TN | TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay TDOT Central Software

Includes All Responders

Reporting Period: January 1, 2021 to March 31, 2021

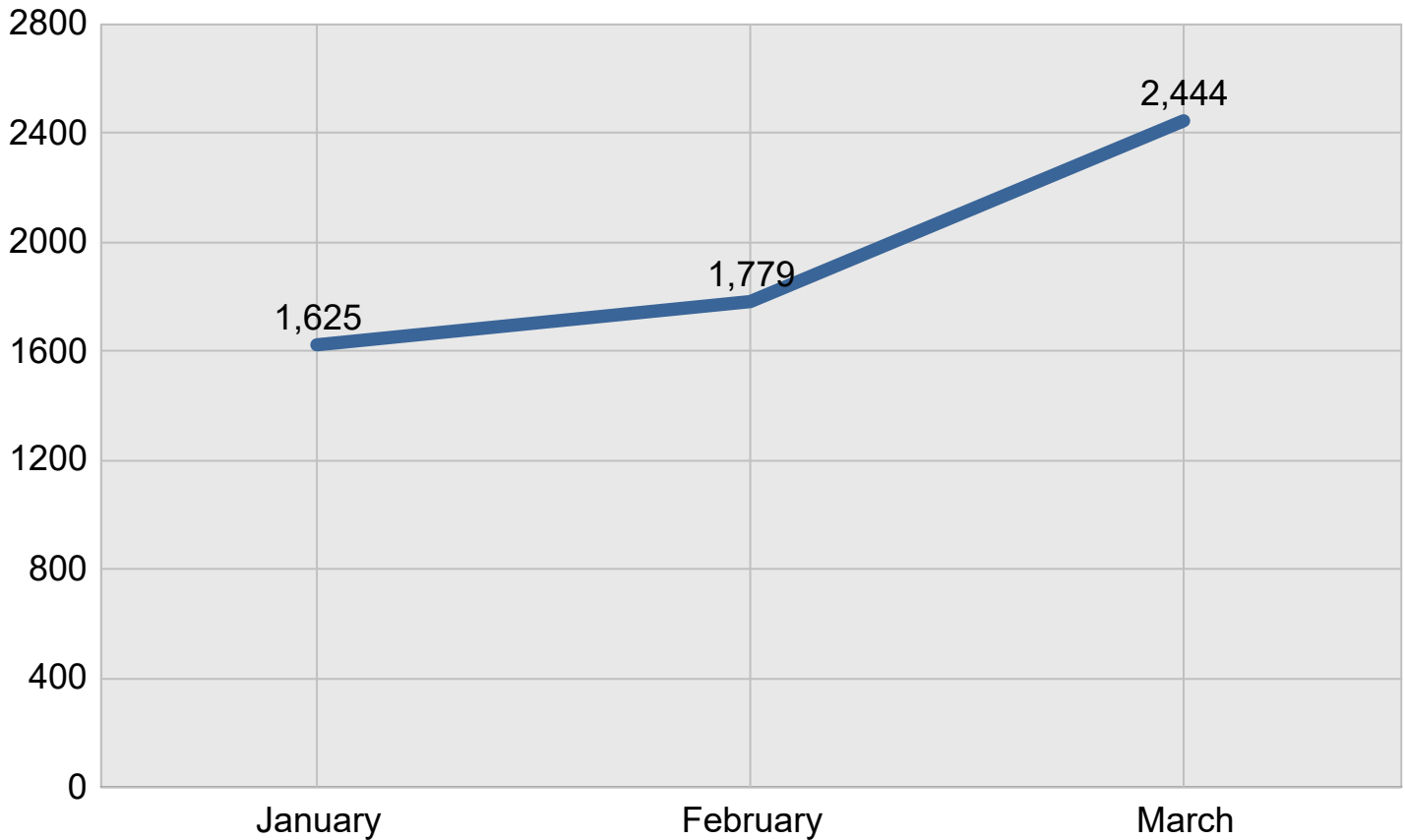## Region 1

Created on:	March 28, 2022	2:09 pm	County:	All Counties	Report Template version 2.0

Total Incidents Managed This Quarter: 5,848

Incidents Managed

Incidents Managed - Monthly

Line chart showing monthly incidents managed: January 1,625; February 1,779; March 2,444. Y-axis ranges from 0 to 2800.

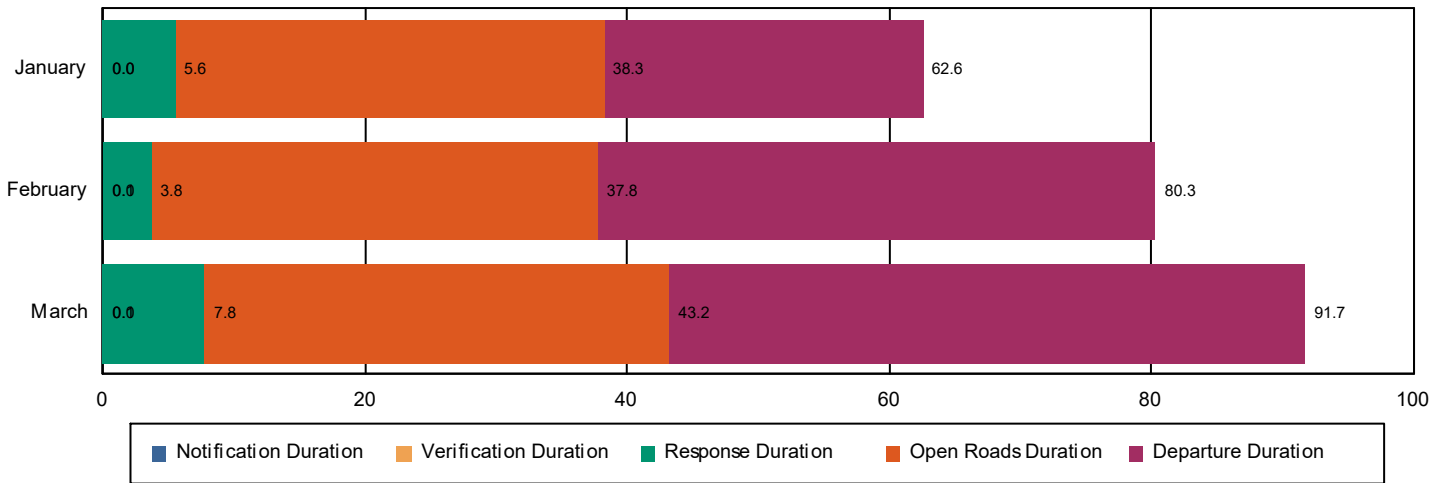# Performance Measures Summary

Incidents Overall Response

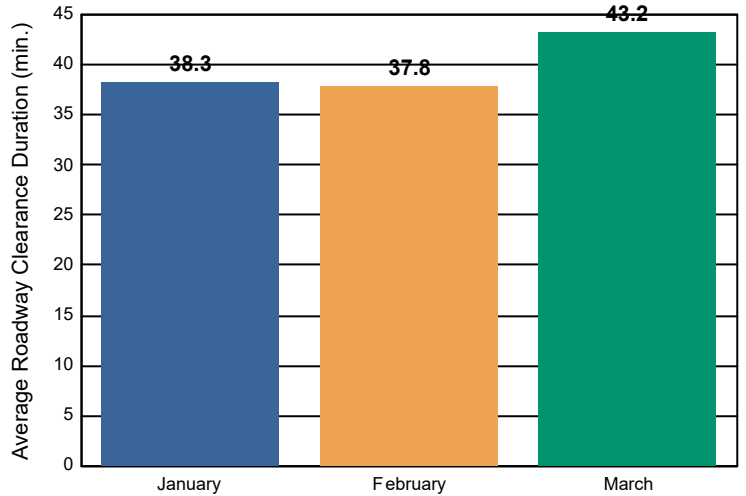|	January	February	March	Total
Events included in Performance Measures	108	133	232	473
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	5.6	3.7	7.7	6.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	32.6	34.1	35.5	34.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	24.3	42.5	48.4	41.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**38.3**	**37.8**	**43.2**	**40.5**
	62.6	**80.3**	**91.7**	**81.5**

Incident Clearance Duration
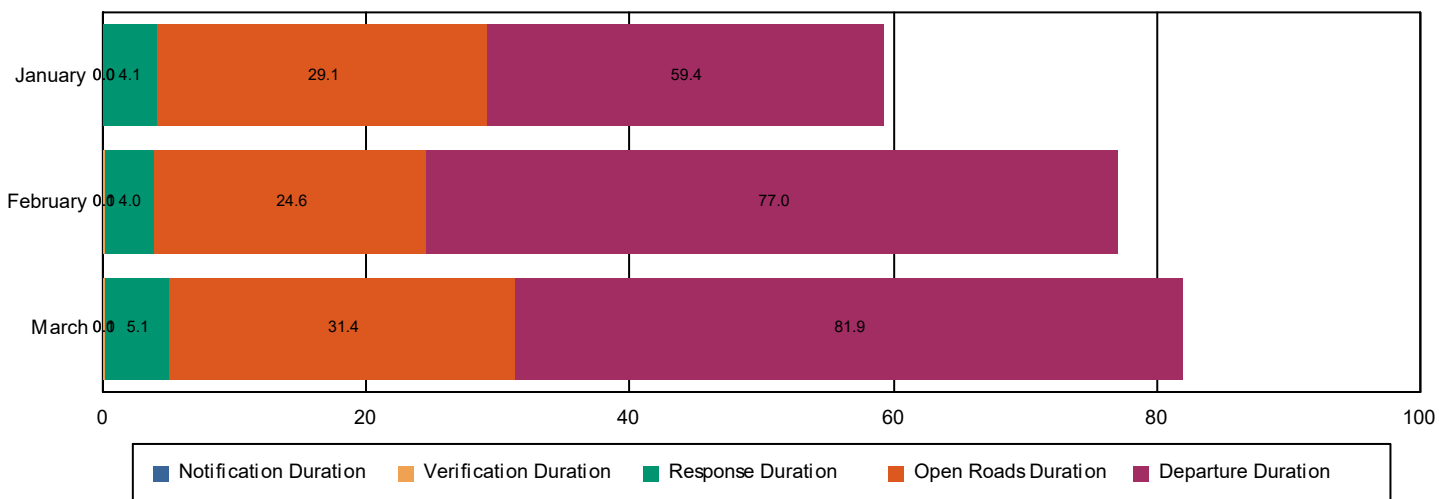

Open Roads Duration / Month
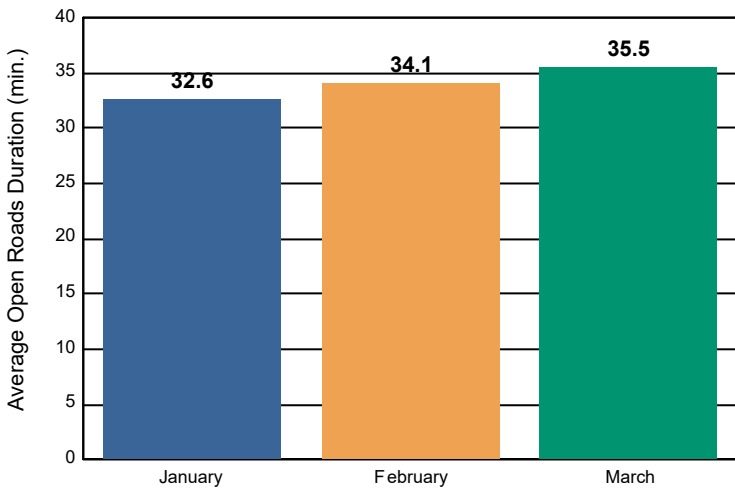
Roadway Clearance Duration / Month
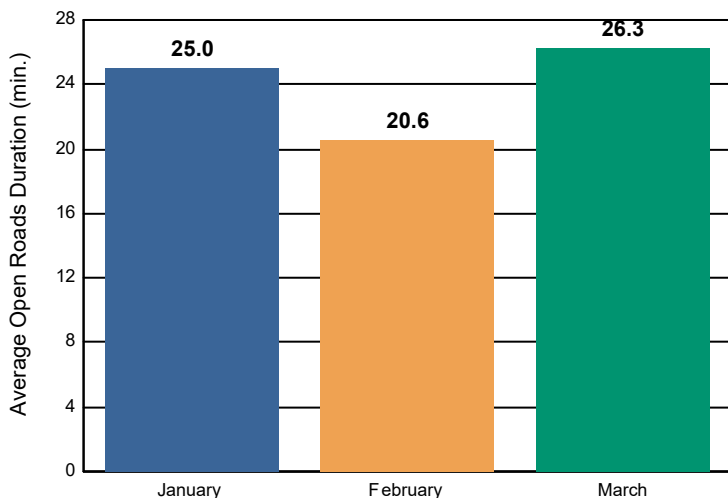
Performance Measures Summary

Incidents with HELP Truck Response

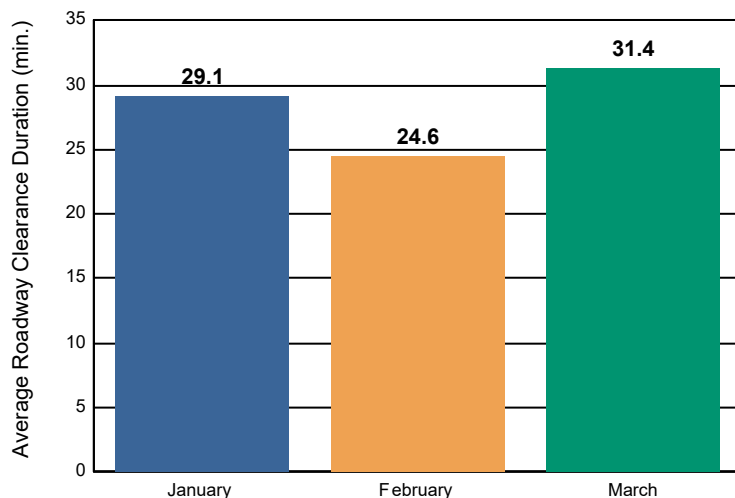|	January	February	March	Total
Events included in Performance Measures	65	77	126	268
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	4.1	3.9	4.9	4.4
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	25.0	20.6	26.3	24.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.2	52.4	50.6	46.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**29.1**	**24.6**	**31.4**	**28.8**
	59.4	**77.0**	**81.9**	**75.0**

Incident Clearance Duration

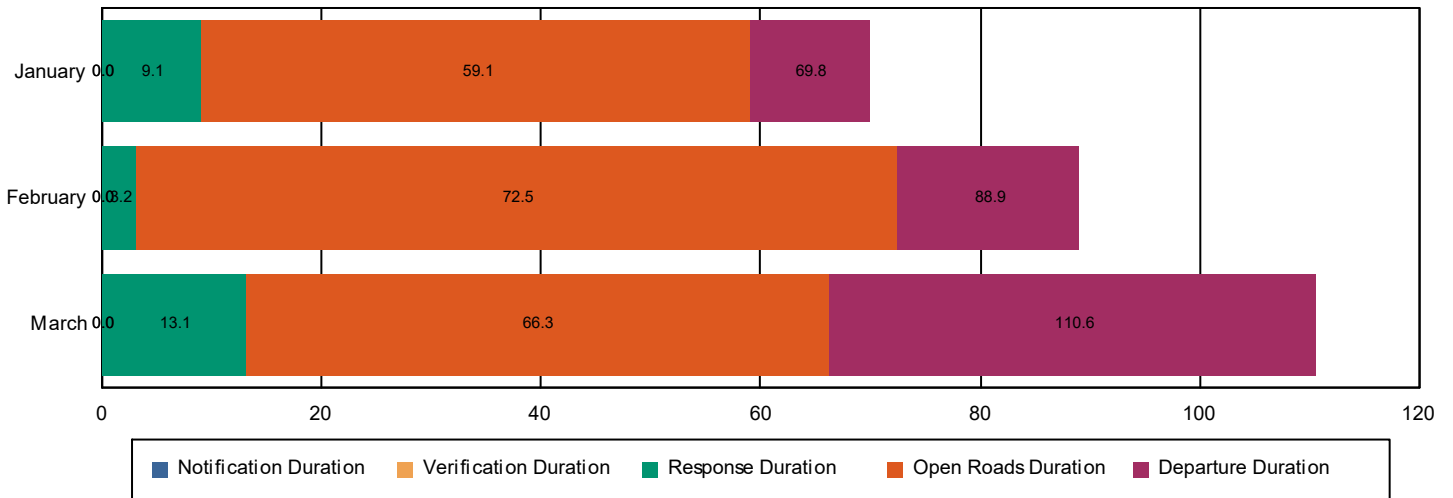
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	43	56	106	205
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	9.1	3.2	13.1	9.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	50.0	69.4	53.2	56.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	10.8	16.4	44.3	29.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**59.1**	**72.5**	**66.3**	**66.1**
	69.8	**88.9**	**110.6**	**95.8**

Incident Clearance Duration

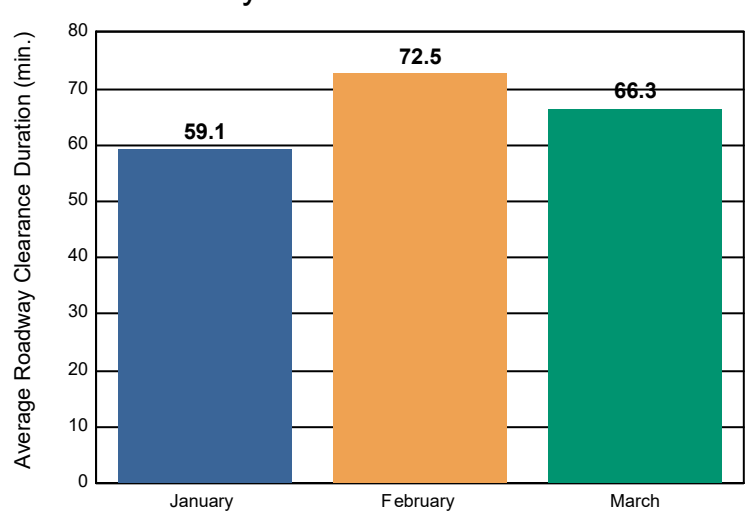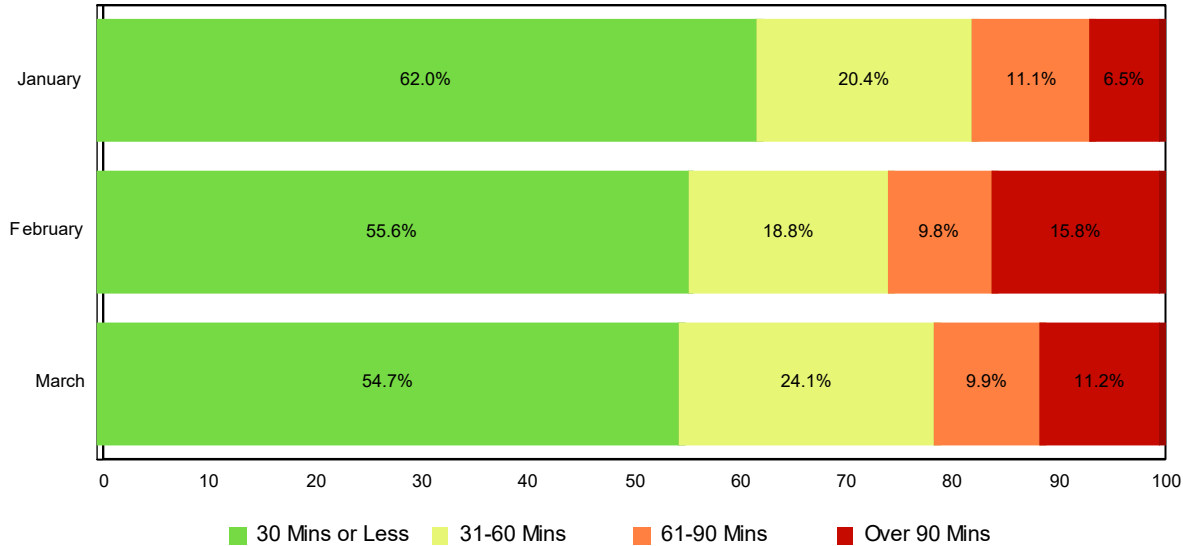## Open Roads Duration / Month
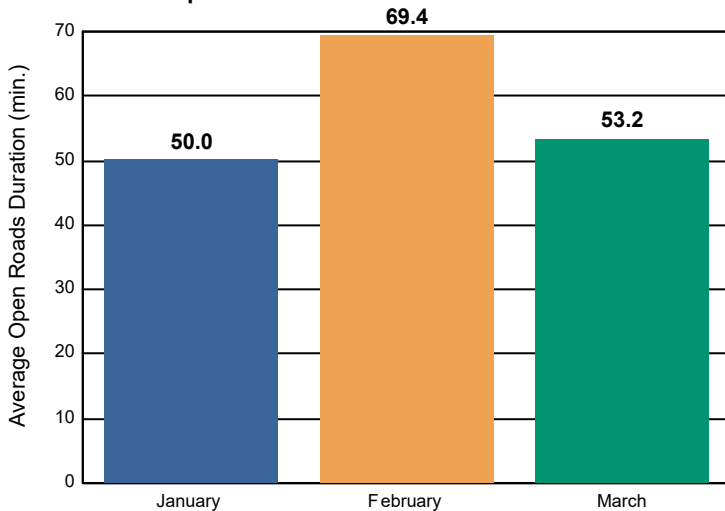
Roadway Clearance Duration / Month

Lane Blockage Clearance Times - Overall

Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	67	22	12	7	108
February	74	25	13	21	133
March	127	56	23	26	232
Total # of Events	268	103	48	54	473

Lane Blockage Clearance Times - with HELP Truck Response

Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	50	11	3	1	65
February	58	12	4	3	77
March	89	23	9	5	126
Total # of Events	197	46	16	9	268

Lane Blockage Clearance Times - without HELP Truck Response
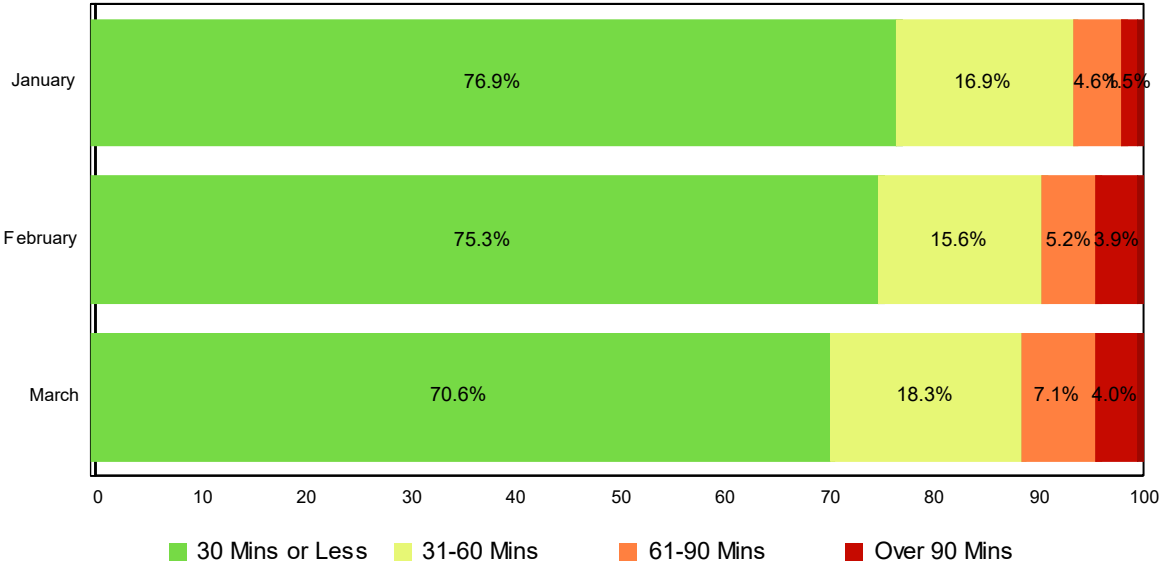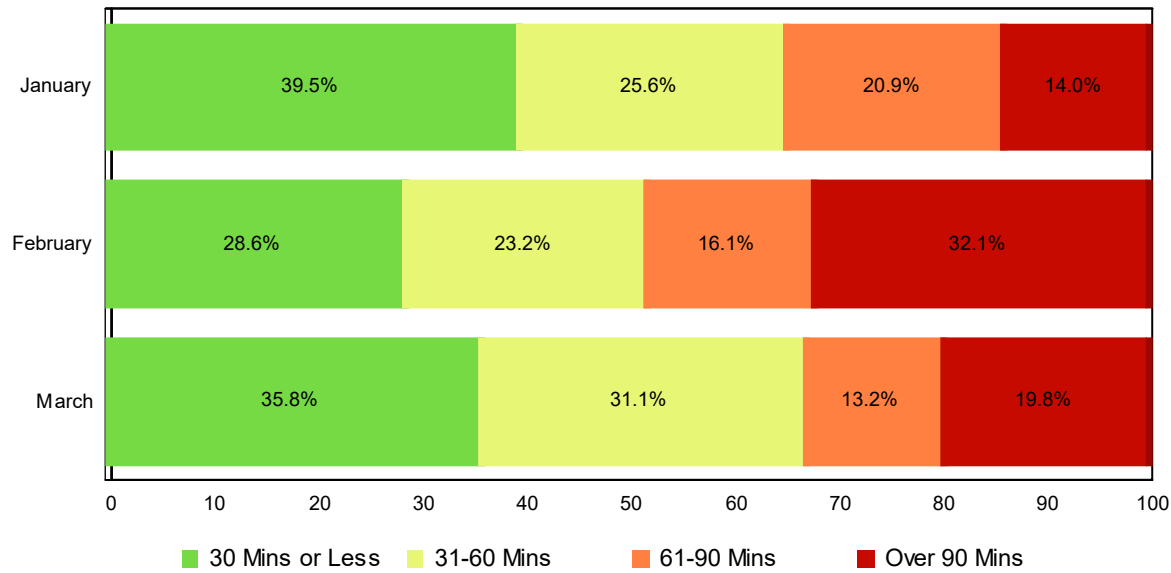

Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	17	11	9	6	43
February	16	13	9	18	56
March	38	33	14	21	106
Total # of Events	71	57	32	45	205

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	81	149	94	174	100	185	0	0	17
2	61	38	90	56	94	58	6	4	29
3	45	9	60	12	75	15	25	5	80
4	100	1	100	1	100	1	0	0	13
Totals	74	197	91	243	97	259	3	9	25
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0026	14	20	70.0
I0040	244	3,109	7.8
I0075	66	494	13.4
I0081	26	55	47.3
I0140	12	178	6.7
I0275	22	248	8.9
I0640	34	1,000	3.4
Region 1 TMC	0	89	0.0
SR001	3	3	100.0
SR009	6	6	100.0
SR029	1	1	100.0
SR032	1	1	100.0
SR033	2	2	100.0
SR034	1	1	100.0
SR035	3	3	100.0
SR037	2	2	100.0
SR062	2	2	100.0
SR063	4	4	100.0
SR066	2	2	100.0
SR071	1	1	100.0
SR073	1	1	100.0
SR095	3	3	100.0
SR115	9	35	25.7
SR126	2	2	100.0
SR131	2	2	100.0
SR158	0	1	0.0
SR159	2	2	100.0
SR162	2	41	4.9
SR168	2	2	100.0

SR169	1	1	**100.0**
SR375	2	2	**100.0**
SR435	1	1	**100.0**
All Roadways	**473**	**5,314**	**8.9**

Percentage of Event Types for All Events in Current Quarter

Unknown 0.24%
Test Incident 0.36%
Special Event 0.03%
Single Vehicle Crash 3.33%
Road Work - Scheduled 6.16%
Road Work - Emergency 0.71%
Rest Area 0.15%
PSA 0.02%
Police Activity 0.27%
Pedestrian 0.02%
PD/Med/Fire Activity 0.24%
Overturned Vehicle 0.22%
Other 0.09%
MultiVehicle Crash 6.02%
Jack-Knife Tractor Trailer 0.05%
Grass Fire 0.03%
Flooding 0.68%
Disabled Vehicle 52.83%

Abandoned Vehicle 11.97%
Bridge Work 0.09%
Congestion 7.67%
Daily Log 1.51%
Debris on Roadway 5.85%

Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	237	228	239	704	12.0%
Bridge Work	0	0	5	5	0.1%
Congestion	104	120	227	451	7.7%
Daily Log	31	28	30	89	1.5%
Debris on Roadway	88	111	145	344	5.8%
Disabled Vehicle	906	963	1,238	3,107	52.8%
Flooding	0	0	40	40	0.7%
Grass Fire	0	0	2	2	0.0%
Jack-Knife Tractor Trailer	0	3	0	3	0.1%
MultiVehicle Crash	90	94	170	354	6.0%
Other	1	1	3	5	0.1%
Overturned Vehicle	3	7	3	13	0.2%
PD/Med/Fire Activity	3	1	10	14	0.2%
Pedestrian	0	1	0	1	0.0%
Police Activity	0	8	8	16	0.3%
PSA	0	0	1	1	0.0%
Rest Area	1	2	6	9	0.2%
Road Work - Emergency	13	23	6	42	0.7%
Road Work - Scheduled	73	93	196	362	6.2%
Single Vehicle Crash	57	61	78	196	3.3%
Special Event	0	0	2	2	0.0%
Test Incident	2	12	7	21	0.4%
Unknown	7	3	4	14	0.2%
Vehicle Fire	1	4	10	15	0.3%
Visibility	8	2	16	26	0.4%
Weather	9	26	9	44	0.7%
Wrong Way Driver	1	0	0	1	0.0%
Total	1,635	1,791	2,455	5,881	100.0%

Incidents by Detection Source

HELP Operator
34.3%

KNOX SO
0.0%

Knoxville Fire
0.0%

Knoxville Police
1.2%

Other Police
0.0%

THP Dispatch
0.3%
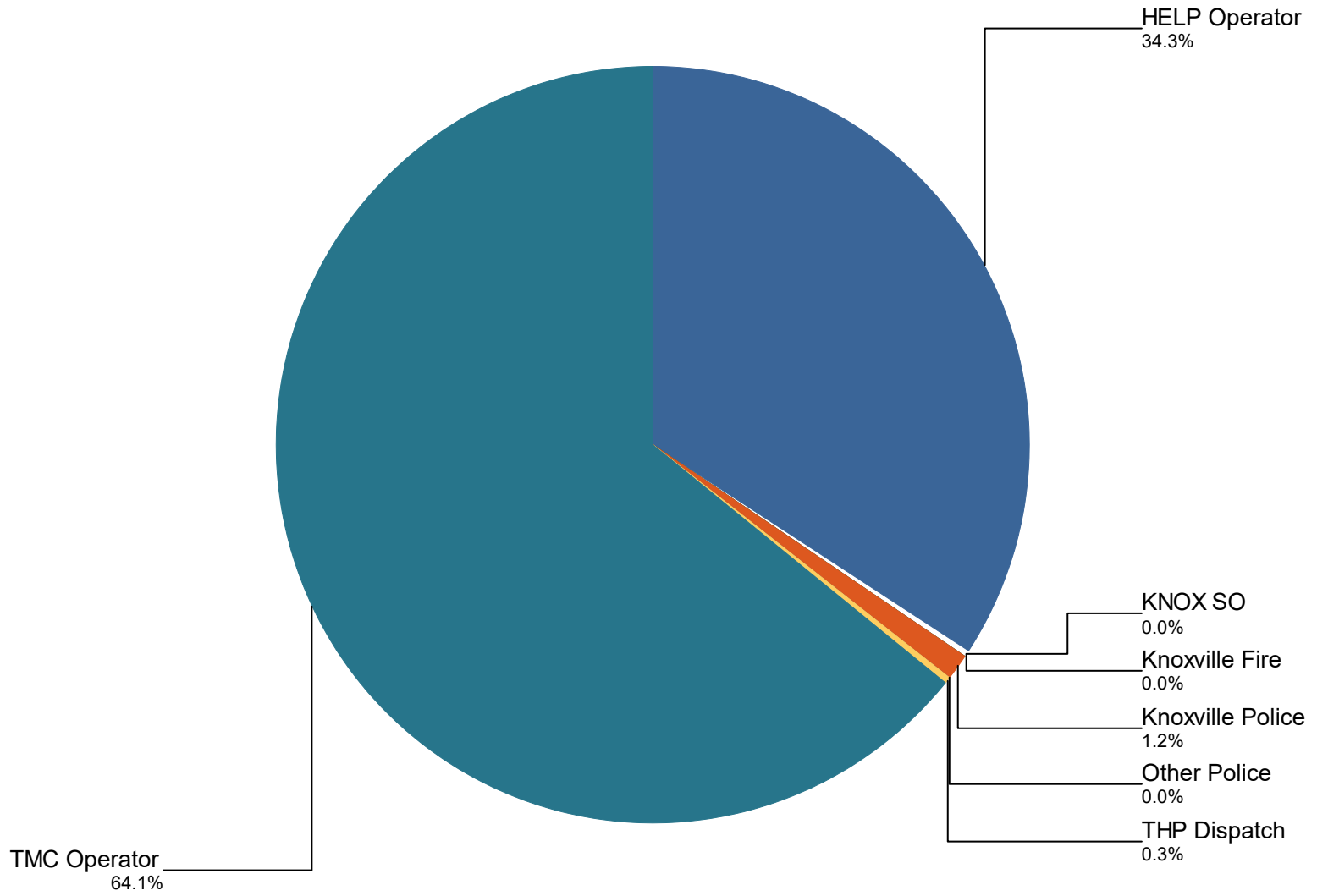
TMC Operator
64.1%

Notifier Agency	January	February	March	Total	%
HELP Operator	575	613	829	2,017	34.3
KNOX SO	1	0	0	1	0.0
Knoxville Fire	1	0	0	1	0.0
Knoxville Police	24	14	32	70	1.2
Other Police	0	0	1	1	0.0
THP Dispatch	9	3	8	20	0.3
TMC Operator	1,025	1,161	1,585	3,771	64.1
Total	**1,635**	**1,791**	**2,455**	**5,881**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Absorbent
0.6%

Assist Maint
0.1%

Assist THP
0.0%

Blocked Ln/Traf
15.3%

Called Wrecker
0.2%

Change Tire
11.7%

Comment Card
0.0%

Directions
3.1%

Extinguish Fire
0.0%

First Aid
0.2%

Fluids
1.1%

Jump Start
2.2%

Mechanical
6.6%

No Service-Aba
0.2%

No Service-Occupied
19.6%

Notified Law
0.6%

Notified TDOT
0.2%

Other
6.8%

Phone Call
0.3%

Relocate Vehicle
4.4%

Remove Debris
8.2%

Secure Load
0.4%

Supply Fuel
6.3%

Tag Abandoned
11.7%

Transported
0.0%

Unable to Locate
0.1%

Welfare Check
0.0%

Wrecker Towed
0.0%

Activity Types for All Activities	January	February	March	Total	%
Absorbent	5	7	21	33	0.6
Assist Maint	6	0	2	8	0.1
Assist THP	0	1	0	1	0.0
Blocked Ln/Traf Ctrl	236	301	347	884	15.3
Called Wrecker	3	7	3	13	0.2
Change Tire	170	214	291	675	11.7
Comment Card	1	0	0	1	0.0
Directions	45	54	80	179	3.1
Extinguish Fire	0	0	1	1	0.0
First Aid	3	4	4	11	0.2
Fluids	11	22	29	62	1.1
Jump Start	46	36	43	125	2.2
Mechanical	126	106	147	379	6.6
No Service-Abandon	1	2	7	10	0.2
No Service-Occupied	380	315	438	1,133	19.6
Notified Law	14	7	14	35	0.6
Notified TDOT	4	1	4	9	0.2
Other	94	150	147	391	6.8
Phone Call	8	8	4	20	0.3
Relocate Vehicle	73	91	88	252	4.4
Remove Debris	123	153	195	471	8.2
Secure Load	9	10	6	25	0.4
Supply Fuel	113	113	140	366	6.3
Tag Abandoned	223	214	241	678	11.7
Transported	0	2	0	2	0.0
Unable to Locate	4	2	1	7	0.1
Welfare Check	1	0	0	1	0.0
Wrecker Towed	0	1	0	1	0.0
Total	**1,699**	**1,821**	**2,253**	**5,773**	**100.0%**

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	22.8	23.9	20.7
Avg Post Time (hr)	2.4	1.9	1.7
Avg Messages Per Sign	69.4	82.6	91.3
Total Messages Posted	2,220	2,643	2,923