



**JULY 2017**

This report contains statistical and operational data of activities at the Traffic Management Center(TMC) for the period Saturday July 1st to Monday July 31st.

# TRAFFIC MANAGEMENT CENTER

## Executive Summary

### TOTAL INCIDENTS

The total number of incidents during a given period. An incident is defined as any event on the roadway which affects or can affect normal traffic flow. (Excludes roadwork)

Previous Month	Current
June 2017 <b>3147</b>	July 2017 <b>3475</b>

### INCIDENTS WITH LANE BLOCKAGE

The total number of incidents which resulted in at least one blocked lane of travel. (Excludes roadwork)

Previous Month	Current
June 2017 <b>307</b>	July 2017 <b>299</b>

### MULTI-VEHICLE INCIDENTS

The total number of multi-vehicle incidents during this period. A multi-vehicle incident is defined as any type of collision between two or more vehicles on a roadway.

Previous Month	Current
June 2017 <b>190</b>	July 2017 <b>195</b>

### AVERAGE TIME TO CLEAR LANES

The average time for all lanes to be cleared for an incident. The time is calculated from the incident start time until all lanes are reopened. (Excludes roadwork)

Previous Month	Current
June 2017 <b>56 MIN.</b>	July 2017 <b>51 MIN.</b>

### SECONDARY INCIDENTS

A secondary incident is defined as a collision that occurs within the incident scene or within the queue resulting from the original incident.

Previous Month	Current
June 2017 <b>11</b>	July 2017 <b>12</b>

### TOTAL HIGHWAY HELPER INCIDENT RESPONSES

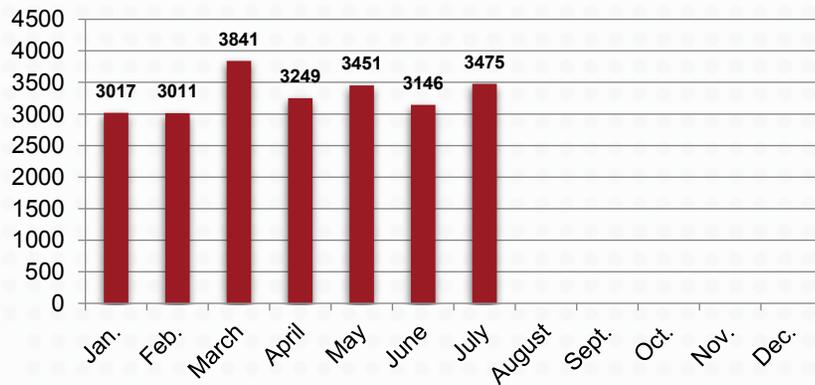
The total number of incidents Highway Helper responded to during the given period.

Previous Month	Current
June 2017 <b>1345</b>	July 2017 <b>1385</b>

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

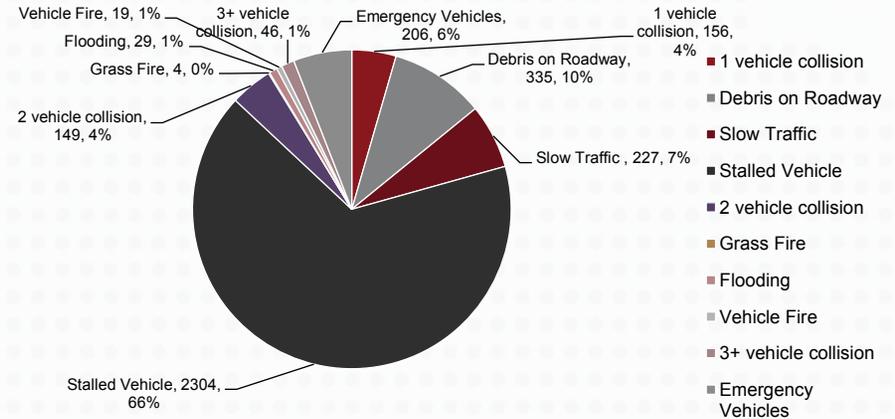
### TOTAL INCIDENTS MANAGED BY THE TMC

The total number of incidents during a given period. An incident is defined as any event on the roadway which affects or can affect normal traffic flow.

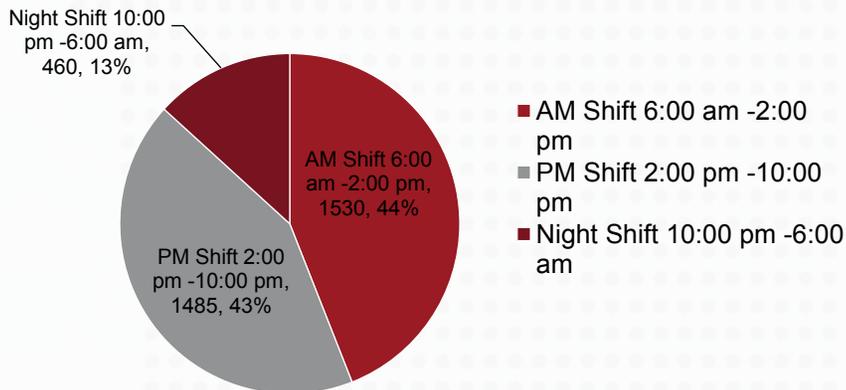


### INCIDENT TYPES (3475)

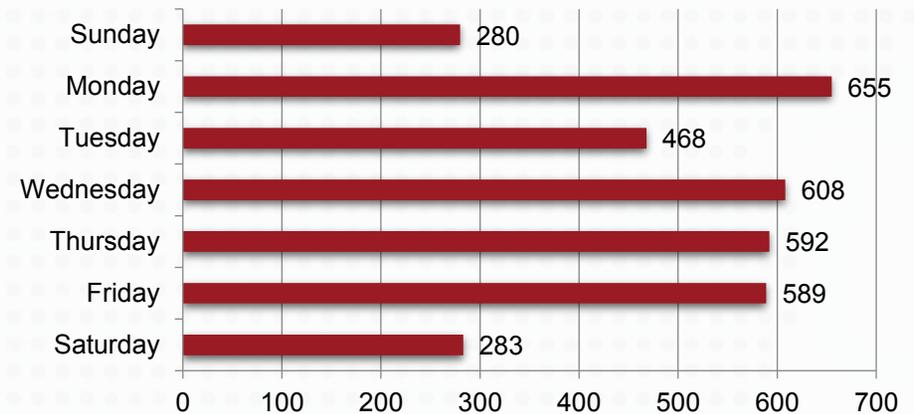
Represents the total amount of incidents categorized by Incident Type.



### INCIDENTS MANAGED BY SHIFT (3475)



### TOTAL INCIDENTS BY DAY OF THE WEEK (3475)



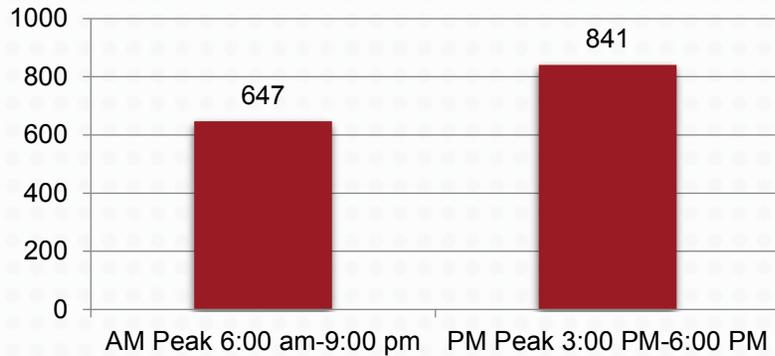
## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### INCIDENTS MANAGED DURING PEAK HOUR (1488)

(43% of Total Incidents)

Peak Hours is defined as:

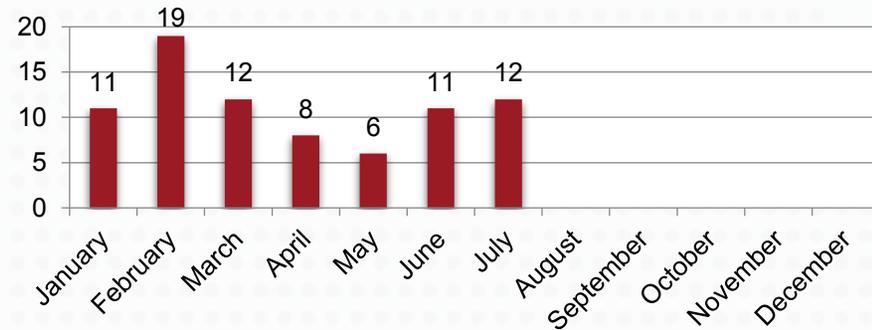
AM 6:00 am-9:00 am; PM 3:00 pm-6:00 pm



### SECONDARY INCIDENTS

Secondary incidents can be more severe than the original incident, due to slow moving traffic or stopped queues on the roadway.

Twelve (12) incidents were classified as secondary.



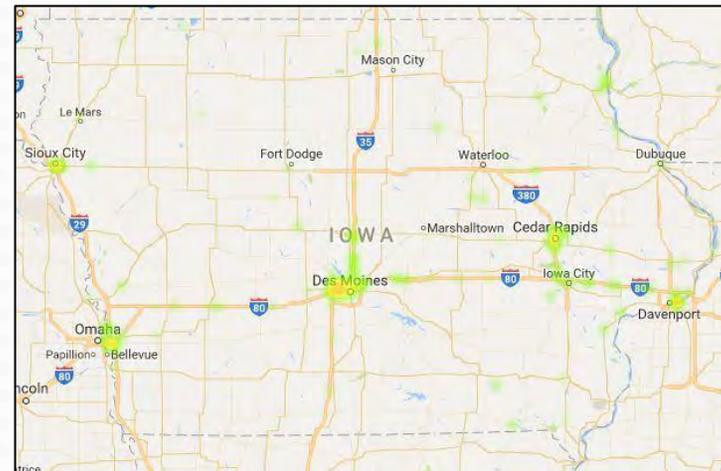
### INCIDENTS BY LOCATION (EACH INCIDENT REPRESENTED BY ●)

299 Lane blocking incidents only - (excludes road work)



### INCIDENT LOCATION DENSITY HEAT MAP

299 Lane blocking incidents only - (excludes road work)



## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (ALL ROUTES)

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### “ROADWAY CLEARANCE TIME”

(All lanes are reopened)

**51 MIN.**

#### “EVENT” CLEARANCE TIME

(All responders have left the incident scene)

**67 MIN.**

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (INTERSTATES ONLY)

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### “ROADWAY CLEARANCE TIME”

(All lanes are reopened)

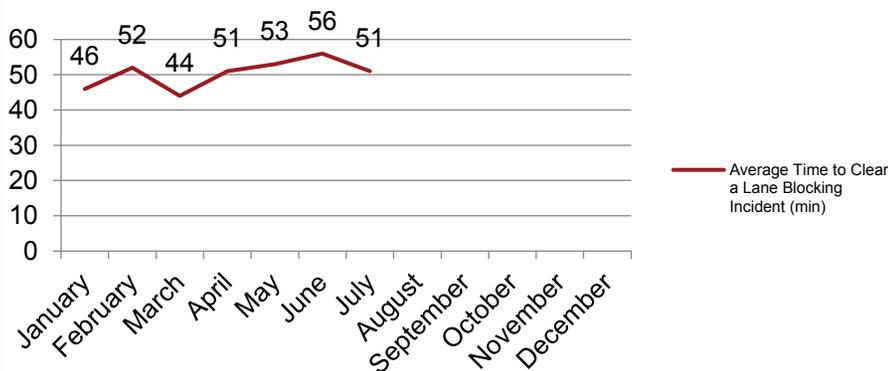
**36 MIN.**

#### “EVENT” CLEARANCE TIME

(All responders have left the incident scene)

**53 MIN.**

### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (ALL ROUTES)



### AVERAGE TIME TO CLEAR A LANE-BLOCKING INCIDENT (NON-INTERSTATE ROUTES)-IOWA NUMBERED STATES ROUTES, US HIGHWAYS

Calculated from the incident start time until all lanes are reopened.

*The Desired Trend is to decrease the time to clear incidents with increased Traffic Incident Management collaboration.*

#### “ROADWAY CLEARANCE TIME”

(All lanes are reopened)

**76 MIN.**

#### “EVENT” CLEARANCE TIME

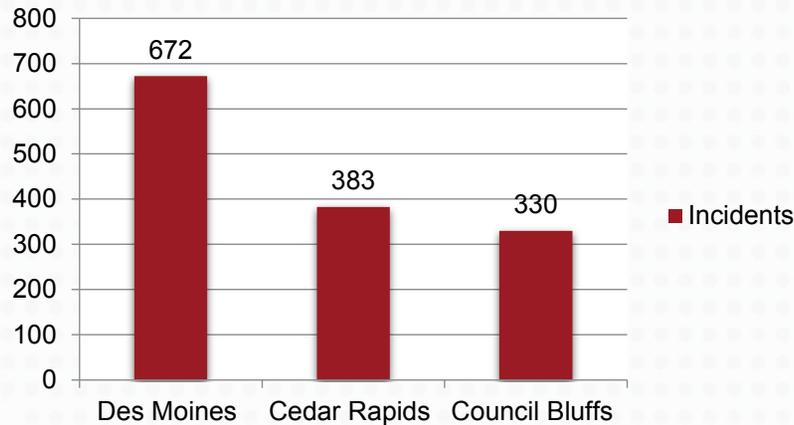
(All responders have left the incident scene)

**90 MIN.**

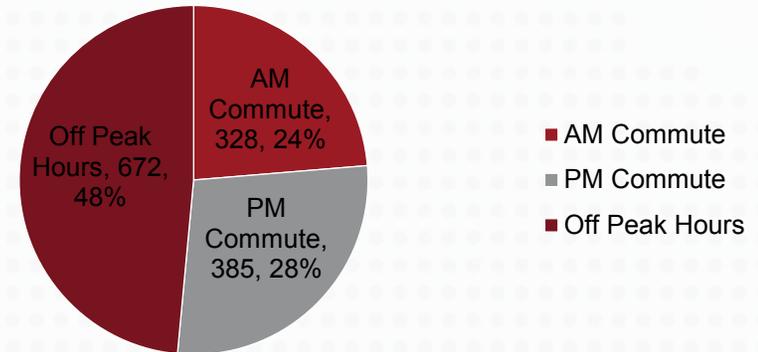


## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

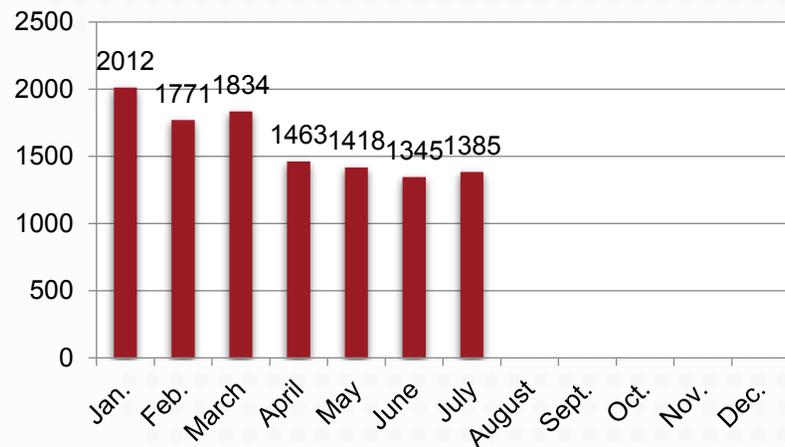
MONTHLY INCIDENTS RESPONDED TO BY AREA



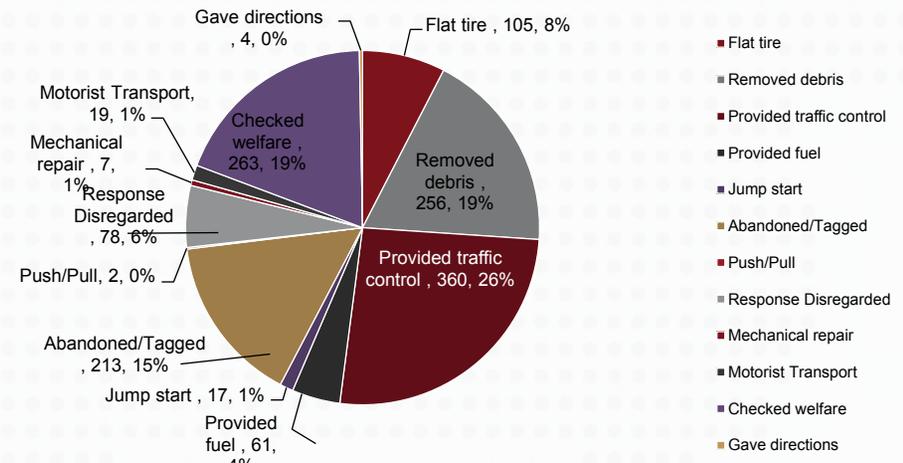
INCIDENT RESPONSE BY TIME OF DAY



TOTAL INCIDENTS RESPONDED TO BY HIGHWAY HELPER



HIGHWAY HELPER INCIDENT RESPONSE TYPE



## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### TOTAL PHONE COMMUNICATIONS BY THE TRAFFIC MANAGEMENT CENTER

This number represents all calls outgoing and incoming into the Traffic Management center

**4734**

### TOTAL NUMBER OF EMERGENCY INCIDENT NOTIFICATIONS (EINS) DISTRIBUTED

(Statistic represents initial notification and doesn't represent updates.)

**526**

### TOTAL NUMBER OF 511 ENTRIES MADE BY THE TRAFFIC MANAGEMENT CENTER

This number represents all entries and updates to 511 events (Includes roadwork)

**1964**

### % OF INCIDENTS DETECTED BY TMC OPERATOR ON CCTV

(Desired Trend is to increase the amount of incidents located by operators through pro-active monitoring.)

**55%**

### OPERATIONS STAFF SUMMARY

TMC Employee	# of Events entered in ATMS (Includes Roadwork)	# of EINS Created	Averaged Hours worked per week
Erik Castelline	803	42	40
Sarah Waters	782	28	40
Donovan Helm	240	11	40
Ellen Bonvillain	387	50	32
Tyrone Larry	307	31	40
Pennylee Harris	905	62	40
Andrew Gunn	891	82	40
Tommy Howard	275	38	40
Loney Baugher	325	38	40
Sydney Link	745	31	40
Chase Junk	257	54	40
Nick Glenn	590	34	32
Clay Harris	189	25	40
Highway Helper	154	N/A	N/A
<b>TOTAL</b>	<b>6850</b>	<b>526</b>	

### ON-RAMP TICKETS CREATED BY TMC OPERATORS

TMC Employee	# of On-Ramp Tickets
Erik Castelline	3
Sarah Waters	2
Donovan Helm	1
Ellen Bonvillain	10
Tyrone Larry	23
Pennylee Harris	11
Andrew Gunn	31
Tommy Howard	0
Loney Baugher	0
Sydney Link	0
Chase Junk	6
Nick Glenn	36
Clay Harris	0
<b>TOTAL:</b>	<b>123</b>

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### OPERATOR TRAINING

#### On-going Training

- TSMO

#### On-boarding Process and New Hire Training

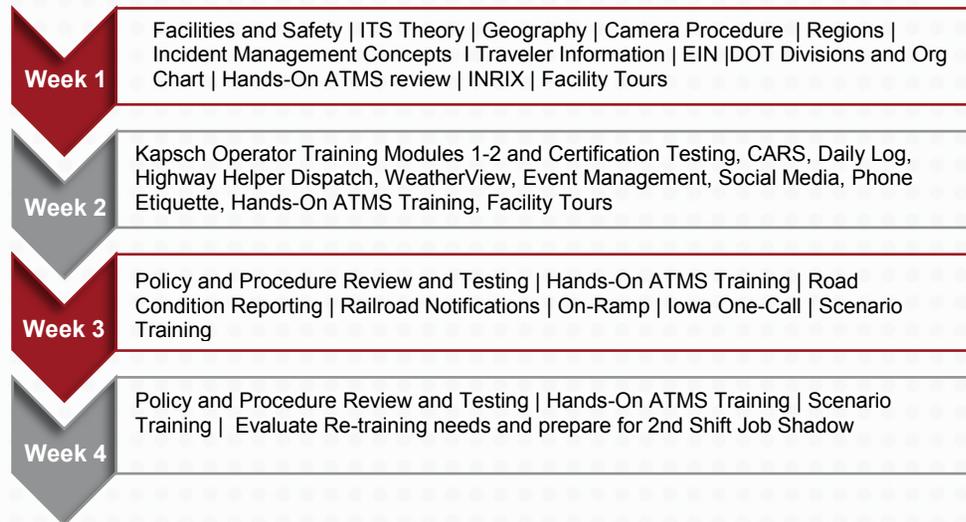
- None during this period

#### Staffing Update

The current staffing levels are:

- Operations/Project Manager
- Thirteen (13) Full Time Operators

### Modified 4 Week On-Boarding



AM Operators (6:00 am-2:30 pm)
Sarah Waters Andrew Gunn Sydney Link Tommy Howard Loney Baugher

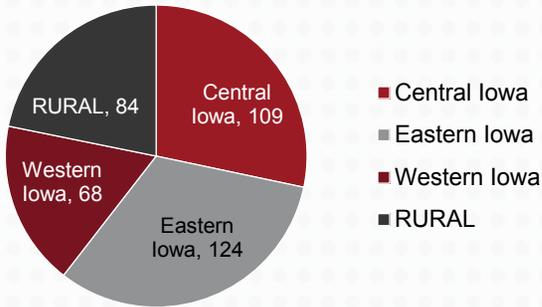
PM Operators (2:00 pm-10:30 pm)
Erik Castelline Ellen Bonvillain Pennylee Harris Chase Junk Clay Harris

3rd Shift / Overnight (10:00 pm-6:30 am)
Donovan Helm Tyrone Larry Nick Glenn

Trainees

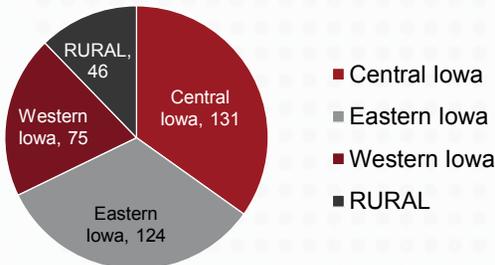
## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### ALL IOWA CAMERAS



Total Cameras: 385

### ALL IOWA SENSORS



Total Sensors: 376

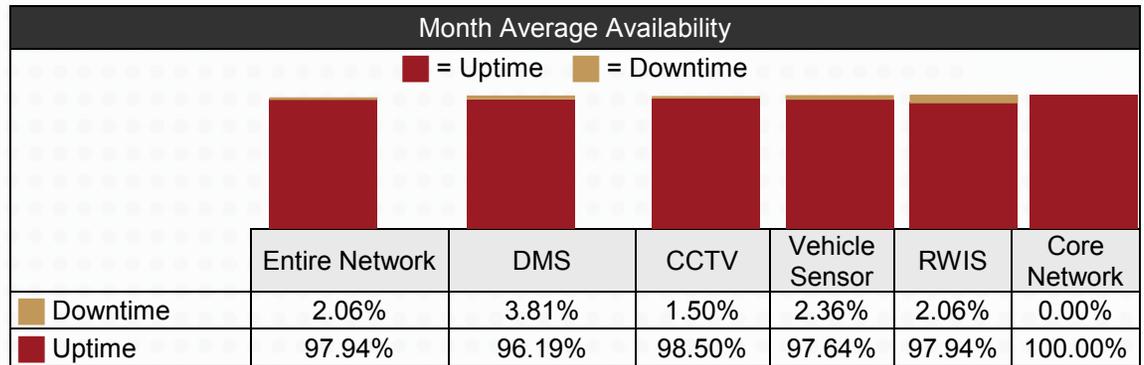
Year	Project	Description
1992-97	Initial Urban Area use of DMS	16 locations in Cedar Rapids, Des Moines and Quad Cities
2002	Iowa's 511 system Launched	
2003-05	I-235 Reconstruction-Des Moines	DMS, HAR, CCTV, and Detection. Highway Helpers
2005	First Statewide Deployment of DMS	13 locations
2006-08	I-80-Iowa City	DMS, HAR, CCTV, and Detection
2006-08	I-74-Bettendorf to Moline	DMS, HAR, CCTV, and Detection
2008	I-380 Extension	DMS, CCTV, and Detection
2008	TMC starts 24/7 Operations	
2009-11	Council Bluffs Reconstruction	DMS, HAR, CCTV, and Detection
2009-11	Sioux City Reconstruction	DMS, HAR, CCTV, and Detection
2012-13	I-380/US 20 Waterloo Reconstruction	DMS, CCTV, and Detection
2012	I-35/US 30 Ames	DMS, CCTV, and Detection
2012	I-380 Cedar Rapids	DMS, CCTV, and Detection
2012	I-80 Davenport	DMS, CCTV, and Detection
2012	Office of Traffic Operations Created	TSMO activities previously spread across organization in Research and Maintenance Offices
2013	I-80 Newton	DMS, CCTV, and Detection
2014-15	Fiber Construction from Ames to Des Moines to Iowa City to Cedar Rapids	Partnership with Iowa Communications Network (ICN)
2014	Statewide use of Probe Data	Data subscription service for link level travel speeds – supports enhanced monitoring of intercity corridors
2015	Highway Helpers Service-Council Bluffs and Cedar Rapids/Iowa City	Expansion of service from Des Moines area to other metro areas
2015	TMC Relocation from Ames to Ankeny	Relocation to a new, larger space in the MVD Building
2015	TSMO Strategic and Program Plans	
<b>By 2022</b>	Council Bluffs Interstate Reconstruction	New Color DMS, CCTV, RWIS, and Detection
<b>By 2024</b>	I-74 Mississippi River Bridge Replacement	Arterial DMS, CCTV, Fiber, and Detection

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

### Digital Traffic Systems Inc. – Monthly ITS Maintenance Overview

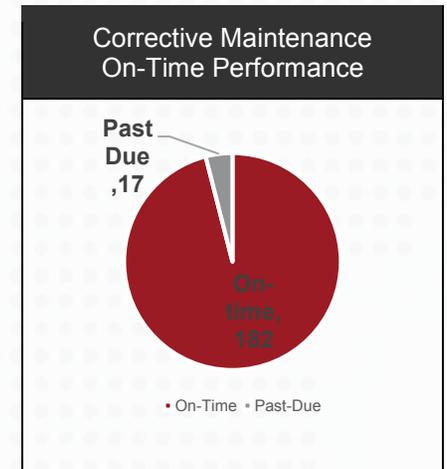
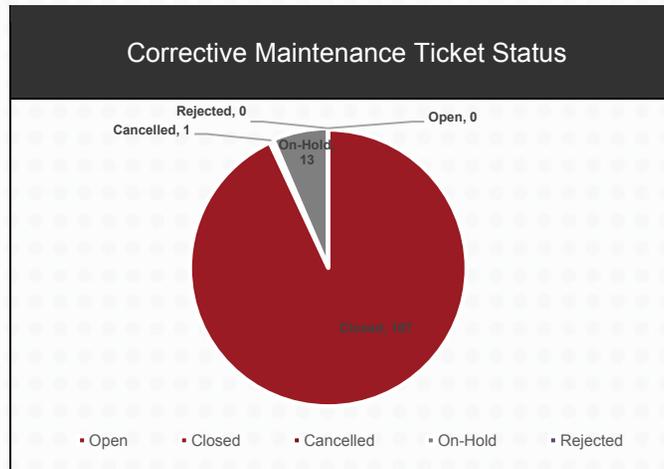


Device Type	Count (Active Sites)
CCTV	356
DMS – Overhead	76
DMS – Portable	82
DMS – Rest Area	34
DMS – Sidemount	54
Vehicle Sensors	301
RWIS	71
<b>Grand Total</b>	<b>974</b>



	Corrective Maintenance		Preventative Maintenance*	
Open	0	0.00%	0	0.00%
Closed	198	87.61%	279	97.21%
Cancelled	1	0.44%	8	2.79%
On-Hold	27	11.95%	0	0.00%
Rejected	0	0.00%	0	0.00%
<b>Totals</b>	<b>226</b>		<b>287</b>	

<b>Past-Due</b>	8.54%		1.05%	
<b>On-Time</b>	91.46%		98.95%	



**Average availability:** Refers to the ability to communicate with a particular device.

**Corrective Maintenance:** Refers to when a device is not working properly and DTS is required to fix it,

**Preventative Maintenance:** is track to verify that DTS is meeting the requirements for scheduled maintenance.

\*This page was created by DTS Inc. If you have any questions regarding or would like the full ITS monthly report or any other issues related to the ITS network contact Tony Taylor in the Office of Traffic Operations.

## TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD

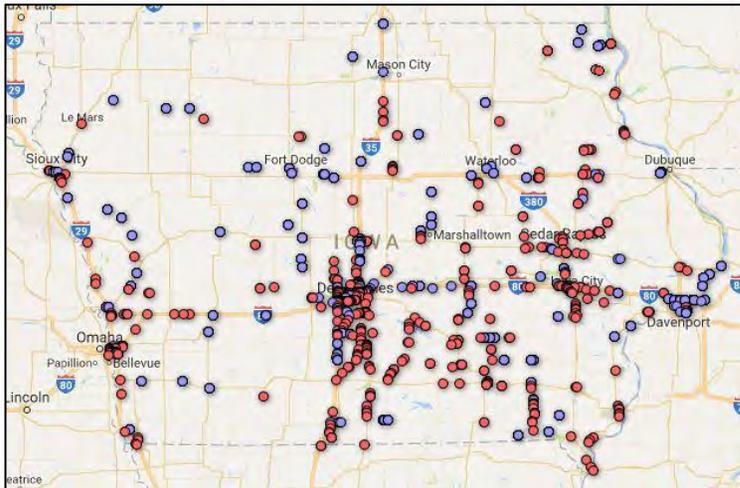
TRAFFIC CRITICAL PROJECTS	
Number of Active Traffic Critical Projects	Number of Traffic Critical Projects with Intelligent Work Zones or Traffic Incident Management
(Data Source <a href="https://sites.google.com/site/iowatcp/tcp-list">https://sites.google.com/site/iowatcp/tcp-list</a> )	(67% of Total Ongoing TC Projects) (Data Source <a href="https://sites.google.com/site/iowatcp/tcp-list">https://sites.google.com/site/iowatcp/tcp-list</a> )
<b>33</b>	<b>22</b>

CONSTRUCTION AND MAINTENANCE
Number of Work Zones entered into the ATMS, (Includes all roadwork, short term maintenance and construction projects)
(Represents 49% of total events entered into the ATMS for June)
<b>3375</b>

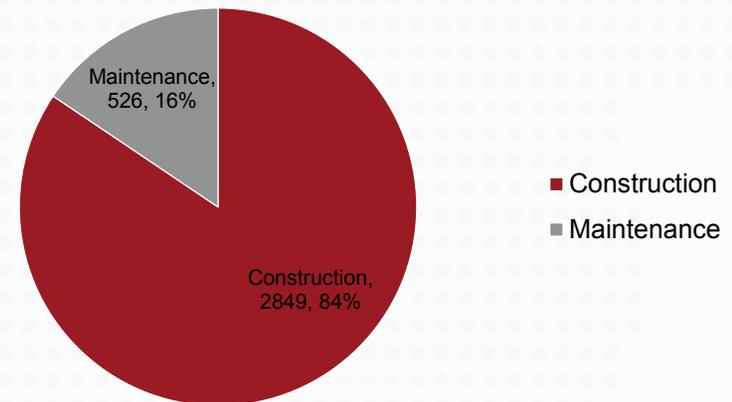
WORK ZONE CRASHES
Number of Crashes in Work Zones
<b>24</b>

### LOCATIONS OF WORK ZONES ENTERED INTO THE ATMS

- Construction Work Zones entered by TMC (2849 of 3375)
- Maintenance Work Zones entered by TMC (526 of 3375)



### WORK ZONES BY TYPE ENTERED INTO THE ATMS



**TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD**

## Message Mondays

Message Monday is a safety initiative to increase public awareness of traffic deaths on Iowa's roadways. The message contains the aggregate number of traffic fatalities that have occurred since the start of the calendar year and a safety related message. **Iowa's goal is zero fatalities.**

### July's Message Monday:

The Message Monday messages are displayed on 76 overhead DMS and 34 Rest Area DMS.

**Zero Fatalities**<sup>®</sup>  
 A Goal We Can All Live With

**JULY 3**

139  
 TRAFFIC DEATHS  
 THIS YEAR

---

SAVE FIREWORKS  
 FOR THE DRIVEWAY  
 NOT THE HIGHWAY

**JULY 10**

146  
 TRAFFIC DEATHS  
 THIS YEAR

---

AGGRESSIVE DRIVERS  
 ARE CLOSER  
 THAN YOU THINK

**JULY 17**

154  
 TRAFFIC DEATHS  
 THIS YEAR

---

SHOW SOME CLASS  
 USE YOUR  
 SIGNAL TO PASS

**JULY 24**

162  
 TRAFFIC DEATHS  
 THIS YEAR

---

BUCKLING UP  
 3 SECONDS  
 TO SAVE YOUR LIFE

**JULY 31**

170  
 TRAFFIC DEATHS  
 THIS YEAR

---

BEAT THE HEAT  
 IS BABY  
 IN BACK SEAT?

TRAFFIC MANAGEMENT CENTER INCIDENT RESPONSE DASHBOARD



**Traveler Information**  
*www.511ia.org or dial 511*

**TRAVELER INFORMATION**

Traffic Management center activated **2,210** message boards in July 2017. (This number does not reflect Public Safety Announcements or TIS scheduled messages.)

Total number of calls to 511 in July 2017	Total Visits to 511 Traveler Information Website (Includes all versions of website)
<b>6,420</b>	<b>70,117</b>