

Includes All Responders

Reporting Period: January 1, 2021 to December 31, 2021

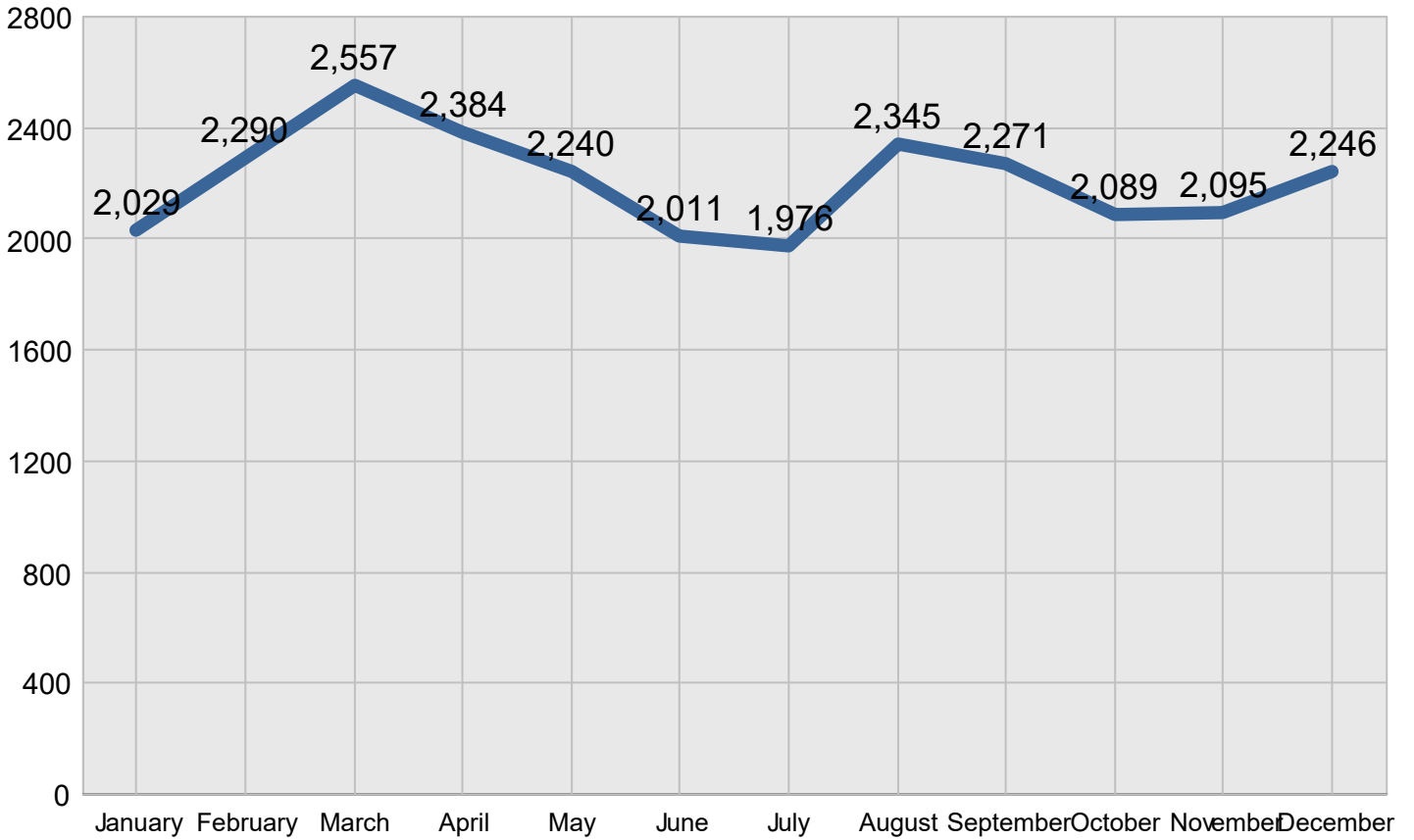
## Region 4

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

**Total Incidents Managed This Year 26,533**

### 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	330	433	428	514	495	475	551	513	556	504	445	479	5,723
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.)	0.8	0.4	0.7	0.6	0.5	0.9	1.2	1.7	1.2	0.7	0.6	0.7	0.8
Response Duration (min.)	4.1	4.9	5.2	4.6	5.7	4.8	4.4	5.0	4.7	4.3	4.2	4.0	4.7
Open Roads Duration (min.)	41.2	35.8	42.5	348.9	31.9	23.2	22.6	19.6	28.1	45.0	33.8	45.9	61.9
Departure Duration (min.)	28.4	33.2	30.2	30.3	25.2	41.5	31.5	17.4	36.4	30.9	44.1	35.0	32.0
<b>Roadway Clearance Duration (min.)</b>	<b>46.0</b>	<b>41.1</b>	<b>48.4</b>	<b>354.1</b>	<b>38.0</b>	<b>29.0</b>	<b>28.3</b>	<b>26.3</b>	<b>34.0</b>	<b>50.1</b>	<b>38.6</b>	<b>50.6</b>	<b>67.5</b>
<b>Incident Clearance Duration (min.)</b>	<b>74.4</b>	<b>74.3</b>	<b>78.6</b>	<b>384.4</b>	<b>63.3</b>	<b>70.5</b>	<b>59.8</b>	<b>43.7</b>	<b>70.4</b>	<b>81.0</b>	<b>82.6</b>	<b>85.6</b>	<b>99.4</b>

\* THP data is not available for Notification Duration

Note:

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

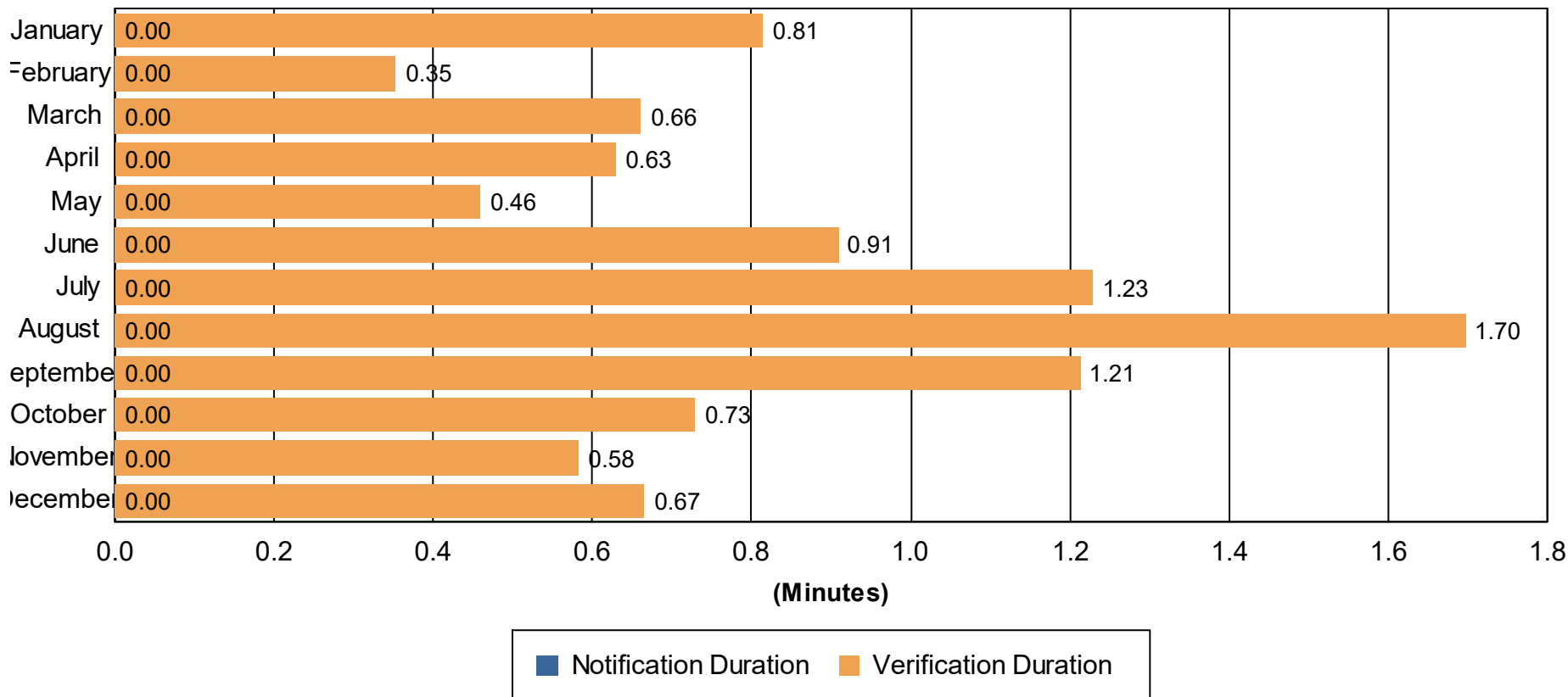
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

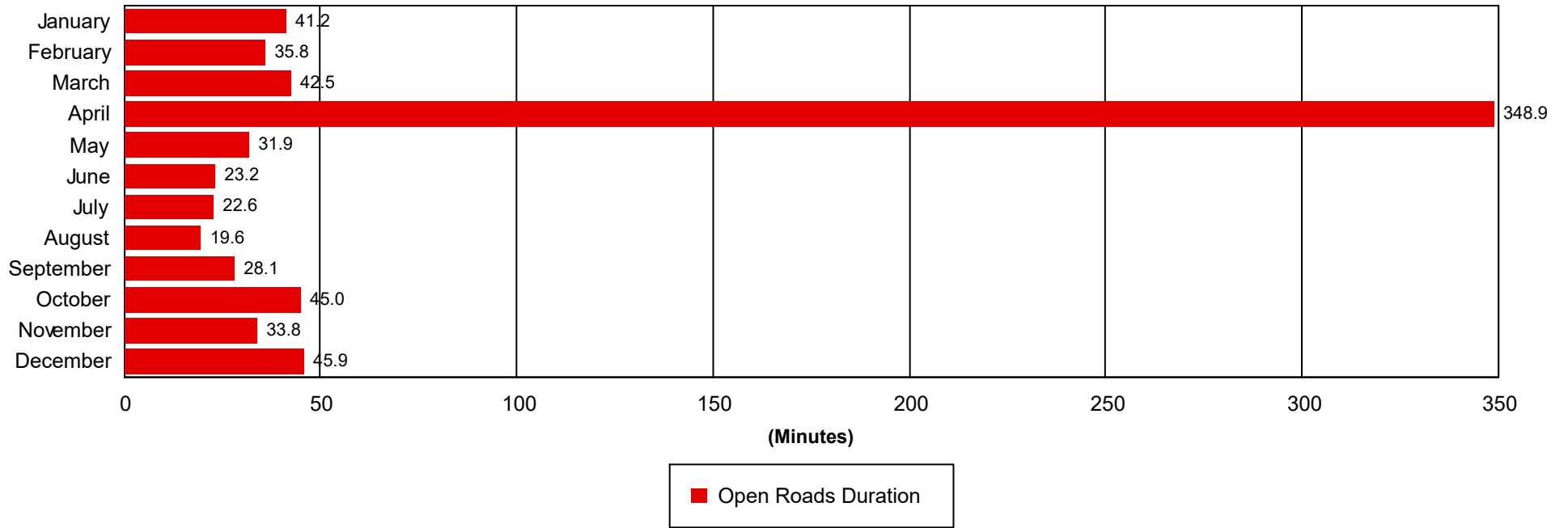
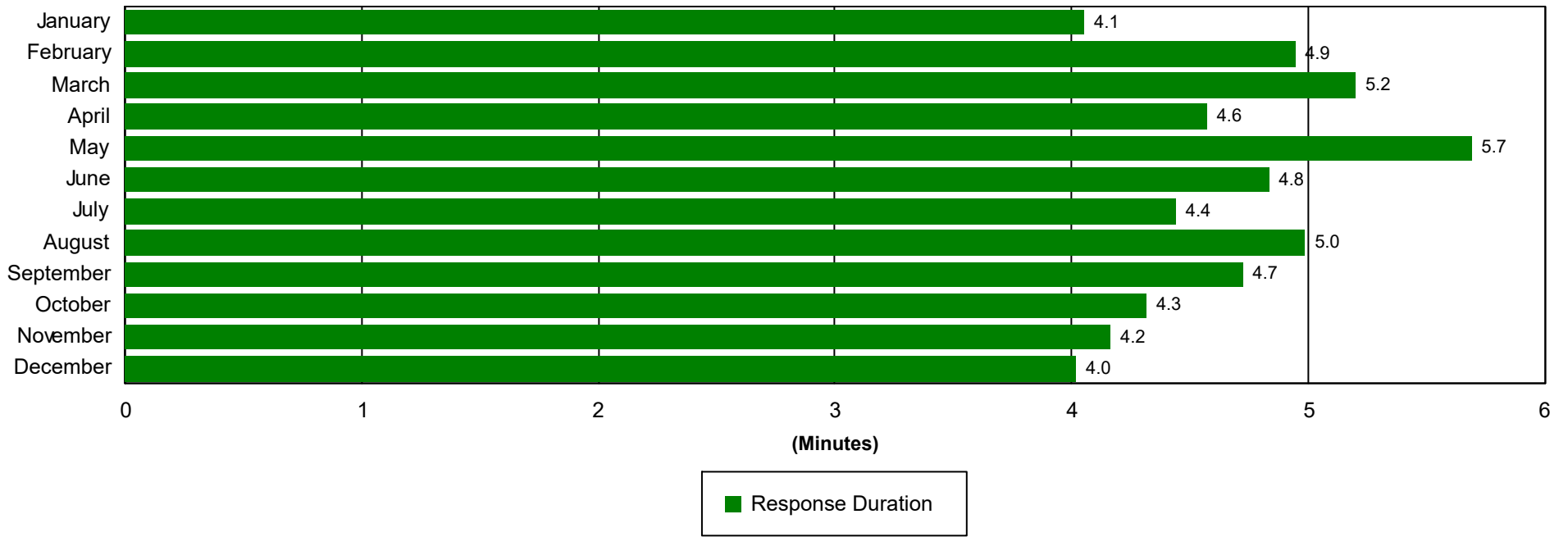
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

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

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

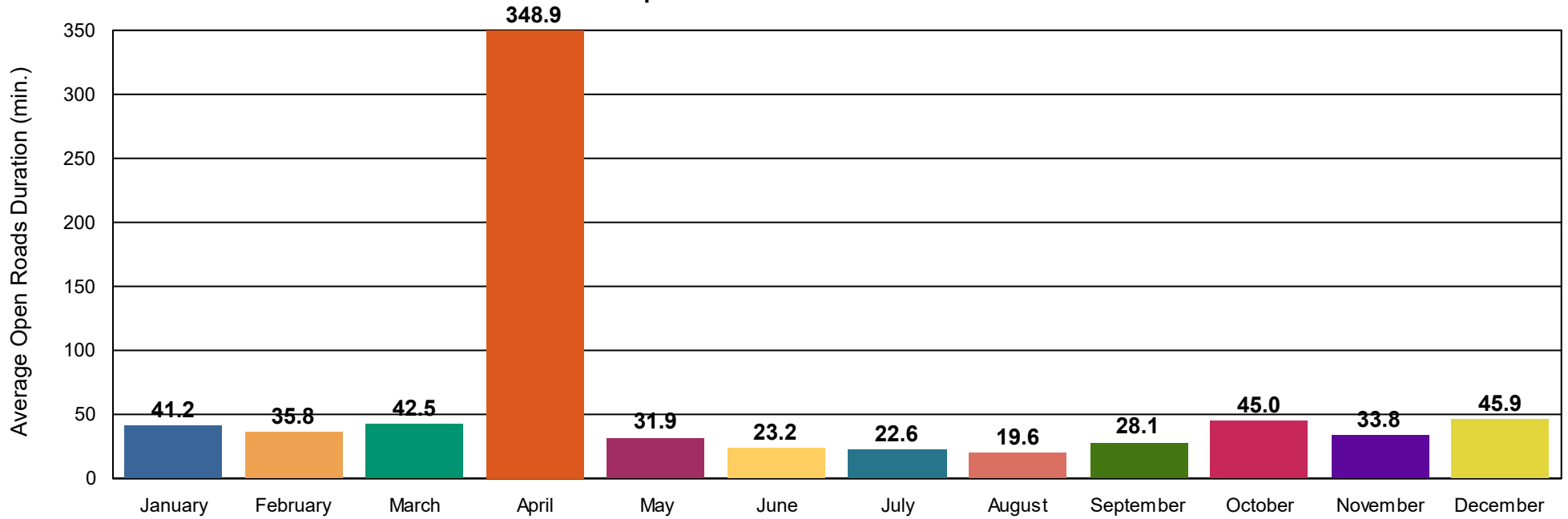
### Incident Clearance Duration



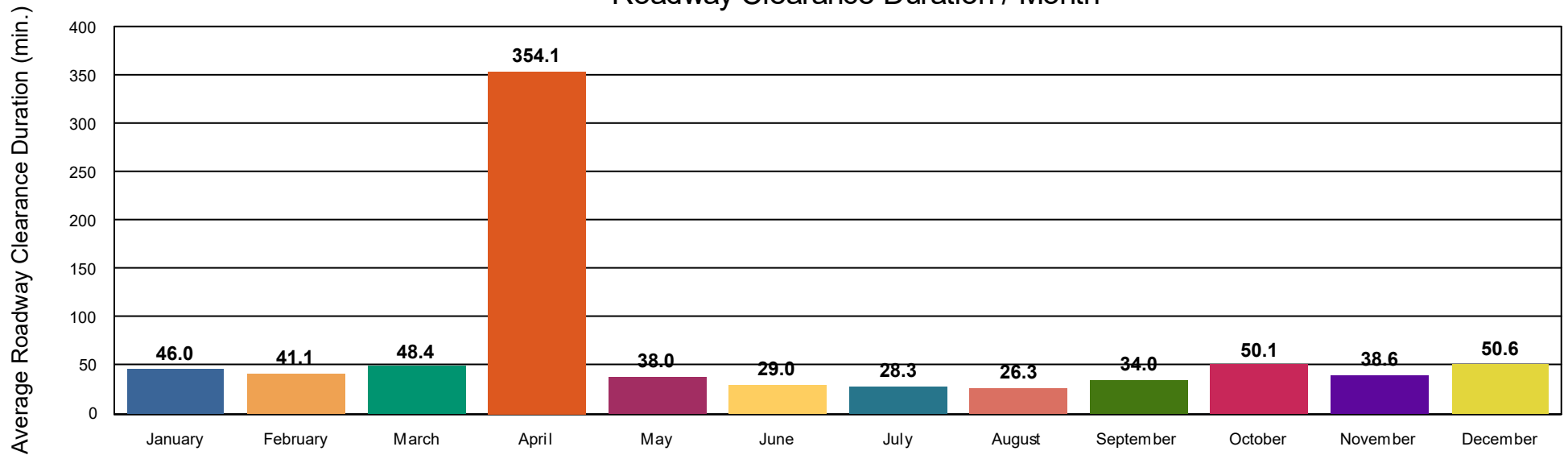




## Open Roads Duration / Month



## 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	265	376	349	440	403	407	448	422	472	416	381	385	4,764
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.)	1.0	0.4	0.8	0.7	0.5	1.0	1.3	1.7	1.3	0.7	0.6	0.7	0.9
Response Duration (min.)	4.1	5.1	5.2	4.6	6.3	4.9	4.8	5.3	4.8	4.2	4.3	4.0	4.8
Open Roads Duration (min.)	40.1	32.9	42.1	24.1	24.8	19.6	17.7	14.4	19.6	39.9	28.1	41.2	27.9
Departure Duration (min.)	31.0	35.0	33.4	30.4	26.8	44.7	32.8	17.3	36.7	32.6	45.0	37.2	33.5
<b>Roadway Clearance Duration (min.)</b>	<b>45.2</b>	<b>38.4</b>	<b>48.1</b>	<b>29.4</b>	<b>31.6</b>	<b>25.5</b>	<b>23.8</b>	<b>21.4</b>	<b>25.7</b>	<b>44.8</b>	<b>33.0</b>	<b>45.9</b>	<b>33.6</b>
<b>Incident Clearance Duration (min.)</b>	<b>76.2</b>	<b>73.4</b>	<b>81.5</b>	<b>59.8</b>	<b>58.5</b>	<b>70.2</b>	<b>56.6</b>	<b>38.7</b>	<b>62.4</b>	<b>77.4</b>	<b>78.1</b>	<b>83.1</b>	<b>67.1</b>

Note:

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

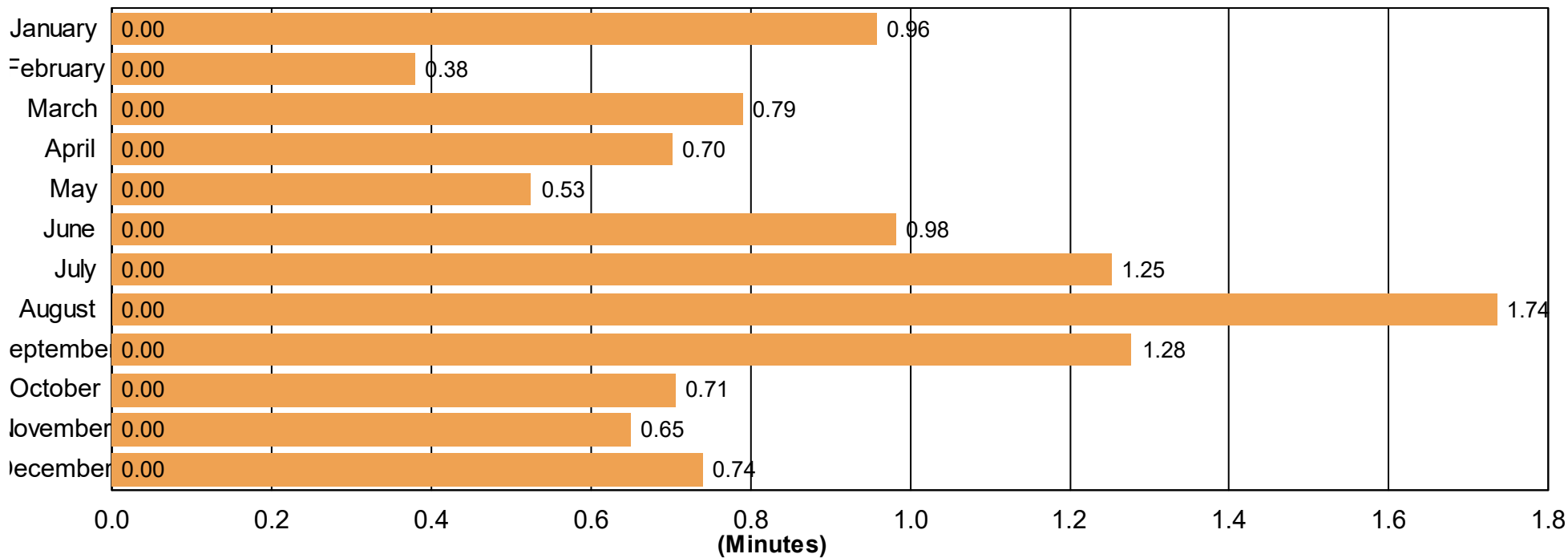
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

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

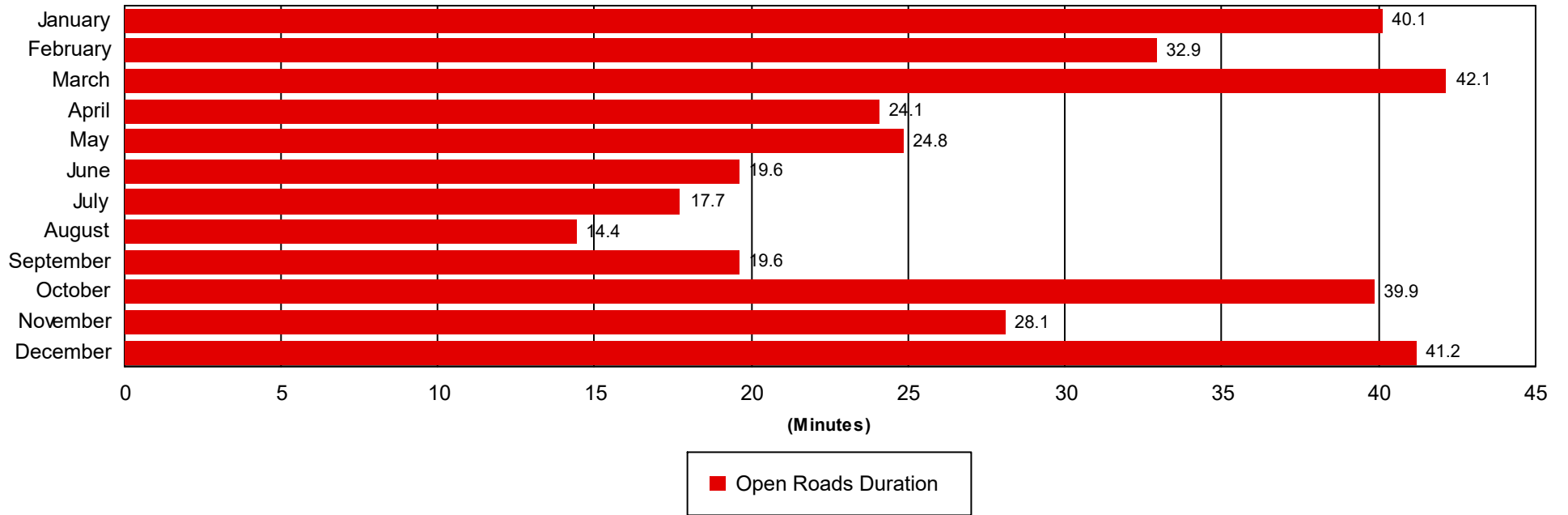
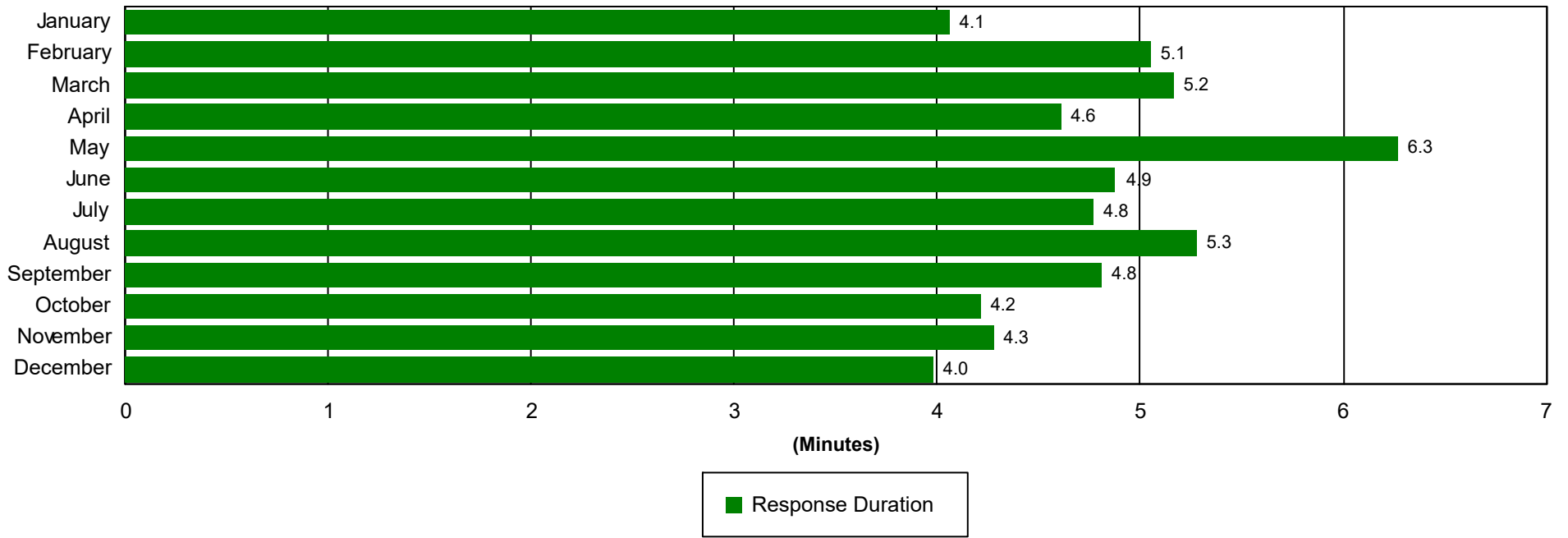
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

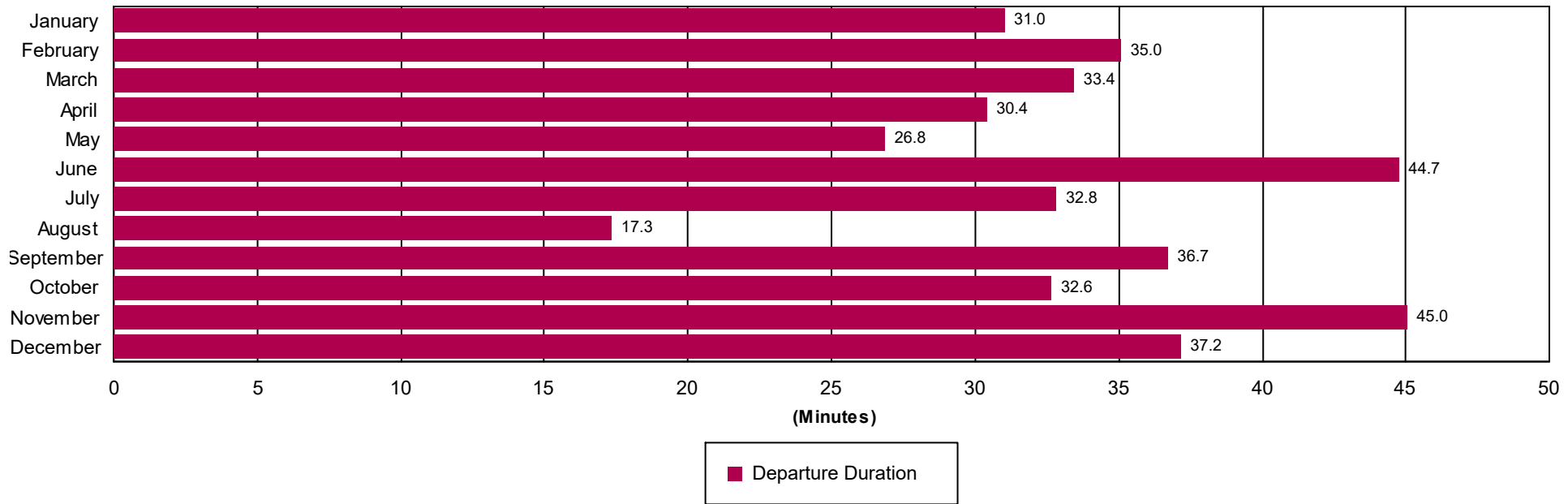
**Incident Clearance Duration (min.):** [\[First Notif to Last Departure\]](#)

### Incident Clearance Duration

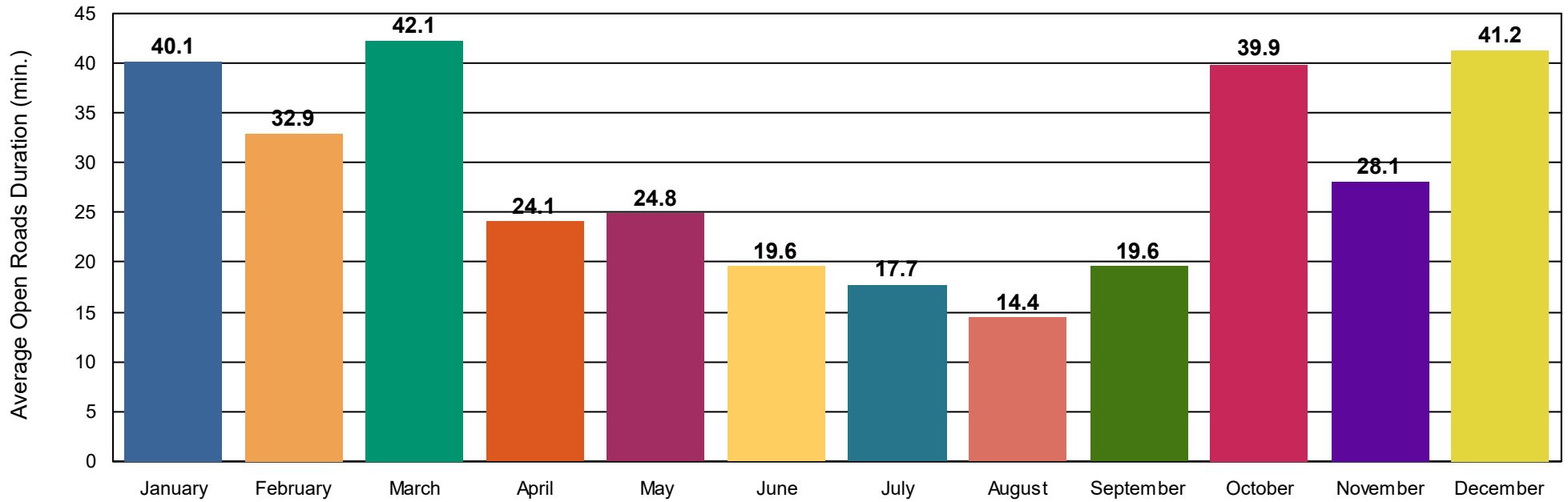




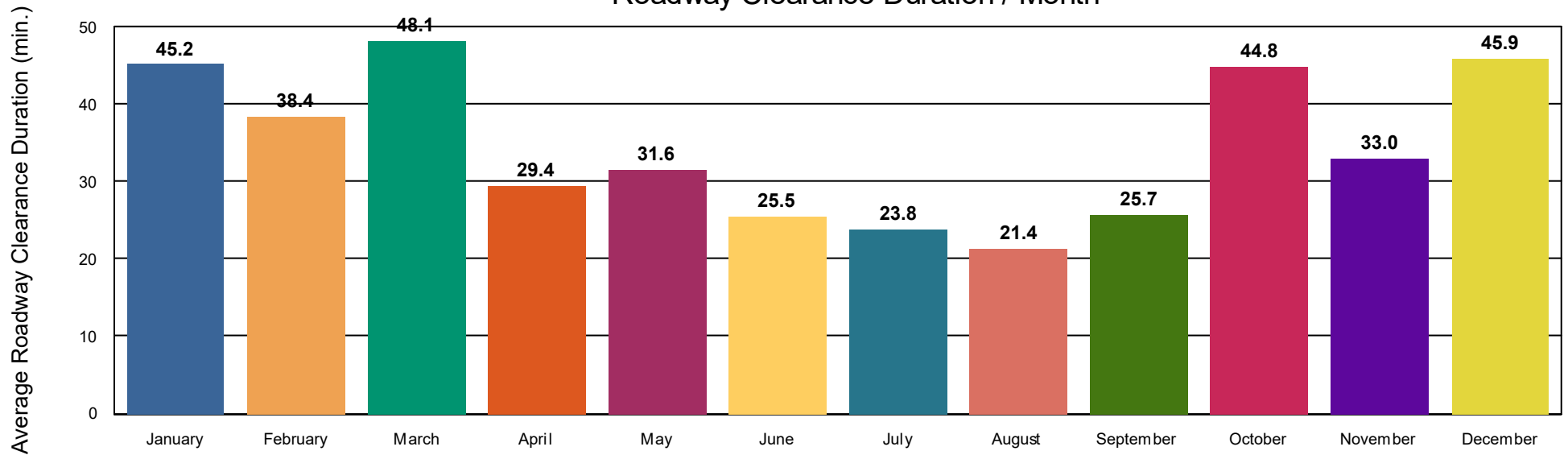




## Open Roads Duration / Month



## Roadway Clearance Duration / Month



# Performance Measures Summary

## Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	65	57	79	74	92	68	103	91	84	88	64	94	959
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	0.1	0.0	0.1	0.1	0.4	1.1	1.5	0.8	0.9	0.1	0.3	0.5
Response Duration (min.)	4.0	4.0	5.4	4.3	2.5	4.5	2.8	3.3	4.1	4.9	3.4	4.2	3.9
Open Roads Duration (min.)	47.1	59.6	44.3	2,540.4	71.7	50.6	47.2	49.6	87.9	74.1	73.2	67.9	267.4
Departure Duration (min.)	13.3	18.3	13.9	29.6	16.2	17.3	24.8	18.0	34.3	21.1	37.6	24.9	22.6
<b>Roadway Clearance Duration (min.)</b>	<b>51.1</b>	<b>63.8</b>	<b>49.7</b>	<b>2,544.9</b>	<b>74.3</b>	<b>55.5</b>	<b>51.1</b>	<b>54.4</b>	<b>92.8</b>	<b>79.8</b>	<b>76.7</b>	<b>72.4</b>	<b>271.8</b>
<b>Incident Clearance Duration (min.)</b>	<b>64.4</b>	<b>82.1</b>	<b>63.6</b>	<b>2,574.5</b>	<b>90.4</b>	<b>72.7</b>	<b>75.9</b>	<b>72.5</b>	<b>127.0</b>	<b>100.9</b>	<b>114.3</b>	<b>97.3</b>	<b>294.4</b>

Note:

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

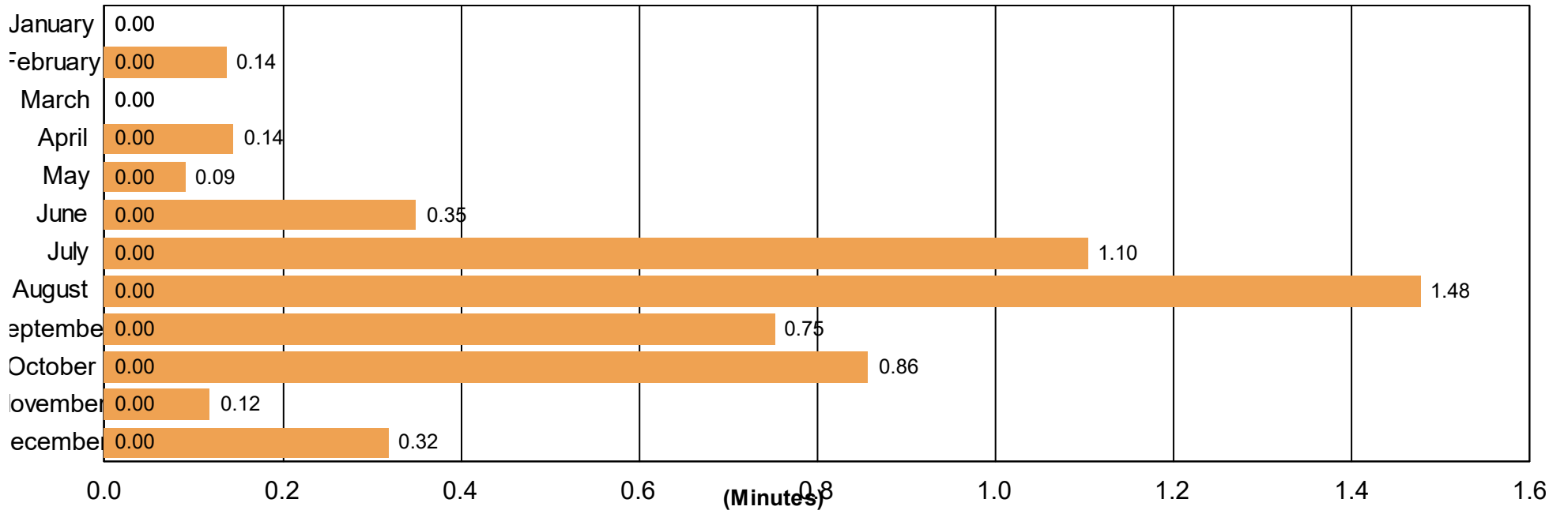
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

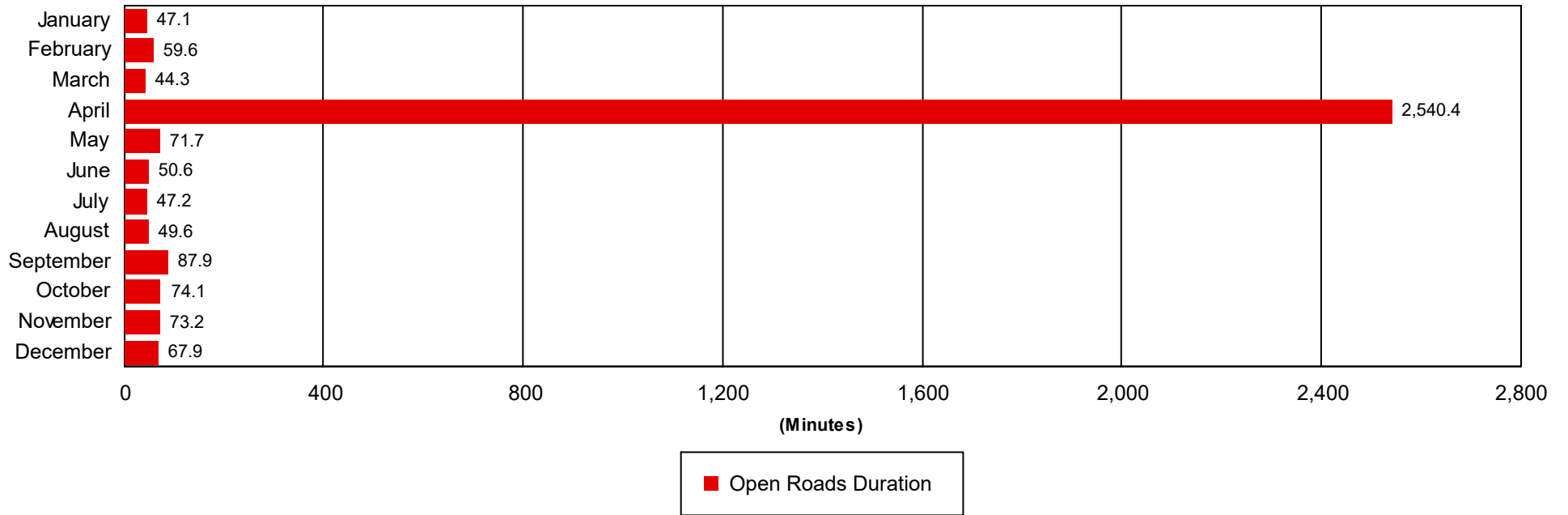
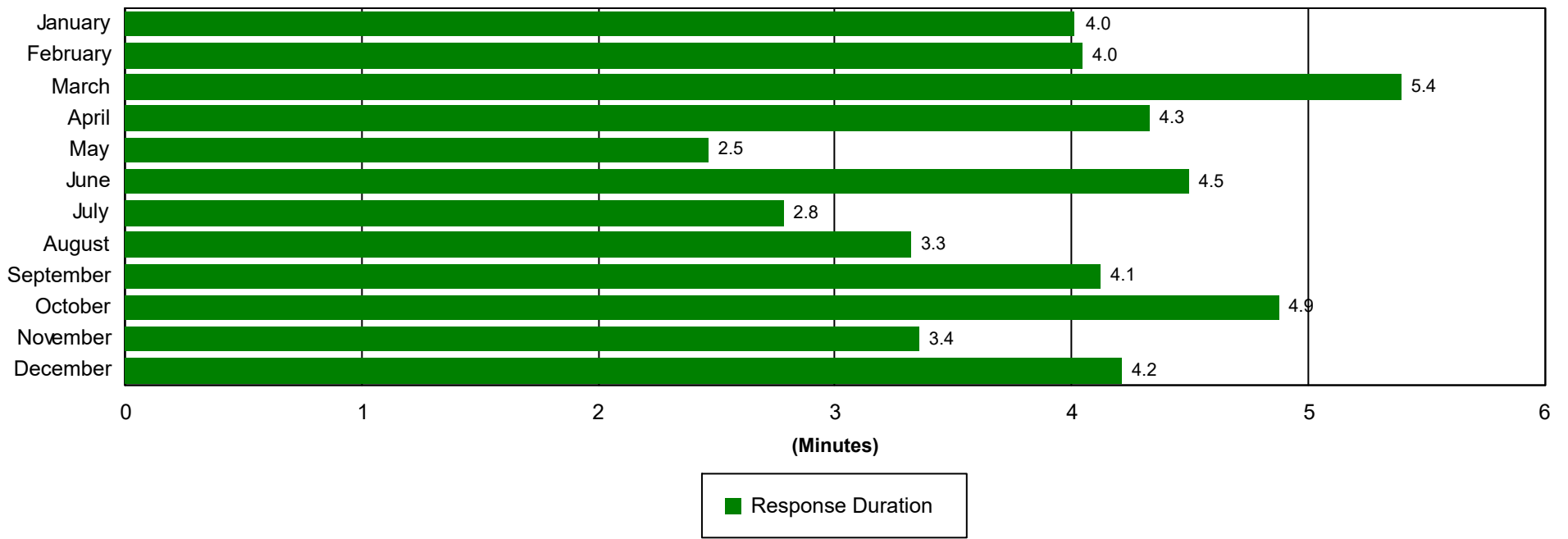
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

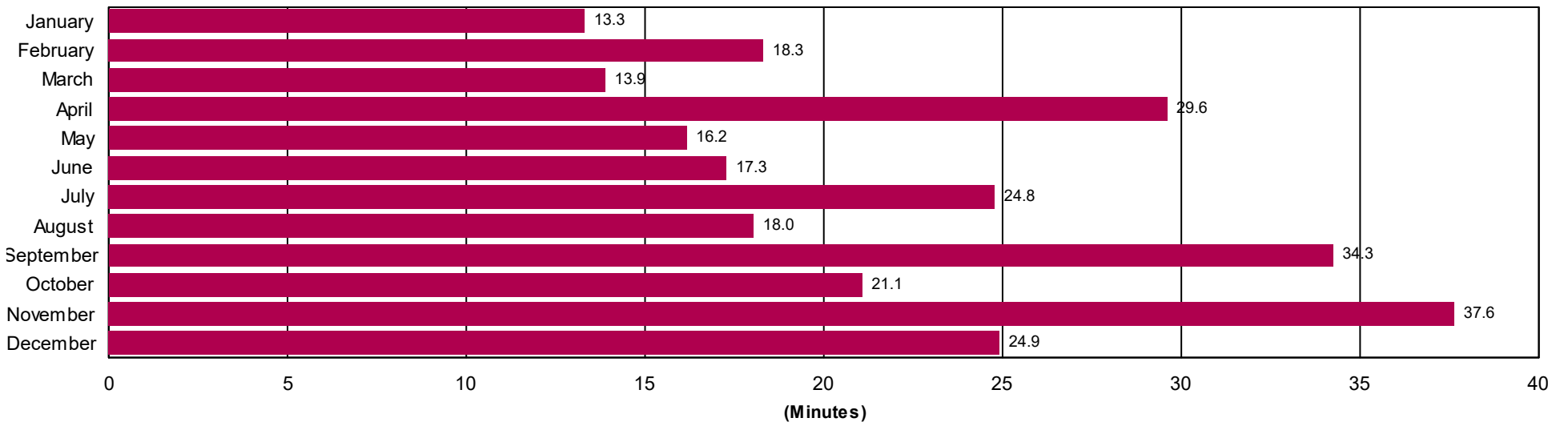
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

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

# Incident Clearance Duration

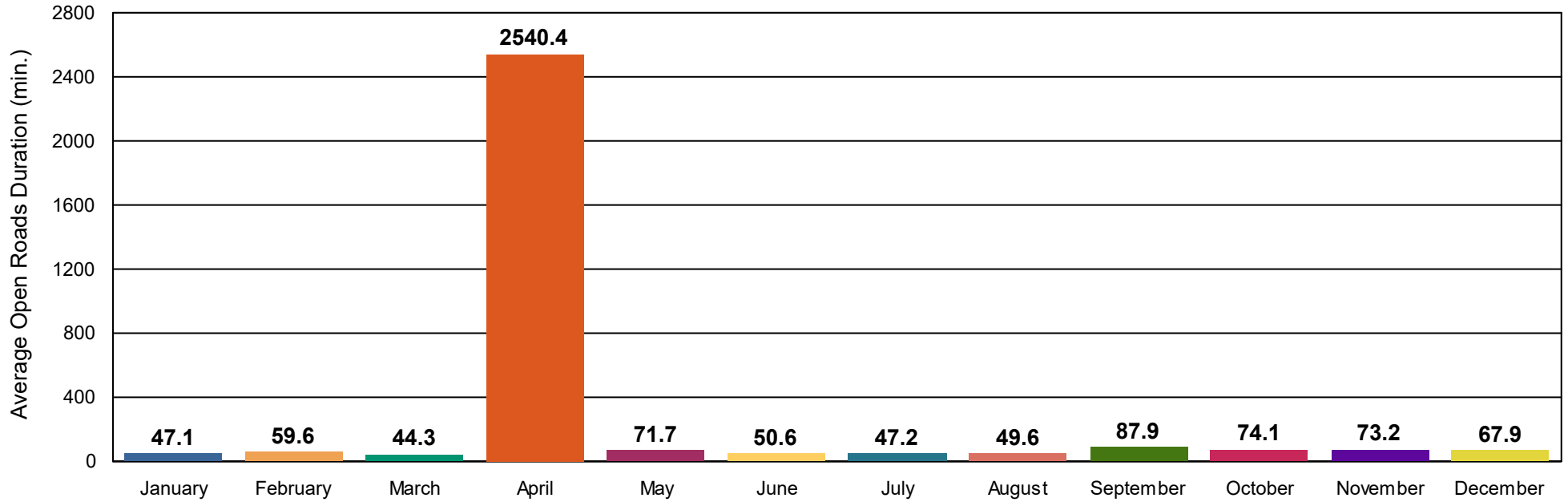




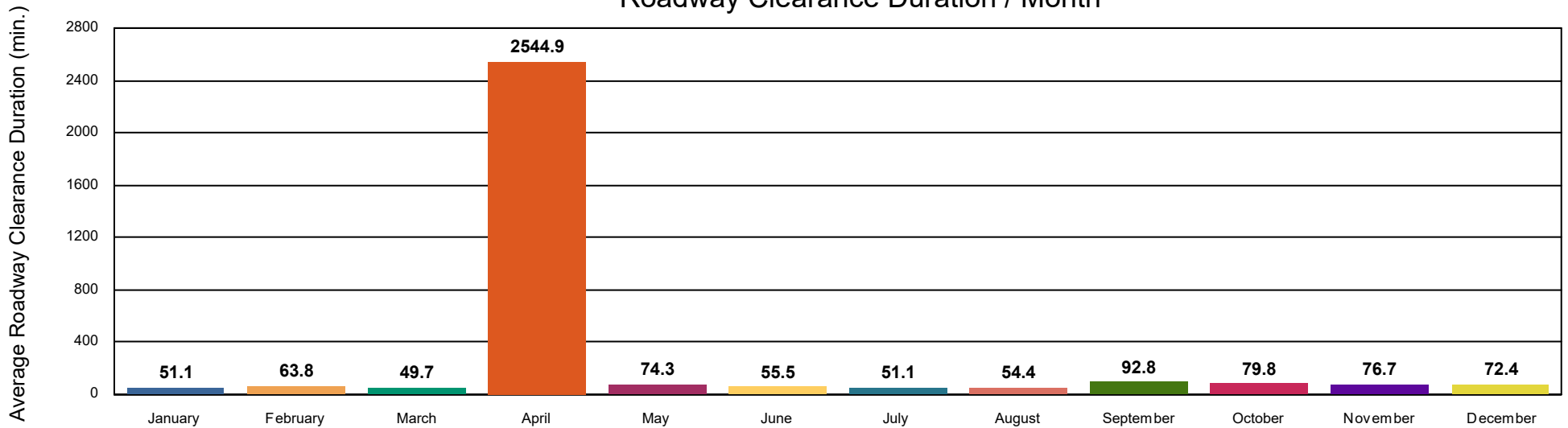


■ Departure Duration

## Open Roads Duration / Month

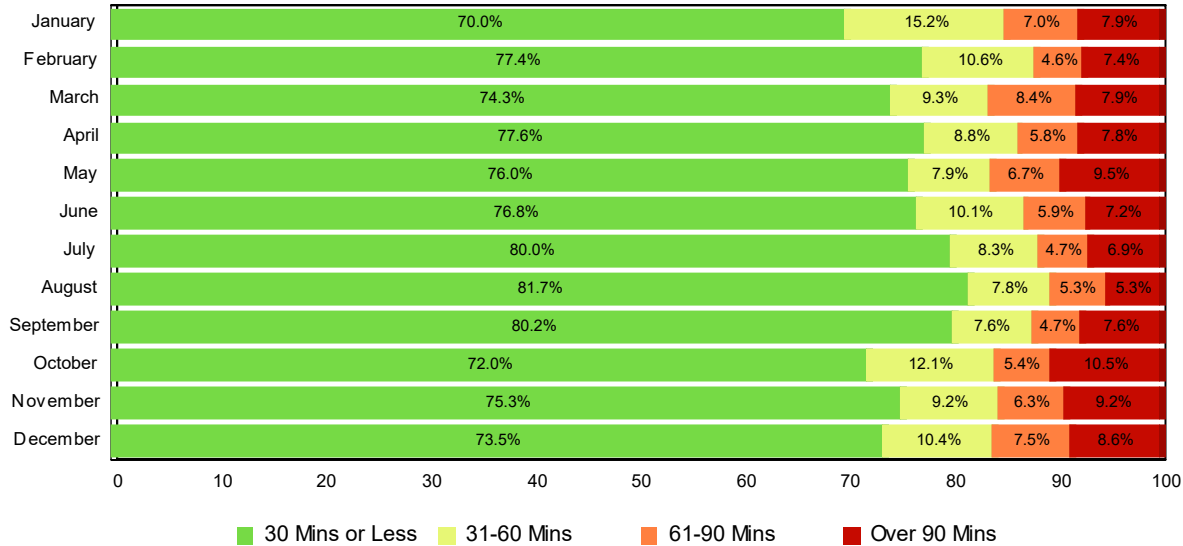


## Roadway Clearance Duration / Month



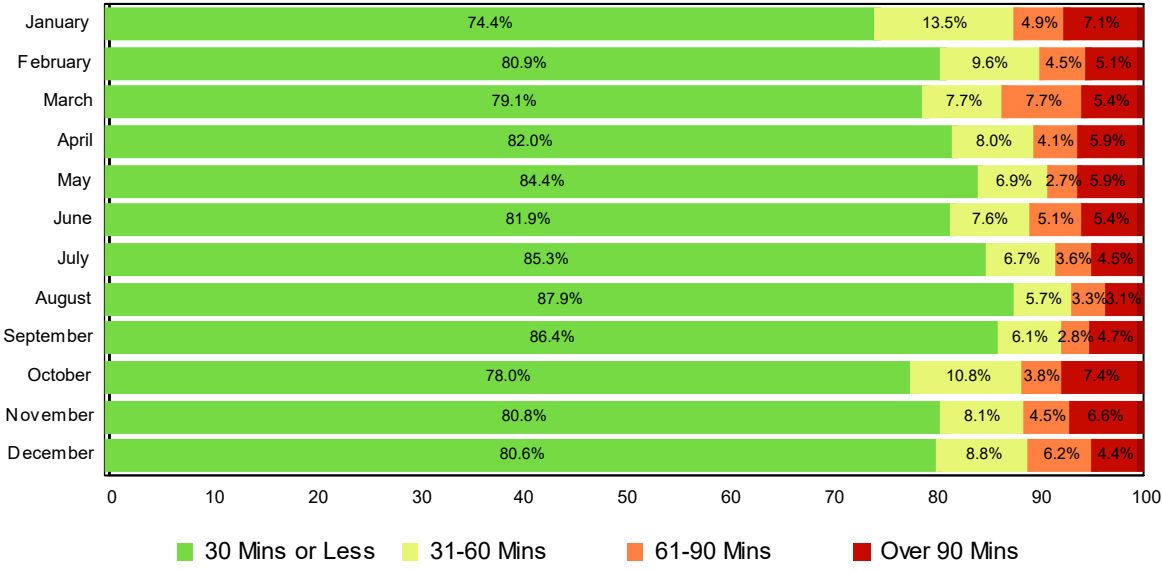


# Lane Blockage Clearance Times - Overall



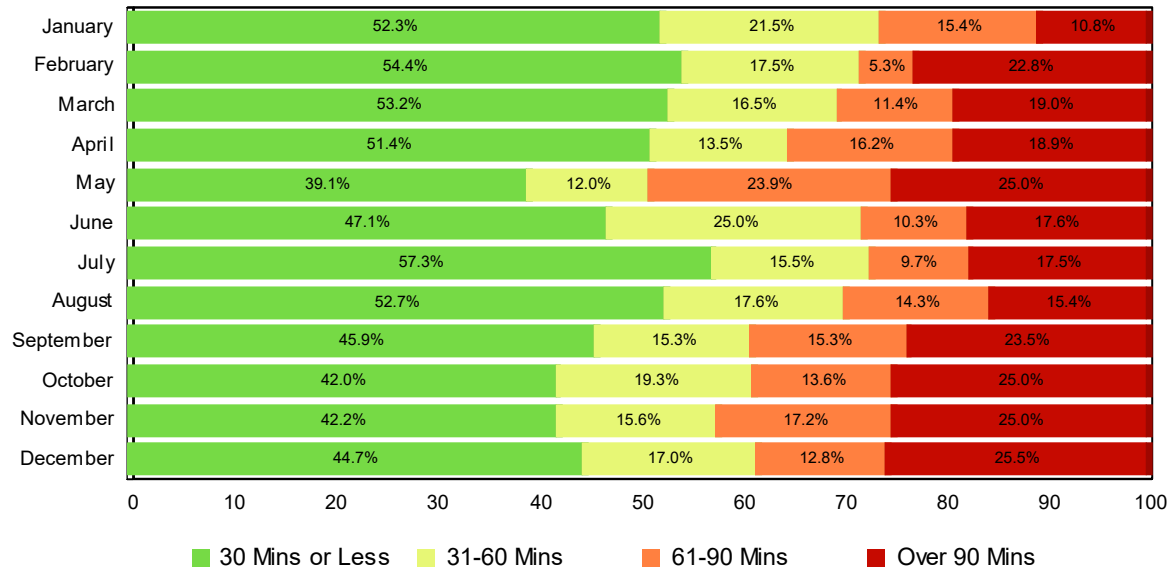
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	231	50	23	26	330
February	335	46	20	32	433
March	318	40	36	34	428
April	399	45	30	40	514
May	376	39	33	47	495
June	365	48	28	34	475
July	441	46	26	38	551
August	419	40	27	27	513
September	446	42	26	42	556
October	363	61	27	53	504
November	335	41	28	41	445
December	352	50	36	41	479
<b>Total # of Events</b>	<b>4,380</b>	<b>548</b>	<b>340</b>	<b>455</b>	<b>5,723</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	197	36	13	19	265
February	304	36	17	19	376
March	276	27	27	19	349
April	361	35	18	26	440
May	340	28	11	24	403
June	333	31	21	22	407
July	382	30	16	20	448
August	371	24	14	13	422
September	408	29	13	22	472
October	326	44	15	31	416
November	308	31	17	25	381
December	310	34	24	17	385
<b>Total # of Events</b>	<b>3,916</b>	<b>385</b>	<b>206</b>	<b>257</b>	<b>4,764</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	34	14	10	7	65
February	31	10	3	13	57
March	42	13	9	15	79
April	38	10	12	14	74
May	36	11	22	23	92
June	32	17	7	12	68
July	59	16	10	18	103
August	48	16	13	14	91
September	38	13	13	20	84
October	37	17	12	22	88
November	27	10	11	16	64
December	42	16	12	24	94
<b>Total # of Events</b>	<b>464</b>	<b>163</b>	<b>134</b>	<b>198</b>	<b>959</b>

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

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	89	3161	95	3375	98	3467	2	69	17
2	66	615	80	737	88	818	12	109	40
3	50	112	66	147	78	174	22	48	59
4	35	23	55	36	62	41	38	25	89
5	45	5	45	5	55	6	45	5	77
6	0	0	100	1	100	1	0	0	30
7	0	0	0	0	0	0	100	1	146
<b>Totals</b>	<b>82</b>	<b>3,916</b>	<b>90</b>	<b>4,301</b>	<b>95</b>	<b>4,507</b>	<b>5</b>	<b>257</b>	<b>25</b>

<=30 Mins

<=60 Mins

<=90 Mins

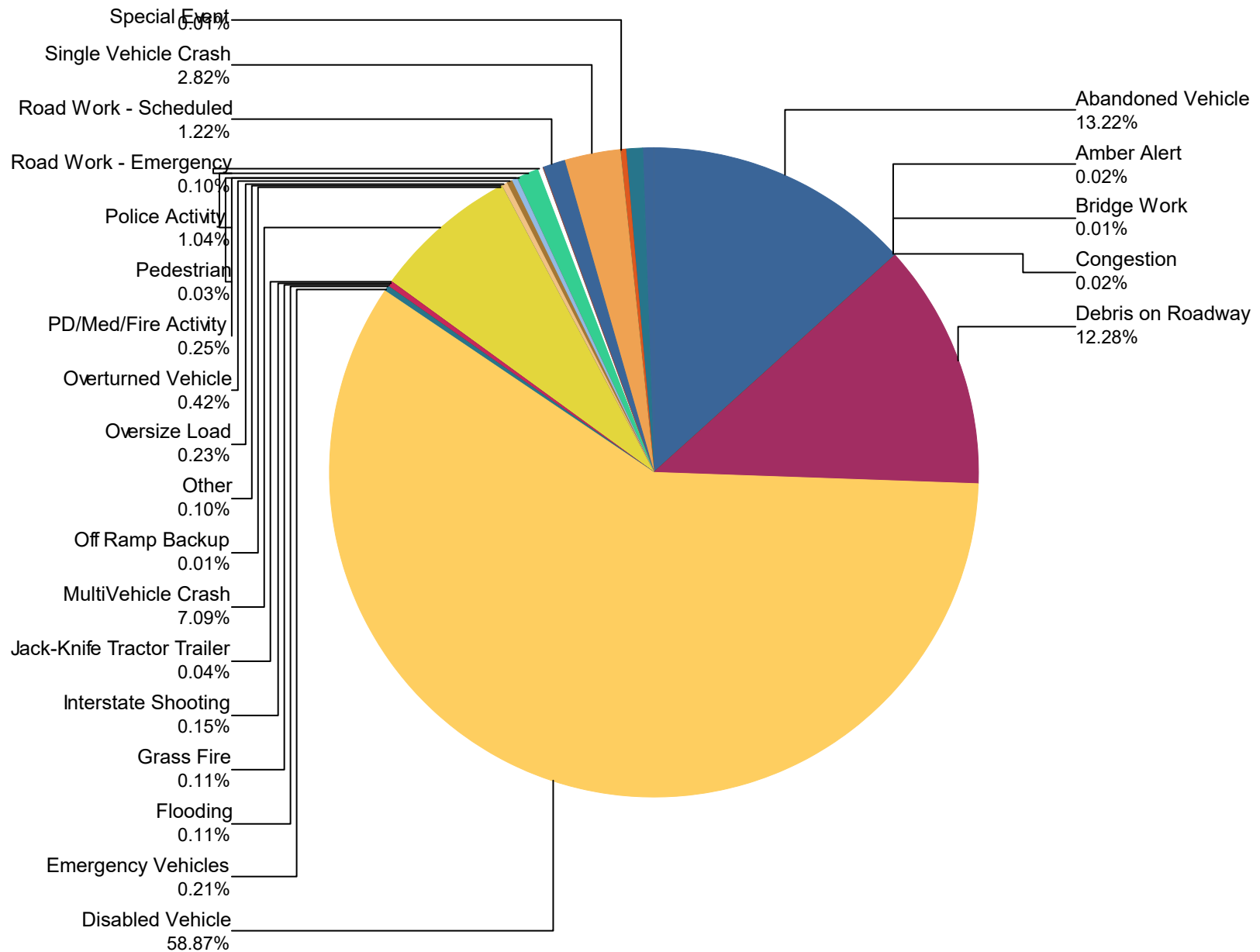
>90 Mins

## Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0040	1968	8,740	22.5
I0055	934	3,010	31.0
I0155	1	1	100.0
I0240	2064	11,209	18.4
I0269	0	1	0.0
Region 4 TMC	0	1	0.0
Sam Cooper	12	41	29.3
SR001	4	7	57.1
SR003	5	8	62.5
SR004	2	3	66.7
SR005	2	2	100.0
SR014	2	2	100.0
SR015	0	3	0.0
SR018	1	1	100.0
SR021	1	1	100.0
SR022	2	2	100.0
SR023	3	12	25.0
SR043	1	1	100.0
SR054	1	1	100.0
SR057	2	2	100.0
SR069	1	1	100.0
SR077	1	1	100.0
SR078	2	2	100.0
SR089	2	2	100.0
SR105	1	1	100.0
SR152	1	1	100.0
SR175	0	2	0.0
SR177	0	1	0.0
SR190	2	2	100.0

<b>SR191</b>	1	1	<b>100.0</b>
<b>SR193</b>	1	1	<b>100.0</b>
<b>SR196</b>	2	4	<b>50.0</b>
<b>SR204</b>	0	1	<b>0.0</b>
<b>SR216</b>	1	1	<b>100.0</b>
<b>SR300</b>	27	102	<b>26.5</b>
<b>SR385</b>	677	2,947	<b>23.0</b>
<b>All Roadways</b>	<b>5,724</b>	<b>26,118</b>	<b>21.9</b>

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

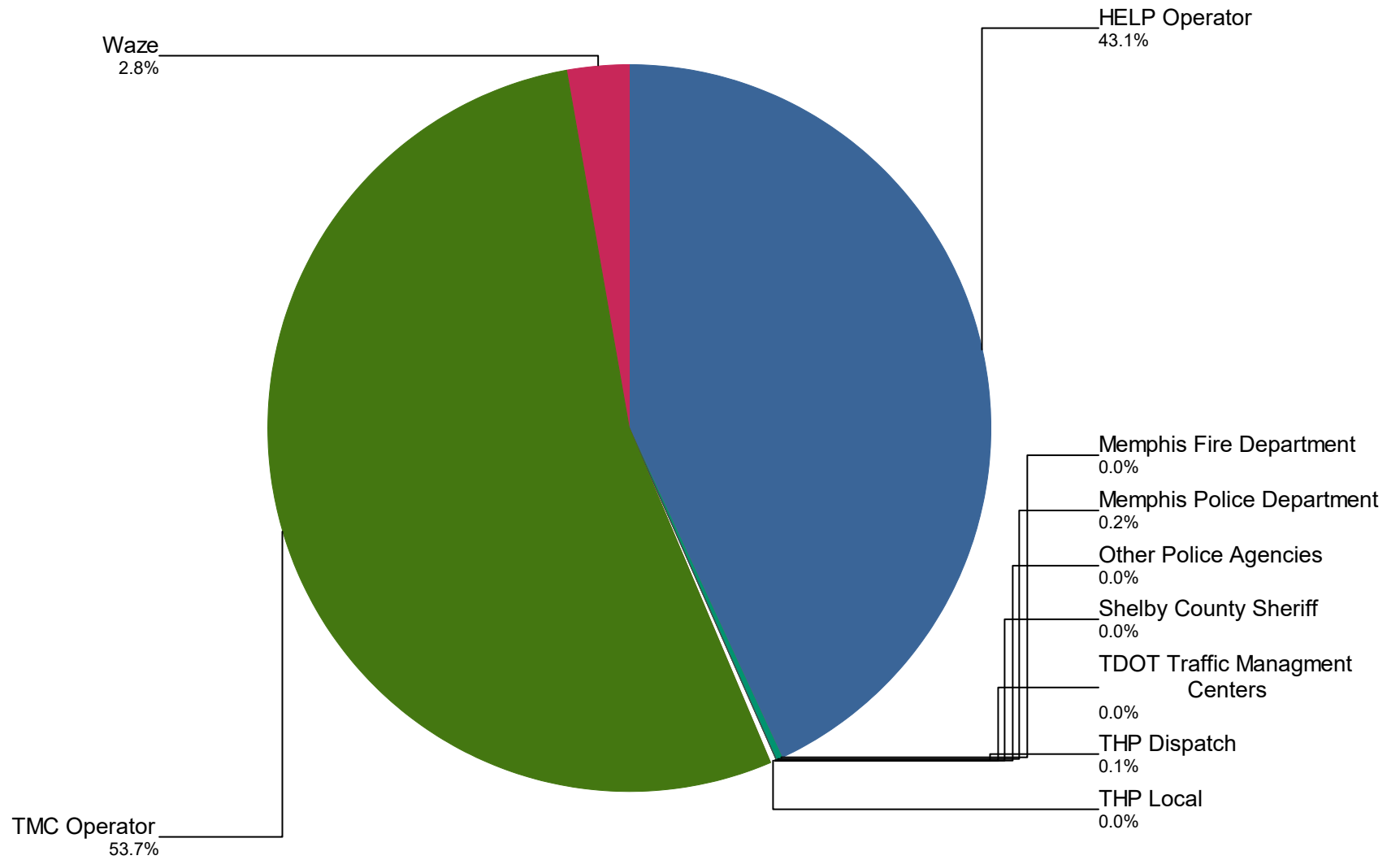


<b>Event Types for All Events</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
<b>Abandoned Vehicle</b>	252	307	337	294	311	305	266	302	318
<b>Amber Alert</b>	0	0	0	0	0	0	0	1	0
<b>Bridge Work</b>	0	0	0	0	0	0	0	0	1
<b>Congestion</b>	0	1	0	0	1	1	1	0	1
<b>Debris on Roadway</b>	193	145	248	319	284	289	339	407	379
<b>Disabled Vehicle</b>	1,343	1,555	1,609	1,452	1,311	1,093	1,017	1,338	1,279
<b>Emergency Vehicles</b>	5	4	17	6	4	4	3	7	0
<b>Flooding</b>	6	16	4	0	0	0	0	0	1
<b>Grass Fire</b>	4	0	5	1	1	3	4	6	0
<b>Interstate Shooting</b>	1	6	6	2	1	4	7	1	4
<b>Jack-Knife Tractor Trailer</b>	2	1	1	0	2	2	0	1	0
<b>MultiVehicle Crash</b>	121	109	177	177	161	171	165	149	172
<b>Off Ramp Backup</b>	0	0	0	0	2	0	0	0	0
<b>Other</b>	1	4	2	4	4	6	1	2	1
<b>Oversize Load</b>	3	4	4	3	11	14	9	5	3
<b>Overtuned Vehicle</b>	6	7	7	12	12	10	11	2	8
<b>PD/Med/Fire Activity</b>	4	0	1	3	5	5	12	9	8
<b>Pedestrian</b>	2	1	0	0	1	0	1	1	2
<b>Police Activity</b>	21	15	15	28	21	18	32	27	28
<b>Road Work - Emergency</b>	2	4	9	0	2	1	2	4	1



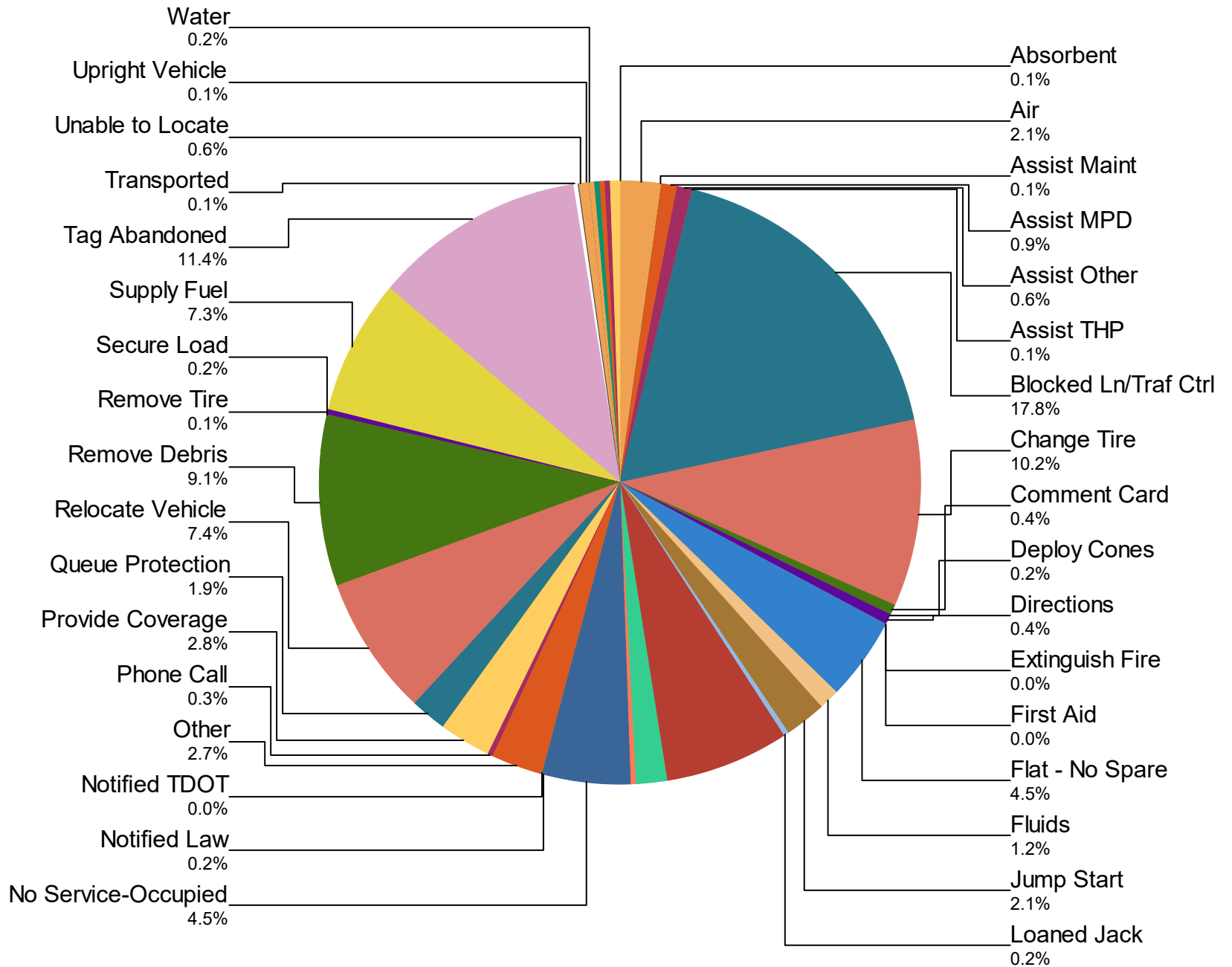
	January	February	March	April	May	June	July	August	September
<b>Road Work - Scheduled</b>	21	14	55	39	26	28	23	26	27
<b>Single Vehicle Crash</b>	56	99	57	56	52	56	62	68	49
<b>Special Event</b>	0	1	0	0	0	0	0	0	0
<b>Test Incident</b>	3	6	12	6	6	1	9	11	1
<b>Towing</b>	0	0	2	6	2	7	2	1	3
<b>Traffic Signal Dark</b>	0	0	0	1	0	0	0	0	0
<b>Unknown</b>	15	26	10	22	29	14	18	9	13
<b>Vehicle Fire</b>	7	4	15	14	18	12	15	8	9
<b>Weather</b>	0	3	2	0	0	0	0	0	2
<b>Total</b>	<b>2,068</b>	<b>2,332</b>	<b>2,595</b>	<b>2,445</b>	<b>2,267</b>	<b>2,044</b>	<b>1,999</b>	<b>2,385</b>	<b>2,310</b>

# Incidents by Detection Source



<b>Notifier Agency</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>
<b>HELP Operator</b>	961	1,058	1,233	1,090	944	800	748	846	1,122	1,003
<b>Memphis Fire Department</b>	0	0	0	0	0	0	0	0	0	1
<b>Memphis Police Department</b>	6	8	9	3	3	2	4	5	7	2
<b>Other Police Agencies</b>	0	0	1	0	0	0	0	0	0	1
<b>Shelby County Sheriff</b>	0	0	0	0	0	0	0	0	1	1
<b>TDOT Traffic Management Centers</b>	0	0	0	0	0	0	0	0	1	0
<b>THP Dispatch</b>	0	5	1	0	1	1	1	1	3	3
<b>THP Local</b>	2	0	0	1	0	1	0	0	0	0
<b>TMC Operator</b>	1,064	1,238	1,319	1,310	1,272	1,188	1,147	1,431	1,071	1,040
<b>Waze</b>	35	23	32	41	47	52	99	102	105	79
<b>Total</b>	<b>2,068</b>	<b>2,332</b>	<b>2,595</b>	<b>2,445</b>	<b>2,267</b>	<b>2,044</b>	<b>1,999</b>	<b>2,385</b>	<b>2,310</b>	<b>2,130</b>

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



<b>Activity Types for All Activities</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
<b>Absorbent</b>	4	2	0	1	2	3	6	0	9
<b>Air</b>	70	60	67	72	54	70	52	65	58
<b>Assist Maint</b>	3	6	11	6	4	1	2	3	0
<b>Assist MPD</b>	0	0	8	35	21	16	30	17	33
<b>Assist Other</b>	22	38	44	13	13	12	18	13	14
<b>Assist THP</b>	1	2	0	2	1	2	2	1	7
<b>Blocked Ln/Traf Ctrl</b>	369	638	507	475	589	438	522	656	645
<b>Change Tire</b>	311	256	396	370	329	313	273	357	344
<b>Comment Card</b>	29	17	22	19	26	7	7	4	3
<b>Deploy Cones</b>	3	0	0	12	6	2	7	1	14
<b>Directions</b>	11	9	10	12	25	14	11	14	11
<b>Extinguish Fire</b>	0	1	3	1	0	4	0	0	2

	January	February	March	April	May	June	July	August	September
<b>First Aid</b>	0	0	1	4	1	2	0	0	0
<b>Flat - No Spare</b>	134	98	169	151	170	124	103	152	160
<b>Fluids</b>	39	31	29	38	45	27	38	56	32
<b>Jump Start</b>	72	92	58	62	51	56	46	80	66
<b>Loaned Jack</b>	10	7	2	4	11	7	1	12	7
<b>Mechanical</b>	1	4	115	282	276	235	218	289	282
<b>Mechanical Problem</b>	232	241	199	0	0	0	0	0	0
<b>No Service-Abandon</b>	8	7	5	6	6	4	6	6	9
<b>No Service-Occupied</b>	194	170	204	196	129	81	79	113	127
<b>Notified Law</b>	4	6	5	7	5	4	6	3	7
<b>Notified TDOT</b>	1	0	0	0	0	0	1	0	3
<b>Other</b>	98	134	102	100	109	78	63	64	74
<b>Phone Call</b>	7	10	15	16	10	9	4	4	15

	January	February	March	April	May	June	July	August	September
<b>Provide Coverage</b>	32	54	41	90	130	72	71	81	121
<b>Queue Protection</b>	34	30	44	54	207	42	28	37	69
<b>Relocate Vehicle</b>	139	411	203	234	213	238	204	173	228
<b>Remove Debris</b>	179	152	241	316	288	280	320	413	383
<b>Remove Tire</b>	23	18	11	0	0	0	0	0	0
<b>Secure Load</b>	6	7	6	5	9	4	5	3	4
<b>Supply Fuel</b>	208	233	253	190	204	163	160	264	204
<b>Tag Abandoned</b>	323	370	430	363	375	352	312	358	365
<b>Transported</b>	2	1	1	1	3	2	2	3	4
<b>Unable to Locate</b>	12	12	10	23	28	17	31	12	24
<b>Upright Vehicle</b>	1	0	1	1	3	2	8	0	1
<b>Water</b>	2	4	4	3	5	8	16	24	11
<b>Welfare Check</b>	3	18	8	5	7	11	9	16	13

	January	February	March	April	May	June	July	August	September
<b>Wrecker List</b>	0	0	0	0	0	16	9	16	12
<b>Wrecker Towed</b>	2	17	12	20	10	9	4	5	6
<b>Wrong Truck</b>	0	0	0	0	16	18	11	31	26
<b>Total</b>	<b>2,589</b>	<b>3,156</b>	<b>3,237</b>	<b>3,189</b>	<b>3,381</b>	<b>2,743</b>	<b>2,685</b>	<b>3,346</b>	<b>3,393</b>



# DMS Duration

	January	February	March	April	May	June	July	August	September	October	November	December
Avg % ON Time	59.5	79.8	58.1	67.6	92.0	94.1	102.7	93.3	89.1	58.6	47.1	67.7
Avg Post Time (hr)	1.5	1.1	1.0	1.1	1.6	1.0	1.9	2.3	1.9	1.1	1.0	1.3
Avg Messages Per Sign	304.9	508.9	430.6	427.5	428.8	656.1	399.3	304.1	339.8	389.7	341.9	395.2
Total Messages Posted	14,633	24,427	20,667	20,518	20,584	31,495	19,166	14,599	16,309	18,704	16,410	18,968