

Michigan Intelligent Transportation Systems Center

Serving Motorists on Southeast Michigan Freeways
www.michigan.gov/its



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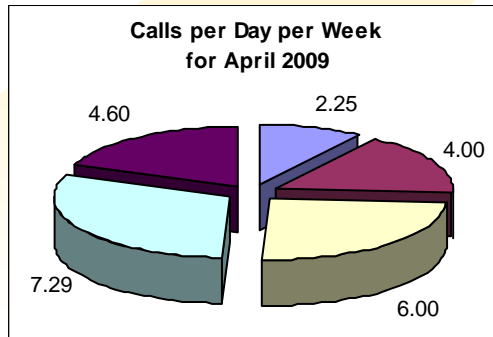
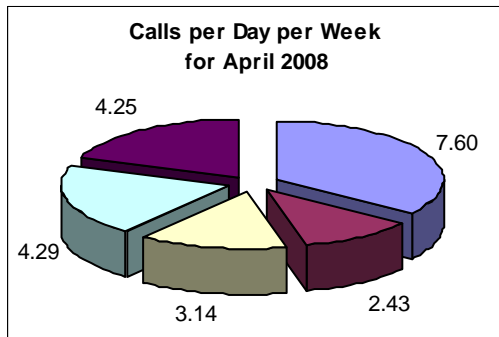
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In the Spotlight



In April of 2009, the MITS Center experienced high call volumes regarding construction.

A total of 153 construction calls were either initiated or received, in comparison to April of 2008 where 124 construction calls were either initiated or received, which is a 21percent increase from last year. Peak call volumes were experienced during the fourth week of April in 2009, and during the first week of April in 2008. Typically during peak weeks of construction, the MITS Center receives approximately seven to eight construction calls per day. See page 8 for more construction related information.



LEGEND

- Week 1
- Week 2
- Week 3
- Week 4
- Week 5

Compiled by:



Summary

Data Key

Apr. 2009

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.

4,639

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.

5,903

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.

272,312

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.

383

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



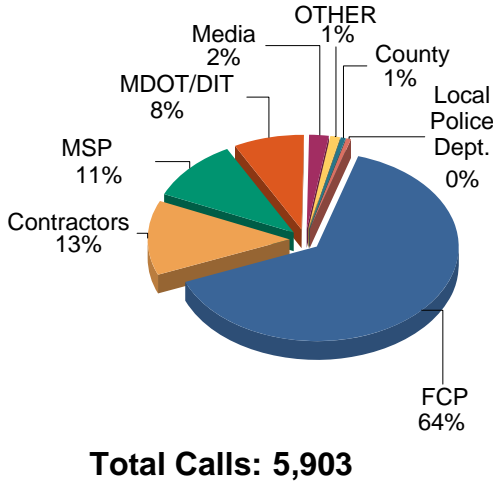
System Availability

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: 94%

CCTV: 88%

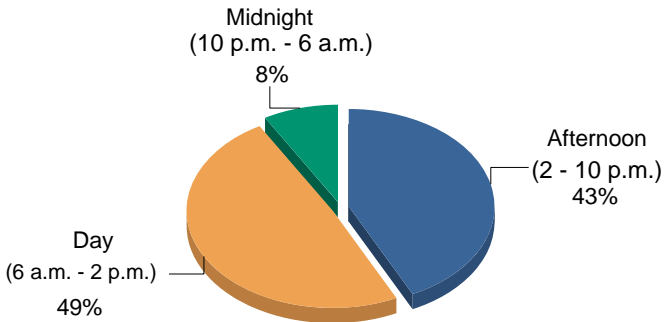
Calls by Type



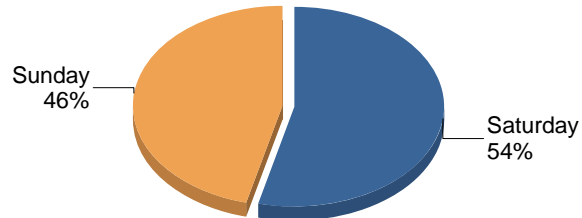
Agency	No. of Calls
FCP	3,777
Contractors	754
City	3
County	43
Federal	0
Fire	1
Local Police Dept.	26
MSP	623
Border	0
MDOT/DIT	484
Media	126
Special Events	5
Transit	2
Parking	0
Airport	0
Animals	0
OTHER	59
Total	5,903

MDOT/DIT	Total
Taylor TSC	112
Oakland TSC	90
Macomb TSC	63
Detroit TSC	47
MITs Center	39
Brighton TSC	27
DIT	25
Metro Region Office	18
Port Huron TSC	18
Detroit Maintenance Garage	17
Answering Service	14
Auburn Hills Garage	11
Southwest Region	2
Allen Park Field Office	1
Total	484

Calls by Shift



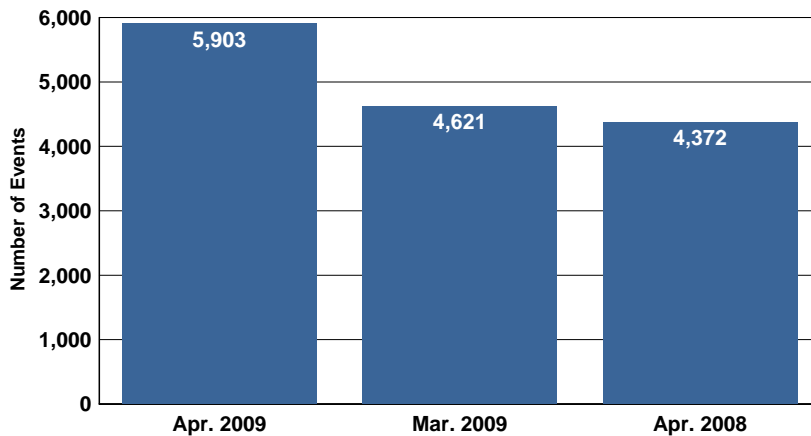
Calls by Weekend Day

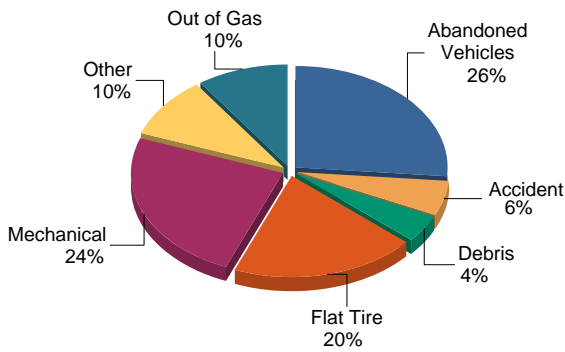


Average Number of Calls per Weekday: 228

Average Number of Calls per Weekend: 231

Monthly Event History

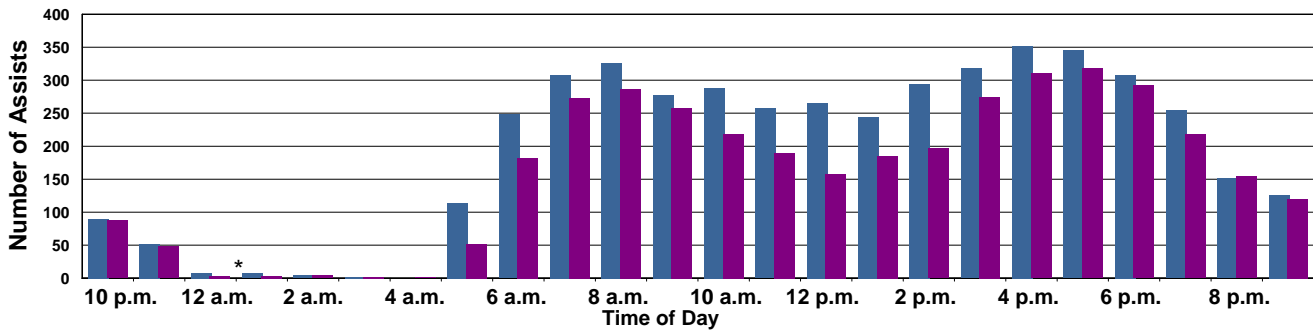




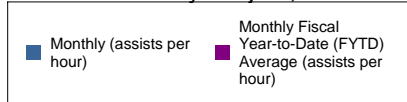
FCP assisted the highest percent of out-of-state people (1.9 percent) in April 2009 compared to the fiscal year-to-date average (1.6 percent). This is most likely due to increased tourism for special events such as the NCAA Final Four, sports playoffs games, and spring weather!

April Total: 4,639
3,393 Assists
1,246 Abandoned Vehicle Stops

FCP Assists by Time of Day



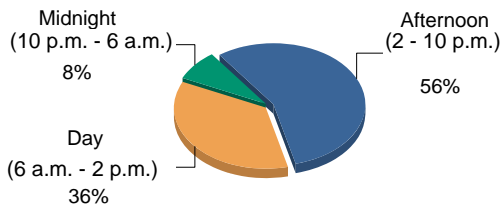
* FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 a.m. - 5 a.m.



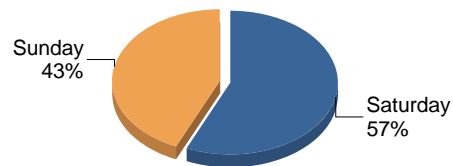
FCP Dispatches by Weekday Shift



FCP Dispatches by Weekend Day

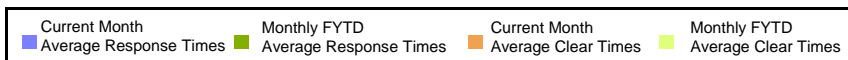
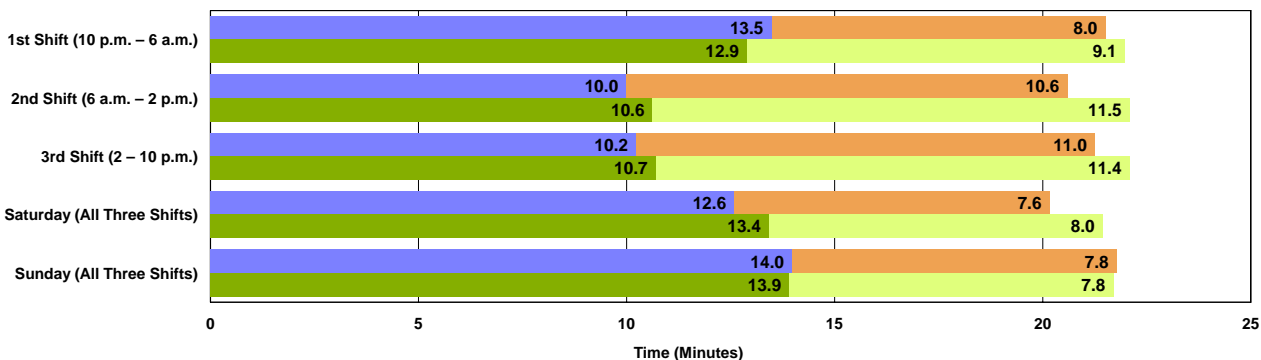


Average Number of Dispatches per Weekday: 19



Average Number of Dispatches per Weekend: 25

FCP Average Service Times





Motorist Quote of the Month:

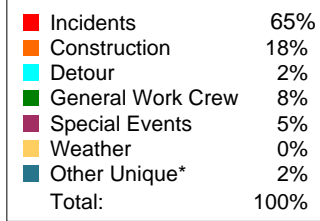
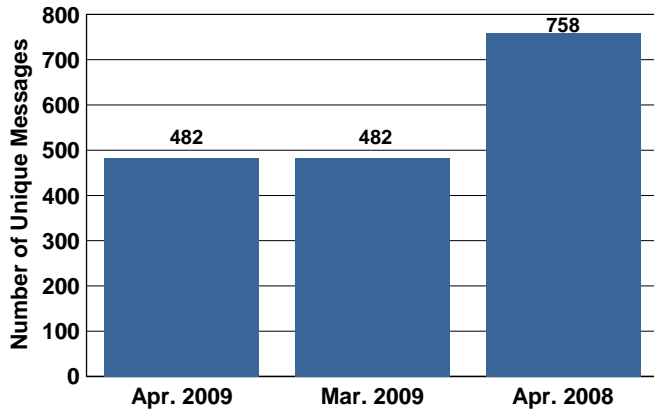
"I just wanted to express my appreciation for the quick, friendly service I received from your Courtesy Patrol on westbound I-94 yesterday, Wednesday, April 15th (around 5:30 p.m.). I ran out of gas on my way home from work to pick up my children. The vehicle roadside assistance number that I called said it would take an hour for assistance to arrive. I was very concerned. It was rush hour traffic (not the safest time to be stalled on the side of the highway) and I needed to get my kids; an hour wait time would have made me very late. Five minutes after I made the request for roadside assistance to my vehicle carrier, your Courtesy Patrol showed up and gave me enough gas to make it to the next station. I really appreciated the timely, friendly help! What a surprise and delight. I was able to get safely to my kids on time. Thank you, MDOT and your Courtesy Patrol!!"

Courtesy Patrol

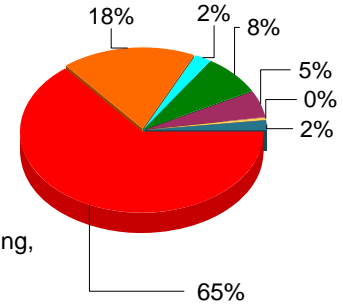


Freeway Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSISTS PER MILE		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		Apr. 2009	FYTD 2009	Apr. 2009	FYTD 2009	Apr. 2009	FYTD 2009	Apr. 2009	FYTD 2009
I-75									
Oakland County Line to I-696	37.0	426	366.1	11.5	9.9	14.3	17.7	11.6	11.8
I-696 to I-94	8.0	326	249.3	40.8	31.2	8.1	8.2	10.4	12.3
I-94 to I-96	5.6	66	55.3	11.8	9.9	12.6	10.5	9.1	10.2
I-96 to I-275	37.0	177	156.7	4.8	4.2	12.6	12.8	8.3	10.4
I-94	87.6	995	827.4	11.4	9.4	10.7	12.4	10.4	11.6
Washtenaw County Line to M-39	20.7	349	326.0	16.9	15.7	8.6	10.1	9.9	10.4
M-39 to I-75	9.0	340	270.0	37.8	30.0	10.8	10.2	10.0	10.9
I-75 to I-696	10.0	308	266.4	30.8	26.6	9.2	10.9	10.1	10.1
I-696 to St. Clair County Line	21.0	226	144.4	10.8	6.9	17.2	12.5	8.5	8.1
I-96	60.7	1,223	1,006.9	20.1	16.6	10.2	10.6	9.7	10.1
Livingston County Line to I-275/I-696	11.0	147	126.4	13.4	11.5	11.8	13.2	8.0	10.2
I-275/M-14 to M-39	12.0	209	146.6	17.4	12.2	6.6	10.2	11.1	11.0
M-39 to I-75	11.0	390	253.0	35.5	23.0	11.2	14.0	10.9	10.5
I-275	34.0	746	526.0	21.9	15.5	10.1	12.8	10.4	10.6
I-96/I-696 to M-14/I-96	8.0	118	97.9	14.8	12.2	9.5	10.9	11.5	11.3
M-14/I-96 to I-94	12.0	173	152.7	14.4	12.7	11.0	11.9	11.0	11.1
I-94 to I-75	17.5	103	75.0	5.9	4.3	14.1	14.2	9.8	10.3
I-696	37.5	394	325.6	10.5	8.7	11.0	11.9	10.8	11.0
I-96/I-275 to M-10	9.3	125	125.4	13.4	13.5	9.9	11.6	9.4	11.1
M-10 to I-75	9.0	200	146.6	22.2	16.3	11.3	10.3	11.9	12.2
I-75 to I-94	10.4	192	197.0	18.5	18.9	12.2	10.2	8.2	8.7
I-375	28.7	517	469.0	18.0	16.3	11.3	10.7	9.9	10.5
M-10 (Lodge)	1.2	10	6.7	8.3	5.6	37.0	11.3	8.2	10.7
M-14	17.9	331	297.7	18.5	16.6	14.0	9.8	10.8	10.6
M-39 (Southfield)	6.4	52	49.1	8.1	7.7	12.4	11.7	9.7	10.1
M-5 (Grand River)	14.2	259	209.0	18.2	14.7	11.0	11.7	11.5	12.6
M-8 (Davison)	10.3	36	42.4	3.5	4.1	14.3	11.1	7.9	9.3
Totals	300.7	4,639	3,826.6	Averages		10.9	11.4	10.3	10.8

Unique DMS Messages by Type

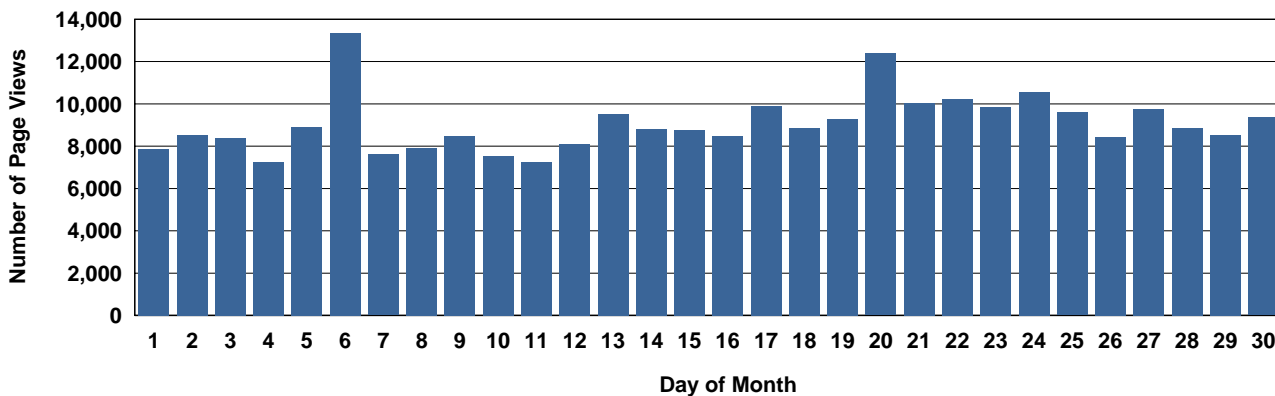


Apr. 2009



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

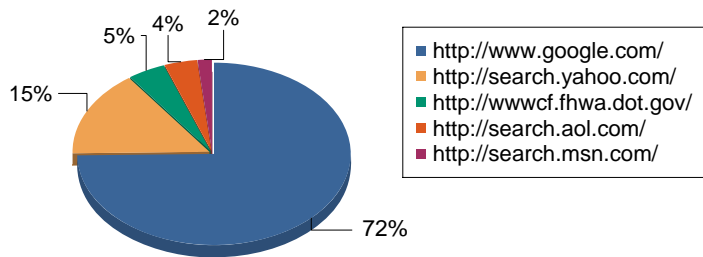
Mi Drive Web Site Daily Page Views



Top 5 Recurring Site Requests to Mi Drive Web Site



In **April**, the Mi Drive Web site experienced the most activity on **Mondays**.



Does not include Michigan.gov requests.

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

Incident Communication Accuracy



Weekend DMS Snapshot Review	Apr. 2009	Mar. 2009	Apr. 2008
All Incident Messages	100%	100%	100%
High-Impact DMS Messages	Apr. 2009	Mar. 2009	Apr. 2008
All High-Impact Messages	100%	98%	98%
Freeway Closure Messages	100%	90%	100%
Lane Closure Messages	100%	100%	96%
Ramp Closure Messages	100%	100%	100%
Other Communication	Apr. 2009	Mar. 2009	Apr. 2008
Advisory Text Messages	98%	98%	95%
Web Site Incident Postings	100%	100%	95%

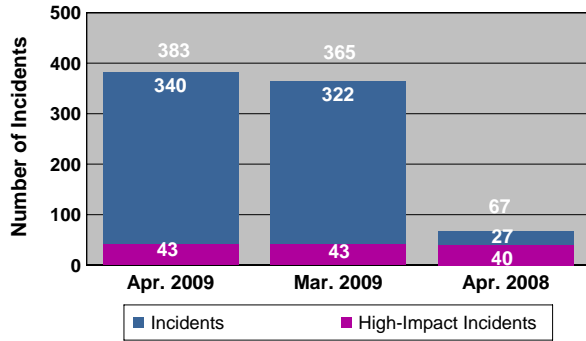
Most Utilized DMS



1. I-94 EB at Second
2. I-75 SB South of 13 Mile
3. M-10 NB at Porter
4. I-696 EB at Manistee
5. M-10 NB at M. L. King



Total Number of Incidents



High-Impact Incident Activity



	Apr. 2009	Mar. 2009	Apr. 2008
Freeway Closures All Lanes Closed	8	10	14
Lane Closures Only One Lane Open	32	32	24
Ramp Closures	3	1	2
Freeway-to-Freeway			
Total	43	43	40

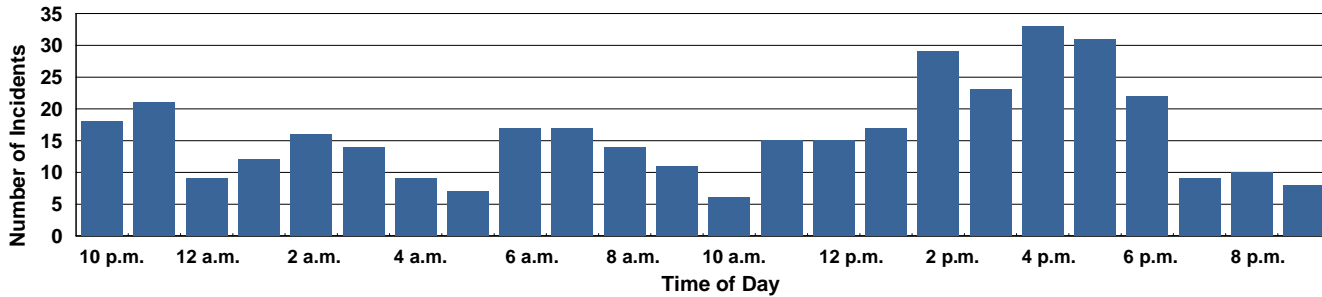
High-impact incidents account for **11%** of the total incidents in April.

Total Incidents by Roadway

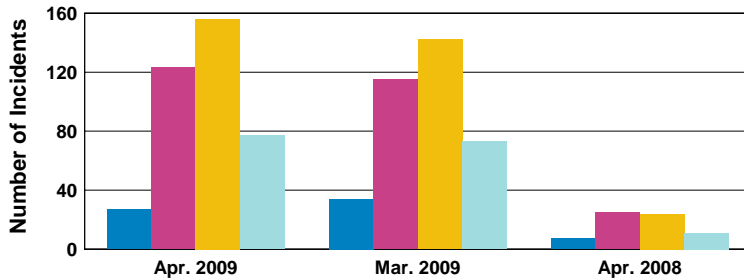


Freeway	Apr. 2009	Mar. 2009	Apr. 2008
I-75 (CHRYSLER/FISHER)	83	71	14
I-94 (FORD)	115	108	12
I-696 (REUTHER)	62	49	13
I-96 (JEFFRIES)	43	40	3
M-10 (LODGE)	27	30	6
M-39 (SOUTHFIELD)	28	40	14
I-275	24	26	5
I-375	1	1	0
Total	383	365	67

Total Incidents per Hour

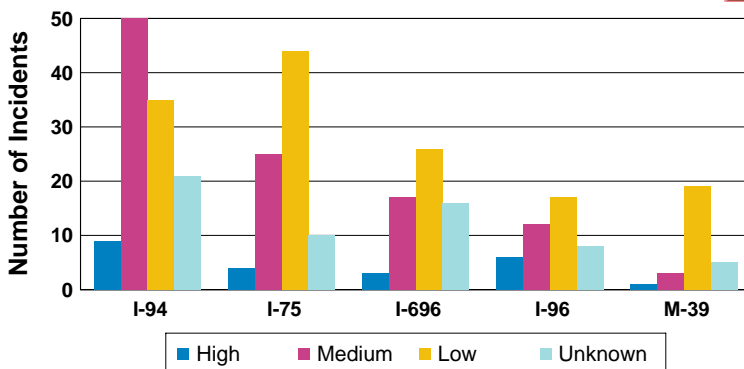


Total Incident Severity/Duration by Month

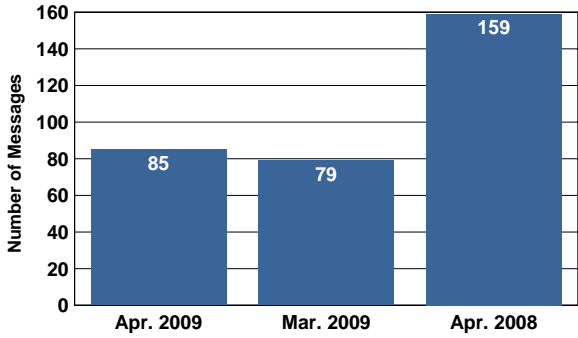


- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between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

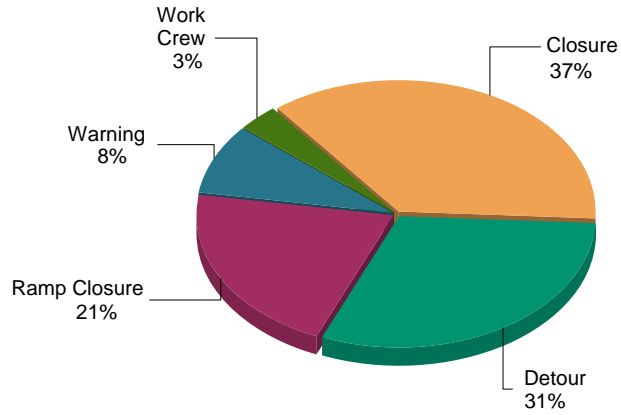
Severity/Duration by Top 5 Freeways



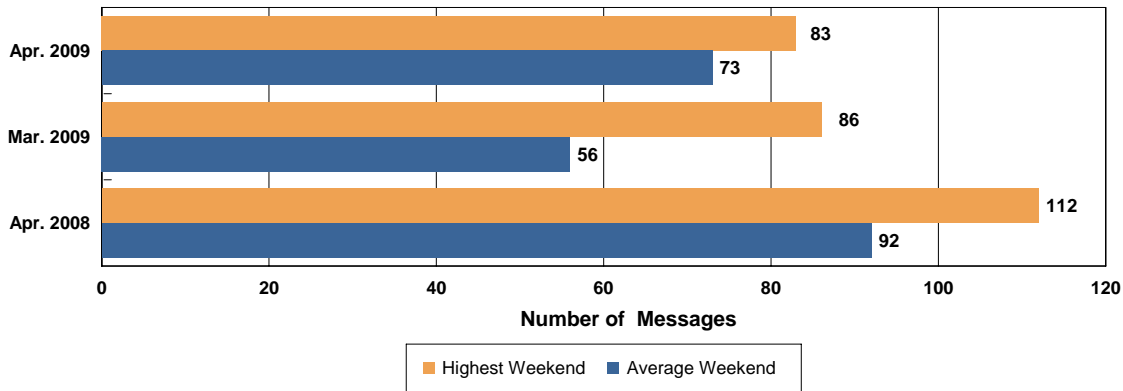
Unique Construction Messages



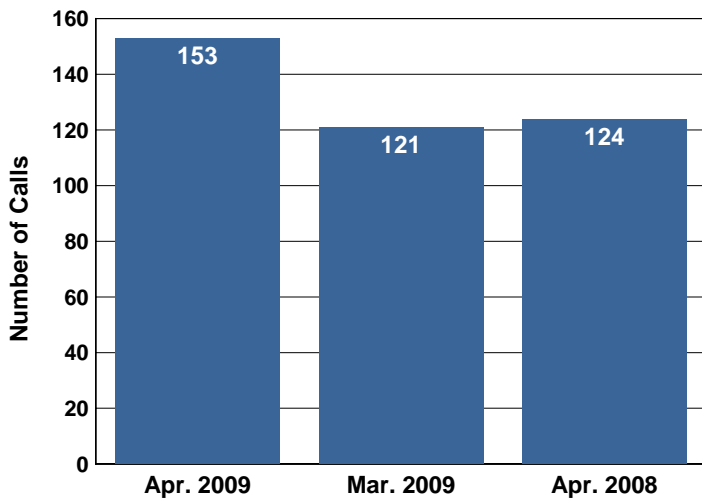
Highest Weekend Unique Construction Messages



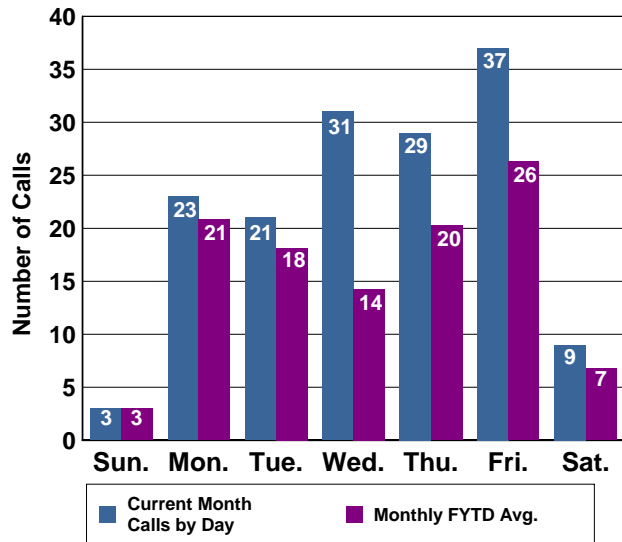
Weekend Construction DMS Message Activity



Total Construction Calls per Month



Construction Calls by Day



Construction Activity



DMS Availability

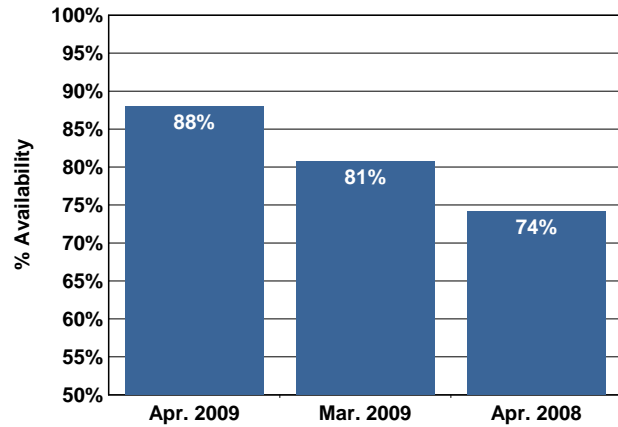
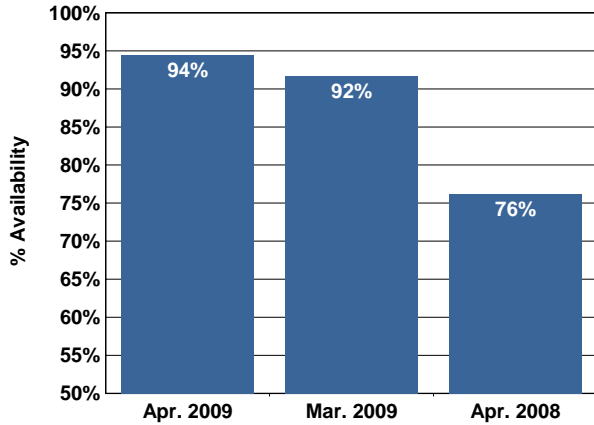


	Apr. 2009	Mar. 2009	Apr. 2008
Available	68	66	48
Not Available	4	6	15
Total	72	72	63

CCTV Camera Availability



	Apr. 2009	Mar. 2009	Apr. 2008
Available	146	134	123
Not Available	20	32	43
Total	166	166	166



Equipment Upgrades



Equipment Type	Maintenance Activity
CCTV	
I-75 @ 8 Mile	Modified fiber connection
I-75 @ M-59	Fixed Title Block & Replaced Wiper
I-275 @ Ford Rd	Upgraded Camera
I-275 @ I-696	Upgraded Camera
I-696 @ Orchard Lake	Upgraded Camera
TOTAL	5
DMS	
Westbound I-94 @ N River Rd	Reset for communications restoration
Southbound M-10 @ MITSC	Installed new software
TOTAL	2

