TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay Central Software

Includes All Responders
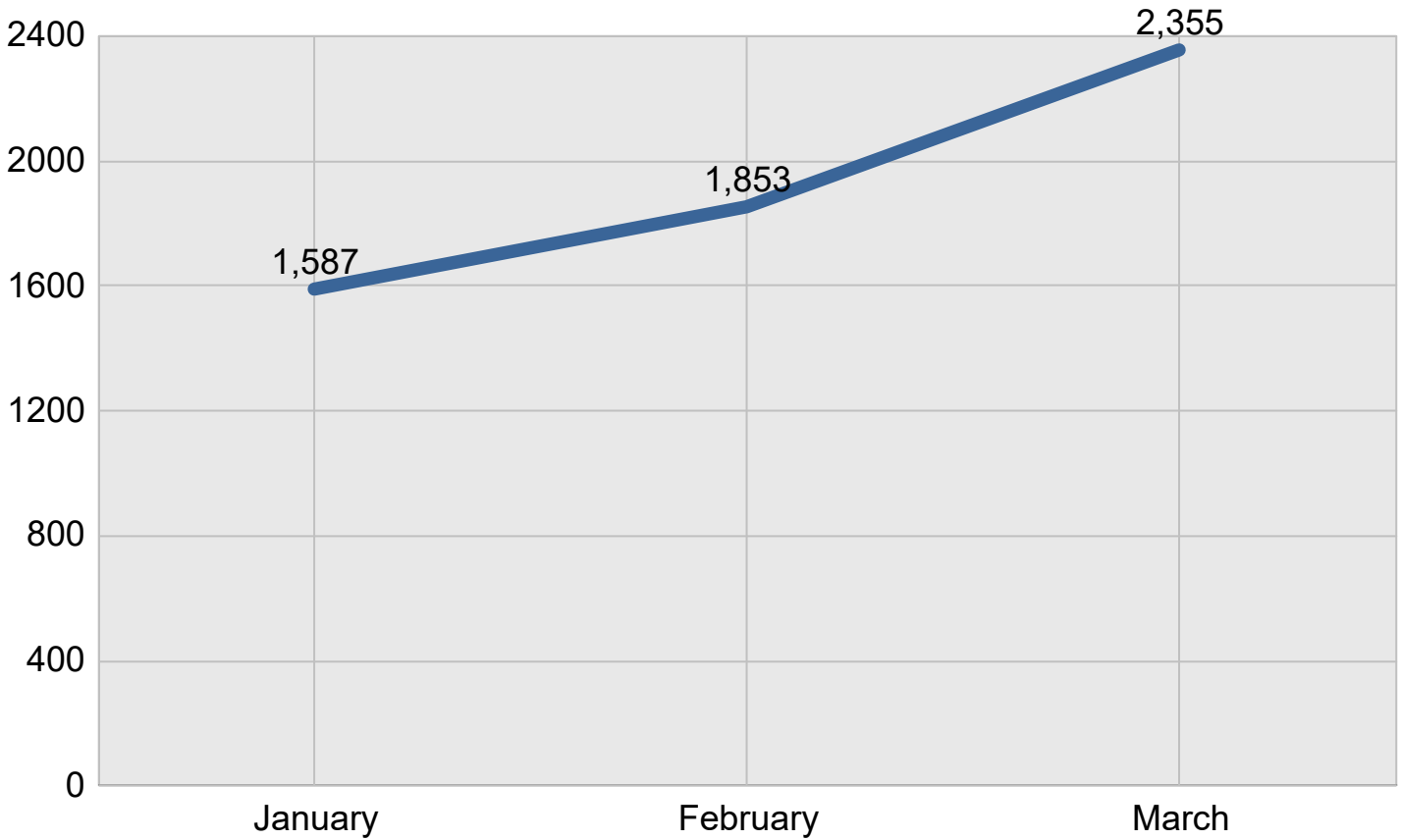
Reporting Period: January 1, 2022 to March 31, 2022

Region 2

Created on:	April 13, 2022	10:34 am	County:	All Counties	Report Template version 2.0

Total Incidents Managed This Quarter: 5,795

Incidents Managed

Incidents Managed - Monthly

Performance Measures Summary

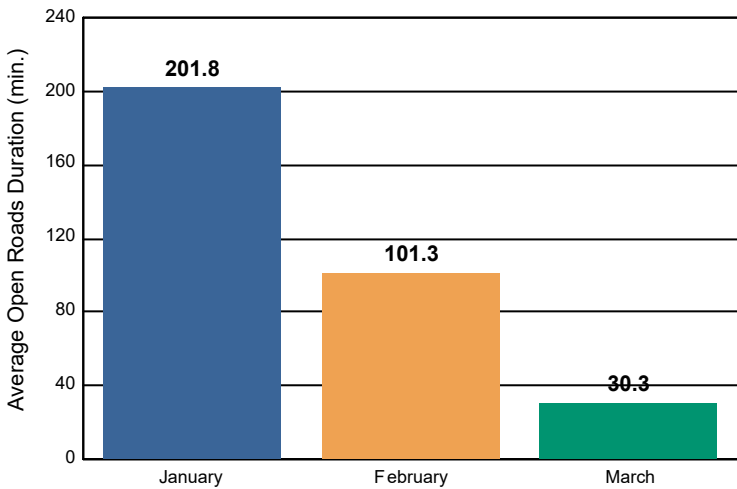## Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	258	270	346	874
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	0.3	1.6	0.9
Response Duration (min.) [First Notification to First Arrival]	7.6	7.2	6.2	6.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	201.8	101.3	30.3	99.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	20.5	22.7	41.0	29.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**209.9**	**108.8**	**38.1**	**107.0**
	230.4	**131.6**	**79.1**	**136.7**

Incident Clearance Duration
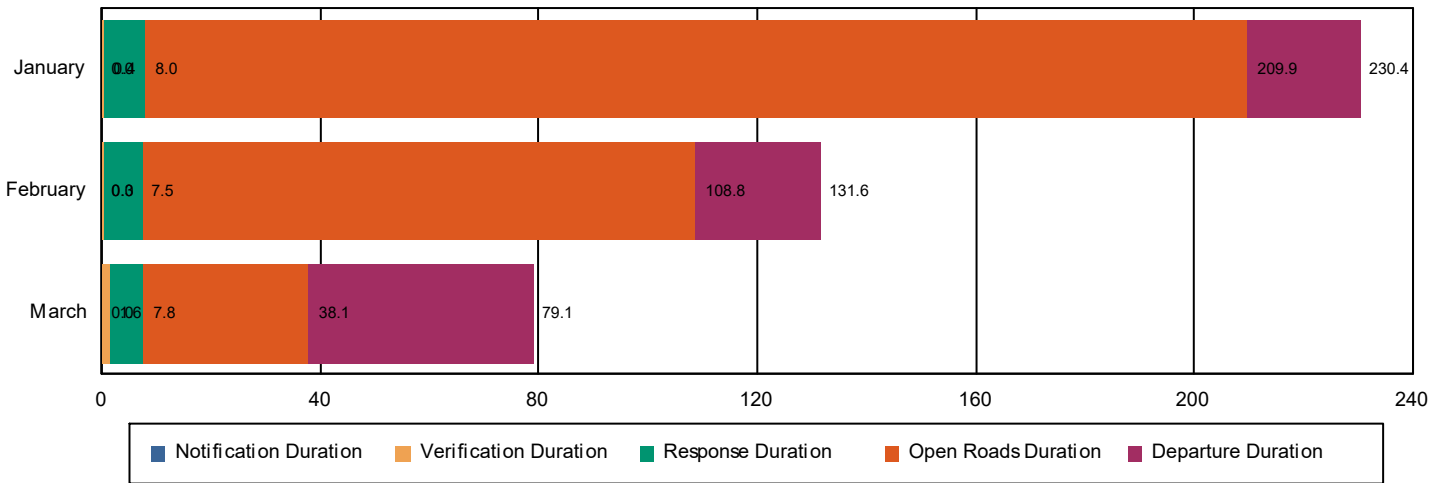
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

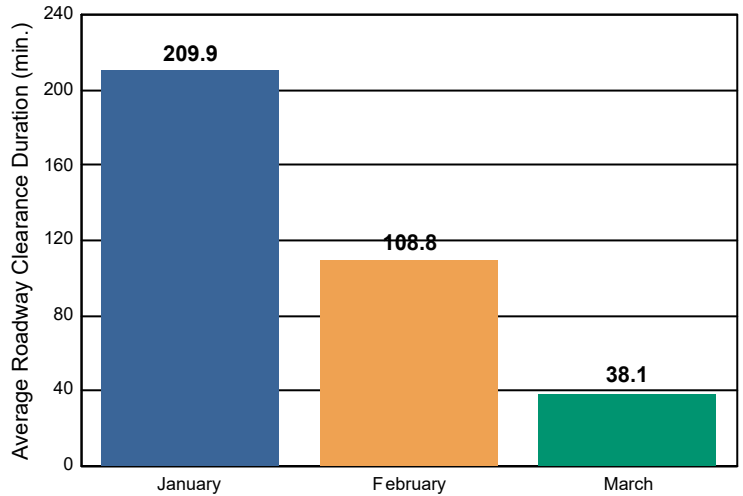|	January	February	March	Total
Events included in Performance Measures	143	172	244	559
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	5.1	5.6	5.1	5.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	267.4	116.6	22.8	111.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	17.0	16.5	46.4	29.9
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**272.6**	**122.3**	**27.8**	**117.2**
	289.6	**138.8**	**74.2**	**147.1**

Incident Clearance Duration
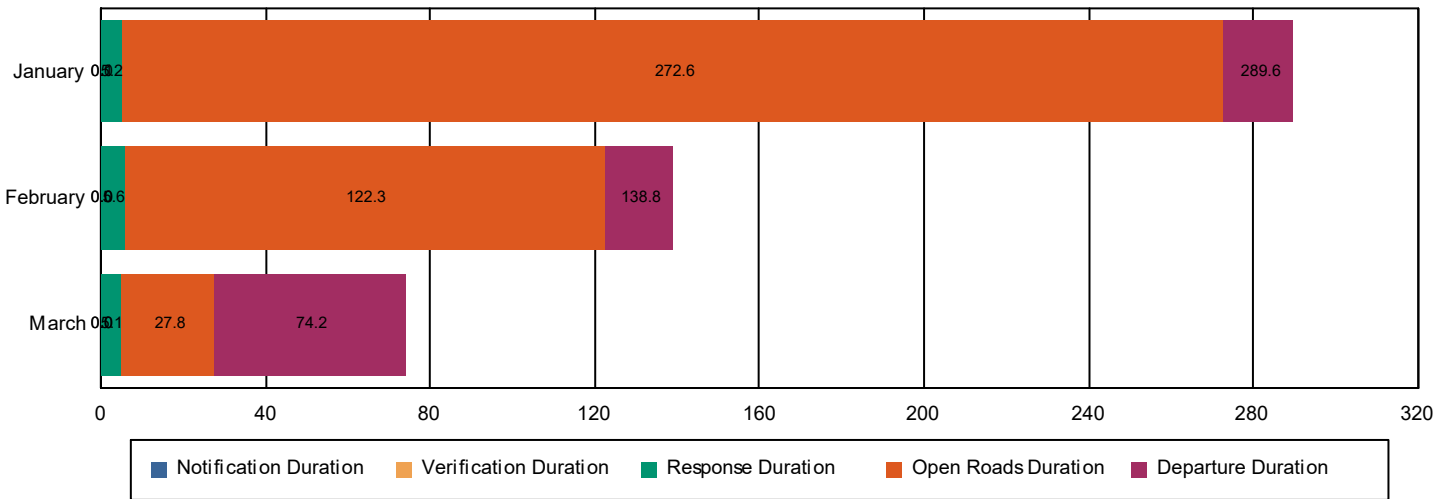
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

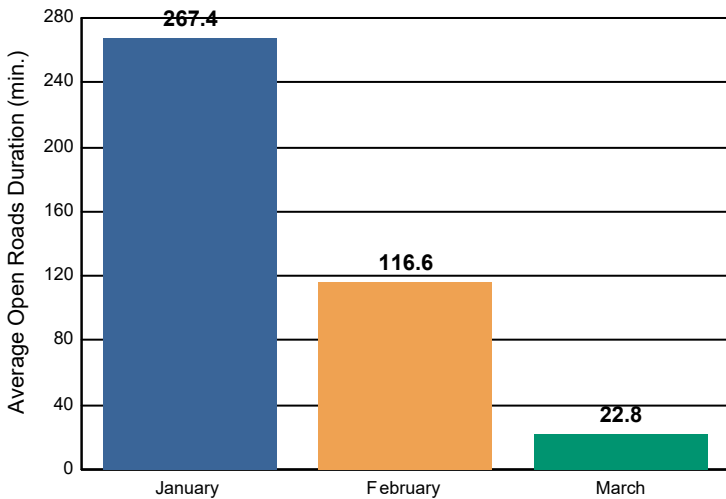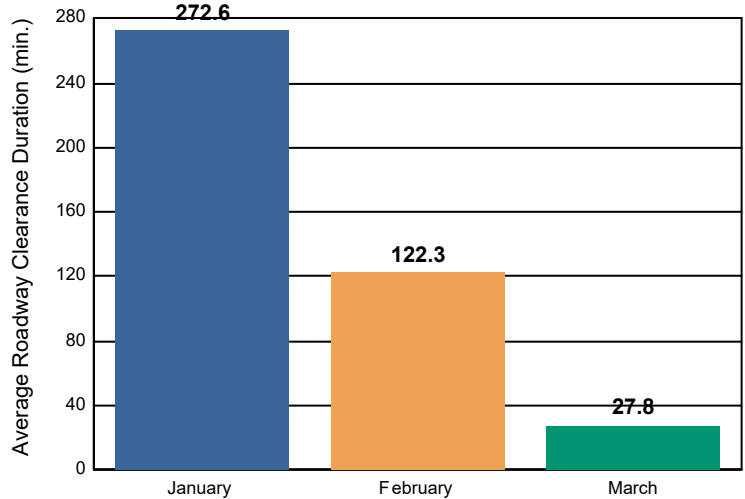## Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	115	98	102	315
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	1.1	1.1	6.9	3.0
Response Duration (min.) [First Notification to First Arrival]	12.1	10.9	9.8	10.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	84.0	65.1	54.8	68.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	27.0	37.4	23.6	29.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**97.1**	**77.1**	**71.5**	**82.0**
	124.1	**114.5**	**95.0**	**111.2**

Incident Clearance Duration
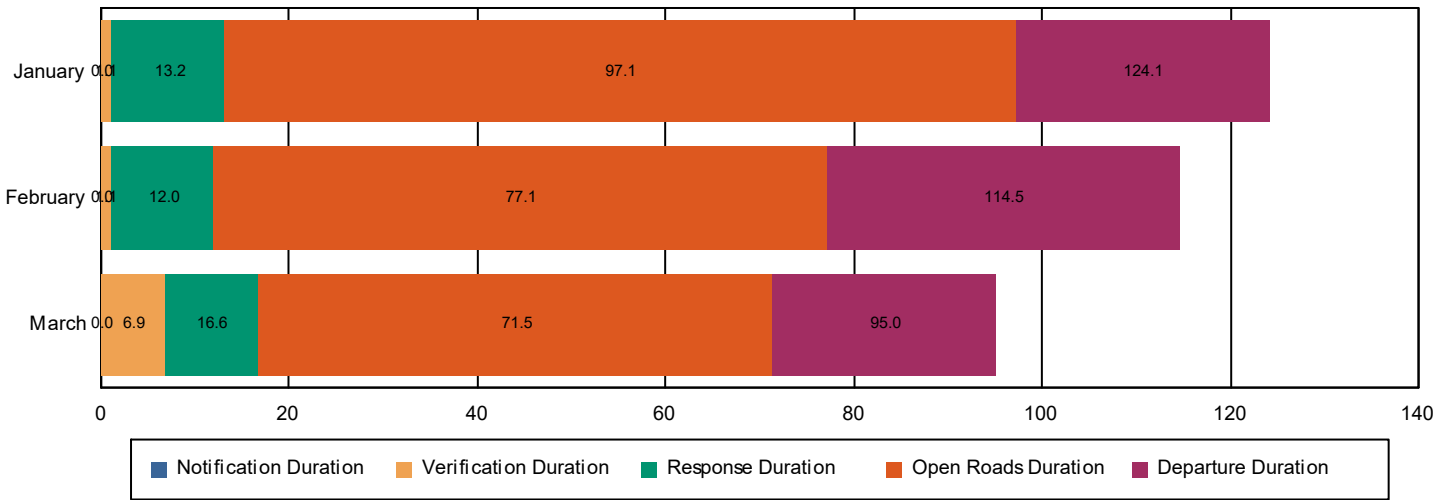
Legend: Notification Duration, Verification Duration, Response Duration, Open Roads Duration, Departure Duration

- January: 0.0, 13.2, 97.1, 124.1
- February: 0.0, 12.0, 77.1, 114.5
- March: 0.0, 6.9, 16.6, 71.5, 95.0

Open Roads Duration / Month

- January: 84.0
- February: 65.1
- March: 54.8

Roadway Clearance Duration / Month

- January: 97.1
- February: 77.1
- March: 71.5
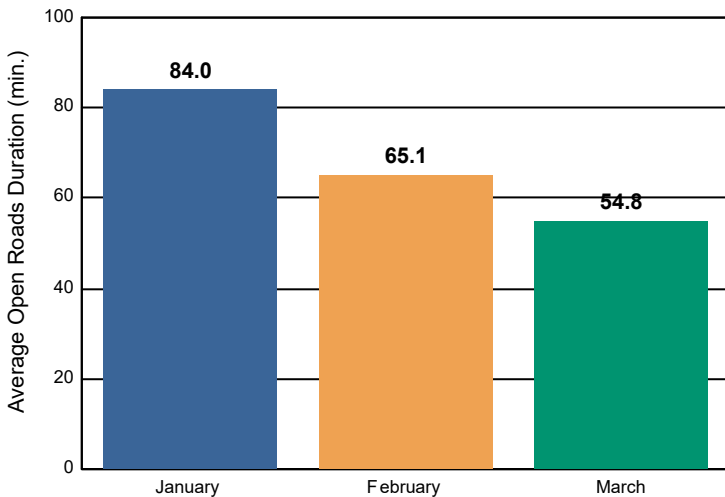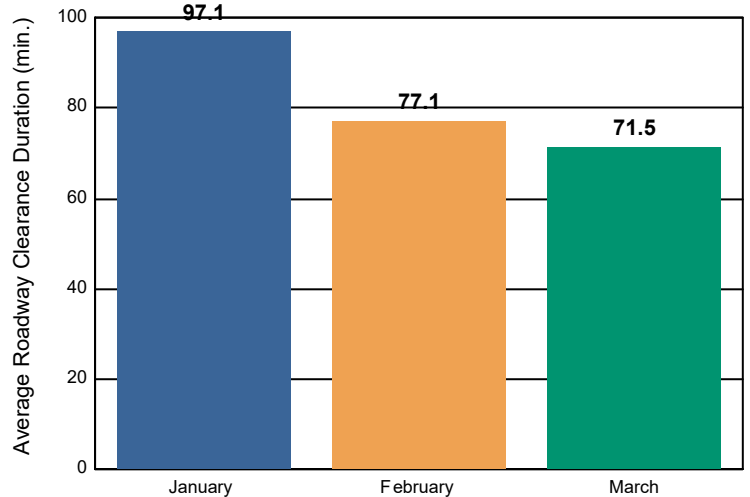
Lane Blockage Clearance Times - Overall
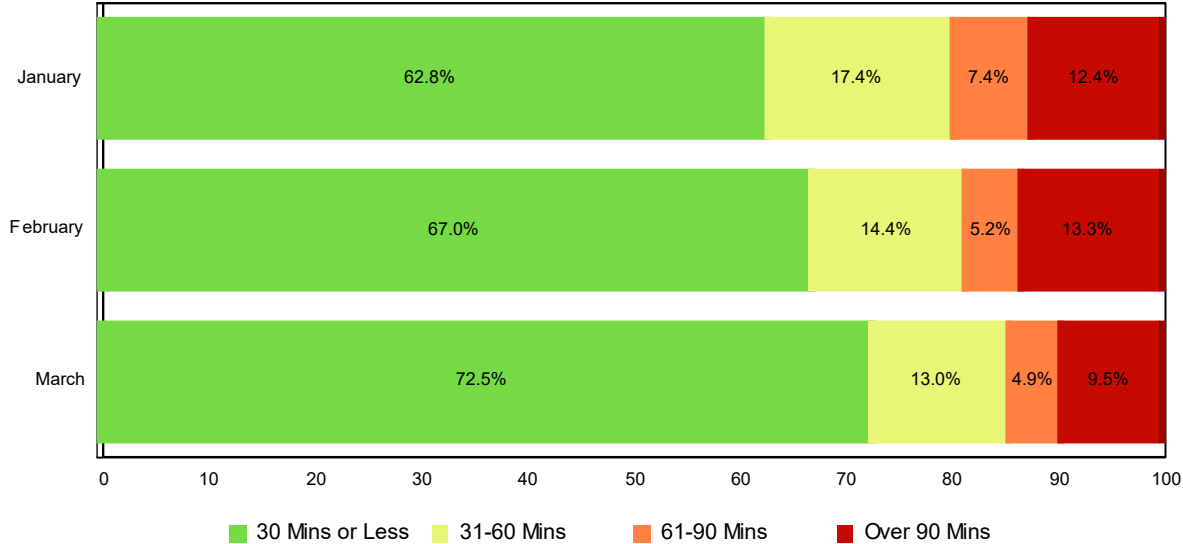
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	162	45	19	32	258
February	181	39	14	36	270
March	251	45	17	33	346
Total # of Events	594	129	50	101	874

Lane Blockage Clearance Times - with HELP Truck Response
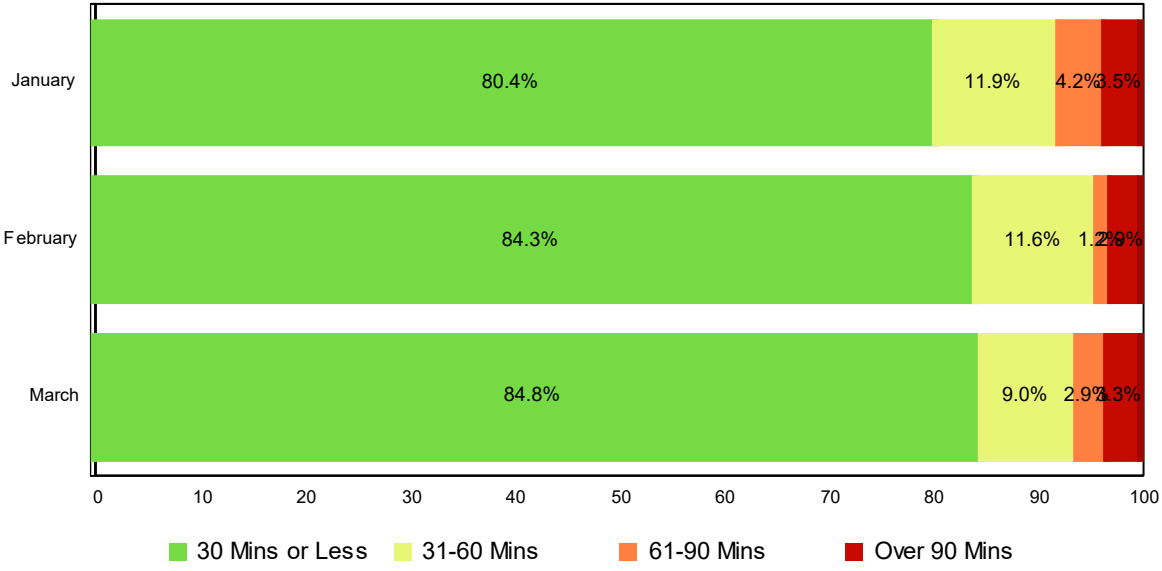
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	115	17	6	5	143
February	145	20	2	5	172
March	207	22	7	8	244
Total # of Events	467	59	15	18	559

Lane Blockage Clearance Times - without HELP Truck Response
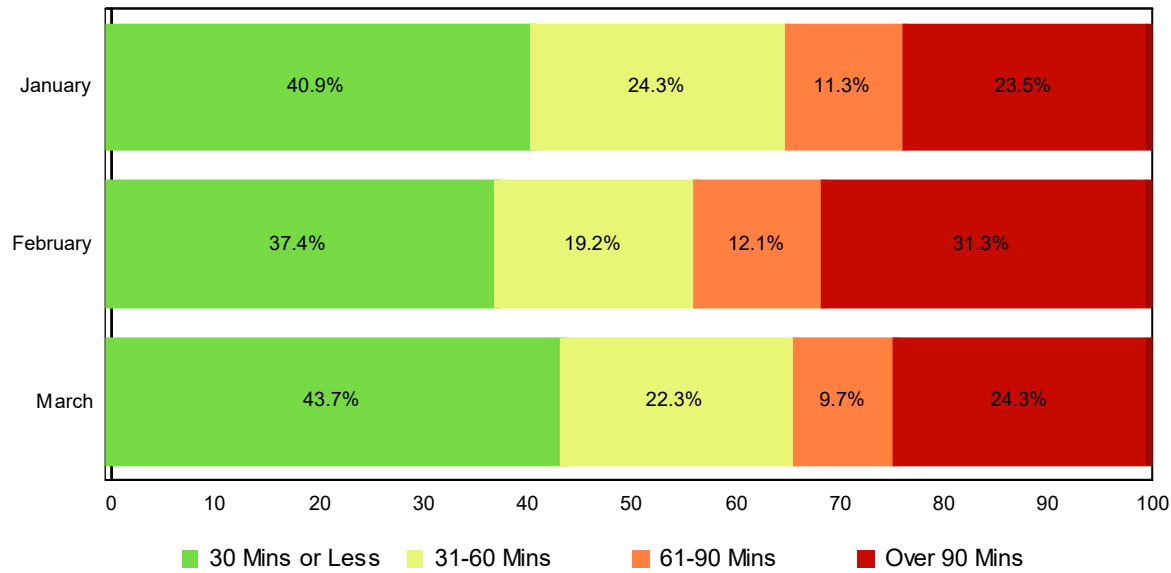
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	47	28	13	27	115
February	37	19	12	31	99
March	45	23	10	25	103
Total # of Events	129	70	35	83	317

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	89	357	97	386	98	391	2	8	15
2	76	101	89	119	95	127	5	6	28
3	40	8	85	17	90	18	10	2	50
4	17	1	50	3	67	4	33	2	103
5	0	0	100	1	100	1	0	0	33
Totals	84	467	94	526	97	541	3	18	20
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

All Incidents with Travel Lane Blockage and HELP Truck Response

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0024	294	1,425	20.6
I0040	40	275	14.5
I0075	288	1,970	14.6
I0124	1	1	100.0
Region 2 TMC	0	92	0.0
SR001	2	32	6.3
SR002	7	67	10.4
SR008	4	14	28.6
SR015	0	1	0.0
SR016	0	3	0.0
SR017	0	5	0.0
SR024	1	26	3.8
SR026	0	12	0.0
SR027	3	10	30.0
SR028	5	54	9.3
SR029	50	295	16.9
SR030	4	38	10.5
SR033	2	12	16.7
SR038	0	1	0.0
SR039	1	9	11.1
SR040	2	21	9.5
SR050	1	3	33.3
SR052	1	13	7.7
SR053	1	11	9.1
SR055	0	18	0.0
SR056	3	22	13.6
SR058	4	22	18.2
SR060	6	23	26.1
SR062	1	4	25.0

SR064	0	3	**0.0**
SR068	5	17	**29.4**
SR074	0	10	**0.0**
SR083	0	2	**0.0**
SR084	1	7	**14.3**
SR085	0	4	**0.0**
SR096	3	18	**16.7**
SR101	1	17	**5.9**
SR108	0	1	**0.0**
SR111	2	29	**6.9**
SR121	0	2	**0.0**
SR127	0	11	**0.0**
SR130	0	1	**0.0**
SR134	0	3	**0.0**
SR135	2	22	**9.1**
SR136	0	23	**0.0**
SR141	1	1	**100.0**
SR145	0	3	**0.0**
SR146	0	4	**0.0**
SR150	0	1	**0.0**
SR151	1	2	**50.0**
SR153	121	611	**19.8**
SR154	0	3	**0.0**
SR156	0	5	**0.0**
SR163	3	13	**23.1**
SR262	0	1	**0.0**
SR264	0	1	**0.0**
SR280	0	4	**0.0**
SR281	0	1	**0.0**
SR282	0	5	**0.0**
SR285	0	1	**0.0**
SR287	0	2	**0.0**
SR288	0	2	**0.0**

SR289	0	2	0.0
SR290	0	4	0.0
SR293	0	2	0.0
SR294	0	1	0.0
SR298	0	8	0.0
SR299	0	10	0.0
SR303	0	2	0.0
SR304	1	5	20.0
SR305	0	6	0.0
SR306	0	5	0.0
SR307	1	8	12.5
SR308	1	9	11.1
SR309	0	4	0.0
SR310	1	3	33.3
SR311	1	5	20.0
SR312	0	6	0.0
SR313	1	7	14.3
SR315	0	1	0.0
SR316	0	1	0.0
SR317	5	9	55.6
SR319	1	5	20.0
SR320	0	2	0.0
SR378	0	2	0.0
SR379	0	1	0.0
SR392	0	1	0.0
SR419	1	1	100.0
SR433	0	2	0.0
SR443	0	3	0.0
SR462	0	1	0.0
SR477	0	1	0.0
All Roadways	**874**	**5,426**	**16.1**

Percentage of Event Types for All Events in Current Quarter

Vehicle Fire 0.48%
Traffic Signal Flash 0.02%
Test Incident 0.07%
Special Event 0.02%
Single Vehicle Crash 3.98%
Road Work - Scheduled 3.79%
Road Work - Emergency 0.21%
Rest Area 0.07%
Police Activity 4.43%
Pedestrian 0.26%
PD/Med/Fire Activity 0.76%
Overturned Vehicle 0.38%
Other 5.21%
MultiVehicle Crash 19.73%
Jack-Knife Tractor Trailer 0.12%
Grass Fire 0.03%
Flooding 0.26%
Emergency Vehicles 0.02%

Abandoned Vehicle 3.52%
Amber Alert 0.07%
Congestion 2.41%
Daily Log 1.54%
Debris on Roadway 5.95%
Disabled Vehicle 44.62%

Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	60	64	80	**204**	**3.5%**
Amber Alert	1	1	2	**4**	**0.1%**
Congestion	34	37	69	**140**	**2.4%**
Daily Log	32	27	30	**89**	**1.5%**
Debris on Roadway	109	93	143	**345**	**6.0%**
Disabled Vehicle	711	848	1,028	**2,587**	**44.6%**
Emergency Vehicles	0	0	1	**1**	**0.0%**
Flooding	0	14	1	**15**	**0.3%**
Grass Fire	0	2	0	**2**	**0.0%**
Jack-Knife Tractor Trailer	2	1	4	**7**	**0.1%**
MultiVehicle Crash	315	382	447	**1,144**	**19.7%**
Other	70	100	132	**302**	**5.2%**
Overturned Vehicle	3	10	9	**22**	**0.4%**
PD/Med/Fire Activity	10	16	18	**44**	**0.8%**
Pedestrian	2	5	8	**15**	**0.3%**
Police Activity	38	73	146	**257**	**4.4%**
Rest Area	0	0	4	**4**	**0.1%**
Road Work - Emergency	5	4	3	**12**	**0.2%**
Road Work - Scheduled	51	72	97	**220**	**3.8%**
Single Vehicle Crash	80	73	78	**231**	**4.0%**
Special Event	0	1	0	**1**	**0.0%**
Test Incident	2	0	2	**4**	**0.1%**
Traffic Signal Flash	0	0	1	**1**	**0.0%**
Vehicle Fire	4	9	15	**28**	**0.5%**
Visibility	5	4	6	**15**	**0.3%**
Weather	55	16	30	**101**	**1.7%**
Wrong Way Driver	1	1	1	**3**	**0.1%**
Total	**1,590**	**1,853**	**2,355**	**5,798**	**100.0%**

Incidents by Detection Source

- Chattanooga Fire 0.0%
- Chattanooga Police 1.7%
- HELP Operator 22.6%
- Other Police 0.0%
- TDOT Region 2 Maintenance 0.1%
- TDOT Traffic Managment Centers 0.5%
- THP Dispatch 0.5%
- THP Local 18.0%
- TMC Operator 56.6%
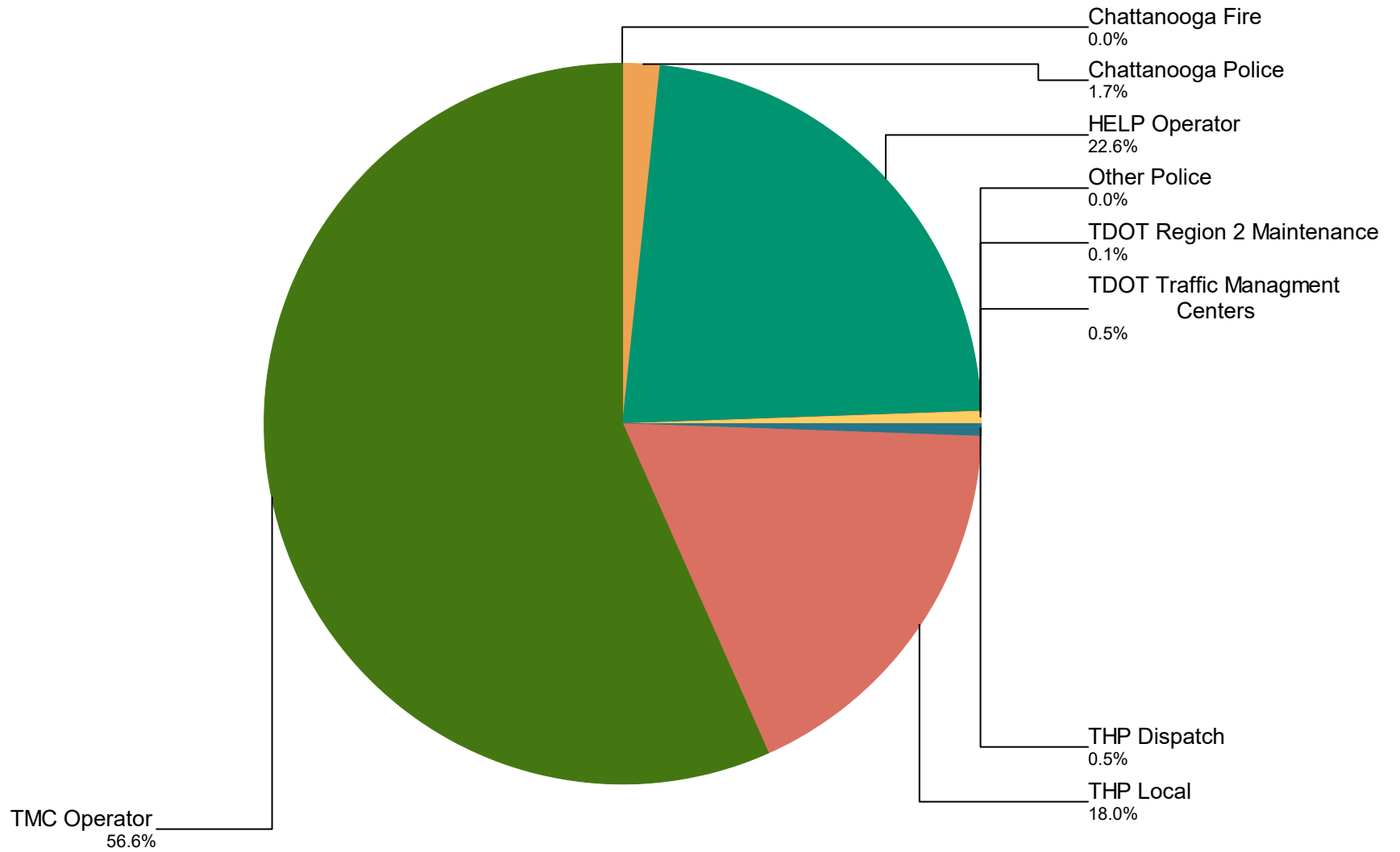
Notifier Agency	January	February	March	Total	%
Chattanooga Fire	0	0	2	2	0.0
Chattanooga Police	27	33	39	99	1.7
HELP Operator	332	414	567	1,313	22.6
Other Police	1	1	0	2	0.0
TDOT Region 2 Maintenance	1	2	1	4	0.1
TDOT Traffic Managment Centers	0	8	20	28	0.5
THP Dispatch	5	14	10	29	0.5
THP Local	284	312	445	1,041	18.0
TMC Operator	940	1,069	1,271	3,280	56.6
Total	1,590	1,853	2,355	5,798	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Remove Debris
5.3%

Relocate Vehicle
4.6%

Phone Call
0.0%

Other
1.2%

Notified Law
0.1%

No Service-Occupied
0.2%

No Service-Abandon
0.1%

Mechanical
2.2%

Jump Start
1.3%

Fluids
0.5%

First Aid
0.1%

Extinguish Fire
0.0%

Directions
13.5%

Deploy Cones
0.0%

Comment Card
0.1%

Change Tire
5.1%

Called Wrecker
0.0%

Absorbent
0.5%

Assist THP
0.0%

Blocked Ln/Traf Ctrl
50.4%
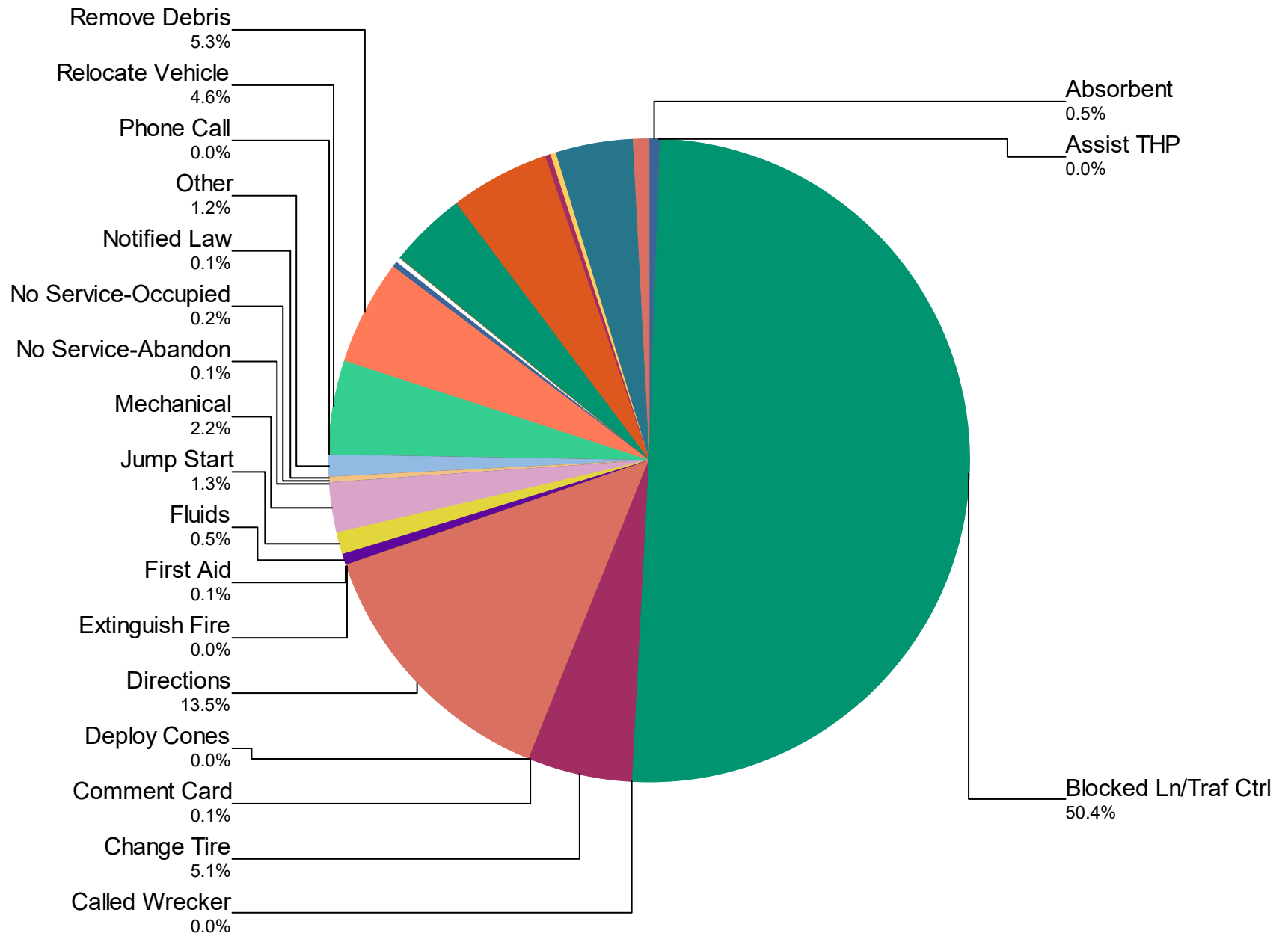
Activity Types for All Activities	January	February	March	Total	%
Absorbent	12	10	11	**33**	0.5
Assist THP	1	0	1	**2**	0.0
Blocked Ln/Traf Ctrl	927	1,126	1,548	**3,601**	50.4
Called Wrecker	0	1	0	**1**	0.0
Change Tire	98	113	153	**364**	5.1
Comment Card	1	1	6	**8**	0.1
Deploy Cones	0	0	2	**2**	0.0
Directions	255	312	396	**963**	13.5
Extinguish Fire	2	0	0	**2**	0.0
First Aid	0	0	6	**6**	0.1
Fluids	6	7	20	**33**	0.5
Jump Start	30	33	32	**95**	1.3
Mechanical	45	51	64	**160**	2.2
No Service-Abandon	4	1	2	**7**	0.1
No Service-Occupied	9	6	1	**16**	0.2
Notified Law	2	1	2	**5**	0.1
Other	23	18	42	**83**	1.2
Phone Call	0	0	2	**2**	0.0
Relocate Vehicle	67	111	154	**332**	4.6
Remove Debris	103	109	168	**380**	5.3
Secure Load	6	7	10	**23**	0.3
Slow Roll	0	3	6	**9**	0.1
Supply Fuel	85	90	99	**274**	3.8
Tag Abandoned	122	109	143	**374**	5.2
Transported	1	6	5	**12**	0.2
Unable to Locate	8	12	8	**28**	0.4
Welfare Check	44	72	159	**275**	3.8
Wrong Truck	9	19	27	**55**	0.8
Total	**1,860**	**2,218**	**3,067**	**7,145**	**100.0%**

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	41.8	40.5	36.1
Avg Post Time (hr)	6.5	5.2	4.2
Avg Messages Per Sign	47.7	52.0	64.5
Total Messages Posted	1,955	2,131	2,646