

Includes All Responders

Reporting Period: April 1, 2022 to June 30, 2022

Region 4

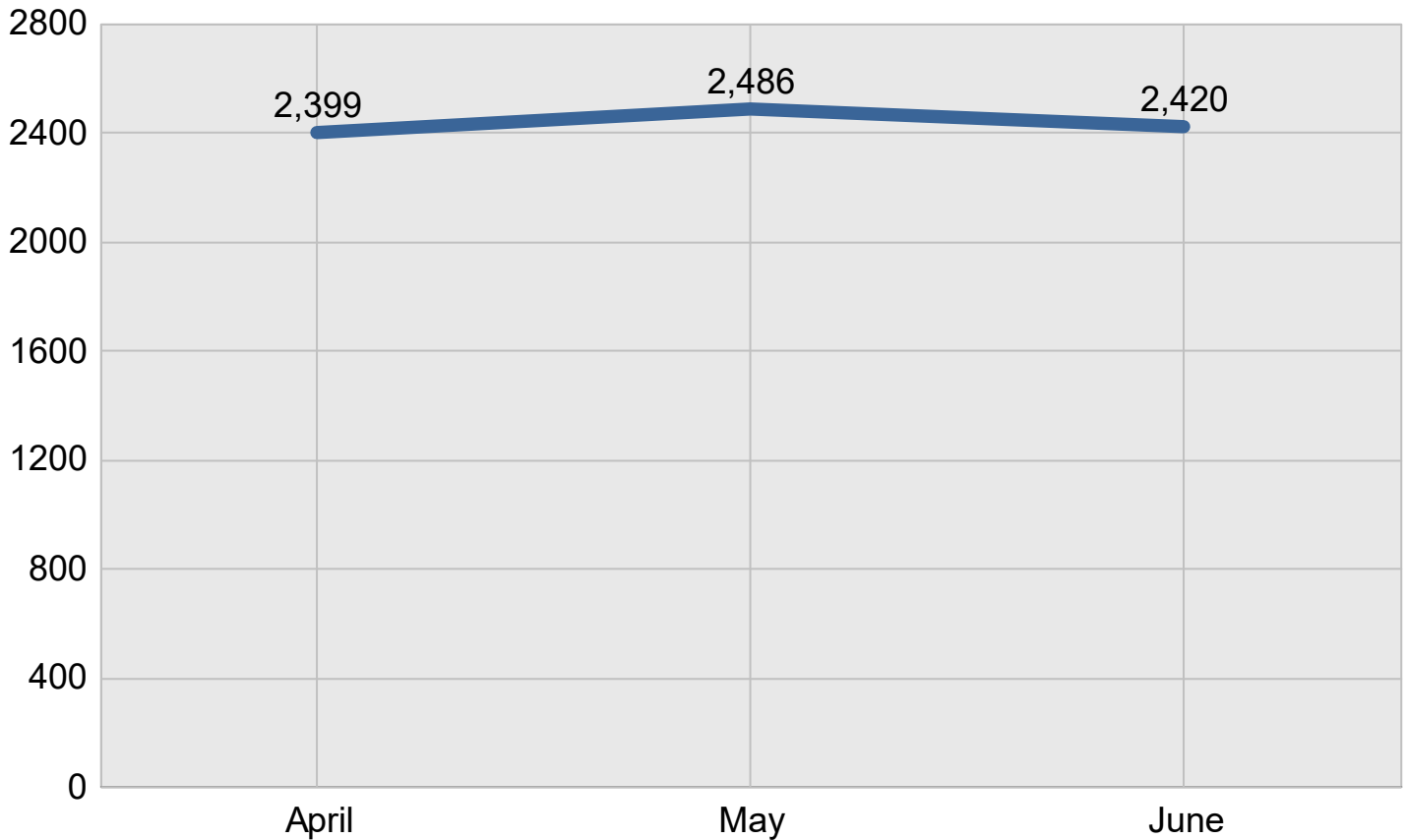
Created on: July 01, 2022 11:13 am County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 7,305

Incidents Managed

Incidents Managed - Monthly

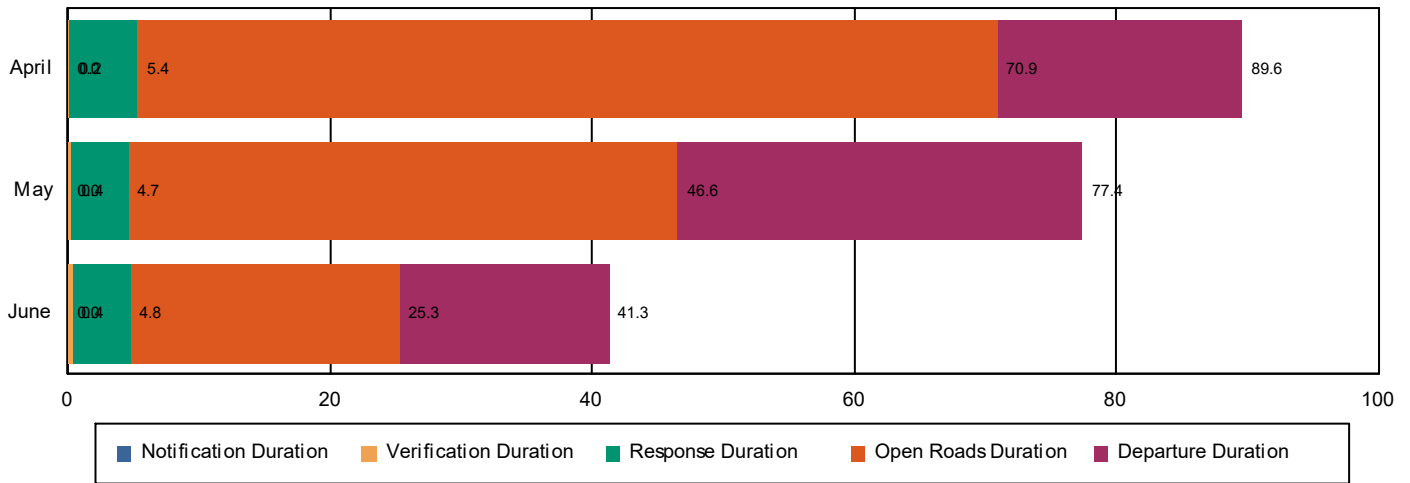


Performance Measures Summary

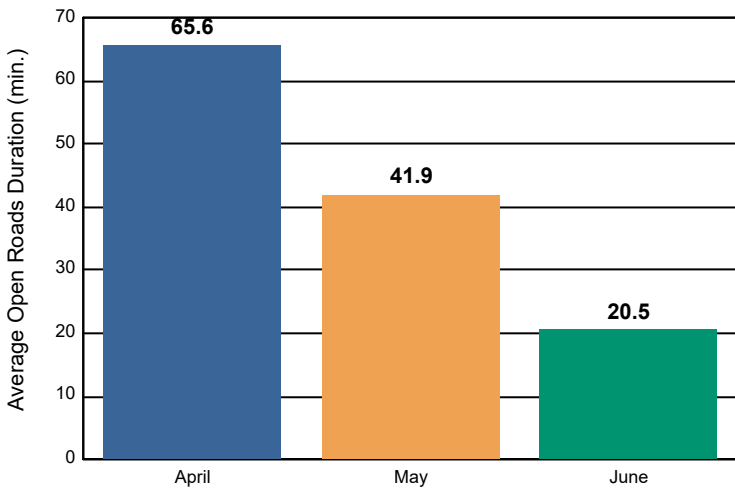
Incidents Overall Response

| | April | May | June | Total |
|--|-------------|-------------|-------------|-------------|
| Events included in Performance Measures | 535 | 537 | 568 | 1,640 |
| Notification Duration (min.)* | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.2 | 0.4 | 0.4 | 0.3 |
| Response Duration (min.) [First Notification to First Arrival] | 5.1 | 4.3 | 4.4 | 4.6 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 65.6 | 41.9 | 20.5 | 42.4 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 18.7 | 30.8 | 16.0 | 21.7 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 70.9 | 46.6 | 25.3 | 47.4 |
| | 89.6 | 77.4 | 41.3 | 69.1 |

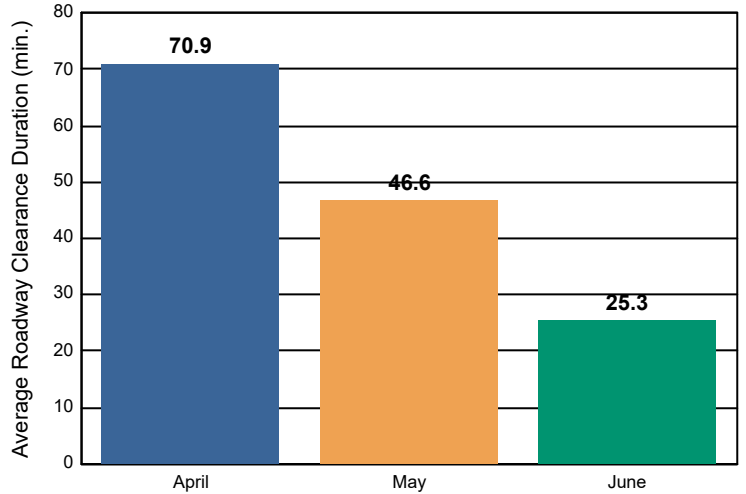
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

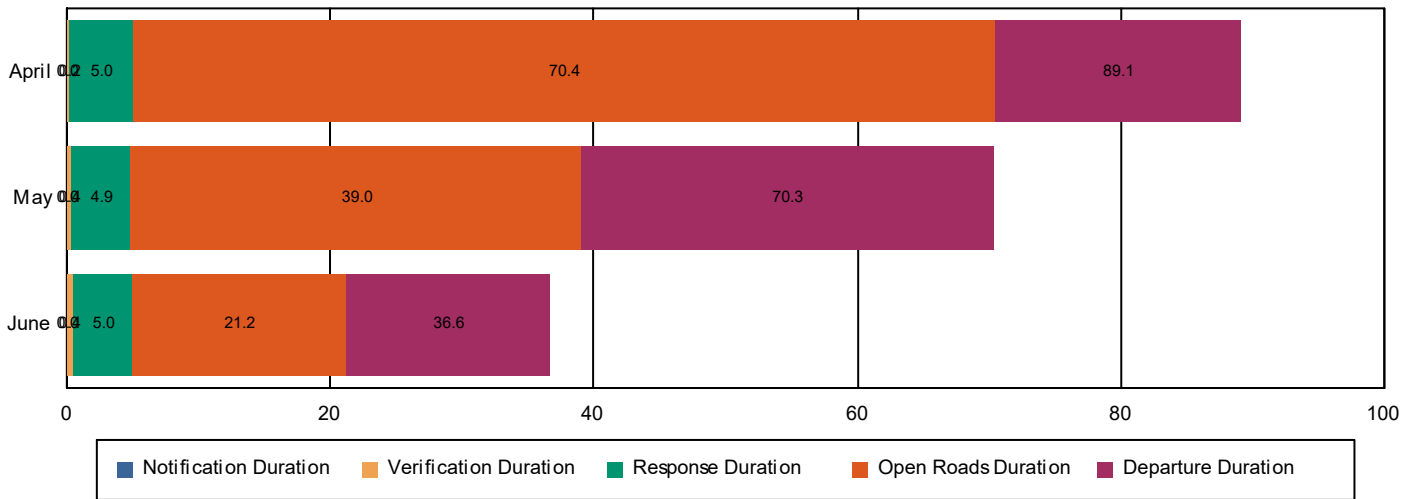


Performance Measures Summary

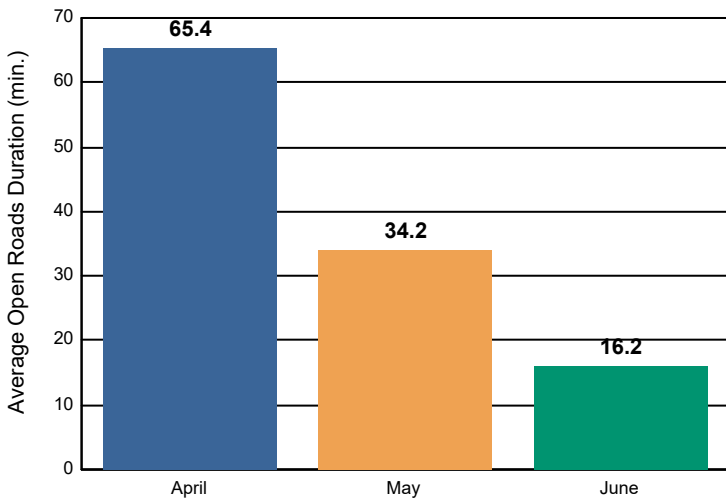
Incidents with HELP Truck Response

| | April | May | June | Total |
|--|-------------|-------------|-------------|-------------|
| Events included in Performance Measures | 451 | 450 | 496 | 1,397 |
| Notification Duration (min.) | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.2 | 0.4 | 0.4 | 0.3 |
| Response Duration (min.) [First Notification to First Arrival] | 4.8 | 4.5 | 4.5 | 4.6 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 65.4 | 34.2 | 16.2 | 38.0 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 18.7 | 31.3 | 15.4 | 21.6 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 70.4 | 39.0 | 21.2 | 43.0 |
| | 89.1 | 70.3 | 36.6 | 64.6 |

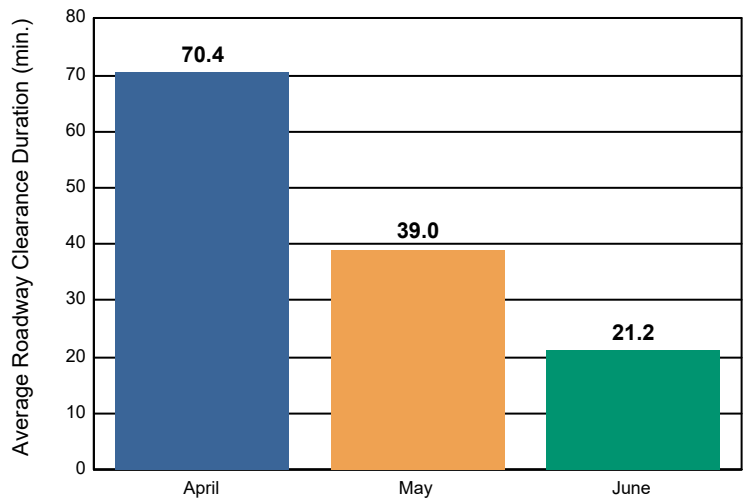
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

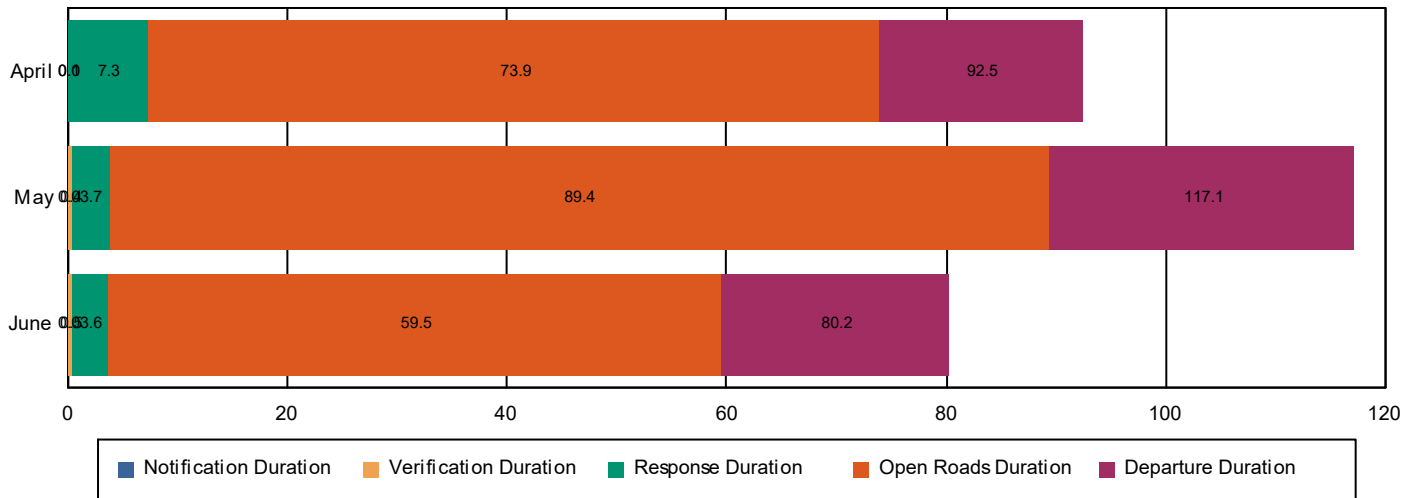


Performance Measures Summary

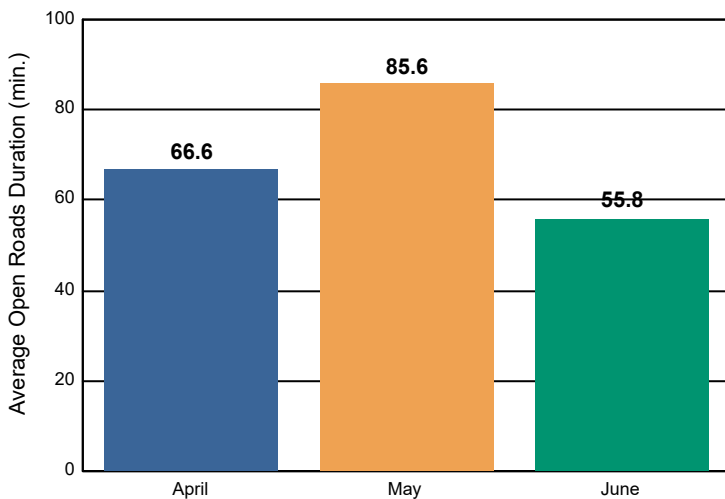
Incidents without HELP Truck Response

| | April | May | June | Total |
|--|-------------|--------------|-------------|-------------|
| Events included in Performance Measures | 84 | 87 | 72 | 243 |
| Notification Duration (min.) | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.1 | 0.4 | 0.5 | 0.3 |
| Response Duration (min.) [First Notification to First Arrival] | 7.3 | 3.3 | 3.2 | 4.7 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 66.6 | 85.6 | 55.8 | 70.6 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 18.6 | 27.8 | 20.7 | 22.5 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 73.9 | 89.4 | 59.5 | 75.6 |
| | 92.5 | 117.1 | 80.2 | 98.1 |

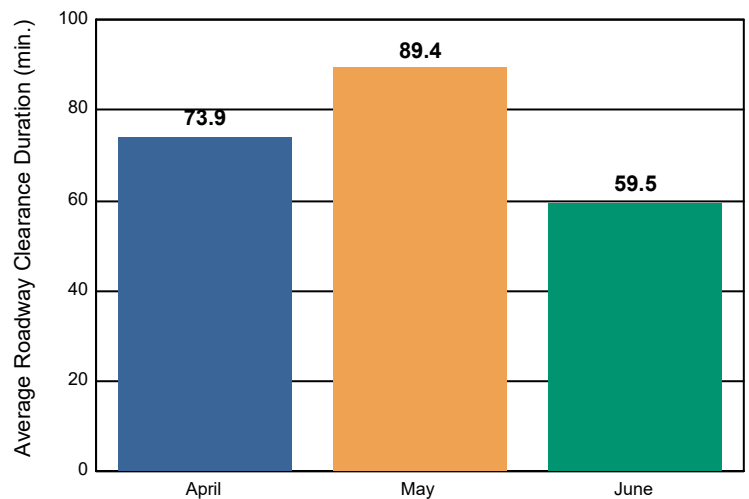
Incident Clearance Duration



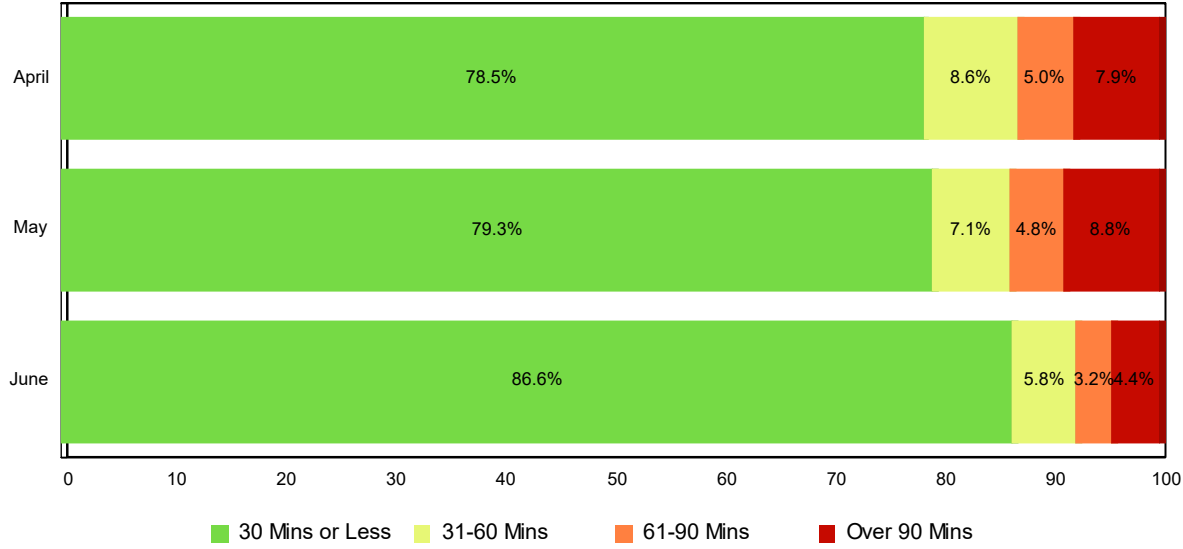
Open Roads Duration / Month



Roadway Clearance Duration / Month

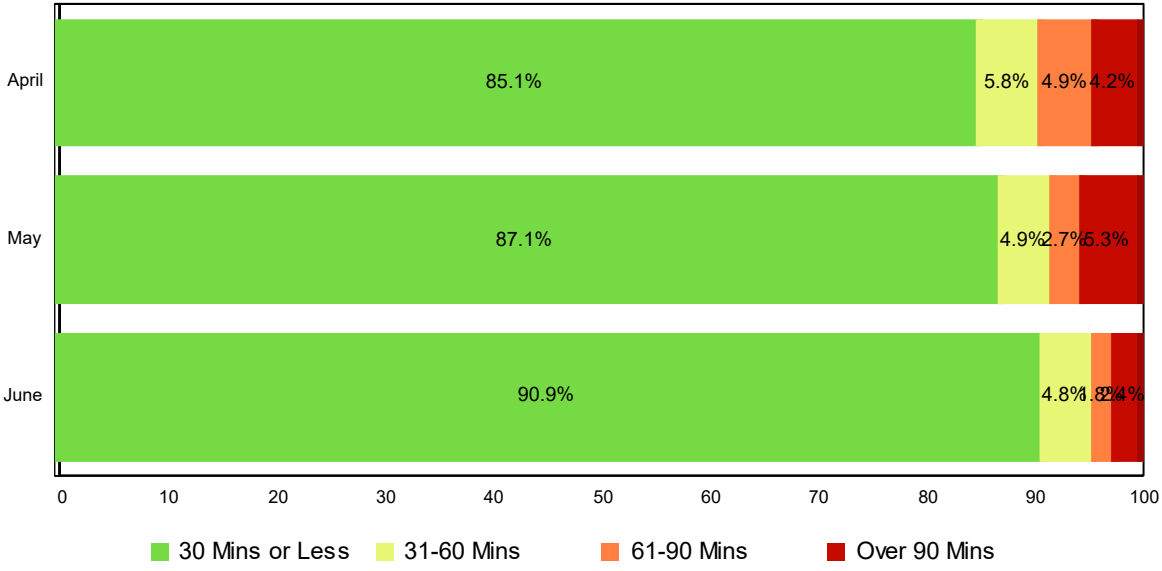


Lane Blockage Clearance Times - Overall



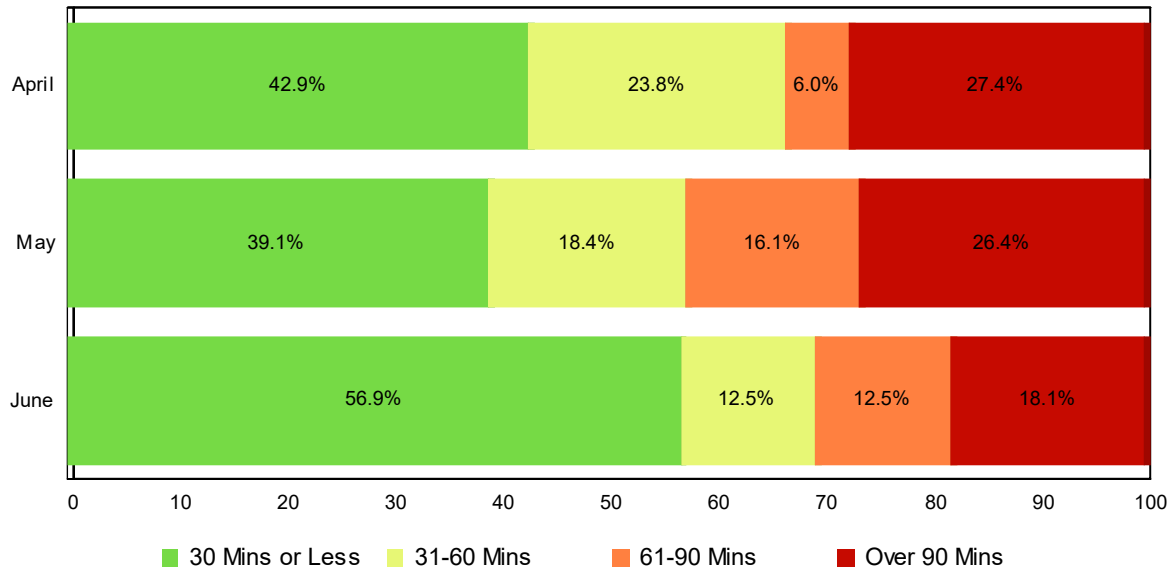
| Month | 30 Mins or Less | 31-60 Mins | 61-90 Mins | Over 90 Mins | Total # of Events |
|--------------------------|-----------------|------------|------------|--------------|-------------------|
| April | 420 | 46 | 27 | 42 | 535 |
| May | 426 | 38 | 26 | 47 | 537 |
| June | 492 | 33 | 18 | 25 | 568 |
| Total # of Events | 1,338 | 117 | 71 | 114 | 1,640 |

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 | 384 | 26 | 22 | 19 | 451 |
| May | 392 | 22 | 12 | 24 | 450 |
| June | 451 | 24 | 9 | 12 | 496 |
| Total # of Events | 1,227 | 72 | 43 | 55 | 1,397 |

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 | 36 | 20 | 5 | 23 | 84 |
| May | 34 | 16 | 14 | 23 | 87 |
| June | 41 | 9 | 9 | 13 | 72 |
| Total # of Events | 111 | 45 | 28 | 59 | 243 |

All Incidents with Travel Lane Blockage and HELP Truck Response

| No. of Lanes Blocked | % | Count | % | Count | % | Count | % | Count | Avg Clear Time (Min) |
|----------------------|-----------|--------------|-----------|--------------|-----------|--------------|----------|-----------|----------------------|
| 1 | 92 | 995 | 96 | 1033 | 98 | 1055 | 2 | 21 | 13 |
| 2 | 77 | 196 | 87 | 219 | 92 | 233 | 8 | 20 | 30 |
| 3 | 58 | 30 | 77 | 40 | 87 | 45 | 13 | 7 | 46 |
| 4 | 38 | 5 | 46 | 6 | 62 | 8 | 38 | 5 | 94 |
| 5 | 33 | 1 | 33 | 1 | 33 | 1 | 67 | 2 | 96 |
| Totals | 88 | 1,227 | 93 | 1,299 | 96 | 1,342 | 4 | 55 | 18 |

<=30 Mins

<=60 Mins

<=90 Mins

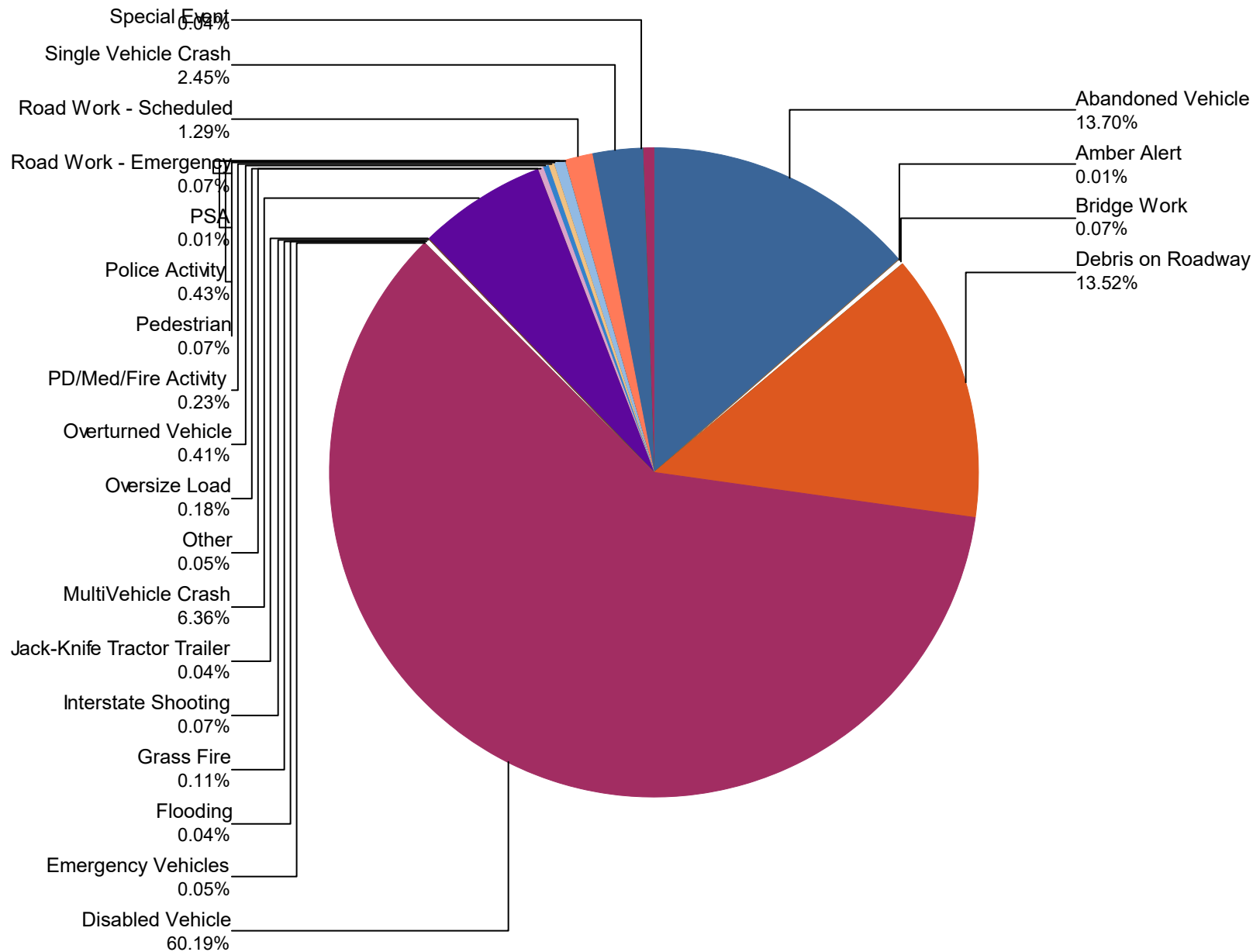
>90 Mins

Travel Lane Blockage Events- Roadway

| Roadway | Lane Blockage Events Count | All Incidents | % of Incidents with Lane Blockage |
|------------|----------------------------|---------------|-----------------------------------|
| I0040 | 565 | 2,250 | 25.1 |
| I0055 | 238 | 787 | 30.2 |
| I0240 | 558 | 3,045 | 18.3 |
| I0269 | 1 | 3 | 33.3 |
| Sam Cooper | 0 | 9 | 0.0 |
| SR001 | 4 | 4 | 100.0 |
| SR003 | 3 | 4 | 75.0 |
| SR005 | 1 | 1 | 100.0 |
| SR015 | 2 | 2 | 100.0 |
| SR018 | 1 | 1 | 100.0 |
| SR020 | 2 | 2 | 100.0 |
| SR022 | 1 | 1 | 100.0 |
| SR023 | 0 | 1 | 0.0 |
| SR054 | 2 | 2 | 100.0 |
| SR059 | 0 | 1 | 0.0 |
| SR069 | 1 | 2 | 50.0 |
| SR077 | 1 | 1 | 100.0 |
| SR086 | 1 | 1 | 100.0 |
| SR088 | 0 | 1 | 0.0 |
| SR100 | 1 | 1 | 100.0 |
| SR114 | 2 | 2 | 100.0 |
| SR124 | 0 | 1 | 0.0 |
| SR125 | 2 | 2 | 100.0 |
| SR140 | 1 | 1 | 100.0 |
| SR194 | 1 | 1 | 100.0 |
| SR209 | 1 | 1 | 100.0 |
| SR222 | 1 | 1 | 100.0 |
| SR300 | 18 | 42 | 42.9 |
| SR385 | 230 | 1,021 | 22.5 |

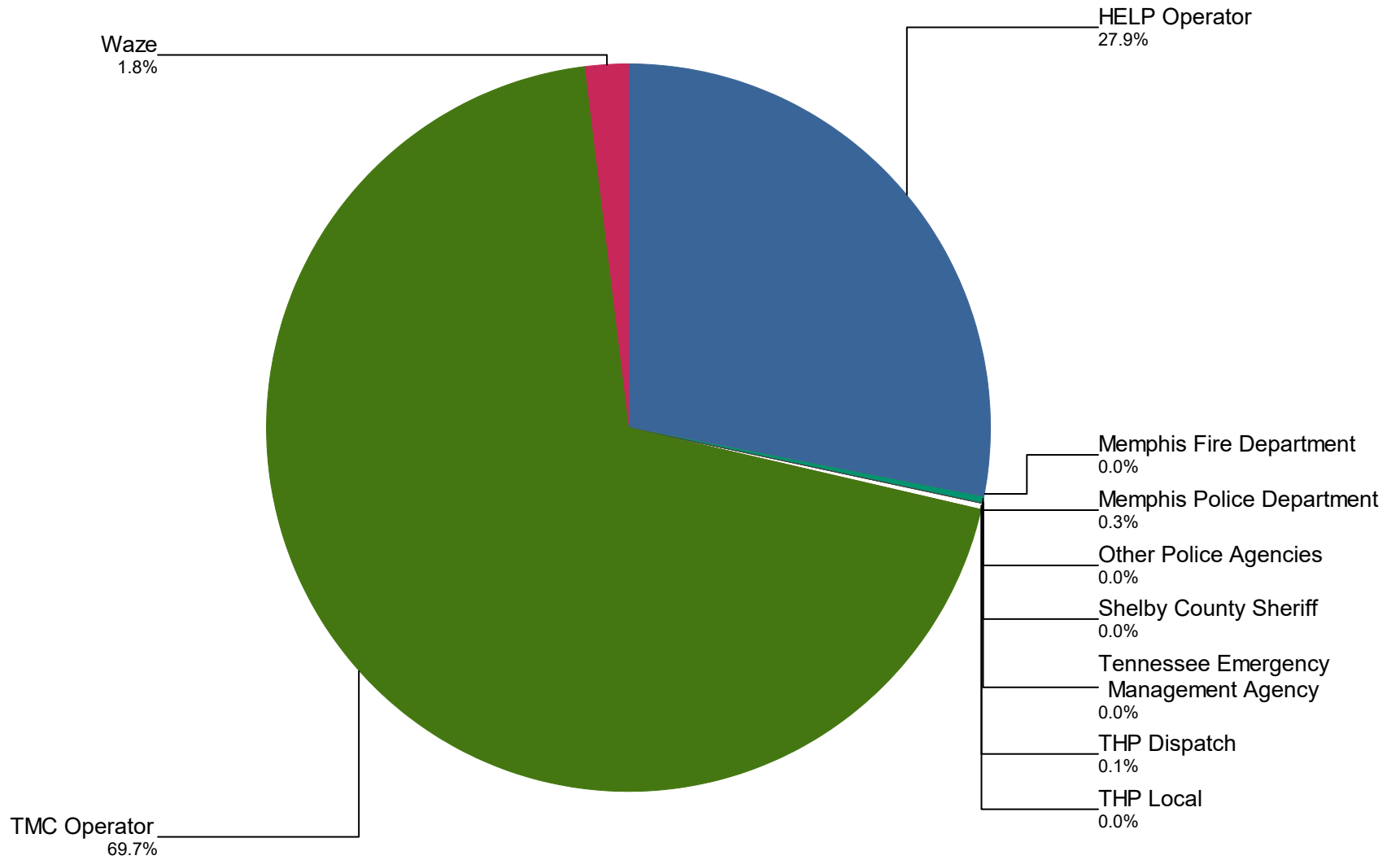
| | | | |
|---------------------|--------------|--------------|--------------|
| SR424 | 1 | 1 | 100.0 |
| SR431 | 1 | 1 | 100.0 |
| All Roadways | 1,640 | 7,193 | 22.8 |

Percentage of Event Types for All Events in Current Quarter



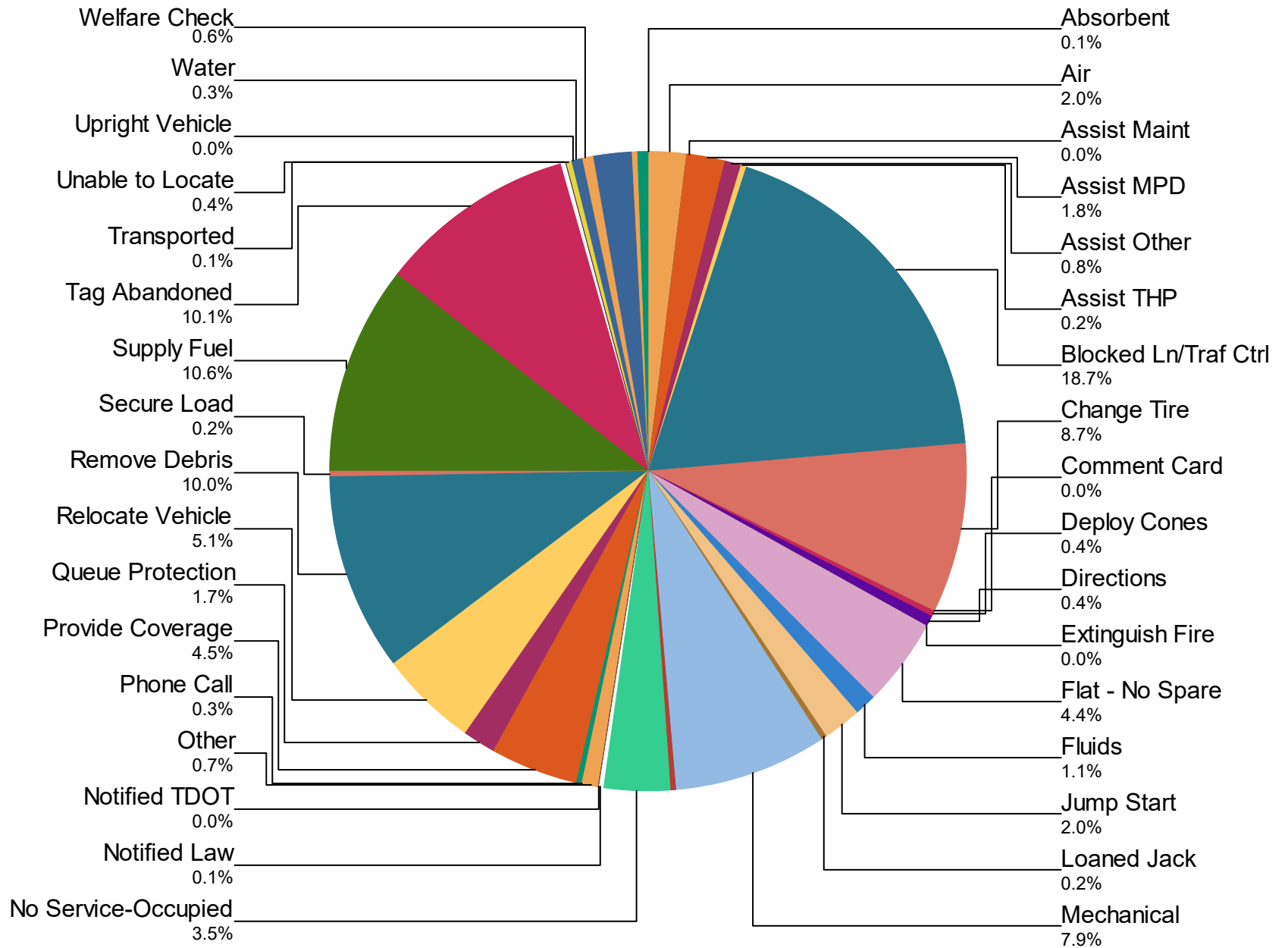
| Event Types for All Events | April | May | June | Total | % |
|-----------------------------------|--------------|--------------|--------------|--------------|---------------|
| Abandoned Vehicle | 344 | 321 | 343 | 1,008 | 13.7% |
| Amber Alert | 0 | 0 | 1 | 1 | 0.0% |
| Bridge Work | 0 | 0 | 5 | 5 | 0.1% |
| Debris on Roadway | 293 | 322 | 380 | 995 | 13.5% |
| Disabled Vehicle | 1,453 | 1,536 | 1,441 | 4,430 | 60.2% |
| Emergency Vehicles | 2 | 1 | 1 | 4 | 0.1% |
| Flooding | 2 | 1 | 0 | 3 | 0.0% |
| Grass Fire | 1 | 4 | 3 | 8 | 0.1% |
| Interstate Shooting | 3 | 1 | 1 | 5 | 0.1% |
| Jack-Knife Tractor Trailer | 1 | 0 | 2 | 3 | 0.0% |
| MultiVehicle Crash | 156 | 174 | 138 | 468 | 6.4% |
| Other | 2 | 0 | 2 | 4 | 0.1% |
| Oversize Load | 3 | 3 | 7 | 13 | 0.2% |
| Overturned Vehicle | 5 | 14 | 11 | 30 | 0.4% |
| PD/Med/Fire Activity | 8 | 3 | 6 | 17 | 0.2% |
| Pedestrian | 0 | 4 | 1 | 5 | 0.1% |
| Police Activity | 15 | 11 | 6 | 32 | 0.4% |
| PSA | 0 | 0 | 1 | 1 | 0.0% |
| Road Work - Emergency | 2 | 1 | 2 | 5 | 0.1% |
| Road Work - Scheduled | 29 | 43 | 23 | 95 | 1.3% |
| Single Vehicle Crash | 82 | 51 | 47 | 180 | 2.4% |
| Special Event | 2 | 0 | 1 | 3 | 0.0% |
| Test Incident | 2 | 1 | 1 | 4 | 0.1% |
| Towing | 2 | 0 | 0 | 2 | 0.0% |
| Vehicle Fire | 12 | 12 | 12 | 36 | 0.5% |
| Weather | 2 | 0 | 1 | 3 | 0.0% |
| Total | 2,421 | 2,503 | 2,436 | 7,360 | 100.0% |

Incidents by Detection Source



| Notifier Agency | April | May | June | Total | % |
|------------------------------------|--------------|--------------|--------------|--------------|---------------|
| HELP Operator | 656 | 670 | 730 | 2,056 | 27.9 |
| Memphis Fire Department | 0 | 1 | 0 | 1 | 0.0 |
| Memphis Police Department | 10 | 12 | 3 | 25 | 0.3 |
| Other Police Agencies | 1 | 0 | 0 | 1 | 0.0 |
| Shelby County Sheriff | 1 | 0 | 1 | 2 | 0.0 |
| Tennessee Emergency Managem | 0 | 1 | 0 | 1 | 0.0 |
| THP Dispatch | 5 | 1 | 3 | 9 | 0.1 |
| THP Local | 2 | 0 | 0 | 2 | 0.0 |
| TMC Operator | 1,711 | 1,778 | 1,638 | 5,127 | 69.7 |
| Waze | 35 | 40 | 61 | 136 | 1.8 |
| Total | 2,421 | 2,503 | 2,436 | 7,360 | 100.0% |

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 | 44 | 77 | 93 | 214 | 2.0 |
| Assist Maint | 0 | 1 | 0 | 1 | 0.0 |
| Assist MPD | 53 | 76 | 67 | 196 | 1.8 |
| Assist Other | 32 | 30 | 21 | 83 | 0.8 |
| Assist THP | 8 | 9 | 5 | 22 | 0.2 |
| Blocked Ln/Traf Ctrl | 703 | 710 | 588 | 2,001 | 18.7 |
| Change Tire | 277 | 335 | 316 | 928 | 8.7 |
| Comment Card | 0 | 0 | 1 | 1 | 0.0 |
| Deploy Cones | 12 | 25 | 5 | 42 | 0.4 |
| Directions | 11 | 21 | 14 | 46 | 0.4 |
| Extinguish Fire | 1 | 0 | 2 | 3 | 0.0 |
| Flat - No Spare | 139 | 196 | 140 | 475 | 4.4 |
| Fluids | 42 | 43 | 36 | 121 | 1.1 |
| Jump Start | 68 | 80 | 62 | 210 | 2.0 |
| Loaned Jack | 6 | 4 | 8 | 18 | 0.2 |
| Mechanical | 287 | 293 | 265 | 845 | 7.9 |
| No Service-Abandon | 4 | 8 | 9 | 21 | 0.2 |
| No Service-Occupied | 141 | 130 | 108 | 379 | 3.5 |
| Notified Law | 1 | 2 | 6 | 9 | 0.1 |
| Notified TDOT | 0 | 2 | 0 | 2 | 0.0 |
| Other | 32 | 31 | 17 | 80 | 0.7 |
| Phone Call | 10 | 15 | 6 | 31 | 0.3 |
| Provide Coverage | 189 | 164 | 134 | 487 | 4.5 |
| Queue Protection | 54 | 64 | 60 | 178 | 1.7 |
| Relocate Vehicle | 197 | 189 | 161 | 547 | 5.1 |
| Remove Debris | 312 | 351 | 404 | 1,067 | 10.0 |
| Secure Load | 7 | 8 | 5 | 20 | 0.2 |
| Supply Fuel | 377 | 384 | 375 | 1,136 | 10.6 |
| Tag Abandoned | 370 | 349 | 368 | 1,087 | 10.1 |
| Transported | 2 | 3 | 8 | 13 | 0.1 |

| | April | May | June | Total | % |
|------------------|--------------|--------------|--------------|---------------|---------------|
| Unable to Locate | 20 | 13 | 13 | 46 | 0.4 |
| Upright Vehicle | 0 | 0 | 2 | 2 | 0.0 |
| Water | 6 | 9 | 16 | 31 | 0.3 |
| Welfare Check | 25 | 17 | 26 | 68 | 0.6 |
| Wrecker List | 64 | 89 | 73 | 226 | 2.1 |
| Wrecker Towed | 8 | 5 | 4 | 17 | 0.2 |
| Wrong Truck | 19 | 25 | 17 | 61 | 0.6 |
| Total | 3,522 | 3,760 | 3,438 | 10,720 | 100.0% |

DMS Duration

| | Apr | May | Jun |
|-----------------------|------------|------------|------------|
| Avg % ON Time | 8.1 | 4.3 | 1.0 |
| Avg Post Time (hr) | 0.9 | 0.4 | 0.9 |
| Avg Messages Per Sign | 65.1 | 76.4 | 73.7 |
| Total Messages Posted | 2,930 | 3,438 | 3,316 |