



2015

ANNUAL REPORT

Statewide Transportation Operations Center

STOC Year-In-Review

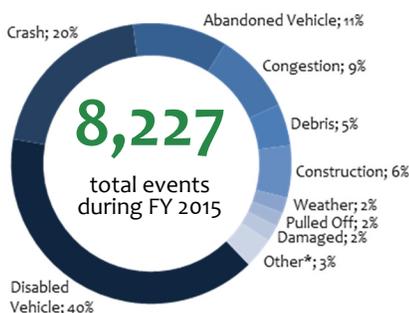
Fiscal year 2015 (FY 2015), which spans from October 2014 through September 2015, proved to be one of growth for MDOT's Statewide Traffic Operations Center (STOC), in both assets and activities. The number of devices available to STOC operators expanded significantly, with a 15 percent increase in number of dynamic message signs (DMS) and a nearly 29 percent increase in number of closed circuit television (CCTV) cameras. These increases led to more incident detection via CCTV (up 33 percent from FY 2014) and a greater number of messages sent to the DMS (4,947 in FY 2015 compared to 2,971 in FY 2014).

STOC operators also managed 22 percent more high-impact incidents in FY 2015 including the I-94 "mega-crash" on January 9, 2015 which involved 193 vehicles and closed the freeway for nearly two days. STOC construction events increased by more than 150 percent (492 in FY 2015 compared to 196 in FY 2014) and included the start of the I-96/US-23 reconstruct project in the University Region, the completion of a new bridge at the I-75/US-10 junction in Bay Region and the near completion of the Sprinkle Road roundabout in Southwest Region.

Control Room Activity

Control room operators managed 8,227 total events in FY 2015. An event is a task in which a control room operator is involved.

'Other' includes events logged as Fire, Maintenance, Special Event (i.e., parade), Police Situation, Hazmat, Public Service Announcement, Amber Alert and Other Traffic Impediment.

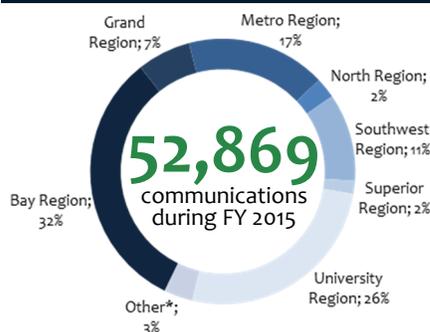


Traveler Information

Control room operators disseminated 4,947 unique messages to DMS throughout the state during FY 2015, as listed below. A unique DMS message is any message not displaying travel times.

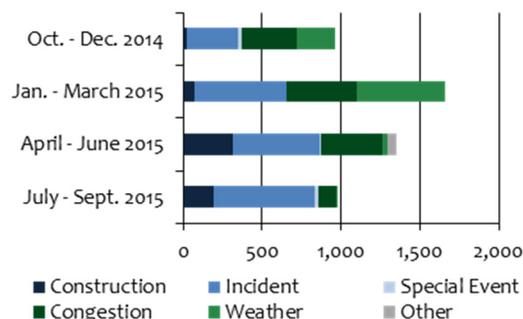
- Bay Region—415
- North Region—77
- Superior Region—144
- Southwest Region—1,120
- University Region—3,191

Communications



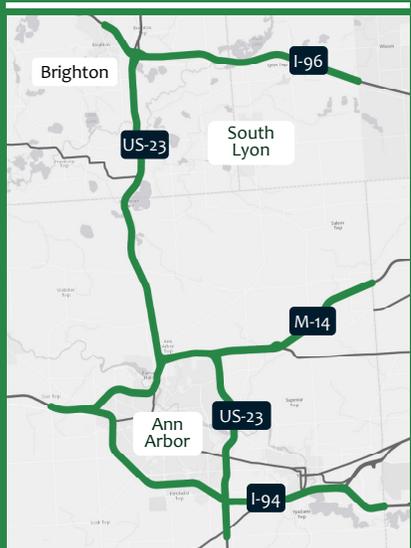
Control room operators managed 52,869 total communications during FY 2015. A communication is a phone call, e-mail or radio transmission into or out of the control room.

'Other' includes citizens and other state agencies.



Freeway Courtesy Patrol

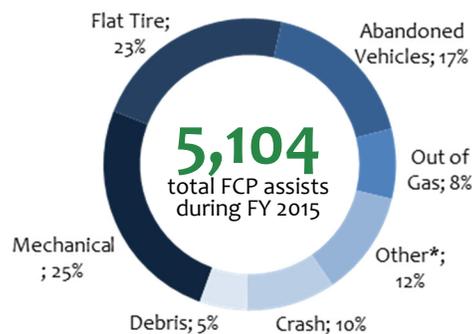
FCP Coverage Area



The Freeway Courtesy Patrol (FCP) program is a vital component of incident management that assists stranded motorists, provides traffic control for incidents and improves mobility along the freeways by keeping travel lanes clear of debris and disabled vehicles.

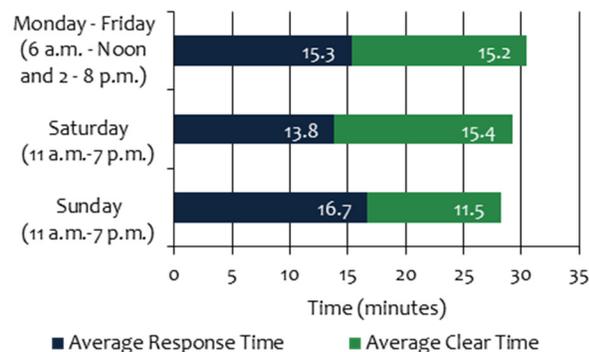
FCP drivers patrol the MDOT freeway system in the Ann Arbor and Brighton areas and are trained and equipped to assist with flat tires, minor mechanical issues or vehicles that may have run out of fuel. FCP drivers may also transport stranded motorists off of the freeway to a safer location. The FCP can also provide incident scene management by deploying cones or flares, or contacting tow personnel.

FCP Assists by Type



'Other' includes motorist sleeping, medical emergency, checking map or using cell phone.

FCP Assist Times



The **average response time** is the time from detection to when FCP arrives on the scene. The **average clear time** is the time from FCP arrival to when all vehicles have cleared the scene.

Freeway	Miles of Coverage	Number of Assists	Assists per Mile
I-94	18.0	1,536	85
I-96	11.0	636	58
M-14	15.5	949	61
US-23	26.5	1,983	75

STOC at a Glance

STOC maintains **24/7/365** operations with **10** full-time staff members, who use **69** dynamic message signs, **94** closed-circuit television cameras and **55** road weather information systems to gather and disseminate traffic data. The control room logged **8,227** total events, **20%** of which were crashes; posted **4,947** unique messages to dynamic message signs; and made **52,869** communications during FY 2015. STOC also managed **1,114** high-impact incidents throughout FY 2015. The FCP completed **5,104** assists in FY 2015 and helped detect **58%** of the total events. The aforementioned numbers indicate that STOC played an important role throughout **FY 2015** to maintain **MDOT's mission** of:

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

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