

Michigan Intelligent Transportation Systems Center

Serving Motorists on Southeast Michigan Freeways

www.michigan.gov/its
www.michigan.gov/drive

February 2012



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In the Spotlight



The Freeway Courtesy Patrol (FCP) is an integral part of the service the Michigan Intelligent Transportation System (MITS) Center provides Metro Detroit motorists. The FCP helps improve freeway travel time and reduce traffic congestion by assisting motorists whose vehicles are out of gas, or have flat tires or mechanical problems.

Disabled vehicles come to the attention of MITS Center control room operators in various ways. They can be notified by media partners and local and state law enforcement agencies, as well as by observing traffic cameras and receiving phone calls from the motorists themselves. Operators then dispatch FCP drivers as quickly as possible to assist stranded motorists and get them back on their way.

Compiled by:

URS

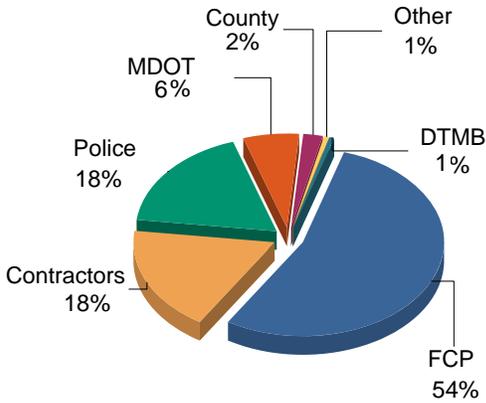
Summary

Data Key

Feb. 2012

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.		3,343
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.		4,951
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.		* 216,885 * Same as Nov. 2011 due to unavailable data.
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.		445
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).		100% 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: 96% CCTV: 100%

Calls by Type



Total Calls: 4,951

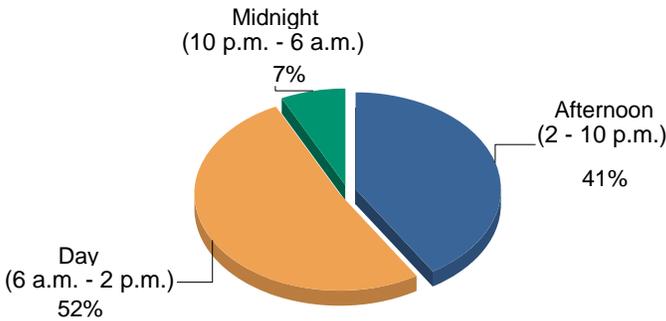
Agency	No. of Calls
Airport	0
Border	1
Contractors	892
County	103
Detroit, City of	6
DTMB	23
FCP	2,662
Federal	0
Fire	0
MDOT	321
Media	15
Police	878
Special Events	13
Transit	2
OTHER	35
Total	4,951

MDOT	Total
Metro Region Taylor TSC	98
MITSC TOC	75
Metro Region Operations Section	50
Metro Region Oakland TSC	44
Metro Region Office	19
Metro Region Macomb/St Clair TSC	14
Answering Service	13
Statewide TOC	3
Blue Water Bridge TOC	2
Metro Region Detroit TSC	2
TBD	1
Total	321

Calls by Weekday Shift



Monday - Friday



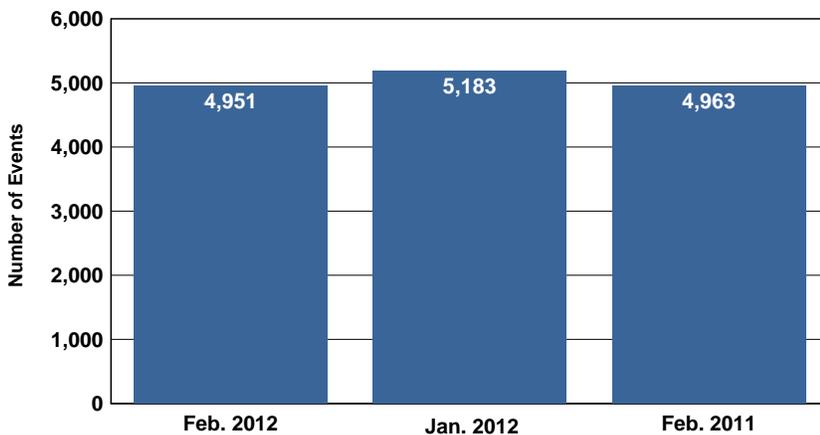
Calls by Weekend Day

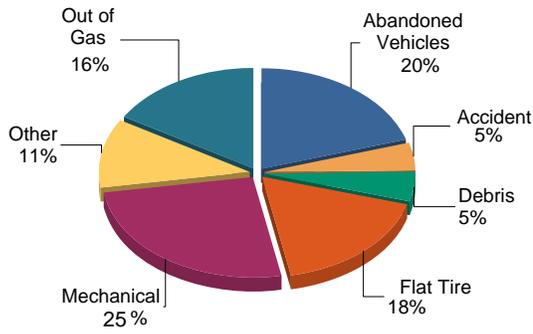


Average Number of Calls per Weekday: 201

Average Number of Calls per Weekend: 185

Monthly Event History





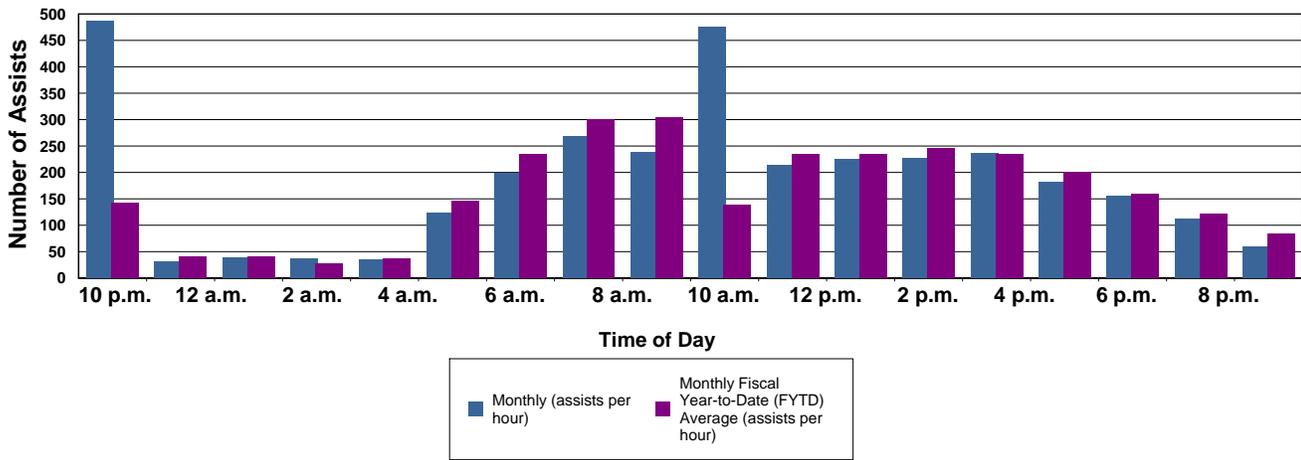
In the month of February, the highest number of assist for the Freeway Courtesy Patrol is Mechanical Assist at 25 percent.

February Total: 3,343

2,625 Assists

718 Abandoned Vehicle Stops

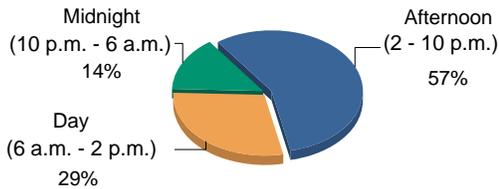
FCP Assists by Time of Day



FCP Dispatches by Weekday Shift

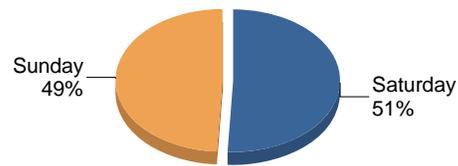


Monday - Friday



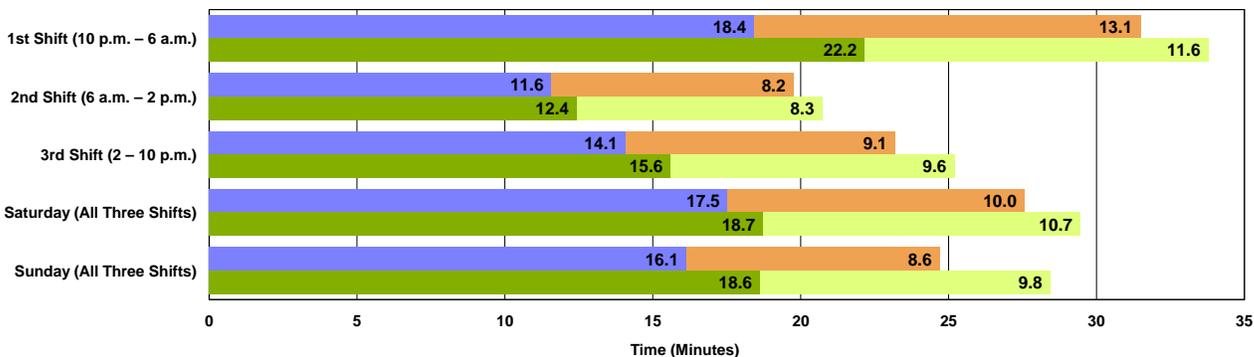
Average Number of Dispatches per Weekday: 31

FCP Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 39

FCP Average Service Times





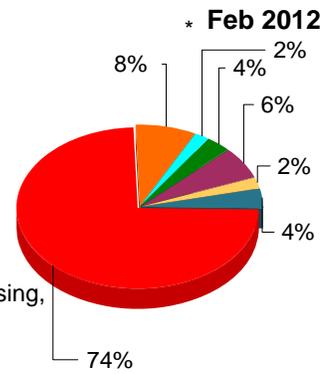
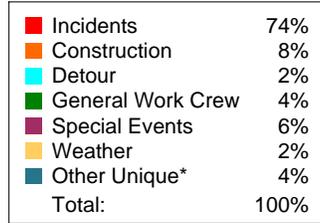
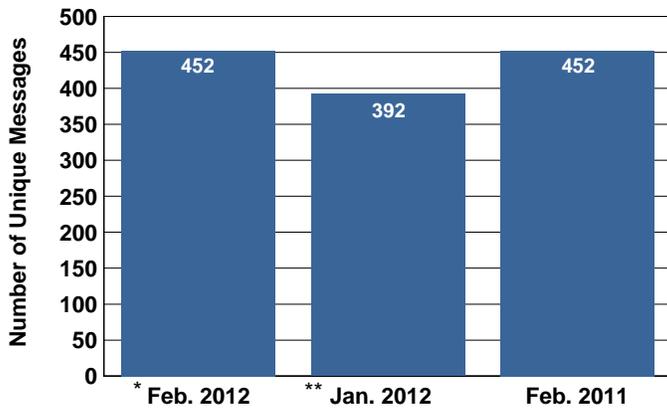
"As I was driving home from work, I heard a pop and realized I had a flat tire. As I was pulling over to the shoulder one of the Courtesy Patrol vans pulled right behind me and offered help. The man was very helpful and professional. He was able to change my tire in no time. I just wanted to say what a great program this is. Thank you."

Courtesy Patrol



Freeway Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSIST DENSITY		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		Feb. 2012	FYTD Avg.	Feb. 2012	FYTD Avg.	Feb. 2012	FYTD Avg.	Feb. 2012	FYTD Avg.
I-75									
Oakland County Line to I-696	37.0	256	316.8	6.9	8.6	17.2	23.8	8.4	8.2
I-696 to I-94	8.0	197	230.0	24.6	28.8	14.7	13.6	10.1	10.5
I-94 to I-96	5.6	50	67.0	8.9	12.0	14.5	13.6	9.4	9.2
I-96 to I-275	37.0	275	305.6	7.4	8.3	15.6	16.1	8.1	7.6
Total I-75	87.6	778	919.4	8.9	52.5	15.8	17.6	8.8	8.6
I-94									
Washtenaw County Line to M-39	20.7	232	282.4	11.2	13.6	16.5	18.4	9.6	8.8
M-39 to I-75	9.0	234	235.0	26.0	26.1	11.6	15.2	9.1	9.9
I-75 to I-696	10.0	212	234.8	21.2	23.5	14.3	15.7	9.8	9.3
I-696 to St. Clair County Line	21.0	134	124.0	6.4	5.9	15.4	16.0	9.1	8.6
Total I-94	60.7	812	876.2	13.4	72.2	14.0	16.2	9.4	9.2
I-96									
Livingston County Line to I-275/I-696	11.0	116	112.6	10.5	10.2	16.0	23.5	8.8	8.0
I-275/M-14 to M-39	12.0	164	184.4	13.7	15.4	14.9	15.9	11.0	11.3
M-39 to I-75	11.0	239	255.8	21.7	23.3	15.5	14.2	9.9	9.0
Total I-96	34.0	519	552.8	15.3	81.3	15.5	17.0	10.0	9.6
I-275									
I-96/I-696 to M-14/I-96	8.0	63	82.6	7.9	10.3	15.3	18.9	6.4	8.3
M-14/I-96 to I-94	12.0	95	116.0	7.9	9.7	15.6	17.2	8.8	11.4
I-94 to I-75	17.5	94	95.6	5.4	5.5	20.2	19.7	6.9	6.8
Total I-275	37.5	252	294.2	6.7	39.2	16.2	18.1	7.5	9.0
I-696									
I-96/I-275 to M-10	9.3	115	122.0	12.4	13.1	14.4	16.6	5.8	8.6
M-10 to I-75	9.0	131	136.2	14.6	15.1	13.7	14.1	6.8	8.2
I-75 to I-94	10.4	145	173.2	13.9	16.7	13.8	14.8	9.1	8.8
Total I-696	28.7	391	431.4	13.6	75.2	13.9	15.0	7.4	8.6
M-59 (Veterans)	24.0	25	29.0	1.0	1.2	12.5	24.8	10.6	8.3
I-375	1.2	8	7.2	6.7	6.0	11.0	9.5	11.8	10.7
M-10 (Lodge)	17.9	268	334.0	15.0	18.7	11.0	12.7	9.9	11.9
M-14	6.4	39	46.8	6.1	7.3	16.7	17.4	6.7	9.0
M-39 (Southfield)	14.2	188	211.8	13.2	14.9	14.8	13.7	10.3	8.8
M-5 (Grand River)	10.3	34	26.8	3.3	2.6	17.8	20.5	5.6	7.5
M-8 (Davison)	2.2	29	33.4	13.2	15.2	9.6	10.6	7.0	8.7
Total	324.7	3,343	3,763.0						

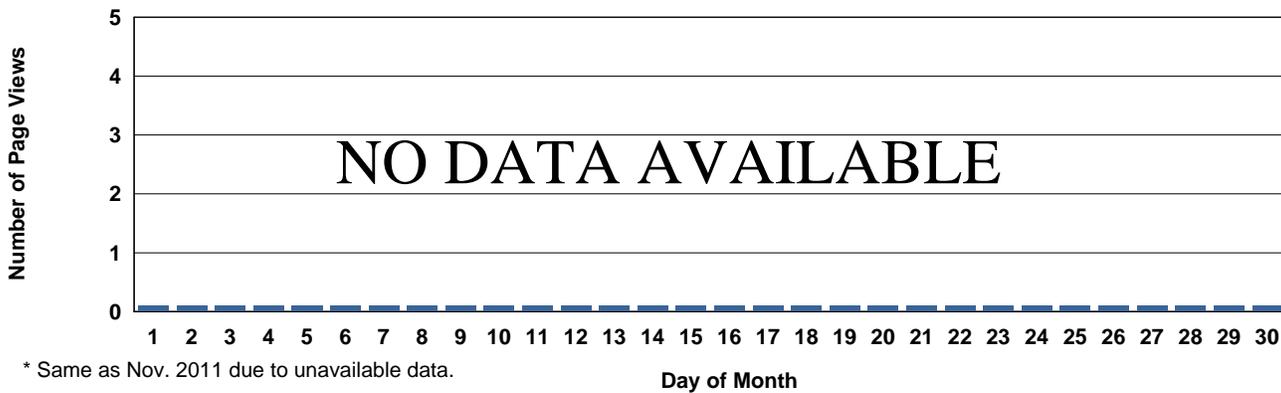
Unique DMS Messages by Type



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

** Oct. 2011 data averaged from past years due to system outage

* Mi Drive Web Site February Daily Page Views * Same as Nov. 2011 due to unavailable data.



* Same as Nov. 2011 due to unavailable data.

* Referring Site Requests to Mi Drive Web Site in February



* Same as Nov. 2011 due to unavailable data.

* Top 5 Non-Michigan.gov Sites

* Same as Nov. 2011 due to unavailable data.

- http://www.google.com/
- www://search.yahoo.com
- www://clickondetroit.com
- www://bing.com
- www://misource.bcbsm.com

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

On an average day in **February**, the Mi Drive Web site received the most activity between **9 and 10 a.m.**

* Same as Nov. 2011 due to unavailable data.

Incident Communication Accuracy



Weekend DMS Snapshot Review	Feb. 2012	Jan. 2012	Feb. 2011
All Incident Messages	100%	100%	100%
High-Impact DMS Messages	Feb. 2012	Jan. 2012	Feb. 2011
All High-Impact Messages	100%	100%	100%
Freeway Closure Messages	100%	100%	100%
Lane Closure Messages	100%	100%	100%
Ramp Closure Messages	100%	100%	100%
Other Communication	Feb. 2012	Jan. 2012	Feb. 2011
Advisory Text Messages	86%	90%	90%
Web Site Incident Postings	100%	100%	97%

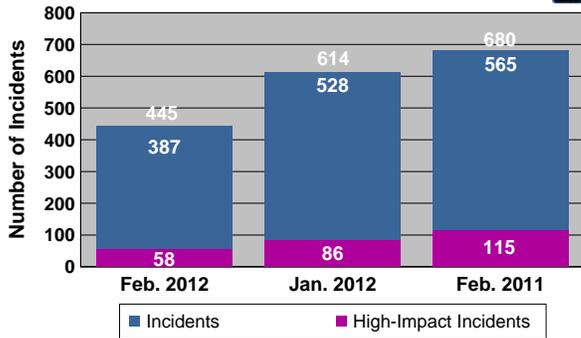
Most Utilized DMS



1. I-75 SB at State Fair
2. I-94 WB at 10 Mile
3. I-75 NB at Clay
4. I-75 SB South of 13 Mile
5. I-696 EB at Manistee



Total Number of Incidents



High-Impact Incident Activity



	Feb. 2012	Jan. 2012	Feb. 2011
Freeway Closures All Lanes Closed	8	16	28
Lane Closures Only One Lane Open	41	58	73
Ramp Closures Freeway-to-Freeway	9	12	14
Total	58	86	115

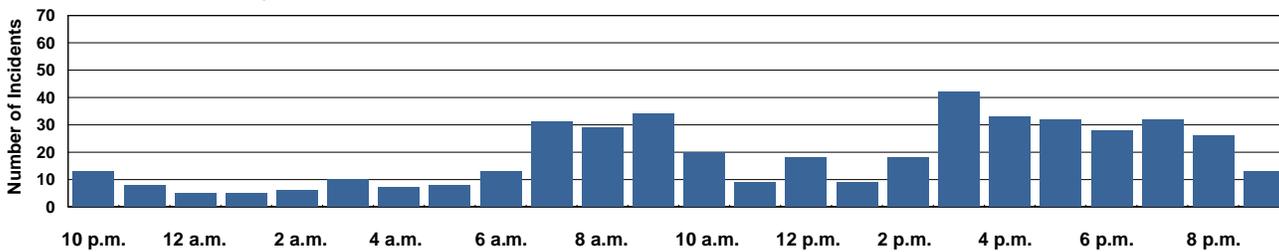
High-impact incidents account for 13% of the total incidents in February.

Total Incidents by Roadway

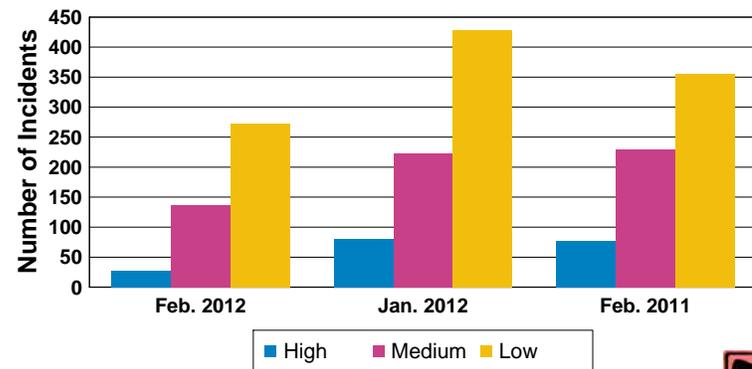


Freeway	Feb. 2012	Jan. 2012	* Feb. 2011
I-75 (CHRYSLER/FISHER)	117	179	192
I-94 (FORD)	98	115	155
I-696 (REUTHER)	63	87	86
I-96 (JEFFRIES)	75	81	90
M-10 (LODGE)	25	43	36
M-39 (SOUTHFIELD)	22	32	63
I-275	35	67	41
I-375	3	3	4
M-14	5	5	9
M-59	2	2	14
Total	445	614	690

Total Incidents per Hour

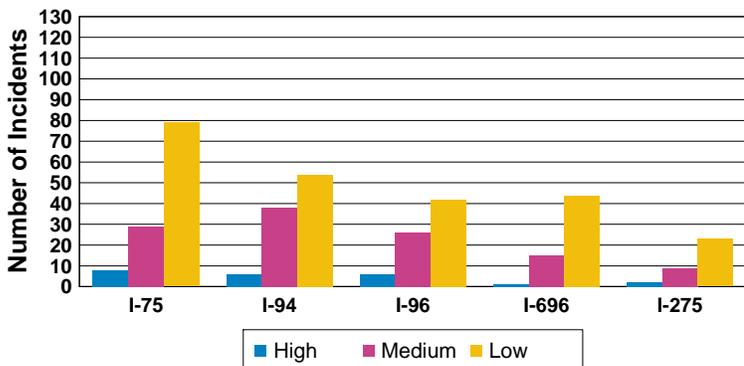


Total Incident Severity/Duration by Month

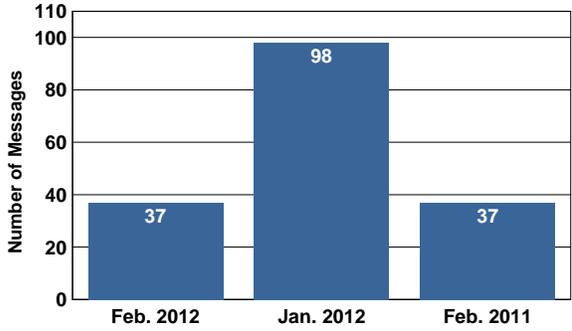


- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between 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

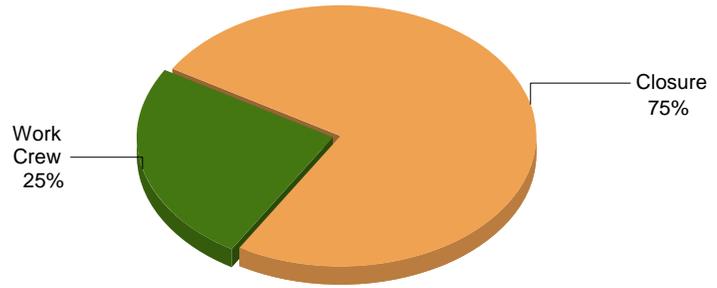
Severity/Duration by Top 5 Freeways



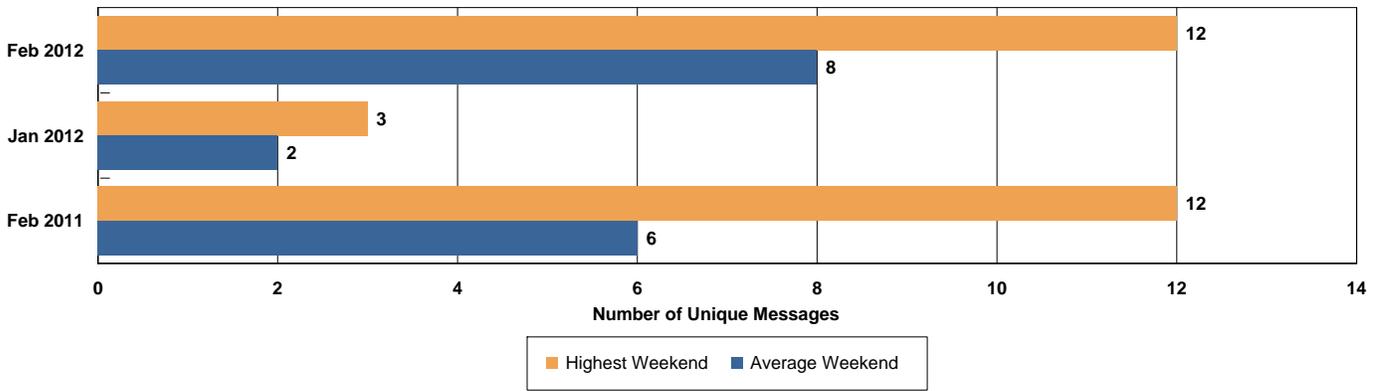
Unique Construction Messages



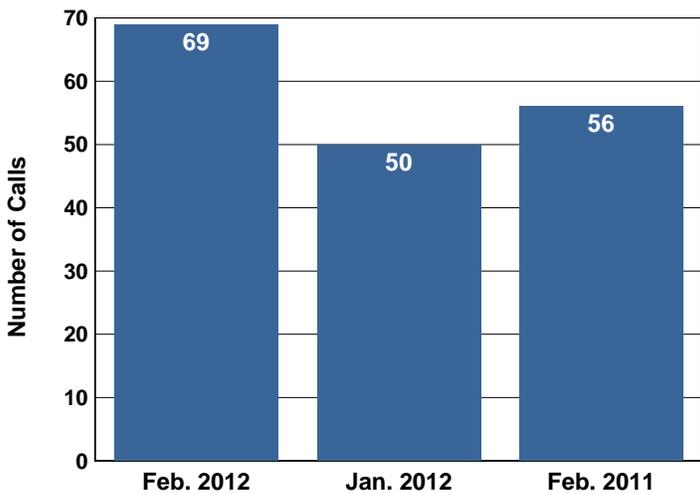
Highest Weekend Unique Construction Messages



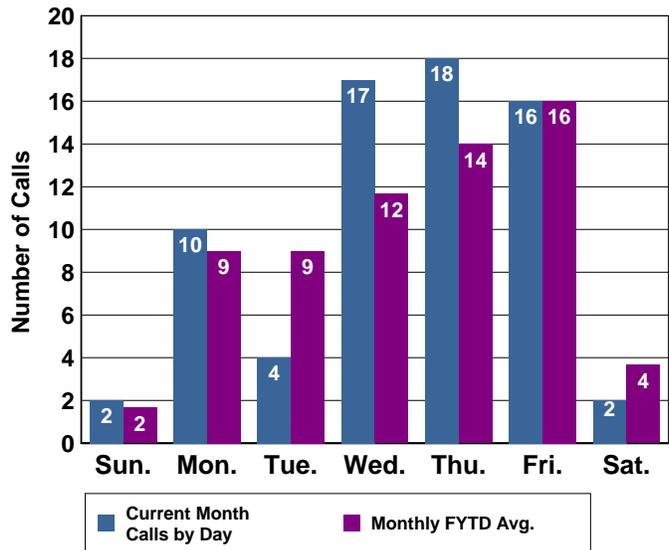
Weekend Construction DMS Message Activity



Total Construction Calls per Month



Construction Calls by Day



Construction Activity



DMS Availability

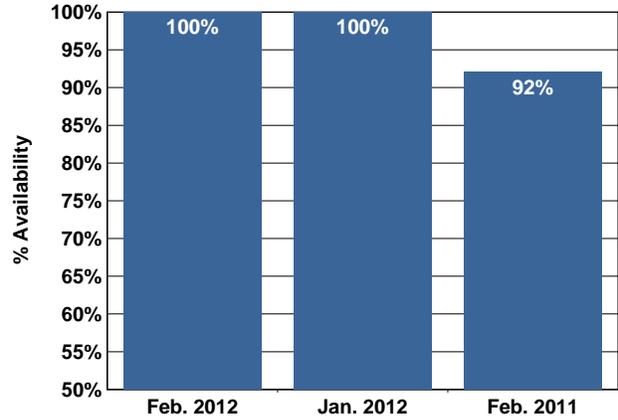
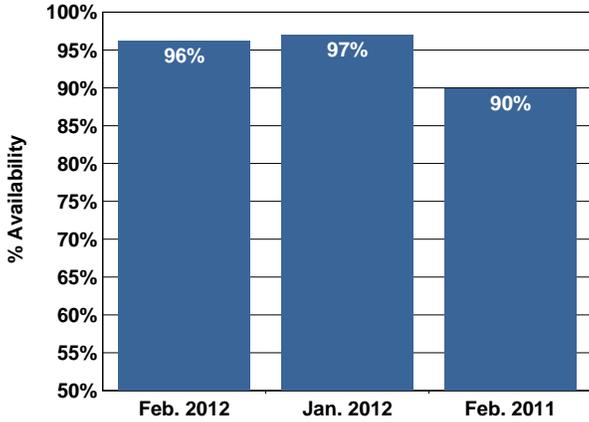


CCTV Camera Availability



	Feb 2012	Jan 2012	Feb 2011
Available	60	91	62
Not Available	3	3	7
Total	63	94	69

	Feb 2012	Jan 2012	Feb 2011
Available	166	241	156
Not Available	0	0	14
Total	166	241	170

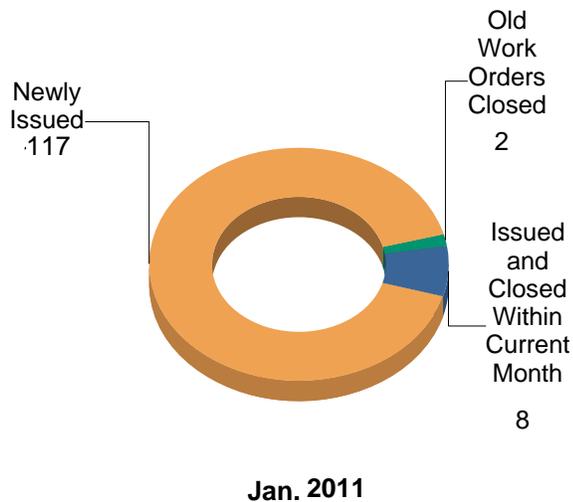
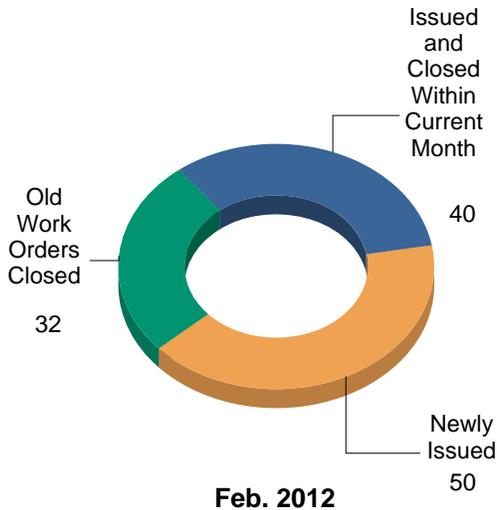


Equipment Upgrades



Equipment Type	Maintenance Activity
CCTV	
----	-
TOTAL	0
DMS	
----	-
TOTAL	0
Hub-Node Tower/Other	
----	-
TOTAL	0

Work Order Processing



Equipment Maintenance

