TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay Central Software TDOT

Includes All Responders

Reporting Period: October 1, 2021 to December 31, 2021

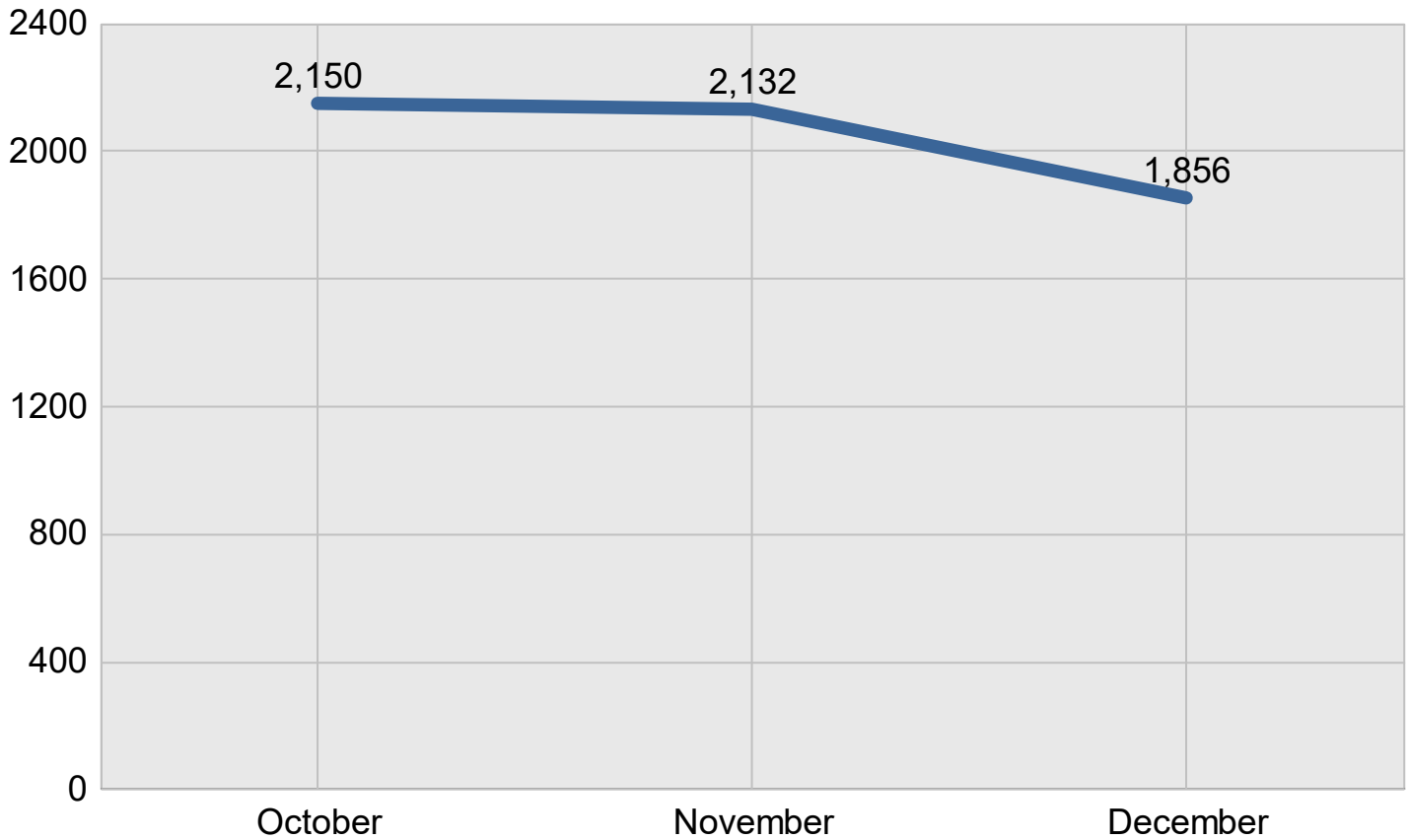## Region 1

Created on:	March 28, 2022	2:09 pm	County:	All Counties

Total Incidents Managed This Quarter: 6,138

Incidents Managed

Incidents Managed - Monthly

October: 2,150
November: 2,132
December: 1,856

Performance Measures Summary

Incidents Overall Response

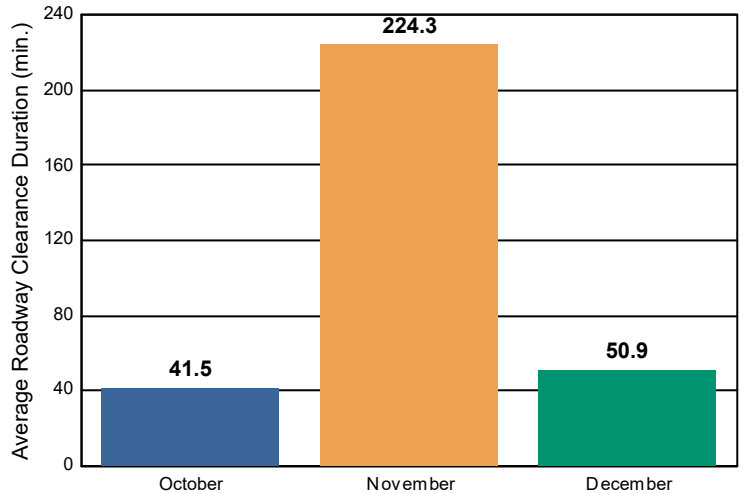|	October	November	December	Total
Events included in Performance Measures	242	224	206	672
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	6.0	6.2	5.7	6.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	35.5	218.1	45.2	95.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	36.2	60.5	28.2	41.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**41.5**	**224.3**	**50.9**	**101.9**
	77.7	**284.7**	**79.1**	**143.2**

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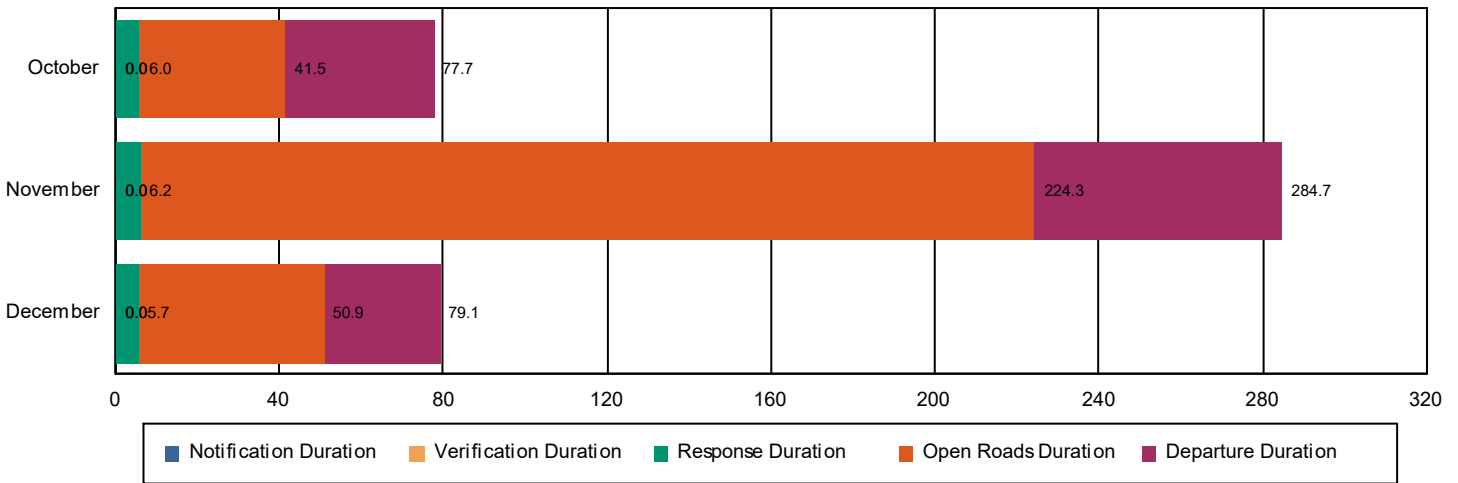
Open Roads Duration / Month
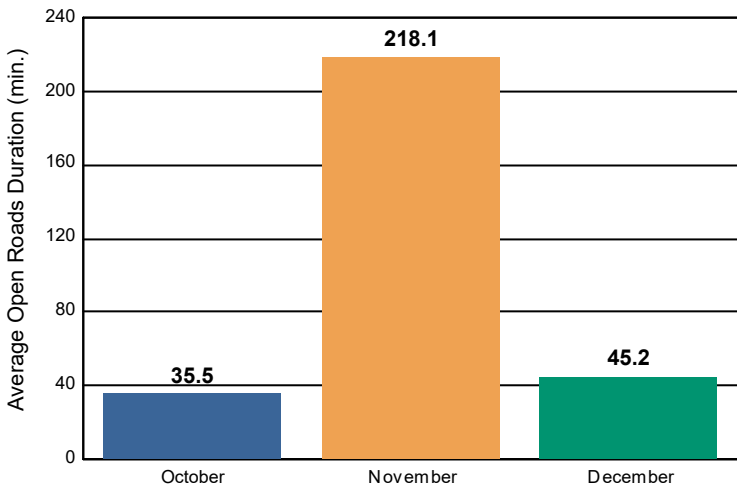
Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	144	111	121	376
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]	5.2	4.8	5.2	5.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	28.6	308.1	23.8	111.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	40.0	87.3	36.6	53.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**33.8**	**312.9**	**29.0**	**116.2**
	73.7	**400.2**	**65.6**	**169.4**

Incident Clearance Duration
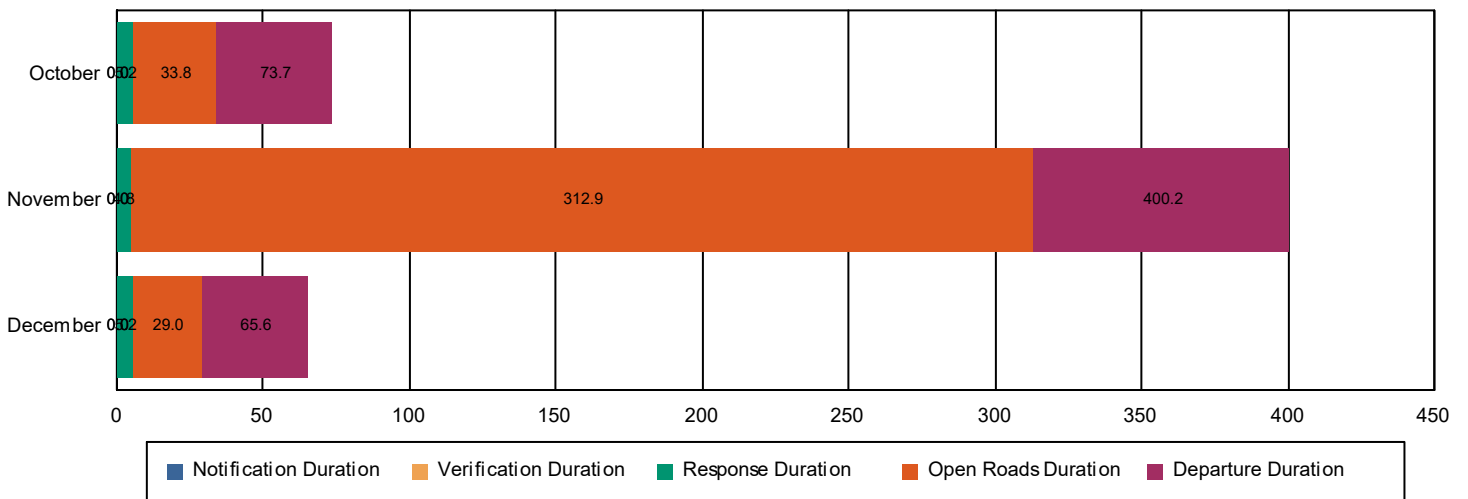
Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

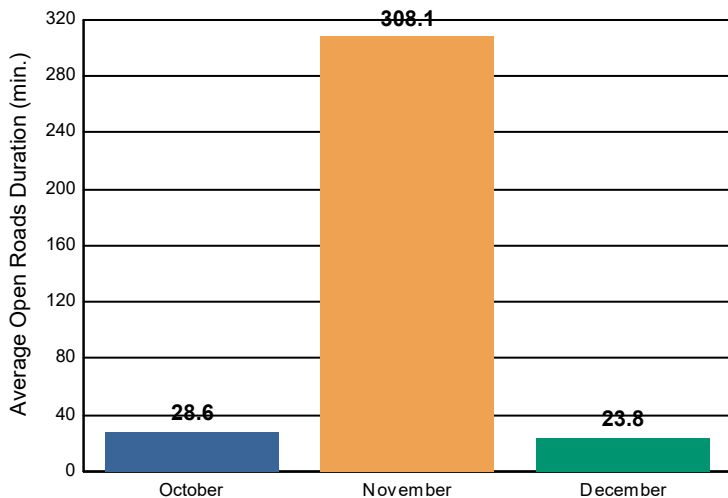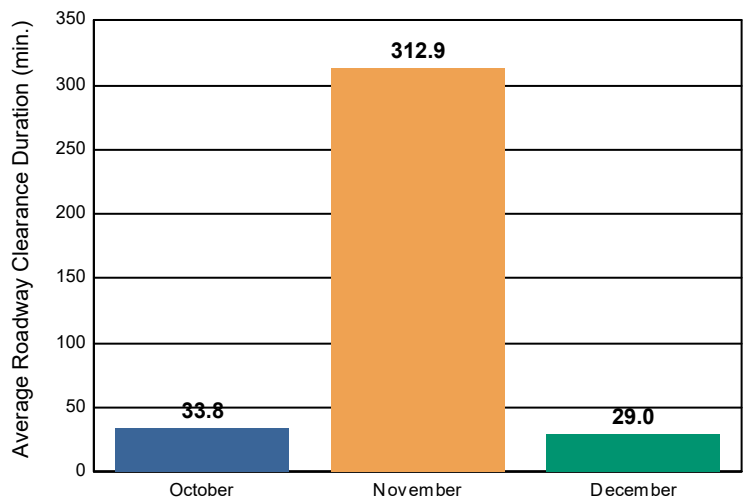## Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	98	113	85	296
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]	7.6	8.5	6.7	7.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	50.1	64.5	87.5	66.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	28.3	14.7	11.6	18.5
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**57.7**	**72.9**	**94.2**	**74.2**
	86.0	**87.6**	**105.8**	**92.7**

Incident Clearance Duration
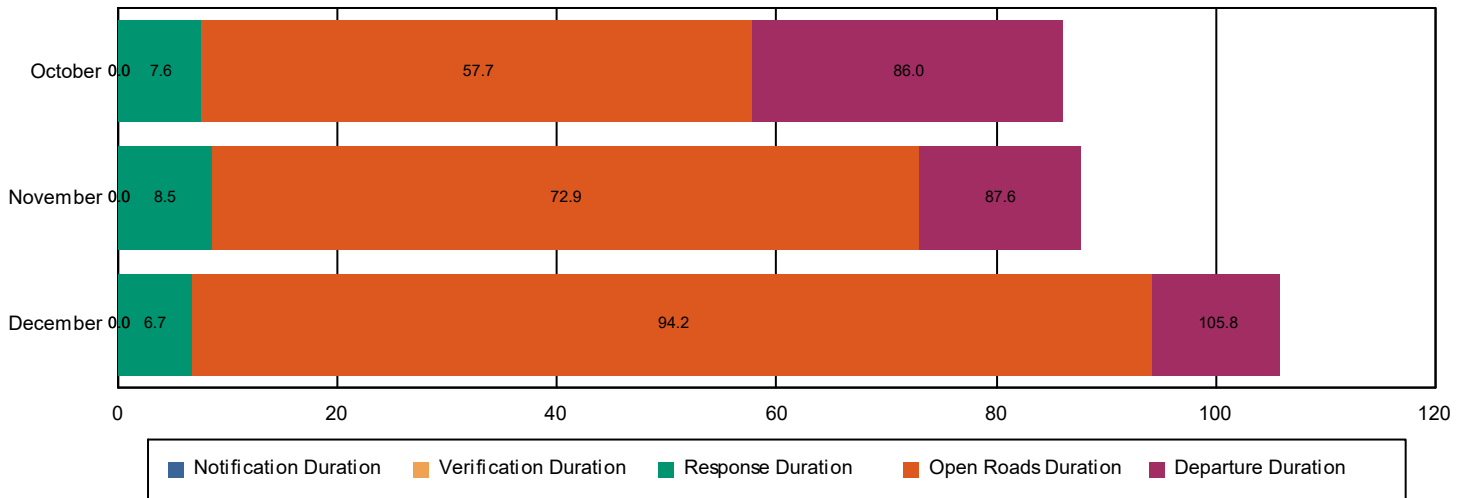
Open Roads Duration / Month
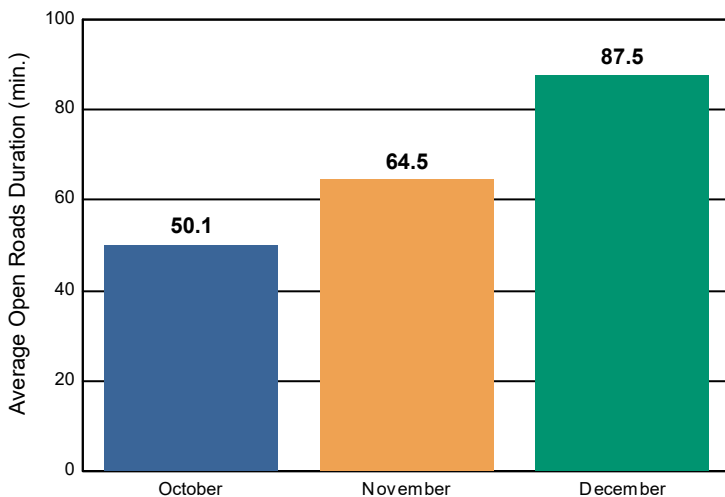
Roadway Clearance Duration / Month
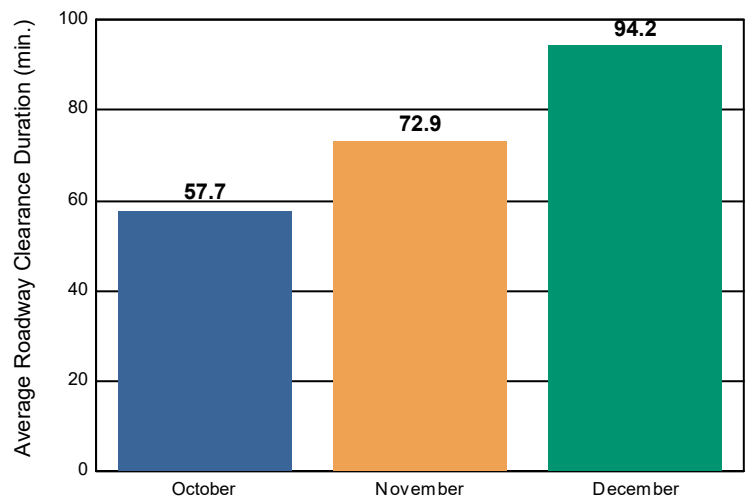
Lane Blockage Clearance Times - Overall
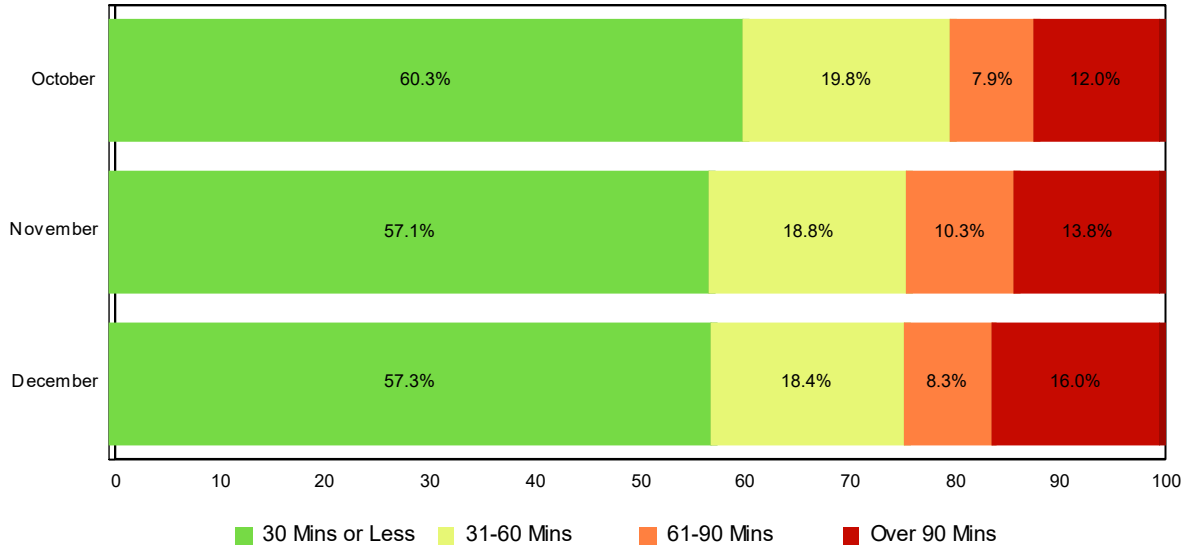
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	146	48	19	29	242
November	128	42	23	31	224
December	118	38	17	33	206
Total # of Events	392	128	59	93	672

Lane Blockage Clearance Times - with HELP Truck Response
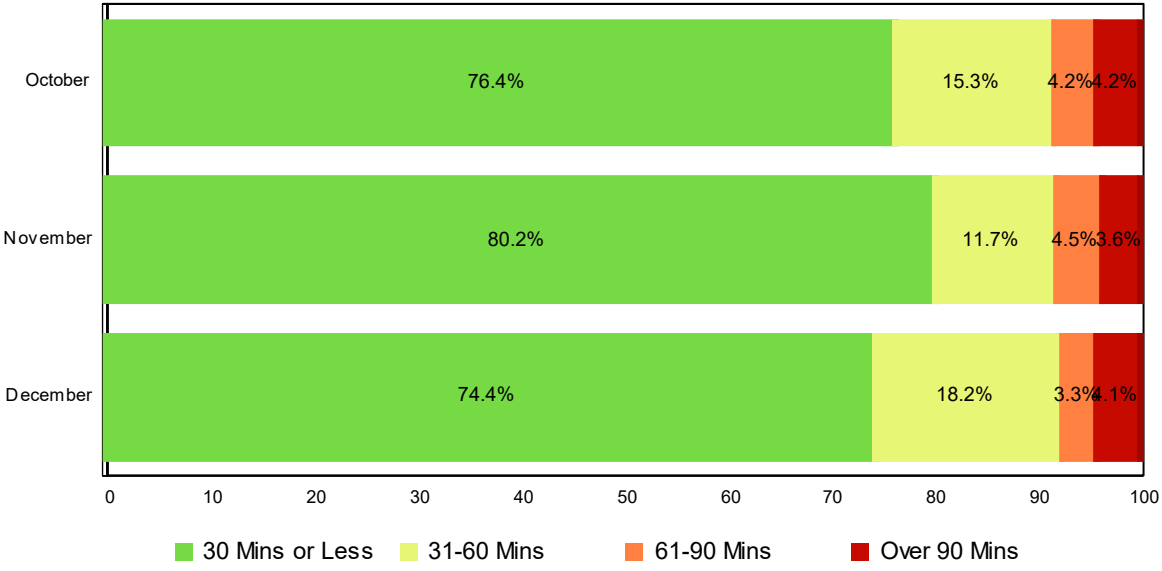
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	110	22	6	6	**144**
November	89	13	5	4	**111**
December	90	22	4	5	**121**
Total # of Events	**289**	**57**	**15**	**15**	**376**

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

Lane Blockage Clearance Times - without HELP Truck Response
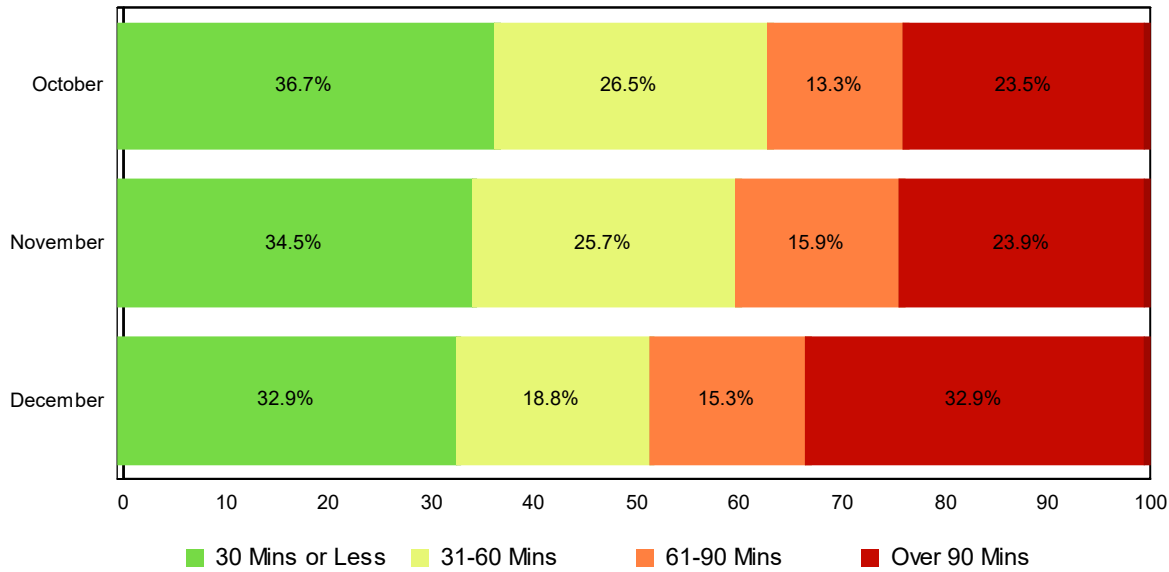
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	36	26	13	23	**98**
November	39	29	18	27	**113**
December	28	16	13	28	**85**
Total # of Events	**103**	**71**	**44**	**78**	**296**

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	84	224	96	256	98	262	2	4	17
2	62	58	84	78	92	86	8	7	43
3	50	6	75	9	75	9	25	3	56
4	25	1	75	3	100	4	0	0	51
5	0	0	0	0	0	0	100	1	266
Totals	**77**	**289**	**92**	**346**	**96**	**361**	**4**	**15**	**26**
	<=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	18	25	72.0
I0040	343	3,260	10.5
I0075	91	654	13.9
I0081	32	67	47.8
I0140	17	169	10.1
I0275	27	204	13.2
I0640	62	886	7.0
Region 1 TMC	0	93	0.0
SR001	6	8	75.0
SR009	2	2	100.0
SR029	1	1	100.0
SR031	1	1	100.0
SR032	1	1	100.0
SR034	5	5	100.0
SR044	2	2	100.0
SR061	0	2	0.0
SR062	3	4	75.0
SR066	2	2	100.0
SR068	2	2	100.0
SR070	2	2	100.0
SR071	7	8	87.5
SR073	2	2	100.0
SR081	2	2	100.0
SR092	4	4	100.0
SR095	3	3	100.0
SR107	3	3	100.0
SR115	9	41	22.0
SR131	6	6	100.0
SR139	1	1	100.0

SR160	1	1	**100.0**
SR162	4	29	**13.8**
SR168	2	2	**100.0**
SR170	4	4	**100.0**
SR297	2	2	**100.0**
SR304	2	2	**100.0**
SR338	2	2	**100.0**
SR381	1	1	**100.0**
All Roadways	**672**	**5,503**	**12.2**

Percentage of Event Types for All Events in Current Quarter

Weather
0.26%

Visibility
0.37%

Vehicle Fire
0.37%

Unknown
0.02%

Test Incident
0.23%

Special Event
0.31%

Single Vehicle Crash
2.81%

Road Work - Scheduled
9.32%

Road Work - Emergency
0.28%

Rest Area
0.06%

Police Activity
0.21%

PD/Med/Fire Activity
0.31%

Overturned Vehicle
0.52%

Other
0.05%

MultiVehicle Crash
10.04%

Jack-Knife Tractor Trailer
0.05%

Grass Fire
0.03%

Disabled Vehicle
47.41%

Abandoned Vehicle
10.86%

Amber Alert
0.11%

Congestion
9.57%

Daily Log
1.49%

Debris on Roadway
5.32%

Event Types for All Events	October	November	December	Total	%
Abandoned Vehicle	236	238	196	670	10.9%
Amber Alert	3	3	1	7	0.1%
Congestion	192	233	165	590	9.6%
Daily Log	31	30	31	92	1.5%
Debris on Roadway	104	117	107	328	5.3%
Disabled Vehicle	974	1,041	909	2,924	47.4%
Grass Fire	0	1	1	2	0.0%
Jack-Knife Tractor Trailer	0	0	3	3	0.0%
MultiVehicle Crash	216	227	176	619	10.0%
Other	1	2	0	3	0.0%
Overturned Vehicle	9	13	10	32	0.5%
PD/Med/Fire Activity	8	4	7	19	0.3%
Police Activity	4	5	4	13	0.2%
Rest Area	3	1	0	4	0.1%
Road Work - Emergency	9	5	3	17	0.3%
Road Work - Scheduled	268	157	150	575	9.3%
Single Vehicle Crash	68	41	64	173	2.8%
Special Event	8	8	3	19	0.3%
Test Incident	1	1	12	14	0.2%
Unknown	1	0	0	1	0.0%
Vehicle Fire	5	10	8	23	0.4%
Visibility	5	0	18	23	0.4%
Weather	9	2	5	16	0.3%
Total	2,155	2,139	1,873	6,167	100.0%

Incidents by Detection Source

HELP Operator
29.0%

KNOX SO
0.0%

Knoxville Police
0.3%

Other Police
0.0%

TDOT Region 1 Maintenance
0.0%

THP Dispatch
0.1%

THP Local
0.0%
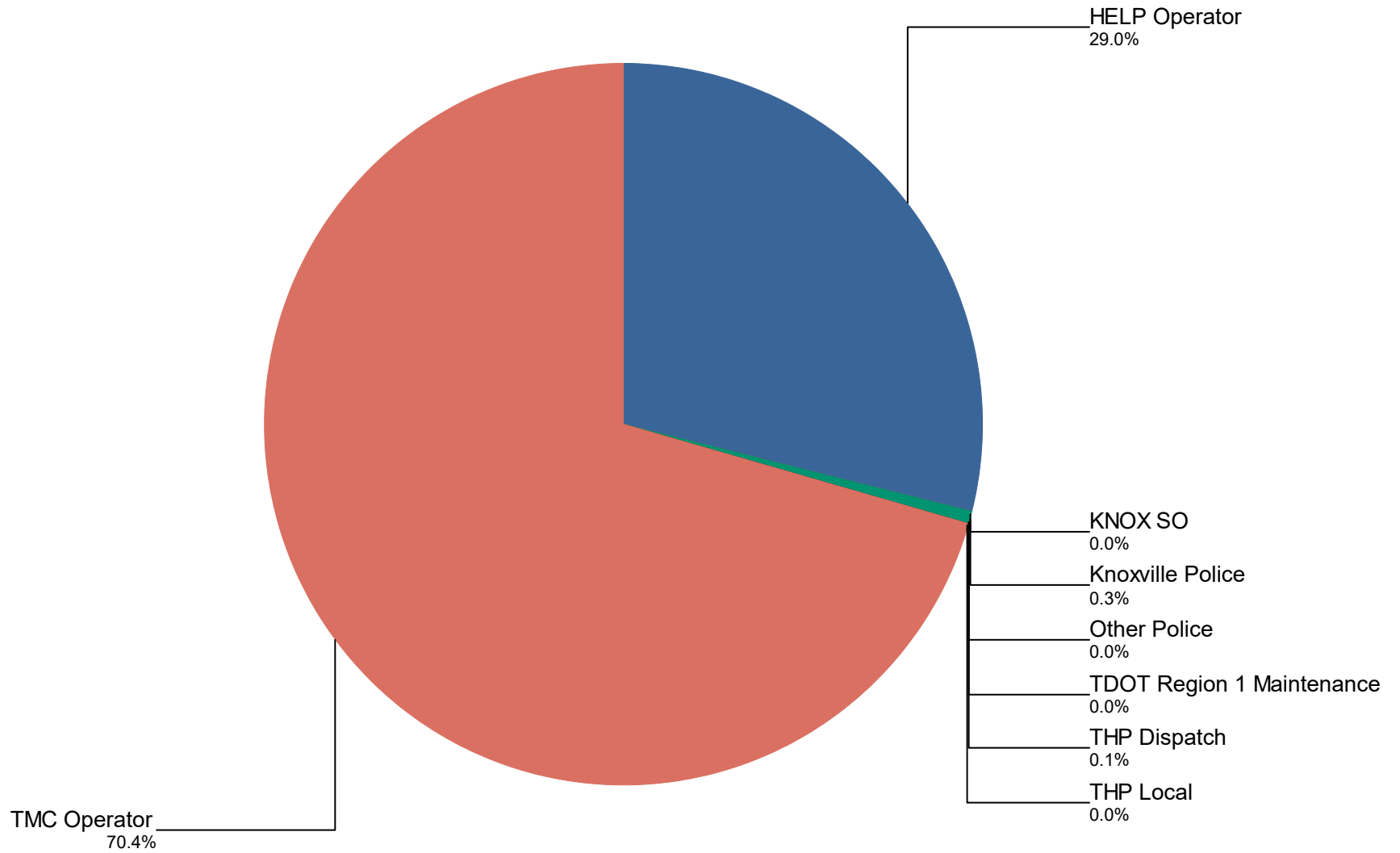
TMC Operator
70.4%

Notifier Agency	October	November	December	Total	%
HELP Operator	685	635	469	1,789	29.0
KNOX SO	0	1	0	1	0.0
Knoxville Police	3	8	10	21	0.3
Other Police	0	0	1	1	0.0
TDOT Region 1 Maintenance	0	2	0	2	0.0
THP Dispatch	1	1	5	7	0.1
THP Local	1	1	1	3	0.0
TMC Operator	1,465	1,491	1,387	4,343	70.4
Total	**2,155**	**2,139**	**1,873**	**6,167**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Wrong Truck
0.6%

Wrecker List
0.5%

Welfare Check
0.9%

Unable to Locate
0.1%

Transported
0.1%

Tag Abandoned
11.0%

Supply Fuel
6.3%

Slow Roll
0.1%

Secure Load
0.4%

Remove Debris
9.3%

Relocate Vehicle
6.3%

Phone Call
0.3%

Other
5.5%

Notified TDOT
0.5%

Notified Law
0.7%

Absorbent
0.8%

Assist Maint
0.1%

Assist Other
0.0%

Blocked Ln/Traf
17.6%

Called Wrecker
0.4%

Change Tire
9.8%

Comment Card
0.3%

Deploy Cones
0.0%

Directions
3.2%

Extinguish Fire
0.0%

First Aid
0.1%

Fluids
0.9%

Jump Start
2.1%

Mechanical
5.9%

No Service-Aba
0.1%

No Service-Occ
15.8%

Activity Types for All Activities	October	November	December	Total	%
Absorbent	16	18	15	49	0.8
Assist Maint	1	3	1	5	0.1
Assist Other	1	1	0	2	0.0
Blocked Ln/Traf Ctrl	377	352	326	1,055	17.6
Called Wrecker	9	8	8	25	0.4
Change Tire	215	213	159	587	9.8
Comment Card	9	7	5	21	0.3
Deploy Cones	1	0	1	2	0.0
Directions	55	86	54	195	3.2
Extinguish Fire	0	1	0	1	0.0
First Aid	3	2	1	6	0.1
Fluids	22	20	12	54	0.9
Jump Start	33	58	37	128	2.1
Mechanical	94	139	119	352	5.9
No Service-Abandon	2	2	5	9	0.1
No Service-Occupied	325	306	316	947	15.8
Notified Law	6	20	18	44	0.7
Notified TDOT	13	12	6	31	0.5
Other	115	110	107	332	5.5
Phone Call	2	7	7	16	0.3
Relocate Vehicle	137	137	107	381	6.3
Remove Debris	195	191	172	558	9.3
Secure Load	9	7	8	24	0.4
Slow Roll	3	2	4	9	0.1
Supply Fuel	125	141	111	377	6.3
Tag Abandoned	231	239	191	661	11.0
Transported	1	1	2	4	0.1
Unable to Locate	3	2	2	7	0.1
Welfare Check	23	14	15	52	0.9
Wrecker List	11	13	7	31	0.5
Wrong Truck	12	14	11	37	0.6

	October	November	December	Total	%
Total	**2,049**	**2,126**	**1,827**	**6,002**	**100.0%**

	October	November	December	Total	%

DMS Duration

	Oct	Nov	Dec	Quarter
Avg % ON Time	24.4	20.5	29.1	24.7
Avg Post Time (hr)	2.3	2.7	2.9	2.6
Avg Messages Per Sign	77.3	54.8	75.6	69.2
Total Messages Posted	2,474	1,755	2,418	6,647