VDOT

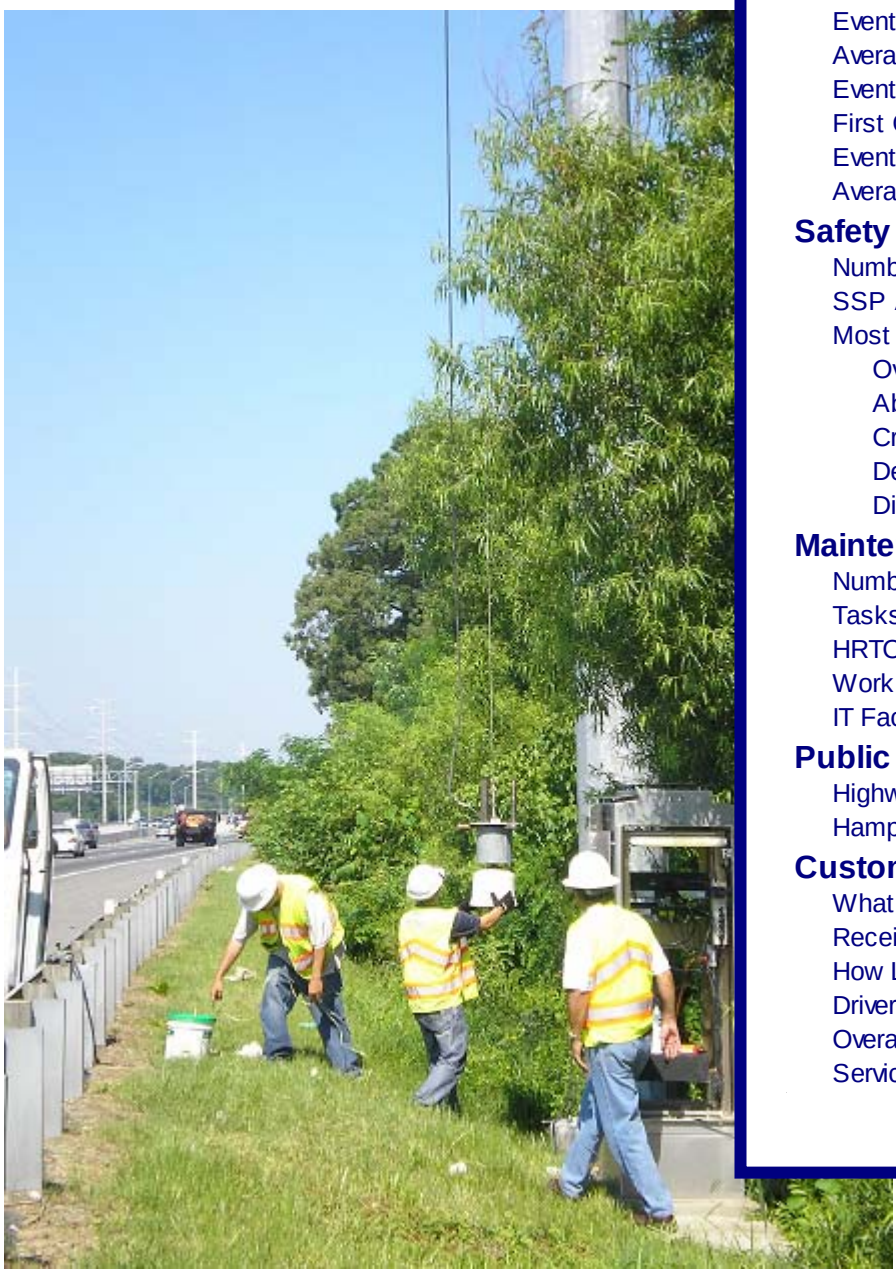
Hampton Roads TOC

Hampton Roads Transportation Operations Center

First Quarter Report

2010

FIRST QUARTER REPORT 2010



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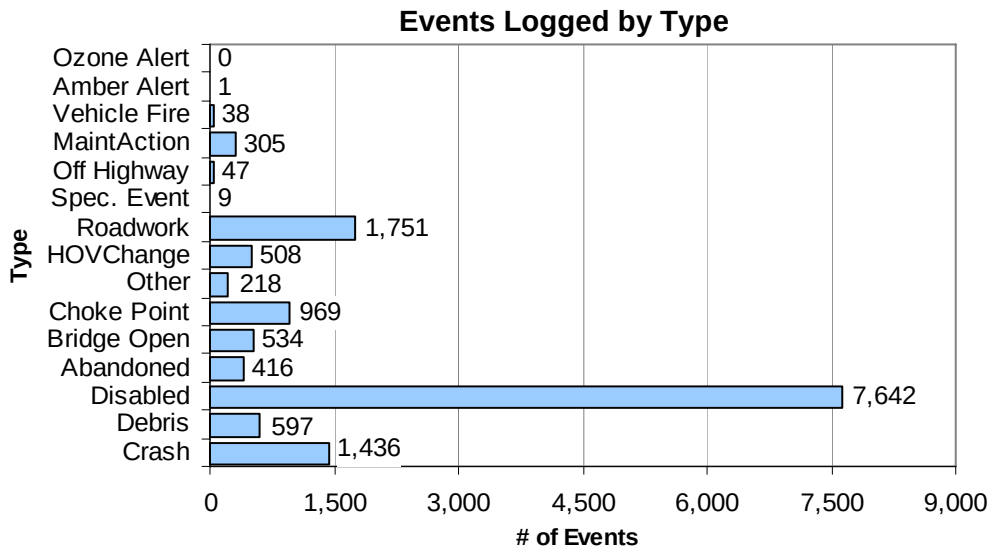
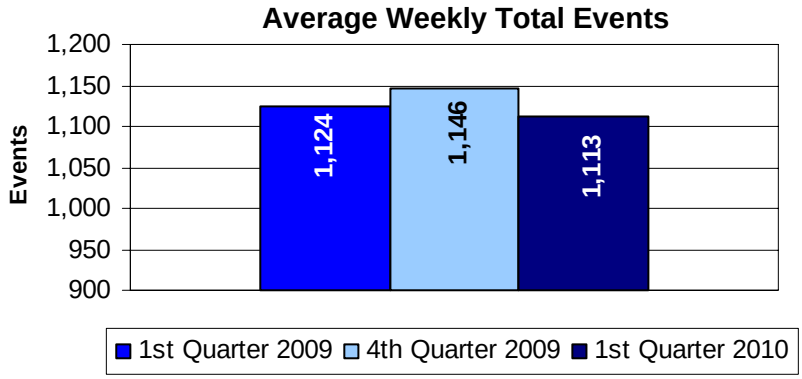
Control Room



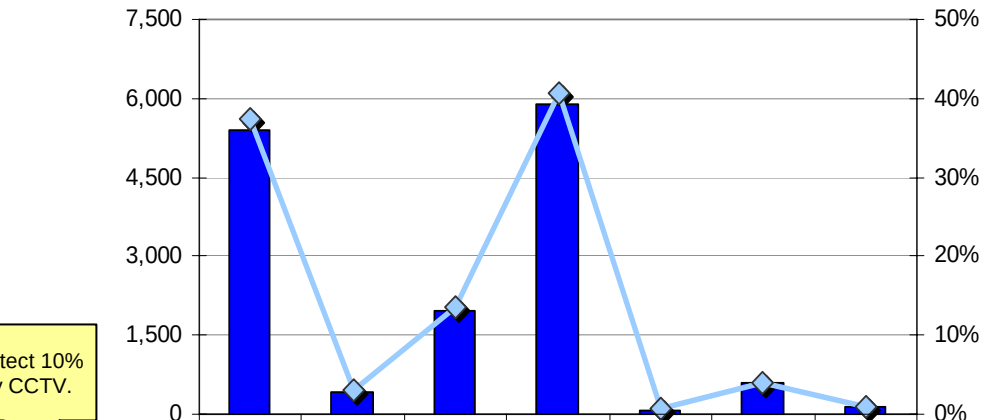
This graph enumerates event counts for the first quarter of 2010 and shows the value for each type: Ozone Alert, Amber Alert, Vehicle Fire, Maintenance Action, Off Highway, Special Event (i.e. motorcade), Roadwork, HOV Change (manual change to the HOV system from the control center), Other (i.e. police 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 53% of the 14,471 total events logged by the HRTOC Control Room in the first quarter.



Shown above are the weekly averages for events logged by the Control Room for the first quarter of 2010, the fourth quarter of 2009, and the first quarter of 2009.
The first quarter of 2010 average of 1,113 events per week was down 1% from the first quarter of 2009 and down 3% from the fourth quarter of 2009 weekly averages.

Control Room (Continued)

Events by Detection Source



Goal: To Detect 10% of Events by CCTV.

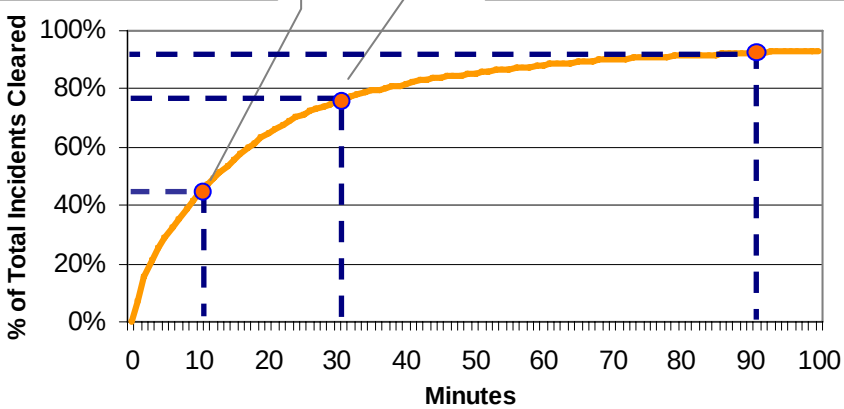
	CCTV	Other	Phone Call	SSP	VaTraffic	VSP CAD	VSP Radio
# of Events	5,410	424	1,949	5,886	86	582	134
% of Events	37.39%	2.93%	13.47%	40.67%	0.59%	4.02%	0.93%

This graph provides a tally of the first 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.

First Quarter Event Clearance

At 10 minutes, 44% of total events or 6,367 events were cleared in the first quarter of 2010.

At 30 minutes, 76% of total events or 10,998 events were cleared in the first quarter of 2010.

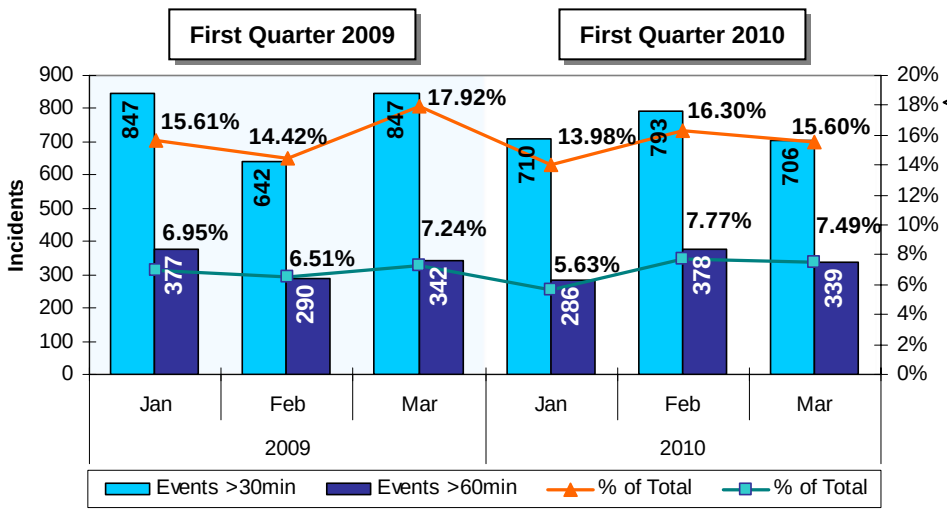


There were 14,471 events logged by the Hampton Roads Transportation Operations Center in the first quarter of 2010. Of the 14,471, 92% (13,313 events) were cleared within 90 minutes of verification.

Control Room

Events Greater Than 30 and 60 Minutes

By month and by percentage of total events that month

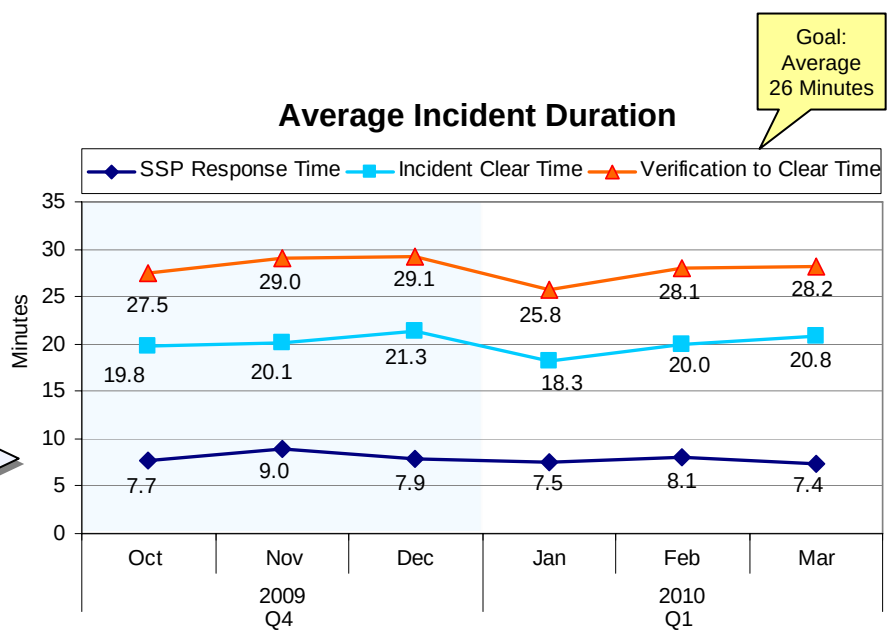


This graph compares the first quarter 2009 and 2010 events which lasted more than 30 minutes and events which lasted more than 60 minutes in duration. Percentages of total events logged are included.
The first quarter 2010 percentage of events greater than 30 minutes and percentage of events greater than 60 minutes averages were consistent with the first quarter 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 *are defined as "the above defined "Incidents," as well as special events" not affecting traffic.*

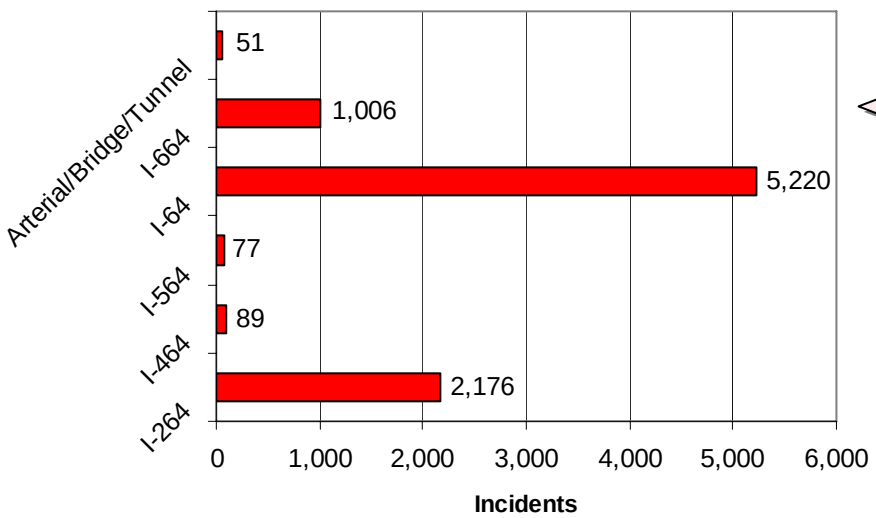
Average Incident Duration



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 Q4 2009 and Q1 2010.
In Q1 2010 average SSP response and clearance times decreased slightly from Q4 2009. The Q1 2010 average incident duration was 27.5 minutes, a decrease of 1.2 minutes from Q4 2009.

Safety Service Patrol

Number of SSP Assists by Roadway

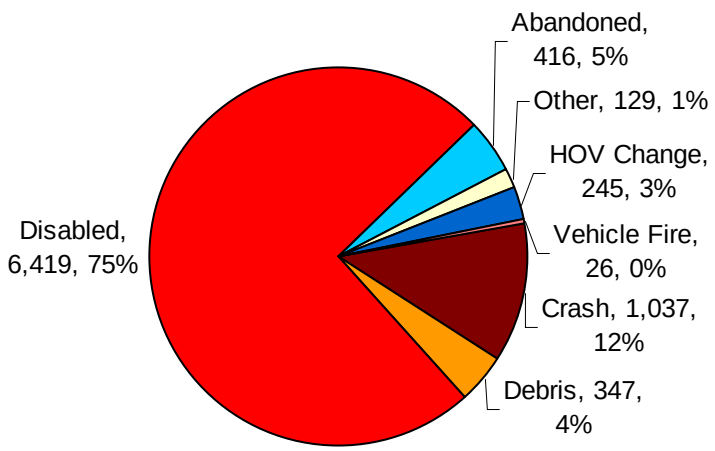


This graph shows the number of SSP assists for each freeway monitored by the HRTOC. Also included are responses on arterial roads, bridges and tunnels.
This information can be used to plan future patrol areas and staffing levels.

In the first quarter of 2010 SSP assists on I-64 made up 60% of the total 8,619 assists.

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

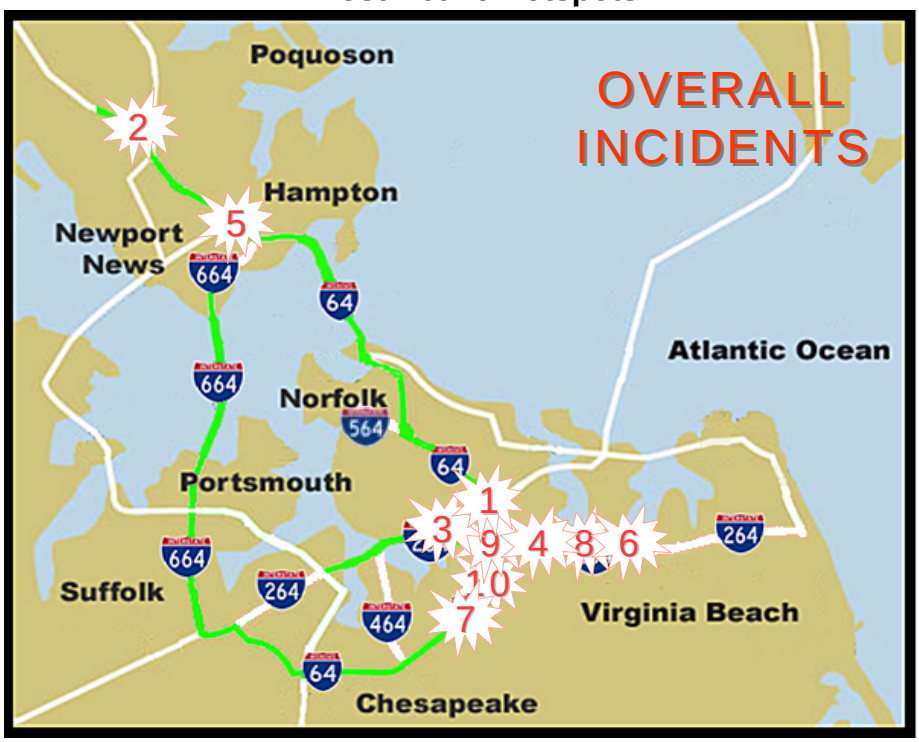
SSP Assists by Type



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 first quarter of 2010, the percentage of the assist type Crash (12%) was tied for it's highest percentage in the past 9 quarters.

Safety Service Patrol (Continued)

Most Active Hotspots



Ranking	Code	Location	# at Location	% of Total Incidents	Last Q Rank
1	64-11	64 / 264 Interchange - Northampton Blvd	482	4.91%	1
2	64-36	Jefferson Ave - Fort Eustis Blvd	369	3.76%	2
3	264-13	Ballentine Blvd - Broad Creek Bridge	363	3.70%	7
4	264-18	Newtown Rd - Witchduck Rd	345	3.52%	4
5	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd	307	3.13%	3
6	264-20	Independence Blvd - Rosemont Rd	297	3.03%	8
7	64-08	Greenbrier Pkwy - Indian River Rd	292	2.98%	5
8	264-19	Witchduck Rd - Independence Blvd	273	2.78%	6
9	264-17	64 / 264 Interchange - Newtown Rd	241	2.46%	10
10	64-09	Indian River Rd - Twin Bridges	234	2.38%	9
		TOTAL INCIDENTS	9,814	32.64%	

This table and accompanying map depict the highest overall incident occurrence locations for January 1, 2010 through March 31, 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 fourth quarter of 2009 (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 updated SSP routes (reduced June 20th 2009) 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	25	6.02%	1
2	64-33	20	4.82%	2
3	264-13	19	4.58%	9
4	64-11	18	4.34%	3
5	64-31	13	3.13%	12
6	64-09	13	3.13%	17
7	64-32	12	2.89%	4
8	64-08	12	2.89%	8
9	64-30	12	2.89%	15
10	264-18	11	2.65%	6
TOTAL ABANDONED		415	37.35%	

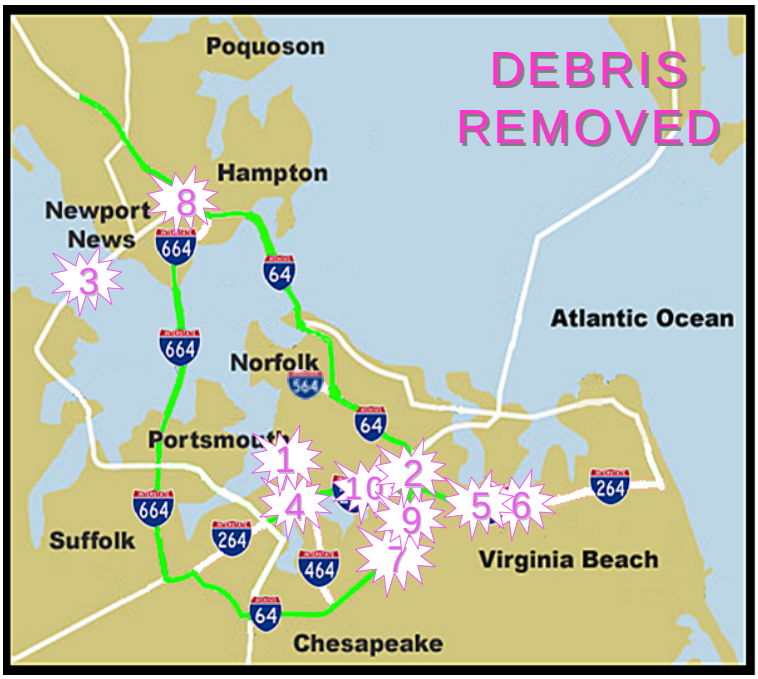
Ranking	Code	Location
1	64-36	Jefferson Ave - Fort Eustis Blvd
2	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
3	264-13	Ballentine Blvd - Broad Creek Bridge
4	64-11	64 / 264 Interchange - Northampton Blvd
5	64-31	Mercury Blvd - Magruder Blvd
6	64-09	Indian River Rd - Twin Bridges
7	64-32	Magruder Blvd - Hampton Roads Center Pkwy
8	64-08	Greenbrier Pkwy - Indian River Rd
9	64-30	64 / 664 Interchange - Mercury Blvd
10	264-18	Newtown Rd - Witchduck Rd

Ranking	Location	# at Location	% of Total Accidents	Last Q Rank
1	64-11	74	5.31%	2
2	264-18	54	3.87%	1
3	264-19	44	3.16%	3
4	64-36	43	3.08%	4
5	264-17	43	3.08%	5
6	64-30	36	2.58%	17
7	264-20	35	2.51%	10
8	64-06	34	2.44%	15
9	264-13	33	2.37%	25
10	264-11	32	2.30%	19
TOTAL ACCIDENTS		1,394	30.70%	

Ranking	Code	Location
1	64-11	64 / 264 Interchange - Northampton Blvd
2	264-18	Newtown Rd - Witchduck Rd
3	264-19	Witchduck Rd - Independence Blvd
4	64-36	Jefferson Ave - Fort Eustis Blvd
5	264-17	64 / 264 Interchange - Newtown Rd
6	64-30	64 / 664 Interchange - Mercury Blvd
7	264-20	Independence Blvd - Rosemont Rd
8	64-06	Battlefield Blvd - Greenbrier Pkwy
9	264-13	Ballentine Blvd - Broad Creek Bridge
10	264-11	Waterside Dr - Brambleton Ave / Campostella Ave

Safety Service Patrol (Continued)

Most Active Hotspots (Continued)



Ranking	Location	# at Location	% of Total Debris	Last Q Rank
1	Midtown	44	8.01%	1
2	64-11	35	6.38%	4
3	JRB	25	4.55%	3
4	264-08	24	4.37%	2
5	264-19	22	4.01%	11
6	264-20	18	3.28%	5
7	64-08	15	2.73%	8
8	64-33	14	2.55%	7
9	64-09	13	2.37%	18
10	264-13	12	2.19%	6
TOTAL DEBRIS		549	40.44%	

Ranking	Code	Location
1	Midtown	inside the Midtown Tunnel
2	64-11	64 / 264 Interchange - Northampton Blvd
3	JRB	On the James River Bridge
4	264-08	Downtown Tunnel (inside tunnel)
5	264-19	Witchduck Rd - Independence Blvd
6	264-20	Independence Blvd - Rosemont Rd
7	64-08	Greenbrier Pkwy - Indian River Rd
8	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
9	64-09	Indian River Rd - Twin Bridges
10	264-13	Ballentine Blvd - Broad Creek Bridge

Ranking	Code	# at Location	% of Total Disabled	Last Q Rank
1	64-11	355	4.45%	1
2	264-13	299	3.75%	6
3	64-36	291	3.65%	2
4	264-18	268	3.36%	5
5	64-33	249	3.12%	3
6	64-08	236	2.96%	4
7	264-20	235	2.94%	8
8	264-19	201	2.52%	9
9	264-17	179	2.24%	17
10	64-09	177	2.22%	7
TOTAL DISABLED		7,982	31.20%	

Ranking	Code	Location
1	64-11	64 / 264 Interchange - Northampton Blvd
2	264-13	Ballentine Blvd - Broad Creek Bridge
3	64-36	Jefferson Ave - Fort Eustis Blvd
4	264-18	Newtown Rd - Witchduck Rd
5	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
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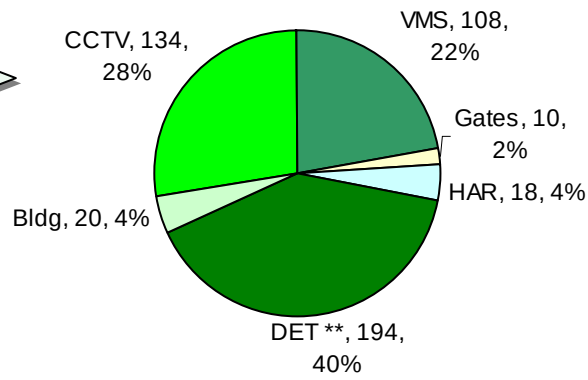
Field Maintenance

Number of PM Tasks by Equipment Type

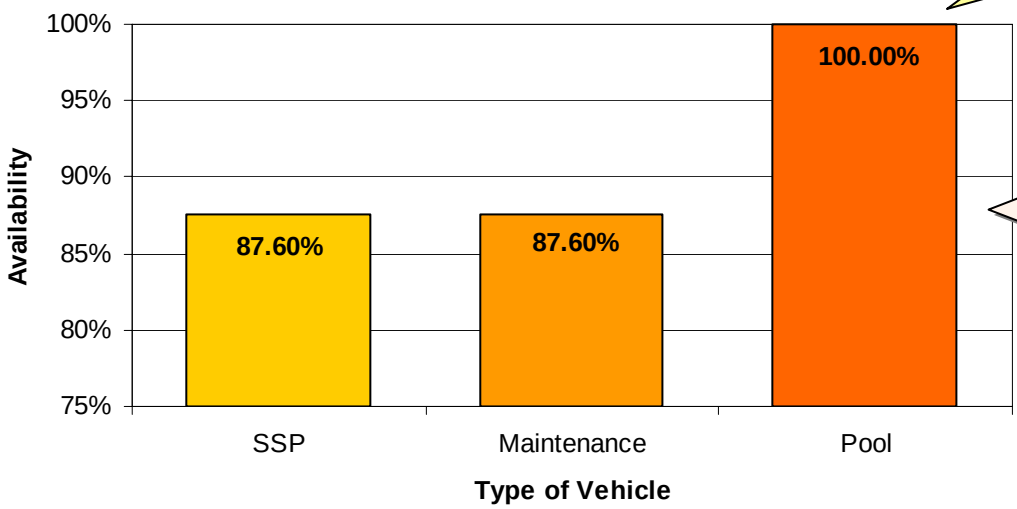
This chart and the accompanying table show the preventive maintenance (PM) tasks completed during the first quarter of 2010. In addition to the five main equipment categories shown in the table, the chart includes HRTOC building PM tasks. These figures do not include other PM tasks related to electronics, 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

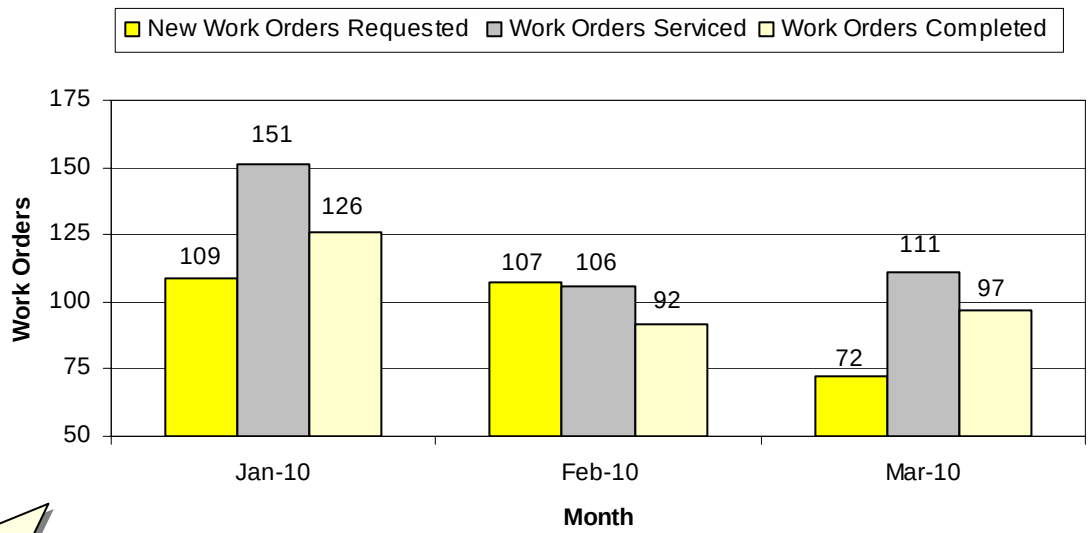
Goal: To Maintain 100% Availability for all Vehicle Types.



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

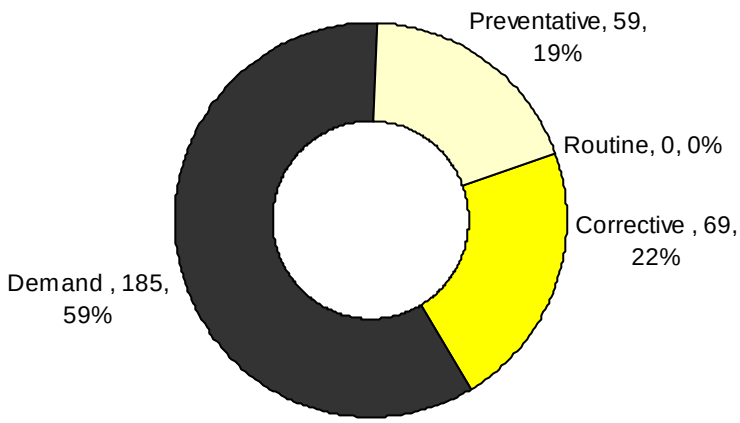
Information Technology

Work Orders Submitted to/Serviced by IT



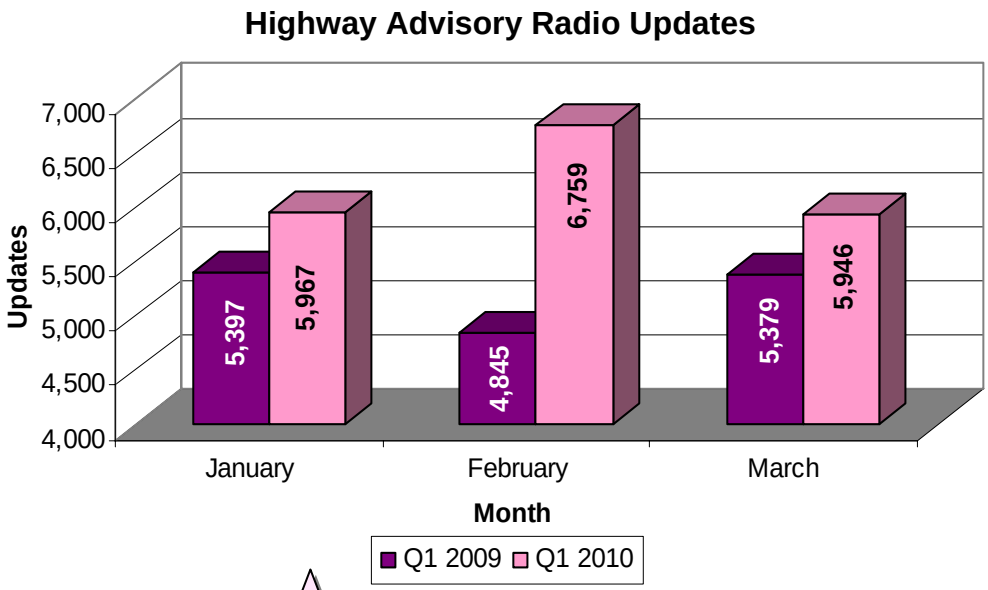
The above bar graph shows the number of work orders requested, serviced and completed by the IT Department for the first quarter of 2010.
This metric helps track IT Department workloads, in support of staff/resource allocation and scheduling.

IT Facility Maintenance Activity

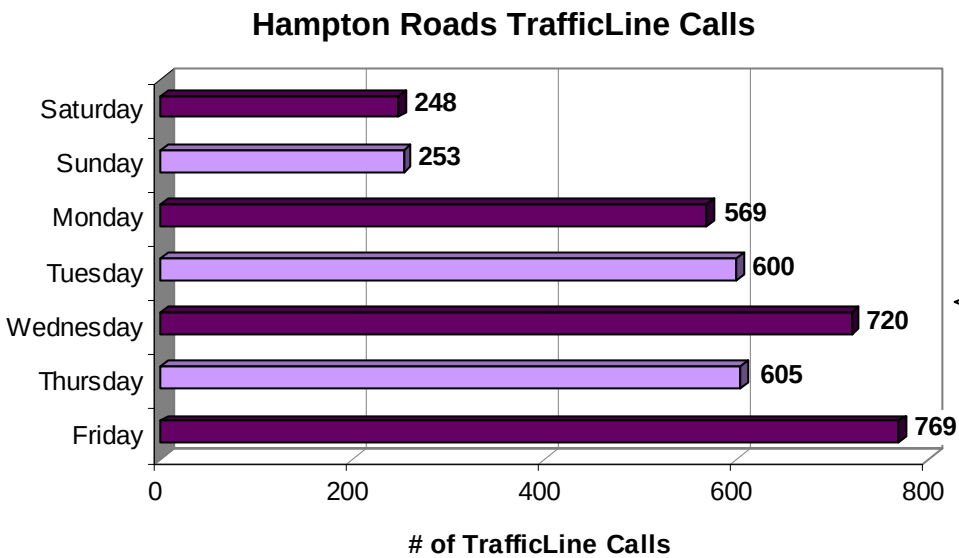


This donut graph shows IT Department tasks completed during Q1 for work types: corrective - “My printer is not working, please fix it”; demand – “I need a new printer”; preventive – regular PM on a schedule; and routine – a replacement printer every three years, for example.
The breakout supports management in the allocation of staff, equipment and budget resources at the HRTOC.

Public Information



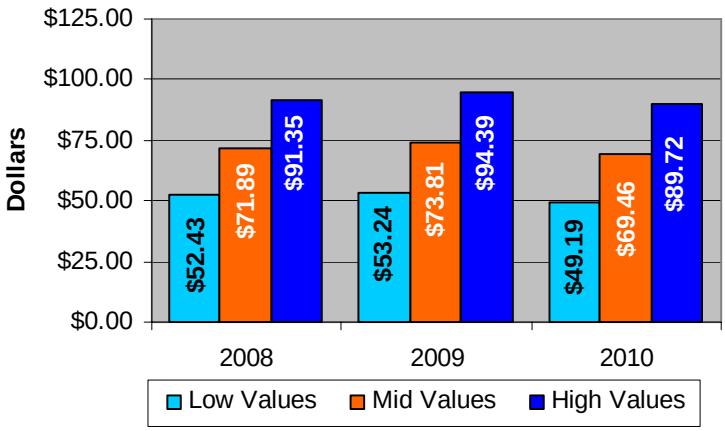
In order to advise the public of current traffic conditions on Hampton Roads highways the Highway Advisory Radio (HAR) messages are updated several times during the day. The above graph tallies the number of updates made to the HAR system during the first quarter of 2009 and 2010 by month.
An average day during the first quarter of 2010 registered about 205 updates to the HAR system, 34 more per day than the same period of 2009.
In February 2010 several snow storms moved through the Hampton Roads area causing an increased number of updates to the HAR.



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 3,764 TrafficLine calls in the first quarter of 2010 by day of the week.

Customer Service*

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

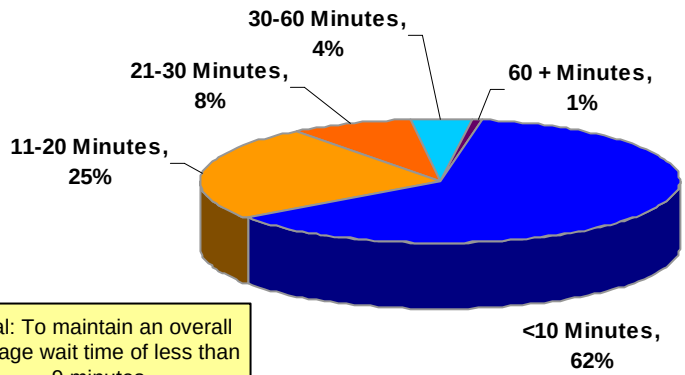


This graph depicts the perceived value that assisted motorists place on SSP services. Because the survey asks participants to choose a value within a monetary range (e.g. $50-$100), a range of values has also been shown here.

After adjusting for inflation, the average survey participant values each assist between $49.19 and $89.72 for 2010 to date.

How Long Did You Wait For the SSP Driver?

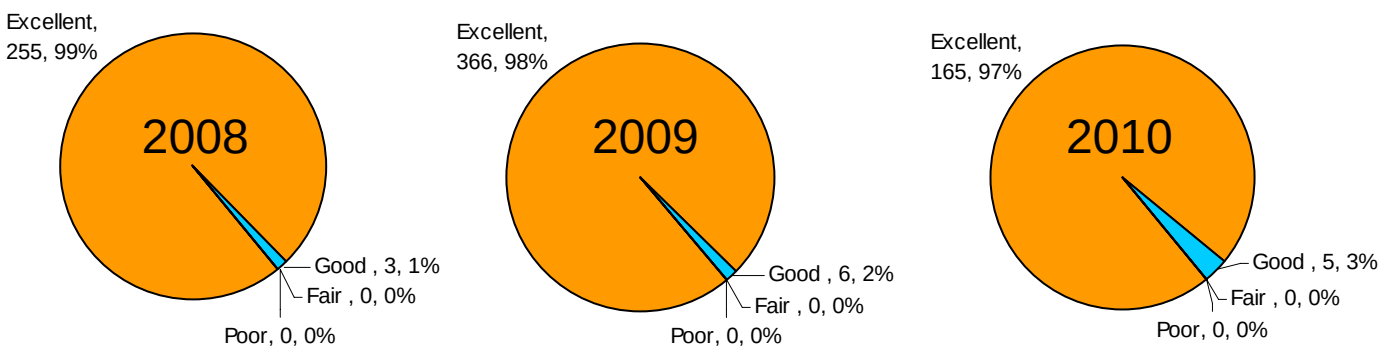
The numbers depicted in this pie chart show the length of time a motorist waited before a SSP driver arrived. This information goes beyond what is in our database, as we are typically unaware of how long a motorist has been waiting when the control room verifies the incident.
168 valid responses were collected over Q1. Using the midpoint for each range of time, the overall average wait time before SSP arrival was 11.2 minutes for the first 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 first 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.