

Includes All Responders

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

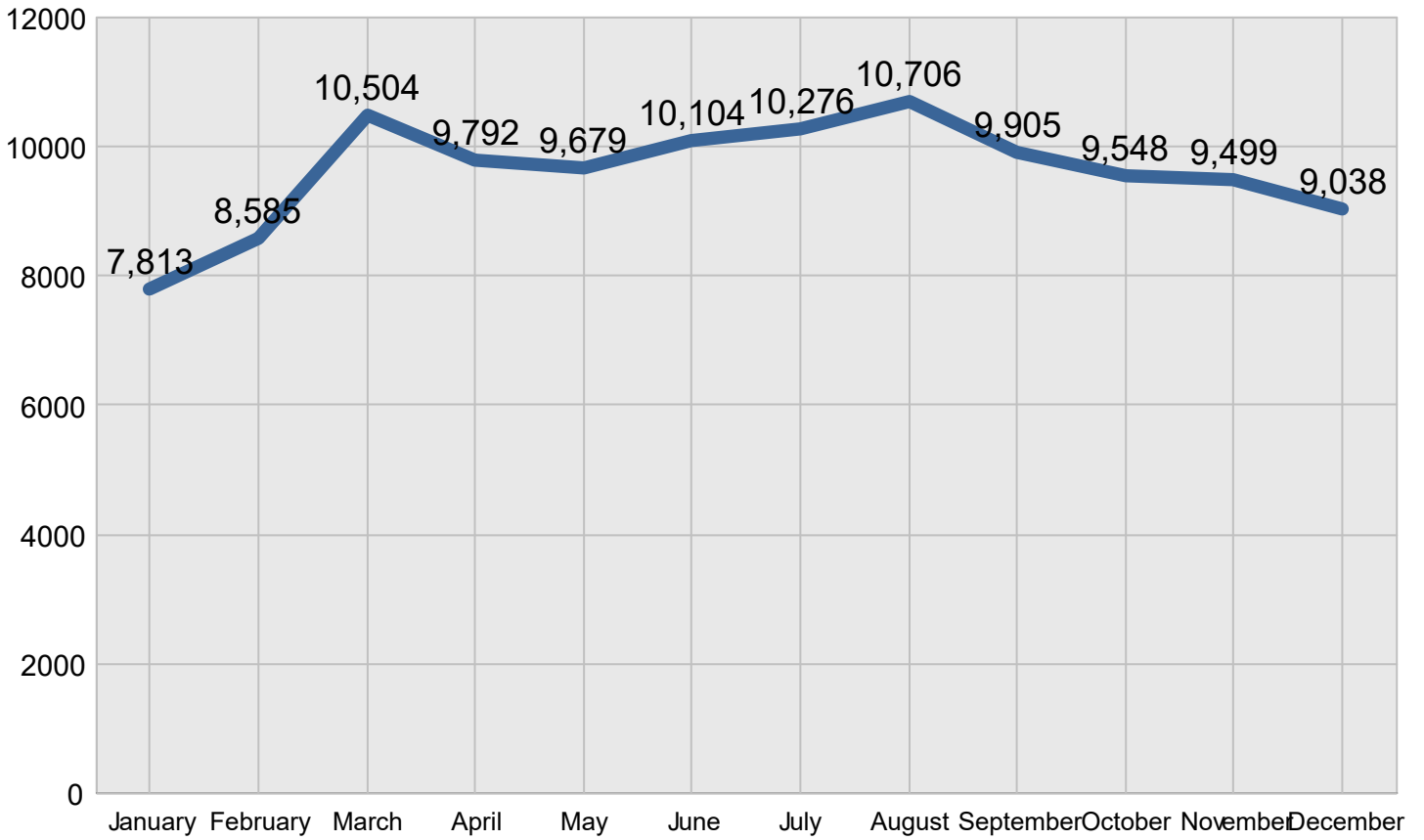
Statewide

Created on: April 03, 2023 8:30 am County: All Counties Report Template version 2.0

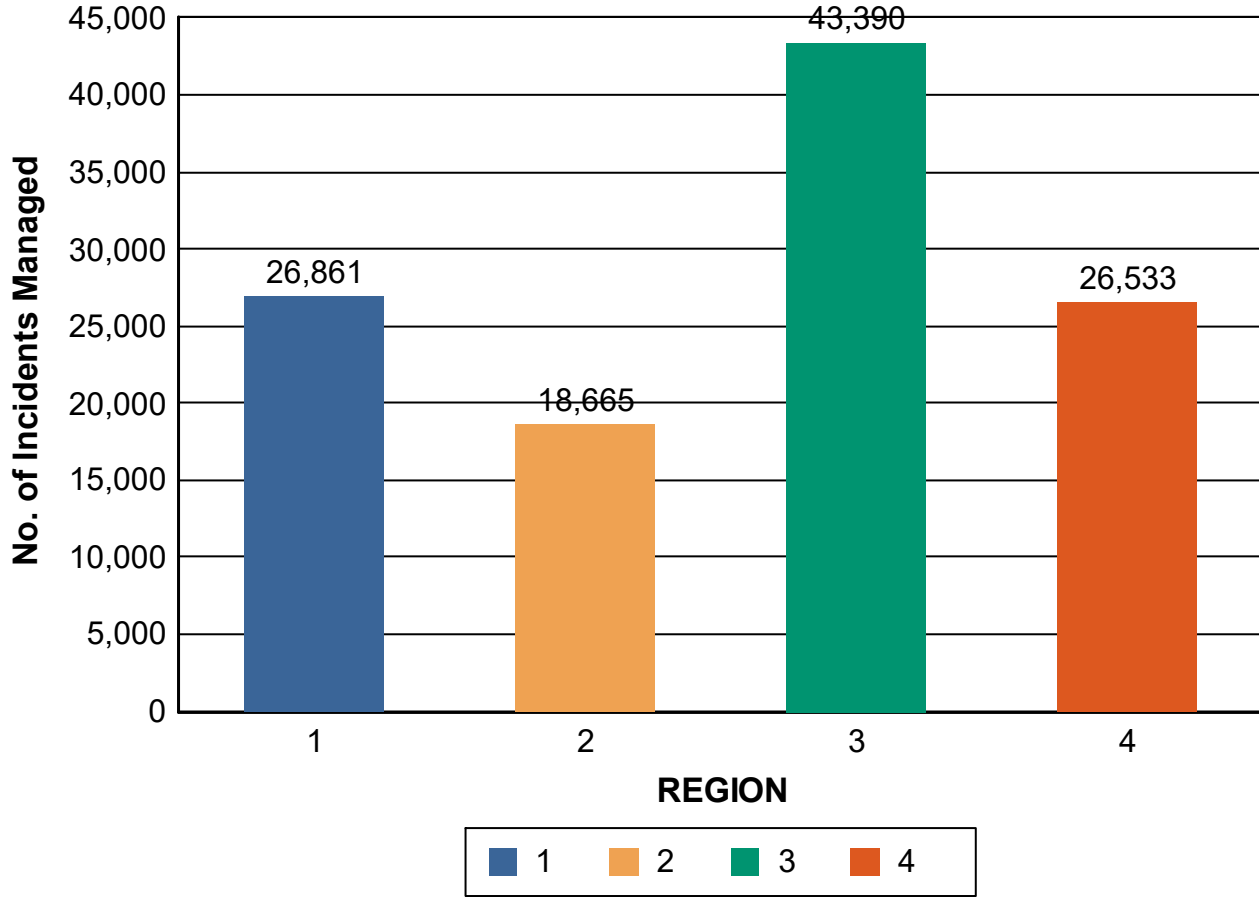
**Total Incidents Managed This Year: 113,140**

## Incidents Managed

Incidents Managed - Monthly



### Incidents Managed- Region



# Performance Measures Summary

## Incidents Overall Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	1,217	1,570	1,763	1,713	1,731	1,846	1,923	1,920	1,840	1,910	1,826	1,743	20,909
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.)	0.3	0.1	0.2	0.2	0.1	0.3	0.4	0.5	0.4	0.2	0.2	0.3	0.3
Response Duration (min.)	5.4	6.3	6.2	5.5	6.3	6.5	6.5	7.3	6.7	6.7	5.9	6.3	6.3
Open Roads Duration (min.)	35.0	36.7	40.1	132.6	34.7	30.1	29.2	206.0	47.8	60.8	50.8	34.2	63.0
Departure Duration (min.)	38.0	52.6	33.7	29.3	33.6	32.0	35.3	32.2	43.8	40.9	41.0	40.2	37.6
<b>Roadway Clearance Duration (min.)</b>	<b>40.7</b>	<b>43.1</b>	<b>46.5</b>	<b>138.3</b>	<b>41.1</b>	<b>36.8</b>	<b>36.1</b>	<b>213.8</b>	<b>55.0</b>	<b>67.7</b>	<b>57.0</b>	<b>40.8</b>	<b>69.7</b>
<b>Incident Clearance Duration (min.)</b>	<b>78.7</b>	<b>95.7</b>	<b>80.2</b>	<b>167.6</b>	<b>74.7</b>	<b>68.8</b>	<b>71.5</b>	<b>246.0</b>	<b>98.7</b>	<b>108.6</b>	<b>98.0</b>	<b>81.1</b>	<b>107.3</b>

Note:

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

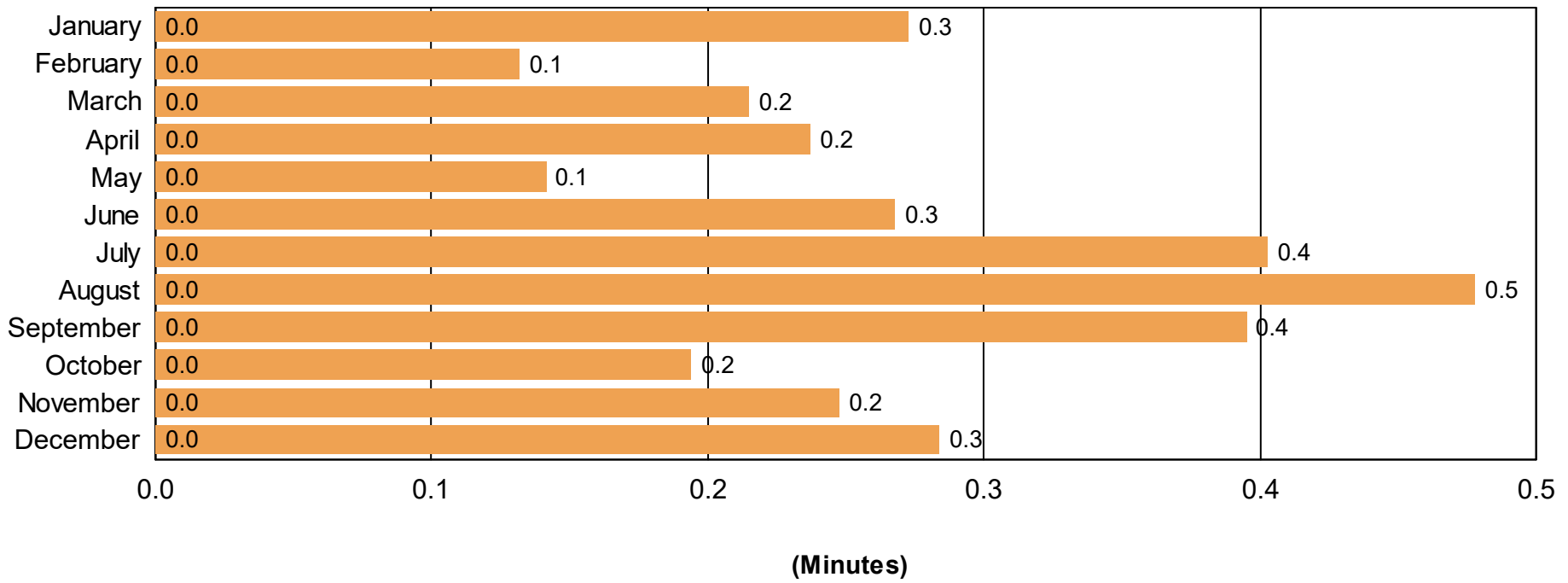
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

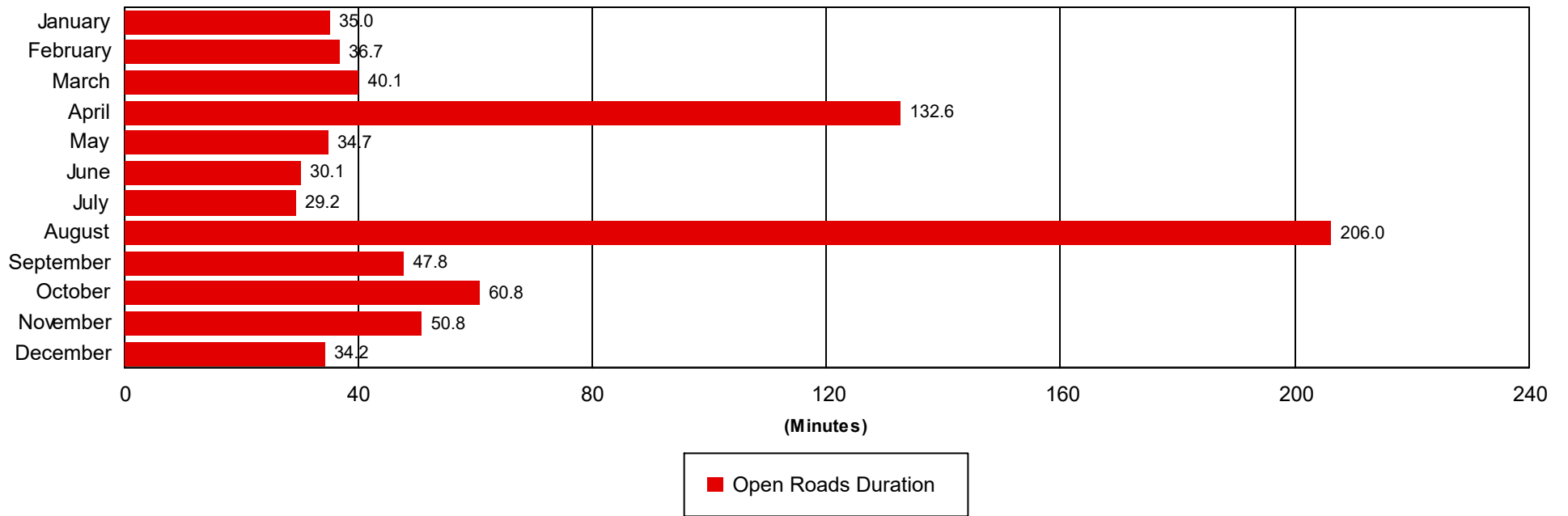
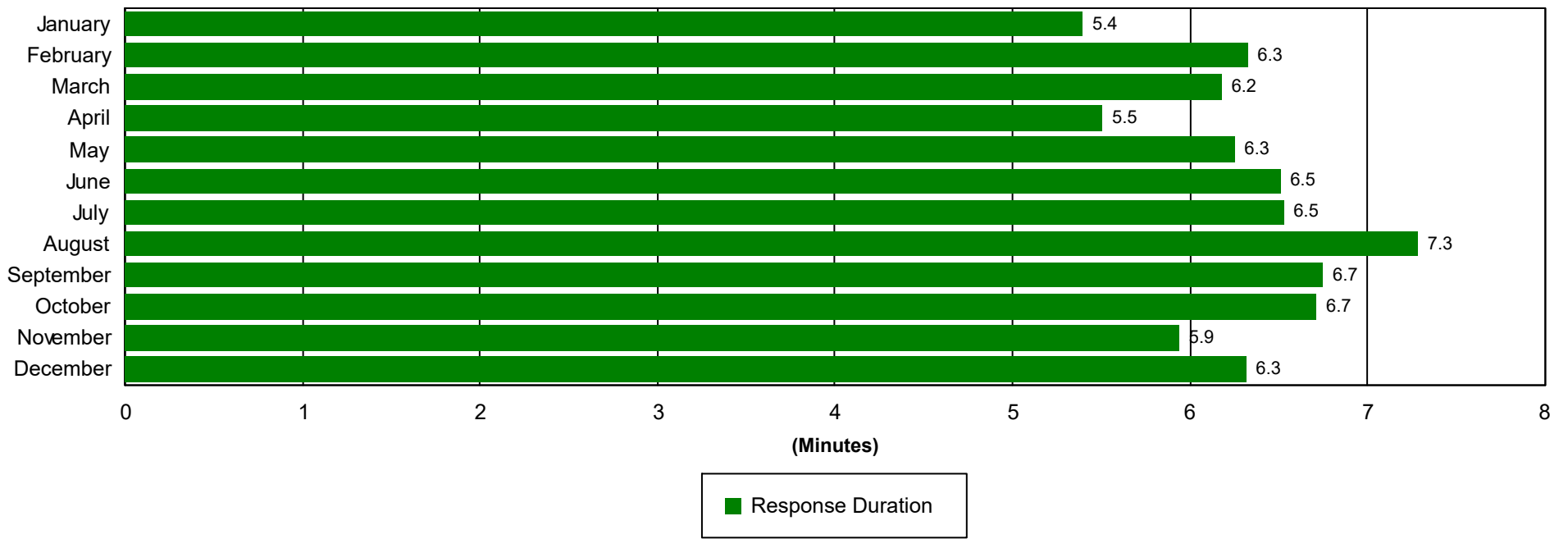
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

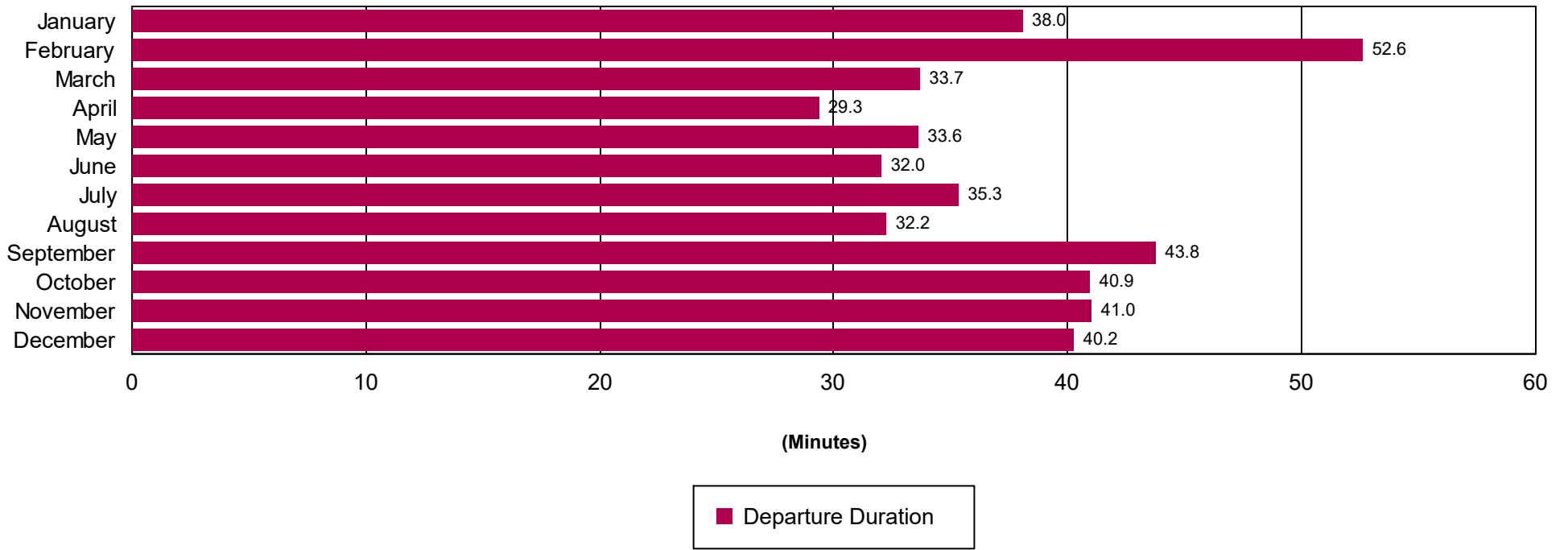
**Roadway Clearance Duration (min.):** [First Notif to Travel Lanes Cleared]

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

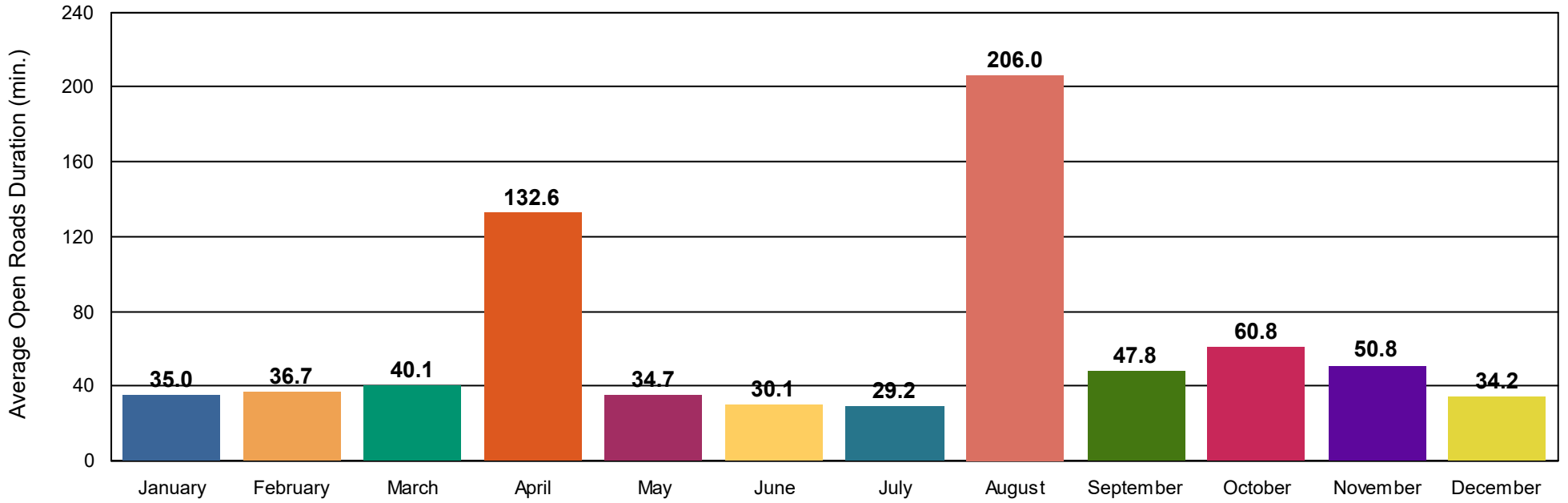
### Incident Clearance Duration



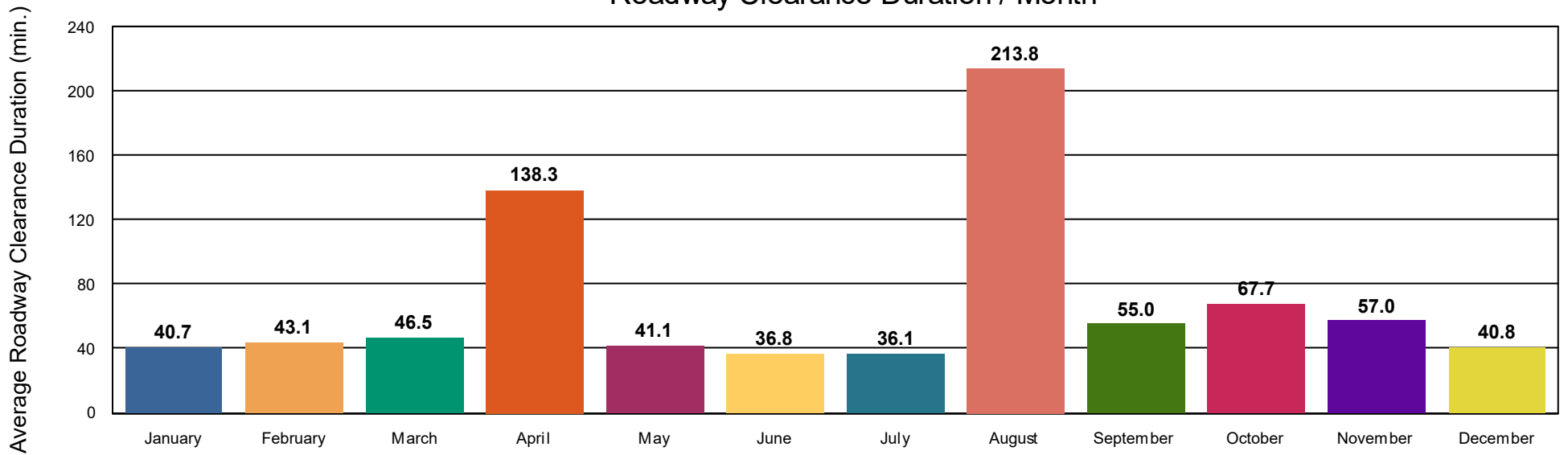




# Open Roads Duration / Month



# Roadway Clearance Duration / Month



# Performance Measures Summary

## Incidents with HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	906	1,203	1,304	1,306	1,319	1,368	1,452	1,454	1,406	1,457	1,393	1,290	15,788
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.)	0.3	0.2	0.2	0.3	0.2	0.3	0.4	0.5	0.4	0.2	0.2	0.2	0.3
Response Duration (min.)	4.9	5.7	5.4	5.1	5.5	6.3	6.3	6.7	5.2	5.7	5.3	5.6	5.7
Open Roads Duration (min.)	31.3	33.4	34.4	22.8	28.9	22.3	22.2	239.7	43.9	61.1	48.7	27.7	53.5
Departure Duration (min.)	41.9	60.7	37.2	30.9	37.2	34.1	36.2	33.4	46.8	45.9	44.8	44.6	41.0
<b>Roadway Clearance Duration (min.)</b>	<b>36.5</b>	<b>39.2</b>	<b>40.0</b>	<b>28.2</b>	<b>34.5</b>	<b>28.9</b>	<b>28.9</b>	<b>246.9</b>	<b>49.6</b>	<b>67.0</b>	<b>54.2</b>	<b>33.6</b>	<b>59.5</b>
<b>Incident Clearance Duration (min.)</b>	<b>78.4</b>	<b>99.9</b>	<b>77.2</b>	<b>59.0</b>	<b>71.8</b>	<b>63.0</b>	<b>65.2</b>	<b>280.4</b>	<b>96.4</b>	<b>112.9</b>	<b>99.0</b>	<b>78.2</b>	<b>100.5</b>

Note:

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

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

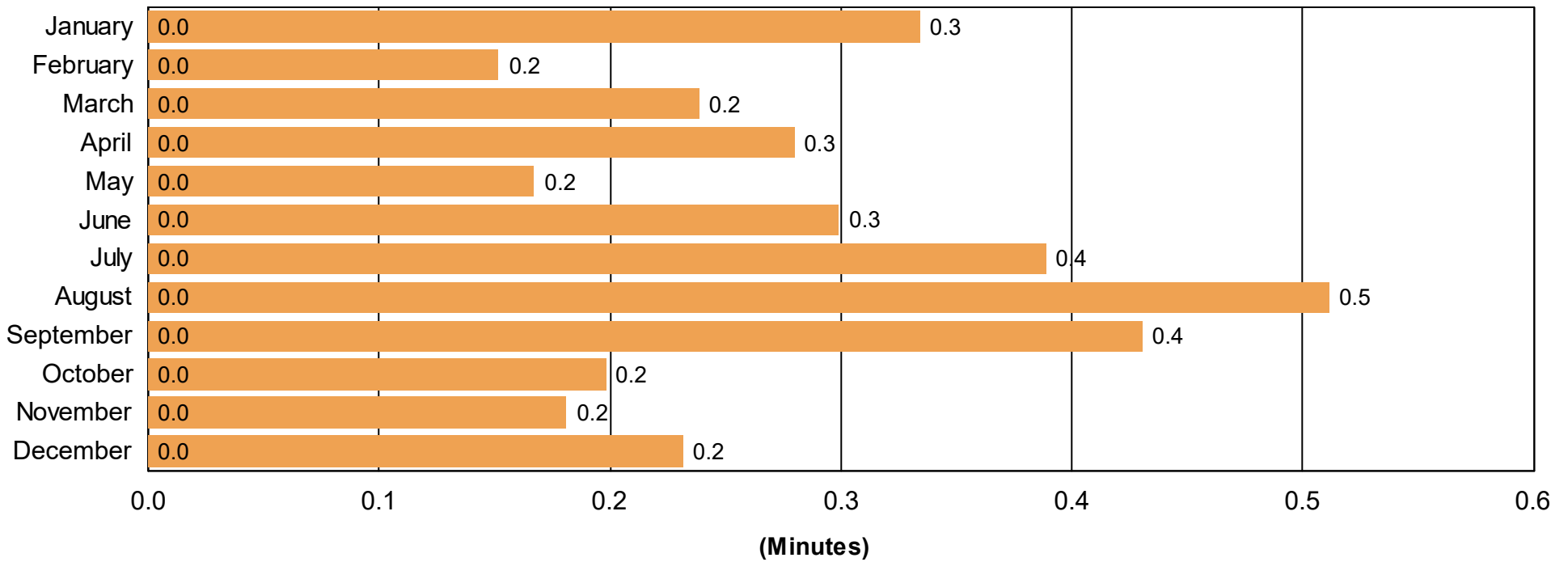
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

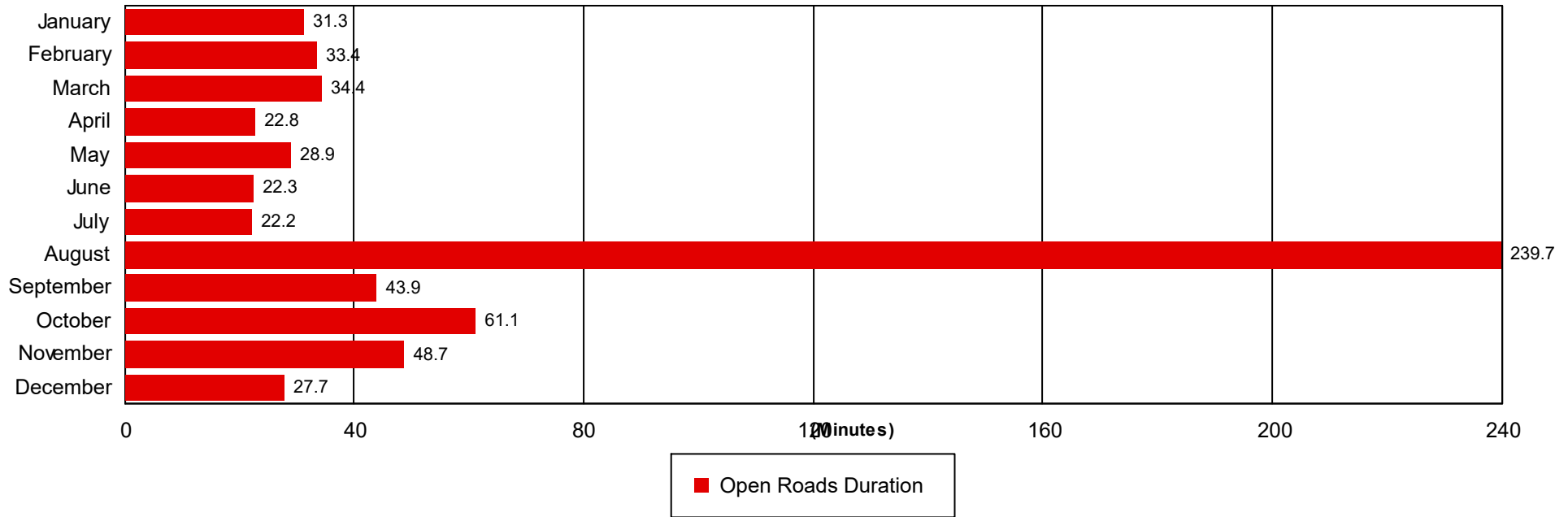
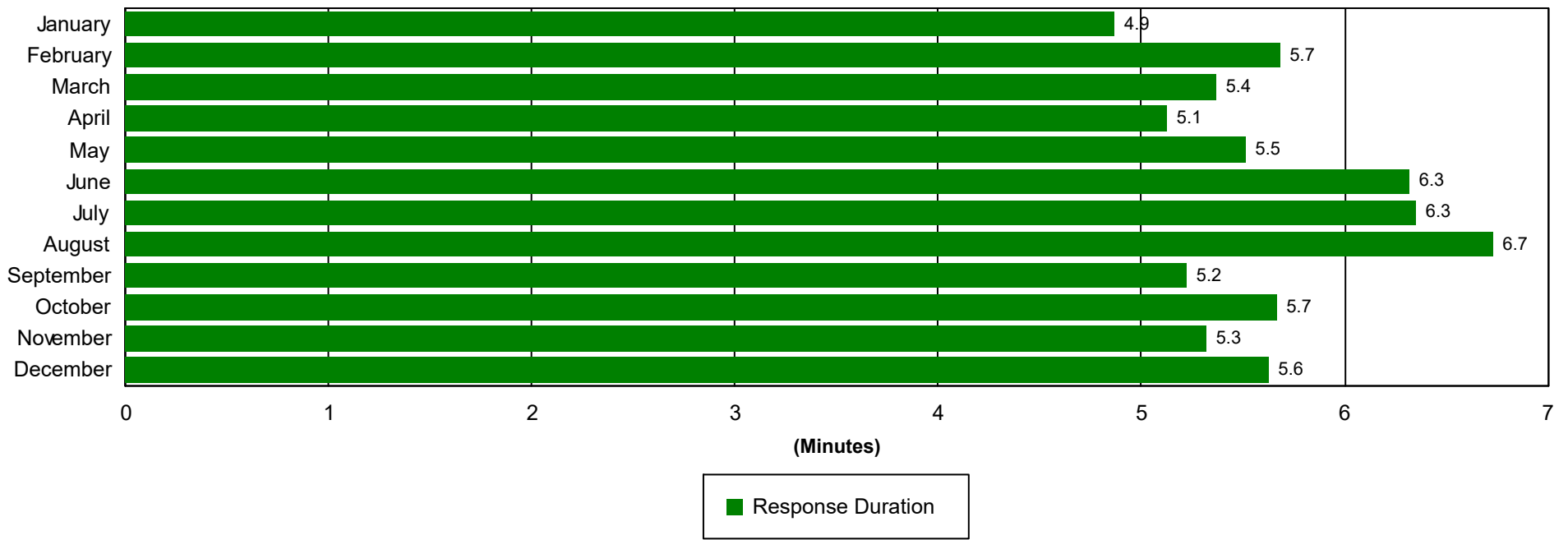
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

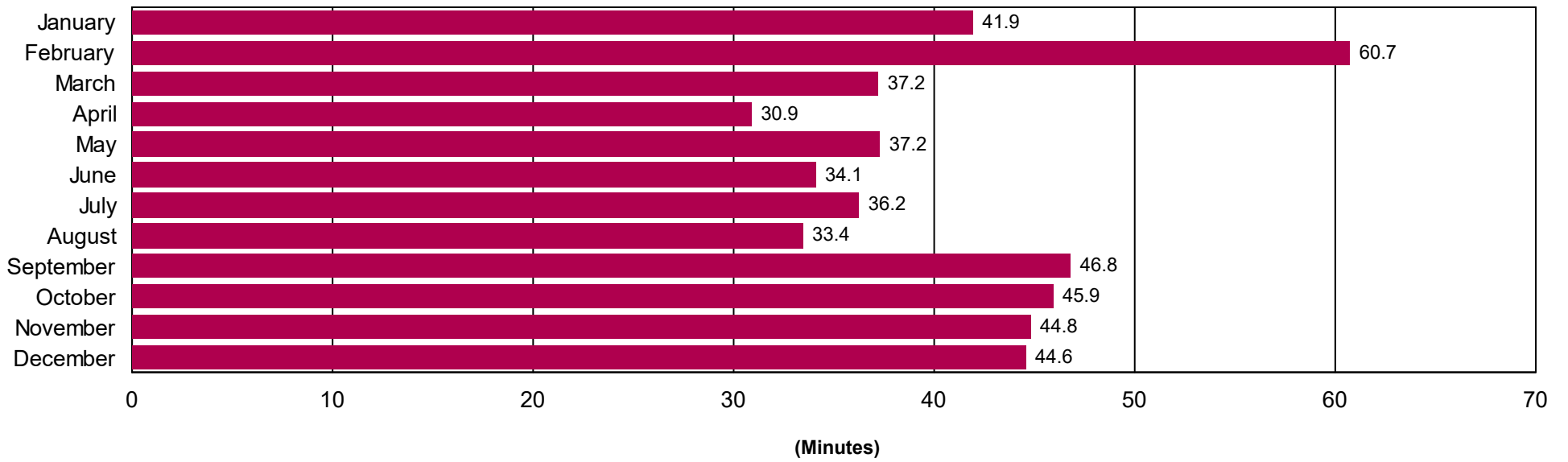
**Incident Clearance Duration (min.):** [\[First Notif to Last Departure\]](#)



### Incident Clearance Duration

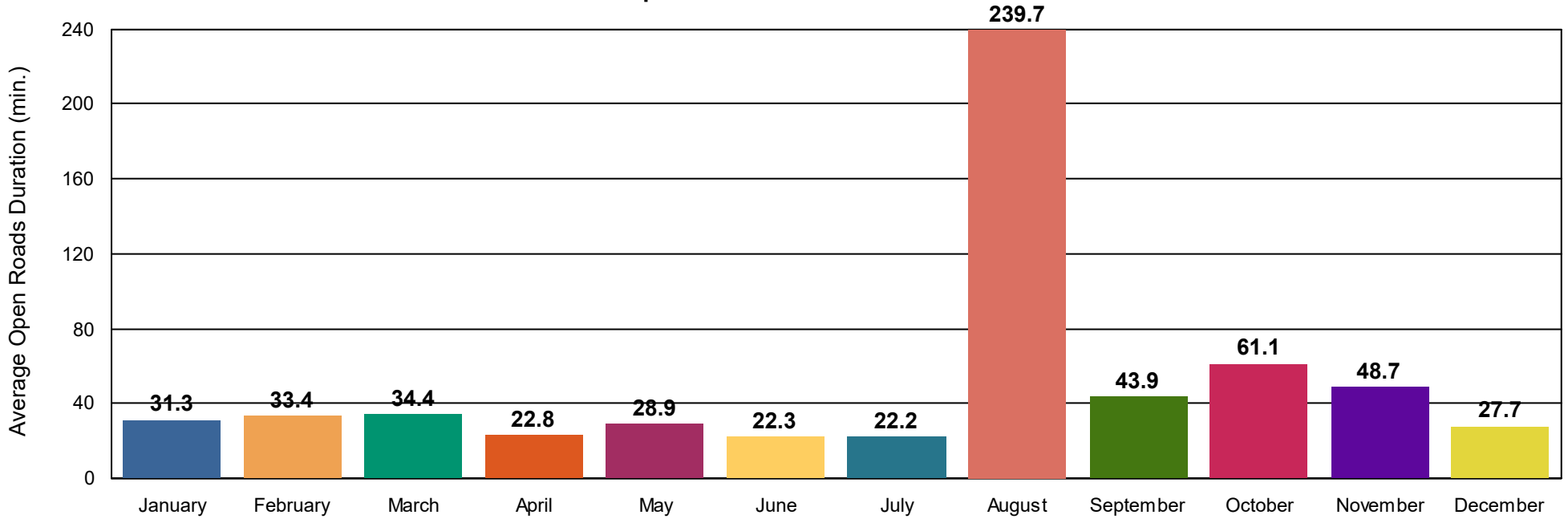




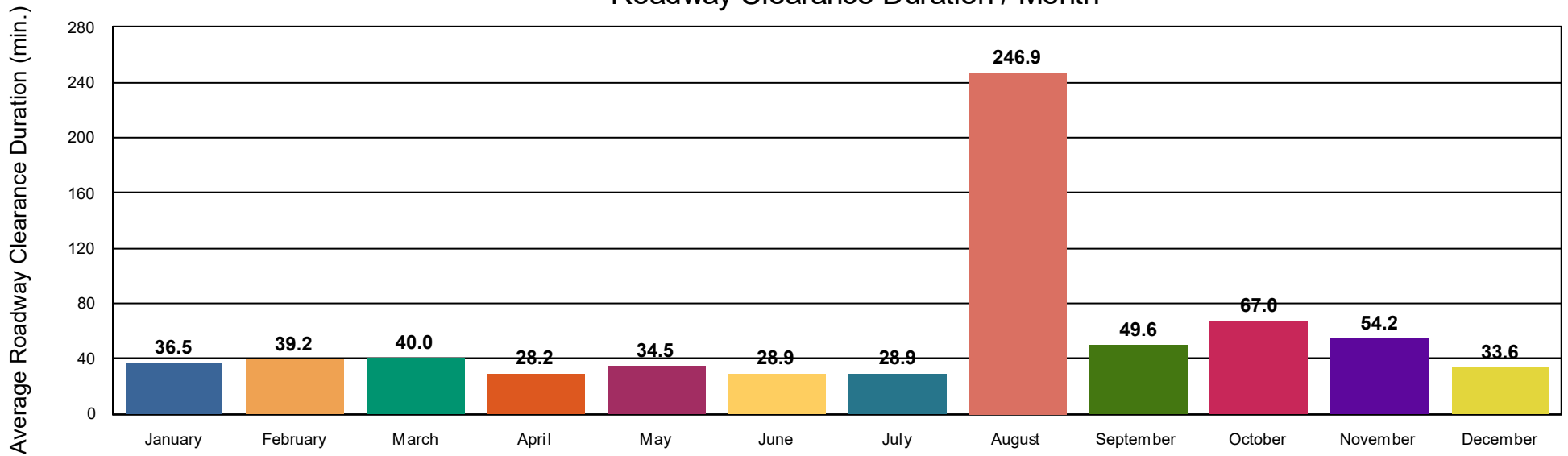


■ Departure Duration

## Open Roads Duration / Month



## Roadway Clearance Duration / Month



# Performance Measures Summary

## Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	311	367	459	407	412	478	471	466	434	453	433	453	5,141
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	0.1	0.0	0.0	0.1	0.5	0.3	0.2	0.2	0.5	0.5	0.2
Response Duration (min.)	7.5	9.4	9.4	7.3	9.7	7.3	7.3	9.8	14.4	11.1	8.7	9.0	9.3
Open Roads Duration (min.)	49.8	52.1	62.9	650.2	61.8	63.3	58.8	56.4	67.4	59.5	60.6	59.7	104.5
Departure Duration (min.)	22.5	14.1	19.8	22.1	16.5	23.1	31.5	26.8	28.3	19.9	24.0	23.2	22.9
<b>Roadway Clearance Duration (min.)</b>	<b>57.3</b>	<b>61.5</b>	<b>72.4</b>	<b>657.6</b>	<b>71.6</b>	<b>70.8</b>	<b>66.6</b>	<b>66.5</b>	<b>82.1</b>	<b>70.8</b>	<b>69.8</b>	<b>69.2</b>	<b>114.0</b>
<b>Incident Clearance Duration (min.)</b>	<b>79.8</b>	<b>75.7</b>	<b>92.2</b>	<b>679.7</b>	<b>88.1</b>	<b>93.9</b>	<b>98.1</b>	<b>93.3</b>	<b>110.4</b>	<b>90.7</b>	<b>93.9</b>	<b>92.4</b>	<b>136.9</b>

Note:

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

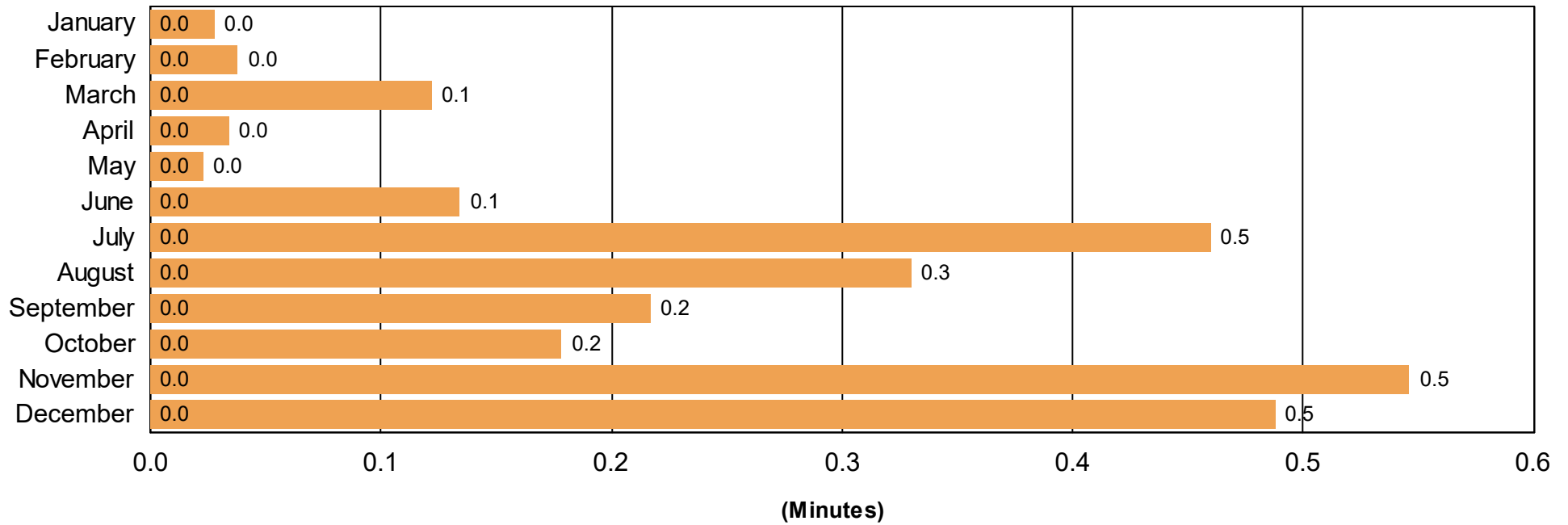
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

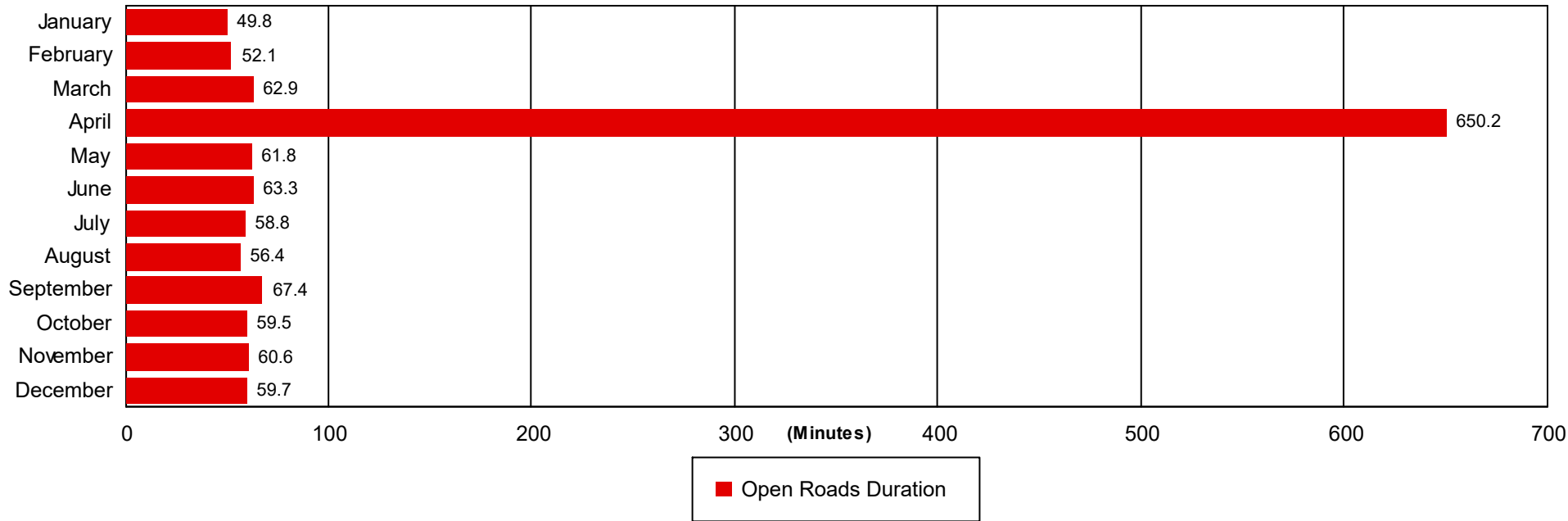
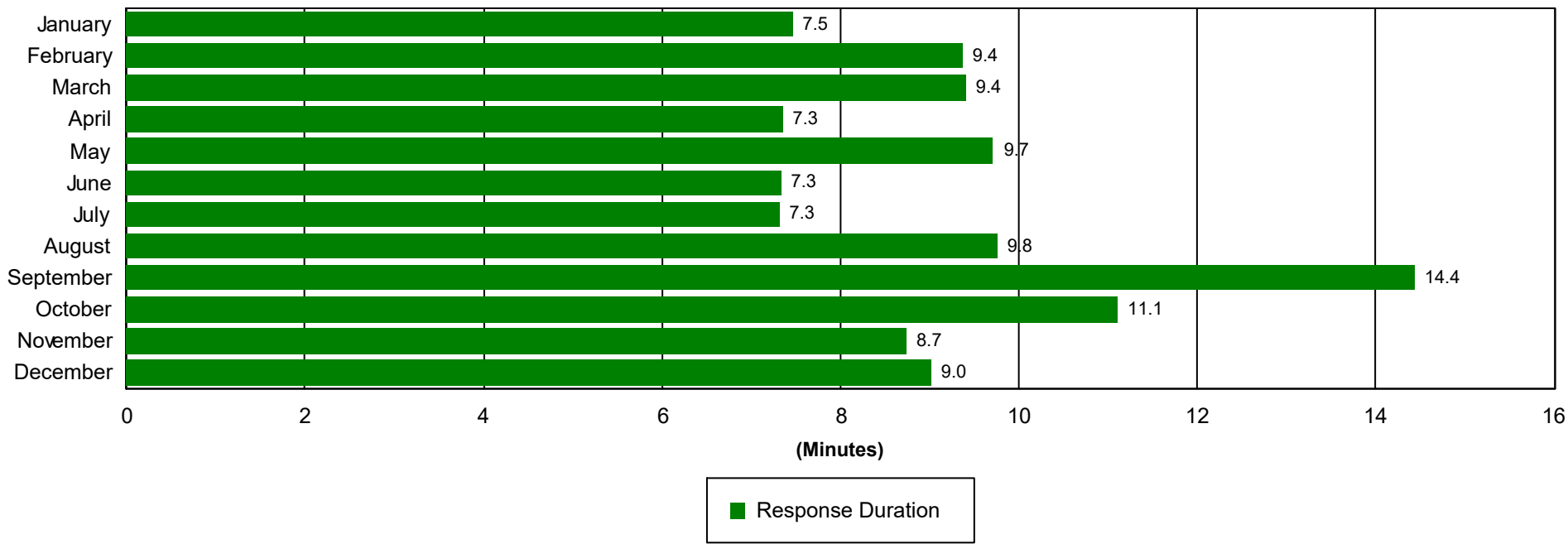
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

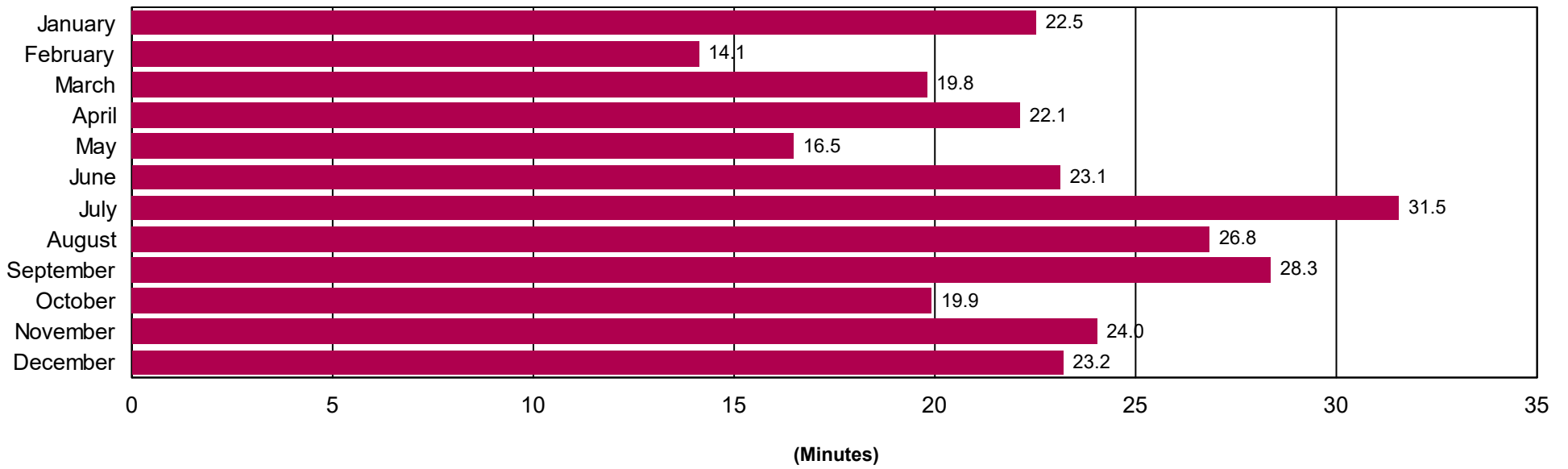
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

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

### Incident Clearance Duration



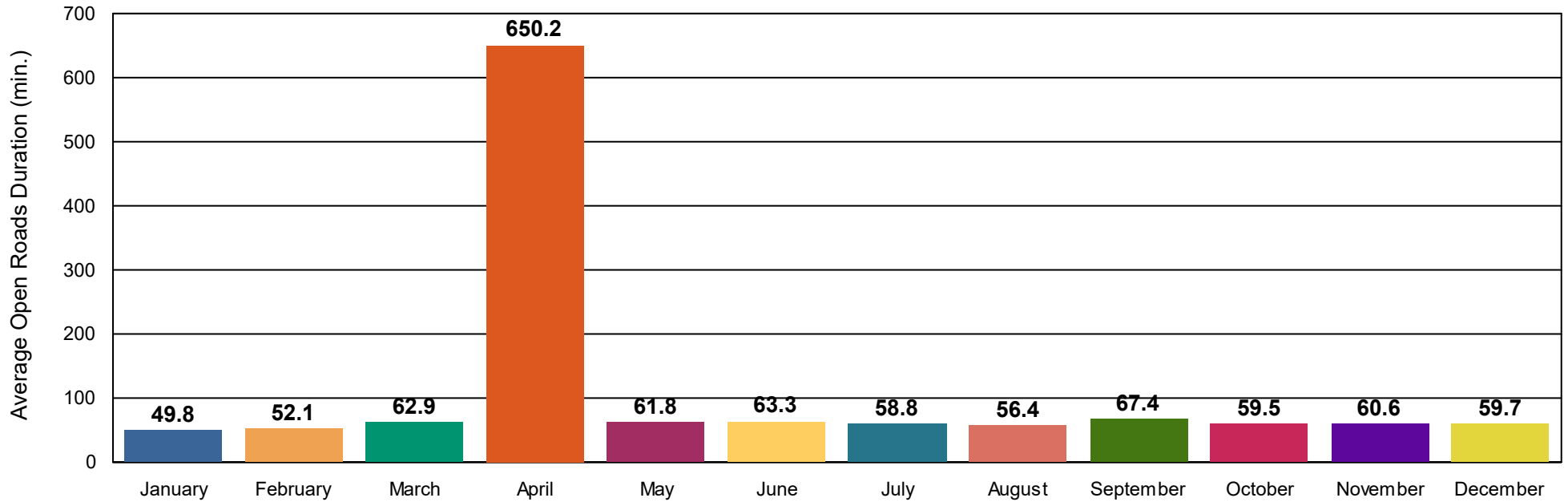




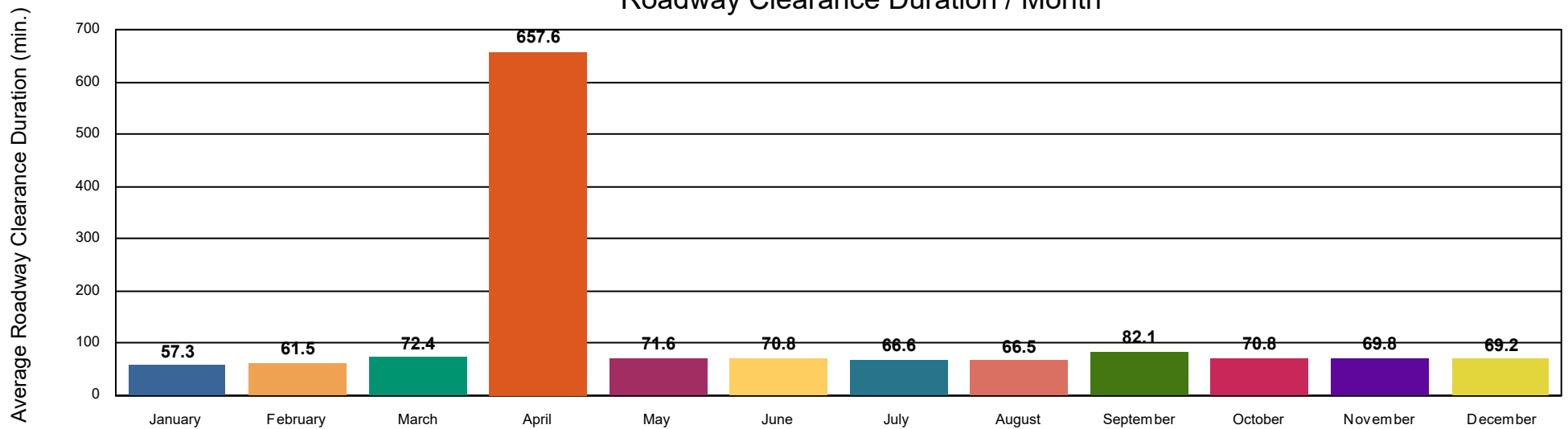
■ Departure Duration



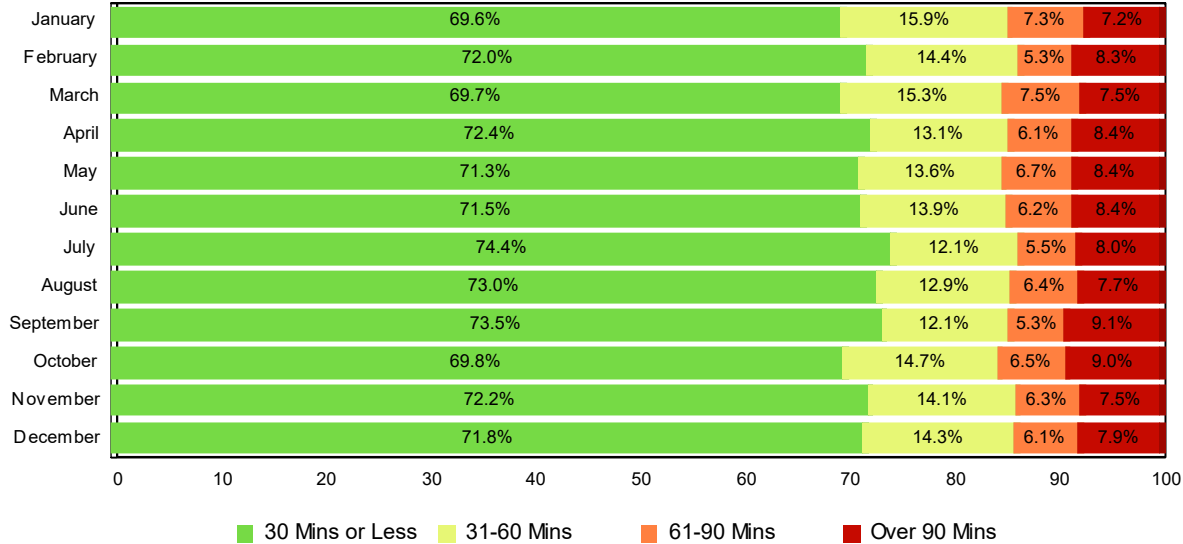
## Open Roads Duration / Month



## Roadway Clearance Duration / Month

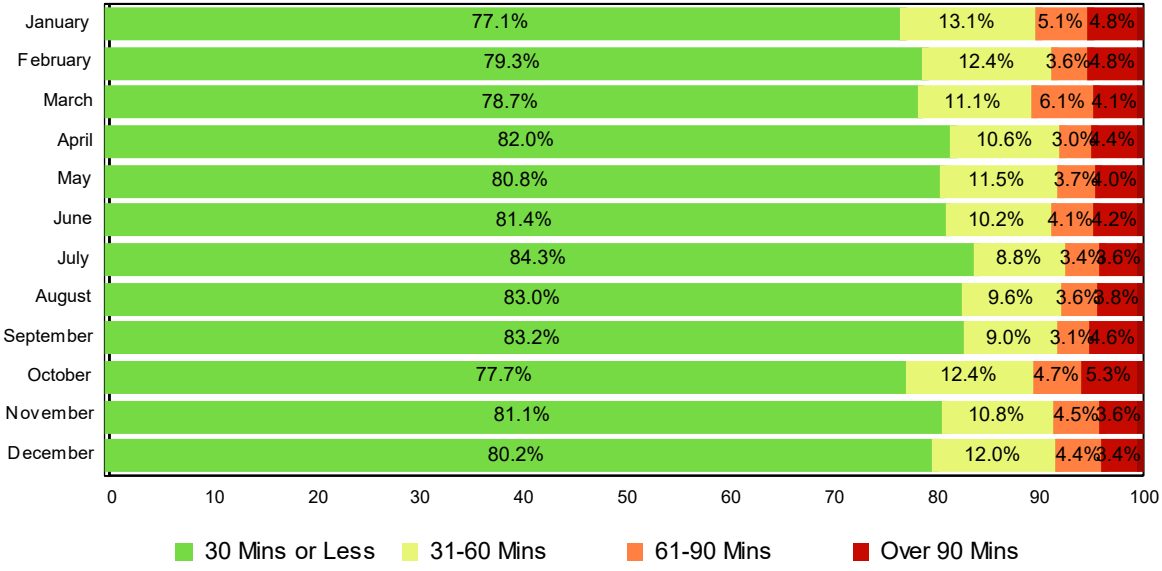


# Lane Blockage Clearance Times - Overall



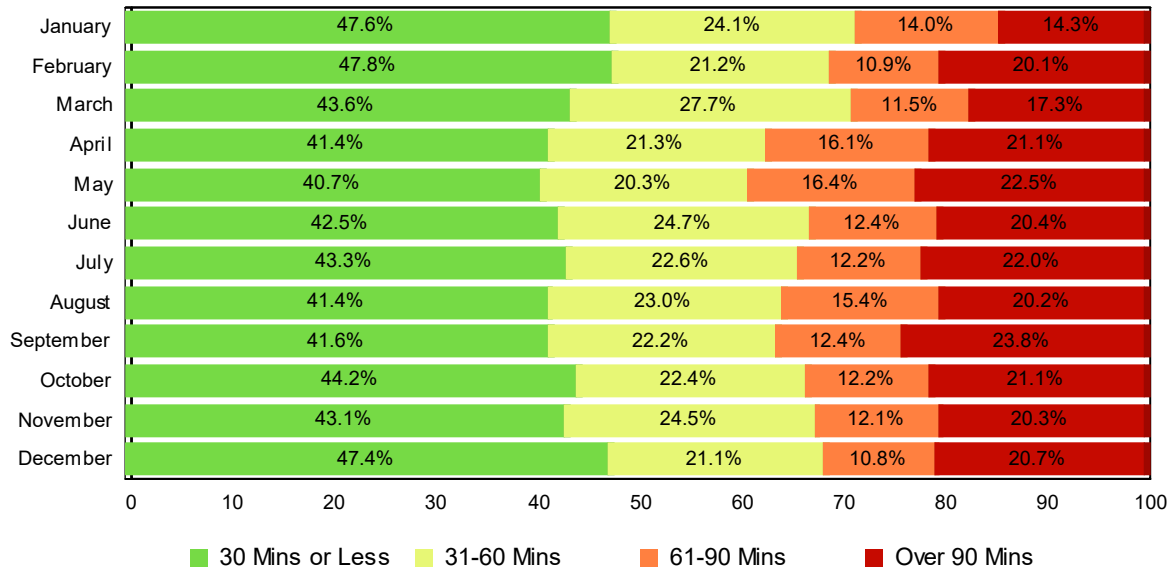
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	843	192	89	87	1,211
February	1,122	225	82	129	1,558
March	1,222	269	131	132	1,754
April	1,236	224	104	143	1,707
May	1,229	234	115	145	1,723
June	1,310	255	114	153	1,832
July	1,421	231	105	153	1,910
August	1,396	246	123	148	1,913
September	1,348	222	97	167	1,834
October	1,330	281	123	172	1,906
November	1,314	256	114	137	1,821
December	1,243	248	105	136	1,732
<b>Total # of Events</b>	<b>14,959</b>	<b>2,883</b>	<b>1,302</b>	<b>1,702</b>	<b>20,809</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	697	118	46	43	904
February	951	149	43	57	1,200
March	1,025	144	79	54	1,302
April	1,069	138	39	58	1,304
May	1,063	151	48	53	1,315
June	1,112	140	56	58	1,366
July	1,222	127	49	52	1,450
August	1,205	140	52	55	1,452
September	1,170	127	44	65	1,406
October	1,131	180	68	77	1,456
November	1,129	151	62	50	1,392
December	1,032	154	57	44	1,287
<b>Total # of Events</b>	<b>12,760</b>	<b>1,719</b>	<b>643</b>	<b>666</b>	<b>15,765</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	146	74	43	44	307
February	171	76	39	72	358
March	197	125	52	78	452
April	167	86	65	85	403
May	166	83	67	92	408
June	198	115	58	95	466
July	199	104	56	101	460
August	191	106	71	93	461
September	178	95	53	102	428
October	199	101	55	95	450
November	185	105	52	87	429
December	211	94	48	92	445
<b>Total # of Events</b>	<b>2,207</b>	<b>1,164</b>	<b>659</b>	<b>1,036</b>	<b>5,064</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	9735	96	10598	98	10865	2	182	15
2	70	2532	86	3132	93	3367	7	261	33
3	51	420	73	605	85	708	15	121	53
4	36	104	58	168	69	202	31	90	86
5	39	11	57	16	68	19	32	9	77
6	50	3	67	4	83	5	17	1	153
7	25	1	50	2	50	2	50	2	77
<b>Totals</b>	<b>81</b>	<b>12,806</b>	<b>92</b>	<b>14,525</b>	<b>96</b>	<b>15,168</b>	<b>4</b>	<b>666</b>	<b>23</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	3913	17,010	23.0
I0024E1	55	143	38.5
I0026	61	93	65.6
I0040	5812	32,889	17.7
I0055	934	3,010	31.0
I0065	2187	10,126	21.6
I0075	1628	9,193	17.7
I0081	115	225	51.1
I0124	2	16	12.5
I0140	59	774	7.6
I0155	1	1	100.0
I0240	2064	11,209	18.4
I0269	0	1	0.0
I0275	93	906	10.3
I0440	387	2,084	18.6
I0640	188	4,123	4.6
I0840	52	280	18.6
Region 1 TMC	0	367	0.0
Region 2 TMC	3	366	0.8
Region 3 TMC	0	96	0.0
Region 4 TMC	0	1	0.0

<b>Sam Cooper</b>	12	41	<b>29.3</b>
<b>SR001</b>	52	82	<b>63.4</b>
<b>SR002</b>	31	54	<b>57.4</b>
<b>SR003</b>	5	8	<b>62.5</b>
<b>SR004</b>	2	3	<b>66.7</b>
<b>SR005</b>	2	2	<b>100.0</b>
<b>SR006</b>	98	402	<b>24.4</b>
<b>SR007</b>	5	5	<b>100.0</b>
<b>SR008</b>	27	32	<b>84.4</b>
<b>SR009</b>	25	26	<b>96.2</b>
<b>SR010</b>	5	6	<b>83.3</b>
<b>SR011</b>	12	15	<b>80.0</b>
<b>SR012</b>	7	8	<b>87.5</b>
<b>SR013</b>	3	3	<b>100.0</b>
<b>SR014</b>	2	2	<b>100.0</b>
<b>SR015</b>	10	13	<b>76.9</b>
<b>SR016</b>	2	4	<b>50.0</b>
<b>SR017</b>	0	1	<b>0.0</b>
<b>SR018</b>	1	1	<b>100.0</b>
<b>SR021</b>	1	1	<b>100.0</b>
<b>SR022</b>	2	2	<b>100.0</b>
<b>SR023</b>	3	12	<b>25.0</b>
<b>SR024</b>	13	29	<b>44.8</b>
<b>SR025</b>	12	12	<b>100.0</b>
<b>SR026</b>	5	13	<b>38.5</b>

<b>SR027</b>	3	10	<b>30.0</b>
<b>SR028</b>	19	36	<b>52.8</b>
<b>SR029</b>	249	1,188	<b>21.0</b>
<b>SR030</b>	11	30	<b>36.7</b>
<b>SR031</b>	1	1	<b>100.0</b>
<b>SR032</b>	8	8	<b>100.0</b>
<b>SR033</b>	17	25	<b>68.0</b>
<b>SR034</b>	18	19	<b>94.7</b>
<b>SR035</b>	10	10	<b>100.0</b>
<b>SR036</b>	5	5	<b>100.0</b>
<b>SR037</b>	8	8	<b>100.0</b>
<b>SR039</b>	8	10	<b>80.0</b>
<b>SR040</b>	9	13	<b>69.2</b>
<b>SR041</b>	2	2	<b>100.0</b>
<b>SR043</b>	1	1	<b>100.0</b>
<b>SR044</b>	4	4	<b>100.0</b>
<b>SR045</b>	5	9	<b>55.6</b>
<b>SR046</b>	1	1	<b>100.0</b>
<b>SR047</b>	1	1	<b>100.0</b>
<b>SR048</b>	3	3	<b>100.0</b>
<b>SR049</b>	4	4	<b>100.0</b>
<b>SR050</b>	7	8	<b>87.5</b>
<b>SR052</b>	10	15	<b>66.7</b>
<b>SR053</b>	9	12	<b>75.0</b>
<b>SR054</b>	1	1	<b>100.0</b>



<b>SR055</b>	5	14	<b>35.7</b>
<b>SR056</b>	15	24	<b>62.5</b>
<b>SR057</b>	2	2	<b>100.0</b>
<b>SR058</b>	8	25	<b>32.0</b>
<b>SR060</b>	6	18	<b>33.3</b>
<b>SR061</b>	7	9	<b>77.8</b>
<b>SR062</b>	10	11	<b>90.9</b>
<b>SR063</b>	6	6	<b>100.0</b>
<b>SR064</b>	3	4	<b>75.0</b>
<b>SR065</b>	8	10	<b>80.0</b>
<b>SR066</b>	7	7	<b>100.0</b>
<b>SR067</b>	2	2	<b>100.0</b>
<b>SR068</b>	13	21	<b>61.9</b>
<b>SR069</b>	2	2	<b>100.0</b>
<b>SR070</b>	7	7	<b>100.0</b>
<b>SR071</b>	22	23	<b>95.7</b>
<b>SR072</b>	1	1	<b>100.0</b>
<b>SR073</b>	13	14	<b>92.9</b>
<b>SR074</b>	4	9	<b>44.4</b>
<b>SR075</b>	5	5	<b>100.0</b>
<b>SR076</b>	2	2	<b>100.0</b>
<b>SR077</b>	1	1	<b>100.0</b>
<b>SR078</b>	2	2	<b>100.0</b>
<b>SR080</b>	1	1	<b>100.0</b>
<b>SR081</b>	6	8	<b>75.0</b>

<b>SR082</b>	1	1	<b>100.0</b>
<b>SR083</b>	1	1	<b>100.0</b>
<b>SR084</b>	13	17	<b>76.5</b>
<b>SR085</b>	1	1	<b>100.0</b>
<b>SR089</b>	2	2	<b>100.0</b>
<b>SR090</b>	2	2	<b>100.0</b>
<b>SR092</b>	4	4	<b>100.0</b>
<b>SR093</b>	5	5	<b>100.0</b>
<b>SR095</b>	6	6	<b>100.0</b>
<b>SR096</b>	5	12	<b>41.7</b>
<b>SR098</b>	1	1	<b>100.0</b>
<b>SR099</b>	1	1	<b>100.0</b>
<b>SR100</b>	2	4	<b>50.0</b>
<b>SR101</b>	2	18	<b>11.1</b>
<b>SR102</b>	1	1	<b>100.0</b>
<b>SR105</b>	1	1	<b>100.0</b>
<b>SR106</b>	6	7	<b>85.7</b>
<b>SR107</b>	3	3	<b>100.0</b>
<b>SR108</b>	1	3	<b>33.3</b>
<b>SR109</b>	4	5	<b>80.0</b>
<b>SR111</b>	20	37	<b>54.1</b>
<b>SR112</b>	1	2	<b>50.0</b>
<b>SR115</b>	50	191	<b>26.2</b>
<b>SR116</b>	4	4	<b>100.0</b>
<b>SR122</b>	1	1	<b>100.0</b>

<b>SR126</b>	5	5	<b>100.0</b>
<b>SR127</b>	4	8	<b>50.0</b>
<b>SR131</b>	18	18	<b>100.0</b>
<b>SR133</b>	2	2	<b>100.0</b>
<b>SR134</b>	2	2	<b>100.0</b>
<b>SR135</b>	6	14	<b>42.9</b>
<b>SR136</b>	3	6	<b>50.0</b>
<b>SR139</b>	4	4	<b>100.0</b>
<b>SR141</b>	3	3	<b>100.0</b>
<b>SR144</b>	2	2	<b>100.0</b>
<b>SR145</b>	2	2	<b>100.0</b>
<b>SR147</b>	1	1	<b>100.0</b>
<b>SR149</b>	2	2	<b>100.0</b>
<b>SR151</b>	1	1	<b>100.0</b>
<b>SR152</b>	1	1	<b>100.0</b>
<b>SR153</b>	582	2,119	<b>27.5</b>
<b>SR154</b>	0	1	<b>0.0</b>
<b>SR155</b>	687	3,282	<b>20.9</b>
<b>SR156</b>	3	4	<b>75.0</b>
<b>SR158</b>	1	4	<b>25.0</b>
<b>SR159</b>	4	4	<b>100.0</b>
<b>SR160</b>	2	2	<b>100.0</b>
<b>SR162</b>	12	150	<b>8.0</b>
<b>SR163</b>	7	13	<b>53.8</b>
<b>SR164</b>	0	2	<b>0.0</b>

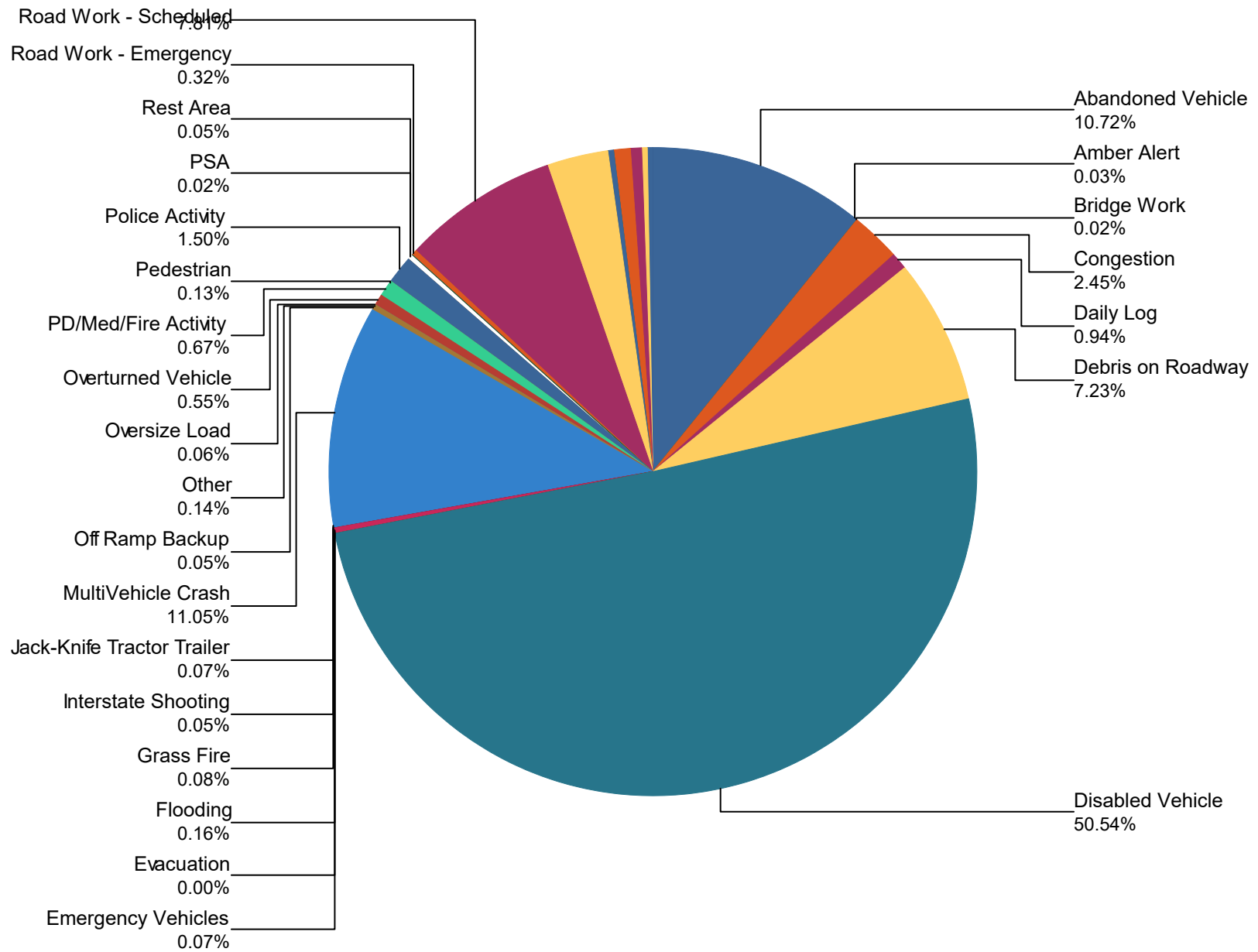
<b>SR165</b>	2	3	<b>66.7</b>
<b>SR166</b>	0	1	<b>0.0</b>
<b>SR168</b>	10	11	<b>90.9</b>
<b>SR169</b>	3	3	<b>100.0</b>
<b>SR170</b>	11	11	<b>100.0</b>
<b>SR171</b>	4	5	<b>80.0</b>
<b>SR173</b>	1	1	<b>100.0</b>
<b>SR174</b>	1	2	<b>50.0</b>
<b>SR175</b>	0	2	<b>0.0</b>
<b>SR177</b>	0	1	<b>0.0</b>
<b>SR190</b>	2	2	<b>100.0</b>
<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>SR227</b>	1	1	<b>100.0</b>
<b>SR231</b>	1	1	<b>100.0</b>
<b>SR248</b>	1	1	<b>100.0</b>
<b>SR249</b>	2	2	<b>100.0</b>
<b>SR251</b>	2	2	<b>100.0</b>
<b>SR252</b>	0	1	<b>0.0</b>
<b>SR253</b>	1	1	<b>100.0</b>
<b>SR254</b>	6	7	<b>85.7</b>
<b>SR255</b>	6	9	<b>66.7</b>

<b>SR261</b>	2	2	<b>100.0</b>
<b>SR265</b>	2	2	<b>100.0</b>
<b>SR266</b>	2	4	<b>50.0</b>
<b>SR269</b>	1	1	<b>100.0</b>
<b>SR275</b>	1	1	<b>100.0</b>
<b>SR279</b>	1	1	<b>100.0</b>
<b>SR282</b>	0	2	<b>0.0</b>
<b>SR283</b>	0	1	<b>0.0</b>
<b>SR285</b>	2	3	<b>66.7</b>
<b>SR288</b>	1	1	<b>100.0</b>
<b>SR290</b>	3	5	<b>60.0</b>
<b>SR292</b>	1	1	<b>100.0</b>
<b>SR297</b>	2	2	<b>100.0</b>
<b>SR298</b>	2	4	<b>50.0</b>
<b>SR299</b>	0	2	<b>0.0</b>
<b>SR300</b>	27	102	<b>26.5</b>
<b>SR302</b>	1	1	<b>100.0</b>
<b>SR304</b>	6	7	<b>85.7</b>
<b>SR305</b>	1	4	<b>25.0</b>
<b>SR306</b>	2	2	<b>100.0</b>
<b>SR307</b>	0	2	<b>0.0</b>
<b>SR308</b>	2	5	<b>40.0</b>
<b>SR310</b>	2	4	<b>50.0</b>
<b>SR311</b>	3	6	<b>50.0</b>
<b>SR312</b>	0	6	<b>0.0</b>

<b>SR313</b>	1	3	<b>33.3</b>
<b>SR314</b>	0	1	<b>0.0</b>
<b>SR317</b>	10	20	<b>50.0</b>
<b>SR319</b>	7	12	<b>58.3</b>
<b>SR320</b>	2	5	<b>40.0</b>
<b>SR325</b>	0	2	<b>0.0</b>
<b>SR326</b>	2	2	<b>100.0</b>
<b>SR327</b>	0	2	<b>0.0</b>
<b>SR331</b>	1	1	<b>100.0</b>
<b>SR333</b>	1	1	<b>100.0</b>
<b>SR338</b>	2	2	<b>100.0</b>
<b>SR361</b>	2	2	<b>100.0</b>
<b>SR374</b>	3	3	<b>100.0</b>
<b>SR375</b>	4	4	<b>100.0</b>
<b>SR376</b>	4	4	<b>100.0</b>
<b>SR381</b>	1	1	<b>100.0</b>
<b>SR385</b>	677	2,947	<b>23.0</b>
<b>SR386</b>	96	223	<b>43.0</b>
<b>SR392</b>	1	3	<b>33.3</b>
<b>SR394</b>	6	8	<b>75.0</b>
<b>SR396</b>	0	1	<b>0.0</b>
<b>SR399</b>	1	1	<b>100.0</b>
<b>SR435</b>	1	1	<b>100.0</b>
<b>SR444</b>	4	4	<b>100.0</b>
<b>SR449</b>	0	1	<b>0.0</b>

<b>SR476</b>	1	1	<b>100.0</b>
<b>SR477</b>	1	1	<b>100.0</b>
<b>All Roadways</b>	<b>20,906</b>	<b>103,012</b>	<b>20.3</b>

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





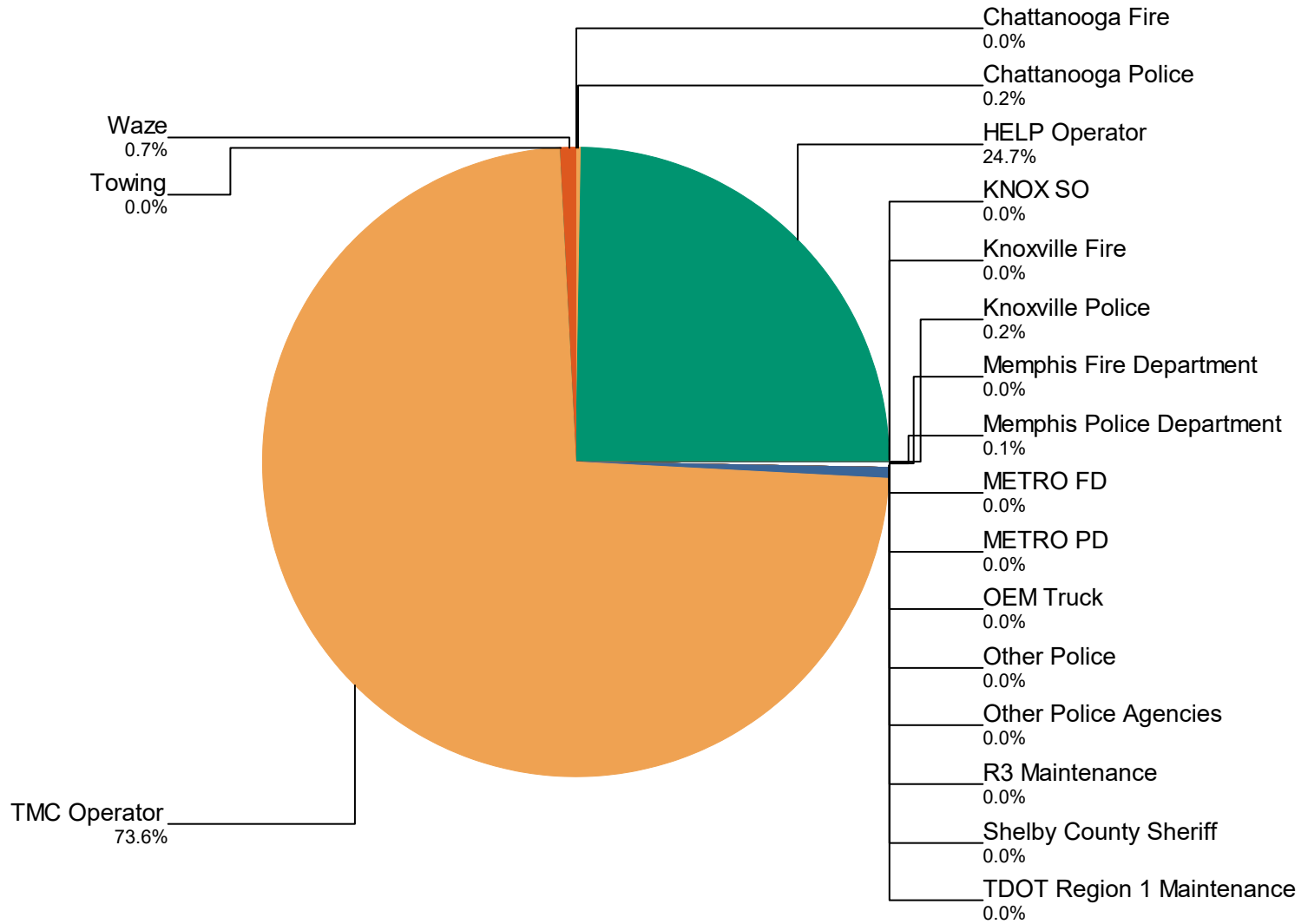
<b>Event Types for All Events</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
<b>Abandoned Vehicle</b>	947	965	1,150	1,084	1,149	1,188	1,087	1,021	1,042	919	1,056	982	<b>12,590</b>
<b>Amber Alert</b>	0	0	0	0	3	6	0	4	0	12	11	3	<b>39</b>
<b>Bridge Work</b>	1	3	5	0	1	2	0	0	3	1	1	1	<b>18</b>
<b>Congestion</b>	127	132	273	306	280	285	345	161	192	237	297	238	<b>2,873</b>
<b>Daily Log</b>	97	86	91	91	93	91	95	92	91	92	92	89	<b>1,100</b>
<b>Debris on Roadway</b>	511	488	701	802	782	801	873	958	802	628	583	557	<b>8,486</b>
<b>Disabled Vehicle</b>	4,418	4,831	5,483	5,147	4,990	4,915	5,074	5,512	5,043	4,588	4,711	4,635	<b>59,341</b>
<b>Emergency Vehicles</b>	9	4	19	7	12	6	5	9	2	1	2	6	<b>82</b>
<b>Evacuation</b>	0	0	0	0	0	0	0	0	4	0	0	0	<b>4</b>
<b>Flooding</b>	6	16	94	1	9	3	10	14	19	8	1	12	<b>193</b>
<b>Grass Fire</b>	13	3	11	2	8	14	7	8	6	7	8	8	<b>95</b>
<b>Interstate Shooting</b>	1	7	8	3	4	4	7	1	5	7	2	5	<b>54</b>
<b>Jack-Knife Tractor Trailer</b>	4	11	5	1	4	11	5	11	14	5	4	6	<b>81</b>
<b>MultiVehicle Crash</b>	730	738	1,070	1,022	1,043	1,118	1,139	1,047	1,109	1,352	1,395	1,209	<b>12,971</b>
<b>Off Ramp Backup</b>	0	1	1	2	4	4	1	2	10	3	12	21	<b>61</b>

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Other</b>	11	15	12	13	11	11	14	9	8	3	25	38	<b>170</b>
<b>Oversize Load</b>	3	4	5	3	12	14	9	5	4	2	0	5	<b>66</b>
<b>Overturned Vehicle</b>	39	54	33	54	44	66	58	43	55	70	68	57	<b>641</b>
<b>PD/Med/Fire Activity</b>	83	45	79	99	72	74	66	58	50	50	51	60	<b>787</b>
<b>Pedestrian</b>	6	2	7	13	14	17	15	36	12	7	11	16	<b>156</b>
<b>Police Activity</b>	85	112	108	159	124	148	174	199	155	164	181	154	<b>1,763</b>
<b>PSA</b>	0	0	1	4	3	2	4	3	2	3	0	1	<b>23</b>
<b>Rest Area</b>	5	2	10	8	4	4	6	1	1	9	2	1	<b>53</b>
<b>Road Work - Emergency</b>	32	99	87	32	10	16	21	17	15	19	8	15	<b>371</b>
<b>Road Work - Scheduled</b>	352	435	870	672	682	993	910	1,116	955	942	684	559	<b>9,170</b>
<b>Single Vehicle Crash</b>	272	447	333	236	268	247	264	338	264	342	241	316	<b>3,568</b>
<b>Special Event</b>	2	1	4	4	3	9	13	13	19	15	18	9	<b>110</b>
<b>Test Incident</b>	21	50	42	20	33	15	35	33	21	16	33	45	<b>364</b>
<b>Towing</b>	0	0	2	6	3	8	7	3	5	0	1	1	<b>36</b>
<b>Traffic Signal Dark</b>	0	0	1	1	0	0	0	0	1	0	0	0	<b>3</b>
<b>Unknown</b>	83	90	67	107	85	113	92	75	91	82	50	2	<b>937</b>

	January	February	March	April	May	June	July	August	September
<b>Vehicle Fire</b>	26	24	57	56	59	53	69	59	42
<b>Visibility</b>	32	14	27	16	2	10	8	13	6
<b>Weather</b>	38	94	40	12	17	37	31	28	25
<b>Wrong Way Driver</b>	1	0	0	1	0	0	1	5	2
<b>Total</b>	<b>7,955</b>	<b>8,773</b>	<b>10,696</b>	<b>9,984</b>	<b>9,828</b>	<b>10,285</b>	<b>10,445</b>	<b>10,894</b>	<b>10,075</b>

October	November	December	Total
36	55	43	<b>579</b>
37	4	24	<b>193</b>
49	23	33	<b>427</b>
1	0	1	<b>12</b>
<b>9,707</b>	<b>9,630</b>	<b>9,152</b>	<b>117,4</b>

# Incidents by Detection Source

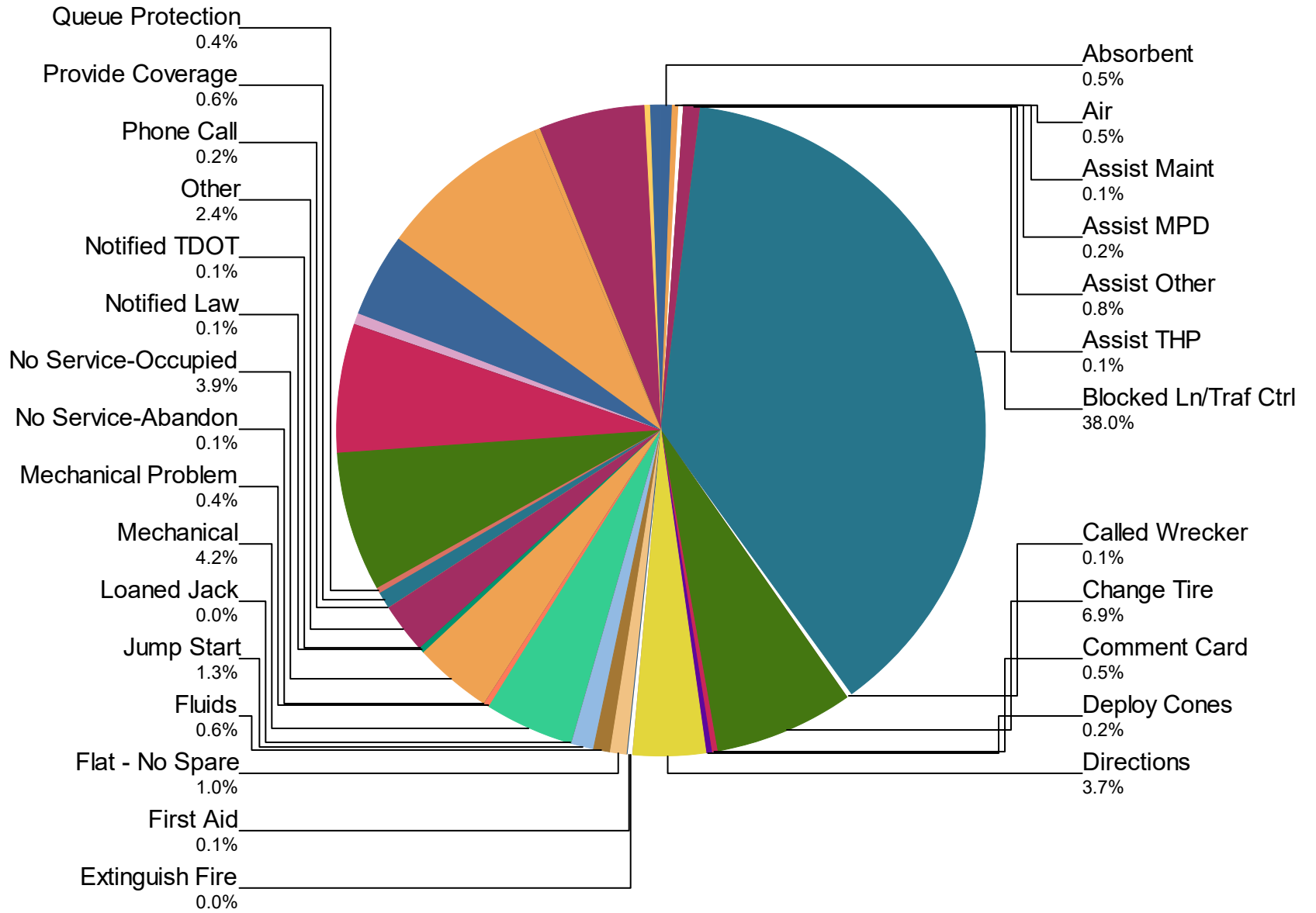


<b>Notifier Agency</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>Chattanooga Fire</b>	0	0	0	0	0	0	0	0	0	0	0	1	1	0.0
<b>Chattanooga Police</b>	6	9	8	18	14	33	22	32	8	28	36	17	231	0.2
<b>HELP Operator</b>	1,956	2,066	2,595	2,441	2,610	2,545	2,468	2,812	2,515	2,216	2,509	2,296	29,029	24.7
<b>KNOX SO</b>	1	0	0	0	1	1	2	1	0	0	1	0	7	0.0
<b>Knoxville Fire</b>	1	0	0	0	0	0	1	2	0	0	0	0	4	0.0
<b>Knoxville Police</b>	24	14	32	19	11	25	15	16	8	3	8	10	185	0.2
<b>Memphis Fire Department</b>	0	0	0	0	0	0	0	0	0	1	0	0	1	0.0
<b>Memphis Police Department</b>	6	8	9	3	3	2	4	5	7	2	14	4	67	0.1
<b>METRO FD</b>	0	0	0	0	0	0	0	0	0	0	0	2	2	0.0



	January	February	March	April	May	June	July	August	September	October	November	December	Total	%
<b>TDOT Traffic Management Centers</b>	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0
<b>THP Dispatch</b>	19	18	22	26	26	18	14	19	22	13	17	12	226	0.2
<b>THP Local</b>	10	12	4	5	2	7	6	3	3	3	131	175	361	0.3
<b>TMC Operator</b>	5,864	6,580	7,971	7,405	7,111	7,599	7,812	7,900	7,395	7,354	6,838	6,559	86,388	73.6
<b>Towing</b>	0	0	0	3	0	0	0	0	0	1	0	0	4	0.0
<b>Waze</b>	65	61	46	63	47	52	99	102	105	79	70	64	853	0.7
<b>Total</b>	<b>7,955</b>	<b>8,773</b>	<b>10,696</b>	<b>9,984</b>	<b>9,828</b>	<b>10,285</b>	<b>10,445</b>	<b>10,894</b>	<b>10,075</b>	<b>9,707</b>	<b>9,630</b>	<b>9,152</b>	<b>117,424</b>	<b>100.0%</b>

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





**Activity Types  
for All Activities**

	January	February	March	April	May	June	July	August	September
<b>Absorbent</b>	34	33	51	51	92	69	79	57	92
<b>Air</b>	70	60	67	72	54	70	52	65	58
<b>Assist Maint</b>	9	11	31	15	10	19	4	13	5
<b>Assist MPD</b>	0	0	8	35	21	16	30	17	33
<b>Assist Other</b>	55	118	140	106	71	158	109	144	85
<b>Assist THP</b>	3	14	5	12	5	16	11	10	19
<b>Blocked Ln/Traf Ctrl</b>	4,336	4,928	5,274	5,114	5,515	5,665	5,931	6,224	5,609
<b>Called Wrecker</b>	6	11	11	12	7	20	12	16	6
<b>Change Tire</b>	859	864	1,128	1,052	1,019	1,032	1,046	1,159	1,047

October	November	December	Total
70	117	77	<b>822</b>
51	66	80	<b>765</b>
10	12	10	<b>149</b>
56	53	63	<b>332</b>
103	112	101	<b>1,302</b>
9	25	6	<b>135</b>
5,415	5,429	4,945	<b>64,388</b>
14	9	8	<b>132</b>
866	849	816	<b>11,731</b>

	January	February	March	April	May	June	July	August	September
<b>Comment Card</b>	86	67	81	83	101	62	55	74	47
<b>Deploy Cones</b>	18	26	30	48	22	32	28	35	43
<b>Directions</b>	451	430	466	427	523	546	656	583	496
<b>Extinguish Fire</b>	2	2	6	7	8	15	4	5	10
<b>First Aid</b>	11	9	13	15	27	19	14	20	17
<b>Flat - No Spare</b>	134	98	169	151	170	124	103	152	160
<b>Fluids</b>	62	68	81	80	99	80	121	129	82
<b>Jump Start</b>	178	188	164	177	172	150	189	219	184
<b>Loaned Jack</b>	10	7	2	4	11	7	1	12	7
<b>Mechanical</b>	310	283	547	684	693	691	684	775	667

October	November	December	Total
42	47	29	<b>774</b>
44	42	53	<b>421</b>
505	559	541	<b>6,183</b>
3	4	1	<b>67</b>
13	10	12	<b>180</b>
138	135	136	<b>1,670</b>
81	68	52	<b>1,003</b>
161	209	189	<b>2,180</b>
6	5	8	<b>80</b>
617	612	567	<b>7,130</b>

	January	February	March	April	May	June	July	August	September
<b>Mechanical Problem</b>	232	241	199	0	0	0	0	0	0
<b>No Service-Abandon</b>	14	17	19	8	10	10	12	8	12
<b>No Service-Occupied</b>	607	501	672	657	592	536	527	565	541
<b>Notified Law</b>	27	16	23	13	19	21	28	25	19
<b>Notified TDOT</b>	8	4	5	9	5	14	10	20	7
<b>Other</b>	294	375	374	394	399	383	381	349	333
<b>Phone Call</b>	18	23	27	33	27	29	21	13	28
<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>	586	972	790	816	983	1,021	1,025	998	984

October	November	December	Total
0	0	0	<b>672</b>
13	18	21	<b>162</b>
487	441	463	<b>6,588</b>
16	20	23	<b>250</b>
14	13	6	<b>115</b>
278	280	276	<b>4,116</b>
15	23	18	<b>275</b>
132	124	113	<b>1,061</b>
67	61	46	<b>719</b>
1,146	1,128	1,050	<b>11,488</b>

	January	February	March	April	May	June	July	August	September
<b>Remove Debris</b>	614	602	825	911	1,015	956	1,034	1,132	993
<b>Remove Tire</b>	23	18	11	0	0	0	0	0	0
<b>Secure Load</b>	25	25	18	22	23	25	19	22	20
<b>Slow Roll</b>	0	0	39	65	62	109	102	139	119
<b>Supply Fuel</b>	509	530	618	485	530	469	529	668	577
<b>Tag Abandoned</b>	1,109	1,129	1,286	1,229	1,271	1,261	1,221	1,320	1,266
<b>Transported</b>	4	3	7	8	13	15	34	18	26
<b>Unable to Locate</b>	24	25	17	30	34	26	47	26	35
<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

October	November	December	Total
970	898	822	<b>10,77</b>
0	0	0	<b>52</b>
17	17	23	<b>256</b>
104	89	86	<b>914</b>
620	702	640	<b>6,877</b>
1,109	1,192	1,072	<b>14,4€</b>
16	18	20	<b>182</b>
12	25	19	<b>320</b>
0	6	0	<b>23</b>
7	2	7	<b>93</b>

	January	February	March	April	May	June	July	August	September
<b>Welfare Check</b>	493	502	601	574	800	802	872	1,039	817
<b>Wrecker List</b>	0	5	7	14	21	61	31	50	58
<b>Wrecker Towed</b>	6	22	28	33	15	62	32	47	37
<b>Wrong Truck</b>	0	0	0	0	58	85	107	99	94
<b>Total</b>	<b>11,296</b>	<b>12,315</b>	<b>13,930</b>	<b>13,594</b>	<b>14,842</b>	<b>14,800</b>	<b>15,284</b>	<b>16,389</b>	<b>14,835</b>

October	November	December	Total
729	858	715	<b>8,802</b>
47	53	69	<b>416</b>
47	56	32	<b>417</b>
112	86	95	<b>736</b>
<b>14,162</b>	<b>14,473</b>	<b>13,310</b>	<b>169,2</b>

# DMS Duration

	January	February	March	April	May	June	July	August	September	October	November	December
Avg % ON Time	34.0	45.8	35.9	37.5	33.7	43.5	43.3	34.0	34.1	46.0	33.4	41.4
Avg Post Time (hr)	0.6	0.7	0.6	0.6	0.5	0.7	1.0	0.6	0.6	0.8	0.5	0.7
Avg Messages Per Sign	442.1	472.5	479.3	464.8	501.9	430.5	324.5	391.4	409.6	449.5	447.3	418.6
Total Messages Posted	105,782	112,144	116,113	110,822	118,279	100,826	82,467	99,137	105,998	117,048	115,362	104,704