

Michigan Intelligent Transportation Systems Center

Serving Motorists on Southeast Michigan Freeways

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



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In the Spotlight



Every year, transportation officials, emergency responders, planners and maintenance personnel meet to discuss the past, present and future of traffic incident management in metropolitan Detroit. This year's partnering workshop, held on March 2, included various local presentations, a National Traffic Incident Management Coalition update and an open discussion regarding a hypothetical incident. Over 70 participants received the opportunity to communicate and collaborate in order to enhance and strengthen future operations. For more information about the workshop, including the presentations, handouts and summary report, please visit the following Web site:

www.semco.org/RegionalOperations_Wkshop10.aspx.



**Matt Smith's Presentation:
Quick Clearance of
Major 2009 Traffic Incidents**

Compiled by:



Summary

Data Key

March 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.

4,322

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.

6,139

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.

158,901

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.

401

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).

98% Accurate

MaintStar



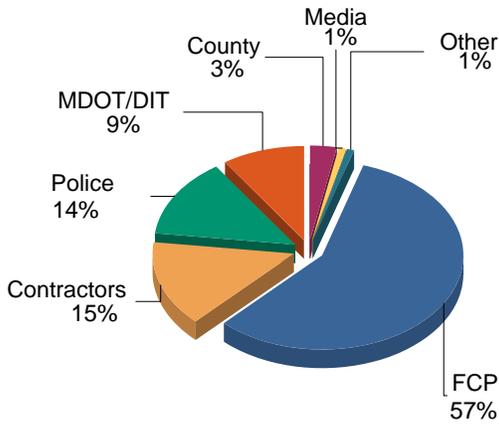
System Availability

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: 81%

CCTV: 92%

Calls by Type



Total Calls: 6,139

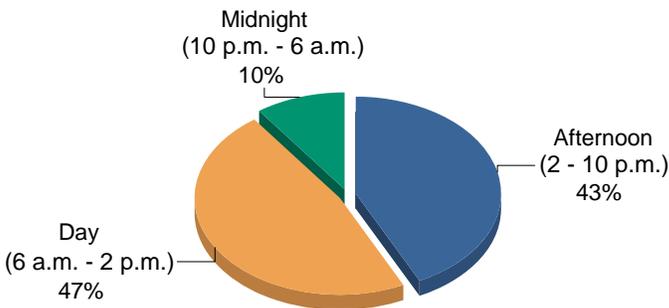
Agency	No. of Calls
FCP	3,508
Contractors	889
City	7
County	180
Federal	0
Fire	4
Police	834
Border	1
MDOT/DIT	577
Media	61
Special Events	30
Transit	1
State	0
Parking	0
Airport	0
Animals	0
OTHER	47
Total	6,139

County	Total
Wayne County	115
Macomb County	34
Oakland County	26
RCOC	5
Total	180



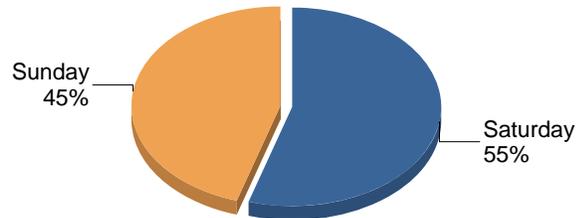
Control Room

Calls by Shift



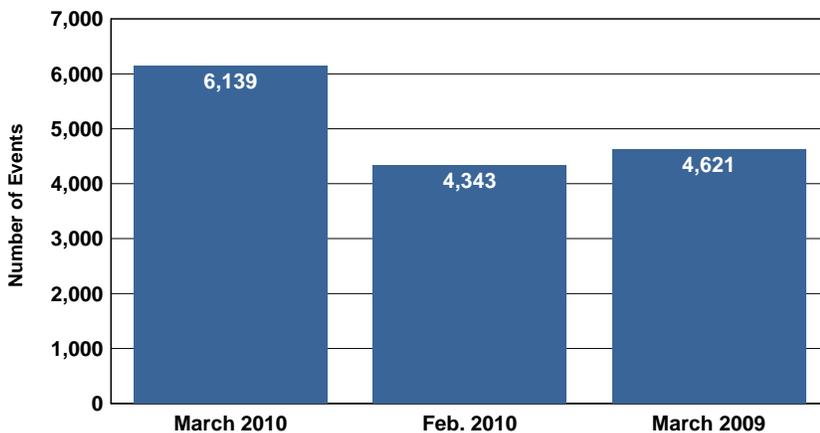
Average Number of Calls per Weekday: 229

Calls by Weekend Day



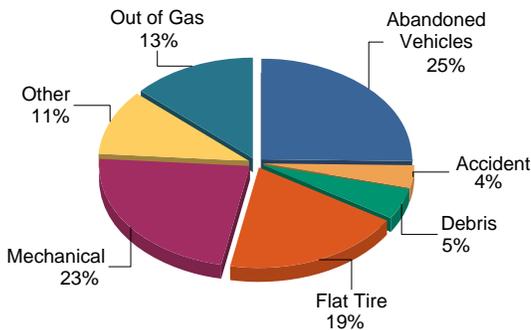
Average Number of Calls per Weekend: 216

Monthly Event History



FCP Assist Type

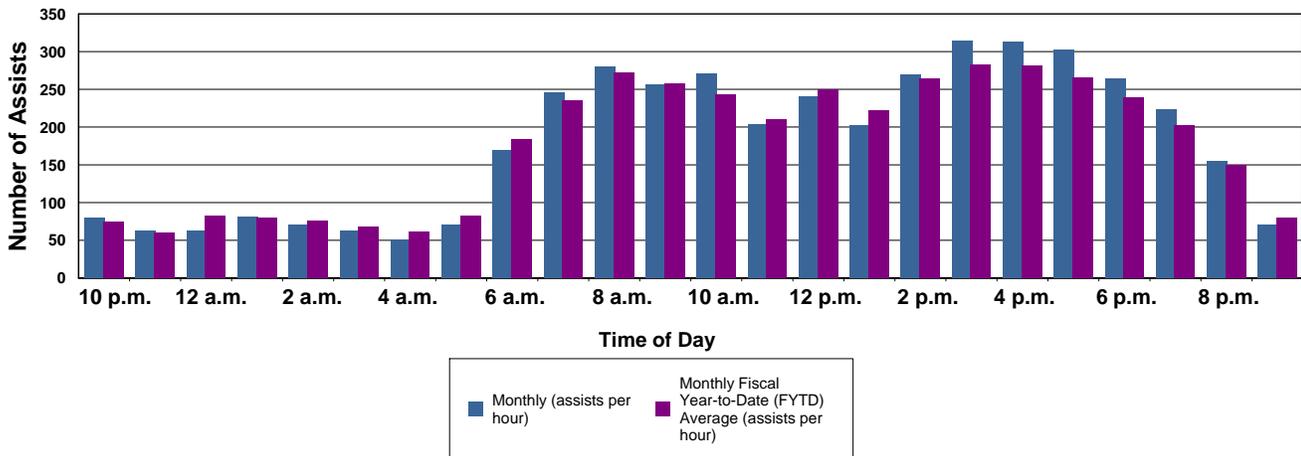
FCP Random Fact & Monthly Totals



FCP drivers patrol assigned routes which may or may not have assist activity. The fewest assists for one driver during one shift (two) occurred on Monday, March 1 and the most assists for one driver during one shift (26) occurred on Tuesday, March 27.

March Total: 4,322
3,179 Assists
1,143 Abandoned Vehicle Stops

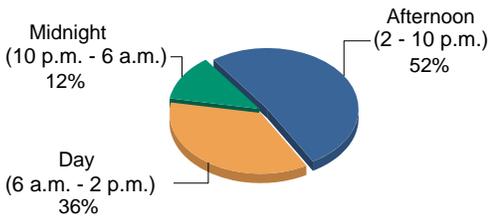
FCP Assists by Time of Day



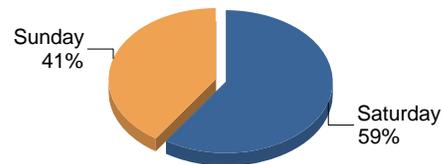
FCP Dispatches by Weekday Shift



FCP Dispatches by Weekend Day

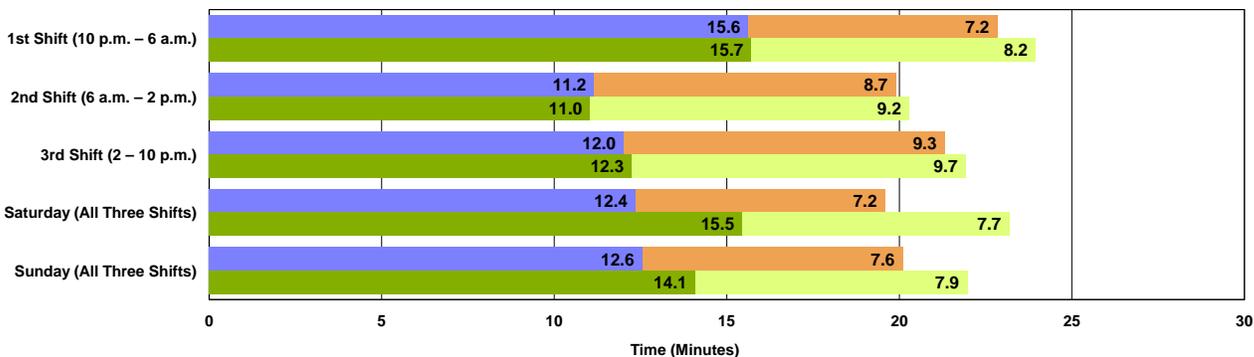


Average Number of Dispatches per Weekday: 28



Average Number of Dispatches per Weekend: 37

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:

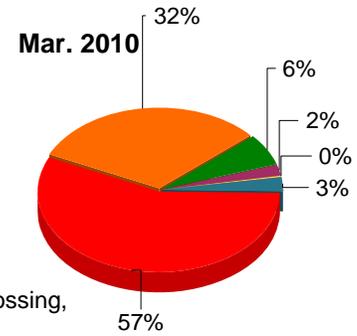
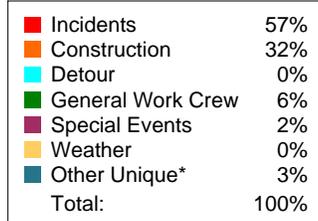
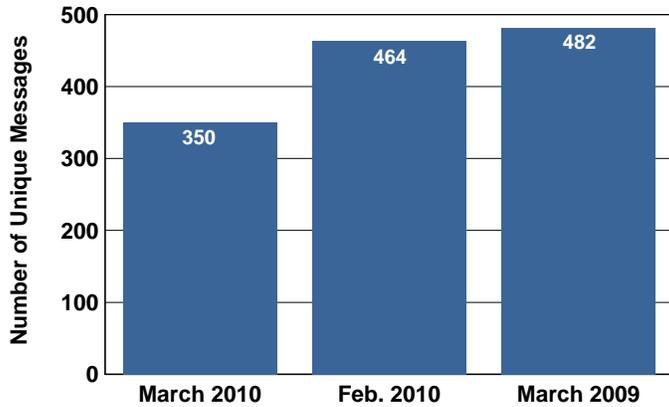


"My vehicle broke down last night on Sunday, March 14, 2010, and I was stranded trying to call for help when a courtesy van pulled up behind me. A very kind, professional, helpful and gracious young man helped me. He told me what to do, and he helped me stay safe on the road. He got my car started and told me where to pull off so I would be safe. He made all the difference by bringing a calm, assured and knowledgeable behavior to a very stressful situation! Thank you again for the road service and the professional behavior."

Courtesy Patrol

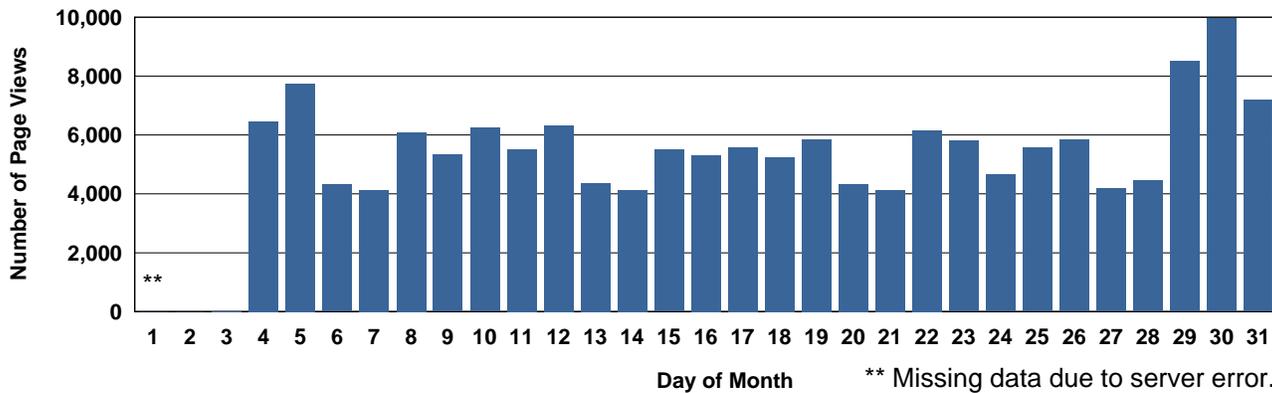
Freeway Segment	(miles)	TOTAL ASSISTS		ASSIST DENSITY		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		March 2010	FYTD Avg.	March 2010	FYTD Avg.	March 2010	FYTD Avg.	March 2010	FYTD Avg.
I-75									
Oakland County Line to I-696	37.0	423	338.5	11.4	9.1	16.6	16.7	10.4	10.3
I-696 to I-94	8.0	256	254.8	32.0	31.9	12.0	10.3	8.4	10.6
I-94 to I-96	5.6	72	70.2	12.9	12.5	10.0	11.1	10.5	11.1
I-96 to I-275	37.0	286	253.5	7.7	6.9	14.5	14.2	8.3	8.6
Total	87.6	1,037	917.0	11.8	62.8	13.4	13.2	9.3	10.0
I-94									
Washtenaw County Line to M-39	20.7	360	308.7	17.4	14.9	14.3	13.1	8.5	8.8
M-39 to I-75	9.0	266	256.0	29.6	28.4	9.8	10.5	8.8	9.3
I-75 to I-696	10.0	262	276.7	26.2	27.7	11.0	12.4	9.2	9.2
I-696 to St. Clair County Line	21.0	224	214.0	10.7	10.2	14.7	13.6	7.0	8.0
Total	60.7	1,112	1,055.3	18.3	104.3	11.8	12.1	8.4	8.9
I-96									
Livingston County Line to I-275/I-696	11.0	109	111.5	9.9	10.1	15.6	17.8	7.0	8.0
I-275/M-14 to M-39	12.0	228	230.3	19.0	19.2	9.1	12.5	9.0	8.8
M-39 to I-75	11.0	242	291.7	22.0	26.5	12.0	11.4	7.0	7.8
Total	34.0	579	633.5	17.0	111.8	11.9	13.3	7.8	8.2
I-275									
I-96/I-696 to M-14/I-96	8.0	109	100.0	13.6	12.5	14.2	16.6	6.4	9.1
M-14/I-96 to I-94	12.0	129	145.2	10.8	12.1	11.9	14.0	6.9	7.7
I-94 to I-75	17.5	64	75.8	3.7	4.3	9.2	13.5	7.5	8.1
Total	37.5	302	321.0	8.1	51.4	12.7	14.8	6.8	8.3
I-696									
I-96/I-275 to M-10	9.3	114	135.7	12.3	14.6	13.9	14.7	7.4	8.5
M-10 to I-75	9.0	138	144.7	15.3	16.1	13.2	13.1	8.7	8.8
I-75 to I-94	10.4	224	202.8	21.5	19.5	10.0	11.5	9.4	8.4
Total	28.7	476	483.2	16.6	101.0	12.0	12.9	8.8	8.6
M-59 (Veterans)	24.0	29	27.8	1.2	1.2	--	7.0	10.8	10.8
I-375	1.2	7	7.7	5.8	6.4	11.0	11.8	6.4	9.7
M-10 (Lodge)	17.9	344	363.2	19.2	20.3	10.3	11.0	9.0	9.6
M-14	6.4	64	63.2	10.0	9.9	16.3	14.9	8.1	8.3
M-39 (Southfield)	14.2	297	259.8	20.9	18.3	11.2	12.5	9.6	9.7
M-5 (Grand River)	10.3	27	35.5	2.6	3.4	19.6	15.4	6.4	6.9
M-8 (Davison)	2.2	48	56.3	21.8	25.6	12.2	8.4	8.9	9.3
Total	324.7	4,322	4,223.5						

Unique DMS Messages by Type

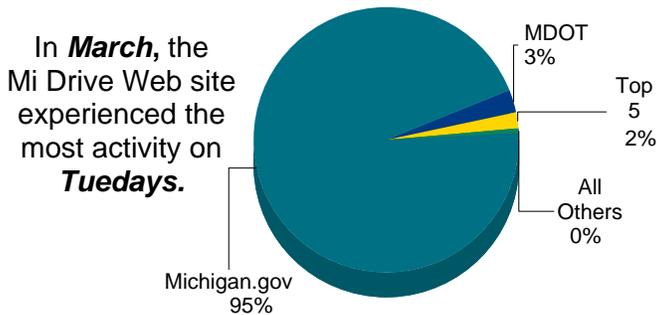


* Airport, Amber Alert, Border Crossing, Location Specific, Safety, and Travel Time Unique Messages

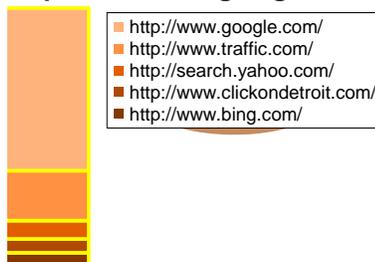
Mi Drive Web Site March Daily Page Views



Referring Site Requests to Mi Drive Web Site in March



Top 5 Non-Michigan.gov Sites



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

Incident Communication Accuracy



Weekend DMS Snapshot Review	March 2010	Feb. 2010	March 2009
All Incident Messages	100%	100%	100%
High-Impact DMS Messages	March 2010	Feb. 2010	March 2009
All High-Impact Messages	98%	99%	98%
Freeway Closure Messages	100%	100%	90%
Lane Closure Messages	96%	98%	100%
Ramp Closure Messages	100%	100%	100%
Other Communication	March 2010	Feb. 2010	March 2009
Advisory Text Messages	92%	90%	98%
Web Site Incident Postings	96%	97%	100%

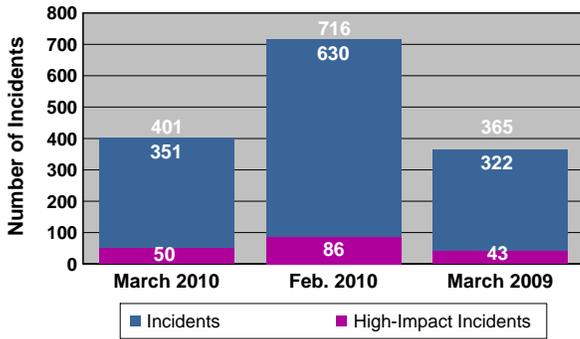
Most Utilized DMS



1. M-10 NB at Porter
2. I-696 EB at Manistee
3. M-10 NB at M. L. King
4. I-696 WB at Ryan
5. I-696 EB at Farmington



Total Number of Incidents



High-Impact Incident Activity



	March 2010	Feb. 2010	March 2009
Freeway Closures All Lanes Closed	16	19	10
Lane Closures Only One Lane Open	24	60	32
Ramp Closures Freeway-to-Freeway	10	7	1
Total	50	86	43

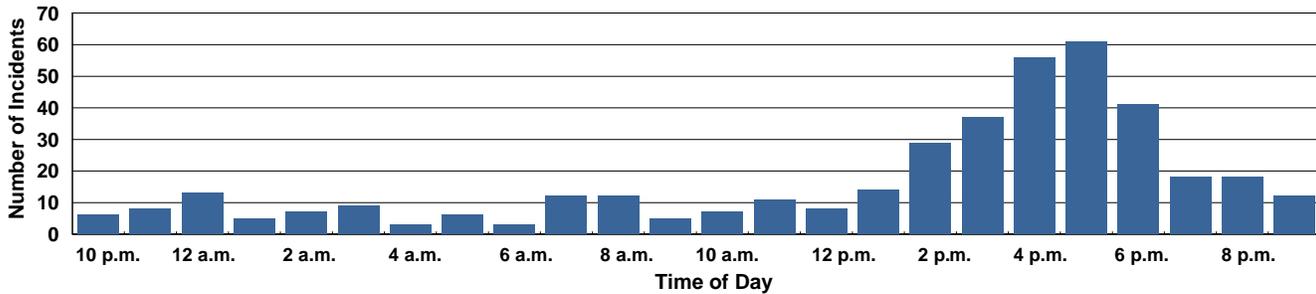
High-impact incidents account for **12%** of the total incidents in March.

Total Incidents by Roadway

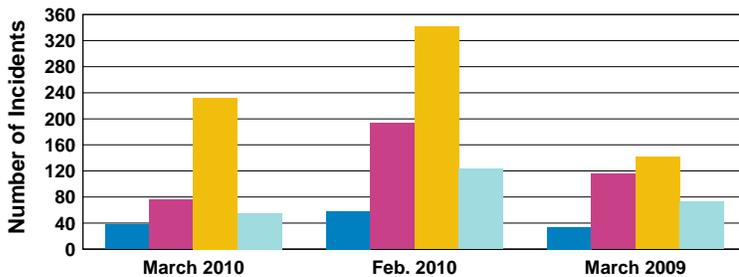


Freeway	March 2010	Feb. 2010	March 2009
I-75 (CHRYSLER/FISHER)	88	207	71
I-94 (FORD)	90	152	108
I-696 (REUTHER)	68	100	49
I-96 (JEFFRIES)	55	108	40
M-10 (LODGE)	41	45	30
M-39 (SOUTHFIELD)	33	51	40
I-275	25	51	26
I-375	1	1	1
M-59	0	1	0
Total	401	716	365

Total Incidents per Hour

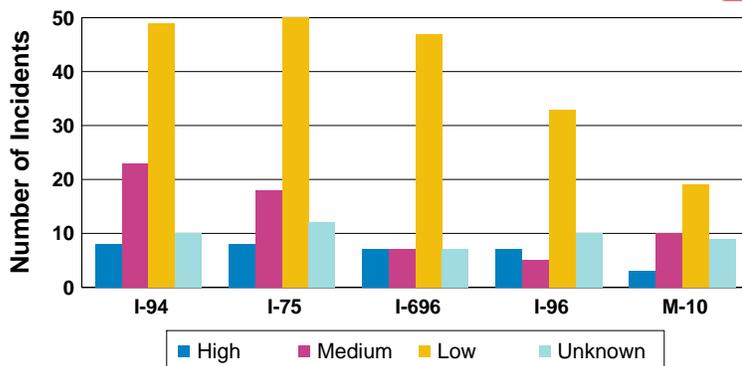


Total Incident Severity/Duration by Month

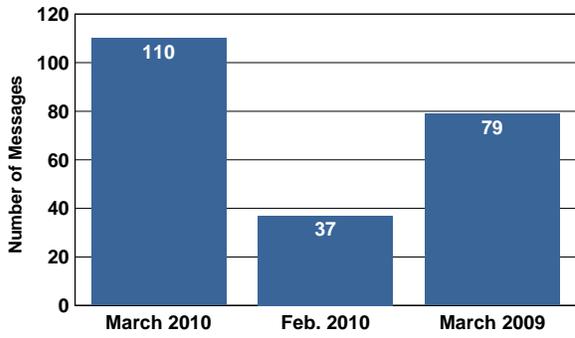


- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between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

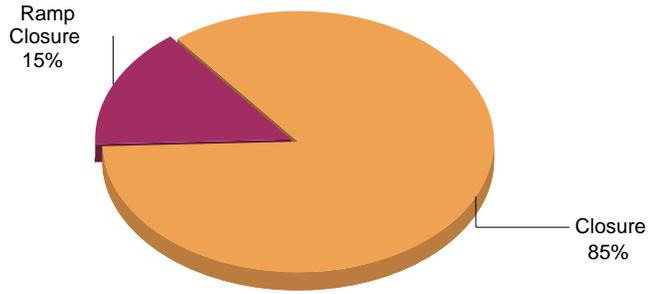
Severity/Duration by Top 5 Freeways



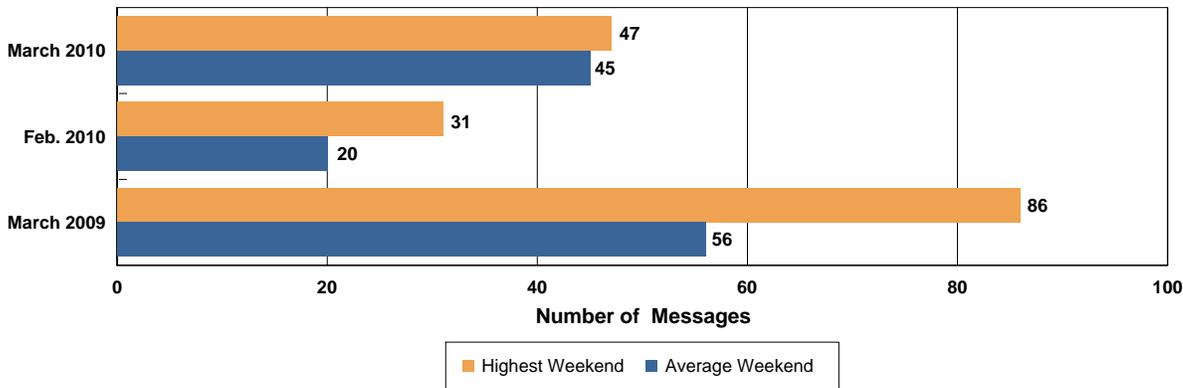
Unique Construction Messages



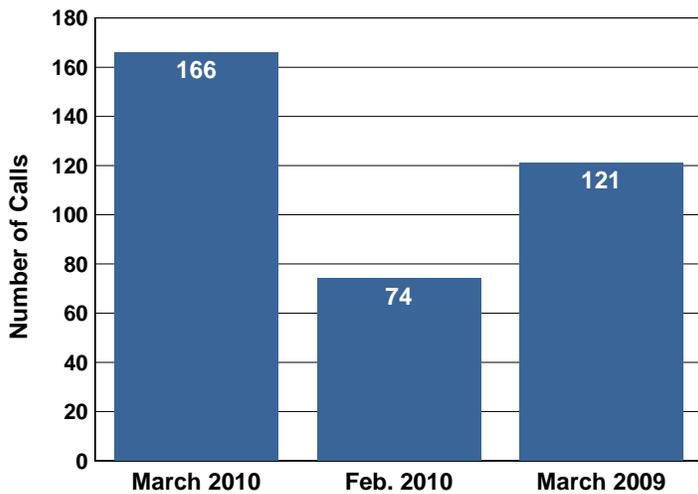
Highest Weekend Unique Construction Messages



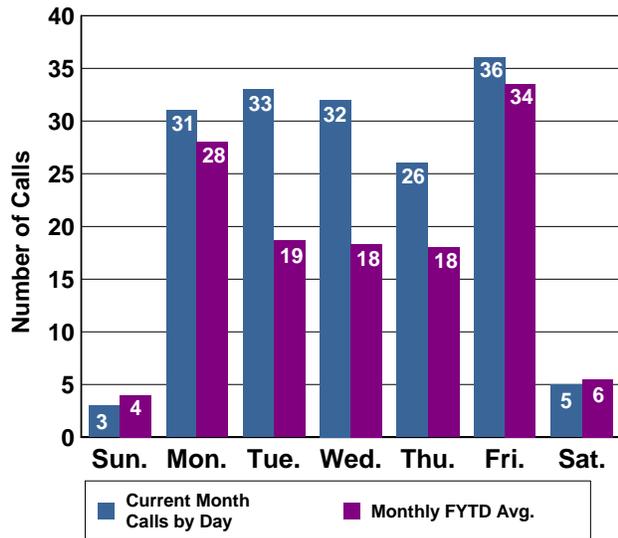
Weekend Construction DMS Message Activity



Total Construction Calls per Month



Construction Calls by Day



Construction Activity



DMS Availability

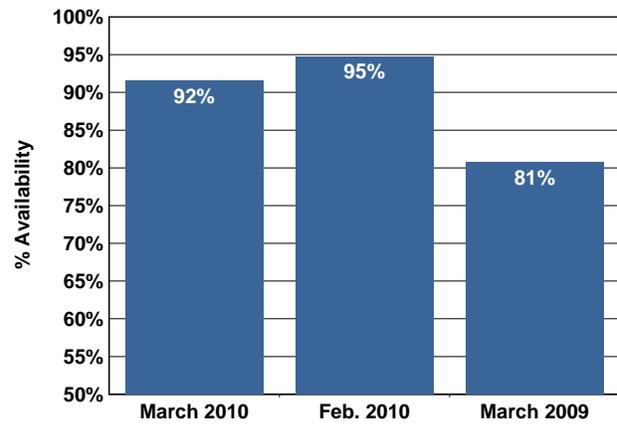
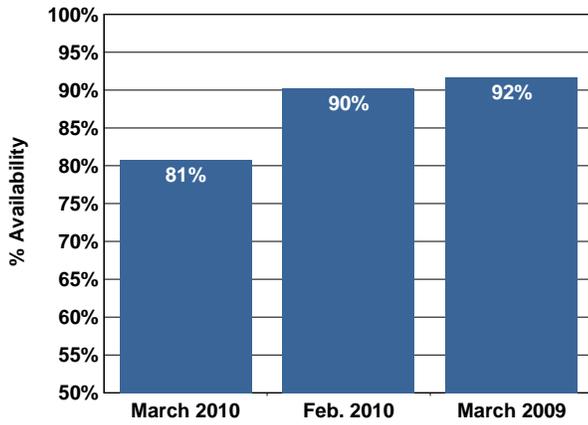


CCTV Camera Availability



	March 2010	Feb. 2010	March 2009
Available	56	62	66
Not Available	13	7	6
Total	69	69	72

	March 2010	Feb. 2010	March 2009
Available	169	175	134
Not Available	16	10	32
Total	185	185	166



Equipment Upgrades



Equipment Type	Maintenance Activity
CCTV	
I-696 @ Mound	Upgraded Camera
TOTAL	1
DMS	
-----	-
TOTAL	0

