Third Quarter 2010 Performance Measures Report

Hampton Roads
Transportation Operations Center

Hampton Roads TOC

VDOT Hampton Roads TOC

THIRD QUARTER REPORT 2010

VDOT

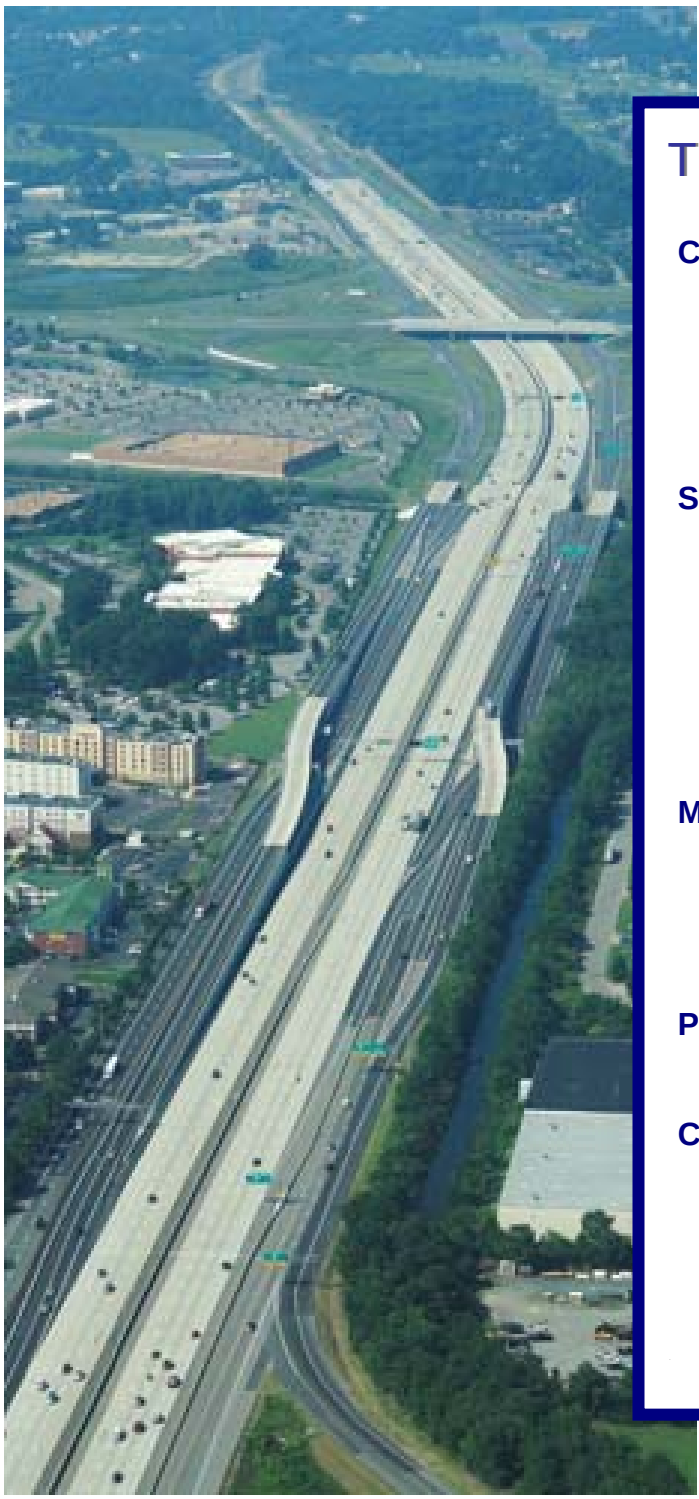
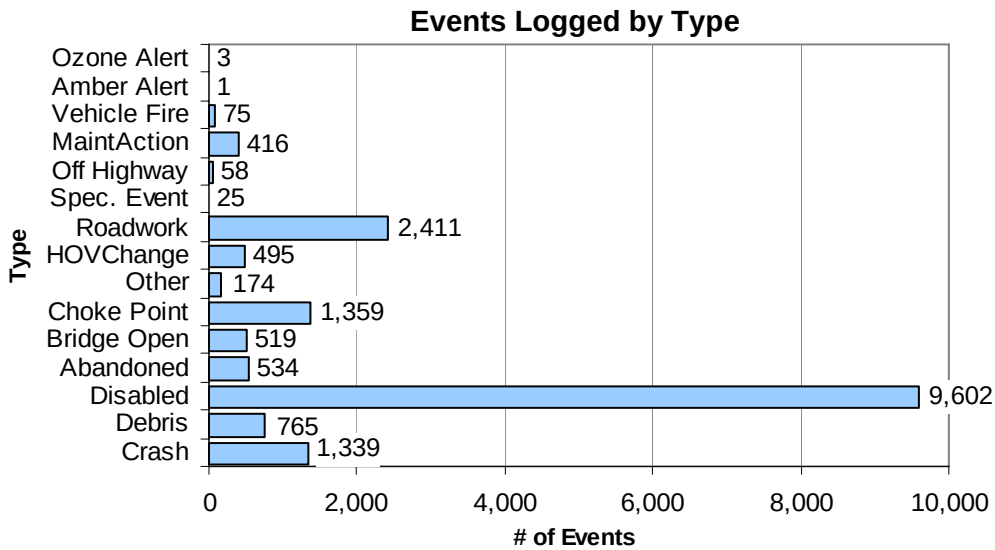
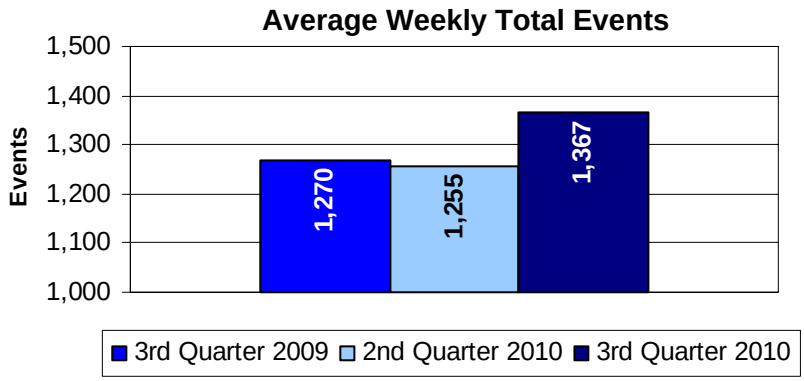


TABLE OF CONTENTS

Control Room



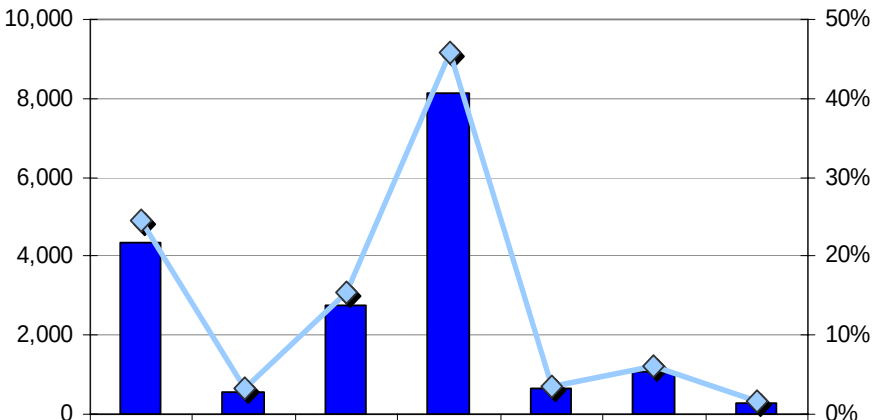
This graph enumerates event counts for the third quarter of 2010 and shows the value for each type: Ozone Alert, Amber Alert, Vehicle Fire, Maintenance Action, Off Highway, Special Event (i.e. motorcade), Roadwork, HOV Change (manual change to the HOV system from the control center), Other (i.e. police emergency), Choke Point (managing tunnel congestion), Bridge Opening, Abandoned Vehicle, Disabled Vehicle, Debris (ladder, mattress, animals, etc.) and Crash.
The event type Disabled Vehicle made up 54% of the 17,776 total events logged by the HRTOC Control Room in the third quarter.



Shown above are the weekly averages for events logged by the Control Room for the third quarter of 2010, the second quarter of 2010, and the third quarter of 2009.
The third quarter of 2010 average of 1,270 events per week was up 8% from the third quarter of 2009 and the first quarter of 2010 weekly averages.

Control Room (Continued)

Events by Detection Source



Goal: To Detect 10% of Events by CCTV.

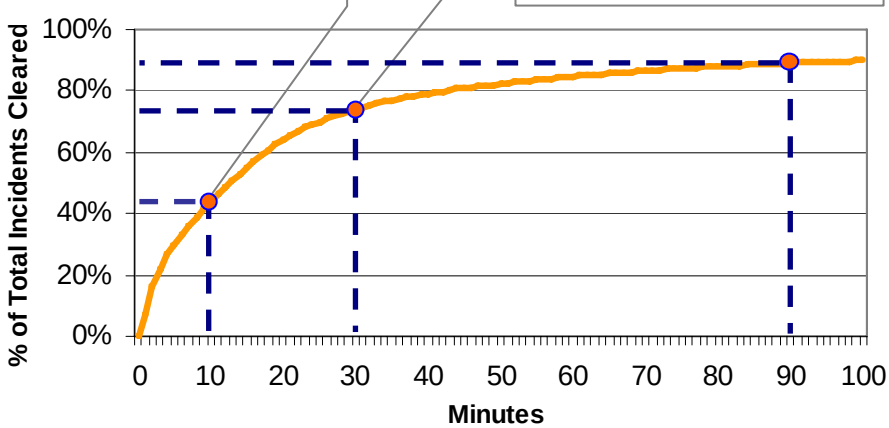
	CCTV	Other	Phone Call	SSP	VaTraffic	VSP CAD	VSP Radio
# of Events	4,347	562	2,760	8,122	636	1,061	288
% of Events	24.45%	3.16%	15.53%	45.69%	3.58%	5.97%	1.62%

This graph provides a tally of the third quarter 2010 events, broken down by their detection source: CCTV [Closed Circuit Television], Other [i.e. field contractor, fire department, etc], Phone Call [public], SSP [Safety Service Patrol], VaTraffic [Virginia Traffic Information Management System] and Virginia State Police [VSP Radio or Computer Aided Dispatch]. Percents of total events logged are included.

Third Quarter Event Clearance

At 10 minutes, 44% of total events or 7,821 events were cleared in the third quarter of 2010.

At 30 minutes, 74% of total events or 13,154 events were cleared in the third quarter of 2010.

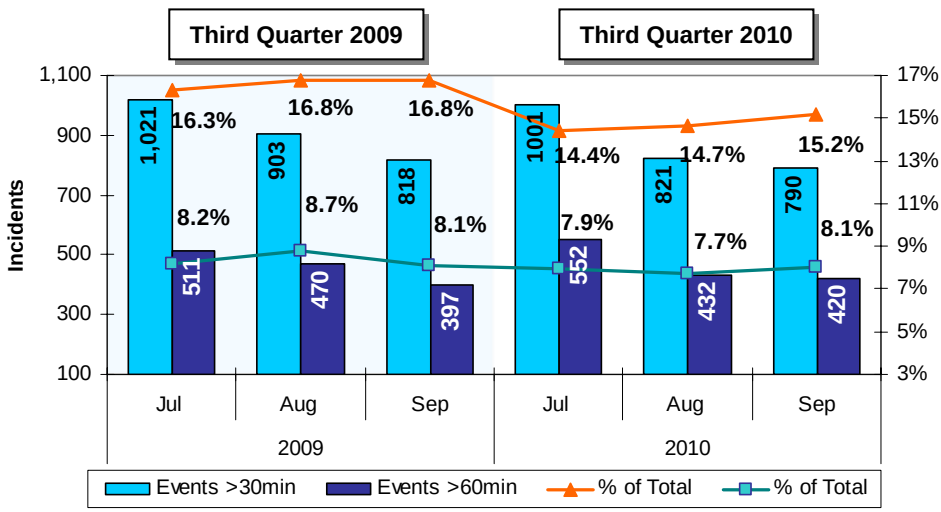


There were 17,776 events logged by the Hampton Roads Transportation Operations Center in the third quarter of 2010. Of the 17,776, 89% (15,821 events) were cleared within 90 minutes of verification.

Control Room

Events Greater Than 30 and 60 Minutes

By month and by percentage of total events that month



This graph compares the third quarter 2009 and 2010 events which lasted more than 30 minutes and events which lasted more than 60 minutes in duration. Percentages of total events logged are included. Both the Q3 2010 average percentages of events greater than 30 minutes and greater than 60 minutes decreased over the 2009 averages.

Incidents *are defined as unplanned events adversely impacting traffic flow such as crashes, debris removed, disabled vehicles and abandoned vehicles. Incidents often involve a Safety Service Patrol (SSP) response.*

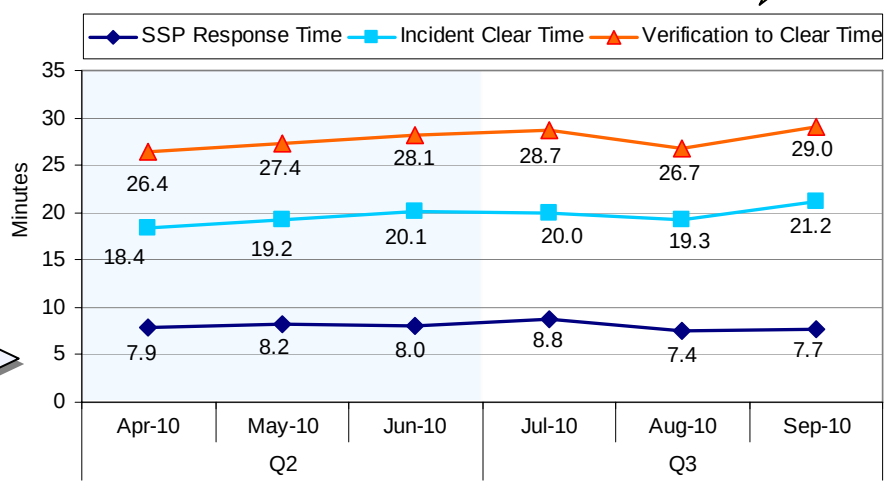
Events *include the above defined Incidents, planned events (i.e. Roadwork), and special events (i.e. Amber Alerts).*

This line graph shows the average SSP Response time - duration from the time an incident is verified to when a SSP truck arrives on scene (Note: SSP is *not* included as a detection source because this generally forces response time to be zero); the average Incident Clear Time - duration from SSP arrival until the incident is cleared or the SSP is relieved by an outside agency; and the total amount of time from initial verification to clearance for Q2 and Q3 2010.

In Q3 the average SSP response time remained constant with Q2 at 8 minutes. The Q3 average incident clear time increased 1 minute over Q2 causing the average incident duration to increase to 28.1 minutes.

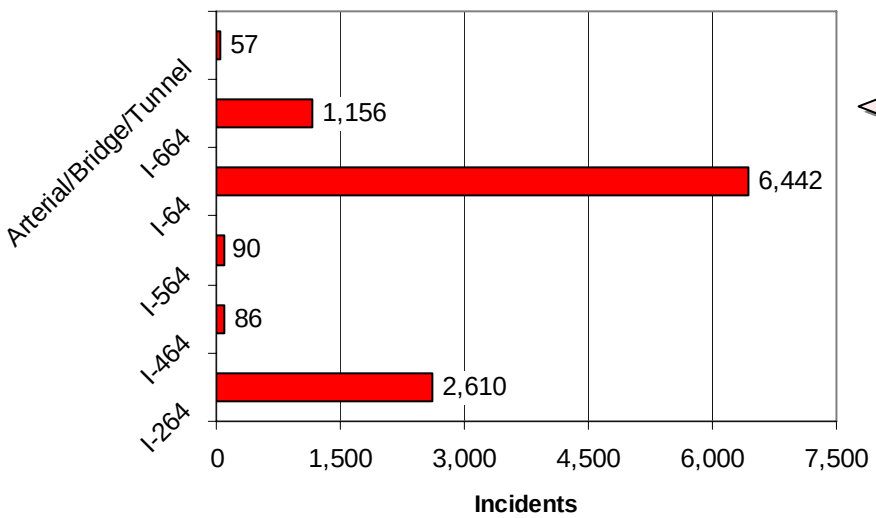
Average Incident Duration

Goal: Average 26 Minutes



Safety Service Patrol

Number of SSP Assists by Roadway

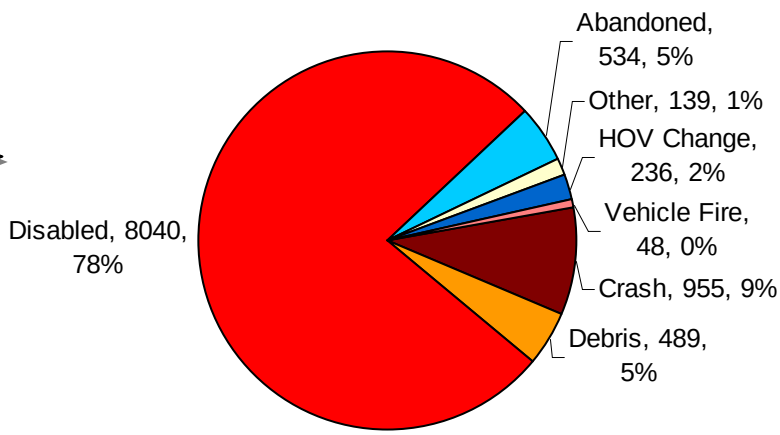


This graph shows the number of SSP assists for each freeway monitored by the HRTOC. Also included are responses on arterial roads, bridges and tunnels.
This information can be used to plan future patrol areas and staffing levels.

In the third quarter of 2010 SSP assists on I-64 made up 62% of the total 10,441 assists.

Note: I-64 responses include the assist type HOV Change.

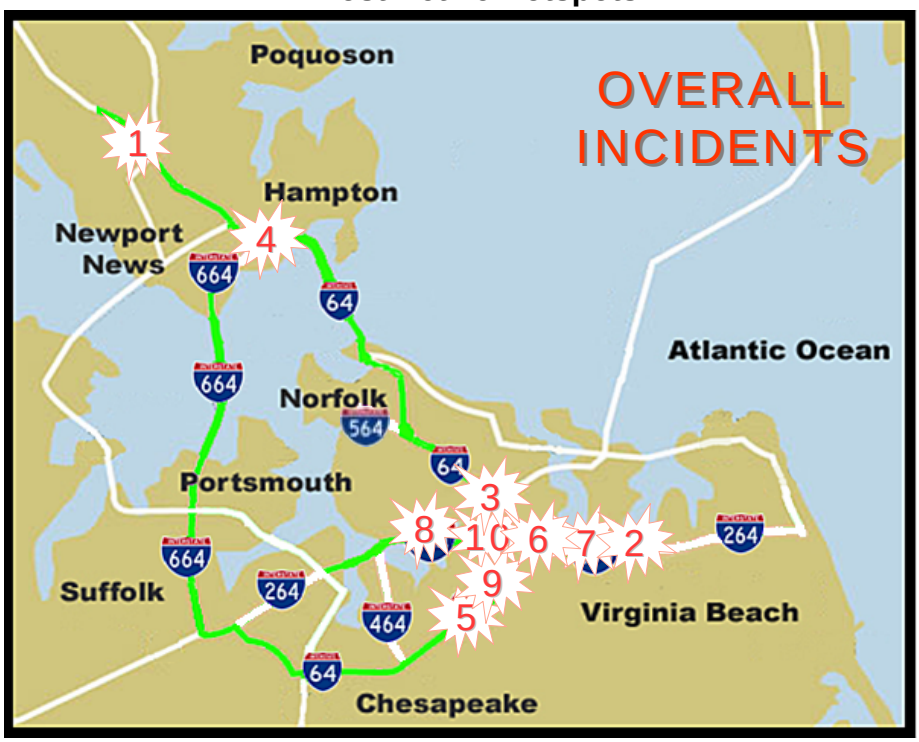
SSP Assists by Type



This pie chart shows the values for the major types of SSP assists. Types include Disabled Vehicles, Abandoned Vehicles, Other (i.e. traffic control for police activity), HOV Change, Vehicle Fire, Crash and Debris (i.e. ladders or animals in roadway).
This information is used for forecasting SSP vehicle equipment, future staffing requirements and short and long term consumable material (flares, batteries) needs.
In the third quarter of 2010, the Vehicle Fire count was once again at it's highest point since Q2 2008. However, the Accident count was at it's lowest point since Q2 2008.

Safety Service Patrol (Continued)

Most Active Hotspots



Ranking	Code	Location	# at Location	% of Total Incidents	Last Q Rank
1	64-36	Jefferson Ave - Fort Eustis Blvd	604	5.02%	2
2	264-20	Independence Blvd - Rosemont Rd	554	4.61%	5
3	64-11	64 / 264 Interchange - Northampton Blvd	539	4.48%	1
4	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd	445	3.70%	3
5	64-08	Greenbrier Pkwy - Indian River Rd	420	3.49%	4
6	264-18	Newtown Rd - Witchduck Rd	403	3.35%	6
7	264-19	Witchduck Rd - Independence Blvd	326	2.71%	8
8	264-13	Ballentine Blvd - Broad Creek Bridge	298	2.48%	7
9	64-09	Indian River Rd - Twin Bridges	295	2.45%	9
10	64-10	Twin Bridges (Norfolk Side) - 64 / 264 Interchange	265	2.20%	11
		TOTAL INCIDENTS	12,021	34.51%	

This table and accompanying map depict the highest overall incident occurrence locations for July 1, 2010 through September 30, 2010. The Hampton Roads area has been divided into 104 geographic locations. The incident types included to make up the overall most active spots include abandoned vehicles, vehicles involved in crashes, debris removed from the roadway, as well as responses to disabled vehicles. Also included in the table are the rankings of locations for the second quarter of 2010 (Last Q). The knowledge of active incident locations, as well as the comparison to previous active locations, will allow management to detect emerging patterns and plan SSP staffing and routes in relation to those areas requiring the most attention. The SSP routes are highlighted on the map in green.

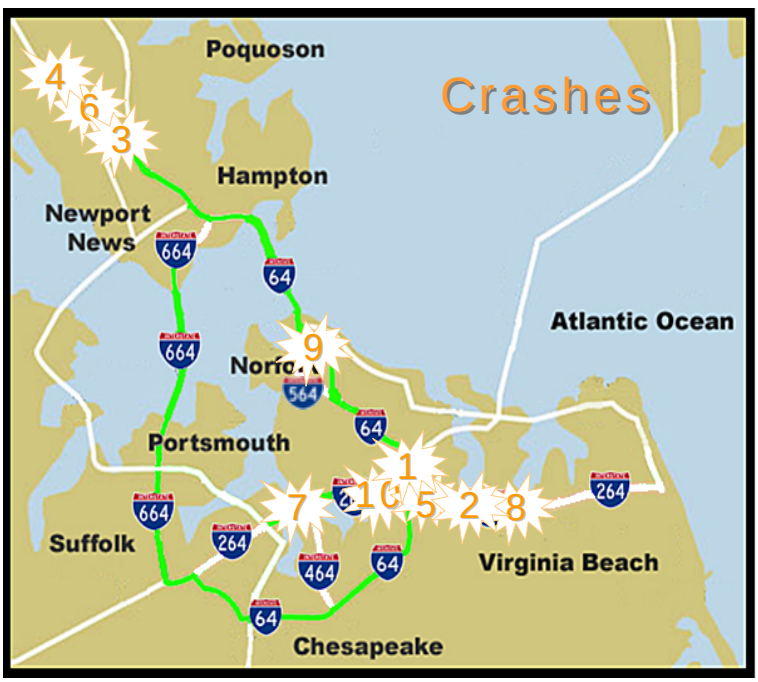
The charts that follow contain similar information that has been separated into the four incident types (abandoned, crashes, debris and disabled).

Safety Service Patrol (Continued)

Most Active Hotspots (Continued)

Ranking	Location	# at Location	% of Total Abandoned	Last Q Rank
1	64-36	36	6.74%	4
2	64-33	30	5.62%	1
3	64-11	28	5.24%	2
4	264-20	20	3.75%	5
5	64-30	17	3.18%	12
6	264-18	16	3.00%	10
7	664-02	16	3.00%	13
8	264-13	15	2.81%	11
9	64-10	15	2.81%	19
10	64-27	14	2.62%	18
TOTAL ABANDONED		534	38.76%	

Ranking	Code	Location
1	64-36	Jefferson Ave - Fort Eustis Blvd
2	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
3	64-11	64 / 264 Interchange - Northampton Blvd
4	264-20	Independence Blvd - Rosemont Rd
5	64-30	64 / 664 Interchange - Mercury Blvd
6	264-18	Newtown Rd - Witchduck Rd
7	664-02	Rte 58 - Military Hwy
8	264-13	Ballentine Blvd - Broad Creek Bridge
9	64-10	Twin Bridges (Norfolk Side) - 64 / 264 Interchange
10	64-27	Mallory St - Settlers Landing Rd

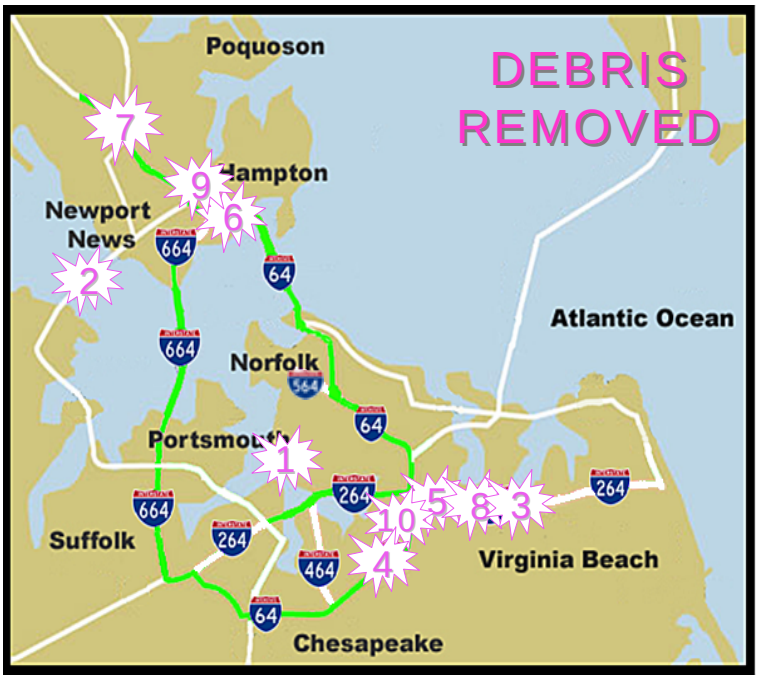


Ranking	Location	# at Location	% of Total Accidents	Last Q Rank
1	64-11	77	5.38%	1
2	264-18	63	4.40%	5
3	64-36	61	4.26%	2
4	64-38	45	3.14%	9
5	264-17	43	3.00%	3
6	64-37	43	3.00%	4
7	264-08	40	2.79%	6
8	264-19	39	2.72%	7
9	64-20	35	2.44%	13
10	264-16	32	2.23%	11
TOTAL ACCIDENTS		1,432	33.38%	

Ranking	Code	Location
1	64-11	64 / 264 Interchange - Northampton Blvd
2	264-18	Newtown Rd - Witchduck Rd
3	64-36	Jefferson Ave - Fort Eustis Blvd
4	64-38	Yorktown Rd - Rte 199
5	264-17	64 / 264 Interchange - Newtown Rd
6	64-37	Fort Eustis Blvd - Yorktown Rd
7	264-08	Downtown Tunnel (inside tunnel)
8	264-19	Witchduck Rd - Independence Blvd
9	64-20	Mason Creek Bridge - Bay Ave
10	264-16	Military Hwy - 64 / 264 Interchange

Safety Service Patrol (Continued)

Most Active Hotspots (Continued)



Ranking	Location	# at Location	% of Total Debris	Last Q Rank
1	Midtown	64	9.08%	1
2	JRB	36	5.11%	2
3	264-20	34	4.82%	9
4	64-08	27	3.83%	5
5	264-18	25	3.55%	7
6	64-31	25	3.55%	14
7	34-36	23	3.26%	12
8	264-19	23	3.26%	13
9	64-33	22	3.12%	3
10	64-09	21	2.98%	8
TOTAL DEBRIS		705	42.55%	

Ranking	Code	Location
1	Midtown	Inside the Midtown Tunnel
2	JRB	On the James River Bridge
3	264-20	Independence Blvd - Rosemont Rd
4	64-08	Greenbrier Pkwy - Indian River Rd
5	264-18	Newtown Rd - Witchduck Rd
6	64-31	Mercury Blvd - Magruder Blvd
7	34-36	Jefferson Ave - Fort Eustis Blvd
8	264-19	Witchduck Rd - Independence Blvd
9	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
10	64-09	Indian River Rd - Twin Bridges

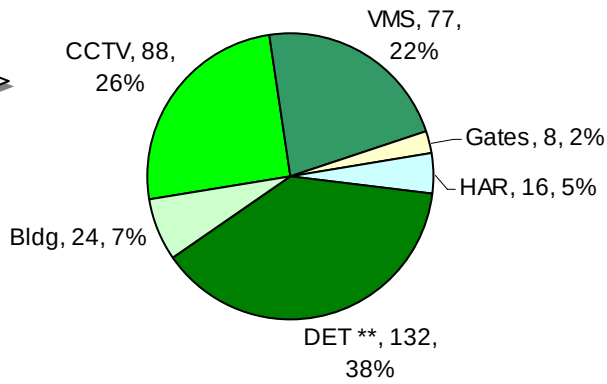
Ranking	Code	# at Location	% of Total Disabled	Last Q Rank
1	64-36	484	5.18%	2
2	264-20	473	5.06%	5
3	64-11	417	4.46%	1
4	64-33	366	3.91%	3
5	64-08	358	3.83%	4
6	264-18	299	3.20%	7
7	264-19	256	2.74%	8
8	264-13	253	2.71%	6
9	64-09	236	2.52%	9
10	64-03	218	2.33%	18
TOTAL DISABLED		9,350	35.94%	

Ranking	Code	Location
1	64-36	Jefferson Ave - Fort Eustis Blvd
2	264-20	Independence Blvd - Rosemont Rd
3	64-11	64 / 264 Interchange - Northampton Blvd
4	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
5	64-08	Greenbrier Pkwy - Indian River Rd
6	264-18	Newtown Rd - Witchduck Rd
7	264-19	Witchduck Rd - Independence Blvd
8	264-13	Ballentine Blvd - Broad Creek Bridge
9	64-09	Indian River Rd - Twin Bridges
10	64-03	Rte 17 - High Rise Bridge cut through (east side)

Field Maintenance

Number of PM Tasks by Equipment Type

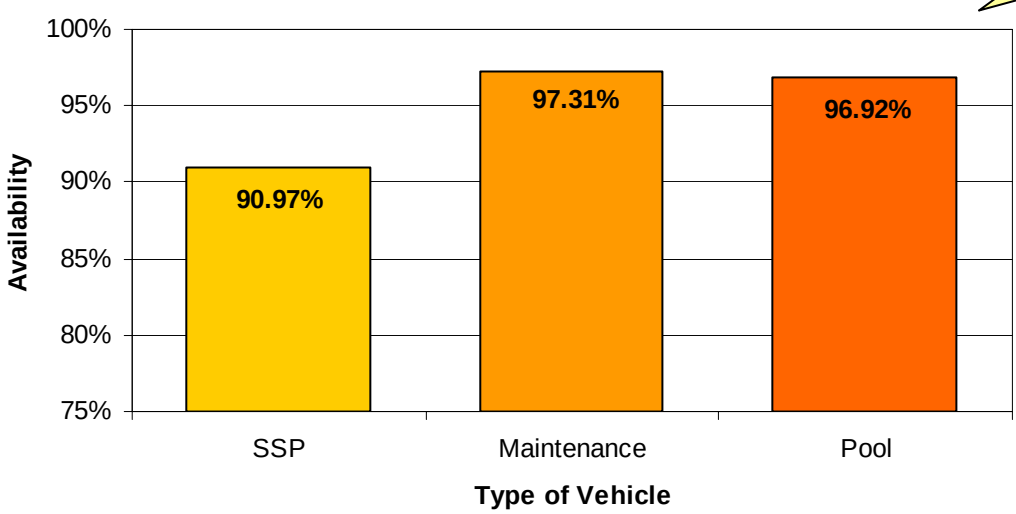
This chart and the accompanying table show the preventive maintenance (PM) tasks completed during the third quarter of 2010. In addition to the five main equipment categories shown in the table, the chart includes HRTOC building PM tasks. These figures do not include other PM tasks related to electronics, safety inspections, fiber & communication equipment and utility locating. This information helps management allocate PM resources (equipment) and keep to the established preventive maintenance schedule.



Fleet and Asset Management

HRTOC Vehicle Average Availabilities

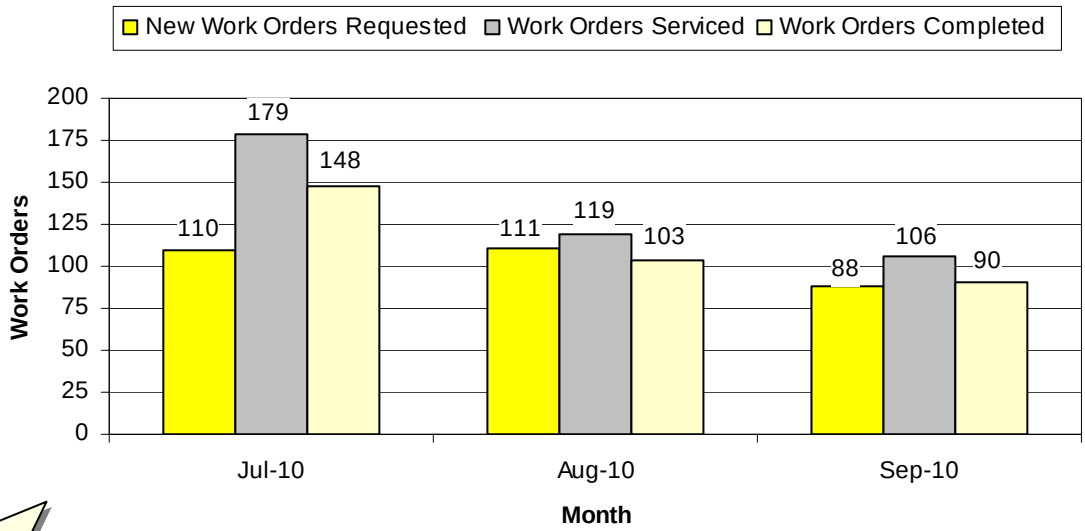
Goal: To Maintain 100% Availability for all Vehicle Types.



These three bars show what percentage of the total SSP, Maintenance and Pool vehicles were available for use during the third quarter of 2010. These numbers measure fleet service effort and success rates.

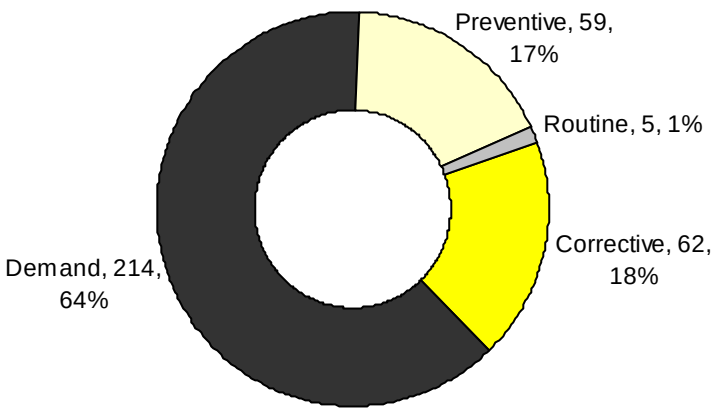
Information Technology

Work Orders Submitted to/Serviced by IT



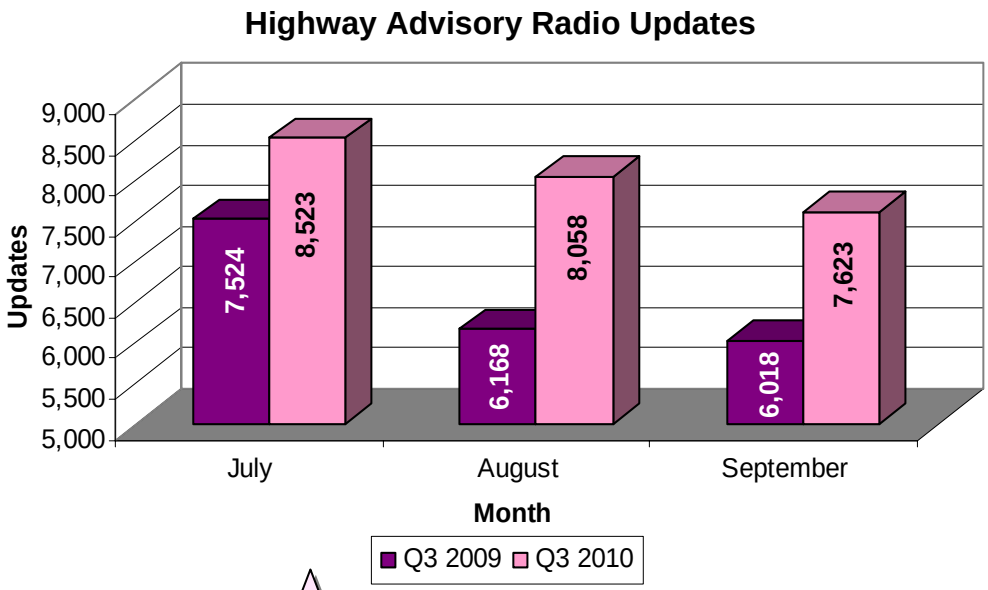
The above bar graph shows the number of work orders requested, serviced and completed by the IT Department for the third quarter of 2010.
This metric helps track IT Department workloads, in support of staff/resource allocation and scheduling.

IT Facility Maintenance Activity

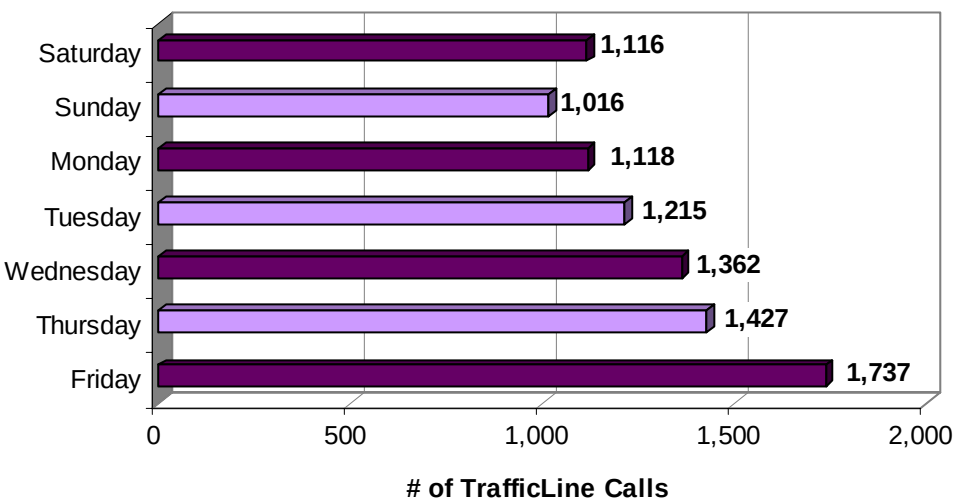


This donut graph shows IT Department tasks completed during Q3 for work types: corrective - “My printer is not working, please fix it”; demand – “I need a new printer”; preventive – regular PM on a schedule; and routine – a replacement printer every three years, for example.
The breakout supports management in the allocation of staff, equipment and budget resources at the HRTOC.

Public Information



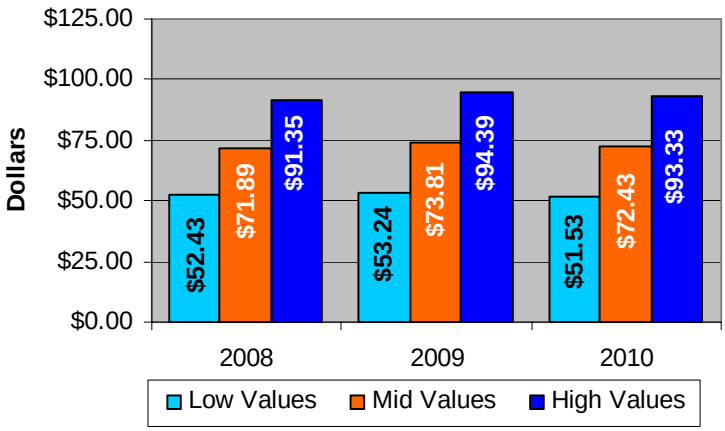
In order to advise the public of current traffic conditions on Hampton Roads highways the Highway Advisory Radio (HAR) messages are updated several times during the day. The above graph tallies the number of updates made to the HAR system during the third quarter of 2009 and 2010 by month. An average day during the third quarter of 2010 registered about 266 updates to the HAR system, 49 more per day than the same period of 2009. The large increase over 2009 counts follows the trend of the total event count increase in Q3 2010 over 2009.



In December 2006, VDOT launched Hampton Roads TrafficLine, (757) 361-3016, as another method to inform motorists of road conditions and traffic delays. The graph depicts the 8,991 TrafficLine calls in the third quarter of 2010 by day of the week.

Customer Service*

What Value Would You Place on the Services Received from the SSP Program?

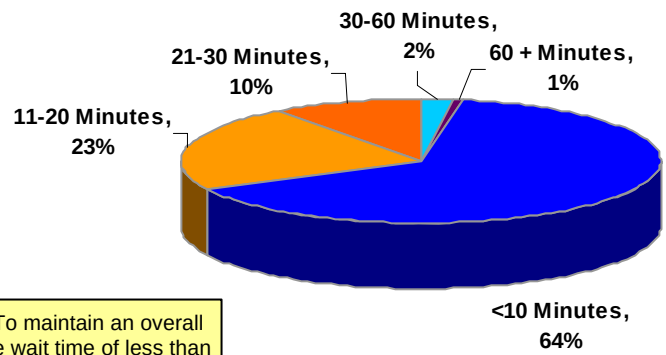


This graph depicts the perceived value that assisted motorists place on SSP services. Because the survey asks participants to choose a value within a monetary range (e.g. $50-$100), a range of values has also been shown here.

After adjusting for inflation, the average survey participant values each assist between $51.53 and $93.33 for 2010 to date.

How Long Did You Wait For the SSP Driver?

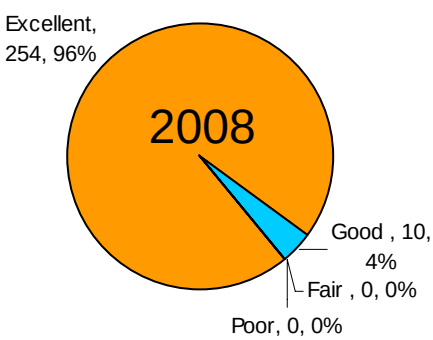
The numbers depicted in this pie chart show the length of time a motorist waited before a SSP driver arrived. This information goes beyond what is in our database, as we are typically unaware of how long a motorist has been waiting when the control room verifies the incident.
173 valid responses were collected in Q3. Using the midpoint for each range of time, the overall average wait time before SSP arrival was 10.5 minutes for the third quarter of 2010.

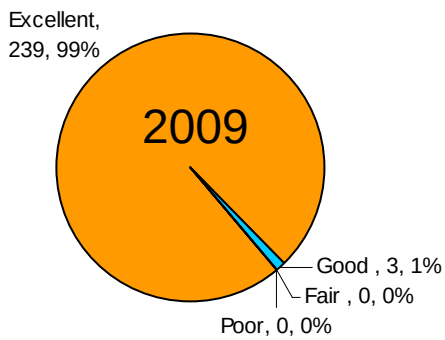


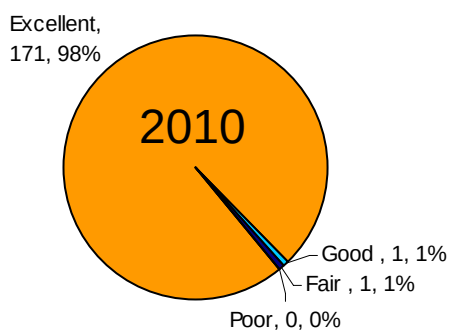
Goal: To maintain an overall average wait time of less than 9 minutes

These pie charts compare the overall SSP service rating for the third quarters of 2008, 2009 and 2010. Over 95% of ratings were Excellent in all 3 quarters.

Overall, How Would You Rate the SSP Service?







* All of the information on this page was gathered from the SSP comment cards given to assisted motorists.