TN **TDOT**
Department of
Transportation

Quarterly Performance Measures Report

SmartWay TDOT
Central Software

Includes All Responders

Reporting Period: January 1, 2021 to March 31, 2021
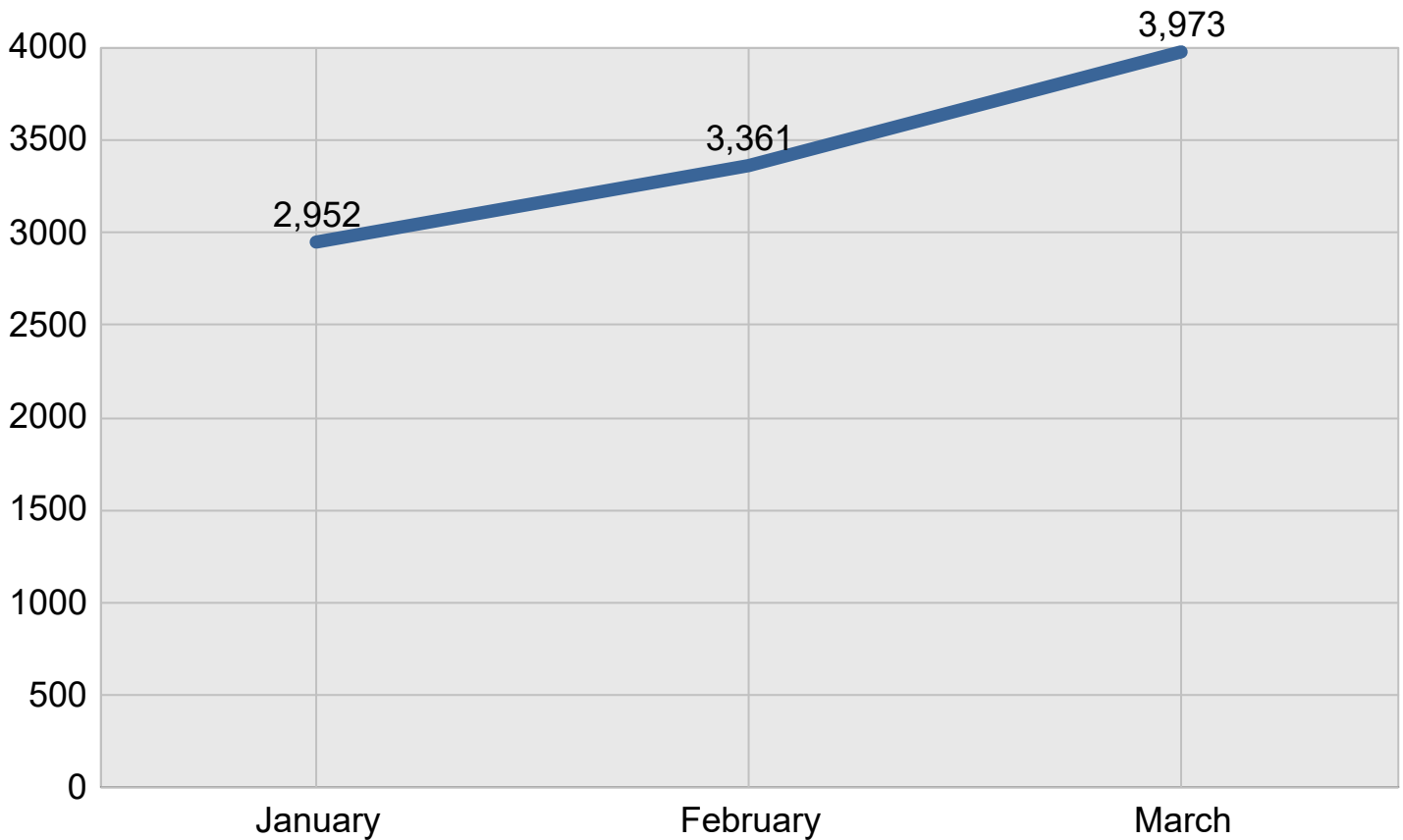
Region 3

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

Total Incidents Managed This Quarter: **10,286**
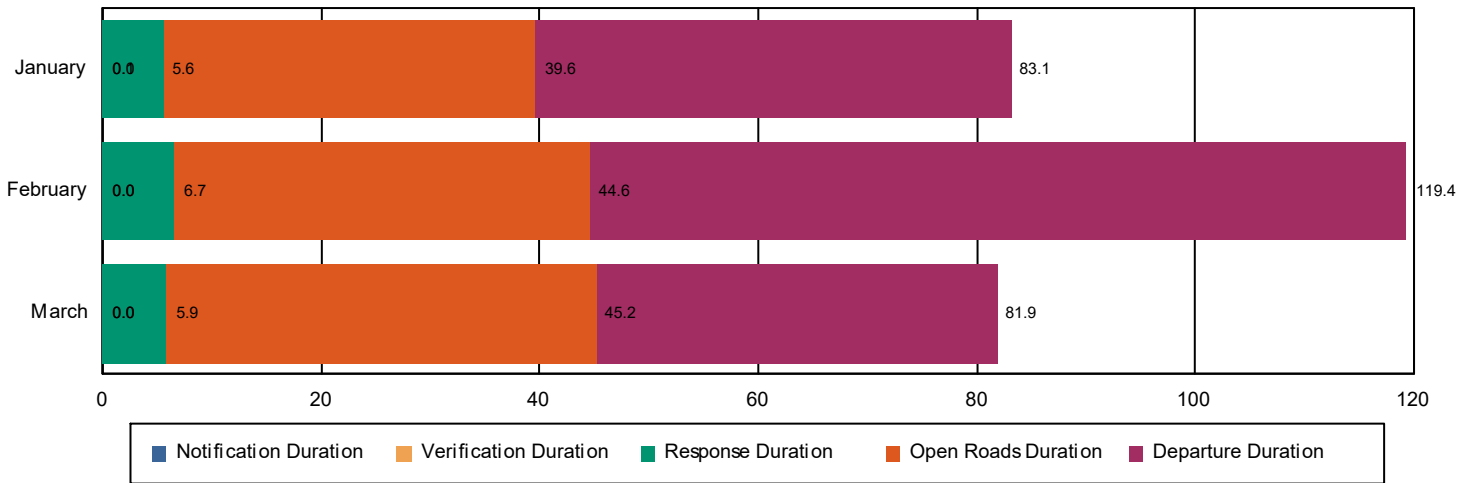
Incidents Managed
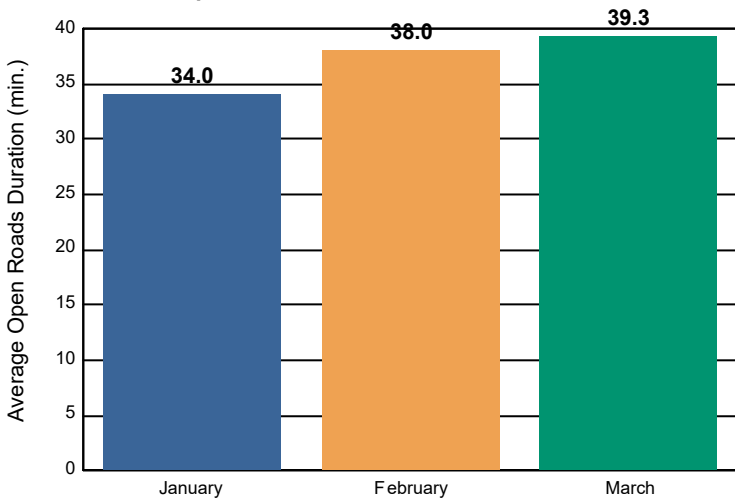
Incidents Managed - Monthly

Performance Measures Summary

Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	533	752	740	2,025
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	5.5	6.6	5.9	6.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	34.0	38.0	39.3	37.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	43.5	74.7	36.7	52.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**39.6**	**44.6**	**45.2**	**43.5**
	83.1	**119.4**	**81.9**	**95.9**

Incident Clearance Duration

Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

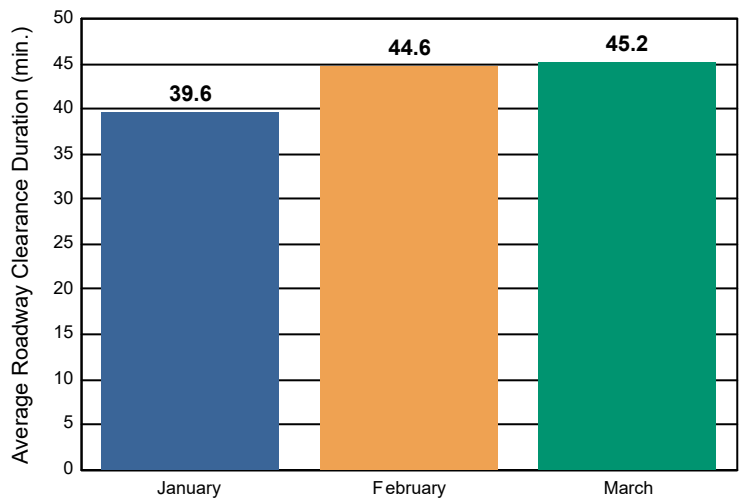|	January	February	March	Total
Events included in Performance Measures	427	594	597	1,618
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.1
Response Duration (min.) [First Notification to First Arrival]	5.3	6.3	5.7	5.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	32.0	37.8	36.6	35.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	50.3	88.2	41.8	61.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**37.4**	**44.1**	**42.3**	**41.7**
	87.8	**132.3**	**84.0**	**102.7**

Incident Clearance Duration
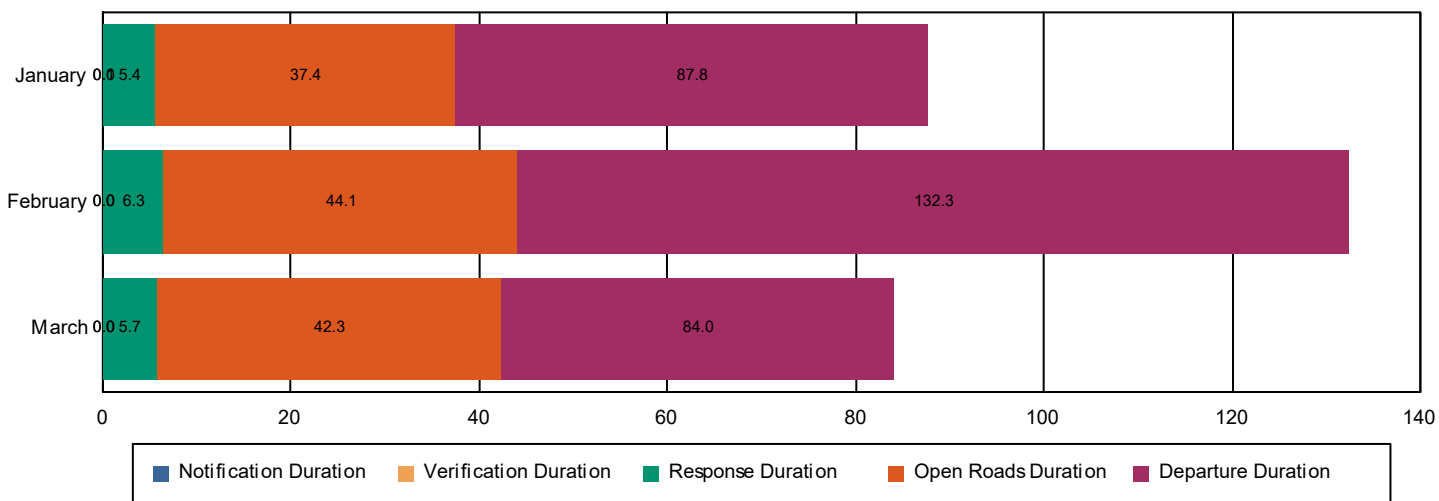
Open Roads Duration / Month

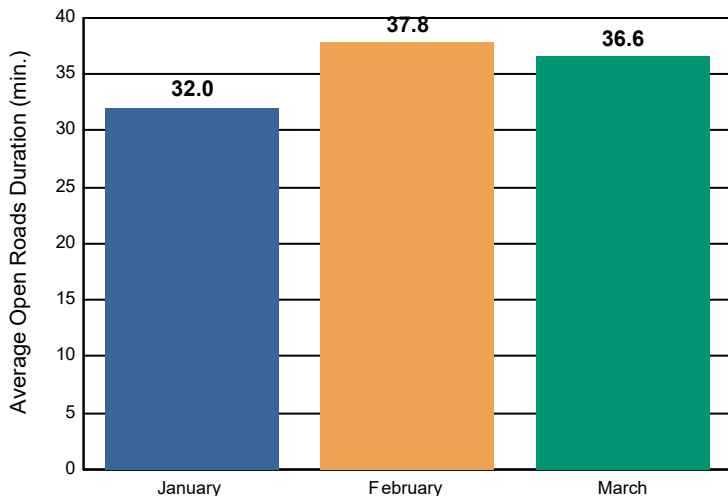## Roadway Clearance Duration / Month
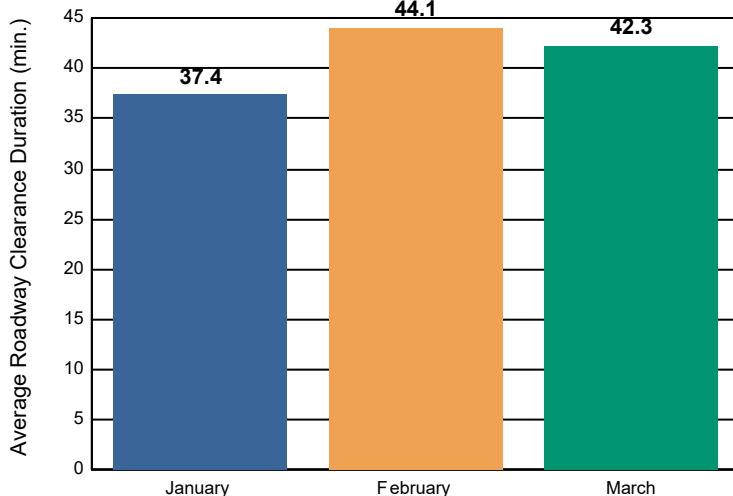
Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	106	158	143	407
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]	6.5	8.3	6.9	7.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	43.3	38.8	52.3	45.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	11.7	9.9	12.2	11.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**49.8**	**47.1**	**59.3**	**52.3**
	61.5	**57.0**	**71.4**	**63.5**

Incident Clearance Duration
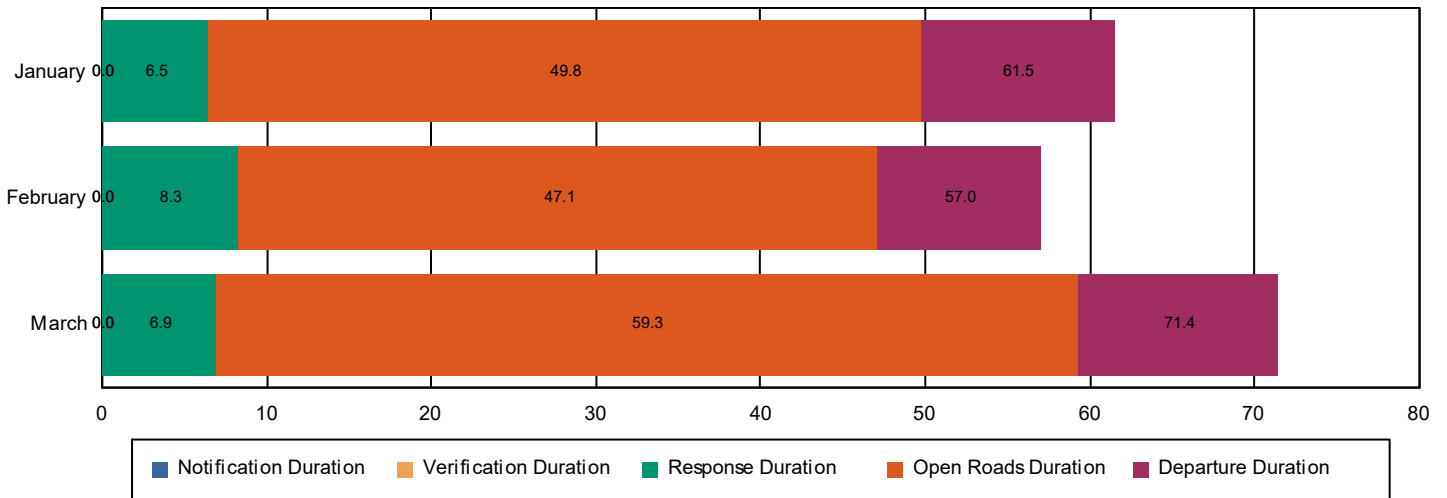
Open Roads Duration / Month
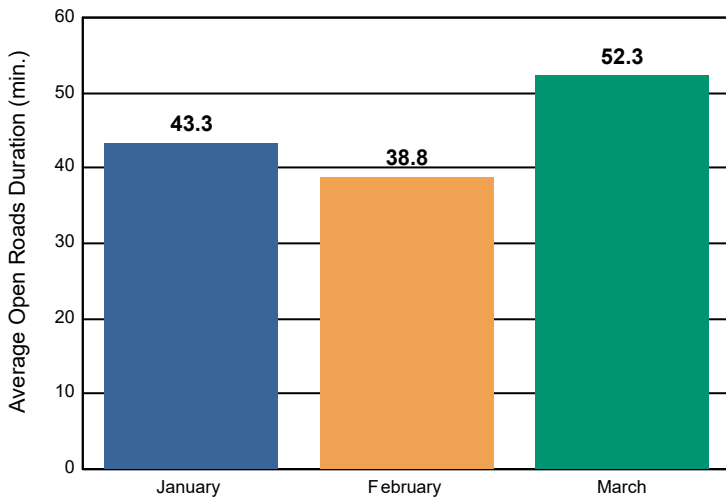
Roadway Clearance Duration / Month
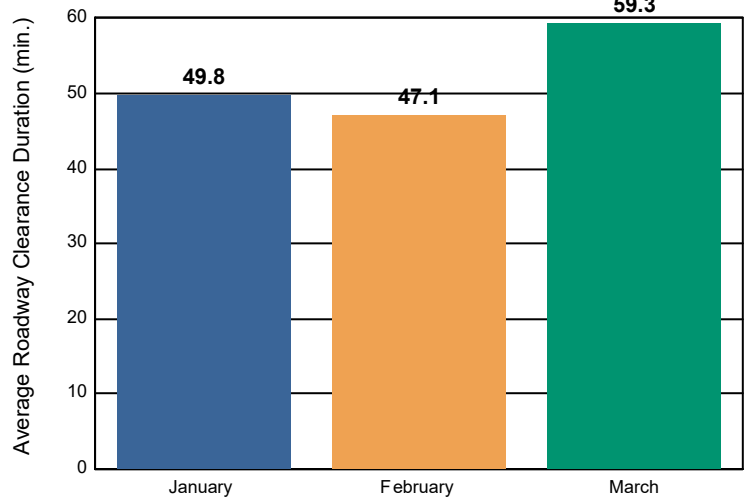
Lane Blockage Clearance Times - Overall
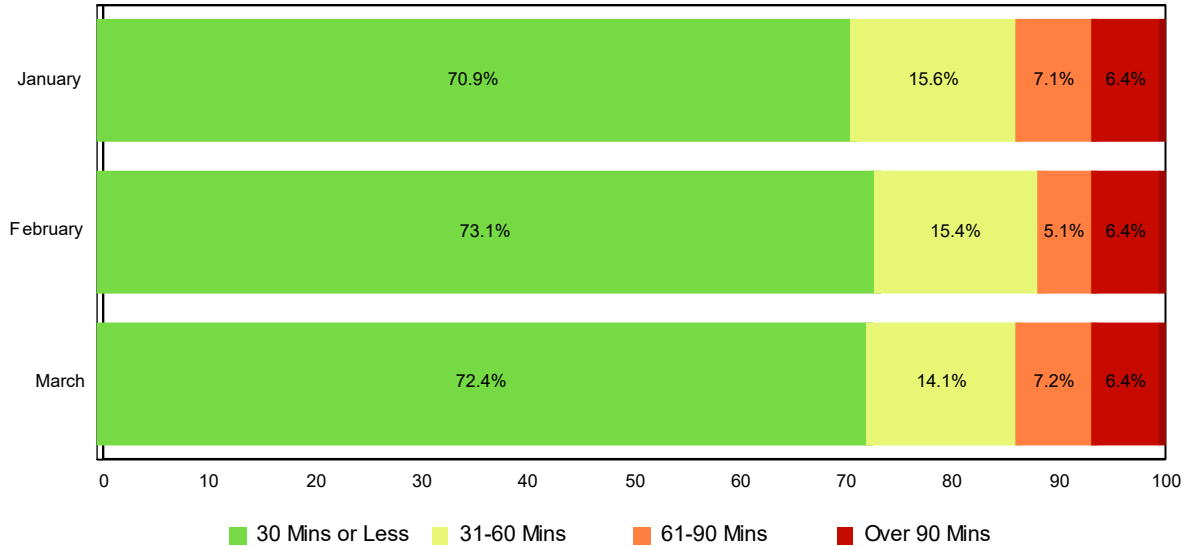
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	378	83	38	34	533
February	550	116	38	48	752
March	536	104	53	47	740
Total # of Events	1,464	303	129	129	2,025

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

Lane Blockage Clearance Times - with HELP Truck Response
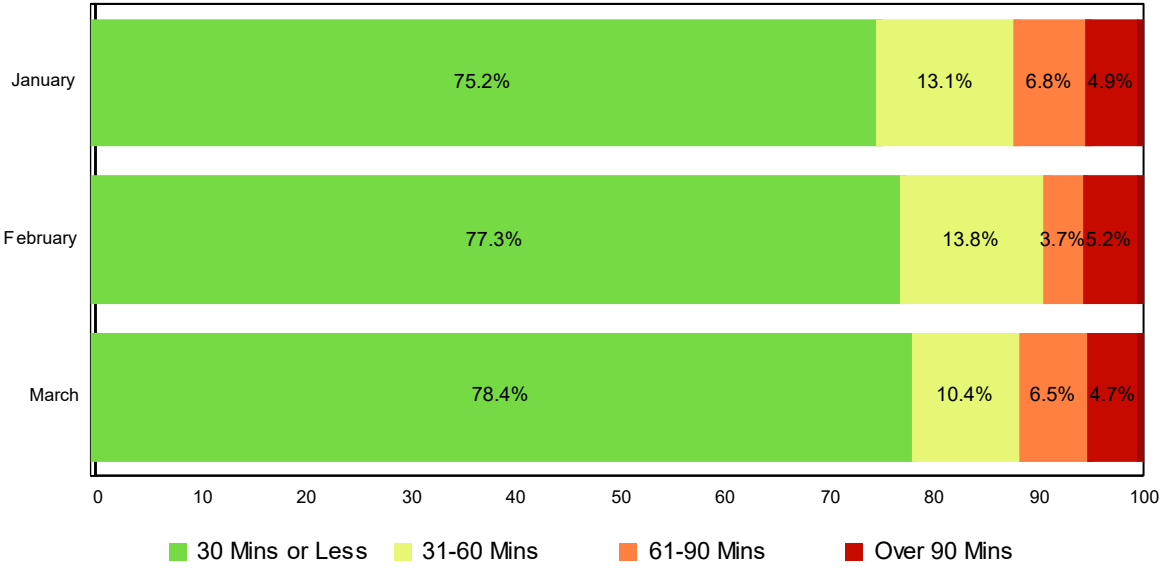
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	321	56	29	21	**427**
February	459	82	22	31	**594**
March	468	62	39	28	**597**
Total # of Events	**1,248**	**200**	**90**	**80**	1,618

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

Lane Blockage Clearance Times - without HELP Truck Response
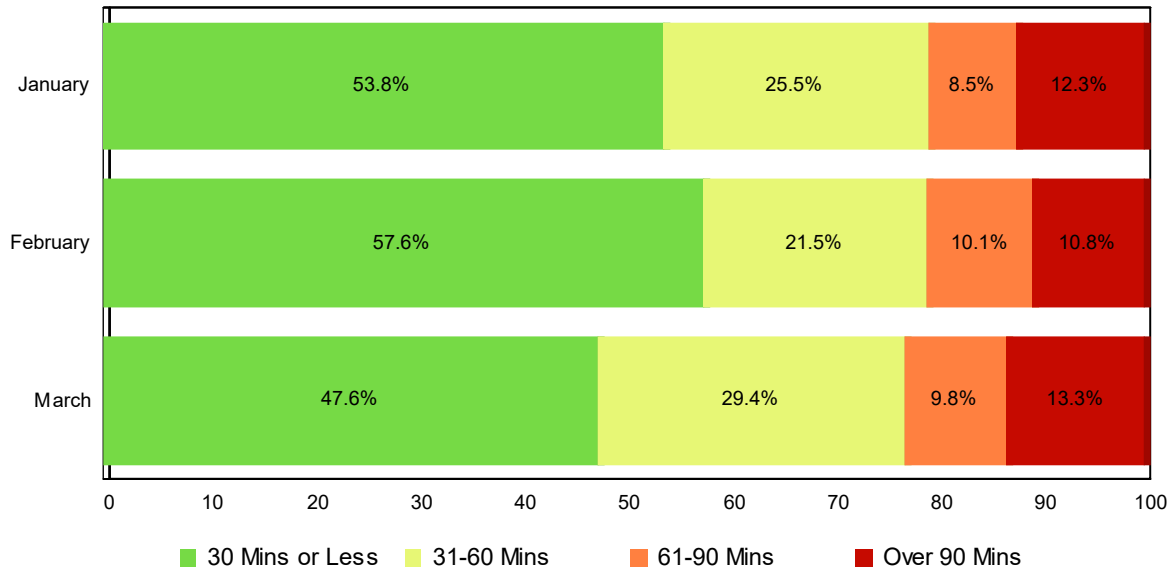
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	57	27	9	13	106
February	91	34	16	17	158
March	68	42	14	19	143
Total # of Events	216	103	39	49	407

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

January: 53.8% / 25.5% / 8.5% / 12.3%
February: 57.6% / 21.5% / 10.1% / 10.8%
March: 47.6% / 29.4% / 9.8% / 13.3%

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	87	946	95	1039	98	1069	2	20	16
2	65	246	83	317	92	348	8	32	38
3	45	43	68	65	88	84	13	12	64
4	26	12	50	23	67	31	33	15	89
5	0	0	67	2	100	3	0	0	50
6	33	1	33	1	67	2	33	1	267
7	0	0	100	1	100	1	0	0	49
Totals	77	1,248	89	1,448	95	1,538	5	80	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
I0024	625	2,795	22.4
I0024E1	3	7	42.9
I0040	557	2,349	23.7
I0065	521	2,590	20.1
I0440	86	470	18.3
I0840	12	62	19.4
Region 3 TMC	0	6	0.0
SR001	2	5	40.0
SR006	25	100	25.0
SR010	3	3	100.0
SR011	3	4	75.0
SR015	2	2	100.0
SR016	1	1	100.0
SR024	2	2	100.0
SR045	1	1	100.0
SR047	1	1	100.0
SR048	2	2	100.0
SR049	1	1	100.0
SR052	2	2	100.0
SR064	1	1	100.0
SR065	0	1	0.0
SR076	1	1	100.0
SR082	1	1	100.0
SR096	1	1	100.0
SR099	1	1	100.0
SR100	0	1	0.0
SR106	1	2	50.0
SR109	1	1	100.0
SR112	1	2	50.0

SR141	2	2	**100.0**
SR147	1	1	**100.0**
SR155	140	732	**19.1**
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**
SR376	1	1	**100.0**
SR386	19	42	**45.2**
SR396	0	1	**0.0**
All Roadways	**2,025**	**9,200**	**22.0**

Percentage of Event Types for All Events in Current Quarter

Test Incident
0.49%

Single Vehicle Crash
4.39%

Road Work - Scheduled
8.11%

Road Work - Emergency
1.44%

Rest Area
0.01%

Police Activity
1.56%

Pedestrian
0.10%

PD/Med/Fire Activity
0.93%

Overturned Vehicle
0.67%

Oversize Load
0.01%

Other
0.16%

Off Ramp Backup
0.01%

MultiVehicle Crash
12.13%

Jack-Knife Tractor Trailer
0.09%

Interstate Shooting
0.03%

Grass Fire
0.10%

Flooding
0.34%

Emergency Vehicles
0.06%

Abandoned Vehicle
12.37%

Bridge Work
0.01%

Congestion
0.05%

Daily Log
0.89%

Debris on Roadway
4.73%

Disabled Vehicle
48.92%

Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	410	381	526	1,317	12.4%
Bridge Work	1	0	0	1	0.0%
Congestion	4	0	1	5	0.0%
Daily Log	33	30	32	95	0.9%
Debris on Roadway	157	148	199	504	4.7%
Disabled Vehicle	1,532	1,762	1,914	5,208	48.9%
Emergency Vehicles	4	0	2	6	0.1%
Flooding	0	0	36	36	0.3%
Grass Fire	7	2	2	11	0.1%
Interstate Shooting	0	1	2	3	0.0%
Jack-Knife Tractor Trailer	2	6	2	10	0.1%
MultiVehicle Crash	376	388	527	1,291	12.1%
Off Ramp Backup	0	0	1	1	0.0%
Other	8	6	3	17	0.2%
Oversize Load	0	0	1	1	0.0%
Overturned Vehicle	20	34	17	71	0.7%
PD/Med/Fire Activity	35	27	37	99	0.9%
Pedestrian	4	0	7	11	0.1%
Police Activity	40	60	66	166	1.6%
Rest Area	0	0	1	1	0.0%
Road Work - Emergency	14	68	71	153	1.4%
Road Work - Scheduled	177	236	451	864	8.1%
Single Vehicle Crash	120	228	119	467	4.4%
Test Incident	9	27	16	52	0.5%
Traffic Signal Dark	0	0	1	1	0.0%
Unknown	58	58	44	160	1.5%
Vehicle Fire	11	9	21	41	0.4%
Weather	17	25	13	55	0.5%
Total	3,039	3,496	4,112	10,647	100.0%

Incidents by Detection Source

Waze
0.8%

HELP Operator
3.2%

THP Local
0.1%
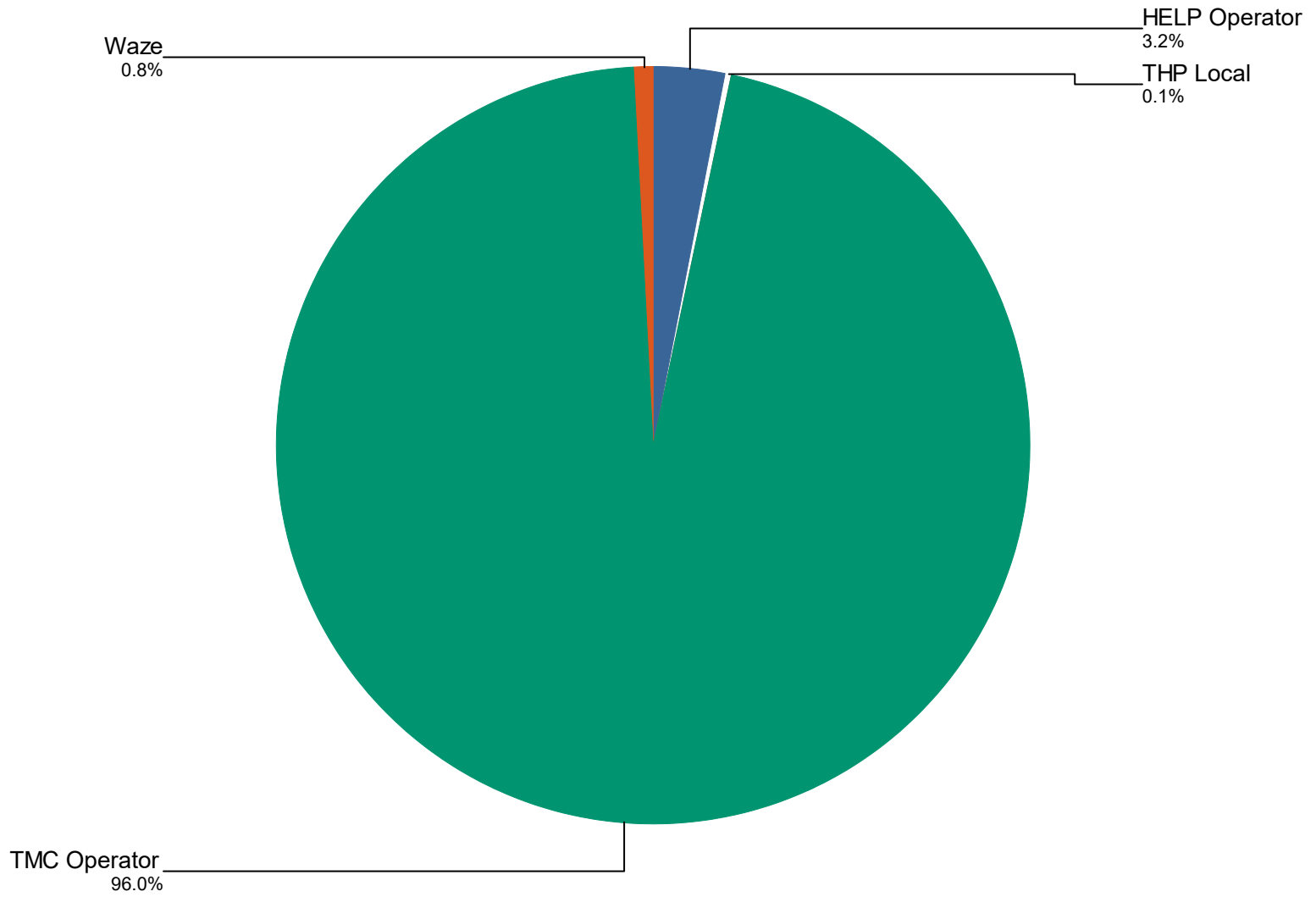
TMC Operator
96.0%

Notifier Agency	January	February	March	Total	%
HELP Operator	112	82	142	336	3.2
THP Local	6	7	0	13	0.1
TMC Operator	2,891	3,369	3,956	10,216	96.0
Waze	30	38	14	82	0.8
Total	**3,039**	**3,496**	**4,112**	**10,647**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Phone Call
0.0%

Other
1.1%

Notified TDOT
0.0%

Notified Law
0.1%

No Service-Occupied
0.3%

No Service-Abandon
0.1%

Mechanical
2.8%

Jump Start
0.7%

Fluids
0.1%

First Aid
0.1%

Extinguish Fire
0.0%

Directions
0.1%

Deploy Cones
0.4%

Comment Card
1.0%

Change Tire
5.7%

Called Wrecker
0.1%

Absorbent
0.2%

Assist Maint
0.1%

Assist Other
1.2%

Assist THP
0.1%

Blocked Ln/Traf Ctrl
55.2%
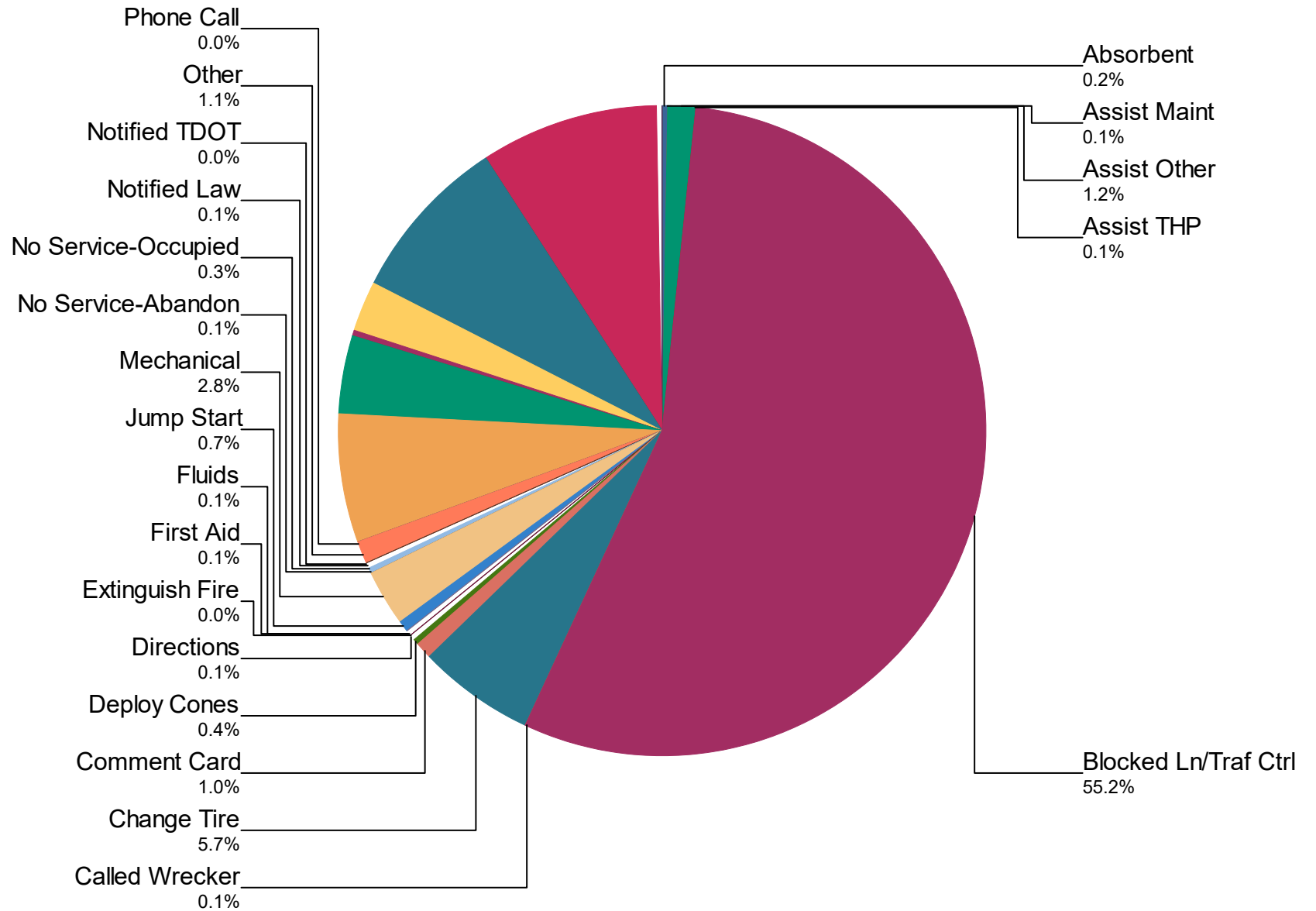
Activity Types for All Activities	January	February	March	Total	%
Absorbent	21	7	12	**40**	0.2
Assist Maint	0	4	18	**22**	0.1
Assist Other	33	80	96	**209**	1.2
Assist THP	2	11	5	**18**	0.1
Blocked Ln/Traf Ctrl	2,863	3,180	3,456	**9,499**	55.2
Called Wrecker	2	4	7	**13**	0.1
Change Tire	284	335	367	**986**	5.7
Comment Card	56	49	59	**164**	1.0
Deploy Cones	15	26	30	**71**	0.4
Directions	5	7	9	**21**	0.1
Extinguish Fire	2	1	2	**5**	0.0
First Aid	7	4	8	**19**	0.1
Fluids	1	7	3	**11**	0.1
Jump Start	45	41	40	**126**	0.7
Mechanical	130	142	203	**475**	2.8
No Service-Abandon	2	6	5	**13**	0.1
No Service-Occupied	22	9	13	**44**	0.3
Notified Law	8	3	4	**15**	0.1
Notified TDOT	1	1	1	**3**	0.0
Other	56	57	73	**186**	1.1
Phone Call	1	3	4	**8**	0.0
Relocate Vehicle	290	397	406	**1,093**	6.3
Remove Debris	237	186	268	**691**	4.0
Secure Load	4	1	3	**8**	0.0
Slow Roll	0	0	39	**39**	0.2
Supply Fuel	132	136	169	**437**	2.5
Tag Abandoned	451	437	515	**1,403**	8.1
Transported	1	0	4	**5**	0.0
Unable to Locate	3	4	2	**9**	0.1
Welfare Check	484	482	586	**1,552**	9.0
Wrecker List	0	5	7	**12**	0.1

	January	February	March	Total	%
Wrecker Towed	4	4	15	**23**	0.1
Total	**5,162**	**5,629**	**6,429**	**17,220**	**100.0%**

	January	February	March	Total	%

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	19.7	39.9	21.6
Avg Post Time (hr)	1.8	2.7	1.8
Avg Messages Per Sign	81.6	98.7	91.4
Total Messages Posted	7,916	9,573	8,863