

## HIGHWAY HELPER

Highway Helpers are dispatched from the TMC and are currently located in three metro areas: Des Moines, Council Bluffs, and Cedar Rapids/Iowa City. Trucks run Monday through Friday from 6 a.m. to 7 p.m. The trucks provide the following services.



### TRAFFIC INCIDENT MANAGEMENT

- Queue protection
- Lane closures
- DMS



### MOTORIST ASSIST

- Tire changes
- Small repairs
- Jump starts
- Transport to safe location
- Fuel



### QUICK CLEARANCE

- Push bumpers



**Traveler Information**  
[www.511ia.org](http://www.511ia.org) or dial 511

### 511 PROVIDES IOWA INTERSTATE AND STATE HIGHWAY TRAVELER INFORMATION SUCH AS:

- Winter road conditions
- Snow plow locations and cameras
- Work zones
- Detours
- Road closures
- Traffic incidents
- Commercial vehicle restrictions
- Traffic camera images and streaming video
- Personalized routes and alerts

## HOW TO ACCESS 511



**Dial 511 (within Iowa) or 800-288-1047 nationwide** to hear recorded traveler information.



**Go to [www.511ia.org](http://www.511ia.org)** to find the 511 that works for you.



**Download the Iowa 511 or Iowa 511 trucker mobile app for iOS and Android**



**to easily view traveler information, traffic cameras, and snowplow locations and cameras.**



**Connect with 511 on social media** to get travel updates on Facebook and Twitter.

**IOWA DOT**  
GETTING YOU THERE



## IOWA DOT TRAFFIC MANAGEMENT CENTER

Iowa's Statewide Traffic Management Center (TMC) is a 24/7 center located in the Motor Vehicle Division building in Ankeny, Iowa. The center is staffed with trained professionals who monitor and respond to disruptions to the traveling public on the transportation system including crashes, work zone delays, congestion, stalled vehicles, special events, and weather events.



## WHAT CAN THE TRAFFIC MANAGEMENT CENTER OFFER?

The TMC works closely with internal DOT staff and external partners such as state and local law enforcement and communication centers, state and county emergency management, neighboring states, and the towing and rail industries. Using advanced technology, the TMC proactively monitors the transportation system for disruptions and coordinates with these internal and external partners to provide quick clearance, detour routing, traffic control, and accurate and timely public information. The TMC also uses public information (511, social media, media releases) and Dynamic Message Boards (DMS) to help protect on-scene responders and prevent secondary crashes when disruptions occur.

All of the TMC's tasks fall into three categories: detection, verification, and response.

## KEY TOOLS THE TMC USES:



### DETECTION & VERIFICATION

The TMC uses several sources to detect and verify incidents.

- ✓ 400+ traffic cameras statewide
- ✓ Roadway sensors
- ✓ Waze Alerts
- ✓ Intelligent Work Zones (IWZ)
- ✓ INRIX speed and congestion data
- ✓ Law enforcement and field staff notifications

## BENEFITS THE TMC OFFERS:



### RESPONSE

The goal of the DOT is to improve the safety and reliability of the transportation system by quickly responding to any incident that disrupts traffic.



### NOTIFICATIONS TO FIELD STAFF, LAW ENFORCEMENT, AND OTHER STATE AGENCIES (DNR)



### PUBLIC INFORMATION

- 511
- Social media
- DMS
- Waze and other crowd-sourced data



### TRAFFIC INCIDENT MANAGEMENT

- Detour routing
- Queue protection
- Highway Helper response