

Includes All Responders

Reporting Period: April 1, 2021 to June 30, 2021

Region 4

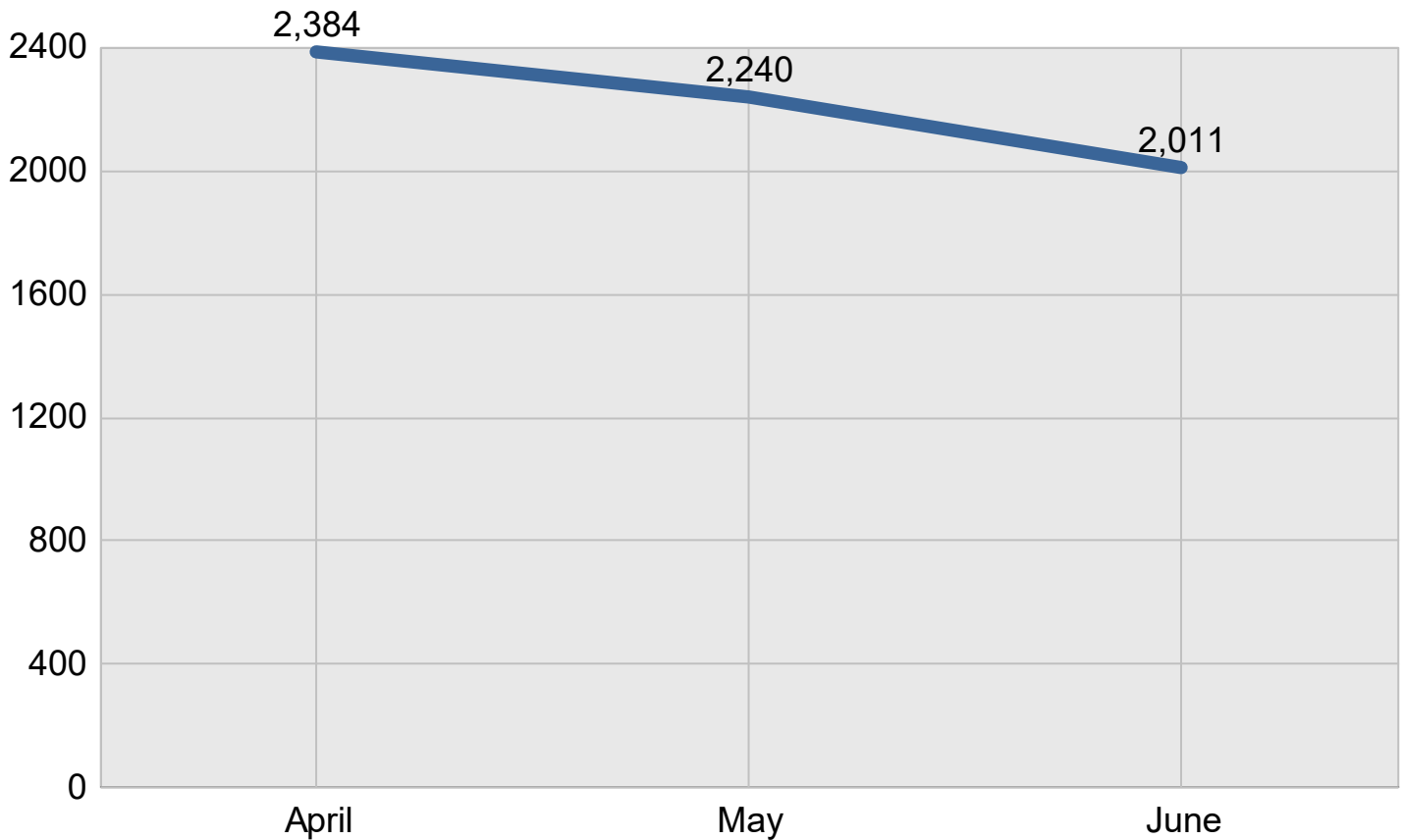
Created on: March 28, 2022 1:37 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: **6,635**

Incidents Managed

Incidents Managed - Monthly

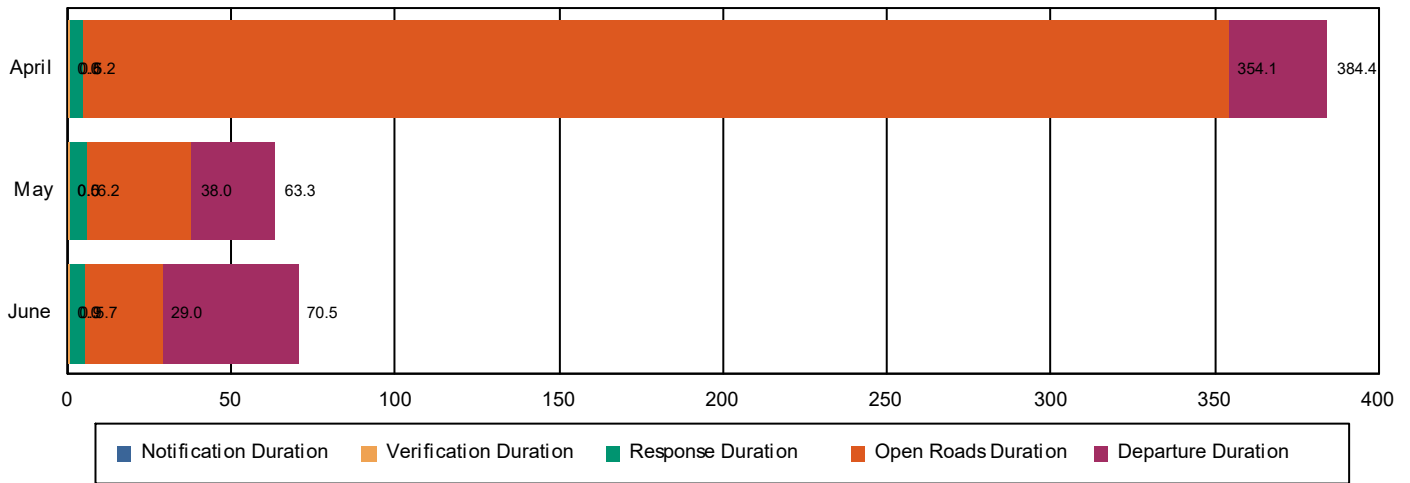


# Performance Measures Summary

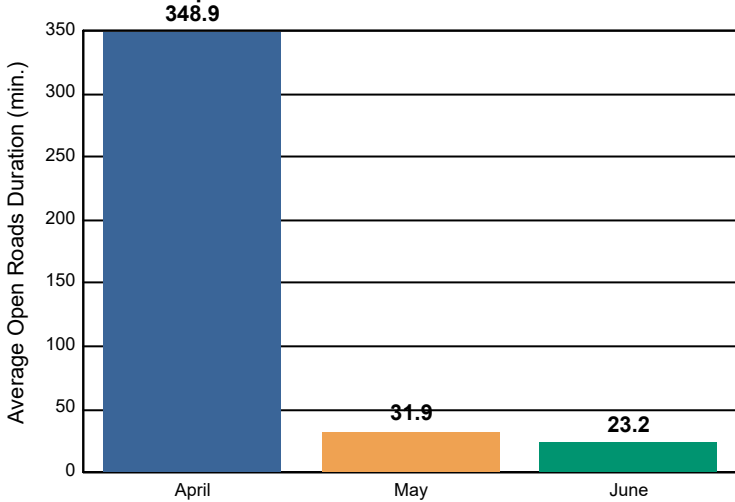
## Incidents Overall Response

	April	May	June	Total
Events included in Performance Measures	514	495	475	1,484
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.6	0.5	0.9	0.7
Response Duration (min.) [First Notification to First Arrival]	4.6	5.7	4.8	5.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	348.9	31.9	23.2	141.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.3	25.2	41.5	32.1
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>354.1</b>	<b>38.0</b>	<b>29.0</b>	<b>146.8</b>
	<b>384.4</b>	<b>63.3</b>	<b>70.5</b>	<b>178.9</b>

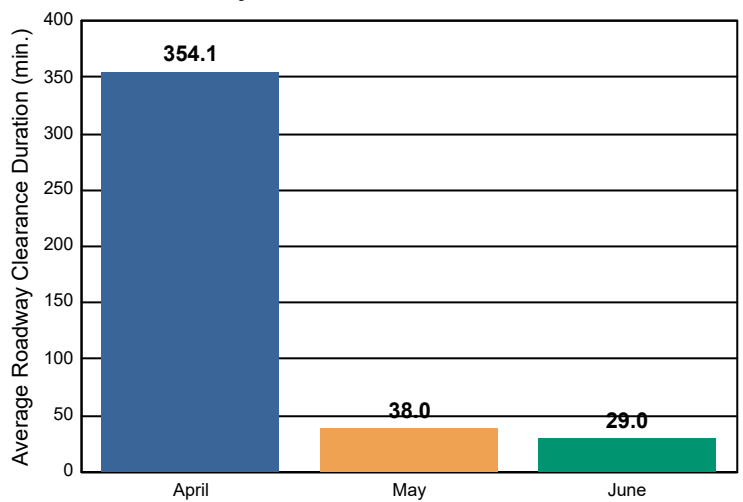
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

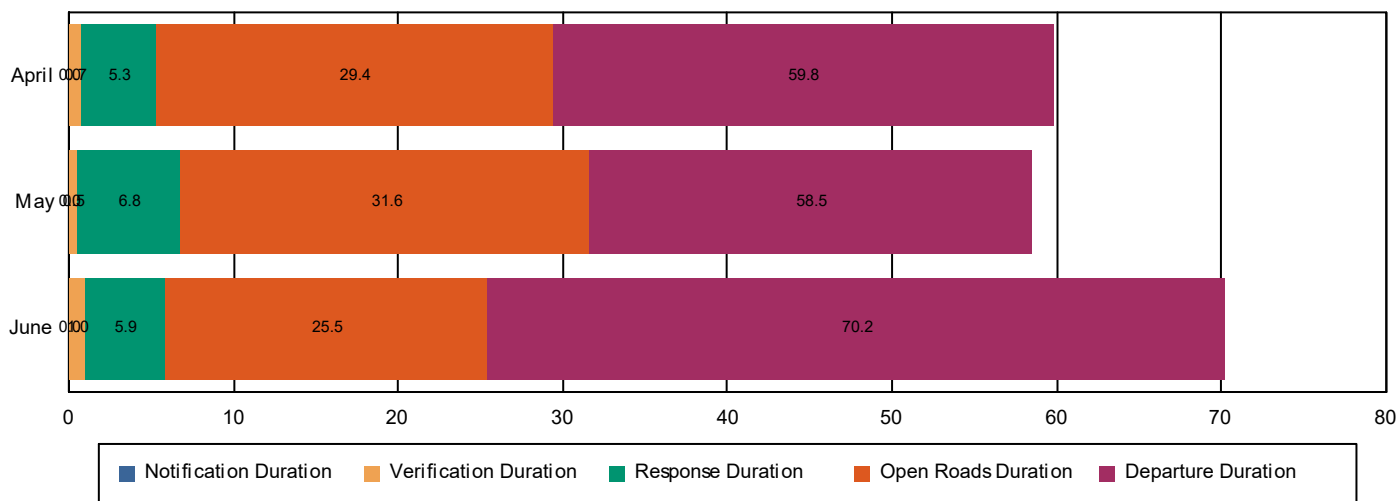


# Performance Measures Summary

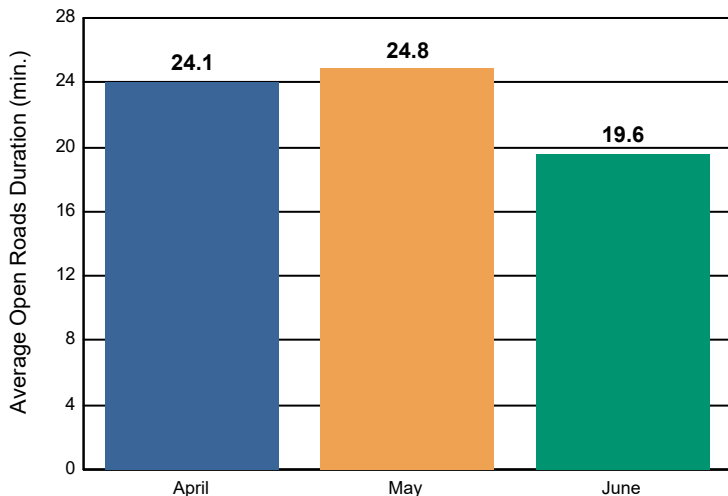
## Incidents with HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	440	403	407	1,250
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.7	0.5	1.0	0.7
Response Duration (min.) [First Notification to First Arrival]	4.6	6.3	4.9	5.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	24.1	24.8	19.6	22.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.4	26.8	44.7	33.8
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>29.4</b>	<b>31.6</b>	<b>25.5</b>	<b>28.9</b>
	<b>59.8</b>	<b>58.5</b>	<b>70.2</b>	<b>62.7</b>

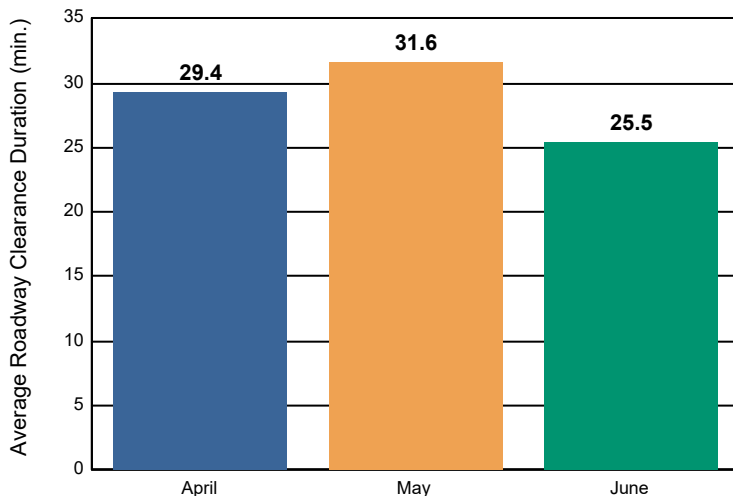
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

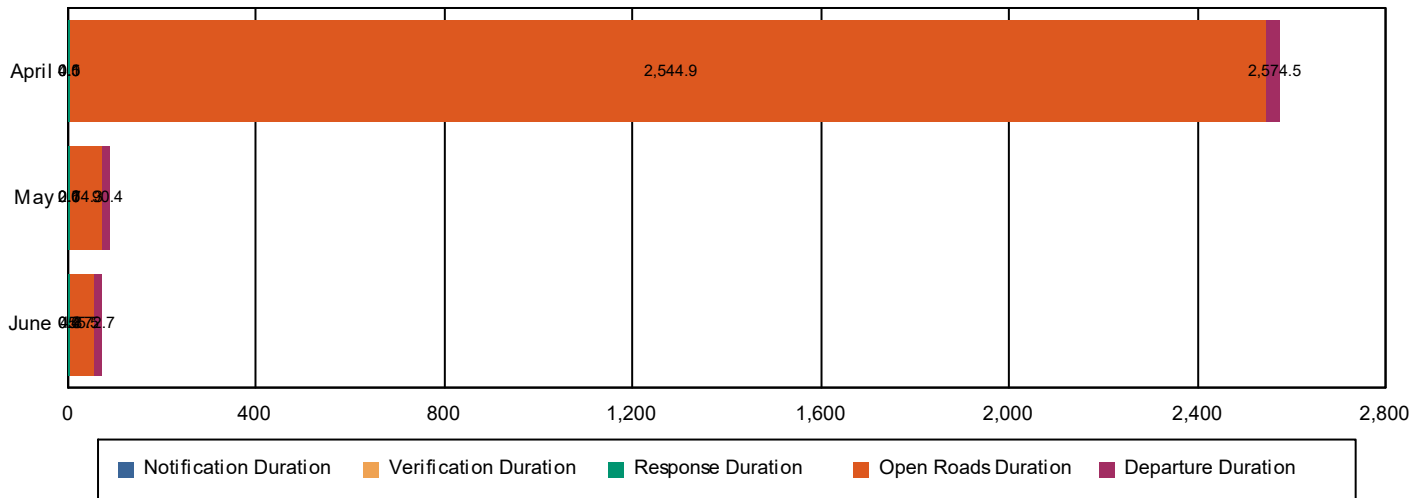


# Performance Measures Summary

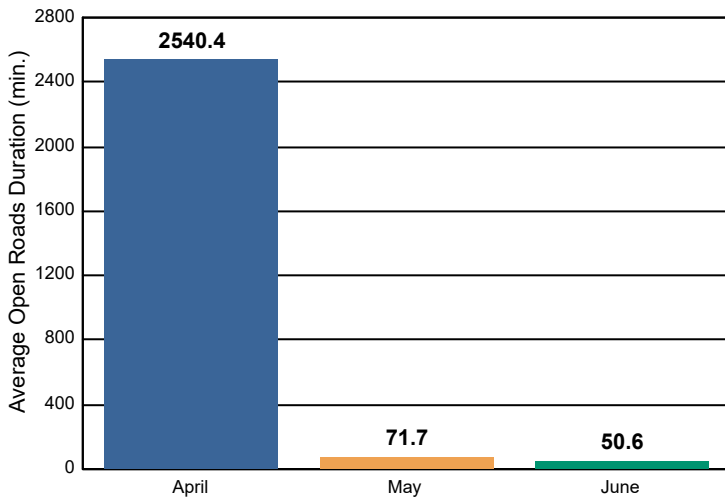
## Incidents without HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	74	92	68	234
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.1	0.4	0.2
Response Duration (min.) [First Notification to First Arrival]	4.3	2.5	4.5	3.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	2,540.4	71.7	50.6	915.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	29.6	16.2	17.3	21.1
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>2,544.9</b>	<b>74.3</b>	<b>55.5</b>	<b>919.6</b>
	<b>2,574.5</b>	<b>90.4</b>	<b>72.7</b>	<b>940.7</b>

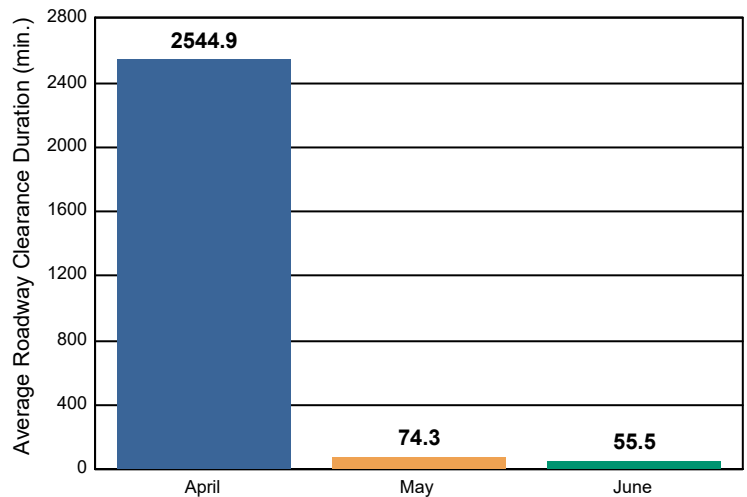
### Incident Clearance Duration



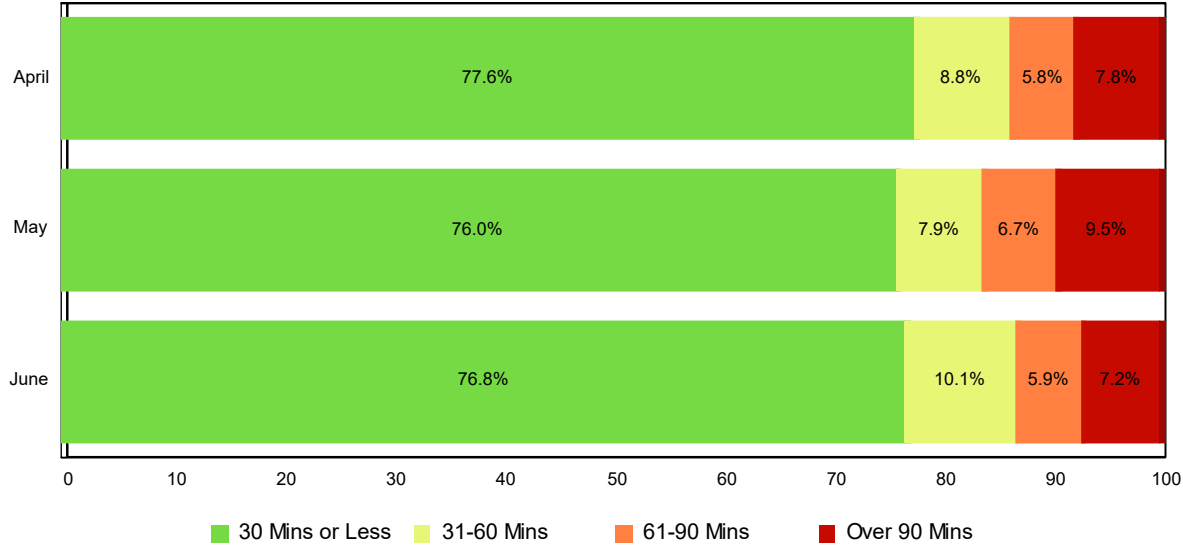
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

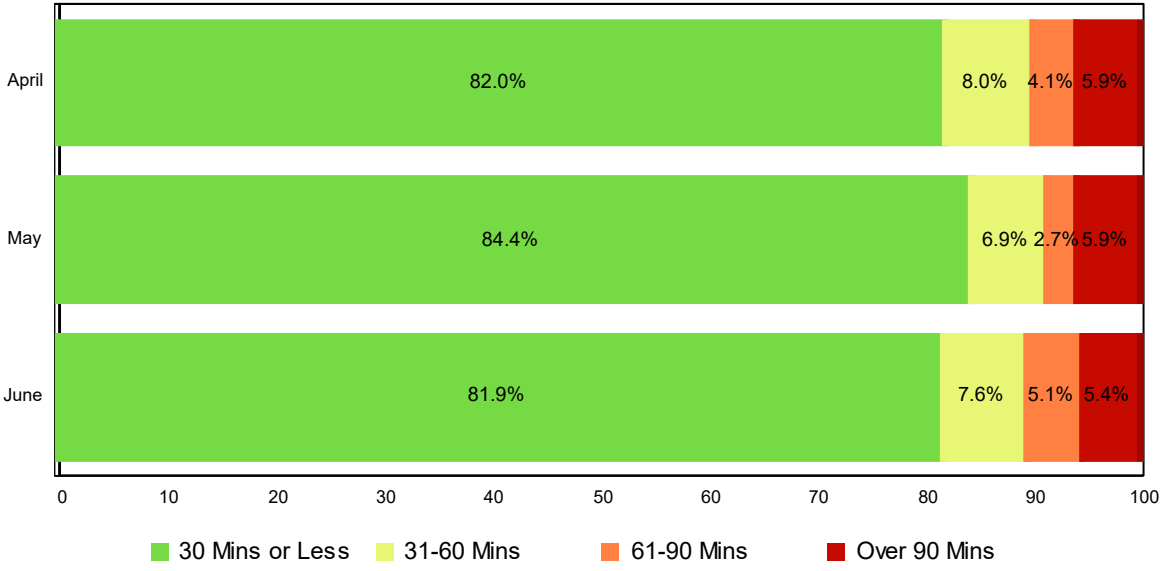


# Lane Blockage Clearance Times - Overall



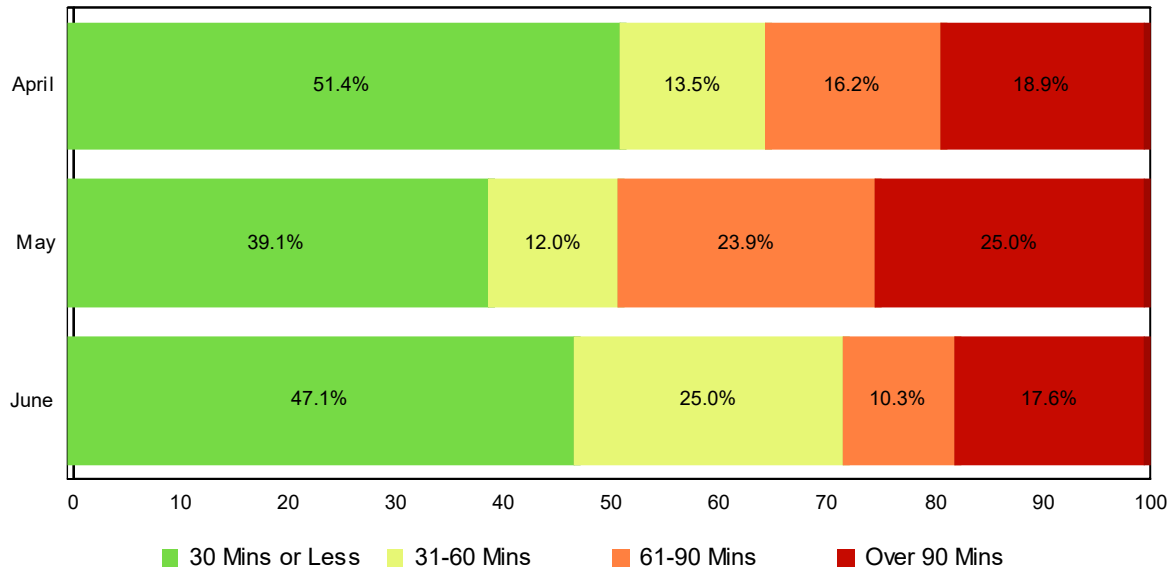
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
April	399	45	30	40	514
May	376	39	33	47	495
June	365	48	28	34	475
<b>Total # of Events</b>	<b>1,140</b>	<b>132</b>	<b>91</b>	<b>121</b>	<b>1,484</b>

# 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
April	361	35	18	26	440
May	340	28	11	24	403
June	333	31	21	22	407
<b>Total # of Events</b>	<b>1,034</b>	<b>94</b>	<b>50</b>	<b>72</b>	<b>1,250</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
April	38	10	12	14	74
May	36	11	22	23	92
June	32	17	7	12	68
<b>Total # of Events</b>	<b>106</b>	<b>38</b>	<b>41</b>	<b>49</b>	<b>234</b>

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

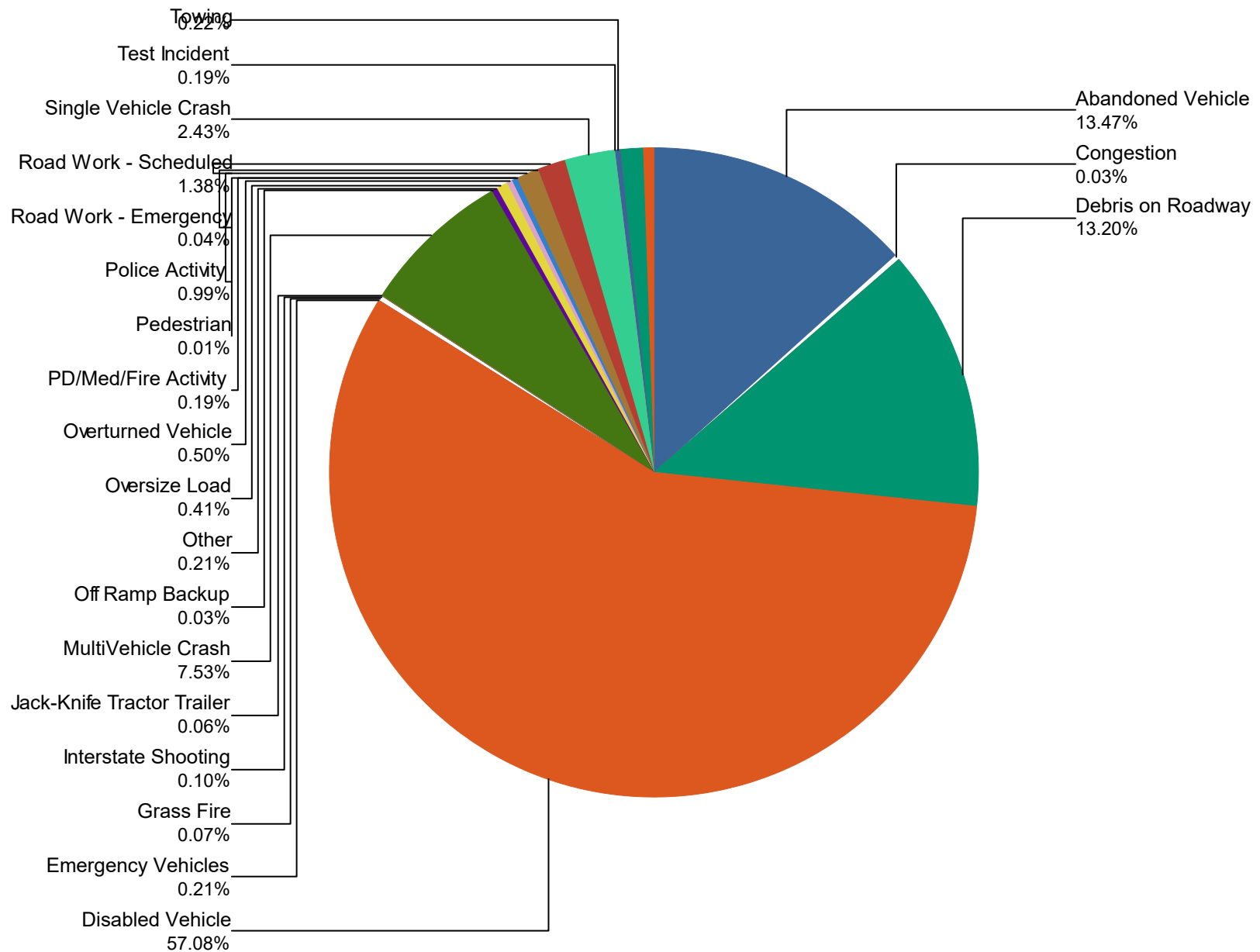
No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	91	855	96	909	98	922	2	21	13
2	65	138	78	165	88	187	12	25	42
3	46	31	59	40	78	53	22	15	61
4	42	10	58	14	67	16	33	8	85
5	0	0	0	0	0	0	100	2	95
7	0	0	0	0	0	0	100	1	146
<b>Totals</b>	<b>83</b>	<b>1,034</b>	<b>90</b>	<b>1,128</b>	<b>94</b>	<b>1,178</b>	<b>6</b>	<b>72</b>	<b>22</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

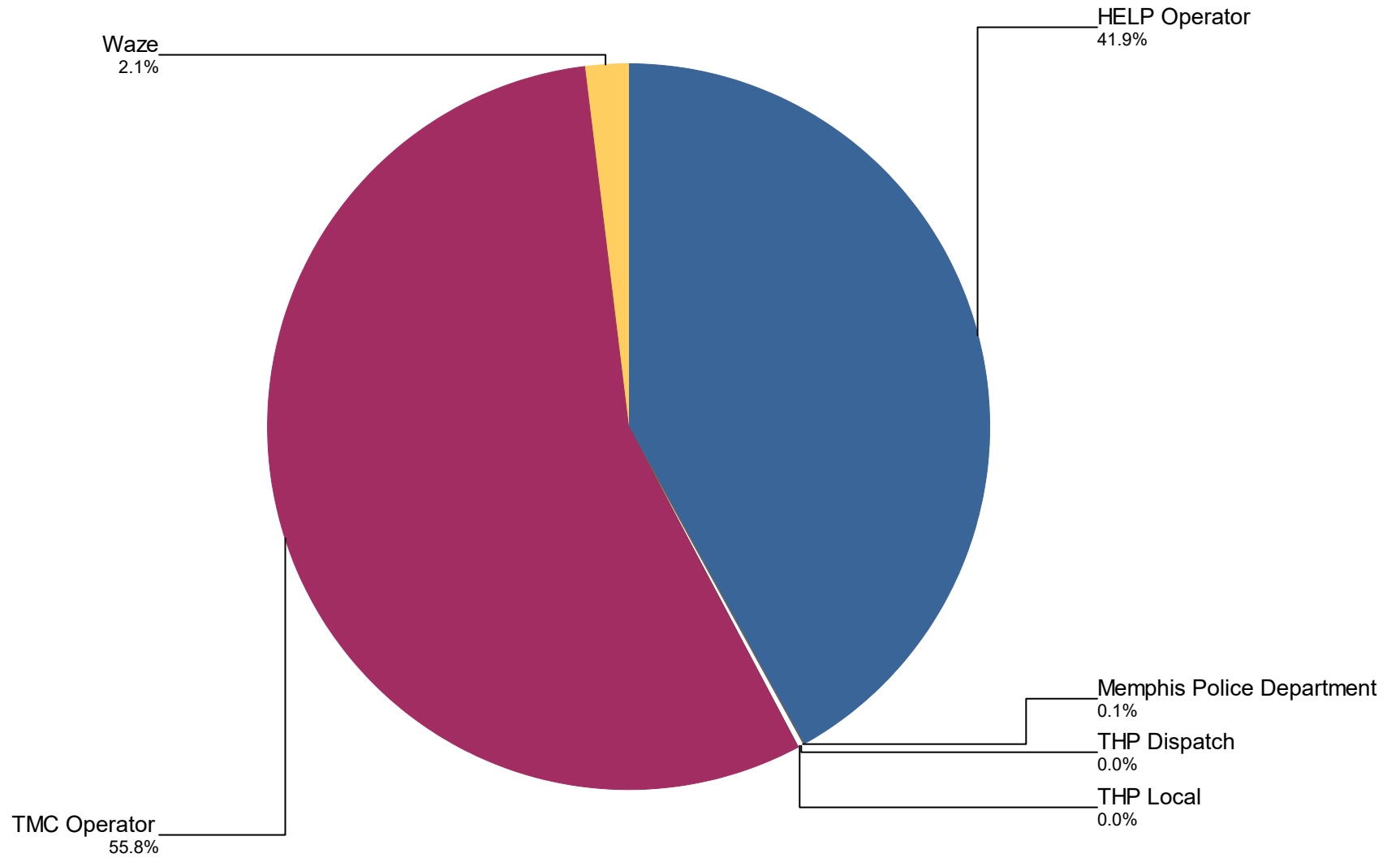
Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0040	495	2,136	23.2
I0055	267	790	33.8
I0240	541	2,825	19.2
Sam Cooper	1	8	12.5
SR001	1	3	33.3
SR003	1	3	33.3
SR004	0	1	0.0
SR005	1	1	100.0
SR015	0	1	0.0
SR021	1	1	100.0
SR022	1	1	100.0
SR023	1	5	20.0
SR057	1	1	100.0
SR078	1	1	100.0
SR089	1	1	100.0
SR175	0	2	0.0
SR190	1	1	100.0
SR191	1	1	100.0
SR216	1	1	100.0
SR300	3	12	25.0
SR385	165	742	22.2
<b>All Roadways</b>	<b>1,484</b>	<b>6,537</b>	<b>22.7</b>

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



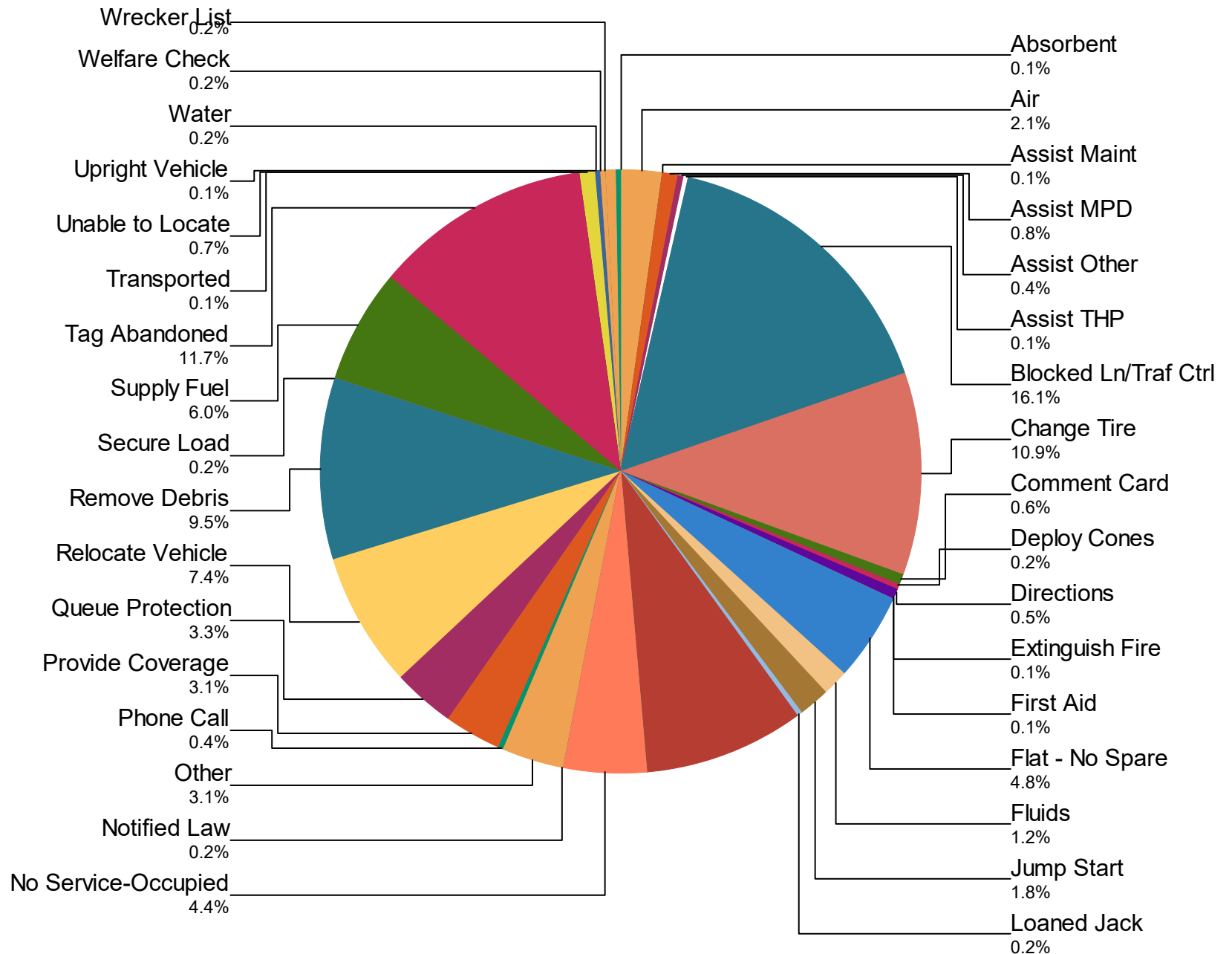
<b>Event Types for All Events</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>	<b>%</b>
<b>Abandoned Vehicle</b>	294	311	305	<b>910</b>	<b>13.5%</b>
<b>Congestion</b>	0	1	1	<b>2</b>	<b>0.0%</b>
<b>Debris on Roadway</b>	319	284	289	<b>892</b>	<b>13.2%</b>
<b>Disabled Vehicle</b>	1,452	1,311	1,093	<b>3,856</b>	<b>57.1%</b>
<b>Emergency Vehicles</b>	6	4	4	<b>14</b>	<b>0.2%</b>
<b>Grass Fire</b>	1	1	3	<b>5</b>	<b>0.1%</b>
<b>Interstate Shooting</b>	2	1	4	<b>7</b>	<b>0.1%</b>
<b>Jack-Knife Tractor Trailer</b>	0	2	2	<b>4</b>	<b>0.1%</b>
<b>MultiVehicle Crash</b>	177	161	171	<b>509</b>	<b>7.5%</b>
<b>Off Ramp Backup</b>	0	2	0	<b>2</b>	<b>0.0%</b>
<b>Other</b>	4	4	6	<b>14</b>	<b>0.2%</b>
<b>Oversize Load</b>	3	11	14	<b>28</b>	<b>0.4%</b>
<b>Overtuned Vehicle</b>	12	12	10	<b>34</b>	<b>0.5%</b>
<b>PD/Med/Fire Activity</b>	3	5	5	<b>13</b>	<b>0.2%</b>
<b>Pedestrian</b>	0	1	0	<b>1</b>	<b>0.0%</b>
<b>Police Activity</b>	28	21	18	<b>67</b>	<b>1.0%</b>
<b>Road Work - Emergency</b>	0	2	1	<b>3</b>	<b>0.0%</b>
<b>Road Work - Scheduled</b>	39	26	28	<b>93</b>	<b>1.4%</b>
<b>Single Vehicle Crash</b>	56	52	56	<b>164</b>	<b>2.4%</b>
<b>Test Incident</b>	6	6	1	<b>13</b>	<b>0.2%</b>
<b>Towing</b>	6	2	7	<b>15</b>	<b>0.2%</b>
<b>Traffic Signal Dark</b>	1	0	0	<b>1</b>	<b>0.0%</b>
<b>Unknown</b>	22	29	14	<b>65</b>	<b>1.0%</b>
<b>Vehicle Fire</b>	14	18	12	<b>44</b>	<b>0.7%</b>
<b>Total</b>	<b>2,445</b>	<b>2,267</b>	<b>2,044</b>	<b>6,756</b>	<b>100.0%</b>

# Incidents by Detection Source



<b>Notifier Agency</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>	<b>%</b>
<b>HELP Operator</b>	1,090	944	800	2,834	41.9
<b>Memphis Police Department</b>	3	3	2	8	0.1
<b>THP Dispatch</b>	0	1	1	2	0.0
<b>THP Local</b>	1	0	1	2	0.0
<b>TMC Operator</b>	1,310	1,272	1,188	3,770	55.8
<b>Waze</b>	41	47	52	140	2.1
<b>Total</b>	<b>2,445</b>	<b>2,267</b>	<b>2,044</b>	<b>6,756</b>	<b>100.0%</b>

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



**Activity Types for All Activities**

	April	May	June	Total	%
Absorbent	1	2	3	6	0.1
Air	72	54	70	196	2.1
Assist Maint	6	4	1	11	0.1
Assist MPD	35	21	16	72	0.8
Assist Other	13	13	12	38	0.4
Assist THP	2	1	2	5	0.1
Blocked Ln/Traf Ctrl	475	589	438	1,502	16.1
Change Tire	370	329	313	1,012	10.9
Comment Card	19	26	7	52	0.6
Deploy Cones	12	6	2	20	0.2
Directions	12	25	14	51	0.5
Extinguish Fire	1	0	4	5	0.1
First Aid	4	1	2	7	0.1
Flat - No Spare	151	170	124	445	4.8
Fluids	38	45	27	110	1.2
Jump Start	62	51	56	169	1.8
Loaned Jack	4	11	7	22	0.2
Mechanical	282	276	235	793	8.5
No Service-Abandon	6	6	4	16	0.2
No Service-Occupied	196	129	81	406	4.4
Notified Law	7	5	4	16	0.2
Other	100	109	78	287	3.1
Phone Call	16	10	9	35	0.4
Provide Coverage	90	130	72	292	3.1
Queue Protection	54	207	42	303	3.3
Relocate Vehicle	234	213	238	685	7.4
Remove Debris	316	288	280	884	9.5
Secure Load	5	9	4	18	0.2
Supply Fuel	190	204	163	557	6.0
Tag Abandoned	363	375	352	1,090	11.7
Transported	1	3	2	6	0.1

	April	May	June	<b>Total</b>	<b>%</b>
Unable to Locate	23	28	17	<b>68</b>	<b>0.7</b>
Upright Vehicle	1	3	2	<b>6</b>	<b>0.1</b>
Water	3	5	8	<b>16</b>	<b>0.2</b>
Welfare Check	5	7	11	<b>23</b>	<b>0.2</b>
Wrecker List	0	0	16	<b>16</b>	<b>0.2</b>
Wrecker Towed	20	10	9	<b>39</b>	<b>0.4</b>
Wrong Truck	0	16	18	<b>34</b>	<b>0.4</b>
<b>Total</b>	<b>3,189</b>	<b>3,381</b>	<b>2,743</b>	<b>9,313</b>	<b>100.0%</b>



# DMS Duration

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	<b>Apr</b>	<b>May</b>	<b>Jun</b>
Avg % ON Time	8.9	4.8	1.0
Avg Post Time (hr)	0.8	0.6	0.4
Avg Messages Per Sign	84.8	61.8	64.5
Total Messages Posted	3,816	2,782	2,901