

Michigan Intelligent Transportation Systems Center

Serving Motorists on Southeast Michigan Freeways
www.michigan.gov/its



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In the Spotlight



September was a time of preparation and organization at the MITS Center: office spaces were cleaned, kitchen cupboards were scrubbed and outdoor containers were organized. Items being removed were sent to recycling centers and to the State of Michigan surplus warehouse for possible use by other state agencies. A cleaner MITS Center provides a clutter-free work space so that MDOT can provide better services to the motoring public. This cleanup was the initial preparation in anticipation of moving to the new MITS Center location being built across the street from the current location. The new facility, the Raymond & Rosa Parks Detroit Integrated Transportation Campus, will house multiple state agencies including MDOT's existing MITS Center, the Michigan State Police



2nd Region Dispatch, MDOT's Detroit Transportation Service Center and a branch of MDOT's Small Business Development office. With all of these functions in one building, more integrated and efficient operations of MDOT trunklines in the Metro Region can be achieved.

Compiled by:



Summary

Data Key

Sep. 2009

Call Card



Total Assists

Freeway Courtesy Patrol (FCP) drivers fill out information on data cards for each stop (abandoned vehicles), assist (occupied vehicles, debris, accidents, etc.), and tow.

4,663

Call Tracking



Total Calls*

Operators manually enter all incoming and outgoing control room calls, including two-way communications, select Michigan State Police (MSP) Computer-Aided Dispatch entries, and high-impact incident notifications.

2,938

Mi Drive Web Site



Total Page Views

Operators inform media and general public about current incident information such as lane closures and road construction. Real-time camera images are also available.

336,913

Advanced Traffic Management System



Total Incidents

Data is entered into the Advanced Traffic Management System in order to send messages to Dynamic Message Signs (DMS) and to post incidents on the Web site.

352

Quality Assurance/Quality Control



All High-Impact Incidents

Comprehensive and systematic quality assurance/quality control audit of freeway operations including messaging and high-impact notifications (freeway closures, lane closures where only one lane is open, and freeway-to-freeway ramp closures).

97% Accurate

MaintStar



System Availability

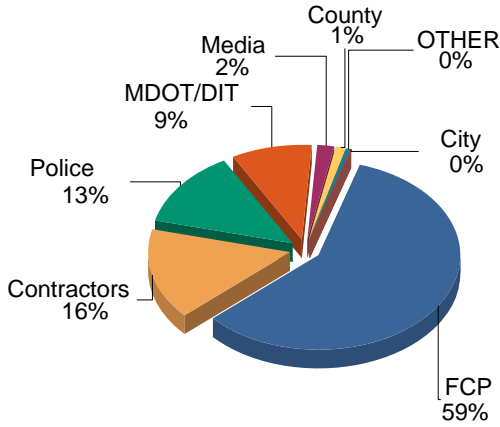
MaintStar manages maintenance issues for all Intelligent Transportation System (ITS) equipment, including Dynamic Message Signs (DMS) and Closed-Circuit Television (CCTV) cameras, and tracks work orders and overall ITS performance.

DMS: 85%

CCTV: 86%

* Call Tracking data between Sep. 1 - 18, 2009, was lost and could not be recovered due to a system crash.

Calls by Type *

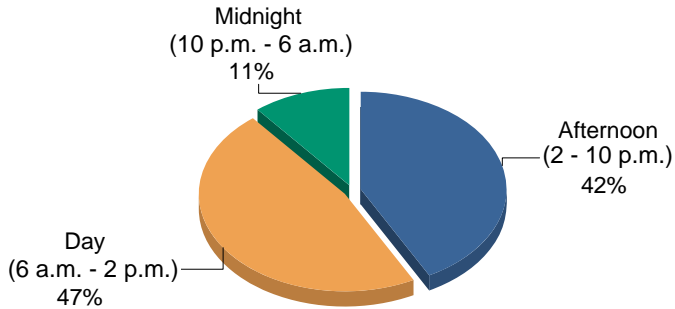


Total Calls: 2,938

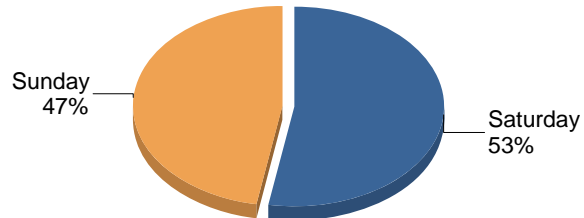
Agency	No. of Calls
FCP	1,720
Contractors	457
City	1
County	32
Federal	0
Fire	0
Police	388
Border	0
MDOT/DIT	267
Media	58
Special Events	1
Transit	0
State	0
Parking	0
Airport	0
Animals	0
OTHER	14
Total	2,938

Media	Total
WXYZ CBS 7	23
Traffic.com (Traffic Pulse)	10
WDIV NBC 4	10
WJBK FOX 2	8
Metro Traffic	5
Detroit Free Press	1
TTN/Clear Channel	1
Total	58

Calls by Shift *



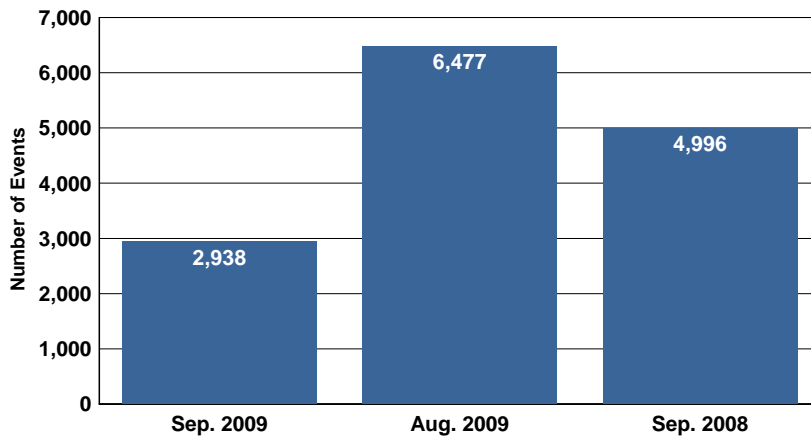
Calls by Weekend Day *



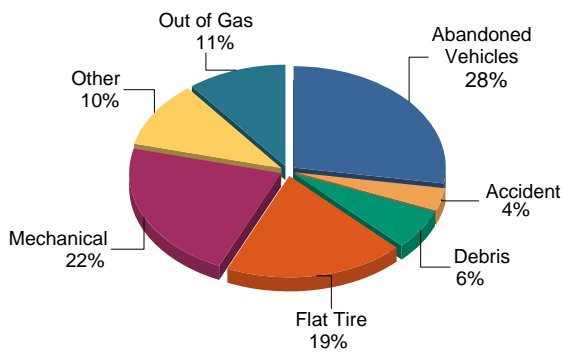
Average Number of Calls per Weekday: 240

Average Number of Calls per Weekend: 272

Monthly Event History *



* Call Tracking data between Sep. 1 - 18, 2009, was lost and could not be recovered due to a system crash.



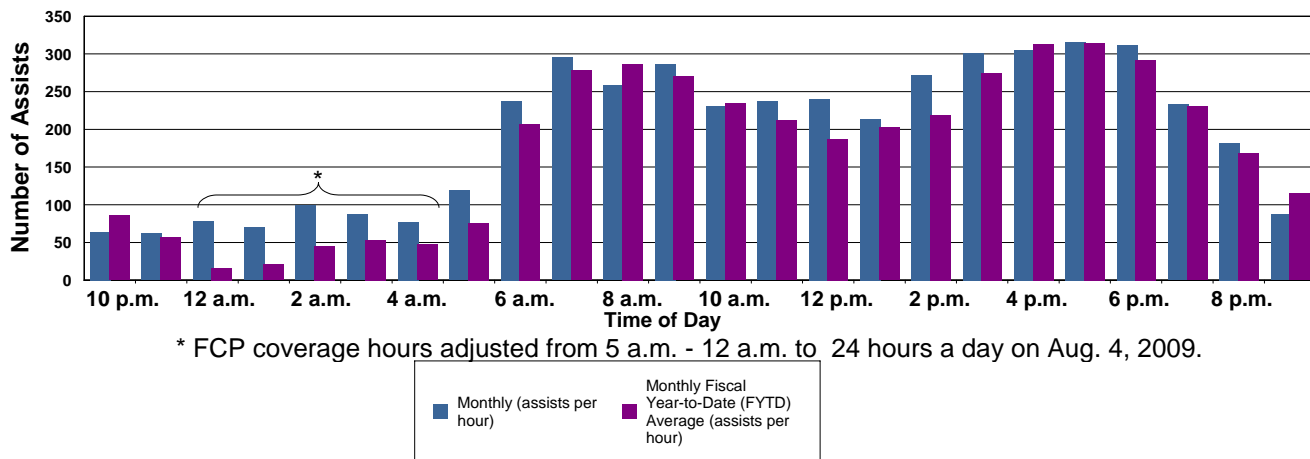
A recent study performed at the MITS Center analyzed FCP activity *before* Gateway construction (March 2007 - February 2008) versus *during* Gateway construction where I-75 was completely closed (March 2008 - February 2009). The study showed that there was a four percent increase of assists along eastbound I-94 and a seven percent increase of assists along westbound I-94.

September Total: 4,663

3,343 Assists

1,320 Abandoned Vehicle Stops

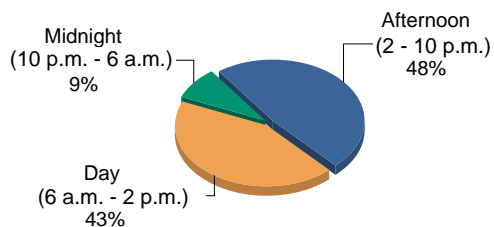
FCP Assists by Time of Day



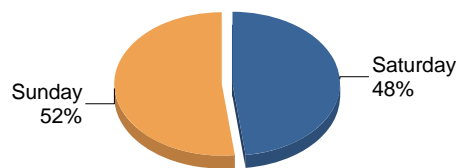
FCP Dispatches by Weekday Shift



FCP Dispatches by Weekend Day

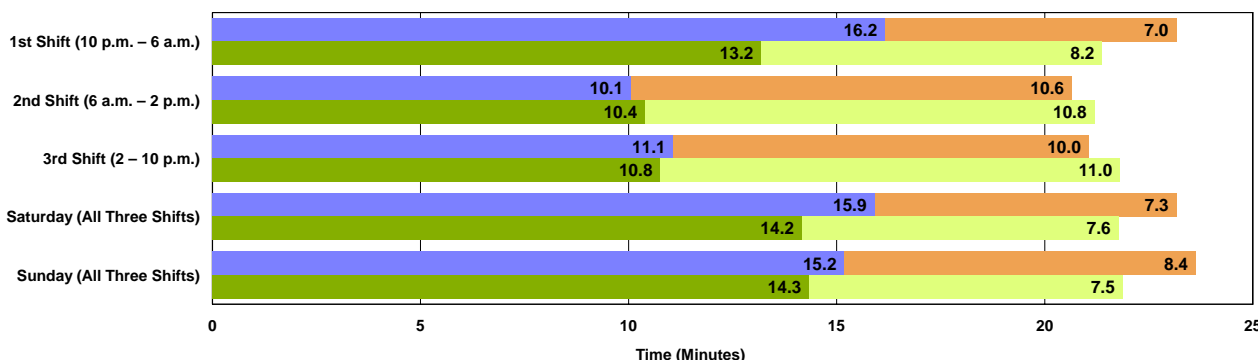


Average Number of Dispatches per Weekday: 25



Average Number of Dispatches per Weekend: 30

FCP Average Service Times



Legend: Current Month Average Response Times (Blue), Monthly FYTD Average Response Times (Green), Current Month Average Clear Times (Orange), Monthly FYTD Average Clear Times (Light Green)





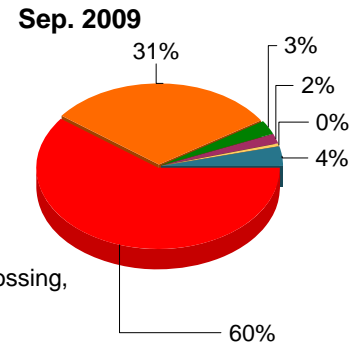
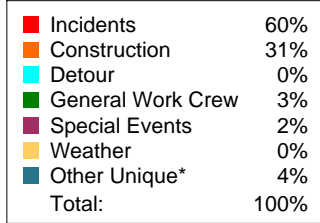
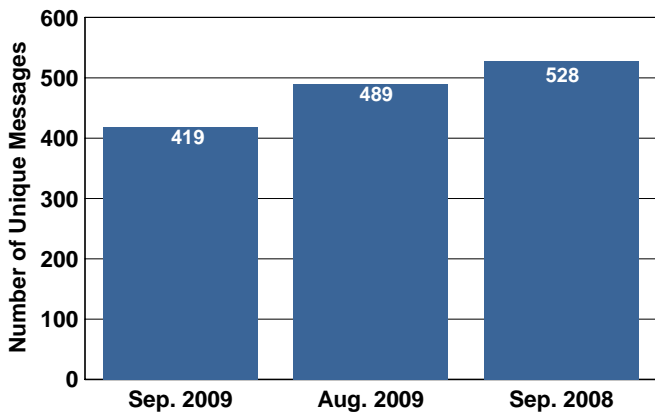
Motorist Quote of the Month:

"On Sunday, September 20, 2009, at approximately 12:30 p.m., we were traveling eastbound on I-94 near the North River Road exit in Macomb County and experienced a flat tire. I managed to get my vehicle over to the right shoulder of the road. About five minutes after we stopped, I was in the process of getting the spare tire from under my van and an MDOT Courtesy Patrol van pulled up behind us and situated the van so as to provide some protection for us. The young man driving the van then assisted me in removing the spare from the cable, and replaced the flat tire with the spare. I didn't get the young man's name; he was very courteous, not to mention helpful; and we greatly appreciated his help. I wanted to let somebody at MDOT know that we were very happy with the assistance we received today and that the young man deserves a pat on the back."

Courtesy Patrol

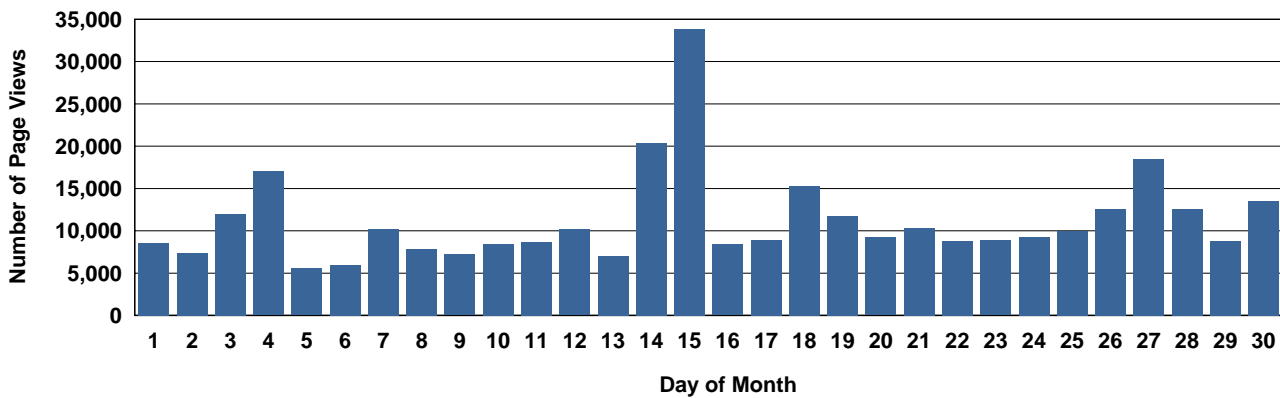
Freeway Segment	TOTAL ASSISTS (miles)	TOTAL ASSISTS		ASSIST DENSITY		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		Sep. 2009	FYTD Avg.	Sep. 2009	FYTD Avg.	Sep. 2009	FYTD Avg.	Sep. 2009	FYTD Avg.
I-75									
Oakland County Line to I-696	37.0	385	398.8	10.4	10.8	17.9	16.8	10.1	11.7
I-696 to I-94	8.0	259	259.0	32.4	32.4	9.3	8.7	10.1	11.4
I-94 to I-96	5.6	79	60.2	14.1	10.7	12.6	10.5	19.9	11.3
I-96 to I-275	37.0	292	194.0	7.9	5.2	13.1	13.4	8.0	9.3
I-94	87.6	1,015	912.0	11.6	124.9	13.4	12.5	10.2	11.1
I-94									
Washtenaw County Line to M-39	20.7	359	345.3	17.3	16.7	11.9	10.4	8.4	9.7
M-39 to I-75	9.0	325	285.3	36.1	31.7	11.2	10.4	9.6	10.1
I-75 to I-696	10.0	354	290.4	35.4	29.0	10.1	10.6	9.9	9.7
I-696 to St. Clair County Line	21.0	269	189.7	12.8	9.0	11.0	11.8	8.6	8.2
I-96	60.7	1,307	1,110.7	21.5	219.6	10.9	10.6	9.1	9.5
I-96									
Livingston County Line to I-275/I-696	11.0	77	113.0	7.0	10.3	14.9	15.1	8.9	9.6
I-275/M-14 to M-39	12.0	259	164.0	21.6	13.7	10.1	10.5	8.6	10.0
M-39 to I-75	11.0	352	281.7	32.0	25.6	13.7	13.0	11.6	10.2
I-275	34.0	688	558.7	20.2	197.2	12.4	12.9	10.2	10.0
I-275									
I-96/I-696 to M-14/I-96	8.0	112	96.8	14.0	12.1	12.9	11.4	7.4	10.0
M-14/I-96 to I-94	12.0	169	155.4	14.1	13.0	15.3	11.8	9.0	10.1
I-94 to I-75	17.5	95	85.7	5.4	4.9	15.3	14.4	7.4	9.4
I-696	37.5	376	337.9	10.0	108.1	14.5	12.0	8.1	9.9
I-696									
I-96/I-275 to M-10	9.3	98	114.5	10.5	12.3	12.5	12.6	10.4	11.6
M-10 to I-75	9.0	151	144.0	16.8	16.0	11.9	10.8	10.6	11.6
I-75 to I-94	10.4	211	201.8	20.3	19.4	11.9	10.4	10.1	9.3
M-59 (Veterans)	11.6	1	0.2	0.1	0.0	11.0	29.0	8.0	5.0
I-375	1.2	8	6.8	6.7	5.7	9.0	10.6	12.0	10.0
M-10 (Lodge)	17.9	388	315.8	21.7	17.6	8.7	9.7	9.0	9.9
M-14	6.4	58	55.8	9.1	8.7	14.6	11.4	10.6	9.5
M-39 (Southfield)	14.2	271	233.3	19.1	16.4	10.5	11.5	9.4	11.5
M-5 (Grand River)	10.3	33	37.3	3.2	3.6	13.0	11.3	5.6	8.7
M-8 (Davison)	2.2	58	62.8	26.4	28.6	7.0	9.6	8.3	10.7
Total	312.3	4,663	4,091.5						

Unique DMS Messages by Type



* Airport, Amber Alert, Border Crossing, Location Specific, Safety, and Travel Time Unique Messages

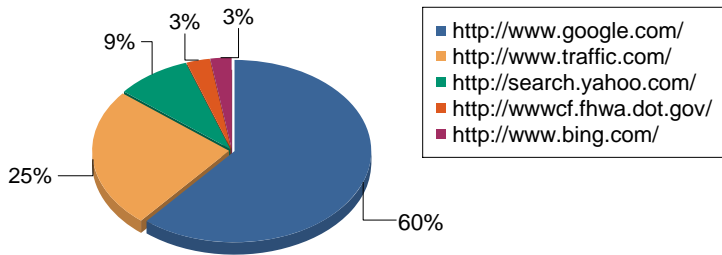
Mi Drive Web Site Daily Page Views



Top 5 Recurring Site Requests to Mi Drive Web Site



In **September**, the Mi Drive Web site experienced the most activity on **Saturdays**.



Does not include Michigan.gov requests (806,000).

On an average day in **September**, the Mi Drive Web site received the most hits between **3 and 4 p.m.**

Incident Communication Accuracy



Weekend DMS Snapshot Review	Sep. 2009	Aug. 2009	Sep. 2008
All Incident Messages	100%	100%	99%
High-Impact DMS Messages	Sep. 2009	Aug. 2009	Sep. 2008
All High-Impact Messages	98%	100%	96%
Freeway Closure Messages	92%	100%	92%
Lane Closure Messages	100%	100%	97%
Ramp Closure Messages	100%	100%	100%
Other Communication	Sep. 2009	Aug. 2009	Sep. 2008
Advisory Text Messages	93%	97%	94%
Web Site Incident Postings	100%	100%	100%

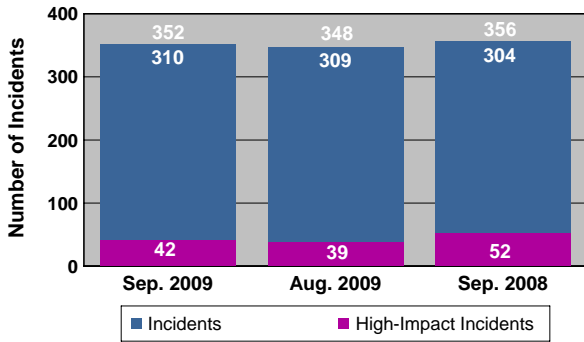
Most Utilized DMS



1. I-696 WB at Ryan
2. I-94 EB at Second
3. I-75 SB South of 13 Mile
4. I-696 EB at Manistee
5. I-75 NB at Woodward Hghts.



Total Number of Incidents



High-Impact Incident Activity



	Sep. 2009	Aug. 2009	Sep. 2008
Freeway Closures All Lanes Closed	13	7	12
Lane Closures Only One Lane Open	25	30	32
Ramp Closures Freeway-to-Freeway	4	2	8
Total	42	39	52

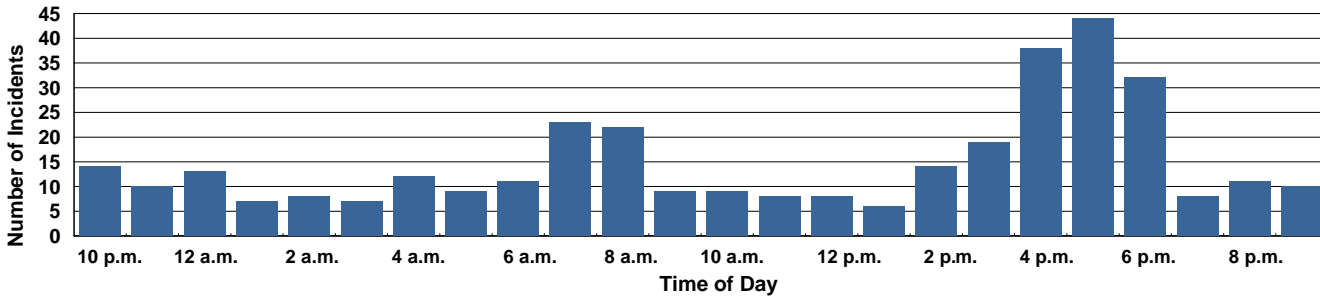
High-impact incidents account for **12%** of the total incidents in September.

Total Incidents by Roadway

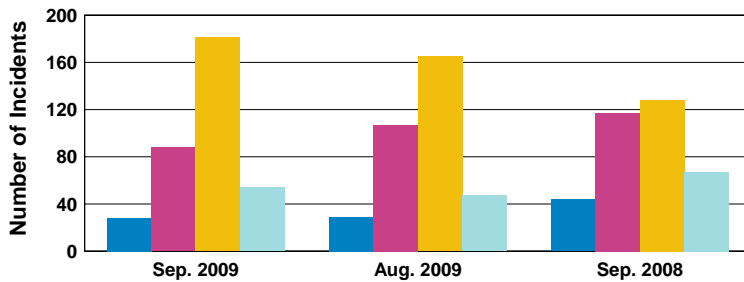


Freeway	Sep. 2009	Aug. 2009	Sep. 2008
I-75 (CHRYSLER/FISHER)	91	99	83
I-94 (FORD)	79	75	86
I-696 (REUTHER)	58	47	51
I-96 (JEFFRIES)	42	37	30
M-10 (LODGE)	24	33	34
M-39 (SOUTHFIELD)	23	36	38
I-275	33	21	33
I-375	1	0	0
M-59	1	0	0
Total	352	348	355

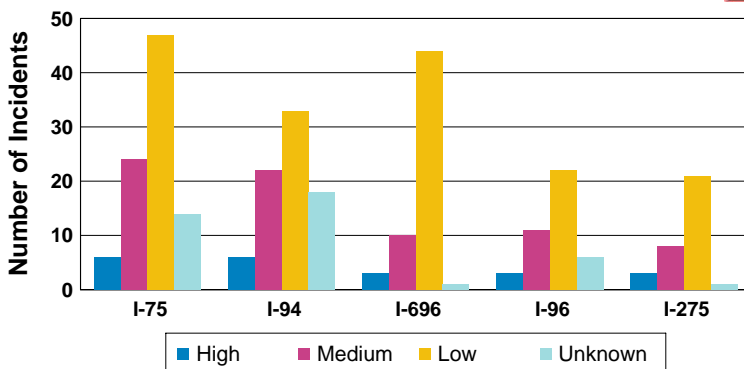
Total Incidents per Hour



Total Incident Severity/Duration by Month



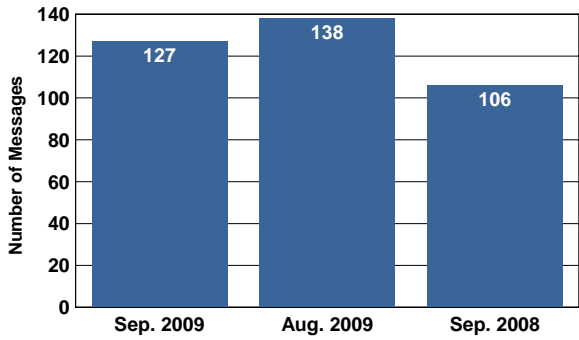
Severity/Duration by Top 5 Freeways



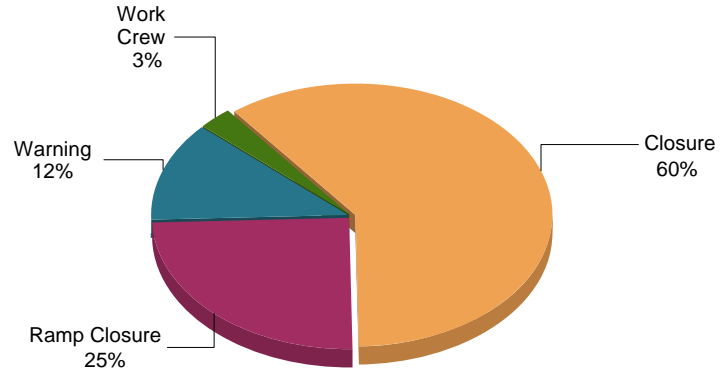
- Single-lane closures equal to 90+ minutes, partial closures (more than one lane, but not all) equal to 45+ minutes, or total closures (all lanes) 20+ minutes
- Shoulder closures equal to 90+ minutes, single-lane closures between 20 and 89 minutes, partial closures (more than one lane but not all) between 20 and 44 minutes, and total closures (all lanes) less than 20 minutes
- Shoulder closures less than 90 minutes, single-lane closures or partial closures (more than one lane, but not all) less than 20 minutes
- The duration and/or severity is unknown



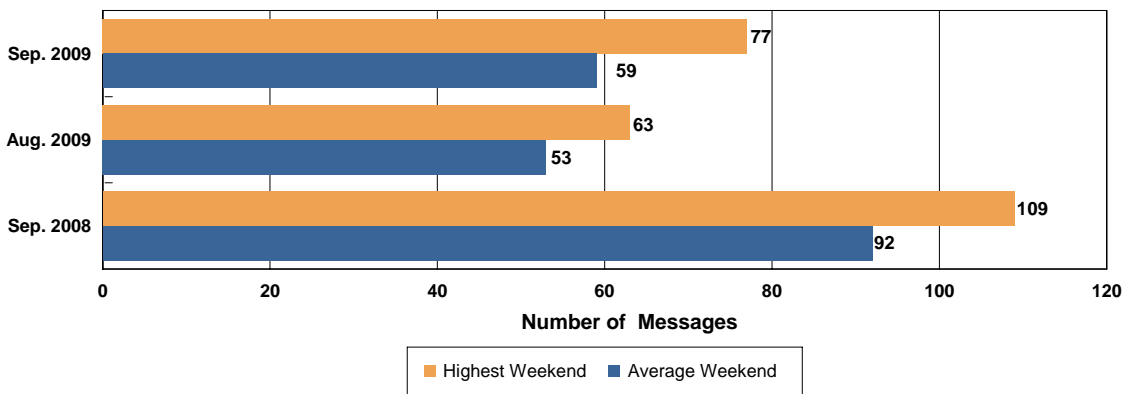
Unique Construction Messages



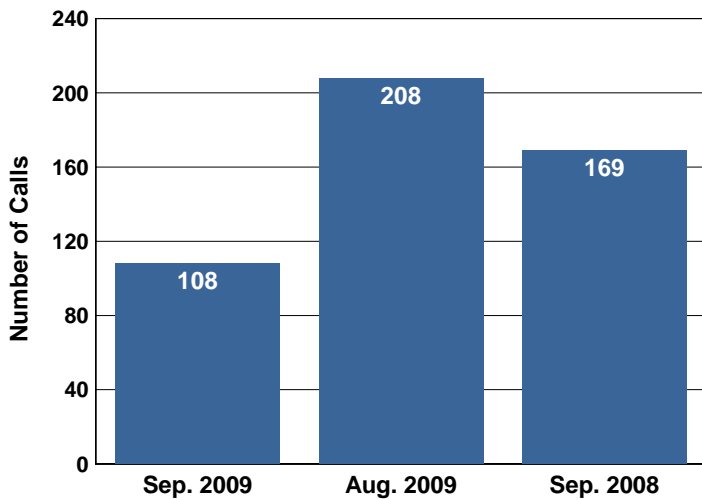
Highest Weekend Unique Construction Messages



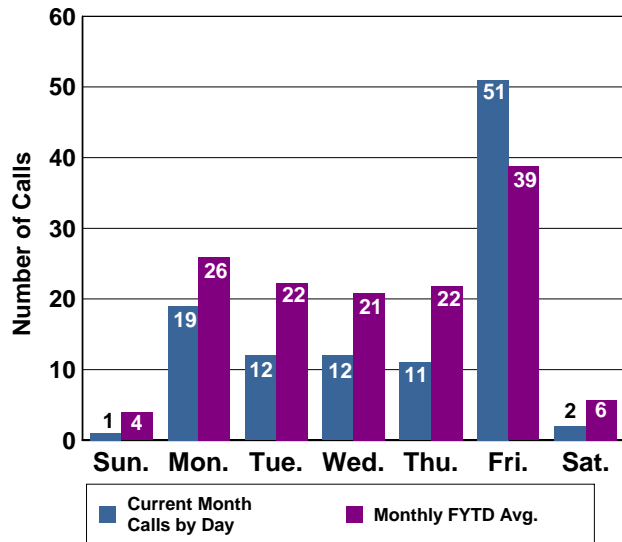
Weekend Construction DMS Message Activity



Total Construction Calls per Month*



Construction Calls by Day*



* Call Tracking data between Sep.1 - 18, 2009, was lost and could not be recovered due to a system crash.



DMS Availability

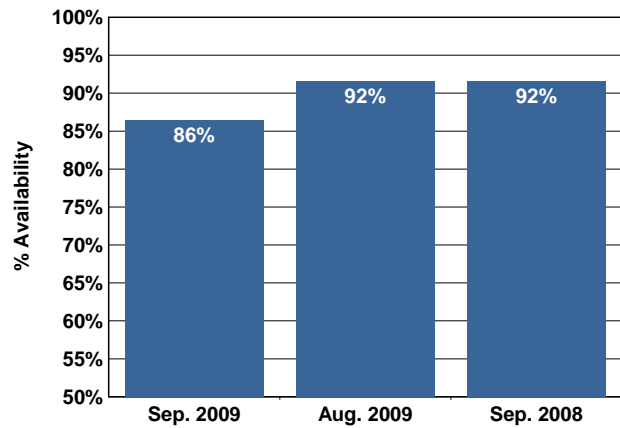
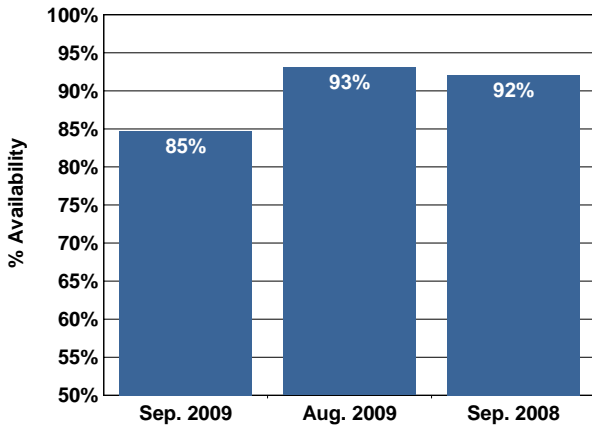


	Sep. 2009	Aug. 2009	Sep. 2008
Available	61	67	58
Not Available	11	5	5
Total	72	72	63

CCTV Camera Availability



	Sep. 2009	Aug. 2009	Sep. 2008
Available	143	152	152
Not Available	23	14	14
Total	166	166	166



Equipment Upgrades



Equipment Type	Maintenance Activity
CCTV	
I-94 @ Moross	Upgraded camera
TOTAL	1
DMS	
Northbound I-275 @ 9 Mile	Reset sign
TOTAL	1

