

# Michigan ITS Center

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

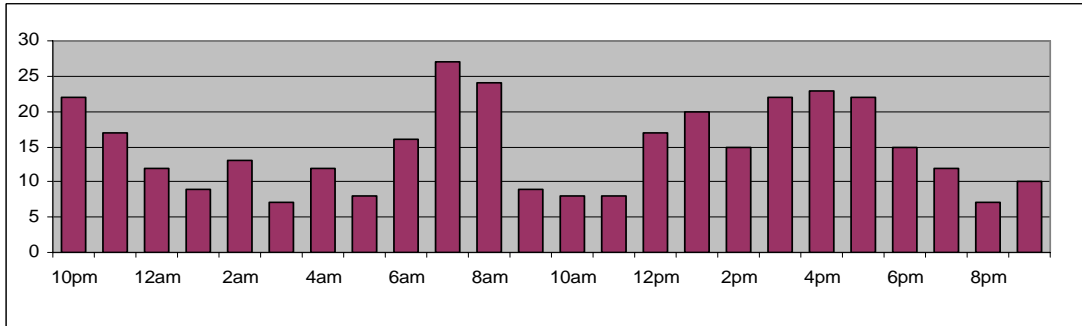


Mark Geib, PE  
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September 2008

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Sep 2008	Aug 2008	Sep 2007
Freeway Closures	12	11	9
Lane Closures	32	15	29
Ramp Closures	8	3	4

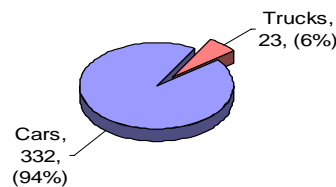
**Total Incidents by Roadway**

Freeway	Sep 2008	Aug 2008	Sep 2007
I-75	83	46	50
I-94	86	57	0
I-696 (Reuther)	51	41	30
I-96	30	24	0
M-10 (Lodge)	34	21	12
M-39 (Southfield)	38	35	13
I-275	33	23	22
I-375	0	2	0
TOTAL	355	249	127

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2697	2655	42
Contractors	651	207	444
City	3	2	1
County	40	20	20
Federal	0	0	0
Fire	4	0	4
Local Police	33	20	13
MSP	827	777	50
Border	5	1	4
MDOT/DIT	531	186	345
Media	146	123	23
Special Events	0	0	0
Transit	1	0	1
Parking	0	0	0
Airport	0	0	0
Animals	1	0	1
OTHER	57	41	16
<b>Total</b>	<b>4996</b>	<b>4032</b>	<b>964</b>

**Vehicle Composition of Incidents**



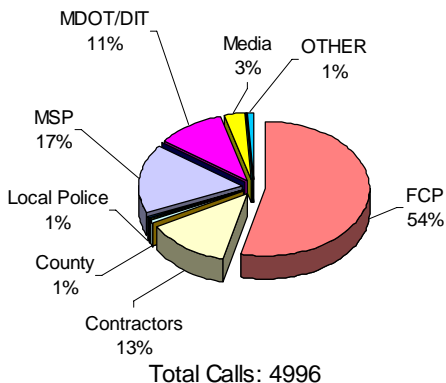
Total Incidents: 355

### MITS Center News

**Performance Measures are undergoing the final steps necessary for the conversion to Crystal Reports. The new software will link directly to the data source and will only require the input of the desired month and year to generate the reports.**

**The annual report for MDOT's fiscal year 2008 is underway and will be available in early January 2009.**

**GIS maps for the Michigan State Police dispatch patrol coverage areas have been created. This GIS format can easily be added to the new computer aided dispatch software currently under development.**



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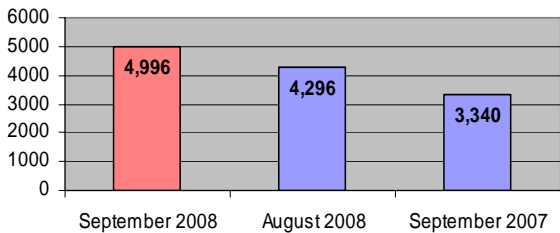
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## CONTROL ROOM DISPATCH ACTIVITY

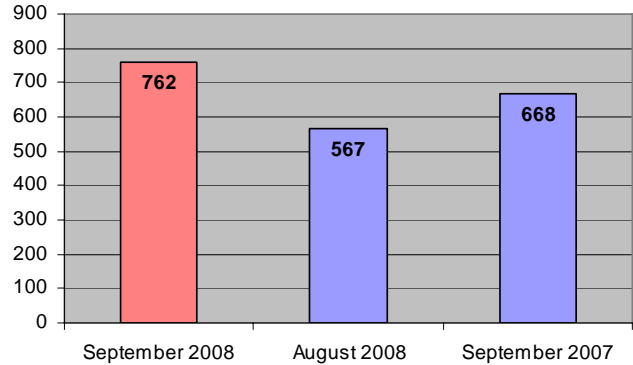
- Of the 3,997 assists that the Freeway Courtesy Patrol (FCP) provided during the month of September, 762 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

**Monthly Call/ Event\* History**

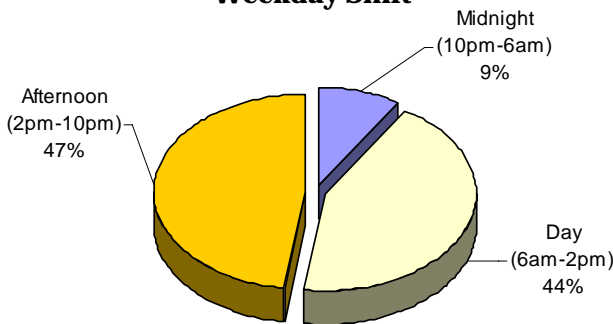


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

**Freeway Courtesy Patrol Monthly Dispatch Activity**

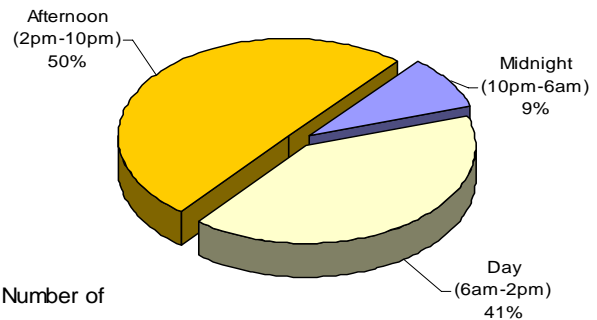


**Calls by Weekday Shift**



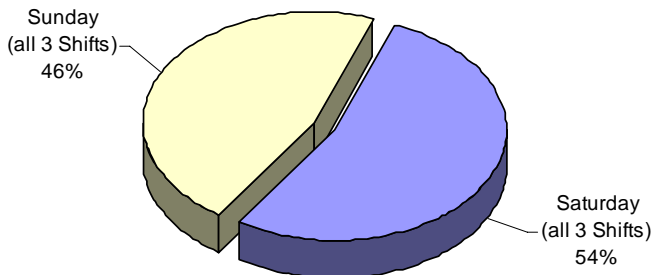
Average Number of Calls per Weekday: 180

**Freeway Courtesy Patrol Dispatches by Weekday Shift**



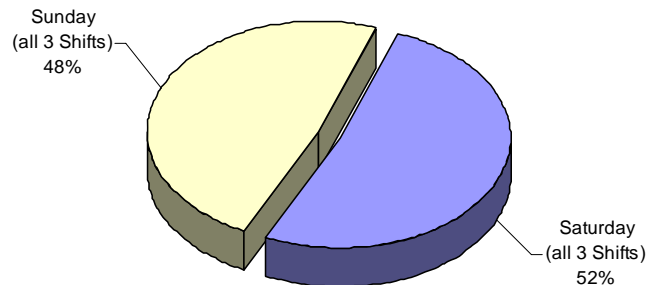
Average Number of Dispatches per Weekday: 28

**Calls by Weekend Day**



Average Number of Calls per Weekend: 259

**Freeway Courtesy Patrol Dispatches by Weekend Day**



Average Number of Dispatches per Weekend: 35

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

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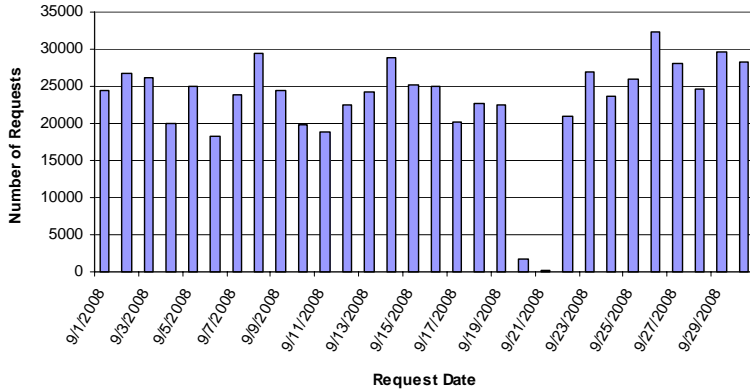
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## TRAVELER INFORMATION ACTIVITY

- 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

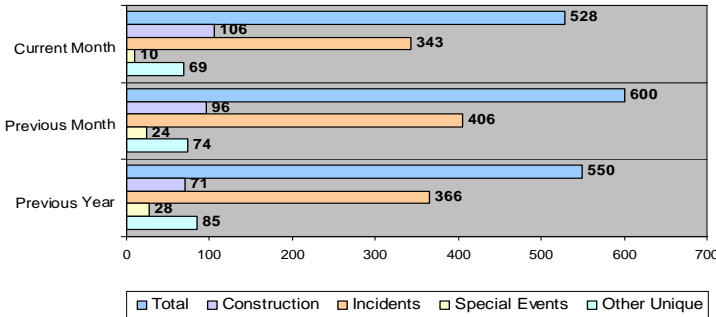
\*Web site hits down due to use of Drive site.



### Top 5 DMS with Unique Messages

- I-75 SB South of 13 Mile
- I-696 WB at Ryan
- I-75 NB at Woodward Hgts.
- I-696 EB at Manistee
- I-94 EB at Central

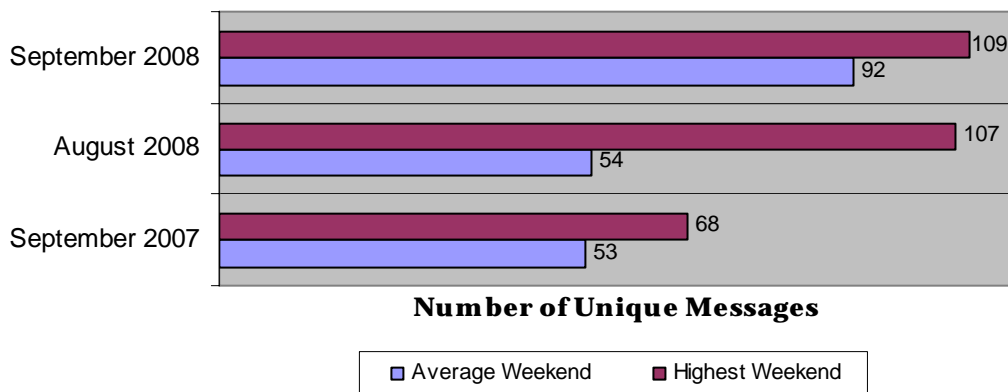
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Sep 2008	Aug 2008	Sep 2007
All Incident Messages	99.5%	100.0%	100.0%
High Impact DMS Messages	Sep 2008	Aug 2008	Sep 2007
All High Impact Messages	96.2%	100.0%	100.0%
Freeway Closure Messages	91.7%	100.0%	100.0%
Lane Closure Messages	96.9%	100.0%	100.0%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Sep 2008	Aug 2008	Sep 2007
Advisory Text-Messages	94.2%	100.0%	100.0%
Website Incident Postings	100.0%	100.0%	100.0%

### Weekend Construction DMS Message Activity



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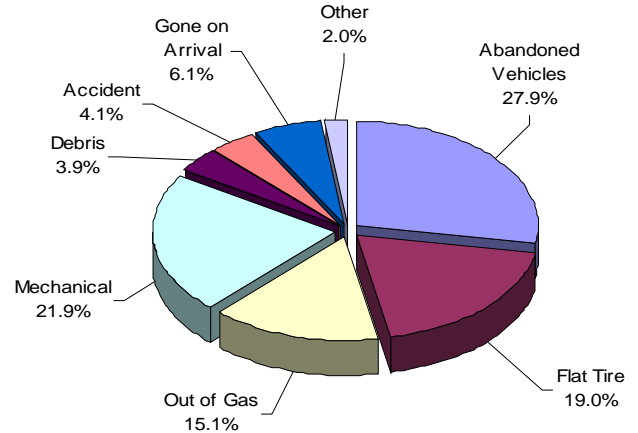
## FREEWAY COURTESY PATROL ACTIVITY

- 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

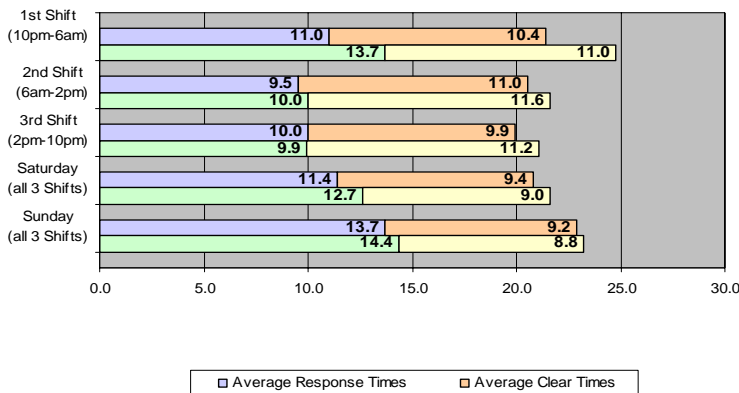
*"On 9/30/08 around 5 pm, a Courtesy Patrol helped me get back on the road after I had a blow out on eastbound I-696. I looked up on my rearview mirror to see this van with large letters: MDOT. When the Courtesy Patrol Driver told me who he was and what he there to do, I felt safe. He changed my tire quickly and had me on my way home in less than 15 minutes. God bless you!!!"*

### Assist Type

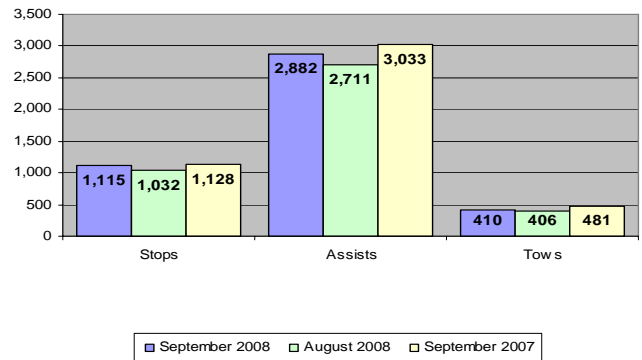


Total Number of Incidents: 3997

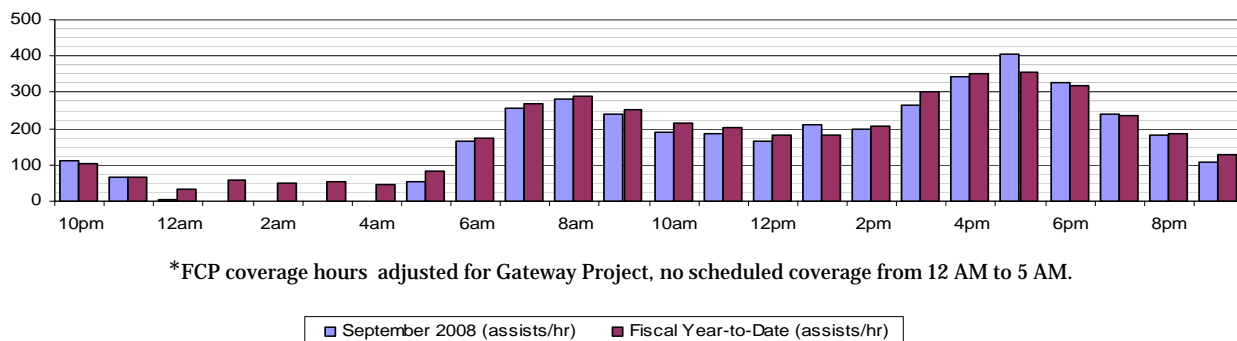
### FCP Average Service Times



### History of Key FCP Activities

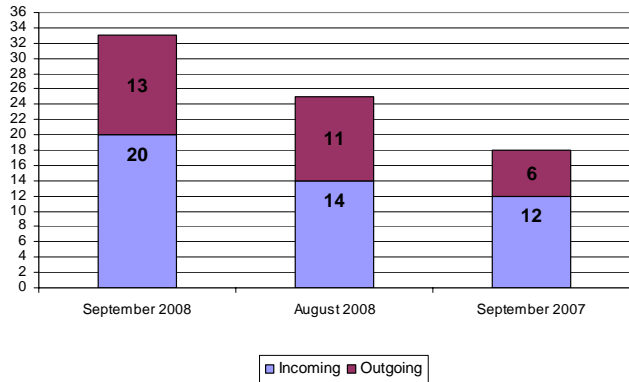


### FCP Assists by Time of Day

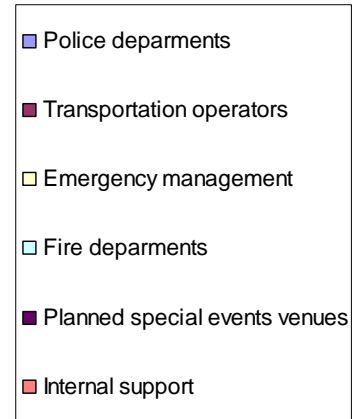


## TRAFFIC INCIDENT MANAGEMENT

### Local Police Department Calls

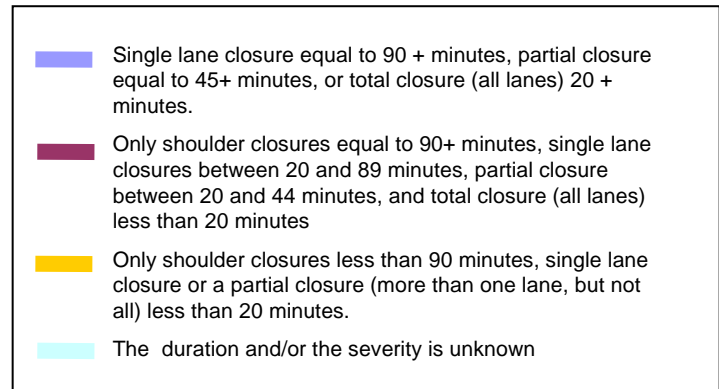
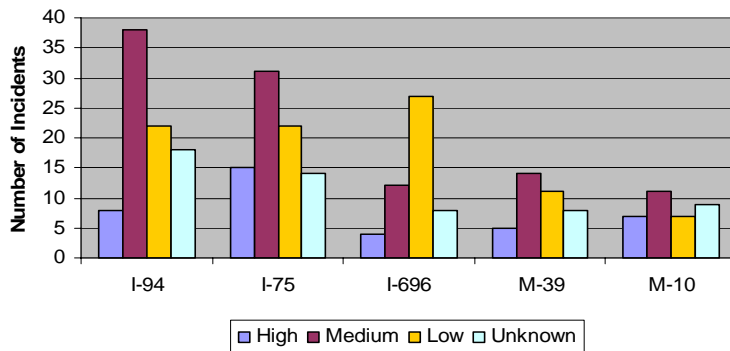


### Video Users



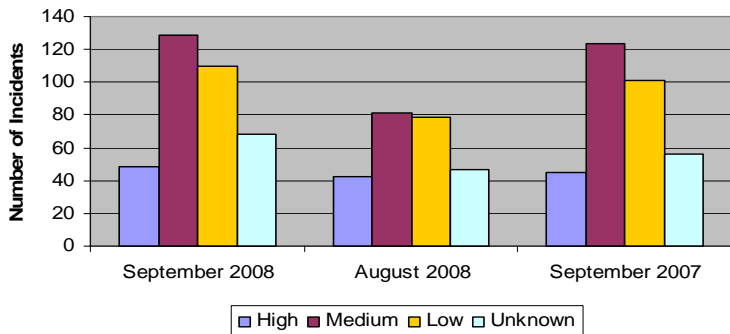
\*Data not available

### Severity/Duration by Top Five Freeways

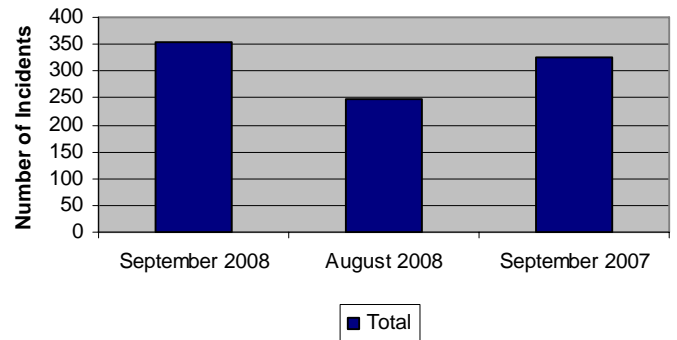


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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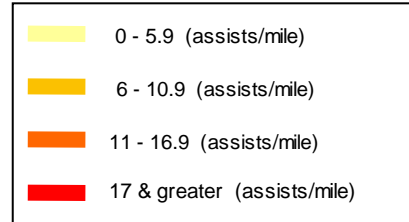
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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		September 2008	Fiscal YTD Avg.	September 2008	Fiscal YTD Avg.	September 2008	Fiscal YTD Avg.	September 2008	Fiscal YTD Avg.
I-75	87.6	769	925	8.8	10.6	11.1	11.6	11.6	11.8
Oak Co. Line to I-696	37.0	347	392	9.4	10.6	14.2	14.9	12.3	11.9
I-696 to I-94	8.0	230	252	28.8	31.5	9.1	9.4	11.7	12.3
I-94 to I-96	5.6	44	77	7.9	13.7	6.3	9.1	13.5	13.0
I-96 to I-275	37.0	148	205	4.0	5.5	10.3	12.2	9.3	10.6
I-94	60.7	1123	1077	18.5	17.7	10.8	10.7	9.6	10.3
Wash. Co line to M-39	20.7	375	371	18.1	17.9	10.8	10.8	9.5	10.7
M-39 to I-75	9.0	311	302	34.6	33.5	10.8	10.7	10.3	10.9
I-75 to I-696	10.0	302	269	30.2	26.9	10.3	10.2	9.9	10.3
I-696 to St. Clair Co. Line	21.0	135	135	6.4	6.4	12.1	11.9	7.8	7.7
I-96	34.0	571	589	16.8	17.3	10.2	11.3	10.2	10.8
Liv. Co. Line to I-275/I-696	11.0	134	131	12.2	11.9	12.6	14.1	8.6	11.0
I-275/M-14 to M-39	12.0	175	178	14.6	14.8	9.6	11.4	12.5	11.2
M-39 to I-75	11.0	262	280	23.8	25.4	9.0	10.0	9.5	10.5
I-275	37.5	284	377	7.6	10.0	10.0	11.0	9.7	10.8
I-96/I-696 to M-14/I-96	8.0	96	115	12.0	14.3	9.0	10.8	9.3	10.9
M-14/I-96 to I-94	12.0	125	173	10.4	14.4	10.6	12.2	9.3	11.2
I-94 to I-75	17.5	63	89	3.6	5.1	10.9	10.0	11.3	9.9
I-375	1.2	8	10	6.7	8.3	16.0	8.1	13.6	12.1
I-696 (Reuther)	28.7	515	499	17.9	17.4	10.3	11.0	9.2	10.6
I-96/I-275 to M-10	9.3	132	141	14.2	15.1	11.1	12.3	10.0	9.8
M-10 to I-75	9.0	156	160	17.3	17.8	9.2	10.6	10.0	12.2
I-75 to I-94	10.4	227	198	21.8	19.1	10.8	10.3	8.1	9.8
M-5 (Grand River)	10.3	30	45	2.9	4.4	11.5	12.6	6.8	9.9
M-8 (Davison)	2.2	71	75	32.3	34.3	11.2	8.9	10.2	10.4
M-10 (Lodge)	17.9	351	349	19.6	19.5	9.0	9.7	10.1	11.3
M-14	6.4	47	51	7.3	7.9	12.6	11.7	11.5	11.5
M-39 (Southfield)	14.2	228	234	16.1	16.5	9.5	11.3	12.4	11.9
M-59 (Vettrans)	11.6	0	3	0.0	0.2	-	25.0	-	4.6
<b>Total</b>	<b>312.3</b>	<b>3,997</b>	<b>4,233</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.