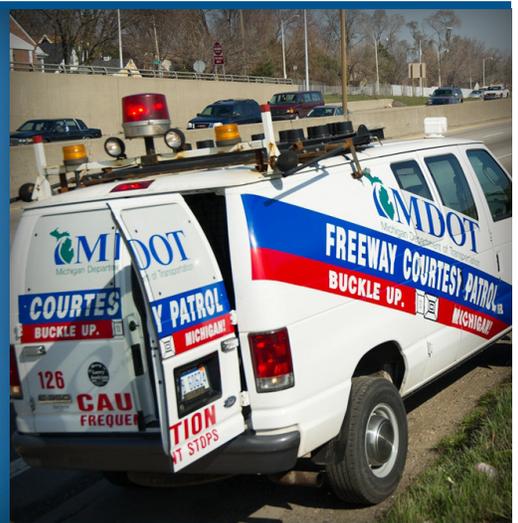
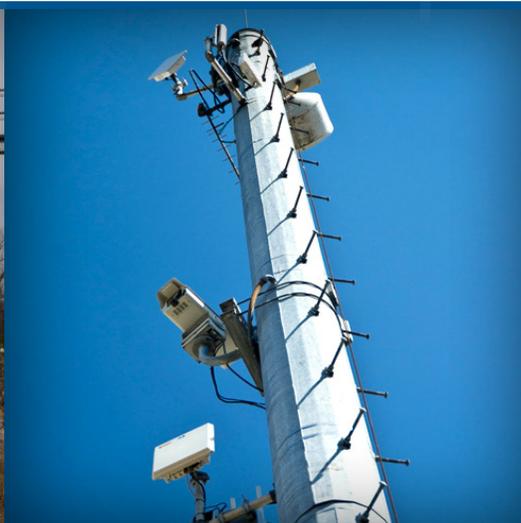




# → → OPTIMIZING OPERATIONS →

MICHIGAN INTELLIGENT  
TRANSPORTATION  
SYSTEMS CENTER

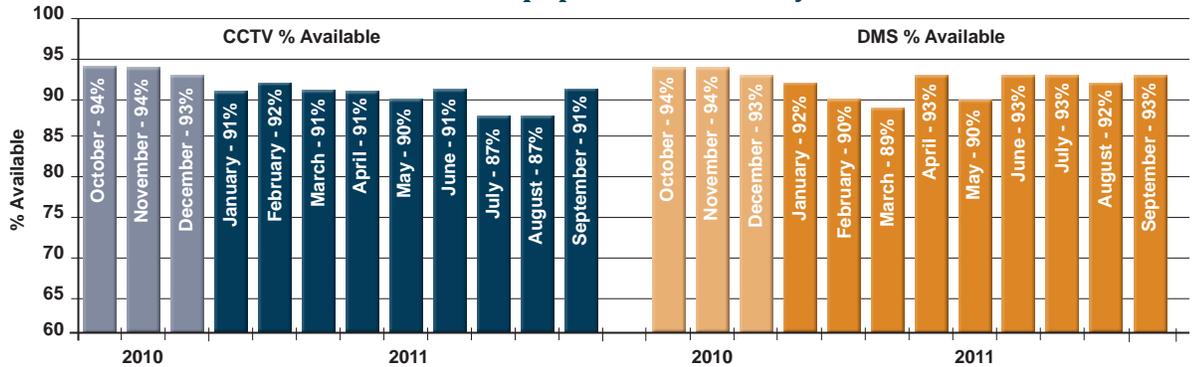


# ITS Equipment Maintenance

The Michigan Intelligent Transportation Systems (MITS) Center increased efficiency and response time with additional ITS equipment in 2011. At the end of 2010, the MITS Center had 185 closed-circuit television (CCTV) cameras and 69 dynamic message signs (DMS). At the end of 2011, those numbers grew to 212 CCTV cameras and 81 DMS.

MITS Center control room operators check the operation of each piece of equipment during every shift. Work orders are submitted for malfunctioning or inoperable equipment. Maintenance contractors follow the work orders to schedule crews to repair equipment and keep the system operational.

## Equipment Availability



## → Summary

- 212 CCTV Cameras
- 81 DMS
- 103 Microwave Vehicle Detector Systems (MVDS)

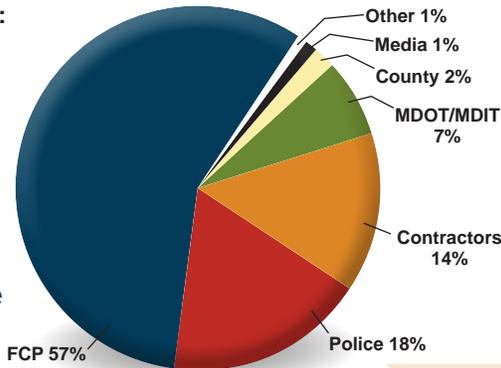
# Control Room

## → In 2011, 69,397 total calls were logged.

The MITS Center operates every day of the year. In 2011, it responded to 69,397 calls to and from various entities throughout the Metro Detroit area.

### Entities Include:

- Media
- FCP
- Police
- Contractors
- County



### Calls by Type

With technological advancement, the MITS Center receives e-mails and text messages in addition to phone calls. Comparing the 2010 and 2011 totals, the number of calls handled by the control room went from 73,592 to 69,397, respectively.

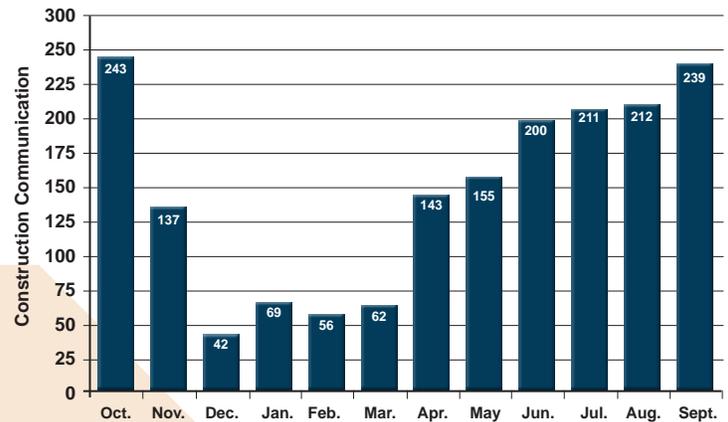
## → Summary

- Operates 365/24/7
- 69,397 total calls in 2011
- When needed during traffic situations, coordinates with partners, including:
  - Michigan Department of Transportation (MDOT)
  - Michigan State Police (MSP) Second District Regional Dispatch
  - Local Police
  - FCP
  - Contractors
- Informs the media of traffic incidents and alerts

# Construction Projects

## → There were a total of 1,769 messages utilized for construction projects in 2011.

The control room is responsible for construction awareness by utilizing DMS to have accurate, up-to-date construction information. The MITS Center creates message plans in order to reduce driver frustration and encourage well-maintained detours.



## → Summary

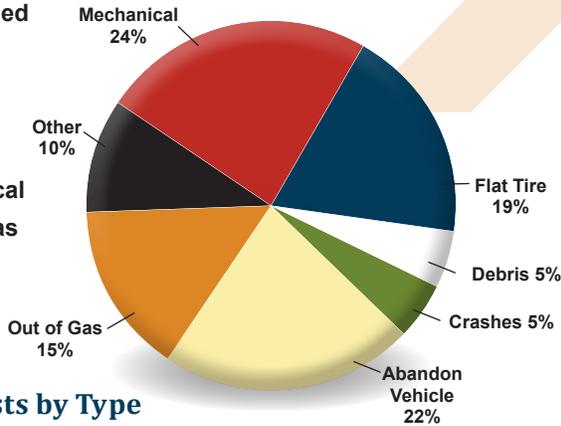
- 1,769 construction messages
- Messaging
  - DMS
  - Portable Changeable Message Signs (PCMS)
- Message plan
  - Unique messages
  - Location-specific
  - Warning
  - Work crew
  - Detour

# Freeway Courtesy Patrol (FCP)

→ The FCP had 50,320 stops in 2011.

Assists Include:

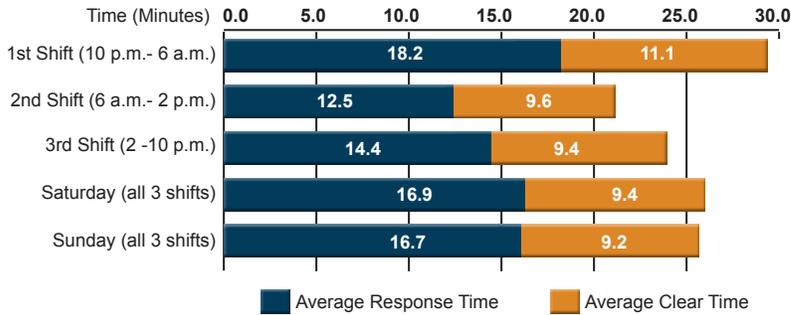
- Abandoned Vehicle
- Crashes
- Debris
- Flat Tire
- Mechanical
- Out of Gas
- Other



## FCP Assists by Type

The FCP strives to arrive within 13 minutes of being dispatched, and aims to complete the assist within 10 minutes.

### FCP Average Response and Clear Times



\*The weekday midnight shift, Saturday and Sunday response times are generally longer than the response time during the weekday day and afternoon shifts since there are fewer FCP drivers patrolling during nights and weekends.

## → Summary

- 50,320 FCP total stops
- Free service, which includes:
  - Basic mechanical assistance
  - Flat tires
  - Gas (motorists receive up to 1 gallon)
  - Tow assistance
  - Transport assistance
- Cover more than 400 miles of Metro Detroit freeways

# Traffic Incident Management

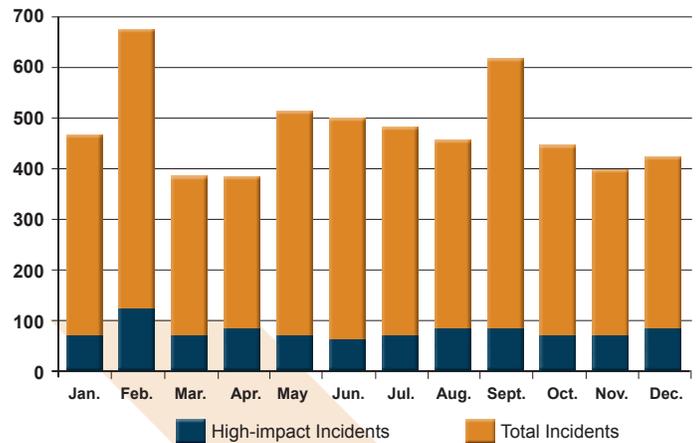
→ There were a total of 5,773 incidents posted to the Web in 2011.

MITS Center control room operators focus on traffic incidents by coordinating with multiple agencies to insure mobility throughout southeast Michigan. Of the 5,773 total incidents reported, 853 were categorized as high-impact incidents. A high-impact incident could be a freeway closure, multiple-lane closure, or interchange closure.

- **Freeway closure:** All lanes are blocked
- **Multiple-lane closure:** Only one lane open
- **Interchange closure:** Freeway-to-freeway ramp is closed

The MITS Center uses its CCTV cameras, DMS, FCP, and its partner agencies to make motorists aware of traffic situations and possibly avoid delay.

### 2011 Traffic Incidents



## → Summary

- 5,773 total incidents in 2011
- 853 high impacts
  - Freeway closure: All lanes are blocked
  - Multiple-lane closure: Only one lane open
  - Interchange closure: Freeway-to-freeway ramp is closed



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# ITS Devices

