

Quarterly Performance Measures Report



Includes All Responders

Reporting Period: January 1, 2023 to March 31, 2023

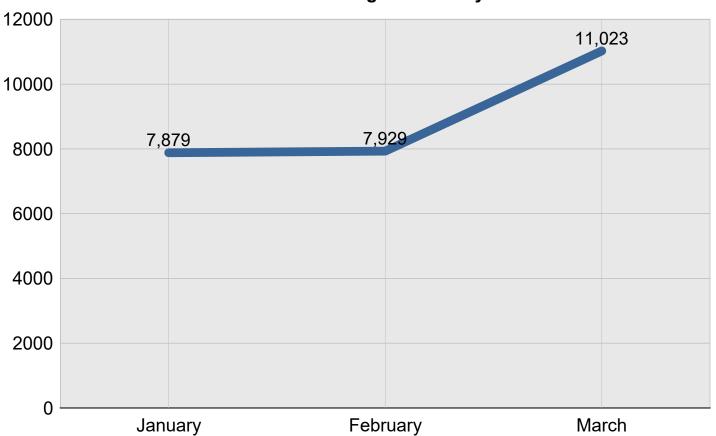
Statewide

Created on: April 03, 2023 2:04 pm County: All Counties Report Template version 1.0

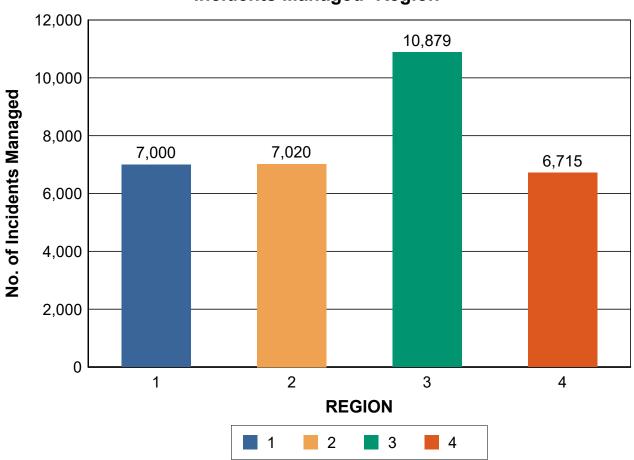
Total Incidents Managed This Quarter: 25,023

Incidents Managed

Incidents Managed - Monthly



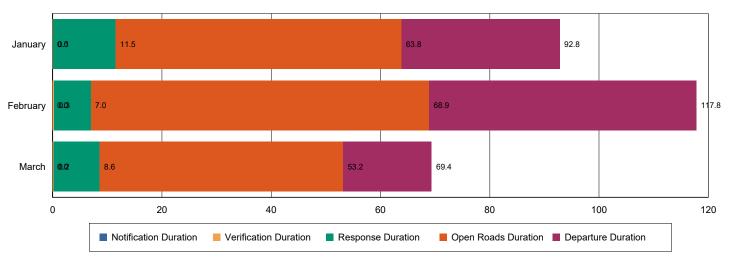




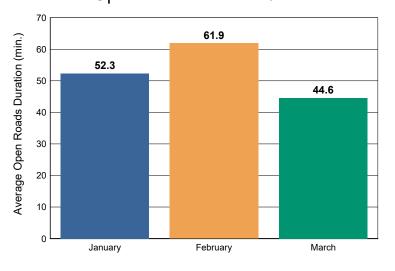
Incidents Overall Response

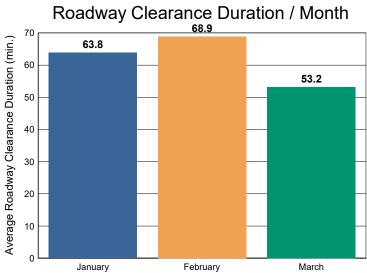
	January	February	March	Total
Events included in Performance Measures	1,572	1,564	2,004	5,057
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.3	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	11.4	6.7	8.4	8.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	52.3	61.9	44.6	52.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	29.0	48.9	16.2	30.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	63.8	68.9	53.2	61.3
Incident Clearance Duration (min.) [First Notif to Last Departure]	92.8	117.8	69.4	91.5

Incident Clearance Duration





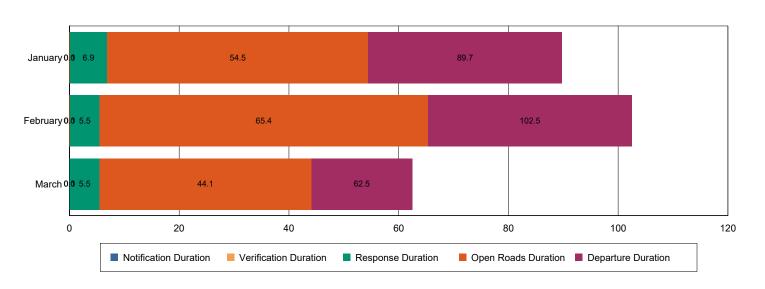


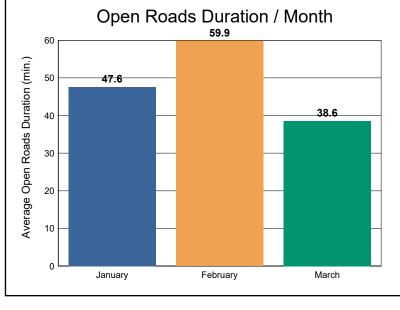


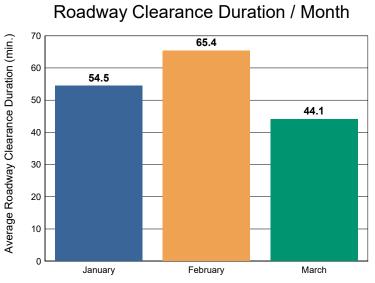
Incidents with HELP Truck Response: Location Type Unkown

	January	February	March	Total
Events included in Performance Measures	930	876	1,038	2,791
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.1	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	6.8	5.4	5.5	5.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	47.6	59.9	38.6	48.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	35.3	37.1	18.4	29.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	54.5	65.4	44.1	54.2
Incident Clearance Duration (min.) [First Notif to Last Departure]	89.7	102.5	62.5	84.0

Incident Clearance Duration



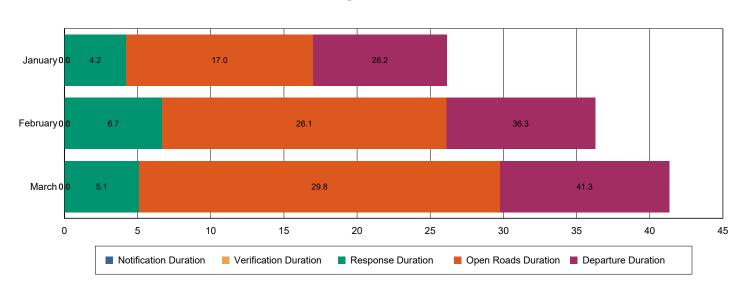




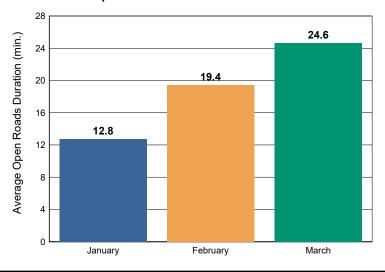
Incidents with HELP Truck Response: Rural

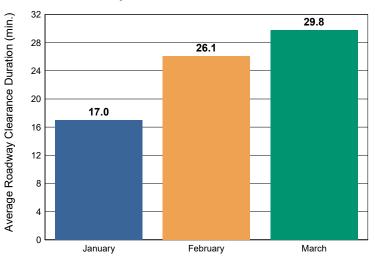
	January	February	March	Total
Events included in Performance Measures	8	9	10	27
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	4.2	6.7	5.1	5.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	12.8	19.4	24.6	18.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	9.2	10.2	11.6	10.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	17.0	26.1	29.8	24.0
Incident Clearance Duration (min.) [First Notif to Last Departure]	26.2	36.3	41.3	34.2

Incident Clearance Duration



Open Roads Duration / Month

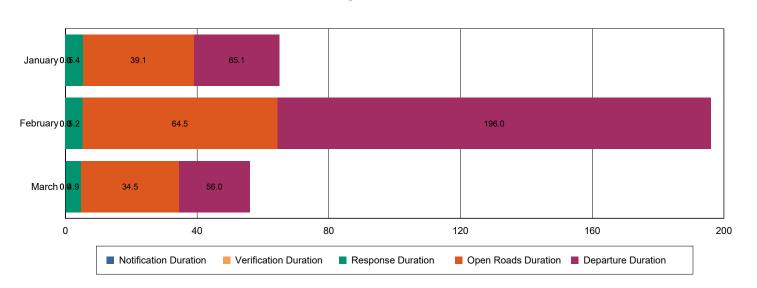




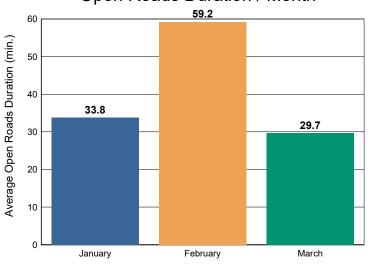
Incidents with HELP Truck Response: Urban

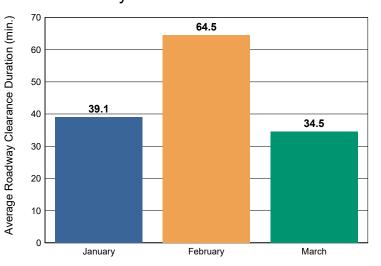
	January	February	March	Total
Events included in Performance Measures	266	279	375	920
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	5.4	5.2	4.9	5.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	33.8	59.2	29.7	39.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	25.9	131.5	21.5	56.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	39.1	64.5	34.5	44.9
Incident Clearance Duration (min.) [First Notif to Last Departure]	65.1	196.0	56.0	101.0

Incident Clearance Duration



Open Roads Duration / Month

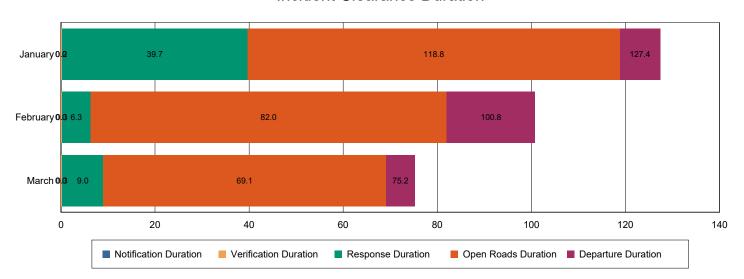


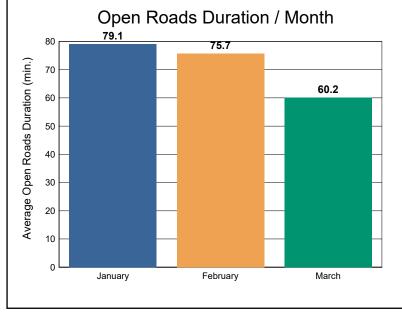


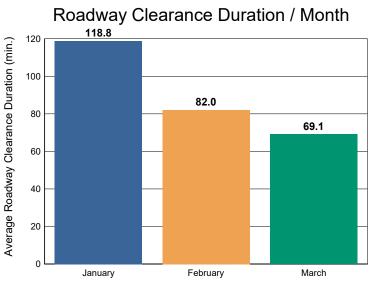
Incidents without HELP Truck Response: Location Type Unkown

	January	February	March	Total
Events included in Performance Measures	203	183	258	641
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.3	0.3	0.3
Response Duration (min.) [First Notification to First Arrival]	39.5	6.0	8.6	18.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	79.1	75.7	60.2	70.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	8.6	18.8	6.1	10.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	118.8	82.0	69.1	89.3
Incident Clearance Duration (min.) [First Notif to Last Departure]	127.4	100.8	75.2	99.7

Incident Clearance Duration



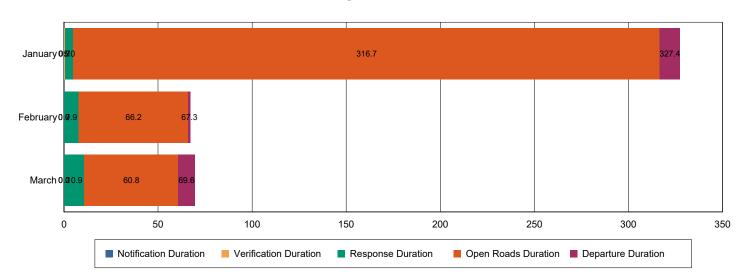




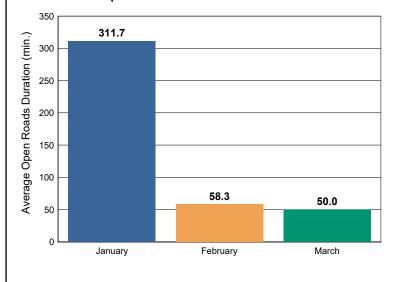
Incidents without HELP Truck Response: Rural

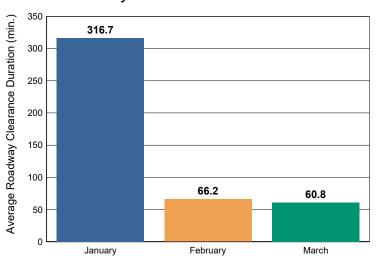
	January	February	March	Total
Events included in Performance Measures	6	8	12	26
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.7	0.0	0.2	0.2
Response Duration (min.) [First Notification to First Arrival]	4.3	7.9	10.7	8.6
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	311.7	58.3	50.0	109.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	10.7	1.1	8.7	7.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	316.7	66.2	60.8	117.9
Incident Clearance Duration (min.) [First Notif to Last Departure]	327.4	67.3	69.6	125.0

Incident Clearance Duration



Open Roads Duration / Month

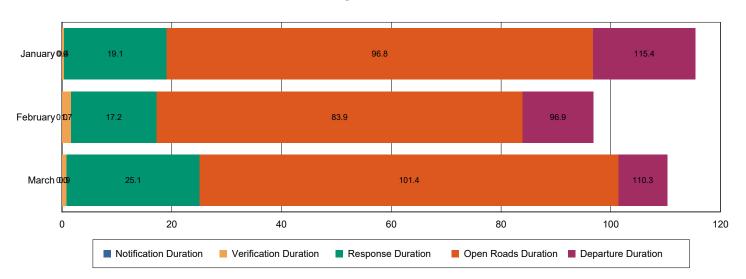




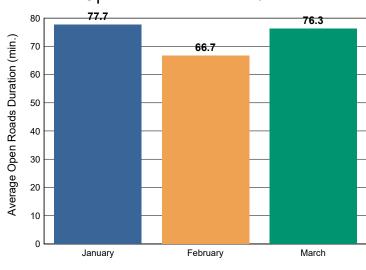
Incidents without HELP Truck Response: Urban

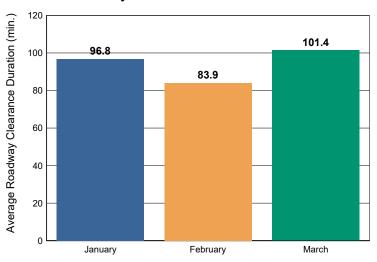
	January	February	March	Total
Events included in Performance Measures	183	226	326	735
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	1.7	0.9	1.0
Response Duration (min.) [First Notification to First Arrival]	18.7	15.6	24.2	20.2
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	77.7	66.7	76.3	73.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	18.6	12.9	8.8	12.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	96.8	83.9	101.4	94.9
Incident Clearance Duration (min.) [First Notif to Last Departure]	115.4	96.9	110.3	107.3

Incident Clearance Duration

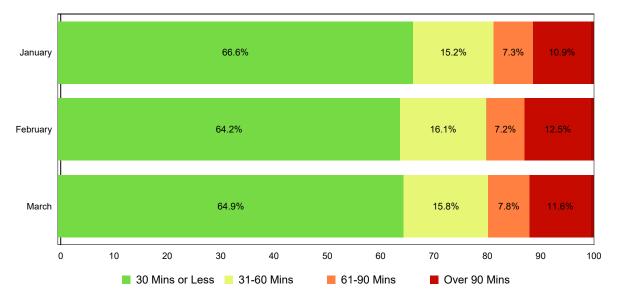






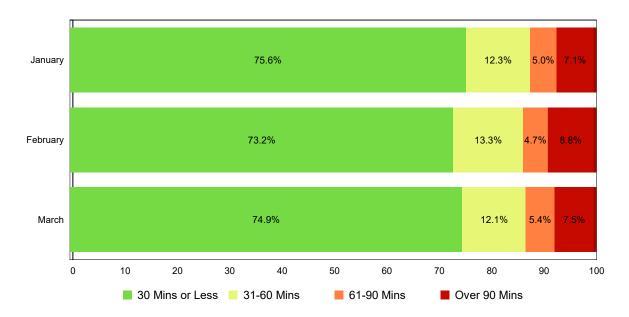


Lane Blockage Clearance Times - Overall



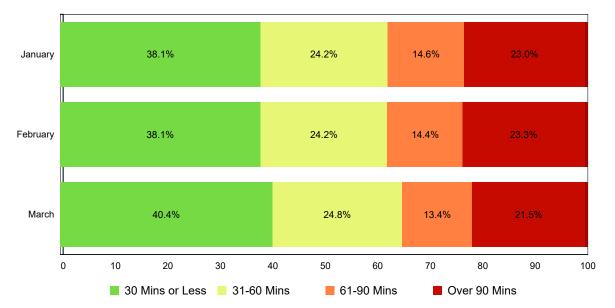
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	1,051	244	119	176	1,559
February	1,009	256	115	198	1,552
March	1,317	320	153	221	1,988
Total # of Events	3,338	819	387	593	5,016

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	909	151	62	87	1,191
February	854	158	55	102	1,154
March	1,080	173	173 73		1,415
Total # of Events	2,814	481	190	289	3,707

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	151	94	57	89	391
February	159	99	60	96	414
March	241	147	80	121	587
Total # of Events	551	340	197	306	1,389

All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	73	2748	86	3207	92	3428	8	312	34
2	51	644	73	936	83	1061	17	214	58
3	32	78	59	144	74	182	26	63	76
4	19	15	46	37	62	50	38	31	99
5	33	3	44	4	67	6	33	3	93
Totals	65.2	3488	80.9	4328	88.4	4727	11.6	623	42
	<=3	0 Mins	<=6	0 Mins	<=90) Mins	>90 Mins		
					-				-

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	84	2290	92	2528	96	2627	4	108	21
2	60	557	80	746	87	812	13	124	47
3	37	70	62	116	76	143	24	45	74
4	22	14	52	33	61	39	39	25	103
5	25	2	38	3	63	5	38	3	104
Totals	74.6	2933	87.2	3426	92.2	3626	7.8	305	31
	<=3	0 Mins	<=6	0 Mins	<=90) Mins	>90 Mins		
					•				

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
10024	1026	4,496	22.8
I0024E1	9	26	34.6
10026	28	52	53.8
10040	1411	8,037	17.6
10055	169	690	24.5
10065	529	2,309	22.9
10075	393	3,036	12.9
10081	33	51	64.7
I0124	0	3	0.0
I0140	19	232	8.2
10155	2	2	100.0
10240	467	2,754	17.0
10275	29	260	11.2
10440	96	548	17.5
10640	104	970	10.7
10840	18	59	30.5
Region 1 TMC	0	103	0.0
Region 2 TMC	0	98	0.0
Region 3 TMC	1	93	1.1
Sam Cooper	10	15	66.7
SR001	16	64	25.0
SR002	10	88	11.4
SR003	4	4	100.0
SR006	33	128	25.8
SR008	6	20	30.0
SR009	11	13	84.6
SR010	1	1	100.0
SR011	4	5	80.0
SR012	3	4	75.0

SR014	1	1	100.0
SR015	1	6	16.7
SR016	3	11	27.3
SR017	0	3	0.0
SR020	4	4	100.0
SR022	1	1	100.0
SR023	0	1	0.0
SR024	5	36	13.9
SR025	2	2	100.0
SR026	3	25	12.0
SR027	0	3	0.0
SR028	4	62	6.5
SR029	65	374	17.4
SR030	6	39	15.4
SR032	6	6	100.0
SR033	16	39	41.0
SR034	7	7	100.0
SR035	4	4	100.0
SR037	8	8	100.0
SR039	9	24	37.5
SR040	5	17	29.4
SR044	2	2	100.0
SR045	1	1	100.0
SR046	1	2	50.0
SR049	1	2	50.0
SR050	0	8	0.0
SR051	0	1	0.0
SR052	6	20	30.0
SR053	0	20	0.0
SR054	1	1	100.0
SR055	1	14	7.1
SR056	0	31	0.0
SR057	2	1	200.0

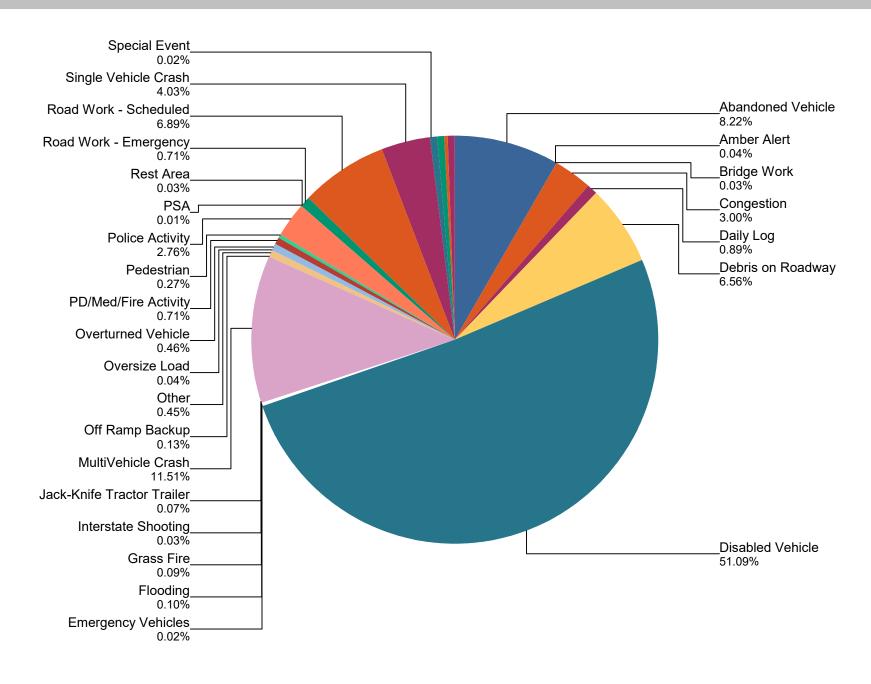
SR058	7	30	23.3
SR060	3	22	13.6
SR061	9	9	100.0
SR062	9	20	45.0
SR063	2	2	100.0
SR064	1	4	25.0
SR065	1	2	50.0
SR067	1	1	100.0
SR068	5	30	16.7
SR069	0	1	0.0
SR070	3	3	100.0
SR071	8	8	100.0
SR072	3	3	100.0
SR073	2	2	100.0
SR074	2	15	13.3
SR077	1	1	100.0
SR082	1	2	50.0
SR083	0	1	0.0
SR084	1	4	25.0
SR085	0	1	0.0
SR092	1	1	100.0
SR093	3	3	100.0
SR095	1	1	100.0
SR096	2	7	28.6
SR100	0	1	0.0
SR101	0	16	0.0
SR104	2	1	200.0
SR106	2	2	100.0
SR107	4	4	100.0
SR108	1	3	33.3
SR109	1	1	100.0
SR111	9	55	16.4
SR115	23	76	30.3

SR116	3	3	100.0
SR121	0	1	0.0
SR126	2	2	100.0
SR127	0	7	0.0
SR130	1	4	25.0
SR131	9	11	81.8
SR134	1	2	50.0
SR135	0	15	0.0
SR136	3	19	15.8
SR144	1	1	100.0
SR146	0	3	0.0
SR148	3	3	100.0
SR149	1	1	100.0
SR153	149	794	18.8
SR155	199	890	22.4
SR156	0	1	0.0
SR158	0	2	0.0
SR159	1	1	100.0
SR160	1	1	100.0
SR162	7	38	18.4
SR163	2	19	10.5
SR164	0	1	0.0
SR168	1	1	100.0
SR169	1	1	100.0
SR170	3	3	100.0
SR171	2	2	100.0
SR186	1	1	100.0
SR190	1	1	100.0
SR194	0	1	0.0
SR204	0	1	0.0
SR214	1	1	100.0
SR235	0	1	0.0
SR252	1	1	100.0
-			

SR254	1	1	100.0
SR255	4	7	57.1
SR258	0	1	0.0
SR266	0	1	0.0
SR269	1	2	50.0
SR280	0	3	0.0
SR281	1	3	33.3
SR282	0	7	0.0
SR287	0	7	0.0
SR288	1	2	50.0
SR290	0	9	0.0
SR291	0	1	0.0
SR296	0	2	0.0
SR298	2	20	10.0
SR299	0	11	0.0
SR300	6	26	23.1
SR302	0	3	0.0
SR303	0	1	0.0
SR304	5	13	38.5
SR305	0	5	0.0
SR306	0	4	0.0
SR307	1	11	9.1
SR308	0	11	0.0
SR309	0	4	0.0
SR310	0	2	0.0
SR311	0	4	0.0
SR312	2	5	40.0
SR313	0	1	0.0
SR317	3	10	30.0
SR319	2	4	50.0
SR320	2	6	33.3
SR325	0	2	0.0
SR331	5	5	100.0

SR335	2	2	100.0
SR340	3	3	100.0
SR341	1	1	100.0
SR363	2	2	100.0
SR375	2	2	100.0
SR378	0	2	0.0
SR381	0	1	0.0
SR385	258	1,001	25.8
SR386	25	64	39.1
SR389	0	1	0.0
SR392	0	2	0.0
SR400	1	1	100.0
SR419	0	1	0.0
SR433	0	1	0.0
SR443	1	3	33.3
SR477	0	4	0.0
All Roadways	5,430	23,149	23.5

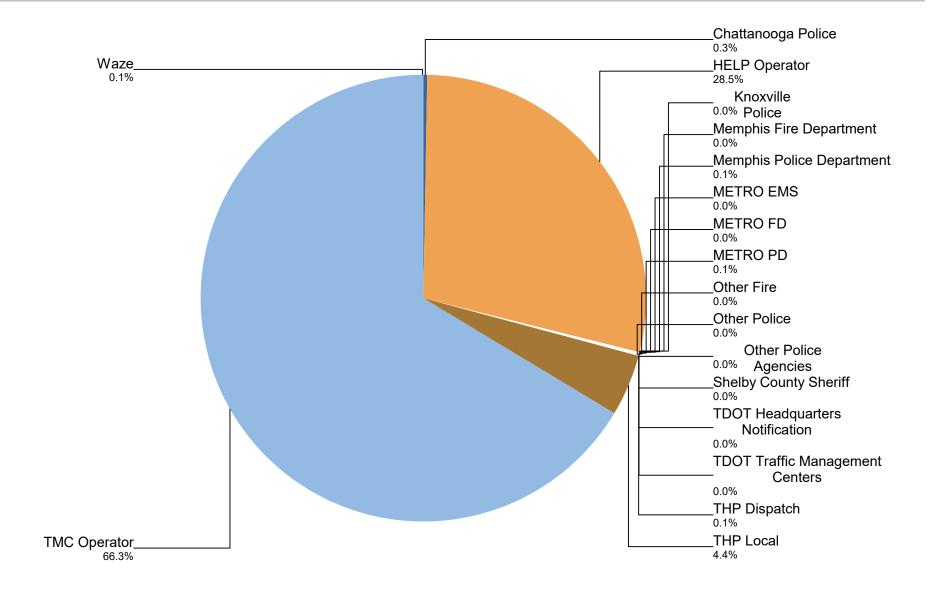
Percentage of Event Types for All Events in Current Quarter



Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	936	814	870	2,620	8.2%
Amber Alert	0	12	0	12	0.0%
Bridge Work	0	1	8	9	0.0%
Congestion	219	267	469	955	3.0%
Daily Log	98	88	97	283	0.9%
Debris on Roadway	653	588	848	2,089	6.6%
Disabled Vehicle	5,143	5,166	5,969	16,278	51.1%
Emergency Vehicles	2	2	3	7	0.0%
Flooding	8	12	13	33	0.1%
Grass Fire	12	10	8	30	0.1%
Interstate Shooting	2	4	2	8	0.0%
Jack-Knife Tractor Trailer	9	9	5	23	0.1%
MultiVehicle Crash	1,131	1,042	1,495	3,668	11.5%
Off Ramp Backup	8	9	25	42	0.1%
Other	60	46	38	144	0.5%
Oversize Load	2	1	11	14	0.0%
Overturned Vehicle	45	53	49	147	0.5%
PD/Med/Fire Activity	75	58	92	225	0.7%
Pedestrian	22	33	31	86	0.3%
Police Activity	309	260	309	878	2.8%
PSA	1	1	0	2	0.0%
Rest Area	2	1	6	9	0.0%
Road Work - Emergency	86	74	66	226	0.7%
Road Work - Scheduled	590	644	961	2,195	6.9%
Single Vehicle Crash	444	399	442	1,285	4.0%
Special Event	1	4	0	5	0.0%
Test Incident	56	47	36	139	0.4%
Traffic Signal Dark	1	0	0	1	0.0%
Unknown	1	0	2	3	0.0%
Vehicle Fire	52	58	70	180	0.6%
Visibility	58	29	26	113	0.4%

	January	February	March	Total	%
Weather	58	54	37	149	0.5%
Wildfire	1	0	0	1	0.0%
Wrong Way Driver	0	1	3	4	0.0%
Total	10,085	9,787	11,991	31,863	100.0%

Incidents by Detection Source



Notifier Agency	January	February	March	Total	%
Chattanooga Police	27	39	24	90	0.3
HELP Operator	2,840	2,913	3,335	9,088	28.5
Knoxville Police	0	1	0	1	0.0
Memphis Fire Department	3	0	0	3	0.0
Memphis Police Department	7	1	13	21	0.1
METRO EMS	0	1	0	1	0.0
METRO FD	4	0	0	4	0.0
METRO PD	18	13	5	36	0.1
Other Fire	1	2	0	3	0.0
Other Police	6	2	1	9	0.0
Other Police Agencies	0	0	1	1	0.0
Shelby County Sheriff	0	0	1	1	0.0
TDOT Headquarters Notification	0	0	3	3	0.0
TDOT Traffic Management Center	0	1	0	1	0.0
THP Dispatch	12	12	21	45	0.1
THP Local	435	409	549	1,393	4.4
TMC Operator	6,716	6,383	8,022	21,121	66.3
Waze	16	10	16	42	0.1
Total	10,085	9,787	11,991	31,863	100.0%