Using Crowdsourced Data for Real-Time Operations: Identifying Issues in Rural Utah during Holiday Weekend Travel

LISA MILLER
UTAH DEPARTMENT OF TRANSPORTATION
MAY 20, 2020
UDOT Traffic Traveler Information

@UDOTTraffic
UDOT Facebook
UDOT Instagram
UDOT Twitter Accounts for central and regions
The Control Room

24/7/365

Recently added a traveler information operator

Statewide coverage
Crowdsourced Data

Waze

Citizen Reporter Program

Social Media
I-15 Scipio

This was not a “typical” incident

We thought “no… there’s no way there’s a lane closure today, It’s UEA Weekend!” Well… there was…
The Tweets

Darren King @talkintherain
Utter fail #UDOTSUCKS Both south and north they chose UEA break to cure cement #UDOT
10/22/17, 3:18 PM

Bill Hoster @BillHoster
@udot busiest traffic day from South to North - construction? WTF??
10/22/17, 3:28 PM

UDOT Traffic @UDOTTraffic · 3h
Crash
NB I-15 at MP 142 (4 mi S of Kanosh)
Millard Co.
Est. Clearance Time: 2:41 PM

Kristen Fox Haaijer @KristenSkiMom
@UtahDOT Seriously - one of busiest travel days of the YEAR & you close a lane on 15 to cure cement? Just lost 45 min+. #utah #traffic
10/22/17, 4:25 PM

Kimberly Eerkes @kimosabe572
Re: UDOT Traffic
Someone (the guy who made the call to ‘cure cement’ on NB I-15 on UEA weekend) at UDOT shouldn’t have a job!! Bad call dude!!😢👎
10/22/17, 2:53 PM

Kev @KrazzreeKev
@UDOTTraffic @UtahDOT this is total bull. Traffic backed up to the Yuba exit south bound & it was 30 to 40 mi delay. No work was being done.
This project will prolong the life of the infrastructure and provide a smoother ride for drivers.
More information: 208-292-8515
Start Date 10/16/2017 12:00:00 AM
End Date 10/19/2017 11:59:59 AM

Project Information
I-15 Roadway Maintenance in Millard County
I-15 at MP 194 North of Scipio

Kev @KrazzreeKev
@UDOTTraffic I-15 north near Yuba is a danger. Traffic backs up miles before any signs & on a blind turn. It's a safety hazard for no reason.

Angela Trammell @TweetTramm
@UDOTTraffic what is up with I-15 southbound 30 min delay south of Yuba—one lane but no road work? Teaching my husband deep breathing tech...
UDOT apologizes for I-15 maintenance on UEA weekend

By Carter Williams, KSL.com | Posted - Oct. 24, 2017 at 7:31 p.m.

SALT LAKE CITY — What was perfect weather for the Utah Department of Transportation to replace concrete panels on I-15 near Scipio and Nephi turned into a nightmare for motorists traveling back from UEA weekend Sunday evening.

Now the agency is apologizing for the construction, which motorists reported to KSL caused multiple-hour delays as traffic was reduced to one lane.

UDOT apologizes for construction on holiday weekend

BY PAUL NELSON
OCTOBER 23, 2017 AT 6:37 PM

SCIPIO — The Utah Department of Transportation says it won’t happen again. Officials say construction projects were done on I-15 when they probably shouldn’t have this weekend, causing big headaches for drivers coming home after UEA Weekend.

There were plenty of complaints that came in to KSL. Some frustrated drivers say it took two hours to get through the lane restrictions on I-15 near Scipio, then there were reportedly more delays near Nephi. Utah Department of Transportation spokesman John Gleason says panels on the freeway needed to be replaced, and it had to be done before the winter. “It’s work that needed to be done, but, it should have been done on a different weekend where you didn’t have as many people out there that were coming back from a major travel holiday,” Gleason says.
Lessons Learned

The value of social media

The value of TI-focused staff

Regions monitor social media closely

Central office monitors Facebook/Twitter 24/7
Value of Crowdsourced Data

Without Twitter to alert and Waze to verify, this issue would have taken hours to identify and mitigate.
Questions?

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