

Week Ending July 12, 2013

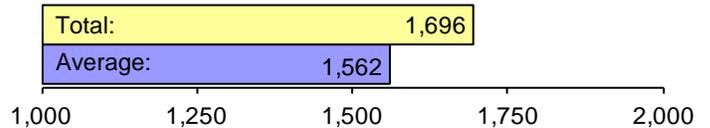
## Our Mission: Traveler Services; 100% accurate, anywhere, anytime

- Motorist Quote of the Week about HRTOC SSP Anthony Dardar:  
*"It was late and he was a life saver. Thank you so much for this program. There was no way I could have gotten that lug nut off myself."*
- Last Thursday the HRTOC held the Employee/Leader of the Quarter (EOQ/LOQ) ceremony for the second quarter 2013. Congratulations to the winners! Safety Service Patroller **Earl Clanton** for EOQ and Field Maintenance Foreman **Jason Canfield** for LOQ.

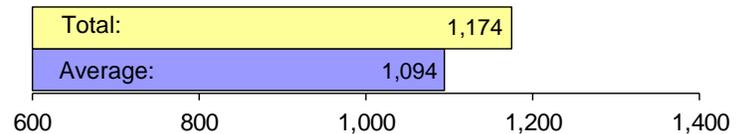
In addition, **Jason Canfield** and **Mike Elliott** were recognized by the American Red Cross with the Red Cross Life Saver Award for their use of CPR to sustain the life of Maintenance Supervisor **Steve Pearson**. The award is given to those who performed a lifesaving act utilizing skills learned through Red Cross health and safety training. HRTOC Trainer **Joe Kovaleski** was recognized for his role in providing this training.

### Operations & Maintenance Summary

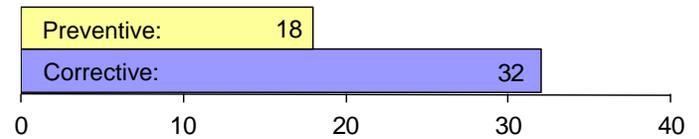
Events Responded to by the Control Room  
 Last Week:



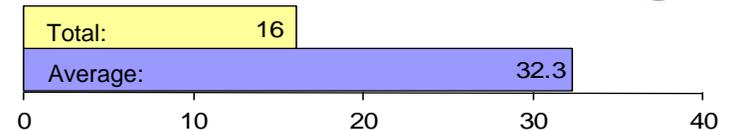
Drivers Assisted by Safety Service Patrollers  
 Last Week:



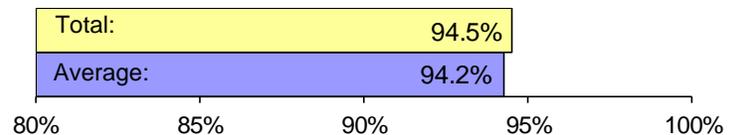
Field Equipment Corrective and Preventive  
 Work Orders Completed Last Week:



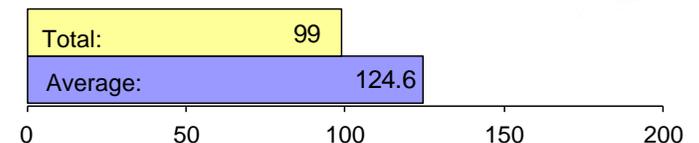
I.T. Work Orders Completed  
 Last Week:



SSP Truck Availability  
 Last Week:



Number of Gallons Dispensed During  
 SSP Fuel Assists Last Week:



### Did you know...

The SSP Department has been on the move! Last quarter, the HRTOC's Safety Service Patrollers traveled a record **1,071,135 miles** over the three month period from April to June. This is over 100,000 miles more than the previous quarter.

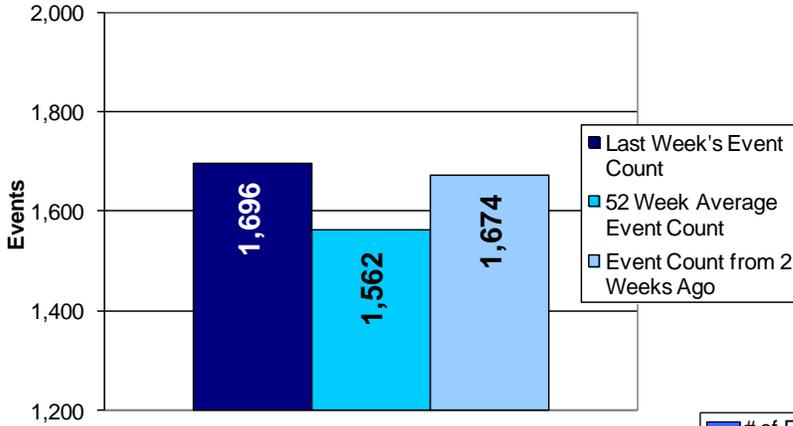
The last quarter also saw **14,802 SSP responses to incidents**, the second highest count for the period of one quarter.

Source: HRTOC Incident Database and Reports

# Control Room

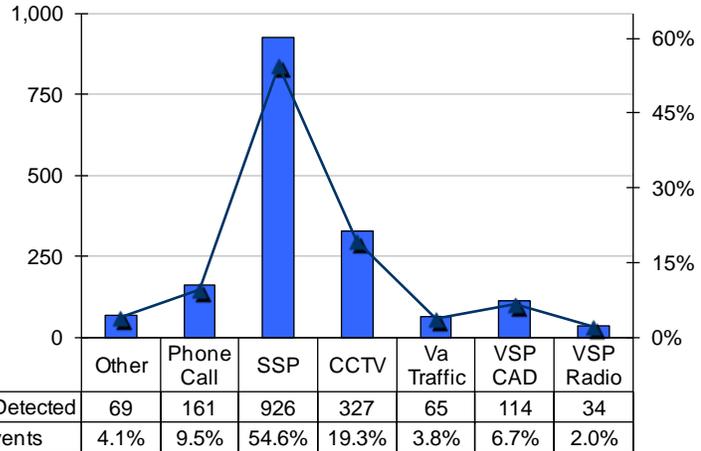


## Number of Events Logged by the Control Room



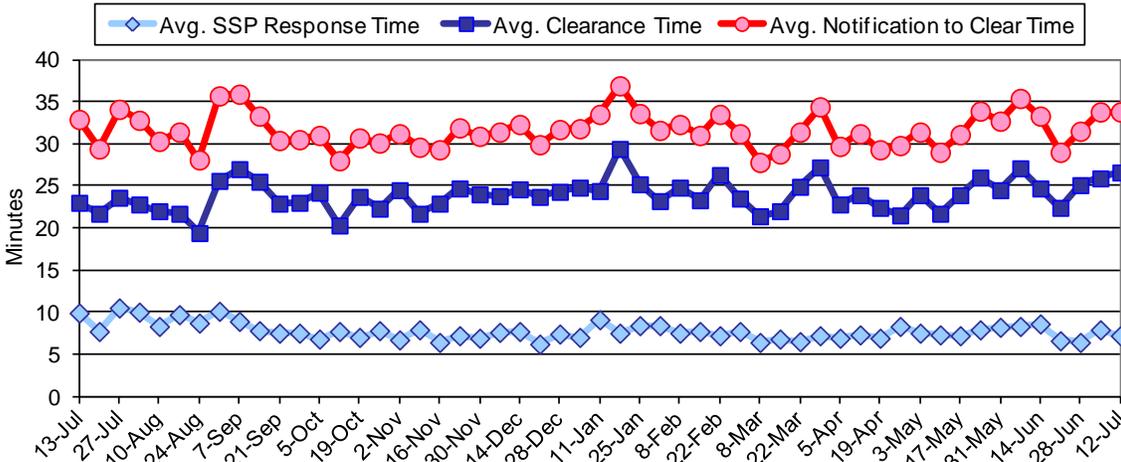
## Events by Detection Source

Count and percentage of total events that week



## Incident Duration

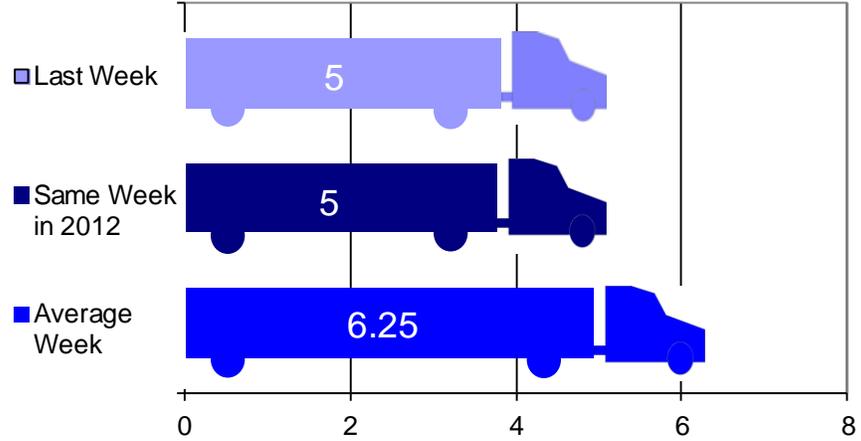
Notification < SSP Response  
 SSP Response < Incident Clear Time  
 Incident Clear Time < Notification to Clear Time



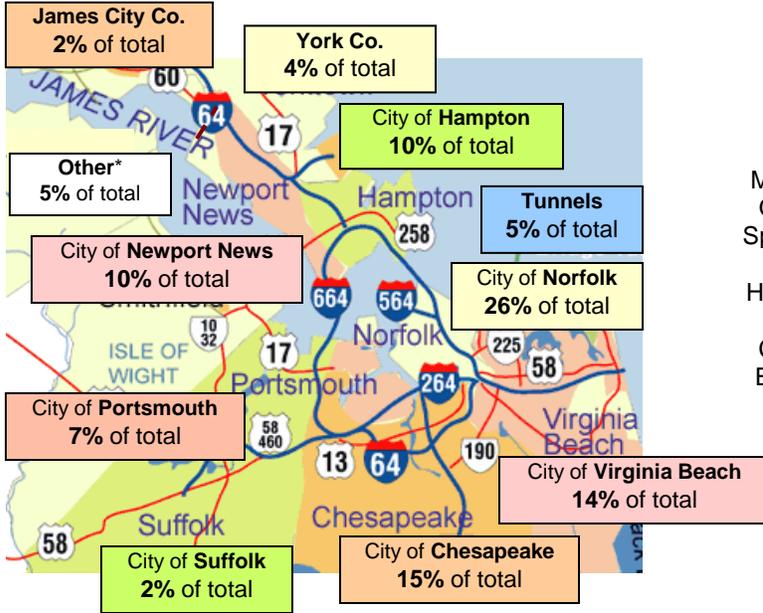
**52 Week Average**  
 Total: 31.6 min  
 Clear Time: 23.9 min  
 Response Time: 7.7 min

**Note:**  
 Definitions for 'Incident' and 'Event' are located on page 11 of the Data Key

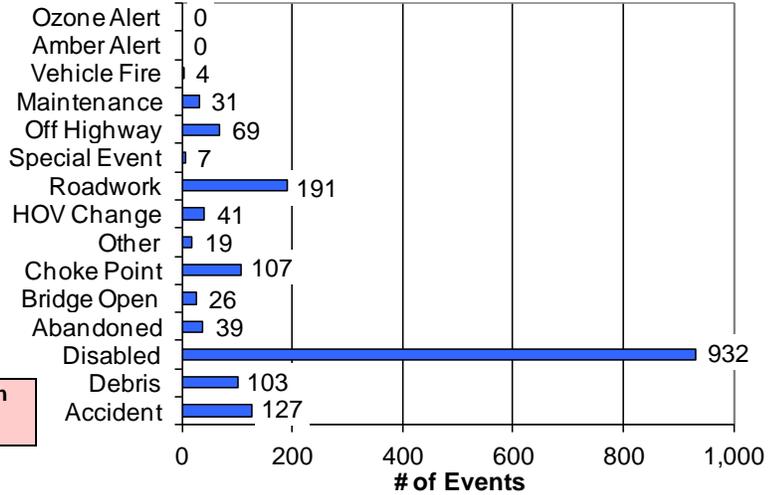
## Number of Incidents Involving Tractor Trailers



# Control Room (continued)



## Events Logged by Type

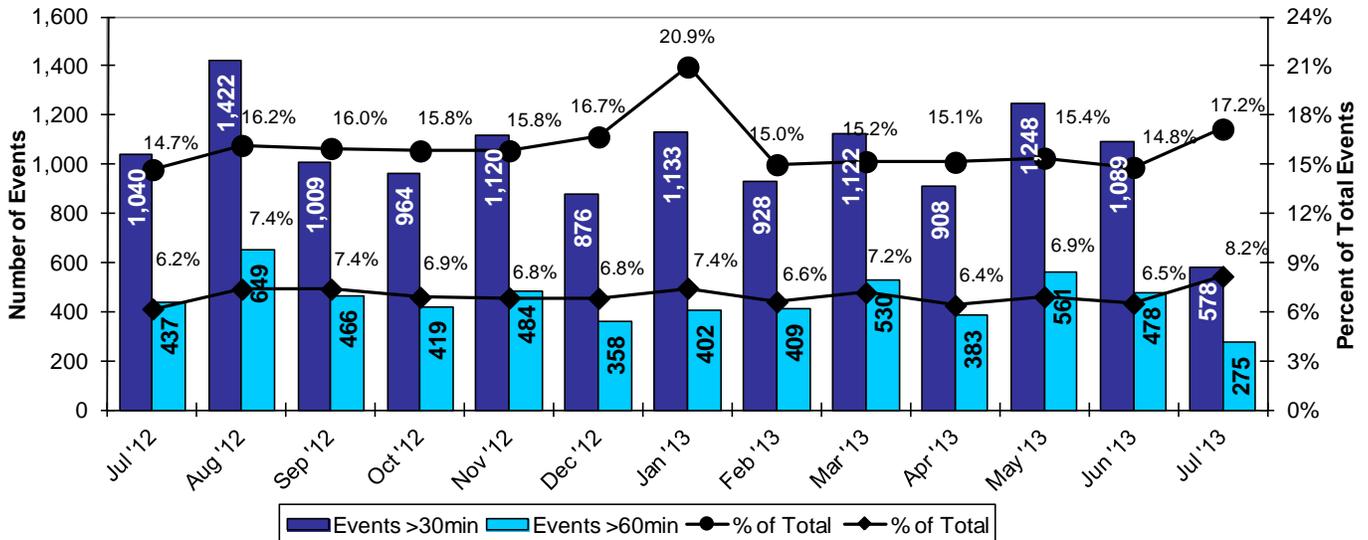


	Norfolk	Chesapeake	Virginia Beach	Newport News	Hampton	Portsmouth	Suffolk	York Co.	James City Co.	Tunnels	Other*
12-Jul	446	256	234	168	166	123	28	68	33	86	88
5-Jul	409	287	266	151	168	106	25	95	39	58	70
28-Jun	436	265	354	180	252	129	29	76	39	80	80
21-Jun	466	308	296	167	158	148	48	74	24	69	84
14-Jun	419	343	243	168	173	124	30	70	31	67	82
7-Jun	448	318	266	204	231	114	12	73	24	65	84
31-May	457	368	279	140	192	137	36	71	48	66	67
24-May	407	241	306	130	133	119	19	73	48	77	87

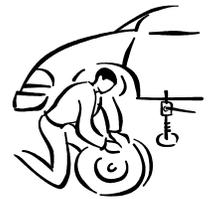
\* Other includes Accomack, Northampton, Williamsburg, Poquoson, Surry, Isle of Wight, Franklin, Southampton, Sussex, Emporia, Greensville

## Events Greater Than 30 and 60 Minutes

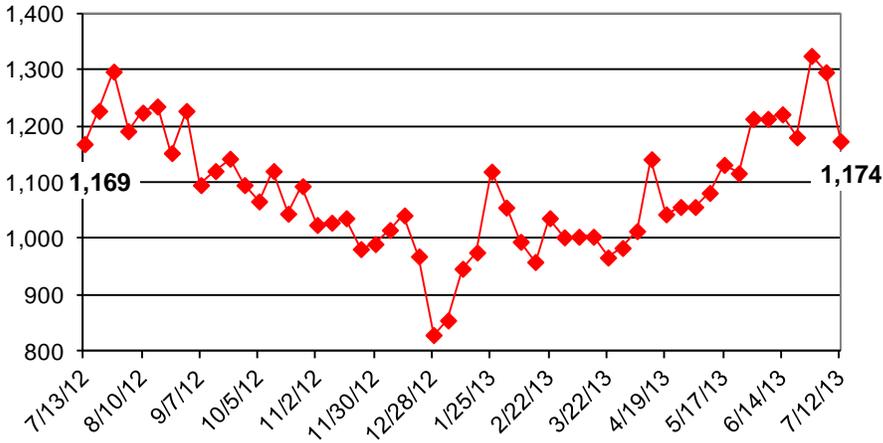
By month and by percentage of total events that month (current month is month to date)



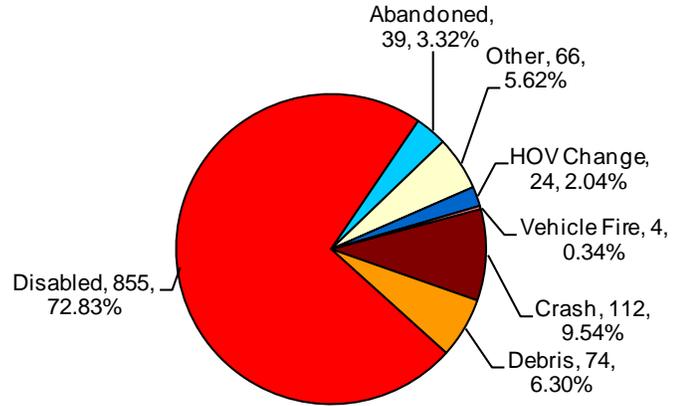
# Safety Service Patrol



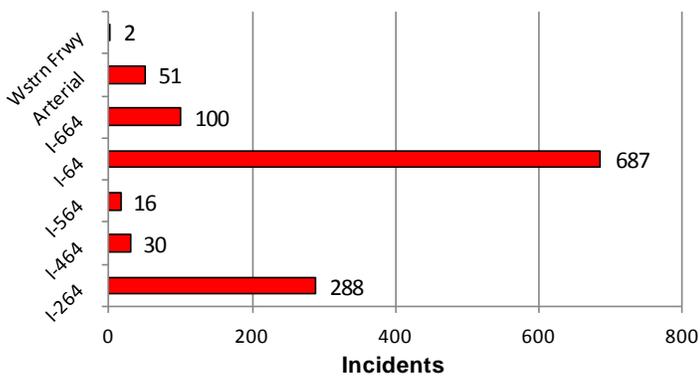
**Total SSP Responses**  
By week for the preceding year



**SSP Assists by Type**



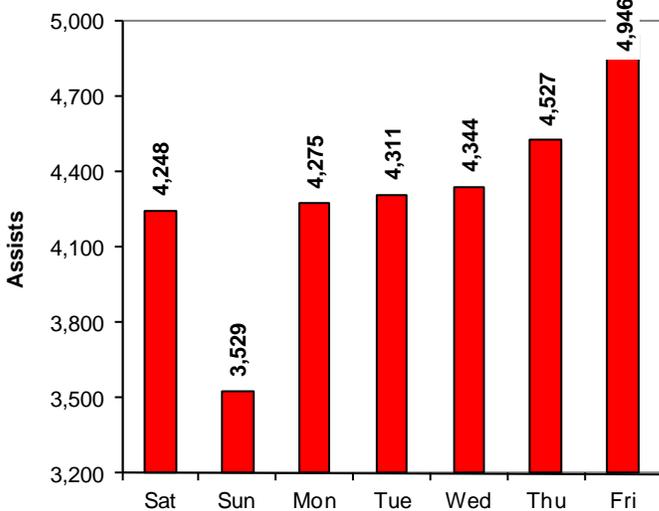
**Number of SSP Assists by Roadway**



**Most Active Hot-Spots by Incident Type**



**Total YTD Assists by Day-of-Week**



	Most Active	Interstate	Segment ID	# of Incidents	% of Incident Type
1	Abandoned Vehicles	I-264	264-20	4	10.3%
2	Crashes	I-64	64-12	8	6.3%
3	Debris Removed	I-64	64-35	5	4.9%
4	Disabled Vehicles	I-64	64-11	40	4.3%

**Segment ID: Descriptions**

264-20	Independence Blvd - Rosemont Rd
64-12	Northampton Blvd - Military Hwy
64-35	Oyster Point Rd / Victory Blvd - Jefferson Ave
64-11	64 / 264 Interchange - Northampton Blvd

# Maintenance



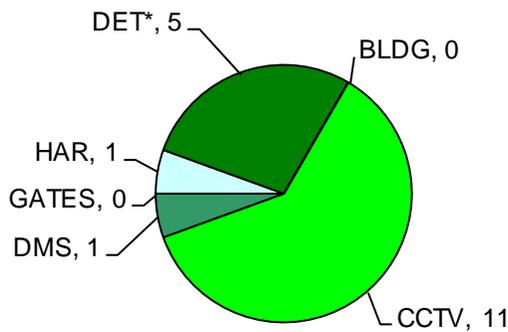
## Current Field Device Operational Availability

Component	Total	Average Not Working	Average Working	Average System Availability
CCTV	276	2.0	274.0	99.3%
DMS*	177	1.6	175.4	99.1%
GATES	5	0.0	5.0	100.0%
HAR	7	0.8	6.3	89.3%
Detectors	166	6.0	160.0	96.4%

\*\*Detectors are being added to the total count as they are completed in the Detector Replacement Project.

\*DMS that are unavailable due to the ongoing DMS Retrofit Project have been temporarily removed from the total count (197). There are currently 20 signs unavailable due to the retrofit project.

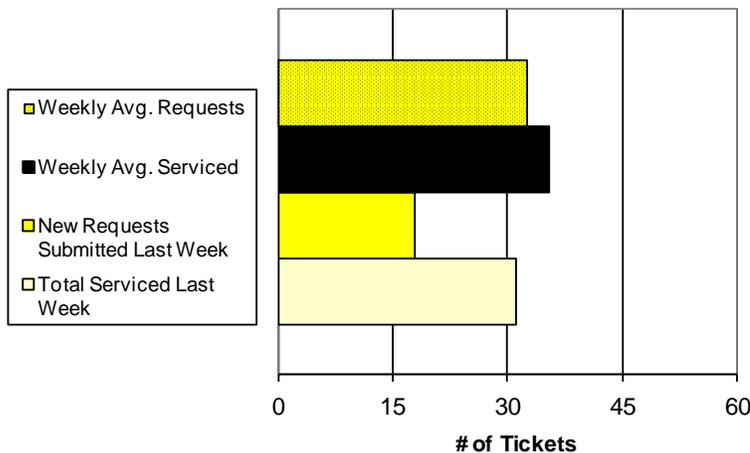
## Number of Preventive Tasks Completed by Equipment Type



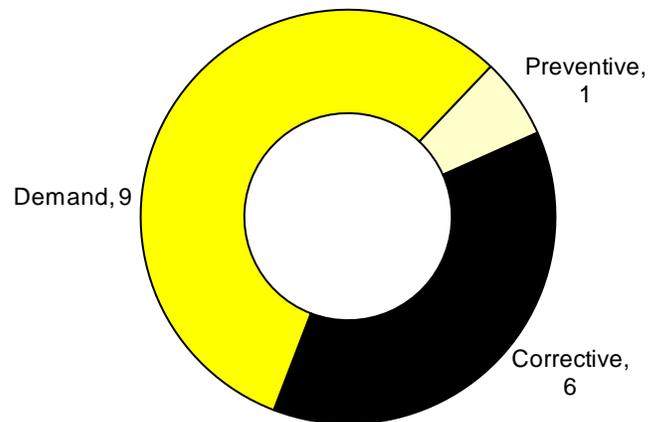
	56 Week Average
CCTV	11.0
DMS	7.9
GATES	0.5
HAR	1.5
DET	16.9
BLDG	3.4

\*PMs for the category of "DET" are for Detector Cabinets, not Detector Stations

## Work Orders Submitted to/Service by I.T.



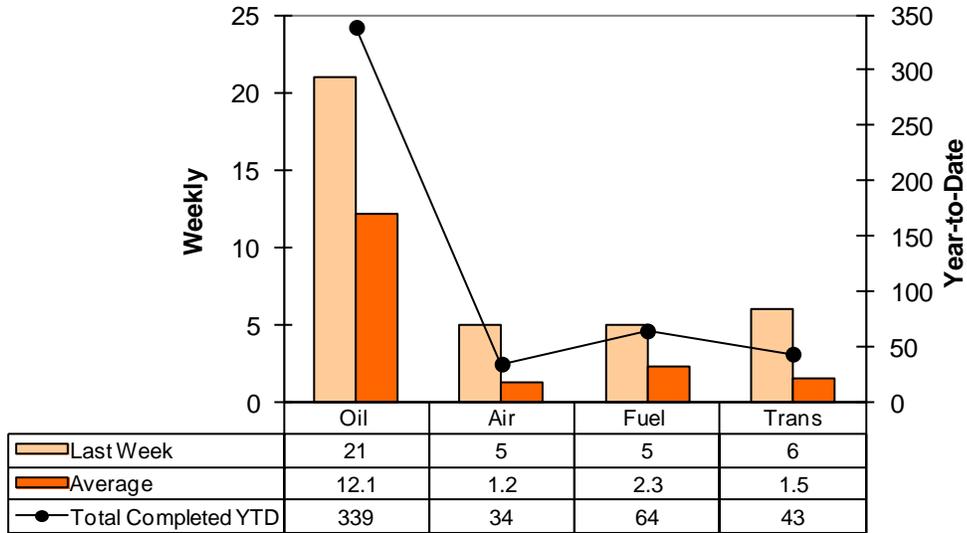
## I.T. Facility Maintenance Activity



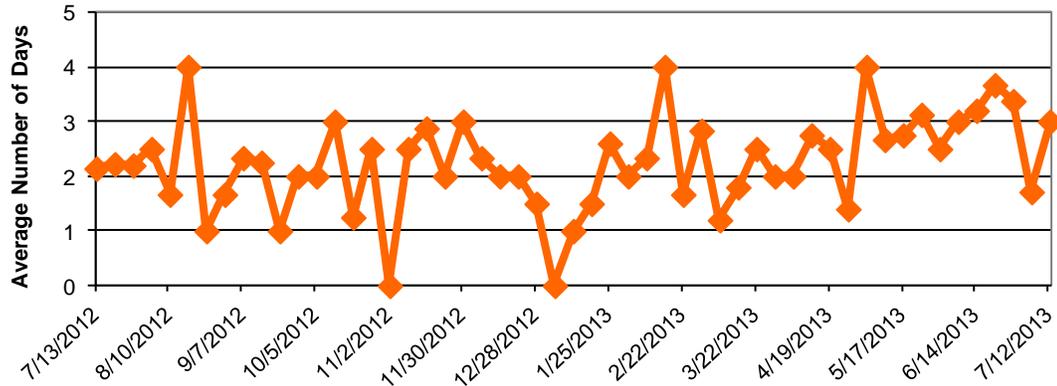
# Fleet Management



### Completed Fleet Service Activities by Type

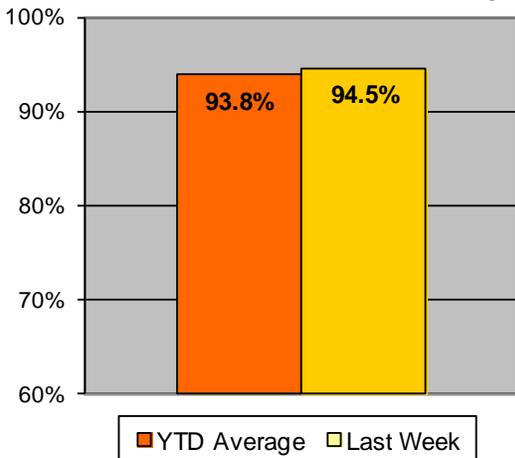


### Average Vehicle Return-to-Service Duration

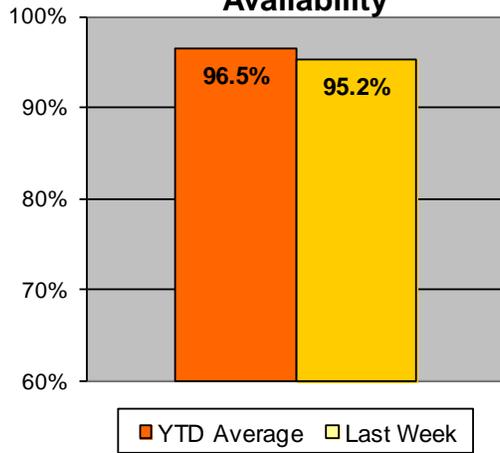


A value of 0 denotes that no vehicles were returned from the shop for that week

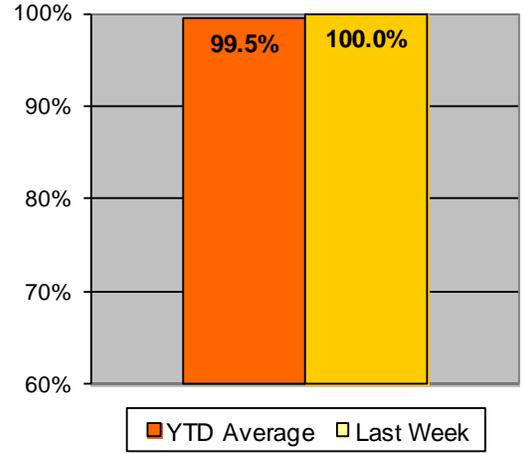
### SSP Vehicle Availability



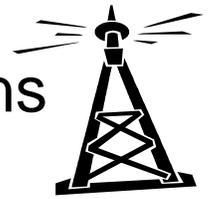
### Field Maintenance Vehicle Availability



### Pool Vehicle Availability

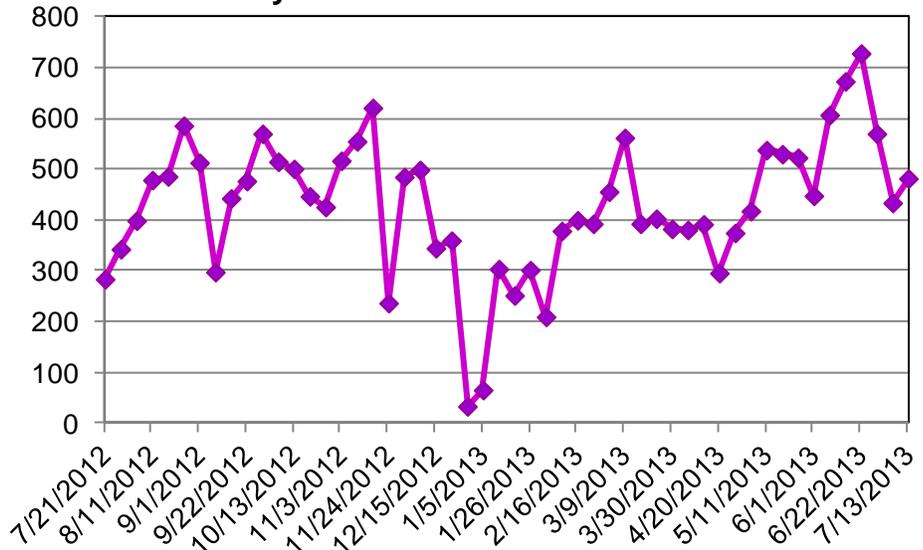


# Public Information & Media Relations

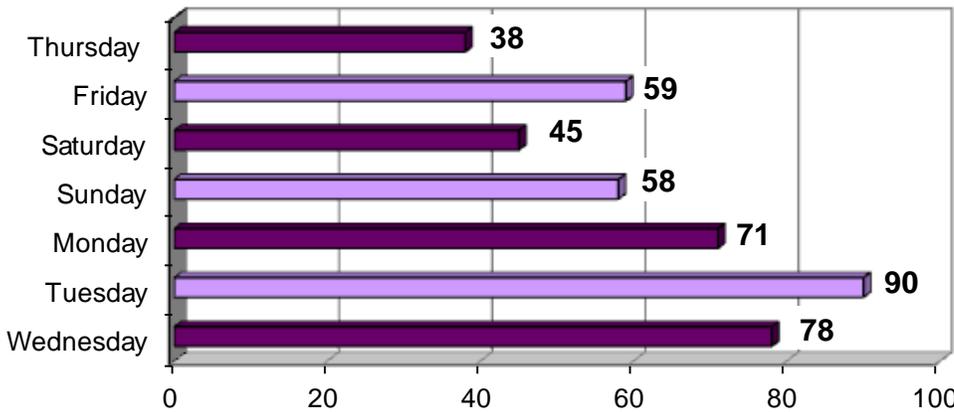


### Weekly Lane Closures Entered into LCAMS

Visit <http://vdot.openlcams.com> to view current and scheduled lane closures throughout the state.



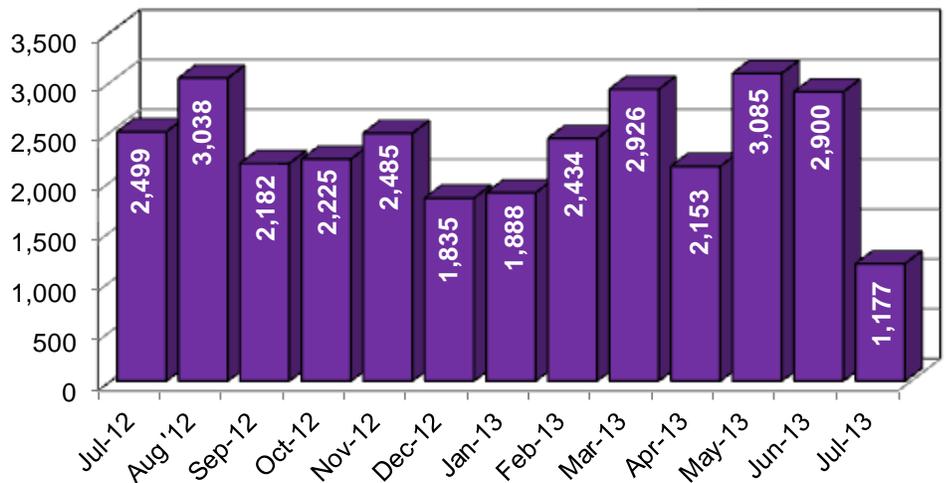
### Calls Received On the Hampton Roads TrafficLine



439 calls from motorists were received on the TrafficLine between Thursday 7/4 and Wednesday 7/10.

### Highway Advisory Radio (HAR) Counts

Current month reflects 'to-date'



There were 641 events associated with HAR messages last week.

# Data Key



## Cover Page

### **Events Responded to by the Control Room Last Week**

Description: Shows the actual past week and the weekly average event count for the rolling year.

Purpose: Provides a snapshot of how many events were responded to the previous Saturday through Friday. Weeks tallying many events will correlate with an increase in VaTraffic/511 traveler information calls.

### **Drivers Assisted by Safety Service Patrollers Last Week**

Description: Shows the actual past week and the weekly average number of SSP assists for the rolling year.

Purpose: Gives a snapshot view of the quantity of SSP assists. These assists reflect direct HRTOC customer contact, an important part of the HRTOC mission.

### **Field Equipment Corrective and Preventive Work Orders Completed Last Week**

Description: The values shown reflect the total number of responses to field equipment corrective maintenance repairs and the total number of preventive maintenance tasks completed during the seven day period.

Purpose: Provides a summary view comparing the amount of corrective maintenance being completed in relation to preventive maintenance. A 2:1 ratio (corrective : preventive) of man hours is considered successful.

### **I.T. Work Orders Completed Last Week**

Description: These values provide a summary view of I.T. work orders closed during the past week's reporting period and the average number of work orders closed each week for the last year.

Purpose: Summarizes the level of I.T. effort from the previous week in comparison to the average for the last year.

### **SSP Truck Availability Last Week**

Description: The percentage of the SSP vehicle fleet that was available for use last week (versus being out of service for maintenance), and a weekly average of that availability for the rolling year.

Purpose: The values of these numbers are indicators of vehicle repair activity and are used in support of scheduling and planning activities.

### **Number of Gallons Dispensed During SSP Fuel Assists Last Week**

Description: Displays the weekly number of gallons of fuel dispensed by the SSPs. Also included is the year-to-date average per week. This number is an estimated one gallon of gas per SSP fuel assist.

Purpose: Reflects the most tangible type of assistance provided by the SSPs. Unlike other SSP assistance types (e.g. changing a tire), fuel can be counted as a direct unit cost. Therefore, with gas prices the way they are, this particular type of assistance has a profound effect on the cost of operations.

# Data Key (continued)



## Operations

### **Number of Events Logged by the Control Room**

Description: This bar graph shows the number of events logged in the incident database for the prior week, for two weeks ago, and the weekly average for the past year.

**\*\* Incidents** are defined as *unplanned situations adversely impacting traffic flow such as accidents, debris, disabled vehicles, and abandoned vehicles.*

**\*\* Events** are defined as *'special events' not affecting traffic, as well as the above defined 'Incidents'.*

Purpose: Shows how the current value compares to the value two-weeks ago and an annual weekly average value. For comparison and analysis purposes, it reveals the past week's numbers relative to "normal" levels and aids in forecasting activity levels based on seasonality, weather, holidays and/or other events.

### **Events by Detection Source**

Description: The bar graph provides a tally of last week's events, broken down by their detection source (VSP Radio and VSP CAD [Virginia State Police radio or computer aided dispatch], VaTraffic, CCTV, SSP, Phone Call and Other [i.e. field contractor or fire department]).

Purpose: Identifies the sources of most our incident discoveries and those sources that need to contribute greater to detection.

### **Incident Duration**

Description: This graph shows the average duration in minutes from incident detection by a source (CCTV, Phone Call, VaTraffic, VSP CAD, VSP Radio, and Other) to when an SSP truck arrives on scene; the time from SSP arrival until the incident (Abandoned, Accident, Debris, Disabled) is completely cleared; and the total amount of time from initial detection to complete clearance.

Note: Only includes incidents responded to by a SSP where the Response & Clear Times were recorded in the Incident Database.

Purpose: This information is used for extemporaneous audits. Allows management to review incident durations in relationship to pre-determined goals and provide a benchmark for incident response.

### **Number of Incidents Involving Tractor-Trailers**

Description: This bar graph shows the number of incidents involving tractor-trailers last week, for the same week last year, and the average for all weeks in the past year.

Purpose: Incidents involving tractor-trailers can take considerably longer to clear and thus have the capability to cause a negative effect on traffic flow and lane clearance. A high number of tractor-trailer incidents can have a negative effect on the number of incidents cleared within the 30 and 60 minute benchmark.

### **Weekly Total Events by Geographic Location**

Description: This table and accompanying map shows the number of events logged per locale by the Control Room. Rarely, certain events are not included in this tally because they are not defined by municipality.

Purpose: This will aid in determining areas of high demand for SSP services and help to adjust scheduling and routes accordingly.

# Data Key (continued)



## **Operations (continued)**

### **Events Logged by Type**

Description: This graph enumerates event counts for the past week, and shows the value for each type:

Amber and Ozone Alert (i.e. the HRTOC displayed a message on the DMS alerting the public of the current situation), Vehicle Fire, Maintenance Action, Off Highway, Special Event (i.e. concert or college graduation), Roadwork, HOV Change (manual change made to the HOV system from the control center), Other (i.e. police or medical emergency), Choke Point and Bridge Open (HRTOC involved in managing congestion at area bridges and tunnels due to heavy traffic or a bridge opening), Abandoned (abandoned vehicle), Disabled (disabled vehicle), Debris (i.e. ladder, mattress or road kill disrupting the flow of traffic), and Accident.

Purpose: This chart is used to quantify which categories of incidents most severely impact the roadways. Over time and by season comparisons are possible by examination of previous reports.

### **Events Greater Than 30 and 60 Minutes**

Description: This graph totals those events which lasted more than thirty minutes and those events which lasted more than sixty minutes in duration. Percentages of total events are included. Purpose: This information is used to compare the activity levels of 'serious events' that take longer than the average clearance time. Results can spotlight contributing factors such as short staffing, inter-agency communication, and patrol route inefficiencies.

### **Total SSP Responses**

Description: The line graph displays SSP assist counts by week for the past year.

Purpose: The graph can be used to estimate the number of SSP responses in future weeks. The information can be used to plan future route expansion and staffing levels.

### **SSP Assists by Type**

Description: This pie chart shows the relative values for the major types of SSP assists last week. Types include Disabled (disabled vehicle), Debris (i.e. ladders or dead animals in roadway), Accident, Vehicle Fire, HOV Change (i.e. an SSP was involved in an HOV Change), Abandoned (abandoned vehicle), and Other (i.e. traffic control for police activity, medical emergencies).

Purpose: Provides information used for forecasting SSP vehicle equipment, tool, and consumable material (flares, batteries) needs short term and long term, and, to an extent, future staffing requirements.

### **Number of SSP Responses by Roadway**

Description: This graph shows the number of SSP assists over the past week, displayed for each freeway that the HRTOC oversees. Also included are responses on arterial roads, bridges, and tunnels.

Purpose: Used to substantiate the number of SSP responses by freeway assignment. This information can be used to plan future patrol area expansion and definition, as well as staffing levels by roadway.

# Data Key (continued)



## **Operations (continued)**

### **Total YTD (Year-to-Date) Assists by Day-of-Week**

Description: This chart depicts the number of SSP assists rendered for each day of week, for the current year-to-date.

Purpose: Helps in planning daily staffing levels based on year-to-date activity levels by day.

### **Most Active Hot-Spots**

Description: This table shows, for four incident categories (Abandoned Vehicles, Accidents, Debris Removed, and Disabled Vehicles), the Segment ID and Interstate of the most active section of roadway, last week's incident count for that section, and the percentage of the total incident type that count represents.

Purpose: Review of these values permit management to detect emerging patterns and plan SSP staffing and routes in relation to those areas requiring the most attention.

## **Maintenance**

### **Current Field Device Operational Availability**

Description: This table shows the total number of units of each equipment type (CCTV, DMS, Gates, HAR, and DET [detector stations]), how many are working and how many are not. The number of working units expressed as a percentage of the total units is also included.

Note: A DMS asset is considered not working if it is illegible

Purpose: This information provides maintenance a clear view of the percentage of working equipment, provides operations a notion of system "eyes and ears" limitations, and provides management information as to current levels of equipment unit functionality.

### **Number of Preventive Tasks Completed by Equipment Type**

Description: This chart and the accompanying table show the preventive maintenance tasks completed during the past week, and weekly averages for the last year. In addition to the five main equipment categories, buildings are included.

Purpose: Helps management allocate PM resources (equipment) and keep to schedule.

### **Work Orders Submitted to / Serviced by I.T.**

Description: This bar graph shows the number of new work order requests submitted to the I.T. Department last week, and the number that were serviced (worked on, but may not have been completed). Weekly averages for the past year are also graphed.

Purpose: The metric helps track I.T. Department workloads, in support of I.T. staff/resource allocation and scheduling.

### **I.T. Facility Maintenance Activity**

Description: This donut graph shows I.T. Department tasks completed during the past week for work types: Corrective - "My printer is not working, please fix it"; Demand - "I need a new printer"; Preventive - regular PM on a schedule; Routine - a replacement printer every three years.

Purpose: The breakout supports management in the allocation of staff, equipment, and budget resources at HRTOC.

# Data Key (continued)



## **Maintenance (Continued)**

### **Completed Fleet Service Activities by Type**

Description: This chart shows weekly, average, and year-to-date counts for vehicle maintenance services. Oil (oil change), Air (air filter), Fuel (fuel filter), and Trans (transmission fluid services) are represented here.

Purpose: Helps to account for labor and dollars expended for vehicle service and to plan for future contract and material expenditures.

### **Average Vehicle Return-to-Service Duration**

Description: These numbers are an average time value representing a “return-to-service” duration in days; the elapsed time from arrival at the vehicle repair location until the vehicle returns to service. Values for SSP, Field Maintenance, and Pool Vehicles are included in the average.

Purpose: These values also measure the performance of the repair effort and are used in scheduling SSP vehicle service and Patroller/Maintenance Staff resources.

### **HRTOC Vehicle Availability**

Description: The three bar graphs show what percentage of the total SSP, Field Maintenance, and Pool fleets were available last week, and also provide a year-to-date (YTD) average for comparison.

Purpose: These numbers measure fleet service effort and success rates.

## **Public Information**

### **Weekly Lane Closures Entered into LCAMS**

Description: The HRTOC began using LCAMS (Lane Closure Advisory and Management System) on May 1<sup>st</sup> 2011. LCAMS is a program that allows users in Hampton Roads to quickly add and modify planned lane closures or determine if a lane closure conflicts with any existing entries.

Purpose: This information shows the efforts associated with managing lane closures throughout Hampton Roads. The Lane Closure Technician, Public Information Officer and Control Room operators are all impacted by increasing lane closure counts.

### **Calls Received On the Hampton Roads TrafficLine (361-3016)**

Description: The Hampton Roads TrafficLine was implemented in December of 2006 in order to assist motorists with their travel information needs. Motorists can dial a number and hear traffic conditions relating to the Highway Advisory Radio reports. This bar graph shows number of calls received by day of the week. Due to the way TrafficLine data is updated, the previous week’s data is only available through Wednesday.

Purpose: This information will help public affairs become aware of what days of the week are of interest to Hampton Roads commuters as well as ensure additional dissemination of timely traffic information to the public.

### **HAR Counts**

Description: Highway Advisory Radio (HAR) messages are created and updated several times during the day. This graph tallies the number of events that have a HAR message associated month-to-date, and includes the values for previous months for comparison.

Purpose: The graph shows how the current value compares to past months; the count mirrors event activity on HRTOC monitored roadways. The count is also an indicator for the effort expended in keeping the HAR message up-to-date, in order to maximize the public’s usability of the HAR resource.