

Includes All Responders

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

Statewide

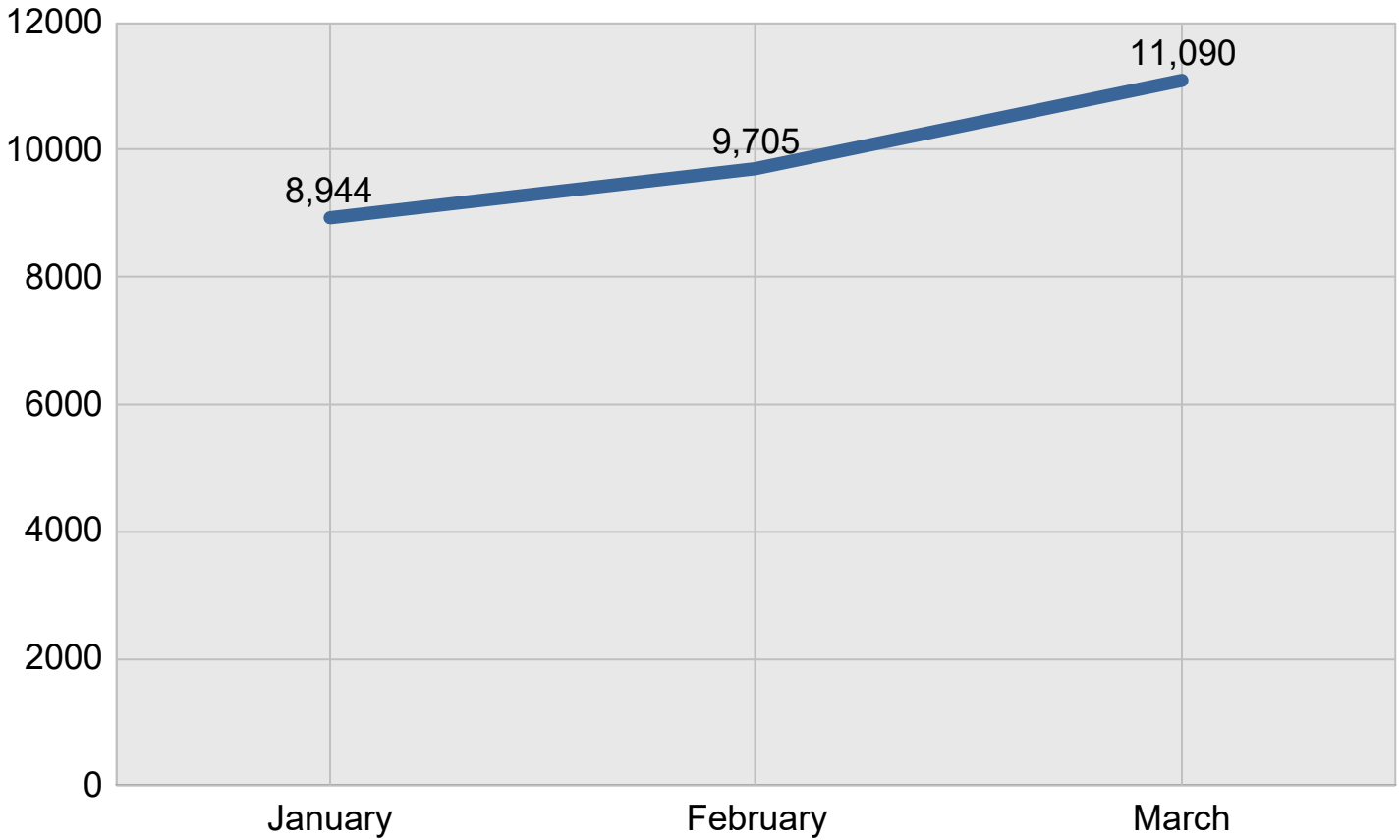
Created on: April 11, 2022 8:50 am County: All Counties

Report Template version 1.0

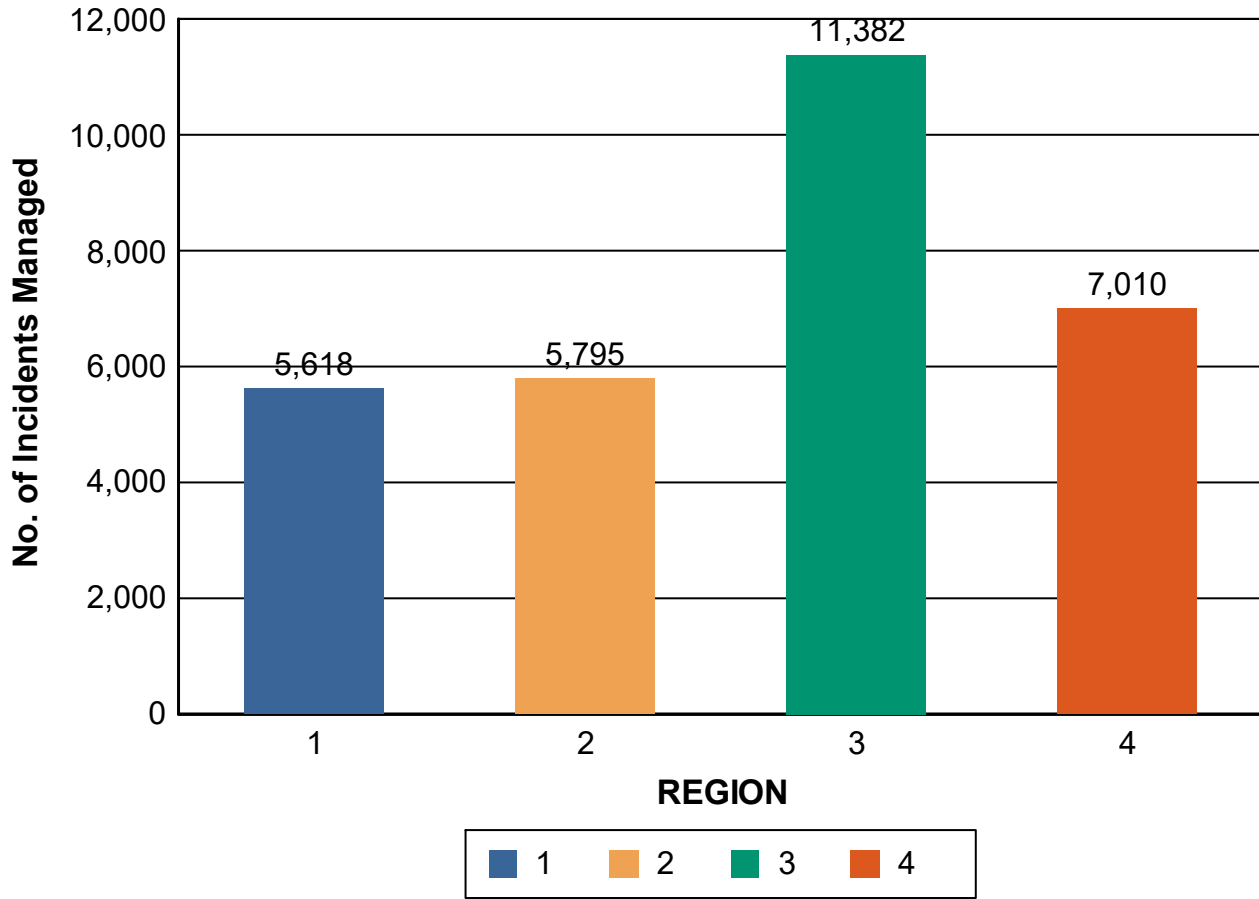
Total Incidents Managed This Quarter: 29,654

Incidents Managed

Incidents Managed - Monthly



Incidents Managed- Region

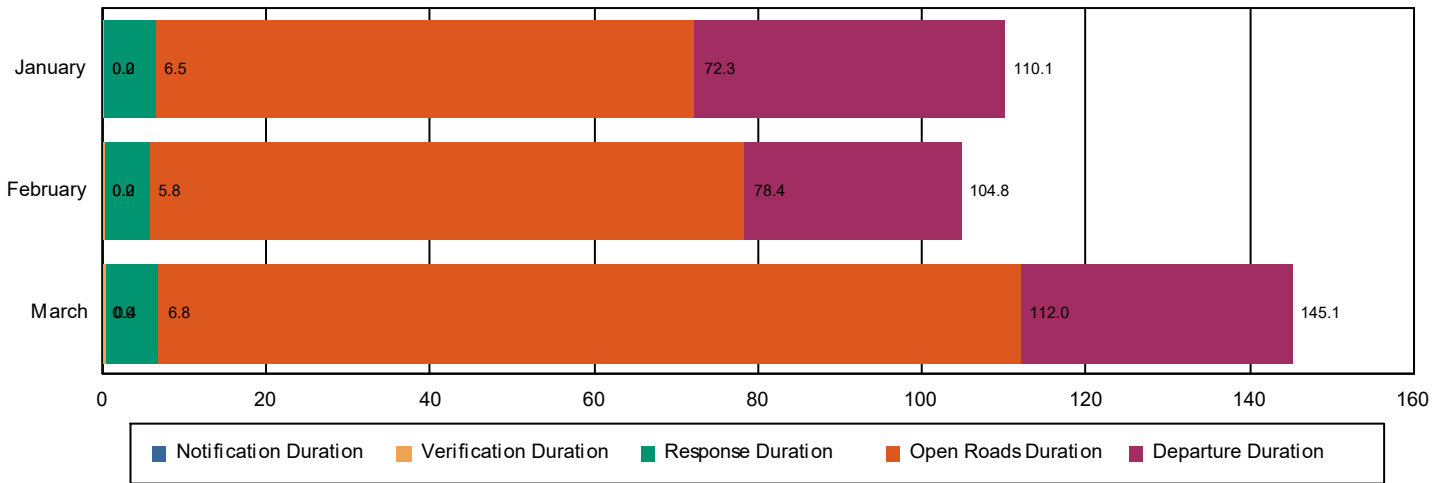


Performance Measures Summary

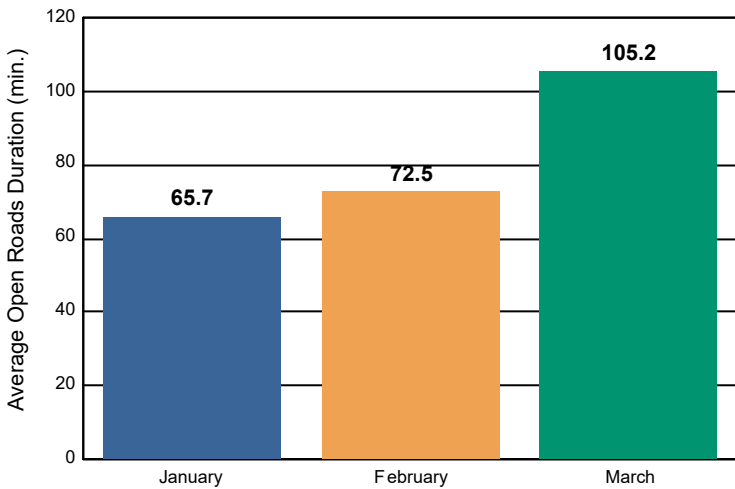
Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	1,607	1,666	1,861	5,134
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.2	0.4	0.3
Response Duration (min.) [First Notification to First Arrival]	6.3	5.6	6.4	6.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	65.7	72.5	105.2	82.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	37.9	26.4	33.1	32.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	72.3	78.4	112.0	88.8
Incident Clearance Duration (min.) [First Notif to Last Departure]	110.1	104.8	145.1	121.1

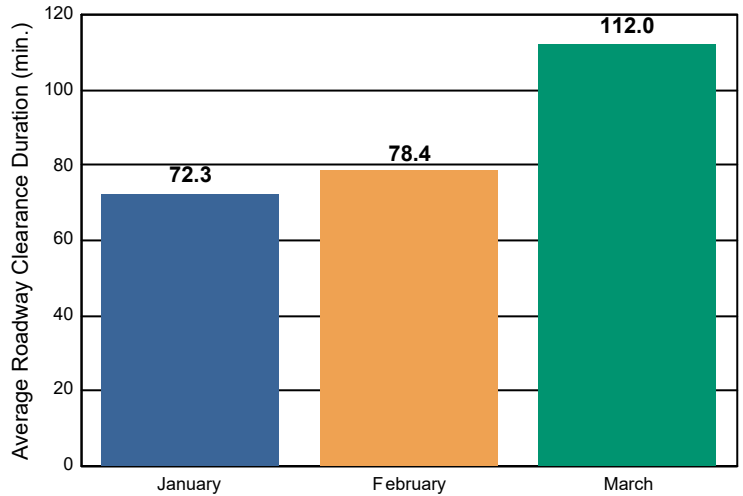
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

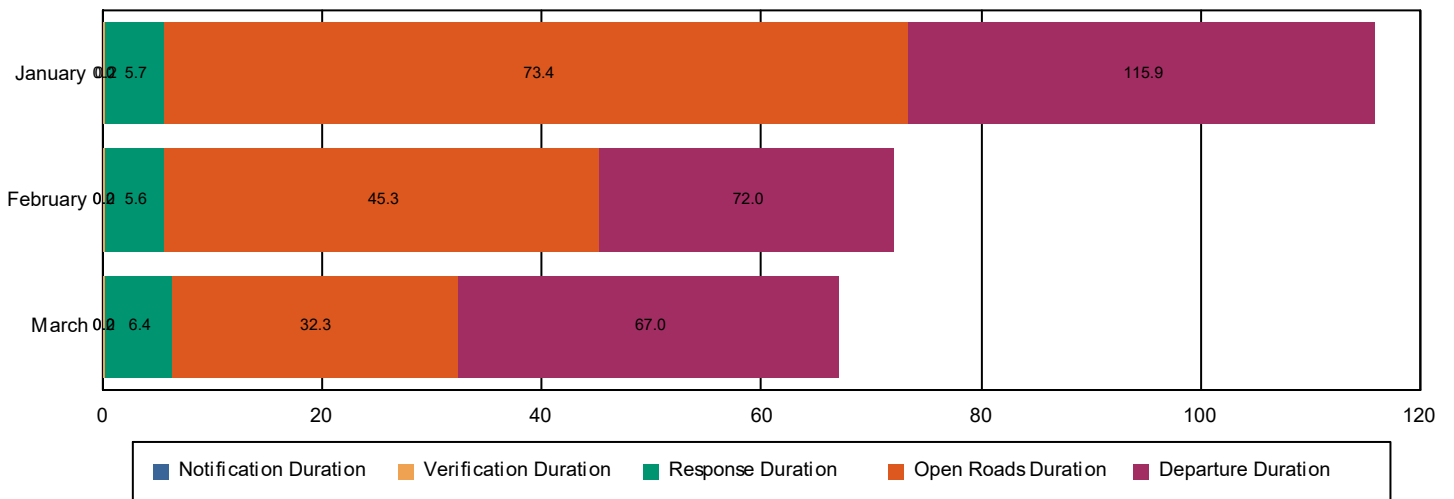


Performance Measures Summary

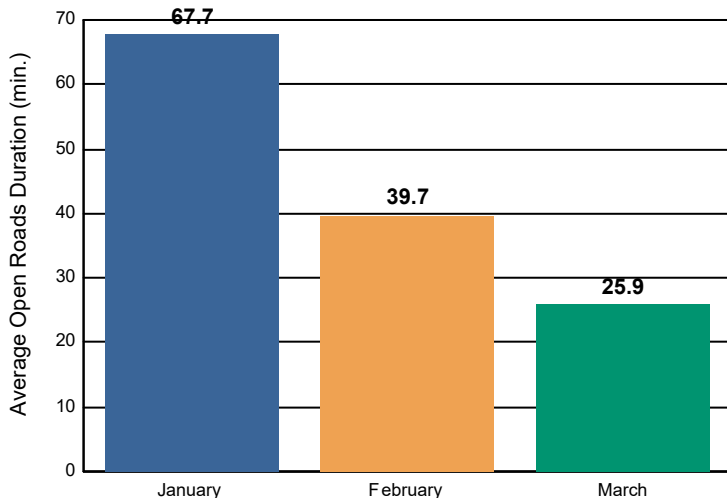
Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	1,192	1,285	1,449	3,926
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.2	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	5.4	5.4	6.3	5.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	67.7	39.7	25.9	43.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	42.5	26.7	34.8	34.5
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	73.4	45.3	32.3	49.0
Incident Clearance Duration (min.) [First Notif to Last Departure]	115.9	72.0	67.0	83.5

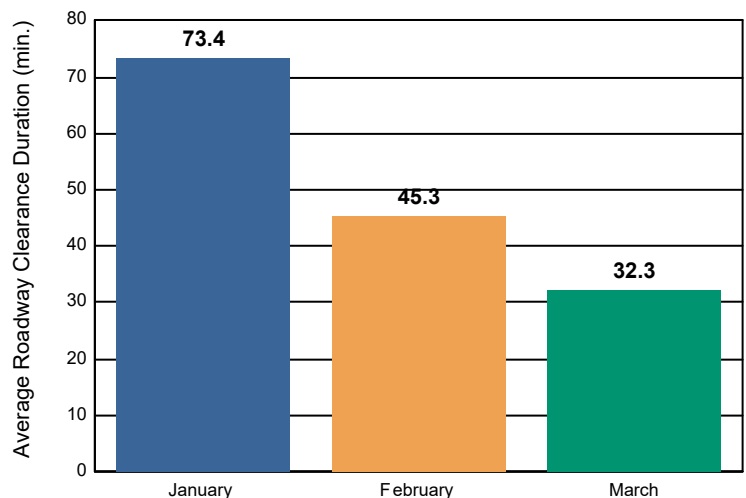
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

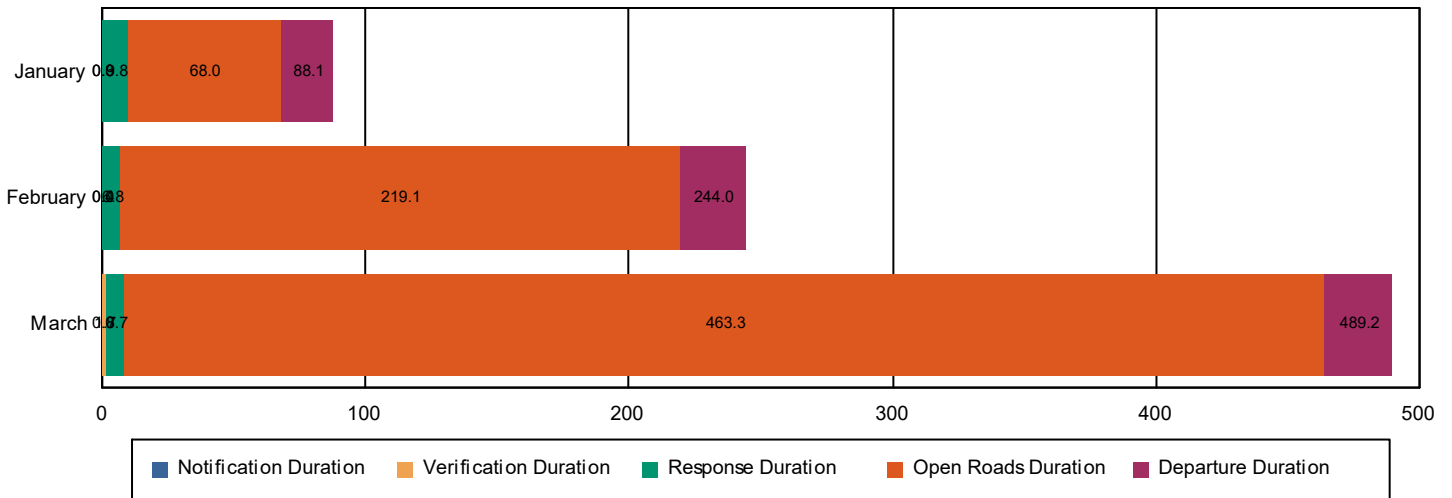


Performance Measures Summary

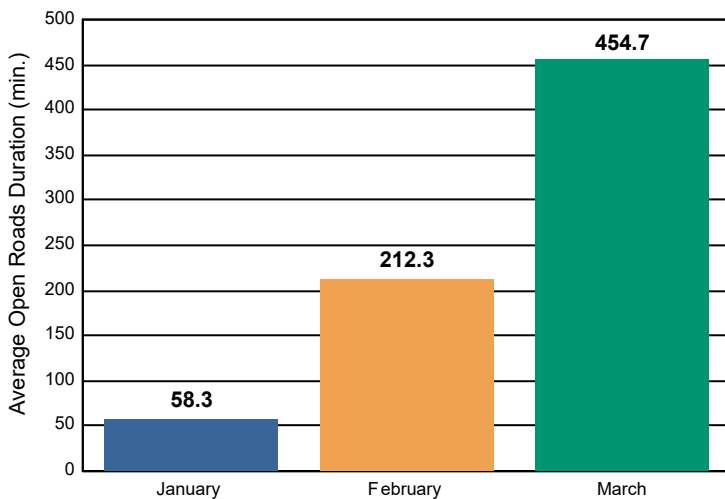
Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	415	381	413	1,209
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.3	0.4	1.7	0.8
Response Duration (min.) [First Notification to First Arrival]	9.5	6.4	7.0	7.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	58.3	212.3	454.7	246.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	20.1	25.0	25.8	23.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	68.0	219.1	463.3	254.6
Incident Clearance Duration (min.) [First Notif to Last Departure]	88.1	244.0	489.2	278.2

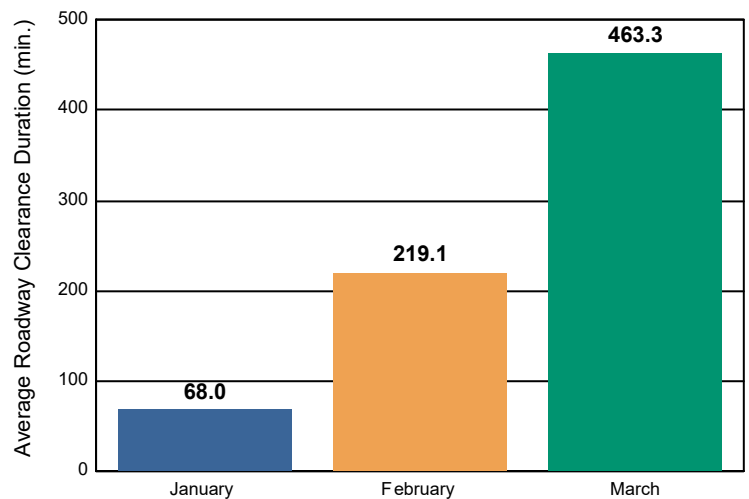
Incident Clearance Duration



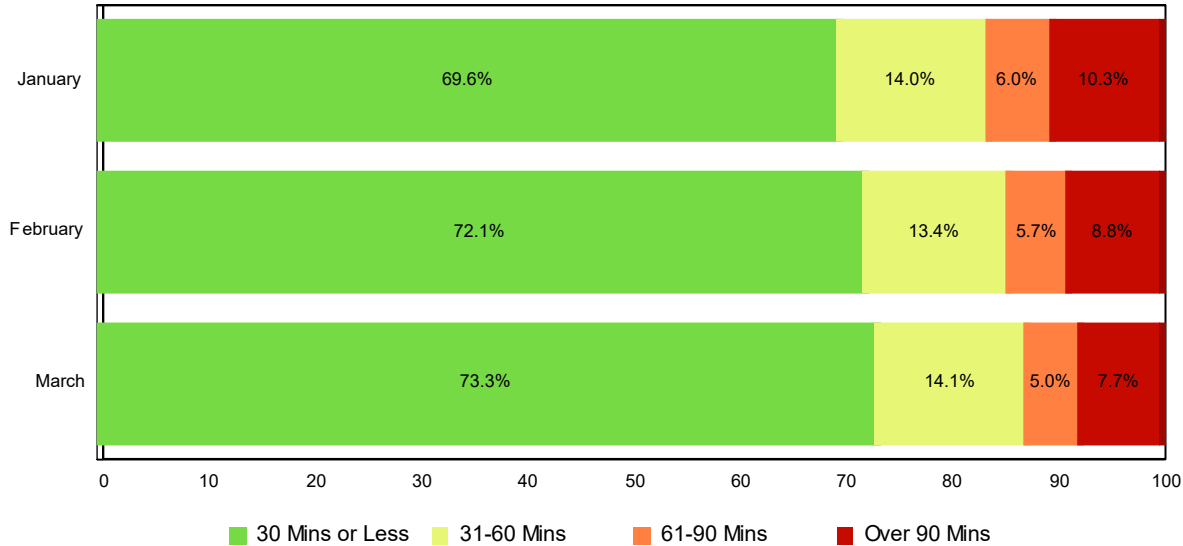
Open Roads Duration / Month



Roadway Clearance Duration / Month

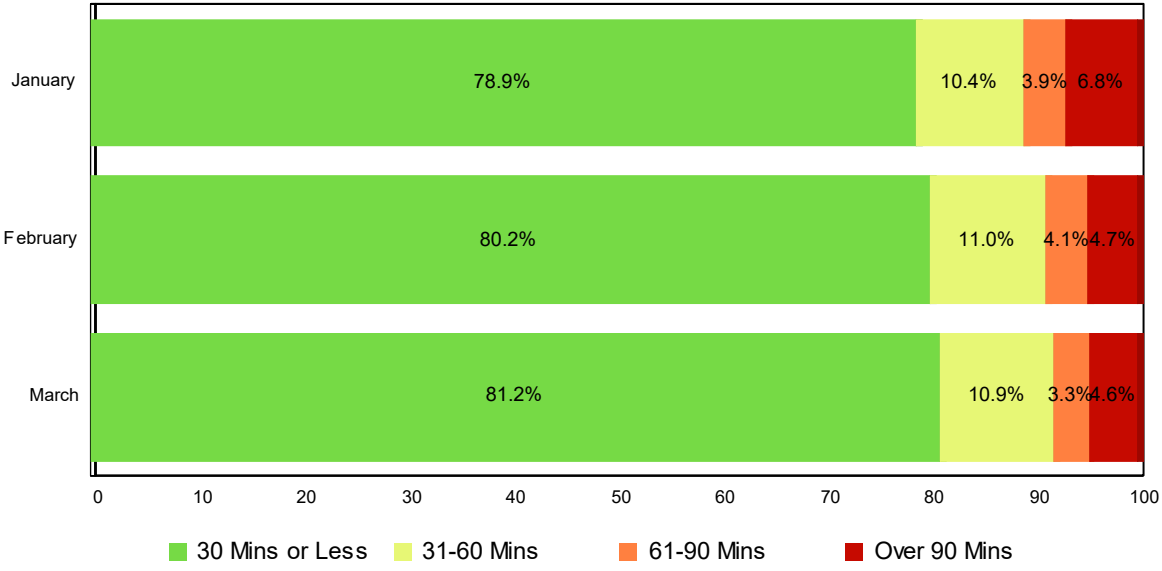


Lane Blockage Clearance Times - Overall



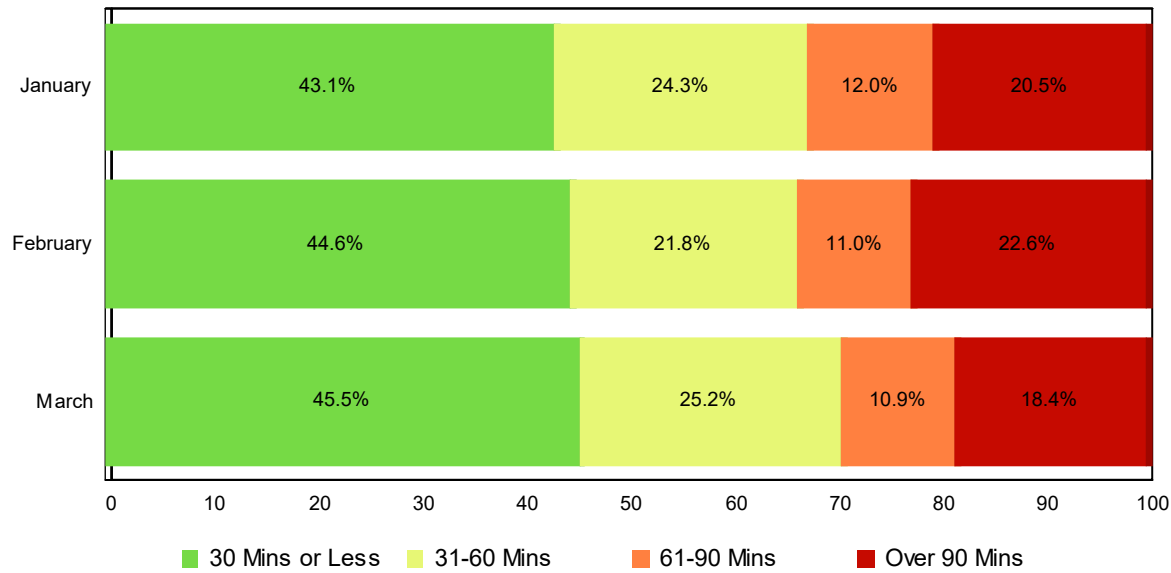
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	1,119	225	97	166	1,607
February	1,201	224	95	146	1,666
March	1,364	262	93	143	1,861
Total # of Events	3,684	711	285	455	5,134

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	940	124	47	81	1,192
February	1,031	141	53	60	1,285
March	1,176	158	48	67	1,449
Total # of Events	3,147	423	148	208	3,926

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	179	101	50	85	415
February	170	83	42	86	381
March	188	104	45	76	413
Total # of Events	537	288	137	247	1,209

All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	78	2809	90	3230	94	3374	6	234	27
2	63	726	80	927	89	1023	11	131	42
3	43	108	69	175	81	205	19	49	65
4	34	36	52	56	65	70	35	37	111
5	30	3	50	5	60	6	40	4	91
6	100	1	100	1	100	1	0	0	6
7	100	1	100	1	100	1	0	0	5
Totals	71.7	3684	85.6	4395	91.1	4680	8.9	455	34
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	87	2386	95	2603	97	2661	3	74	17
2	71	631	86	763	92	823	8	67	34
3	44	91	72	147	81	167	19	38	64
4	39	34	59	51	70	61	30	26	104
5	43	3	57	4	57	4	43	3	87
6	100	1	100	1	100	1	0	0	6
7	100	1	100	1	100	1	0	0	5
Totals	80.2	3147	90.9	3570	94.7	3718	5.3	208	25
	<=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	978	4,562	21.4
I0024E1	18	43	41.9
I0026	15	20	75.0
I0040	1469	8,265	17.8
I0055	225	782	28.8
I0065	485	2,238	21.7
I0075	378	2,596	14.6
I0081	19	33	57.6
I0124	1	1	100.0
I0140	10	179	5.6
I0155	1	1	100.0
I0240	542	2,921	18.6
I0275	18	215	8.4
I0440	92	555	16.6
I0640	31	873	3.6
I0840	7	46	15.2
Region 1 TMC	0	91	0.0
Region 2 TMC	0	92	0.0
Region 3 TMC	0	83	0.0
Sam Cooper	6	14	42.9
SR001	17	50	34.0
SR002	11	71	15.5
SR003	4	4	100.0
SR006	22	80	27.5
SR008	4	14	28.6
SR009	1	1	100.0
SR010	2	2	100.0
SR011	5	7	71.4
SR012	1	2	50.0

SR014	1	1	100.0
SR015	1	2	50.0
SR016	0	3	0.0
SR017	0	5	0.0
SR019	2	2	100.0
SR020	1	1	100.0
SR022	1	1	100.0
SR023	0	1	0.0
SR024	2	30	6.7
SR025	1	1	100.0
SR026	1	13	7.7
SR027	3	10	30.0
SR028	5	54	9.3
SR029	51	296	17.2
SR030	4	38	10.5
SR032	5	5	100.0
SR033	5	15	33.3
SR034	9	9	100.0
SR035	3	3	100.0
SR036	1	2	50.0
SR037	1	1	100.0
SR038	0	1	0.0
SR039	1	9	11.1
SR040	2	21	9.5
SR041	1	1	100.0
SR044	2	2	100.0
SR045	2	3	66.7
SR046	1	1	100.0
SR049	1	1	100.0
SR050	2	4	50.0
SR052	2	14	14.3
SR053	1	11	9.1
SR055	0	18	0.0

SR056	3	22	13.6
SR057	2	2	100.0
SR058	6	24	25.0
SR060	6	23	26.1
SR062	6	9	66.7
SR064	0	3	0.0
SR065	2	3	66.7
SR068	9	21	42.9
SR071	9	10	90.0
SR073	6	6	100.0
SR074	0	10	0.0
SR076	3	3	100.0
SR083	0	2	0.0
SR084	1	7	14.3
SR085	0	4	0.0
SR087	1	1	100.0
SR088	1	1	100.0
SR093	4	4	100.0
SR096	4	19	21.1
SR100	2	3	66.7
SR101	1	17	5.9
SR104	1	1	100.0
SR108	0	1	0.0
SR111	2	29	6.9
SR115	13	35	37.1
SR121	0	2	0.0
SR124	1	1	100.0
SR125	1	1	100.0
SR127	0	11	0.0
SR130	0	1	0.0
SR131	5	5	100.0
SR134	0	3	0.0
SR135	2	22	9.1

SR136	0	23	0.0
SR140	2	2	100.0
SR141	2	2	100.0
SR145	0	3	0.0
SR146	0	4	0.0
SR150	0	1	0.0
SR151	1	2	50.0
SR152	1	1	100.0
SR153	121	611	19.8
SR154	0	3	0.0
SR155	187	889	21.0
SR156	0	5	0.0
SR158	0	1	0.0
SR162	4	42	9.5
SR163	3	13	23.1
SR165	1	1	100.0
SR169	1	1	100.0
SR251	0	1	0.0
SR254	1	3	33.3
SR255	1	4	25.0
SR257	1	1	100.0
SR262	0	1	0.0
SR264	0	1	0.0
SR265	0	1	0.0
SR280	0	4	0.0
SR281	0	1	0.0
SR282	0	5	0.0
SR285	0	1	0.0
SR287	0	2	0.0
SR288	0	2	0.0
SR289	0	2	0.0
SR290	0	4	0.0
SR293	0	2	0.0

SR294	0	1	0.0
SR298	0	8	0.0
SR299	0	10	0.0
SR300	16	44	36.4
SR303	0	2	0.0
SR304	1	5	20.0
SR305	0	6	0.0
SR306	0	5	0.0
SR307	1	8	12.5
SR308	1	9	11.1
SR309	0	4	0.0
SR310	1	3	33.3
SR311	1	5	20.0
SR312	0	6	0.0
SR313	1	7	14.3
SR315	0	1	0.0
SR316	0	1	0.0
SR317	5	9	55.6
SR319	1	5	20.0
SR320	0	2	0.0
SR332	2	2	100.0
SR358	2	2	100.0
SR378	0	2	0.0
SR379	0	1	0.0
SR385	182	796	22.9
SR386	28	64	43.8
SR392	0	1	0.0
SR394	1	1	100.0
SR419	1	1	100.0
SR433	0	2	0.0
SR443	0	3	0.0
SR462	0	1	0.0
SR477	0	1	0.0

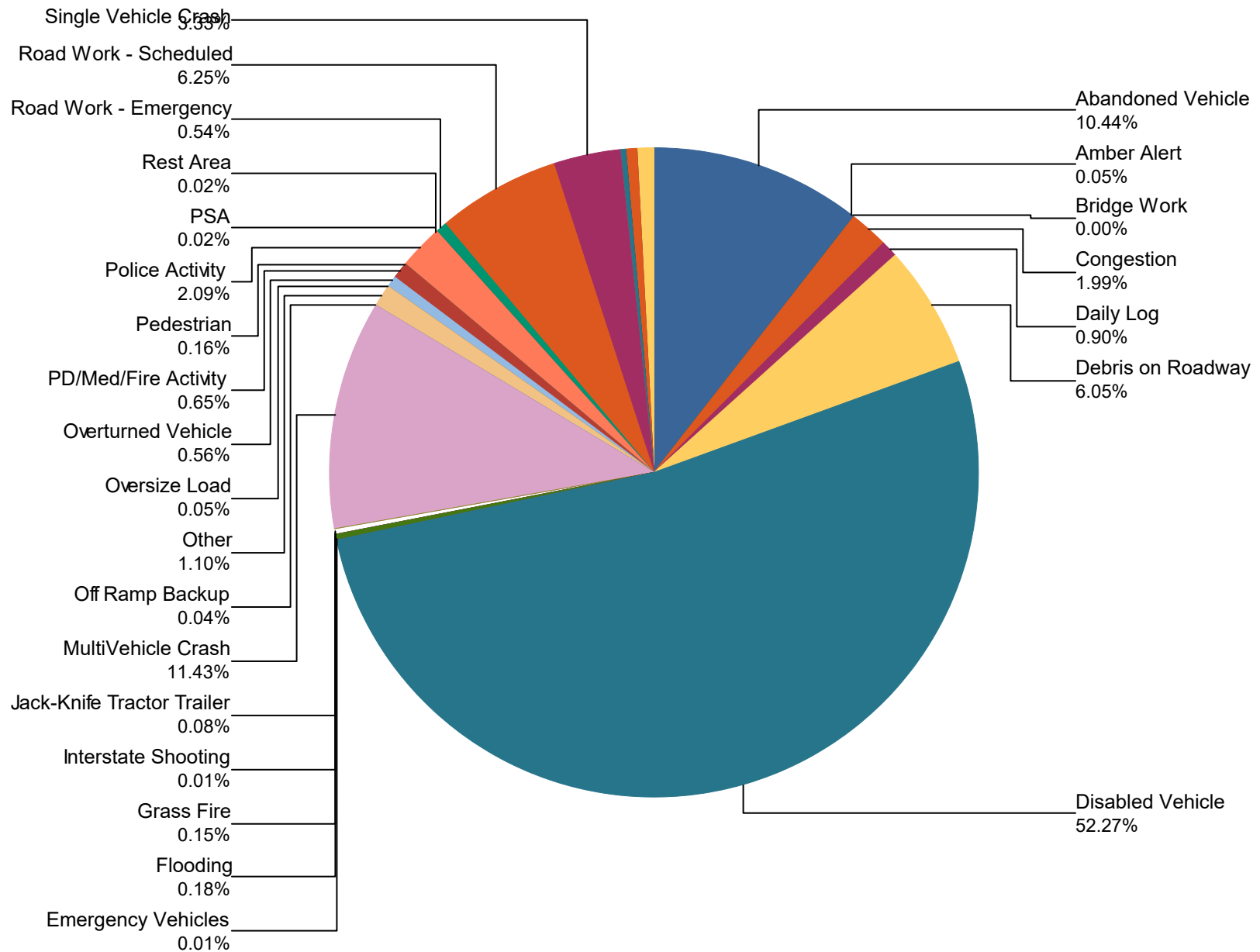
All Roadways

5,135

27,254

18.8

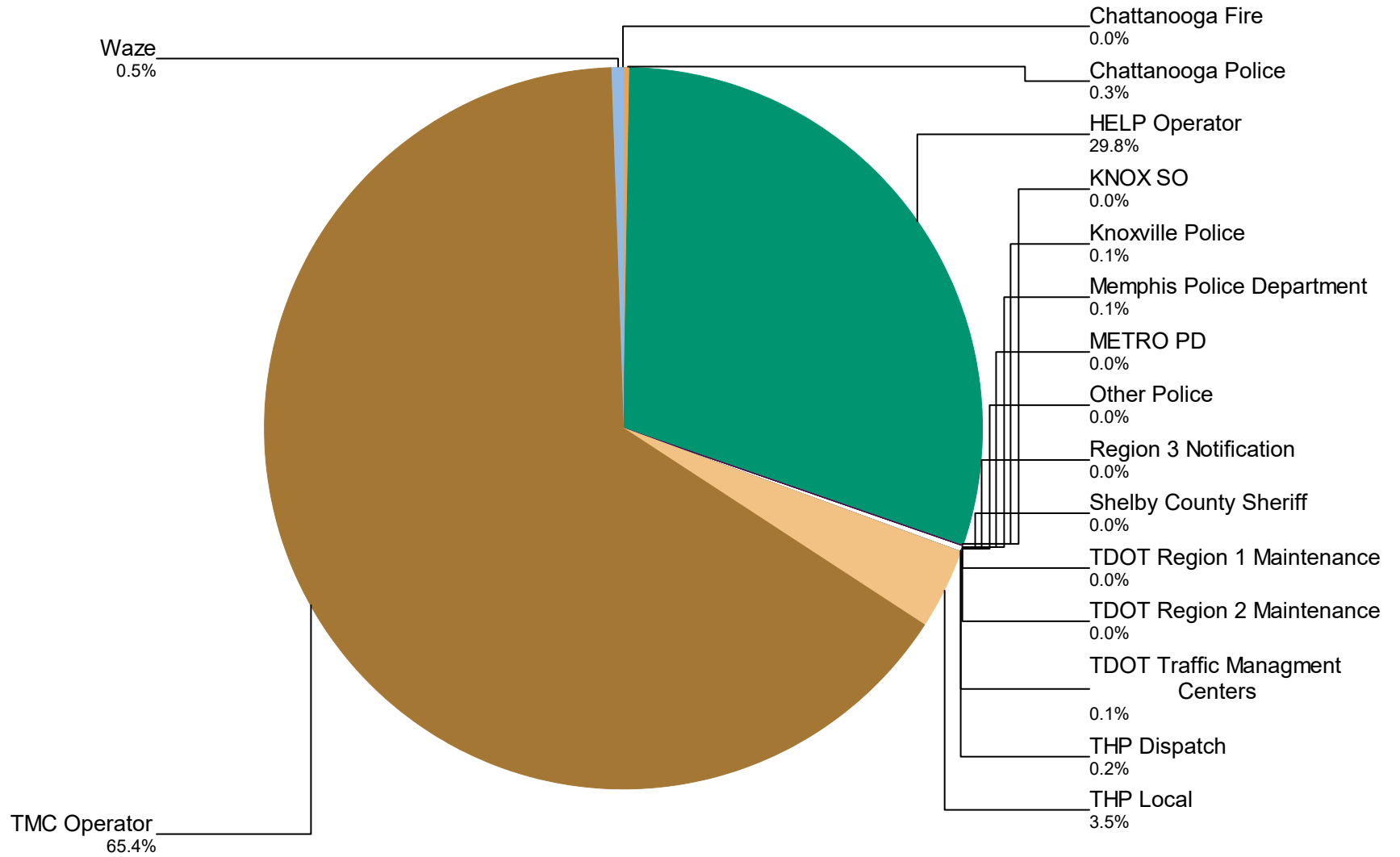
Percentage of Event Types for All Events in Current Quarter



Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	1,056	1,065	1,024	3,145	10.4%
Amber Alert	4	4	7	15	0.0%
Bridge Work	0	0	1	1	0.0%
Congestion	123	198	280	601	2.0%
Daily Log	95	83	94	272	0.9%
Debris on Roadway	516	575	733	1,824	6.1%
Disabled Vehicle	4,761	5,089	5,903	15,753	52.3%
Emergency Vehicles	0	0	3	3	0.0%
Flooding	5	41	7	53	0.2%
Grass Fire	11	22	13	46	0.2%
Interstate Shooting	0	1	3	4	0.0%
Jack-Knife Tractor Trailer	14	3	8	25	0.1%
MultiVehicle Crash	1,001	1,150	1,292	3,443	11.4%
Off Ramp Backup	1	8	4	13	0.0%
Other	83	110	139	332	1.1%
Oversize Load	7	4	3	14	0.0%
Overturned Vehicle	60	46	64	170	0.6%
PD/Med/Fire Activity	62	56	79	197	0.7%
Pedestrian	13	16	20	49	0.2%
Police Activity	123	226	281	630	2.1%
PSA	4	1	0	5	0.0%
Rest Area	0	0	6	6	0.0%
Road Work - Emergency	51	71	40	162	0.5%
Road Work - Scheduled	480	572	832	1,884	6.3%
Single Vehicle Crash	377	347	279	1,003	3.3%
Special Event	3	2	0	5	0.0%
Test Incident	54	14	9	77	0.3%
Towing	5	3	8	16	0.1%
Traffic Signal Flash	0	0	1	1	0.0%
Unknown	4	0	4	8	0.0%
Vehicle Fire	36	25	64	125	0.4%

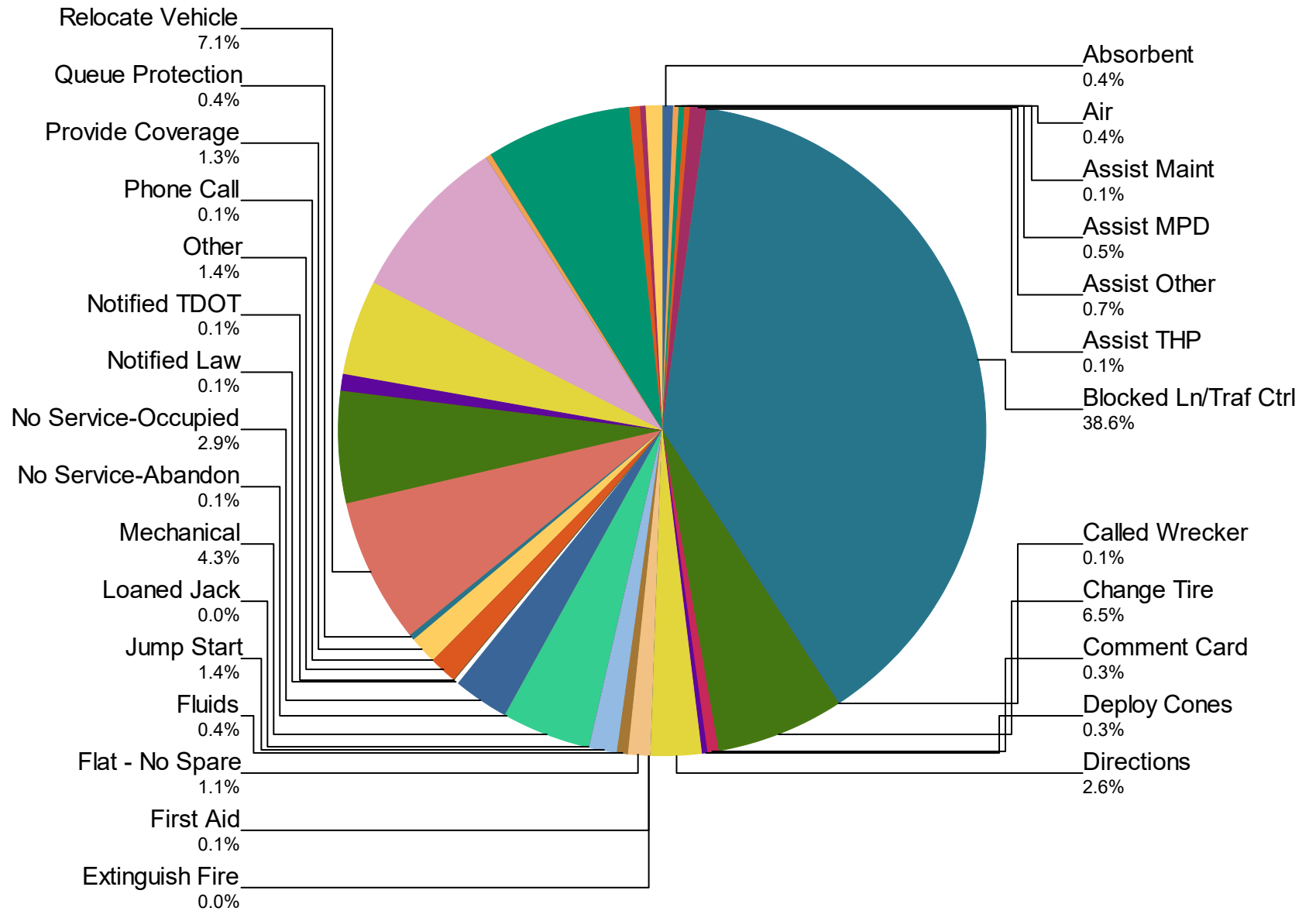
	January	February	March	Total	%
Visibility	13	15	6	34	0.1%
Weather	119	37	57	213	0.7%
Wrong Way Driver	2	3	1	6	0.0%
Total	9,083	9,787	11,265	30,135	100.0%

Incidents by Detection Source



Notifier Agency	January	February	March	Total	%
Chattanooga Fire	0	0	2	2	0.0
Chattanooga Police	27	33	39	99	0.3
HELP Operator	2,691	2,912	3,385	8,988	29.8
KNOX SO	0	0	2	2	0.0
Knoxville Police	17	12	10	39	0.1
Memphis Police Department	6	8	11	25	0.1
METRO PD	0	3	0	3	0.0
Other Police	1	1	2	4	0.0
Region 3 Notification	0	1	0	1	0.0
Shelby County Sheriff	1	1	0	2	0.0
TDOT Region 1 Maintenance	0	1	0	1	0.0
TDOT Region 2 Maintenance	1	2	1	4	0.0
TDOT Traffic Management Centers	0	8	20	28	0.1
THP Dispatch	9	20	19	48	0.2
THP Local	288	315	450	1,053	3.5
TMC Operator	5,991	6,438	7,271	19,700	65.4
Waze	51	32	53	136	0.5
Total	9,083	9,787	11,265	30,135	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	January	February	March	Total	%
Absorbent	43	87	70	200	0.5
Air	68	53	64	185	0.5
Assist Maint	30	19	16	65	0.2
Assist MPD	64	65	84	213	0.5
Assist Other	104	80	121	305	0.8
Assist THP	15	9	15	39	0.1
Blocked Ln/Traf Ctrl	5,083	5,904	6,476	17,463	42.7
Called Wrecker	13	13	11	37	0.1
Change Tire	867	977	1,081	2,925	7.3
Comment Card	50	44	43	137	0.3
Deploy Cones	47	39	57	143	0.4
Directions	332	377	480	1,189	2.9
Extinguish Fire	7	5	8	20	0.1
First Aid	3	4	17	24	0.1
Flat - No Spare	152	142	183	477	1.2
Fluids	58	53	85	196	0.5
Jump Start	218	221	212	651	1.6
Loaned Jack	4	5	7	16	0.0
Mechanical	638	575	727	1,940	4.9
No Service-Abandon	20	10	6	36	0.1
No Service-Occupied	453	353	516	1,322	3.3
Notified Law	24	8	13	45	0.1
Notified TDOT	11	20	18	49	0.1
Other	175	183	266	624	1.6
Phone Call	16	8	15	39	0.1
Provide Coverage	136	203	238	577	1.5
Queue Protection	42	48	91	181	0.5
Relocate Vehicle	948	1,091	1,177	3,216	8.1
Remove Debris	693	817	965	2,475	6.2
Secure Load	16	18	16	50	0.1
Slow Roll	118	121	101	340	0.9

	January	February	March	Total	%
Supply Fuel	722	696	697	2,115	5.3
Tag Abandoned	1,257	1,232	1,283	3,772	9.4
Transported	21	18	21	60	0.2
Unable to Locate	31	36	32	99	0.2
Upright Vehicle	1	0	1	2	0.0
Water	3	2	2	7	0.0
Welfare Check	837	1,151	1,340	3,328	8.4
Wrecker List	83	68	90	241	0.6
Wrecker Towed	39	17	45	101	0.3
Wrong Truck	94	135	129	358	0.9
Total	13,536	14,907	16,819	45,262	100.0%

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	40.4	43.3	39.7
Avg Post Time (hr)	0.7	0.6	0.5
Avg Messages Per Sign	429.5	467.4	595.9
Total Messages Posted	99,124	109,919	136,238