



# OPERATIONS FIRST

## Statewide Transportation Operations Center (STOC) Annual Report

**Fiscal Year 2023**

October 1, 2022 to September 30, 2023



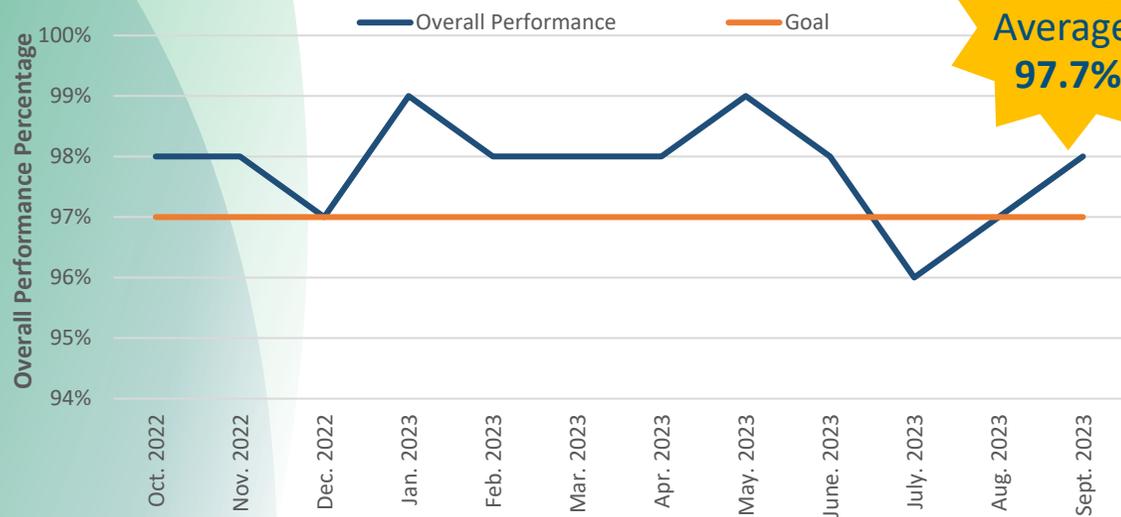
Photo: Statewide Transportation Operations Center (STOC) Control Room



# Team Performance

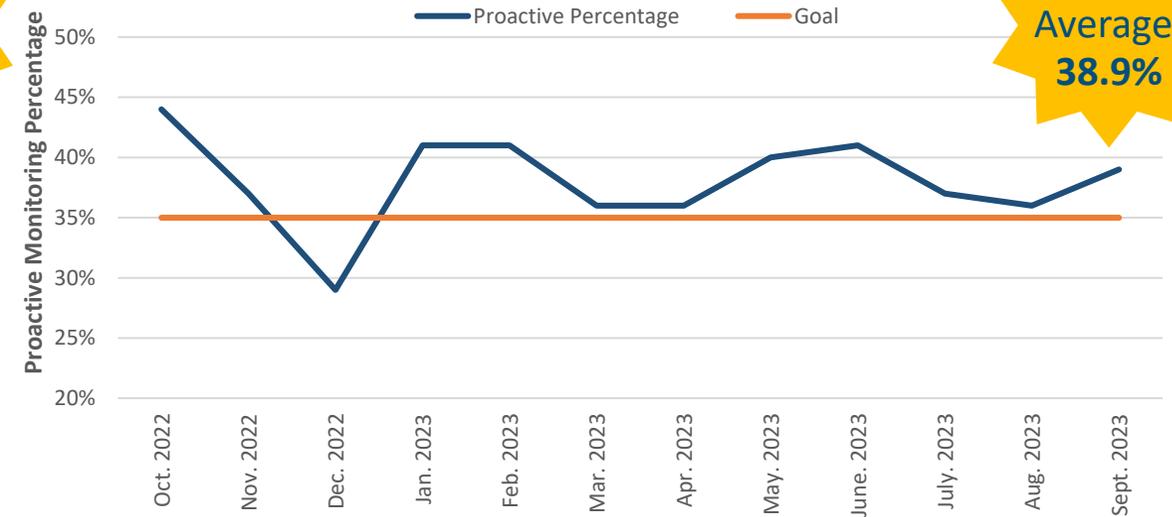
The Statewide Transportation Operations Center (STOC) focuses on MDOT’s goals of incident management, crash reduction, traveler information, and congestion reduction. STOC verifies and provides real-time travel information to motorists to support trip-planning and enroute decisions. STOC continues to build partnerships with MDOT Regions as well as emergency responders to aid in the management of construction zones and support response services to traffic incidents. These key services help MDOT reduce congestion and secondary crashes, which leads to increased travel reliability and reduced crashes.

Overall Performance Oct. 1, 2022 - Sept. 30, 2023



**Yearly Average: 97.7%**

Proactive Monitoring Oct. 1, 2022 - Sept. 30, 2023



**Yearly Average: 38.9%**

STOC's Team Performance is derived from daily audits that reflect activities performed by traffic operations specialists such as posting events to Advanced Traffic Management System (ATMS) in a timely manner, information accuracy, notifications sent, etc. The results of these audits are combined and averaged to represent an overall performance score for these activities.

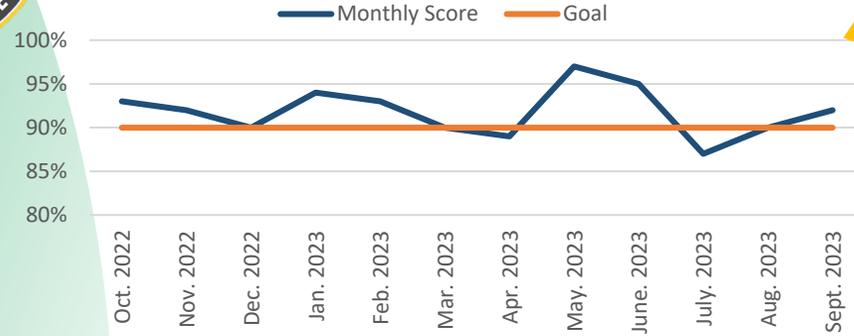
Proactive monitoring reflects the average percentage of incidents that were proactively identified by traffic operations specialists utilizing tools like traffic cameras, microwave vehicle detection sensors (MVDS), radio communications, as well as other Intelligent Transportation System (ITS) devices or Google Maps and stakeholder websites.



# STOC Goals

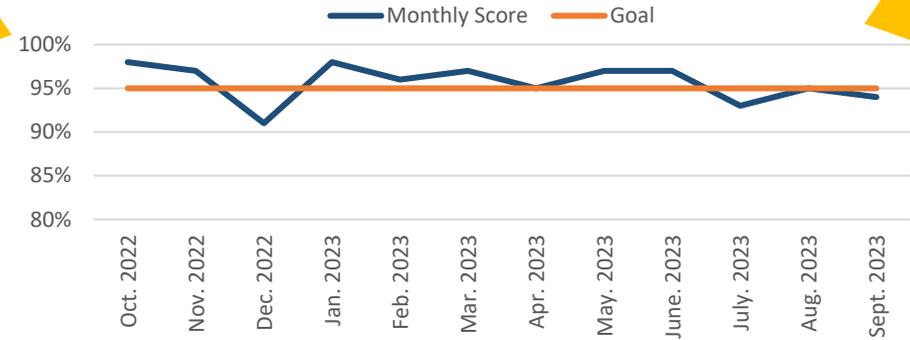
The STOC team holds itself accountable for delivering accurate and impactful services for its stakeholders and emphasizes its focus on the below metric areas. STOC tracks team execution against established goals as part of monthly performance audits and continuously strives to improve performance.

## Closure Email is Accurate



**Yearly Average: 91.6%**  
Goal: 90%

## Opening Email is Accurate

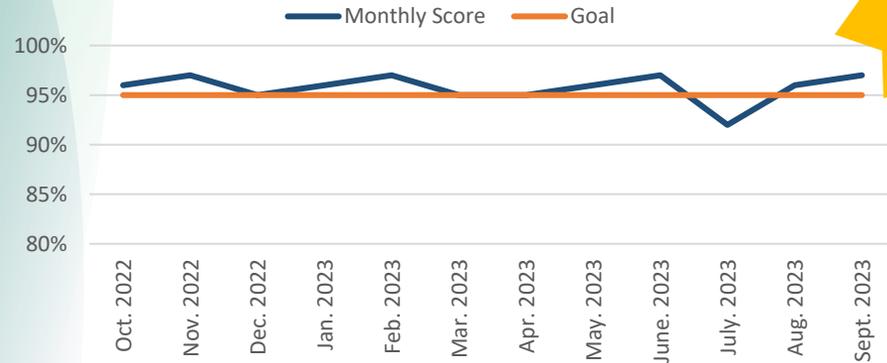


**Yearly Average: 95.6%**  
Goal: 95%

Indicates the percentage of closure notification emails that were sent without errors. The percentage is calculated through internal STOC audits, identifying any errors in information, spelling, or format.

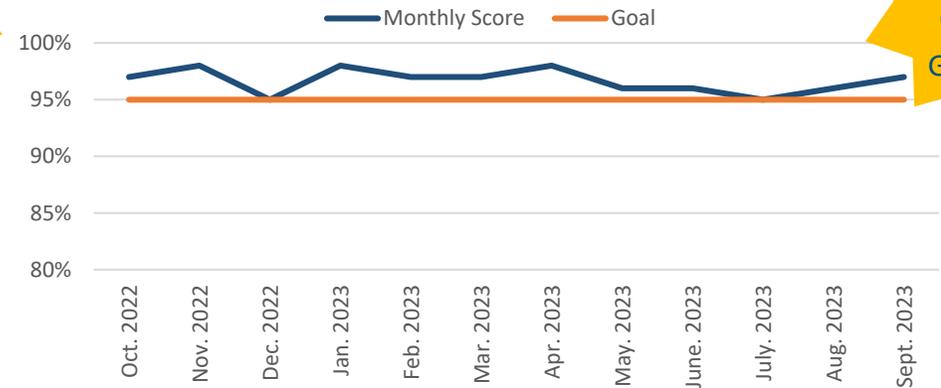
Indicates the percentage of opening notification emails that were sent without errors. The percentage is calculated through internal STOC audits, identifying any errors in information, spelling, or format.

## ATMS Location Accuracy



**Yearly Average: 95.6%**  
Goal: 95%

## Detailed Notes



**Yearly Average: 96.4%**  
Goal: 90%

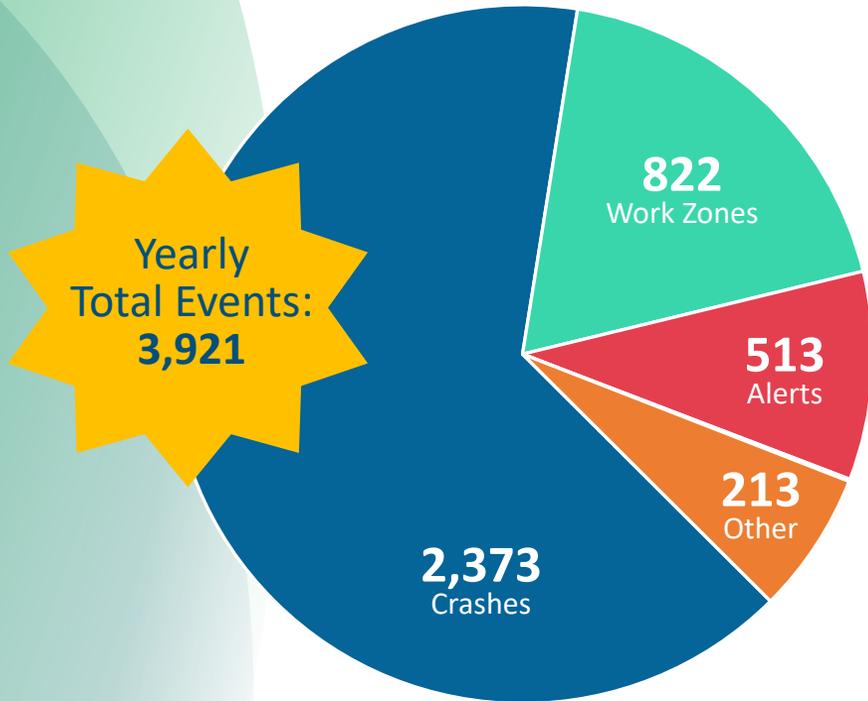
Indicates the percentage of ATMS Events posted at the correct location where the incident has occurred. The percentage is calculated through internal STOC audits, identifying any errors in information, spelling, or format.

Indicates the percentage of ATMS Events Notes that were completed with adequate detail throughout the entirety of the incident. The percentage is calculated through internal STOC audits, identifying any errors in information, spelling, or format.



# Event Management

## Event Counts



Incident Closure Email Sent within 8 minutes of confirmation



Incident Opening Email Sent within 5 minutes of confirmation



4 – hour Incident Update Email Sent



Incident Posted to ATMS within 8 minutes of confirmation



Incident Removed from ATMS within 5 minutes of confirmation



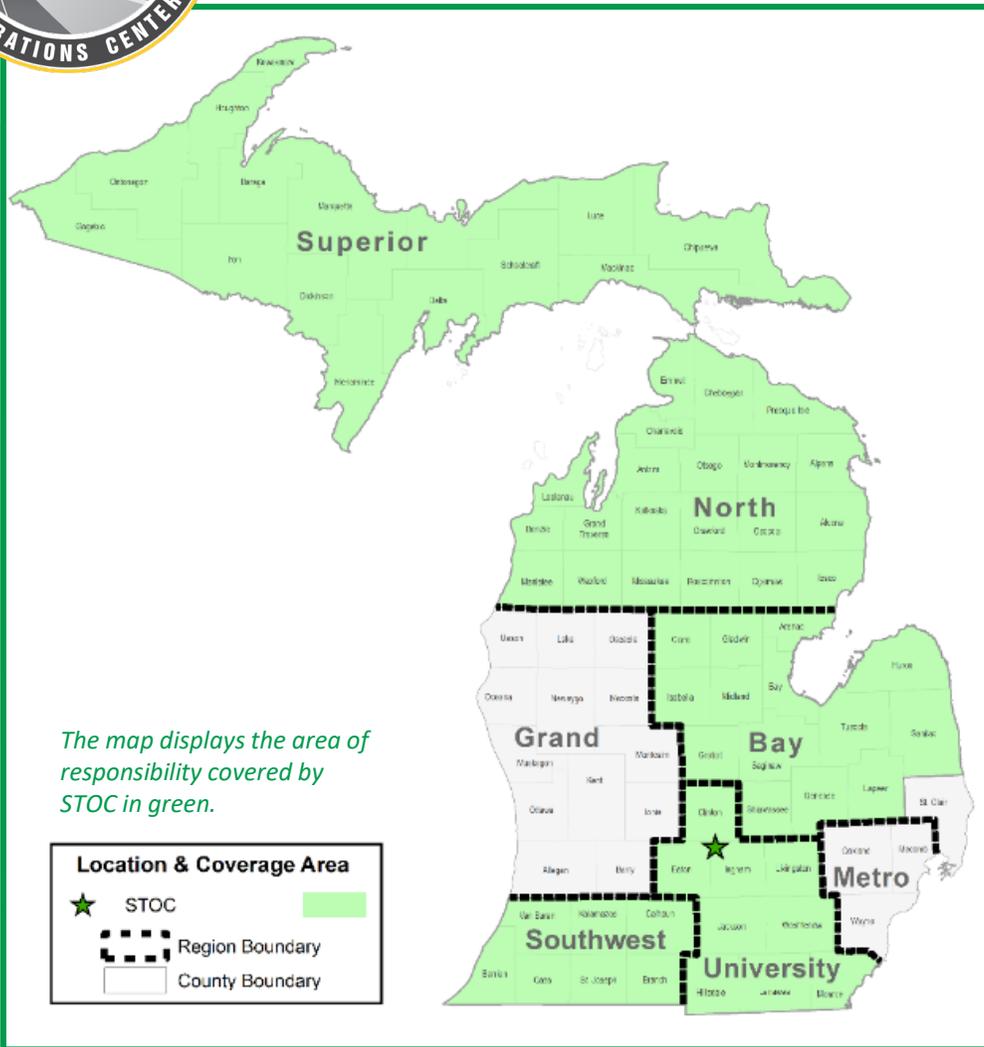
First Responder Notification of Incident Made

Event Management is a core function for STOC. The STOC managed a fiscal year 2023 total of 3,921 events. The chart above displays the events by specific types in which a control room specialist was involved.

The above 6 metrics are the foundation of how the STOC notifies stakeholders and manages both planned and unplanned events throughout the state with both timely and accurate information. Scores are based on twelve months of audit report activities computed into an annual average for each category for the fiscal year.

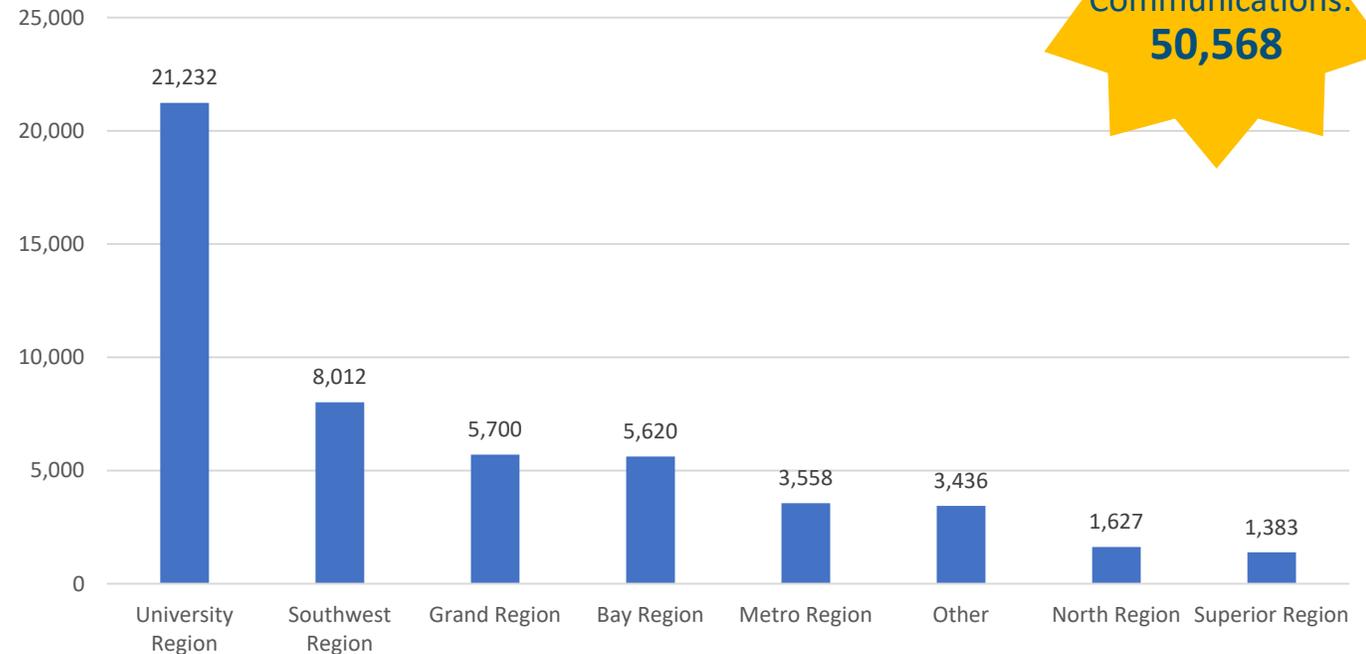


# STOC Communications by Region



The map displays the area of responsibility covered by STOC in green.

Communication - FY 2023



Yearly Total Communications: **50,568**

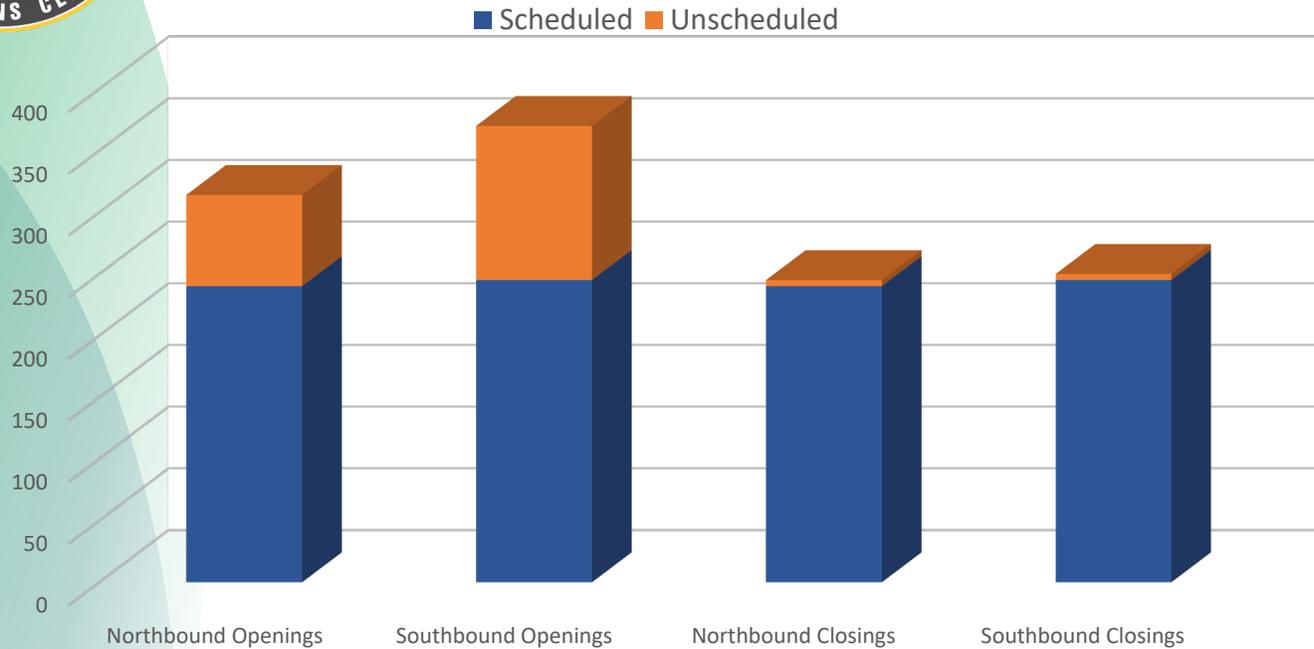
A communication is a phone call or e-mail into or out of the control room. University Region is responsible for both the Safety Service Patrol (SSP) and the US-23 Flex Route, which results in additional communications with STOC.

**Note:** 'Other' includes citizens and other state agencies such as Michigan State Police and county road commissions

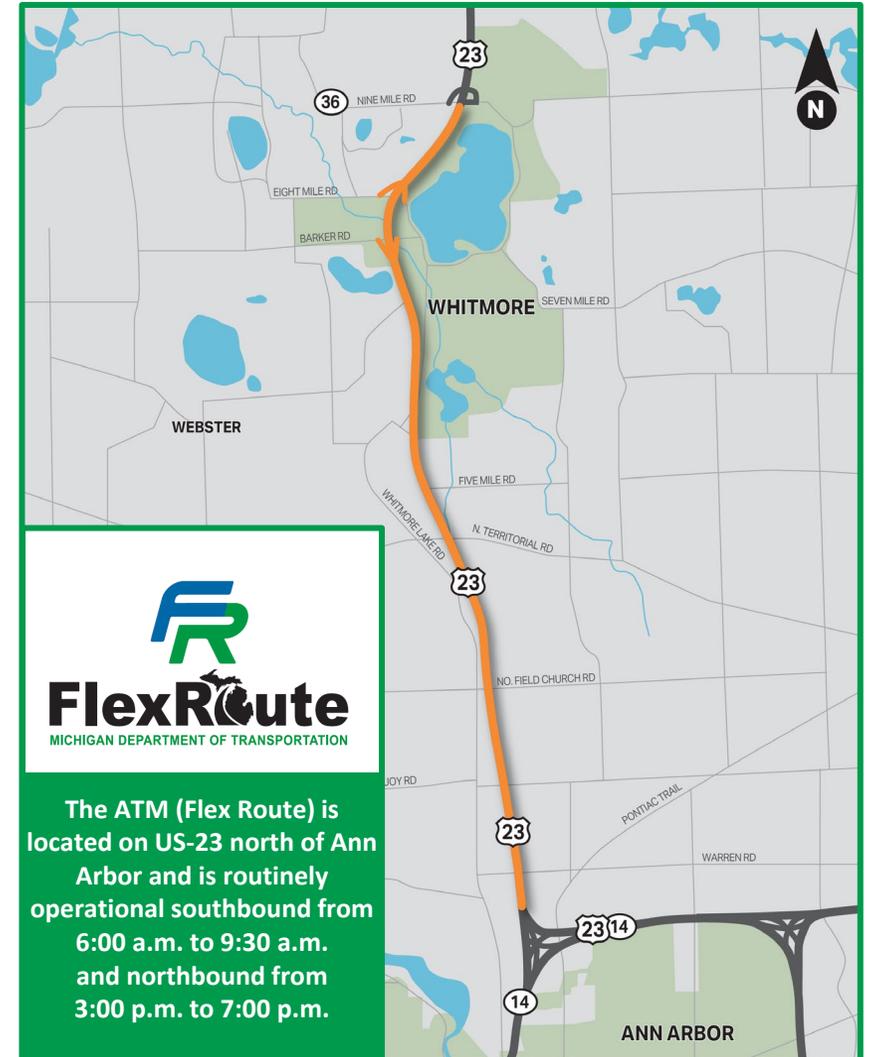


# Active Traffic Management (ATM)

Flex Route Openings & Closings FY 2023



The chart shows the number of scheduled and unscheduled openings and closings. During these times, an ATM specialist is monitoring the route with traffic cameras and communicating with Safety Service Patrol (SSP) to ensure that the Flex Lane is safe to open or close to the public. There are a variety of reasons that may cause the route to open/close early or late such as weather, construction, special events, equipment issues, disabled vehicles, and other unplanned incidents. The ATM specialists routinely monitor and remain ready to open/close the Flex Route in response to the ever-changing traffic conditions.

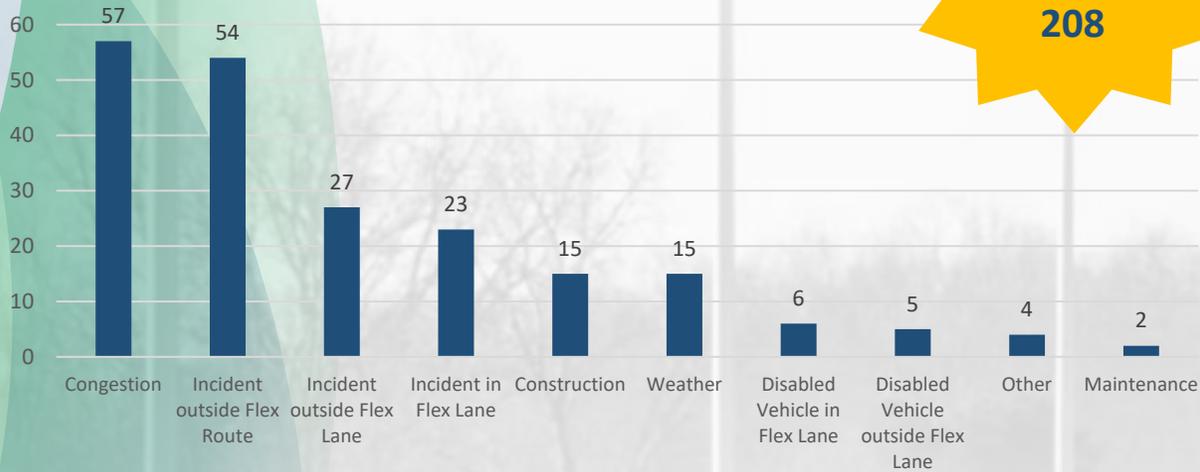




# Active Traffic Management (ATM)

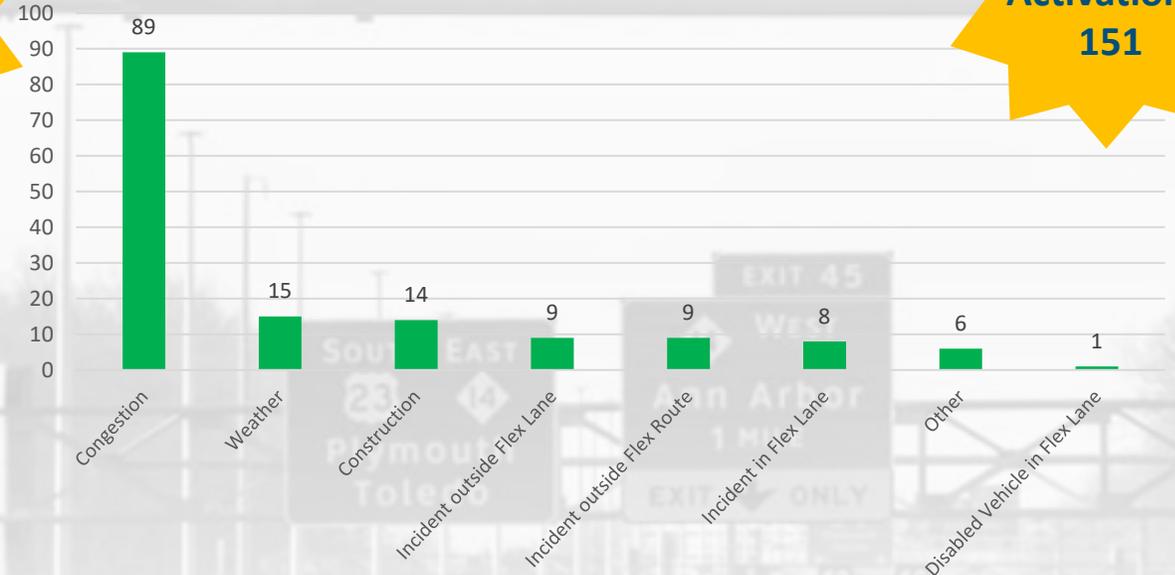
## Event Specific Gantry Utilization

Northbound Gantry Utilization



**Total Activations: 208**

Southbound Gantry Utilization



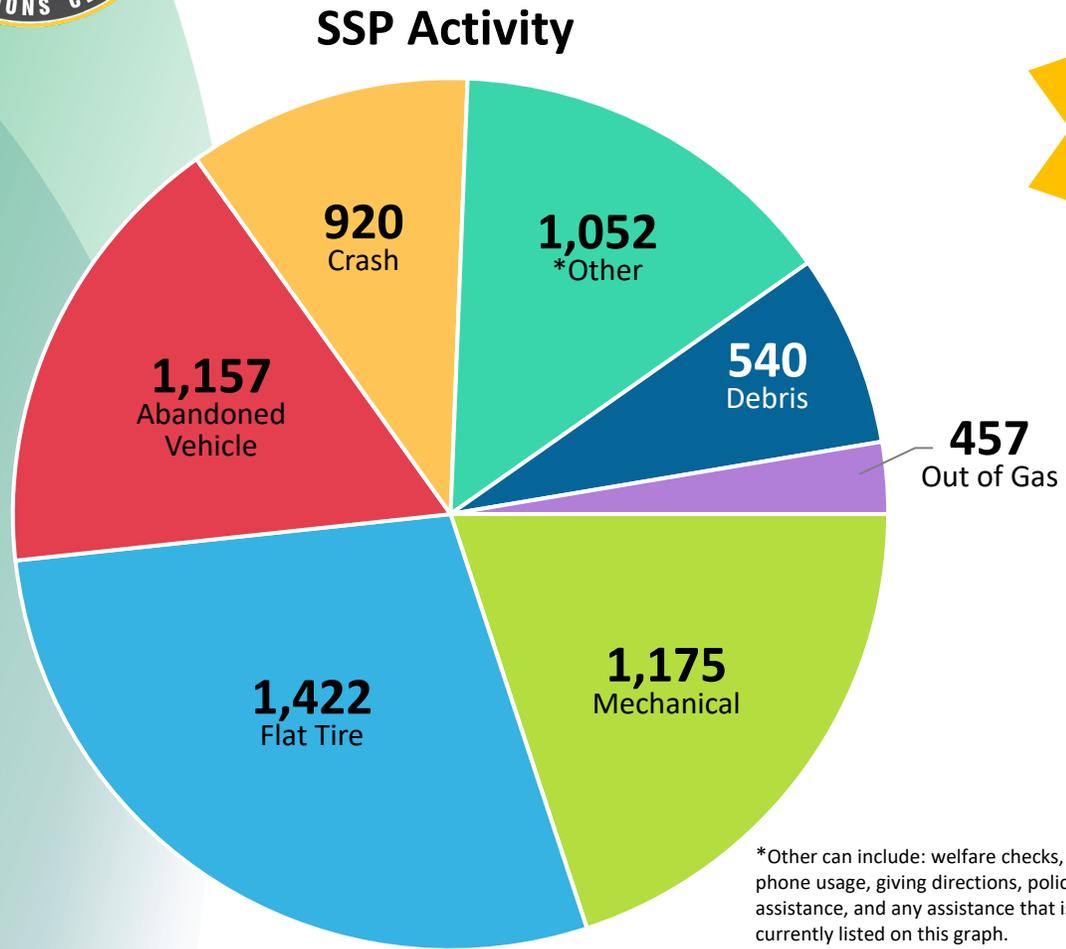
**Total Activations: 151**



The Variable Speed Advisory (VSA)/Gantry Utilization charts represent the number of times STOC utilized Flex Route technology in response to an event that has an impact on traffic operations. These type of events are monitored and manually managed by ATM specialists who configure the Flex Route gantries appropriately based on real-time conditions.



# Safety Service Patrol (SSP) Activity



Total Annual Activities: **6,723**



Photo: SSP van

SSP is part of a comprehensive incident management initiative to improve safety, reduce delay caused by non-recurring congestion, and manage recurring delay through mitigations that enhance operation of the freeway system.

\*Other can include: welfare checks, cell phone usage, giving directions, police assistance, and any assistance that is not currently listed on this graph.

This chart shows the breakdown of SSP activity. SSP drivers can locate motorists in need during their active patrols or STOC traffic operations specialists can dispatch drivers to events