TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay TDOT Central Software

Includes All Responders
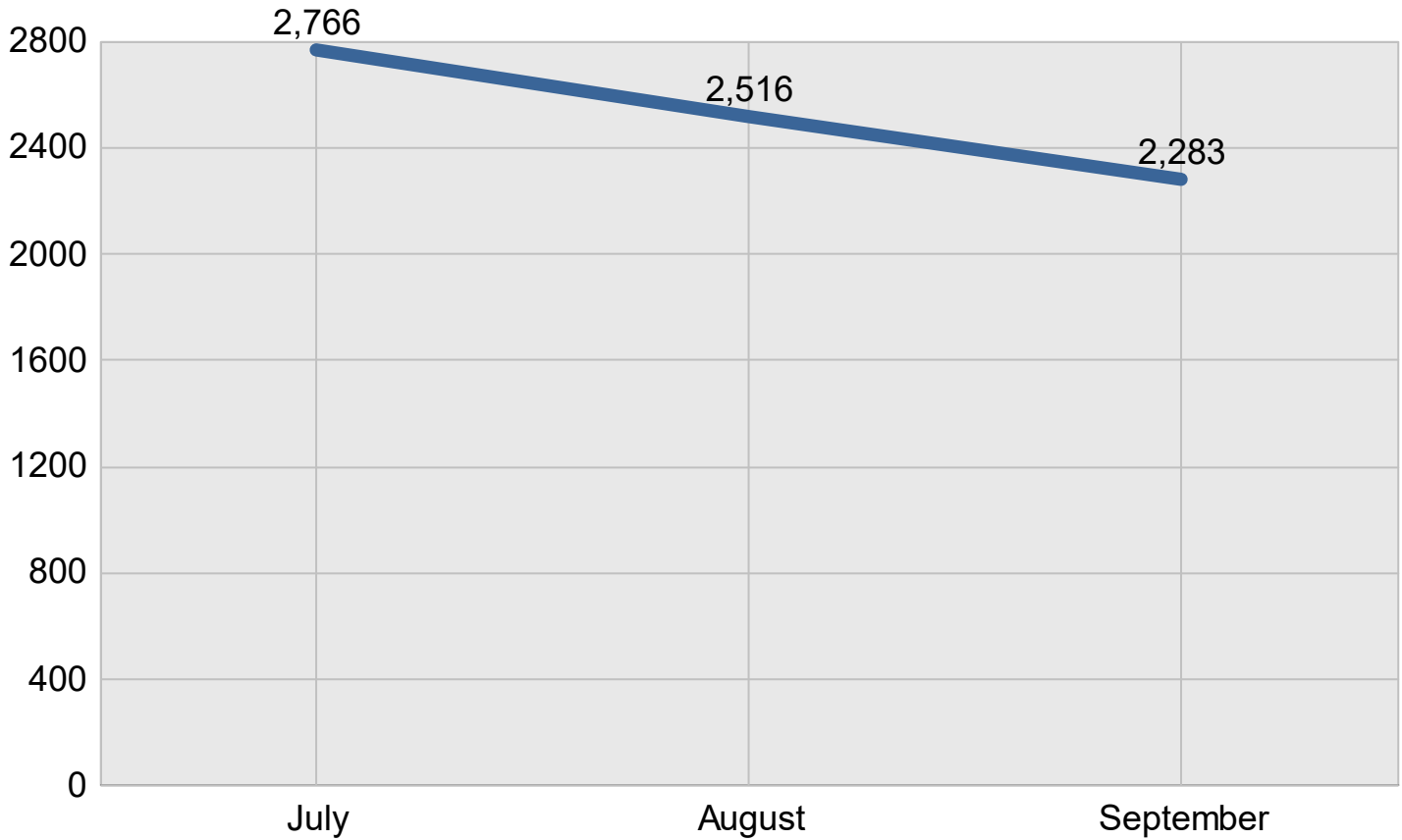
Reporting Period: July 1, 2021 to September 30, 2021

Region 1

Created on: October 05, 2021   5:03 pm   County: All Counties   **Report Template version 2.0**

Total Incidents Managed This Quarter: 7,565

Incidents Managed

Incidents Managed - Monthly

	July	August	September
Incidents Managed	2,766	2,516	2,283

Performance Measures Summary

Incidents Overall Response

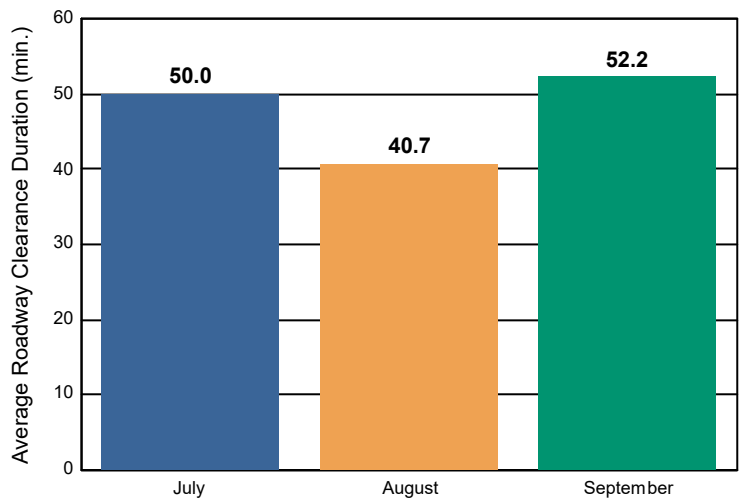|	July	August	September	Total
Events included in Performance Measures	214	231	220	665
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	5.2	7.9	12.0	8.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	44.8	32.7	40.2	39.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	36.7	41.9	37.7	38.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**50.0**	**40.7**	**52.2**	**47.7**
	86.7	**82.6**	**89.9**	**86.4**

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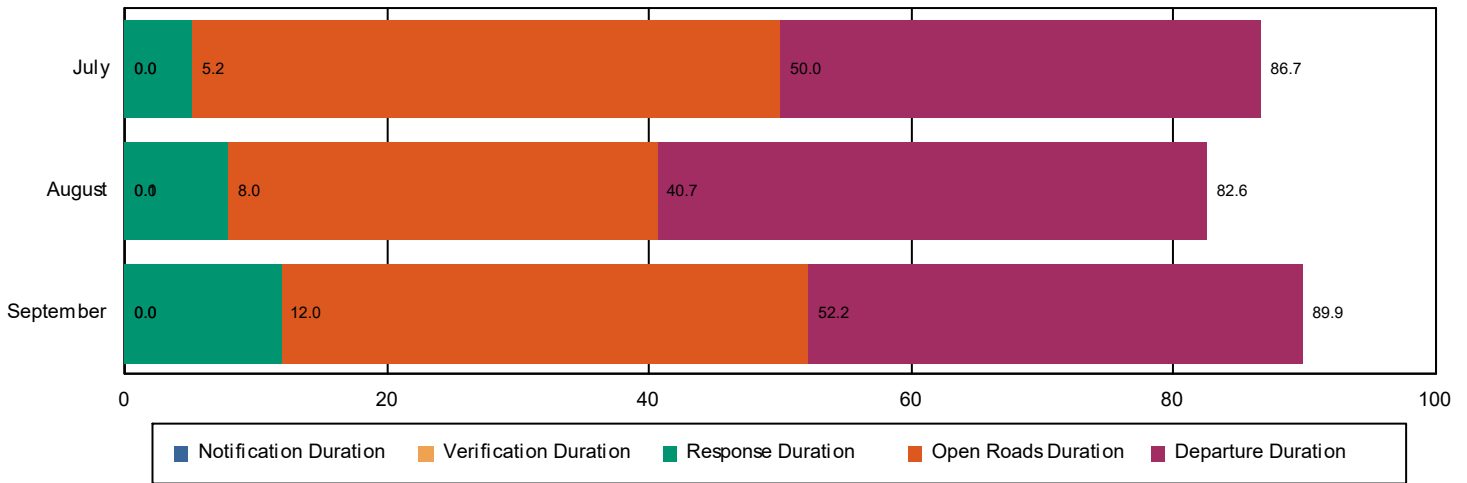
Open Roads Duration / Month
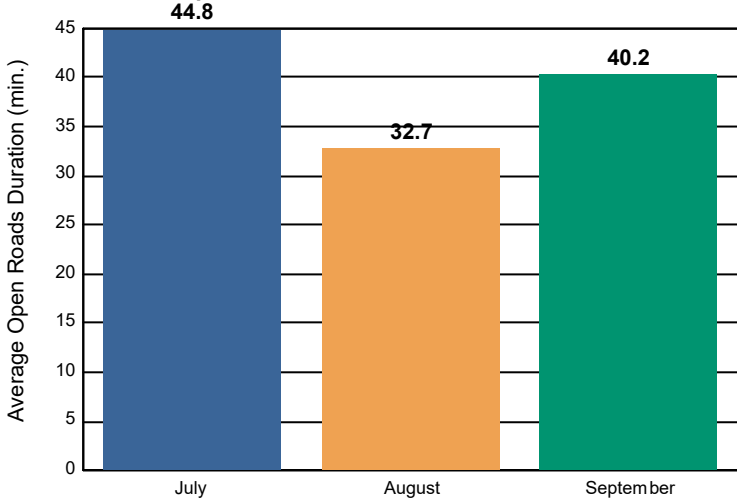
Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	108	110	108	326
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.0	0.1
Response Duration (min.) [First Notification to First Arrival]	3.8	5.2	4.3	4.5
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	20.0	19.6	30.7	23.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	47.3	56.6	45.0	49.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**23.8**	**24.9**	**35.0**	**27.9**
	71.1	**81.6**	**80.0**	**77.6**

Incident Clearance Duration
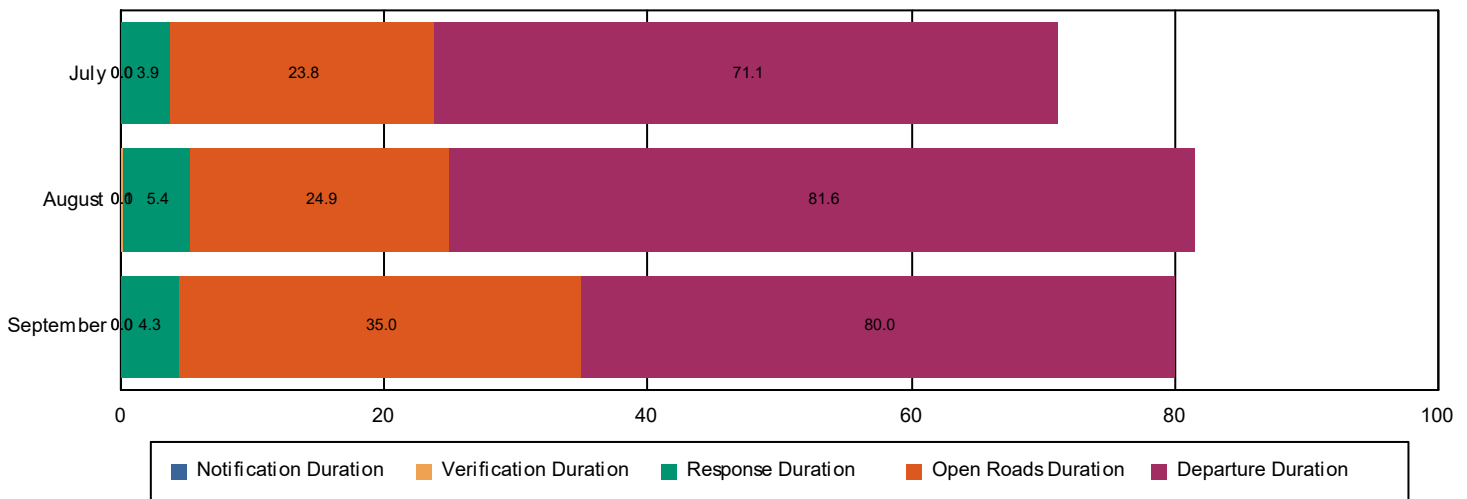
Open Roads Duration / Month

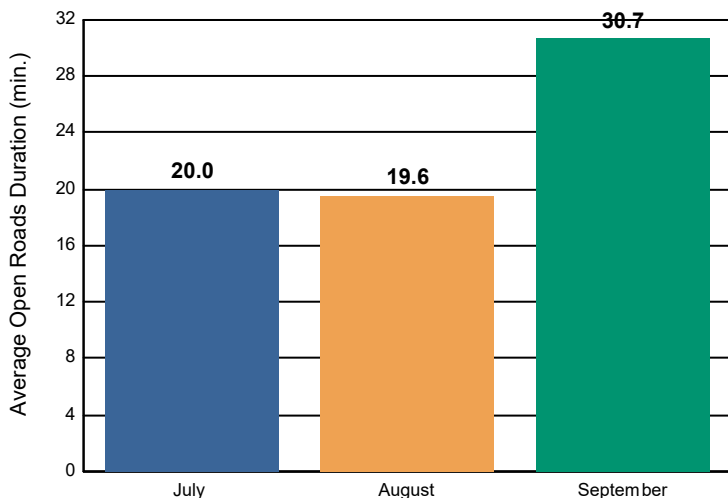## Roadway Clearance Duration / Month

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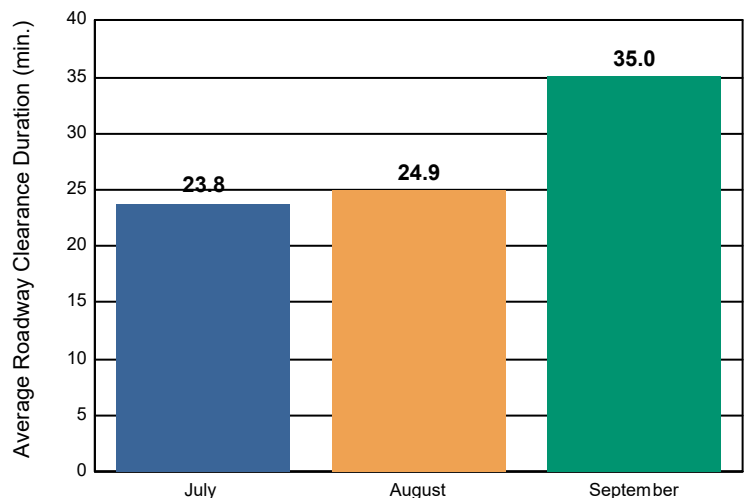
Performance Measures Summary

Incidents without HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	106	121	112	339
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]	7.3	12.6	24.1	14.5
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	81.5	55.9	55.4	65.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	21.0	15.9	26.0	21.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**88.8**	**68.5**	**79.5**	**79.5**
	109.7	**84.4**	**105.6**	**100.6**

Incident Clearance Duration
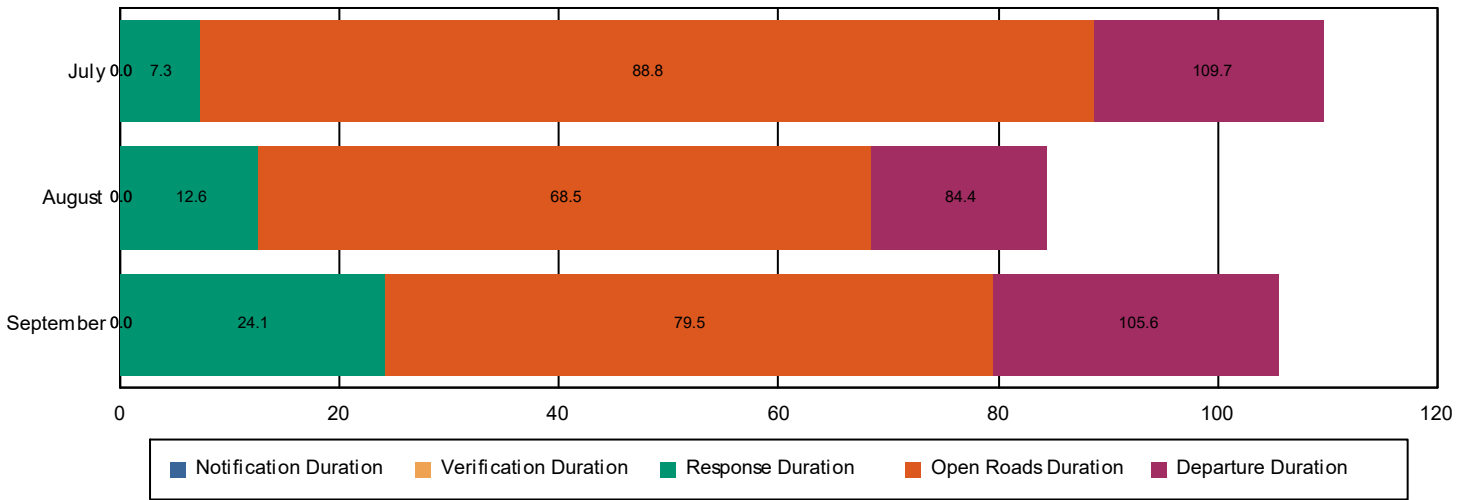
Open Roads Duration / Month
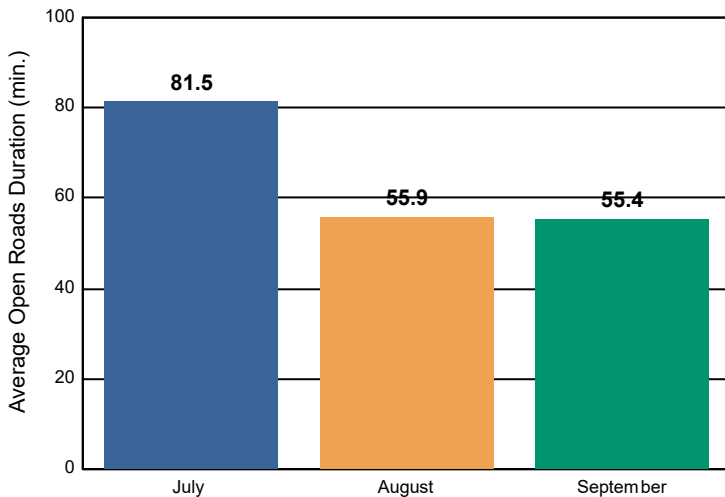
Roadway Clearance Duration / Month
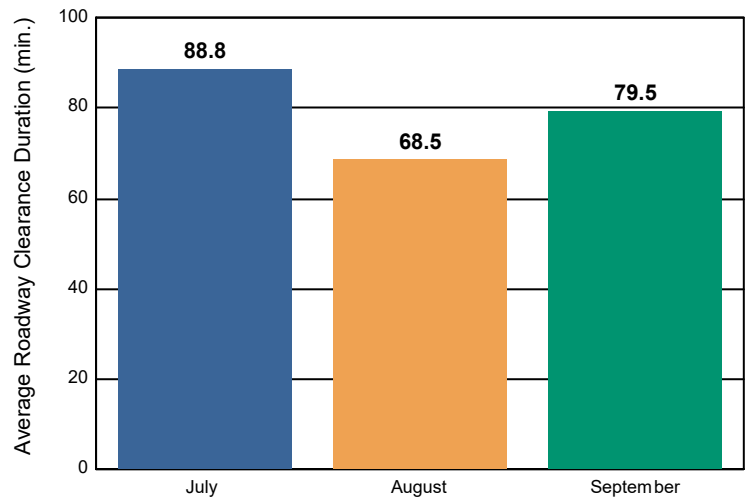
Lane Blockage Clearance Times - Overall
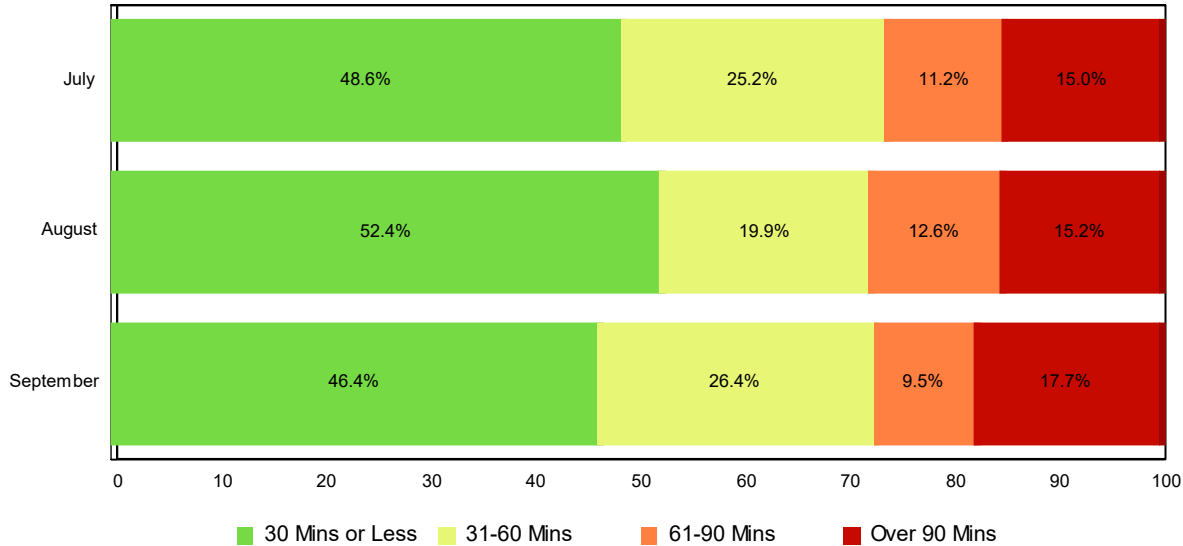
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	104	54	24	32	214
August	121	46	29	35	231
September	102	58	21	39	220
Total # of Events	327	158	74	106	665

Lane Blockage Clearance Times - with HELP Truck Response
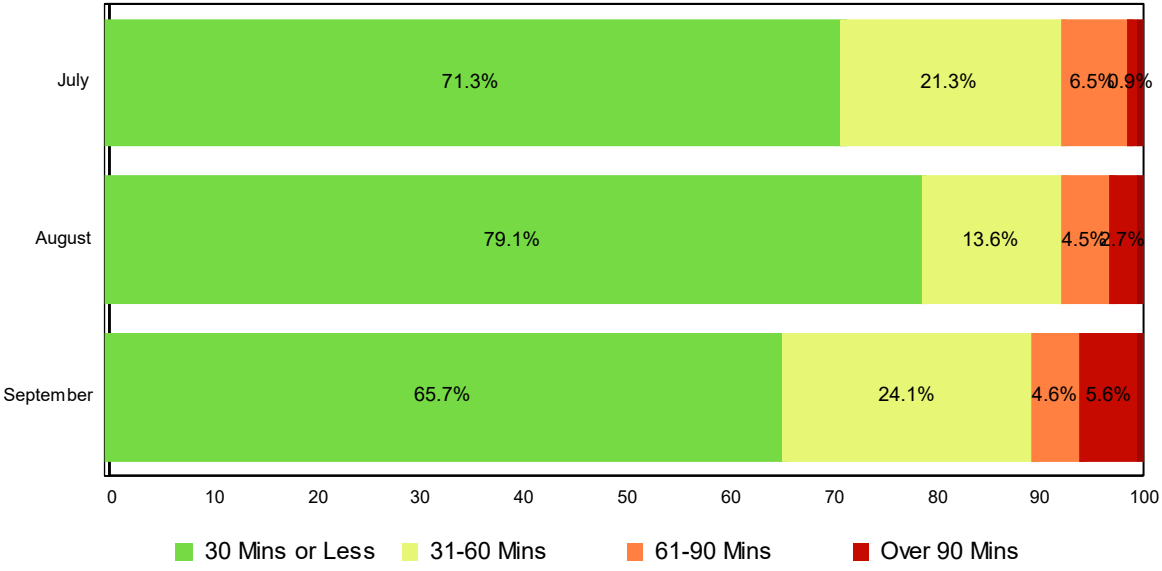
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	77	23	7	1	108
August	87	15	5	3	110
September	71	26	5	6	108
Total # of Events	235	64	17	10	326

Legend:
- 30 Mins or Less
- 31-60 Mins
- 61-90 Mins
- Over 90 Mins

Lane Blockage Clearance Times - without HELP Truck Response
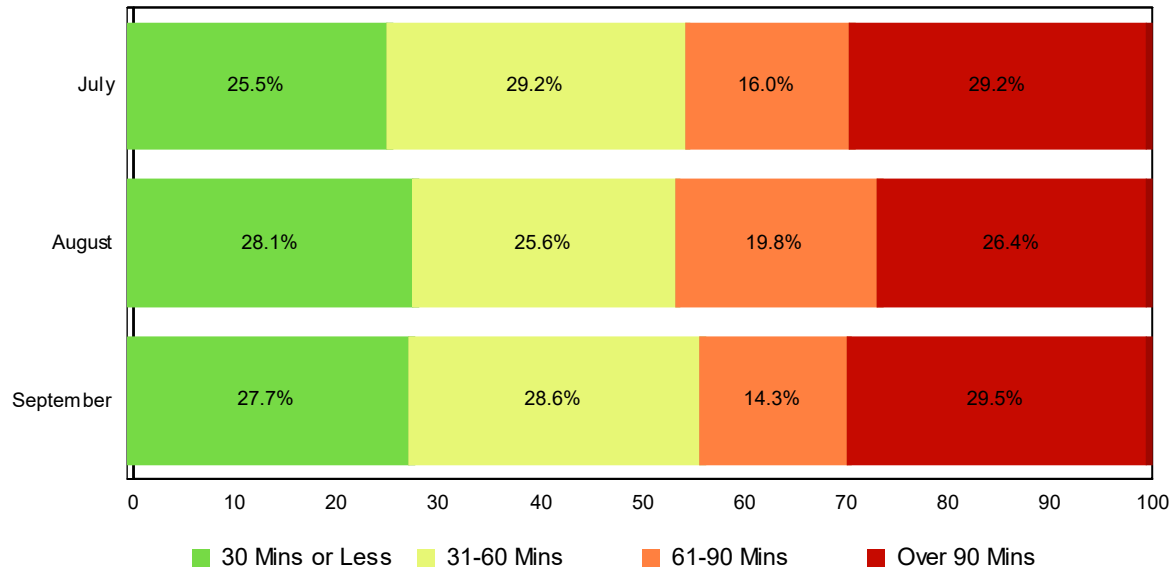
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	27	31	17	31	106
August	34	31	24	32	121
September	31	32	16	33	112
Total # of Events	92	94	57	96	339

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	79	178	95	214	98	221	2	5	20
2	56	49	86	75	95	83	5	4	34
3	67	8	83	10	92	11	8	1	32
4	0	0	0	0	100	1	0	0	61
Totals	72	235	92	299	97	316	3	10	24
	<=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	17	22	77.3
I0040	319	3,867	8.2
I0075	97	721	13.5
I0081	32	54	59.3
I0140	12	220	5.5
I0275	26	235	11.1
I0640	41	1,056	3.9
Region 1 TMC	0	93	0.0
SR001	4	4	100.0
SR009	8	8	100.0
SR029	2	2	100.0
SR032	3	3	100.0
SR033	2	5	40.0
SR034	7	8	87.5
SR035	3	3	100.0
SR036	2	2	100.0
SR037	4	4	100.0
SR044	2	2	100.0
SR061	5	5	100.0
SR062	1	1	100.0
SR066	2	2	100.0
SR070	3	3	100.0
SR071	9	9	100.0
SR073	1	1	100.0
SR075	2	2	100.0
SR081	2	2	100.0
SR093	1	1	100.0
SR115	17	67	25.4
SR116	3	3	100.0

SR126	1	1	**100.0**
SR131	4	4	**100.0**
SR139	2	2	**100.0**
SR144	2	2	**100.0**
SR158	0	2	**0.0**
SR159	2	2	**100.0**
SR160	1	1	**100.0**
SR162	4	49	**8.2**
SR168	6	7	**85.7**
SR170	4	4	**100.0**
SR173	1	1	**100.0**
SR326	2	2	**100.0**
SR331	1	1	**100.0**
SR361	2	2	**100.0**
SR394	2	4	**50.0**
SR444	4	4	**100.0**
SR449	0	1	**0.0**
All Roadways	**665**	**6,494**	**10.2**

Percentage of Event Types for All Events in Current Quarter

Vehicle Fire
0.47%

Unknown
0.22%

Test Incident
0.12%

Special Event
0.22%

Single Vehicle Crash
2.58%

Road Work - Scheduled
13.43%

Road Work - Emergency
0.26%

Rest Area
0.09%

PSA
0.04%

Police Activity
0.14%

PD/Med/Fire Activity
0.33%

Overturned Vehicle
0.22%

Other
0.05%

MultiVehicle Crash
6.67%

Jack-Knife Tractor Trailer
0.12%

Grass Fire
0.01%

Flooding
0.07%

Disabled Vehicle
49.23%

Abandoned Vehicle
9.99%

Amber Alert
0.01%

Congestion
7.91%

Daily Log
1.21%

Debris on Roadway
6.34%

Event Types for All Events	July	August	September	Total	%
Abandoned Vehicle	263	243	252	**758**	**10.0%**
Amber Alert	0	1	0	**1**	**0.0%**
Congestion	293	144	163	**600**	**7.9%**
Daily Log	32	30	30	**92**	**1.2%**
Debris on Roadway	184	178	119	**481**	**6.3%**
Disabled Vehicle	1,344	1,254	1,137	**3,735**	**49.2%**
Flooding	1	4	0	**5**	**0.1%**
Grass Fire	0	1	0	**1**	**0.0%**
Jack-Knife Tractor Trailer	1	4	4	**9**	**0.1%**
MultiVehicle Crash	192	148	166	**506**	**6.7%**
Other	1	2	1	**4**	**0.1%**
Overturned Vehicle	4	4	9	**17**	**0.2%**
PD/Med/Fire Activity	7	9	9	**25**	**0.3%**
Police Activity	3	6	2	**11**	**0.1%**
PSA	0	1	2	**3**	**0.0%**
Rest Area	6	1	0	**7**	**0.1%**
Road Work - Emergency	11	5	4	**20**	**0.3%**
Road Work - Scheduled	339	375	305	**1,019**	**13.4%**
Single Vehicle Crash	58	80	58	**196**	**2.6%**
Special Event	0	1	16	**17**	**0.2%**
Test Incident	3	2	4	**9**	**0.1%**
Unknown	8	5	4	**17**	**0.2%**
Vehicle Fire	15	15	6	**36**	**0.5%**
Visibility	5	5	1	**11**	**0.1%**
Weather	4	1	0	**5**	**0.1%**
Wrong Way Driver	0	1	1	**2**	**0.0%**
Total	**2,774**	**2,520**	**2,293**	**7,587**	**100.0%**

Incidents by Detection Source

HELP Operator
35.6%

KNOX SO
0.0%

Knoxville Fire
0.0%

Knoxville Police
0.5%

Other Police
0.0%

TDOT Region 1 Maintenance
0.1%

THP Dispatch
0.2%

THP Local
0.0%
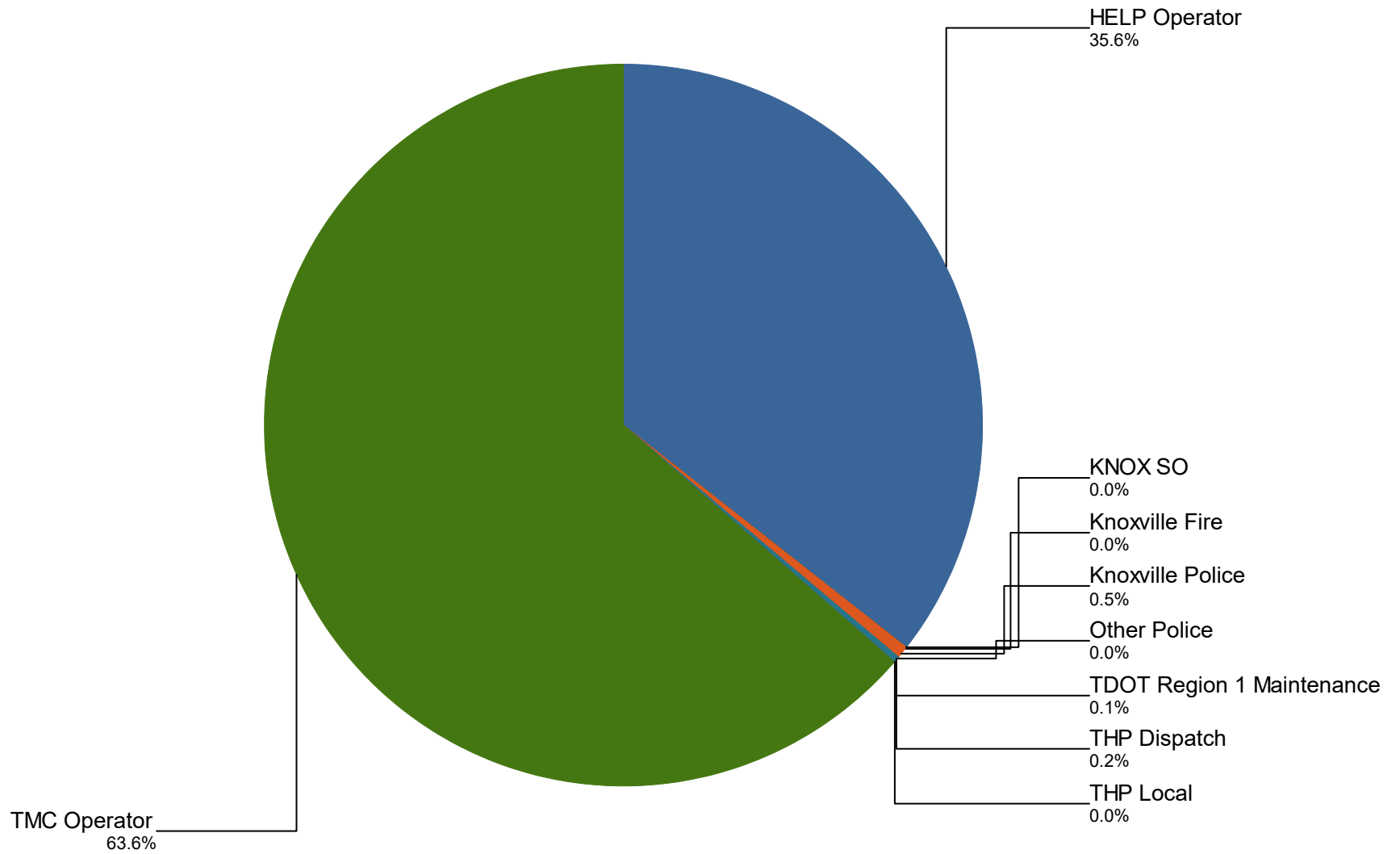
TMC Operator
63.6%

Notifier Agency	July	August	September	Total	%
HELP Operator	930	1,052	716	2,698	35.6
KNOX SO	2	1	0	3	0.0
Knoxville Fire	1	2	0	3	0.0
Knoxville Police	15	16	8	39	0.5
Other Police	0	0	1	1	0.0
TDOT Region 1 Maintenance	0	0	4	4	0.1
THP Dispatch	3	4	5	12	0.2
THP Local	0	0	1	1	0.0
TMC Operator	1,823	1,445	1,558	4,826	63.6
Total	**2,774**	**2,520**	**2,293**	**7,587**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Wrong Truck
0.6%

Wrecker List
0.7%

Welfare Check
0.5%

Unable to Locate
0.2%

Transported
0.2%

Tag Abandoned
11.1%

Supply Fuel
5.6%

Slow Roll
0.3%

Secure Load
0.5%

Remove Debris
9.3%

Relocate Vehicle
4.7%

Phone Call
0.3%

Other
6.7%

Notified TDOT
0.4%

Notified Law
0.6%

Absorbent
0.6%

Assist Maint
0.1%

Blocked Ln/Traf
13.7%

Called Wrecker
0.4%

Change Tire
11.4%

Comment Card
0.3%

Deploy Cones
0.0%

Directions
2.9%

Extinguish Fire
0.1%

First Aid
0.3%

Fluids
1.4%

Jump Start
2.2%

Mechanical
6.2%

No Service-Aba
0.1%

No Service-Occ
18.4%

Activity Types for All Activities	July	August	September	Total	%
Absorbent	16	9	20	**45**	0.6
Assist Maint	1	4	3	**8**	0.1
Blocked Ln/Traf Ctrl	375	311	268	**954**	13.7
Called Wrecker	9	13	5	**27**	0.4
Change Tire	275	290	227	**792**	11.4
Comment Card	11	10	3	**24**	0.3
Deploy Cones	0	0	1	**1**	0.0
Directions	72	74	57	**203**	2.9
Extinguish Fire	1	1	3	**5**	0.1
First Aid	7	3	8	**18**	0.3
Fluids	36	28	32	**96**	1.4
Jump Start	67	47	42	**156**	2.2
Mechanical	165	140	129	**434**	6.2
No Service-Abandon	4	1	0	**5**	0.1
No Service-Occupied	435	444	398	**1,277**	18.4
Notified Law	19	15	10	**44**	0.6
Notified TDOT	8	18	4	**30**	0.4
Other	177	160	128	**465**	6.7
Phone Call	6	4	8	**18**	0.3
Relocate Vehicle	126	107	97	**330**	4.7
Remove Debris	246	224	177	**647**	9.3
Secure Load	11	16	8	**35**	0.5
Slow Roll	9	13	2	**24**	0.3
Supply Fuel	125	132	129	**386**	5.6
Tag Abandoned	274	253	246	**773**	11.1
Transported	11	3	2	**16**	0.2
Unable to Locate	2	6	4	**12**	0.2
Welfare Check	2	21	13	**36**	0.5
Wrecker List	14	13	22	**49**	0.7
Wrong Truck	14	12	14	**40**	0.6
Total	**2,518**	**2,372**	**2,060**	**6,950**	100.0%

DMS Duration

	Jul	Aug	Sep
Avg % ON Time	58.8	12.1	9.2
Avg Post Time (hr)	6.0	2.0	1.5
Avg Messages Per Sign	72.5	44.3	42.9
Total Messages Posted	2,319	1,416	1,372