

Includes All Responders

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

**Region 4**

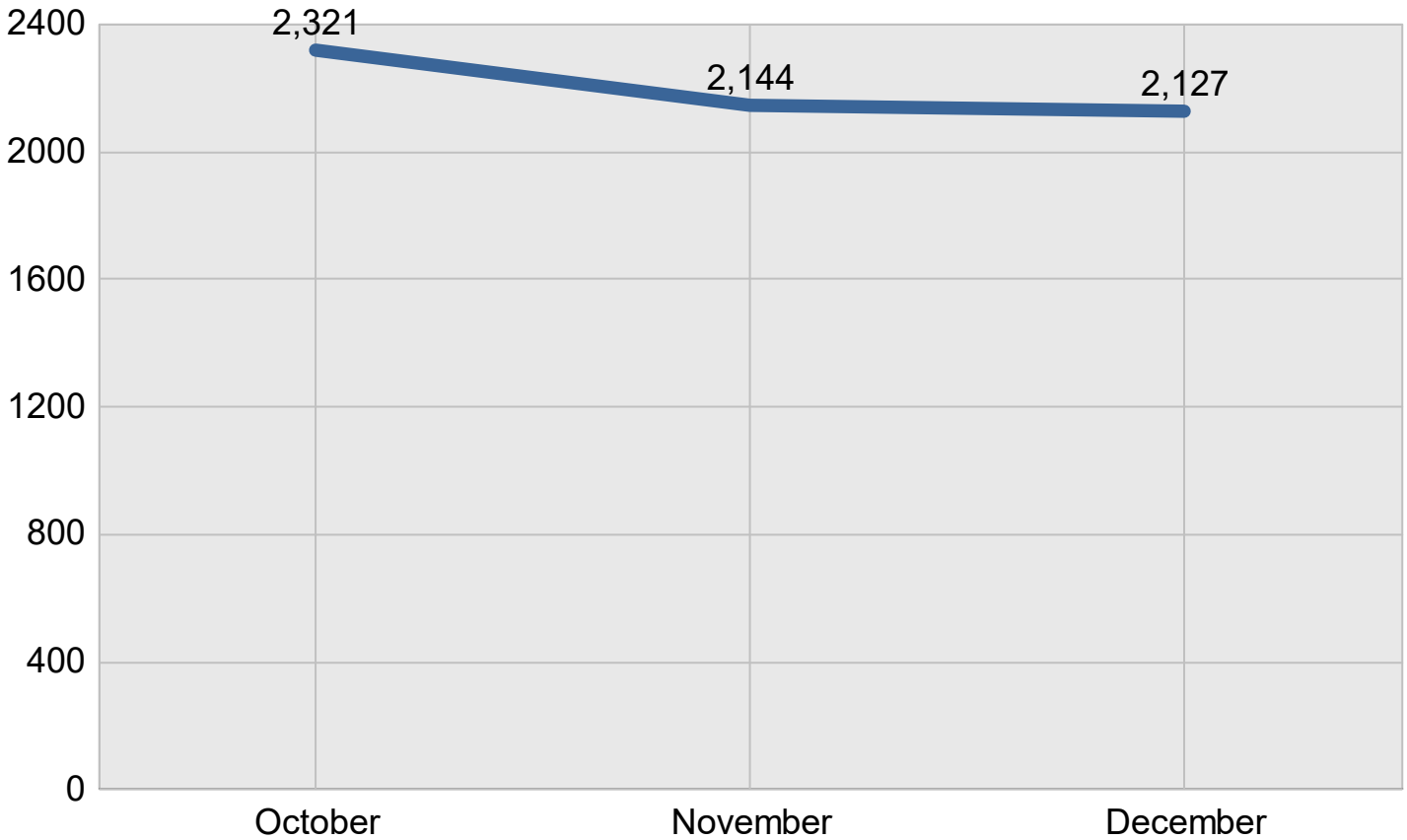
Created on: March 28, 2022 1:36 pm County: All Counties

Report Template version 2.0

**Total Incidents Managed This Quarter: 6,592**

**Incidents Managed**

**Incidents Managed - Monthly**

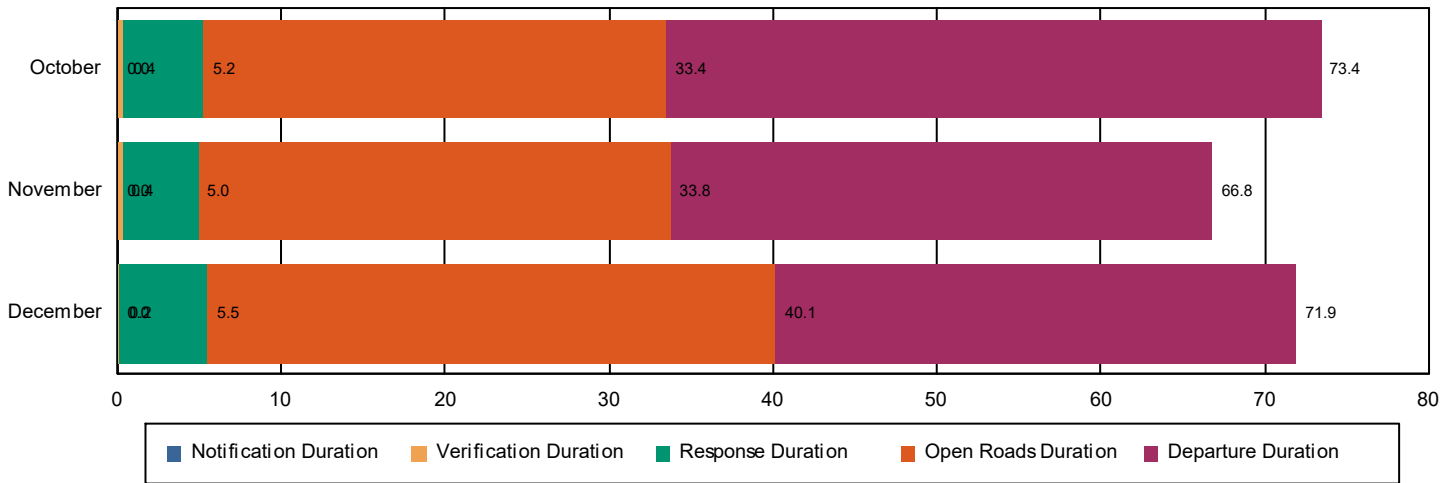


# Performance Measures Summary

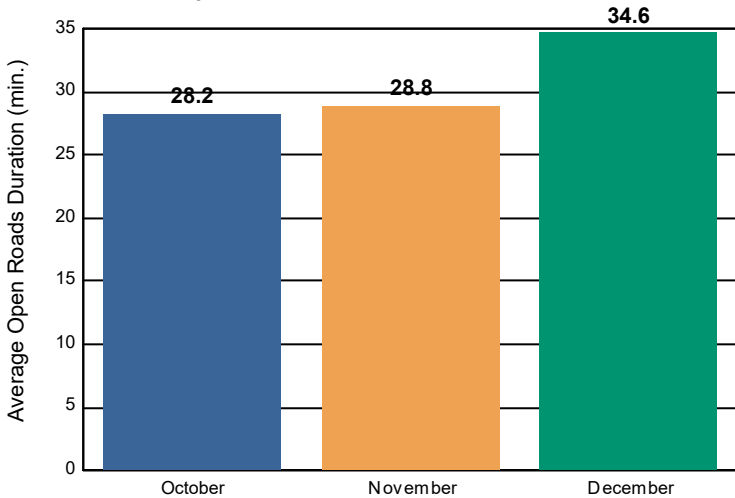
## Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	379	362	385	1,126
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	0.4	0.2	0.3
Response Duration (min.) [First Notification to First Arrival]	4.8	4.6	5.4	5.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	28.2	28.8	34.6	30.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	40.0	33.0	31.8	34.9
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>33.4</b>	<b>33.8</b>	<b>40.1</b>	<b>35.9</b>
	<b>73.4</b>	<b>66.8</b>	<b>71.9</b>	<b>70.8</b>

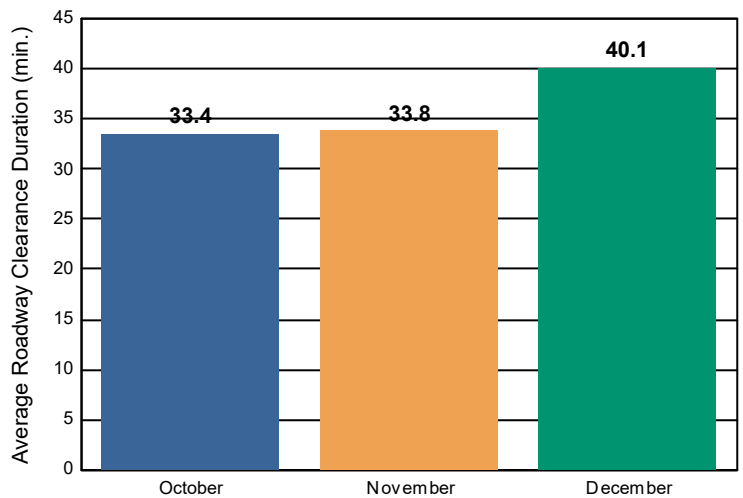
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

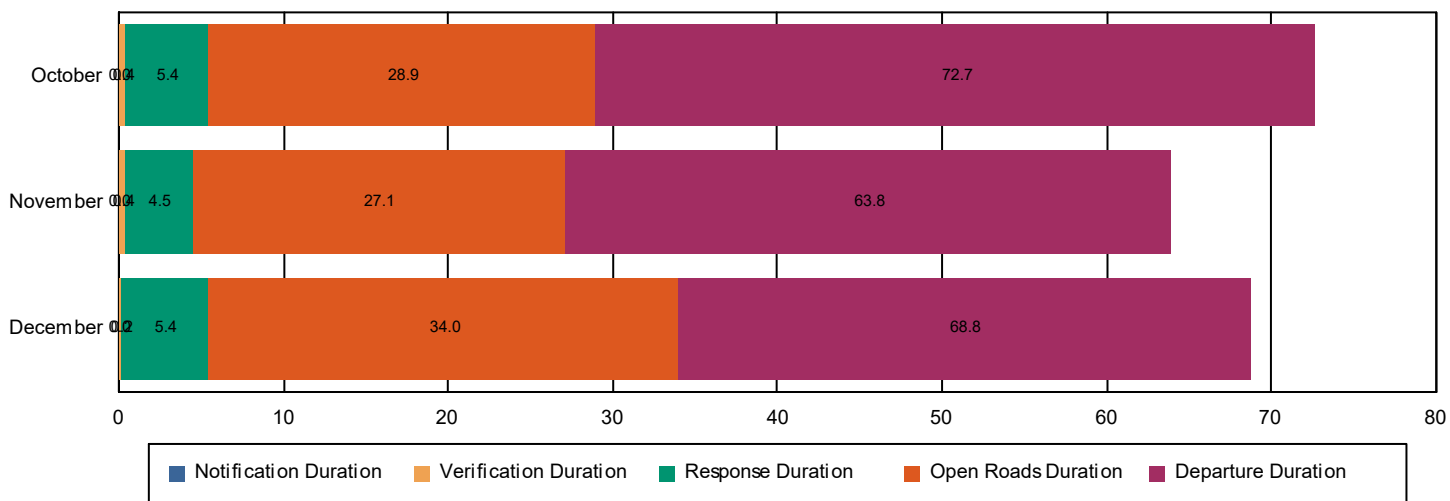


# Performance Measures Summary

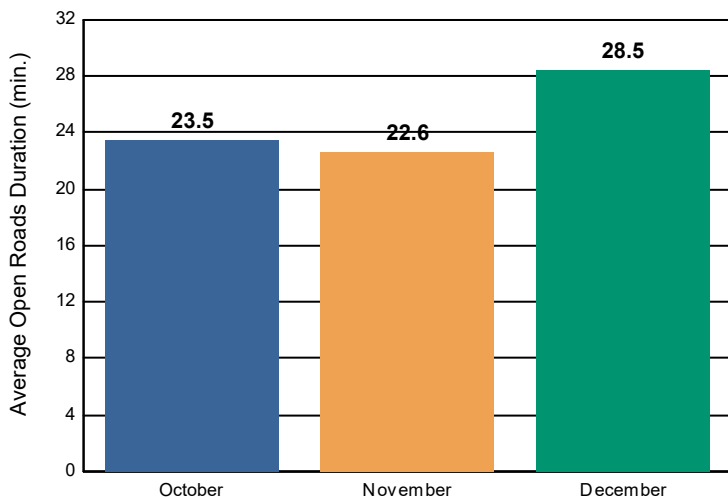
## Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	319	297	320	936
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	0.4	0.2	0.3
Response Duration (min.) [First Notification to First Arrival]	5.0	4.1	5.3	4.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	23.5	22.6	28.5	25.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	43.7	36.8	34.8	38.5
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>28.9</b>	<b>27.1</b>	<b>34.0</b>	<b>30.1</b>
	<b>72.7</b>	<b>63.8</b>	<b>68.8</b>	<b>68.6</b>

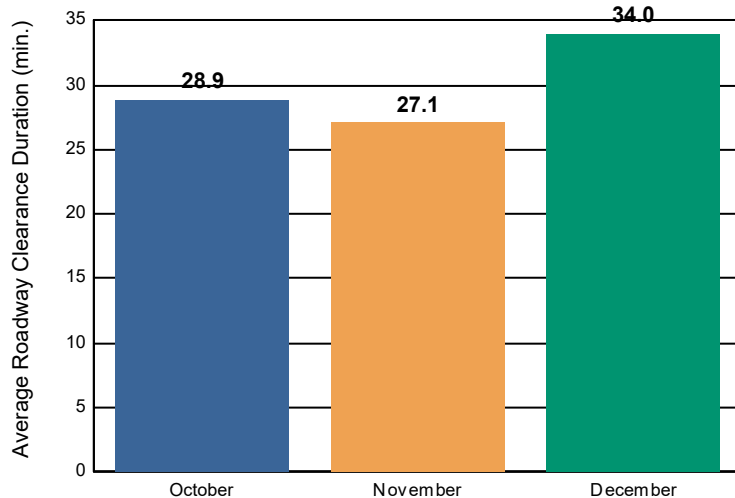
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

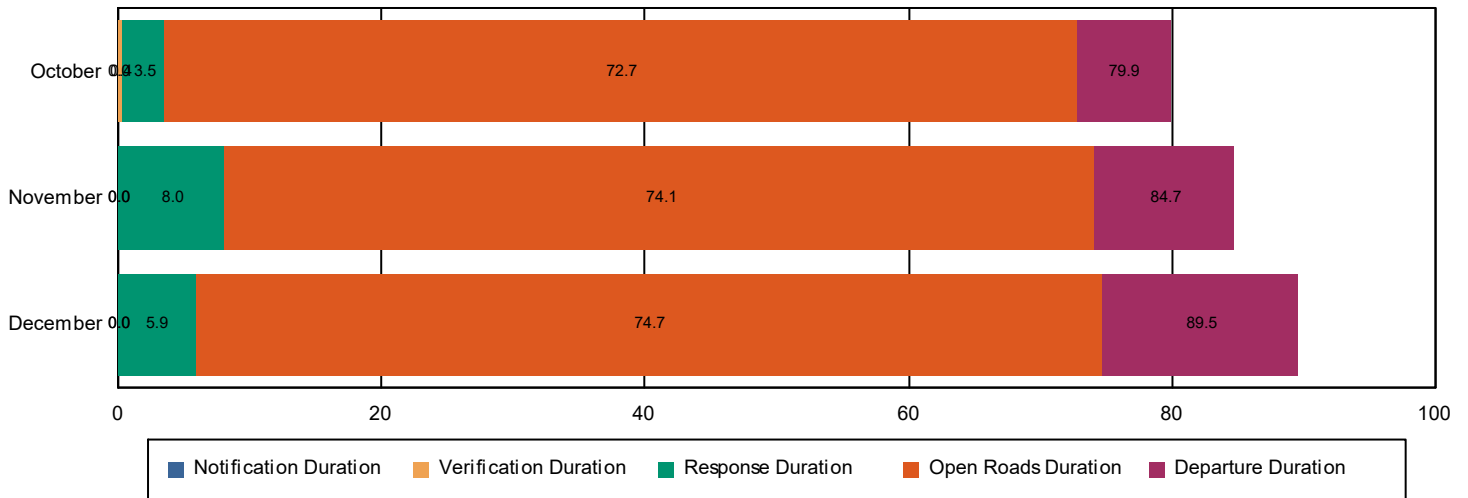


# Performance Measures Summary

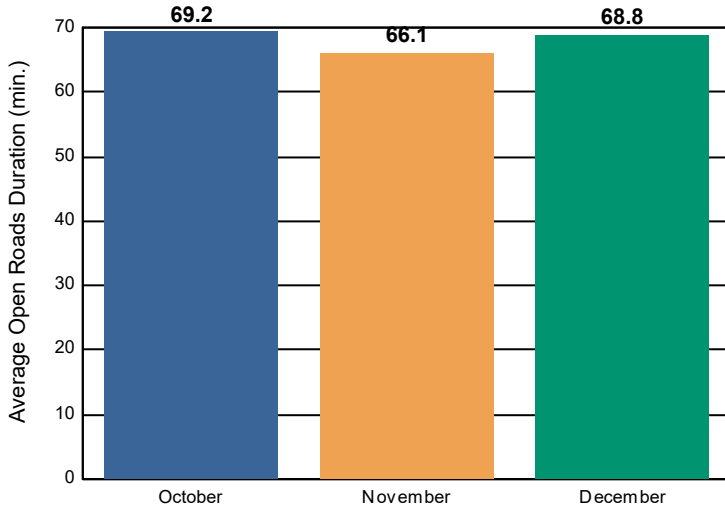
## Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	60	65	65	190
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	0.0	0.0	0.1
Response Duration (min.) [First Notification to First Arrival]	3.1	8.0	5.9	5.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	69.2	66.1	68.8	68.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	7.1	10.6	14.8	11.4
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>72.7</b>	<b>74.1</b>	<b>74.7</b>	<b>74.0</b>
	<b>79.9</b>	<b>84.7</b>	<b>89.5</b>	<b>85.4</b>

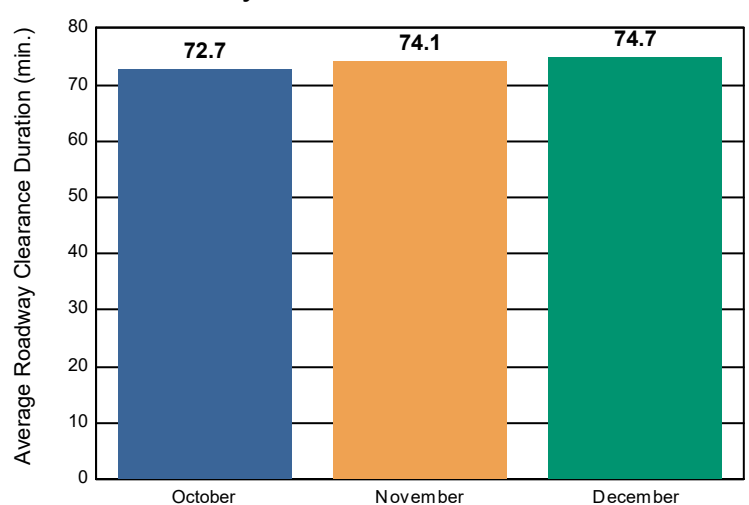
### Incident Clearance Duration



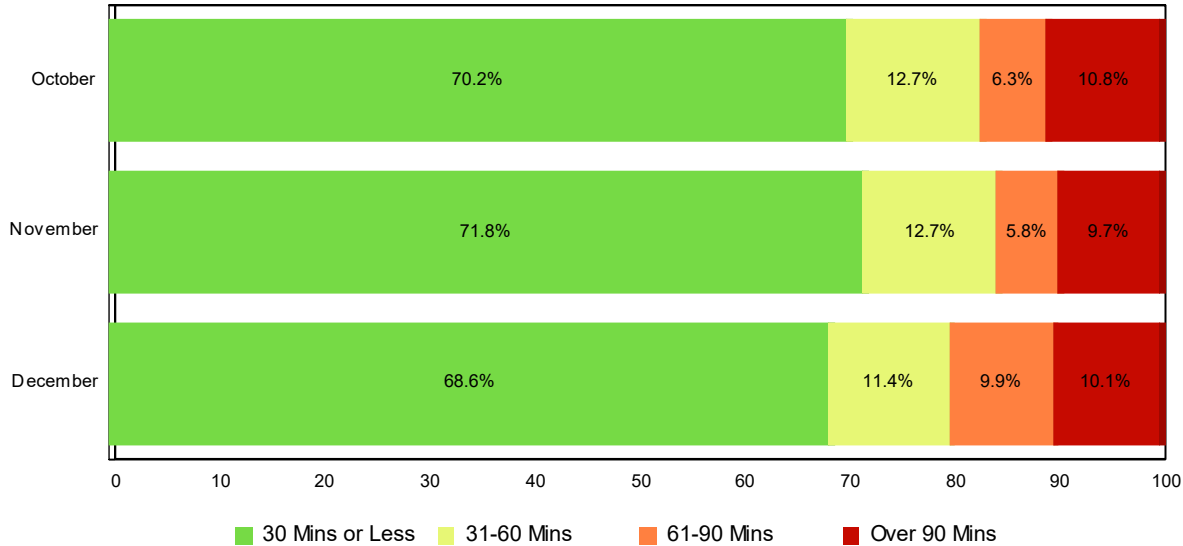
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

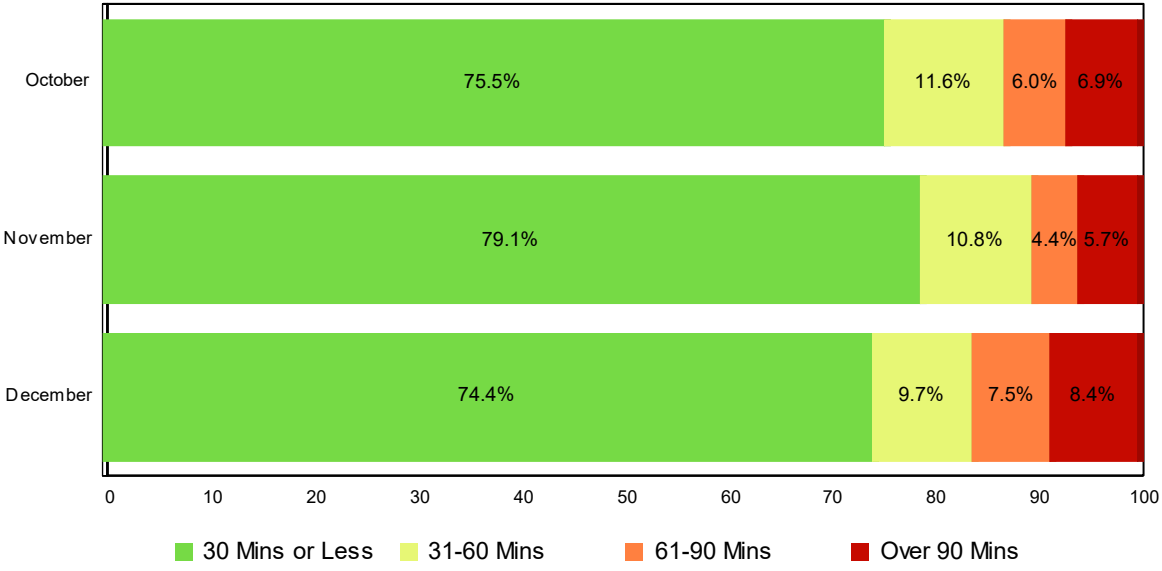


# Lane Blockage Clearance Times - Overall



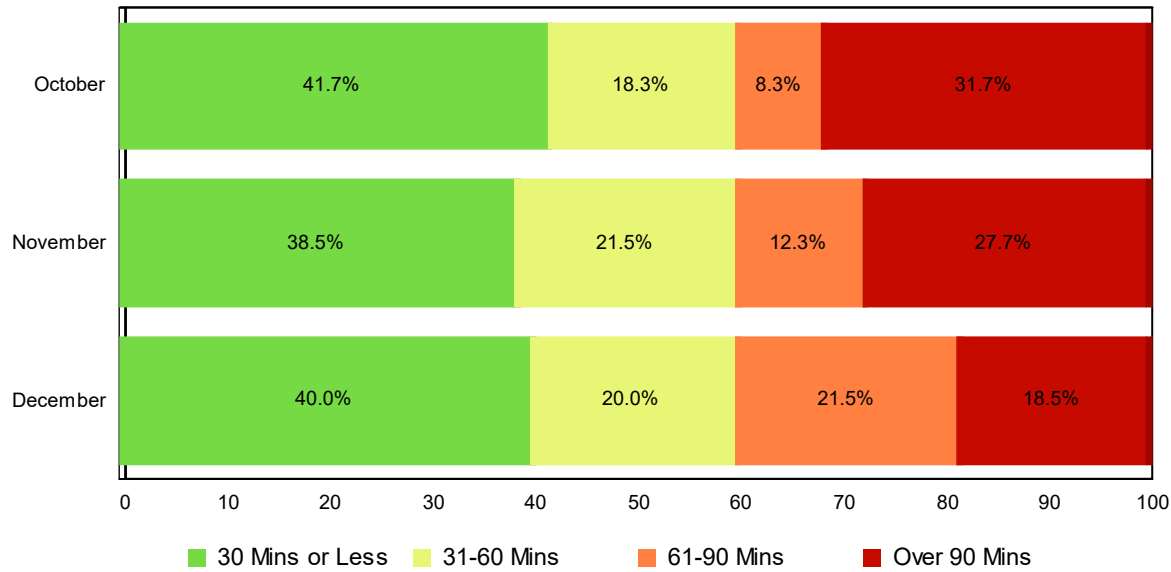
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	266	48	24	41	379
November	260	46	21	35	362
December	264	44	38	39	385
<b>Total # of Events</b>	<b>790</b>	<b>138</b>	<b>83</b>	<b>115</b>	<b>1,126</b>

# 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	241	37	19	22	319
November	235	32	13	17	297
December	238	31	24	27	320
<b>Total # of Events</b>	<b>714</b>	<b>100</b>	<b>56</b>	<b>66</b>	<b>936</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	25	11	5	19	60
November	25	14	8	18	65
December	26	13	14	12	65
<b>Total # of Events</b>	<b>76</b>	<b>38</b>	<b>27</b>	<b>49</b>	<b>190</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	560	93	615	97	640	3	20	18
2	59	124	76	158	86	180	14	29	44
3	38	20	58	31	74	39	26	14	78
4	70	7	70	7	70	7	30	3	59
5	75	3	75	3	100	4	0	0	35
<b>Totals</b>	<b>76</b>	<b>714</b>	<b>87</b>	<b>814</b>	<b>93</b>	<b>870</b>	<b>7</b>	<b>66</b>	<b>28</b>

<=30 Mins

<=60 Mins

<=90 Mins

>90 Mins

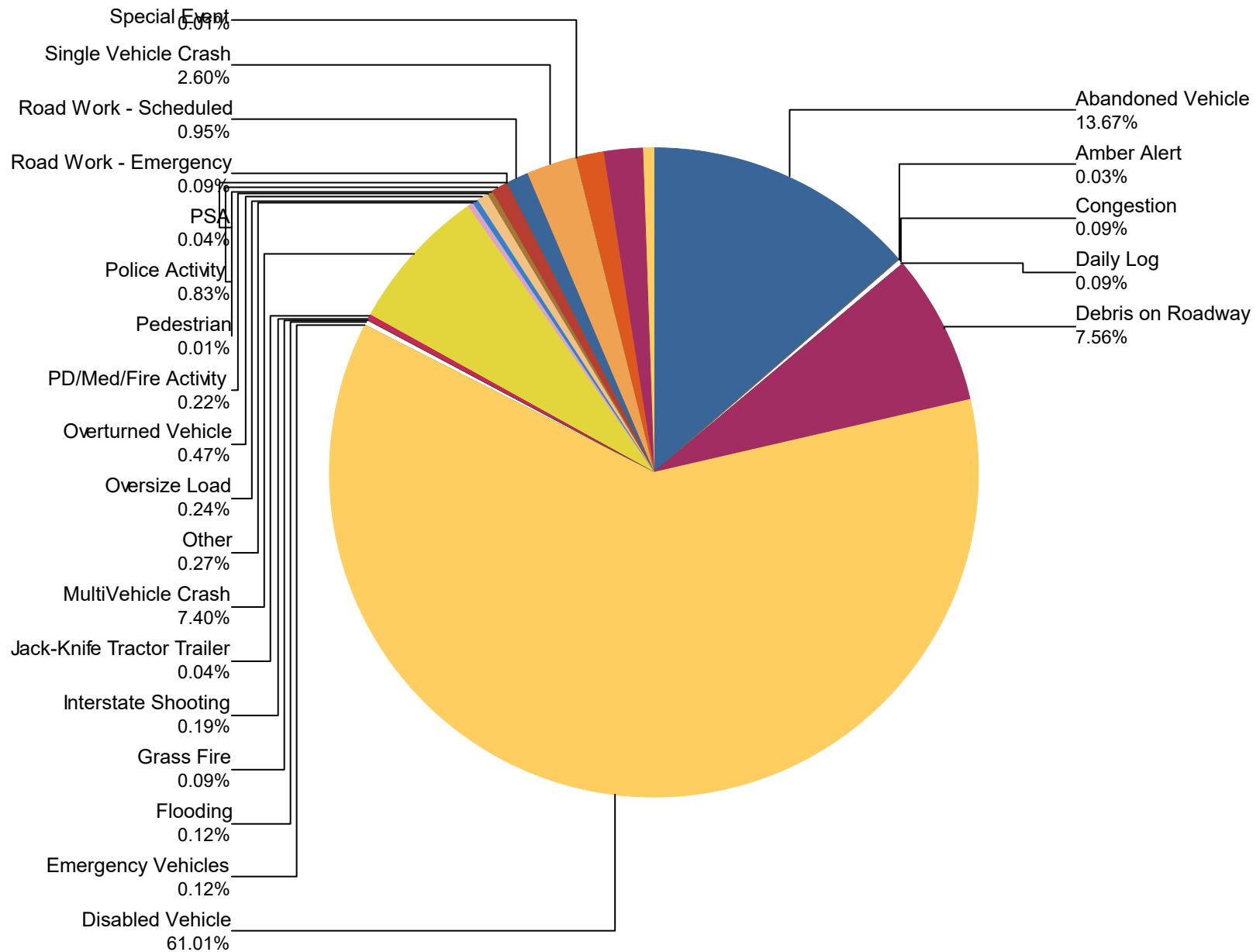


## Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
		41	
I0040	392	2,153	18.2
I0055	158	750	21.1
I0155	1	2	50.0
I0240	393	2,731	14.4
Region 4 TMC	0	6	0.0
Sam Cooper	2	7	28.6
SR001	0	1	0.0
SR003	1	1	100.0
SR005	2	2	100.0
SR015	0	2	0.0
SR018	1	1	100.0
SR020	2	2	100.0
SR021	1	1	100.0
SR022	0	1	0.0
SR023	0	5	0.0
SR057	0	2	0.0
SR069	1	1	100.0
SR076	1	1	100.0
SR078	2	3	66.7
SR088	2	2	100.0
SR089	1	1	100.0
SR152	2	2	100.0
SR177	0	1	0.0
SR179	2	2	100.0
SR193	2	2	100.0
SR196	0	1	0.0
SR300	1	19	5.3
SR384	1	1	100.0

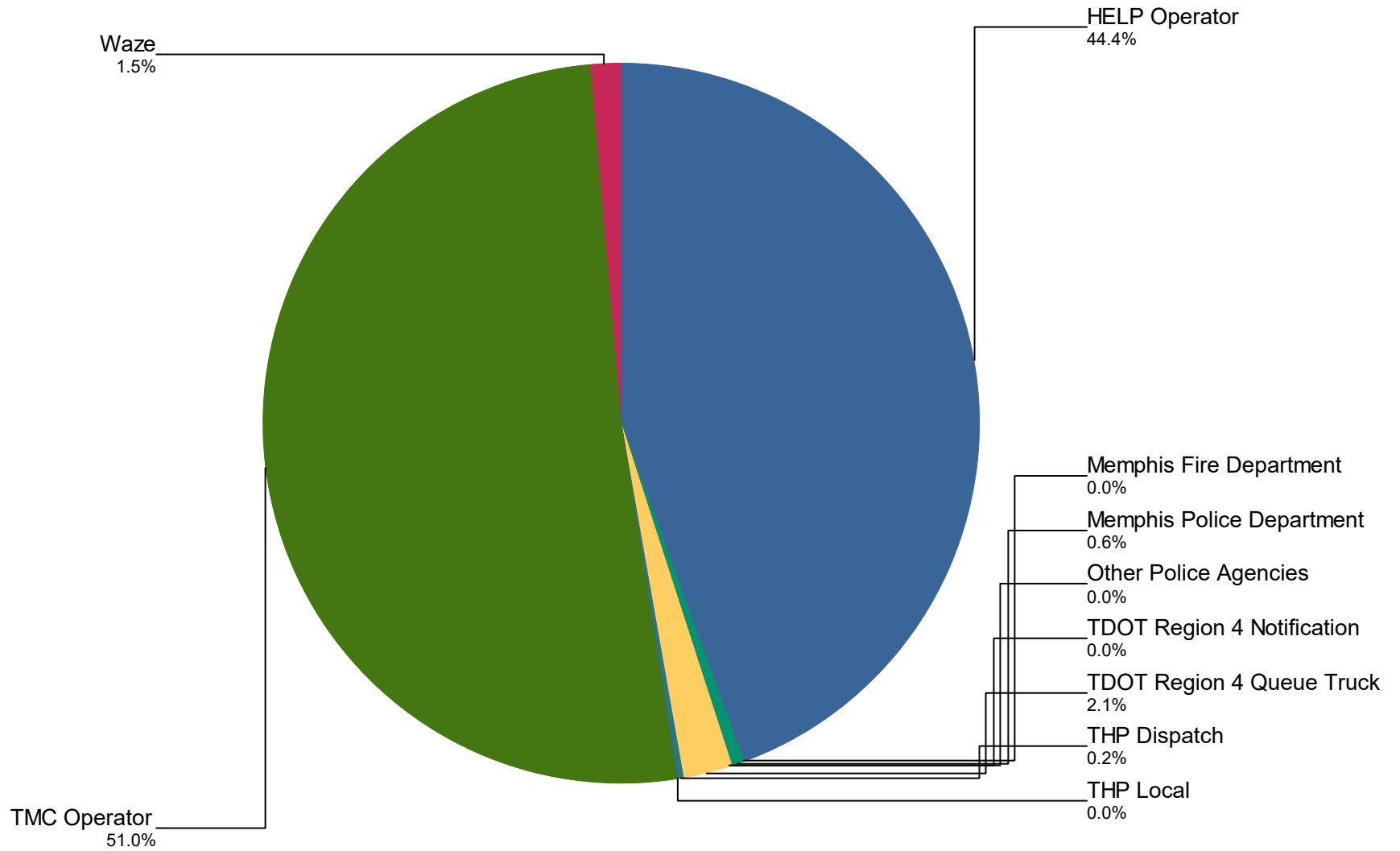
<b>SR385</b>	167	784	<b>21.3</b>
<b>SR457</b>	1	1	<b>100.0</b>
<b>All Roadways</b>	<b>1,136</b>	<b>6,529</b>	<b>17.4</b>

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



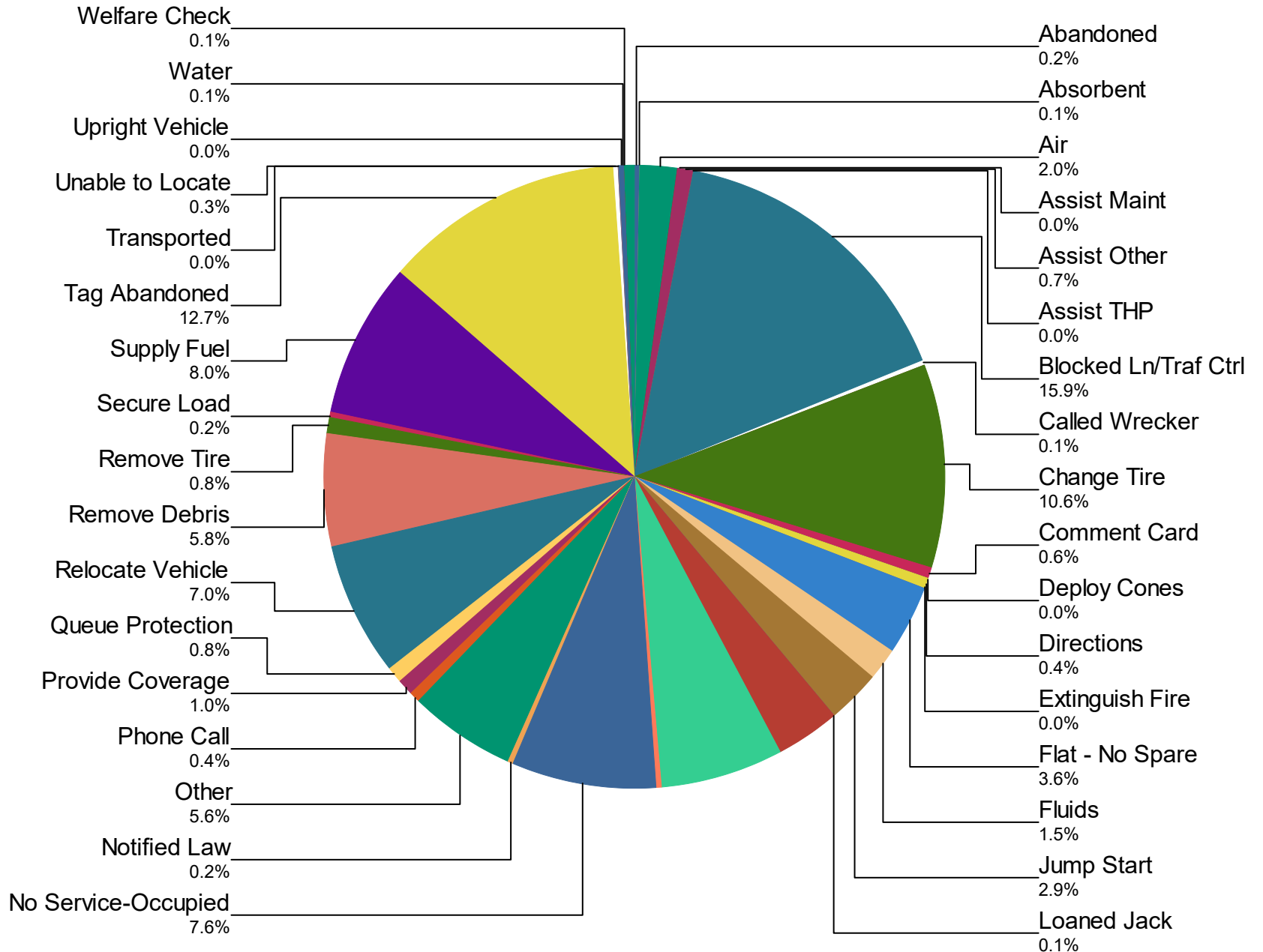
<b>Event Types for All Events</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>Abandoned Vehicle</b>	315	323	287	<b>925</b>	<b>13.7%</b>
<b>Amber Alert</b>	2	0	0	<b>2</b>	<b>0.0%</b>
<b>Congestion</b>	3	2	1	<b>6</b>	<b>0.1%</b>
<b>Daily Log</b>	5	0	1	<b>6</b>	<b>0.1%</b>
<b>Debris on Roadway</b>	182	182	148	<b>512</b>	<b>7.6%</b>
<b>Disabled Vehicle</b>	1,475	1,317	1,338	<b>4,130</b>	<b>61.0%</b>
<b>Emergency Vehicles</b>	4	2	2	<b>8</b>	<b>0.1%</b>
<b>Flooding</b>	7	0	1	<b>8</b>	<b>0.1%</b>
<b>Grass Fire</b>	3	2	1	<b>6</b>	<b>0.1%</b>
<b>Interstate Shooting</b>	3	5	5	<b>13</b>	<b>0.2%</b>
<b>Jack-Knife Tractor Trailer</b>	0	0	3	<b>3</b>	<b>0.0%</b>
<b>MultiVehicle Crash</b>	180	148	173	<b>501</b>	<b>7.4%</b>
<b>Other</b>	7	5	6	<b>18</b>	<b>0.3%</b>
<b>Oversize Load</b>	5	5	6	<b>16</b>	<b>0.2%</b>
<b>Overturned Vehicle</b>	15	11	6	<b>32</b>	<b>0.5%</b>
<b>PD/Med/Fire Activity</b>	4	4	7	<b>15</b>	<b>0.2%</b>
<b>Pedestrian</b>	1	0	0	<b>1</b>	<b>0.0%</b>
<b>Police Activity</b>	12	24	20	<b>56</b>	<b>0.8%</b>
<b>PSA</b>	3	0	0	<b>3</b>	<b>0.0%</b>
<b>Road Work - Emergency</b>	4	2	0	<b>6</b>	<b>0.1%</b>
<b>Road Work - Scheduled</b>	14	19	31	<b>64</b>	<b>0.9%</b>
<b>Single Vehicle Crash</b>	55	53	68	<b>176</b>	<b>2.6%</b>
<b>Special Event</b>	0	1	0	<b>1</b>	<b>0.0%</b>
<b>Test Incident</b>	59	13	14	<b>86</b>	<b>1.3%</b>
<b>Unknown</b>	65	45	27	<b>137</b>	<b>2.0%</b>
<b>Vehicle Fire</b>	9	14	13	<b>36</b>	<b>0.5%</b>
<b>Weather</b>	1	1	0	<b>2</b>	<b>0.0%</b>
<b>Total</b>	<b>2,433</b>	<b>2,178</b>	<b>2,158</b>	<b>6,769</b>	<b>100.0%</b>

# Incidents by Detection Source



<b>Notifier Agency</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>HELP Operator</b>	664	1,131	1,210	3,005	44.4
<b>Memphis Fire Department</b>	1	1	1	3	0.0
<b>Memphis Police Department</b>	10	19	12	41	0.6
<b>Other Police Agencies</b>	0	1	2	3	0.0
<b>TDOT Region 4 Notification</b>	1	0	0	1	0.0
<b>TDOT Region 4 Queue Truck</b>	145	0	0	145	2.1
<b>THP Dispatch</b>	5	9	1	15	0.2
<b>THP Local</b>	1	0	1	2	0.0
<b>TMC Operator</b>	1,582	971	902	3,455	51.0
<b>Waze</b>	24	46	29	99	1.5
<b>Total</b>	<b>2,433</b>	<b>2,178</b>	<b>2,158</b>	<b>6,769</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	0.2
Absorbent	4	3	5	12	0.1
Air	30	70	64	164	2.0
Assist Maint	2	0	1	3	0.0
Assist Other	43	10	4	57	0.7
Assist THP	0	1	0	1	0.0
Blocked Ln/Traf Ctrl	441	369	521	1,331	15.9
Called Wrecker	8	0	0	8	0.1
Change Tire	315	274	300	889	10.6
Comment Card	22	19	13	54	0.6
Deploy Cones	0	4	0	4	0.0
Directions	14	13	6	33	0.4
Extinguish Fire	2	1	0	3	0.0
Flat - No Spare	34	150	120	304	3.6
Fluids	49	46	33	128	1.5
Jump Start	80	84	77	241	2.9
Loaned Jack	0	4	2	6	0.1
Mechanical	263	17	2	282	3.4
Mechanical Problem	0	258	264	522	6.2
No Service-Abandon	14	4	8	26	0.3
No Service-Occupied	226	214	191	631	7.6
Notified Law	6	9	1	16	0.2
Other	261	115	95	471	5.6
Phone Call	7	15	12	34	0.4
Provide Coverage	0	48	35	83	1.0
Queue Protection	0	28	37	65	0.8
Relocate Vehicle	159	198	227	584	7.0
Remove Debris	146	182	158	486	5.8
Remove Tire	25	25	16	66	0.8
Secure Load	5	6	4	15	0.2
Supply Fuel	217	206	249	672	8.0



	October	November	December	<b>Total</b>	<b>%</b>
Tag Abandoned	357	372	336	<b>1,065</b>	<b>12.7</b>
Transported	2	0	1	<b>3</b>	<b>0.0</b>
Unable to Locate	9	8	8	<b>25</b>	<b>0.3</b>
Upright Vehicle	0	4	0	<b>4</b>	<b>0.0</b>
Water	1	4	1	<b>6</b>	<b>0.1</b>
Welfare Check	2	3	3	<b>8</b>	<b>0.1</b>
Wrecker Towed	10	15	13	<b>38</b>	<b>0.5</b>
<b>Total</b>	<b>2,771</b>	<b>2,779</b>	<b>2,807</b>	<b>8,357</b>	<b>100.0%</b>

## DMS Duration

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	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Quarter</b>
Avg % ON Time	12.0	17.3	14.0	14.4
Avg Post Time (hr)	1.7	1.4	1.6	1.6
Avg Messages Per Sign	51.2	91.7	66.9	69.9
Total Messages Posted	2,509	4,491	3,278	10,278