TN TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay TDOT Central Software

Includes All Responders

Reporting Period: January 1, 2022 to March 31, 2022

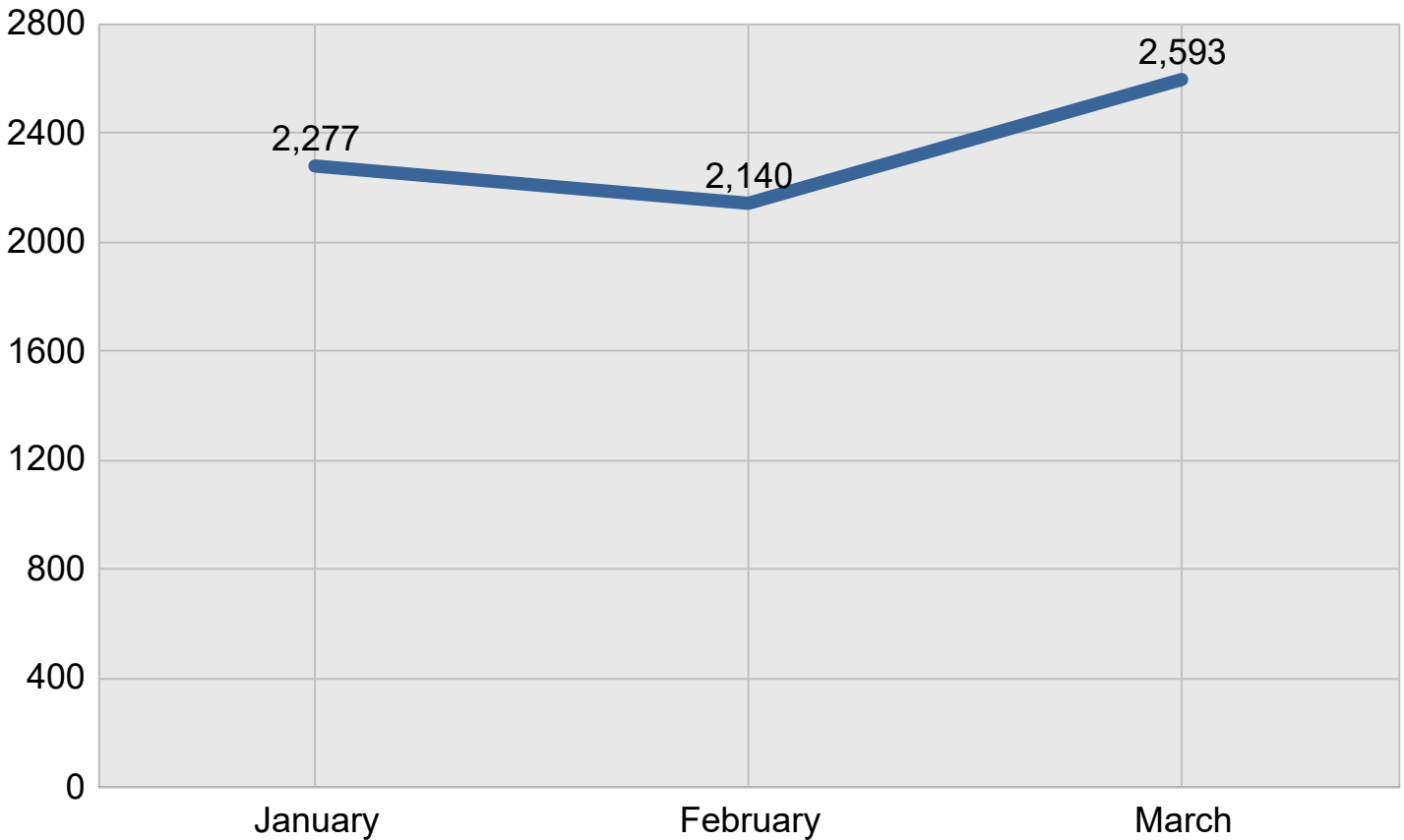## Region 4

Created on:	April 25, 2022	1:49 pm	County:	All Counties	Report Template version 2.0

Total Incidents Managed This Quarter: 7,010

Incidents Managed

Incidents Managed - Monthly

Performance Measures Summary

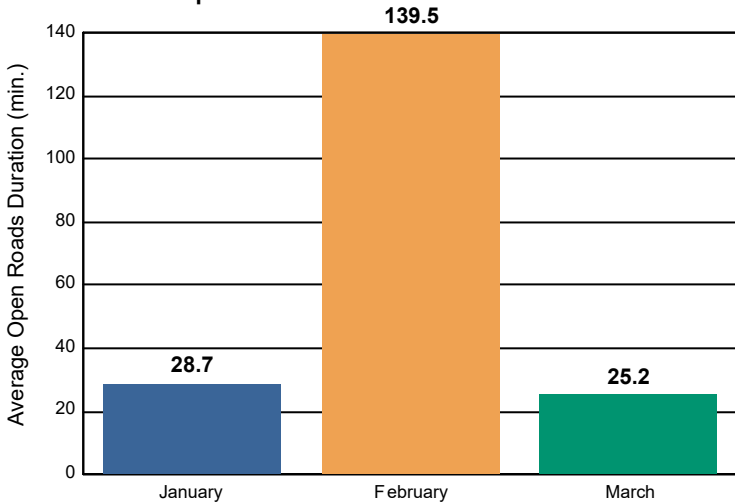## Incidents Overall Response

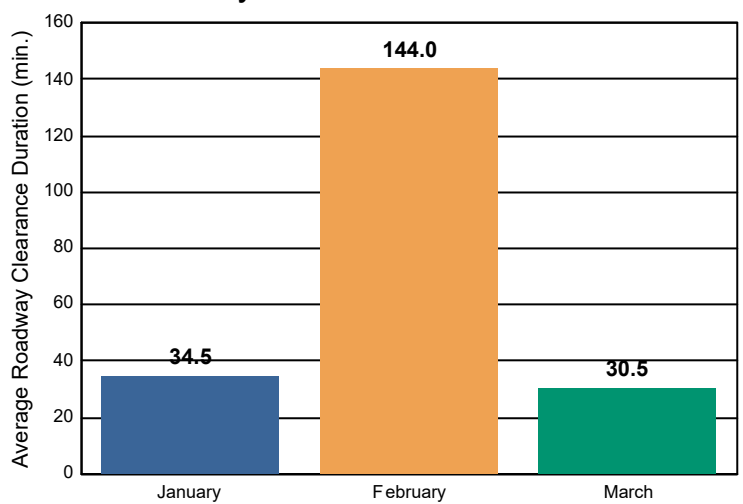|	January	February	March	Total
Events included in Performance Measures	458	463	558	1,479
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.6	0.5	0.5	0.5
Response Duration (min.) [First Notification to First Arrival]	5.2	4.1	4.9	4.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	28.7	139.5	25.2	62.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	33.4	27.5	24.5	28.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**34.5**	**144.0**	**30.5**	**67.7**
	67.9	**171.5**	**55.0**	**95.9**

Incident Clearance Duration
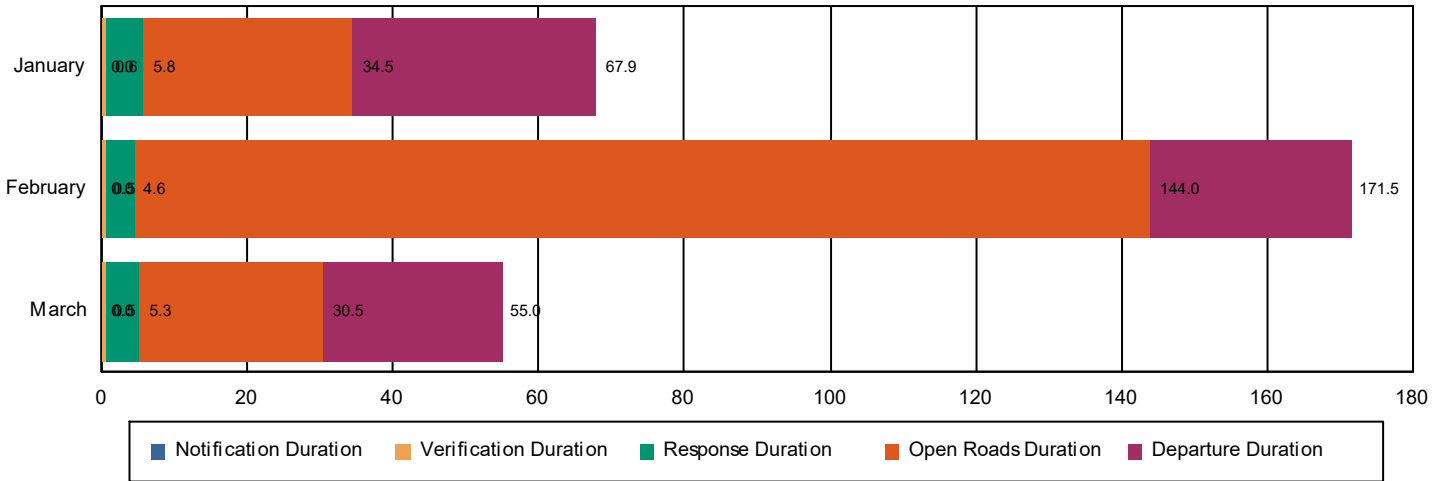
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	385	384	462	1,231
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.6	0.5	0.5	0.5
Response Duration (min.) [First Notification to First Arrival]	4.7	4.1	5.0	4.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	24.2	30.6	19.7	24.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	32.9	26.6	25.8	28.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes	**29.5**	**35.2**	**25.2**	**29.7**
Cleared]	**62.4**	**61.8**	**51.0**	**58.0**

Incident Clearance Duration
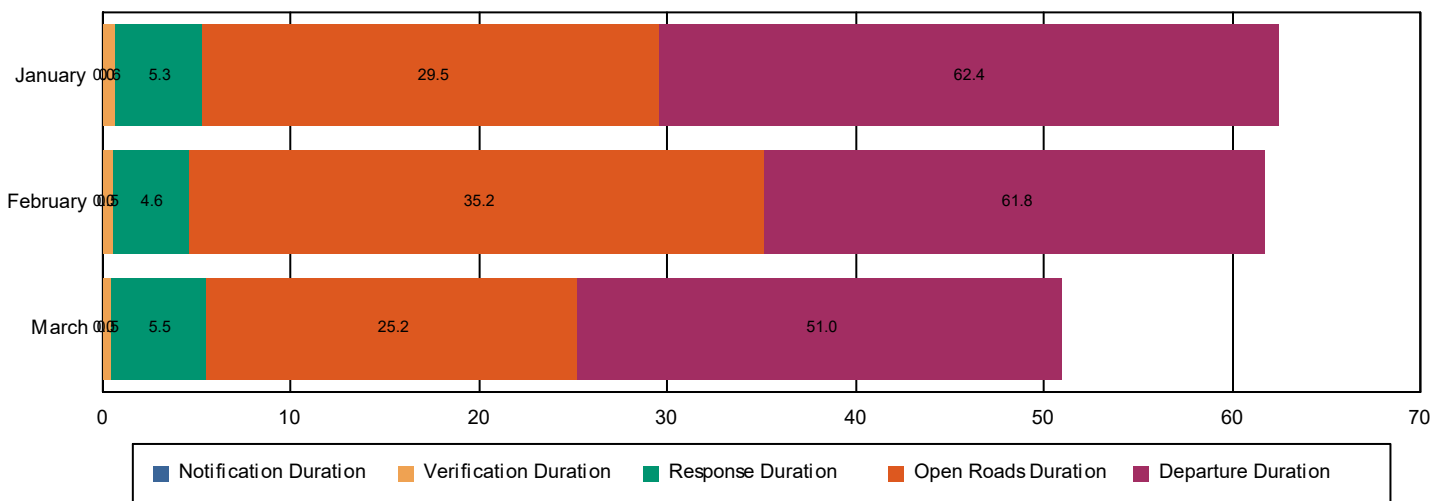
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

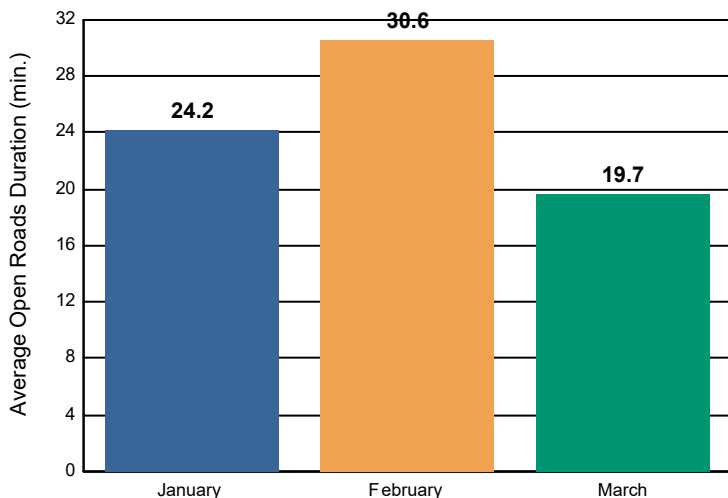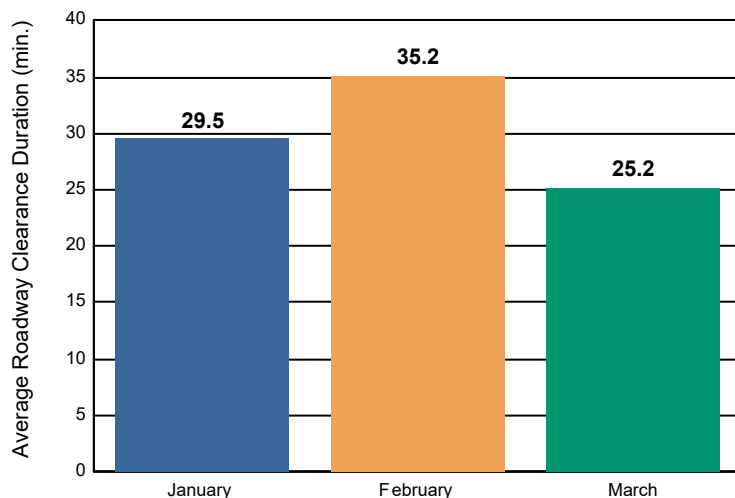## Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	73	79	96	248
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.3	0.3	0.2
Response Duration (min.) [First Notification to First Arrival]	8.4	4.2	3.8	5.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	57.0	750.3	57.5	286.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	36.8	32.2	16.6	27.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**65.5**	**754.9**	**61.6**	**291.5**
	102.3	**787.1**	**78.1**	**319.3**

Incident Clearance Duration
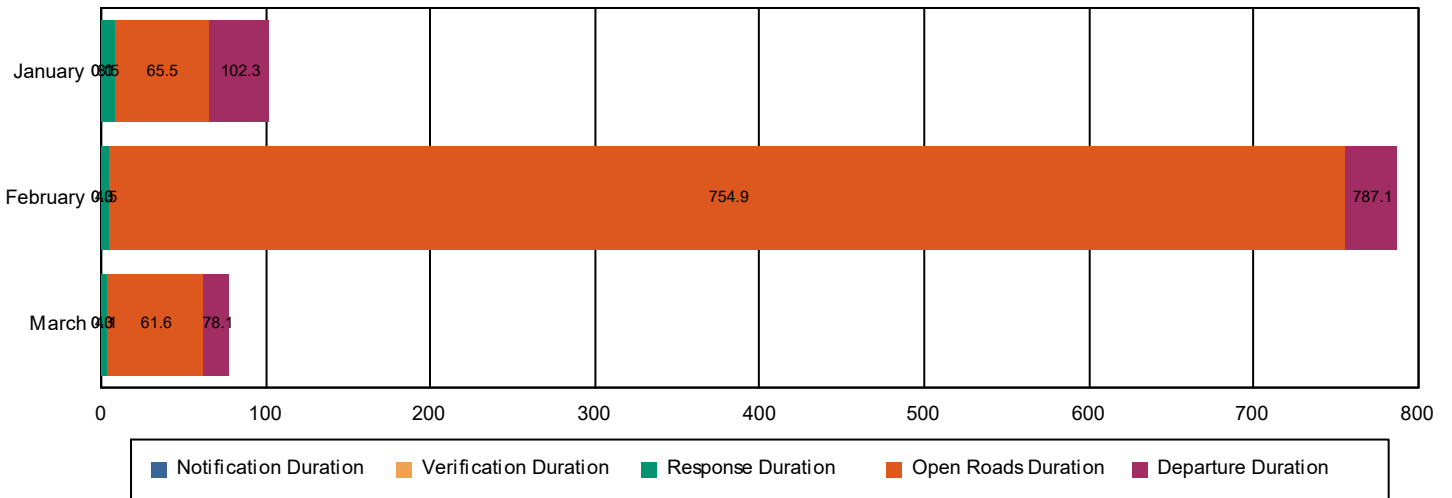
Open Roads Duration / Month
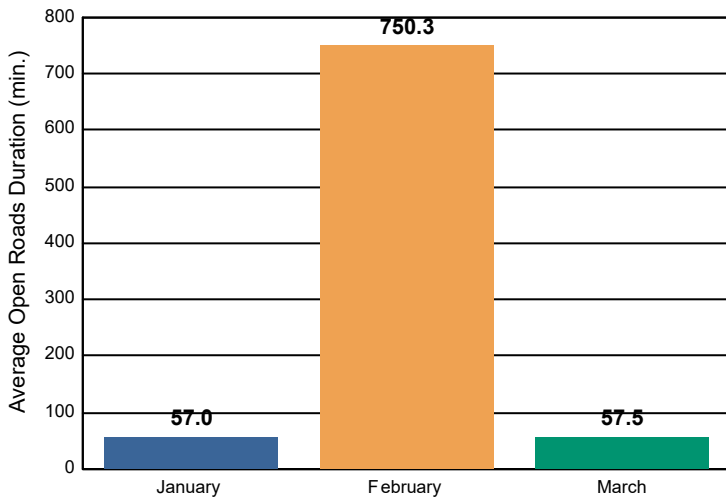
Roadway Clearance Duration / Month
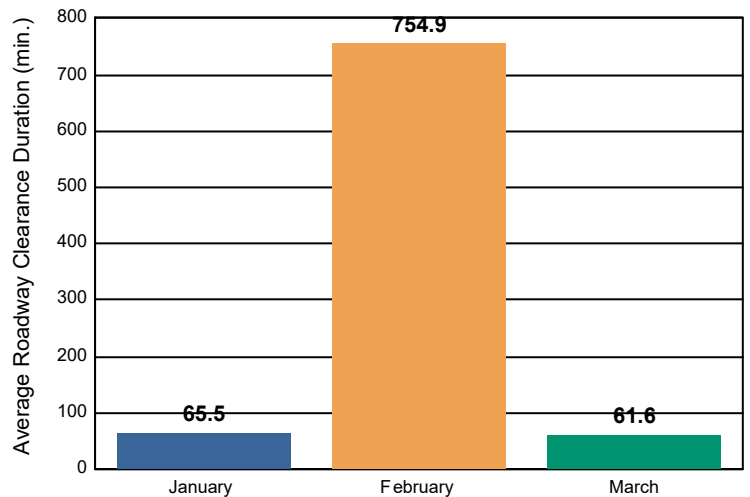
Lane Blockage Clearance Times - Overall
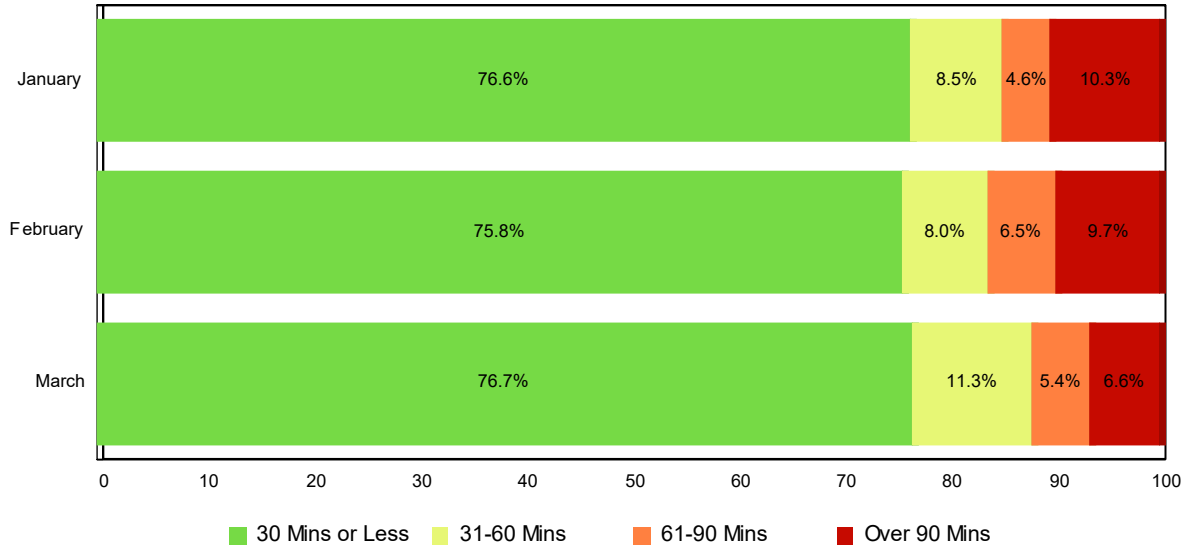
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	351	39	21	47	**458**
February	351	37	30	45	**463**
March	428	63	30	37	**558**
Total # of Events	**1,130**	**139**	**81**	**129**	**1,479**

Lane Blockage Clearance Times - with HELP Truck Response
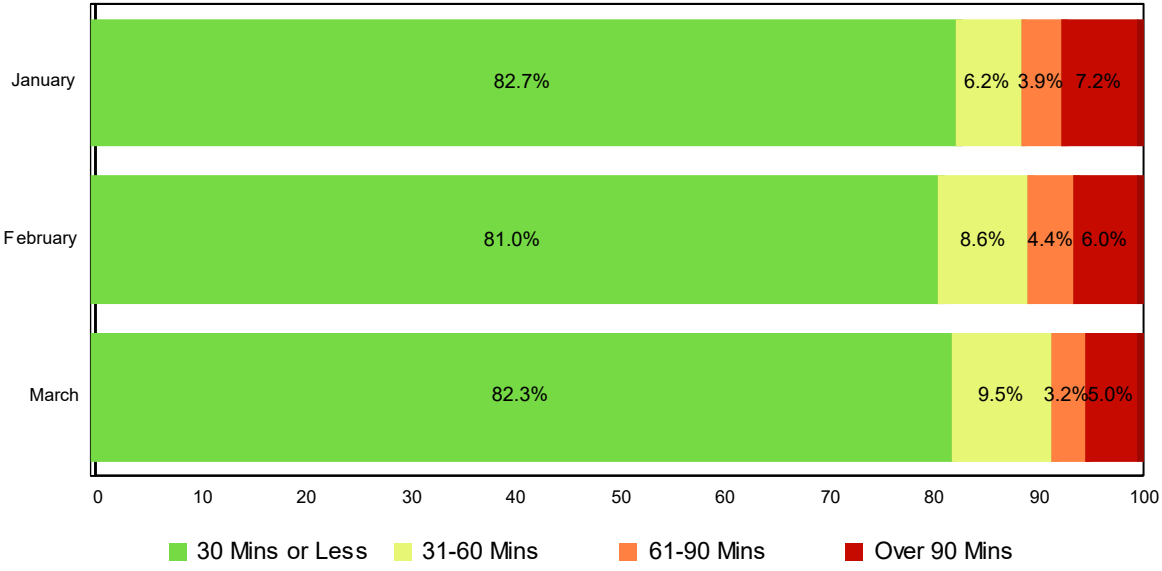
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	318	24	15	28	385
February	311	33	17	23	384
March	380	44	15	23	462
Total # of Events	1,009	101	47	74	1,231

Lane Blockage Clearance Times - without HELP Truck Response
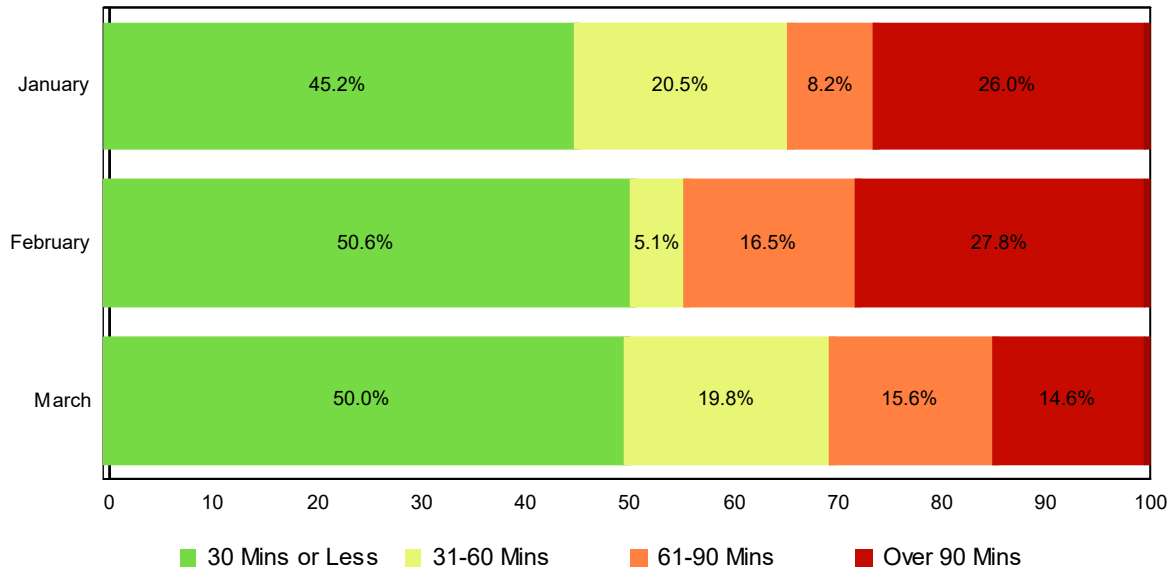
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	33	15	6	19	73
February	40	4	13	22	79
March	48	19	15	14	96
Total # of Events	121	38	34	55	248

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	88	814	95	876	97	900	3	24	15
2	69	162	79	186	87	204	13	30	38
3	43	22	65	33	71	36	29	15	76
4	45	9	65	13	75	15	25	5	71
5	100	2	100	2	100	2	0	0	18
Totals	**82**	**1,009**	**90**	**1,110**	**94**	**1,157**	**6**	**74**	**23**
	<=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
I0040	482	2,282	21.1
I0055	225	782	28.8
I0155	1	1	100.0
I0240	542	2,921	18.6
Sam Cooper	6	14	42.9
SR001	3	4	75.0
SR003	4	4	100.0
SR014	1	1	100.0
SR015	1	1	100.0
SR019	2	2	100.0
SR020	1	1	100.0
SR022	1	1	100.0
SR023	0	1	0.0
SR057	2	2	100.0
SR076	1	1	100.0
SR087	1	1	100.0
SR088	1	1	100.0
SR100	1	1	100.0
SR104	1	1	100.0
SR124	1	1	100.0
SR125	1	1	100.0
SR140	2	2	100.0
SR152	1	1	100.0
SR300	16	44	36.4
SR385	182	796	22.9
All Roadways	**1,479**	**6,867**	**21.5**

Percentage of Event Types for All Events in Current Quarter

Special Event 0.03%
Single Vehicle Crash 2.99%
Road Work - Scheduled 1.57%
Road Work - Emergency 0.31%
Police Activity 0.86%
Pedestrian 0.06%
PD/Med/Fire Activity 0.41%
Overturned Vehicle 0.48%
Oversize Load 0.14%
Other 0.15%
Off Ramp Backup 0.01%
MultiVehicle Crash 6.85%
Jack-Knife Tractor Trailer 0.04%
Interstate Shooting 0.04%
Grass Fire 0.20%
Flooding 0.08%
Emergency Vehicles 0.03%
Disabled Vehicle 59.99%

Abandoned Vehicle 14.51%
Amber Alert 0.04%
Bridge Work 0.01%
Congestion 0.04%
Debris on Roadway 10.54%

Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	348	314	370	1,032	14.5%
Amber Alert	1	1	1	3	0.0%
Bridge Work	0	0	1	1	0.0%
Congestion	0	1	2	3	0.0%
Debris on Roadway	182	243	325	750	10.5%
Disabled Vehicle	1,483	1,263	1,522	4,268	60.0%
Emergency Vehicles	0	0	2	2	0.0%
Flooding	0	4	2	6	0.1%
Grass Fire	4	7	3	14	0.2%
Interstate Shooting	0	1	2	3	0.0%
Jack-Knife Tractor Trailer	1	1	1	3	0.0%
MultiVehicle Crash	135	155	197	487	6.8%
Off Ramp Backup	0	1	0	1	0.0%
Other	5	3	3	11	0.2%
Oversize Load	4	3	3	10	0.1%
Overturned Vehicle	17	6	11	34	0.5%
PD/Med/Fire Activity	11	11	7	29	0.4%
Pedestrian	1	1	2	4	0.1%
Police Activity	16	25	20	61	0.9%
Road Work - Emergency	5	10	7	22	0.3%
Road Work - Scheduled	37	27	48	112	1.6%
Single Vehicle Crash	62	82	69	213	3.0%
Special Event	2	0	0	2	0.0%
Towing	2	2	3	7	0.1%
Unknown	0	0	2	2	0.0%
Vehicle Fire	10	3	16	29	0.4%
Weather	1	3	1	5	0.1%
Total	2,327	2,167	2,620	7,114	100.0%

Incidents by Detection Source

Waze
1.9%

HELP Operator
33.6%

Memphis Police Department
0.4%

Shelby County Sheriff
0.0%

THP Dispatch
0.2%

THP Local
0.0%
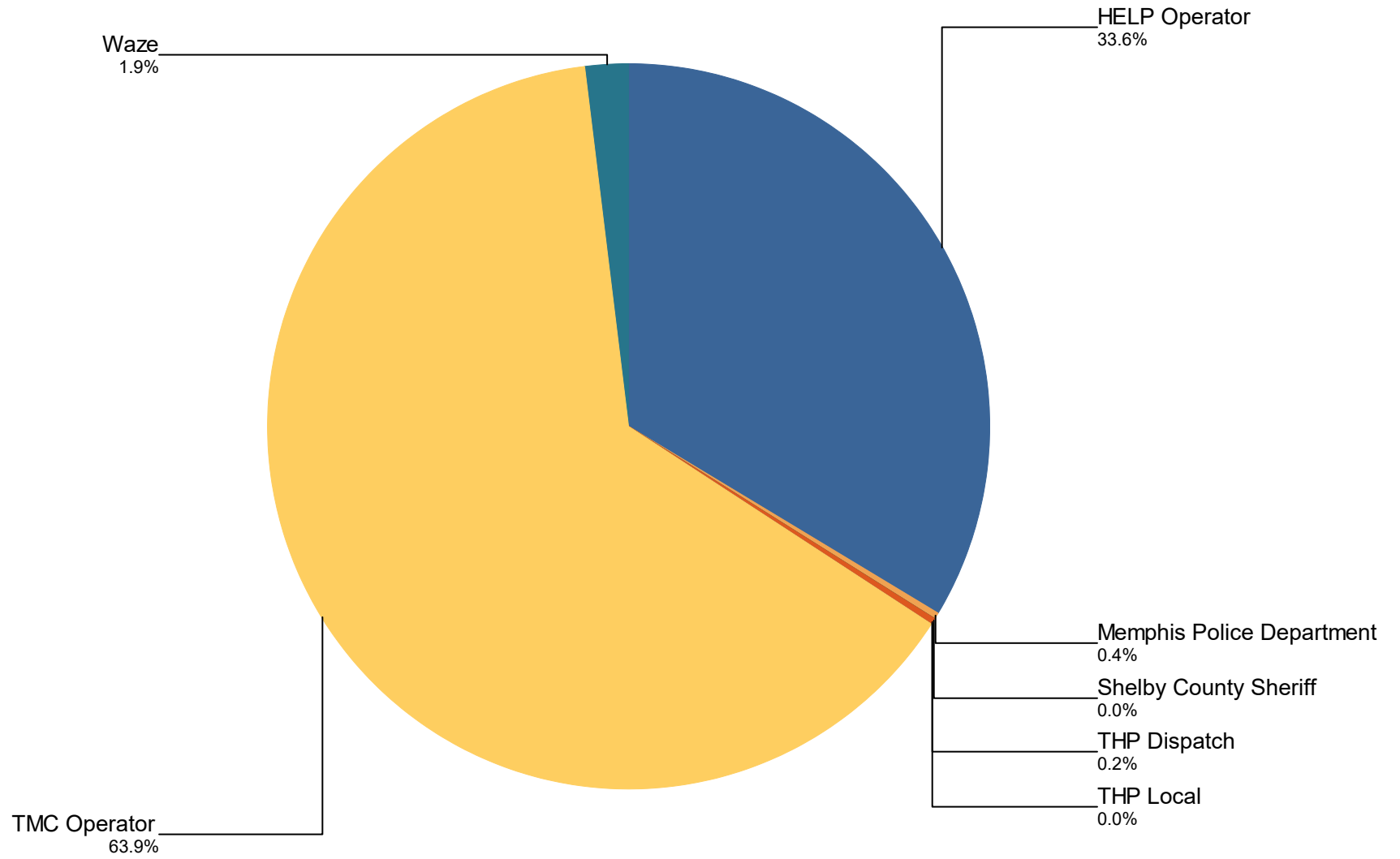
TMC Operator
63.9%

Notifier Agency	January	February	March	Total	%
HELP Operator	810	722	858	2,390	33.6
Memphis Police Department	6	8	11	25	0.4
Shelby County Sheriff	1	1	0	2	0.0
THP Dispatch	2	5	4	11	0.2
THP Local	2	0	1	3	0.0
TMC Operator	1,457	1,399	1,693	4,549	63.9
Waze	49	32	53	134	1.9
Total	**2,327**	**2,167**	**2,620**	**7,114**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Welfare Check
1.2%

Water
0.1%

Upright Vehicle
0.0%

Unable to Locate
0.5%

Transported
0.1%

Tag Abandoned
10.5%

Supply Fuel
8.6%

Secure Load
0.1%

Remove Debris
7.9%

Relocate Vehicle
6.8%

Queue Protection
1.7%

Provide Coverage
5.3%

Phone Call
0.2%

Other
1.3%

Notified TDOT
0.2%

Notified Law
0.1%

No Service-Occupied
3.6%

Absorbent
0.2%

Air
1.7%

Assist Maint
0.2%

Assist MPD
2.0%

Assist Other
0.8%

Assist THP
0.2%

Blocked Ln/Traf Ctrl
19.1%

Change Tire
8.0%

Comment Card
0.1%

Deploy Cones
0.5%

Directions
0.4%

Extinguish Fire
0.0%

First Aid
0.0%

Flat - No Spare
4.4%

Fluids
0.9%

Jump Start
2.4%

Loaned Jack
0.1%

Activity Types for All Activities	January	February	March	Total	%
Absorbent	0	9	8	**17**	0.2
Air	68	53	64	**185**	1.7
Assist Maint	9	9	7	**25**	0.2
Assist MPD	64	65	84	**213**	2.0
Assist Other	30	30	30	**90**	0.8
Assist THP	4	9	11	**24**	0.2
Blocked Ln/Traf Ctrl	518	670	888	**2,076**	19.1
Change Tire	294	276	297	**867**	8.0
Comment Card	4	3	1	**8**	0.1
Deploy Cones	12	21	22	**55**	0.5
Directions	20	13	7	**40**	0.4
Extinguish Fire	0	3	1	**4**	0.0
First Aid	1	2	0	**3**	0.0
Flat - No Spare	152	142	183	**477**	4.4
Fluids	36	27	36	**99**	0.9
Jump Start	88	94	80	**262**	2.4
Loaned Jack	4	5	7	**16**	0.1
Mechanical	293	242	298	**833**	7.7
No Service-Abandon	8	5	2	**15**	0.1
No Service-Occupied	163	92	137	**392**	3.6
Notified Law	7	2	2	**11**	0.1
Notified TDOT	5	9	12	**26**	0.2
Other	38	49	56	**143**	1.3
Phone Call	10	6	8	**24**	0.2
Provide Coverage	136	203	238	**577**	5.3
Queue Protection	42	48	91	**181**	1.7
Relocate Vehicle	246	216	271	**733**	6.8
Remove Debris	218	290	352	**860**	7.9
Secure Load	3	2	3	**8**	0.1
Supply Fuel	323	291	317	**931**	8.6
Tag Abandoned	387	352	405	**1,144**	10.5

	January	February	March	Total	%
Transported	6	2	3	**11**	**0.1**
Unable to Locate	17	18	21	**56**	**0.5**
Upright Vehicle	1	0	1	**2**	**0.0**
Water	3	2	2	**7**	**0.1**
Welfare Check	25	60	43	**128**	**1.2**
Wrecker List	61	48	58	**167**	**1.5**
Wrecker Towed	7	3	11	**21**	**0.2**
Wrong Truck	33	40	42	**115**	**1.1**
Total	**3,336**	**3,411**	**4,099**	**10,846**	**100.0%**

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	3.9	10.1	7.3
Avg Post Time (hr)	0.5	1.0	0.7
Avg Messages Per Sign	63.0	66.8	82.6
Total Messages Posted	2,836	3,007	3,716