

Includes All Responders

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

Statewide

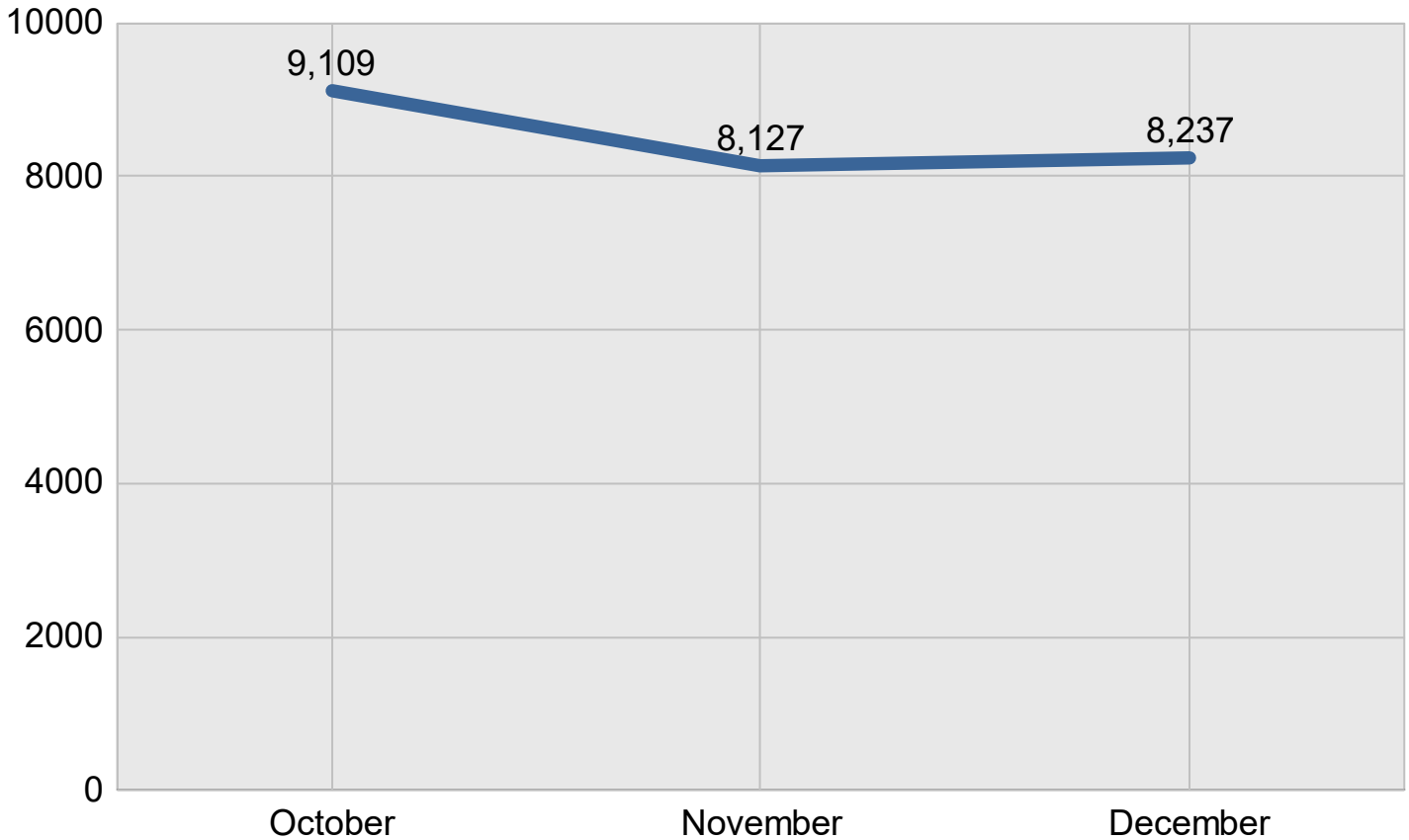
Created on: March 28, 2022 12:24 pm County: All Counties

Report Template version 1.0

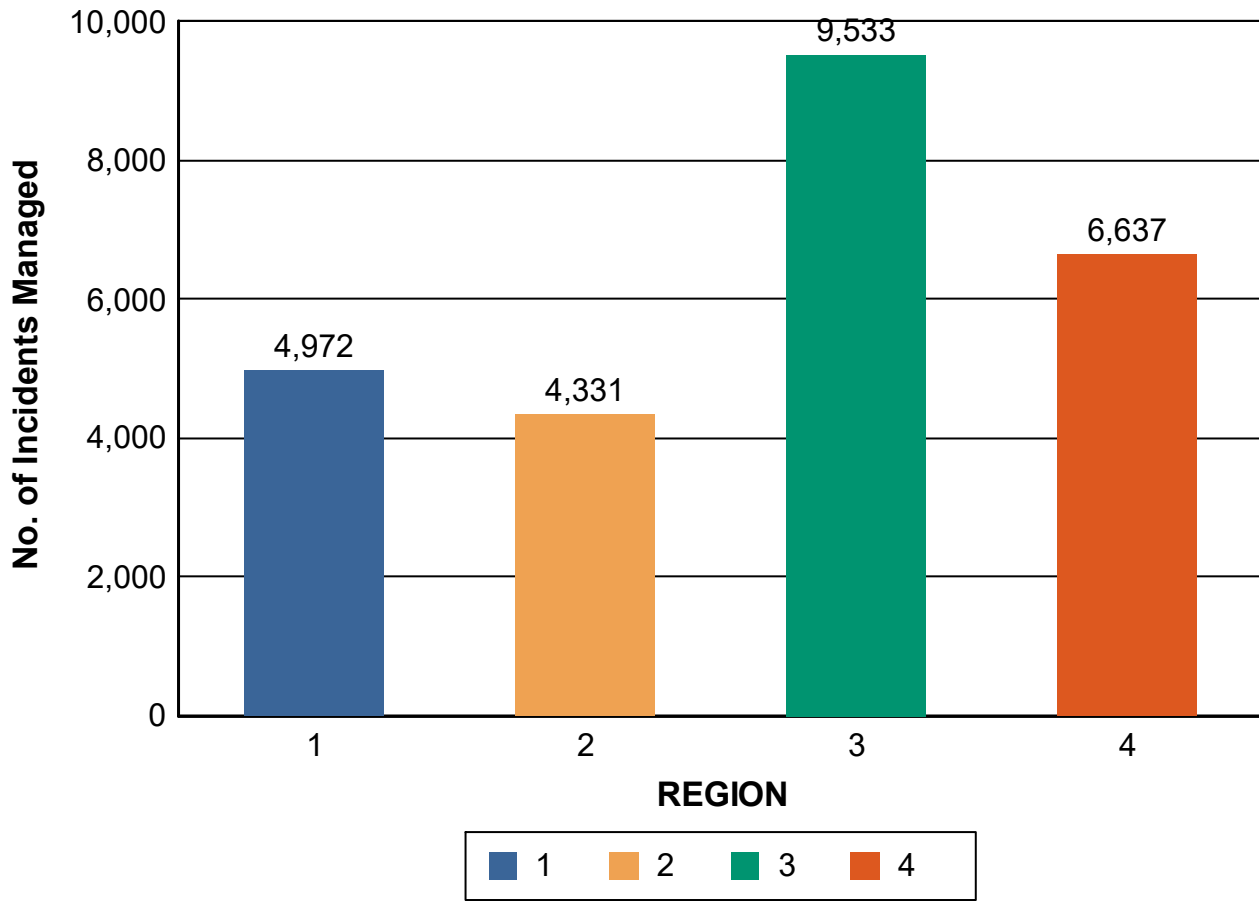
**Total Incidents Managed This Quarter: 25,473**

**Incidents Managed**

**Incidents Managed - Monthly**



### Incidents Managed- Region

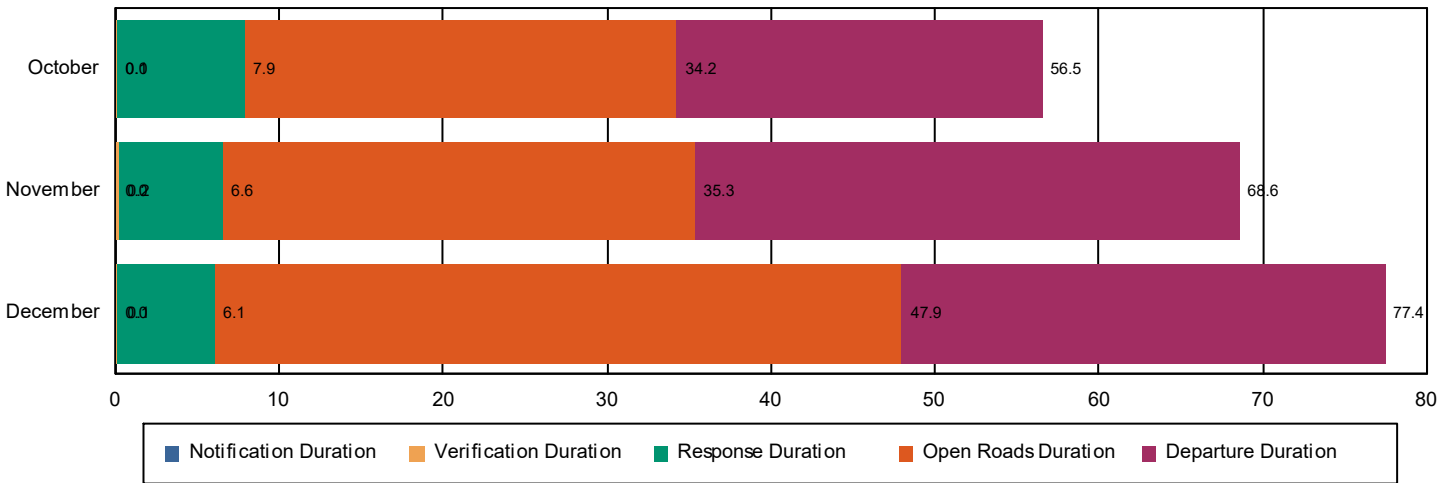


# Performance Measures Summary

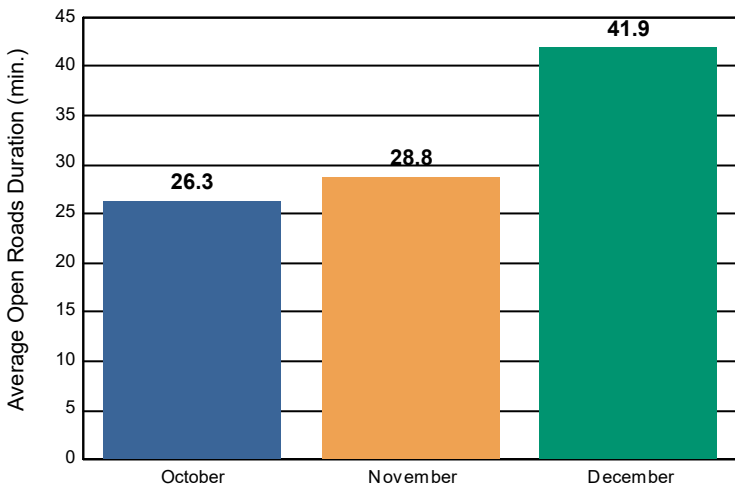
## Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	1,738	1,396	1,421	4,555
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.2	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	7.8	6.3	5.9	6.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	26.3	28.8	41.9	32.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	22.3	33.2	29.5	28.1
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>34.2</b>	<b>35.3</b>	<b>47.9</b>	<b>39.1</b>
<b>Incident Clearance Duration (min.) [First Notif to Last Departure]</b>	<b>56.5</b>	<b>68.6</b>	<b>77.4</b>	<b>67.2</b>

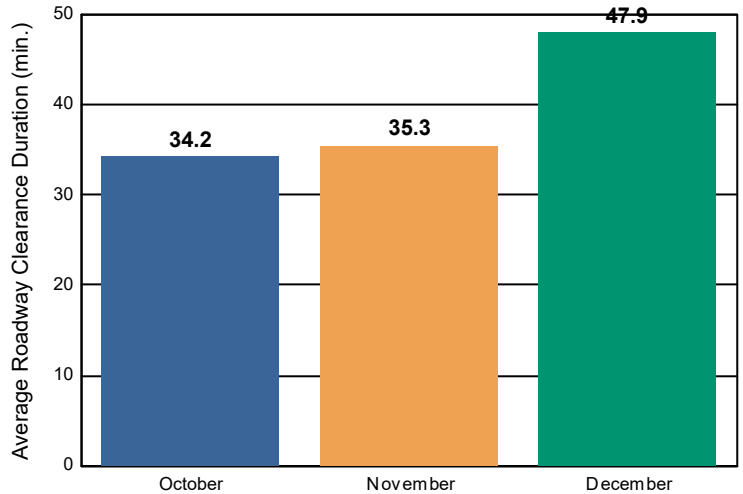
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

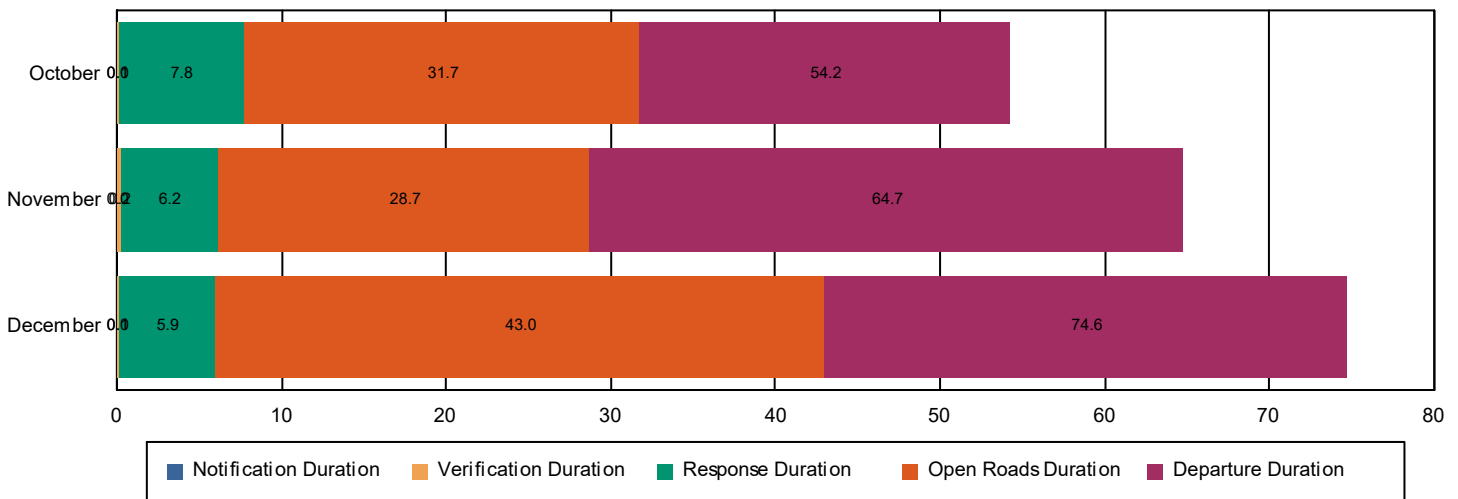


# Performance Measures Summary

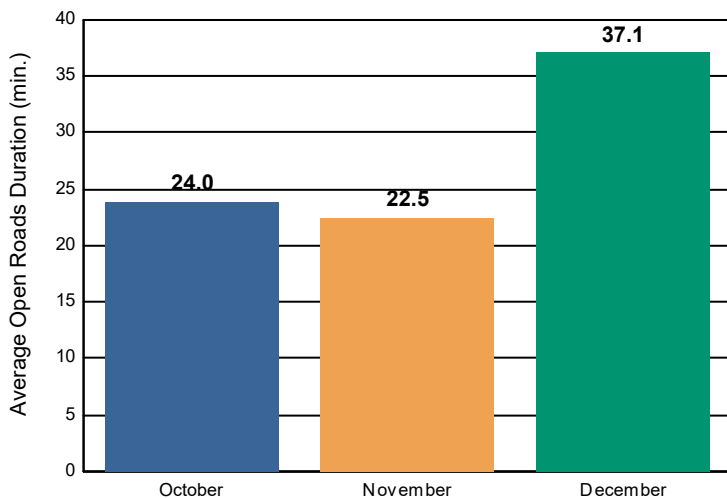
## Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	1,340	1,051	1,069	3,460
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.2	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	7.7	6.0	5.8	6.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	24.0	22.5	37.1	27.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	22.5	36.0	31.7	29.4
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>31.7</b>	<b>28.7</b>	<b>43.0</b>	<b>34.2</b>
<b>Incident Clearance Duration (min.) [First Notif to Last Departure]</b>	<b>54.2</b>	<b>64.7</b>	<b>74.6</b>	<b>63.6</b>

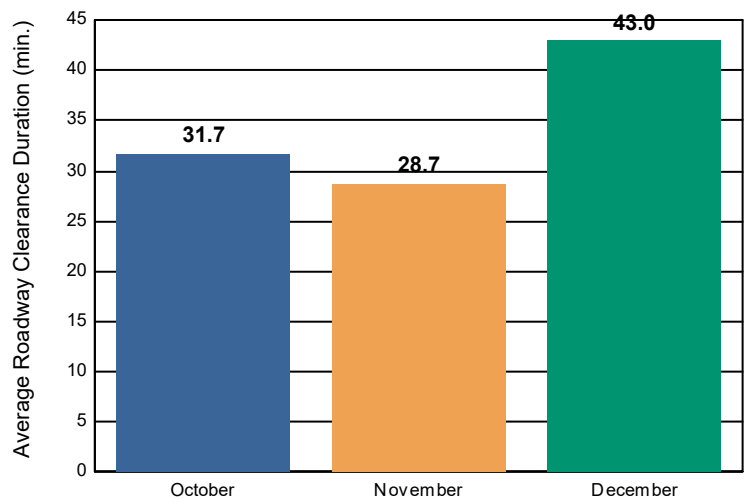
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

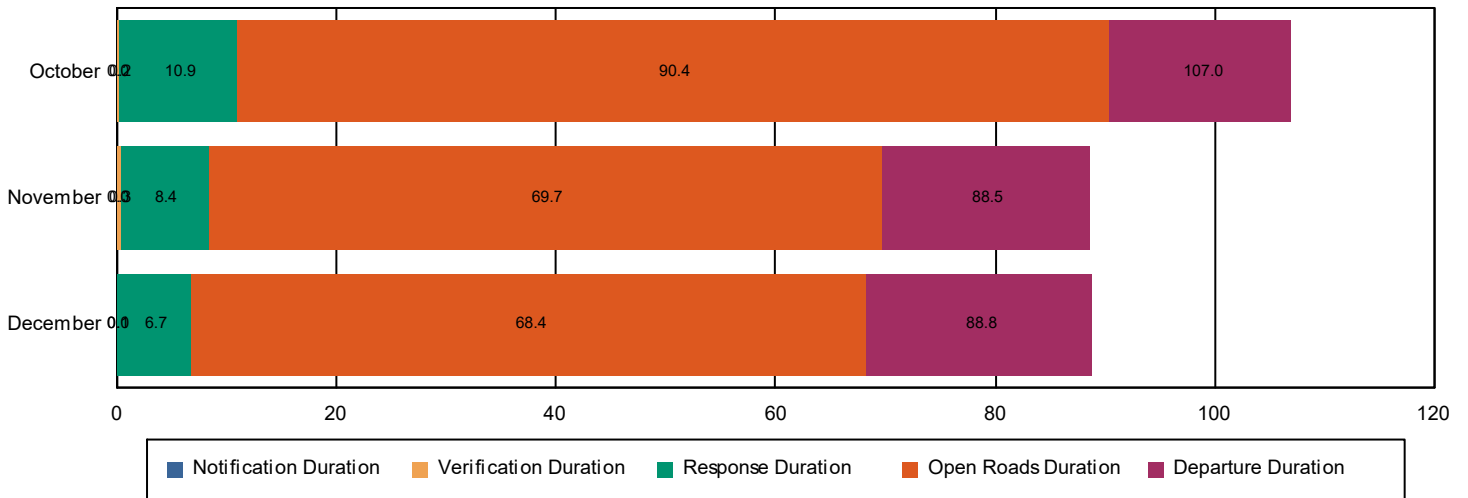


# Performance Measures Summary

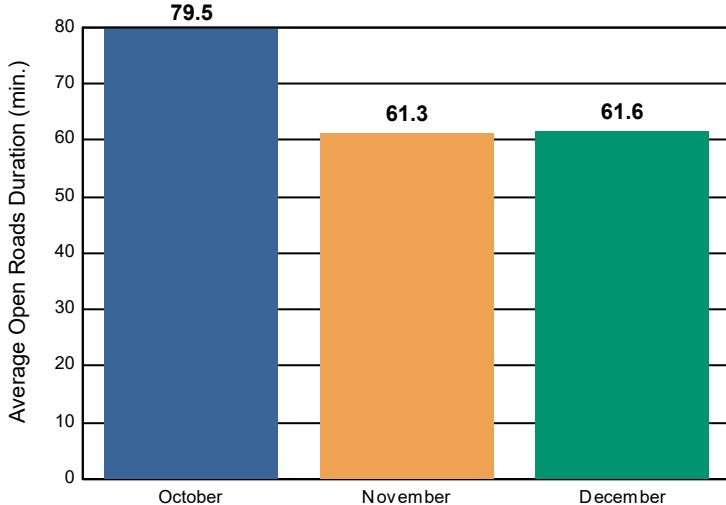
## Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	398	345	352	1,095
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.3	0.1	0.2
Response Duration (min.) [First Notification to First Arrival]	10.7	8.1	6.6	7.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	79.5	61.3	61.6	63.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	16.6	18.8	20.4	19.4
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>90.4</b>	<b>69.7</b>	<b>68.4</b>	<b>71.4</b>
<b>Incident Clearance Duration (min.) [First Notif to Last Departure]</b>	<b>107.0</b>	<b>88.5</b>	<b>88.8</b>	<b>90.8</b>

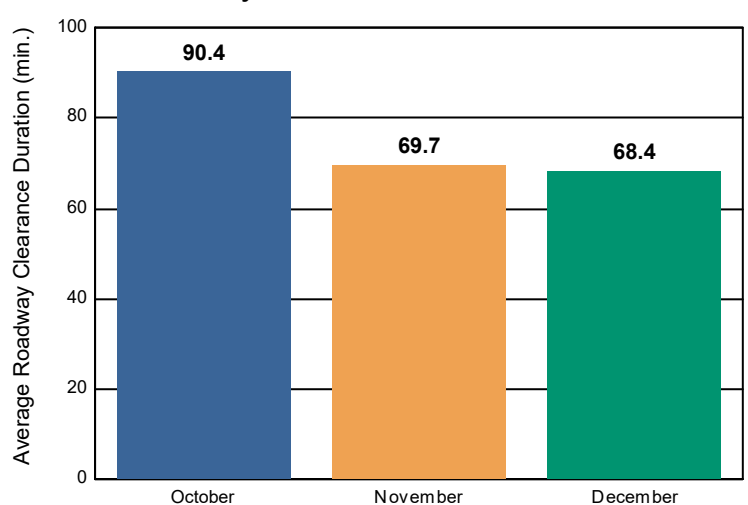
### Incident Clearance Duration



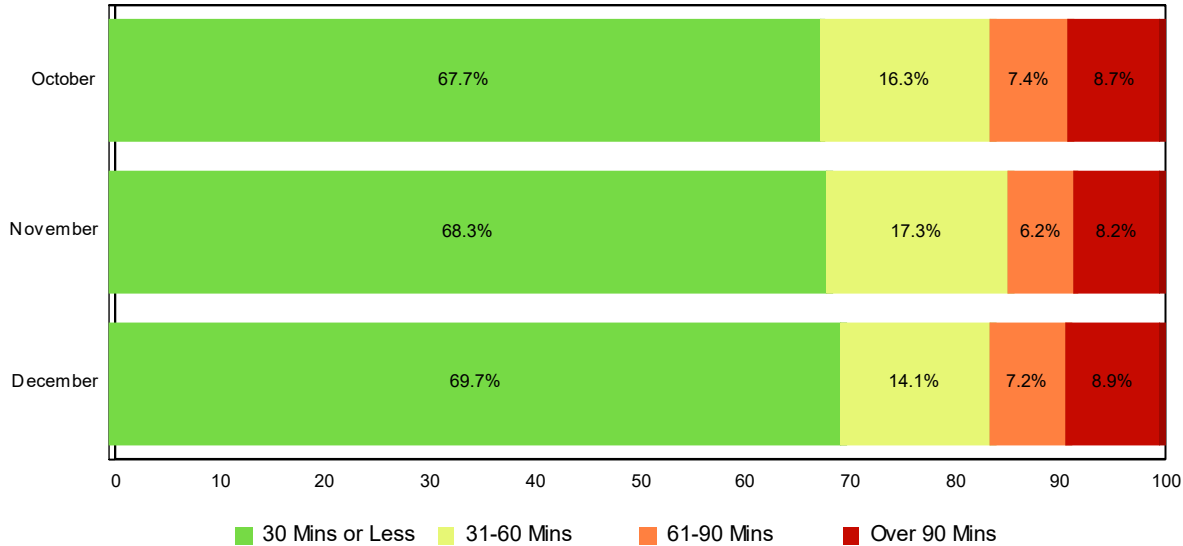
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

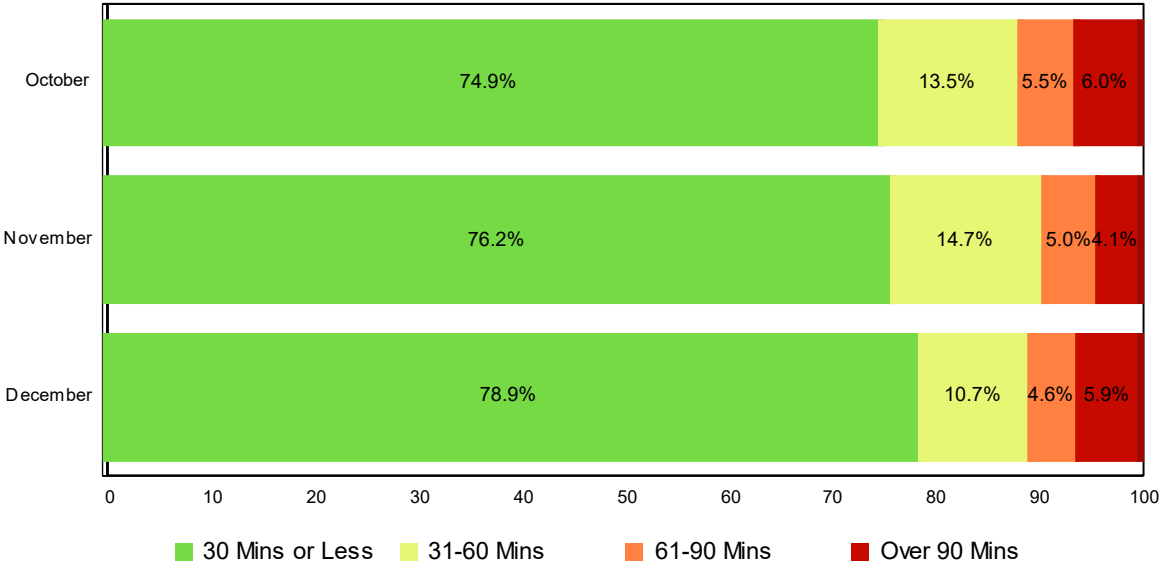


# Lane Blockage Clearance Times - Overall



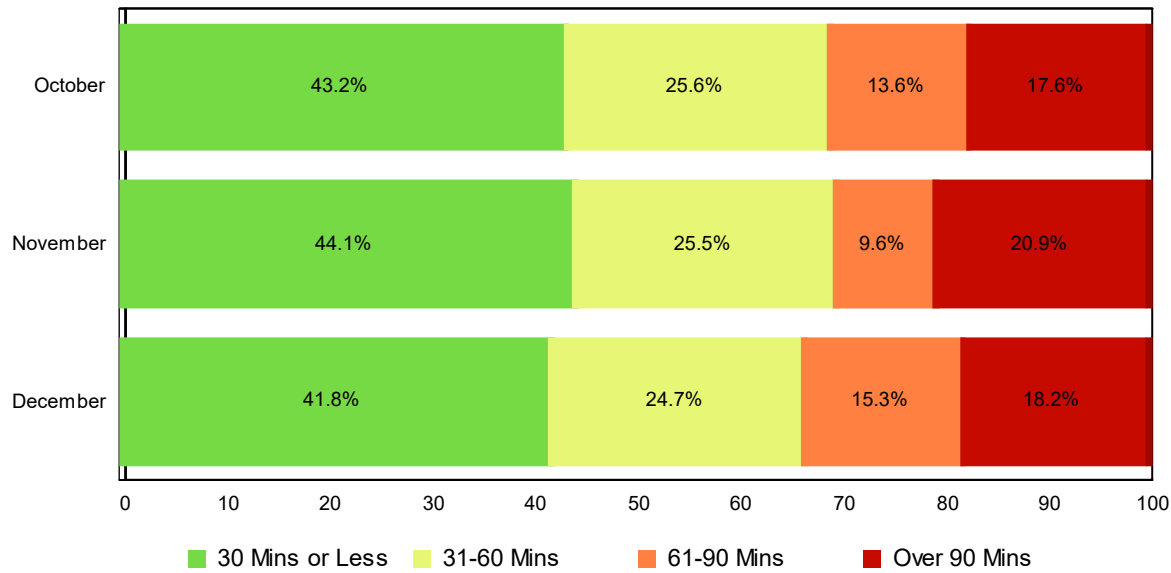
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	1,176	283	128	151	1,738
November	953	242	86	115	1,396
December	990	201	103	127	1,421
<b>Total # of Events</b>	<b>3,119</b>	<b>726</b>	<b>317</b>	<b>393</b>	<b>4,555</b>

# 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
October	1,004	181	74	81	1,340
November	801	154	53	43	1,051
December	843	114	49	63	1,069
<b>Total # of Events</b>	<b>2,648</b>	<b>449</b>	<b>176</b>	<b>187</b>	<b>3,460</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
October	172	102	54	70	398
November	152	88	33	72	345
December	147	87	54	64	352
<b>Total # of Events</b>	<b>471</b>	<b>277</b>	<b>141</b>	<b>206</b>	<b>1,095</b>



## All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	76	2341	89	2735	95	2897	5	166	28
2	55	627	77	871	86	978	14	156	51
3	41	108	68	178	83	216	17	45	60
4	44	35	63	50	72	57	28	22	92
5	47	7	53	8	73	11	27	4	69
6	0	0	100	2	100	2	0	0	53
7	100	1	100	1	100	1	0	0	0
<b>Totals</b>	<b>68.5</b>	<b>3119</b>	<b>84.4</b>	<b>3845</b>	<b>91.4</b>	<b>4162</b>	<b>8.6</b>	<b>393</b>	<b>36</b>
	<b>&lt;=30 Mins</b>		<b>&lt;=60 Mins</b>		<b>&lt;=90 Mins</b>		<b>&gt;90 Mins</b>		

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

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	85	1986	94	2208	98	2284	2	54	18
2	64	532	83	693	90	754	10	80	40
3	45	92	69	142	84	172	16	33	59
4	46	31	65	44	74	50	26	18	90
5	50	6	58	7	83	10	17	2	59
6	0	0	100	2	100	2	0	0	53
7	100	1	100	1	100	1	0	0	0
<b>Totals</b>	<b>76.5</b>	<b>2648</b>	<b>89.5</b>	<b>3097</b>	<b>94.6</b>	<b>3273</b>	<b>5.4</b>	<b>187</b>	<b>28</b>
	<b>&lt;=30 Mins</b>		<b>&lt;=60 Mins</b>		<b>&lt;=90 Mins</b>		<b>&gt;90 Mins</b>		

## Travel Lane Blockage Events- Roadway

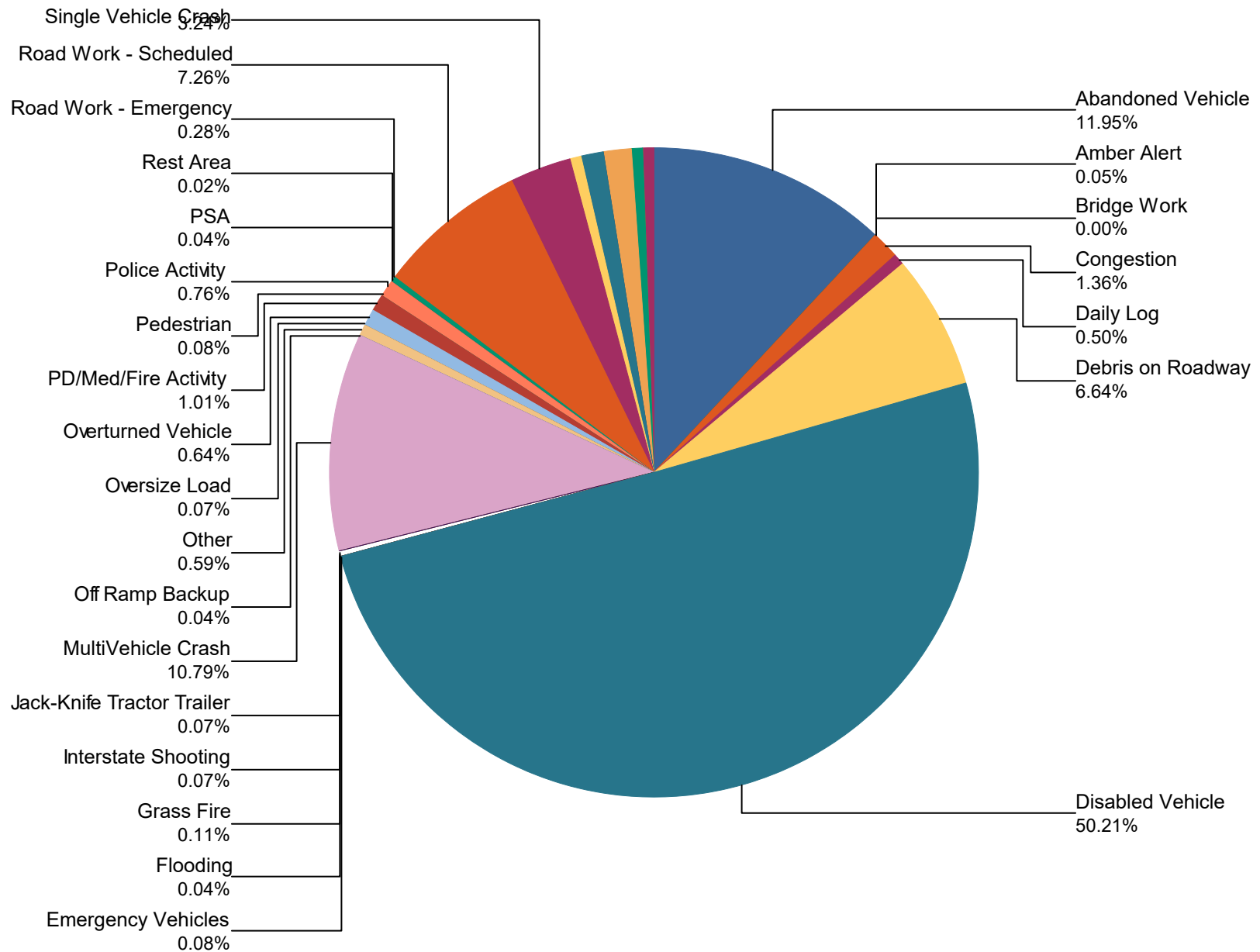
Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
		119	
I0024	914	3,505	26.1
I0026	18	21	85.7
I0040	1328	7,575	17.5
I0055	158	750	21.1
I0065	543	2,276	23.9
I0075	362	2,085	17.4
I0081	12	22	54.5
I0124	5	11	45.5
I0140	10	166	6.0
I0155	1	2	50.0
I0240	393	2,731	14.4
I0275	19	203	9.4
I0440	96	451	21.3
I0640	29	679	4.3
I0840	9	27	33.3
Region 2 TMC	0	66	0.0
Region 3 TMC	0	9	0.0
Region 4 TMC	0	6	0.0
Sam Cooper	2	7	28.6
SR001	12	16	75.0
SR002	1	3	33.3
SR003	1	1	100.0
SR005	2	2	100.0
SR006	17	61	27.9
SR008	4	5	80.0
SR009	1	1	100.0
SR010	4	4	100.0
SR011	3	3	100.0

<b>SR012</b>	<b>3</b>	<b>3</b>	<b>100.0</b>
<b>SR015</b>	<b>1</b>	<b>4</b>	<b>25.0</b>
<b>SR017</b>	<b>0</b>	<b>1</b>	<b>0.0</b>
<b>SR018</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR020</b>	<b>2</b>	<b>2</b>	<b>100.0</b>
<b>SR021</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR022</b>	<b>0</b>	<b>1</b>	<b>0.0</b>
<b>SR023</b>	<b>0</b>	<b>5</b>	<b>0.0</b>
<b>SR024</b>	<b>6</b>	<b>7</b>	<b>85.7</b>
<b>SR026</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR027</b>	<b>2</b>	<b>3</b>	<b>66.7</b>
<b>SR028</b>	<b>4</b>	<b>4</b>	<b>100.0</b>
<b>SR029</b>	<b>67</b>	<b>268</b>	<b>25.0</b>
<b>SR030</b>	<b>6</b>	<b>9</b>	<b>66.7</b>
<b>SR040</b>	<b>2</b>	<b>3</b>	<b>66.7</b>
<b>SR045</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR049</b>	<b>4</b>	<b>4</b>	<b>100.0</b>
<b>SR050</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR052</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR053</b>	<b>2</b>	<b>2</b>	<b>100.0</b>
<b>SR056</b>	<b>1</b>	<b>2</b>	<b>50.0</b>
<b>SR057</b>	<b>0</b>	<b>2</b>	<b>0.0</b>
<b>SR058</b>	<b>1</b>	<b>3</b>	<b>33.3</b>
<b>SR060</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR064</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR065</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR068</b>	<b>6</b>	<b>7</b>	<b>85.7</b>
<b>SR069</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR074</b>	<b>2</b>	<b>3</b>	<b>66.7</b>
<b>SR076</b>	<b>3</b>	<b>3</b>	<b>100.0</b>
<b>SR078</b>	<b>2</b>	<b>3</b>	<b>66.7</b>
<b>SR080</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>SR082</b>	<b>1</b>	<b>1</b>	<b>100.0</b>

<b>SR083</b>	1	1	<b>100.0</b>
<b>SR085</b>	1	1	<b>100.0</b>
<b>SR088</b>	2	2	<b>100.0</b>
<b>SR089</b>	1	1	<b>100.0</b>
<b>SR093</b>	2	2	<b>100.0</b>
<b>SR096</b>	1	1	<b>100.0</b>
<b>SR099</b>	1	1	<b>100.0</b>
<b>SR100</b>	1	1	<b>100.0</b>
<b>SR102</b>	1	1	<b>100.0</b>
<b>SR108</b>	1	2	<b>50.0</b>
<b>SR109</b>	1	1	<b>100.0</b>
<b>SR111</b>	7	9	<b>77.8</b>
<b>SR112</b>	1	1	<b>100.0</b>
<b>SR115</b>	6	40	<b>15.0</b>
<b>SR120</b>	0	1	<b>0.0</b>
<b>SR121</b>	0	1	<b>0.0</b>
<b>SR127</b>	2	2	<b>100.0</b>
<b>SR129</b>	0	1	<b>0.0</b>
<b>SR134</b>	1	1	<b>100.0</b>
<b>SR136</b>	1	1	<b>100.0</b>
<b>SR146</b>	1	1	<b>100.0</b>
<b>SR147</b>	0	1	<b>0.0</b>
<b>SR149</b>	1	1	<b>100.0</b>
<b>SR150</b>	1	1	<b>100.0</b>
<b>SR152</b>	2	2	<b>100.0</b>
<b>SR153</b>	106	462	<b>22.9</b>
<b>SR154</b>	1	1	<b>100.0</b>
<b>SR155</b>	140	641	<b>21.8</b>
<b>SR162</b>	3	24	<b>12.5</b>
<b>SR163</b>	3	4	<b>75.0</b>
<b>SR171</b>	2	2	<b>100.0</b>
<b>SR177</b>	0	1	<b>0.0</b>
<b>SR179</b>	2	2	<b>100.0</b>

SR193	2	2	100.0
SR196	0	1	0.0
SR237	1	1	100.0
SR248	1	1	100.0
SR249	1	1	100.0
SR252	1	1	100.0
SR254	2	2	100.0
SR255	1	2	50.0
SR269	1	1	100.0
SR271	1	1	100.0
SR290	1	1	100.0
SR298	1	1	100.0
SR300	1	19	5.3
SR304	1	2	50.0
SR305	0	2	0.0
SR307	2	3	66.7
SR310	1	1	100.0
SR314	1	1	100.0
SR317	1	2	50.0
SR319	1	1	100.0
SR374	1	1	100.0
SR384	1	1	100.0
SR385	167	784	21.3
SR386	12	47	25.5
SR419	0	1	0.0
SR452	1	1	100.0
SR457	1	1	100.0
<b>All Roadways</b>	<b>4,567</b>	<b>23,254</b>	<b>19.6</b>

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

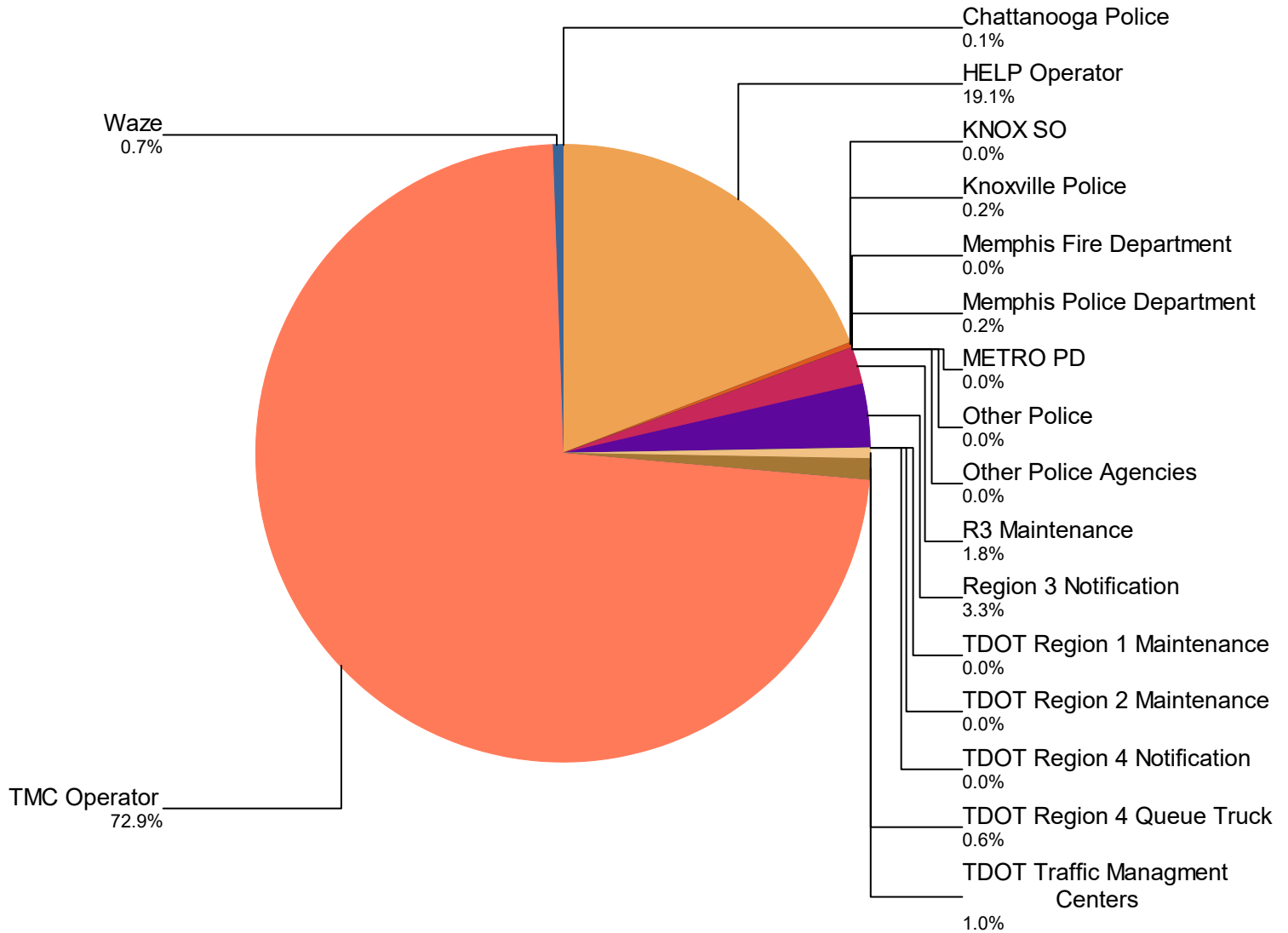


<b>Event Types for All Events</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>Abandoned Vehicle</b>	1,058	1,034	1,017	<b>3,109</b>	<b>11.9%</b>
<b>Amber Alert</b>	8	6	0	<b>14</b>	<b>0.1%</b>
<b>Bridge Work</b>	1	0	0	<b>1</b>	<b>0.0%</b>
<b>Congestion</b>	14	186	154	<b>354</b>	<b>1.4%</b>
<b>Daily Log</b>	18	49	63	<b>130</b>	<b>0.5%</b>
<b>Debris on Roadway</b>	655	590	483	<b>1,728</b>	<b>6.6%</b>
<b>Disabled Vehicle</b>	4,545	4,119	4,403	<b>13,067</b>	<b>50.2%</b>
<b>Emergency Vehicles</b>	8	8	4	<b>20</b>	<b>0.1%</b>
<b>Flooding</b>	7	2	2	<b>11</b>	<b>0.0%</b>
<b>Grass Fire</b>	10	11	8	<b>29</b>	<b>0.1%</b>
<b>Interstate Shooting</b>	3	8	7	<b>18</b>	<b>0.1%</b>
<b>Jack-Knife Tractor Trailer</b>	8	3	8	<b>19</b>	<b>0.1%</b>
<b>MultiVehicle Crash</b>	1,057	869	883	<b>2,809</b>	<b>10.8%</b>
<b>Off Ramp Backup</b>	0	4	6	<b>10</b>	<b>0.0%</b>
<b>Other</b>	115	28	11	<b>154</b>	<b>0.6%</b>
<b>Oversize Load</b>	7	5	7	<b>19</b>	<b>0.1%</b>
<b>Overturned Vehicle</b>	71	48	48	<b>167</b>	<b>0.6%</b>
<b>PD/Med/Fire Activity</b>	138	60	64	<b>262</b>	<b>1.0%</b>
<b>Pedestrian</b>	3	4	13	<b>20</b>	<b>0.1%</b>
<b>Police Activity</b>	23	88	87	<b>198</b>	<b>0.8%</b>
<b>PSA</b>	5	6	0	<b>11</b>	<b>0.0%</b>
<b>Rest Area</b>	5	1	0	<b>6</b>	<b>0.0%</b>
<b>Road Work - Emergency</b>	32	19	22	<b>73</b>	<b>0.3%</b>
<b>Road Work - Scheduled</b>	730	617	543	<b>1,890</b>	<b>7.3%</b>
<b>Single Vehicle Crash</b>	287	263	292	<b>842</b>	<b>3.2%</b>
<b>Special Event</b>	87	18	8	<b>113</b>	<b>0.4%</b>
<b>Test Incident</b>	98	136	64	<b>298</b>	<b>1.1%</b>
<b>Towing</b>	1	0	0	<b>1</b>	<b>0.0%</b>
<b>Unknown</b>	106	140	85	<b>331</b>	<b>1.3%</b>
<b>Vehicle Fire</b>	49	49	48	<b>146</b>	<b>0.6%</b>
<b>Visibility</b>	12	23	28	<b>63</b>	<b>0.2%</b>



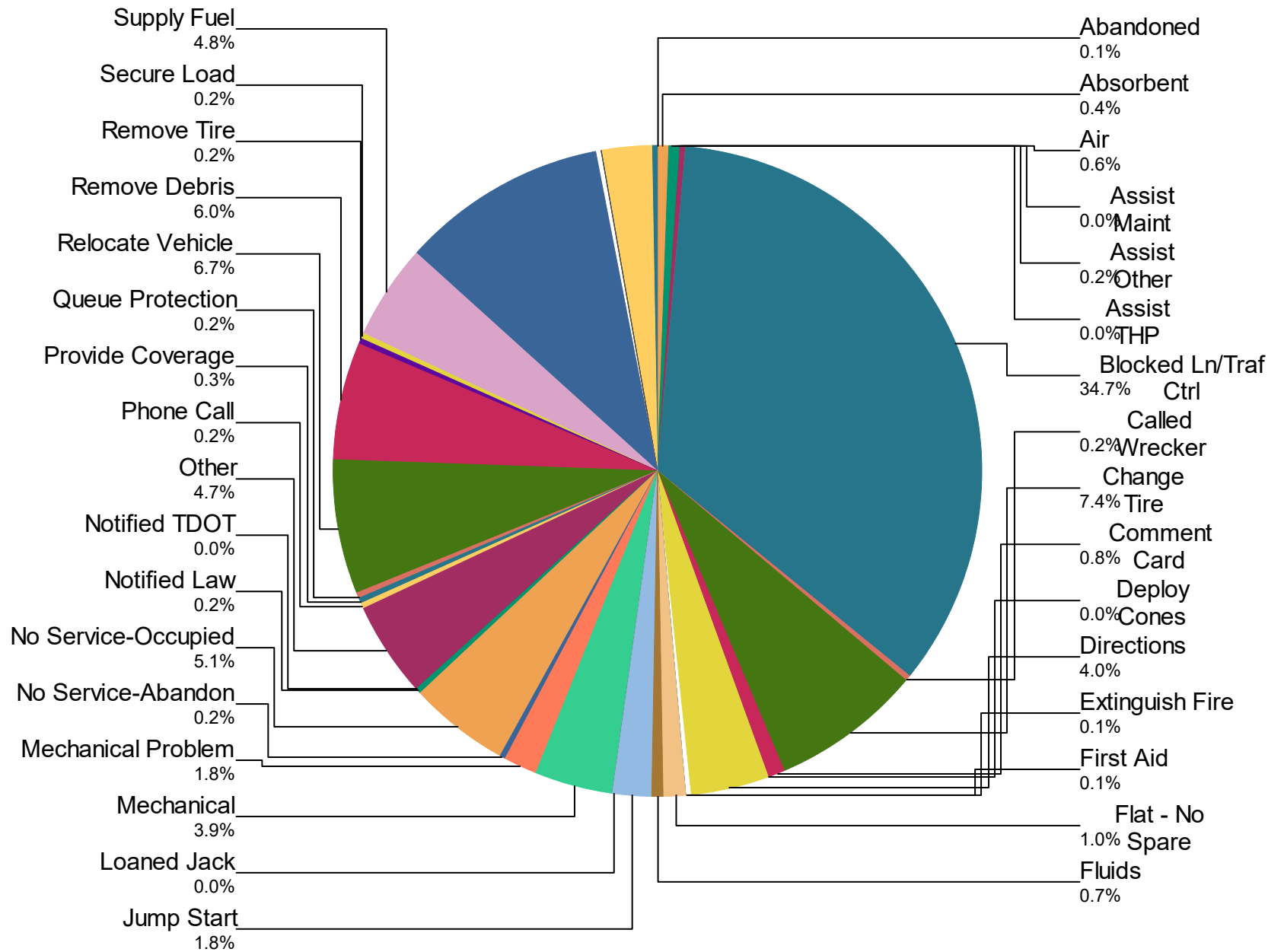
	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>Weather</b>	47	24	43	<b>114</b>	<b>0.4%</b>
<b>Total</b>	<b>9,208</b>	<b>8,418</b>	<b>8,401</b>	<b>26,027</b>	<b>100.0%</b>

## Incidents by Detection Source



Notifier Agency	October	November	December	Total	%
Chattanooga Police	0	8	19	27	0.1
HELP Operator	755	1,999	2,210	4,964	19.1
KNOX SO	0	0	1	1	0.0
Knoxville Police	0	26	26	52	0.2
Memphis Fire Department	1	1	1	3	0.0
Memphis Police Department	10	19	12	41	0.2
METRO PD	0	1	0	1	0.0
Other Police	0	0	2	2	0.0
Other Police Agencies	0	1	2	3	0.0
R3 Maintenance	312	156	0	468	1.8
Region 3 Notification	621	248	0	869	3.3
TDOT Region 1 Maintenance	0	1	0	1	0.0
TDOT Region 2 Maintenance	1	1	2	4	0.0
TDOT Region 4 Notification	1	0	0	1	0.0
TDOT Region 4 Queue Truck	145	0	0	145	0.6
TDOT Traffic Management Centers	236	5	10	251	1.0
Tennessee Emergency Managem	0	1	0	1	0.0
THP Dispatch	6	20	18	44	0.2
THP Local	1	2	2	5	0.0
TMC Operator	7,095	5,854	6,018	18,967	72.9
Waze	24	75	78	177	0.7
<b>Total</b>	<b>9,208</b>	<b>8,418</b>	<b>8,401</b>	<b>26,027</b>	<b>100.0%</b>

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



**Activity Types for All Activities**

	October	November	December	Total	%
Abandoned	17	0	0	17	0.1
Absorbent	35	42	38	115	0.8
Air	30	70	64	164	1.1
Assist Maint	2	0	4	6	0.0
Assist Other	47	16	11	74	0.5
Assist THP	1	1	1	3	0.0
Blocked Ln/Traf Ctrl	2,440	3,574	4,307	10,321	55.7
Called Wrecker	24	15	22	61	0.4
Change Tire	701	720	781	2,202	14.2
Comment Card	102	83	67	252	1.7
Deploy Cones	1	5	4	10	0.1
Directions	366	452	382	1,200	8.1
Extinguish Fire	4	7	4	15	0.1
First Aid	14	7	5	26	0.2
Flat - No Spare	34	150	120	304	2.1
Fluids	83	78	53	214	1.5
Jump Start	164	174	195	533	3.6
Loaned Jack	0	4	2	6	0.0
Mechanical	575	313	283	1,171	7.8
Mechanical Problem	0	258	264	522	3.6
No Service-Abandon	21	16	26	63	0.4
No Service-Occupied	483	502	522	1,507	10.0
Notified Law	22	23	11	56	0.4
Notified TDOT	5	5	3	13	0.1
Other	692	408	304	1,404	9.3
Phone Call	19	23	21	63	0.4
Provide Coverage	0	48	35	83	0.6
Queue Protection	0	28	37	65	0.4
Relocate Vehicle	569	669	753	1,991	12.9
Remove Debris	533	649	614	1,796	11.5
Remove Tire	25	25	16	66	0.5

	October	November	December	<b>Total</b>	<b>%</b>
Secure Load	16	21	11	<b>48</b>	<b>0.3</b>
Supply Fuel	414	449	579	<b>1,442</b>	<b>9.5</b>
Tag Abandoned	844	1,045	1,139	<b>3,028</b>	<b>19.1</b>
Tire	29	22	0	<b>51</b>	<b>0.3</b>
Transported	5	2	6	<b>13</b>	<b>0.1</b>
Unable to Locate	11	17	17	<b>45</b>	<b>0.3</b>
Unalbe to Locate	2	0	0	<b>2</b>	<b>0.0</b>
Upright Vehicle	0	4	0	<b>4</b>	<b>0.0</b>
Water	1	4	1	<b>6</b>	<b>0.0</b>
Welfare Check	3	298	447	<b>748</b>	<b>5.1</b>
Wrecker Towed	23	21	15	<b>59</b>	<b>0.4</b>
<b>Total</b>	<b>8,357</b>	<b>10,248</b>	<b>11,164</b>	<b>29,769</b>	<b>100.0%</b>

# DMS Duration

	Oct	Nov	Dec	Quarter
Avg % ON Time	37.1	44.8	46.5	42.8
Avg Post Time (hr)	4.2	1.5	0.9	2.2
Avg Messages Per Sign	65.4	214.9	377.3	219.2
Total Messages Posted	17,155	80,244	103,716	201,115