

MISSISSIPPI

TRANSPORTATION MANAGEMENT CENTER

March 2014 Performance Measures



MONTHLY HIGHLIGHT

This month we introduce some 511 statistics to our Performance Measures report. Please review these stats and see how our State is doing with a brand new system that hasn't been heavily advertised yet. Almost 50,000 calls this year already!

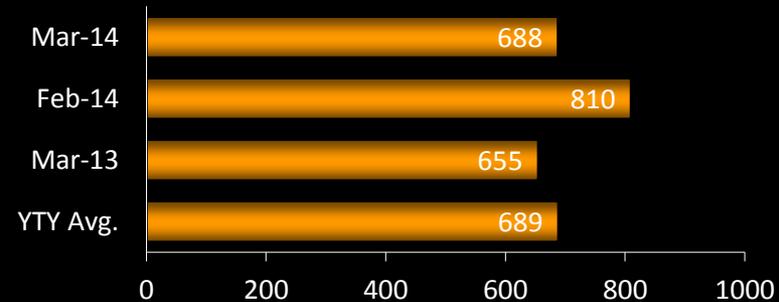
This overturned tractor trailer closed down I-59 in Hattiesburg for about 22 hours. I-59 serves about 34,000 daily commuters and US 11 about 8,000. Both highways in both directions had to be closed while the bridge was inspected and clean up of the incident occurred. Traffic was diverted to US 49 and caused many calls to the TMC and almost triple the average daily number to 511.



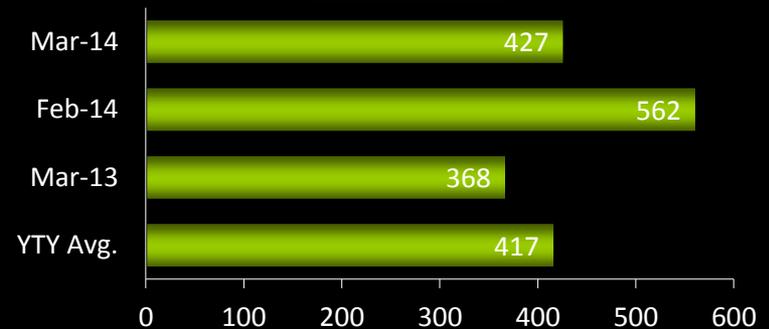
Statewide Transportation Management Center
2567 N. West Street, Jackson, MS 39215
(601) 359-1993



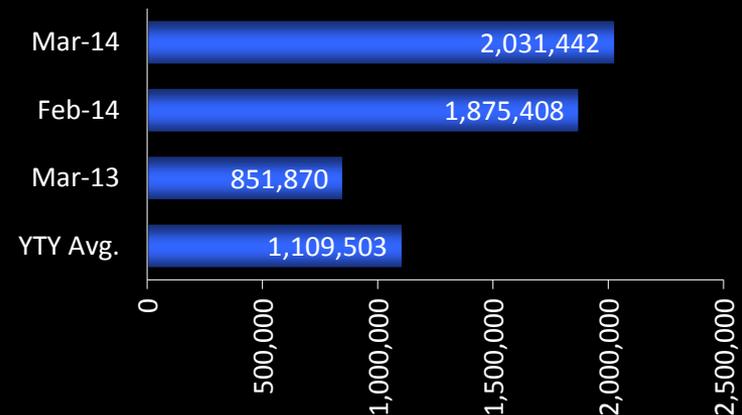
Total Incidents



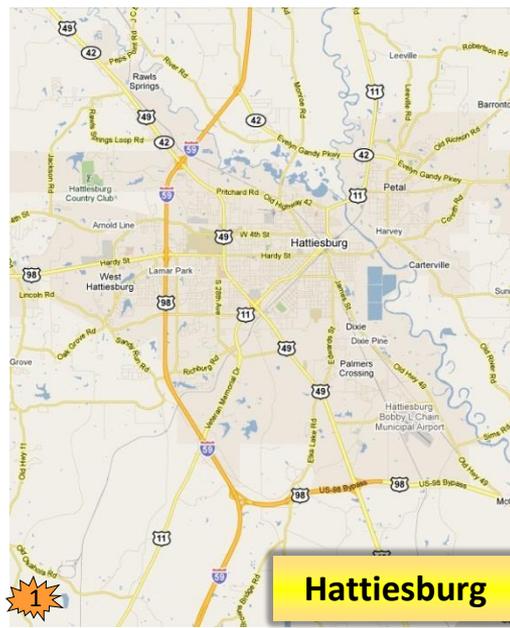
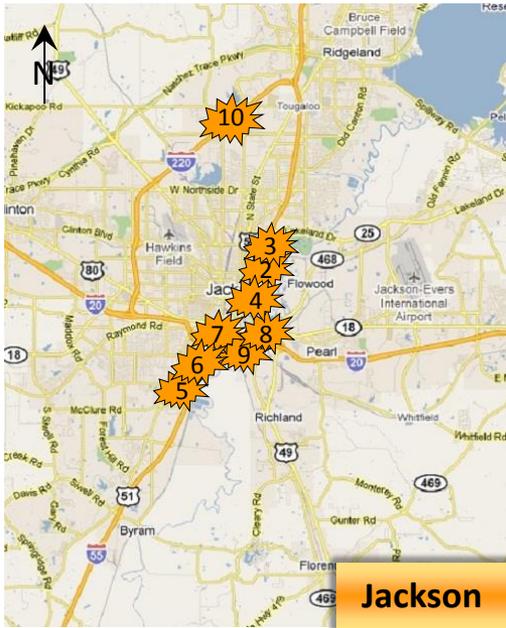
Total Alerts



Total Web Site Page Views



TMC Managed Incidents

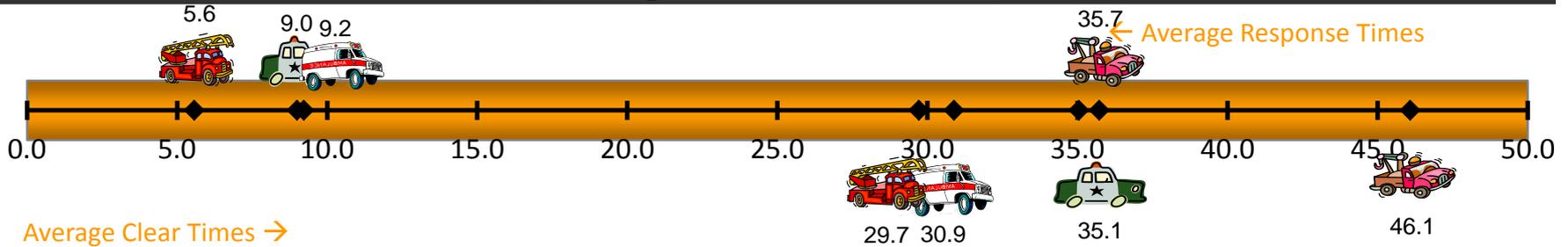


Incident Hot Spots

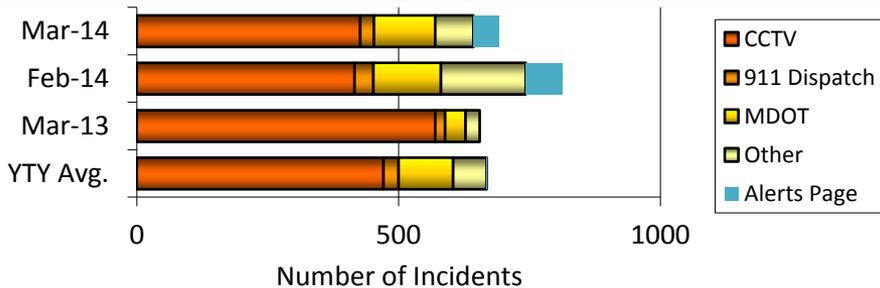
Rank	Location (Direction Freeway @ Cross Street)	# of Incidents
1	I-10 @ 38 - MS 605 Lorraine Cowan Rd	17
2	I-55 @ 96C - Fortification St	16
3	I-55 @ 98A - Woodrow Wilson Ave	14
4	I-55 @ 96A - Pearl St	13
5	I-55 @ 88 - Elton Rd	13
6	I-55 @ 92A - McDowell Rd	10
7	I-20 @ 45 - Gallatin St / State St	9
8	I-20 @ 46 - I-55 N	9
9	I-20 @ 45A - Gallatin St	8
10	I-220 @ 8 - Watkins Dr	8

incidents

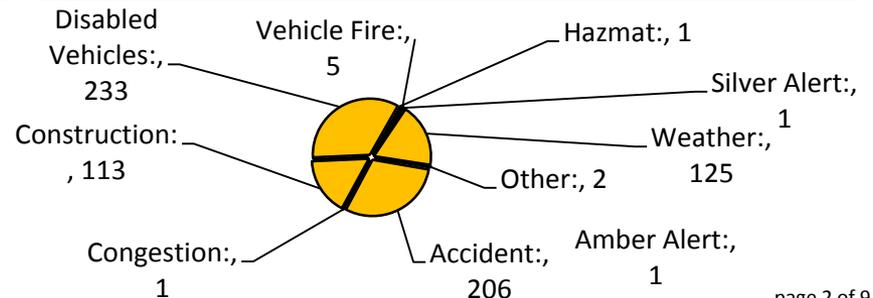
Average Incident Timeline



Incidents by Source Detected



Incidents by Type



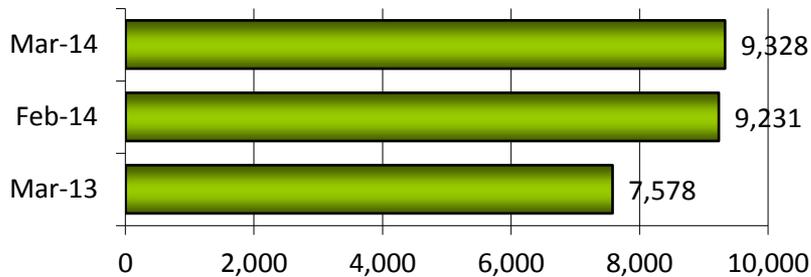
What is an Alert?

The Mississippi Transportation Management Center has the ability to send notifications in the form of e-mail or text message to registered users regarding incidents or events that affect operations along the freeways. These notifications are known as "Alerts." To receive these alerts, go to www.MDOTtraffic.com and click on "Register."

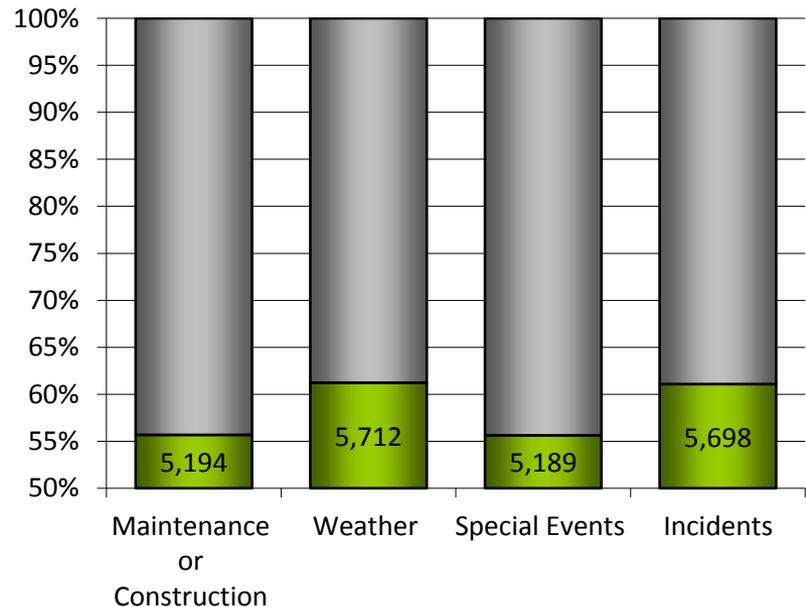
Alerts by Type



Total Registered Alert Users



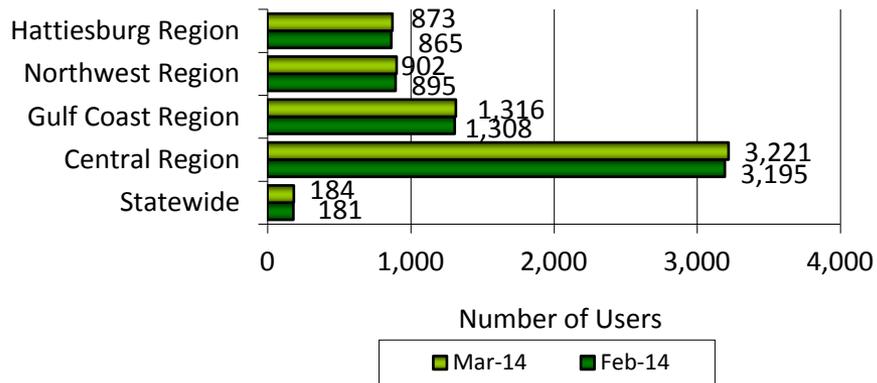
Registered Users by Alert Type



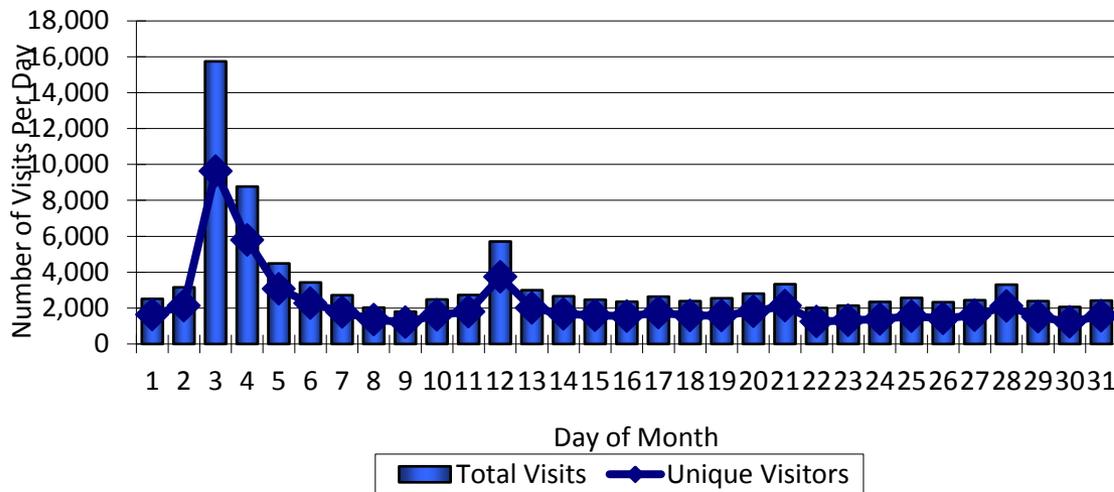
This month 128 new users registered to receive alerts.

This month 31 existing users unregistered.

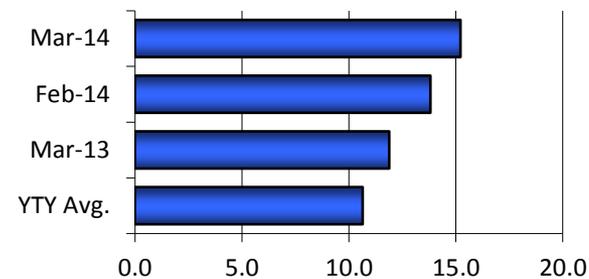
Registered Users by Location



Web Site Visits per Day



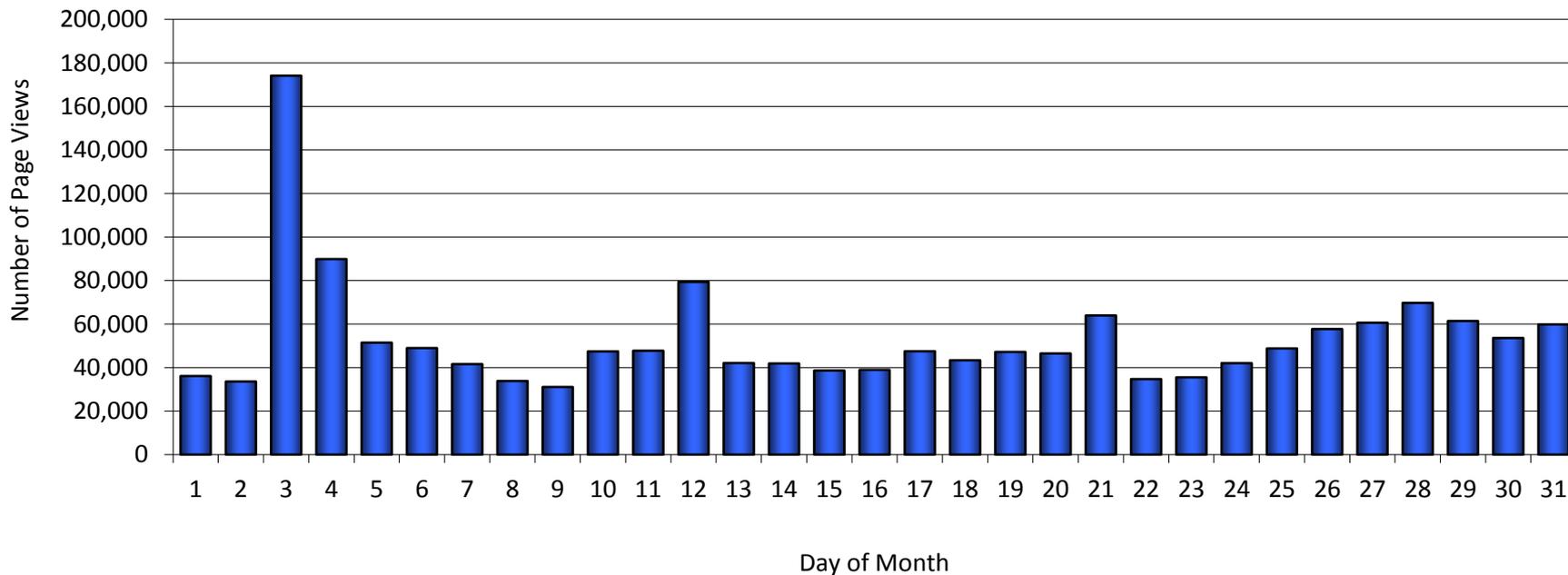
Average Page Views Per Visit



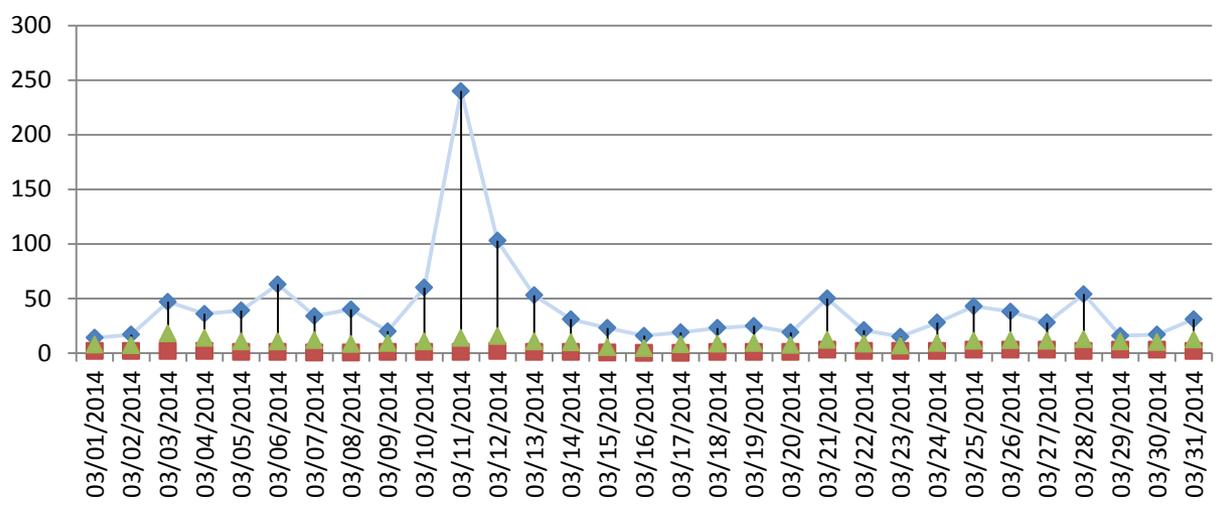
Average Stay Length Per Visit

This month, the average stay length per visit was 13.4 minutes.

Web Site Page Views per Day



Internet Bandwidth Traffic

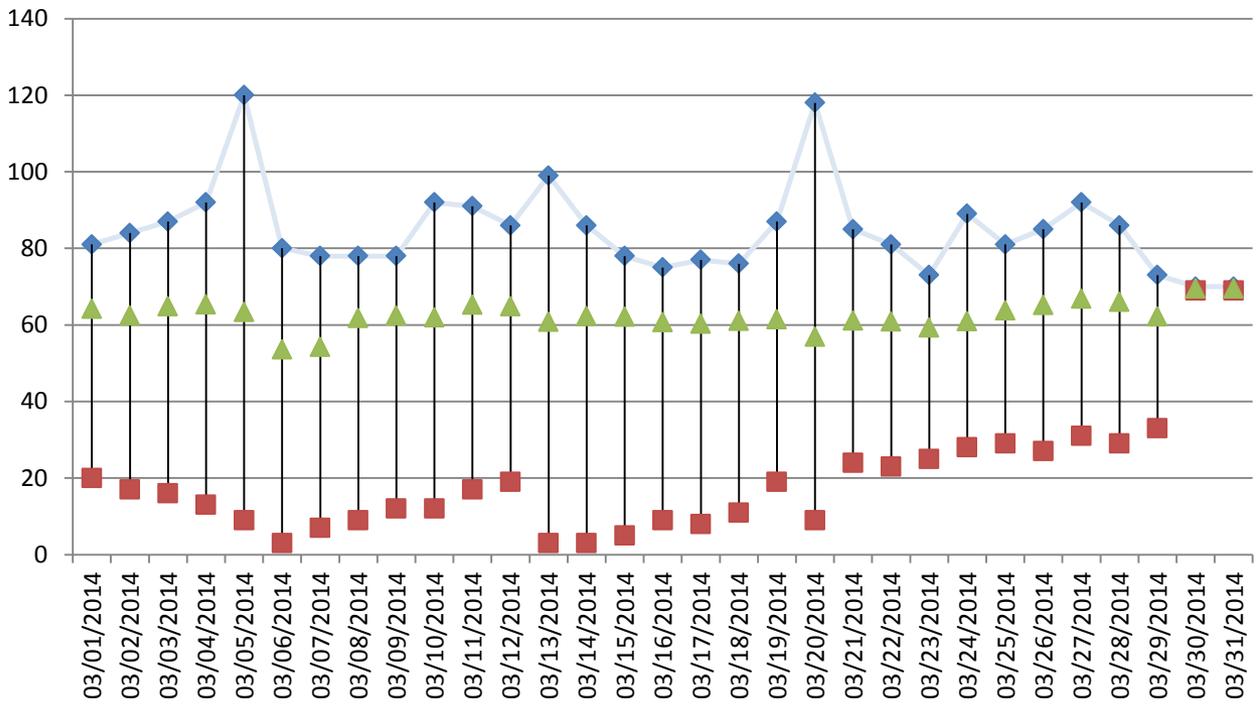


High	240.00
Average	10.23
Low	0.18

- ◆ High
- Low
- ▲ Average

3/11 experienced a 1 minute spike to 240

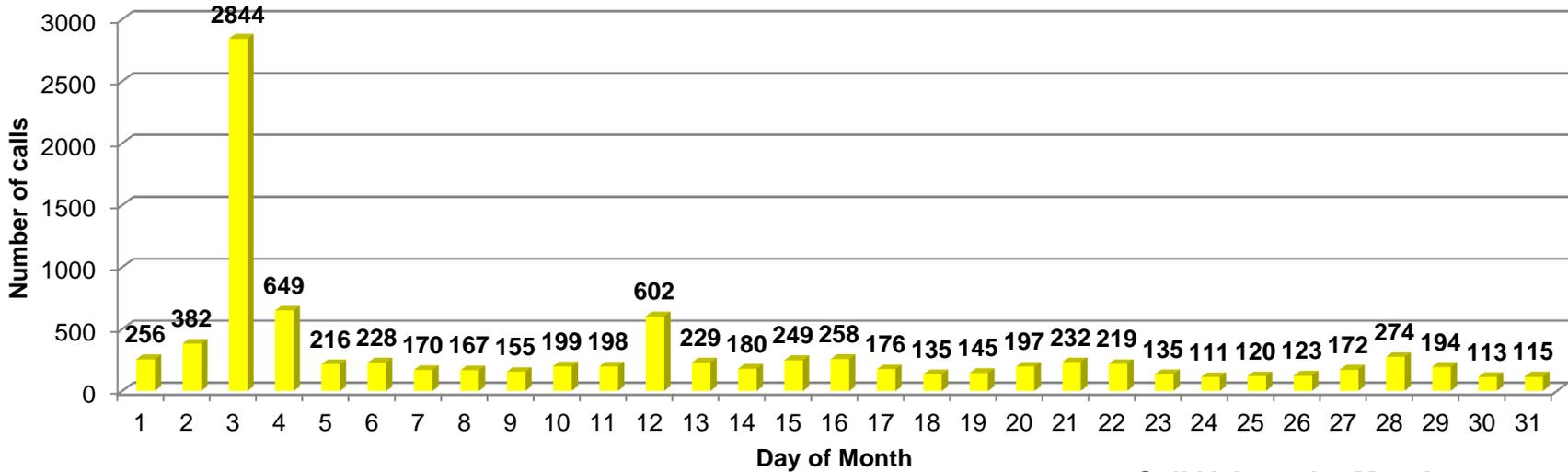
Camera Bandwidth Traffic



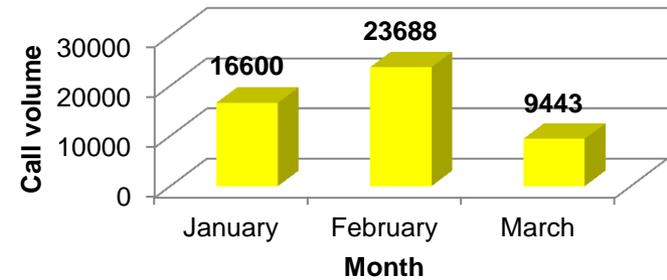
High	120.00
Average	62.41
Low	3.00

- ◆ High
- Low
- ▲ Average

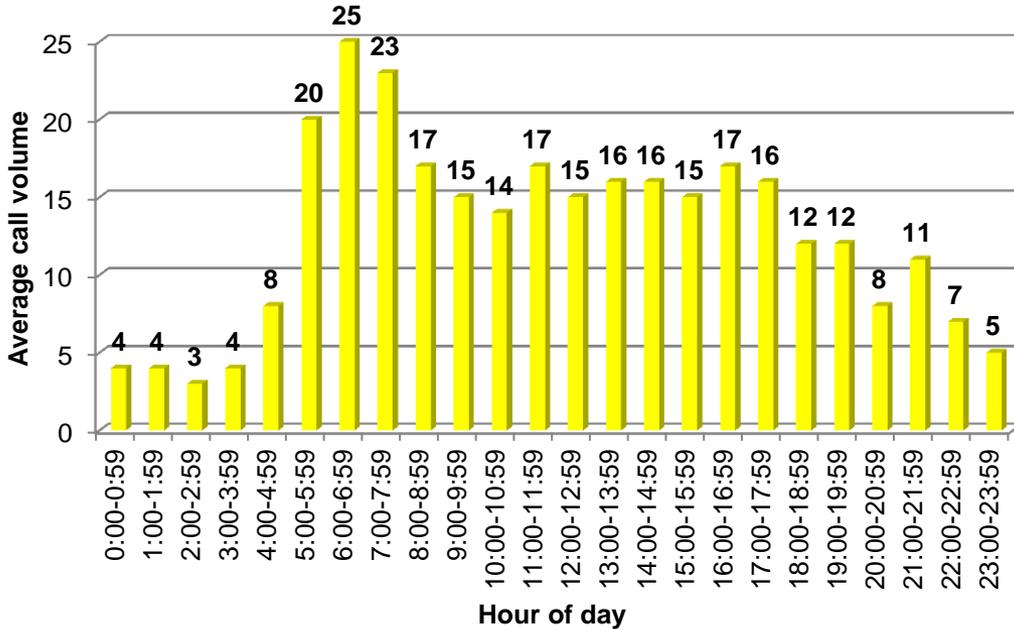
Call Volume by Day



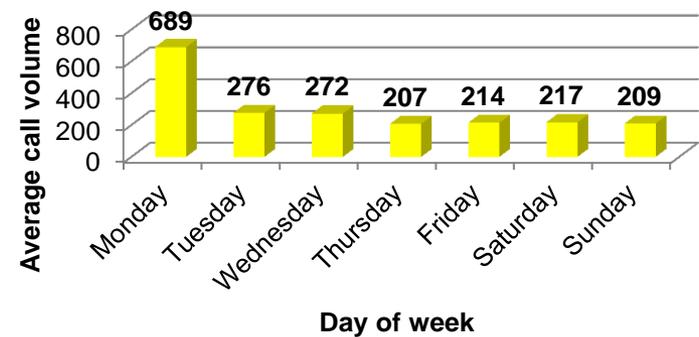
Call Volume by Month



Average Call Volume by Hour



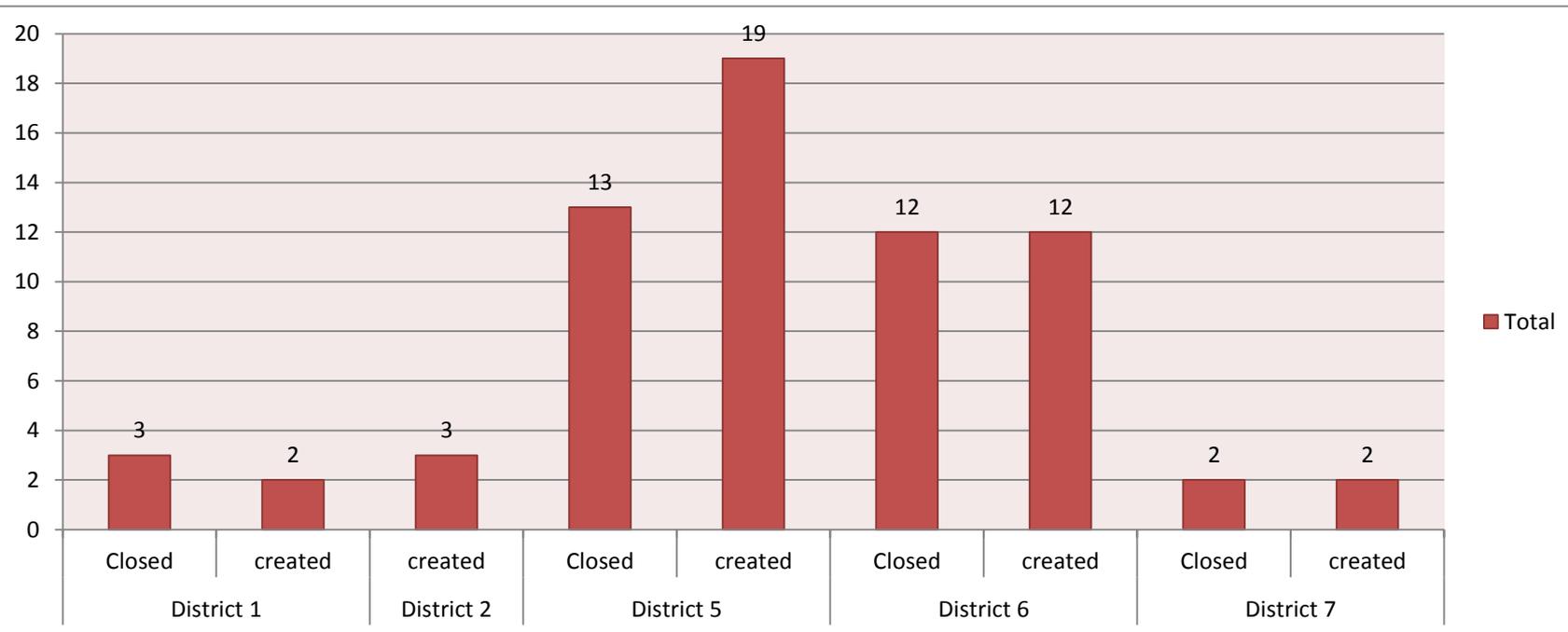
Average Call Volume by Day



Tickets by Device



Tickets by Location



data key

COVER (page 1)

Monthly Highlight

Description: The cover page provides a general summary of the month. The information portrayed in the “Monthly Highlight” section changes from month to month.

Data Source: TMC Operator’s and Manager’s Logs.

Total Incidents

Description: This graph compares the total number of incidents managed by the control room in current month, previous month, current month last year, and the average monthly total over Year to Year (YTY) which includes the previous twelve months of data.

Data Source: Incident Tracking Database

Total Alerts

Description: This graph compares the total number of alerts sent in the current month, previous month, current month last year, and the average monthly total over Year to Year (YTY) which includes the previous twelve months of data.

Data Source: MS Traffic User Stats Monthly Report

Total Web Site Page Views

Description: This graph compares the total number of pages that were viewed on the www.MDOTtraffic.com Web site in the current month, the previous month, the current month last year, and the average monthly total over the last twelve months. A page view is counted every time a visitor opens a page within the www.MDOTtraffic.com Web site.

Data Source: Web Log Analyzer Monthly Report

INCIDENTS (page 2)

TMC Managed Incidents Per Mile

Description: This map shows the density of incidents that occur along MDOT monitored roadways in the greater Jackson area. The number of incidents is shown as a density to provide a consistent measure between roadways. The roadways are divided into segments where the major roadways intersect.

Data Source: Incident Tracking Database

Incident Hot Spots

Description: This table lists the top ten locations (assigned by the nearest cross street) where the greatest number of incidents occurred per month. The top incident hot spots are shown on the map inset.

Data Source: Incident Tracking Database

Incident Average Duration

Description: This graphic shows the average response and clear times for incident response vehicles for a small sampling of incidents. The response and clear times for police, fire, ambulance, tow, and MDOT vehicles are shown. Response Times are the time of arrival to the scene minus the time of incident detection by the TMC. Clear Times are the time of incident clearance minus the time of responder arrival to the scene. Response Times greater than 120 minutes and Clear Times greater than 180 minutes are filtered from the data to remove extreme cases that skew the data.

Data Source: Incident Tracking Database

Incidents by Source Detected

Description: This graph shows the number of incidents that were found by closed-circuit (CCTV) cameras, 911 Dispatch (MS Highway Patrol, County Sheriff’s Office, Local Police & Fire), MDOT, or other sources. Totals for the current month, the previous month, the current month last year, and the monthly average over Year to Year (YTY) which includes the previous twelve months of data.

Data Source: Incident Tracking Database

Incidents by Type

Description: This chart shows the distribution of incidents by type for the current month. Construction, Disabled Vehicles, and Accidents account for the majority of all incidents. “Other” incidents include Vehicle Fire, Debris, HAZMAT, AMBER Alerts, Weather, and Congestion type incidents. The number of secondary incidents will appear next to the chart if not less than 1% of the total number of incidents. A secondary incident is an incident that occurred as a result of another incident.

Data Source: Incident Tracking Database

data key

ALERTS (page 3)

Total Registered Users

Description: This graph compares the total number of users that are registered to receive alerts in the current month, the previous month, and the current month last year. The number of users that either registered or unregistered in the current month is also shown in the text below the graph.

Data Source: MS Traffic User Stats Monthly Report

Registered Users by Location

Description: This graph shows the breakdown of registered users based on location. The location refers to the location of the event to which the alert is referring, not the location of the user. The location is further defined by the counties that make up each Regional TMC's coverage area. The current month and the current month last year are compared.

Central Region: Copiah, Hinds, Madison, Rankin, Simpson counties

Gulf Coast Region: Hancock, Harrison, and Jackson counties

Northwest Region: Desoto, Marshall, Tate, and Tunica counties

Hattiesburg: Forrest, Jones, Lamar, and Perry counties

Statewide: Users registered for every county in the state

Other: All counties other than above

Data Source: MS Traffic User Stats Monthly Report

Alerts by Type

Description: This graph shows the distribution of alerts by type for the current month. Accident, Incident, and Maintenance or Construction alerts comprise the majority of alerts.

Data Source: MS Traffic User Stats Monthly Report

Registered Users by Alert Type

Description: This graph provides the percentage and total number of registered users that receive maintenance or construction, weather, special event, or incident alerts for the current month based upon current subscriber statistics.

Data Source: MS Traffic User Stats Monthly Report

WEB SITE (page 4)

Web Site Visits Per Day

Description: This graph shows the total number of visits to the www.MDOTtraffic.com Web site per day for the current month. A "visit" is counted when the Web site is accessed, regardless of the number of pages viewed within the site. The graph also shows the number of unique visitors per day. A unique visitor is identified by the IP address of the computer used to access the Web site. If a unique visitor returns to the Web site within thirty minutes of the original visit, only 1 visit is counted.

Data Source: Web Log Analyzer Monthly Report

Average Page Views Per Visit

Description: This graph shows the average number of pages viewed within the www.MDOTtraffic.com Web site during one visit. The current month, the previous month, the current month last year, and the monthly average over Year to Year (YTY) which includes the previous twelve months of data are compared.

Data Source: Web Log Analyzer Monthly Report

Average Stay Length Per Visit

Description: The average length of time spent on the www.MDOTtraffic.com Web site during each visit, regardless of the number of pages viewed.

Data Source: Web Log Analyzer Monthly Report

Web Site Page Views Per Day

Description: This graph shows the total number of pages viewed within the www.MDOTtraffic.com Web site each day during the current month. The text below the graph explains any unique trends seen in the data throughout the month.

Data Source: Web Log Analyzer Monthly Report

data key

WEB SITE (page 6)

Internet Bandwidth Traffic

Description: This graph displays the average bandwidth speed of our mstraffic.com internet pipeline which has a capacity of 250 megabits per second. The data is reported on a per minute basis and an average bandwidth speed is derived for each day. The high and low bandwidth speeds are also reported for each day.

Data Source: Paessler Prtg Network Monitor

Camera Bandwidth Traffic

Description: This graph displays the average bandwidth speed of our mstraffic.com intranet camera network pipeline which has a capacity of 250 megabits per second. The data is reported on a per minute basis and an average bandwidth speed is derived for each day. The high and low bandwidth speeds are also reported for each day.

Data Source: Paessler Prtg Network Monitor

Service Desk Stats (page 7)

Tickets By Device

Description: This graph compares the number of helpdesk tickets that were created and completed in the month per device type.

Data Source: Helpdesk reports

Tickets By Location

Description: This graph compares the number of helpdesk tickets that were created and completed in the month per location.

Data Source: Helpdesk reports

data key

511 (page 6)

Call Volume by Day

Description: This graph displays the number of calls received by the Mississippi 511 system each day.

Data Source: 511 Reporting tool

Average Call Volume by Hour

Description: This graph displays the average number of calls received by hour of day.

Data Source: 511 Reporting tool

Call Volume by Month

Description: This graph displays the total number of calls per month in the current year.

Data Source: 511 Reporting tool

Average Call Volume by Day

Description: This graph displays the average number of calls received by day of the week.

Data Source: 511 Reporting tool