

# Michigan Intelligent Transportation Systems Center

Serving Motorists on Southeast Michigan Freeways

[www.michigan.gov/its](http://www.michigan.gov/its)  
[www.michigan.gov/drive](http://www.michigan.gov/drive)

February 2010



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## In the Spotlight



### Staff Training Tracking Form

Training Title	Hours	Employee Name	Date
Communication: Devices and Protocol	1		
Hazardous Situations	1		
National Security: Incident Management and Terrorism	1		
Public Health: CPR and First Aid	1		

The MITS Center incorporates numerous themes of traffic management in daily operations such as - Communication: Devices and Protocol, Hazardous Situations, National Security: Incident Management and Terrorism, and Public Health: CPR and First Aid. These topics are all required training material for MITS Center operators. Thorough training and involvement in the various areas of traffic management prepares operators to handle potential roadway events, contributing to the success of seamless operations. During February, MITS Center management prepared the calendar of training for the entire year and created a form to track training certificates.

Compiled by:



# Summary

## Data Key

Feb. 2010

### Call Card



#### Total Assists

Freeway Courtesy Patrol (FCP) drivers fill out information on data cards for each stop (abandoned vehicles), assist (occupied vehicles, debris, accidents, etc.), and tow.

3,490

### Call Tracking



#### Total Calls

Operators manually enter all incoming and outgoing control room calls, including two-way communications, select Michigan State Police (MSP) Computer-Aided Dispatch entries, and high-impact incident notifications.

4,343

### Mi Drive Web Site



#### Total Page Views

Operators inform media and general public about current incident information such as lane closures and road construction. Real-time camera images are also available.

229,769

### Advanced Traffic Management System



#### Total Incidents

Data is entered into the Advanced Traffic Management System in order to send messages to Dynamic Message Signs (DMS) and to post incidents on the Web site.

716

### Quality Assurance/Quality Control



#### All High-Impact Incidents

Comprehensive and systematic quality assurance/quality control audit of freeway operations including messaging and high-impact notifications (freeway closures, lane closures where only one lane is open, and freeway-to-freeway ramp closures).

99% Accurate

### MaintStar



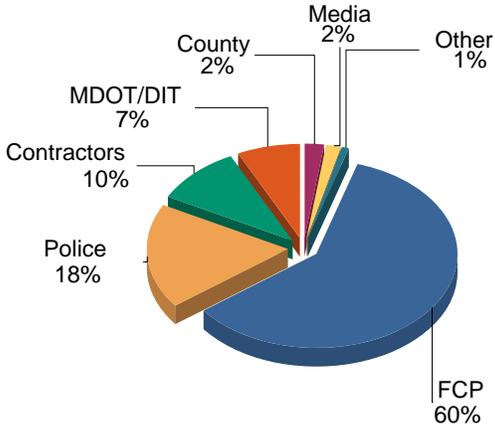
#### System Availability

MaintStar manages maintenance issues for all Intelligent Transportation System (ITS) equipment, including Dynamic Message Signs (DMS) and Closed-Circuit Television (CCTV) cameras, and tracks work orders and overall ITS performance.

DMS: 90%

CCTV: 95%

# Calls by Type

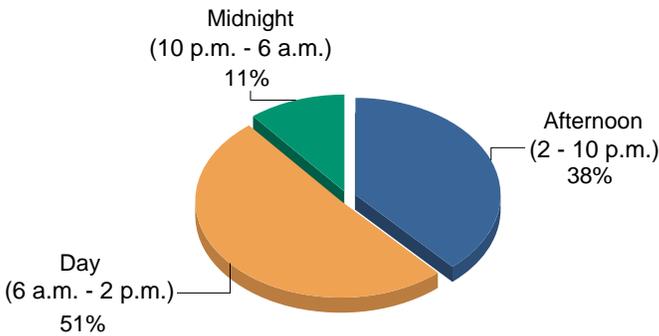


**Total Calls: 4,343**

Agency	No. of Calls
FCP	2,584
Contractors	433
City	4
County	99
Federal	0
Fire	1
Police	778
Border	3
MDOT/DIT	313
Media	76
Special Events	15
Transit	1
State	0
Parking	6
Airport	0
Animals	0
OTHER	30
<b>Total</b>	<b>4,343</b>

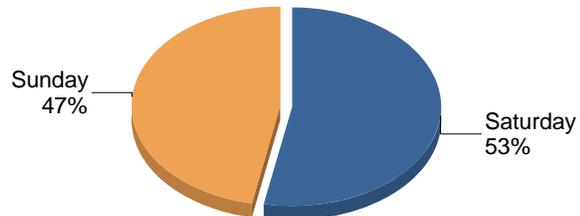
Police	Total
MSP	744
Roseville PD	8
Livonia PD	7
Allen Park PD	5
St. Clair Shores PD	4
Detroit PD	3
Auburn Hills PD	2
Troy PD	2
Brownstown Twp. PD	1
Harper Woods PD	1
Wayne County Sheriff	1
<b>Total</b>	<b>778</b>

# Calls by Shift



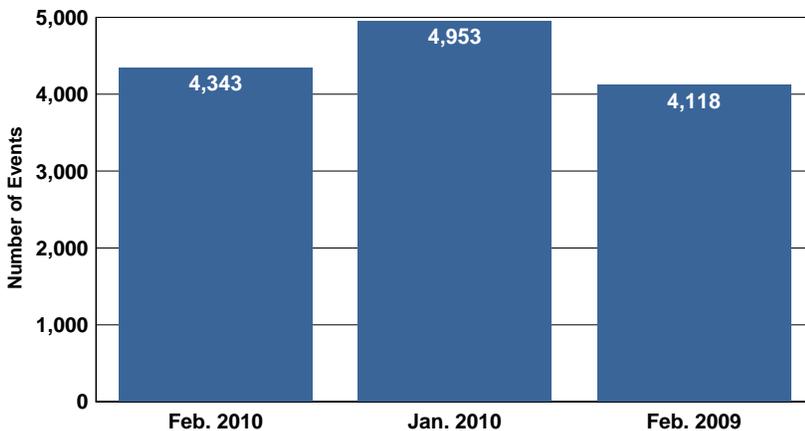
**Average Number of Calls per Weekday: 193**

# Calls by Weekend Day



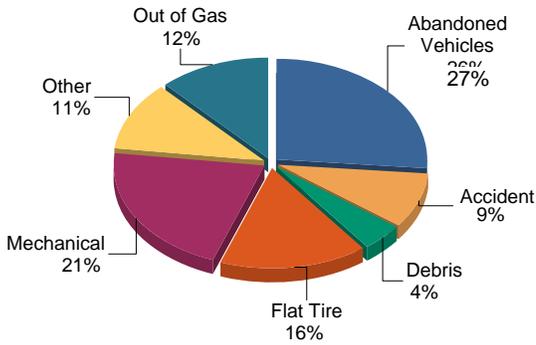
**Average Number of Calls per Weekend: 171**

# Monthly Event History



# FCP Assist Type

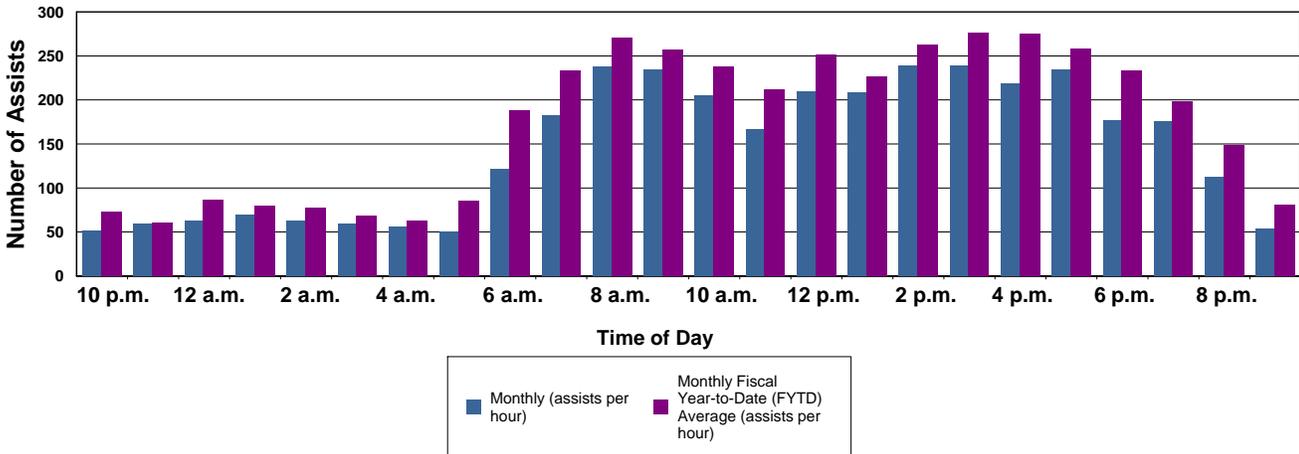
# FCP Random Fact & Monthly Totals



On average, control room operators dispatch about 20 percent of the total assists. In February, the most dispatches (35) occurred on Monday, Feb. 1 and the least dispatches (9) occurred on Sunday, Feb. 21.

**February Total: 3,490**  
**2,530 Assists**  
**960 Abandoned Vehicle Stops**

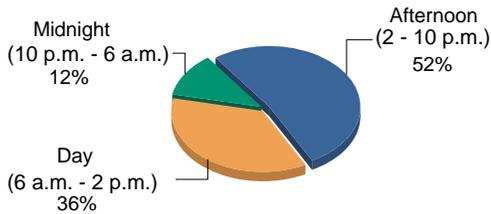
# FCP Assists by Time of Day



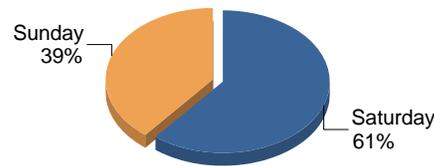
# FCP Dispatches by Weekday Shift



# FCP Dispatches by Weekend Day

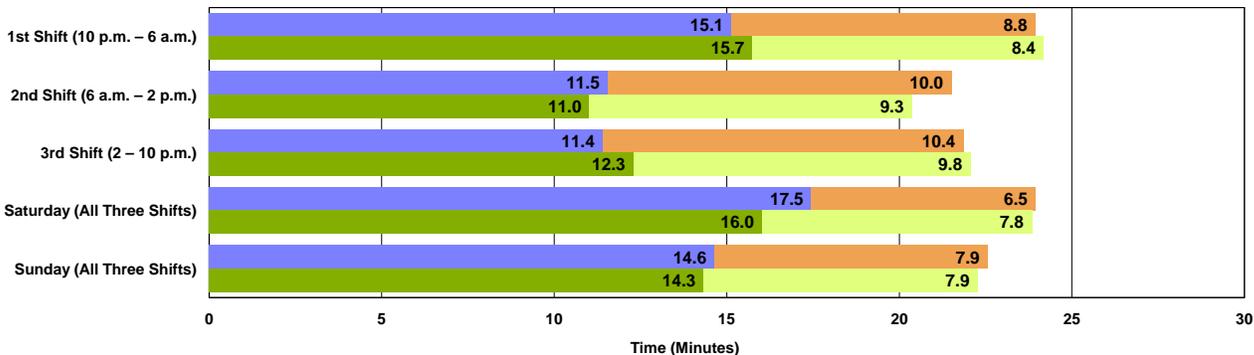


**Average Number of Dispatches per Weekday: 24**



**Average Number of Dispatches per Weekend: 42**

# FCP Average Service Times



Legend: Current Month Average Response Times (blue), Monthly FYTD Average Response Times (green), Current Month Average Clear Times (orange), Monthly FYTD Average Clear Times (yellow)



FCP Service Area and Assists per Mile



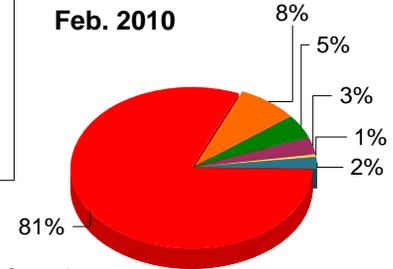
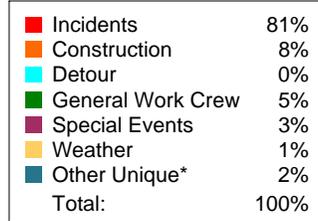
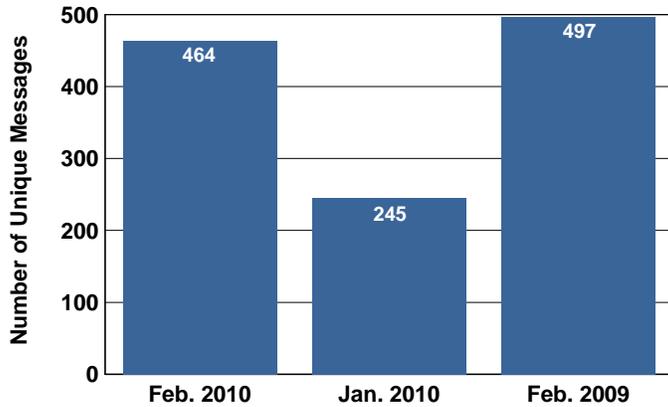
Motorist Quote of the Month:

*"I just wanted to pass on my thanks to the courtesy patrol employee (I did not get his name) who assisted me this morning, Wednesday, February 17, 2010, when I blew out a tire on I-696 in Warren. I greatly appreciated his willingness to assist me despite the heavy speeding traffic passing us by. This is a great service, and I hope it continues!"*

Courtesy Patrol

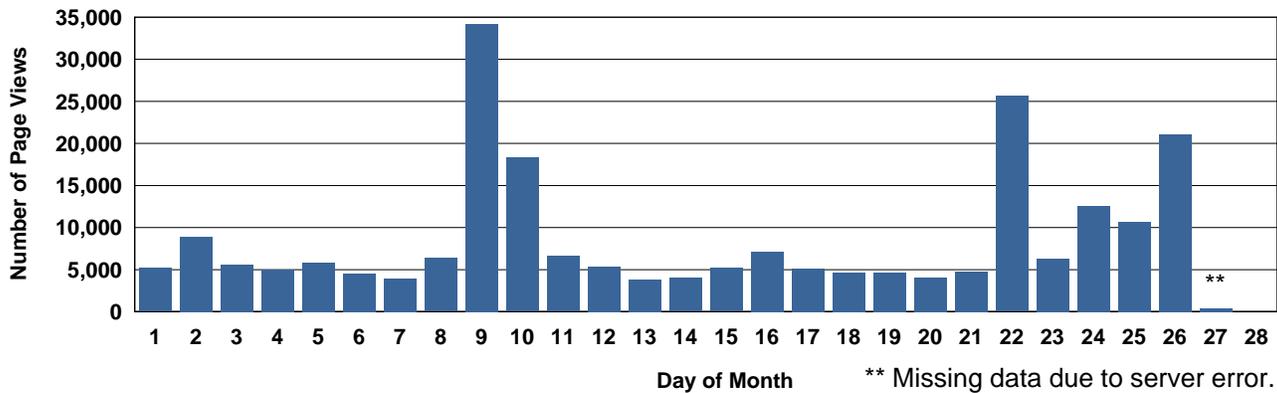
Freeway Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSIST DENSITY		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		Feb. 2010	FYTD Avg.	Feb. 2010	FYTD Avg.	Feb. 2010	FYTD Avg.	Feb. 2010	FYTD Avg.
<b>I-75</b>									
Oakland County Line to I-696	37.0	285	321.6	7.7	8.7	16.1	16.7	9.7	10.3
I-696 to I-94	8.0	201	254.6	25.1	31.8	10.7	9.9	10.4	11.0
I-94 to I-96	5.6	51	69.8	9.1	12.5	12.6	11.5	9.6	11.2
I-96 to I-275	37.0	200	247.0	5.4	6.7	15.2	14.1	9.5	8.7
<b>I-94</b>	87.6	737	893.0	8.4	51.0	13.6	13.1	9.8	10.1
<b>I-96</b>									
Washtenaw County Line to M-39	20.7	255	298.4	12.3	14.4	14.1	12.9	10.0	8.9
M-39 to I-75	9.0	189	254.0	21.0	28.2	12.4	10.7	10.9	9.5
I-75 to I-696	10.0	191	279.6	19.1	28.0	12.5	12.7	7.8	9.2
I-696 to St. Clair County Line	21.0	156	212.0	7.4	10.1	17.4	13.4	8.0	8.2
<b>I-96</b>	60.7	791	1,044.0	13.0	86.0	13.3	12.2	9.3	9.0
<b>I-275</b>									
I-96/I-696 to M-14/I-96	11.0	116	112.0	10.5	10.2	12.3	18.1	8.9	8.2
I-275/M-14 to M-39	12.0	170	230.8	14.2	19.2	15.7	13.0	9.8	8.8
M-39 to I-75	11.0	213	301.6	19.4	27.4	11.6	11.3	8.2	7.9
<b>I-275</b>	34.0	499	644.4	14.7	94.8	13.0	13.6	8.9	8.3
<b>I-696</b>									
I-96/I-275 to M-10	9.3	137	140.0	14.7	15.1	14.2	14.8	11.4	8.6
M-10 to I-75	9.0	123	146.0	13.7	16.2	12.6	13.1	8.3	8.8
I-75 to I-94	10.4	173	198.6	16.6	19.1	12.4	11.8	9.8	8.2
<b>I-696</b>	28.7	433	484.6	15.1	84.4	13.0	13.0	9.9	8.5
<b>M-59 (Veterans)</b>	24.0	33	27.6	1.4	1.2		7.0	10.8	10.8
<b>I-375</b>	1.2	7	7.8	5.8	6.5	28.0	11.9	9.1	10.3
<b>M-10 (Lodge)</b>	17.9	315	367.0	17.6	20.5	10.8	11.2	10.9	9.8
<b>M-14</b>	6.4	56	63.0	8.8	9.8	10.7	14.8	8.0	8.3
<b>M-39 (Southfield)</b>	14.2	192	252.4	13.5	17.8	13.3	12.7	9.7	9.7
<b>M-5 (Grand River)</b>	10.3	41	37.2	4.0	3.6	10.5	14.5	7.6	6.9
<b>M-8 (Davison)</b>	2.2	78	58.0	35.5	26.4	9.6	7.4	10.6	9.3
<b>Total</b>	324.7	3,490	4,203.8						

## Unique DMS Messages by Type



\* Airport, Amber Alert, Border Crossing, Location Specific, Safety, and Travel Time Unique Messages

## Mi Drive Web Site February Daily Page Views

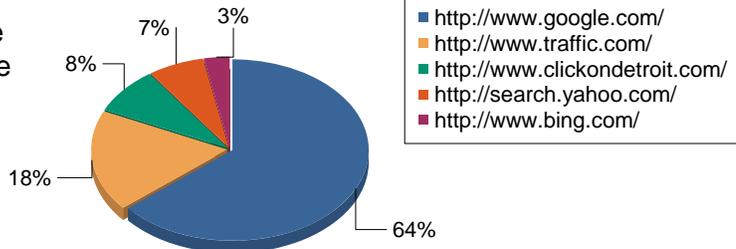


\*\* Missing data due to server error.

## Top 5 Non-Michigan.gov Site Requests to Mi Drive Web Site in February



In **February**, the Mi Drive Web site experienced the most activity on **Tuedays**.



Michigan.gov requests are #1 overall with 618,156 hits.

On an average day in **February**, the Mi Drive Web site received the most activity between **4 and 5 p.m.**

## Incident Communication Accuracy



Weekend DMS Snapshot Review	Feb. 2010	Jan. 2010	Feb. 2009
All Incident Messages	100%	100%	100%
High-Impact DMS Messages	Feb. 2010	Jan. 2010	Feb. 2009
All High-Impact Messages	99%	100%	98%
Freeway Closure Messages	100%	100%	93%
Lane Closure Messages	98%	100%	100%
Ramp Closure Messages	100%	100%	100%
Other Communication	Feb. 2010	Jan. 2010	Feb. 2009
Advisory Text Messages	90%	94%	93%
Web Site Incident Postings	97%	96%	93%

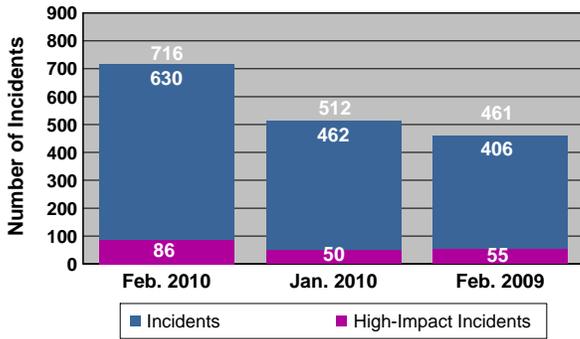
## Most Utilized DMS



1. I-94 EB at Second
2. M-10 NB at Porter
3. M-10 NB at M. L. King
4. I-696 WB at Ryan
5. I-94 WB at Beaubien



## Total Number of Incidents



## High-Impact Incident Activity



	Feb. 2010	Jan. 2010	Feb. 2009
Freeway Closures All Lanes Closed	19	11	16
Lane Closures Only One Lane Open	60	36	34
Ramp Closures	7	3	5
Freeway-to-Freeway			
<b>Total</b>	<b>86</b>	<b>50</b>	<b>55</b>

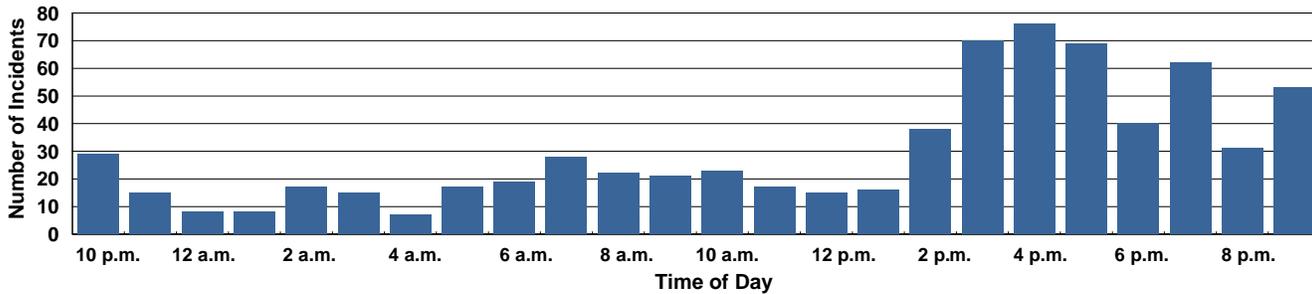
High-impact incidents account for **12%** of the total incidents in February.

## Total Incidents by Roadway

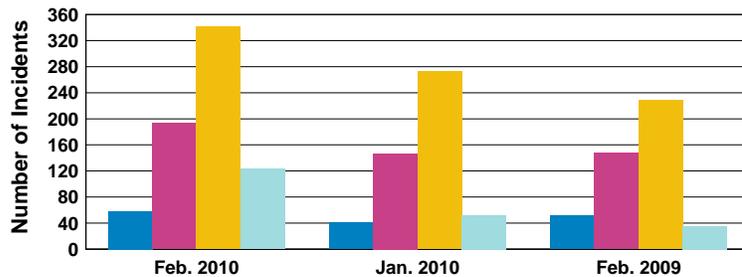


Freeway	Feb. 2010	Jan. 2010	Feb. 2009
I-75 (CHRYSLER/FISHER)	207	142	87
I-94 (FORD)	152	118	119
I-696 (REUTHER)	100	70	59
I-96 (JEFFRIES)	108	59	64
M-10 (LODGE)	45	35	32
M-39 (SOUTHFIELD)	51	49	62
I-275	51	38	38
I-375	1	1	0
M-59	1	0	0
<b>Total</b>	<b>716</b>	<b>512</b>	<b>461</b>

## Total Incidents per Hour

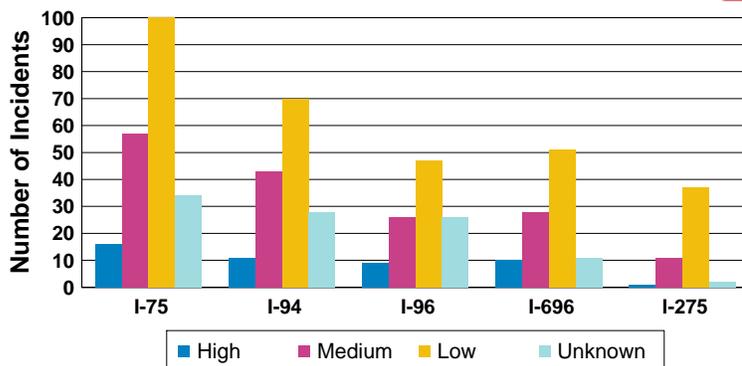


## Total Incident Severity/Duration by Month

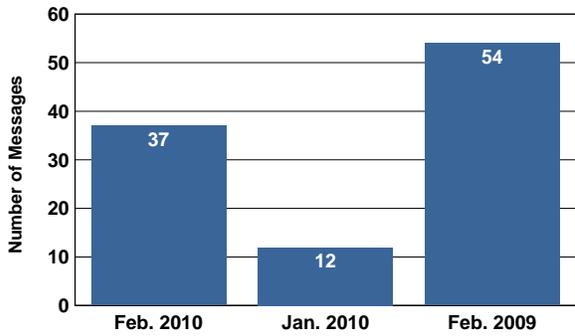


- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between 20 and 44 minutes, and total closures (all lanes) less than 20 minutes
- Shoulder closures less than 90 minutes, single-lane closures or partial closures (more than one lane, but not all) less than 20 minutes
- The duration and/or severity is unknown

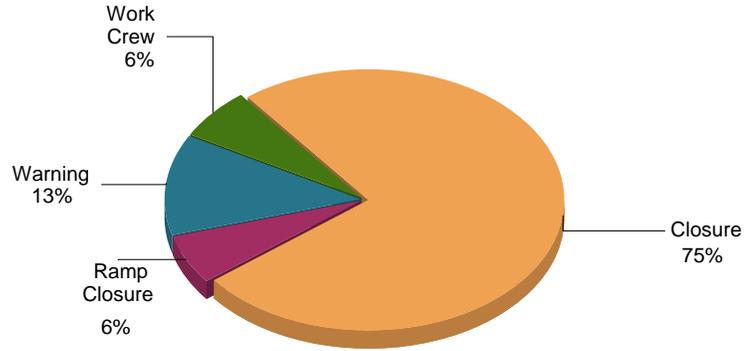
## Severity/Duration by Top 5 Freeways



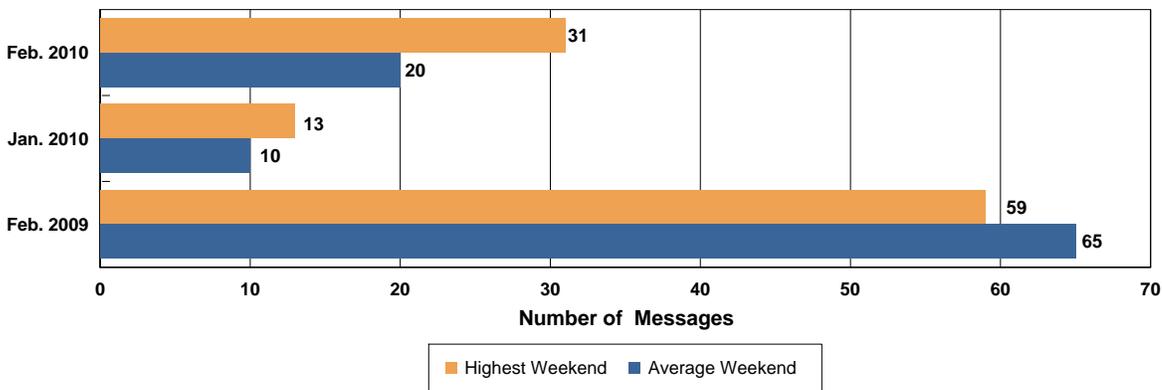
## Unique Construction Messages



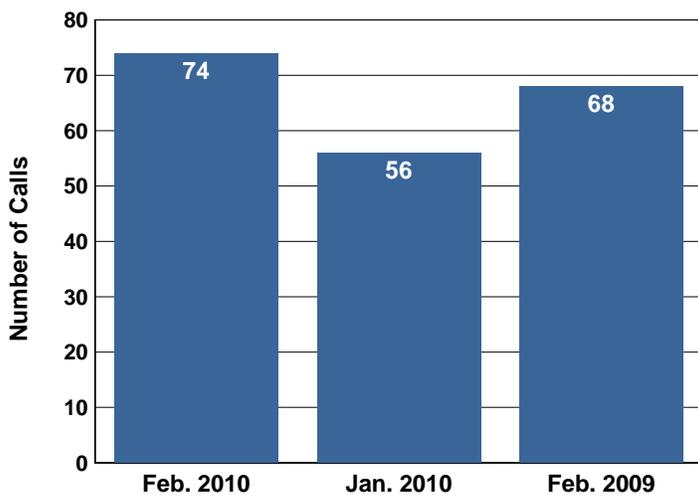
## Highest Weekend Unique Construction Messages



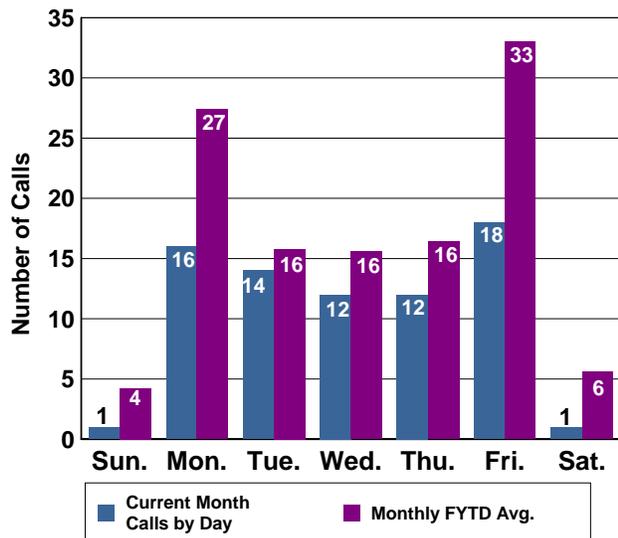
## Weekend Construction DMS Message Activity



## Total Construction Calls per Month



## Construction Calls by Day



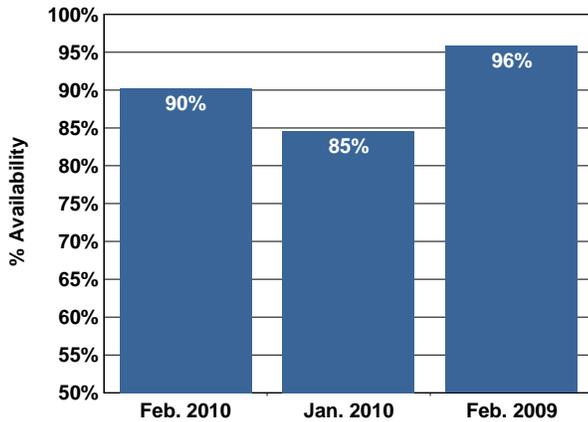
Construction Activity



## DMS Availability



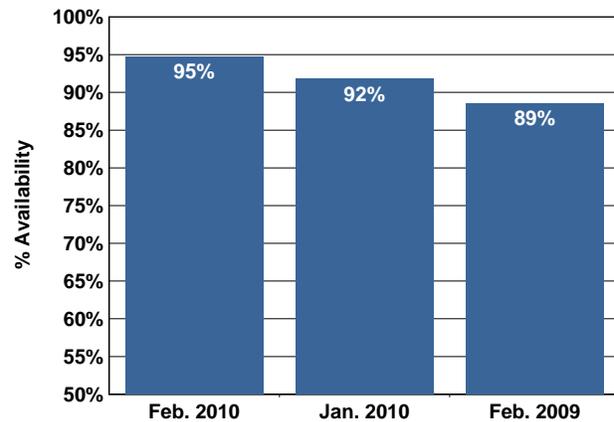
	Feb. 2010	Jan. 2010	Feb. 2009
<b>Available</b>	<b>62</b>	<b>56</b>	<b>69</b>
<b>Not Available</b>	<b>7</b>	<b>10</b>	<b>3</b>
<b>Total</b>	<b>69</b>	<b>66</b>	<b>72</b>



## CCTV Camera Availability



	Feb. 2010	Jan. 2010	Feb. 2009
<b>Available</b>	<b>175</b>	<b>150</b>	<b>147</b>
<b>Not Available</b>	<b>10</b>	<b>14</b>	<b>19</b>
<b>Total</b>	<b>185</b>	<b>164</b>	<b>166</b>



## Equipment Upgrades



Equipment Type	Maintenance Activity
<b>CCTV</b>	
-----	-
<b>TOTAL</b>	<b>0</b>
<b>DMS</b>	
Southbound I-275 @ Cherry Hill	Upgraded Sign
<b>TOTAL</b>	<b>1</b>

