

University of Memphis

## University of Memphis Digital Commons

---

Smartway Report

Department of Transportation

---

4-1-2022

### Quarterly Performance Measures Report, January 1, 2022 to March 31, 2022, Region 3

Tennessee. Department of Transportation.

Follow this and additional works at: <https://digitalcommons.memphis.edu/govpubs-tn-dept-transportation-smartway-report>

---

#### Recommended Citation

Tennessee. Department of Transportation., "Quarterly Performance Measures Report, January 1, 2022 to March 31, 2022, Region 3" (2022). *Smartway Report*. 4.  
<https://digitalcommons.memphis.edu/govpubs-tn-dept-transportation-smartway-report/4>

This Report is brought to you for free and open access by the Department of Transportation at University of Memphis Digital Commons. It has been accepted for inclusion in Smartway Report by an authorized administrator of University of Memphis Digital Commons. For more information, please contact [khhgerty@memphis.edu](mailto:khhgerty@memphis.edu).

Includes All Responders

Reporting Period: January 1, 2022 to March 31, 2022

**Region 3**

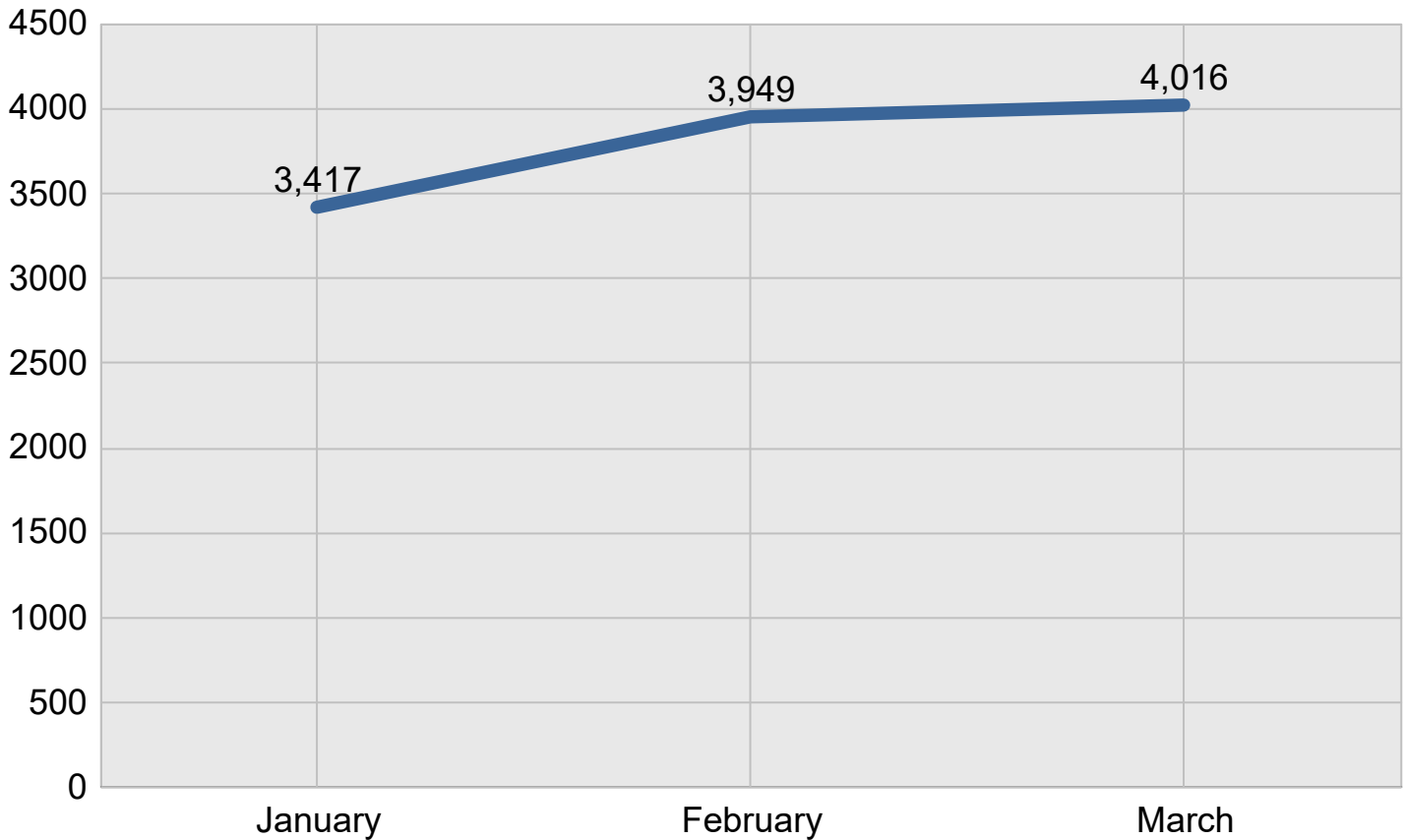
Created on: April 19, 2022 11:26 am County: All Counties

Report Template version 2.0

**Total Incidents Managed This Quarter: 11,382**

**Incidents Managed**

**Incidents Managed - Monthly**

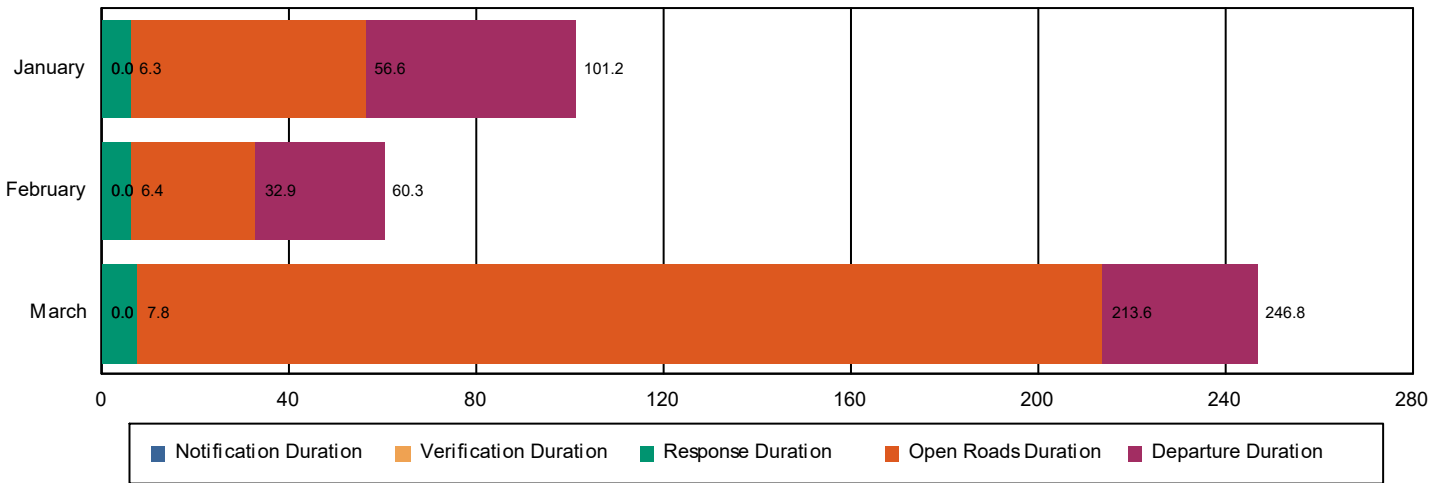


# Performance Measures Summary

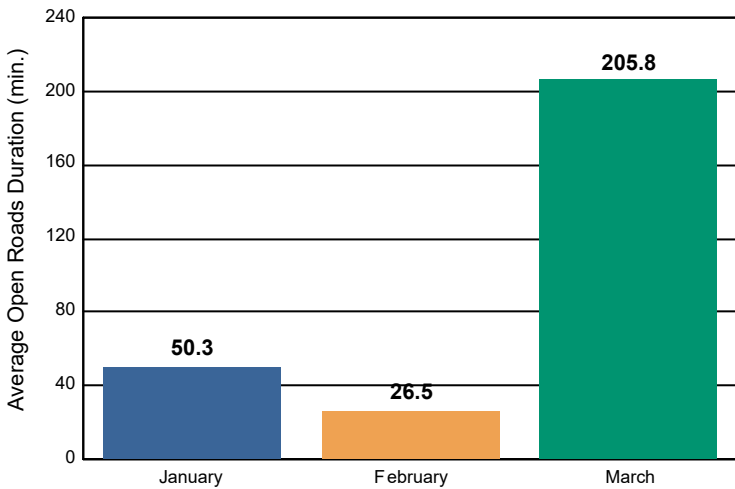
## Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	743	752	750	2,245
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]	6.3	6.4	7.8	6.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	50.3	26.5	205.8	94.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	44.6	27.4	33.2	35.0
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>56.6</b>	<b>32.9</b>	<b>213.6</b>	<b>101.2</b>
	<b>101.2</b>	<b>60.3</b>	<b>246.8</b>	<b>136.2</b>

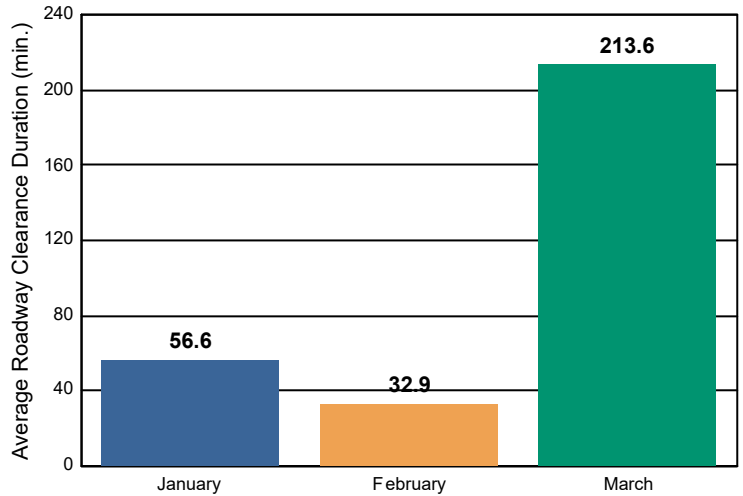
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

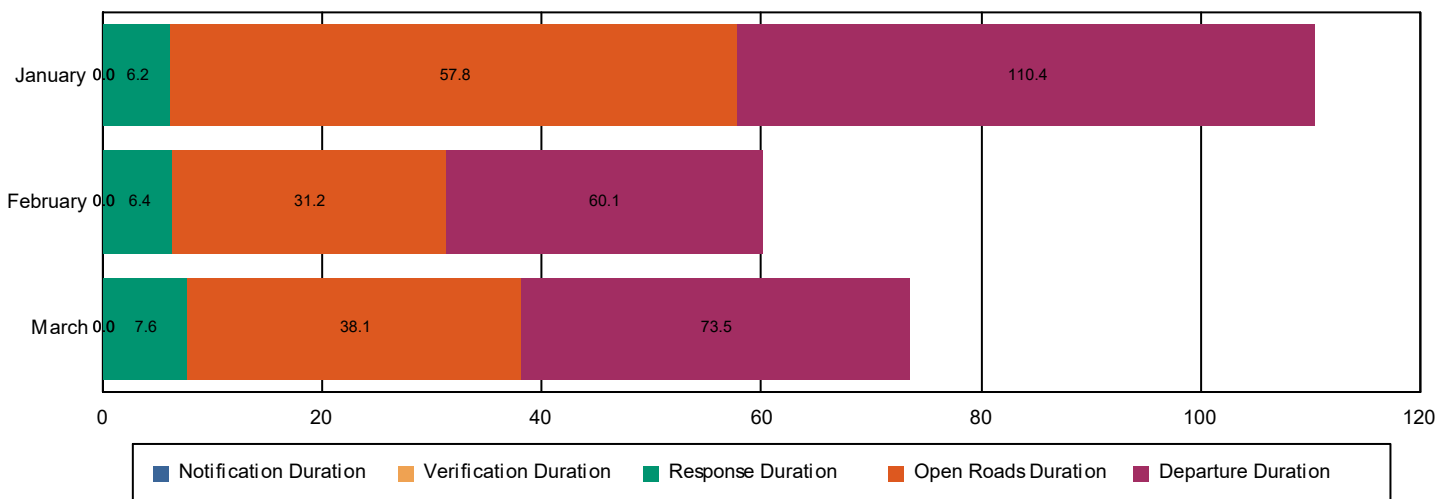


# Performance Measures Summary

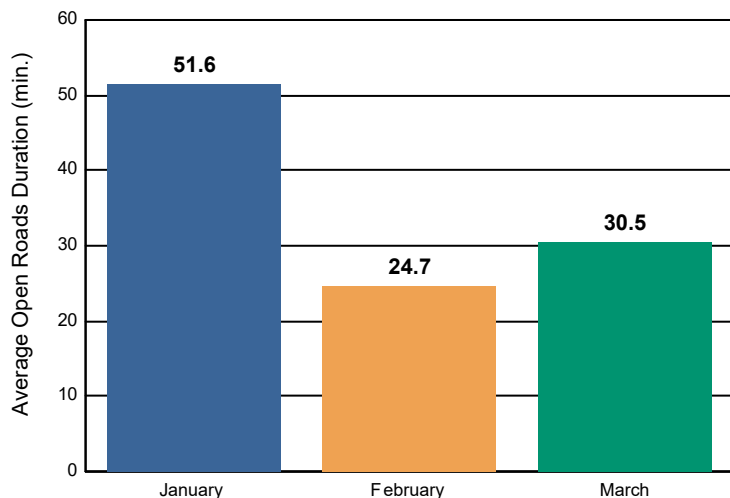
## Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	582	630	631	1,843
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]	6.2	6.4	7.6	6.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	51.6	24.7	30.5	35.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	52.6	28.9	35.3	38.6
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>57.8</b>	<b>31.2</b>	<b>38.1</b>	<b>41.9</b>
	<b>110.4</b>	<b>60.1</b>	<b>73.5</b>	<b>80.5</b>

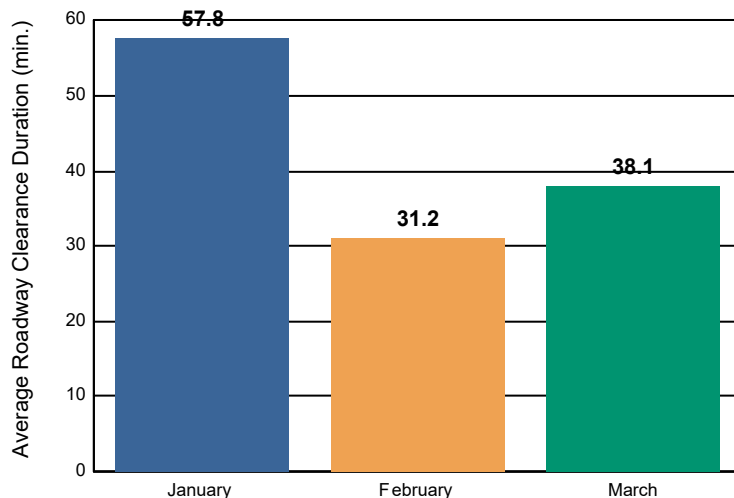
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

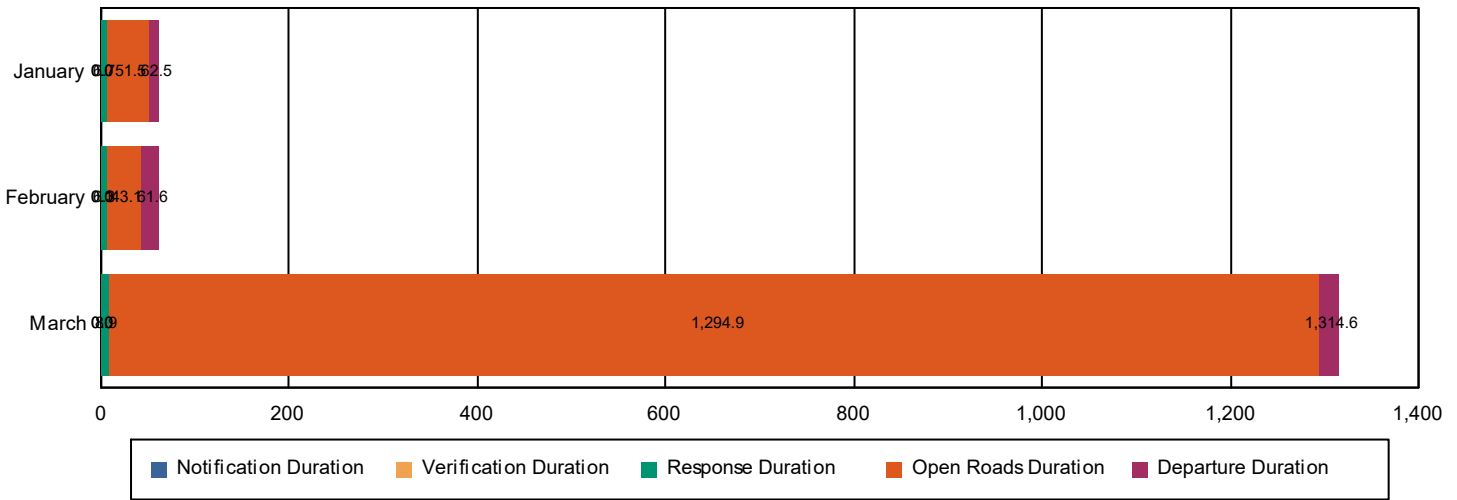


# Performance Measures Summary

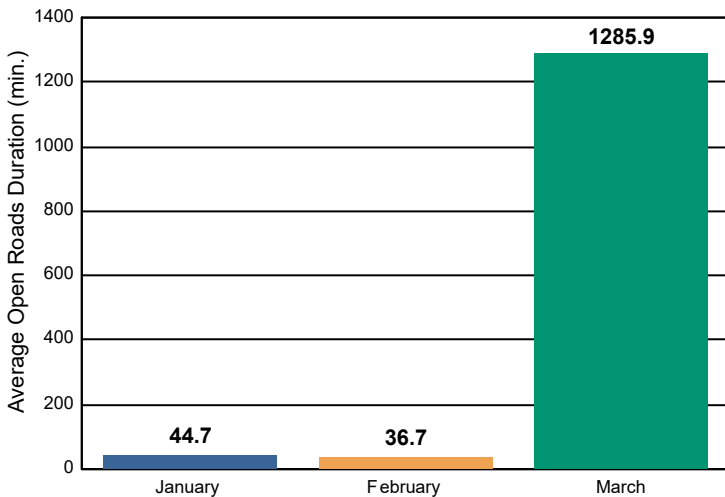
## Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	161	122	119	402
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]	6.7	6.2	8.9	7.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	44.7	36.7	1,285.9	406.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	11.1	18.5	19.7	15.9
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>51.5</b>	<b>43.1</b>	<b>1,294.9</b>	<b>414.1</b>
	<b>62.5</b>	<b>61.6</b>	<b>1,314.6</b>	<b>430.1</b>

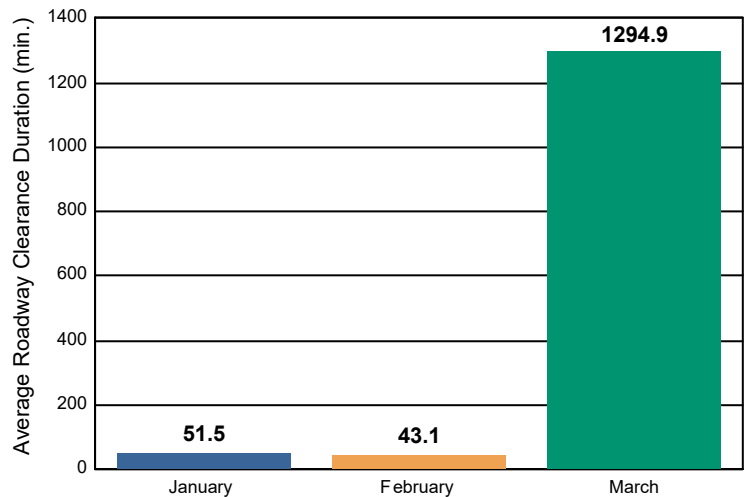
### Incident Clearance Duration



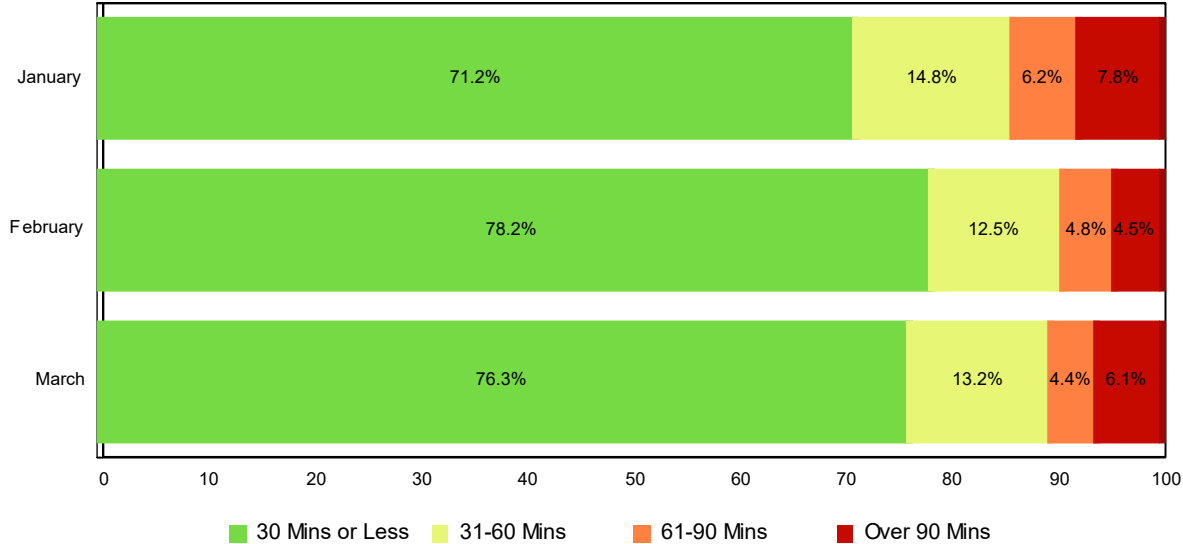
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

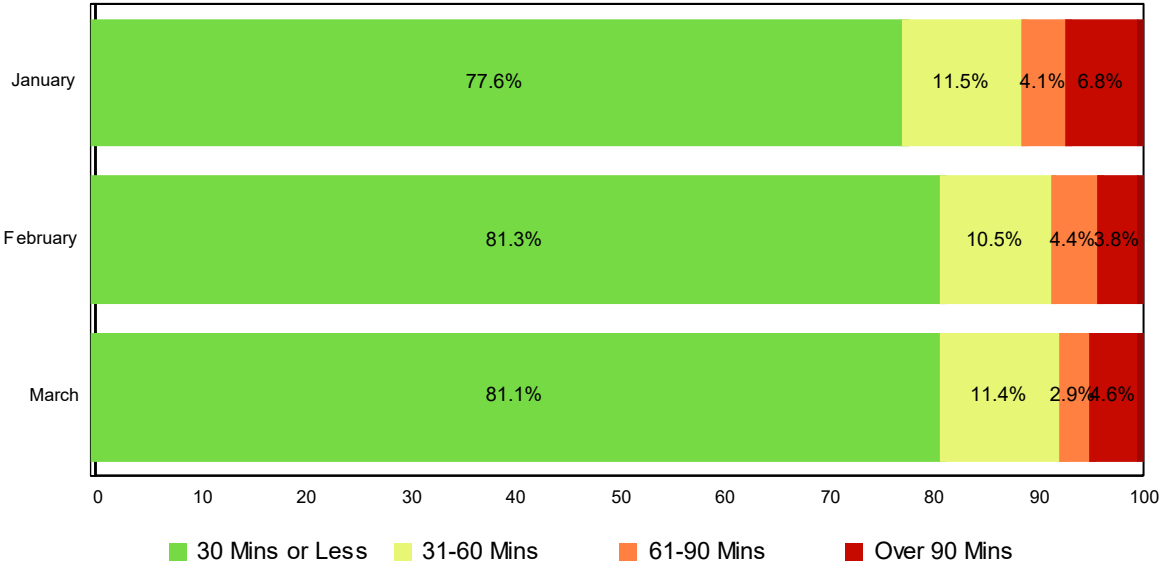


# Lane Blockage Clearance Times - Overall



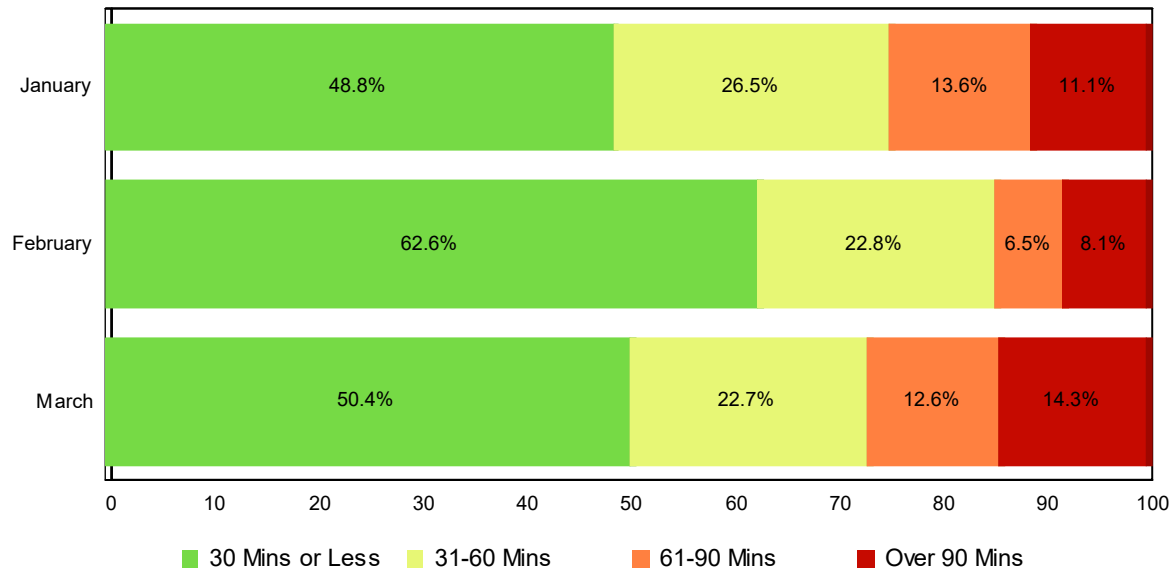
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	529	110	46	58	743
February	588	94	36	34	752
March	572	99	33	46	750
<b>Total # of Events</b>	<b>1,689</b>	<b>303</b>	<b>115</b>	<b>138</b>	<b>2,245</b>

# 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	452	67	24	40	583
February	512	66	28	24	630
March	512	72	18	29	631
<b>Total # of Events</b>	<b>1,476</b>	<b>205</b>	<b>70</b>	<b>93</b>	<b>1,844</b>

## 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	79	43	22	18	162
February	77	28	8	10	123
March	60	27	15	17	119
<b>Total # of Events</b>	<b>216</b>	<b>98</b>	<b>45</b>	<b>45</b>	<b>404</b>



## All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	88	1063	96	1158	97	1181	3	31	17
2	73	336	88	404	94	432	6	27	32
3	46	50	74	81	86	94	14	15	51
4	40	23	60	34	70	40	30	17	113
5	25	1	25	1	25	1	75	3	135
6	100	1	100	1	100	1	0	0	6
7	100	1	100	1	100	1	0	0	5
<b>Totals</b>	<b>80</b>	<b>1,475</b>	<b>91</b>	<b>1,680</b>	<b>95</b>	<b>1,750</b>	<b>5</b>	<b>93</b>	<b>26</b>

<=30 Mins

<=60 Mins

<=90 Mins

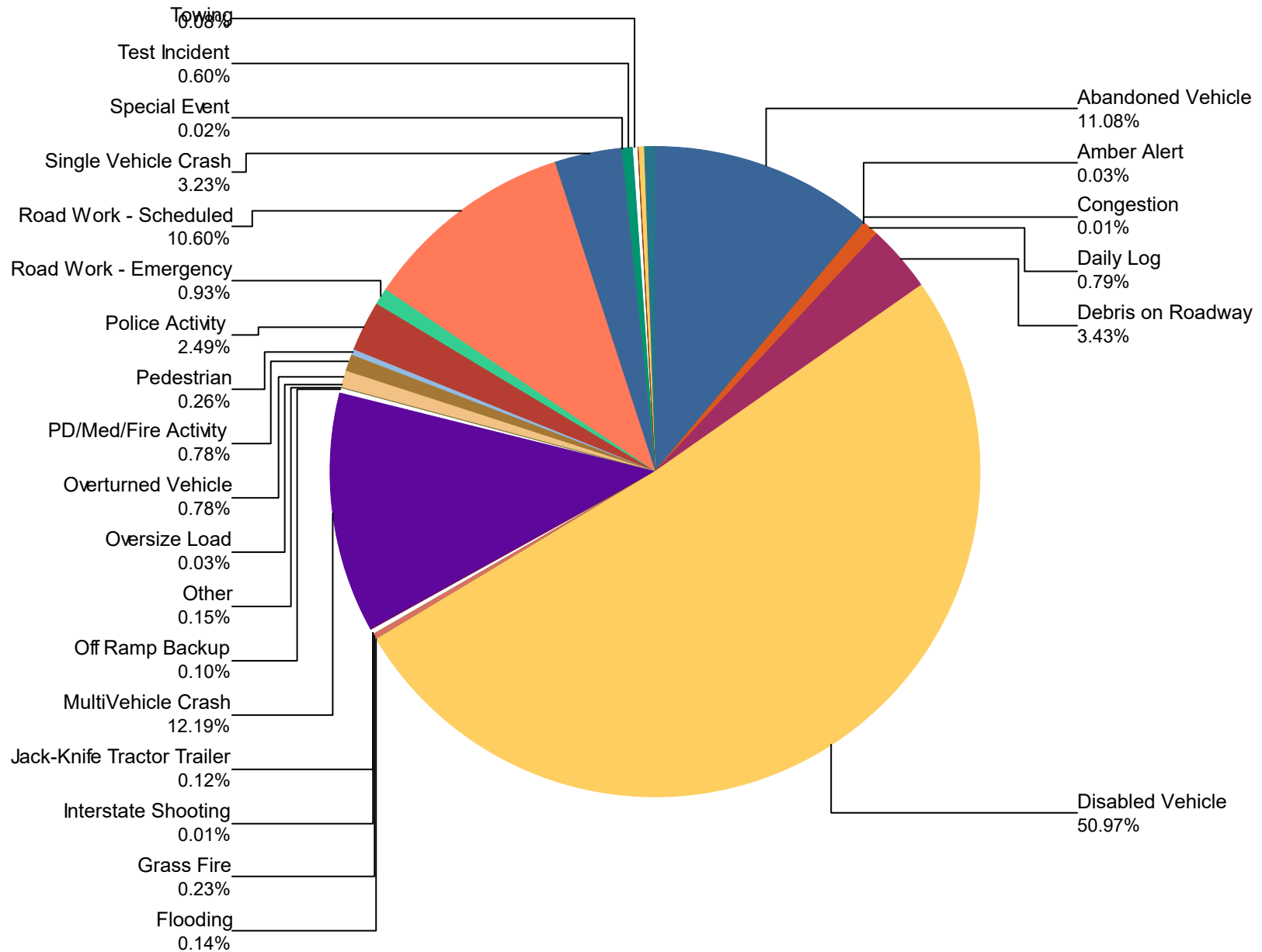
>90 Mins

## Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0024	684	3,137	21.8
I0024E1	18	43	41.9
I0040	688	2,732	25.2
I0065	485	2,238	21.7
I0440	92	555	16.6
I0840	7	46	15.2
Region 3 TMC	0	83	0.0
SR001	6	8	75.0
SR006	22	80	27.5
SR010	2	2	100.0
SR011	5	7	71.4
SR012	1	2	50.0
SR024	1	4	25.0
SR025	1	1	100.0
SR026	1	1	100.0
SR041	1	1	100.0
SR045	2	3	66.7
SR046	1	1	100.0
SR049	1	1	100.0
SR050	1	1	100.0
SR052	1	1	100.0
SR065	2	3	66.7
SR076	2	2	100.0
SR096	1	1	100.0
SR100	1	2	50.0
SR141	1	1	100.0
SR155	187	889	21.0
SR251	0	1	0.0
SR254	1	3	33.3

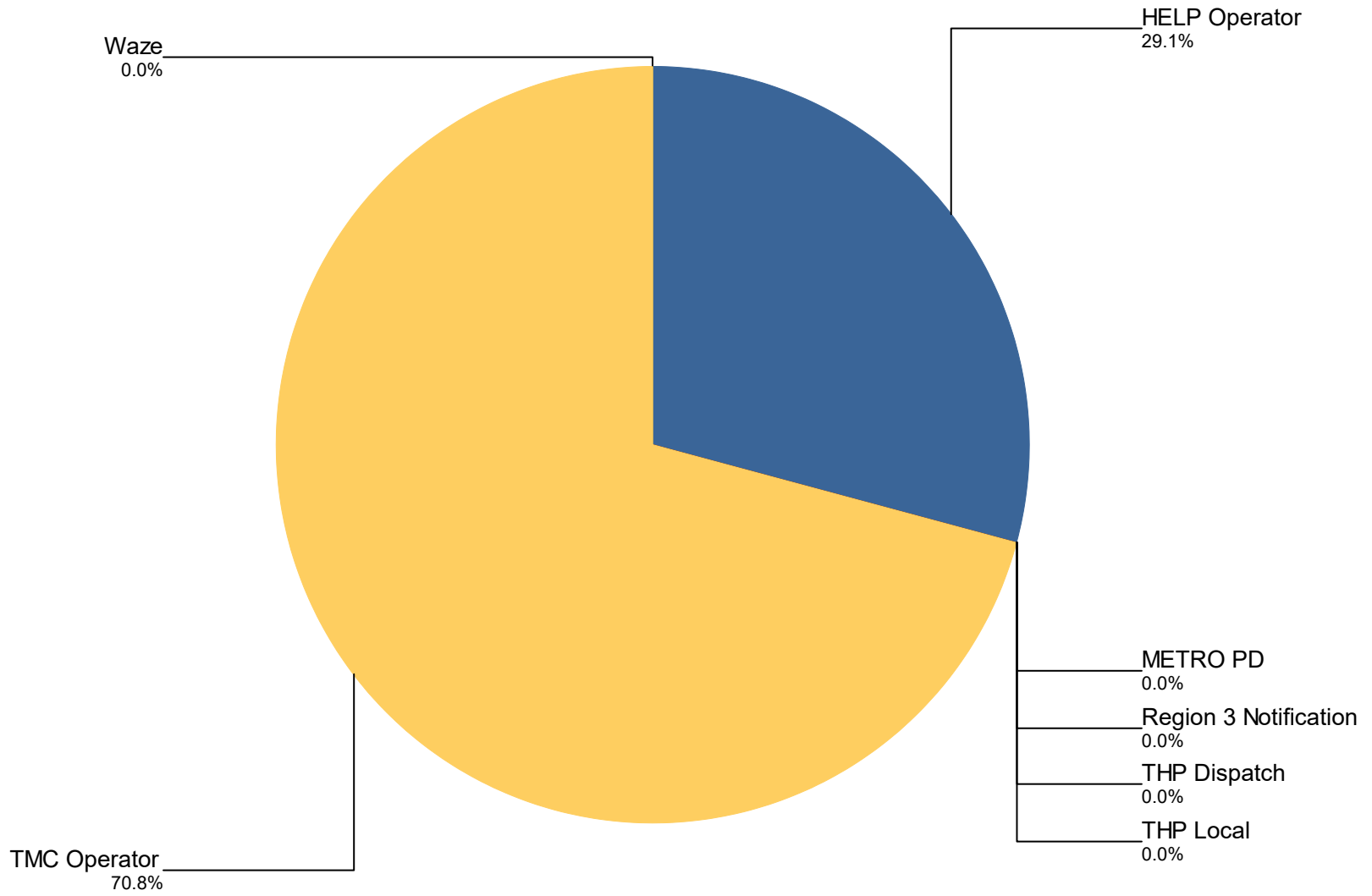
<b>SR255</b>	1	4	<b>25.0</b>
<b>SR257</b>	1	1	<b>100.0</b>
<b>SR265</b>	0	1	<b>0.0</b>
<b>SR386</b>	28	64	<b>43.8</b>
<b>All Roadways</b>	<b>2,245</b>	<b>9,919</b>	<b>22.6</b>

## Percentage of Event Types for All Events in Current Quarter



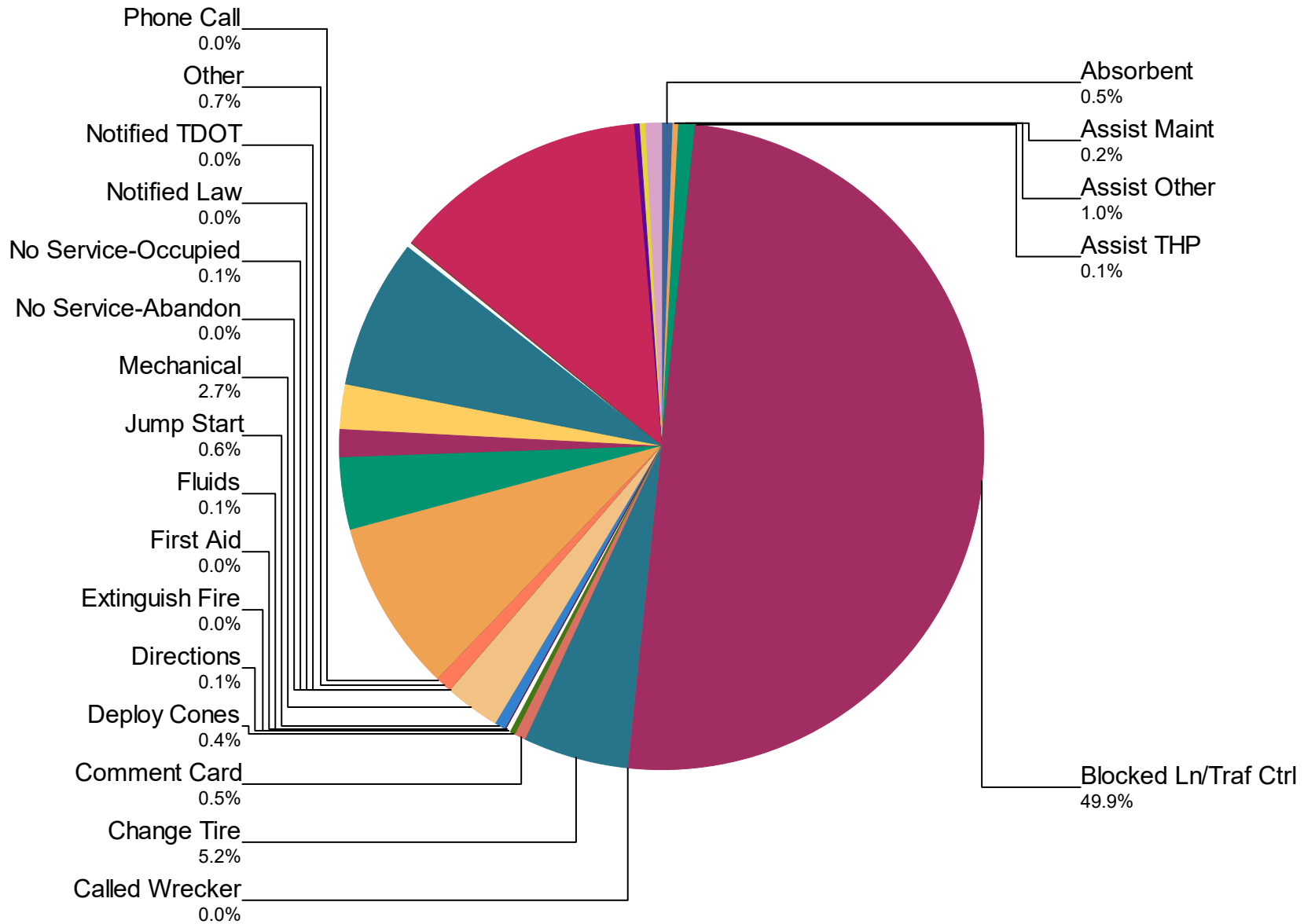
<b>Event Types for All Events</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Total</b>	<b>%</b>
<b>Abandoned Vehicle</b>	448	471	366	<b>1,285</b>	<b>11.1%</b>
<b>Amber Alert</b>	1	1	2	<b>4</b>	<b>0.0%</b>
<b>Congestion</b>	0	1	0	<b>1</b>	<b>0.0%</b>
<b>Daily Log</b>	32	28	32	<b>92</b>	<b>0.8%</b>
<b>Debris on Roadway</b>	140	129	129	<b>398</b>	<b>3.4%</b>
<b>Disabled Vehicle</b>	1,638	2,103	2,169	<b>5,910</b>	<b>51.0%</b>
<b>Flooding</b>	5	7	4	<b>16</b>	<b>0.1%</b>
<b>Grass Fire</b>	4	13	10	<b>27</b>	<b>0.2%</b>
<b>Interstate Shooting</b>	0	0	1	<b>1</b>	<b>0.0%</b>
<b>Jack-Knife Tractor Trailer</b>	10	1	3	<b>14</b>	<b>0.1%</b>
<b>MultiVehicle Crash</b>	452	470	491	<b>1,413</b>	<b>12.2%</b>
<b>Off Ramp Backup</b>	1	7	4	<b>12</b>	<b>0.1%</b>
<b>Other</b>	7	6	4	<b>17</b>	<b>0.1%</b>
<b>Oversize Load</b>	3	1	0	<b>4</b>	<b>0.0%</b>
<b>Overturned Vehicle</b>	36	22	33	<b>91</b>	<b>0.8%</b>
<b>PD/Med/Fire Activity</b>	34	25	31	<b>90</b>	<b>0.8%</b>
<b>Pedestrian</b>	10	10	10	<b>30</b>	<b>0.3%</b>
<b>Police Activity</b>	63	115	111	<b>289</b>	<b>2.5%</b>
<b>Road Work - Emergency</b>	36	48	24	<b>108</b>	<b>0.9%</b>
<b>Road Work - Scheduled</b>	313	384	532	<b>1,229</b>	<b>10.6%</b>
<b>Single Vehicle Crash</b>	171	121	83	<b>375</b>	<b>3.2%</b>
<b>Special Event</b>	1	1	0	<b>2</b>	<b>0.0%</b>
<b>Test Incident</b>	51	13	6	<b>70</b>	<b>0.6%</b>
<b>Towing</b>	3	1	5	<b>9</b>	<b>0.1%</b>
<b>Unknown</b>	4	0	2	<b>6</b>	<b>0.1%</b>
<b>Vehicle Fire</b>	16	6	24	<b>46</b>	<b>0.4%</b>
<b>Weather</b>	21	14	18	<b>53</b>	<b>0.5%</b>
<b>Wrong Way Driver</b>	1	2	0	<b>3</b>	<b>0.0%</b>
<b>Total</b>	<b>3,501</b>	<b>4,000</b>	<b>4,094</b>	<b>11,595</b>	<b>100.0%</b>

# Incidents by Detection Source



<b>Notifier Agency</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Total</b>	<b>%</b>
<b>HELP Operator</b>	991	1,203	1,181	3,375	29.1
<b>METRO PD</b>	0	3	0	3	0.0
<b>Region 3 Notification</b>	0	1	0	1	0.0
<b>THP Dispatch</b>	0	0	1	1	0.0
<b>THP Local</b>	2	1	0	3	0.0
<b>TMC Operator</b>	2,506	2,792	2,912	8,210	70.8
<b>Waze</b>	2	0	0	2	0.0
<b>Total</b>	<b>3,501</b>	<b>4,000</b>	<b>4,094</b>	<b>11,595</b>	<b>100.0%</b>

## Percentage of Activity Types for HELP Truck Activities in Current Quarter





**Activity Types for All Activities**

	January	February	March	Total	%
Absorbent	20	58	40	118	0.5
Assist Maint	17	8	8	33	0.2
Assist Other	73	50	91	214	1.0
Assist THP	9	0	3	12	0.1
Blocked Ln/Traf Ctrl	3,343	3,777	3,705	10,825	49.9
Called Wrecker	4	3	1	8	0.0
Change Tire	300	408	422	1,130	5.2
Comment Card	43	38	33	114	0.5
Deploy Cones	30	17	33	80	0.4
Directions	4	9	10	23	0.1
Extinguish Fire	3	2	5	10	0.0
First Aid	1	0	8	9	0.0
Fluids	4	4	5	13	0.1
Jump Start	39	49	50	138	0.6
Mechanical	175	158	243	576	2.7
No Service-Abandon	5	1	0	6	0.0
No Service-Occupied	2	4	6	12	0.1
Notified Law	4	0	1	5	0.0
Notified TDOT	0	0	1	1	0.0
Other	36	47	62	145	0.7
Phone Call	3	2	1	6	0.0
Relocate Vehicle	567	686	631	1,884	8.7
Remove Debris	250	249	257	756	3.5
Secure Load	1	2	0	3	0.0
Slow Roll	117	116	92	325	1.5
Supply Fuel	162	170	141	473	2.2
Tag Abandoned	544	559	528	1,631	7.5
Transported	11	10	9	30	0.1
Unable to Locate	5	4	1	10	0.0
Welfare Check	747	959	1,097	2,803	12.9
Wrecker List	14	13	22	49	0.2

	January	February	March	<b>Total</b>	<b>%</b>
Wrecker Towed	32	14	34	<b>80</b>	<b>0.4</b>
Wrong Truck	41	64	52	<b>157</b>	<b>0.7</b>
<b>Total</b>	<b>6,606</b>	<b>7,481</b>	<b>7,592</b>	<b>21,679</b>	<b>100.0%</b>

## DMS Duration

---

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Avg % ON Time	35.9	32.9	28.5
Avg Post Time (hr)	2.5	1.9	1.9
Avg Messages Per Sign	105.6	119.1	108.7
Total Messages Posted	9,924	11,199	10,222