

2010 ANNUAL REPORT

OPTIMIZING OPERATIONS



Michigan
Intelligent
Transportation
Systems Center
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FREEWAY COURTESY PATROL

FY percentage relationships are based off of the year prior

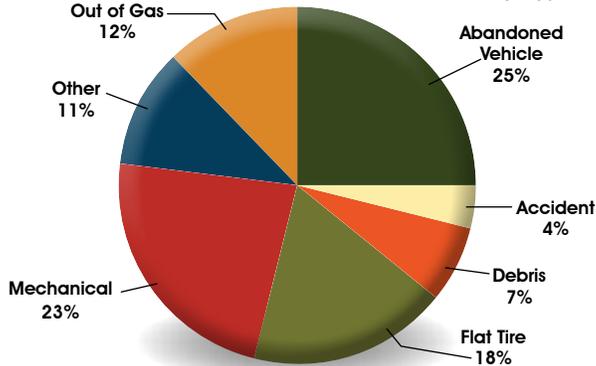
FCP Total Assists: **FY 2010 (52,689) ▲ 7% / FY 2009 (49,098) ▼ 3% / FY 2008 (50,777) ▼ 3%**

*In FY 2009, the Freeway Courtesy Patrol did not operate between midnight and 5 a.m.

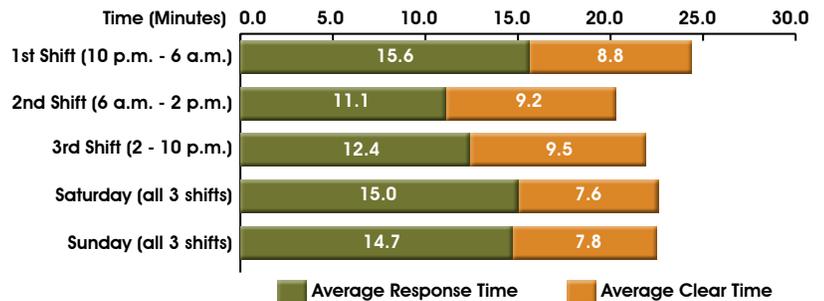
The Freeway Courtesy Patrol (FCP) performed 52,689 stops, including:

- 39,331 motorist assists (occupied vehicles)
- 13,358 abandoned vehicles

FCP Assists by Type



FCP Average and Clear Times



The midnight shift, Saturday, and Sunday average response times are generally greater than the response times during the weekday second and third shifts because there are fewer FCP drivers patrolling during the night and on the weekends.

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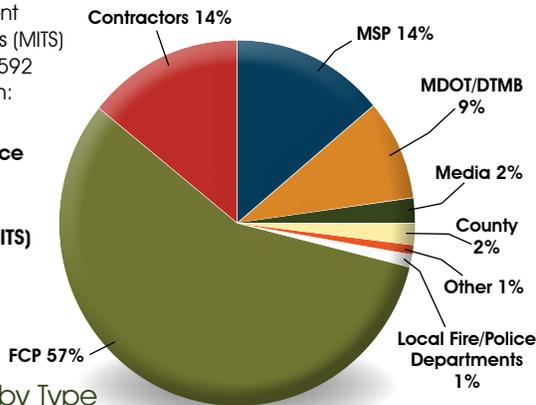
CONTROL ROOM

Total Control Room Calls: **FY 2010 (73,592) ▲ 21% / FY 2009 (60,597) ▲ 20% / FY 2008 (50,276) ▼ 30%**

The Michigan Intelligent Transportation Systems (MITS) Center facilitated 73,592 calls coordinating with:

- FCP
- County Maintenance
- Local Police/Fire
- Contractors (Construction and ITS)
- Michigan State Police (MSP)
- Media Partners

Calls by Type



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INCIDENT MANAGEMENT

Total Incidents: **FY 2010 (5,827) ▲ 9% / FY 2009 (5,342) ▲ 19% / FY 2008 (4,467) ▼ 5%**

The MITS Center monitored 5,827 incidents, of which 14 percent were categorized as high-impact incidents. A high-impact incident is an incident in which one of the following criteria is met:

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

Incident Frequency Along Freeways

Freeway	Average # of Incidents per Month	Miles	Average # of Incidents per Mile
I-75	130	87.6	1.48
I-94	110	60.7	1.81
I-696	72	28.7	2.51
I-96	59	34.0	1.74
M-10	36	17.9	2.01
M-39	38	14.2	2.68
I-275	38	37.5	1.01
I-375	2	1.2	1.67
M-59	1	11.6	0.09

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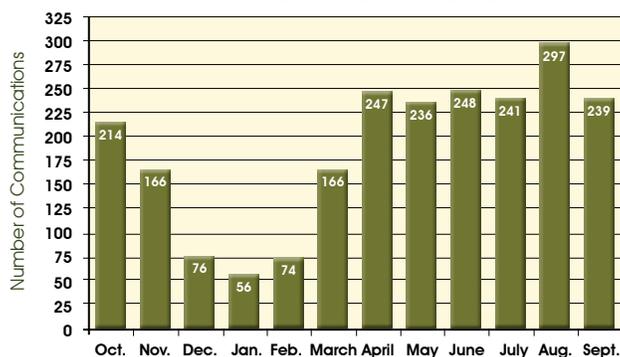
CONSTRUCTION COORDINATION

Total Control Room Calls: **FY 2010 (2,260) ▲ 37% / FY 2009 (1,651) ▲ 33% / FY 2008 (1,244) ▼ 20%**

The control room is the central hub for construction communication. In 2010, 2,260 calls were handled. The MITS Center created message plans for 44 construction projects this year, involving:

- Freeway/Ramp Closures
- Lane Closures
- General Work Crews
- Construction Detours
- Warning Messages

Construction Event Communications



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MI DRIVE WEB SITE

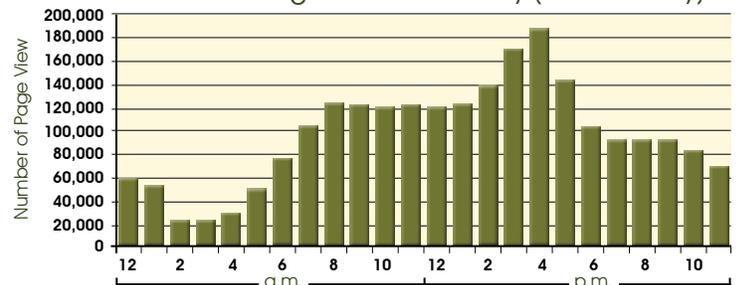
Total Web Site Views: **FY 2010 (2,335,074) ▼ 29% / FY 2009 (3,305,461) ▲ 108% / FY 2008 (1,585,863) ▲ 10%**

MI Drive: www.michigan.gov/drive

MDOT's MI Drive Web site was viewed 2,335,074 times in 2010. Its trends throughout the year included:

- Most site views occurring between 3 and 5 p.m., just before evening rush hour
- More views occurring during the summer months, due to construction season

Web site Page View Summary (Time of Day)



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INTELLIGENT TRANSPORTATION SYSTEM DEVICES

