Quarterly Performance Measures Report

TDOT Department of Transportation

SmartWay TDOT Central Software

Includes All Responders

Reporting Period: October 1, 2020 to December 31, 2020

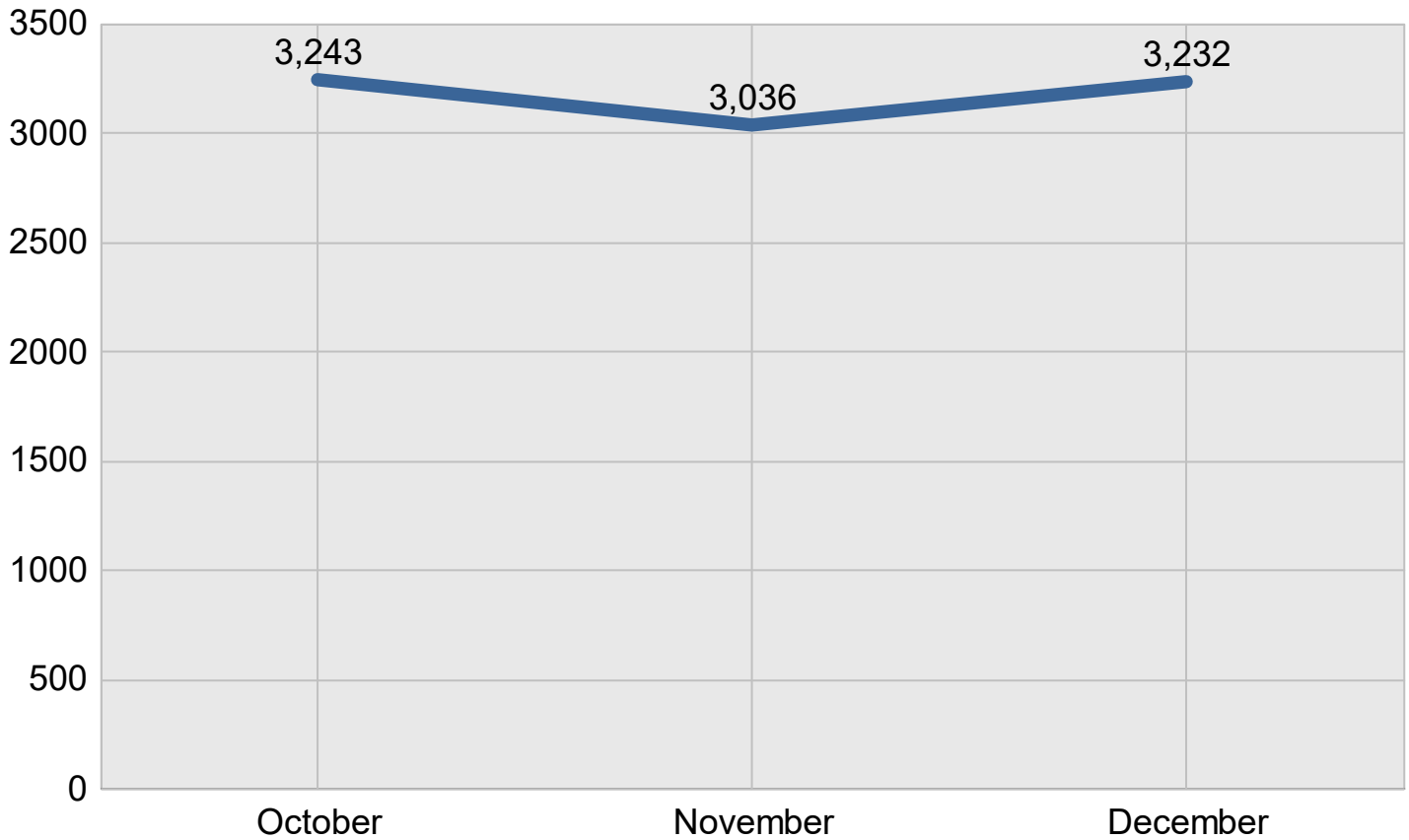## Region 3

Created on:	March 28, 2022	12:22 pm	County:	All Counties	Report Template version 2.0

Total Incidents Managed This Quarter: 9,511

Incidents Managed

Incidents Managed - Monthly

Line chart showing monthly incidents managed: October 3,243; November 3,036; December 3,232.

Performance Measures Summary

Incidents Overall Response

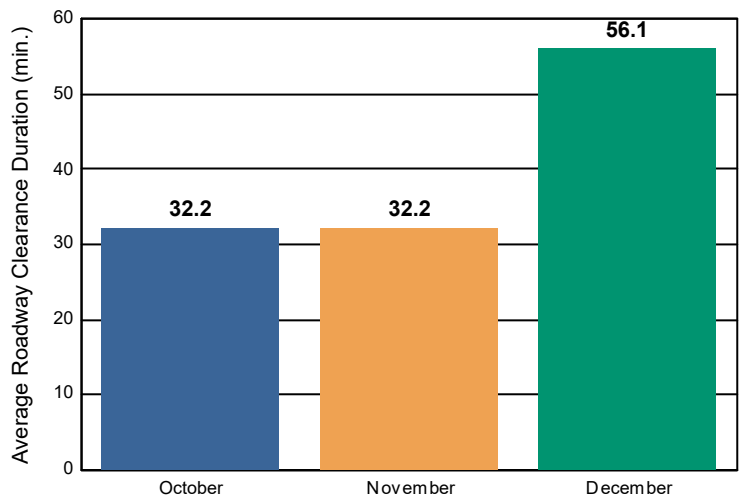|	October	November	December	Total
Events included in Performance Measures	852	625	642	2,119
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.2	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	8.8	7.0	6.1	7.4
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	23.4	24.9	49.9	32.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	14.5	21.6	27.6	21.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**32.2**	**32.2**	**56.1**	**40.2**
	46.8	**53.7**	**83.7**	**61.1**

Incident Clearance Duration
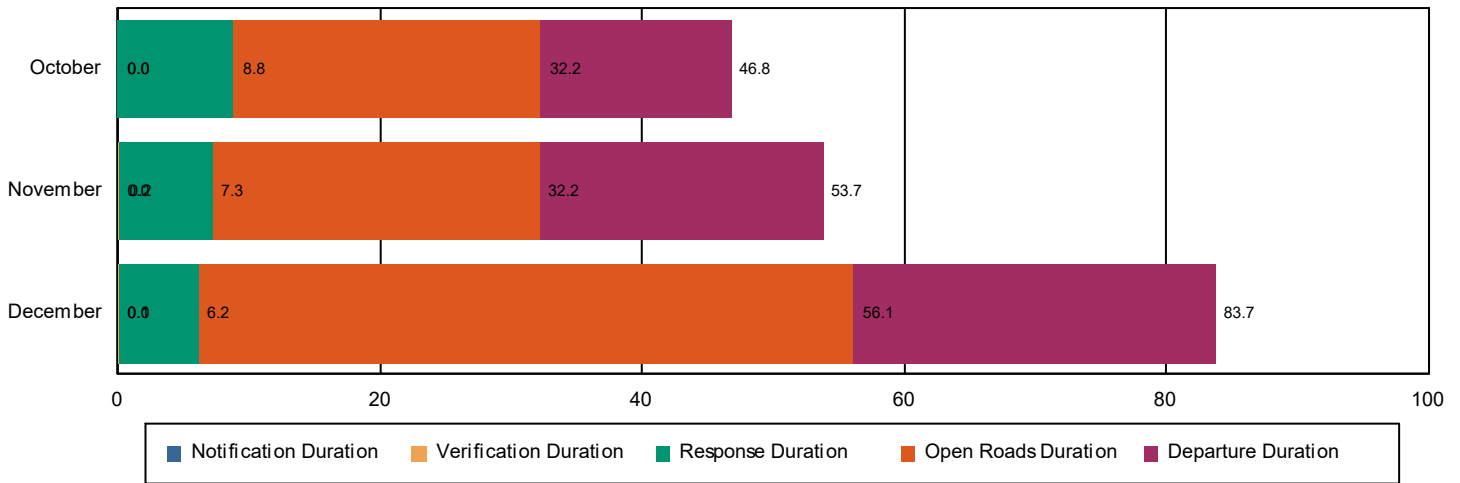
Open Roads Duration / Month
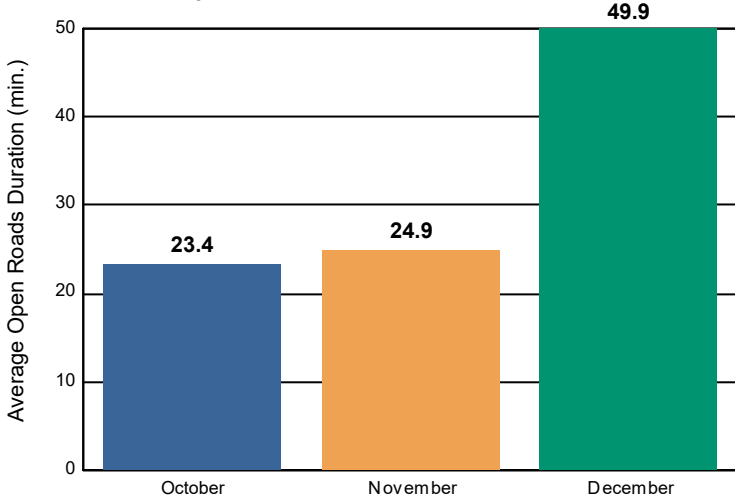
Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	685	497	496	1,678
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.2	0.2	0.1
Response Duration (min.) [First Notification to First Arrival]	8.8	7.1	6.2	7.5
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	23.4	22.0	49.3	30.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	14.5	23.1	29.4	21.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**32.2**	**29.2**	**55.6**	**38.2**
	46.8	**52.3**	**85.0**	**59.6**

Incident Clearance Duration
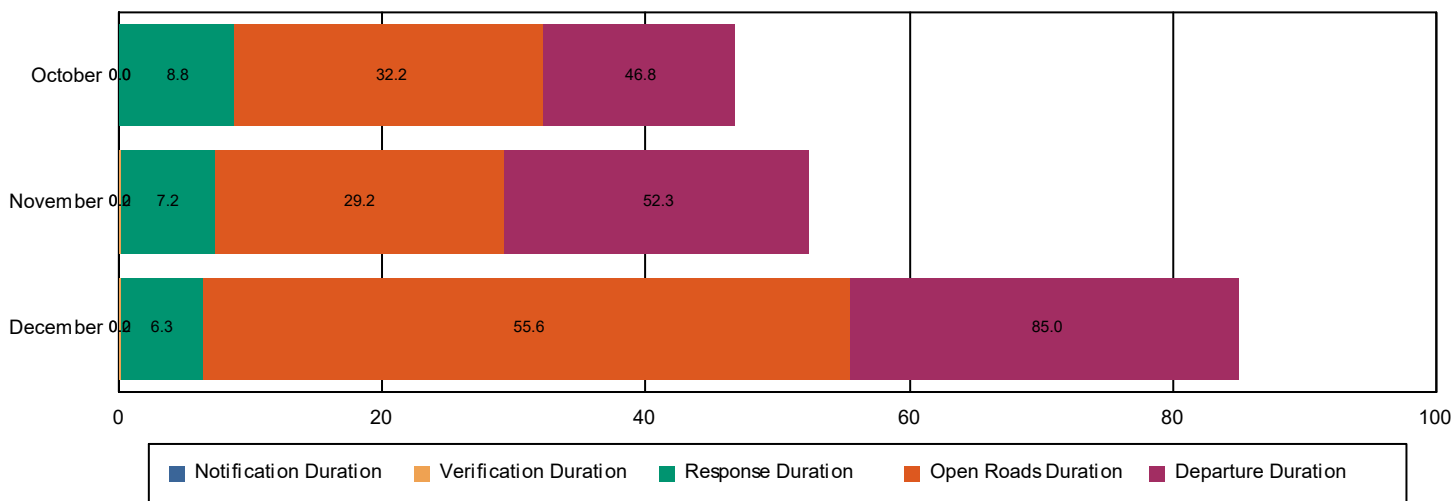
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary
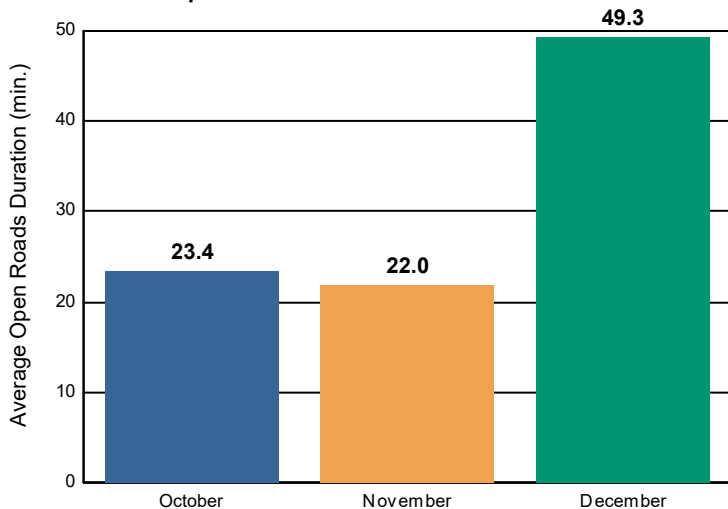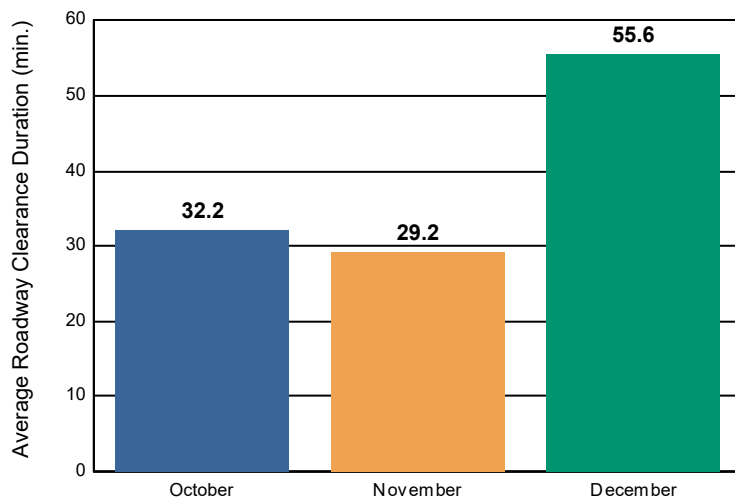
Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	167	128	146	441
Notification Duration (min.)		0.0	0.0	0.0
Verification Duration (min.)		0.8	0.1	0.3
Response Duration (min.) [First Notification to First Arrival]		6.8	5.7	6.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]		49.2	52.1	51.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]		8.7	21.0	17.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]		**56.8**	**57.9**	**57.6**
		65.5	**78.9**	**74.7**

Incident Clearance Duration
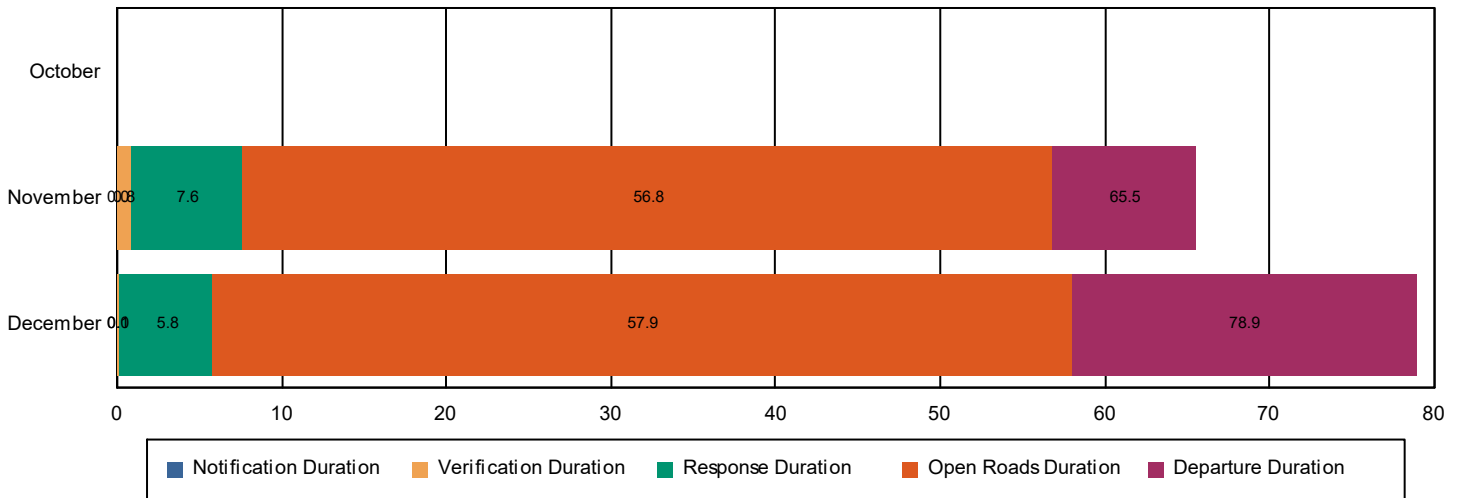
Open Roads Duration / Month
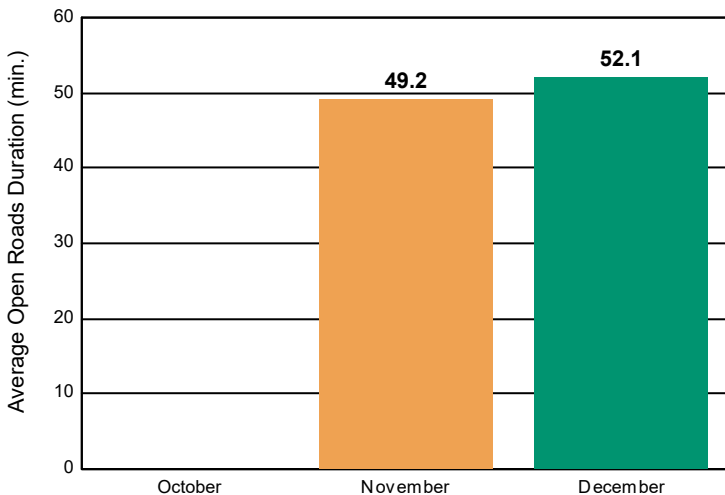
Roadway Clearance Duration / Month
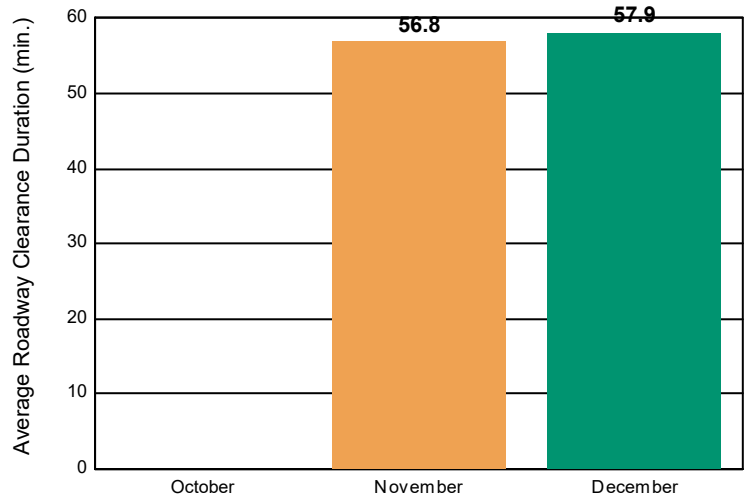
Lane Blockage Clearance Times - Overall
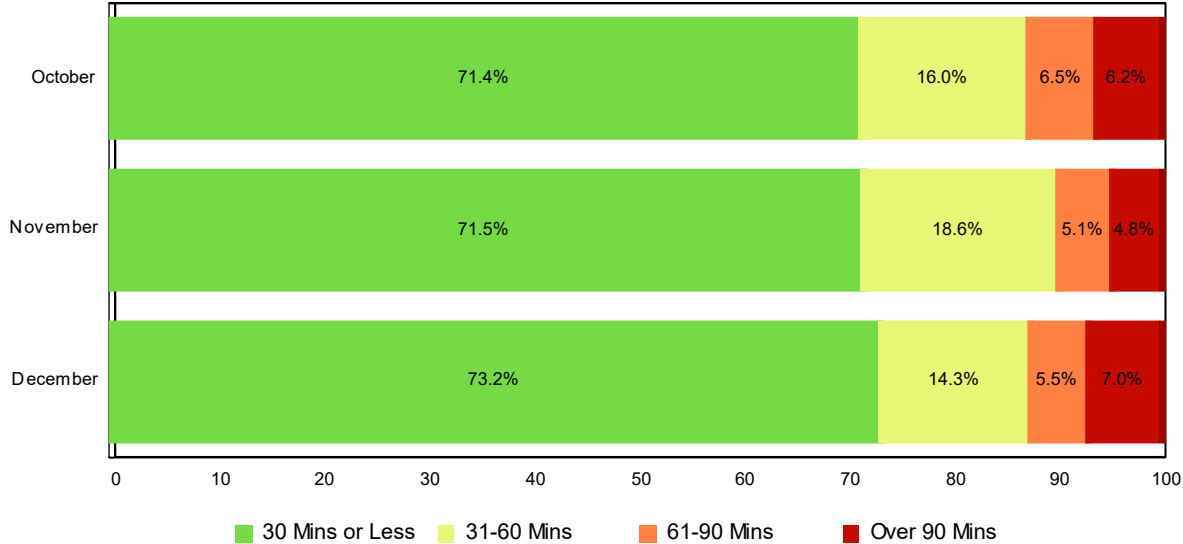
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	608	136	55	53	852
November	447	116	32	30	625
December	470	92	35	45	642
Total # of Events	1,525	344	122	128	2,119

Lane Blockage Clearance Times - with HELP Truck Response
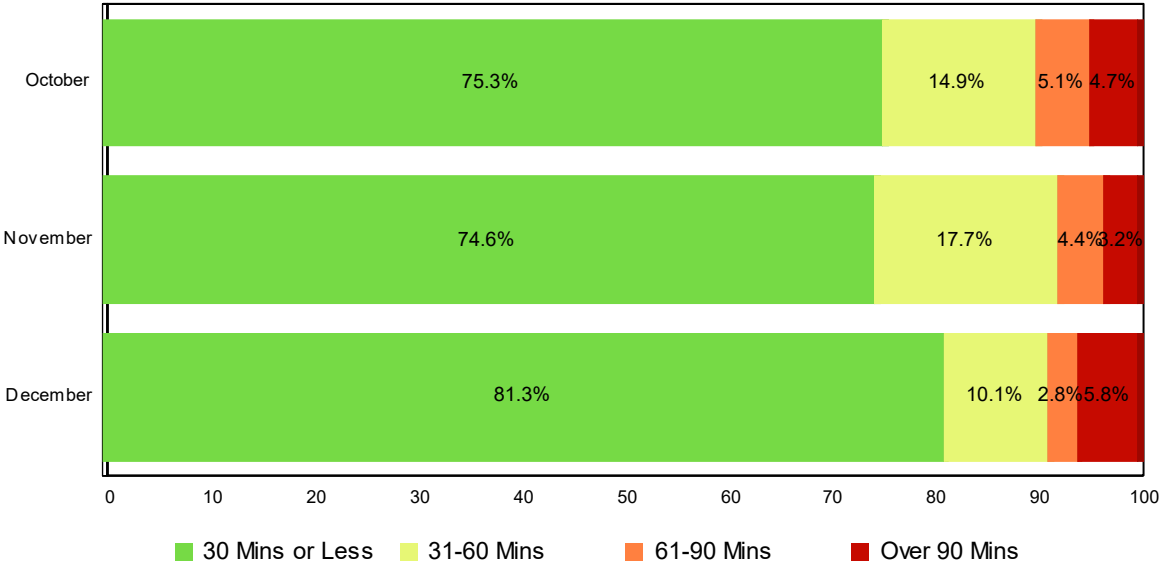
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	516	102	35	32	**685**
November	371	88	22	16	**497**
December	403	50	14	29	**496**
Total # of Events	**1,290**	**240**	**71**	**77**	**1,678**

Lane Blockage Clearance Times - without HELP Truck Response
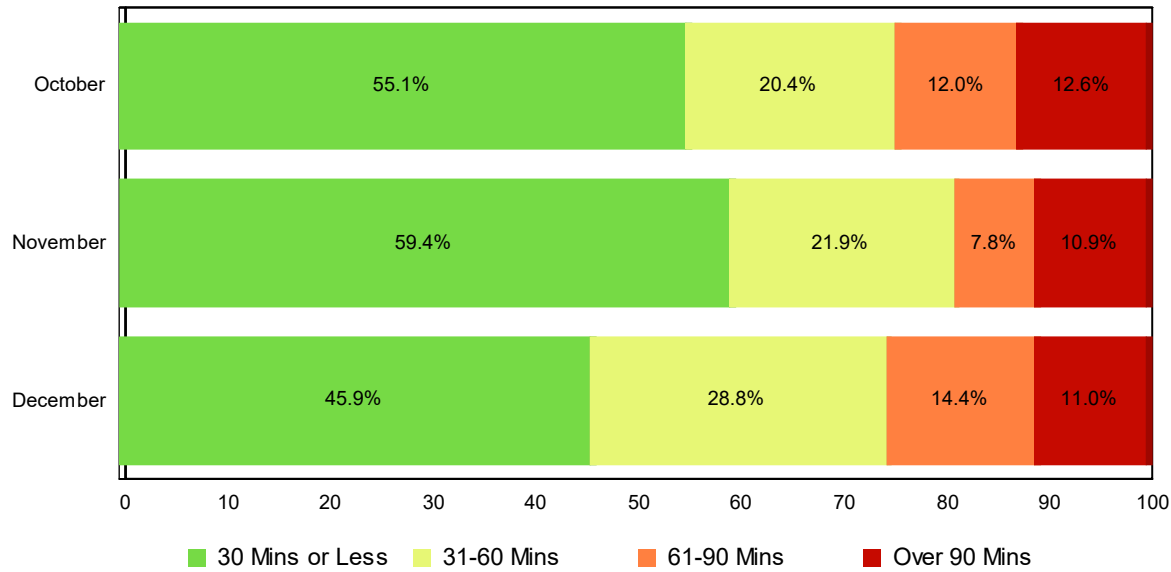
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	92	34	20	21	**167**
November	76	28	10	14	**128**
December	67	42	21	16	**146**
Total # of Events	**235**	**104**	**51**	**51**	**441**

Chart legend:
- 30 Mins or Less
- 31-60 Mins
- 61-90 Mins
- Over 90 Mins

October: 55.1% / 20.4% / 12.0% / 12.6%
November: 59.4% / 21.9% / 7.8% / 10.9%
December: 45.9% / 28.8% / 14.4% / 11.0%

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	86	930	96	1033	98	1060	2	21	18
2	66	283	87	374	93	396	7	32	37
3	49	55	78	87	91	102	9	10	46
4	39	18	63	29	74	34	26	12	104
5	38	3	50	4	75	6	25	2	71
6	0	0	100	2	100	2	0	0	53
7	100	1	100	1	100	1	0	0	0
Totals	77	1,290	91	1,530	95	1,601	5	77	27
	<=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
		13	
I0024	632	2,451	25.8
I0040	619	2,337	26.5
I0065	543	2,276	23.9
I0440	96	451	21.3
I0840	9	27	33.3
Region 3 TMC	0	9	0.0
SR001	7	9	77.8
SR006	17	61	27.9
SR010	4	4	100.0
SR011	3	3	100.0
SR012	3	3	100.0
SR015	0	1	0.0
SR024	4	5	80.0
SR045	1	1	100.0
SR049	4	4	100.0
SR052	1	1	100.0
SR056	1	1	100.0
SR064	1	1	100.0
SR065	1	1	100.0
SR076	2	2	100.0
SR080	1	1	100.0
SR082	1	1	100.0
SR099	1	1	100.0
SR100	1	1	100.0
SR102	1	1	100.0
SR109	1	1	100.0
SR112	1	1	100.0
SR120	0	1	0.0

SR129	0	1	**0.0**
SR147	0	1	**0.0**
SR149	1	1	**100.0**
SR155	140	641	**21.8**
SR171	2	2	**100.0**
SR237	1	1	**100.0**
SR248	1	1	**100.0**
SR249	1	1	**100.0**
SR252	1	1	**100.0**
SR254	2	2	**100.0**
SR255	1	2	**50.0**
SR269	1	1	**100.0**
SR271	1	1	**100.0**
SR374	1	1	**100.0**
SR386	12	47	**25.5**
SR452	1	1	**100.0**
All Roadways	**2,121**	**8,374**	**25.3**

Percentage of Event Types for All Events in Current Quarter

Test Incident
1.07%

Special Event
0.49%

Single Vehicle Crash
3.53%

Road Work - Scheduled
10.96%

Road Work - Emergency
0.26%

PSA
0.01%

Police Activity
0.74%

Pedestrian
0.17%

PD/Med/Fire Activity
1.65%

Overturned Vehicle
0.85%

Oversize Load
0.02%

Other
0.59%

Off Ramp Backup
0.09%

MultiVehicle Crash
14.09%

Jack-Knife Tractor Trailer
0.03%

Interstate Shooting
0.04%

Grass Fire
0.15%

Emergency Vehicles
0.05%

Abandoned Vehicle
13.00%

Amber Alert
0.06%

Congestion
0.09%

Daily Log
0.51%

Debris on Roadway
5.33%

Disabled Vehicle
43.67%

Event Types for All Events	October	November	December	Total	%
Abandoned Vehicle	408	435	435	1,278	13.0%
Amber Alert	2	4	0	6	0.1%
Congestion	2	5	2	9	0.1%
Daily Log	0	19	31	50	0.5%
Debris on Roadway	168	195	161	524	5.3%
Disabled Vehicle	1,359	1,361	1,574	4,294	43.7%
Emergency Vehicles	0	3	2	5	0.1%
Grass Fire	6	4	5	15	0.2%
Interstate Shooting	0	2	2	4	0.0%
Jack-Knife Tractor Trailer	2	0	1	3	0.0%
MultiVehicle Crash	518	420	447	1,385	14.1%
Off Ramp Backup	0	3	6	9	0.1%
Other	37	18	3	58	0.6%
Oversize Load	1	0	1	2	0.0%
Overturned Vehicle	33	27	24	84	0.9%
PD/Med/Fire Activity	83	50	29	162	1.6%
Pedestrian	0	4	13	17	0.2%
Police Activity	0	28	45	73	0.7%
PSA	0	1	0	1	0.0%
Road Work - Emergency	2	9	15	26	0.3%
Road Work - Scheduled	424	350	304	1,078	11.0%
Single Vehicle Crash	118	111	118	347	3.5%
Special Event	34	14	0	48	0.5%
Test Incident	1	66	38	105	1.1%
Towing	1	0	0	1	0.0%
Unknown	14	81	45	140	1.4%
Vehicle Fire	20	18	20	58	0.6%
Weather	17	11	22	50	0.5%
Total	3,250	3,239	3,343	9,832	100.0%

Incidents by Detection Source

- Waze 0.8%
- HELP Operator 2.7%
- METRO PD 0.0%
- Other Police 0.0%
- R3 Maintenance 4.8%
- Region 3 Notification 8.8%
- THP Local 0.0%
- TMC Operator 82.8%
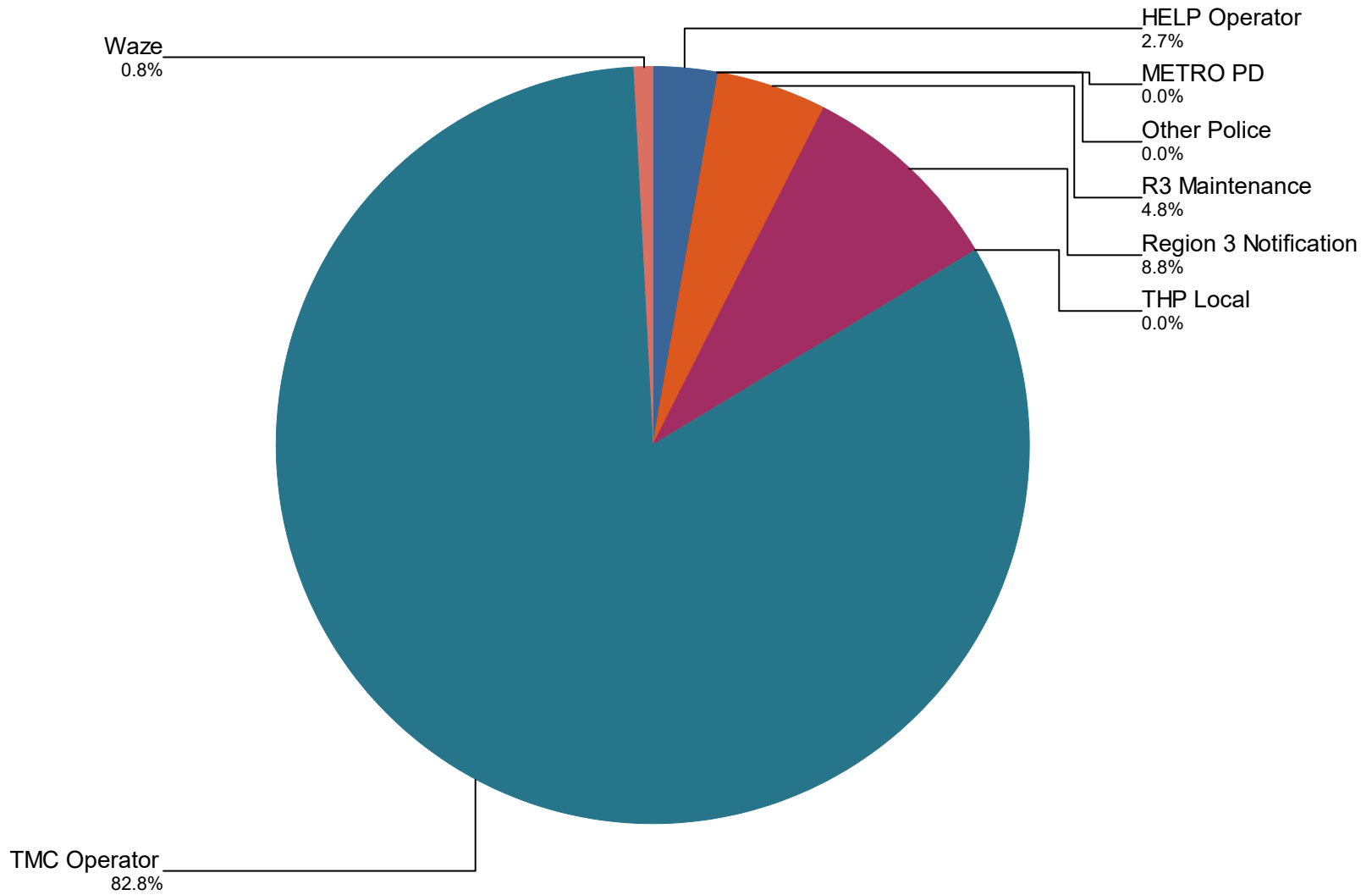
Notifier Agency	October	November	December	Total	%
HELP Operator	1	87	182	270	2.7
METRO PD	0	1	0	1	0.0
Other Police	0	0	1	1	0.0
R3 Maintenance	312	156	0	468	4.8
Region 3 Notification	621	248	0	869	8.8
THP Local	0	0	1	1	0.0
TMC Operator	2,316	2,719	3,110	8,145	82.8
Waze	0	28	49	77	0.8
Total	**3,250**	**3,239**	**3,343**	**9,832**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Phone Call
0.1%

Other
4.5%

Notified TDOT
0.0%

Notified Law
0.1%

No Service-Occupied
0.3%

No Service-Abandon
0.1%

Mechanical
3.2%

Jump Start
1.0%

Fluids
0.1%

First Aid
0.1%

Extinguish Fire
0.0%

Directions
0.1%

Deploy Cones
0.0%

Comment Card
1.3%

Change Tire
5.7%

Called Wrecker
0.2%

Absorbent
0.5%

Assist Other
0.1%

Assist THP
0.0%

Blocked Ln/Traf Ctrl
50.7%
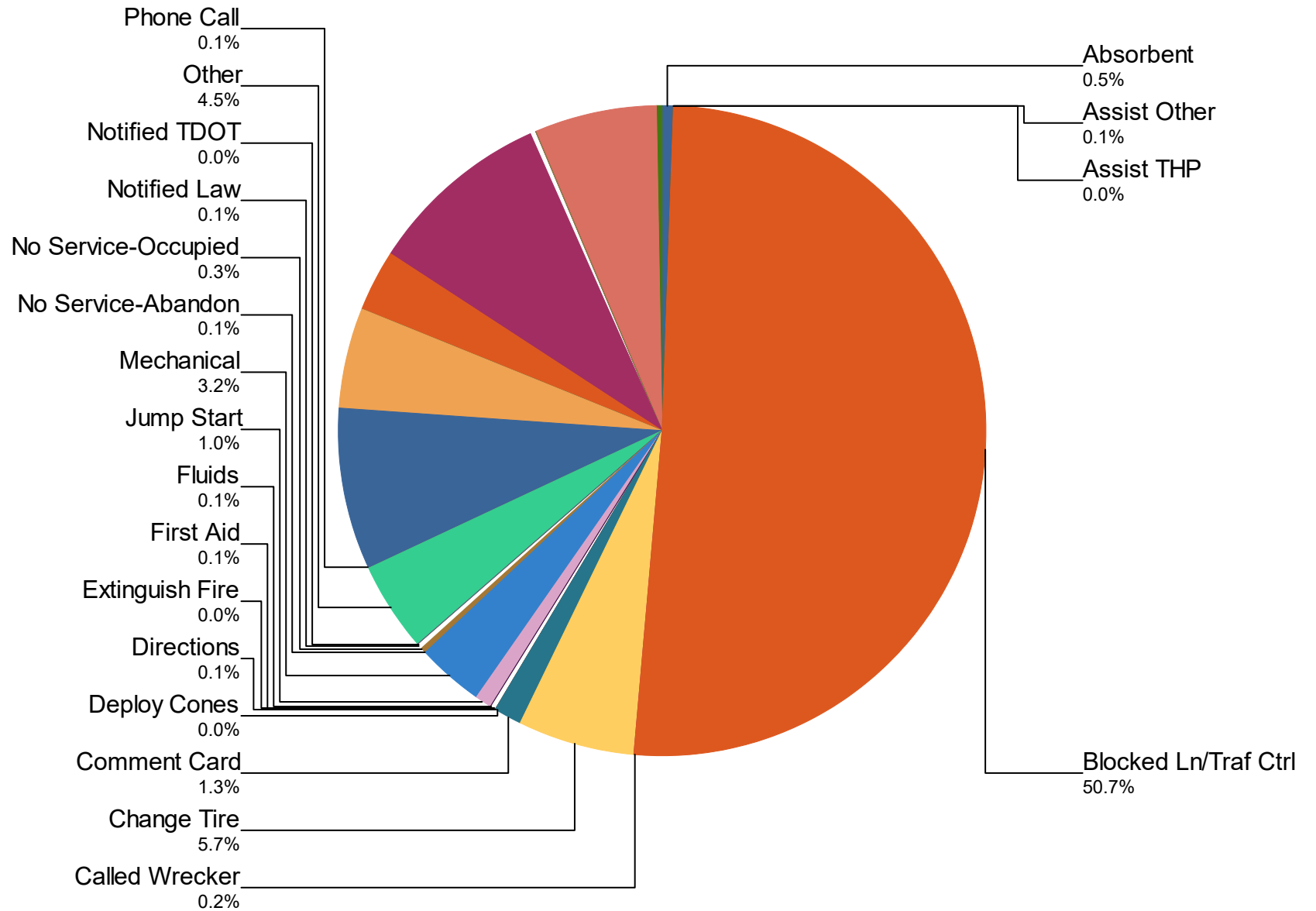
Activity Types for All Activities	October	November	December	Total	%
Absorbent	19	19	22	60	0.5
Assist Other	0	2	5	7	0.1
Assist THP	0	0	1	1	0.0
Blocked Ln/Traf Ctrl	1,117	2,040	2,746	5,903	50.7
Called Wrecker	6	8	14	28	0.2
Change Tire	194	211	262	667	5.7
Comment Card	46	50	52	148	1.3
Deploy Cones	0	1	3	4	0.0
Directions	6	2	6	14	0.1
Extinguish Fire	1	2	1	4	0.0
First Aid	3	3	3	9	0.1
Fluids	6	5	1	12	0.1
Jump Start	33	33	48	114	1.0
Mechanical	124	116	131	371	3.2
No Service-Abandon	3	5	7	15	0.1
No Service-Occupied	10	8	16	34	0.3
Notified Law	4	4	4	12	0.1
Notified TDOT	0	0	2	2	0.0
Other	286	168	74	528	4.5
Phone Call	3	1	2	6	0.1
Relocate Vehicle	258	311	367	936	8.0
Remove Debris	141	204	223	568	4.9
Secure Load	1	4	2	7	0.1
Supply Fuel	79	100	164	343	2.9
Tag Abandoned	252	381	463	1,096	9.4
Transported	2	2	1	5	0.0
Unable to Locate	0	3	4	7	0.1
Welfare Check	0	289	441	730	6.3
Wrecker Towed	13	5	1	19	0.2
Total	**2,607**	**3,977**	**5,066**	**11,650**	**100.0%**

DMS Duration

	Nov	Dec	Quarter
Avg % ON Time	12.7	22.6	17.6
Avg Post Time (hr)	1.9	2.2	2.0
Avg Messages Per Sign	47.8	77.0	62.4
Total Messages Posted	5,067	8,167	13,234