

Includes All Responders

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

Region 4

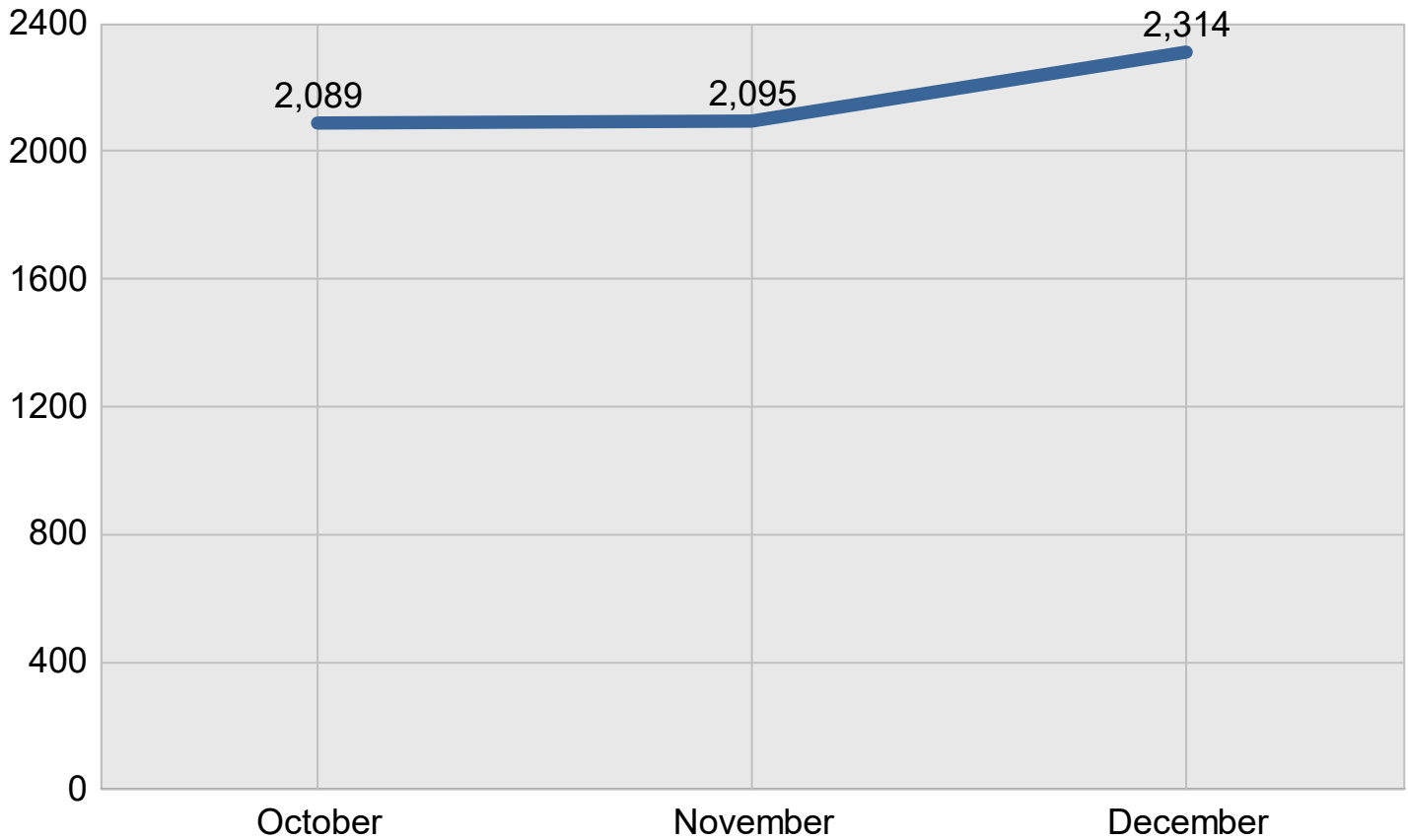
Created on: March 28, 2022 1:37 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: **6,498**

Incidents Managed

Incidents Managed - Monthly

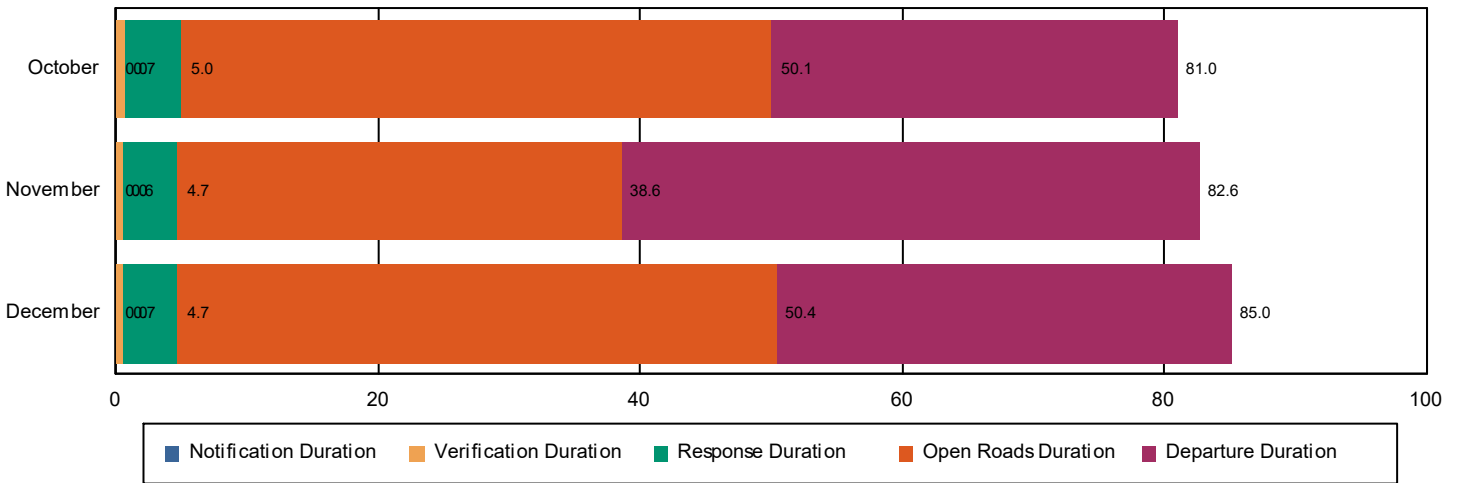


Performance Measures Summary

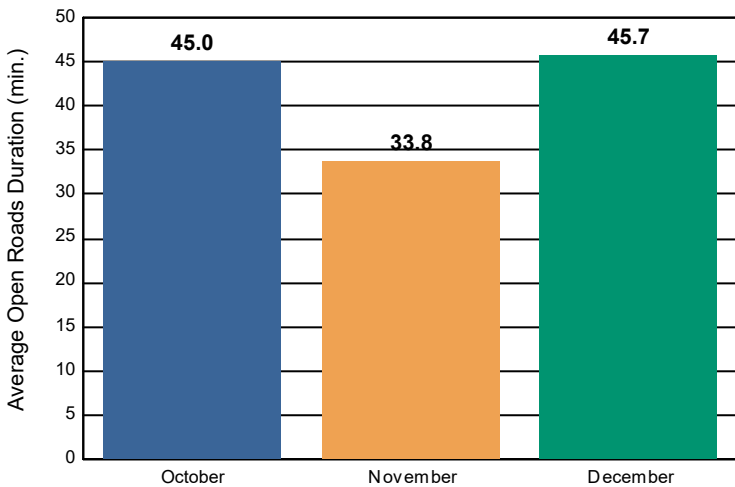
Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	504	445	492	1,441
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.7	0.6	0.7	0.7
Response Duration (min.) [First Notification to First Arrival]	4.3	4.2	4.1	4.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	45.0	33.8	45.7	41.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.9	44.1	34.6	36.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	50.1	38.6	50.4	46.6
	81.0	82.6	85.0	82.9

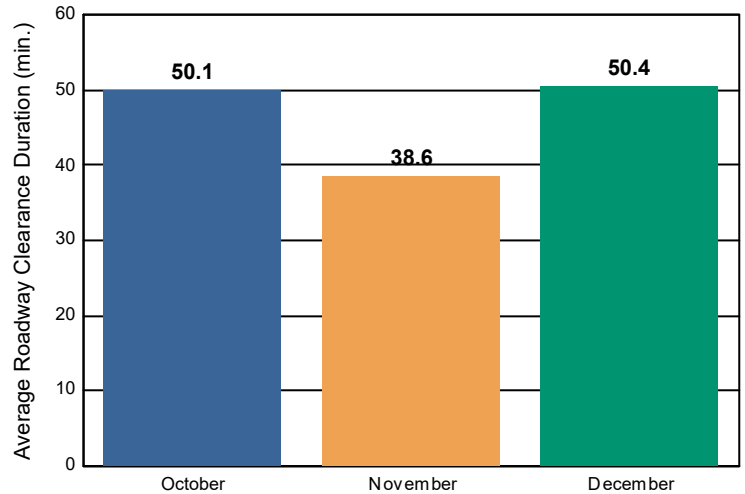
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

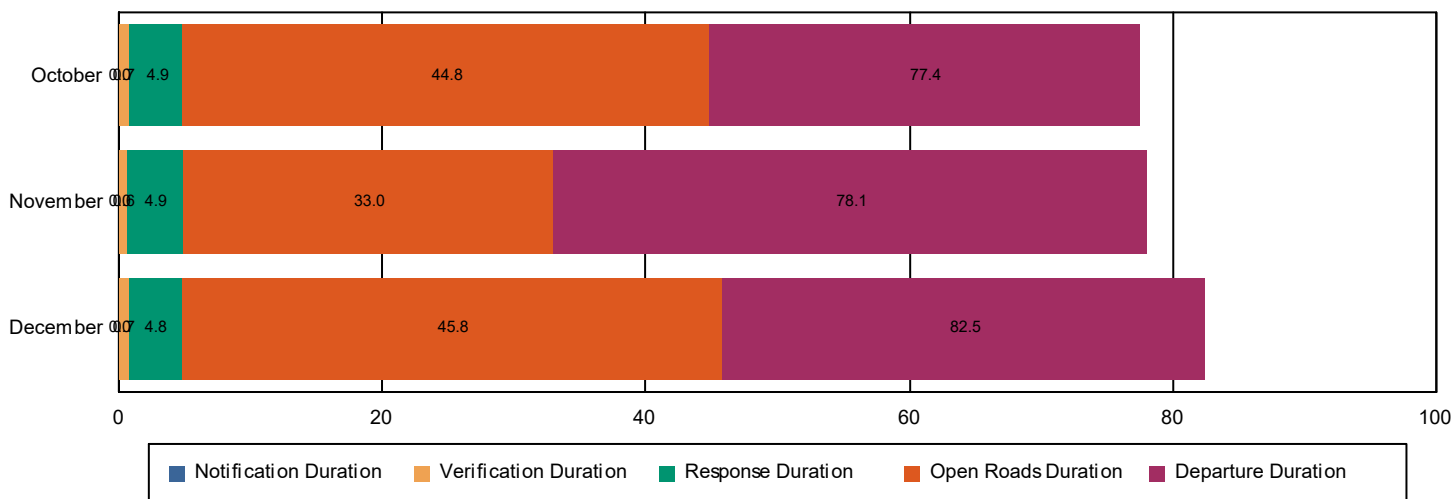


Performance Measures Summary

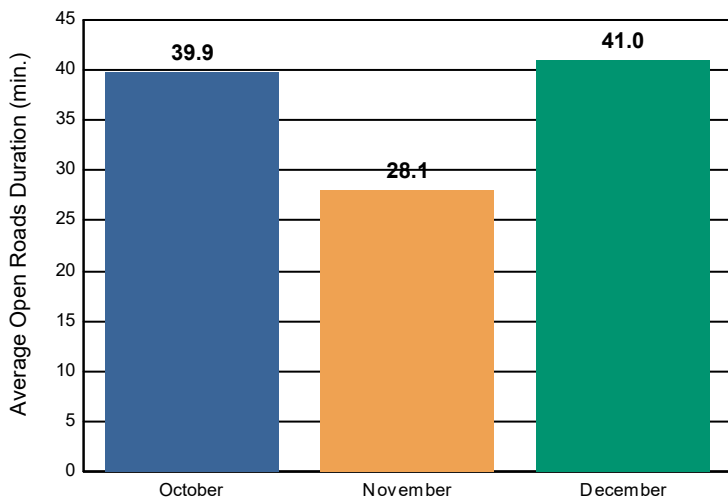
Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	416	381	396	1,193
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.7	0.6	0.7	0.7
Response Duration (min.) [First Notification to First Arrival]	4.2	4.3	4.1	4.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	39.9	28.1	41.0	36.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	32.6	45.0	36.7	37.9
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	44.8	33.0	45.8	41.4
	77.4	78.1	82.5	79.3

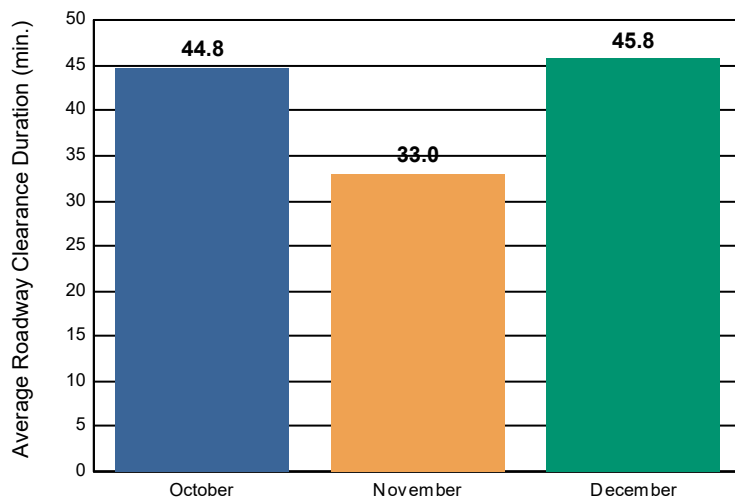
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

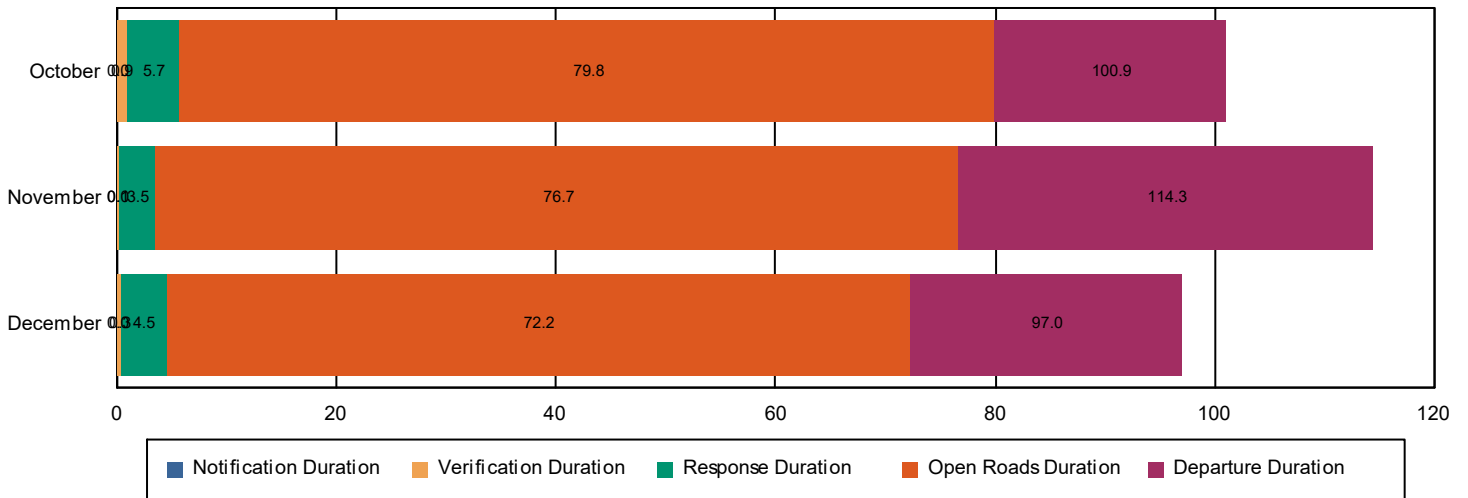


Performance Measures Summary

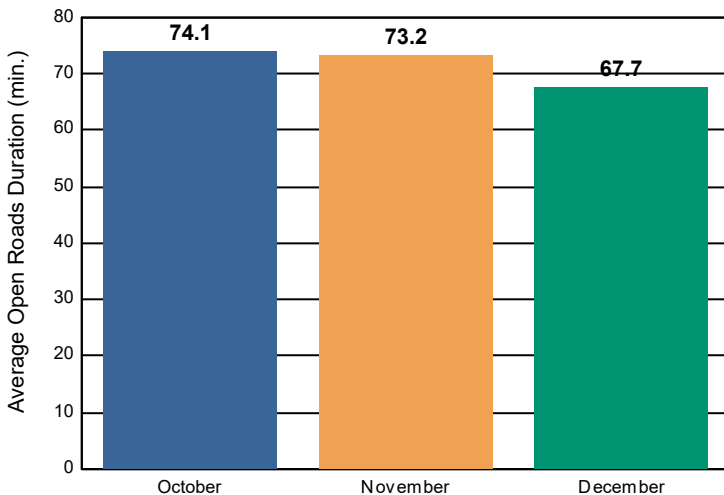
Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	88	64	96	248
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.9	0.1	0.3	0.5
Response Duration (min.) [First Notification to First Arrival]	4.9	3.4	4.2	4.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	74.1	73.2	67.7	71.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	21.1	37.6	24.8	26.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	79.8	76.7	72.2	76.0
	100.9	114.3	97.0	102.9

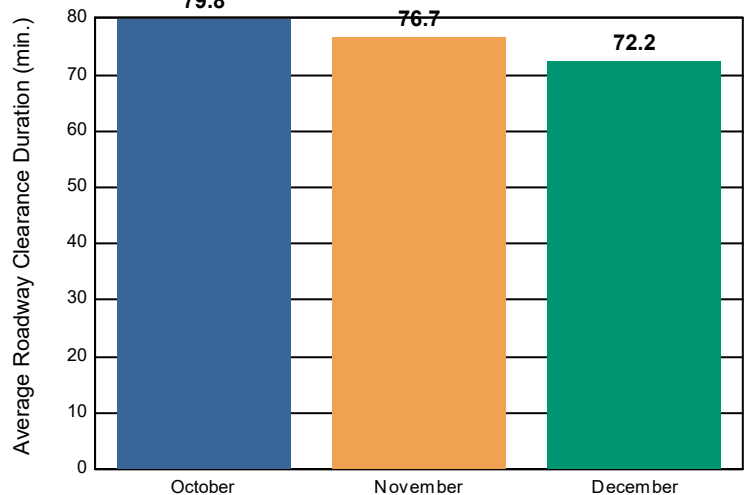
Incident Clearance Duration



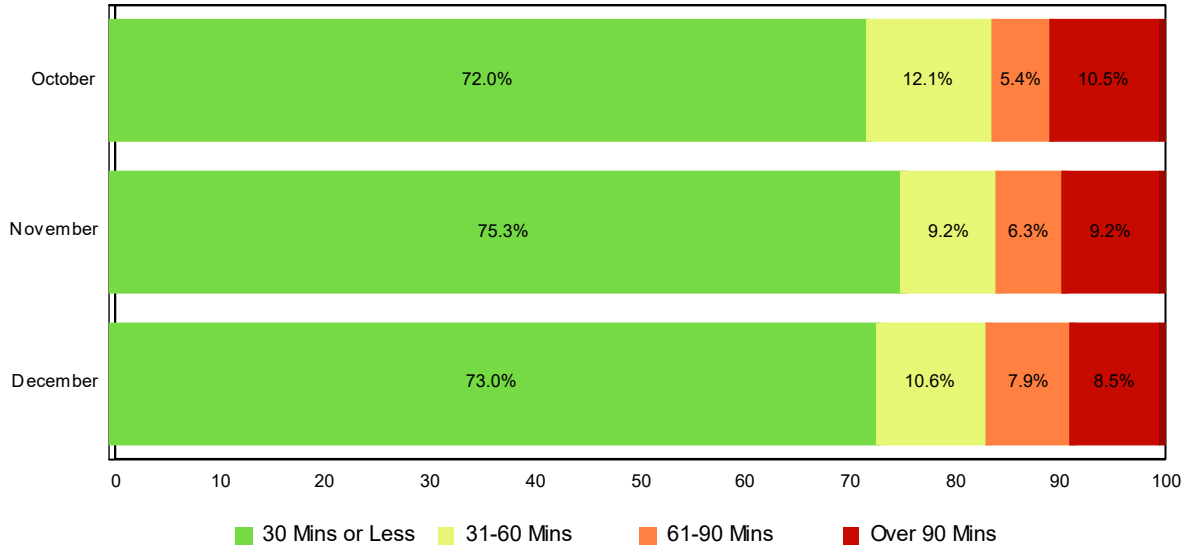
Open Roads Duration / Month



Roadway Clearance Duration / Month

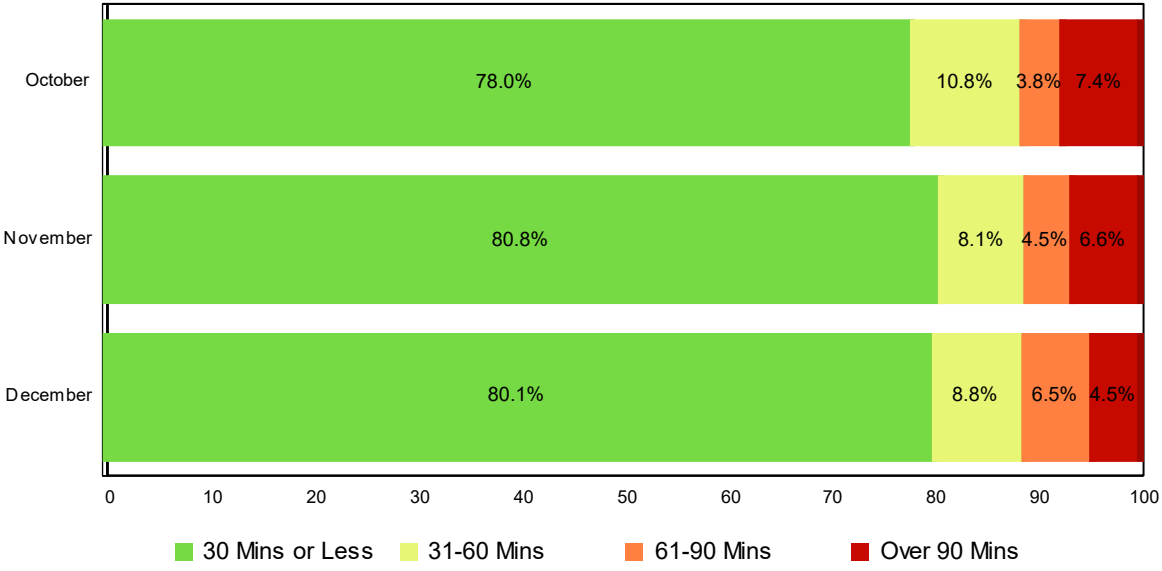


Lane Blockage Clearance Times - Overall



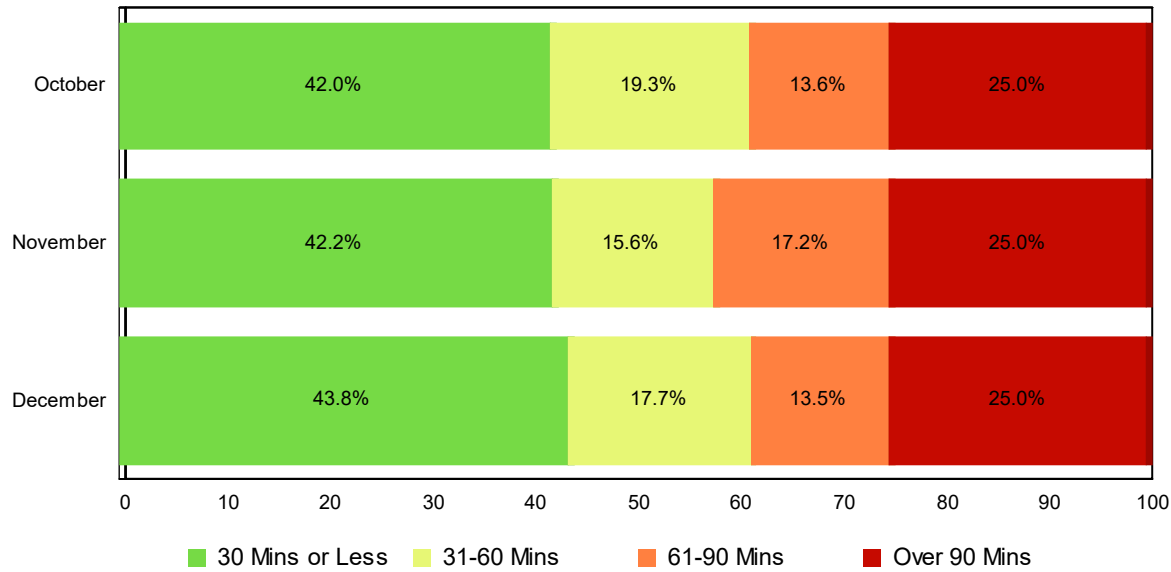
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	363	61	27	53	504
November	335	41	28	41	445
December	359	52	39	42	492
Total # of Events	1,057	154	94	136	1,441

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	326	44	15	31	416
November	308	31	17	25	381
December	317	35	26	18	396
Total # of Events	951	110	58	74	1,193

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	37	17	12	22	88
November	27	10	11	16	64
December	42	17	13	24	96
Total # of Events	106	44	36	62	248

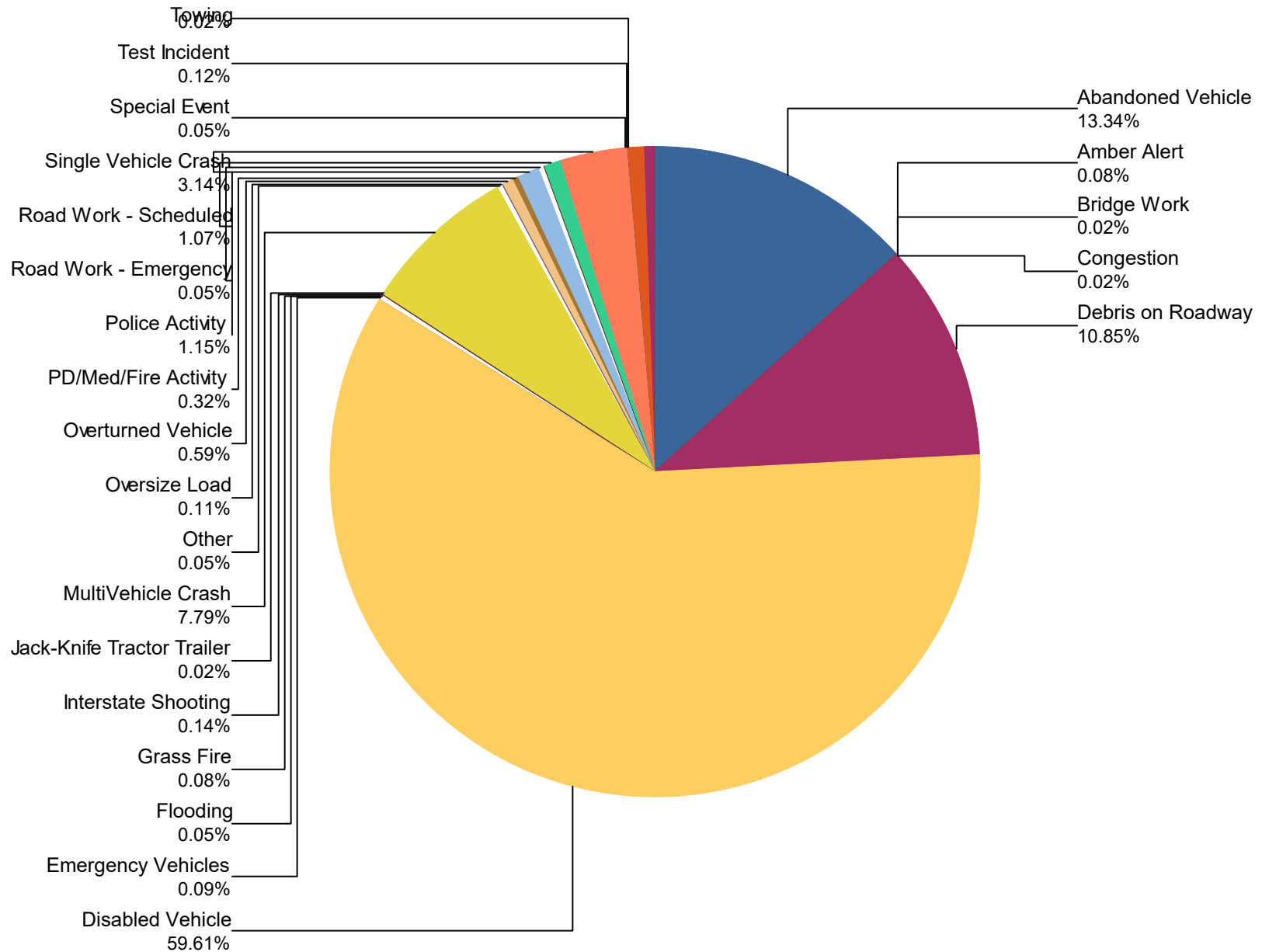
All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	88	756	95	816	98	845	2	15	15
2	63	155	78	192	87	214	13	32	43
3	52	36	64	44	71	49	29	20	75
4	20	3	47	7	53	8	47	7	98
5	50	1	50	1	100	2	0	0	45
6	0	0	100	1	100	1	0	0	30
Totals	80	951	89	1,061	94	1,119	6	74	26
		<=30 Mins	<=60 Mins		<=90 Mins		>90 Mins		

Travel Lane Blockage Events- Roadway

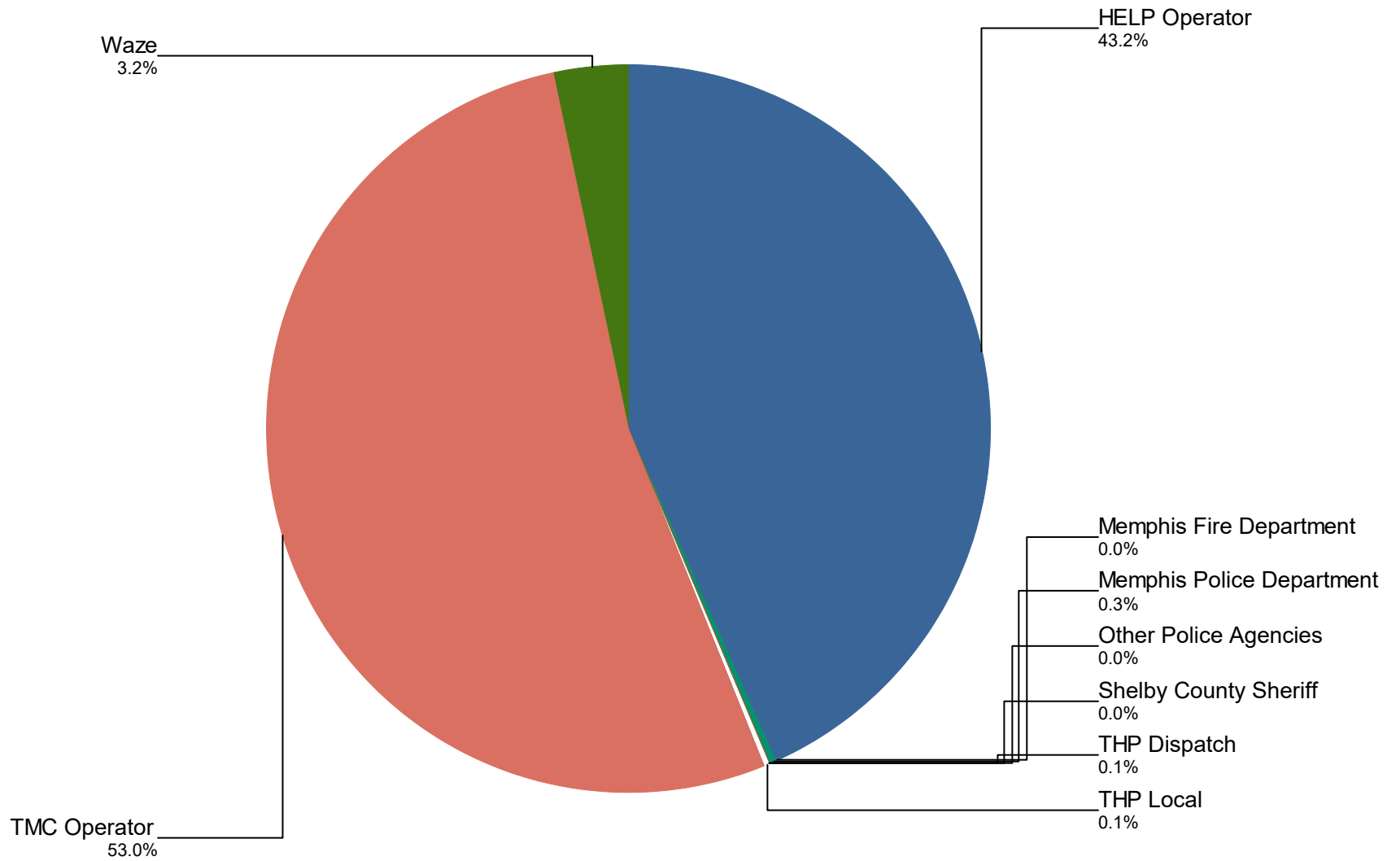
Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0040	489	2,155	22.7
I0055	186	633	29.4
I0240	530	2,758	19.2
I0269	0	1	0.0
Sam Cooper	5	15	33.3
SR001	2	2	100.0
SR003	2	2	100.0
SR005	1	1	100.0
SR015	0	1	0.0
SR022	1	1	100.0
SR023	1	4	25.0
SR054	1	1	100.0
SR089	1	1	100.0
SR152	1	1	100.0
SR177	0	1	0.0
SR193	1	1	100.0
SR196	2	4	50.0
SR204	0	1	0.0
SR300	11	30	36.7
SR385	207	806	25.7
All Roadways	1,441	6,419	22.4

Percentage of Event Types for All Events in Current Quarter



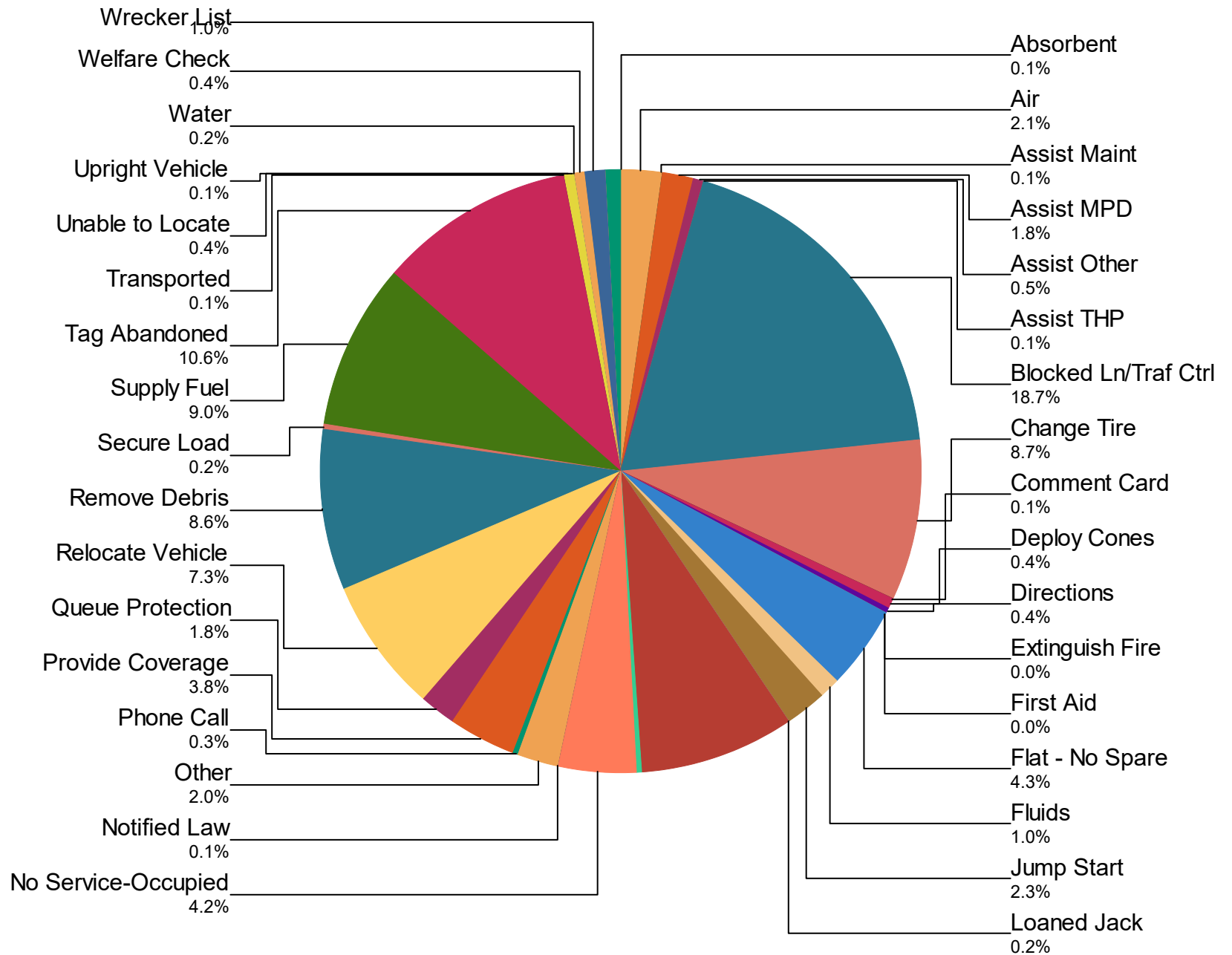
Event Types for All Events	October	November	December	Total	%
Abandoned Vehicle	272	295	317	884	13.3%
Amber Alert	3	2	0	5	0.1%
Bridge Work	1	0	0	1	0.0%
Congestion	0	1	0	1	0.0%
Debris on Roadway	291	197	231	719	10.9%
Disabled Vehicle	1,181	1,289	1,480	3,950	59.6%
Emergency Vehicles	0	1	5	6	0.1%
Flooding	0	1	2	3	0.0%
Grass Fire	1	3	1	5	0.1%
Interstate Shooting	5	1	3	9	0.1%
Jack-Knife Tractor Trailer	1	0	0	1	0.0%
MultiVehicle Crash	183	180	153	516	7.8%
Other	0	3	0	3	0.0%
Oversize Load	2	0	5	7	0.1%
Overturned Vehicle	15	12	12	39	0.6%
PD/Med/Fire Activity	6	4	11	21	0.3%
Police Activity	29	29	18	76	1.1%
Road Work - Emergency	0	0	3	3	0.0%
Road Work - Scheduled	27	22	22	71	1.1%
Single Vehicle Crash	75	53	80	208	3.1%
Special Event	2	0	1	3	0.0%
Test Incident	0	2	6	8	0.1%
Towing	0	0	1	1	0.0%
Unknown	23	22	1	46	0.7%
Vehicle Fire	13	13	13	39	0.6%
Weather	0	0	1	1	0.0%
Total	2,130	2,130	2,366	6,626	100.0%

Incidents by Detection Source



Notifier Agency	October	November	December	Total	%
HELP Operator	1,003	944	918	2,865	43.2
Memphis Fire Department	1	0	0	1	0.0
Memphis Police Department	2	14	4	20	0.3
Other Police Agencies	1	2	0	3	0.0
Shelby County Sheriff	1	0	0	1	0.0
THP Dispatch	3	3	0	6	0.1
THP Local	0	1	4	5	0.1
TMC Operator	1,040	1,098	1,374	3,512	53.0
Waze	79	68	66	213	3.2
Total	2,130	2,130	2,366	6,626	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	October	November	December	Total	%
Absorbent	5	0	0	5	0.1
Air	51	66	84	201	2.1
Assist Maint	0	2	5	7	0.1
Assist MPD	56	53	66	175	1.8
Assist Other	13	17	14	44	0.5
Assist THP	2	4	4	10	0.1
Blocked Ln/Traf Ctrl	599	564	644	1,807	18.7
Change Tire	244	286	315	845	8.7
Comment Card	4	3	3	10	0.1
Deploy Cones	14	17	8	39	0.4
Directions	4	18	12	34	0.4
Extinguish Fire	0	2	0	2	0.0
First Aid	0	1	0	1	0.0
Flat - No Spare	138	135	147	420	4.3
Fluids	37	32	31	100	1.0
Jump Start	48	84	86	218	2.3
Loaned Jack	6	5	8	19	0.2
Mechanical	267	247	276	790	8.2
No Service-Abandon	4	13	13	30	0.3
No Service-Occupied	130	120	155	405	4.2
Notified Law	5	0	4	9	0.1
Other	69	51	77	197	2.0
Phone Call	10	9	10	29	0.3
Provide Coverage	132	124	113	369	3.8
Queue Protection	67	61	46	174	1.8
Relocate Vehicle	262	218	226	706	7.3
Remove Debris	328	235	267	830	8.6
Secure Load	3	4	8	15	0.2
Supply Fuel	252	306	309	867	9.0
Tag Abandoned	311	345	365	1,021	10.6
Transported	2	1	3	6	0.1

	October	November	December	Total	%
Unable to Locate	6	19	14	39	0.4
Upright Vehicle	0	6	0	6	0.1
Water	7	2	7	16	0.2
Welfare Check	5	17	21	43	0.4
Wrecker List	23	25	51	99	1.0
Wrecker Towed	3	5	7	15	0.2
Wrong Truck	27	15	32	74	0.8
Total	3,134	3,112	3,431	9,677	100.0%

DMS Duration

	Oct	Nov	Dec	Quarter
Avg % ON Time	5.0	5.5	4.5	5.0
Avg Post Time (hr)	0.5	0.6	0.5	0.5
Avg Messages Per Sign	81.2	69.5	70.4	73.7
Total Messages Posted	3,492	2,988	3,027	9,507