Weekly

NAVIGATOR 1996-2006

Performance Measures

The Week at a Glance | Week Ending February 23, 2007

Traveler Information Calls

Calls Taken	4,125
Average Call Length	1:03
Average Answer Time	:08

Incidents Managed

Incidents Managed (not including construction)	Construction / Maintenance Closures
417	253

Internet Activity

	NaviGAtor	My Nav	Nav Web
Total Visits	158,547	80,725	188
Average Visits Per Day	22649	11532	27

Device Maintenance

Component	Working	Not Working	System Availability	Goal	Total
VDS	1152	209	84.6%	90.0%	1361
CCTV	231	110	67.7%	90.0%	341
CMS	78	19	80.4%	90.0%	97
Ramp Meters	8	0	100.0%	100.0%	8
Weather Stations	42	6	87.5%	90.0%	48

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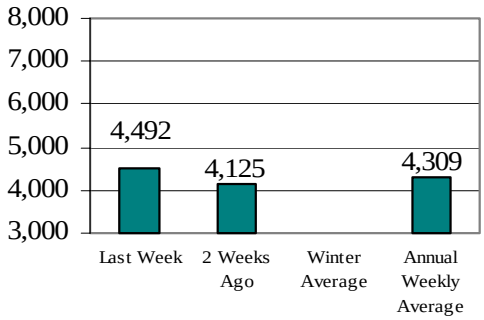
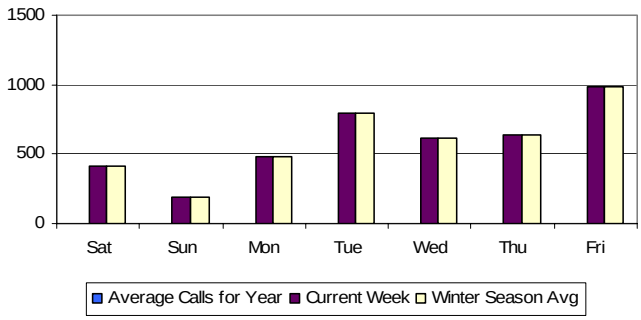
See Pages 10-13 for the data key on each chart and statistic shown

Traveler Information Statistics

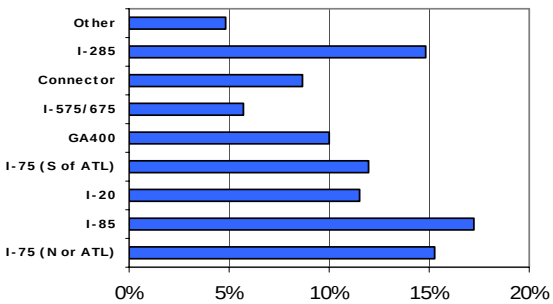
Number of Calls Taken



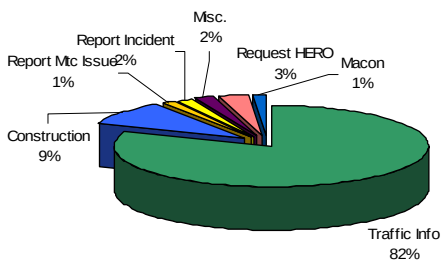
Calls per Day



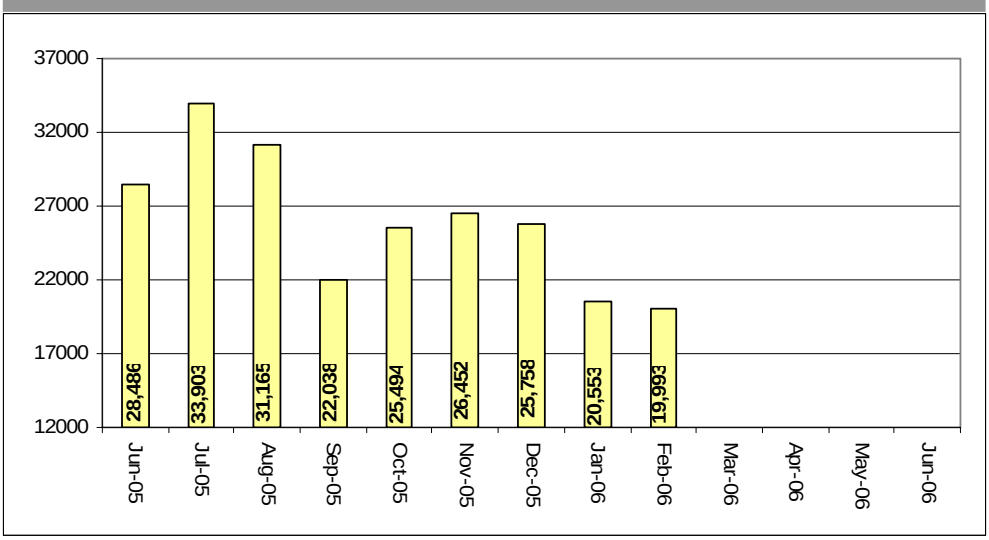
Breakdown of Traffic Info Calls by Roadway



Calls by Type

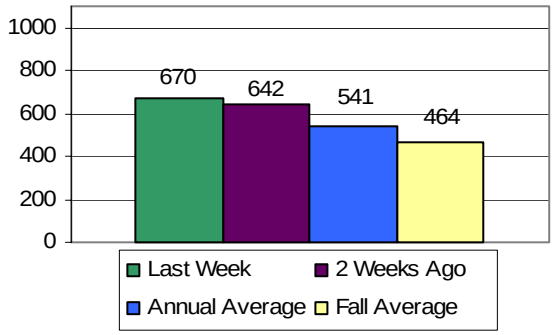


Total Calls by Month

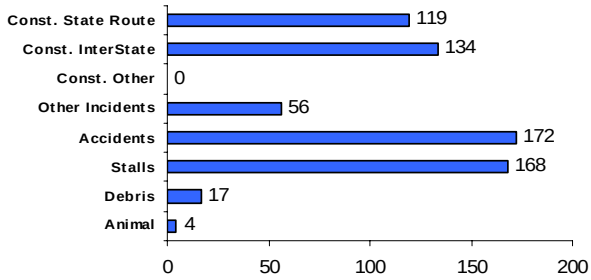


Traffic Operations Statistics

Total Incidents Managed by Operators



Incidents Handled by Category



Detection Method

Detection Type	# Recorded	% of Total
Call Report	283	67.9%
TMC Detected	112	26.9%
Other	14	3.4%
Unknown	8	1.9%

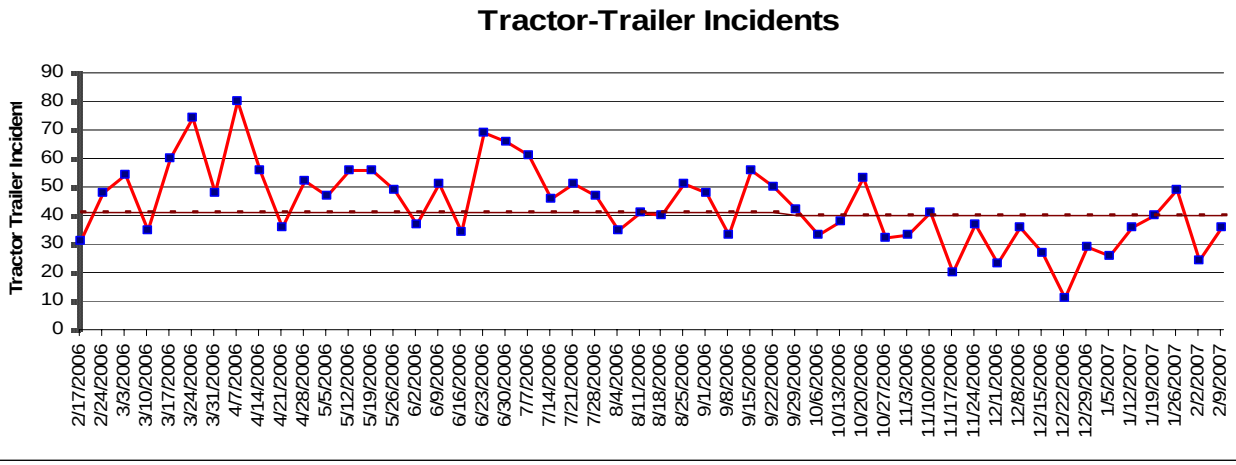
Incident Levels

Incident Level	# Recorded	% of Total
Not Entered	0	0.0%
I	260	62.4%
II	73	17.5%
III	48	11.5%
IV	36	8.6%

Impact Levels

Incident Impact	# Recorded	% of Total
No Impact	0	0.0%
Low Impact	500	74.6%
Medium Impact	130	19.4%
High Impact	40	6.0%

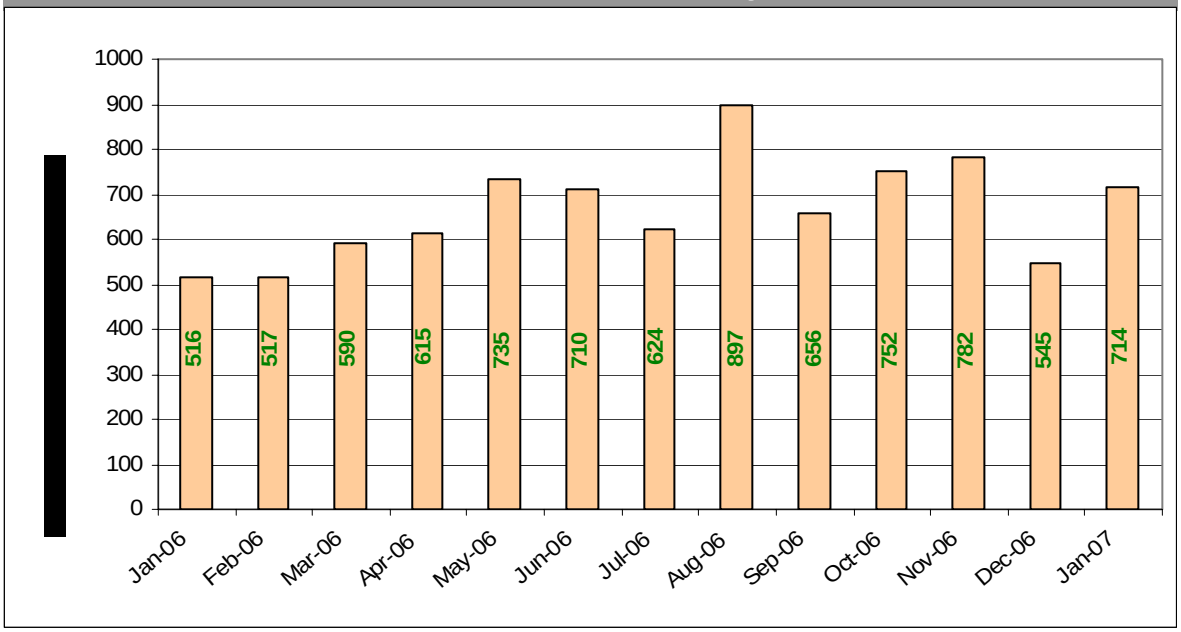
Incidents Involving Tractor Trailers



See Pages 10-13 for the data key on each chart and statistic shown

Media Liaison Statistics

Media Liaison Call Volume By Month

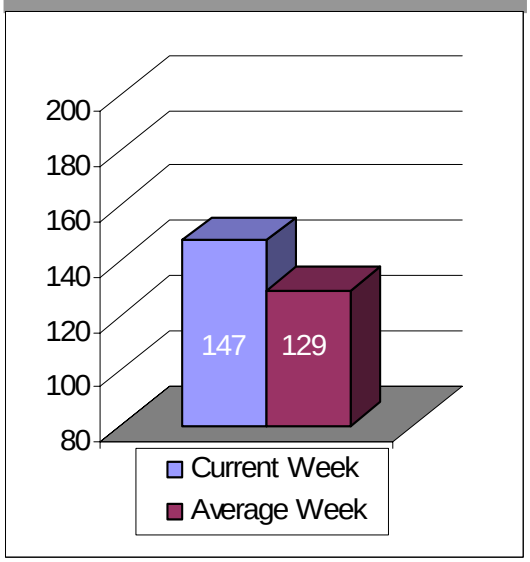


Note: Calls include all inbound and outbound communications made with the media outlets listed below. Total calls reflect the number of 'camera change requests', as well as calls the media make to report incidents to NaviGAtor and miscellaneous inquiries.

Media Inquiries Made by Outlet

Media Entity	Inbound/ Outbound Calls to Date	Percentage of Total Calls to Date	Inbound/ Outbound Calls last Week	Percentage of Calls Last Week
Total Traffic	96	10.9%	11	10.1%
WSB Radio Traffic	353	40.2%	45	41.3%
WSB (ABC)	0	0.0%	0	0.0%
WGCL (CBS)	2	0.2%	0	0.0%
Metro Networks	16	1.8%	1	0.9%
99x/Q100 Radio	0	0.0%	0	0.0%
WAGA (FOX)	380	43.2%	49	45.0%
WXIA (NBC)	23	2.6%	2	1.8%
V-103	0	0.0%	0	0.0%
Misc. Inquiry	9	1.0%	1	0.9%

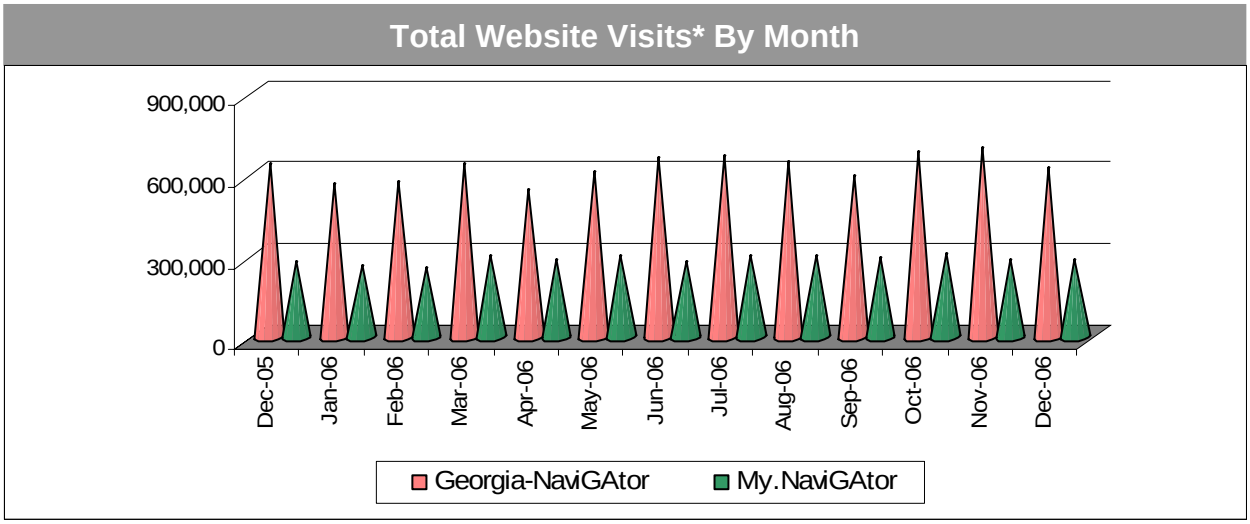
Number of Communications



Note: Above table and chart only reflect questions from the outlets regarding roadway conditions and does not reflect calls for camera changes, incident reporting or miscellaneous concerns .

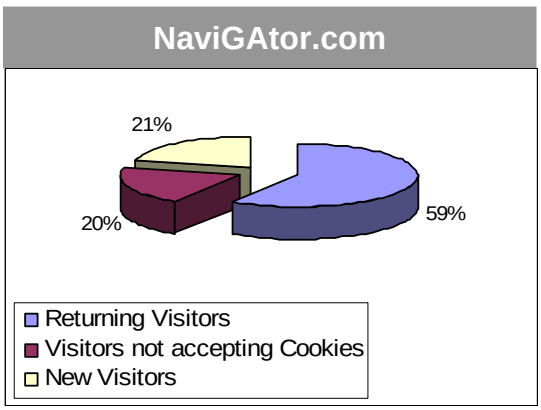
Website Performance (External)

Total Website Visits* By Month

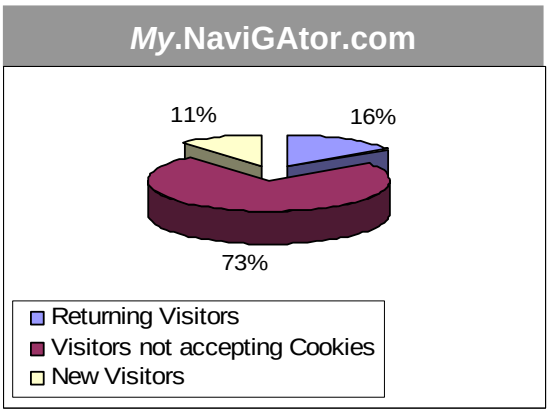


* A visit is a series of actions when a visitor views their first page from the server, and ends when the visitor leaves the site

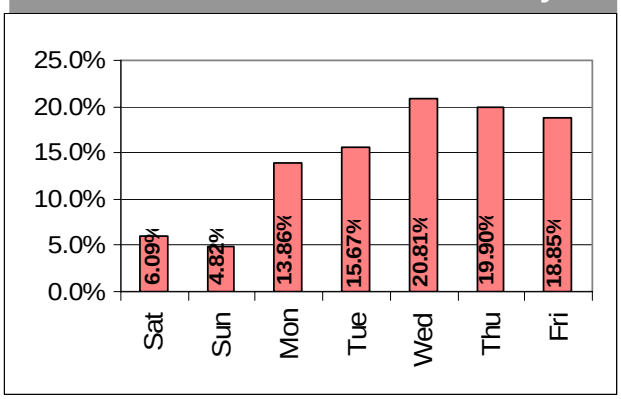
NaviGAtor.com



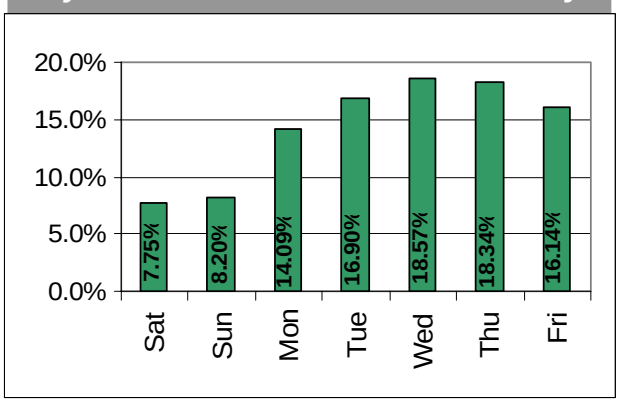
My.NaviGAtor.com



NaviGAtor.com Website Activity



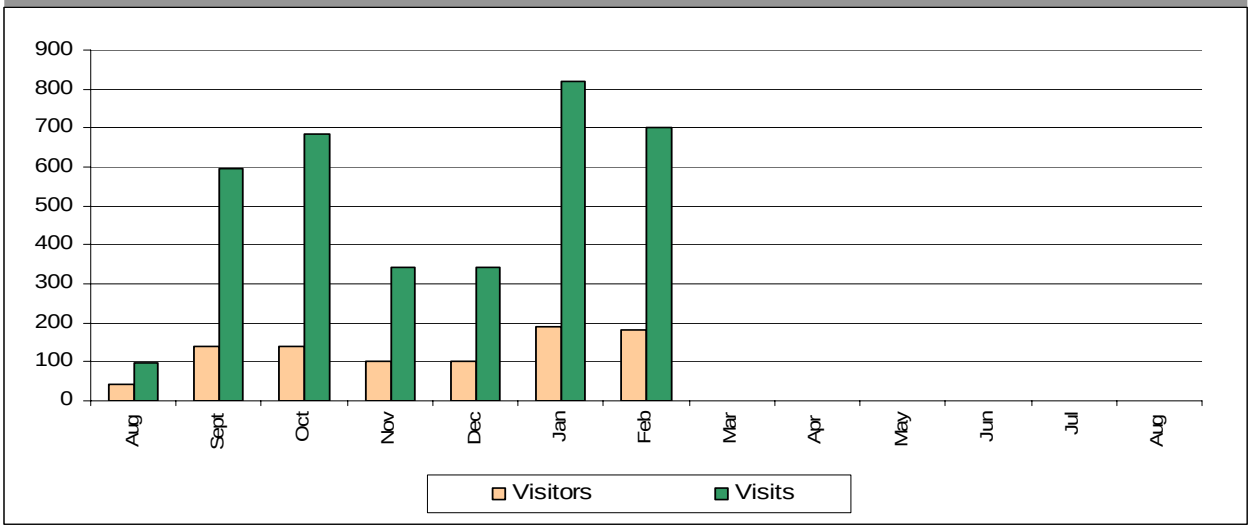
My.NaviGAtor.com Website Activity



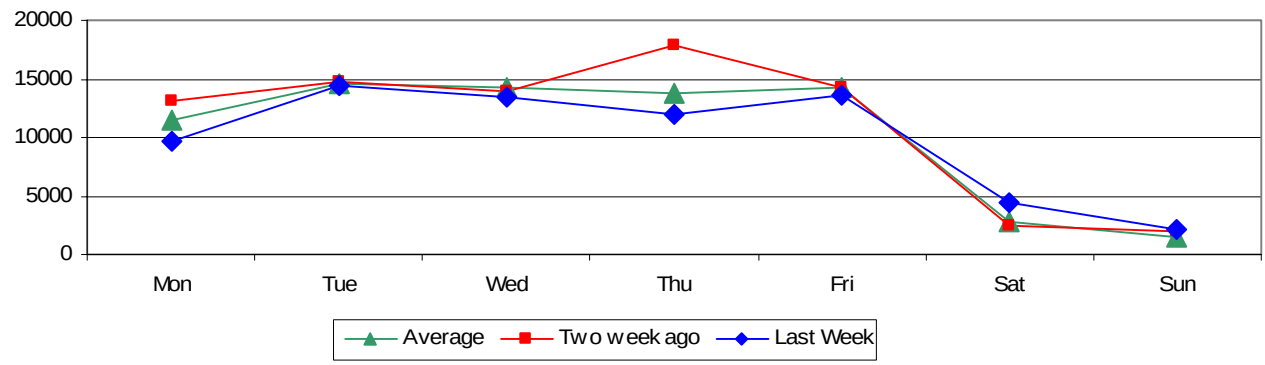
* Measured as a percentage of total 'hits' on the site. A hit is defined as each file requested by a visitor to the site.

NavWeb Performance (Internal)

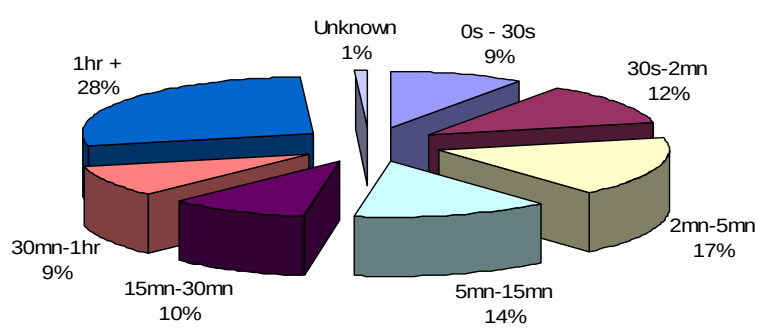
Total Website Visits and Visitors By Month



Number of Pages Viewed by Day

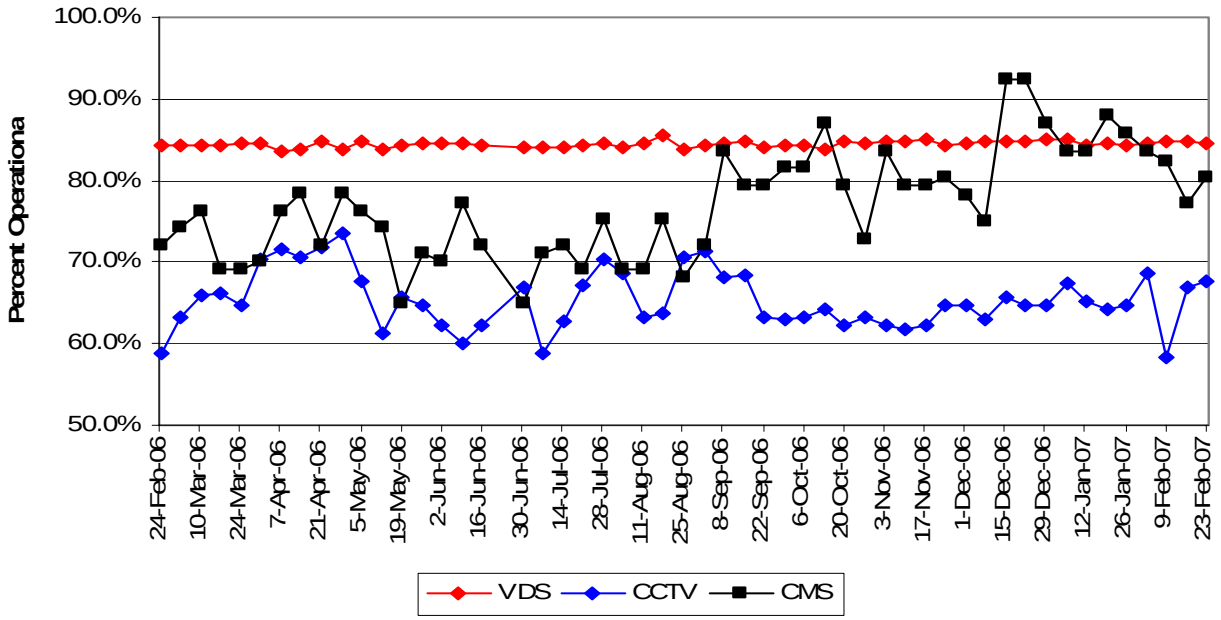


Monthly Visit Duration Trends

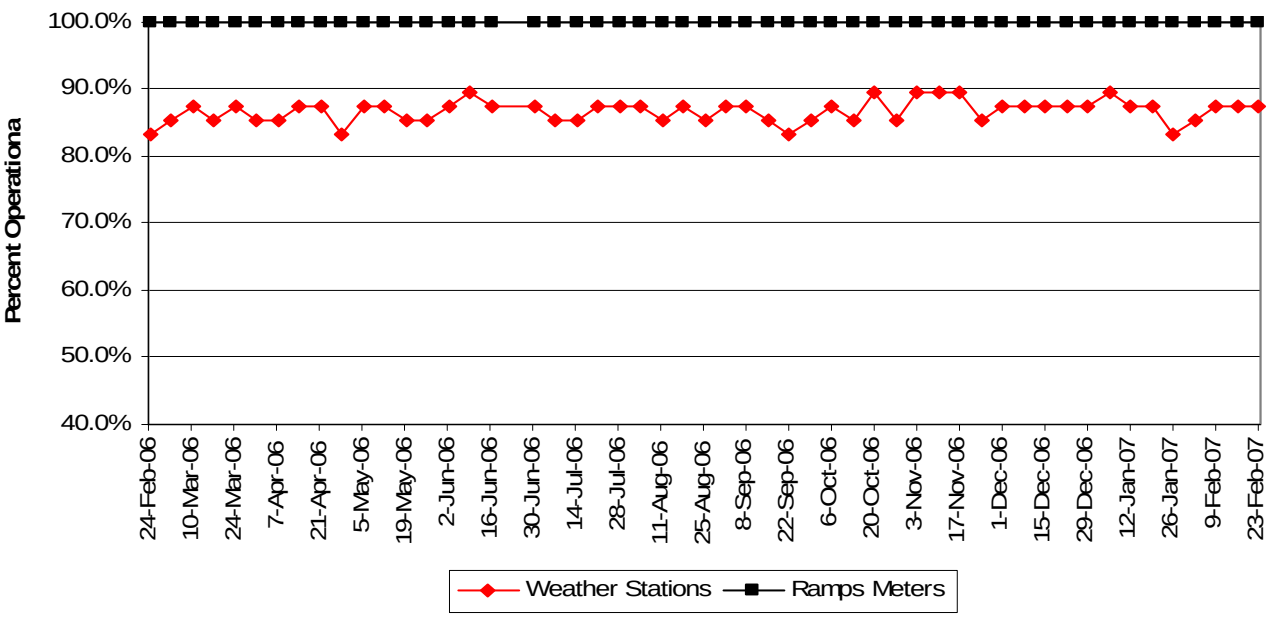


Device Maintenance Trends

Weekly Operational Trend for VDS / CCTV / CMS

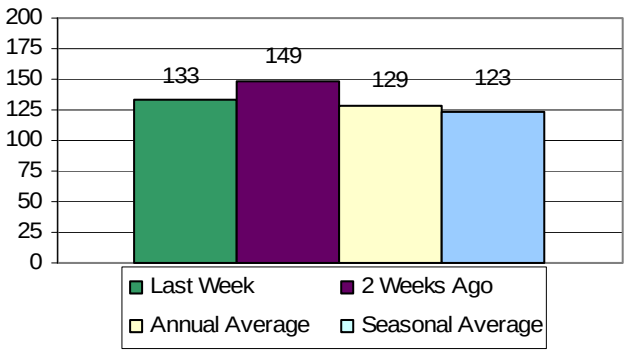


Weekly Operational Trend for Weather Stations / Ramp Meters

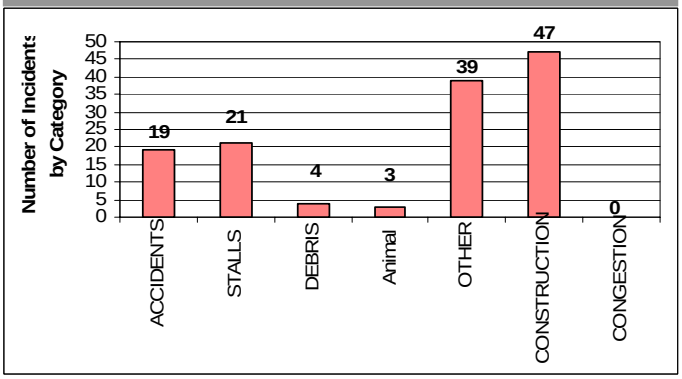


Macon Performance Statistics

Total Incidents Managed



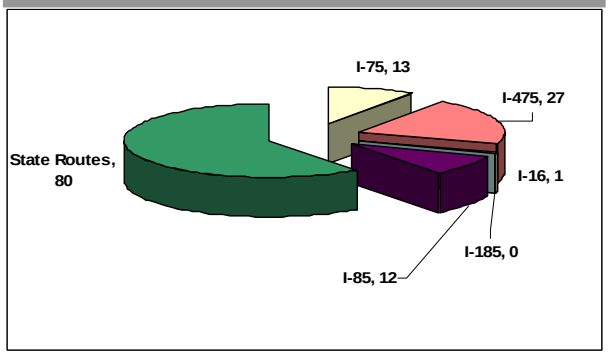
Incidents by Category



Macon Trend for CCTV / CMS / VDS

Component	Working	Not Working	System Availability	Goal	Total
VDS	98	1	99.0%	90.0%	99
CCTV	57	1	98.3%	90.0%	58
CMS	6	0	100.0%	90.0%	6

Number of incidents by Roadway



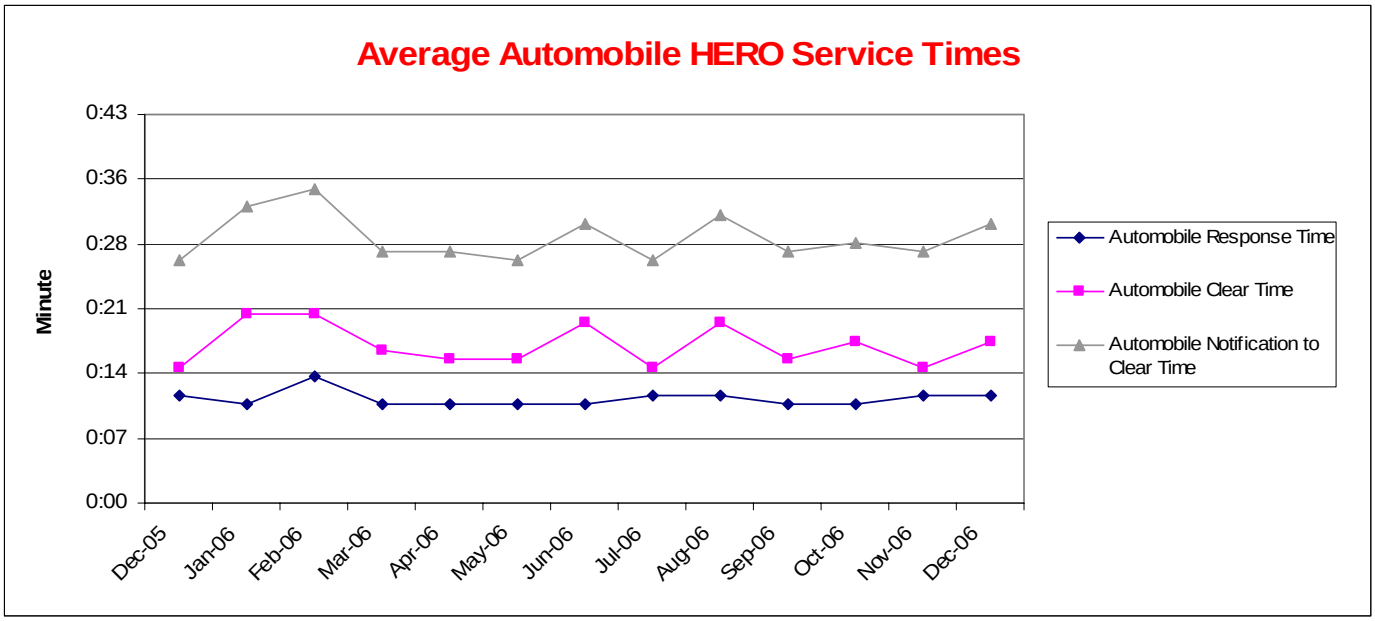
Incident Levels

Incident Level	# Recorded	% of Total
0	46	34.6%
I	52	39.1%
II	27	20.3%
III	1	0.8%
IV	7	5.3%

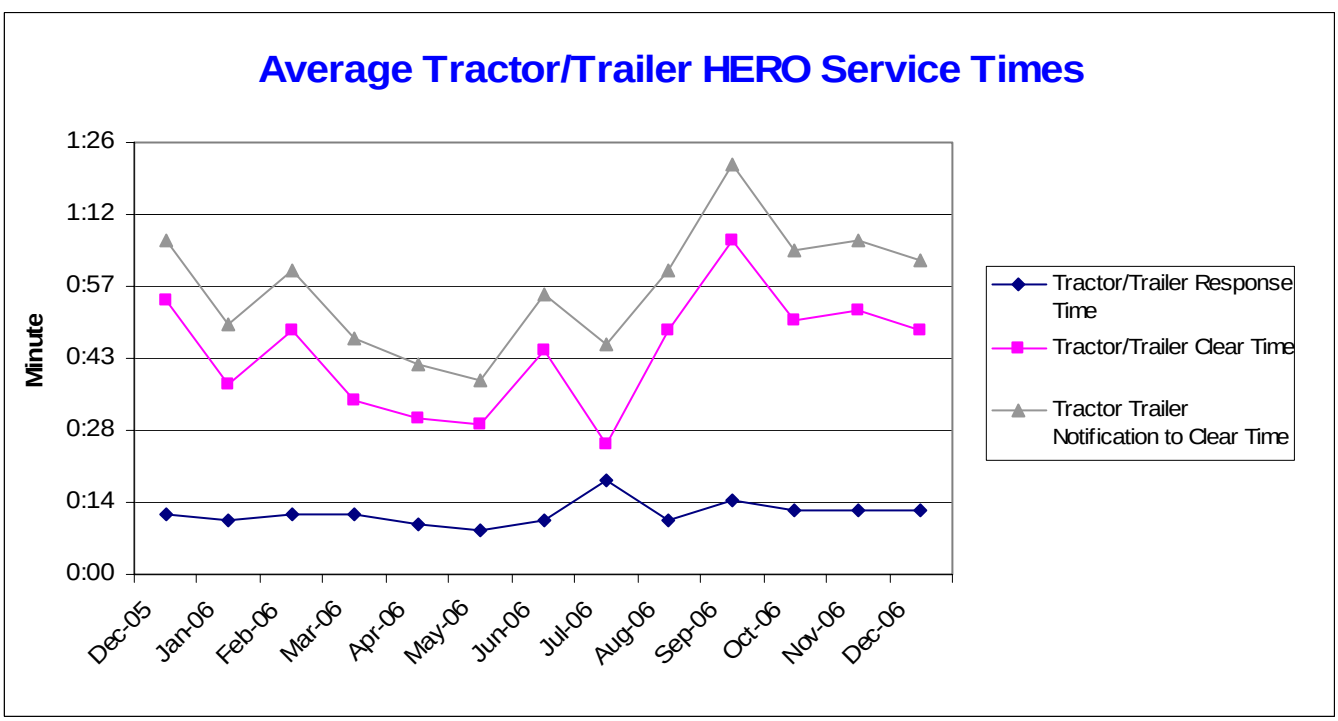
Impact Levels

Incident Impact	# Recorded	% of Total
No Impact	0	0.0%
Low Impact	74	55.6%
Medium Impact	52	39.1%
High Impact	7	5.3%

HERO Response Trends



	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Automobile Response Time	0:12	0:11	0:14	0:11	0:11	0:11	0:11	0:12	0:12	0:11	0:11	0:12	0:12
Automobile Clear Time	0:15	0:21	0:21	0:17	0:16	0:16	0:20	0:15	0:20	0:16	0:18	0:15	0:18
Automobile Notification to Clear Time	0:27	0:33	0:35	0:28	0:28	0:27	0:31	0:27	0:32	0:28	0:29	0:28	0:31
Tractor/Trailor Response Time	0:12	0:11	0:12	0:12	0:10	0:09	0:11	0:19	0:11	0:15	0:13	0:13	0:13
Tractor/Trailor Clear Time	0:55	0:38	0:49	0:35	0:31	0:30	0:45	0:26	0:49	1:07	0:51	0:53	0:49
Tractor Trailor Notification to Clear Time	1:07	0:50	1:01	0:47	0:42	0:39	0:56	0:46	1:01	1:22	1:05	1:07	1:03



Data Key

Cover Page

Traveler Information Calls

Description: Shows the number of calls received, average length of each call and the average time it took to answer each inbound call by the *DOT Customer Service Agents over the previous 7 day period.

Purpose: Gives a snapshot view of last weeks inbound call performance. Based on familiarity with these numbers, it becomes evident if the call time or average speed of answer fluctuates substantially, that either a shortage in staff or influx in call volume was experienced.

Incidents Managed

Description: Shows the number of incidents that were input into the NaviGAtor software by Console Operators over the previous 7 days. Incidents logged into the software can be described as either 'construction/maintenance closures' or 'incidents' (further defined as accidents, stalls, debris, other closures, other incidents or animals in the roadway)

Purpose: Gives a snapshot view as to how many incidents were handled the previous week (Saturday – Friday). Weeks having a significant amount of construction and/or incidents will have an effect on the traveler information calls and NaviGAtor website visits.

NaviGAtor Website

Description: Shows the total number of visits and visitors to the NaviGAtor websites over the past 7 days (previous Saturday –Friday), average daily visits to the sites over the past seven days and the visit length that each user spends on the site during a single visit. A daily breakdown of visitors and number of pages viewed is available.

Purpose: These statistics can be viewed in relation to significant events occurring on the roadways. Days having major traffic delays or extreme weather conditions have a significant effect on the average number of visits to the website. Figures are for historical reference and comparison only.

Device Maintenance

Description: This chart reflects the number of working and non-working NaviGAtor field equipment tools in the field as of the final day of the week being reviewed (Friday). System availability shows the percentage of each device type that is currently functioning and capable of being referenced. A goal is identified to provide a benchmark for each equipment type in relation to its functioning capability.

Purpose: This chart should be used as a reference for the number of currently working and not-working pieces of field equipment. The goal will give an idea of what is considered acceptable based on previous weeks performance.

Media Liaison

Description: The Media Liaison relays information from the TMC to the various media sources statewide during the morning and afternoon rush hour periods. This data reflects the number of times the media has either been pro-actively contacted by this position or called into this position to get real time traffic information for broadcast purposes.

Purpose: Will give an idea of how the media is accepting this position and its services over a period of time. By comparing the previous weeks contact information to the average (since the position began recording its communications in June of 2003).

Page 2 Traveler Information Statistics

Number of Calls Taken

Description: This chart shows the previous week's number of calls taken in comparison to 2 weeks ago and the annual average (based on the previous 52 weeks of collected data).

Purpose: This chart will measure the *DOT activity levels based on averages over the past year. The yearly average number of weekly calls, as well as the number received 2 weeks ago will help determine if this was an abnormally slow or busy week.

Calls By Type

Description: This pie chart shows the number of call types received by percentage breakdown as recorded by the *DOT Customer Service Representatives. Calls are defined as (1) traffic info – calls related to traffic conditions on state roadways, (2) report an incident – calls from motorist reporting an accident or roadway condition that needs attention, (3) report a maintenance issue – defined a motorist calling in to report debris or damaged pavement, (4) construction inquiry – shows the number of calls relating to inquiries about existing or future construction projects or (5) HERO assistance request – percentage of calls received by motorists needing a HERO dispatched, (6)miscellaneous – calls that may not relate to traffic conditions or services that are provided out of this office. Every effort is made to assist calls with miscellaneous questions.

Purpose: This chart will reflect what the public is most concerned about when making communication with the Department. When construction is severe (causing public concern and reaction), the breakdown of calls relating to construction will be evident.

Page 2 Traveler Information Statistics (continued)

Calls Per Day

Description: This chart shows the calls received by day, the previous week. This is compared to the annual average (over the past 52 weeks) and the seasonal average (spring – March, April, May, summer – June, July, August, fall – September, October, November, winter – December, January, February)

Purpose: This data will give a comparative look at the call volume by day of week. This information can be used to plan staffing on a daily and seasonal basis.

Total Calls By Month

Description: This chart shows the total call volume by month for the 12 previous months and the current month to date.

Purpose: An idea of seasonal trends and expected weekly call volume can be derived from this chart. Staff allocation for all TMC positions can be planned using this chart's observation of overall call volume and the related increase or decrease in incidents.

Breakdown of Traffic Info Calls By Roadway

Description: This chart further breaks down the calls received for traffic conditions, by defining the roadway that the public is calling about.

Purpose: This information can help determine what roads the traveling public is most concerned about and therefore is causing the most traffic congestion.

Page 3 Traffic Operations Statistics

Total Incidents Managed By Operators

Description: Shows the number of incidents that were input into the NaviGAtor software by Console Operators. These figures are inclusive of all incidents (as defined on page 4) and construction sites. A weekly average comparison is made based on the past years data (collected since February 1, 2002) and the two weeks prior.

Purpose: Measures the amount of incident volume in relation to 'normal' levels and can help forecast future staffing demands if these levels are consistently elevated over the annual average.

Incidents Handled By Category

Description: Gives a breakdown by incident type that the Operators have entered into the NaviGAtor software. Other accidents can be defined as incidents involving vehicles or pedestrians that do not involve an impact (i.e. jumpers, car fires). Other closures can be defined as acts of nature that cause a roadway to close (i.e. slow moving water on the roadway, sink holes). Animal can be defined as either live or dead animals in a traffic lane.

Purpose: This chart will help define the heaviest impacts on state roads by category and over time, by season.

Detection Method, Impact Levels and Incident Levels

Description: These 3 charts show the detection methods that were used to get information on each of the incidents NaviGAtor software, the impact levels that the general public experienced while navigating the weeks incidents (including construction sites) and the severity of all incidents (less construction). Detections can be further defined as (1) call report – meaning the incident was identified by a motorist or a HERO unit, (2) TMC detected – incidents found through the routine monitoring of TMC equipment or (3) other means – defined as the incident was identified by another agency or DOT construction crew.

Purpose: Provides a historical resource defining the ways the TMC is retrieving its initial incident data and the severity of operations over the past 7 days.

Incidents by Macon Roadways

Description: Reflects the quantity of incidents per listed roadways. Identified roadways are related to the Macon region The term 'other' is used to describe the number of incidents responded to on either State Routes (SR's) or other 'off-route'

Purpose: Used to help substantiate the number of incidents by roadway over time and by season

Incidents Involving Tractor Trailers

Description: This chart shows a time series analysis of incidents involving Tractor Trailers. Every Friday, the number of incidents involving tractor trailers are tabulated from the HERO Dispatcher logs.

Purpose: This chart will provide the HERO and Operations Management with a clear view of the number of incidents each week to help determine staffing and deployment of HERO personnel.

Data Key

Page 4 Media Liaison Statistics

Media Liaison Call Volume By Month

Description: This chart reflects the past 12 months (or as far back as tracking began) of call volume that the Media Liaison has responded to. Calls can be defined as traffic/construction inquiries, media feed camera changes, reporting of incidents undetected in NaviGAtor, and all miscellaneous questions. All calls are coming from either print, television or radio media outlets (further defined in the following chart).

Purpose: Provides an idea of seasonal trends in media interest and subsequent call volume. Provides a historical bench mark of what our anticipated call volume will be and what months tend to require additional support in replying to media questions (i.e. summer volume increases due to significant media concern over construction projects).

Media Inquiries Made By Outlet

Description: This table and chart present the media entities that are most taking advantage of the services being offered by GDOT's NaviGAtor program. A 'calls to date' and 'past week breakdown' are displayed to provide a comparative analysis of those taking advantage of the services..

Purpose: Provides feedback as to which entities need to be focused on in the future to gain their patronage.

Page 5 & 6 Website Performance

Total Website Visits By Month

Description: This chart shows the Georgia-Navigator.com website's activity level since January 2004. The volume is measured in total 'visits' to the site. A 'visit' is defined as a series of actions when a visitor views their first page from the server, and ends when the visitor leaves the site or remains idle beyond the idle time limit.

Purpose: This chart can be used to determine how well external advertising of the website is affecting its popularity and use. It can also be used as a measure of how the public is reacting to extreme driving conditions by utilizing GDOT public resources of information.

New Versus Repeat Users

Description: This chart shows the Georgia-Navigator.com website's activity based on a new vs. repeat user basis

New Visitors - Visitors who didn't have a cookie from the site on their first hit, but had one on later hits.
Returning Visitors - Visitors who already had a cookie from the site when they visited

Visitors Not Accepting Cookies - Visitors not accepting cookies from the site. There is no way to determine if these visitors are new or returning.

Purpose: This chart can be used to determine how many new users are utilizing georgia-navigator.com and how repeat users utilize the site

Last Weeks Website Activity By Day

Description: How did each day of the previous week contribute to the total number of website 'hits'. This chart compares the 'hit' activity of the website based on a percentage of total hits for the week.

Purpose: This chart can be used to define the site's customers peak interest days and when it is most important to keep the website online for inquiries.

Page 7 Device Maintenance Trends

Description: These charts shows a time series analysis of the system availability, by equipment type. Every Friday, a survey of the equipment is taken and recorded as working or not.

Purpose: This chart will provide the program's maintenance department a clear view of the percentage of working equipment and whether current levels of functionality are considered acceptable based on the goals set forth on the cover page.

Page 8 HERO Unit Operations and Page 8 (Future Reports)

Total Incidents Responded to by HERO Units

Description: Shows the number of responses by month over the past 13 months. A HERO response is classified as an incident that involves one or more HERO units arriving on a scene. Incidents are defined as: accidents, stalls, debris in roadway, property damage, abandoned vehicles, and 'other'.

Purpose: Proves a comparison of month over month activity and identifies trends in activity levels by month and season.

Incidents by Type

Description: Breaks down by percentage the types and quantities of incident responded to by the unit over a months period.

Purpose: Provides rationale for future staffing and materials procurement based on the types of scenarios being responded to based on a varying degree of reoccurrence.

Incidents by Shift

Description: Shows the number of responses made over the past month by the four shifts. Shifts are referred to as Alpha (Monday – Friday, 0500 – 1330), Bravo (Monday – Friday, 1300 – 2130), Charlie (weekends, various mid-shift hours), Delta (Monday – Friday, 2100 – 0530).

Purpose: Determines activity levels by shift that can be used in forecasting long and short term staffing needs.

Incidents by Metro-Atlanta Roadway

Description: Reflects the quantity of HERO unit responses on the listed roadways. Identified roadways are related to the Metro- Atlanta region only considering the HERO units all operate within this region. The term 'other' is used to describe the number of incidents responded to on either State Routes (SR's) or other 'off-route' dispatches.

Purpose: Used to help substantiate the number of responses by roadway and associated HERO route assignment.. This information can be used in the future planning of route expansion and/or additional staffing opportunities.

HERO Incident Response Times

Description: These 2 charts reflect the average Highway Response Operator (HERO) response times to (a) vehicle and (b) tractor trailer incidents. The matrix (located in the center of the page) reflects three data points for each; Automobile/Tractor Trailer Response Time (time it takes the HERO to reach the scene from notification), Automobile/Tractor Trailer Clear Time (time it takes the HERO to clear the scene once it arrives on the scene), Automobile/Tractor Trailer Notification to Clear Time (cumulative time it took the HERO from notification of the incident to responding and clearing the same incident).

Purpose: Allows management to review the average response times to previous periods and determine if the department's goals are being met. By reviewing the number of accidents, stalls, debris and 'other' incidents handled by the entire HERO unit (from the monthly HERO Statistical Report), a benchmark is defined as to the response time in relation to the activity level for the month. This benchmark can be used to forecast future response times and set operational goals.

Freeway Performance Report

Description: VDS units are strategically placed to monitor freeway speeds, amongst other uses. This page reviews the number of hours that traffic congestion is reported as moderate (between 30 and 45 miles per hour) and severe (under 30 miles per hour) past 32 fixed locations throughout metro-Atlanta. The total number of hours are reflected on a monthly basis, broken down between AM rush hours (0600 – 1000) and PM rush hours (1500 – 1900). The columns located directly next to the severity of the traffic depicts the percentage of time that point was congested in relation to all hours during the rush hour period.

Purpose: In scheduling HERO units and Console Operators by zone, it becomes important to identify and understand the severity of traffic conditions on the various freeways during peak periods. This matrix can be used to identify some of the more congested areas throughout metro-Atlanta and therefore prioritize incident responses by HERO units and camera scanning by Console Operators.