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Smartway Report

Department of Transportation

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1-1-2021

### Annual Performance Measures Report, Reporting Period January 1, 2020 to December 31, 2020, Region 3

Tennessee. Department of Transportation.

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Includes All Responders

Reporting Period: January 1, 2020 to December 31, 2020

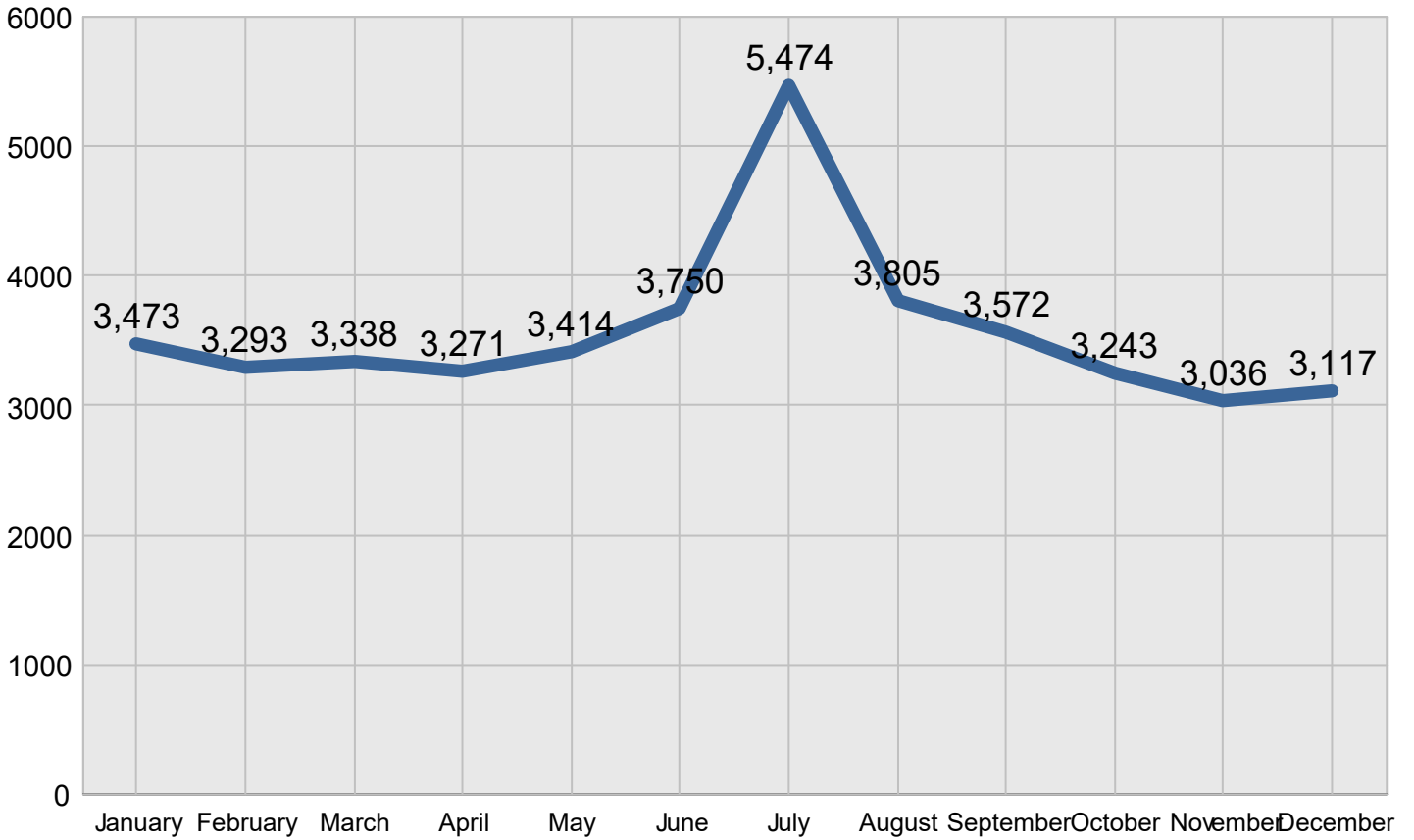
## Region 3

Created on: June 15, 2022 1:20 pm County: All Counties Report Template version 2.0

**Total Incidents Managed This Year 42,786**

### Incidents Managed

Incidents Managed - Monthly



# Performance Measures Summary

## Incidents Overall Response

|   | January     | February    | March       | April       | May         | June        | July           | August      | September   | October     | November    | December    | Total        |
|---|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Events included                           | 837         | 809         | 939         | 820         | 859         | 919         | 1,007          | 929         | 812         | 852         | 625         | 608         | 10,016       |
| Notification Duration (min.)*             | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0            | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0          |
| Verification Duration (min.)              | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0            | 0.0         | 0.0         | 0.0         | 0.2         | 0.1         | 0.0          |
| Response Duration (min.)                  | 9.5         | 9.1         | 10.8        | 8.1         | 9.7         | 8.3         | 9.9            | 8.9         | 10.2        | 8.8         | 7.0         | 6.0         | 8.9          |
| Open Roads Duration (min.)                | 17.7        | 25.9        | 26.0        | 21.2        | 30.6        | 23.8        | 21.3           | 30.4        | 25.9        | 23.4        | 24.9        | 51.2        | 26.6         |
| Departure Duration (min.)                 | 12.6        | 27.5        | 17.8        | 13.8        | 12.3        | 22.0        | 5,340.9        | 33.9        | 15.9        | 14.5        | 21.6        | 28.0        | 548.4        |
| <b>Roadway Clearance Duration (min.)</b>  | <b>27.2</b> | <b>35.1</b> | <b>36.8</b> | <b>29.3</b> | <b>40.2</b> | <b>32.0</b> | <b>31.2</b>    | <b>39.3</b> | <b>36.1</b> | <b>32.2</b> | <b>32.2</b> | <b>57.4</b> | <b>35.6</b>  |
| <b>Incident Clearance Duration (min.)</b> | <b>39.8</b> | <b>62.6</b> | <b>54.5</b> | <b>43.0</b> | <b>52.6</b> | <b>54.0</b> | <b>5,372.1</b> | <b>73.2</b> | <b>52.0</b> | <b>46.8</b> | <b>53.7</b> | <b>85.4</b> | <b>584.0</b> |

\* THP data is not available for Notification Duration

Note:

Response Duration (min.): [First Notification to First Arrival]

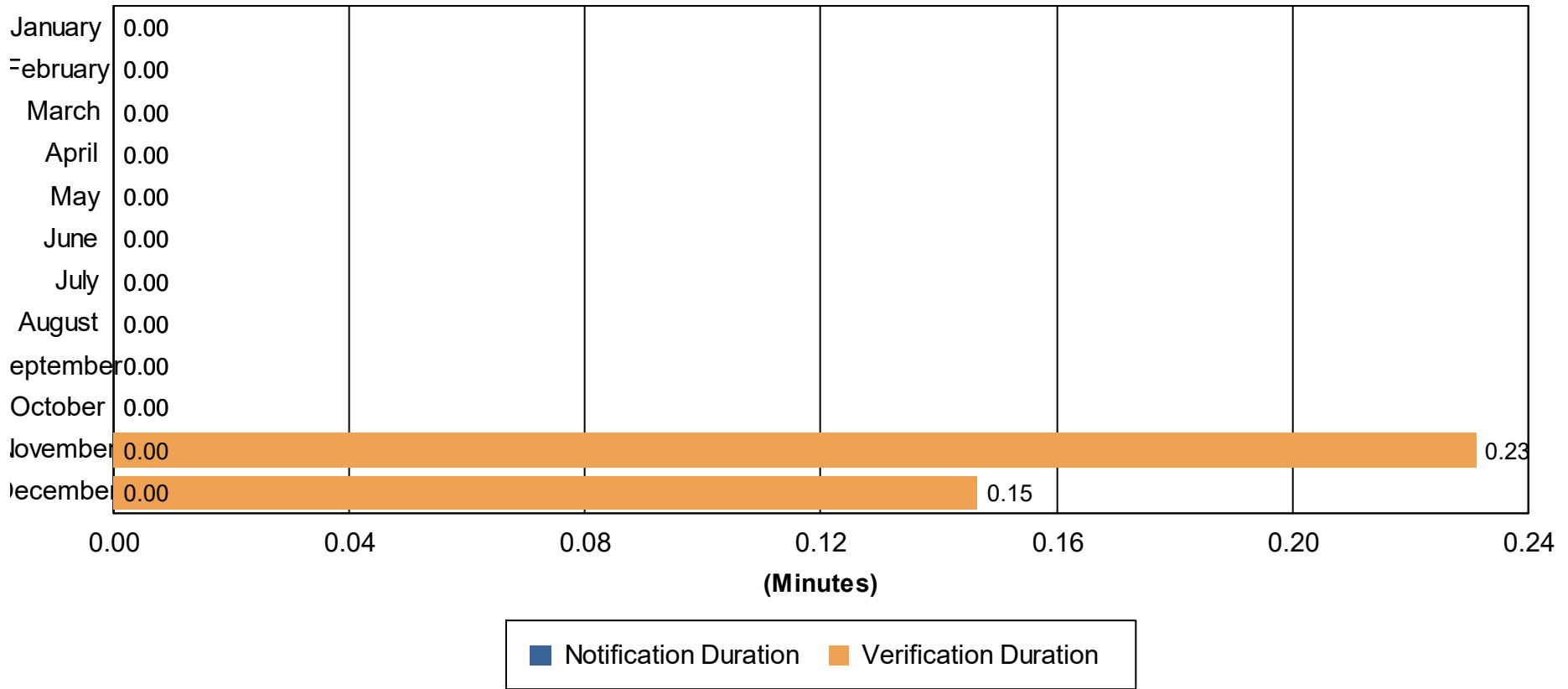
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

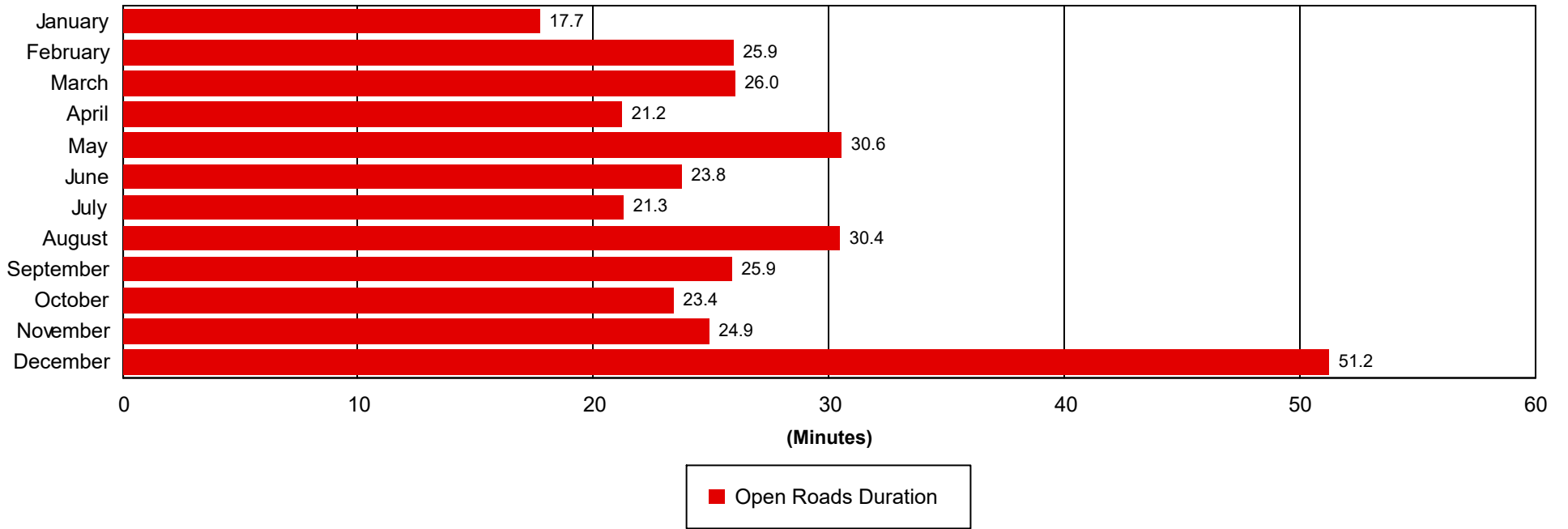
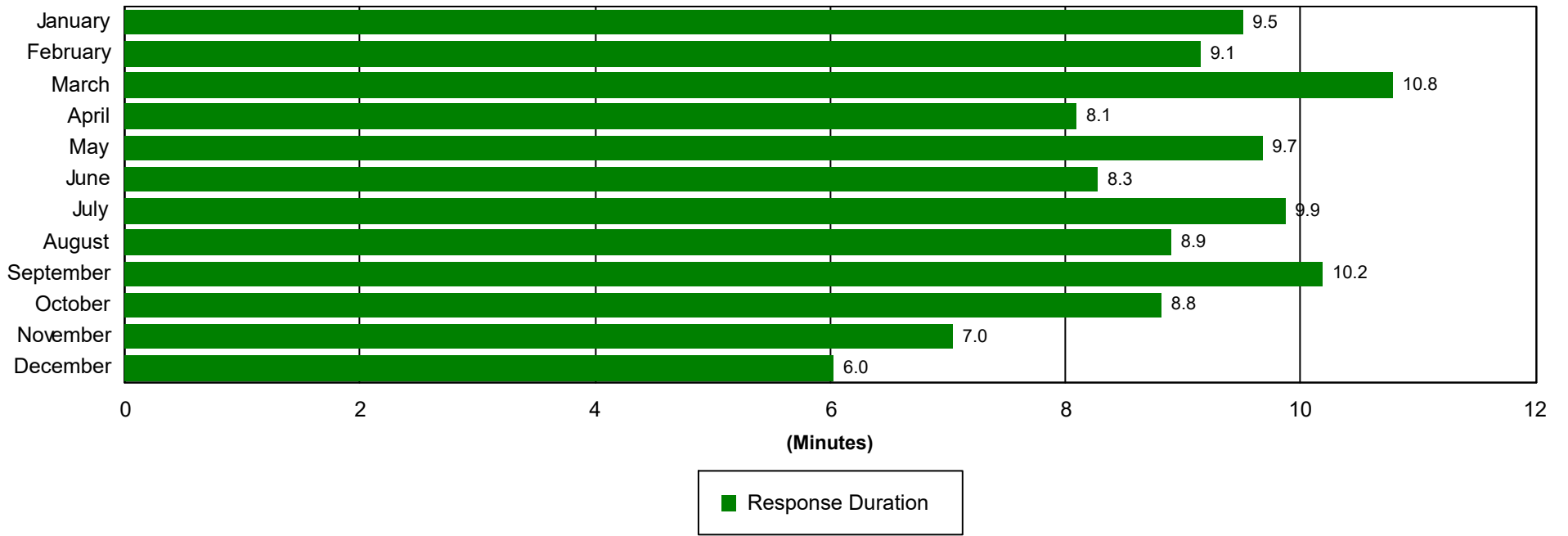
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

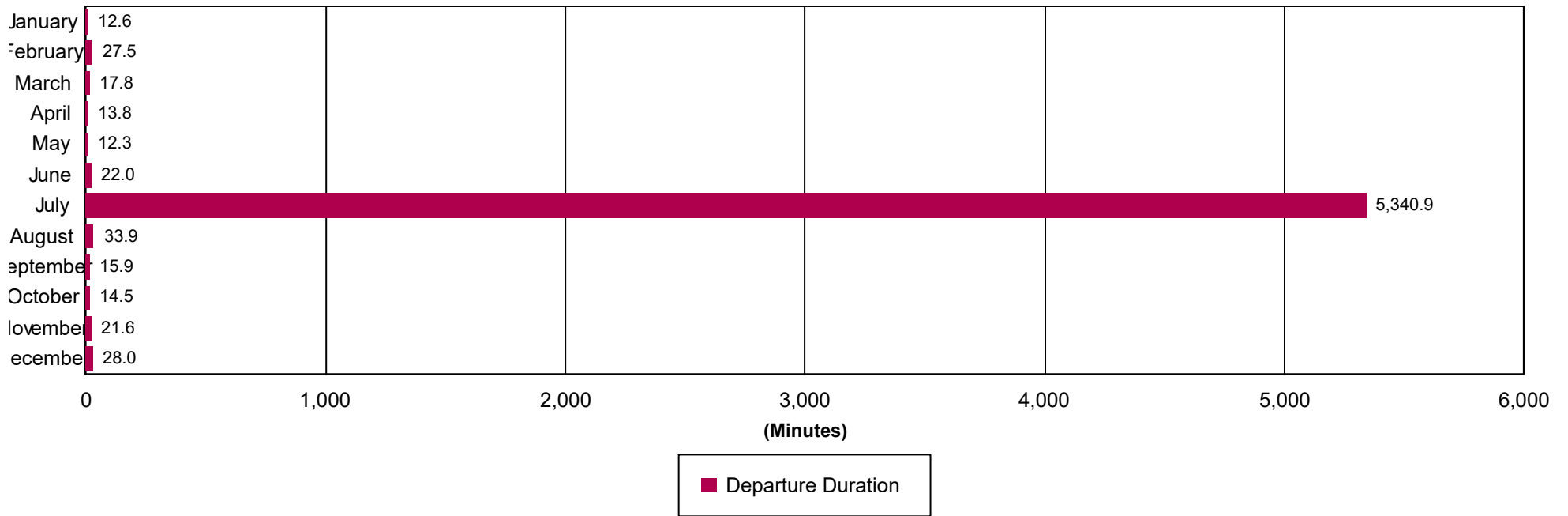
**Roadway Clearance Duration (min.):** [First Notif to Travel Lanes Cleared]

**Incident Clearance Duration (min.):** [First Notif to Last Departure]

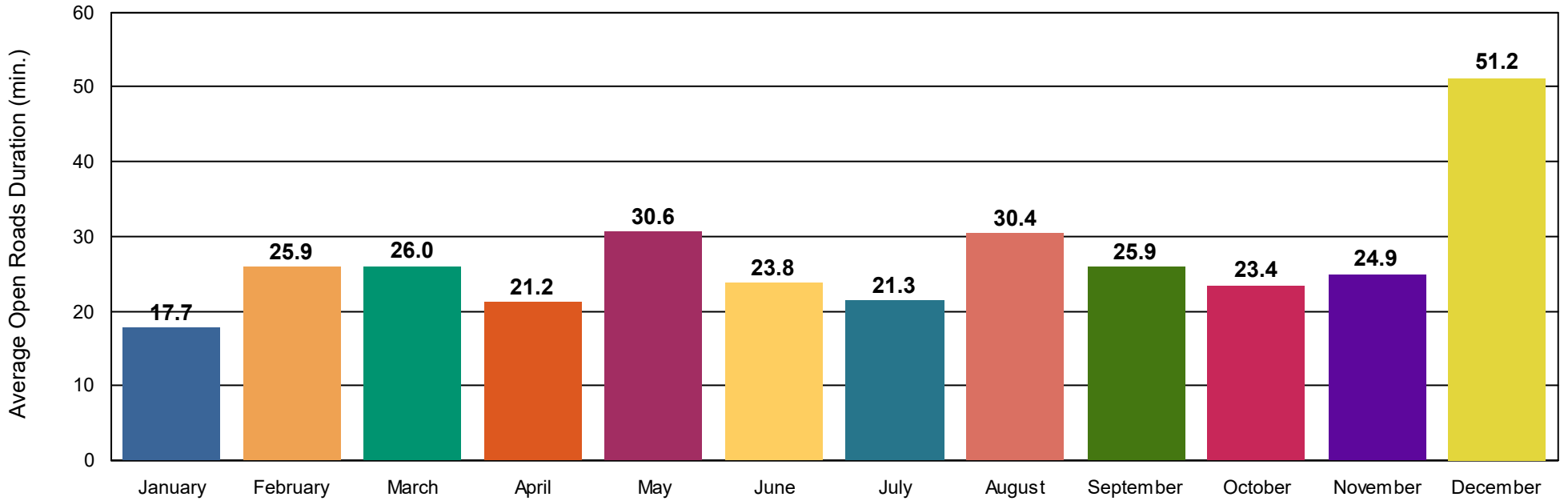
### Incident Clearance Duration



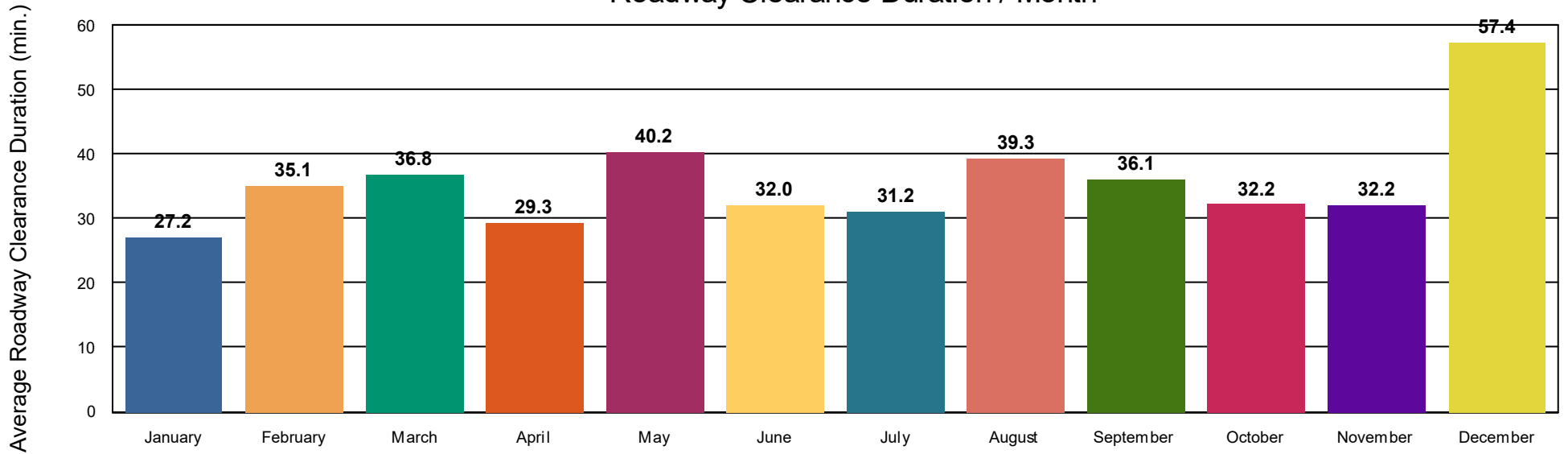




## Open Roads Duration / Month



## Roadway Clearance Duration / Month



# Performance Measures Summary

## Incidents with HELP Truck Response

|   | January     | February    | March       | April       | May         | June        | July           | August      | September   | October     | November    | December    | Total        |
|---|-------------|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Events included                           | 653         | 624         | 687         | 597         | 690         | 723         | 788            | 736         | 654         | 685         | 497         | 472         | 7,806        |
| Notification Duration (min.)*             | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0            | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0          |
| Verification Duration (min.)              | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0         | 0.0            | 0.0         | 0.0         | 0.0         | 0.2         | 0.1         | 0.0          |
| Response Duration (min.)                  | 9.5         | 9.1         | 10.8        | 8.1         | 9.7         | 8.3         | 9.9            | 8.9         | 10.2        | 8.8         | 7.1         | 6.1         | 9.0          |
| Open Roads Duration (min.)                | 17.7        | 25.9        | 26.0        | 21.2        | 30.6        | 23.8        | 21.3           | 30.4        | 25.9        | 23.4        | 22.0        | 50.6        | 26.0         |
| Departure Duration (min.)                 | 12.6        | 27.5        | 17.8        | 13.8        | 12.3        | 22.0        | 5,374.9        | 33.9        | 15.9        | 14.5        | 23.1        | 29.5        | 561.0        |
| <b>Roadway Clearance Duration (min.)</b>  | <b>27.2</b> | <b>35.1</b> | <b>36.8</b> | <b>29.3</b> | <b>40.2</b> | <b>32.0</b> | <b>31.2</b>    | <b>39.3</b> | <b>36.1</b> | <b>32.2</b> | <b>29.2</b> | <b>56.9</b> | <b>35.1</b>  |
| <b>Incident Clearance Duration (min.)</b> | <b>39.8</b> | <b>62.6</b> | <b>54.5</b> | <b>43.0</b> | <b>52.6</b> | <b>54.0</b> | <b>5,406.1</b> | <b>73.2</b> | <b>52.0</b> | <b>46.8</b> | <b>52.3</b> | <b>86.3</b> | <b>596.0</b> |

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

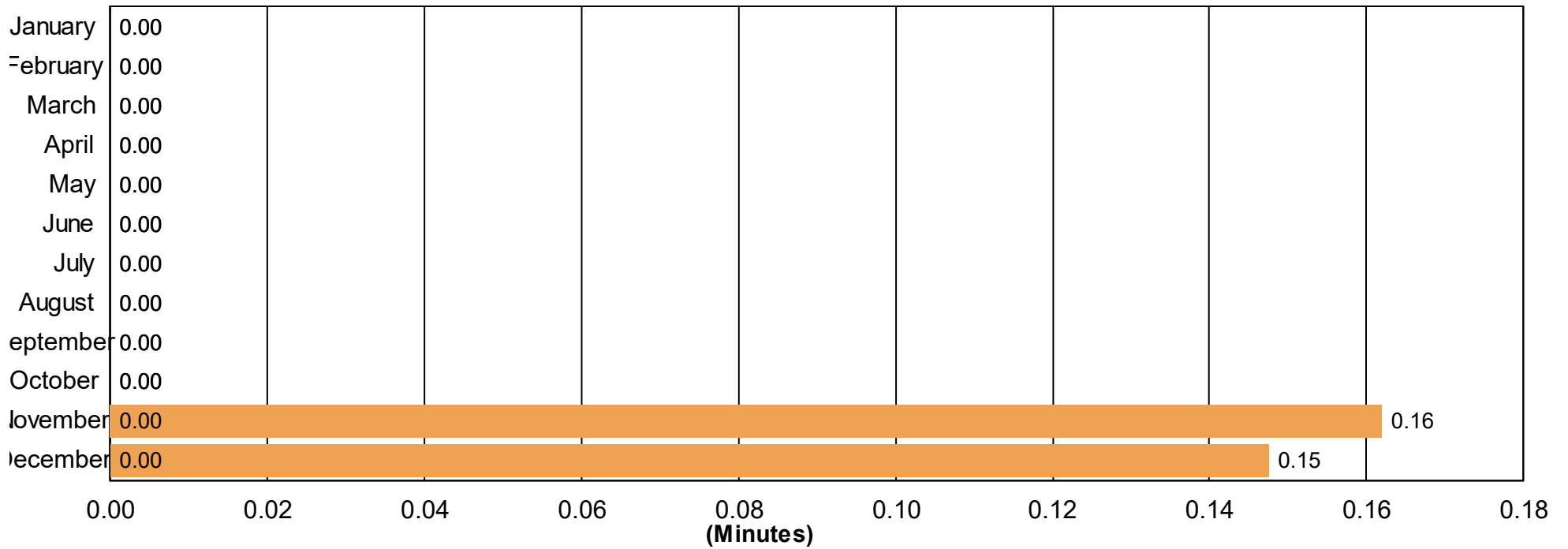
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

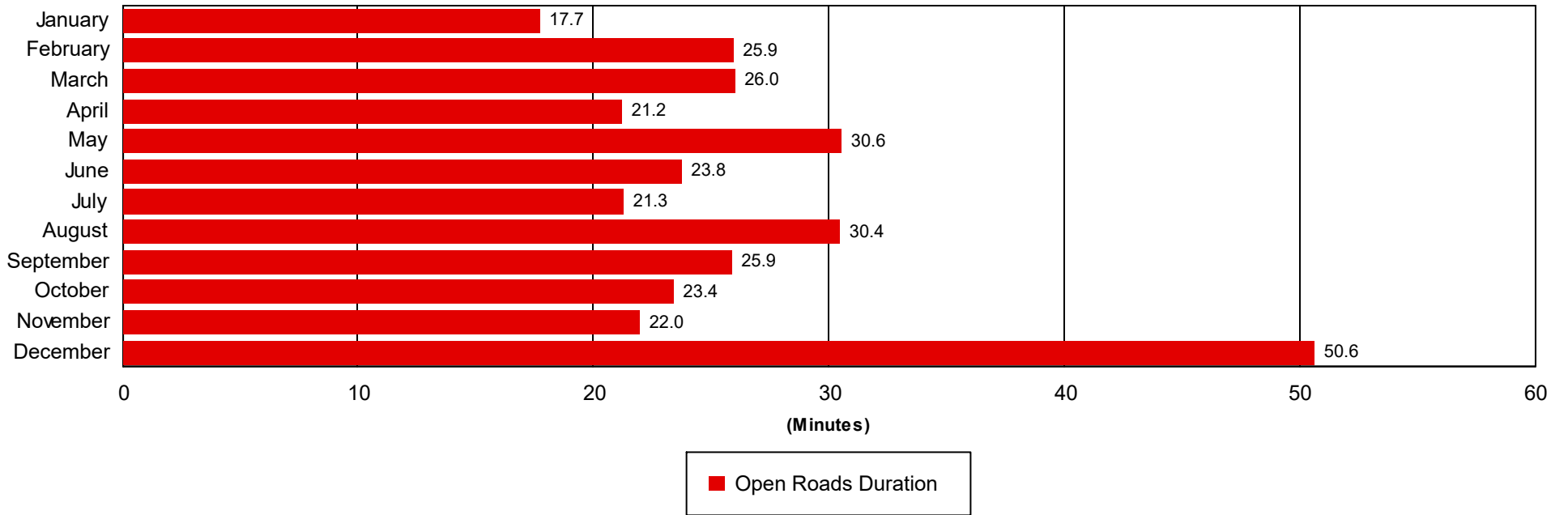
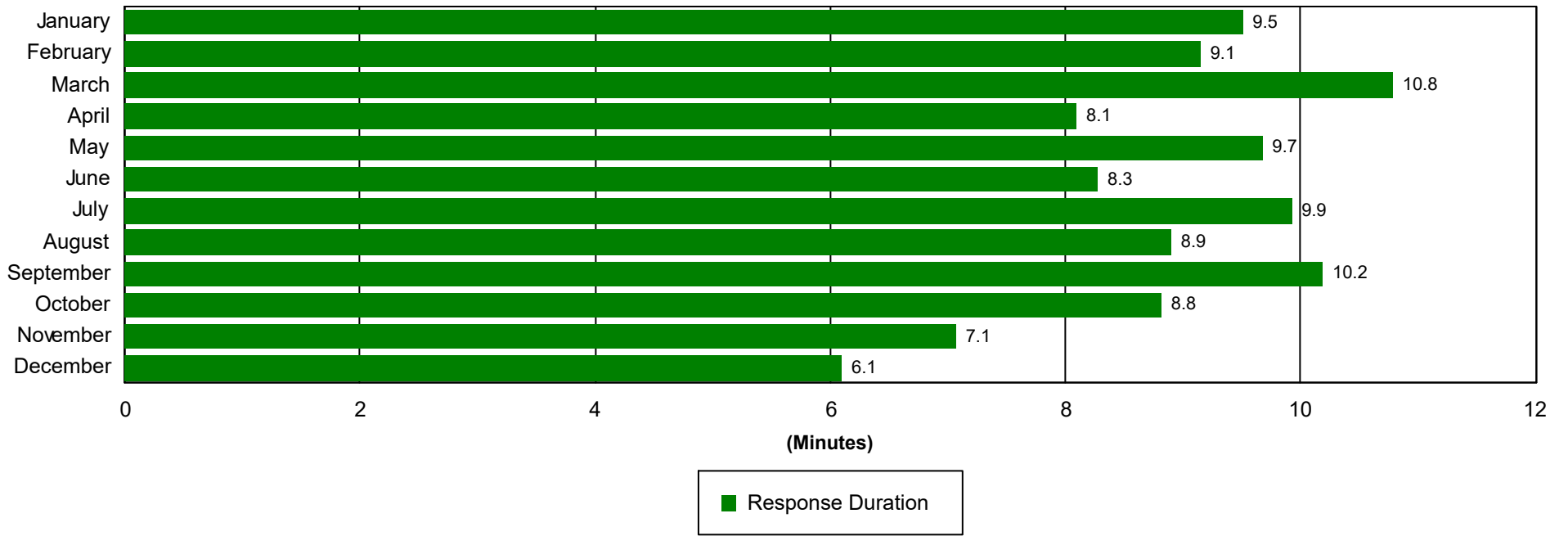
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

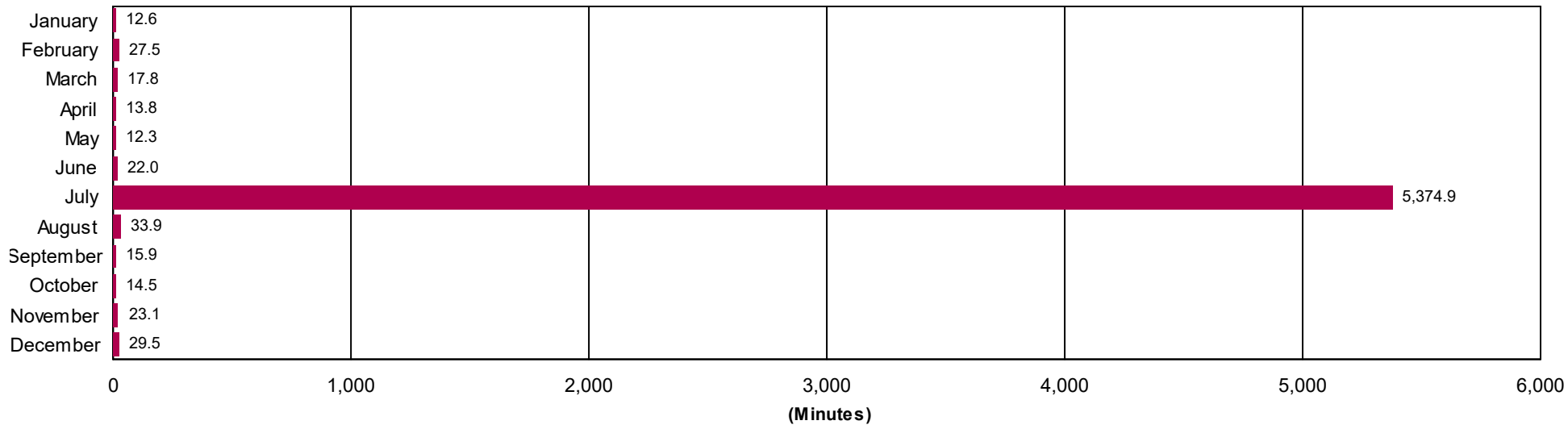
**Incident Clearance Duration (min.):** [\[First Notif to Last Departure\]](#)



# Incident Clearance Duration

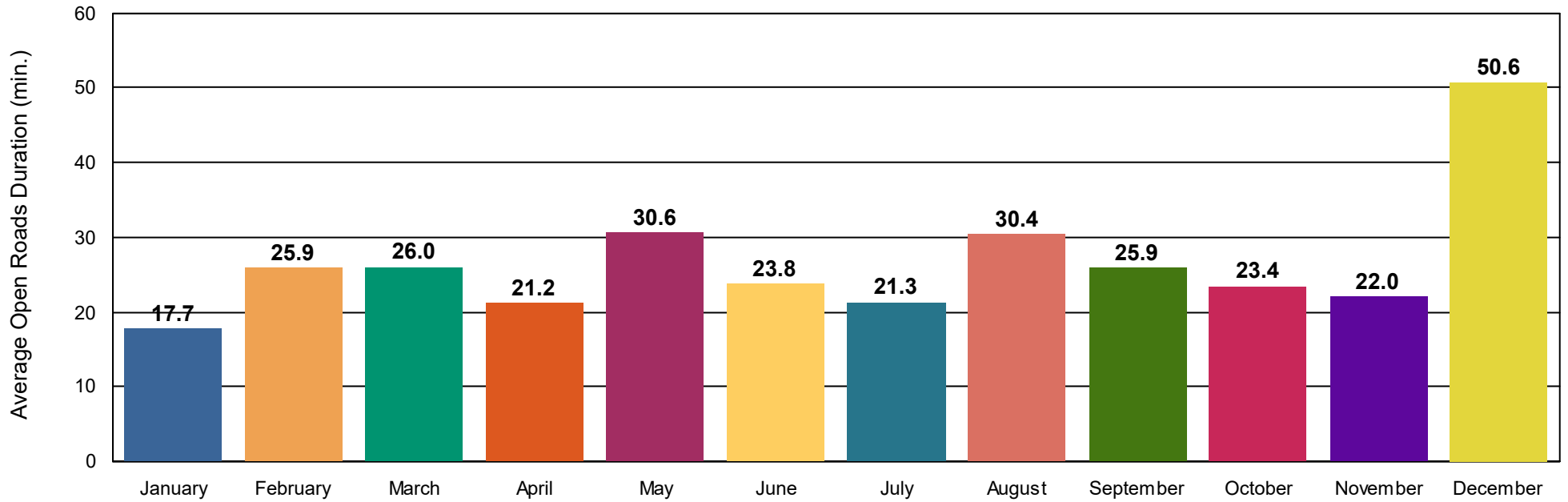




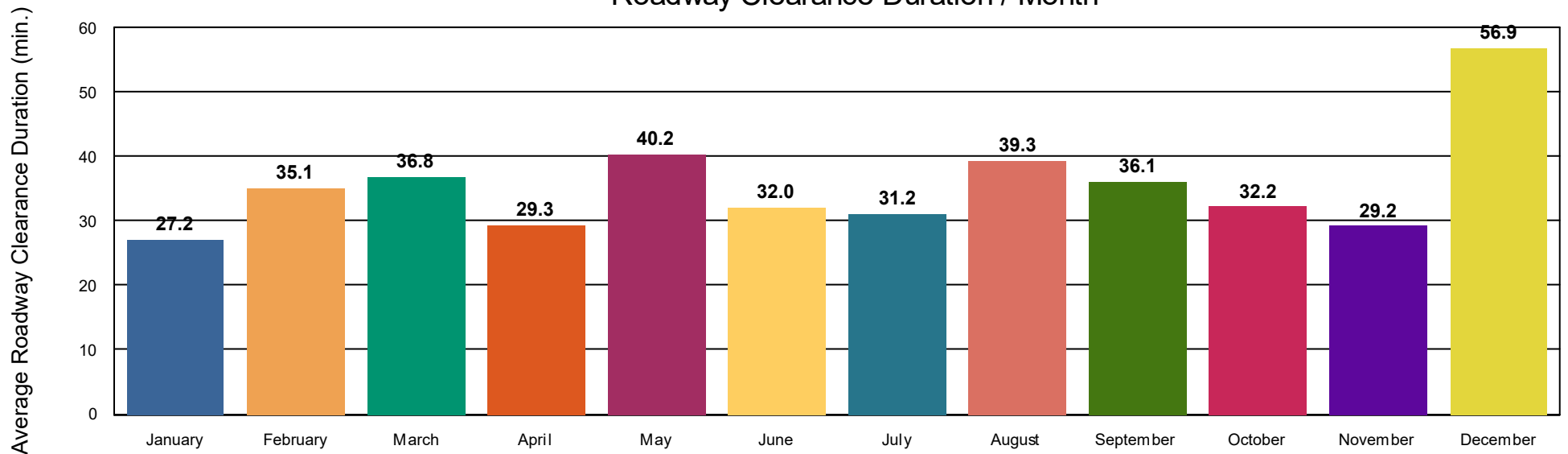


■ Departure Duration

## Open Roads Duration / Month



## Roadway Clearance Duration / Month



# Performance Measures Summary

## Incidents without HELP Truck Response

|   | January | February | March | April | May | June | July        | August | September | October | November    | December    | Total       |
|---|---------|----------|-------|-------|-----|------|-------------|--------|-----------|---------|-------------|-------------|-------------|
| Events included                           | 184     | 185      | 252   | 223   | 169 | 196  | 219         | 193    | 158       | 167     | 128         | 136         | 2,210       |
| Notification Duration (min.)*             |         |          |       |       |     |      | 0.0         |        |           |         | 0.0         | 0.0         | 0.0         |
| Verification Duration (min.)              |         |          |       |       |     |      | 0.0         |        |           |         | 0.8         | 0.1         | 0.4         |
| Response Duration (min.)                  |         |          |       |       |     |      | 2.9         |        |           |         | 6.8         | 5.7         | 6.0         |
| Open Roads Duration (min.)                |         |          |       |       |     |      | 27.7        |        |           |         | 49.2        | 53.5        | 51.4        |
| Departure Duration (min.)                 |         |          |       |       |     |      | 1.4         |        |           |         | 8.7         | 22.4        | 17.4        |
| <b>Roadway Clearance Duration (min.)</b>  |         |          |       |       |     |      | <b>30.6</b> |        |           |         | <b>56.8</b> | <b>59.4</b> | <b>57.8</b> |
| <b>Incident Clearance Duration (min.)</b> |         |          |       |       |     |      | <b>32.0</b> |        |           |         | <b>65.5</b> | <b>81.8</b> | <b>75.2</b> |

Note:

Response Duration (min.): [\[First Notification to First Arrival\]](#)

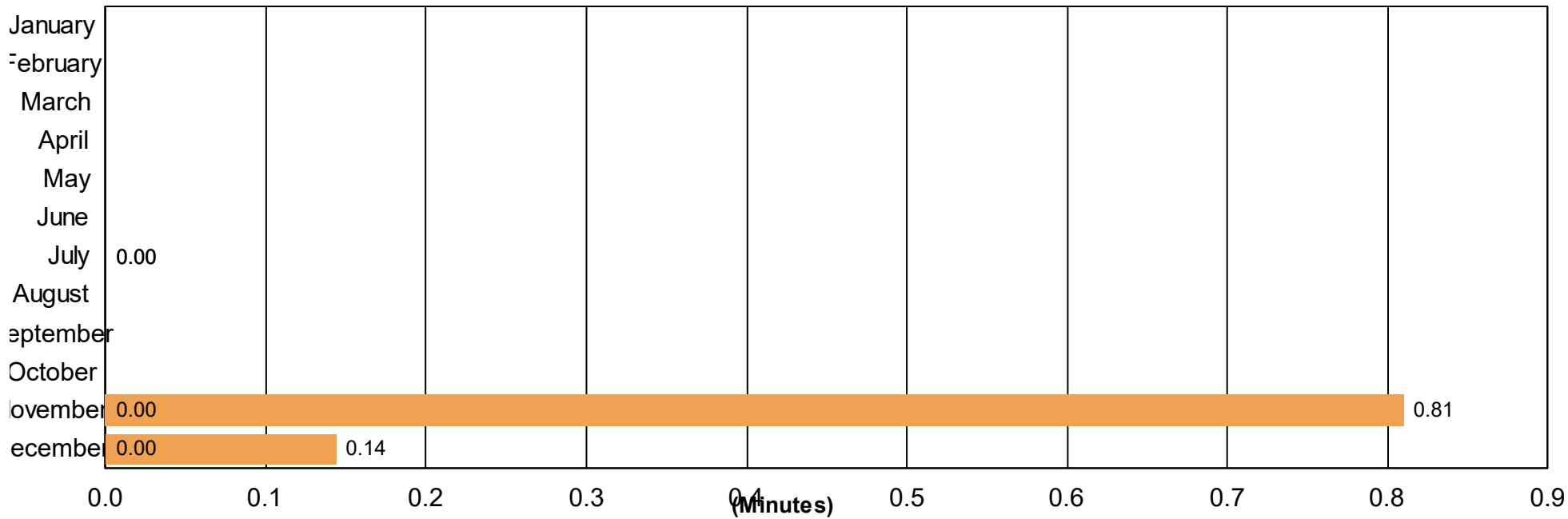
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

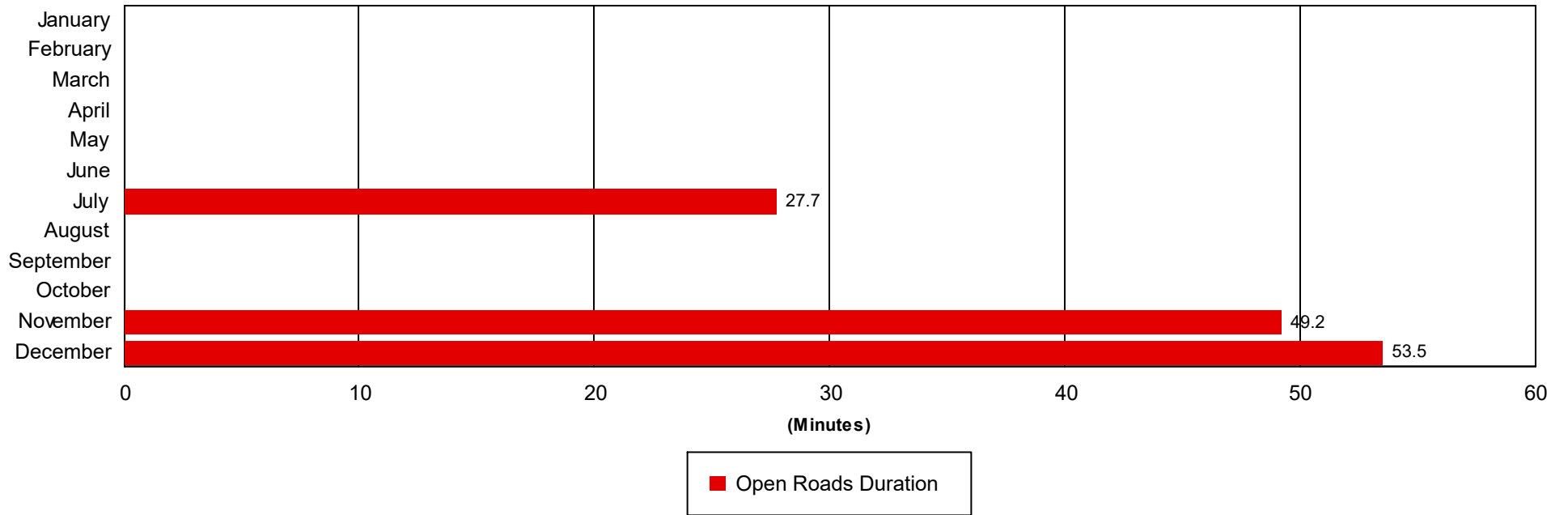
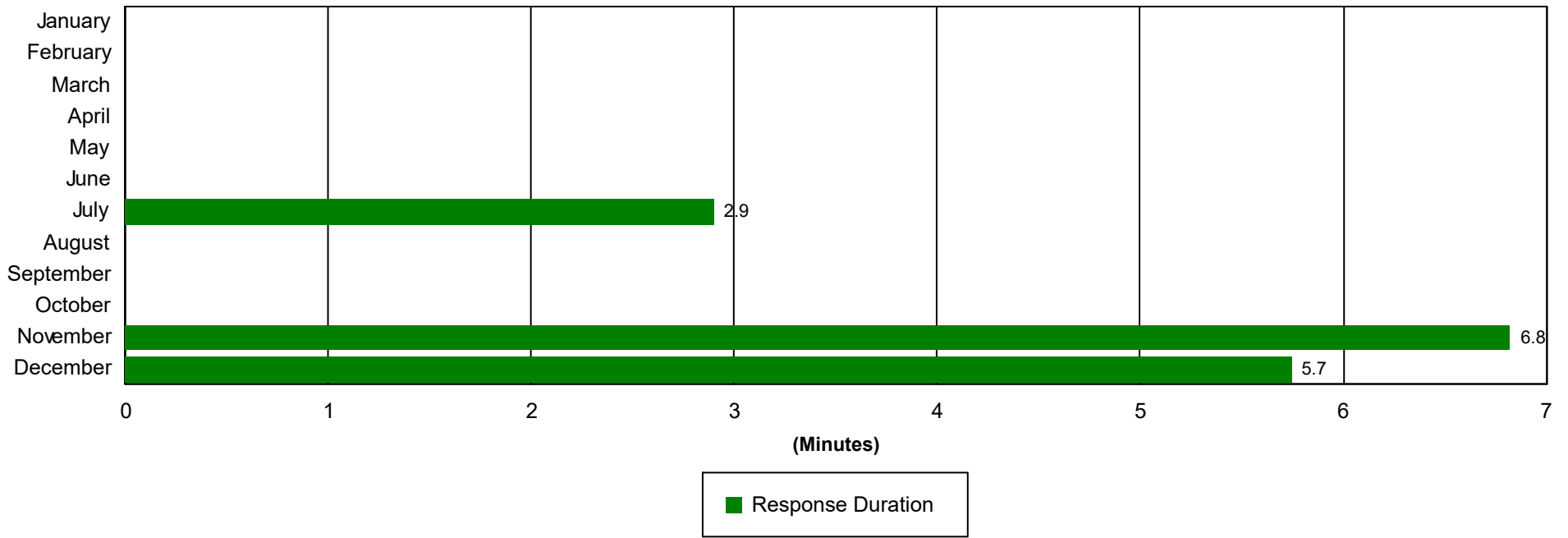
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

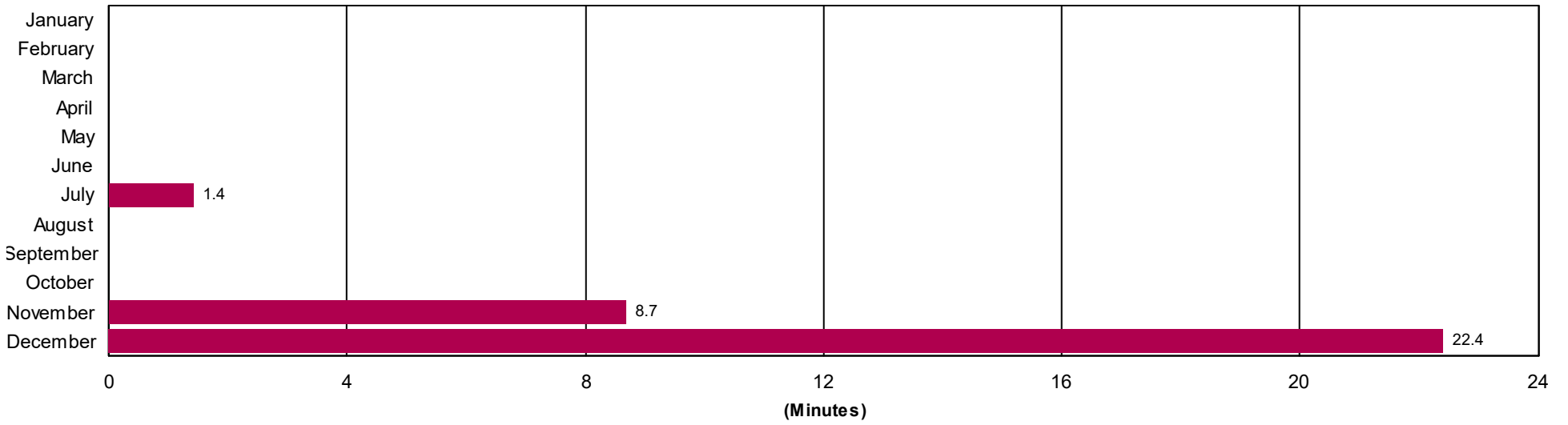
**Roadway Clearance Duration (min.):** [\[First Notif to Travel Lanes Cleared\]](#)

**Incident Clearance Duration (min.):** [\[First Notif to Last Departure\]](#)

# Incident Clearance Duration



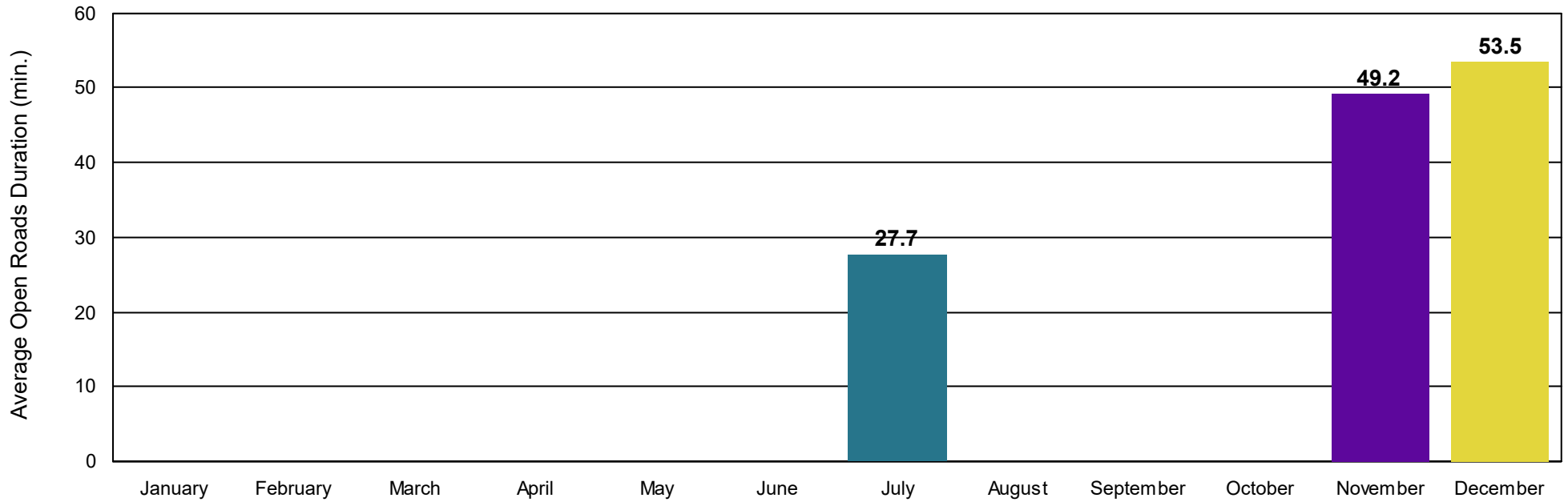




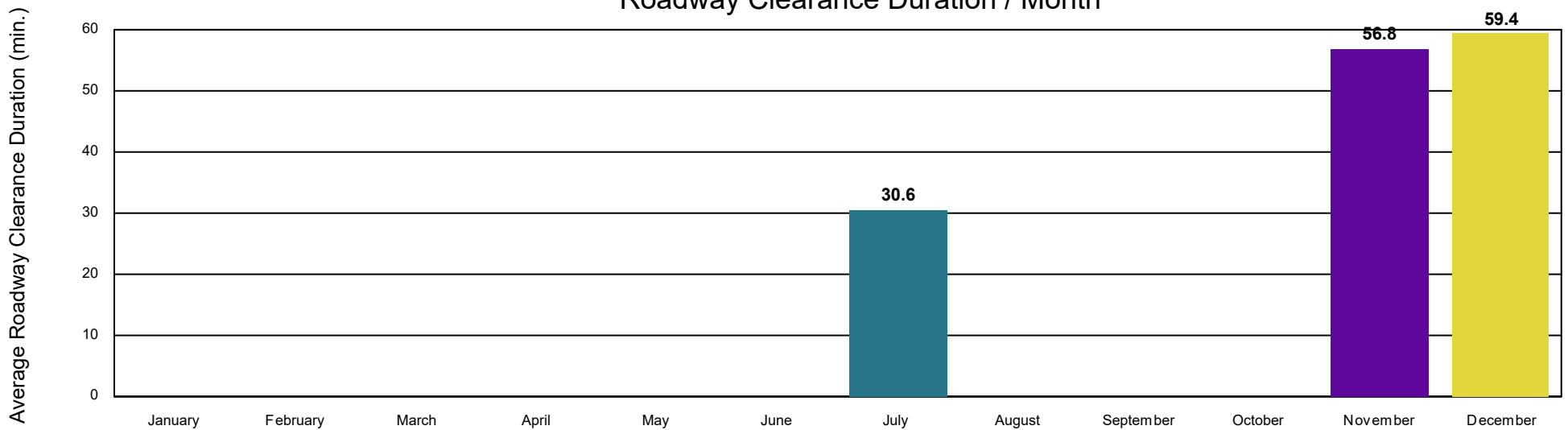
■ Departure Duration



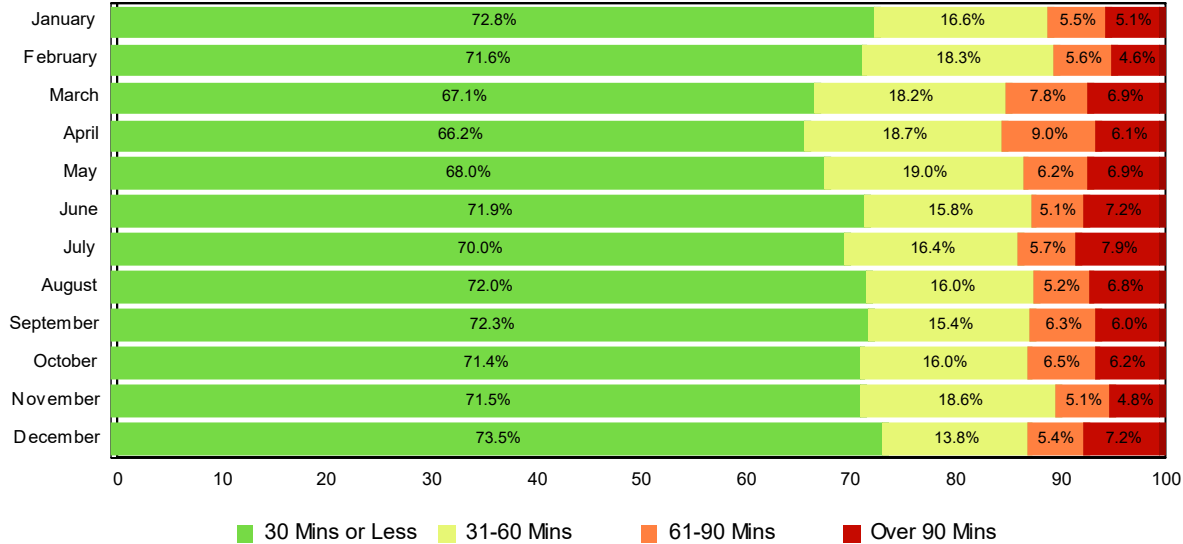
## Open Roads Duration / Month



## Roadway Clearance Duration / Month

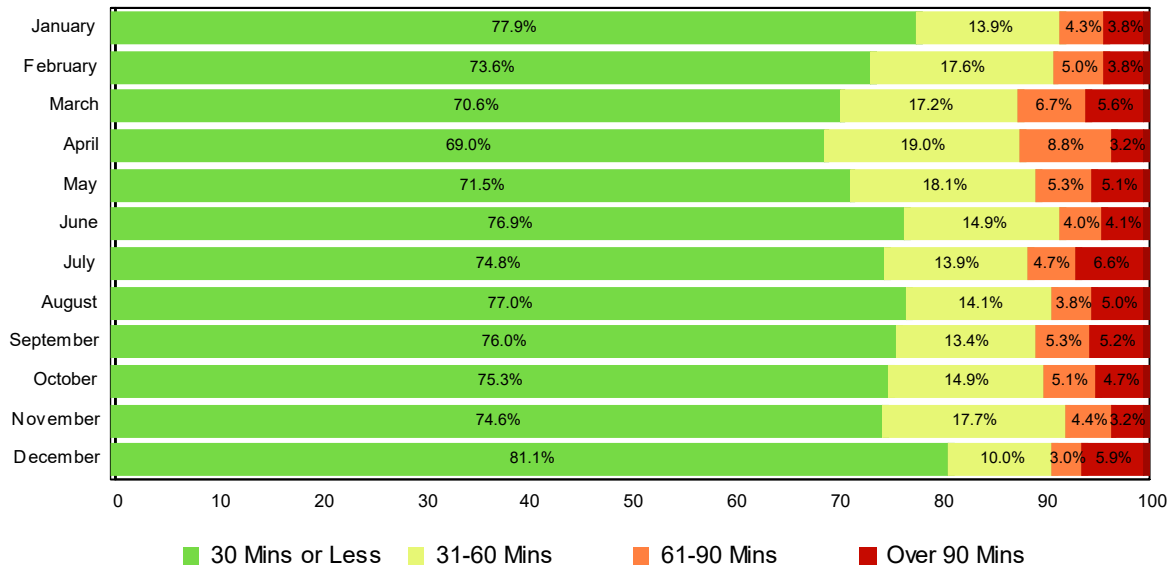


# Lane Blockage Clearance Times - Overall



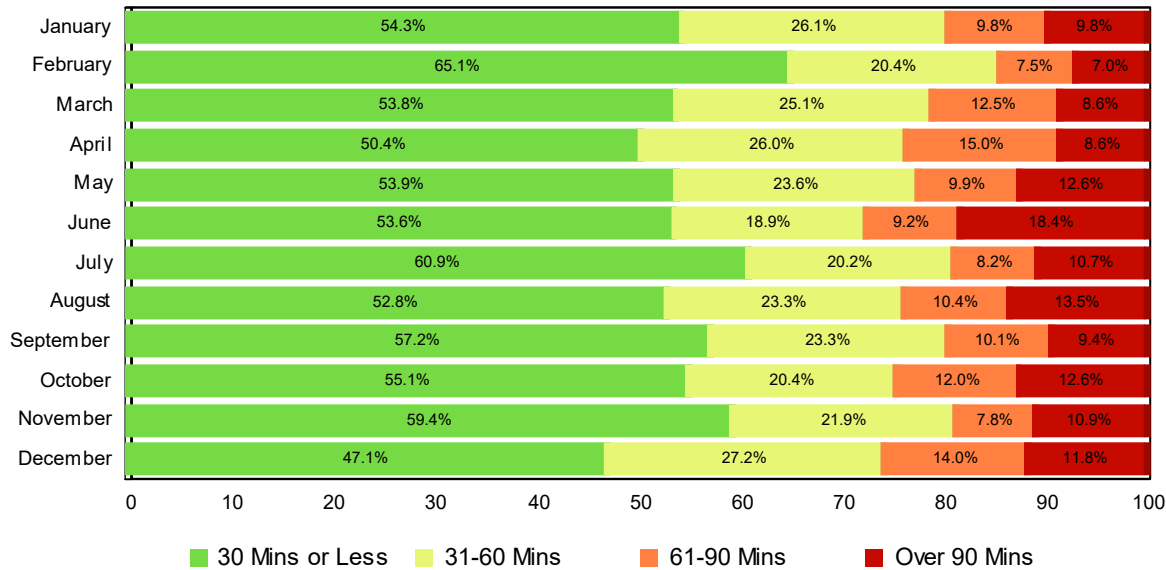
| Month                    | 30 Mins or Less | 31-60 Mins   | 61-90 Mins | Over 90 Mins | Total # of Events |
|--------------------------|-----------------|--------------|------------|--------------|-------------------|
| January                  | 609             | 139          | 46         | 43           | 837               |
| February                 | 579             | 148          | 45         | 37           | 809               |
| March                    | 630             | 171          | 73         | 65           | 939               |
| April                    | 543             | 153          | 74         | 50           | 820               |
| May                      | 584             | 163          | 53         | 59           | 859               |
| June                     | 661             | 145          | 47         | 66           | 919               |
| July                     | 705             | 165          | 57         | 80           | 1,007             |
| August                   | 669             | 149          | 48         | 63           | 929               |
| September                | 587             | 125          | 51         | 49           | 812               |
| October                  | 608             | 136          | 55         | 53           | 852               |
| November                 | 447             | 116          | 32         | 30           | 625               |
| December                 | 447             | 84           | 33         | 44           | 608               |
| <b>Total # of Events</b> | <b>7,069</b>    | <b>1,694</b> | <b>614</b> | <b>639</b>   | <b>10,016</b>     |

## 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                  | 509             | 91           | 28         | 25           | 653               |
| February                 | 459             | 110          | 31         | 24           | 624               |
| March                    | 488             | 113          | 46         | 40           | 687               |
| April                    | 419             | 109          | 49         | 20           | 597               |
| May                      | 493             | 125          | 37         | 35           | 690               |
| June                     | 556             | 108          | 29         | 30           | 723               |
| July                     | 587             | 111          | 38         | 52           | 788               |
| August                   | 567             | 104          | 28         | 37           | 736               |
| September                | 497             | 88           | 35         | 34           | 654               |
| October                  | 516             | 102          | 35         | 32           | 685               |
| November                 | 371             | 88           | 22         | 16           | 497               |
| December                 | 383             | 47           | 14         | 28           | 472               |
| <b>Total # of Events</b> | <b>5,845</b>    | <b>1,196</b> | <b>392</b> | <b>373</b>   | <b>7,806</b>      |

## 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                  | 100             | 48         | 18         | 18           | 184               |
| February                 | 120             | 38         | 14         | 13           | 185               |
| March                    | 142             | 58         | 27         | 25           | 252               |
| April                    | 124             | 44         | 25         | 30           | 223               |
| May                      | 91              | 38         | 16         | 24           | 169               |
| June                     | 105             | 37         | 18         | 36           | 196               |
| July                     | 118             | 54         | 19         | 28           | 219               |
| August                   | 102             | 45         | 20         | 26           | 193               |
| September                | 90              | 37         | 16         | 15           | 158               |
| October                  | 92              | 34         | 20         | 21           | 167               |
| November                 | 76              | 28         | 10         | 14           | 128               |
| December                 | 64              | 37         | 19         | 16           | 136               |
| <b>Total # of Events</b> | <b>1,224</b>    | <b>498</b> | <b>222</b> | <b>266</b>   | <b>2,210</b>      |

## All Incidents with Travel Lane Blockage and HELP Truck Response

| No. of Lanes Blocked | %         | Count        | %         | Count        | %         | Count        | %        | Count      | Avg Clear Time (Min) |
|----------------------|-----------|--------------|-----------|--------------|-----------|--------------|----------|------------|----------------------|
| 1                    | 83        | 4355         | 94        | 4916         | 97        | 5101         | 3        | 137        | 22                   |
| 2                    | 64        | 1193         | 86        | 1616         | 92        | 1735         | 8        | 141        | 39                   |
| 3                    | 46        | 214          | 77        | 359          | 89        | 417          | 11       | 49         | 48                   |
| 4                    | 35        | 65           | 64        | 119          | 79        | 147          | 21       | 39         | 76                   |
| 5                    | 48        | 16           | 76        | 25           | 82        | 27           | 18       | 6          | 84                   |
| 6                    | 17        | 1            | 83        | 5            | 83        | 5            | 17       | 1          | 48                   |
| 7                    | 100       | 1            | 100       | 1            | 100       | 1            | 0        | 0          | 0                    |
| <b>Totals</b>        | <b>75</b> | <b>5,845</b> | <b>90</b> | <b>7,041</b> | <b>95</b> | <b>7,433</b> | <b>5</b> | <b>373</b> | <b>29</b>            |

<=30 Mins

<=60 Mins

<=90 Mins

>90 Mins

## Travel Lane Blockage Events- Roadway

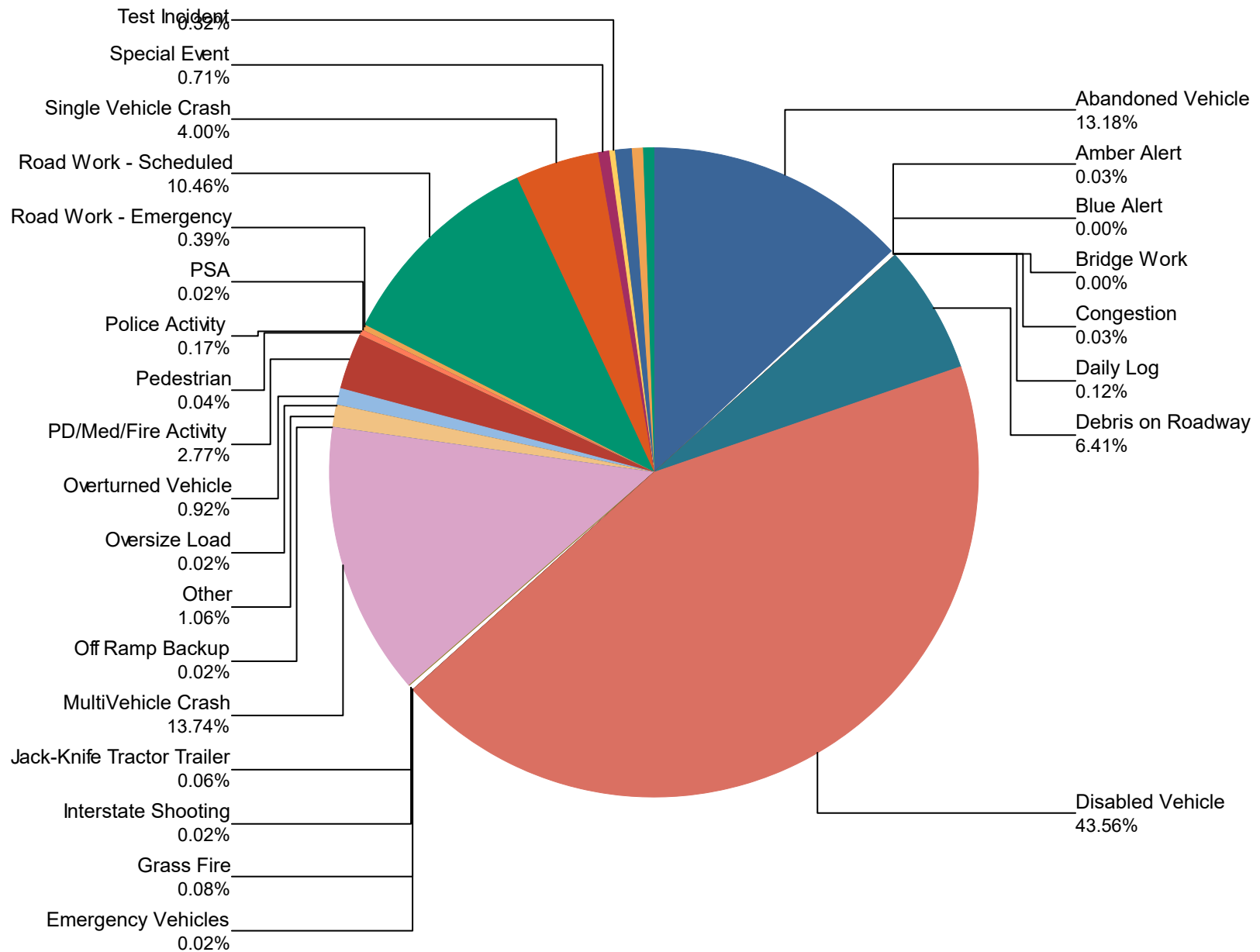
| Roadway      | Lane Blockage Events Count | All Incidents | % of Incidents with Lane Blockage |
|--------------|----------------------------|---------------|-----------------------------------|
|              |                            | 13            |                                   |
| I0024        | 3152                       | 11,879        | 26.5                              |
| I0024E1      | 2                          | 2             | 100.0                             |
| I0040        | 2855                       | 10,076        | 28.3                              |
| I0065        | 2506                       | 10,274        | 24.4                              |
| I0440        | 437                        | 1,781         | 24.5                              |
| I0840        | 70                         | 295           | 23.7                              |
| Region 3 TMC | 0                          | 9             | 0.0                               |
| SR001        | 14                         | 17            | 82.4                              |
| SR006        | 119                        | 291           | 40.9                              |
| SR007        | 2                          | 2             | 100.0                             |
| SR010        | 13                         | 15            | 86.7                              |
| SR011        | 12                         | 12            | 100.0                             |
| SR012        | 8                          | 9             | 88.9                              |
| SR013        | 1                          | 1             | 100.0                             |
| SR015        | 7                          | 11            | 63.6                              |
| SR016        | 3                          | 3             | 100.0                             |
| SR020        | 2                          | 2             | 100.0                             |
| SR024        | 9                          | 10            | 90.0                              |
| SR025        | 8                          | 8             | 100.0                             |
| SR026        | 2                          | 2             | 100.0                             |
| SR045        | 4                          | 4             | 100.0                             |
| SR046        | 1                          | 1             | 100.0                             |
| SR048        | 4                          | 4             | 100.0                             |
| SR049        | 11                         | 11            | 100.0                             |
| SR050        | 5                          | 6             | 83.3                              |
| SR052        | 4                          | 4             | 100.0                             |
| SR056        | 1                          | 1             | 100.0                             |
| SR064        | 3                          | 3             | 100.0                             |

|       |     |       |       |
|-------|-----|-------|-------|
| SR065 | 15  | 22    | 68.2  |
| SR076 | 12  | 12    | 100.0 |
| SR080 | 1   | 1     | 100.0 |
| SR082 | 1   | 1     | 100.0 |
| SR099 | 3   | 4     | 75.0  |
| SR100 | 2   | 5     | 40.0  |
| SR102 | 1   | 1     | 100.0 |
| SR106 | 5   | 10    | 50.0  |
| SR109 | 7   | 8     | 87.5  |
| SR110 | 1   | 1     | 100.0 |
| SR112 | 3   | 8     | 37.5  |
| SR120 | 0   | 1     | 0.0   |
| SR129 | 0   | 1     | 0.0   |
| SR130 | 4   | 4     | 100.0 |
| SR141 | 8   | 9     | 88.9  |
| SR147 | 0   | 1     | 0.0   |
| SR149 | 2   | 2     | 100.0 |
| SR155 | 706 | 2,737 | 25.8  |
| SR166 | 1   | 1     | 100.0 |
| SR171 | 6   | 6     | 100.0 |
| SR227 | 3   | 3     | 100.0 |
| SR230 | 1   | 1     | 100.0 |
| SR233 | 3   | 3     | 100.0 |
| SR237 | 1   | 1     | 100.0 |
| SR240 | 1   | 1     | 100.0 |
| SR245 | 1   | 1     | 100.0 |
| SR247 | 4   | 4     | 100.0 |
| SR248 | 1   | 1     | 100.0 |
| SR249 | 1   | 1     | 100.0 |
| SR251 | 1   | 1     | 100.0 |
| SR252 | 1   | 1     | 100.0 |
| SR253 | 1   | 1     | 100.0 |
| SR254 | 10  | 11    | 90.9  |

|                     |               |               |              |
|---------------------|---------------|---------------|--------------|
| <b>SR255</b>        | 9             | 11            | <b>81.8</b>  |
| <b>SR257</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR258</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR261</b>        | 1             | 1             | <b>100.0</b> |
| <b>SR265</b>        | 1             | 1             | <b>100.0</b> |
| <b>SR266</b>        | 5             | 5             | <b>100.0</b> |
| <b>SR269</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR271</b>        | 1             | 1             | <b>100.0</b> |
| <b>SR275</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR374</b>        | 1             | 1             | <b>100.0</b> |
| <b>SR376</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR386</b>        | 84            | 230           | <b>36.5</b>  |
| <b>SR396</b>        | 2             | 2             | <b>100.0</b> |
| <b>SR452</b>        | 1             | 1             | <b>100.0</b> |
| <b>All Roadways</b> | <b>10,177</b> | <b>37,874</b> | <b>26.9</b>  |



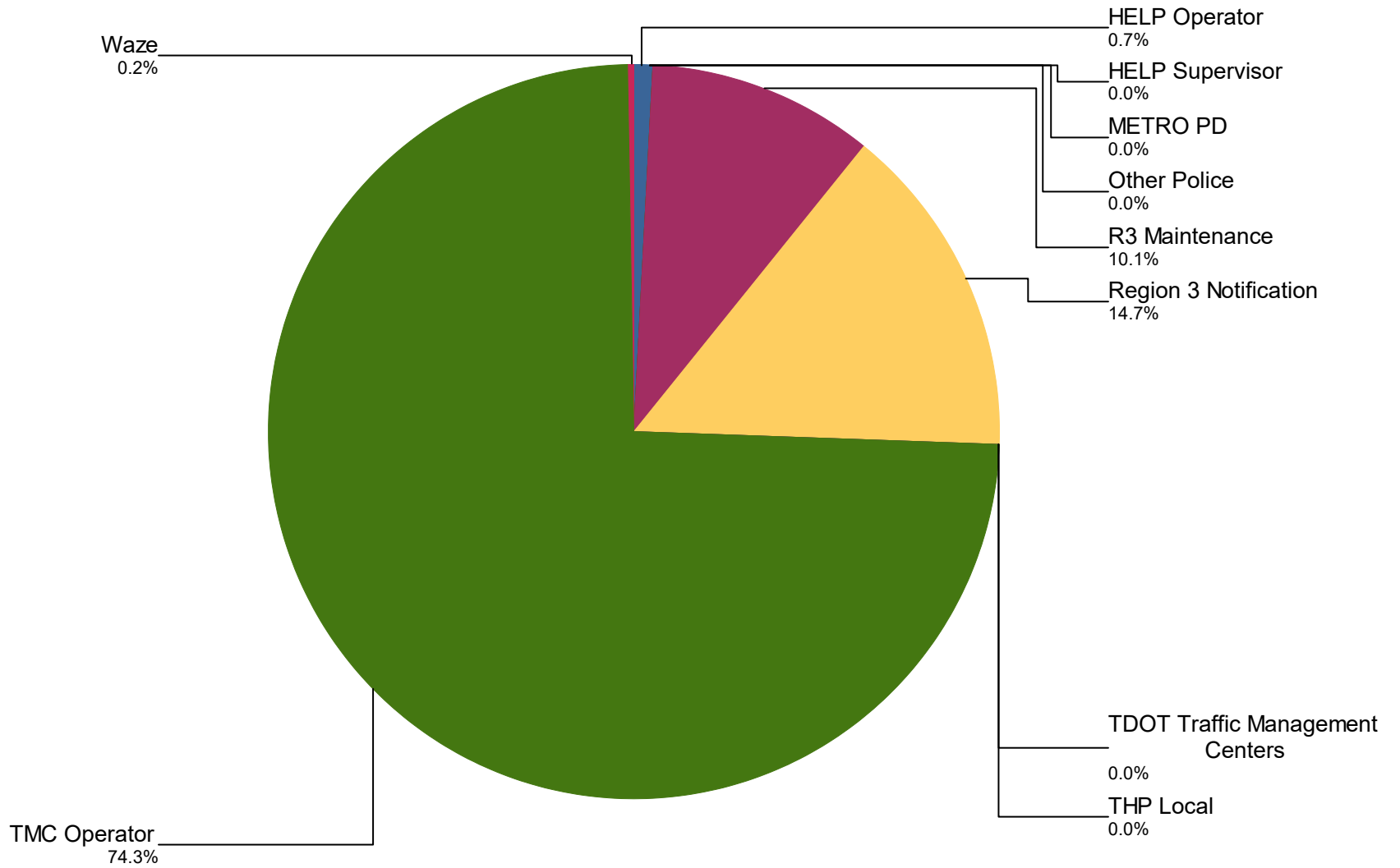
## Percentage of Event Types for All Events in Current Year





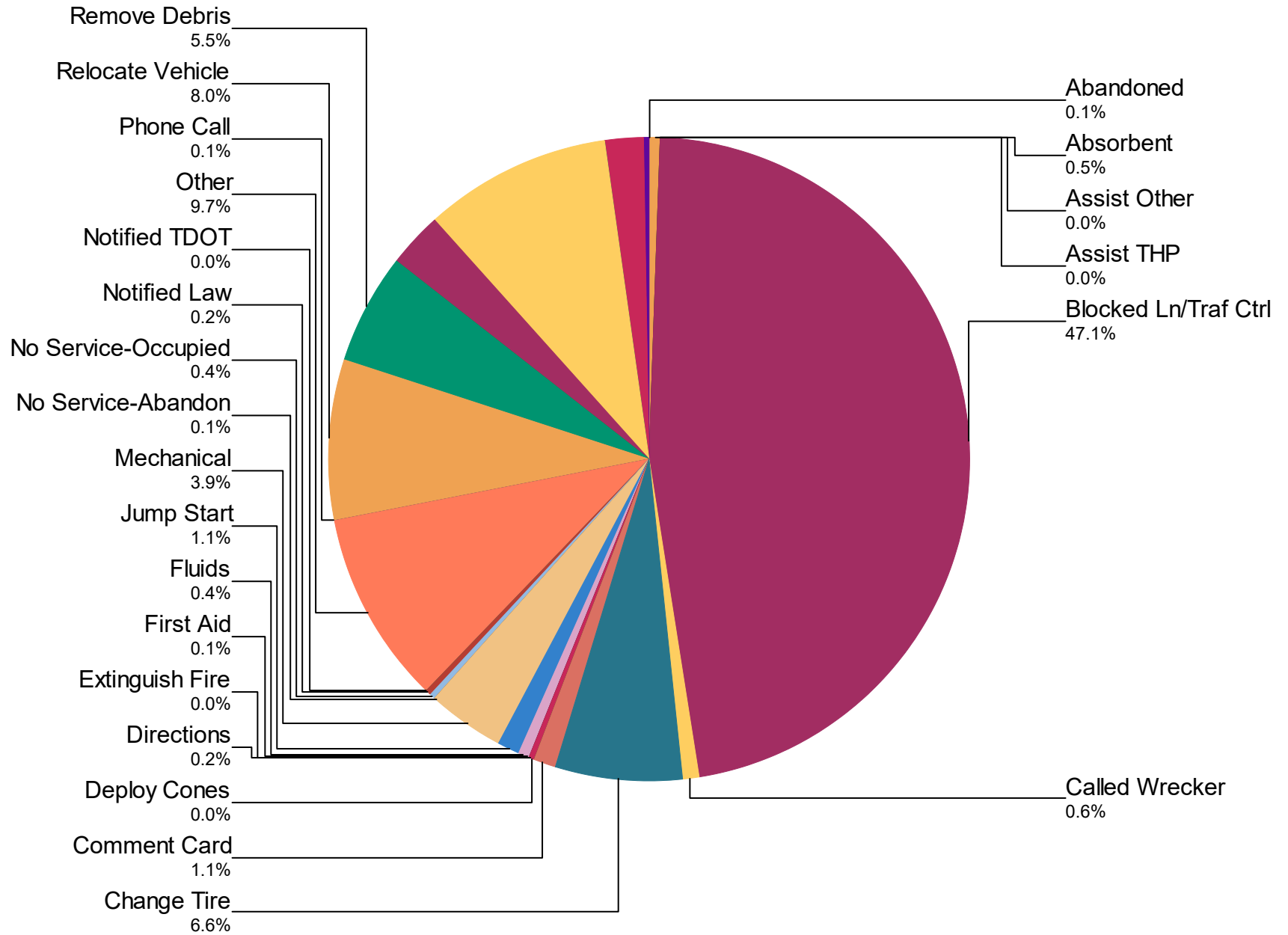
|                              | January      | February     | March        | April        | May          | June         | July         | August       | September    |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>PSA</b>                   | 0            | 0            | 0            | 0            | 0            | 0            | 7            | 0            | 0            |
| <b>Road Work - Emergency</b> | 11           | 21           | 19           | 13           | 13           | 14           | 34           | 9            | 13           |
| <b>Road Work - Scheduled</b> | 245          | 386          | 236          | 289          | 332          | 363          | 624          | 497          | 461          |
| <b>Single Vehicle Crash</b>  | 109          | 107          | 165          | 250          | 177          | 133          | 178          | 158          | 113          |
| <b>Special Event</b>         | 5            | 7            | 27           | 45           | 32           | 32           | 50           | 29           | 33           |
| <b>Test Incident</b>         | 0            | 0            | 0            | 0            | 0            | 0            | 32           | 0            | 0            |
| <b>Towing</b>                | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            |
| <b>Unknown</b>               | 23           | 26           | 20           | 28           | 16           | 14           | 57           | 0            | 10           |
| <b>Vehicle Fire</b>          | 14           | 11           | 20           | 32           | 36           | 24           | 25           | 17           | 13           |
| <b>Weather</b>               | 17           | 20           | 19           | 9            | 22           | 12           | 28           | 21           | 21           |
| <b>Total</b>                 | <b>3,473</b> | <b>3,293</b> | <b>3,338</b> | <b>3,272</b> | <b>3,414</b> | <b>3,750</b> | <b>5,485</b> | <b>3,805</b> | <b>3,572</b> |

# Incidents by Detection Source



| <b>Notifier Agency</b>                 | <b>January</b> | <b>February</b> | <b>March</b> | <b>April</b> | <b>May</b>   | <b>June</b>  | <b>July</b>  | <b>August</b> | <b>September</b> | <b>October</b> |
|--|----------------|-----------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------|----------------|
| <b>HELP Operator</b>                   | 0              | 0               | 0            | 1            | 1            | 0            | 39           | 0             | 0                | 1              |
| <b>HELP Supervisor</b>                 | 0              | 0               | 0            | 1            | 0            | 0            | 0            | 0             | 0                | 0              |
| <b>METRO PD</b>                        | 0              | 0               | 0            | 0            | 0            | 0            | 1            | 0             | 0                | 0              |
| <b>Other Police</b>                    | 0              | 0               | 0            | 0            | 0            | 0            | 0            | 0             | 0                | 0              |
| <b>R3 Maintenance</b>                  | 374            | 359             | 234          | 356          | 428          | 499          | 786          | 519           | 339              | 312            |
| <b>Region 3 Notification</b>           | 718            | 494             | 703          | 532          | 486          | 639          | 731          | 555           | 613              | 621            |
| <b>TDOT Traffic Management Centers</b> | 0              | 0               | 0            | 0            | 0            | 0            | 1            | 0             | 0                | 0              |
| <b>THP Local</b>                       | 0              | 0               | 0            | 2            | 0            | 0            | 0            | 0             | 0                | 0              |
| <b>TMC Operator</b>                    | 2,381          | 2,440           | 2,401        | 2,380        | 2,499        | 2,612        | 3,926        | 2,731         | 2,620            | 2,316          |
| <b>Waze</b>                            | 0              | 0               | 0            | 0            | 0            | 0            | 1            | 0             | 0                | 0              |
| <b>Total</b>                           | <b>3,473</b>   | <b>3,293</b>    | <b>3,338</b> | <b>3,272</b> | <b>3,414</b> | <b>3,750</b> | <b>5,485</b> | <b>3,805</b>  | <b>3,572</b>     | <b>3,250</b>   |

## Percentage of Activity Types for HELP Truck Activities in Current Year



| <b>Activity Types<br/>for All Activities</b> | <b>January</b> | <b>February</b> | <b>March</b> | <b>April</b> | <b>May</b> | <b>June</b> | <b>July</b> | <b>August</b> | <b>September</b> |
|--|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|
| <b>Abandoned</b>                             | 0              | 0               | 0            | 0            | 0          | 0           | 26          | 0             | 0                |
| <b>Absorbent</b>                             | 20             | 15              | 7            | 6            | 17         | 10          | 12          | 19            | 10               |
| <b>Assist Other</b>                          | 0              | 0               | 0            | 0            | 0          | 0           | 2           | 0             | 0                |
| <b>Assist THP</b>                            | 0              | 0               | 0            | 2            | 0          | 0           | 1           | 0             | 0                |
| <b>Blocked<br/>Ln/Traf Ctrl</b>              | 1,469          | 1,245           | 1,186        | 1,236        | 1,319      | 1,559       | 1,874       | 1,274         | 1,257            |
| <b>Called<br/>Wrecker</b>                    | 40             | 18              | 17           | 19           | 23         | 47          | 22          | 14            | 14               |
| <b>Change Tire</b>                           | 199            | 204             | 167          | 198          | 215        | 244         | 284         | 196           | 186              |
| <b>Comment Card</b>                          | 22             | 18              | 7            | 13           | 16         | 24          | 79          | 57            | 44               |
| <b>Deploy Cones</b>                          | 0              | 0               | 0            | 0            | 0          | 0           | 0           | 0             | 0                |
| <b>Directions</b>                            | 5              | 6               | 5            | 5            | 7          | 6           | 8           | 3             | 7                |
| <b>Extinguish Fire</b>                       | 3              | 1               | 2            | 0            | 1          | 1           | 0           | 0             | 0                |
| <b>First Aid</b>                             | 1              | 2               | 2            | 2            | 3          | 6           | 1           | 3             | 4                |

|                            | January | February | March | April | May | June | July | August | September |
|----------------------------|---------|----------|-------|-------|-----|------|------|--------|-----------|
| <b>Fluids</b>              | 7       | 4        | 6     | 2     | 10  | 35   | 32   | 16     | 13        |
| <b>Jump Start</b>          | 57      | 45       | 27    | 24    | 29  | 29   | 33   | 22     | 34        |
| <b>Mechanical</b>          | 159     | 103      | 101   | 103   | 126 | 133  | 153  | 130    | 132       |
| <b>No Service-Abandon</b>  | 0       | 0        | 1     | 3     | 0   | 1    | 11   | 0      | 2         |
| <b>No Service-Occupied</b> | 24      | 16       | 12    | 11    | 19  | 13   | 21   | 5      | 5         |
| <b>Notified Law</b>        | 6       | 7        | 4     | 3     | 5   | 2    | 16   | 9      | 5         |
| <b>Notified TDOT</b>       | 0       | 0        | 1     | 0     | 0   | 1    | 4    | 0      | 1         |
| <b>Other</b>               | 396     | 302      | 264   | 326   | 330 | 440  | 497  | 332    | 327       |
| <b>Phone Call</b>          | 7       | 5        | 5     | 5     | 2   | 7    | 7    | 1      | 3         |
| <b>Relocate Vehicle</b>    | 291     | 291      | 241   | 173   | 212 | 221  | 271  | 244    | 251       |
| <b>Remove Debris</b>       | 144     | 126      | 162   | 197   | 207 | 186  | 227  | 182    | 154       |
| <b>Secure Load</b>         | 2       | 1        | 1     | 0     | 4   | 7    | 2    | 1      | 1         |
| <b>Supply Fuel</b>         | 134     | 85       | 61    | 73    | 68  | 72   | 97   | 69     | 76        |



|                         | January      | February     | March        | April        | May          | June         | July         | August       | September    |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Tag Abandoned</b>    | 320          | 239          | 232          | 224          | 250          | 285          | 372          | 282          | 274          |
| <b>Tire</b>             | 0            | 0            | 0            | 0            | 0            | 0            | 20           | 0            | 0            |
| <b>Transported</b>      | 10           | 3            | 4            | 3            | 4            | 6            | 10           | 4            | 6            |
| <b>Unable to Locate</b> | 2            | 0            | 0            | 5            | 0            | 1            | 3            | 0            | 0            |
| <b>Welfare Check</b>    | 0            | 0            | 0            | 0            | 0            | 0            | 42           | 0            | 0            |
| <b>Wrecker Towed</b>    | 2            | 5            | 4            | 5            | 8            | 5            | 7            | 3            | 2            |
| <b>Total</b>            | <b>3,320</b> | <b>2,741</b> | <b>2,519</b> | <b>2,638</b> | <b>2,875</b> | <b>3,341</b> | <b>4,134</b> | <b>2,866</b> | <b>2,808</b> |

# DMS Duration

|                       | April | May   | June | July   | August | October | November | December |
|-----------------------|-------|-------|------|--------|--------|---------|----------|----------|
| Avg % ON Time         | 0.5   | 56.7  | 63.7 | 61.9   | 142.1  | 25.8    | 38.6     | 35.6     |
| Avg Post Time (hr)    | 2.2   | 36.1  | 72.5 | 5.5    | 245.6  | 31.4    | 0.9      | 0.5      |
| Avg Messages Per Sign | 1.5   | 11.7  | 6.3  | 83.1   | 4.3    | 6.1     | 319.4    | 522.7    |
| Total Messages Posted | 193   | 1,498 | 810  | 10,643 | 551    | 780     | 40,889   | 66,908   |