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Smartway Report

Department of Transportation

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Quarterly Performance Measures Report, Reporting Period April 1, 2022 to June 30, 2022, Region 4

Tennessee. Department of Transportation.

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Includes All Responders

Reporting Period: April 1, 2022 to June 30, 2022

Region 4

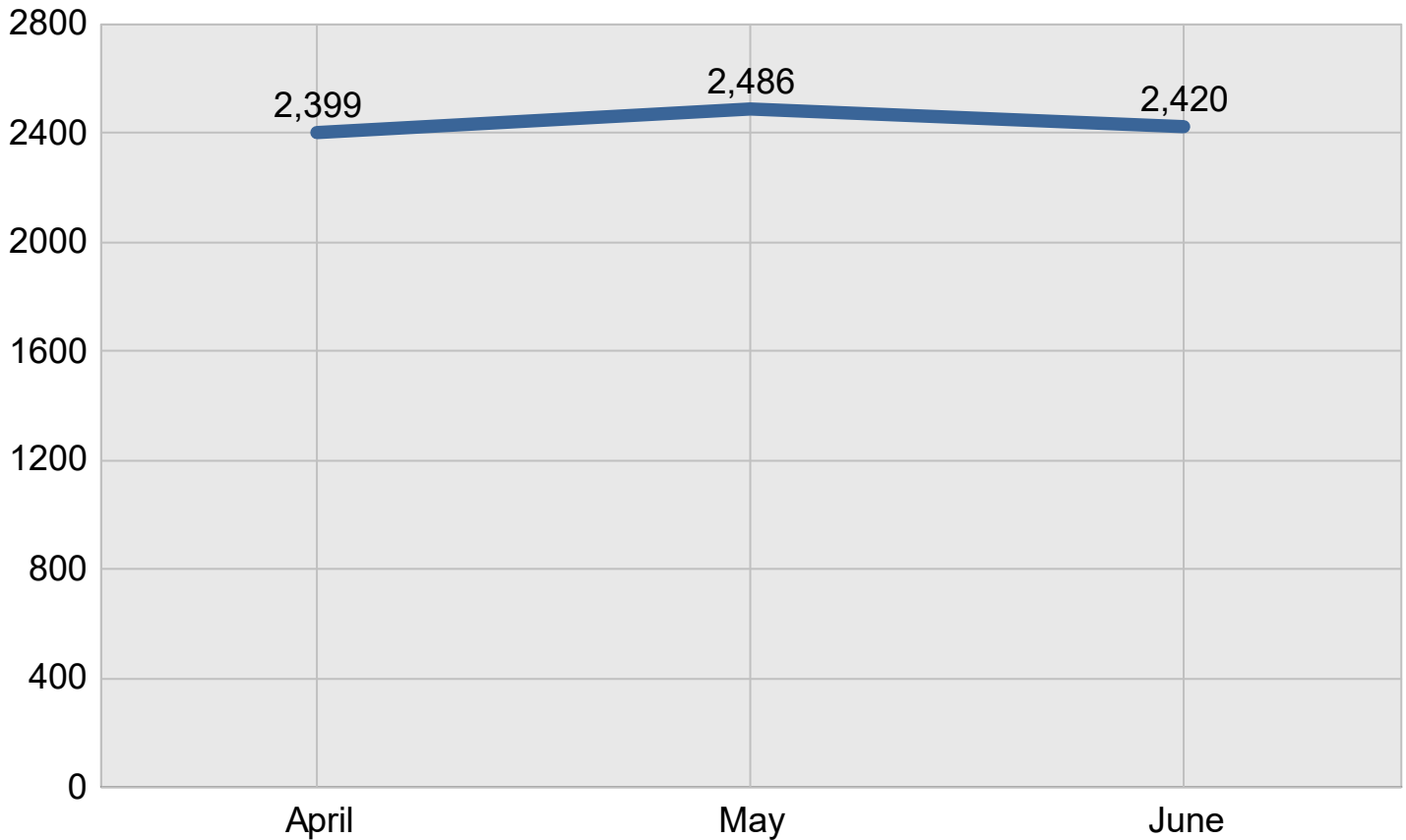
Created on: July 01, 2022 11:13 am County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 7,305

Incidents Managed

Incidents Managed - Monthly

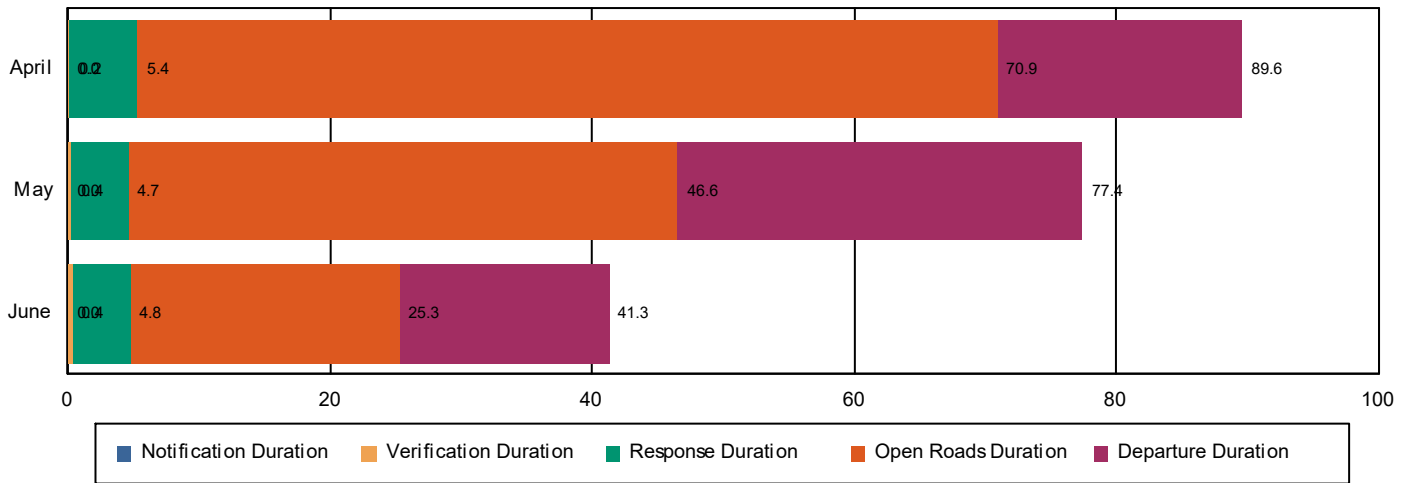


Performance Measures Summary

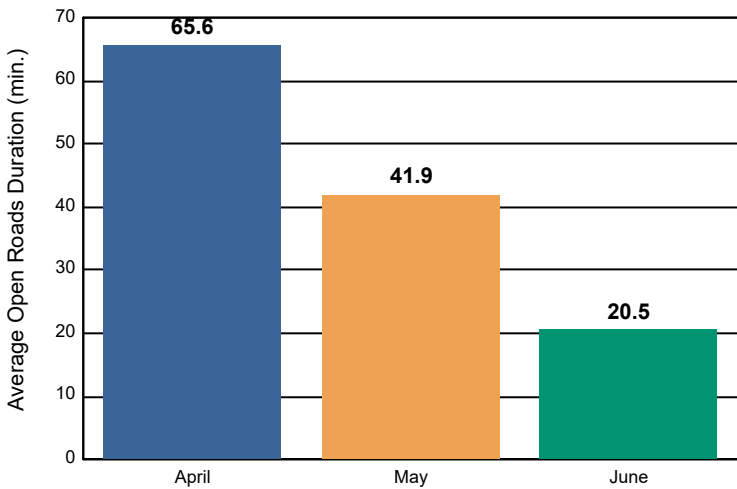
Incidents Overall Response

	April	May	June	Total
Events included in Performance Measures	535	537	568	1,640
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.4	0.4	0.3
Response Duration (min.) [First Notification to First Arrival]	5.1	4.3	4.4	4.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	65.6	41.9	20.5	42.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	18.7	30.8	16.0	21.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	70.9	46.6	25.3	47.4
	89.6	77.4	41.3	69.1

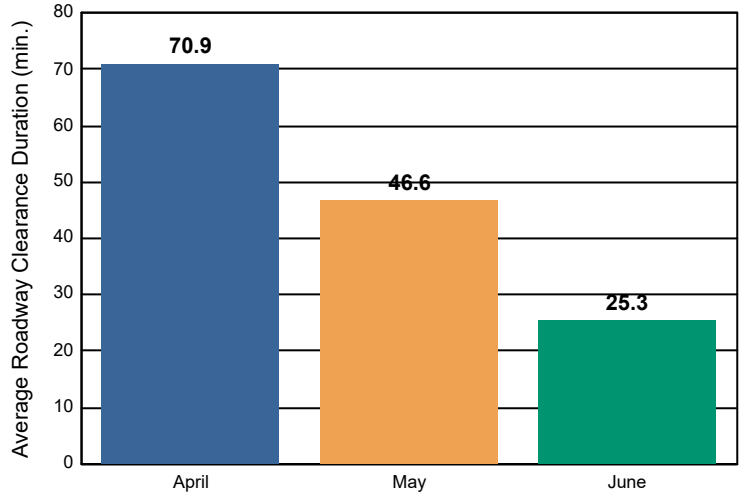
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

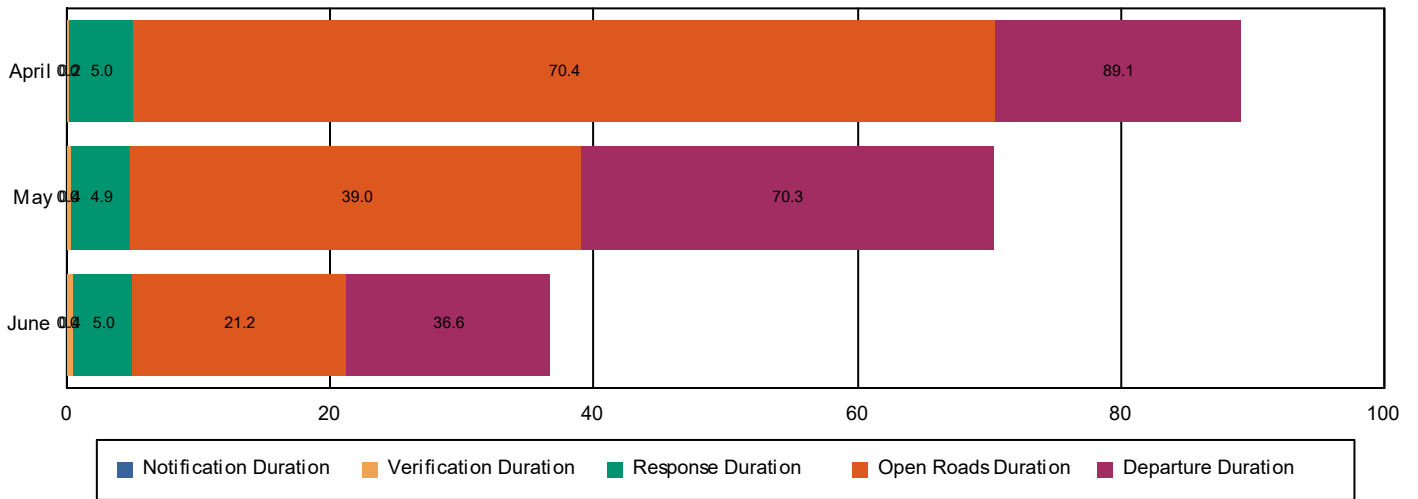


Performance Measures Summary

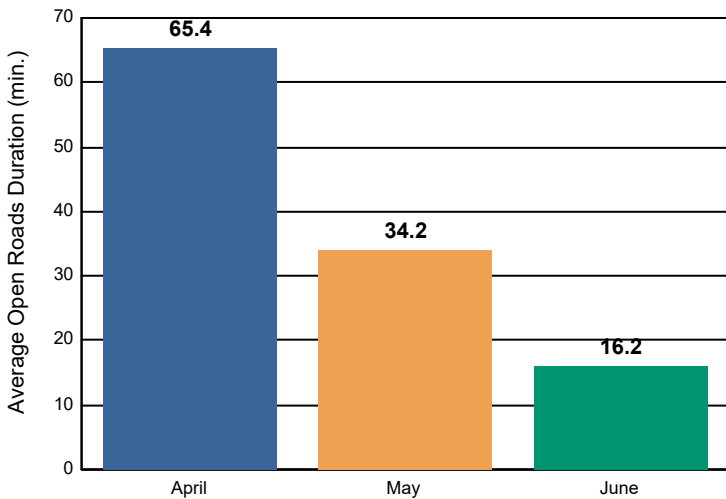
Incidents with HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	451	450	496	1,397
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.4	0.4	0.3
Response Duration (min.) [First Notification to First Arrival]	4.8	4.5	4.5	4.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	65.4	34.2	16.2	38.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	18.7	31.3	15.4	21.6
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	70.4	39.0	21.2	43.0
	89.1	70.3	36.6	64.6

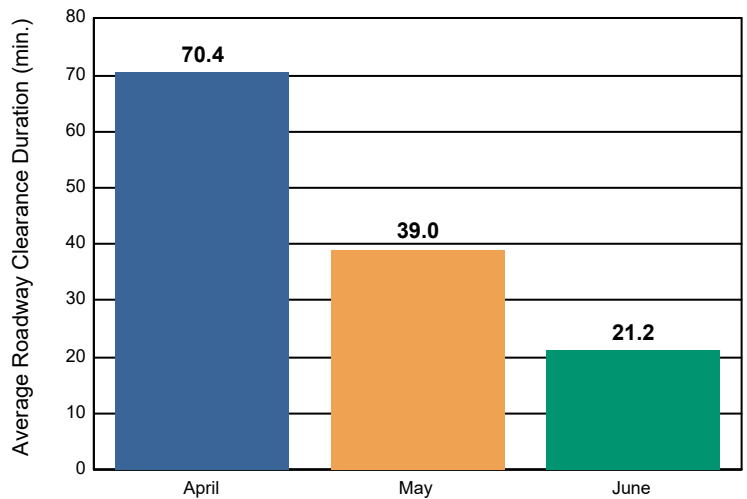
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

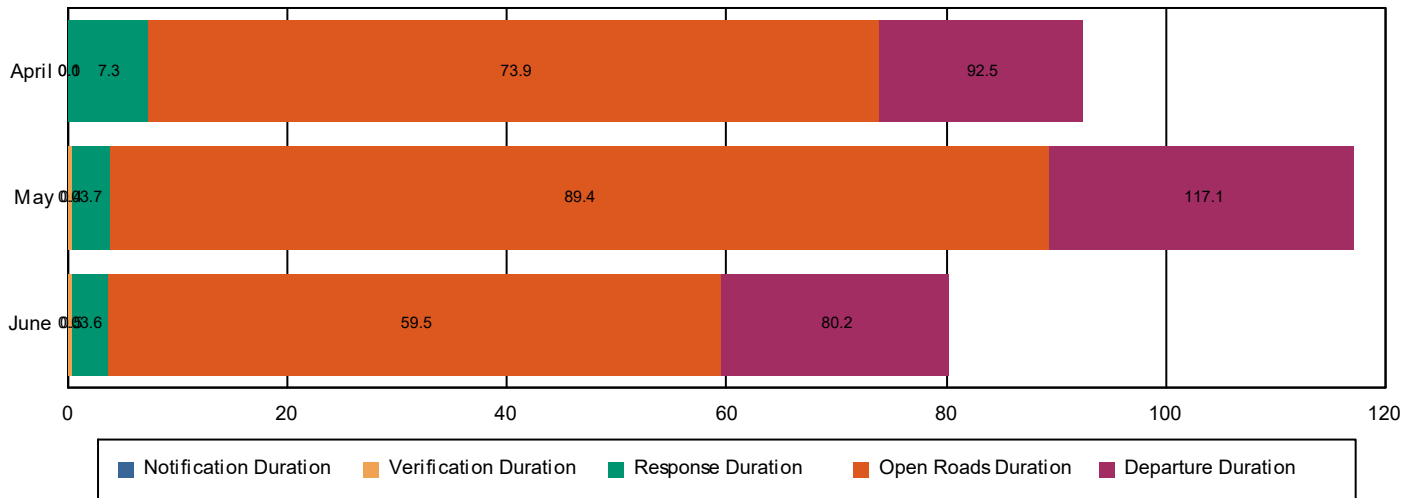


Performance Measures Summary

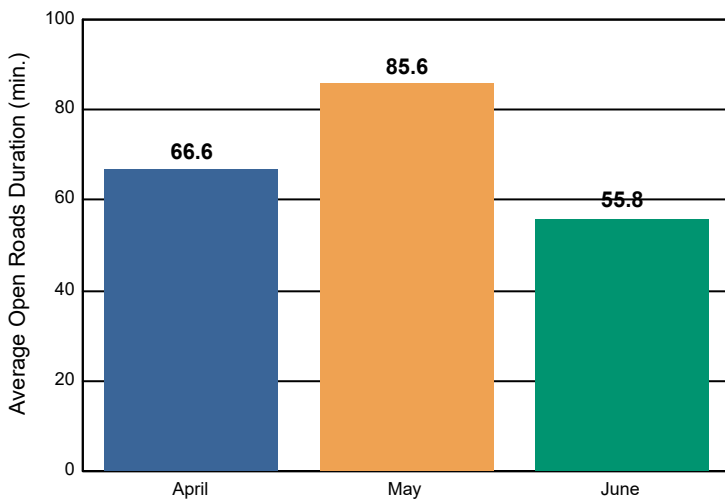
Incidents without HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	84	87	72	243
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.4	0.5	0.3
Response Duration (min.) [First Notification to First Arrival]	7.3	3.3	3.2	4.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	66.6	85.6	55.8	70.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	18.6	27.8	20.7	22.5
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	73.9	89.4	59.5	75.6
	92.5	117.1	80.2	98.1

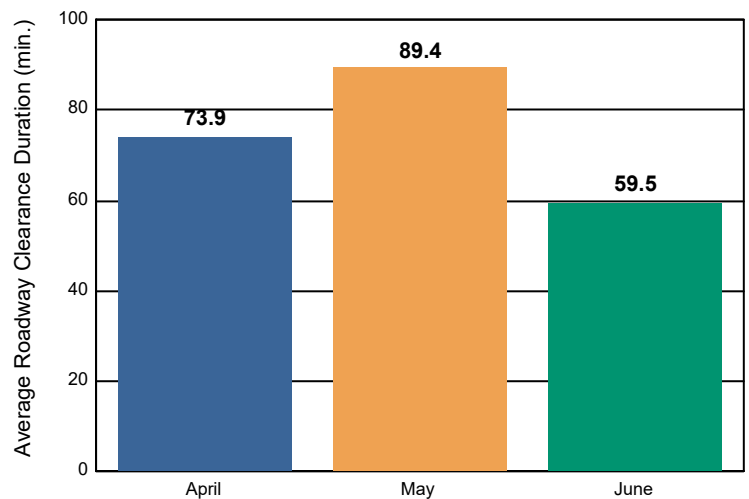
Incident Clearance Duration



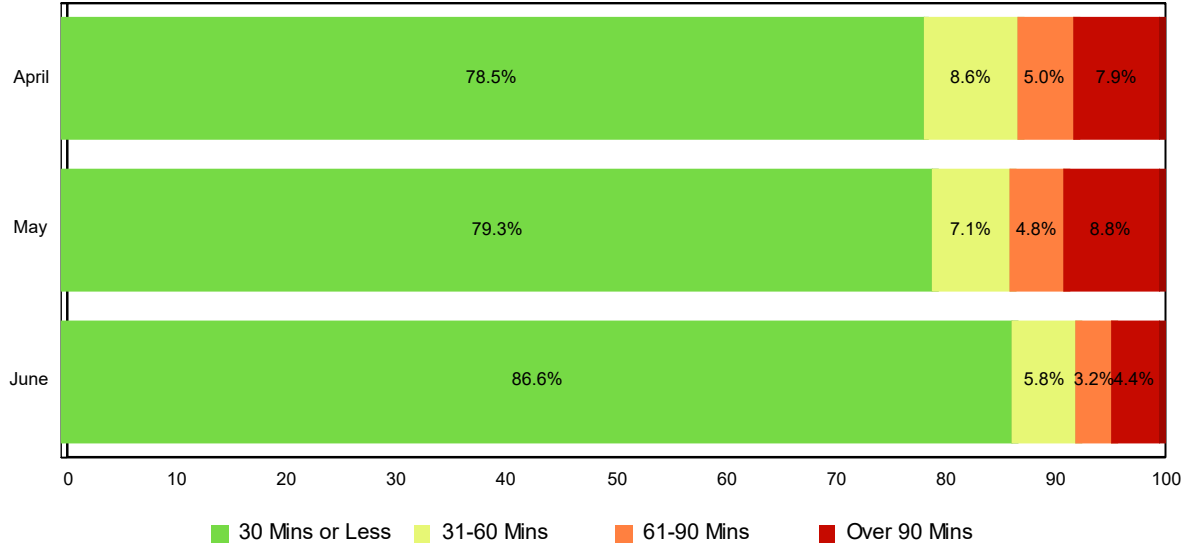
Open Roads Duration / Month



Roadway Clearance Duration / Month

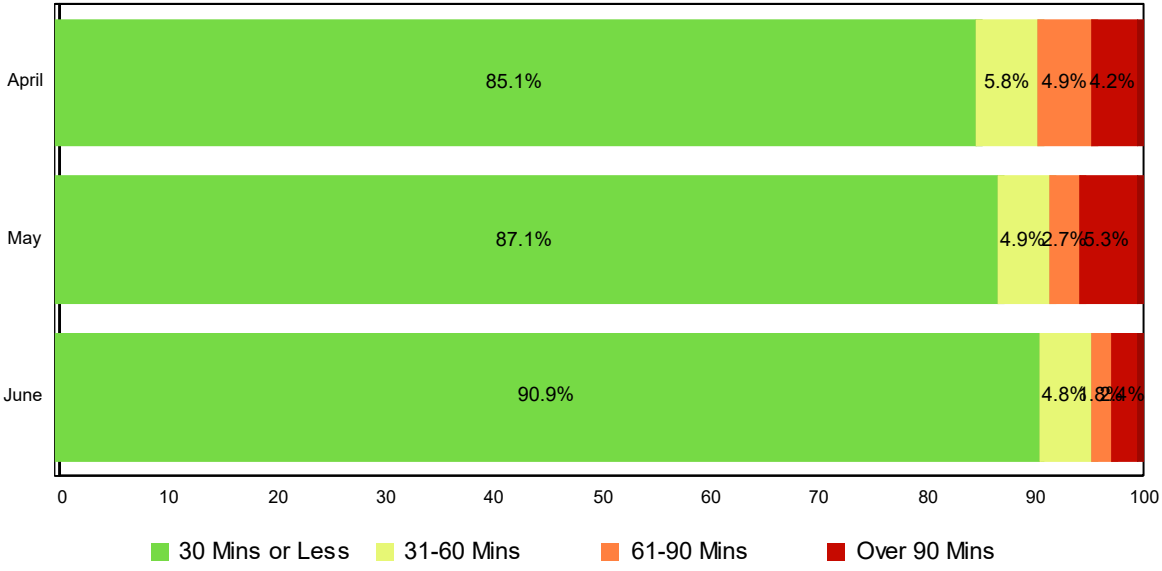


Lane Blockage Clearance Times - Overall



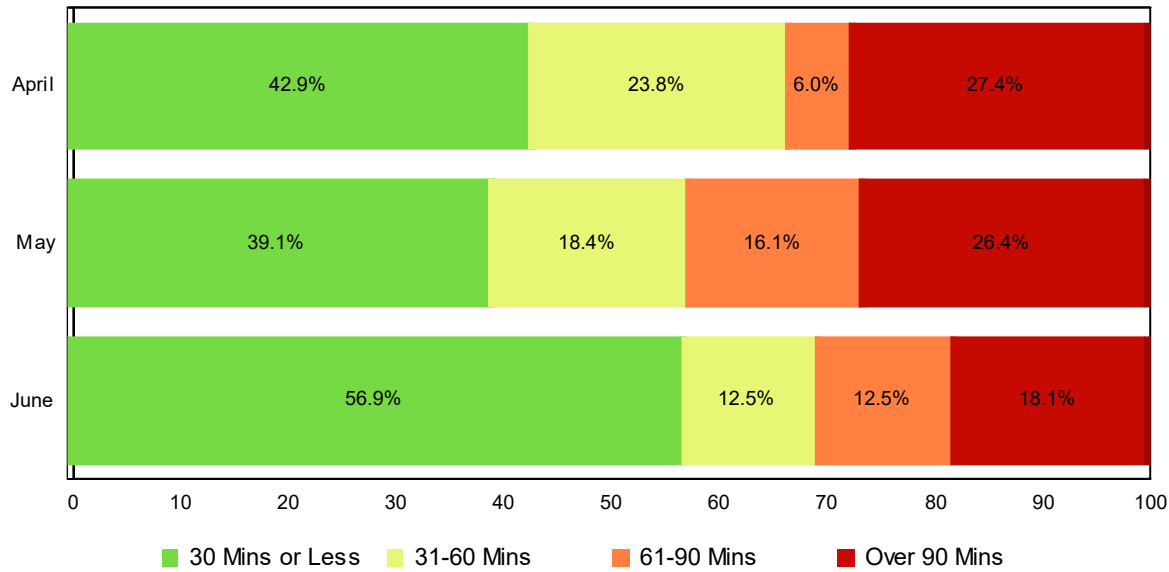
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
April	420	46	27	42	535
May	426	38	26	47	537
June	492	33	18	25	568
Total # of Events	1,338	117	71	114	1,640

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
April	384	26	22	19	451
May	392	22	12	24	450
June	451	24	9	12	496
Total # of Events	1,227	72	43	55	1,397

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
April	36	20	5	23	84
May	34	16	14	23	87
June	41	9	9	13	72
Total # of Events	111	45	28	59	243

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	92	995	96	1033	98	1055	2	21	13
2	77	196	87	219	92	233	8	20	30
3	58	30	77	40	87	45	13	7	46
4	38	5	46	6	62	8	38	5	94
5	33	1	33	1	33	1	67	2	96
Totals	88	1,227	93	1,299	96	1,342	4	55	18

<=30 Mins

<=60 Mins

<=90 Mins

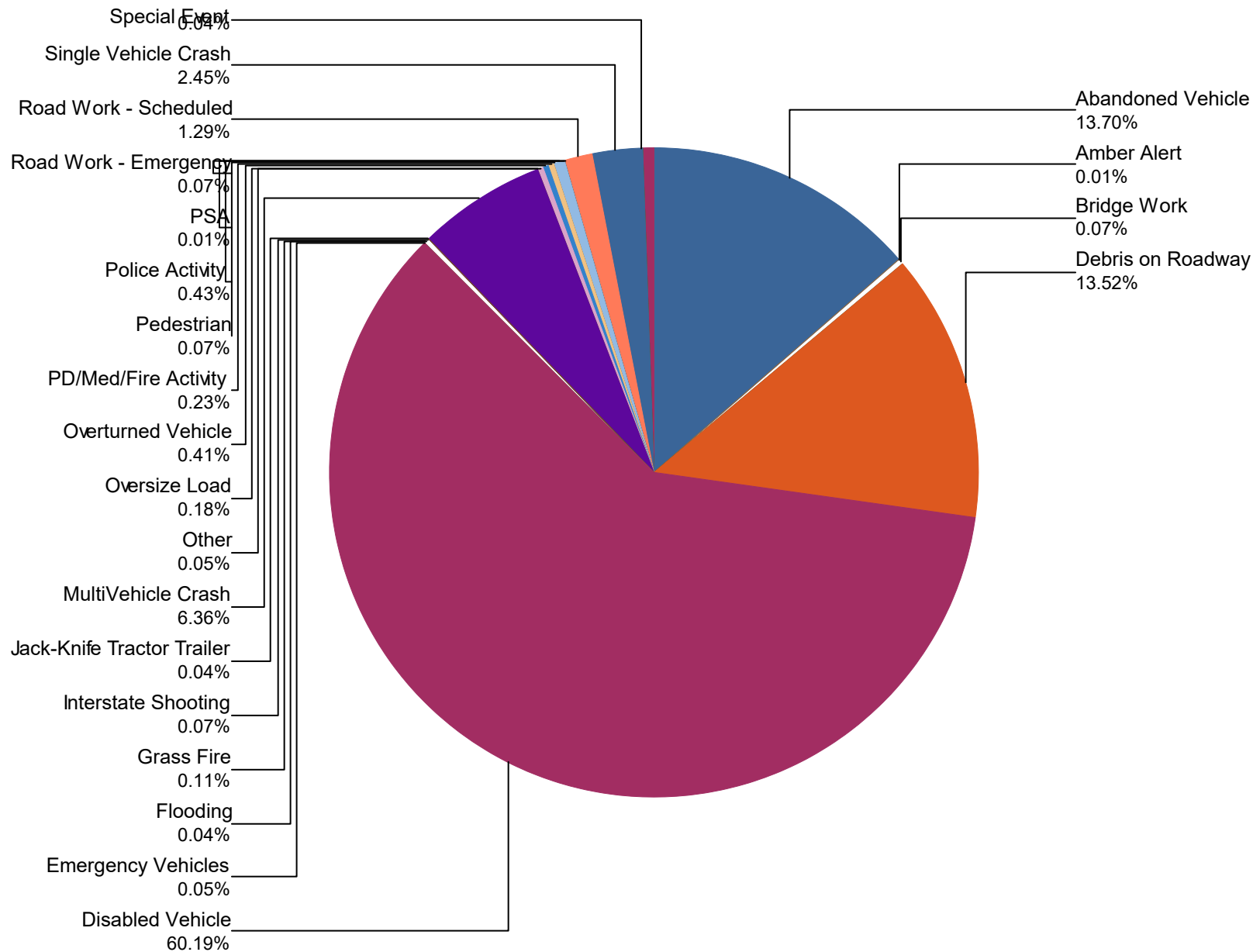
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0040	565	2,250	25.1
I0055	238	787	30.2
I0240	558	3,045	18.3
I0269	1	3	33.3
Sam Cooper	0	9	0.0
SR001	4	4	100.0
SR003	3	4	75.0
SR005	1	1	100.0
SR015	2	2	100.0
SR018	1	1	100.0
SR020	2	2	100.0
SR022	1	1	100.0
SR023	0	1	0.0
SR054	2	2	100.0
SR059	0	1	0.0
SR069	1	2	50.0
SR077	1	1	100.0
SR086	1	1	100.0
SR088	0	1	0.0
SR100	1	1	100.0
SR114	2	2	100.0
SR124	0	1	0.0
SR125	2	2	100.0
SR140	1	1	100.0
SR194	1	1	100.0
SR209	1	1	100.0
SR222	1	1	100.0
SR300	18	42	42.9
SR385	230	1,021	22.5

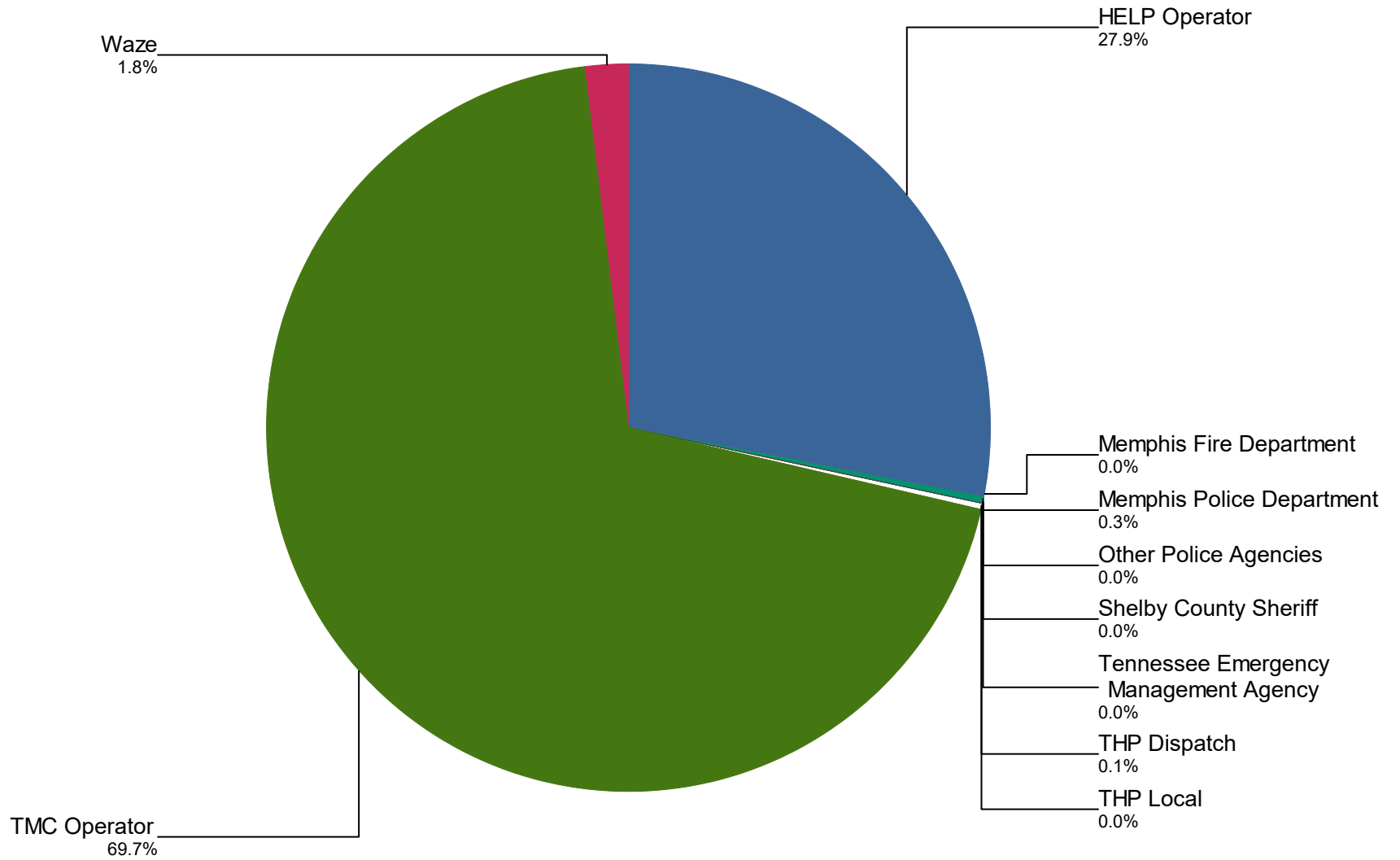
SR424	1	1	100.0
SR431	1	1	100.0
All Roadways	1,640	7,193	22.8

Percentage of Event Types for All Events in Current Quarter



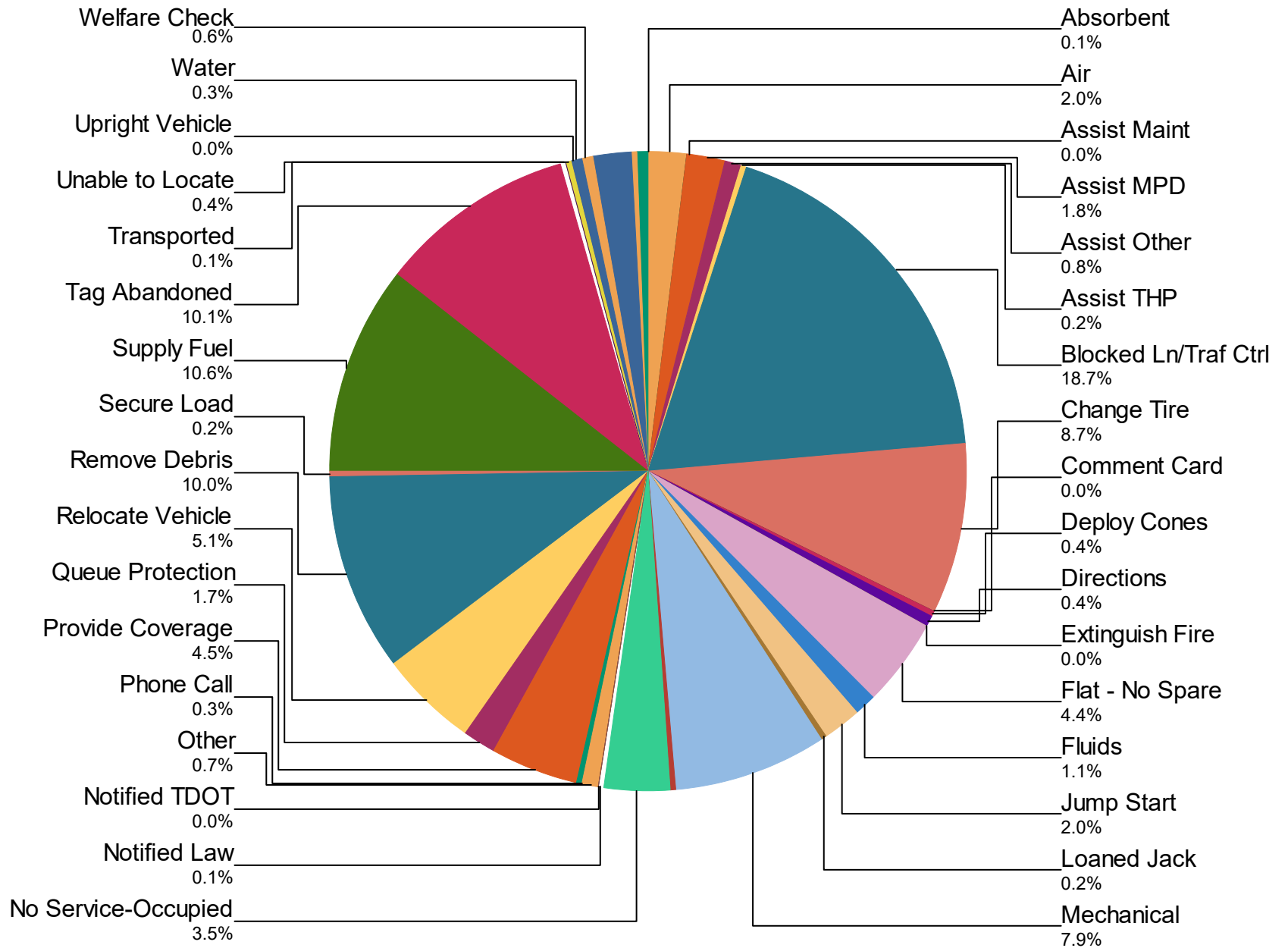
Event Types for All Events	April	May	June	Total	%
Abandoned Vehicle	344	321	343	1,008	13.7%
Amber Alert	0	0	1	1	0.0%
Bridge Work	0	0	5	5	0.1%
Debris on Roadway	293	322	380	995	13.5%
Disabled Vehicle	1,453	1,536	1,441	4,430	60.2%
Emergency Vehicles	2	1	1	4	0.1%
Flooding	2	1	0	3	0.0%
Grass Fire	1	4	3	8	0.1%
Interstate Shooting	3	1	1	5	0.1%
Jack-Knife Tractor Trailer	1	0	2	3	0.0%
MultiVehicle Crash	156	174	138	468	6.4%
Other	2	0	2	4	0.1%
Oversize Load	3	3	7	13	0.2%
Overturned Vehicle	5	14	11	30	0.4%
PD/Med/Fire Activity	8	3	6	17	0.2%
Pedestrian	0	4	1	5	0.1%
Police Activity	15	11	6	32	0.4%
PSA	0	0	1	1	0.0%
Road Work - Emergency	2	1	2	5	0.1%
Road Work - Scheduled	29	43	23	95	1.3%
Single Vehicle Crash	82	51	47	180	2.4%
Special Event	2	0	1	3	0.0%
Test Incident	2	1	1	4	0.1%
Towing	2	0	0	2	0.0%
Vehicle Fire	12	12	12	36	0.5%
Weather	2	0	1	3	0.0%
Total	2,421	2,503	2,436	7,360	100.0%

Incidents by Detection Source



Notifier Agency	April	May	June	Total	%
HELP Operator	656	670	730	2,056	27.9
Memphis Fire Department	0	1	0	1	0.0
Memphis Police Department	10	12	3	25	0.3
Other Police Agencies	1	0	0	1	0.0
Shelby County Sheriff	1	0	1	2	0.0
Tennessee Emergency Managem	0	1	0	1	0.0
THP Dispatch	5	1	3	9	0.1
THP Local	2	0	0	2	0.0
TMC Operator	1,711	1,778	1,638	5,127	69.7
Waze	35	40	61	136	1.8
Total	2,421	2,503	2,436	7,360	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	April	May	June	Total	%
Absorbent	1	2	3	6	0.1
Air	44	77	93	214	2.0
Assist Maint	0	1	0	1	0.0
Assist MPD	53	76	67	196	1.8
Assist Other	32	30	21	83	0.8
Assist THP	8	9	5	22	0.2
Blocked Ln/Traf Ctrl	703	710	588	2,001	18.7
Change Tire	277	335	316	928	8.7
Comment Card	0	0	1	1	0.0
Deploy Cones	12	25	5	42	0.4
Directions	11	21	14	46	0.4
Extinguish Fire	1	0	2	3	0.0
Flat - No Spare	139	196	140	475	4.4
Fluids	42	43	36	121	1.1
Jump Start	68	80	62	210	2.0
Loaned Jack	6	4	8	18	0.2
Mechanical	287	293	265	845	7.9
No Service-Abandon	4	8	9	21	0.2
No Service-Occupied	141	130	108	379	3.5
Notified Law	1	2	6	9	0.1
Notified TDOT	0	2	0	2	0.0
Other	32	31	17	80	0.7
Phone Call	10	15	6	31	0.3
Provide Coverage	189	164	134	487	4.5
Queue Protection	54	64	60	178	1.7
Relocate Vehicle	197	189	161	547	5.1
Remove Debris	312	351	404	1,067	10.0
Secure Load	7	8	5	20	0.2
Supply Fuel	377	384	375	1,136	10.6
Tag Abandoned	370	349	368	1,087	10.1
Transported	2	3	8	13	0.1

	April	May	June	Total	%
Unable to Locate	20	13	13	46	0.4
Upright Vehicle	0	0	2	2	0.0
Water	6	9	16	31	0.3
Welfare Check	25	17	26	68	0.6
Wrecker List	64	89	73	226	2.1
Wrecker Towed	8	5	4	17	0.2
Wrong Truck	19	25	17	61	0.6
Total	3,522	3,760	3,438	10,720	100.0%

DMS Duration

	Apr	May	Jun
Avg % ON Time	8.1	4.3	1.0
Avg Post Time (hr)	0.9	0.4	0.9
Avg Messages Per Sign	65.1	76.4	73.7
Total Messages Posted	2,930	3,438	3,316