TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay TDOT Central Software

Includes All Responders
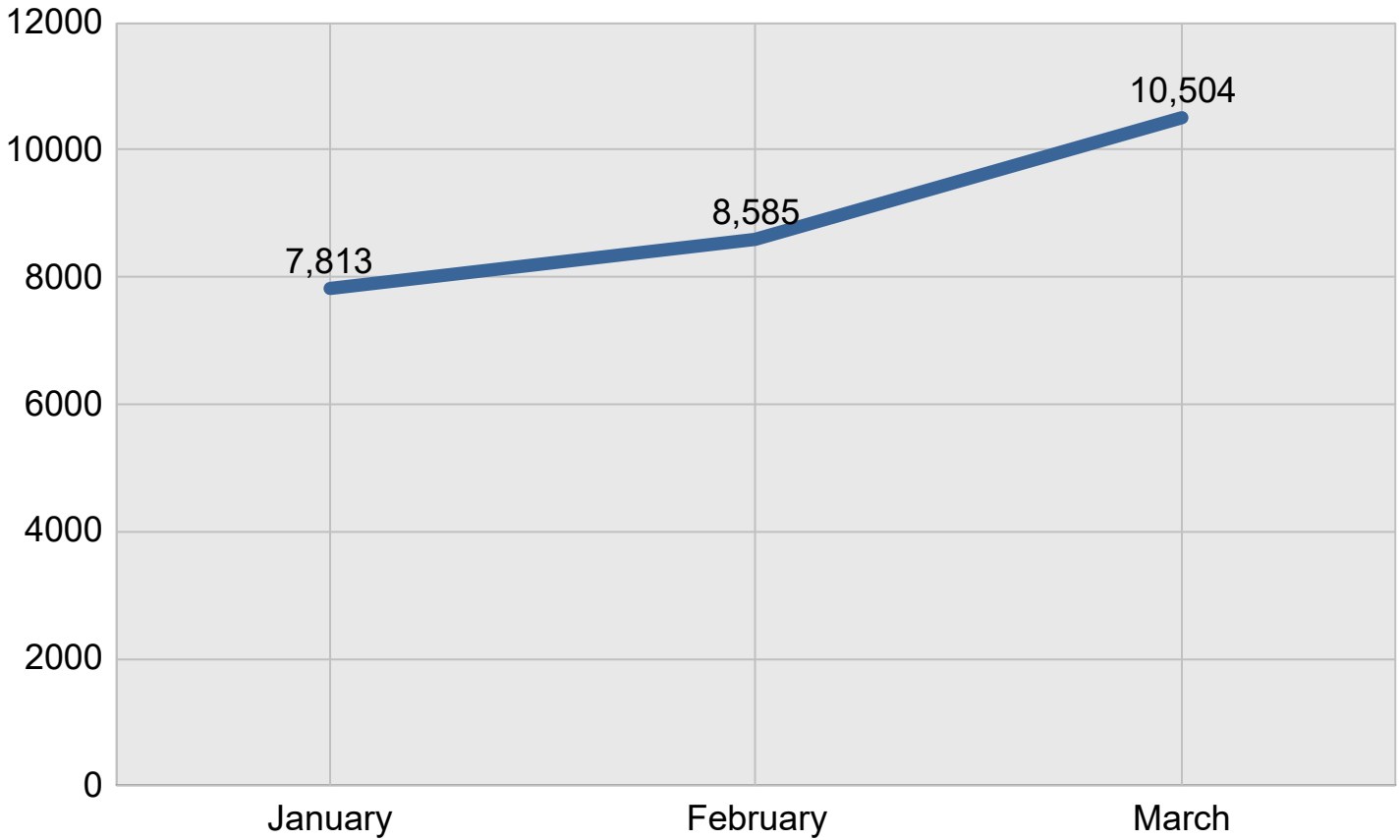
Reporting Period: January 1, 2021 to March 31, 2021

Statewide

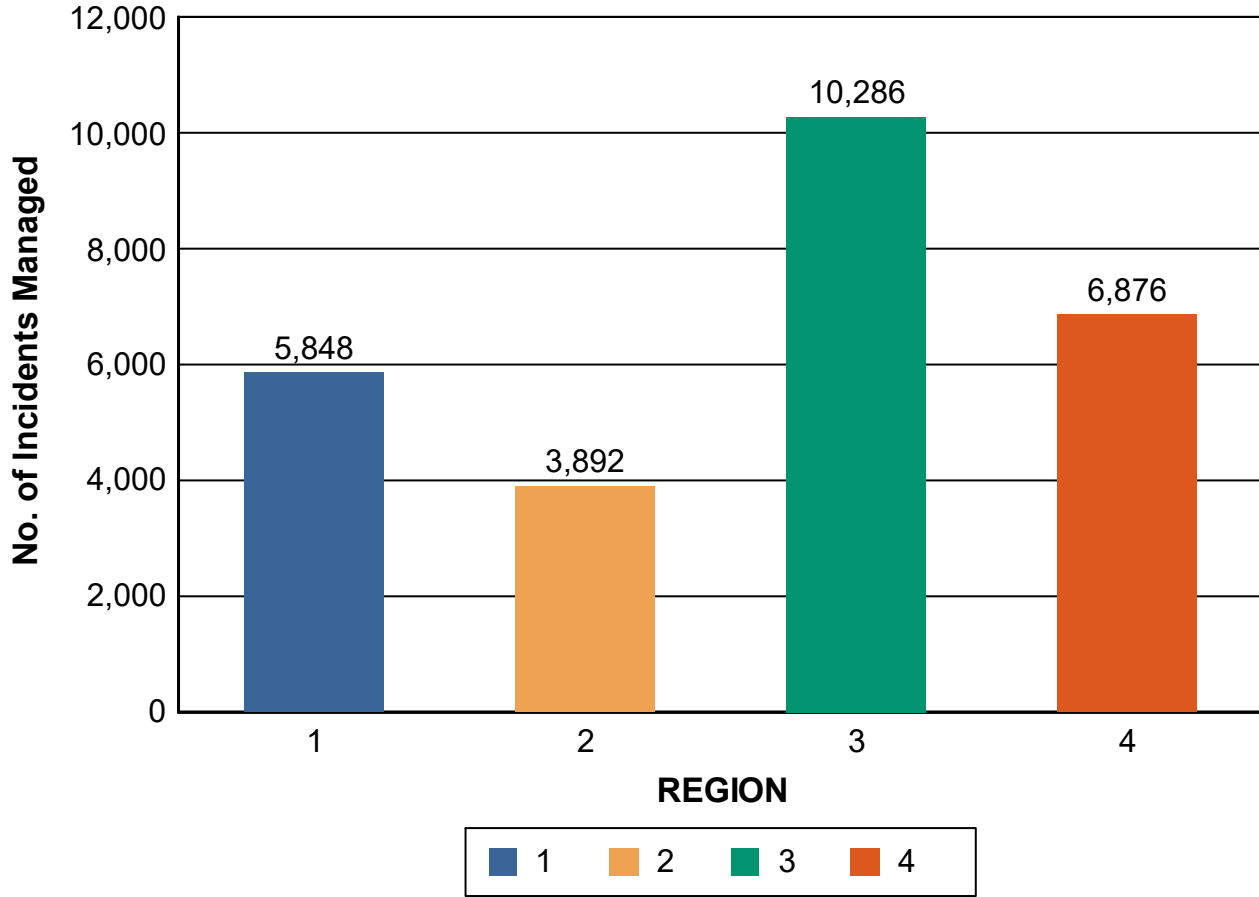| Created on:	March 28, 2022	12:24 pm	County:	All Counties	Report Template version 1.0

Total Incidents Managed This Quarter: 26,902

Incidents Managed

Incidents Managed - Monthly

Incidents Managed- Region

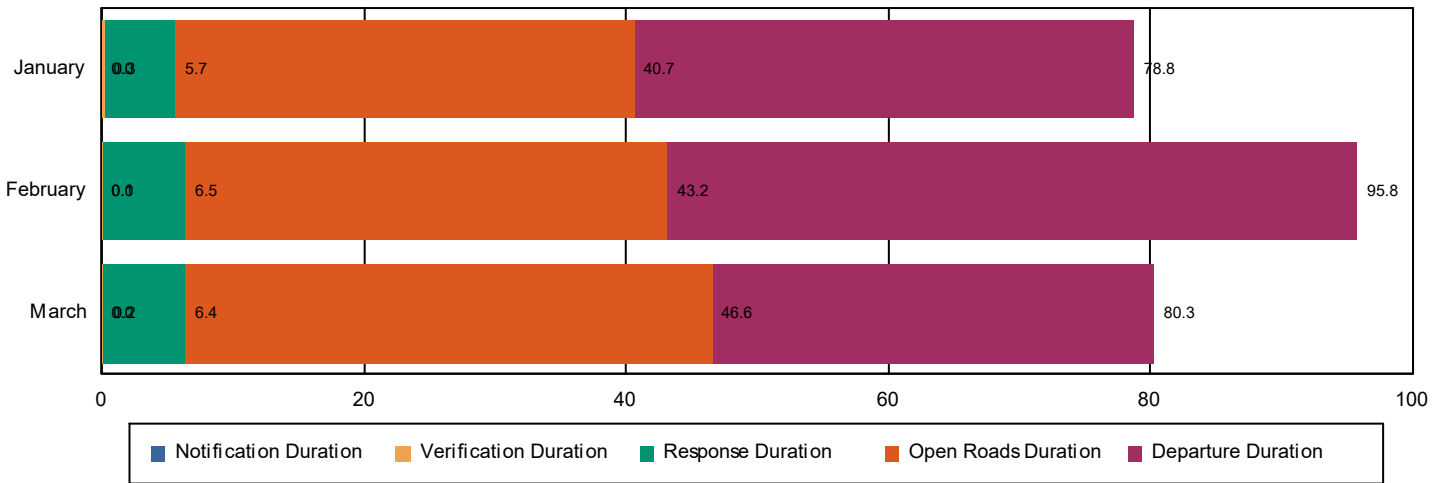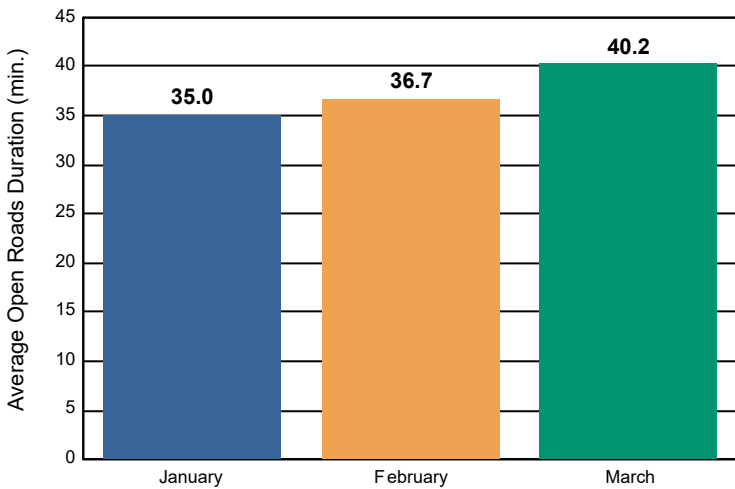# Performance Measures Summary

Incidents Overall Response

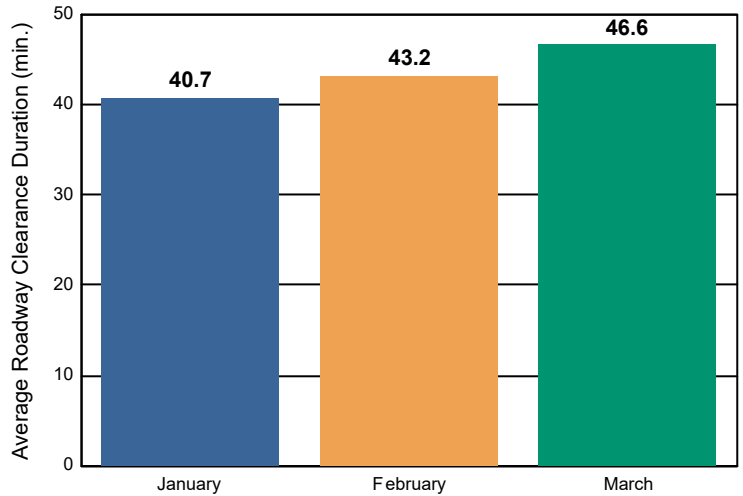|	January	February	March	Total
Events included in Performance Measures	1,211	1,558	1,754	4,523
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.3	0.1	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	5.4	6.3	6.2	6.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	35.0	36.7	40.2	37.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	38.1	52.6	33.7	41.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**40.7**	**43.2**	**46.6**	**43.8**
Incident Clearance Duration (min.) [First Notif to Last Departure]	**78.8**	**95.8**	**80.3**	**85.3**

Incident Clearance Duration

Open Roads Duration / Month

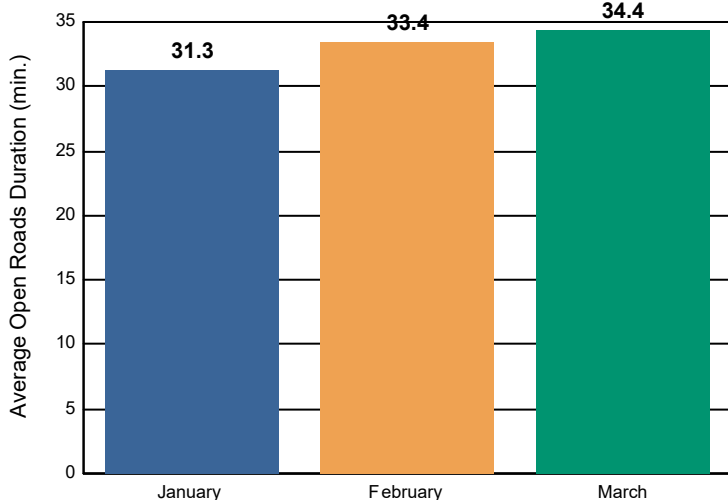## Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	904	1,200	1,302	3,406
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.3	0.2	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	4.9	5.7	5.4	5.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	31.3	33.4	34.4	33.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	41.9	60.8	37.2	46.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**36.5**	**39.3**	**40.0**	**38.8**
Incident Clearance Duration (min.) [First Notif to Last Departure]	**78.4**	**100.1**	**77.2**	**85.6**

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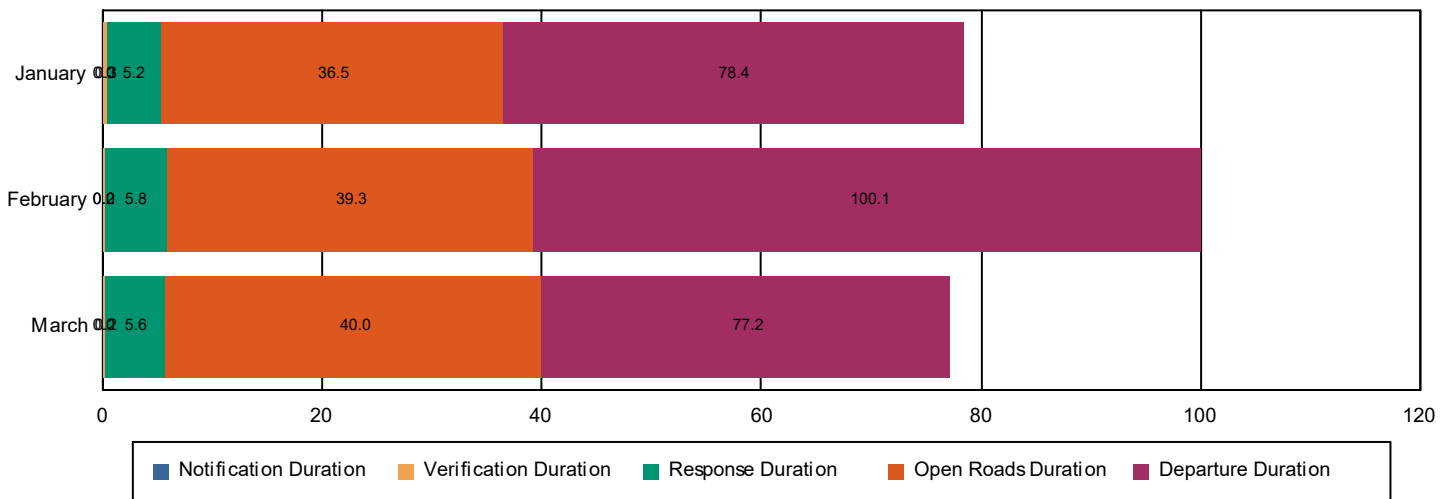
Legend: Notification Duration, Verification Duration, Response Duration, Open Roads Duration, Departure Duration
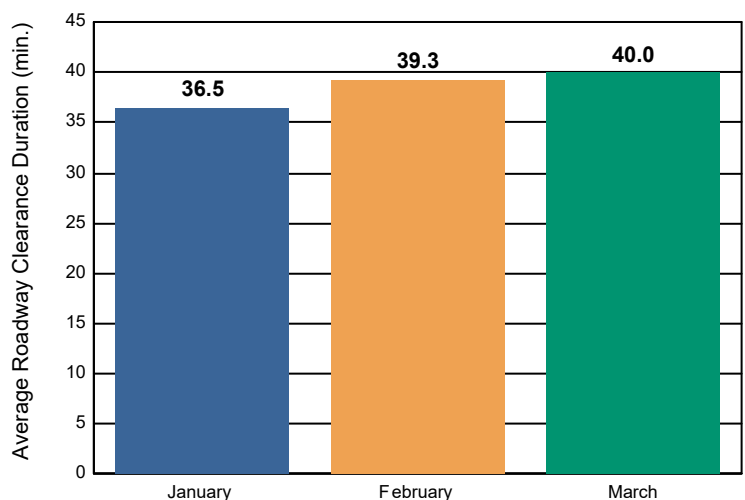
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	307	358	452	1,117
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	7.5	9.4	9.4	8.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	50.0	52.1	63.1	56.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	22.6	14.1	19.9	18.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**57.6**	**61.5**	**72.6**	**64.9**
Incident Clearance Duration (min.) [First Notif to Last Departure]	**80.2**	**75.7**	**92.5**	**83.7**

Incident Clearance Duration
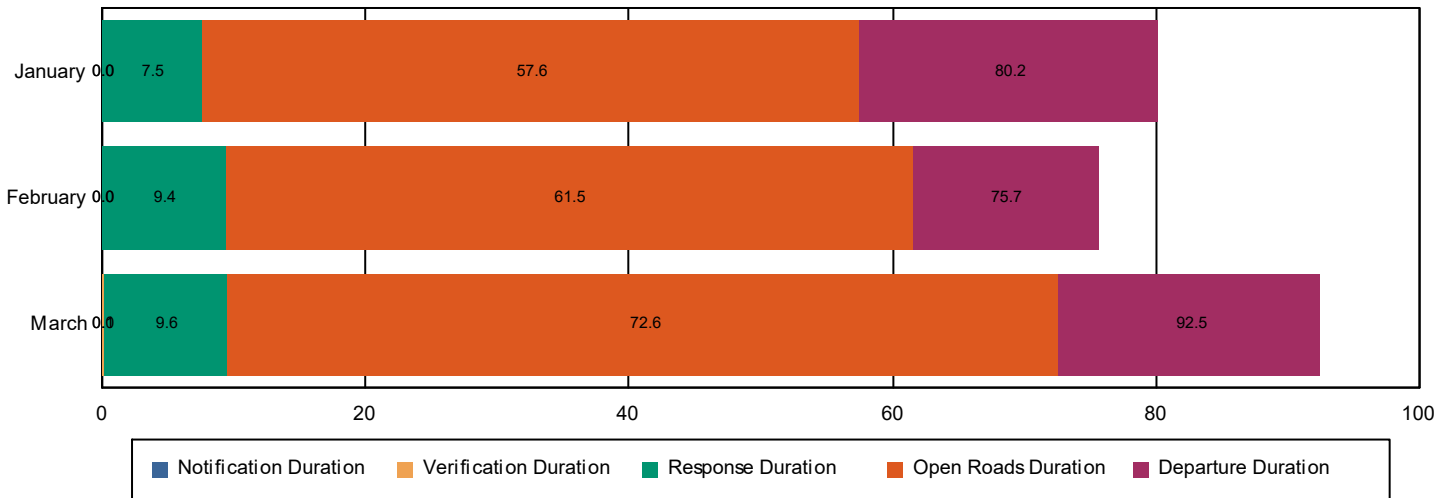
Open Roads Duration / Month
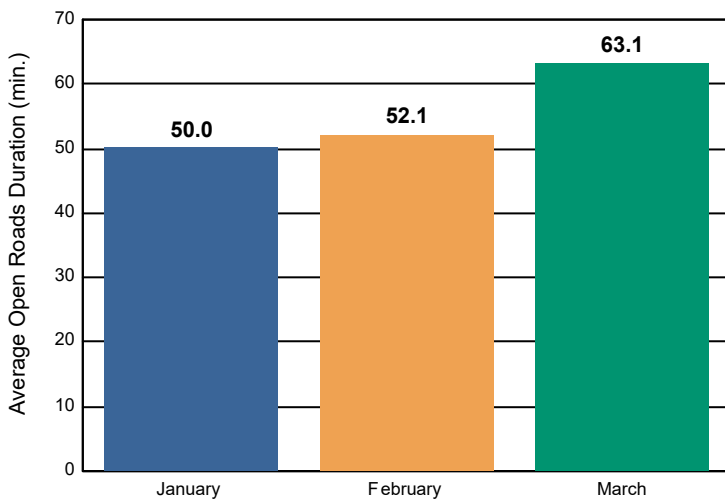
Roadway Clearance Duration / Month
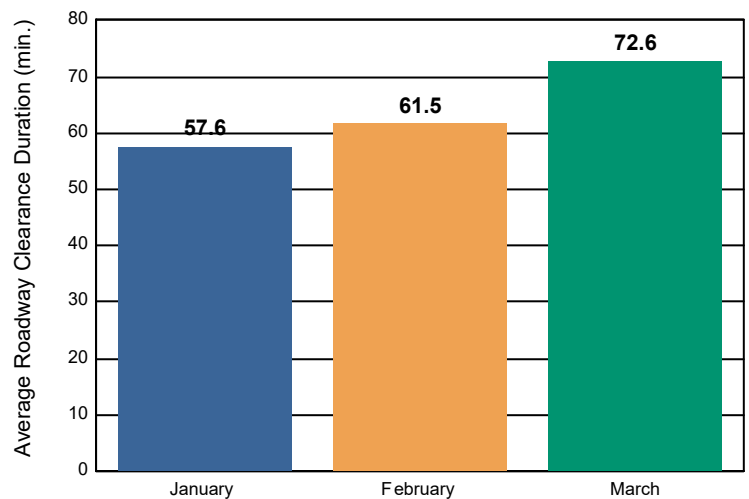
Lane Blockage Clearance Times - Overall
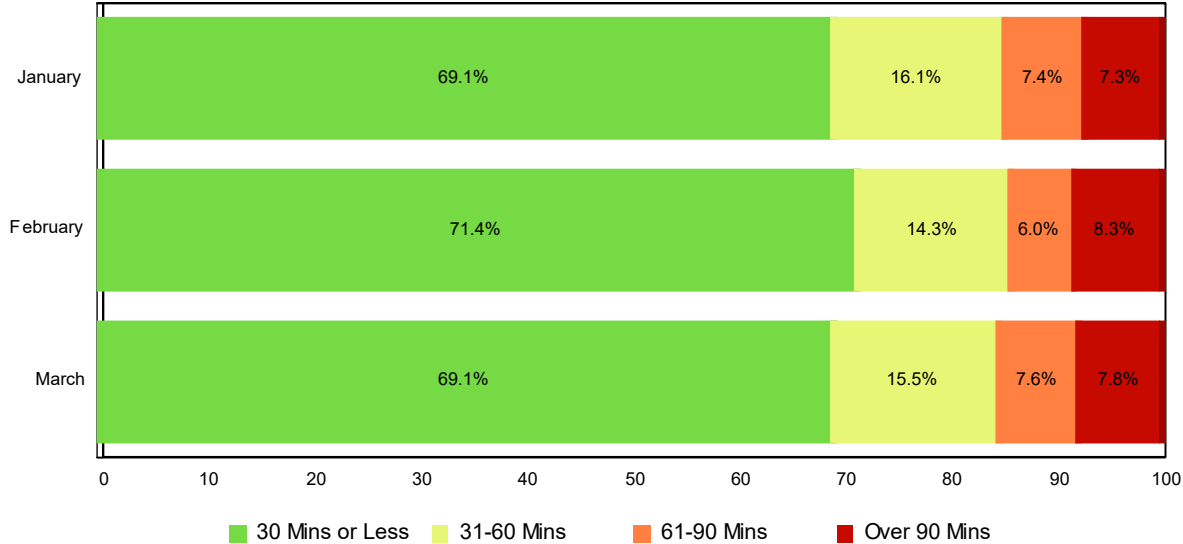
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	837	195	90	89	1,211
February	1,112	223	93	130	1,558
March	1,212	271	134	137	1,754
Total # of Events	3,161	689	317	356	4,523

Lane Blockage Clearance Times - with HELP Truck Response
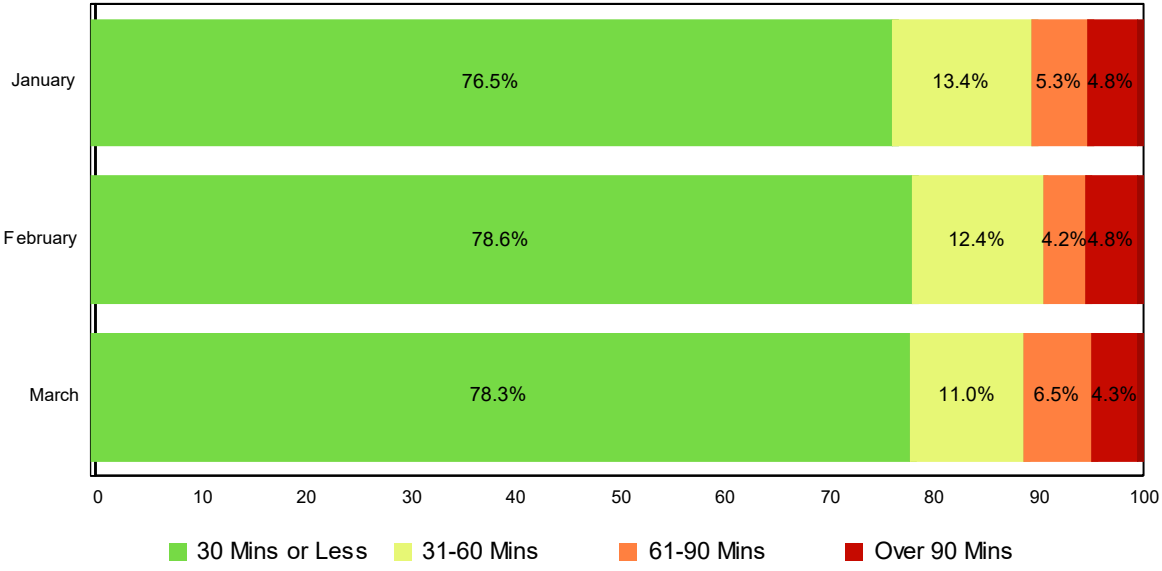
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	692	121	48	43	904
February	943	149	50	58	1,200
March	1,019	143	84	56	1,302
Total # of Events	2,654	413	182	157	3,406

Lane Blockage Clearance Times - without HELP Truck Response
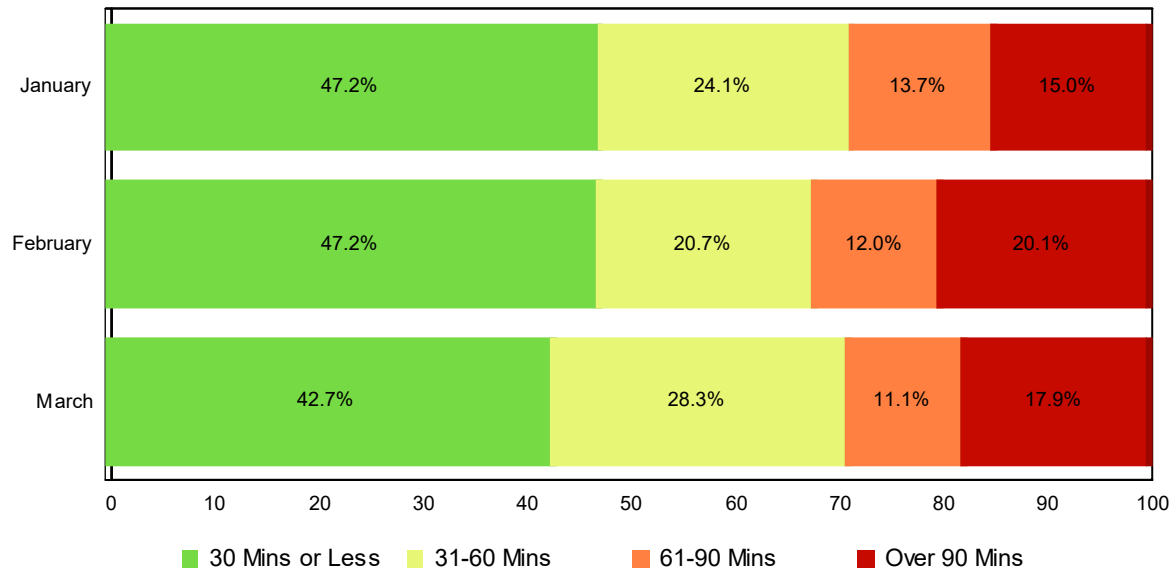
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	145	74	42	46	307
February	169	74	43	72	358
March	193	128	50	81	452
Total # of Events	507	276	135	199	1,117

All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	77	2464	89	2862	94	3025	6	177	32
2	57	558	78	767	88	869	12	115	45
3	46	113	70	174	86	213	14	34	56
4	28	21	51	38	65	48	35	26	88
5	33	4	58	7	75	9	25	3	81
6	33	1	33	1	67	2	33	1	267
7	0	0	100	1	100	1	0	0	49
Totals	69.9	3161	85.1	3850	92.1	4167	7.9	356	37
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	86	2075	95	2292	98	2369	2	39	20
2	63	470	82	610	91	672	9	69	38
3	49	89	70	127	88	159	12	22	58
4	24	15	47	29	61	38	39	24	97
5	40	4	70	7	80	8	20	2	59
6	33	1	33	1	67	2	33	1	267
7	0	0	100	1	100	1	0	0	49
Totals	77.9	2654	90.0	3067	95.4	3249	4.6	157	28
	<=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	916	3,906	23.5
I0024E1	3	7	42.9
I0026	14	20	70.0
I0040	1244	7,759	16.0
I0055	199	802	24.8
I0065	521	2,590	20.1
I0075	332	1,836	18.1
I0081	26	55	47.3
I0124	1	4	25.0
I0140	12	178	6.7
I0155	1	1	100.0
I0240	423	2,903	14.6
I0275	22	248	8.9
I0440	86	470	18.3
I0640	34	1,000	3.4
I0840	12	62	19.4
Region 1 TMC	0	89	0.0
Region 2 TMC	0	87	0.0
Region 3 TMC	0	6	0.0
Sam Cooper	1	6	16.7
SR001	10	17	58.8
SR002	5	6	83.3
SR003	0	1	0.0
SR004	1	1	100.0
SR006	25	100	25.0
SR008	5	7	71.4
SR009	6	6	100.0
SR010	3	3	100.0
SR011	3	4	75.0

SR014	1	1	**100.0**
SR015	5	6	**83.3**
SR016	1	1	**100.0**
SR018	1	1	**100.0**
SR023	1	1	**100.0**
SR024	3	3	**100.0**
SR026	1	1	**100.0**
SR027	1	2	**50.0**
SR028	2	2	**100.0**
SR029	58	255	**22.7**
SR030	2	4	**50.0**
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**
SR039	2	2	**100.0**
SR040	2	2	**100.0**
SR043	1	1	**100.0**
SR045	1	1	**100.0**
SR047	1	1	**100.0**
SR048	2	2	**100.0**
SR049	1	1	**100.0**
SR050	3	3	**100.0**
SR052	2	2	**100.0**
SR053	3	3	**100.0**
SR055	2	2	**100.0**
SR056	4	5	**80.0**
SR058	0	2	**0.0**
SR060	1	1	**100.0**
SR062	2	2	**100.0**
SR063	4	4	**100.0**
SR064	1	1	**100.0**

SR065	0	1	**0.0**
SR066	2	2	**100.0**
SR068	3	4	**75.0**
SR071	1	1	**100.0**
SR073	1	1	**100.0**
SR076	1	1	**100.0**
SR077	1	1	**100.0**
SR078	1	1	**100.0**
SR082	1	1	**100.0**
SR084	3	3	**100.0**
SR095	3	3	**100.0**
SR096	2	2	**100.0**
SR099	1	1	**100.0**
SR100	0	1	**0.0**
SR101	0	1	**0.0**
SR105	1	1	**100.0**
SR106	1	2	**50.0**
SR109	1	1	**100.0**
SR111	6	7	**85.7**
SR112	1	2	**50.0**
SR115	9	35	**25.7**
SR126	2	2	**100.0**
SR131	2	2	**100.0**
SR134	2	2	**100.0**
SR135	3	3	**100.0**
SR136	0	1	**0.0**
SR141	2	2	**100.0**
SR145	1	1	**100.0**
SR147	1	1	**100.0**
SR153	121	458	**26.4**
SR155	140	732	**19.1**
SR156	2	2	**100.0**
SR158	0	1	**0.0**

SR159	2	2	100.0
SR162	2	41	4.9
SR164	0	1	0.0
SR168	2	2	100.0
SR169	1	1	100.0
SR174	1	1	100.0
SR231	1	1	100.0
SR249	1	1	100.0
SR252	0	1	0.0
SR254	1	1	100.0
SR266	1	1	100.0
SR288	1	1	100.0
SR290	1	1	100.0
SR300	2	29	6.9
SR305	0	1	0.0
SR306	1	1	100.0
SR308	1	1	100.0
SR310	1	1	100.0
SR317	0	4	0.0
SR319	0	3	0.0
SR375	2	2	100.0
SR376	1	1	100.0
SR385	142	729	19.5
SR386	19	42	45.2
SR392	1	1	100.0
SR396	0	1	0.0
SR399	1	1	100.0
SR435	1	1	100.0
SR477	1	1	100.0
All Roadways	**4,524**	**24,648**	**18.4**

Percentage of Event Types for All Events in Current Quarter

Single Vehicle Crash 9.64%
Road Work - Scheduled 6.04%
Road Work - Emergency 0.79%
Rest Area 0.06%
PSA 0.00%
Police Activity 1.11%
Pedestrian 0.05%
PD/Med/Fire Activity 0.75%
Overturned Vehicle 0.46%
Oversize Load 0.04%
Other 0.14%
Off Ramp Backup 0.01%
MultiVehicle Crash 9.25%
Jack-Knife Tractor Trailer 0.07%
Interstate Shooting 0.06%
Grass Fire 0.10%
Flooding 0.42%
Emergency Vehicles 0.12%

Abandoned Vehicle 11.17%
Bridge Work 0.03%
Congestion 1.94%
Daily Log 1.00%
Debris on Roadway 6.20%
Disabled Vehicle 53.71%

Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	947	965	1,151	3,063	11.2%
Bridge Work	1	3	5	9	0.0%
Congestion	127	133	273	533	1.9%
Daily Log	97	86	91	274	1.0%
Debris on Roadway	511	488	701	1,700	6.2%
Disabled Vehicle	4,418	4,831	5,483	14,732	53.7%
Emergency Vehicles	9	4	19	32	0.1%
Flooding	6	16	94	116	0.4%
Grass Fire	13	3	11	27	0.1%
Interstate Shooting	1	7	8	16	0.1%
Jack-Knife Tractor Trailer	4	11	5	20	0.1%
MultiVehicle Crash	730	738	1,070	2,538	9.3%
Off Ramp Backup	0	1	1	2	0.0%
Other	12	15	12	39	0.1%
Oversize Load	3	4	5	12	0.0%
Overturned Vehicle	39	54	33	126	0.5%
PD/Med/Fire Activity	83	45	79	207	0.8%
Pedestrian	6	2	7	15	0.1%
Police Activity	85	112	108	305	1.1%
PSA	0	0	1	1	0.0%
Rest Area	5	2	10	17	0.1%
Road Work - Emergency	32	99	87	218	0.8%
Road Work - Scheduled	352	435	870	1,657	6.0%
Single Vehicle Crash	272	447	333	1,052	3.8%
Special Event	2	1	4	7	0.0%
Test Incident	21	50	42	113	0.4%
Towing	0	0	2	2	0.0%
Traffic Signal Dark	0	0	1	1	0.0%
Unknown	83	93	67	243	0.9%
Vehicle Fire	26	24	57	107	0.4%
Visibility	32	14	27	73	0.3%

	January	February	March	Total	%
Weather	38	94	40	**172**	**0.6%**
Wrong Way Driver	1	0	0	**1**	**0.0%**
Total	**7,956**	**8,777**	**10,697**	**27,430**	**100.0%**

Incidents by Detection Source

Waze
0.6%

Chattanooga Police
0.1%

HELP Operator
24.1%

KNOX SO
0.0%

Knoxville Fire
0.0%

Knoxville Police
0.3%

Memphis Police Department
0.1%

Other Police
0.0%

Other Police Agencies
0.0%

TDOT Region 2 Maintenance
0.0%

THP Dispatch
0.2%

THP Local
0.1%
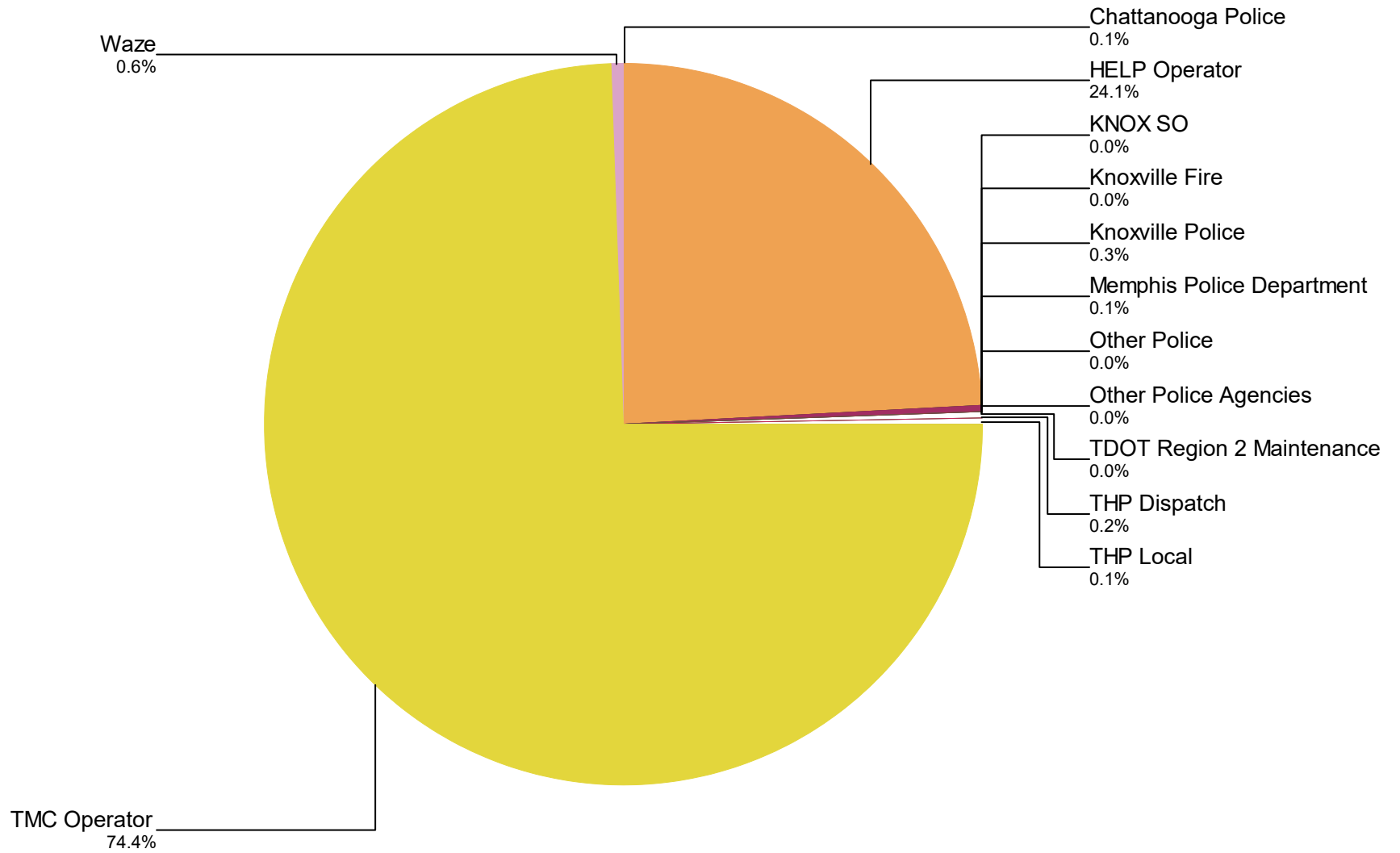
TMC Operator
74.4%

Notifier Agency	January	February	March	Total	%
Chattanooga Police	6	9	8	23	0.1
HELP Operator	1,956	2,066	2,595	6,617	24.1
KNOX SO	1	0	0	1	0.0
Knoxville Fire	1	0	0	1	0.0
Knoxville Police	24	14	32	70	0.3
Memphis Police Department	6	8	9	23	0.1
Other Police	1	1	1	3	0.0
Other Police Agencies	0	0	1	1	0.0
TDOT Region 2 Maintenance	2	4	7	13	0.0
THP Dispatch	19	18	22	59	0.2
THP Local	10	12	4	26	0.1
TMC Operator	5,865	6,584	7,972	20,421	74.4
Waze	65	61	46	172	0.6
Total	7,956	8,777	10,697	27,430	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter

- Provide Coverage — 0.3%
- Phone Call — 0.2%
- Other — 2.8%
- Notified TDOT — 0.0%
- Notified Law — 0.2%
- No Service-Occupied — 4.7%
- No Service-Abandon — 0.1%
- Mechanical Problem — 1.8%
- Mechanical — 3.0%
- Loaned Jack — 0.1%
- Jump Start — 1.4%
- Fluids — 0.6%
- Flat - No Spare — 1.1%
- First Aid — 0.1%
- Extinguish Fire — 0.0%
- Directions — 3.6%
- Absorbent — 0.3%
- Air — 0.5%
- Assist Maint — 0.1%
- Assist MPD — 0.0%
- Assist Other — 0.8%
- Assist THP — 0.1%
- Blocked Ln/Traf Ctrl — 38.7%
- Called Wrecker — 0.1%
- Change Tire — 7.6%
- Comment Card — 0.6%
- Deploy Cones — 0.2%

Activity Types for All Activities	January	February	March	Total	%
Absorbent	34	33	51	118	0.5
Air	70	60	67	197	0.9
Assist Maint	9	11	31	51	0.2
Assist MPD	0	0	8	8	0.0
Assist Other	55	118	140	313	1.4
Assist THP	3	14	5	22	0.1
Blocked Ln/Traf Ctrl	4,336	4,928	5,274	14,538	58.0
Called Wrecker	6	11	11	28	0.1
Change Tire	859	864	1,128	2,851	12.4
Comment Card	86	67	81	234	1.0
Deploy Cones	18	26	30	74	0.3
Directions	451	430	466	1,347	5.9
Extinguish Fire	2	2	6	10	0.0
First Aid	11	9	13	33	0.1
Flat - No Spare	134	98	169	401	1.8
Fluids	62	68	81	211	0.9
Jump Start	178	188	164	530	2.4
Loaned Jack	10	7	2	19	0.1
Mechanical	310	283	547	1,140	5.1
Mechanical Problem	232	241	199	672	3.0
No Service-Abandon	14	17	19	50	0.2
No Service-Occupied	607	501	672	1,780	7.9
Notified Law	27	16	23	66	0.3
Notified TDOT	8	4	5	17	0.1
Other	294	375	374	1,043	4.6
Phone Call	18	23	27	68	0.3
Provide Coverage	32	54	41	127	0.6
Queue Protection	34	30	44	108	0.5
Relocate Vehicle	586	972	790	2,348	10.2
Remove Debris	614	602	825	2,041	8.9
Remove Tire	23	18	11	52	0.2

	January	February	March	Total	%
Secure Load	25	25	18	**68**	0.3
Slow Roll	0	0	39	**39**	0.2
Supply Fuel	509	530	618	**1,657**	7.3
Tag Abandoned	1,109	1,129	1,286	**3,524**	15.2
Transported	4	3	7	**14**	0.1
Unable to Locate	24	25	17	**66**	0.3
Upright Vehicle	1	0	1	**2**	0.0
Water	2	4	4	**10**	0.0
Welfare Check	493	502	601	**1,596**	7.2
Wrecker List	0	5	7	**12**	0.1
Wrecker Towed	6	22	28	**56**	0.3
Total	**11,296**	**12,315**	**13,930**	**37,541**	**100.0%**

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	42.9	59.1	48.0
Avg Post Time (hr)	0.7	0.8	0.7
Avg Messages Per Sign	453.8	485.0	491.9
Total Messages Posted	105,782	112,144	116,113