



Hampton Roads TOC

Hampton Roads Transportation Operations Center

First Quarter Report 2009

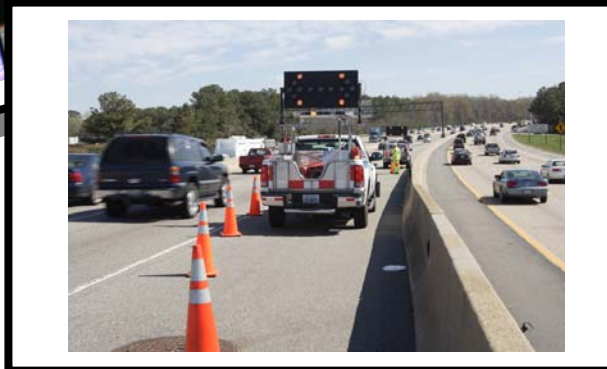
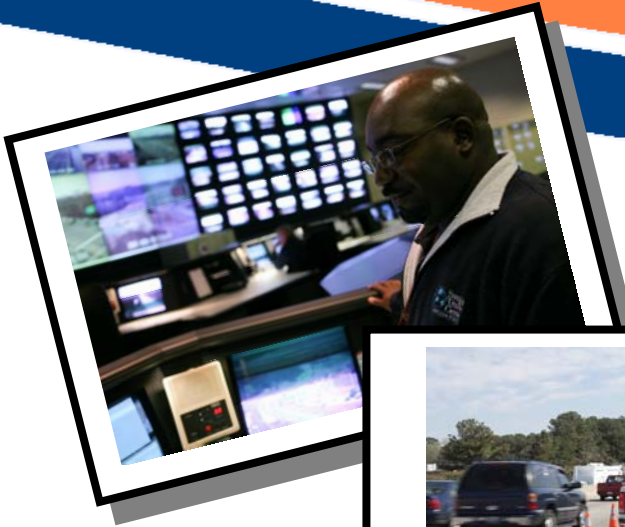




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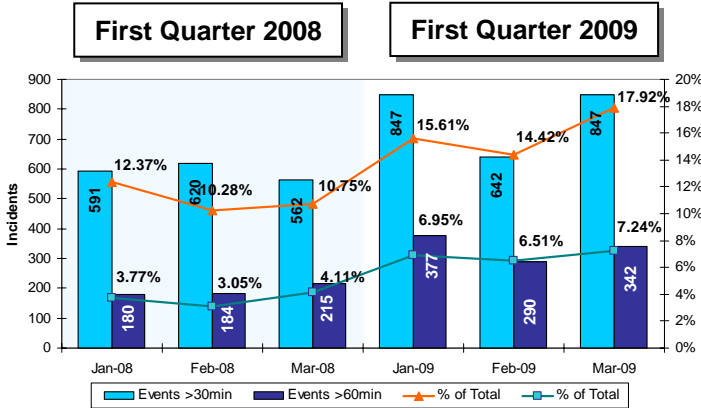
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Control Room

Events Greater Than 30 and 60 Minutes

By month and by percentage of total events that month



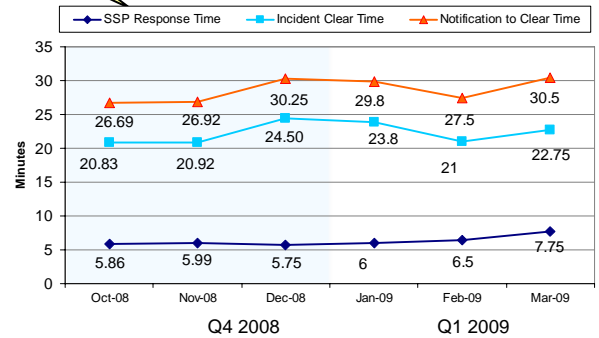
This graph totals those events which lasted more than thirty minutes and those events which lasted more than sixty minutes in duration and compares first quarter results of 2008 and 2009. Percentages of total events logged are included. The average first quarter 2009 percentage of events lasting longer than both 30 minutes and 60 minutes has increased by over 3 percentage points since the first quarter of 2008.

This line graph shows the average duration from the time an incident is verified (Note: SSP is *not* included as a detection source because this generally forces response time to be zero) to when a SSP truck arrives on scene; the time 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 the fourth quarter of 2008 and the first quarter of 2009. Since the 4th quarter, SSP Response and Clearance Time has seen an increase of a little over 1 minute. This takes the average total incident duration up from 27.95 minutes in the 4th quarter, 2008, to 29.27 minutes in the 1st quarter.

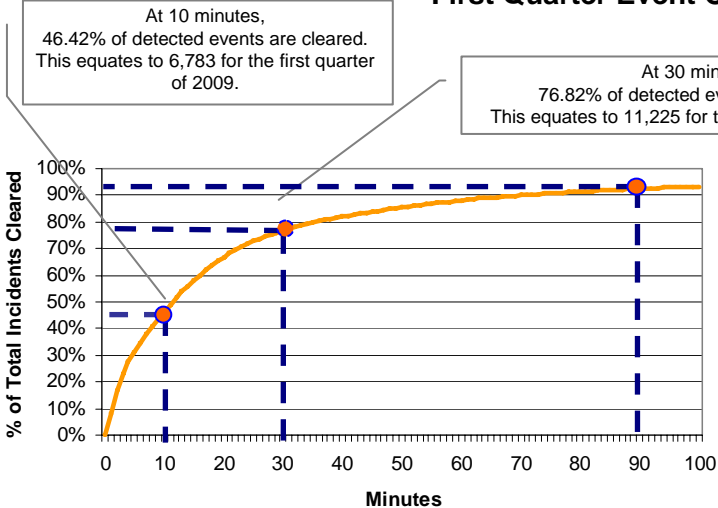
Goal: 26 Minutes
(Verification to clear time)

Incident Duration

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



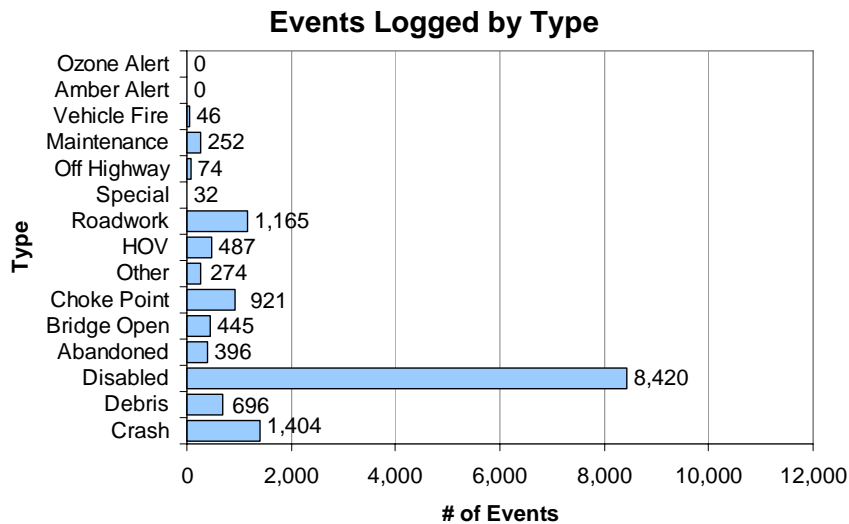
First Quarter Event Clearance



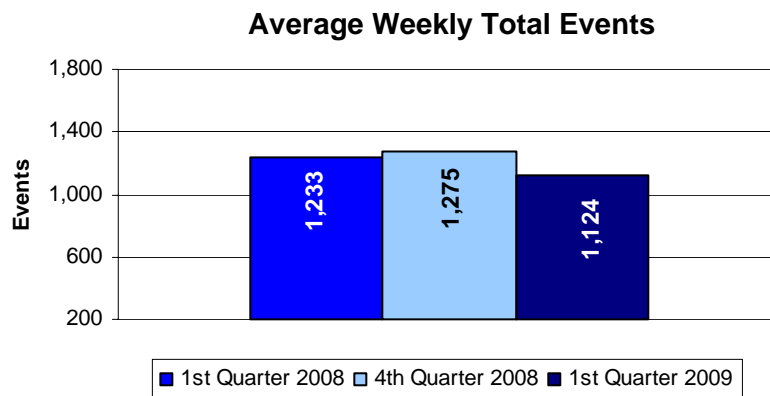
There were 14,612 events responded to by the Hampton Roads Transportation Operations Center in the first quarter of 2009. Of the 14,612, 92.56% (13,525 events) were cleared within 90 minutes of verification.

**** Incidents are defined as unplanned events adversely impacting traffic flow such as crashes, debris removed, disabled vehicles and abandoned vehicles. ** Events are defined as "the above defined "Incidents," as well as special events" not affecting traffic.**

Control Room (Continued)



This graph enumerates event counts for the first quarter of 2009 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 Open, Abandoned Vehicle, Disabled Vehicle, Debris (ladder, mattress, animals, etc.) and Crash. Unfounded (cancelled call before the SSP arrived) and CBA (cleared before arrival) have been made subcategories of Crash, Debris, Disabled and Other and Medical Emergency has been made a subcategory of the type Other.

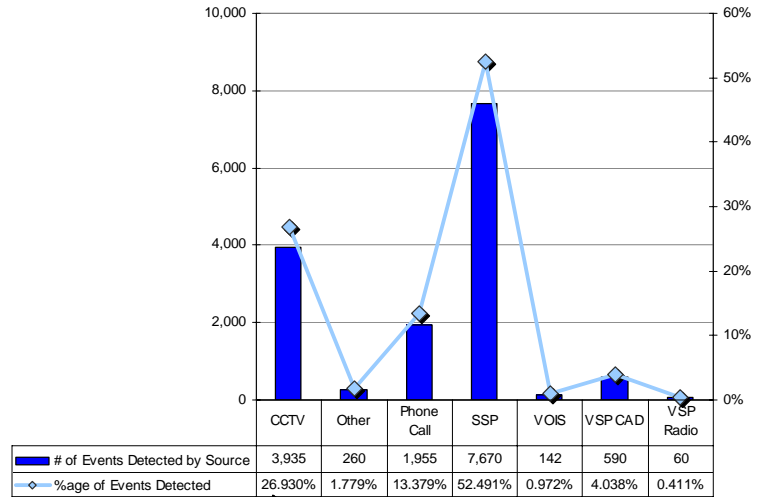


Shown here are the weekly averages for events responded to by the Control Room for the first quarter of 2008, the fourth quarter of 2008, and the first quarter of 2009. In the first quarter of 2009, the HRTOC staff responded to an average of 1,124 events per week. A total of 14,612 events were responded to from January through March 2009.

Control Room (Continued)

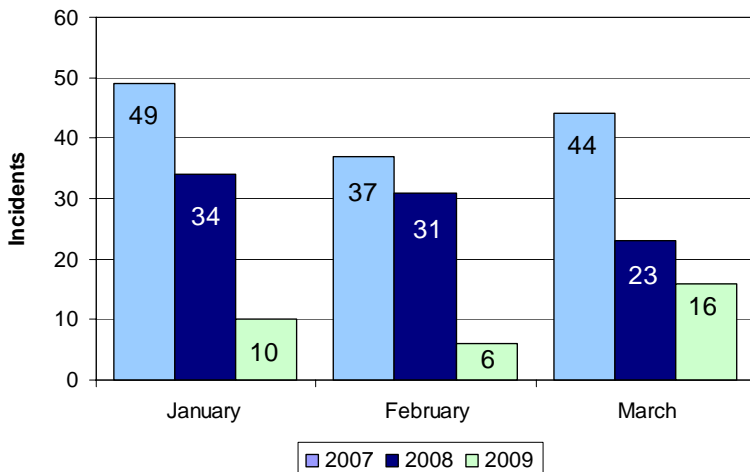
The bar graph to the right provides a tally of Q1's events, broken down by their detection source (CCTV [Closed Circuit Television], Other [i.e. field contractor, fire department, etc], Phone Call [public], Safety Service Patrol [SSP], VOIS [Virginia Operational Information System] and Virginia State Police [VSP Radio or Computer Aided Dispatch]). Percentages of total events logged are included. This identifies the sources of most of the HRTOC's incident discoveries and those sources that need to contribute greater to detection. CCTV detection has increased significantly over the last 4 quarters (from 18% to 27%). This is due to changes in Control Room Operator training processes, further emphasizing scanning cameras for incidents, and an addition to the Control Room software, Dynac. This new feature is called zone monitoring. It flips through a series of live camera images at the operator workstations in order to relieve the user from physically changing their individual camera views.

Events by Detection Source



Goal: To Detect 10.0% of Events by CCTV. Events Detected by CCTV: 27%

Incidents Involving Tractor Trailers

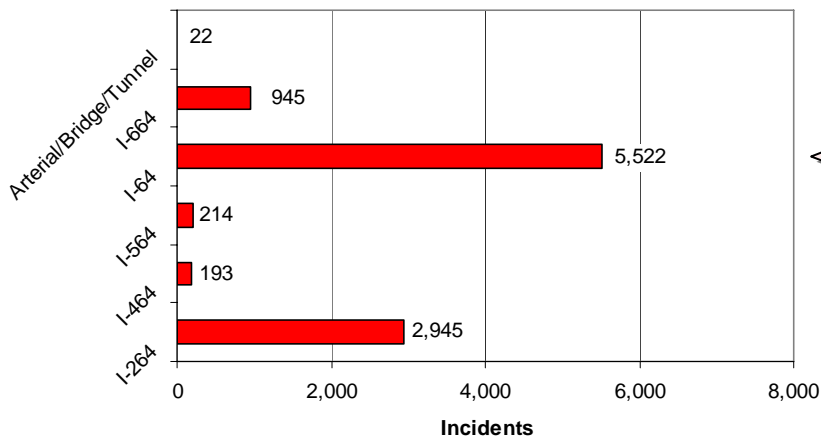


Incidents involving tractor-trailers can take considerably longer to clear and thus have the capability to cause a negative effect on traffic flow and lane clearance. A high number of tractor-trailer incidents can adversely impact the number of incidents cleared within the 30 and 60 minute benchmark (see page 3).

The first quarter of 2009 shows an overall decrease in the number of tractor trailer incidents from the same quarters in 2007 and 2008.

Safety Service Patrol

Number of SSP Assists by Roadway

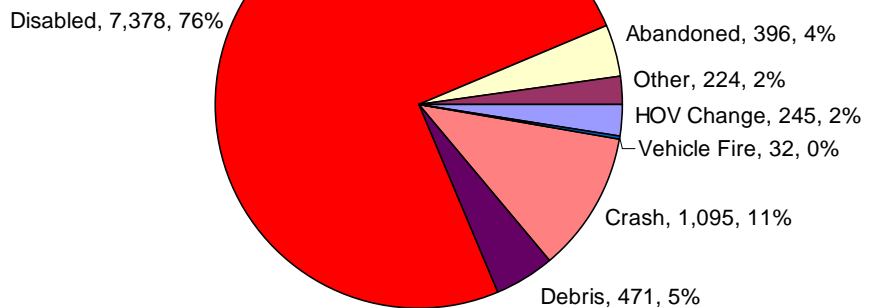


This graph shows the number of SSP assists over Q1, displayed for each freeway that the HRTOC monitors. Also included are responses on arterial roads, bridges and tunnels.

By using this information, the HRTOC is able to substantiate the number of SSP responses by freeway assignment. This information can be used to plan future patrol areas and definition, as well as staffing levels by roadway.

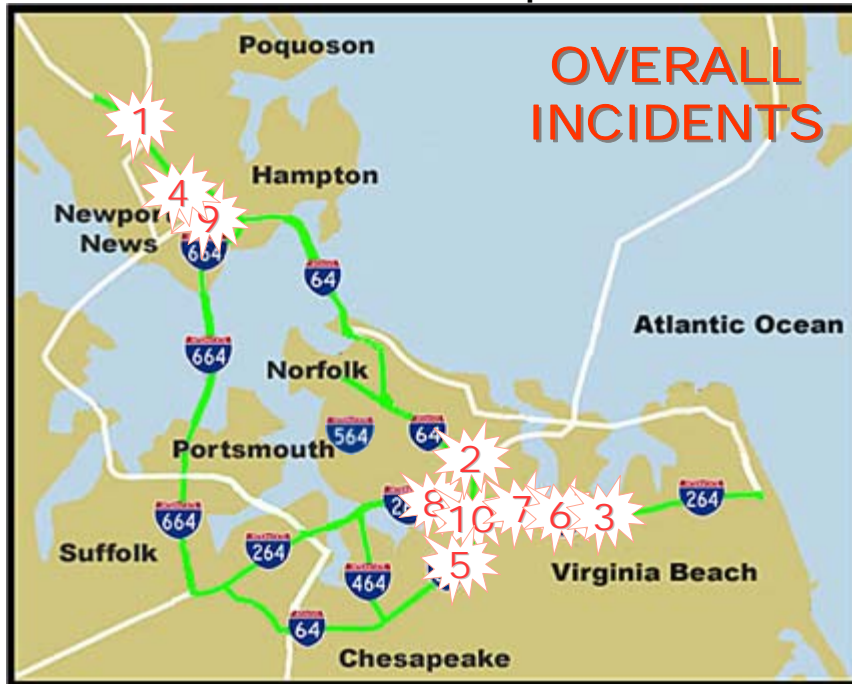
SSP Assists by Type

This pie chart shows the relative values for the major types of SSP assists in Q1. 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.



Safety Service Patrol (Continued)

Most Active Hotspots



Ranking	Code	Location	# of Incidents	% of Total Incidents	Last Q Rank
1	64-36	Jefferson Ave - Fort Eustis Blvd	509	3.48%	3
2	64-11	64 / 264 Interchange - Northampton Blvd	478	3.27%	1
3	264-20	Independence Blvd - Rosemont Rd	474	3.24%	2
4	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd	423	2.89%	7
5	64-08	Greenbrier Pkwy - Indian River Rd	309	2.11%	9
6	264-19	Witchduck Rd - Independence Blvd	298	2.04%	8
7	264-18	Newtown Rd - Witchduck Rd	287	1.96%	6
8	264-13	Ballentine Blvd - Broad Creek Bridge	216	1.48%	5
9	64-31	Mercury Blvd - Magruder Blvd	216	1.48%	19
10	64-09	Indian River Rd - Twin Bridges	211	1.44%	14
TOTALS			14,612	23.41%	

This table and accompanying map depict the highest overall incident occurrence locations for January 1, 2009 through March 31, 2009. The Hampton Roads area has been divided into 104 separate 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 2008. 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 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	# of Incidents	% of Total Abandoned	Last Q Rank
1	64-36	23	5.81%	1
2	64-08	20	5.05%	17
3	264-20	16	4.04%	2
4	64-33	15	3.79%	13
5	264-21	12	3.03%	21
6	64-31	12	3.03%	5
7	264-19	11	2.78%	7
8	64-27	11	2.78%	4
9	64-30	9	2.27%	40
10	664-14	9	2.27%	36
TOTALS		396	34.85%	



Ranking	Code	Location
1	64-36	Jefferson Ave - Fort Eustis Blvd
2	64-08	Greenbrier Pkwy - Indian River Rd
3	264-20	Independence Blvd - Rosemont Rd
4	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
5	264-21	Rosemont Rd - Lynnhaven Pkwy
6	64-31	Mercury Blvd - Magruder Blvd
7	264-19	Witchduck Rd - Independence Blvd
8	64-27	Mallory St - Settlers Landing Rd
9	64-30	64 / 664 Interchange - Mercury Blvd
10	664-14	Aberdeen Rd - Powhatan Pkwy



Ranking	Location	# of Incidents	% of Total Accidents	Last Q Rank
1	64-11	76	5.41%	1
2	264-19	64	4.56%	5
3	64-36	48	3.42%	3
4	264-18	46	3.28%	2
5	264-08	41	2.92%	8
6	64-08	37	2.64%	11
7	264-17	35	2.49%	6
8	264-20	33	2.35%	12
9	264-11	32	2.28%	4
10	64-07	32	2.28%	10
TOTALS		1,404	31.62%	

Ranking	Code	Location
1	64-11	64 / 264 Interchange - Northampton Blvd
2	264-19	Witchduck Rd - Independence Blvd
3	64-36	Independence Blvd - Rosemont Rd
4	264-18	Newtown Rd - Witchduck Rd
5	264-08	Downtown Tunnel (inside tunnel)
6	64-08	Greenbrier Pkwy - Indian River Rd
7	264-17	64 / 264 Interchange - Newtown Rd
8	264-20	Independence Blvd - Rosemont Rd
9	264-11	Waterside Dr - Brambleton Ave / Campostella Ave
10	64-07	Battlefield Blvd - Green Brier Pkwy

Safety Service Patrol (Continued)
Most Active Hotspots (Continued)



Ranking	Location	# of Incidents	% of Total Debris	Last Q Rank
1	Midtown	53	7.61%	1
2	264-20	27	3.88%	2
3	JRB	25	3.59%	3
4	64-11	24	3.45%	4
5	64-36	24	3.45%	6
6	264-08	21	3.02%	5
7	64-33	20	2.87%	9
8	64-31	18	2.59%	8
9	64-07	15	2.16%	19
10	64-08	15	2.16%	25
TOTALS		696	34.77%	

Ranking	Code	Location
1	Midtown	inside the Midtown Tunnel
2	264-20	Independence Blvd - Rosemont Rd
3	JRB	on the James River Bridge
4	64-11	64 / 264 Interchange - Northampton Blvd
5	64-36	Jefferson Ave - Fort Eustis Blvd
6	264-08	Downtown Tunnel (inside tunnel)
7	64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
8	64-31	Mercury Blvd - Magruder Blvd
9	64-07	Battlefield Blvd - Greenbrier Pkwy
10	64-08	Greenbrier Pkwy - Indian River Rd

Ranking	Code	# of Incidents	% of Total Disabled	Last Q Rank
1	64-36	414	4.92%	3
2	264-20	398	4.73%	1
3	64-11	370	4.39%	2
4	64-33	364	4.32%	4
5	64-08	237	2.81%	9
6	264-18	227	2.70%	6
7	264-19	217	2.58%	7
8	264-13	181	2.15%	5
9	64-32	175	2.08%	11
10	64-09	174	2.07%	10
TOTALS		8,420	32.74%	

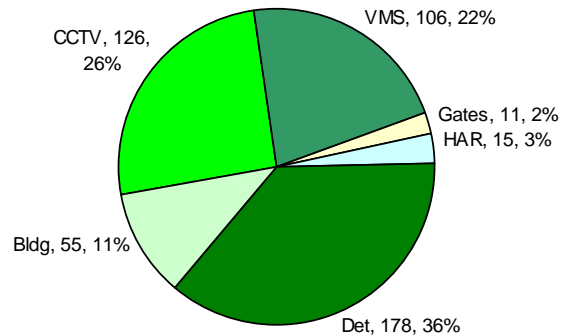
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Field Maintenance

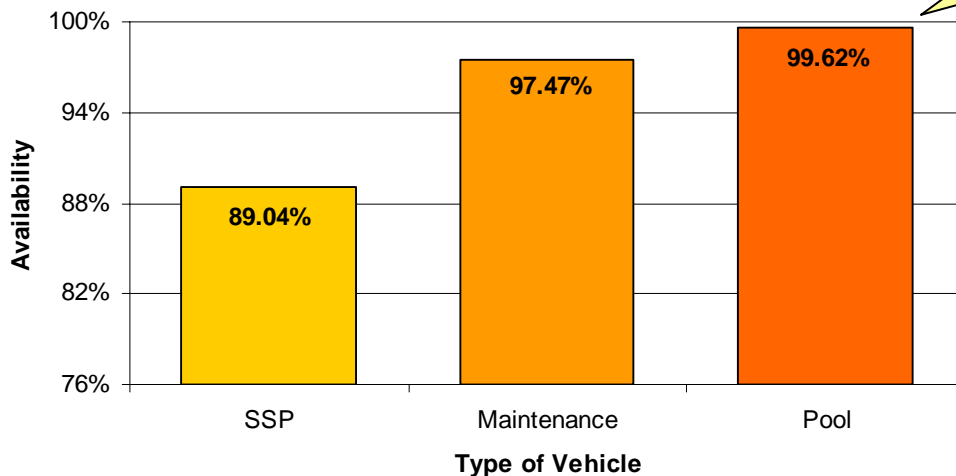
Number of PM Repairs Made by Equipment Type

This chart shows the preventive maintenance (PM) tasks completed during the first quarter of 2009. In addition to the five main equipment categories, HRTOC buildings are included. Information pertaining to detectors (Det) refer to preventive maintenance for detector cabinets. This information helps management allocate PM resources (equipment) and keep to the established preventive maintenance schedule.



Fleet and Asset Management

HRTOC Vehicle Availabilities

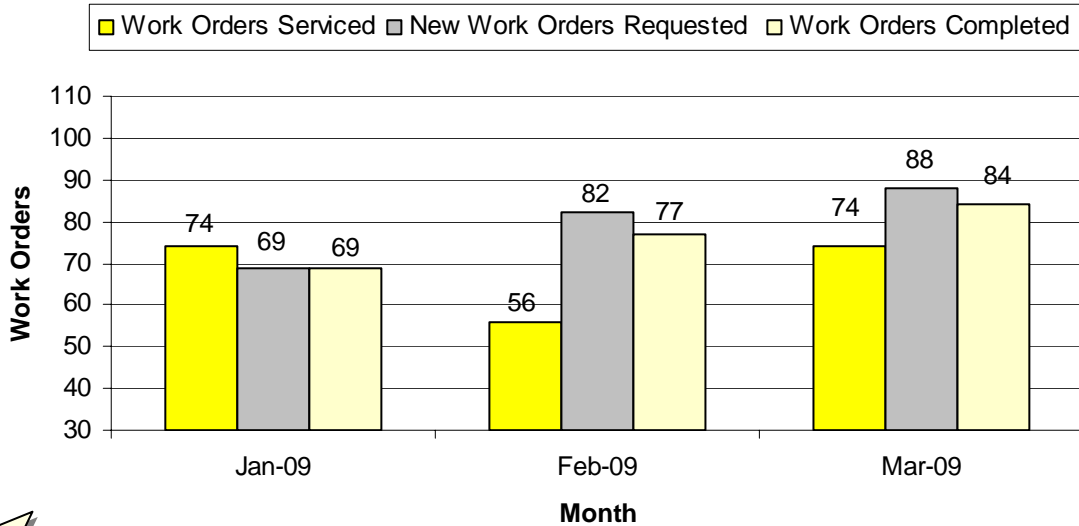


Goal: To Maintain 100% Availability for all Vehicle Types.

These three bars show what percentage of the total SSP, maintenance and pool vehicle fleet were available for use during the first quarter of 2009. These numbers measure fleet service effort and success rates.

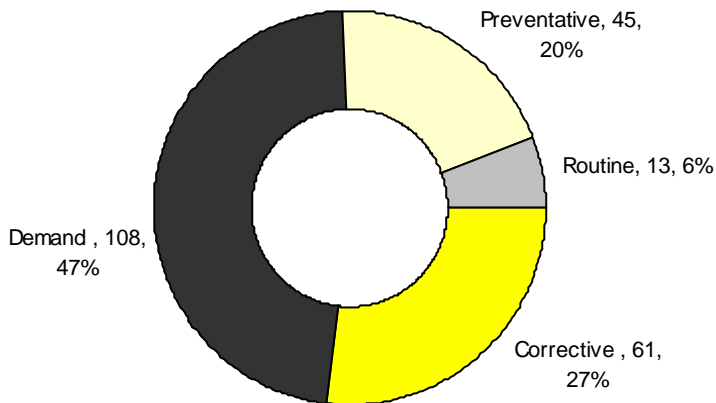
Information Technology

Work Orders Submitted to/Service by IT



These bar graphs show the number of new work orders submitted, serviced and closed (completed) by the IT Department for the first quarter of 2009. The metric helps track IT Department workloads, in support of IT 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"; preventative - 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 HRTCOC.

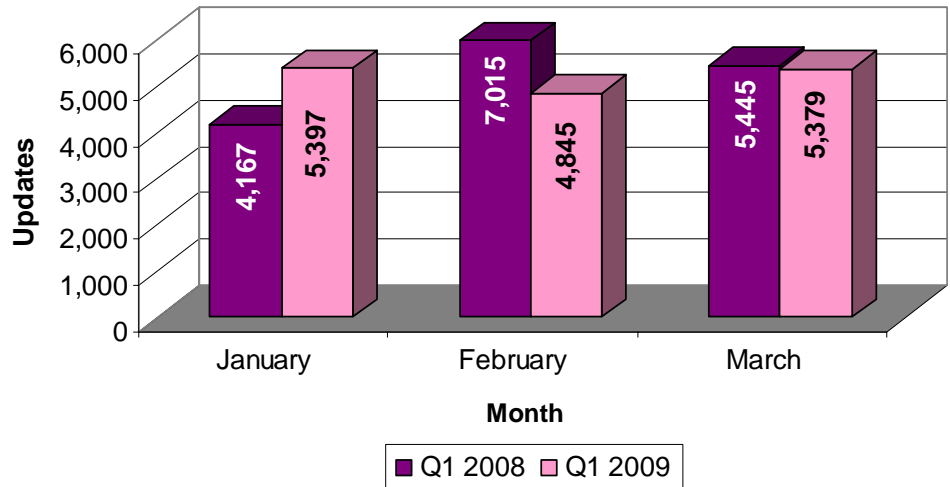
Public Information

Highway Advisory Radio (HAR) messages are updated several times during the day in order to advise the public of current traffic conditions on the Hampton Roads highways.

This graph tallies the number of updates made to the HAR system during the first quarters of 2008 and 2009.

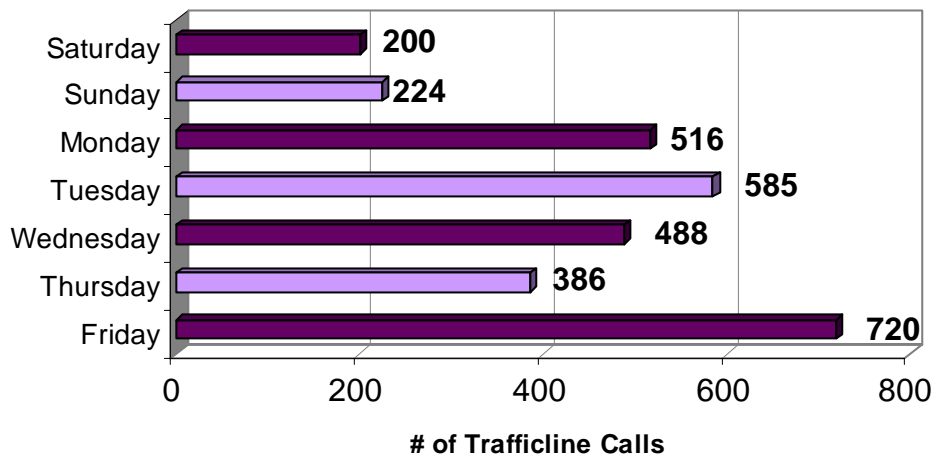
An average day during the first quarter of 2009 registered about 172 updates to the HAR system (11 less per day than during the same period of 2008).

Highway Advisory Radio Updates



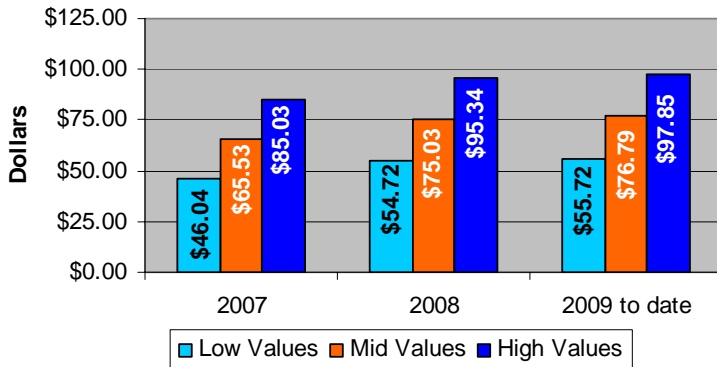
In December 2006, VDOT launched Hampton Roads TrafficLine, (757) 361-3016, to inform motorists of road conditions and traffic delays. Callers were able to hear information pertaining to tunnels, bridges, lane closures and the current message on the Highway Advisory Radio, 610 AM. In October of 2008, the information was changed to include the messages being played on the Highway Advisory Radio. Since this change, TrafficLine has experienced a decrease in the amount of calls it receives. However, the number of TrafficLine calls began to increase again in Q1. The below graph depicts the total number of calls in the first quarter that were directed to the HAR Menu by day of the week. 1,534 calls were routed to the TrafficLine HAR Menu in the fourth quarter of 2008, whereas 3,119 calls were received in the first quarter of 2009.

Hampton Roads TrafficLine Calls



Customer Service*

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



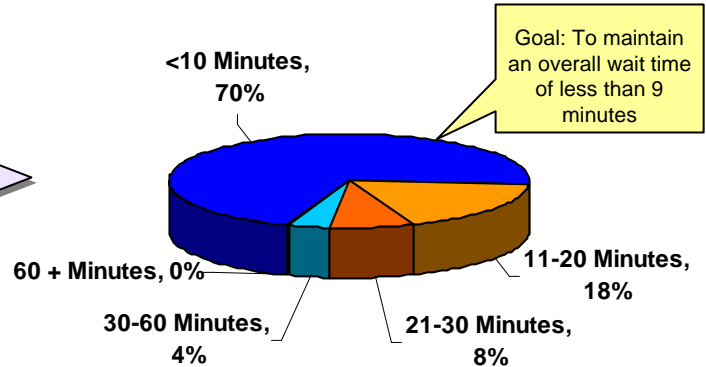
This graph depicts the perceived value that assisted motorists place on SSP services. Because the survey asks participants to choose a value within a monetary range (e.g. \$50-\$100), a range of values has also been shown here.

After adjusting for inflation, the average survey participant values each assist between \$55.72 and \$97.85 for 2009 to date.

The numbers depicted in this pie chart show the length of time a motorist waited before an 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.

371 valid responses were collected over this time. Using the midpoint for each range of time, the overall average wait time before SSP arrival was 9.9 minutes for the first quarter of 2009.

How Long Did You Wait For the SSP Driver?



These pie charts compare the overall SSP service rating for the first quarters of 2007, 2008 and 2009. No responses during those times have received a rating of "poor."

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.