

Includes All Responders

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

Region 1

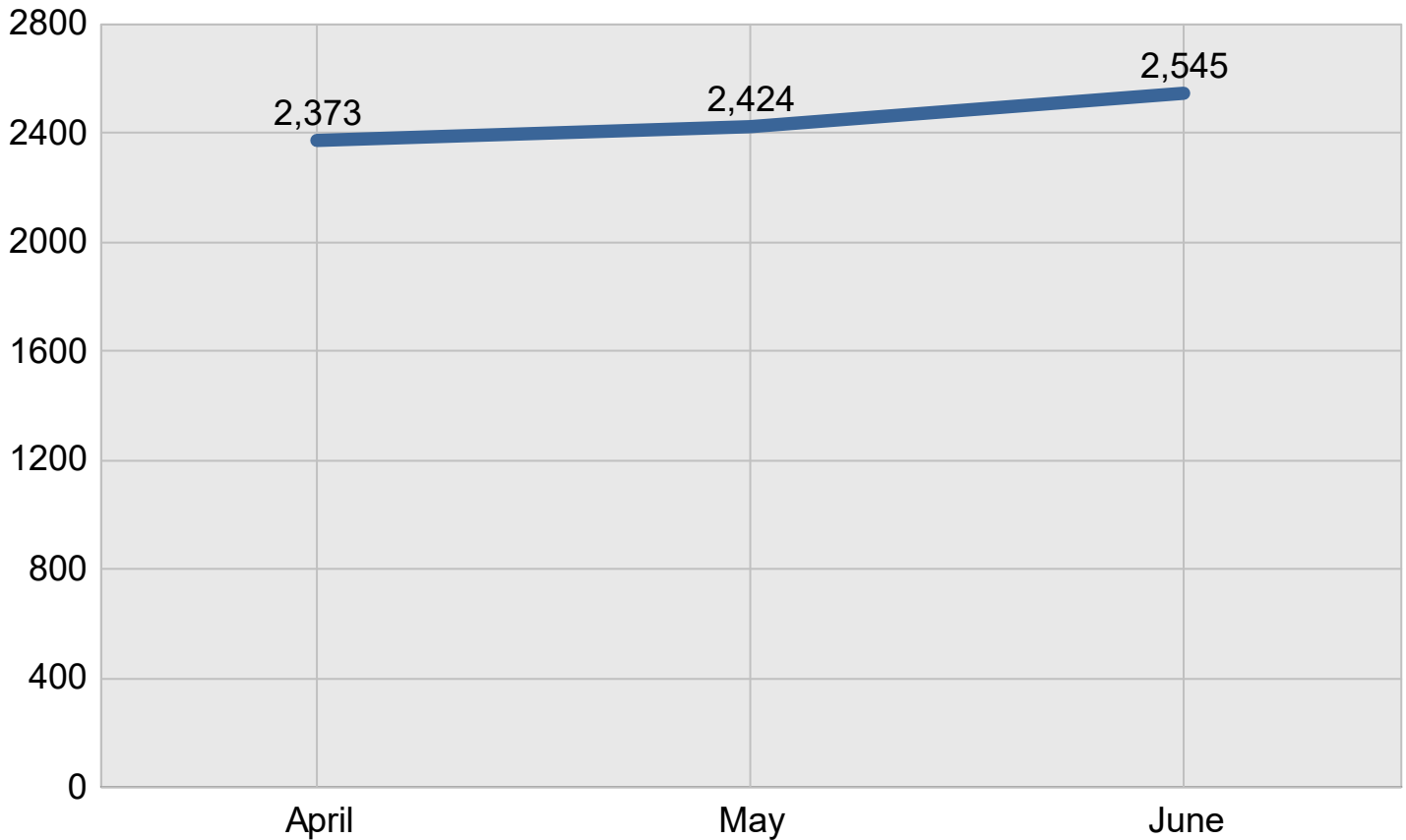
Created on: March 28, 2022 2:09 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 7,342

Incidents Managed

Incidents Managed - Monthly

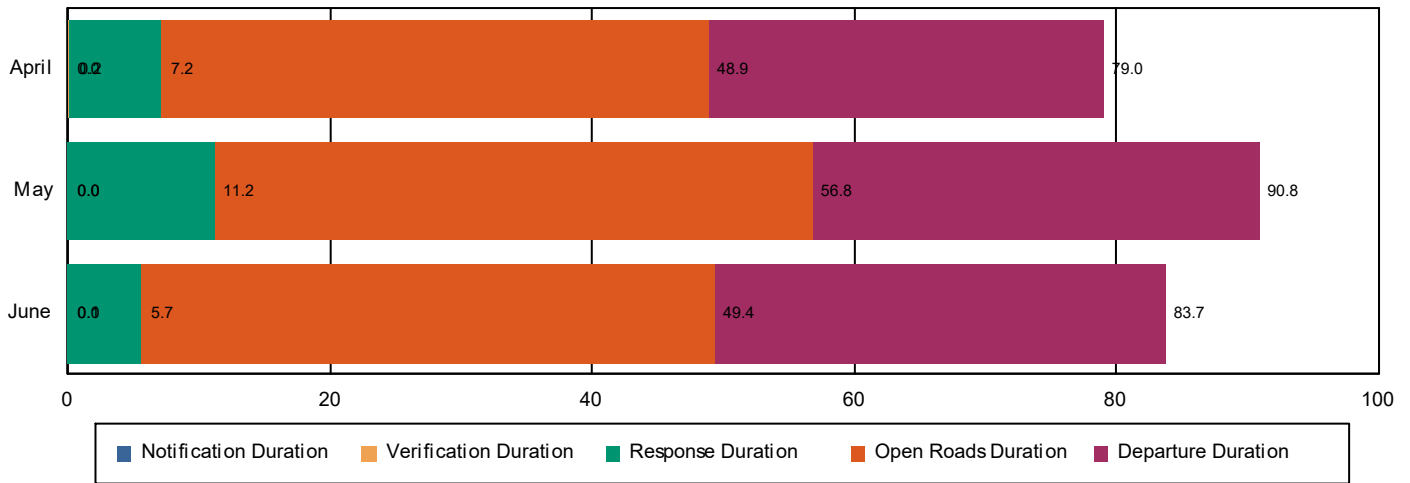


Performance Measures Summary

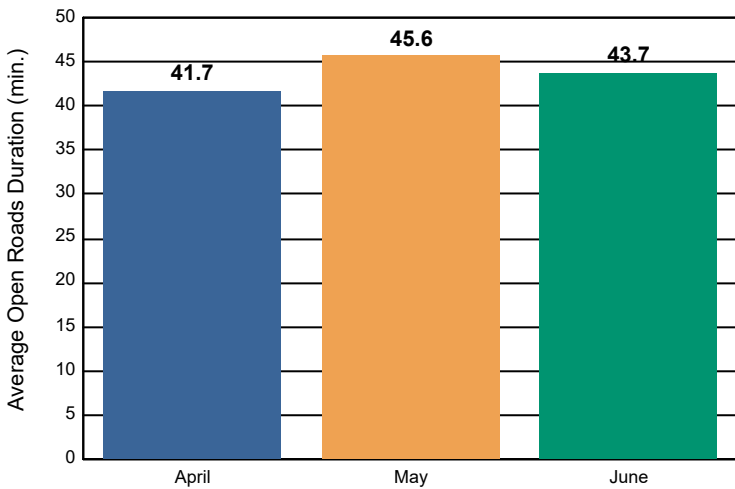
Incidents Overall Response

	April	May	June	Total
Events included in Performance Measures	197	209	226	632
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.2	0.0	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	6.9	11.2	5.6	7.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	41.7	45.6	43.7	43.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.1	34.0	34.3	33.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	48.9	56.8	49.4	51.8
	79.0	90.8	83.7	84.8

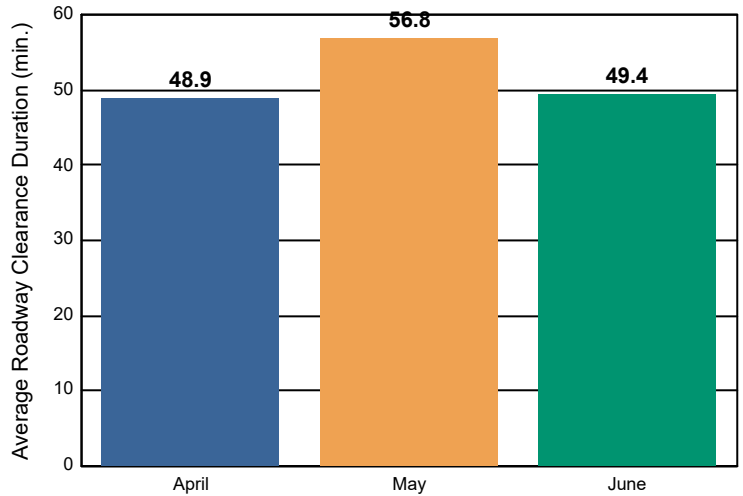
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

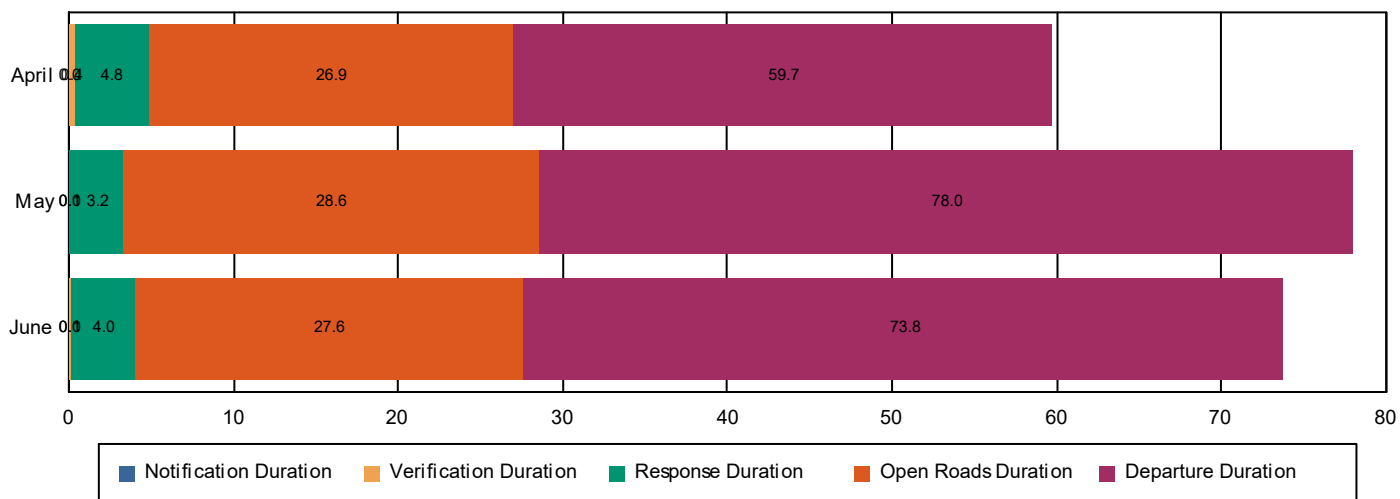


Performance Measures Summary

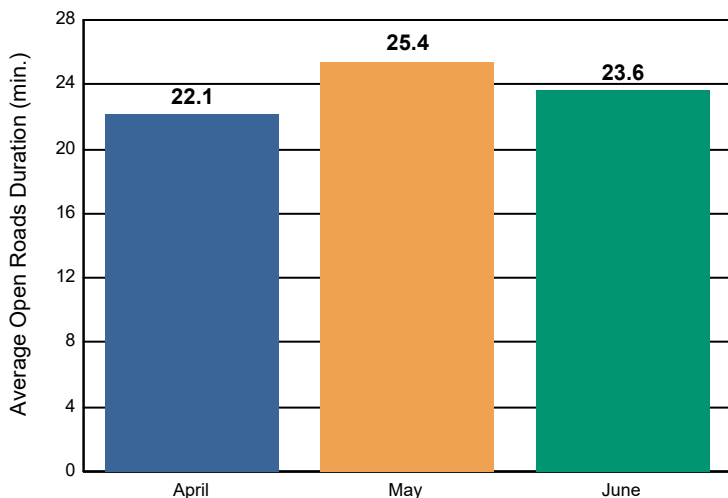
Incidents with HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	90	113	111	314
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.4	0.1	0.1	0.2
Response Duration (min.) [First Notification to First Arrival]	4.4	3.2	3.8	3.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	22.1	25.4	23.6	23.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	32.7	49.4	46.2	43.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	26.9	28.6	27.6	27.7
	59.7	78.0	73.8	71.1

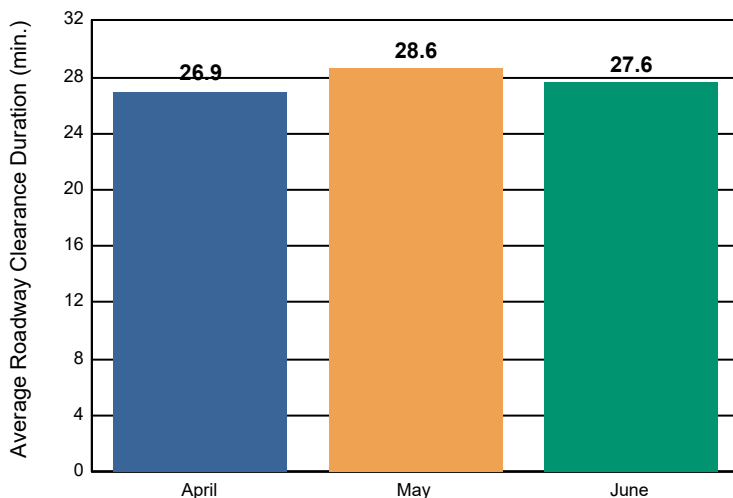
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

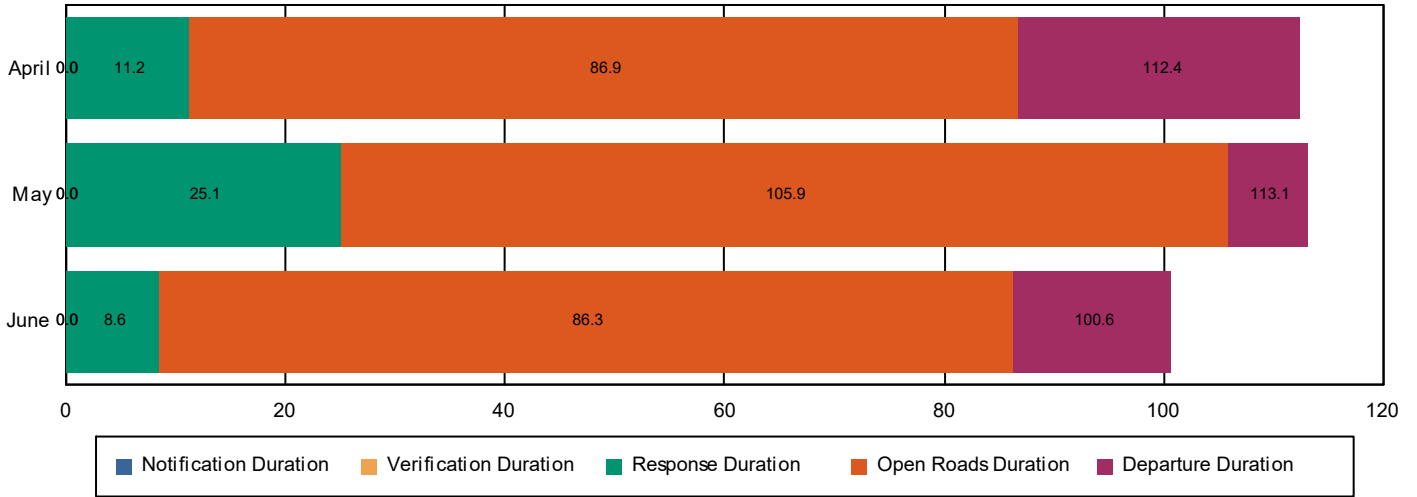


Performance Measures Summary

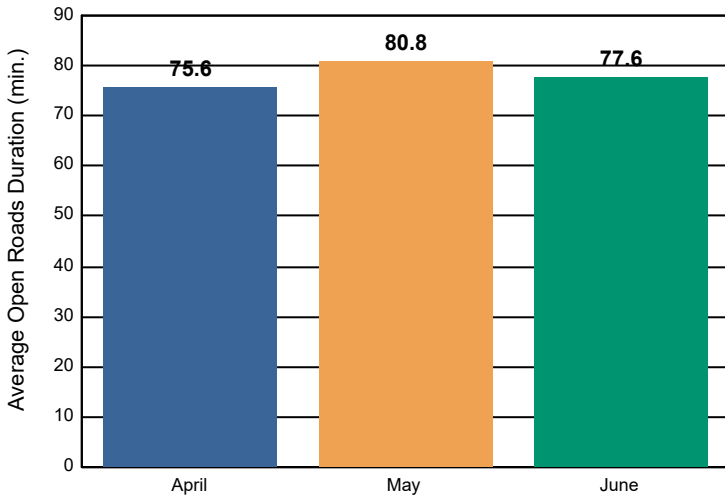
Incidents without HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	107	96	115	318
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]	11.2	25.1	8.6	15.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	75.6	80.8	77.6	78.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	25.5	7.2	14.3	15.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	86.9	105.9	86.3	93.2
	112.4	113.1	100.6	108.3

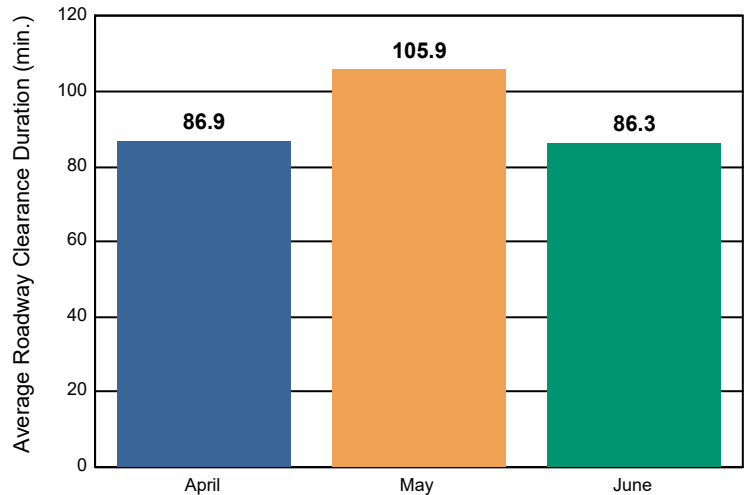
Incident Clearance Duration



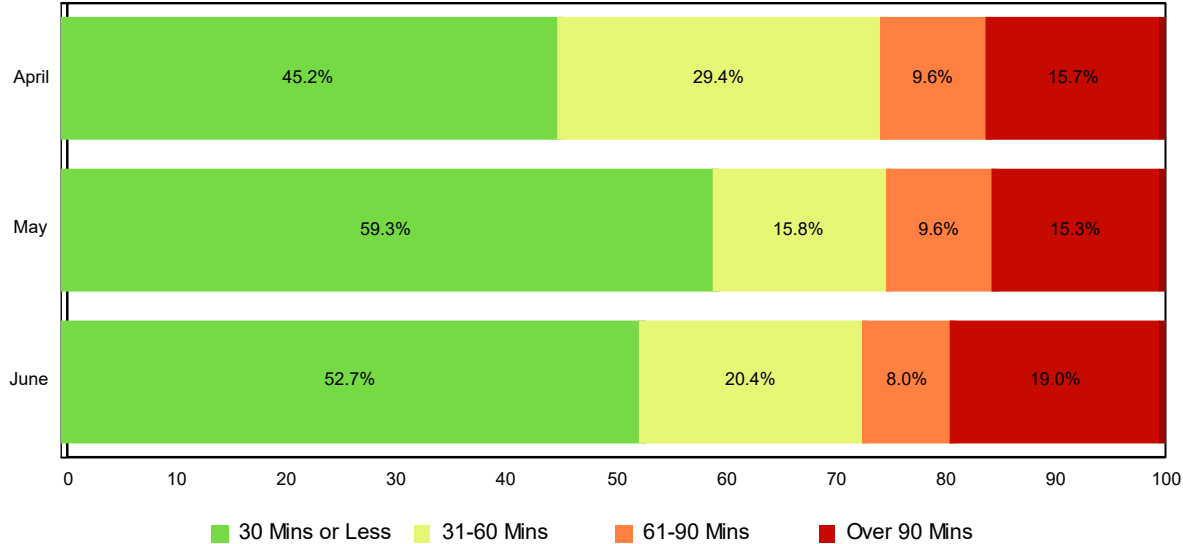
Open Roads Duration / Month



Roadway Clearance Duration / Month

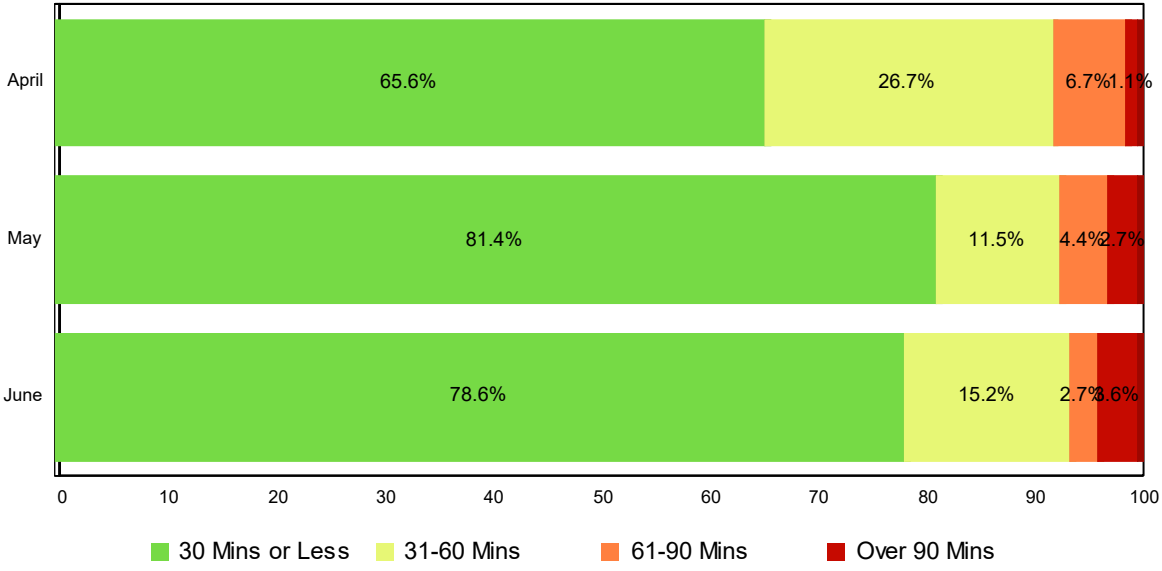


Lane Blockage Clearance Times - Overall



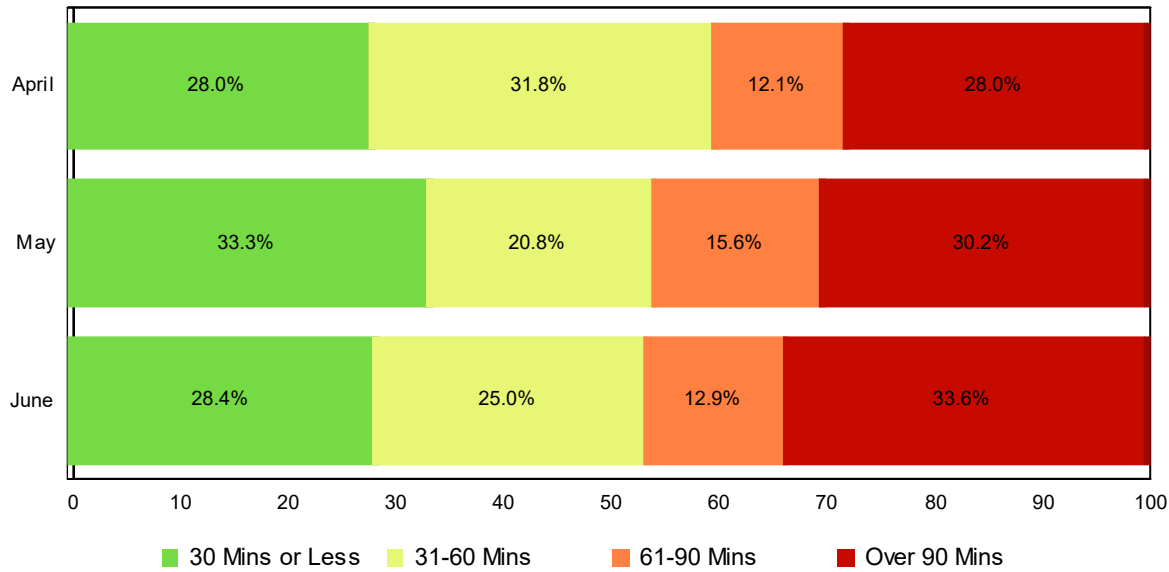
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
April	89	58	19	31	197
May	124	33	20	32	209
June	119	46	18	43	226
Total # of Events	332	137	57	106	632

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	59	24	6	1	90
May	92	13	5	3	113
June	88	17	3	4	112
Total # of Events	239	54	14	8	315

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	30	34	13	30	107
May	32	20	15	29	96
June	33	29	15	39	116
Total # of Events	95	83	43	98	319

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	89	191	98	210	100	214	0	1	15
2	48	40	83	69	94	78	6	5	37
3	44	7	81	13	88	14	13	2	50
Totals	76	238	93	292	97	306	3	8	22

<=30 Mins

<=60 Mins

<=90 Mins

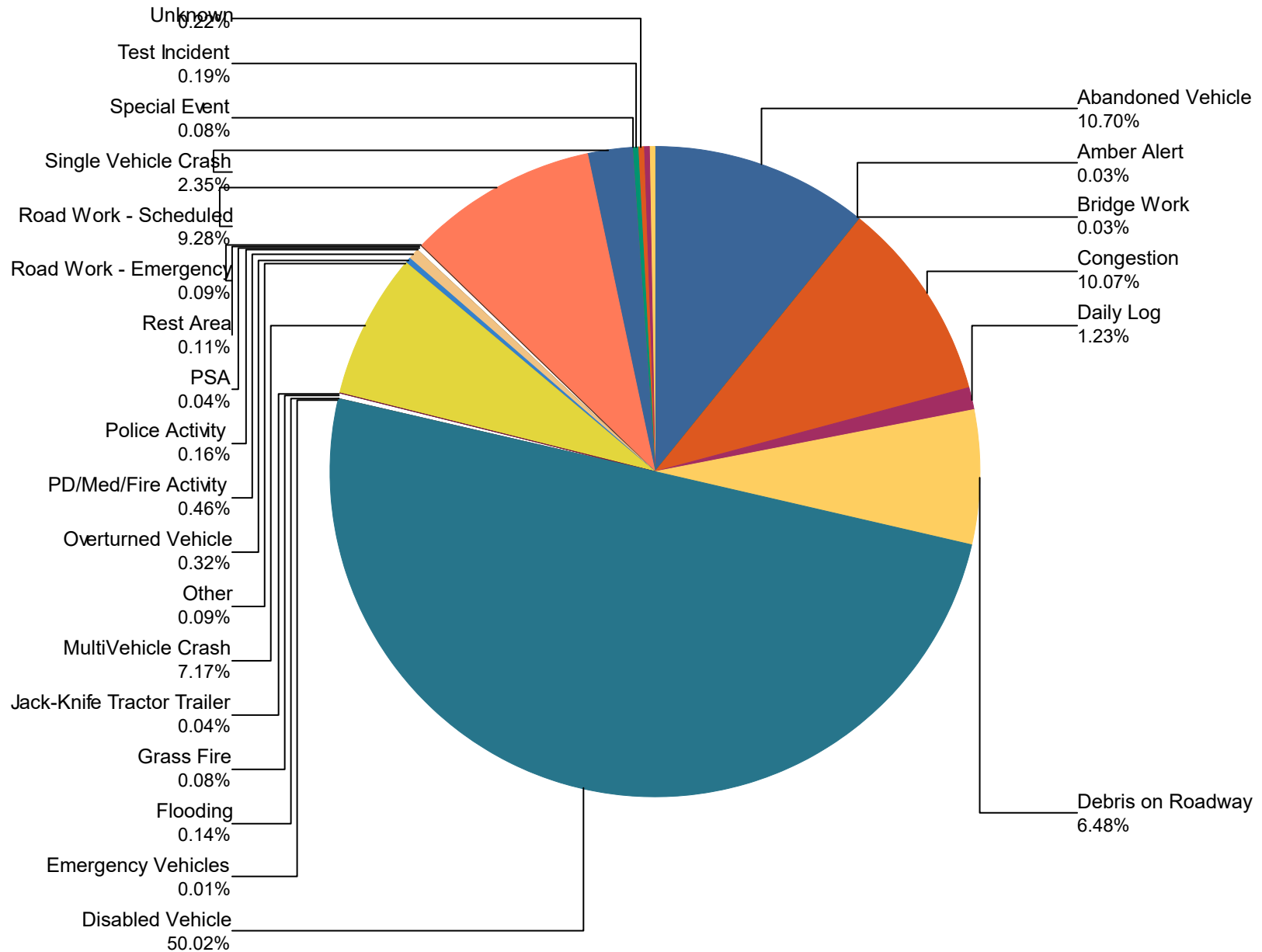
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0026	12	26	46.2
I0040	289	3,900	7.4
I0075	86	721	11.9
I0081	26	50	52.0
I0140	18	207	8.7
I0275	18	220	8.2
I0640	51	1,188	4.3
Region 1 TMC	0	93	0.0
SR001	9	10	90.0
SR002	2	2	100.0
SR009	9	10	90.0
SR029	5	5	100.0
SR032	3	3	100.0
SR033	8	9	88.9
SR034	5	5	100.0
SR035	4	4	100.0
SR036	3	3	100.0
SR037	2	2	100.0
SR061	2	2	100.0
SR062	3	3	100.0
SR063	2	2	100.0
SR066	1	1	100.0
SR067	2	2	100.0
SR070	2	2	100.0
SR071	5	5	100.0
SR072	1	1	100.0
SR073	9	10	90.0
SR075	3	3	100.0
SR081	2	4	50.0

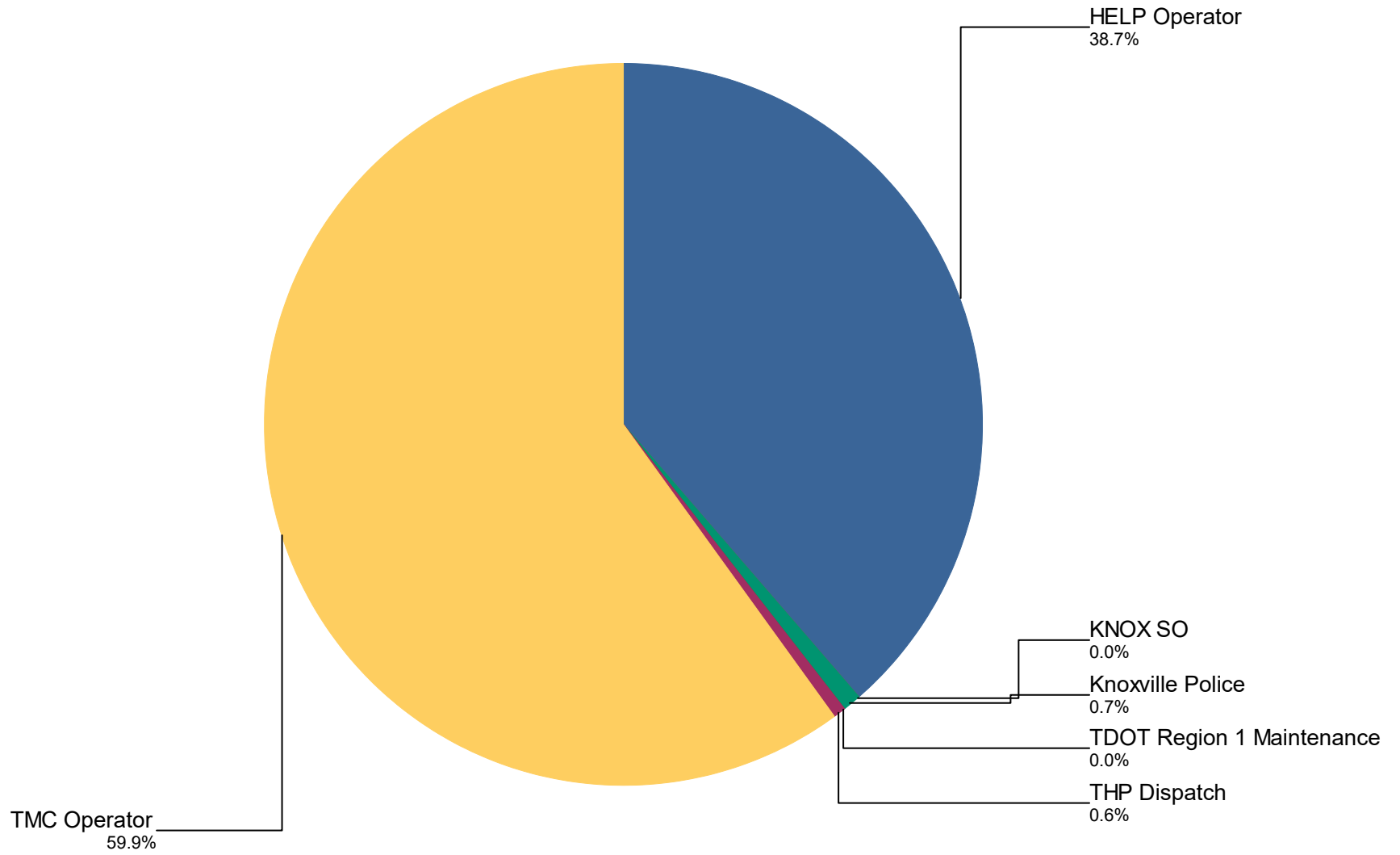
SR090	2	2	100.0
SR093	4	4	100.0
SR115	15	48	31.3
SR116	1	1	100.0
SR126	2	2	100.0
SR131	6	6	100.0
SR133	2	2	100.0
SR139	1	1	100.0
SR158	1	1	100.0
SR162	2	31	6.5
SR165	2	3	66.7
SR169	2	2	100.0
SR170	3	3	100.0
SR327	0	2	0.0
SR333	1	1	100.0
SR375	2	2	100.0
SR394	4	4	100.0
All Roadways	632	6,608	9.6

Percentage of Event Types for All Events in Current Quarter



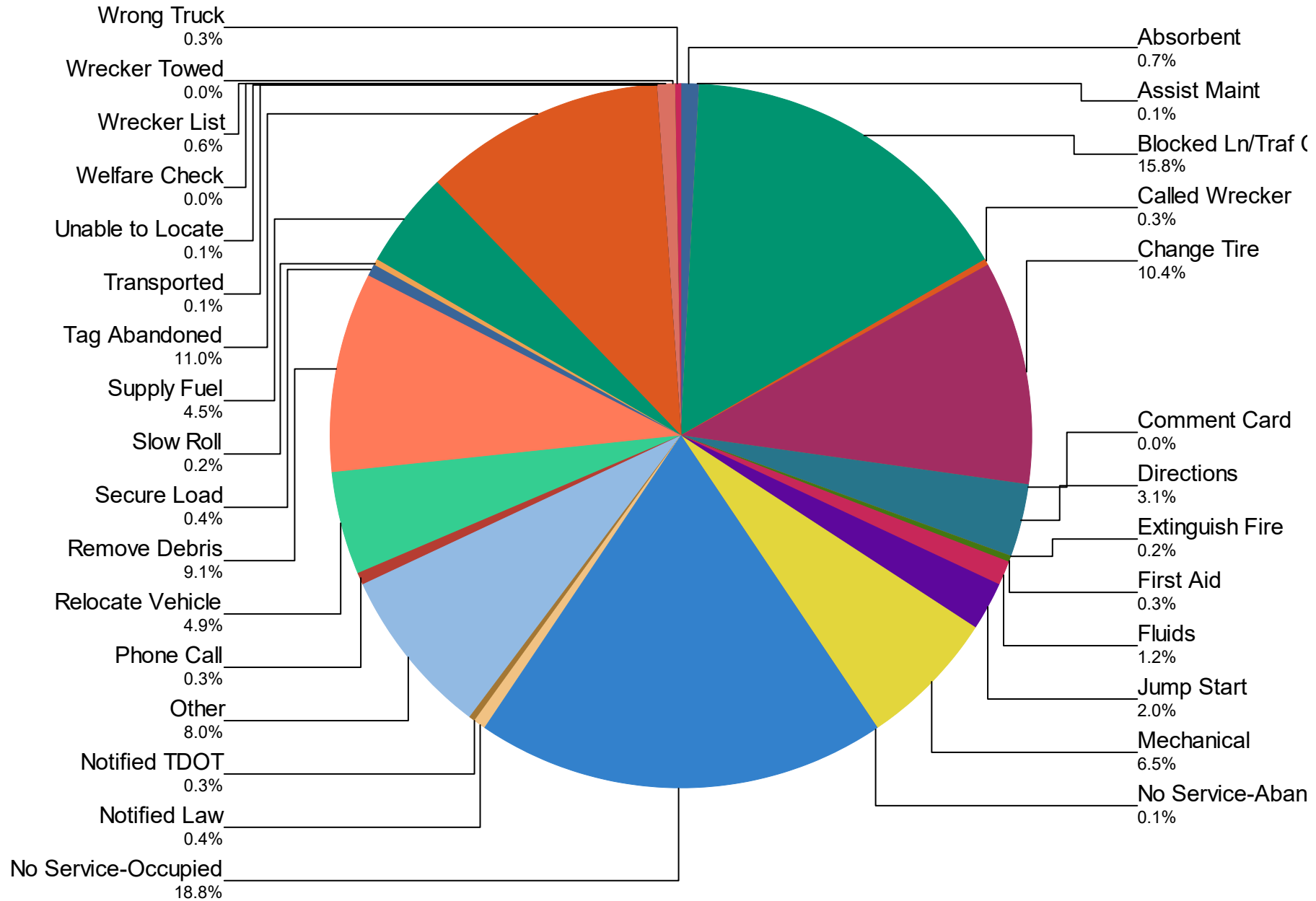
Event Types for All Events	April	May	June	Total	%
Abandoned Vehicle	263	251	277	791	10.7%
Amber Alert	0	1	1	2	0.0%
Bridge Work	0	0	2	2	0.0%
Congestion	275	241	228	744	10.1%
Daily Log	30	31	30	91	1.2%
Debris on Roadway	135	183	161	479	6.5%
Disabled Vehicle	1,203	1,264	1,230	3,697	50.0%
Emergency Vehicles	0	1	0	1	0.0%
Flooding	1	7	2	10	0.1%
Grass Fire	0	3	3	6	0.1%
Jack-Knife Tractor Trailer	0	1	2	3	0.0%
MultiVehicle Crash	161	171	198	530	7.2%
Other	4	2	1	7	0.1%
Overturned Vehicle	10	5	9	24	0.3%
PD/Med/Fire Activity	16	7	11	34	0.5%
Police Activity	4	4	4	12	0.2%
PSA	2	1	0	3	0.0%
Rest Area	4	3	1	8	0.1%
Road Work - Emergency	0	3	4	7	0.1%
Road Work - Scheduled	200	183	303	686	9.3%
Single Vehicle Crash	53	60	61	174	2.4%
Special Event	4	0	2	6	0.1%
Test Incident	2	6	6	14	0.2%
Unknown	7	3	6	16	0.2%
Vehicle Fire	10	9	7	26	0.4%
Visibility	10	0	4	14	0.2%
Weather	1	1	2	4	0.1%
Total	2,395	2,441	2,555	7,391	100.0%

Incidents by Detection Source



Notifier Agency	April	May	June	Total	%
HELP Operator	911	981	968	2,860	38.7
KNOX SO	0	1	1	2	0.0
Knoxville Police	19	11	25	55	0.7
TDOT Region 1 Maintenance	0	2	0	2	0.0
THP Dispatch	24	11	7	42	0.6
TMC Operator	1,441	1,435	1,554	4,430	59.9
Total	2,395	2,441	2,555	7,391	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	April	May	June	Total	%
Absorbent	14	16	20	50	0.7
Assist Maint	0	1	9	10	0.1
Blocked Ln/Traf Ctrl	326	371	429	1,126	15.8
Called Wrecker	5	3	14	22	0.3
Change Tire	234	251	257	742	10.4
Comment Card	1	0	0	1	0.0
Directions	74	72	78	224	3.1
Extinguish Fire	2	6	4	12	0.2
First Aid	4	10	5	19	0.3
Fluids	32	31	22	85	1.2
Jump Start	51	46	46	143	2.0
Mechanical	151	164	151	466	6.5
No Service-Abandon	2	3	0	5	0.1
No Service-Occupied	452	446	446	1,344	18.8
Notified Law	6	11	13	30	0.4
Notified TDOT	8	2	8	18	0.3
Other	200	172	201	573	8.0
Phone Call	8	9	7	24	0.3
Relocate Vehicle	104	127	120	351	4.9
Remove Debris	181	250	222	653	9.1
Secure Load	11	10	10	31	0.4
Slow Roll	0	5	12	17	0.2
Supply Fuel	107	113	103	323	4.5
Tag Abandoned	256	265	264	785	11.0
Transported	0	3	4	7	0.1
Unable to Locate	4	3	2	9	0.1
Welfare Check	0	0	2	2	0.0
Wrecker List	1	13	30	44	0.6
Wrecker Towed	0	0	2	2	0.0
Wrong Truck	0	9	15	24	0.3
Total	2,234	2,412	2,496	7,142	100.0%

DMS Duration

	Apr	May	Jun
Avg % ON Time	22.9	19.0	1.0
Avg Post Time (hr)	2.0	2.6	6.3
Avg Messages Per Sign	80.6	53.6	64.5
Total Messages Posted	2,578	1,715	2,064