

West Michigan Transportation Operations Center

Serving Motorists on West Michigan Roadways

www.michigan.gov/its

www.michigan.gov/drive

Fiscal Year 2015
Oct. 1, 2014 -Sept. 30, 2015



In the Spotlight

This Annual Performance Measure Report contains data collected by the WMTOC during Fiscal Year 2015, which is presented in the form of graphs, charts, maps and tables. Please refer to the WMTOC Fiscal Year 2015 Annual Report for a narrative related to the performance measure data and other WMTOC activities. Please contact Suzette Peplinski for further information regarding these performance measures.



Performance Measures Report



Suzette Peplinski, P.E.
1420 Front Avenue NW
Grand Rapids, MI 49504
PeplinskiS@michigan.gov

West Michigan TOC Control Room
E-mail: MDOT-GR-TRAFFOPS@michigan.gov
Main: 616-451-8329

Compiled by:
AECOM

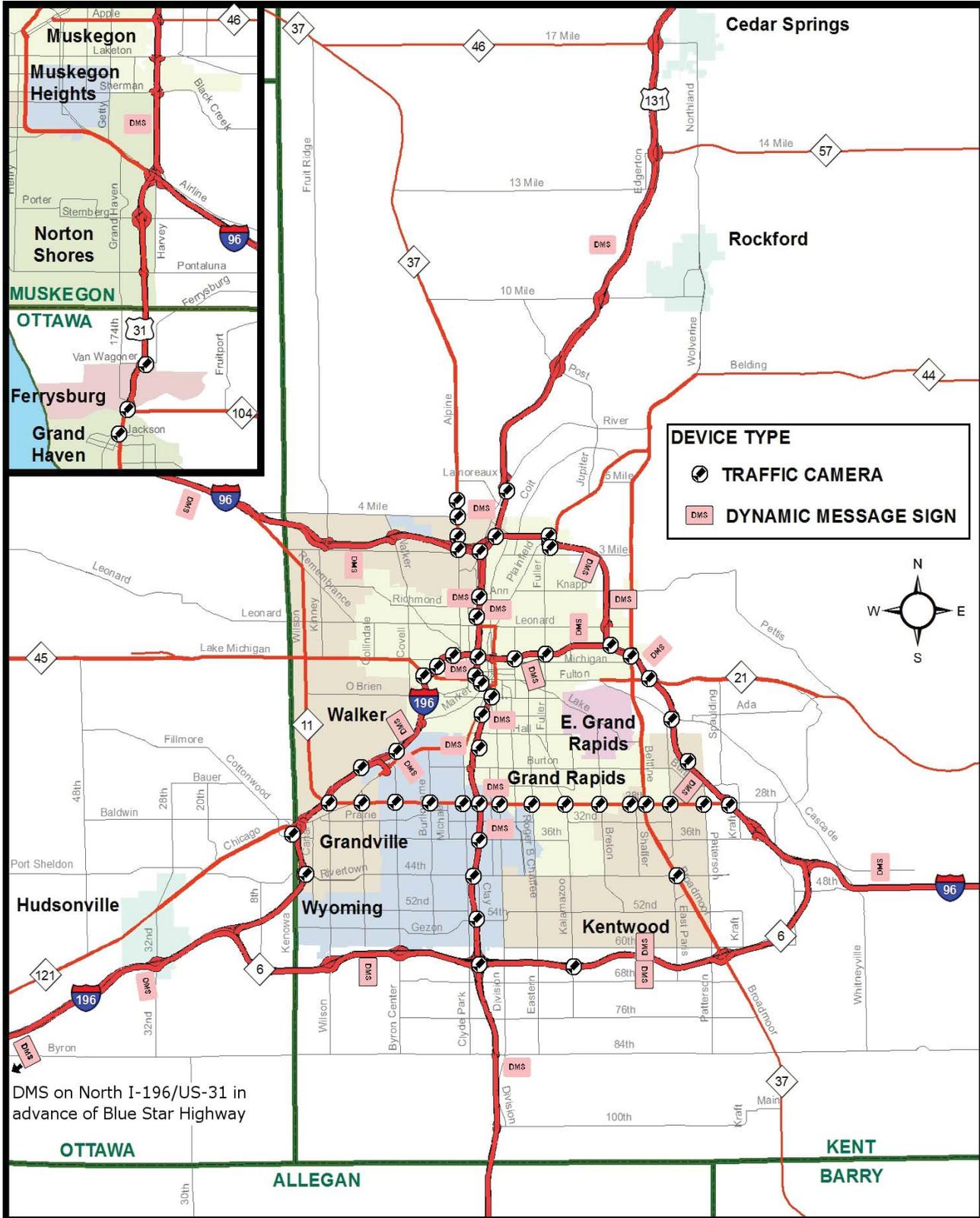
**WMTOC Control Room
Hours of Operation**

Days	Hours
Monday - Thursday	6 a.m. - 8 p.m.
Friday	6 a.m. - 9 p.m.
Saturday - Sunday	Noon - 8 p.m.
Special Events and Holidays	As needed

Control Room Contact Information

E-mail: MDOT-GR-TRAFFOPS@michigan.gov
Main: 616-451-8329

ITS Device Locations and Coverage Area



Summary

Data Key

FY 2015

Communications Activity



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

Total Communication

Calls: 3,459
Emails: 6,866

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 95.2%
Content Correct 98.4%

Unplanned Incidents



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

Total Incidents

1,219

Construction Activity



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

Incidents Occurring in Construction Zones

9

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), and Dynamic Message Signs (DMS).

System Availability

CCTV: 95%
MVDS: 85%
DMS: 96%

***Incidents** include, but are not limited to, vehicle crashes, abandoned or disabled vehicles, and debris in the roadway.

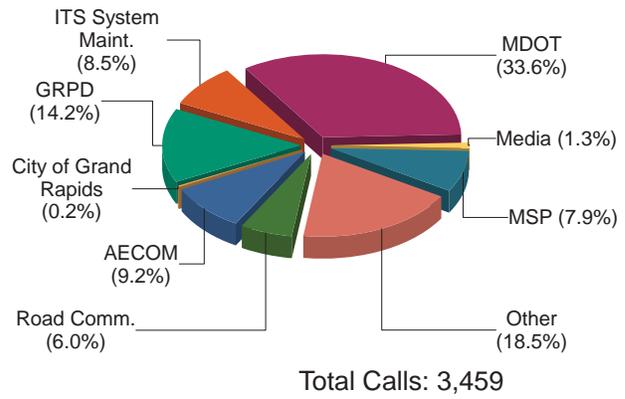
Note: Data included in this report is from MDOT FY 2015 (Oct. 1, 2014, through Sept. 30, 2015)

Communications by Agency

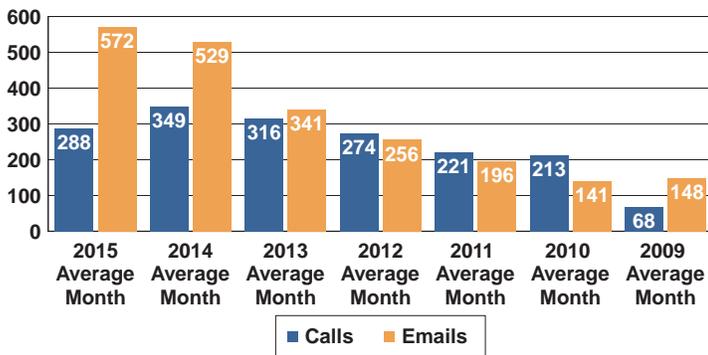


Agency	Calls			E-mails		
	In	Out	Total	In	Out	Total
MDOT	352	812	1164	2183	460	2,643
Other	372	329	701	1172	22	1,194
GRPD	136	357	493	0	0	0
AECOM	241	78	319	211	120	331
ITS System Maintenance	163	133	296	319	35	354
MSP	15	261	276	64	0	64
KCRC	116	94	210	0	0	0
Weather	0	0	0	318	0	318
Nixle	0	0	0	541	0	541
GovDelivery	0	0	0	751	670	1,421
Annual Total	1,395	2,064	3,459	5,559	1,307	6,866

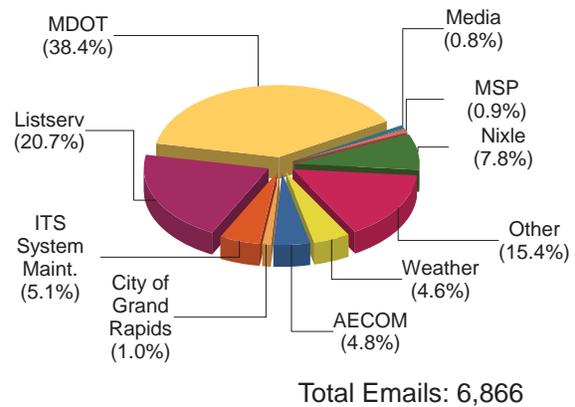
Calls by Type



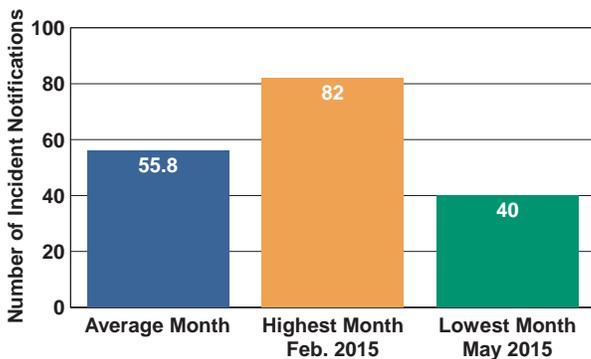
Annual Average Communication History



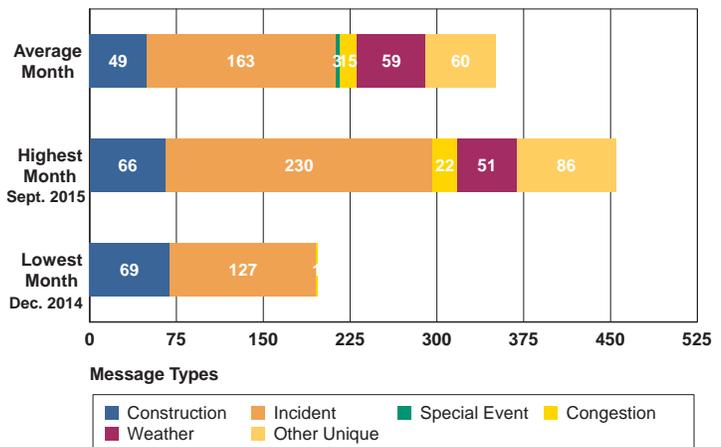
E-mails by Type



Incident Notification* History



DMS and VSS Messages by Type



Incident Notification* Communication Accuracy



	FY 2015 Average	FY 2014 Average
Format Correct	95.2%	92.2%
Content Correct	98.4%	97.9%

Secondary Crashes



Secondary Crashes/ Percentage of Total	Total Crashes
39 (4%)	970

* Incident Notification e-mails are issued for high-impact incidents with an expected duration of 15 minutes or longer.

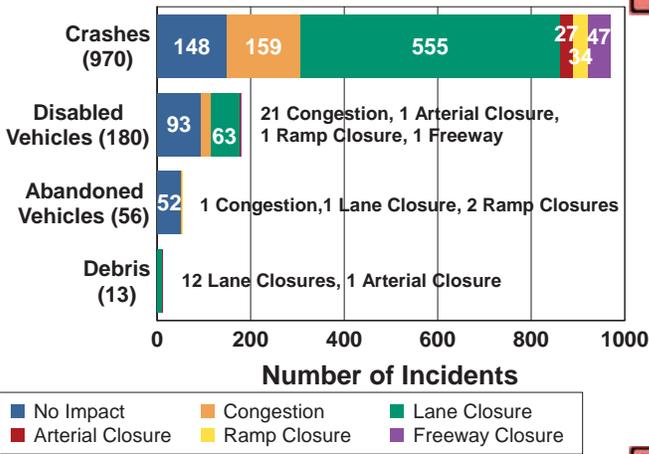
* Data limited to crashes within the WMTOC camera coverage area.

Sign up for real-time incident notification e-mails from MDOT

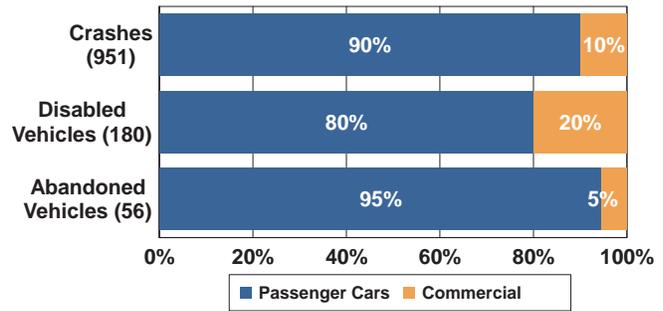


<https://public.govdelivery.com/accounts/MIDOT/subscriber/new>

Traffic Impacts by Type

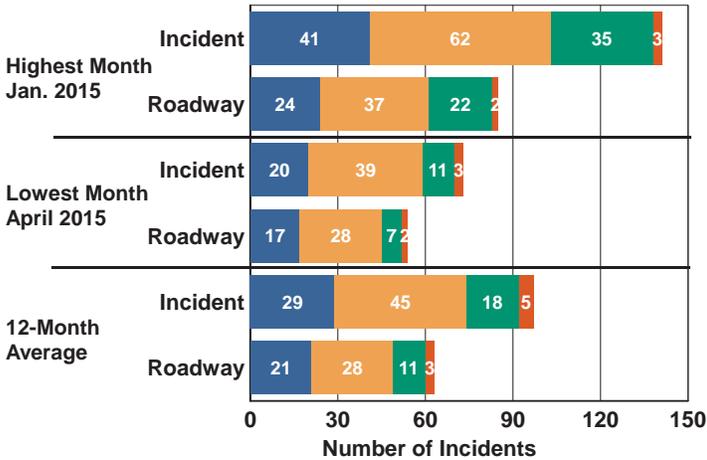


Vehicle Composition of Incidents*



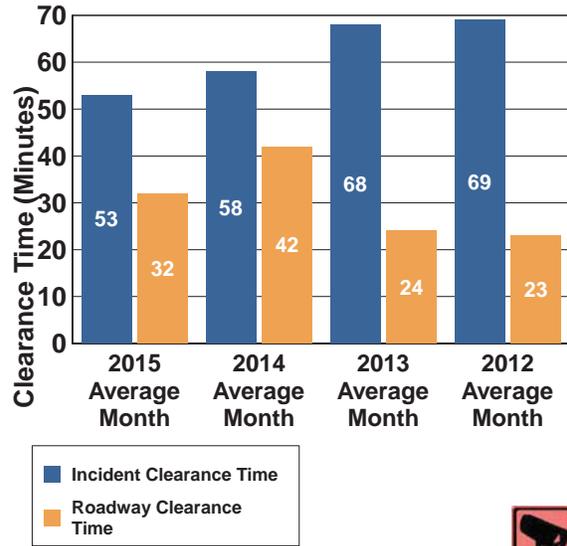
* Vehicle Composition of Incidents excludes incidents where vehicle types were not identified.

Incident Clearance Details*

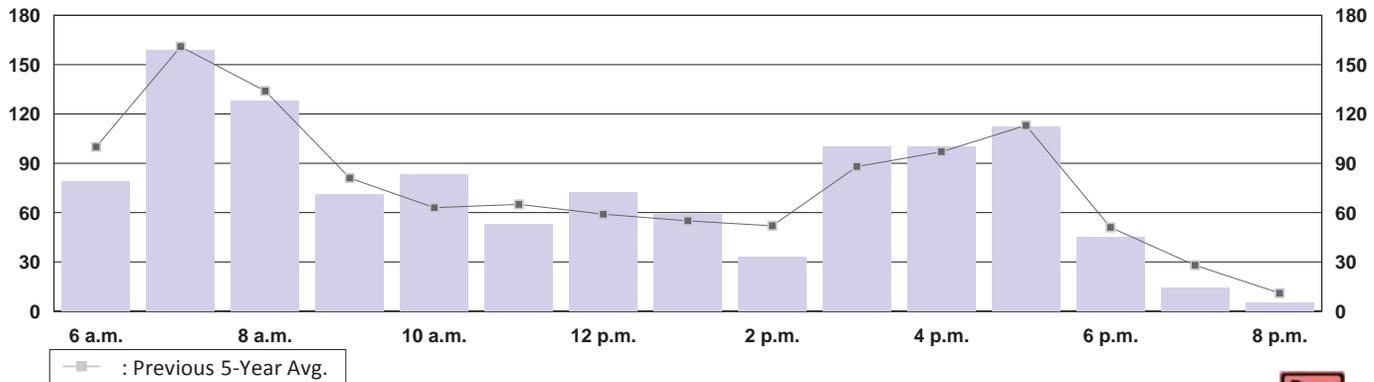


* Incident Clearance Details excludes abandoned vehicles. Legend: 0-29 Minutes (Blue), 30-59 Minutes (Orange), 60-119 Minutes (Green), 120+ Minutes (Red).

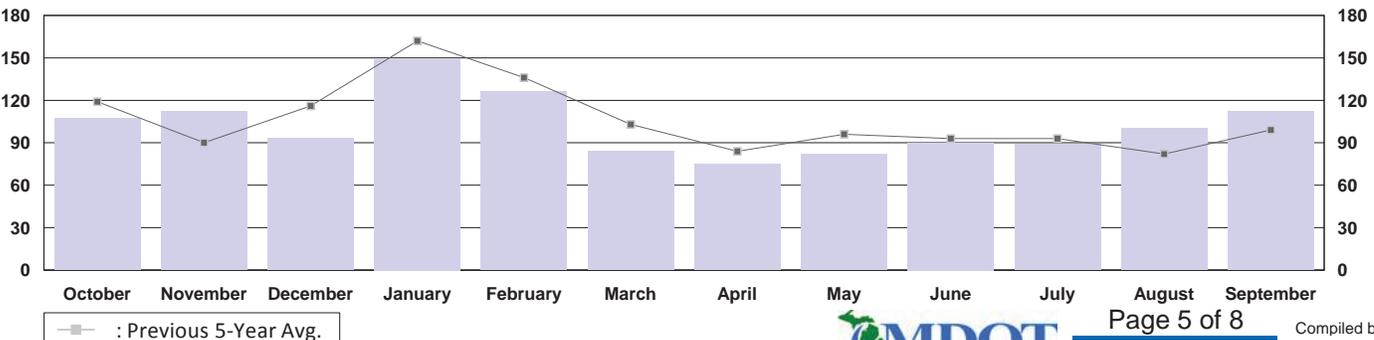
Incident/Roadway Average Clearance Times



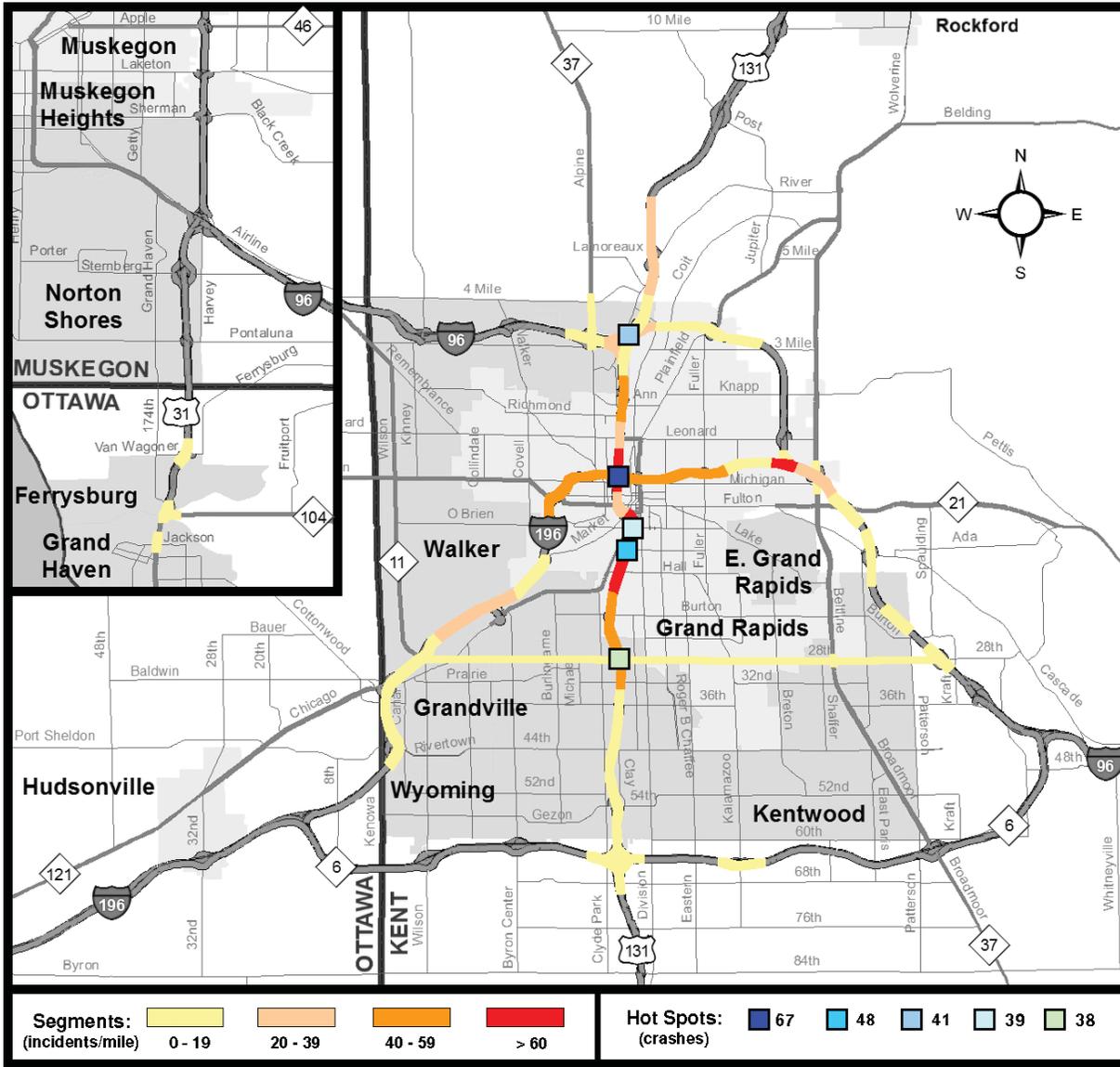
Total Unplanned Incidents per Weekday Hour



Total Unplanned Incidents per Month



Incident Density and Hot Spots Map



Incident Management



High-impact Unplanned Incident Activity*



Incident	FY 2015			FY 2014		
	Average Month	Highest Month Jan. 2015	Lowest Month Dec. 2014	Average Month	Highest Month Jan. 2014	Lowest Month Aug. 2014
Lane Closure	52.8	68	40	51.9	104	26
Ramp Closure	3.1	3	0	4.6	14	1
Freeway Closure	4.0	16	4	5.9	12	4

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

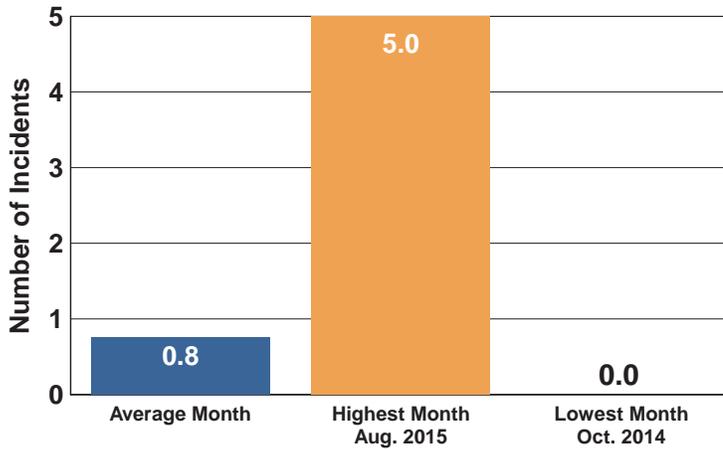
Unplanned Incidents by Roadway



Freeway	FY 2015						FY 2014					
	Average Month		Highest Month Jan. 2015		Lowest Month Apr. 2015		Average Month		Highest Month Jan. 2014		Lowest Month Aug. 2014	
	Total	per mi.	Total	per mi.	Total	per mi.	Total	per mi.	Total	per mi.	Total	per mi.
I-96 (10.6 mi.)	11	1.1	13	1.2	12	1.1	21	1.9	44	4.2	7	0.7
I-196 (12.1 mi.)	27	2.2	55	4.5	22	1.8	30	2.5	68	5.6	14	1.2
US-131 (15.2 mi.)	48	3.1	62	4.1	31	2.0	58	3.8	106	7.0	24	1.6
Total	86	2.3	130	3.4	65	1.7	109	2.9	218	5.8	45	1.2

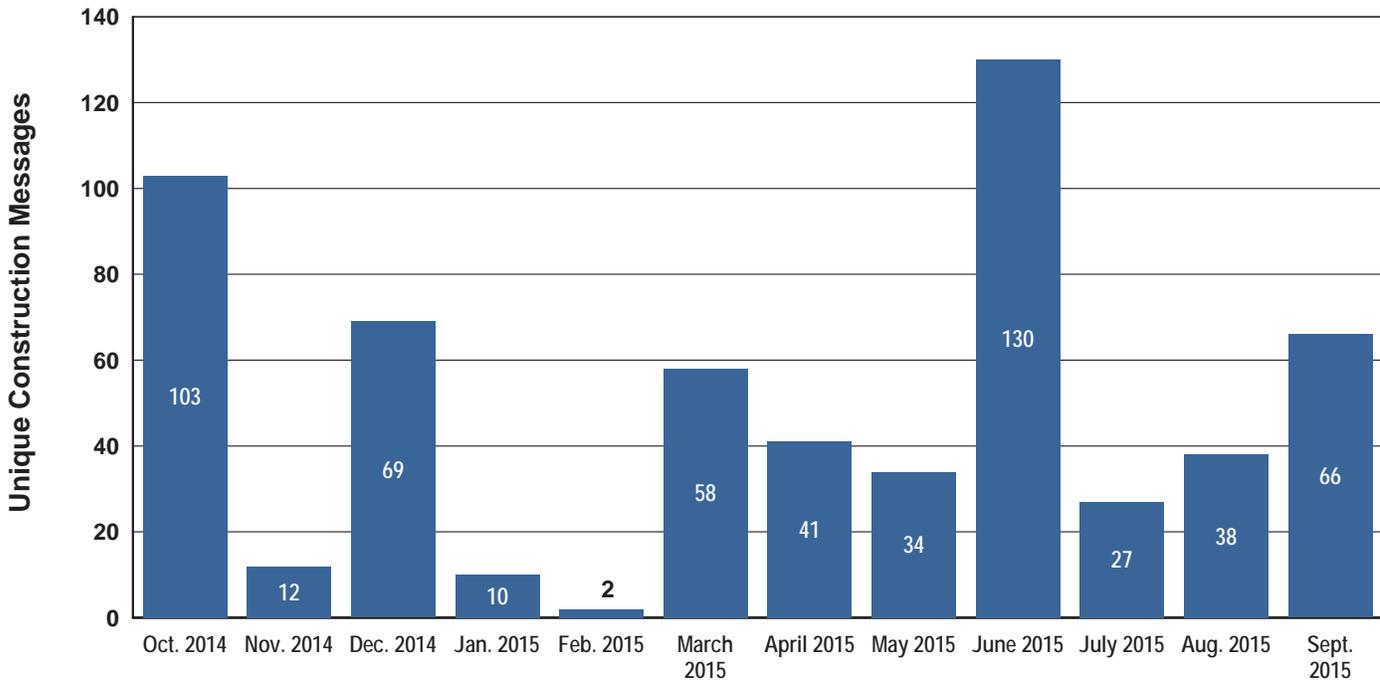
* Reflects roadway mileage within the current WMTOC camera coverage area.

Incidents Occurring in Work Zones



Highest Month Work Zone Incident Details:
During the month of August, five incidents were identified by operators as being within work zones.

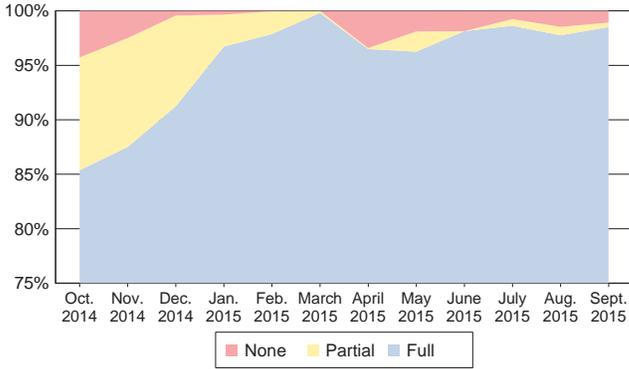
Monthly Construction DMS Message Activity



Construction Activity



Overall CCTV Camera Availability

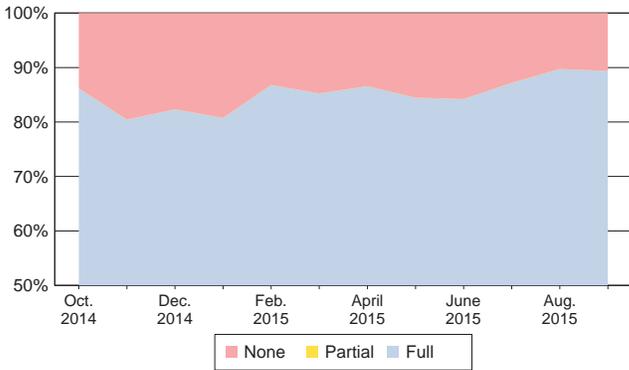


Individual CCTV Camera Availability



CCTV Cameras Below 95% Availability			
Location	Full	Partial	None
1. I-96 EB @ Plainfield Ave.	49%	42%	10%
2. US-131 @ West River Dr.	77%	23%	-
3. I-96 @ I-196	79%	21%	-
4. I-196 @ Fuller Ave.	79%	21%	-
5. I-196 @ Bike Path	83%	-	17%
6. I-96 WB @ Plainfield Ave.	90%	-	10%
7. I-96 @ Cascade Rd.	91%	7%	2%
8. I-96 @ E. Beltline Ave.	93%	-	7%
9. US-31 @ M-104	94%	3%	3%

Overall MVDS Availability

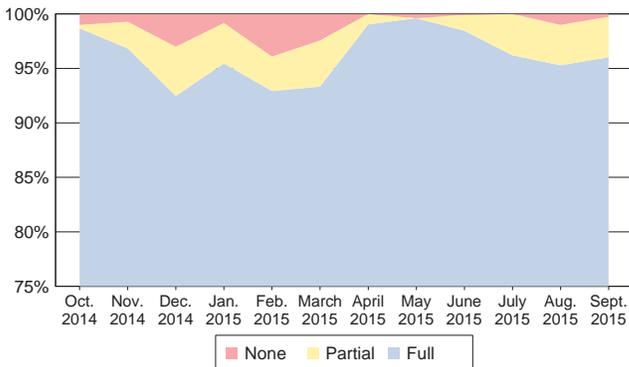


Individual Detector Availability



MVDS Below 75% Availability			
Location	Full	Partial	None
1. 114S - I-196 EB @ Ottawa	-	-	100%
2. 114N - I-196 WB @ Monroe	-	-	100%
3. 114 -	-	-	100%
4. 220 - I-196 @ US-131	23%	-	77%
5. 227 - US-131 NB @ I-96 WB	25%	-	75%
6. 125 - I-96 EB @ E. Beltline	63%	-	37%
7. 205 - US-131 NB N of 28th	67%	-	33%

Overall DMS Availability



Individual DMS Availability



DMS Below 95% Availability			
Location	Full	Partial	None
1. US-131 NB @ Franklin St.	70%	28%	2%
2. M-6 EB @ Ivanrest Ave.	72%	28%	1%
3. I-96 EB @ Dean Lake Ave.	87%	7%	6%
4. I-196 WB @ Chicago Dr. Conn.	91%	-	9%

