

Includes All Responders

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

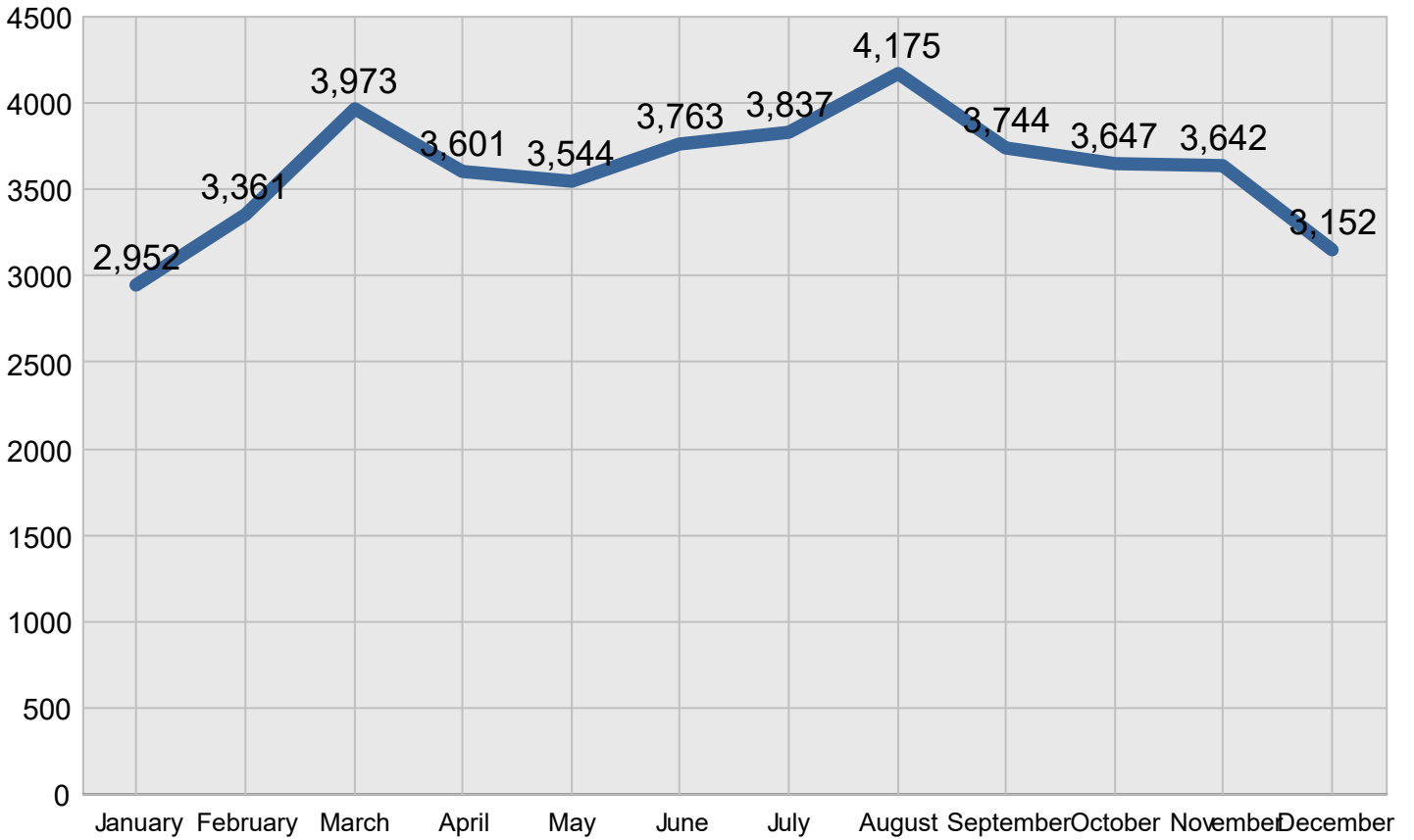
Region 3

Created on: June 15, 2022 1:14 pm County: All Counties Report Template version 2.0

Total Incidents Managed This Year 43,391

Incidents Managed

Incidents Managed - Monthly



Performance Measures Summary

Incidents Overall Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	533	752	740	694	685	748	791	791	720	848	775	706	8,783
Notification Duration (min.)*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0
Response Duration (min.)	5.5	6.6	5.9	5.1	5.2	7.7	6.2	8.1	6.1	6.6	6.2	6.9	6.4
Open Roads Duration (min.)	34.0	38.0	39.3	30.2	39.0	29.2	22.9	31.1	37.9	84.7	23.3	26.2	36.9
Departure Duration (min.)	43.5	74.7	36.7	31.1	40.7	26.0	40.3	35.0	55.9	42.3	40.9	50.2	43.0
Roadway Clearance Duration (min.)	39.6	44.6	45.2	35.3	44.2	36.9	29.2	39.2	43.9	91.2	29.5	33.2	43.3
Incident Clearance Duration (min.)	83.1	119.4	81.9	66.5	84.9	62.9	69.5	74.2	99.8	133.5	70.4	83.3	86.3

* THP data is not available for Notification Duration

Note:

Response Duration (min.): [First Notification to First Arrival]

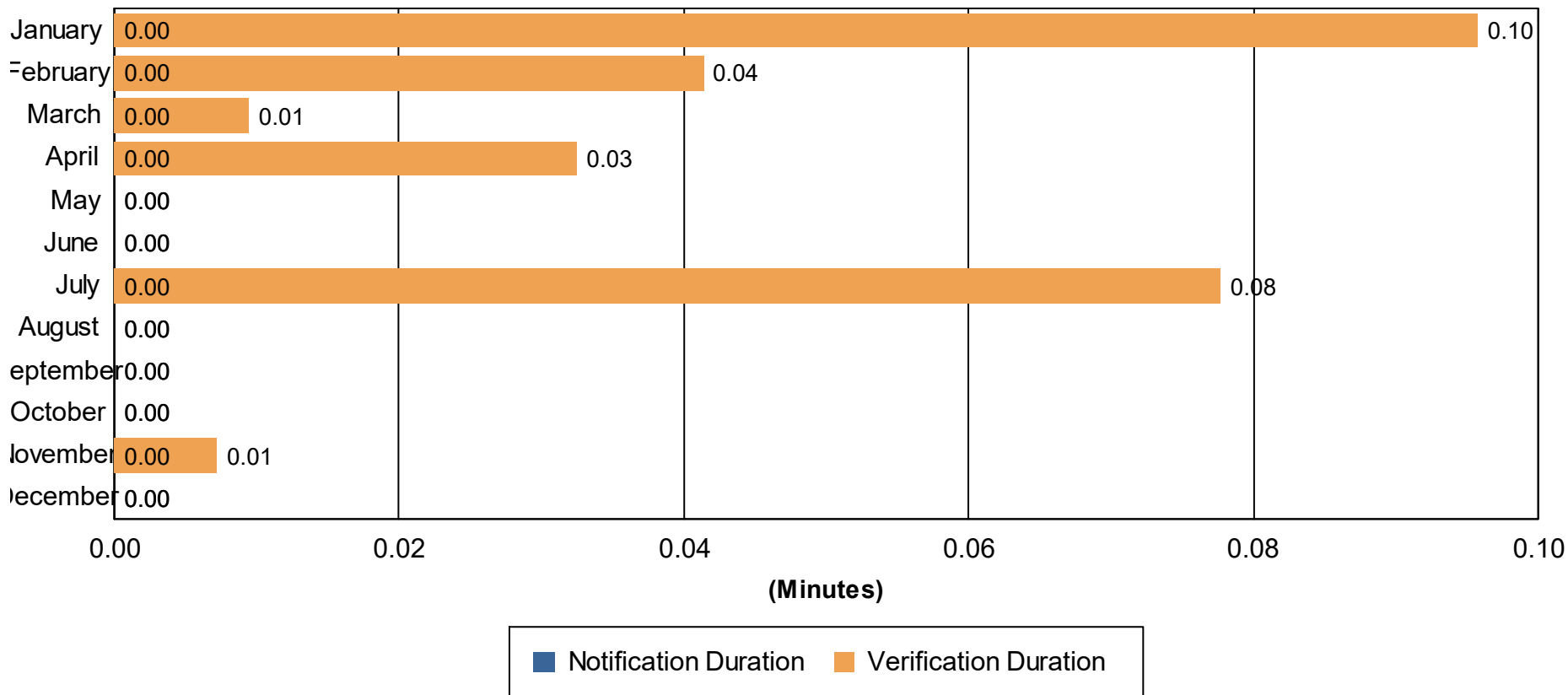
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

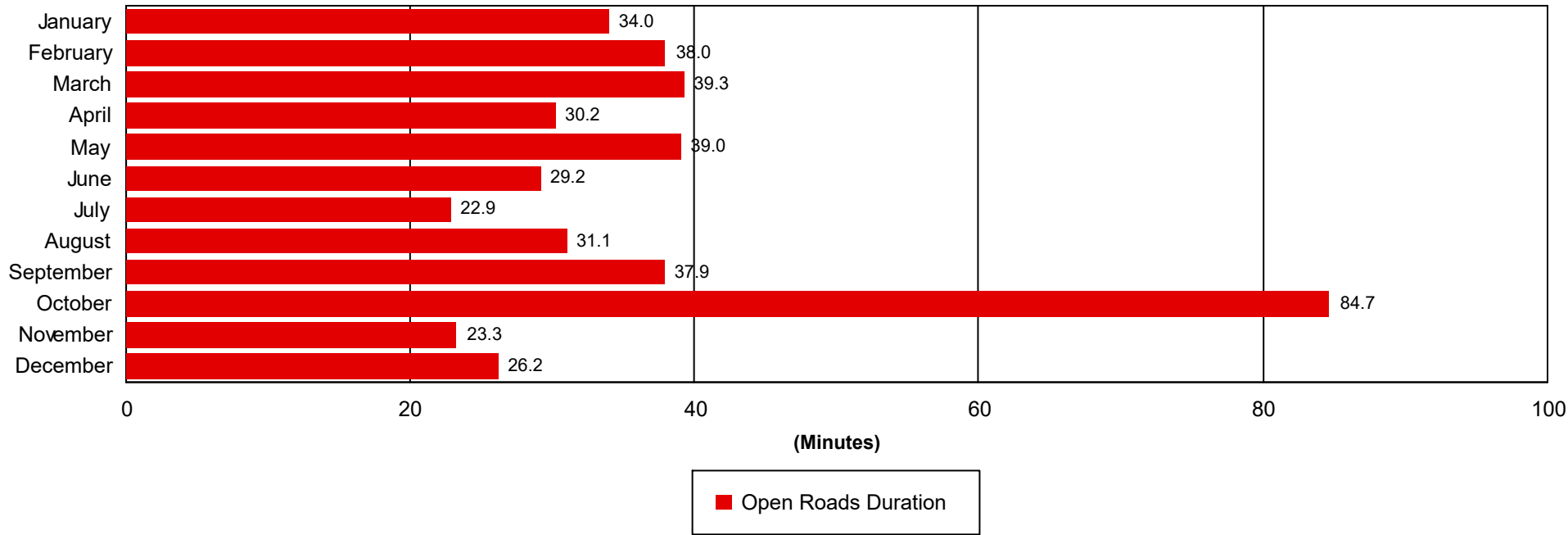
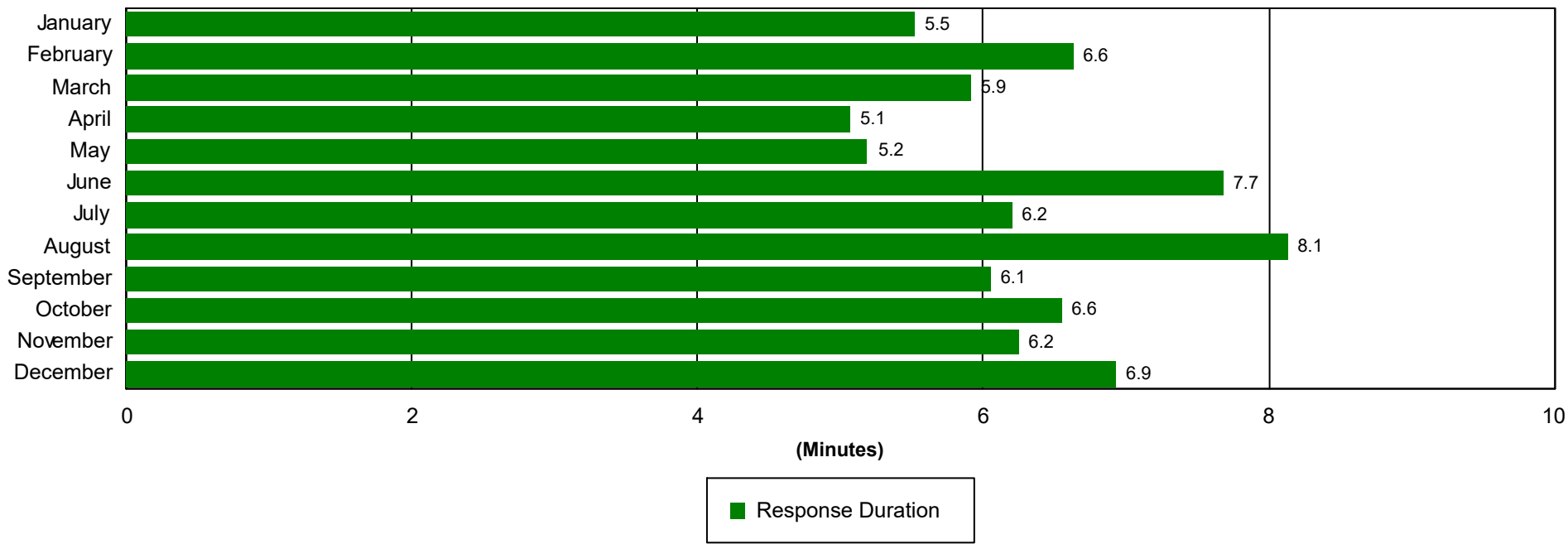
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

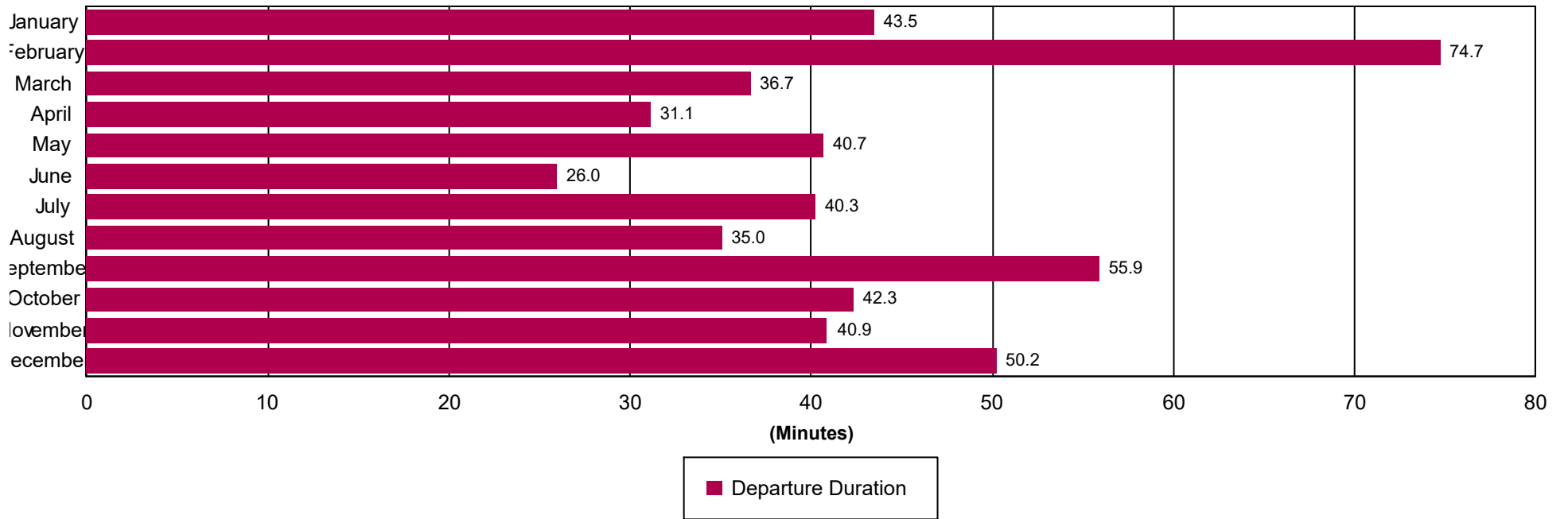
Roadway Clearance Duration (min.): [First Notif to Travel Lanes Cleared]

Incident Clearance Duration (min.): [First Notif to Last Departure]

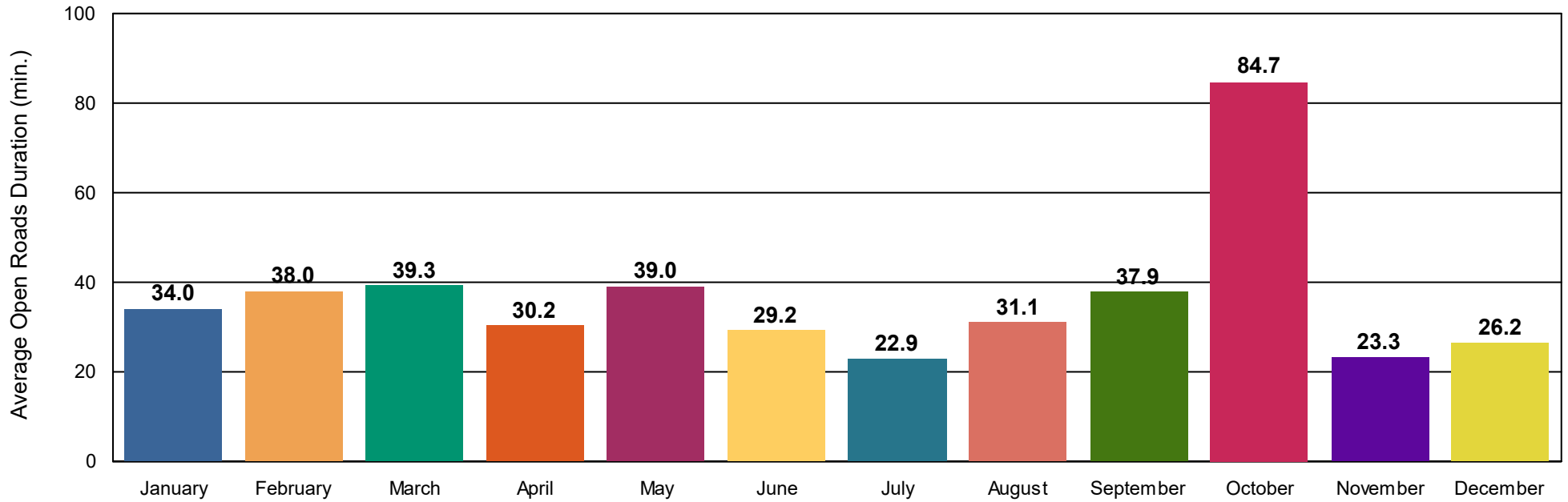
Incident Clearance Duration



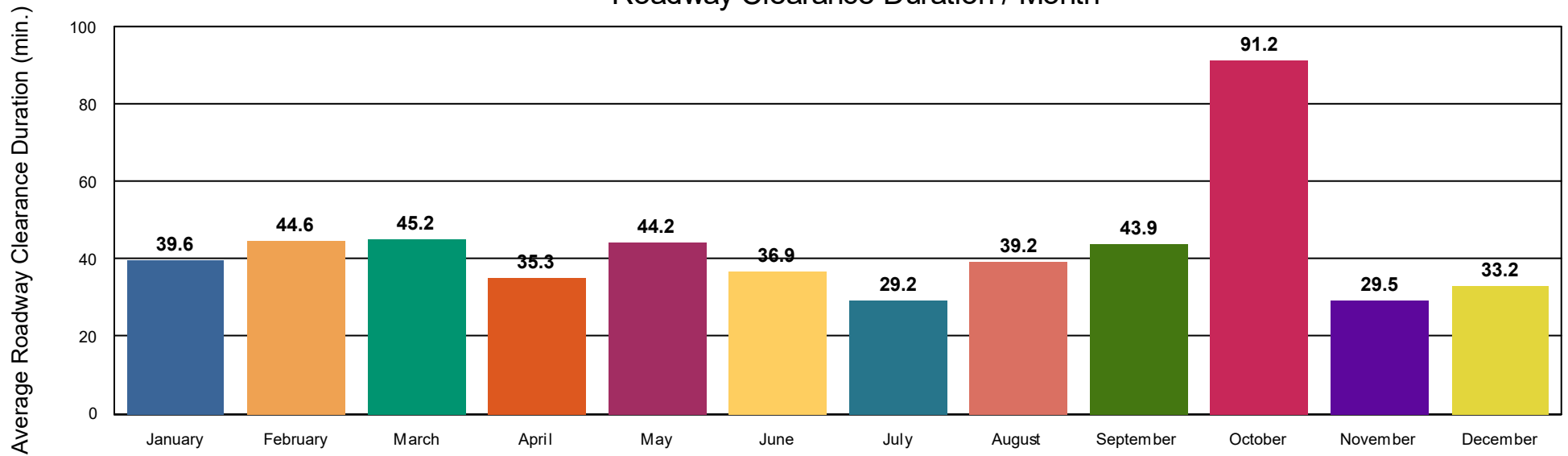




Open Roads Duration / Month



Roadway Clearance Duration / Month



Performance Measures Summary

Incidents with HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	427	594	597	569	581	613	656	666	613	715	666	574	7,271
Notification Duration (min.)*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Response Duration (min.)	5.3	6.3	5.7	5.0	5.3	7.6	5.8	8.0	6.1	6.0	6.2	6.7	6.2
Open Roads Duration (min.)	32.0	37.8	36.6	24.4	36.7	24.6	17.0	29.0	37.1	89.0	20.6	23.9	34.8
Departure Duration (min.)	50.3	88.2	41.8	34.2	44.6	28.0	40.6	38.7	59.8	46.5	44.0	56.1	47.5
Roadway Clearance Duration (min.)	37.4	44.1	42.3	29.4	42.0	32.1	22.9	37.0	43.2	95.0	26.8	30.6	41.0
Incident Clearance Duration (min.)	87.8	132.3	84.0	63.6	86.6	60.1	63.5	75.7	102.9	141.5	70.8	86.7	88.5

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

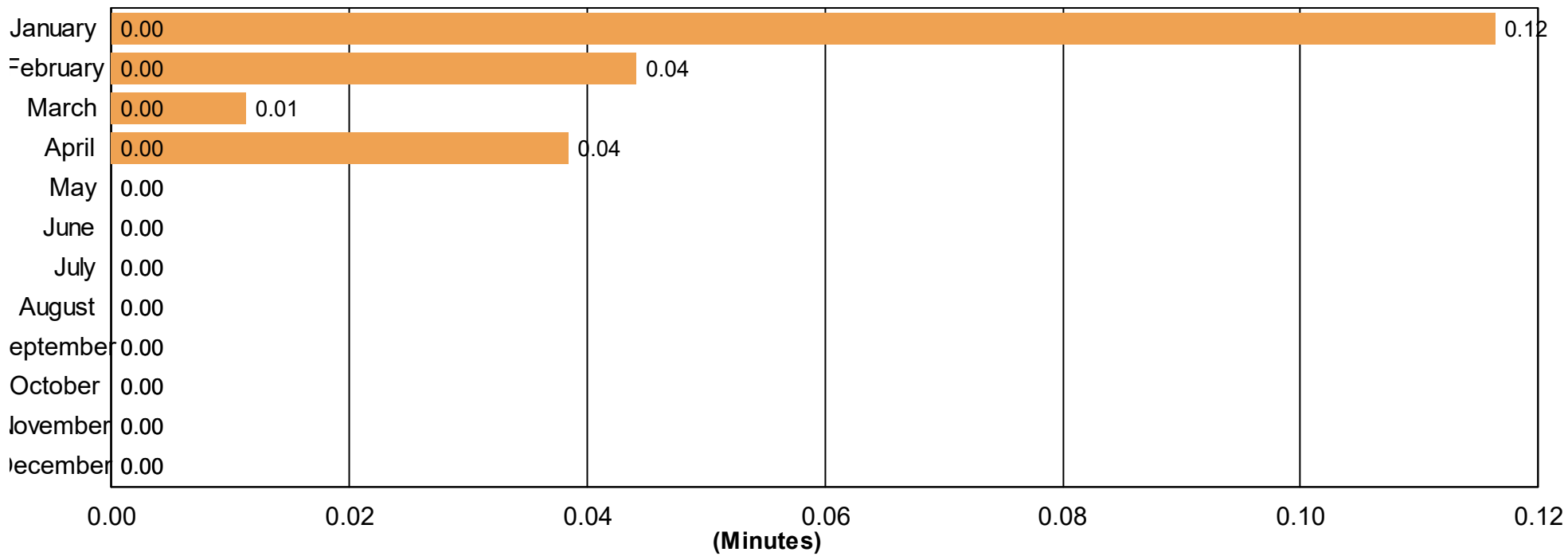
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

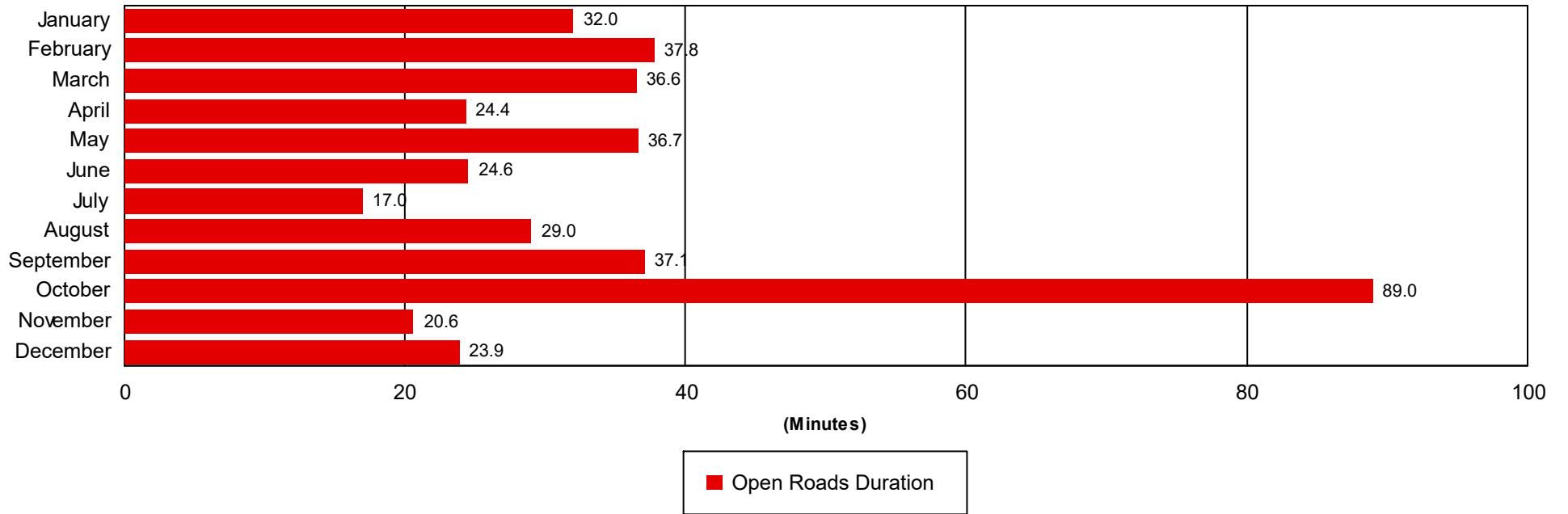
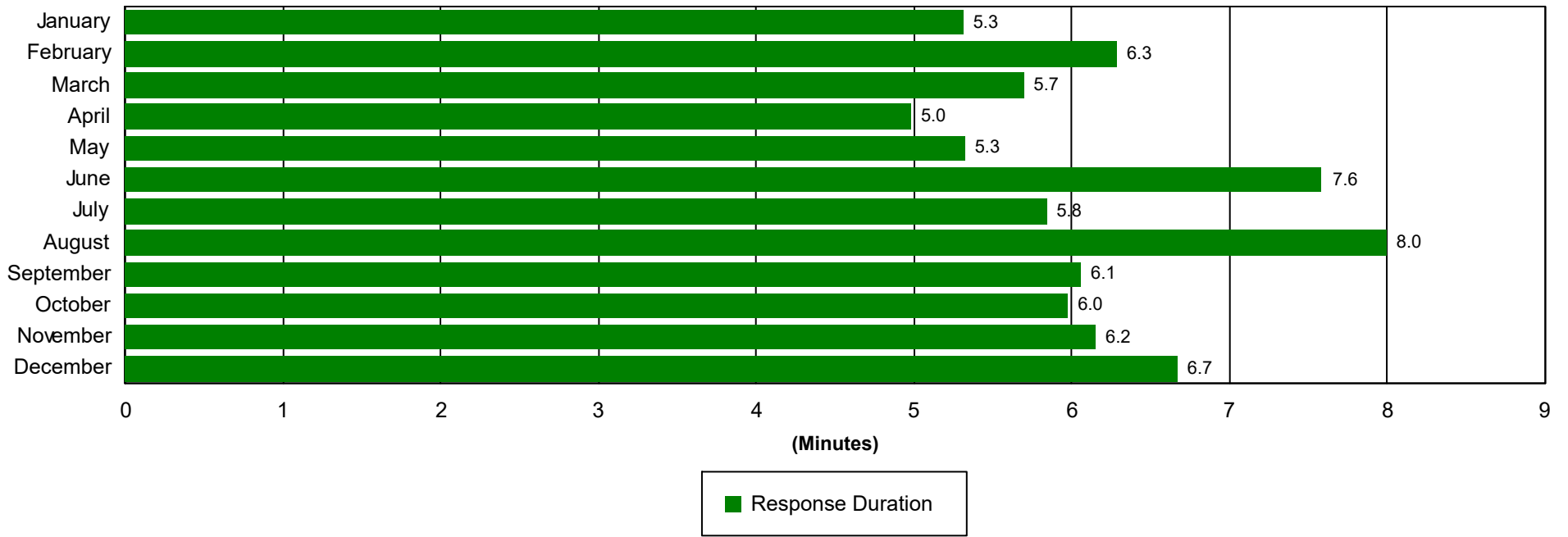
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

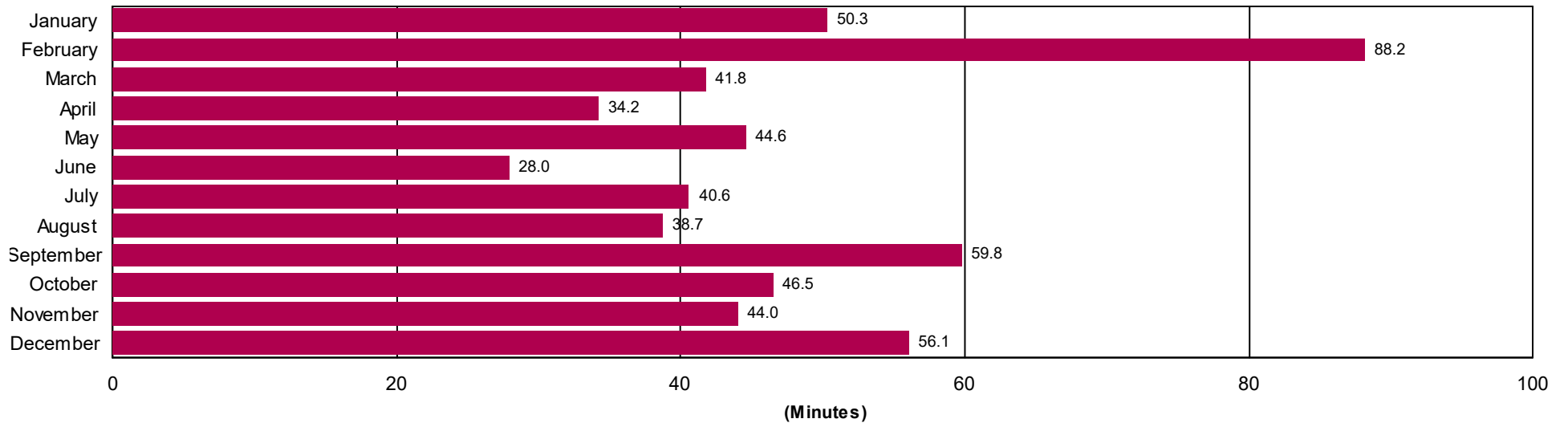
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

Incident Clearance Duration (min.): [\[First Notif to Last Departure\]](#)

Incident Clearance Duration

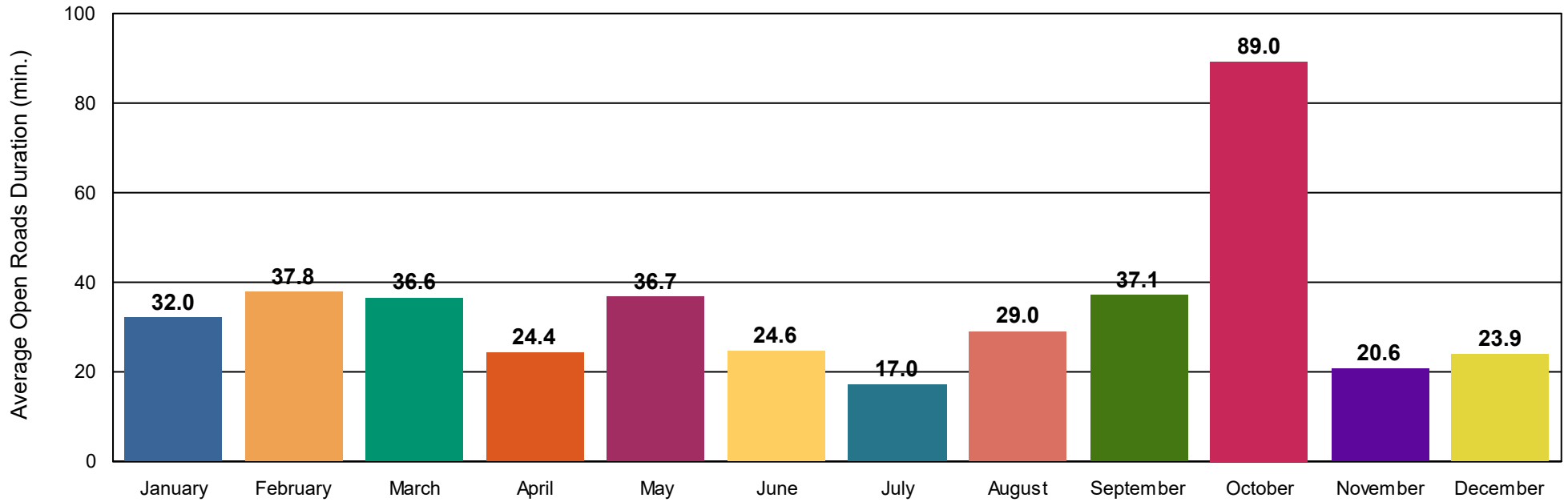




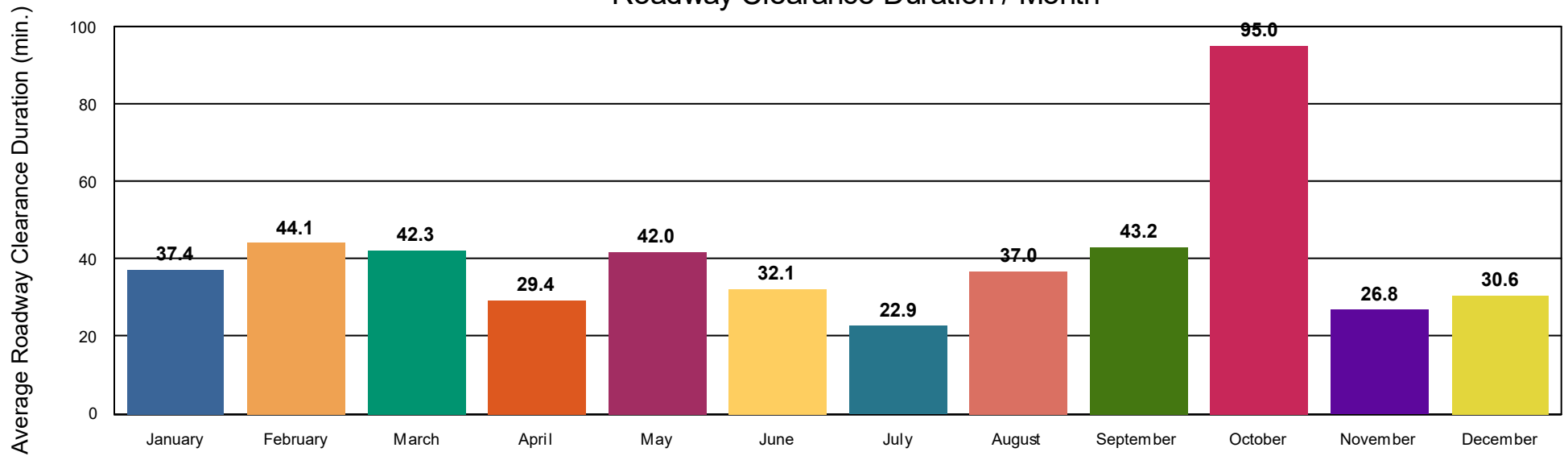


■ Departure Duration

Open Roads Duration / Month



Roadway Clearance Duration / Month



Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	106	158	143	125	104	135	135	125	107	133	109	132	1,512
Notification Duration (min.)*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.1	0.0	0.1
Response Duration (min.)	6.5	8.3	6.9	5.6	4.3	8.2	8.3	8.9	6.0	10.4	7.0	8.5	7.5
Open Roads Duration (min.)	43.3	38.8	52.3	61.8	54.7	54.7	56.4	43.8	44.5	56.2	44.3	40.3	49.5
Departure Duration (min.)	11.7	9.9	12.2	14.6	14.9	15.1	38.5	12.2	22.9	14.8	15.9	14.4	16.3
Roadway Clearance Duration (min.)	49.8	47.1	59.3	67.4	59.1	62.8	65.3	52.7	50.5	66.6	51.4	48.8	57.1
Incident Clearance Duration (min.)	61.5	57.0	71.4	82.0	73.9	77.9	103.8	65.0	73.5	81.4	67.3	63.2	73.4

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

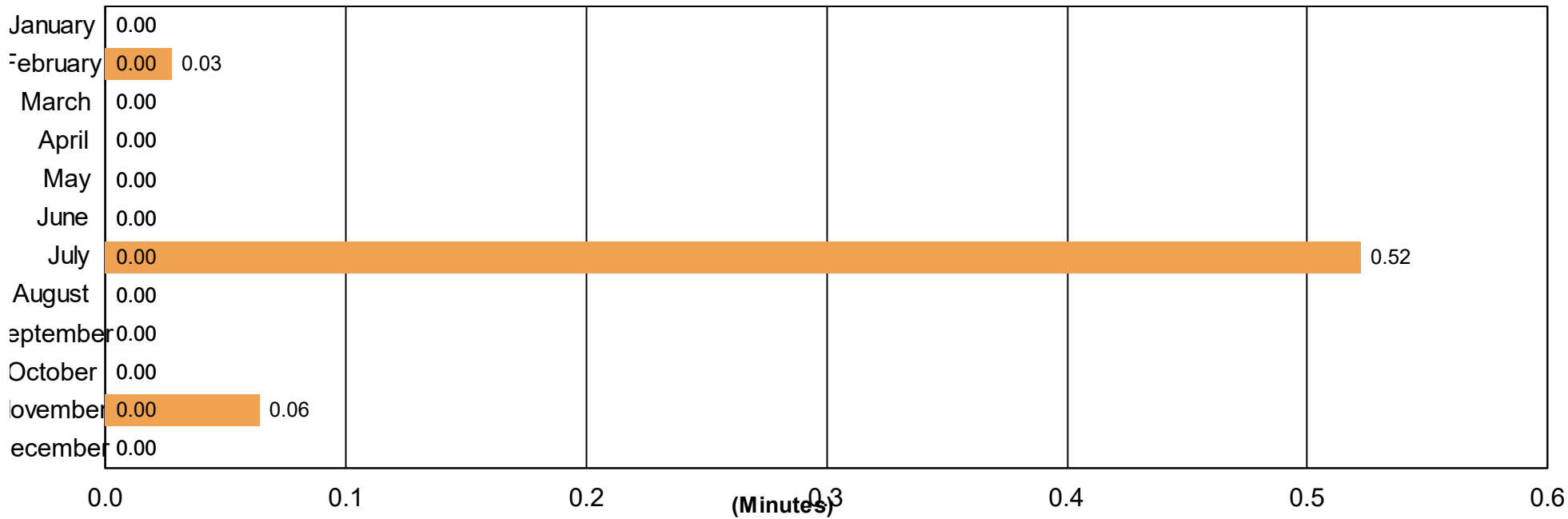
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

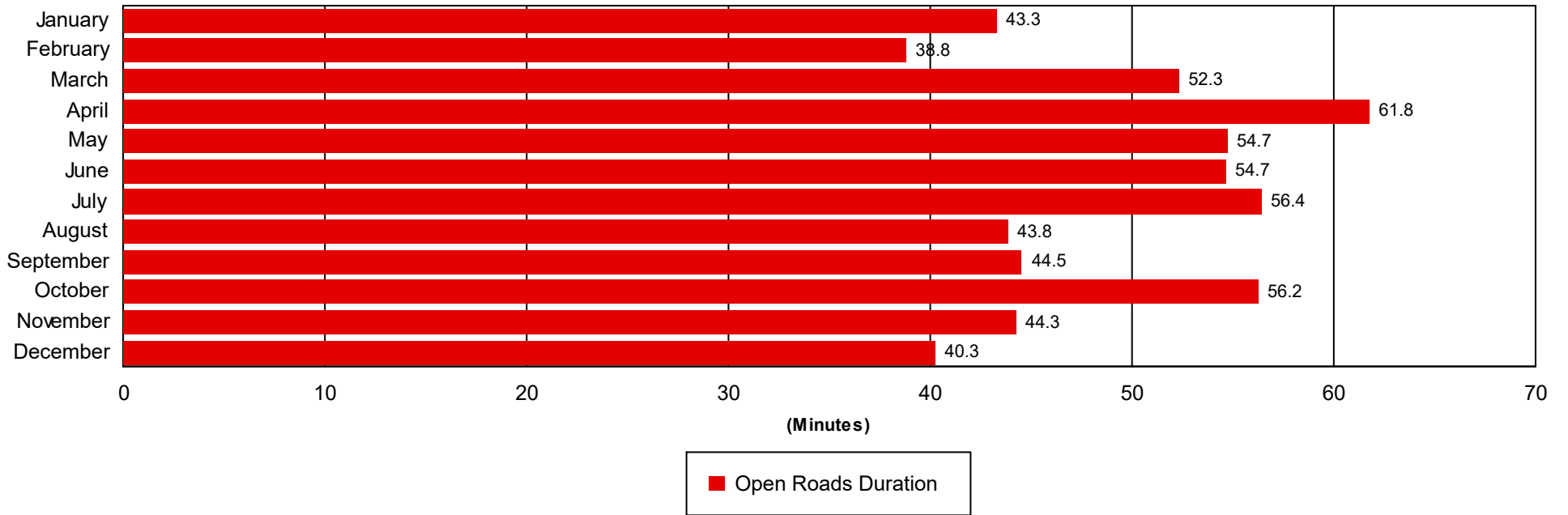
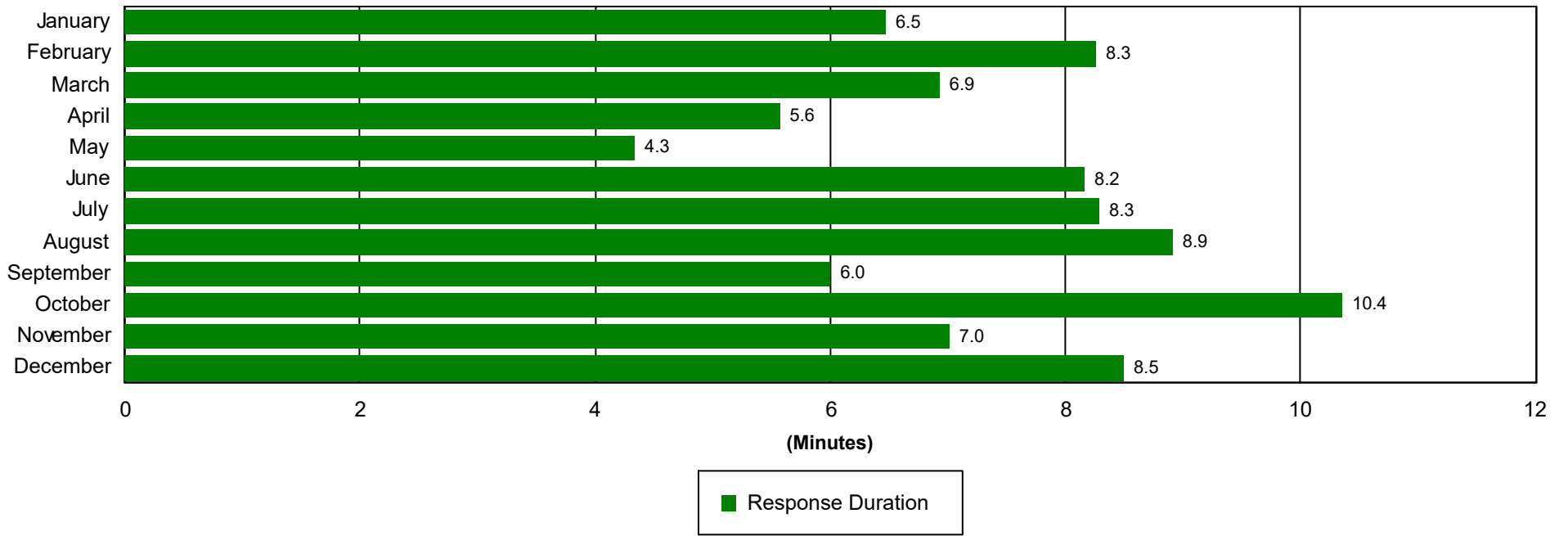
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

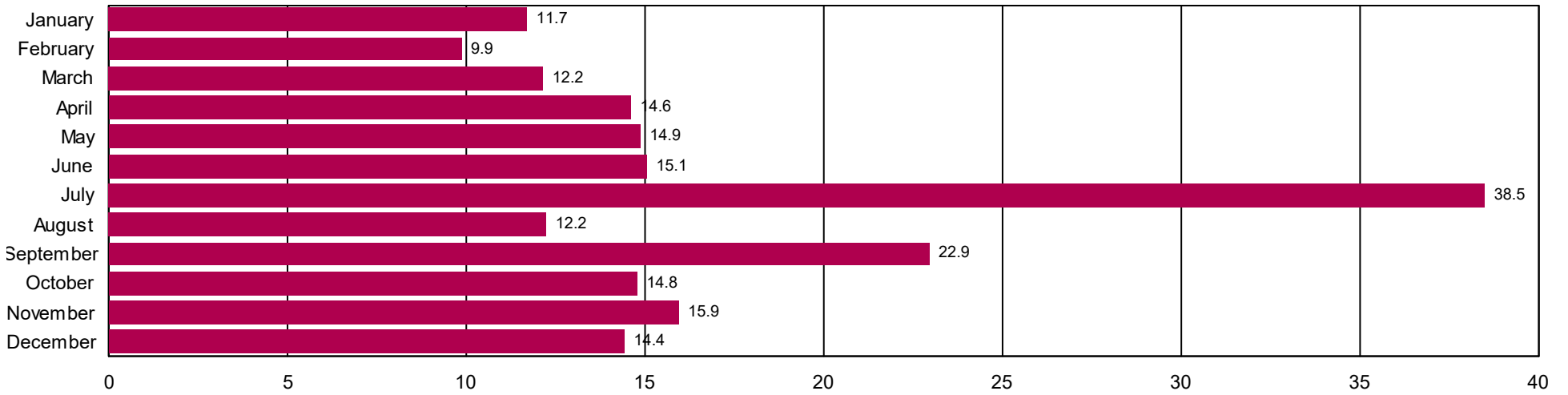
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

Incident Clearance Duration (min.): [\[First Notif to Last Departure\]](#)

Incident Clearance Duration

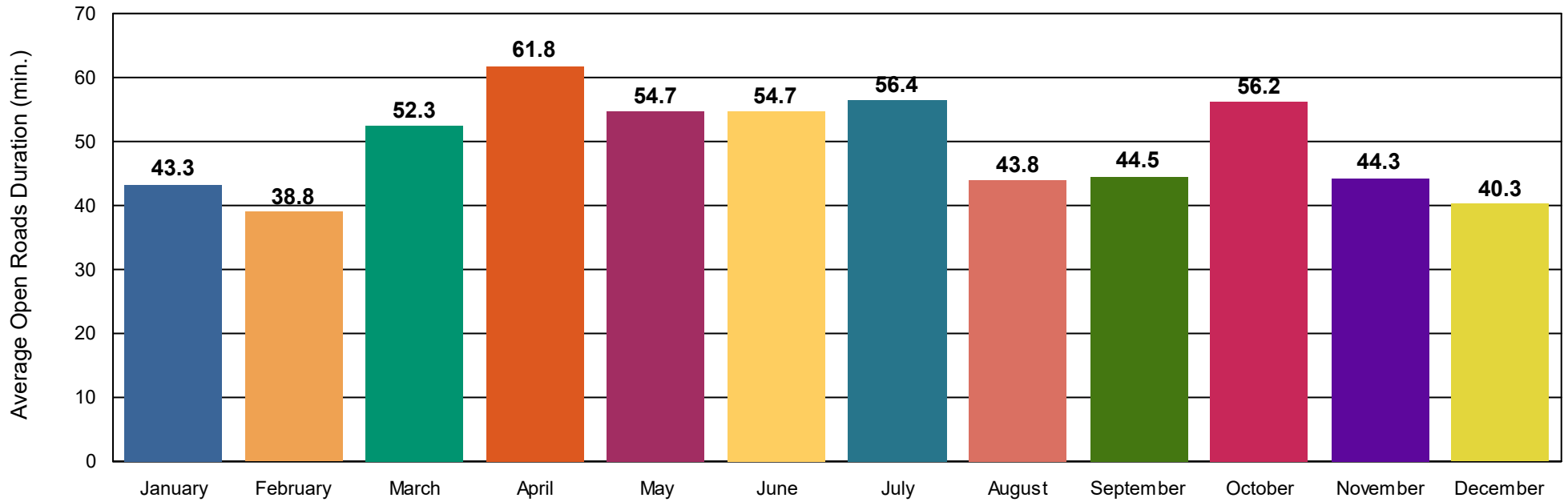




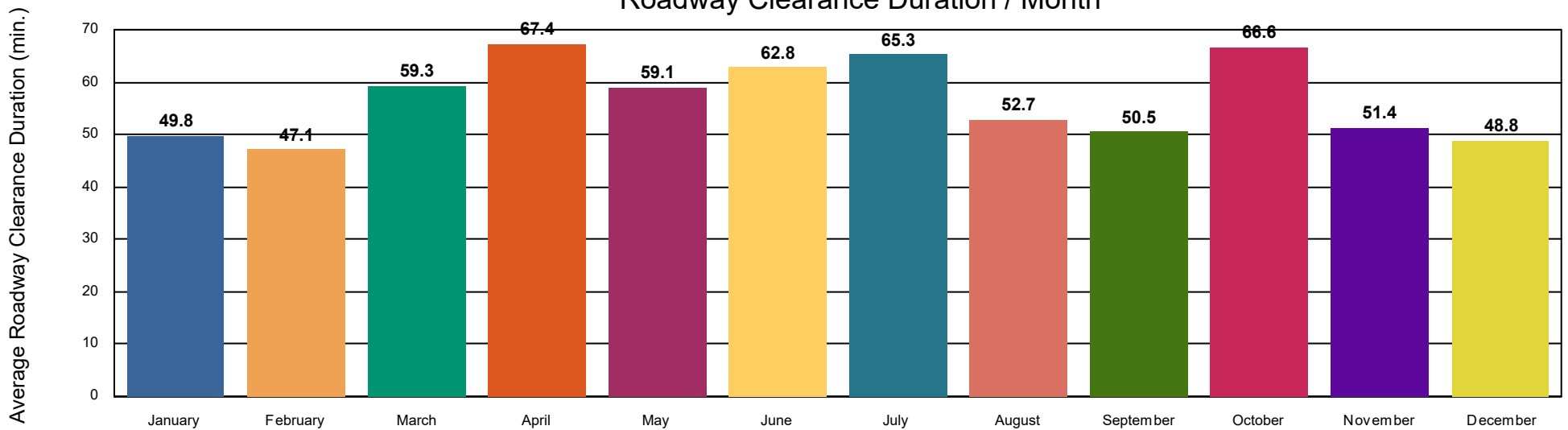


■ Departure Duration

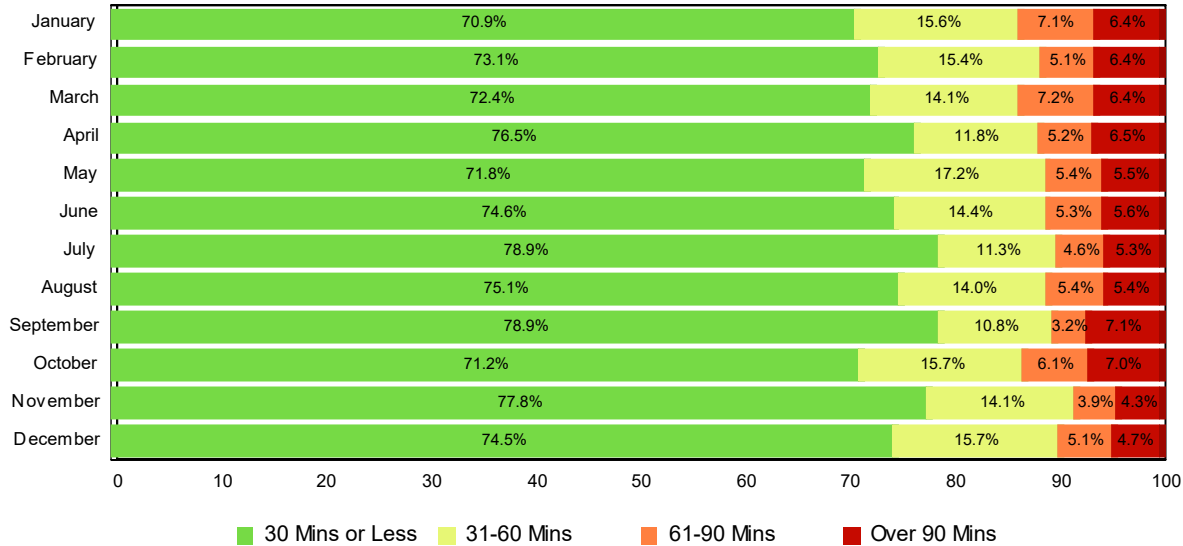
Open Roads Duration / Month



Roadway Clearance Duration / Month

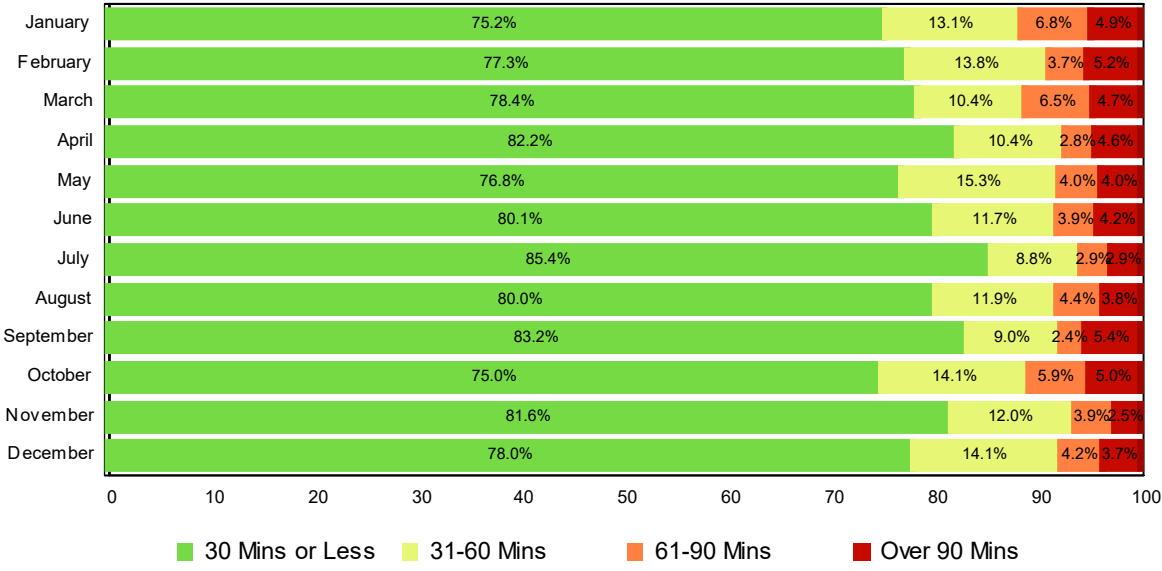


Lane Blockage Clearance Times - Overall



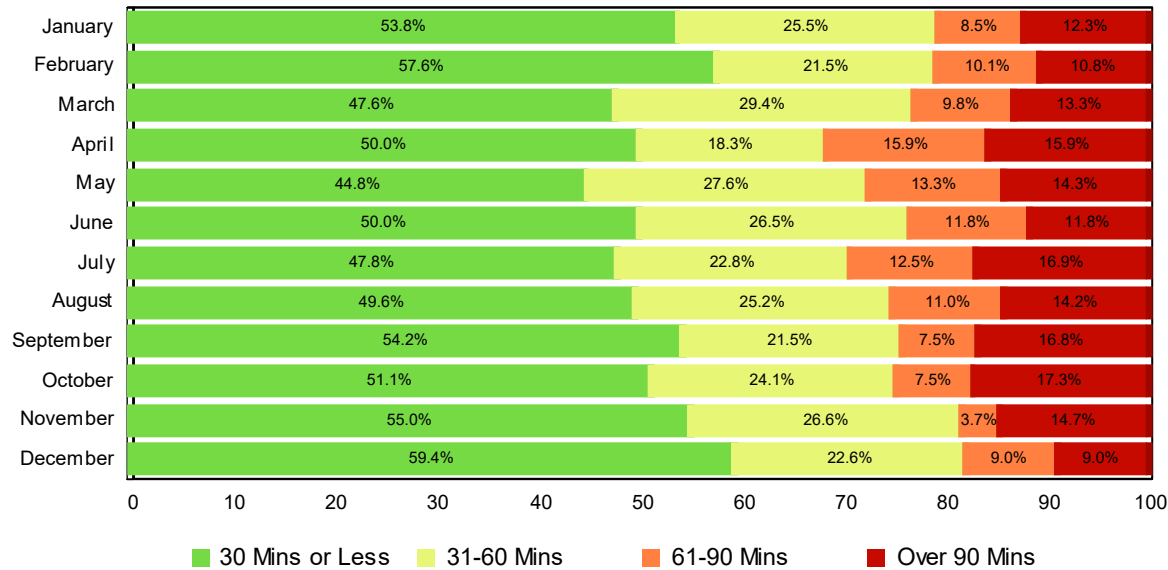
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	378	83	38	34	533
February	550	116	38	48	752
March	536	104	53	47	740
April	531	82	36	45	694
May	492	118	37	38	685
June	558	108	40	42	748
July	624	89	36	42	791
August	594	111	43	43	791
September	568	78	23	51	720
October	604	133	52	59	848
November	603	109	30	33	775
December	526	111	36	33	706
Total # of Events	6,564	1,242	462	515	8,783

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
January	321	56	29	21	427
February	459	82	22	31	594
March	468	62	39	28	597
April	468	59	16	26	569
May	446	89	23	23	581
June	491	72	24	26	613
July	560	58	19	19	656
August	533	79	29	25	666
September	510	55	15	33	613
October	536	101	42	36	715
November	543	80	26	17	666
December	448	81	24	21	574
Total # of Events	5,783	874	308	306	7,271

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
January	57	27	9	13	106
February	91	34	16	17	158
March	68	42	14	19	143
April	63	23	20	19	125
May	46	29	14	15	104
June	67	36	16	16	135
July	64	31	17	23	135
August	61	32	14	18	125
September	58	23	8	18	107
October	68	32	10	23	133
November	60	29	4	16	109
December	78	30	12	12	132
Total # of Events	781	368	154	209	1,512

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	88	4189	96	4577	98	4693	2	83	16
2	71	1307	88	1620	94	1727	6	105	31
3	48	216	74	336	87	395	13	57	52
4	34	65	59	113	71	136	29	56	88
5	27	3	55	6	73	8	27	3	83
6	40	2	60	3	80	4	20	1	178
7	33	1	67	2	67	2	33	1	55
Totals	80	5,783	92	6,657	96	6,965	4	306	24

<=30 Mins

<=60 Mins

<=90 Mins

>90 Mins

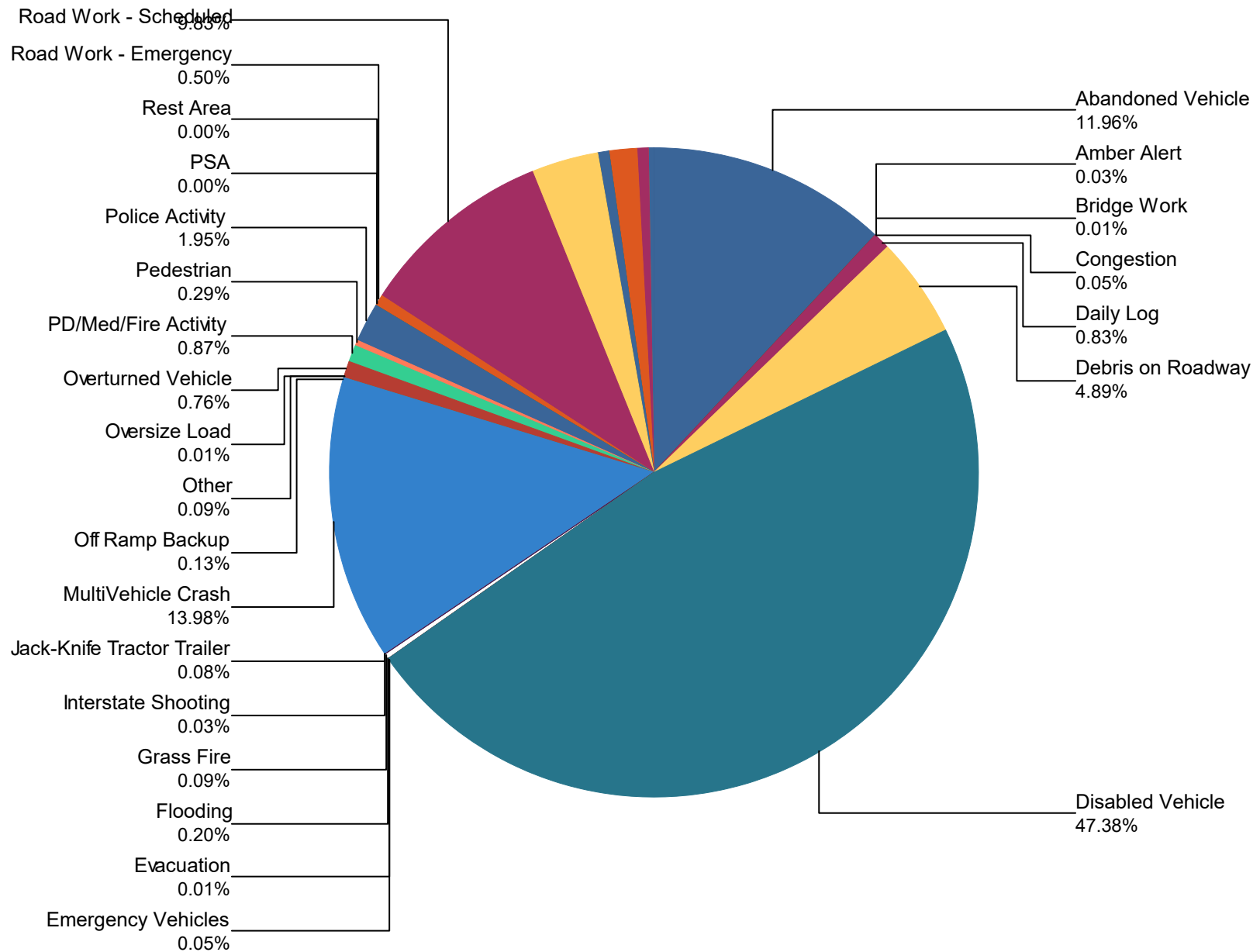
Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0024	2550	11,776	21.7
I0024E1	55	143	38.5
I0040	2499	9,907	25.2
I0065	2187	10,126	21.6
I0440	387	2,084	18.6
I0840	52	280	18.6
Region 3 TMC	0	96	0.0
SR001	10	16	62.5
SR002	1	1	100.0
SR006	98	402	24.4
SR007	5	5	100.0
SR010	5	6	83.3
SR011	12	15	80.0
SR012	7	8	87.5
SR013	3	3	100.0
SR015	5	5	100.0
SR016	2	3	66.7
SR024	5	8	62.5
SR025	12	12	100.0
SR041	2	2	100.0
SR045	5	9	55.6
SR046	1	1	100.0
SR047	1	1	100.0
SR048	3	3	100.0
SR049	4	4	100.0
SR050	3	3	100.0
SR052	6	7	85.7
SR056	2	2	100.0
SR064	2	2	100.0

SR065	8	10	80.0
SR069	1	1	100.0
SR076	2	2	100.0
SR080	1	1	100.0
SR082	1	1	100.0
SR096	2	2	100.0
SR098	1	1	100.0
SR099	1	1	100.0
SR100	2	4	50.0
SR102	1	1	100.0
SR106	6	7	85.7
SR109	4	5	80.0
SR112	1	2	50.0
SR141	2	2	100.0
SR147	1	1	100.0
SR149	2	2	100.0
SR151	1	1	100.0
SR155	688	3,283	21.0
SR166	0	1	0.0
SR171	4	5	80.0
SR174	1	2	50.0
SR227	1	1	100.0
SR231	1	1	100.0
SR248	1	1	100.0
SR249	2	2	100.0
SR251	2	2	100.0
SR252	0	1	0.0
SR253	1	1	100.0
SR254	6	7	85.7
SR255	6	9	66.7
SR261	2	2	100.0
SR265	2	2	100.0
SR266	2	4	50.0

SR269	1	1	100.0
SR275	1	1	100.0
SR374	3	3	100.0
SR376	4	4	100.0
SR386	96	223	43.0
SR396	0	1	0.0
All Roadways	8,785	38,531	22.8

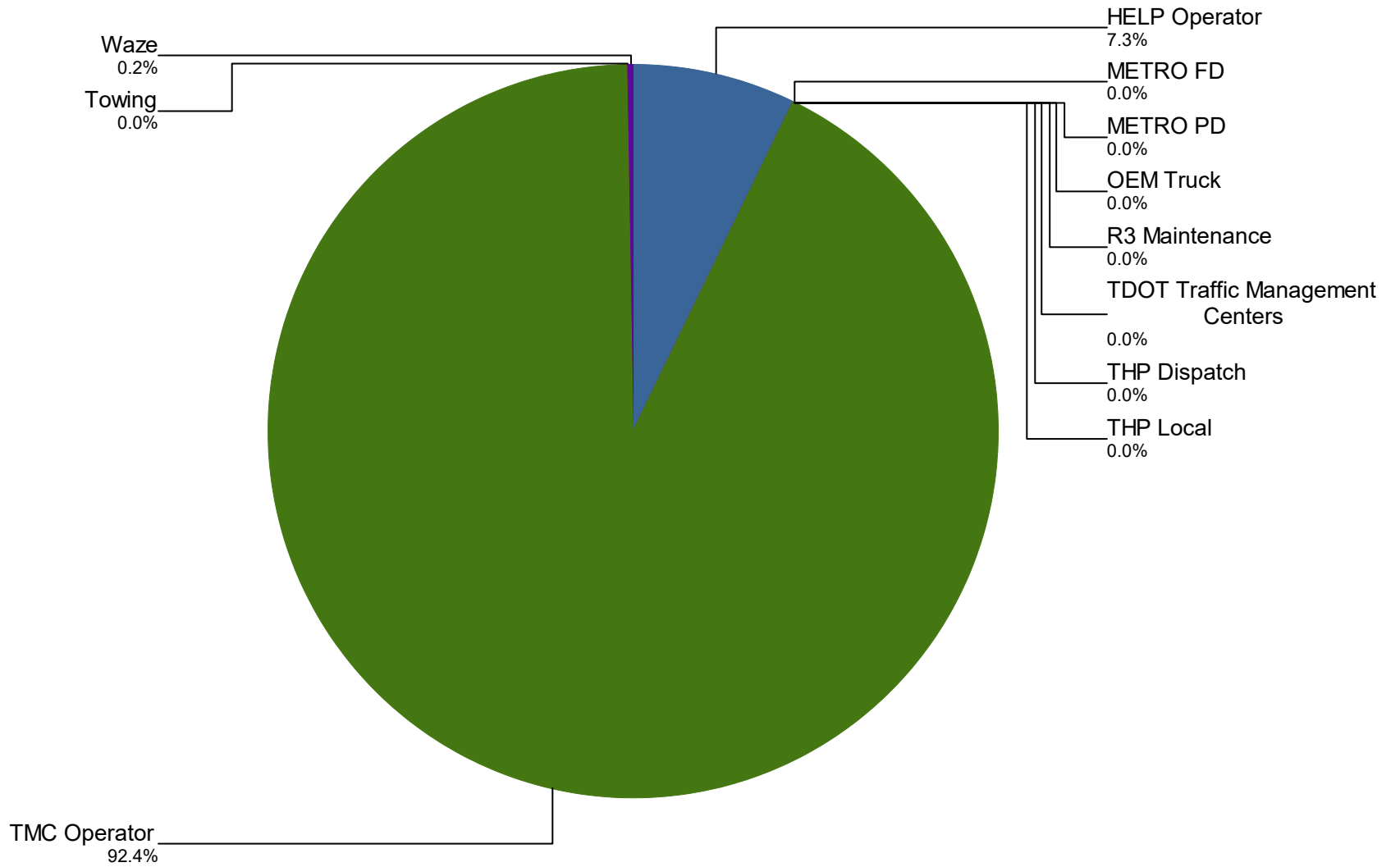
Percentage of Event Types for All Events in Current Year



Event Types for All Events	January	February	March	April	May	June	July	August	September
Abandoned Vehicle	410	381	526	462	522	527	483	423	419
Amber Alert	0	0	0	0	1	3	0	1	0
Bridge Work	1	0	0	0	1	0	0	0	2
Congestion	4	0	1	0	1	1	5	2	1
Daily Log	33	30	32	31	31	31	31	33	30
Debris on Roadway	157	148	199	231	202	209	228	223	176
Disabled Vehicle	1,532	1,762	1,914	1,800	1,704	1,774	1,905	2,156	1,856
Emergency Vehicles	4	0	2	1	6	2	2	0	2
Evacuation	0	0	0	0	0	0	0	0	4
Flooding	0	0	36	0	2	1	9	10	17
Grass Fire	7	2	2	0	2	6	3	1	5
Interstate Shooting	0	1	2	1	3	0	0	0	1
Jack-Knife Tractor Trailer	2	6	2	1	0	5	1	5	8
MultiVehicle Crash	376	388	527	486	485	493	559	550	556
Off Ramp Backup	0	0	1	2	2	4	1	2	9
Other	8	6	3	1	3	0	8	2	2
Oversize Load	0	0	1	0	1	0	0	0	1
Overturned Vehicle	20	34	17	24	26	39	38	22	29
PD/Med/Fire Activity	35	27	37	59	34	35	37	36	26
Pedestrian	4	0	7	13	12	16	12	33	10

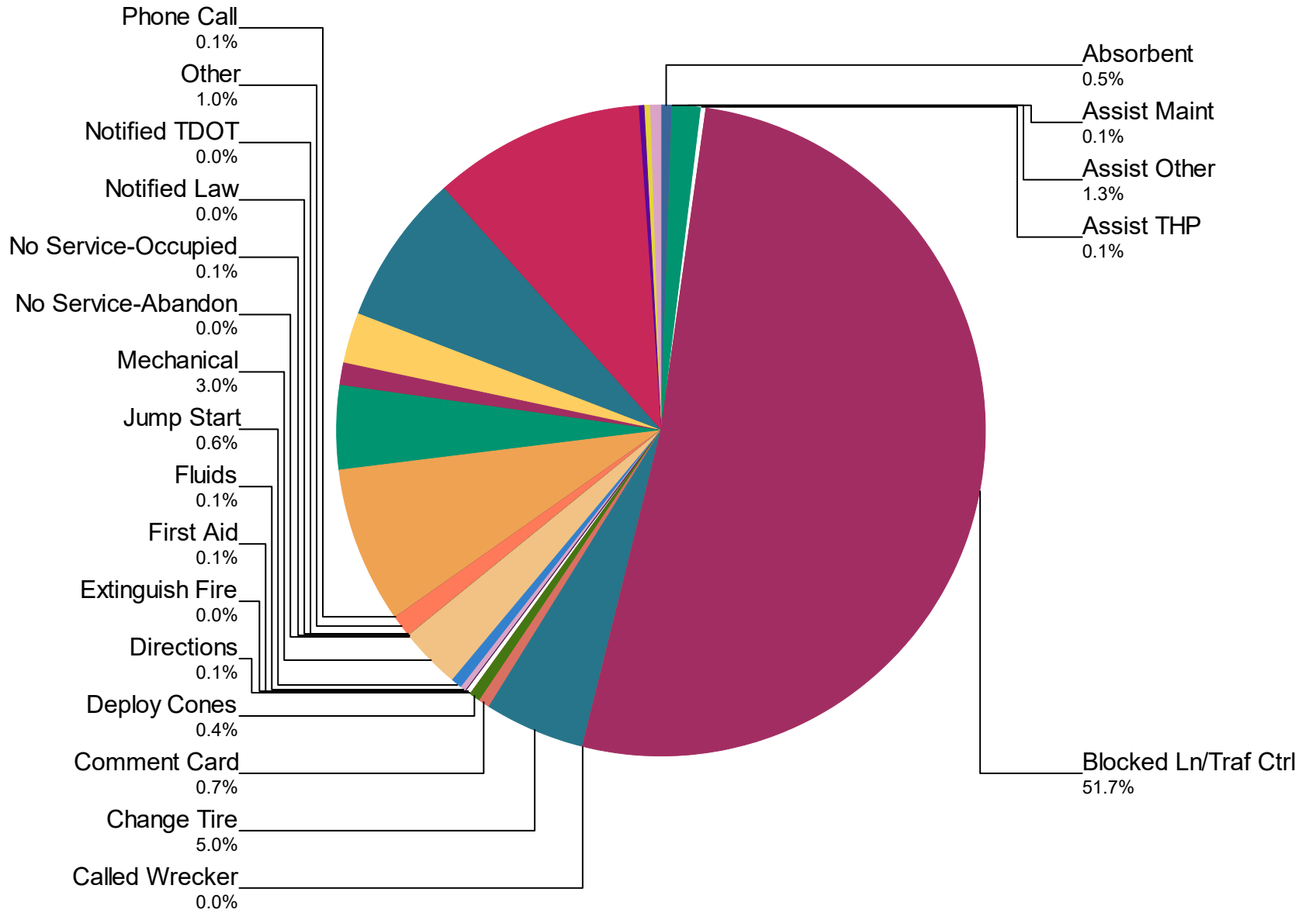
	January	February	March	April	May	June	July	August	September
Police Activity	40	60	66	99	69	92	78	96	67
PSA	0	0	0	0	1	0	0	0	0
Rest Area	0	0	1	0	0	0	0	0	0
Road Work - Emergency	14	68	71	30	5	11	6	4	6
Road Work - Scheduled	177	236	451	276	331	445	343	466	425
Single Vehicle Crash	120	228	119	77	119	78	96	130	99
Special Event	0	0	0	0	1	5	13	11	1
Test Incident	9	27	16	7	16	5	18	18	10
Towing	0	0	0	0	1	1	5	2	2
Traffic Signal Dark	0	0	1	0	0	0	0	0	0
Unknown	58	58	44	74	40	89	65	59	68
Vehicle Fire	11	9	21	25	19	15	23	22	23
Visibility	0	0	0	0	0	0	0	0	0
Weather	17	25	13	8	11	16	14	13	13
Wrong Way Driver	0	0	0	1	0	0	0	2	0
Total	3,039	3,496	4,112	3,709	3,651	3,903	3,983	4,322	3,868

Incidents by Detection Source



Notifier Agency	January	February	March	April	May	June	July	August	September	October
HELP Operator	112	82	142	26	239	332	315	411	254	166
METRO FD	0	0	0	0	0	0	0	0	0	0
METRO PD	0	0	0	0	0	0	0	0	1	0
OEM Truck	0	0	0	0	0	0	0	0	0	0
R3 Maintenance	0	0	0	0	0	0	0	0	0	1
TDOT Traffic Management Centers	0	0	0	0	1	0	0	0	0	0
THP Dispatch	0	0	0	0	1	1	0	0	1	0
THP Local	6	7	0	0	0	0	1	0	0	0
TMC Operator	2,891	3,369	3,956	3,658	3,410	3,570	3,667	3,911	3,612	3,593
Towing	0	0	0	3	0	0	0	0	0	1
Waze	30	38	14	22	0	0	0	0	0	0
Total	3,039	3,496	4,112	3,709	3,651	3,903	3,983	4,322	3,868	3,761

Percentage of Activity Types for HELP Truck Activities in Current Year



Activity Types for All Activities	January	February	March	April	May	June	July	August	September
Absorbent	21	7	12	23	62	34	37	40	38
Assist Maint	0	4	18	9	5	9	1	6	2
Assist Other	33	80	96	93	57	146	91	131	71
Assist THP	2	11	5	10	4	14	9	9	12
Blocked Ln/Traf Ctrl	2,863	3,180	3,456	3,261	3,494	3,587	3,834	4,099	3,605
Called Wrecker	2	4	7	6	3	3	3	3	0
Change Tire	284	335	367	339	325	352	389	407	347
Comment Card	56	49	59	62	73	53	36	58	37
Deploy Cones	15	26	30	36	15	30	21	34	28
Directions	5	7	9	7	8	18	7	13	10
Extinguish Fire	2	1	2	3	0	6	3	4	5
First Aid	7	4	8	4	13	11	6	15	6

	January	February	March	April	May	June	July	August	September
Fluids	1	7	3	4	9	15	17	23	12
Jump Start	45	41	40	44	42	23	35	56	44
Mechanical	130	142	203	191	191	241	248	292	203
No Service-Abandon	2	6	5	0	0	0	0	0	1
No Service-Occupied	22	9	13	5	1	2	6	3	5
Notified Law	8	3	4	0	1	3	1	7	1
Notified TDOT	1	1	1	1	0	3	0	1	0
Other	56	57	73	53	60	70	97	102	70
Phone Call	1	3	4	6	7	6	7	4	4
Relocate Vehicle	290	397	406	373	522	547	561	596	537
Remove Debris	237	186	268	277	356	308	323	331	280
Secure Load	4	1	3	3	1	4	1	0	2
Slow Roll	0	0	39	62	53	97	93	126	115

	January	February	March	April	May	June	July	August	September
Supply Fuel	132	136	169	116	164	149	176	197	175
Tag Abandoned	451	437	515	494	515	518	517	604	537
Transported	1	0	4	7	5	5	13	11	12
Unable to Locate	3	4	2	0	1	0	4	2	2
Welfare Check	484	482	586	546	780	747	856	987	765
Wrecker List	0	5	7	13	8	15	8	21	24
Wrecker Towed	4	4	15	13	5	48	28	42	31
Wrong Truck	0	0	0	0	24	34	67	36	35
Total	5,162	5,629	6,429	6,061	6,804	7,098	7,495	8,260	7,016

DMS Duration

	January	February	March	April	May	June	July	August	September	October	November	December
Avg % ON Time	37.4	57.8	42.9	38.2	33.6	71.1	59.9	38.9	31.5	54.5	44.0	41.1
Avg Post Time (hr)	0.4	0.6	0.5	0.5	0.4	1.1	1.3	0.5	0.4	0.6	0.5	0.5
Avg Messages Per Sign	716.1	661.0	636.4	582.7	669.1	477.5	353.7	565.4	583.7	634.6	663.9	579.9
Total Messages Posted	75,190	69,401	66,824	61,180	70,257	50,133	37,138	59,367	61,288	66,635	69,713	60,892