

Includes All Responders

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

Statewide

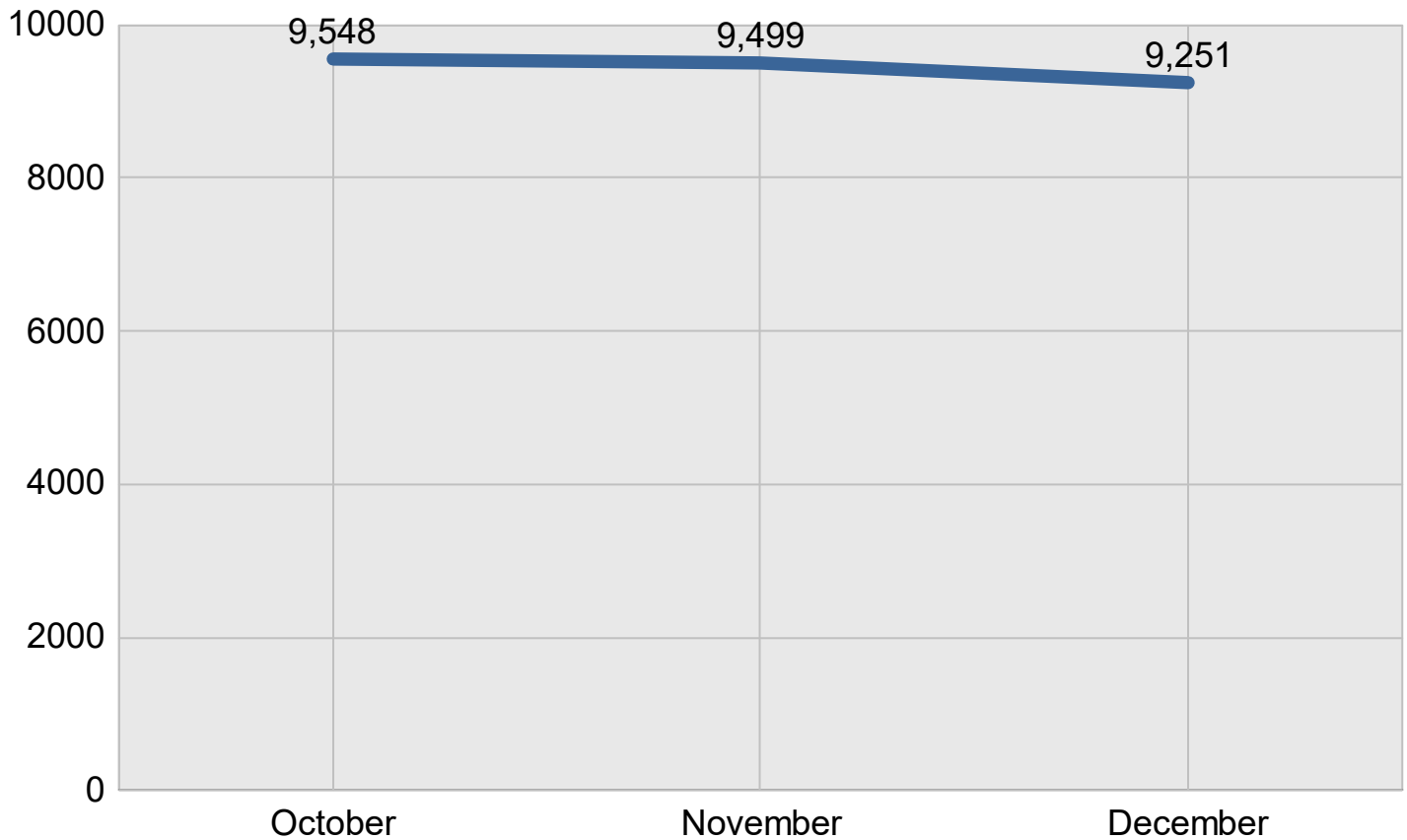
Created on: March 28, 2022 12:25 pm County: All Counties

Report Template version 1.0

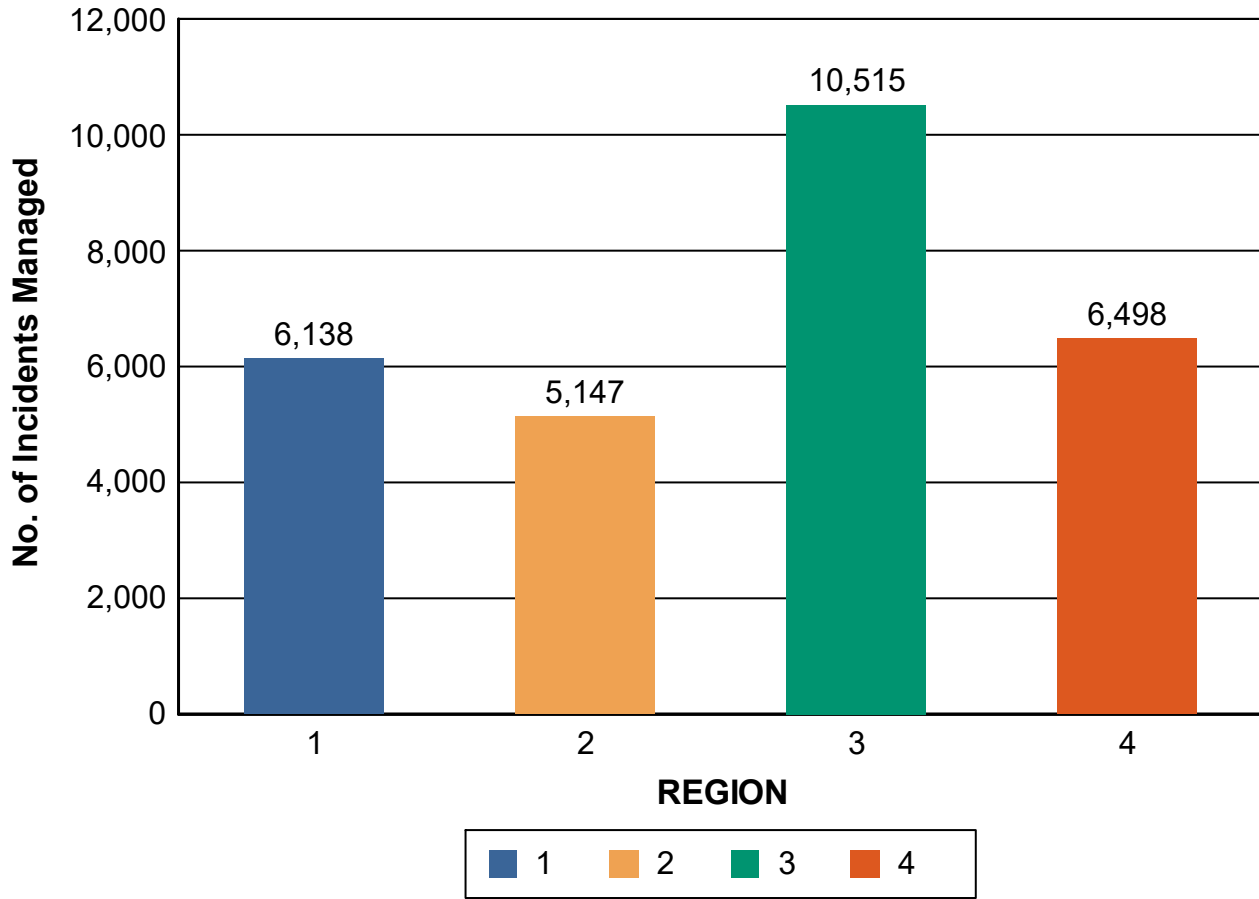
Total Incidents Managed This Quarter: 28,213

Incidents Managed

Incidents Managed - Monthly



Incidents Managed- Region

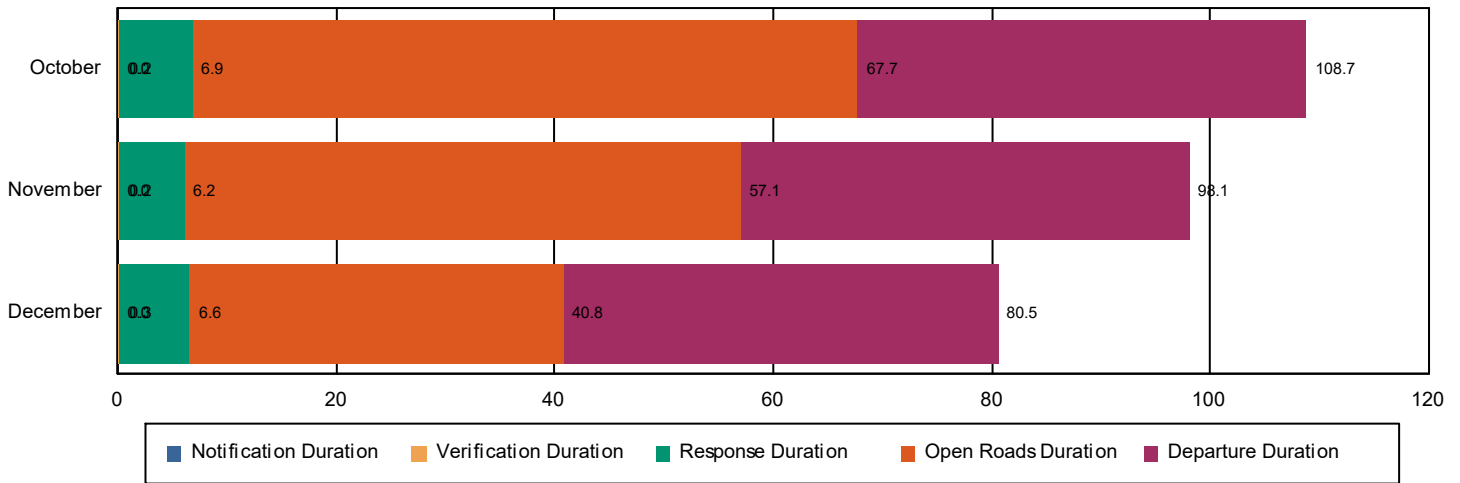


Performance Measures Summary

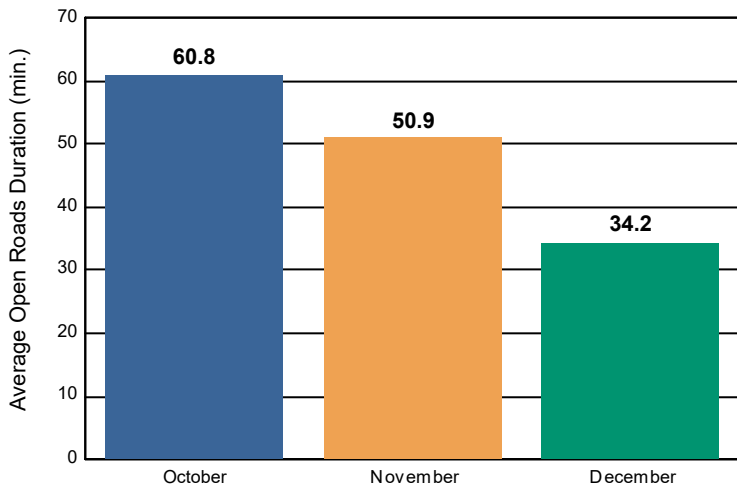
Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	1,906	1,821	1,769	5,488
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.2	0.3	0.2
Response Duration (min.) [First Notification to First Arrival]	6.7	5.9	6.3	6.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	60.8	50.9	34.2	49.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	41.0	41.0	39.7	40.6
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	67.7	57.1	40.8	55.6
Incident Clearance Duration (min.) [First Notif to Last Departure]	108.7	98.1	80.5	96.2

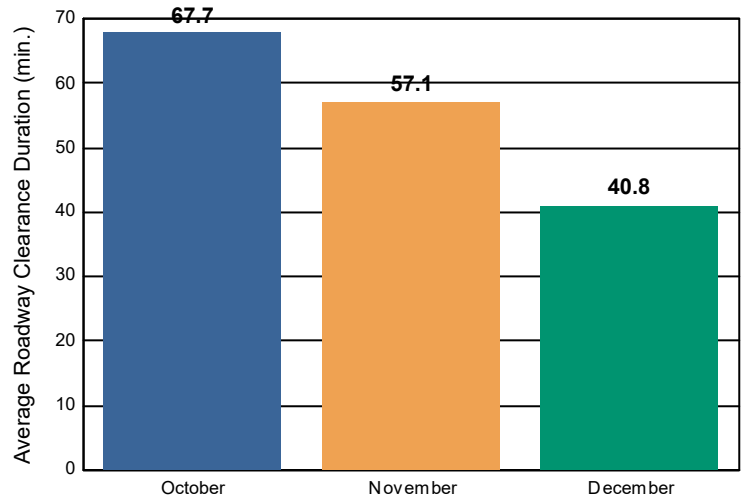
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

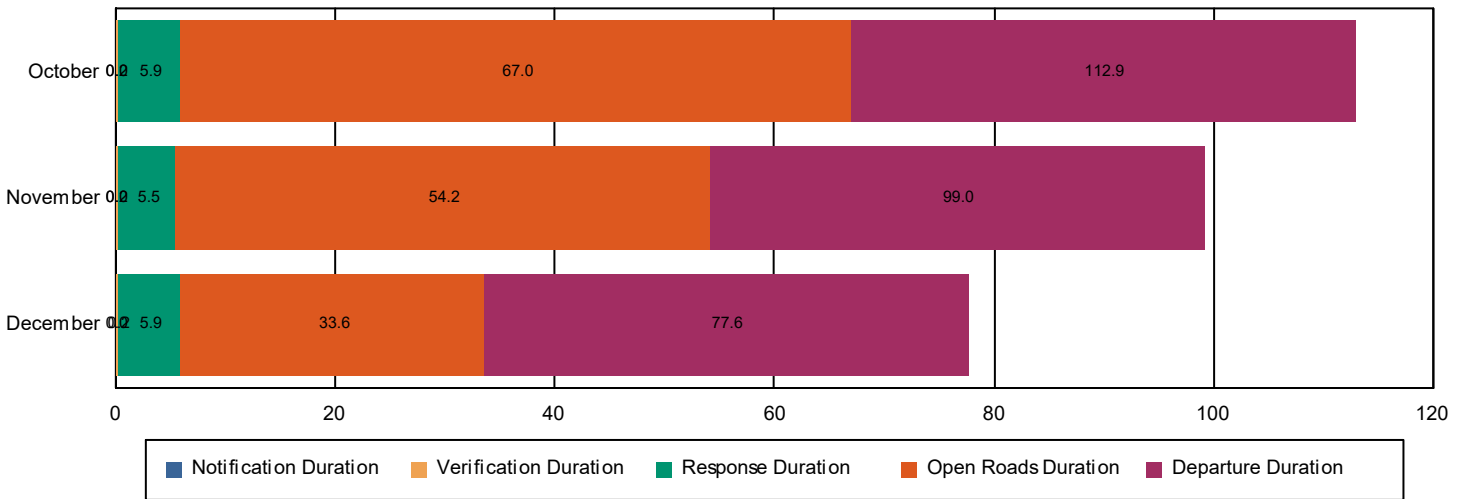


Performance Measures Summary

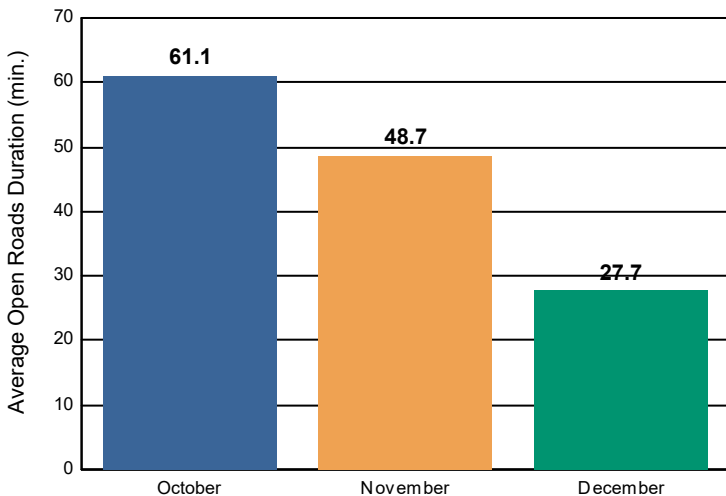
Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	1,456	1,392	1,315	4,157
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.2	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	5.7	5.3	5.7	5.5
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	61.1	48.7	27.7	46.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	45.9	44.8	44.0	45.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	67.0	54.2	33.6	52.2
Incident Clearance Duration (min.) [First Notif to Last Departure]	112.9	99.0	77.6	97.2

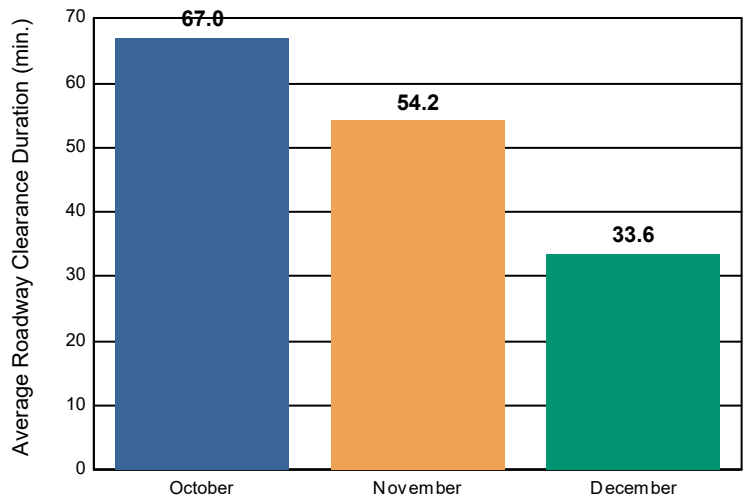
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

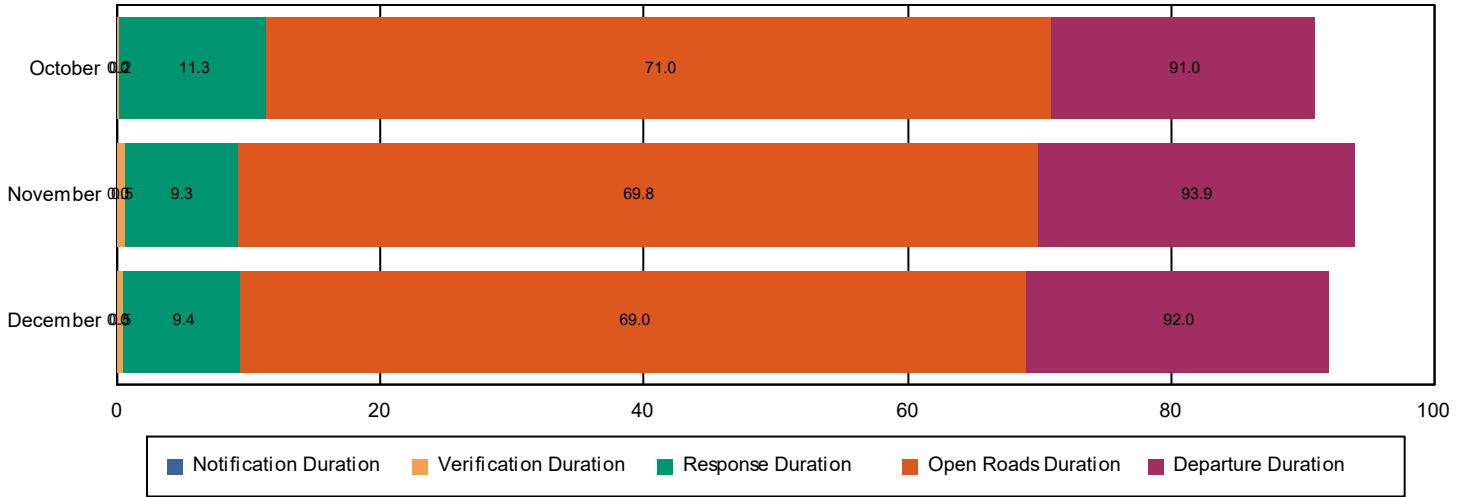


Performance Measures Summary

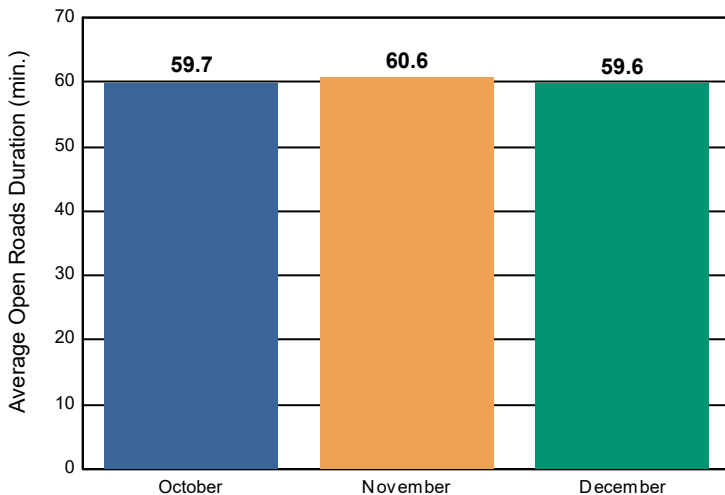
Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	450	429	454	1,333
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.5	0.5	0.4
Response Duration (min.) [First Notification to First Arrival]	11.1	8.7	8.9	9.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	59.7	60.6	59.6	59.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	20.0	24.0	22.9	22.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	71.0	69.8	69.0	70.0
Incident Clearance Duration (min.) [First Notif to Last Departure]	91.0	93.9	92.0	92.2

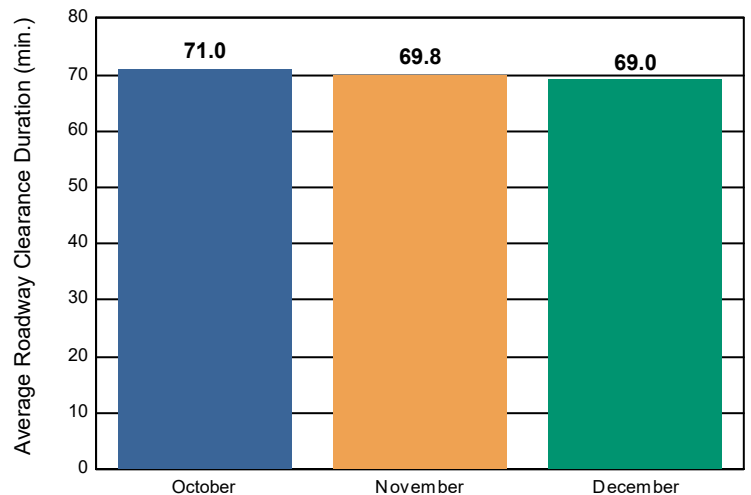
Incident Clearance Duration



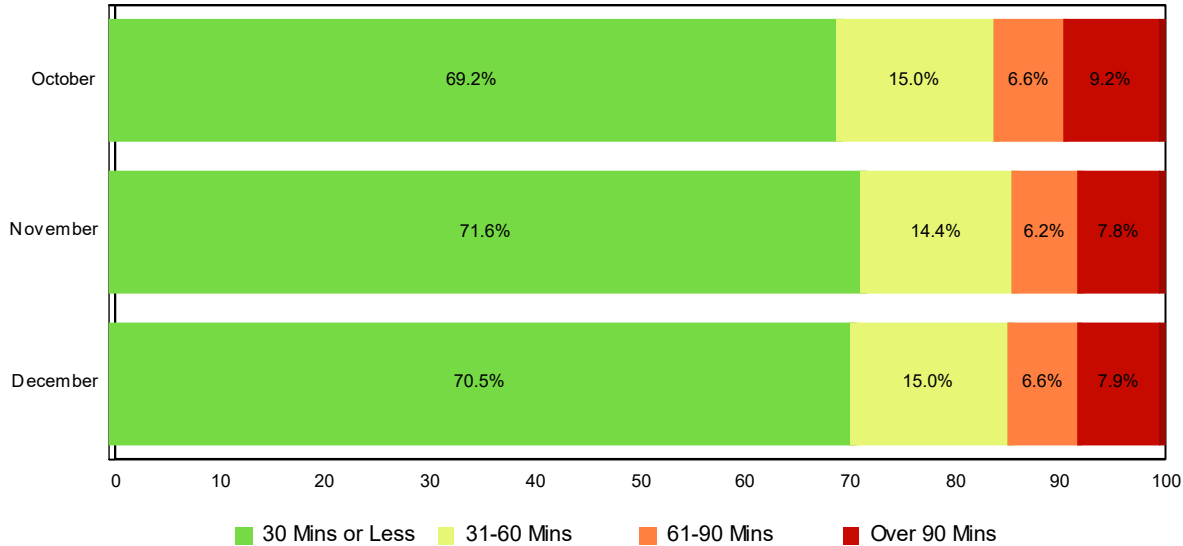
Open Roads Duration / Month



Roadway Clearance Duration / Month

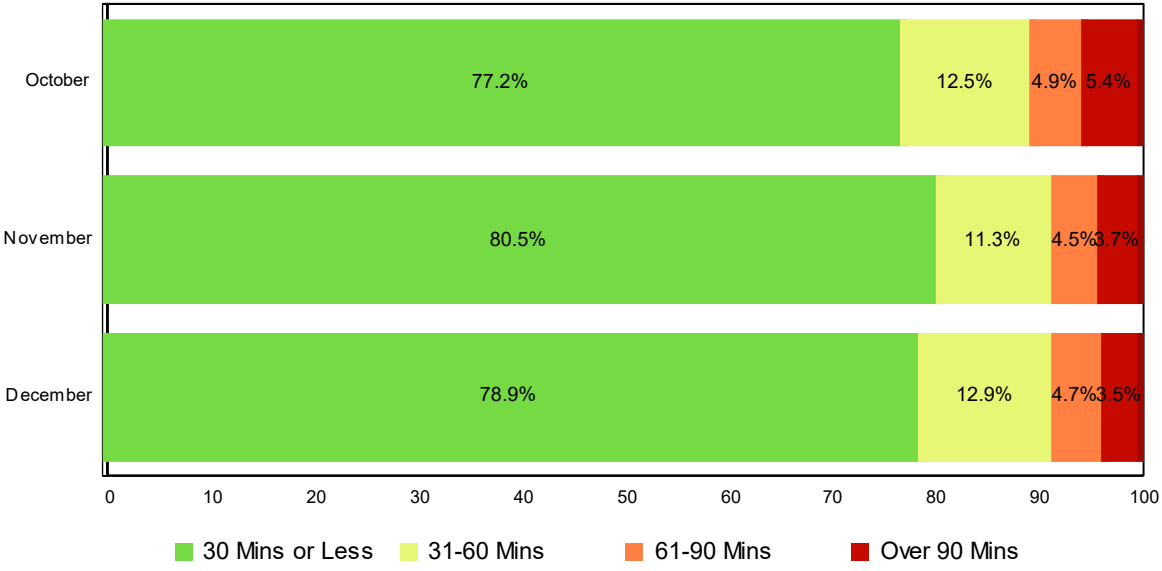


Lane Blockage Clearance Times - Overall



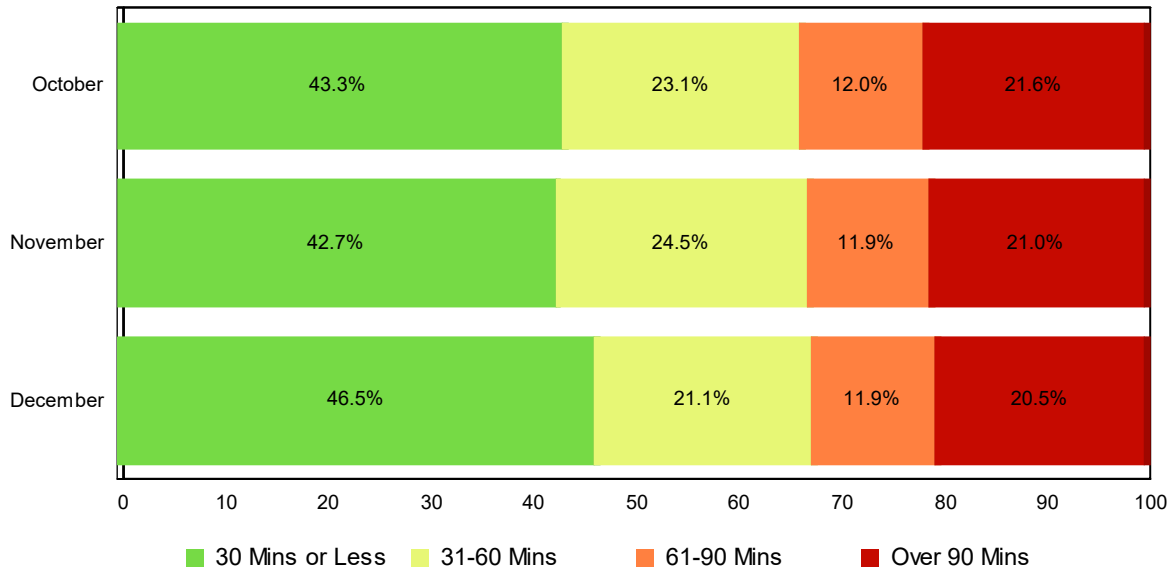
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	1,319	286	126	175	1,906
November	1,304	262	113	142	1,821
December	1,248	266	116	139	1,769
Total # of Events	3,864	814	355	456	5,488

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	1,124	182	72	78	1,456
November	1,121	157	62	52	1,392
December	1,037	170	62	46	1,315
Total # of Events	3,277	509	196	176	4,157

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	195	104	54	97	450
November	183	105	51	90	429
December	211	96	54	93	454
Total # of Events	589	305	159	280	1,333

All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	77	2913	89	3364	94	3548	6	217	27
2	59	789	80	1056	89	1178	11	150	45
3	45	134	67	199	80	235	20	60	58
4	32	31	61	60	73	72	27	26	73
5	43	3	57	4	71	5	29	2	90
6	50	1	100	2	100	2	0	0	29
7	0	0	0	0	0	0	100	1	102
Totals	70.4	3871	85.2	4685	91.7	5040	8.3	456	34
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	86	2449	95	2704	98	2785	2	51	17
2	68	679	86	856	93	932	7	66	35
3	51	120	73	172	84	200	16	37	51
4	36	30	65	54	77	64	23	19	66
5	50	3	50	3	67	4	33	2	96
6	50	1	100	2	100	2	0	0	29
7	0	0	0	0	0	0	100	1	102
Totals	78.8	3282	91.1	3791	95.8	3987	4.2	176	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	1015	4,242	23.9
I0024E1	29	71	40.8
I0026	18	25	72.0
I0040	1521	7,814	19.5
I0055	186	633	29.4
I0065	600	2,402	25.0
I0075	438	2,538	17.3
I0081	32	67	47.8
I0124	1	6	16.7
I0140	17	169	10.1
I0240	530	2,758	19.2
I0269	0	1	0.0
I0275	27	204	13.2
I0440	104	502	20.7
I0640	62	886	7.0
I0840	13	62	21.0
Region 1 TMC	0	93	0.0
Region 2 TMC	0	95	0.0
Region 3 TMC	0	63	0.0
Sam Cooper	5	15	33.3
SR001	18	33	54.5
SR002	9	27	33.3
SR003	2	2	100.0
SR005	1	1	100.0
SR006	31	96	32.3
SR008	9	10	90.0
SR009	2	2	100.0
SR010	1	1	100.0
SR011	3	3	100.0

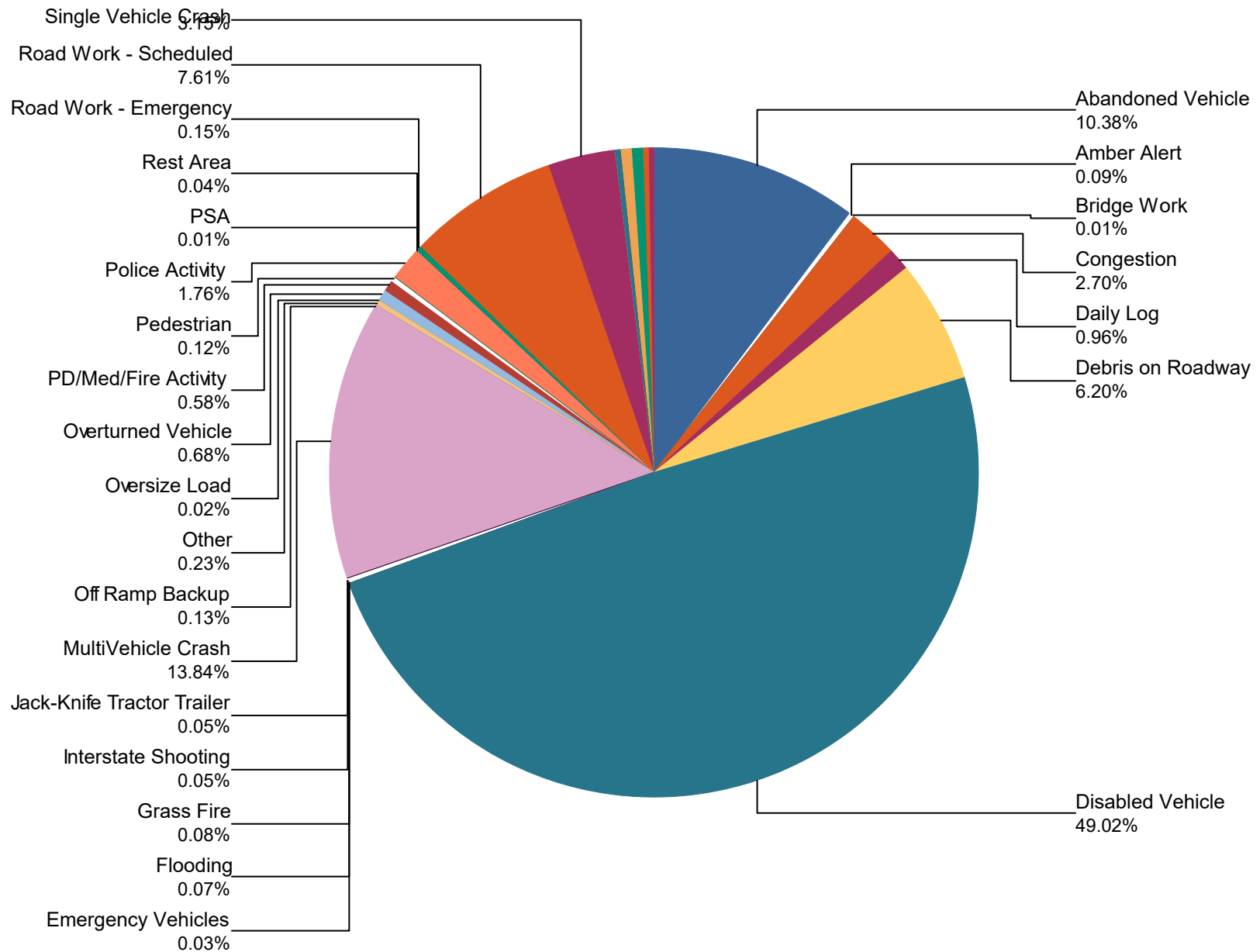
SR012	1	2	50.0
SR013	1	1	100.0
SR015	0	1	0.0
SR016	0	1	0.0
SR017	0	1	0.0
SR022	1	1	100.0
SR023	1	4	25.0
SR024	4	18	22.2
SR025	2	2	100.0
SR026	1	9	11.1
SR027	1	3	33.3
SR028	3	18	16.7
SR029	54	311	17.4
SR030	5	20	25.0
SR031	1	1	100.0
SR032	1	1	100.0
SR033	0	4	0.0
SR034	5	5	100.0
SR039	3	4	75.0
SR040	2	4	50.0
SR044	2	2	100.0
SR045	5	7	71.4
SR048	1	1	100.0
SR049	1	1	100.0
SR050	1	1	100.0
SR052	1	4	25.0
SR053	3	6	50.0
SR054	1	1	100.0
SR055	0	7	0.0
SR056	5	12	41.7
SR058	4	17	23.5
SR060	1	10	10.0
SR061	0	2	0.0

SR062	4	5	80.0
SR064	0	1	0.0
SR065	4	4	100.0
SR066	2	2	100.0
SR068	4	9	44.4
SR069	1	1	100.0
SR070	2	2	100.0
SR071	7	8	87.5
SR073	2	2	100.0
SR074	1	3	33.3
SR076	1	1	100.0
SR080	1	1	100.0
SR081	2	2	100.0
SR084	5	6	83.3
SR089	1	1	100.0
SR092	4	4	100.0
SR095	3	3	100.0
SR096	3	10	30.0
SR101	0	14	0.0
SR102	1	1	100.0
SR106	1	1	100.0
SR107	3	3	100.0
SR108	0	1	0.0
SR109	1	1	100.0
SR111	4	16	25.0
SR115	9	41	22.0
SR122	1	1	100.0
SR127	2	5	40.0
SR131	6	6	100.0
SR135	1	9	11.1
SR136	0	1	0.0
SR139	1	1	100.0
SR149	1	1	100.0

SR152	1	1	100.0
SR153	153	522	29.3
SR154	0	1	0.0
SR155	193	810	23.8
SR156	1	2	50.0
SR160	1	1	100.0
SR162	4	29	13.8
SR163	3	5	60.0
SR164	0	1	0.0
SR168	2	2	100.0
SR170	4	4	100.0
SR171	2	3	66.7
SR174	0	1	0.0
SR177	0	1	0.0
SR193	1	1	100.0
SR196	2	4	50.0
SR204	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
SR282	0	1	0.0
SR283	0	1	0.0
SR285	0	1	0.0
SR290	0	2	0.0
SR297	2	2	100.0
SR298	1	1	100.0
SR299	0	2	0.0
SR300	11	30	36.7
SR304	2	2	100.0
SR305	0	2	0.0
SR307	0	1	0.0

SR308	0	2	0.0
SR310	1	1	100.0
SR311	2	4	50.0
SR312	0	5	0.0
SR313	0	2	0.0
SR317	4	5	80.0
SR319	3	4	75.0
SR320	2	2	100.0
SR325	0	2	0.0
SR338	2	2	100.0
SR381	1	1	100.0
SR385	207	806	25.7
SR386	17	52	32.7
SR392	0	2	0.0
All Roadways	5,496	25,741	21.4

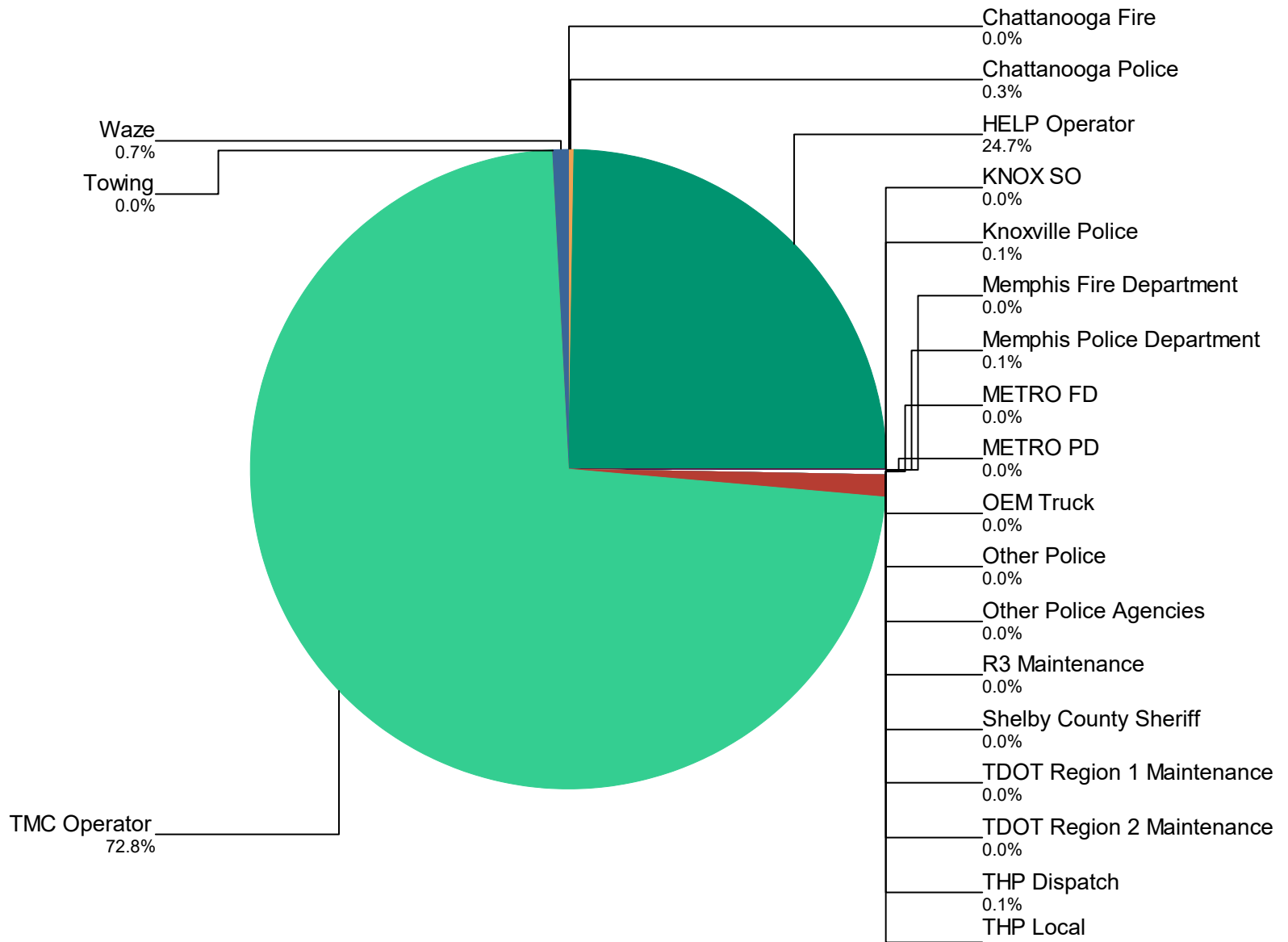
Percentage of Event Types for All Events in Current Quarter



Event Types for All Events	October	November	December	Total	%
Abandoned Vehicle	919	1,056	1,004	2,979	10.4%
Amber Alert	12	11	3	26	0.1%
Bridge Work	1	1	1	3	0.0%
Congestion	237	297	241	775	2.7%
Daily Log	92	92	93	277	1.0%
Debris on Roadway	628	583	568	1,779	6.2%
Disabled Vehicle	4,588	4,711	4,772	14,071	49.0%
Emergency Vehicles	1	2	6	9	0.0%
Flooding	8	1	12	21	0.1%
Grass Fire	7	8	8	23	0.1%
Interstate Shooting	7	2	5	14	0.0%
Jack-Knife Tractor Trailer	5	4	6	15	0.1%
MultiVehicle Crash	1,352	1,395	1,227	3,974	13.8%
Off Ramp Backup	3	12	21	36	0.1%
Other	3	25	38	66	0.2%
Oversize Load	2	0	5	7	0.0%
Overturned Vehicle	70	68	57	195	0.7%
PD/Med/Fire Activity	50	51	65	166	0.6%
Pedestrian	7	11	16	34	0.1%
Police Activity	164	181	159	504	1.8%
PSA	3	0	1	4	0.0%
Rest Area	9	2	1	12	0.0%
Road Work - Emergency	19	8	15	42	0.1%
Road Work - Scheduled	943	684	559	2,186	7.6%
Single Vehicle Crash	342	241	322	905	3.2%
Special Event	15	18	9	42	0.1%
Test Incident	16	34	45	95	0.3%
Towing	0	1	1	2	0.0%
Unknown	82	50	2	134	0.5%
Vehicle Fire	36	55	43	134	0.5%
Visibility	37	4	26	67	0.2%

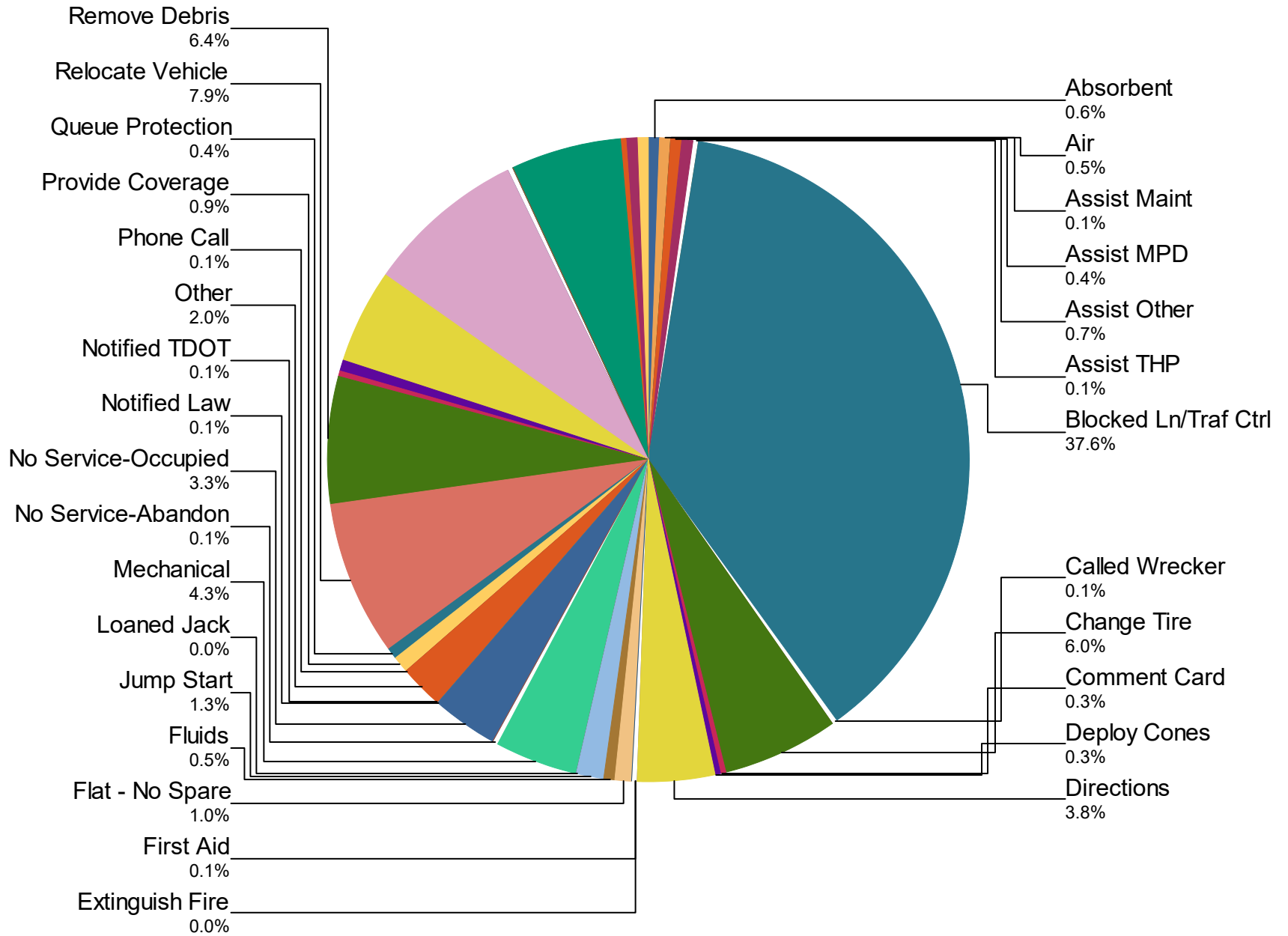
	October	November	December	Total	%
Weather	49	23	36	108	0.4%
Wrong Way Driver	1	0	1	2	0.0%
Total	9,708	9,631	9,368	28,707	100.0%

Incidents by Detection Source



Notifier Agency	October	November	December	Total	%
Chattanooga Fire	0	0	1	1	0.0
Chattanooga Police	28	36	18	82	0.3
HELP Operator	2,216	2,509	2,352	7,077	24.7
KNOX SO	0	1	0	1	0.0
Knoxville Police	3	8	10	21	0.1
Memphis Fire Department	1	0	0	1	0.0
Memphis Police Department	2	14	4	20	0.1
METRO FD	0	0	2	2	0.0
METRO PD	0	0	9	9	0.0
OEM Truck	0	0	1	1	0.0
Other Police	0	0	1	1	0.0
Other Police Agencies	1	2	0	3	0.0
R3 Maintenance	1	1	0	2	0.0
Shelby County Sheriff	1	0	0	1	0.0
TDOT Region 1 Maintenance	0	2	0	2	0.0
TDOT Region 2 Maintenance	4	1	1	6	0.0
THP Dispatch	13	17	13	43	0.1
THP Local	3	131	175	309	1.1
TMC Operator	7,355	6,839	6,715	20,909	72.8
Towing	1	0	0	1	0.0
Waze	79	70	66	215	0.7
Total	9,708	9,631	9,368	28,707	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	October	November	December	Total	%
Absorbent	70	117	77	264	0.7
Air	51	66	84	201	0.5
Assist Maint	10	12	10	32	0.1
Assist MPD	56	53	66	175	0.5
Assist Other	103	112	101	316	0.9
Assist THP	9	25	6	40	0.1
Blocked Ln/Traf Ctrl	5,415	5,429	5,085	15,929	41.9
Called Wrecker	14	9	8	31	0.1
Change Tire	866	849	836	2,551	6.9
Comment Card	42	47	29	118	0.3
Deploy Cones	44	42	53	139	0.4
Directions	505	559	551	1,615	4.3
Extinguish Fire	3	4	1	8	0.0
First Aid	13	10	12	35	0.1
Flat - No Spare	138	135	147	420	1.1
Fluids	81	68	55	204	0.6
Jump Start	161	209	193	563	1.5
Loaned Jack	6	5	8	19	0.1
Mechanical	617	612	589	1,818	4.9
No Service-Abandon	13	18	21	52	0.1
No Service-Occupied	487	441	481	1,409	3.8
Notified Law	16	20	23	59	0.2
Notified TDOT	14	13	6	33	0.1
Other	278	280	281	839	2.3
Phone Call	15	23	18	56	0.2
Provide Coverage	132	124	113	369	1.0
Queue Protection	67	61	46	174	0.5
Relocate Vehicle	1,146	1,128	1,082	3,356	9.0
Remove Debris	970	898	845	2,713	7.3
Secure Load	17	17	25	59	0.2
Slow Roll	104	89	86	279	0.8

	October	November	December	Total	%
Supply Fuel	620	702	660	1,982	5.3
Tag Abandoned	1,109	1,192	1,096	3,397	9.1
Transported	16	18	20	54	0.1
Unable to Locate	12	25	19	56	0.2
Upright Vehicle	0	6	0	6	0.0
Water	7	2	7	16	0.0
Welfare Check	729	858	742	2,329	6.3
Wrecker List	47	53	73	173	0.5
Wrecker Towed	47	56	32	135	0.4
Wrong Truck	112	86	95	293	0.8
Total	14,162	14,473	13,682	42,317	100.0%

DMS Duration

	Oct	Nov	Dec	Quarter
Avg % ON Time	53.2	42.6	47.9	47.9
Avg Post Time (hr)	0.9	0.7	0.8	0.8
Avg Messages Per Sign	457.4	455.1	436.6	449.7
Total Messages Posted	117,046	115,362	107,393	339,801