

The WMTOC

- Supports incident management activities
- Provides planned event traffic impact information
- Serves as the communication hub for the Grand Region
- Provides traffic incident management (TIM) training/workshops to stakeholders
- Maintains traffic event and ITS data
- Coordinates activities to support planned and unplanned transportation events



Contact Information

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24/7/365 Operations



Michigan Department of Transportation
**WEST MICHIGAN TRANSPORTATION
OPERATIONS CENTER**

“ Providing the highest quality integrated transportation services for economic benefit and improved quality of life. ”

Vision

MDOT will be recognized as a progressive and innovative agency with an exceptional workforce that inspires public confidence

Values

Quality: Achieving our best within our resources.

Teamwork: Effective involvement of people.

Customer Orientation: Knowing our customers and understanding their needs.

Integrity: Doing the right thing.

Pride: In MDOT and the importance of our work.



West Michigan Transportation Operations Center

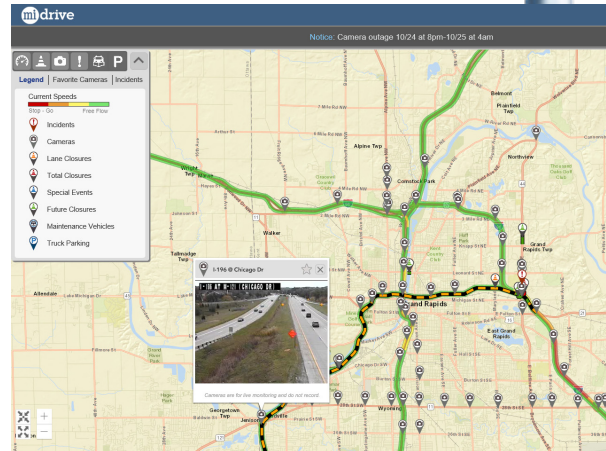
The West Michigan Transportation Operations Center (WMTOC) focuses on MDOT's goals of improving safety, mobility, and economics through incident management, crash reduction, and traveler information activities. To help meet these goals, WMTOC operators monitor over 1,800 miles of freeways and arterial roadways in the 13 counties of MDOT's Grand Region.

WMTOC operators assist the public and local agencies with media and stakeholder coordination, Dynamic Message Sign (DMS) messaging, and traffic monitoring. By communicating with first responders, operators have the most up-to-date information to give to motorists, which allows them to avoid potential delay.

MDOT's Mi Drive website (www.michigan.gov/drive) provides real-time traveler information to motorists. This includes an interactive map that presents traffic camera images, average vehicle speeds, construction activity, DMS messages, locations of major incidents, environmental sensor station (ESS) information, and activities relative to winter weather responses. WMTOC updates information on Mi Drive to ensure accurate information is available to the public.

WMTOC also provides critical notifications to stakeholders of high impact incidents on the roadways in real-time. Our operators place calls to local agencies; communicate with first responders through phone and 800 MHz radios; and send high impact emails to stakeholders. Motorists can subscribe to email notifications to receive up-to-date information on incidents or construction activities by county through the MDOT website. Please visit www.michigan.gov/wmtoc to sign up for emails.

WMTOC displays travel-time information on DMS in the Grand Region on US-131, US-31, I-196, I-96, and M-6. Travel-time messages provide motorists with additional information that can help them determine the best route to their destination.



Incident Management

- Assist in incident detection and verification using roadway devices that include traffic cameras, microwave vehicle detection systems (MVDS), and ESS
- Coordinate with dispatch and MDOT first responders to help effectively manage incidents
- Monitor traffic congestion utilizing information from local computer-aided dispatch feeds, on-scene personnel, Google maps feeds, scanners, 800 MHz radios, and local news stations



Communications HUB

- Gather and share real-time incident information to support first responders on scene
- Provide motorists with real-time traveler information on Mi Drive website
- Coordinate resource activities with dispatch and first responders
- Display traffic messages and alerts on DMS
- Disseminate emails and tweets for high-impact incidents to stakeholders



Training and Workshops

- Provide Strategic Highway Research Program 2 (SHRP2) incident / emergency management training to local and state agencies
- Coordinate free workshops that focus on traffic control issues, response planning, and lessons learned from past incidents
- Conduct after action reviews with stakeholders
- Tabletop exercises and mock incidents



Data Management

- Track and report Traffic Incident Management (TIM) performance measures that can help future incident management coordination, construction project planning, and other performance measures
- Enter and maintain all incident information in MDOT's Advanced Transportation Management System (ATMS)
- Maintain system performance measures to aid in improvements to roadway safety and operations

