



# 2014 ANNUAL REPORT

Statewide Transportation Operations Center

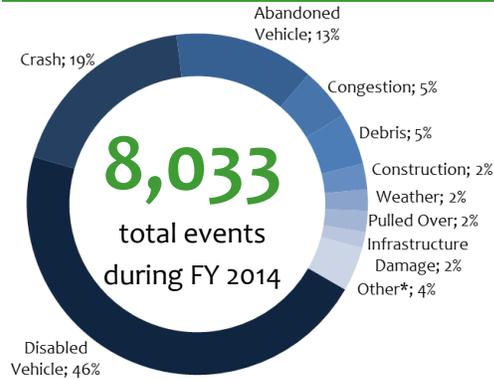


# What is STOC?

The Statewide Transportation Operations Center (STOC) operates 24 hours a day, seven days a week to monitor and manage traffic along the roadway system throughout five MDOT regions. STOC operators utilize closed-circuit television cameras (CCTVs), dynamic message signs (DMS) and various communication resources in order to receive and disseminate real-time traffic conditions to the motoring public.

This report includes statistics related to STOC operations in fiscal year (FY) 2014 spanning October 2013 through September 2014. Note: STOC's previous annual report included data for the first quarter of FY 2014.

## Control Room Activity



\*Other includes events logged as Fire, Maintenance, Special Event (i.e., parade), Police Situation, Hazmat, Public Service Announcement, Amber Alert and Other Traffic Impediment.

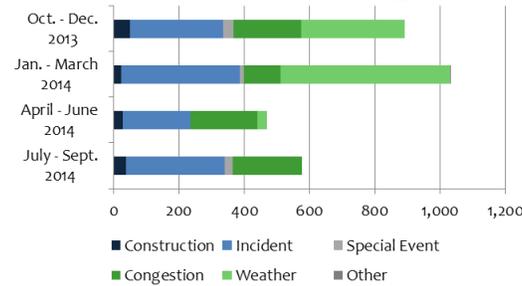
Control room operators managed 8,033 total events in FY 2014. An event is a task in which a control room operator is involved.

## Traveler Information

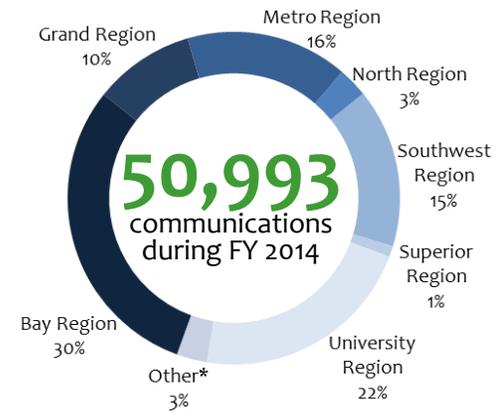
Control room operators disseminated 2,971 unique messages to DMS throughout the state during FY 2014, as shown in the chart below. A unique DMS message is any message not displaying travel times. The top three most utilized DMS were:

1. WB I-94 at Grove Road (217 messages)
2. NB US-23 at Bemis Road (188 messages)
3. WB M-14 at Joy Road (170 messages)

### Unique DMS Messages



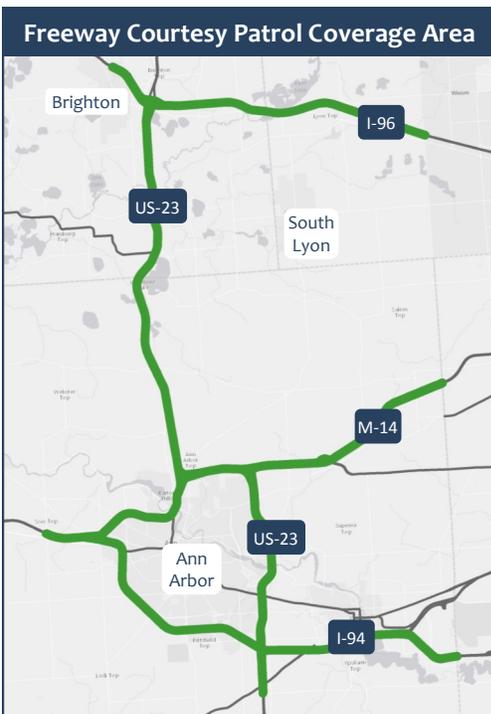
## Communications



\*Other includes citizens and other state agencies.

Control room operators managed 50,993 total communications during FY 2014. A communication is a phone call, e-mail or radio transmission into or out of the control room.

## Freeway Courtesy Patrol



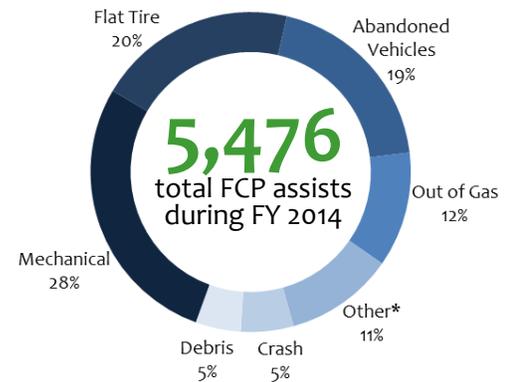
The Freeway Courtesy Patrol (FCP) is a program that assists stranded motorists, provides traffic control for incidents and improves mobility along the freeways by keeping travel lanes clear of debris and disabled vehicles. The FCP program is a vital component of incident management, improving the safety of motorists and assisting in reducing travel times.

FCP drivers actively patrol the MDOT freeway system in the Ann Arbor and Brighton areas, covering approximately 71 centerline miles of freeway. FCP drivers are trained and equipped with the necessary tools to assist with flat tires, minor mechanical issues, or vehicles that may have run out of fuel. FCP drivers may also assist a stranded motorist by transporting them off of the freeway to a safer location. In addition to vehicle issues, the FCP may provide incident scene management by deploying cones or flares, or contacting tow personnel, when applicable.

During FY 2014, FCP performed 5,476 assists with an **average response time** (the time from detection to when FCP arrives on the scene) of 14.6 minutes and an **average clear time** (the time from FCP arrival to when all vehicles have cleared the scene) of 13.2 minutes.

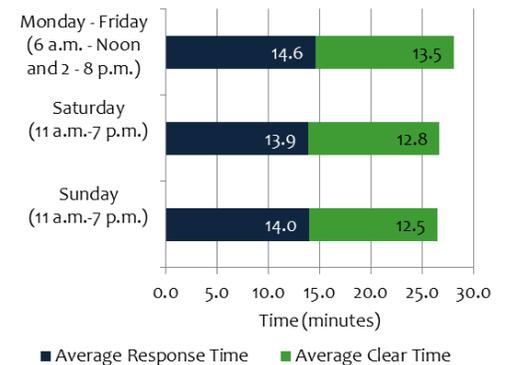
Freeway	Miles of Coverage	Number of Assists	Assists per Mile
I-94	18.0	1,965	109
I-96	11.0	586	53
M-14	15.5	1,073	69
US-23	26.5	1,852	70

### FCP Assists by Type



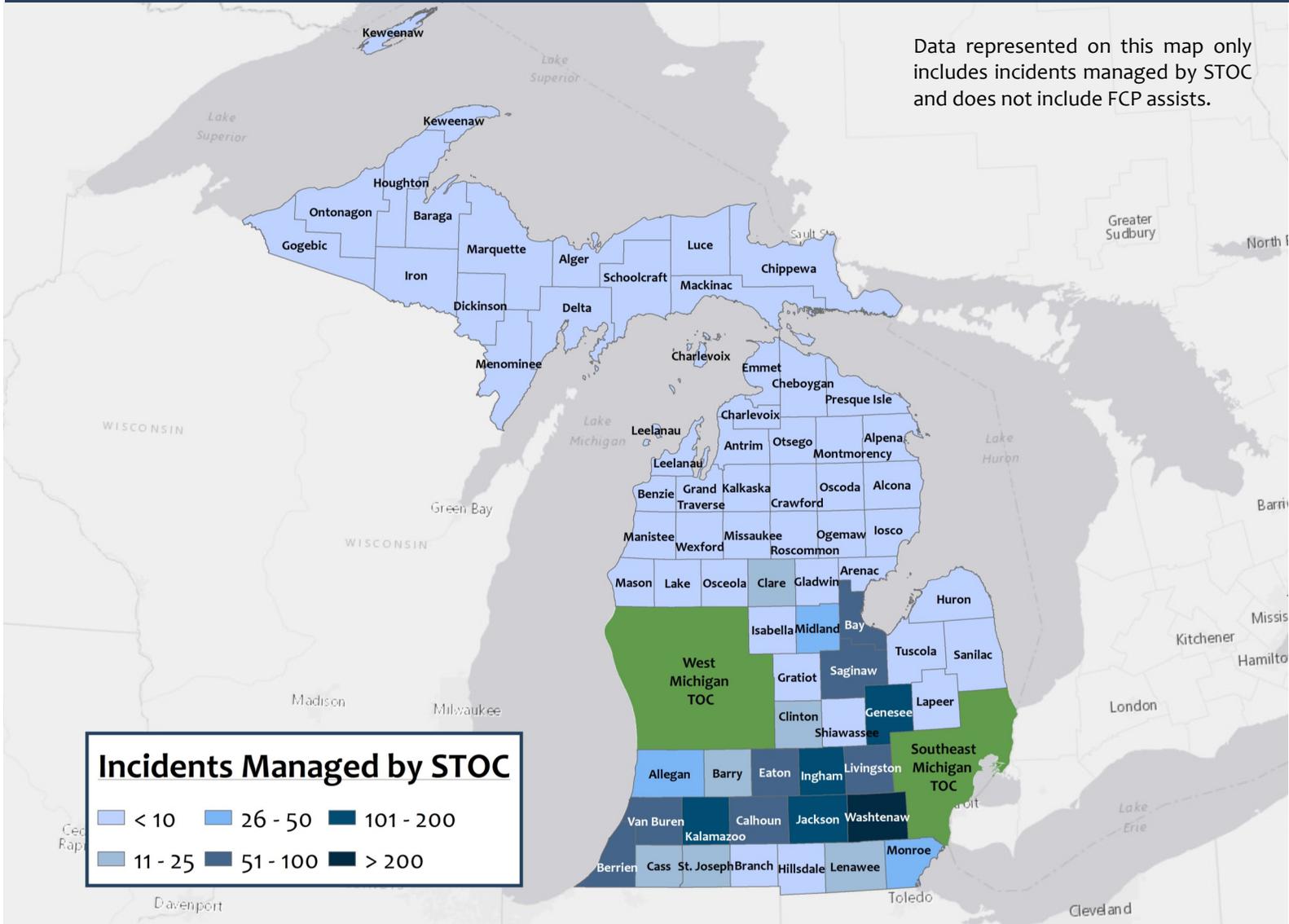
\*Other includes motorist sleeping, medical emergency, checking map or using cell phone.

### FCP Assist Times



## Incidents on MDOT Roadways Managed by STOC

Data represented on this map only includes incidents managed by STOC and does not include FCP assists.



### Total Incidents



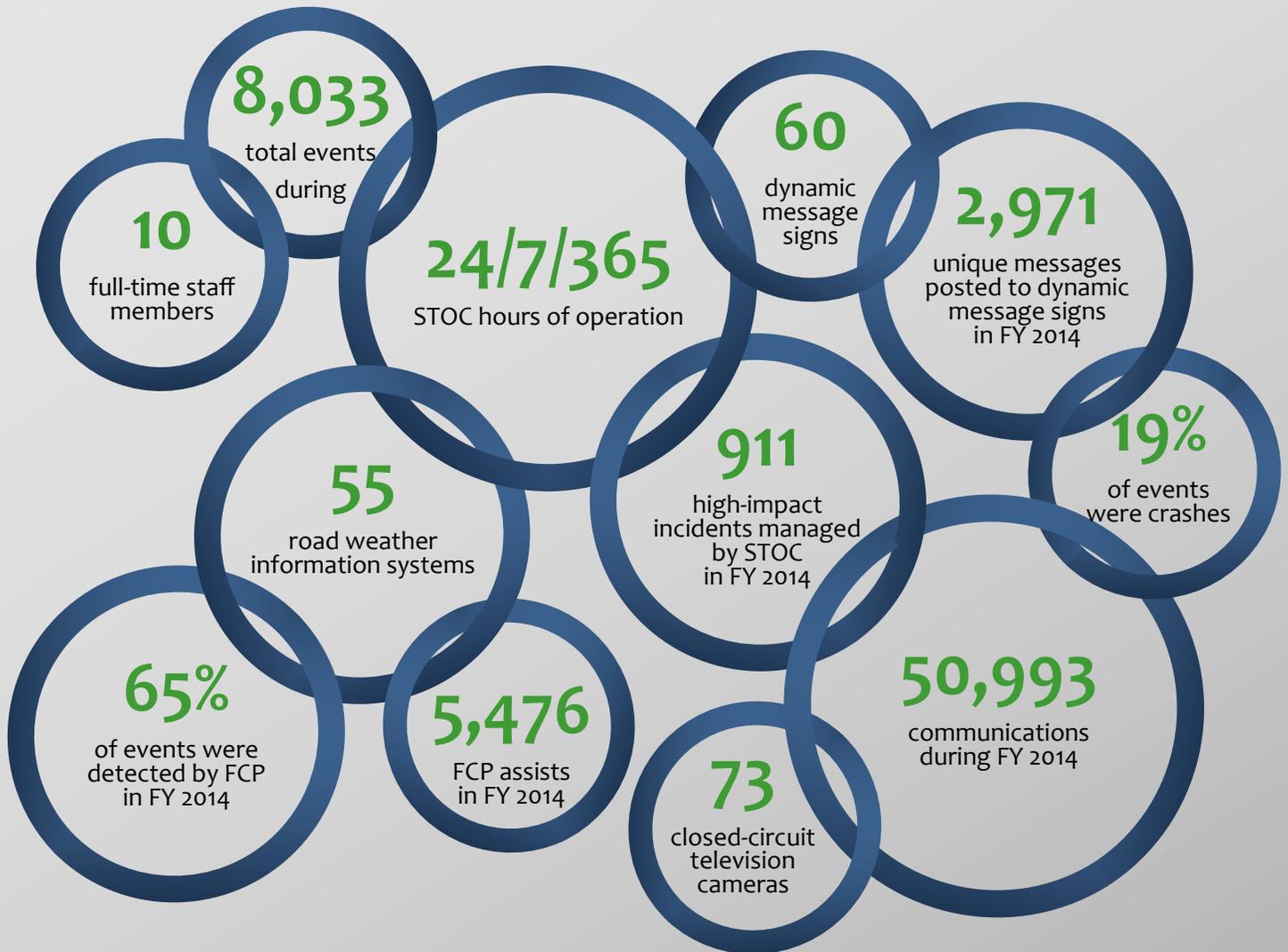
Control room operators assist in maintaining mobility along the state-maintained roadway system by coordinating incident management efforts from the control room and dispatching FCP as needed for on-scene assistance. Operators can detect and monitor incidents via the CCTV cameras and alert motorists of roadway conditions using the DMS and Internet-based communications. During FY 2014, control room operators managed 6,980 incidents, with 13 percent of the incidents categorized as being high-impact. A high-impact incident is one that closes more than 50 percent of the roadway.

### Top 3 User Delay Cost Incidents

The impact of traffic incidents can be measured in terms of user delay cost (UDC). UDC is a calculation that considers the volume of traffic, delay time (as a result of reduced travel speeds) and unit costs for delay per vehicle. The costs for 2014 consider both commercial vehicles (\$31.22 per hour) and passenger vehicles (\$17.70 per hour).

Date	Duration (minutes)	Location	Details	User Delay Cost
Jan. 2, 2014	3,144	EB I-69 at Irish Road	Semi Crash	\$ 144,926.09
Aug. 25, 2014	819	SB US-23 at M-14	Hazmat	\$ 101,733.29
May 5, 2014	1,244	SB US-127 at I-96	Overtuned Semi	\$ 63,301.68

## STOC by the Numbers



### MDOT Mission

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

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