

Includes All Responders

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

**Region 3**

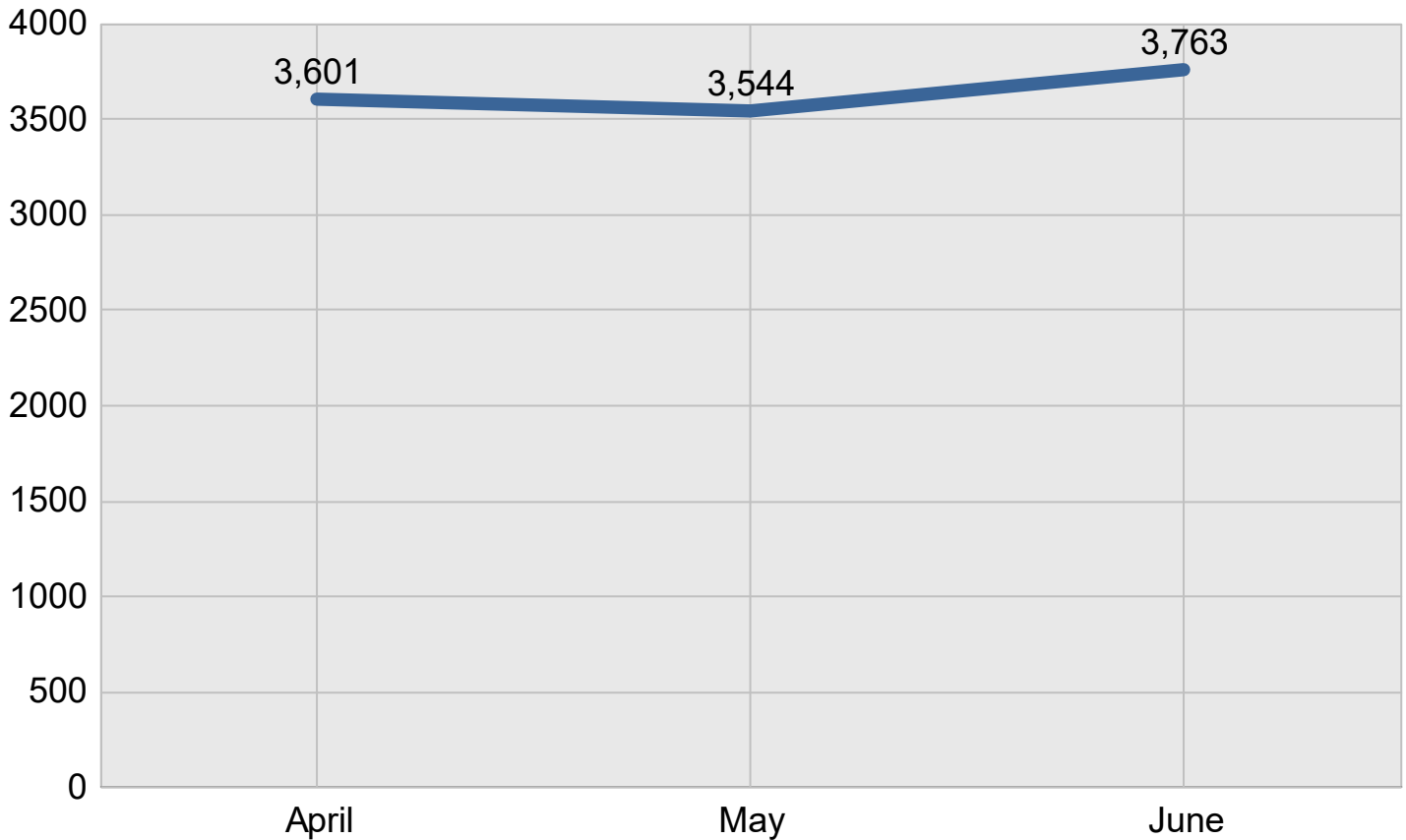
Created on: March 28, 2022 12:24 pm County: All Counties

Report Template version 2.0

**Total Incidents Managed This Quarter: 10,908**

**Incidents Managed**

**Incidents Managed - Monthly**

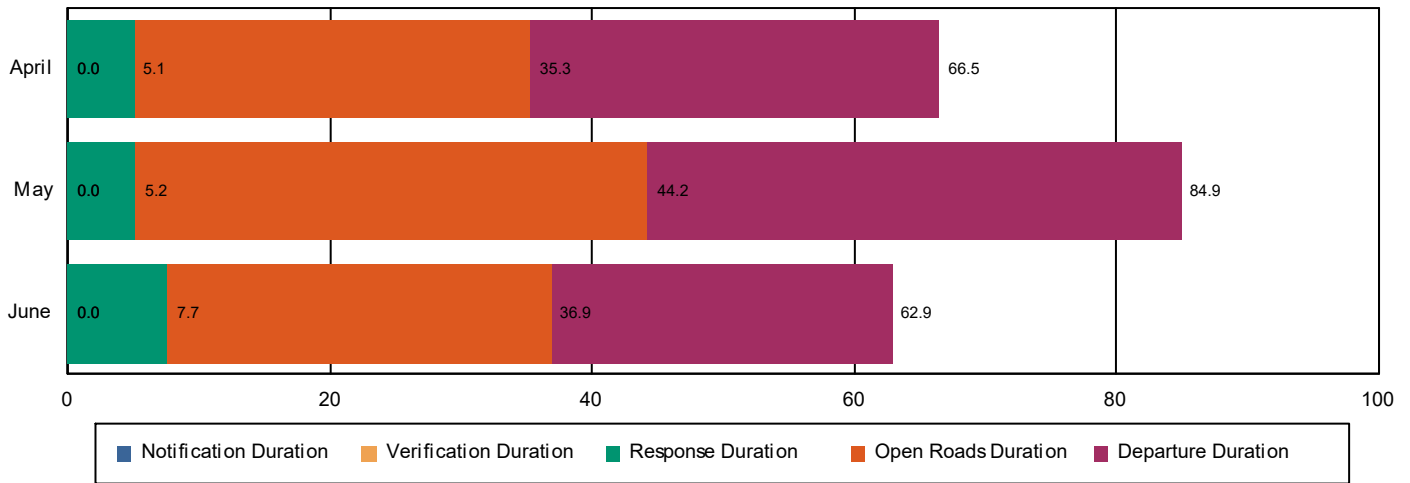


# Performance Measures Summary

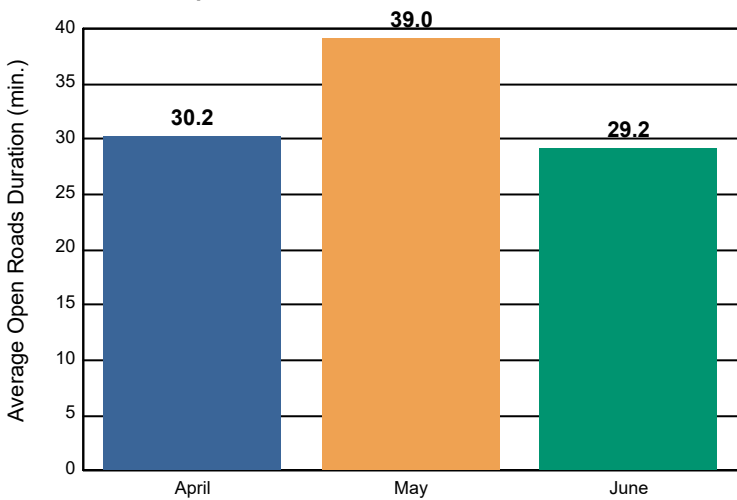
## Incidents Overall Response

|  | April       | May         | June        | Total       |
|--|-------------|-------------|-------------|-------------|
| Events included in Performance Measures  | 694         | 685         | 748         | 2,127       |
| Notification Duration (min.)*  | 0.0         | 0.0         | 0.0         | 0.0         |
| Verification Duration (min.)   | 0.0         | 0.0         | 0.0         | 0.0         |
| Response Duration (min.) [First Notification to First Arrival]                 | 5.1         | 5.2         | 7.7         | 6.0         |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]             | 30.2        | 39.0        | 29.2        | 32.7        |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure]             | 31.1        | 40.7        | 26.0        | 32.4        |
| <b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b> | <b>35.3</b> | <b>44.2</b> | <b>36.9</b> | <b>38.7</b> |
|  | <b>66.5</b> | <b>84.9</b> | <b>62.9</b> | <b>71.1</b> |

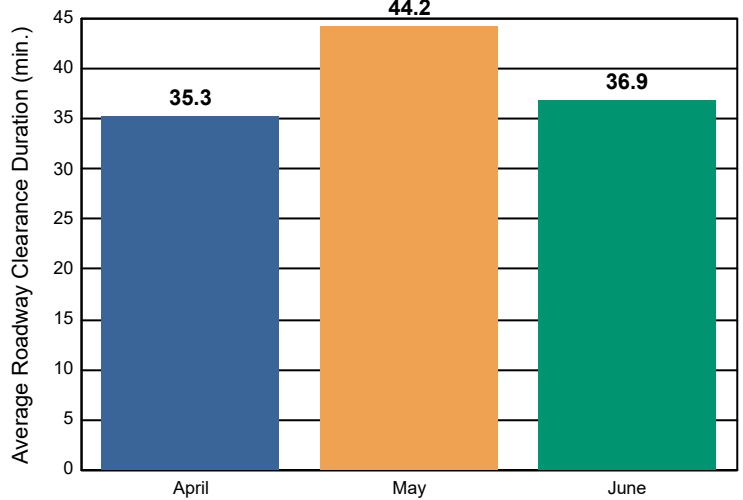
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

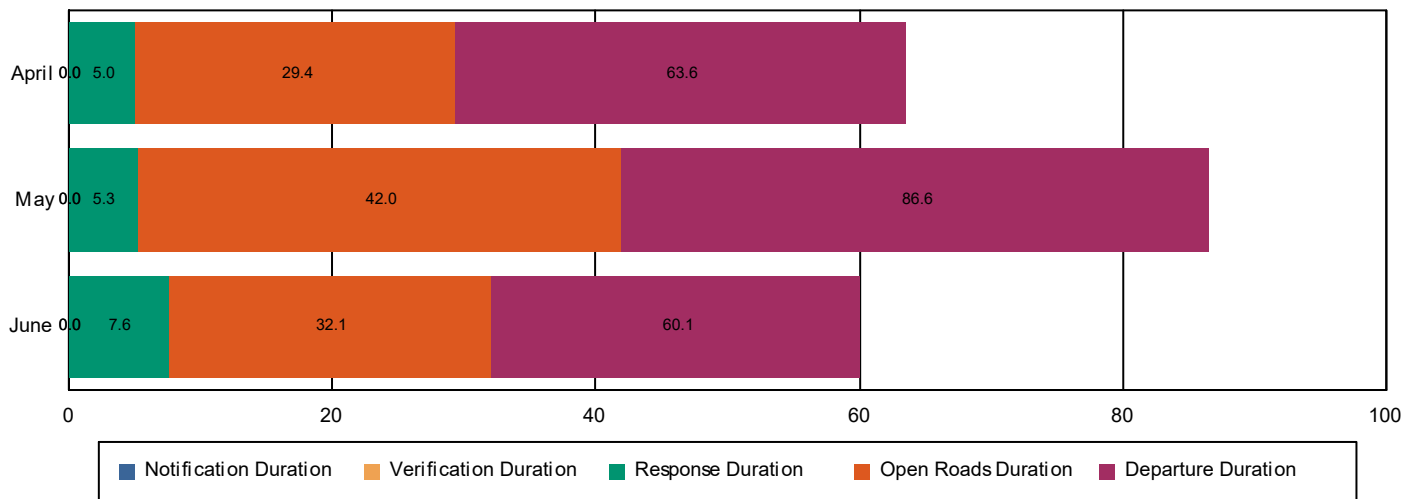


# Performance Measures Summary

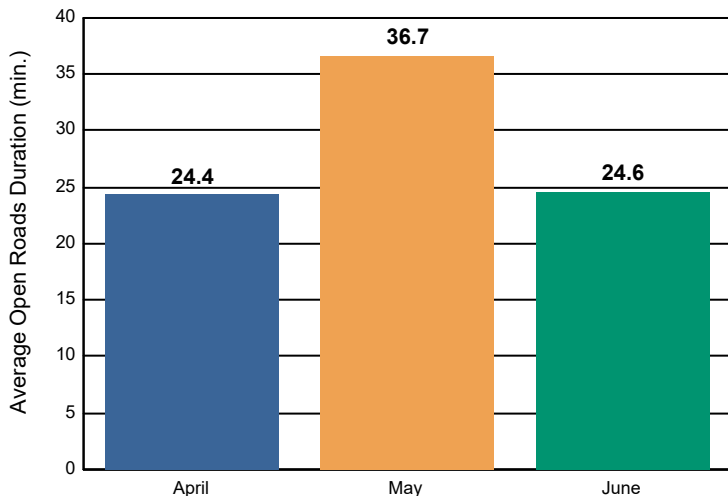
## Incidents with HELP Truck Response

|  | April       | May         | June        | Total       |
|--|-------------|-------------|-------------|-------------|
| Events included in Performance Measures  | 569         | 581         | 613         | 1,763       |
| Notification Duration (min.)   | 0.0         | 0.0         | 0.0         | 0.0         |
| Verification Duration (min.)   | 0.0         | 0.0         | 0.0         | 0.0         |
| Response Duration (min.) [First Notification to First Arrival]                 | 5.0         | 5.3         | 7.6         | 6.0         |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]             | 24.4        | 36.7        | 24.6        | 28.5        |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure]             | 34.2        | 44.6        | 28.0        | 35.4        |
| <b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b> | <b>29.4</b> | <b>42.0</b> | <b>32.1</b> | <b>34.5</b> |
|  | <b>63.6</b> | <b>86.6</b> | <b>60.1</b> | <b>69.9</b> |

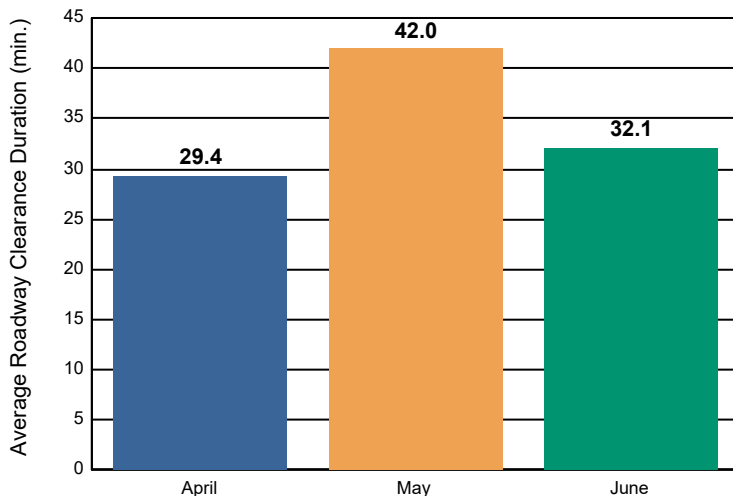
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

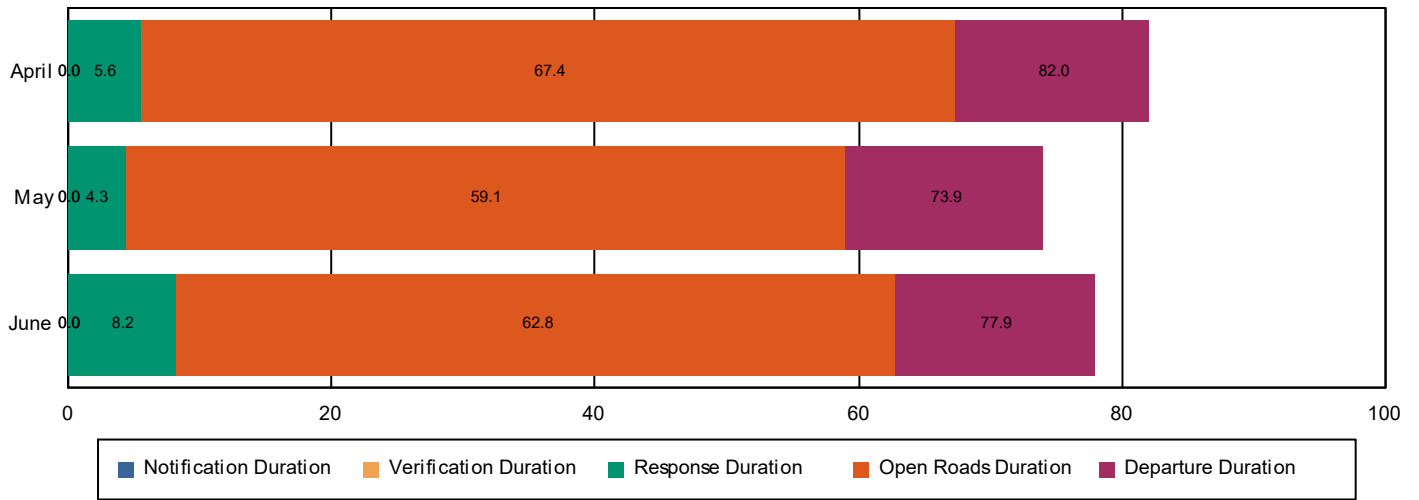


# Performance Measures Summary

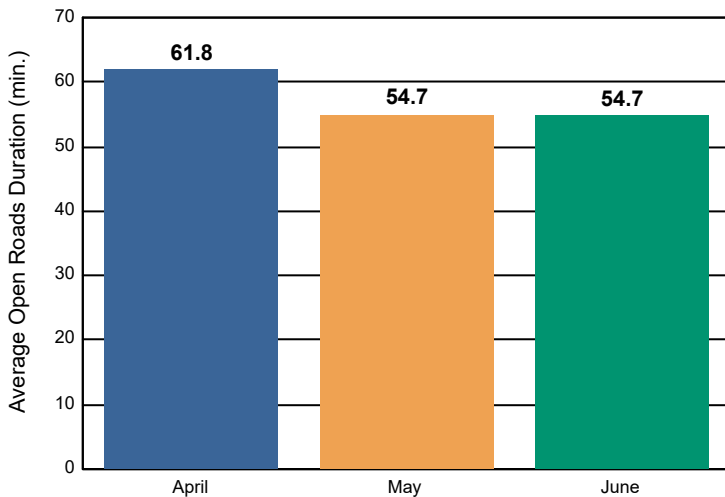
## Incidents without HELP Truck Response

|  | April       | May         | June        | Total       |
|--|-------------|-------------|-------------|-------------|
| Events included in Performance Measures  | 125         | 104         | 135         | 364         |
| Notification Duration (min.)   | 0.0         | 0.0         | 0.0         | 0.0         |
| Verification Duration (min.)   | 0.0         | 0.0         | 0.0         | 0.0         |
| Response Duration (min.) [First Notification to First Arrival]                 | 5.6         | 4.3         | 8.2         | 6.2         |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]             | 61.8        | 54.7        | 54.7        | 57.1        |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure]             | 14.6        | 14.9        | 15.1        | 14.9        |
| <b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b> | <b>67.4</b> | <b>59.1</b> | <b>62.8</b> | <b>63.3</b> |
|  | <b>82.0</b> | <b>73.9</b> | <b>77.9</b> | <b>78.2</b> |

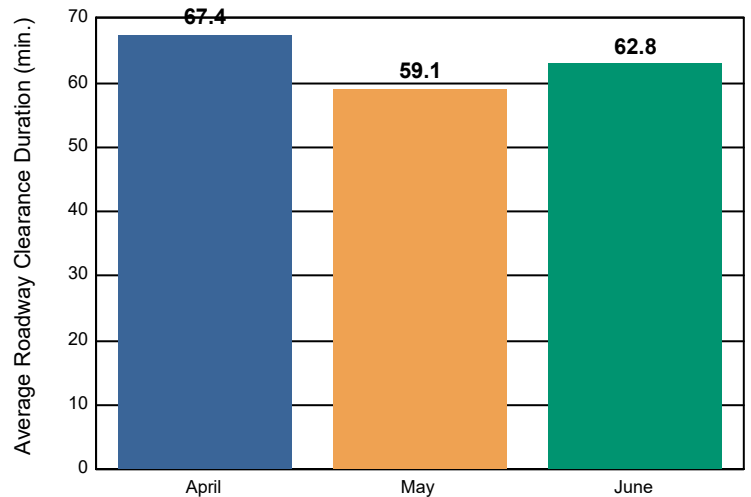
### Incident Clearance Duration



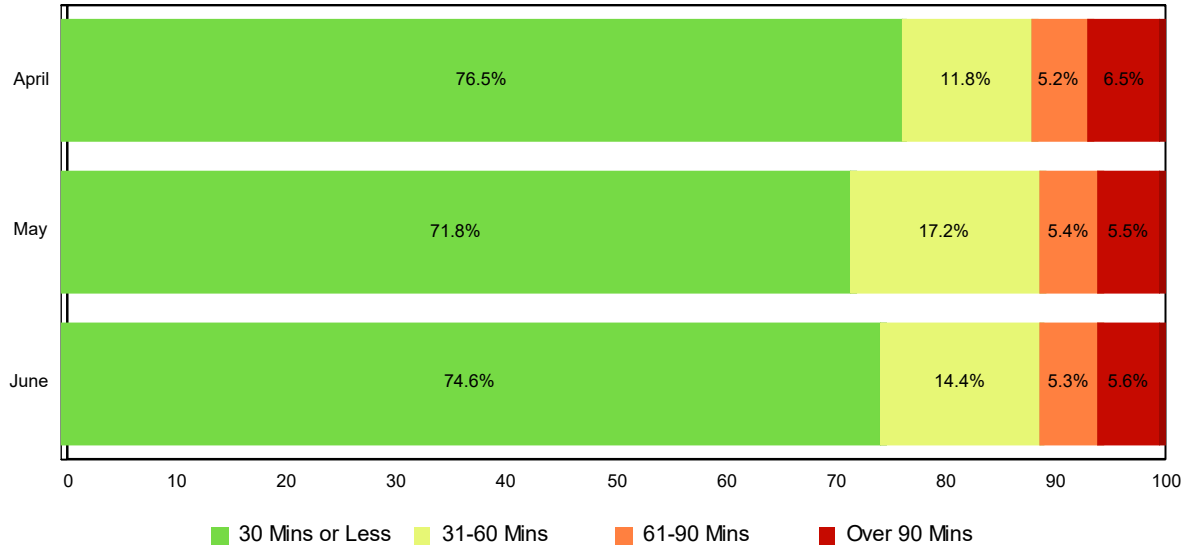
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

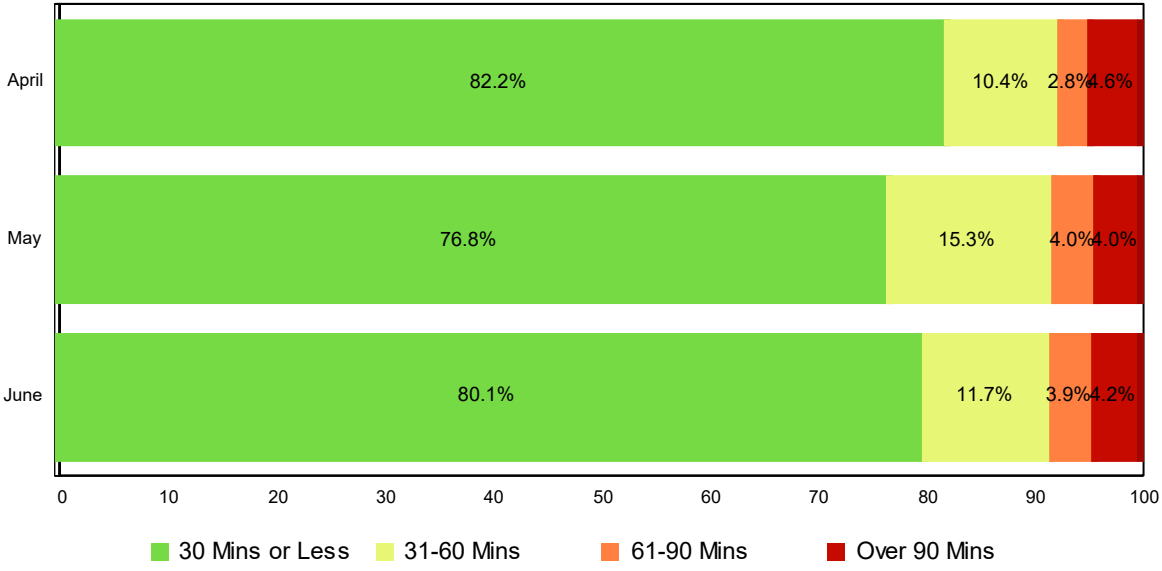


# Lane Blockage Clearance Times - Overall



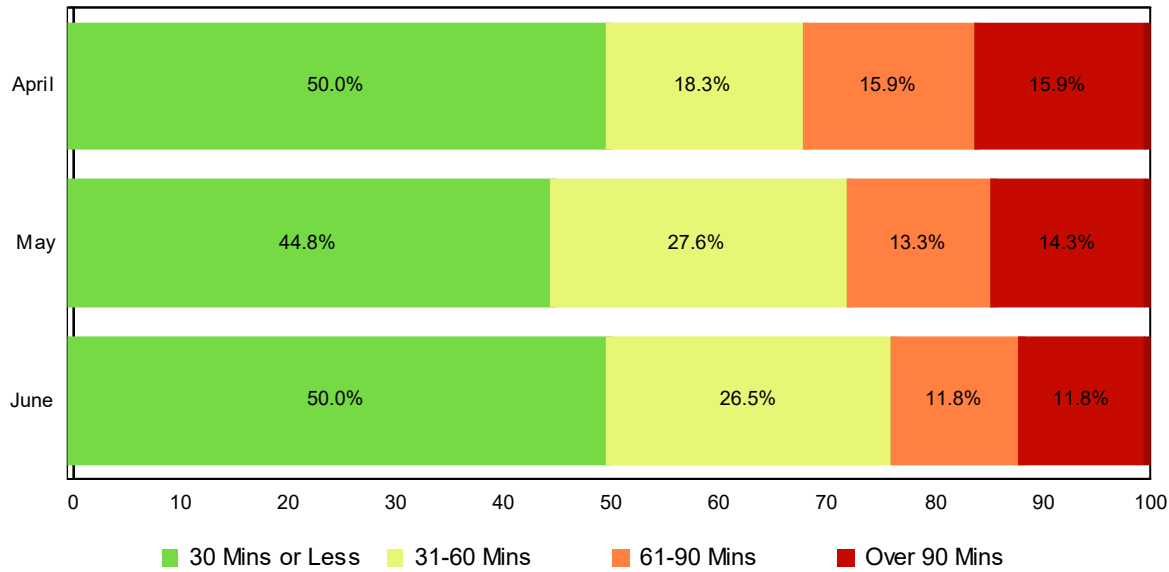
| Month                    | 30 Mins or Less | 31-60 Mins | 61-90 Mins | Over 90 Mins | Total # of Events |
|--------------------------|-----------------|------------|------------|--------------|-------------------|
| April                    | 531             | 82         | 36         | 45           | 694               |
| May                      | 492             | 118        | 37         | 38           | 685               |
| June                     | 558             | 108        | 40         | 42           | 748               |
| <b>Total # of Events</b> | <b>1,581</b>    | <b>308</b> | <b>113</b> | <b>125</b>   | <b>2,127</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                    | 468             | 59         | 16         | 26           | 569               |
| May                      | 446             | 89         | 23         | 23           | 581               |
| June                     | 491             | 72         | 24         | 26           | 613               |
| <b>Total # of Events</b> | <b>1,405</b>    | <b>220</b> | <b>63</b>  | <b>75</b>    | <b>1,763</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                    | 63              | 23         | 20         | 20           | 126               |
| May                      | 47              | 29         | 14         | 15           | 105               |
| June                     | 68              | 36         | 16         | 16           | 136               |
| <b>Total # of Events</b> | <b>178</b>      | <b>88</b>  | <b>50</b>  | <b>51</b>    | <b>367</b>        |

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

| No. of Lanes Blocked | %         | Count               | %         | Count               | %         | Count              | %        | Count     | Avg Clear Time (Min) |
|----------------------|-----------|---------------------|-----------|---------------------|-----------|--------------------|----------|-----------|----------------------|
| 1                    | 87        | 1016                | 96        | 1119                | 99        | 1149               | 1        | 15        | 15                   |
| 2                    | 73        | 324                 | 90        | 400                 | 94        | 418                | 6        | 27        | 30                   |
| 3                    | 50        | 52                  | 74        | 77                  | 85        | 88                 | 15       | 16        | 58                   |
| 4                    | 27        | 12                  | 58        | 26                  | 64        | 29                 | 36       | 16        | 120                  |
| 5                    | 25        | 1                   | 50        | 2                   | 75        | 3                  | 25       | 1         | 110                  |
| 6                    | 0         | 0                   | 100       | 1                   | 100       | 1                  | 0        | 0         | 59                   |
| <b>Totals</b>        | <b>80</b> | <b>1,405</b>        | <b>92</b> | <b>1,625</b>        | <b>96</b> | <b>1,688</b>       | <b>4</b> | <b>75</b> | <b>25</b>            |
| <b>&lt;=30 Mins</b>  |           | <b>&lt;=60 Mins</b> |           | <b>&lt;=90 Mins</b> |           | <b>&gt;90 Mins</b> |          |           |                      |

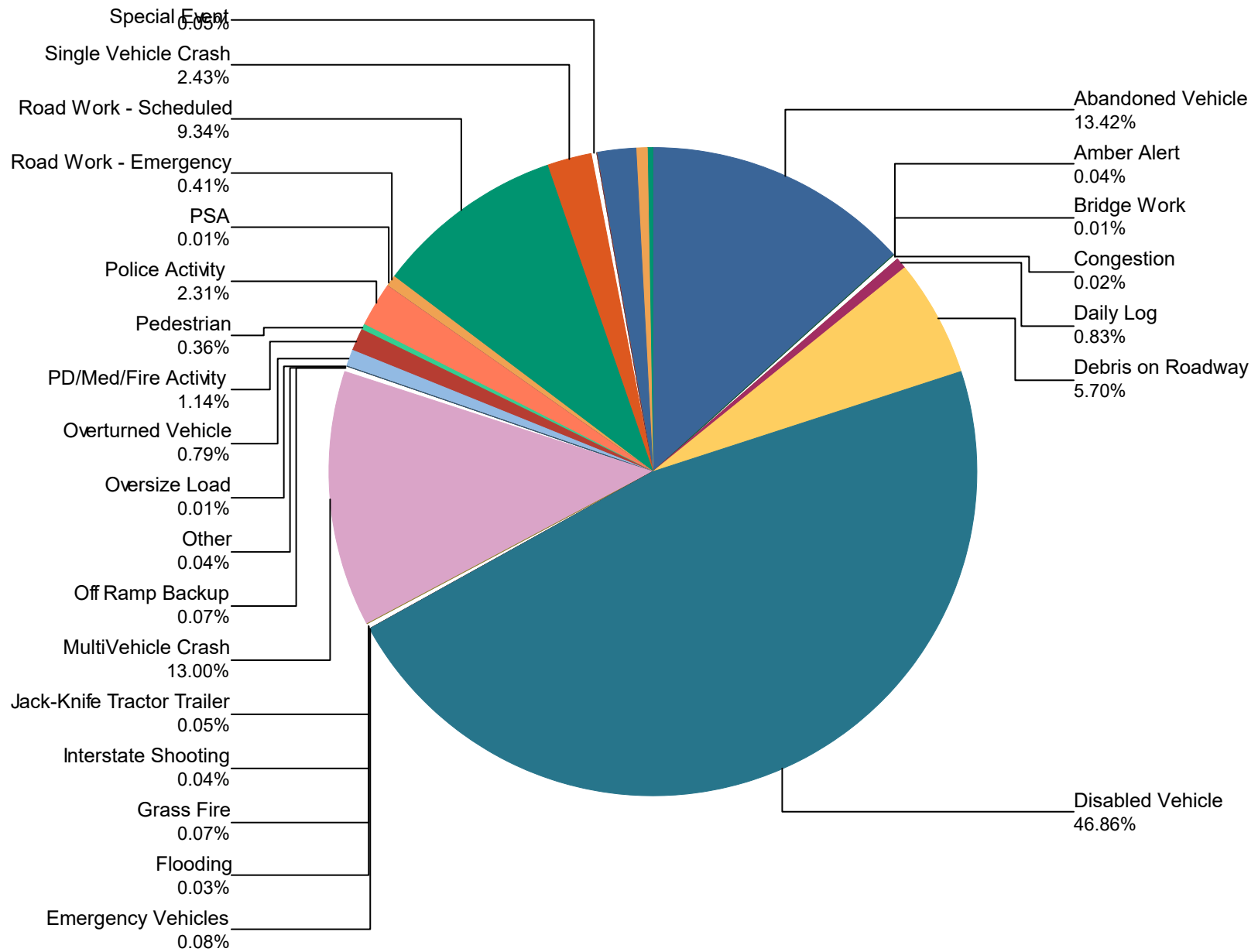


## Travel Lane Blockage Events- Roadway

| Roadway      | Lane Blockage Events Count | All Incidents | % of Incidents with Lane Blockage |
|--------------|----------------------------|---------------|-----------------------------------|
| I0024        | 607                        | 3,054         | 19.9                              |
| I0024E1      | 9                          | 30            | 30.0                              |
| I0040        | 627                        | 2,639         | 23.8                              |
| I0065        | 522                        | 2,418         | 21.6                              |
| I0440        | 94                         | 550           | 17.1                              |
| I0840        | 12                         | 71            | 16.9                              |
| Region 3 TMC | 0                          | 12            | 0.0                               |
| SR001        | 0                          | 2             | 0.0                               |
| SR002        | 1                          | 1             | 100.0                             |
| SR006        | 19                         | 94            | 20.2                              |
| SR007        | 2                          | 2             | 100.0                             |
| SR010        | 1                          | 2             | 50.0                              |
| SR011        | 1                          | 3             | 33.3                              |
| SR012        | 4                          | 4             | 100.0                             |
| SR013        | 1                          | 1             | 100.0                             |
| SR015        | 2                          | 2             | 100.0                             |
| SR016        | 1                          | 2             | 50.0                              |
| SR024        | 1                          | 2             | 50.0                              |
| SR025        | 6                          | 6             | 100.0                             |
| SR045        | 0                          | 2             | 0.0                               |
| SR046        | 1                          | 1             | 100.0                             |
| SR049        | 1                          | 1             | 100.0                             |
| SR050        | 1                          | 1             | 100.0                             |
| SR052        | 2                          | 2             | 100.0                             |
| SR056        | 1                          | 1             | 100.0                             |
| SR064        | 1                          | 1             | 100.0                             |
| SR065        | 1                          | 1             | 100.0                             |
| SR100        | 2                          | 3             | 66.7                              |
| SR106        | 2                          | 2             | 100.0                             |

|                     |              |              |              |
|---------------------|--------------|--------------|--------------|
| <b>SR109</b>        | 1            | 2            | <b>50.0</b>  |
| <b>SR155</b>        | 171          | 809          | <b>21.1</b>  |
| <b>SR166</b>        | 0            | 1            | <b>0.0</b>   |
| <b>SR248</b>        | 1            | 1            | <b>100.0</b> |
| <b>SR249</b>        | 1            | 1            | <b>100.0</b> |
| <b>SR251</b>        | 1            | 1            | <b>100.0</b> |
| <b>SR254</b>        | 0            | 1            | <b>0.0</b>   |
| <b>SR255</b>        | 0            | 1            | <b>0.0</b>   |
| <b>SR265</b>        | 1            | 1            | <b>100.0</b> |
| <b>SR266</b>        | 1            | 2            | <b>50.0</b>  |
| <b>SR374</b>        | 3            | 3            | <b>100.0</b> |
| <b>SR386</b>        | 26           | 67           | <b>38.8</b>  |
| <b>All Roadways</b> | <b>2,128</b> | <b>9,800</b> | <b>21.7</b>  |

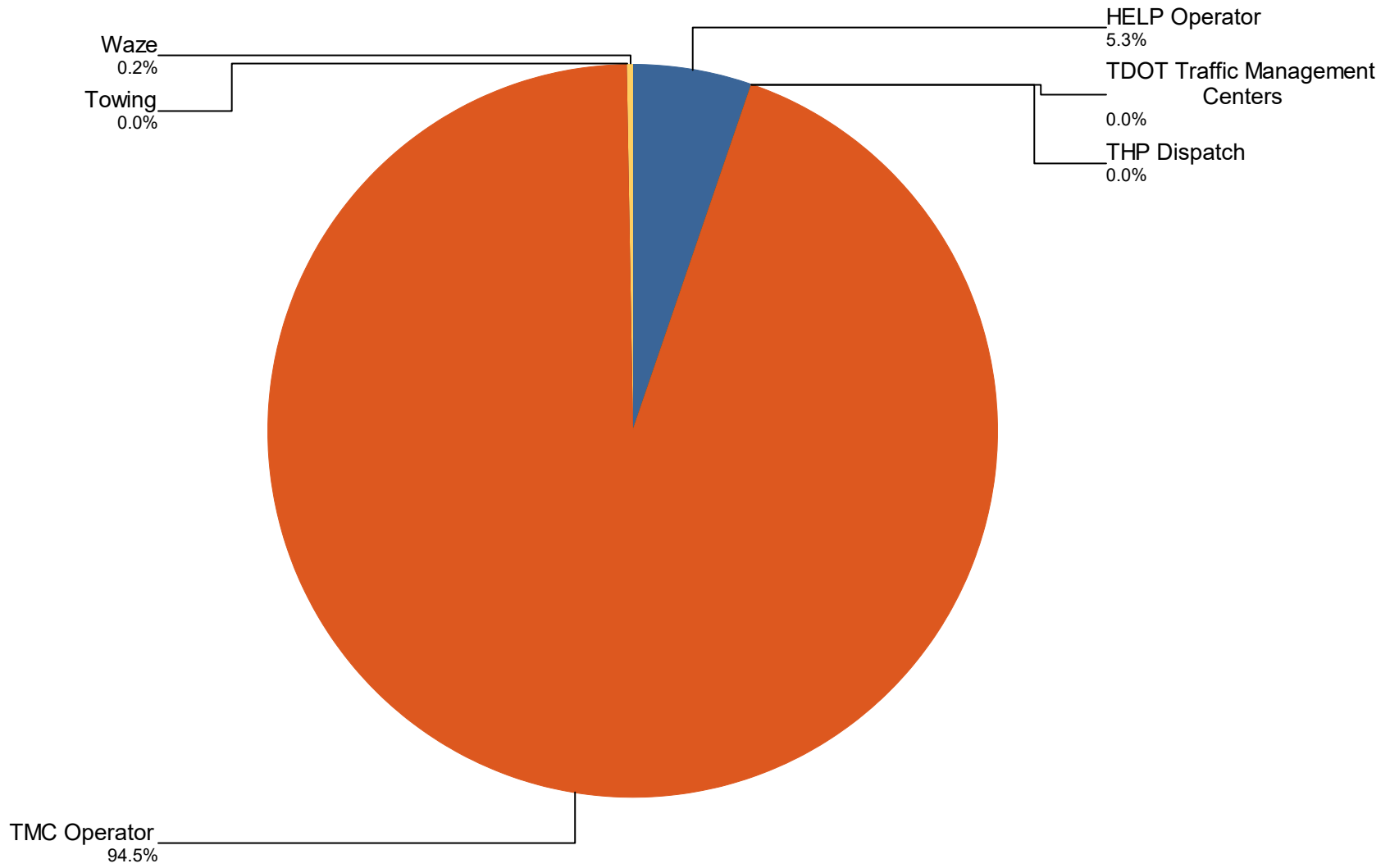
## Percentage of Event Types for All Events in Current Quarter



| <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>          | 462          | 522        | 527         | <b>1,511</b> | <b>13.4%</b> |
| <b>Amber Alert</b>                | 0            | 1          | 3           | <b>4</b>     | <b>0.0%</b>  |
| <b>Bridge Work</b>                | 0            | 1          | 0           | <b>1</b>     | <b>0.0%</b>  |
| <b>Congestion</b>                 | 0            | 1          | 1           | <b>2</b>     | <b>0.0%</b>  |
| <b>Daily Log</b>                  | 31           | 31         | 31          | <b>93</b>    | <b>0.8%</b>  |
| <b>Debris on Roadway</b>          | 231          | 202        | 209         | <b>642</b>   | <b>5.7%</b>  |
| <b>Disabled Vehicle</b>           | 1,800        | 1,704      | 1,774       | <b>5,278</b> | <b>46.9%</b> |
| <b>Emergency Vehicles</b>         | 1            | 6          | 2           | <b>9</b>     | <b>0.1%</b>  |
| <b>Flooding</b>                   | 0            | 2          | 1           | <b>3</b>     | <b>0.0%</b>  |
| <b>Grass Fire</b>                 | 0            | 2          | 6           | <b>8</b>     | <b>0.1%</b>  |
| <b>Interstate Shooting</b>        | 1            | 3          | 0           | <b>4</b>     | <b>0.0%</b>  |
| <b>Jack-Knife Tractor Trailer</b> | 1            | 0          | 5           | <b>6</b>     | <b>0.1%</b>  |
| <b>MultiVehicle Crash</b>         | 486          | 485        | 493         | <b>1,464</b> | <b>13.0%</b> |
| <b>Off Ramp Backup</b>            | 2            | 2          | 4           | <b>8</b>     | <b>0.1%</b>  |
| <b>Other</b>                      | 1            | 3          | 0           | <b>4</b>     | <b>0.0%</b>  |
| <b>Oversize Load</b>              | 0            | 1          | 0           | <b>1</b>     | <b>0.0%</b>  |
| <b>Overtuned Vehicle</b>          | 24           | 26         | 39          | <b>89</b>    | <b>0.8%</b>  |
| <b>PD/Med/Fire Activity</b>       | 59           | 34         | 35          | <b>128</b>   | <b>1.1%</b>  |
| <b>Pedestrian</b>                 | 13           | 12         | 16          | <b>41</b>    | <b>0.4%</b>  |
| <b>Police Activity</b>            | 99           | 69         | 92          | <b>260</b>   | <b>2.3%</b>  |
| <b>PSA</b>                        | 0            | 1          | 0           | <b>1</b>     | <b>0.0%</b>  |
| <b>Road Work - Emergency</b>      | 30           | 5          | 11          | <b>46</b>    | <b>0.4%</b>  |
| <b>Road Work - Scheduled</b>      | 276          | 331        | 445         | <b>1,052</b> | <b>9.3%</b>  |
| <b>Single Vehicle Crash</b>       | 77           | 119        | 78          | <b>274</b>   | <b>2.4%</b>  |
| <b>Special Event</b>              | 0            | 1          | 5           | <b>6</b>     | <b>0.1%</b>  |
| <b>Test Incident</b>              | 7            | 16         | 5           | <b>28</b>    | <b>0.2%</b>  |
| <b>Towing</b>                     | 0            | 1          | 1           | <b>2</b>     | <b>0.0%</b>  |
| <b>Unknown</b>                    | 74           | 40         | 89          | <b>203</b>   | <b>1.8%</b>  |
| <b>Vehicle Fire</b>               | 25           | 19         | 15          | <b>59</b>    | <b>0.5%</b>  |
| <b>Weather</b>                    | 8            | 11         | 16          | <b>35</b>    | <b>0.3%</b>  |
| <b>Wrong Way Driver</b>           | 1            | 0          | 0           | <b>1</b>     | <b>0.0%</b>  |

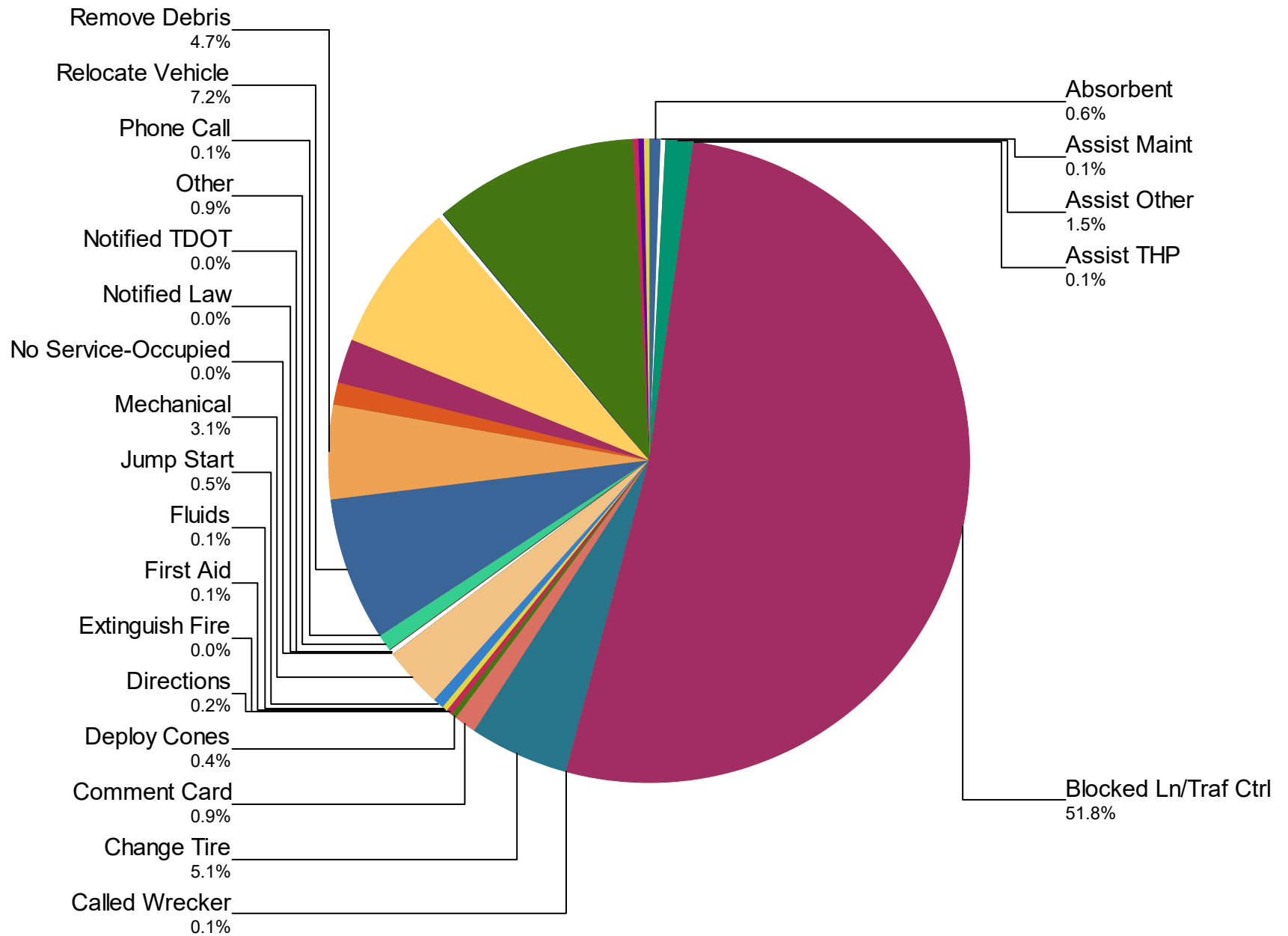
|              | <b>April</b> | <b>May</b>   | <b>June</b>  | <b>Total</b>  | <b>%</b>      |
|--------------|--------------|--------------|--------------|---------------|---------------|
| <b>Total</b> | <b>3,709</b> | <b>3,651</b> | <b>3,903</b> | <b>11,263</b> | <b>100.0%</b> |

# 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>                  | 26           | 239          | 332          | 597           | 5.3           |
| <b>TDOT Traffic Management Center</b> | 0            | 1            | 0            | 1             | 0.0           |
| <b>THP Dispatch</b>                   | 0            | 1            | 1            | 2             | 0.0           |
| <b>TMC Operator</b>                   | 3,658        | 3,410        | 3,570        | 10,638        | 94.5          |
| <b>Towing</b>                         | 3            | 0            | 0            | 3             | 0.0           |
| <b>Waze</b>                           | 22           | 0            | 0            | 22            | 0.2           |
| <b>Total</b>                          | <b>3,709</b> | <b>3,651</b> | <b>3,903</b> | <b>11,263</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            | 23    | 62    | 34    | 119    | 0.6  |
| Assist Maint         | 9     | 5     | 9     | 23     | 0.1  |
| Assist Other         | 93    | 57    | 146   | 296    | 1.5  |
| Assist THP           | 10    | 4     | 14    | 28     | 0.1  |
| Blocked Ln/Traf Ctrl | 3,261 | 3,494 | 3,587 | 10,342 | 51.8 |
| Called Wrecker       | 6     | 3     | 3     | 12     | 0.1  |
| Change Tire          | 339   | 325   | 352   | 1,016  | 5.1  |
| Comment Card         | 62    | 73    | 53    | 188    | 0.9  |
| Deploy Cones         | 36    | 15    | 30    | 81     | 0.4  |
| Directions           | 7     | 8     | 18    | 33     | 0.2  |
| Extinguish Fire      | 3     | 0     | 6     | 9      | 0.0  |
| First Aid            | 4     | 13    | 11    | 28     | 0.1  |
| Fluids               | 4     | 9     | 15    | 28     | 0.1  |
| Jump Start           | 44    | 42    | 23    | 109    | 0.5  |
| Mechanical           | 191   | 191   | 241   | 623    | 3.1  |
| No Service-Occupied  | 5     | 1     | 2     | 8      | 0.0  |
| Notified Law         | 0     | 1     | 3     | 4      | 0.0  |
| Notified TDOT        | 1     | 0     | 3     | 4      | 0.0  |
| Other                | 53    | 60    | 70    | 183    | 0.9  |
| Phone Call           | 6     | 7     | 6     | 19     | 0.1  |
| Relocate Vehicle     | 373   | 522   | 547   | 1,442  | 7.2  |
| Remove Debris        | 277   | 356   | 308   | 941    | 4.7  |
| Secure Load          | 3     | 1     | 4     | 8      | 0.0  |
| Slow Roll            | 62    | 53    | 97    | 212    | 1.1  |
| Supply Fuel          | 116   | 164   | 149   | 429    | 2.1  |
| Tag Abandoned        | 494   | 515   | 518   | 1,527  | 7.6  |
| Transported          | 7     | 5     | 5     | 17     | 0.1  |
| Unable to Locate     | 0     | 1     | 0     | 1      | 0.0  |
| Welfare Check        | 546   | 780   | 747   | 2,073  | 10.4 |
| Wrecker List         | 13    | 8     | 15    | 36     | 0.2  |
| Wrecker Towed        | 13    | 5     | 48    | 66     | 0.3  |

|              | April        | May          | June         | <b>Total</b>  | <b>%</b>      |
|--------------|--------------|--------------|--------------|---------------|---------------|
| Wrong Truck  | 0            | 24           | 34           | <b>58</b>     | <b>0.3</b>    |
| <b>Total</b> | <b>6,061</b> | <b>6,804</b> | <b>7,098</b> | <b>19,963</b> | <b>100.0%</b> |

## DMS Duration

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|                       | <b>Apr</b> | <b>May</b> | <b>Jun</b> |
|-----------------------|------------|------------|------------|
| Avg % ON Time         | 16.3       | 20.4       | 1.0        |
| Avg Post Time (hr)    | 1.4        | 1.9        | 4.5        |
| Avg Messages Per Sign | 83.1       | 81.9       | 109.3      |
| Total Messages Posted | 7,810      | 7,696      | 10,272     |