Quarterly Performance Measures Report

Includes All Responders

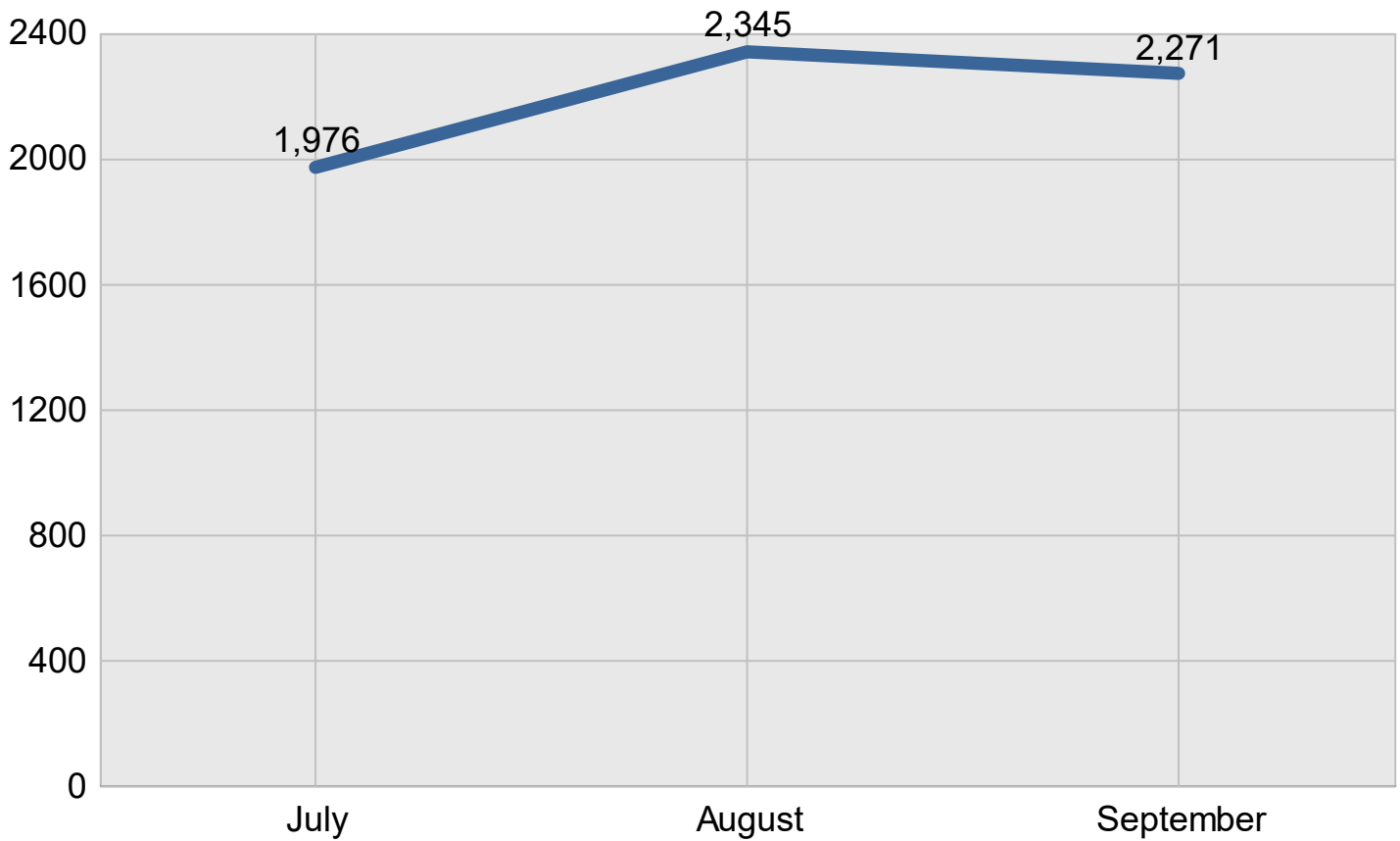**Reporting Period: July 1, 2021 to September 30, 2021**

Region 4

| Created on: | March 28, 2022 | 1:37 pm | County: | All Counties | Report Template version 2.0 |

Total Incidents Managed This Quarter: 6,592

Incidents Managed
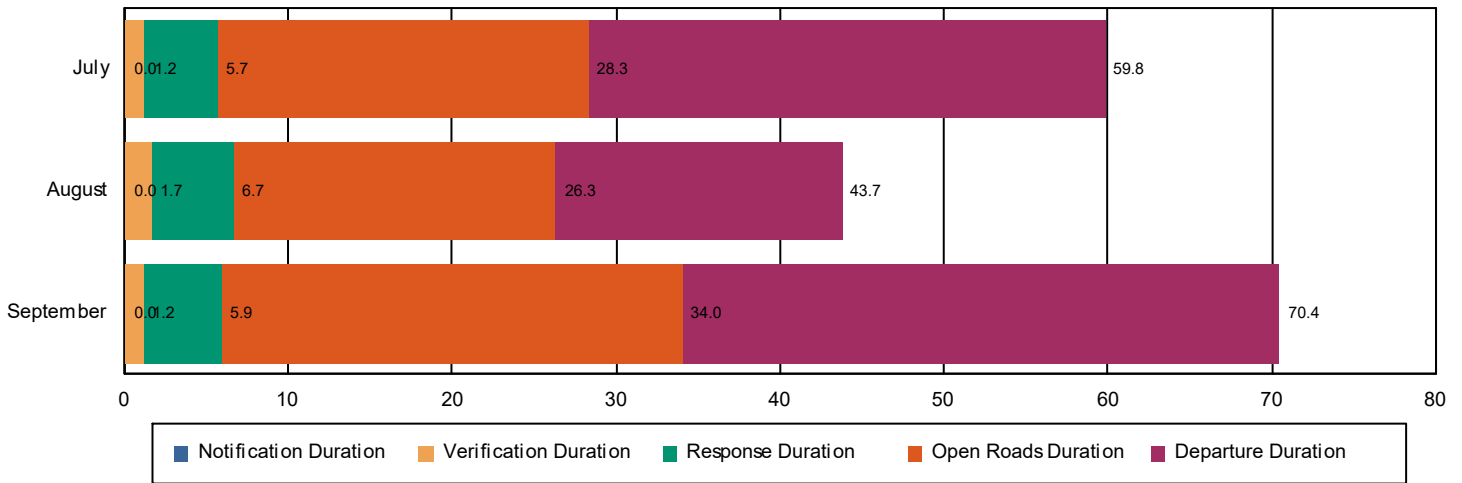
Incidents Managed - Monthly

- July: 1,976
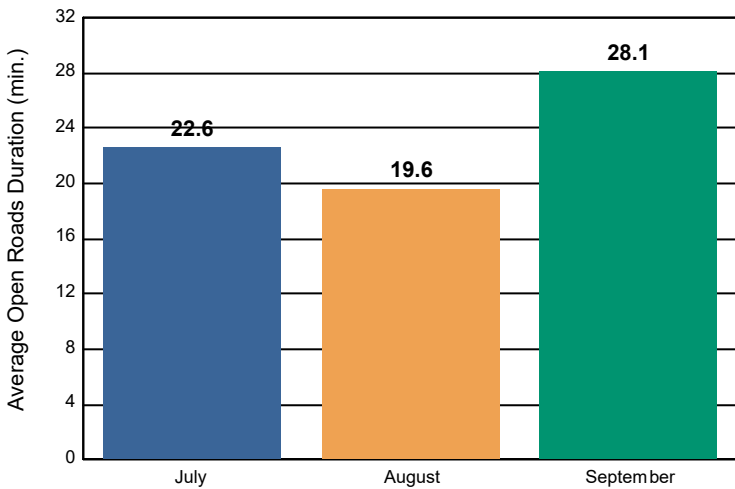- August: 2,345
- September: 2,271

Performance Measures Summary

Incidents Overall Response

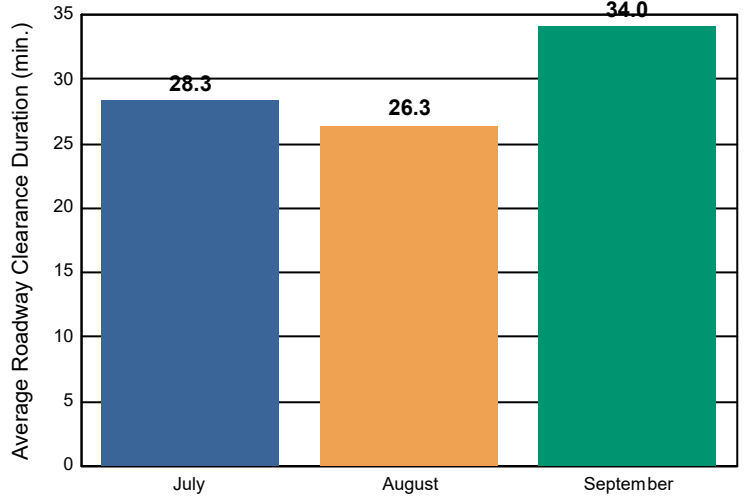|	July	August	September	Total
Events included in Performance Measures	551	513	556	1,620
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	1.2	1.7	1.2	1.4
Response Duration (min.) [First Notification to First Arrival]	4.4	5.0	4.7	4.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	22.6	19.6	28.1	23.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	31.5	17.4	36.4	28.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**28.3**	**26.3**	**34.0**	**29.6**
	59.8	**43.7**	**70.4**	**58.3**

Incident Clearance Duration

Open Roads Duration / Month

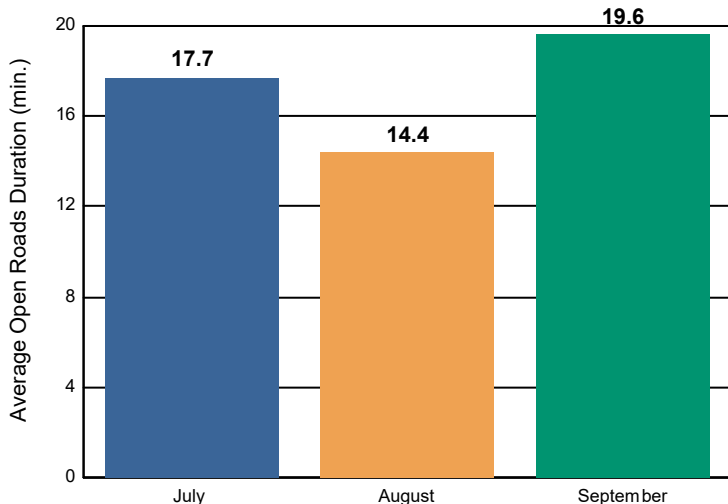### Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	448	422	472	1,342
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	1.3	1.7	1.3	1.4
Response Duration (min.) [First Notification to First Arrival]	4.8	5.3	4.8	4.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	17.7	14.4	19.6	17.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	32.8	17.3	36.7	29.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**23.8**	**21.4**	**25.7**	**23.7**
	56.6	**38.7**	**62.4**	**53.0**

Incident Clearance Duration

	Notification Duration	Verification Duration	Response Duration	Open Roads Duration	Departure Duration

July: 0 | 0.3 | 6.0 | 23.8 | 56.6
August: 0 | 0.7 | 7.0 | 21.4 | 38.7
September: 0 | 0.3 | 6.1 | 25.7 | 62.4

Open Roads Duration / Month

July 17.7, August 14.4, September 19.6

Roadway Clearance Duration / Month

July 23.8, August 21.4, September 25.7
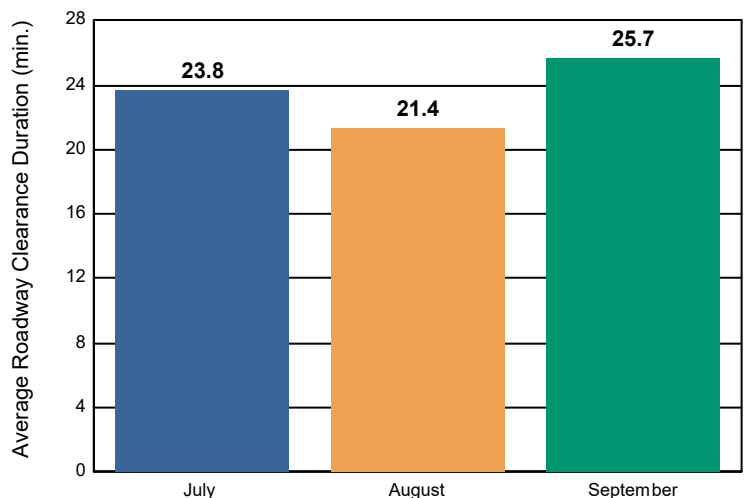
Performance Measures Summary

Incidents without HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	103	91	84	278
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	1.1	1.5	0.8	1.1
Response Duration (min.) [First Notification to First Arrival]	2.8	3.3	4.1	3.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	47.2	49.6	87.9	59.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	24.8	18.0	34.3	25.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**51.1**	**54.4**	**92.8**	**64.3**
	75.9	**72.5**	**127.0**	**89.7**

Incident Clearance Duration
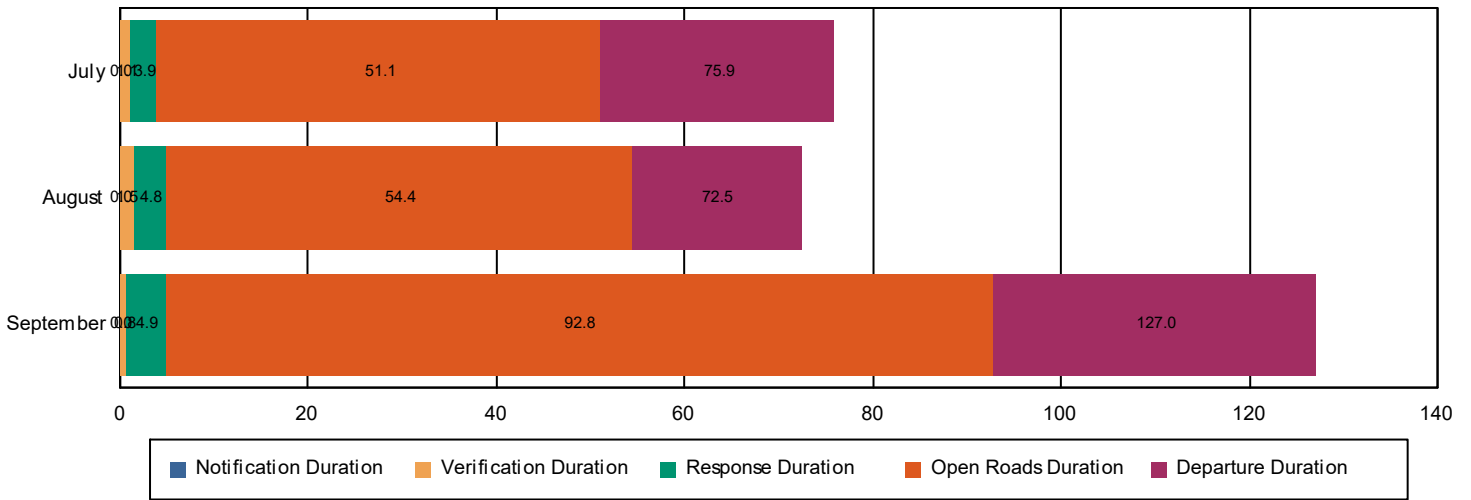
Open Roads Duration / Month
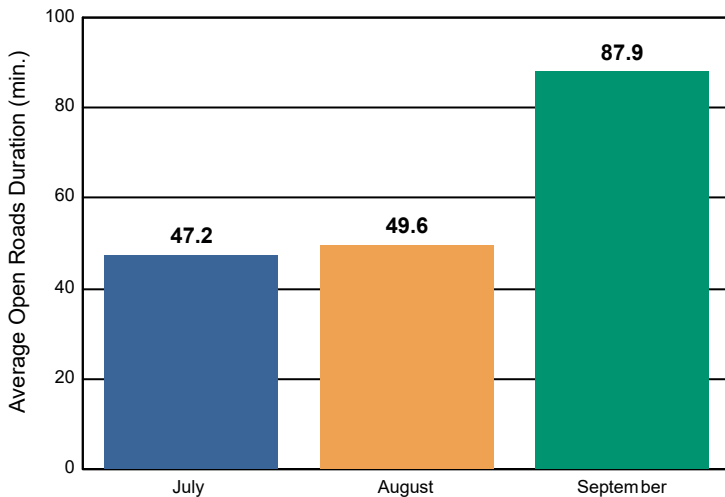
Roadway Clearance Duration / Month
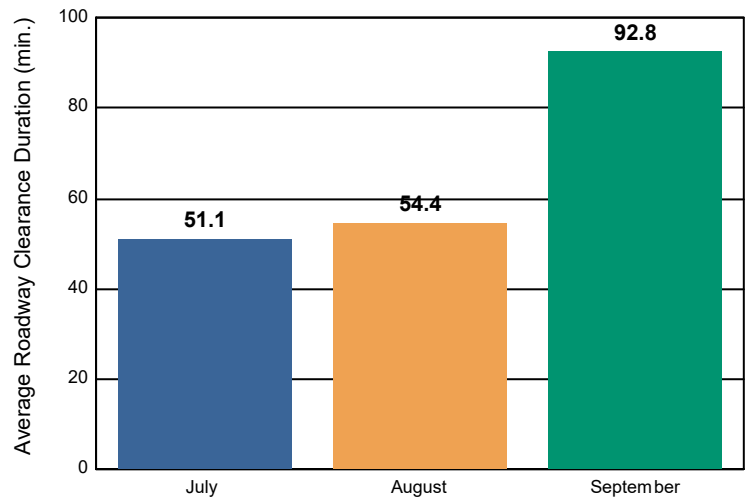
Lane Blockage Clearance Times - Overall
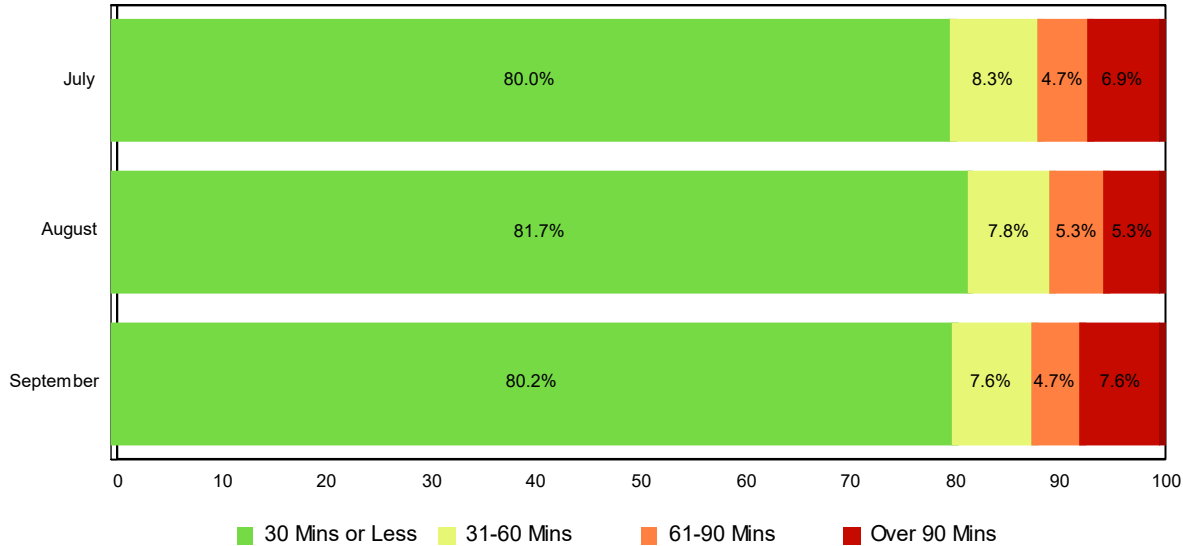
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	441	46	26	38	551
August	419	40	27	27	513
September	446	42	26	42	556
Total # of Events	1,306	128	79	107	1,620

Chart legend: 30 Mins or Less, 31-60 Mins, 61-90 Mins, Over 90 Mins

July: 80.0%, 8.3%, 4.7%, 6.9%
August: 81.7%, 7.8%, 5.3%, 5.3%
September: 80.2%, 7.6%, 4.7%, 7.6%

Lane Blockage Clearance Times - with HELP Truck Response
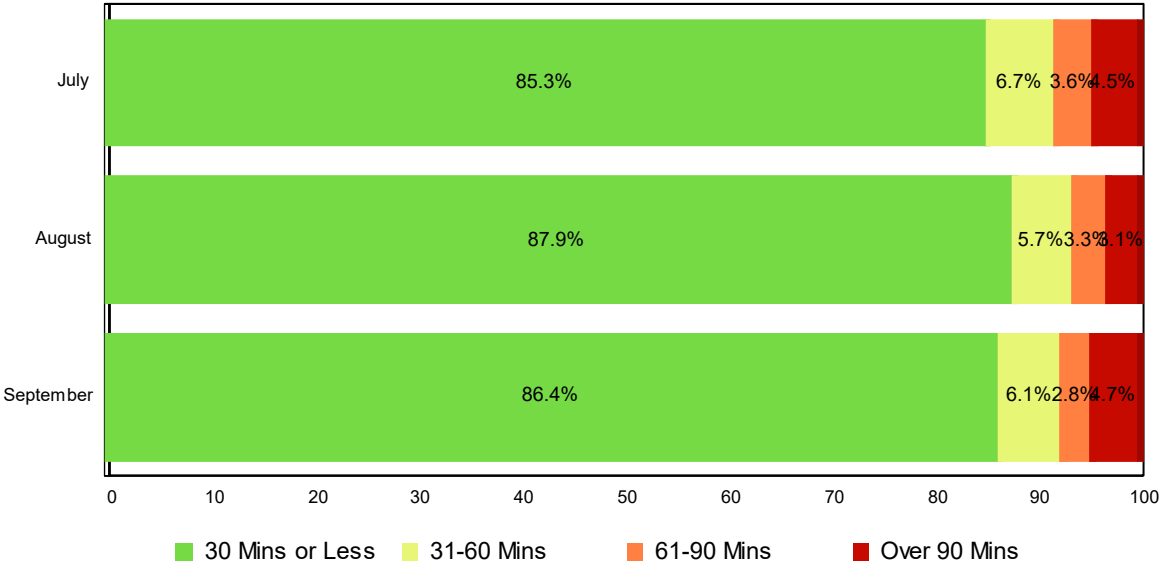
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	382	30	16	20	**448**
August	371	24	14	13	**422**
September	408	29	13	22	**472**
Total # of Events	**1,161**	**83**	**43**	**55**	**1,342**

Lane Blockage Clearance Times - without HELP Truck Response
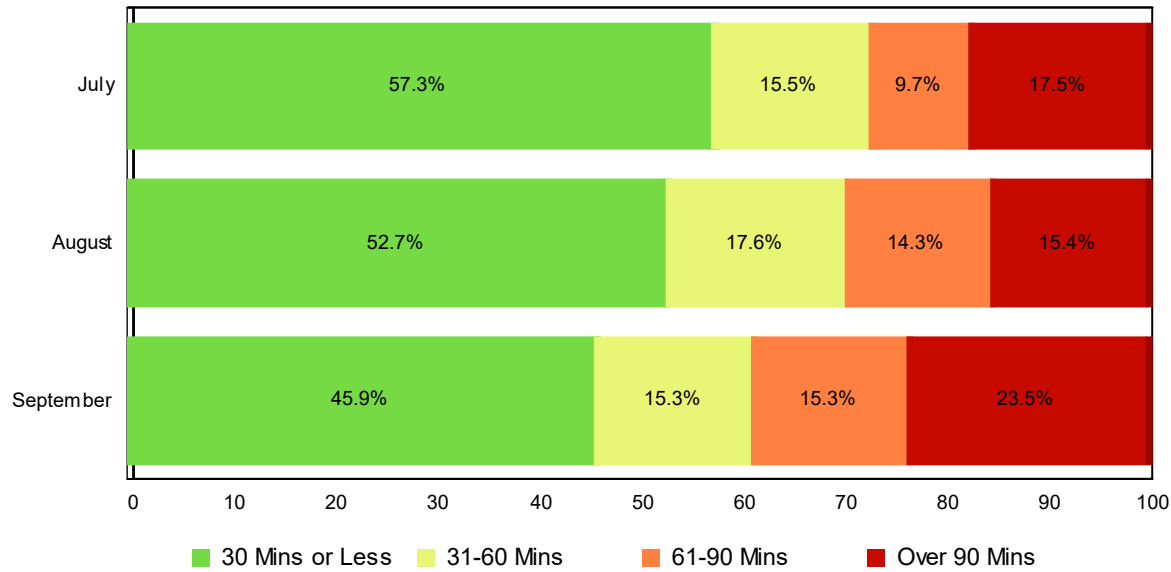
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	59	16	10	18	103
August	48	16	13	14	91
September	39	13	13	20	85
Total # of Events	146	45	36	52	279

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	92	929	96	970	99	991	1	15	13
2	74	201	85	230	91	246	9	24	30
3	46	22	69	33	77	37	23	11	54
4	50	8	63	10	75	12	25	4	54
5	50	1	50	1	50	1	50	1	88
Totals	87	1,161	93	1,244	96	1,287	4	55	18
	<=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
I0040	573	2,214	25.9
I0055	283	790	35.8
I0240	575	2,752	20.9
Region 4 TMC	0	1	0.0
Sam Cooper	6	13	46.2
SR003	2	2	100.0
SR004	1	1	100.0
SR014	1	1	100.0
SR023	0	2	0.0
SR057	1	1	100.0
SR069	1	1	100.0
SR190	1	1	100.0
SR300	11	31	35.5
SR385	165	680	24.3
All Roadways	**1,620**	**6,490**	**25.0**

Percentage of Event Types for All Events in Current Quarter

Towing 0.09%
Test Incident 0.31%
Single Vehicle Crash 2.67%
Road Work - Scheduled 1.14%
Road Work - Emergency 0.10%
Police Activity 1.30%
Pedestrian 0.06%
PD/Med/Fire Activity 0.43%
Overturned Vehicle 0.31%
Oversize Load 0.25%
Other 0.06%
MultiVehicle Crash 7.26%
Jack-Knife Tractor Trailer 0.01%
Interstate Shooting 0.18%
Grass Fire 0.15%
Flooding 0.01%
Emergency Vehicles 0.15%
Disabled Vehicle 54.29%

Abandoned Vehicle 13.24%
Amber Alert 0.01%
Bridge Work 0.01%
Congestion 0.03%
Debris on Roadway 16.81%

Event Types for All Events	July	August	September	Total	%
Abandoned Vehicle	266	302	318	886	13.2%
Amber Alert	0	1	0	1	0.0%
Bridge Work	0	0	1	1	0.0%
Congestion	1	0	1	2	0.0%
Debris on Roadway	339	407	379	1,125	16.8%
Disabled Vehicle	1,017	1,338	1,279	3,634	54.3%
Emergency Vehicles	3	7	0	10	0.1%
Flooding	0	0	1	1	0.0%
Grass Fire	4	6	0	10	0.1%
Interstate Shooting	7	1	4	12	0.2%
Jack-Knife Tractor Trailer	0	1	0	1	0.0%
MultiVehicle Crash	165	149	172	486	7.3%
Other	1	2	1	4	0.1%
Oversize Load	9	5	3	17	0.3%
Overturned Vehicle	11	2	8	21	0.3%
PD/Med/Fire Activity	12	9	8	29	0.4%
Pedestrian	1	1	2	4	0.1%
Police Activity	32	27	28	87	1.3%
Road Work - Emergency	2	4	1	7	0.1%
Road Work - Scheduled	23	26	27	76	1.1%
Single Vehicle Crash	62	68	49	179	2.7%
Test Incident	9	11	1	21	0.3%
Towing	2	1	3	6	0.1%
Unknown	18	9	13	40	0.6%
Vehicle Fire	15	8	9	32	0.5%
Weather	0	0	2	2	0.0%
Total	1,999	2,385	2,310	6,694	100.0%

Incidents by Detection Source

Waze
4.6%

HELP Operator
40.6%

TMC Operator
54.5%

Memphis Police Department
0.2%

Shelby County Sheriff
0.0%

TDOT Traffic Managment
Centers
0.0%

THP Dispatch
0.1%
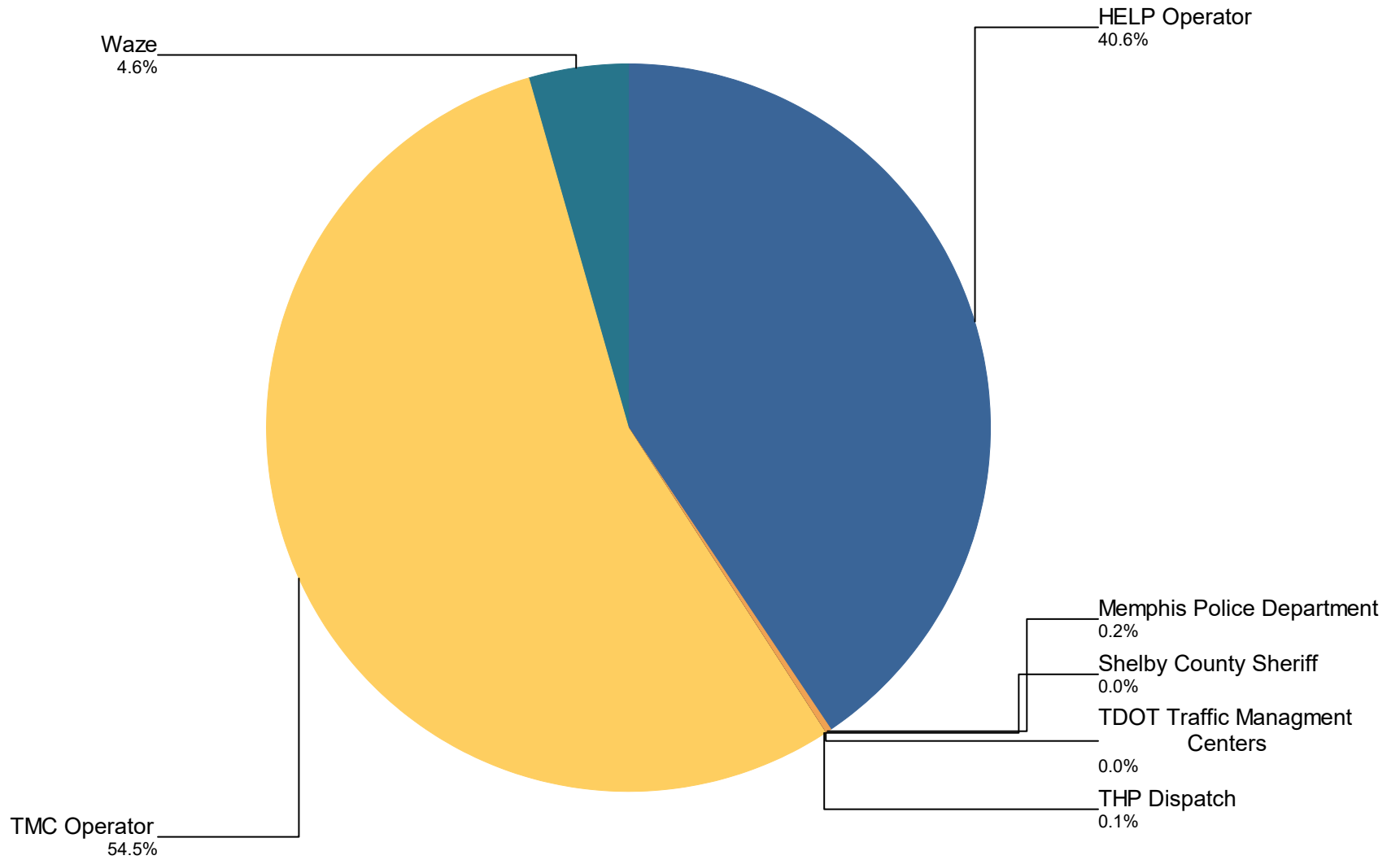
Notifier Agency	July	August	September	Total	%
HELP Operator	748	846	1,122	2,716	40.6
Memphis Police Department	4	5	7	16	0.2
Shelby County Sheriff	0	0	1	1	0.0
TDOT Traffic Managment Centers	0	0	1	1	0.0
THP Dispatch	1	1	3	5	0.1
TMC Operator	1,147	1,431	1,071	3,649	54.5
Waze	99	102	105	306	4.6
Total	**1,999**	**2,385**	**2,310**	**6,694**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Water 0.5%
Upright Vehicle 0.1%
Unable to Locate 0.7%
Transported 0.1%
Tag Abandoned 11.0%
Supply Fuel 6.7%
Secure Load 0.1%
Remove Debris 11.8%
Relocate Vehicle 6.4%
Queue Protection 1.4%
Provide Coverage 2.9%
Phone Call 0.2%
Other 2.1%
Notified TDOT 0.0%
Notified Law 0.2%
No Service-Occupied 3.4%
No Service-Abandon 0.2%

Absorbent 0.2%
Air 1.9%
Assist Maint 0.1%
Assist MPD 0.8%
Assist Other 0.5%
Assist THP 0.1%
Blocked Ln/Traf Ctrl 19.3%
Change Tire 10.3%
Comment Card 0.1%
Deploy Cones 0.2%
Directions 0.4%
Extinguish Fire 0.0%
Flat - No Spare 4.4%
Fluids 1.3%
Jump Start 2.0%
Loaned Jack 0.2%
Mechanical 8.4%

Activity Types for All Activities	July	August	September	Total	%
Absorbent	6	0	9	15	0.2
Air	52	65	58	175	1.9
Assist Maint	2	3	0	5	0.1
Assist MPD	30	17	33	80	0.8
Assist Other	18	13	14	45	0.5
Assist THP	2	1	7	10	0.1
Blocked Ln/Traf Ctrl	522	656	645	1,823	19.3
Change Tire	273	357	344	974	10.3
Comment Card	7	4	3	14	0.1
Deploy Cones	7	1	14	22	0.2
Directions	11	14	11	36	0.4
Extinguish Fire	0	0	2	2	0.0
Flat - No Spare	103	152	160	415	4.4
Fluids	38	56	32	126	1.3
Jump Start	46	80	66	192	2.0
Loaned Jack	1	12	7	20	0.2
Mechanical	218	289	282	789	8.4
No Service-Abandon	6	6	9	21	0.2
No Service-Occupied	79	113	127	319	3.4
Notified Law	6	3	7	16	0.2
Notified TDOT	1	0	3	4	0.0
Other	63	64	74	201	2.1
Phone Call	4	4	15	23	0.2
Provide Coverage	71	81	121	273	2.9
Queue Protection	28	37	69	134	1.4
Relocate Vehicle	204	173	228	605	6.4
Remove Debris	320	413	383	1,116	11.8
Secure Load	5	3	4	12	0.1
Supply Fuel	160	264	204	628	6.7
Tag Abandoned	312	358	365	1,035	11.0
Transported	2	3	4	9	0.1

	July	August	September	Total	%
Unable to Locate	31	12	24	**67**	**0.7**
Upright Vehicle	8	0	1	**9**	**0.1**
Water	16	24	11	**51**	**0.5**
Welfare Check	9	16	13	**38**	**0.4**
Wrecker List	9	16	12	**37**	**0.4**
Wrecker Towed	4	5	6	**15**	**0.2**
Wrong Truck	11	31	26	**68**	**0.7**
Total	**2,685**	**3,346**	**3,393**	**9,424**	**100.0%**

DMS Duration

	Jul	Aug	Sep
Avg % ON Time	6.8	3.3	3.7
Avg Post Time (hr)	0.7	0.4	0.4
Avg Messages Per Sign	69.4	65.0	75.6
Total Messages Posted	2,916	2,730	3,176