

Includes All Responders

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

Region 4

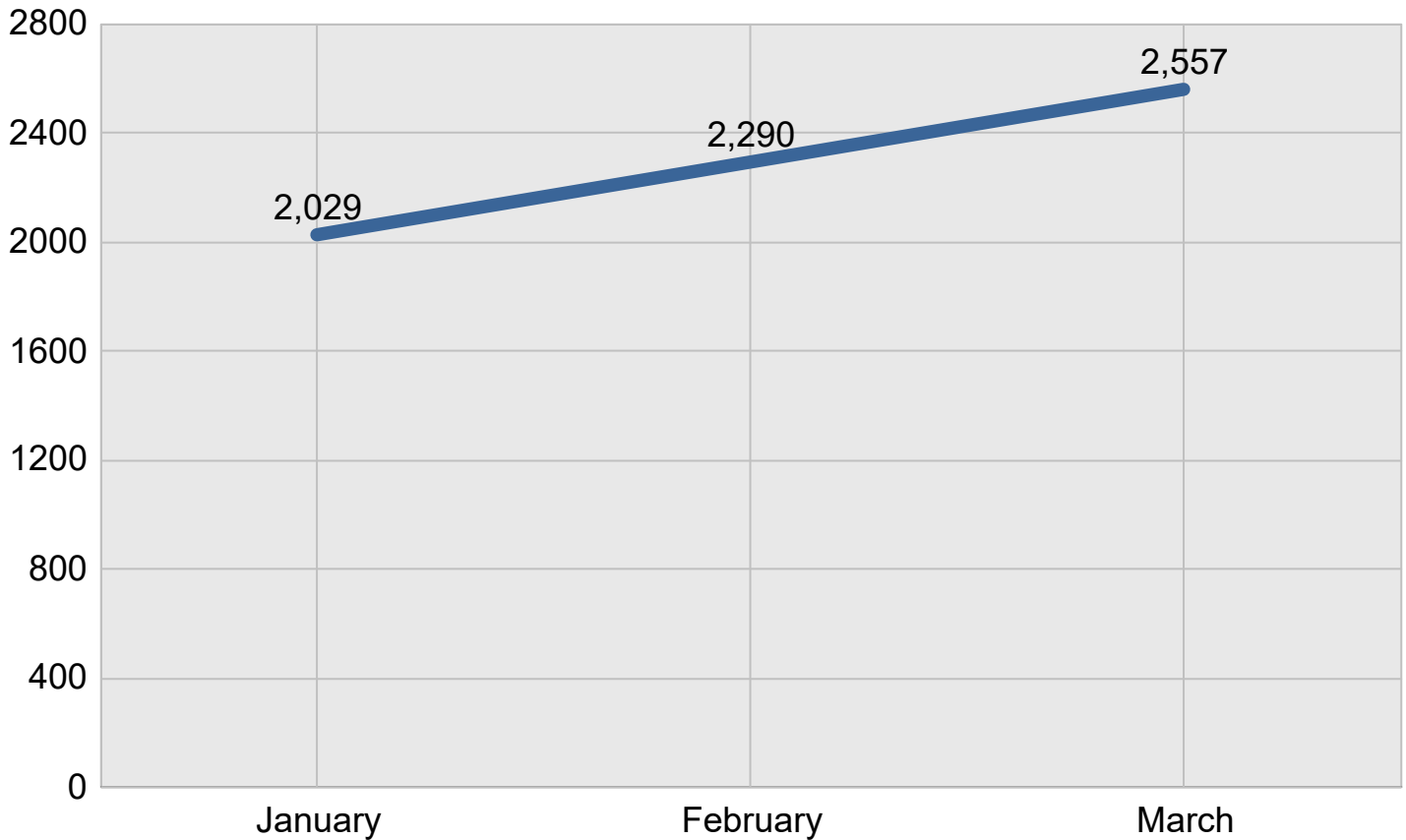
Created on: March 28, 2022 2:49 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 6,876

Incidents Managed

Incidents Managed - Monthly

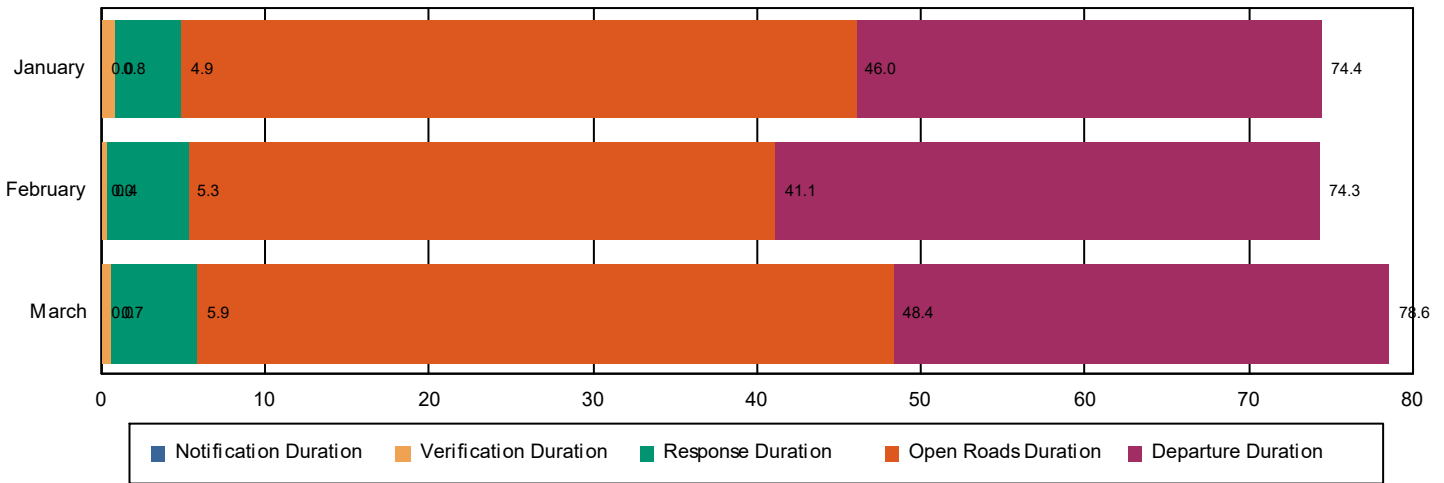


Performance Measures Summary

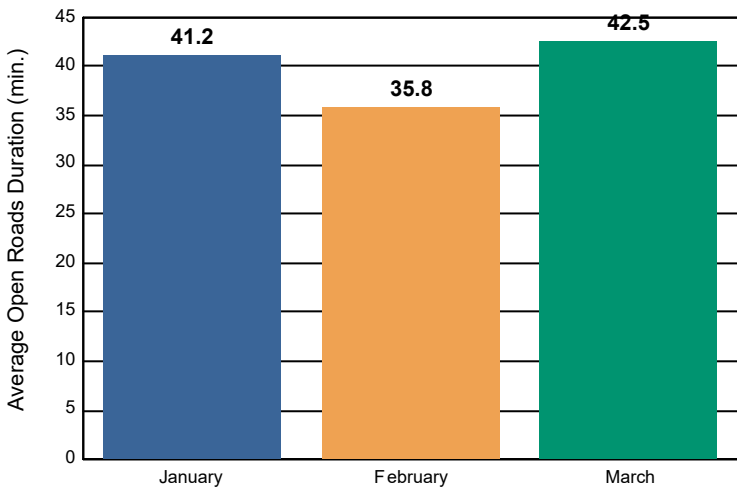
Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	330	433	428	1,191
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.8	0.4	0.7	0.6
Response Duration (min.) [First Notification to First Arrival]	4.1	4.9	5.2	4.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	41.2	35.8	42.5	39.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	28.4	33.2	30.2	30.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	46.0	41.1	48.4	45.1
	74.4	74.3	78.6	75.9

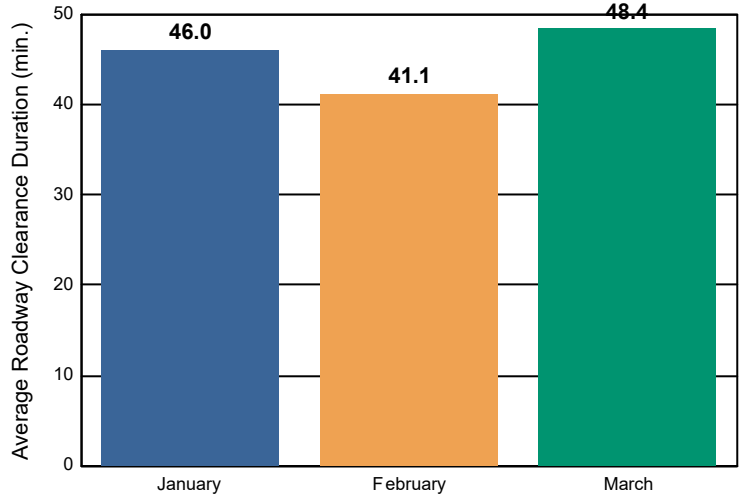
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

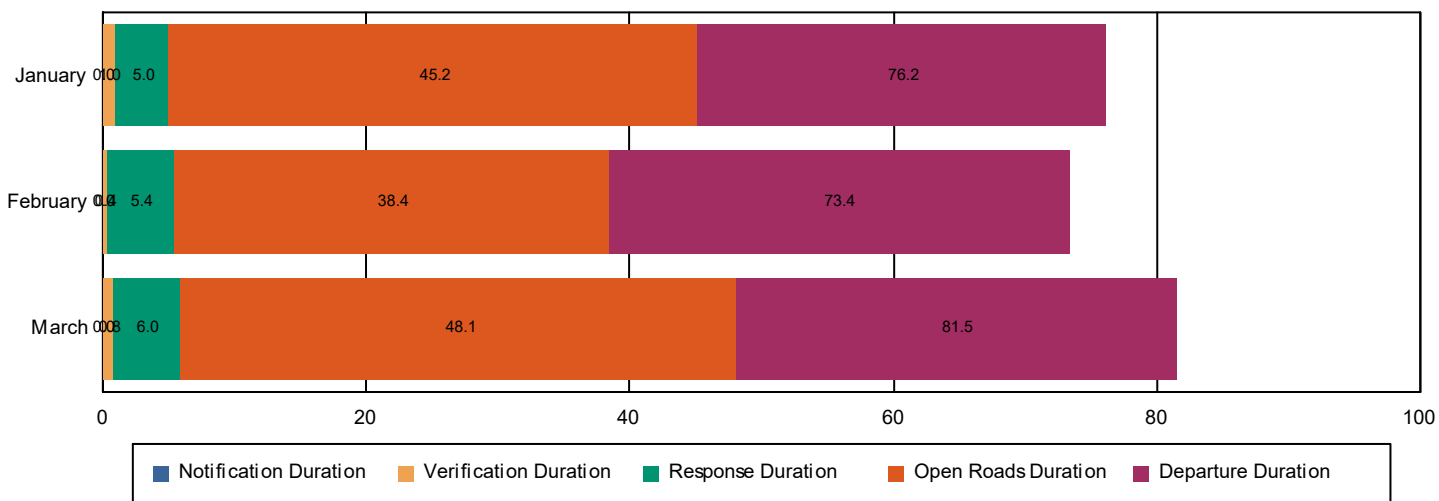


Performance Measures Summary

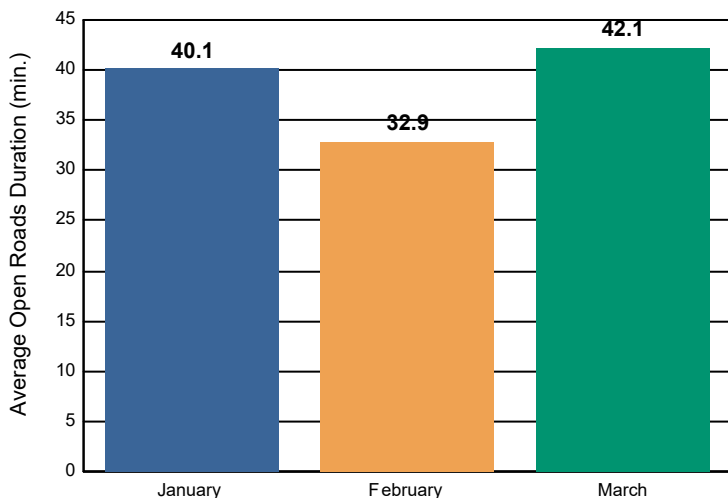
Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	265	376	349	990
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	1.0	0.4	0.8	0.7
Response Duration (min.) [First Notification to First Arrival]	4.1	5.1	5.2	4.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	40.1	32.9	42.1	38.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	31.0	35.0	33.4	33.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	45.2	38.4	48.1	43.6
	76.2	73.4	81.5	77.0

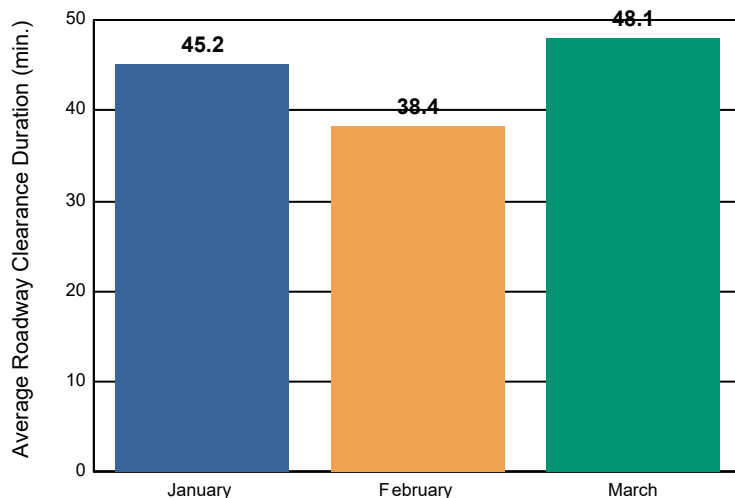
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

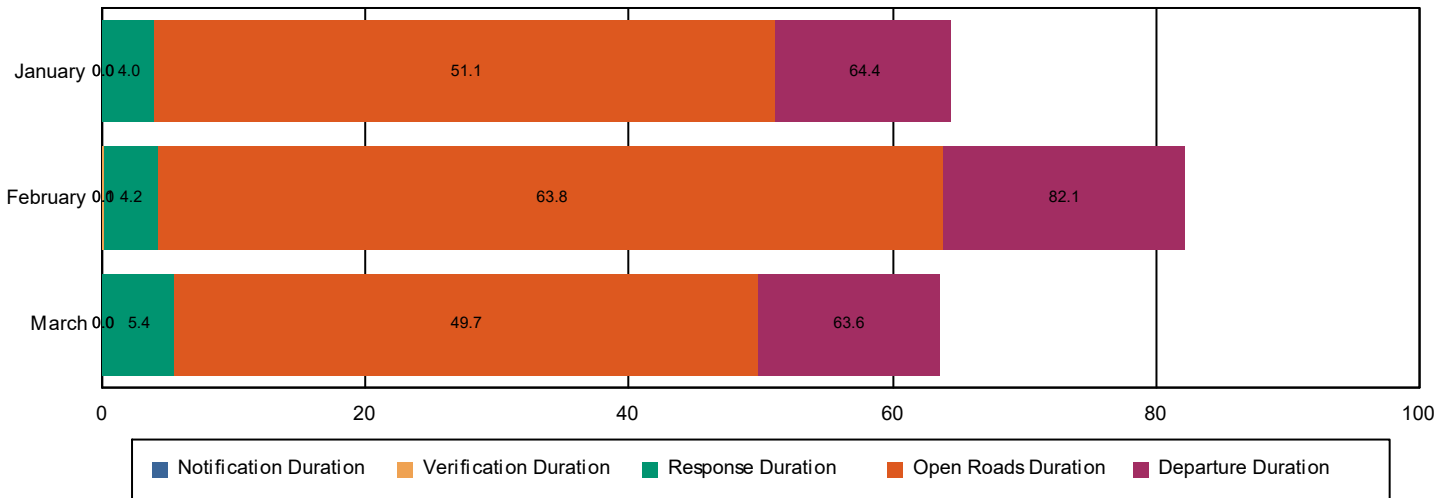


Performance Measures Summary

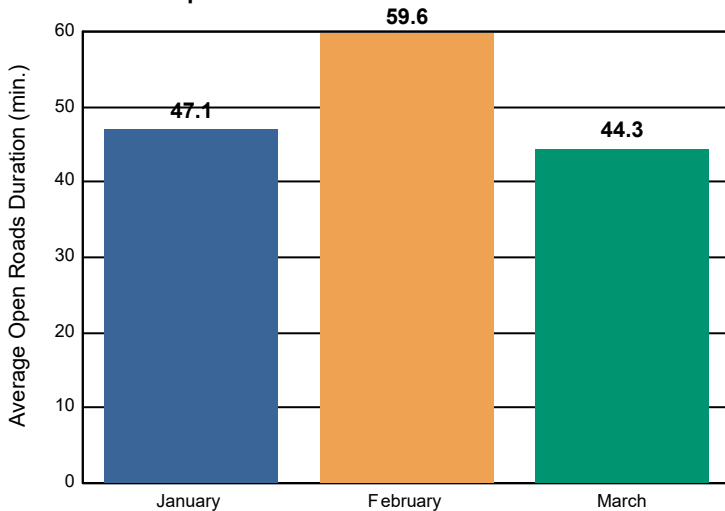
Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	65	57	79	201
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	4.0	4.0	5.4	4.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	47.1	59.6	44.3	49.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	13.3	18.3	13.9	15.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	51.1	63.8	49.7	54.1
	64.4	82.1	63.6	69.1

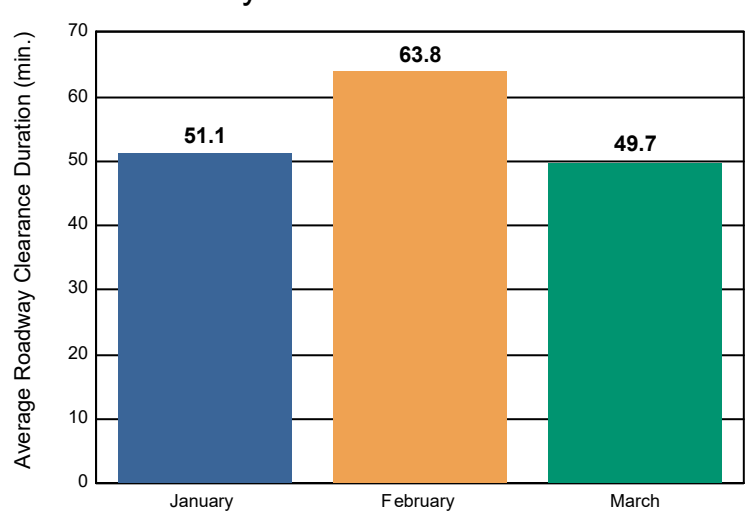
Incident Clearance Duration



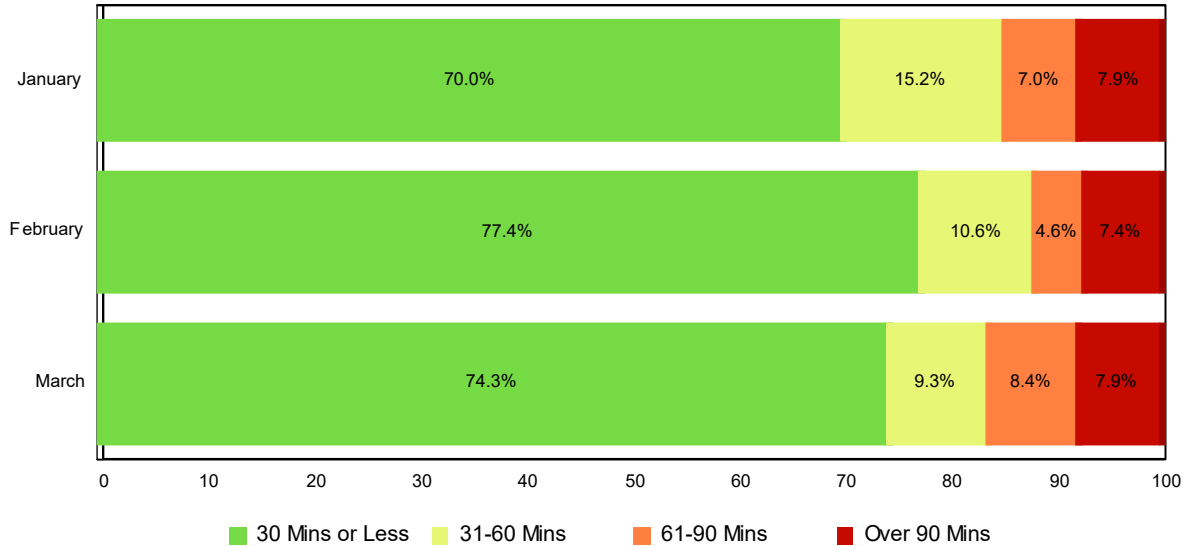
Open Roads Duration / Month



Roadway Clearance Duration / Month

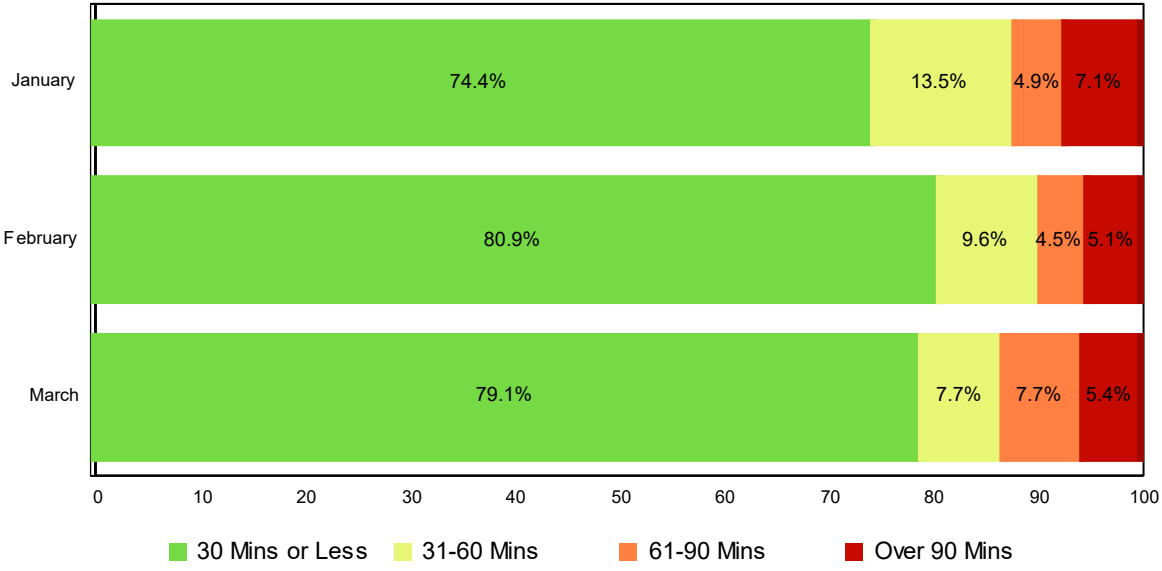


Lane Blockage Clearance Times - Overall



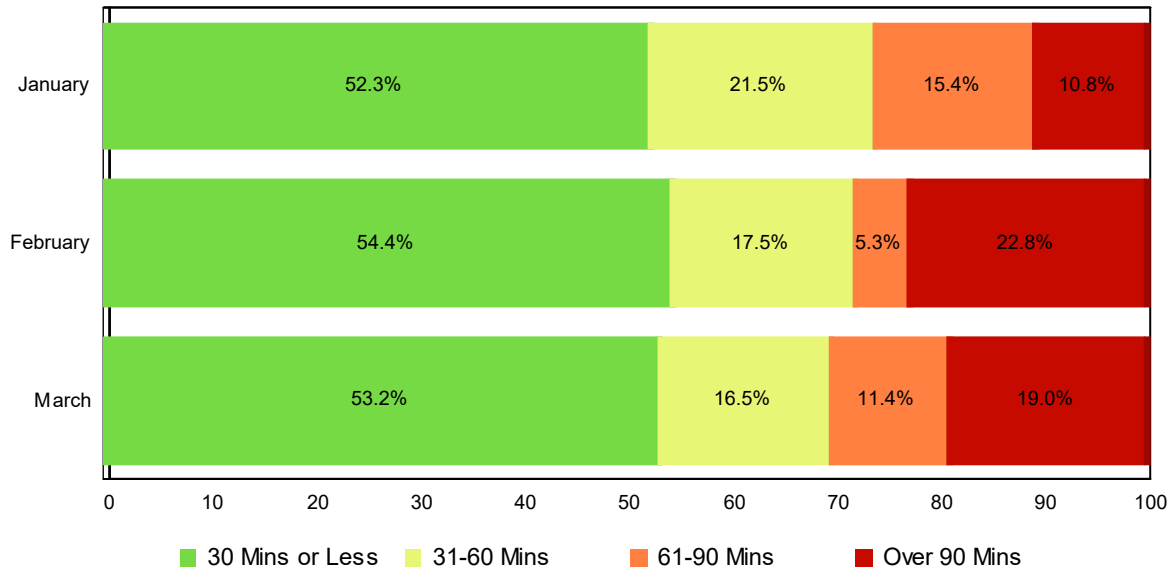
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	231	50	23	26	330
February	335	46	20	32	433
March	318	40	36	34	428
Total # of Events	884	136	79	92	1,191

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	277	27	27	19	350
Total # of Events	778	99	57	57	991

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
Total # of Events	107	37	22	35	201

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	86	627	94	686	98	715	2	18	31
2	60	122	75	152	86	174	14	28	45
3	59	23	77	30	92	36	8	3	36
4	18	2	45	5	45	5	55	6	135
5	60	3	60	3	60	3	40	2	79
Totals	78	777	88	876	94	933	6	57	35

<=30 Mins

<=60 Mins

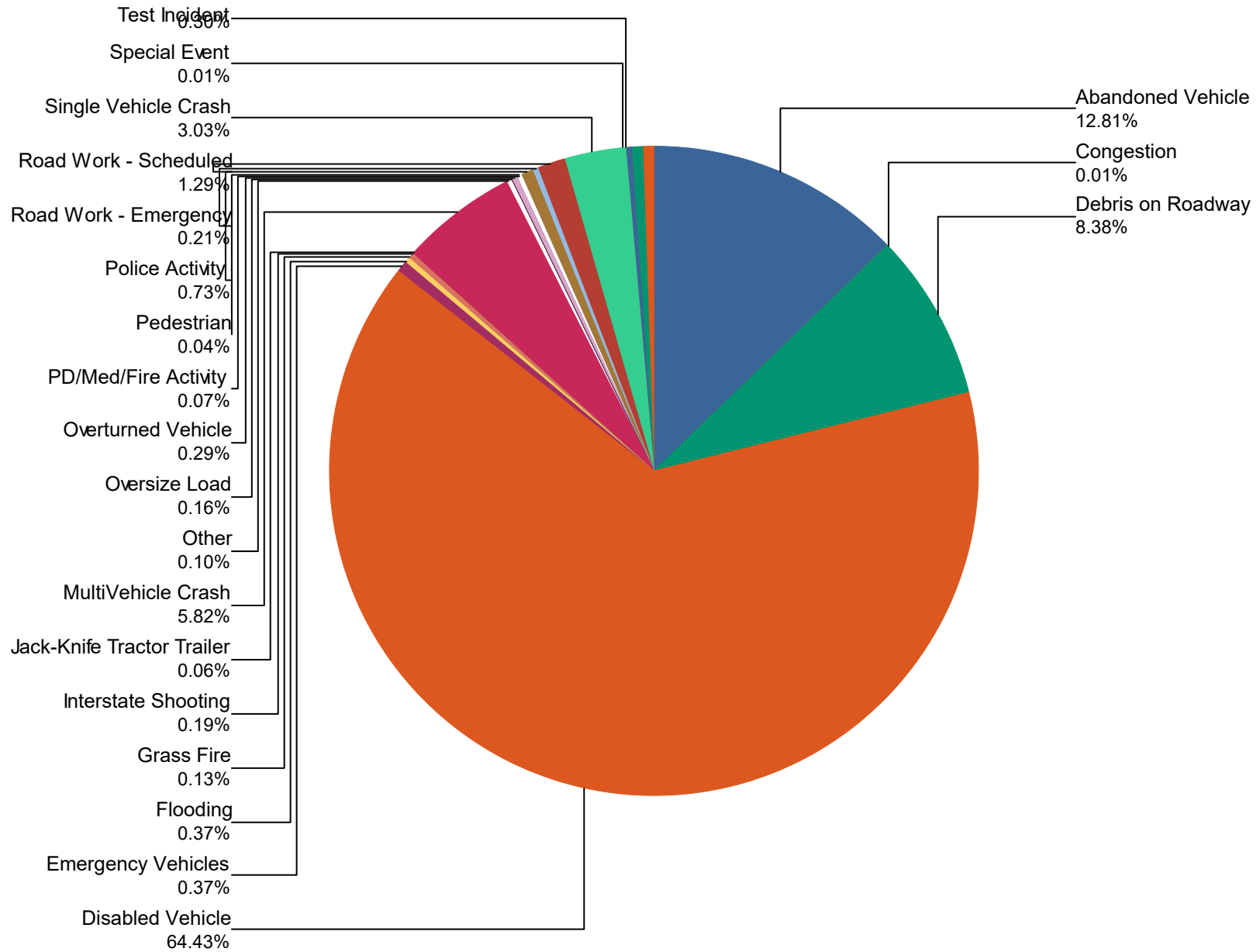
<=90 Mins

>90 Mins

Travel Lane Blockage Events- Roadway

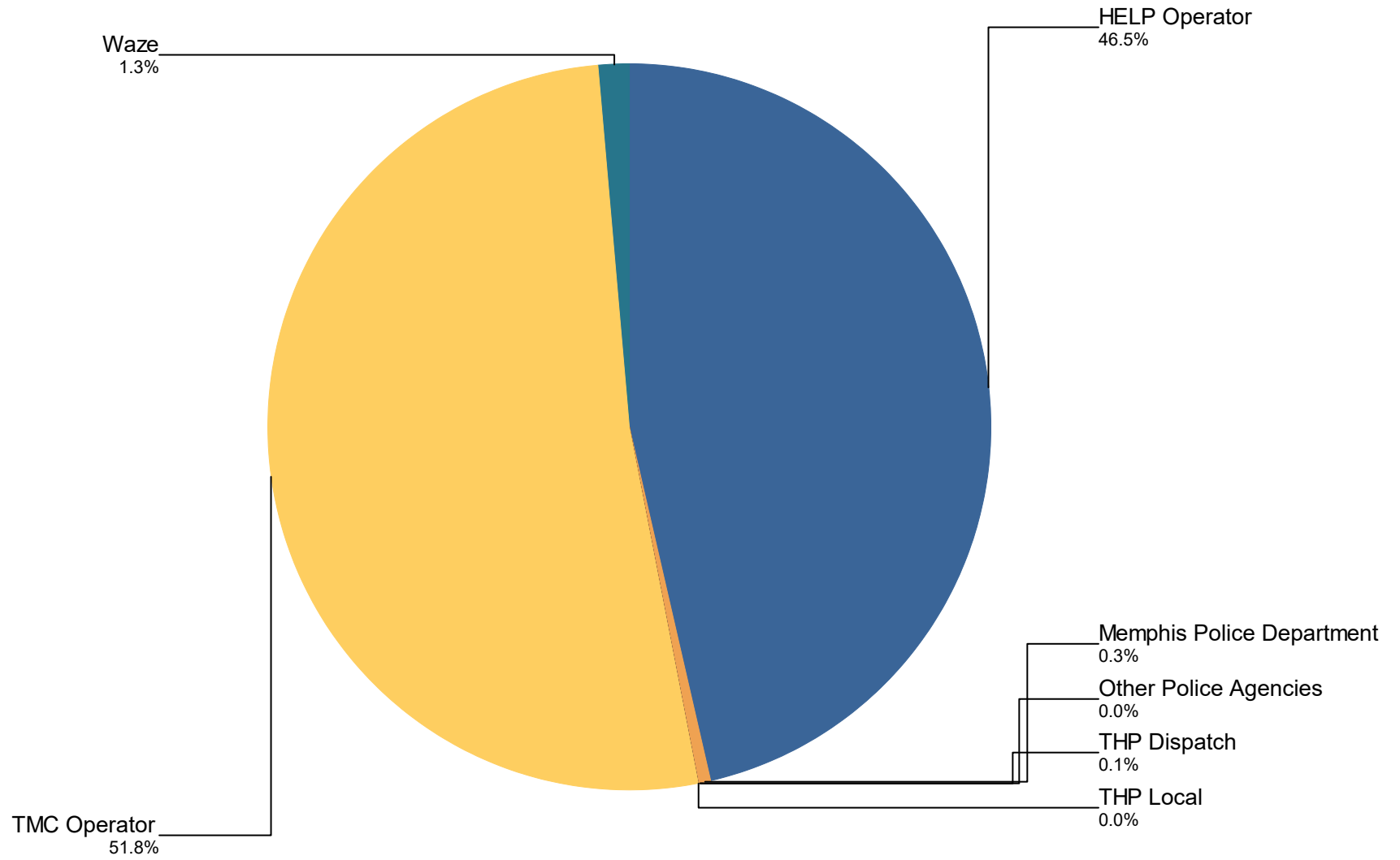
Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0040	415	2,258	18.4
I0055	199	802	24.8
I0155	1	1	100.0
I0240	423	2,903	14.6
Sam Cooper	1	6	16.7
SR001	1	2	50.0
SR003	0	1	0.0
SR004	1	1	100.0
SR014	1	1	100.0
SR015	0	1	0.0
SR018	1	1	100.0
SR023	1	1	100.0
SR043	1	1	100.0
SR077	1	1	100.0
SR078	1	1	100.0
SR105	1	1	100.0
SR300	2	29	6.9
SR385	142	729	19.5
All Roadways	1,192	6,740	17.7

Percentage of Event Types for All Events in Current Quarter



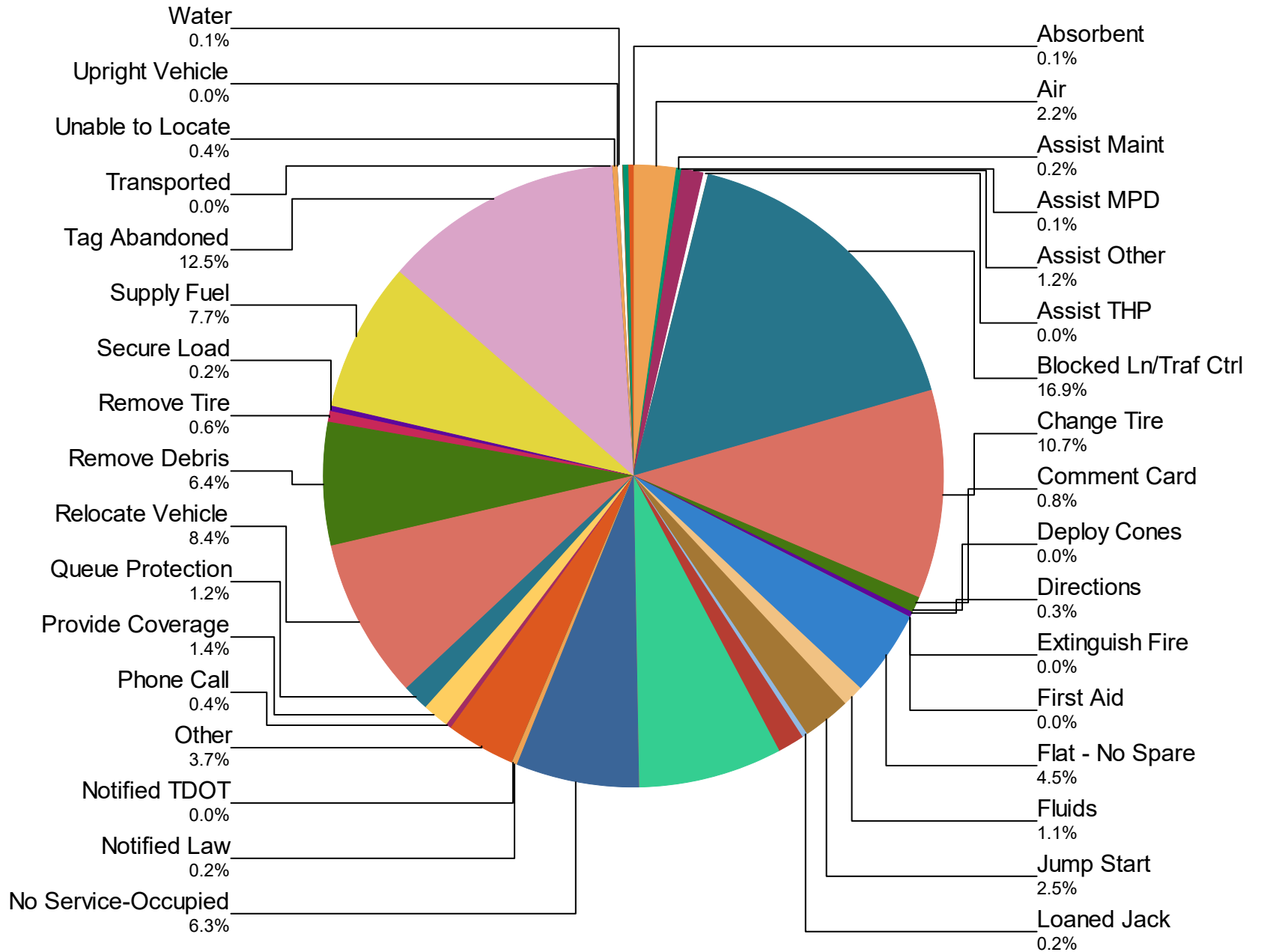
Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	252	307	337	896	12.8%
Congestion	0	1	0	1	0.0%
Debris on Roadway	193	145	248	586	8.4%
Disabled Vehicle	1,343	1,555	1,609	4,507	64.4%
Emergency Vehicles	5	4	17	26	0.4%
Flooding	6	16	4	26	0.4%
Grass Fire	4	0	5	9	0.1%
Interstate Shooting	1	6	6	13	0.2%
Jack-Knife Tractor Trailer	2	1	1	4	0.1%
MultiVehicle Crash	121	109	177	407	5.8%
Other	1	4	2	7	0.1%
Oversize Load	3	4	4	11	0.2%
Overtuned Vehicle	6	7	7	20	0.3%
PD/Med/Fire Activity	4	0	1	5	0.1%
Pedestrian	2	1	0	3	0.0%
Police Activity	21	15	15	51	0.7%
Road Work - Emergency	2	4	9	15	0.2%
Road Work - Scheduled	21	14	55	90	1.3%
Single Vehicle Crash	56	99	57	212	3.0%
Special Event	0	1	0	1	0.0%
Test Incident	3	6	12	21	0.3%
Towing	0	0	2	2	0.0%
Unknown	15	26	10	51	0.7%
Vehicle Fire	7	4	15	26	0.4%
Weather	0	3	2	5	0.1%
Total	2,068	2,332	2,595	6,995	100.0%

Incidents by Detection Source



Notifier Agency	January	February	March	Total	%
HELP Operator	961	1,058	1,233	3,252	46.5
Memphis Police Department	6	8	9	23	0.3
Other Police Agencies	0	0	1	1	0.0
THP Dispatch	0	5	1	6	0.1
THP Local	2	0	0	2	0.0
TMC Operator	1,064	1,238	1,319	3,621	51.8
Waze	35	23	32	90	1.3
Total	2,068	2,332	2,595	6,995	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	January	February	March	Total	%
Absorbent	4	2	0	6	0.1
Air	70	60	67	197	2.2
Assist Maint	3	6	11	20	0.2
Assist MPD	0	0	8	8	0.1
Assist Other	22	38	44	104	1.2
Assist THP	1	2	0	3	0.0
Blocked Ln/Traf Ctrl	369	638	507	1,514	16.9
Change Tire	311	256	396	963	10.7
Comment Card	29	17	22	68	0.8
Deploy Cones	3	0	0	3	0.0
Directions	11	9	10	30	0.3
Extinguish Fire	0	1	3	4	0.0
First Aid	0	0	1	1	0.0
Flat - No Spare	134	98	169	401	4.5
Fluids	39	31	29	99	1.1
Jump Start	72	92	58	222	2.5
Loaned Jack	10	7	2	19	0.2
Mechanical	1	4	115	120	1.3
Mechanical Problem	232	241	199	672	7.5
No Service-Abandon	8	7	5	20	0.2
No Service-Occupied	194	170	204	568	6.3
Notified Law	4	6	5	15	0.2
Notified TDOT	1	0	0	1	0.0
Other	98	134	102	334	3.7
Phone Call	7	10	15	32	0.4
Provide Coverage	32	54	41	127	1.4
Queue Protection	34	30	44	108	1.2
Relocate Vehicle	139	411	203	753	8.4
Remove Debris	179	152	241	572	6.4
Remove Tire	23	18	11	52	0.6
Secure Load	6	7	6	19	0.2

	January	February	March	Total	%
Supply Fuel	208	233	253	694	7.7
Tag Abandoned	323	370	430	1,123	12.5
Transported	2	1	1	4	0.0
Unable to Locate	12	12	10	34	0.4
Upright Vehicle	1	0	1	2	0.0
Water	2	4	4	10	0.1
Welfare Check	3	18	8	29	0.3
Wrecker Towed	2	17	12	31	0.3
Total	2,589	3,156	3,237	8,982	100.0%

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	10.0	8.5	10.4
Avg Post Time (hr)	1.5	1.0	0.9
Avg Messages Per Sign	48.3	57.9	86.7
Total Messages Posted	2,268	2,721	4,073