

Includes All Responders

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

Statewide

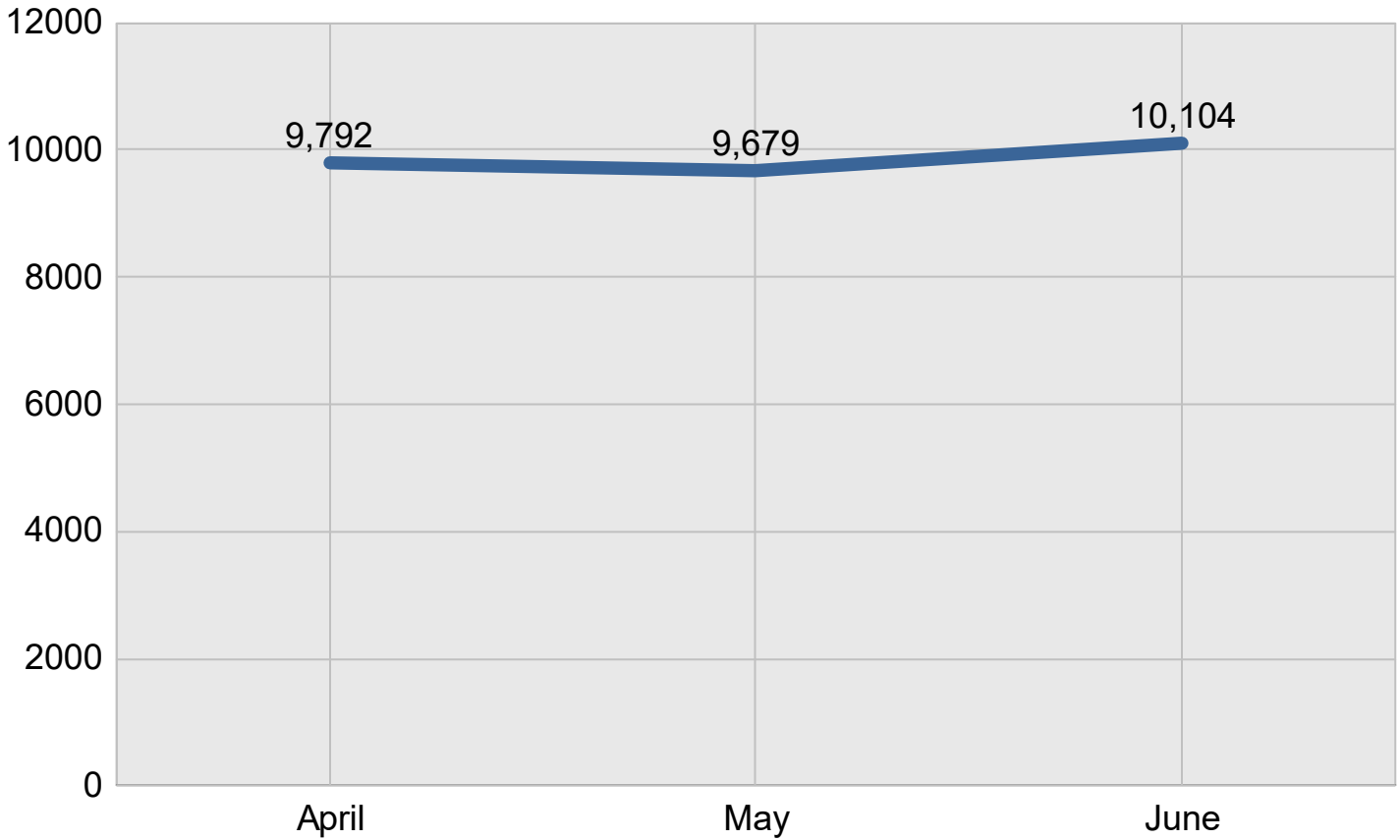
Created on: March 28, 2022 12:25 pm County: All Counties

Report Template version 1.0

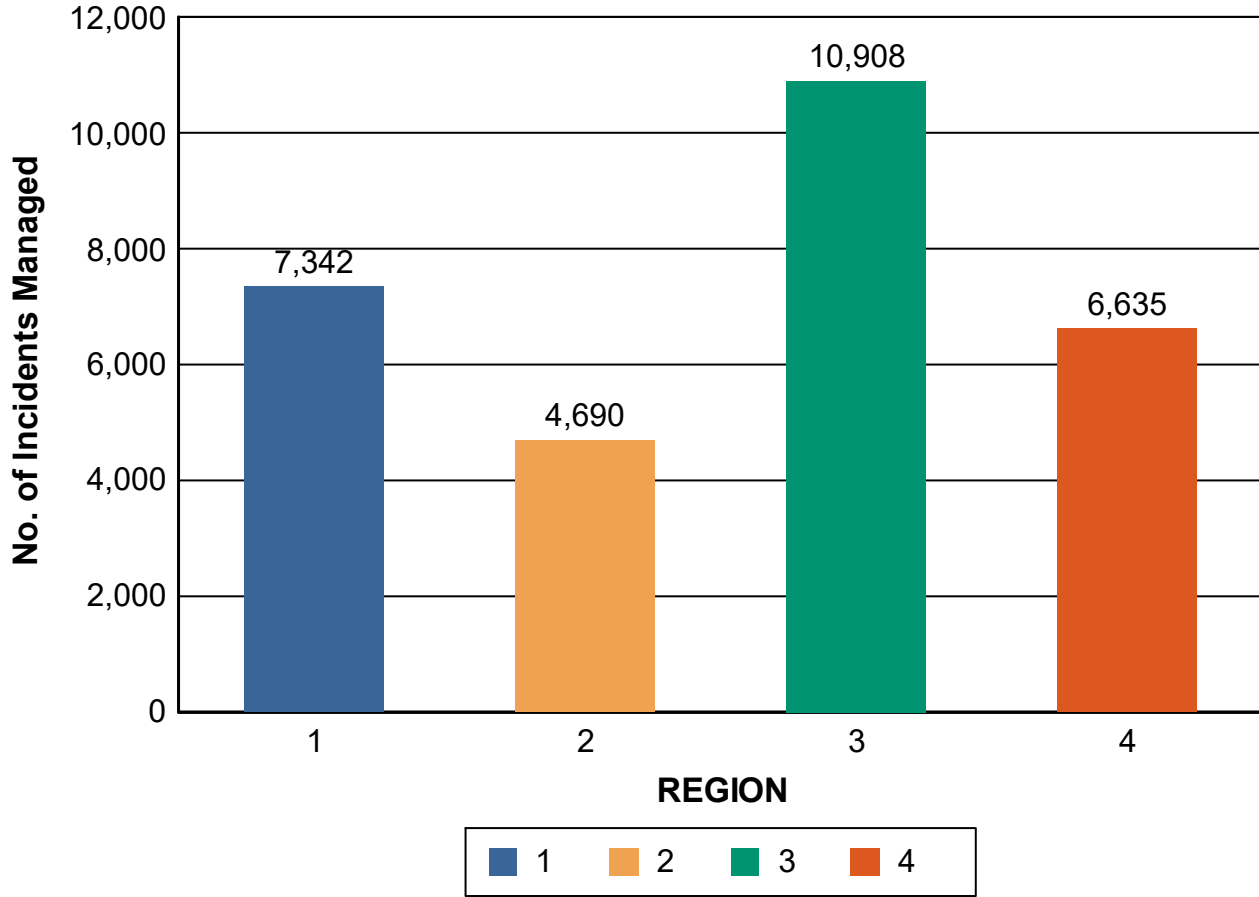
Total Incidents Managed This Quarter: 29,575

Incidents Managed

Incidents Managed - Monthly



Incidents Managed- Region

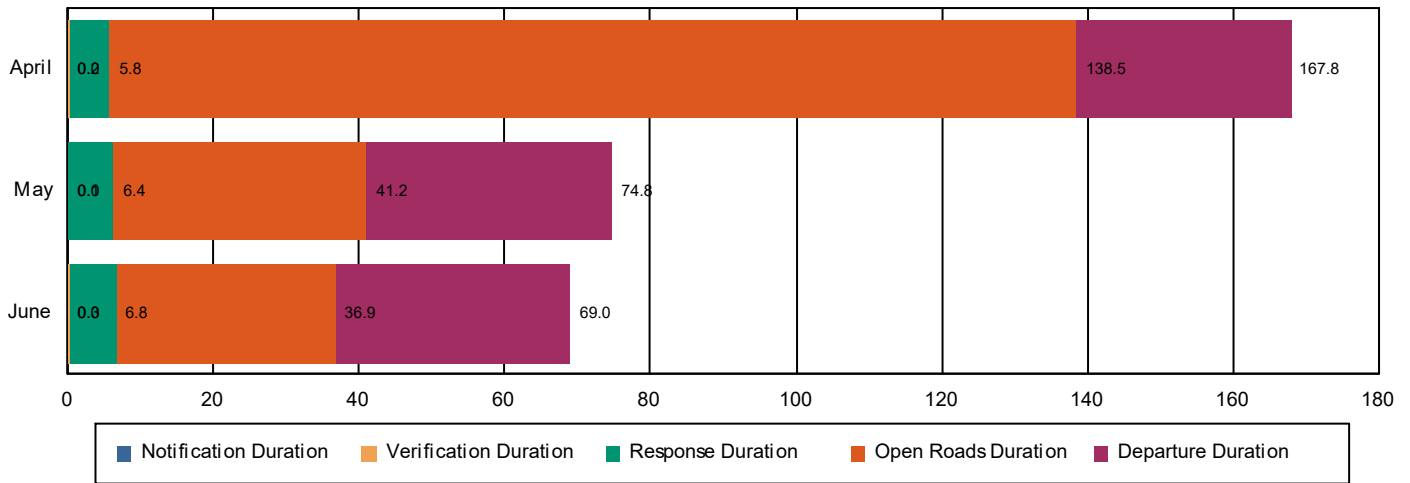


Performance Measures Summary

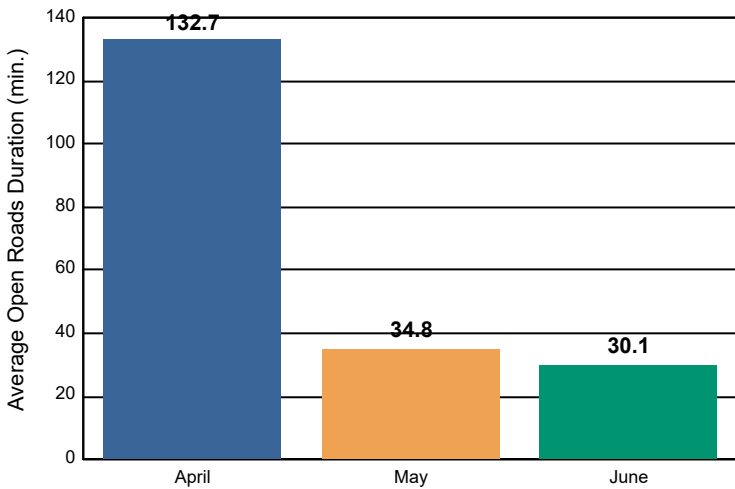
Incidents Overall Response

	April	May	June	Total
Events included in Performance Measures	1,707	1,723	1,832	5,262
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.1	0.3	0.2
Response Duration (min.) [First Notification to First Arrival]	5.5	6.3	6.5	6.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	132.7	34.8	30.1	65.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	29.4	33.6	32.1	31.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	138.5	41.2	36.9	71.4
Incident Clearance Duration (min.) [First Notif to Last Departure]	167.8	74.8	69.0	103.1

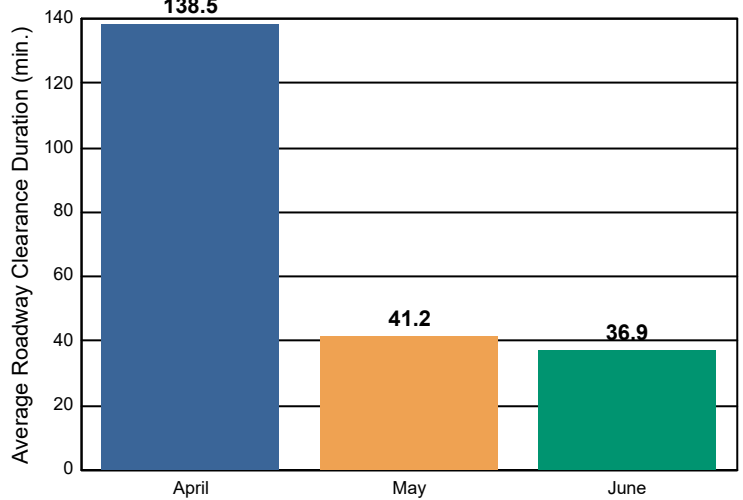
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

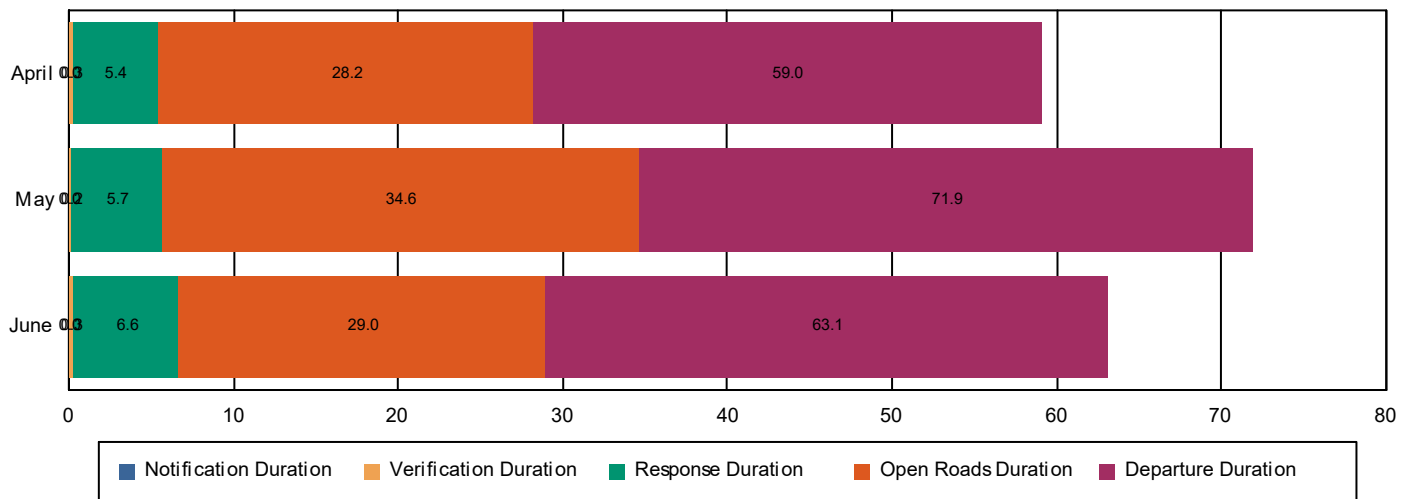


Performance Measures Summary

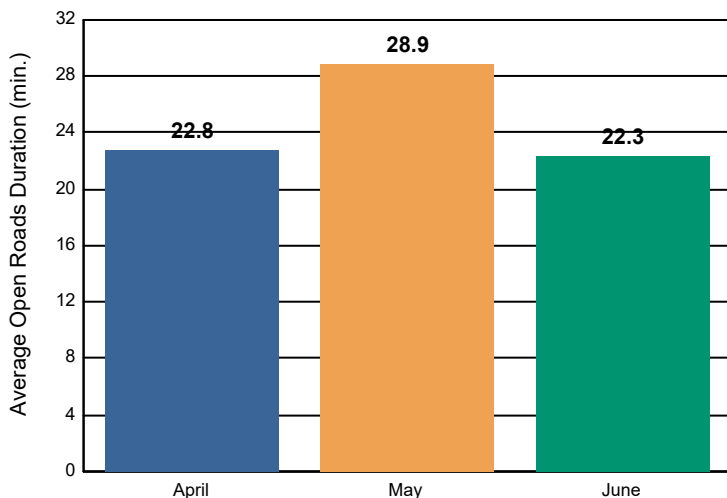
Incidents with HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	1,304	1,315	1,366	3,985
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.3	0.2	0.3	0.2
Response Duration (min.) [First Notification to First Arrival]	5.1	5.5	6.3	5.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	22.8	28.9	22.3	24.7
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.9	37.3	34.1	34.1
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	28.2	34.6	29.0	30.6
Incident Clearance Duration (min.) [First Notif to Last Departure]	59.0	71.9	63.1	64.7

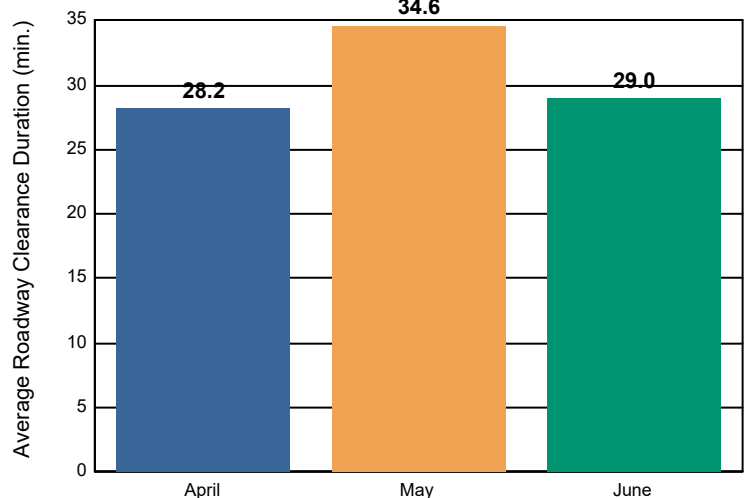
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

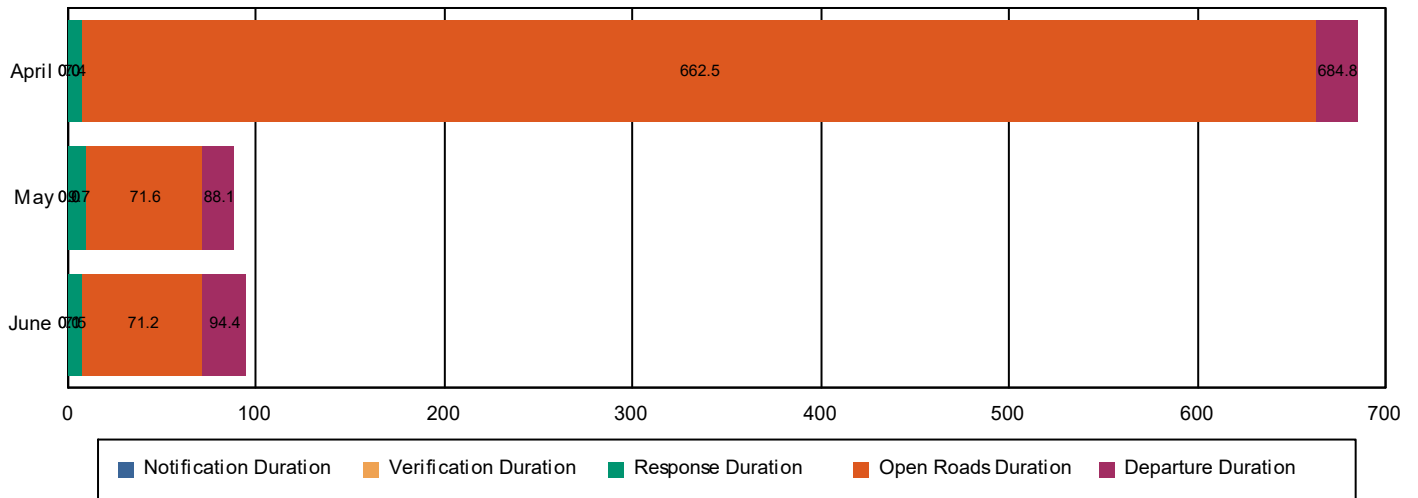


Performance Measures Summary

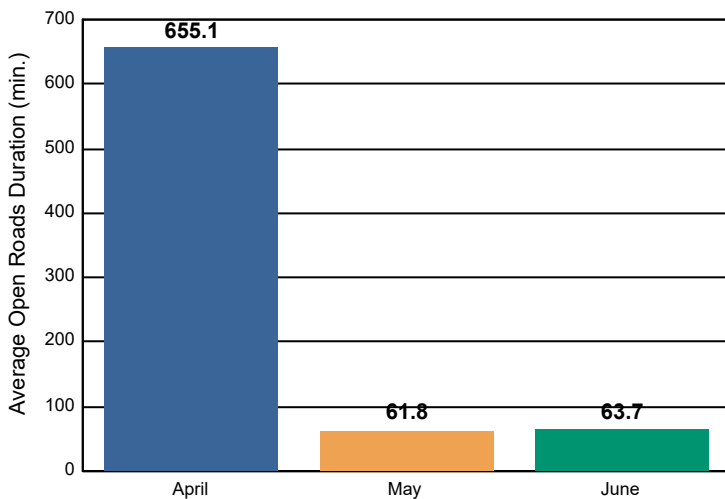
Incidents without HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	403	408	466	1,277
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	7.4	9.7	7.3	8.1
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	655.1	61.8	63.7	249.2
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	22.3	16.5	23.3	20.8
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	662.5	71.6	71.2	257.4
Incident Clearance Duration (min.) [First Notif to Last Departure]	684.8	88.1	94.4	278.2

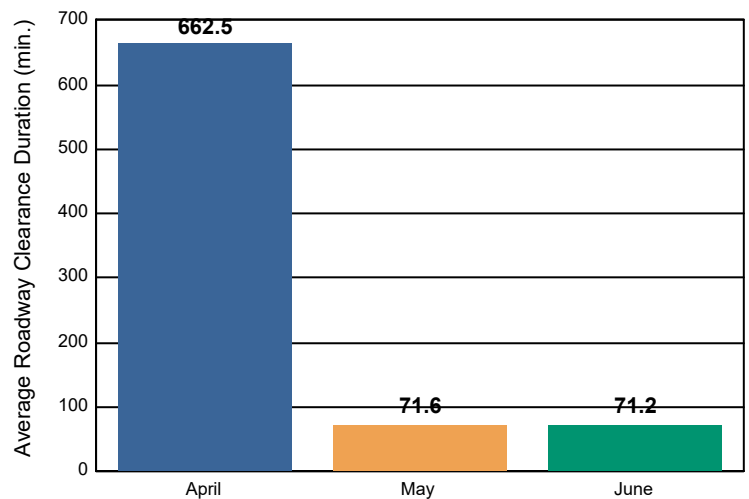
Incident Clearance Duration



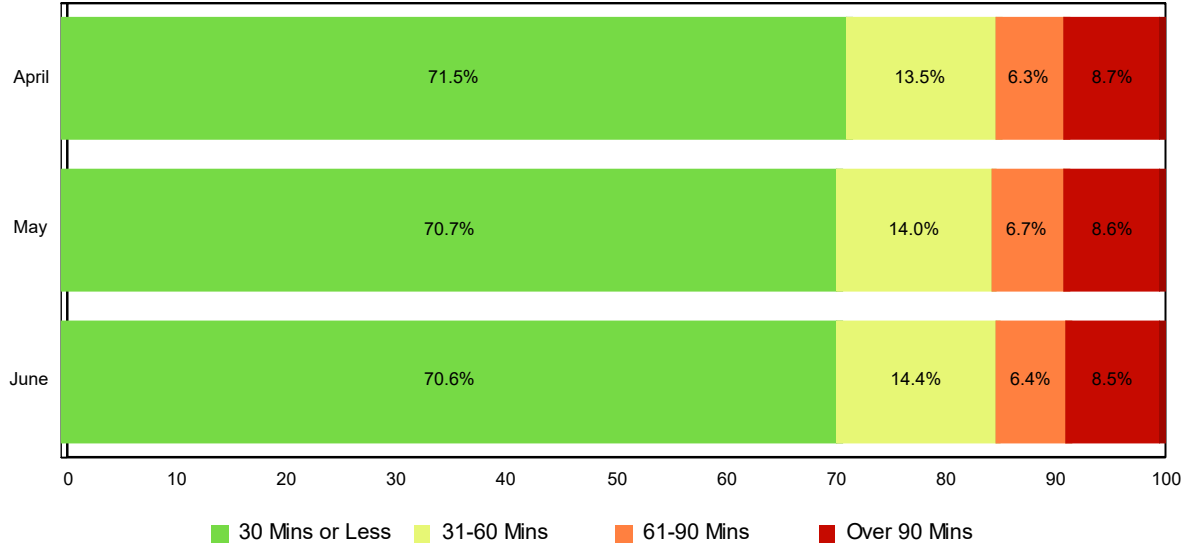
Open Roads Duration / Month



Roadway Clearance Duration / Month

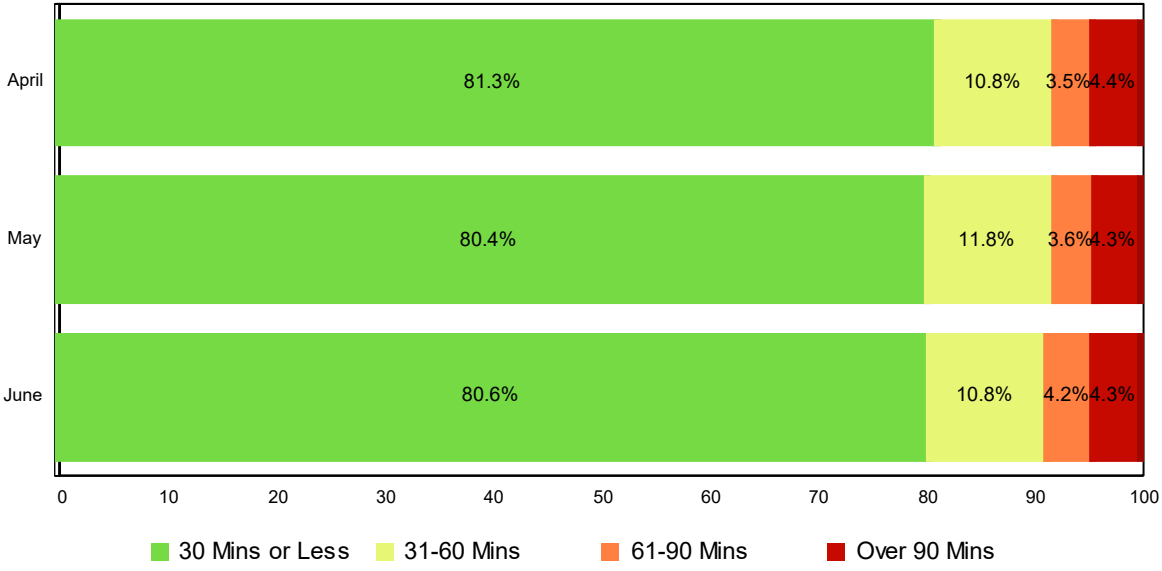


Lane Blockage Clearance Times - Overall



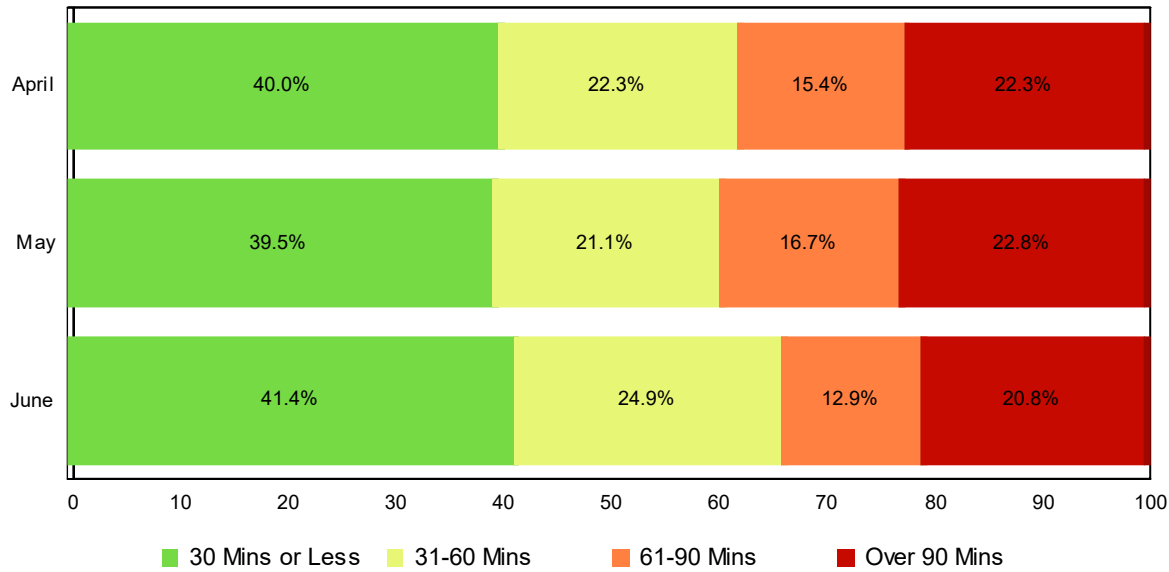
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
April	1,221	231	107	148	1,707
May	1,218	241	115	149	1,723
June	1,294	264	118	156	1,832
Total # of Events	3,733	736	340	453	5,262

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	1,060	141	45	58	1,304
May	1,057	155	47	56	1,315
June	1,101	148	58	59	1,366
Total # of Events	3,218	444	150	173	3,985

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	161	90	62	90	403
May	161	86	68	93	408
June	193	116	60	97	466
Total # of Events	515	292	190	280	1,277

All Incidents with Travel Lane Blockage - Overall

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	78	2887	89	3300	94	3470	6	227	27
2	58	706	78	941	88	1063	12	150	48
3	43	110	70	177	83	211	17	42	58
4	31	27	52	46	67	59	33	29	101
5	33	3	44	4	56	5	44	4	89
6	0	0	100	1	100	1	0	0	59
7	0	0	0	0	0	0	100	1	146
Totals	70.9	3733	84.9	4469	91.4	4809	8.6	453	35
	<=30 Mins		<=60 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	88	2495	96	2719	98	2777	2	44	15
2	68	598	86	750	92	808	8	66	34
3	48	98	71	146	83	172	17	34	57
4	33	25	57	43	67	50	33	25	106
5	29	2	43	3	57	4	43	3	92
6	0	0	100	1	100	1	0	0	59
7	0	0	0	0	0	0	100	1	146
Totals	80.8	3218	91.9	3662	95.7	3812	4.3	173	23
	<=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	982	4,376	22.4
I0024E1	9	30	30.0
I0026	12	26	46.2
I0040	1455	8,735	16.7
I0055	267	790	33.8
I0065	522	2,418	21.6
I0075	408	2,423	16.8
I0081	26	50	52.0
I0124	0	5	0.0
I0140	18	207	8.7
I0240	541	2,825	19.2
I0275	18	220	8.2
I0440	94	550	17.1
I0640	51	1,188	4.3
I0840	12	71	16.9
Region 1 TMC	0	93	0.0
Region 2 TMC	0	93	0.0
Region 3 TMC	0	12	0.0
Sam Cooper	1	8	12.5
SR001	13	21	61.9
SR002	9	10	90.0
SR003	1	3	33.3
SR004	0	1	0.0
SR005	1	1	100.0
SR006	19	94	20.2
SR007	2	2	100.0
SR008	6	7	85.7
SR009	9	10	90.0
SR010	1	2	50.0

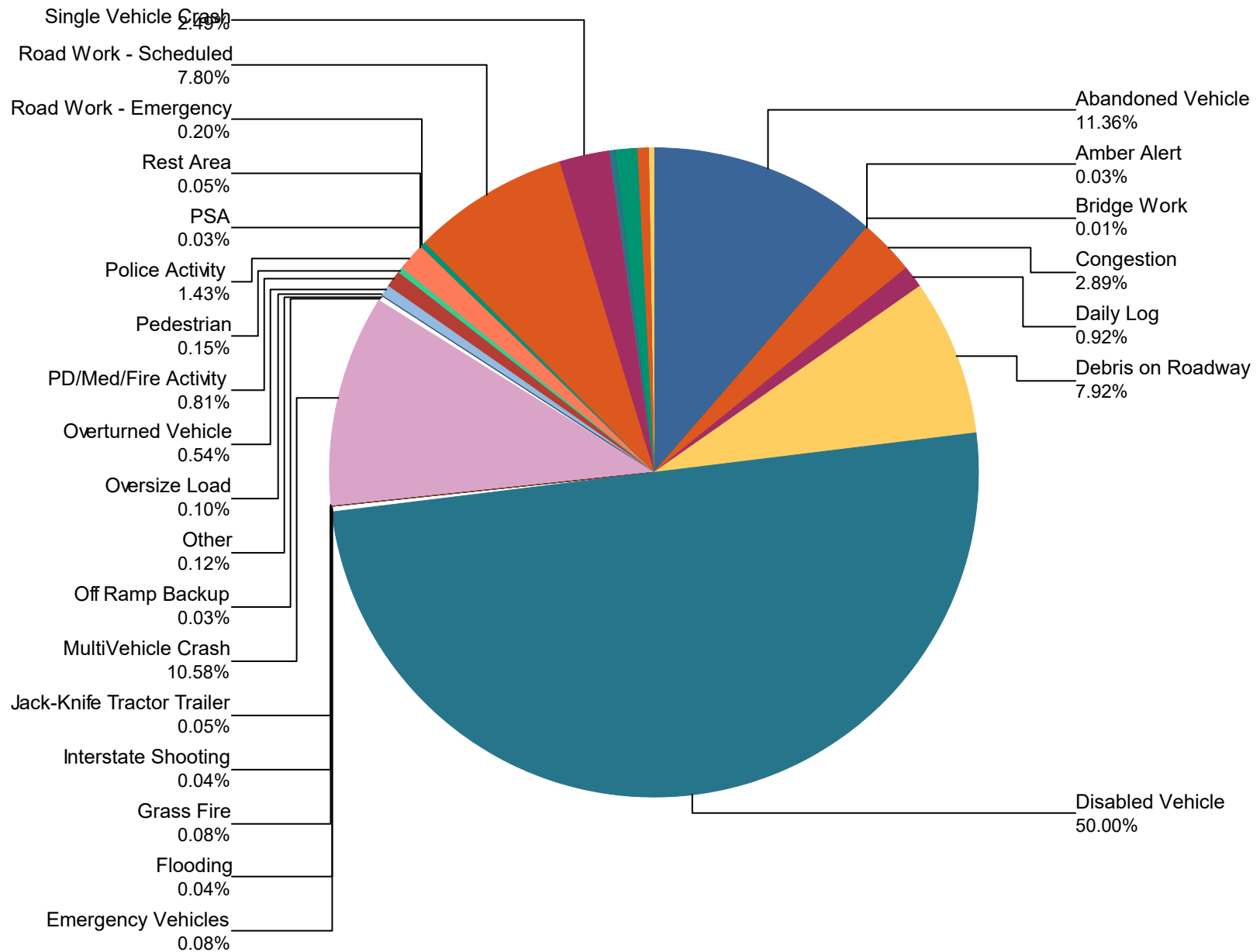
SR011	1	3	33.3
SR012	4	4	100.0
SR013	1	1	100.0
SR015	3	4	75.0
SR016	1	2	50.0
SR021	1	1	100.0
SR022	1	1	100.0
SR023	1	5	20.0
SR024	3	5	60.0
SR025	6	6	100.0
SR026	2	2	100.0
SR027	0	1	0.0
SR028	8	10	80.0
SR029	71	320	22.2
SR030	1	2	50.0
SR032	3	3	100.0
SR033	11	12	91.7
SR034	5	5	100.0
SR035	4	4	100.0
SR036	3	3	100.0
SR037	2	2	100.0
SR039	2	3	66.7
SR040	2	2	100.0
SR045	0	2	0.0
SR046	1	1	100.0
SR049	1	1	100.0
SR050	2	2	100.0
SR052	4	5	80.0
SR053	2	2	100.0
SR055	1	3	33.3
SR056	4	4	100.0
SR057	1	1	100.0
SR058	1	1	100.0

SR060	0	2	0.0
SR061	2	2	100.0
SR062	3	3	100.0
SR063	2	2	100.0
SR064	1	1	100.0
SR065	1	1	100.0
SR066	1	1	100.0
SR067	2	2	100.0
SR068	4	5	80.0
SR070	2	2	100.0
SR071	5	5	100.0
SR072	1	1	100.0
SR073	9	10	90.0
SR074	1	1	100.0
SR075	3	3	100.0
SR078	1	1	100.0
SR081	2	4	50.0
SR084	2	3	66.7
SR089	1	1	100.0
SR090	2	2	100.0
SR093	4	4	100.0
SR100	2	3	66.7
SR101	1	1	100.0
SR106	2	2	100.0
SR108	1	1	100.0
SR109	1	2	50.0
SR111	5	8	62.5
SR115	15	48	31.3
SR116	1	1	100.0
SR126	2	2	100.0
SR127	2	3	66.7
SR131	6	6	100.0
SR133	2	2	100.0

SR136	2	2	100.0
SR139	1	1	100.0
SR153	134	506	26.5
SR155	171	809	21.1
SR158	1	1	100.0
SR162	2	31	6.5
SR163	1	4	25.0
SR165	2	3	66.7
SR166	0	1	0.0
SR169	2	2	100.0
SR170	3	3	100.0
SR175	0	2	0.0
SR190	1	1	100.0
SR191	1	1	100.0
SR216	1	1	100.0
SR248	1	1	100.0
SR249	1	1	100.0
SR251	1	1	100.0
SR254	0	1	0.0
SR255	0	1	0.0
SR265	1	1	100.0
SR266	1	2	50.0
SR279	1	1	100.0
SR282	0	1	0.0
SR290	1	1	100.0
SR298	0	1	0.0
SR300	3	12	25.0
SR304	2	3	66.7
SR306	1	1	100.0
SR310	0	2	0.0
SR311	1	2	50.0
SR313	1	1	100.0
SR317	2	2	100.0

SR319	3	3	100.0
SR327	0	2	0.0
SR333	1	1	100.0
SR374	3	3	100.0
SR375	2	2	100.0
SR385	165	742	22.2
SR386	26	67	38.8
SR394	4	4	100.0
SR476	1	1	100.0
All Roadways	5,263	27,057	19.5

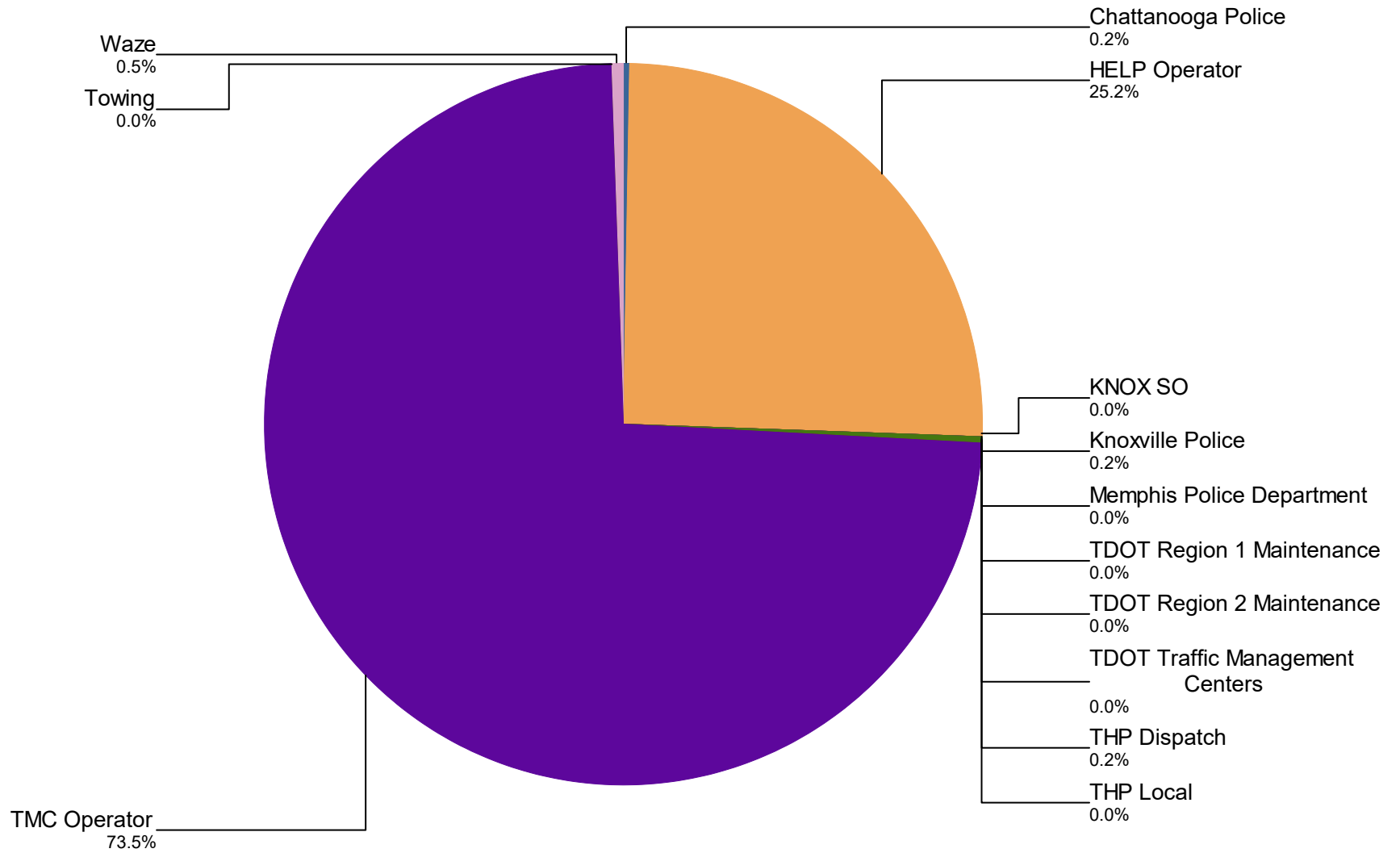
Percentage of Event Types for All Events in Current Quarter



Event Types for All Events	April	May	June	Total	%
Abandoned Vehicle	1,084	1,149	1,188	3,421	11.4%
Amber Alert	0	3	6	9	0.0%
Bridge Work	0	1	2	3	0.0%
Congestion	306	280	285	871	2.9%
Daily Log	91	93	92	276	0.9%
Debris on Roadway	802	782	801	2,385	7.9%
Disabled Vehicle	5,148	4,991	4,915	15,054	50.0%
Emergency Vehicles	7	12	6	25	0.1%
Flooding	1	9	3	13	0.0%
Grass Fire	2	8	14	24	0.1%
Interstate Shooting	3	4	4	11	0.0%
Jack-Knife Tractor Trailer	1	4	11	16	0.1%
MultiVehicle Crash	1,023	1,044	1,118	3,185	10.6%
Off Ramp Backup	2	4	4	10	0.0%
Other	13	11	11	35	0.1%
Oversize Load	3	12	14	29	0.1%
Overtuned Vehicle	54	44	66	164	0.5%
PD/Med/Fire Activity	99	72	74	245	0.8%
Pedestrian	13	14	17	44	0.1%
Police Activity	159	124	148	431	1.4%
PSA	4	3	2	9	0.0%
Rest Area	8	4	4	16	0.1%
Road Work - Emergency	32	11	16	59	0.2%
Road Work - Scheduled	672	683	993	2,348	7.8%
Single Vehicle Crash	236	268	247	751	2.5%
Special Event	4	3	9	16	0.1%
Test Incident	20	33	15	68	0.2%
Towing	6	3	8	17	0.1%
Traffic Signal Dark	1	0	0	1	0.0%
Unknown	108	88	114	310	1.0%
Vehicle Fire	56	59	53	168	0.6%

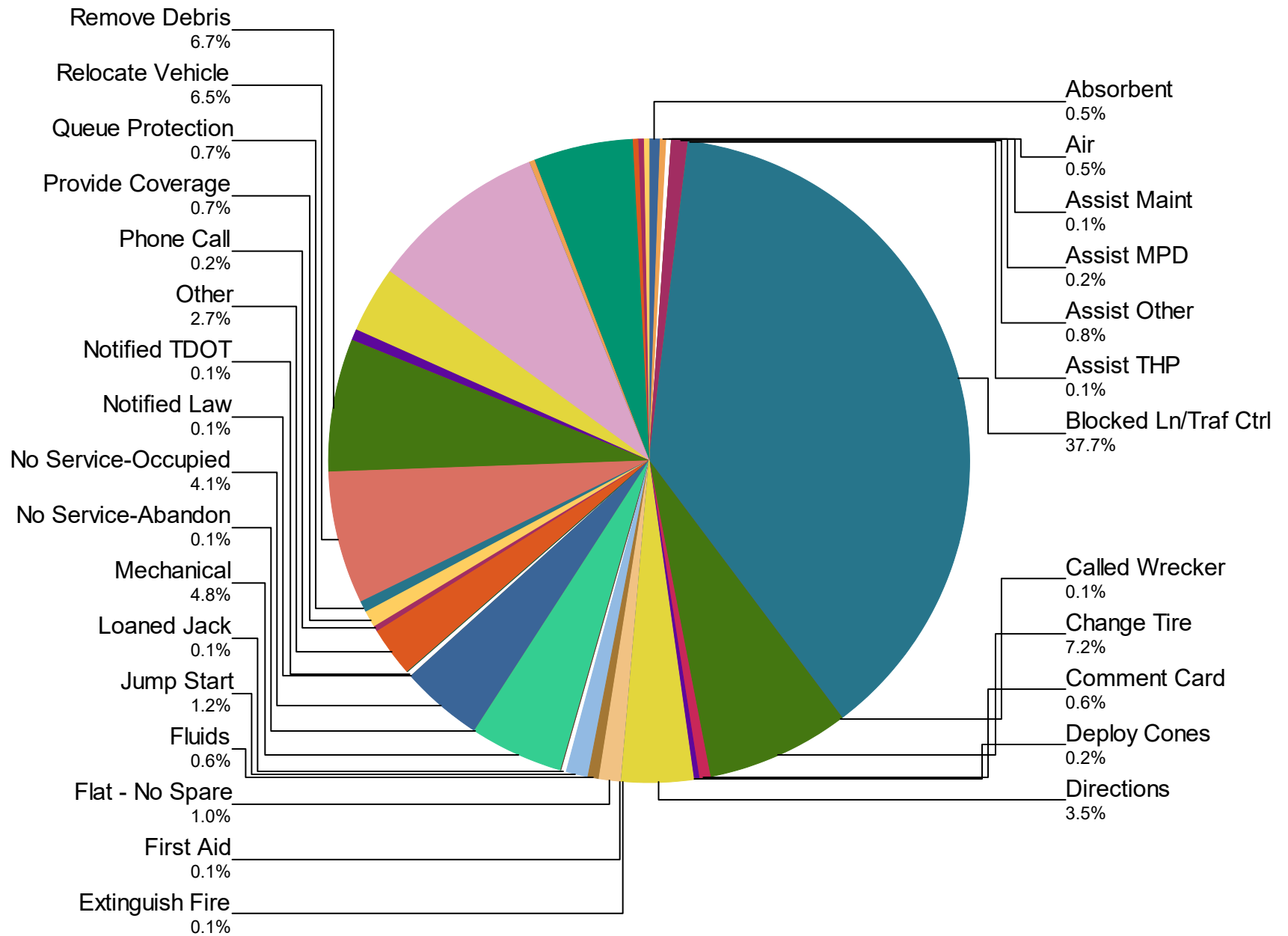
	April	May	June	Total	%
Visibility	16	2	10	28	0.1%
Weather	12	17	37	66	0.2%
Wrong Way Driver	1	0	0	1	0.0%
Total	9,987	9,835	10,287	30,109	100.0%

Incidents by Detection Source



Notifier Agency	April	May	June	Total	%
Chattanooga Police	18	14	33	65	0.2
HELP Operator	2,441	2,610	2,545	7,596	25.2
KNOX SO	0	1	1	2	0.0
Knoxville Police	19	11	25	55	0.2
Memphis Police Department	3	3	2	8	0.0
TDOT Region 1 Maintenance	0	2	0	2	0.0
TDOT Region 2 Maintenance	1	0	3	4	0.0
TDOT Traffic Management Center	0	1	0	1	0.0
THP Dispatch	26	26	18	70	0.2
THP Local	5	2	7	14	0.0
TMC Operator	7,408	7,118	7,601	22,127	73.5
Towing	3	0	0	3	0.0
Waze	63	47	52	162	0.5
Total	9,987	9,835	10,287	30,109	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	April	May	June	Total	%
Absorbent	51	92	69	212	0.6
Air	72	54	70	196	0.5
Assist Maint	15	10	19	44	0.1
Assist MPD	35	21	16	72	0.2
Assist Other	106	71	158	335	0.9
Assist THP	12	5	16	33	0.1
Blocked Ln/Traf Ctrl	5,114	5,515	5,665	16,294	43.8
Called Wrecker	12	7	20	39	0.1
Change Tire	1,052	1,019	1,032	3,103	8.6
Comment Card	83	101	62	246	0.7
Deploy Cones	48	22	32	102	0.3
Directions	427	523	546	1,496	4.1
Extinguish Fire	7	8	15	30	0.1
First Aid	15	27	19	61	0.2
Flat - No Spare	151	170	124	445	1.2
Fluids	80	99	80	259	0.7
Jump Start	177	172	150	499	1.4
Loaned Jack	4	11	7	22	0.1
Mechanical	684	693	691	2,068	5.8
No Service-Abandon	8	10	10	28	0.1
No Service-Occupied	657	592	536	1,785	5.0
Notified Law	13	19	21	53	0.1
Notified TDOT	9	5	14	28	0.1
Other	394	399	383	1,176	3.2
Phone Call	33	27	29	89	0.2
Provide Coverage	90	130	72	292	0.8
Queue Protection	54	207	42	303	0.8
Relocate Vehicle	816	983	1,021	2,820	7.8
Remove Debris	911	1,015	956	2,882	7.9
Secure Load	22	23	25	70	0.2
Slow Roll	65	62	109	236	0.7

	April	May	June	Total	%
Supply Fuel	485	530	469	1,484	4.1
Tag Abandoned	1,229	1,271	1,261	3,761	10.4
Transported	8	13	15	36	0.1
Unable to Locate	30	34	26	90	0.3
Upright Vehicle	1	3	2	6	0.0
Water	3	5	8	16	0.0
Welfare Check	574	800	802	2,176	6.1
Wrecker List	14	21	61	96	0.3
Wrecker Towed	33	15	62	110	0.3
Wrong Truck	0	58	85	143	0.4
Total	13,594	14,842	14,800	43,236	100.0%

DMS Duration

	Apr	May	Jun
Avg % ON Time	50.7	48.8	1.0
Avg Post Time (hr)	0.8	0.7	1.2
Avg Messages Per Sign	479.2	517.5	443.8
Total Messages Posted	110,822	118,279	100,826