

# Michigan ITS Center

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

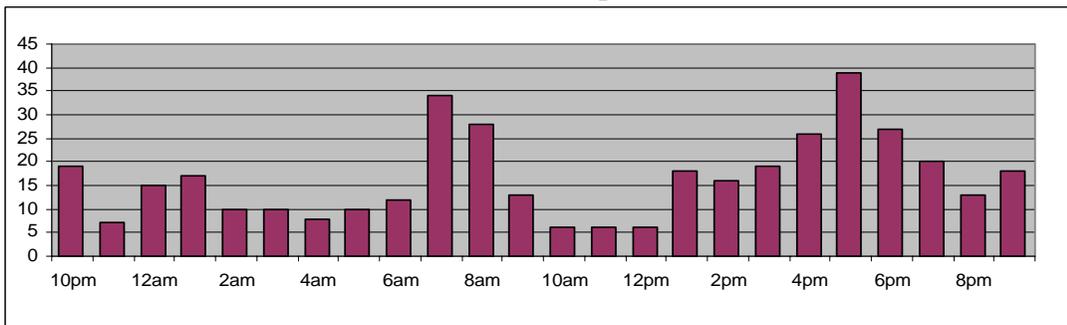


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November 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Nov 2007	Oct 2007	Nov 2006
Freeway Closures	12	14	20
Lane Closures	31	38	22
Ramp Closures	4	5	5

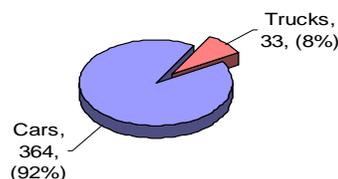
**Total Incidents by Roadway**

Freeway	Nov 2007	Oct 2007	Nov 2006
I-75	110	115	114
I-94	71	84	86
I-696 (Reuther)	75	79	44
I-96	47	49	41
M-10 (Lodge)	21	24	51
M-39 (Southfield)	35	46	32
I-275	38	43	34
I-375	0	1	1
TOTAL	397	441	403

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2318	2278	40
Contractors	180	116	64
City	0	0	0
County	35	18	17
Federal	0	0	0
Fire	0	0	0
Local Police	19	15	4
MSP	635	415	220
Border	0	0	0
MDOT/DIT	201	104	97
Media	167	163	4
Special Events	9	9	0
Transit	1	0	1
Parking	0	0	0
Airport	0	0	0
Animals	2	2	0
OTHER	24	21	3
<b>Total</b>	<b>3591</b>	<b>3141</b>	<b>450</b>

**Vehicle Composition of Incidents**

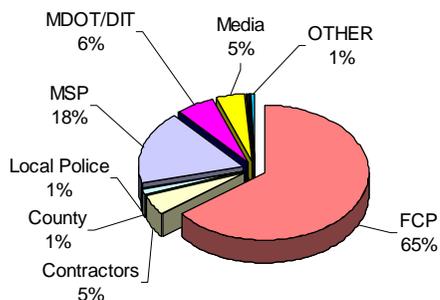


Total Incidents: 397

### MITS Center News

Gateway project GIS Mapping of portable CCTV Camera and PCM Signs locations was completed this month and is ready for use by control room operators. These signs and cameras are used to insure mobility during this project.

The I-75 Ambassador bridge gateway project is the largest project in MDOT history. The project entails major reconstruction of Interstates 75 and 96, while creating a new interchange for the bridge and local access. A state of the art pedestrian bridge as well as a redesigned Bridge Plaza welcome center that will improve safety and ease traffic flow. Much preparation is in place for this project expected to last until December of 2009.



Total Calls: 3591

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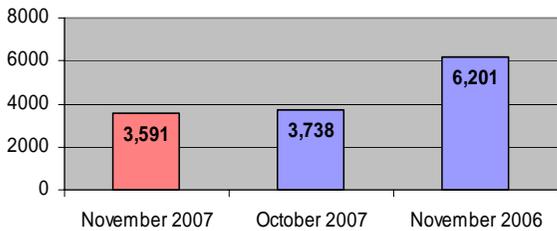
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## CONTROL ROOM DISPATCH ACTIVITY

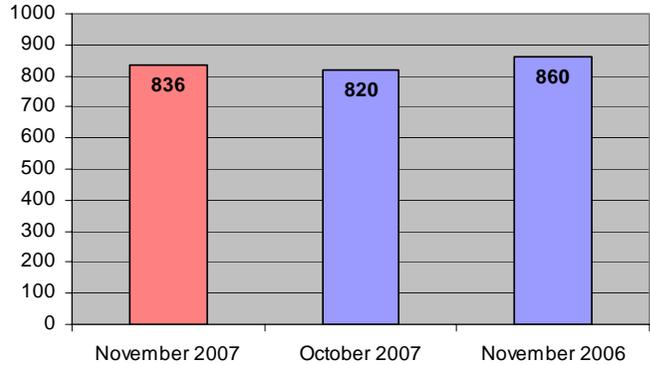
- Of the 4,234 assists that the Freeway Courtesy Patrol (FCP) provided during the month of November, 836 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.

**Monthly Call/ Event\* History**

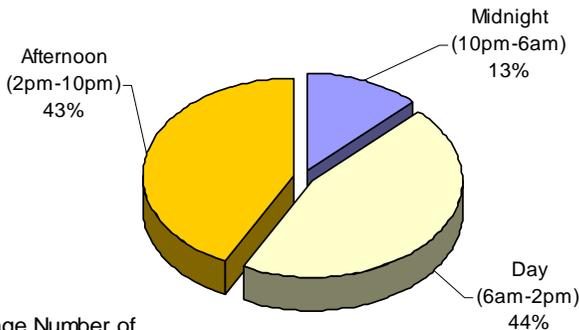


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

**Freeway Courtesy Patrol Monthly Dispatch Activity**

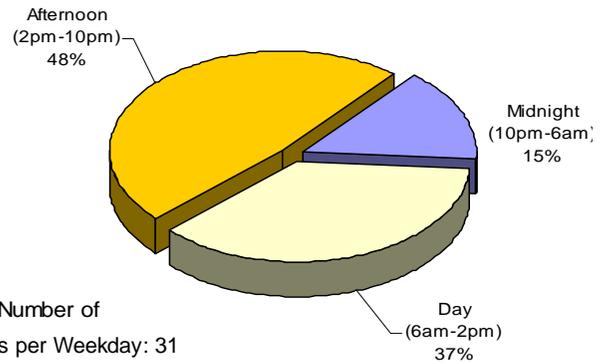


**Calls by Weekday Shift**



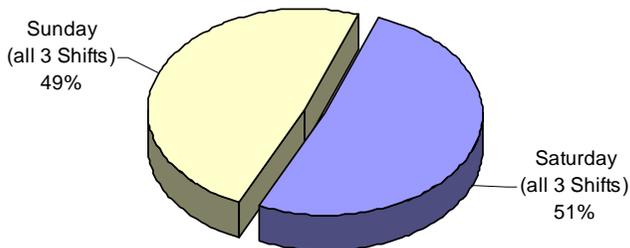
Average Number of Calls per Weekday: 144

**Freeway Courtesy Patrol Dispatches by Weekday Shift**



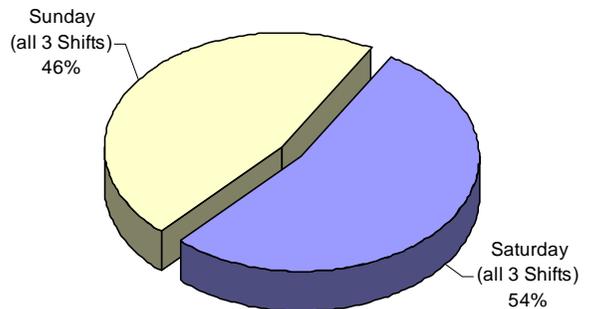
Average Number of Dispatches per Weekday: 31

**Calls by Weekend Day**



Average Number of Calls per Weekend: 109

**Freeway Courtesy Patrol Dispatches by Weekend Day**



Average Number of Dispatches per Weekend: 37

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

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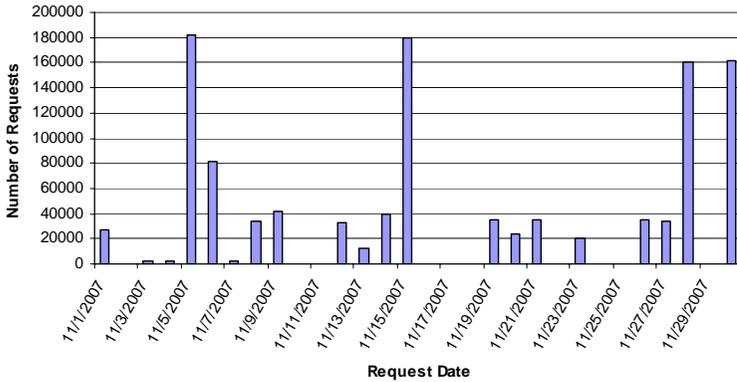
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## TRAVELER INFORMATION ACTIVITY

- 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-696 EB at Manistee
- I-75 SB South of 13 Mile
- I-75 NB at Woodward Hgts.
- I-94 EB at Belleville
- I-696 EB at Farmington

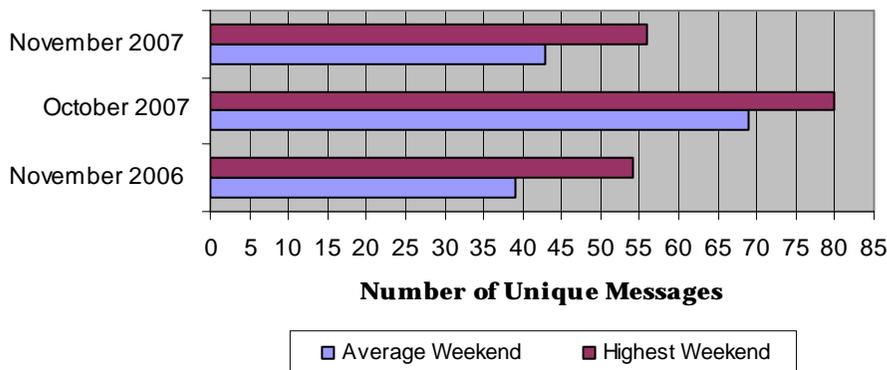
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Nov 2007	Oct 2007	Nov 2006
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Nov 2007	Oct 2007	Nov 2006
All High Impact Messages	95.7%	98.2%	97.9%
Freeway Closure Messages	100.0%	92.9%	100.0%
Lane Closure Messages	96.8%	100.0%	95.5%
Ramp Closure Messages	75.0%	100.0%	100.0%
Other Communication	Nov 2007	Oct 2007	Nov 2006
Advisory Text-Messages	93.6%	93.0%	95.7%
Website Incident Postings	97.9%	100.0%	97.9%

### Weekend Construction DMS Message Activity



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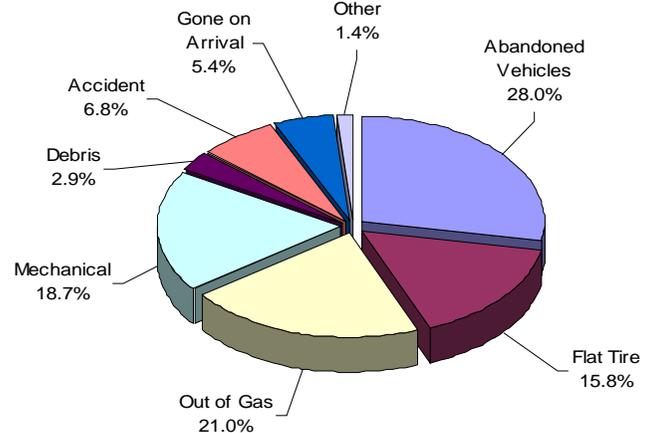
## FREEWAY COURTESY PATROL ACTIVITY

- 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

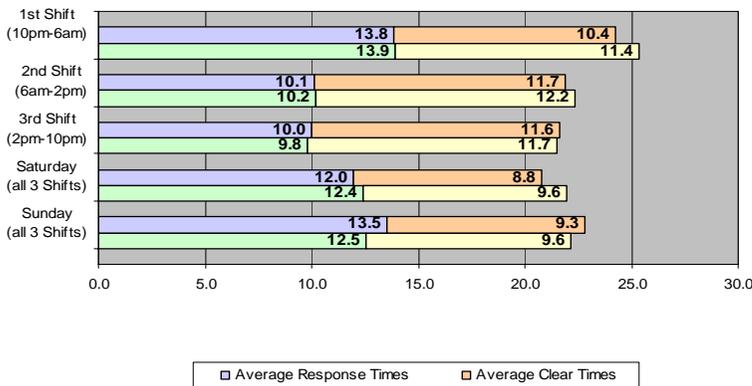
*"Thank you for providing emergency road assistance. My car had a flat tire during rush hour (of course) and I was forced to pull over at a very dangerous intersection of the Lodge and I-696. I've seen the courtesy vans, but was unaware they were provided for our safety free of charge. Your driver deserves a special thank you also, for being so kind and competent!! Thank You".*

### Assist Type

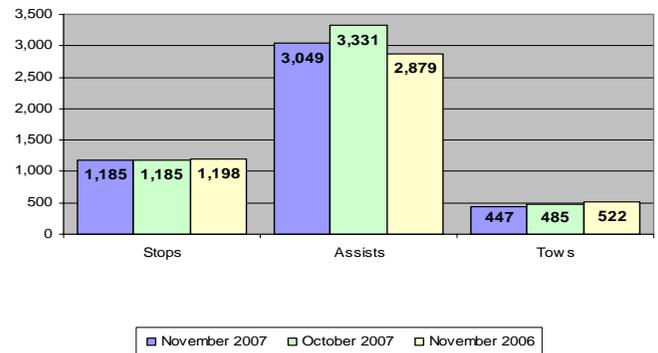


Total Number of Incidents: 4234

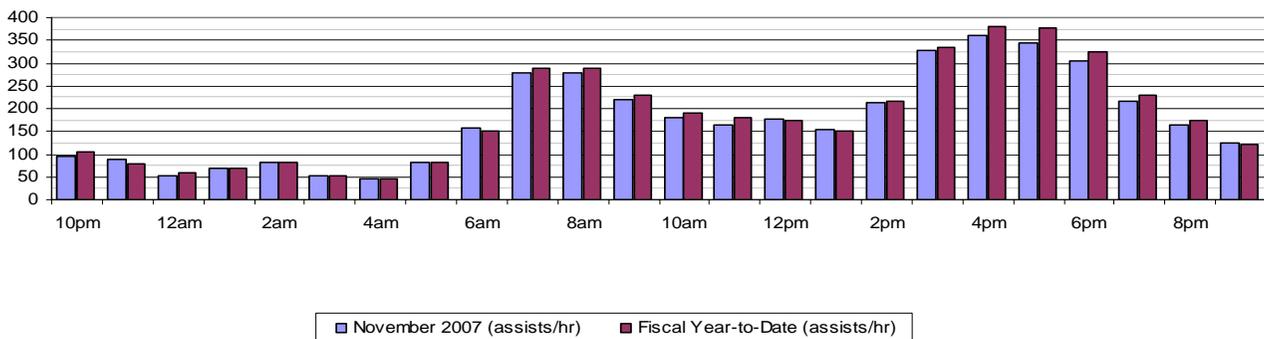
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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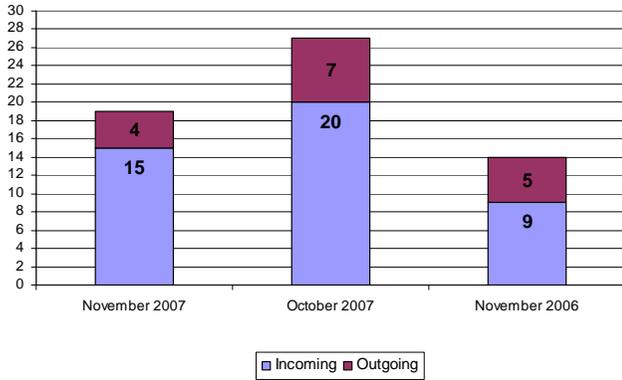


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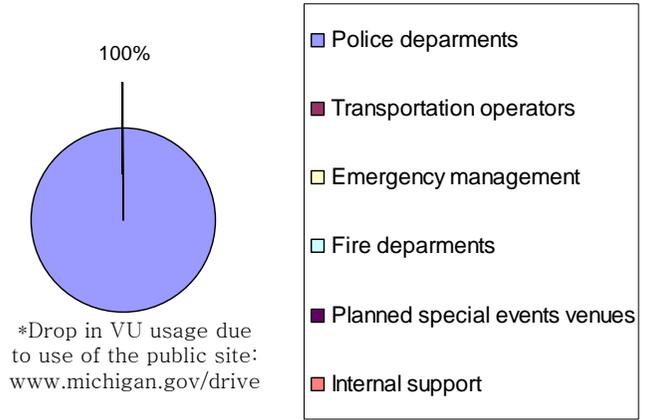
November 2007

## TRAFFIC INCIDENT MANAGEMENT

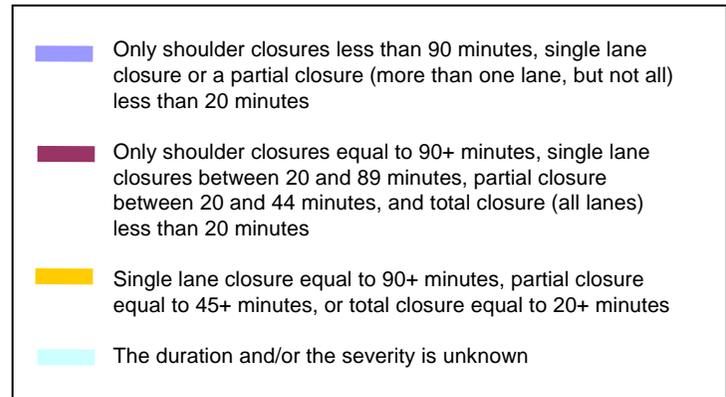
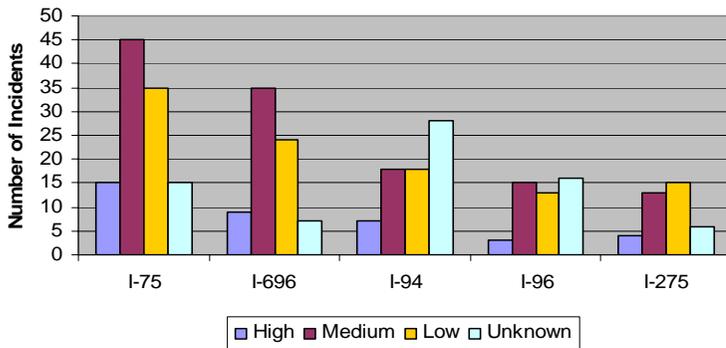
### Local Police Department Calls



### Video Users

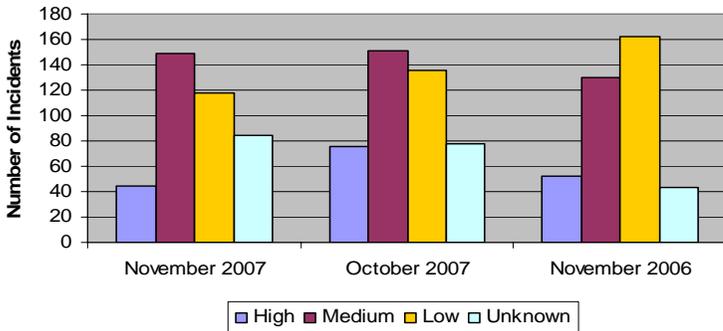


### Severity/Duration by Top Five Freeways

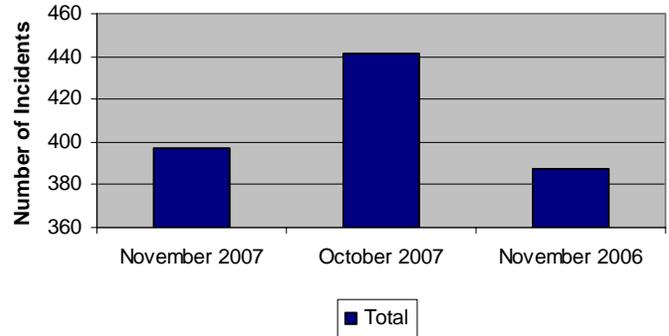


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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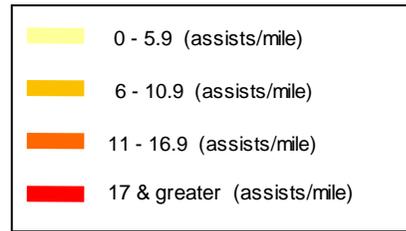


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		November 2007	Fiscal YTD Avg.	November 2007	Fiscal YTD Avg.	November 2007	Fiscal YTD Avg.	November 2007	Fiscal YTD Avg.
I-75	87.6	1082	1096	12.4	12.5	11.0	11.1	12.4	12.4
Oak Co. Line to I-696	37.0	378	407	10.2	11.0	15.0	14.2	11.7	12.2
I-696 to I-94	8.0	276	295	34.5	36.8	10.7	9.6	12.9	12.5
I-94 to I-96	5.6	120	117	21.4	20.9	7.5	8.9	14.4	13.4
I-96 to I-275	37.0	308	278	8.3	7.5	10.8	11.3	11.8	12.2
I-94	60.7	933	954	15.4	15.7	10.7	10.7	9.9	10.5
Wash. Co line to M-39	20.7	304	331	14.7	16.0	11.1	10.4	10.8	11.1
M-39 to I-75	9.0	262	271	29.1	30.1	10.1	9.9	9.6	9.9
I-75 to I-696	10.0	252	245	25.2	24.5	10.6	11.1	10.3	11.5
I-696 to St. Clair Co. Line	21.0	115	108	5.5	5.1	12.8	16.0	7.5	7.9
I-96	34.0	626	649	18.4	19.1	12.2	11.9	11.0	11.6
Liv. Co. Line to I-275/I-696	11.0	138	138	12.5	12.5	15.1	14.9	12.8	12.2
I-275/M-14 to M-39	12.0	194	204	16.2	17.0	12.3	12.2	10.9	11.3
M-39 to I-75	11.0	294	307	26.7	27.9	11.0	10.7	10.2	11.6
I-275	37.5	362	379	9.7	10.1	10.7	10.8	11.3	11.7
I-96/I-696 to M-14/I-96	8.0	117	123	14.6	15.3	10.2	10.1	12.2	12.9
M-14/I-96 to I-94	12.0	177	189	14.8	15.8	11.7	12.2	11.6	11.5
I-94 to I-75	17.5	68	68	3.9	3.9	8.5	8.3	9.0	9.8
I-375	1.2	13	12	10.8	9.6	10.3	7.9	12.6	12.1
I-696 (Reuther)	28.7	508	544	17.7	18.9	11.7	10.8	11.3	11.4
I-96/I-275 to M-10	9.3	126	133	13.5	14.2	13.7	12.9	9.7	10.0
M-10 to I-75	9.0	151	169	16.8	18.7	13.8	11.7	14.3	14.0
I-75 to I-94	10.4	231	243	22.2	23.3	8.4	8.6	10.1	10.4
M-5 (Grand River)	10.3	35	42	3.4	4.0	19.0	11.3	8.9	10.1
M-8 (Davison)	2.2	73	80	33.2	36.4	9.5	8.4	7.7	9.2
M-10 (Lodge)	17.9	312	331	17.4	18.5	8.2	8.6	11.2	11.9
M-14	6.4	47	49	7.3	7.7	9.2	10.9	16.9	14.5
M-39 (Southfield)	14.2	242	241	17.0	16.9	11.0	11.2	11.3	12.1
M-59 (Vettrans)	11.6	1	1	0.1	0.1	25.0	25.0	1.0	1.0
<b>Total</b>	<b>312.3</b>	<b>4,234</b>	<b>4,376</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 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</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.