

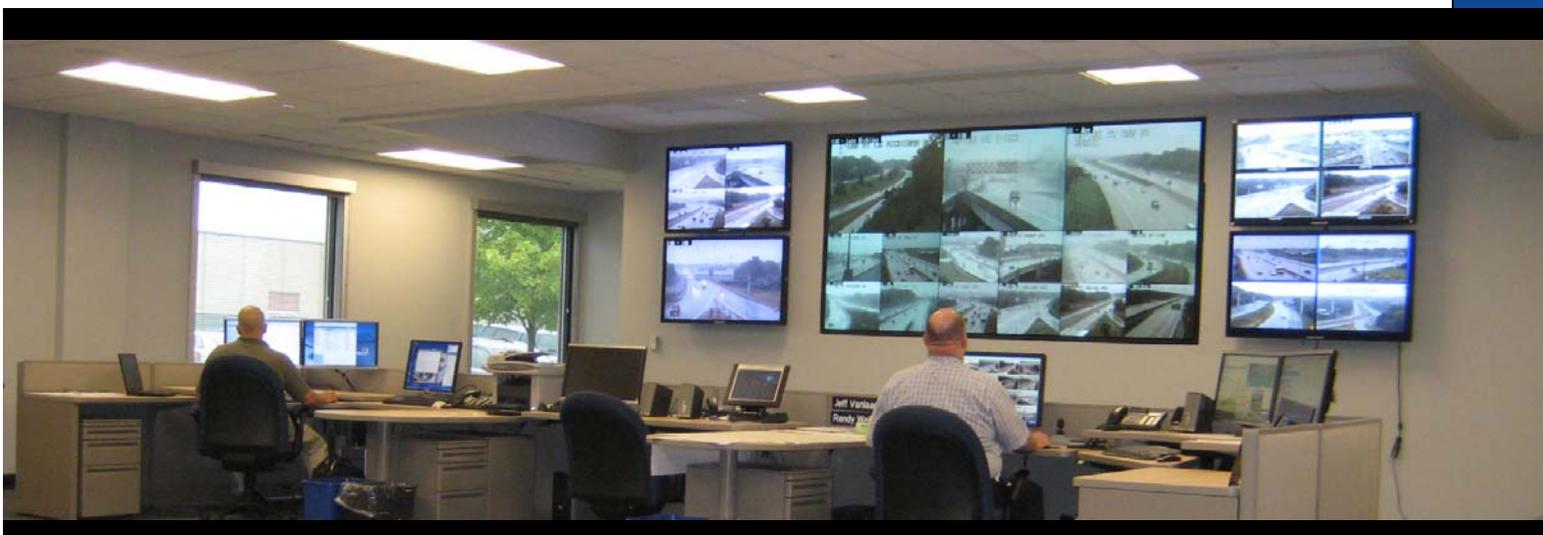
West Michigan Transportation Operations Center

Serving Motorists on West Michigan Freeways

www.michigan.gov/its

www.michigan.gov/drive

March 2011



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West Michigan TOC Control Room
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In the Spotlight



In March, the WMTOC began using a free e-mail "listserv," sponsored by MDOT, to disseminate incident notifications to people throughout the west Michigan area. Incident notification e-mails are issued for high-impact incidents with an expected duration of 15 minutes or greater. MDOT communications representatives also use the listserv to send out construction notices when travel is impacted on local freeways and MDOT routes. The listserv increases the efficiency of the e-mail notification process in the following ways:

- The WMTOC reaches a larger number of people simply by sending a single e-mail to the listserv.
- Individuals can choose the counties within the Grand Region for which they want to receive notifications.
- Several different e-mail lists were consolidated into a single list of contacts through the listserv.

Currently, more than 170 people subscribe to the listserv for each of the eight Grand Region counties, with more than 200 subscribers on the Ionia, Kent, and Ottawa lists. Subscribers include local newspapers and television stations; federal, state, and local government employees; first responders; local businesses; transportation engineers and other motorists.

To sign up for the listserv, go to www.michigan.gov/its, click "West Michigan" on the left side of the screen, and follow the link listed under "Links and News" near the bottom of the screen. After following the link, sign up for any combination of the eight counties in the MDOT Grand Region.

Compiled by:
URS

Control Room Hours of Operation

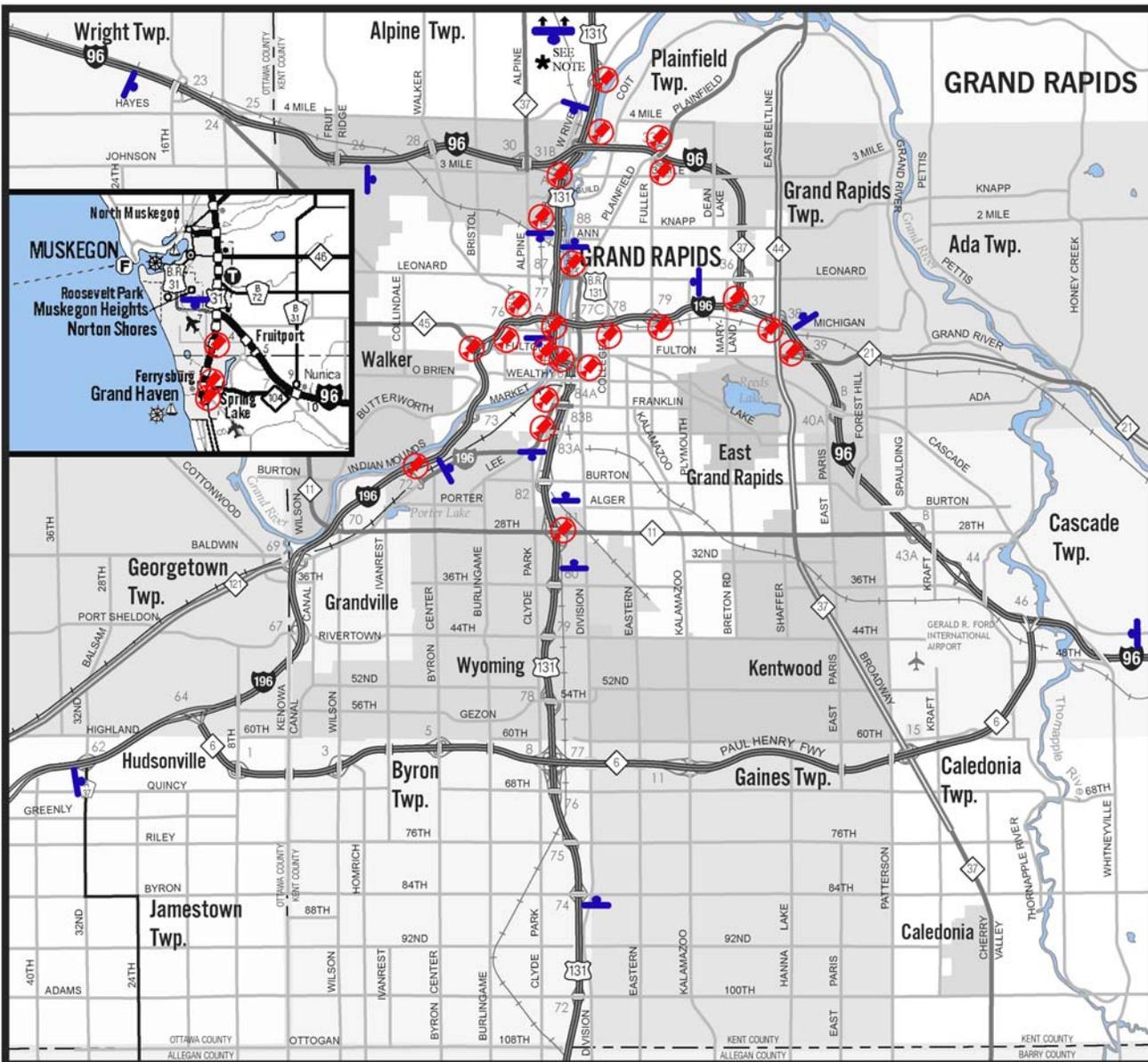
Time Period	Days	Hours
October - April	Monday - Friday	6 a.m. - 8 p.m.
	Saturday - Sunday	Noon - 8 p.m.
May - September	Monday - Thursday	6 a.m. - 8 p.m.
	Friday	6 a.m. - 9 p.m.
	Saturday - Sunday	Noon - 8 p.m.
Special Events	All	As needed
Holidays and Holiday Weekends	New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas	As needed

Control Room Contact Information

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 Phone: 616-451-8329
 Fax: 616-774-9101

PLEASE NOTE:
 The following report is limited to data collected within the ITS device coverage area during control room operation hours.

ITS Device Locations and Coverage Area



* DMS on South US-131 at Rockford Rest Area

Key:  Closed-circuit Television Camera
 Dynamic Message Sign

Summary

Data Key

March 2011

Communications Activity



Operators log all incoming and outgoing control room communications, engaging various incident responders and stakeholders.

Total Communication

Calls: 185
E-mails: 159

Quality Assurance/Quality Control



Quality assurance and quality control audit of format and content for incident notification communication and media traffic reporting.

Incident Notification

Format Correct 100.0%
Content Correct 90.5%

Unplanned Incidents



Operators log information about each unplanned incident including date/time, location, traffic impact, duration, and associated traveler information.

Total Incidents

80

Construction Activity



Operators maintain a list of ongoing construction projects and contacts for these projects. This activity also includes maintenance operations.

Incidents Occurring in Work Zones

0

Daily Shift Report



Operators track maintenance issues for all Intelligent Transportation Systems (ITS) equipment, including Closed-circuit Television (CCTV) cameras, Microwave Vehicle Detector Systems (MVDS), Dynamic Message Signs (DMS), and Variable Speed Signs (VSS).

System Availability

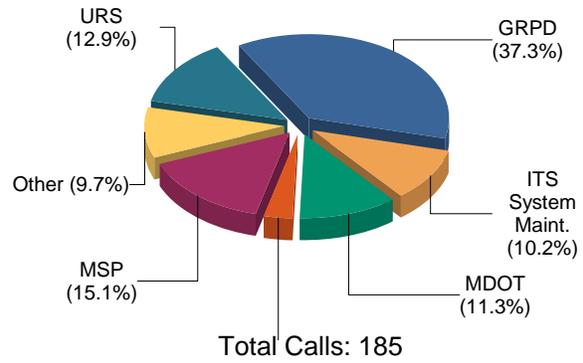
CCTV: 94%
MVDS: 76%
DMS: 99%
VSS: 100%

Calls and E-mails by Type

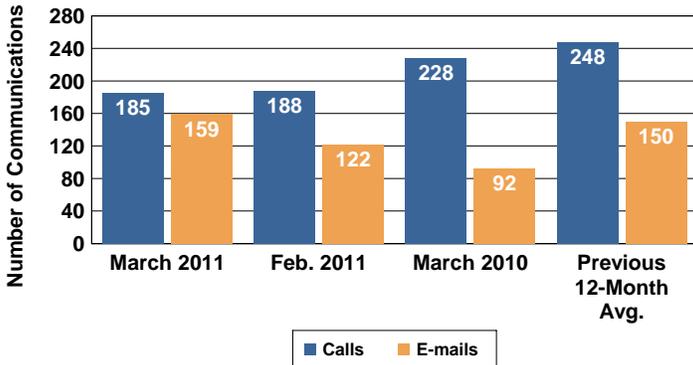


Agency	Calls			E-mails		
	In	Out	Total	In	Out	Total
City of Grand Rapids	0	0	0	25	0	25
Grand Rapids Police Department	6	63	69	0	0	0
ITS System Maintenance	10	9	19	0	0	0
Kent County Road Commission	3	5	8	0	0	0
Kent County Sheriff	2	2	4	0	0	0
Listserv	0	0	0	0	21	21
MDOT, Construction	2	1	3	3	0	3
MDOT, Maintenance	1	12	13	0	0	0
MDOT, Other	2	0	2	42	3	45
MDOT, Traffic/ITS	3	0	3	15	4	19
Media	4	2	6	7	6	13
Michigan State Police	4	24	28	0	0	0
Other	4	2	6	8	1	9
URS Corporation	14	10	24	4	3	7
Weather	0	0	0	17	0	17
Month Total	55	130	185	121	38	159

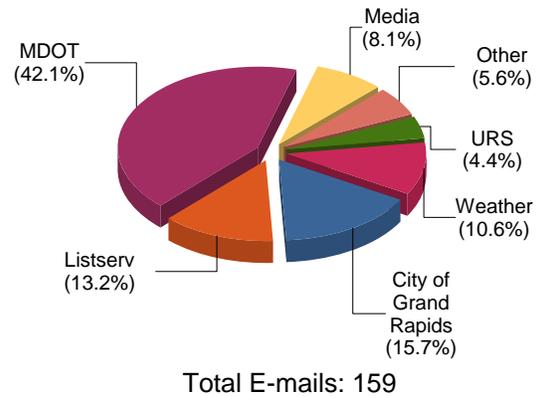
Calls by Type



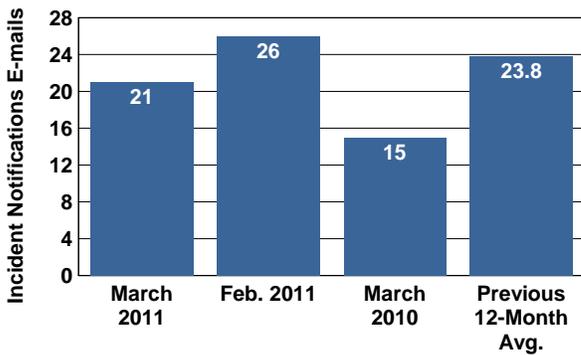
Communication History



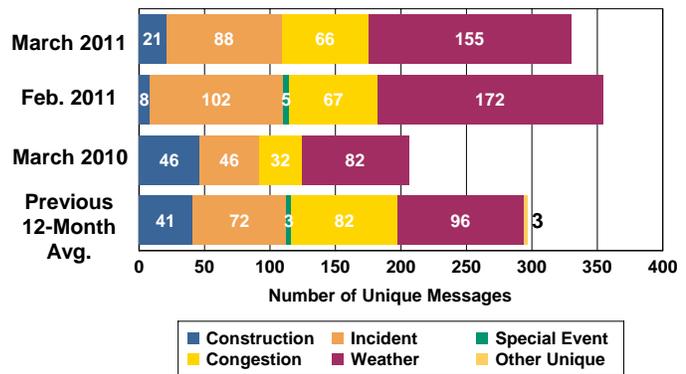
E-mails by Type



Incident Notification* History



DMS and VSS Messages by Type

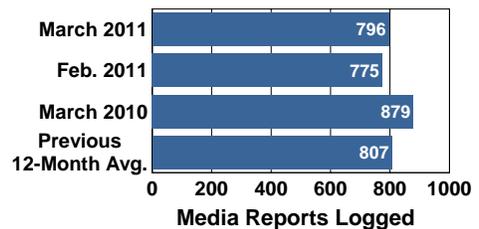


Incident Notification* Communication Accuracy



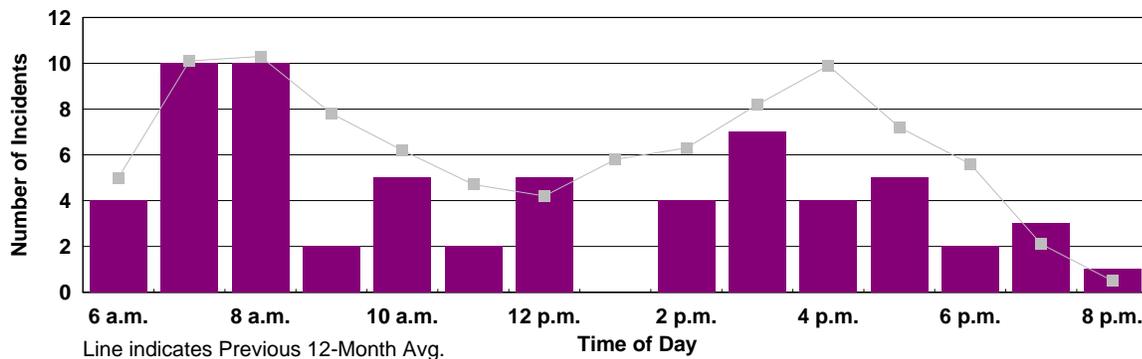
	March 2011	Feb. 2011	March 2010	Previous 12 Months
Format Correct	100.0%	100.0%	93.3%	99.7%
Content Correct	90.5%	100.0%	93.3%	95.8%

Media Audits

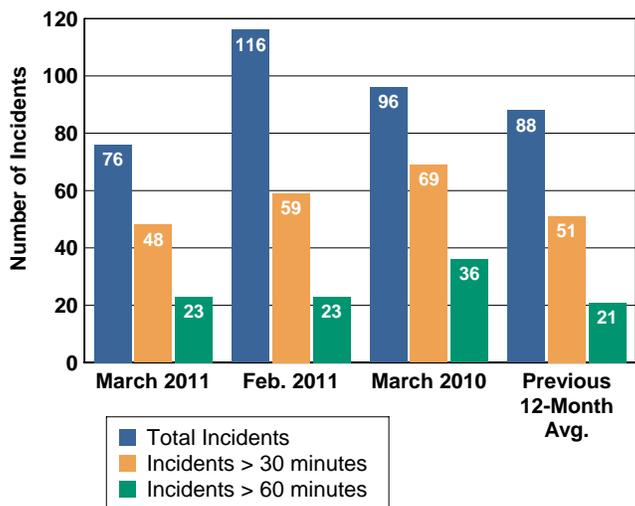


*Incident Notification e-mails are issued for high-impact incidents with an expected duration of 15 minutes or greater. To subscribe to this list, please send an e-mail to MDOT-GR-TRAFFOPS@michigan.gov.

Total of Unplanned Incidents per Weekday Hour

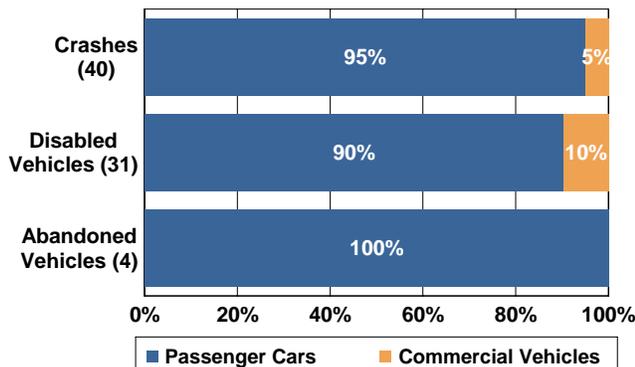


Incident Duration History*



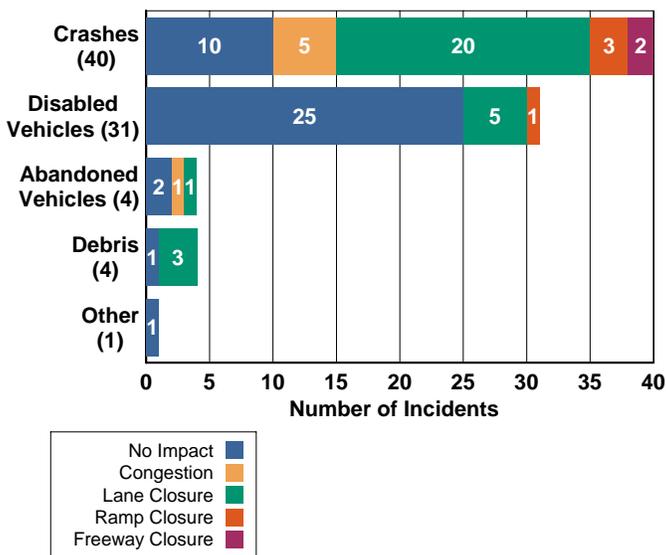
* Incident Duration History excludes abandoned vehicles.

Vehicle Composition of Incidents*



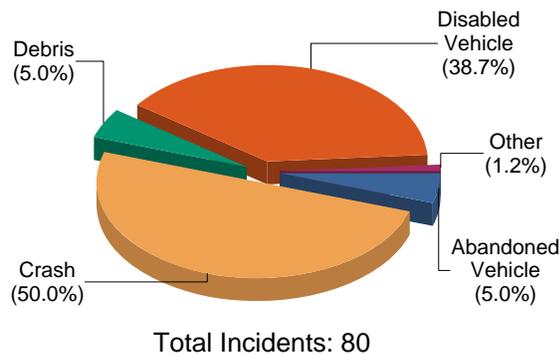
* Vehicle Composition of Incidents excludes incidents where vehicle types were not identified.

Traffic Impacts by Type*



* Traffic Impacts by Type may include incidents outside of the current WMTOC camera coverage area.

Incident Managed by Type*



* Incidents Managed by Type may include incidents outside of the current WMTOC camera coverage area.

Most Utilized DMS*

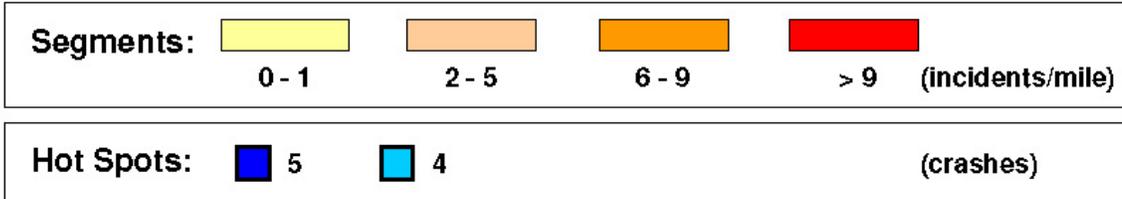
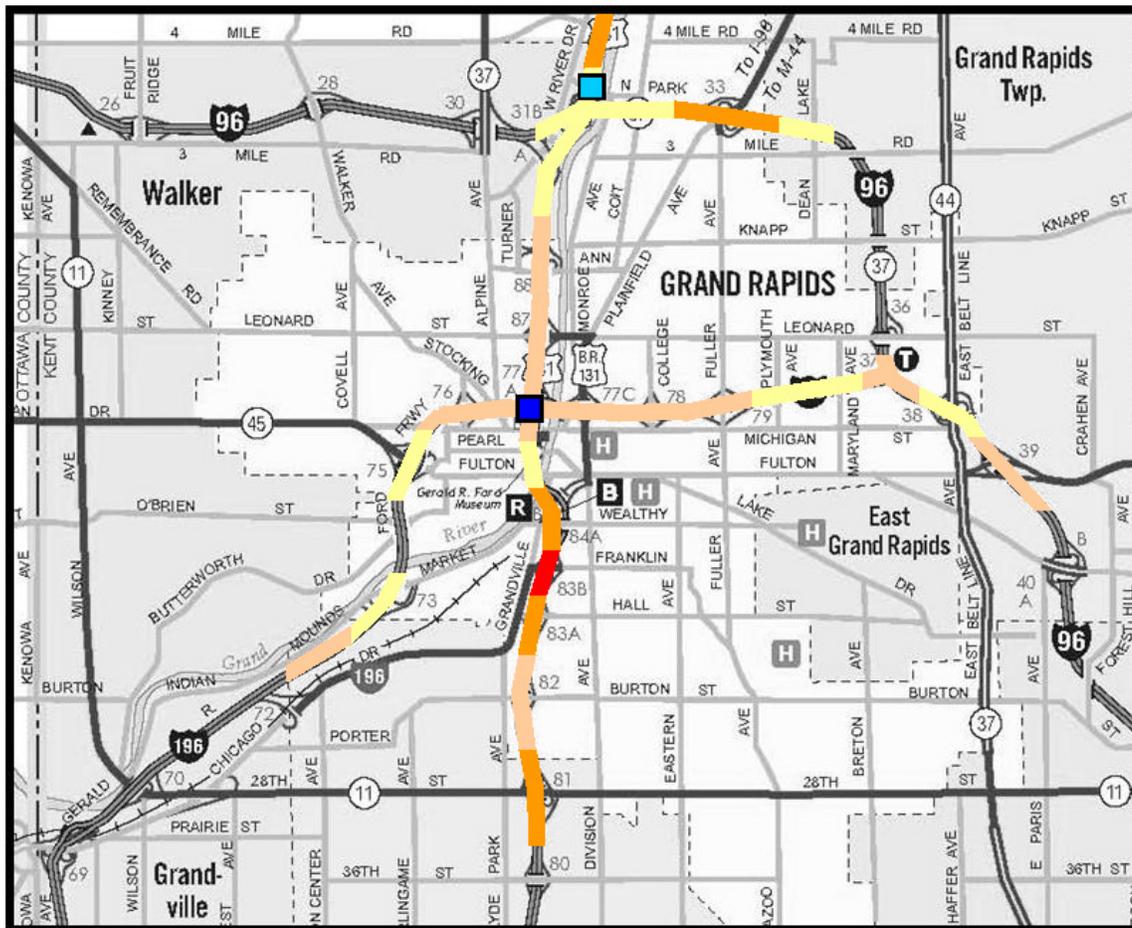


1. US-131 NB @ 28th St. (37)
2. US-131 NB @ 36th St. (35)
3. US-131 SB @ Ann St. (31)

* Number of unique event messages.



Incident Density and Hot Spots Map



Incident Management



High-impact Unplanned Incident Activity*



Incident Impact	March 2011	Feb. 2011	March 2010	Previous 12-Month Avg.
Lane Closure	29	38	19	28.3
Ramp Closure	4	6	2	3.2
Freeway Closure	2	-	-	2.2

*High-impact Unplanned Incident Activity includes unplanned incidents resulting in closures.

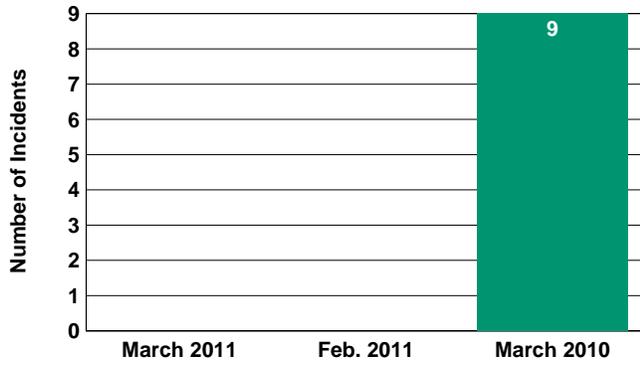
Unplanned Incidents by Roadway



Freeway	March 2011		Feb. 2011		March 2010		Previous 12-Month Avg.	
	Total	per mi.	Total	per mi.	Total	per mi.	Total	per mi.
I-96 (4.5 mi.)*	14	3.1	15	3.3	11	2.4	13.5	3.0
I-196 (8.5 mi.)*	18	2.1	21	2.5	40	4.7	19.9	2.3
US-131 (11 mi.)*	43	3.9	82	7.5	55	5.0	67.2	6.1
Month Total	75	3.1	118	4.9	106	4.4	100.6	4.2

* Reflects roadway mileage within the current WMTOC camera coverage area.

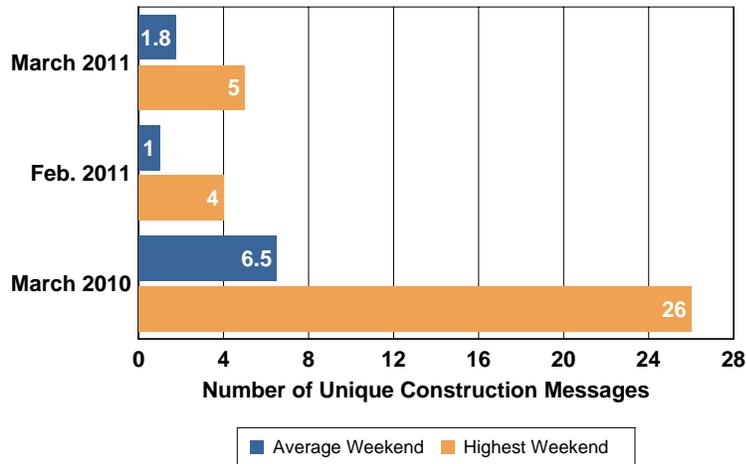
Incidents Occurring in Work Zones



Work Zone Incident Details:

During the month of March, there were no incidents identified by operators as being within work zones.

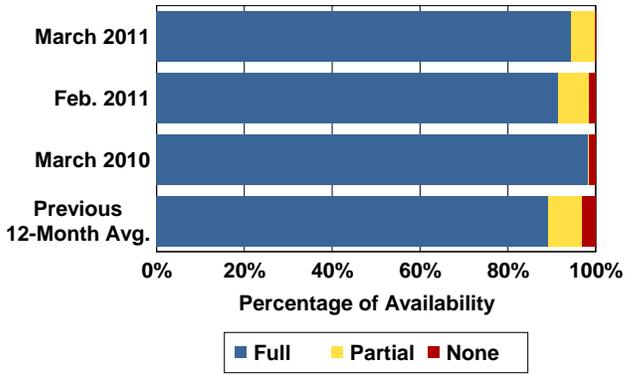
Weekend* Construction DMS Message Activity



* Friday, Saturday and Sunday.



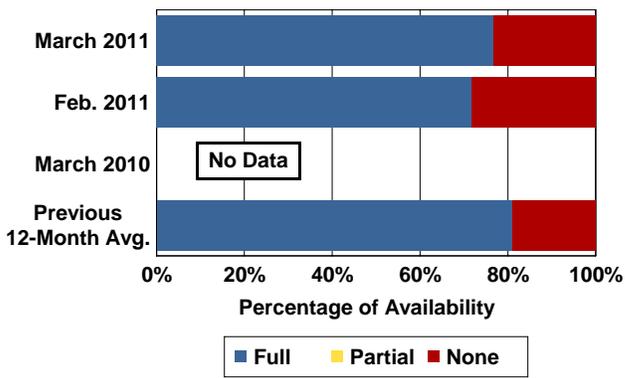
Overall CCTV Camera Availability



Individual CCTV Camera Availability

CCTV Cameras Below 95% Availability			
Location	Full	Partial	None
1. US-131 @ Wealthy St.	4%	95%	1%
2. US-131 @ 28th St.	50%	50%	-

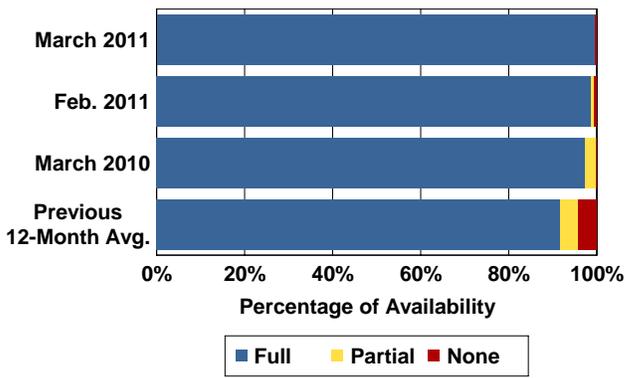
Overall Detector Availability



Individual Detector Availability

Vehicle Detectors Below 95% Availability			
Location	Full	Partial	None
1. 114N - I-196 @ Monroe	-	-	100%
2. 114S - I-196 @ Ottawa	-	-	100%
3. 119 -	-	-	100%
4. 125 - I-96 @ E. Beltline	-	-	100%
5. 201 - US-131 S of 36th	-	-	100%
6. 204 - US-131 S of 28th	-	-	100%
7. 205 - US-131 N of 28th	-	-	100%
8. 220 - I-196 W to US-131 N	-	-	100%
9. 224 - US-131 @ Ann	-	-	100%
10. 229 - US-131 S to I-96 E	-	-	100%

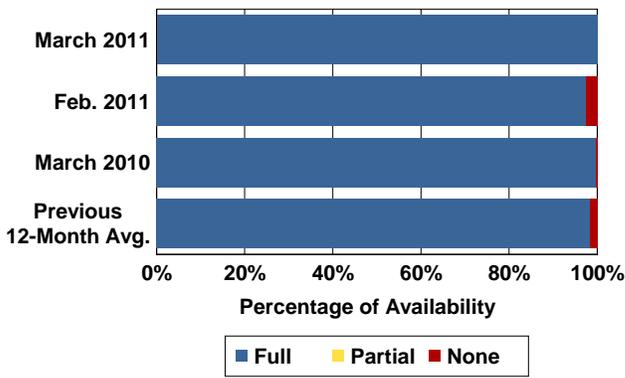
Overall DMS Availability



Individual DMS Availability

DMS Below 95% Availability			
Location	Full	Partial	None
None.			

Overall VSS Availability



Individual VSS Availability

VSS Below 95% Availability			
Location	Full	Partial	None
None.			

