

# Michigan ITS Center

Serving the Southeast Michigan Freeways

[www.michigan.gov/its](http://www.michigan.gov/its)

November 2008

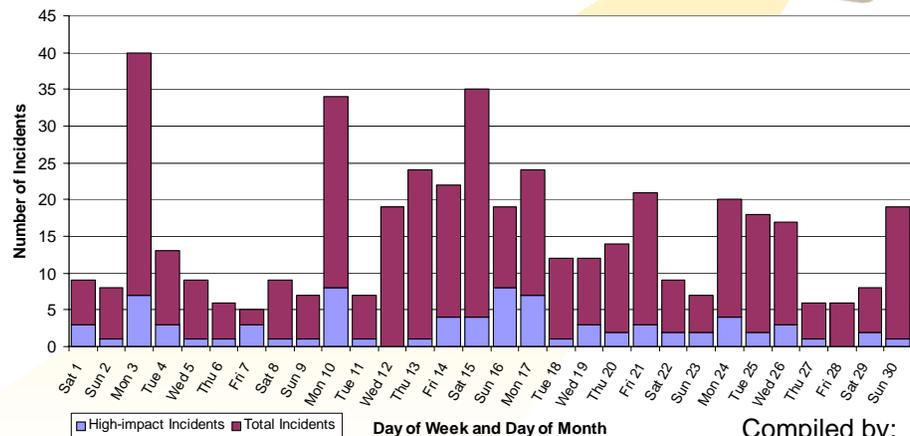


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## In the Spotlight



Weather is an important factor contributing to the number of incidents that occur. This graph displays the number of total incidents and high-impact incidents per day for the month of November. The days on which the most incidents occurred had one thing in common: precipitation. In fact, November 10 marked the first snowfall of the season. The Mi Drive Web site page views (see page 6) follow a similar trend.



Compiled by:

# Summary

## Data Key

## Nov 2008

### 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.

3,441

### 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 (CAD) entries, and high-impact incident notifications.

4,450

### 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.

156,015

### ATMS



#### Total Incidents

Data is entered into the Advanced Traffic Management System (ATMS) in order to send messages to the Dynamic Message Signs (DMS) and to post incidents to the Web site.

459

### QA/QC



#### 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).

93%

### MaintStar



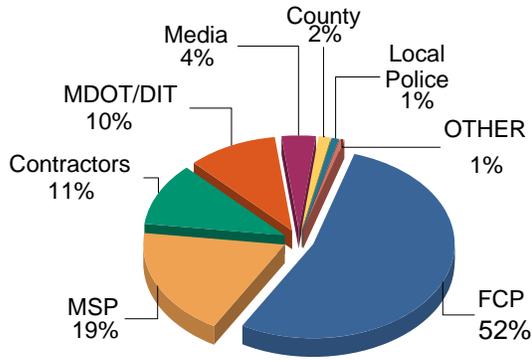
#### System Availability

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: 93%

CCTV: 94%

# Calls by Type



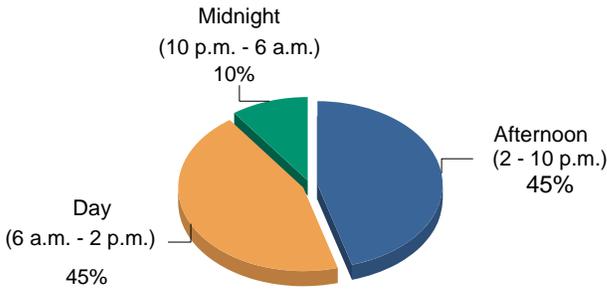
**Total Calls: 4,450**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2,381	2,360	21
Contractors	476	187	289
City	2	2	0
County	68	34	34
Federal	0	0	0
Fire	1	1	0
Local Police	35	25	10
MSP	828	769	59
Border	2	1	1
MDOT/DIT	457	134	323
Media	165	145	20
Special Events	4	3	1
Transit	1	0	1
Parking	5	1	4
Airport	0	0	0
Animals	0	0	0
OTHER	25	18	7
<b>Total</b>	<b>4,450</b>	<b>3,680</b>	<b>770</b>

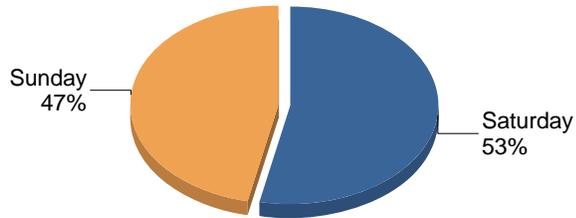


Control Room

# Calls by Weekday Shift



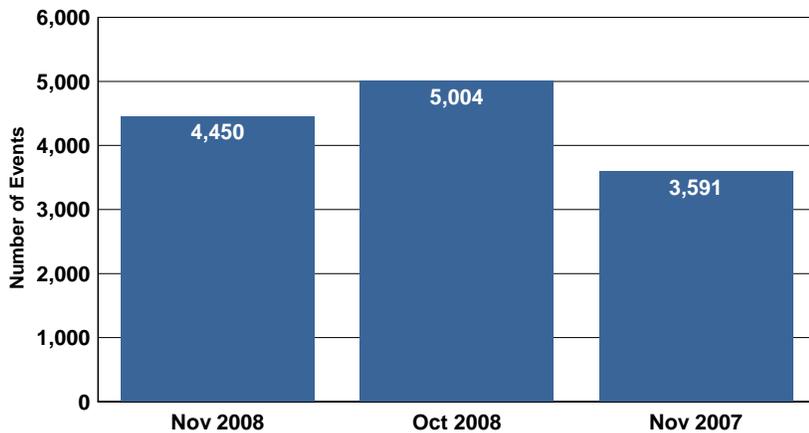
# Calls by Weekend Day

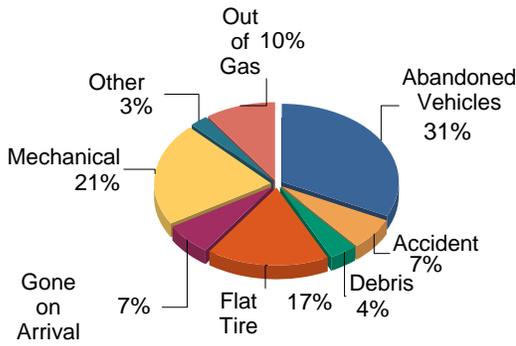


**Average number of Calls per Weekday: 172**

**Average number of Calls per Weekend: 205**

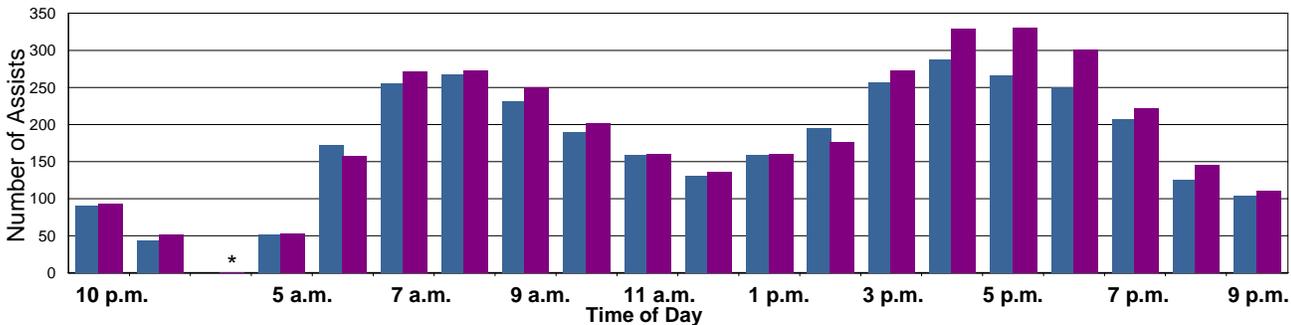
# Monthly Event History





**November Total: 3,441**  
**2,338 Assists**  
**1,103 Abandoned Vehicle Stops**

FCP Assists by Time of Day



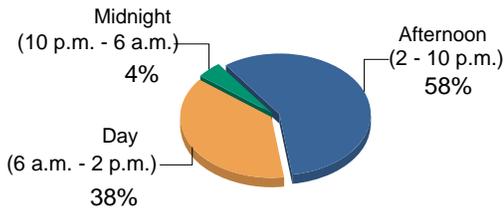
\* FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 a.m. to 5 a.m.



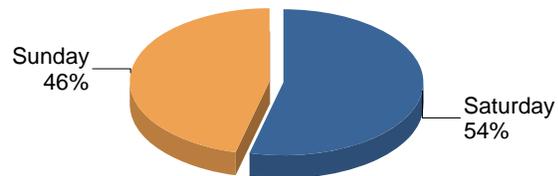
FCP Dispatches by Weekday Shift



FCP Dispatches by Weekend Day

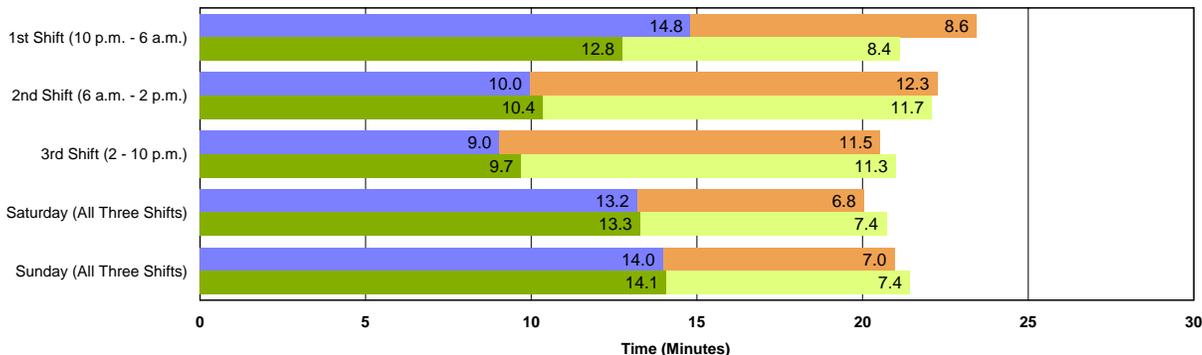


**Average Number of Dispatches per Weekday: 26**



**Average Number of Dispatches per Weekend: 35**

FCP Average Service Times





Motorist Quote of the Month

*"I had seen MDOT courtesy vehicles helping stranded motorists on the side of the road many times before but never realized the amazing actuality of this service. For the first time, I felt like "the system" was finally giving back; and that especially in our recent troubled time, was a priceless feeling. To anyone questioning the validity and usefulness of this program, please be assured that I liken it to superheroes and angels—humble helpers and protectors who quietly fly in to save the day! Thank You."*



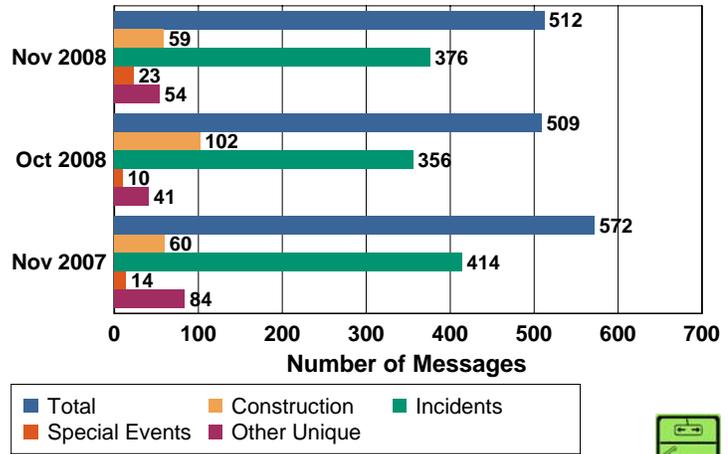
Freeway	Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSISTS PER MILE		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
			Nov 2008	FYTD Avg.	Nov 2008	FYTD Avg.	Nov 2008	FYTD Avg.	Nov 2008	FYTD Avg.
I-75	Oakland County Line to I-696	37.0	297	338.0	8.0	9.1	19.4	20.0	10.2	11.7
	I-696 to I-94	8.0	236	229.5	29.5	28.7	7.5	7.7	12.9	12.9
	I-94 to I-96	5.6	56	54.5	10.0	9.7	12.6	11.2	13.2	10.7
	I-96 to I-275	37.0	132	146.5	3.6	4.0	12.0	12.2	9.4	10.9
		87.6	721	768.5	8.2	17.5	12.4	13.1	11.1	11.8
I-94	Washtenaw County line to M-39	20.7	307	322.0	14.8	15.6	9.4	10.2	10.8	10.9
	M-39 to I-75	9.0	233	271.5	25.9	30.2	9.0	9.2	12.0	11.3
	I-75 to I-696	10.0	257	274.5	25.7	27.5	9.4	9.9	9.4	10.3
	I-696 to St. Clair County Line	21.0	110	126.0	5.2	6.0	16.5	14.3	9.6	8.6
		60.7	907	994.0	14.9	32.8	9.8	10.0	10.6	10.6
I-96	Livingston County Line to I-275/I-696	11.0	108	123.5	9.8	11.2	14.8	14.0	9.4	10.1
	I-275/M-14 to M-39	12.0	140	140.0	11.7	11.7	11.3	10.9	9.0	9.9
	M-39 to I-75	11.0	222	236.5	20.2	21.5	9.1	10.4	10.3	10.5
		34.0	470	500.0	13.8	29.4	11.4	11.5	9.7	10.3
I-275	I-96/I-696 to M-14/I-96	8.0	87	93.0	10.9	11.6	8.9	10.1	10.3	10.5
	M-14/I-96 to I-94	12.0	139	156.0	11.6	13.0	13.2	11.9	11.0	10.5
	I-94 to I-75	17.5	58	64.5	3.3	3.7	11.3	11.5	13.0	11.6
		37.5	284	313.5	7.6	16.7	11.2	11.2	11.2	10.7
I-696	I-96/I-275 to M-10	9.3	108	114.5	11.6	12.3	11.8	11.8	10.2	9.5
	M-10 to I-75	9.0	132	137.5	14.7	15.3	7.9	9.1	12.9	11.2
	I-75 to I-94	10.4	217	222.5	20.9	21.4	9.7	9.4	7.9	7.7
		28.7	457	474.5	15.9	33.1	9.8	10.0	9.9	9.1
I-375	M-10 (Lodge)	17.9	283	314.0	15.8	17.5	8.5	9.0	10.9	10.8
	M-14	6.4	40	43.0	6.3	6.7	12.7	12.0	14.4	10.5
	M-39 (Southfield)	14.2	162	175.5	11.4	12.4	12.2	11.9	13.9	12.2
	M-5 (Grand River)	10.3	42	44.5	4.1	4.3	4.0	9.5	6.7	6.6
	M-8 (Davison)	2.2	69	59.0	31.4	26.8	8.0	6.5	10.8	12.3
<b>Total</b>		300.7	3,441	3,695.0						

## Top 5 DMS with Unique Messages

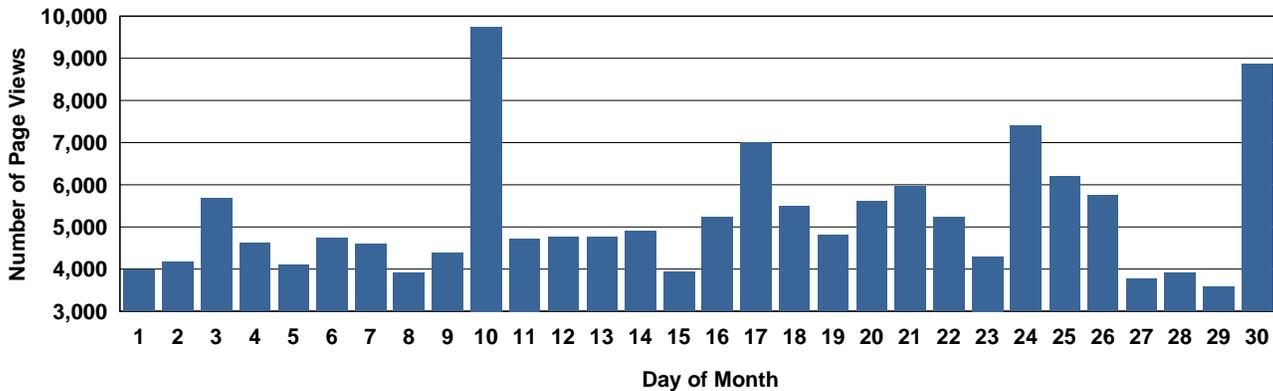


1. I-696 EB at Manistee
2. I-696 WB at Ryan
3. I-75 SB South of 13 Mile
4. I-94 EB at Second
5. I-94 EB at Central

## Unique DMS Messages by Type



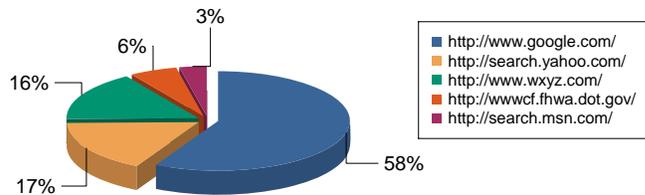
## Mi Drive Web site Daily Page Views



## Top 5 Recurring Site Requests to Mi Drive Web site



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



On an average day in **November**, the Mi Drive Web site received the most hits during the **4:00 p.m.** hour.

\*\*Does not include Michigan.gov requests.

## Incident Communication Accuracy



Weekend DMS Snapshot Review	Nov 2008	Oct 2008	Nov 2007
All Incident Messages	100%	100%	100%
High Impact DMS Messages	Nov 2008	Oct 2008	Nov 2007
All High Impact Messages	93%	100%	96%
Freeway Closure Messages	95%	100%	100%
Lane Closure Messages	96%	100%	97%
Ramp Closure Messages	78%	100%	75%
Other Communication	Nov 2008	Oct 2008	Nov 2007
Advisory Text-Messages	92%	98%	94%
Web site Incident Postings	92%	100%	98%

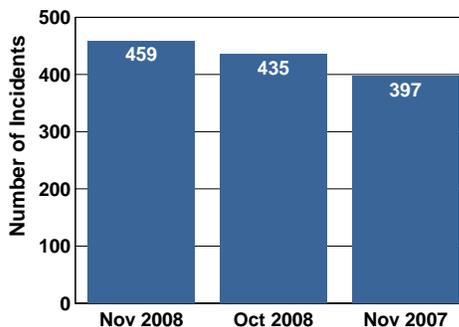


## Total Incidents by Roadway

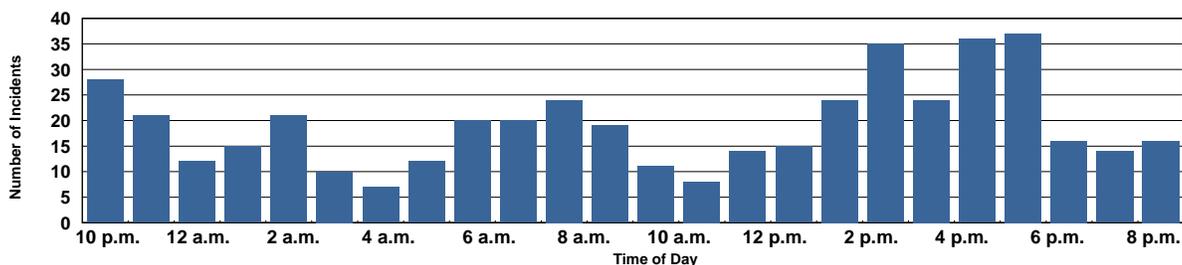


Freeway	Nov 2008	Oct 2008	Nov 2007
I-75	100	89	110
I-94	116	115	71
I-696 (Reuther)	58	70	75
I-96	55	51	47
M-10 (Lodge)	37	40	21
M-39 (Southfield)	45	35	35
I-275	48	34	38
I-375	0	1	0
<b>Total</b>	<b>459</b>	<b>435</b>	<b>397</b>

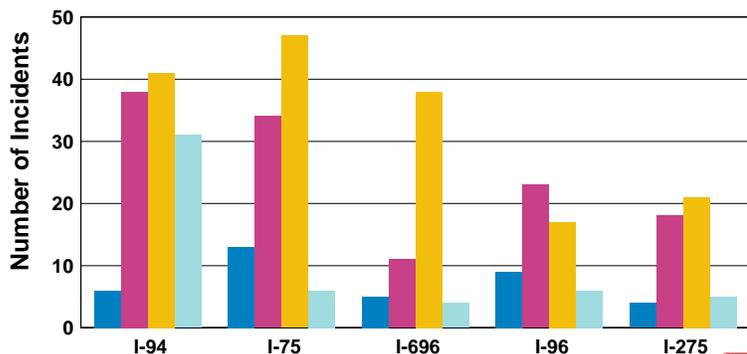
## Total Number of Incidents



## Total Incidents per Hour

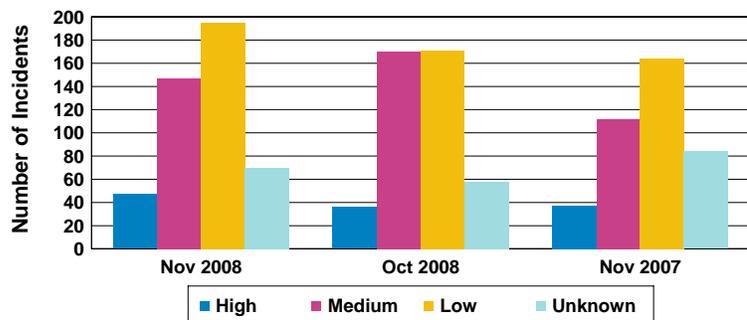


## Severity/Duration by Top 5 Freeways



- Single lane closure equal to 90+ minutes, partial closure (more than one lane, but not all) 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 (more than one lane but not all) 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 partial closure (more than one lane, but not all) less than 20 minutes
- The duration and/or severity is unknown

## Total Incident Severity/Duration by Month



## High-impact Incident Activity

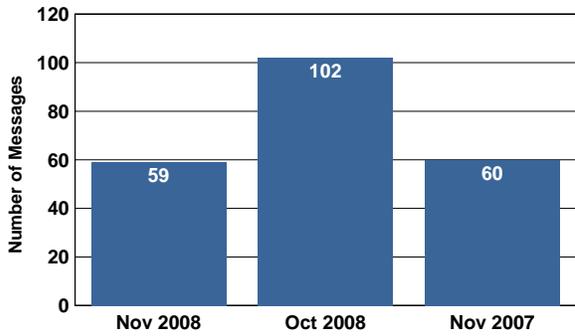


	Nov 2008	Oct 2008	Nov 2007
Freeway Closures	20	12	12
Lane Closures	50	38	31
Ramp Closures	10	3	4
<b>Total</b>	<b>80</b>	<b>53</b>	<b>47</b>

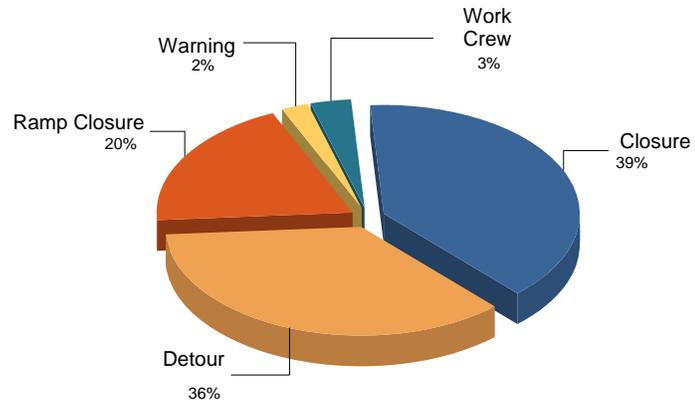
High-impact incidents account for **17%** of the total incidents for the month of November.



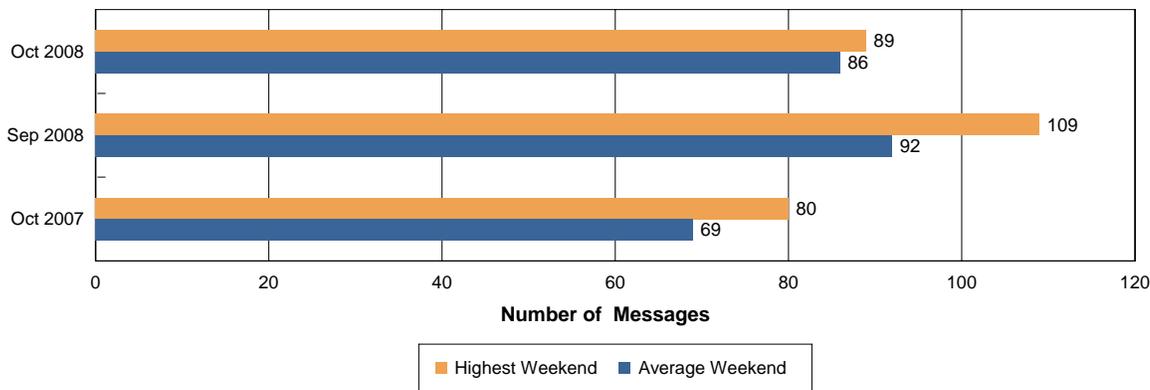
## Unique Construction Messages



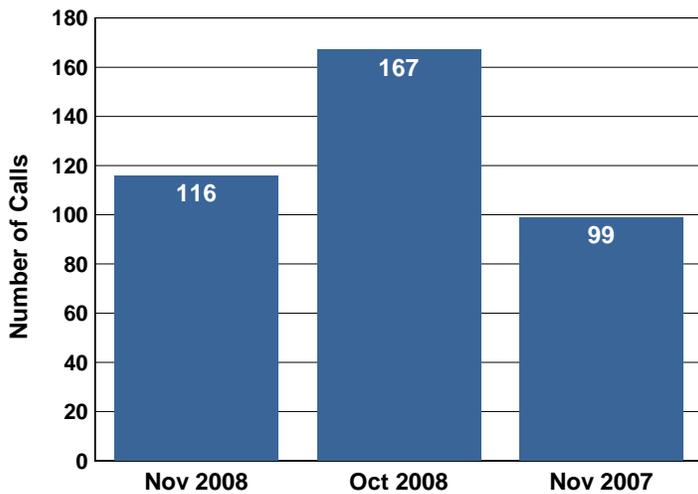
## Highest Weekend Unique Construction Messages



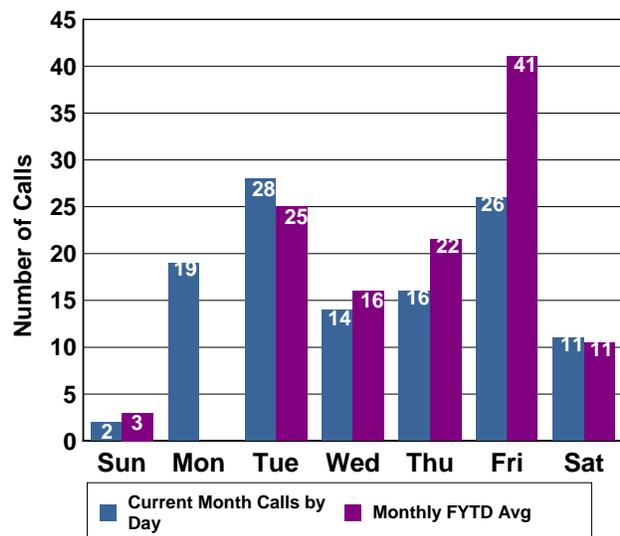
## Weekend Construction DMS Message Activity



## Total Construction Calls per Month



## Construction Calls by Day



Construction Activity



## DMS Availability

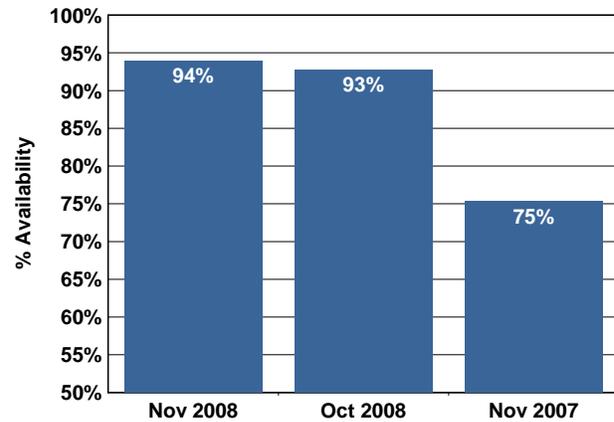
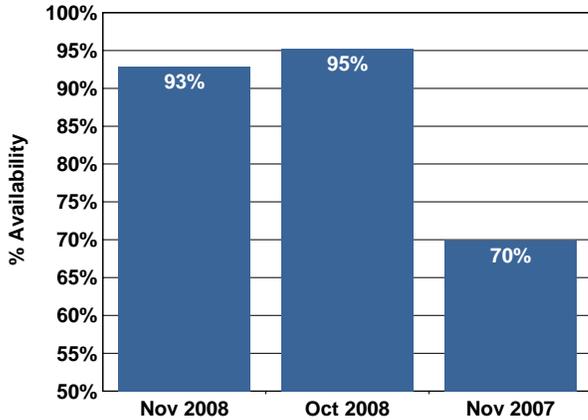


	Nov 2008	Oct 2008	Nov 2007
<b>Available</b>	<b>58</b>	<b>60</b>	<b>44</b>
<b>Not Available</b>	<b>5</b>	<b>3</b>	<b>19</b>
<b>Total</b>	<b>63</b>	<b>63</b>	<b>63</b>

## CCTV Camera Availability



	Nov 2008	Oct 2008	Nov 2007
<b>Available</b>	<b>156</b>	<b>154</b>	<b>125</b>
<b>Not Available</b>	<b>10</b>	<b>12</b>	<b>41</b>
<b>Total</b>	<b>166</b>	<b>166</b>	<b>166</b>



## Equipment Upgrades



Equipment Type	Maintenance Activity
<b>CCTV</b>	
I-94 @ I-275	Replaced camera with single dome camera
I-94 @ Russell	Replaced camera with single dome camera
I-275 @ Palmer	Replaced camera with single dome camera
I-96 @ Beech Daly	Replaced camera with single dome camera
<b>TOTAL</b>	<b>4</b>
<b>DMS</b>	
No equipment upgrades	N/A
<b>TOTAL</b>	<b>0</b>

