

Week Ending February 3, 2012

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

- Motorist Quote of the Week about HRTOC SSP Mathew Sheridan:

*“Mathew is a wonderful person in the way he treated me and helped me change my tire.”*

- The HRTOC recently held the Employee/Leader of the Quarter (EOQ/LOQ) ceremony for the fourth quarter 2011. Congratulations to all the winners!

- Safety Service Patroller **Johnnie Harrison** for EOQ
- Operations Worker **Christi Facen** for Bridge/Tunnel EOQ

This quarter 2 leaders were selected!

- SSP Foreman **Antwan Tillman** and
- I.T. Department Supervisor **Kevin Pieckiel** will share the honors for LOQ

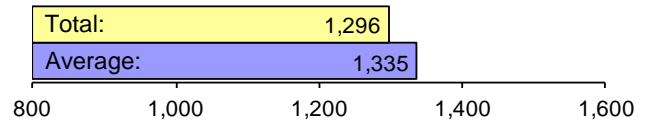
Additional congratulations go out to the final winner.

- Inventory Supervisor **Alice Hux** for 2011 Employee of the Year!

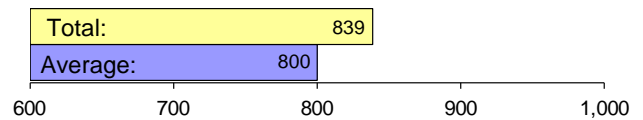
- As always a big thank you goes out to everyone that helped with the setup and cleanup of the luncheon.

### Operations & Maintenance Summary

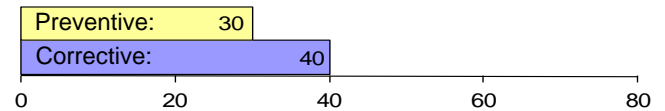
Events Responded to by the Control Room Last Week:



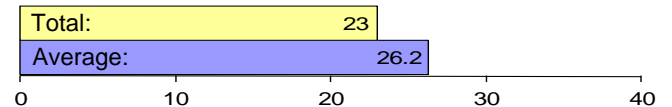
Drivers Assisted by Safety Service Patrollers Last Week:



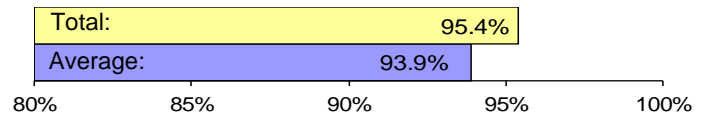
Field Equipment Corrective and Preventive Work Orders Completed Last Week:



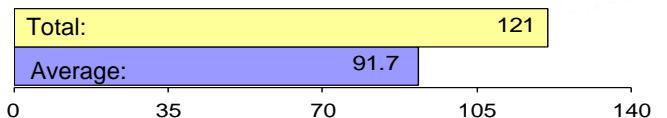
I.T. Work Orders Completed Last Week:



SSP Truck Availability Last Week:



Number of Gallons Dispensed During SSP Fuel Assists Last Week:



### Did you know...

In 2011, the number one incident hot spot for all incident types (crashes, debris, abandoned and disabled vehicles) was on I-64 between the I-64/I-264 Interchange and Northampton Blvd. Over 2,300 incidents occurred on this area of roadway alone.

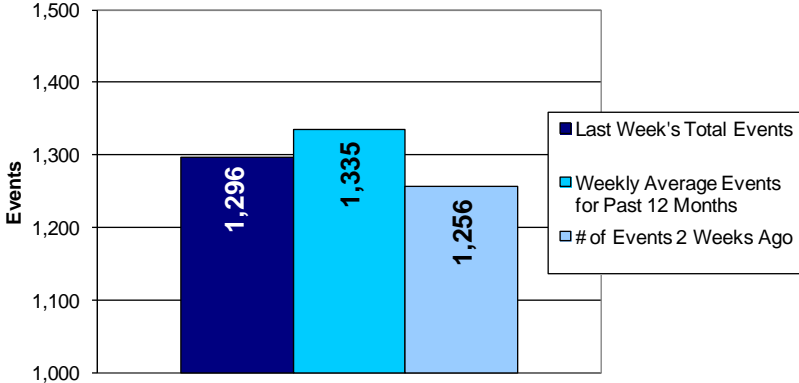
This area was also the number one crash hot spot in 2011, with 7% of total crashes occurring at that location.

Source: HRTOC Incident Database

# Control Room

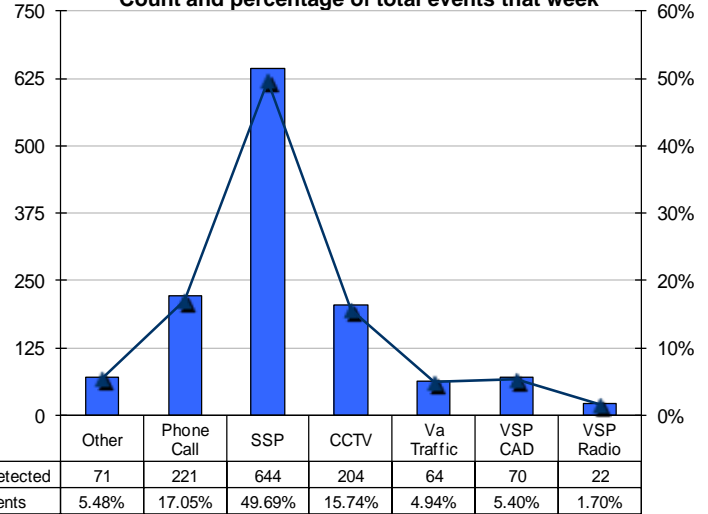


## Number of Events Logged by the Control Room



## Events by Detection Source

Count and percentage of total events that week

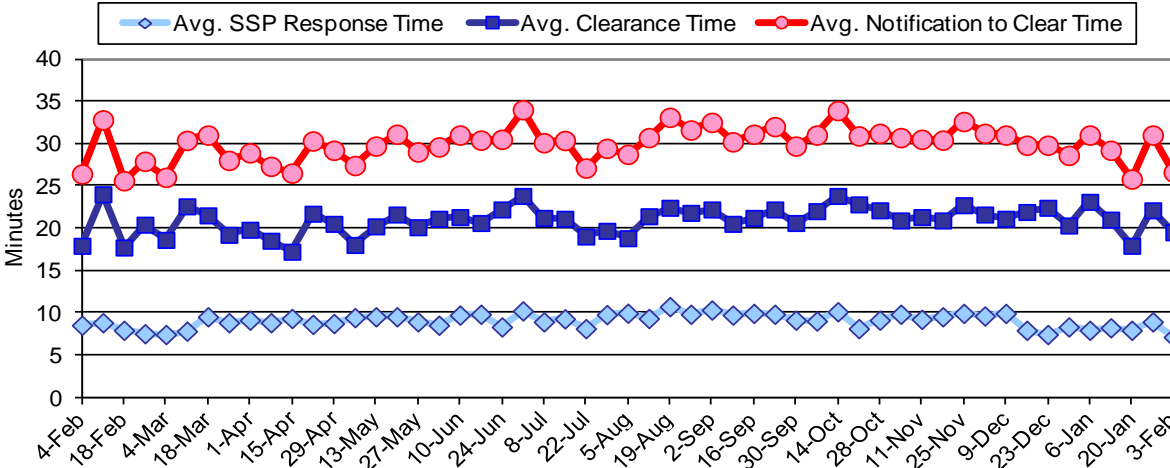


## Incident Duration

Notification < SSP Response

SSP Response < Incident Clear Time

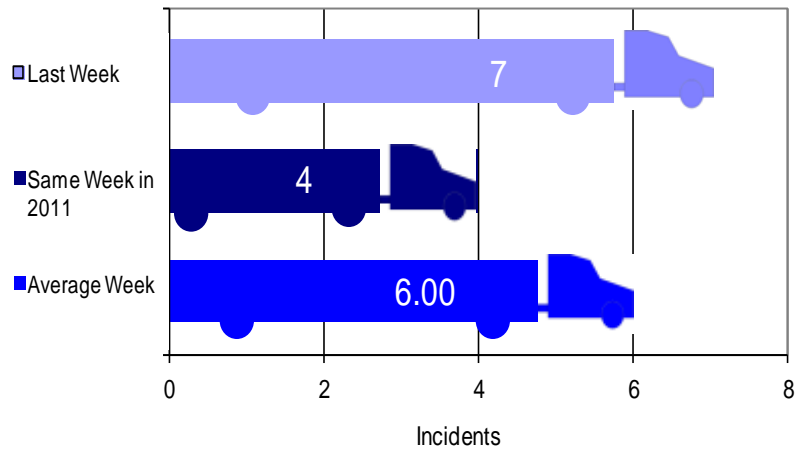
Incident Clear Time < Notification to Clear Time



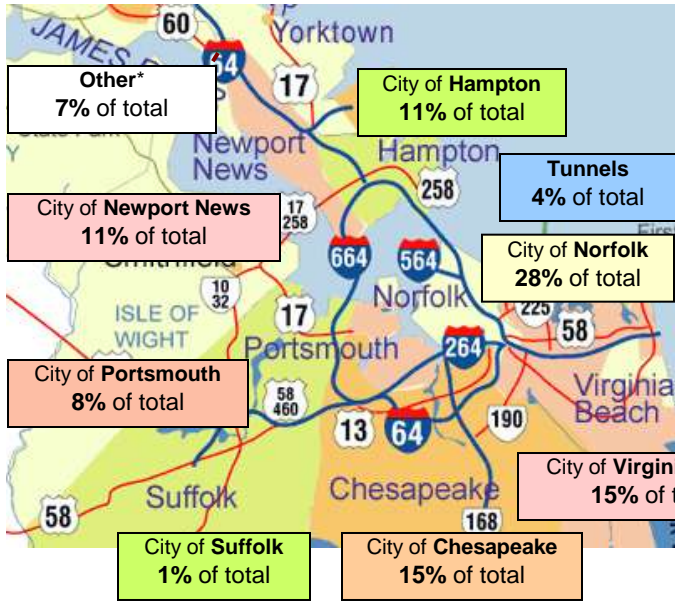
**52 Week Average**  
 Total: 29.9 min  
 Clear Time: 20.9 min  
 Response Time: 9.0 min

## Number of Incidents Involving Tractor Trailers

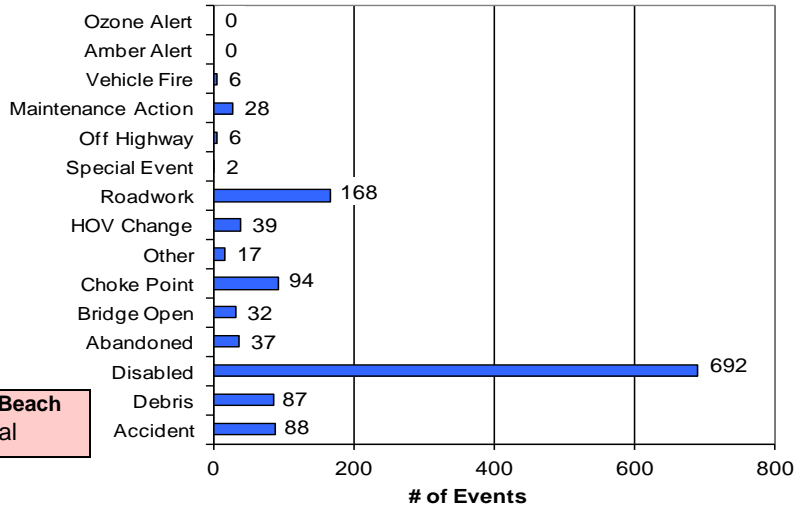
**Note:**  
 Definitions for  
 'Incident' and  
 'Event' are  
 located on  
 page 11 of the  
 Data Key



# Control Room (continued)



### Events Logged by Type



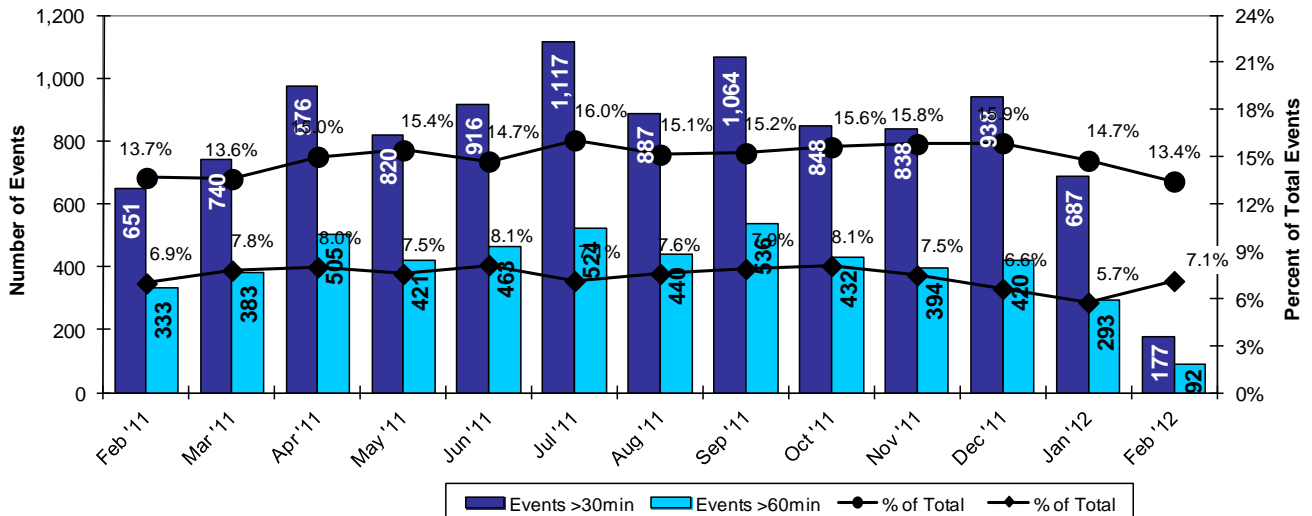
### Weekly Total Events by Geographic Location

	Norfolk	Chesapeake	Virginia Beach	Newport News	Hampton	Portsmouth	Suffolk	Tunnels	Other*
3-Feb	360	199	195	137	142	100	18	58	87
27-Jan	312	208	181	140	149	93	22	58	93
20-Jan	327	180	239	141	167	88	20	45	80
13-Jan	315	226	235	133	173	112	18	46	92
6-Jan	328	204	187	114	148	80	19	50	92
30-Dec	282	124	191	151	130	51	18	29	77
23-Dec	360	213	225	136	169	95	21	46	107
16-Dec	365	210	209	174	141	108	24	51	104

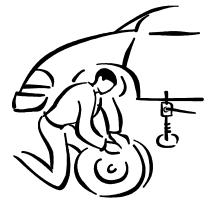
\* Other includes Accomack, Northampton, York, Williamsburg, Poquoson, James City, Surry, Isle of Wight, Franklin, Southampton, Sussex, Emporia, Greenville

### Events Greater Than 30 and 60 Minutes

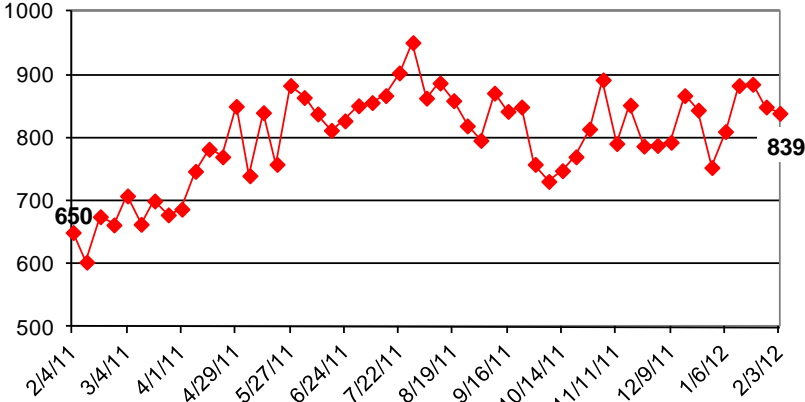
By month and by percentage of total events that month (current month is month to date)



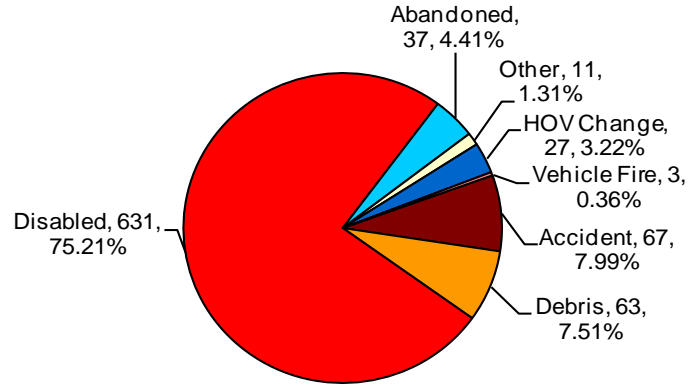
# Safety Service Patrol



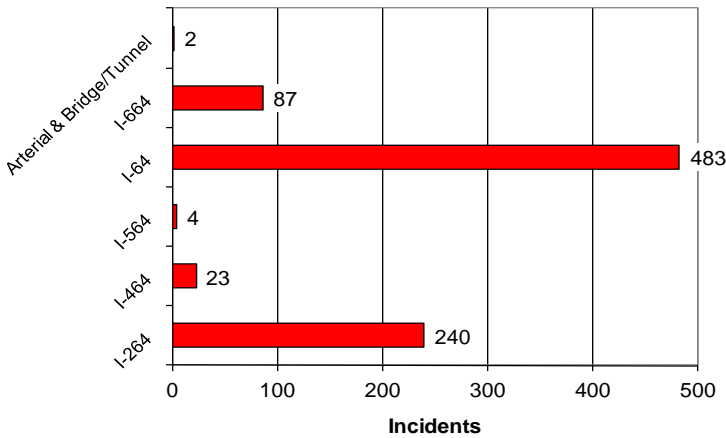
**Total SSP Responses**  
By week for the preceding year



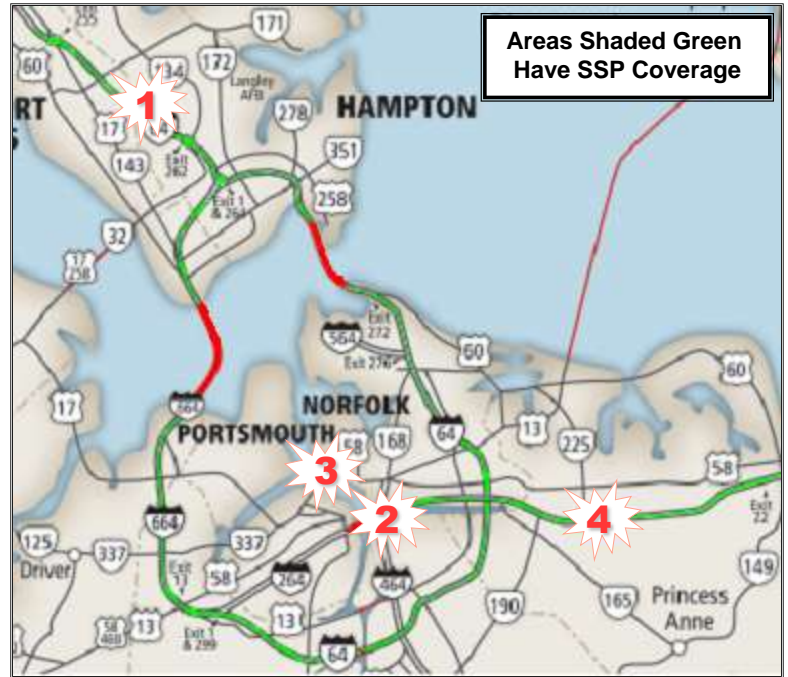
**SSP Assists by Type**



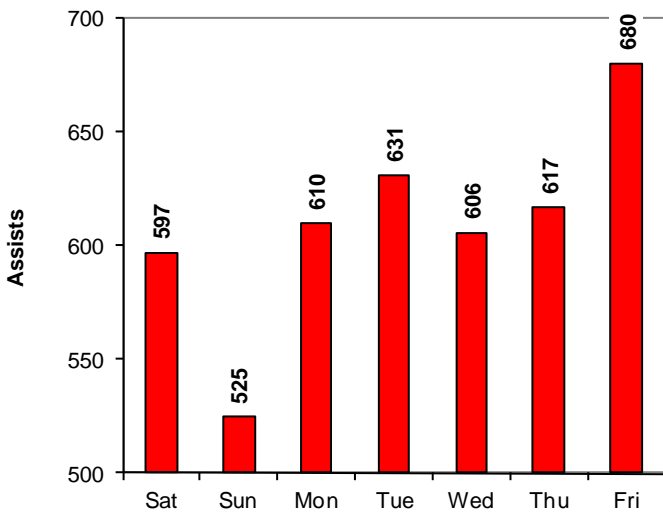
**Number of SSP Assists by Roadway**



**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-64	64-33	4	10.8%
2 Accidents	I-264	264-11	5	5.7%
3 Debris Removed	Rte. 58	Midtown	11	12.6%
4 Disabled Vehicles	I-264	264-20	37	5.3%

Segment ID: Descriptions	
64-33	Hampton Roads Center Pkwy - J Clyde Morris Blvd
264-11	Waterside Dr - Brambleton Ave / Campostella Ave
Midtown	Inside the Midtown Tunnel
264-20	Independence Blvd - Rosemont Rd

# Maintenance

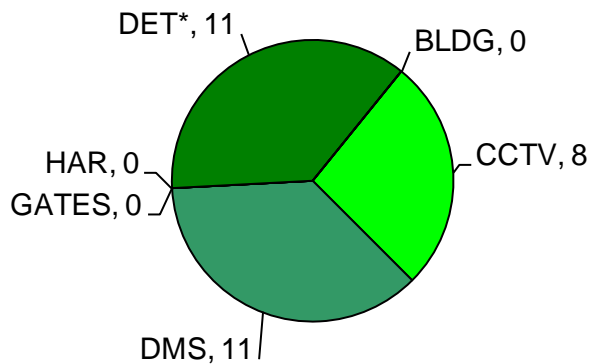


## Current Field Device Operational Availability

Component	Total	Not Working	Working	System Availability
CCTV	276	31	245	88.8%
DMS	188	23	165	87.8%
GATES	5	0	5	100%
HAR	6	1	5	83%

Detector stations (DET) have been removed from the list while a Detector Replacement Project is underway for the next 8-12 months

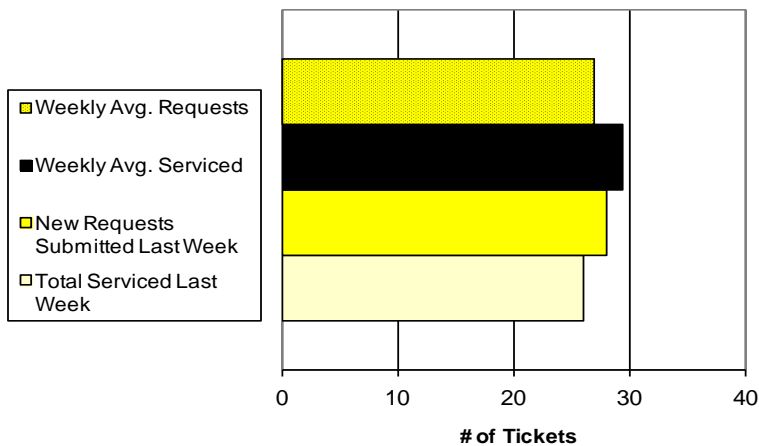
## Number of Preventive Tasks Completed by Equipment Type



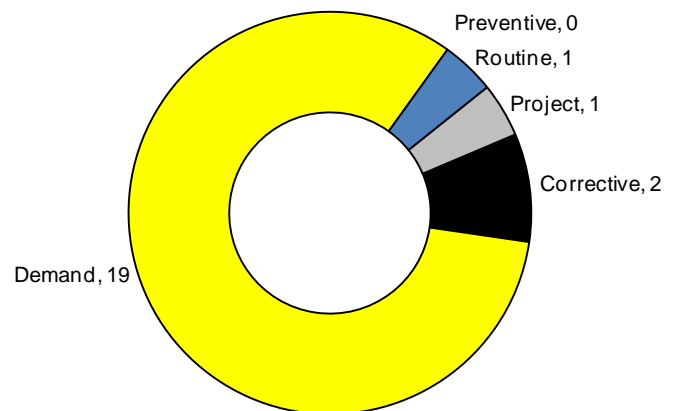
	56 Week Average
CCTV	10.9
DMS	8.4
GATES	0.6
HAR	1.4
DET	17.2
BLDG	0.7

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

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



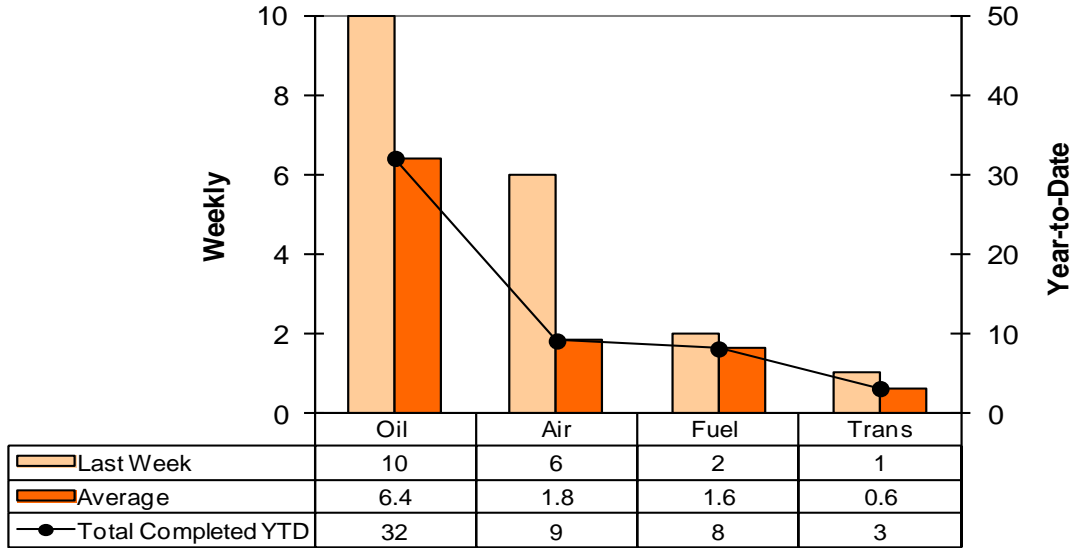
## I.T. Facility Maintenance Activity



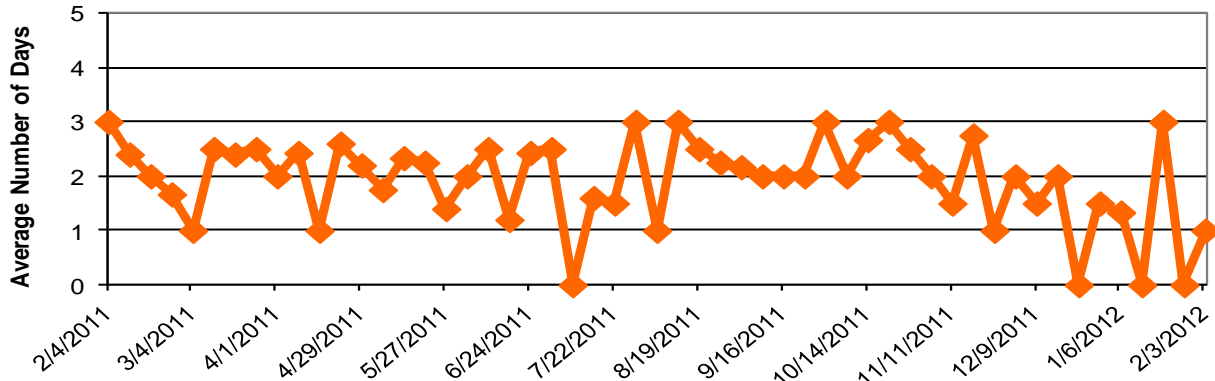
# Fleet Management



### Completed Fleet Service Activities by Type

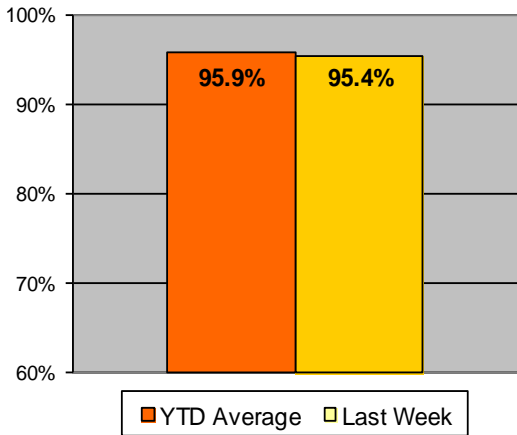


### Average Vehicle Return-to-Service Duration

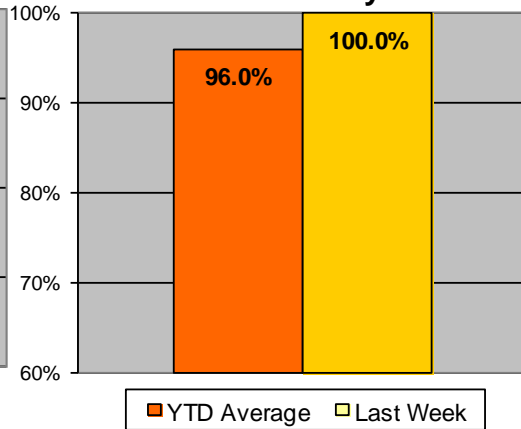


A value of 0 denotes that no vehicles were returned from the shop for that week

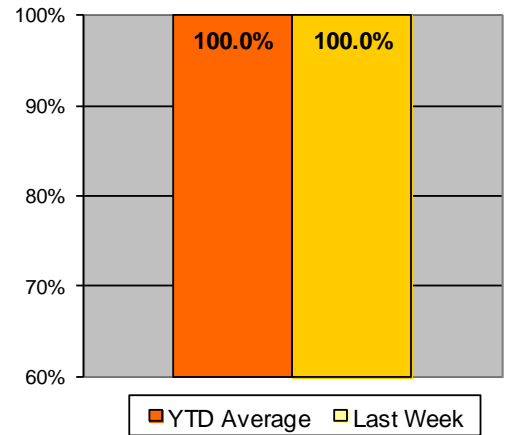
### SSP Vehicle Availability

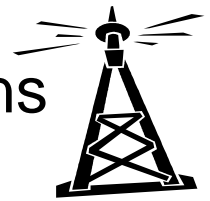


### Field Maintenance Vehicle Availability

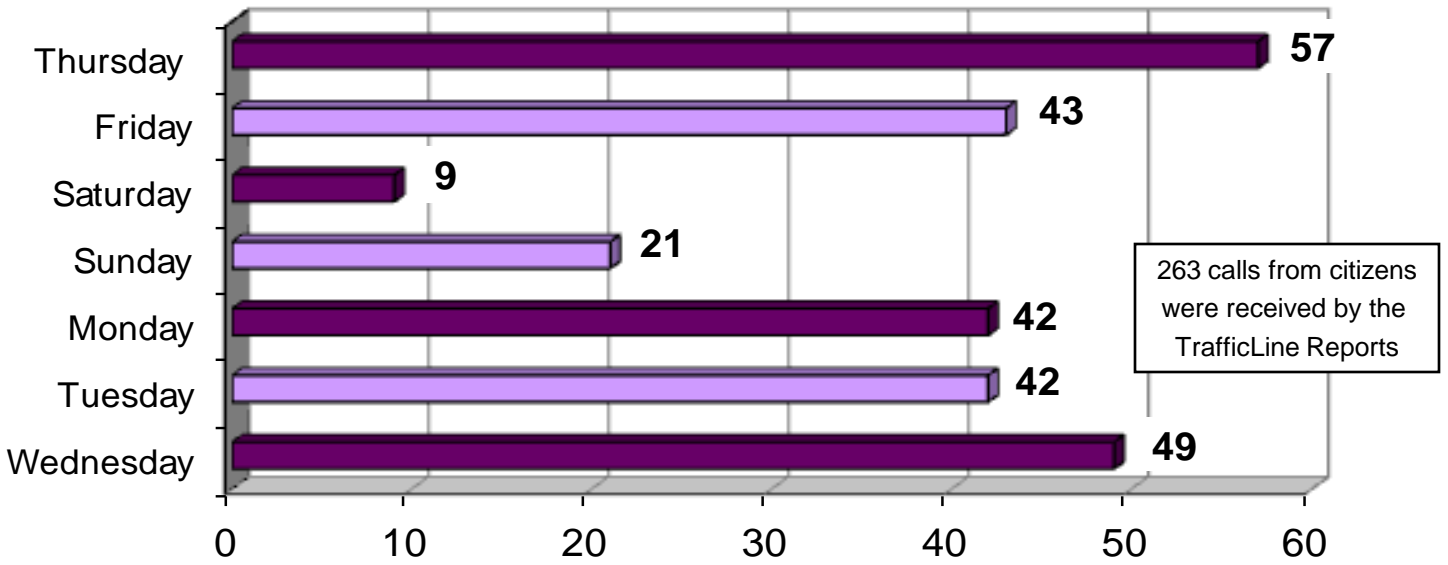


### Pool Vehicle Availability





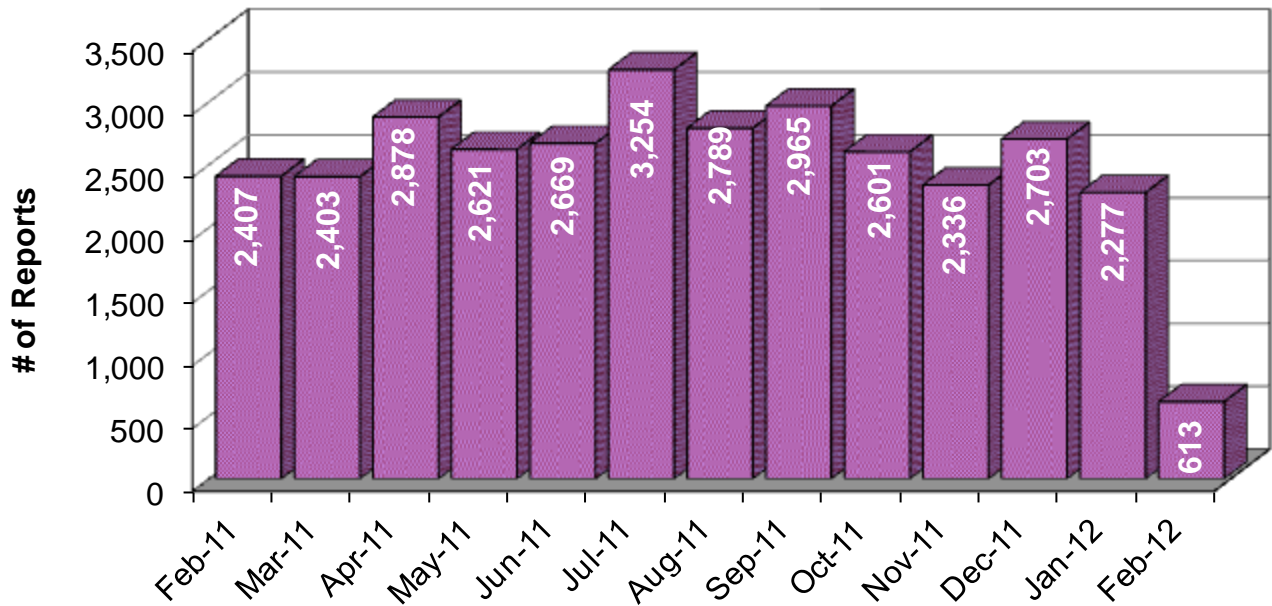
### Calls Received On the Hampton Roads TrafficLine



Last updated 2-1-2012

### Highway Advisory Radio Reports

Current month reflects 'to-date'



# 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**

### **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 the prior week's number of calls received by day of the week.

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 Reports**

Description: Highway Advisory Radio (HAR) messages are created and updated several times during the day. This graph tallies the number of HAR updates made 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.