

# MISSISSIPPI

## TRANSPORTATION MANAGEMENT CENTER

### March 2015 Performance Measures



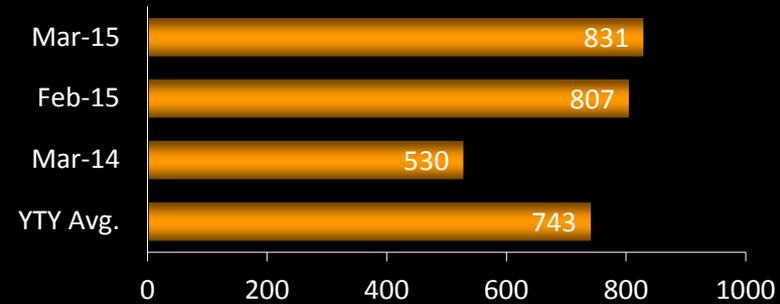
### MONTHLY HIGHLIGHT

We experienced the last episode of winter weather on March 5 and 6. Fortunately it was a comparatively mild event for traffic-related incidents. However, you can see the public's level of interest, which is noticeable in the increased level of website activity noted on page 4.

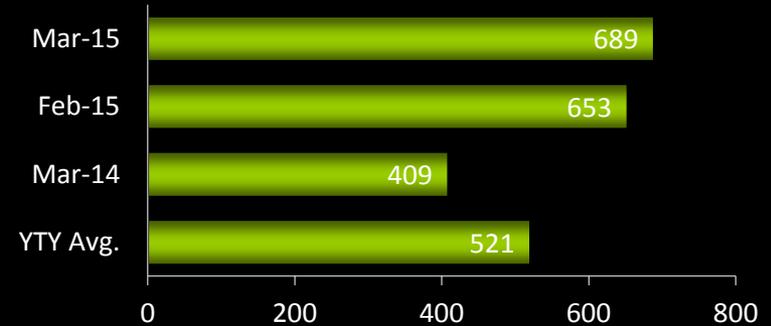
The incident pictured above occurred on I-20 in downtown Jackson at 2:30 a.m. on a Friday morning. The incident blocked all of the westbound lanes for roughly 45 minutes until responders could reopen a lane to allow motorists to pass.

We had over 1,400 people sign up to receive our traffic alerts during the month. It's one of the highest monthly increases ever. We now have over 14,000 alert recipients. We have also had over 64,000 people download the MDOT traffic app.

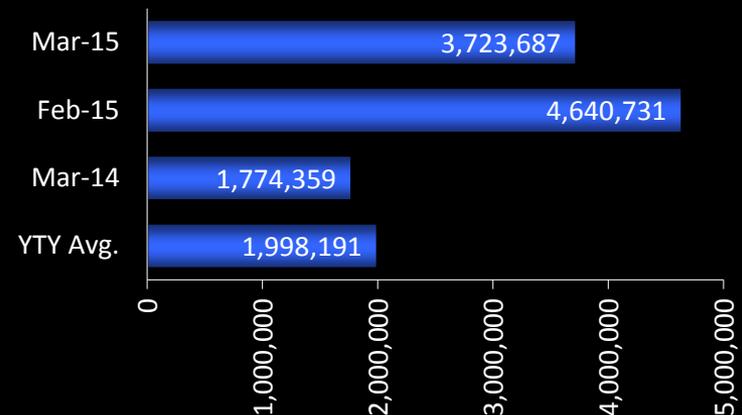
### Total Incidents



### Total Alerts



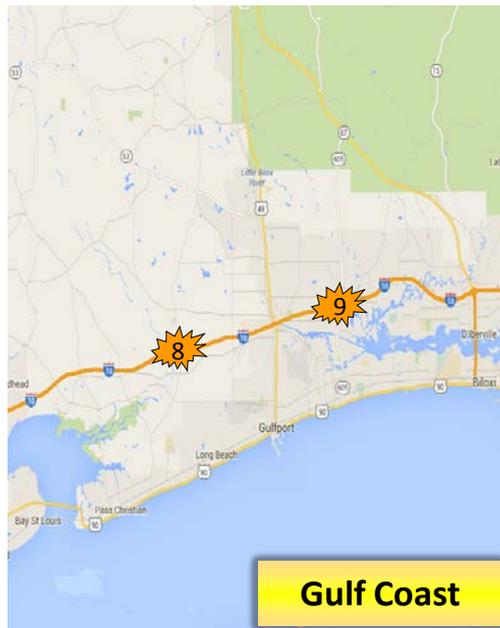
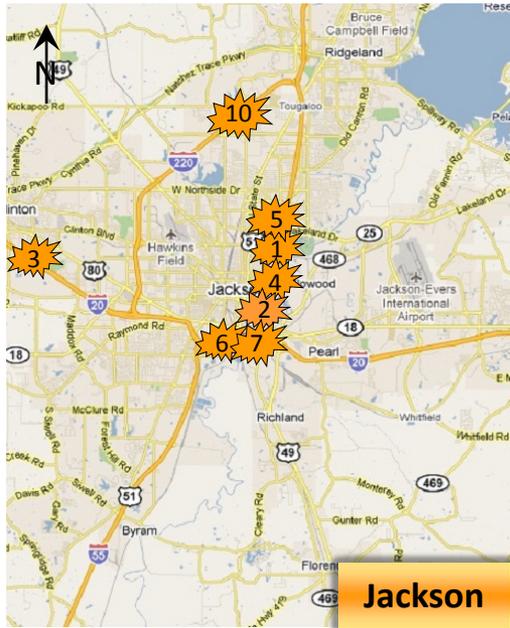
### Total Web Site Page Views



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



# TMC Managed Incidents

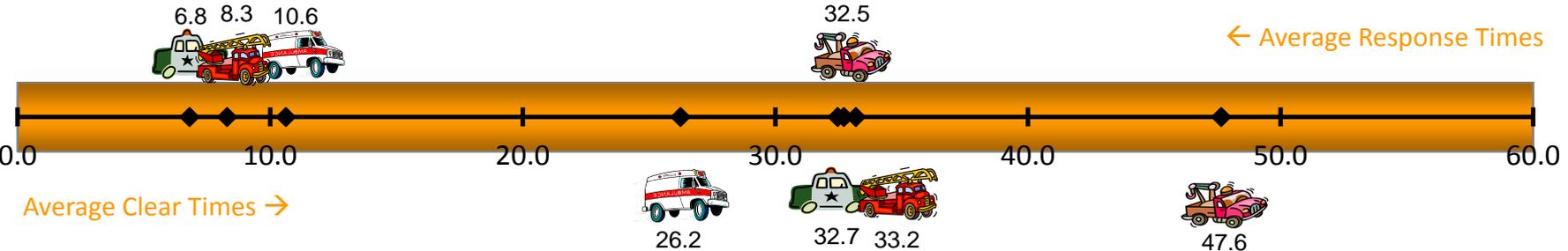


# Incident Hot Spots

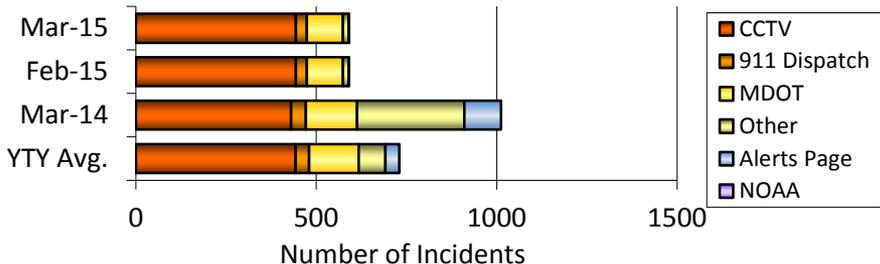
Rank	Location (Direction Freeway @ Cross Street)	# of Incidents
1	I-55 @ 98A - Woodrow Wilson Ave	18
2	I-55 @ 96A - Pearl St	13
3	I-20 @ 36 - Springridge Rd	13
4	I-55 @ 96C - Fortification St	12
5	I-55 @ 98B - MS 25 / Lakeland Dr	12
6	I-20 @ 45B - State St	10
7	I-20 @ 46 - I-55 N	9
8	I-10 @ 28 - Long Beach / County Farm Rd	9
9	I-10 @ 38 - MS 605 Lorraine Cowan Rd	9
10	I-220 @ 9 - Hanging Moss Rd	9

incidents

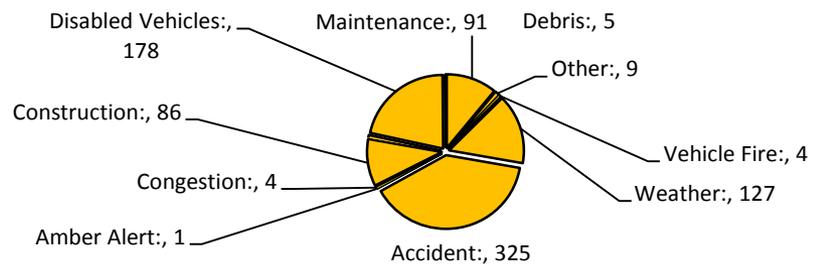
# Average Incident Timeline



# Incidents by Source Detected



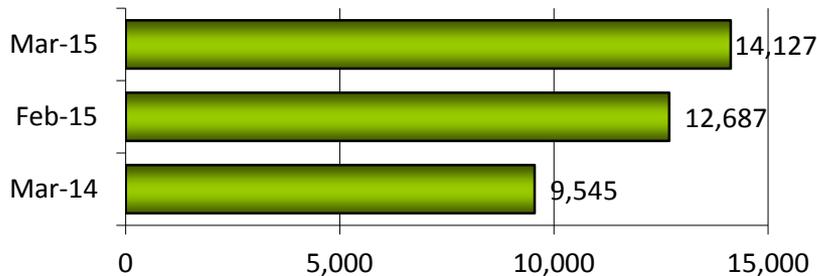
# Incidents by Type



# 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](http://www.MDOTtraffic.com) and click on "Register."

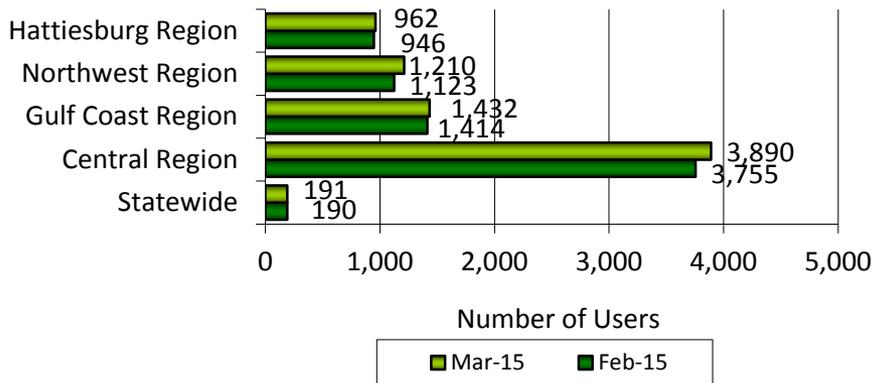
## Total Registered Alert Users



This month 1498 new users registered to receive alerts.

This month 58 existing users unregistered.

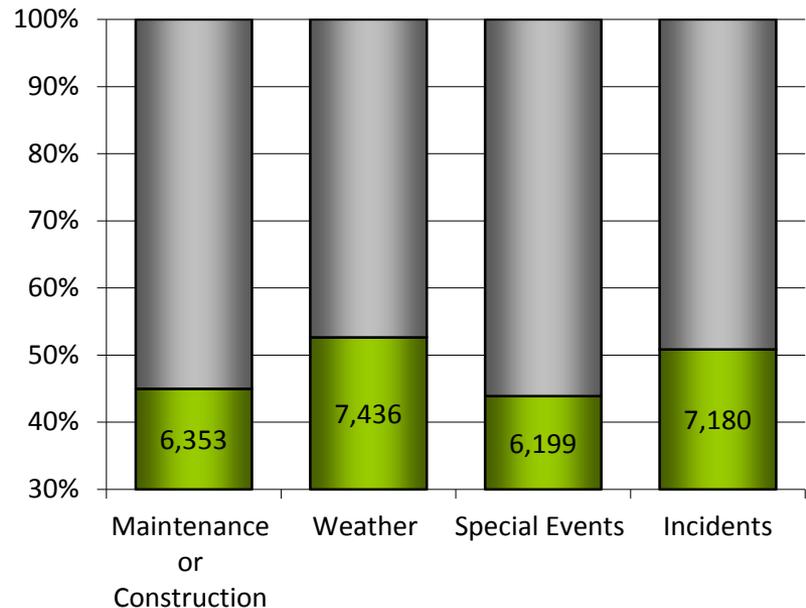
## Registered Users by Location



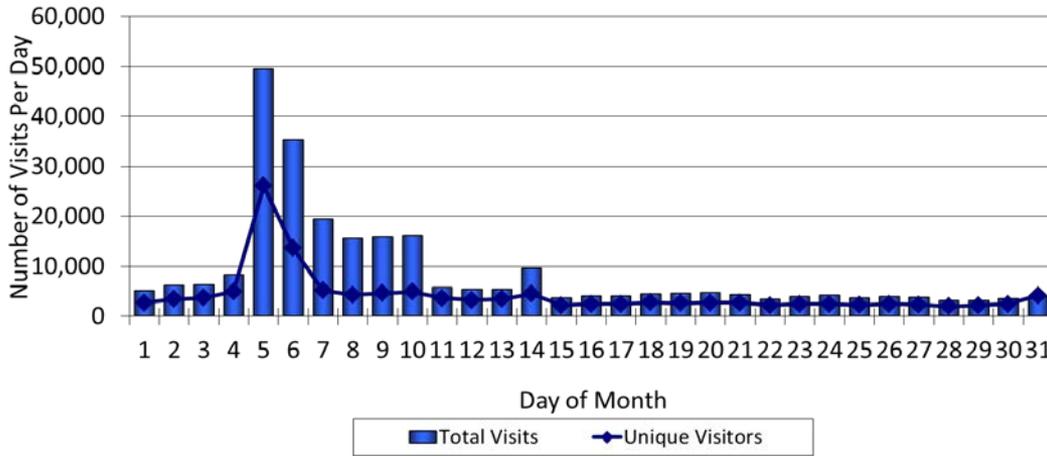
# Alerts by Type



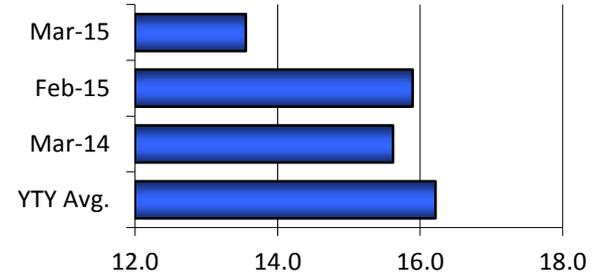
## Registered Users by Alert Type



## Web Site Visits per Day



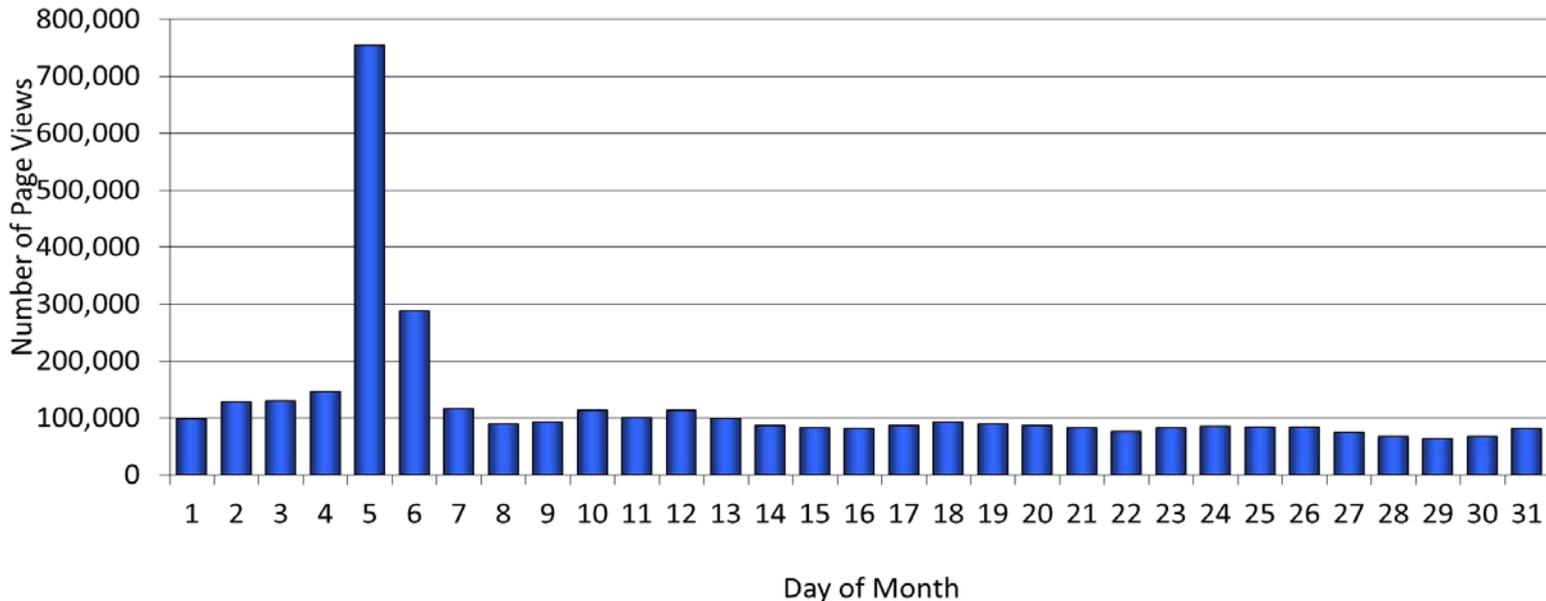
## Average Page Views Per Visit



## Average Stay Length Per Visit

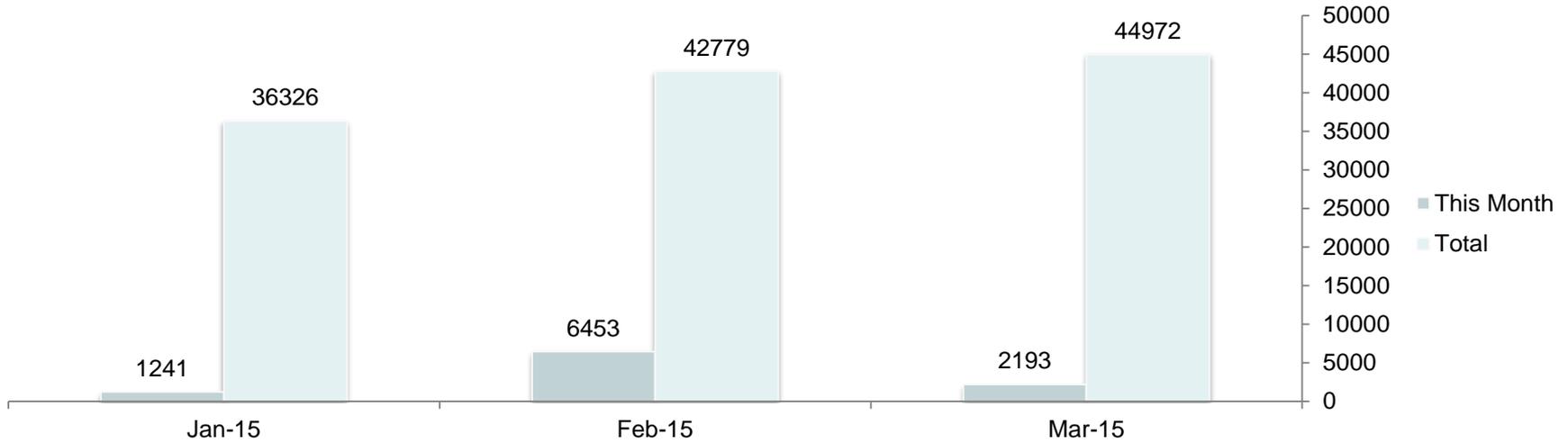
This month, the average stay length per visit was 33.3 minutes.

## Web Site Page Views per Day



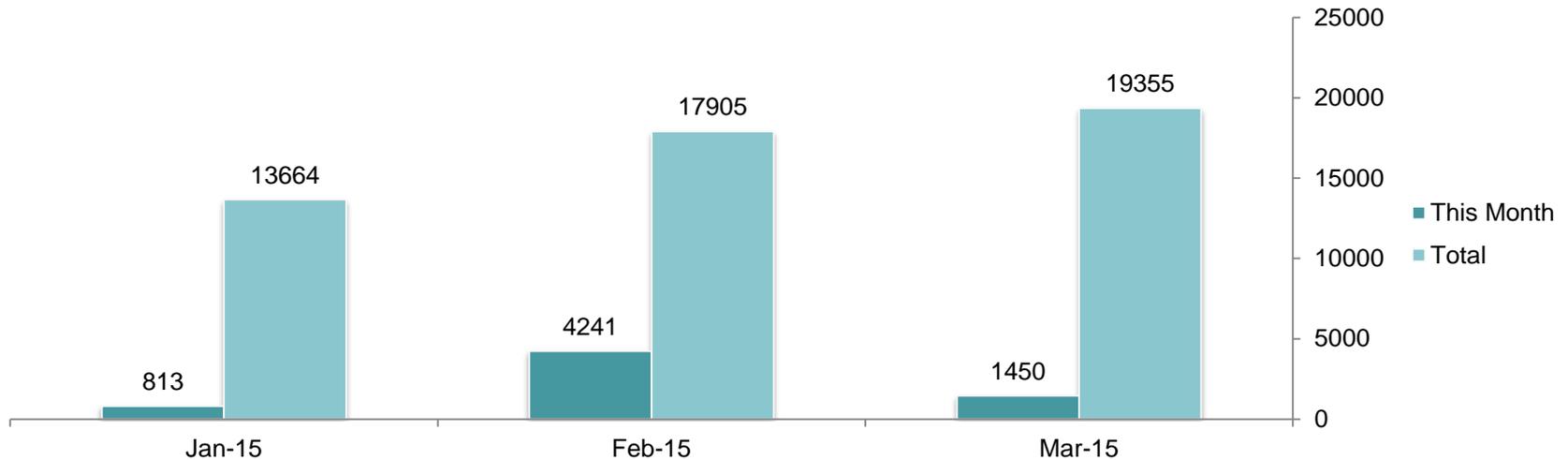
iPhone

iphone App Downloads by Month

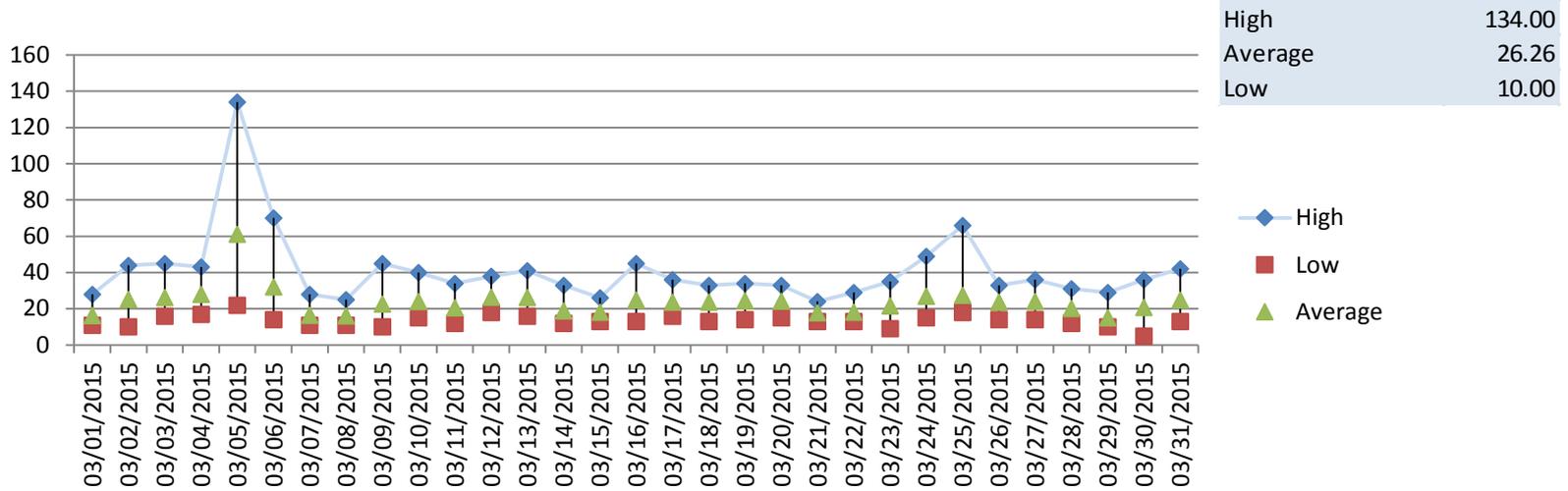


Android

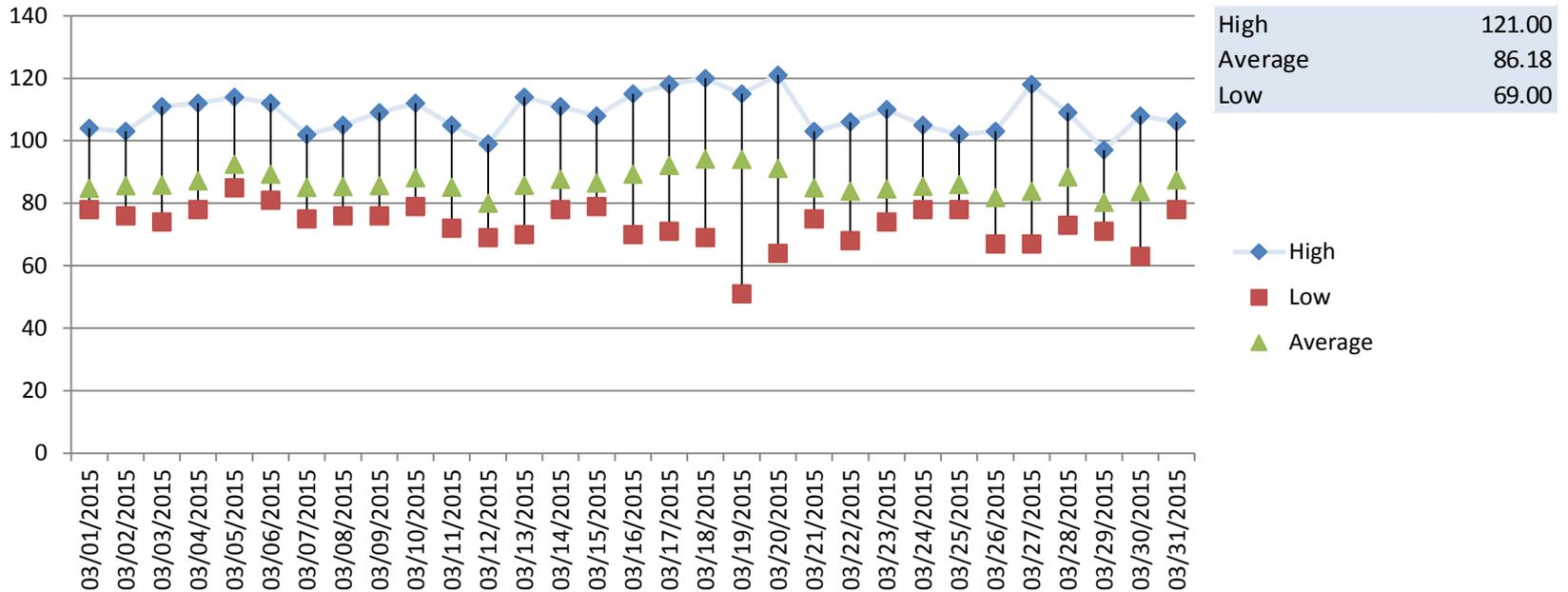
Android App Downloads by Month



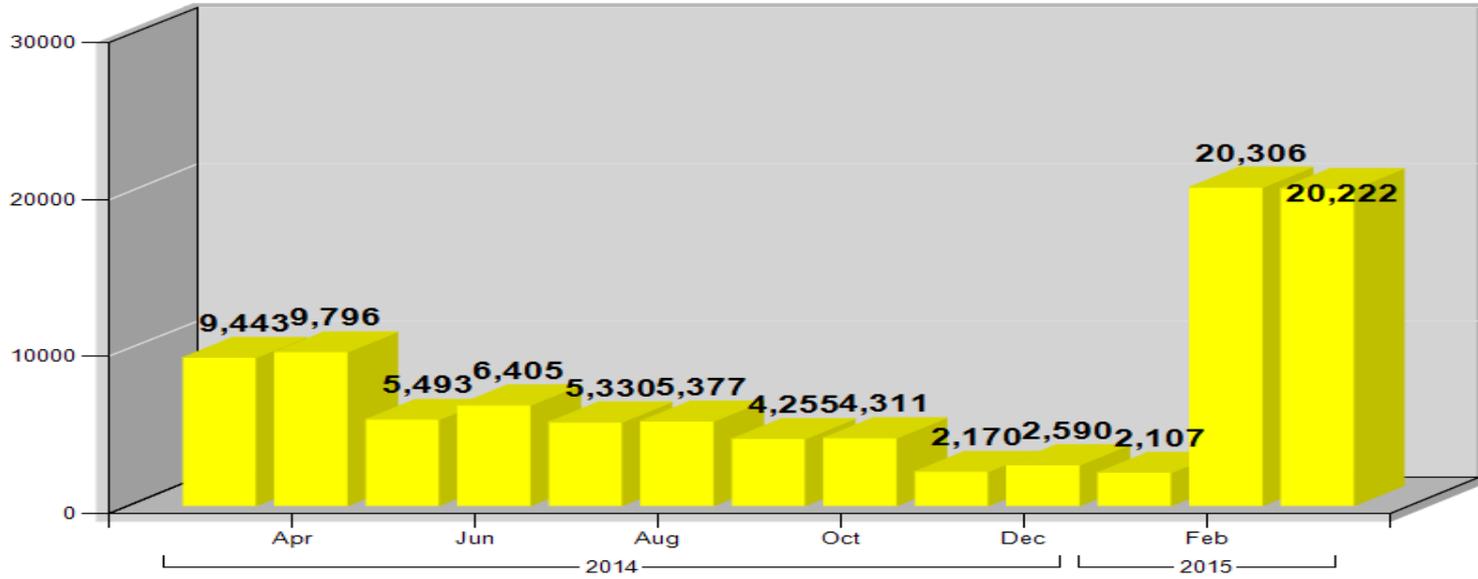
## Internet Bandwidth Traffic



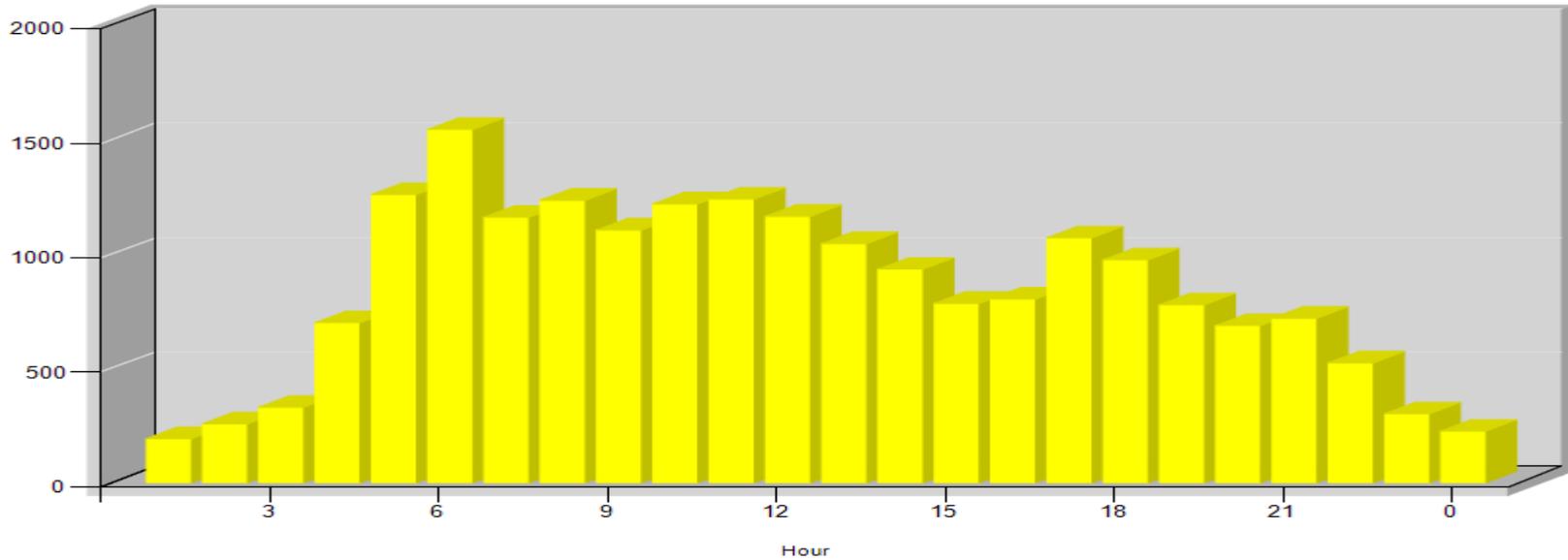
## Camera Bandwidth Traffic



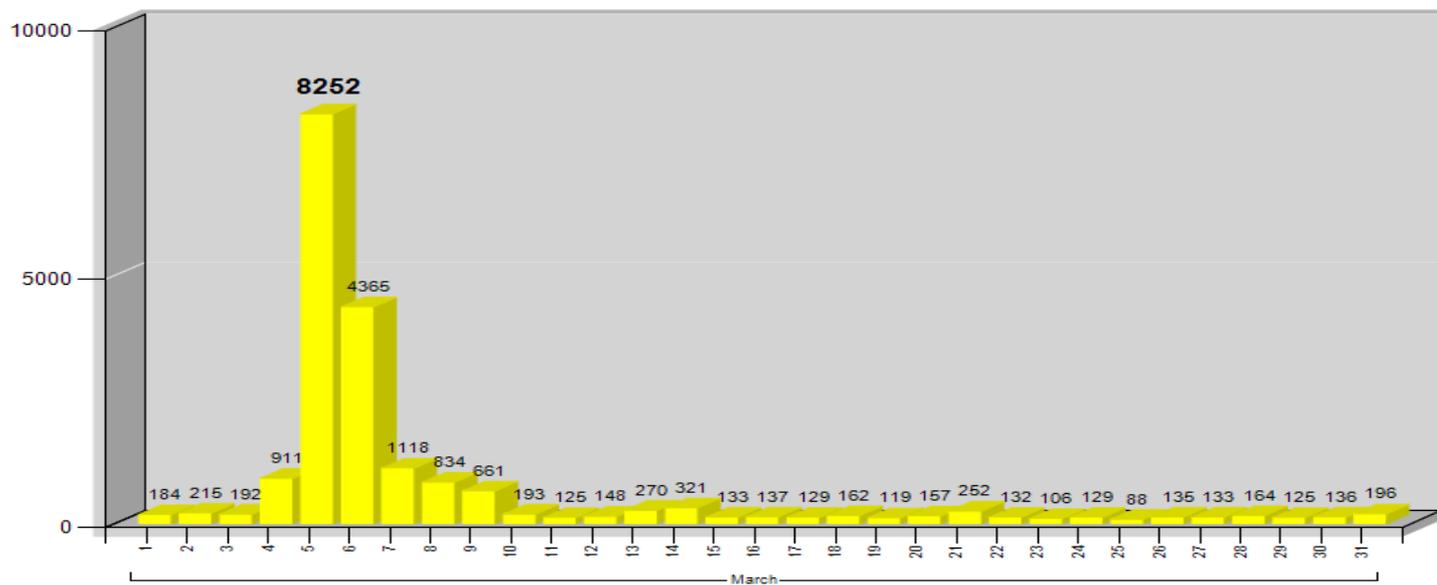
Calls Per Month From 3/1/2014 To 3/31/2015 11:59PM (97,805 total calls in period)



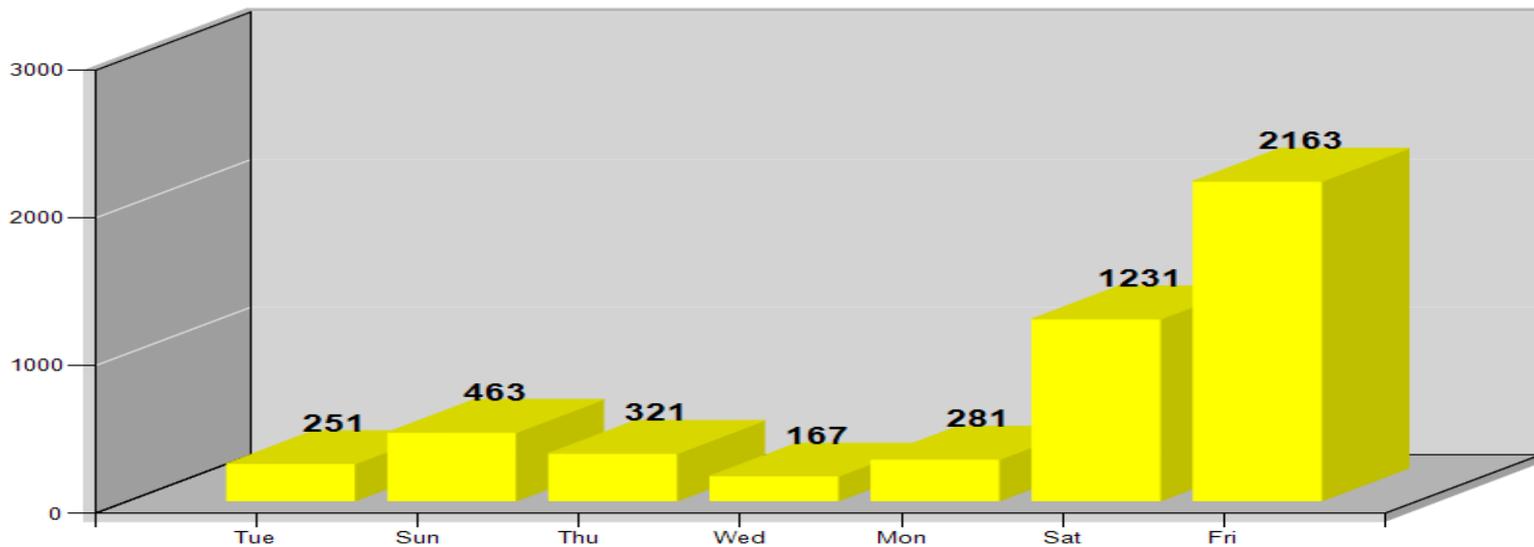
Calls Per Hour For 3/1/2015 (20,222 total calls)



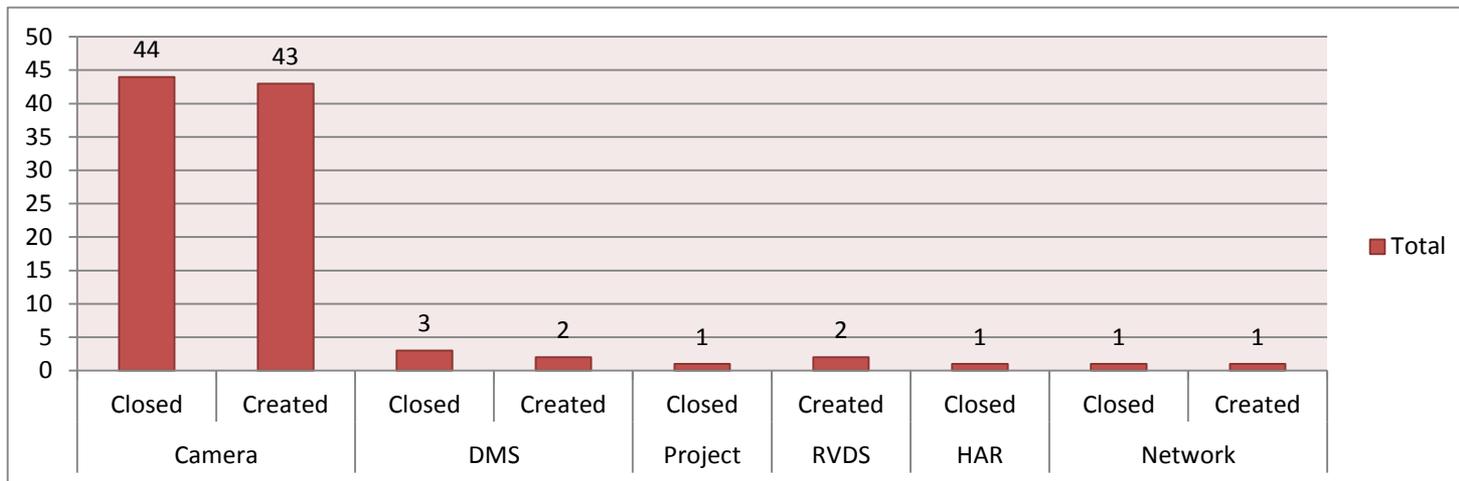
Calls Per Day From 3/1/2015 To 3/31/2015 11:59PM (20,222 total calls in period)



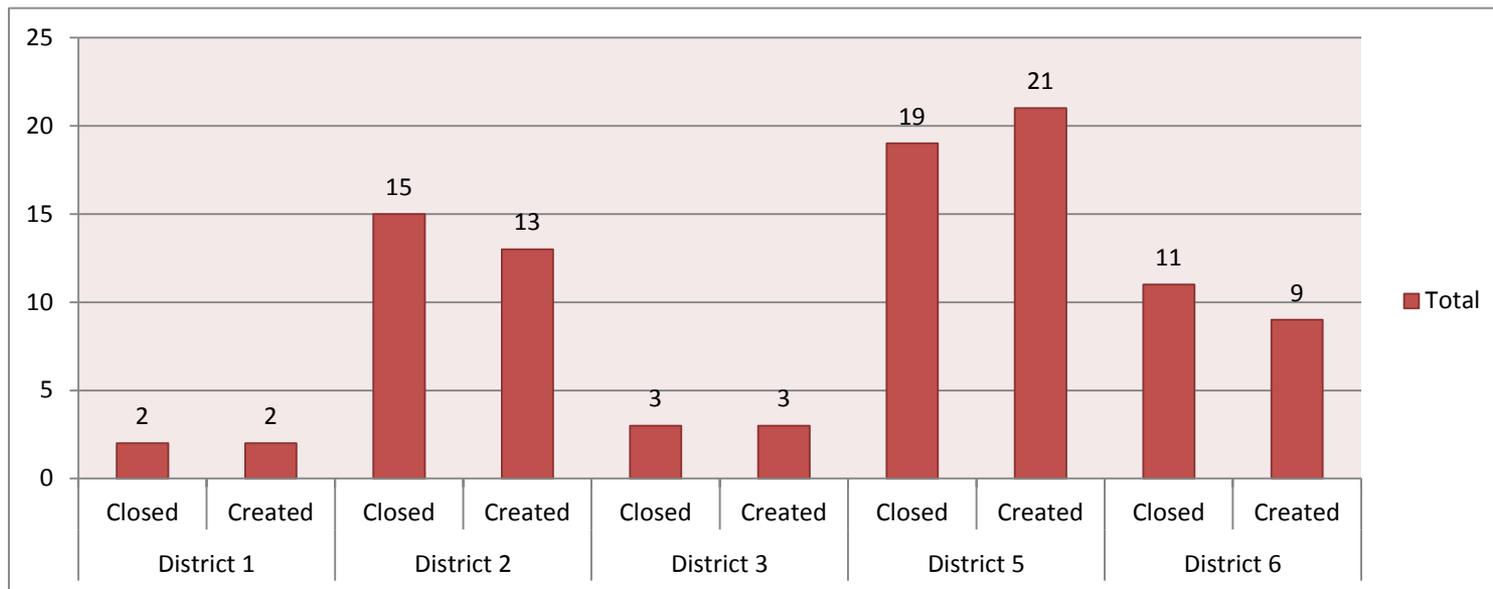
Average Calls Per Day of Week During Period 3/1/2015 to 3/31/2015 11:59PM



## 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](http://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](http://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](http://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](http://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](http://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](http://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 5)

### Internet Bandwidth Traffic

**Description:** This graph displays the average bandwidth speed of our MDOTtraffic.com internet pipeline which has a capacity of 250 megabits per second. The data is reported on a 5 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 MDOTtraffic.com intranet camera network pipeline which has a capacity of 250 megabits per second. The data is reported on a 5 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

## Phone Apps (page 6)

### iPhone App Downloads By Month

**Description:** This graph displays the number of app downloads from itunes for apple devices. The number is displayed by month for the current year along with the cumulative total of downloads achieved each month.

**Data Source:** NICUSA, Inc., MDOTtraffic app publisher

### Android App Downloads By Month

**Description:** This graph displays the number of app downloads from the GooglePlay store for android devices. The number is displayed by month for the current year along with the cumulative total of downloads achieved each month.

**Data Source:** NICUSA, Inc., MDOTtraffic app publisher

## 511 (page 7/8)

### Call Volume by Month

**Description:** This graph displays the total number of calls per month for the past 13 months.

**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

### 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

### 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

## Service Desk Stats (page 9)

### 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