

# West Michigan Traffic Management Center

Serving Motorists on West Michigan Freeways

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

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

December 2009



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**West Michigan TMC Control Room**  
E-mail: [MDOT-GR-TRAFFOPS@michigan.gov](mailto:MDOT-GR-TRAFFOPS@michigan.gov)  
Main: 616-451-8329  
Cell: 616-262-6066  
Fax: 616-774-9101

## In the Spotlight

The WMTMC tracked two snow storms in the first two weeks of December 2009, which resulted in several incidents on the Grand Rapids area freeways. WMTMC Control Room Operators coordinated with state and local law enforcement officials, as well as local media, to help reduce the impact of these weather events on area freeways.

Twenty-seven incidents caused lane or freeway closures during December 2009, similar to December 2008 but greater than the previous 12-month average of approximately 19 lane, ramp, and freeway closures.

A large number of incidents (50) occurred on US-131 in December 2009. In comparison, there were approximately 25 incidents in November 2009, December 2008, and the previous 12-month average.

Construction of the new WMTMC Control Room continued in December, with the painting, carpeting, and cabinetry now complete. In the coming months, the wiring for the ITS equipment and video wall will be installed. It's exciting to see the new space taking shape.



## Control Room Hours of Operation

Time Period	Days	Hours
October - April	Monday - Friday	6 am - 8 pm
	Saturday - Sunday	As needed
May - September	Monday - Thursday	6 am - 8 pm
	Friday	6 am - 9 pm
	Saturday	12 pm - 6 pm
	Sunday	4 pm - 8 pm
Special Events	All	As needed
Holidays and Holiday Weekends	New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas	As needed

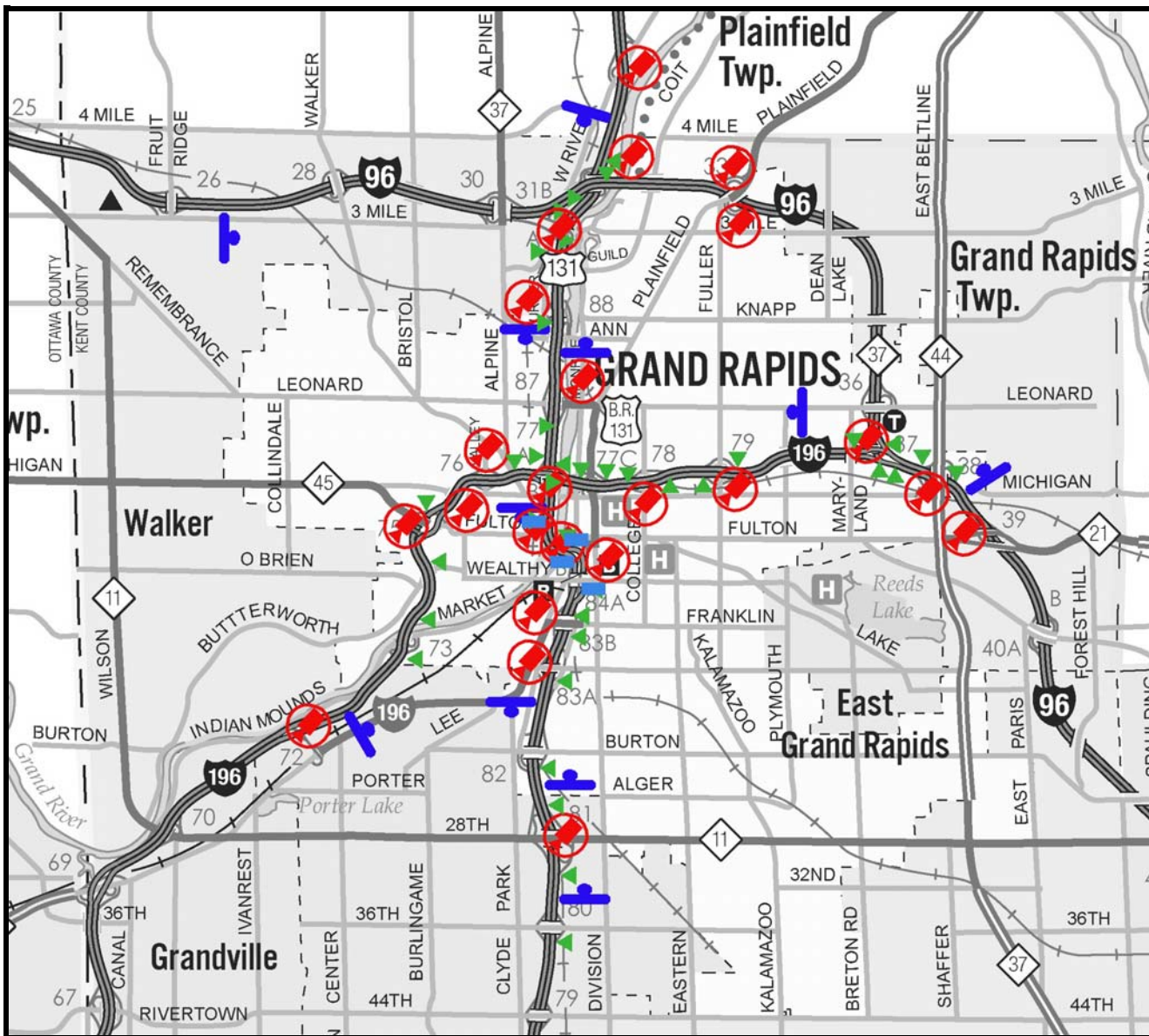
## Control Room Contact Information

E-mail: MDOT-GR-TRAFFOPS@michigan.gov  
 Main: 616-451-8329  
 Cell: 616-262-6066  
 Fax: 616-774-9101

### PLEASE NOTE:

The following report is limited to data collected within the ITS device coverage area, during the hours of operation for the control room.

## ITS Device Locations and Coverage Area



- Key:**
- CCTV Camera
  - Vehicle Detector
  - Dynamic Message Sign
  - Variable Speed Sign

# Summary

## Data Key

## December 2009

### Communications Activity



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

### Total Communication

**Calls: 154**

**E-mails: 152**

### 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 91.3%**

**Content Correct 95.7%**

### Unplanned Incidents



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

### Total Incidents

**83**

### 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

**0**

### Daily Shift Report



Operators track maintenance issues for all ITS equipment, including Closed-Circuit Television (CCTV) cameras, Dynamic Message Signs (DMS) and Variable Speed Signs (VSS).

### System Availability

**CCTV: 92%**

**DMS: 98%**

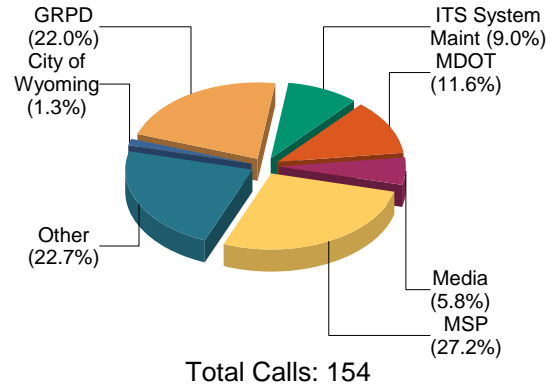
**VSS: 99%**

## Calls and E-mails by Type

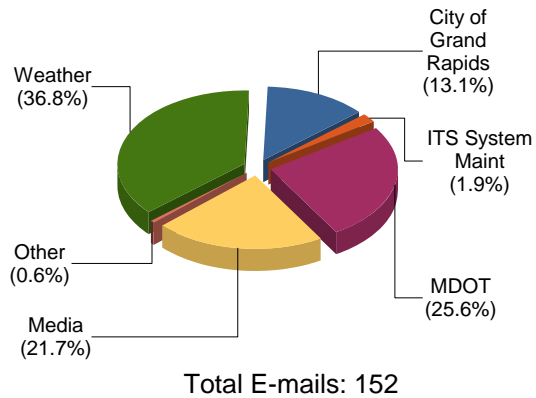


Agency	Calls			E-mails		
	In	Out	Total	In	Out	Total
City of Grand Rapids	0	0	0	20	0	20
City of Wyoming	0	2	2	0	0	0
Grand Rapids Police Department	8	26	34	0	0	0
ITS System Maintenance	2	12	14	3	0	3
Kent County Road Commission	0	1	1	0	0	0
MDOT, Construction	4	7	11	13	0	13
MDOT, Maintenance	0	2	2	15	1	16
MDOT, Other	2	2	4	0	0	0
MDOT, Traffic/ITS	1	0	1	7	3	10
Media	5	4	9	3	30	33
MSP	1	41	42	0	0	0
Other	15	19	34	1	0	1
Sheriff, Kent County	0	0	0	0	0	0
Weather	0	0	0	56	0	56
<b>Month Total</b>	<b>38</b>	<b>116</b>	<b>154</b>	<b>118</b>	<b>34</b>	<b>152</b>

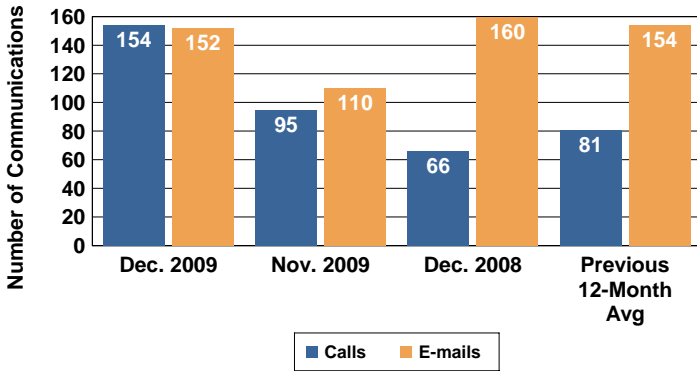
## Calls by Type



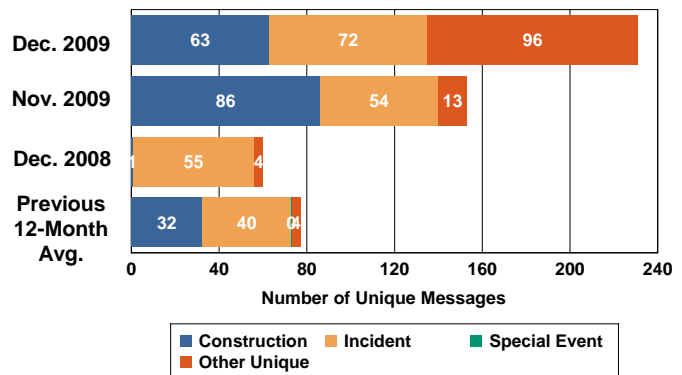
## E-mails by Type



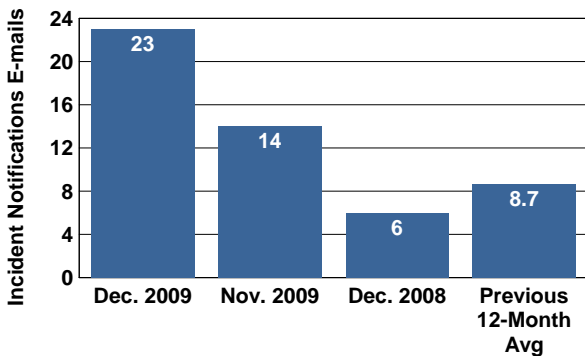
## Communication History



## DMS Messages by Type



## Incident Notification\* History

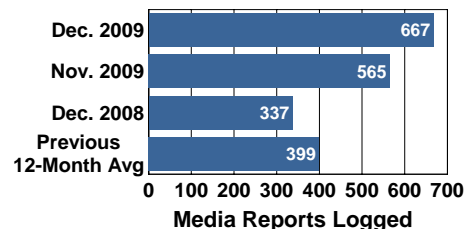


## Incident Notification\* Communication Accuracy



	Dec. 2009	Nov. 2009	Dec. 2008	Previous 12 Months
Format Correct	91.3%	85.7%	100.0%	94.2%
Content Correct	95.7%	71.4%	100.0%	92.3%

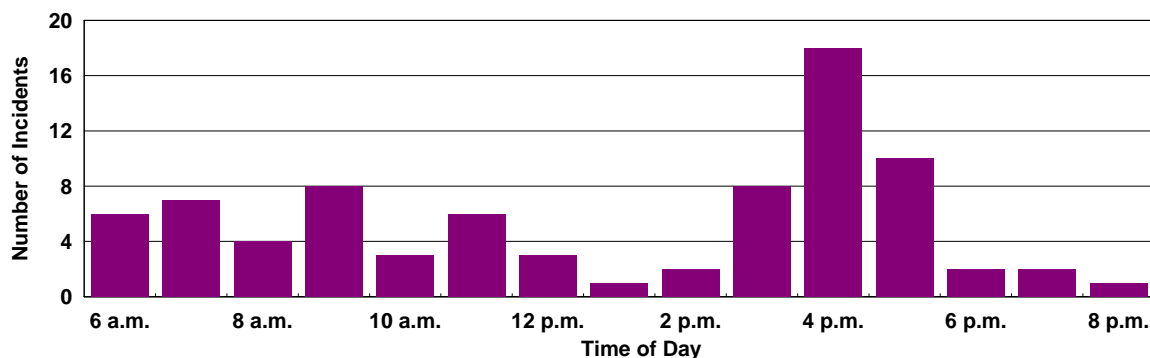
## Media Audits



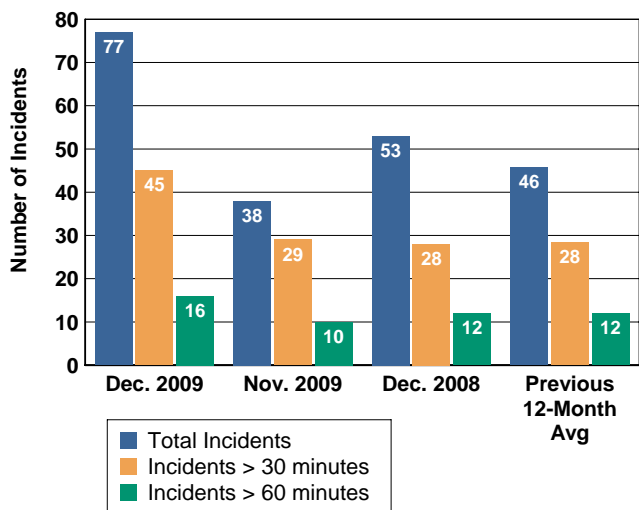
\* Incident Notification e-mails are issued for high-impact incidents with an expected duration of 15 minutes or greater. To subscribe to this list, please send an e-mail [MDOT-GR-TRAFFOPS@michigan.gov](mailto:MDOT-GR-TRAFFOPS@michigan.gov).



## Total of Unplanned Incidents per Weekday Hour

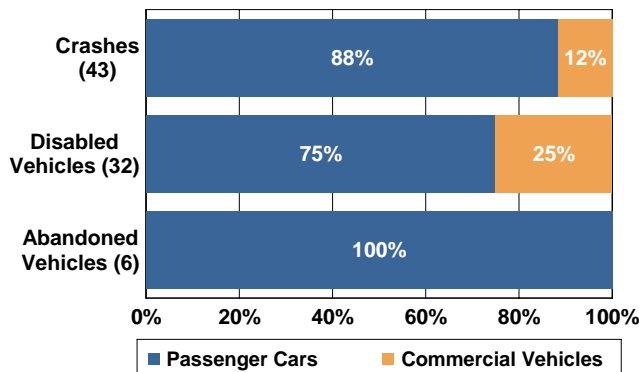


## Incident Duration History\*



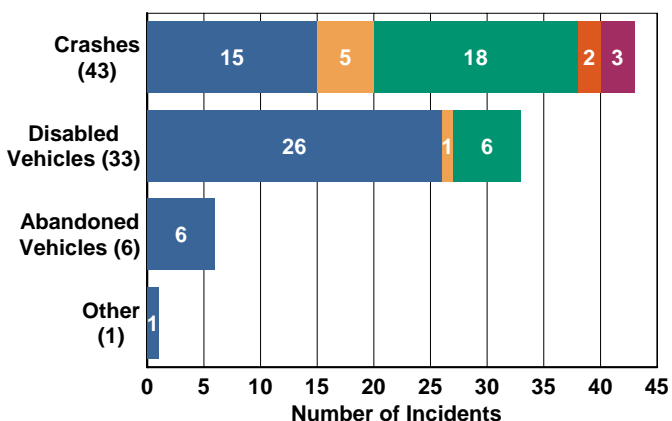
\*Incident Duration History excludes abandoned vehicles.

## Vehicle Composition of Incidents\*

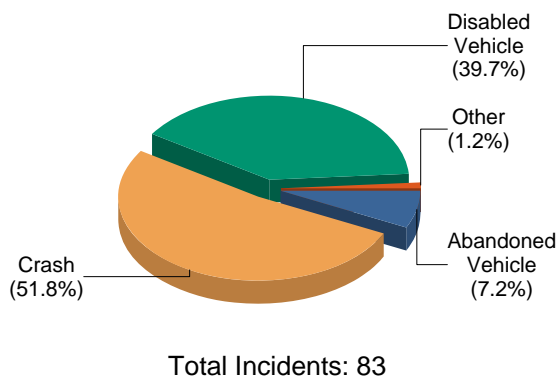


\*Vehicle Composition of Incidents excludes incidents where vehicle types were not identified.

## Traffic Impacts by Type



## Incident Managed by Type

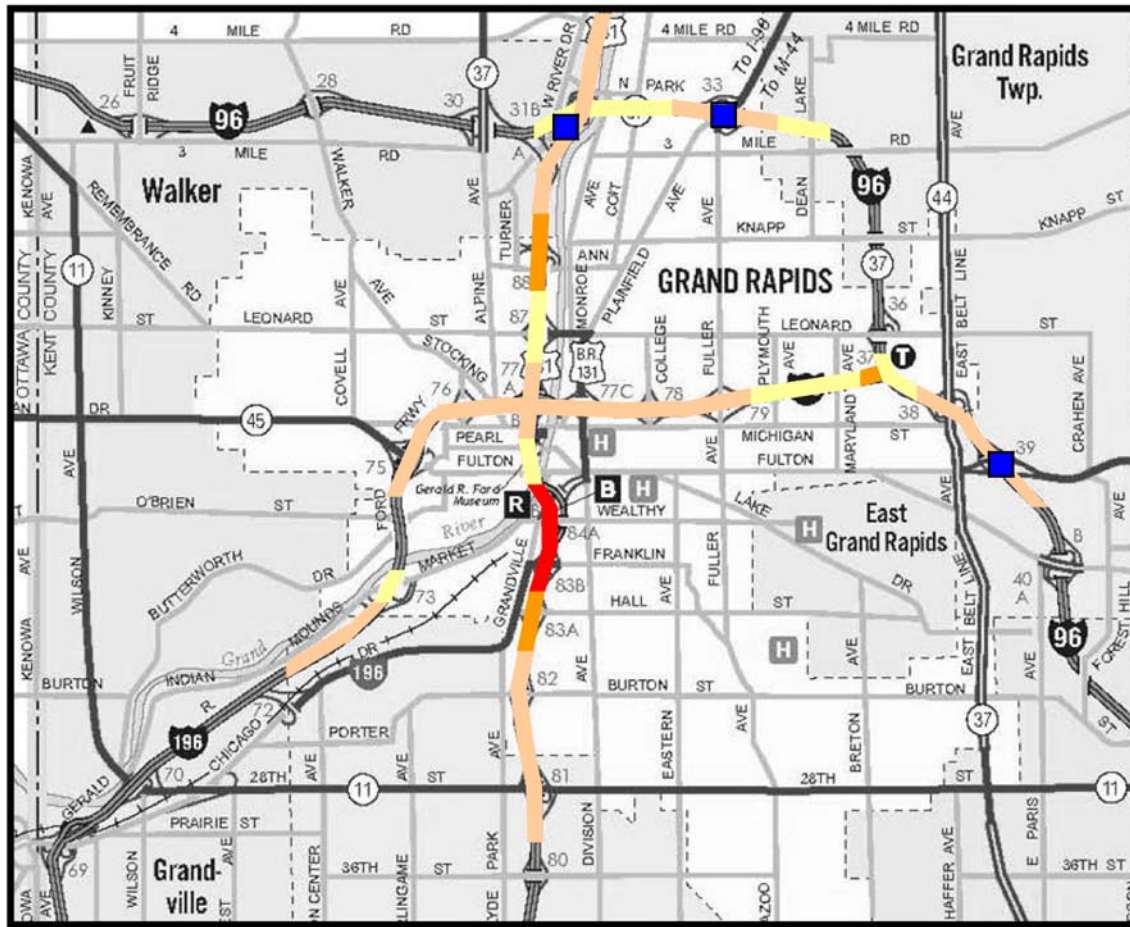


## Most Utilized DMS



1. US-131 NB @ 28th St. (29)
2. US-131 SB @ Ann St. (26)
3. I-196 EB @ Chicago Dr. (25)





**Segments:**  0 - 1  2 - 5  6 - 9  > 9 (incidents/mile)

**Hot Spots:**  4 (crashes)

Incident Management



High-Impact Unplanned Incident Activity\*



Incident Impact	Dec. 2009	Nov. 2009	Dec. 2008	Previous 12-Month Avg.
Lane Closure	24	15	27	17.1
Ramp Closure	2	-	-	0.3
Freeway Closure	3	3	1	1.2

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

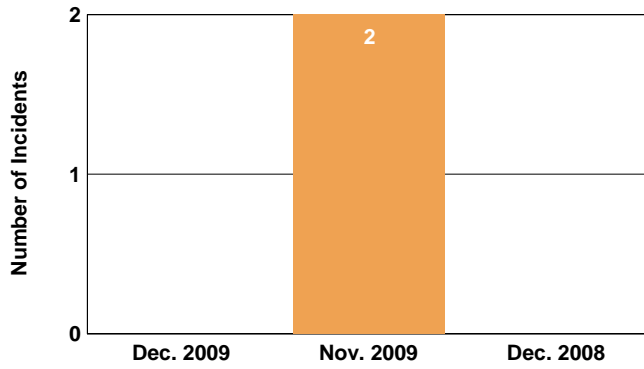
Unplanned Incidents by Roadway



Freeway	Dec. 2009		Nov. 2009		Dec. 2008		Previous 12-Month Avg.	
	Total	per mi.	Total	per mi.	Total	per mi.	Total	per mi.
I-96 (4.5 mi.)*	12	2.7	6	1.3	7	1.6	7	1.5
I-196 (8.5 mi.)*	20	2.4	12	1.4	22	2.6	14	1.7
US-131 (11 mi.)*	50	4.5	23	2.1	24	2.2	26	2.4
<b>Month Total</b>	<b>82</b>	<b>3.4</b>	<b>41</b>	<b>1.7</b>	<b>53</b>	<b>2.2</b>	<b>47</b>	<b>2.0</b>

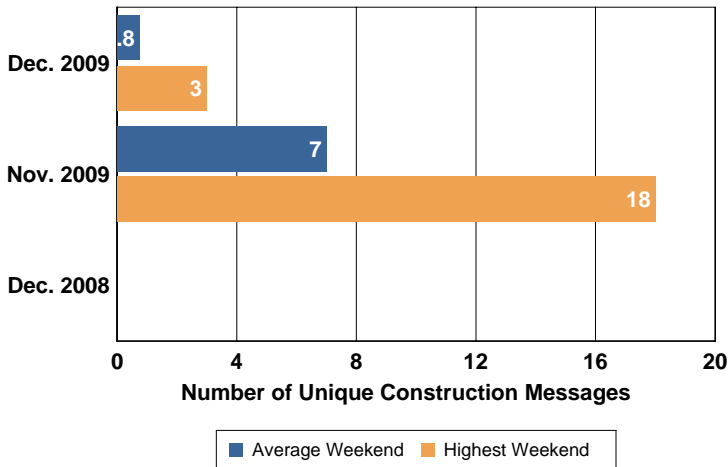
\* Mileages reflect the portion of the roadway within the WMTMC coverage area.

## Incidents Occurring in Construction Zones



**Construction Zone Incident Details:**  
No incidents occurring in construction zones were recorded for December 2009.

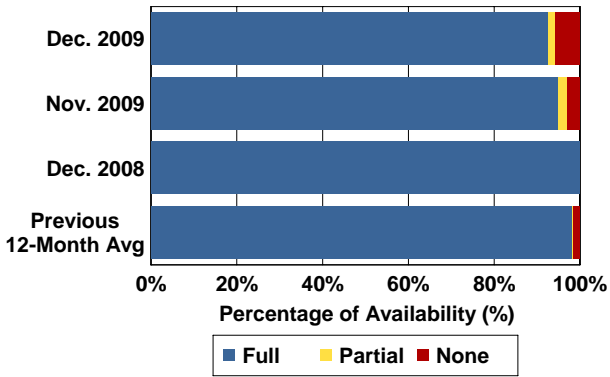
## Weekend\* Construction DMS Message Activity



\* Friday, Saturday and Sunday.



## Overall CCTV Camera Availability



## Individual CCTV Camera Availability

CCTV Cameras Below 95% Availability			
Location	Full	Partial	None
1. I-96 EB @ Plainfield Ave.	56%	1%	43%
2. I-96 WB @ Plainfield Ave.	56%	1%	43%
3. I-96 Conn. to US-131	56%	1%	43%

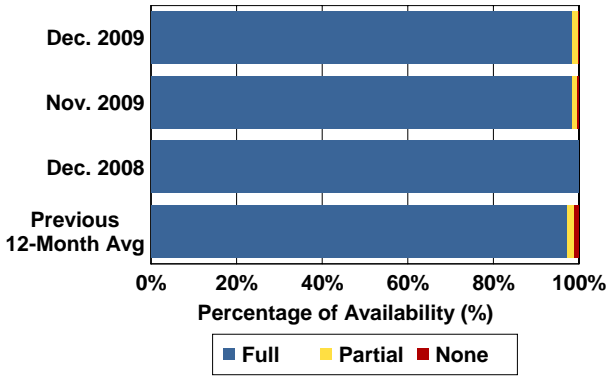
## Overall Detector Availability

COMING SOON...

## Individual Detector Availability

COMING SOON...

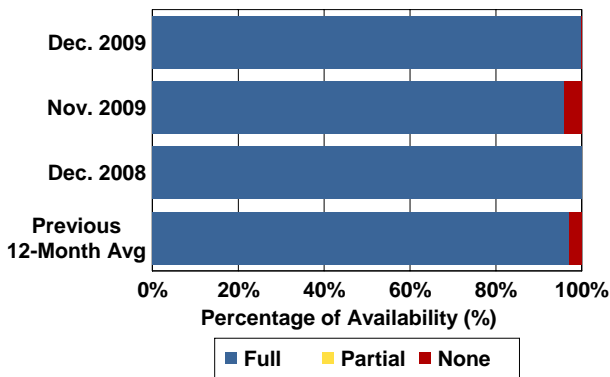
## Overall DMS Availability



## Individual DMS Availability

DMS Below 95% Availability			
Location	Full	Partial	None
1. US-131 SB @ Ann St.	86%	14%	-

## Overall VSS Availability



## Individual VSS Availability

VSS Below 95% Availability			
Location	Full	Partial	None
N/A			

Equipment Maintenance

