

Includes All Responders

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

Statewide

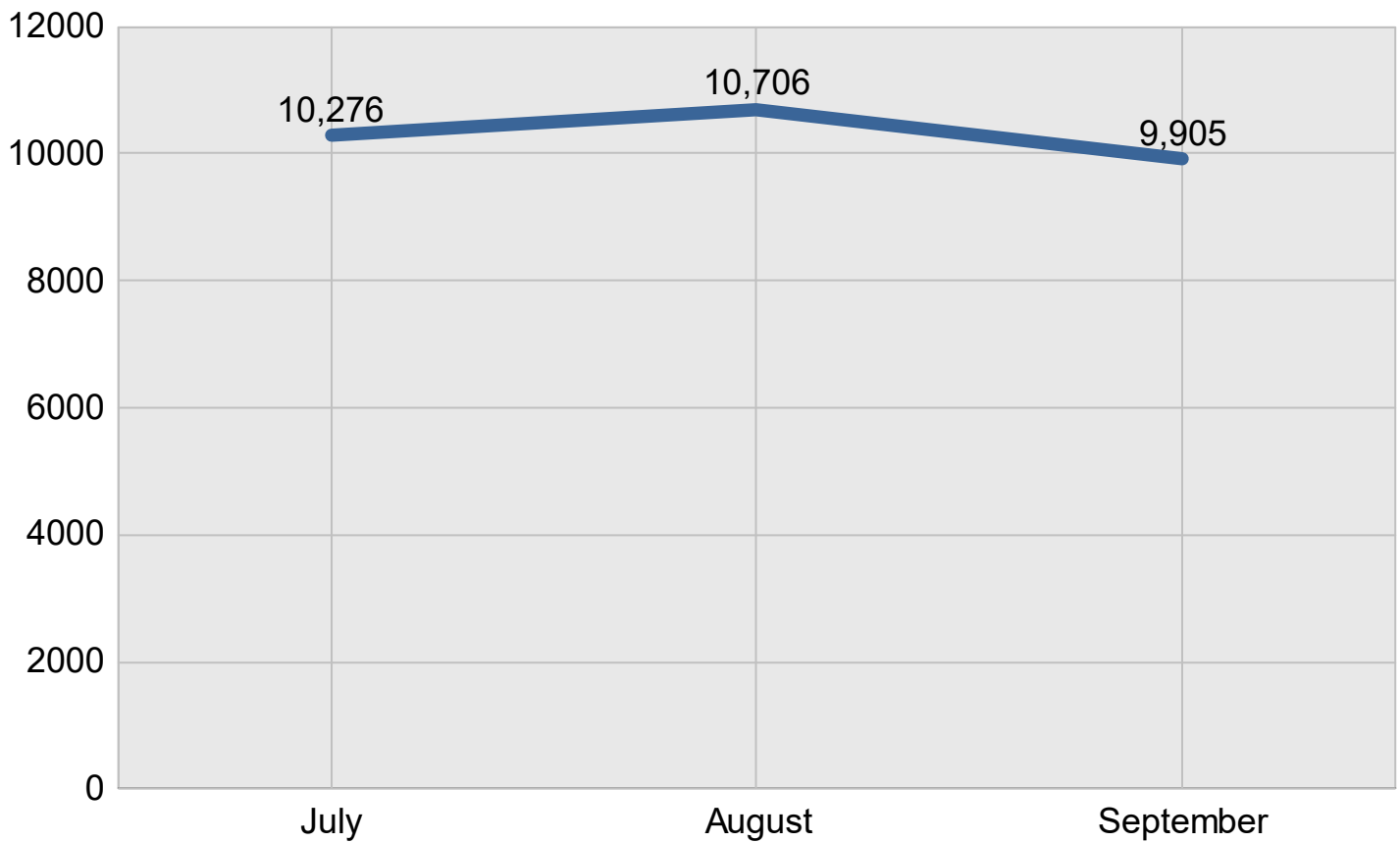
Created on: March 28, 2022 12:25 pm County: All Counties

Report Template version 1.0

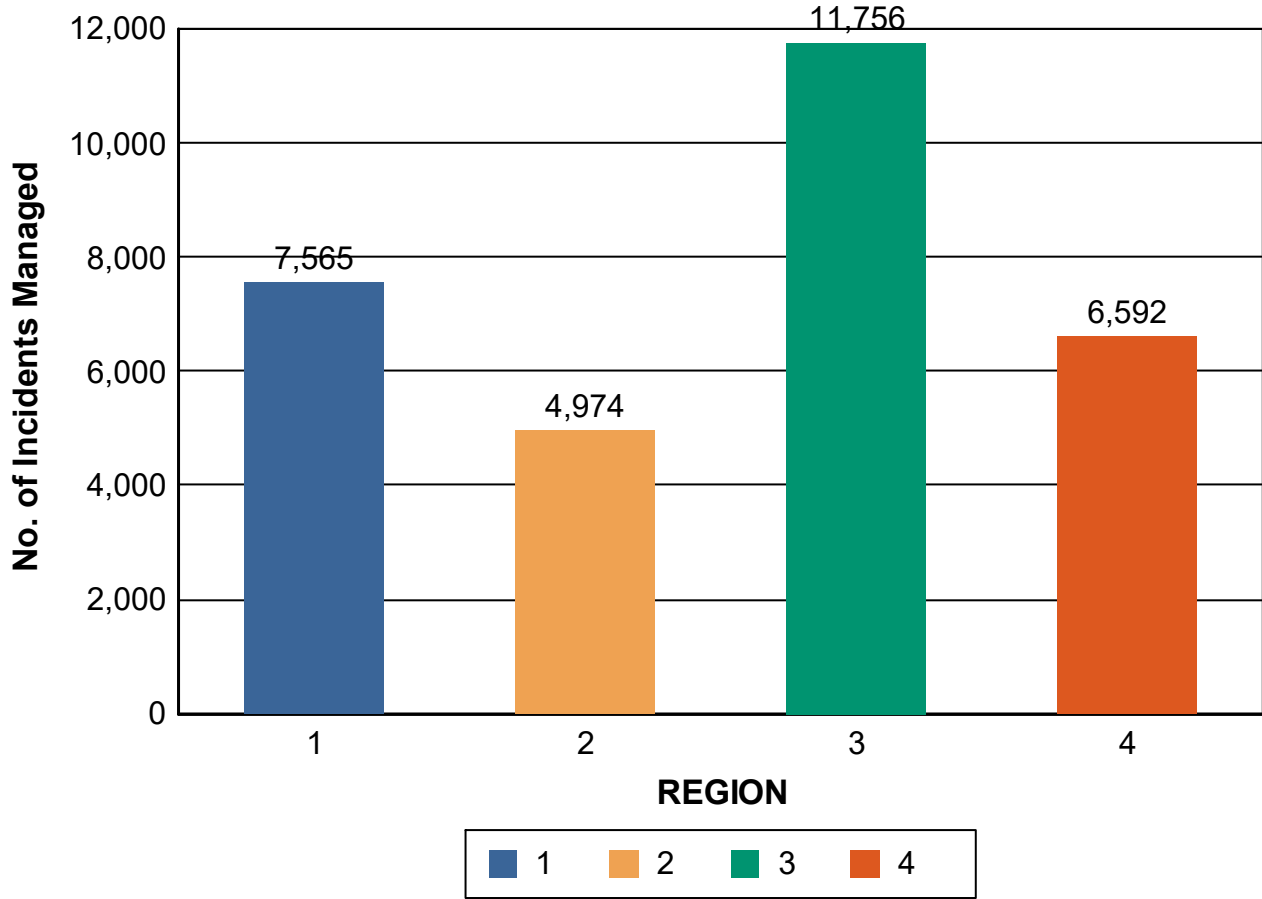
Total Incidents Managed This Quarter: 30,887

Incidents Managed

Incidents Managed - Monthly



Incidents Managed- Region

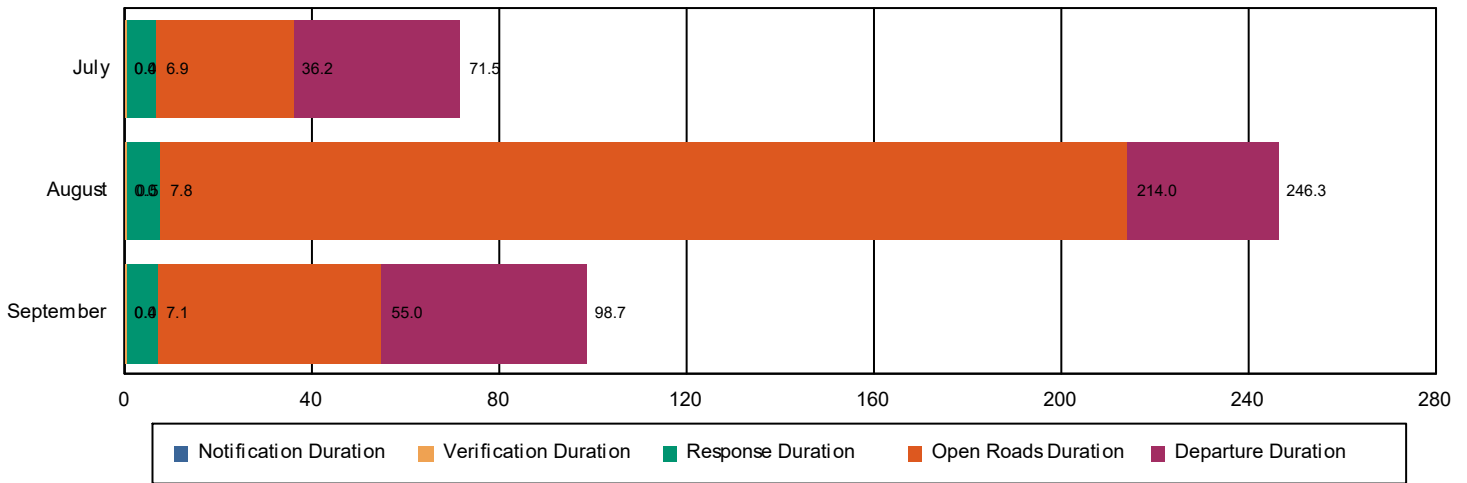


Performance Measures Summary

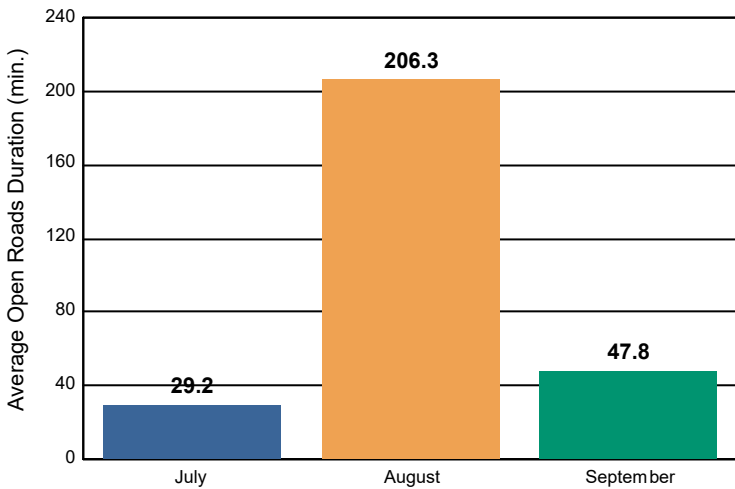
Incidents Overall Response

| | July | August | September | Total |
|--|-------------|--------------|-------------|--------------|
| Events included in Performance Measures | 1,910 | 1,913 | 1,834 | 5,657 |
| Notification Duration (min.)* | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.4 | 0.5 | 0.4 | 0.4 |
| Response Duration (min.) [First Notification to First Arrival] | 6.5 | 7.3 | 6.7 | 6.9 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 29.2 | 206.3 | 47.8 | 95.4 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 35.4 | 32.3 | 43.8 | 37.0 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 36.2 | 214.0 | 55.0 | 102.7 |
| Incident Clearance Duration (min.) [First Notif to Last Departure] | 71.5 | 246.3 | 98.7 | 139.7 |

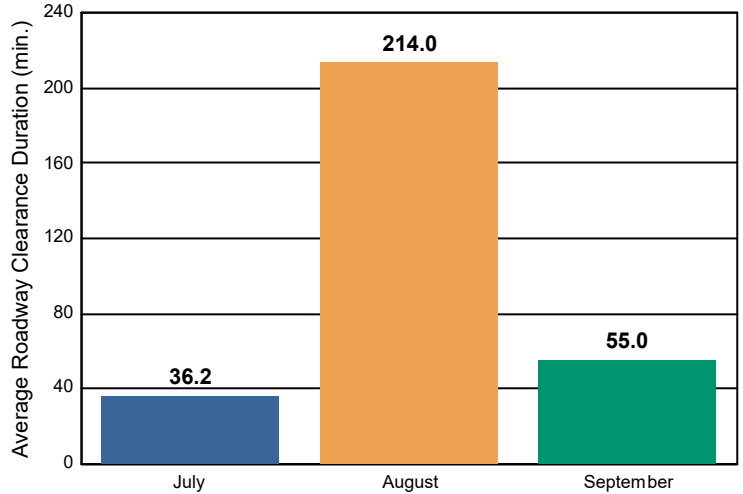
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

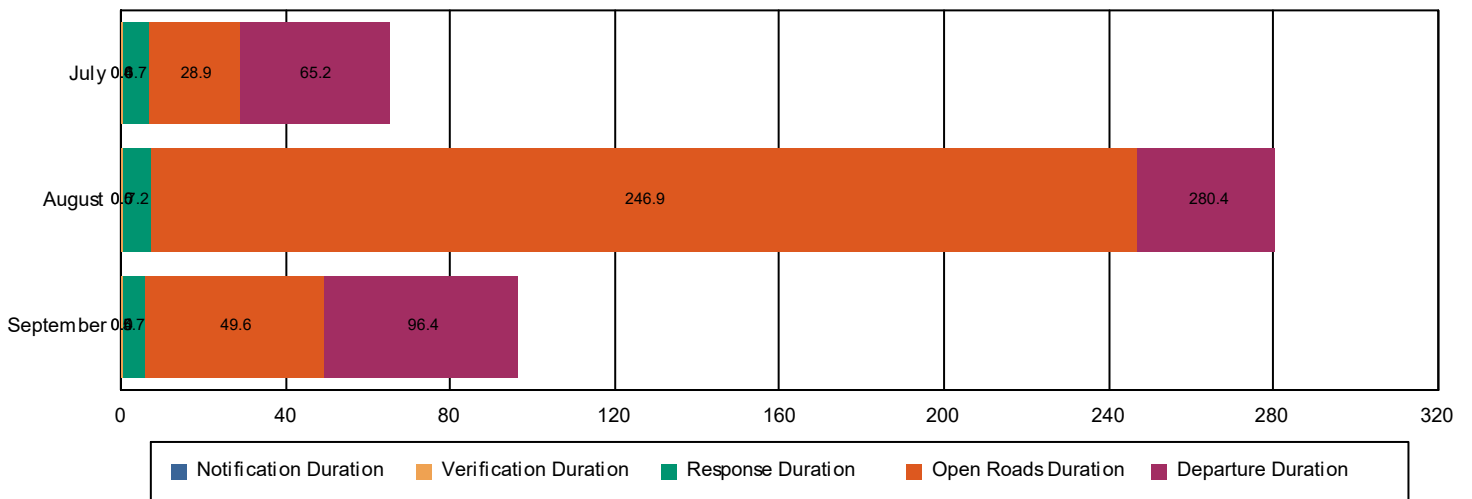


Performance Measures Summary

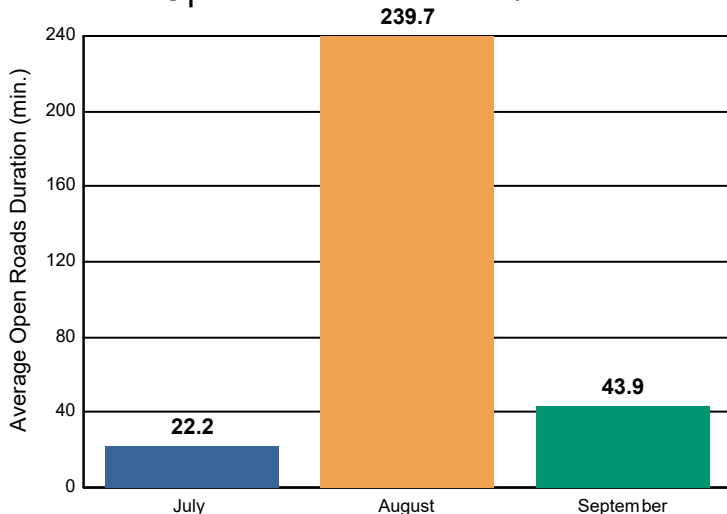
Incidents with HELP Truck Response

| | July | August | September | Total |
|--|-------------|--------------|-------------|--------------|
| Events included in Performance Measures | 1,450 | 1,452 | 1,406 | 4,308 |
| Notification Duration (min.) | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.4 | 0.5 | 0.4 | 0.4 |
| Response Duration (min.) [First Notification to First Arrival] | 6.3 | 6.7 | 5.2 | 6.1 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 22.2 | 239.7 | 43.9 | 103.0 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 36.2 | 33.4 | 46.8 | 38.7 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 28.9 | 246.9 | 49.6 | 109.5 |
| Incident Clearance Duration (min.) [First Notif to Last Departure] | 65.2 | 280.4 | 96.4 | 148.3 |

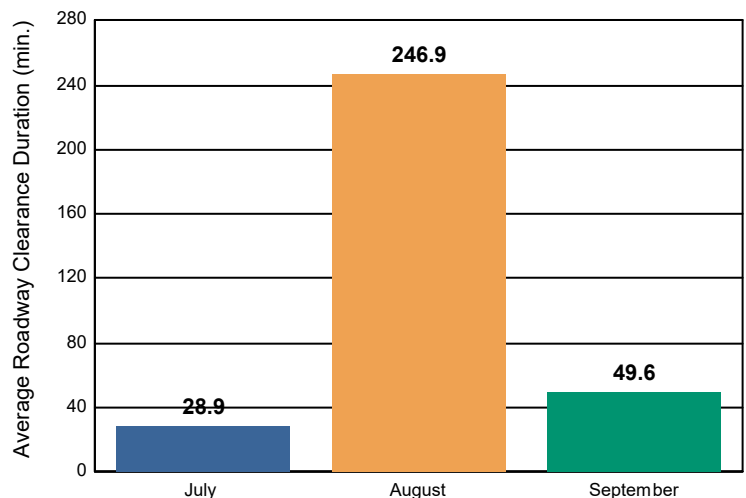
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

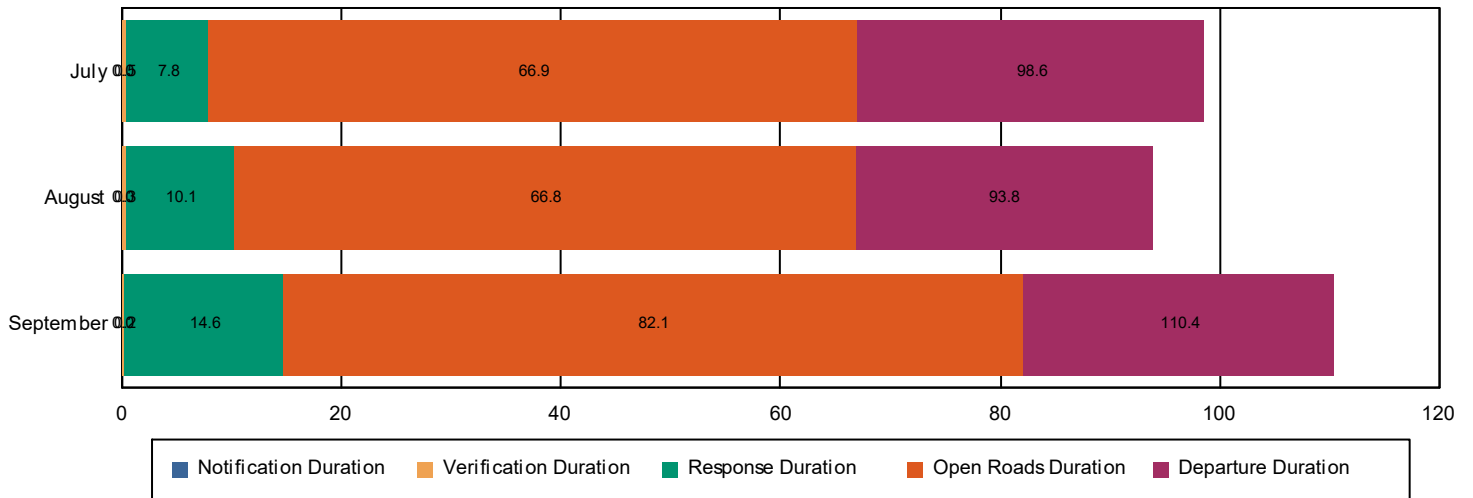


Performance Measures Summary

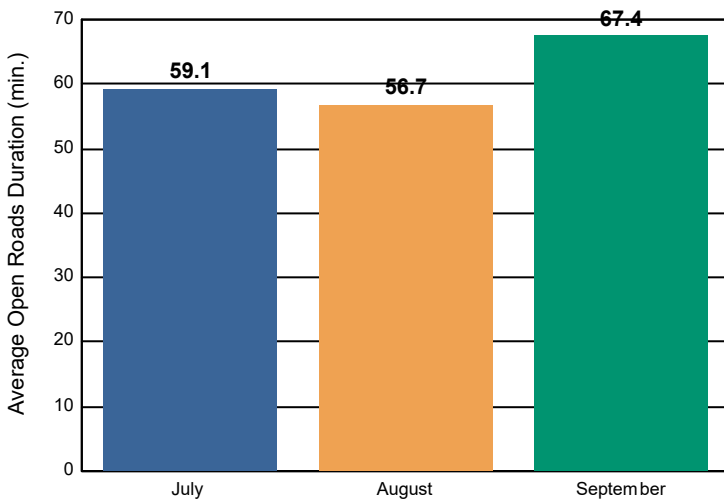
Incidents without HELP Truck Response

| | July | August | September | Total |
|--|-------------|-------------|--------------|--------------|
| Events included in Performance Measures | 460 | 461 | 428 | 1,349 |
| Notification Duration (min.) | 0.0 | 0.0 | 0.0 | 0.0 |
| Verification Duration (min.) | 0.5 | 0.3 | 0.2 | 0.3 |
| Response Duration (min.) [First Notification to First Arrival] | 7.4 | 9.8 | 14.4 | 10.3 |
| Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared] | 59.1 | 56.7 | 67.4 | 60.7 |
| Departure Duration (min.) [Travel Lanes Cleared to Last Departure] | 31.7 | 27.0 | 28.3 | 29.1 |
| Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared] | 66.9 | 66.8 | 82.1 | 71.4 |
| Incident Clearance Duration (min.) [First Notif to Last Departure] | 98.6 | 93.8 | 110.4 | 100.5 |

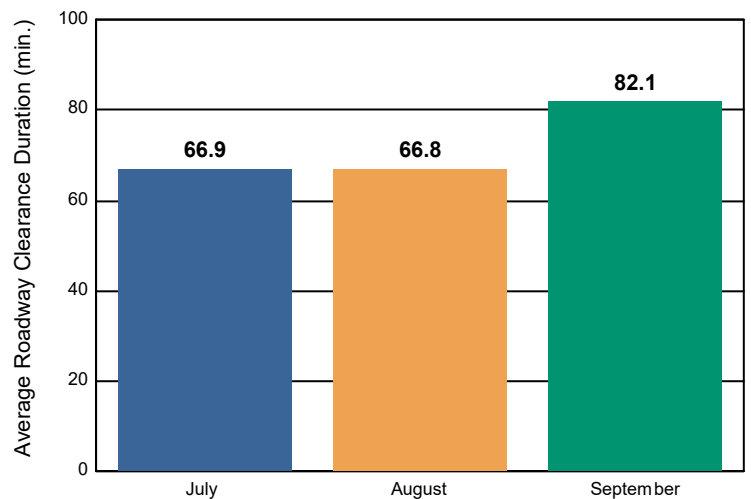
Incident Clearance Duration



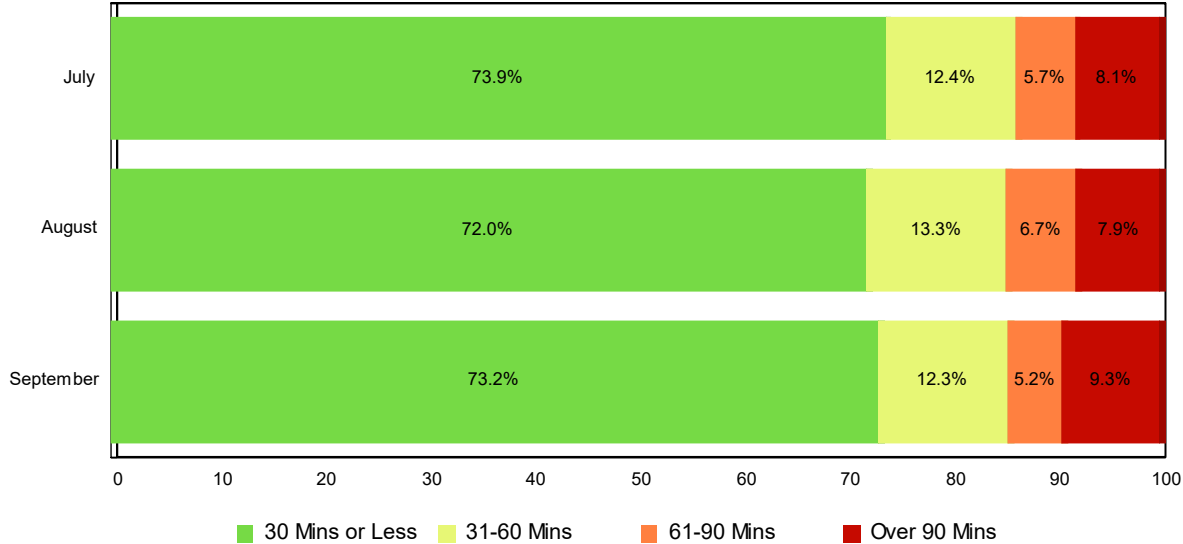
Open Roads Duration / Month



Roadway Clearance Duration / Month

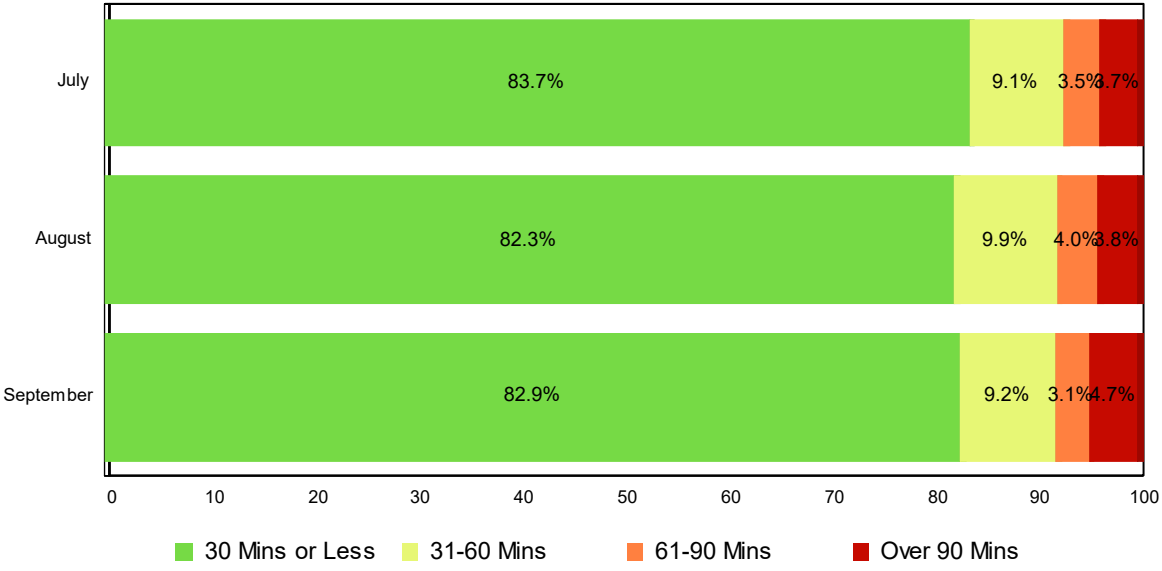


Lane Blockage Clearance Times - Overall



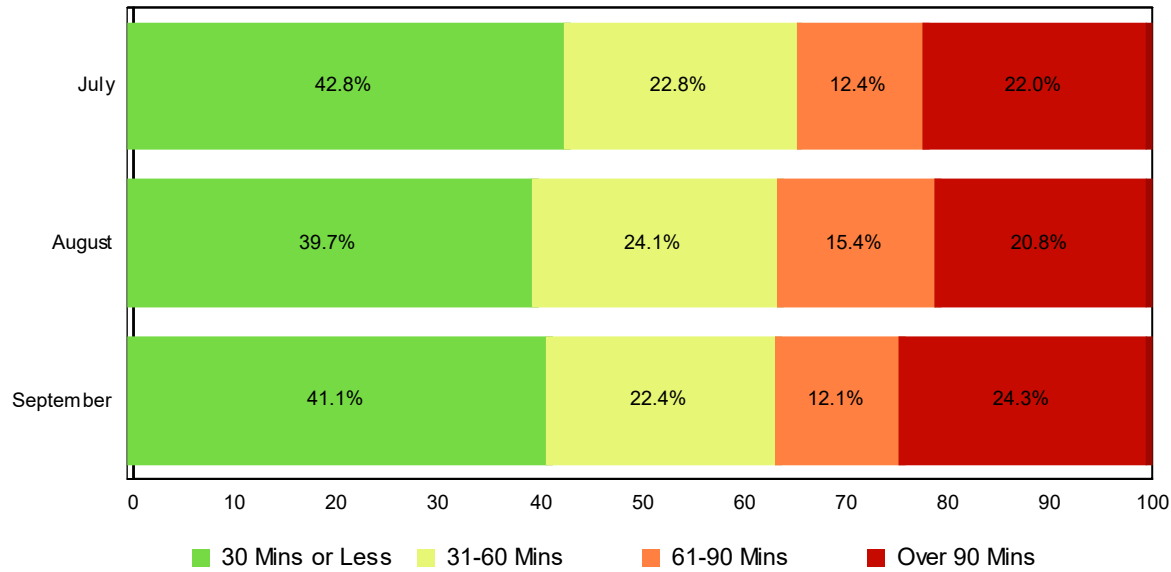
| Month | 30 Mins or Less | 31-60 Mins | 61-90 Mins | Over 90 Mins | Total # of Events |
|--------------------------|-----------------|------------|------------|--------------|-------------------|
| July | 1,411 | 237 | 108 | 154 | 1,910 |
| August | 1,378 | 255 | 129 | 151 | 1,913 |
| September | 1,342 | 226 | 96 | 170 | 1,834 |
| Total # of Events | 4,131 | 718 | 333 | 475 | 5,657 |

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 | 1,214 | 132 | 51 | 53 | 1,450 |
| August | 1,195 | 144 | 58 | 55 | 1,452 |
| September | 1,166 | 130 | 44 | 66 | 1,406 |
| Total # of Events | 3,575 | 406 | 153 | 174 | 4,308 |

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 | 197 | 105 | 57 | 101 | 460 |
| August | 183 | 111 | 71 | 96 | 461 |
| September | 176 | 96 | 52 | 104 | 428 |
| Total # of Events | 556 | 312 | 180 | 301 | 1,349 |

All Incidents with Travel Lane Blockage - Overall

| No. of Lanes Blocked | % | Count | % | Count | % | Count | % | Count | Avg Clear Time (Min) |
|----------------------|---------------------|-------------|---------------------|-------------|---------------------|-------------|--------------------|------------|----------------------|
| 1 | 79 | 3119 | 90 | 3531 | 94 | 3703 | 6 | 238 | 26 |
| 2 | 63 | 852 | 80 | 1075 | 88 | 1189 | 12 | 156 | 42 |
| 3 | 43 | 118 | 68 | 187 | 82 | 223 | 18 | 50 | 54 |
| 4 | 42 | 38 | 57 | 51 | 69 | 62 | 31 | 28 | 79 |
| 5 | 43 | 3 | 57 | 4 | 57 | 4 | 43 | 3 | 83 |
| 7 | 100 | 1 | 100 | 1 | 100 | 1 | 0 | 0 | 13 |
| Totals | 73.0 | 4131 | 85.7 | 4849 | 91.6 | 5182 | 8.4 | 475 | 32 |
| | <=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 | 89 | 2684 | 96 | 2879 | 98 | 2947 | 2 | 53 | 15 |
| 2 | 74 | 756 | 88 | 901 | 94 | 959 | 6 | 64 | 29 |
| 3 | 49 | 101 | 75 | 156 | 85 | 175 | 15 | 32 | 49 |
| 4 | 43 | 31 | 57 | 41 | 68 | 49 | 32 | 23 | 80 |
| 5 | 40 | 2 | 60 | 3 | 60 | 3 | 40 | 2 | 69 |
| 7 | 100 | 1 | 100 | 1 | 100 | 1 | 0 | 0 | 13 |
| Totals | 83.0 | 3575 | 92.4 | 3981 | 96.0 | 4134 | 4.0 | 174 | 21 |
| | <=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 | 1007 | 4,516 | 22.3 |
| I0024E1 | 14 | 36 | 38.9 |
| I0026 | 17 | 22 | 77.3 |
| I0040 | 1601 | 8,780 | 18.2 |
| I0055 | 283 | 790 | 35.8 |
| I0065 | 548 | 2,738 | 20.0 |
| I0075 | 453 | 2,411 | 18.8 |
| I0081 | 32 | 54 | 59.3 |
| I0124 | 0 | 1 | 0.0 |
| I0140 | 12 | 220 | 5.5 |
| I0240 | 575 | 2,752 | 20.9 |
| I0275 | 26 | 235 | 11.1 |
| I0440 | 103 | 563 | 18.3 |
| I0640 | 41 | 1,056 | 3.9 |
| I0840 | 15 | 85 | 17.6 |
| Region 1 TMC | 0 | 93 | 0.0 |
| Region 2 TMC | 3 | 92 | 3.3 |
| Region 3 TMC | 0 | 16 | 0.0 |
| Region 4 TMC | 0 | 1 | 0.0 |
| Sam Cooper | 6 | 13 | 46.2 |
| SR001 | 11 | 11 | 100.0 |
| SR002 | 9 | 12 | 75.0 |
| SR003 | 2 | 2 | 100.0 |
| SR004 | 1 | 1 | 100.0 |
| SR006 | 23 | 113 | 20.4 |
| SR007 | 3 | 3 | 100.0 |
| SR008 | 7 | 8 | 87.5 |
| SR009 | 8 | 8 | 100.0 |
| SR011 | 5 | 5 | 100.0 |

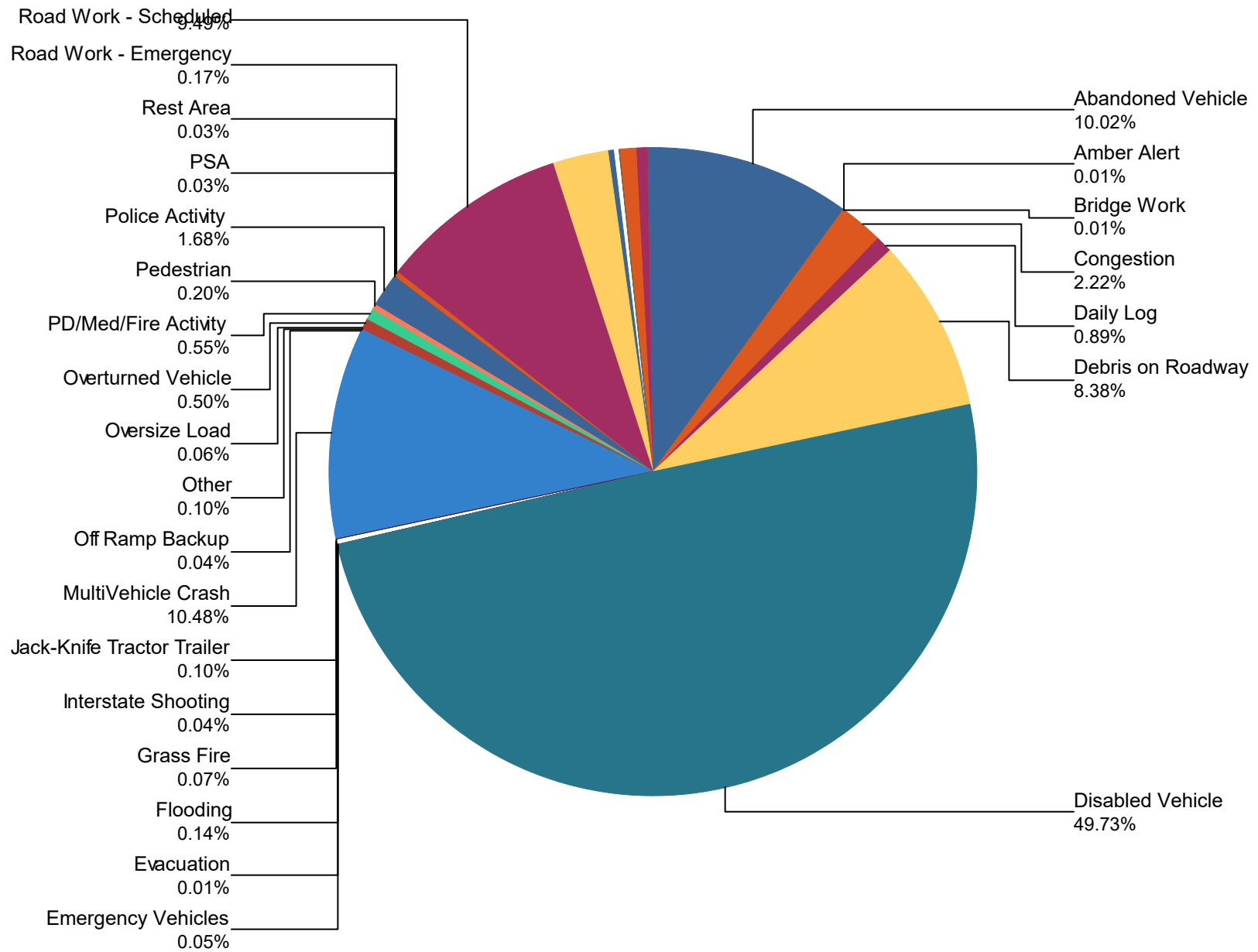
| | | | |
|--------------|-----------|------------|--------------|
| SR012 | 2 | 2 | 100.0 |
| SR013 | 1 | 1 | 100.0 |
| SR014 | 1 | 1 | 100.0 |
| SR015 | 2 | 2 | 100.0 |
| SR023 | 0 | 2 | 0.0 |
| SR024 | 3 | 3 | 100.0 |
| SR025 | 4 | 4 | 100.0 |
| SR026 | 1 | 1 | 100.0 |
| SR027 | 1 | 4 | 25.0 |
| SR028 | 6 | 6 | 100.0 |
| SR029 | 66 | 307 | 21.5 |
| SR030 | 3 | 4 | 75.0 |
| SR032 | 3 | 3 | 100.0 |
| SR033 | 4 | 7 | 57.1 |
| SR034 | 7 | 8 | 87.5 |
| SR035 | 3 | 3 | 100.0 |
| SR036 | 2 | 2 | 100.0 |
| SR037 | 4 | 4 | 100.0 |
| SR039 | 1 | 1 | 100.0 |
| SR040 | 3 | 5 | 60.0 |
| SR041 | 2 | 2 | 100.0 |
| SR044 | 2 | 2 | 100.0 |
| SR049 | 1 | 1 | 100.0 |
| SR050 | 1 | 2 | 50.0 |
| SR052 | 3 | 4 | 75.0 |
| SR053 | 1 | 1 | 100.0 |
| SR055 | 2 | 2 | 100.0 |
| SR056 | 2 | 3 | 66.7 |
| SR057 | 1 | 1 | 100.0 |
| SR058 | 3 | 5 | 60.0 |
| SR060 | 4 | 5 | 80.0 |
| SR061 | 5 | 5 | 100.0 |
| SR062 | 1 | 1 | 100.0 |

| | | | |
|-------|----|----|-------|
| SR064 | 1 | 1 | 100.0 |
| SR065 | 3 | 4 | 75.0 |
| SR066 | 2 | 2 | 100.0 |
| SR068 | 2 | 3 | 66.7 |
| SR069 | 1 | 1 | 100.0 |
| SR070 | 3 | 3 | 100.0 |
| SR071 | 9 | 9 | 100.0 |
| SR073 | 1 | 1 | 100.0 |
| SR074 | 2 | 5 | 40.0 |
| SR075 | 2 | 2 | 100.0 |
| SR081 | 2 | 2 | 100.0 |
| SR083 | 1 | 1 | 100.0 |
| SR084 | 3 | 5 | 60.0 |
| SR085 | 1 | 1 | 100.0 |
| SR093 | 1 | 1 | 100.0 |
| SR098 | 1 | 1 | 100.0 |
| SR101 | 1 | 2 | 50.0 |
| SR106 | 2 | 2 | 100.0 |
| SR108 | 0 | 1 | 0.0 |
| SR109 | 1 | 1 | 100.0 |
| SR111 | 5 | 6 | 83.3 |
| SR115 | 17 | 67 | 25.4 |
| SR116 | 3 | 3 | 100.0 |
| SR126 | 1 | 1 | 100.0 |
| SR131 | 4 | 4 | 100.0 |
| SR135 | 2 | 2 | 100.0 |
| SR136 | 1 | 2 | 50.0 |
| SR139 | 2 | 2 | 100.0 |
| SR141 | 1 | 1 | 100.0 |
| SR144 | 2 | 2 | 100.0 |
| SR145 | 1 | 1 | 100.0 |
| SR149 | 1 | 1 | 100.0 |
| SR151 | 1 | 1 | 100.0 |

| | | | |
|-------|-----|-----|-------|
| SR153 | 175 | 637 | 27.5 |
| SR155 | 184 | 941 | 19.6 |
| SR158 | 0 | 2 | 0.0 |
| SR159 | 2 | 2 | 100.0 |
| SR160 | 1 | 1 | 100.0 |
| SR162 | 4 | 49 | 8.2 |
| SR163 | 3 | 4 | 75.0 |
| SR168 | 6 | 7 | 85.7 |
| SR170 | 4 | 4 | 100.0 |
| SR171 | 2 | 2 | 100.0 |
| SR173 | 1 | 1 | 100.0 |
| SR190 | 1 | 1 | 100.0 |
| SR253 | 1 | 1 | 100.0 |
| SR254 | 2 | 2 | 100.0 |
| SR255 | 2 | 2 | 100.0 |
| SR265 | 1 | 1 | 100.0 |
| SR266 | 0 | 1 | 0.0 |
| SR269 | 1 | 1 | 100.0 |
| SR275 | 1 | 1 | 100.0 |
| SR285 | 2 | 2 | 100.0 |
| SR290 | 1 | 1 | 100.0 |
| SR292 | 1 | 1 | 100.0 |
| SR298 | 1 | 2 | 50.0 |
| SR300 | 11 | 31 | 35.5 |
| SR302 | 1 | 1 | 100.0 |
| SR304 | 2 | 2 | 100.0 |
| SR305 | 1 | 1 | 100.0 |
| SR307 | 0 | 1 | 0.0 |
| SR308 | 1 | 2 | 50.0 |
| SR312 | 0 | 1 | 0.0 |
| SR314 | 0 | 1 | 0.0 |
| SR317 | 4 | 9 | 44.4 |
| SR319 | 1 | 2 | 50.0 |

| | | | |
|---------------------|--------------|---------------|--------------|
| SR320 | 0 | 3 | 0.0 |
| SR326 | 2 | 2 | 100.0 |
| SR331 | 1 | 1 | 100.0 |
| SR361 | 2 | 2 | 100.0 |
| SR376 | 3 | 3 | 100.0 |
| SR385 | 165 | 680 | 24.3 |
| SR386 | 34 | 62 | 54.8 |
| SR394 | 2 | 4 | 50.0 |
| SR444 | 4 | 4 | 100.0 |
| SR449 | 0 | 1 | 0.0 |
| All Roadways | 5,660 | 27,661 | 20.5 |

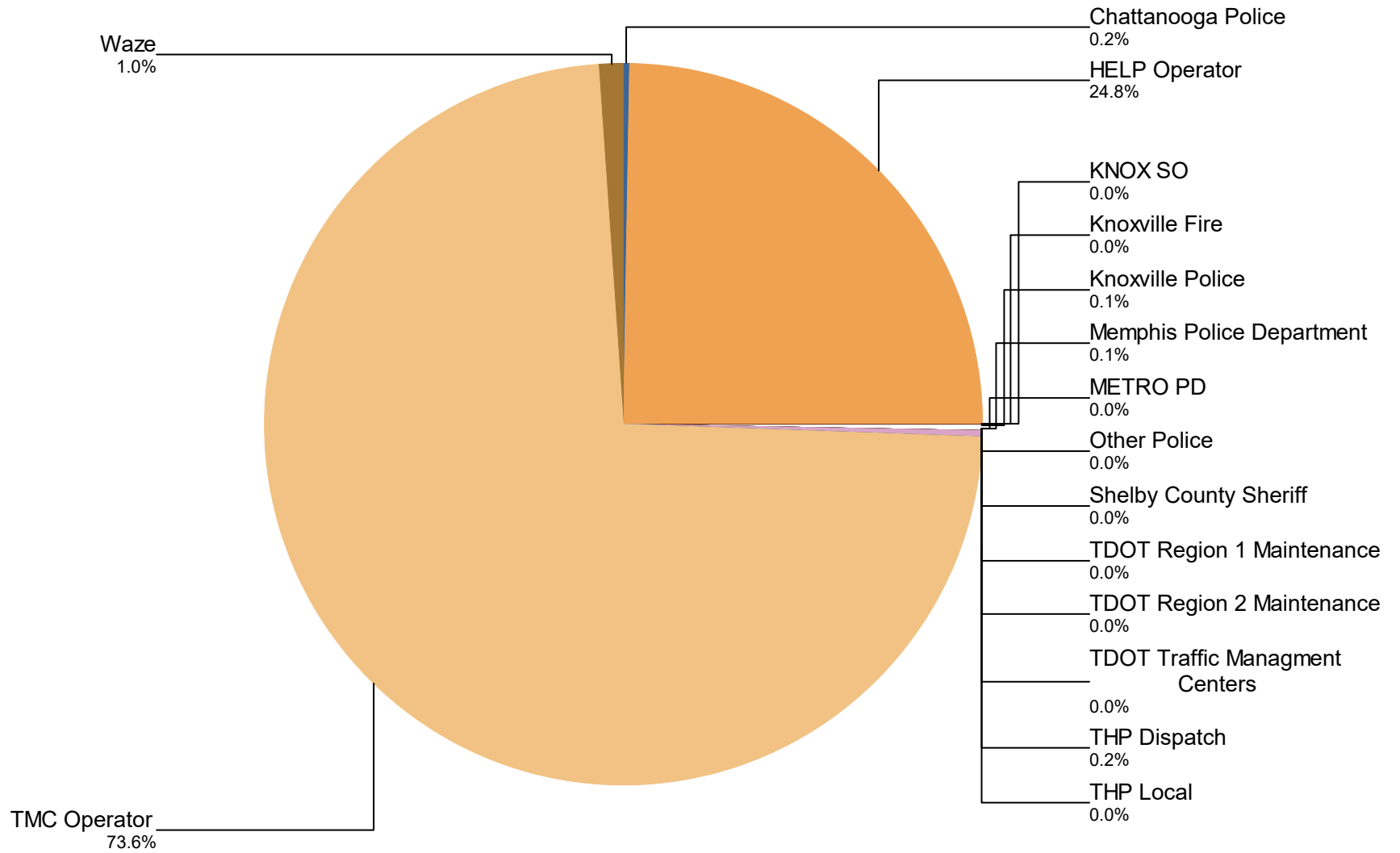
Percentage of Event Types for All Events in Current Quarter



| Event Types for All Events | July | August | September | Total | % |
|-----------------------------------|-------------|---------------|------------------|---------------|--------------|
| Abandoned Vehicle | 1,087 | 1,021 | 1,042 | 3,150 | 10.0% |
| Amber Alert | 0 | 4 | 0 | 4 | 0.0% |
| Bridge Work | 0 | 0 | 3 | 3 | 0.0% |
| Congestion | 345 | 161 | 192 | 698 | 2.2% |
| Daily Log | 95 | 93 | 91 | 279 | 0.9% |
| Debris on Roadway | 874 | 958 | 802 | 2,634 | 8.4% |
| Disabled Vehicle | 5,074 | 5,512 | 5,044 | 15,630 | 49.7% |
| Emergency Vehicles | 5 | 9 | 2 | 16 | 0.1% |
| Evacuation | 0 | 0 | 4 | 4 | 0.0% |
| Flooding | 10 | 14 | 19 | 43 | 0.1% |
| Grass Fire | 7 | 8 | 6 | 21 | 0.1% |
| Interstate Shooting | 7 | 1 | 5 | 13 | 0.0% |
| Jack-Knife Tractor Trailer | 5 | 11 | 14 | 30 | 0.1% |
| MultiVehicle Crash | 1,139 | 1,047 | 1,109 | 3,295 | 10.5% |
| Off Ramp Backup | 1 | 2 | 10 | 13 | 0.0% |
| Other | 14 | 9 | 8 | 31 | 0.1% |
| Oversize Load | 9 | 5 | 4 | 18 | 0.1% |
| Overtuned Vehicle | 58 | 43 | 55 | 156 | 0.5% |
| PD/Med/Fire Activity | 66 | 58 | 50 | 174 | 0.6% |
| Pedestrian | 15 | 36 | 12 | 63 | 0.2% |
| Police Activity | 175 | 199 | 155 | 529 | 1.7% |
| PSA | 4 | 3 | 2 | 9 | 0.0% |
| Rest Area | 6 | 1 | 1 | 8 | 0.0% |
| Road Work - Emergency | 21 | 17 | 15 | 53 | 0.2% |
| Road Work - Scheduled | 911 | 1,116 | 956 | 2,983 | 9.5% |
| Single Vehicle Crash | 264 | 338 | 264 | 866 | 2.8% |
| Special Event | 13 | 13 | 19 | 45 | 0.1% |
| Test Incident | 35 | 33 | 21 | 89 | 0.3% |
| Towing | 7 | 3 | 5 | 15 | 0.0% |
| Traffic Signal Dark | 0 | 0 | 1 | 1 | 0.0% |
| Unknown | 97 | 77 | 92 | 266 | 0.8% |

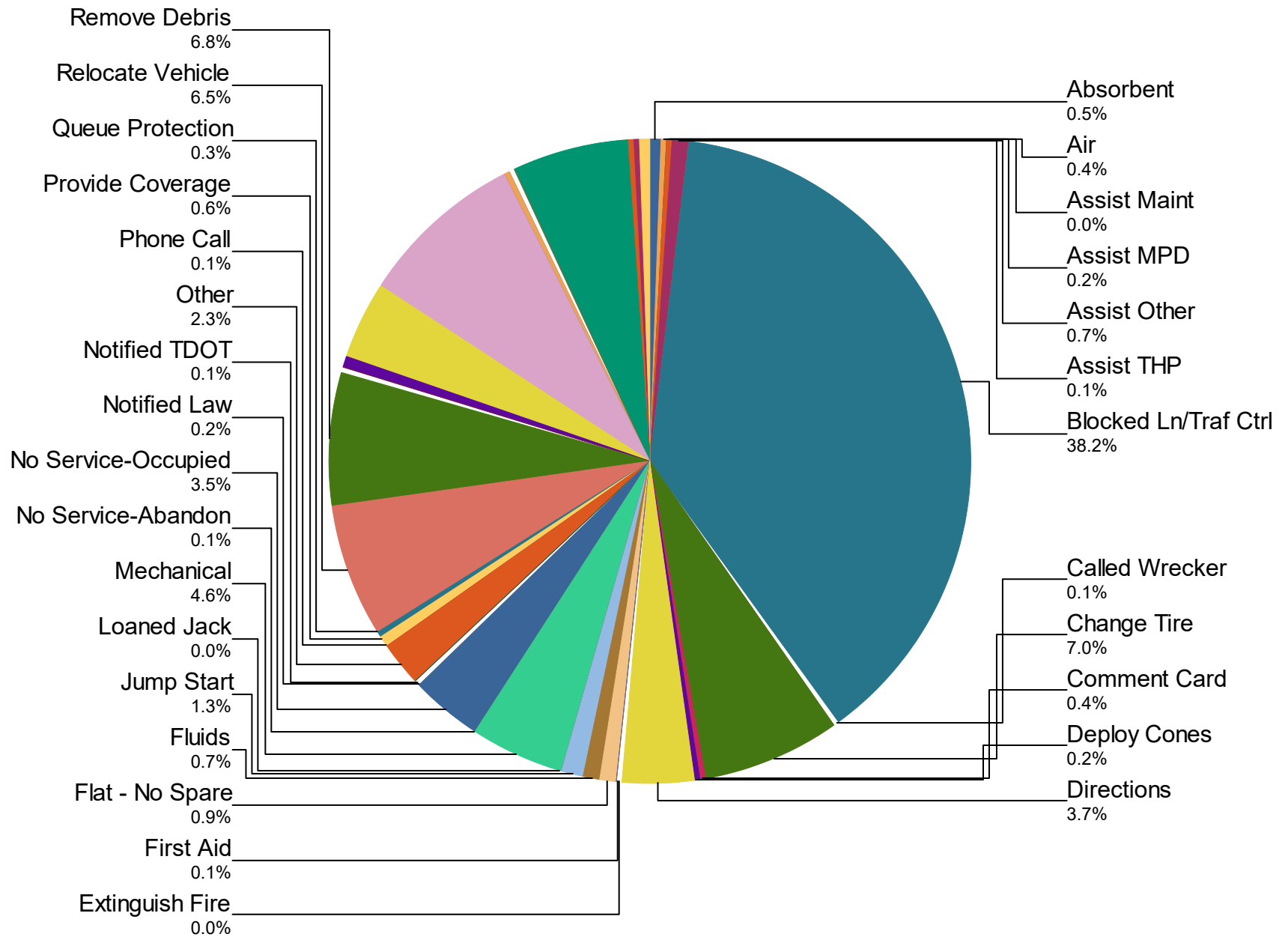
| | July | August | September | Total | % |
|-------------------------|---------------|---------------|------------------|---------------|---------------|
| Vehicle Fire | 69 | 59 | 42 | 170 | 0.5% |
| Visibility | 8 | 13 | 6 | 27 | 0.1% |
| Weather | 31 | 28 | 25 | 84 | 0.3% |
| Wrong Way Driver | 1 | 5 | 2 | 8 | 0.0% |
| Total | 10,453 | 10,897 | 10,078 | 31,428 | 100.0% |

Incidents by Detection Source



| Notifier Agency | July | August | September | Total | % |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|
| Chattanooga Police | 22 | 32 | 8 | 62 | 0.2 |
| HELP Operator | 2,468 | 2,812 | 2,515 | 7,795 | 24.8 |
| KNOX SO | 2 | 1 | 0 | 3 | 0.0 |
| Knoxville Fire | 1 | 2 | 0 | 3 | 0.0 |
| Knoxville Police | 15 | 16 | 8 | 39 | 0.1 |
| Memphis Police Department | 4 | 5 | 7 | 16 | 0.1 |
| METRO PD | 0 | 0 | 1 | 1 | 0.0 |
| Other Police | 0 | 0 | 1 | 1 | 0.0 |
| Shelby County Sheriff | 0 | 0 | 1 | 1 | 0.0 |
| TDOT Region 1 Maintenance | 0 | 0 | 4 | 4 | 0.0 |
| TDOT Region 2 Maintenance | 2 | 2 | 4 | 8 | 0.0 |
| TDOT Traffic Managment Centers | 0 | 0 | 1 | 1 | 0.0 |
| THP Dispatch | 14 | 19 | 22 | 55 | 0.2 |
| THP Local | 6 | 3 | 3 | 12 | 0.0 |
| TMC Operator | 7,820 | 7,903 | 7,398 | 23,121 | 73.6 |
| Waze | 99 | 102 | 105 | 306 | 1.0 |
| Total | 10,453 | 10,897 | 10,078 | 31,428 | 100.0% |

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

| | July | August | September | Total | % |
|----------------------|-------|--------|-----------|--------|------|
| Absorbent | 79 | 57 | 92 | 228 | 0.6 |
| Air | 52 | 65 | 58 | 175 | 0.5 |
| Assist Maint | 4 | 13 | 5 | 22 | 0.1 |
| Assist MPD | 30 | 17 | 33 | 80 | 0.2 |
| Assist Other | 109 | 144 | 85 | 338 | 0.9 |
| Assist THP | 11 | 10 | 19 | 40 | 0.1 |
| Blocked Ln/Traf Ctrl | 5,931 | 6,224 | 5,609 | 17,764 | 44.6 |
| Called Wrecker | 12 | 16 | 6 | 34 | 0.1 |
| Change Tire | 1,046 | 1,159 | 1,047 | 3,252 | 8.3 |
| Comment Card | 55 | 74 | 47 | 176 | 0.5 |
| Deploy Cones | 28 | 35 | 43 | 106 | 0.3 |
| Directions | 656 | 583 | 496 | 1,735 | 4.4 |
| Extinguish Fire | 4 | 5 | 10 | 19 | 0.0 |
| First Aid | 14 | 20 | 17 | 51 | 0.1 |
| Flat - No Spare | 103 | 152 | 160 | 415 | 1.1 |
| Fluids | 121 | 129 | 82 | 332 | 0.9 |
| Jump Start | 189 | 219 | 184 | 592 | 1.5 |
| Loaned Jack | 1 | 12 | 7 | 20 | 0.1 |
| Mechanical | 684 | 775 | 667 | 2,126 | 5.5 |
| No Service-Abandon | 12 | 8 | 12 | 32 | 0.1 |
| No Service-Occupied | 527 | 565 | 541 | 1,633 | 4.2 |
| Notified Law | 28 | 25 | 19 | 72 | 0.2 |
| Notified TDOT | 10 | 20 | 7 | 37 | 0.1 |
| Other | 381 | 349 | 333 | 1,063 | 2.7 |
| Phone Call | 21 | 13 | 28 | 62 | 0.2 |
| Provide Coverage | 71 | 81 | 121 | 273 | 0.7 |
| Queue Protection | 28 | 37 | 69 | 134 | 0.3 |
| Relocate Vehicle | 1,025 | 998 | 984 | 3,007 | 7.8 |
| Remove Debris | 1,034 | 1,132 | 993 | 3,159 | 8.1 |
| Secure Load | 19 | 22 | 20 | 61 | 0.2 |
| Slow Roll | 102 | 139 | 119 | 360 | 0.9 |

| | July | August | September | Total | % |
|------------------|---------------|---------------|---------------|---------------|---------------|
| Supply Fuel | 529 | 668 | 577 | 1,774 | 4.6 |
| Tag Abandoned | 1,221 | 1,320 | 1,266 | 3,807 | 9.8 |
| Transported | 34 | 18 | 26 | 78 | 0.2 |
| Unable to Locate | 47 | 26 | 35 | 108 | 0.3 |
| Upright Vehicle | 8 | 0 | 1 | 9 | 0.0 |
| Water | 16 | 24 | 11 | 51 | 0.1 |
| Welfare Check | 872 | 1,039 | 817 | 2,728 | 7.1 |
| Wrecker List | 31 | 50 | 58 | 139 | 0.4 |
| Wrecker Towed | 32 | 47 | 37 | 116 | 0.3 |
| Wrong Truck | 107 | 99 | 94 | 300 | 0.8 |
| Total | 15,284 | 16,389 | 14,835 | 46,508 | 100.0% |

DMS Duration

| | Jul | Aug | Sep |
|-----------------------|------------|------------|------------|
| Avg % ON Time | 75.5 | 50.4 | 43.5 |
| Avg Post Time (hr) | 1.7 | 0.9 | 0.7 |
| Avg Messages Per Sign | 333.0 | 401.8 | 420.4 |
| Total Messages Posted | 82,467 | 99,137 | 105,998 |