



Inside The STOC Control Room

2013 Governor's Conference on Highway Safety



Scott Nauman
Stephanie Skowronski
Deputy Christine Baker
Virginia Lingham



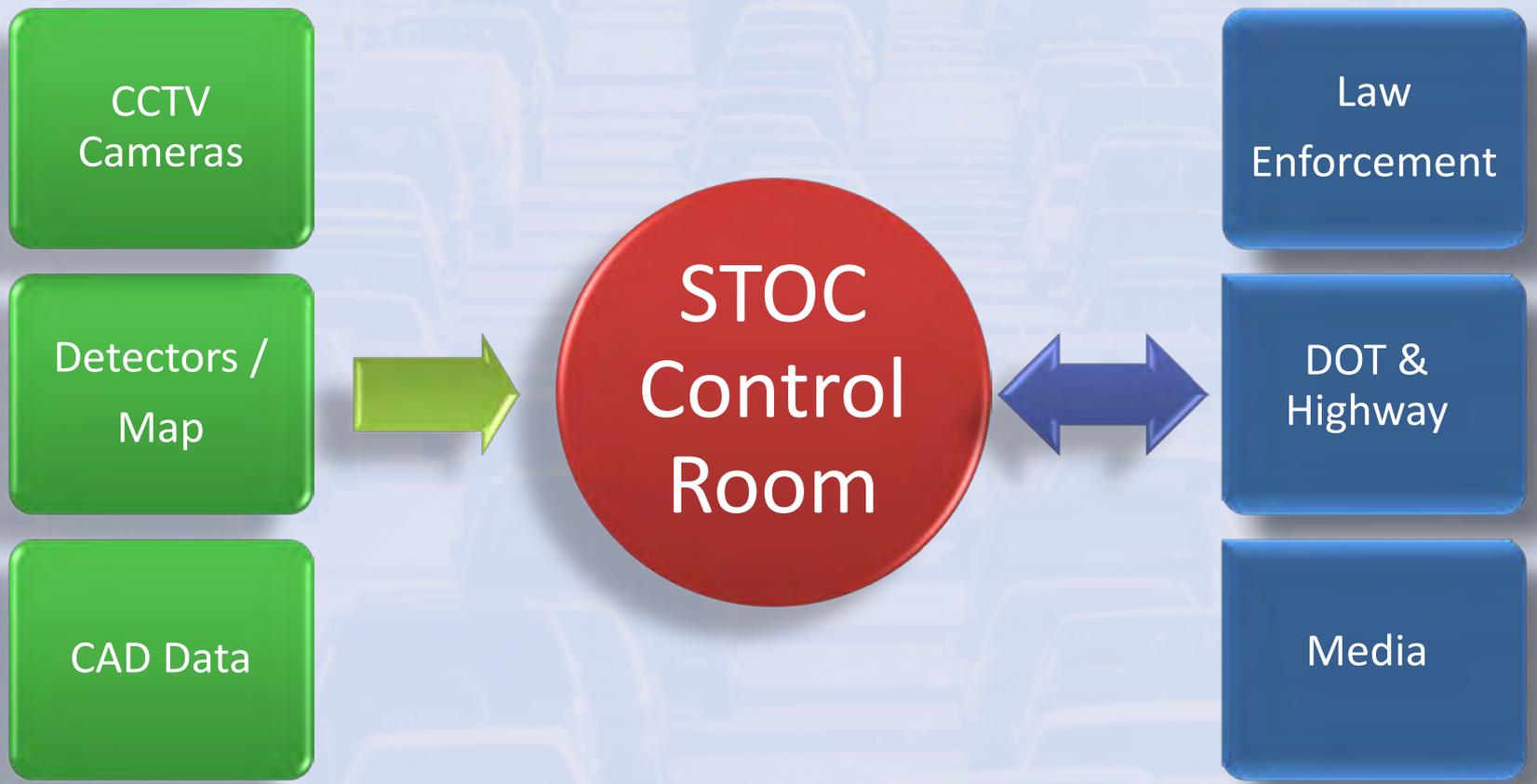
- **Mission:** To manage congestion and improve transportation **safety**, **mobility**, and **efficiency** on WI's highways
- **Objectives:**
 - Manage congestion and mitigate delay
 - Enable transportation emergency response
 - Inform and guide drivers and other travelers
 - Reduce fatal and serious injury crashes
- **Mechanism:** Traveler-focused, performance-driven network of partnerships and technologies



- Staffed 24/7/365
- 7 F/T operators, 3 shift supervisors, 1 manager
- Currently based in Milwaukee
- Over 8,000 confirmed incidents YTD



STOC Communication





Importance of communication with the STOC

- Provide accurate traveler information
- Help reduce secondary crashes
- Share incident information with other agencies, media and trucking companies
- Safety of first responders
- WisDOT response to incidents

- STOC makes notification for WisDOT response
- Some examples include:
 - signal knockdowns
 - bridge hits
 - flooding
 - traffic incidents
- **STOC should be contacted for any incident anticipated to have at least one state highway lane/ramp blocked for greater than 30 minutes**





Regional Incident Management Coordinators

Serve as WisDOT's first responder for incidents that involve state-owned infrastructure

- Agency Representative
- 24/7 response capabilities
- Provide alternate routes, emergency evacuation routes, traffic control, etc
- Improve safety of first responders and traveling public



Traveler Information and Operational Support

- Provide travel times, congestion, incident, work zone and/or special event information via:
 - 511
 - Traffic Incident Alerts (TIAs)
 - Twitter
 - Dynamic Message Signs (DMS)
 - Portable Changeable Message Signs (PCMS)
 - Highway Advisory Radio (HAR)





St. Croix County Tanker Accident





Traffic Incident Alert (TIA)

STOC or DSP
Creates TIA



Sent to media, Law
Enforcement,
trucking,
neighboring states



Posts to
Twitter

WisDOT Incident Notification - DANE - US 51

WisDOT State Traffic Operations Center [noreply-tia@topslab.wis

Sent: Mon 7/22/2013 9:57 AM

To: TIA Incident Information Distribution List

INITIAL NOTIFICATION (1)

Incident Type: Crash
County: DANE
Nearest City: MADISON
On Highway: US 51 NB
At Location: ON RAMP TO I-90 EB
Lanes Affected: All Lanes Blocked (One Direction)
Date and Time Incident Occurred: 07/22/2013 9:36 AM
Estimated Duration: 1 Hour
Handling Agency: Dane County Sheriff
Contact Name:
Contact Phone:
Alternate Route:
Additional Info: All lanes are closed for a multi vehicle traffic incident.
WSP RD Number:

Please do not reply to this message. For questions about the TIA system or to unsubscribe, email tia@topslab.wisc.edu.

Traffic Incident Alerts are now available via Twitter for 5 separate regions within Wisconsin. To sign up, go to <http://511wi.gov>.



WI 511 SW Region
@511WI_Southwest
Regional traffic alerts provided by Wisconsin Department of Transportation with aims to keep travelers updated on local construction, accidents, & closures.
Southwest Wisconsin · 511wi.gov

2,715 TWEETS 20 FOLLOWING 552 FOLLOWERS Follow

Tweets

WI 511 SW Region @511WI_Southwest 2h
Cleared | DANE Co | Crash | US 51 NB | ON RAMP TO I-90 EB | All Lanes Blocked (One Direction) | 511wi.gov
Expand



WISCONSIN DEPARTMENT OF TRANSPORTATION

Travel Information

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ALERTS:

Waushara County: on March 30th, law enforcement is reporting that I-39 southbound is closed at WIS 21 near Coloma because of a traffic incident. The detour is as follows: traffic exits at WIS 21, east to County CH, then south into Westfield, and back on I-39.

[View All Alerts](#)

Printer Friendly

[Low Bandwidth Map](#)

Please click on your region for current traffic conditions



Quick Links

- [West Central Freeway Projects](#)
- [Bayview Bridge Rehab Project - Sturgeon Bay](#)
- [Zoo Interchange Freeway Project](#)
- [US 41 Project - Oshkosh to Green Bay](#)
- [I-43 Bridges Project, Milwaukee County](#)
- [511 Construction Projects Site](#)
- [I-794/I-94 Westbound Project](#)

My 511wi

Set your own personalized travel profile(s) to receive FREE travel information for the routes you travel in Wisconsin. Personalized travel information is available by dialing 511 on your phone. [Learn more about My 511WI.](#)

511: Traveler information at your fingertips!



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Neighboring State Partnership

Significant closure (planned or unplanned) information shared with neighboring states via:

- Travel Midwest
- Illinois DOT, Illinois Toll way and Minnesota Regional Transportation Management Center
- Great Lakes Regional Transportation Operations Coalition (GLRTOC) distribution List





LINK Public Safety Information Service

http://transportal.cee.wisc.edu/applications/LINK

Link Wisconsin Traffic Operations and Safety Laboratory
Link Public Safety Information Service

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Home > WisDOT Video > LINK Welcome, mscsbn | [Manage Account](#) | [Logout](#) | [Contact](#) | [Help](#)

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Public Safety Information Service

Click on the map or select a region:

Welcome to LINK. Questions or comments? Email wisdotvideo@topslab.wisc.edu or view the [contact page](#) for LINK support staff contact information.

Link is a Public Safety Information Site maintained by the [Wisconsin Traffic Operations and Safety Laboratory](#) in partnership with [Wisconsin Department of Transportation](#). It is intended as a transportation information resource "linking" video and traffic data from the Department to agencies responsible for transportation safety and response. Send questions or comments to wisdotvideo@topslab.wisc.edu. Refer to the Link Contact page for support staff contact information.



Contact Information



1.800.375.7302



stoc@dot.wi.gov



PSN – 7587 ▪ ORI WIDOT0001



DOTSTOC



Work Zone Operations

Stephanie Skowronski





WorkZone Operations



- Freeway Service Team
- Lane Closure Systems
- Law Enforcement Mitigation Contracts
- Alternate Routes
- Commuter Options/Transit Services
- Public Information

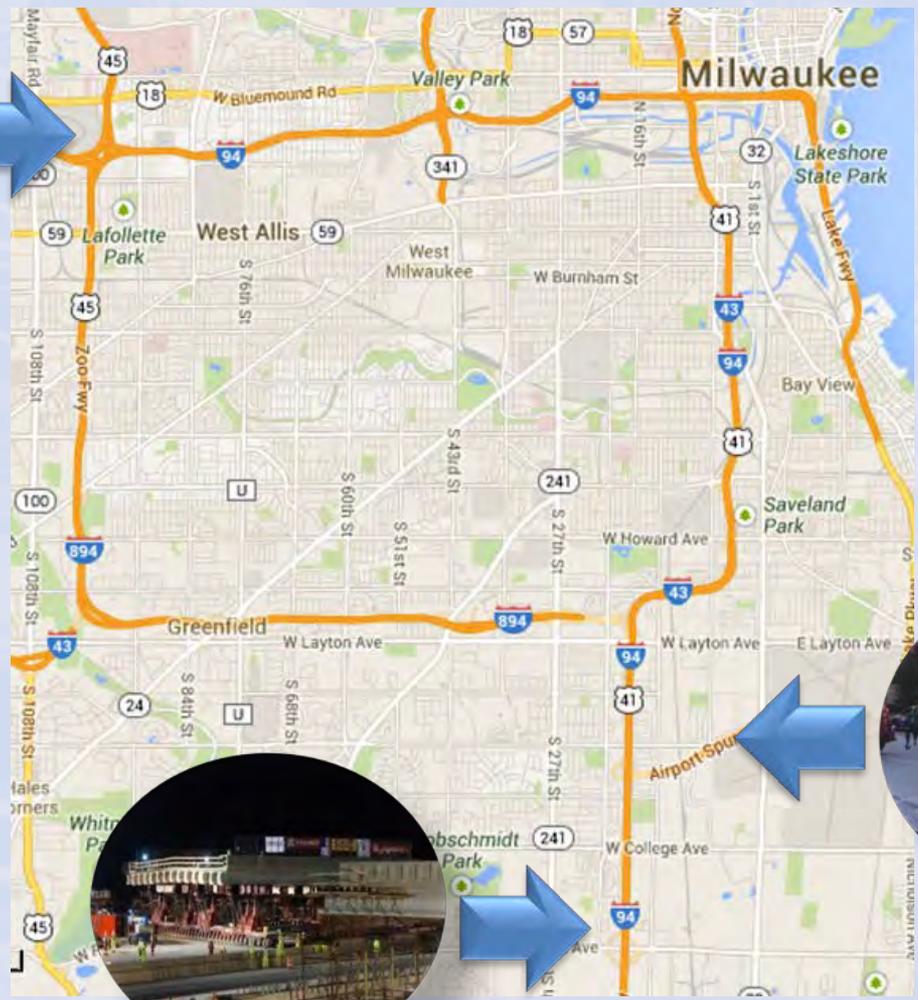


- Benefits to project staff:
 - Monitoring for work zone / contractor safety
 - Compliance to lane closure guidelines
 - Providing traveler information to public
 - Communication about incidents occurring in work zone



WorkZone Operations

June 14, 2013





Partnership with Law Enforcement

Deputy Christine Baker





Partnership With Law Enforcement

- Used to determine severity of call
- Assist with determining cause of incident
- Allocation of resources
- First responder safety – broader view of incident scene
- Ability to provide correct location of incidents



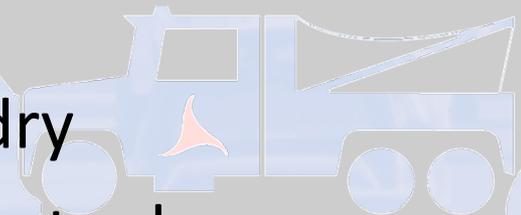
Partnership With Law Enforcement





- Operating in Dane and Milwaukee Counties
- Fully equipped squad
- Motorist assist tools including:
 - Gas
 - Oil dry
 - Basic tools
- Digital message board

Freeway Service
TEAM

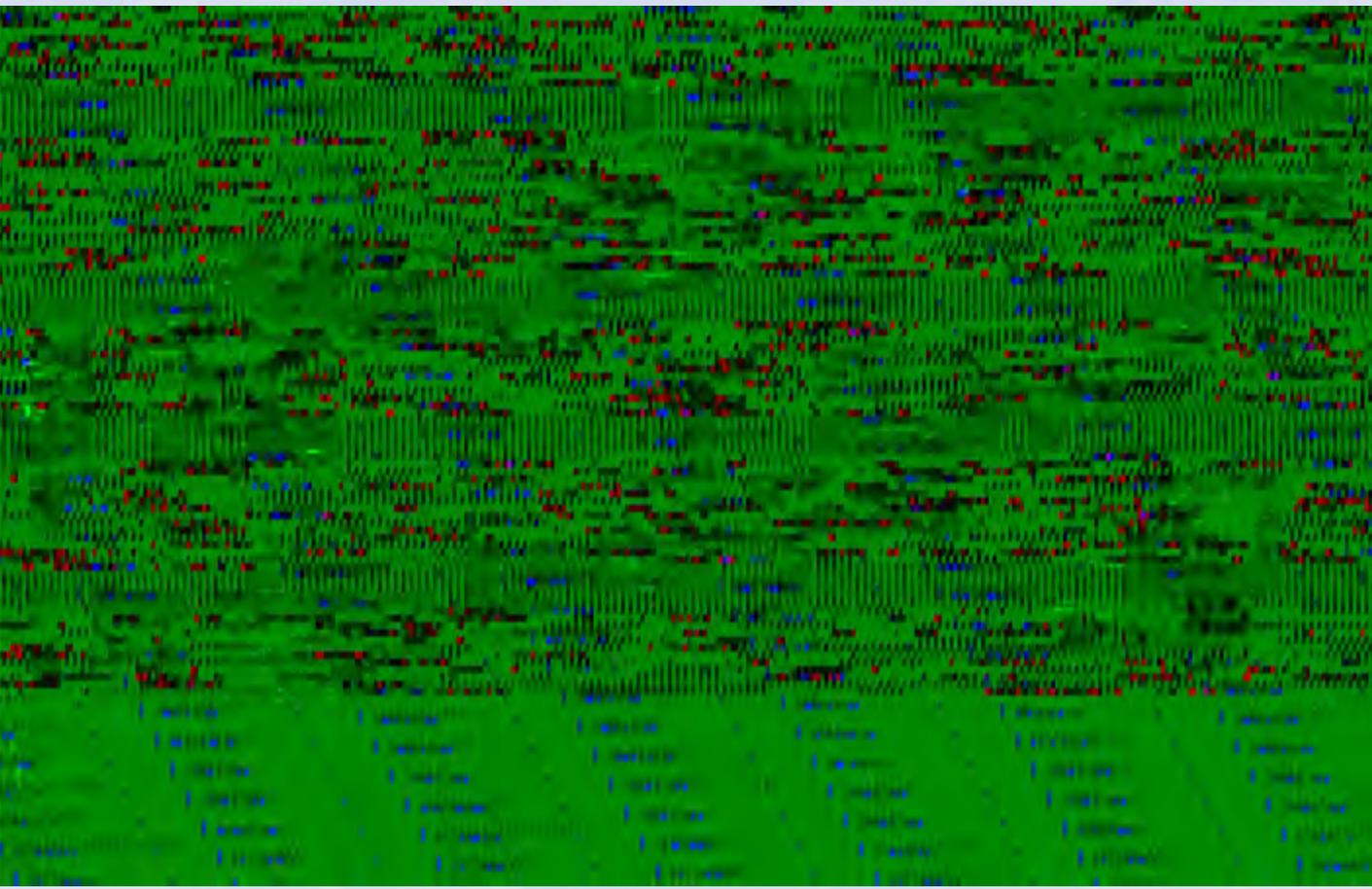




- WI Statutes 34.667-68 and 349.13
- Requires motorists to move out of traffic if possible
- Permits Law Enforcement to remove vehicles, crash debris and spilled materials
- Grants immunity from damages
 - Must have “Due Regard”



Law Enforcement: Steer It Clear It





Next Generation 511

Virginia Lingham



- **Wisconsin 511 Current System**

- Wisconsin DOT deployed a statewide 511 traveler information system in 2008
- Interactive phone system
- Website
- Personalized services
- Data comes from ITS devices and Control Room operators



Negative Feedback

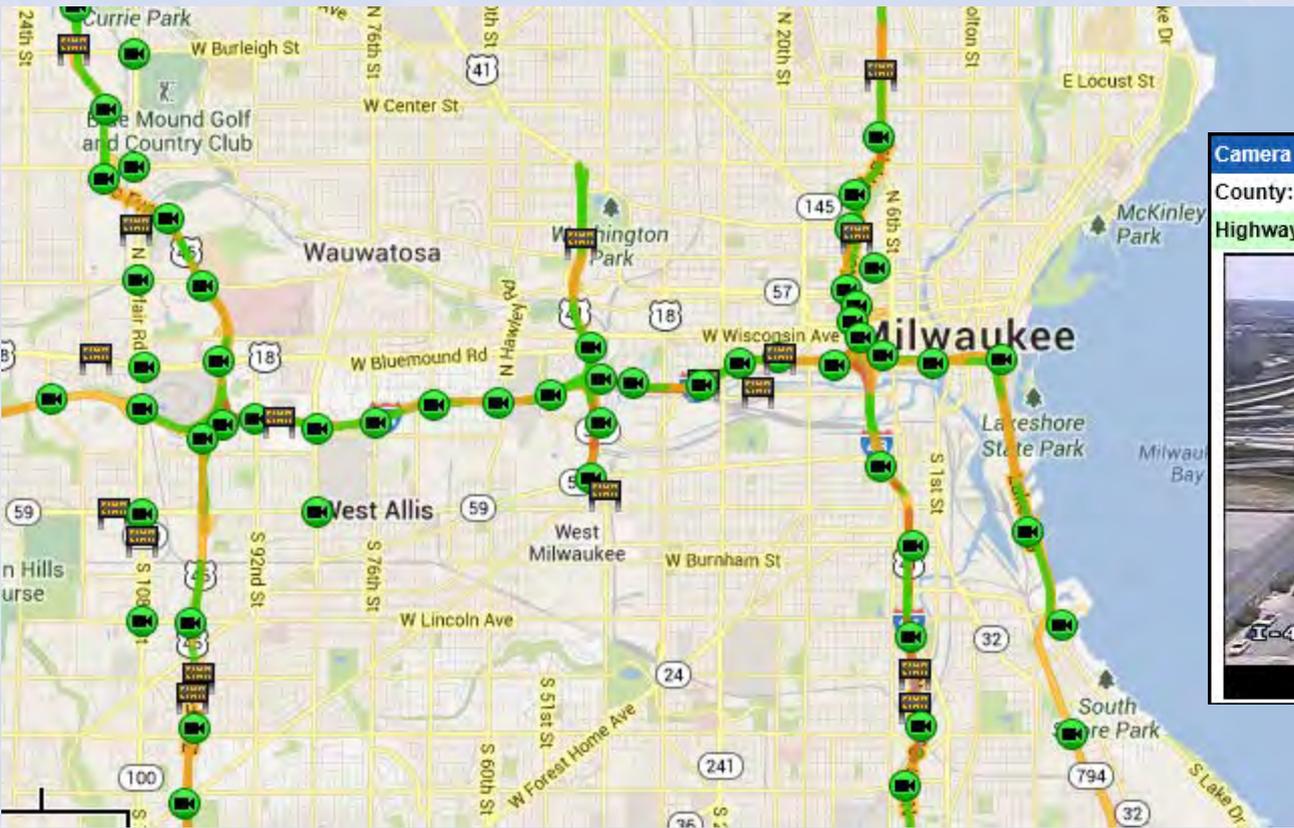


Positive Feedback





Wisconsin 511 Background



Camera Location: I-43 @ WISCONSIN AVE

County: Milwaukee

Highway: I-43

I-43 @ WISCONSIN AVE

Tuesday, July 16, 2013 1:06:07 PM

Columbia	WIS 118 East	Ferry South Shore - Eastbound	MERRIMAC FERRY OPEN	blank
Columbia	WIS 118 West	Ferry South Shore - Westbound	MERRIMAC FERRY OPEN	blank



Next Generation 511 System Goals

- WisDOT is developing a new, next-generation 511 traveler information system
 - Goals for new system
 - Understand the audience and deliver the service they need
 - Bring WisDOT up to the leading edge in traveler information
 - Improved voice response, including better recognition rates
 - Website that is easier to navigate, more useful
 - Personalized distribution of traffic information to subscribed users when and how they want it



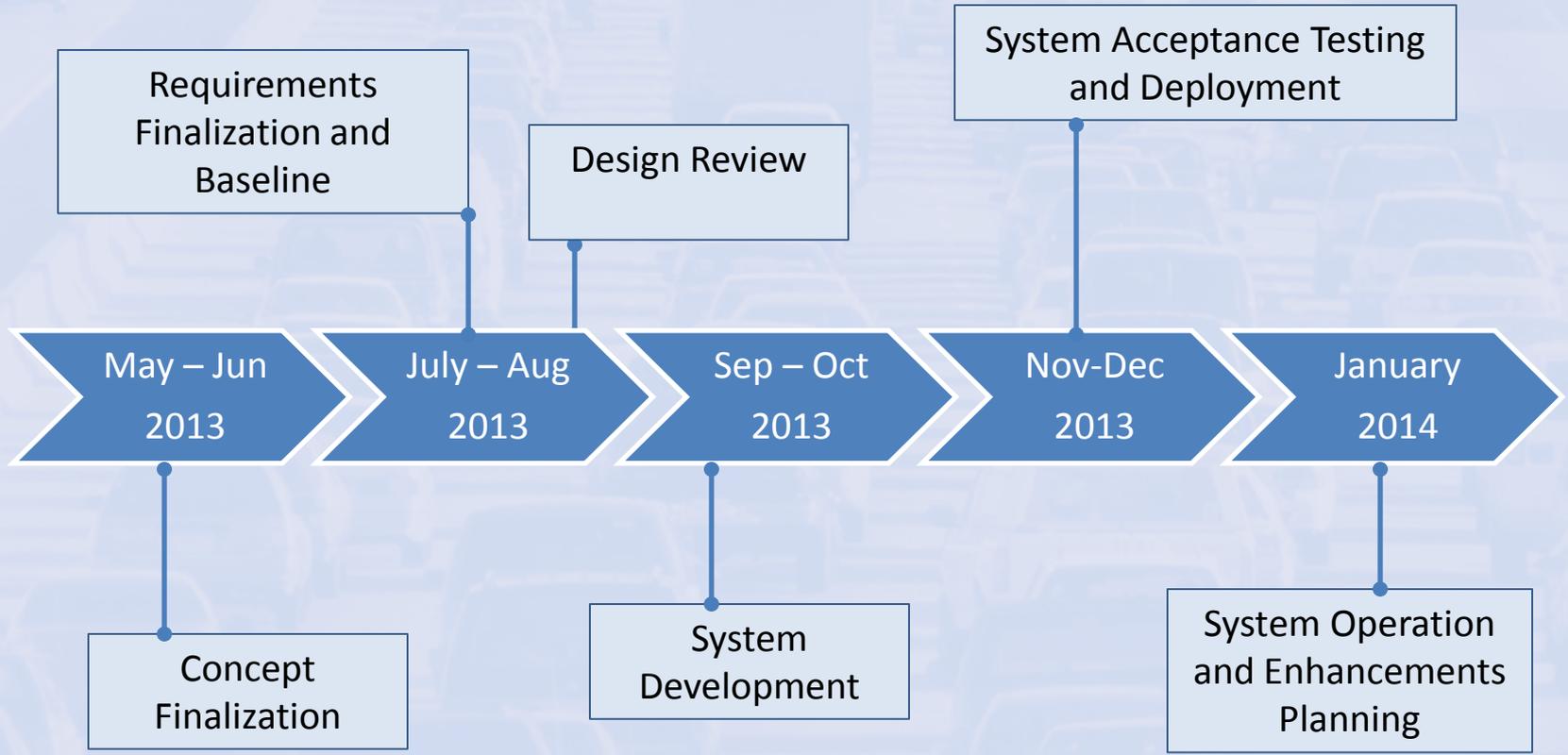
- Stakeholder Outreach
 - Began with agency communication internally and to external partners
 - Stakeholder Summit, April 2013
 - Held in Madison
 - Chance for all stakeholders to express wants and needs for a new system
- Stakeholder Survey
 - Cast the net wide, to allow all interested parties a chance to have their opinions heard



- Awareness
 - Help us spread the word about these great tools!
 - Statewide Customer Satisfaction Survey



Project Schedule



Questions?



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