

Includes All Responders

Reporting Period: January 1, 2020 to December 31, 2020

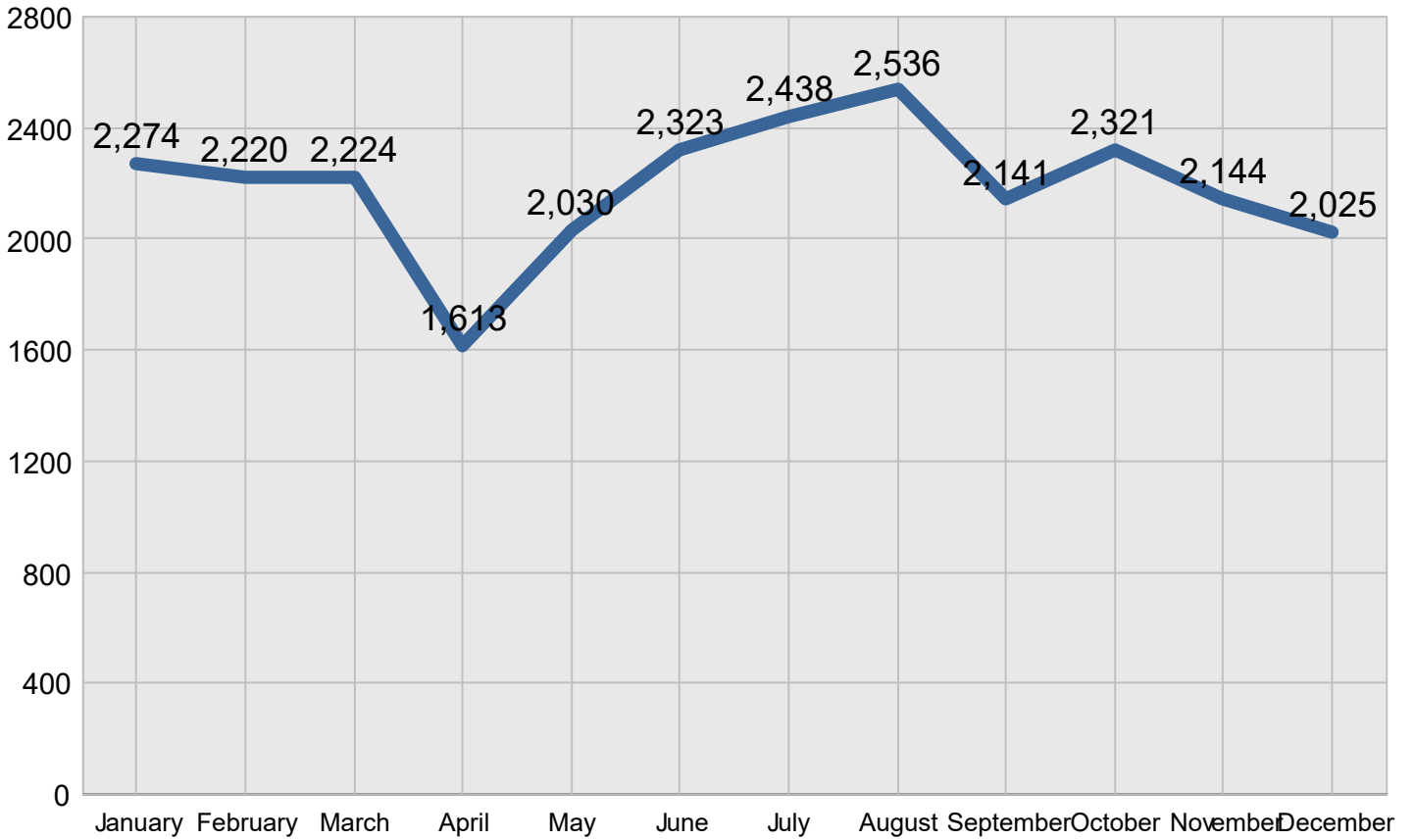
Region 4

Created on: June 15, 2022 3:00 pm County: All Counties Report Template version 2.0

Total Incidents Managed This Year 26,289

Incidents Managed

Incidents Managed - Monthly



Performance Measures Summary

Incidents Overall Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	360	378	354	325	393	399	434	405	362	379	362	366	4,517
Notification Duration (min.)*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.4	0.2	0.1
Response Duration (min.)	6.2	7.3	4.7	4.6	5.1	8.3	6.0	6.3	6.8	4.8	4.6	5.5	5.9
Open Roads Duration (min.)	16.9	17.5	16.4	17.3	23.1	26.8	15.3	17.2	20.3	28.2	28.8	35.3	22.1
Departure Duration (min.)	6.5	7.7	5.8	3.8	5.5	3.8	5.9	17.0	7.7	40.0	33.0	32.9	14.4
Roadway Clearance Duration (min.)	23.0	24.8	21.2	21.9	28.2	35.1	21.3	23.5	27.1	33.4	33.8	41.0	28.0
Incident Clearance Duration (min.)	29.5	32.5	26.9	25.7	33.7	38.9	27.2	40.6	34.8	73.4	66.8	73.8	42.5

* THP data is not available for Notification Duration

Note:

Response Duration (min.): [First Notification to First Arrival]

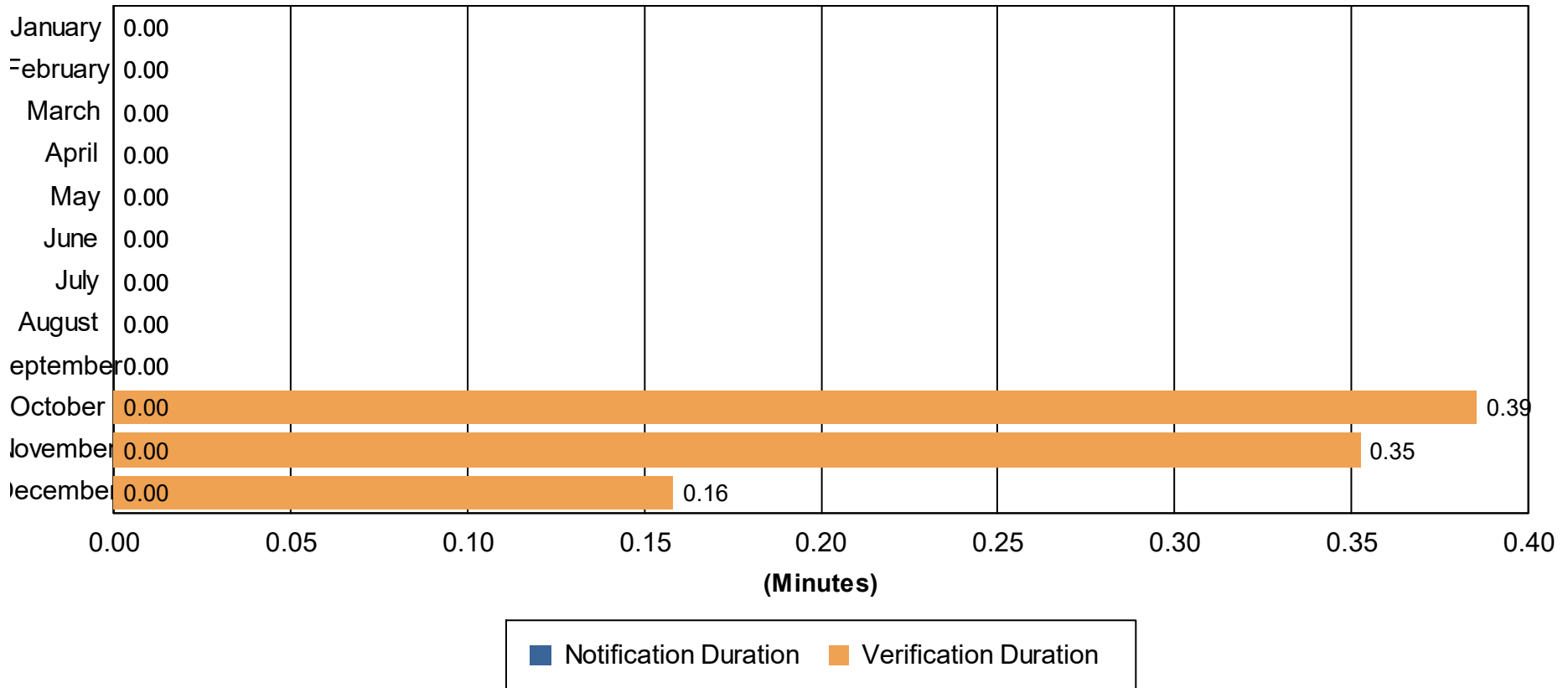
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

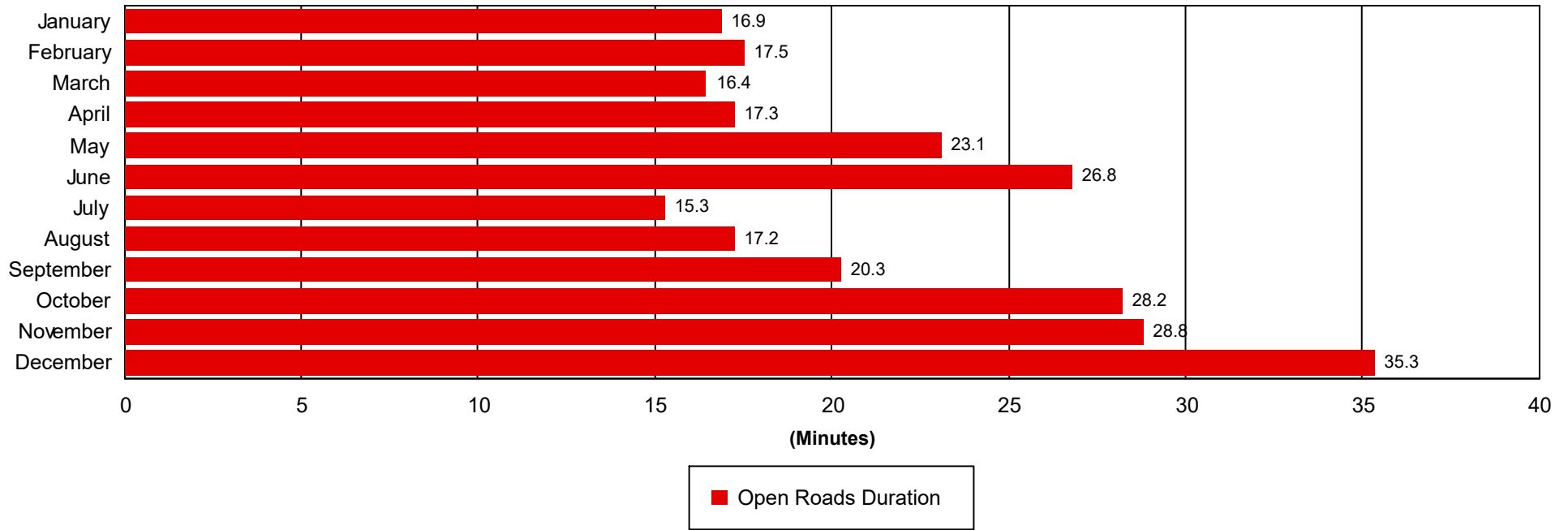
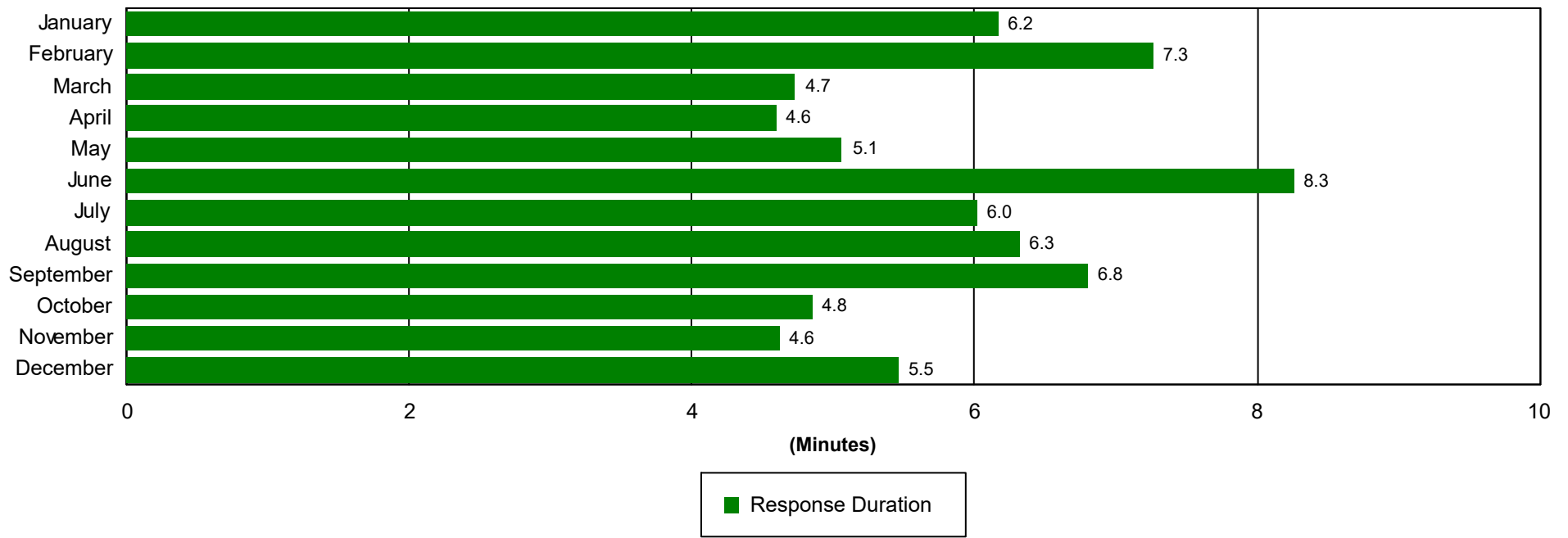
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

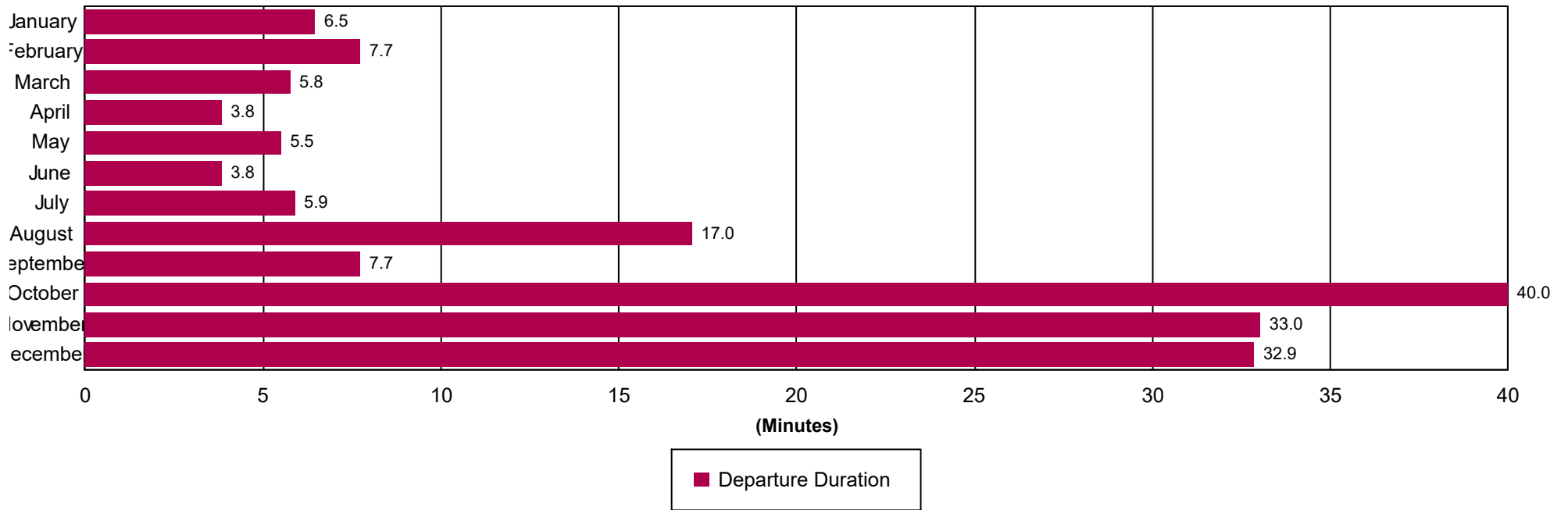
Roadway Clearance Duration (min.): [First Notif to Travel Lanes Cleared]

Incident Clearance Duration (min.): [First Notif to Last Departure]

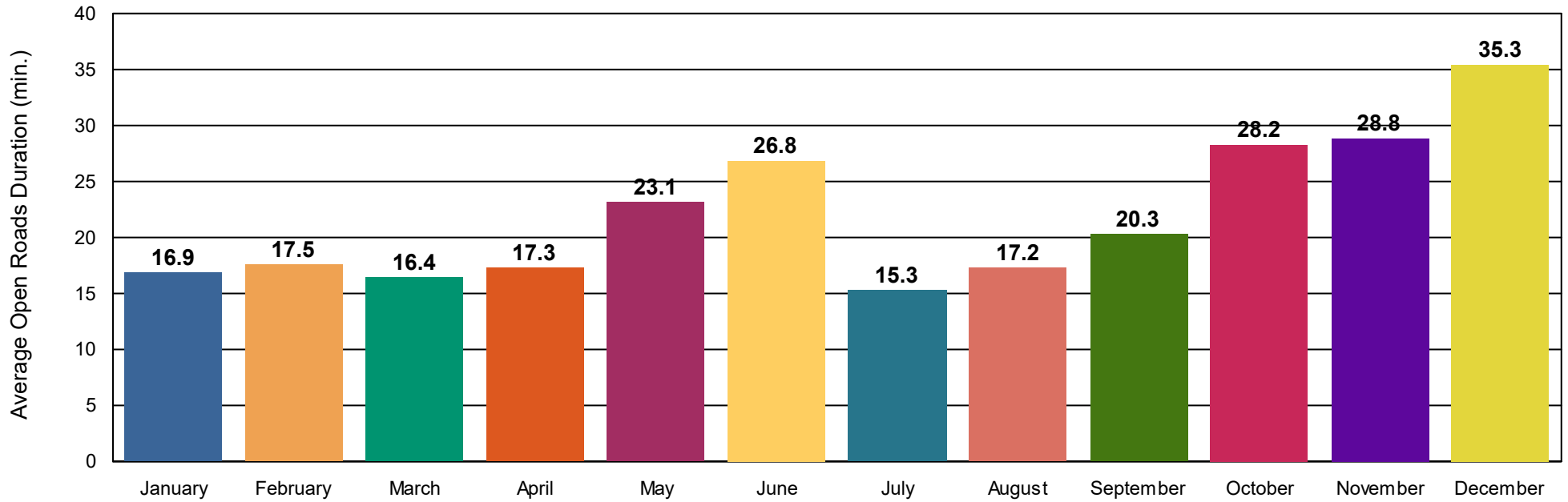
Incident Clearance Duration



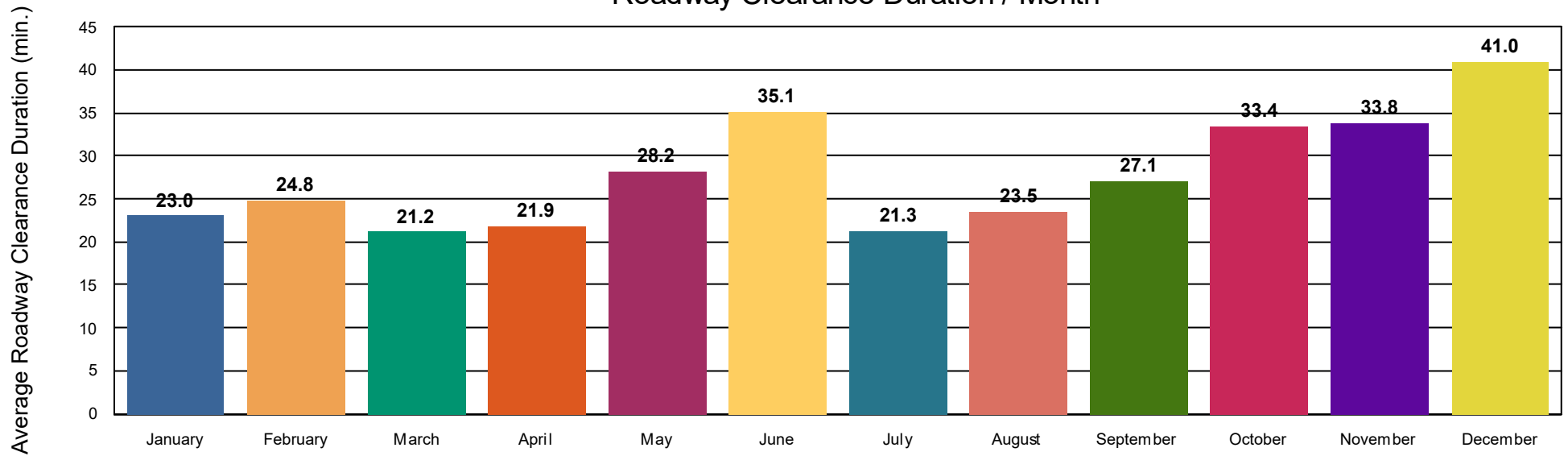




Open Roads Duration / Month



Roadway Clearance Duration / Month



Performance Measures Summary

Incidents with HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	320	342	294	286	339	356	380	350	292	319	297	306	3,881
Notification Duration (min.)*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.4	0.2	0.1
Response Duration (min.)	6.2	7.3	4.7	4.6	5.1	8.3	6.0	6.3	6.8	5.0	4.1	5.3	5.9
Open Roads Duration (min.)	16.9	17.5	16.4	17.3	23.1	26.8	15.3	17.2	20.3	23.5	22.6	29.3	20.5
Departure Duration (min.)	6.5	7.7	5.8	3.8	5.5	3.8	5.9	17.0	7.7	43.7	36.8	35.7	14.5
Roadway Clearance Duration (min.)	23.0	24.8	21.2	21.9	28.2	35.1	21.3	23.5	27.1	28.9	27.1	34.8	26.4
Incident Clearance Duration (min.)	29.5	32.5	26.9	25.7	33.7	38.9	27.2	40.6	34.8	72.7	63.8	70.5	40.9

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

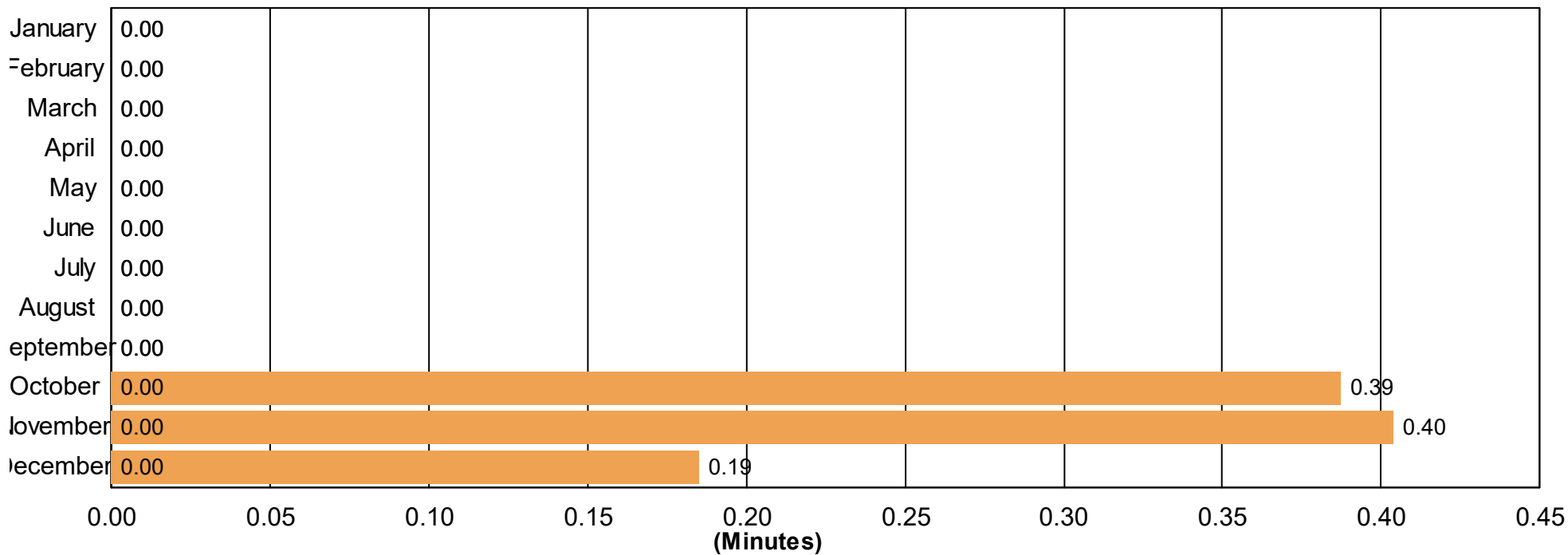
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

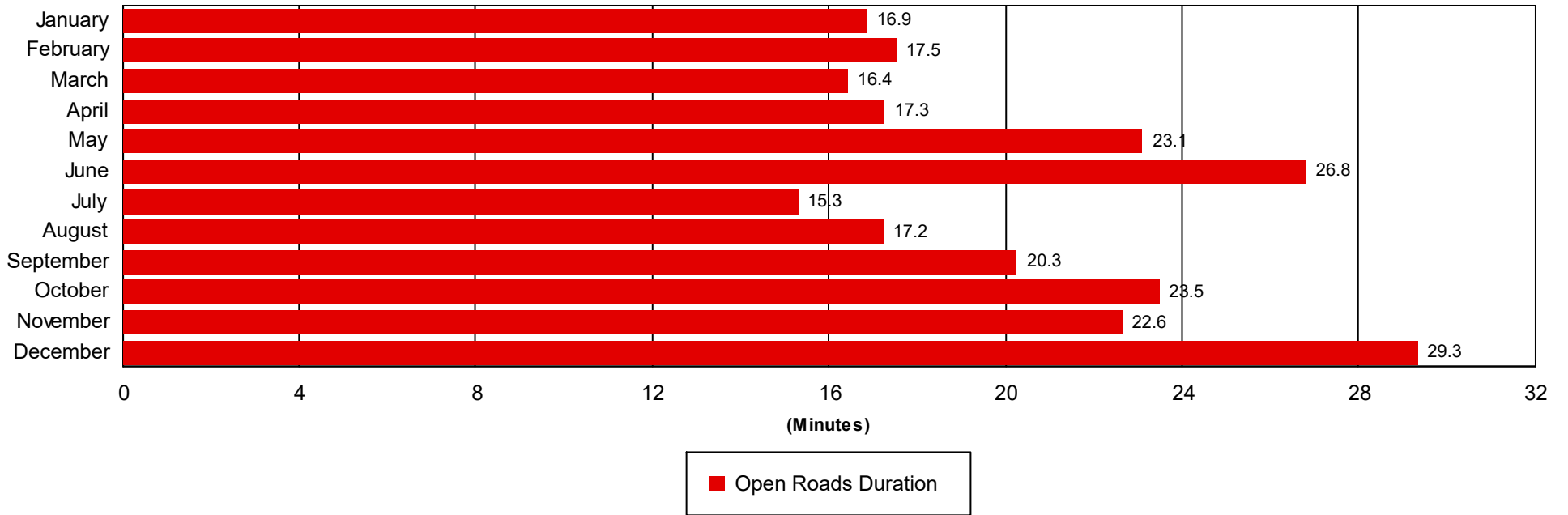
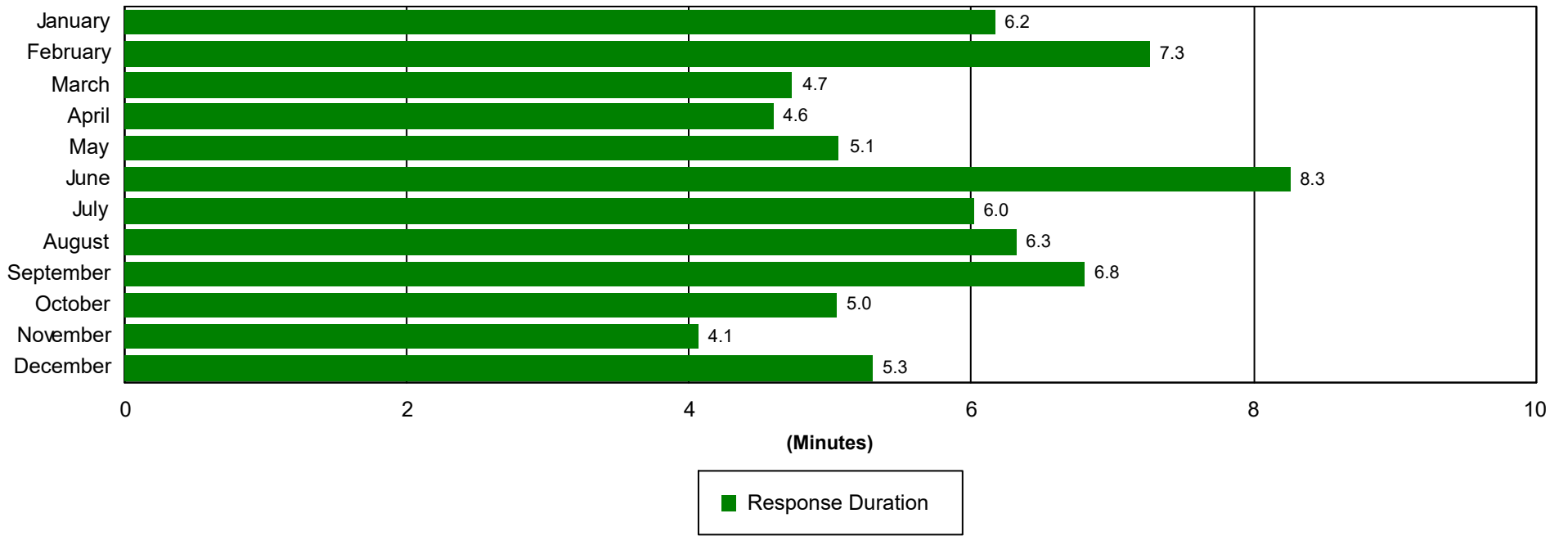
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

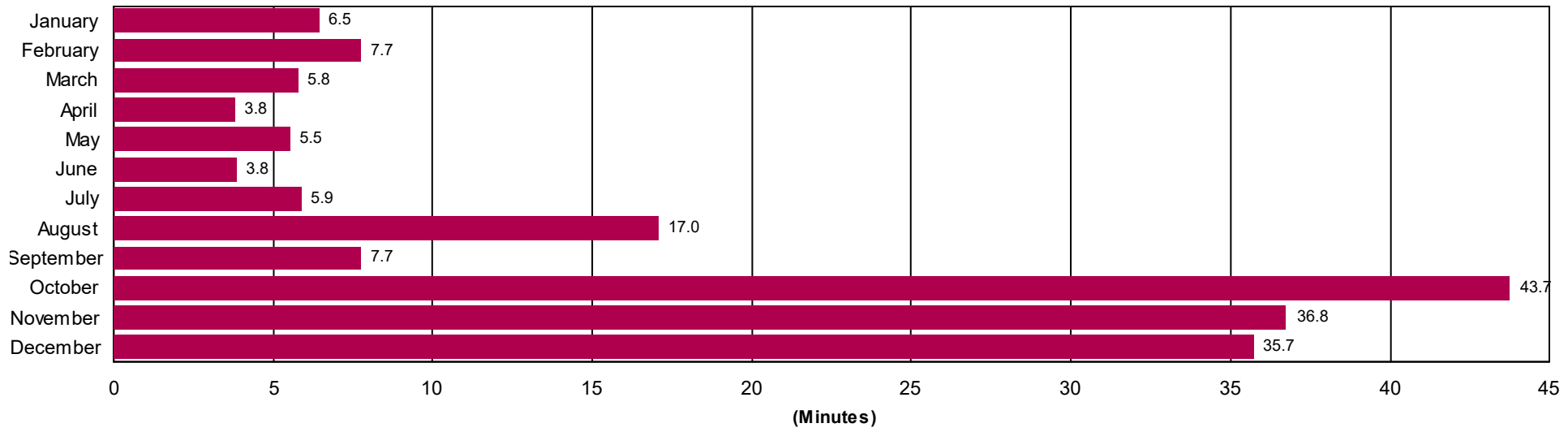
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

Incident Clearance Duration (min.): [\[First Notif to Last Departure\]](#)

Incident Clearance Duration

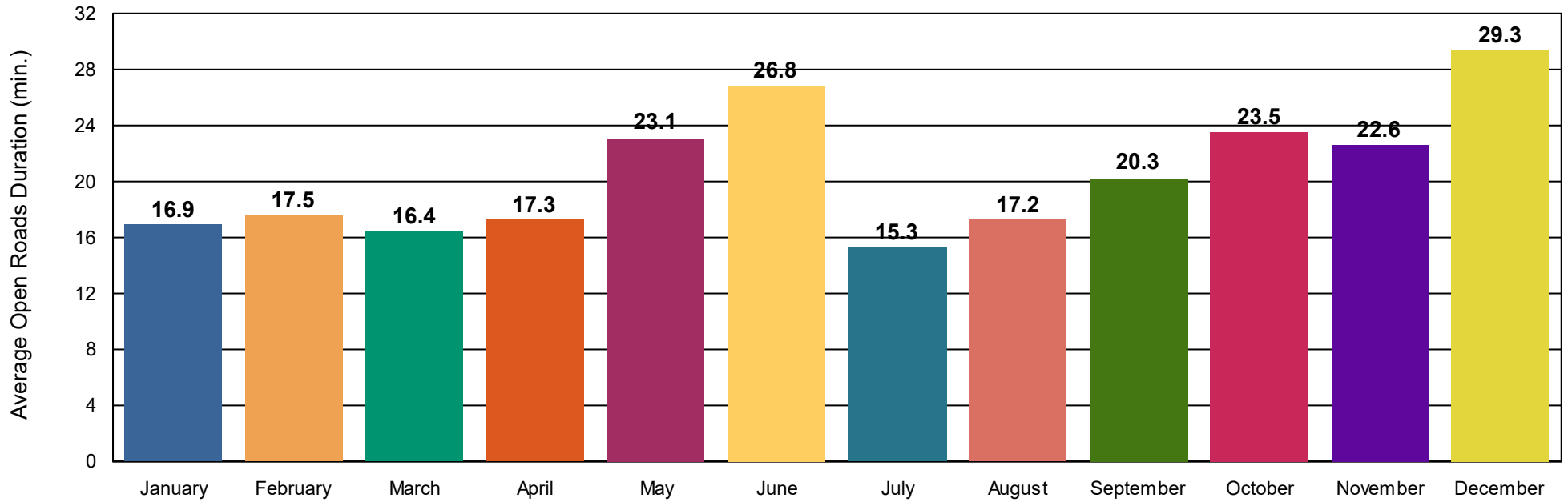




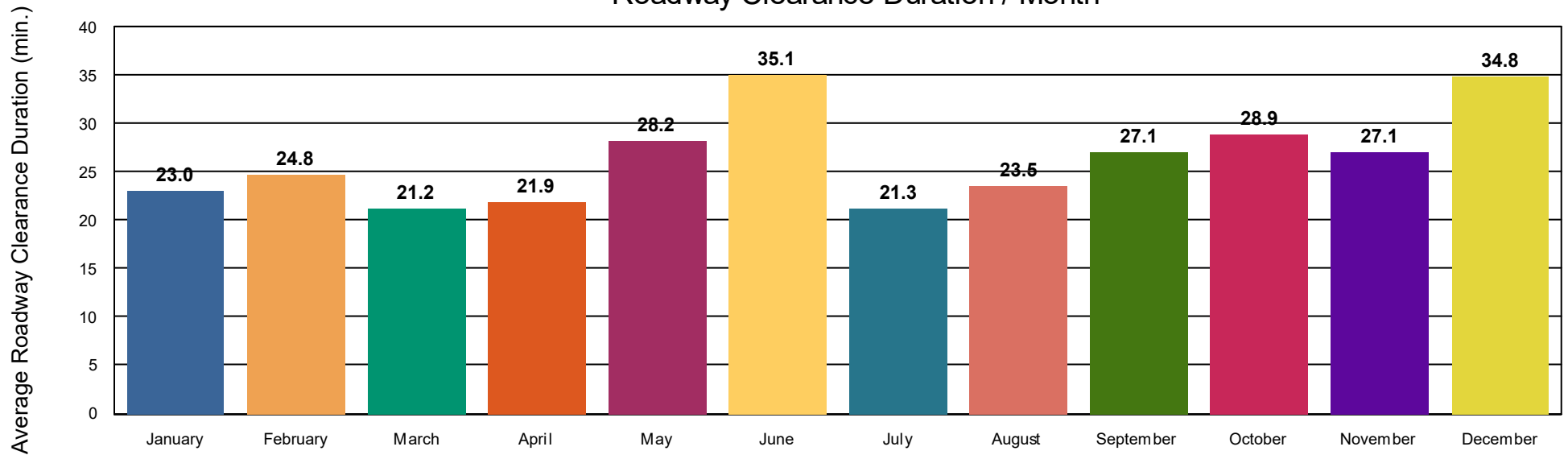


■ Departure Duration

Open Roads Duration / Month



Roadway Clearance Duration / Month



Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	40	36	60	39	54	43	54	55	70	60	65	60	636
Notification Duration (min.)*										0.0	0.0	0.0	0.0
Verification Duration (min.)										0.4	0.0	0.0	0.1
Response Duration (min.)										3.1	8.0	6.4	6.1
Open Roads Duration (min.)										69.2	66.1	70.6	68.7
Departure Duration (min.)										7.1	10.6	16.1	11.8
Roadway Clearance Duration (min.)										72.7	74.1	77.1	74.9
Incident Clearance Duration (min.)										79.9	84.7	93.1	86.6

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

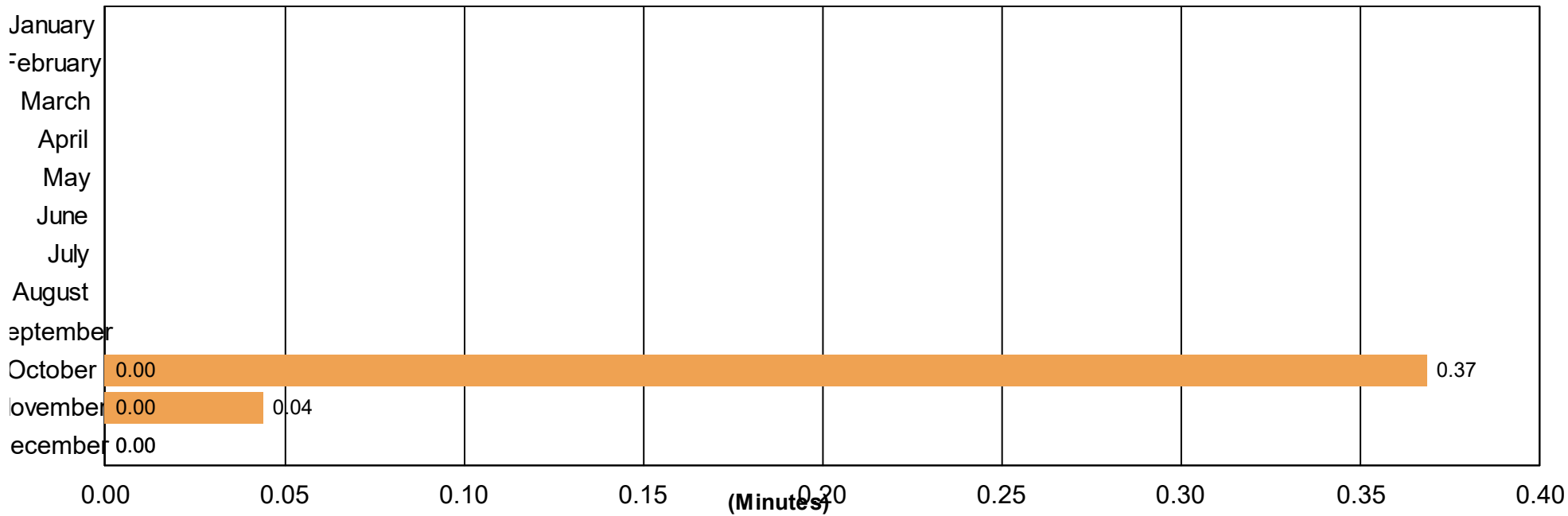
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

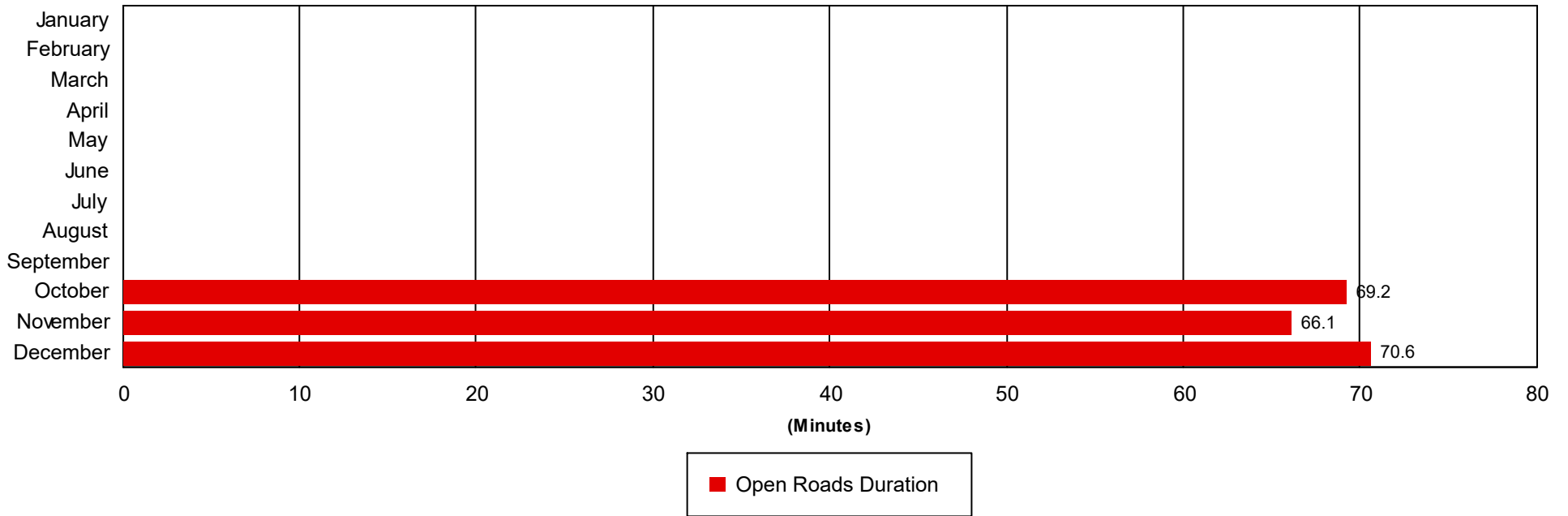
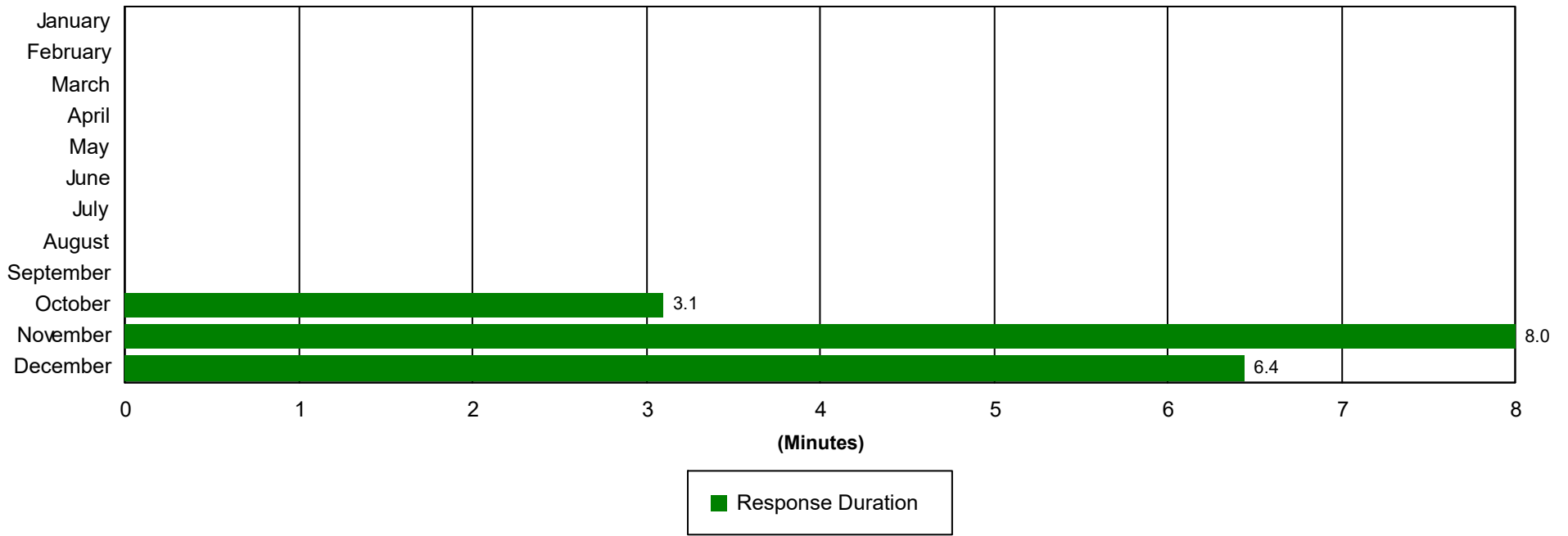
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

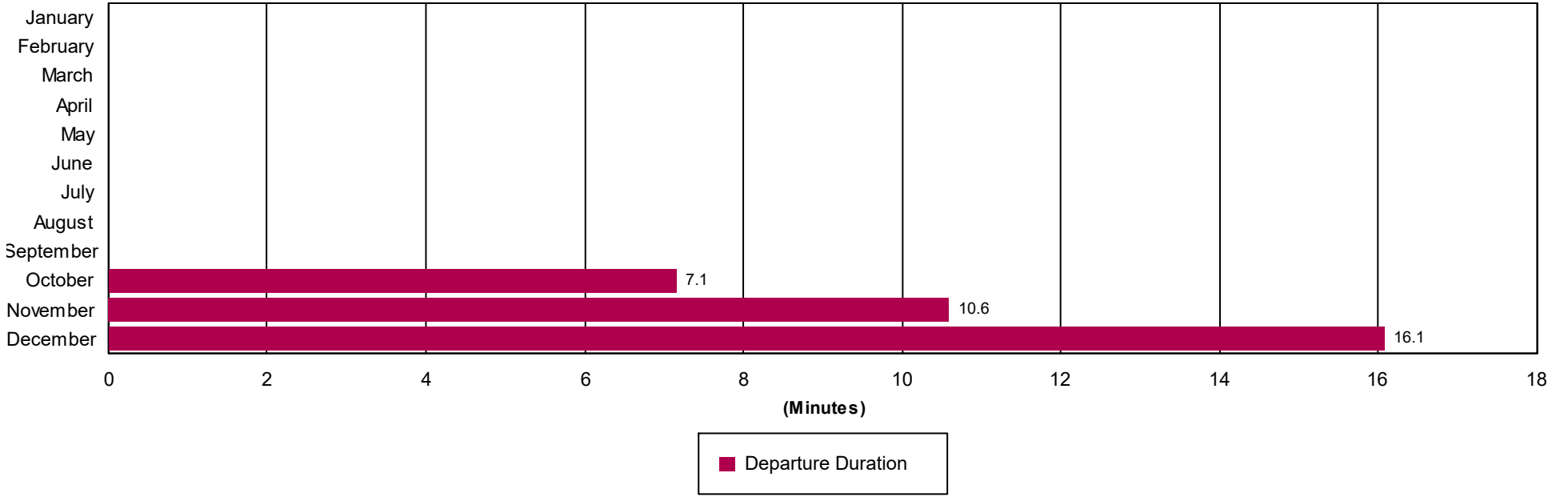
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

Incident Clearance Duration (min.): [\[First Notif to Last Departure\]](#)

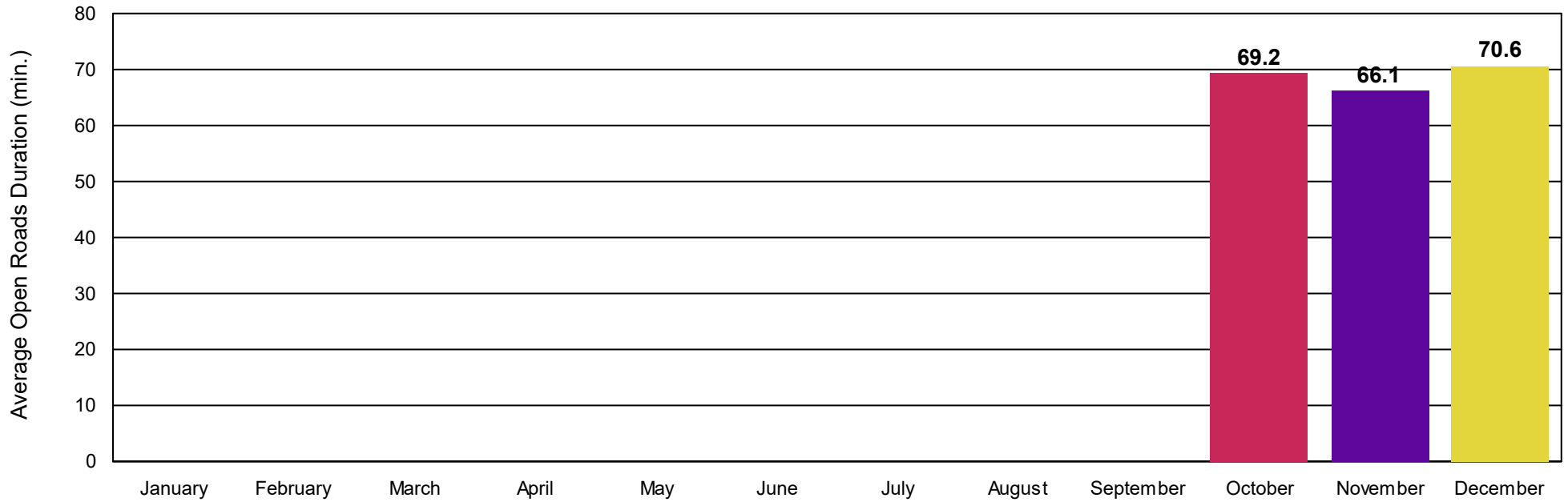
Incident Clearance Duration



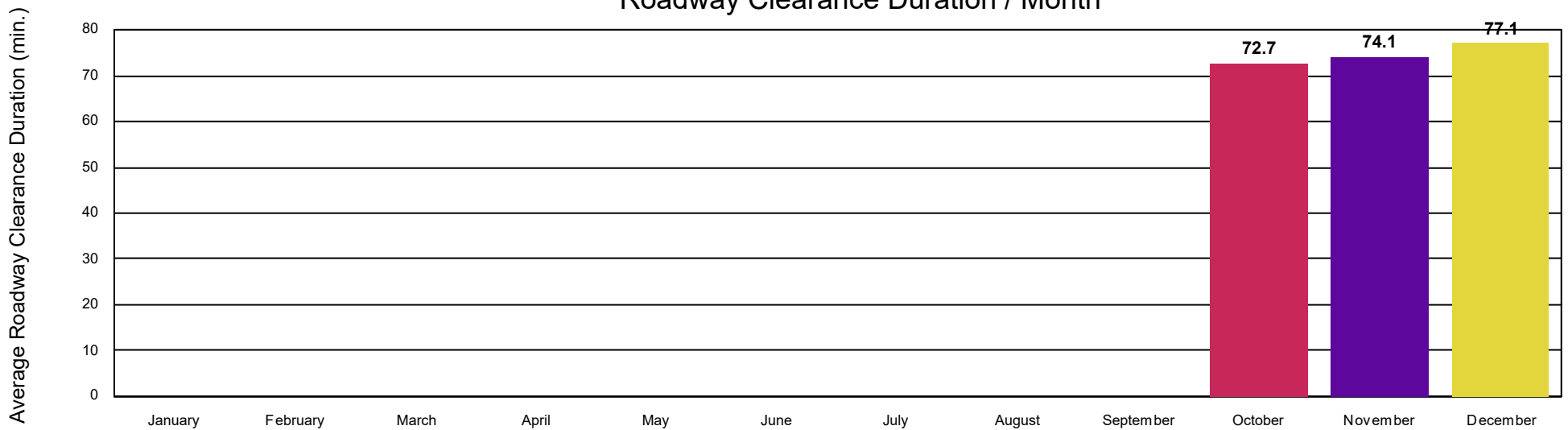




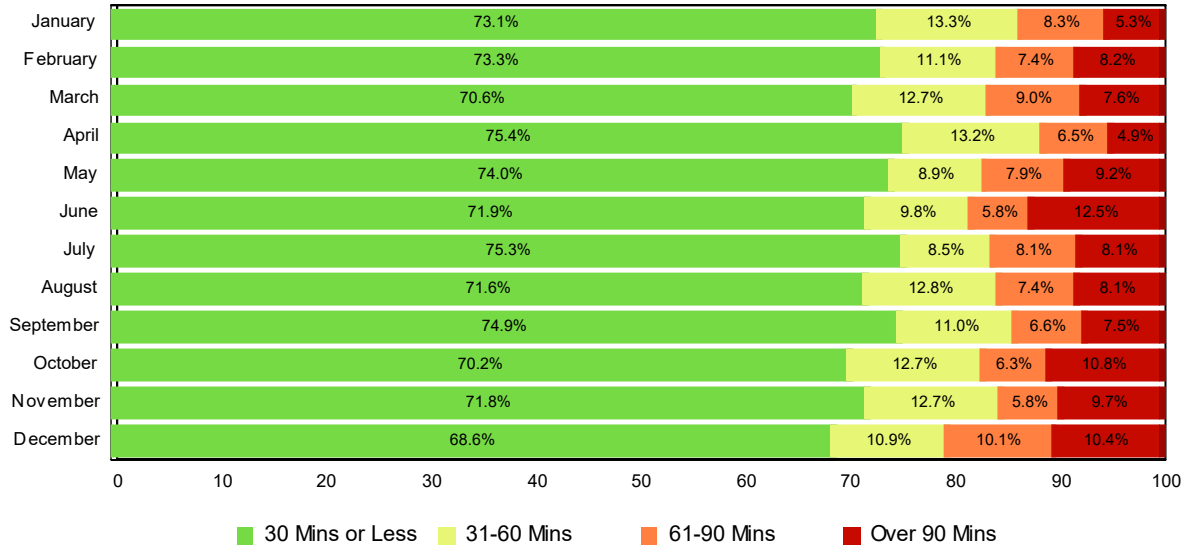
Open Roads Duration / Month



Roadway Clearance Duration / Month

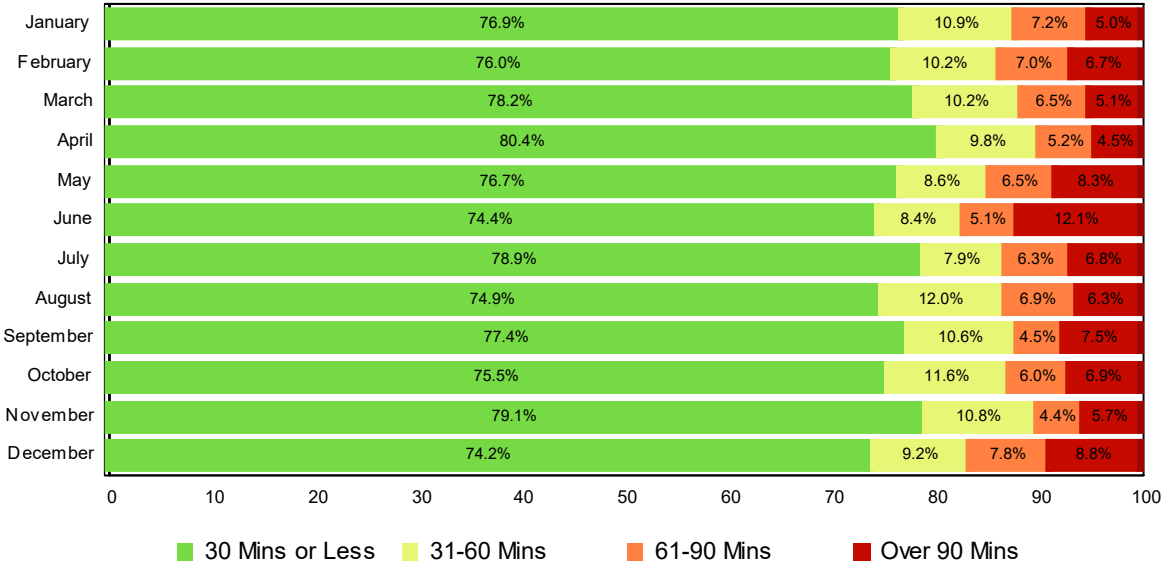


Lane Blockage Clearance Times - Overall



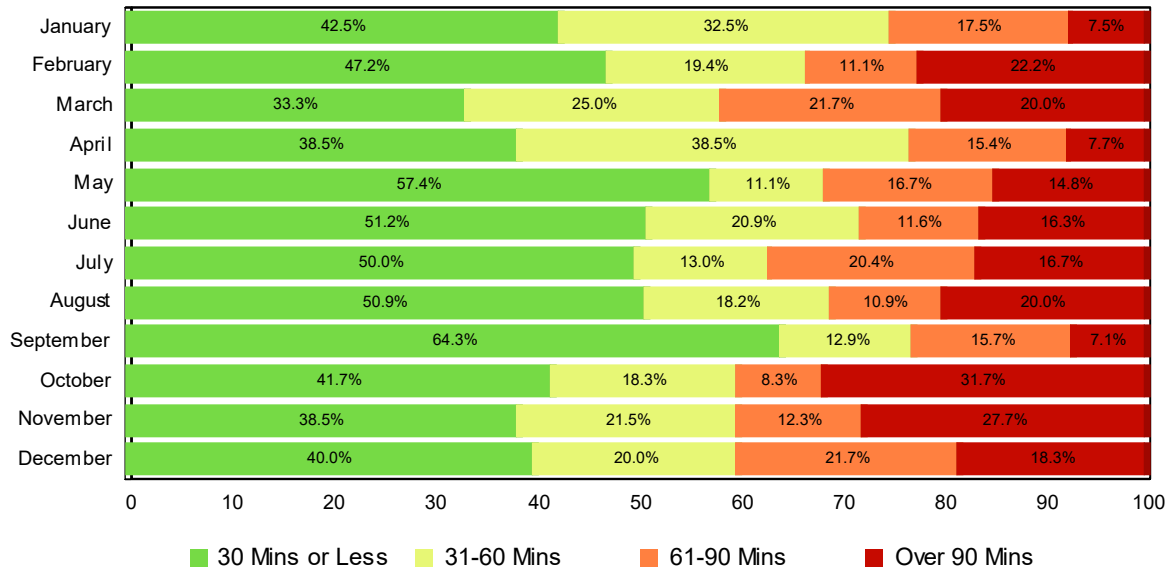
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	263	48	30	19	360
February	277	42	28	31	378
March	250	45	32	27	354
April	245	43	21	16	325
May	291	35	31	36	393
June	287	39	23	50	399
July	327	37	35	35	434
August	290	52	30	33	405
September	271	40	24	27	362
October	266	48	24	41	379
November	260	46	21	35	362
December	251	40	37	38	366
Total # of Events	3,278	515	336	388	4,517

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	246	35	23	16	320
February	260	35	24	23	342
March	230	30	19	15	294
April	230	28	15	13	286
May	260	29	22	28	339
June	265	30	18	43	356
July	300	30	24	26	380
August	262	42	24	22	350
September	226	31	13	22	292
October	241	37	19	22	319
November	235	32	13	17	297
December	227	28	24	27	306
Total # of Events	2,982	387	238	274	3,881

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	17	13	7	3	40
February	17	7	4	8	36
March	20	15	13	12	60
April	15	15	6	3	39
May	31	6	9	8	54
June	22	9	5	7	43
July	27	7	11	9	54
August	28	10	6	11	55
September	45	9	11	5	70
October	25	11	5	19	60
November	25	14	8	18	65
December	24	12	13	11	60
Total # of Events	296	128	98	114	636

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	85	2448	93	2683	97	2795	3	96	19
2	59	444	74	559	86	653	14	102	45
3	35	64	54	98	68	125	32	58	84
4	42	15	47	17	58	21	42	15	101
5	73	8	82	9	91	10	9	1	36
6	33	1	33	1	33	1	67	2	107
7	100	2	100	2	100	2	0	0	10
Totals	77	2,982	87	3,369	93	3,607	7	274	28

<=30 Mins

<=60 Mins

<=90 Mins

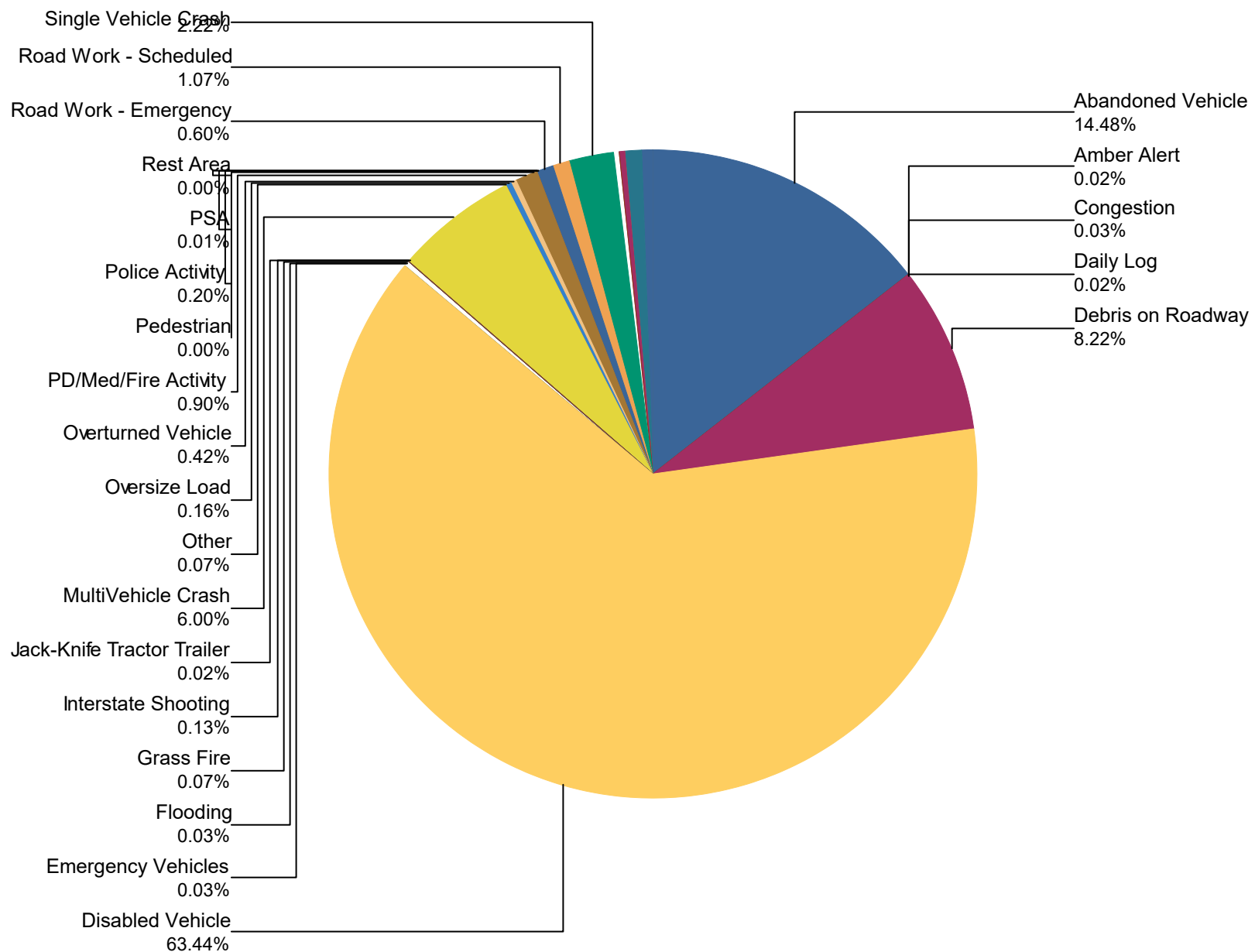
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
		44	
I0040	1603	8,679	18.5
I0055	643	2,854	22.5
I0155	1	2	50.0
I0240	1659	11,003	15.1
Region 4 TMC	0	8	0.0
Sam Cooper	2	7	28.6
SR001	0	3	0.0
SR003	1	1	100.0
SR005	2	2	100.0
SR014	3	3	100.0
SR015	0	2	0.0
SR018	1	1	100.0
SR020	2	2	100.0
SR021	1	1	100.0
SR022	0	1	0.0
SR023	0	5	0.0
SR057	0	3	0.0
SR069	1	1	100.0
SR076	1	1	100.0
SR078	2	3	66.7
SR088	2	2	100.0
SR089	1	1	100.0
SR152	2	2	100.0
SR177	0	1	0.0
SR179	2	2	100.0
SR193	2	2	100.0
SR196	0	1	0.0
SR300	1	19	5.3

SR384	1	1	100.0
SR385	597	3,185	18.7
SR388	2	4	50.0
SR457	1	1	100.0
All Roadways	4,533	25,847	17.5

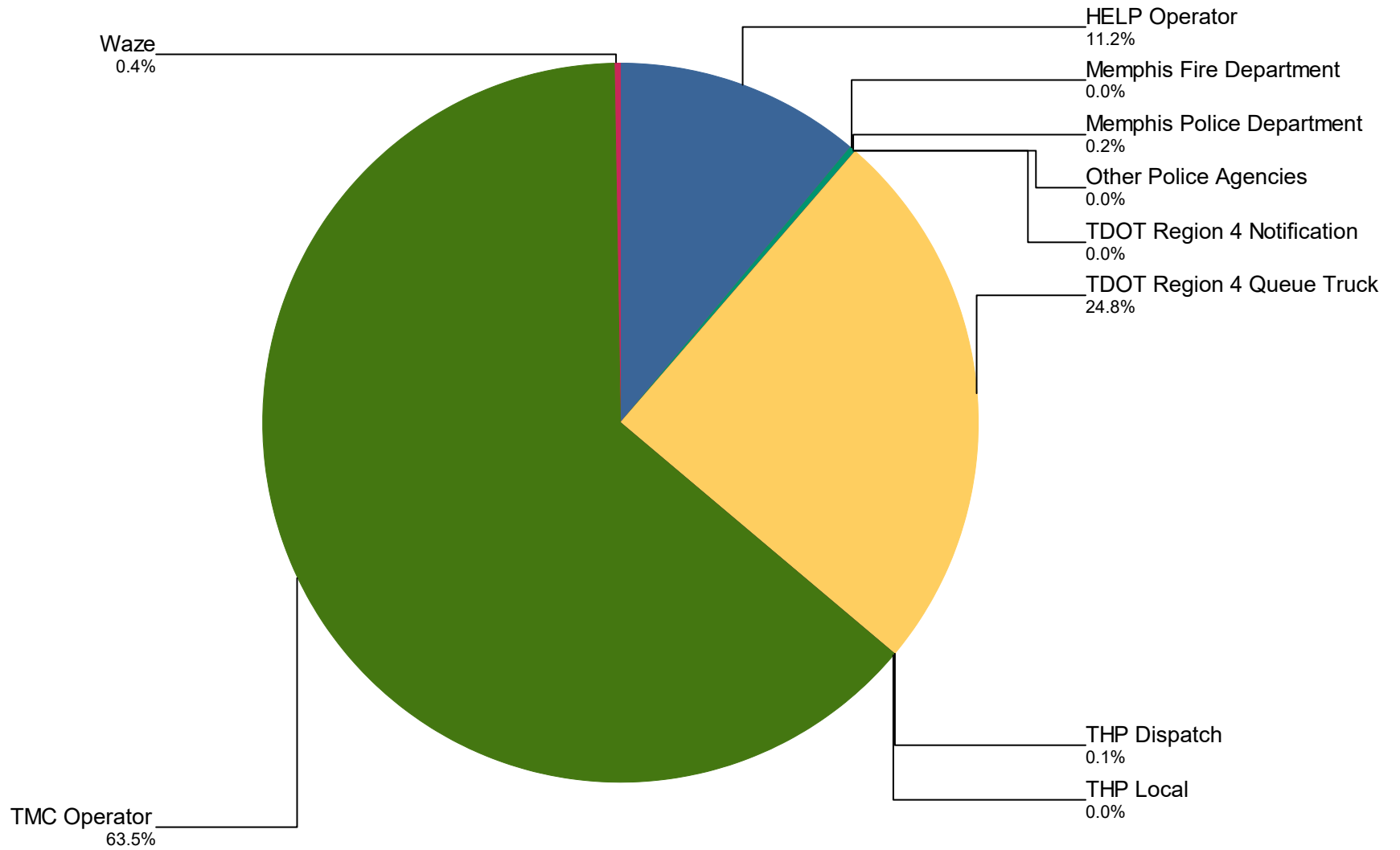
Percentage of Event Types for All Events in Current Year



Event Types for All Events	January	February	March	April	May	June	July	August	September
Abandoned Vehicle	269	293	334	259	336	363	392	362	314
Amber Alert	1	1	0	0	0	1	1	0	0
Congestion	0	0	0	1	0	0	0	0	0
Daily Log	0	0	0	0	0	0	0	0	0
Debris on Roadway	109	141	153	177	217	213	258	210	191
Disabled Vehicle	1,596	1,494	1,449	980	1,226	1,451	1,477	1,658	1,397
Emergency Vehicles	0	0	0	0	0	0	0	0	0
Flooding	0	0	0	0	0	0	0	0	0
Grass Fire	0	0	0	0	1	4	4	2	2
Interstate Shooting	3	2	2	0	4	7	2	1	0
Jack-Knife Tractor Trailer	0	0	0	0	0	2	1	0	0
MultiVehicle Crash	155	154	120	68	111	118	131	131	111
Other	0	0	0	0	0	0	0	0	0
Oversize Load	3	3	3	2	4	4	2	4	1
Overtuned Vehicle	4	2	8	8	12	10	11	11	14
PD/Med/Fire Activity	17	24	21	25	26	22	21	32	35
Pedestrian	0	0	0	0	0	0	0	0	0
Police Activity	0	0	0	0	0	0	0	0	0
PSA	0	0	0	0	0	0	0	0	0
Rest Area	0	0	0	0	0	0	1	0	0

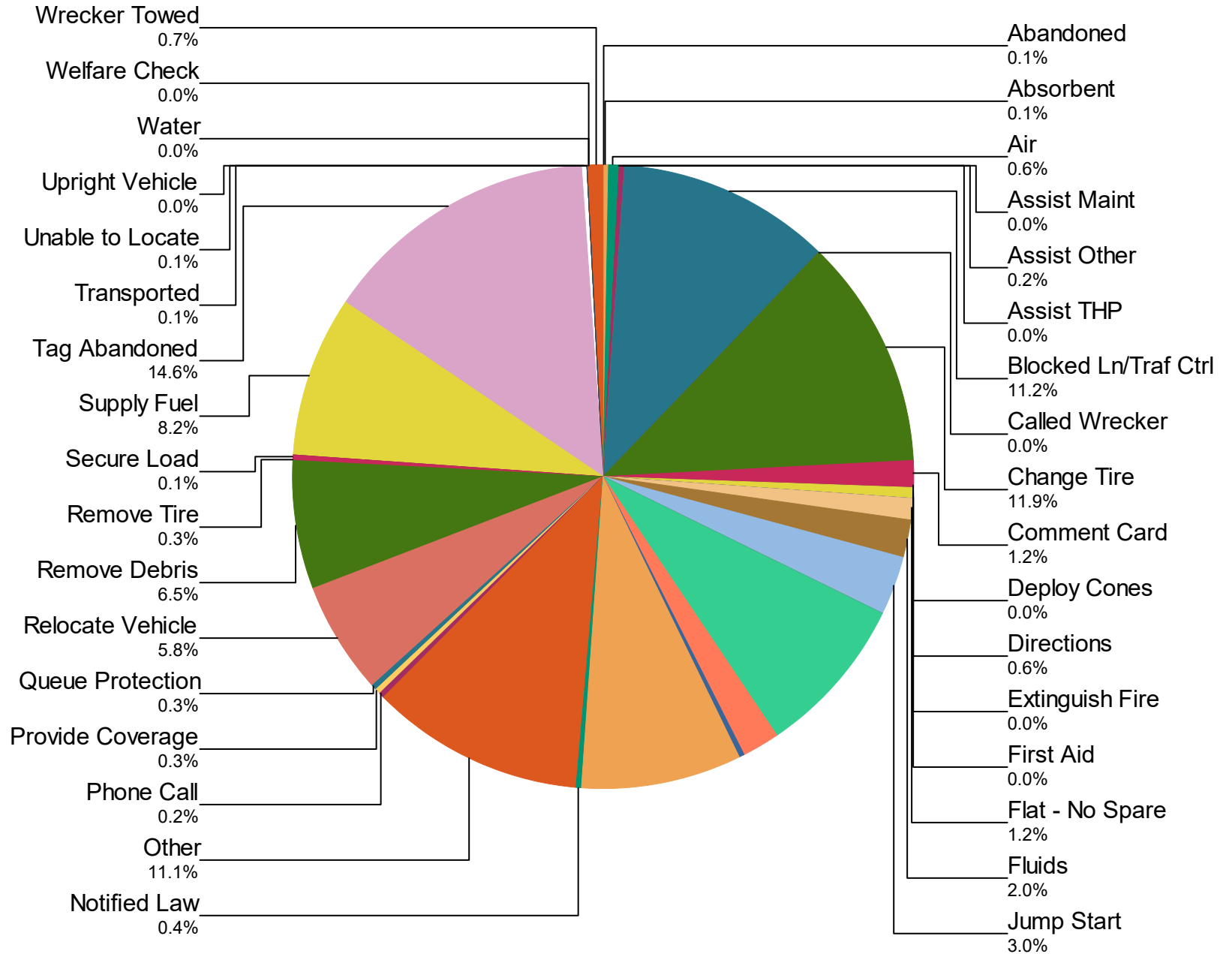
	January	February	March	April	May	June	July	August	September
Road Work - Emergency	27	23	14	18	15	11	11	19	14
Road Work - Scheduled	9	20	38	8	14	37	43	35	14
Single Vehicle Crash	49	44	62	49	41	49	53	43	32
Special Event	1	0	1	2	1	6	0	4	0
Test Incident	0	3	0	0	0	0	0	0	3
Towing	1	0	0	1	1	0	1	2	0
Unknown	16	11	16	8	9	10	12	12	15
Vehicle Fire	9	5	3	7	10	15	16	9	9
Visibility	0	0	0	0	0	0	0	0	1
Weather	5	0	0	0	2	0	1	1	0
Total	2,274	2,220	2,224	1,613	2,030	2,323	2,438	2,536	2,153

Incidents by Detection Source



Notifier Agency	January	February	March	April	May	June	July	August	September	October
HELP Operator	0	0	0	0	0	0	0	0	0	664
Memphis Fire Department	0	0	0	0	0	0	0	0	0	1
Memphis Police Department	0	0	0	0	0	0	0	0	0	10
Other Police Agencies	0	0	0	0	0	0	0	0	0	0
TDOT Region 4 Notification	0	0	0	0	0	0	0	0	0	1
TDOT Region 4 Queue Truck	643	776	794	502	635	858	599	804	800	145
THP Dispatch	0	0	0	0	0	0	0	0	0	5
THP Local	0	0	0	0	0	0	0	0	0	1
TMC Operator	1,631	1,444	1,430	1,111	1,395	1,465	1,839	1,732	1,353	1,582
Waze	0	0	0	0	0	0	0	0	0	24
Total	2,274	2,220	2,224	1,613	2,030	2,323	2,438	2,536	2,153	2,433

Percentage of Activity Types for HELP Truck Activities in Current Year



Activity Types for All Activities	January	February	March	April	May	June	July	August	Septemb er
Abandoned	0	0	0	0	0	0	0	0	0
Absorbent	1	3	2	0	3	6	5	1	4
Air	0	0	0	0	0	0	0	0	0
Assist Maint	0	0	0	0	0	0	0	0	0
Assist Other	0	0	0	0	0	0	0	0	0
Assist THP	0	0	0	0	0	0	0	0	0
Blocked Ln/Traf Ctrl	218	180	187	137	156	182	186	190	141
Called Wrecker	0	0	0	0	0	0	0	0	0
Change Tire	230	224	259	166	225	273	296	306	228
Comment Card	48	35	31	30	27	22	24	31	17
Deploy Cones	0	0	0	0	0	0	0	0	0
Directions	12	11	20	4	14	13	12	15	13

	January	February	March	April	May	June	July	August	September
Extinguish Fire	0	0	0	0	1	0	1	1	0
First Aid	0	0	0	1	0	0	0	0	0
Flat - No Spare	0	0	0	0	0	0	0	0	0
Fluids	34	51	46	34	37	42	57	49	36
Jump Start	89	71	74	40	67	44	48	55	54
Loaned Jack	0	0	0	0	0	0	0	0	0
Mechanical	228	215	260	143	191	196	229	244	191
Mechanical Problem	0	0	0	0	0	0	0	0	0
No Service-Abandon	1	2	3	1	0	2	1	2	1
No Service-Occupied	157	175	211	96	154	195	182	194	170
Notified Law	17	9	10	5	9	16	15	5	11
Other	274	304	353	186	226	245	328	328	160
Phone Call	4	3	3	4	6	2	0	1	2

	January	February	March	April	May	June	July	August	September
Wrecker Towed	18	13	15	14	10	12	27	22	18
Total	2,136	2,094	2,214	1,360	1,776	1,963	2,254	2,208	1,620

DMS Duration

	October	November	December
Avg % ON Time	57.8	53.0	57.4
Avg Post Time (hr)	1.6	1.1	1.4
Avg Messages Per Sign	264.9	338.6	306.6
Total Messages Posted	13,246	16,929	15,328