

Who's the Voice Behind the Location and Design Help Desk?

LOCATION AND DESIGN HELPDESK

"CADD Support, How Can I Help You?" the friendly voice on the Location and Design Help Desk is J. Roy Bradley. Roy has been with the department for 37+ years. Roy strives to give the best possible service to all of his customers.

When a problem or question arises it is important to contact the Location and Design Help Desk through proper channels. Notifying the **Location and Design Help Desk** by phone or e-mail will expedite the request in several ways. A Help Desk ticket will be assigned and a confirmation e-mail will be sent to document each request. The request will then be assigned to the most appropriate team member available. The ticket will be used by CADD Support personnel to track the request and ensure that proper assistance is received in a timely manner. The Location and Design Help Desk may be contacted by phone @ 804-786-1280 or email @ colndhelpdesk@VDOT.Virginia.gov. Roy looks forward to serving our customers and welcomes suggestions or recommendations that will enhance our customer service.



ROAD AND BRIDGE STANDARDS TIP

WHERE ARE THE METRIC ROAD AND BRIDGE STANDARDS?

In the late 90's, VDOT decided not to continue with Metric units and would retain Imperial units for Road Design projects. The last publication for metric units was the 1996 Metric Road and Bridge Standards.

VDOT has metric design projects still active and the 1996 Metric Road and Bridge Standards will be kept current to support all metric projects that are active. Most metric insertable sheets are standards that have been revised since the 1996 Metric Road and Bridge Standards were published and should be included in projects utilizing those revised standards. The Engineering Services Section is responsible for the metric insertable sheets and makes them available on Falcon and the FTP server. A complete list of current special design metric insertable sheets is listed on web at <http://www.virginiadot.org/business/locdes/road-and-bridge-standards.asp>.

If you have any questions or comments regarding this version of the 1996 Metric Road and Bridge Standards, you can contact one of the following individuals:

Steve Van Cleef (804-786-2532)
Standards and Special Design Section Manager
Stephen.VanCleeef@VDOT.Virginia.gov

William M. "Matt" Barret (804-371-2788)
Standards and Special Design Engineer
Matt.Barret@VDOT.Virginia.gov

CADD SUPPORT SECTION

THE CADD SUPPORT SECTION IS RESPONSIBLE FOR PROVIDING TECHNICAL SUPPORT FOR CADD SOFTWARE TO ALL LOCATION & DESIGN PERSONNEL, AS WELL AS OTHER DIVISIONS, CONSULTANTS AND CONTRACTORS. THIS SECTION PROVIDES ASSISTANCE WITH ELECTRONIC MANUALS AND UPDATES TO INTERNAL AND EXTERNAL WEBSITES. WE ALSO COORDINATE THE TRAINING OF TRANSPORT PES, MICROSTATION AND GEOPAK.

CADD STAFF

JEFF WYATT - CADD Program Manager

SAM PERKINS - CADD Support Team Leader (GEOPAK, Plotting)

WILBERT LAMBERT - CADD Support Team Leader (GEOPAK, MicroStation)

VALLARIE GRAY - CADD Support Team Leader (Web, Manuals)

VICKY COLE - CADD Support Specialist (Falcon)

CHRIS RUHF - CADD Support Specialist – Bridge Support

BRYANT CUFFEY - CADD Support Specialist

THERESA WILSON - CADD Support Specialist (TRNS•PORT, Training)

LAWRENCE LEED - CADD Support Specialist (Falcon, Licenses)

WENDY CLINGER - Application Analyst (Manuals)

AUFAIT FRAZIER - Application Analyst (Visio)

JEFF FREEZE - Application Analyst (Databases)

BONNIE TRENT - Application Analyst (Web)

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MANUALS & GUIDES

<http://www.virginiadot.org/business/manuals-default.asp>

CADD SUPPORT HELPDESK NUMBERS

(804) 786-1280
1(888) 683-0345

VDOT customers that are having problems with CADD software products (MicroStation, Falcon, GEOPAK, IGrds, Caice, eQuorum, Plotting, etc.) call CADD Support Helpdesk at (804) 786-1280 or e-mail at colndhelpdesk@vdot.virginia.gov.

Consultants and VDOT staff can also call Bentley Systems directly with GEOPAK problems at 1(888) 436-7251.

GET INVOLVED

Submit Your Suggestions & Comments

Get involved - Be the next **In The Spotlight**. We welcome all comments and responses.

E-mail:
Wendy.Clinger@vdot.Virginia.gov
Vallarie.Gray@vdot.Virginia.gov



Location and Design

TRNS•PORT PES - NGT (Next Generation Transport)

Look for changes in TRNS•PORT in the Fall of 2008. TRNS•PORT will become a totally web based application.

A dedicated group of employees from VDOT is currently working closely with InfoTech and other users nationwide to develop and migrate the Client Server version of TRNS•PORT to a web version.

IMPORTANT CHANGE FOR PROJECTS WITH ADVERTISEMENT DATES OF JULY 2008 AND BEYOND!

Projects under the English/Imperial Specifications that go to advertisement in July or after this year will be based on the new spec book, 2007.

For any projects that have not yet been submitted to the Scheduling & Contract Division for advertisement beginning with the July 08 advertisement, the Project Manager is required to access the PES module of TRNS•PORT and change the item code table (spec year) to 07 for every PCN associated with the project. The field Item Code Table is located under the "General Tab" sheet of the project. If you have any questions on this issue please contact Richard Britton, Theresa Wilson, or Barbara Scuggs.

UNIT PRICES HAVE BEEN UPDATED:

We have updated the price database that supports the PES module of TRNS•PORT. You will see the impact of this change on your cost estimate if you re-generate bid base prices on your project. Please contact Tom Thompson or Barbara Scuggs if you have any questions.

FALCON WEB SUITE

Falcon Reminders

If you need to re-archive files for a particular stage, you need to let the Location and Design Help Desk know first, so the file previously archived can be deleted.

Remember to fill in the Falcon Database fields correctly so the tiff files will be re-named correctly and processed quickly. If you don't know the proper format to be used please find out from others in your group who do or contact CADD Support for clarification before tiffing the files. Also be sure to check all sheets in that project or any other project under your responsibility and correct them now, don't wait until time to TIFF.

When creating your cross section file remember to copy the sheets into the file in the correct order starting with one, so the sheets will come out in the correct order.

TIPS & TRICKS

Question:

I have tiffed a file, but why doesn't it appear in Falcon?

Answer:

Tiff files go into a holding place. Periodically throughout the day these tiffs are processed and placed on Falcon Web Site. If the tiff urgently needs to appear in Falcon please contact the Location and Design Help Desk either by phone @ 804-786-1280 or email @ colndhelpdesk@VDOT.Virginia.gov.

IN THE SPOTLIGHT BRISTOL DISTRICT



CADD Support

Bristol District Location and Design has developed a web page to assist GEOPAK users. This web site focuses on training the user in GEOPAK through a series of short videos 5 minutes or less in length. The videos range from starting a new GEOPAK project to converting IGRDS cross sections to GEOPAK cross sections. Other topics include alignments, profiles, cross sections, importing and exporting horizontal and vertical alignments, and Level Manager.

Additionally, the web site includes contributions from Richmond District. GEOPAK tools, (PDF documents) and GEOPAK survey videos of training tutorials. Future plans include videos of plotting tiff files or PDF files, tips and tricks for MicroStation and GEOPAK tutorials for Drainage. The Interactive Training Tutorials for GEOPAK may be accessed by using the following link: <http://insidedot/sites/Bristol/LD/training/geopak-training.htm>

Bristol District hopes the web site will assist other districts as much as it has helped them.

Robert Ratliff welcomes suggestions or recommendations for the web site. Please e-mail him at Robert.Ratliff@VDOT.Virginia.gov. (Robert Ratliff)