Southeast Michigan Transportation Operations Center

2012

ANNUAL REPORT

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MDOT
Michigan Department of Transportation

www.michigan.gov/ITS
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What is SEMTOC?

Communications Hub

Traveler Information

Incident Responder

Data Warehouse

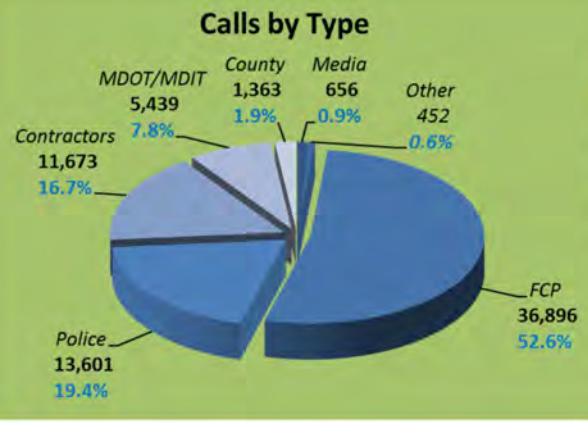
Construction and Maintenance Coordination

Special Event Management

Throughout 2012, the re-engineered Southeast Michigan Transportation Operations Center (SEMTOC), formerly the Michigan Intelligent Transportation Systems Center (MITSC), continued to provide an attentive, proactive and reactive regional traffic monitoring environment. This was done utilizing modern resources geared toward improving the quality of life for Michigan's traveling public. The operation can be defined by its primary objectives, each represented by a group of well-trained and highly motivated industry professionals.

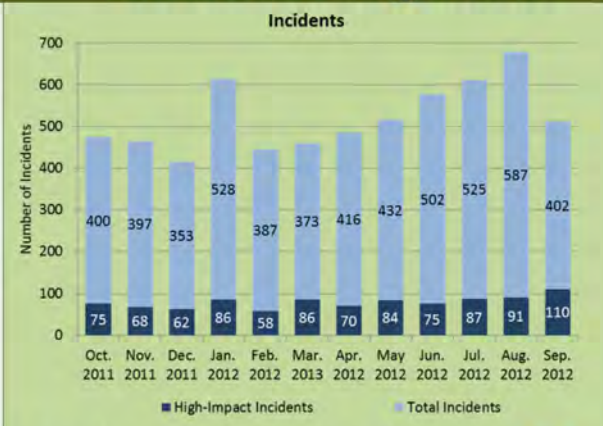
- **Traveler information** – The control room responds to traffic events impacting travel conditions on southeast Michigan freeways, providing travelers and responders the information they need to avoid lengthy traffic delays.
- **Incident Response** – The Freeway Courtesy Patrol (FCP) takes SEMTOC's goal of assisting travelers outside the walls of the operation by providing on-site motorist aid.
- **Communications Hub** – SEMTOC responds to calls from other agencies, the media, contractors and law enforcement, acting as an information superhighway on incidents.
- **Special Event Management** – SEMTOC assists in managing traffic plans developed for the North American International Auto Show, Thanksgiving Day Parade, July 4th fireworks, and other regional events each year.
- **Construction and Maintenance Coordination** – SEMTOC disseminates construction and maintenance facts on the Internet, on dynamic message signs and directly to the media.
- **Data Warehouse** – Southeast Michigan freeway data and operational reports are routinely produced and stored for future road network planning purposes.

Control Room



SEMTOC managed **70,079 calls during the 2012 fiscal year**, which occurs from October 2011 through September 2012. Because SEMTOC is the main dispatch center for the FCP, a majority of the calls occurred between the control room and FCP drivers. Calls categorized as "Other" include communication between SEMTOC and Detroit Metro Airport, Customs & Border Patrol, city of Detroit, fire departments, special event venues, transit agencies and other Michigan state agencies.

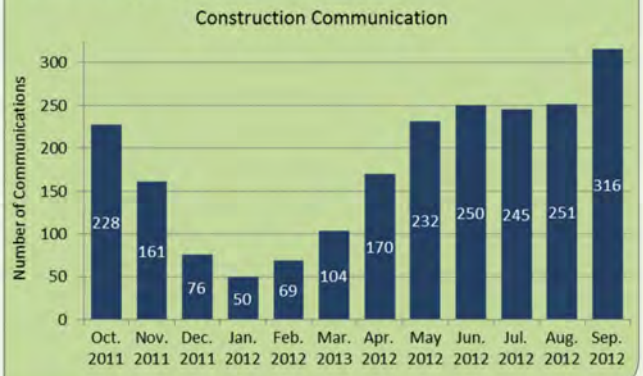
Incident Management



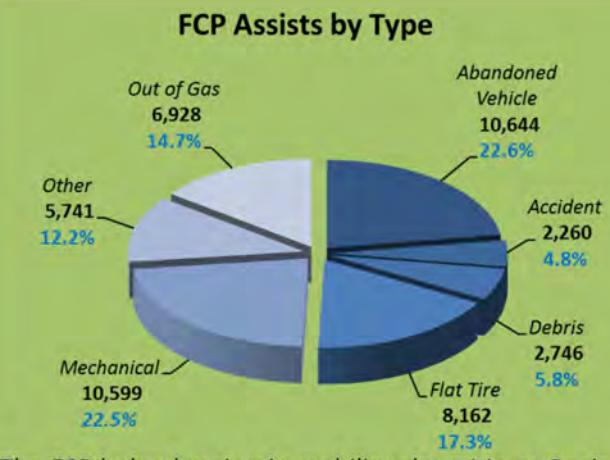
Control room operators helped manage **6,254 incidents** along Metro Region freeways during the 2012 fiscal year.

Construction

Control room operators regularly communicate with project personnel **(2,152 communications in 2012)** in the field to ensure that traffic is minimally impacted near work zones.

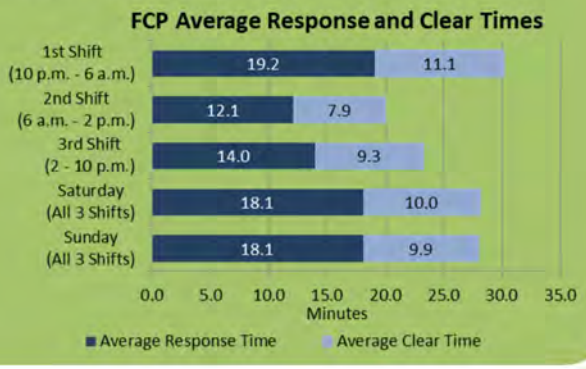


Freeway Courtesy Patrol



The FCP helped maintain mobility along Metro Region roadways with **47,080 in fiscal year 2012.**

"Response Time" is calculated from the time the FCP driver is notified of the event until his/her arrival on scene and "Clear Time" is the time from when the driver arrives on scene until the event is removed from the roadway.



SEMTOC by the Numbers
...for 2012

320	*# of freeway miles patrolled by the FCP*
6,928	*# of gallons of gas dispensed by FCP to motorists*
2.85M	*# of miles patrolled by FCP for entire year*
6,274	*# of incidents posted to www.michigan.gov/drive*
1.01M	*# of Web site hits for www.michigan.gov/drive*
23	*# of major projects messaged for using DMS*
101	*# of DMS deployed in southeast Michigan*
61	*# of special event plans executed by SEMTOC*
2,035	*# of maintenance trouble tickets resolved*

24 / 7 / 365
SEMTOC Hours of Operation

MDOT
Michigan Department of Transportation

Providing the highest quality integrated transportation services for economic benefit and improved quality of life.

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