



# Performance Evaluation and Benefit Analysis for CHART in Year 2018 – Coordinated Highways Action Response Team –

September 2019

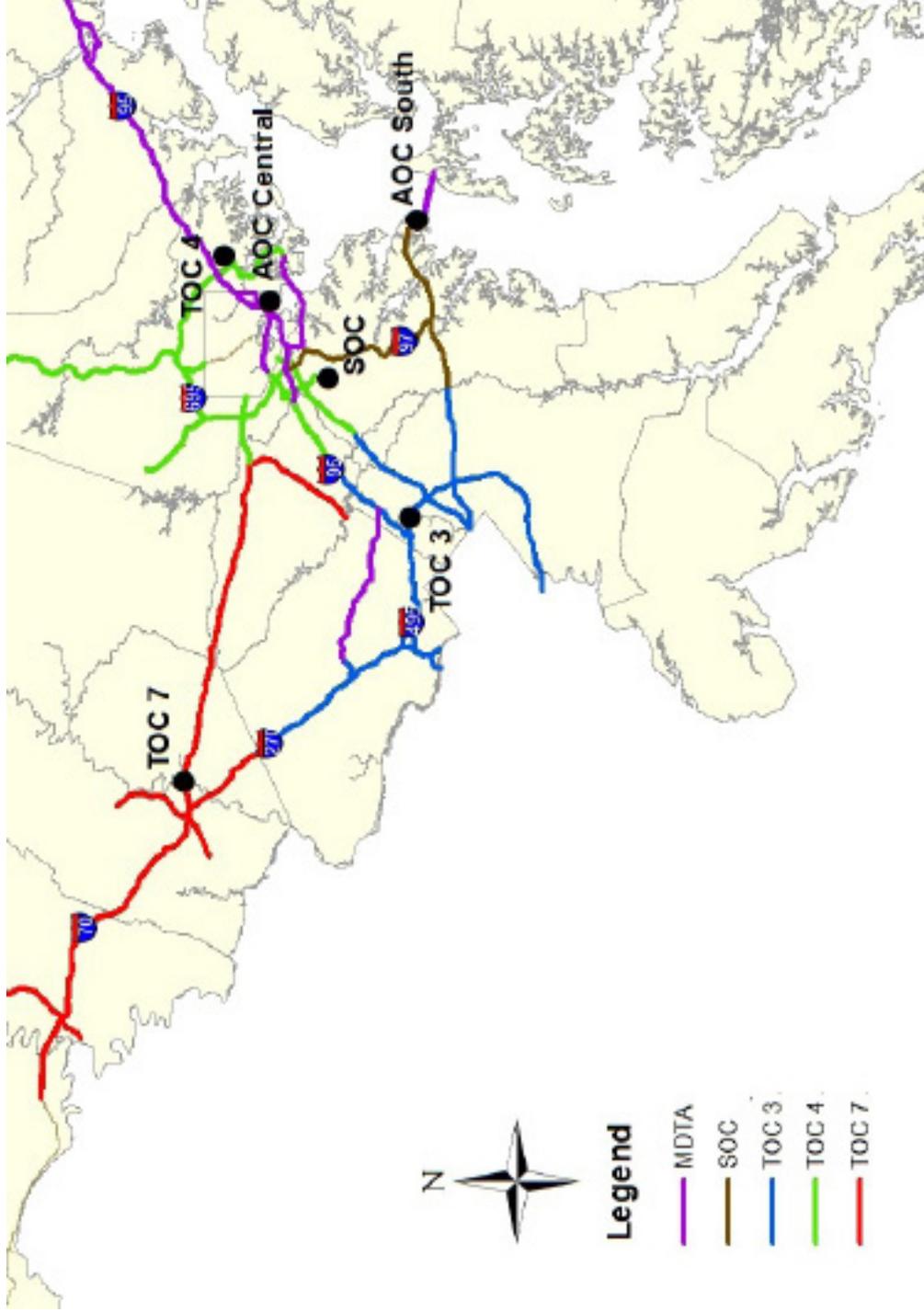


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State Highway Administration of Maryland

Performance Evaluation of CHART  
The Real-Time Incident Management System (Year 2018)



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# EXECUTIVE SUMMARY

## Objectives

This report presents the performance evaluation study of the Coordinated Highways Action Response Team (CHART) for the Year 2018, including its operational efficiency and resulting benefits. The research team at the Civil and Environmental Engineering Department of the University of Maryland, College Park (UM), has conducted the annual CHART performance analysis over the past twentyone years for the Maryland State Highway Administration (MDOT SHA).

Similar to previous studies, the focus of this task was to evaluate the effectiveness of CHART's ability to detect and manage incidents on major freeways and highways. Assessing the benefits resulting from incident management was equally essential. In addition, this annual report has extended the analysis of incident duration distributions on major highways for better understanding of the incident characteristics and management.

The study consisted of two phases. Phase 1 focused on defining objectives, identifying the available data, and developing the methodology. The core of the second phase involved assessing the efficiency of the incident management program and estimating the resulting benefits using the 2018 CHART incident operations data. As some information essential for efficiency and benefit assessment was not available in the CHART-II database, this study presents only those evaluation results that can be directly computed from the incident management data or derived with statistical methods.

## Available Data for Analysis

Upon a request made by MDOT SHA, COSMIS began evaluating CHART operations performance in 1996. During the initial evaluation, the 1994 incident management data from the Traffic Operations Center (TOC) were reviewed but for various reasons were not used. Thus, the conclusions drawn were based mostly on information either from other states or from nationwide averaged data published by the Federal Highway Administration.

To better the evaluation quality and also in view of the fact that the Statewide Operations Center (SOC) has been opened in August of 1995, those associated with the evaluation study concluded that the analysis should be based on actual performance data from the CHART program. Hence, in 1996, the UM research team (Chang and Point-Du-Jour, 1998) was contracted to work jointly with MDOT SHA staff to compile and conduct the research with respect to CHART performance using the available data.

This original study and evaluation analysis inevitably faced the difficulty of having insufficient information for analysis, since this was the first time CHART had to collect all previous performance records for a scrupulous evaluation.

The 1997 CHART performance evaluation had the advantage of having relatively substantial information. The collected information comprised incident management records from the Statewide Operations Center (SOC), TOC-3 (positioned in the proximity of the Capital Beltway), and TOC-4 (sited near the Baltimore Beltway) over the entire year, as well as 1997 Accident Report Data from the Maryland State Police (MSP) for secondary incident analysis.

Unlike previous studies, the quality and quantity of data available for performance evaluation have been increased considerably since 1999. This results from CHART reflect the need to keep an extensive operational record in order to justify its costs to operate the emergency incident response program and estimate the resulting benefits. Due to CHART's efficient data collection, the documentation of lane-closure-related incidents increased from 2,567 in 1997 to 41,247 in 2018.

Table E.1 shows the total number of emergency response operations assiduously documented from 2014 to 2018:

**Table E.1 Total Number\* of Emergency Response Records from 2014 to 2018**

	2014	2015	2016	2017	2018	Δ (2017-2018)
<b>Incidents only</b>	31,535 (25,571)	35,119 (27,375)	37,566 (30,314)	37,100 (30,335)	41,247 (34,692)	11.18% (14.36%)
<b>Total</b>	77,865 (70,799)	77,843 (67,990)	81,853 (72,362)	81,299 (72,381)	88,138 (79,956)	8.41% (10.47%)

\*Note: 1. Total includes incidents and disabled vehicles (i.e., assists to drivers).

2. Number in the parenthesis shows the incidents or assists responded by CHART.

It should be noticed that CHART has responded to more incidents this year than previous years. This may be due to the increase in the networkwide incidents and the enhancement of CHART's emergency response operations.

## Evolution of the Evaluation Work

CHART has consistently worked to improve its data recording for both major and minor incidents over the past twentyone years, which accounts for the substantial improvements in data quality and quantity. The evaluation work has also been advanced by the improved availability of data. It has also become imperative to assess the quality of available data and to use only reliable data in the benefit analysis. Thus, from 1999, the performance evaluation reports have included data quality analysis. This aims to ensure continued advancement in the quality of incident-related data so as to reliably estimate all potential benefits of CHART operations.

From February 2001, all incidents requesting emergency assistance have been recorded in the CHART-II information system, regardless of CHART's involvement or not. This has significantly enriched the available data for analysis. In the current CHART database system, most incident-related data can be generated directly for computer processing, except that incident-location-related information remains documented in a text format that cannot be processed automatically with a data analysis program.

## Distribution of Incidents/Disabled Vehicles

The evaluation methodology was created to use all available data sets that are considered to be of acceptable quality. An analysis of incident/disabled vehicle characteristics by its duration and number of blocked lanes was initially conducted.

As shown in Table E.2, the results of 2018 incident data indicate that there were a total of 3,948 incidents resulting in one-lane blockage, 9,589 incidents causing two-lane closures, and 5,544 incidents blocking three or more lanes. Either disabled vehicles or minor incidents caused a total of 54,630 shoulder blockages. A comparison of the lane-blockage incidents and disabled vehicles data over the past five years is summarized in Table E.2:

**Table E.2 List<sup>1</sup> of Incidents/Disabled vehicles by Lane Blockage Type**

	2014	2015	2016	2017	2018	Δ (2017-2018)
<b>Shoulder<sup>2</sup></b>	50,851	48,016	50,519	51,115	54,630	6.88%
<b>1 lane</b>	3,831	3,744	3,962	3,727	3,948	5.93%
<b>2 lanes<sup>3</sup></b>	6,816	8,499	8,746	8,383	9,589	14.39%
<b>3 lanes<sup>3</sup></b>	2,341	2,703	3,042	2,859	3,086	7.94%
<b>≥ 4 lanes<sup>3</sup></b>	1,904	1,971	2,327	2,114	2,458	16.27%

\* Note: 1. This analysis is based only on the samples with complete information for identifying the lane blockage status.

2. Shoulder Lane Blockages include events that have disabled vehicles (i.e., assists to drivers).

3. A shoulder lane blockage is counted as one lane blockage (e.g., 2-lane blockage can either be two travel lanes or one travel lane and one shoulder blockage).

Most of those incidents/disabled vehicles were distributed along six major commuting corridors: I-495/95, which experienced a total of 11,807 incidents/disabled vehicles in 2018; I-695, I-95, US-50, I/MD-295, and I-270 with 11,752, 15,619, 7,940, 3,578, and 5,086 incidents/disabled vehicles, respectively. A significant increase in the number of incidents/disabled vehicles was observed on I-95. The distributions of incidents/disabled vehicles on those major commuting corridors between 2014 and 2018 are shown in Table E.3:

**Table E.3 Summary\* of Incidents/Disabled vehicles Distribution on Major Freeway Corridors**

	2014	2015	2016	2017	2018	Δ (2017 - 2018)
<b>I-495/95</b>	11,821	11,937	12,168	12,570	11,807	-6.07%
<b>I-695</b>	10,056	9,464	11,029	12,249	11,752	-4.06%
<b>I-95</b>	13,958	13,166	12,751	11,259	15,619	<b>38.72%</b>
<b>US-50</b>	7,188	7,272	8,077	8,053	7,940	-1.40%
<b>I/MD-295</b>	3,951	3,900	4,217	3,459	3,578	3.44%
<b>I-270</b>	4,288	4,323	5,087	4,998	5,086	1.76%

\* This analysis is based on incidents and disabled vehicles having the information of their event locations recorded in the database.

Freeway segments experiencing most incidents and disabled vehicle assists during the AM and PM hours in 2018 are shown in Table E.4. The highest frequency of incidents occurred on the I-95 southbound segment between Exits 56 and 57, and the I-95 northbound segment between Exits 55 and 56 in AM and PM peaks, respectively. The southbound and northbound segments on I-95 between Exits 67 and 74 ranked the first with the respect to the number of disabled vehicle requests in 2018.

**Table E.4 Top 10 Freeway Sections with the Most Incidents/Disabled Vehicles in 2018**

	Incidents				Disabled vehicles			
	AM Peak		PM Peak		AM Peak		PM Peak	
<b>1</b>	I-95 S	Exits 56&57	I-95 N	Exits 55&56	I-95 S	Exits 67&74	I-95 N	Exits 67&74
<b>2</b>	I-695 IL	Exits 43&44	I-95 S	Exits 56&57	I-95 N	Exits 67&74	I-95 S	Exits 67&74
<b>3</b>	I-95 N	Exits 55&56	I-95 N	Exits 67&74	I-495 OL	Exits 19&20	US 50 E	Exits 16&21
<b>4</b>	I-495 OL	Exits 27&28	I-695 IL	Exits 11&12	I-95 S	Exits 49&50	I-95 N	Exits 61&64
<b>5</b>	I-95 S	Exits 67&74	I-695 IL	Exits 15&16	I-95 S	Exits 51&52	I-695 IL	Exits 11&12
<b>6</b>	I-95 S	Exits 57&59	I-95 N	Exits 64&57	US 50 W	Exits 16&21	US 50 W	Exits 16&21
<b>7</b>	I-495 OL	Exits 25&27	I-695 IL	Exits 43&44	I-495 OL	Exits 27&28	I-95 N	Exits 55&56
<b>8</b>	I-695 OL	Exits 17&18	I-95 N	Exits 49&50	US 50 E	Exits 16&21	US 50 E	Exits 32&37
<b>9</b>	I-895 S	Exits 11&12	I-270 N	Exits 11&13	I-695 OL	Exits 17&18	I-95 N	Exits 47&49
<b>10</b>	I-270 S	Exits 26&31	I-270 N	Exits 1&4	I-95 S	Exits 53&54	I-95 N	Exits 64&67

\* This analysis is based on incidents and disabled vehicles having the information of their event locations recorded in the database.

It should be mentioned that most incidents/disabled vehicles on major commuting freeways did not block traffic for more than one hour. For instance, about 74 percent of incidents/disabled vehicles had durations shorter than 30 minutes in 2018. This observation can be attributed to the nature of the incidents and, more probably, to the efficient response of CHART. The distributions of incidents/disabled vehicle duration from 2014 to 2018 are summarized in Table E.5:

**Table E.5 Distribution\* of Incidents/Disabled Vehicle Duration from 2014 to 2018**

Duration(Hrs)	2014	2015	2016	2017	2018
<b>D &lt; 0.5</b>	79%	75%	75%	76%	74%
<b>0.5 ≤ D &lt; 1</b>	12%	14%	14%	14%	15%
<b>1 ≤ D &lt; 2</b>	5%	6%	6%	6%	6%
<b>2 ≤ D</b>	4%	5%	5%	4%	5%

\* This analysis is based on incidents and disabled vehicles (i.e., assists to drivers) which have complete information for the event duration.

In brief, it is apparent that the highway networks served by CHART are still plagued by a high frequency of incidents with durations ranging from 10 to over 120 minutes. Those incidents were the primary contributors to traffic congestion in the entire region, especially on the major commuting highway corridors, such as I-95, I-270, I-495/95, and I-695.

## Efficiency of Operations

Detection, response and traffic recovery are the three vital performance indicators associated with an incident management program. Unfortunately, data needed for the detection and response time analysis are not yet available under the CHART data system. MDOT SHA patrols and MSP remain the main sources of incident detection and response.

The average response time is defined as the average time from receiving an emergency request to the arrival of an emergency response unit. Table E.6 shows the average response times of 13.00, 14.01, 11.46, 7.12, 13.78 and 8.74 minutes for TOC-3, TOC-4, TOC-7, Eastern Shore Traffic Operations (ESTO), SOC and Authority Operations Center (AOC), respectively, in 2018. The results indicate that most traffic operation centers took slightly slower response times in 2018 than in 2017. Note that incidents/disabled vehicles included in this analysis were responded by various units, including CHART and non-CHART agencies. Also note that TOC-3 has been temporarily closed and relocated to SOC since August 2018.

**Table E.6 Evolution of Response Times by Center from 2014 to 2018**

Response Time (mins)	2014	2015	2016	2017	2018		
					During OH	After OH	Overall
TOC-3	12.52	13.32	13.05	12.33	13.05 (4,887)*	9.12 (70)	13.00 (4,957)
TOC-4	12.86	13.20	12.49	13.17	14.02 (7,933)	13.15 (64)	14.01 (7,997)
TOC-7	12.16	11.98	10.88	10.24	11.41 (3,418)	12.55 (150)	11.46 (3,568)
ESTO	7.42	9.06	7.89	6.95	7.64 (52)	6.81 (87)	7.12 (139)
SOC	11.63	13.36	13.65	13.34	13.78 (7,077)	N/A	13.78 (7,077)
AOC	7.62	7.32	7.23	7.66	8.74 (9,554)	N/A	8.74 (9,554)
OTHER	5.49	4.67	5.24	6.84	7.26 (7)	9.22 (37)	8.91 (44)
<b>Weighted Average</b>	<b>11.01</b>	<b>11.75</b>	<b>11.69</b>	<b>11.44</b>	<b>12.01 (32,928)</b>	<b>10.53 (408)</b>	<b>11.99 (33,336)</b>

\* Note: The number in each parenthesis indicates the available samples with acceptable quality for analysis.

1. This analysis is based on the data of incidents and disabled vehicles (i.e., assists to drivers) which have indicated the responsible operation center and response times.
2. This analysis includes those sample data which have response times between 1 minute and 60 minutes.
3. Events included in this analysis were responded by various units, including CHART, fire boards, state/local polices, private towing companies, etc.
4. OH stands for Operational Hours: TOCs operate 5 a.m. – 9 p.m. Monday through Friday.  
TOC-3 and TOC-4 began operating seven days a week (5 a.m. - 9 p.m.) as of August 30th, 2017.  
SOC and AOC operate on a 24 hour/seven-days-a-week basis.
5. ESTO operates on a seasonal basis and TOC 6 has been closed since October 2015.
6. TOC-4 was temporarily closed and relocated to SOC between December 30th, 2015 and September 14th, 2016.
7. TOC-3 has been temporarily closed and relocated to SOC since August 2018.

Table E.7 presents that incidents are likely to be responded more promptly than disabled vehicles during both operational and non-operational hours.

**Table E.7 Comparisons of CHART Response Performance during and after Operational Hours**

Response Time (mins)	Operational Hours		Non-operational Hours		Total		
	Incident	Disabled Vehicle	Incident	Disabled Vehicle	Incident	Disabled Vehicle	Sub-total
TOC-3	13.41 (3,284)*	16.11 (1,581)	10.98 (52)	12.42 (20)	13.37 (3,336)	16.07 (1,601)	14.25 (4,937)
TOC-4	14.03 (5,368)	17.18 (2,841)	13.41 (37)	16.87 (28)	14.03 (5,405)	17.18 (2,869)	15.12 (8,274)
TOC-7	12.14 (2,597)	13.30 (833)	13.68 (126)	16.17 (27)	12.21 (2,723)	13.39 (860)	12.49 (3,583)
ESTO	6.18 (37)	10.63 (22)	7.60 (69)	6.75 (30)	7.10 (106)	8.39 (52)	7.53 (158)
SOC	15.14 (4,625)	18.89 (2,301)	N/A	N/A	15.14 (4,625)	18.89 (2,301)	16.38 (6,926)
AOC	7.09 (5,663)	11.98 (3,353)	N/A	N/A	7.09 (5,663)	11.98 (3,353)	8.91 (9,016)
OTHER	1.66 (2)	9.50 (5)	9.11 (16)	11.89 (20)	8.28 (18)	11.41 (25)	10.10 (43)
<b>Weighted Average</b>	<b>12.11</b> <b>(21,576)</b>	<b>15.48</b> <b>(10,936)</b>	<b>11.54</b> <b>(300)</b>	<b>12.78</b> <b>(125)</b>	<b>12.10</b> <b>(21,876)</b>	<b>15.45</b> <b>(11,061)</b>	<b>13.23</b> <b>(32,937)</b>

\* Note: The number in each parenthesis indicates the data availability.

1. This analysis is based on the records of incidents and disabled vehicles (assistance to drivers) which have the information of the responsible operation center and response times.
2. This analysis includes those sample data which have CHART response times between 1 minute and 60 minutes.
3. Events included in this analysis were responded by CHART.
4. Operational Hours: TOCs operate 5 a.m. – 9 p.m. Monday through Friday, TOC-3 and TOC-4 began operating seven days a week (5 a.m. - 9 p.m.) as of August 30, 2017, SOC and AOC operate on a 24 hour/seven-days-a-week basis.
5. ESTO operates on a seasonal basis and TOC-6 has been closed since October 2015.
6. TOC-3 has been temporarily closed and relocated to SOC since August 2018.

Also, the 2018 data show that CHART's response operations are more efficient when incidents are more severe and cause lane blockages. In general, more severe incidents, especially involving in fatalities or heavy vehicles, demand longer clearance times.

## Analysis of Incident Durations

To better understand the contributions of the incident management program, this study compared the average duration of incidents to which CHART responded and those managed by other agencies. For example, the difference on the average response times for one-lane-blockage incidents between with and without CHART involvement is about 9 minutes.

The average duration of incidents managed by CHART response units in 2018 is 25.42 minutes, shorter than the average duration of 33.08 minutes for those incidents by other agencies. Such a difference of about 23 percent in 2018, however, is less than those in previous years (i.e., 2014 to 2017). Performance comparisons of CHART operations from years 2014 to 2018 are summarized in Table E.8:

**Table E.8 Comparison of Average Incident Duration\* with and without CHART Response**

Year	With CHART (mins)	Without CHART (mins)
2014	23.32	34.82
2015	23.54	33.18
2016	24.06	35.52
2017	24.01	34.88
2018	25.42	33.08

\* Note: 1. This analysis is based on incident records which have included the information of event duration, lane blockage, and response units.

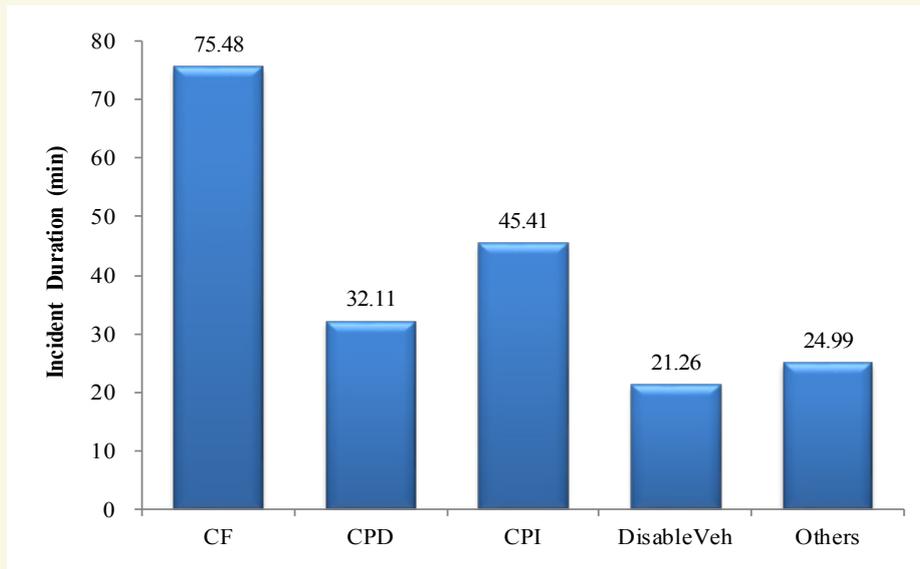
2. This analysis includes those sample events which have incident durations between 1 minute and 120 minutes.

3. The numbers are the weighted average of incidents with different lane blockages, including shoulder only blockage.

For effective and efficient traffic management after incidents, responsible agencies can convey the information to travelers by updating the variable message signs. They can also estimate the resulting queue length and assess the need to implement detour operations and any other control strategies to mitigate congestion. To maximize the effectiveness of those operational strategies, a reliably predicted/estimated incident duration will certainly play an essential role.

Hence, this study conducted a statistical analysis of incident duration, which provides some further insights into the characteristics of incidents under various conditions. In this analysis, the distributions of average incident duration are identified by predefined categories, including Nature, County, County and Nature, Weekdays and Weekends, Peak and Off-Peak Hours, CHART Involvement, and Roads.

The average duration of incidents involving fatalities (CF) was 75 minutes, much shorter than 93 minutes in year 2017. Incidents with property damage (CPD) and personal injuries (CPI) lasted, on average, 32 and 45 minutes, respectively (see Figure E.1). The average duration of disabled vehicle incidents was 21 minutes, shorter than those classified as “Others” (e.g., debris, vehicles on fire, police activities, etc.), which have an average duration of approximately 25 minutes.



\* Notes:

1. This analysis is based on incidents which have included the information of event duration and nature.
2. This analysis includes those sample data which have incident durations between 1 minute and 120 minutes.

**Figure E.1 Distribution of the Average Incident Durations by Nature**

## Resulting Benefits

The benefits due to CHART operations were estimated directly from the available data, including assistance to drivers and reductions in delay times, fuel consumption, emissions, and secondary incidents. In 2018, CHART responded to a total of 34,692 (out of 41,247) lane blockage incidents, and assisted 45,264 (out of 46,891) highway drivers who may otherwise have caused incidents or rubbernecking delays to highway traffic. CHART's contribution to shortening incident duration also reduced potential secondary incidents by 431. In addition, the efficient removal of stationary vehicles and large debris from travel lanes by CHART patrol units may have prevented 849 potential lane-changing-related collisions in 2018, as vehicles approaching those conditions would have been forced to perform unsafe mandatory lane changes.

CORSIM, a traffic simulation program produced by the Federal Highway Administration (FHWA), was used to estimate the direct benefits attributed to delay reduction, and it was discovered that various factors may affect the resulting delay, including traffic and heavy vehicle volumes, the number of lane closures, the number of incident responses, and incident durations (see Chapter 7 for further information on benefits estimate). For instance, several primary factors (such as the number of incident responses and truck percentage) have increased in 2018. However, the difference in incident duration between with and without CHART and the AADT exhibit a reduction in 2018. Overall, the delay reduction due to CHART's services in 2018 (32.81 million vehicle-hours) decreased by 15.06 percent, compared to the performance in 2017 (38.62 million vehicle-hours). The collective impacts of all those key contributing factors have resulted in a net benefit reduction, i.e., decreasing from \$1,465.62M in 2017 to \$1,311.89M in 2018. Comparison results of the direct benefits, estimated from the reduction in delay times, fuel consumptions, and emissions from 2014 to 2018, are summarized in Table E.9:

**Table E.9 Comparison of Direct Benefits from 2014 to 2018**

	<b>Total Direct Benefits (million)<sup>1,2,3,4</sup></b>	<b># of Incidents Eligible for the Benefit Estimate<sup>5</sup></b>
2014	\$1,264.53	27,014
2015	\$1,356.42	29,827
2016	\$1,511.97	31,172
2017	\$1,465.62	29,986
2018	\$1,311.89	33,243

\* Note:

1. Results are based on the data of the corresponding year from the U.S Census Bureau and Energy Information Administration.
2. The direct benefits represent reductions from delay time, fuel consumptions, and emissions due to the CHART effective operations.
3. The direct benefits rely on numerous factors (i.e., traffic and heavy vehicle volumes, the number of lane blockages, the number of incidents responded, and incident durations).
4. The direct benefits are estimated based on the car delay reduction occurring over all roads covered by CHART and the truck delay reduction only occurring along major roads.
5. The direct benefits are estimated based only on the incidents causing travel lane closure(s).

Most benefits were produced from delay reductions due to CHART’s efficient incident response and management, especially along the major corridors which are the primary contributors to traffic congestion in Maryland. The estimated delay reduction due to CHART’s services on I-95, I-495, I-270, I-695, I-70, and I-83 are 4.71, 3.93, 1.44, 6.07, 1.98, and 0.84 million vehicle-hours, respectively, in 2018. Such direct benefits for each major road in 2018 are summarized in Table E.10:

**Table E.10 Direct Benefits for Major Roads in 2018 due to CHART operations**

<b>Roads</b>	<b>Total Direct Benefits (million)<sup>1,2,3</sup></b>	<b># of Incidents Eligible for the Benefit Estimate<sup>4</sup></b>
I-95	\$195.27	4,941
I-495/95	\$160.60	3,935
I-270	\$57.43	1,227
I-695	\$245.01	4,194
I-70	\$81.56	1,636
I-83	\$34.02	816
Others	\$538.01	16,494
<b>Total</b>	<b>\$1,311.89</b>	<b>33,243</b>

\* Note:

1. Results are based on the data from the U.S Census Bureau and Energy Information Administration.
2. The direct benefits are estimated from the reductions in car/truck delay times, fuel consumptions, and emissions due to CHART’s effective operations.
3. The direct benefits vary with some key factors, including traffic and heavy vehicle volumes, the number of lane blockages, the number of incidents responded, and incident durations.
4. The estimated direct benefits are based only on those incidents causing travel lane closure(s).

The main contributing factors used for estimating benefits are listed and tabulated as follows:

- The total number of incidents used for the benefit estimate increased by about 10.86 percent from year 2017 to year 2018 as shown in Table E.11.
- The ratio, reflecting the difference between incident durations with CHART and those without CHART, decreased from 29.96 percent in 2017 to 22.72 percent in 2018 as shown in Table E.12.
- Table E.13 shows that changes in the adjusted AADT from year 2017 to year 2018 vary over major roads in Maryland, but decreased on average by 0.31 percent.
- The truck percentage in 2018 increased on most major roads, except for I-95, I-270 and I-695, as shown in Table E.14.

**Table E.11 The Total Number of Incidents Eligible for the Benefit Estimate from Year 2017 to Year 2018**

	2017	2018	$\Delta('17 \sim '18)^2$
No. of Incidents <sup>1</sup>	29,986	33,243	10.86%

Note: 1. The incidents causing main lanes blockage are included. The incidents causing only shoulder lanes blockage are excluded for the benefit analysis.  
2. The percentage change in No. of Incidents (X) from Year 2017 to Year 2018 is calculated as follows:  $\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$

**Table E.12 Average Incident Duration with and without CHART from Year 2017 to Year 2018<sup>1</sup>**

	With CHART (mins) (A)	Without CHART (mins) (B)	Difference (mins) (B-A)	Ratio in Difference ((B-A)/B)
2017	25.96	37.06	11.10	29.96%
2018	27.10	35.07	7.97	22.72%
$\Delta('17 \sim '18)^2$	4.42%	-5.37%	-28.25%	-

Note: 1. The analysis is based on those incidents causing main lane blockage, but not with those for shoulder lane blockage only.  
2. The percentage change in incident duration (X) from Year 2017 to Year 2018 is calculated as follows:  $\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$

**Table E.13 The adjusted AADT for Major Roads from Year 2017 to Year 2018**

	Year	I-495	I-95	I-270	I-695	MD 295	US 50	US 1	I-83	I-70	Total
$\Sigma$ AADT(vplph)*PHF	2017	12,739	8,465	7,469	11,167	4,481	2,362	4,596	2,928	3,345	57,552
	2018	12,741	8,482	7,350	11,140	4,381	2,481	4,563	2,863	3,374	57,375
$\Delta('17 \sim '18) (\%)*$		0.02	0.20	-1.59	-0.24	-2.23	5.04	-0.72	-2.22	0.87	-0.31

Note: The percentage change in the adjusted AADT (X) from Year 2017 to Year 2018 is calculated as follows:  $\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$

**Table E.14 Truck percentage for Major Roads from Year 2017 to Year 2018**

	Year	I-495	I-95	I-270	I-695	MD 295	US 50	US 1	I-83	I-70	Total
Truck %	2017	7.06	12.68	5.91	7.72	2.24	7.45	4.13	7.51	9.45	7.13
	2018	7.15	12.29	5.37	7.68	2.51	8.36	4.44	7.59	9.76	7.24
$\Delta('17 \sim '18) (\%)*$		1.21	-3.10	-9.19	-0.54	12.36	12.21	7.53	1.12	3.36	1.57

Note: The percentage change in the truck percentage (X) from Year 2017 to Year 2018 is calculated as follows:  $\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$

The following procedures are used for performing sensitivity analyses:

- Identifying key factors contributing to the total CHART benefits, which are: traffic volume, the number of incidents resulting in lane blockage, incident duration with and without CHART involvements, truck percentage, value of time, and gas price;
- Computing the marginal impacts of each selected factor, using its 2018 value, but setting all other factors identical to those in 2017; and
- Following the same procedures to analyze the sensitivity of the total 2018 benefits with respect to each key factor.

The results of sensitivity analysis for each factor are shown in the Table E.15. The decrease of 28.24 percent in the performance discrepancy between incident durations with-CHART and those without-CHART results in the reduction of 24.18 percent in the total benefit. The number of incident increased by 10.86 percent in 2018, resulting in the benefit increase of 7.81 percent. Note that despite the 0.31 percent decrease in the average adjusted AADT over all major roads in 2018, the AADT increases along some major roads of high volume (e.g., I-495, I-95 and I-70) contributed to an increase of 0.13 percent in the total benefit. The total benefits increase by 4.96 percent due solely to the increase of 3.72 percent in drivers' income (i.e., a proxy for time value).

**Table E.15 Sensitivity Analysis of Key Factors Contributing to the Benefits (Unit: M dollars)**

<b>Benefits of the Previous Year (2017)</b>		<b>1,465.62</b>	
Key Factor		$\Delta('17 \sim '18)$	<b>Estimated Benefits</b>
Sensitivity Analysis	Adjusted AADT	↓ 0.31 %	1,467.59(↑ 0.13%)
	Number of incidents	↑ 10.86 %	1,580.05(↑ 7.81%)
	Incident duration difference between w/ and w/o CHART	↓ 28.24 %	1,111.22(↓ 24.18%)
	Truck percentage	↑ 1.57 %	1,465.87(↑ 0.02%)
	Monetary unit of gas price	↑ 15.57 %	1,467.30(↑ 0.11%)
	Monetary unit of time value	↑ 3.72 %	1,538.30(↑ 4.96%)
<b>Benefits of the Current Year (2018)</b>		<b>1,311.89 (↓ 10.49%)</b>	

Note: The number in each parenthesis shows the percentage of benefit change from year 2017.

## Conclusions and Recommendations

Grounded on the lessons from the earlier studies, this study has conducted a rigorous evaluation of CHART's performance in 2018 and its resulting benefits under the constraints of data availability and quality. Overall, CHART has made significant progress in recording more reliable incident reports, especially after implementation of the CHART-II Database.

However, much remains to be done in terms of collecting more data and extending operations to major local arterials, if resources are available to do so. For example, data regarding the potential impacts of major incidents on local streets have not been collected by CHART. Without such information, one may substantially underestimate the benefits of CHART operations, as most incidents causing lane blockages on major commuting freeways are likely to spill congestion back to neighboring local arterials if traffic queues form more quickly than incidents are cleared. Similarly, a failure to respond to major accidents on local arterials, such as MD-355, may also significantly degrade traffic conditions on I-270. Effectively coordinating with county agencies on both incident management and operational data collection is one of CHART's major tasks.

With respect to overall performance, CHART has maintained nearly the same level of efficiency in responding to incidents and driver assistance requests in recent years. The average response time in Year 2018 was 11.99 minutes. In view of the worsening congestion and the increasing number of incidents in the Washington-Baltimore region, it is commendable that CHART can maintain its performance efficiency with approximately the same level of resources.

This study's main recommendations, based on the performance of CHART in 2018, are listed below:

- Develop and update a strategy to allocate CHART's resources between different response centers, based on their respective performance and efficiency so that they can effectively contend with the ever-increasing congestion and accompanying incidents both in urban and suburban areas.
- Coordinate with county traffic agencies to extend CHART operations to major local routes, and include data collection as well as performance benefits in the annual CHART review.
- Make CHART's data quality evaluation report available to the centers' operators for their continuous improvement of data recording and documentation.
- Implement training sessions to educate/re-educate operators on the importance of high-quality data, and discuss how to effectively record critical performance-related information.
- Improve the data structure used in the CHART-II system for recording incident locations to eliminate the current laborious and complex procedures.
- Document and re-investigate the database structure on a regular basis to improve the efficiency and quality of collected data.
- Document possible explanations for extremely short or long response and/or clearance times so that the results of performance analysis can be more reliable.
- Integrate police accident data efficiently with the CHART-II incident response database to have a complete representation of statewide incident records.
- Incorporate the delay and fuel consumption benefits from the reduced potential secondary incidents in the CHART benefit evaluation.

Please note that comprehensive evaluation results of CHART performance over the past ten years are available on the website (<http://chartinput.umd.edu>).

## **Summary of Key Findings from the 2018 CHART Performance Evaluation**

- Both the number of statewide emergency responses and CHART responses increased significantly from Year 2017 to Year 2018.
- Most operations centers on average took longer response times in 2018 to clear incidents than in 2017.
- In 2018, the average incident duration with CHART is 25.42 minutes, shorter than the average duration of 33.08 minutes for those incidents responded by other agencies. The reduction in the average incident duration is about 23 percent. However, the average incident duration with CHART has increased from 24.01 minutes in 2017 to the average of 25.42 minutes in 2018.
- The number of incidents/disabled vehicles on I-95 in 2018 increased significantly by 38.72 %, compared to Year 2017; The number of severe incidents, blocking three or more lanes in 2018, increased by 16.27 %, compared to Year 2017; and Kent County on the Eastern Shore experienced the average incident duration of more than one hour in 2018 (72.30 minutes), much longer than that in 2017 (58.98 minutes).

The aforementioned changes, along with other factors, collectively contributed to the direct benefits by CHART's performance in 2018.



# Chapter 1

## INTRODUCTION

# CHAPTER 1

## Introduction

CHART (Coordinated Highways Action Response Team) is the highway incident management system of the Maryland State Highway Administration (MDOT SHA). Initiated in the mid-80s as “Reach the Beach Program” it was subsequently expanded as a statewide program. The Statewide Operations Center (SOC), an integrated traffic control center for the state of Maryland, has its headquarters in Hanover, Maryland. The SOC is supported by four satellite Traffic Operations Centers (TOCs), of which one is seasonal. CHART’s current network coverage consists of statewide freeways and major arterials.

CHART has five major functions: traffic monitoring, incident response, traveler information, traffic management, severe weather and emergency operations. Incident response and traveler information systems have received increasing attention from the general public, media, and transportation experts.

In 1996, incident data were collected and used in the pilot evaluation analysis conducted by the University of Maryland in conjunction with MDOT SHA staff (Chang and Point-Du-Jour, 1998). As this was the first time that previous records were to be analyzed, researchers were inevitably faced with the difficulty of having a database with insufficient information.



# CHAPTER 1

## Introduction

The 1997 CHART performance evaluation, compared with 1996, was far more extensive. The researchers were able to obtain a relatively richer set of data, obtained from incident management reports gathered over twelve months from the SOC, TOC-3 (located near the Capital Beltway), and TOC-4 (situated near the Baltimore Beltway). In addition to these data, accident reports from the Maryland State Police (MSP) were also available for secondary incident analysis.

The data used for evaluations have improved significantly since 1999 because CHART recognized the need to keep an extensive operational record in order to justify the costs and estimate the benefits from the emergency response operations. The data available for analysis of lane-closure incidents increased from 5,000 in 1999 to 41,247 reports in 2018. A summary of total emergency response operations documented from 2014 to 2018 is presented in Table 1.1. CHART responded to 34,692 out of 41,247 recorded incidents, and 45,264 out of 46,891 recorded disabled vehicle requests in 2018.

**Table 1.1 Total Number of Emergency Response Operation Records\***

Records	2014	2015	2016	2017	2018
<b>Incidents</b>	31,535 (25,571)	35,119 (27,375)	37,566 (30,314)	37,100 (30,335)	41,247 (34,692)
<b>Disabled Vehicles</b>	46,330 (45,228)	42,724 (40,615)	44,287 (42,048)	44,199 (42,046)	46,891 (45,264)
<b>Total</b>	77,865 (70,799)	77,843 (67,990)	81,853 (72,362)	81,299 (72,381)	88,138 (79,956)

\*Note: 1. "Incidents" indicate any events interrupting traffic flows on main lanes; "disabled vehicles" indicate assists to drivers; and "Total" is the sum of incidents and disabled vehicles.

2. Numbers in each parenthesis show the incidents and assists by CHART.

# CHAPTER 1

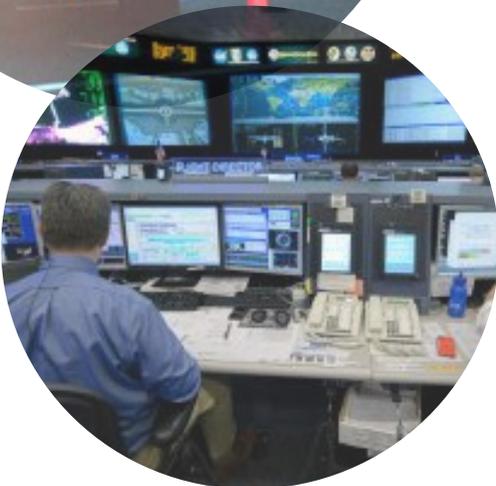
## Introduction

The objective of this study is to evaluate the effectiveness of CHART's incident detection, response, and traffic management operations on interstate freeways and major arterials. This assessment also includes an estimation of CHART benefits, an essential part of the study, since support of MDOT SHA programs from the general public and state policymakers largely depends on the benefits the state obtains from its ongoing programs. In order to conduct a comprehensive analysis using available data to ensure the reliability of the evaluation results, the evaluation study has been divided into the following three principal tasks:

Task 1: Assessment of Data Sources and Data Quality — involves identifying data sources, evaluating their quality, analyzing available data, and classifying missing parameters.

Task 2: Statistical Analysis and Comparison — entails performing comparisons based on data available in 2017 and 2018, with an emphasis on these target areas: incident characteristics, efficiency of incident detection, distribution of detection sources, efficiency of incident response, and effectiveness of incident traffic management.

Task 3: Benefits Analysis — entails the analysis of the reduction in total delay times, fuel consumption, emissions, and secondary incidents due to CHART operations, as well as the reduction in potential accidents due to efficient removal of stationary vehicles in travel lanes by the CHART response team.



# CHAPTER 1

## Introduction

The subsequent chapters are structured as follows:

**Chapter 2** assesses the quality of data available for the 2018 CHART performance evaluation. This includes the total available incident reports, the percentage of missing data for each critical performance parameter, and a comparison of 2018 data quality with that of 2017.

**Chapter 3** outlines the statistical analysis of incident data characteristics, such as distributions of incidents and disabled vehicles by road name, by location on road, by weekday and weekend, by lane-blockage type, and by lane-blockage duration. The analysis also includes a comparison of the average incident duration caused by different types of incidents.

**Chapter 4** provides a detailed report on the efficiency and effectiveness of incident detection. Issues discussed are the detection rate, the distribution of detection sources for various types of incidents, and driver assists. The chapter also touches on an evaluation of incident response efficiency. The efficiency rate is based on the difference between the incident report time and the arrival time of emergency response units. Also, the assessment of incident clearance efficiency is based on the difference between the arrival time of the emergency response units and the incident clearance time.

**Chapter 5** discusses a statistical analysis of response times, which provides fundamental insight into the characteristics of response times under various conditions. In this analysis, the distributions of the average response time are identified by a range of categories, including the time of day, the incident nature, the pavement conditions, the lane blockage status, the involvement of heavy vehicles, and the involved regions.

**Chapter 6** performs a statistical analysis of incident durations, similar to Chapter 5. In this analysis, the distributions of the average incident duration are identified by a range of categories, including nature, county, weekdays and weekends, peak and off-peak hours, CHART involvement, pavement conditions, the involvement of heavy vehicles, and the roads.

**Chapter 7** estimates the direct benefits associated with CHART's operations. Parameters used for the estimates are the reductions in fuel consumption, delays, emissions, secondary incidents, and potential accidents. CHART's patrol units also respond to a significant number of driver assistance requests, and these services provide direct benefits to drivers and minimize potential rubbernecking delays on highways.

Finally, **Chapter 8** offers concluding comments and recommendations for future evaluations.



# Chapter 2

## DATA QUALITY ASSESSMENT

# CHAPTER 2

## Data Quality Assessment

This chapter assesses the quality of data available for the CHART 2018 performance evaluation and compares it with the data from CHART 2017.

### 2.1 Analysis of Data Availability

In 2018, CHART recorded a total of 88,138 emergency response cases. These are categorized into two groups: incidents and disabled vehicles. A summary of the total available incident reports for the years 2016, 2017, and 2018 is shown in Table 2.1.

**Table 2.1 Comparison of Available Data for 2016, 2017, and 2018**

Available Records		2016		2017		2018	
		Records	Ratios(%)	Records	Ratios(%)	Records	Ratios(%)
CHART II Database	Disabled Vehicles	44,287	54.1	44,199	54.4	46,891	53.2
	Incidents	37,566	45.9	37,100	45.6	41,247	46.8
Total		81,853	100	81,299	100	88,138	100

# CHAPTER 2

## Data Quality Assessment

### 2.2 Analysis of Data Quality

More than 10 million records in 24 tables from the CHART II database have been filtered to obtain key statistics for a detailed evaluation of the data quality. Figures 2.1 and 2.2 illustrate the comparison of the quality of data recorded in 2017 and 2018.

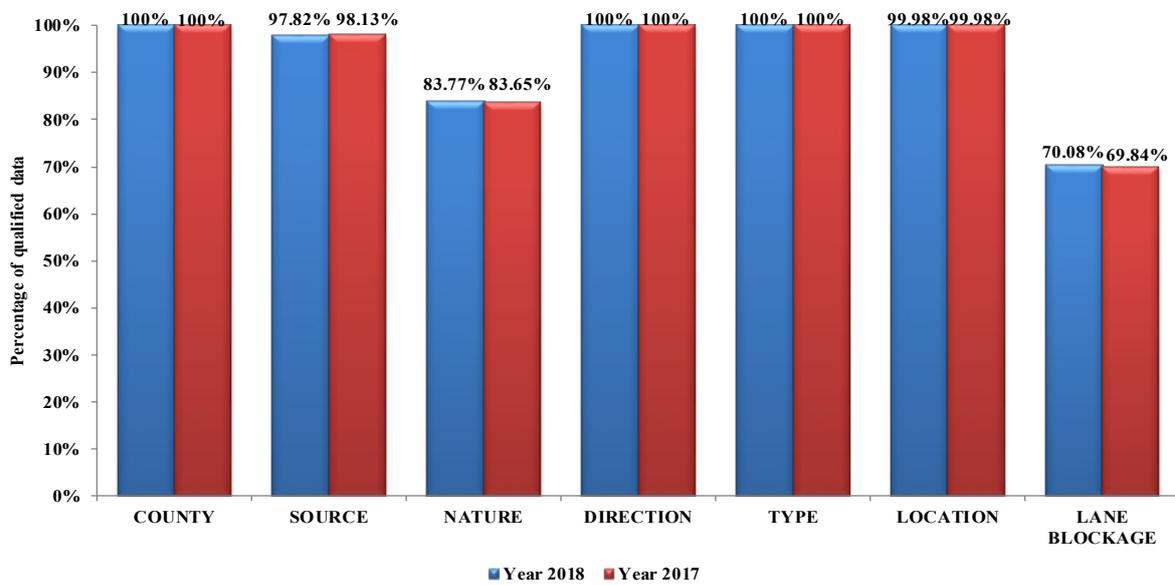


Figure 2.1 Summary of Data Quality with respect to Critical Indicators

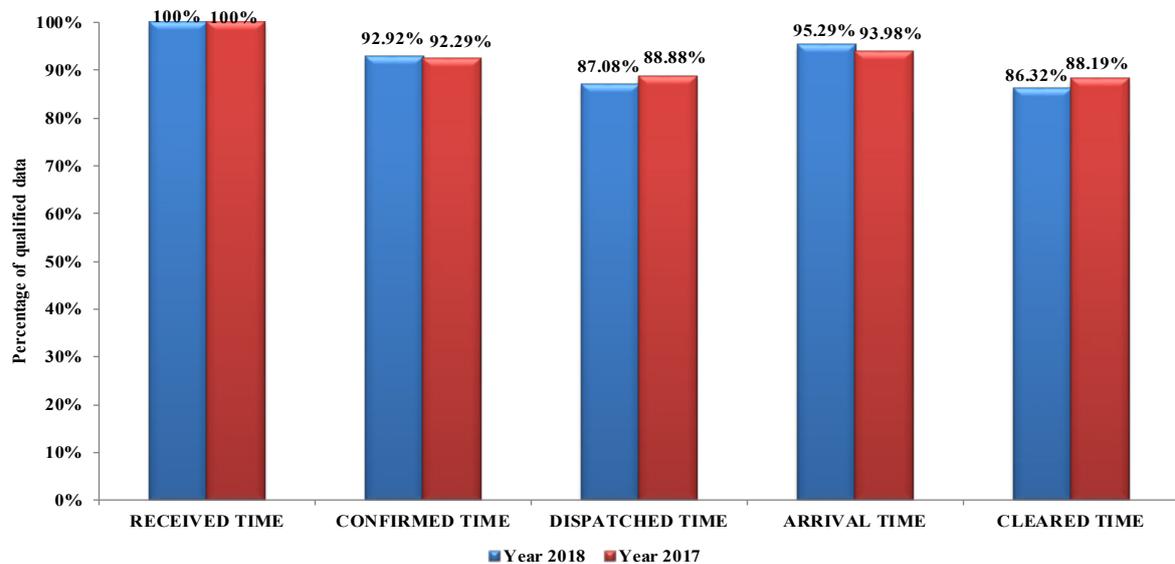


Figure 2.2 Summary of Data Quality with respect to Time Indicators

# CHAPTER 2

## Data Quality Assessment

### Nature of Incidents/Disabled Vehicles

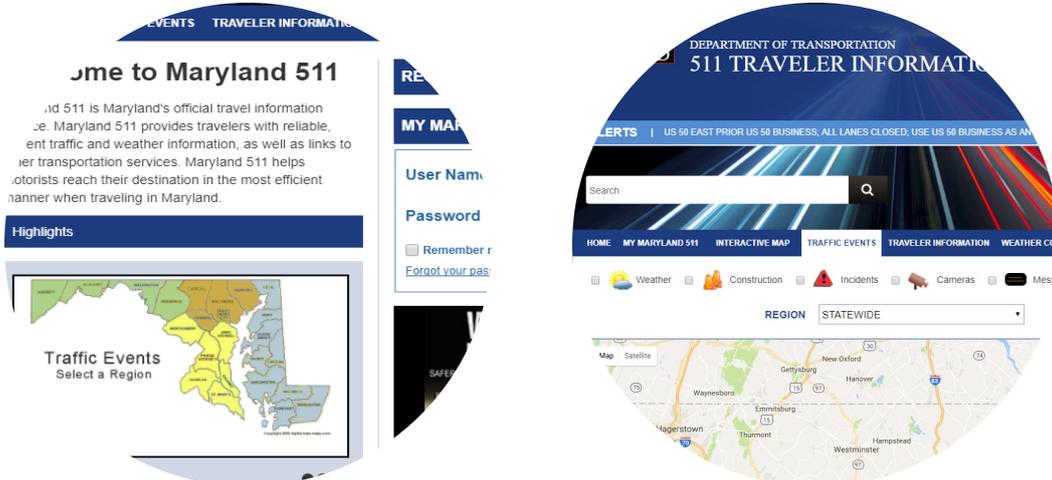
Data were classified based on the nature of the incidents, such as vehicle on fire, collision-personal injury, and collision-fatality. CHART’s records for disabled vehicles are also categorized as abandoned vehicles, tire changes, and gas shortage. As shown in Figure 2.1, about 83.8 percent of emergency responses reported in 2018 recorded the nature of incidents/disabled vehicles.

### Detection Sources

As Figure 2.1 shows, about 97.8 percent of all emergency responses recorded in 2018 contained the source of detection. In 2018, about 95.8 percent of incidents reported and 99.6 percent of the disabled vehicles reported had a definite detection source.

### Operational Time-Related Information

To evaluate the efficiency and effectiveness of emergency response operations, CHART in 2018 used the following five parameters for performance measurements: “Received Time”, “Dispatched Time”, “Arrival Time”, “Cleared Time” and “Confirmed Time”. Figure 2.2 illustrates the data quality analysis with respect to these performance parameters. The information shown in the figure indicates that the quality of data for “Received Time”, “Confirmed Time”, and “Arrival Time” is sufficient for reliable analysis, while the data of “Dispatched Time” and “Cleared Time” should be improved to around 90 percent or higher availability.



# CHAPTER 2

## Data Quality Assessment

### Type of Reports

The total number of incidents/disabled vehicles managed by each operation center in 2018 is summarized in Table 2.2. In 2018, most centers, except TOC 3, managed more incidents/disabled vehicles than in 2017. Note that TOC-6 has been closed since October 2015, and TOC-3 has been temporarily closed and relocated to SOC since August 22th, 2018.

**Table 2.2 Emergency Assistance Reported in 2018**

Operation Center	TOC3	TOC4	SOC	TOC7	AOC	OTHER	TOTAL
<b>Disabled Vehicles</b>	6,615 (8,836)	11,966 (10,990)	10,103 (11,187)	6,529 (6,364)	10,737 (5,845)	941 (977)	46,891 (44,199)
<b>Incidents</b>	6,166 (7,909)	9,346 (7,985)	10,690 (9,050)	4,878 (4,310)	9,770 (7,436)	397 (410)	41,247 (37,100)
<b>Total</b>	12,781 (16,745)	21,312 (18,975)	20,793 (20,237)	11,407 (10,674)	20,507 (13,281)	1,338 (1,387)	88,138 (81,299)

*Note: Numbers in each parenthesis are the corresponding data from 2017.*

### Location and Road Name Associated with Each Response Operation

The location and road name information associated with each emergency response operation was used to analyze the spatial distribution of incidents/disabled vehicles and to identify freeway segments that experience frequent incidents. As shown in Figure 2.1, almost all incident response reports have documented location information. This feature has always been properly recorded over the years. However, the location information associated with each response operation is structured in a descriptive text format that cannot be processed automatically with a computer program. Hence, road names and highway segments must be manually located and entered into the evaluation system.

# CHAPTER 2

## Data Quality Assessment

Table 2.3 shows the percentage of data with road names and highway segment location information for incidents and disabled vehicles in the CHART II Database for 2018. Note that about 99.96 percent of data have information related to the locations, but about 60 percent of data can be used to identify the event sites (i.e., road names, direction, and exit numbers). For the remaining 40 percent of incidents/disabled vehicles data, the location information is either unclear or not specified, and therefore cannot be used for reliable performance analysis.

**Table 2.3 Data Quality Analysis with Respect to Road and Location**

Data Quality	Incident	Disabled Vehicles	Total
Road	99.31%	99.40%	99.36%
Location	99.97%	99.94%	99.96%
Valid Data for Road & Location	57.06%	63.41%	60.44%

### Lane/Shoulder Blockage Information

To compute the costs of additional delays and fuel consumption caused by each incident requires the information of blocked lanes (including shoulder lanes) as a result of the incident. The analysis of all available data in 2018 shows that up to 70.08 percent of emergency response reports involved lane/shoulder blockage (see Figure 2.1), more than 69.84 percent in 2017.

In summary, in 2018, improvements have been made in documenting CHART’s performance and recording operations-related information. The use of the CHART II Database has had a noticeable positive impact on data quality improvement, but room for improvement still exists, as shown in the above statistics on evaluating data quality. Finally, CHART operators should be made aware of their contributions to mitigation of traffic congestion, driver assistance, and overall improvement of the driving environment.



# Chapter 3

ANALYSIS OF  
DATA  
CHARACTERISTICS

# CHAPTER 3

## Analysis of Data Characteristics

The evaluation study began with a comprehensive analysis of the spatial distribution of incidents/disabled vehicles and their key characteristics to improve the efficiency of incident management.

### 3.1 Distribution of Incidents and Disabled Vehicles by Day and Time

The research team analyzed the differences between the distribution of incidents/disabled vehicles during weekdays and weekends. As shown in Table 3.1, a large number (about 78 percent) of incidents/disabled vehicles in 2018 occurred on weekdays. Thus, more resources and personnel are required on weekdays than on weekends to manage the incidents/disabled vehicles more effectively. Note that as TOC-3 and TOC 4 began their operations of seven days per week from August 30th, 2017, their responses to incidents/disabled vehicles on weekends increased in 2018. Due likely to their operations, SOC responded to more incidents/disabled vehicles during weekdays, compared to those in Year 2017.

**Table 3.1 Distribution of Incidents/Disabled Vehicles by Day**

Center	TOC3		TOC4		ESTO		TOC7	
Year	2018	2017	2018	2017	2018	2017	2018	2017
<b>Weekdays</b>	82%	93%	86%	93%	33%	36%	97%	100%
<b>Weekends</b>	18%	7%	14%	7%	67%	64%	3%	0%

Center	SOC		AOC		Other*		Total	
Year	2018	2017	2018	2017	2018	2017	2018	2017
<b>Weekdays</b>	64%	53%	76%	76%	40%	9%	78%	80%
<b>Weekends</b>	36%	47%	24%	24%	60%	91%	22%	20%

\* Includes RAVENS TOC and REDSKINS TOC

# CHAPTER 3

## Analysis of Data Characteristics

As defined by the 1999 CHART performance evaluation, peak hours in this study are from 7:00 a.m. to 9:30 a.m. and from 4:00 p.m. to 6:30 p.m. Table 3.2 illustrates that 29 percent of incidents/disabled vehicles reported in 2018 occurred during peak hours, which is slightly lower than the observation in 2017.

**Table 3.2 Distribution of Incidents/Disabled Vehicles during Peak and Off-Peak Periods**

Center	TOC3		TOC4		ESTO		TOC7	
	2018	2017	2018	2017	2018	2017	2018	2017
Peak**	32%	39%	37%	42%	18%	21%	39%	43%
Off-Peak	68%	61%	63%	58%	82%	79%	61%	57%

Center	SOC		AOC		Other*		Total	
	2018	2017	2018	2017	2018	2017	2018	2017
Peak**	15%	10%	27%	27%	14%	2%	29%	31%
Off-Peak	85%	90%	73%	73%	86%	98%	71%	69%

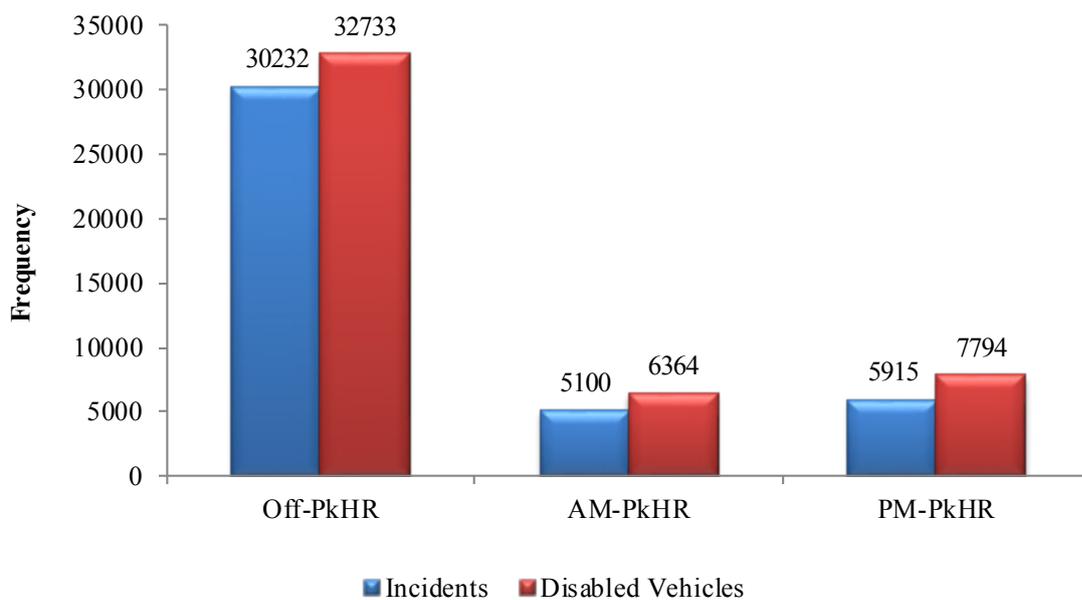
\* Includes RAVENS TOC and REDSKINS TOC

\*\* 7:00 a.m. ~ 9:30 a.m. and 4:00 p.m. ~ 6:30 p.m.

# CHAPTER 3

## Analysis of Data Characteristics

Figure 3.1 illustrates the distributions of incidents/disabled vehicles by time of day in more detail. The frequency of incidents in off-peak hours is much higher than in morning or evening peak hours, since there are many more such hours. More detailed information regarding distributions by time of day is presented in the Appendix A.



\* Off-PkHR, AM-PkHR, and PM-PkHR stand for Off-Peak hours, AM-Peak hours, and PM-Peak hours, respectively.

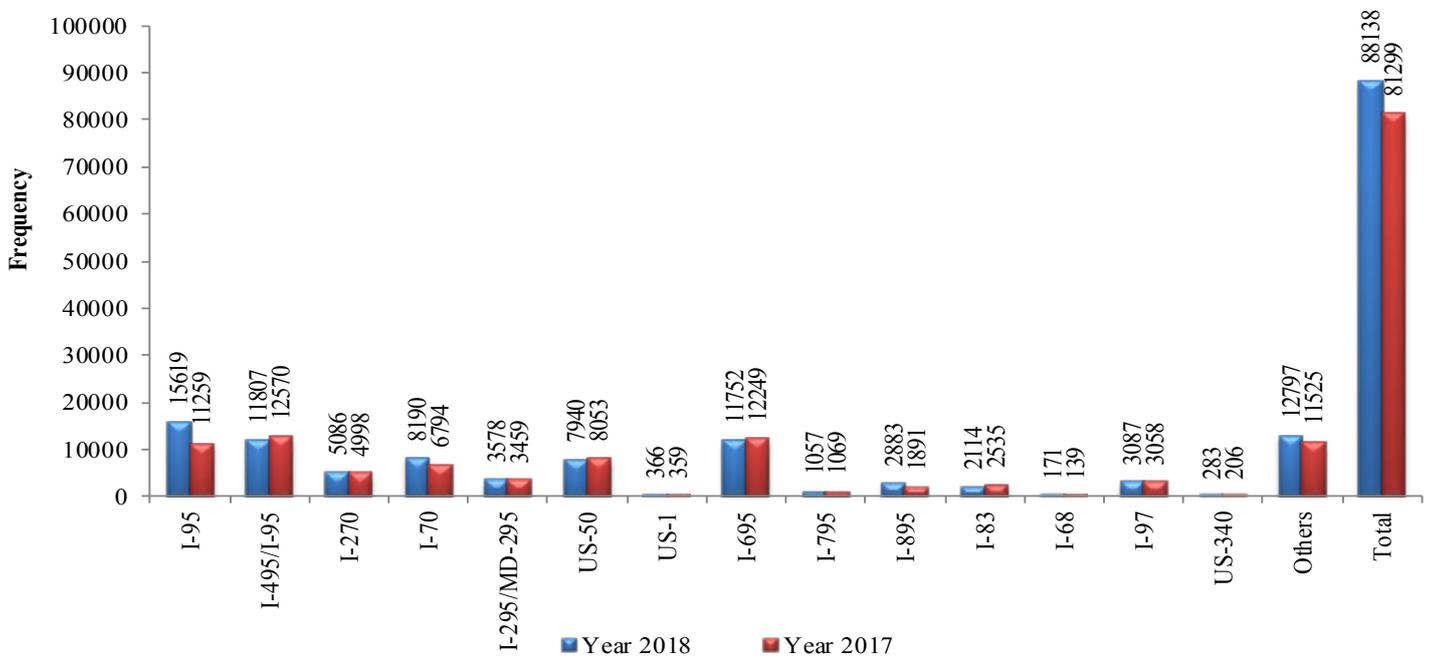
**Figure 3.1 Distributions of Incidents/Disabled Vehicles by Time of Day in 2018**

# CHAPTER 3

## Analysis of Data Characteristics

### 3.2 Distribution of Incidents and Disabled Vehicles by Road and Location

Figure 3.2 compares the frequency distribution by road between 2018 and 2017, and Figure 3.3 depicts the frequency distribution of incidents and disabled vehicles for 2018.

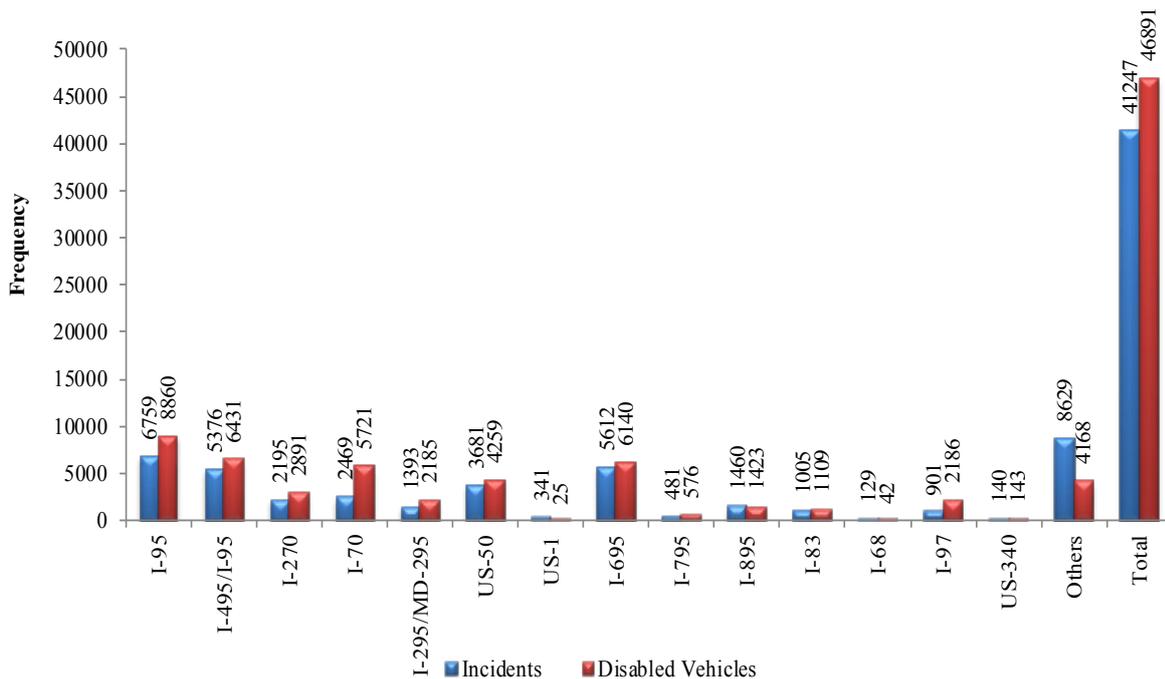


\* "Total" includes incomplete data for road name and direction.

**Figure 3.2 Distributions of Incidents/Disabled Vehicles by Road in 2018 and 2017**

# CHAPTER 3

## Analysis of Data Characteristics



\* "Total" includes incomplete data for road name and direction.

**Figure 3.3 Distributions of Incidents/Disabled Vehicles by Road in 2018**

Based on the statistics shown above, the roadways experiencing high incident frequencies for 2018 were I-95 (from the Delaware border to the Capital Beltway), I-695 (Baltimore Beltway), I-495/95 (Capital Beltway), US-50, I-70 and I-270. I-95 suffered from a total of 15,619 incidents/disabled vehicles in 2018, while I-695 had 11,752 incidents/disabled vehicles within the same period. I-495/95, US-50, I-70 and I-270 had 11,807, 7,940, 8,190, and 5,086 incidents/disabled vehicles, respectively. Note that a total of 1,408 incidents/disabled vehicles in 2018 CHART-II database lack the information of road names for further analysis.

## CHAPTER 3

### Analysis of Data Characteristics

Figures 3.4 and 3.5 present comparisons of frequency distributions by time of day on major roads in Maryland for incidents and disabled vehicles, respectively. As shown in these figures, more incidents/disabled vehicles occurred during p.m. peak hours than in a.m. peak hours on most of major roads.

I-95, I-270, and US-50 are connected to I-495/95 and are the main contributors of traffic congestion on I-495 during commuting periods. Due to its high traffic volume, any incident on I-495 is likely to cause a spillback of vehicles onto I-95, I-270, and US-50, causing congestion on those three freeways as well. The interdependent nature of incidents between the primary commuting freeways should be considered when prioritizing and implementing incident management strategies. To better allocate patrol vehicles and response units to hazardous highway segments, the distribution of incidents/disabled vehicles between two consecutive exits was employed as an indicator in the analysis.

# CHAPTER 3

## Analysis of Data Characteristics

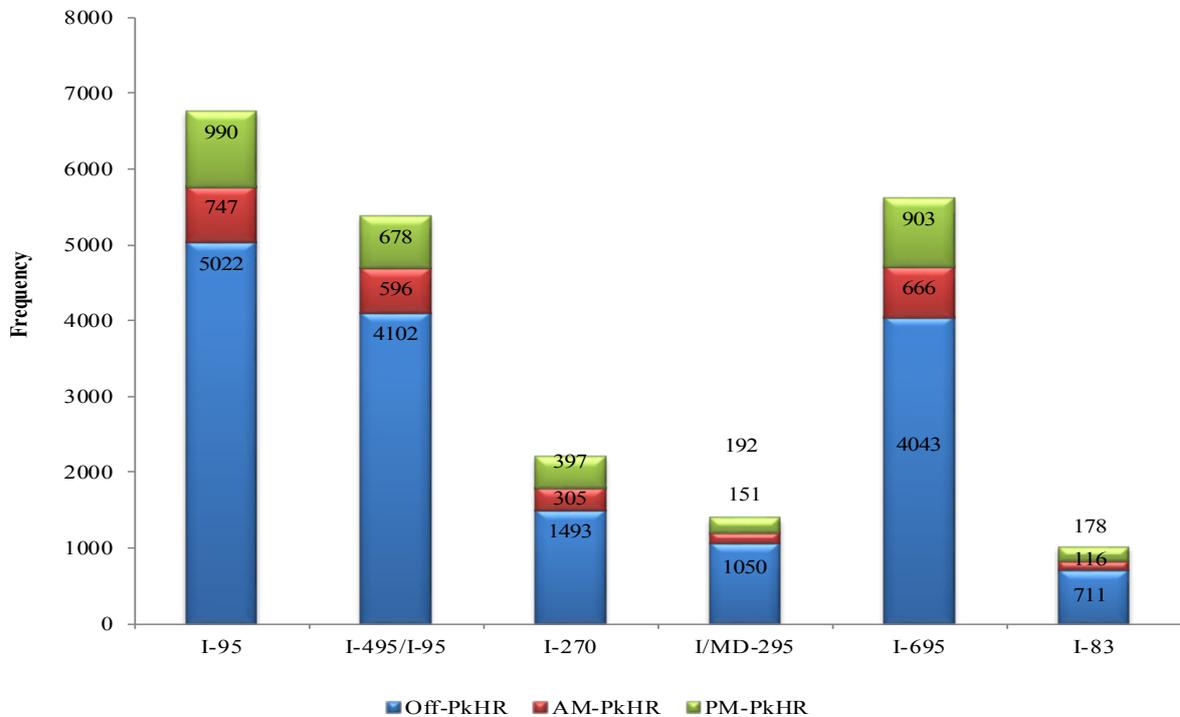


Figure 3.4 Distribution of Incidents by Time of Day on Major Roads in 2018

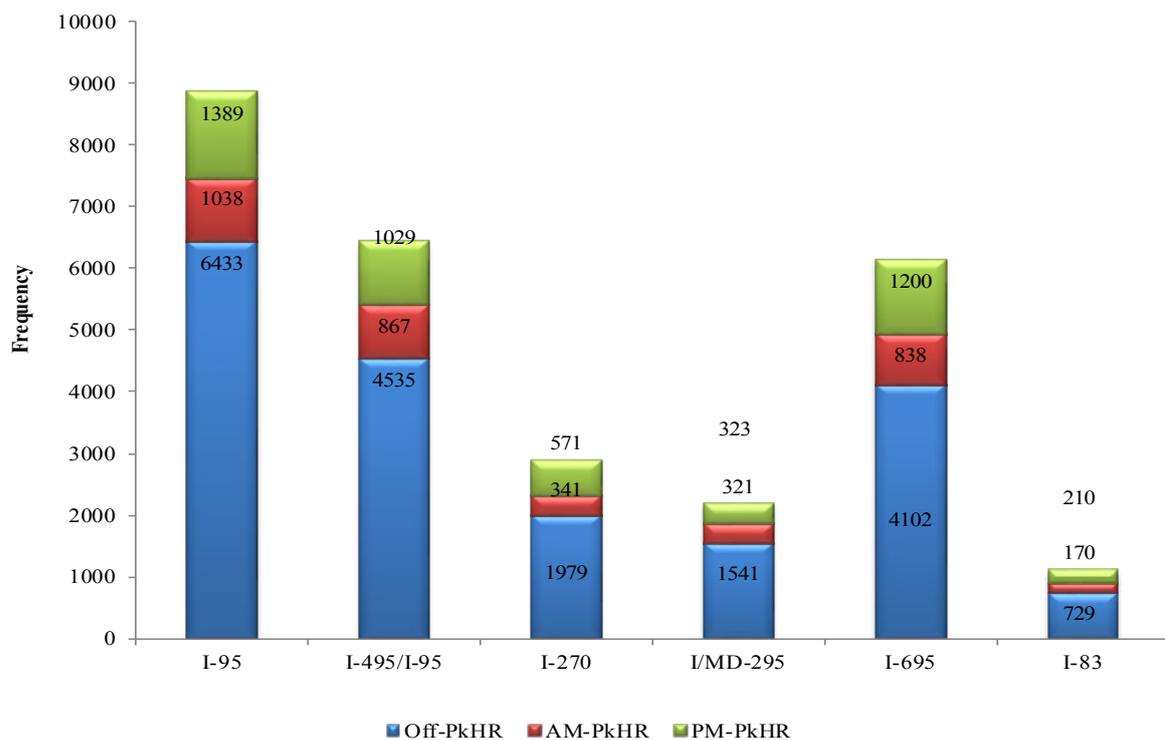


Figure 3.5 Distribution of Disabled Vehicles by Time of Day on Major Roads in 2018

## CHAPTER 3

### Analysis of Data Characteristics

Figure 3.6 shows the distribution of incidents and disabled vehicles by location on I-695 in 2018, while Figure 3.7 compares these values with the results in 2017. Those segments of high-incident frequency are from Exits 11 to 12, Exit 15 to 16, Exits 17 to 18, and Exit 43 to 44 (342, 282, 304 and 290, respectively). Those two segments experiencing the high frequencies of disabled vehicles (408 and 418 cases) were between Exits 11 and 12, and Exits 17 and 18, which are close to the I-95 and I-70.

The subsequent figures show the comparison between 2018 and 2017 incident data, including the geographical distribution of incidents and disabled vehicles on I-495/95 interchanges. Figure 3.8 shows that the highest frequency of incidents (310 cases) occurred from both Exits 20 to 22 and Exits 31 to 33 of I-495. The location, plagued by the highest frequency of disabled vehicles (412 cases), occurred between Exits 20 and 22. A comparison with the data in 2017 is illustrated in Figure 3.9.



# CHAPTER 3

## Analysis of Data Characteristics

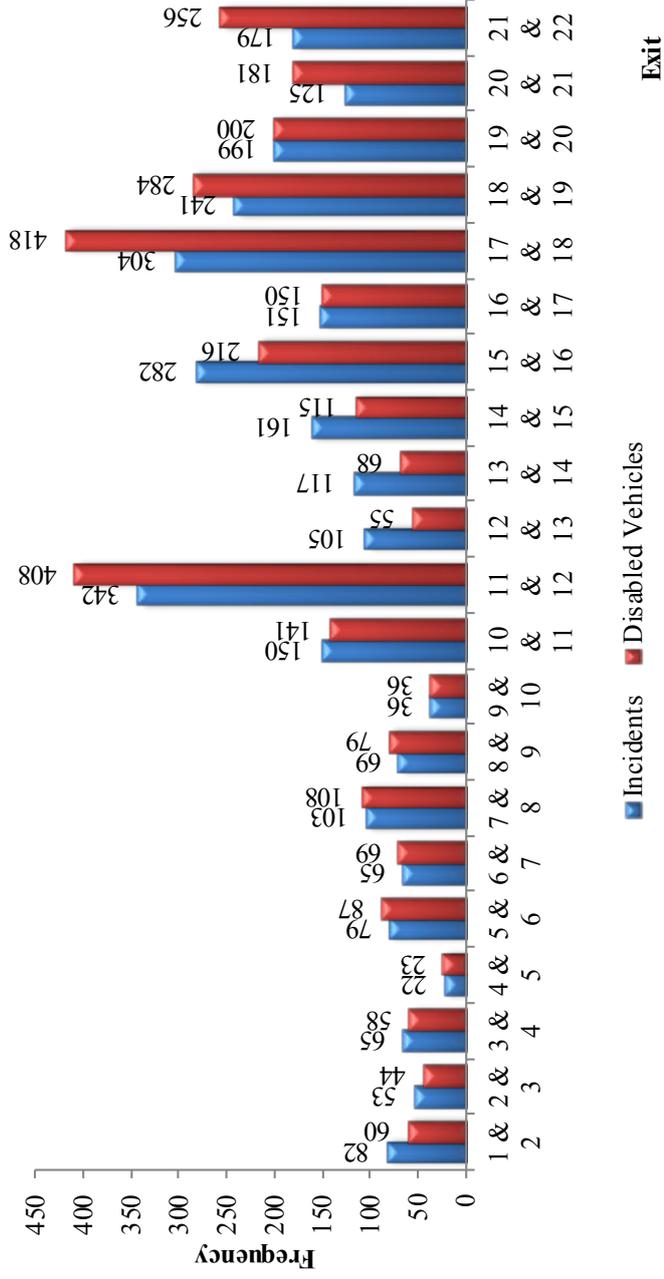


Figure 3.6 Distribution of Incidents/Disabled Vehicles by Location on I-695

# CHAPTER 3

## Analysis of Data Characteristics

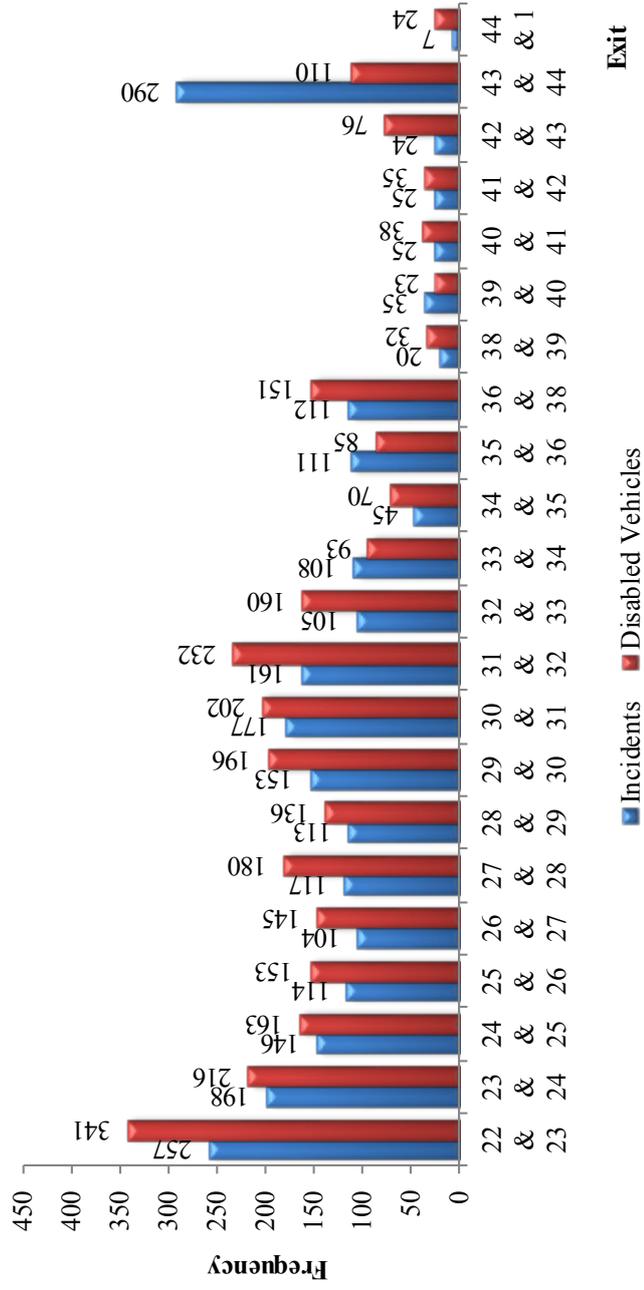


Figure 3.6 Distribution of Incidents/Disabled Vehicles by Location on I-695 (cont.)

# CHAPTER 3

## Analysis of Data Characteristics

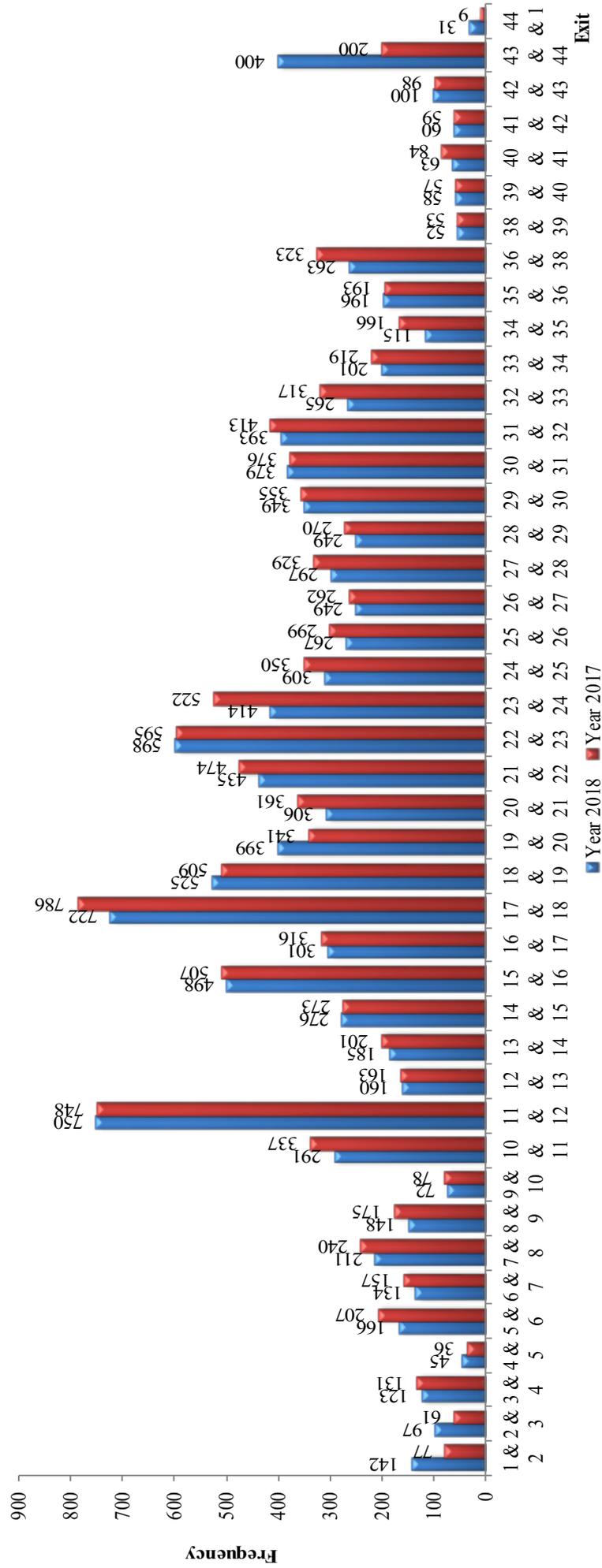


Figure 3.7 Comparisons of Incidents/Disabled Vehicles Distributions by Location on I-695

# CHAPTER 3

## Analysis of Data Characteristics

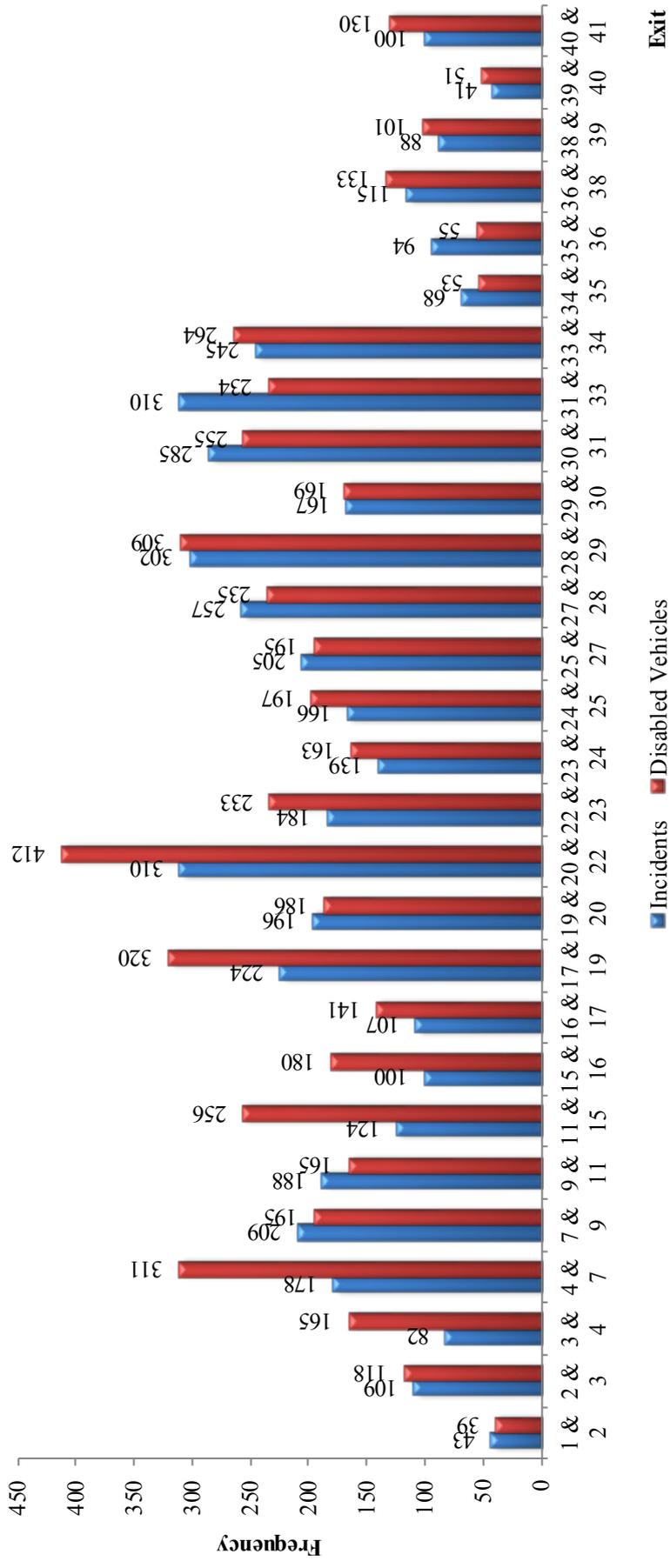


Figure 3.8 Distributions of Incidents/Disabled Vehicles by Location on I-495/I-95

# CHAPTER 3

## Analysis of Data Characteristics

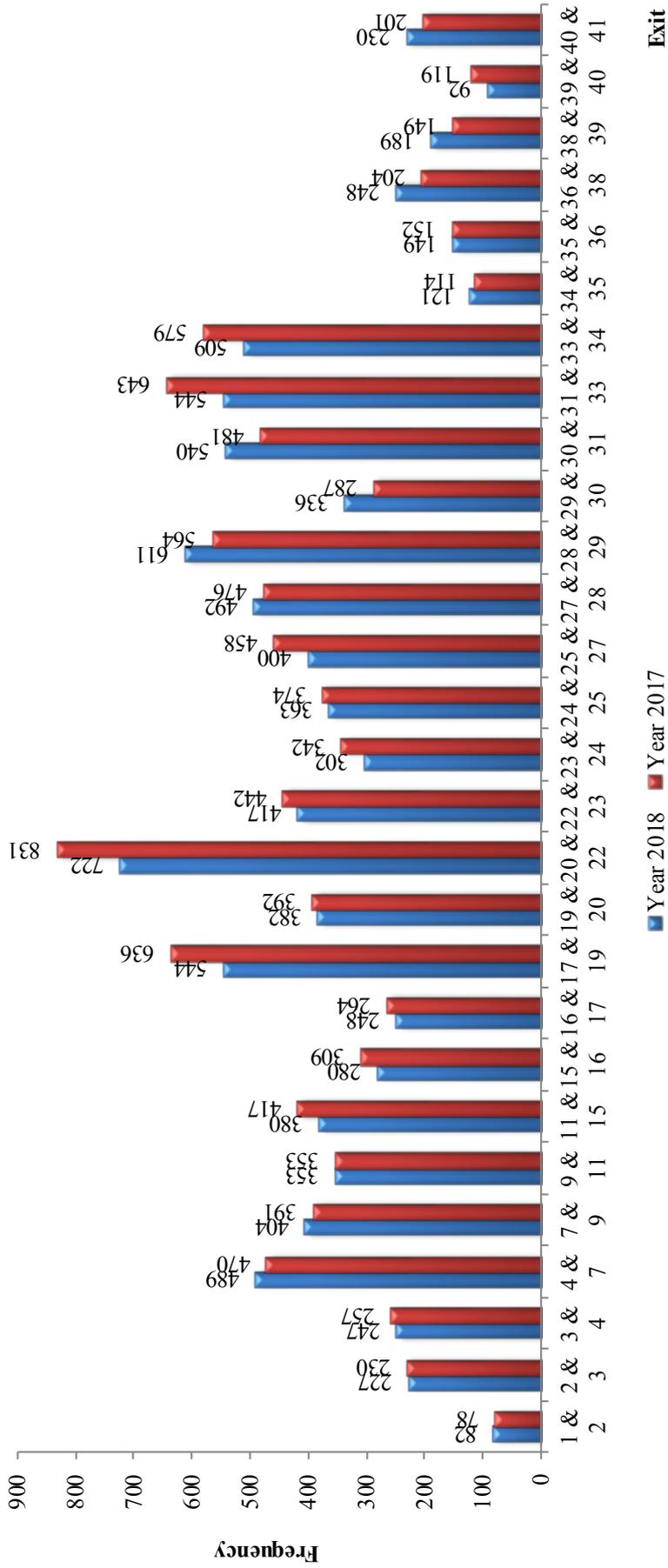


Figure 3.9 Comparisons of Incidents/Disabled Vehicles Distributions by Location on I-495/I-95

## CHAPTER 3

### Analysis of Data Characteristics

Figure 3.10 shows the distribution of incidents and disabled vehicles by location on I-95, and Figure 3.11 compares such distributions between 2018 and 2017. As shown in Figure 3.10, the highest number of incidents occurred at the following two segments: between Exits 55 and 56 (741 cases), Exits 56 and 57 (754 cases). Those two segments (i.e., between Exits 61 and 64, and Exits 67 and 74) experienced the highest number of disabled vehicles (535 cases and 883 cases, respectively).

In 2018, the I-95 segment between Exit 67 and Exit 74 experienced the highest frequency of 1,299 incidents and disabled vehicles, revealing the same patterns as those in 2015 (1,143 cases, ranked the 1st), 2016 (1,108 cases, ranked the 1st), and 2017 (618 cases, ranked the 2nd). Most I-95 segments, especially those between Exits 49 and 57, and Exits 61 and 109, were reported to experience a higher frequency of requests to respond to incident/disabled vehicles than in 2017.

# CHAPTER 3

## Analysis of Data Characteristics

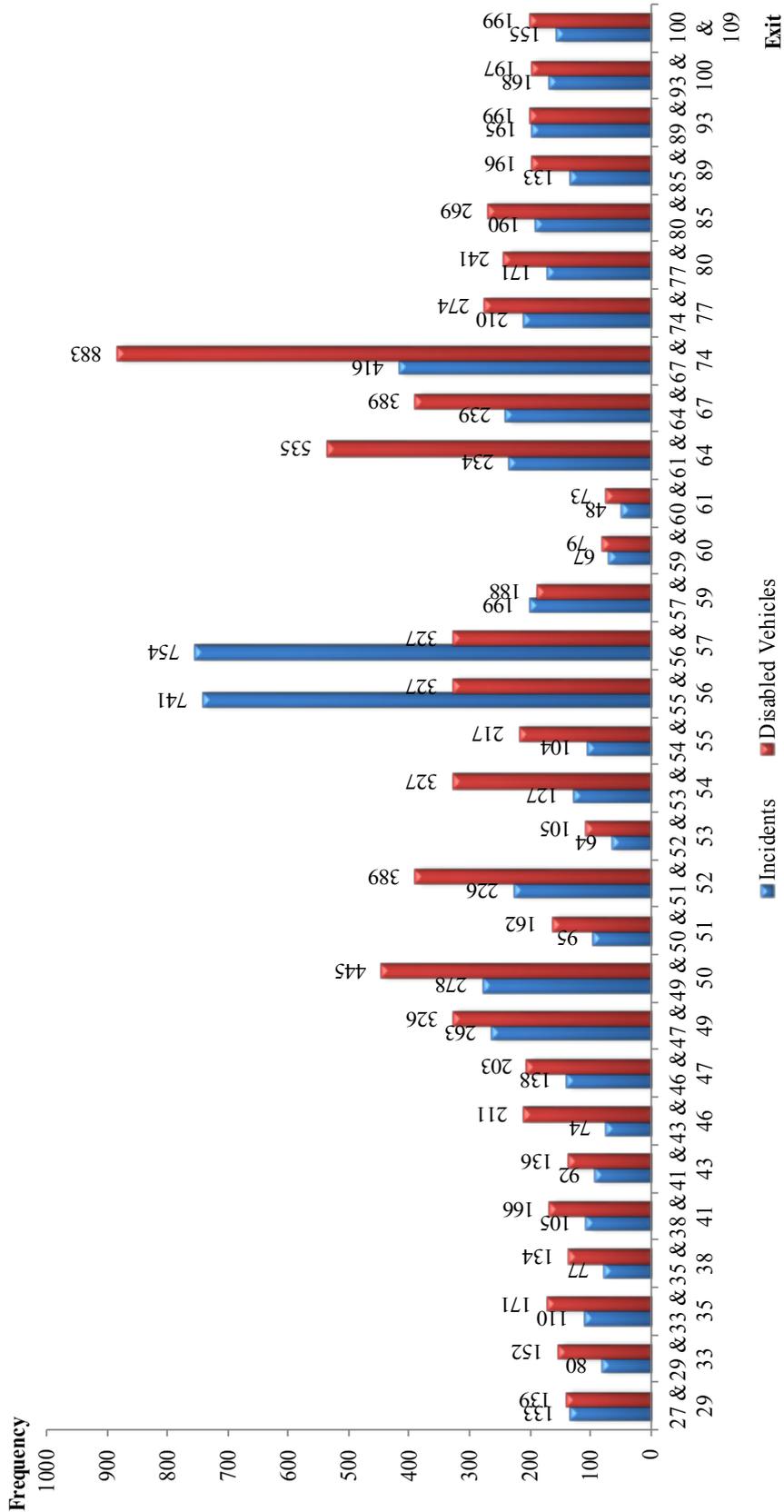


Figure 3.10 Distributions of Incidents/Disabled Vehicles by Location on I-95

# CHAPTER 3

## Analysis of Data Characteristics

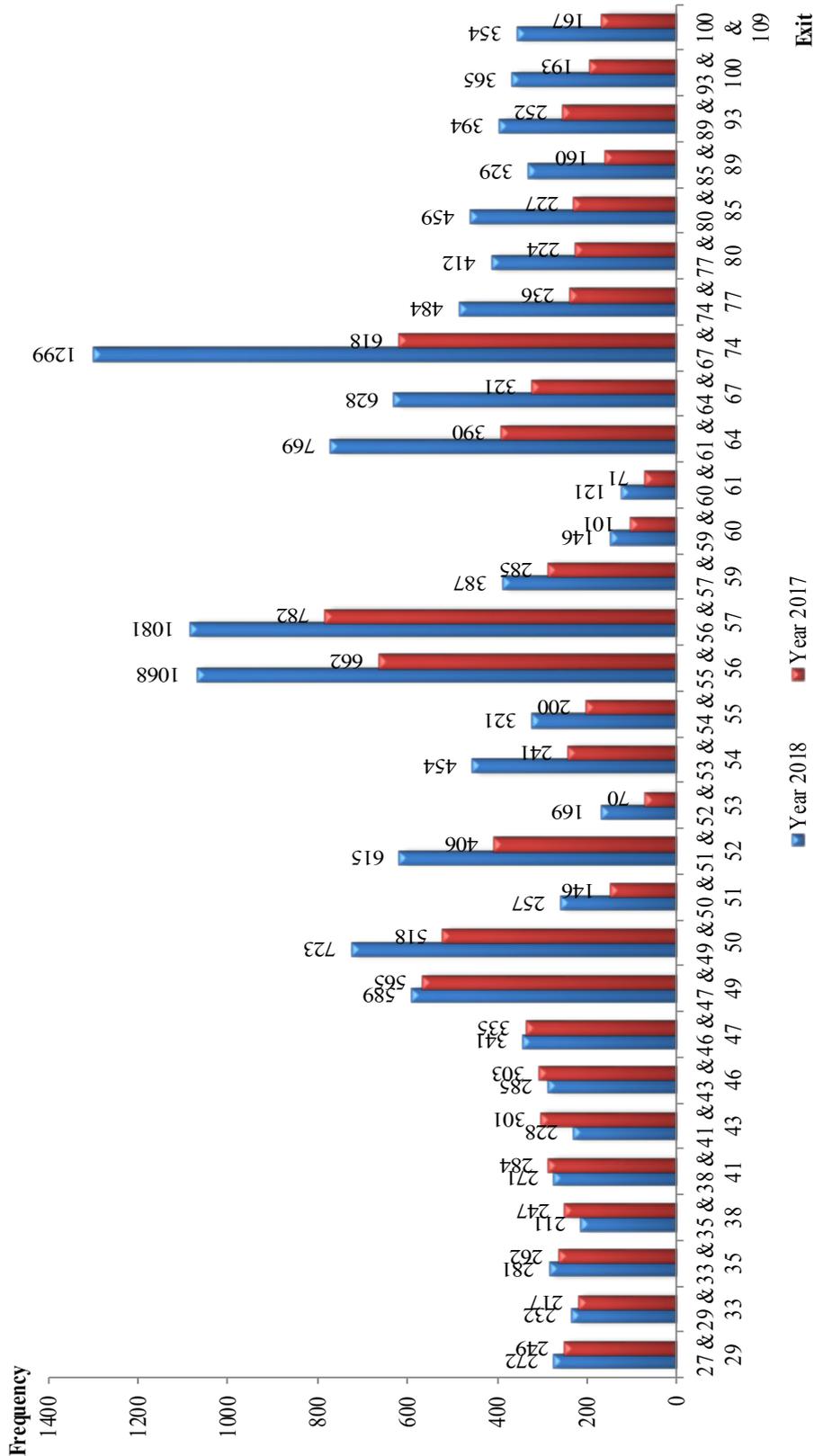


Figure 3.11 Comparisons of Incidents/Disabled Vehicles Distributions by Location on I-95

# CHAPTER 3

## Analysis of Data Characteristics

Figure 3.12 represents the spatial distribution of incidents/disabled vehicles data on I-270 in 2018. The segment between Exits 6 and 8 on I-270 experienced the highest numbers of incidents (173 cases) and the segment between Exits 4 and 5 experienced the highest number of disabled vehicles (191 cases).

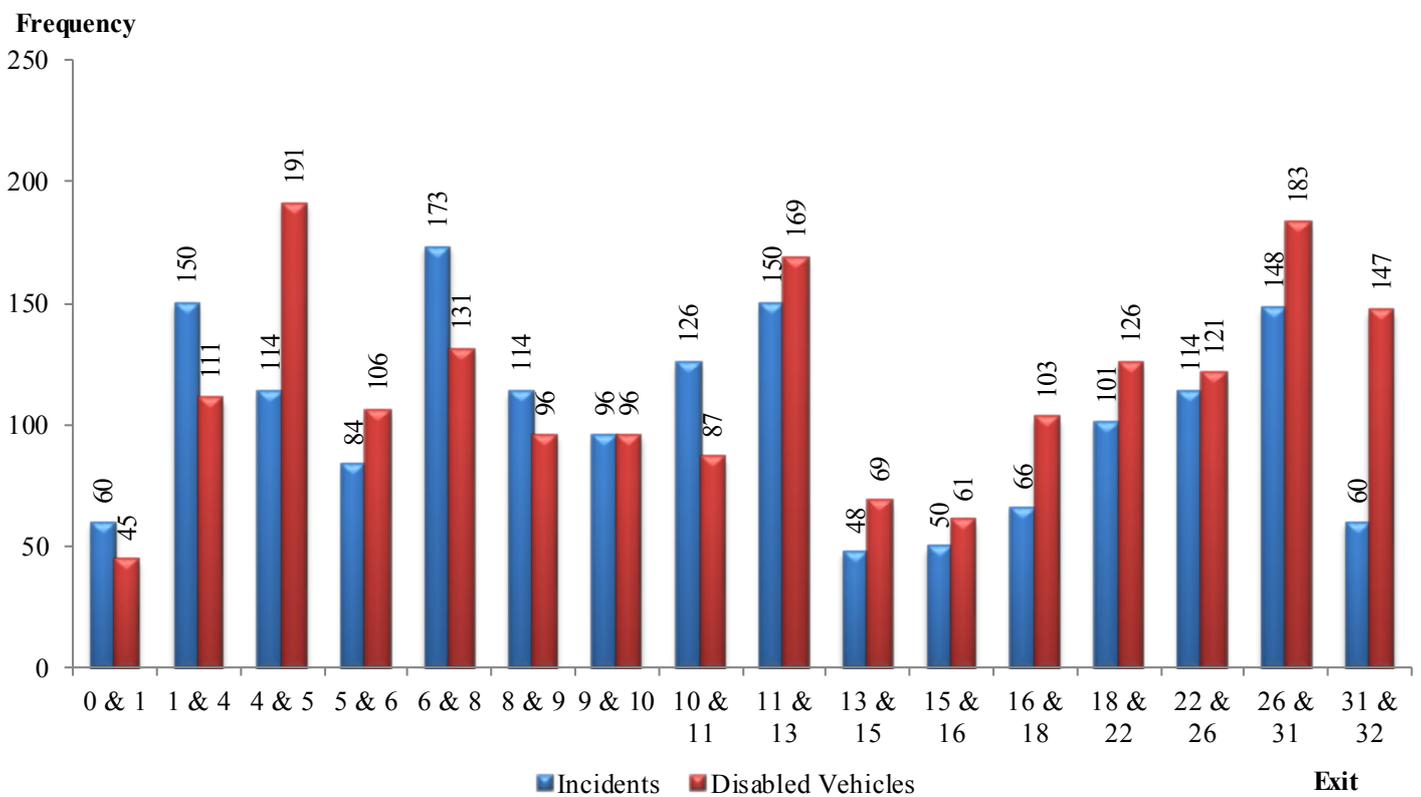


Figure 3.12 Distributions of Incidents/Disabled Vehicles by Location on I-270

# CHAPTER 3

## Analysis of Data Characteristics

Figure 3.13 shows a comparison of the distribution of incidents/disabled vehicles on 270 between 2018 and 2017 data. Most I-270 segments show higher incident/disabled vehicles request than those observed in 2017.

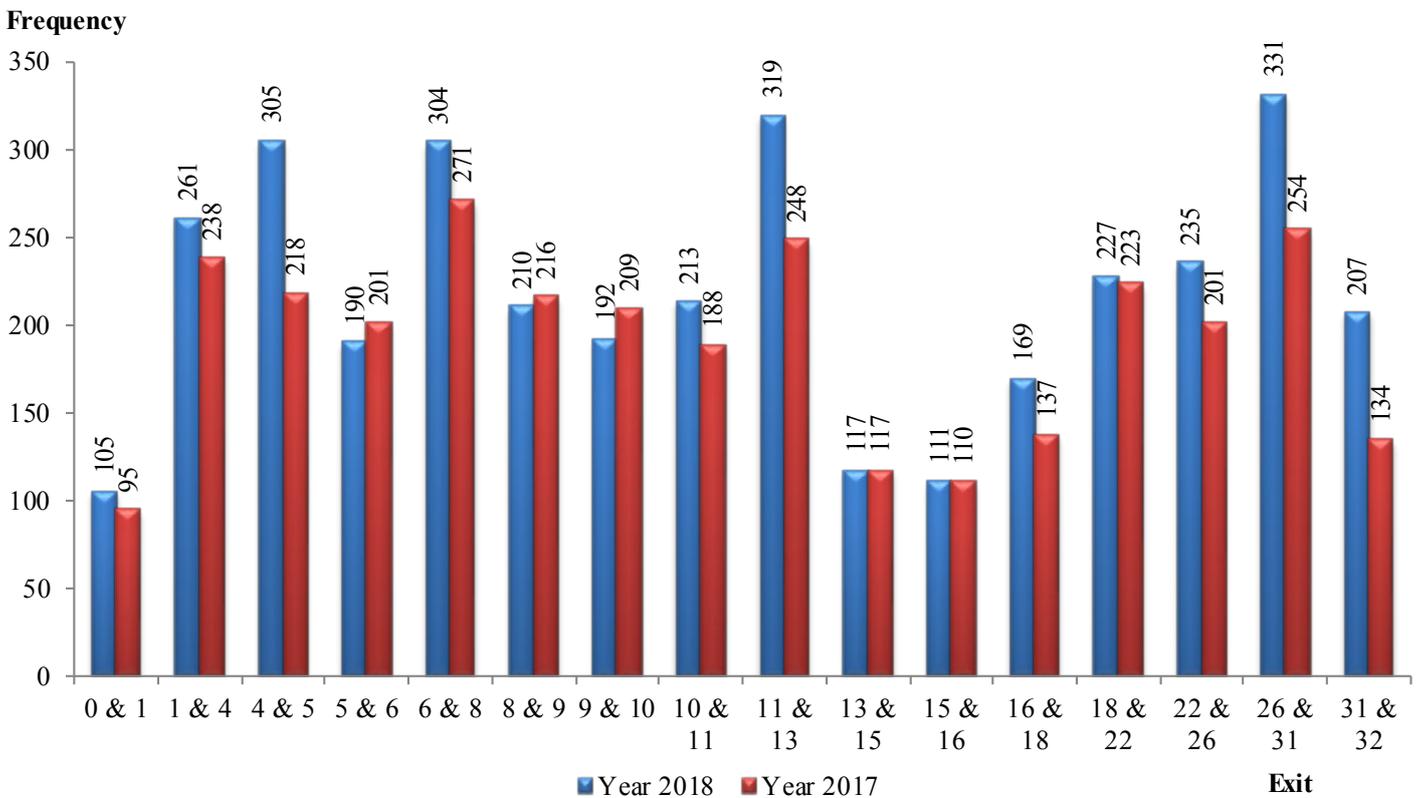


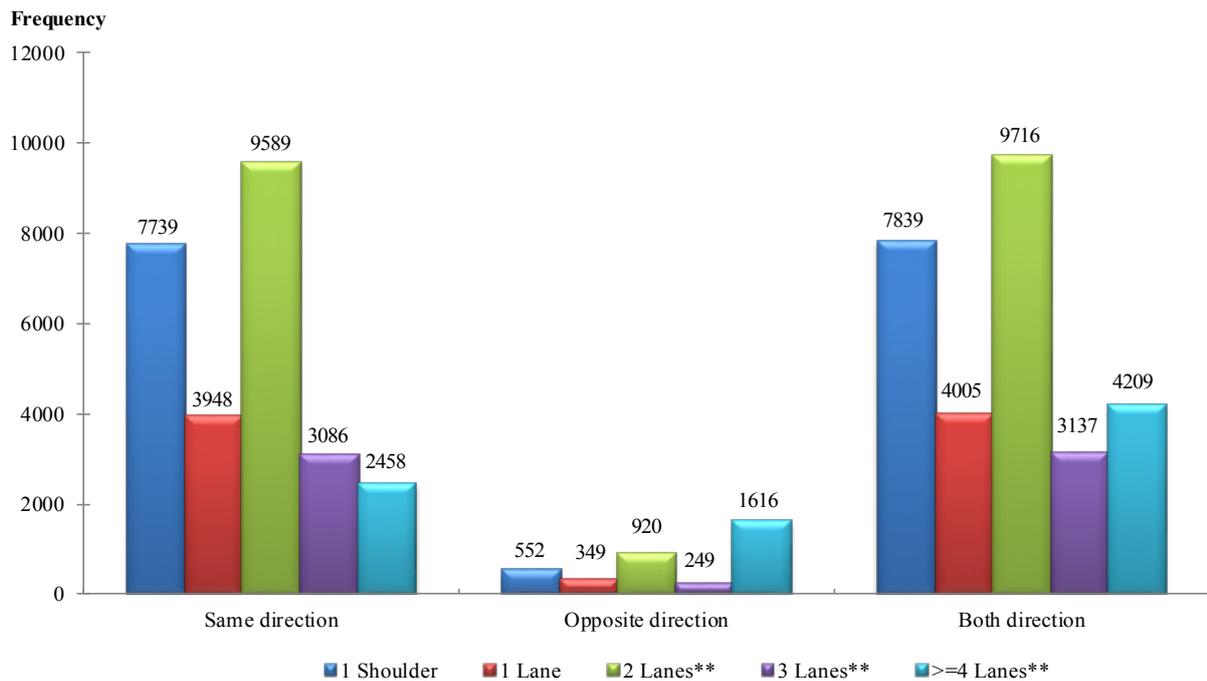
Figure 3.13 Comparisons of Incidents/Disabled Vehicles by Location on I-270

# CHAPTER 3

## Analysis of Data Characteristics

### 3.3 Distribution of Incidents and Disabled Vehicles by Lane Blockage Type

Figure 3.14 illustrates the distribution of incidents by lane blockage in 2018. A large portion of those incidents involved one-shoulder or two-lane blockages. The comparison of 2018 incidents/disabled vehicles distribution by lane blockage with 2017 data is illustrated in Figure 3.15. Note that all reported disabled vehicles are classified as shoulder lane blockages in Figure 3.15.

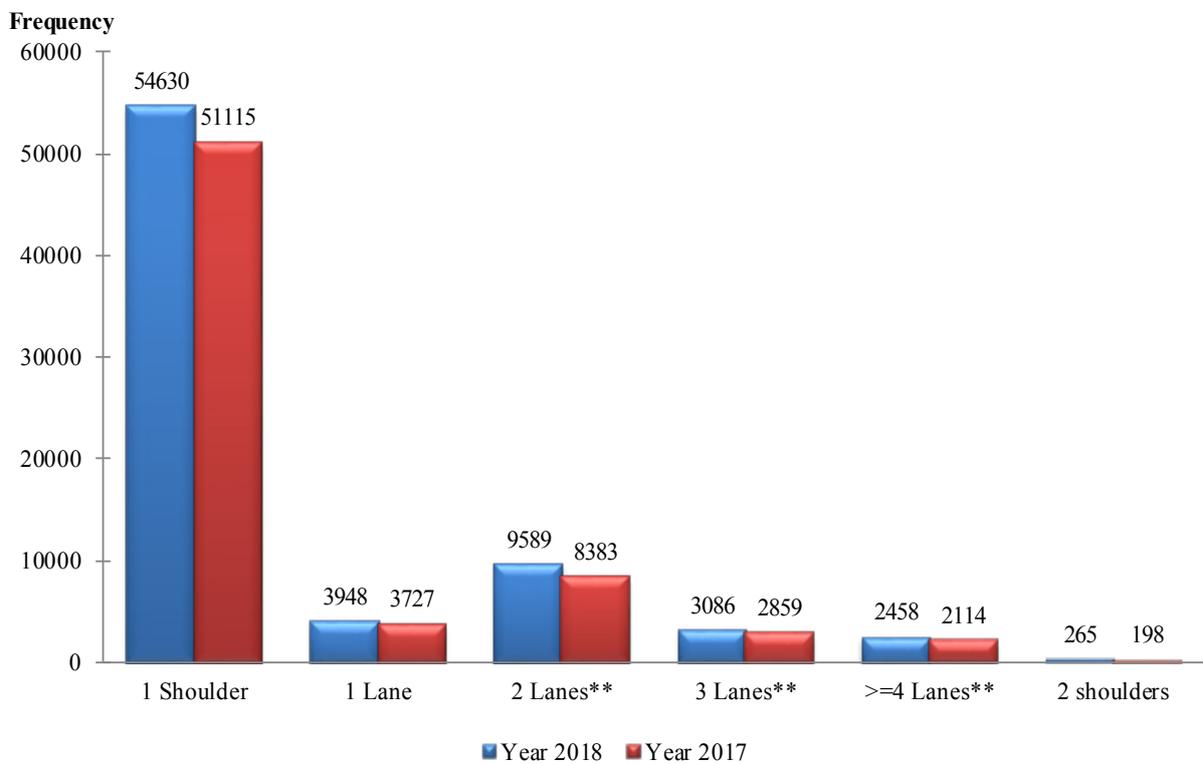


Note: \*This analysis uses only incidents (not including "Disabled Vehicles")  
\*\*Also includes Shoulder Lane Blockages

Figure 3.14 Distributions of Incidents by Lane Blockage

# CHAPTER 3

## Analysis of Data Characteristics



Note: \* Disabled Vehicles are all classified as Shoulder Lane Blockages.

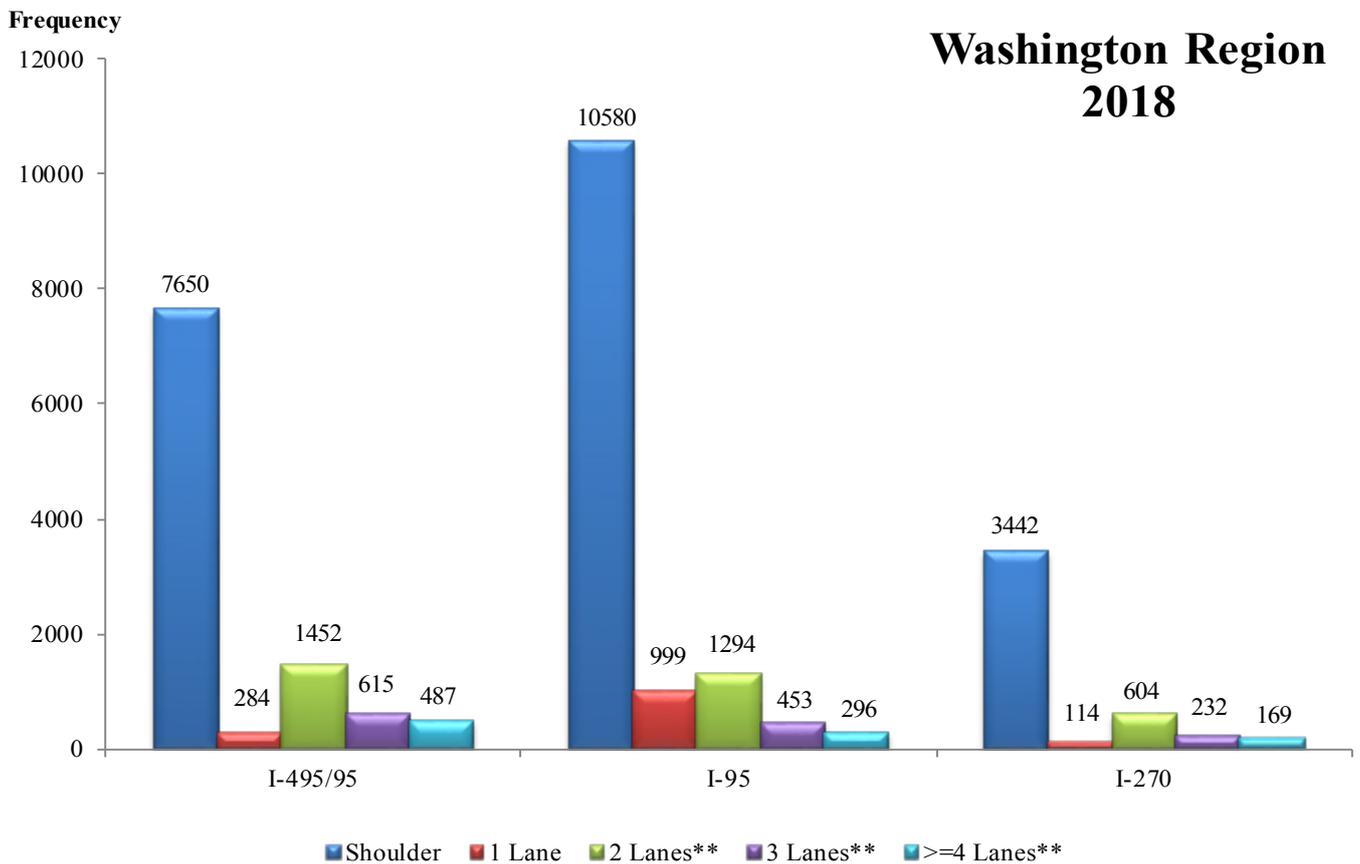
\*\* Also includes Shoulder lane blockages.

Figure 3.15 Comparisons of Incidents/Disabled Vehicles Distributions by Lane Blockage

# CHAPTER 3

## Analysis of Data Characteristics

Figures 3.16 and 3.17 depict a comparison of lane blockage incidents between 2018 and 2017 for major roads in the Washington Metropolitan and Baltimore areas. In 2018, most major roads show an increase in those incidents blocking more than three lanes. While shoulder-lane-only blockages on I-495/95 and I-695 decreased in 2018, those on I-95 increased significantly during the same period. Compared to those in 2017, incidents of one-lane blockages on I-270 and I-70 decreased in 2018, but not for two-lane blockages.



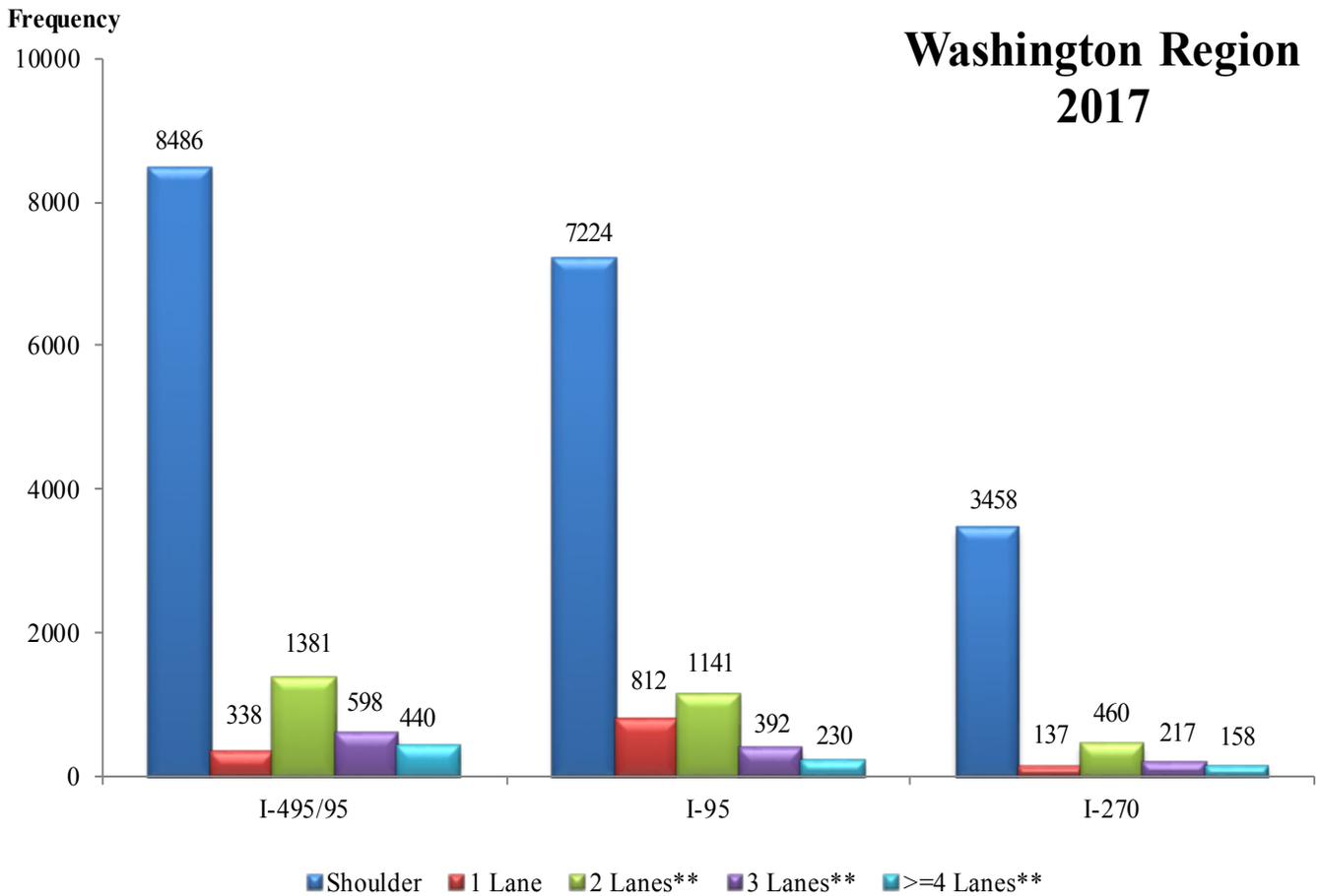
Note: \*Disabled Vehicles are all classified as Shoulder Lane Blockages

\*\*Also includes Shoulder Lane Blockages

**Figure 3.16 Distributions of Lane Blockages Occurring on Major Freeways in the Washington Area**

# CHAPTER 3

## Analysis of Data Characteristics



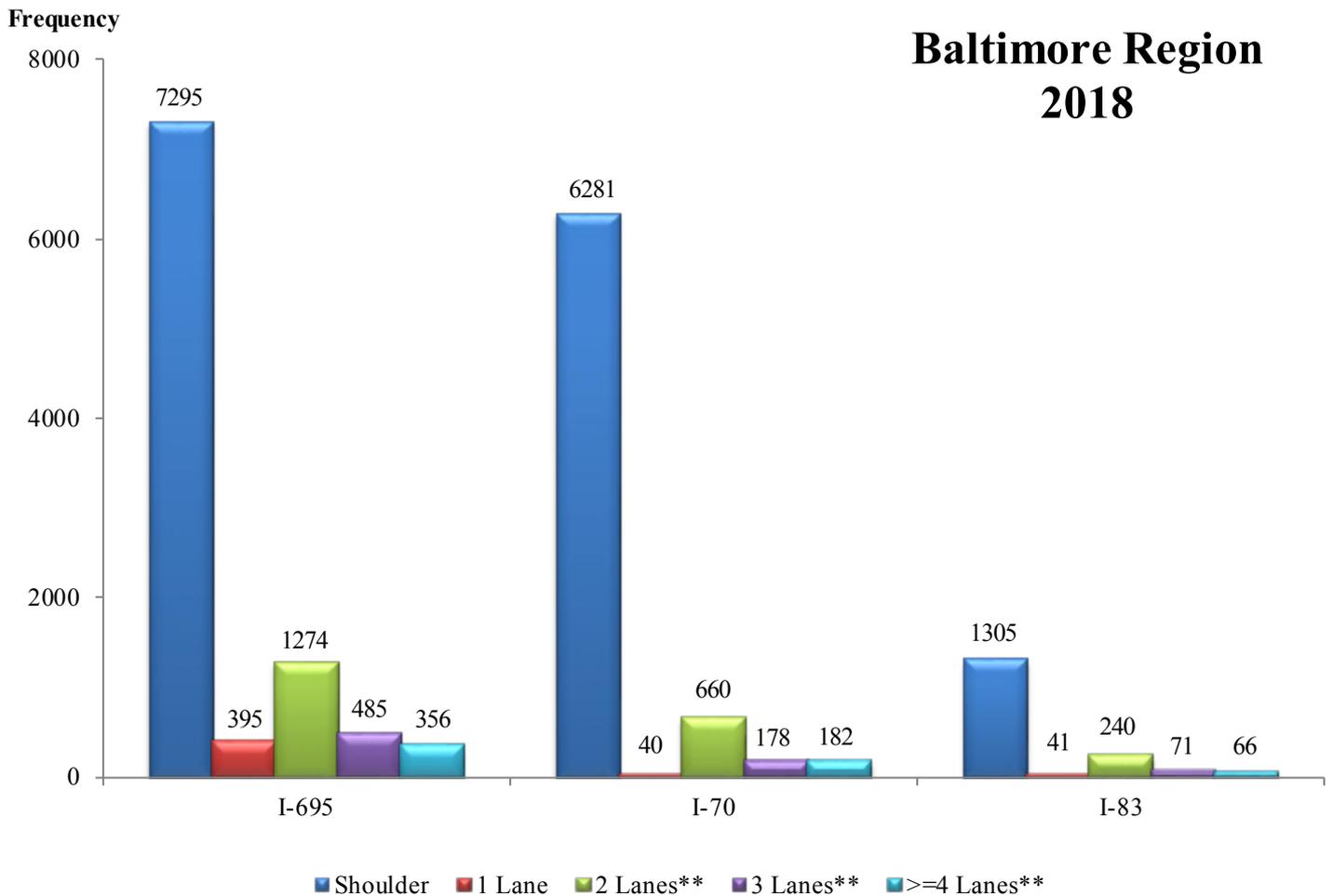
Note: \*Disabled Vehicles are all classified as Shoulder Lane Blockages

\*\*Also includes Shoulder Lane Blockages

**Figure 3.16 Distributions of Lane Blockages Occurring on Major Freeways  
in the Washington Area (cont.)**

# CHAPTER 3

## Analysis of Data Characteristics



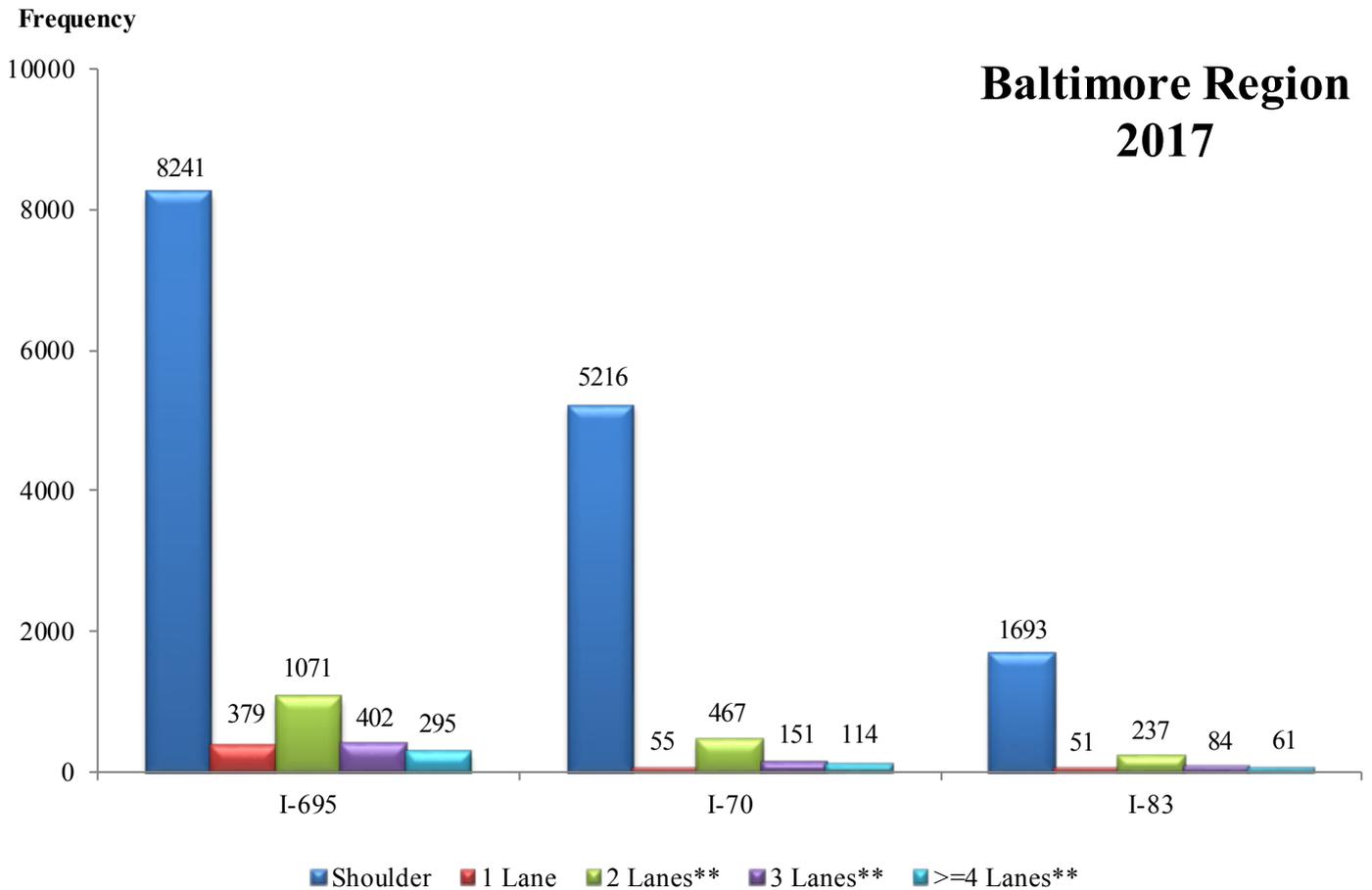
Note: \*Disabled Vehicles are all classified as Shoulder Lane Blockages

\*\*Also includes Shoulder Lane Blockages

**Figure 3.17 Distributions of Lane Blockages Occurring on Major Highways in the Baltimore Region**

# CHAPTER 3

## Analysis of Data Characteristics



Note: \*Disabled Vehicles are all classified as Shoulder Lane Blockages

\*\*Also includes Shoulder Lane Blockages

**Figure 3.17 Distributions of Lane Blockages Occurring on Major Highways in the Baltimore Region (cont.)**

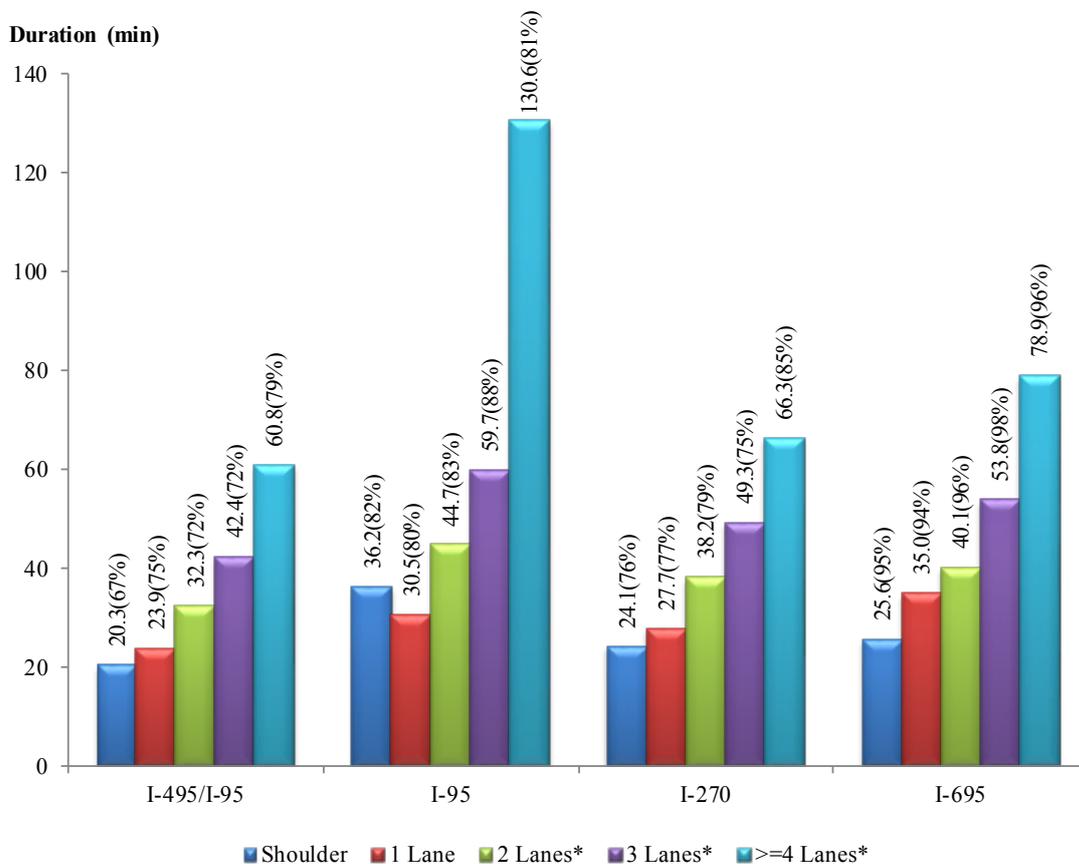
Note that disabled vehicles caused most of the shoulder lane blockages. Most of the disabled vehicles were recorded as a result of driver assist requests due to flat tires, minor mechanical problems, or gas shortages.

# CHAPTER 3

## Analysis of Data Characteristics

### 3.4 Distribution of Incidents and Disabled Vehicles by Lane Blockage Duration

Lane blockage analysis naturally leads to the comparison of incident duration distribution. Figure 3.18 illustrates a relation between lane blockages and their average durations on each major freeway.



Note: \*Also includes shoulder lane blockages.

\*\*Numbers in each parenthesis show the percentage of data available.

**Figure 3.18 Incident Duration by Lane Blockages and Road**

It is quite obvious that CHART's highway network has experienced a high frequency of incidents, ranging from twenty minutes to more than one hour in duration. These incidents are clearly primary contributors to traffic congestion in the entire region, especially on the major commuting highway corridors of I-495, I-695, I-270, and I-95, making it imperative, therefore, to continuously improve traffic management and incident response systems.

# CHAPTER 3

## Analysis of Data Characteristics

As shown below, most disabled vehicles did not block traffic for more than half an hour. About 68 percent of incidents and disabled vehicles had durations of less than 30 minutes.

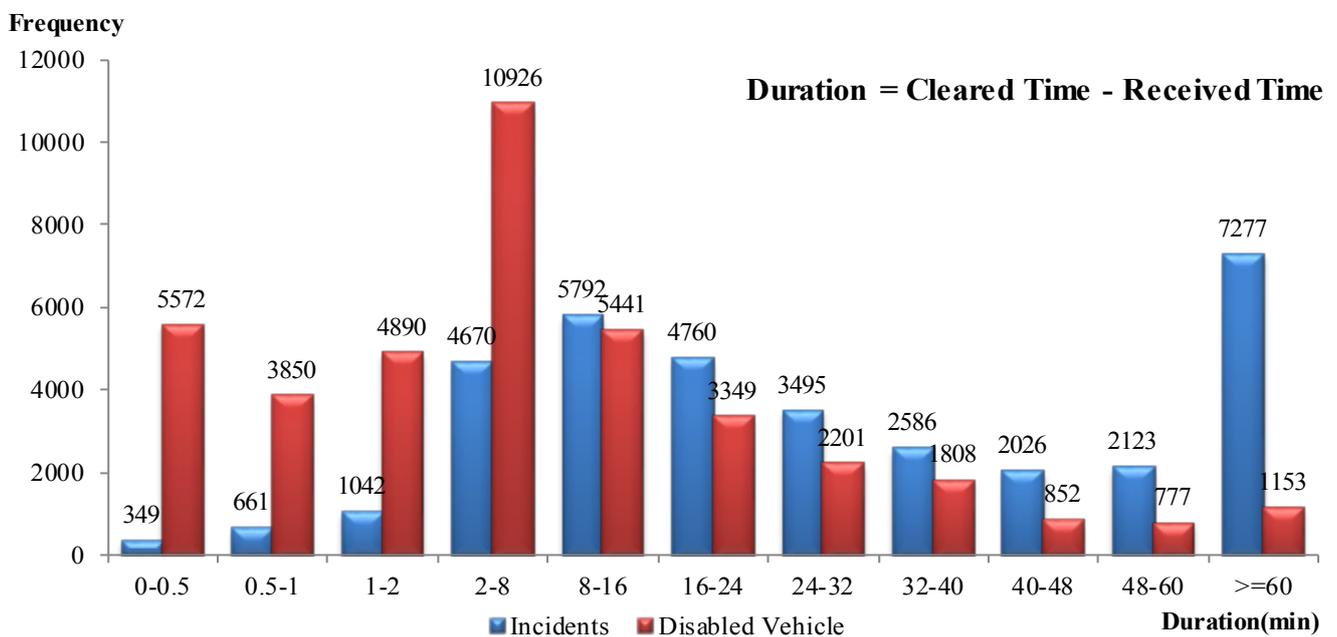


Figure 3.19 Distributions of Incidents/Disabled Vehicles by Duration in 2018

Although most incidents in 2018 were not severe, their impacts were significant during peak hours. Clearing the blockages did not require special equipment, and the incident duration was highly dependent on the travel time of the incident response units.

## CHAPTER 3

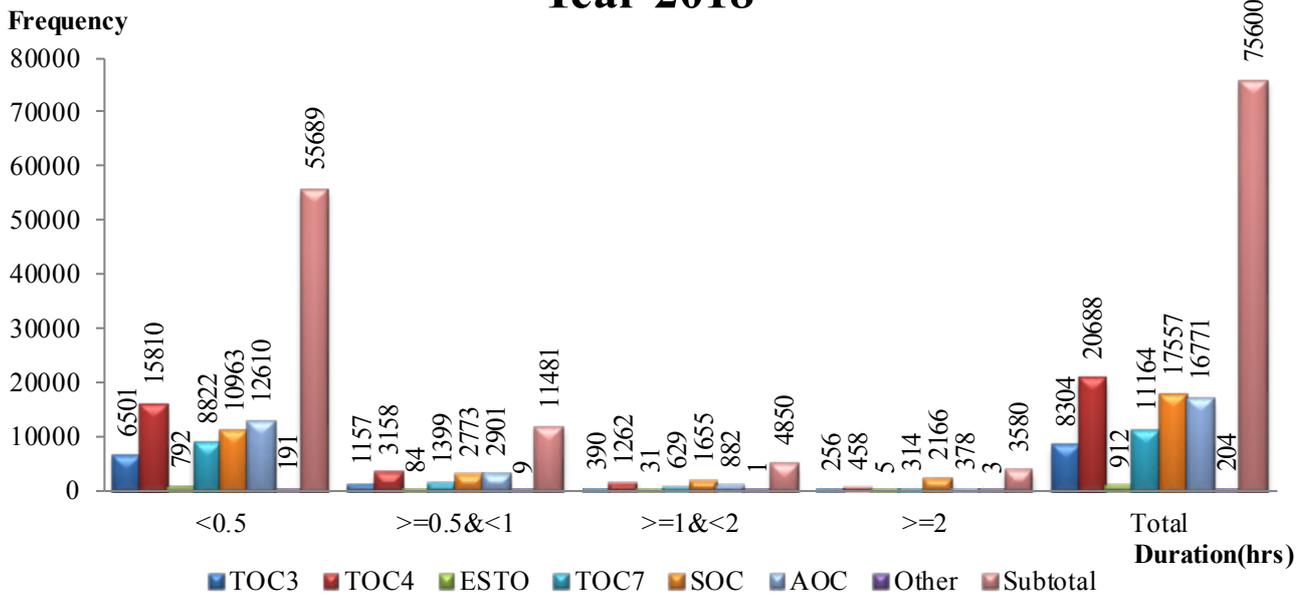
### Analysis of Data Characteristics

Figure 3.20 presents the distribution of records in 2018 and its comparison with 2017 data. About 22 percent, 24 percent, and 21 percent of reported incidents/disabled vehicles managed by TOC-3, TOC-4, and TOC-7, respectively, blocked traffic lasting longer than 30 minutes. For SOC, about 38 percent of reported incidents lasted longer than 30 minutes.

# CHAPTER 3

## Analysis of Data Characteristics

### Year 2018



### Year 2017

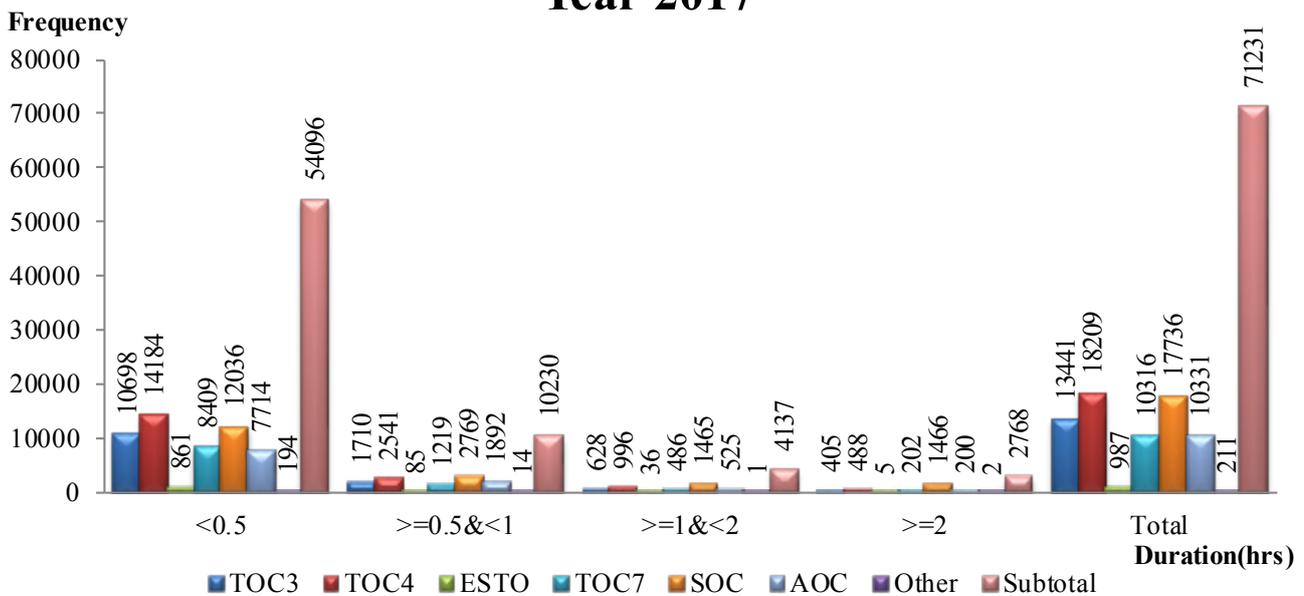


Figure 3.20 Comparisons of Incidents/Disabled Vehicles Distributions by Duration (hrs) and Operation Center



# Chapter 4

EVALUATION  
OF EFFICIENCY  
AND EFFECTIVENESS

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

### 4.1 Evaluation of Detection Efficiency and Effectiveness

An automatic incident detection system has yet to be implemented by CHART. Therefore, CHART has no means of evaluating the detection and false-alarm rates. Also, at this point, CHART has no way to determine the time taken by the traffic control centers to detect an incident from various sources after its onset. Therefore, this evaluation of detection efficiency and effectiveness focuses only on the incident response rate and on the distribution of detection sources.

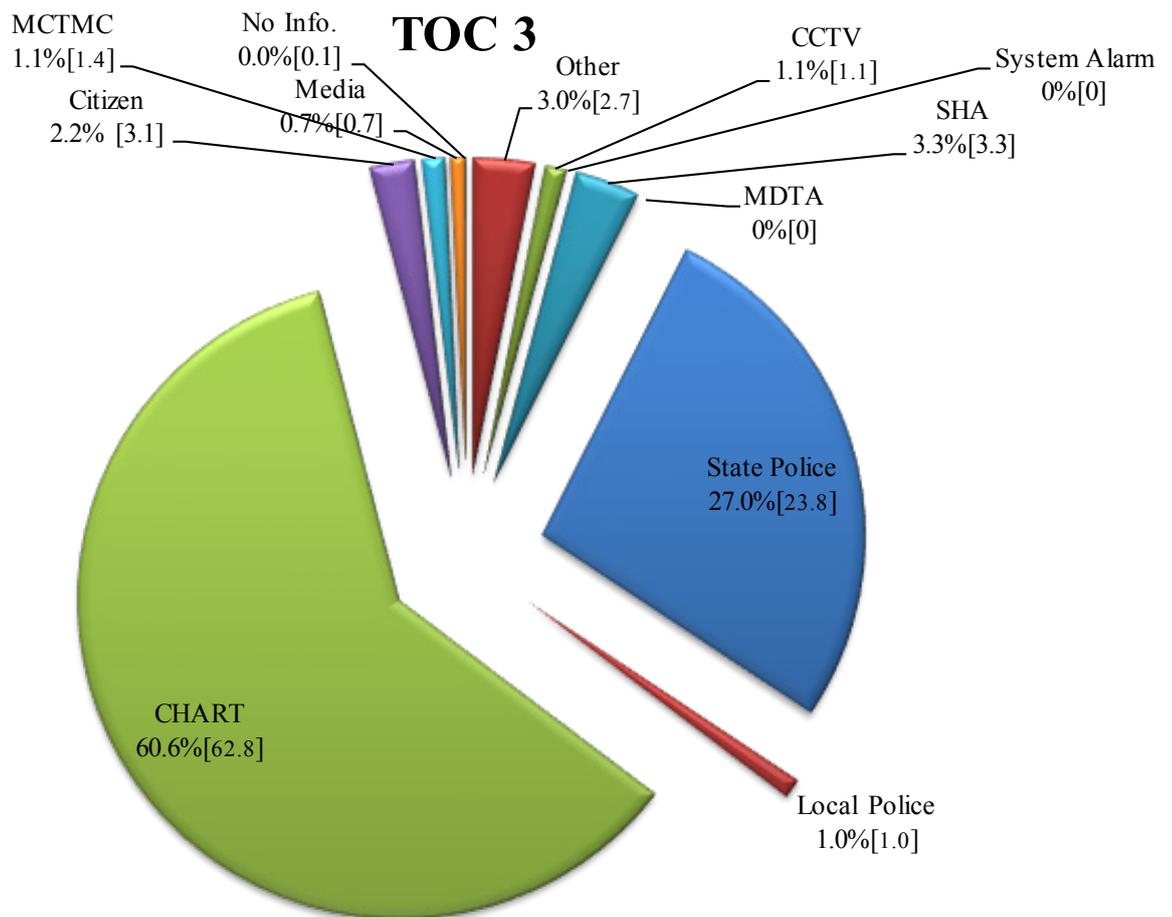


The response rate is defined as the ratio of the total number of traffic incidents /disabled vehicles reported to the CHART control center to those responded by the CHART emergency response teams. Based on the 2018 incident management records, the overall response rate was 91 percent. As in the previous year, existing incident reports did not specify the reasons for ignoring some requests. It appears that most of the ignored incidents happened during very light traffic periods or were not sufficiently severe to cause any significant traffic blockage or delay. Notwithstanding the lack of an automated incident detection system, CHART has maintained an effective coordination system with state and municipal agencies that deal with traffic incidents and congestion.

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

Figures 4.1, 4.2, and 4.3 illustrate the distributions of incidents/disabled vehicles by detection source for control centers TOC 3, TOC 4 and TOC7, respectively.



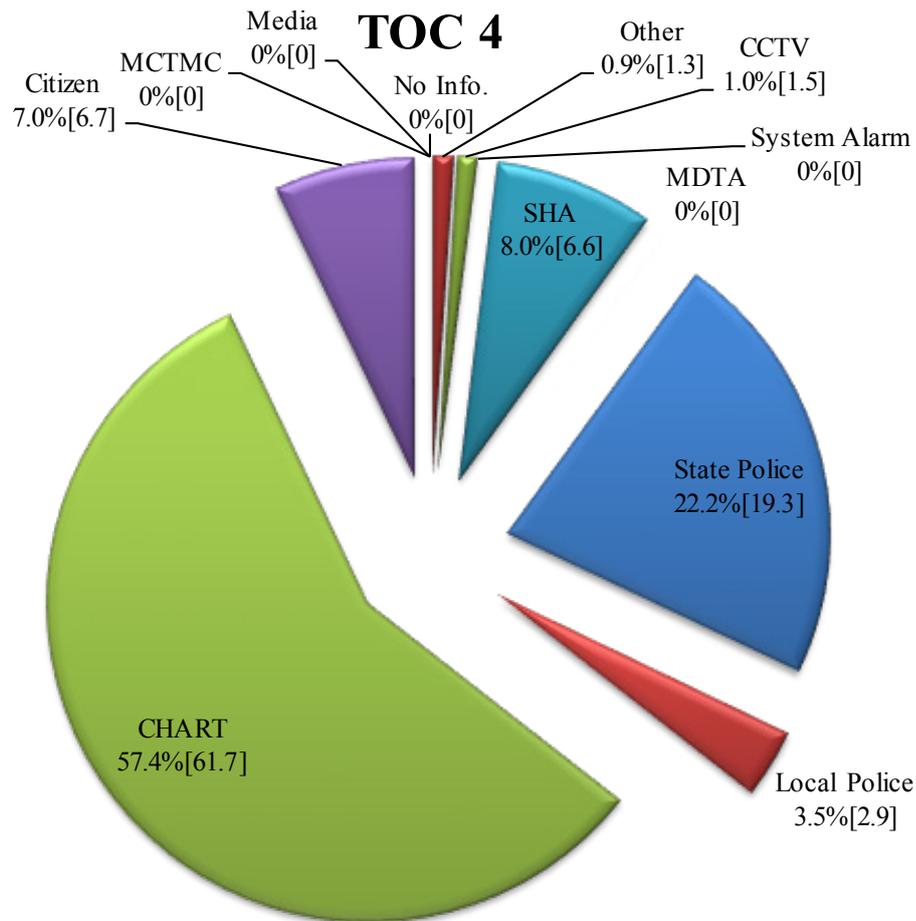
Note: 1. Numbers in [ ] show the percentages from Year 2017.

2. Actual frequency for incidents/disabled vehicles detected by system alarm is 1 in the CHART-II database of year 2018

**Figure 4.1 Distributions of Incidents/Disabled Vehicles by Detection Source for TOC 3**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness



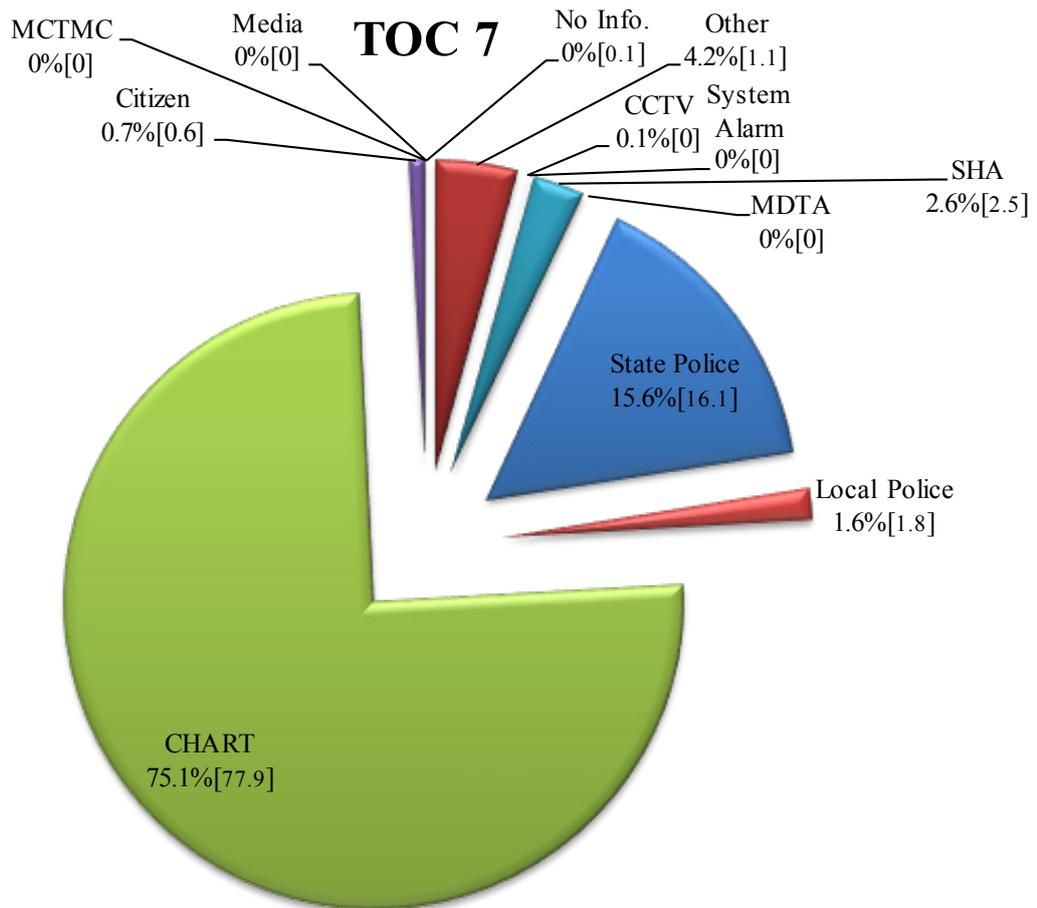
Note: 1. Numbers in [ ] show the percentages from Year 2017.

2. Actual frequencies for incidents/disabled vehicles detected by MCTMC, Media, System Alarm, No Info and MDTA in 2018 are 0, 3, 5, 0, and 3 in the CHART-II database.

Figure 4.2 Distributions of Incidents/Disabled Vehicles by Detection Source for TOC 4

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness



Note: 1. Numbers in [ ] show the percentages from Year 2017.

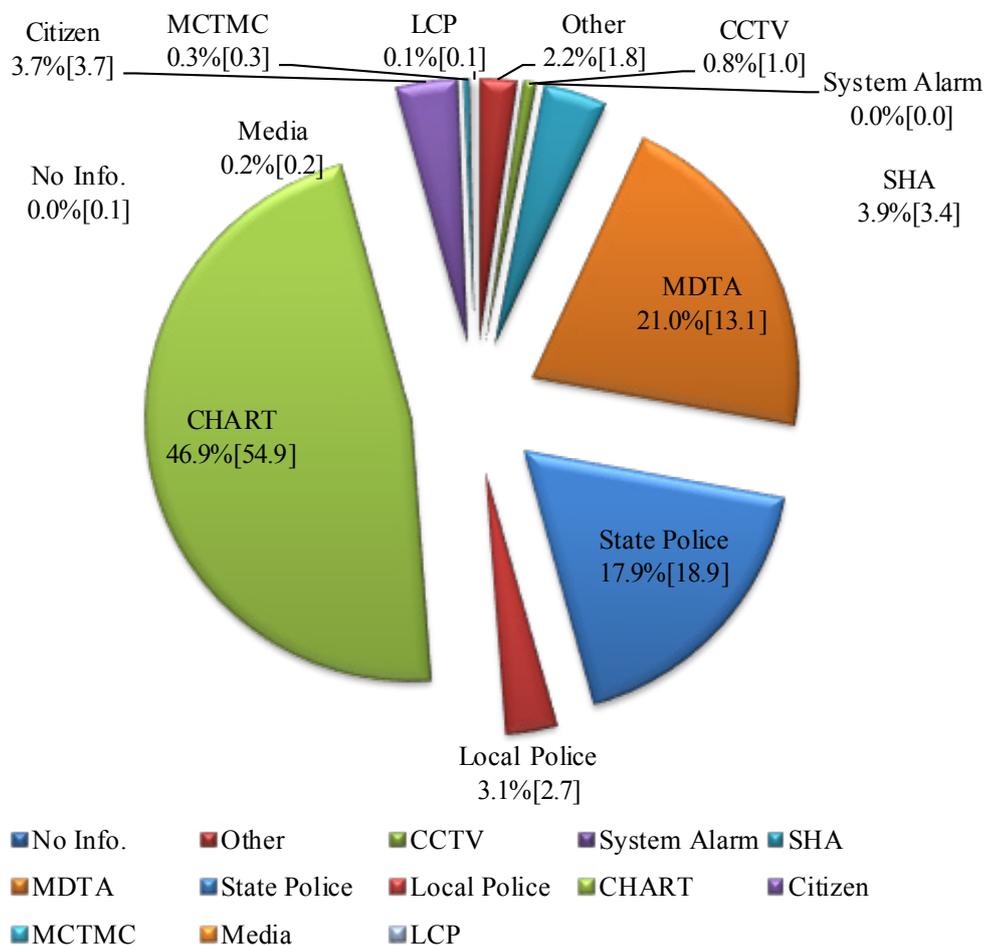
2. Actual frequencies for incidents/disabled vehicles detected by MCTMC, Media, System Alarm, CCTV, and MDTA in 2018 are 0, 1, 1, 6, and 0 in the CHART-II database.

Figure 4.3 Distributions of Incidents/Disabled Vehicles by Detection Source for TOC 7

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

With respect to the distribution of all detection sources, the statistics in Figure 4.4 clearly show that about 47 percent of incidents in 2018 were detected by MSHA/CHART patrols, i.e., a lower percentage than in 2017. 21 percent were reported by the MDTA, significantly higher than that in 2017. About 18 percent were reported by the MSP, slightly lower than that in 2017.



Note: 1. Numbers in [ ] show the percentages from Year 2017.

2. Actual frequency for incidents/disabled vehicles detected by System Alarm in 2018 is 9 in the CHART-II database.

**Figure 4.4 Distributions of Incidents/Disabled Vehicles by Detection Source**

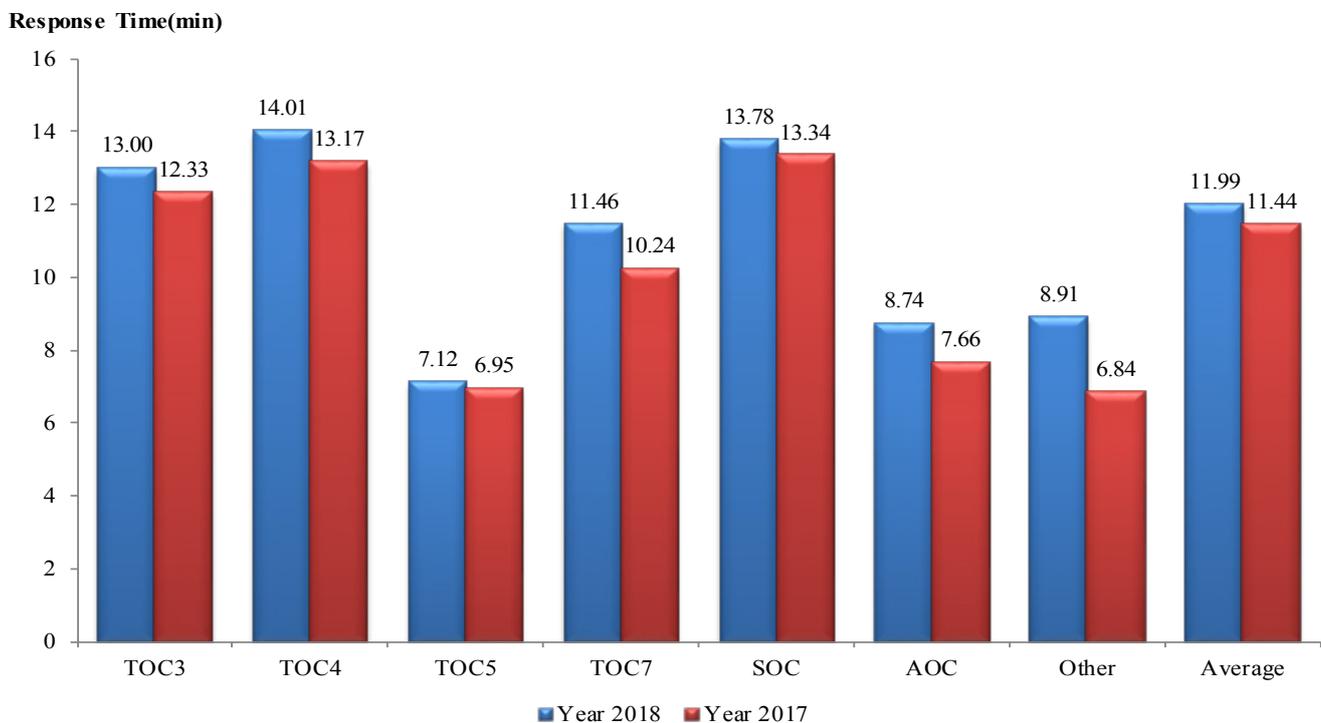
# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

### 4.2 Analysis of Response Efficiency

The distributions of response times and incident durations were used to analyze the efficiency of incident responses. The response time is defined as the interval between the onset of an incident and the arrival of response units. Since the actual starting time of an incident is unknown, the response time used in this analysis is based on the difference between the time that the response center received a request and the time of arrival of the response unit at the incident site.

The average response time for incidents/disabled vehicles in 2018 is given in Figure 4.5. The average response time in 2018 was 11.99 minutes, slower than that of 2017 (11.44 minutes).



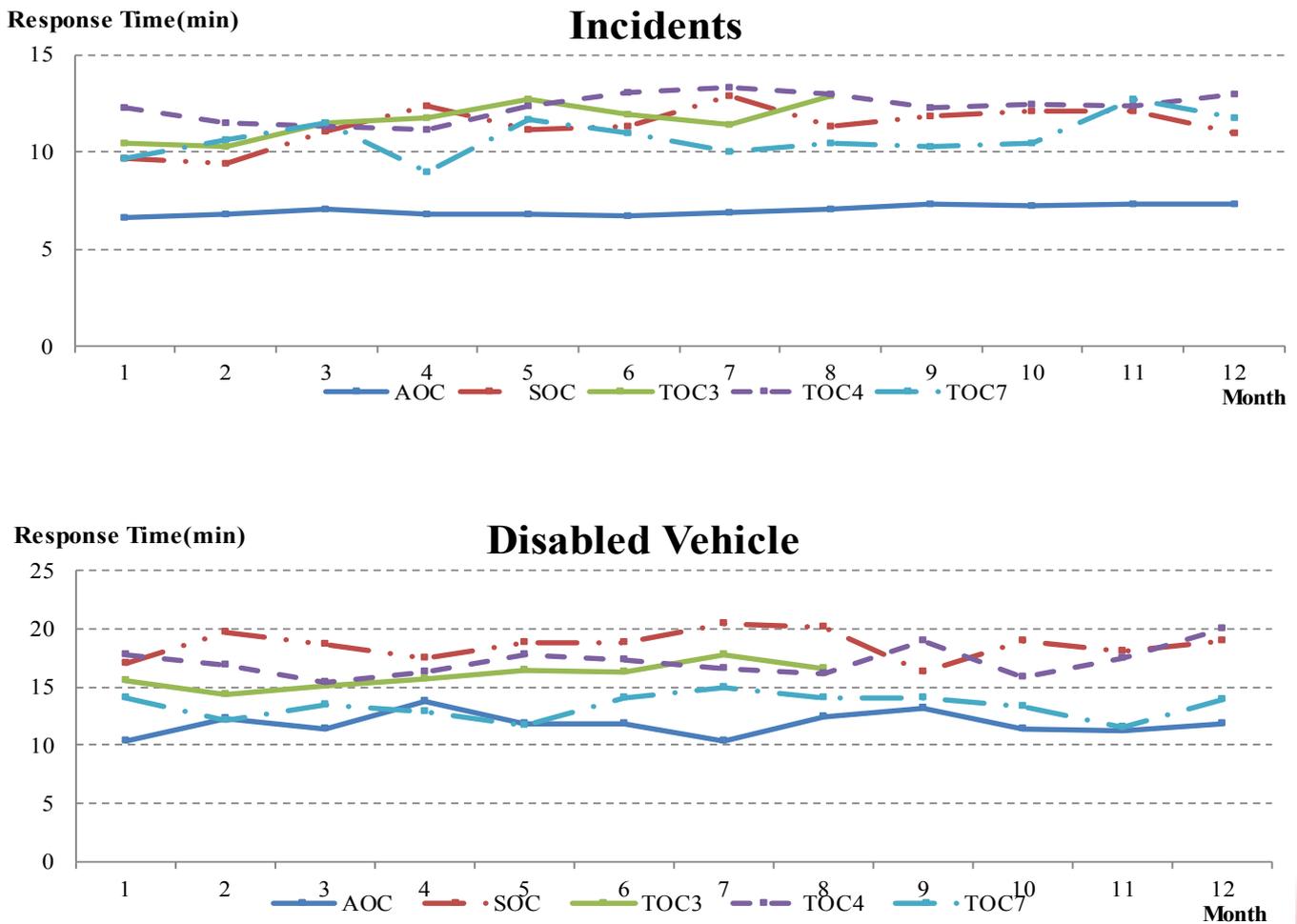
\* TOC 6 closed from October 2015

Figure 4.5 Distributions of Average Response Times to Incidents/disabled Vehicles

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

In Figure 4.6 the average response times to incidents by TOC 3, TOC 4, TOC 7 and SOC are fairly consistent throughout the year and are between nine and thirteen minutes. AOC also shows fairly consistent response times between five and eight minutes for incidents through year 2018. On the other hand, the response times for disabled vehicles range between 10 and 25 minutes. AOC and TOC7 exhibit a relatively shorter response time for disabled vehicles throughout the year. Overall, the average response time for AOC is shorter than for TOCs over the entire year for both incidents and disabled vehicles.



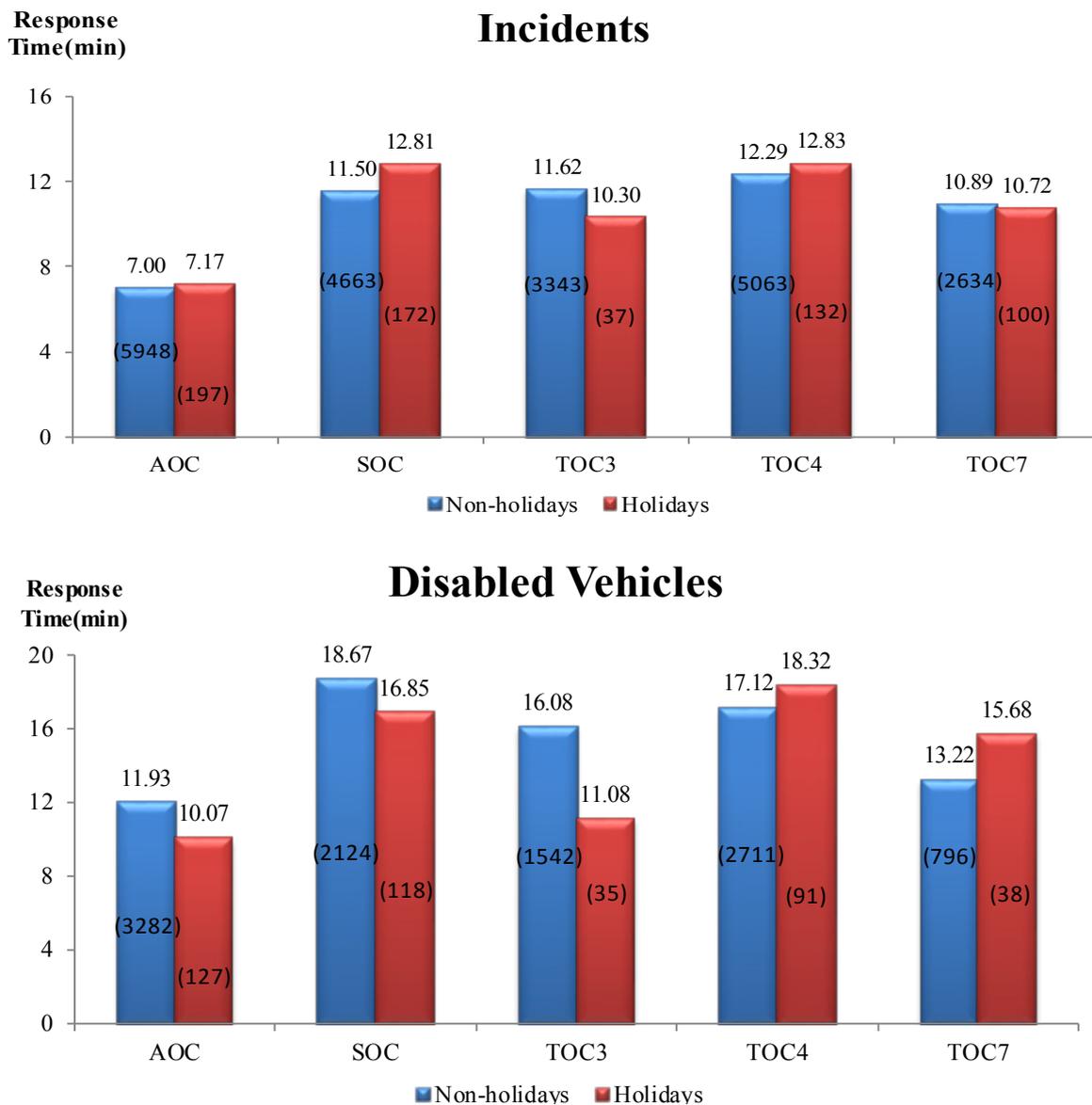
Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
2. ESTO was excluded from this analysis, since they operate on a seasonal basis.  
3. TOC3 has been closed and relocated to SOC since August 2018.

**Figure 4.6 Average Response Times for Operation Centers by Month in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

Figure 4.7 shows that most operation centers, except TOC 3 and TOC 7, exhibited slightly slower response times for incidents occurred during holidays in 2018. Unlike other centers, TOC 4 and TOC 7 showed longer response times for disabled vehicles on holidays than on non-holidays.



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

2. Numbers in each parenthesis show the data availability.

3. Holidays include New Year's Day, Martin Luther King Jr. Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day

**Figure 4.7 Average Response Times for Operation Centers on Holidays and Non-holidays in 2018**

## CHAPTER 4

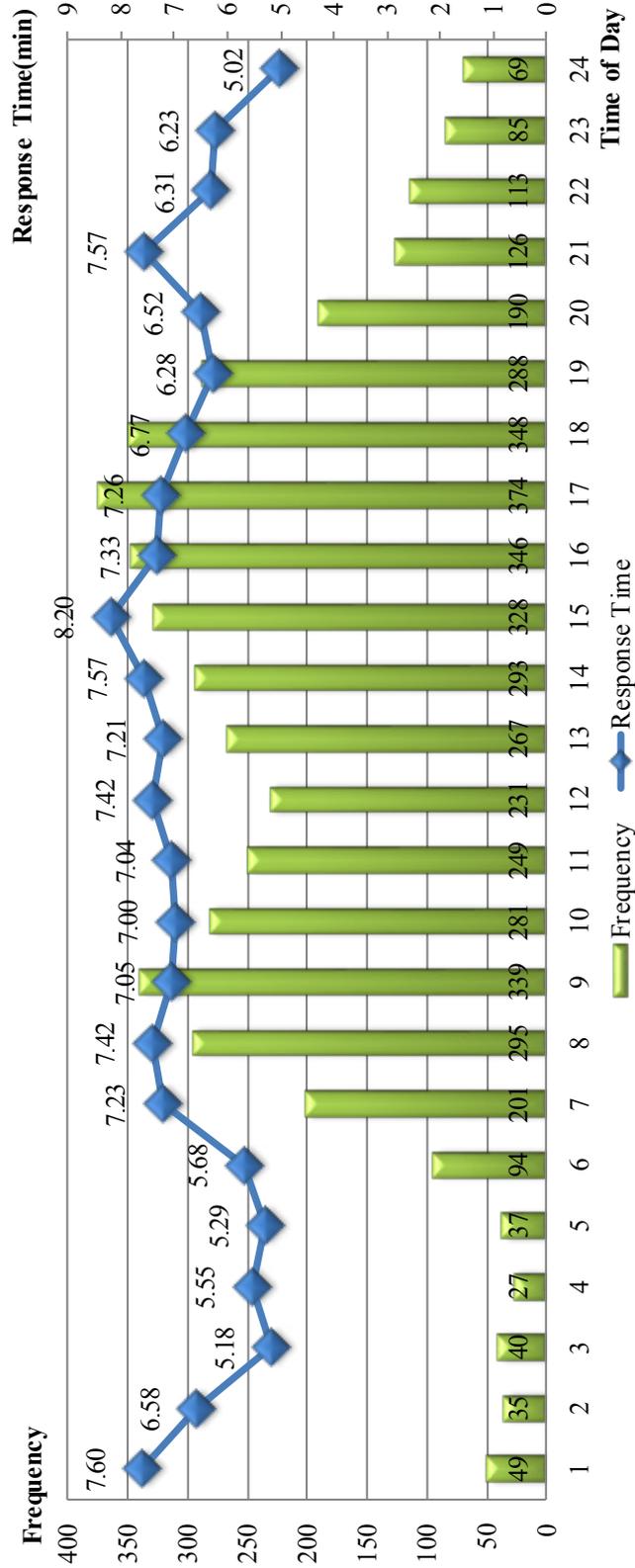
### Evaluation of Efficiency and Effectiveness

Figures 4.8 to 4.12 present the average response times by time of day during weekdays for each operation center. The bar graph represents the average incident frequencies to which the operation center responded, where the line graph illustrates its average response times by the time of day. Overall, AOC shows quite consistent response times during the daytime, and its response times for most cases during the night tend to be shorter, likely due to the low incident frequency. On the other hand, the response times by SOC vary with the incidents responded to during the day. Since SOC operate as the backup of TOCs 3, 4 and 7 after their operational hours (5 a.m. - 9 p.m.), incident response frequencies during non-operational hours are much higher than those by major TOCs (see Figures 4.10 to 4.12).

The response times by TOC 4 and TOC 7 are quite consistent during their operational periods (5 a.m. – 9 p.m.). On the other hand, the response times by TOC 3 fluctuate over their operational periods. The responded incident frequencies by TOC 3, TOC 4, and TOC 7 also exhibit distinct patterns during peak periods, especially p.m. peak hours.

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

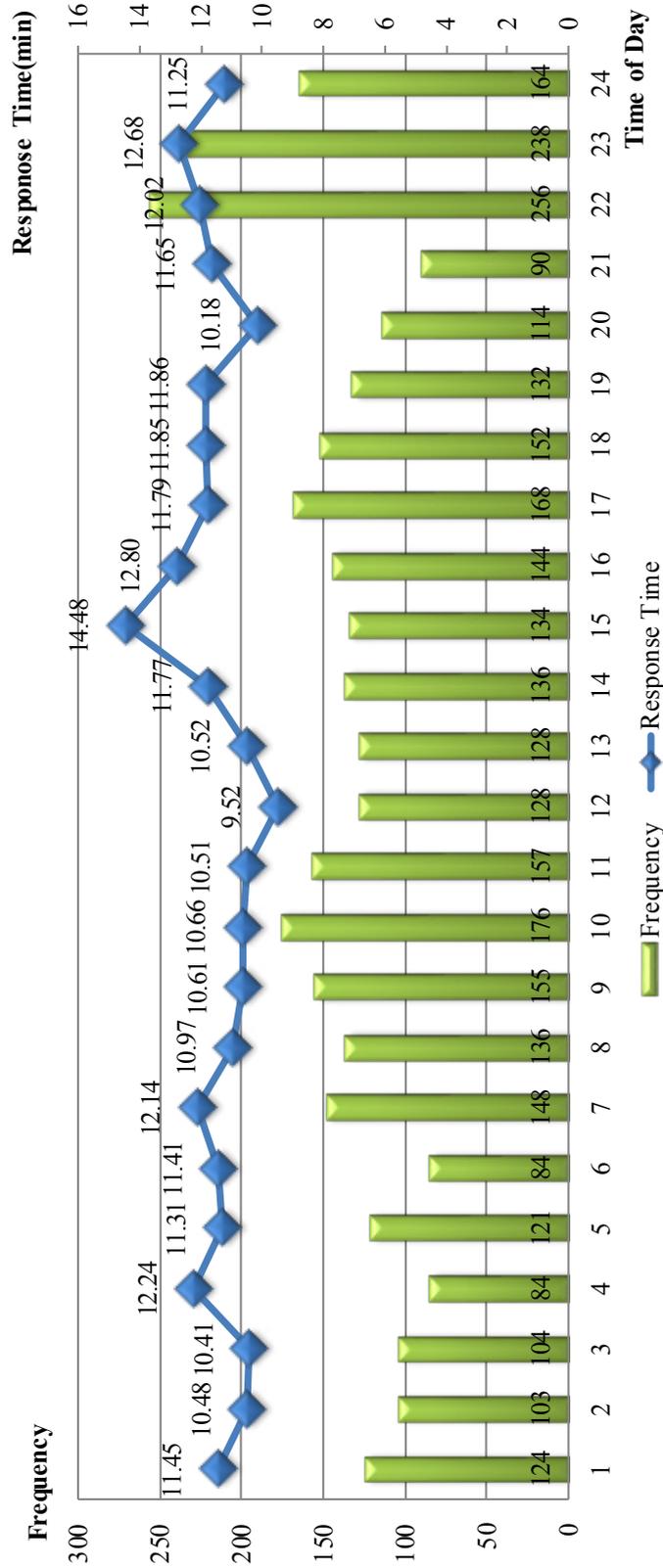


Note: Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

**Figure 4.8 Average Response Times for AOC by Time of Day on Weekdays in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

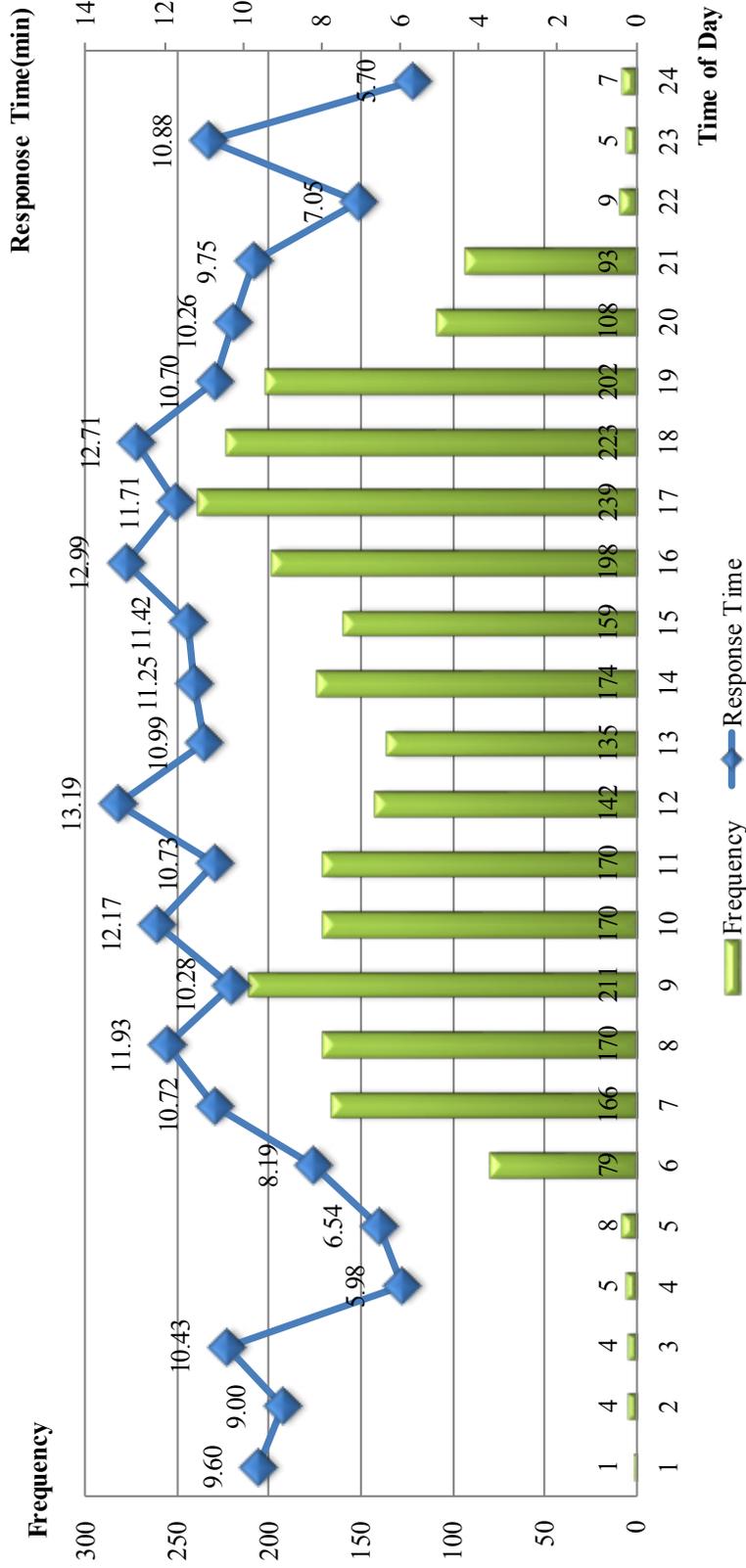


Note: Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

**Figure 4.9 Average Response Times for SOC by Time of Day on Weekdays in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

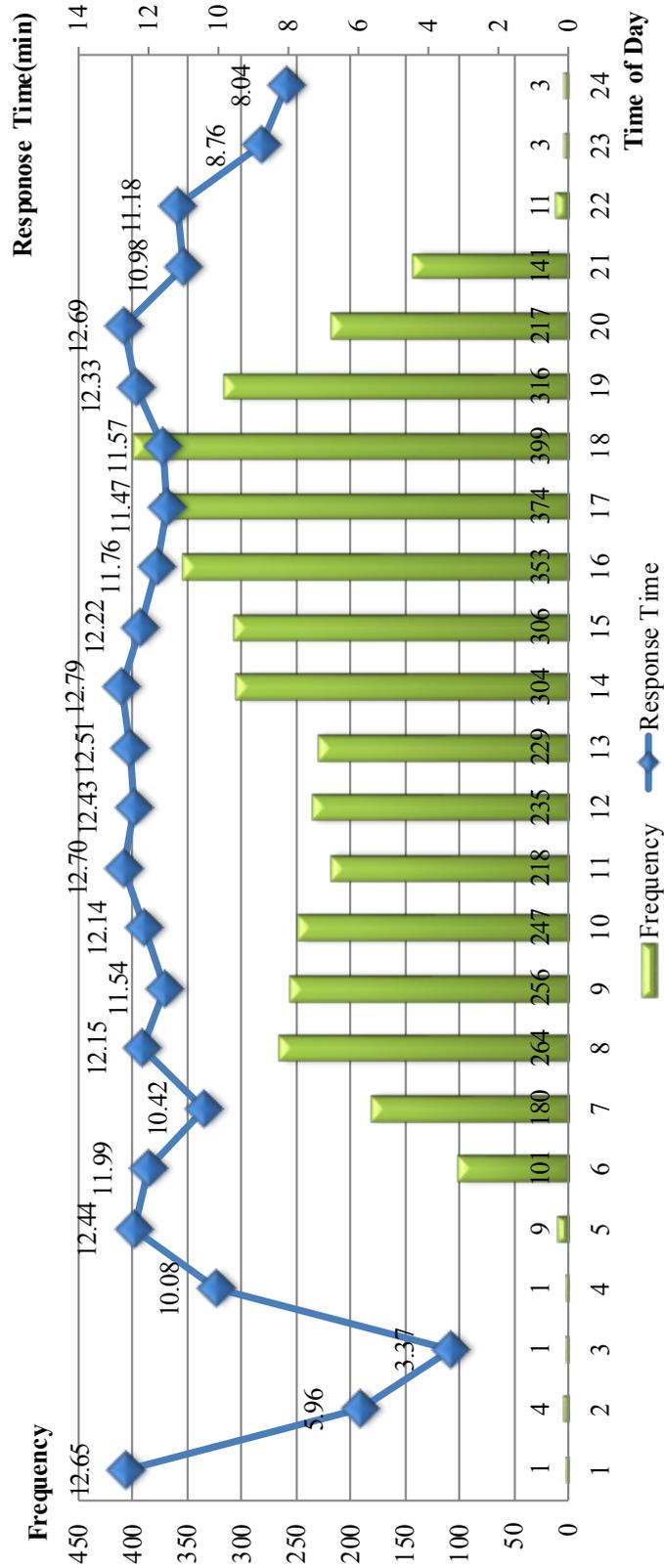


Note: Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

**Figure 4.10 Average Response Times for TOC3 by Time of Day on Weekdays in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

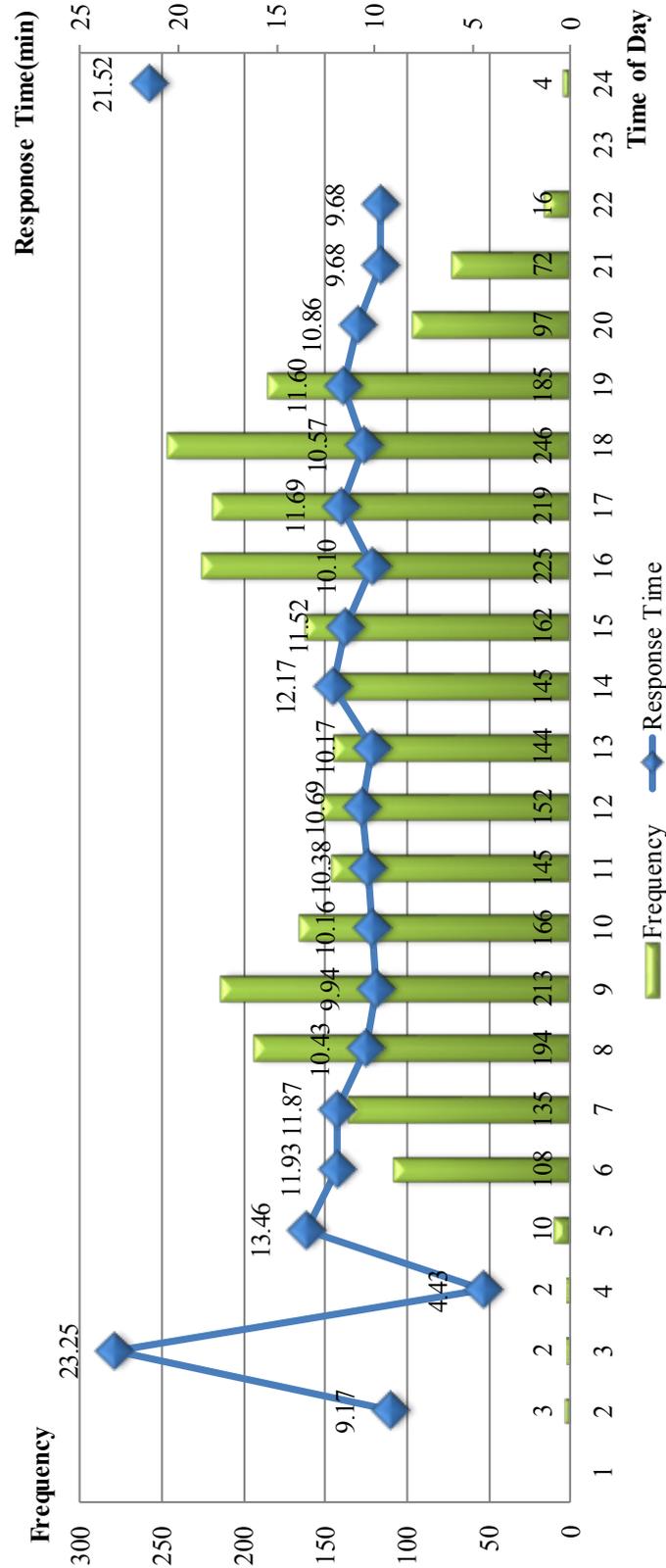


Note: Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

Figure 4.11 Average Response Times for TOC4 by Time of Day on Weekdays in 2018

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness



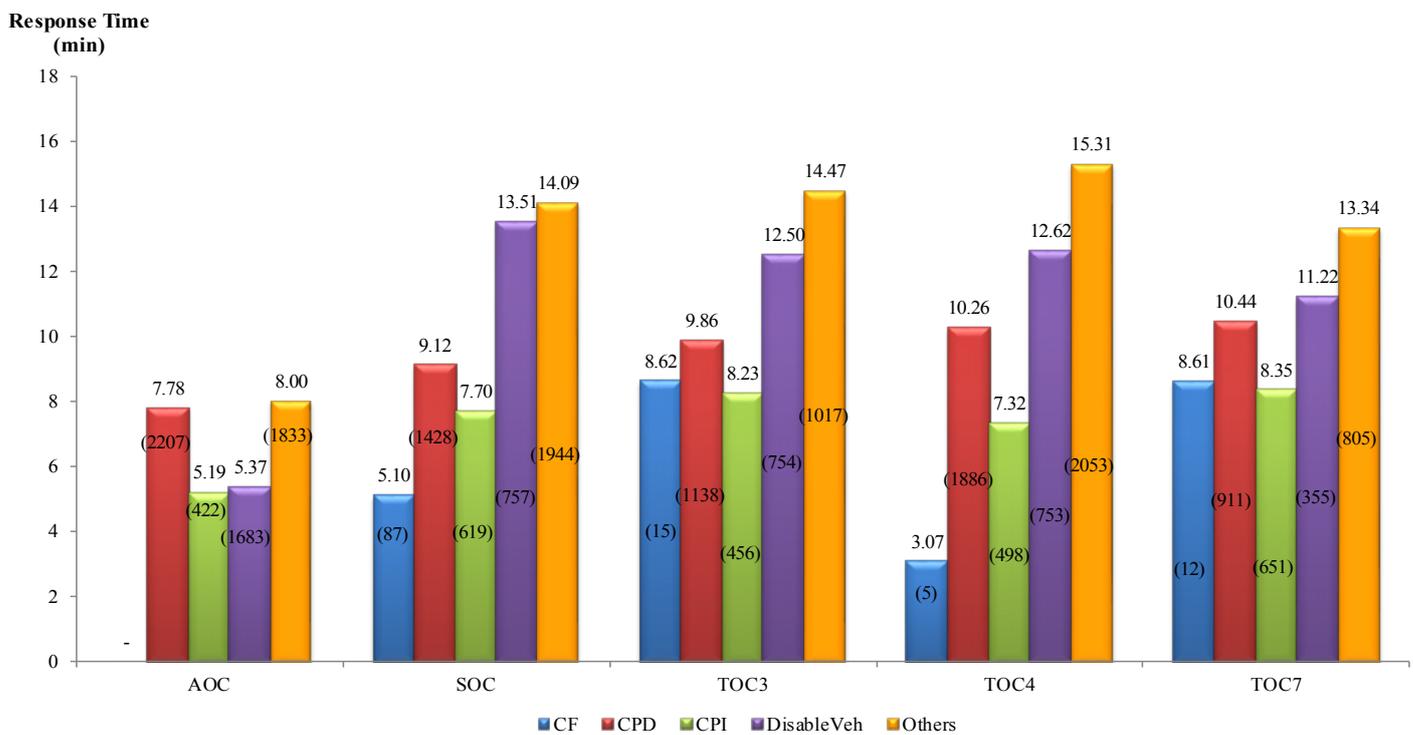
Note: Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

Figure 4.12 Average Response Time for TOC7 by Time of Day on Weekdays in 2018

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

Figure 4.13 shows a further analysis of response efficiency, where most operation centers demonstrated faster responses for incidents involving vehicle collision, injuries (CPI), and fatalities (CF) in 2018. On the other hand, most operation centers took relatively longer response times for disabled vehicles and other types of incidents, such as fire, debris, police activities, etc.



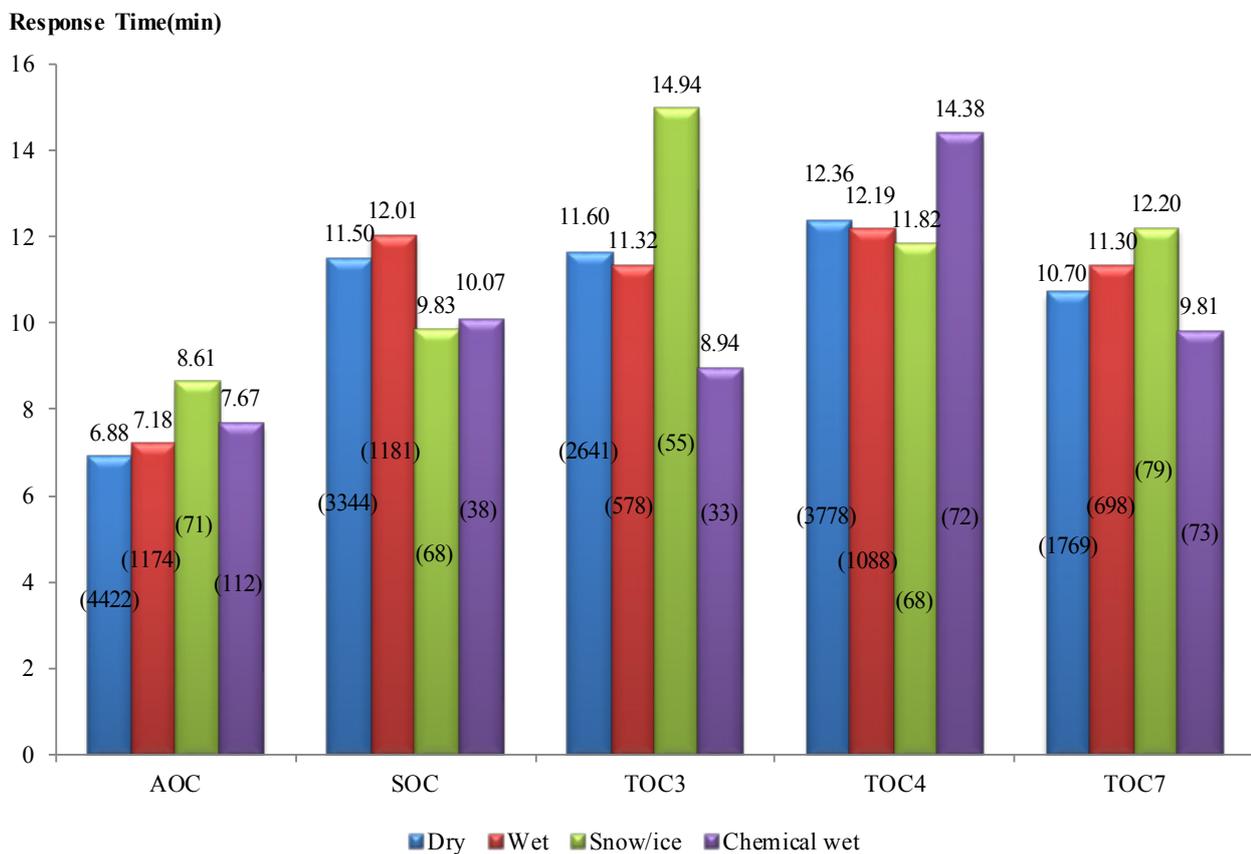
- Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
 2. Numbers in each parenthesis show frequencies.  
 3. CF, CPD, and CPI represent collision-fatality, collision-property damage, and collision-personal injury, respectively.  
 4. Others include weather closures police activities, off-road activities, emergency roadwork, debris in roadway, and vehicles on fire.

**Figure 4.13 Average Response Times for Operation Centers by Incident Nature in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

With respect to the pavement conditions, each operation center shows different response patterns under different pavement conditions. Overall, AOC shows a shorter average response time than any other operation centers regardless of pavement conditions (See Figure 4.14).



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.

2. Numbers in the parenthesis show the data availability for this analysis.

**Figure 4.14 Average Response Times for Operation Centers by Pavement Conditions in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

Figures 4.15 through 4.19 present the response times for operation centers by detection source. The bar graph represents the available data to compute the average response times, while the line graph represents the computed average response times. The major detection source for AOC is MDTA, while the state police and CHART units detect the most incidents to which SOC responded. For SOC, on average, the incidents detected by CHART units and SHA have relatively fast responses.

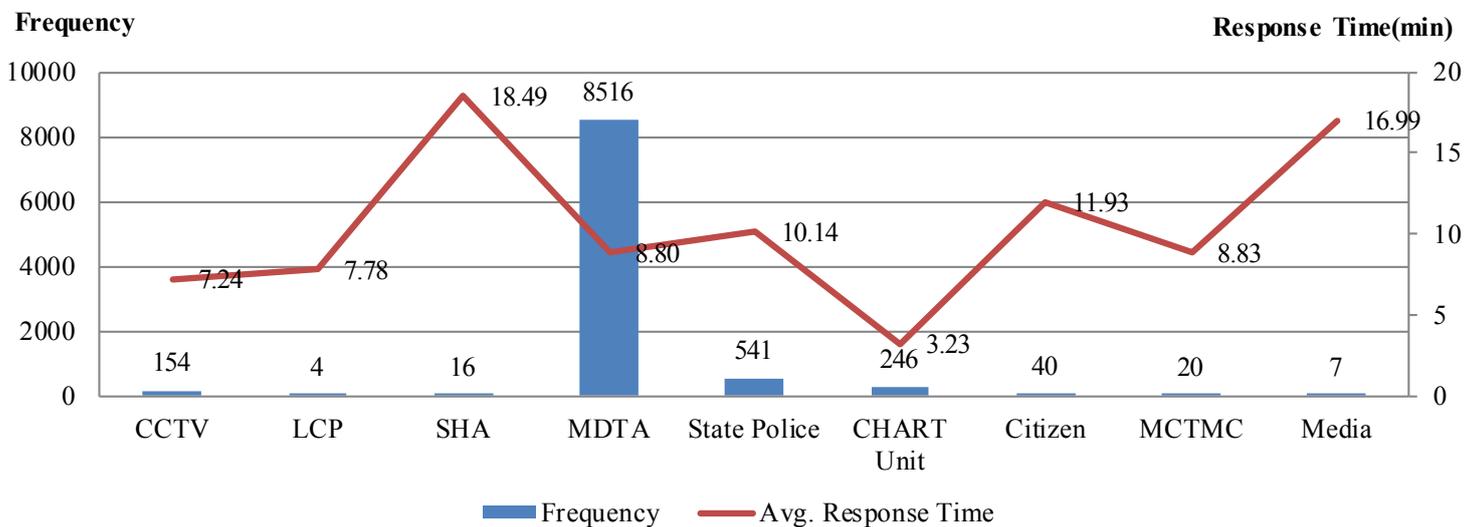


Figure 4.15 Average Response Times for AOC by Detection Source in 2018

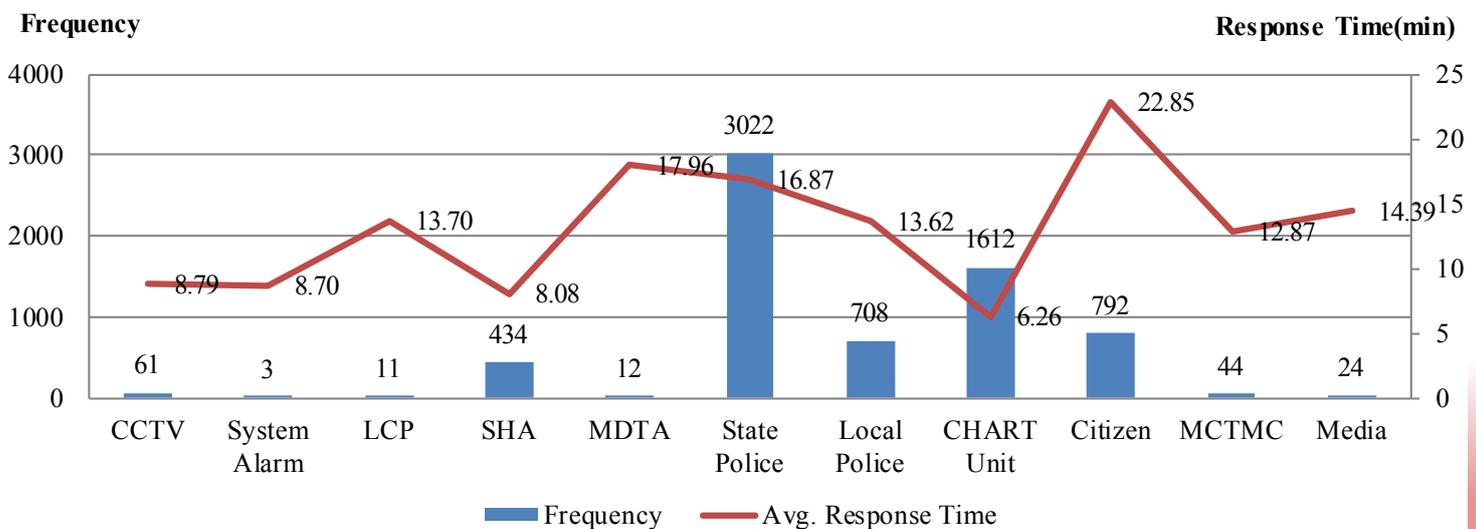


Figure 4.16 Average Response Times for SOC by Detection Source in 2018

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

As shown in Figure 4.17, 4.18 and 4.19, for TOCs 3, 4, and 7, CHART and state police are the two major detection sources. However, the incidents detected by CHART response units have relatively shorter response time than those detected via most other sources in TOCs 3, 4, and 7.

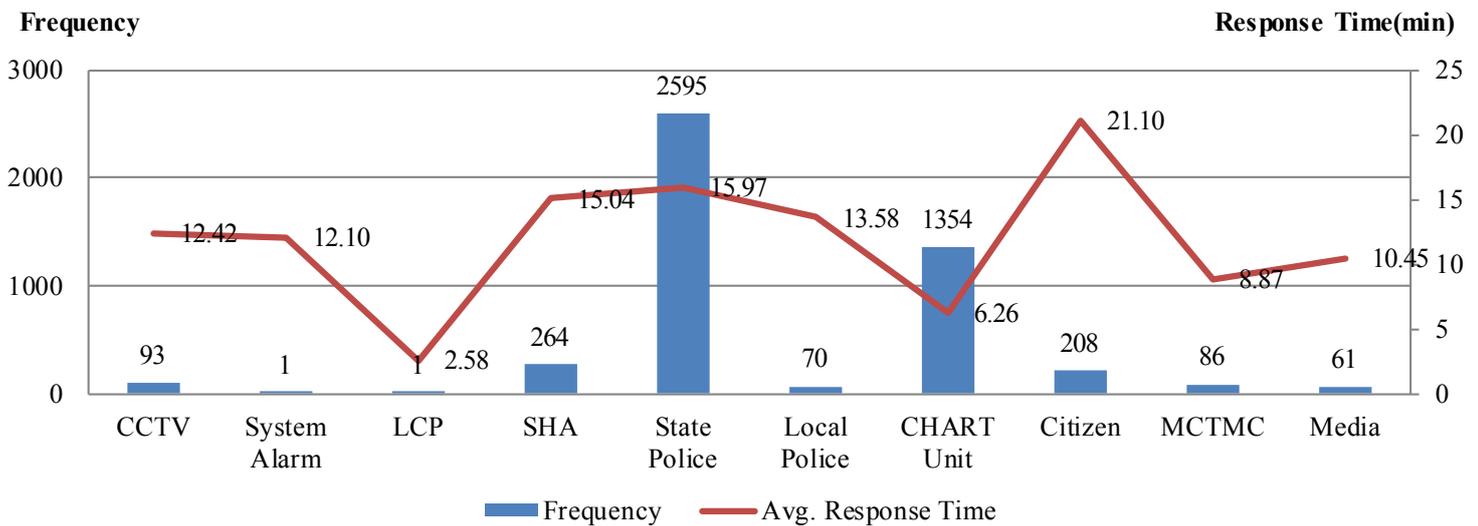


Figure 4.17 Average Response Times for TOC 3 by Detection Source in 2018

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

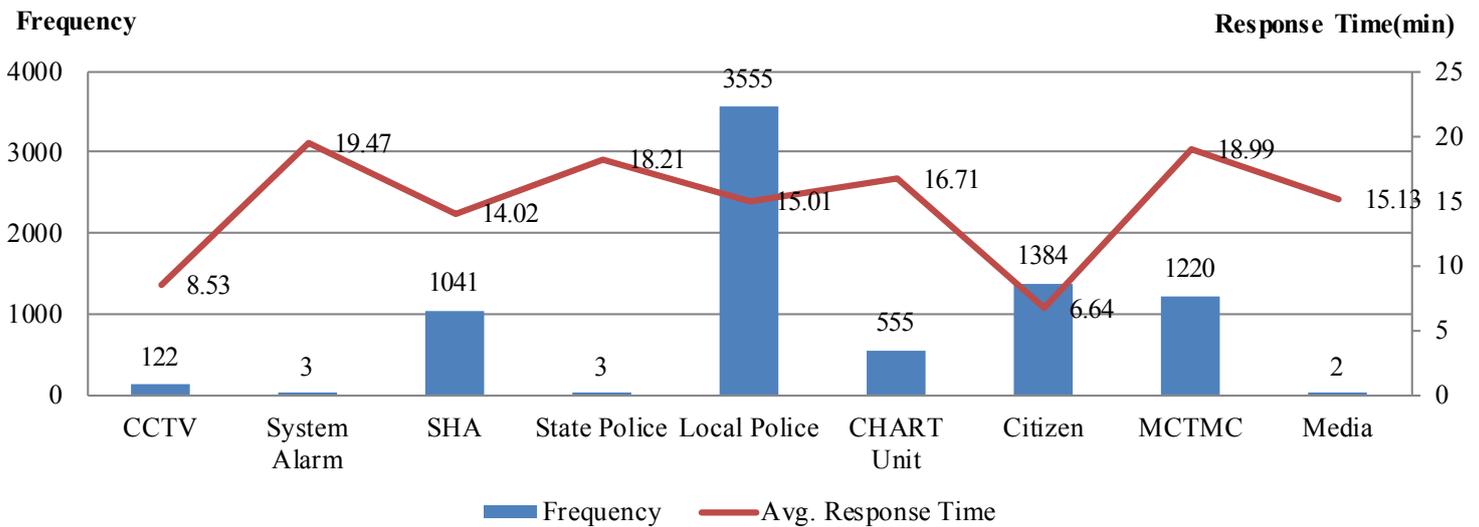


Figure 4.18 Average Response Times for TOC 4 by Detection Source in 2018

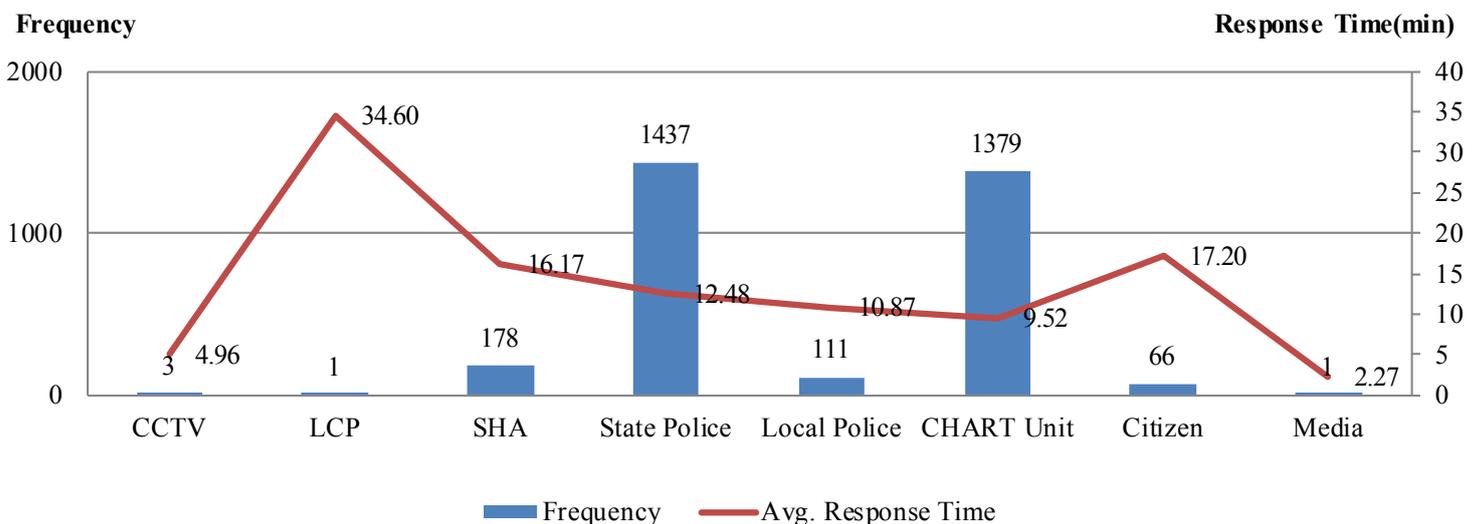


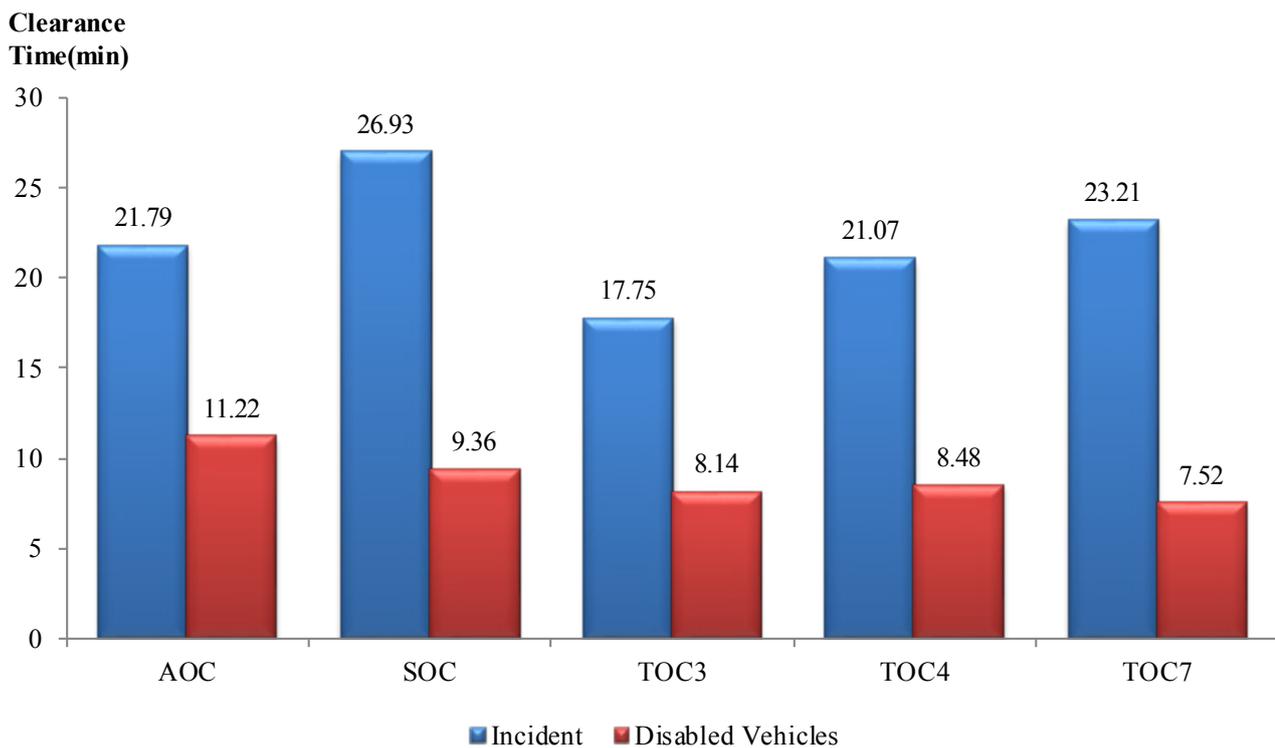
Figure 4.19 Average Response Times for TOC 7 by Detection Source in 2018

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

### 4.3 Analysis of Clearance Efficiency

As is well recognized, the efficiency of incident clearance could be varied by many factors. Figure 4.20 summarizes the clearance efficiency of incidents/disabled vehicles by operation center. The average clearance time by SOC is longer than any other for incidents. On the other hand, TOC 3 and TOC 7 show the smallest average clearance times for incidents and disabled vehicles, respectively. Further analyses of incident clearance times are presented in Chapter 6.



*Note: Data only for incident duration between 1 minute and 120 minutes are used for this analysis.*

**Figure 4.20 Average Clearance Times by Operation Center in 2018**

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

### 4.4 Reduction in Incident Duration

An essential performance indicator is the reduction in average incident duration due to the operations of CHART. Theoretically, a before-and-after analysis would be the most effective way to evaluate CHART's effects on incident duration. However, no incident-management-related data prior to CHART exists for any meaningful assessment. Hence, this study used the alternative of comparing average incident clearance times in 2018 for non-responded incidents and those to which CHART responded. Since CHART's incident management team responded to most incidents in 2018, the data for non-CHART incidents are very limited.

Table 4.1 shows the comparisons of incident durations with and without the response of CHART teams. In 2018, the average incident duration with CHART is 25.42 minutes, shorter than the average duration of 33.08 minutes. It seems clear that the assistance of CHART response units reduced the clearance time of reported incidents. On average, CHART in 2018 contributed to a reduction in blockage duration of about 23 percent, which has certainly contributed significantly to savings in travel times, fuel consumption, and related socioeconomic costs. However, it deserves the attention that CHART's response operations in 2018 shall be subjected to in-depth performance review, as their produced incident durations for some incidents (varying from 20.08 % on one-lane blockage to 31.27 % on three-lane blockage) are longer than the average incident durations for the same type of incidents without CHART.

Note that incidents with durations of less than one minute were excluded from the analysis and incidents of "Unknown Lane Blockage" were redistributed to other blockage categories.

# CHAPTER 4

## Evaluation of Efficiency and Effectiveness

**Table 4.1 Comparisons of Incident Durations for Various Types of Lane Blockages in 2018 (Duration= Cleared Time-Received Time)**

Blockage	With CHART Patrol		Without CHART Patrol		Incidents with CHART but took longer durations than the average duration of those without CHART (B)	
	Duration (min)	Sample Frequency (A)	Duration (min) (B)	Sample Frequency	Sample Frequency (C)	Percentage (C/A *100)
Shoulder	21.32	7,273	30.77	1,284	1,321	18.16 %
1 lane	23.55	13,834	32.47	1,211	2,778	20.08 %
2 lanes	37.80	2,728	42.44	201	149	5.46 %
3 lanes	43.56	777	53.38	61	243	31.27 %
>=4 lanes	46.93	363	62.71	20	100	27.55 %
Weighted Average	25.42 (24.01)	24,975 (22,369)	33.08 (34.88)	2,777 (3,446)		
Unknown	18.72	7,661	30.78	1,374		

- Note:*
1. Incidents with durations of less than 1 minute were excluded from the analysis.
  2. Cases of "Unknown" blockage were redistributed into different blockage categories.
  3. The numbers in parentheses show the results from year 2017





# Chapter 5

## ANALYSIS OF RESPONSE TIMES

# Chapter 5

## Analysis of Response Times

A large body of traffic studies has pointed out the critical role of efficient response to the total delay incurred by incidents, and concluded that an increase in incident response time may contribute to the likelihood of having secondary incidents (Bentham, 1986; Brodsky and Hakkert, 1983; Mueller et al., 1988). The study results by Sanchez-Mangas et al. (2009) show that a reduction of 10 minutes in emergency response time could result in 33 percent less probability of incurring vehicle collision and fatalities. Most studies conclude that dispatching emergency services units and clearing the incident scenes in a timely manner are the key tasks for minimizing incident impact (Kepaptsoglou et al., 2011; Huang and Fan, 2011).

For these reasons, this chapter presents the results from the statistical analysis of incident response time; this analysis provides a fundamental insight into the characteristics of incident response times under various conditions.

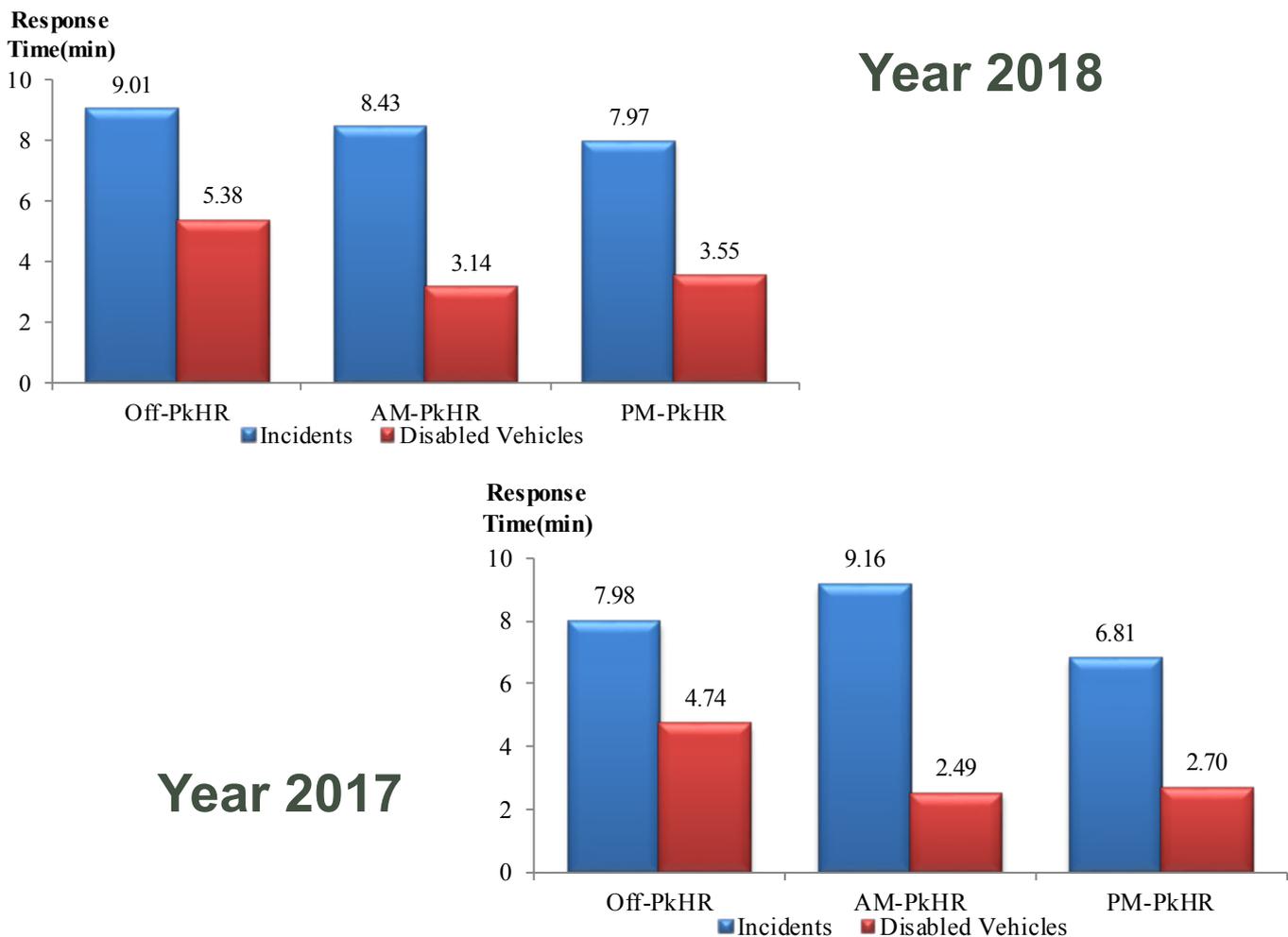


# Chapter 5

## Analysis of Response Times

### 5.1 Distribution of Average Response Times by Time of Day

Figure 5.1 compares the response times by time of day in 2018 and 2017. In 2018, the average incident response times during off-peak and p.m. peak hours were longer than those of 2017, while the average response time during a.m. peak hours were shorter than those in 2017. Also, in 2018, the average response times to disabled vehicles during all time periods were slightly longer than those of 2017. As expected, the response times to incidents and disabled vehicles during off-peak hours were longer than those during peak hours due likely to the resource constraints.



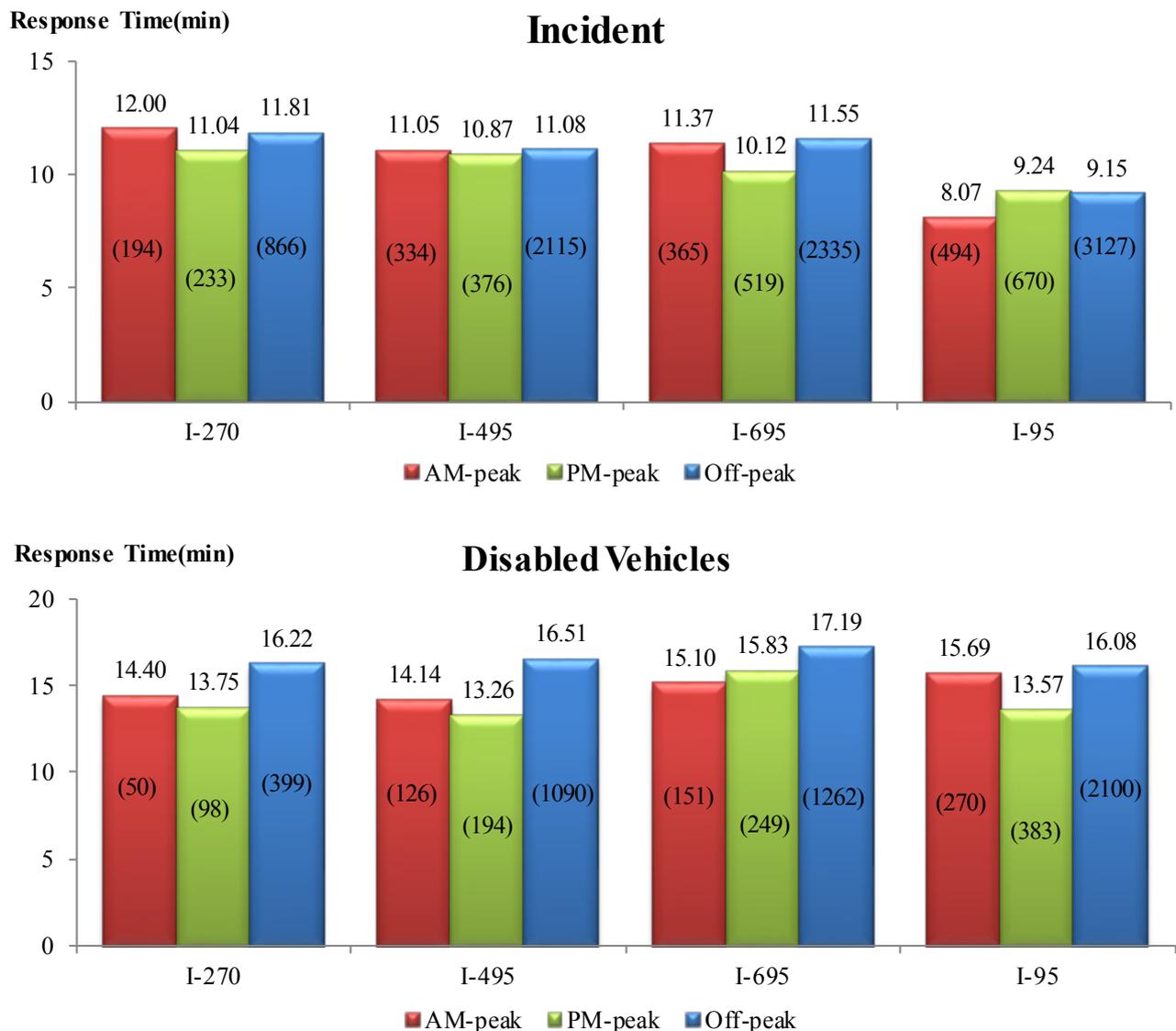
Note: Off-peak Hours include night times.

Figure 5.1 Distributions of Average Response Times by Time of Day in 2018 and 2017

# Chapter 5

## Analysis of Response Times

Figure 5.2 shows the average response times by different times of day on the major roads. The incidents on I-270 experienced the longest responses time during all time periods while incidents on I-95 generally experienced the shortest response times for all time periods. Regarding the average response times to disabled vehicles, those on I-95 and I-695 experienced the longest during am and pm peak hours, respectively.



Note: 1. Data only for response times between 1 minute and 60 minutes are used for this analysis.  
 2. Numbers in each parenthesis show frequencies.

**Figure 5.2 Distributions of Average Response Times for Roads by Time of Day in 2018**

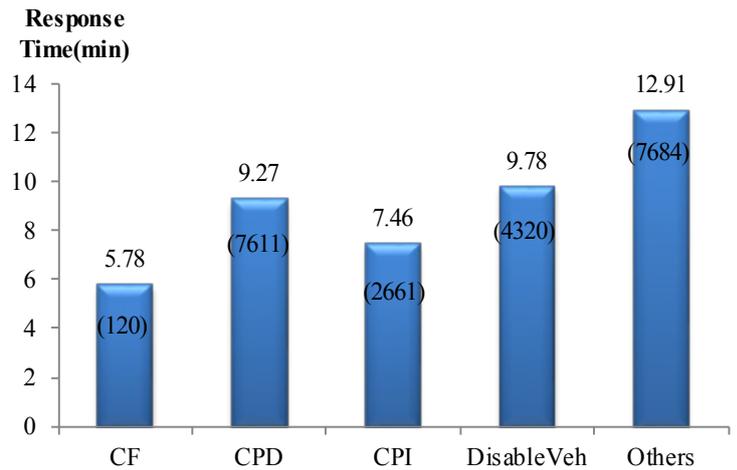
# Chapter 5

## Analysis of Response Times

### 5.2 Distribution of Average Response Times by Incident Nature

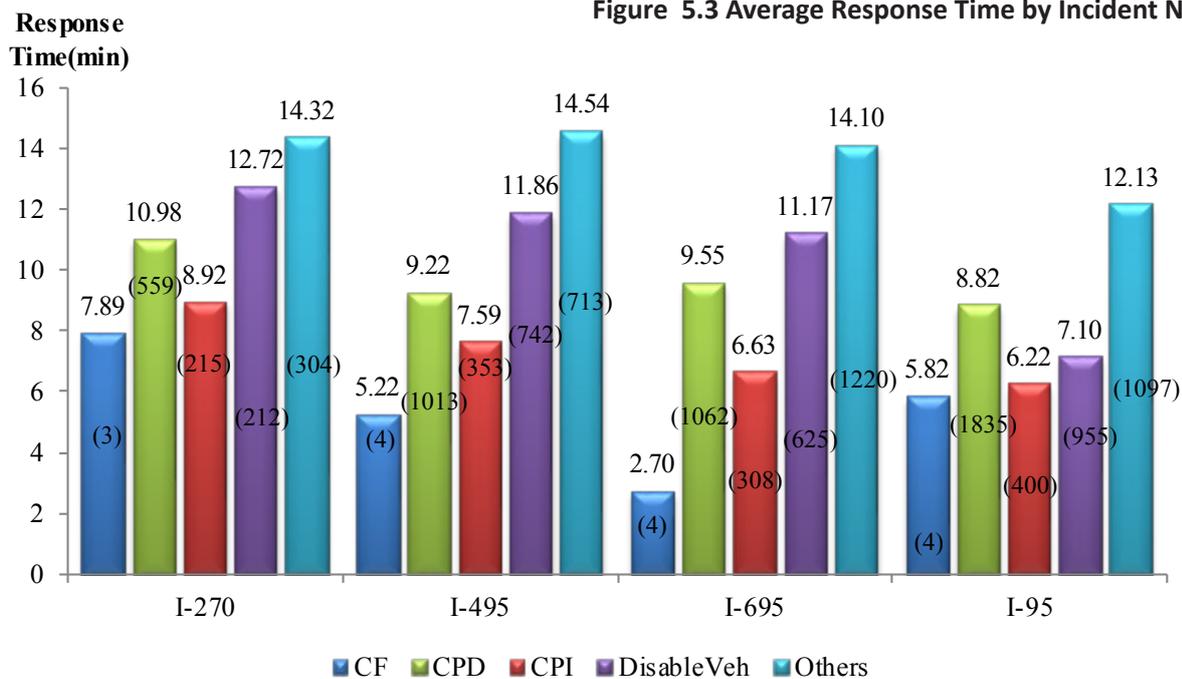
Figure 5.3 shows that the response times are likely to decrease for detected severe incidents. For instance, those incidents, causing any fatality or injuries (CF and CPI), usually lead to quicker responses than any other types of incidents.

A similar pattern of decreased response times as the incident becomes severe appears on most of the major corridors as shown in Figure 5.4.



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
 2. Numbers in each parenthesis show frequencies.  
 3. CF, CPD, and CPI represent collision-fatality, collision-property damage, and collision-personal injury, respectively.  
 4. Others include police activities, off-road activities, emergency roadwork, debris in roadway, and vehicles on fire.

Figure 5.3 Average Response Time by Incident Nature in 2018



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
 2. Numbers in each parenthesis show frequencies.

Figure 5.4 Average Response Time for Roads by Incident Nature in 2018

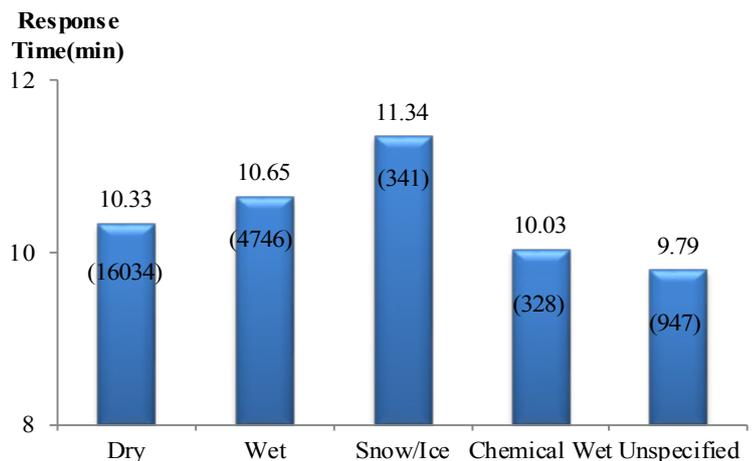
# Chapter 5

## Analysis of Response Times

### 5.3 Distribution of Average Response Times by Various Factors

This section presents the results of analysis on how other factors would influence the response times.

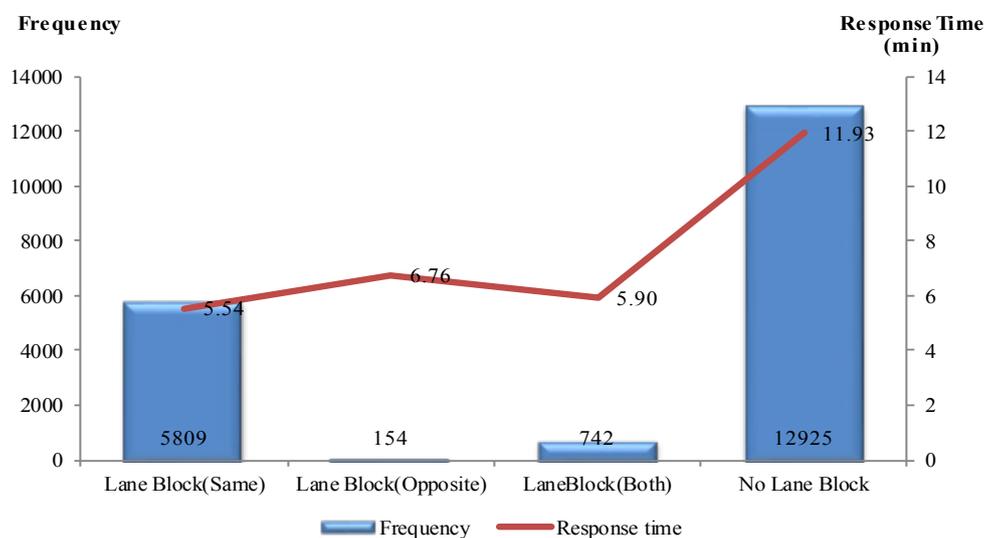
Figure 5.5 illustrates that the response times may vary with the pavement conditions. The responses are likely to be slower on wet or snow/ice pavement, whereas they tend to be faster on a dry condition. The information on the weather conditions is usually unavailable in most incident databases. When the pavement is chemically wet, the response time is likely to be faster than under any other conditions.



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
2. Numbers in parentheses show frequencies.

**Figure 5.5 Average Response Time by Pavement Condition in 2018**

As shown in Figure 5.6, incidents causing lane closure are likely to be responded faster than those incidents without lane closure. Figures 5.4 and 5.6 illustrate that the response times are likely to be shorter for more severe incidents, such as those causing a fatality, an injury, or a lane closure.

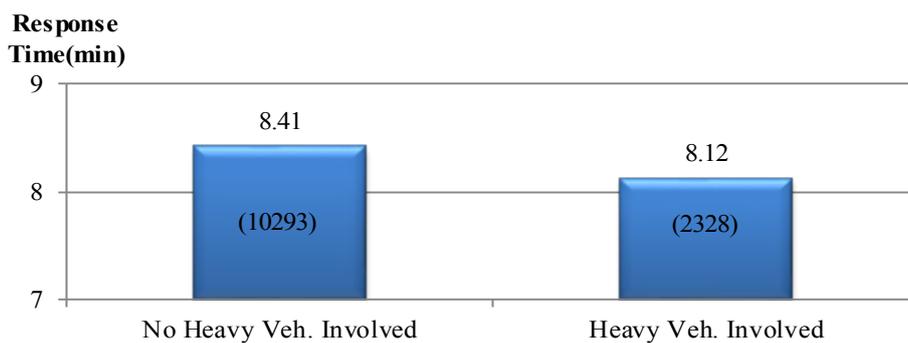


**Figure 5.6 Average Response Time by Lane Blockage in 2018**

# Chapter 5

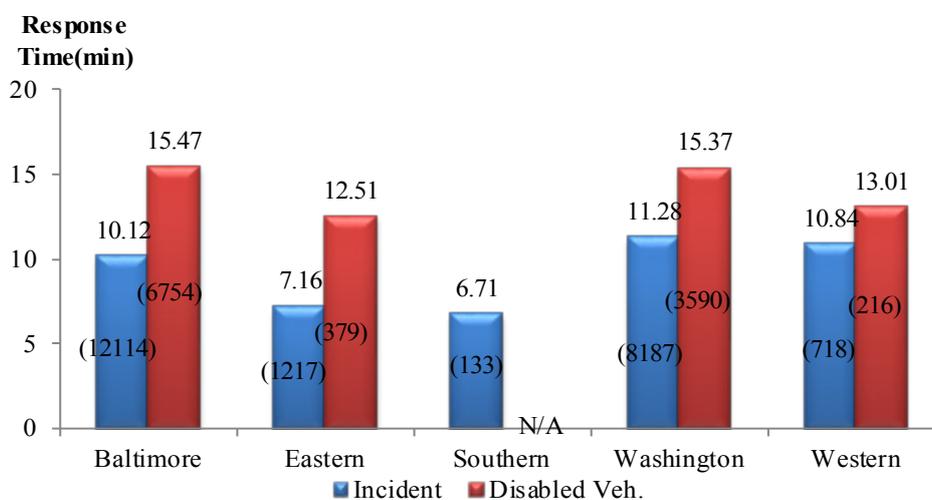
## Analysis of Response Times

Figure 5.7 shows that incidents involving heavy vehicles, on average, experienced a shorter response time than those with passenger cars only. Note that the response time may differ among regions, due to the discrepancy in the available resources and incident frequency among operation centers, including coverage area, incident rates, traffic volumes, etc. Figure 5.8 demonstrates that the response times were faster in suburban areas, including Eastern and Southern Maryland, than in the metropolitan areas, such as the Baltimore and Washington regions. Urban areas are more likely to have higher incident rates and heavier traffic volumes, which could impede the efficiency of response units. One can also notice that the responses for incidents were quicker than those for disabled vehicles in most regions.



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
2. Numbers in parentheses show frequencies.

**Figure 5.7 Average Response Time by Heavy Vehicle Involvement in 2018**



Note: 1. Incident data only for response times between 1 minute and 60 minutes are used for this analysis.  
2. Numbers in parentheses show frequencies.  
3. There is no record for disabled vehicles at Southern Maryland with valid information.

**Figure 5.8 Average Response Time by Region in 2018**



# Chapter 6

## ANALYSIS OF INCIDENT DURATIONS

## Chapter 6

### Analysis of Incident Durations



For effective and efficient traffic management after incidents, responsible agencies can convey information to travelers by updating variable message signs, estimating the resulting queue length, assessing the need to implement detour operations, and performing any other control strategies to mitigate congestion. To maximize the effectiveness of these operational measures, reliably predicted/estimated incident durations will certainly play an essential role.

This chapter presents the statistical results from the incident duration data; this analysis provides some critical insights into the characteristics of incident duration under various conditions. In this analysis, the distributions of average incident duration are classified by the following categories: Nature, County, County and Nature, Weekdays and Weekends, Peak and Off-Peak Hours, CHART Involvement, and Roads.



# Chapter 6

## Analysis of Incident Durations

### 6.1 Distribution of Average Incident Durations by Nature

In general, incidents are classified into two large groups, based on whether or not they involve collisions. The first group, incidents with collisions, consists of three types: collisions with fatalities (CFs), collisions with personal injuries (CPIs), and collisions with property damage (CPDs). The second group, incidents without collisions, includes incidents of various natures, such as disabled vehicles, debris in the roadway, vehicles on fire, police activities, etc. Table 6.1 summarizes the categories of incidents by their nature as used in the remaining analysis.

Note that Disabled Vehicles are defined as those disabled vehicles that interrupt the normal traffic flow on the main lanes. In the category of incidents without collision, most are Disabled Vehicles. In 2018, about 38 percent of incidents without collision were caused by Disabled Vehicles. A similar pattern was also observed in 2017, when also about 38 percent of non-collision incidents occurred due to Disabled Vehicles. In contrast, the other types of non-collision incidents occurred in relatively low frequencies; therefore, the study classifies all such incident types as one category, i.e., Others, as shown in Table 6.1.

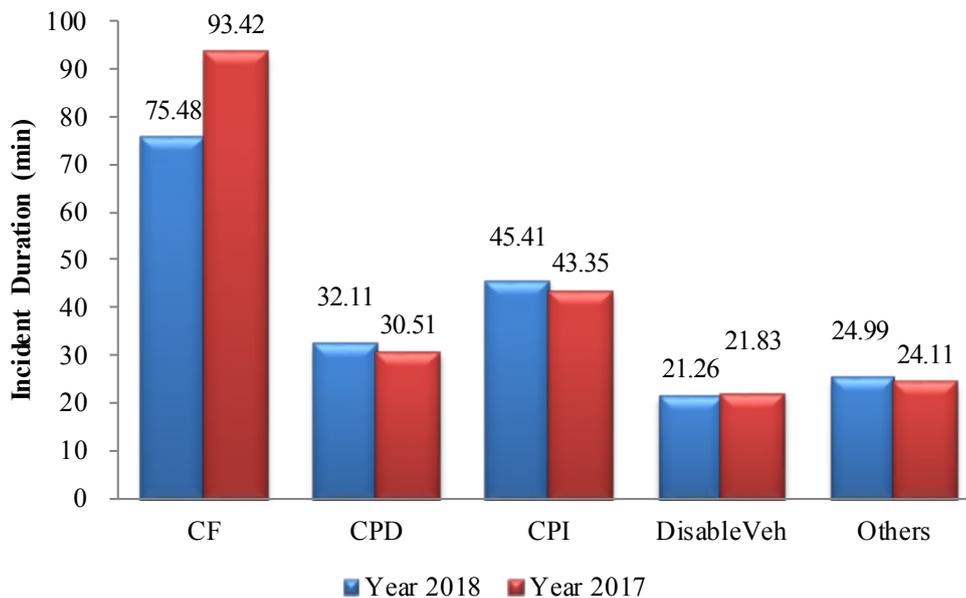
**Table 6.1 Categories of Incident Nature**

Incidents	With collisions	Collisions-Fatalities(CF)	
		Collisions-Property Damage(CPD)	
		Collisions-Personal Injuies(CPI)	
	Without collisions	Disabled Vehicles	
		Others	Police Activities
			Off-Road Activities
			Emergency Roadwork
			Debris in Roadway
			Vehicles on Fire
Weather Closure, etc.			

# Chapter 6

## Analysis of Incident Durations

Figure 6.1 summarizes the average incident duration for each type in 2018 and 2017. The statistical results indicate that the average incident duration for CFs is significantly higher than for the other incident natures. Statistically, an incident that has resulted in a fatality can last more than an hour on average. In contrast, incidents caused by Disabled Vehicles, on average, were much shorter in duration. The average incident duration for CFs in 2018 shows a significant decrease compared to that in 2017.



Note: 1. Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis  
2. CF, CPD, and CPI represent collision-fatality, collision-property damage, and collision-personal injury, respectively.

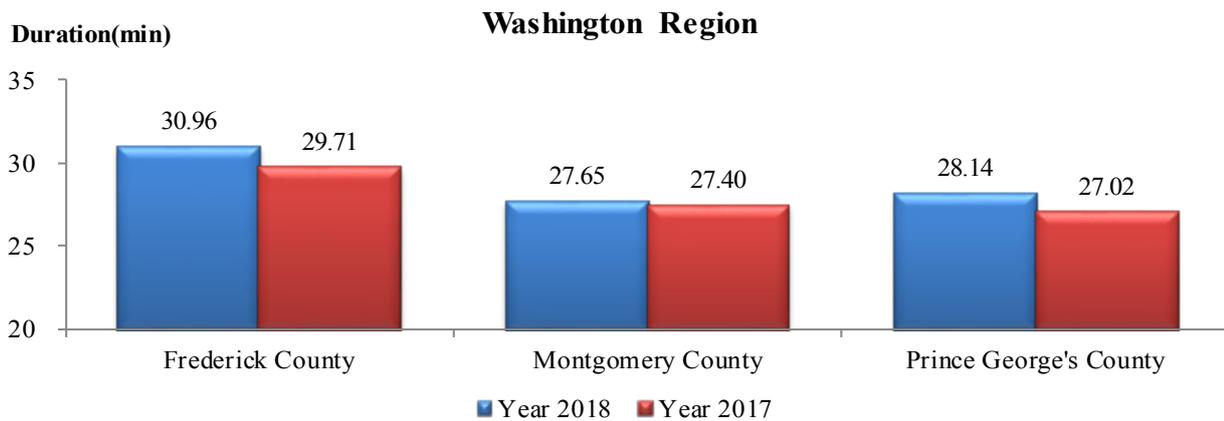
**Figure 6.1 Distribution of Average Incident Duration by Nature in 2018 and 2017**

# Chapter 6

## Analysis of Incident Durations

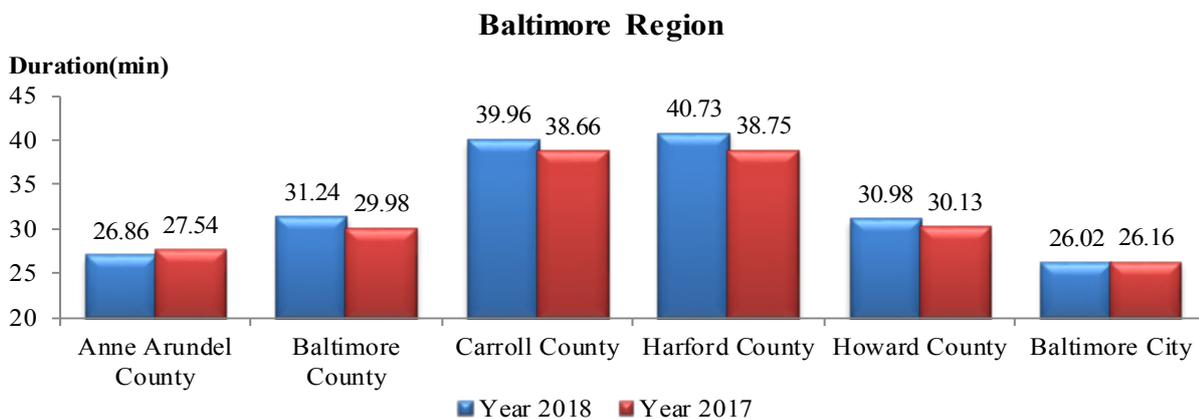
### 6.2 Distribution of Average Incident Durations by County and Region

The distribution of incident durations also varies between counties and regions. Figures 6.2 to 6.5 illustrate incident durations by county in regions in 2017 and 2018. In the Washington region, the area around Washington D.C. (Montgomery and P.G. Counties) had shorter incident duration, as shown in Figure 6.2. Figure 6.3 shows that the incidents especially around Carroll County and Harford County had longer durations than incidents occurring in other counties in the Baltimore region.



*Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis*

**Figure 6.2** Distribution of Average Incident Duration by County in Washington Region in 2018 and 2017



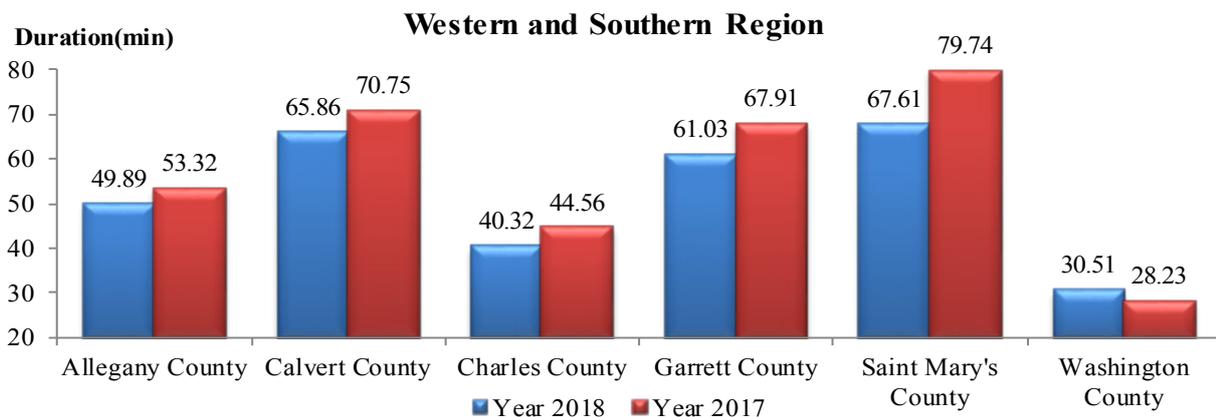
*Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis*

**Figure 6.3** Distribution of Average Incident Duration by County in Baltimore Region in 2018 and 2017

# Chapter 6

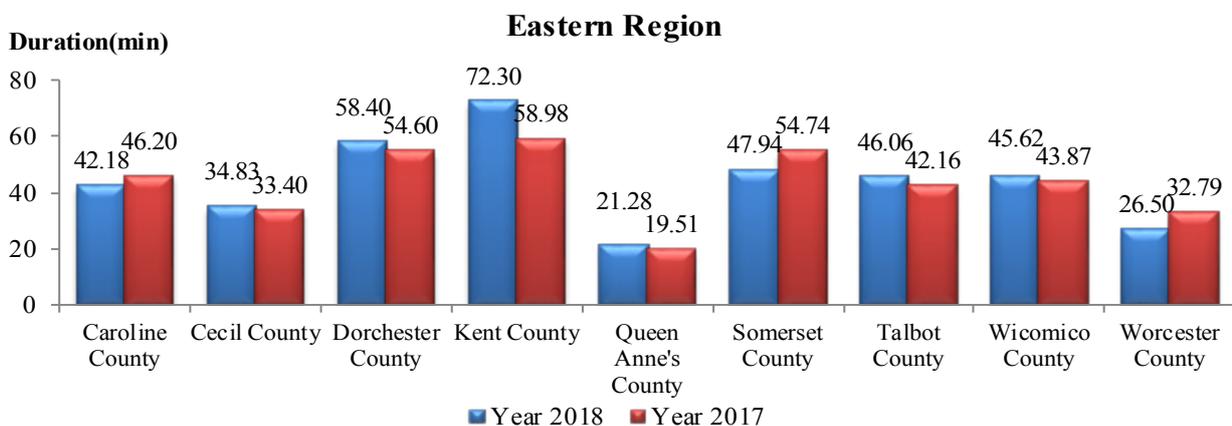
## Analysis of Incident Durations

Incidents that occurred in counties in western and southern Maryland mostly resulted in relatively longer durations. Figure 6.4 shows that the average incident duration in these areas is usually longer than forty minutes, except for Washington County. Washington County had the shortest average incident duration in western and southern Maryland in year 2018. Similarly, the incidents occurred in Queen Anne's County on the Eastern Maryland (Figure 6.5) are likely to result in shorter durations than those in any other areas of Eastern Shore. On the other hand, incidents occurred in Dorchester County and Kent County on the Eastern Shore experienced the average incident duration of about one hour and more than seventy minutes, respectively, in 2018.



Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis

Figure 6.4 Distribution of Average Incident Duration by County in Western and Southern Regions in 2018 and 2017



Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis

Figure 6.5 Distribution of Average Incident Duration by County on Eastern Region in 2018 and 2017

## Chapter 6

### Analysis of Incident Durations

Table 6.2 summarizes the average response times, clearance times, and incident durations by region. One can easily notice that incidents occurred in the Southern area took longer to be responded and cleared than any other regions. On the other hand, the Washington region took shorter time to clear the detected incidents, even though the average response time was relatively longer than those in the other areas in Maryland in 2018.

**Table 6.2 Summary of Incident Duration Components by Region**

Region	Sample Frequency*	Avg. Response Time (mins)	Avg. Clearance Time (mins)	Avg. Incident Duration (mins)
Baltimore	15,084	7.19	22.59	29.78
Washington	9,489	7.61	21.30	28.91
Eastern	1,507	5.44	23.85	29.30
Western	1,128	6.41	26.08	32.49
Southern	118	9.26	38.24	47.50

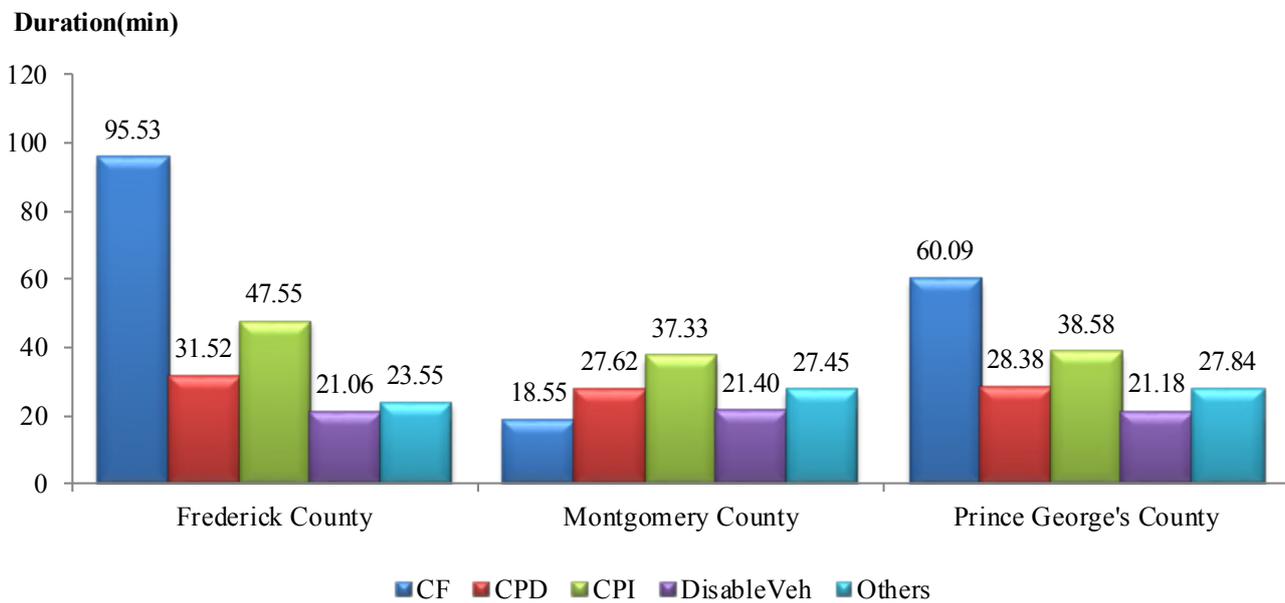
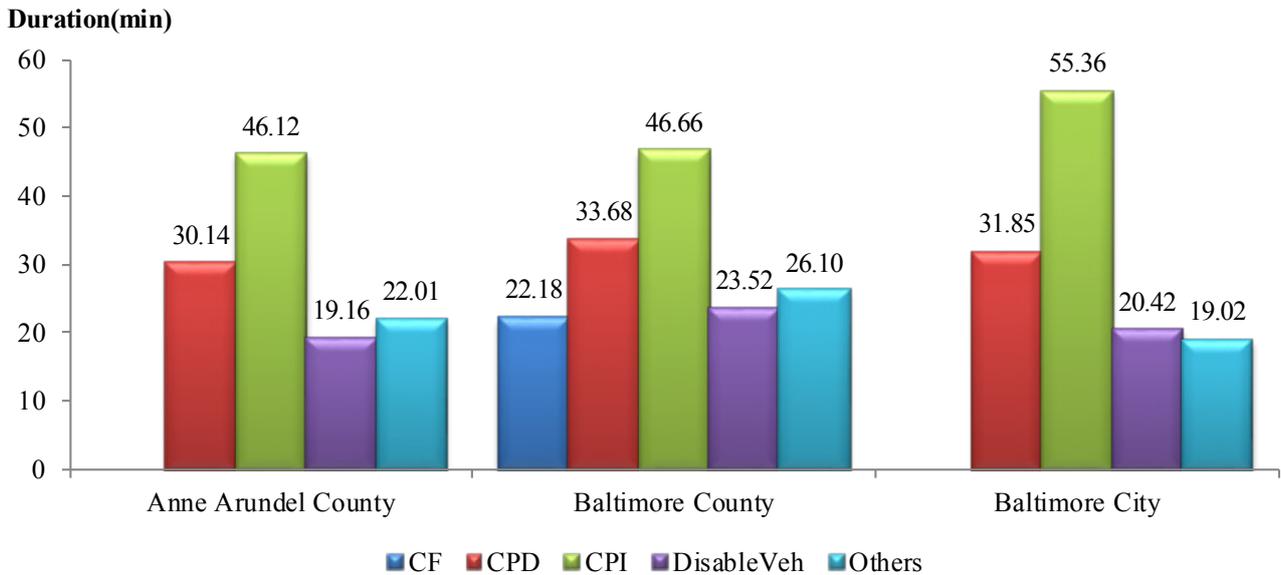
\* Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

Figure 6.6 compares incident durations by nature only for several major counties in Maryland. As shown in the figure, the average incident duration for CF in Montgomery County was shorter than in any other area. On the other hand, CF-related incidents in Frederick County mostly resulted in relatively long durations.

In most areas, the incident durations are highly likely to increase as the incident becomes more severe. For instance, the incidents with any fatality or personal injury showed the longest durations, followed by incidents with incidents with property damage, disabled vehicles and so on.

# Chapter 6

## Analysis of Incident Durations



\*Note: 1. Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

2. CF, CPD, and CPI stand for collision-fatality incident, collision-property damage incident, and collision-personal injury incident, respectively.

**Figure 6.6 Distribution of Average Incident Duration by County and Nature**

# Chapter 6

## Analysis of Incident Durations

### 6.3 Distribution of Average Incident Durations by Weekdays/Ends and Peak/Off-Peak Hours

As shown in Table 6.3, incidents occurred in weekends were likely to last longer than those on weekdays. This would be mostly due to the fact that fewer response teams are available during the weekends than during weekdays.

**Table 6.3 Distribution of Average Incident Duration by Weekday and Weekend**

	Year	Sample* Frequency	Avg. Response Time	Avg. Clearance Time	Avg. Incident Duration
Weekdays	2018	21,512	7.17	22.11	29.29
	2017	20,391	6.94	21.28	28.22
Weekends	2018	5,838	7.35	23.63	30.98
	2017	5,075	6.92	24.49	31.41

Note : 1. Incident records with the complete information for duration computation.

2. Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

Table 6.4 shows that the average clearance time during off-peak hours was longer than during peak hours. Consequently, the average duration for incidents occurring during off-peak hours was longer than for those during peak hours.

**Table 6.4 Distribution of Average Incident Duration by Off-Peak and Peak Hours**

	Year	Sample <sup>1</sup> Frequency	Avg. Response Time	Avg. Clearance Time	Avg. Incident Duration
Off-Peak	2018	19,761	7.30	22.85	30.15
	2017	17,962	7.09	22.48	29.58
Peak <sup>2</sup>	2018	7,589	6.98	21.38	28.35
	2017	7,504	6.55	20.57	27.12

Note : 1. Incident records with the complete information for duration computation.

2. Peak hours: 7:00 AM to 9:30 AM and 4:00 PM to 6:30 PM

3. Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

# Chapter 6

## Analysis of Incident Durations

### 6.4 Distribution of Average Incident Durations by CHART Involvement, Pavement Condition, Heavy Vehicle Involvement, and Road

Whether or not CHART responded to an incident is another significant factor affecting the distribution of incident durations. When CHART was involved in the incident recovery task, the incident duration was likely to be reduced. This observation indicates that CHART played an efficient role in shortening incident durations, reducing the delay caused by non-recurrent congestion.

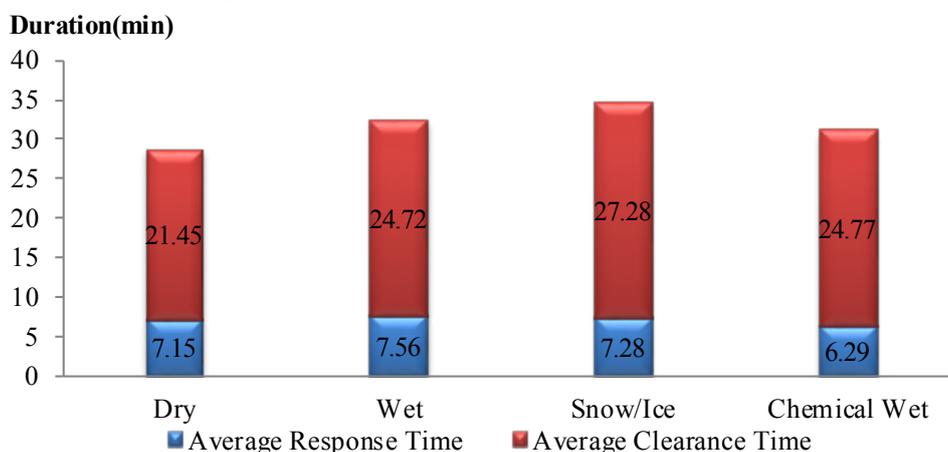
**Table 6.5 Distribution of Average Incident Duration without and with CHART**

	Year	Sample Frequency*	Avg. Response Time	Avg. Clearance Time	Avg. Incident Duration
w/o CHART	2018	2,123	9.13	28.57	37.70
	2017	3,217	6.55	28.49	35.04
w CHART	2018	25,227	7.05	21.92	28.97
	2017	22,249	6.99	20.97	27.96

Note: 1. Incident records with the complete information for duration computation.

2. Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

The response time and clearance time of incidents could vary with the pavement conditions. Figure 6.7 shows that the condition of Chemically Wet pavement such as an oil spill may result in a faster response, but Wet and Snow/ice conditions seem to cause a longer response time. Also, Wet, Snow/ice, and Chemical Wet pavement conditions seem to increase the clearance time when compared with those on the dry condition.



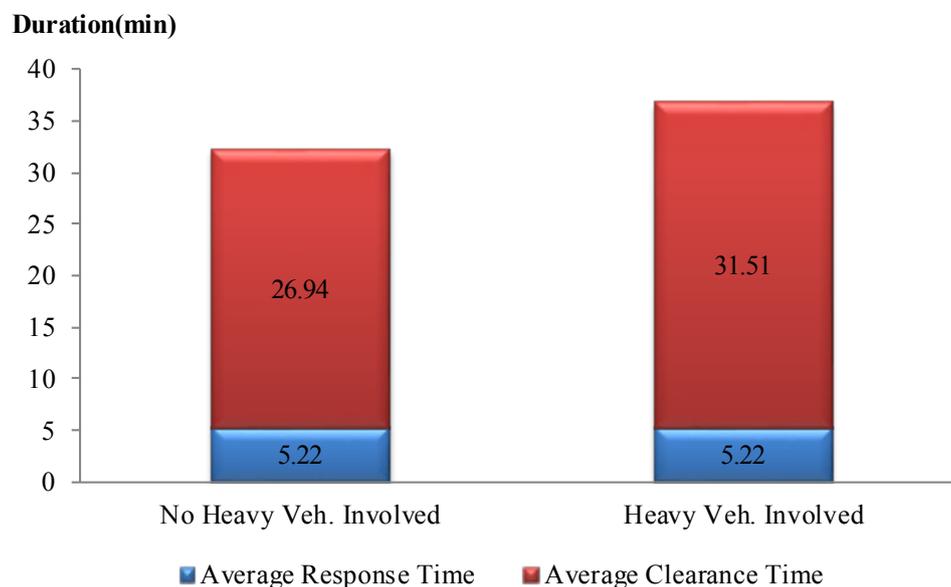
Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.

**Figure 6.7 Distribution of Average Incident Duration by Pavement Condition**

## Chapter 6

### Analysis of Incident Durations

Figure 6.8 illustrates the influence of heavy vehicles on the average incident durations. In 2018, the clearance for incidents involved with heavy vehicles was likely to take longer times due to their resulting severity.



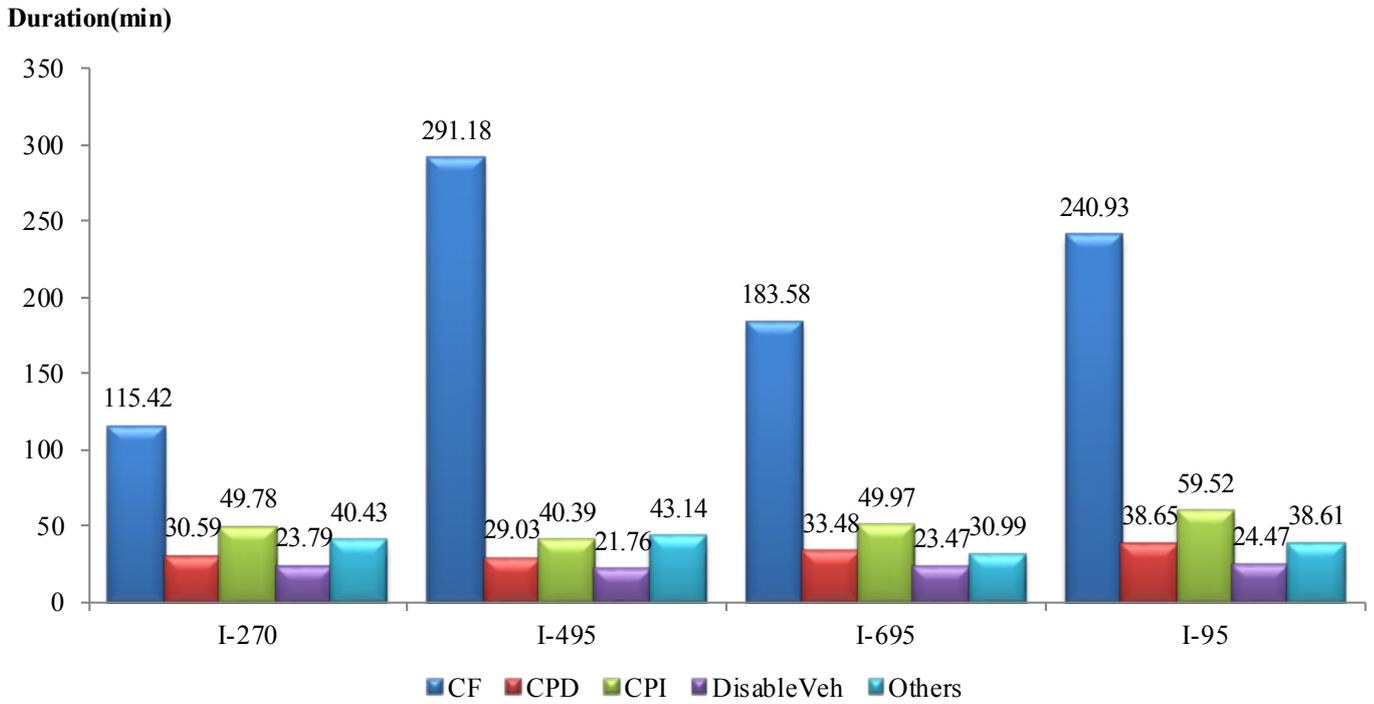
*Note: Incident data only for incident duration between 1 minute and 120 minutes are used for this analysis.*

**Figure 6.8 Distribution of Average Incident Duration by Heavy Vehicle Involvement**

Figure 6.9 shows the distribution of average incident durations by road and nature. Notably, the average incident duration of CFs was much longer than those for other incident types. Also, note that CF incidents occurring on I-495 seemed to exhibit the longest average duration (i.e., 291 minutes).

# Chapter 6

## Analysis of Incident Durations



*Note:*  
 CF: Collision-fatality incident  
 CPD: Collision-property damage incident  
 CPI: Collision-personal injury incident

**Figure 6.9 Distribution of Average Incident Duration by Road and Nature**





# Chapter 7

BENEFITS FROM  
CHART'S  
INCIDENT MANAGEMENT

# Chapter 7

## Benefits From CHART's Incident Management

Due to the data availability, the benefit assessment for CHART has always been limited to those directly measurable or quantifiable based on incident reports. These direct benefits, both to roadway users and to the entire community, are classified into the following categories:

- assistance to drivers;
- reduction in secondary incidents;
- reduction in driver delay time;
- reduction in vehicle operating hours;
- reduction in fuel consumption; and
- reduction in emissions.

Some other intangible impacts, such as revitalizing the local economy and increasing network mobility, are not included in this benefit analysis.



# Chapter 7

## Benefits From CHART's Incident Management

### 7.1 Assistance to Drivers

Since the inception of CHART, the public has expressed great appreciation for the timely assistance to drivers by the CHART incident management units. Prompt responses by CHART have directly contributed to minimizing the potential effects of rubbernecking on the traffic flow, particularly during peak hours, where incidents can cause excessive delays. Thus, providing assistance to drivers is undoubtedly a major direct benefit generated by the CHART program.

The distributions of assistance to drivers (labeled Disabled Vehicles in the CHART II Database) by request type in Year 2018 and Year 2017 are depicted in Figure 7.1. Those assists offered by TOC 3, TOC 4, and TOC 7 are illustrated in Figure 7.2, Figure 7.3, and Figure 7.4, respectively.

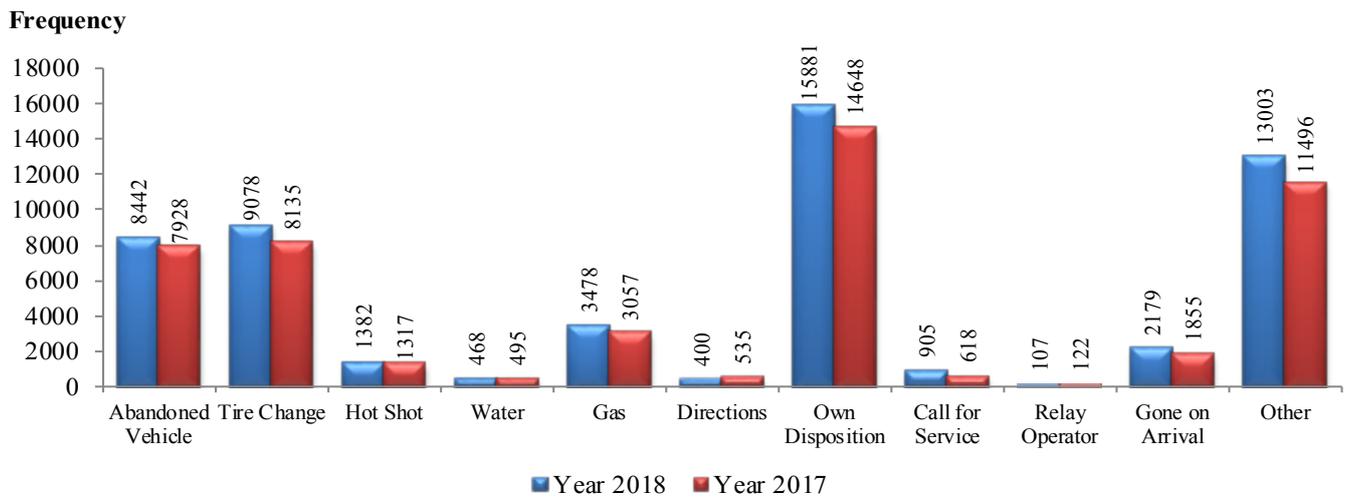


Figure 7.1 Classification of Driver Assistance Requests by Nature in 2018 and 2017

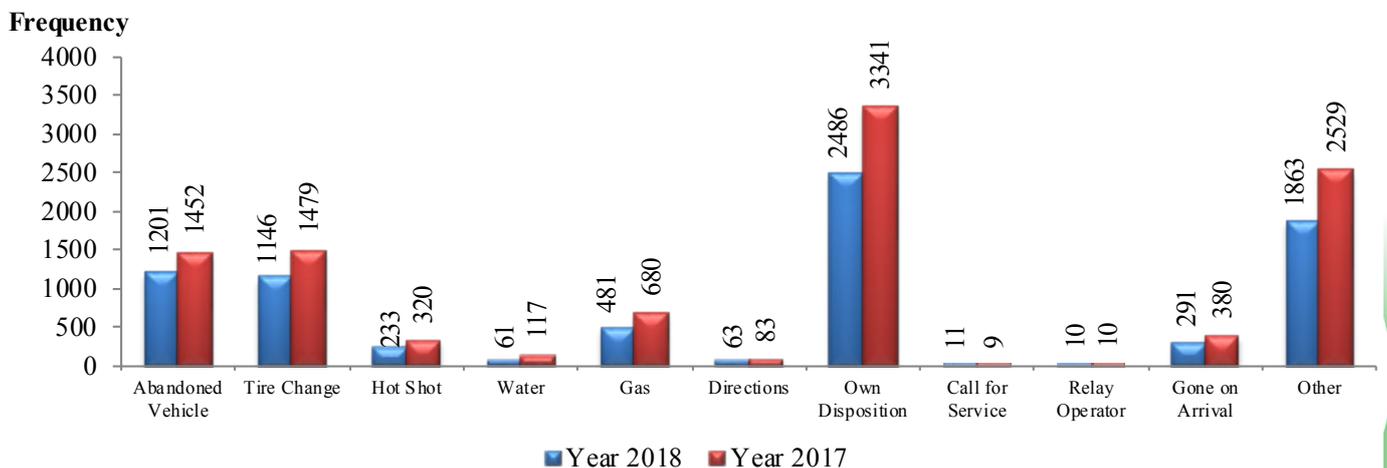


Figure 7.2 Classification of Driver Assistance Requests by Nature for TOC 3

# Chapter 7

## Benefits From CHART's Incident Management

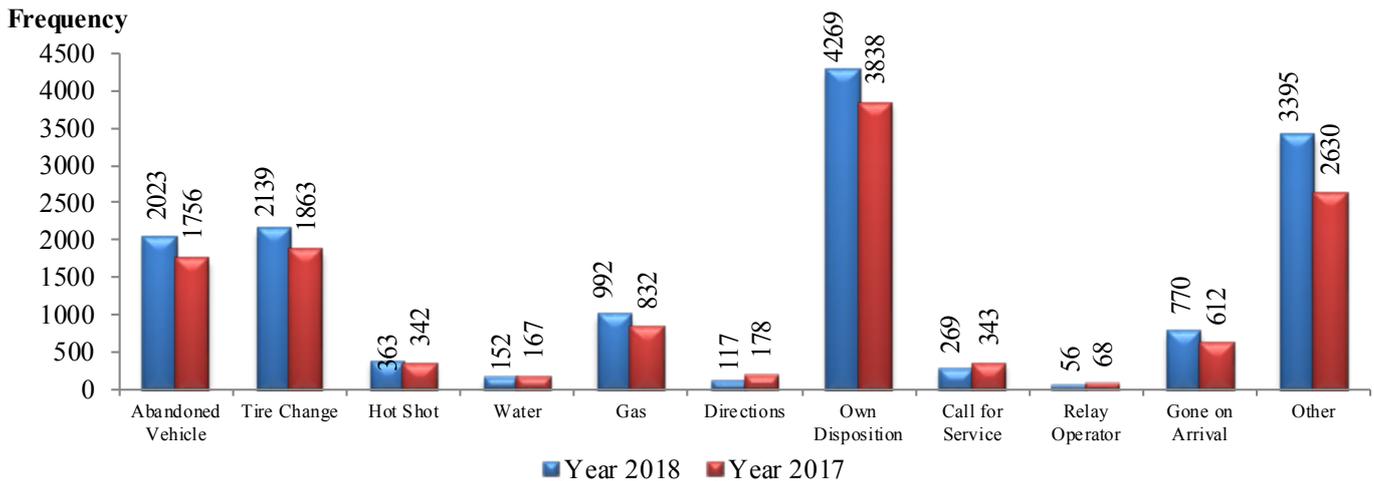


Figure 7.3 Classification of Driver Assistance Requests by Nature for TOC 4

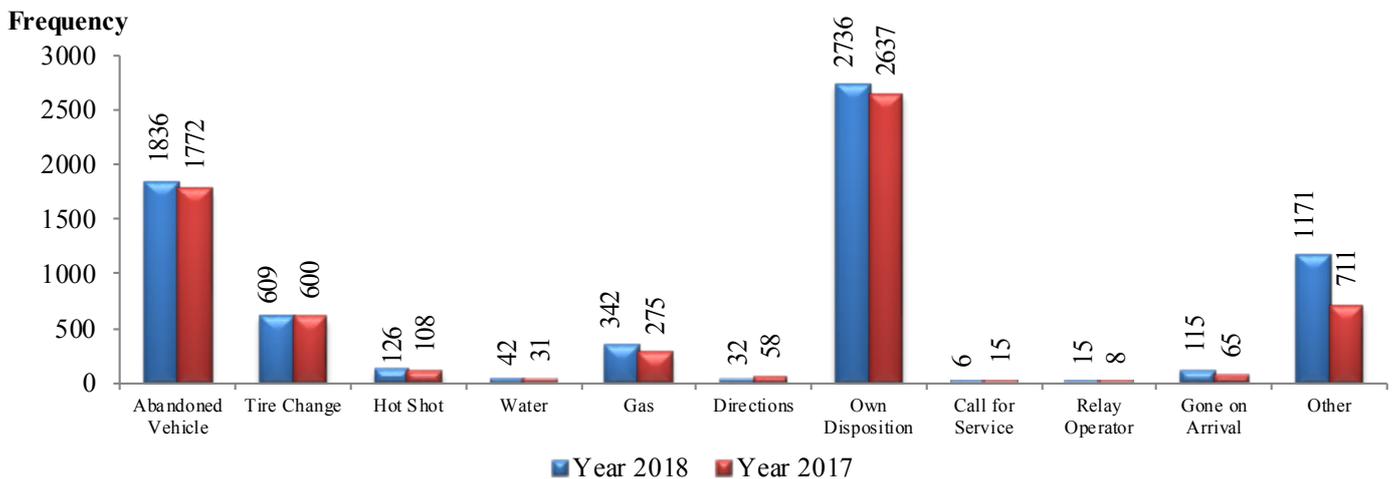


Figure 7.4 Classification of Driver Assistance Requests by Nature for TOC 7

These types of driver assistance in 2018 include flat tires, shortages of gas, or mechanical problems. Note that one request may be classified into multiple categories due to the actual assistance provided. Out of the 46,891 assistance requests, 12,556 assists were related to “out of gas” or “tire changes”, more than the number in 2017 (11,192 cases).

# Chapter 7

## Benefits From CHART's Incident Management

### 7.2 Potential Reduction in Secondary Incidents

Major accidents are known to induce a number of relatively minor secondary incidents. These may occur as a result of dramatic changes in traffic conditions, such as rapidly spreading queue lengths or substantial drops in traffic speed. Some incidents are caused by rubbernecking effects. Hence, the efficient removal of incident blockage is also beneficial in reducing potential secondary incidents.

Based on the experience gained from previous studies, this study has adopted the following definition for secondary incidents:

- Incidents that occur within two hours from the onset of a primary incident and also within two miles downstream of the location of the primary incident.
- Incidents that happen half a mile either downstream or upstream of the primary incident location in the opposite direction, occurring within half an hour from the onset of the primary incident.

Figure 7.5 shows the distribution of incidents classified as secondary incidents by our definition, using the accident database of the MSP for the year 2018. Notably, 1,467 secondary incidents occurred in 2018. A linear correlation is assumed between the number of secondary incidents and incident duration; the reduction in secondary incidents due to CHART's operations is estimated as follows:

- Number of reported secondary incidents: 1,467
- Estimated number of secondary incidents without CHART, which reduced incident duration by 22.72 percent, calculated as:  $1,467 / (1 - 0.2272) = 1,898$  incidents
- The number of incidents potentially reduced due to CHART/MSHA operations:  $1,898 - 1,467 = 431$  secondary incidents

# Chapter 7

## Benefits From CHART's Incident Management

Note that the 431 secondary incidents might have further prolonged the primary incident duration, increasing congestion, fuel consumption, and travel times. These associated benefits are not computed in this report due to data limitations but will be investigated in future studies.

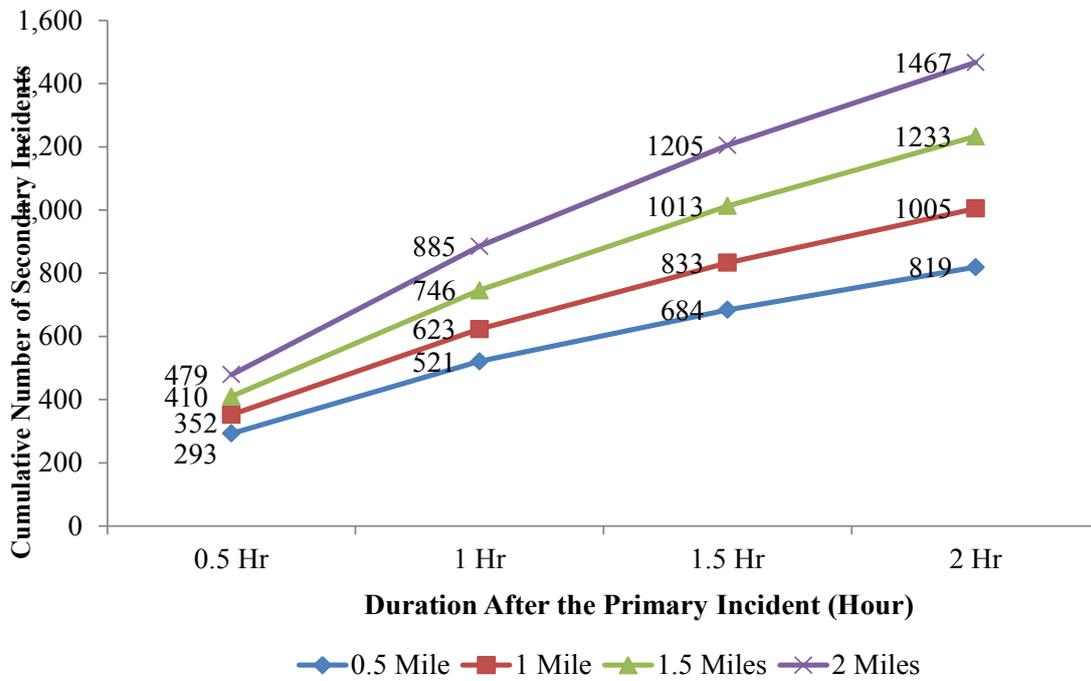


Figure 7.5 Distributions of Reported Secondary Incidents

# Chapter 7

## Benefits From CHART's Incident Management

### 7.3 Estimated Benefits due to Efficient Removal of Stationary Vehicles

It is noticeable that drivers are often forced to perform undesirable lane-changing maneuvers because of lane blockages around incident sites. Considering that improper lane changes is a prime contributor to traffic accidents, a prolonged obstruction removal certainly increases the risk of accidents. Thus, CHART's prompt removal of stationary vehicles in travel lanes may directly alleviate potential lane-changing-related accidents around incident sites.

The estimated results with respect to the reduction in potential incidents for selected freeways are reported in Table 7.1. Note that this estimation was made using peak period data. Off-peak data were omitted because they are known to have negligible correlations with the lane-changing maneuvers and accidents. A detailed description of the estimation methodology can be found in the previous CHART performance evaluation reports ([chartinput.umd.edu](http://chartinput.umd.edu)).

**Table 7.1 Reduction in Potential Incidents due to CHART Operations**

Road Name	I-495/95	I-95	I-270	I-695	I-70	I-83	I/MD-295	US-50	Total	
<b>Mileage</b>	<b>41</b>	<b>63</b>	<b>32</b>	<b>44</b>	<b>13</b>	<b>34</b>	<b>30</b>	<b>42</b>		
<b>No. Potential Incidents Reduced</b>	<b>2018</b>	173	231	57	184	74	33	28	69	849
	<b>2017</b>	229	212	62	207	79	45	23	98	955
	<b>2016</b>	228	264	58	223	88	47	29	94	1031
	<b>2015</b>	185	213	45	161	60	34	24	75	797
	<b>2014</b>	203	231	48	149	72	44	30	71	848

*\*Note: The analysis has excluded the outlier data (i.e. mean  $\pm$  2 standard deviation)*

# Chapter 7

## Benefits From CHART's Incident Management

### 7.4 Direct Benefits to Highway Users

The benefits obtained as a result of reduced delays and fuel consumption are summarized in Table 7.2, where the monetized benefit conversion from delay reduction was based on the unit rates from the U.S Census Bureau (2018) and the Energy Information Administration (2018). Figure 7.6 also shows the difference in benefits between 2017 and 2018.

The evaluation for 2018 has adopted delay reduction for cars and trucks to convert the delays to fuel consumption. Please refer to Note 3 under Table 7.2 for details.

The estimated reductions in vehicle emissions for HC, CO, and NO were based on the parameters provided by MDOT and the total delay reduction. Since CO<sub>2</sub> is recognized as a primary factor for global warming, this study also included the estimated CO<sub>2</sub> reduction, based on the information from the Energy Information Administration. Using the cost parameters shown in Table 7.2 (DeCorla-Souza, 1998), the above reduction in emissions resulted in a total savings of 37.45 million dollars. Thus, CHART operations in Year 2018 generated a total savings of 1,311.89 million dollars.



# Chapter 7

## Benefits From CHART's Incident Management

**Table 7.2 Total Direct Benefits to Highway Users in 2018**

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	1.51 (1.64)	Driver \$21.18/hour (20.79) <sup>1</sup>	32.04 (34.09)
			Cargo \$45.40/hour	68.68 (74.45)
	Car	31.29 (36.98)	\$36.94/hour (34.99) <sup>2</sup>	1,155.87 (1,294.01)
Fuel Consumption (M gallon)		6.17 <sup>4</sup> (7.16)	Gasoline \$2.82/gal (2.53) <sup>3</sup>	17.84 (19.01)
			Diesel \$3.18/gal (2.65) <sup>3</sup>	
Emission	HC(ton)	428.88 (504.92)	\$6,700/ton	37.45 (44.07)
	CO(ton)	4,816.98 (5,671.12)	\$6,360/ton	
	NO(ton)	205.40 (241.82)	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	56,382.46 (65,355.70)	\$23/metric ton <sup>5</sup>	
<b>Total</b>		<b>\$1,311.89 (1,465.62)</b>		

Note:

\* The number in each parenthesis is the data in year 2017

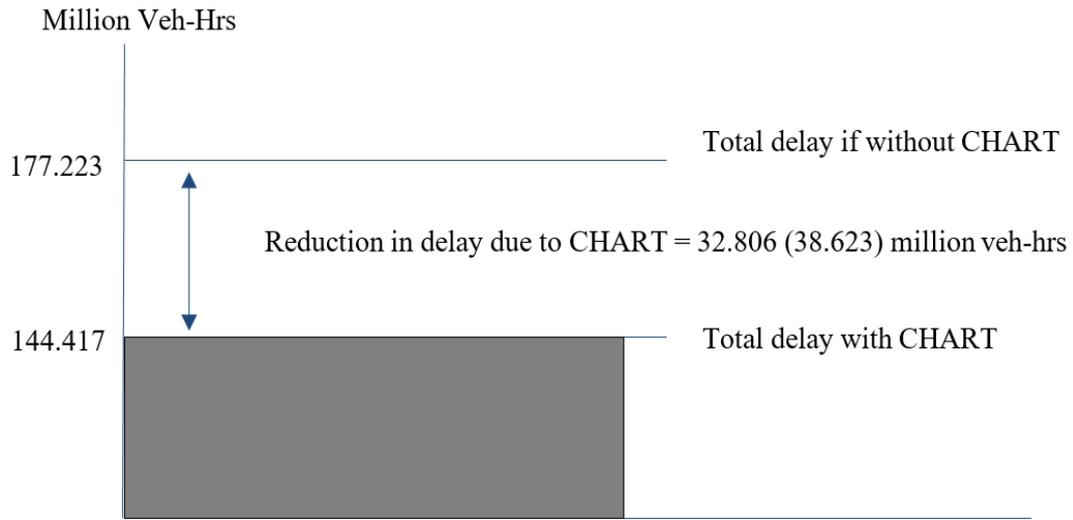
\* All values are rounded to the nearest hundredth in this table only for the presentation purpose, since the actual values need more spaces to be presented. For example, the benefit from truck drivers = 15,128,829.2394 veh-hr \* \$21.18/hr = \$ 320,428,603.29...

Source:

1. The truck driver's unit cost is based on the information from the Bureau of Labor Statistics in year 2018.
2. The car driver's unit cost is based on household income by the U.S. Census Bureau (2018).
3. The gasoline and diesel unit costs are from the Energy Information Administration in year 2018.
4. The fuel consumption was computed based on the rate of 0.156 gallons of gas per hour for passenger cars from the Ohio Air Quality Development Authority and the rate of 0.85 gallon per hour for trucks from the literature "Heavy-Duty Truck Idling Characteristics-Results from a Nationwide Truck Survey" by Lutsey et al. (2004) and the Environmental Protection Agency (EPA).
5. This value is computed based on the unit rates of 19.56 lbs CO<sub>2</sub>/gallon of gasoline, 22.38 lbs CO<sub>2</sub>/gallon of diesel from the Energy Information Administration and \$23/metric ton of CO<sub>2</sub> from CBO (Congressional Budget Office)'s cost estimate for S. 2191, America's Climate Security Act of 2007.

# Chapter 7

## Benefits From CHART's Incident Management



\* The number in the parenthesis shows the data from year 2017

**Figure 7.6 Reduction in Delay due to CHART in Year 2018**

The total benefits decreased from 1,465.62 million dollars in 2017 to 1,311.89 million dollars in 2018. The main contributing factors on estimating benefits are listed and tabulated as follows:

- The total number of eligible incidents for the benefit estimate increased by 10.86 percent from year 2017 to year 2018 as shown in Table 7.3.
- The ratio reflecting the difference between incident durations with CHART and those without CHART decreased from 30 percent in 2017 to 23 percent in 2018 as shown in Table 7.4.
- Table 7.5 shows that the changes in the adjusted AADT with peak hour factors from 2017 to 2018 vary over major roads in Maryland but generally decreased by 0.31 percent in 2018.
- The truck percentage in 2018 increased on most major roads, except for I-95, I-270 and I-695, as shown in Table 7.6.

# Chapter 7

## Benefits From CHART's Incident Management

**Table 7.3 Total Number of Incidents Eligible for the Benefit Estimate from Year 2017 to Year 2018**

	2017	2018	$\Delta('17 \sim '18)^2$ (%)
No. of Incidents	29,986	33,243	10.86

Note: 1. The incidents causing main lanes blockage are included. The incidents causing only shoulder lanes blockage are excluded for the benefit analysis.

2. The percentage change in No. of Incidents (X) from Year 2017 to Year 2018 is calculated as follows:

$$\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$$

**Table 7.4 Average Incident Duration with and without CHART from Year 2017 to Year 2018**

	With CHART (mins) (A)	Without CHART (mins) (B)	Difference (mins) (B-A)	Ratio in Difference ((B-A)/B)
2017	25.96	37.06	11.10	29.96%
2018	27.10	35.07	7.97	22.72%
$\Delta('17 \sim '18)^2$	4.42%	-5.36%	-28.24%	-

Note: 1. The analysis is based on incidents that have main lanes blockage.

2. The percentage change in incident duration (X) from Year 2017 to Year 2018 is calculated as follows:

$$\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$$

**Table 7.5 The adjusted AADT (with peak hour factor) for Major Roads from Year 2017 to Year 2018**

	Year	I-495	I-95	I-270	I-695	MD 295	US 50	US 1	I-83	I-70	Total
$\sum_{segments} AADT(vplph) * PHF$	2017	12,739	8,465	7,469	11,167	4,481	2,362	4,596	2,928	3,345	57,552
	2018	12,741	8,482	7,350	11,140	4,381	2,481	4,563	2,863	3,374	57,375
$\Delta('17 \sim '18)$ (%)		0.02	0.20	-1.59	-0.24	-2.23	5.04	-0.72	-2.22	0.87	-0.31

Note: The percentage change in the adjusted AADT (X) from Year 2017 to Year 2018 is calculated as follows:

$$\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$$

**Table 7.6 Truck percentage for Major Roads from Year 2017 to Year 2018**

	Year	I-495	I-95	I-270	I-695	MD 295	US 50	US 1	I-83	I-70	Average
Truck (%)	2017	7.06	12.68	5.91	7.72	2.24	7.45	4.13	7.51	9.45	7.13
	2018	7.15	12.29	5.37	7.68	2.51	8.36	4.44	7.59	9.76	7.24
$\Delta('17 \sim '18)$ (%)		1.21	-3.10	-9.19	-0.54	12.36	12.21	7.53	1.12	3.36	1.57

Note: The percentage change in the truck percentage (X) from Year 2017 to Year 2018 is calculated as follows:

$$\Delta X(\%) = (X_{2018} - X_{2017}) / X_{2017} * 100$$

# Chapter 7

## Benefits From CHART's Incident Management

Since each key factor has a different degree of exponential impact on the resulting benefit change, Table 7.7 has further illustrated the results of sensitivity analysis with respect to each key contributor.

**Table 7.7 Sensitivity Analysis of key factors contributing to the Benefits (Unit: M dollar)**

Benefits of the Previous Year (2017)			1,465.62
Key Factor		$\Delta('17 \sim '18)^1$	Estimated Benefits <sup>2</sup>
Sensitivity Analysis	Adjusted AADT	↓ 0.31 %	1,467.59(↑ 0.13%)
	Number of incidents	↑ 10.86 %	1,580.05(↑ 7.81%)
	Incident duration difference between w/ and w/o CHART	↓ 28.24 %	1,111.22(↓ 24.18%)
	Truck percentage	↑ 1.57 %	1,465.87(↑ 0.02%)
	Monetary unit of time value	↑ 15.57 %	1,467.30 (↑ 0.11%)
	Monetary unit of gas price	↑ 3.72 %	1,538.30 (↑ 4.96%)
Benefits of the Current Year (2018)			<b>1,311.89 (↓ 10.49%)</b>

Note:1. This field is showing the difference in percentage between 2017 and 2018.

2. The numbers in each parenthesis show the percentage of the benefit change from year 2017.

Note that the sensitivity results shown in Table 7.7 were obtained with the following steps:

- Identifying key factors contributing to the total CHART benefits, which are: traffic volume, the number of incidents resulting in lane blockage, incident duration with and without CHART involvements, truck percentage, value of time, and gas price;
- Computing the marginal impacts of the selected factor, using its 2018 value, but setting all other factors identical to those in 2017; and
- Following the same procedures to analyze the sensitivity of the total 2018 benefits with respect to each key factor

Notably, the decrease of 28.24 percent in the performance difference between incident durations with CHART and those without CHART results in a 24.18 percent reduction in the total benefit. The number of incidents increased by 10.86 percent in 2018, resulting in the benefit increase of 7.81 percent. Note that despite a decrease in the average of adjusted AADT over all major roads by 0.31 percent in 2018, the total benefit slightly increased by 0.13 percent due to significant increases of AADT on some major roads (i.e., I-495, I-95 and I-70). The total benefits increase by 4.96 percent due solely to the increase of 3.72 percent in drivers' income.

# Chapter 7

## Benefits From CHART's Incident Management

This chapter summarizes the benefits for major freeway corridors in 2018 due to CHART's incident response/operations. Table 7.8 shows the number of eligible main-lane-blockage incidents used for the benefit estimate, and the estimated delay reductions due to CHART for each corridor. The reductions in delay due to CHART's services on I-95, I-495/95, I-695, I-270, I-70, and I-83 are 4.71, 3.93, 6.07, 1.44, 1.98, and 0.84 million vehicle-hours, respectively, in 2018.

The total benefits produced from the reduction in delays, fuel consumption, and emissions for each major road in 2018 are summarized in Tables 7.9 (a) to 7.9 (f). The total benefits for I-95, I-495/95, I-695, I-270, I-70, and I-83 in 2017 are \$195.27M, \$160.60M, \$245.01M, \$57.43M, \$81.56M, and \$34.02M, respectively. Note that the benefits for those six major corridors account for 58.99% of the total CHART benefits of \$1,311.89M.

**Table 7.8 Number of Incidents Used for Benefit Estimate for the Six Major Corridors in 2018**

Corridors	No. of Incidents*	Reduction in Delay due to CHART (M vehicle-hours)
I-95	4,941	4.71
I-495	3,935	3.93
I-695	4,194	6.07
I-270	1,227	1.44
I-70	1,636	1.98
I-83	816	0.84
Others	16,494	13.84

*Note: Only incidents causing main lanes blockage are included in the benefit estimates, but not those incidents causing only shoulder lanes blockage.*

# Chapter 7

## Benefits From CHART's Incident Management

**Table 7.9(a) Total Direct Benefits for I-95 in 2018**

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.43	Driver \$21.18/hour <sup>1</sup>	9.21
			Cargo \$45.40/hour	19.74
	Car	4.27	\$36.94/hour <sup>2</sup>	157.86
Fuel Consumption (M gallon)		1.04 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	3.05
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	61.55	\$6,700/ton	5.41
	CO(ton)	691.36	\$6,360/ton	
	NO(ton)	29.48	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	9,669.54	\$23/metric ton <sup>5</sup>	
<b>Total</b>			<b>\$195.27</b>	

Source:

1. The truck driver's unit cost is based on the information from the Bureau of Labor Statistics in year 2018.
2. The car driver's unit cost is based on the household income by the U.S. Census Bureau (2018).
3. The gasoline and diesel unit costs are from the Energy Information Administration in year 2018.
4. The fuel consumption was computed based on the rate of 0.156 gallons of gas per hour for passenger cars from the Ohio Air Quality Development Authority and the rate of 0.85 gallon per hour for trucks from the literature "Heavy-Duty Truck Idling Characteristics-Results from a Nationwide Truck Survey" by Lutsey et al. (2004) and the Environmental Protection Agency (EPA).
5. This value is computed based on the unit rates of 19.56 lbs CO<sub>2</sub>/gallon of gasoline, 22.38 lbs CO<sub>2</sub>/gallon of diesel from the Energy Information Administration, and \$23/metric ton of CO<sub>2</sub> from CBO (Congressional Budget Office)'s cost estimate for S. 2191, America's Climate Security Act of 2007.

# Chapter 7

## Benefits From CHART's Incident Management

Table 7.9(b) Total Direct Benefits for I-495/I-95 in 2018

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.29	Driver \$21.18/hour <sup>1</sup>	6.11
			Cargo \$45.40/hour	13.09
	Car	3.64	\$36.94/hour <sup>2</sup>	134.52
Fuel Consumption (M gallon)		0.81 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	2.38
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	51.38	\$6,700/ton	4.50
	CO(ton)	577.09	\$6,360/ton	
	NO(ton)	24.61	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	7,530.49	\$23/metric ton <sup>5</sup>	
Total			\$160.60	

Table 7.9(c) Total Direct Benefits for I-695 in 2018

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.35	Driver \$21.18/hour <sup>1</sup>	7.43
			Cargo \$45.40/hour	15.92
	Car	5.72	\$36.94/hour <sup>2</sup>	211.26
Fuel Consumption (M gallon)		1.19 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	3.46
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	79.35	\$6,700/ton	6.94
	CO(ton)	891.28	\$6,360/ton	
	NO(ton)	38.01	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	10,944.76	\$23/metric ton <sup>5</sup>	
Total			\$245.01	

# Chapter 7

## Benefits From CHART's Incident Management

Table 7.9(d) Total Direct Benefits for I-270 in 2018

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.06	Driver \$21.18/hour <sup>1</sup>	1.26
			Cargo \$45.40/hour	2.71
	Car	1.38	\$36.94/hour <sup>2</sup>	51.05
Fuel Consumption (M gallon)		0.27 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	0.77
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	18.85	\$6,700/ton	1.64
	CO(ton)	211.69	\$6,360/ton	
	NO(ton)	9.03	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	2,427.83	\$23/metric ton <sup>5</sup>	
Total		\$57.43		

Table 7.9(e) Total Direct Benefits for I-70 in 2018

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.16	Driver \$21.18/hour <sup>1</sup>	3.45
			Cargo \$45.40/hour	7.41
	Car	1.82	\$36.94/hour <sup>2</sup>	67.18
Fuel Consumption (M gallon)		0.42 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	1.24
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	25.91	\$6,700/ton	2.27
	CO(ton)	291.01	\$6,360/ton	
	NO(ton)	12.41	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	3,925.91	\$23/metric ton <sup>5</sup>	
Total		\$81.56		

# Chapter 7

## Benefits From CHART's Incident Management

Table 7.9(f) Total Direct Benefits for I-83 in 2018

Reduction due to CHART		Amount	Unit rate	In M Dollar
Delay (M veh-hr)	Truck	0.05	Driver \$21.18/hour <sup>1</sup>	1.15
			Cargo \$45.40/hour	2.46
	Car	0.78	\$36.94/hour <sup>2</sup>	28.96
Fuel Consumption (M gallon)		0.17 <sup>4</sup>	Gasoline \$2.82/gal <sup>3</sup>	0.49
			Diesel \$3.18/gal <sup>3</sup>	
Emission	HC(ton)	10.96	\$6,700/ton	0.96
	CO(ton)	123.07	\$6,360/ton	
	NO(ton)	5.25	\$12,875/ton	
	CO <sub>2</sub> (metric ton)	1,553.53	\$23/metric ton <sup>5</sup>	
Total		\$34.02		

# Chapter 7

## Benefits From CHART's Incident Management

In addition to the above benefit analysis, a reduction in emissions due to reduced travel time in the Baltimore and Washington regions has also been computed. The results are summarized in Tables 7.10(a) and 7.10(b), where the daily delay reductions for the Washington region in 2018 were 1,816 hours/day and 42,280 hours/day for trucks and cars, respectively, compared to the 1,917 hours/day for trucks and 48,060 hours/day for passenger cars in 2017. The delay reduction in the Baltimore region decreased from 4,390 hours/day in 2017 to 4,003 hours/day in 2018 and from 94,185 hours/day in 2017 to 78,079 hours/day in 2018 for trucks and passenger cars, respectively. The overall reductions in emissions (i.e., by cars and trucks) for the entire region were \$144,041/ day and \$169,492/day for the years 2018 and 2017, respectively.

**Table 7.10(a) Delay and Emissions Reductions for Trucks Due to CHART/MSHA Operations for Washington and Baltimore Regions**

Truck		Total by CHART		Washington Region		Baltimore Region	
		Year 2018	Year 2017	Year 2018	Year 2017	Year 2018	Year 2017
<b>Annual Delay Reduction</b>	hour	1,512,883	1,639,771	472,122	498,482	1,040,761	1,141,288
<b>Daily Delay Reduction</b>	hour	5,819	6,307	1,816	1,917	4,003	4,390
<b>Emission Reduction</b>							
<b>HC reduction</b>	ton/day	0.076	0.082	0.030	0.035	0.046	0.047
	\$/day	509.66	552.41	203.38	234.29	306.28	318.11
<b>CO reduction</b>	ton/day	0.854	0.926	0.341	0.393	0.513	0.533
	\$/day	5,433.84	5,889.58	2,168.38	2,497.95	3,265.46	3,391.63
<b>NO reduction</b>	ton/day	0.036	0.039	0.015	0.017	0.022	0.023
	\$/day	469.05	508.39	187.18	215.63	281.88	292.77
<b>CO<sub>2</sub> reduction</b>	metric ton/day	50.22	54.43	20.04	23.09	30.18	31.35
	\$/day	1155.12	1252.00	460.95	531.01	694.17	720.99
<b>Total</b>	\$/day	7,567.68	8,202.39	3,019.90	3,478.88	4,547.78	4,723.51

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## Benefits From CHART's Incident Management

**Table 7.10(b) Delay and Emissions Reductions for Cars Due to CHART/MSHA Operations for Washington and Baltimore Regions**

Car		Total by CHART		Washington Region		Baltimore Region	
		Year 2018	Year 2017	Year 2018	Year 2017	Year 2018	Year 2017
<b>Annual Delay Reduction</b>	hour	31,293,378	36,983,706	10,992,770	12,495,479	20,300,608	24,488,227
<b>Daily Delay Reduction</b>	hour	120,359	142,245	42,280	48,060	78,079	94,185
<b>Emission Reduction</b>							
<b>HC reduction</b>	ton/day	1.573	1.860	0.628	0.789	0.946	1.071
	\$/day	10,542.15	12,459.11	4,206.87	5,284.29	6,335.28	7,174.83
<b>CO reduction</b>	ton/day	17.672	20.886	7.052	8.858	10.620	12.028
	\$/day	112,396.81	132,834.83	44,852.17	56,339.28	67,544.63	76,495.54
<b>NO reduction</b>	ton/day	0.754	0.891	0.301	0.378	0.453	0.513
	\$/day	9,702.20	11,466.42	3,871.68	4,863.26	5,830.51	6,603.17
<b>CO2 reduction</b>	metric ton/day	166.63	196.93	66.50	83.53	100.14	113.41
	\$/day	3832.56	4529.46	1529.39	1921.08	2303.17	2608.38
<b>Total</b>	\$/day	136,473.71	161,289.83	54,460.11	68,407.91	82,013.60	92,881.92





# Chapter 8

## CONCLUSIONS AND RECOMMENDATIONS

# Chapter 8

## Conclusions and Recommendations

### 8.1 Conclusions

Building on the previous research experience, this study has conducted a rigorous evaluation of CHART's performance in 2018 and its resulting benefits under the constraints of data availability and quality. Overall, CHART has made significant progress in recording more reliable incident reports, especially after implementation of the CHART-II Database.

However, much remains for CHART to do in terms of collecting more data and extending its operations to major local arterials if resources are available to do so. For example, data associated with the potential impacts of major incidents on local streets have not been collected by CHART. Without such information, one may substantially underestimate the benefits of CHART operations, as most incidents causing lane blockage on major commuting freeways are likely to spill their congestion back to neighboring local arterials if the speed of traffic queue formation is faster than the pace of progress on incident clearance. Similarly, a failure to respond to major accidents on local arterials, such as MD-355, may also significantly degrade traffic conditions on I-270. Effectively coordinating with county agencies on both incident management and operational data collection is one of the major tasks to be done by CHART.

With respect to its performance, CHART has maintained nearly the same level of efficiency in responding to incidents and driver assistance requests in recent years. The average response time in 2018 was 11.99 minutes. In view of the worsening congestion and the increasing number of incidents in the Washington-Baltimore region, it is commendable that CHART can maintain its performance efficiency with diminishing resources.

In brief, CHART operations by MDOT SHA in Year 2018 have yielded significant benefits by assisting drivers, and by reducing delay times and fuel consumption, as well as emissions. Other, indirect benefits could be estimated if appropriate data regarding traffic conditions before and after incidents were collected during each operation. Such benefits include impacts related to secondary incidents, potential impacts on neighboring roadways, and reductions in driver stress on major commuting corridors. In addition, an in-depth analysis of the nature of incidents and their spatial distribution may offer insight into developing safety improvement measures for the highway networks covered by CHART.

# Chapter 8

## Conclusions and Recommendations

### 8.2 Recommendations and Further Development

The main recommendations, based on the performance of CHART in 2018, are listed below:

- A strategy should be developed and updated to allocate CHART's resources between different response centers, based on their respective performance and efficiency so that they can effectively contend with the ever-increasing congestion and accompanying incidents both in urban and suburban areas.
- CHART's quality evaluation report should be made available to the operators to facilitate their continuous improvement of response operations.
- CHART should coordinate with county traffic agencies to extend its operations to major local routes and to include the data collection, as well the performance benefit, in the annual CHART review.
- Training sessions should be implemented to educate/re-educate operators on the importance of high-quality data and discuss how to effectively record critical performance-related information.
- The data structure used in the CHART-II system for recording incident locations should be improved to eliminate the current laborious, complex procedures.
- The database structure should be documented and re-investigated on a regular basis to improve the efficiency and quality of collected data.
- Possible explanations for extremely short or long response and/or clearance times should be documented so that the results of performance analysis can be more reliable.
- Police accident data should be efficiently integrated into the CHART incident response database in order to have a complete representation of statewide incident records.
- The benefits of reduced potential secondary incidents on delay and fuel consumption should be incorporated into the CHART benefit evaluation.

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# APPENDIX A - Additional Analyses

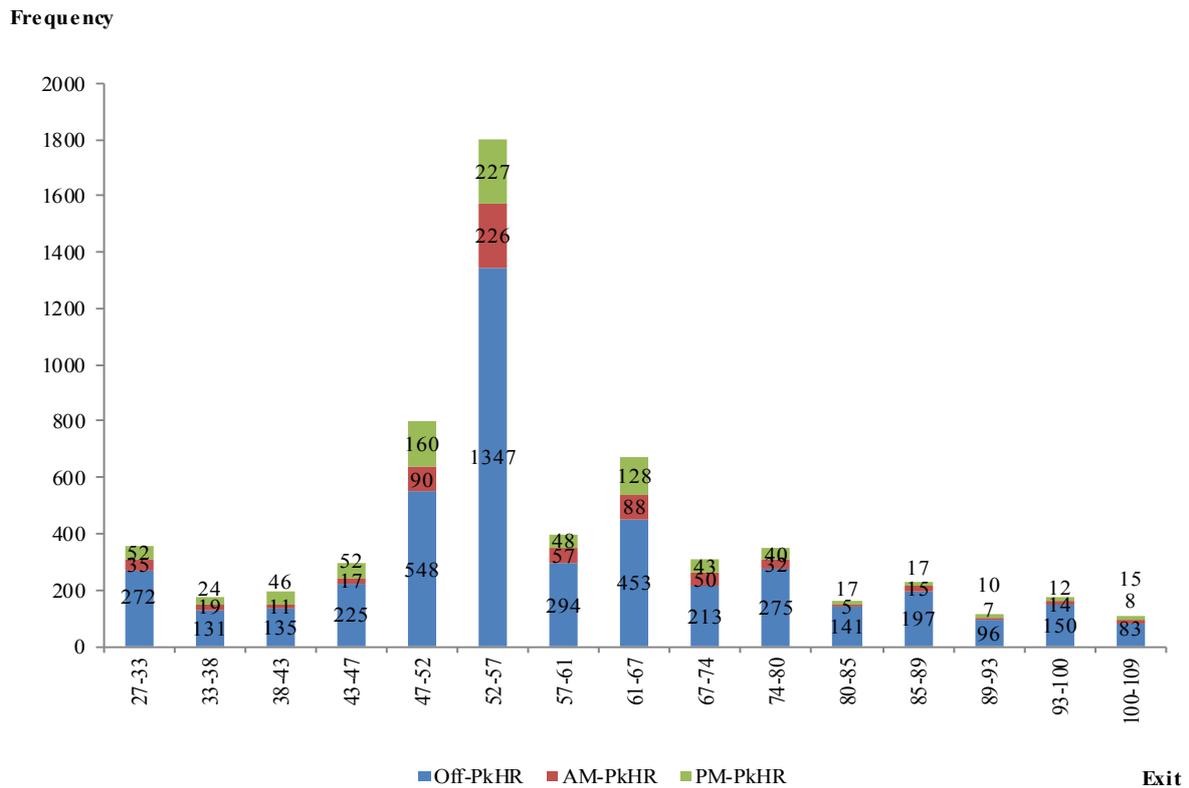


Figure A.1 Distributions of Incidents by Time of Day on I-95 in Year 2018

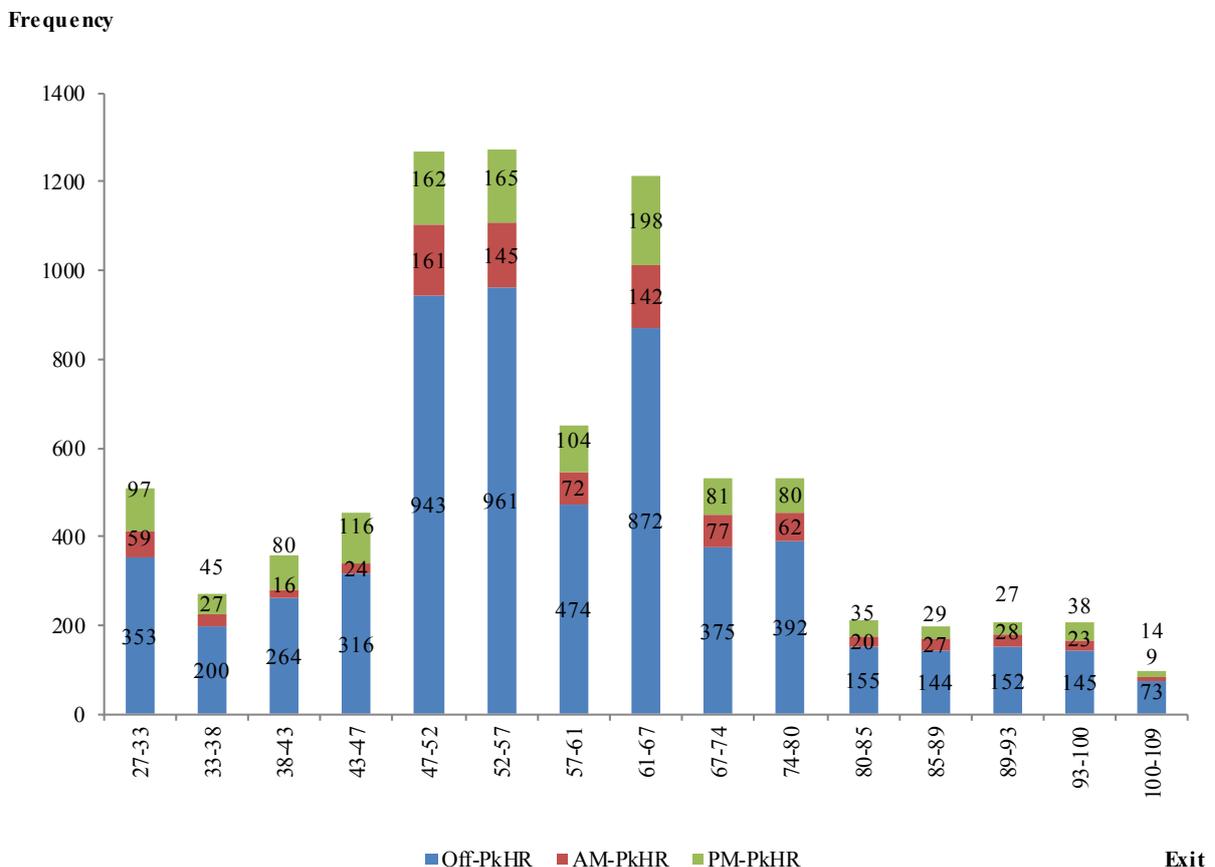


Figure A.2 Distributions of Disabled Vehicles by Time of Day on I-95 in Year 2018

# APPENDIX A - Additional Analyses

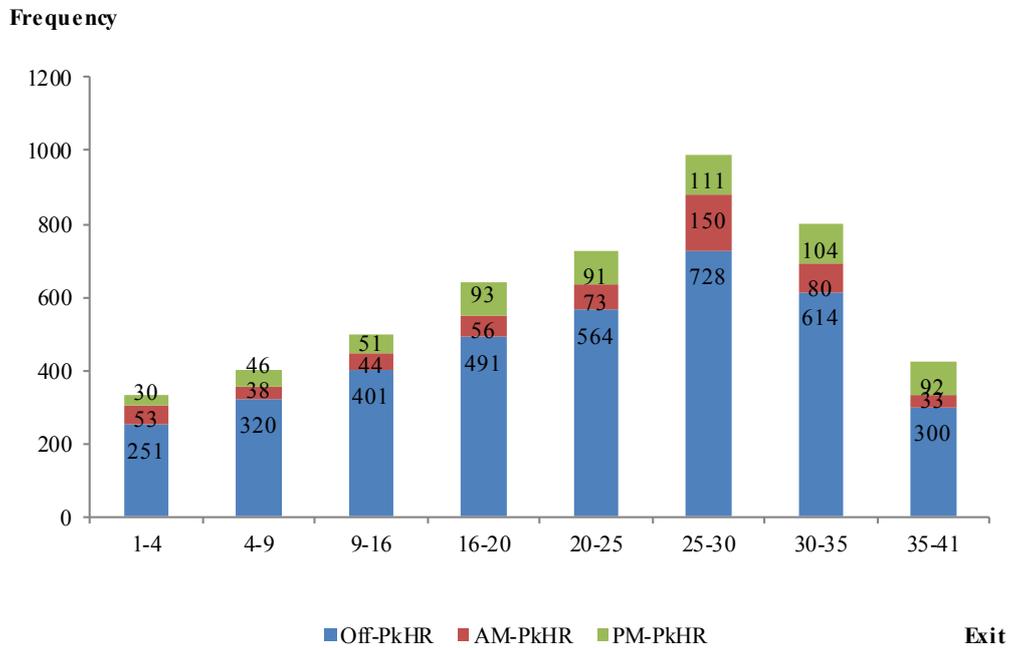


Figure A.3 Distributions of Incidents by Time of Day on I-495 in Year 2018

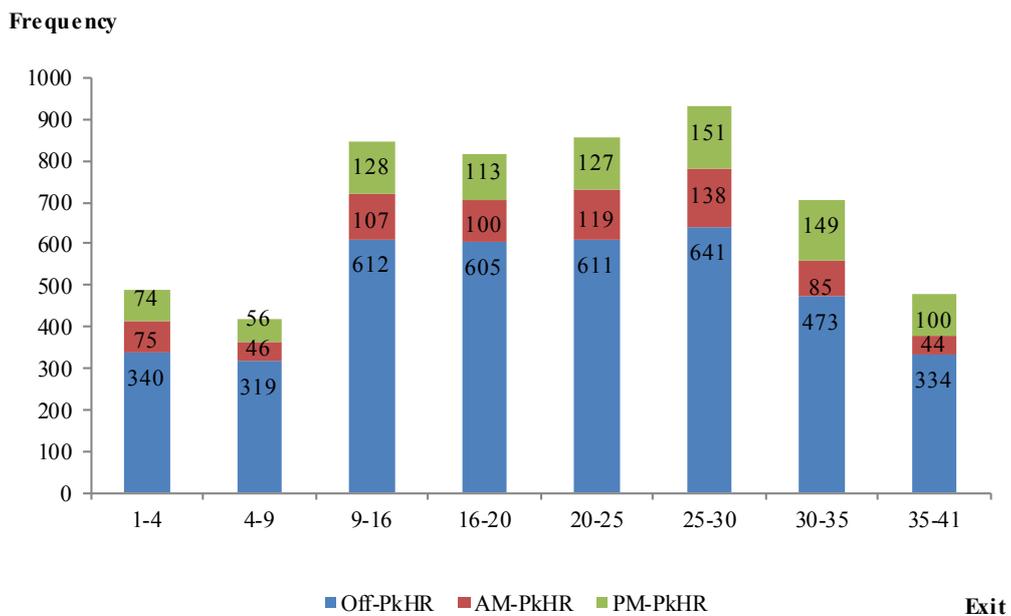
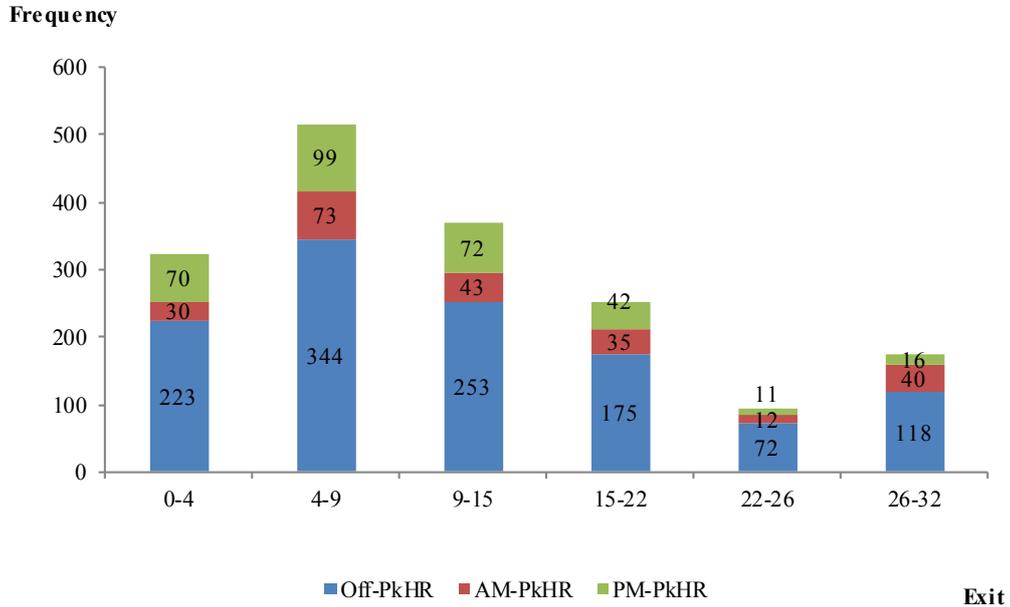
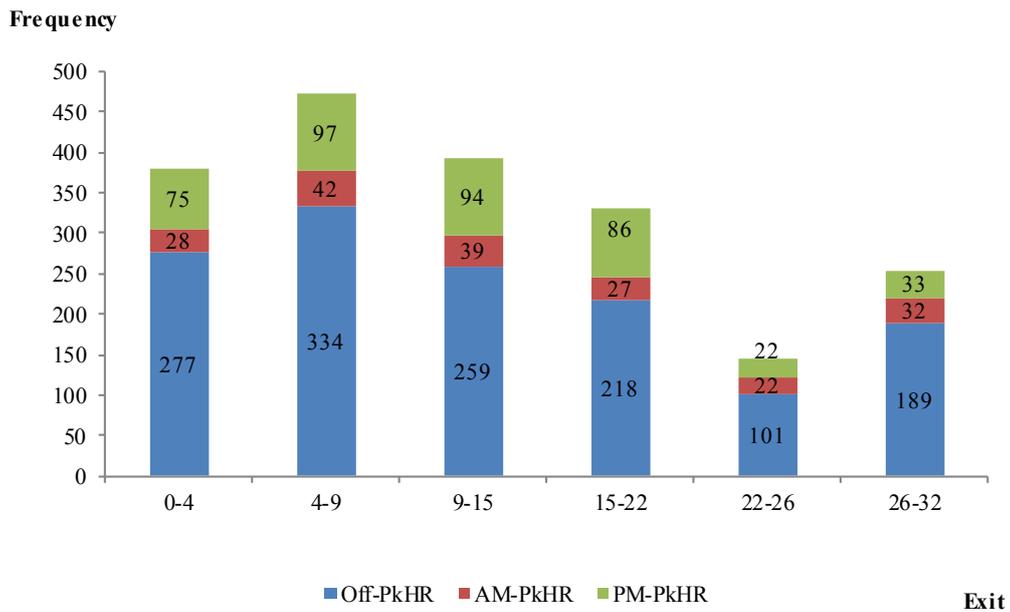


Figure A.4 Distributions of Disabled Vehicles by Time of Day on I-495 in Year 2018

# APPENDIX A - Additional Analyses



**Figure A.5 Distributions of Incidents by Time of Day on I-270 in Year 2018**



**Figure A.6 Distributions of Disabled Vehicles by Time of Day on I-270 in Year 2018**

# APPENDIX A - Additional Analyses

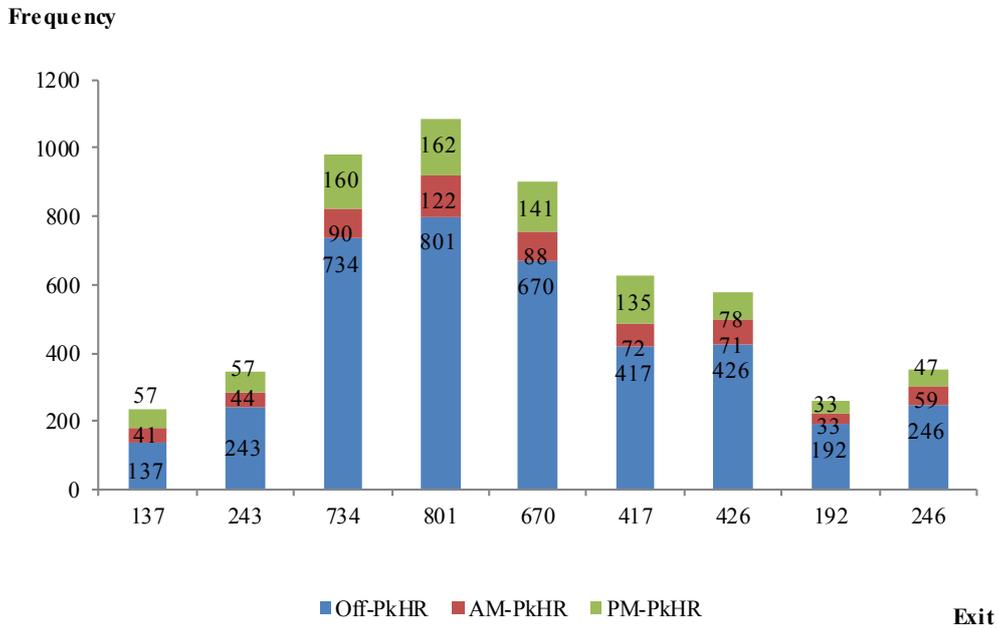


Figure A.7 Distributions of Incidents by Time of Day on I-695 in Year 2018

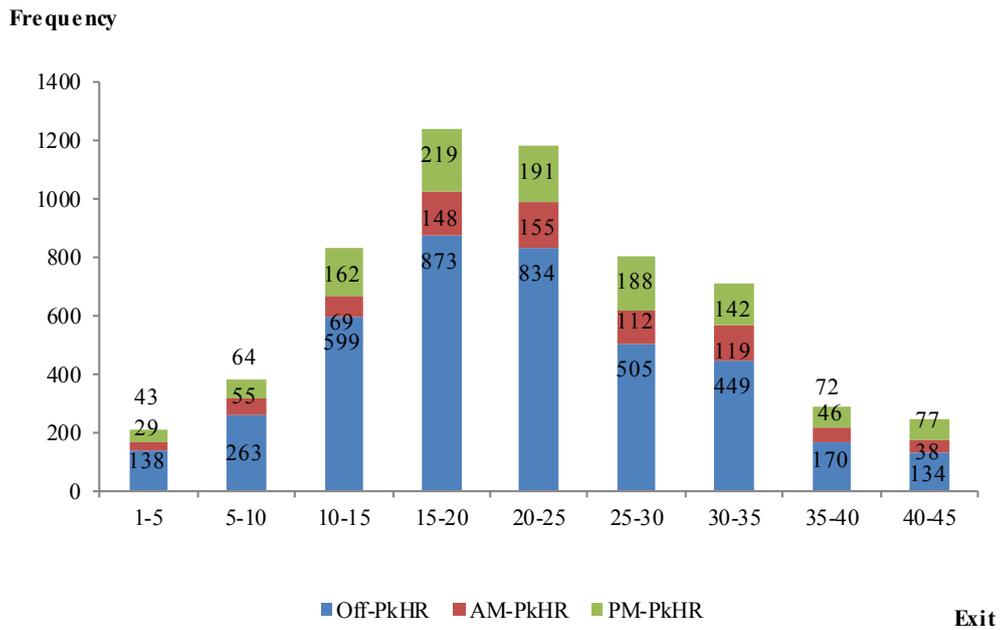


Figure A.8 Distributions of Disabled Vehicles by Time of Day on I-695 in Year 2018

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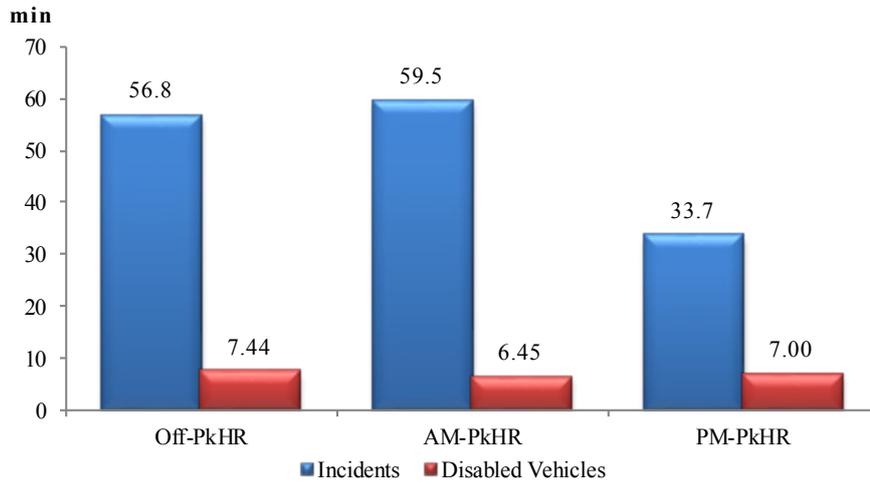


Figure A.9 Distributions of Clearance Time by Time of Day in Year 2018

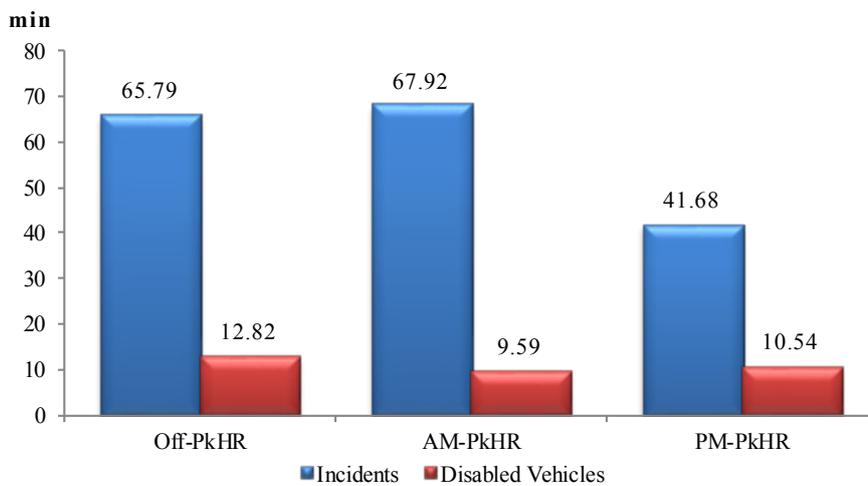


Figure A.10 Distributions of Incident Duration by Time of Day in Year 2018

# APPENDIX A - Additional Analyses

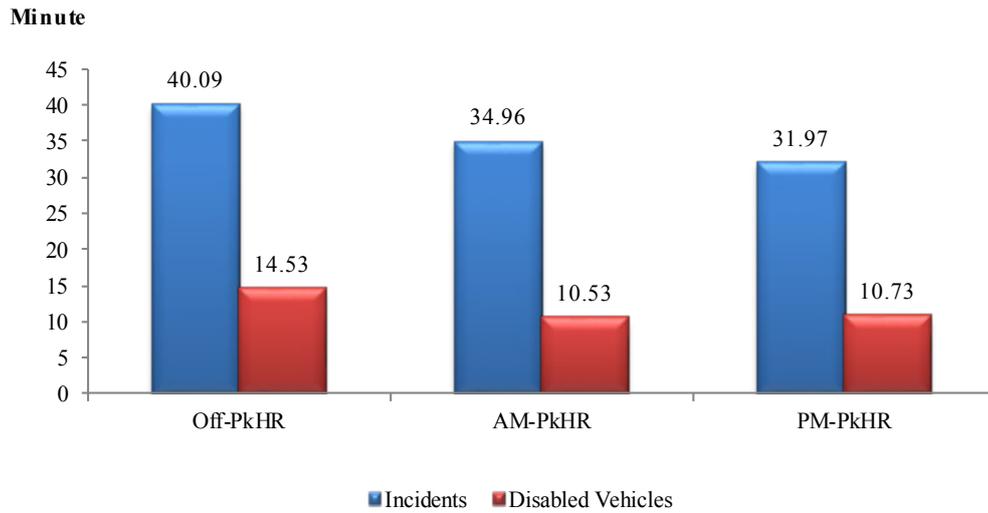


Figure A.11 Distributions of Incident Duration by Time of Day on I-95 in Year 2018

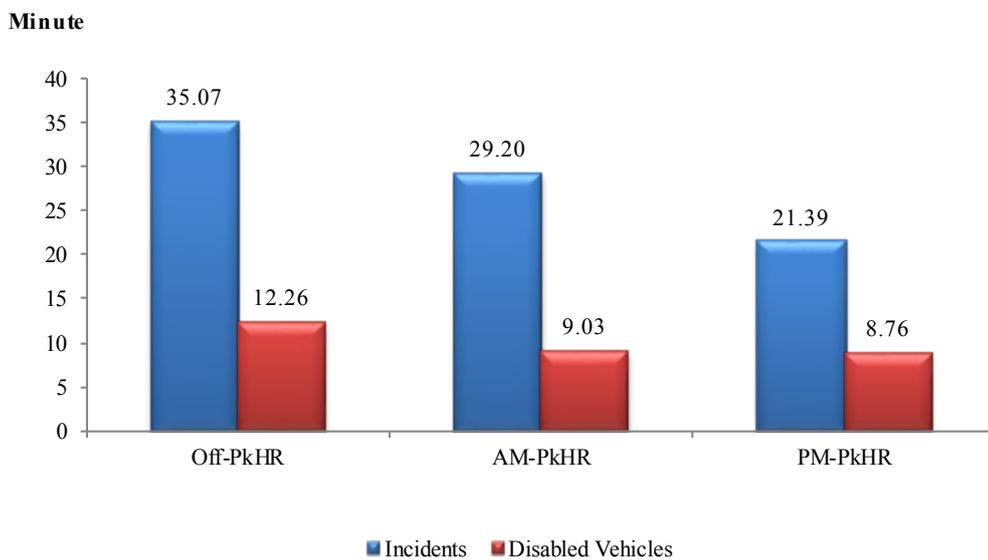


Figure A.12 Distributions of Incident Duration by Time of Day on I-495 in Year 2018

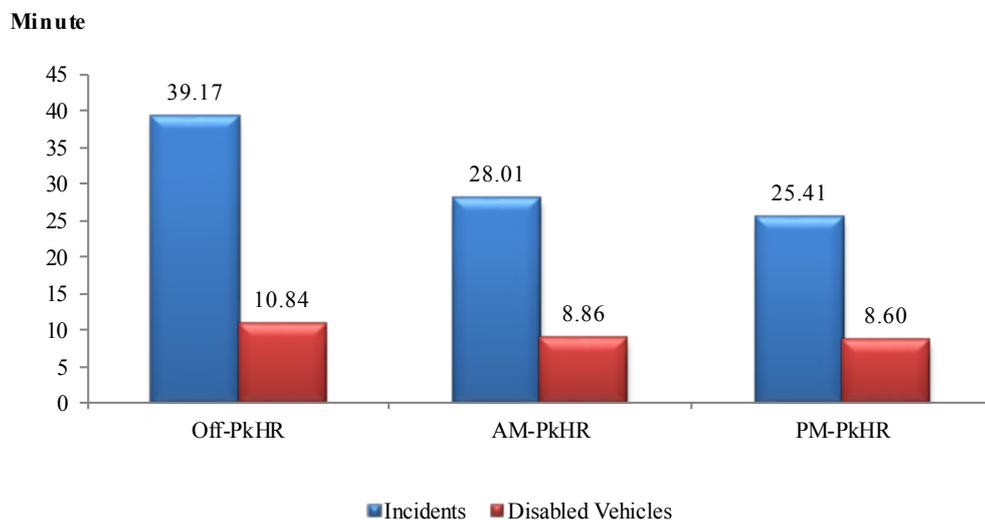
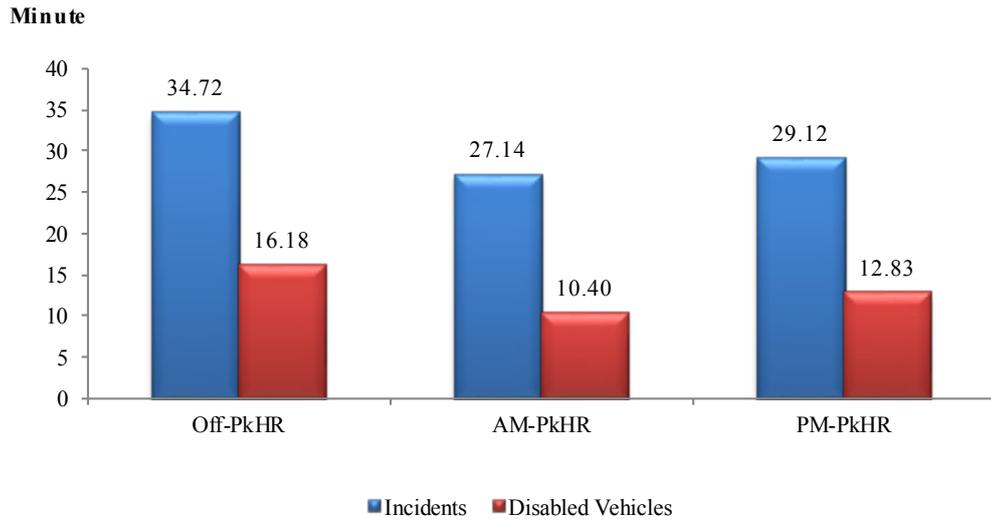
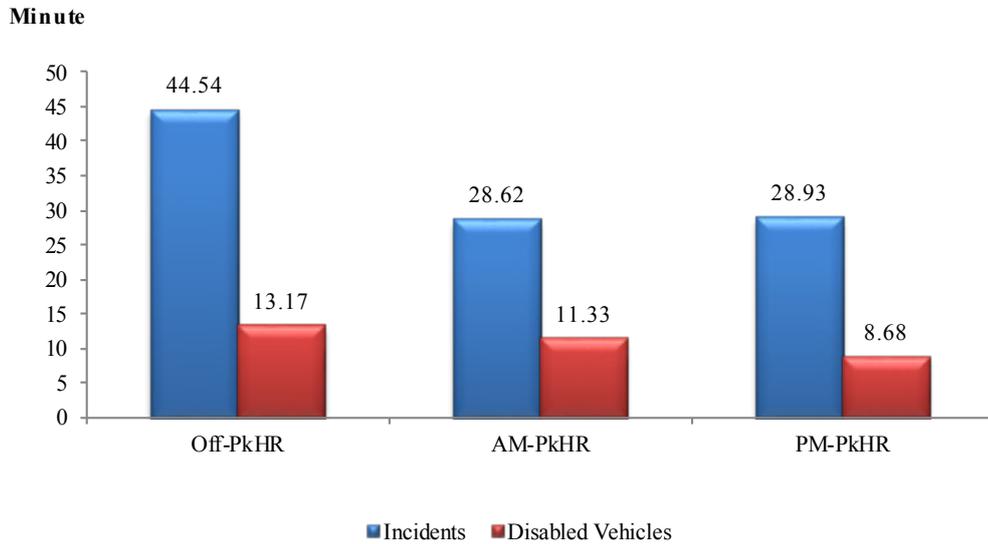


Figure A.13 Distributions of Incident Duration by Time of Day on I-270 in Year 2018

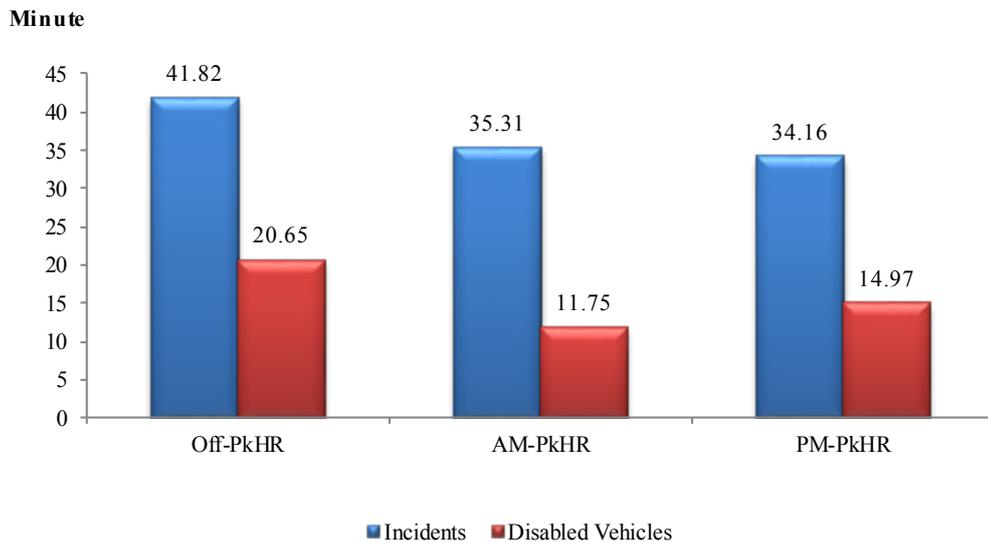
# APPENDIX A - Additional Analyses



**Figure A.14 Distributions of Incident Duration by Time of Day on I-695 in Year 2018**



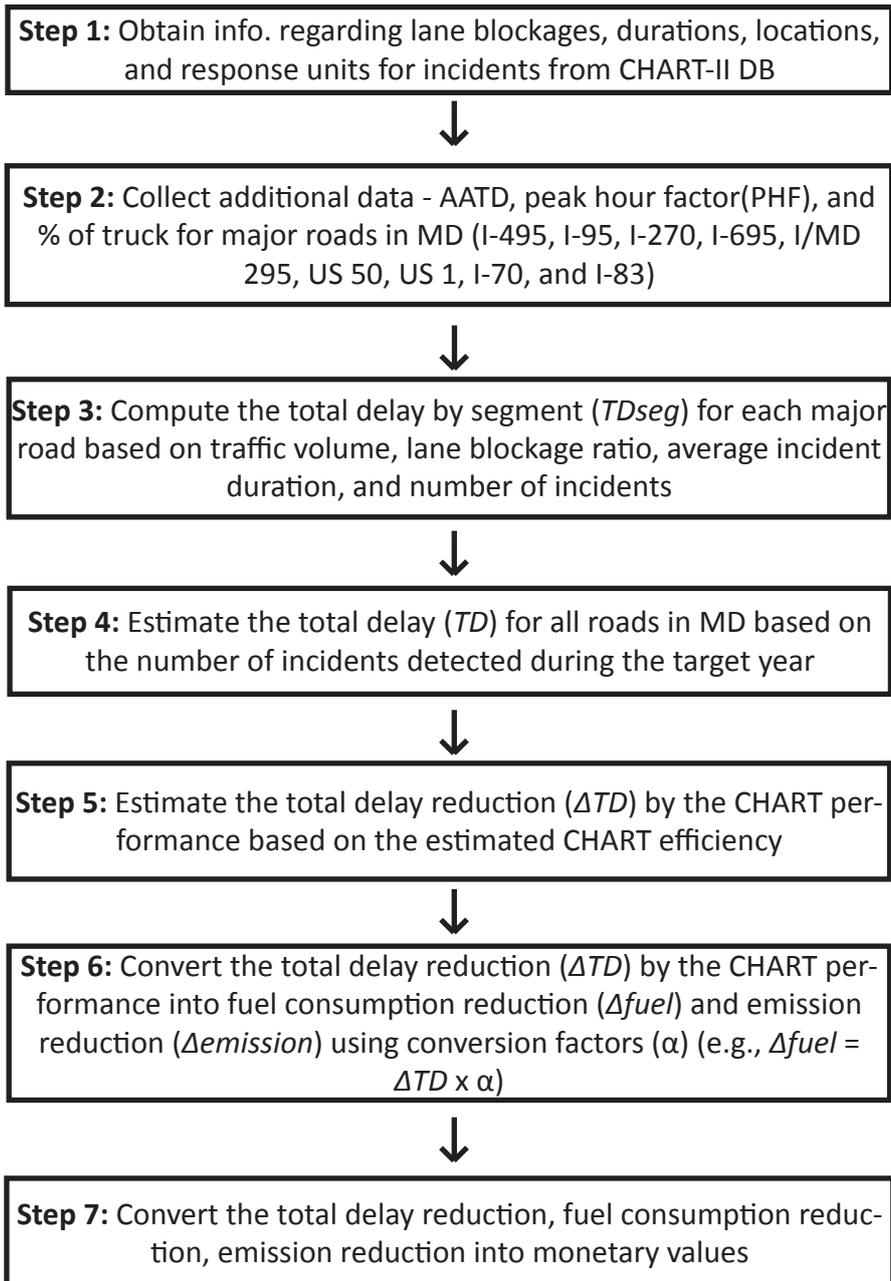
**Figure A.15 Distributions of Incident Duration by Time of Day on I/MD-295 in Year 2018**



**Figure A.16 Distributions of Incident Duration by Time of Day on I-83 in Year 2018**

# APPENDIX B - Benefit Estimation Procedure and Sensitivity Analysis

❖ The procedure to estimate the total benefit induced by the CHART performance



# APPENDIX C - Sources of Images Used in This Report

P18: From Maryland State Highway Administration (SHA)

P20, P78:

<https://www.wikiwand.com/en/Snowplow>

<http://ops.fhwa.dot.gov/publications/fhwahop10014/s3.htm>

<http://www.wilmacco.com/solutions/public-safety/public-safety-solutions/manage-and-assess/publishing-and-sharing>

P25:

<http://md511.org/>

P39, P97:

<http://www.localdvm.com/news/maryland-sha-prepared-months-ago-for-early-snowfall/213241385>

<https://www.freightshuttle.com/media/>

<http://wxxinews.org/post/rochester-drivers-dont-rank-well-new-accident-survey>

P58:

<http://www.chart.state.md.us/>

P87:

<https://www.assistpatrol.com/>

<http://marylandroads.com/Pages/release.aspx?newsId=2041>

P104:

<http://apps.roads.maryland.gov/webprojectlifecycle/ProjectPhotos.aspx?projectno=AW5181115>

<http://www.denverpost.com/2016/03/16/denvers-stretch-of-i-25-ranks-as-nations-50th-worst-for-traffic/>