EXIT 285.” The options below may also be used if an exit is not near the incident/queue:

○ “NEAR [CITY]” – Example: “NEAR RALEIGH” ○ “NEAR [STATE LINE]” – Example: “NEAR NC/VA BORDER”

6.13.3. For DMS on an adjacent route, “[X] MILES AHEAD” should NOT be used. “NEAR EXIT [X],” “NEAR [CITY],” or “NEAR [STATE LINE]” should be used instead, regardless of distance from the DMS to the incident/queue.

6.13.4. Operators may use “AT” instead of “NEAR” as appropriate to describe the location of the incident/queue.

6.13.5. Operators should always use ROAD WORK as two separate words for DMS Activation.

6.14. DMS MESSAGE TEMPLATE – DMS ON AFFECTED ROUTE

6.14.1. The following is the message template for DMS on an affected route that operators should use for most incidents or traffic queues unless circumstances require that additional information is displayed:

- Top Row: [INCIDENT TYPE]
- Middle Row: [DISTANCE TO INCIDENT] • Bottom Row: [LANE(S) CLOSED/DRIVER ACTION]

6.14.2. Examples of DMS messages for crashes:

- 0-20 miles away: ○ “CRASH | 5 MILES AHEAD | RIGHT LANE CLOSED”
- 20+ miles away:
  - “CRASH | NEAR EXIT 285 | 2 RIGHT LNS CLOSED” 6.14.3. Examples of DMS messages for construction or maintenance:
- 0-20 miles away:

- “ROAD WORK | 10 MILES AHEAD | LEFT LANE CLOSED” ○ “WORK ZONE | 2 MILES AHEAD | RIGHT SHLDR CLOSED”

- 20+ miles away:
  - “ROAD WORK | NEAR EXIT 14 | RIGHT LANE CLOSED” ○ “WORK ZONE | NEAR EXIT 46B | 2 LEFT LNS CLOSED”

6.14.4. Examples of DMS messages for abnormal and heavy congestion:

- DMS within traffic queue:
  - “CONGESTION | NEXT 3 MILES | EXPECT DELAYS” ○ NOTE: Here, distance describes how far from the DMS to where traffic returns to normal flow.
- 0-20 miles away: ○ “CONGESTION | 1 MILE AHEAD | REDUCE SPEED”
- 20+ miles away:
  - “CONGESTION | NEAR EXIT 179 | EXPECT DELAYS”

6.15. DMS MESSAGE TEMPLATE – DMS ON ADJACENT ROUTES

6.15.1. The following message templates are for DMS on an adjacent route that operators should use to advise of incidents or traffic queues on an affected route unless circumstances require that additional information is displayed.

6.15.2. Short Template for Adjacent Route DMS – used for messages with fewer characters:

- Top Row: [INCIDENT TYPE] ON [AFFECTED ROUTE] [DIRECTION]
- Middle Row: [LOCATION ON AFFECTED ROUTE] • Bottom Row: [LANE(S) CLOSED/DRIVER ACTION]

6.15.3. Example of DMS message using Short Template:

- “CRASH ON I-540 E| NEAR EXIT 16 | 2 RIGHT LNS CLOSED”

6.15.4. Long Template for Adjacent Route DMS – used for messages with more characters requiring additional space.

- Panel 1 ○ Top Row: [INCIDENT TYPE] ON ○ Middle Row: [AFFECTED ROUTE] [DIRECTION] ○ Bottom Row: [LOCATION ON AFFECTED ROUTE]

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- Panel 2 ○ Top Row: [DUPLICATE PANEL 1 INFORMATION] ○ Middle Row: [DUPLICATE PANEL 1 INFORMATION] ○ Bottom Row: [LANE(S) CLOSED/DRIVER ACTION]

6.15.5. Example of DMS message using Long Template:

- (P1) “ROAD WORK ON | I-440 WEST | NEAR EXIT 2A”
  (P2) “ROAD WORK ON | I-440 WEST | RIGHT LANE CLOSED”

6.16. DMS MESSAGE TEMPLATE – DMS FOR INCIDENTS ON RAMPS

6.16.1. DMS messages for ramps must indicate the exit number for the affected ramp unless the exit is not given a numeric designation.

- Letter designations (e.g. “EXIT 7B”), if included, must also be used.

6.16.2. If the exit does not have a numeric designation, the official route designation (e.g. US 70) or the common name for the route (e.g. “GLENWOOD AVE”) must be provided.

- If needed, the direction of travel for the route that the ramp accesses should be provided (e.g. “US 1 NORTH” or “US 1 N”).

6.16.3. The following templates are for DMS message that operators should use to advise motorists of incidents occurring on ramps unless circumstances require that additional information is displayed.

6.16.4. Short Template for DMS Advising of Ramp Incidents – used for messages with fewer characters:

- Top Row: [INCIDENT TYPE] ON RAMP
- Middle Row: TO [EXIT # #/ROUTE]
- Bottom Row: [LANE(S) CLOSED/DRIVER ACTION]

6.16.5. Examples of DMS messages using Short Template:

- “CRASH ON RAMP | TO EXIT 298A | LEFT LANE CLOSED”
- “CRASH ON RAMP | TO WADE AVE | RAMP CLOSED”

6.16.6. Long Template for DMS Advising of Ramp Incidents – used for messages with more characters requiring additional space.

- Top Row: [INCIDENT TYPE] ON
- Middle Row: RAMP TO [EXIT # #/ROUTE] • Bottom Row: [LANE(S) CLOSED/DRIVER ACTION]

6.16.7. Example of DMS message using Long Template:

- “ROAD WORK ON | RAMP TO US 1 NORTH | RIGHT SHLDR CLOSED”

6.17. “MOVE OVER” DMS MESSAGE FOR SHOULDER INCIDENT

6.17.1. If a shoulder is closed and IMAP or Law Enforcement are on scene and a DMS is relatively close (i.e., 1-2 miles away), operators are encouraged to use the following DMS message:

- (P1) “MOVE OVER | FOR EMERGENCY | VEHICLES”
- P2) “SLOW DOWN | FOR EMERGENCY | VEHICLES”

6.18. “WRONG WAY DRIVER” DMS MESSAGE FOR REPORTED INCIDENTS

6.18.1. If a wrong way driver has been reported by NCDOT Personnel, Law Enforcement or CCTV Visual Confirmation, operators must:

- Notify Supervisor
- Activate all DMS within a 20-mile radius on the main route & within 10 miles on adjacent routes ○ WRONG WAY DRIVER | REPORTED IN AREA | STAY ALERT
- Attempt to gain visual confirmation via CCTV
- If found then notify reporting agency and LEO ○ Follow normal incident management
- If **not** found then continue to monitor for 20 mins ○ After 20 mins deactivate signs ○ Contact Law Enforcement after 10 mins for update
- Adjust signs accordingly during the incident (e.g., driver is caught then deactivate signs; driver crashes then update to reflect the crash)

6.18.2. If the incident results in a crash, operator must notify the Operations Manager immediately and document accordingly.

6.19. REQUESTS FOR EXCEPTIONS TO DMS POLICY

6.19.1. Operators may receive requests to display DMS messages that are not in line with the policies and guidelines described in this document.

6.19.2. All requests for exceptions to this policy must be submitted to the appropriate Division Engineer of the Division where the DMS in question is located. The Division Engineer must review the request and, if approved, must submit it to the NCDOT ITS Operations Unit for further review. After reviewing the request from the Division Engineer, the ITS Operations Unit will forward the request to the NCDOT Chief Engineer of Operation with a recommendation to approve or deny the request. The final ruling to approve or deny the request will be made by the Chief Engineer of Operations.

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6.19.3. Until the NCDOT Chief Engineer of Operations approves a request for an exception to the DMS policy, the message in question may not be displayed on DMS.

6.19.4. If a request for an exception to this policy is received, operators must forward the request via email to the NCDOT Traffic Operations Engineer (part of the ITS Operations Unit) and should copy their supervisor and the STOC Operations Manager. Email should include:

- Full name and contact information for the requesting party,
- If applicable, requesting party's title and agency that they represent,

  Complete details on the message that requesting party wishes to display, and/or
- Details of their request and the policy exception they are requesting, and
- Location of DMS that have been requested for use including route, direction of travel, county, and Division.

6.20. REQUEST OF DIVISION 3 CAUSEWAY DMS ACTIVATION

6.20.1. Operators may receive requests to display DMS messages for Division 3 Bridge personnel. If a request is received by the STOC for activation, first obtain the following information:

- Name and/or agency of party who made request,
- Requesting party's contact information,
- What bridge are the messages for, and
- Time, date, and overall duration when party requested message to be displayed.

6.20.2. Once all information has been obtained, operators should navigate to Vanguard and perform the appropriate actions:

- For the **Cape Fear Bridge** and/or the **Isabel Holmes Bridge** the following DMS need activation:
  - D03 DMS-02 (US 17 NB/74/76 EB) ○ D03

    DMS-06 (US 17 NB/74 EB/421 NB) ○ D03 DMS-09 (US

    421 SB at Pender/NH line)
- The corresponding approved messages for each bridge have been created and can be accessed within the STOC Vanguard using the following steps:
  - Right click on the correct DMS sign ○ Under

    Options, select **Play Message** ○ Navigate to the **D3**

    messages -> D3 Bridges folder ○ Select the requested

    bridge (Cape Fear or Isabel Holmes) ○ Input the

requested duration and press play ○ Continue until

All Three DMS have been activated ○ Confirm that all

DMS activated correctly

6.20.3. Operators should monitor the signs throughout the duration and seek confirmation of deactivation from the requester, before timing out DMS.

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7. DETOURS AND ALTERNATE ROUTES

7.1. WHEN TO IMPLEMENT A DETOUR

7.1.1. Operators should plan and implement detours when all travel lanes are closed due to an incident.

- If all lanes are closed briefly (e.g., to relocate vehicles to the shoulder), a detour may not be necessary.
- If all lanes are closed for an extended period, a detour will be necessary.

7.1.2. If responders have diverted traffic onto a route that does not serve as a viable detour, operators should support that on-scene detour as appropriate (e.g., information on DMS) and should implement an additional detour/alternate route that is viable, if viable routes are available.

7.1.3. Operators should implement additional detours as needed to address increasing congestion levels and/or to serve traffic in other areas or on other routes.

7.2. WHEN TO IMPLEMENT AN ALTERNATE ROUTE

7.2.1. Operators should plan and implement an alternate route in the following circumstances:

- When 50% of more available travel lanes are closed during peak hours and with one mile of congestion of more AND/OR
- When an existing detour/alternate route is or may become heavily congested.

7.2.2. Operators should implement additional alternate routes as needed to address increasing congestion levels and/or to serve traffic in other areas or on other routes.

7.2.3. In general, operators should NOT implement an alternate route for an incident whose duration is expected to be less than 30 minutes.

7.3. PLANNING DETOURS/ALTERNATE ROUTES

7.3.1. Operators should plan and implement viable detours/alternate routes – a viable route should:

- Divert traffic off the affected route BEFORE the incident location. ○ If possible, traffic should be diverted before the congested area. • Return traffic to the affected route AFTER the incident location
- Use high capacity roads – further guidance below:
    - Interstate to interstate is BEST ○ Interstate to large US/NC is OK ○ Interstate to small US/NC or SR is PROHIBITED unless approved by NCDOT or management

- DO NOT use tolled roads as detours/alternate routes unless there are NO other viable alternatives. If a toll road must be used, then there must be coordination with the NCTA prior to implementing the detour/alternate route so that motorists are not charged for using the toll road.

- Avoid using routes that are:
  - Affected by incidents, work zones, or regularly high congestion ○ Main thoroughfares that travel directly through cities or towns ○ Intersected by traffic circles (i.e., roundabouts) or railroad tracks ○ Not intended to carry vehicles of all sizes and weights.
- Use the shortest route possible and with as few turns as possible.
  - NOTE: Travel time via an alternate route must be shorter than if motorists remained on the affected route with the incident.

7.3.2. When planning and implementing detours/alternate routes, operators should:

- Use Google Maps to carefully inspect the area around the incident and routes that may be used to determine if the detour/alternate route is viable.
- Discuss the detour/alternate route with another party to confirm that the route is best and that it aligns with other, on-scene efforts.
  - First, discuss with another operator and/or supervisor.
  - Then discuss with a NCDOT POC, ideally someone on-scene.
- Craft clear and concise driving instructions that motorists can follow.
- Use DMS (if available) to provide instructions before and along the detour/alternate route.
- Monitor the incident, the affected route, and the detour/alternate route. If needed, operators should:
  - Modify the detour/alternate route if it is no longer viable.
  - Implement an additional alternate route further back to alleviate congestion on an existing detour/alternate route.
  - Remove the route if it is no longer needed.

7.3.3. For longer-term detours, operators should:

- Contact law enforcement to request assistance with traffic control at traffic signals and intersections along the detour route.

- Discuss deployment of CMS and/or static signs with NCDOT county maintenance personnel.
    - NOTE: Discussion with NCDOT personnel should occur as soon as possible since the response time for county maintenance may be as long as 2-3 hours.

7.4. DETOURS/ALTERNATE ROUTES IN TIMS INCIDENTS

7.4.1. In a TIMS incident, driving instructions for detours/alternate routes should be entered on the Description tab in the box labeled “Describe Detour [or] Alternate Route below”.

7.4.2. Operators must select the appropriate check box to designate the route as either a “Detour” or an “Alternate Route”.

7.4.3. Operators should NOT modify the detour/alternate route information in a TIMS incident that has been entered or is being managed by an external TIMS user (i.e., local NCDOT personnel) unless they have received approval from the NCDOT personnel that are responsible for the incident/area.

7.5. DETOURS/ALTERNATE ROUTES IN SPECIAL ALERTS

7.5.1. In a Special Alert, driving instructions for detours/alternate routes should be entered below the incident information in the body of the alert as a separate paragraph.

7.5.2. Operators should record detour/alternate route instructions as part of the floodgate message for a Special Alert.

7.5.3. If a Special Alert is used, operators must assure that detour/alternate route instructions always match the instructions in the TIMS incident.

7.6. DETOUR/ALTERNATE ROUTE FORMAT FOR TIMS

7.6.1. Operators should adhere to the following wording and format guidelines when entering detour/alternate route instructions in a TIMS incident or Special Alert.

- Write instructions in a turn-by-turn format using complete sentences. ○ Operators should keep sentences short – one turn per sentence is best.
- Provide exit numbers and common names of routes that are used.
- Describe direction of travel that motorists must follow along route
- Multiple detours/alternate routes (if used) should be written separately and as a separate paragraph ○ This includes if a detour/alternate route is provided for both directions of travel on an affected route. Both directions must have complete route instructions.

7.6.2. Example of a detour if I-40 West is closed at MM 272:

- "Detour: Take Exit 273A for NC 54 West. Follow NC 54 towards Chapel Hill then turn right onto the ramp for US 15/501 North. Continue US 15/501 North to re-access I40 near Exit 270."

7.7. DMS SELECTION FOR DETOURS/ALTERNATE ROUTES

7.7.1. Standard rules for DMS selection apply to detours/alternate routes – especially DMS at or before key decision points (i.e., exit or intersection where the detour/alternate route begins).

- See Section 6.5 DMS Selection for Incidents/Travel Conditions

7.7.2. Operators should use DMS along the detour/alternate route to continue to guide motorists and (where appropriate) to provide additional route instructions that may not have fit on DMS that motorists have already seen.

7.8. CRAFTING DMS MESSAGES FOR DETOURS/ALTERNATE ROUTES

7.8.1. When crafting DMS messages for detours/alternate routes, operators should:

- Adhere to standard formats and templates for DMS messages as much as possible ○ In most cases, DMS should still describe where the impact is and how motorists are affected (e.g., which lanes are closed).
- Provide exit numbers and official route designations (e.g., I-40, US 70) ○ Avoid using common names or mile markers, if possible ○ DO NOT provide SR numbers – Use common name, if needed
- Describe direction of travel that motorists must follow on route
- Use "Detour" or "Alternate Route" to state that information is related to a detour or alternate route.
    - "ALTERNATE", "ALT", OR "ALT RTE" may be used
    - "[ROUTE] TRAFFIC | USE…" is also acceptable. Example: "I-40 TRAFFIC | USE…"
- Use abbreviations to save space but use them SPARINGLY.
- Get input from other operators or supervisor to ensure the message is clear and understandable.

7.8.2. Operators should adhere to the DMS message templates described in the next several sections except in the following circumstances:

- When directed by NCDOT or STOC management to activate a different message.
- Response plans or specific SOPs instruct use of a different message for the situation

- When the DMS message templates do not meet the needs for a circumstance. In these cases, operators must seek supervisor approval for non-template messages.

7.9. DMS TEMPLATES – PLANNED/ON-SCENE DETOUR

7.9.1. The following DMS message templates should be used for detours that are either:

- Planned in advance and where static signs or other instructions are in place before and along the detour route OR
- Implemented on-scene by responders (i.e., law enforcement) and where motorists are being directed onto the detour route that they must use.

7.9.2. For DMS on the affected route, use the template below:

- Top Row: ROAD CLOSED
- Middle Row: [DISTANCE TO INCIDENT]
- Bottom Row: FOLLOW DETOUR

7.9.3. Example of planned/on-scene detour message for DMS on affected route:

- "ROAD CLOSED | NEAR EXIT 301 | FOLLOW DETOUR"

7.9.4. For DMS on an adjacent route, use the template below:

- Top Row: [AFFECTED ROUTE] [DIRECTION] CLOSED
- Middle Row: [LOCATION ON AFFECTED ROUTE]
- Bottom Row: FOLLOW DETOUR

7.9.5. Example of planes/on-scene detour message for DMS on an adjacent route:

- "I-540 EAST CLOSED | NEAR EXIT 16 | FOLLOW DETOUR"

7.10. DMS TEMPLATES – GENERIC ALTERNATE ROUTE

7.10.1. The following DMS message templates should be used when multiple alternate routes are available and/or when motorists, in general, should choose their own routes (e.g., during special events).

- When possible, operators should seek to provide more specific instructions for what motorists should do.

7.10.2. For DMS on the affected route, use the template below:

- Top Row: [INCIDENT TYPE/LANES(S) CLOSED]
- Middle Row: [DISTANCE TO INCIDENT]
- Bottom Row: SEEK ALTERNATE

7.10.3. Examples of generic alternate route message for DMs on affected route:

- “DELAYS | NEAR EXIT 1D | SEEK ALTERNATE”
- “2 RIGHT LNS CLOSED | NEAR EXIT 2 | SEEK ALTERNATE”
- NOTE: If lanes are closed, operators should state which lanes are closed on the top row.

7.10.4. For DMS on an adjacent route where fewer characters are needed, use the Short Template below:

- Panel 1
    - ○ Top Row: [INCIDENT TYPE] ON [AFFECTED ROUTE] [DIRECTION]
    - ○ Middle Row: [LOCATION ON AFFECTED ROUTE] ○ Bottom Row: [LANES(S) CLOSED]
- Panel 2 ○ Top Row: [DUPLICATE PANEL 1 INFORMATION] ○ Middle Row: [DUPLICATE PANEL 1 INFORMATION] ○ Bottom Row: [SEEK ALTERNATE]

7.10.5. Example of generic alternate route message for DMS on adjacent route (Short Template)

- (P1) “CRASH ON I-440 W | NEAR EXIT 2 | 2 RIGHT LNS CLOSED”
- (P2) “CRASH ON I-440 W | NEAR EXIT 2 | SEEK ALTERNATE”

7.10.6. For DMS on an adjacent route where more characters are needed, use the Long Template below: • Panel 1 ○ Top Row: [INCIDENT TYPE] ON ○ Middle Row: [AFFECTED ROUTE] [DIRECTION] ○ Bottom Row: [LOCATION ON AFFECTED ROUTE]

- Panel 2 ○ Top Row: [DUPLICATE PANEL 1 INFORMATION] ○ Middle Row: [DUPLICATE PANEL 1 INFORMATION] ○ Bottom Row: SEEK ALTERNATE

7.10.7. Example of generic alternate route message for DMS on adjacent route (Long Template):

- (P1) “ROADWORK ON | I-440 WEST | NEAR EXIT 2”
- (P2) “ROADWORK ON | I-440 WEST | SEEK ALTERNATE

7.11. DMS TEMPLATES – DETOUR/ALTERNATE ROUTE USING ONLY ONE ROAD

7.11.1. The following DMS message templates should be used detours/alternate routes that use only one road to divert traffic around the incident and return it to the affected route.

7.11.2. For DMS on the affected route, use the template below:

- Panel 1 ○ Top Row: [INCIDENT TYPE/LANE(S) CLOSED] ○ Middle Row: [DISTANCE TO INCIDENT]

○ Bottom Row: [USE ALTERNATE] or [FOLLOW DETOUR]

- Panel 2 ○ Top Row: [DETOUR] or [ALTERNATE ROUTE] ○ Middle Row: USE [EXIT #] or [RAMP] TO ○ Bottom Row: [ROUTE] [DIRECTION]

7.11.3. Examples of detour/alternate route message for DMS on affected route:

- (P1) “ROAD CLOSED | NEAR EXIT 301 | FOLLOW DETOUR”
- (P2) “DETOUR | USE EXIT 306 TO | US 70 WEST
- (P1) “DELAYS | NEAR EXIT 295 | USE ALTERNATE”
- (P2) “ALTERNATE ROUTE | USE EXIT 301 TO | I-440 WEST”

7.11.4. For DMS on an adjacent route, use the template below for a DETOUR:

- Panel 1 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] CLOSED ○ Middle Row: [LOCATION ON AFFECTED ROUTE] ○ Bottom Row: FOLLOW DETOUR
- Panel 2 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] DETOUR ○ Middle Row: USE [EXIT #] or [RAMP] TO ○ Bottom Row: [ROUTE] [DIRECTION]

7.11.5. Example of detour (one road only) message for DMS on an adjacent route

- (P1) “I-40 WEST CLOSED | NEAR EXIT 295 | FOLLOW DETOUR”
- (P2) “I-40 WEST DETOUR | USE EXIT 301 TO | I-440 WEST”

7.11.6. For DMS on an adjacent route, use the template below for an ALTERNATE ROUTE:

- Panel 1 ○ Top Row: [AFFECTED ROUTE] DIRECTION] DELAYS ○ Middle Row: [LOCATION ON AFFECTED ROUTE] ○ Bottom Row: USE ALTERNATE
- Panel 2 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] ALTERNATE ○ Middle Row: USE [EXIT #] or [RAMP] TO ○ Bottom Row: [ALTERNATE ROUTE] [DIRECTION]

7.11.7. Example of an alternate route (one road only) message for DMS on an adjacent route:

- (P1) “NC 147 N DELAYS | NEAR EXIT 8 | USE ALTERNATE”
- (P2) “NC 147 N ALTERNATE | USE EXIT 270 TO | US 15/501 NORTH”

7.12. DMS TEMPLATES – DETOUR/ALTERNATE USING MULTIPLE ROADWAYS

7.12.1. The following DMS message templates should be used when detours/alternate routes use multiple roadways to divert traffic and return it to the affected route.

7.12.2. For DMS on the affected route, use the template below for a DETOUR:

- Panel 1 ○ Top Row: ROAD CLOSED ○ Middle Row: [DISTANCE TO INCIDENT] ○ Bottom Row: FOLLOW DETOUR
- Panel 2 ○ Top Row: DETOUR ○ Middle Row: [EXIT #] or [RAMP] TO [1ST ROUTE] [DIRECTION] ○ Bottom Row: [2ND ROUTE] [DIRECTION] TO [3RD ROUTE] [DIRECTION] ○ NOTE: Operators should only include 3rd route if necessary

7.12.3. Examples of detour messages for DMS on the affected route:

- (P1) “ROAD CLOSED | 2 MILES AHEAD | FOLLOW DETOUR
- (P2) “DETOUR | EX 283 TO I-540 E | US 70 E TO I-440 W”
- (P1) “ROAD CLOSED | NEAR EXIT 287 | FOLLOW DETOUR”
- (P2) “DETOUR | EX 283 TO I-540 E | US 70 E TO I-440 W”

7.12.4. For DMS on the affected route, use the template below for an ALTERNATE ROUTE:

- Panel 1 ○ Top Row: [LANE(S) CLOSED] or [DELAYS] ○ Middle Row: [DISTANCE TO INCIDENT] ○ Bottom Row: USE ALTERNATE
- Panel 2 ○ Top Row: ALTERNATE ROUTE ○ Middle Row: [EXIT #] or [RAMP] TO [1ST ROUTE] [DIRECTION] ○ Bottom Row: [2ND ROUTE [DIRECTION] TO [3RD ROUTE] [DIRECTION] ○ NOTE: Operators should only include 3rd route if necessary.

7.12.5. Example of an alternate route message for DMS on the affected route:

- (P1) “2 LEFT LANES CLOSED | 2 MILES AHEAD | USE ALTERNATE
- (P2) “ALTERNATE ROUTE | EX 283 TO I-540 E | US 70 TO I-440 W”

7.12.6. For DMS on an adjacent route, use the template below for a DETOUR:

- Panel 1 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] DELAYS ○ Middle Row: [LOCATION ON AFFECTED ROUTE] ○ Bottom Row: FOLLOW DETOUR
- Panel 2 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] DETOUR ○ Middle Row: [EXIT #] or [RAMP] TO [1ST ROUTE] [DIRECTION] ○ Bottom Row: [2ND ROUTE] [DIRECTION] TO [3RD ROUTE] [DIRECTION] ○ NOTE: Operators should only include 3rd route if necessary.

7.12.7. Example of a detour message for DMS on an adjacent route:

- (P1) “I-40 EAST CLOSED | NEAR EXIT 285 | FOLLOW DETOUR”
- (P2) “I-40 EAST DETOUR | EXIT 4A TO US 70 E | TO I-440 WEST”

7.12.8. For DMS on an adjacent route, use the template below for an ALTERNATE ROUTE:

- Panel 1 ○ Top Row: [AFFECTED ROUTE] [DIRECTION] DELAYS ○ Middle Row: [LOCATION ON AFFECTED ROUTE] ○ Bottom Row: USE ALTERNATE
- Panel 2 ○ Top Row: [AFFECTED ROUTE] DIRECTION] ALTERNATE ○ Middle Row: [EXIT #] or [RAMP] TO [1ST ROUTE] [DIRECTION] ○ Bottom Row: [2ND ROUTE] [DIRECTION] TO [3RD ROUTE] [DIRECTION] ○ NOTE: Operators should only include 3rd route if necessary.

7.12.9. Example of a detour message for DMS on an adjacent route:

- (P1) "I-40 EAST DELAYS | NEAR EXIT 285 | USE ALTERNATE
- (P2) "I-40 EAST ALTERNATE | EXIT 4A TO US 70 E | TO I-440 WEST

7.13. DMS TEMPLATES – USE NEXT EXIT AND OTHER EXIT DETOURS

7.13.1. The following DMS message template should be used when there are exit(s) available between the DMS and an incident where all lanes are closed.

- If there are multiple exits between the DMS and the incident, operators should specify which exit to use.
- If there is only one exit between the DMS and the incident, operators may use, "USE NEXT EXIT" as part of the DMS message.
- Whenever possible, the exit stated on the DMS message should direct motorists to a viable detour route.

7.13.2. For DMS on the affected route, use the template below:

- Top Row: ROAD CLOSED
- Middle Row: [DISTANCE TO INCIDENT]
- Bottom Row: USE [NEST EXIT] or [EXIT #]

7.13.3. Examples of detour messages for DMS on affected route:

- "ROAD CLOSED | 1 MILE AHEAD | USE NEXT EXIT"
- "ROAD CLOSED | 1 MILE AHEAD | USE EXIT 224"

7.13.4. Short Template (fewer characters needed) for DMS message where an exit ramp is closed, and a viable exit ramp is nearby:

- Top Row: [EXIT #] or [ROUTE # RAMP] CLOSED

- Middle Row: USE [EXIT #] or [ROUTE # RAMP]
- Bottom Row: [COMMON NAME]

7.13.5. Examples of DMS messages where an exit ramp is closed and where a viable exit ramp is nearby (Short Template):

- “EXIT 285 CLOSED | USE EXIT 284 | AIRPORT BLVD”
- “NC 51 RAMP CLOSED | USE NC 49 RAM | BLADEN ROAD

7.13.6. Long Template (more characters needed) for DMS message when an exit ramp is closed, and a viable exit is nearby:

- Panel 1 ○ Top Row: [EXIT #] or [RAMP] TO ○ Middle Row: [COMMON NAME] or [ROUT # OF INACCESSIBLE ROUTE] ○ Bottom Row: CLOSED
- Panel 2 ○ Top Row: USE
    - ○ Middle Row: [EXIT #] or [RAMP] TO ○ Bottom Row: [COMMON NAME] or [ROUTE # OF ROUTE TO USE]

7.13.7. Example of DMS message where an exit ramp is closed and where a viable exit ramp is nearby (Long Template):

- (P1) “RAMP TO | US 64 BYP EAST | CLOSED”
- (P2) “USE | RAMP TO | POPLAR AVE”

8. IMAP DISPATCH AND RADIO COMMUNICATION

8.1. EXPECTATION FOR ALL DISPATCH AND RADIO COMMUNICATION

8.1.1. All dispatch and radio communication must be:

- Clear, complete, and accurate,
- Brief,
- Consistent,
- Professional and appropriate, and
- Relevant to incident management and/or IMAP coordination.

8.1.2. When hailed, STOC must respond as soon as possible, preferably within 10 seconds.

8.1.3. New information or changes in conditions, if relevant to IMAP, must be relayed as it is available – especially if an incident clears before IMAP arrives.

8.1.4. Whenever there is a fire alarm within the STOC, each dispatcher will:

- Notify their specific IMAP region of the fire alarm within the STOC and that all operators will be leaving the control room floor.
- Notify their specific IMAP region that they will continue radio communication via VIPER Handheld and Nextel phones, but they will not be able to assist with CCTV or CAD detection.
- Each dispatcher is required to collect, and document all stops during the fire alarm and enter it into the IM Log once the alarm has concluded.

8.2. VIPER – PRIMARY DISPATCH TALKGROUP

8.2.1. All operators must monitor the primary dispatch talkgroup for the IMAP region that they are always dispatching during their shift.

8.2.2. All routine dispatch communication should occur over the primary dispatch talkgroup unless other talkgroups (e.g., Ops Talkgroups) or resources (e.g., Nextel) are needed and are being utilized.

8.3. VIPER – "OPS" DISPATCH TALKGROUPS

8.3.1. Ops dispatch talkgroups may also be referred to as "Secondary" or "Backup" talkgroups and are often preceded by a number (e.g., "Ops 5").

8.3.2. All operators must monitor the ops dispatch talkgroups for the IMAP region that they are always dispatching during their shift.

8.3.3. Ops talkgroups should only be used to:

- Receive or relay lengthy or complex traffic
- Communicate with a single driver without transmitting to all drivers
- Communicate with multiple drivers at the same, often major incident scene
- Share dispatch duties with another operator when IMAP activity is especially high.
    - Operators should discuss with a supervisor and/or IMAP supervisor before shifting to an ops talkgroup to share dispatch duties.

8.3.4. Use of ops talkgroups must be called for by either an IMAP driver or an operator who must also instruct who should use the talkgroup.

8.4. OTHER VIPER RADIO AND COMMUNICATION RESOURCES

8.4.1. Each STOC console (dispatch and TMS) is equipped with VIPER radios (console and/or handheld) that are programmed to monitor specific VIPER talkgroups used by partners such as Law Enforcement.

8.4.2. All operators are responsible for assuring that handheld radios are charged so they are ready when needed.

8.4.3. All operators must assure that the radios at their consoles are tuned to the appropriate talkgroups that have been programmed for their console.

8.4.4. All programmed talkgroups must always be monitored. Operators may only communicate on these other talkgroups if:

- The talkgroup is established for regular use by STOC
- STOC is hailed directly on the talkgroup by a partner

- Use of the talkgroup is directed/approved by a supervisor

8.5. VIPER TALKGROUPS – STATEWIDE

8.5.1. The VIPER talkgroups below should be used by operators in the Statewide Dispatch role:

- Div 3 (Wilmington) AND Div 4 & 6 (I-95) IMAP:
    - Primary Dispatch Talkgroup (Console): IM TMCIMDur ○ Primary Dispatch Talkgroup (Handheld): IMDspWlm (Zone 8, Channel 1) ○ Operations 1 Talkgroup (Console): IM IMtoIMTri ○ Operations 1 Talkgroup (Handheld): IMOps1Wlm (Zone 8, Channel 2)
- Div 13 (Buncombe County) and Div 14 (Haywood, Henderson, and Polk County) IMAP:
    - Combined Primary Dispatch Talkgroup (Console): IM 911TMCHay ○ Primary Dispatch Talkgroup (Handheld): IMDspHay (Zone 7, Channel 1)
- Div 13 (Buncombe County) Secondary Talkgroups ○ Div 13 Operations 1 Talkgroup (Console): IM TMCIMbun ○ Div 13 Operations 1 Talkgroup (Handheld): IMOps1Bun (Zone 7, Channel 5) ○ Div 13 Operations 2 Talkgroup (Console): IM IMtoIMbun ○ Div13 Operations 2 Talkgroup (Handheld): IMOps2bun (Zone 7, Channel 6)
- Div 14 (Haywood, Henderson, Polk Counties) Secondary Talkgroups ○ Div 14 Operations 1 Talkgroup (Console): IM TMCIMHay ○ Div 14 Operations 1 Talkgroup (Handheld): IMOps1Hay (Zone 7, Channel 2) ○ Div 14 Operations 2 Talkgroup (Console): IM IMtoIMHay ○ Div 14 Operations 2 Talkgroup (Handheld): IMOps2Hay (Zone 7, Channel 3)

8.5.2. In addition to dispatch talkgroups, VIPER talkgroups corresponding to their work area should be actively monitored by operators in the Statewide roles:

- Operators should monitor the VIPER console, or, tune to specific talkgroups on the handheld as needed to detect and monitor incidents. See section 8.8 for details on selecting specific talkgroups on the handhelds.

8.6. VIPER TALKGROUPS – TRIAD

8.6.1. The following VIPER talkgroups should be used by operators in the Triad Dispatch role:

- Div 7 and 9 IMAP:

○ Primary Dispatch Talkgroup (Console): IM 911TMCFor ○ Primary Dispatch Talkgroup (Handheld): IMDspFDR (Zone 5, Channel 10) ○ Operations 1 Talkgroup (Console): IM TMCIMFor ○ Operations 1 Talkgroup (Handheld): IMOps1FDR (Zone 5, Channel 11) ○ Operations 2 Talkgroup (Console): IM IMtoIMFor ○ Operations 2 Talkgroup (Handheld): IMOps2For (Zone 5, Channel 12)

8.6.2. Operators in the Triad Regional TMS role should actively monitor the dispatch talkgroups for Triad IMAP via the console. Operators should tune to specific talkgroups on the handheld as needed to detect and monitor incidents. See section 8.8 for details on selecting specific talkgroups. Common, specific talkgroups to tune to on the handheld include:

- SHP – Guilford County: Trp D Dist 2
- SHP – Rockingham County: Trp D Dist 3
- SHP – Caswell and Person County: Trp D Dist 4
- SHP – Alamance County: Trp D Dist 5
- SHP – Orange County: Trp D Dist 7
- SHP – Davidson County: Trp E Dist 1
- SHP – Rowan County: Trp E Dist 3
- SHP – Forsyth County: Trp E Dist 4
- SHP – Stokes and Surry County: Trp E Dist 5
- SHP – Yadkin and Davie County: Trp E Dist 7

8.7. VIPER TALKGROUPS – DIVISION 5

8.7.1. The VIPER talkgroups below should be used by operators in the Division 5 Dispatch (including NCTA Triangle Expressway Dispatch) role:

- Div 5 IMAP:
  ○ Primary Dispatch Talkgroup (Console): IM 911TMCWak ○ Primary Dispatch Talkgroup (Handheld): IMDspWDJ (Zone 4, Channel 1) ○ Operations 1 Talkgroup (Console): IM TMCIMWak ○ Operations 1 Talkgroup (Handheld): IMOps1WDJ (Zone 4, Channel 2) ○ Operations 2

Talkgroup (Console): IM 911TMCdur ○ Operations 2 Talkgroup (Handheld):

IMOps2WDJ (Zone 4, Channel 3)

8.7.2. Operators in the Division 5 Regional TMS and Turnpike TMS roles should actively monitor the dispatch talkgroups for Division 5 IMAP via the console. Operators should tune to specific talkgroups on the handheld as needed to detect and monitor incidents. See section 8.8 for details on selecting specific talkgroups. Below are the common talkgroups used by the Div. 5 Regional TMS:

- Via Console:
    - ○ Raleigh Police SW and NW Districts: IMAP TRG – Console, (Zone 28, Channels 2-7- Handheld) ○ Wake County Sheriff: SO D1 -

    Console ○ Durham Police: DPD Ops 1 or DPD Ops 2 -

    Console

    - ○ Special Events and/or traffic from NCDOT/STOC management: DOT COMM1 – Console (Zone 1, Channel 1 - Handheld)
- SHP Troop and Districts:
- SHP – Wake County: Trp C Dist 3
- SHP – Vance, Warren, and Franklin County: Trp C Dist 4
- SHP – Johnston County: Trp C Dist 6
- SHP – Durham and Granville County: Trp C Dist 7
- SHP – General: Trp C Comm 1
- Mutual Aid for Raleigh, Cary, Wake, Durham, Morrisville, and RDU: Tricom PL 1

8.8. TUNING TO SPECIFIC SHP TALKGROUPS ON VIPER HANDHELD

8.8.1. Operators should use the VIPER handheld radios to tune to specific SHP talkgroups in order to detect and monitor incidents. To do so, operators should:

- Use the link below to access SHP's Troop map:
    - http://www.ncdps.gov/Our-Organization/Law-Enforcement/State-HighwayPatrol/Troop-Offices
- Based on the location of the incident, use the SHP Troop map to determine the Troop and District number of the SHP units who may be responding to the incident.
    - Example: Incident on I-95 at Exit 17 near Lumberton is in Robeson County. Robeson County is patrolled by SHP Troop B, District 7.

- On the VIPER handheld, use the buttons on the front of the radio to select the Zone associated with the desired SHP Troop.
    - Example: SHP Troop B is Zone 17.
- With the Zone selected, turn the knob on the top of the radio to select the Channel associated with the desired SHP Troop. This Channel should align with the District number.
    - Example: SHP Troop B, District 7 is Channel 7 on Zone 17.
- The resulting combination of Zone and Channel will give you the specific VIPER talkgroup for the desired SHP Troop which should be visible on the radio's display.
    - Example: Talkgroup for SHP Troop B, District 7 is "HP B7" which is found by selecting Troop B's Zone (Zone 17) and then their Channel (Channel 7).

8.8.2. Operators should monitor/listen to these talkgroups for information gathering purposes only and may only transmit across these talkgroups if the conditions described in section 8.4 for Other VIPER Radio and Communication Resources are met.

8.9. NEXTEL/CONSOLE PHONE

8.9.1. Operators may use the Nextel and/or console phone to communicate with IMAP in place of VIPER but ONLY on a limited basis and when the need to do so is critical such as:

- To reach drivers if VIPER is not functioning or reception is very poor, or
- To BRIEFLY relay incident details to a driver without transmitting to all drivers.

8.9.2. IMAP drivers may call operators on the Nextel/console phone to relay regular traffic. If so, operators must answer these calls but should use VIPER in all other communication unless the need to use the Nextel/console phone is critical.

8.9.3. Operators in the dispatch role should treat IMAP drivers as their highest priority point of contact and should treat VIPER radio as the highest priority communication method. Examples of this concept are shown below:

- Operator is receiving VIPER traffic from an IMAP driver when a call from another IMAP driver is received via Nextel – Operator should answer Nextel after communication over VIPER is complete.
- Operator is receiving information via Nextel from an IMAP driver when VIPER traffic from another IMAP driver is received – Operator should tell driver on Nextel to stand by and should answer the driver on VIPER before returning to the driver on Nextel.
- Operator is communicating with SHP via console phone when communication from an IMAP driver is received – Operator should tell SHP to stand by and should answer the IMAP driver before returning to SHP.

8.9.4. Operators must assure that all Nextel phones are in place at their assigned consoles and are charged so they are ready when needed.

8.10. IMAP DISPATCH PROTOCOL – CALL SIGNS

8.10.1. Operators must refer to themselves and to the IMAP drivers they are communicating with by their appropriate call signs whenever transmitting.

- STOC's Call Sign: "STOC"
- IMAP Call Signs: each IMAP driver is assigned a unique "P#" which identifies the individual unit as well as the region they patrol.

8.10.2. IMAP P#'s for each region are shown below:

- Statewide Personnel: Pxx
- Metrolina (Div. 10 and 12): P1xx
- Triangle (Div. 5): P2xx
- Triad (Div. 7 and 9): P3xx
- Western Mountains (Div. 13 & 14): P4xx
- Wilmington (Div. 3): P5xx
- I-95 (Div, 4 and 6): P6xx

8.10.3. P#'s for regional IMAP supervisors will include a "0" as the second number in their call sign. Example: P205 is an IMAP supervisor in the Triangle Region (Division 5).

8.11. IMAP DISPATCH PROTOCOL – 10 CODES, SIGNALS, AND PHONETIC ALPHABET

8.11.1. Operators may only use the approved 10 codes, signals, and phonetic alphabet established for IMAP dispatch.

8.11.2. Operators should relay as much information as possible through 10 codes and signals.

- 10 Codes list – see Appendix E
- Dispatch Signals list – see Appendix F

8.11.3. Plain English should be used, as needed, to fill in the gaps where 10 codes or signals do not apply so that the full message is clear and complete.

8.11.4. The Phonetic Alphabet should be used when communicating individual letters (e.g., license plate information) or to clarify spelling.

- Phonetic Alphabet list – see Appendix G

8.11.5. NEVER use 10 codes or signals when communicating with ANY agency other than SHP or IMAP. In these situations, plain English should be used as 10 codes may vary from agency to agency.

8.12. IMAP DISPATCH PROTOCOL – HAILING AND ACKNOWLEDGING USERS

8.12.1. Hailing users occurs when one radio user calls specifically to one or more users in order to relay information.

8.12.2. STOC should use the following script to hail users: “STOC to [CALL SIGN]…”

- Example: “STOC to P212…”

8.12.3. STOC will be hailed by IMAP drivers by the following script: “P[#] to STOC…”

- Example: “P212 to STOC…”

8.12.4. Acknowledging users occurs when a hailed radio user responds to advise that they are ready to receive information.

8.12.5. STOC should use the following script to acknowledge users: “STOC to [CALL SIGN], go ahead…”

- Example: “STOC to P212, go ahead…”

8.12.6. IMAP will acknowledge STOC by the following script: “P[#] to STOC, go ahead…”

- Example: “P212 to STOC, go ahead…”

8.13. IMAP DISPATCH PROTOCOL – RELAYING INFORMATION

8.13.1. Relaying information refers to how operators and IMAP drivers use 10 codes and other elements of dispatch protocol to convey critical incident details.

8.13.2. When relaying the initial report of an incident to IMAP, operators should convey:

- Operator’s call sign and the call sign of the IMAP driver(s) being hailed,
- Route affected and direction of travel,
- Closest exit and cross street, ○ Operators should use “East of Exit,” “North of Exit,” etc. whenever possible to help describe where the incident is in relation to these locations.
    - Mile markers may also be provided if an exit or cross street is not available.
- Incident type, ○ For crashes, operators should provide “PD,” “PI,” or “Fatality” if this information is known.
- Statements to help distinguish if incident/details are confirmed or not, ○ Words like “Reported” or “Possible” indicate NOT confirmed.
    - Statements including “are” or “is” or “Visual of…” indicate confirmed.

- Lanes closed and lanes available, ○ Operators must state all lanes/shoulders impacted using proper lane designation terms (i.e., Median, Right Shoulder, Lane #1, etc.).
    - Operators must also provide number of lanes available. Example: “Lane #1 and 2 of 3 are 10-53…”
- Description of what is involved in the incident including:
    - Types of vehicles (full descriptions are only required for 10-78 and 10-82), ○ Type of debris (e.g., tire treads, glass, etc.) as well as size or amount, and ○ Description of damage (e.g., 30ft of guardrail) or condition (e.g., overturned tractor trailer).
- Presence of other responders on scene.

8.13.3. Additional information to provide after the initial report is relayed includes:

- How to best access the scene (e.g., “access from Exit [X]…” or “use Exit [X] to turn around…”),
- Obstacles affecting IMAP’s approach and arrival on scene (e.g. disabled vehicle preventing IMAP from using shoulder to reach incident),
- Traffic speed near incident and/or motorists’ reaction to traffic control, • Details on responder activity, including other IMAP units (e.g., ETAs, etc.), and
- Details on operator activity in support of IMAP response (e.g., DMS use, etc.).

8.13.4. Examples of proper dispatch protocol are below:

- STOC relaying: “P212: Visual of a 10-50 PI on I-40 Eastbound, east of Exit 295, Gorman St. Median and lane #1 of 3 are 10-53 by a blue sedan and an overturned box truck. SHP and Fire Department are 10-23…”
- STOC relaying: “P215: Possible 10-63 on I-85 Northbound between mile marker 170 and mile marker 172. Report of nails in lane #2 of 3 – no visual…”
- IMAP Relaying: “STOC: I am 10-23 with a 10-50, PD only, on I-440 Westbound, west of Exit 10, Wake Forest Rd. Right shoulder and lane #4 of 4 are 10-53 by a red sedan and white pickup truck. SHP is 10-23…”
- IMAP Relaying: “STOC: I am 10-23 with a 10-82 on the right shoulder of I-40 Eastbound west of Exit 303, Jones Sausage Rd. Vehicle is a green Jeep Cherokee, North Carolina tag ADAM, NORA, HENRY 1-4-6-1; that’s A-N-H, 14-61. Out of gas…”

8.14. IMAP DISPATCH PROTOCOL – ACKNOWLEDGING RECEIPT

8.14.1. Acknowledging Receipt refers to how operators and IMAP drivers confirm that the information relayed was heard and understood.

8.14.2. STOC should use the following scripts when acknowledging traffic from another user:

- STOC acknowledging, only: “STOC to [CALL SIGN]: 10-4…” ○ Example:

  “STOC to P212: 10-4…”

- STOC acknowledging and the next action the operator will take: “STOC to [CALL SIGN]:
  10-4. [ACTION]…” ○ Example: “STOC to P212: 10-4. I’ll have

  P205 10-17…”

8.15. IMAP DISPATCH PROTOCOL – UPDATES AND REGULAR STATUS CHECKS WITH DRIVERS

8.15.1. Operators must maintain regular contact with all IMAP drivers that are on-duty in order to:

- Assure all IMAP drivers’ safety and
- Properly track the status, location, and availability of all drivers.

8.15.2. Operators should contact drivers as needed in order to dispatch them to new incidents and/or to receive up-to-date information on incidents including details on the incident’s impact to traffic as well as the clearance and traffic management efforts of IMAP and other responders.

- Operators should allow drivers time to assess an incident scene and/or perform on scene duties before contacting the driver for updates.

8.15.3. When multiple IMAP units are on the scene of the same incident, operators are encouraged to prompt all units on that scene to switch to an ops channel. Operators should also work with these IMAP drivers to determine who the primary point of contact will be. Once a primary POC for IMAP is established operators should direct most of their communication about the incident to this IMAP POC.

8.15.4. NOTE: The Primary POC for IMAP at an incident scene is most often the first unit to arrive. In many cases, once the IMAP supervisor arrives, that supervisor becomes the primary POC.

8.15.5. Operators are required to perform status checks with all IMAP drivers assigned to their areas of responsibility. The time frame for these status checks are based on the operator’s last contact with an IMAP driver. Based on the times referenced below, the last time you checked with a driver will determine when you check with them again.

- **Patrolling/In-Service Drivers:** Status checks will be performed on drivers who are inservice (e.g., patrolling but not dispatched to an incident) if the operator has not heard from the driver every:

  ○ 60 minutes (1 hour) in Divisions 3 (Beach), 7/9 (Triad), and 13 & 14 (Mountains) ○ 120 minutes (2 hours) in Divisions 5 (Triangle), 4/6 (I-95), and 10/12 (Metrolina)

- **Active Incidents:** Status checks will be performed on drivers who are actively working an incident if the operator has not heard from the driver or gained visual of the driver from CCTV every:
    - 15 minutes in Divisions 3 (Beach), and 13 & 14 (Mountains) ○ 60 minutes (1 hour) for Divisions 5 (Triangle), 4/6 (I-95), 7/9 (Triad), and 10/12 (Mountains)
- A status check is not required if the driver is visible on camera.
- **NOTE**: Status checks should NOT be performed on a routine schedule regardless of when drivers were last heard from. In other words: **DO NOT** perform status checks at 2pm, 3pm, 4pm, 5pm, etc. **DO** perform a status check for drivers that you have not heard from after the designated time frames.

8.15.6. To perform a status check, operators should use proper IMAP dispatch protocol and:

- Hail the intended IMAP driver
- Once acknowledged by the driver, request driver's location and status.
- After driver relays their location and status, acknowledge receipt of driver's information and record driver's location and status details in the appropriate Dispatch Log.

8.16. IMAP DISPATCH PROTOCOL – EMERGENCY PROCEDURES AND MISSED STATUS CHECKS

8.16.1. Operators are responsible for monitoring all active IMAP drivers throughout their shift which includes but is not limited to:

- Using CCTV to monitor driver activity whenever CCTV is available near their location,
- Continuously monitoring all communication methods used by IMAP drivers (e.g., VIPER, Nextel, etc.),
- Communicating with drivers as needed and performing regular status checks, and
- Documenting IMAP activity in real-time such that location, status, and availability of all drivers is known and recorded in the IM Log.

8.16.2. Emergency situations involving IMAP drivers include but are not limited to:

- Driver does not respond to operator's attempts to make contact (e.g., routine dispatch, status checks, etc.),
- Driver reports that they are in danger and/or asks for IMMEDIATE assistance, or
- Operator observes driver in danger and/or involved in a situation that threatens driver, responder, or motorist safety.

8.16.3. IMAP drivers may use Plain English or any of the following 10-codes to advise that they are in an emergency situation:

- 10-18: “Urgent”
- 10-30: “Danger”
- 10-33: “Help Me Quick”

8.16.4. If an IMAP driver reports that they are in danger/needs immediate assistance and/or operator observes the driver in danger, operators should:

- Notify the driver in danger, if possible, and advise them of the potential emergency situation, or
- Contact other available IMAP units and/or SHP/LE and request that they respond to the location of the driver in potential danger to provide assistance, and
- Contact the IMAP supervisor via Nextel and advise the supervisor of the situation.

8.16.5. If an IMAP driver does NOT reply when an operator attempts to make contact (including regular status checks), operators should:

- Attempt to hail the intended IMAP driver again over VIPER,
- After 3 unsuccessful attempts over VIPER, attempt to contact the driver via Nextel, ○ If IMAP driver responds over VIPER or Nextel, operators should request driver’s location and status and carry on with routine dispatch if no emergency is present.
    - Move on to the next step If IMAP driver does not respond over VIPER or Nextel.
- Attempt to locate driver on CCTV, if available, ○ Operators should use the route/zone where driver is assigned or the driver’s last known location as a starting point.
    - Operators are encouraged to get other operators to assist with CCTV scans and other tasks to locate the driver to ensure the most rapid response.
- Advise STOC supervisor/POC, if available, of potential emergency situation,
- Over the primary dispatch talkgroup (VIPER), advise all active IMAP units and IMAP supervisor using the following script:
    - “STOC to All IMAP Units: 10-18, unable to locate or contact [P#]. Unable to locate or contact [P#]. The last known location for [P#] is [ROUTE], [DIRECTION], and [CROSS STREET/EXIT #]. Available units closest to [P#’s] last location, please respond.”
- When available IMAP drivers respond, request that they divert to the driver’s last known location and attempt to locate them.
- Contact the IMAP supervisor via Nextel and advise supervisor of the situation directly.

- Notify SHP/LE of potential emergency situation involving an IMAP driver. Provide the driver's last known location and request that SHP/LE dispatch a unit to attempt to locate the driver.
- Continue to scan CCTV and monitor all IMAP communication methods for information on the location and status of the missing IMAP driver.

8.17. HANDLING REQUESTS FOR IMAP ASSISTANCE

8.17.1. Operators may dispatch IMAP as needed if the request is for a service that IMAP provides and IMAP is available in the area where the request is made.

8.17.2. If IMAP is NOT available in that area, operators should:

- Advise the requesting party that IMAP is not currently available, and
- If appropriate, contact SHP/LE to respond (if a motorist has requested assistance).

8.17.3. If IMAP is available but they are busy responding to a higher-priority incident (see section 8.18), operators should:

- Advise the requesting party that IMAP is currently working an incident,
- Contact SHP/LE to respond (if a motorist has requested assistance), and
- Notify the IMAP driver assigned to that area so they can respond when they are available. If able, the operator should monitor the incident and dispatch IMAP when a driver is available to respond.

8.17.4. If the request is off IMAP's patrol route and/or outside of their typical services, operators should:

- Advise requesting party that IMAP may not be available to respond, and
- Notify the IMAP supervisor and ask for approval to dispatch IMAP, ○ If the IMAP supervisor approves – advise the requesting party and dispatch IMAP.
    - ○ If the IMAP supervisor does NOT approve – advise the requesting party that IMAP is not available and contact SHP/LE to respond and/or NCDOT personnel (as instructed by IMAP supervisor).

8.17.5. For disabled vehicles, operators should gather all necessary information as well as:

- Name and contact information for the stranded motorist,
- Vehicle description including make, model, and color, and
- Type of vehicle malfunction (e.g., flat tire, out of gas, etc.).

8.17.6. Operators should NOT provide motorists with an estimated time of arrival (ETA) for when IMAP will arrive to provide assistance. If the motorist requests an ETA, operators should advise the motorist that:

- "…lane-closing incidents are a higher priority, and that IMAP is required to divert to these incidents before addressing incidents on the shoulder."

8.18. IMAP INCIDENT PRIORITIES

8.18.1. "IMAP Incident Priorities" is a ranking system used by IMAP drivers and operators to determine the order in which incidents should be handled based on the severity of the incident as well as its actual or potential impact to safety and to traffic flow.

8.18.2. Operators and IMAP drivers should respond to higher priority incidents before responding to lower priority incidents according to the priorities listed below:

- HazMat spill or overturned tractor trailer,
- Crash with injuries/fatalities or major investigation,
- Crash with unconfirmed injuries,
- Vehicle fires,
- Crash with NO injuries,
- Debris in travel lane(s),
- Disabled vehicles,
- Assisting NCDOT Maintenance/Construction, and
- Abandoned vehicles.

8.18.3. Operators must also consider travel lane(s) closed when determining priority such that an incident that is closing travel lane(s) is responded to before an incident that is not closing travel lane(s).

8.18.4. Operators working in the Division 5 Dispatcher role must also adhere to the following guidelines concerning incident priority when dispatching Division 5 IMAP units to incidents occurring on the Triangle Expressway:

- Incidents occurring on the Triangle Expressway are the top priority of the IMAP unit that is assigned to the Triangle Expressway (aka "Tri-Ex Unit").
    - NOTE: If necessary, the Tri-Ex Unit may be dispatched to high-priority incidents on other routes if lane-closing incidents are NOT occurring on the Triangle Expressway.
- The Tri-Ex Unit should be dispatched immediately to investigate and/or respond to incidents occurring on the Triangle Expressway.
- If an incident occurs on the Triangle Expressway and the Tri-Ex Unit is on break OR is assisting on another route, the Tri-Ex Unit should be notified immediately.

- NOTE: The dispatcher should transmit this incident on the primary talkgroup so all Division 5 IMAP units can receive the information and determine which IMAP unit is best able to respond.

- If the Tri-Ex Unit is unavailable OR there is no unit currently assigned to the Triangle Expressway, the Division 5 Dispatcher should select the most appropriate response below:
  - Dispatch the closest available unit to the Triangle Expressway incident, OR ○ Coordinate with the IMAP Supervisor on-duty to determine which IMAP unit is best able to respond.

8.18.5. If an IMAP unit is unable to respond to a lane-blocking incident on the Triangle Expressway during IMAP's normal operating hours, Division 5 and Turnpike operators must coordinate as described below:

- Once it is determined that an IMAP unit is unavailable, a Division 5 operator (Dispatcher or TMS) should immediately advise a Turnpike operator as well as the STOC Shift Supervisor.
- The Turnpike operator should then immediately contact the NCTA Roadway Manager by phone to advise them of the incident.

8.19. SIGNAL 4 RESPONSE

8.19.1. "Signal 4" refers to the signal code (#4) for "report of vehicle stored/recovered" but is more commonly used to describe the process for removing private vehicles from the roadway, typically by a towing company (aka "wrecker").

8.19.2. Under Signal 4, vehicles that have been abandoned in a nonhazardous location should be removed AFTER 24 hours. Non-hazardous locations include:

- Wide shoulders/medians,
- Grassy area near roadway, and
- Untraveled portions of entrance/exit ramps and rest areas.

8.19.3. For vehicles in a nonhazardous location, operators should:

- Dispatch an IMAP unit to the vehicle to investigate and determine if Signal 4 should be activated, ○ If vehicle is recently abandoned and/or will not be removed immediately, the IMAP driver will tag the vehicle with a sticker indicating the time when the vehicle was identified.
  - If vehicle has already been tagged AND the sticker indicates that the vehicle has been abandoned for over 24 hours, the IMAP driver will activate Signal 4 to have the vehicle removed.

- If the IMAP driver advises the operator that Signal 4 will be activated, the IMAP driver will contact SHP/LE directly, provide details on the vehicle, and request a wrecker to remove the vehicle immediately,
- After communicating with SHP/LE, the IMAP driver will notify the operator and provide information on the Signal 4 activation which the operator must record in their IM Log. These details are in addition to what the operator would normally record and includes:
    - Time and date when the vehicle was originally tagged, ○ Time and date when Signal 4 was activated, ○ Reason for Signal 4 activation (e.g., "24-hr expiration"), and ○ Name of Towing Company.
- Monitor the vehicle – either via CCTV or updates from IMAP – until the vehicle is removed.
    - NOTE: IMAP is not required to remain on scene for vehicles in non-hazardous locations.
- If the towing company does not arrive within 30 minutes, operators should:
    - Call SHP/LE and request an estimated arrival time (ETA) for the wrecker and ○ Contact IMAP and provide wrecker's ETA.
- Once the vehicle is removed by the wrecker, operators should complete the entry for this incident in the IM log and should record the time and date when the vehicle was removed.

8.19.4. Operators may be asked to search the IM Log for previous entries related to a specific vehicle in order to help IMAP determine if Signal 4 activation is necessary. If asked, operators should assist with this request by searching the IM Log and providing their findings to the IMAP driver – particularly the time and date when the vehicle was last encountered by IMAP.

- Operators should use the "Find" feature of the IM Log to perform the search by holding down the "CTRL" button and hitting the "F" key. Operators can then type their search details into the box that appears and hit "Enter."
- Operators should search for the description of the vehicle (i.e., make and model) and/or the vehicle's license plate number to find previous IM Log entries for the vehicle.
- Operators should enter only part of the information in their search to assure that the result they are looking for is not omitted. For example:
    - If license plate is originally logged as "123ABC," operator will NOT find the entry by searching for "NC 123-ABC." Enter "ABC" instead and compare results with vehicle description.

- If vehicle description is originally logged as “Mustang GT500,” operator will NOT find the entry by searching for “Ford Mustang.” Enter “Mustang” instead and compare results with license plate number.

8.19.5. Under Signal 4, vehicles that have been abandoned in HAZARDOUS circumstances should be removed IMMEDIATELY if the vehicle:

- Impacts travel lanes or threatens safety,
- Is damaged or vandalized,
- Impedes construction or maintenance activity,
- Prevents emergency vehicle access to incident scenes, or
- Is left in areas where NO PARKING/TOW AWAY signs are posted.

8.19.6. For vehicles abandoned in HAZARDOUS circumstances, operators may support Signal 4 response in a few ways. Below are the acceptable methods:

- In most cases, operators should notify IMAP and/or SHP/LE to respond and determine if Signal 4 activation is necessary. If Signal 4 is activated, IMAP or SHP/LE will arrange for a wrecker to remove the vehicle, and operators will follow the process as described for non-hazardous locations.
- If vehicle is in an area where NO PARKING/TOW AWAY signs are posted, operators should contact SHP/LE directly and request a wrecker to remove the vehicle immediately. Operators must clearly state that the removal is for a Signal 4 activation due to the vehicle’s presence in a No Parking/Tow Away area.
    - NOTE: In some major construction work zones operators may contact the towing company directly to request a wrecker. In these cases, contact information for a specific towing company will be provided as part of the response plan for the work zone.
- During emergency operations (typically for adverse weather), operators may be instructed by a member of management to help assure that all abandoned vehicles are removed from the roadway. In these cases, even vehicles abandoned in areas typically considered “non-hazardous” should be removed immediately. When this instruction is given, operators will:
    - Proactively detect abandoned vehicles and ○ Notify SHP/LE directly and request a wrecker to remove the vehicle immediately.

8.20. IMAP DISPATCH DOCUMENTATION

8.20.1. All IMAP activity should be properly documented in real-time in the appropriate Incident Management (IM) Log.

8.20.2. As a rule of thumb: If a transmission is received or relayed, an entry should be made in the IM Log for that driver.

8.21. IMAP DISPATCH AND DOCUMENTATION – IMAP 41/42 LOG

8.21.1. Dispatchers will log the beginning and ending tour of duty IMAP information in the "IMAP 41/42 Log".

8.21.2. At the beginning of each IMAP shift, drivers will sign on stating "10-41" and will advise what route they are patrolling and may advise the beginning mileage of their vehicle.

- ROUTE: Select the IMAP driver's route from the drop-down menu. If the route is not listed; or if the IMAP driver will be covering more than one route, enter the route information in the "Comments" section.
- MILEAGE: Local procedures will dictate if IMAP drivers report their vehicle mileage at the beginning (10-41) and end (10-42) of their shift. If an IMAP driver gives you their mileage, log it.
- NOTE: IMAP supervisors typically DO NOT provide beginning or ending mileage. Triad IMAP supervisors are an exception to this practice.

8.21.3. At the end of each IMAP shift, drivers will sign off stating "10-42" and may advise what the ending mileage is for their IMAP vehicle. Dispatchers should acknowledge each driver and must enter any information given by the driver in the IM Log.

8.22. IMAP DISPATCH AND DOCUMENTATION – STATEWIDE AND REGIONAL IMAP LOGS

8.22.1. Statewide and Regional IMAP Logs are used to document individual IMAP incidents. Operators will ensure all applicable entries are entered accurately.

8.22.2. Incidents with Multiple IMAP units Responding: If multiple IMAP units respond to the same incident, each responding unit should have their own log entry. Each log entry should use the same incident code (e.g., "502 – Crash PI/F"). TIMS incident number (if created) should be entered for each unit's log entry. Complete incident details – all times, notes, services, etc. – should only be entered for the primary unit (i.e., the first driver dispatched). The log entries of the other responding units should contain the arrival and departure times for the appropriate unit and "Assist other IMAP Unit" should be selected. Any other appropriate notes/services for these other units may be entered as needed.

8.22.3. Incident Type: In the "Incident" field, dispatchers should select the 10-code number from the drop-down box that best corresponds to the incident type the IMAP unit is responding to.

- 7 – Out of Service: Use when IMAP driver is not actively patrolling/responding to new incidents. This includes the following:

- Breaks
- Transporting Motorists – also apply service code 15.
- Administrative duties (e.g., taking truck into shop, etc.) or Training tasks – also apply service code 40
- IMAP drivers will advise when they are no longer actively patrolling by using the code “10-7”. When they return to active patrol the code “10-8” will be used. Operators will record the effective times in the appropriate log.
- Dispatchers will record the following information in the appropriate IM Log:
  - Time the driver went 10-7.
  - Reason for the driver going 10-7 (e.g., breaks, truck maintenance, other assigned duties, etc.).
  - Location where the driver went 10-7.
  - When the driver returns 10-8, operators must record the time when the driver returned for duty.

- 11 – Special Assignment: Use when IMAP is providing additional and/or unique support that is not specifically associated with common incident types such as crashes, disabled/abandoned vehicles, etc. Examples of Special Assignments include but are not limited to:
  - Supporting funeral processions or motorcades – also apply service code 28.
  - Assisting with general Police Activity – also apply service code 32.
- 13 – Water / Fire / Weather: Use when IMAP is responding to a situation whose primary impact is environment or weather-related. Examples include:
  - Standing water
  - Brush fires, structure fires, or heavy smoke (NOT for Vehicle Fires)
  - Icy patches
- 20 – Radio Check: Use when performing as-needed radio checks or periodic driver status checks (see SOP 8.15). NOTE: all driver status checks must be logged.
- 501 – Crash PD: Use for vehicle crashes that involve property damage (PD), only. Enter “501” if presence of injuries/fatalities are not known or reported.
- 502 – Crash PI/F: Use for vehicle crashes that involve confirmed or reported injuries and/or fatalities. If a crash is entered as “501” (PD, only) but operator later learns injuries/fatalities were involved, the operator should update the incident to correct incident type.

- 52 – Medical Emergency: Use when IMAP is responding to incidents whose primary impacts result from a medical emergency (e.g., motorist suffering a heart attack, etc.). Crashes involving injuries/fatalities should continue to be logged as "502 – Crash PI/F."
- 63 – Debris: Use when IMAP removes and/or responds to an incident whose primary impact is debris or other materials on the roadway. This includes but is not limited to small debris like tire treads, etc. or large debris like rockslides, downed trees, etc.

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68 Animal (dead or alive): Use when IMAP is responding to incidents whose primary impacts result from live or deceased animals.

- 78 – Abandoned: Use when IMAP responds to a vehicle where motorist(s) are NOT present. Also use for trailers, boats, or other vehicle equipment where motorist(s) are NOT present.
- 79 – Vehicle Fire: Use for vehicle fires. Vehicle crashes that result in vehicle fires should continue to be logged as vehicle crashes.
- 82 – Disabled: Use when IMAP responds to a vehicle where motorist(s) – typically the owner – are present. Also use for trailers, boats, or other vehicle equipment where motorist(s) are present.
- 86 – Travel (non-patrol): Use when IMAP is traveling to a location but are NOT on patrol or other active duty while traveling (e.g., driving from base to another region to patrol hurricane evacuation routes, etc.). Operators must capture the starting/ending times and mileage, destination, and other relevant details in the Comments.
- 88 – Maintenance / Road Work: Use when IMAP is assisting DOT maintenance forces or work zone crews (e.g., IMAP performs a rolling slow down so crews can deploy traffic control, etc.).
- 90 – Rest Area Check: Use when IMAP inspects a Rest Area. If IMAP responds to another incident at the Rest Area (e.g., a disabled vehicle at a Rest Area), the incident should be logged as a separate entry, using the appropriate incident type.
- 92 – Radio / Patrol Notes: Use when documenting details related to driver communication or availability. NOTE: This refers to longer-term situations (i.e., some or all of the shift), not a single incident. Example situations where “Radio/Patrol Notes” should be used include but are not limited to:
  - Driver will be on an Ops Talkgroup throughout their shift.
  - Driver is patrolling a different route for the next few hours.
  - Driver will only respond to major incidents in an area that is normally patrolled.
- 94 – Potential Incident / Report: Use when IMAP is investigating or reporting a possible incident where the precise nature/type of the incident is unknown (e.g., abnormal congestion observed whose cause is currently unknown, etc.). NOTE: log entry should be updated to reflect a more specific incident type if possible.
- 99 – TMC / ITS Support: Use when IMAP performs a task to assist TMC and/or ITS operations. Examples include:
  - Inspecting a possible DMS malfunction – also apply service code 29.

- Deploying CMS for an event – also apply service code 29.
- Performing 811 utility locates – also apply service code 31.

8.22.4. Comments: Dispatchers should use the “Comments” field to enter any pertinent information concerning the incident. This information could include items such as vehicle descriptions, road conditions, responder actions, information for multiple vehicles involved, special instructions to/from IMAP, etc. If you as the dispatcher consider any information important, include it in the “Comments” section.

8.22.5. Services Provided: Services Provided are the numerical codes used to refer to various IMAP services performed for an incident. IMAP will describe what they do on-scene in Plain English and operators must enter the service codes that apply in the SERV 1 / SERV 2 / SERV 3 columns in the IM Log. If more than three codes are used during an incident, include them in the “Comments” section. Services Provided codes and their use are listed below:

- 1 – Traffic Control: Use when IMAP deploys traffic cones and/or other traffic control devices to provide advance warning, to restrict access, or to guide traffic around an incident. Do NOT use when IMAP truck is only traffic control device in use.
- 2 – Assisted other IMAP Unit: Use when IMAP provides direct assistance to another IMAP unit during an incident. Unless told differently by an IMAP Supervisor, consider the first IMAP unit dispatched to an incident to be the primary unit. Any other IMAP unit involved with the incident should use this code in addition to other services provided.
- 3 – Tagged Vehicle: Use when IMAP tags an abandoned vehicle for removal.
- 4 – Signal 4 via SHP: Use for incidents involving immediate removal of a vehicle from the roadway under Signal 4 guidelines (see SOP 8.19.1). NOTE: this should be used when vehicle removal is initiated through Highway Patrol, NOT just when vehicle is tagged OR when wrecker is called via other process.
- 5 – IMAP/TMC Called Wrecker: Use when IMAP or TMC calls for a wrecker to an incident. Do not use this code if the vehicle’s owner or responding agencies call for a wrecker.
- 6 – Motorist/Other Called Wrecker: Use when a motorist has called for their own wrecker OR another agency has called the wrecker on the motorist’s behalf.
- 7 – Removed Debris: Use when IMAP removes any debris from the roadway.
- 8 – Tire: Use when IMAP conducts any service related to tire issues (e.g., changes a flat, supplies air, etc.).
- 9 – Fuel: Use when IMAP supplies fuel to a disabled vehicle.
- 10 – Jump Start: Use when IMAP jump starts or attempts to jump start a vehicle.

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- 11 – Mechanical Assist: Use when IMAP administers physical repairs to address a vehicle issue/malfunction. Do not use this code when IMAP examines a vehicle and determines they cannot affect repairs.
- 12 – Fluids: Use when IMAP supplies any fluid other than fuel to a disabled vehicle.

  13 Directions: Use when IMAP gives driving directions to assist a motorist.
- 14 – Secured Load: Use when IMAP assists by securing a loose or dangerous load a vehicle is towing or carrying.
- 15 – Transported: Use when IMAP transports individuals in the IMAP vehicle to a separate location. (See 8.23 for required log information).
- 16 – Escort/Follow Motorist: Use when IMAP accompanies a motorist-operated vehicle, either by leading or following, to a separate and safe location off the roadway.
- 17 – Pushed/Pulled: Use when IMAP physically pushes or pulls a vehicle for any reason. This code should also be used if IMAP actively participates in up-righting an overturned vehicle.
- 18 – Motorist Relocated Vehicle: Use when a motorist relocates their vehicle, either out of a travel lane or to a separate and safe location.
- 19 – Request Responder Assistance: Use when IMAP requests assistance from another emergency responder (e.g. EMS, law enforcement, fire department, etc.). Do NOT use this when requesting a wrecker.
- 20 – Report Damage / Request Maintenance: Use when IMAP reports damage to DOT infrastructure (e.g. damage to guardrail, asphalt, bridge, etc.) and/or directly requests assistance from DOT maintenance forces.
- 21 – Disregard/Cancel Stop: Use when IMAP declines to respond to an incident or when the need to respond to the incident is cancelled by any agency.
- 22 – Delayed Response: Use when IMAP will be delayed for any reason in responding to an incident. Include the reason for the delay in the “Comments” section of the log.
- 23 – No Assistance: Use when IMAP provides no services for an incident. Also used when IMAP checks on drivers/passengers and determines that no assistance is required (e.g. motorist stopped to make a phone call).
- 24 – Unable to Locate: Use when IMAP is dispatched to an incident but is unable to locate the incident after arriving in the area.
- 25 – Assist Other Agency/Partner: Use when IMAP provides support to another responder agency or to another partner (e.g., wreckers, event venues, etc.) AND the

support provided by IMAP does not better align with a more specific service code on this list. Do NOT use this code when one IMAP unit assists another IMAP unit.

- 26 – Rolling Slowdown: Use when IMAP performs a rolling slowdown or moving closure.

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27 Off-Route Response: Use for situations where IMAP is responding to a location that is not part of an official IMAP patrol/response route, OR where IMAP supervisor approval is required prior to dispatching.

- 28 – Motorcade/Procession: Use when IMAP is supporting funeral processions or VIP motorcades.
- 29 – CMS / DMS Support: Use when IMAP is assisting with CMS or DMS devices including deployment, activation, issue investigation, etc.
- 30 – CCTV Support: Use when IMAP is assisting with CCTV devices including deployment, activation, issue investigation, etc.
- 31 – 811 Locates: Use when IMAP is supporting 811 Utility Locates.
- 32 – Police Activity: Use for situations that involve law enforcement but are not related to more common incident types or service codes. Examples include but are not limited to
    - General officer/trooper assistance
    - Protests
    - Fugitive searches
    - Investigations not associated with traffic incidents.
- 33 – IMAP / Responder Involved: Use when IMAP or any other emergency responder (including work zone crews or wreckers) is involved in an incident. Examples include but are not limited to:
    - IMAP/responder injuries or fatalities
    - Damage to IMAP/responder vehicles
    - Motorist Assistance services provided to IMAP/responders (e.g. IMAP changes a tire for an SHP unit; IMAP pulls a sheriff's patrol vehicle out of a ditch, etc.).
- 34 – HazMat Involved: Use when an incident involves hazardous materials. Amount and type of hazardous material should be documented in the Comments field.
- 35 – Diverted Traffic: Use when IMAP or other responders physically divert traffic (e.g., install a hard closure, force traffic onto a detour, shift traffic onto the shoulder, etc.). This code should remain in the log entry even if the closure/diversion is removed by responders.
- 36 – Impaired Citizen: Use when incident involves a citizen/motorist who is drunk, intoxicated, or otherwise impaired. NOTE: Here, "impaired" generally refers to someone whose behavior is potentially threatening to their safety or others – not to any confirmed physical or mental state.

37 Pedestrian: Use for situations that primarily involve citizens on the roadway, on foot.

- 38 – Extinguish Fire: Use when IMAP driver takes direct action to extinguish a fire. Do not use this code when other responders (e.g., fire department) provide this service.
- 39 – First Aid: Use when IMAP driver administers first aid to any individual on-scene. Do not use this code when other responders provide this service.
- 40 – Admin or Training Duty: Use when IMAP's activity is related to administrative duties (e.g., taking truck to shop for maintenance) or training tasks (e.g. driving to IMAP training track).

8.23. IMAP DISPATCH AND DOCUMENTATION – TRANSPORTING MOTORISTS

8.23.1. When needed, IMAP will transport stranded motorists to a safe location off the roadway. In general, this is the nearest safe location that is well lit and has telephone access such as a gas station.

8.23.2. IMAP drivers will also use 10-7 ("out of service") when they leave their patrol route to transport a motorist and will use 10-8 ("in service") when they return to their patrol route.

8.23.3. When IMAP transports a motorist, operators must record the following in the IM Log:

- Time when transport began
- Mileage of IMAP truck before transport
- Where the motorist is transported from and where they are transported to
- Description and phone number of the motorist(s) being transported
- Time when transport ended
- Mileage of IMAP truck after transport.

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9. ADVERSE WEATHER

9.1. NATIONAL WEATHER SERVICE (NWS)

9.1.1. Operators must use the National Weather Service (NWS) as STOC's official source of information related to adverse weather.

9.1.2. All operators must check the NWS website for active weather alerts and forecasts at the beginning of every shift as part of their initial shift sweep.

- From the NWS website, operators must use the "Warnings by State" drop down box to view details on all active NWS Alerts for North Carolina.

9.1.3. During adverse weather, operators should check the NWS website more frequently for updates on current or forecasted weather activity. The frequency of the checks should increase with the severity of the weather.

9.1.4. Any updates that affect current or planned response activities must be discussed with a supervisor immediately so response can be modified, if needed.

9.2. NWS BRIEFINGS AND TELECONFERENCES

9.2.1. Weekly NWS Briefings are held every Monday at 11:30am.

9.2.2. NWS Teleconferences are held during emergency operations for major weather events.

- The date and time for these calls will change and the NWS will notify partners.

9.2.3. For weekly briefings or NWS teleconferences an operator from STOC must attend, take notes, and send those notes to members of STOC management.

- Primarily, this will be the Statewide TMS and a supervisor.
- Operators should discuss briefing/teleconference attendance with their team and supervisor and determine who will attend, take notes, and send notes out.

9.2.4. If at any time an STOC operator needs more information or clarification on information from NWS, they may call meteorologists at any of the NWS's 24/7 operation centers.

- NWS Centers and Contact Information – see Appendix H

9.3. DMS FOR ADVERSE WEATHER – MESSAGE PRIORITIES

9.3.1. When selecting DMS, operators must refer to the DMS Message Priorities to determine if messages for adverse weather are higher priority than existing messages.

9.3.2. DMS message priorities related to adverse weather are shown below:

- Priority 2 – Emergencies such as evacuation information.
- Priority 6 – Hazardous or uncommon conditions that require drivers to alter their driving within a 10-mile radius of the DMS.

- Priority 8 – Congestion/unusual conditions greater than 10-mile radius from DMS.

9.4. DMS FOR ROUTINE ADVERSE WEATHER

9.4.1. DMS for "routine" adverse weather is NOT driven by NWS Alerts. Instead, it relates to weather that operators observe to be impacting travel which includes:

- Heavy Rain
- Dense Fog
- Flooding

9.4.2. Operators should activate DMS for routine adverse weather when impacts are observed and/or are reported by NCDOT/Law Enforcement.

9.4.3. Operators should deactivate the DMS when weather clears and/or when weather impacts subside.

9.5. DMS FOR ROUTINE ADVERSE WEATHER – DMS SELECTION

9.5.1. For routine adverse weather, operators should only activate DMS that are:

- On the affected route, AND
- No more than 10 miles away from where the route is impacted.

9.6. DMS FOR ROUTINE ADVERSE WEATHER – HEAVY RAIN

9.6.1. For Heavy Rain where the DMS is OUTSIDE of the affected area, use the DMS message below:

- "STATE LAW | LIGHTS ON WHEN| WIPERS ON"

9.6.2. For Heavy Rain where the DMS is WITHIN the affected area, use the DMS message below:

- "LOW VISIBILITY | REDUCE SPEED"
- NOTE: Operators may use the "Lights on when wipers on" message within the affected area if rain is not significantly limiting driver visibility.

9.7. DMS FOR ROUTINE ADVERSE WEATHER – DENSE FOG

9.7.1. For Dense Fog where the DMS is OUTSIDE of the affected area, use the DMS messages below as appropriate based on fog density and/or proximity of DMS to fog location:

- General purpose message when fog is well ahead of DMS:
  - "DENSE FOG | [X] MILES AHEAD | EXPECT DELAYS"
- More urgent message when fog is severe and is immediately ahead of DMS: ○ "DENSE FOG AHEAD | REDUCE SPEED"
- More informative message when fog is close to but still ahead of DMS:
  - "DENSE FOG | NEXT [X] MILES | REDUCE SPEED"

9.7.2. For Dense Fog where the DMS is WITHIN the affected area, use the DMS message below:

- “LOW VISIBILITY | REDUCE SPEED”
- NOTE: Operators may use the “Dense fog next [X] miles” message within the affected area if appropriate.

9.8. DMS FOR ROUTINE ADVERSE WEATHER – FLOODING

9.8.1. For Flooding where the DMS is OUTSIDE of the affected area, use the DMS messages below as appropriate based on the level of standing water and/or proximity of DMS to water location:

- General purpose message when standing water is well ahead of DMS: ○ “STANDING WATER | [X] MILES AHEAD | REDUCE SPEED”
- More urgent message when standing water is immediately ahead of DMS:
  - “STANDING WATER | AHEAD | REDUCE SPEED”
- More urgent message when standing water is immediately ahead of DMS and water level is high such that vehicles cannot safely travel through it:
  - “STANDING WATER | AHEAD | [X] LANE(S) CLOSED”
- General purpose message when standing water is well ahead of DMS and water level is high such that vehicles cannot safely travel through it: ○ “STANDING WATER | [X] MILES AHEAD | [X] LANE(S) CLOSED”

9.8.2. For Flooding where the DMS is WITHIN the affected area, use the DMS messages below as appropriate based on extent of standing water and/or impact to nearby roadways:

- “REDUCE SPEED | STANDING WATER”
- (P1) “LOCAL ROADS | CLOSED DUE TO | FLOODING”
- (P2) “DO NOT ATTEMPT | TO CROSS| FLOODED ROADS” ○ NOTE: This message may only be used at the direction of NCDOT or STOC management.

9.9. DMS BASED ON NWS ALERTS

9.9.1. DMS messages based on NWS Alerts typically occur before, during, and after major weather events such as Winter Weather and Hurricanes/Tropical Storms.

9.9.2. Operators must utilize information from NWS alerts to plan:

- Which DMS to activate and in what areas, AND
- What DMS message to use along with when to update and/or deactivate the message.

9.9.3. Activation of DMS based on NWS alerts must be done with input and approval from a supervisor/POC or other member of STOC management.

9.9.4. Once NWS has issued an alert for which DMS are utilized, operators should continue to monitor the weather event's progress and expected impact closely throughout the event's lifespan or until the event is no longer a threat to NC roadways.

9.9.5. DMS messages based on NWS Alerts should be modified as conditions change and/or as NWS Alert info changes.

9.10. DMS BASED ON NWS ALERTS – DMS SELECTION AND ACTIVATION BY DIVISION

9.10.1. For DMS based on NWS Alerts, operators should select DMS that are:

- In the affected/forecasted area based on information from the NWS Alert listed under, "Affected Areas" and/or,
- 0-20 miles away from the affected/forecasted area and facing motorists who are heading towards this affected/forecasted area.
    - Use of DMS further than 20 miles away must be discussed with and approved by a supervisor.

9.10.2. DMS activation by Division should occur as described below:

- Operators will activate DMS that are STOC-accessible.
    - In Division 5, 7, and 9 no call to NCDOT personnel is needed.
    - In other Divisions with STOC-accessible DMS, operators should seek input and approval from a supervisor before calling NCDOT personnel in that Division to discuss DMS activation.

9.11. DECODING NWS ALERTS FOR DMS

9.11.1. Operators must carefully review NWS Alerts and accurately decode the alert information in order to properly activate and manage DMS based on NWS Alerts.

9.11.2. Below are examples of NWS Alerts as they will appear on the NWS website:

9.11.3. In the next several sections, the information contained within an NWS Alert will be provided and guidance will be given on how to use alert information for DMS.

9.12. DECODING NWS ALERTS FOR DMS – TYPE OF ALERT AND SELECTED WEATHER TYPES

9.12.1. "Type of Alert" includes "Watches," "Warnings," "Advisories," and "Special Weather Statements" and also describes the type of Watch, Warning, etc. (e.g., Hurricane Warning).

9.12.2. DMS based on NWS Alerts may only be activated for NWS WARNINGS.

9.12.3. Operators must use the "Type of Alert" to determine which Selected Weather Type will be displayed on DMS. Selected Weather Types (i.e., what is displayed on DMS) will be provided below along with their corresponding NWS Alert types:

- "HIGH WIND" – display on DMS for the following types of NWS Alert:
    - Extreme Wind
    Warning ○ Gale Wind
    Warning ○ High Wind
    Warning
- "SEVERE STORM" – display on DMS for the following types of NWS Alert:
    - Severe Storm
    Warning ○ Storm Warning.
- "HURRICANE" or "TROPICAL STORM" – display on DMS for the following types of NWS Alert:
    - Hurricane Force Wind
    Warning ○ Hurricane

Warning ○ Tropical Storm

Warning

- "WINTER WEATHER" – display on DMS for the following types of NWS Alert:

  ○ Blizzard Warning ○

  Ground Blizzard Warning ○

  Heavy Snow Warning, ○ Ice

  Storm Warning ○ Sleet

  Warning ○ Special Avalanche

  Warning ○ Winter Storm

  Warning

9.13. DECODING NWS ALERTS FOR DMS – ISSUED, URGENCY, AND EXPIRING

9.13.1. "Issued" describes when the alert was released by NWS.

9.13.2. "Urgency" describes when the weather event will occur in terms of "Immediate" or "Expected."

- Immediate – refers to weather that is happening NOW.
- Expected – refers to weather that is forecasted for later.

9.13.3. DMS should NOT be activated if weather is forecasted for more than 3 days away.

9.13.4. For NWS Warnings where "Urgency" is "Immediate" or "Expected" and where weather is forecasted for 3 days away or less, "IN EFFECT" should be displayed on DMS.

9.13.5. "Expiring" describes when the alert (and therefore, the adverse weather) will no longer be occurring.

- Weather impacts often occur for longer than the weather itself. Operators should address ongoing impacts via DMS for routine weather or DMS for Winter Weather or Hurricanes/Tropical Storms (BEFORE, DURING, and AFTER) as appropriate.

9.13.6. Operators must regularly check the NWS website for updated NWS Alerts to assure that alert information on DMS remains accurate and up to date.

9.14. DECODING NWS ALERTS FOR DMS – AREAS AFFECTED AND REFERENCE CITIES/AREAS

9.14.1. "Areas Affected" describes the counties that are/will be impacted by the weather event.

9.14.2. Operators must use the "Areas Affected" to determine which reference city/area will be displayed on any messages on DMS that are OUTSIDE the affected area.

- DMS that are WITHIN the affected area should NOT display a reference city/area.

9.14.3. Below are the approved reference cities/areas that may be displayed on DMS:

- WESTERN NC
- CENTRAL NC
- EASTERN NC
- AREAS EAST (E) OF I-95
- AREAS WEST (W) OF I-95
- AREAS EAST (E) OF I-77
- AREAS WEST (W) OF I-77
- TN/NC BORDER
- VA/NC BORDER
- GA/NC BORDER
- SC/NC BORDER
- WESTERN MOUNTAINS (MTNS)
- COASTAL REGION
- OUTER BANKS
- ASHEVILLE AREA
- STATESVILLE
- CHARLOTTE AREA
- WINSTON-SALEM
- GREENSBORO AREA
- FAYETTEVILLE
- RALEIGH-DURHAM
- WILMINGTON AREA
- ROCKY MOUNT (MT) AREA

9.15. DMS TEMPLATES FOR DMS BASED ON NWS ALERTS

9.15.1. Once the NWS Alert has been reviewed and DMS activation has been approved, operators should insert the information from the NWS Alert into the DMS message templates described throughout this section as appropriate.

9.15.2. Template if DMS is WITHIN the affected area:

- Top Row: [SELECTED WX TYPE]
- Middle Row: WARNING
- Bottom Row: IN EFFECT

9.15.3. Example if DMS is within affected area:

- “WINTER WEATHER | WARNING | IN EFFECT” 9.15.4. Template if DMS is OUTSIDE of the affected area:
- Panel 1 ○ Top Row: [SELECTED WX TYPE] ○ Middle Row: WARNING ○ Bottom Row: IN EFFECT
- Panel 2 ○ Top Row: [SELECTED WX TYPE] ○ Middle Row: WARNING FOR ○ Bottom Row: [REFERENCE CITY/AREA] 9.15.5. Example if DMS is outside affected area:
- (P1) “WINTER WEATHER | WARNING | IN EFFECT”
- (P2) “WINTER WEATHER | WARNING FOR |RALEIGH-DURHAM”

9.16. OTHER DMS MESSAGES BASED ON NWS ALERTS

9.16.1. Operators should use the DMS messages described in the next few sections to address specific weather impacts or other weather-related actions BEFORE, DURING, and AFTER weather events as appropriate.

9.16.2. Since these messages address specific impacts, they should only be used on DMS that are WITHIN the affected area unless directed by NCDOT or STOC management.

9.16.3. Where possible, DMS messages stating “WARNING IN EFFECT” should remain active OR may be augmented with messages for specific impacts as the second panel.

9.17. DMS MESSAGES FOR WINTER WEATHER – BEFORE EVENT

9.17.1. Operators should use the DMS message described below for impacts/actions occurring BEFORE Winter Weather occurs.

9.17.2. Anti-Icing Operations:

- (P1) “ANTI-ICING | OPERATIONS | IN EFFECT”
- (P2) “WATCH FOR | SLOW MOVING | VEHICLES” ○ NOTE: Operators should only use this message when it is confirmed that antiicing (i.e. pretreating roads with brine or sand) will occur AND only in the area/route where anti-icing is occurring.

9.18. DMS MESSAGES FOR WINTER WEATHER – DURING EVENT

9.18.1. Operators should use the DMS messages described below for impacts/actions occurring DURING Winter Weather.

9.18.2. Observed/Potential Icy Spots:

- (P1) “WINTER WEATHER | WARNING | IN EFFECT”
- (P2) “WATCH FOR | POSSIBLE | ICY SPOTS”

9.18.3. Observed Limited Visibility due to Flurries:

- “LOW VISIBILITY | REDUCE SPEED” ○ NOTE: Operators may replace messages stating, “WARNING IN EFFECT” with the message above if visibility is severely limited by snow/ice flurries.

9.19. DMS MESSAGES FOR WINTER WEATHER – AFTER EVENT

9.19.1. Operators should use the DMS messages described below for impacts/actions occurring AFTER Winter Weather.

9.19.2. De-Icing Operations:

- (P1) “DE-ICING | OPERATIONS | IN EFFECT”
- (P2) “WATCH FOR | SLOW MOVING | VEHICLES”
- (P1) “DE-ICING | OPERATIONS | IN EFFECT”
- (P2) “VEHICLES PARKED | ON SHOULDER | WILL BE TOWED” ○ NOTE: Operators should only use the de-icing messages above when it is confirmed that de-icing (i.e. plowing snow, spreading salt/sand, etc.) will occur AND only in the area/route where de-icing is occurring.
    - ○ NOTE: Operators should only use the towing message when emergency towing of vehicles has been confirmed AND only on the route where towing will occur.

9.19.3. General Purpose Messages for Winter Weather:

- (P1) “REDUCE | SPEED”
- (P2) “WATCH FOR | POSSIBLE | ICY SPOTS”
- (P1) “REDUCE SPEED | BRIDGES & RAMPS | MAY BE ICY” ○ NOTE: The message above is best for areas with multiple bridges and ramps.

9.20. DMS MESSAGES FOR HURRICANES/TROPICAL STORMS – BEFORE EVENT

9.20.1. Operators should use the DMS messages described below for impacts/actions occurring BEFORE Hurricanes/Tropical Storms.

9.20.2. NOTE: Operators must use “HURRICANE” or “TROPICAL STORM” based on how the event is currently classified by NWS and must modify messages if the classification changes.

9.20.3. General Purpose Message BEFORE Hurricane/Tropical Storm: •

(P1) “TROPICAL STORM | WARNING | IN EFFECT”

- (P2) “PREPARE FOR | STRONG WIND | RAIN AND DEBRIS”
- (P1) “HURRICANE | WARNING | IN EFFECT”
- (P2) “PREPARE FOR | STRONG WIND | RAIN AND DEBRIS”

9.20.4. Evacuations in Effect:

- (P1) “HURRICANE | EVACUATIONS | IN EFFECT”
- (P2) “FOLLOW SIGNED | EVAC ROUTE AND| LAW ENFORCEMENT”
- (P1) “TROPICAL STORM | EVACUATIONS | IN EFFECT”
- (P2) “FOLLOW SIGNED | EVAC ROUTE AND| LAW ENFORCEMENT” ○ NOTE: Evacuation messages should only be used when evacuations are confirmed. Operators must discuss use of evacuations message with a supervisor prior to activation.

9.21. DMS MESSAGES FOR HURRICANES/TROPICAL STORMS – DURING EVENT

9.21.1. Operators should use the DMS messages described below for impacts/actions occurring DURING Hurricanes/Tropical Storms.

9.21.2. General Purpose Message DURING Hurricane/Tropical Storm:

- (P1) “HURRICANE | WARNING | IN EFFECT”
- (P2) “WATCH FOR | DEBRIS IN | ROADWAY”
- (P1) “TROPICAL STORM | WARNING | IN EFFECT”
- (P2) “WATCH FOR | DEBRIS IN | ROADWAY”

9.21.3. Observed Limited Visibility due to Storm:

- “LOW VISIBILITY | REDUCE SPEED” ○ NOTE: Operators may replace messages stating, “WARNING IN EFFECT” with the message above if visibility is severely limited by heavy rain.

9.22. DMS MESSAGES FOR HURRICANES/TROPICAL STORMS – AFTER EVENT

9.22.1. Since impacts following Hurricanes/Tropical Storms are usually identical to regular incidents (e.g., debris) or routine weather (e.g., flooding), operators should use routine weather messages and/or regular incident messages for the situations that apply. Examples are listed below.

9.22.2. Example of Debris Message:

- “DEBRIS | 6 MILES AHEAD | RIGHT LANE CLOSED”

9.22.3. Example of a Road Closure and Detour Message:

- “ROAD CLOSED | NEAR EXIT 277 | FOLLOW DETOUR” ○ Operators should activate the detour/alternate route message that is appropriate for the situation. See 7.7 for further guidance and DMS messages for detours and alternate routes.
    - ○ For detours/alternate routes following a Hurricane/Tropical Storm, operators must discuss the route with an appropriate NCDOT POC for the area to assure that the detour/alternate route is still viable following the storm.

9.22.4. Examples of Messages for Flooding:

- “STANDING WATER | AHEAD | REDUCE SPEED”
- “STANDING WATER | 4 MILES AHEAD | RIGHT LANE CLOSED”

9.23. TIMS COUNTY ADVERSE WEATHER ROAD STATUSES

9.23.1. All operators must assure that the County Adverse Weather Road Status of all NC counties in TIMS are accurate and up-to-date at the beginning of every shift as part of their initial shift sweep.

9.23.2. Throughout a weather event, these statuses must be updated as conditions change or at least twice per day at 9:00am and 3:00pm.

9.23.3. All times and roadway statuses must be accurate and align with information received from NCDOT personnel or observations by operators.

9.23.4. Below are the County Adverse Weather Road Status types that operators must choose from when managing county road statuses in TIMS:

- Clear – use when roads are not affected by snow and ice and/or when roads have been cleared by clearing operations.
- Clear with Possible Icy Spots – use when roads are mostly unaffected by snow and ice but where some impacts might be present and/or where clearing operations have almost completely cleared roads, but some ice may reoccur (i.e. melted ice refreezing overnight).
- Partially Covered with Snow/Ice – use when roads have frequent locations of snow and ice coverage but where some cleared areas are also present.
- Covered with Snow/Ice – use when snow and ice coverage on roads is predominant throughout the county.

- N/A – used to indicate that the county does not have this particular route type (e.g. counties without interstates will have “N/A” for the Interstate status) – DO NOT CHANGE THIS STATUS.

9.24. MANAGING COUNTY ROAD STATUSES IN TIMS

9.24.1. Below is the process that operators must follow when managing county road statuses in TIMS:

- In TIMS, navigate to the County Page for the county that you wish to update.
- Click the pencil icon under the “Adverse Weather Listing” heading.
- Click the “Precipitation Start” button and set the time and date to accurately reflect when snow/winter precipitation began to fall.
- This can be done in real-time (e.g., as snow falls) or it can be done soon after.
- When snow/winter precipitation stops, click the “Precipitation End” button and set the time to accurately reflect when precipitation ended.
- Use the drop-down boxes labeled, “Change Status” to select the road status for each route type.
- After selecting each route’s status, click “Update” for each.
- Repeat the steps above as needed to assure that all counties’ roadway statuses remain up to date throughout the event.
- Once all route types for a county have achieved the status of either “Clear” or “Clear with Possible Icy Spots,” click the “Clearing Operation Complete” button.

9.25. ASSISTING NCDOT PERSONNEL WITH ROAD STATUS UPDATES

9.25.1. During adverse weather events, all counties’ statuses must be updated by 8:00am and 2:00pm daily (at a minimum) until all roads are “Clear” or “Clear with Possibly Icy Spots.”

9.25.2. Operators are responsible for updating counties in Divisions 5, 7, and 9 and may do so using their own observations of weather impacts and without contacting NCDOT personnel.

9.25.3. For all other counties, operators must coordinate with NCDOT personnel to assist with updates to their counties’ roadway statuses. This process is described below:

- In TIMS, click the “Adverse Weather” link from the Admin Home page to view all counties’ adverse weather road statuses.

- Click “Export to Excel” and use the spreadsheet that opens to complete the following steps:
    - Identify counties who have not updated their statuses by reviewing information in the “Last Update” column for times that are NOT within 3 hours of the daily update times of 9AM and 3PM.
    - For each out-of-date county, locate the contact information for the appropriate NCDOT POC in the columns labeled, “Contact Name” and “Contact Phone.” ○ Organize out-of-date counties by the NCDOT POC listed so that the same POC is not contacted multiple times.
- Call the appropriate NCDOT POC for each out-of-date county and request current roadway statuses.
    - Operators should offer to enter the updated statuses into TIMS for the POC.
    - If the POC does not answer, operators should leave a voicemail with STOC’s callback number and should then use the STOC Contact Matrix to identify other NCDOT POCs for the county that can provide updates.
- Please note that if a county has been updated within the last 2 hours of 9:00 AM and 3:00 PM, no call is needed to the NCDOT POC.

9.26. TIMS EVENTS FOR ADVERSE WEATHER

9.26.1. Operators should select these events when creating TIMS incidents that are related to or directly caused by the event for which the TIMS event is named (e.g., “Snow Storm 2/23/14”).

9.26.2. As operators receive TIMS email notifications for incidents that have been recently added by other TIMS users across the state, operators should review the incident in TIMS and assure that it is properly assigned to a TIMS event if appropriate. TIMS notifications should NOT be sent if the only update to the incident is to assign it to a TIMS event.

9.27. TIMS INCIDENTS FOR ADVERSE WEATHER

9.27.1. When adverse weather is confirmed to be affecting travel conditions at a specific location on a specific route, a TIMS incident for that specific impact should be created.

9.27.2. Below are common weather impacts that require TIMS incidents and how they should be entered by operators unless otherwise directed by NCDOT or STOC management.

9.27.3. For Dense Fog

- Incident Type: Fog
- Condition: “Congestion”
- Impact: MEDIUM

- Reason: “Congestion and limited visibility near [COMMON NAME] ([EXIT #/ROUTE #]) due to dense fog.”

9.27.4. For Snow/Ice Patches in Lane(s)

- Incident Type: Weather Event
- Condition: Select from the following as appropriate for the situation:
    - “Lane Closed” or “Lanes Closed” or ○ “Lane Narrowed” or “Lanes Narrowed,” or ○ “Road Closed” or “Road Closed with Detour.”
- Impact: Select from the following as appropriate for the situation:
    - MEDIUM if “Lane Narrowed” or “Lanes Narrowed” or
    - HIGH if “Lane Closed/Lanes Closed/Road Closed” or “Road Closed with Detour.”
- Reason: Select from the following as appropriate for the situation:
    - “The [LANE(S)] [IS/ARE] affected by icy patches near [COMMON NAME] ([EXIT #/ROUTE #]).” ○ “The road is closed due to icy patches near [COMMON NAME] ([EXIT #/ROUTE #]).”

9.27.5. For Snow/Ice Patches on Ramps

- Incident Type: Weather Event
- Condition: “Lane Narrowed” or “Lanes Narrowed”
- Impact: MEDIUM
- Reason: “The exit ramp for [COMMON NAME] ([Exit #]) is affected by icy patches”

9.27.6. For Flooding/Standing Water in Lane(s)

- Incident Type: Weather Event
- Condition: Select from the following as appropriate for the situation:
    - “Lane Narrowed” or “Lanes Narrowed,”
    - “Road Closed” or “Road Closed with Detour,” or ○ “Road Impassable” – operators may ONLY use this condition when travel is restricted to motorists AND emergency responders
- Impact: Select from the following as appropriate for the situation:
    - MEDIUM if “Lane Narrowed” or “Lanes Narrowed” or ○ HIGH if “Road Closed,” “Road Closed with Detour,” or “Road Impassable”

- Reason: Select from the following as appropriate based on Condition:
    - “The [LANE(S)] [IS/ARE] affected by standing water near [COMMON NAME] ([EXIT #/ROUTE #]).” or ○ “The road is closed due to standing water near [COMMON NAME] ([EXIT #/ROUTE #]).”

9.28. WEBEOC/NC-SPARTA

9.28.1. Use of WebEOC will be directed by a supervisor before major weather events. When directed, operators must have WebEOC open and ready for use throughout their shift and must check it regularly throughout the event until directed by a supervisor to discontinue its use.

9.29. WEBEOC/NC-SPARTA LOGIN INFORMATION

9.29.1. The following login information for WebEOC is for STOC personnel only and may not be shared or distributed by operators for any reason.

- URL for WebEOC: www.Ncsparta.gov/eoc7
- Position: STOC-Read Only
- Incident: Select the incident named for the current weather event, or Daily Operations 20XX (Current Year)
- Ensure that the “Filter By” drop-down box has the option “All” selected so that all major events are displayed appropriately.

9.30. WEBEOC/NC-SPARTA – SIGNIFICANT EVENTS

9.30.1. Upon logging in, WebEOC, users will be brought to a Notifications page, alerting users that a new version of NCSPARTA is now in use:

- Control Panel – In the upper left corner, there is a blue icon with gray lines and a dropdown arrow. Users will navigate NCSPARTA by using the drop-down menu from the Control Panel icon, and selecting the appropriate resource (e.g., Significant Events).

9.30.2. Operators should use WebEOC to help identify road closures caused by the weather event by reviewing entries in WebEOC’s “Significant Events” feature.

9.30.3. Operators must check Significant Events every 15 minutes while use of WebEOC has been directed.

9.30.4. Operators must carefully review each entry to identify potential incidents, road closures, or other items affecting traffic.

9.30.5. Incidents found in Significant Events should be treated like information in the SHP CAD Feed – as a report, where further verification must be found before response is initiated.

9.30.6. For incidents found that were previously unknown, operators should attempt to verify/confirm the incident via standard procedures.

- Incidents that cannot be verified/confirmed should be entered into the STOC Road Closure Report on the “Reported Closures” tab.
- Incidents that can be verified/confirmed should be entered into TIMS as appropriate and assigned to the correct TIMS event.

9.31. STOC ROAD CLOSURE REPORT

9.31.1. The STOC Road Closure Report is produced by operators and sent out multiple times per day as described below to provide lists of incidents related to a major weather. These lists are organized on the tabs described below:

- Reported Closures – incidents that have been reported/detected (i.e., via WebEOC’s Significant Events) but have not yet been confirmed.
    - Operators manually enter these into the report as they are detected.
- Confirmed Closures – incidents that have been verified/confirmed, often including incidents that were previously on the Reported Closures list
- Recently Opened Closures – previously verified/confirmed incidents that have now been cleared or are no longer affecting traffic.
    - This list is created by removing incidents from the Confirmed Closures list once those incidents have been cleared.

9.31.2. STOC management will advise when to begin to produce and send this report out and when to stop and return to normal operating procedures.

9.32. STOC ROAD CLOSURE REPORT – MAINTAINING THE REPORT

9.32.1. Operators should follow the process described below to properly maintain the STOC Road Closure Report in between times when it is sent out.

- Open the Excel report template that has been created for the specific event.
    - Template is found at Z:\TSOU\511 Operators\STOC Closure Report.
- As lane/road closures related to the event are reported or identified (e.g., via WebEOC), operators should respond based on whether incident is verified/confirmed or not:
    - If verified/confirmed, add the incident to TIMS and assign the correct Event.
    - If NOT verified/confirmed, enter information about the reported closure on the “Reported Closures” tab of the report spreadsheet.
- If a reported closure is verified/confirmed later, operators should:
    - Remove the entry for that report from the “Reported Closures” tab.
    - Create an incident in TIMS and assign it to the correct TIMS Event

- If a reported closure is later found to be open, operators should remove the entry from the spreadsheet entirely.

9.32.2. Operators should save the report after adding an entry or otherwise making significant changes.

9.33. STOC ROAD CLOSURE REPORT – GENERATING THE REPORT

9.33.1. Operators should follow the process described below to generate the STOC Road Closure Report so it can be sent out.

- Using the “Search for Incidents” feature in TIMS, select the appropriate TIMS event and click the “Search” button.
- When the search results appear, click the “Export to Excel” link.
    - If a dialog box pops up, click “Yes” to open spreadsheet.
- Once open, copy all of the incident information (NOT the headings) and paste it into the “Confirmed Closures” tab of the STOC Road Closure Report.
    - Operators should paste over and/or remove any previous entries on this tab.
- Review each of the entries on the “Confirmed Closures” tab and perform the following:
    - Compare entries to those on the “Reported Closures” tab. If an entry on the “Confirmed Closures” tab is the same as an entry on the “Reported Closures” tab, operators should delete the entry from the “Reported Closures” tab.
    - Select and cut rows for any entries on the “Confirmed Closures” tab whose End Time indicates that the incident is over. Operators should then paste/insert these rows onto the “Recently Opened Closures” tab. Operators should assure that the incident is over and that the TIMS incident has not simply timed out.
    - Select and delete any other entries from the “Confirmed Closures” tab that DO NOT represent current lane or road closures related to the event.
- Perform a final review of the report to assure all entries on all tabs accurately reflect the status of current closures, reported closures and recently opened closures related to the event.
    - Operators should also have a supervisor (or another operator if a supervisor is not on duty) review and approve the report.
- Save the report and prepare to send it out.

9.34. STOC ROAD CLOSURE REPORT – SENDING THE REPORT

9.34.1. Once directed to begin producing the STOC Road Closure Report, operators must assure that it is updated and sent out every day at the times specified by a supervisor. Typically, these times are:

- 6:45am
- 2:00pm
- 6:45pm

9.34.2. The STOC Road Closure Report must be sent out via email using the STOC email account and addressed to the STOC Road Closure Report distribution list.

9.34.3. Operators should attach the recently updated and approved STOC Road Closure Report to an email and should format the email as described below:

- SUBJECT: "[NAME OF EVENT] Road Closure Report for [CURRENT DATE AND TIME]"
- BODY GREETING: "Good [MORNING/AFTERNOON/EVENING],"
- BODY: "Please find attached the current road closure report for [NAME OF EVENT]. If there is anything else we can do, please let us know,"
- BODY SIGNATURE: "[OPERATOR'S NAME]"

9.34.4. Operators should NOT send a blank report. If there are no current, reported, or recently opened closures related to an event at the time when the report should be sent out, operators should send an email to the STOC Road Closure distribution list as described below:

- SUBJECT: "[NAME OF EVENT] Road Closure Report for [CURRENT DATE AND TIME]"
- BODY GREETING: "Good [MORNING/AFTERNOON/EVENING],"
- BODY: "At this time, there are no current or reported closures related to [NAME OF EVENT] that have been detected. If you have information regarding a road closure related to the storm, please let us know. Thank you,"
- BODY SIGNATURE: "[OPERATOR'S NAME]

10. SPECIAL, AMBER, BLUE, FUGITIVE, AND MISSING ENDANGERED/SILVER ALERTS

10.1. CHECKING ALERTS AND 511 FLOODGATES

10.1.1. All operators must check TIMS and 511 Floodgate recordings at the beginning of every shift to identify any active Special, Amber, Blue, Fugitive, or Missing Endangered/Silver Alerts and must ensure:

- Alert information is accurate and up to date on TIMS and 511 Floodgate
- Alert text in TIMS (e.g., Headline, Body) is properly formatted,
- All alerts requiring Floodgates have a corresponding message set to play on the 511 Floodgate.
- All 511 Floodgates are clear and understandable and play at the appropriate volume.

10.2. ALERT CHECKLISTS

10.2.1. Operators must complete the appropriate Alert Checklist for all Special, Amber, Blue, Fugitive, or Missing Endangered/Silver Alerts.

- Blank Alert Checklists are located behind the Statewide TMS position in the "Alert Checklists" binder.
- Master copies for printing check lists are located on the Z:drive at Z:\\511 Operators ❼ Current Alert Checklists

10.2.2. On-coming operators and supervisors must be informed of and shown any active alerts checklists during shift changeover. (see 2.7.3)

10.2.3. Completed alert checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

10.3. 511 FLOODGATES

10.3.1. Operators should record and set 511 Floodgates to play in a timely manner once an alert is activated.

10.3.2. 511 Floodgates will be recorded using *CxOne ❼ Agent ❼ Directory: "Floodgate" ❼ Record 511 Floodgate.*

10.3.3. The 511 Floodgate script (i.e., the information the floodgate provides) for Special Alerts should be the same as the text from the TIMS Special Alert. Operators should read the headline and body of the alert when recording the 511 Floodgate. Detour/alternate route instructions should be included in 511 Floodgates for Special Alerts. DO NOT reference links when recording the 511 Floodgates.

10.4. UPDATING ALERTS AND 511 FLOODGATES

10.4.1. TIMS Alert text, 511 Floodgates, and Alert Checklists should be updated as incident details or travel conditions change. **Never send a blank TIMS notification**.

10.4.2. Regardless of alert status or conditions, alerts should be reviewed by operators and supervisors a minimum of every four hours.

10.4.3. Whenever a 511 Floodgate is activated or updated, operators must call 511 to ensure the message audio quality is clear and understandable with appropriate volume.

10.4.4. When TIMS Alerts are cancelled with no changes to the remaining TIMS Alerts, do not send notifications.

10.4.5. Any TIMS alert or 511 Floodgate which is incorrect, improperly formatted, or otherwise requiring modification should be updated with correct information immediately.

10.5. CONTACTING NCDOT PERSONNEL FOR ALERT UPDATES

10.5.1. Operators should coordinate with NCDOT personnel as needed to ensure Special Alerts are updated properly – this NCDOT employee is either the appropriate NCDOT POC for the incident OR the person who entered or requested the alert.

10.5.2. Operators can identify who entered an alert by opening the alert for editing. This will show the username of the TIMS user who entered the alert.

- If the user is another operator, operators should discuss updates with them or a supervisor to determine how to update the alert.
- If the user is an NCDOT employee, operators should locate their contact information in the STOC Contact Matrix or the NCDOT Directory and call them to discuss alert updates.

10.5.3. Operators should not contact NCDOT personnel for updates if only minor changes or corrections are needed, or if the alert only requires the addition of a corresponding 511 Floodgate.

10.6. MANAGING MULTIPLE ALERTS

10.6.1. Multiple alerts for the same type may be activated simultaneously (e.g., two Special Alerts, or two Amber Alerts, or two Missing Endangered/Silver Alerts with Vehicle Information). Operator actions will depend on the type of alerts involved.

10.6.2. Special Alerts: When multiple Special Alerts are active at the same time, the following processes will be used:

- When multiple alerts are active at the same time, they should occupy the same alert box (i.e., Special Alert box).
- New alerts should be entered above existing alerts. When alerts are updated with <u>any</u> information, they should be moved above existing alerts.

- In the case of multiple Special Alerts, there may not be enough space in the Special Alert box for all alerts OR the alert box may become overly cluttered. If this occurs, supervisors will coordinate with the STOC Operations Manager and the Traffic Operations Engineer to discuss solutions on rewording or combining alerts to save space.
- If a decision is made to remove an active Special Alert for space purposes, but the incident is still active, operators should remove the alert from TIMS and remove the 511 Floodgate.

10.6.3. Amber/Blue/Fugitive Alerts: 511 Floodgate and TIMS procedures do not change from normal procedures for these alerts.

10.6.4. Missing Endangered/Silver Alerts with Vehicle Information: If the alerts are in separate divisions, normal procedures apply (see 10.18.3)

- For alerts in the same division:
    - Record both Missing Endangered/Silver Alerts as one Floodgate. ○ Copy both Missing Endangered/Silver Alerts into the appropriate County Alert.
    - Notify the 511 Operators multiple Missing Endangered/Silver Alerts are active and in which county the alert information can be found.

10.6.5. For Multiple Alerts of the same type, the following DMS message will be placed on all applicable DMS (normal DMS message priorities apply):

[AMBER/BLUE/FUGITIVE/MISSING ENDANGERED/SILVER] ALERTS CALL
511
FOR INFO

- When the number of like alerts has been reduced to one alert, change the DMS to reflect the normal DMS message for that type of alert.

10.6.6. Operators will ensure the appropriate 511 Floodgates are playing BEFORE any DMS advising the public to call 511 is activated for Multiple Alerts.

10.7. SPECIAL ALERT ACTIVATION CRITERIA

10.7.1. Special Alerts should be activated for confirmed incidents of any incident type (e.g., crashes, construction, congestion, etc.) occurring on:

- 2-digit interstates (excluding BUS or ALT routes) OR
- NC 12 (south of US 64 in Dare County)

10.7.2. Special Alerts for congestion caused by planned construction projects will be used for a maximum of seven (7) days; or when all construction work affecting the roadway concludes, whichever occurs first. These alerts, including associated DMS, will remain active for the duration of the alert (i.e., don't activate and deactivate as congestion or planned conditions change).

- Construction Special Alerts are considered exceptions and require the approval of TSO Staff prior to activation. Contact TSO Staff (See Appendix M) in order until approval is granted.
- If congestion is expected to continue in excess of seven (7) days, it will be regarded as recurring congestion. If this occurs, the ATS team should be notified to consider developing a long term response plan to the project.

10.7.3. Special Alerts should only be activated for incidents/conditions meeting the criteria described below:

- Incidents/conditions MUST MEET:

- BOTH **Criteria A** and one requirement of **Criteria B**

OR Incident meets **Congestion Criteria**

- **Criteria A:** ○ Full road closures in one or both directions
- **Criteria B:**
  - Overturned commercial vehicle (large truck, cement mixer, dump truck, tractor trailer, etc.)
  - Fatal or life threatening injury crashes involving multiple vehicles ○ Incidents that require on-scene crash investigations ○ HAZMAT (any placarded substance) situations that result in evacuations, detours, or environmental issues (spillage into a waterway or drainage system) ○ Incidents involving structural damage to the roadway (Roads, Bridges, & Overpasses) ○ Unusual extreme event not captured above (e.g., Plane landing on Interstate, Terrorist Activities)
    - NOTE: These alerts must be approved through NCDOT or STOC Management.
- **Congestion Criteria** (exclude recurring)**:**
  - Traffic mapping software shows congestion (orange, red, or black) > 5 miles. ○ If congestion is due to planned construction, refer to 10.7.2.
  - NOTE: If congestion is growing and the incident is not expected to clear soon, operators should activate an alert proactively in anticipation that congestion criteria will be met.

10.8. SPECIAL ALERTS IN TIMS

10.8.1. Special Alert Headlines: In TIMS, the headline of a Special Alert must adhere to the format guidelines below:

- Text should be centered, ALL CAPS, bold, and black in color,
- Headline should be brief and should NOT provide counties, incident type, exits, cross streets, or other extraneous details,
- The route and direction of travel affected should be provided,
- Operators should use “congestion,” “lane,” “lanes,” or “closed” to describe condition and

- Operators should use “in,” “near,” or “between” a reference city or state line – DO NOT use counties.

    For Special Alerts, operators may only use approved reference cities.

    - If there are two incidents on the same route that will use the same geographical reference, operators may use a nearby non-approved city to distinguish between the two incidents.

  - The route must travel between or through the cities referenced.

10.8.2. Reference Cities and Locations: Operators may only use the approved cities and geographical areas referenced below in Special Alert headlines:

- Asheville
- Statesville
- Charlotte
- Winston-Salem
- Greensboro
- Fayetteville
- Raleigh
- Durham
- Wilmington
- Rocky Mount
- Between Ref City “A” and Ref City “B”
- For NC 12, use nearest city or name of island (e.g., Ocracoke)
- Any State Line – (Example: “I-85 CLOSED NEAR THE VIRGINIA STATE LINE”)
- Another Interstate (e.g., “I-40 CLOSED NEAR I-95”)
- If two incidents on the same route will use the same geographical reference it is permissible to use a nearby non-approved city to distinguish between the two incidents.

10.8.3. Special Alert Body: The body of a Special Alert must adhere to the format guidelines below:

- Centered text, normal capitalization, complete sentences, and black in color.
- Operators should provide incident type/reason for alert such as “Crash,” etc.

- Body should be brief but provide additional details including but not limited to:

  ○ Which lanes are closed, ○ Local city near incident (instead of the reference city in the Headline). The city may be the same in Headline and Body, if appropriate.

  Exit numbers and common names of cross streets. Operators should NOT use counties, mile markers, or SR numbers.

- Operators should describe when lanes are expected to reopen and/or when conditions are expected to return to normal.
  - If same day, provide the time, only (e.g., 2:00 PM).
  - If across days OR on 3rd Shift, provide the time and day (e.g., 2:00 PM on Friday).
- If a detour/alternate route is in use, the detour/alternate route instructions should be entered in the alert body. Detour instructions must be entered using a turn-by-turn format and as a separate paragraph below the main body.

10.8.4. Special Alert Examples in TIMS:

- Example 1:

I-95 SOUTH CLOSED NEAR ROCKY MOUNT

I-95 South is closed near Rocky Mount at Exit 132, West Mount Drive, due to debris in the road. The road is expected to reopen by 6:00 AM on Wednesday.

- Example 2:

I-40 CLOSED NEAR ASHEVILLE

I-40 is closed in both directions near Black Mountain at Exit 50, US 25, due to a crash. The road is expected to reopen by 4:00 PM.

Detour: Motorists on I-40 West should use Exit 53B for I-240 West and then take Exit 31B to return to I-40 West. Motorists on I-40 East should take Exit 46B for I-26 West/I-240 East and continue to follow signs for I-40 East.

10.9. TIMS NOTIFICATIONS FOR SPECIAL ALERTS

10.9.1. TIMS email notifications should be sent whenever the Special Alert is created, when significant changes to the alert are made, and when the alert is removed. DO NOT send TIMS notifications when an All Clear is terminated.

10.9.2. Operators should not send notifications if only minor changes to a Special Alert are made (e.g. correcting spelling/format errors). **Never send a blank TIMS notification.**

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10.10. SPECIAL ALERTS FOR ADVERSE WEATHER (INCLUDING NC 12) OR SPECIAL EVENTS

10.10.1. All Special Alerts for adverse weather or special events must be composed with input and approval from a supervisor before activation.

10.10.2. Special Alerts and TIMS for Weather Related Closures of NC 12 (i.e., storm surge, flooding, high tide, etc., that close NC 12 intermittently):

- Div 1 Communications Director (See Appendix M) or designee is the primary point of contact for information related to NC 12 closures. If information is received from any other source, call the Div 1 Communications Director or designee to verify.

  Contact Div 1 Communications Director or designee and discuss the Special Alert text and any NC 12 TIMS incidents to ensure that correct and consistent messages are being conveyed to motorists.

  - IMPORTANT: Contact Div 1 Communications Director or designee when any updates to NC 12 Special Alerts are required. All changes to NC 12 Special Alerts must be discussed with Div 1 Communications Director or designee prior to changes being made.
  - NOTE: Contact Div 1 Communications Director or designee when any NC 12 TIMS incidents are added or updated to ensure all information remains consistent.

- Contact the Women's Prison Supervisor to relay all current information concerning the closure of NC 12. Advise the supervisor the call takers should inform callers that the reopening time for NC 12 may be extended until weather conditions improve (despite published TIMS reopening times). STOC should call 511 and ask to speak to a Supervisor, if the Women's Prison Supervisor is not available, relay the information and guidance to a Women's Prison call taker.
  - Women's Prison call takers may forward motorist calls concerning NC 12 to the STOC if they do not have answers to motorist's questions. If this happens, the STOC Supervisor should call the Women's Prison Supervisor to confirm all current information has been relayed and advise the Supervisor that no further information is available at this time.
- Div 1 Communications Director or designee will manage NC 12 TIMS (unless he delegates the task to the STOC). If additional TIMS incidents for NC 12 are detected from other sources, call Div 1 Communications Director or designee to discuss.
- The STOC will NOT put an expected reopening time for NC 12 in the Special Alert/Floodgate.

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- NC 12 Special Alert wording should draw from the ‘Reason’ text of the TIMS incidents (e.g., “Ocean over wash is expected to continue on Ocracoke Island throughout the day today, especially at high tide.”)
- NC 12 may reopen and close several times while severe weather is occurring, especially at high tide. The STOC will NOT deactivate and reactivate the Special Alert/Floodgate when this happens. The Special Alert/Floodgate will be maintained until NC 12 reopens on a long-term basis; or when Div 1 Communications Director or designee directs deactivation of the Special Alert/Floodgate.
- While NC 12 is “temporarily open” during these times, the Special Alert/Floodgate wording should reflect the current roadway condition, while addressing the likely re-closure (e.g., “NC 12 is currently open near Ocracoke Island. However, the road may close again, especially at high tide.”

10.11. DEACTIVATING SPECIAL ALERTS

10.11.1. Special Alerts should be removed from TIMS and 511 Floodgate as soon as the incident is over and/or when travel conditions have returned to normal.

- For Special Alerts, operators should:
  - Enter an alert in TIMS stating the incident is over, and congestion remains.
  - If there is no congestion or when the traffic has returned to its normal flow enter an All Clear alert in TIMS.
  - 511 Floodgate should be updated to match each TIMS update.
  - Once notifications have been sent for the final All Clear alert and the All Clear alert has been up for an hour, operators should remove the alert from TIMS and the 511 Floodgate. DO NOT send TIMS notifications when an All Clear is terminated.

10.11.2. Example of Special Alert while Active:

I-40 EAST CLOSED IN RALEIGH

I-40 East is closed in Raleigh near Exit 287, Harrison Ave, due to a crash. The road is expected to reopen by 3:00 PM.

10.11.3. Example of Deescalated Special Alert:

I-40 EAST REOPENED IN RALEIGH: CONGESTION REMAINS

All lanes of I-40 East have reopened in Raleigh following an earlier crash near Exit 287, Harrison Ave. However, 5 miles of congestion remains in the area.

10.11.4. Example of Final Special Alert (All Clear):

I-40 EAST REOPENED IN RALEIGH

All lanes of I-40 East have reopened in Raleigh following an earlier crash near Exit 287, Harrison Ave. Travel conditions in the area have returned to normal.

10.12. AMBER, BLUE, FUGITIVE, AND MISSING ENDANGERED/SILVER ALERTS – GENERAL

- Amber/Blue/Missing Endangered/Silver Alerts: Operators may only act on information received IN AN EMAIL from the North Carolina Center for Missing Persons (NCCMP) NCCMP - *missingpersons@nccrimecontrol.org*

10.12.1. Fugitive Alerts: Operators may only act on information received by a verifiable Law Enforcement agency and approved by NCDOT TSO Staff.

10.12.2. Information received by other methods or from other sources may NOT be used unless approved by NCDOT TSO Staff (See Appendix M).

10.12.3. Operators should carefully review information from approved sources and compare this with the Amber/Blue/Fugitive/Missing Endangered/Silver Alert Checklist to determine:

- When to activate the alert.
- When to cancel the alert.
- Whether the alert requires a 511 Floodgate, and if so, what information to include
- Whether the alert requires a TIMS Special Alert
- Which divisions may require DMS activation
- How long should the DMS alert messages be displayed.

10.13. AMBER, BLUE, FUGITIVE, AND MISSING ENDANGERED/SILVER ALERTS – DMS ACTIVATION

10.13.1. Operators will use the Alert DMS Activation Matrix to coordinate with each division that requires DMS activation for an alert. The matrix is located on the Z: drive ❼ 511 Operators ❼ Current Alert Checklists.

10.13.2. Operators will ensure the appropriate 511 Floodgate is playing BEFORE any DMS advising the public to call 511 is activated for any Alert.

10.13.3. CMS, Vermacs, and CMBs should NOT be used for Amber/Blue/Fugitive/Missing Endangered/Silver Alerts unless the portable message sign is designated as a replacement for an "out of order" DMS.

10.13.4. All DMS in the appropriate Division(s) should be activated except on DMS that are already in use for higher priority messages (see section 6.3).

- The priority between Alerts is Amber, Blue, Fugitive, and Missing Endangered/Silver. Any deviation from this priority will only be at the direction of NCDOT personnel.

10.13.5. Multiple Alerts for the same type may be activated simultaneously (e.g., two Amber Alerts or two Missing Endangered/Silver Alerts with Vehicle Information).

- Amber/Blue/Fugitive Alerts: 511 Floodgate and TIMS procedures do not change from normal procedures for these alerts.
- Missing Endangered/Silver Alerts with Vehicle Information: If the alerts are in separate divisions, normal procedures apply (see 10.18.3). For alerts in the same division, refer to Appendix K: Multiple Missing Endangered/Silver Alerts – 511 Floodgate Procedures.

10.13.6. For Multiple Alerts of the same type, the following DMS message will be placed on all applicable DMS (normal DMS message priorities apply):

[AMBER/BLUE/FUGITIVE/MISSING ENDANGERED/SILVER] ALERTS CALL
511
FOR INFO

10.13.7. When the number of like alerts has been reduced to one alert, change the DMS to reflect the normal DMS message for that type of alert.

10.13.8. Operators should use the Statewide ITS Map to determine which Divisions have STOCaccessible DMS (Star = STOC accessible, Circle = NOT accessible to STOC).

10.14. DMS ALERT NOTIFICATION EMAILS

10.14.1. Operators will use the DMS Alert Notification email templates to advise NCDOT Division personnel of DMS activations and deactivations for Amber, Blue, Fugitive, or Missing Endangered/Silver Alerts. Operators will send these emails from the STOC Inbox, using the 'DMS Alert Notification' distribution list.

10.14.2. The DMS Alert Notification emails should be sent in a timely manner to all divisions upon receiving notice from approved sources.

10.14.3. Sending of DMS Alert Notification emails will be documented in the operator's TMS log.

10.14.4. The DMS Alert Notification email templates are found in the STOC Inbox -> Templates folder. Below are the items included in the DMS Alert Notification templates and what operators should enter for each:

- DMS Alert Notification – Activation Template ○ An active Alert has been initiated that requires use of the Dynamic Message Signs (DMS). Based on your local procedures, this email may be a follow-up to a previous phone notification. Details concerning this Alert are included below.

  Type of Alert:
  [Amber] [Blue] [Fugitive] [Missing Endangered/Silver]

  Issued by:
  [Name of issuing agency (NCCMP, NCALE, Law Enforcement Agency, etc.)]

  Date & Time:
  [When the alert was issued]

  Divisions Affected:
  [For Amber and Blue Alerts, enter "All"]
  [For Fugitive and Missing Endangered/Silver Alerts, enter the division where the incident is occurring]

  DMS Activation Issues:
  [Inform the division(s) of any issues encountered with DMS malfunctions that prevented activation of alert messages, include specific DMS information]

  Anticipated Duration of DMS Usage:
  [Amber Alert – Until Alert Cancellation]
  [Blue Alert – 24 Hours]
  [Fugitive Alert – Until Alert Cancellation]

[Missing Endangered/Silver Alert – 24 Hours]

STOC Contact Information:
[Operators should enter their name and STOC contact information]

- NOTE: Be aware the Alert DMS messages may be preempted for higher priority incidents, but Alert messages must be resumed when those incidents are concluded.

- DMS Alert Notification – Cancellation Template ○ The active *[Type]* Alert has been cancelled as of *[Date & Time]*. All DMS activated by the STOC for this alert have either been blanked or returned to their previous status. Based on your local procedures, this email may be a follow-up to a previous phone notification. *[Amber] [Blue] [Fugitive] [Missing Endangered/Silver]*

  STOC Contact Information:
  [Operators should enter their name and STOC contact information]

10.15. AMBER ALERTS

10.15.1. Upon receiving information from approved sources, operators should initiate the appropriate Amber Alert response which includes but is not limited to:

- Activate Amber Alert in TIMS and the 511 Floodgate
- Activate Amber Alert message on appropriate DMS
- Coordination with NCDOT personnel
- Initiate a County Alert in the issuing county (see 10.15.11)

10.15.2. Amber Alert 511 Floodgate: Operators should record the headline and script as a single 511 Floodgate.

10.15.3. 511 Floodgate Headline:

- Amber Alert Headline: “North Carolina Amber Alert issued for [MISSING PERSON’S NAME] in [COUNTY PERSON WENT MISSING], in [CITY PERSON WENT MISSING].”
- For the Amber Alert 511 Floodgate headline use the following example:

“NORTH CAROLINA AMBER ALERT ISSUED FOR JOHN SMITH IN WAKE COUNTY IN RALEIGH”

10.15.4. 511 Floodgate Script:

- 511 Floodgate script of an Amber Alert should be comprised of the alert headline (as described above) and of information provided by approved sources about the missing/injured person. Full details provided by approved sources which should be recorded as part of the 511 Floodgate include but are not limited to:

- Name, age, and description of the missing person ○ Name, age, and description of the alleged abductor ○ Vehicle description (including make, model, color, and license plate) ○ Where the missing person was last seen and/or might be headed ○ Instruction for motorists to call 911 or *HP if they have information about the situation. DO NOT include any 10-digit phone numbers in the 511 Floodgate. ○ For the Amber Alert 511 Floodgate script use the following example:

"An Amber Alert has been issued for John Smith, a two-year-old black male, approximately two feet tall, weighing 32 pounds. He was last seen wearing black jeans, a red and white striped shirt, and blue sneakers.

*John Smith is believed to have been abducted by Deborah Lee Smith, a 24-year-old black female, approximately five feet, eight inches tall and weighing 120 pounds. Ms. Smith was last seen headed east on I-40 in a Red Honda Accord, NC license plate FHJ668. If you have any information regarding this abduction, please call 911 or *HP."*

10.15.5. 511 Floodgate Script Conclusion: Amber Alert 511 Floodgate scripts will end with the following statement.

"This concludes the Amber Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now."

10.15.6. Amber Alert Cancellation Script: When an AMBER Alert has been cancelled, operators should replace the 511 Floodgate with a new 511 Floodgate reflecting the cancellation. The cancellation script should remain running for 24 hours. If the message needs to be taken down for a higher priority incident, replace the message when the incident is over. Operators should use the following script:

"AMBER ALERT CANCELLED – The previously issued North Carolina Amber Alert for [MISSING PERSON/VEHICLE] has been cancelled. This concludes the Amber Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now. Thank you."

10.15.7. Amber Alert TIMS Headline:

- Text should be centered, ALL CAPS, bold, and black in color.
- Headline should state, "North Carolina Amber Alert issued for [MISSING PERSON'S NAME] in [COUNTY PERSON WENT MISSING] in [CITY PERSON WENT MISSING]." • For the Amber Alert TIMS headline use the following example:

*"***NORTH CAROLINA AMBER ALERT ISSUED FOR JOHN SMITH IN WAKE COUNTY IN RALEIGH***"*

10.15.8. Amber Alert TIMS Body:

- Text should be centered, normal capitalization, and black in color.
- Body should state, “For more information, click HERE.”
    - “HERE” should be a hypertext link to the page for the specific missing person on the approves source’s website.

10.15.9. For Amber Alerts WITH vehicle information, operators should:

- Activate Special Alert in TIMS until alert is cancelled.
- Record and play 511 Floodgate until alert is cancelled.
- Activate Amber Alert message on DMS in all NCDOT Divisions until the Amber Alert is cancelled.
- AMBER ALERT | Description of Vehicle | License Plate Info

AMBER ALERT
RED HONDA ACCORD
NC TAG: FHJ-6688

- Send DMS Alert Notification – Activation email

10.15.10. For Amber Alerts WITHOUT vehicle information, operators should:

- Activate Special Alert in TIMS until approved sources advise that alert is cancelled,
- Record and play 511 Floodgate until alert is cancelled.
- Activate Amber Alert message on DMS until alert is cancelled.

AMBER ALERT
CALL 511
FOR INFO

- Operators will ensure the appropriate 511 Floodgate is playing BEFORE any DMS advising the public to call 511 is activated for any Alert.
- Send DMS Alert Notification – Activation email

10.15.11. County Alert: Operators will copy and paste the complete TIMS Alert (title and body) into the County Alert system, under the county where the incident was issued from. Copy and paste information from the linked Amber Alert into the County Alert. 511 Operators cannot open the link inside the Special Alert, so they must use the County Alert to reference the details.

- Call 511 to notify 511 Operators of an active alert in that county.

10.15.12. Amber Alert Cancellations: Amber Alerts remain active until approved sources advise STOC the alert has been cancelled.

10.15.13. If the media is reporting an alert is over, please contact NCDOT TSO Staff for direction.

10.15.14. For Amber Alert cancellations, operators should:

- Deactivate the alert message on any DMS activated for the alert and replace previously posted messages.
- Send a DMS Alert Notification - Cancellation email to advise of the alert cancellation.
- Time out the alert from TIMS.
- Remove the alert 511 Floodgate.
- Deactivate the County Alert and notify 511.
- Completed Amber Alert Checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

10.16. BLUE ALERTS

10.16.1. Upon receiving information from approved sources, operators should initiate the appropriate Blue Alert response which includes but is not limited to:

- Activate Blue Alert in TIMS and the 511 Floodgate
- Activate Blue Alert message on appropriate DMS
- Coordinate with NCDOT personnel
- Initiate a County Alert in the issuing county (see 10.16.11).

10.16.2. Blue Alert 511 Floodgate: Operators should record the headline and script as a single 511 Floodgate.

10.16.3. 511 Floodgate Headline:

- Blue Alert Headline: “North Carolina Blue Alert issued for [TYPE OF VEHICLE] in [COUNTY PERSON WENT MISSING], in [CITY PERSON WENT MISSING].”
- For the Blue Alert 511 Floodgate headline use the following example:

“NORTH CAROLINA BLUE ALERT ISSUED FOR GOLD HYUNDAI SONATA IN NEW HANOVER COUNTY IN WILMINGTON”

10.16.4. 511 Floodgate Script:

- 511 Floodgate script of a Blue Alert should be comprised of the alert headline (as described above) and of information provided by approved sources about the incident. Full details provided by approved sources which should be recorded as part of the 511 Floodgate include but are not limited to:

- Vehicle description (including make, model, color, and license plate) ○ Complete suspect information supplied by the issuing agency.
- County where the incident is occurring ○ Instruction for motorists to call 911 or *HP if they have information about the situation. <u>DO NOT include any 10-digit phone numbers in the 511 Floodgate.</u> ○ For the Blue Alert 511 Floodgate script use the following example:

*"Law Enforcement is looking for a suspect in the New Hanover County area travelling in a gold Hyundai Sonata with North Carolina License Plate CDE-4567. Please call 911 or *HP if you have seen a vehicle matching this description in the New Hanover County area."*

10.16.5. 511 Floodgate Script Conclusion: Blue Alert 511 Floodgate scripts will end with the following statement.

"This concludes the Blue Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now."

10.16.6. Blue Alert Cancellation Script: When a Blue Alert has been cancelled, operators should replace the 511 Floodgate with a new 511 Floodgate reflecting the cancellation. The cancellation script should remain running for one hour. If the message needs to be taken down for a higher priority incident, replace the message when the incident is over. Operators should use the following script:

"BLUE ALERT CANCELLED – The previously issued North Carolina Blue Alert for the [VEHICLE] in [COUNTY] has been cancelled. This concludes the 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."

10.16.7. Blue Alert TIMS Headline:

- Text should be centered, ALL CAPS, bold, and black in color.
- Headline should state, "North Carolina Blue Alert issued for [MISSING PERSON'S NAME] in [COUNTY PERSON WENT MISSING] in [CITY PERSON WENT MISSING]."
- For the Blue Alert TIMS headline use the following example:

*"***NORTH CAROLINA BLUE ALERT ISSUED FOR GOLD HYUNDAI SONOTA IN NEW HANOVER COUNTY IN WILMINGTON***"*

10.16.8. Blue Alert TIMS Body:

- Text should be centered, normal capitalization, and black in color.
- Body should include additional facts concerning the incident. Include any web link to Blue Alert information supplied by the issuing agency.
- For the Blue Alert TIMS Body, use the following example:

*"Law Enforcement is looking for a suspect in the New Hanover County area travelling in a gold Hyundai Sonata with North Carolina License Plate CDE-456. Please call 911 or *HP if you have seen a vehicle matching this description in the New Hanover County area."*

10.16.9. For Blue Alerts WITH vehicle information, operators should:

- Activate Special Alert in TIMS for 24 hours or until alert is cancelled, whichever occurs first.
- Record and play 511 Floodgate for 24 hours or until alert is cancelled, whichever occurs first.
- Activate Blue Alert message on DMS in all NCDOT Divisions for 24 hours or until alert is cancelled, whichever occurs first.
- P1 SUSPECT AT LARGE | Description of Vehicle | License Plate Info
- P2 BLUE ALERT | Description of Vehicle | License Plate Info • Example:

Panel 1	Panel 2
SUSPECT AT LARGE	BLUE ALERT
GOLD HYUNDAI	GOLD HYUNDAI
NC TAG: CDE-4567	NC TAG: CDE-4567

- Send DMS Alert Notification – Activation email

10.16.10. For Blue Alerts WITHOUT vehicle information, operators should:

- Activate Special Alert in TIMS for 24 hours or until alert is cancelled, whichever occurs first.
- Record and play 511 Floodgate for 24 hours or until alert is cancelled, whichever occurs first.
- Activate Blue Alert message on DMS for 24 hours or until alert is cancelled, whichever occurs first.

BLUE ALERT
SUSPECT AT LARGE
CALL 511 FOR INFO

- Operators will ensure the appropriate 511 Floodgate is playing BEFORE any DMS advising the public to call 511 is activated for any Alert.

- Send DMS Alert Notification – Activation email

10.16.11. County Alert: Operators will copy and paste the complete TIMS Alert (title and body) into the County Alert system, under the county where the incident was issued from. Type out all the information in the Alert and do not use links in the County Alerts. 511 Operators cannot open the link inside the Special Alert, so they must use the County Alert to reference the details.

- Call 511 to notify 511 Operators of an active alert in that county.

10.16.12. Blue Alert Cancellations: Blue Alerts remain active for 24 hours of alert is cancelled, whichever occurs first.

10.16.13. If the media is reporting an alert is over, please contact NCDOT TSO Staff or the designated law enforcement contact for direction.

10.16.14. For Blue Alert cancellations, operators should:

- Deactivate the alert message on any DMS activated for the alert and replace previously posted messages.
- Send a DMS Alert Notification - Cancellation email to advise of the alert cancellation.
- Time out the alert from TIMS.
- Remove the alert 511 Floodgate.
- Deactivate the County Alert and notify 511.
- Completed Blue Alert Checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

10.17. FUGITIVE ALERTS

10.17.1. Upon receiving information from approved sources, operators should initiate the appropriate Fugitive Alert response which includes but is not limited to:

- Initiate the Fugitive Alert checklist.
- Compile the identification information of the requestor and relay the following information to the TSO staff for confirmation:
    - Requestor Identity ○ NCIC or DCI Case Number ○ SHP Troop C (App C: Fugitive Alert Checklist) ○ If SHP Troop C cannot verify. Contact ISSAC (Ref App C: Fugitive Alert Checklist) • Contact the TSO Staff in order (See Appendix M), until confirmation is received:
- Determine the affected NCDOT division and refer to the Z: drive ❼ 511 Operators ❼ Current Alert Checklists ❼Alert DMS Activation Matrix to coordinate with the division that requires DMS activation for the alert (see 10.13.1).

- Activate Fugitive Alert in TIMS and the 511 Floodgate
- Activate Fugitive Alert message on appropriate DMS
- Coordinate with Law Enforcement POC to:
    - Determine time of alert activation ○ Establish LEO contact name and phone number
- Send the DMS Alert Notification – Activation Email
- Initiate a County Alert in the issuing county. (see 10.17.12)
- Send a Mini-Update upon initiation and cancellation of a Fugitive Alert.

10.17.2. The operator will call and check for updates with the designated Law Enforcement POC every four hours until the alert is cancelled.

10.17.3. Fugitive Alert 511 Floodgate: Operators should record the headline and script as a single 511 Floodgate.

10.17.4. 511 Floodgate Headline:

- Fugitive Alert Headline: "North Carolina Fugitive Alert issued for [TYPE OF VEHICLE] in [COUNTY]"
- For the Fugitive Alert 511 Floodgate headline use the following example:

"NORTH CAROLINA FUGITIVE ALERT ISSUED FOR BLUE FORD FOCUS IN GUILFORD COUNTY"

10.17.5. 511 Floodgate Script:

- 511 Floodgate script of a Fugitive Alert should be comprised of the alert headline (as described above) and of information provided by approved sources about the incident. Full details provided by approved sources which should be recorded as part of the 511 Floodgate include but are not limited to:
    - Vehicle description (including make, model, color, and license plate) ○ County where the incident is occurring ○ Instruction for motorists to call 911 or *HP if they have information about the situation. DO NOT include any 10-digit phone numbers in the 511 Floodgate. ○ For the Fugitive Alert 511 Floodgate script use the following example:

*"Law Enforcement is looking for a suspect in the Guilford County area travelling in a blue Ford focus with California License Plate 2RAP337. Please call 911 or *HP if you have seen a vehicle matching this description in the Guilford County area."*

10.17.6. Floodgate Script Conclusion: Fugitive Alert 511 Floodgate scripts will end with the following statement.

"This concludes the Fugitive Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now."

10.17.7. Fugitive Alert Cancellation Script: When a Fugitive Alert has been cancelled, operators should replace the 511 Floodgate with a new 511 Floodgate reflecting the cancellation. The cancellation script should remain running for one hour. If the message needs to be taken down for a higher priority incident, replace the message when the incident is over. Operators should use the following script:

"FUGITIVE ALERT CANCELLED – The previously issued North Carolina Fugitive Alert for the [VEHICLE] in [COUNTY] has been cancelled. This concludes the Fugitive Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now. Thank you."

10.17.8. Fugitive Alert TIMS Headline:

- Text should be centered, ALL CAPS, bold, and black in color.
- Headline should state, "North Carolina Fugitive Alert issued for [VEHICLE] in [COUNTY PERSON WENT MISSING]."
- For the Fugitive Alert TIMS headline use the following example:

*"***NORTH CAROLINA FUGITIVE ALERT ISSUED FOR BLUE FORD FOCUS IN GUILFORD COUNTY IN WILMINGTON***"*

10.17.9. Fugitive Alert TIMS Body:

- Text should be centered, normal capitalization, and black in color.
- Body should include additional facts concerning the incident. For the Fugitive Alert TIMS Body, use the following example:

*"Law Enforcement is looking for a suspect in the Guilford County area travelling in a blue Ford Focus with California License Plate 2RAP337. Please call 911 or *HP if you have seen a vehicle matching this description in the Guilford County area."*

10.17.10. For Fugitive Alerts WITH vehicle information, operators should:

- Activate Special Alert in TIMS until alert is cancelled.
- Record and play 511 Floodgate until alert is cancelled.
- Activate Fugitive Alert message on DMS until alert is cancelled.
    - P1 SUSPECT AT LARGE | description of Vehicle | License Plate Info
    - P2 FUGITIVE ALERT | Description of Vehicle | License Plate Info

Panel 1	Panel 2

SUSPECT AT LARGE	FUGITIVE ALERT
BLUE FORD FOCUS	BLUE FORD FOCUS
CA TAG: 2RAP337	CA TAG: 2RAP337

- Send DMS Alert Notification – Activation email
- Send a Mini-Update upon initiation and cancellation of a Fugitive Alert.

10.17.11. For Fugitive Alerts WITHOUT vehicle information, operators should:

- Activate Special Alert in TIMS until approved sources advise that alert is cancelled,
- Record and play 511 Floodgate until alert is cancelled.
- Activate Fugitive Alert message on DMS in the NCDOT Division where the incident is occurring until the Fugitive Alert is cancelled.

FUGITIVE ALERT
SUSPECT AT LARGE
CALL 511 FOR INFO

- Operators will ensure the appropriate 511 Floodgate is playing BEFORE any DMS advising the public to call 511 is activated for any Alert.
- Send DMS Alert Notification – Activation email
- Send a Mini-Update upon initiation and cancellation of a Fugitive Alert.

10.17.12. County Alert: Operators will copy and paste the complete TIMS Alert (title and body) into the County Alert system, under the county where the incident was issued from. Type out all information in the Alert and do not use links in the County Alerts. 511 Operators cannot open the link inside the Special Alert, so they must use the County Alert to reference the details.

- Call 511 to notify 511 Operators of an active alert in that county.

10.17.13. Fugitive Alert Cancellations: Fugitive Alerts remain active until the Law Enforcement POC advises STOC that the alert has been cancelled.

10.17.14. If the media is reporting an alert is over, please contact NCDOT TSO Staff for direction.

10.17.15. For Fugitive Alert cancellations, operators should:

- Capture the time of cancellation and the total time of alert activation
- Deactivate the alert message on any DMS activated for the alert and replace previously posted messages.
- Remove the alert 511 Floodgate.

- Time out the alert from TIMS.
- Contact NCDOT TSO Staff to notify them of the cancellation
- Send a DMS Alert Notification - Cancellation email to advise of the alert cancellation.
- Send a Mini-Update upon cancellation of a Fugitive Alert.
- Deactivate the County Alert and notify 511.
- Completed Fugitive Alert Checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

10.18. MISSING ENDANGERED/SILVER ALERTS

10.18.1. Missing Endangered/Silver Alerts DO NOT require a Special Alert in TIMS or a 511 Floodgate, (exception see 10.13.4 and 10.19).

- Operators will copy and paste the complete Missing Endangered/Silver Alert information, supplied by the issuing agency into the County Alert system, under the county where the incident was issued from.
- Call 511 to notify 511 Operators of an active alert in that county.

10.18.2. Upon receiving information from approved sources, operators should determine if the Missing Endangered/Silver Alert is WITH or WITHOUT vehicle.

10.18.3. For Missing Endangered/Silver Alerts WITH vehicle information, operators should:

- Determine the affected NCDOT division and refer to the Z: drive ❼ 511 Operators ❼ Current Alert Checklists ❼ Alert DMS Activation Matrix to coordinate with the division that requires DMS activation for the alert (see 10.13.1).
    - Activate Missing Endangered/Silver Alert message on DMS in the affected division
    - Operators should activate Missing Endangered/Silver Alert message on DMS no longer than 24 hours, or until alert cancellation, whichever occurs first.
- MISSING PERSON | Description of Vehicle | License Plate Info

  MISSING PERSON
  GREEN TOYOTA CAMRY
  NC TAG: LMN-9876

- Send DMS Alert Notification – Activation Email

10.18.4. For Missing Endangered/Silver Alerts WITHOUT vehicle information, operators should:

- File the Missing Endangered/Silver Alert email in the STOC Inbox ❼ NCCMP folder
- Operators should NOT activate DMS messages for Missing Endangered/Silver Alerts WITHOUT vehicle information (exception see 10.19).

10.18.5. The NC Center for Missing Persons or law enforcement may request to use DMS for a Missing Endangered/Silver Alert without vehicle information in unique situations in which the use of the signs would be actionable. If a request of this type is received the STOC Supervisor should refer to Section 10.19 for direction.

10.18.6. Missing Endangered/Silver Alert Cancellations: Missing Endangered/Silver Alerts remain active, officially, until the approved source advises the Missing Endangered/Silver Alert has been cancelled.

- NOTE: DMS activated for a Missing Endangered/Silver Alert WITH vehicle will remain activated for 24 hours, or until the Missing Endangered/Silver Alert is cancelled, whichever occurs first.
- Send DMS Alert Notification – Cancellation Email when DMS have been deactivated.

10.18.7. If the media is reporting an alert is over, please contact NCDOT TSO Staff for direction.

10.18.8. For Missing Endangered/Silver Alert cancellations, operators should:

- Deactivate the alert message on any DMS activated for the alert and replace previously posted messages.
- Send a DMS Alert Notification - Cancellation email when the DMS are deactivated
- Deactivate the County Alert and notify 511.
- Completed Missing Endangered/Silver Alert Checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

10.19. MISSING ENDANGERED/SILVER ALERT EXCEPTION FOR DMS

10.19.1. In rare cases, approved sources (see 10.12.1) may request a Missing Endangered/Silver Alert without Vehicle Information near a major roadway to be posted on DMS and include a 511 Floodgate for the alert. These would be exception cases when there are indications that the missing person may be near an interstate or road equipped with operational DMS, and approved sources request their use.

10.19.2. Operators will ensure the appropriate 511 Floodgate is playing BEFORE any DMS advising the public to call 511 is activated for any Alert .

10.19.3. Only NCDOT TSO Staff can authorize the use of DMS in these cases. If law enforcement contacts the STOC directly to request use of DMS for this purpose, STOC is to direct the law enforcement agency to the approved source that issued the original Missing Endangered/Silver Alert, and consult with TSO Staff for permission to activate DMS

10.19.4. When directed to initiate this type of Missing Endangered/Silver Alert, operators should:

- Activate Missing Endangered/Silver Alert Checklist

- Assess the area where the person was last seen and select the major roadway and exit number closest to that area. Select the closest cross street if exits are not numbered. (e.g., “Brier Creek area” equates to “I-540 Exit 4”)
- Call the TSO Staff (See Appendix M), in order, until someone is reached.
- Notify NCDOT TSO Staff of the Alert and ask direction for modified or additional measures. Share with TSO Staff the following: ○ The major roadway and exit closest to the “last seen” location ○ Proximity of DMS to the assessed area
- When the exception is approved, the TSO Staff will determine the DMS message to activate. If the TSO Staff does not dictate a specific message, the following message will be used in the Division where the person was last seen.

Panel 1	Panel 2
MISSING PERSON	MISSING PERSON
LAST SEEN NEAR	CALL 511
ROAD / EXIT #	FOR INFO

- Send DMS Alert Notification – Activation Email
- Send a Mini-Update upon initiation and cancellation of a Missing Endangered/Silver Alert Exception for DMS

10.19.5. Missing Endangered/Silver Alert 511 Floodgate: Operators should record the headline and script as a single 511 Floodgate.

10.19.6. 511 Floodgate Headline:

- Missing Endangered/Silver Alert Headline: “North Carolina Missing Endangered/Silver Alert issued for [MISSING PERSON’S NAME] in [COUNTY PERSON WENT MISSING], in [CITY PERSON WENT MISSING].”
- For the Missing Endangered/Silver Alert 511 Floodgate headline use the following example:

“NORTH CAROLINA MISSING ENDANGERED/SILVER ALERT ISSUED FOR JOHN SMITH IN WAKE COUNTY IN RALEIGH”

10.19.7. 511 Floodgate Script:

- 511 Floodgate script of a Missing Endangered/Silver Alert should be comprised of the alert headline (as described above) and of information provided by approved sources about the missing person. Be sure to include the statement declaring the individual was “last seen near…” Full details provided by approved sources which should be recorded as part of the 511 Floodgate include but are not limited to: ○ Name, age, and description of the missing person ○ Where the missing person was last seen and/or

might be headed ○ Instruction for motorists to call 911 or *HP if they have information about the situation. DO NOT include any 10-digit phone numbers in the 511 Floodgate.

○ For the Missing Endangered/Silver Alert 511 Floodgate script use the following example:

"A Missing Endangered/Silver Alert has been issued for Bobby Lopez, a twenty- two-year-old Hispanic male, approximately five feet eight inches feet tall, weighing 185 pounds. He was last seen wearing black jeans, a red and white striped shirt, and blue sneakers.

Mr. Lopez was last seen near I-540 Exit 4, US 70/Glenwood Avenue.

*If you have any information regarding Mr. Lopez, please call 911 or *HP."*

10.19.8. 511 Floodgate Script Conclusion: Missing Endangered/Silver Alert 511 Floodgate scripts will end with the following statement.

"This concludes the Missing Endangered/Silver Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now."

10.19.9. Missing Endangered/Silver Alert Cancellation Script: When a Missing Endangered/Silver Alert has been cancelled, operators should replace the 511 Floodgate with a new 511 Floodgate reflecting the cancellation. The cancellation script should remain running for one hour. If the message needs to be taken down for a higher priority incident, replace the message when the incident is over. Operators should use the following script:

"MISSING ENDANGERED/SILVER ALERT CANCELLED – The previously issued North Carolina Missing Endangered/Silver Alert for [NAME] has been cancelled. This concludes the Missing Endangered/Silver Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now. Thank you."

10.19.10. Missing Endangered/Silver Alert Cancellations: Missing Endangered/Silver Alerts remain active, officially, until the approved source advises the Missing Endangered/Silver Alert has been cancelled.

10.19.11. If the media is reporting an alert is over, please contact NCDOT TSO Staff for direction.

10.19.12. For Missing Endangered/Silver Alert cancellations, operators should:

- Deactivate the alert message on any DMS activated for the alert and replace previously posted messages.
- Send a DMS Alert Notification - Cancellation email when the DMS are deactivated
- Send a Mini-Update upon cancellation of a Missing Endangered/Silver Alert Exception for DMS
- Completed Missing Endangered/Silver Alert Checklists must be reviewed and properly filed by the shift supervisor at the conclusion of the alert.

11. **NCTA SUPPORT AND TURNPIKE OPERATIONS**

11.1. GENERAL GUIDELINES FOR STOC SUPPORT OF NCTA

11.1.1. NCTA's TMC is staffed and operated by NCTA operators from 6AM to 10PM, MondayFriday (excluding holidays). When NCTA operators are on-duty, Turnpike operations will be primarily handled by them. However, STOC operators are expected to provide support which includes but is not limited to:

- Monitoring incidents and travel conditions on tolled roadways,
- Advising NCTA operators of incidents/requests affecting tolled roadways, and •

Coordinating with NCTA operators in response to incidents affecting tolled roadways.

11.1.2. NOTE: See the following sections for additional guidelines related to NCTA support:

- 1.4 – Operator Roles & Teamwork
- 8.7 – VIPER Talkgroup Division 5
- 8.18 – IMAP Incident Priorities

11.1.3. Outside of NCTA's operating hours (i.e., 3rd Shift, holidays, and weekends), STOC will be primarily responsible for maintaining Turnpike operations which include but is not limited to:

- Traffic and incident management for tolled facilities,
- Monitoring NCTA ITS devices and toll equipment and reporting malfunctions,
- Responding to Reverse Vehicle Notifications (RVN), and
- Documenting activity and sending Shift Passovers to NCTA TMC personnel.

11.1.4. For situations that this chapter does not address, operators will adhere to the policies, procedures, and guidance provided in the other chapters of this document.

11.2. TRAFFIC AND INCIDENT MANAGEMENT FOR TOLLED FACILITIES

11.2.1. NCTA personnel that serve as STOC's primary POCs for incident management and other guidance related to Turnpike operations can be found in Appendix M.

11.2.2. Operators should call the NCTA POCs above immediately if any of the following affect the Triangle or Monroe Expressways:

- Incidents causing significant congestion (more than 1 mile of queue),
- Incidents involving fatality,
- Incidents requiring traffic to be redirected either off or onto the tolled facility,
- Acts of terror,
- Severe weather that has impacted lanes of travel, or
- Damage to toll equipment/facilities.

11.2.3. For crashes occurring on a tolled facility, operators should contact the responding LE agency and request their report number for the crash. Triangle Expressway is in SHP Troop C jurisdiction, while Monroe Expressway is in SHP Troop H Jurisdiction. The report numbers can also be found in the live SHP CAD Feed during an incident. Operators should include this report number along with a description of the crash in the NCTA Access Log.

11.2.4. For removal of debris, litter, animal carcasses, etc. that is NON-emergency in nature (i.e., not in a travel lane), operators should contact NCTA POCs for guidance. (See Appendix M).

11.2.5. If a detour needs to be implemented on the Triangle Expressway, operators should:

- Contact an NCTA POC (See Appendix N) prior to posting DMS messages.
- Use the "Detour Route Packet" for the applicable facility to plan and implement an approved detour.
    - A copy of this guide can be found on the z: drive: Z:/NCTA Operators/Triangle or Monroe Expressway.

11.3. TIMS INCIDENTS FOR TOLLED FACILITIES

11.3.1. When creating a TIMS incident for an incident that occurs on a tolled route, operators should follow all other guidelines for TIMS incident entry as well as the following:

- For incidents occurring on the NC 540 portion, enter as "NC 540 TOLL" ○

  Enter "Triangle Expressway" as the common name for the route.

- For incidents occurring on the NC 885 portion, enter as "NC 885 TOLL" ○

  Enter "Triangle Expressway" as the common name of the route.

- For incidents occurring on the Monroe Expressway enter "US 74 TOLL" ○

  Enter "Monroe Expressway" as the common name for the route.

11.4. NCTA CCTV AND OTHER CAMERAS

11.4.1. Traffic cameras (i.e., CCTV) are accessible to STOC operators and are controlled in the same way that STOC uses other CCTV. Operators must adhere to the same guidelines as described in section 4.8 and section 4.9 when using NCTA traffic cameras.

11.4.2. Other NCTA cameras include the following which are controlled via the software platforms Toll Host for Triangle Expressway (see 11.4.5), and Transportal for Monroe Expressway (see 11.4.6)

- Axis Security Camera System – used to monitor the facilities housing toll collection equipment.
- Digital Video Audit System (DVAS) – mounted to the overhead gantries at each toll zone and used to monitor the roadway beneath and immediately around a toll zone.

11.4.3. NCTA Camera Tours are an important part of detecting potential incidents, monitoring maintenance requirements, and maintaining NCTA device capabilities.

- On normal weekdays (Mon-Fri), NCTA operators on 1st and 2nd Shift are responsible for performing a camera tour at least twice per hour.
- STOC operators during 3rd Shift, holidays, and weekends are responsible for performing a camera tour at least twice per shift. The first camera tour should be completed within the first hour of the operator's shift. The second camera tour should be completed around the midpoint of the operator's shift.

11.4.4. To perform a camera tour properly, operators should:

- View all CCTV and Toll Zone cameras on the workstation monitor.
  - (Triangle Expressway Only) An automatic tour of CCTV cameras can be played in Dynac so the screen will switch from one traffic camera to another and will do so continuously such that all NCTA traffic cameras are displayed.

- In VideoPro, each CCTV camera would be selected chronologically, enter “1” or “2” in the preset window to automatically pan the camera to each direction,

  - If any incidents or congestion are visible, zoom in and investigate. Using Activu, post the view of the incident on one of the top monitors in Operational Group 3 so that others in operations can view the event more easily.

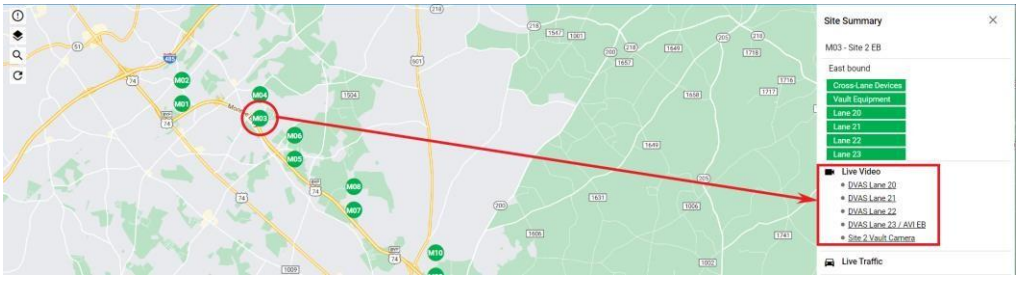
- Record the completion of the camera tour and any relevant comments in the Access NCTA Log.

11.4.5. To use Toll Host to view and control Triangle Expressway Toll Zone cameras, operators should:

- Open the Toll Host software from Google Chrome on the Kapsch computer at a NCTA workstation.
- Login using provided credentials.
- Select “☰” in the upper left of the screen,
- Select “ROMS” and, from the drop-down list, select “Live Video” and
- Click on the desired toll zone location and camera from the drop-down lists in the upper right of the screen.
- NOTE: Only 4 camera views can be selected at a time. To view another camera view, deselect all and reselect the new camera views.

11.4.6. To use Transportal to view Monroe Expressway toll zone cameras operators should:

- Open the Transportal software by from a browser from an NCTA workstation at the MRTMC or from the laptops at the NCTA workstation at the STOC,
- Login using provided credentials,
- Select a Toll Zone symbol on the map to open the Site Summary,
- Click on the camera links beneath Live Video in the Site Summary to view each camera.



11.5. REQUESTS FOR RECORDED NCTA VIDEO OR IMAGES

11.5.1. NCTA toll zone cameras are continuously recording video and images. These recordings may be requested by other agencies or members of the public. Operators and NCTA must abide by the information sharing restrictions stated in the North Carolina General Statute 136-89.213 when processing these requests.

11.5.2. If a request for information is received, operators should: •

Record the details of the request including the following:

- Requesting party's name and agency (if applicable), ○ Phone number and email address of requesting party, ○ Description of information that is being requested including details that may help locate the information such as time and date, and
- Reason for the request (i.e., how requesting party intends to use the information).

- Inform the requesting party of the following:
  - Their request will be relayed to an NCTA supervisor who will be in contact with them,
  - They will need to obtain a proper court order and should provide the court order to the NCTA supervisor when the supervisor contacts them, and
  - Any questions that they have can be answered by the NCTA supervisor.
  - NOTE: DO NOT provide contact information for the supervisor or any other member of NCDOT or NCTA.
- Compile the details of the request in an email and send them to the NCTA TMC supervisor.
- NOTE: If a member of law enforcement requests recorded video or images in person, operators must direct them to the NCTA TMC supervisor.

11.6. NCTA LOG AND SHIFT PASSOVER

11.6.1. Like the STOC Logs described in Section 15, NCTA Logs must contain accurate entries detailing any incident, equipment issues, and operator activity related to NCTA operations for that shift.

- The NCTA Log is used for entries related to all tolled facilities.
- Columns that are specific to the NCTA Log are described below:
  - WWVD – Wrong Way Vehicle Detection
  - MOMS – Management of Maintenance System, to be used when ITS maintenance tickets are submitted.

- MOMS # – The ITS maintenance ticket from Toll Host (Triangle Expressway) or Transportal (Monroe Expressway). ○ NCTA NTFD – The time that the NCTA POC was notified of an incident or device failure. This field to be filled out for incidents that meet the requirement for notification of NCTA.

11.6.2. For each shift that STOC and MRTMC supports Turnpike operations for the NCTA, a Shift Passover must be completed and emailed to NCTA and STOC management personnel before the end of the shift. To do so, operators should:

- Assure all tasks are completed and all sections have been properly filled out. Sections include the following: ○ Incidents ○ Work Zone Events
  - Completed Work Zones
  - Ongoing Work Zone Events
  - Upcoming Work Zone Events ○ Camera Tours ○ Maintenance Tickets ○ Coordination/Action Items
- Review the completed Shift Passover with a supervisor or NCTA POC and receive approval to send the summary.
- Once approved, open a new email message from the NCTA_TMC or NCTA_MRTMC email account (1st and 2nd Shifts) or STOC email account (3rd and Weekend Shifts) and attach the Shift Passover for your shift,
- Enter an appropriate subject in the Subject line of the email as shown below:
  - "Triangle Expressway Shift Passover – [Weekday], [Month] [DD], [YYYY] – [H:MM AM/PM]"
    - Example: "Triangle Expressway Shift Passover - Thursday, September 22, 2022 - 5:45 AM"
  - "Monroe Expressway Shift Passover – [Weekday], [Month] [DD], [YYYY] – [H:MM AM/PM]"
    - Example: "Monroe Expressway Shift Passover - Thursday, September 22, 2022 - 5:45 AM"
- Address the email to the "NCTA TriEx Shift Passover" or NCTA MonEx Shift Passover" and click "Send."

11.7. NCTA ITS DEVICE MALFUNCTIONS

11.7.1. If an ITS device, Turnpike workstation computer, or tolling equipment malfunctions, operators should:

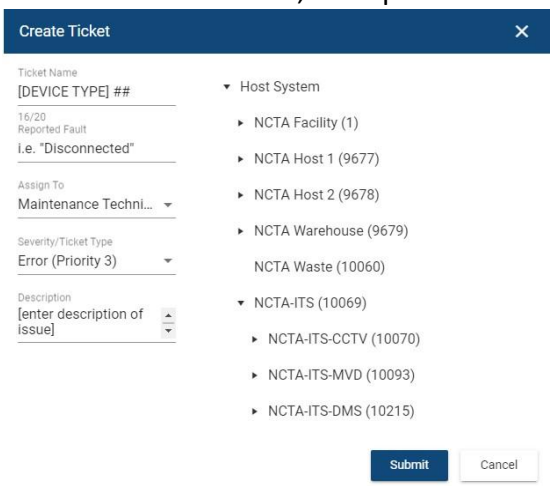
- Check the Duke Progress Energy Outage Map (http://outagemap.duke-

energy.com/ncsc/default.html) to determine if the malfunction is related to a known power outage.

- Call the applicable NCTA POC (see Appendix M) to report the malfunction. The Monroe Expressway On-Call Technician schedule is emailed every two weeks. The Triangle Expressway On-Call Technician schedule can be found in Toll Host under ROMS/Technician Schedule.
- Enter a maintenance ticket for the malfunction (see 11.7.2 or 11.7.3 for instructions).
- Record the details of the malfunction and any other relevant details (e.g., steps taken to verify and/or report the malfunction, ticket #, etc.) in the NCTA Log and in the Shift Passover.

11.7.2. To use the Toll Host platform to view and submit a maintenance ticket for Triangle Expressway devices (MVD, DMS, and CCTV) operators should:

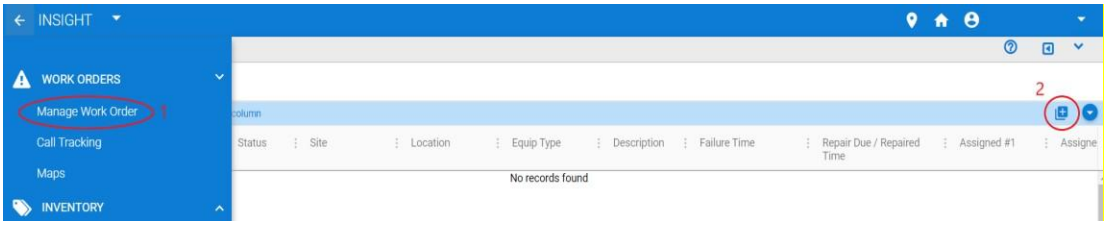
- Open the Toll Host from a browser on the Kapsch computer at a NCTA workstation,
- Login using provided credentials,
- Select "☰" in the upper left of the screen,
- Select "ROMS" and, from the drop-down list, select "Service Issues" and,
- Click on "Create Ticket" in the top-right of the window and fill in the appropriate information, example below.

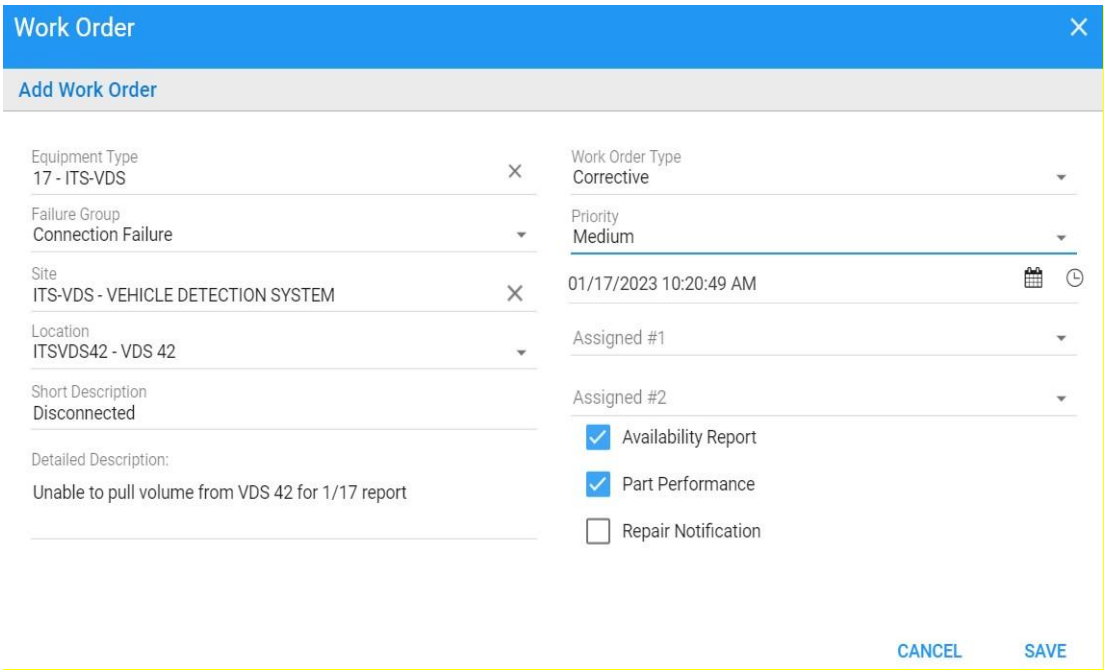


11.7.3. To use Transportal to submit a maintenance ticket for Monroe Expressway devices (VDS, DMS, and CCTV) operators should:

- Open Transportal by from a browser from an NCTA workstation at the MRTMC or from the laptops at the NCTA workstation at the STOC,
- Login using provided credentials.
- Select "☰" in the upper left of the screen,

- Under Work Orders select “Manage Work Order” (1),
- Click the “Add Work Order” button (2) in the top-right of the window and fill in the appropriate information, example below





- Submit the ticket by clicking “Save”.

11.8. REVERSE VEHICLE NOTIFICATION (RVN)

11.8.1. Reverse Vehicle Notification (RVN) refers to the process of responding to systemgenerated notifications that are automatically sent to STOC and/or MRTMC operators when a vehicle has been detected traveling in the wrong direction through a Toll Zone. Both Triangle Expressway and Monroe Expressway have a Reverse Vehicle Notification system. There is also a BlinkLink reverse vehicle notification site on Triangle Expressway on NC-885 Exit 2 to Davis Drive.

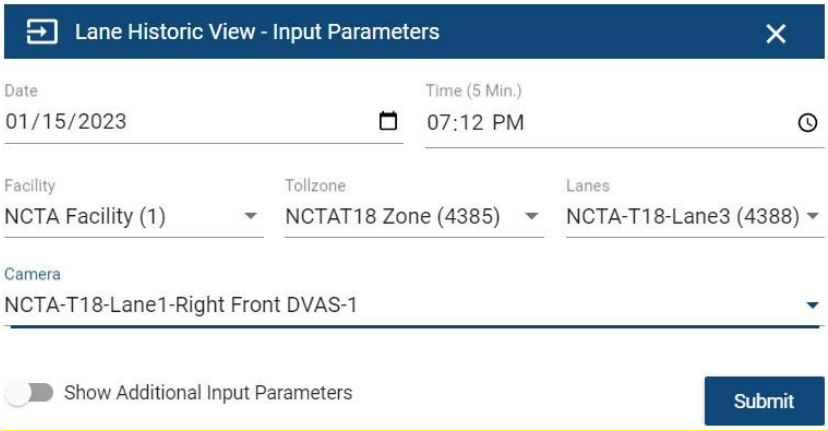
11.8.2. Once the RVN email is received, operators must act quickly to initiate an effective response. The RVN response process that operators should follow is described below:

- Review the information in the RVN email to determine where the vehicle was detected and which direction it is traveling.
- Use NCTA’s CCTV cameras and Toll Zone cameras to obtain a visual of the vehicle, starting at the initial Toll Zone where the vehicle was detected.

- If the RVN was caused by maintenance personnel, if the vehicle immediately selfcorrected, or if a wrong way vehicle cannot be located, SHP does not need to be called.
- If an actual wrong way vehicle is identified, operators should call SHP to advise them of where it was detected, and what direction it may be traveling.
    - Post DMS in the area with the message “WRONG WAY VEHICLE | DETECTED IN AREA | USE CAUTION”
- Continue to use CCTV cameras further away (in the direction the vehicle is traveling) and work back towards the Toll Zone where the vehicle was initially detected.
- If possible, another operator should perform this scan while SHP is being notified.
- Once the cause of the RVN is determined and any incident management activities are completed, operators should take a screenshot of the vehicle that caused the RVN.
- From the NCTA_TMC email account, locate the initial RVN email and select the “Forward” option.
- Attach the screenshot of the wrong way vehicle to the forwarded email.
- Enter a brief statement in the Body of the email:
    - Describe the wrong way vehicle (Contractor, Self-Corrected, False Alert, Actual – Contacted SHP) ○ The operator sending the email should include their name above the signature.
- Address the email to the “TriEx RVN” or “MonEx RVN” group and click “Send”.

11.8.3. For reverse vehicles identified on the Triangle Expressway, an email with the subject, “Alert – Wrong Way Vehicle Detected” will be sent to the NCTA_TMC from the address alertnotify@ncta.roms.us .

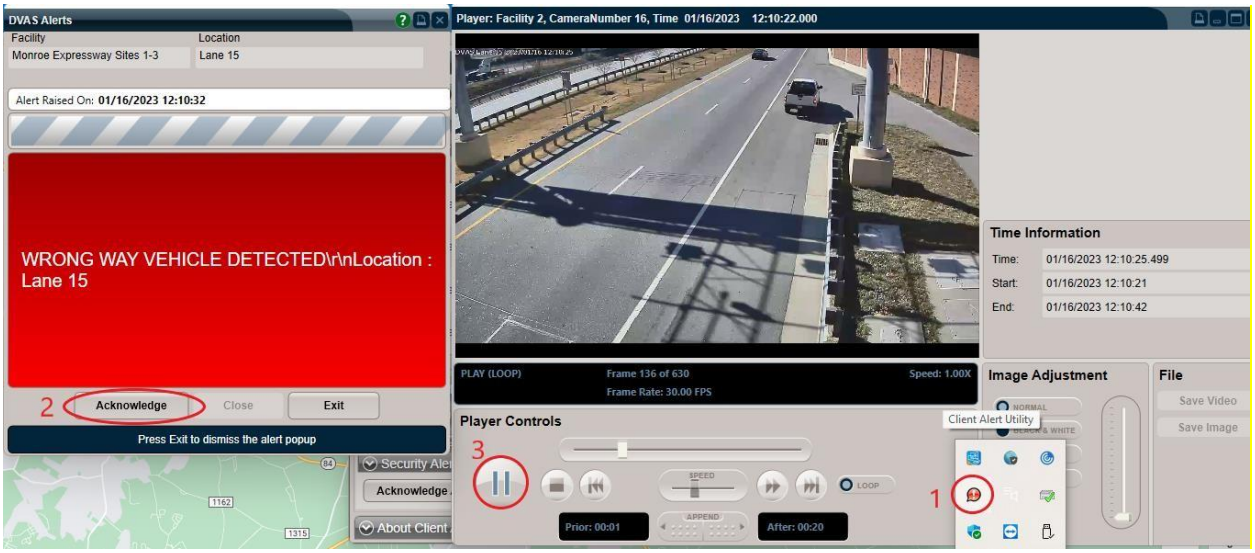
- Provide incident information like the example below:
    - Urgent: Vehicle detected going the wrong way through the plaza.
    - Plaza: T-18 – NC 540 Southbound, Morrisville Parkway to Green Level West Rd ○ Lane: 3 ○ Time: 01-15-2023 07:12:12 PM EST
- Once the email is received, use the Toll Host platform to follow the steps below to identify the reverse vehicle. For details on RVN response, see 11.8.2. ○ Open and log into Toll Host as described in the previous sections, ○ Select “☰” in the upper left of the screen and then select “Lane Historic View” ○ Within the Input Parameter window fill in the details of the RVN including date, time, and toll zone location. Click Submit.



- Click on each resulting transaction that matches the time of the event to view video. You may need to click the arrows in the video window to go forward or backward frames.
- If the Entry camera was selected in the input parameters, identify the vehicle going the wrong direction as the vehicle exiting the video frame and vice versa.
- Pause the video so that the majority of vehicle driving in the wrong direction is visible,
- Use the Snipping Tool to capture, copy, and then paste an image of the RVN for the email response.

11.8.4. For reverse vehicles identified on Monroe Expressway, an email with the subject, “Insight System Alert: 10270524 – ORT IVIS Reverse Vehicle” will be sent to the NCTA_TMC and STOC inbox from the address nctamoms@transcore.com .

- Provide incident information like the example below:
  - Site 1 EB ○ Lane 10 ○ Event Code 10270524 – ORT IVIS Reverse Vehicle ○ At: 12/19/2022 11:03:37 AM EST
- Once the email is received, use the Client Alert Utility to follow the steps below to identify the reverse vehicle. For details on RVN response, see 11.8.2.
  - Check that the Monroe Expressway laptop at the STOC is connected to the internet and through Global Protect VPN (vpn.nctartcs.net).
  - If the Client Utility Alert window is not open, click on the icon from the taskbar and then from the hidden icons (1),



- If the Client Alert Utility does not automatically show the alert than right click on the corresponding event to open the alert and video player window,
- Acknowledge the alert from the alert window (2), ○ Pause (3) the video so that the majority of vehicle driving in the wrong direction is visible,
- Use the Snipping Tool to capture, copy, and then paste an image of the RVN for the email response.

11.8.5. For reverse vehicles identified by BlinkLink, an email with the subject, “BLINKLINK ALERT - Wrong Way Confirmation” will be sent to the NCTA_TMC and STOC inbox from BlinkLink@blinklink.net that provides information like the example below:

- Provide incident information like the example below:
  - Customer: North Carolina Department of Transportation ○ System Details: NC-147 NB @ Davis Drive ○ Asset Name: Camera 2 - Confirmation Camera ○ Alert Time: 2022-10-17T23:12:10Z
- Once the email is received, open the attached images, and follow the steps below to identify the reverse vehicle and respond to the alert. ○ Find the attached image that best shows the reversing vehicle. Refer to 11.8.2 for the appropriate response steps.
  - Click on the first link in the alert email to navigate to the alert in blinklink.net.
  - Log in using the credentials below:
    - UN: NCTA_TMC@ncot.gov
    - PW: Welcome123

- View the video in BlinkLink, select the appropriate Alert Resolution, write a note with further description, and hit “Save.”

11.9. TOLL ROAD DAILY TRAFFIC REPORTS

11.9.1 During the weekdays on 1st shift the NCTA operator updates the MVD (Triangle Expressway) and VDS (Monroe Expressway) Reports. These reports are created for the purpose of tracking daily traffic volume and identifying device issues. Both reports involve pulling a summary of the previous day’s traffic and transaction data. Further detailed steps can be found in the Z drive.

- Triangle Expressway MVD Report How-To Guide can be found at z:\NCTA\Operators\Triangle Expressway\MVD Tables\ ○ Have the report reviewed by NCTA representative or supervisor before sending to “MVD Tables List” from the NCTA_TMC mailbox.
- Monroe Expressway VDS data is automatically pulled while connected to the DOT network. Monroe Expressway transaction data is automatically pulled and sent as an attachment in an email to NCTA_MRTMC@ncdot.gov every morning.
  - Email resulting VDS data file to “Monroe Expressway Group” from the STOC mailbox.

12. RAMP METERS

12.1. RAMP METER OPERATIONAL LOCATIONS

12.1.1. Current Ramp Meter operations consist of four entrance ramps to I-540 West where ramp signals and hardware are installed; a larger Ramp Meter Zone encompassing the ramps and mainline roadway where ramp metering will have an effect; and the STOC where system monitoring and incident management takes place. • The specific entrance ramp locations are:

○ Exit 14, Falls of Neuse Road to I-540 West ○

Exit 11, Six Forks Road to I-540 West ○ Exit 9,

Creedmoor Road (NC 50) to I-540 West ○ Exit 7,

Leesville Road to I-540 West

- The Ramp Meter Zone begins where Gresham Lake Road passes under I-540 West and extends to Exit 4, I-540 to Glenwood Ave (US 70) West.

12.2. HOURS OF OPERATION

12.2.1. Ramp Meter monitoring operations will be conducted Monday – Friday from 6:00 AM – 9:00 AM.

- Decisions affecting ramp meter signal operations may require lengthy response times (e.g., shutdown for adverse weather, or calling signal technicians). The operator should expect and plan for these delays.
- Do not activate ramp meters when schools are not in operation.

12.2.2. Ramp Meter signals are scheduled to be activated:

- Monday – Thursday from 7:00 AM – 9:00 AM
- Friday from 6:30 AM – 8:30 AM

12.2.3. On select NCDOT holidays, Ramp Meter signals are scheduled NOT to activate. No action is required by STOC operators these days:

- New Year’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving

- Christmas Eve

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  Christmas Day

- New Year's Eve

12.3. RAMP METER PHONE RESPONSE MATRIX

12.3.1. During Ramp Meter operations the operator may encounter a variety of situations involving signal or system issues, traffic incidents, and adverse weather. Use the following phone response matrix to deal with these situations. The matrix is a quick reference for contacting individuals to ensure a timely response. Depending on the situation, additional contact requirements may be necessary, such as emails. These additional requirements are defined in the body of this SOP.

RAMP METER PHONE RESPONSE MATRIX					
Comm. Failure	On-Call Signal Tech*	If no response then call	Atkins Senior Traffic Engineer*	If no response then call	Control Tech*
Signal Malfunction – Lights On but Not Working Properly	On-Call Signal Tech*	If no response then call	Atkins Senior Traffic Engineer*	If no response then call	Control Tech*
Signal Malfunction – No Lights – Local power outage	Atkins Senior Traffic Engineer*	If no response then call	NCDOT Staff *	and	STOC Operations Manager*
Signal Malfunction – No Lights – No power outage	On-Call Signal Tech*	and	Atkins Senior Traffic Engineer*	If no response then call	Control Tech*
Signal Damage	On-Call Signal Tech*	and	Atkins Senior Traffic Engineer*	If no response then call	Control Tech*

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System Issue	On-Call Signal Tech*	and	Atkins Senior Traffic Engineer*	If no response then call	Control Tech*
Two simultaneous incidents w/ injury (PI) in Ramp Meter Zone	Atkins Senior Traffic Engineer*	If no response then call	NCDOT Staff *	and	STOC Operations Manager*
Incident on a metered ramp	Atkins Senior Traffic Engineer*	If no response then call	NCDOT Staff *	and	STOC Operations Manager*
Adverse Weather – requiring deactivation of any ramp signals	NCDOT Staff * permission required	and	Atkins Senior Traffic Engineer*	and	STOC Operations Manager*
Anytime safety dictates any ramp signals should be deactivated	NCDOT Staff * permission required	and	Atkins Senior Traffic Engineer*	and	STOC Operations Manager*
***See Appendix M**					

12.4. STARTUP PROCESS

12.4.1. The Ramp Meter system uses the program MAXVIEW to activate, deactivate, and monitor ramp metering operations.

- Sign into MAXVIEW at http://34.235.176.163/maxview/ This program can only be opened using Internet Explorer.

12.4.2. Display all four ramp signal windows. To do this, click on “Favorite Devices – 4 Favorite Devices” near the bottom of the initial screen.

12.4.3. Check for any active alarms.

If there are any active alarms, a blue alert bar may appear at the top of the screen just below the menu bar.

Click on the blue alert bar to bring up the list of active alarms that have not be acknowledged.

- Active alarms may be in effect even if the blue alert bar is not present.
    - Select “Alarms” on the top menu bar; then select “Active Alarms” to display all active alarms; then proceed to 12.4.4.

12.4.4. There are two types of alarms possible, Comm Failure and Time Drift:

- Comm Failure: This indicates that communication to the ramp meter signal controller has been lost.
    - Acknowledge the error by clicking the check box underneath the column titled "Acknowledged".
    - Click on “Recent System Alarms” for more details and to see if the alarm has cleared.
    - Check the status of the ramp meter signal controller which experienced the comm failure.
    - Click the Menu > Monitoring > Device Status to bring up a window. On the window, click on the Ramp Meters tab (2nd tab in the third row of the window) to bring up the listing of each ramp meter signal controller. Ignore devices other than the four I-540 Live Ramp Meters.
    - Check that the ramp meter which experienced the error is showing a green square in the column "Online". If not, comm has been lost. ○ If comm has been lost, refer to the response matrix (see 12.3) ○ NOTE: The above process must be accomplished before the scheduled start time for the ramp meter signals.
- Time Drift: These alarms occur when the internal clock of the ramp signal controller has drifted away from the central server time clock.
    - Acknowledge this error by clicking the check box underneath the column titled "Acknowledged".
    - Click on “Recent System Alarms” for more details and to see if the alarm has cleared.

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    - No further action by the Operator is needed for this alarm.

12.4.5. If a Ramp Meter software or system malfunction (other than Comm Failure) occurs leading up to or during normal hours of operation, refer to the response matrix (see 12.3)

12.4.6. Ramp Meter signals should automatically turn on by 7:00 AM on all normal days of operation. Operators will verify individual Ramp Meter operation by accomplishing the following:

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  Verify by CCTV the signals for both lanes on each ramp are turning from red to green as the vehicles pass through them.

  Verify the yellow flashing light on the warning sign upstream of the material has turned on.

- NOTE: If traffic is light, the signals may remain dark until the traffic levels increase. If this occurs, check meter operation in the following manner:
  - Select ‘Monitoring’ on the top menu bar ○ Select ‘System Detectors’ ❼ ‘Status’ ○ Confirm data is active on each Ramp Meter site. Data should change at approximately one-minute intervals.

12.5. INCIDENT MANAGEMENT IN THE RAMP METER ZONE

12.5.1. No changes to the Ramp Signal Status, Signal Rates, Active Queue, or Recall settings should be made without approval from STOC management or NCDOT.

12.5.2. Unless otherwise directed by NCDOT personnel, the ramp meters will continue operation during any incidents that occur on the mainline freeway. The traffic-responsive ramp meters will adjust the traffic flow to fit the available mainline capacity and can even help traffic to recover.

12.5.3. When one or more of the following conditions exist, deactivation of Ramp Meter signals may be considered by NCDOT Staff. Refer to the response matrix (see 12.3)

- An incident where a lane is blocked on one of the metered ramps.
- Two or more personal injury (PI) incidents occurring at the same time within the Ramp Meter Zone

12.5.4. Confirmation and permission by NCDOT staff is required before STOC personnel can deactivate any ramp meter signals. Refer to the response matrix (see 12.3) to call NCDOT Staff in order until permission for deactivation is obtained.

- Notify the following personnel by email when any ramp meter signals have been deactivated for any reason (See Appendix N): ○ State Traffic Systems Operations Engineer ○ State Traffic Operations Engineer ○ Atkins Senior Traffic Engineer ○ STOC Operations Manager

12.6. ADVERSE WEATHER OPERATIONS

12.6.1. During adverse weather, conditions should be evaluated daily during multi-day events.

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One of the following conditions must be met daily to consider deactivation of the Ramp Meter Signals:

- Wake County School closings or delays due to adverse weather have been announced.

  Black ice or icy spots have been reported on the primary or adjacent routes of the onramp signals by NCDOT, SHP, or local law enforcement.

  Confirmation of an immediate road hazard that could impact traffic, including but not limited to, snow, slush, or black ice. However, if the road hazard is cleared within the normal ramp meter operations schedule, the ramp meter should be reactivated at the direction of NCDOT staff.

- NOAA-issued weather warnings are in effect for the county which contains the onramp signals.

  - NOAA warnings for North Carolina https://alerts.weather.gov/cap/nc.php?x=1

12.6.2. When one or more criteria for adverse weather listed above are met, confirmation and permission by NCDOT staff is required before STOC personnel can deactivate the ramp meter signals. Refer to the response matrix (see 12.3) to call NCDOT Staff in order until permission for deactivation is obtained.

- Notify the following personnel by email when ramp meter signals have been deactivated for adverse weather (See Appendix N): ○ State Traffic Systems Operations Engineer ○ State Traffic Operations Engineer ○ Atkins Senior Traffic Engineer ○ STOC Operations Manager

12.7. RESUMING NORMAL RAMP METER OPERATIONS

12.7.1. NCDOT personnel have the authority to direct the STOC to resume normal ramp meter operations at any time.

12.7.2. If ramp meter operations are cancelled, and no further direction is given by NCDOT personnel, then operations shall remain cancelled for that calendar day. Normal Ramp Meter operations will resume the next scheduled day.

12.7.3. When NCDOT personnel direct STOC to resume normal ramp meter operations for same day operations, regardless of conditions, notify the following personnel by email (See Appendix N):

- State Traffic Systems Operations Engineer

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- State Traffic Operations Engineer
- Atkins Senior Traffic Engineer
- STOC Operations Manager

12.8. MONITORING AND LOGGING

12.8.1. Operators should use the following tools to monitor the ramp meter signals.

MAXVIEW - http://34.235.176.163/maxview/ (Internet Explorer).

- Web-based Traffic Maps (e.g., Google Maps, HERE)
- Waze Live Map (Google Chrome)
- TIMS: SHP CAD Feeds
- Raleigh / Wake County 911 Incidents - http://incidents.rwecc.com/
- CCTV

12.8.2. Logging of Incidents. Operators will enter in TIMS all traffic incidents that occur on the Ramp Meter ramps, corresponding mainline route, and adjacent surface streets to document traffic impact on ramp meter operations. This should be done in accordance with normal traffic operator duties as specified (see 5.3). These incidents will also be entered into the Operator TMS log, as outlined in Section 15.

12.8.3. Each instance Ramp Meter operations are cancelled or resumed due to adverse weather will be treated separately and entered in the TMS log accordingly.

- Incident Type – Signal Problem
- Enter date and time Ramp Meter operations were suspended. Comments should include the initial request time to NCDOT, the time approval for deactivation was given, the name of the NCDOT representative giving approval for deactivation, a description of the adverse weather criteria met, and the storm name if a storm event has been set in TIMS.
- Enter the date and time Ramp Meter operations were resumed. Comments should include the time direction to resume normal operations is received from NCDOT, and the name of the NCDOT representative giving the direction.

12.8.4. Logging of Equipment or Software Malfunctions. Operator will enter in the TMS log all equipment and software malfunctions associated with Ramp Meter operations including:

- MAXVIEW issues
- Signal malfunctions

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- Comm errors
- Sensor malfunctions
- Other equipment malfunctions

12.8.5. When logging equipment and/or software issues the TMS log shall include the following:

- Date, time, and location fields
- Incident Type – Signal Problem
- Responder Time – use the time the NCDOT signal tech arrived
- Ensure that the Active checkbox is unchecked after the malfunction has been fixed.

12.8.6. Ramp Meter Entries in the Shift Update. If the following conditions occur during daily Ramp Meter operations, they should be included in the Shift Update:

- Ramp Meter operations cancelled due to weather or equipment/software malfunctions
- Any specific ramp signals that were non-operational for the entire scheduled AM operational period due to hardware or software malfunctions (excepting comm errors)

12.9. SHUTDOWN PROCESS

12.9.1. All ramp meter signals are scheduled to deactivate by 9:00 AM on Monday – Friday.

- If the ramp signals do not shut down by the scheduled time, contact the Traffic Engineer immediately and refer to Section 12.11 Manual Shut Down of the Ramp Signals) for additional action items.

12.10. I-540 RAMPS AND MAINLINE CCTVS

12.10.1. It is recommended that CCTVs are displayed on the traffic control room screens. They can also be accessed via a web browser.

- All mainline CCTV's have the following presets ○ 1 = westbound view ○ 2 = arterial ramp view ○ 3 = eastbound view
- All ramp CCTV's have the following presets ○ 1 = view of signal ○ 2 = view of entire ramp

12.10.2. The following CCTVs are associated with Ramp Meter operations

- D05-1207 – I-540 @ Leesville Road (mainline)
- D05-1207.5 – I-540 @ Leesville Road Ramp
- D05-1209 – I-540 @ Creedmoor Road/NC-50 (mainline)
- D05-1209.5 – I-540 @ Creedmoor Road/NC-50 Ramp
- DO5-1211 – I-540 @ Six Forks Road (mainline)
- D05-1211.5 - I-540 @ Six Forks Road Ramp
- D05-1214 – I-540 @ Falls of Neuse (mainline)
- D05-1214.5 - I-540 @ Falls of Neuse Ramp
- D-05-1212 – I-540 @ Honeycutt Road (mainline)

12.11. MANUAL SHUTDOWN OR REACTIVATION OF RAMP SIGNALS

12.11.1. To manually turn off all signals, click on the Device Control link at the top left of the page, select Manual Control, continue at C below.

12.11.2. To manually turn off an individual signal, click on More on that signal window, then select Manual Control.

12.11.3. After selecting all signals or an individual signal:

- Select 'Set Manual Command'
- Click the 'Command' drop down
- Select 'Ramp Meter' from the list
- Click on the 'Value' drop down arrow
- Select 'Dark' from the list for Lanes 1 & 2
- Select the date and time in the "End" box. Enter the date and time to one-half hour after the current day's scheduled ramp meter end time. (see 12.2.2)
- Click Set button. The signals will turn green and then shut off. In MAXVIEW the rate will change to 899, and the selected signals will grey out.

12.11.4. Reactivating Ramp Meter Signals. To reactivate signals for same day operations, click "Cancel" in the Dark mode function.

13. DASHCAM IMAGERY (CLEARGUIDE) OPERATIONS

13.1. DASHCAM IMAGERY – ITERIS CLEARGUIDE AND VIZZION

13.1.1. A collaborative effort between the NCDOT, Vizzion Road Imagery Services, and Iteris ClearGuide, leverages the power of on-vehicle camera data to enable enhanced traffic management.

- Live or recent dashcam images from Vizzion are available through the Iteris ClearGuide software platform.
- These images are sourced from 60,000+ commercial vehicles in North America.
- This document describes the recommended practices for STOC and Regional TMC Operators and Supervisors to support incident verification, incident detection, and ongoing incident management.

13.2. PURPOSE AND SCOPE

13.2.1. Dashcam imagery should be used exclusively for traffic and incident management purposes, such as verifying traffic conditions, detecting and identifying incidents, and supporting response efforts within the STOC and Regional TMCs.

13.2.2. Dashcam imagery shall not be used for:

- Determining or assigning fault in traffic incidents, • Identifying individuals for law enforcement purposes.
- Issuing traffic citations or violations.

13.3. ACCESSING DASHCAM IMAGES VIA CLEARGUIDE

13.3.1. The process for accessing the available dashcam imagery in ClearGuide is straightforward:

- Log into ClearGuide
- Select ‘Maps” from the top menu
- Select the ‘Maps Layers” icon (stacked squares)
- Select the ‘Traffic” sub-menu
- Find the ‘Extras’ list, and select the ‘Dashcam Images’ button

13.3.2. When ‘Dashcam Images’ are selected, camera icons will populate the map. These icons represent vehicles with dashcams that are part of the system. In the center of each camera icon is an arrow, depicting the direction the vehicle is traveling.

- Click on the camera you wish to use and three dots (…) will appear as the program processes your request.

    - A red ‘X’ indicates the selected dashcam-equipped vehicle is offline. This is a normal function. When this happens, look for other images.
    - Occasionally the camera icon will fail to show the images. If this happens, try a different camera icon.
- A string of small arrows will appear on the roadway. When selected, each of the arrows will display a small dashcam image, with a timestamp when the image was taken.
- On the bottom of the white image frame, you can choose ‘Next’ or ‘Previous’ to move to the next image available along the track you have selected
- In the bottom right hand corner of the image, you can select the square to increase the size of the image.
- Select ‘X’ in the upper right hand corner to close an image.

13.4. VERIFYING INCIDENT CONDITIONS

13.4.1. For incidents detected by other means (radio traffic, Google Maps, phone calls, etc.), ClearGuide is a useful tool to provide additional information to the incident management process.

- Locate the general area of the incident on the large scale ClearGuide Map.
- Press ‘Shift’ and draw a box around the specific incident area. This will zoom-in to that area from the general ClearGuide map. (Turning off the dashcam layer while navigating to the specific incident area may help to reduce system delays in pan and zoom. Re-activate the dashcam layer after you zoom-in to the area.)
- The map will show camera icons of dashcam-equipped vehicles in that area.
- If a vehicle is located near the incident in question, you can use dashcam images to verify roadway lane status, vehicles involved, etc.
- If dashcam-equipped vehicles remain in the area, periodically repeat the process to track incident progress.

13.5. INCIDENT DETECTION

13.5.1. ClearGuide can also be used, along with other Traffic Management Tools, to detect possible incidents.

- Use selections from the ‘Real-Time’ category of the Traffic Layer to monitor traffic patterns and conditions:
    - % of Free-Flow Speed – Reflects the ratio between the current speed and the free-flow (normal) speed.
    - Speed (mph) – The current speed.

- Data Quality – A visual representation of the confidence of the system in the data quality being received.
- Anomalies – Helps users quickly see where speeds are slower or faster than normal.

- Selecting 'Bottlenecks' in the 'Extras' category of the Traffic Layer will present a visual representation of locations where ClearGuide detects significant traffic flow issues.

13.6. DASHCAM IMAGES - ARCHIVING AND DISTRIBUTION

13.6.1. ClearGuide dashcam images are not intended to be massively stored in bulk.

13.6.2. Capture key observations (e.g., screenshots, timestamps, notes, etc.) and display relevant clips and stills on TMC monitors during active incident management in a timely manner for incident documentation.

13.6.3. ClearGuide dashcam imagery shall not be shared outside the STOC or Regional TMC without management approval. Management approval is defined as a Deputy Operations Manager (STOC) or Senior Supervisor (Regional TMC), or above.

- **NOTE:** The exception to this rule is Mini-Updates. Supervisors are encouraged to use ClearGuide dashcam imagery in a Mini-Update, provided it adds pertinent information and context to the update.

13.7. TRAINING AND IMAGE QUALITY ISSUES

13.7.1. Operators will be trained on accessing and interpreting dashcam imagery in ClearGuide.

13.7.2. Training will cover rapid assessment, prioritization, and documentation.

13.7.3. Report the following issues to Iteris using the Main Menu ❼ About ❼ Contact Us:

- Issues with imagery quality (e.g., blurriness, obstructions, etc.) • Software bugs and issues

13.7.4. If poor quality hinders assessment, document the issue and use other data sources.

14. SHIFT UPDATES AND MINI-UPDATES

14.1. SHIFT UPDATES AND MINI-UPDATES PURPOSE AND EXPECTATIONS

14.1.1. Shift Updates provide a summary of statewide incident activity occurring on a shift. Shift Updates are internal publications, sent to STOC/TMC staff and to regional and statewide NCDOT leadership. Shift Updates help communicate general activity levels and serve as a form of historical documentation.

14.1.2. Mini-Updates provide notification and an ongoing narrative of significant incidents affecting NCDOT operations as they occur and develop. Mini-Updates are internal and external publications, sent to STOC/TMC and NCDOT leadership and to partners such as NC Emergency Management and Highway Patrol.

Prompt initial Mini-Updates, along with timely follow-ups, help to rapidly communicate real-time incident details and impacts to internal management, enabling critical responses in an efficient manner. Mini-Updates also serve as a detailed form of historical incident documentation.

14.1.3. All Shift Updates and Mini-Updates should:

- Maintain a civil and professional tone
- Accurately describe incidents, operator activity, and obstacles encountered ○ Any mistakes made by operators should also be included as well as how they were identified and corrected.
- Be generally free of spelling, grammar, and format errors ○ It is highly recommended that operators/supervisors format updates in Word with grammar check and spell check enabled; then copy and paste the completed update into Outlook.
- Contain NO assumptions, opinions, subjective language, or personal interpretations.

14.1.4. All Shift and Mini-Updates must be reviewed and approved by a supervisor or POC before they are sent out. If a supervisor is not on duty, another operator should review.

14.1.5. The name of the operator who wrote the update and the supervisor/operator who reviewed it must be included in the body of the update, above the email signature.

14.1.6. All operators are expected to review any Shift Updates or Mini-Updates from the previous shift as part of their initial shift sweep.

14.2. SHIFT UPDATE GUIDELINES

14.2.1. Shift Updates should be sent at least once during every shift at the following times:

- 1st Shift: 1:15 PM
- 2nd Shift: 9:15 PM
- 3rd Shift: 5:15 AM

14.2.2. Shift Updates are compiled and sent out by a single operator assigned the task by the STOC Supervisor. However, all operators must contribute information to the Shift Update and otherwise assure that the update is completed and sent out on time. During their hours of operation, regional TMC operators must complete the portions of the Shift Update that correspond to their TMC's area (e.g., MRTMC completes the Division 10 & 12 portion of the Shift Update.

14.2.3. Shift Updates must be sent from the STOC email account and must use the following: •

Shift Update email template and

- Shift Update distribution list.

14.2.4. Shift Update Subject Line: The Subject Line must identify the email as a Shift Update and the time and date when it was sent. Example: "Shift Update – Monday, July 27, 2016 – 1:15 PM."

14.2.5. Every heading within the Shift Update email template must have information entered that reflects current/recent incident and operator activity related to that section.

- If no incident/activity has occurred, operators should state that no significant incidents or other activity have occurred rather than leaving the section blank.

14.2.6. Incidents to Include in Shift Updates: Unless otherwise specified by NCDOT, incidents with all the following characteristics should be included in Shift Updates:

- Unplanned Incident
- Occurring on an Interstate, US, or NC route ○ Incidents on SRs should only be included if they are classified as Major Incidents (see section 15.12.2).
- Resulting in a lane closure or road closure in one or more directions ○ Incidents involving ramp or shoulder closures should only be included if they are classified as Major Incidents (see section 15.12.2).
- **NOTE**: if a Mini-Update is sent out for an incident or other situation, then that incident/situation must also be reported in the Shift Update.

14.2.7. Shift Update Sections: To follow are the sections included in the Shift Update template and the guidelines for each section. All sections must be completed for each update and must either include relevant incident/activity information OR indicate no incident/activity has occurred:

- "DIVISION" sections – separate sections for specific Division groupings. Enter incident details in the appropriate Division section according to the incident's location (e.g., incidents occurring in Division 4 are entered in the "DIVISION 4/6" section, etc.). During their operating hours, Regional TMC staff are primarily responsible for populating the Division sections that correspond to their TMC's coverage area (e.g., Triad TMC staff populate the "DIVISION 7/9" section, etc.).
- "STATEWIDE" section – where details are entered for incidents that are not located in one of the specific "DIVISION" sections. STOC staff are primarily responsible for populating this section.
- "Work Zone" or "Project" sections – where details are entered for incidents that occur within the limits of specific, long-term construction projects listed in the Shift Update template. Incidents occurring within project's limits should be listed under the appropriate section, regardless of what Division the incident is located in.
    - For ICM-designated work zones/areas: Include in the incident synopsis ICM measures activated for the incident, and the status (active or inactive) of those measures.
        - Ex. 1 – 4:14 PM, I-95 South near Exit 71 (Long Branch Road), Road Closed, Detected via SHP, Road Reopened/Incident Cleared 7:00 PM, Duration of 2 hrs 46 mins, Queue of 4 miles, TIMS 611701, IMAP Responded, Sign Scenario: I95S75-71/81-50Clos (deactivated), Signal Set: I95S75-71/81-58Heav (deactivated).
        - Ex. 2 – 9:25 AM, I-40 East near Exit 303 (Jones Sausage Road), Lanes 2 of 3 Closed, Detected via SHP, Incident Ongoing, Queue of 3 miles, TIMS 526114, IMAP Responded, Sign Scenario: I40E301-303Open (active), Signal Set: I40E301-303Open (deactivated per C. Braam).
        - Ex. 3 – 11:10 AM, I-26 East near Exit 49 (US 64), 1 of 2 lanes closed, Detected via IMAP, Lane reopened/Incident cleared at 11:35 AM, Duration of 25 mins, Queue of 2 miles, TIMS 456321, IMAP Responded, Sign Scenario used: N/A – Follow SOP, Signal Set used: N/A – Follow SOP
- Queue Reports section – This section will only be included by direction of NCDOT TSO for limited periods of time. Unlike other work zone or project sections, this section is NOT used for incident details. Instead, operators should record the maximum queue lengths in areas designated by NCDOT observed during the shift.
    - Example:
        - I-77 / I-5912 Yadkin County (MM 78-83)

          Northbound: 2 miles

          Southbound: 1 mile

- "ALERTS" section – identifies any Special Alerts or Amber/Blue/Fugitive/Silver alerts that were activated, on-going, or deactivated during the shift. At a minimum, alert details in this section should include:
    - Type of Alert (Special, Amber, etc.)
    - Brief description of alert to help identify it (e.g., "Special Alert: I-85 North Closed near Exit 65" or "Amber Alert: John Doe in Wake County")
    - Time(s) when alert was activated, deactivated, or note that alert is on-going
- "WEATHER ALERTS" section – where operators list any NWS Watches, Warnings, or Advisories that occurred during the shift. When such NWS alerts are active, this section should (at a minimum), describe the type of alert (e.g., "Winter Weather Warning"), the counties and areas the alerts were issued for, and the effective times of the alerts. This section must also include the following statement and NWS link:
    - "For the most current weather information, please click here." Where 'here' is hyperlinked to the NWS website – list of active alerts for NC.
    - NWS link url: https://alerts.weather.gov/cap/nc.php?x=1
- "COORDINATION" section – where operators describe any coordination or other activity that was unusual (i.e., "not routine") or problematic. This could include any number of situations, like "Calling a member of NCDOT's TIM team to get incident details that law enforcement could not provide," or "Coordinating with a work zone contractor to address a hacked CMS," or "Handling a call from an irate citizen about their car being towed." Staff must keep their descriptions brief, factual, and professional.
    - NOTE: Any interaction with state leadership, or any other noteworthy party, must be included in this section, followed by an escalation call to the STOC OM. This includes, but is not limited to:
        - Individual visiting the STOC/TMC Control Rooms
        - Individual informing STOC/TMC of a pending visit
        - Individual reporting an incident
        - Individual requesting assistance

14.2.8. Incidents included in the Shift Update involving lane/road closures will use the following format:

- Time, Location, Road condition, Detection method, Complete lane/road reopening time, Incident clearance time OR "Incident ongoing," Duration, Maximum observed queue length, TIMS #, IMAP response, Major incident description (if applicable), ICM activation details (if applicable).

- **NOTE**: Use ¼ mile increments when reporting queue length (e.g., 2.25 miles, 4.5 miles).

- If the incident is in a designated ICM area and the ICM database directs activation, include activation/deactivation times for Signal Action Timing Set and/or DMS Sign Scenarios used.

- Example 1: 4:14 PM, I-95 South near Exit 71 (Long Branch Road) - Cumberland County, 1 of 2 Lanes Closed, Detected via SHP, Lane Reopened at 6:38 PM, Incident Cleared at 7:00 PM, Incident Duration of 2 hours 46 mins, Queue of 4 miles, TIMS 611701, IMAP Responded, Fatality, Sign Scenario: I95S75-71/81-50Clos (deactivated), Signal Set I95S75-71/81-58Heav (deactivated),.

- Example 2: 4:23 PM, US 264 East near Exit 77 (NC 33) in Pitt County, Road Closed with Detour, Detected via SHP Radio Traffic, Incident Ongoing, Observed queue 2.75 miles, TIMS 789456, No IMAP response, Overturned Tractor Trailer/Fatality.

14.2.9. For incidents on concurrent interstate routes, operators should describe the incident as a single incident but should provide the TIMS incident number for each route (e.g., I-40 TIMS # 40001, I-85 TIMS # 40002).

14.3. MINI-UPDATE GUIDELINES

14.3.1. Mini-Update Criteria:

- Interstate and US Routes
    - Mini-Updates should be sent for severe and/or noteworthy incidents occurring on Interstate or US Routes. Severe/Noteworthy incidents include, but are not limited to, any unplanned incidents that:
        - Meet Major Incident criteria (See 15.12.2)
        - Will close or drastically affect use of the roadway for an extended period, even if major incident criteria have not been met.
        - Will result in immediate and/or extended media coverage of the incident.

- NC and SR Routes:
    - NC Toll Routes and NC 12: Mini-Updates should be sent if the incident occurs on a toll road (e.g., NC 147 Toll, NC 540 Toll, US 74 Toll); OR if the incident occurs on NC 12.
    - Remaining NC and SR Routes: Mini-Updates are **NOT** necessary for these routes unless the incident is severe, and/or noteworthy.

- Fatalities on NC and SR Routes: A Mini-Update for these routes is **NOT** required solely because a fatality occurs. If multiple major incident criteria are met (See 15.12.2), then consider sending the Mini-Update.

- Severe and/or noteworthy incidents do not have to occur on the roadway. If an incident affects travel on a roadway adversely, especially for an extended period, send a Mini-Update. This applies for all types of roadways. These could include incidents such as:

  - Airplane crashes ○ Train derailments ○ Facility and infrastructure damage (e.g., gas leaks or structure fires affecting roadways)

14.3.2. Mini-Updates for Media Reported Incidents. STOC/Regional TMC will monitor assigned news outlets for reports of incidents that adversely affect traffic in their regions. Occasionally, the local media will be how the STOC/TMC detects an incident. Any traffic-related incident resulting in media attention should be investigated.

- A Mini-Update will be sent for active, unplanned, and impactful incidents reported by the media that meet normal Mini-Update criteria.
  - Do not send Mini-Updates on media-reported roadwork or upcoming roadway construction/maintenance.
  - It is permissible to send a single Mini-Update stating an incident reported by the media has no impact on traffic in the area.
  - If a media-reported incident has already been the subject of a previous MiniUpdate, there is no need to send an additional Mini-Update.
- Supervisors and Operators will monitor the following news websites for traffic-related reporting:
  - Asheville – WLOS – www.wlos.com ○ Charlotte – WSOC – www.wsoctv.com ○ Fayetteville – WRAL – www.wral.com ○ Raleigh-Durham – WRAL – www.wral.com ○ Wilmington – WECT – www.wect.com ○ Winston-Salem/Greensboro – WGHP – www.myfox8.com

14.3.3. In addition to the previous criteria for route types, Mini-Updates should be sent under the following circumstances:

- Special Alert activated for a traffic incident (must send within 30 minutes of alert activation).
- Incident involving a fatality (see exception above in 14.3.1), HazMat, overturned commercial vehicle, or serious damage to roadways infrastructure.

- Incident involving NCDOT employees/contractors, IMAP employees, construction or maintenance personnel, towing/wrecker crews, law enforcement, or other emergency responders.
- Protest events (includes any event, political in nature, that adversely affects NCDOT infrastructure).
- Incidents requiring an extended on-scene investigation or law enforcement activity.
- Incidents requiring an ICM response.
- Anytime NCDOT or STOC management directs a Mini-Update be sent.
- Any unusual or extreme event that affects NCDOT infrastructure or NCDOT/STOC/TMC operations (e.g., network outages, major system malfunctions, facility power loss, etc.)
- High activity prevents sending a Shift Update on time.
- NOTES:
    - The list above represents the minimum requirements for sending a MiniUpdate. If STOC/TMC personnel are unsure if a Mini-Update is needed for an incident or situation, they are encouraged to send the Mini-Update.
    - Mini-Updates should be sent within 30 minutes of any item above occurring or being confirmed.

14.3.4. (Quick) Initial Mini-Updates**:** A Mini-Update should be sent as soon as possible after determining a Mini-Update is necessary.

- The initial Mini-Update should be brief and should provide minimal information to include the incident location, lane closure/impact details, and a brief statement of what has occurred (e.g., “incident involves and overturned tractor trailer”).
- Initial Mini-Updates must also state: “STOC (or TMC) is responding to this incident and will send additional details in the next Mini-Update.” The next Mini-Update with additional details should be sent as soon as other urgent, time-sensitive tasks are complete (e.g., DMS activation, etc.), but within 30 minutes, at most.
- Example: “All lanes of I-40 East are closed near Exit 300 (Rock Quarry Road) due to a crash involving an overturned tractor trailer. STOC is responding to this incident and will send additional details in the next Mini-Update.”

14.3.5. Operators should send frequent updates as incident conditions or situations develop, or when new information is available.

- At a minimum, operators should send follow-up Mini-Updates no less than once per hour for incidents up to 4 hours in duration. For incidents exceeding 4 hours, send follow-up Mini-Updates no less than every 2 hours. For incidents lasting multiple days, send follow-up Mini-Updates at the beginning and end of each shift.

- A final Mini-Update should be sent when the incident/situation is over, and conditions return to normal.
- Follow-up Mini-Updates should be sent on the email thread of the initial Mini-Update for the incident/situation.

14.3.6. Mini-Update emails should be sent from the STOC email account.

14.3.7. Operators should use the Statewide Mini-Update distribution list.

14.3.8. Mini-Update Subject Line**:** The Subject Line must identify the email as a Mini-Update and must be formatted as: Mini-Update: [Incident Type / Noteworthy Attribute] – [Route & Direction Impacted] – [County where Incident Occurred]. Additional guidance to follow:

- Noteworthy Attribute – Think of the Mini-Update subject line like the headline of a newspaper. The purpose of the subject line is to quickly capture what makes the incident significant and to help differentiate it. Additional noteworthy attributes may be included in the subject line, if necessary. Examples of noteworthy attributes include but are not limited to:
    - “Overturned Tractor Trailer” ○ “Fatality” ○ “IMAP Unit Struck” ○ “Rockslide”
- Work Zone or WZ – For incidents that occur in major work zones, “Work Zone” or “WZ” must be included in the “Noteworthy Attribute” section of the Subject Line. This is mandatory for all incidents requiring ICM response, but also includes any major work zone that is not an ICM response area.
- Direction impacted – when describing the direction(s) impacted by an incident, operators may only use the following options:
    - North = “North” or “N” ○ South = “South” or “S” ○ East = “East” or “E” ○ West = “West” or “W” ○ Inner or Outer = “Inner” or “Outer” only as appropriate and only for I-277 or I485 in Charlotte. No abbreviations are acceptable.
    - Both Directions = “Both Directions.” No abbreviations are acceptable.
- <u>Examples of Mini-Update Subject Lines are shown below</u>:
    - “Mini-Update: Fatality – I-40 East – Wake County” ○ “Mini-Update: Work Zone Crash and ICM – I-26 West – Buncombe County” ○ “Mini-Update: Derailed Train – US 49 Both Directions – Transylvania County” ○ “Mini-Update: Mall Shooting Closes Multiple Roads in Durham County”

14.3.9. Mini-Updates involving incidents that result in lane/road closures should include the following content:

- Complete location for incidents/events (e.g., route, direction, cross street, etc.)
- Summary of incident/event details (e.g., types of vehicles involved, presence of injuries/fatalities, HazMat, etc.)
- Summary of incident response measures utilized including times when these measures were implemented, such as:
    - Detection, verification, and confirmation efforts ○ Presence of IMAP or other NCDOT personnel ○ Use of Special/County Alerts ○ Use of detours/alternate routes (route instructions should also be provided) ○ Name, title, and Division/Agency of individuals whom STOC has coordinated with
    - Description of any obstacles experienced and/or irregular communication that is preventing or complicating operations (e.g., inability to contact NCDOT personnel, etc.)
    - Irregular requests or other potentially adversarial coordination
- Reported vs. actual lane status – Describe how the road status was reported by SHP/LE (either in CAD feed or over the phone radio), as well as what the lane/road status was when confirmed and/or what SHP/LE advised when details were requested.
    - Example 1: "At 3:54 PM, STOC observed abnormal congestion on HERE. The SHP CAD feed showed a reported incident in the area with the road status as "Open". At 3:55 PM, STOC contacted SHP Troop C Dispatch who advised all lanes are closed."
    - Example 2: "At 2:00 PM, Durham PD advised STOC of a crash and advised all lanes were open. At 2:05 PM, STOC obtained a visual of the crash via CCTV and observed all lanes were closed."
    - Keep the description factual and avoid any subjective language or personal interpretations (See 14.1.3)
- Description of current/maximum impact in terms of queue length. Use ¼ mile increments when reporting queue length (e.g., 2.25 miles, 4.5 miles).
- ITS Devices used while managing the incident (e.g., CCTV, DMS, CMS). For ICM incidents, operators should state the ICM sign plan being used (e.g., "I95N6165Close"), instead of noting individual sign IDs.
    - ITS Devices Not Working – include descriptions of DMS and/or CCTV that were needed for an incident but could not be utilized because the device was not working or was unusable (e.g., CCTV line-of-sight blocked by untrimmed tree limbs).

- Example: “At 2:18 AM, STOC activated detour messages on DMS 5-03 and 505. STOC was unable to activate detour messages on DMS 5-07, 5-09. And CMS 06 because the signs are not currently working.”

14.4. ADVERSE WEATHER MINI-UPDATES

14.4.1. Adverse Weather Mini-Updates are intended to provide readers with a general understanding of what weather conditions are occurring; how travel is impacted by weather and weather-related incidents; and what operational activities are underway – especially related to STOC/TMC operations, IMAP, and NCDOT.

14.4.2. Adverse Weather Mini-Updates will be drafted by STOC experienced staff, only at the ATS/Supervisor/OM level. They must be carefully reviewed by an additional team member before they are sent. They must be sent from the STOC Inbox to the Statewide Mini-Update distribution list. Additional Adverse Weather Mini-Updates for the same event must be sent as a “Reply All” to the previous mini-update to ensure all successive updates are part of a single email chain.

14.4.3. The Subject Line must identify the email as an Adverse Weather Mini-Update and reflect the weather type (e.g., “Winter Weather 1/22/2021”, “Hurricane Florence”, etc.) If a TIMS Event has been created, use the TIMS Event Name in the subject line.

14.4.4. Adverse Weather Mini-Updates for a designated event should be considered when one of the following criteria are met:

- Any NWS/NOAA Weather Advisory, Watch, or Warning is issued for an affected area(s).
- NCDOT TSO or STOC Management determines Adverse Weather Mini-Updates are warranted based on anticipated or current road conditions.
- Adverse Weather Mini-Updates should start when weather/precipitation begins (i.e., when the weather system arrives, not when weather-related incidents begin occurring). STOC Shift Supervisors should coordinate with the STOC DOM/OM to initiate updates when weather begins.

14.4.5. When Adverse Weather Mini-Updates are initiated, follow-up Mini-Updates will be sent a minimum of every 12 hours. This frequency can and should be increased under the following circumstances:

- Weather conditions affecting roadways significantly changes.
- NCDOT TSO or STOC management request a specific follow-up schedule.
- If severe conditions change quickly or noteworthy activity occurs, additional Adverse Weather Mini-Updates may be sent apart from any scheduled times.

14.4.6. Adverse Weather Min-Updates should be discontinued for a specific event upon NCDOT concurrence. The final update should reflect conditions have returned to normal and advise the update is the final update for the weather event. The following criteria should be considered when choosing to discontinue Adverse Weather Mini-Updates:

- NCDOT TSO determines no further Mini-Updates are necessary.
- Weather conditions normalize and weather-related activity returns to normal (e.g., If the STOC/TMC is still receiving an above -normal number of calls, the updates should continue.)

14.4.7. Adverse Weather Mini-Updates should reflect a statewide or multi-region perspective. (e.g., the update states how the entire state is affected, or how "Western NC" is affected; NOT how local weather is being affected.) Individuals drafting Adverse Weather Mini-Updates must coordinate with Regional TMCs and other agency partners as needed to receive the required information to compile the updates. Adverse Weather Mini-Updates will include information in sections as defined below. Guidelines for additional content in Winter Weather Updates is also described below.

14.4.8. Required Sections

- Weather and Travel Conditions: Brief description of current weather and roadway conditions according to live observations, current weather reports, input from field staff, etc.
    - Describe current weather impacts. These impacts could include, but are not limited to:
        - Rain/Snow/Ice accumulation amounts
        - Wind speed
        - Weather-related incident/activity levels
        - NWS Warnings
        - Evacuation orders
        - Weather-related DMS activations (see Section 9)
- Operational Notes and Activity Levels: Brief overview of weather-related operational activities, particularly focused on STOC/TMC and IMAP.
    - Each update should state which centers and IMAP regions are operating (additional notes only needed if a center/IMAP region is not open as expected).
    - Activity levels (high, medium, or low) should be described; most common types of incidents (crashes. salt/sand requests, downed trees/power lines, etc.; call volumes and types of calls; and if necessary, additional information pertinent to the event (keep it simple and brief).
- Incidents – Important: All significant weather-related incident or crashes on an Interstate, US, or NC route in a weather-affected area MUST be reported in the Adverse Weather Mini-Update.

- This especially holds true for high-visibility hotspots (e.g., winter weather for I-40 in McDowell County/I-77 in Surry County; OR hurricane/tropical storm/rain events for I-95/I-40; OR NC 12/major evacuation routes in eastern NC).
- NOTE: These incidents also require a separate non-weather, “normal” MiniUpdate to be sent.

- IMAP Stops: Current number of IMAP stops for the shift, organized by IMAP region. Only reflect IMAP regions that have been operating during the shift.

14.4.9. Additional Content for Winter Weather Updates:

- NCDOT Winter Weather Dashboard ○ Include the following link:

  https://ncdot.maps.arcgis.com/apps/dashboards/f34a6bbb5c144c8181c741a3bb7b377d

- TIMS Snow and Ice Map ○ During Winter Weather events, each Adverse Weather Mini-Update must also contain a current screenshot of the DriveNC map with the Snow/Ice filter turned ON, and other filters turned OFF. Include an additional screenshot of the Snow & Ice portion of the DriveNC map legend.
  - The Snow & Ice Map must reflect the Date & Time the screenshot of the map was taken.
- TIMS Camera Screenshots ○ Include a few screenshots of TIMS cameras of weather-affected areas.
  - Good, clear pictures, only. Make sure the camera location is captured in the screenshot.
  - Show a good sampling of locations from around the weather-affected area.

15. LOGS, TIMELINES, AND OTHER DOCUMENTATION

15.1. EXPECTATION FOR ALL DOCUMENTATION

15.1.1. All documentation by STOC operators must be:

- Accurate and captured in real-time,
- Complete and representative of all relevant incident details, operator activity, and obstacles/errors encountered,
- Written or entered in a consistent manner and in the appropriate format, and
- Appropriate, objective, and free of spelling and grammar errors.

15.1.2. All operators must thoroughly document their activity relating to traffic and incident management and other duties throughout every shift.

15.1.3. All operators are expected to review the log entries of the previous shift as part of their initial shift sweep.

15.2. LOGS TO USE BASED ON POSITION ASSIGNMENT

15.2.1. All operators must use the log/database that is intended for the position that the operator is assigned to as described below:

- DOT Customer Service Representatives use the Customer Service Database,
- Regional TMS use the appropriate Regional TMS Log (i.e., Regional, Triad, Metro)
- Statewide TMS use the Statewide TMS Log
- IMAP Dispatchers use the appropriate Incident Management (IM) Log for the IMAP region being dispatched (i.e., IMAP Triad, IMAP Triangle, IMAP SW West Log, or SW East Log).

15.3. PRIMARY GUIDELINES FOR MAJOR INCIDENT LOGS AND INCIDENT MANAGEMENT LOGS

15.3.1. Operators may enter information in approved fields within the log but must NOT:

- Modify or remove any elements of the log's overall structure or function such as:

- Columns, rows, or headings or
- Formulas or other reference data.

- Copy and/or paste information into any cell.

15.4. LOGGING DETECTION METHOD

15.4.1. Operators are responsible for recording the method that was used to initially detect an incident in their logs. When an incident is detected, operators will select the code for the detection method used in the column labeled, "DETECTED." Below are the codes for each detection method and the definitions for when they should be used:

- 1 – CCTV: use for incidents detected by obtaining a visual of the incident on camera.
    - Example: Incident seen when scanning cameras or when watching the end of the queue.
- 2 – Radio Traffic: use for incidents detected by overhearing radio traffic between responder agencies that is NOT specifically directed at operators.
    - Example: Communication between an SHP dispatcher and an SHP unit in the field.
- 3 – CAD Feed: use for incidents detected by monitoring reported incidents listed in the CAD feeds of SHP or a local law enforcement agency.
- 4 – HERE: use for incidents detected by observing congestion that appears on a traffic map such as HERE or Google Maps (with Traffic turned on).
- 5 – Media: use for incidents reported directly to operators by news media OR when an operator detects the incident via media publications including TV, radio, or online (e.g. Twitter).
- 6 – IMAP: use for incidents reported directly to operators by an IMAP driver or supervisor.
- 7 – SHP: use for incidents reported directly to operators by a member of SHP.
    - NOTE: This mostly refers to calls from SHP to operators, NOT when the incident is detected through the SHP CAD feed or by overhearing SHP radio traffic.
- 8 – LEO: use for incidents reported directly to operators by a law enforcement officer (LEO) or a dispatcher from a local law enforcement/responder agency.
- 9 – Citizen: use for incidents reported directly to operators by a member of the traveling public (aka "Motorist" or "Citizen").
    - NOTE: "Citizen" should be selected as detection source even if SHP or another agency put the citizen in direct contact with an operator.
- 10 – DOT: use for incidents reported directly to operators by a Department of Transportation (DOT) employee. Other cases where "DOT" should be selected include:
    - Incident is reported by an employee/representative of another state's DOT.

- Incident is reported by a representative of DOT including TMC/STOC personnel who saw the incident while driving.

- 11 – Contractor: use for incidents reported directly to operators by contract personnel involved with road work on behalf of DOT.

15.4.2. Operators must log the detection method used to *initially* detect the incident and NOT the method used to verify or confirm the incident. For example, if an operator initially detects an incident via the SHP CAD feed but then finds the incident on camera, the operator should log the incident as detected via code 3 for "CAD Feed."

15.5. MAJOR INCIDENT LOGS – FIELDS AND ENTRY GUIDELINES

15.5.1. Each row in the log should be used to represent a single incident or single action by an operator. Log fields and usage guidelines are described below:

- Entry # – indicates the specific row used to document an incident/action.
- Operator ID – unique IDs assigned to operators to indicate who made an entry.
- Date – date when incident/action occurred and when entry was made.
- Time of Entry – time when entry was made.
    - This time should align with when the incident/action occurred.
    - Note: Other action times (i.e., when partners were notified, etc.) should be entered in the specific fields that they relate to.
- TIMS Incident # – unique ID assigned to the TIMS incident entered.
- DMS – indicates if DMS activation occurred.
- Detected Via – how the incident was detected by operators. Options include:
    - NCDOT Confirmed, ○ IMAP Confirmed, ○ SHP or PD Confirmed, ○ CAD Feed Report (i.e., detected via the CAD feed but verified/confirmed through other means),
    - HERE Report (i.e., detected via HERE but verified/confirmed via other means), ○ News Media Report (i.e., detected via News Media but verified/confirmed through other means),
    - Motorist Report (i.e., detected via Motorist but verified/confirmed through other means), and
    - VIPER Radio (i.e., detected while monitoring VIPER radio traffic but verified/confirmed through other means
    - NCTA – use when a member of NCTA Staff informs of the incident.

- DOT Confirmed ○ Contractor Confirmed

- Major Incident ID – labels used to mark that entry is a major incident
- Operator Actions/Notes – comments and details from operators about the incident/actions taken. This includes but is not limited to:
- Actions taken to verify/confirm incidents, ○ Description of vehicles/property damaged and their condition, ○ Names and contact information for personnel coordinated with, ○ Information or instructions provided by personnel coordinated with, ○ Description of response measures initiated (i.e., alerts, detours, etc.), ○ Obstacles encountered while performing duties, ○ Clarification of information entered in other fields, and
  - Other details about incident/action not associated with a specific field.
- Work Zone – indicates that the incident occurred within a work zone.
- DOT Notified – time when operators first contacted NCDOT personnel to report incident or request NCDOT assistance.
- Incident Type – the incident type that was selected when the TIMS incident was entered.
- County – the county in which the incident/action occurred.
- Route Type – I/US/NC/SR classification of the affected route.
- Route # – numeric designation for the affected route (i.e., enter “70” for US 70).
- Direction – direction of travel affected (North, South, East, West, or Both).
- MM – mile marker associated with the nearest cross street or location where the incident occurred on the affected route.
- Cross Street – common name/route designation for the cross street nearest to the incident’s location.
- Responders’ Arrival Time – time when the first of responders (IMAP, SHP/LE, etc.) arrived on scene.
- # Lanes Closed – maximum total number of travel lanes closed by the incident
- Do NOT lower this number as lanes are reopened.
- # of Lanes Available – total number of travel lanes at the incident location.
- Queue Length – maximum length of congestion (in miles) due to the incident.

- Queue length is measured upstream from incident to where traffic is at free flow (i.e., the end of the queue).
- Do not lower this number as the traffic returns to normal flow.

- Time Lanes Reopened – time when all lanes reopened for the final time.
- Responders' Departure Time – time when the last of all responders left the scene.
- End Time of Incident – time when incident was determined to be over/resolved.
  - See section 2.4 for Determining When an Incident is Over.
  - Row for this log entry will be "greyed out" when this time is entered, indicating that the incident is now over.
- End Date of Incident – date when incident was determined to be over/resolved.
  - This field must be filled out if the incident occurs across 2 or more days including those that start before midnight and end after midnight.

15.6. MAJOR INCIDENT LOGS – FORMAT GUIDELINES

15.6.1. Time should be entered in the logs using military time, separated by a colon (e.g., 8am = 8:00 and 8pm = 20:00).

15.6.2. Fields that are not applicable to entry should be left blank. Operators should not enter "N/A" or other information (e.g., comments, spaces, etc.).

15.7. INCIDENT MANAGEMENT (IM) LOGS – FIELDS AND ENTRY GUIDELINES

15.7.1. Each row in the IM log is used to represent a single incident (aka "stop") involving IMAP or other activity performed by the dispatcher.

15.7.2. Below are the fields found in the main portion of the IM Log where dispatchers enter information related to each IMAP stop:

- Date – date when incident/action occurred and when entry was made.
- Op ID – unique IDs assigned to operators to indicate who made an entry.
- IMAP ID – unique IDs assigned to IMAP drivers to indicate which driver was dispatched.
  - ID is the unit's P# – operators should not enter the "P", only the number.
- Incident – the 10-code associated with the incident/stop.
- County – code assigned to the county where the incident/stop occurred.
- Route – numeric designation for the affected route (i.e., enter "40" for I-40).
- Dir – direction of travel affected (enter as N, S, E, or W).

- MM – mile marker associated with the nearest cross street or location where the incident/stop occurred on the affected route.
- Lanes Closed – maximum total number of travel lanes that were closed by the incident.
    - Do not lower this number as lanes are reopened.
- Total Lanes – total number of travel lanes at the incident/stop location.
- Vehicle – code assigned to the type of vehicle involved in incident/stop.
    - Operators should choose the option that best reflects what type of vehicle is involved.
    - If multiple vehicles are involved, enter the code for the vehicle that best reflects the focus of the incident (e.g., Tractor Trailer and multiple passenger vehicles involved: enter "6" to indicate Tractor Trailer).
- State – abbreviation for the state that issued the license plate of the vehicle reported (e.g., enter "NC" for North Carolina, etc.).
- License Plate (10-28) – alphanumeric portion of the vehicle's license plate.
    - Operators should NOT include dashes or spaces (e.g., for tag ABC-1234: enter "ABC1234").
- Comments – notes and details from dispatchers about the incident/actions taken.
    - This field should be used in the same way that the "Operator Note/Actions" field is used in the Major Incident Log.
- Rec – time when incident was first reported to/detected by STOC dispatcher.
- Disp – time when IMAP unit was dispatched to the incident/stop by STOC.
    - If incident/stop was detected by IMAP, leave blank.
- Arrv – time when IMAP unit arrived at the incident/stop.
- Ln Clsd – time when lanes were closed due to the incident/stop.
    - This time may be the same as Rec, Disp, and Arrv time if lane(s) were already closed prior to IMAP unit's arrival.
- DMS – time when DMS were activated for the incident/stop.
    - Enter "NA" if DMS are not available or not needed for incident. Enter "NW" if DMS was not working.
- TIMS – time when a TIMS incident was entered for the incident/stop.

- TIMS incident # should be entered with other incident/stop comments.

- Ln Open – time when all lanes reopened for the final time.

- Depart – time when IMAP unit left the scene.

- Row for this log entry will be "greened out" when this time is entered, indicating that IMAP is no longer on scene.

- Detected Via – code associated with how the incident was detected as shown below:

  - NCDOT Confirmed ○ IMAP Confirmed ○ SHP or PD Confirmed ○ CAD Feed Report (i.e., detected via the CAD feed but verified/confirmed through other means).

  - HERE Report (i.e., detected via HERE but verified/confirmed through other means).

  - News Media Report (i.e., detected via News Media but verified/confirmed through other means).

  - Motorist Report (i.e., detected via Motorist but verified/confirmed through other means).

  - VIPER Radio (i.e., detected while monitoring VIPER radio traffic but verified/confirmed through other means).

  - "Public Service/Other" use for incidents/stops reported by motorists or other partners (not DOT or SHP/LE).

  - NCTA – use when a member of NCTA Staff informs of the incident.

  - DOT Confirmed ○ Contractor Confirmed

- Services Provided – code assigned to each type of service performed by IMAP while on the incident/stop. Operators can enter up to 3 services for a single stop.

15.8. INCIDENT MANAGEMENT (IM) LOGS – FORMAT GUIDELINES

15.8.1. Time should be entered in the logs using military time.

15.8.2. Fields that are not applicable to entry should be left blank. Operators should NOT enter "NA" or other information (e.g., comments, spaces, etc.).

15.9. INCIDENT MANAGEMENT (IM) LOGS – OTHER LOGS

15.9.1. The following describes the different tabs contained in the IM Log and how operators should use these tabs and enter information, if needed.

15.9.2. IMAP 41/42 – used when each IMAP driver signs on for duty (10-41) and when they sign off for the day (10-42). At these times, dispatchers should enter the following:

- Date – date of IMAP driver's shift.
- IMAP Unit # – ID for unit signing on and off.
- 10-41 Time – Sign on time of the IMAP Driver
- 10-42 Time – Sign off time of the IMAP Driver
- Route – The specific route of the IMAP Driver
- Beginning Miles – Total starting mileage for the driver's IMAP truck as reported by the driver. Operators should enter mileage without commas.
- Ending Miles – Total ending mileage for the driver's IMAP truck as reported by the driver. Operators should enter mileage without commas.
- Total Miles – DO NOT ENTER. This field is automatically completed when 10-42 Mileage is entered.
- Comments – notes relevant to IMAP route coverage or miles driven by a unit.

15.9.3. County Log – DO NOT MODIFY ANY INFORMATION ON THIS TAB.

15.9.4. IMAP Routes – List of all routes within the Triangle, Triad, Metrolina, Division 3, Division 13, and Division 14.

15.9.5. Gas Abuse Log – aka "Gas Abuser Log." Used to keep track of and identify motorists who have come to abuse the IMAP program by repeatedly requesting free fuel from IMAP drivers. See section 15.10 for further guidance.

15.10. GAS ABUSE LOG

15.10.1. As IMAP drivers encounter potential gas abusers, IMAP will contact STOC dispatchers and either:

- Request to verify motorist as abuser – when this occurs, operators should check the Gas Abuse tab for information matching the vehicle and plate description provided by IMAP. If motorist is listed an abuser, advise IMAP. The IMAP driver may leave the scene without providing fuel.
- Request to add motorist as abuser – when this occurs, operators will enter the abuser's vehicle and plate information into the appropriate fields on the Gas Abuse Log for future verification of the motorist as an abuser.
    - NOTE: Operators should email the details relating to the new gas abuser to the STOC Traffic Operations Specialist. These details should include a description of the abuser's vehicle, license plate number, and time and date when they were identified as an abuser.

15.11. EXPECTATION FOR ALL MAJOR INCIDENT TIMELINES

15.11.1. All Major Incident Timelines should accurately reflect the following:

- All incident details including location, lanes closed, description of vehicles/property damaged, etc.,
- Incident's impact to traffic (i.e., maximum queue length),
- Response measures implemented by operators, IMAP drivers, and other partners (also justifications of decisions made/actions taken, if needed),
- Coordination efforts between partners and operators, and
- Any obstacles encountered by operators while performing duties.

15.12. MAJOR, INTERMEDIATE, AND MINOR INCIDENT CRITERIA

15.12.1. "Major Incidents" refers to unplanned incidents, only (e.g., crash, road obstruction, etc.) occurring on state-maintained roadways.

15.12.2. An incident is classified as a major incident if any of the following occur on a multi-lane facility where a full road closure in one or both directions is involved and where the expected roadway clearance time is 2 or more hours OR incident clearance time is 4 or more hours:

- Overturned tractor trailer,
- Full road closure in one direction on a multilane facility,
- Fatal or life-threatening injury crashes,
- Hazardous materials (aka Hazmat), or
- Structural damage that compromises further safe use of roadway.

15.12.3. "Intermediate Incidents" refers to unplanned incidents, only occurring on statemaintained roadways.

15.12.4. An incident is classified as an intermediate incident if any of the following occur on a single or multi-lane facility where 1 or more travel lanes are closed in one or both directions and where the expected roadway clearance time is 90 minutes or more OR incident clearance time is 120 minutes or less:

- Overturned passenger vehicle,
- Multi-vehicle crashes,
- Crashes involving personal injury, or
- Commercial vehicle/tractor trailer crash (not overturned).

15.12.5. "Minor Incidents" refers to unplanned incidents, only occurring on state-maintained roadways.

15.12.6. An incident is classified as a minor incident if any of the following occur on a single or multi-lane facility where there is minimal disruption to the flow of traffic and where the expected roadway clearance time and incident clearance time is 30 minutes or less:

- Disabled vehicles,
- Roadway debris,
- Crashes involving property damage only, or
- Incidents that fall under the “Fender Bender” law.

15.13. MAJOR INCIDENT TIMELINES – WHEN TO CREATE A TIMELINE

15.13.1. Operators should generate a timeline for a major incident when the following criteria is met:

- For Division 7 and 9 – any major incident with a 2+ hour duration.
    - Triad Template should be used to make the timeline.
- For Division 10 and 12 – any major incident with a 4+ hour duration that occurs during MRTMC’s afterhours period.
    - NOTE: MRTMC operates from 6:00am to 9:00pm, M-F (except holidays).
    - Division 10/12 Template should be used to make the timeline.
- For all other Divisions – as requested for any major incident with a 4+ hour duration.
    - STOC Divisions Template should be used to make timeline.

15.14. MAJOR INCIDENT TIMELINES – TEMPLATES AND DISTRIBUTION

15.14.1. Templates are used by STOC to generate major incident timelines:

- Division 10/12 Template – found in STOC Contact Matrix for MRTMC and
- STOC and Triad Template – found at Z:\TSOU\511 Operators\Major Incident Timelines.

15.14.2. Operators must assure that the correct template is used and that the template is not overwritten or deleted.

15.14.3. Completed timelines (whether STOC, Triad, or Division 10/12 template) must be saved to the Z: Drive at Z:\TSOU\511 Operators\Major Incident Timeline and in the correct folder for the year and month when the incident occurred.

15.14.4. Upon completing a timeline, operators should:

- Submit the timeline to a supervisor for review and approval,
- Save the approved timeline to the Z: Drive at Z:\TSOU\511 Operators\Major Incident Timeline in the appropriate year/month folder, and

- Email the timeline from the STOC email account to the following management personnel:
    - ○ Appropriate Regional partner (e.g., NCDOT POC for incident),
    - ○ STOC Shift Supervisors, ○ STOC Project Manager, ○ STOC Operations Manager, and ○ NCDOT State Traffic Operations Engineer.

15.15. MAJOR INCIDENT TIMELINES – CONTENT REQUIREMENTS

15.15.1. For the Triad and Division 10/12 Template, operators must assure that all relevant fields are completed.

15.15.2. For the STOC Divisions Template, operators must assure that all information related to the sections below are provided in complete sentences, free of spelling, grammar, or format errors:

- Header Requirements include:
    - ○ Description – enter the incident type (e.g., “Crash”), ○ County, ○ Route, ○ Direction, ○ Mile Marker, ○ Cross Street,
    - ○ TIMS (enter the TIMS incident number), ○ Queue Length (enter the maximum length of the queue at its peak), ○ Date (enter date when incident occurred), ○ Incident Start Time, ○ Incident End Time, ○ Incident Clearance Time (enter the total duration of incident from start to end using hours and minutes), and
    - ○ Report Prepared By (enter the name of operator who generated timeline and the supervisor who reviewed and approved it).
- Body Requirements include:
    - ○ Each action/condition/observation should be entered as a separate line aligned with the time when that item occurred. Time should be expressed in standard format (i.e., 4am is 4:00 AM and 4pm is 4:00 PM),
    - ○ Timeline should indicate the names of operators and partners who performed actions or reported occurrences,
    - ○ If DMS are used, operators should specify which DMS are used, and the message displayed on each DMS. Operators should insert screenshots of the DMS messages and label them with the appropriate DMS ID, ○ If County/Special Alerts activated, operators should include the alert text, and ○ If

detours/alternate routes used, operators should include the full detour/alternate route instructions unless this has already been provided in alert text.

- Supplemental Information Requirements include:
    - Any additional, external documentation should be attached to and submitted with the completed timeline.
    - Congestion scans and/or HERE screenshots of incident's impact should be attached. At a minimum, operators should include scans showing impact when detected, peak impact, and impact at time of incident clearance.
    - Press Releases issued by NCDOT should be attached along with any links to related news articles, if these are available.
    - Images of the incident (e.g., screenshots of CCTV, photos provided by on-scene POCs, etc.) should also be attached if these are available.

16. HIGHWAY EMERGENCY LINKED PLATFORM (HELP) / WIRELESS EMERGENCY ALERTS (WEA)

16.1. DEFINITIONS

16.1.1. Highway Emergency Linked Platform (HELP) System – Provides information to stopped or very slow-moving motorists via a Wireless Emergency Alert (WEA). These alerts are most often used for crashes, rockslides, and weather events; but should be considered for any situation resulting in the conditions described below.

16.1.2. Wireless Emergency Alert (WEA) System – Warns the public about dangerous weather, missing children, and other critical situations. WEA allows compatible cell phones to receive geographically targeted text messages alerting them of imminent threats to safety in their area.

16.1.3. Integrated Public Alert and Warning System (IPAWS) – A FEMA national architecture that unifies the United States Emergency Alert System, National Warning System, Wireless Emergency Alerts, and the NOAA Weather Radio, under a single platform.

16.1.4. Trapped Queue – refers to a large group of stationary motorists who are unable to progress due to a road closure and who are unable to leave the impacted roadway, usually for an extended period. For example: Rockslide closes I-40 West near Exit 7 where the closest exit prior to the closure is Exit 20. Motorists stuck between Exit 20 and the rockslide are referred to as a "Trapped Queue".

16.1.5. Polygon – refers to a shape users draw on an electronic map within the HELP/IRIS system to specify where WEA text messages should be sent.

16.1.6. One-Way Communication (Preemptive) – This is a one-way communication blast warning and does not include a link for two-way communication.

16.1.7. Two-Way Communication (Open) – This creates a two-way communication channel and includes a link motorists use to interact with NCDOT.

16.2. THE HELP SYSTEM

16.2.1. The HELP System should be used in, but not limited to, situations where an interstate, freeway, or NC 12 is closed, and motorists are not able to leave the impacted road. The goal of the alert is to provide the trapped queue with information about clearance activities and expected timeframes. Before issuing a HELP alert, all other SOPs for responding to an incident must be followed.

16.2.2 The STOC Supervisor should refer to Appendix L, Step by Step Guide for HELP Alert Execution.

16.2.3 24x7 Support: support@ilogcorp.com / 856-324-1692

16.2.3 HELP Alerts After-Action Review

- An After-Action Review (AAR) must be conducted as soon as possible after a HELP Alert activation by the State Traveler Information Engineer.
- After-Action reports can be obtained from the selection on the top toolbar of the HIGHWAY EMERGENCY LINKED PLATFORM (HELP) / IRIS.

16.3. HELP MONTHLY REQUIRED TESTS

- On the first week of each month, NCDOT will schedule a required monthly test including STOC, TSO, and NCEM.
- Login into the Training website listed in Appendix L: *Step by Step Guide for HELP Alert Execution* and follow normal operating steps except:
    - WEA Short and Long Message: Include “Test” in the description
    - Event Type: “Required Weekly Test”
- Before each month’s test, a user with User Management access will go to Manage Admin Users and update the list accordingly.

17. PROTEST RESPONSE PROCEDURES

17.1 STOC RESPONSIBILITIES

17.1.1 There is a high level of attention given to protests. NCDOT leadership, our partners, elected officials, and the news media are paying very close attention to protests, and to the subsequent response by government agencies.

17.1.2 Action is required when protests impact NC roadways, especially Interstates and major US/NC Routes:

1. Act quickly.
2. Execute response measures; do not hesitate or wait to see how things develop.
3. Take care with the information released; consider how it reflects on NCDOT and our partners.
4. Contact the STOC Operations Manager immediately. (See Appendix M)
5. Contact the Federal Highway Administration (FHWA), whether a Special Alert is activated or not. (See Appendix M)

17.1.3 Contact the Statewide Traffic Incident Management Coordinator if:

- Information from SHP/LE is unavailable or unclear
- STOC, IMAP, or NCDOT personnel need additional support from SHP/LE

17.2 PLANNED PROTESTS

17.2.1 SHP/LE may give the STOC advance warning about an upcoming protest OR you might read about a planned protest in the news.

17.2.2 If an operator learns about an upcoming protest, notify the STOC Operations Manager and all STOC Supervisors via email with details of the protest.

17.3 RECORDING PROTESTS

17.3.1 Use Snagit to record CCTV video – instructions are on the Z: drive at:

- Z:\511 Operators\Resources

17.3.2 Save video to the Z: drive at:

- Z:\Incident Recordings

17.3.3 Notify the STOC Operations Manager via email when a protest recording has been made.

17.4 PROTEST INFORMATION

17.4.1 Information about protests can help NCDOT, IMAP, and other responders make good, safe decisions, BUT it can also paint a negative picture concerning our response.

17.4.2 TIMS, Special Alerts, and Mini-Updates are visible to the public.

- Release the information and level of detail we would normally include.
- Review the contents of all public-facing notifications, prior to publication, to ensure that the information contained cannot be negatively construed.

17.4.3 Internal phone calls or radio traffic are only accessible to NCDOT, IMAP, and responders. It is appropriate to share additional details that will aid in their decision-making, such as:

- Negative interactions with protesters.
- Confirmed or reported cases of hostile protester action (e.g., violence, looting, etc.)
- Confirmed or reported cases of escalated actions against protesters (e.g., tear gas, etc.)

17.5 PROTESTS - DOCUMENTATION

17.5.1 Mini-Updates

- Mini-Updates should be sent out whenever an Interstate or major US/NC route is impacted by protests.
- Try to get the first Mini-Update out as soon as possible after you confirm the protest. The best way to do this is to write a BRIEF initial Mini-Update, then include further details in follow-up Mini-Updates.

17.5.2 TIMS

- Use “Other” as the incident type.
- In the “Reason” field, describe where the closure/delay is and state that it is “due to police activity” (e.g., “All lanes are closed near NC-82 (Exit 65), due to police activity.”)
- In the “Notes” field, indicate the incident is due to protesters.

17.6 PROTESTS - DMS

17.6.1 DMS

- Do not describe the reason for the closure/delay as “Protesters”, “Police Activity”, etc.
- Use “ROAD CLOSED” or “DELAYS”, or whatever the impact is (e.g., ROAD CLOSED | 5 MILES AHEAD | FOLLOW DETOUR).
- DMS should always be updated to reflect current conditions – especially roadway or lane closures.

17.7 PROTESTS – SPECIAL ALERTS

17.7.1 A Special Alert and Floodgate may be needed if a 2-digit interstate is impacted by protests.

- Activate the Special Alert and Floodgate if:
    - All lanes in one or both directions are closed
    - 5+ miles of congestion occur
- Initiate the Special Alert (if conditions are met) regardless of the time of day; or whether you believe the roadway may reopen quickly; or if the closures are intermittent (i.e., they close for a short time, reopen, then close again for a short time).

17.8 PROTESTS – INTERMITTENT IMPACTS

17.8.1 If the impacts from a protest are intermittent, do not time out and reactivate a TIMS or Special Alert multiple times.

17.8.2 Activate the TIMS and Special alert and let them run until all protest activity is over. Indicate in the TIMS and Special Alert that closures, delays, etc., are intermittent and may reoccur throughout the event.

18. VIDEO RECORDING

18.1 INTENT

18.1.1. Recorded video from CCTV traffic cameras is used to support training for IMAP and TMS/STOC staff. Videos of traffic incidents enhance training by providing a level of clarity and realism that still images or diagrams cannot.

18.2 WHEN TO RECORD CCTV VIDEO

18.2.1 CCTV traffic cameras do not "passively record" (i.e., they are not always recording by default). Therefore, TMC/STOC staff must intentionally initiate the recording process.

18.2.2 Too many recorded videos can create issues with available storage on DOT shared drives. An excess of recorded videos can also make it difficult to locate videos that are truly beneficial for training. Therefore, TMC/STOC should be selective of what they choose to record. Below are additional examples of when to record CCTV video:

- Incidents that involve unique situations or severe impacts, such as:
    - Damage to DOT or responder's personnel or equipment.
    - Large commercial vehicles, 10+ vehicles, and/or uncommon vehicles or cargo.

- Large fires, HazMat, severe weather impacts, and/or livestock. ○ Police or terrorist activity or social disturbances.
- Significant damage to infrastructure

- Incident that involves unique response activities, such as:
  - Improper or incorrect response implementation. ○ Complex removal of vehicles or cargo. ○ Large area response efforts or evacuations.
  - Special investigations, involvement of unusual agencies/entities, or use of new technology.
- Any other incident as directed by a TMC/STOC Supervisor or IMAP Supervisor.

18.2.3 TMC/STOC staff should NOT record CCTV video that depicts disturbing images or sensitive/confidential information.

18.2.4 TMC/STOC staff should attempt to record CCTV video as soon the need to record is identified. Starting recordings quickly will ensure that the intended situation is captured fully. However, TMC/STOC staff should ensure that other tasks that have an immediate impact to safety have been completed first (e.g., DMS activation, IMAP notification, Law enforcement notification, etc.).

18.3 RESPONSE TO REQUESTS FOR RECORDED CCTV VIDEO

18.3.1 Whenever a TMC/STOC employee is asked if DOT records CCTV video, their response should be:

- "DOT traffic cameras are not set to continuously record. CCTV video is only recorded for training purposes."

18.3.2 TMC/STOC staff may not share recorded CCTV video or confirm if such video is available unless instructed to do so by a member of NCDOT-TSO leadership.

18.3.3. If a TMC/STOC employee receives a request for recorded CCTV video, they should follow the process below:

1. Collect the following details from the requestor:
   a. First and last name
   b. Title and agency/group that they represent (if applicable)
   c. Phone number and email address
   d. Purpose for requesting recorded video

e. Description of what they are requesting including specific Location, Date, and Time

2. Advise the requestor that their request will be sent for review and followed up on by a member of DOT leadership.
3. Send the details of the request via email to the STOC Operations Manager.
4. STOC Operations Manager will determine if recorded video matching the request is available and will relay the request to NCDOT-TSO Leadership for guidance on next steps.

18.4 HOW TO RECORD CCTV VIDEO

18.4.1 TMC/STOC staff will use Snagit to record CCTV video. Instructions on how to use Snagit can be found on the Z: Drive at the following location:

- Z:\511 Operators\Resources

18.4.2 TMC/STOC may move a CCTV while recording is underway in order to assess the incident properly. However, Staff should make their team aware that recording is underway, and all staff should seek to move the camera as little as possible.

18.4.3 TMC/STOC may end a recording at any time if the incident (or unique circumstance) has concluded, if disturbing or sensitive information is/becomes visible, or they are otherwise directed to end the recording.

18.4.4 TMC/STOC staff should follow the process below to record and archive CCTV video:

1. Use VideoPro to view and control a CCTV traffic camera.
2. Use the PTZ function to maneuver the camera so that it has a good view of the incident and traffic.
3. Notify other on-duty staff that the incident is about to be recorded.
4. Use Snagit to start the recording.
5. When appropriate, stop the recording.
6. Save the recorded video as described below:

a. File naming convention: *Route_County_Brief Descriptor_ Date of Recording*
(e.g., “I-40_Wake_Overturned Cattle Truck_ 5-11-20”)

b. Z: Drive location: Z:\Incident Recordings

7. If the recording was initiated at the request of a supervisor or member of management, staff should notify the requesting party via email that the recording has been completed.

18.4.5 TMC/STOC staff are encouraged to create multiple recordings of a single incident. This involves starting, stopping, and re-starting the recording the recording during the incident. Doing so ensures that recorded videos are not excessive in length or file size. If staff do this, they should follow the additional guidance below:

- Seek to record important moments of the incident's progress and stop recording during long periods of inactivity.
- Create a sub-folder in the "Incident Recordings" folder where all videos related to the incident can be housed in one location and easily found.
    - Sub-folder naming convention: *Route_County_Brief Descriptor_Date of Recording* (e.g., "I-40_Wake_Overturned Cattle Truck_5-11-20")
- Save individual video recordings as described below so they can easily be viewed chronologically:
    - File naming convention: *Route-County-Brief Descriptor-Date of Recording-Letter in Sequence (*e.g., First video is "I_40_Wake_Overturned Cattle Truck_5-11-20_**A**", Second video is "I-40_Wake_Overturned Cattle Truck_511-20_**B**"

18.5 MANAGING RECORDED CCTV VIDEO FILES

18.5.1 To prevent storage issues on DOT shared drives, all recorded CCTV videos that are older than 30 days will be permanently deleted from the "Incident Recordings" folder on the Z: Drive. The "Incident Recordings" folder is NOT the long-term storage location for recorded videos.

18.5.2 STOC supervisors are responsible for periodically reviewing the "Incident Recordings" folder and deleting any recorded CCTV videos that are older than 30 days.

18.5.3 Individuals who use recorded CCTV videos are responsible for copying the videos that they need and archiving them to a separate location. Users should copy but should not permanently remove recorded videos from the "Incident Recordings" folder. Users can prevent unintended loss of recorded videos by:

- Keeping in mind that videos are deleted after 30 days.
- Promptly retrieving videos that they have requested.
- Periodically checking the "Incident Recordings" folder for videos and copying any they want to use to a separate location.

19. DEVICE/SYSTEM MALFUNCTIONS AND FACILITY ISSUES

19.1. ITS DEVICE TESTING

19.1.1. Device testing should be completed by STOC/Regional TMCs Monday through Friday according to the assigned schedule.

19.1.2. All CCTV cameras for all divisions must be tested for an active video feed as well as motion control (PTZ – pan, tilt, zoom). Possible error statuses included in the report are as follows:

- No Video: blue or black screen
- Color Bars: multicolor vertical bars are displayed.
- Pixels: a live video feed is present but displays a poor/unidentifiable image
- No PTZ: a live video feed is present but has limited to no motion control.

19.1.3. Divisions 7 and 9 municipal cameras must be tested for PTZ through VideoPro every Friday by the STOC and daily by the Triad TMC.

19.1.4. All DMS for Divisions 1, 2, 5, 7, and 9 must be tested for an active, working connection and pixel display status. Possible error statuses included in the report are as follows:

- Comm Error: there is no communication between Vanguard and the sign (Error will be listed under the signs communication status).
- Offline: communication with the sign has been manually disconnected (Error will be listed under the signs communication status).
- Pixel Error: One or more pixels are not functional (Pixel errors will be listed under the signs status errors in Vanguard).

19.1.5. DMS should be tested by activating that week's safety message. The messages can be located in the STOC Vanguard under "Play Message ❼ DMS Test – Approved Messages." And in the TRIAD Vanguard under "Play Message ❼ Test Messages ❼ DMS Test – Approved Messages." (Upon Supervisor approval, the "Lights On When Wipers On" message and the "Deer Activity October – December" message can be displayed during device testing).

- Week 1: Secure Load Message
- Week 2: Fender Bender Law Message
- Week 3: Move Over Law Message
- Week 4: Seatbelt Law Message
- Week 5**:** Motorcycle Safety Message

19.1.6. DMS that are currently displaying an active message should be tested by refreshing the sign. Active messages should not be overridden by safety messages.

19.1.7. Divisions 7 and 9 DMS must have a pixel test performed and reported every Wednesday. The test should be performed in both STOC and Triad Vanguards by right clicking on the DMS and selecting open pixel test. Once the test is open, select refresh, and report any errors that may occur.

19.2. REPORTING DEVICE MALFUNCTIONS AND FACILITY ISSUES

19.2.1. Operators must document any significant device malfunctions and/or facility issues and report them to an appropriate POC in a timely manner.

19.2.2. For significant malfunctions of any ITS devices or travel information resources, operators should use the Device Malfunctions and Facility Issues option in the STOC Contact Matrix to determine who to report the malfunctions to. See section 3.9 for general details on the STOC Contact Matrix.

19.2.3. To use the Device Malfunctions and Facility Issues feature properly, operators must:

- Identify the section for the device malfunction/facility issue that is appropriate,
- Review the POCs listed for a particular situation and assure that only those responsible for the situation/division are called and ○ If a POC does not answer a call from STOC, operators should escalate the call to other POCs by following the escalation process described for the situation.
- Review the information under the heading, “Other Guidance & Actions” and perform any of the actions described for that situation.

19.3. TESTING TIMS CAMERAS

19.3.1. The TIMS Cameras are tested from the TIMS Main Page.

19.3.2. Operators should filter cameras region by region and scan the cursor over each camera icon to see if the camera image is displayed.

19.3.3. If the camera is not working as intended the screen will display “image unavailable” or a blue screen.

19.3.4. The failed camera location should be documented in the correct column for the region within the device test.

19.4. TIMS MALFUNCTIONS

19.4.1. Operators are responsible for identifying and troubleshooting TIMS malfunctions and for notifying the appropriate personnel in a timely manner so the malfunction can be resolved.

19.4.2. Examples of TIMS malfunctions include but are not limited to:

- Unable to login to or access TIMS,
- Unable to create or edit TIMS incidents,
- Not receiving any TIMS notifications,
- Unable to activate or edit County or Special Alerts,
- SHP CAD feed is inaccessible or is not displaying new reports,
- Links do not work or direct users to incorrect locations, and
- Performance of the entire system is exceptionally slow or frequently logs users out.

19.4.3. For a malfunction with TIMS email notifications (i.e. notifications are not being received), operators should perform the following to verify/troubleshoot the issue:

- Assure there are no internet connection issues and that the STOC email account is open and receiving emails (send a test email to STOC account to confirm this),
- Enter a test incident in TIMS. Create a new TIMS incident via normal procedures but with the following details: ○ County: Wake, ○ Road: Choose a minor roadway such as

an NC route or SR, ○ Impact: LOW, ○ Incident Type: Other, ○ Condition: Congestion, ○ Reason: "TEST INCIDENT. PLEASE DISREGARD," and ○ DOT Notes: Brief description of reason for test incident and operator's initials (e.g., "Attempting to verify issues with TIMS notifications – RPG").

- Check the STOC inbox to see if the TIMS notification for the test incident has arrived,
- If the TIMS notification has not arrived after 5 minutes, proceed with the process for reporting the malfunction as described in the next statement.

19.4.4. When the TIMS system is down and completely inaccessible, operators should:

1. Troubleshoot the issue (e.g., login and log out, see if others are having the same issue, etc.)
    a. Determine that TIMS is completely down/inaccessible.
    b. If there is an issue with a TIMS feature (CAD Feed, notifications, Special Alert, etc.) call the STOC Operations Manager (1st) or the Traffic Operations Information Engineer (2nd) for direction on how to move forward.
    c. NOTE: The SHP CAD Feed routinely goes down on Sundays from 6am-11am for maintenance. Calling the STOC Operations Manager, Help Desk, etc. is not necessary during this time.
2. Check the NCDIT Service Status website:
    a. https://ncconnect.sharepoint.com/sites/DITCommHub/Lists/Services/AllItems.aspx
    b. Scroll to confirm the status of NCID (green, yellow, or red)
3. Wait 10-15 minutes and check TIMS again.
4. If TIMS is still down, contact Help Desk and get Help Desk Ticket #.
    a. Help Desk: 919-707-7000
    b. Tell Help Desk: "The issue is critical and must be addressed immediately." (use this exact phrase)
    c. Call the STOC Operations Manager and the Traffic Operations Information Engineer if unable to reach the Help Desk OR if the Help Desk states that they will get to it later/next business day.
5. Contact the STOC Operations Manager to provide initial notification (if not contacted sooner). (See Appendix M)
6. Send a Mini-Update with information about the outage. Be sure to include:

a. Help Desk Ticket #

b. NCID status from the NCDIT website

7. Log the malfunction. Include the Help Desk Ticket # and details on the notification efforts.
8. Throughout the malfunction, regularly check if TIMS is still down.
9. Contact the STOC Operations Manager if (See Appendix M):
    a. TIMS is still down after one hour since the Help Desk was first notified.
    b. Additional information arises related to the outage and/or the Help Desk provides an update.
    c. The Help Desk (or other IT POC) indicates that the outage will last longer than two hours.
10. Every hour contact the Help Desk (or other IT POC) to request an update.
    a. Send a Mini-Update to provide a status update on the TIMS outage.
11. When TIMS is back up:
    a. Contact the STOC Operations Manager (See Appendix M)
    b. Send a final Mini-Update.

19.5. PHONE LINE MALFUNCTIONS: STOC, REGIONAL TMC, TURNPIKE, TOW PHONES, NC 511, AND CUSTOMER SERVICE

19.5.1. For malfunctions that are affecting single or multiple phone lines:

- STOC/TMC Operator advises Supervisor of issue
- Supervisor initiates a DIT Phone Help Desk Ticket ○ DIT Phone Help Desk: 919-754-6000 (Note: This is **NOT** the normal DOT IT Help Desk) ○ Press 2 for state employee ○ Enter 10-digit business phone # for the affected phone line

Line	10-Digit Phone #
STOC 877 Line (877-627-7862/877-NCS-STOC)	919-825-2694

STOC Turnpike Line	919-825-2700
Contract Tow Line	919-825-2676
Routing Room Line	919-825-2618
Mountain TMC	828-250-3290
Triad TMC	336-315-7080
Metrolina TMC	980-287-0000
Eastern TMC	919-739-5399
NC 511 (877-511-4662/877-511-INNC)	919-814-5050
NCDOT Customer Service (877-368-4968/877DOT-4-YOU)	919-814-0615

- When initiating the DIT Phone Help Desk ticket mention that NCDOT is a CxOne user, and this is a **High Priority**.
- If the situation is not resolved within one hour, contact the State ITS Operations Engineer or the Traveler Information Engineer (See Appendix M).

APPENDIX A: SPECIAL ALERT CHECKLIST

SPECIAL ALERT CHECKLIST	**County, Route, Direction, & MM** _____ **Date:** _____ **Operator:** _____ **Incident Start Time**: _____ **End Time:** _____ **Duration:** _____

SPECIAL ALERT CRITERIA	
APPLIES TO ALL 2-DIGIT INTERSTATES* & NC-12 (SOUTH OF US 64) * Excluding Business and Alternate Routes	
Major Incident: **Must meet BOTH Criteria A and one of Criteria B**	**A. Full road closures in one or both directions** **B. One of the following criteria:** • Overturned commercial vehicle (large truck, cement mixer, dump truck, tractor trailer, etc.) • Fatal or life-threatening injury crash involving multiple vehicles • Incidents that require on-scene crash investigations • HAZMAT (any placarded substance) situations that result in evacuations, detours, or environmental issues (spillage into a waterway or drainage system) • Incidents that involve structural damage to the roadway (Roads, Bridges, & Overpasses) • Unusual extreme event not captured above (e.g., plane landing on interstate, terrorist activities) Note: These must be approved through NCDOT STOC management.
OR	
Congestion: Excluding Recurring	• Google Maps shows congestion (orange, red, or black) **> 5 miles.**

ACTIVATION

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; ANOTHER INTERSTATE (Ex., "I-40 CLOSED NEAR I-95"). If two incidents on the same route will use the same geographical reference, it is permissible to use a nearby non-approved city to distinguish between the two incidents.

1.	Add Special Alert to TIMS • Has an approved geographical reference (see above) been used in the headline? Reference: _____	**TIMS Notifications sent, and Special Alert printed**	☐
2.	Send out Mini-Update Time sent: _____	**Mini-Update sent**	☐
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**	☐ ☐ ☐
4.	Is the incident in TIMS? TIMS # _____	**Incident entered into TIMS**	☐
5.	Does the incident require a detour? Yes No If yes, check the status of detour routes for other incidents in TIMS, SHP feed, and Google Maps.	**Detour Route clear of incidents**	☐
6.	HELP/WEA Criteria: 1) Interstate Closure of 2 hours or more that results in a "Trapped Queue" or potential of one, OR 2) Interstate congestion of greater than 5 miles *STOC must initiate the HELP/WEA Alert using SOP Appendix M. IMPORTANT: All active WEA Alerts should be updated every 45 minutes.* Division POC & Time_____ TSO Approver & Time: _____	**HELP/WEA Alert initiated**	☐
7.	Does this incident involve a weather-related closure of NC-12? Yes No • Contact Tim Hass, NCDOT Div. 1 Communications, 252-423-5109 for all weather-related NC-12 TIMS incidents. Any updates to weather-related NC-12 TIMS incidents must be approved by Mr. Hass. • Contact the Women's Prison, advise Supervisor/Call-Taker that NC-12 re-opening times may be extended until weather conditions improve (despite published TIMS re-opening times).	**NCDOT Div, 1 Comm contacted** **Women's Prison contacted**	☐ ☐

8.	Record 511 Floodgate message: CxOne → Agent → Directory – "Floodgate" →Record a 511 Floodgate Message	**511 Floodgate recorded**	☐
9.	Call NCDOT Public Information Office – not necessary during normal business hours • 919-218-2353 – After normal business hours Name of person contacted: _____ Time called: _____	**Public Information Office contacted**	☐
10.	Does this incident affect traffic in other states? Yes No Name of person contacted: _____ Time called: _____	**Contact other states DOT**	☐
11.	**Does this incident meet STIX criteria?** (See SOP 3.32) Yes No GDOT/STIX: 888-635-8287 Name of person contacted: _____ Time called: _____	**GDOT/STIX contacted**	☐
12.	**Does this incident meet the Reporting Criteria for FHWA?** (See SOP 3.31.1) Yes No Primary: Brad Hibbs 919-624-9723 Secondary: Dale Privette 919-747-7008 Name of person contacted: _____ Time called: _____	**FHWA contacted**	☐
13.	Update Google Maps and Waze Time updated: _____	**Google Maps and Waze**	☐

DEACTIVATION			
1.	Verify that the incident is over. Name of person contacted: _____ Time called: _____	**Verification complete**	☐
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**	☐ ☐
3.	Time out incident in TIMS.	**TIMS deactivated**	☐
4.	Update Special Alert (All Clear or Congestion Remains message) and send notification.	**Special Alert updated**	☐
5.	Update 511 Floodgate to match the Special Alert	**Floodgate updated**	☐
6.	Notify NCDOT PIO incident is over – not necessary during normal business hours • 919-218-2353 – After regular business hours Name of person contacted: _____ Time called: _____	**Public Information Office contacted**	☐
7.	If the incident required the use of the NCEM HELP/WEA system, terminate the Alert, and notify NCEM incident is over. Name of NCEM contact: _____ Time contacted: _____	**HELP/WEA Alert Deactivated and NCEM contacted**	☐
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**	☐
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**	☐
10.	If FHWA was notified, advise them the incident has ended. Name of person contacted: _____ Time called: _____	**FHWA contacted**	☐
11.	Deactivate the "All Clear" Special Alert and Floodgate when it has been active for an hour	**SA and FG deactivated**	☐
12.	Send the final Mini-Update advising the incident is over and file the completed checklist.	**Final Mini-Update sent**	☐
13.	Remove any updates to Google Maps and Waze reflecting the incident.	**Google Maps and Waze**	☐

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IMPORTANT: Every 45 minutes there should be communication between 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.

B: AMBER/BLUE/SILVER ALERT CHECKLIST

AMBER/BLUE/MISSING-ENDANGERED (SILVER) ALERT Amber ☐ Blue ☐ M-E/Silver ☐ With Vehicle ☐ Without Vehicle ☐	**Subject Name:** _____ **Date:** _____ **Time:** _____ **Operator:** _____

Verify Source:

1. NC Center for Missing Persons (NCCMP) Email – *No-Reply@ncdps.gov* ☐
2. Information received by other methods or sources may NOT be used unless approved by NCDOT TSOU Staff. ☐

Create:

3. TIMS Special Alert *(Amber/Blue Alerts Only)* ☐
4. 511 Floodgate Message *(CxOne → Agent → Directory - "Floodgate" → Record 511 Floodgate) [Amber/Blue Alerts Only]* ☐
   a. Floodgate should instruct motorists 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."
5. Activate County Alert with complete information from the issuing agency. *(All Alerts)* ☐
6. 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)*

7. For **Amber Alerts**: Activate all DMS in all Divisions, send the DMS Alert Notification – Activation Email. ☐
8. For **Blue & Missing-Endangered (Silver) Alerts**: Refer to Contact Matrix → DMS Alert Activations for Division contacts and instructions, send the DMS Alert Notification – Activation Email. ☐
9. 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									Yes	No
2									Yes	No
3 *									Yes	No
Jacksonville TMC									Yes	No
4 *									Yes	No
5 *									Yes	No
6 *									Yes	No
7/9 *									Yes	No
10/12									Yes	No
I-77 Mobility TMC									Yes	No
11 *									Yes	No
13 *									Yes	No
14 *									Yes	No

DMS Examples:

Amber	Blue	Missing-Endangered (Silver)	Multiple Alerts
AMBER ALERT RED HONDA ACCORD NC TAG: FHJ-6688	SUSPECT AT LARGE GOLD HYUNDAI NC TAG: CDE-4567	MISSING PERSON GREEN TOYOTA CAMRY NC TAG: LMN-9876	AMBER* ALERTS CALL 511 FOR INFO
	BLUE ALERT GOLD HYUNDAI NC TAG: CDE-4567		*Specify alert type

Alert Duration:

	Amber/Blue with vehicle	Missing-Endangered (Silver) with vehicle	Amber/Blue w/o vehicle	Missing-Endangered (Silver) w/o vehicle
TIMS Special Alert	Amber: Until Canx Blue: 24 Hours	N/A	Amber: Until Canx Blue: 24 Hours	N/A
Floodgate Duration	Amber: Until Canx Blue: 24 Hours	N/A	Amber: Until Canx Blue: 24 Hours	N/A
DMS Duration	Amber: Until Canx Blue: 24 Hours	24 Hours	Amber: Until Canx Blue: 24 Hours	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. (Amber) Deactivate the cancellation script after **twenty-four (24) hours**.
   c. (Blue) Deactivate the cancellation script 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 messages caused excessive traffic congestion. ☐
   e. Alert cancelled. ☐
   f. Other: _____ ☐
5. Deactivate County Alert. *(All Alerts)* ☐
6. Complete Alert paperwork and file appropriately. ☐

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C: FUGITIVE ALERT CHECKLIST

FUGITIVE ALERT CHECKLIST	DATE/TIME: _____
LAW ENFORCEMENT AGENCY: _____	VEHICLE: _____
LE POC NAME & PHONE #: _____	LICENSE PLATE: _____
NCIC/DCI CASE #:	DOT DIVISIONS:

NCDOT TSOU STAFF CONFIRMATION AND APPROVAL

1) Supply TSOU Staff Member with the following information: ☐
   a. Requestor Identity
   b. NCIC/DCI Case Number
   c. Phone Numbers
      i. Troop C 919-716-1111
      ii. If Troop C cannot verify; Contact ISSAC 888-624-7222
2) TSOU Staff Member contacted for approval (contact in order) :
   ☐ Dominic Ciaramitaro ☐ Jennifer Portanova

SPECIAL ALERT/FLOODGATE/DMS

3) Create TIMS Special Alert ☐
4) Create 511 Floodgate Message ☐
   a. CxOne -> Agent -> Directory -> "Floodgate" -> Record 511 -> Floodgate
   b. Floodgate should instruct motorists to call 911 or *HP if they have information about the incident.
5) Activate DMS ☐
   a. Refer to Z:\\511 Operators\Alert Checklists\Alert DMS Activation Matrix
   b. Only activate DMS in affected divisions.

DIVISION	PERSON CONTACTED	METHOD OF CONTACT				TIME OF CONTACT	DMS ACTIVATION DENIED
1*		Email		Phone			
2*		Email		Phone			
3**		Email		Phone			
4		Email		Phone			
5		Email		Phone			
6		Email		Phone			
7/9		Email		Phone			
10/12		Email		Phone			
11		Email		Phone			
13		Email		Phone			
14		Email		Phone			

*If DMS is in use, call for permission.

**Contact Jacksonville TMS 910-938-5070 to activate Jacksonville City DMS as well.

DMS MESSAGES

6) With vehicle:
   a. P1: SUSPECT AT LARGE | VEHICLE INFO | LICENSE PLATE INFO
   b. P2: FUGITIVE ALERT | VEHICLE INFO | LICENSE PLATE INFO
7) Without vehicle:
   a. FUGITIVE ALERT | SUSPECT AT LARGE | CALL 511 FOR INFO

DMS EXAMPLES

WITH VEHICLE		WITHOUT VEHICLE
Panel 1	Panel 2	FUGITIVE ALERT
SUSPECT AT LARGE	FUGITIVE ALERT	SUSPECT AT LARGE
BLUE FORD FOCUS	BLUE FORD FOCUS	CALL 511 FOR INFO
CA TAG: 2RAP337	CA TAG: 2RAP337	

8) DMS Alert Notification Activation – Email Sent ☐
9) Copy Fugitive Alert information into a County Alert for the issuing county and notify the 511 call center. ☐
10) Send Mini-Update ☐
11) Contact Law Enforcement POC every four hours for alert updates. ☐

ALERT TERMINATION

1) Verify with Law Enforcement POC that the Fugitive Alert has ended. ☐
   a. Time of deactivation: _____
   b. Alert Duration: _____
2) Deactivate DMS: ☐
   a. Remove all alert messages on DMS activated for this alert.
   b. Replace preciously posted messages.
3) Remove TIMS Special Alert ☐
4) Remove 511 Floodgate ☐
5) Inform NCDOT TSOU Staff of deactivation ☐
6) DMS Alert Notification Cancellation – Email Sent ☐
7) Delete County Alert and notify the 511 call center ☐
8) Ensure all paperwork is complete and filed. ☐
9) Send Mini-Update ☐

Last Updated 4.18.2025 wdp/KEW

D: APPROVED ABBREVIATIONS FOR DMS

WORD	ABBREVIATION	NOTES
Afternoon/Evening:	"PM"	

Alternate:	“ALT”	
AM Radio:	“AM [FREQUENCY]”	Example: “AM 640”
Avenue:	“AVE” or “AV”	
Bicycle:	“BIKE”	
Bridge:	“BR”	Must be preceded by bridge name
Boulevard:	“BLVD”	Only use as part of a road name
CB Radio:	“CB”	
Center:	“CNTR”	
Circle	"CIR"	Only use as part of a road name
Civil Defense:	“CD”	
Compressed Natural Gas:	“CNG”	
Court:	“CT”	Only use as part of a road name
Crossing:	“X-ING” or “XING”	Other than highway-rail
Drive:	“DR”	Only use as part of a road name
East:	“E” or “E-BND”	Do not use “EB”
Electric Vehicle:	“EV”	
Exit:	“EX”	
Expressway:	“EXPWY”	Only use as part of a road name
Feet:	“FT”	
FM Radio:	“FM [FREQUENCY]”	Example: “FM 100.5”
Freeway	"FRWY" or "FWY"	Only use as part of a road name
Friday:	“FRI”	
Georgia:	“GA”	
Hazardous Materials:	“HAZMAT”	
High Occupancy Vehicle:	“HOV”	
Highway:	“HWY”	Only use as part of a road name
Hospital:	“HOSP”	
Hour(s):	“HR” or “HRS”	
Information:	"INFO"	
International:	“INTL”	
Interstate:	“I-[# #]”	Example: “I-40”
Junction/Intersection:	“JCT”	
Lane(s):	“LN” or “LNS”	

Liquid-Propane Gas:	“LPG”	
Maximum:	“MAX”	
Mile(s):	“MI”	
Miles Per Hour:	“MPH”	
WORD	**ABBREVIATION**	**NOTES**
Minimum:	“MIN”	
Minutes:	“MIN”	
Monday:	“MON”	
Morning/Late Night:	“AM”	
Mount:	“MT”	
Mountain:	“MTN”	
National:	“NTL”	
North:	“N” or “N-BND”	Do not use “NB”
North Carolina:	“NC”	
NC Route:	“NC [# #]”	Example: “NC 147”
Parkway:	“PKWY”	Only use as part of a road name
Pedestrian:	“PED”	
Place:	“PL”	Only use as part of a road name
Pounds:	“LBS”	
Road:	“RD”	Only use as part of a road name
Route:	“RT” or “RTE”	
Saint:	“ST”	
Saturday:	“SAT”	
Shoulder:	“SHLDR”	
South:	“S” or “S-BND”	Do not use “SB”
South Carolina:	“SC”	
Street:	“ST”	Only use as part of a road name
Sunday:	“SUN”	
Telephone:	“PHONE”	
Temporary:	“TEMP”	
Tennessee:	“TN”	
Terrace:	“TER”	Only use as part of a road name

Thursday:	“THURS”	
Thruway:	“THWY”	Only use as part of a road name
Tons of Weight:	“T”	
Trail:	“TR”	Only use as part of a road name
Tuesday:	“TUES”	
Turnpike:	“TPK”	Only use as part of a road name
Two-Way Intersection:	“2-WAY”	
US Route:	“US [# #]”	Example: “US 70”
Vehicle(s):	“VEH” or “VEHS”	
Virginia:	“VA”	
Wednesday:	“WED”	
West:	“W” or “W-BND”	Do not use “WB”

E: DISPATCH 10-CODES LIST

10-1	Signal Weak	10-48	Detaining Subject, Expedite
10-2	Signal Good	10-49	Drag Racing
10-3	Stop Transmitting	10-50	Collision PD, PI, F
10-4	Affirmative (OK)	10-51	Wrecker Needed
10-5	Relay (to)	10-52	Ambulance Needed
10-6	Busy	10-53	Road Blocked
10-7	Out-of-Service	10-54	Hit and Run PD, PI, F
10-8	In-Service	10-55	Intoxicated Driver
10-9	Say Again (Repeat)	10-56	Intoxicated Pedestrian
10-10	Negative	10-57	Request Chemical Analyst on Duty to Meet _____
10-12	Stand by (Stop)	10-58	Direct Traffic
10-13	Existing Conditions	10-59	Convoy or Escort
10-14	Message/Information	10-60	Investigate Suspicious Vehicle
10-15	Message Delivered	10-61	Stopping Suspicious Vehicle
10-16	Reply to Message	10-62	Burglary/Breaking and Entering
10-17	En route	10-63	Investigate ____ at _____
10-18	Urgent	10-64	Crime in Progress
10-19	(In) Contact	10-65	Report of Armed Robbery
10-20	Location	10-66	Notify Medical Examiner
10-21	Call ____ by phone	10-67	Investigate Report of Death
10-22	Disregard	10-68	Livestock on Highway
10-23	Arrived at Scene	10-69	Advise Present Telephone Number
10-24	Assignment Complete	10-70	Improperly Parked Vehicle
10-25	Report to (Meet)	10-71	Improper Use of Radio
10-26	Estimated Arrival Time	10-72	Have Prisoner in Custody
10-27	License/Permit Information	10-73	Mental Subject
10-28	Ownership Information (Vehicle)	10-74	Prison or Jail Break
10-29	Records Check	10-75	Records Indicate Wanted or Stolen
10-30	Danger/Caution	10-76	Report of Prowler
10-31	Pick Up	10-77	Assist Fire Department with Traffic
10-32	_____ Units Needed (Specify)	10-78	Report of Abandoned Vehicle
10-33	Help Me Quick	10-79	Report of Vehicle Fire
10-34	Time	10-80	Report of Careless and Reckless Driving
10-35	Valid Concealed Handgun Permit	10-81	Report of High Speed
10-36	Restraint Violation	10-82	Report of Disabled Motorist
10-40	Fight In Progress	10-83	Report of Improper Registration
10-41	Beginning Tour of Duty	10-84	Report of Operator's License Violation
10-42	Ending Tour of Duty	10-85	Report of Mini Bike/Go Cart Violation
10-43	Chase	10-86	Beginning Authorized Travel
10-44	Riot	10-87	Ending Authorized Travel
10-45	Bomb Threat	10-90	Rest Area/Welcome Center Check
10-46	Bank Alarm	10-91	CMV Inspection
10-47	Complete Assignment Quickly		

updated: 05.28.2025

APPENDIX

F: DISPATCH SIGNALS LIST

SIGNAL 1	Suspect Armed and Dangerous
SIGNAL 2	Report of Suspected Drug Trafficking (vehicle/suspect description, direction of travel and "SIGNAL 1" if applicable)
SIGNAL 3	Confidential Traffic
SIGNAL 4	Report of Vehicle Stored/Recovered
SIGNAL 5	Situation under control, no further assistance necessary
SIGNAL 6	Violator on active probation/parole
SIGNAL 7	Report to District Office/Troop HQ without delay/disturbance
SIGNAL 8	Your equipment is ready for service
SIGNAL 9	Meet at _____Troop or District meeting
SIGNAL 10	Possible suicidal person
SIGNAL 11	All members affected by this signal should immediately prepare for emergency duty and maintain radio contact
SIGNAL 12	Report to ____ at ____ for emergency duty
SIGNAL 13	Conviction/Revocation
SIGNAL 14	Current Suspension/Revocation Information other than DWI
SIGNAL 15	Protection Order
SIGNAL 16	Registered Sex Offender
SIGNAL 17	Gang Member
SIGNAL 18	Accident/Incident Involving Hazardous Material
SIGNAL 19	Report of Aircraft Crash at _____
SIGNAL 20	Report of Aircraft Difficulty at _____
SIGNAL 21	Request for radio or car repair
SIGNAL 22	Fatal Collision Report
SIGNAL 23	Message requiring special handling (answer requested)
SIGNAL 24	Daily Fatality Summary
SIGNAL 25	_____ needs immediate assistance to make arrest of resisting person. Report at once to _____
SIGNAL 26	Computer terminal is temporarily out-of-service
SIGNAL 27	Pick-up License Revocation Confirmed
SIGNAL 28	Pick-up Registration Plate Revocation Confirmed
SIGNAL 30	Individual of the opposite sex must be placed within Patrol vehicle for the purpose of public service or enforcement contacts

G: PHONETIC ALPHABET

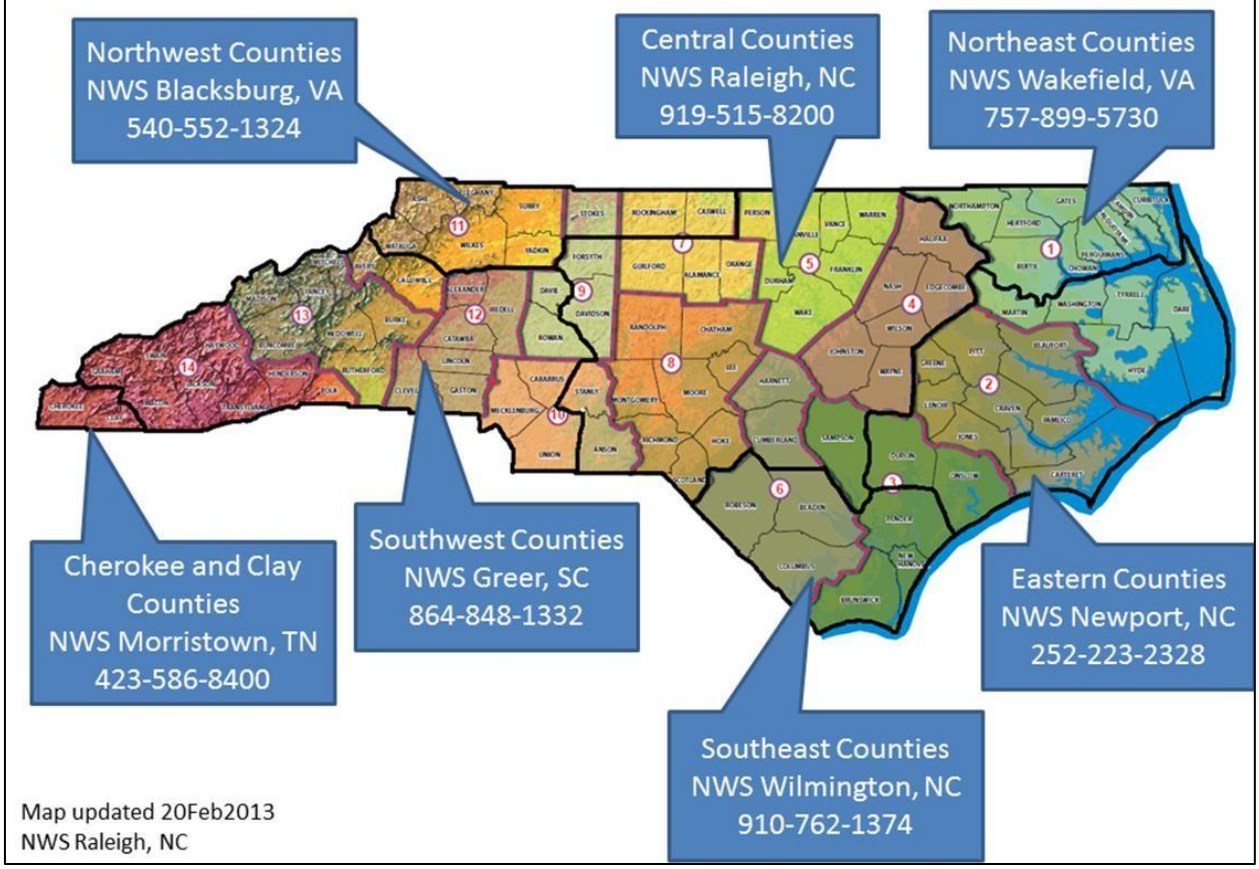
PHONETIC ALPHABET	
A	ADAM
B	BOY
C	CHARLES
D	DAVID
E	EDWARD
F	FRANK
G	GEORGE
H	HENRY
I	IDA
J	JOHN
K	KING
L	LINCOLN
M	MARY
N	NORA
O	OCEAN
P	PAUL
Q	QUEEN
R	ROBERT
S	SAM
T	TOM
U	UNION
V	VICTOR

W	WILLIAM
X	X-RAY
Y	YOUNG
Z	ZEBRA

H: NATIONAL WEATHER SERVICE CENTERS AND CONTACT INFORMATION

National Weather Service Forecast Offices Serving the State of North Carolina and the North Carolina Dept of Transportation

The numbers below are the phone lines to contact the NWS offices that serve the state of North Carolina. These numbers are answered 24/7 by NWS meteorologists and are intended for weather briefings and information exchange for core NWS partners, such as DOT officials, emergency management, and first responders. The NC DOT is encouraged and welcome to call their corresponding NWS any time 24/7 with any weather questions or concerns, requests for weather briefings and updates, and real-time information exchange and collaboration.



APPENDIX

I: USER UPDATES - ERS/ATIS

This appendix will be updated with pertinent ERS/ATIS information when available. Projected Q4 2025.

APPENDIX

J: ATMS – TBD

This appendix will be updated with pertinent ATMS information when available. Projected Q4 2025.

K: MULTIPLE SILVER ALERTS – 511 FLOODGATE PROCEDURES

It is possible that two or more Silver Alerts with Vehicle Information can be activated in the same division at the same time. When this occurs, the Silver Alerts will be recorded in the 511 Floodgate system. Use the following procedures to structure the 511 Floodgate recordings:

1. Silver Alert 511 Floodgate: Operators should record the headline and script as a single 511 Floodgate.

2. 511 Floodgate Headline:

- Silver Alert Headline: "North Carolina Silver Alert issued for [TYPE OF VEHICLE] in [COUNTY]"
- For the Silver Alert 511 Floodgate headline use the following example:

  "SILVER ALERT ISSUED FOR JAMES JONES IN GUILFORD COUNTY"

3. 511 Floodgate Script:

- 511 Floodgate script of a Silver Alert should be comprised of the alert headline (as described above) and of information provided by approved sources about the incident. Full details provided by approved sources which should be recorded as part of the 511 Floodgate include but are not limited to: ○ Missing person's name and physical description ○ Clothing description (if known)

  ○ Vehicle description (including make, model, color, and license plate) ○ County where the incident is occurring

  ○ Instruction for motorists to call 911 or *HP if they have information about the situation. <u>DO NOT include any 10-digit phone numbers in the 511 Floodgate.</u> ○ For the Silver Alert 511 Floodgate script use the following example:

APPENDIX

"The North Carolina Center for Missing persons has issued a Silver Alert for James Jones of

*Guilford County. He is believed to be suffering from dementia or some other cognitive impairment. Mr. Jones was last seen at 1006 Pine Tree Drive in Greensboro, North Carolina. Mr. Jones is described as a 83 year old white male, standing 5 foot 7 inches tall, weighing approximately 175 pounds, with short white hair, and blue eyes. He was last seen wearing a mint green shirt, and tan pants. Mr. Jones is believed to be driving a 2004 Buick LeSabre with a NC license plate WVV-8359. Anyone with information regarding James Jones is asked to call 911 or dial *HP."*

4. Continue to record the next Silver Alert 511 Floodgate following guidance listed above. The 511 Floodgate system only allows one recording with a maximum time of four minutes. Structure all alerts to be recorded including headlines and scripts prior to beginning the recording process.

5. Floodgate Script Conclusion: The complete Silver Alert 511 Floodgate script will end with the following statement:

"This concludes the Silver Alert information. For traffic information, please stay on the line. If you require no further assistance, you can disconnect this call now."

Alert Cancellation: When the number of Silver Alerts with Vehicle Information has been reduced to one alert due to cancellation(s), remove the remaining Silver Alert with Vehicle Information from the 511 Floodgate and return to normal alert procedures outlined in Section 10.

L: STEP BY STEP GUIDE FOR HELP ALERT EXECUTION

NCEM 24-Hour Watch: 800-858-0368 / 919-733-3300

✞ Incident occurs that meets HELP/WEA Criteria. (See Special Alert checklist.) ✞ OM/DOM will discuss with NCDOT TSO the need for:

- A HELP Alert, and
- Which communication method should be used (One-way or Two-way), and
- Whether or not a Drivewyze Alert is needed

✞ DOM/OM

 Contact Division POC to get the Division's input on:

- Does the Division POC consider HELP Alert necessary?
- Do local personnel have a plan to deal with the trapped queue?
- Are local personnel currently working to free any trapped queue? ✞

Step 1: Verify WEA Capability

State of North Carolina
Division of Emergency Management

Integrated Public Alerts and Warning System
Public Alerting Authorities

- Approved – WEA capable **(49)**
- In Process – EMI Pending **(3)**
- In Process – Return MOA **(13)**

Non-County PAA's - **Online**

- Eastern Band of Cherokee Indians (EBCI)
- North Carolina Emergency Management-24Hr Watch
- North Carolina State Highway Patrol
- Fort Liberty
- North Carolina Department of Transportation
- Military Surface Deployment & Distro Command

Current as of: 12/24/24

For incidents meeting HELP/WEA criteria, the DOM/OM must determine the incident's scope and proceed as follows:

- Single County Incident:
  - Check the WEA Capability Map to verify if the local Emergency Management Agency (EMA) is Wireless Emergency Alert (WEA) capable.
  - If the county is WEA capable, proceed to Step 2 for coordination.
  - If the county is not WEA capable or in process, proceed to Step 3.
- Multiple County Incident (Two or More Counties):
  - Immediately report the incident to the NCEM 24-Hour Watch, providing details about the affected counties and incident nature.
  - Follow NCEM's instructions, which may include coordinating with multiple EMAs or escalating directly.

- Do not contact local EMAs until directed by NCEM.

✞ **Step 2: Deputy OM to Coordinate with Local EMA**

If the local EMA is WEA capable, contact them directly to coordinate issuance of the WEA message. Provide all necessary details (e.g., message content, timing, target area, etc.) Find the POC contact information for the county through WebEOC.

- WebEOC: https://www.ncsparta.gov/eoc7/default.aspx ○

  Username: See OneNote

Based on the POC's response, follow the appropriate action below:

 We are unable to establish contact with the POC:

- Document all attempts to contact the local EMA (e.g., dates, time, methods, etc.). Escalate to the NCEM 24Hour Watch per the SOP, noting the lack of response, and request guidance or approval to proceed.

 We reached the POC, but they chose to execute the WEA locally:

- Confirm with the local EMA that they will issue the WEA message. Provide any additional support or information they request. Monitor for confirmation of issuance and document the outcome.

 We reached the POC, but they chose for the STOC to execute the WEA:

- Obtain explicit authorization from the local EMA to issue the WEA message on their behalf.
- Proceed to Step 3.

 We reached the POC, they chose not to execute the WEA, nor do they want the STOC to execute it.

- Document their refusal and reasoning (if provided)
- Consult with the TSO to discuss the situation and determine the next steps.
- Report the situation to the NCEM 24Hour Watch per the SOP, seeking further direction

 We reached the POC, but they are unaware of what WEA is, or how to execute one.

- Briefly explain that WEA is the Wireless Emergency Alert system for sending emergency messages to mobile devices. If they remain unwilling or unable to assist, document the interaction and escalate to the NCEM 24Hour Watch per the SOP for resolution.

✞ **STEP 3: STOC Activation of HELP/WEA Alert for Non-WEA Capable EMA**

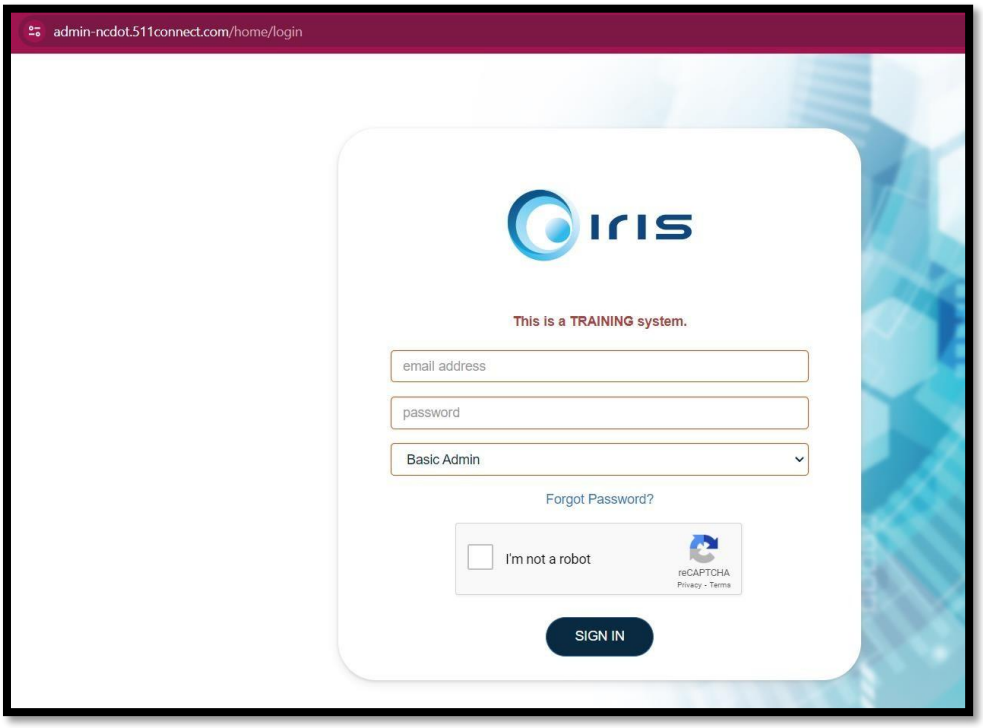
If the local EMA is not WEA capable or are still developing their own WEA messaging platform; and they have agreed to allow STOC to activate the HELP WEA Alert (and the incident is limited to one county); proceed according to the SOP. Submit the request through the NCEM 24Hour Watch as outlined in the existing procedure, providing all necessary details for timely processing.

✞ DOM or STOC Supervisor enters information to create HELP Alert.

Link for Test System: https://admin-ncdot.511connect.com/home/login Link

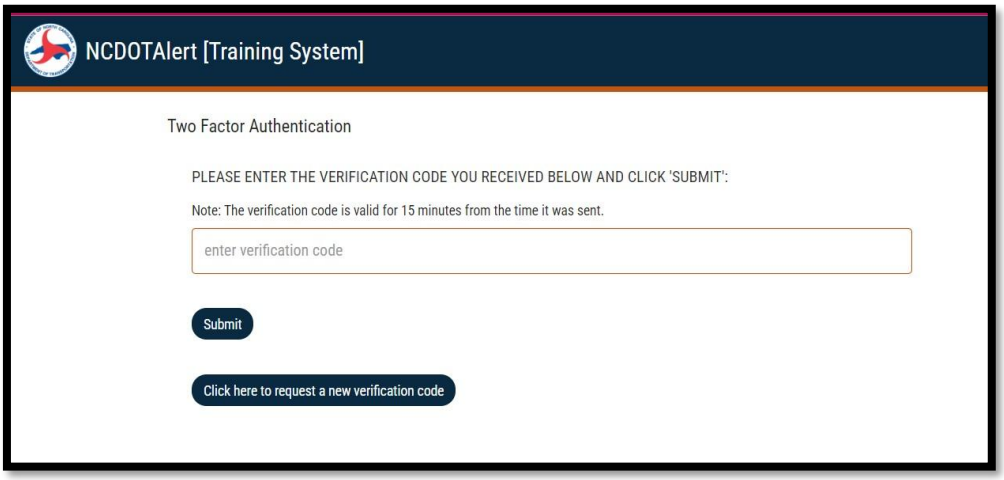
for Live System: https://admin.ncdotalert.com/home/login

Use the link to TEST or Live System and you will see this page when you click the link:



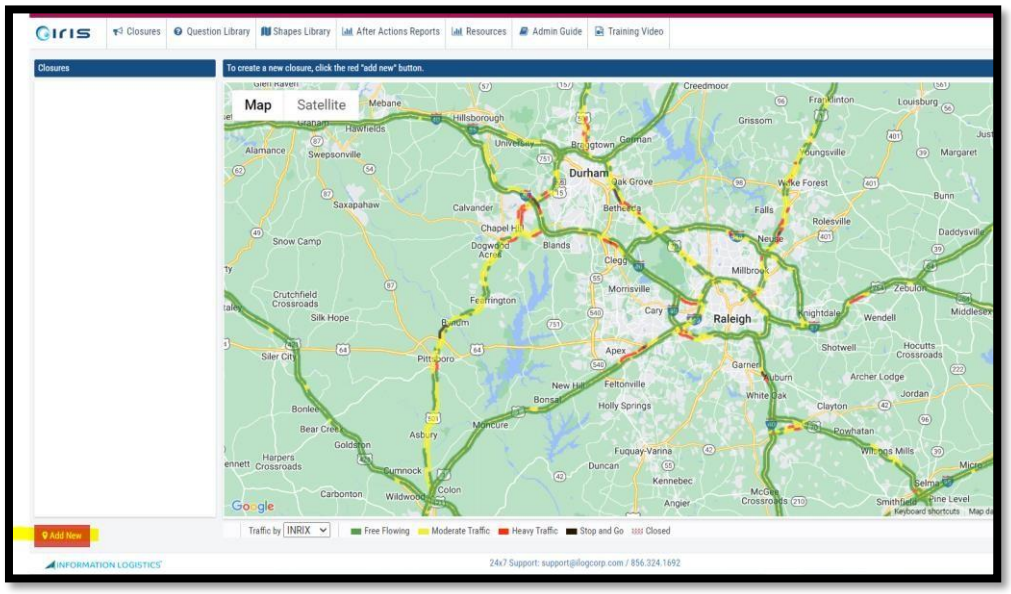
For the training system, in email address box, add TEST before your email and type in the email box, type your password in password box, select basic/super/IPAWS admin, check mark “I am not a robot”. If you forgot your password, click forgot password and reset password.

Next, select your phone or email and you will receive 6-digit code for two factor authentication:

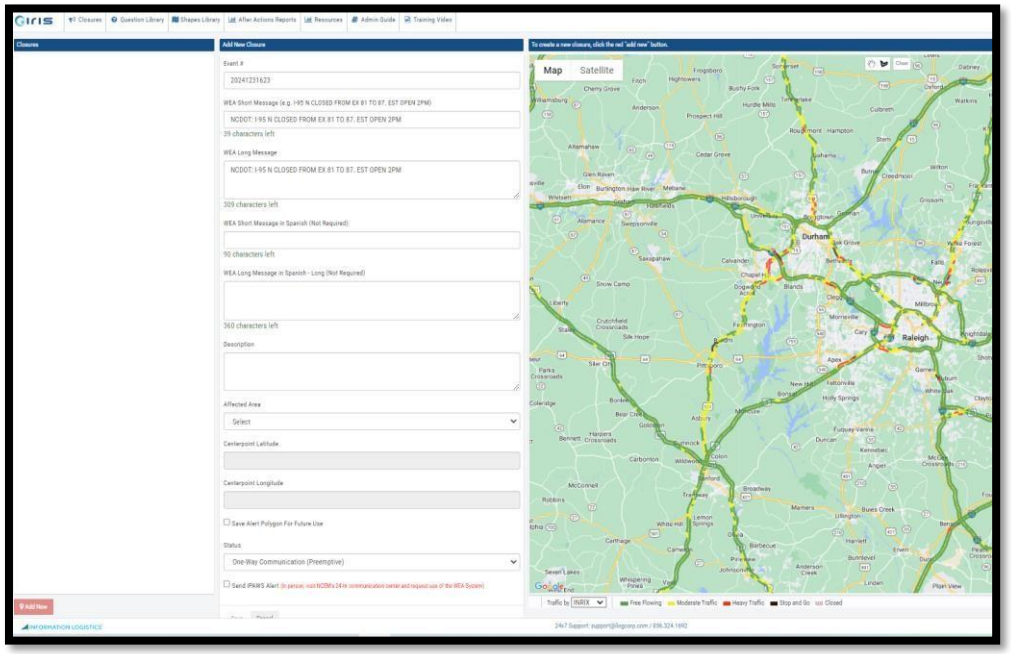


Alert Entry Process (Basic Admin):

Click “Add New”:



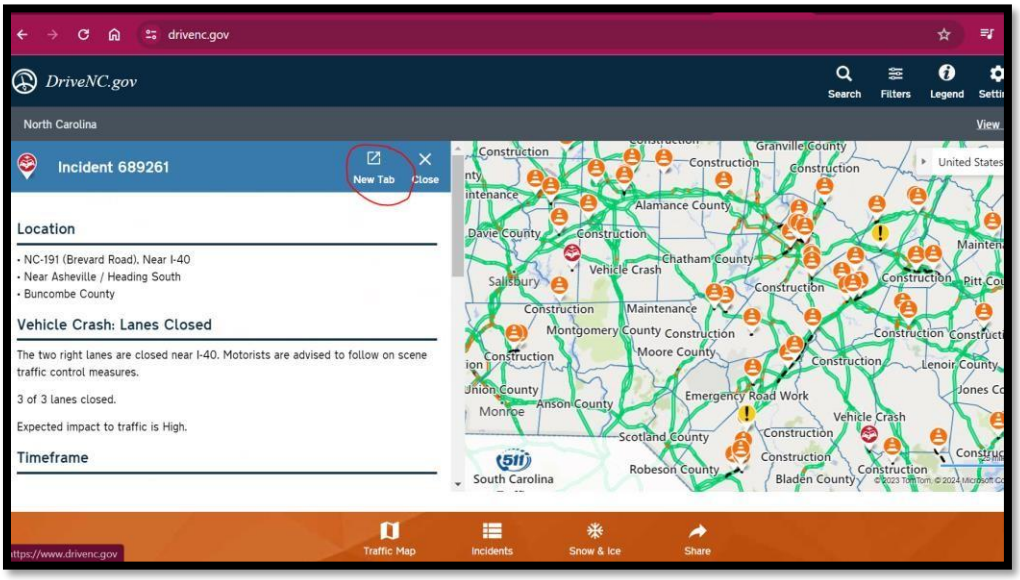
Default is “one-way” communication, if you want to initiate “two-way” communication, change status to “two-way”, this will deduct some characters to add default link to WEA Message.



WEA Short Message: Add a brief message like the example next to "WEA Short Message "(e.g. I-95 N CLOSED FROM EX 81 TO 87. EST OPEN 2PM)”

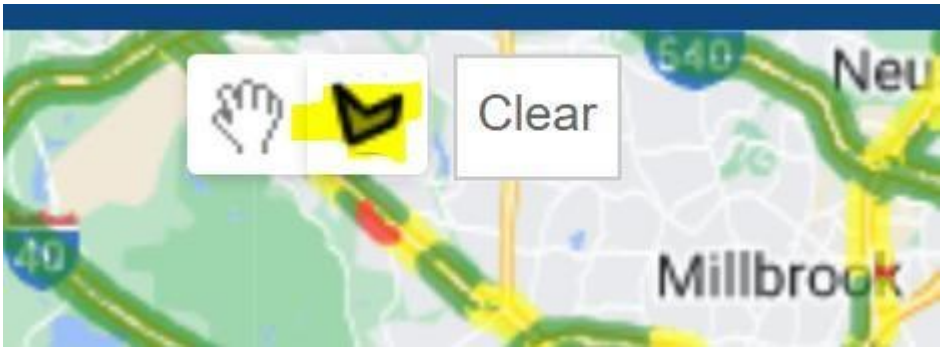
WEA Long Message: The content from the Short Message will be copied in this box. Additional details may be added.

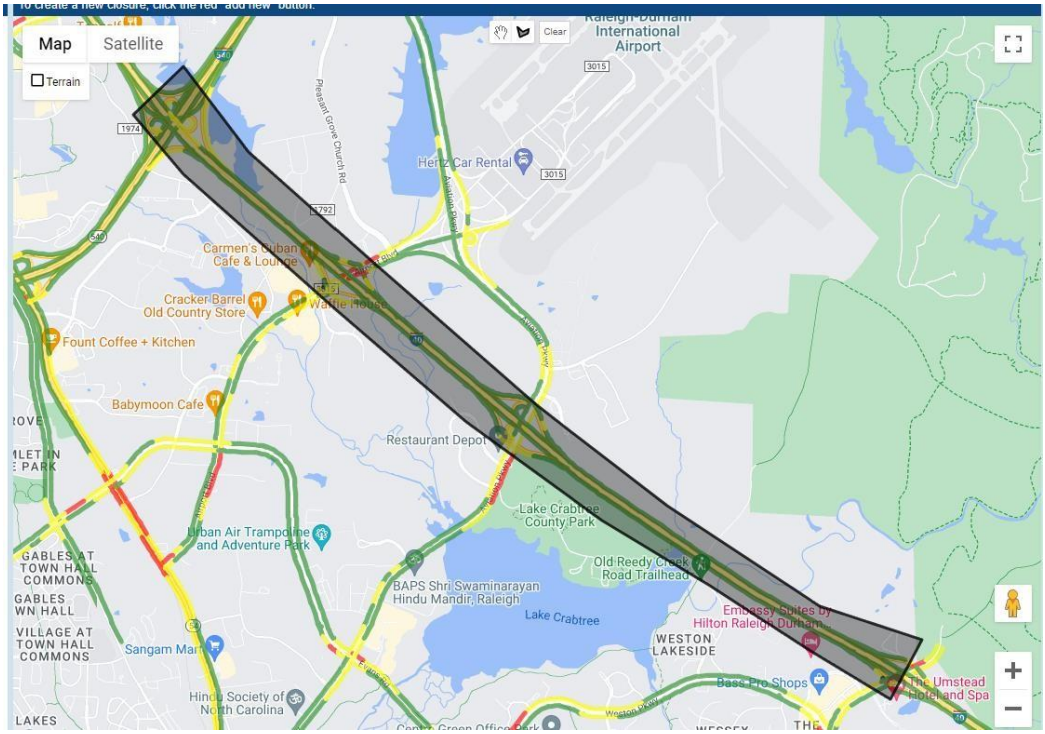
Add the public facing DriveNC Incident link to the Long Message box. To do this go to DriveNC.gov, open the incident from the map, click on “New Tab” then copy the URL from the browser:



Fill out Description box by copying “short message” into this box. Do not copy from a Word document because it might add extra characters.

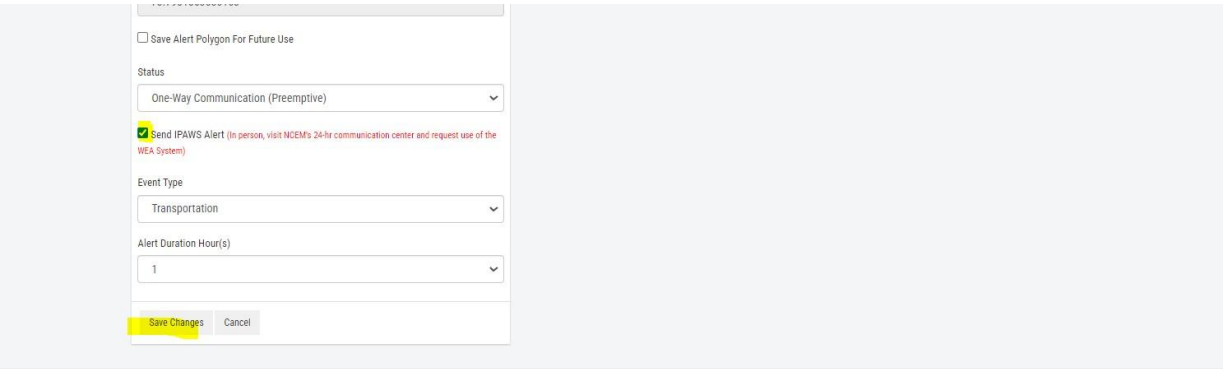
Next, go back to IRIS System and draw a polygon for around the affected area by using highlighted icon top middle area. Be sure to cover both directions of the roadway and make sure to close the polygon completely and make sure the polygon does not cross lines.





Next,

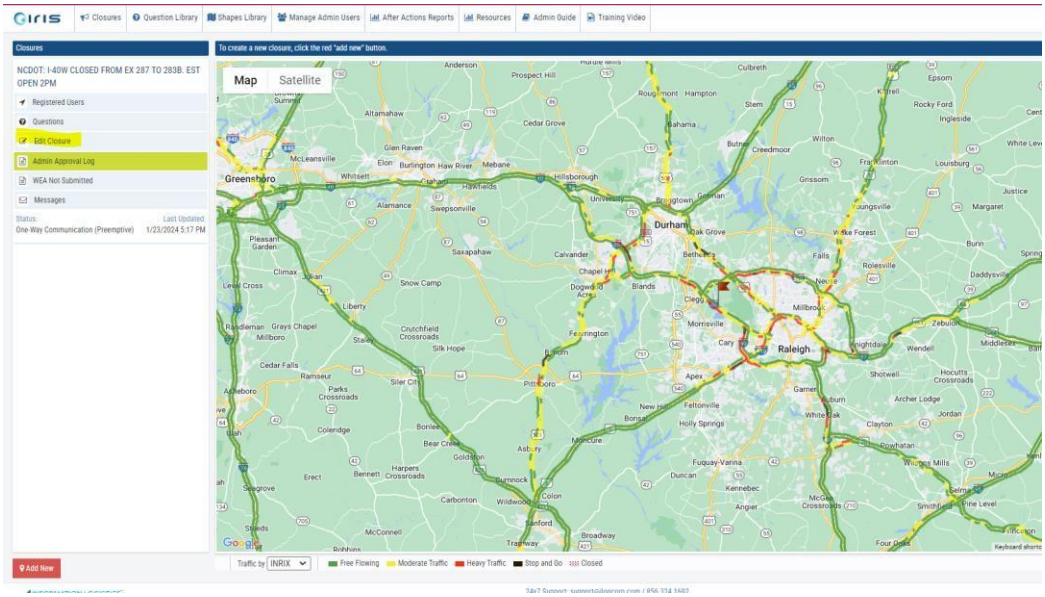
- Double check all the information entered
- Verify the polygon area
- Update any information that needs to be corrected
- Check the “Send IPAWS Alert” box
- Select one of the options under “Event Type” select ○ “transportation” for live system ○ “required weekly test” for test system
- Select anticipated Alert Hours, and
- Click “Save Changes”



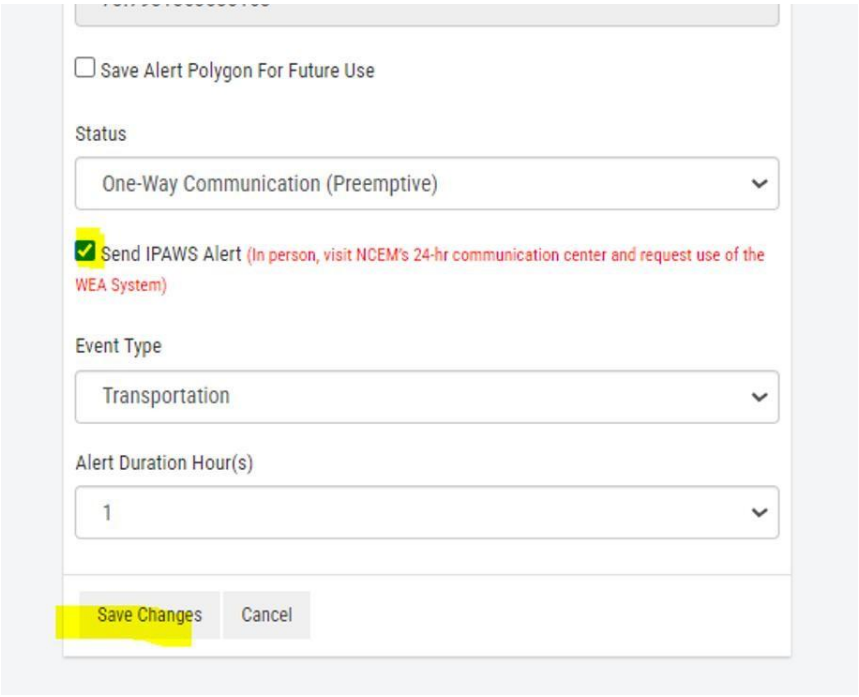
With that an Activation Request will be sent to Super Admin (PM, TSO). Visit NCEM 24Hour Watch and let them know “A HELP Activation request is about to be submitted for IPAWS approval.” (use this exact wording). The Supervisor will also relay to NCEM 24Hour Watch the name of the individual that will be present on the NCEM conference call. They will also receive from NCEM 24Hour Watch the conference call phone number and time of the call.

Approval Process (Super Admin): TSO or OM/DOM

Once logged in as a super admin, click edit closure on the left side:

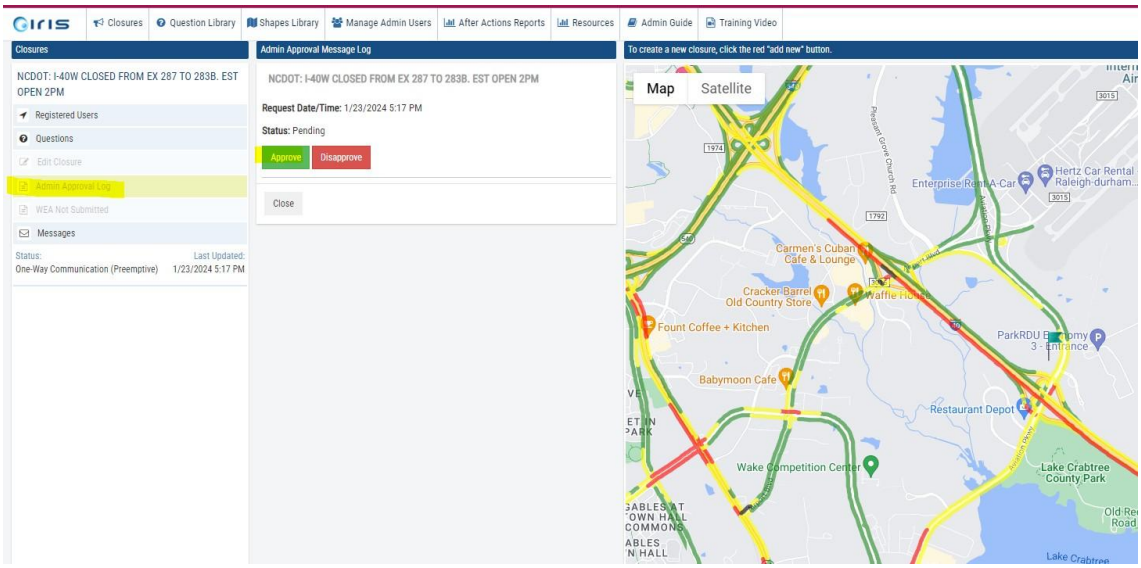


- Check the “Send IPAWS Alert” box
- Select one of the options under “Event Type” select ○ “Transportation” for live system ○ “Required weekly test” for test system
- Select anticipated Alert Hours and click Save Changes.
- Review and make any necessary changes prior to submitting the alert to NCEM for IPAWS approval, check the “Send IPAWS Alert” box and save changes.



If the alert is declined enter a reason into the system.

If everything looks good, close the window and go back to previous page and click Admin Approval Log and click approve. A question will pop up “Are you sure want to approve this IPAWS activation request?”, select yes.

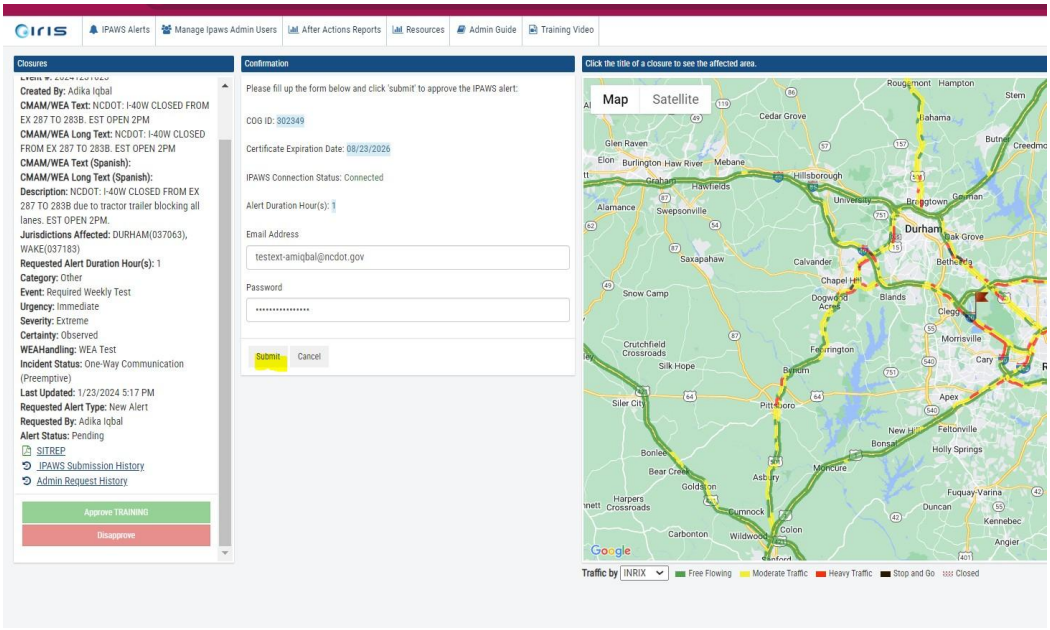


This starts the process for HELP to send WEA approval request notification to NCEM 24Hour Watch.

STOC Supervisor visits NCEM 24Hour Watch in-person **after the NCDOT-TSO approval email** and lets them know “A HELP Activation request has been submitted for IPAWS approval.” (use this exact wording).

NCEM 24Hour Watch Approval Process (IPAWS Admin):

Once logged in as a IPAWS admin, you will see closure request on the left side, click Approve/Approve Training, and next question will pop up – “Are you sure want to approve this IPAWS alert?”, select yes, next type your email and password once again and click submit:



24Hour Watch will approve or reject HELP Alert activation requests. A Wireless Emergency Alert is sent out to motorists via mobile devices if NCEM approves the request.

- The IPAWS log button will turn green and the test on the button will change to say “WEA Approved” once approved by 24Hour Watch.
- An approval email will be sent to the distribution list, which includes all Basic and Super Admins, as well as any email address that is “cc’d” on the original request, stating the HELP Alert activation is approved.
- 24Hour Watch personnel may decline NCDOT’s request to initiate a WEA. If 24Hour Watch declines NCDOT’s request or places conditions on the use of the WEA, STOC must advise NCDOT-TSO immediately. If the WEA is declined, the 24Hour Watch is required to enter a reason into the system.

HELP Alert Activation Monitoring During Two-Way Events Only

STOC/TMC Supervisor must monitor active HELP Alert events.

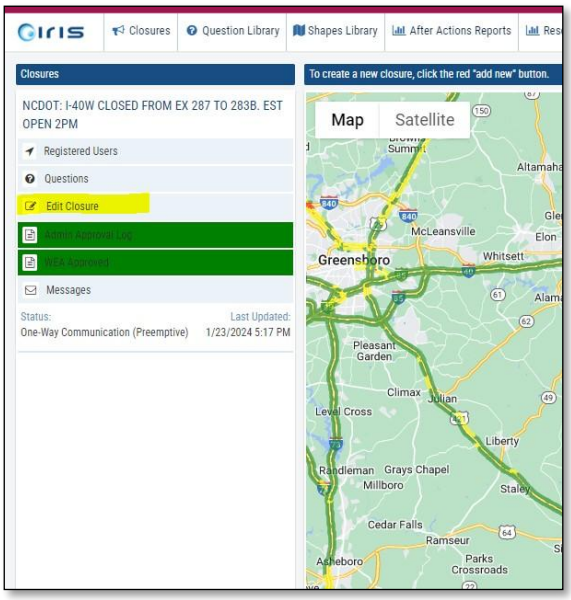
Go to https://admin.ncdotalert.com and click on the Registered Users tab – “Monitor Registered Users & Messages”.

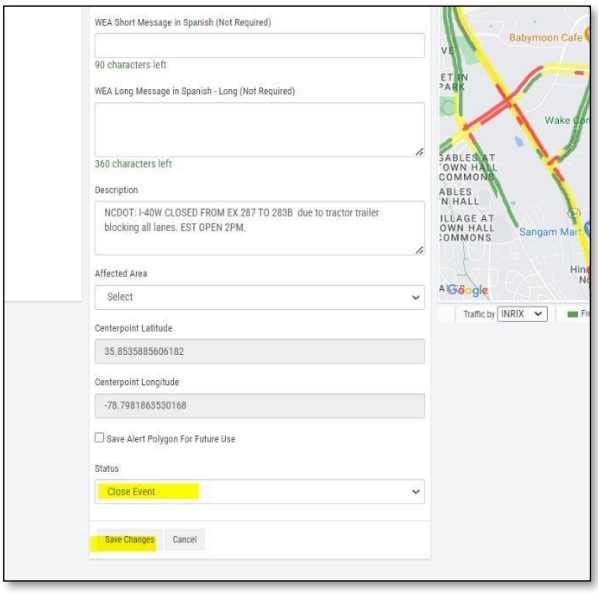
Messages appear during two-way communication via SMS reply in the “Messages” tab.

STOC must communicate to registered users at least every 45 minutes or with any updates. The word “Update” needs to be added before updated WEA messages.

HELP Alert Activation Close Out (Basic Admin):

The STOC/TMC Supervisor must close out active Help Alerts within the software when there is no need to send further updates about the incident. Login to the system, click edit closure on the top left side, scroll down to status, select “Close Event” and click save changes, you will get pop up if you are sure you want to continue, click ok:





Once NCDOT closes the event, the IPAWS Alert is closed as well. No 24Hour Watch input is needed. 24x7

Support: support@ilogcorp.com / 856-324-1692

APPENDIX M: QUICK REFERENCE CONTACT INFORMATION – For contact numbers and E-mail addresses, please reference contact matrix under IMPORTANT CONTACTS> SOP APPENDIX M: QUICK REFERENCE CONTACT

3.28.2 / 3.28.4 / 11.2.5 – NCDOT Public Information Office		
NCDOT Public Information Office		
NCDOT Public Information Office On-Call		
NCDOT Chief Communications Officer		
3.31.1 – FHWA Contacts		
Primary	Brad Hibbs	
Alternate	Dale Privette	

10.7.2 / 10.17.1 / 10.19.3 / 12.3.1 – TSO Staff		
Note: TSO Staff must be contacted in order until someone is reached.		
Courtney Weeter	State Traffic Operations Engineer	
Dominic Ciaramitaro	State Systems Operations Engineer	
10.10.2 – Division 1 Communications Director		
Tim Hass		
11.2.1 – NCTA POCs		
Triangle Expressway	POC: Donovan Parker	
Monroe Expressway	POC: O'Shay Haynes	
12.3.1 – Ramp Meter Phone Response Matrix		
On-Call Signal Technician	Reference STOC Inbox ❼ Signal Calls ❼ Division 5	
Dan Sagan	Control Technician	
Jill Sanders	STOC Operations Manager	
TSO Staff	Reference TSO Staff phone numbers above	
Steve Wardle	State ITS Operations Engineer	
12.6.2 – Ramp Meter Adverse Weather Deactivation / 12.7.3 – Ramp Meter Reactivation		
State Systems Operations Engineer	Dominic Ciaramitaro	
State Traffic Operations Engineer	Courtney Weeter	
STOC Operations Manager	Jill Sanders	
16.2.3 – HELP / WEA Approvers		
Traveler Information Engineer	Kelly Wells	
State Traffic Operations Engineer	Courtney Weeter	
Sr. Freeway Operations Engineer	Mario Ishak	
State Systems Operations Engineer	Dominic Ciaramitaro	

STOC Operations Manager	Jill Sanders (must be delegated by TSO)	
19.5.1 – Phone Line Malfunctions		
State ITS Operations Engineer	Steve Wardle	
Traveler Information Engineer	Kelly Wells	
Escalation Contacts for Phone Line Malfunctions (To be used by contacts above) • Joe Reale – Contact on Teams – Joe.Reale • Craig Carter –		