

Includes All Responders

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

Region 3

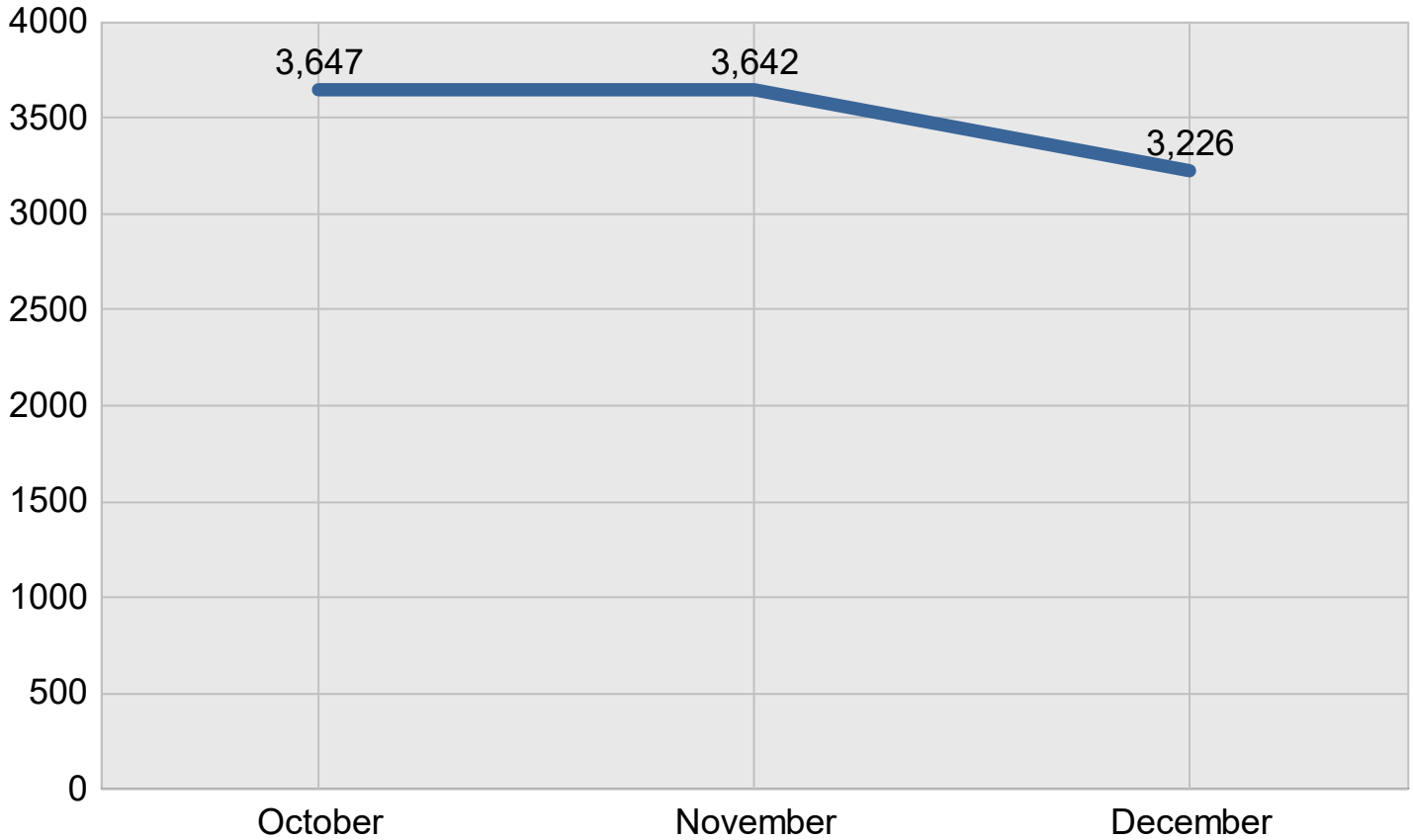
Created on: March 28, 2022 12:24 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 10,515

Incidents Managed

Incidents Managed - Monthly

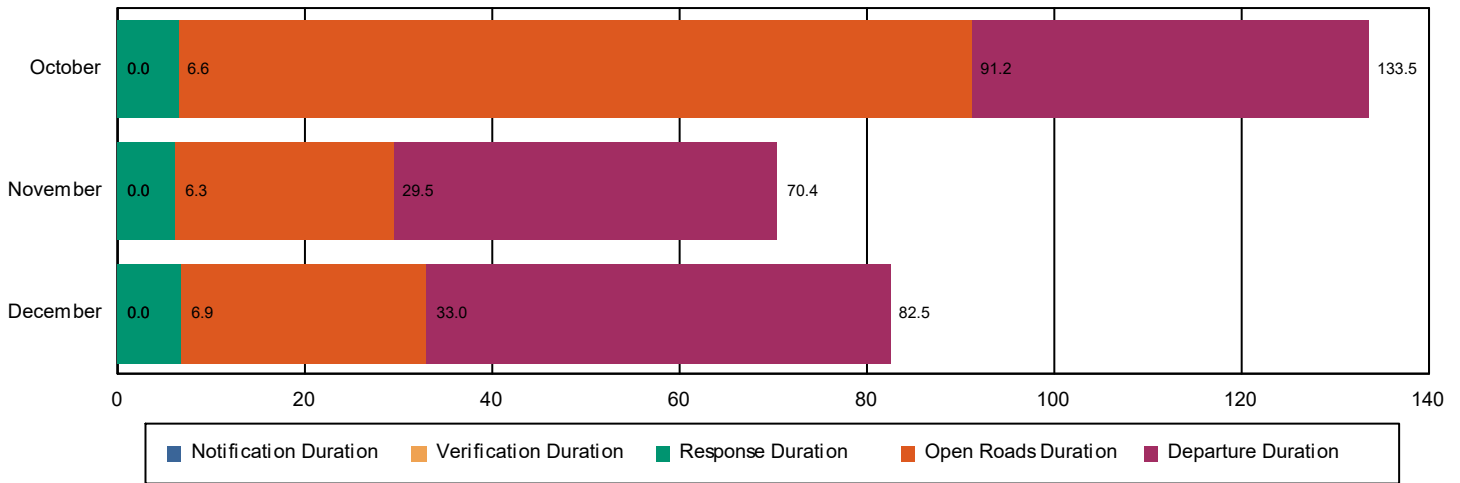


Performance Measures Summary

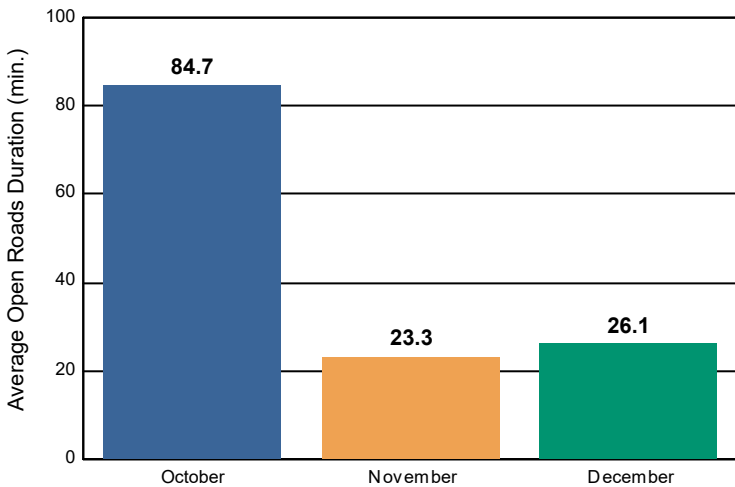
Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	848	775	719	2,342
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	6.6	6.2	6.9	6.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	84.7	23.3	26.1	46.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	42.3	40.9	49.5	44.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	91.2	29.5	33.0	53.2
	133.5	70.4	82.5	97.2

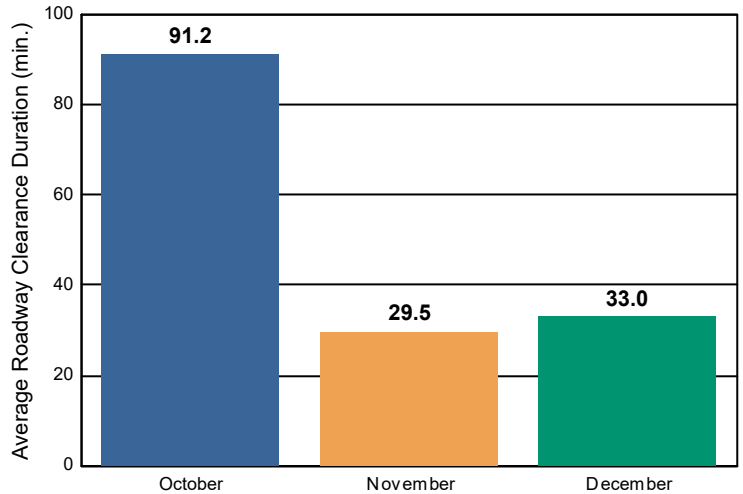
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

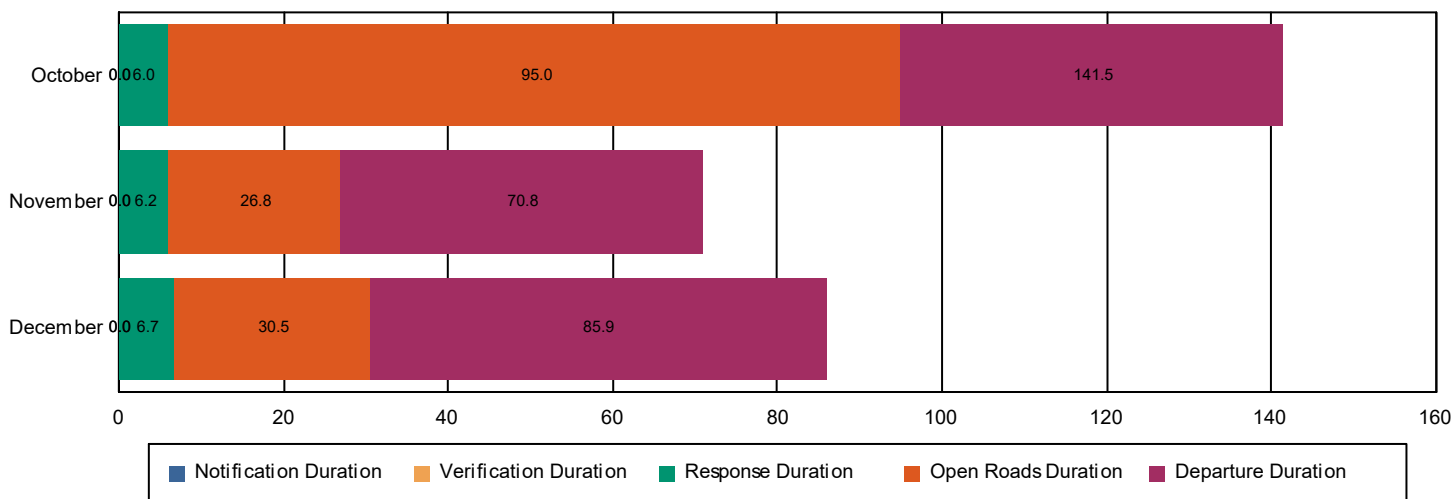


Performance Measures Summary

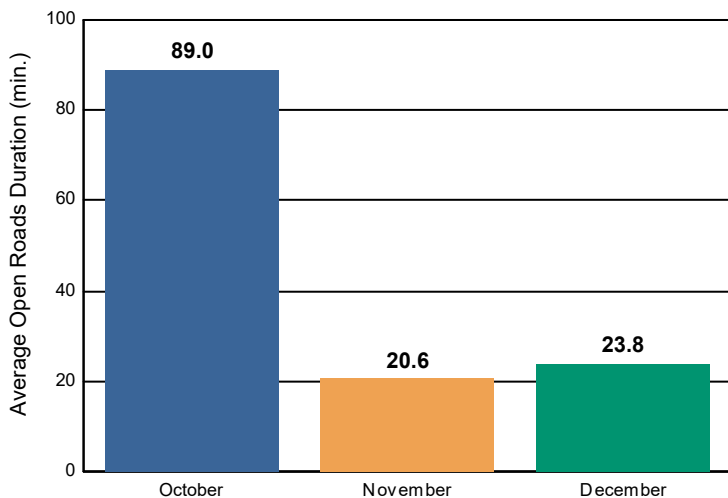
Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	715	666	585	1,966
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	6.0	6.2	6.7	6.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	89.0	20.6	23.8	46.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	46.5	44.0	55.4	48.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	95.0	26.8	30.5	52.8
	141.5	70.8	85.9	101.1

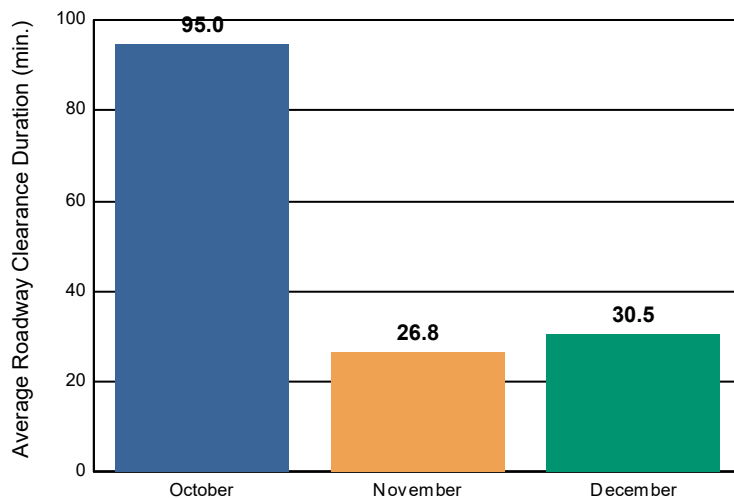
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

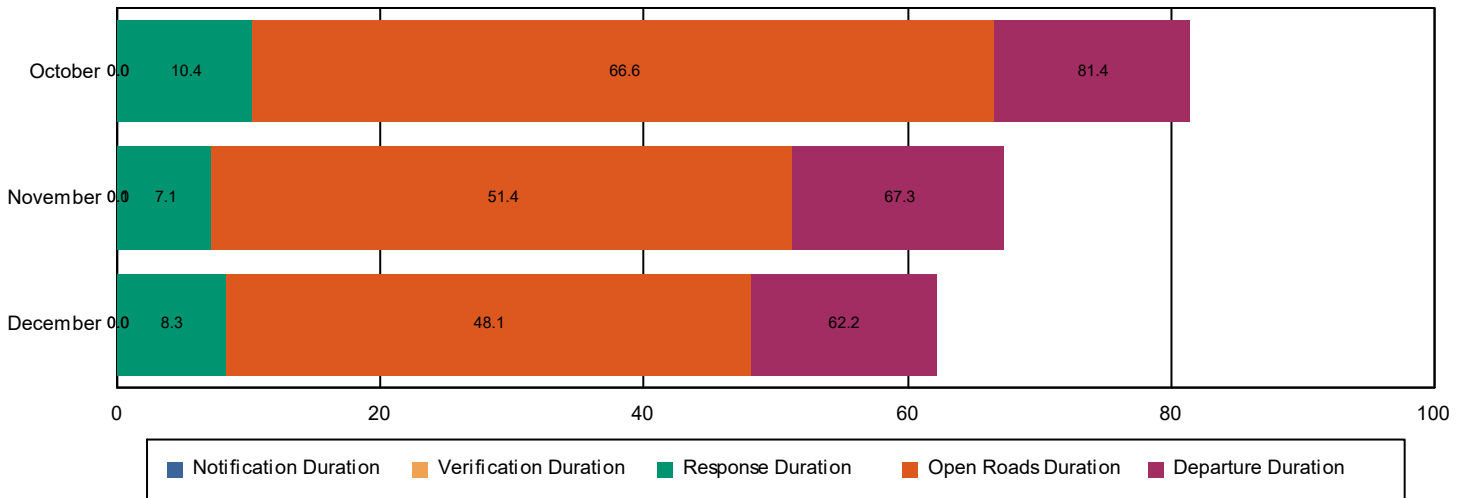


Performance Measures Summary

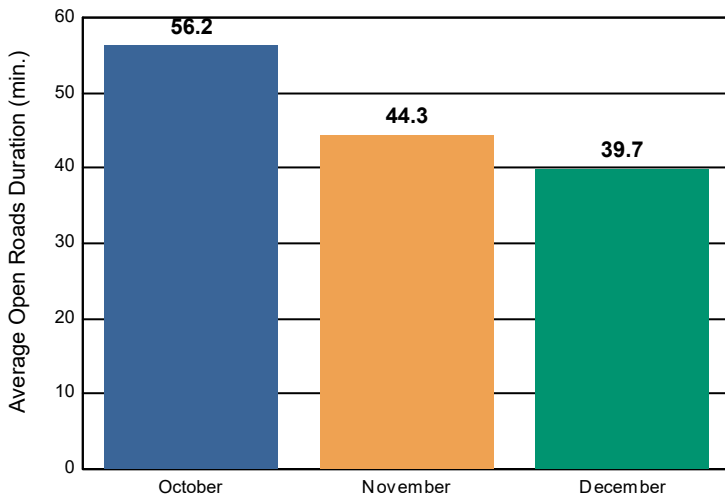
Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	133	109	134	376
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]	10.4	7.0	8.3	8.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	56.2	44.3	39.7	47.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	14.8	15.9	14.1	14.9
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	66.6	51.4	48.1	56.0
	81.4	67.3	62.2	70.9

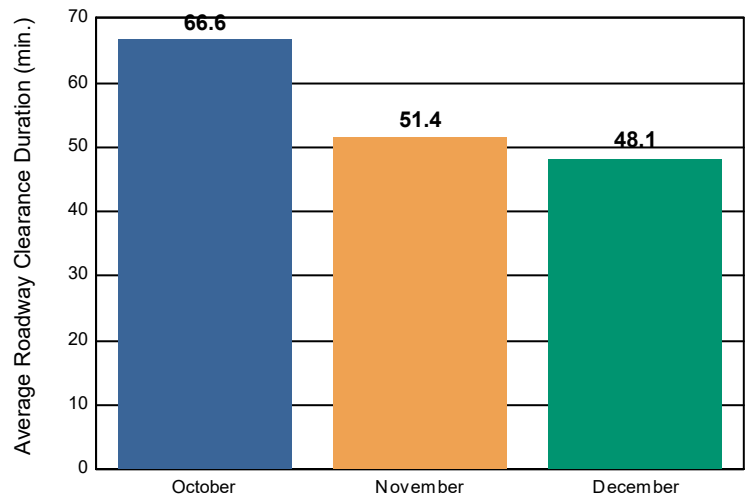
Incident Clearance Duration



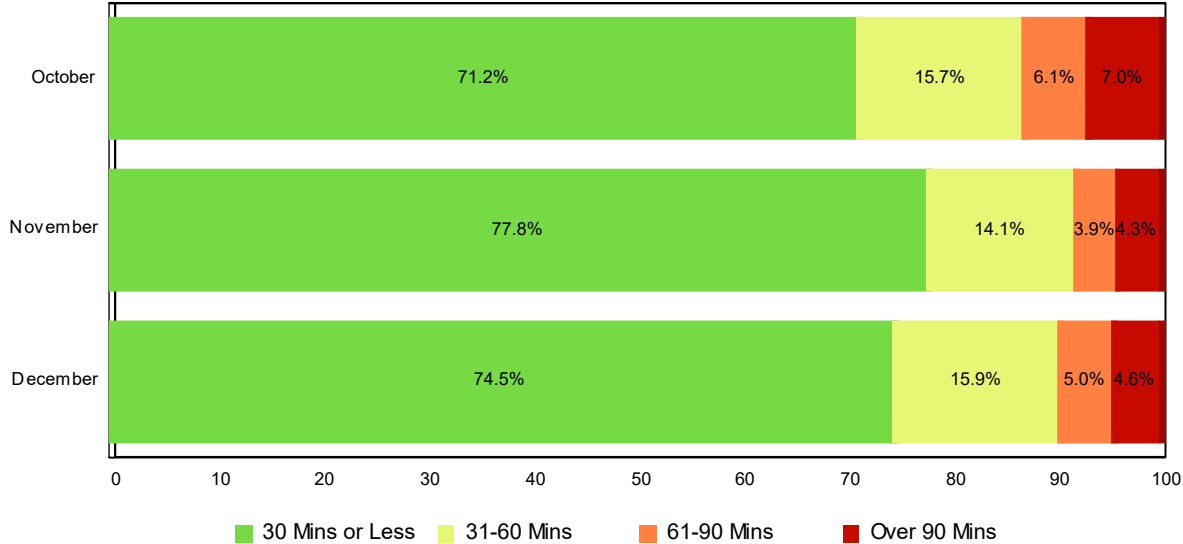
Open Roads Duration / Month



Roadway Clearance Duration / Month

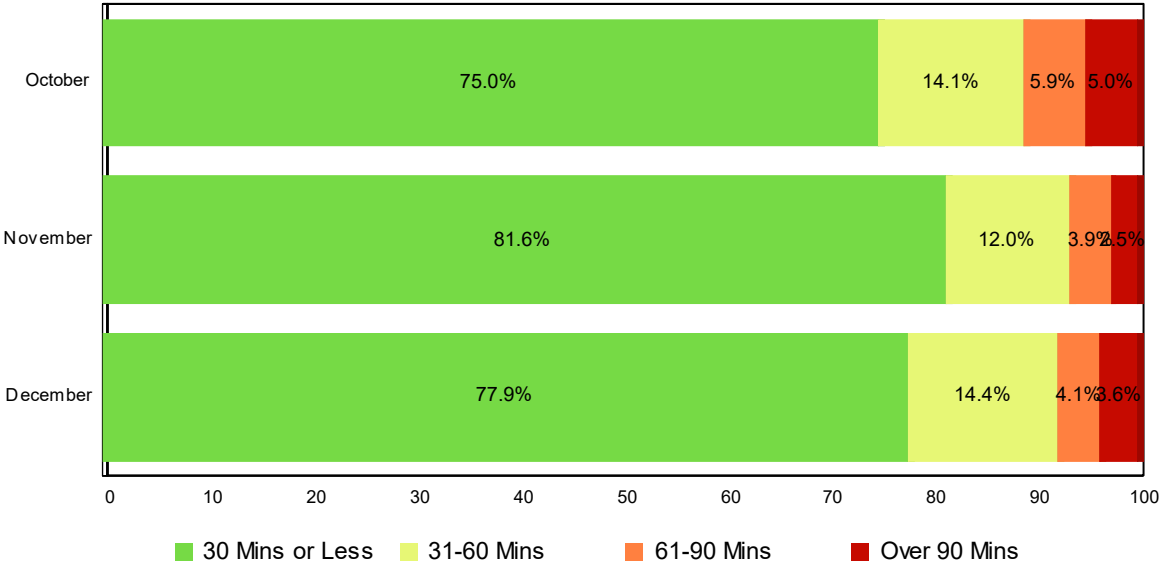


Lane Blockage Clearance Times - Overall



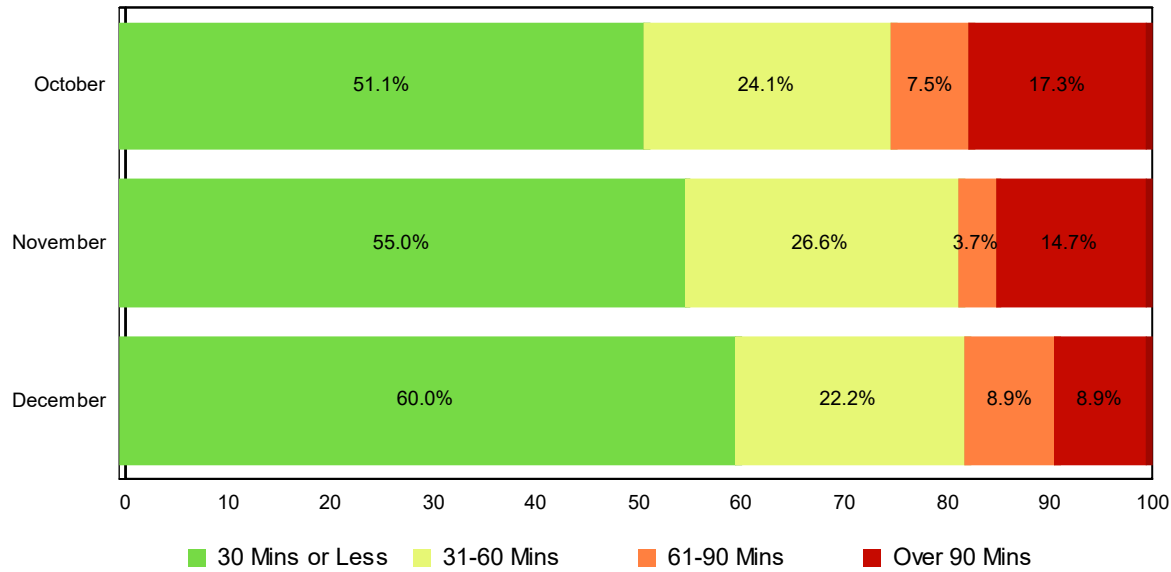
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	604	133	52	59	848
November	603	109	30	33	775
December	536	114	36	33	719
Total # of Events	1,743	356	118	125	2,342

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	536	101	42	36	715
November	543	80	26	17	666
December	456	84	24	21	585
Total # of Events	1,535	265	92	74	1,966

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	68	32	10	23	133
November	60	29	4	16	109
December	81	30	12	12	135
Total # of Events	209	91	26	51	377

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	86	1095	95	1210	98	1241	2	29	19
2	70	357	89	452	96	486	4	22	32
3	47	60	76	98	91	117	9	12	42
4	38	21	69	38	84	46	16	9	59
5	50	1	50	1	50	1	50	1	108
6	100	1	100	1	100	1	0	0	27
7	0	0	0	0	0	0	100	1	102
Totals	78	1,535	92	1,800	96	1,892	4	74	25

<=30 Mins

<=60 Mins

<=90 Mins

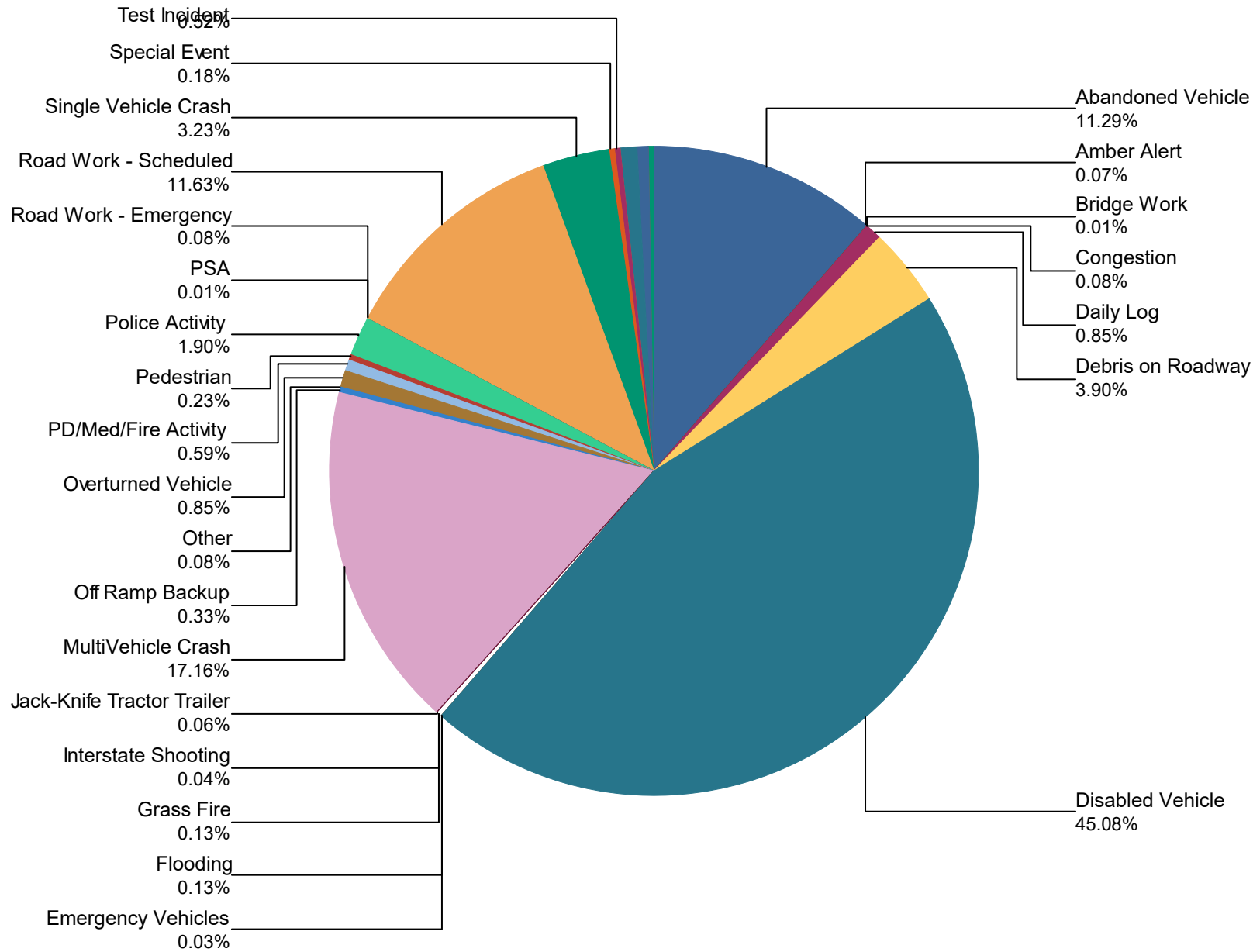
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0024	657	2,753	23.9
I0024E1	29	71	40.8
I0040	650	2,300	28.3
I0065	600	2,402	25.0
I0440	104	502	20.7
I0840	13	62	21.0
Region 3 TMC	0	63	0.0
SR001	4	5	80.0
SR006	31	96	32.3
SR010	1	1	100.0
SR011	3	3	100.0
SR012	1	2	50.0
SR013	1	1	100.0
SR024	2	4	50.0
SR025	2	2	100.0
SR045	5	7	71.4
SR048	1	1	100.0
SR049	1	1	100.0
SR050	1	1	100.0
SR056	1	1	100.0
SR065	4	4	100.0
SR069	1	1	100.0
SR076	1	1	100.0
SR080	1	1	100.0
SR096	1	1	100.0
SR102	1	1	100.0
SR106	1	1	100.0
SR109	1	1	100.0
SR149	1	1	100.0

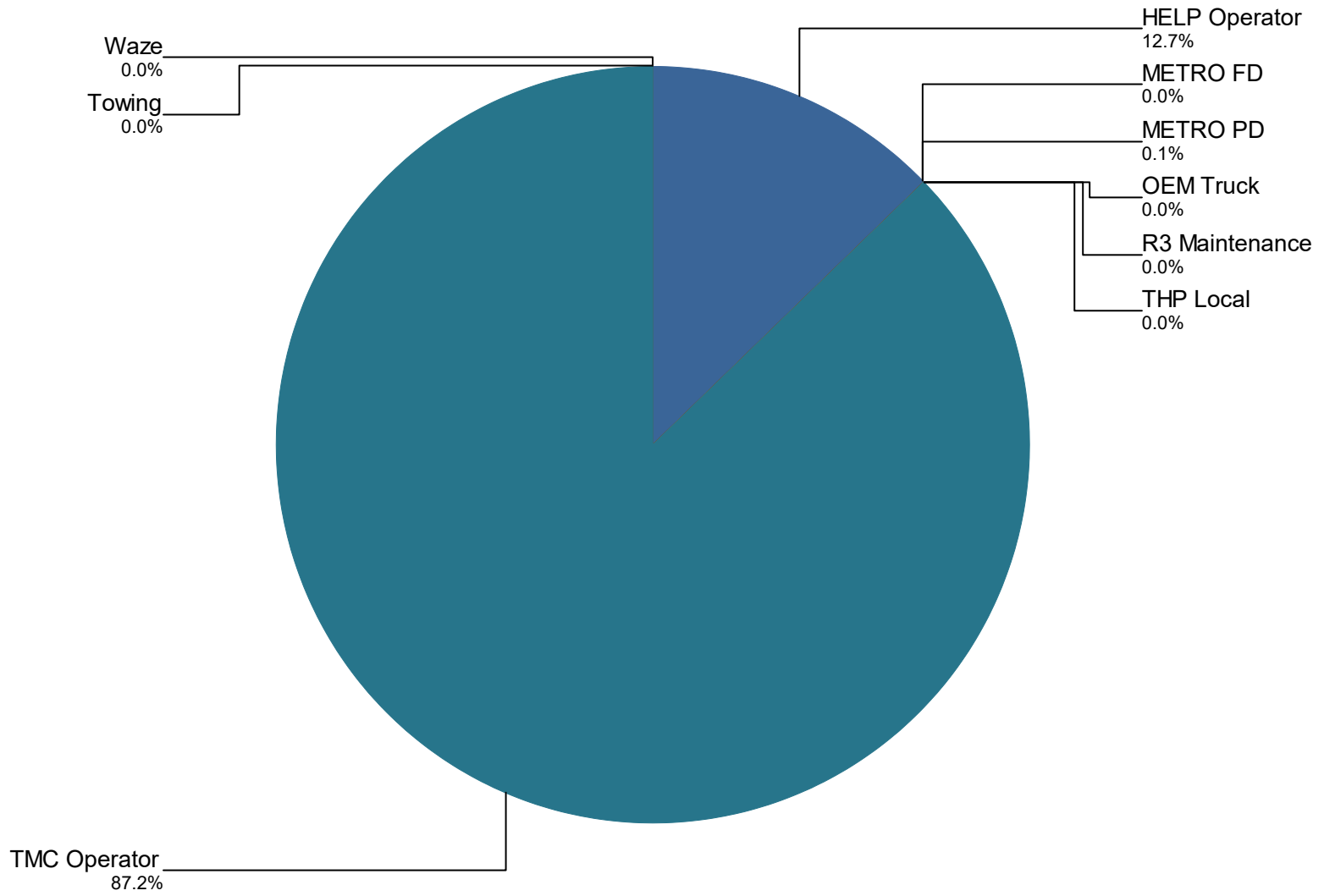
SR155	193	810	23.8
SR171	2	3	66.7
SR174	0	1	0.0
SR227	1	1	100.0
SR251	1	1	100.0
SR254	3	3	100.0
SR255	4	6	66.7
SR261	2	2	100.0
SR386	17	52	32.7
All Roadways	2,342	9,169	25.5

Percentage of Event Types for All Events in Current Quarter



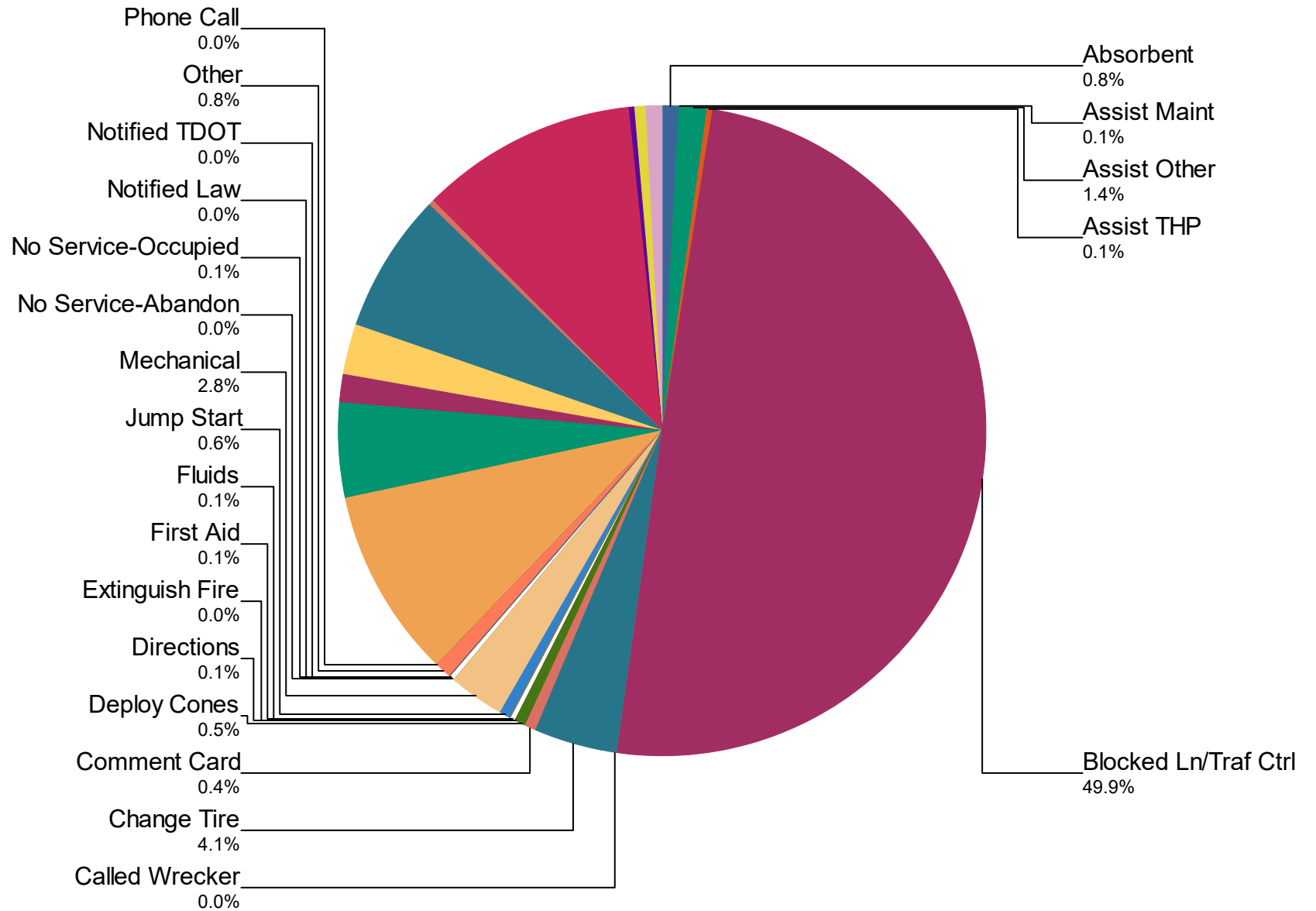
Event Types for All Events	October	November	December	Total	%
Abandoned Vehicle	338	445	433	1,216	11.3%
Amber Alert	3	3	1	7	0.1%
Bridge Work	0	0	1	1	0.0%
Congestion	0	1	8	9	0.1%
Daily Log	29	31	31	91	0.8%
Debris on Roadway	127	168	125	420	3.9%
Disabled Vehicle	1,663	1,677	1,513	4,853	45.1%
Emergency Vehicles	1	1	1	3	0.0%
Flooding	4	0	10	14	0.1%
Grass Fire	6	3	5	14	0.1%
Interstate Shooting	2	0	2	4	0.0%
Jack-Knife Tractor Trailer	3	3	0	6	0.1%
MultiVehicle Crash	703	640	504	1,847	17.2%
Off Ramp Backup	3	12	21	36	0.3%
Other	0	4	5	9	0.1%
Overtuned Vehicle	40	23	28	91	0.8%
PD/Med/Fire Activity	20	19	25	64	0.6%
Pedestrian	5	8	12	25	0.2%
Police Activity	65	72	68	205	1.9%
PSA	0	0	1	1	0.0%
Road Work - Emergency	2	3	4	9	0.1%
Road Work - Scheduled	510	418	324	1,252	11.6%
Single Vehicle Crash	138	112	98	348	3.2%
Special Event	5	9	5	19	0.2%
Test Incident	8	27	21	56	0.5%
Towing	0	1	0	1	0.0%
Unknown	51	26	1	78	0.7%
Vehicle Fire	13	16	14	43	0.4%
Visibility	0	0	1	1	0.0%
Weather	22	10	11	43	0.4%
Total	3,761	3,732	3,273	10,766	100.0%

Incidents by Detection Source



Notifier Agency	October	November	December	Total	%
HELP Operator	166	584	613	1,363	12.7
METRO FD	0	0	2	2	0.0
METRO PD	0	0	9	9	0.1
OEM Truck	0	0	1	1	0.0
R3 Maintenance	1	1	0	2	0.0
THP Local	0	2	0	2	0.0
TMC Operator	3,593	3,143	2,648	9,384	87.2
Towing	1	0	0	1	0.0
Waze	0	2	0	2	0.0
Total	3,761	3,732	3,273	10,766	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	October	November	December	Total	%
Absorbent	43	66	49	158	0.8
Assist Maint	9	5	4	18	0.1
Assist Other	89	94	87	270	1.4
Assist THP	7	20	2	29	0.1
Blocked Ln/Traf Ctrl	3,463	3,448	2,992	9,903	49.9
Called Wrecker	3	1	0	4	0.0
Change Tire	301	255	265	821	4.1
Comment Card	28	34	20	82	0.4
Deploy Cones	28	25	44	97	0.5
Directions	9	12	8	29	0.1
Extinguish Fire	3	1	1	5	0.0
First Aid	9	7	9	25	0.1
Fluids	9	9	2	20	0.1
Jump Start	47	44	34	125	0.6
Mechanical	205	197	149	551	2.8
No Service-Abandon	5	1	2	8	0.0
No Service-Occupied	10	6	5	21	0.1
Notified Law	3	0	1	4	0.0
Notified TDOT	1	1	0	2	0.0
Other	52	60	46	158	0.8
Phone Call	0	5	1	6	0.0
Relocate Vehicle	630	622	618	1,870	9.4
Remove Debris	339	330	271	940	4.7
Secure Load	0	3	0	3	0.0
Slow Roll	100	86	81	267	1.3
Supply Fuel	169	184	171	524	2.6
Tag Abandoned	447	484	439	1,370	6.9
Transported	9	13	12	34	0.2
Unable to Locate	1	1	0	2	0.0
Welfare Check	694	809	684	2,187	11.0
Wrecker List	13	15	15	43	0.2

	October	November	December	Total	%
Wrecker Towed	44	51	25	120	0.6
Wrong Truck	53	47	44	144	0.7
Total	6,823	6,936	6,081	19,840	100.0%

DMS Duration

	Oct	Nov	Dec	Quarter
Avg % ON Time	34.1	28.1	30.3	30.8
Avg Post Time (hr)	1.9	1.6	2.0	1.8
Avg Messages Per Sign	131.1	124.1	114.2	123.2
Total Messages Posted	12,193	11,543	10,625	34,361