

# Michigan ITS Center

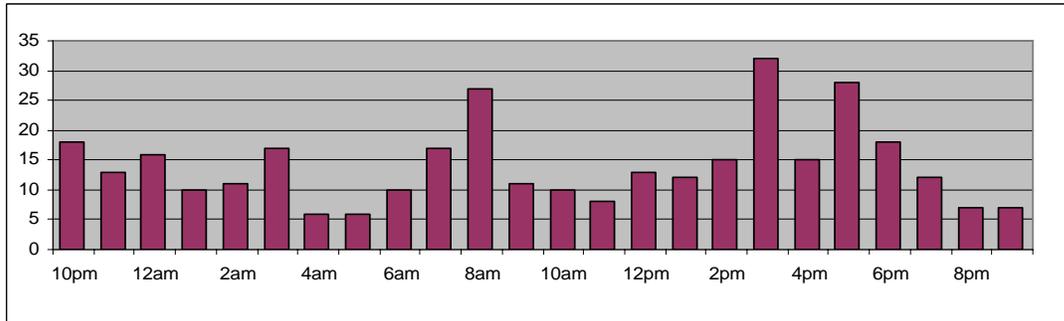
Serving the Southeast Michigan Freeways  
www.michigan.gov/its

**MDOT**  
Michigan Department of Transportation  
Mia Silver, PE PTOE  
Michigan Department of Transportation  
1050 6th Street  
Detroit, MI 48226  
SilverMa@michigan.gov

May 2007

## CONTROL ROOM SUPPORT ACTIVITY

### Total Incidents per Hour



### Total Incidents by Roadway

Freeway	May 2007	Apr 2007	May 2006
I-75	89	108	99
I-94	66	99	115
I-696 (Reuther)	55	77	60
I-96	59	70	47
M-10 (Lodge)	6	35	55
M-39 (Southfield)	31	45	35
I-275	31	44	47
I-375	4	4	1
<b>TOTAL</b>	<b>341</b>	<b>482</b>	<b>459</b>

### Monthly Incident Activity

	May 2007	Apr 2007	May 2006
Freeway Closures	15	20	18
Lane Closures	27	34	48
Ramp Closures	8	7	7

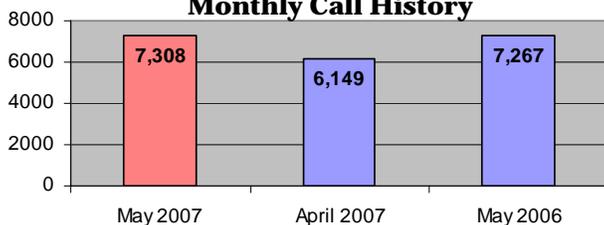
### MITS Center News

The public website of [www.mi.gov/mdot](http://www.mi.gov/mdot) now links to an all inclusive and ever improving website. The website informs of current incidents, on-going and future construction, and real-time traffic flow. The site also shares views of all camera images.



The ATMS System crashed due to a database error. The system was not operational from 5-9-07 thru 5-14-07. There were no messages sent during this time along with incidents. Freeway Courtesy Patrol (FCP) was still dispatched and monitored. The numbers in the report will reflect this outage period.

### Monthly Call History



### Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	5582
Michigan State Police	730
Media	345
MDOT Construction (Incoming)	141
MDOT Construction (Outgoing)	64
Other MDOT	121
ITS Maintenance	45
Other	280
<b>Total</b>	<b>7308</b>

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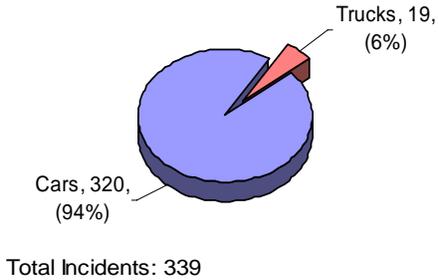
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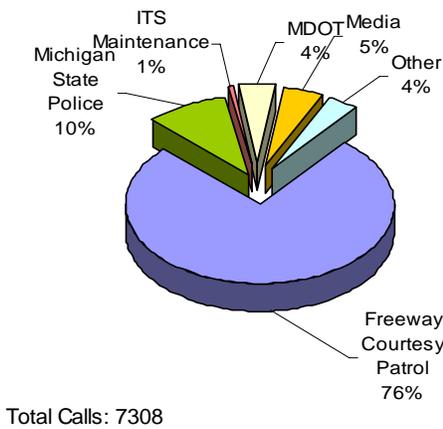
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,421 assists that the Freeway Courtesy Patrol (FCP) provided during the month of May, 835 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

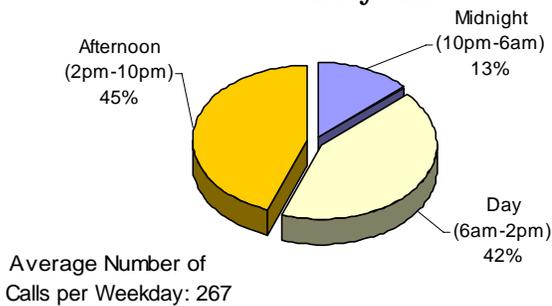
### Vehicle Composition of Incidents



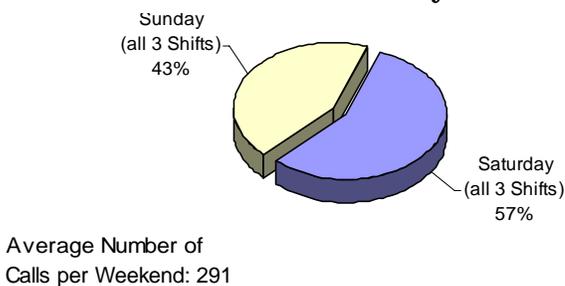
### Calls by Type



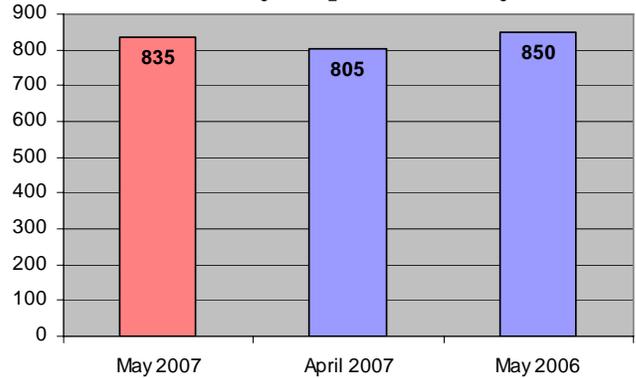
### Calls by Weekday Shift



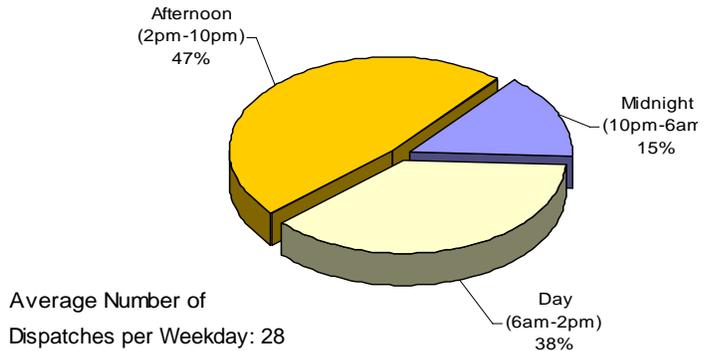
### Calls by Weekend Day



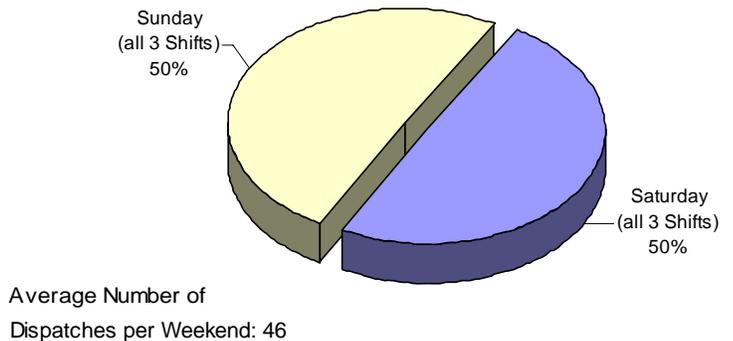
### Freeway Courtesy Patrol Monthly Dispatch Activity



### Freeway Courtesy Patrol Dispatches by Weekday Shift



### Freeway Courtesy Patrol Dispatches by Weekend Day



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

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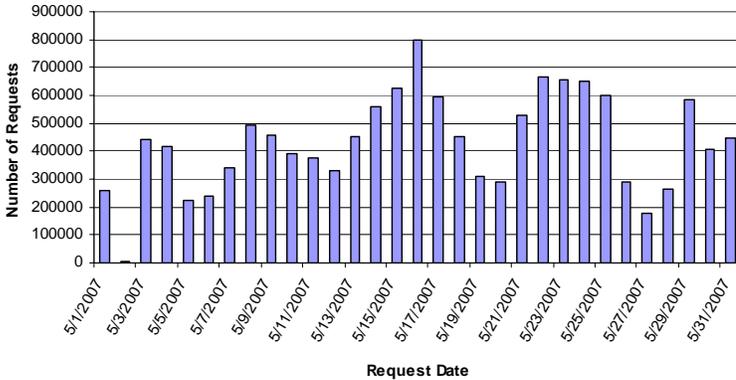
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

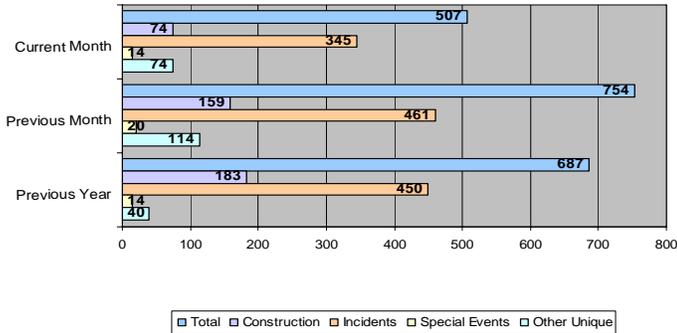
### Website Activity



### Top 5 DMS with Unique Messages

- I-94 EB at Second
- I-94 EB at Central
- I-375 NB at Gratiot
- M-10 NB at Porter
- I-94 WB at Burns

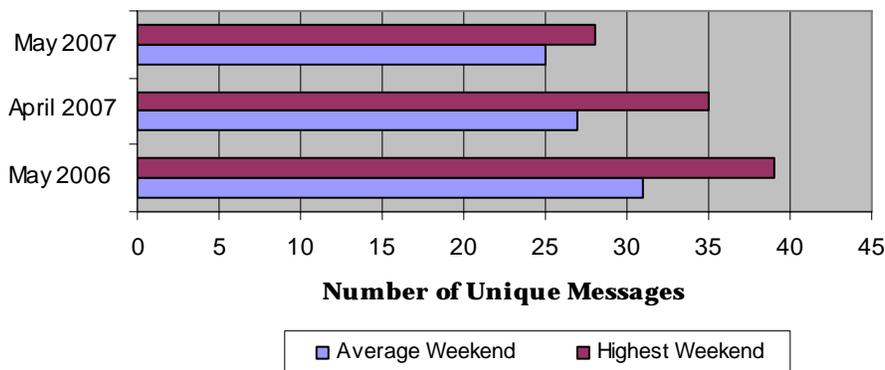
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	May 2007	Apr 2007	May 2006
All Incident Messages	100.0%	98.8%	100.0%
High Impact DMS Messages	May 2007	Apr 2007	May 2006
All High Impact Messages	98.0%	91.8%	98.6%
Freeway Closure Messages	100.0%	95.0%	94.4%
Lane Closure Messages	100.0%	88.2%	100.0%
Ramp Closure Messages	87.5%	100.0%	100.0%
Other Communication	May 2007	Apr 2007	May 2006
Advisory Text-Messages	92.0%	96.7%	95.9%
Website Incident Postings	98.0%	91.8%	100.0%

### Weekend Construction DMS Message Activity



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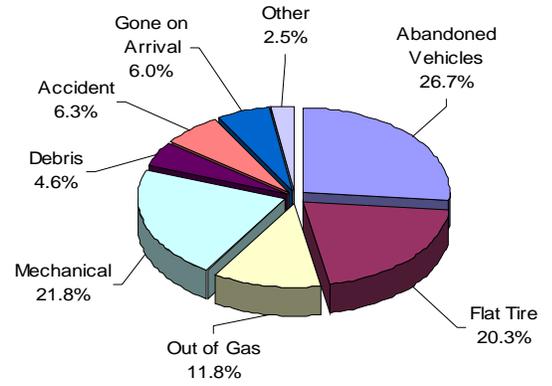
## FREEWAY COURTESY PATROL ACTIVITY

- 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

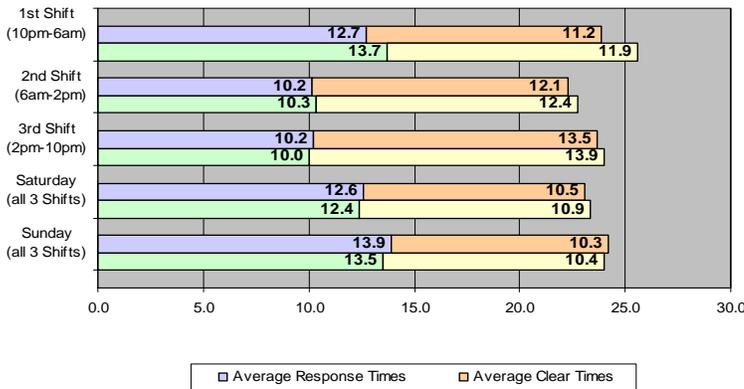
*"MDOT Courtesy Patrol was my night in shining armor. After many years of pushing the gas tank, I finally ran out! How silly I felt but out of the blue I was speaking to your courtesy patrol driver. Never judging-within a few minutes I was on my way. I learned a valuable lesson that day!! I am very grateful to MDOT and your driver, thank you."*

### Assist Type

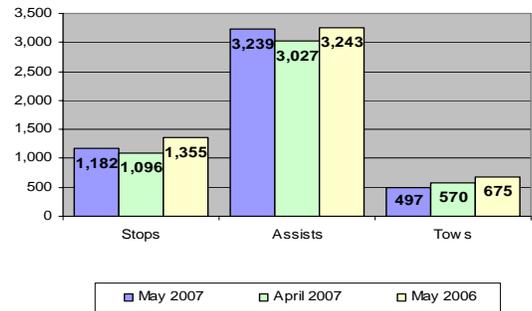


Total Number of Incidents: 4421

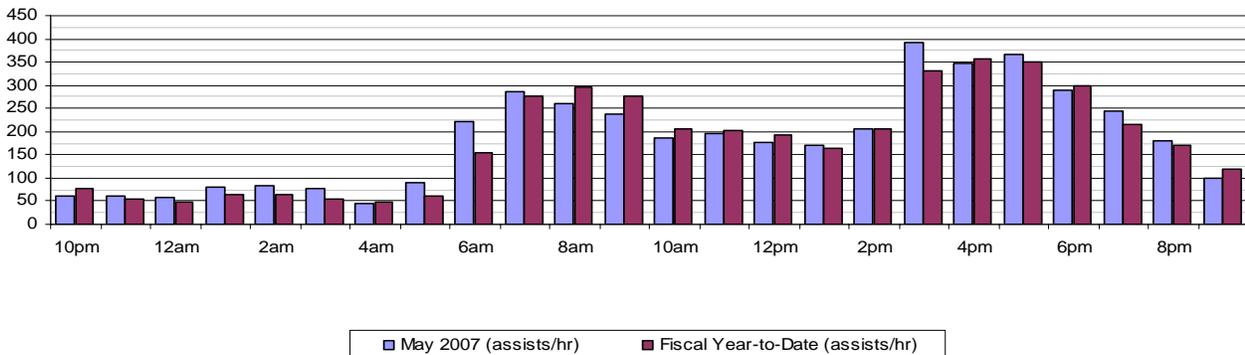
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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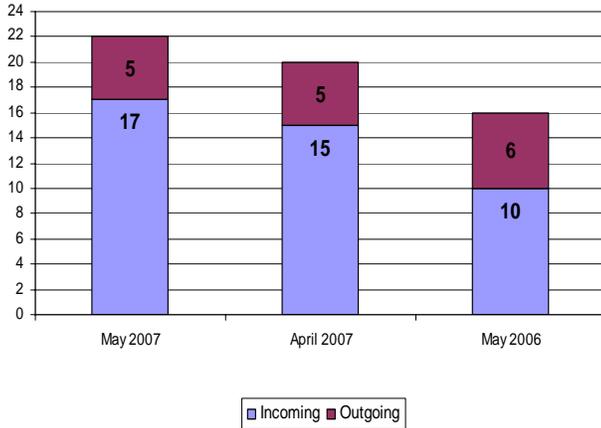


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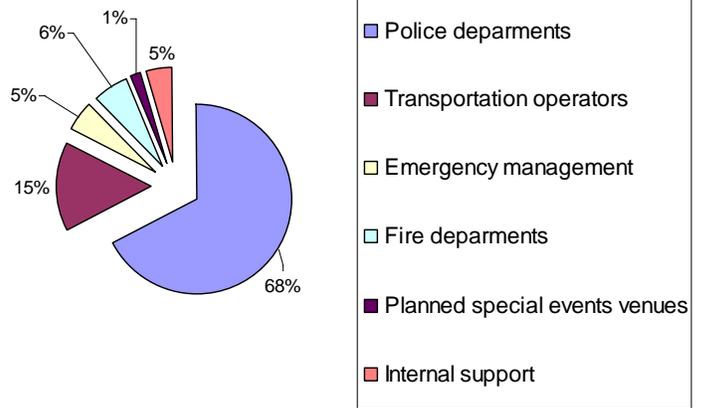
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## TRAFFIC INCIDENT MANAGEMENT

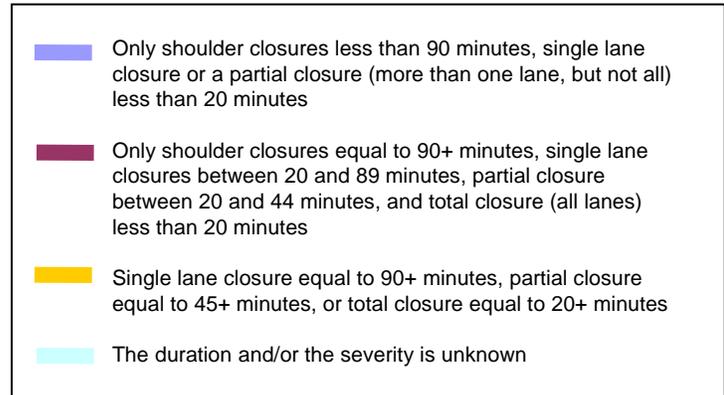
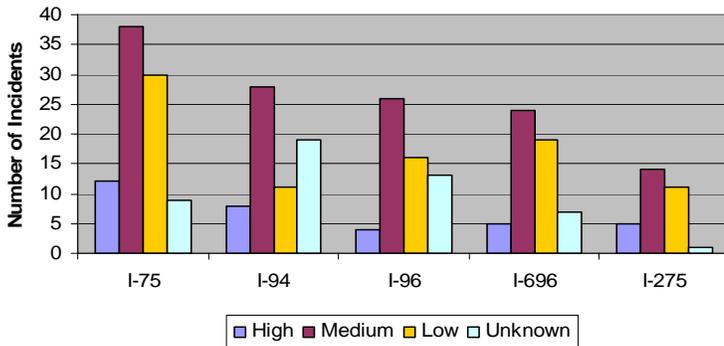
### Local Police Department Calls



### Video Users

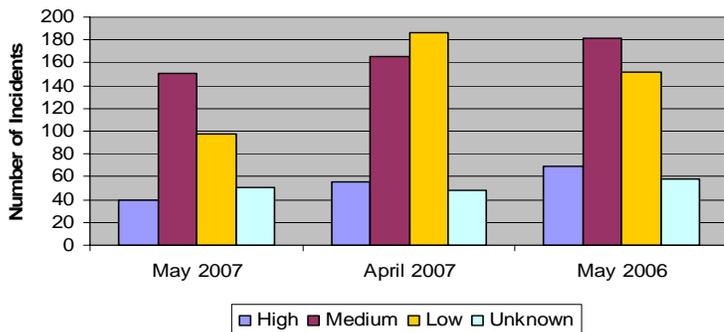


### Severity/Duration by Top Five Freeways

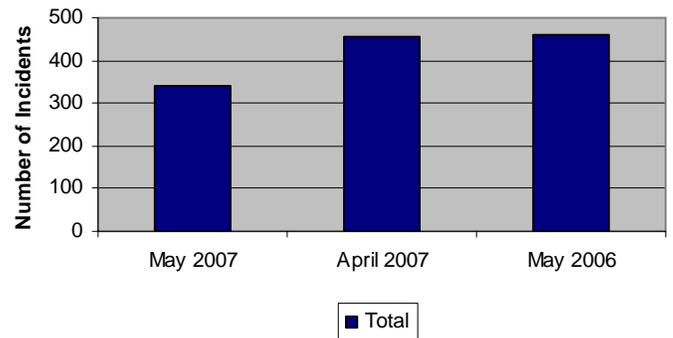


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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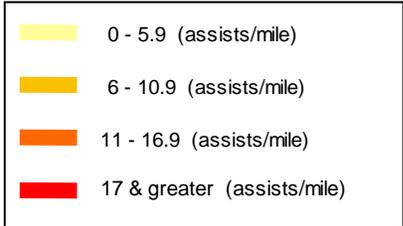
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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		May 2007	Fiscal YTD Avg.	May 2007	Fiscal YTD Avg.	May 2007	Fiscal YTD Avg.	May 2007	Fiscal YTD Avg.
I-75	87.6	1314	1180	15.0	13.5	12.1	11.3	13.2	12.9
Oak Co. Line to I-696	37.0	451	413	12.2	11.2	14.8	14.3	13.2	12.2
I-696 to I-94	8.0	327	297	40.9	37.2	10.4	9.0	12.6	13.8
I-94 to I-96	5.6	122	101	21.8	18.0	10.0	9.8	14.8	13.5
I-96 to I-275	37.0	414	369	11.2	10.0	12.7	11.9	13.1	12.7
I-94	60.7	994	1011	16.4	16.7	12.1	10.9	11.7	12.2
Wash. Co line to M-39	20.7	277	307	13.4	14.8	15.8	12.1	13.4	12.9
M-39 to I-75	9.0	297	273	33.0	30.3	11.3	10.5	10.7	12.4
I-75 to I-696	10.0	308	276	30.8	27.6	10.5	10.1	12.0	12.0
I-696 to St. Clair Co. Line	21.0	112	155	5.3	7.4	10.2	11.1	9.8	10.5
I-96	34.0	781	665	23.0	19.6	9.9	11.2	11.6	12.6
Liv. Co. Line to I-275/I-696	11.0	118	147	10.7	13.4	12.7	12.4	10.7	13.6
I-275/M-14 to M-39	12.0	216	205	18.0	17.1	9.7	11.0	11.5	12.7
M-39 to I-75	11.0	447	313	40.6	28.4	9.4	10.7	11.8	12.0
I-275	37.5	365	375	9.7	10.0	10.5	11.1	13.0	13.1
I-96/I-696 to M-14/I-96	8.0	116	138	14.5	17.3	10.7	10.2	12.6	13.7
M-14-I-96 to I-94	12.0	184	168	15.3	14.0	9.2	11.1	12.8	12.9
I-94 to I-75	17.5	65	69	3.7	3.9	12.6	12.9	14.5	12.6
I-375	1.2	6	9	5.0	7.8	4.0	9.0	14.0	16.0
I-696 (Reuther)	28.7	507	487	17.7	17.0	10.2	10.3	12.3	12.8
I-96/I-275 to M-10	9.3	117	132	12.6	14.2	12.9	12.2	12.4	12.1
M-10 to I-75	9.0	186	171	20.7	19.0	10.4	10.0	14.1	14.4
I-75 to I-94	10.4	204	185	19.6	17.7	8.2	9.4	10.5	11.9
M-5 (Grand River)	10.3	44	51	4.3	5.0	9.0	10.6	8.2	13.8
M-8 (Davison)	2.2	36	49	16.4	22.4	9.3	9.4	8.4	11.7
M-10 (Lodge)	17.9	48	210	2.7	11.8	13.3	10.6	12.6	12.6
M-14	6.4	47	43	7.3	6.7	10.5	12.7	14.3	12.9
M-39 (Southfield)	14.2	279	218	19.6	15.4	11.0	11.6	13.1	14.6
<b>Total</b>	<b>300.7</b>	<b>8,382</b>	<b>8,018</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>Monthly Call History</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 Log 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 (page 1)</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 Log 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>Calls by Type</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 Log 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 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 Log 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 Log 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 Log 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.