

# TOC STATUS REPORT

# MAY 1999

2010 South 2760 West, Salt Lake City, UT 84104  
801-467-1007

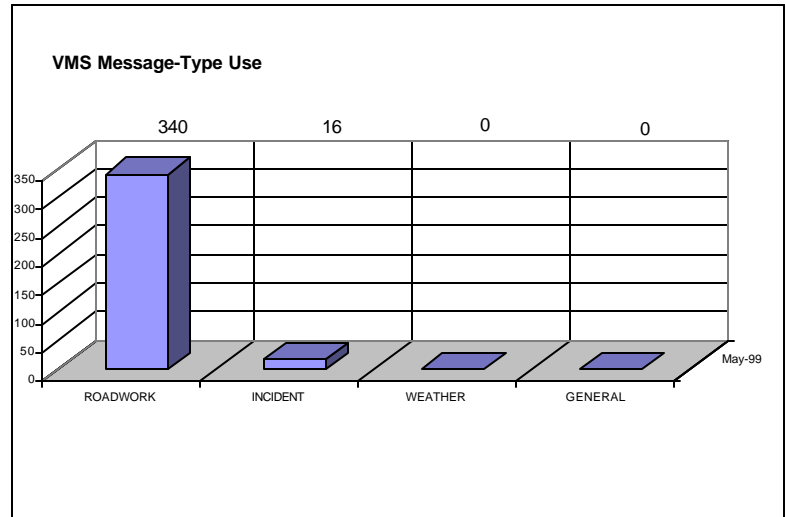
Phone: 887-3700

Fax: 887-3797

Pager:

## HIGHLIGHTS

- ◆ 356 VMS Messages Displayed
- ◆ 69 CCTV Cameras w/ Communication
- ◆ 51 VMS Signs w/ Communication
- ◆ 202 Signal Complaints Received
- ◆ 33 Device Work Orders Unresolved



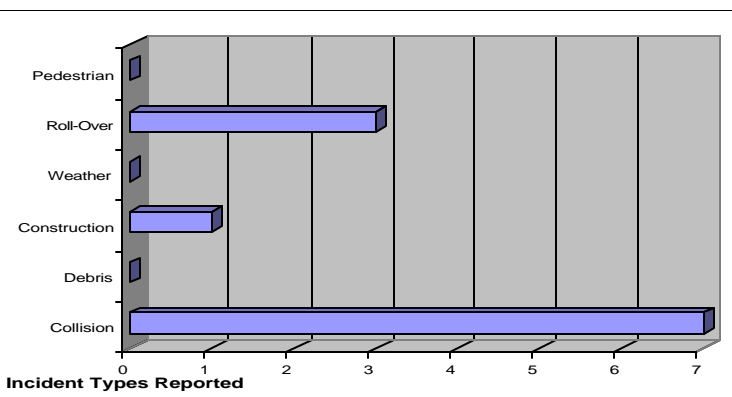
## CURRENT EVENTS

- ◆ The CAD interface for TOC Operators has been installed and is operational at the console stations. DPS training of Operators is almost completed.
- ◆ Dispatch radios and speaker systems, including molded headsets for Operators, have been installed at all console positions. Operators are now monitoring (2) frequencies at all times – DPS/Emergency Services, and UDOT Maintenance.
- ◆ The VCR control interface at the consoles is almost completed. UDOT Research Division has already used the system to record real-time video in support of its tasks.
- ◆ The TOC has had approximately (20) individual tour groups come through since May 1 – including (5) public

## DEVICES

	<u>Video</u>	<u>Control</u>	<u>WebSite</u>
Surface St. CCTV:	0	0	0
Freeway CCTV:	40	30	27
Surface St. VMS:	N/A	13	9
Freeway VMS:	N/A	19	11
I-15 Corridor VMS:	N/A	5	0

## INCIDENTS



## SUMMARY OF OPERATIONS

- ◆ **Hours of Operation:** 5AM To 11PM Monday - Sunday
- ◆ **On-Call:** 24 Hours / 7 Days
- ◆ **Number of Operators:** 2 Full Time & Daytime Manager
- ◆ **Misc. Devices Controlled:**
  - 8 Trailer Mounted VMS
  - 4 Highway Advisory Telephone (HAT) Lines - 533-2109

If you have any questions concerning this Status Report, please contact John Grant at 293-1920

# DETAILED REPORT

1. *AFTER HOUR CALLS:* 2

2. *NEW SYSTEMS/PROCEDURES:*

A. CAD Interfacing software for Operator monitoring of DPS and incident management has been installed. DPS has been training the Operators at the TOC in CAD operation during the last week of May, and should complete their training by the 2<sup>nd</sup> week of June.

B. The TOC manual is being updated to reflect the changes in operations at the TOC from the TCC. As part of this process, a number of new procedures are being developed in response to new capabilities coming on-line at the TOC. Current development is focusing on:

- ◆ Incident Management and Response
- ◆ CAD Operations
- ◆ VCR Operations
- ◆ Website Operations
- ◆ Projector/CCTV Sequencing
- ◆ Status Report Preparation
- ◆ Complaint Logging
- ◆ VMS Server Operation
- ◆ Radio Monitoring

As these are finalized, copies will be distributed with the Status report.

C. A series of training scenarios with regard to incident response are also being developed to support Operator activity.

D. The Operators now have console mounted Dispatch radios and speaker systems, as well as plug-in headsets, to monitor both Frequency 1 (DPS) and Frequency 2 (UDOT) activities.

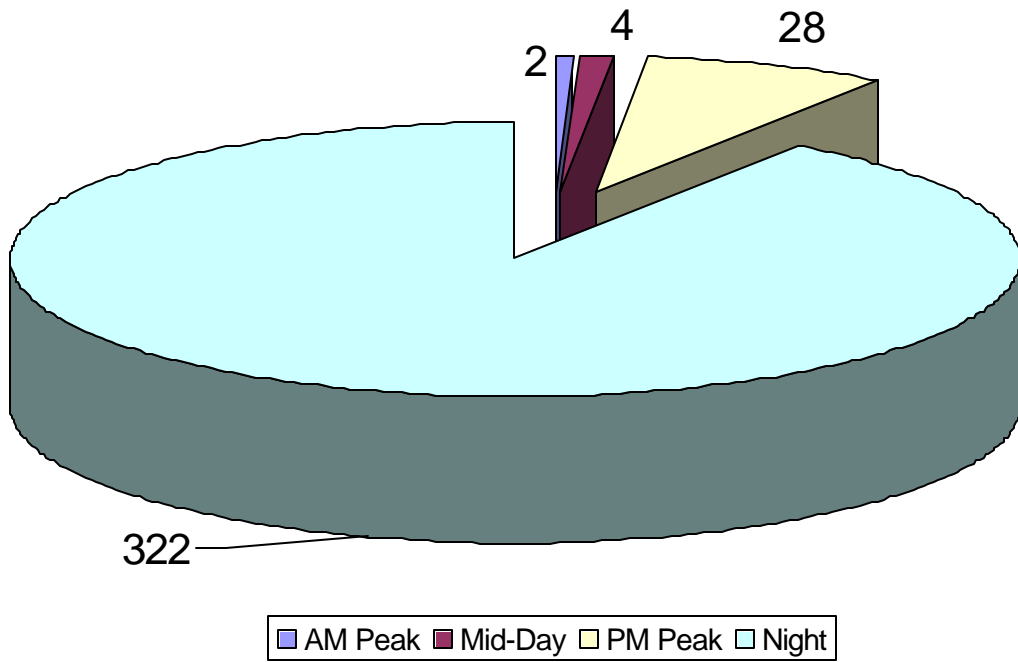
E. Operators are currently being trained in field operations with the various DPS and UDOT agencies involved in the ATMS. This involves ride-alongs with several agencies, including IMT, the UHP and the UDOT ATMS Maintenance technicians. In addition to the ride-alongs, UHP units are being encouraged to visit and spend time with the Operators at the TOC to help them learn proper monitoring and dispatch procedures.

3. *DEVICE STATUS:*

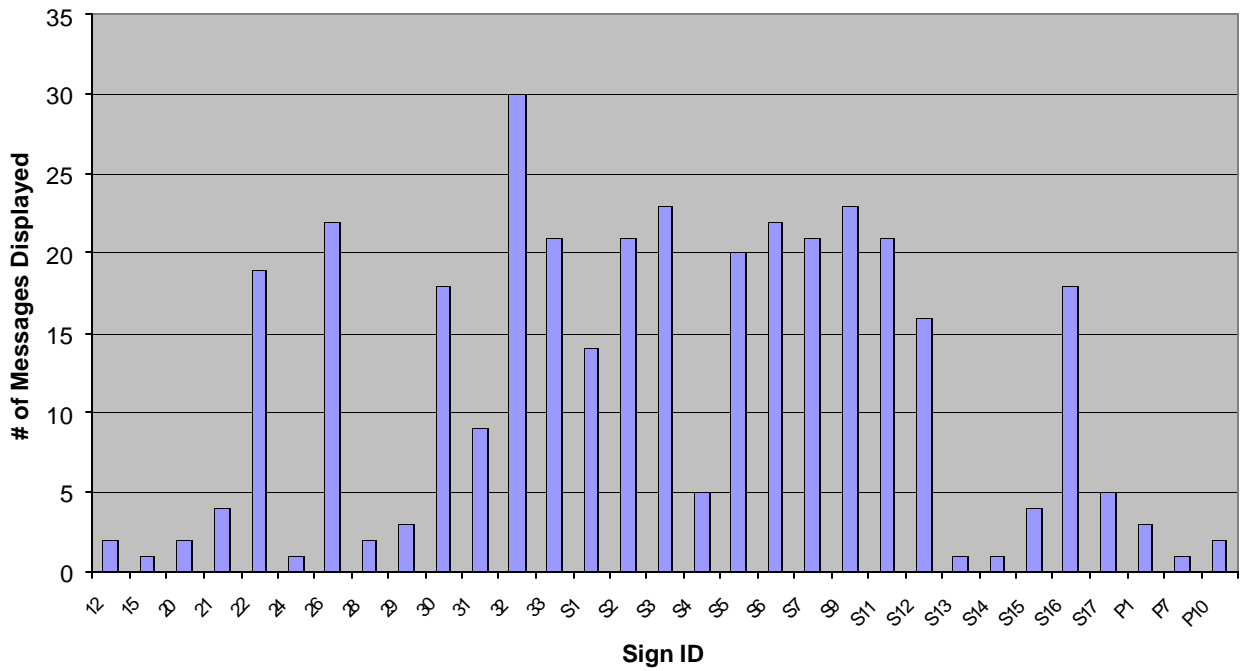
Each device is listed with the change in status since the last Status Report was issued.

DEVICE	VIDEO (+/-)	CONTROL (+/-)	WEBSITE (+/-)	INSTALLED (+/-)	PLANNED
Freeway CCTV	40	30	27	33	68
Surface CCTV	0	0	0	10	0
Freeway VMS		19	11	3	19
Surface VMS		13	9	4	0
RWIS		5		0	7
TMS Sites		0		222	137

VMS Usage By Location - May 1999



VMS Usage By Location - May 1999



4. WEBSITE OPERATIONAL STATISTICS

Statistical Item	May 1999	June 1999	July 1999	August 1999	Sept. 1999	Oct. 1999
Number of Hits on Home Page	8,551					
Total Number of Hits On Entire Site	1,016,078					
Number of Distinct User Sessions	12,683					
Avg. Number of Total Hits Per Day	32,776					
Avg. Number of User Sessions Per Day	409					
Average User Session Length	8 min.					
Most Often Visited Page	Home Page (28.2%)					
2 <sup>nd</sup> Most Often Visited Page	Salt Lake Map (11%)					
3 <sup>rd</sup> Most Often Visited Page	Alert Page (8.2%)					
Hits From Commercial Sources	61%					
Hits From Education Sources	3.6%					
Hits From Government Sites	2%					
Average Weekday Hits	41,013					
Average Weekday User Sessions	1,900					
Average Weekend Hits	30,959					
Average Weekend User Sessions	1,400					
Most Active Day of The Week	Monday (20%)					
Least Active Day of The Week	Saturday (7%)					
Most Active Hour of The Day	4-5:00pm					
Least Active Hour of The Day	4-5:00am					

May Website Polling Results:

*“What is your Primary Source of Transportation Information?”*

- ◆ Radio = 80%
- ◆ Television = 16%
- ◆ Newspaper = 3%
- ◆ Family / Friends / Co-Workers = 0%
- ◆ VMS = 0%