

CHAPTER 1

INTRODUCTION TO TRANSPORTATION MANAGEMENT CENTER

The Transportation Management Center (TMC) serves as the central communication hub of the NaviGator system in the Atlanta region. The NaviGator system integrates the management of freeway and surface streets, allows state and local engineers to interact and participate in real-time transportation decisions, provides a high-speed/high-capacity communications network, and serves as a clearinghouse for traveler information.



The NaviGator system relays information to the public through many components and allows the public to make efficient and timesaving transportation decisions. All Intelligent Transportation System (ITS) efforts of the Georgia Department of Transportation (GDOT) are managed from this facility. The TMC provides the coordination and cooperation with other agencies necessary to achieve the objective of a seamless transportation network across multiple jurisdictions. The TMC also serves as the dissemination point for transportation information to the public.

In the TMC our main purpose is to keep traffic moving and, in the case of traffic slowdown or stoppage, to assist motorists with alternate route planning. The Console Operator plays an integral role in support of the TMC through the interaction with GDOT personnel throughout the state and the Changeable Message Signs.



FUNCTIONS

The TMC, acting as the heart of the Georgia NaviGator system, serves as the basis for regional traffic and incident management. NaviGator provides a comprehensive level of integration and includes intelligent transportation infrastructure components of traffic signal control systems, freeway management systems, transit management systems, incident management programs, and regional multi-modal traveler information centers.

Only through the combined teamwork of all the independent work groups represented at the TMC can our mission be achieved. You, as the Console Operator, act as one of the traveling public's tools for managing traffic by providing the internal lines of communication that keep all field support entities advised. Your colleagues in the TMC include Customer Service Representatives, who are the primary communication link between the TMC and the public, and the Dispatchers, who direct the incident response. These roles are discussed in more detail later in this manual.



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Through a high level of integration, GDOT has made great advances in traffic and incident management throughout the region. Studies have shown that the TMC's missions and philosophies have consistently provided effective strategies in reducing the response time for incidents and the overall delays associated with clearing the freeways, as well as providing the public advance notice and response time in approaching these scenes.

Our organization structure is established to meet the vision, mission, and goals stated below:

Vision

To excel in the operations of a world-class Traffic Management Center

Mission

Enhancing travel safety and transportation efficiency by managing incidents, controlling traffic and providing accurate information to the traveling public

Goals

Safety

Reducing traffic congestion, incident response and clearance time which reduces motorists' exposure to secondary accidents

Transportation Efficiency

Increasing efficiency by effectively managing incidents and traveler information, making route adjustments in response to traffic conditions, and providing travelers with accurate information

We attain these objectives through the following:

Strategies

Incident Management

Coordinate and manage the relocation of impediments to traffic flow

Monitor the roadways and respond to incidents as they occur to reduce incident response time and clearance times

Traffic Control

Use effective communications strategies and available resources to provide traffic control



Traveler Information

Provide information to the driver through a wide spectrum of available resources, including:

- Georgia NaviGator Web Site
- Changeable Message Sign (CMS)
- Media
- Customer Service Representatives

ROLES AND RESPONSIBILITIES

The TMC has the following responsibilities in support of GDOT:

- Operate and maintain the NaviGator system
- Coordinate emergency responses to significant roadway incidents through Highway Emergency Response Operator (HERO) dispatch and other agency notification
- Coordinate and request deployment of GDOT maintenance equipment to help expedite clearance of major incidents
- Coordinate and request the deployment of Traffic Signal Technicians for repair of signal systems
- Act as an information relay between state and federal agencies involved in maintaining roadway operation and safety, such as:
 - Georgia Emergency Management Agency (GEMA)
 - Federal Emergency Management Agency (FEMA)
 - Georgia Public Broadcasting (GPB)
 - Department of Public Safety (DPS)
 - Georgia State Patrol (GSP)
- Use NaviGator resources to keep the public informed with:
 - *DOT cellular traffic information (referred to as “STAR DOT”)(All except for AT&T)
 - #DOT (AT&T)
 - NaviGator web site
 - CMS
 - Interaction with statewide media
- Maintain a staff of customer service professionals and operators ready to respond to roadway incidents



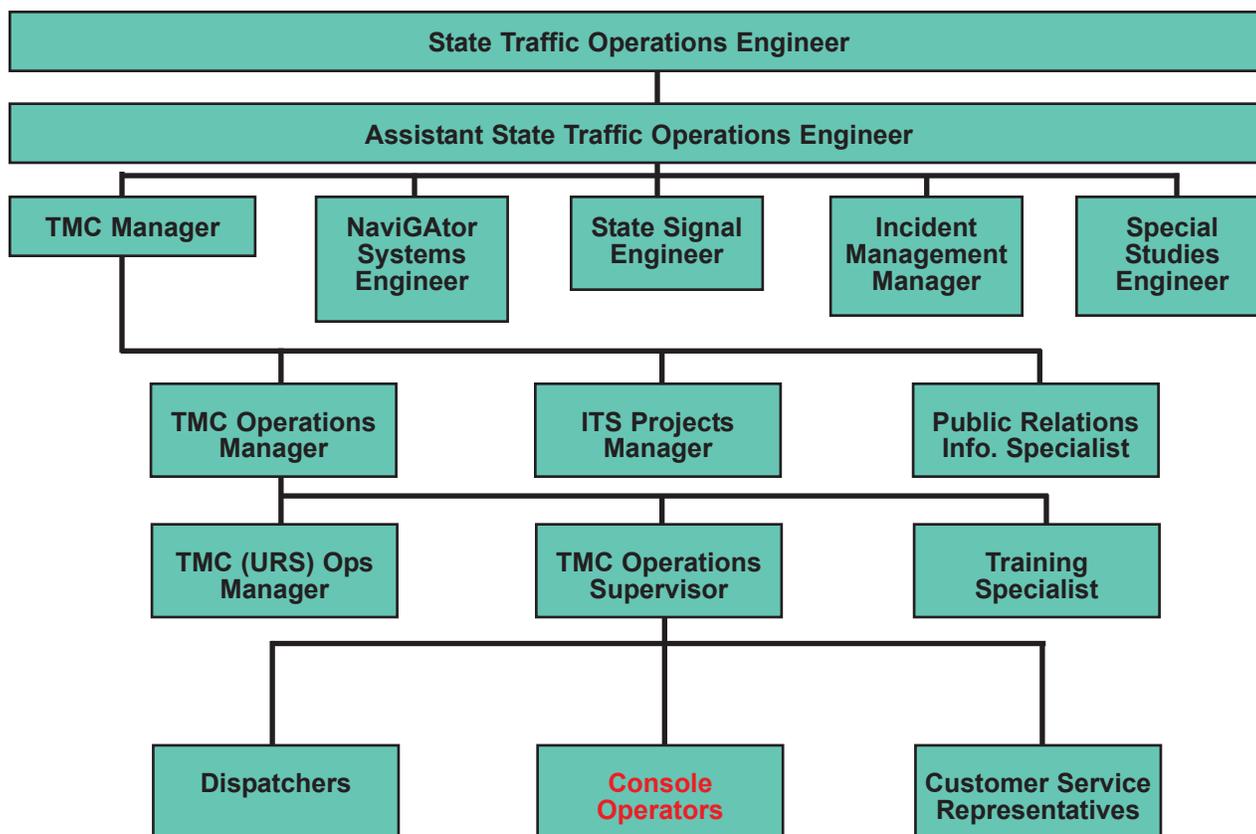
ORGANIZATIONAL STRUCTURE

The Traffic Management Center is operated under the authority of GDOT. All relative functional responsibility ultimately falls under the direction of GDOT.

GDOT contracts with industry to provide staff personnel for the positions of Customer Service Representative, Console Operator, and HERO Dispatcher.

The TMC staff organization encompasses several divisions of responsibility and leadership oversight. TMC Traffic Operations falls under the responsibility of the State Traffic Operations Engineer and his/her assistant. The Organization Chart below shows the relationships between the various divisions and levels of leadership.

Organization Chart





CHAPTER TEST

1. What is the TMC's main purpose?
 - a. To excel in the operations of a world class Traffic Management Center
 - b. To relay traffic information to motorists so they are able to make an informed decision as to their travel route
 - c. To keep traffic moving and, in the case of traffic slowdown or stoppage, to assist motorists with alternate route planning
 - d. To coordinate and manage the relocation of impediments to traffic flow

2. What is one of the TMC's responsibilities?
 - a. Operate and maintain the NaviGator system
 - b. Deploy Traffic Signal Technicians for repair of signal systems
 - c. Manage GDOT maintenance equipment
 - d. Coordinate GEMA operations
 - e. Both a & b

3. What is one of the key components to achieving the GDOT mission statement and goals?
 - a. Incident management
 - b. CMS
 - c. CCTV
 - d. HERO

4. How many districts is GDOT divided into?
 - a. 4
 - b. 5
 - c. 7
 - d. 9

5. In addition to the CSR, what is another primary link for the public with the TMC?
 - a. HERO Dispatchers
 - b. Console Operators
 - c. CMS
 - d. Media Liaison



