

Motorways

About this lesson

Overview Many of the traffic related incidents we deal with in the Communications Centre occur on the Auckland and Wellington Motorways.

This lesson provides a guide to locate / verify events occurring within these locations.

Learning objectives At the end of the lesson participants will be able to:

- Verify locations on the Auckland motorway system
- Verify locations on the Wellington motorway system
- Identify landmarks, motorway sections and exit
- Enter locations using motorway sections in CARD

Assessment Formative assessment of this material takes place during:

- CARD topic lessons
- Revise, integrate and practice sessions

Resources

- CARD terminals
- Exercise worksheets
- Communicator Guides
- Role play scenarios

References This information is based on information from:

- New Zealand Police Comms Intranet/Tropical-Useful Links/Motorways Map
- www.aucklandmotorways.co.nz.

Duration 2 hours

Delivery strategy and lesson stages

This session is delivered in four stages using demonstration and explanation.

Stage one - Explain how to access both motorways

This stage uses SOPs to locate both motorways systems.

Stage two - Explain the Wellington Motorways system

This stage shows the differences and similarities of both motorways maps.

Stage three - Explain the Auckland Motorways system

This stage also demonstrates what JTOC is and their functions.

Stage four - Explain how to enter a motorways event

This stage shows the use of the common place symbol (@) in conjunction with the designated motorway section.

Trainer's notes: Google maps of the Auckland motorways may help to show the motorways system and the links

Introduction

Welcome Welcome participants to the session on Auckland and Wellington Motorways.

Revision and entry level Explain that the participants have already learned how to verify street addresses, intersections and common place name. They will now learn how to use the motorways maps.

Duration 5 minutes

Stage 1 – Introduction to events on motorways and resources

Introduction to Motorways map Participants often deal with jobs that occur on the motorways. This session will discuss motorways and teach participants how to access the motorway aids to assist with locating events on the motorways..

Resources

- New Zealand Police Comms Intranet
- CARD terminals

Duration 10 minutes

Motorway discussion It may be beneficial to move away from the CARD terminals and have a group discussion to introduce motorways. You may have to clarify the difference between a motorway and a state highway in your introduction to the discussion. Remember to encourage everyone to participate in the discussion.

Ask participants what type of events might you get calls about that happen on a motorway?

Examples of responses may include:

- traffic offending
- crashes

What makes attendance at events on a motorway urgent?

Examples of answers may include:

- the speed of traffic on the motorways
- the amount of traffic on the motorways

Thinking of a motorway what additional information might be needed to accurately locate an event there?

Examples of responses may include:

- which lane is involved
- which direction are the vehicles heading
- nearest on or off ramp

Summarise the points made during the group discussion. Introduce that we have some resources that assist us with motorway locations. Ask everyone to move to the CARD terminals.

Location of resources

Ask participants to open the Comms intranet.

In the Topical/Useful Links (middle column) locate and click on the link “Motorways Map – Auckland and Wellington.

This will open on the Auckland Motorway System page. Point out the link to the Wellington Motorway on the top of the page.

Explain:

- the motorway systems are divided into sections and that the sections are located as commonplace names.
- that each motorway system will be looked at in detail shortly.

Explore the maps

Provide the participants with a few minutes to explore the two motorway maps.

Ask participants to compare then and feedback any differences noted.

Recap

Due to the amount and speed of traffic, motorway locations need to be as accurate as possible to ensure a quick response. We have discussed the uniqueness of motorways and looked at the resources available to help us accurately locate events on motorways.

We will now look at the Wellington motorway system in detail.

Stage 2 - Wellington Motorways

Introduction to the lesson All incidents on the Wellington Motorways are attended by district. It is important to use the section numbers with all Motorways. This ensures the attending unit used the correct on ramp as if this does not happen this can cause a round trip of approximately 13 kms to get back to the event scene. This also makes it much easier to use the same method when verifying incidents the Auckland Motorways.

Resources

- Motorways map located on the Comms intranet
- CARD terminals
- Wellington motorways worksheets

Duration 45 minutes

Map key Demonstrate where the key to the motorway map is located.

Discuss the items in the key:

- Green arrow indicates the direction of travel
 - Explain the colours in the Map key
 - Explain the intersections, underpasses, overbridges, tunnels and landmarks.
-

Motorway sections Discuss there are two main sections of motorway State Highway one and State Highway two.

Ask the participants to click on a section (trainer chooses) of the motorway.

- Describe the sections of the motorway
 - Explain the directions of travel using the green arrow on the Map Key
 - Describe the blue arrows – on/off ramps.
-

Index Discuss the index and describe how to use it. Illustrate how to return to the index by pressing the “Top” button.

Locate/verify

Demonstrate how to use the section number as a commonplace name @WN147.

Ask what questions would you ask to verify you had the correct location.

Get all participants to practise finding locations on the map and verify them using the worksheets.

Recap

You have now used the Wellington motorway map to locate sections on the Wellington motorway in CARD. We will now look at the bigger Auckland motorway system.

Stage 3 - Auckland Motorways

Introduction to the lesson

The Auckland motorways system is 220kms long and is used for more than 900,000 vehicle trips per day. It carries over 8% of the nation's traffic and is for vehicle use only.

All incidents on the Auckland Motorways are attended by Motorways units (SV node). The Motorways must be clear at all times to allow the free flow of traffic. Attending incidents in a timely manner is imperative.

The Auckland motorway system is constantly evolving as the city expands. It currently has five motorways and several links.

Five motorways

- Northern: between Auckland city & Puhoi (alias SH 1)
- Southern: between Auckland city & Bombay (alias SH 1)
- Northwestern: between Auckland city & Westgate (alias SH 16)
- Southwestern: between Mt Roskill & Manukau (alias SH 20)
- Upper Harbour: between Hobsonville and Albany (alias SH 18)

Links

- between the Southwestern m/way and Auckland Airport (the Airport link alias SH 20A)
- between the Southern m/way, Otahuhu and the Eastern Suburbs (the Eastern arterial link also known as the Southeastern highway)
- to each other (i.e. the Northern, Southern and Northwestern)
- to the Port

The motorway system can often be confusing (eg Spaghetti Junction in the central city), so it is important to use good questioning skills to gather information.

Resources

- Motorways map located on the Comms intranet
- CARD terminals
- Auckland motorways worksheets

Duration

1 hour

Landmark index

Explain the Landmark Index enables you click on a letter of the alphabet which takes you to a list of landmarks beginning with that letter. These include suburbs, roads, bridges etc that callers will often use to describe where they are on the motorway.

Demonstrate how to use the landmark index and then getting to the map using a landmark of your choice.

Explain that it is best to use the “index” button on the right of the screen to quickly return to the index. Do not use the scroll button.

Motorway section index

Explain the Motorway Section Index enables you to click on the motorway section number if known and this will take you straight to the map if you need to check where it is.

If the caller can give you the section number you can enter this into CARD as a common place name. Most callers will not know the section number they are on.

Motorway map features

Explain the directions of travel is indicated by the green arrow and is usually a direction (North, South, West, East) and towards Auckland city. This directional arrow will explain the sides of the motorway the selected section is on.

Explain that the blue arrows indicate on/off ramp. These arrows indicate which side of the motorway the traffic is exiting or entering the motorway along with the road name.

Note: Ramp signals (traffic lights) are used during peak hour track to ease congestion and are operated remotely by JTOC. They activate through a normal phasing cycle but at a speed to let only one car through at a time.

Explain the underpasses, over bridges, tunnels and landmarks are shown on the map. Explain over bridges are verified differently to events that occur on the motorway itself. These need to be verified on the over bridge itself so that district units can attend and not motorways units. E.g.: Endangering Jobs where people are throwing objects from over bridges.

Spaghetti Junction

Explain that there is a place known as Spaghetti Junction which is where a number of motorways meet. Explain that as long as a motorist can explain where they are entering or have entered Spaghetti junction and where they are heading, this location can be verified as a “start” point for you to locate and verify. You can locate it as @spaghetti junction.

Motorway exit index

Explain there is also a motorway exit index. All exits are clearly signposted with the exit number name of the suburb facing oncoming traffic. These signs are blue and large in size and therefore easily seen by motorists. Clicking on an exit number in the index will take you to the nearest section number.

Explain exit numbers verify (@Exit429 but will appear on the district dispatcher’s channel not the motorways dispatcher. If the event is happening on the motorway, using the Motorway Exit index is step one of finding the correct section number. Remember if it is on the motorway we need to verify on the motorway for a motorway unit to attend.

Emergency breakdown phones

Explain there are Emergency breakdown phones located on the sides of the motorway. They are answered by AA (Automobile Association) who will assist the caller to tow a vehicle off the motorway– the phones are not answered by the Communications Centre.

TOC/JTOC

TOC (Traffic Operations Centre) support the Police in running the motorways. This group operates to improve highway operations and keep motorists better informed with up-to-the-minute information including road works, accidents and the latest weather conditions. They update the electronic road signage, websites etc.

In Wellington, TOC is located in Johnsonville. In Auckland, JTOC (Joint Transport Operations Centre) is located at Smales Farm, North Shore Auckland.

Entering jobs

Demonstrate how to enter an Auckland motorways job. Use the common place name symbol @AK63(no spaces) and enter.

Emphasize that all jobs will flag to the middle of the section and must not be moved as it will change the graphic location and verify to the wrong dispatcher. In the text, state exactly where the incident has occurred in that section including which lane.

Practice

Provide participants with the Auckland Motorway worksheet for practicing using the motorway map and entering locations in CARD.

Recap

You have now used the Auckland Motorways map to locate sections of the Auckland motorway in CARD.

Conclusion

Locating events when people are moving Often traffic offending events are moving while you are talking to the caller. Use any of the ways to locate as a start point such as intersection, street, motorway section etc. Once you have verified and have the location in as accurate place as you can at that moment accept the event. Update the text with where the offending vehicle is. Do not change the location in the go to field.

Review Participants learned how to view both the Auckland and Motorway systems, recognise how to interpret the information and how to enter a job.

Summary In summary the communicator will have learned how to:

- access the motorways map through SOPs
- Interpret information in each map
- Applying the information learned to scenarios.

Look forward Explain the next lesson include:

- topic
- trainer
- location
- time due back
