

# CHAPTER 5

## TRAFFIC KNOWLEDGE/MONITORING

The Transportation Management Center's primary role is to provide information to motorists, GDOT personnel, or other agencies on traffic and road conditions.

All TMC personnel must have a solid understanding of:

- Highways
- NaviGator system
- Who is responsible for the various items that motorists commonly ask about



### LOGGING INFORMATION

Every incident, whether it is confirmed or potential, is placed into NaviGator in the Incident Management Screen (Quick Access Button One).

If considered a "potential" incident, the CSR or operator will enter the number of calls received; after three reports or a state employee reports the incident, it becomes "confirmed". Once the incident has been "confirmed", it will move from the "potential" screen to the "confirmed" screen.



### INCIDENT REPORT FORM

If the NaviGator system is down, all incidents called in will be tracked using the Incident Report Form located in Appendix A.

### MARTA

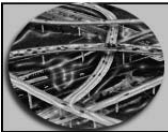
For any incident involving MARTA that impacts an interstate, MARTA will fax to the TMC the information contained in Appendix B.



### FATAL ACCIDENT

For any incident that involves a fatality, you must complete Appendix C (TMC - Fatal Accident Information Form) and provide it to your supervisor.





# HIGHWAY OBSERVATION METHODS

Your job as a Console Operator is in direct support of a primary function of the TMC, which is the routine monitoring of traffic flow.

Observation of unusual patterns of reduced speed, congestion or other abnormalities in the usual flow may indicate the presence of a traffic flow restriction. This may be caused by a temporary reduction in capacity due to an incident, closure of lanes for construction, or excessive demand.

Checks of traffic monitoring devices should be made at frequent intervals and should be made part of routine traffic monitoring strategies. When not handling calls, you will scan the GIS map for trouble spots, investigating as needed.

Effective monitoring of traffic flows consists of constant attention to the freeway system through the use of the following electronic tools in the TMC:

- Closed Circuit Television Video (CCTV)
- Video Detection System (VDS)
- Presence Detection System (PDS)
- Geographical Information System (GIS)

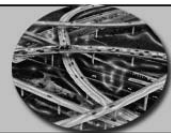


Note: The future replacement for GIS is ARTVIEW and will enable operators to zoom in from the map screen.

As a Console Operator the use of these tools requires that you use a proactive attitude for the most effective detection of traffic flow abnormalities.

Additional monitoring can occur from outside sources, such as:

- 911 centers
- DOT
- Media sources
  - Further verification is needed
  - If a reliable source, such as a GDOT employee or other reliable state employee, makes notification of an incident, further verification should not be required



## CCTV

There are more than 200 cameras (CCTV) in the Metro area with additional cameras planned. They are used to assess the cause and status of non-recurrent traffic congestion, to verify the existence and location of traffic incidents, and to monitor the status of recurrent traffic congestion.

These cameras are full color with the ability to tilt, pan, and zoom. They are spaced about one mile apart and are not used for law enforcement.

Video images (reliably and consistently) provide detailed information regarding actual conditions on roadway facilities so that appropriate traffic management response activities can be implemented to alleviate the cause of the problem and to mitigate congestion.

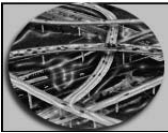


Expediting the identification and removal of incidents, the Console Operator reduces the potential for secondary crashes, thus enhancing safety. The Console Operator uses these cameras to provide timely and accurate traffic information for immediate dissemination to the motoring public.

The Operators have primary control over the CSRs on the CCTV cameras and, therefore, may take control from the CSR.

It is important to remember that the general public has access to the CCTV images in a still format on the NaviGator web site. Because the images are displayed to the public, the CCTV must always display traffic-related images and avoid displaying possible disturbing or non-complying activity, such as fatalities, etc.



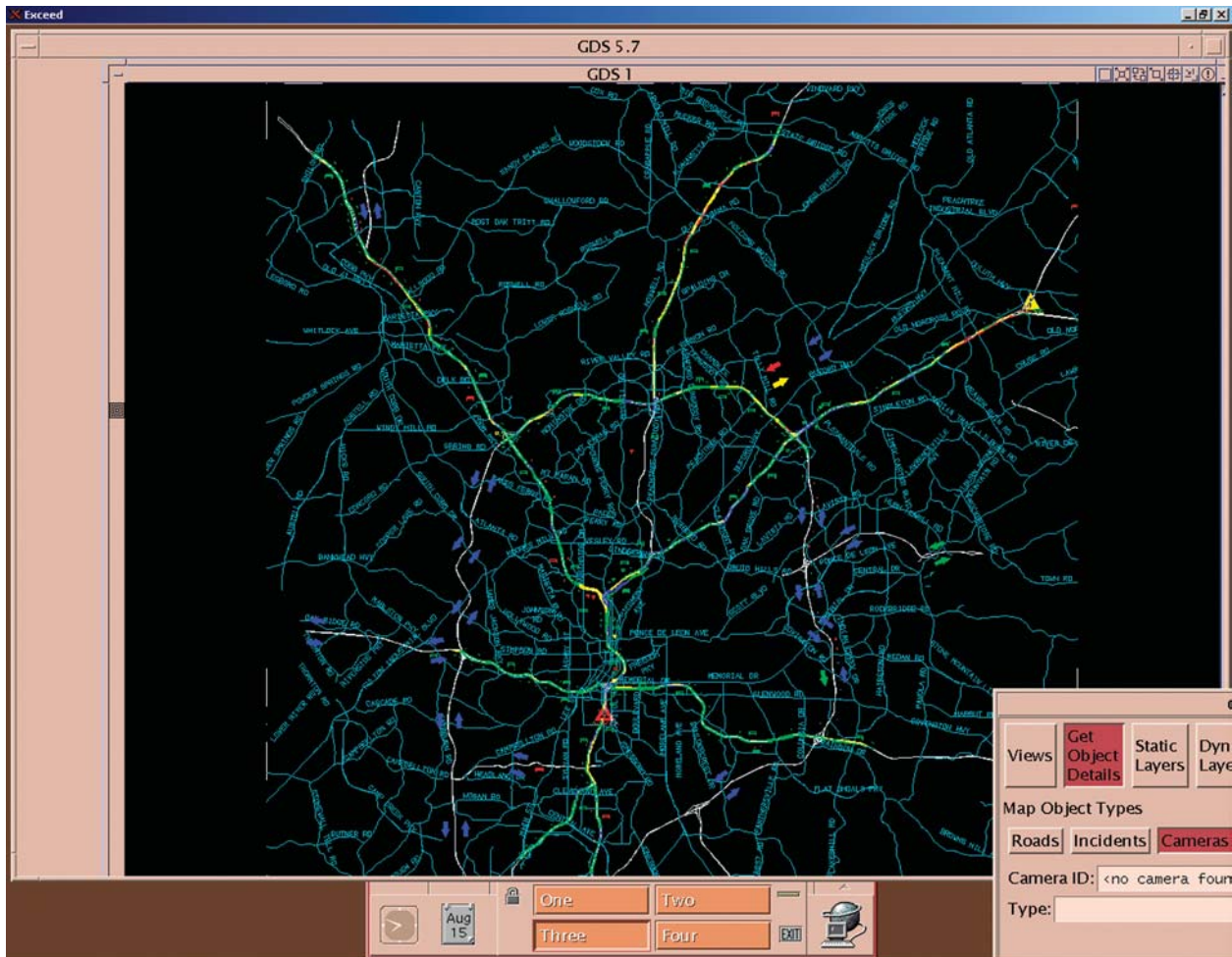


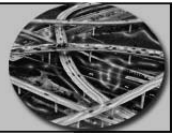
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## Camera Operation

Click on "Quick Access Button Two" (bottom of your screen); this will bring up the Audio/Video screen.





## Recording

There will be instances where you, as a Console Operator, will be directed to record a particular incident or event. In order to perform this task follow the below listed steps:

- From the GIS, click on the desired camera, or from the main menu, access the A/V GUI by first clicking on Audio/Video then A/V Main

The screenshot shows the Georgia Navigator software interface. The 'Audio/Video' menu is open, and the 'A/V Main' option is selected. The main window displays a list of cameras and their status. The 'A/V Main' GUI is visible, showing various controls and status indicators.

Annotations on the screenshot:

1. Click: Audio/Video
2. A/V Main

The AV GUI will appear

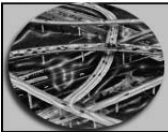
Cam	Vid. Mon.	XWall
CRH	TAC	COMM FAIL
VTR	CRH	COMM FAIL
HUD	010	COMM FAIL
VDS		COMM FAIL
AUX		COMM FAIL

Cable TV Tuners

1	MGCL	2	WAGA
3	CNN	4	

Control Panels : CRH VTR HUD

EXIT



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### TRAFFIC KNOWLEDGE/MONITORING

- Click on VTR Control Panel

The screenshot displays the Georgia Navigator software interface. The top window, titled "Georgia Navigator", shows an "ALARM COUNT" table with the following data:

ALARM COUNT	002000056449	1234:01/23	Estimated alarm time has expired for incident 429178
High: 2	002000056450	1239:01/23	Estimated alarm time has expired for incident 429185
Med: 0	002000056451	1240:01/23	GDOT Hub H: High Temp Alarm Active
Low: 2	002000056452	1240:01/23	GDOT Hub H: Smoke Alarm Active
Total: 4			

Below the table are buttons for "Comments", "Close Selection", "Close Priority", and "Close All".

The bottom window, titled "A/V GUI bkght@TMC TIS Operator 2", shows a list of VTRs:

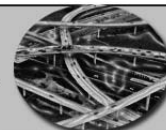
VTR	Id.	Mon.	CRH	Vid.	Mon.
Shared VTR A	(THCVTR009)		CRH	THC	
Shared VTR B	(THCVTR010)		CRH	THC	
VTR for Console 1	(THCVTR001)		VTR	CRH	THC
VTR for Console 2	(THCVTR002)		MUX		
VTR for Console 3	(THCVTR003)		MUX		
VTR for Console 4	(THCVTR004)		VDS		
VTR for Console 5	(THCVTR005)		AVR		
VTR for Console 6	(THCVTR006)				
VTR for Console 7	(THCVTR007)				
VTR for Console 8	(THCVTR008)				

Arrows indicate the process of clicking on the "VTR" control panel and dragging the selected "VTR for Console 1" to the VTR control panel.

Additional controls in the A/V GUI include "Jurisdiction: GDOT THC", "Control Panels: CRH VTR MUX", "Cable TV Tuners", "REC", "REV", "PLAY", "PAUSE", "Counter: 3142", "EJECT", "REM", "STOP", "FF", "TL. Mode", "Video In", and "Audio In".

Click on Control Panel VTR which opens up the list of VTR's.

Drag the selected VTR to VTR control panel.



CONSOLE OPERATOR TRAINING MANUAL

- Click and drag the desired camera to the Vid. Mon.
- Click on VTR
- Select the VTR for your console, drag it to record, click on record

Georgia Navigator

ALARM COUNT	002000056449	1234:01/23	Estimated alarm time has expired for incident 429178
High: 2	002000056450	1239:01/23	Estimated alarm time has expired for incident 429185
Med: 0	002000056451	1240:01/23	GDOT Hub H: High Temp Alarm Active
Low: 2	002000056452	1240:01/23	GDOT Hub H: Smoke Alarm Active
Total: 4			

Control Panels: CAM VTR MUX

VTR For Console 1 (THCVTR001)

REC REV PLAY PAUSE Counter: 3355

EJECT REW STOP FF TL. Mode: 2H

Release User: bkight@THC

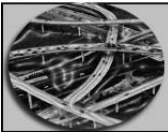
Click on CAM. This will bring up the cameras.

Select and drag camera to Video In.

If you desire to watch what you are recording, select and drag the camera to Vid. Mon.

Operation of the recorder is the same as a VCR in your house.

- You should make a note of the counter when recording starts and then again when it stops and enter these numbers into the incident report for easy access in the future



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## MUX

Depending on the number of monitors (normally two) you have available at your console, you may display up to nine cameras or any combination of one to nine.

Georgia Navigator

System Traffic Mngt. Audio/Video ATIS Alarms/Events GIS Help

ALARM COUNT

High: 1	002000056449	1234:01/23	Estimated alarm time has expired for incident 429178
Med: 0	002000056450	1239:01/23	Estimated alarm time has expired for incident 429185
Low: 2	002000056451	1240:01/23	GDOT Hub H: High Temp Alarm Active
Total: 3			

Comments  
Close Selection  
Close Priority  
Close All

A/V GUI bkight@TMC TIS Operator 2

Shared Hux A (THCHUX009)  
Shared Hux B (THCHUX010)  
MUX for Console 1 (THCHUX001)  
MUX for Console 2 (THCHUX002)  
MUX for Console 3 (THCHUX003)  
MUX for Console 4 (THCHUX004)  
MUX for Console 5 (THCHUX005)  
MUX for Console 6 (THCHUX006)  
MUX for Console 7 (THCHUX007)  
MUX for Console 8 (THCHUX008)

Jurisdiction : GDOT THC

Control Panels : CAM VTR MUX

Vid. Mon. THC CAM 010

XHall

COMM FAIL	COMM FAIL	COMM FAIL
COMM FAIL	COMM FAIL	COMM FAIL
COMM FAIL	COMM FAIL	COMM FAIL

Cable TV Tuners

1 HGCL	2 HAGA
3 CNN	4

Exit

Patterns

THC CAM 005	THC MUX 002	THC CAM 015
THC CAM 002	THC CAM 002	THC CAM 015
THC CAM 002	THC CAM 002	THC CAM 015

Release User : bkight@TMC

One Two  
Three Four

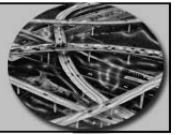
By clicking on MUX this screen appears.

The various patterns are displayed here

Click the desired pattern

Your console must be configured with a 2<sup>nd</sup> monitor for the MUX patterns to work.





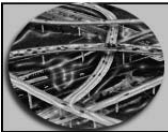
## Media Cameras

As noted earlier there are numerous cameras normally dedicated to the media. This does not mean that as the Console Operator you can not use them; it simply means that you should be aware of the particular cameras with a direct feed to the media. From the main screen, click on Audio/Video, then Public Video. This will display a list of the cameras providing direct feeds to the media.

The screenshot shows the 'Georgia Navigator' application window. The 'Audio/Video' menu is open, displaying 'ATMS Outputs to the Public'. A list of camera locations and IDs is shown, with '85 at Langford Pkwy (THCCAM001)' selected. To the right, a list of camera channels is visible, including 'Chan. 46', 'Local TV 1', 'Local TV 2', 'Local TV 3', and 'Local TV 4'. A red arrow points from a text box to the 'Local TV 1' entry.

**Selecting channel 7 on TMC TVs will display whatever is in channel 46.**

At the bottom of the screen, there is a control panel with buttons for 'One', 'Two', 'Three', and 'Four', along with a date display showing 'Oct 7' and an 'EXIT' button.



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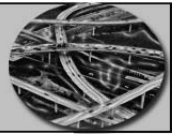
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## GEMA Cameras

There are also numerous cameras normally dedicated to Georgia Emergency Management Authority (GEMA). As a Console Operator you may take control of these cameras whenever you need them; simply release them when you are finished. From the main screen, click on Audio/Video, then GEMA Video. This will display a list of the cameras that GEMA can view.

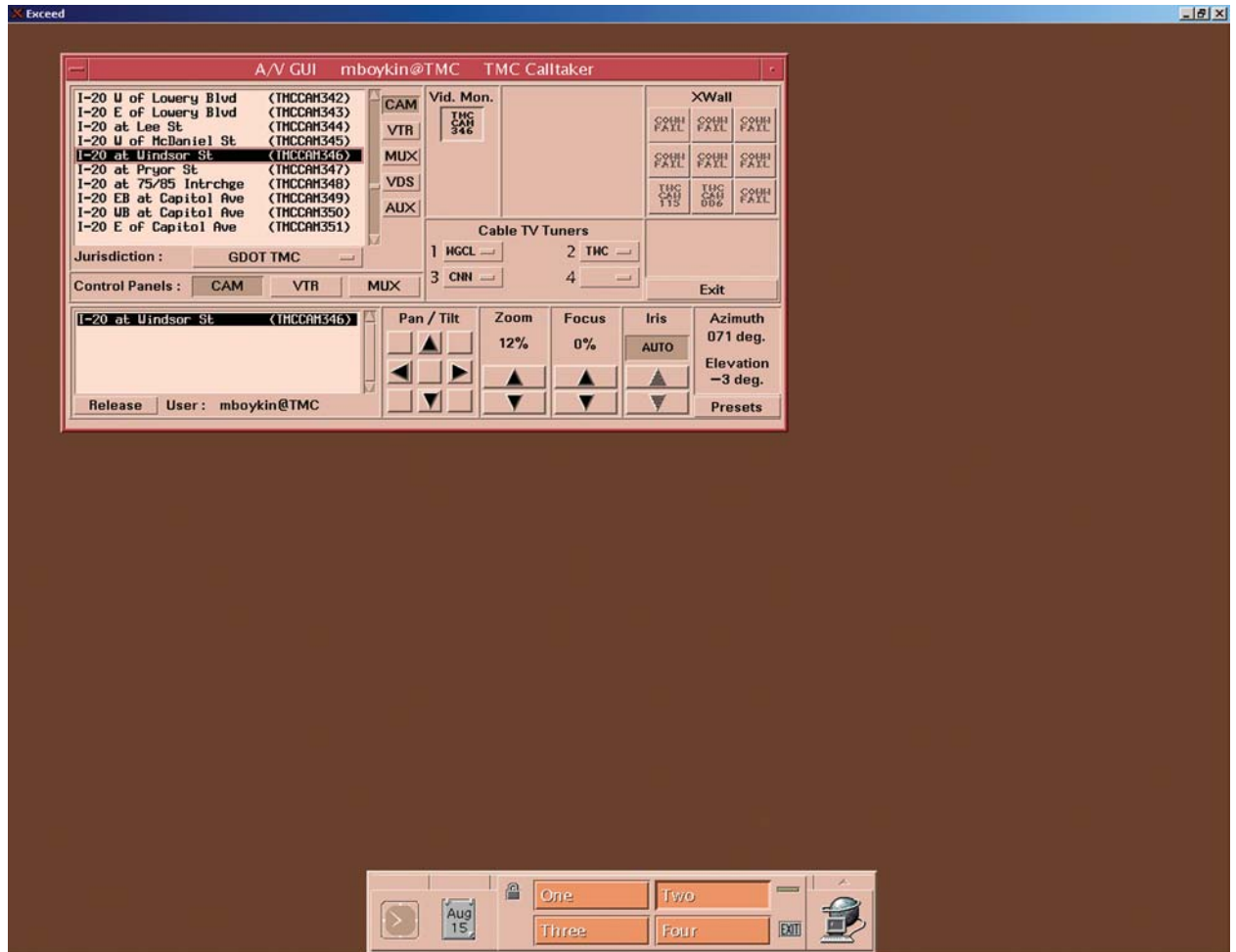
The screenshot displays the Georgia Navigator software interface. The main window has a menu bar with 'System', 'Traffic Mngt.', 'Audio/Video', 'ATIS', 'Alarms/Events', 'GIS', and 'Help'. On the left, there is a panel for 'ALARM COUNT' showing 'High: 0', 'Med: 0', 'Low: 0', and 'Total: 0', along with buttons for 'Comments', 'Close Selection', 'Close Priority', and 'Close All'. The main area is dominated by the 'ATMS Outputs to GEMA' window, which lists various camera locations and their corresponding THC (Traffic Highway Camera) numbers. The list includes locations like '85 at Langford Pkwy', '75/85 S of Langford Pkwy', etc., up to '75/85 at 14th St'. To the right of the list is a grid of 14 THC camera icons, labeled THC 1 through THC 14. The 'Jurisdiction' is set to 'GOVT THC'. At the bottom of the screen, there is a taskbar with a date indicator 'Oct 7' and buttons for 'One', 'Two', 'Three', 'Four', and 'EXIT'.

CAM	MONITOR	THC 1	THC 2	THC 3
VTR	THC CAM 835	THC CAM 035	THC CAM 331	THC CAM 233
MUX				
VBS	THC 4	THC 5	THC 6	THC 7
AUX	THC CAM 233	THC CAM 233	THC CAM 233	THC CAM 215
	THC 8	THC 9	THC 10	THC 11
	THC CAM 233			
	THC 12	THC 13	THC 14	



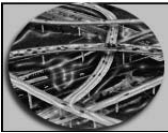
CONSOLE OPERATOR TRAINING MANUAL

- Highlight the camera desired



- Using the scroll button, drag the camera to the "Vid. Mon."
- If you want control, drag it from either the list or the Vid. Mon. to the control panel. Once in control of the camera, you may use the various controls in order to pan, focus, or zoom to verify an incident, check on construction, or to verify a call about debris
- You can access the cameras by clicking on the icon on the GIS or by going to the Audio/Video Screen (Quick Access Button Three)
- You can access incidents by clicking on the icon on the GIS or by going to the Traffic Management screen (Quick Access Button One)

When you have completed the required action, release the camera.



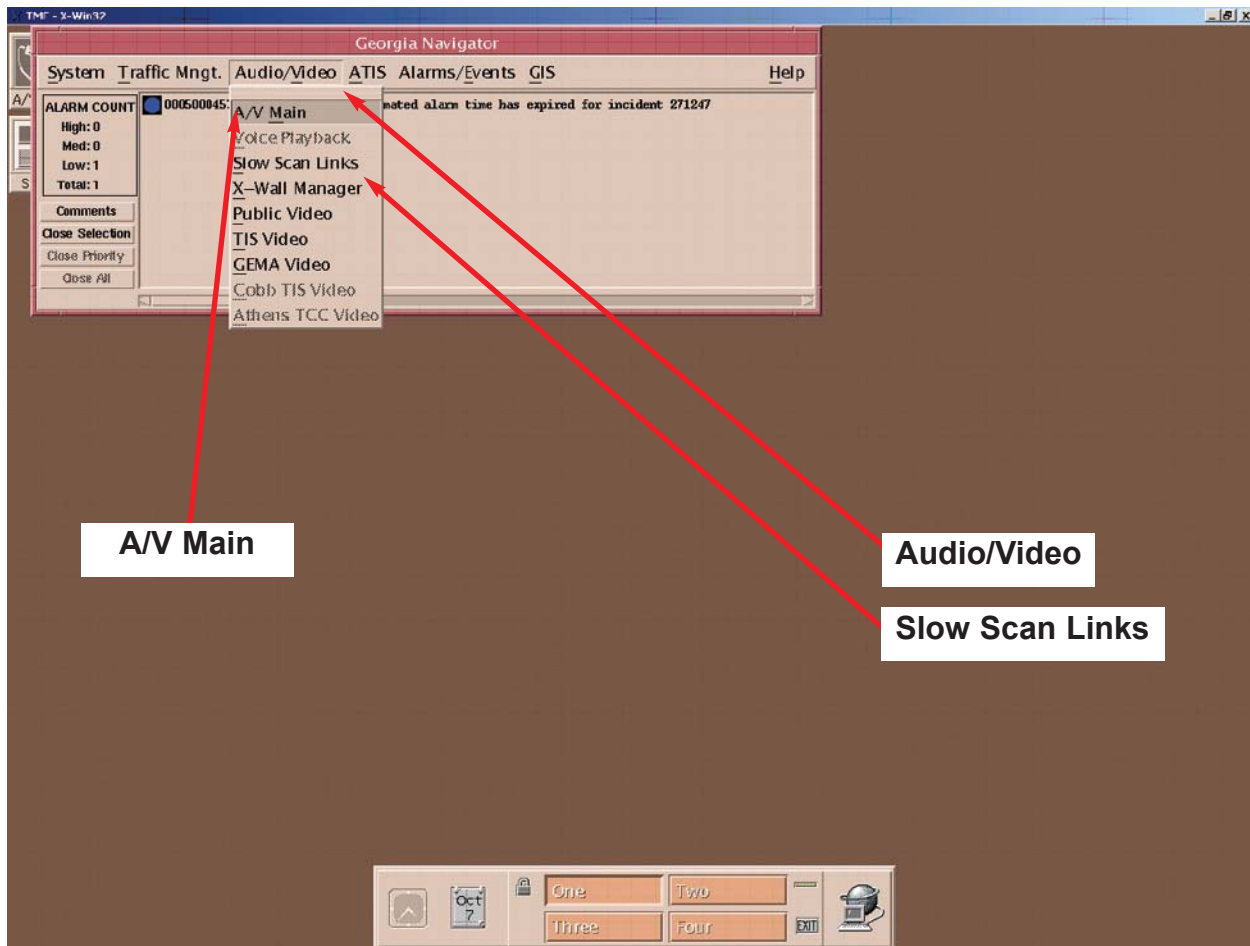
## CHAPTER 5

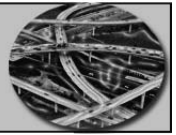
### TRAFFIC KNOWLEDGE/MONITORING

In addition to GDOT, there are a number of agencies that are part of the NaviGator system. Through current interagency agreements, these other agencies have been given permission to access the CCTV system. Primary control of the GDOT CCTV cameras resides with GDOT and the other agencies have been given secondary control. These other agencies also have their own cameras and access is shared with other agencies as well.

## Slow Scan Cameras

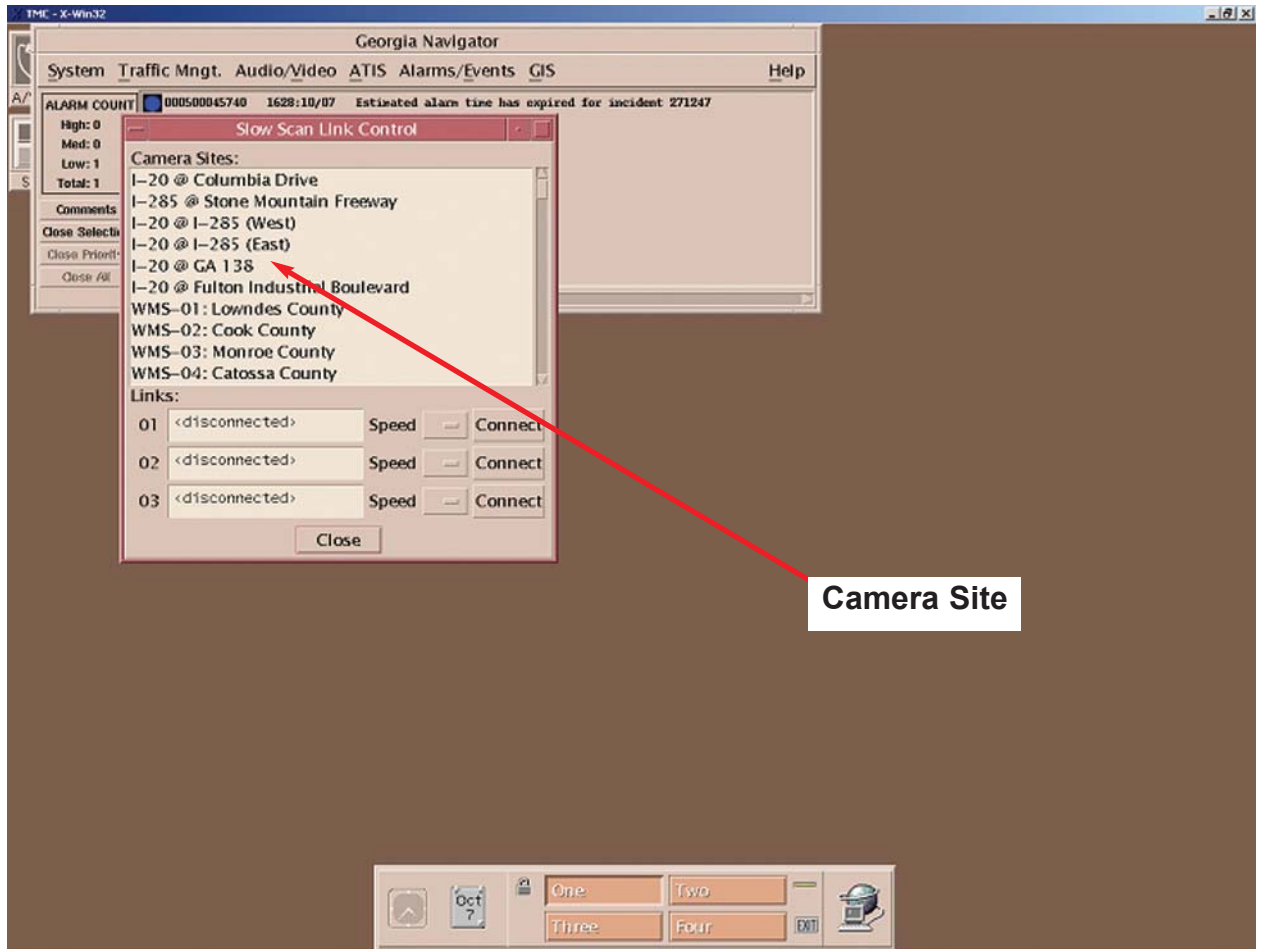
In order to access the slow scan cameras from the main screen, click on “Audio/Video”, “A/V Main”. Then click on “Slow Scan Links”.

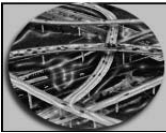




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Next, select the camera site.





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Select the specific camera “Showcase Slow-Scan 1, 2 or 3 (TMCAM901-903)”. Highlight the desired camera from the Slow Scan Link Control, then click on “Connect”.

The screenshot displays the Georgia Navigator software interface. The main window shows an alarm count of 000500045740 and a list of camera sites. A dialog box titled "Slow Scan Link Control" is open, listing camera sites and their status. The "DALTON 1: I-75 NB AT MM 327.37" site is highlighted. The "Links" section shows three entries, each with a "Speed" dropdown and a "Connect" button. A red arrow points from the "Connect" button in the dialog box to a white box labeled "Connect".

Georgia Navigator

System Traffic Mngt. Audio/Video ATIS Alarms/Events GIS Help

ALARM COUNT 000500045740 1628:10/07 Estimated alarm time has expired for incident 271247

High: 0  
Med: 0  
Low: 1  
Total: 1

Comments  
Close Selection  
Close Priority  
Close All

A/V GUI bkight@TMC TIS Operator 2

GA 400 N of Holcomb Br	(TMCAM838)	CRN	Vid. Mon.	XMall
GA 400 at Hensell Rd	(TMCAM839)	YTR	TMC CRN 299	CONN FAIL
GA 400 S of Maxwell Rd	(TMCAM840)	MDX		CONN FAIL
GA 400 S of Haynes Br Rd	(TMCAM841)	YDS		CONN FAIL
GA 400 at Haynes Br Rd	(TMCAM842)	MDX		CONN FAIL
GA 400 at Kinball Br Rd	(TMCAM843)			CONN FAIL
GA 400 at Old Milton Pky	(TMCAM844)			CONN FAIL
Showcase Slow-Scan 1	(TMCAM901)			CONN FAIL
Showcase Slow-Scan 2	(TMCAM902)			CONN FAIL
Showcase Slow-Scan 3	(TMCAM903)			CONN FAIL

Jurisdiction : GDOT TMC

Control Panels : CRN YTR MDX

Cable TV Tuners

1	2
WGL	WASA
3	4
CHN	

Exit

Pan / Tilt Zoon Focus Iris Azimuth Elevation

Release User :

Slow Scan Link Control

Camera Sites:

- MACON: MONTPELIER I-75 SB M/M 163.4
- MACON: I-16 WEST/I-75 M/M 0.04
- MACON: SABBATH CREEK/ARKWRIGHT I-75 SB M
- MACON: I-75/I-475 N.END M/M 153.3
- MACON: RUMBLE ROAD I-75 SB M/M 181.4
- MACON: SR20/81 WEST OF MCDONOUGH
- DALTON 1: I-75 NB AT MM 327.37**
- DALTON 3: I-75 SB AT S. DALTON BYPASS
- DALTON 4: I-75 SB AT MM 328.66
- DALTON 5: I-75 SB AT MM 330.9

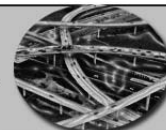
Links:

01	<disconnected>	Speed	Connect
02	<disconnected>	Speed	Connect
03	<disconnected>	Speed	Connect

Close

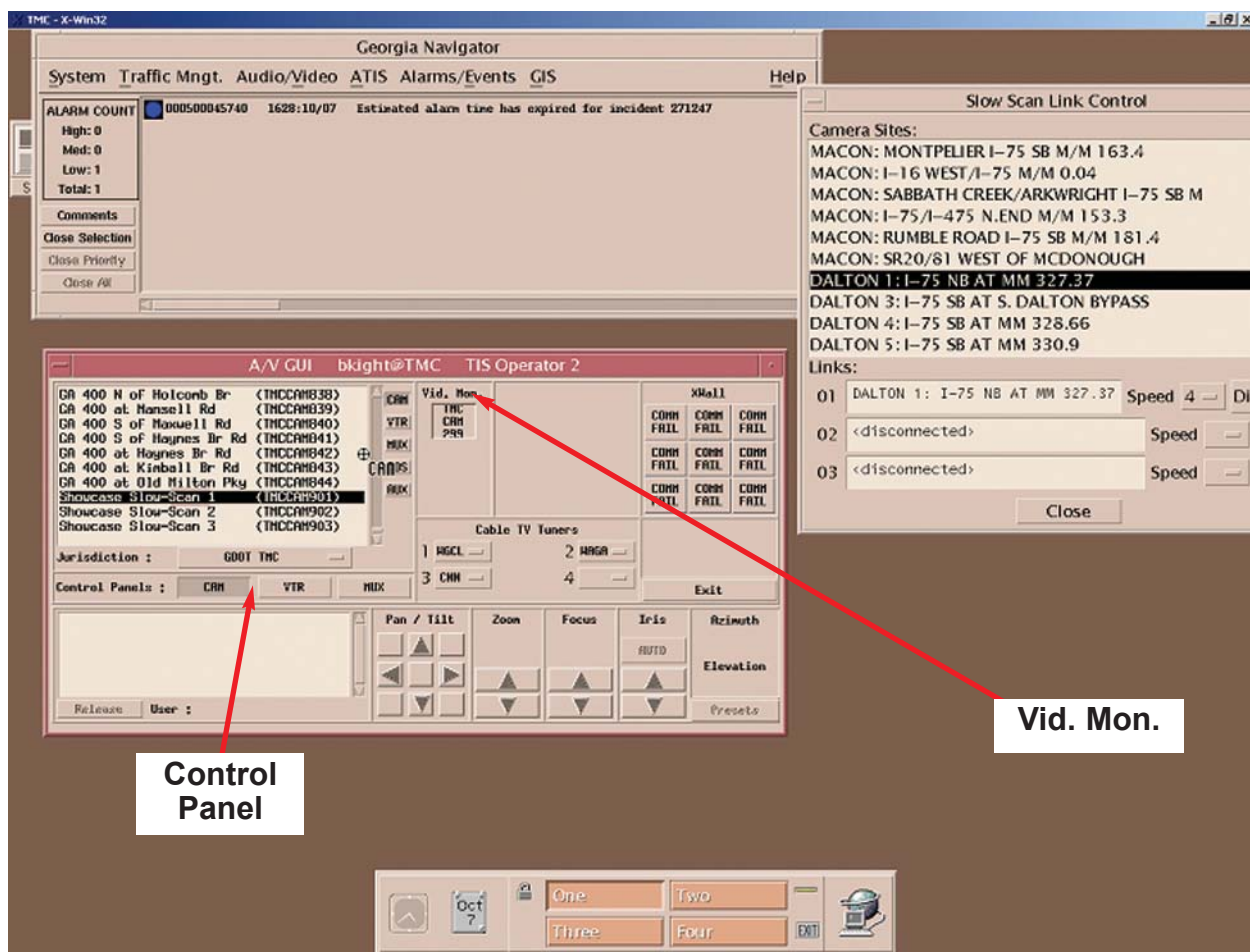
Connect

This screen appears when you click on A/V Main



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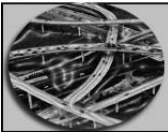
Now click on and drag the selected camera to the Vid. Mon. and then to Control Panel. Remember that these cameras are on a dial-up and you will need to exercise some patience as they will take a little while to connect. The quality of the video will not be as good as what you receive on the regular CCTVs. Then, when you attempt to pan, tilt, or zoom, the reaction time is slower than normal.



Camera Rules

The cameras should always point at the road, not the sky, people, buildings, etc. Video feeds are provided to outside sources so caution should be exercised when using the zoom feature on an accident scene. Always release the camera when you are done with it.





## Detection System

The TMC's most basic tool for obtaining traffic flow information is the Vehicle Detection System. This system consists of over 1000 fixed black and white cameras, placed about every 1/3 mile on the freeways.

They are electronic sensors which relay various traffic data over a communication system to a central processing location within the TMC. The most common forms of electronic surveillance used by GDOT are the Video Detection System (VDS) and radar detection unit. The VDS focuses on all lanes. It provides the Console Operator with some basic data that he, in turn, is able to pass on to motorists, such as the average speed on segments of the highway. The VDS provides continuous speed, volume data, automatic detection of congestion, and generates travel times for the CMS.

## Presence Detection System (PDS)

The primary purpose of the PDS is safety in the case of a blockage, such as a stall, an accident, debris, etc., in the high occupancy vehicle (HOV) lane. The PDS allows for detection, rapid notification to the TMC, and placement of automatic warnings on changeable message signs.

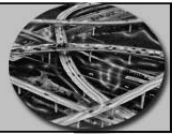
The PDS cameras are fixed cameras focusing on HOV lanes and the left shoulder, and are mounted on light poles in the median.

Video Processing Units (VPUs) receive the video feed and are programmed to recognize stopped vehicles. Once a PDS camera has detected a blocked HOV lane and NaviGator software determines that a valid alarm should be issued, the video will display on the X-wall on the bottom right screen and a potential incident will be inserted in the system with a Response Plan (RP) unique to the situation.

The detection (CCTV) cameras, rather than surveillance cameras, are used to provide a view of the incident and, if multiple alarms occur, the video will attempt to display the situation at the front of the line of stopped vehicles.

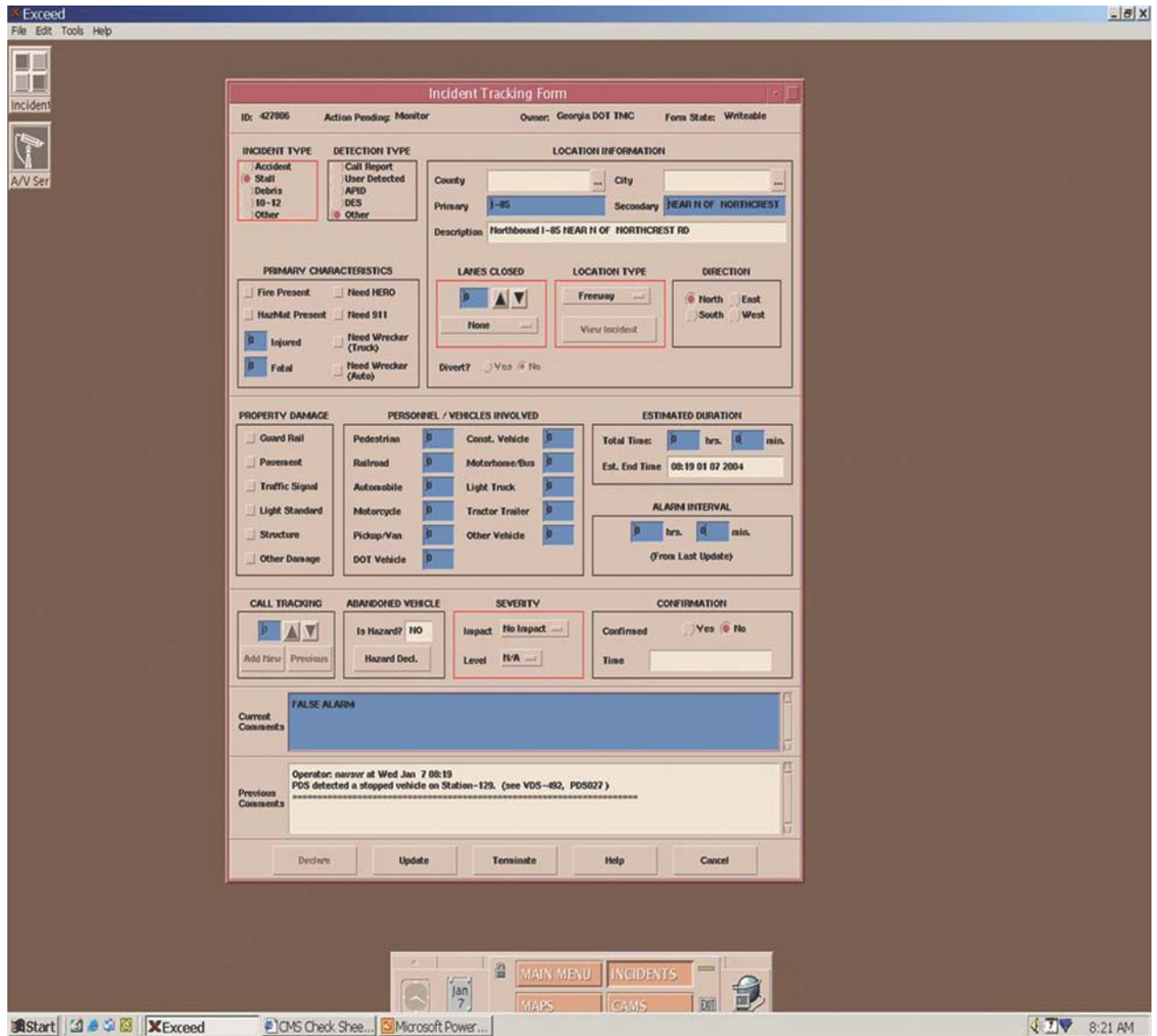






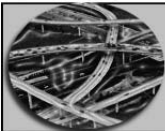
CONSOLE OPERATOR TRAINING MANUAL

Once the PDS is confirmed it actually locates itself on the GIS map (this the only time an incident is automatically located). The operator would then accept the RP's and then monitor the incident.



## False Alarm

In the case of a false alarm the operator would bring down the lanes, zero out the duration and alarm, and bring down the severity. Then enter in the comments “FALSE ALARM”, as shown, and then click terminate.



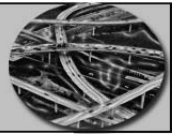
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## INCIDENT TRACKING FORM
















In the case of an actual incident then the following areas have to be completed or updated:

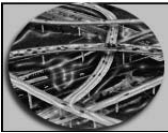
- County
- Vehicles Involved
- Confirmation
- Any Primary Characteristics
- Estimated Duration & Alarm Interval
- Comments



## INTERSTATE HIGHWAY MARKING SYSTEM

As a Console Operator, you will receive requests from motorists and other GDOT personnel on most of the major interstates and highways that run through the state. As a professional you must have an in-depth knowledge of the interstates, highways, and location of the major cities in the state. The interstates are described below.

	Runs east to west from Macon to Savannah		(The Perimeter) runs in a clockwise circle around Atlanta
	Runs west to east from Alabama near Tallapoosa to South Carolina at Augusta		Runs from I-75 in Bibb County through Macon and back to I-75 in Monroe County
	Runs west to east near the Tennessee State line		Runs south to north near Savannah and crosses I-16
	Runs south to north through Dade County from Alabama to Tennessee at I-24		Runs east to west from I-20 in Augusta
	Runs south to north from Alabama, near Valdosta to Tennessee near Ringgold		Runs north to south from I-5 in Kennesaw-Canton
	Runs south to north from Alabama, near West Point to South Carolina near Lavonia		Runs south to north from I-75 to I-285
	Runs south to north from Florida, near St. Mary's to South Carolina north of Savannah		Runs south to north from I-85 to Gainesville
	Runs south to north from Columbus to LaGrange		



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## Mile Markers (Mile Posts)

The mile markers (MM), also referred to as mileposts (MP), on all interstates and major highways in the state run south to north and west to east. The markers are green with white numbers, starting at the state borders and increasing in increments of one for every mile.



## Exit Numbering

In calendar year 2000, GDOT upgraded all interstate exit signs to a new interstate exit numbering system. The exit numbering system was changed from a sequential exit number system, where numbers move up in numerical order, to a mile-log numbering system, where the exit numbers correspond to mileposts. This change was implemented to enhance safety along Georgia's roads, allow for cost efficiency and user friendliness, and aid the department in compliance with suggested federal guidelines.

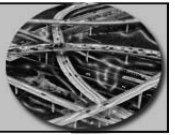
A complete listing of all exit numbers for every interstate in Georgia can be found in Chapter 7 and at the GDOT home page, <http://www.dot.state.ga.us/index.shtml>.

## HIGHWAY REFERENCING SYSTEM

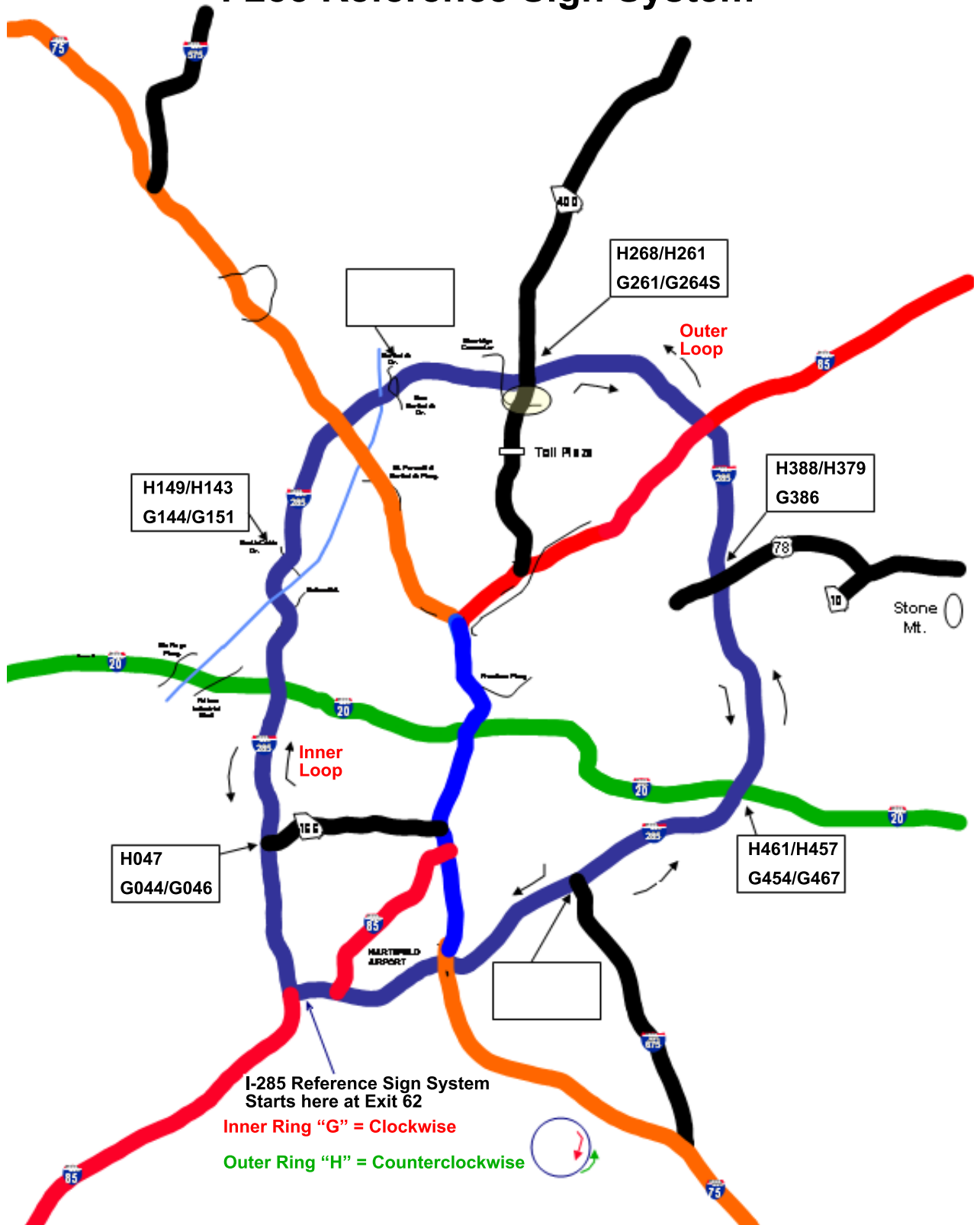
The highway referencing system consists of a series of markers along both directions of the major highways in the metropolitan Atlanta area, which serve to more accurately place incidents. For example, when receiving a call for an accident or disabled vehicle on I-285, a dispatcher can ask for the nearest sign in order to determine where to dispatch the necessary emergency response, as needed.

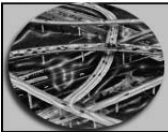
## Overview

These markers are posted approximately every  $1/5$  (0.2) mile and are green with white text. Each sign has a letter (indicating the highway and direction of travel) followed by a number (indicating the position within one-tenth ( $1/10$ ) of the last milepost). The signs are located on both the right shoulder and the median barrier, so they are clearly visible from either the right or left side of the roadway.



# I-285 Reference Sign System





## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

## Georgia Highway Marking System

A - I-20 EB	H - I-285 CCW	S - I-575 NB	Z - Airport Ramp Out
B - I-20 WB	J - SR 400 NB	T - I-575 SB	AA - SR 14 SP EB
C - I-75 NB	K - SR 400 SB	U - SR 5 SP NB	BB - SR 14 SP WB
D - I-75 SB	L - SR 166 EB	V - SR 5 SP SB	CC - I-675 NB
E - I-85 NB	M - SR 166 WB	W - SR 13 NB	DD - I-675 SB
F - I-85 SB	N - US 78 EB	X - SR 13 SB	EE - SR 141 NB
G - I-285 CW	P - US 78 WB	Y - Airport Ramp In	FF - SR 141 SB

Some examples of this referencing system are:

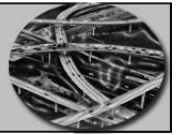
- C-2369 would be located at milepost 236.9 on I-75 NB
- F-0457 would be located seven-tenths (7/10) of a mile past mile marker 45 on I-85 SB

On I-285 there will only be three numbers following the letter. They are posted as on other highways every tenth (1/10) mile but can also be referenced to an exit number as the chart below indicates. The chart below also indicates where there are Accident Investigation Sites (AIS). These sites are designed to provide a safe location off the roadway to investigate accidents and allow vehicle analysis. They also provide a safe refuge for those individuals assisting motorists, such as the police, HEROs or Wrecker Services. I-285 CW is also called the Inner Ring, whereas I-285 CCW is called the Outer Ring.

## I-285 Reference Sign System Counterclockwise (Outer Ring)

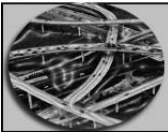


Exit Number	Exit Name	Reference Sign #	
		Off-Ramp	On-Ramp
62	Old National Hwy	H001	
1	Washington Rd	H011	H005
2	Camp Creek Pkwy	H025	H019
5-A	East - Langford Parkway 166E - Cambellton Rd	H047	
5-B	West - Cambellton Rd - Ben Hill	H049	H043
7	Cascade Rd	H073	H067
9	M.L. King Jr. Dr. - Adamsville	H096	H089
10-A	I-20E - Atlanta	H101	
10-B	I-20W - Birmingham	H103	H099
12	Bankhead Hwy	H118	H113



CONSOLE OPERATOR TRAINING MANUAL

Exit Number	Exit Name	Reference Sign #	
		Off-Ramp	On-Ramp
13	Bolton Rd		H125
15	South Cobb Dr	H149	H143
16	South Atlanta Rd - Smyrna	H163	H157
18	Paces Ferry Rd - Vinings	H177	H171
19	41 - Cobb Pkwy - Dobbins AFB	H189	H187
20	I-75N - Chattanooga - I-75S - Atlanta Hwy 41 - Cobb Pkwy - Dobbins AFB	H203	H193
22	Northside Dr - New Northside Dr - Powers Ferry Rd	H222	H213
24	Riverside Dr	H237	H229
25	Roswell Rd - Sandy Springs	H255	H247
26	Glenridge Dr - Johnson Ferry Rd - Peachtree Dunwoody	H259	
27	GA 400 - Roswell - Alpharetta - Atlanta	H268	H261
28	Peachtree Dunwoody Rd - Glenridge	H271	H264
29	Ashford Dunwoody Rd	H279	H273
30	Chamblee Dunwoody Rd - North Shallowford Rd - North Peachtree	H303	H287
31-A	Peachtree Industrial Blvd North	H311	H305
31-B	Peachtree Industrial Blvd South	H309	H305
2532	Buford Hwy - Doraville	H333	
2633-A/B	I-85 - Atlanta - Greenville	H341	H321
34	Chamblee Tucker Rd	H339	H333
AIS	N of LaVista Rd (X28) at Northlake Pkwy; Right Shoulder	H354	H354
36	Northlake Pkwy		H357
37	LaVista Rd - Tucker	H367	H361
AIS	¾ Mile S of LaVista Rd (X28) Exit Ramp; Right Shoulder	H371	H371
38	Lawrenceville Hwy - Rt 29	H384	H373
39-A	Decatur - Hwy 78 West	H385	H381
39-B	Stone Mountain - Stone Mountain Park - East - Athens - Hwy 8	H388	H379
40	Church Street - Clarkston - East Ponce Deleon - Decatur	H397	H391
AIS	¼ Mile N of Memorial Drive (X32) Entrance Ramp; Right Shoulder	H404	H404



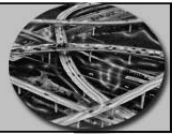
## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

Exit Number	Exit Name	Reference Sign #	
		Off-Ramp	On-Ramp
41	Memorial Dr - Avondale Estates	H415	H411
42	Indian Creek Transit Station	H425	
43	Covington Hwy	H431	H431
44	Glenwood Rd	H447	H441
AIS	1 Mile S of Glenwood Ave (X34); Right Shoulder	H448	H448
46-A	I-20 West - Atlanta	H461	H457
46-B	I-20 East - Augusta	H461	H457
46	Flat Shoals Rd - Candler Rd	H483	H477
51	Bouldercrest Rd	H511	H507
52	I-675 - Macon	H529	H515
53	Moreland Ave (SR 42) - Fort Gillem	H533	
55	Jonesboro Rd - Forest Park	H553	H547
58	I-75 N - Atlanta - I-75 S - Macon	H589	H561
59	Clark Howell Hwy	H592	
60	Riverdale Rd	H605	H599
61	I-85 S - Columbus - Montgomery - I-85 N - Atlanta - Atlanta Airport	H633	H615

- H-369 would be located between Lawrenceville Highway on-ramp and the Lavista Road off-ramp

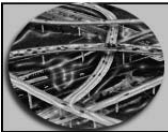




## I-285 Reference Sign System Clockwise (Inner Ring)



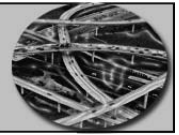
Exit Number	Exit Name	Reference Sign #	
		Off-Ramp	On-Ramp
62	Roosevelt Hwy	G614	
1	Washington Rd	G009	G013
2	Camp Creek Pkwy - Atlanta Airport	G021	G027
5-A	East - Langford Parkway 166E - Cambellton Rd	G044	G046
5-B	West - Cambellton Rd - Ben Hill	G046	G051
7	Cascade Rd	G069	G075
9	M.L. King Jr. Dr. - Adamsville	G089	G092
10-A	I-20E - Atlanta	G095	G101
10-B	I-20W - Birmingham	G099	G101
12	Bankhead Hwy	G113	G119
13	Bolton Rd	G124	
15	South Cobb Dr	G144	G151
16	South Atlanta Rd - Smyrna	G157	G163
18	Paces Ferry Rd - Vinings	G173	G179
19	41 - Cobb Pkwy - Dobbins AFB	G189	G203
20	I-75N - Chattanooga - I-75S - Atlanta Hwy 41 - Cobb Pkwy - Dobbins AFB	G191	G201
22	Northside Dr - New Northside Dr - Powers Ferry Rd	G215	G223
24	Riverside Dr	G231	G239
25	Roswell Rd - Sandy Springs	G249	G255
26	Glenridge Dr - Johnson Ferry Rd - Peachtree Dunwoody Rd	G259	
27	GA 400 - Roswell - Alpharetta - Atlanta	G261	G264S
28	Peachtree Dunwoody Rd - Glenridge	G268	G267N
29	Ashford Dunwoody Rd	G273	G280
30	Chamblee Dunwoody Rd - North Shallowford Rd - North Peachtree	G286	G304
31-A	Peachtree Industrial Blvd North	G308	G313
31-B	Peachtree Industrial Blvd South	G306	G313
2532	Buford Hwy - Doraville	G319	G331
2633-A/B	I-85 - Atlanta - Greenville	G323S	G337



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

Exit Number	Exit Name	Reference Sign #	
		Off-Ramp	On-Ramp
34	Chamblee Tucker Rd	G325N	G341
AIS	Just S. of Chamblee - Tucker Rd Overpass; Right Shoulder	G336	G336
36	Northlake Pkwy	G357	
AIS	Just N. of LaVista Rd (X28) Exit Ramp; Right Shoulder	G361	G361
37	LaVista Rd - Tucker	G362	G367
AIS	¼ mile before Lawrenceville Hwy (X29); Right Shoulder	G372	G372
38	Lawrenceville Hwy - Rt 29	G375	G379
39-A	Decatur - Hwy 78 West	G381	G391
39-B	Stone Mountain - Stone Mountain Park - East - Athens - Hwy 78	G386	
40	Church Street - Clarkston - East Ponce Deleon - Decatur	G392	G397
41	Memorial Dr - Avondale Estates	G411	G417
42	Indian Creek MARTA Transit Station	G421	G425
43	Covington Hwy	G431	G435
44	Glenwood Rd	G442	G447
46-A	I-20 West - Atlanta	G454	G467
46-B	I-20 East - Augusta	G454	G467
48	Flat Shoals Rd - Candler Rd	G478	G484
51	Bouldercrest Rd	G507	G513
52	I-675 - Macon	G515	G529
53	Moreland Ave (SR 42) - Fort Gillem	G523	G533
55	Jonesboro Rd - Forest Park	G547	G553
58	I-75 N - Atlanta - I-75 S - Macon	G561	G587
59	Clark Howell Hwy		
60	Riverdale Rd	G599	G607
61	I-85 S - Columbus - Montgomery - I-85 N - Atlanta - Atlanta Airport	G609	G619



# DISPATCHING TOWING AND RECOVERY UNITS

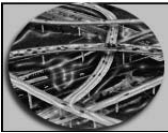
The information needed to correctly dispatch towing and recovery units is:

- Year, make and model of vehicle
- DOT Classification (Class 1-8 based on Gross Vehicle Weight Rating (GVWR))
  - The GVWR can be found on the identification label on the vehicle's driver's door frame. The number of pounds listed can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class
- A complete Vehicle Identification Guide can be found at the end of this training manual



Class	Description	Additional Information
1	Light-Duty; 6,000 lbs or less; 4 tires	Includes passenger vehicles, light trucks, minivans, full-size pickups, sport utility vehicles and full-size vans
2	Light-Duty; 6,001 - 10,000 lbs; 4 tires	
3	Medium-Duty; 10,001 - 14,000 lbs; 6 or more tires	Includes a wide range of mid-size vehicles, delivery trucks, utility vehicles, motor-homes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit buses
4	Medium-Duty; 14,001 - 16,000 lbs; 6 or more tires	
5	Medium-Duty; 16,001 - 19,500 lbs; 6 or more tires	
6	Medium-Duty; 19,501 - 26,000 lbs; 6 or more tires	
7	Heavy-Duty; 26,001 - 33,000 lbs; 6 or more tires	
8	Heavy-Duty; Greater than 33,000 lbs; 10 or more tires	Includes large delivery trucks, motor coaches, refuse trucks, cement mixers, all tractor trailer combinations, including double trailers

- Location of vehicle
- Type of tow (impound, accident, recovery, motorist assist, etc.)
- Additional vehicle information that may be helpful:
  - 2-wheel drive, 4-wheel drive, all-wheel drive
  - Damage to vehicle
  - Tire condition
  - Vehicle loaded/empty
  - Cargo contents
  - Trailer attached
  - Keys with vehicle



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

## VIN Codes

The year of the vehicle is critical information for towing operators in order for them to reference correct towing procedures. Most people know what kind of car they are driving but may not know the year. The model year runs from September 1st of the previous year to August 31st of the nominal year. As you can see from the chart below, the tenth (10th) digit of the Vehicle Identification (VIN) Code indicates the year the vehicle was manufactured.

## VIN Code Information

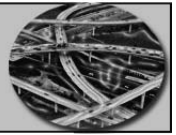
If you want more information about each specific number of the VIN Code, go to: <http://www.angelfire.com/ca/TORONTO/VIN/VINcode.html>. Then click on the applicable link for the section of the VIN you want additional information on.

1-2	Country Information
2-3	Manufacturer
4-8	Equipment Codes
9	Check Digit
10	Model Year
11	Manufacturing Plant
12-17	Serial Number
or	
12-14	Suffix for Manufacturer
15-17	Serial Number

## Model Year

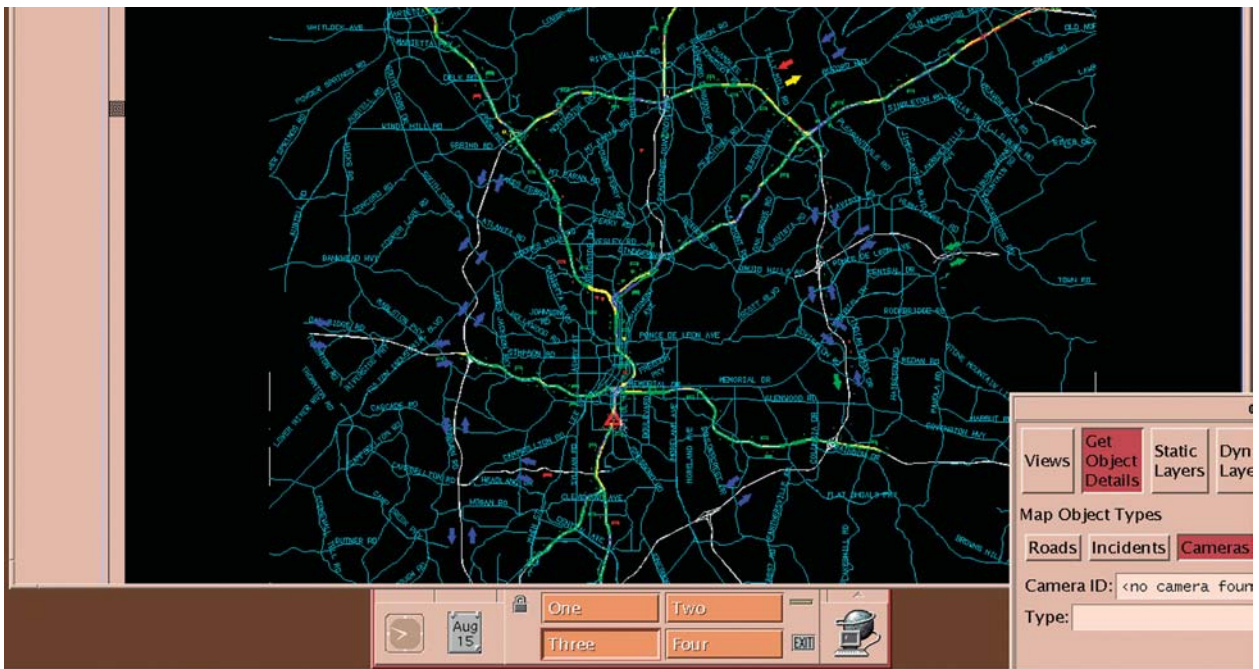
The sequence for characters in the VIN denoting the model year is A to Z, then 1 to 9, with the letters "I", "O" and "Q" not normally used. The pattern repeats itself every 30 years.

<b>A</b>	1980	<b>G</b>	1986	<b>N</b>	1992	<b>W</b>	1998	<b>4</b>	2004	<b>A</b>	2010
<b>B</b>	1981	<b>H</b>	1987	<b>P</b>	1993	<b>X</b>	1999	<b>5</b>	2005	<b>B</b>	2011
<b>C</b>	1982	<b>J</b>	1988	<b>R</b>	1994	<b>Y</b>	2000	<b>6</b>	2006	<b>C</b>	2012
<b>D</b>	1983	<b>K</b>	1989	<b>S</b>	1995	<b>1</b>	2001	<b>7</b>	2007	<b>D</b>	2013
<b>E</b>	1984	<b>L</b>	1990	<b>T</b>	1996	<b>2</b>	2002	<b>8</b>	2008	<b>E</b>	2014
<b>F</b>	1985	<b>M</b>	1991	<b>V</b>	1997	<b>3</b>	2003	<b>9</b>	2009	<b>F</b>	2015



## GEOGRAPHICAL INFORMATION SYSTEM (GIS)

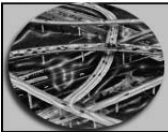
The GIS is a digital map and is your main tool for monitoring traffic and observing traffic congestion and incidents. As a Console Operator you may also, using GIS, quickly access the various ITS tools, such as the CMS, VDS units, surveillance cameras, etc. The GIS aids in managing these components and providing information to the traveling public in a timely and professional manner.



The GIS is a combination of graphics and symbols arranged in a map display of any region in the state, and a database containing information about all the ITS elements.

The union of the map and database results in a powerful tool for managing transportation. The GIS graphics are used in conjunction with the NaviGator software interface to perform a variety of functions. The main components of the GIS include:

- Map display
  - GIS map display consists of one or more individual map windows
- Monitor radar
  - Allows you to review the current speeds of traffic along certain sections of the freeway



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

The speed display on the GIS map is color-coded:

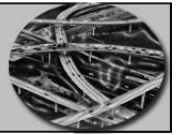
- **Green**
  - The segment of roadway is moving very well (45 mph or greater)
- **Yellow**
  - The segment is moving poorly or starting to get congested (25 mph to 44 mph)
- **Red**
  - The traffic is moving very poorly or is stopped (0 to 24 mph)
- **Blue**
  - The detector is not functional

The pattern of colors on the display can help to locate and clarify the nature of the restricted traffic flow. Some commonly occurring patterns are:

Pattern	Likely Situation
Solid <b>red</b> to a point, then <b>green</b> downstream.	Incident with lanes blocked.
Solid <b>red</b> in both directions to a common point, then <b>green</b> downstream in each direction.	Crash on one side of freeway with lanes blocked, visible from other side of freeway.
Number of <b>red</b> locations greater in one direction than the other.	Longer queue indicates direction of crash.
<b>Red</b> and <b>yellow</b> interspersed and randomly changing from one color to the other.	Normal recurrent congestion; likely no lanes are blocked.
<b>Yellow</b> to a point, perhaps one <b>red</b> location, then <b>green</b> downstream.	Unusual activity causing a distraction located on shoulder or outside right-of-way; likely no lanes are blocked.

## SCANNING FOR HOT SPOTS

When not actively engaged otherwise, you will aggressively scan GIS for any hot spots (incidents, accidents, traffic congestion). This is accomplished by using the various tools available (cameras) to investigate any red or yellow colors on GIS.



## INCIDENT LEVELS

Level	Description
1	An incident or accident with no injuries and no lanes blocked.
2	An incident or accident with minor injuries and/or one lane blocked.
3	An incident or accident with or without serious injuries which blocks two or more lanes, but does not completely shut down the freeway or interstate.
4	An incident or accident completely blocking the freeway for two or more hours. This can be further defined as any major accident or incident.

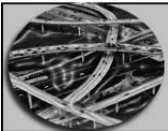
## INFORMATION HANDLING

When taking calls, your attitude while providing motorists with travel information plays an integral and important part of the TMC. Providing motorists with up-to-date and accurate traffic information is one of the primary functions of the TMC. Providing timely information allows motorists to make conscientious decisions, which may mean that they will take alternate routes to avoid congestion, which helps alleviate further problems for the TMC.

As stated previously, traffic information reports are one of the most direct contacts the TMC has with the public; therefore, the reporting quality and content shape the public's image of the TMC. You must display the highest degree of professionalism from the public agency's standpoint when providing the traffic information.

The information given out to the public and media must be limited to traffic-related information only. Never report fatalities or the status of injured individuals in the traffic information provided to the public or media. It is critical that individual privacy not be violated. The general content for traveler information should consist of:

- Whether the specific accident is blocking the roadway
- If the roadway is blocked, how many lanes are blocked and which ones
- How many vehicles are involved
- How long is the blockage expected to last
- How far is the backup
- In the case of full closure, indicate if alternate routes are available or where traffic is required to exit the freeway



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

- In the case of an **Amber Alert** (Levi's Call), Console Operators will be directed by the supervisor if any additional requirements exist for them
  - A national system (Amber Alert) similar to Levi's Call was authorized by Congress in the spring of 2003.
  - The Georgia child abduction prevention program was named for Levi Frady of Forsyth County.
  - Levi Frady was killed after he was abducted on Oct. 22, 1997, and driven to Dawson County where his body was found the next day in a wooded area.
  - Levi's Call is a voluntary partnership among law enforcement, emergency management and broadcasters. The program is activated when a child is abducted. It uses the Emergency Alert System, as with severe weather warnings, to spread the word.
  - Authorities teamed with Levi's family to create the network. Its goal: locate the child and abductor before the child is hurt.
  - The Georgia Bureau of Investigation makes the decision to activate the system only after several criteria are met:
    - There must be a confirmed child abduction.
    - The circumstances surrounding the abduction must indicate that the child is in danger of harm or death.
    - The child must be 17 years of age or younger.
    - There must be enough descriptive information to believe that an immediate broadcast alert will help.
  - The case must be entered into the National Crime Information Center database.
  - Levi's Call is used sparingly because authorities believe frequent alerts are likely to diminish its effectiveness.

## Calls

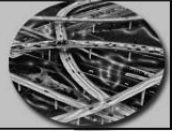
Every call should be handled in a similar manner in order to create a routine expectation from the customers, an expectation that is capable of being met each and every time a caller communicates with the TMC.

You perform your job on a daily basis but this may be the first time that the motorist that you are talking to has contacted the TMC. The impression that you provide may be the difference between them calling again or not. The talk track that the TMC uses in order to provide consistent and reliable information is provided in Appendix D.



**How you handle  
each call is the  
most important  
thing you do!**





## Greeting

- Identify Georgia NaviGator traffic information
- State your name for recognition purposes
- Cordially ask motorist what you can help him with

*Example: "Good Morning, Georgia NaviGator traffic information, Vickie speaking, what may I help you with today?"*

## Inquiry/Reporting

Motorists will either have an inquiry relating to traffic, construction, or a miscellaneous issue, or they will be calling to identify either a maintenance issue or roadway incident.

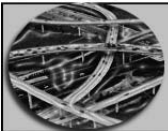
## Closure

- Thank the caller for using the Georgia NaviGator traffic information
- Ask if there is anything else you can help them with
- Pleasantly extend a closing comment (e.g., have a nice day, safe trip, etc.)

## Request for Traffic Information

If not provided by the motorist at the beginning of the conversation, you will need to ask for his location and direction of travel.

You should provide, to any motorist requesting traffic information, the current travel conditions ahead of the motorist, location of any incidents and/or traffic delays in front of him, speed at which traffic is moving, and any reports of incidents or irregular traffic conditions.



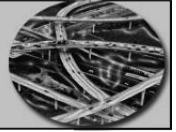
## Operator's Information Checklist

The following checklist should be used to ensure that you obtain the correct information regarding an incident:

- What type of incident is being reported?
- Is the incident reported in a construction zone?
  - How many vehicles are involved?
  - If a stalled vehicle is involved, obtain the following vehicle information:
    - Make
    - Model
    - Color of the vehicle
- What type vehicles are involved?
- Is it a tractor trailer, passenger vehicle, mobile home, etc.?
  - Are there injuries or possible fatalities?
    - How many injuries or fatalities?
    - What are the extent of the injuries?
  - If fatality, has the fatality investigator (safety enhancement coordinator) been notified, and who is the fatality investigator (name and radio #)?
  - Are emergency services on the scene? If so, what type of emergency service is on the scene (i.e. EMS, Fire Dept., Police, GSP, etc.)?
  - Are there any lanes blocked?
  - If so, how many lanes are blocked and which lanes are blocked (i.e. No. 1 and 2 lanes)?
  - Approximately how long will the lanes be blocked?
  - How many lanes are affected at the scene (all lanes)?
  - Are detours in place? If so, what are the detour routes?
  - What is the expected clearance time?
  - What is the cargo?
  - How much material was lost (total tons, gallons, drums, etc.)?
  - Is there any diesel spillage? If so, approximately how much (drums, gallons, tons, other)?
  - If there is a diesel spill, is there any nearby water resource, such as a creek, river, etc.?
  - Is the tractor trailer overturned?
  - What type of trailer (box, tanker, etc.)?

### **If radiological or hazardous materials involved**

- What type container is the material in (concrete encased, steel drums, rods, boxes bulk, etc.)?



- What state is the material in (liquid, solid, gaseous)?
- **IF POSSIBLE - GET THE MATERIAL IDENTIFICATION NUMBER. Information may possibly be found in the Emergency Response Guide.**
- If the area has to be evacuated, what is the circumference of evacuation?
- How many people have been evacuated?
- **If D.O.T. person or vehicle involved**
  - Name and radio # of driver and passengers
  - Vehicle number
- List other parties involved
- List parties with injuries and type of injuries
- If person has been taken to the hospital, list the name of the hospital
- What type of vehicle damage is there and what type of vehicle was involved?

**If accident involves a train or is at a railroad intersection**

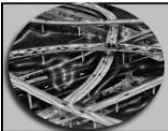
- What is the name of the crossing?
- What is the crossing's 6-digit number?
- What is the nearest road intersection?
- What caused the accident?
- What railway company is responsible for that location?

**If request for DOT personnel, equipment, wrecker, oversize vehicle movement**

- What is the reason for the request?
- Name and contact number of the person making the request

**If sign/signal malfunction**

- What specifically is the problem (i.e. holding on red, holding too long, creating a backup, bulb out, pole down)?



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

#### **If debris or 10-12**

- What lane is blocked?
- What type of debris or animal?
- How big is it?

#### **If scheduled lane closure**

- What is the location?
- How many lanes are effected?
- How many lanes at the location?
- What type work is being done?
- Who's doing the closure?
- How long will the lane(s) be closed?

#### **If road closing (non-accident) or construction site interruptions**

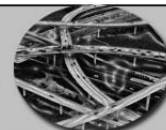
- How many lanes effected?
- What is linear length of closure?
- Who is the contractor?

#### **If road/bridge/dam damage**

- What type of damage is it?
- What is the bridge I.D. #?

#### **If media calls for information**

- Obtain name and name of agency
- What is the subject matter?
- What would be a convenient time to return their call?



**TRAFFIC SIGNAL CHECKLIST**

This checklist is intended to assist the call taker in ensuring that he is provided with adequate information to remedy the reported problem with a traffic light.



**YES NO**

- If the message has been relayed to your office by a private citizen, has your office verified that there is a problem?

**STOP AND GO SIGNALS**

- 1. Is the signal flashing (yellow and red)?
- 2. Is a signal red, yellow, or green light out in just one signal head?
- 3. Are all signal heads out completely (no lights working)? If so, has there been a power failure in the area due to a thunderstorm, etc.?
- 4. Are signal heads hanging low that have been hit by an over height load or damaged by high winds? Is it just one signal head or the complete signal?
- 5. Has an accident occurred and damaged signal support poles or control cabinet?
- 6. Are officers directing traffic?

**COMPLAINT: "THE SIGNAL IS NOT CHANGING"**

- 1. Is the signal changing for vehicles on the side street? Are cars stopping at the white "stop line" in order that the signal controller can detect them?
- 2. Is the signal changing from the side street back to green on the main line?
- 3. Are officers directing traffic?

**"CAUTION LIGHTS"**

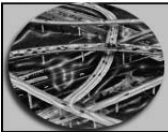
- 1. Is a single red or yellow bulb not working?
- 2. Is the complete signal out (no lights working)? If so, has there been a power failure in the area?

**PLEASE GIVE A NAME AND PHONE NUMBER WHERE YOU CAN BE CONTACTED IF WE HAVE QUESTIONS.**

**Signal Location:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**GDOT Contact:** \_\_\_\_\_



## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

## Request for Construction Information

You will need to determine the date/time and the route the motorist intends to travel. You should provide the motorist with any current or planned construction, how many lanes are affected and on which side of the freeway.



If the motorist is calling about future travel plans, you should also advise him/her to call the day of travel for current information. Construction work is called in throughout the day from around the state. However, the metro area peak hours for call-ins are twice a day by 9:00 am and again by 8:00 pm daily. The weekend construction is normally called in by 9:00 pm Friday. Construction will not be called in until the work has actually started.

## Request for Miscellaneous Information

Motorists will routinely call TMC for information that is the responsibility of another department or agency.

You should provide the information, if it is available, and forward the caller (or provide the phone number) to the appropriate agency. If you are busy or the information is not readily available, ask them for their number so you may research their question and get back to them.

## Reporting Maintenance Issues

Obtain from the caller the location and description of the maintenance issue and how it is affecting the roadway. You should obtain all necessary information. This information should include: type of issue (debris, light out, CMS down, etc.), location, direction, county, lane affected, agency on scene, etc. If there is a possibility that you may need to obtain additional information from a motorist for any reason, obtain a call-back number. For more information see chapter 9.

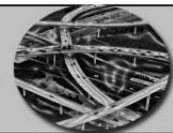
Notify the appropriate person (internal) and/or the appropriate agency (external). This may simply be your supervisor, but in most cases the call refers to debris in the Metro area, in which case you simply notify the District 7 Representative.

## Reporting an Incident

Get as much information as possible from the caller, such as location, direction, lane affected, description of what occurred, and car color. Additionally, obtain a call-back number in case you need additional clarification.

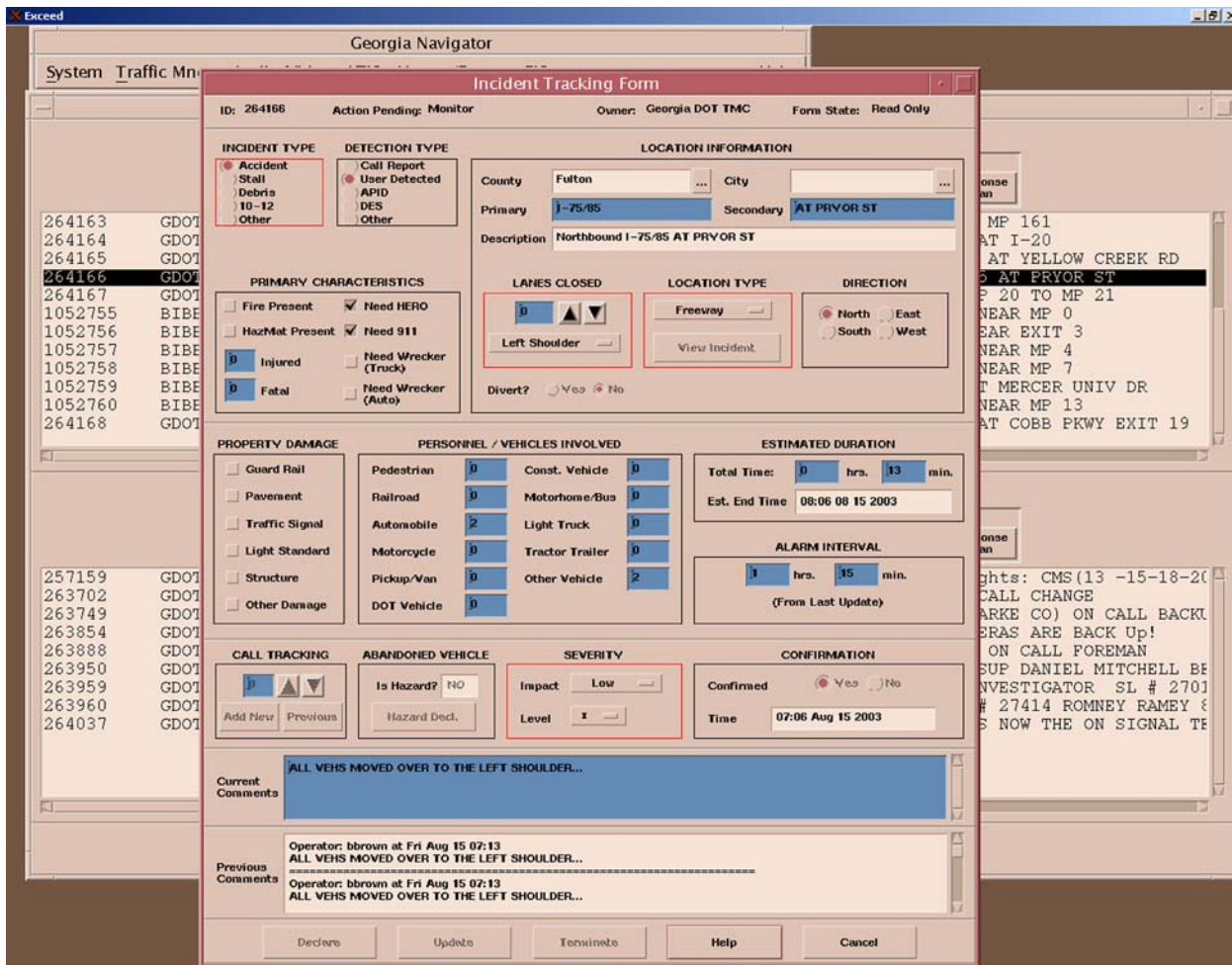


**Info needed:**  
location  
direction  
car color  
what occurred



CONSOLE OPERATOR TRAINING MANUAL

Attempt to verify the "Potential" incident with the cameras and enter it into the system as a "Potential" incident, unless you are able to verify it. Notify the dispatchers and supervisor.

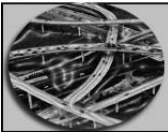


Enter the information reported by:

- Checking the "Incident Tracking Form" to see if the incident has already been reported. If so, add this call to the call tracking number. If not, add the incident.

### Alarm Interval

The normal time is 15-30 minutes. The purpose of the alarm interval is to alert the operator to ensure the incident is updated frequently. Setting the alarm interval any higher simply defeats the purpose.



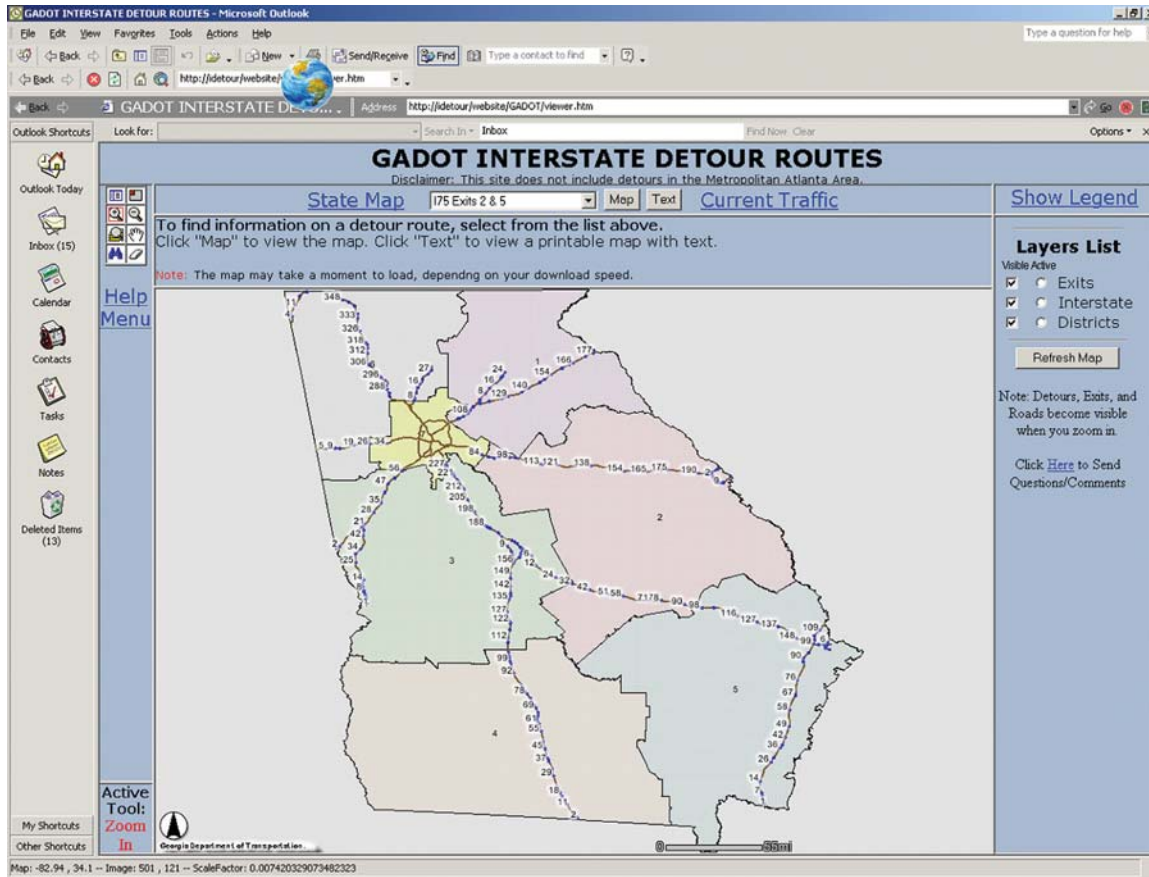
## CHAPTER 5

### TRAFFIC KNOWLEDGE/MONITORING

# INTERSTATE DETOUR ROUTES

To find a detour route, in the case of an accident or construction on any Interstate anywhere in the state except for the Metro area, log onto:

<http://idetour/website/GADOT/viewer.htm>.

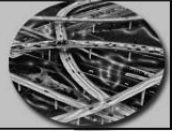


You will then be in the GADOT Interstate Detour Route web site. Your screen is organized into the following components: The *Map Window*, the *Layers List*, the *Tool Bar*, the *Text Window*, and the *Dropdown List Window*.

**Layers List**, located in the upper right corner of the screen, contains the names of all available map layers. When you load the web site the available layers are *Interstate*, *Districts*, and *County*. Four other layers, *Exits*, *Roads*, *Road Names*, and *Detour*, will appear as you zoom into the map.

The *Visible* option in the *Layers List* makes a map layer visible or invisible in the *Map Window*. The *Active* option highlights a map layer for use. Any information requests, measurements, or other operations will be performed on the active layer. By default, the *Detour* layer is active (although you can not see the layer at the state level). The active layer is selected through the *Layers List*.





**Tool Bar** on the left side of your screen allows you to perform various functions on the map and data such as zoom, query, pan, etc. See *Tool Bar Functions* in the help menu for information on each tool.

**Text Window** above the map will contain various information. It may contain help information, detour route descriptions, or query results. The *Text Window* is not the same functionality as the button titled "Text".

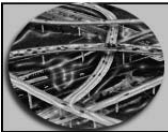
**Dropdown Lists** are located below the *Text Window*. They are used to select and view detour route maps and text descriptions. Detour route maps may show adjacent route detours. Text descriptions include detour route descriptions, Variable Message Sign (VMS) information, and agency contact notification.

**Locating a Detour Route:** There are three ways to find a detour route: (1) using the Drop-Down List, (2) using the Zoom Tools, or (3) using the Find Tool.

- **Using the Drop-Down List**
  - Select the detour route from the drop-down list at the top of the screen.
  - Click the **Map** button.
  - The map will automatically zoom to the route.
- **Using the Zoom Tools**
  - Select one of the Zoom Tools.
  - You can either click on the map with the tools or you can hold your left mouse button down and drag a square across the region you wish to view.
- **Using the Find Tool**
  - The Find Tool is recommended for advanced users. The tool executes a text query on the database associated with an active layer.
    - Select the Find Tool.
      - The *Detour* layer is active by default. This is not the same as the *Detour Roads* layer. Select the layer you wish to query from the *Layers List*.
      - Enter the text that you wish to search for and click "Find".
    - The find will be performed on the *Active* layer. The application will search the *Active* layer for any reference to the text entered. The user may then browse the results to find the data item of interest.

Example: Entering **I75** will find all detour routes along Interstate 75.

The results of the Find will appear in the *Text Window*. Click on the number in the Zoom column to map the selection. You may need to scroll down to see all of the results. The application will not recognize single or double quotes ("I75") and will return an error message. If this message is received, click the Find tool to create a new search.



#### Locate Text and VMS for a Detour Route:

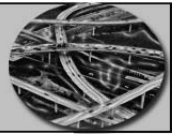
- Select the detour route from the drop-down list at the bottom of the screen
- Click the **Text** button
- The text information will appear in a new window

#### Tool Bar Functions

- **Toggle Overview Map:** Toggles the Overview Map between on or off
- **Toggle Layer/Legend:** Toggles between the *Layers List* and the *Legend*, located on the right side of the screen. The *Layers List* shows the names of all visible layers, indicates which layer is active, and indicates which layers are turned on. The *Legend* displays a color map legend. The *Layers List* is displayed by default
- **Zoom to Full Extent Tool:** Zooms to the full extent of the map
- **Zoom Tools:** Zooms in and out to change the scale of your map. You can either click on the map with the tools or you can hold your left mouse button down and drag a square across the region you wish to view
- **Pan Tool:** Pans across the map. Hold your left mouse button down to drag the map in any direction
- **Clear Tool:** Clears the selected features. NOTE: There is nothing displayed in the interface to identify a feature as being selected. This may cause errors while using the Find tool. If errors are noticeable, close out and restart the application

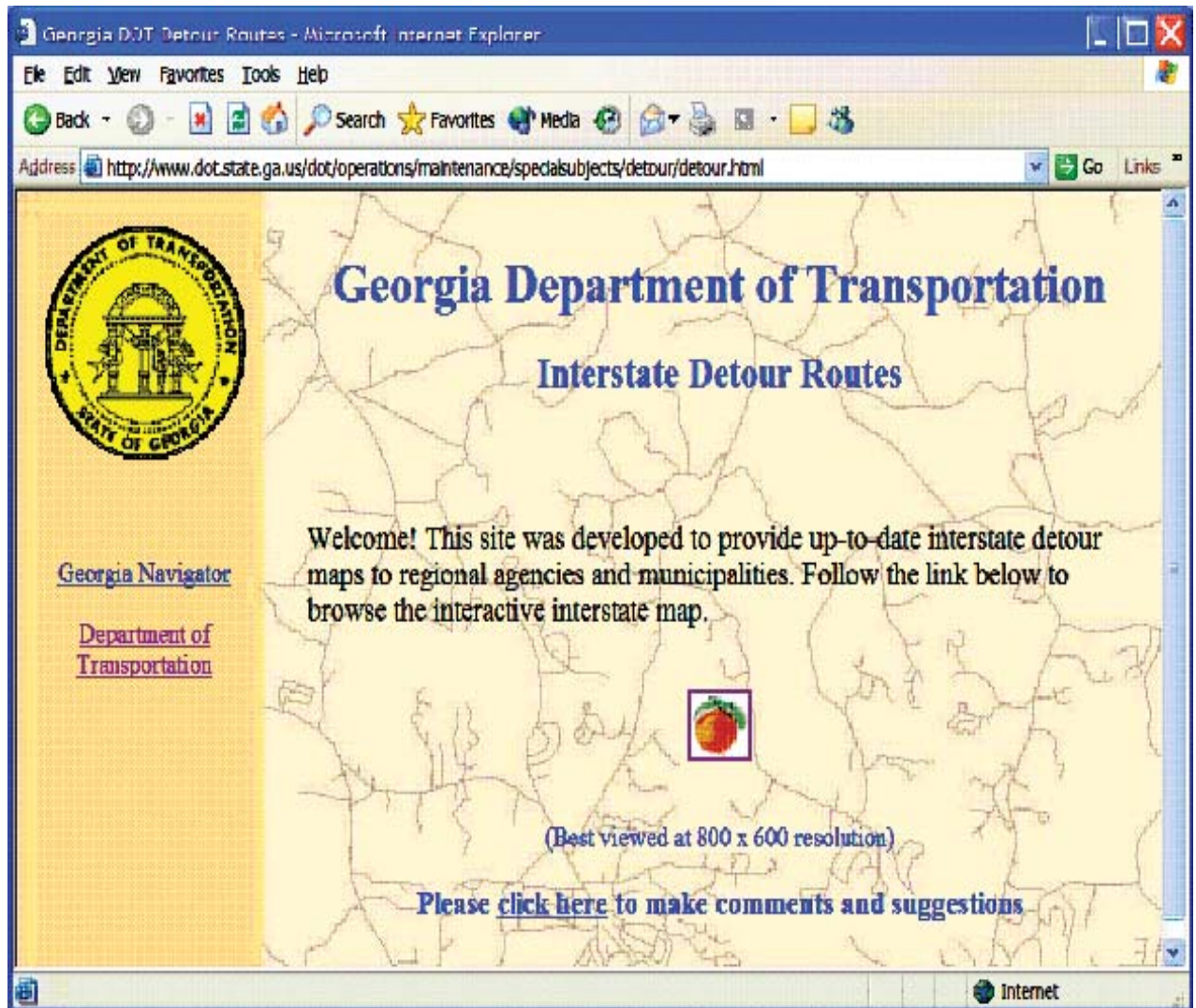
**To print the map**, select the route from the drop-down list and click the Text button. The map and text will appear in a new window. Click the *Print this Page* link at the top of the page.

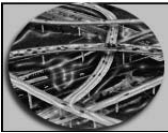
**To print the text**, select the detour route from the drop-down list at the bottom of the screen. Click the *Text* button. Click the *Print This Page* link at the top of the new page.



Another web site that provides detour routes for the Atlanta Metropolitan area is located at:

<http://www.dot.state.ga.us/dot/operations/maintenance/specialsubjects/detour/detour.html>





# CHAPTER TEST

1. What would make a reported incident be considered "Confirmed"?
  - a. Any government employee called it in
  - b. A reliable motorist called it in
  - c. Two motorists have reported it
  - d. You are able to see the reported incident on camera
2. What are CCTV cameras NOT used for?
  - a. Assess the cause and status of traffic congestion
  - b. Verify incidents
  - c. Get the tag numbers of speeders
  - d. Scan the traffic flow for possible problems
3. How would you describe Interstate 20?
  - a. Runs east to west from South Carolina to Tennessee
  - b. Runs west to east from Alabama to South Carolina
  - c. Runs north to south from Florida to Tennessee
  - d. Runs southwest to northeast through Atlanta
4. How are mile markers described?
  - a. Run south to north and west to east
  - b. Run north to south and east to west
  - c. Run south to north and east to west
  - d. Run north to south and west to east
5. What would a "Yellow" segment on GIS indicate?
  - a. Traffic is running between 45 and 55 mph
  - b. Traffic is running between 25 and 45 mph
  - c. Traffic is stopped
  - d. Traffic is almost stopped









