

# 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)

June 2010



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## In the Spotlight



### Detroit Fireworks Display



An estimated 1.1 million people gathered along the riverfront and the streets of downtown Detroit to witness the 52nd Annual Target Fireworks. The MITS Center, along with other agencies such as the Detroit Police Department, the Michigan State Police and others, ensured the mobility and safety of traffic along the freeways guiding motorists to the downtown area. A traffic management plan was executed and certain freeways and ramps leading into the downtown Detroit area were closed by 6 p.m. and reopened at midnight to reroute motorists appropriately. Outbound traffic cleared at around 12:30 a.m. Many viewers stated that this was one of the best fireworks displays that they had ever seen.

Compiled by:

**URS**

# Summary

## Data Key

## June 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.

4,786

### 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.

6,733

### 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.

206,719

### 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.

341

### 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



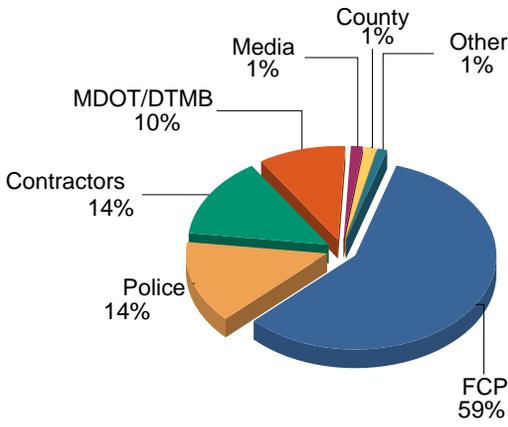
#### System Availability

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: 77%

CCTV: 89%

# Calls by Type



**Total Calls: 6,733**

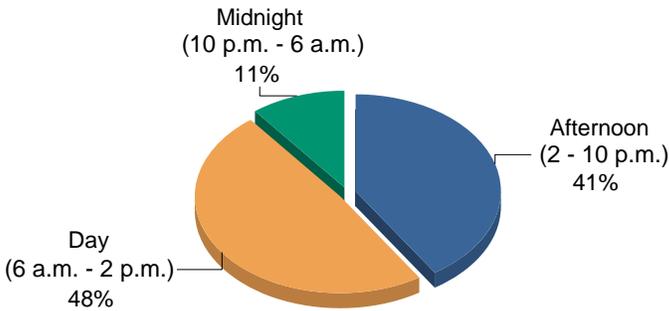
Agency	No. of Calls
FCP	3,898
Contractors	942
City	3
County	95
Federal	0
Fire	3
Police	952
Border	1
MDOT/DTMB	671
Media	96
Special Events	4
Transit	1
State	0
Parking	0
Airport	1
Animals	0
OTHER	66
<b>Total</b>	<b>6,733</b>

MDOT/DTMB	Total
Taylor TSC	213
Oakland TSC	89
DTMB	77
MITS Center	65
Detroit TSC	59
Macomb TSC	48
Metro Region Office	26
Auburn Hills Garage	24
Detroit Maintenance Garage	19
Port Huron TSC	18
Jackson TSC	11
Brighton TSC	10
Answering Service	7
Lansing	3
Bay Region	1
Monroe County	1
<b>Total</b>	<b>671</b>

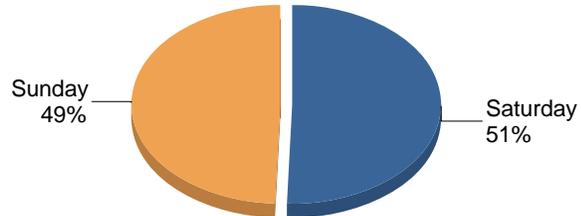


Control Room

# Calls by Shift



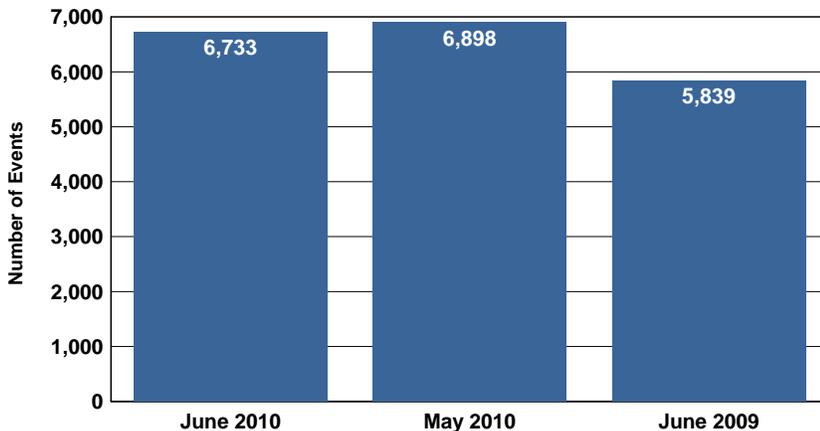
# Calls by Weekend Day



**Average Number of Calls per Weekday: 255**

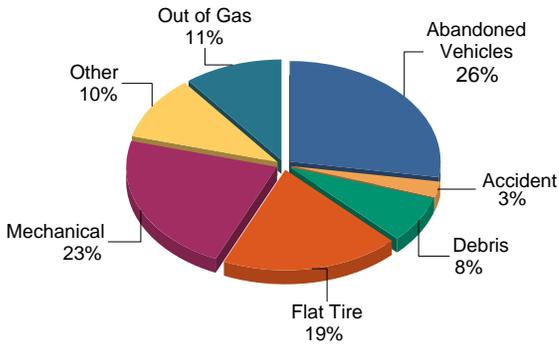
**Average Number of Calls per Weekend: 284**

# Monthly Event History





On 32 assists, giving directions was the service provided by FCP drivers, which is usually coded as "Other".

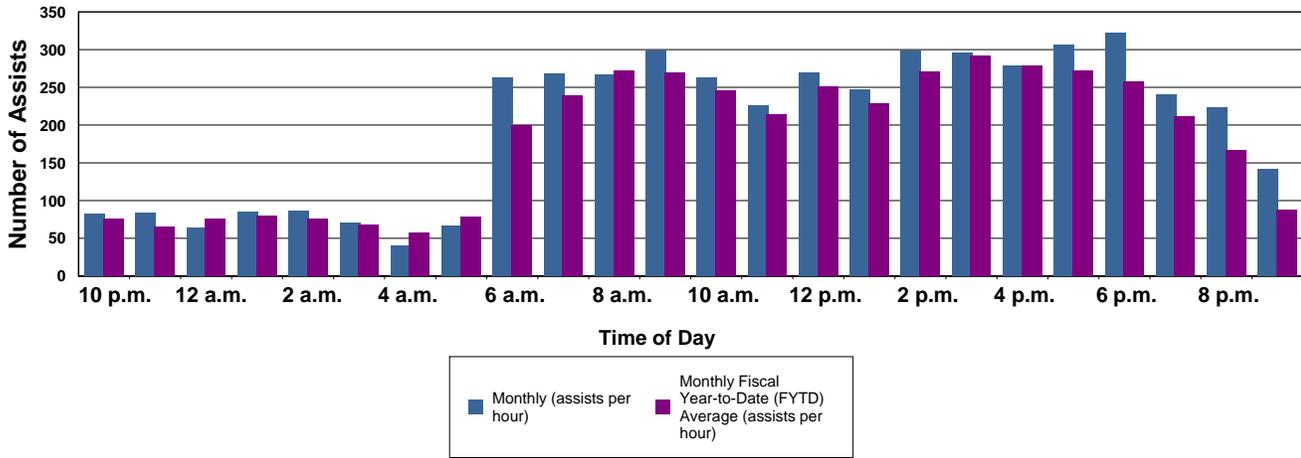


**June Total: 4,786**

**3,413 Assists**

**1,373 Abandoned Vehicle Stops**

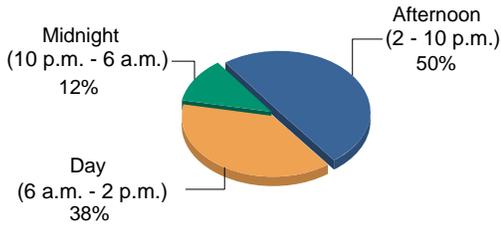
FCP Assists by Time of Day



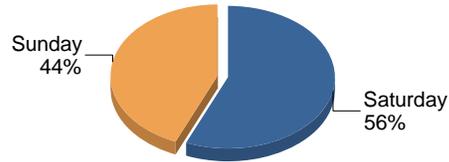
FCP Dispatches by Weekday Shift



FCP Dispatches by Weekend Day

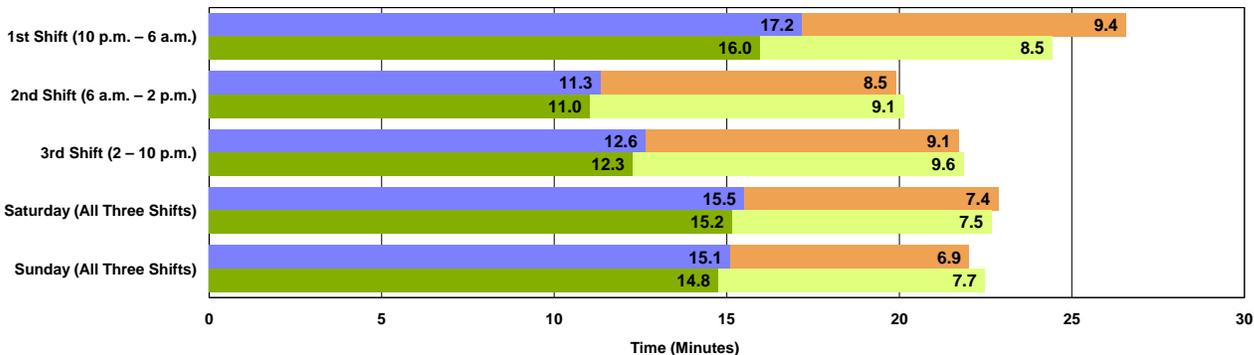


**Average Number of Dispatches per Weekday: 30**



**Average Number of Dispatches per Weekend: 33**

FCP Average Service Times



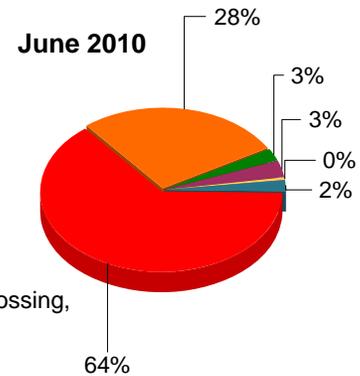
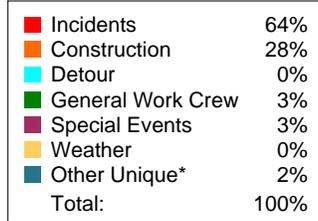
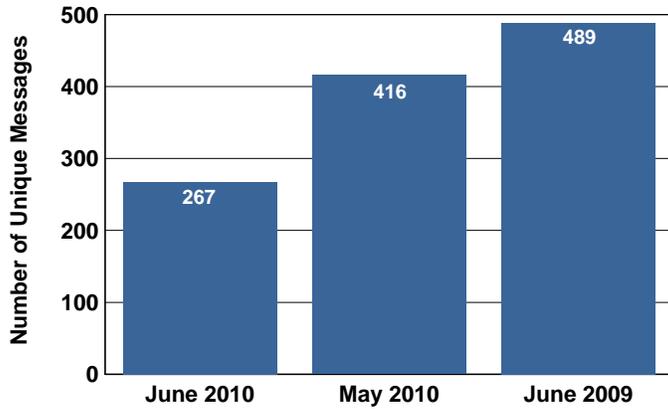


*"I would like to thank the Freeway Courtesy Patrol driver for his assistance yesterday. He was helpful, courteous, and when I tried to pay or tip him, he refused, informing me the service was paid by our tax dollars. I would have never expected to need this service. However, after picking up my mother's car, it ran out of gas while the gauge showed it to have several gallons. The Freeway Courtesy Patrol driver pulled up not five minutes later, which was a tremendous relief."*

Courtesy Patrol

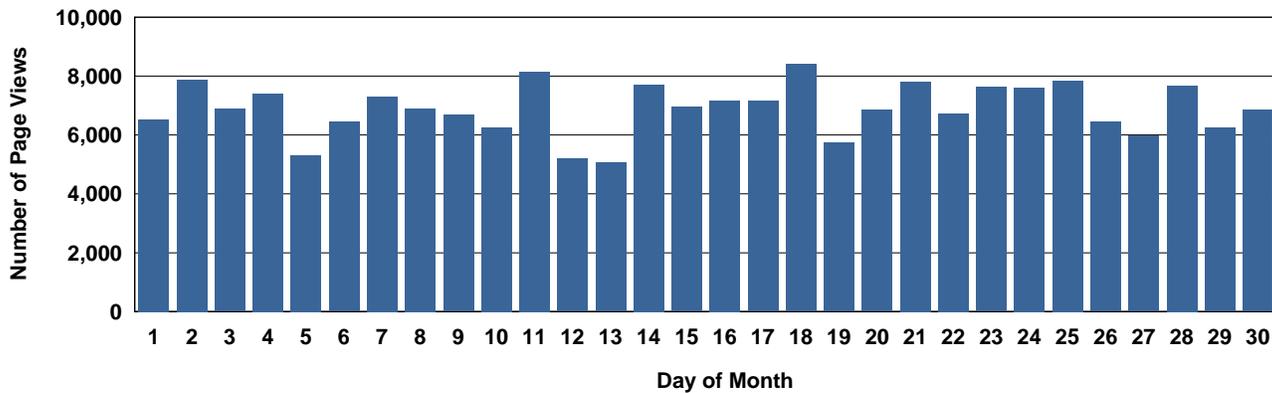
Freeway Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSIST DENSITY		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		June 2010	FYTD Avg.	June 2010	FYTD Avg.	June 2010	FYTD Avg.	June 2010	FYTD Avg.
<b>I-75</b>									
Oakland County Line to I-696	37.0	440	376.0	11.9	10.2	19.4	16.6	10.1	10.1
I-696 to I-94	8.0	238	243.8	29.8	30.5	7.9	10.2	8.9	10.5
I-94 to I-96	5.6	79	69.3	14.1	12.4	10.5	10.9	8.1	10.1
I-96 to I-275	37.0	320	268.6	8.6	7.3	15.8	14.6	7.9	8.4
	87.6	1,077	957.7	12.3	98.4	13.8	13.3	9.0	9.7
<b>I-94</b>									
Washtenaw County Line to M-39	20.7	364	322.0	17.6	15.6	15.5	13.5	8.9	9.0
M-39 to I-75	9.0	332	276.1	36.9	30.7	14.3	11.2	10.6	9.5
I-75 to I-696	10.0	265	270.3	26.5	27.0	12.9	12.3	7.5	8.9
I-696 to St. Clair County Line	21.0	189	217.2	9.0	10.3	12.7	13.0	7.1	8.0
	60.7	1,150	1,085.7	18.9	161.0	14.1	12.3	8.8	8.9
<b>I-96</b>									
Livingston County Line to I-275/I-696	11.0	140	114.6	12.7	10.4	17.8	17.6	7.9	8.0
I-275/M-14 to M-39	12.0	268	240.0	22.3	20.0	13.4	12.4	8.3	8.6
M-39 to I-75	11.0	356	306.2	32.4	27.8	11.3	11.9	7.9	8.1
	34.0	764	660.8	22.5	174.9	13.0	13.4	8.0	8.3
<b>I-275</b>									
I-96/I-696 to M-14/I-96	8.0	137	108.1	17.1	13.5	13.6	15.3	9.1	8.9
M-14/I-96 to I-94	12.0	172	150.6	14.3	12.5	12.7	13.8	7.1	7.8
I-94 to I-75	17.5	84	74.6	4.8	4.3	18.9	14.0	7.1	7.8
	37.5	393	333.2	10.5	80.0	13.9	14.4	7.8	8.1
<b>I-696</b>									
I-96/I-275 to M-10	9.3	187	140.7	20.1	15.1	14.0	14.4	9.0	8.5
M-10 to I-75	9.0	152	143.6	16.9	16.0	11.5	12.6	8.2	8.6
I-75 to I-94	10.4	162	196.3	15.6	18.9	13.0	11.9	6.7	8.2
	28.7	501	480.6	17.5	150.7	12.6	12.8	8.0	8.4
<b>M-59 (Veterans)</b>	24.0	32	29.3	1.3	1.2	27.0	25.2	10.4	10.2
<b>I-375</b>	1.2	15	8.2	12.5	6.9	15.3	13.5	6.6	9.1
<b>M-10 (Lodge)</b>	17.9	343	354.2	19.2	19.8	11.0	11.1	9.0	9.4
<b>M-14</b>	6.4	102	71.3	15.9	11.1	13.7	14.4	7.2	8.1
<b>M-39 (Southfield)</b>	14.2	320	266.4	22.5	18.8	11.2	12.0	8.9	9.6
<b>M-5 (Grand River)</b>	10.3	39	34.9	3.8	3.4	14.0	15.3	12.5	7.5
<b>M-8 (Davison)</b>	2.2	50	52.1	22.7	23.7	8.8	8.7	11.0	9.3
<b>Total</b>	324.7	4,786	4,334.4						

## Unique DMS Messages by Type



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

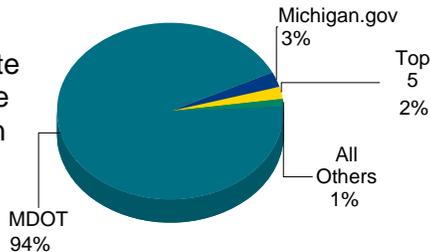
## Mi Drive Web Site June Daily Page Views



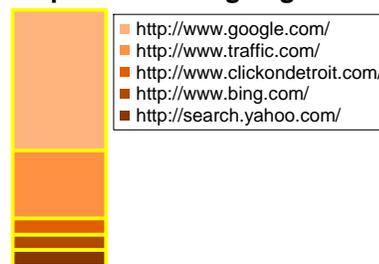
## Referring Site Requests to Mi Drive Web Site in June



In **June**, the Mi Drive Web site experienced the most activity on **Wednesdays**.



### Top 5 Non-Michigan.gov Sites



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

## Incident Communication Accuracy



Weekend DMS Snapshot Review	June 2010	May 2010	June 2009
All Incident Messages	100%	100%	99%
High-Impact DMS Messages	June 2010	May 2010	June 2009
All High-Impact Messages	100%	98%	95%
Freeway Closure Messages	100%	100%	100%
Lane Closure Messages	100%	99%	98%
Ramp Closure Messages	100%	90%	67%
Other Communication	June 2010	May 2010	June 2009
Advisory Text Messages	89%	91%	98%
Web Site Incident Postings	98%	95%	98%

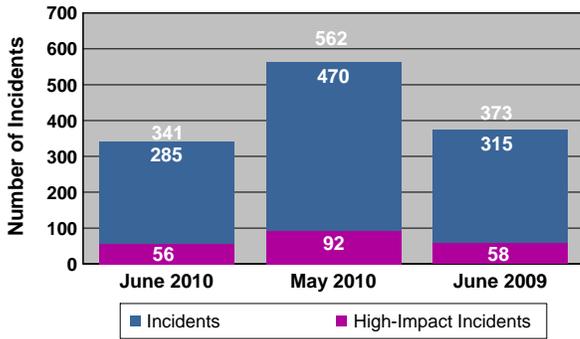
## Most Utilized DMS



1. I-696 EB at Manistee
2. M-10 NB at Porter
3. I-696 WB at Ryan
4. I-75 NB at Woodward Hghts.
5. I-96 EB Local at Evergreen



## Total Number of Incidents



## High-Impact Incident Activity



	June 2010	May 2010	June 2009
Freeway Closures All Lanes Closed	17	15	12
Lane Closures Only One Lane Open	30	68	40
Ramp Closures	9	9	6
Freeway-to-Freeway			
<b>Total</b>	<b>56</b>	<b>92</b>	<b>58</b>

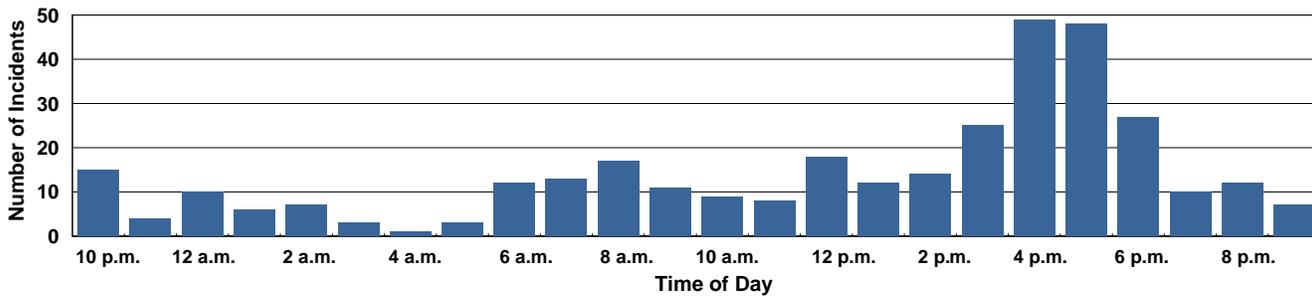
High-impact incidents account for **16%** of the total incidents in June.

## Total Incidents by Roadway

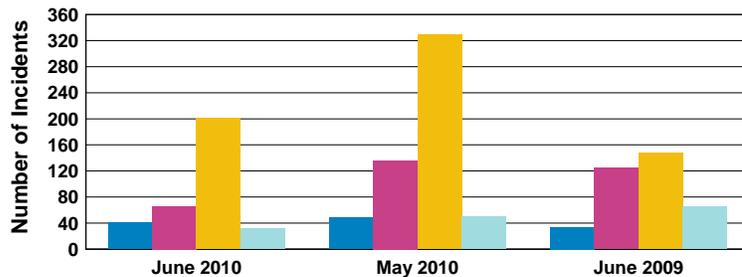


Freeway	June 2010	May 2010	June 2009
I-75 (CHRYSLER/FISHER)	87	138	103
I-94 (FORD)	68	134	90
I-696 (REUTHER)	57	92	51
I-96 (JEFFRIES)	42	75	45
M-10 (LODGE)	23	34	27
M-39 (SOUTHFIELD)	31	45	33
I-275	31	39	22
I-375	2	4	2
M-59	0	1	0
<b>Total</b>	<b>341</b>	<b>562</b>	<b>373</b>

## Total Incidents per Hour

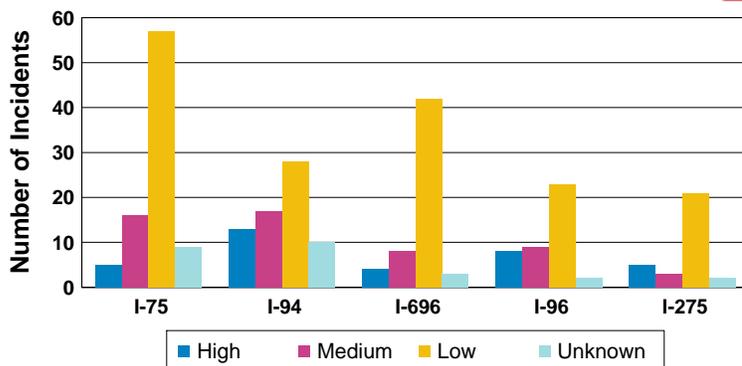


## Total Incident Severity/Duration by Month

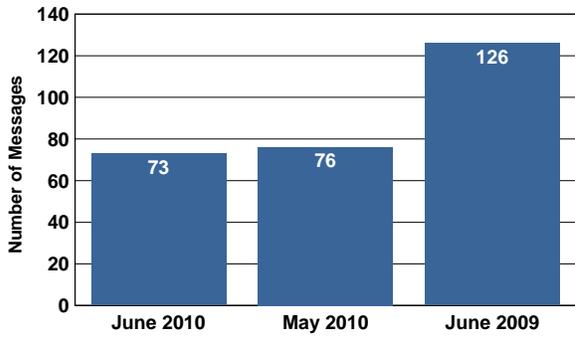


- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between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

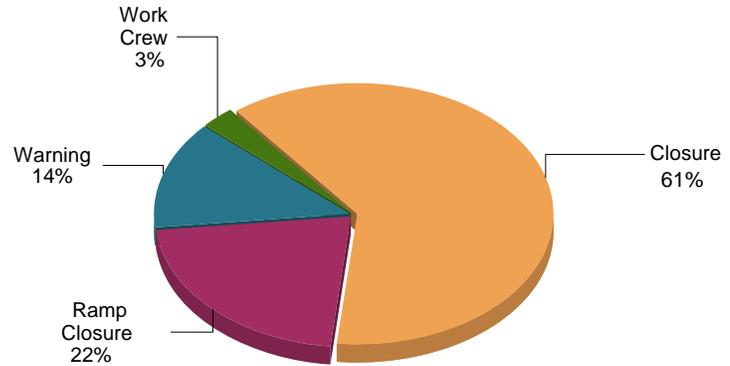
## Severity/Duration by Top 5 Freeways



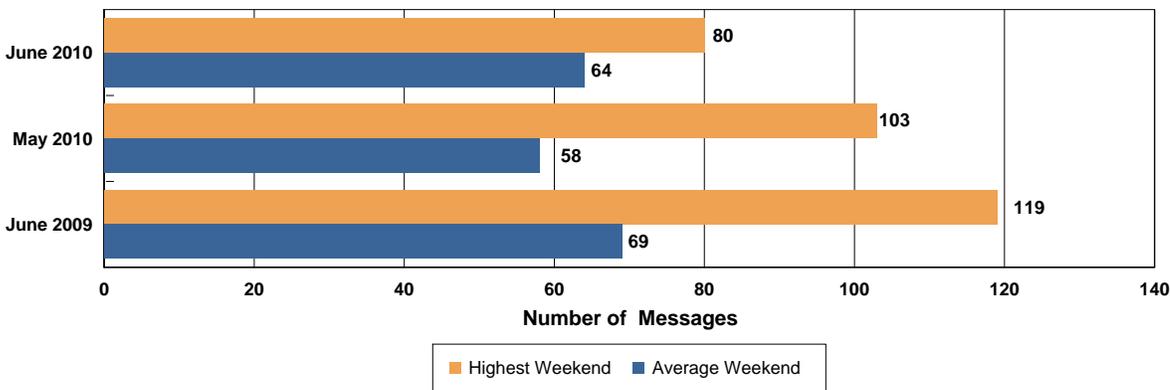
## Unique Construction Messages



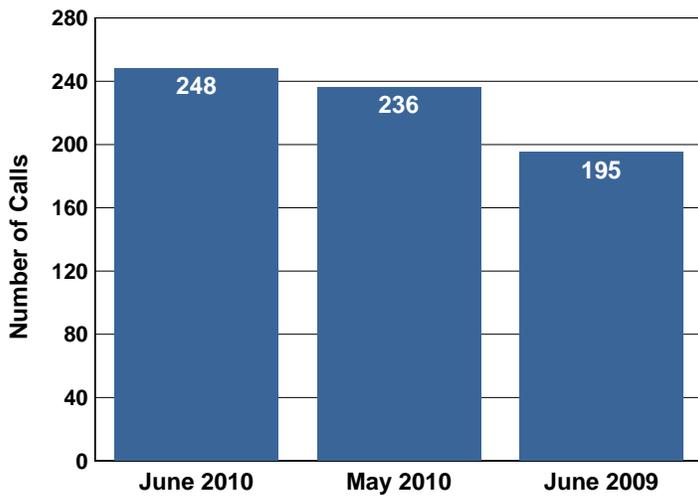
## Highest Weekend Unique Construction Messages



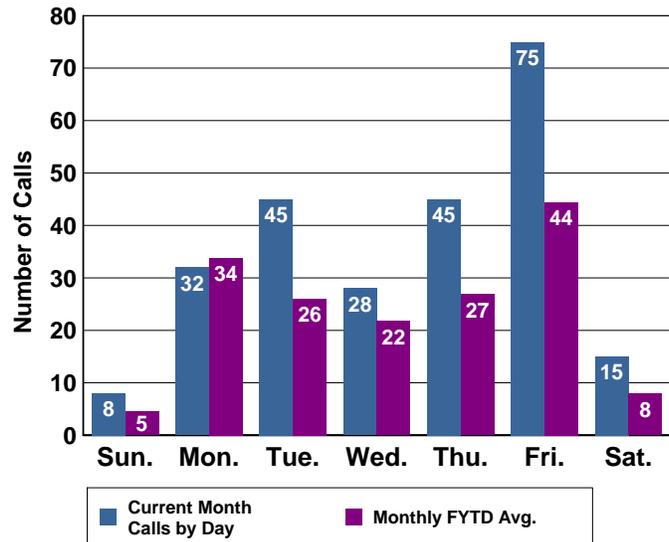
## Weekend Construction DMS Message Activity



## Total Construction Calls per Month



## Construction Calls by Day



Construction Activity



## DMS Availability

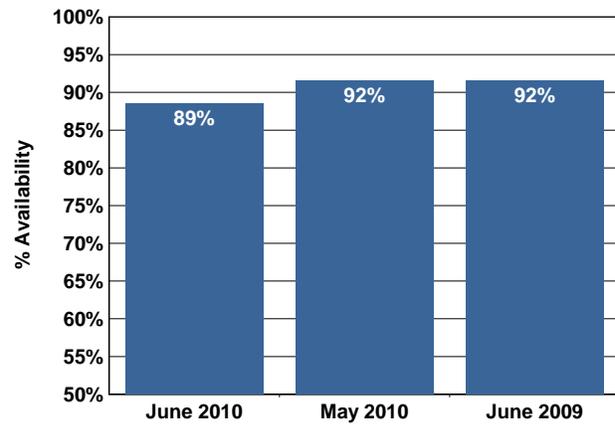
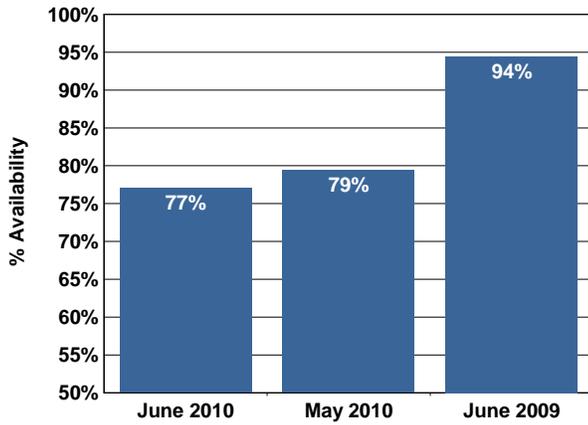


## CCTV Camera Availability



	June 2010	May 2010	June 2009
<b>Available</b>	<b>53</b>	<b>55</b>	<b>68</b>
<b>Not Available</b>	<b>16</b>	<b>14</b>	<b>4</b>
<b>Total</b>	<b>69</b>	<b>69</b>	<b>72</b>

	June 2010	May 2010	June 2009
<b>Available</b>	<b>163</b>	<b>169</b>	<b>152</b>
<b>Not Available</b>	<b>22</b>	<b>16</b>	<b>14</b>
<b>Total</b>	<b>185</b>	<b>185</b>	<b>166</b>



## Equipment Upgrades



Equipment Type	Maintenance Activity
<b>CCTV</b>	
-----	-
TOTAL	0
<b>DMS</b>	
-----	-
TOTAL	0

