

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

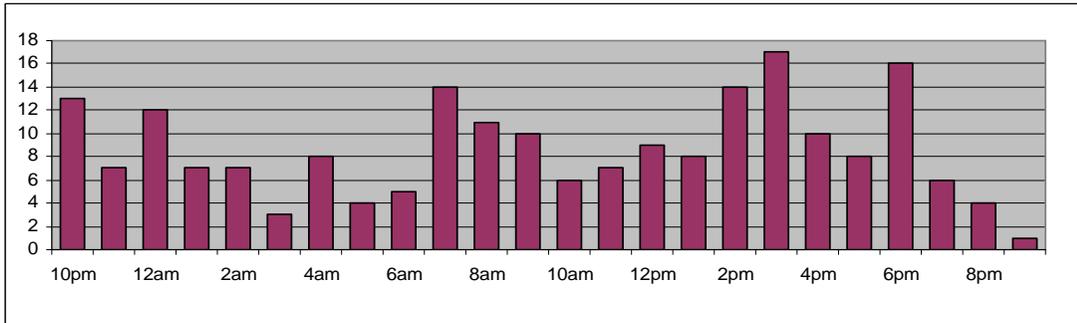


Mark Geib, PE  
Michigan Department of Transportation  
1050 6th Street  
Detroit, MI 48226  
GeibM@michigan.gov

July 2008

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Jul 2008	Jun 2008	Jul 2007
Freeway Closures	14	15	15
Lane Closures	28	18	24
Ramp Closures	8	8	6

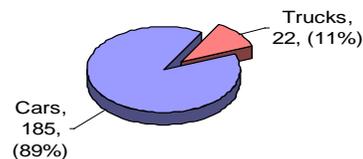
**Total Incidents by Roadway**

Freeway	Jul 2008	Jun 2008	Jul 2007
I-75	41	60	73
I-94	58	106	0
I-696 (Reuther)	28	55	21
I-96	26	38	0
M-10 (Lodge)	15	28	17
M-39 (Southfield)	25	39	13
I-275	14	22	8
I-375	0	1	0
TOTAL	207	349	132

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2870	2848	22
Contractors	555	176	379
City	3	3	0
County	38	19	19
Federal	0	0	0
Fire	0	0	0
Local Police	28	13	15
MSP	596	566	30
Border	0	0	0
MDOT/DIT	337	162	175
Media	142	135	7
Special Events	0	0	0
Transit	2	1	1
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	49	41	8
<b>Total</b>	<b>4620</b>	<b>3964</b>	<b>656</b>

**Vehicle Composition of Incidents**



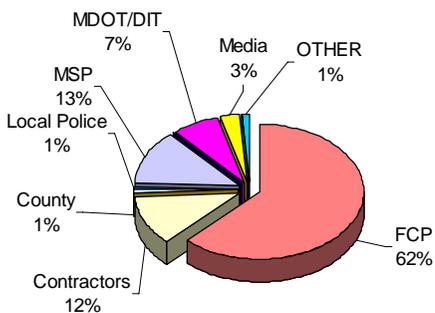
Total Incidents: 207

### MITS Center News

**One hundred and fifty Youth Corp students toured the MITS Center and attended a presentation about career opportunities within MDOT. The students' ages varied from late high school to college age. Representatives of MDOT, MITS, URS and HNTB participated in this event.**

**Software coding was completed this month for the call tracking program to auto generate high-impact incident e-mail notifications.**

**GIS mapping of downtown Detroit was also completed which will be utilized for the upcoming special event planning of the Thanksgiving Day Parade.**



Total Calls: 4620

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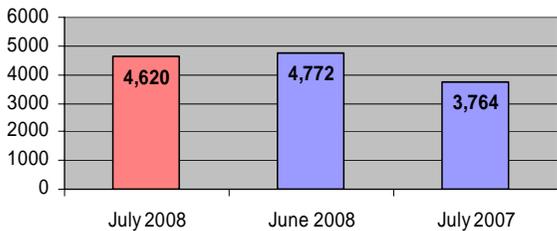
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## CONTROL ROOM DISPATCH ACTIVITY

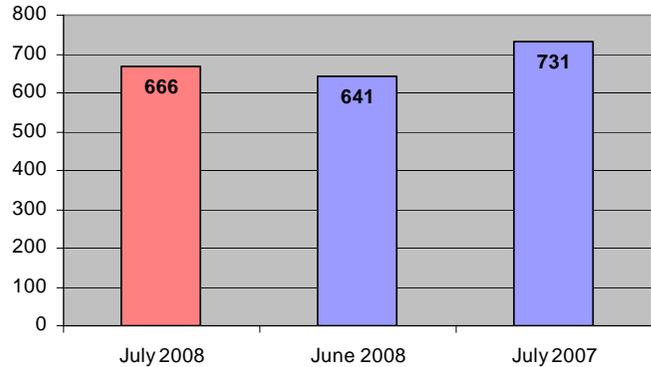
- Of the 4,263 assists that the Freeway Courtesy Patrol (FCP) provided during the month of July, 666 assists (16%) were dispatched by the FCP dispatchers located at the MITS Center.

**Monthly Call/ Event\* History**

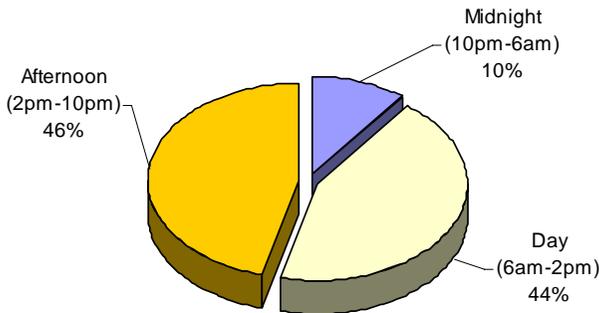


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

**Freeway Courtesy Patrol Monthly Dispatch Activity**

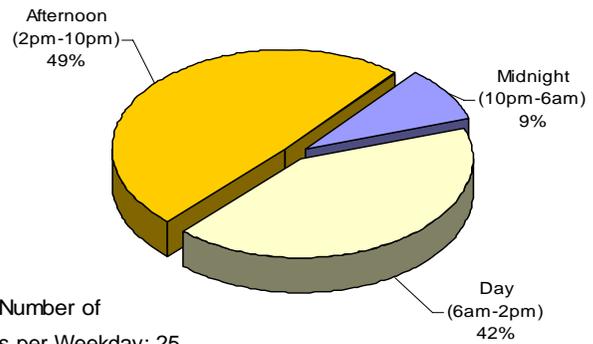


**Calls by Weekday Shift**



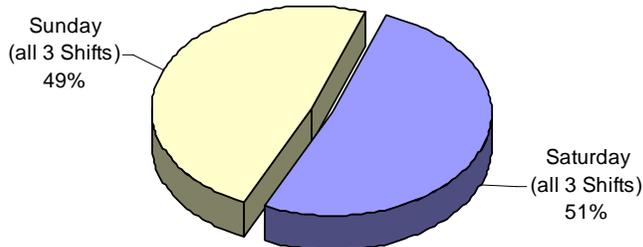
Average Number of Calls per Weekday: 172

**Freeway Courtesy Patrol Dispatches by Weekday Shift**



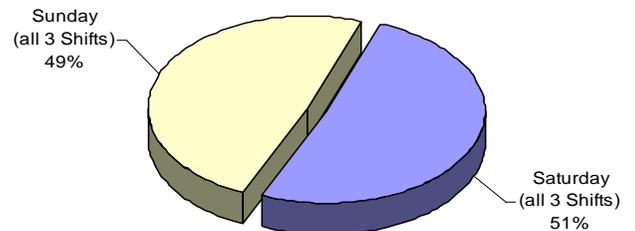
Average Number of Dispatches per Weekday: 25

**Calls by Weekend Day**



Average Number of Calls per Weekend: 166

**Freeway Courtesy Patrol Dispatches by Weekend Day**



Average Number of Dispatches per Weekend: 25

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

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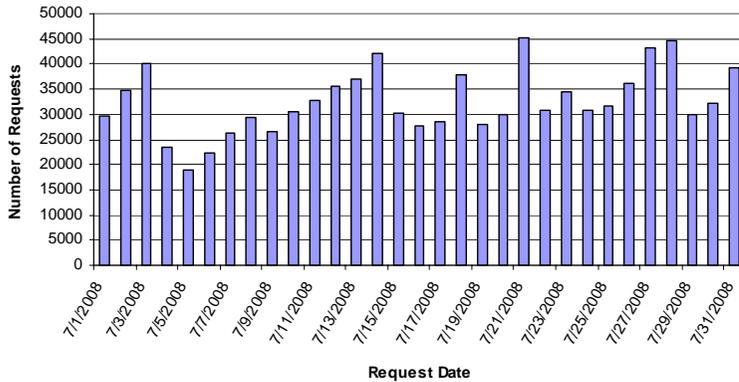
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## TRAVELER INFORMATION ACTIVITY

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

### Website Activity

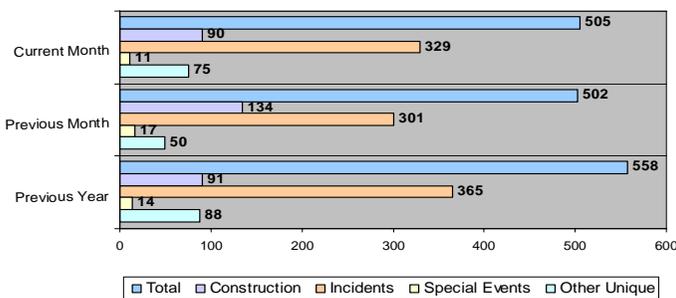
\*Web site hits down due to use of Drive site.



### Top 5 DMS with Unique Messages

- I-696 EB at Manistee
- I-75 SB South of 13 Mile
- I-696 WB at Ryan
- I-275 NB at King
- I-94 WB at Burns

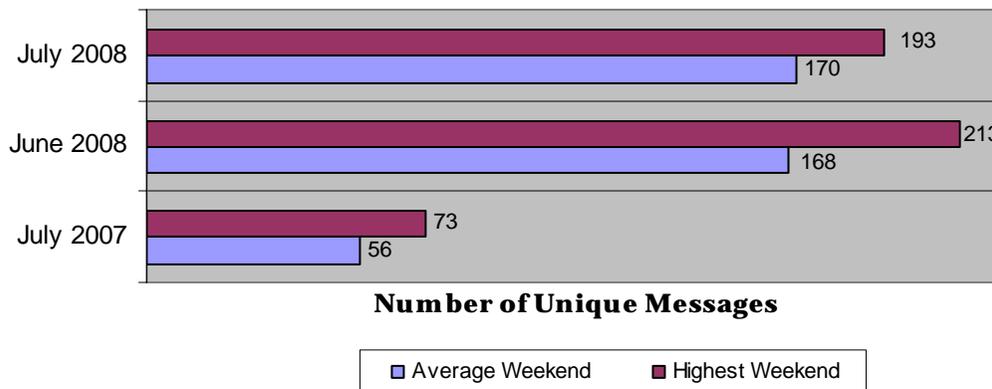
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Jul 2008	Jun 2008	Jul 2007
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Jul 2008	Jun 2008	Jul 2007
All High Impact Messages	98.0%	100.0%	95.6%
Freeway Closure Messages	100.0%	100.0%	93.3%
Lane Closure Messages	100.0%	100.0%	95.8%
Ramp Closure Messages	87.5%	100.0%	100.0%
Other Communication	Jul 2008	Jun 2008	Jul 2007
Advisory Text-Messages	96.0%	97.6%	91.1%
Website Incident Postings	100.0%	95.1%	97.8%

### Weekend Construction DMS Message Activity



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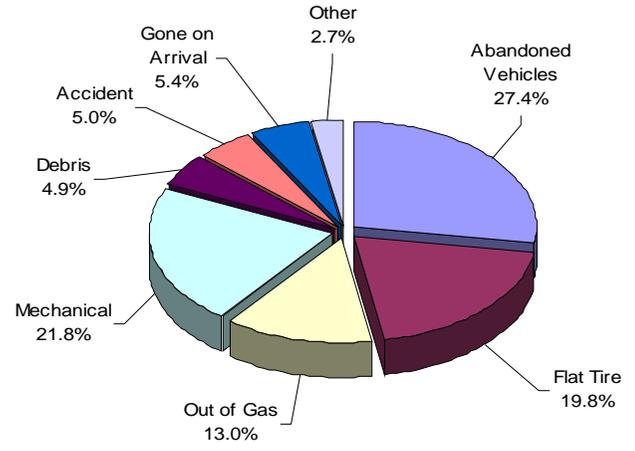
## FREEWAY COURTESY PATROL ACTIVITY

- 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

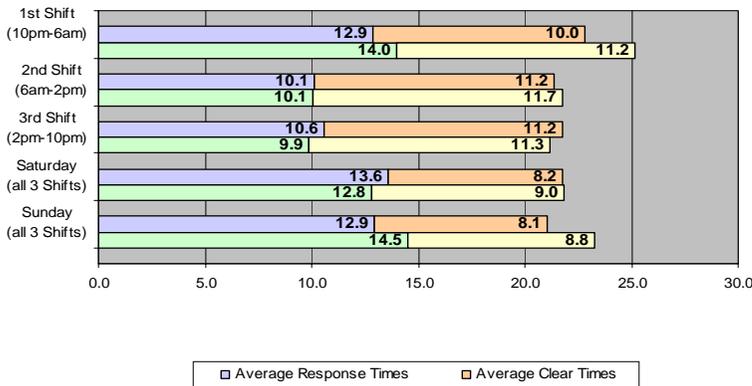
*"Two times in one month my family was helped by the Courtesy patrol. One was a car accident and the other was an unfortunate estimation of how far one car would go on empty. I was very thankful for their services. Thanks for being there and thank you, thank you, thank you for the courteous and professional staff you have."*

### Assist Type

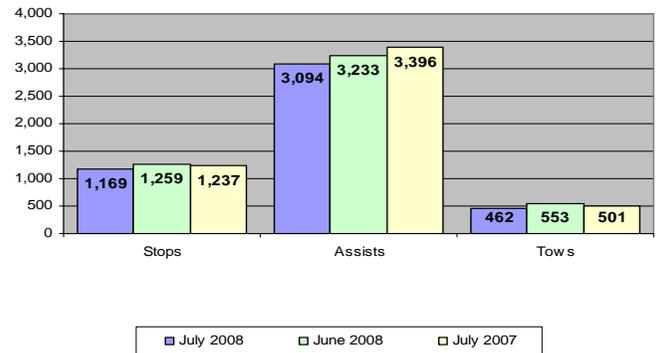


Total Number of Incidents: 4263

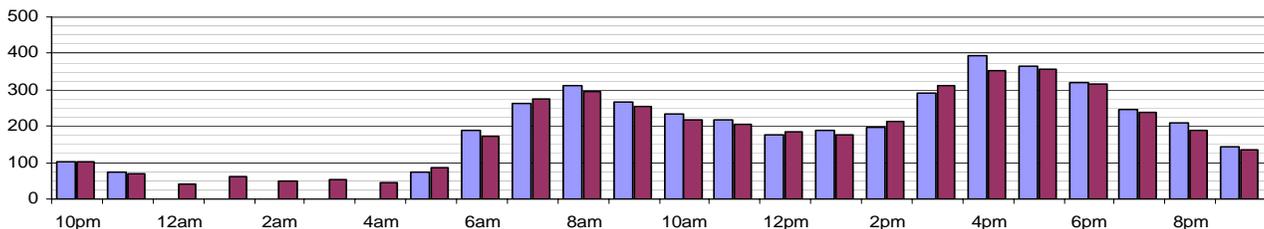
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



\*FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 AM to 5 AM.

Legend: July 2008 (assists/hr) Fiscal Year-to-Date (assists/hr)

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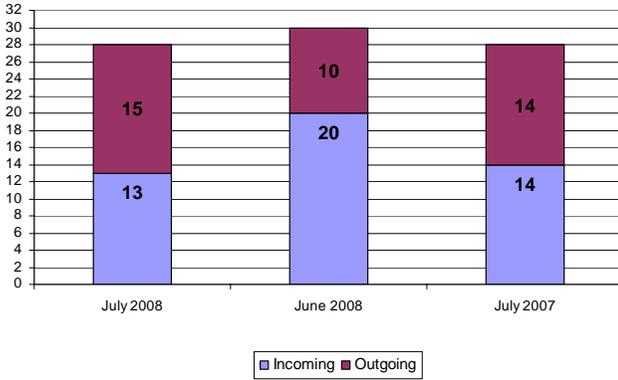


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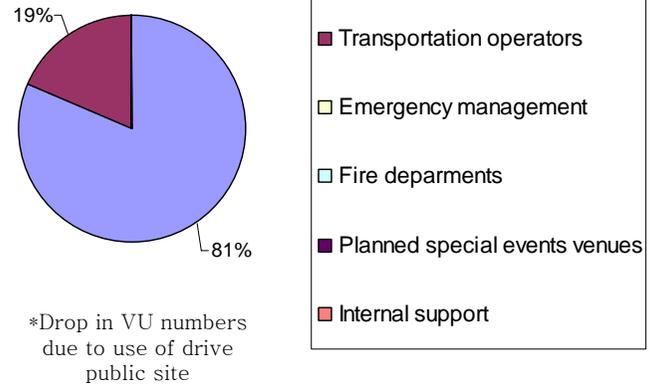
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## TRAFFIC INCIDENT MANAGEMENT

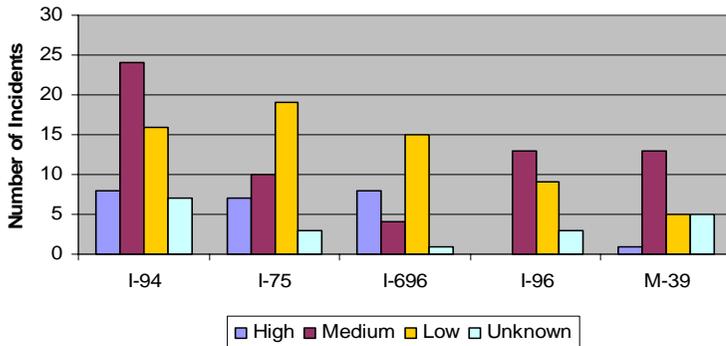
### Local Police Department Calls



### Video Users



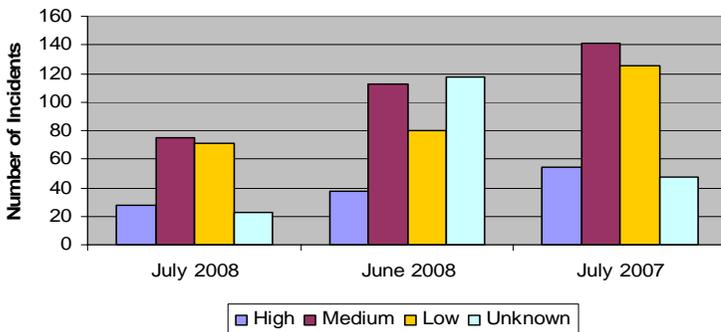
### Severity/Duration by Top Five Freeways



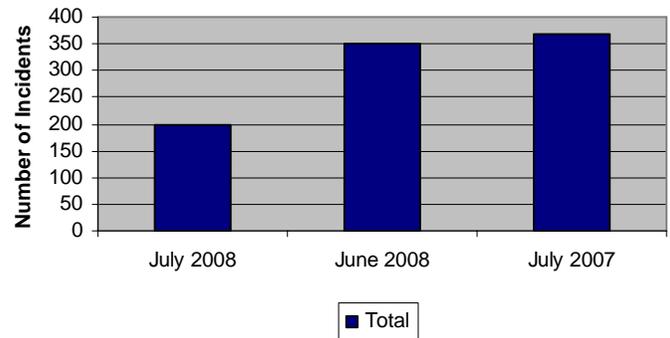
- Single lane closure equal to 90 + minutes, partial closure equal to 45+ minutes, or total closure (all lanes) 20 + minutes.
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes.
- The duration and/or the severity is unknown

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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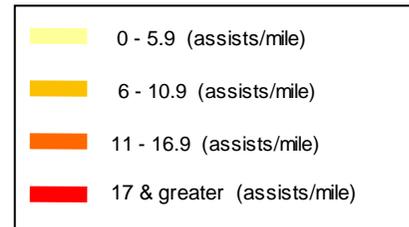


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		July 2008	Fiscal YTD Avg.	July 2008	Fiscal YTD Avg.	July 2008	Fiscal YTD Avg.	July 2008	Fiscal YTD Avg.
I-75	87.6	853	964	9.7	11.0	12.9	11.7	11.6	11.8
Oak Co. Line to I-696	37.0	395	401	10.7	10.8	18.2	15.2	11.9	11.6
I-696 to I-94	8.0	232	261	29.0	32.7	10.7	9.6	11.3	12.5
I-94 to I-96	5.6	67	82	12.0	14.7	7.4	9.1	12.8	13.0
I-96 to I-275	37.0	159	219	4.3	5.9	12.1	12.2	10.9	10.8
I-94	60.7	1215	1078	20.0	17.8	10.4	10.7	10.4	10.3
Wash. Co line to M-39	20.7	372	370	18.0	17.9	11.1	10.8	10.3	10.8
M-39 to I-75	9.0	351	302	39.0	33.5	10.6	10.7	12.3	11.0
I-75 to I-696	10.0	318	269	31.8	26.9	9.8	10.3	9.9	10.3
I-696 to St. Clair Co. Line	21.0	174	138	8.3	6.6	10.4	11.8	8.2	7.8
I-96	34.0	511	601	15.0	17.7	11.5	11.4	9.6	11.0
Liv. Co. Line to I-275/I-696	11.0	124	132	11.3	12.0	14.9	14.2	9.8	11.5
I-275/M-14 to M-39	12.0	151	181	12.6	15.1	11.7	11.6	10.8	11.2
M-39 to I-75	11.0	236	288	21.5	26.2	9.6	10.1	8.8	10.6
I-275	37.5	425	387	11.3	10.3	10.4	11.3	10.7	11.1
I-96/I-696 to M-14/I-96	8.0	110	117	13.8	14.6	13.3	11.0	9.3	11.3
M-14/I-96 to I-94	12.0	196	179	16.3	14.9	9.8	12.5	12.2	11.5
I-94 to I-75	17.5	119	92	6.8	5.3	9.7	10.0	9.8	9.9
I-375	1.2	6	11	5.0	8.9	-	7.1	21.5	11.9
I-696 (Reuther)	28.7	451	499	15.7	17.4	9.9	11.0	10.1	10.7
I-96/I-275 to M-10	9.3	140	142	15.1	15.2	11.0	12.3	11.6	9.7
M-10 to I-75	9.0	144	161	16.0	17.8	10.2	10.7	9.5	12.4
I-75 to I-94	10.4	167	197	16.1	18.9	8.3	10.2	9.3	10.0
M-5 (Grand River)	10.3	44	45	4.3	4.4	8.7	12.8	12.2	10.5
M-8 (Davison)	2.2	72	77	32.7	34.9	9.8	8.4	10.9	10.2
M-10 (Lodge)	17.9	381	350	21.3	19.6	9.2	9.8	11.5	11.5
M-14	6.4	59	51	9.2	8.0	15.4	11.7	7.8	11.7
M-39 (Southfield)	14.2	246	240	17.3	16.9	11.2	11.5	11.5	12.0
M-59 (Vettrans)	11.6	0	3	0.0	0.2	-	25.0	-	4.6
<b>Total</b>	<b>312.3</b>	<b>4,263</b>	<b>4,305</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>Calls by Type</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 Tracker 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 Breakdown</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 Tracker 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>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 Tracker 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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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Tracker 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 Tracker 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.