

Planned Event Management

INFORMING MOTORISTS OF WORK ZONE ACTIVITIES AND SPECIAL EVENTS

- WMTOC operators posted 675 construction messages to DMS
- Supported traffic operations for one of Michigan's first bridge slide construction projects

M-50 Bridge Slide

The I-96 bridge replacement project at M-50 used a new construction technique known as a bridge slide. With this process, MDOT's contractor constructed a new bridge adjacent to the old one, allowing crews to keep the roadway completely open. After the new bridge was constructed, traffic was diverted onto the new bridge. The old bridge was then demolished and the new bridge slid into place. This method saved traffic from lengthy road closures and delays.



WMTOC Messaging on PCMS

Portable Changeable Message Sign (PCMS) units were deployed in greater numbers in work zones during FY 2014 in order to inform motorists of the current traffic conditions. With the ability to remotely manage PCMS from the WMTOC, operators were able to update travel times and construction alerts in real time.

FY 2014 Special Event Support

- 5/3 Ballpark Brew-Ha-Ha
- 5/3 Riverbank Run
- July 4th Fireworks Celebration
- Coast Guard Festival
- 28th Street Metro Cruise
- Rock the Rapids
- Celebration of the Grand Fireworks Display
- Black Friday Shopping



Transportation Operations Center

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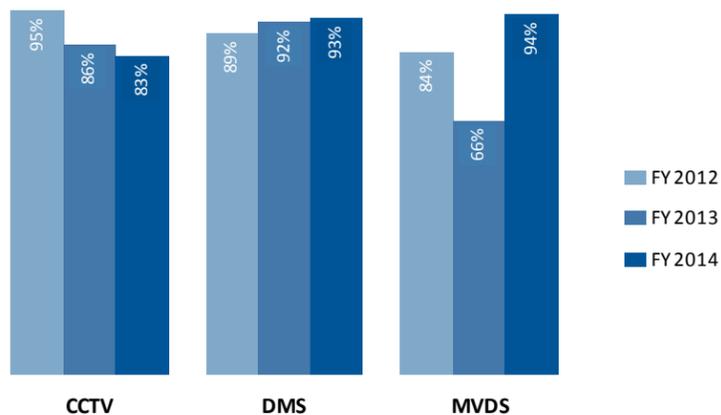


ITS System Maintenance

SUSTAINING A RELIABLE ITS NETWORK

- Data aggregating program created for automatic downloading of MVDS data
- Overall device availability increased to 88.6 percent for FY 2014, as compared to 80 percent in FY 2013

ITS Device Availability



MVDS Calibration Program and Availability

The Microwave Vehicle Detection System (MVDS) calibration program continued during FY 2014 and approximately 43 percent of the existing detectors were re-calibrated and tested for accuracy. Within the past three years, about 92 percent of the detectors have been calibrated. The detectors have been calibrated to a minimum accuracy of 95 percent for both volume and speed detection.

Asset Management Database

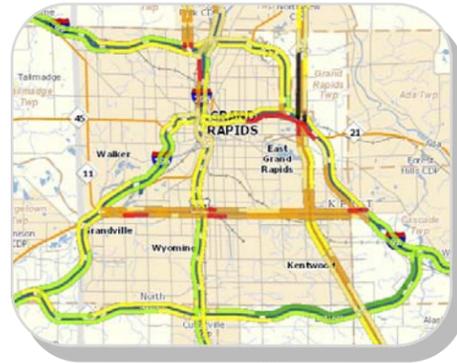
With the use of the recently updated Asset Management Database, information regarding current infrastructure characteristics can be located quickly and maintenance work orders completed with greater efficiency. As a result, the region has minimized repair times and cost.

ANNUAL REPORT
Oct. 1, 2013—Sept. 30, 2014

Traveler Information

ESSENTIAL TRAVELER INFORMATION FOR WEST MICHIGAN MOTORISTS

- Real-time DMS messages are available through the Mi Drive website and app
- Social media continues to provide users with instant access to traffic conditions
- WMTOC was featured three times in news media coverage



Mi Drive

Both the Mi Drive website (www.michigan.gov/drive) and app (iOS and Android) provide motorists with a real-time interactive map with traffic camera images, average vehicle speeds, construction activity, Dynamic Message Sign (DMS) messages, and the location of major incidents. The app features the ability for users to send reports of locations experiencing delays or potential incidents directly to the Michigan Department of Transportation (MDOT) for immediate response.

In addition to the Mi Drive website, WMTOC operators use the GovDelivery system for notifying stakeholders of incidents on area roadways. The GovDelivery system allows users to create and manage an account with e-mail subscriptions for multiple State of Michigan departments for emergencies, updates, and information. The number of GovDelivery subscribers grew substantially during FY 2014. To sign up for GovDelivery, visit www.1.usa.gov/qZzuHo.

GovDelivery Subscribers



Social Media

WMTOC operators assist the MDOT Grand Region communications representative in providing up-to-date traveler information to the general public through social media, such as Facebook, YouTube, and Twitter.

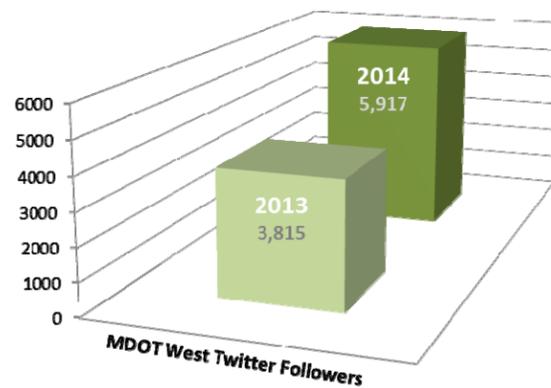
Among other state DOTs, the MDOT Facebook page (www.facebook.com/MichiganDOT) ranks #15, up two spots from last year with 10,084 followers; the MDOT YouTube account (www.youtube.com/MichiganDOT) remains at #6 with 1,011,451 video views; and MDOT_West Twitter (www.twitter.com/mdot_west) followers increased 55 percent, from 3,815 followers to 5,917.

News Coverage

In January, a local television news crew aired a segment featuring the WMTOC, providing the public a glimpse of the behind-the-scenes work inside the control room. The segment highlighted the operators' ability to monitor traffic through cameras, their work with emergency responders, and the dissemination of traveler information.

Travel Times

The WMTOC displays travel-time information on DMS in the Grand Region on I-196, I-96, and M-6. The travel time messages have been updated to include travel distances to the destinations listed on the signs. Motorists can judge distance with the real-time travel time to better understand changing traffic conditions.



Incident Management

PROVIDING VITAL INFORMATION AND COORDINATION FOR INCIDENT RESPONSE

- January recorded the highest number of incidents, crashes and notifications ever at the WMTOC
- Developed traffic signal timing permits for high-impact Emergency Management Routes



Incident Response

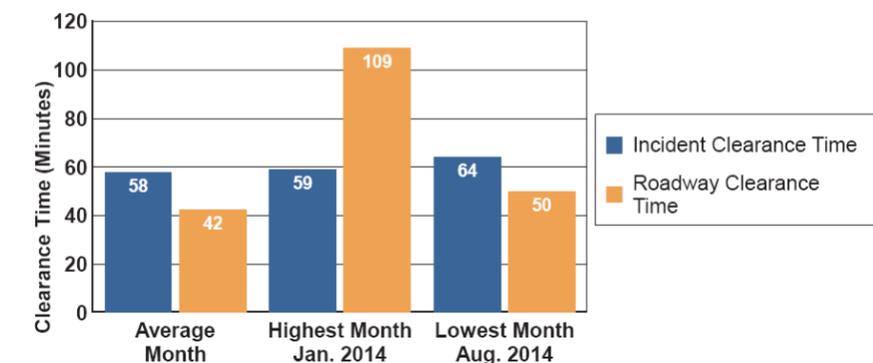
In order to manage incidents and reduce congestion, WMTOC operators monitor the eight-county Grand Region-area freeways and state trunklines 14 hours a day on weekdays and eight hours a day on weekends. Operators maintain contact with local county dispatch centers, MDOT and local agency employees, and first responders and monitor radios, scanners, and other communications means for information related to traffic incidents within the Grand Region.

In the event of an incident, operators have three main avenues to report information to the public. Using DMS, GovDelivery e-mails, and the Mi Drive website, an incident is able to be broadcasted in a matter of minutes. This practice helps to reduce congestion and accurately inform motorists of traffic conditions.

High-Impact Incidents



Incident/Roadway Average Clearance Times



WMTOC Incident Notification Improvement

In 2014, a tracking system was implemented at the WMTOC to track and identify best practices for our notification process. This system tracks the average times it takes the WMTOC to provide incident information to the public through DMS, GovDelivery e-mails, and the Mi Drive website. With this data, operators can streamline the public notification process to reduce delays and errors in information reporting.

