

# Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mia Silver, PE PTOE

Michigan Department of Transportation

1060 6th Street

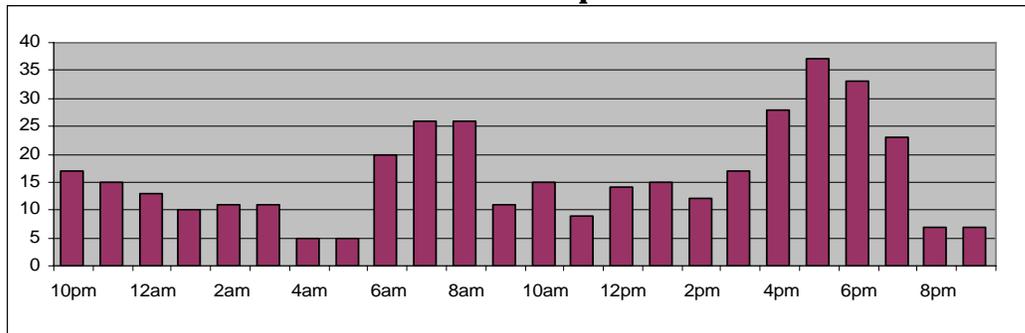
Detroit, MI 48226

SilverMa@michigan.gov

November 2006

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Total Incidents by Roadway**

Freeway	Nov 2006	Oct 2006	Nov 2005
I-75	114	136	159
I-94	86	125	142
I-696 (Reuther)	44	59	117
I-96	41	60	65
M-10 (Lodge)	35	51	59
I-275	34	46	77
M-39 (Southfield)	32	46	45
I-375	1	3	3
<b>TOTAL</b>	<b>387</b>	<b>526</b>	<b>667</b>

**Monthly Incident Activity**

	Nov 2006	Oct 2006	Nov 2005
Freeway Closures	20	8	5
Lane Closures	22	29	27
Ramp Closures	5	2	4

### MITS Center News

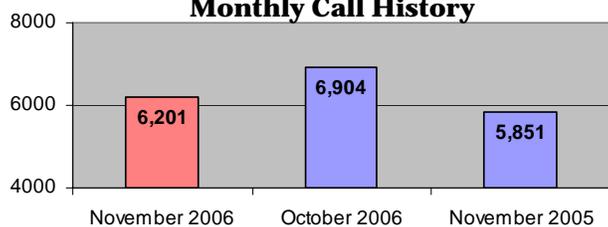
The 80<sup>th</sup> Detroit Thanksgiving Day Parade underwent. This year the preparation was more structured between partnering agencies. Unified plans were developed between the Detroit Police Department (DPD), Michigan State Police (MSP), Michigan Department of Transportation (MDOT) and Wayne County Roads laying out rolls and responsibilities along with a timing plan.



Wayne County Roads held their Winter Operations staff meeting this month to prepare for winter activities. This addresses techniques and rules behind Winter operations and is a forum that allows the employees to share lessons learned. Each employee received their designated routes based on experience and knowledge of the areas.



**Monthly Call History**



**Calls by Type**

Agency	No. of Calls
Freeway Courtesy Patrol	4398
Michigan State Police	722
Media	681
MDOT Construction (Incoming)	79
MDOT Construction (Outgoing)	37
Other MDOT	94
ITS Maintenance	31
Other	159
<b>Total</b>	<b>6201</b>

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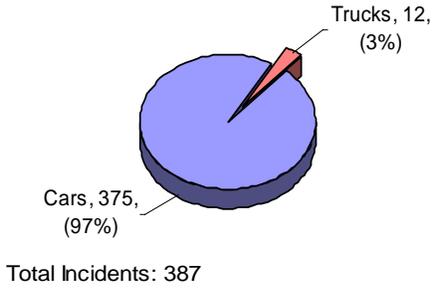
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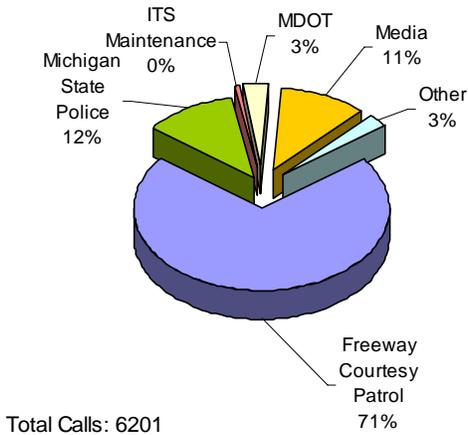
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,077 assists that the Freeway Courtesy Patrol (FCP) provided during the month of November, 860 assists (21%) were dispatched by the FCP dispatchers located at the MITS Center.

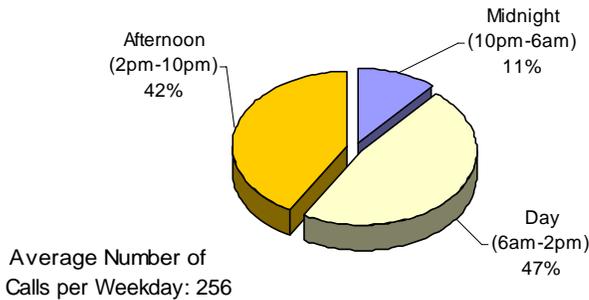
### Vehicle Composition of Incidents



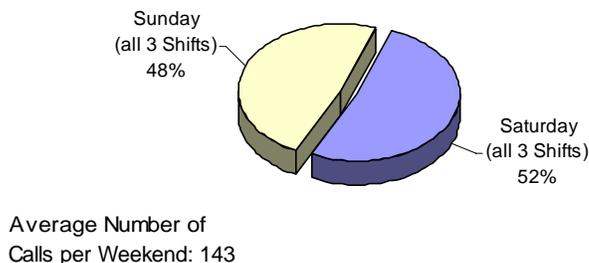
### Calls by Type



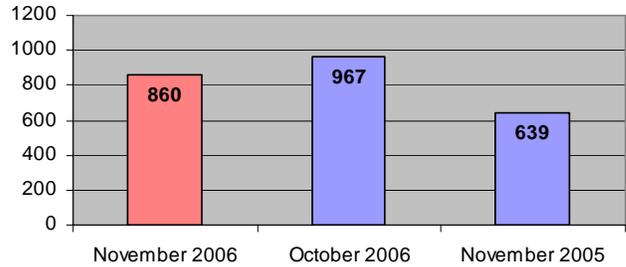
### Calls by Weekday Shift



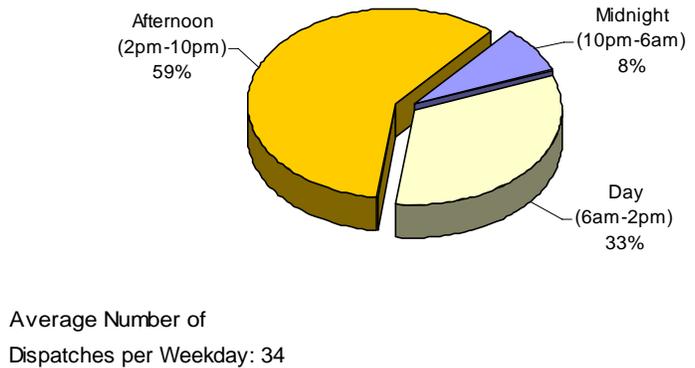
### Calls by Weekend Day



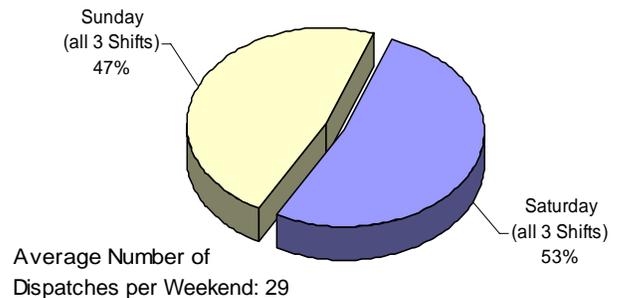
### Freeway Courtesy Patrol Monthly Dispatch Activity



### Freeway Courtesy Patrol Dispatches by Weekday Shift



### Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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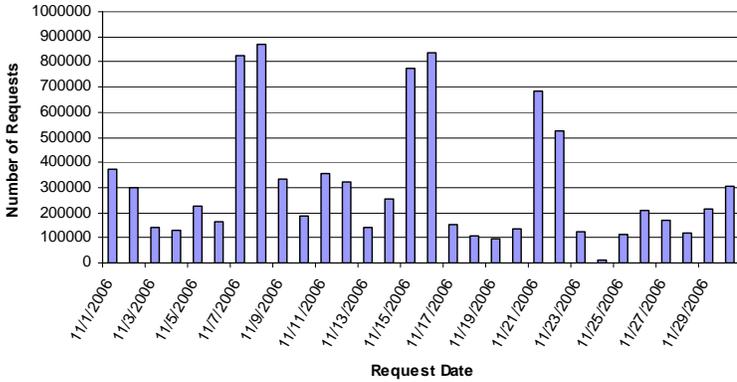
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

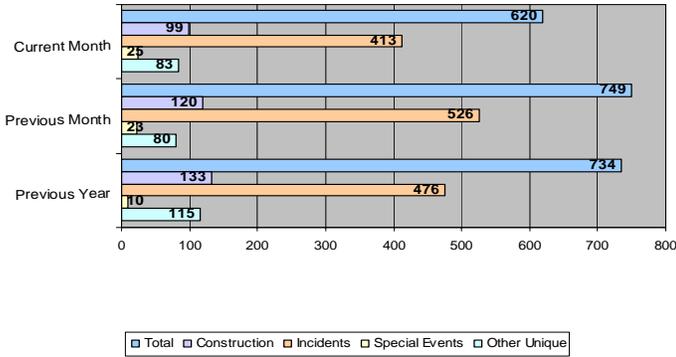
### Website Activity



### Top 5 DMS with Unique Messages

- I-94 EB at Rotunda
- I-94 EB at Second
- M-10 NB at Porter
- M-10 NB at M. L. King
- I-75 SB at Clay

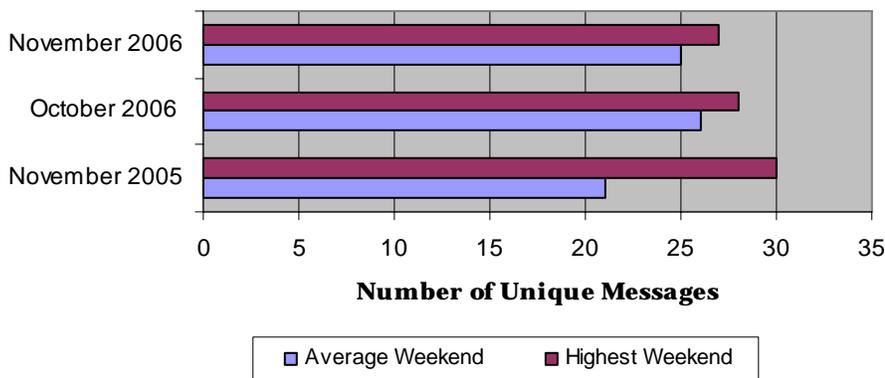
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Nov 2006	Oct 2006	Nov 2005
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Nov 2006	Oct 2006	Nov 2005
All High Impact Messages	97.9%	92.3%	100.0%
Freeway Closure Messages	100.0%	87.5%	100.0%
Lane Closure Messages	95.5%	93.1%	100.0%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Nov 2006	Oct 2006	Nov 2005
Advisory Text-Messages	95.7%	89.7%	98.8%
Website Incident Postings	97.9%	94.9%	96.3%

### Weekend Construction DMS Message Activity



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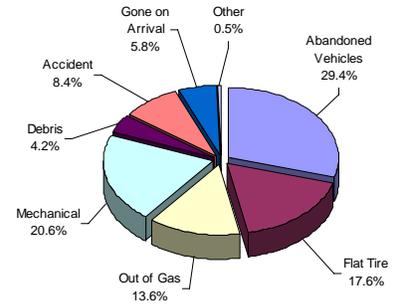
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

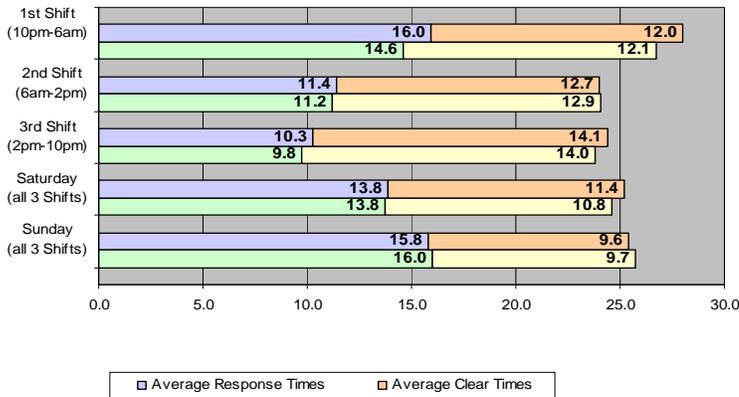
*I was traveling Eastbound on I-94 on my way home when I experienced a blow out. While waiting for my help to arrive your driver came to my rescue. He was very helpful and knew exactly where my vehicles spare was and quickly changed my tire. I greatly appreciate his helpfulness. I was alone at the time, but I generally travel with children in my car. What a wonderful service, I hope it continues.*

### Assist Type

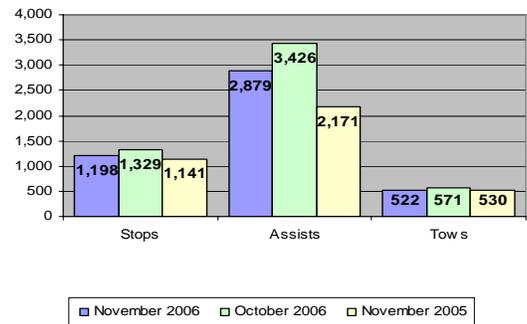


Total Number of Incidents: 4077

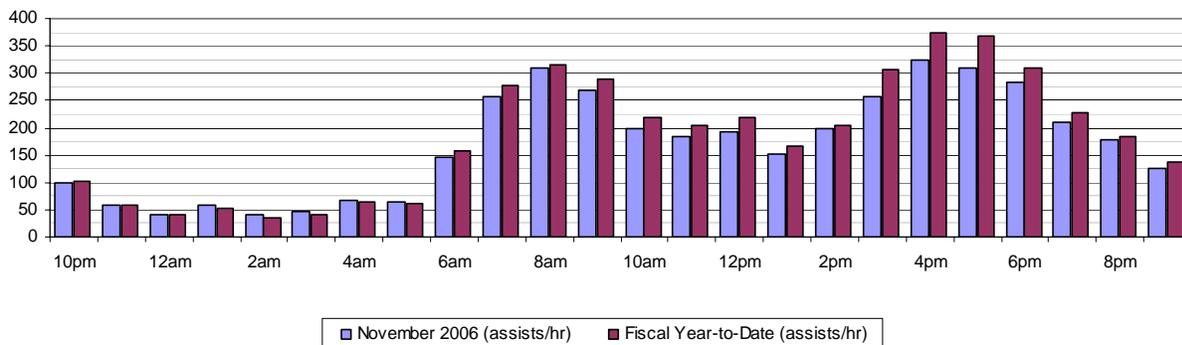
### FCP Average Service Times



### History of Key FCP Activities

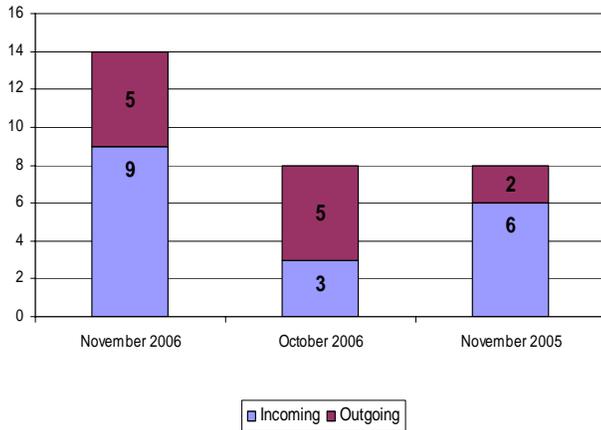


### FCP Assists by Time of Day

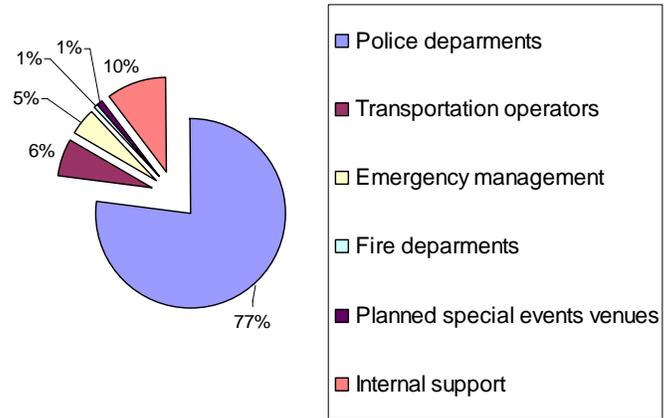


## TRAFFIC INCIDENT MANAGEMENT

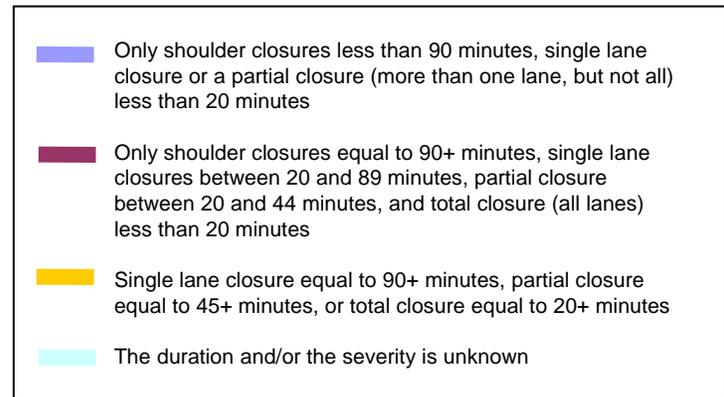
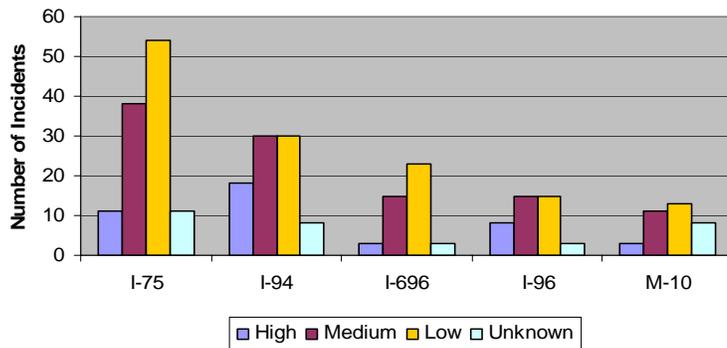
### Local Police Department Calls



### Video Users

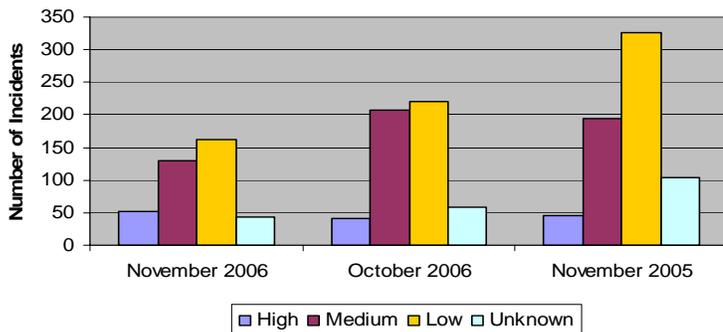


### Severity/Duration by Top Five Freeways

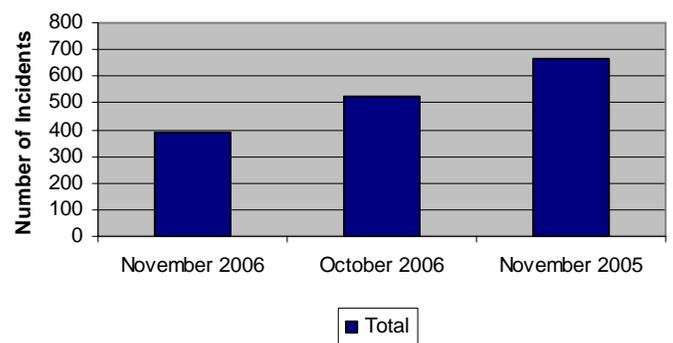


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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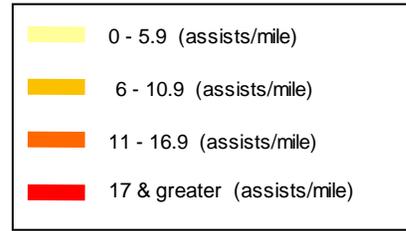
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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		November 2006	Fiscal YTD Avg.	November 2006	Fiscal YTD Avg.	November 2006	Fiscal YTD Avg.	November 2006	Fiscal YTD Avg.
I-75	87.6	1043	1175	11.9	13.4	12.5	12.1	12.3	12.5
Oak Co. Line to I-696	37.0	363	406	9.8	11.0	18.6	18.3	10.8	10.7
I-696 to I-94	8.0	280	308	35.0	38.4	7.9	8.4	13.7	15.1
I-94 to I-96	5.6	112	121	20.0	21.6	9.9	9.8	14.6	13.3
I-96 to I-275	37.0	288	341	7.8	9.2	13.1	11.8	12.0	12.1
I-94	60.7	1008	1063	16.6	17.5	10.5	10.4	12.9	12.4
Wash. Co line to M-39	20.7	317	341	15.3	16.4	10.6	10.8	13.7	13.3
M-39 to I-75	9.0	272	256	30.2	28.4	11.0	10.6	12.5	11.7
I-75 to I-696	10.0	262	278	26.2	27.8	9.0	9.3	14.5	13.1
I-696 to St. Clair Co. Line	21.0	157	189	7.5	9.0	14.9	13.3	9.6	10.6
I-96	34.0	578	622	17.0	18.3	11.9	12.3	12.7	12.7
Liv. Co. Line to I-275/I-696	11.0	122	132	11.1	12.0	13.0	16.2	15.6	14.7
I-275/M-14 to M-39	12.0	193	217	16.1	18.0	12.0	12.1	12.9	12.6
M-39 to I-75	11.0	263	274	23.9	24.9	11.2	10.7	11.2	11.9
I-275	37.5	340	388	9.1	10.3	13.1	12.0	12.7	13.7
I-96/I-275 to M-14/I-96	8.0	136	154	17.0	19.2	12.1	10.8	13.9	14.9
M-14/I-96 to I-94	12.0	141	165	11.8	13.8	13.6	12.2	12.0	13.0
I-94 to I-75	17.5	63	69	3.6	3.9	14.9	16.0	11.3	13.0
I-375	1.2	6	10	5.0	7.9	-	10.3	11.2	7.9
I-696 (Reuther)	28.7	433	455	15.1	15.9	11.0	10.5	13.0	12.8
I-96/I-275 to M-10	9.3	140	144	15.1	15.5	13.8	13.5	11.5	11.7
M-10 to I-75	9.0	135	144	15.0	15.9	9.3	8.6	18.5	16.7
I-75 to I-94	10.4	158	168	15.2	16.1	10.8	10.5	9.8	10.6
M-5 (Grand River)	10.3	53	61	5.1	5.9	10.8	10.0	15.7	15.0
M-8 (Davison)	2.2	49	56	22.3	25.2	6.0	5.8	15.9	13.8
M-10 (Lodge)	17.9	338	369	18.9	20.6	10.6	10.2	14.1	14.5
M-14	6.4	24	26	3.8	4.0	8.5	12.1	9.5	10.8
M-39 (Southfield)	14.2	205	194	14.4	13.6	14.0	12.8	14.2	14.8
<b>Total</b>	<b>300.7</b>	<b>7,479</b>	<b>8,119</b>						

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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.

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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.