

Includes All Responders

Reporting Period: January 1, 2022 to March 31, 2022

Region 1

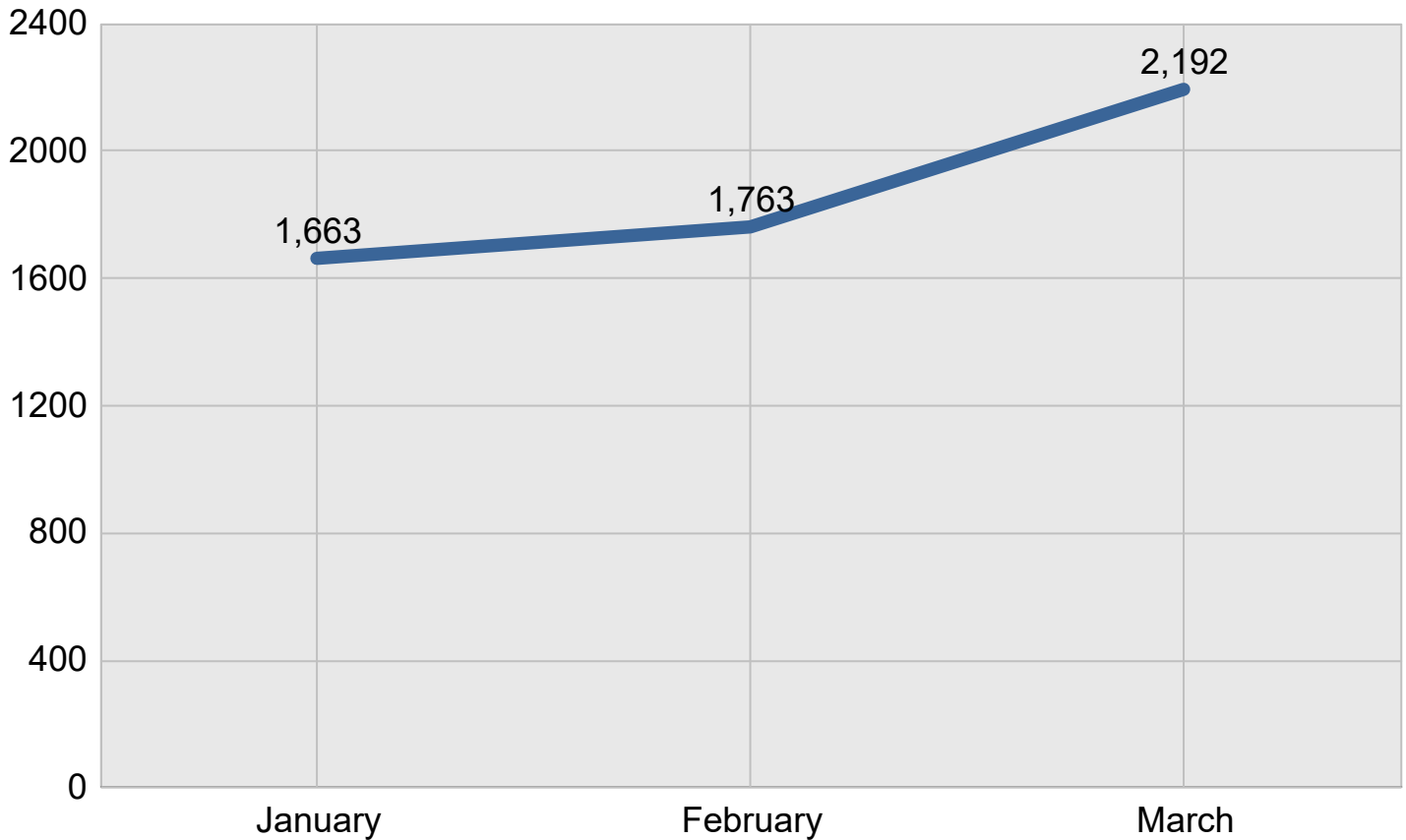
Created on: April 12, 2022 3:10 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: **5,618**

Incidents Managed

Incidents Managed - Monthly

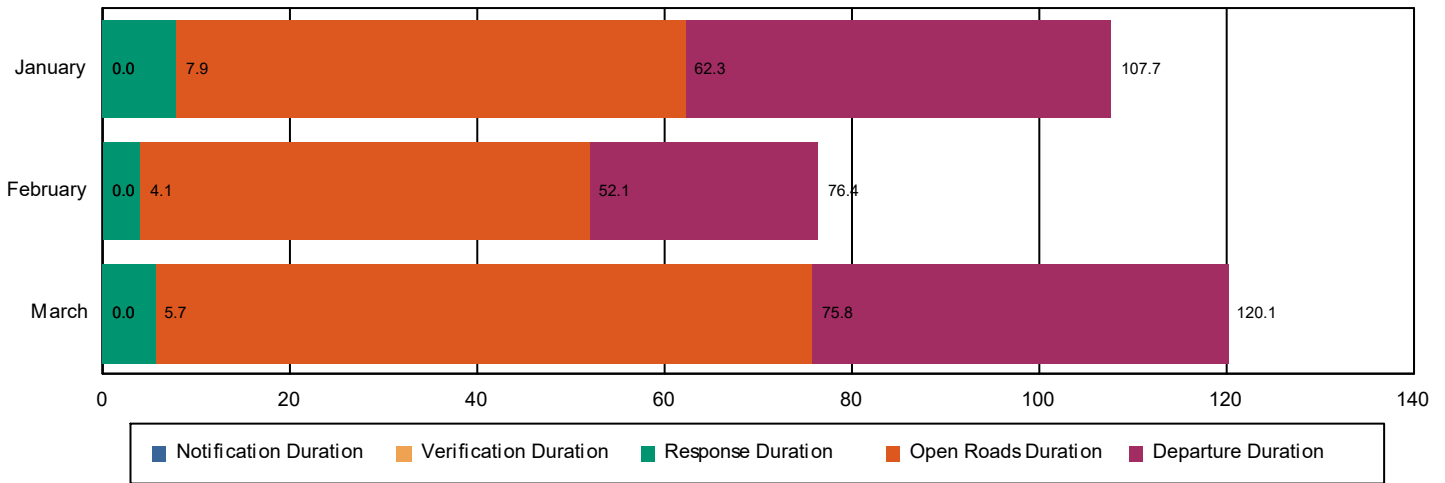


Performance Measures Summary

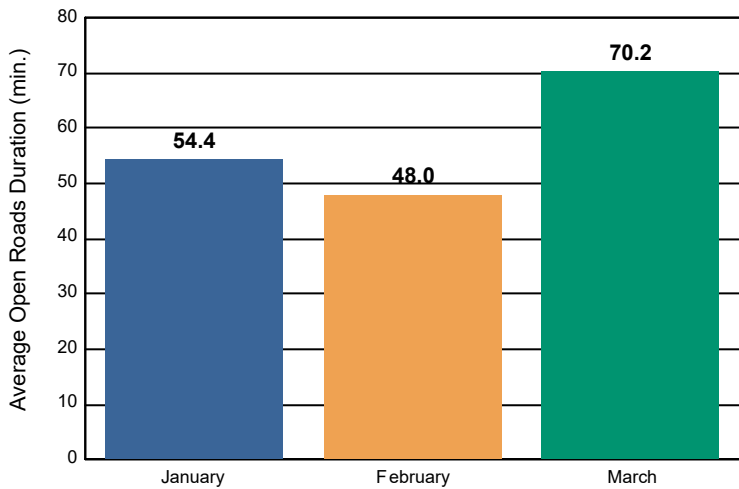
Incidents Overall Response

	January	February	March	Total
Events included in Performance Measures	148	181	208	537
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]	7.8	4.1	5.7	5.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	54.4	48.0	70.2	58.5
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	45.4	24.3	44.3	37.7
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	62.3	52.1	75.8	64.2
	107.7	76.4	120.1	101.9

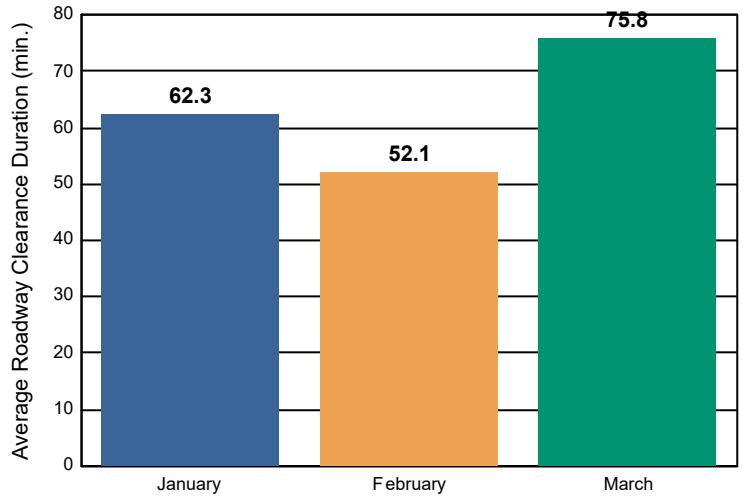
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

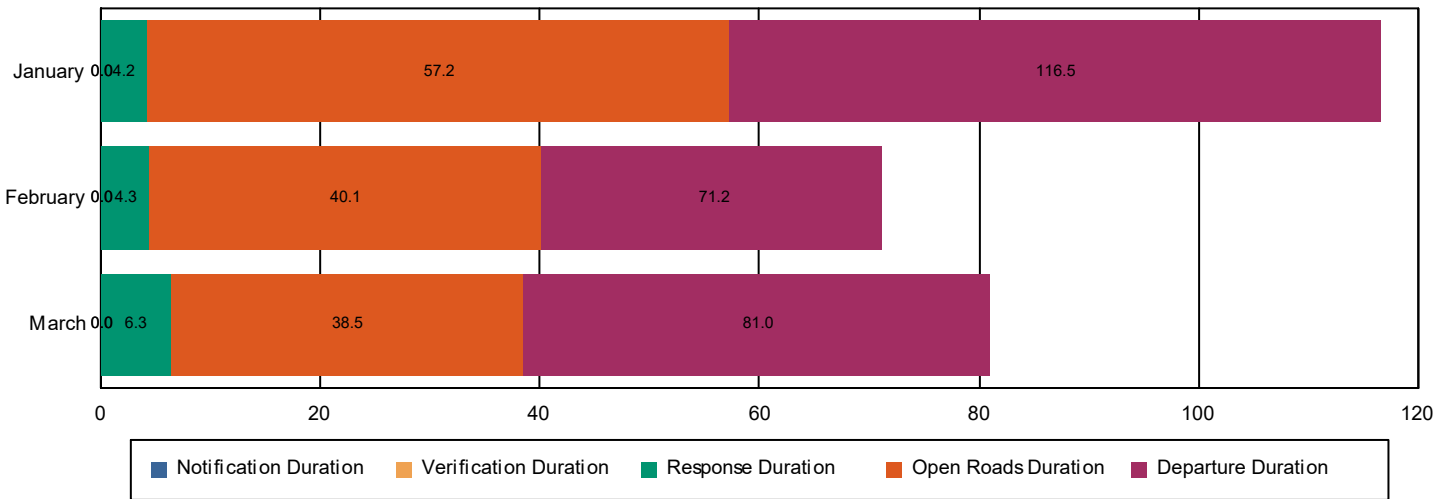


Performance Measures Summary

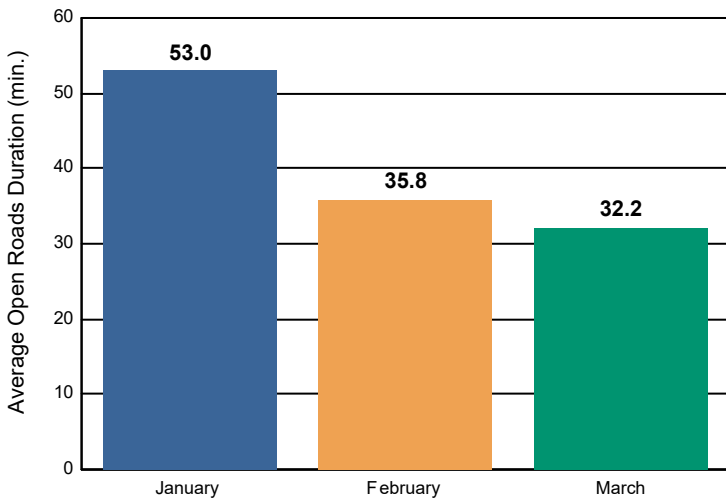
Incidents with HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	82	99	112	293
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	4.3	6.3	5.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	53.0	35.8	32.2	39.3
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	59.3	31.1	42.5	43.3
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	57.2	40.1	38.5	44.3
	116.5	71.2	81.0	87.6

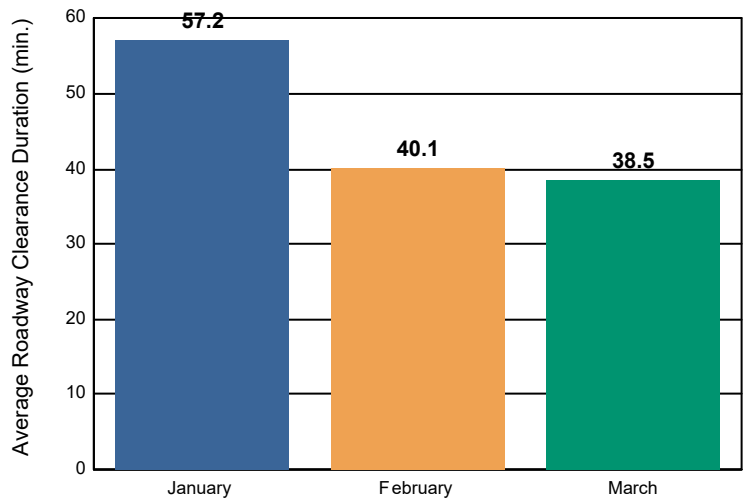
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

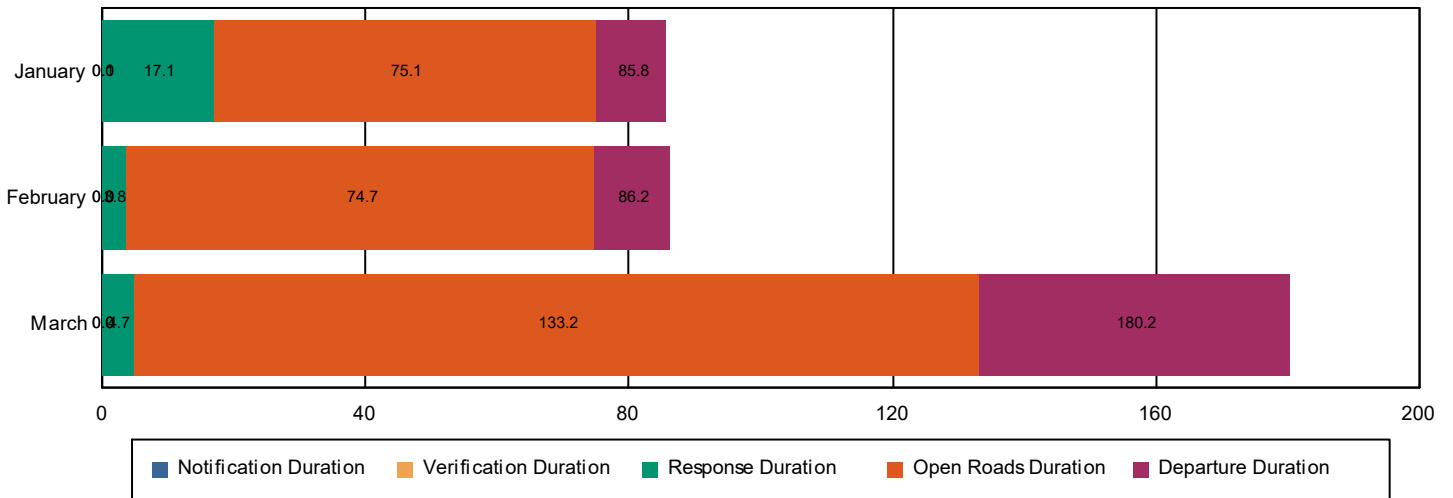


Performance Measures Summary

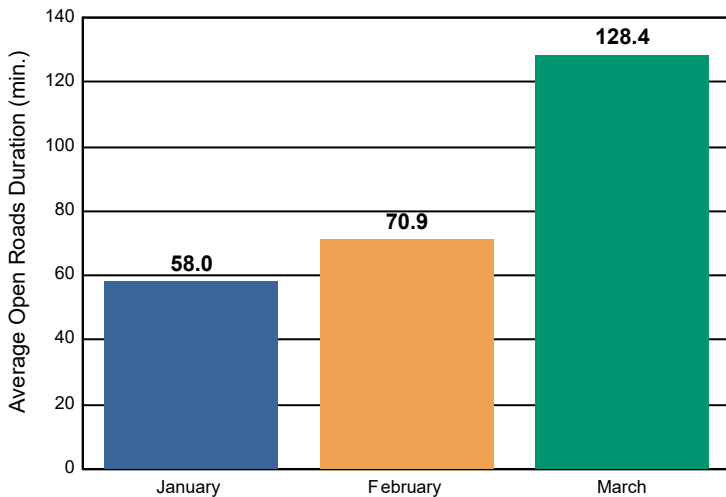
Incidents without HELP Truck Response

	January	February	March	Total
Events included in Performance Measures	66	82	96	244
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	16.9	3.8	4.7	7.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	58.0	70.9	128.4	94.1
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	10.7	11.5	47.1	27.4
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	75.1	74.7	133.2	101.1
	85.8	86.2	180.2	128.5

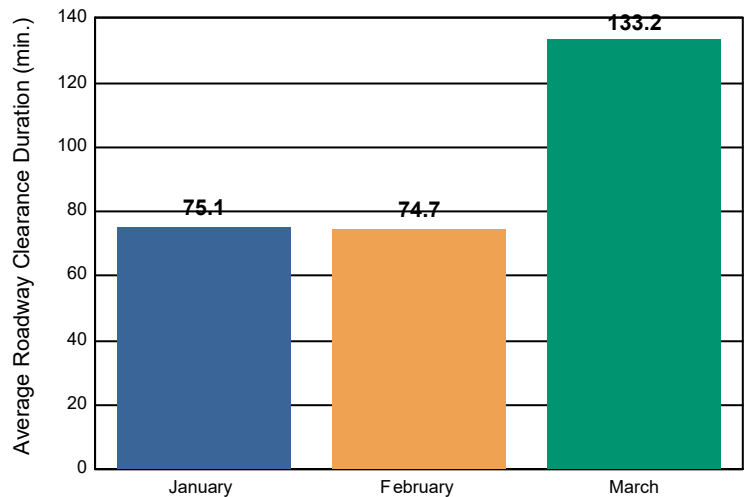
Incident Clearance Duration



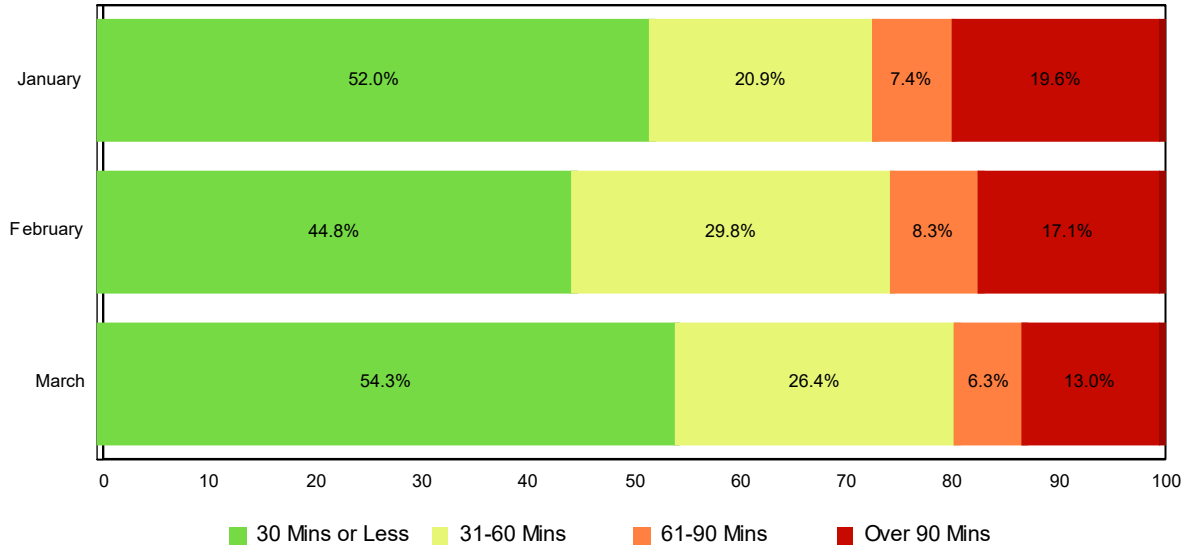
Open Roads Duration / Month



Roadway Clearance Duration / Month

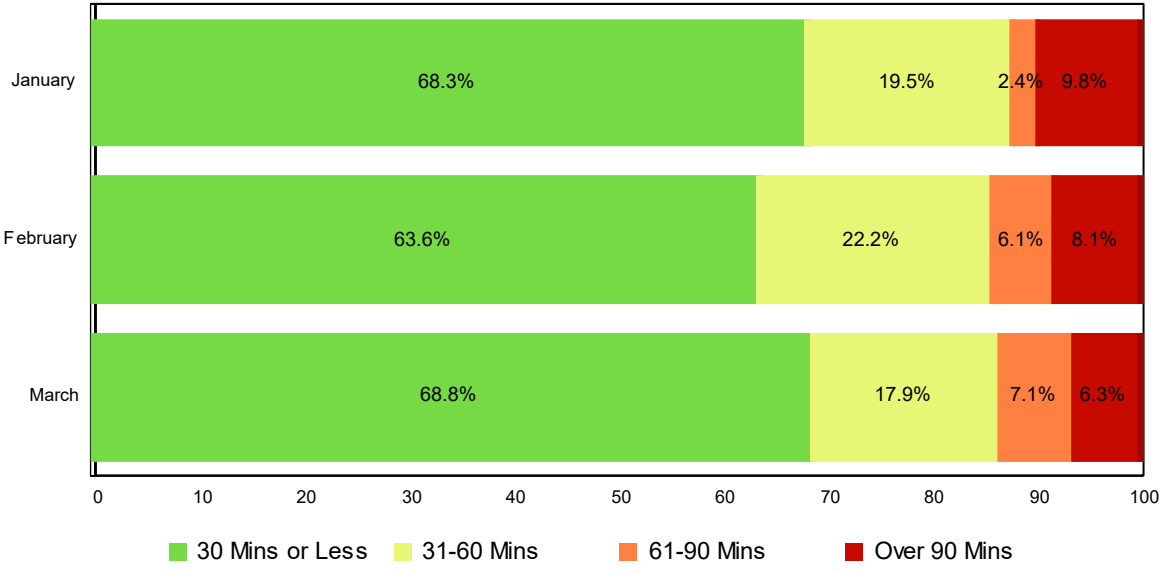


Lane Blockage Clearance Times - Overall



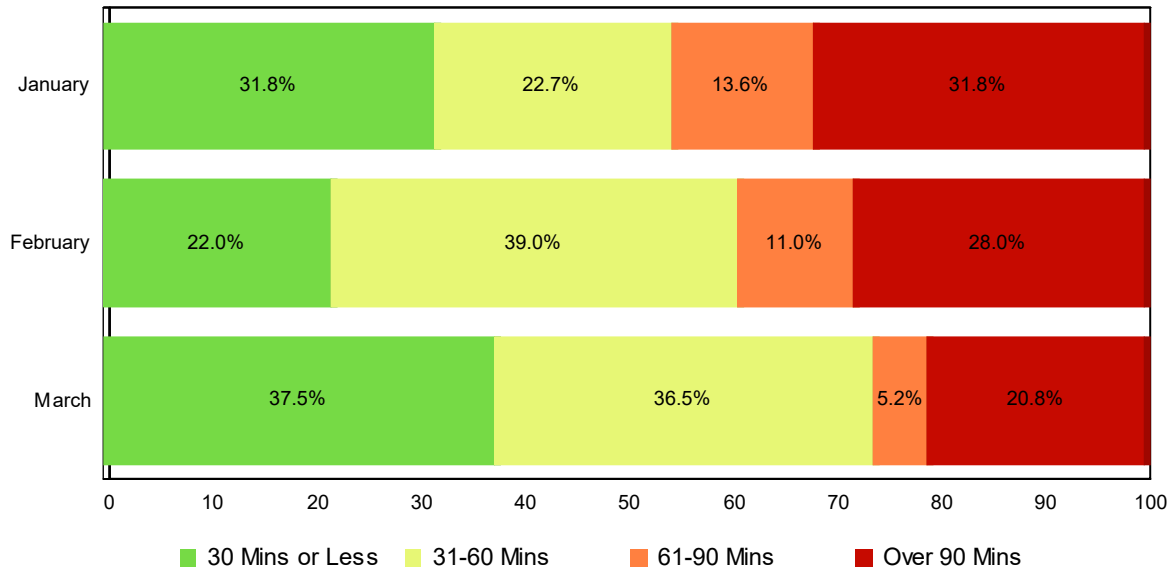
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	77	31	11	29	148
February	81	54	15	31	181
March	113	55	13	27	208
Total # of Events	271	140	39	87	537

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	56	16	2	8	82
February	63	22	6	8	99
March	77	20	8	7	112
Total # of Events	196	58	16	23	293

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	21	15	9	21	66
February	18	32	9	23	82
March	36	35	5	20	96
Total # of Events	75	82	23	64	244

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	76	152	92	183	95	189	6	11	26
2	50	32	84	54	94	60	6	4	47
3	44	11	64	16	76	19	24	6	108
4	25	1	25	1	50	2	50	2	140
Totals	67	196	87	254	92	270	8	23	39

<=30 Mins

<=60 Mins

<=90 Mins

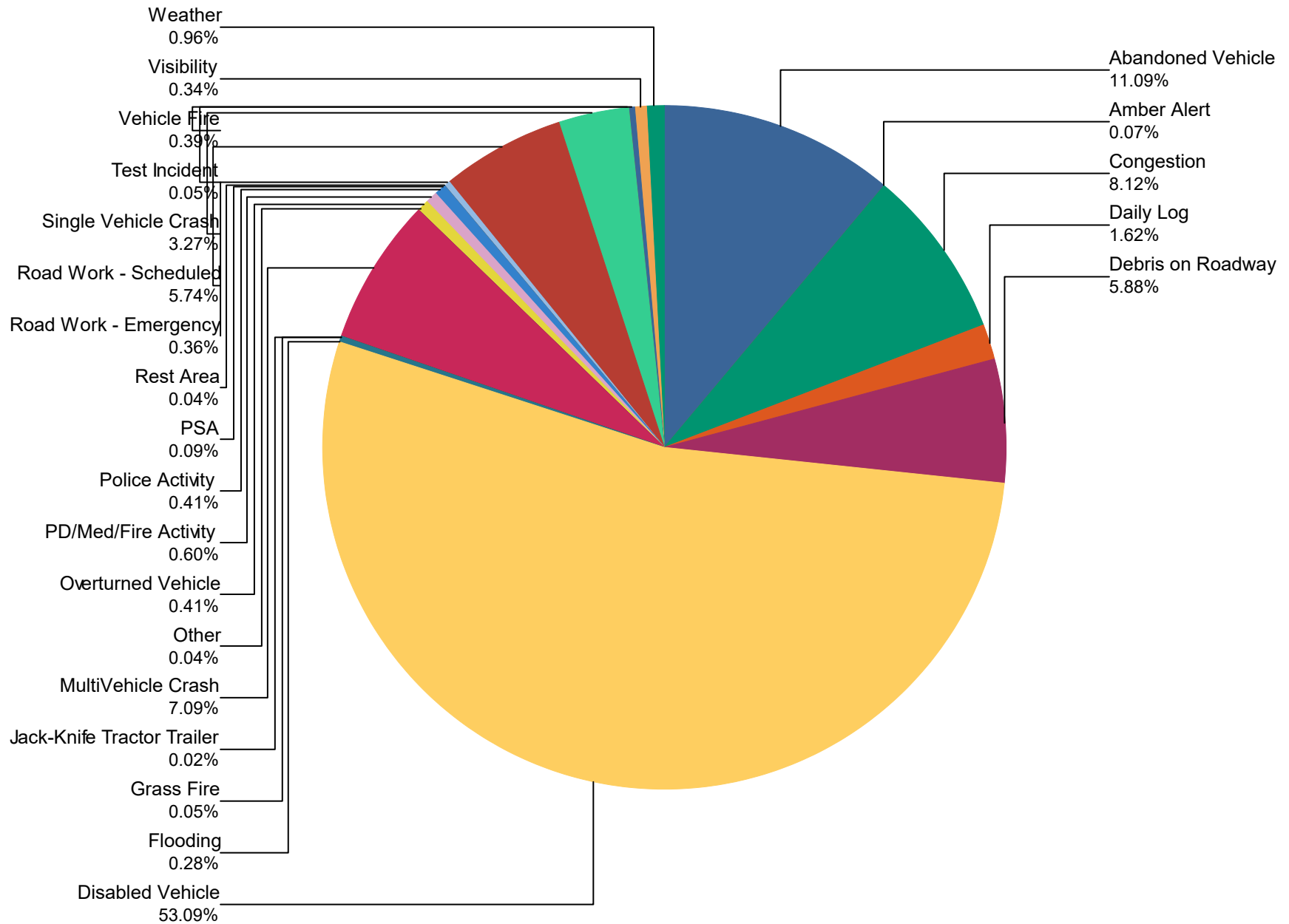
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0026	15	20	75.0
I0040	259	2,981	8.7
I0075	90	632	14.2
I0081	19	33	57.6
I0140	10	179	5.6
I0275	18	215	8.4
I0640	31	873	3.6
Region 1 TMC	0	91	0.0
SR001	6	6	100.0
SR002	4	4	100.0
SR009	1	1	100.0
SR029	1	1	100.0
SR032	5	5	100.0
SR033	3	3	100.0
SR034	9	9	100.0
SR035	3	3	100.0
SR036	1	2	50.0
SR037	1	1	100.0
SR044	2	2	100.0
SR058	2	2	100.0
SR062	5	5	100.0
SR068	4	4	100.0
SR071	9	10	90.0
SR073	6	6	100.0
SR093	4	4	100.0
SR115	13	35	37.1
SR131	5	5	100.0
SR158	0	1	0.0
SR162	4	42	9.5

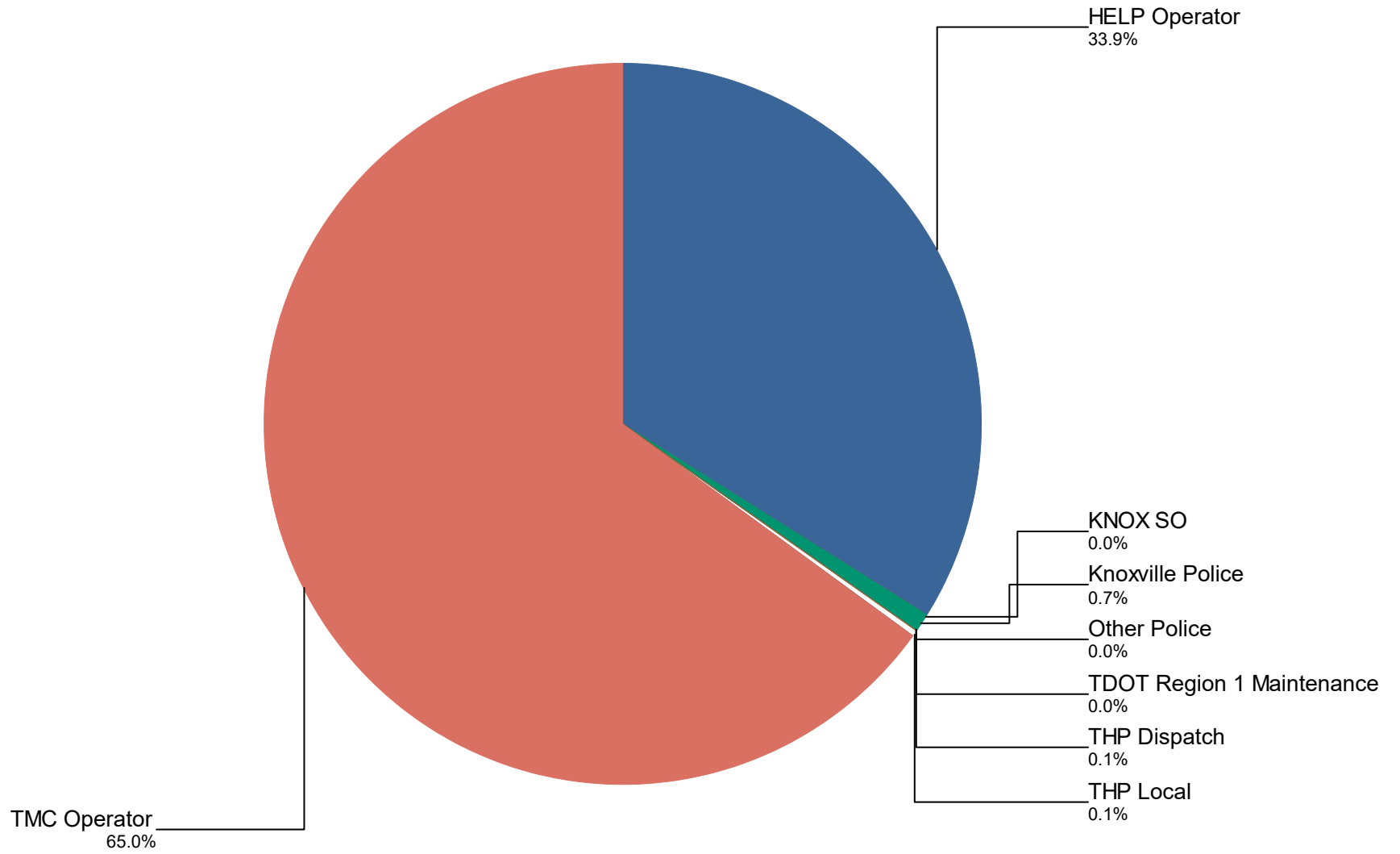
SR165	1	1	100.0
SR169	1	1	100.0
SR332	2	2	100.0
SR358	2	2	100.0
SR394	1	1	100.0
All Roadways	537	5,182	10.4

Percentage of Event Types for All Events in Current Quarter



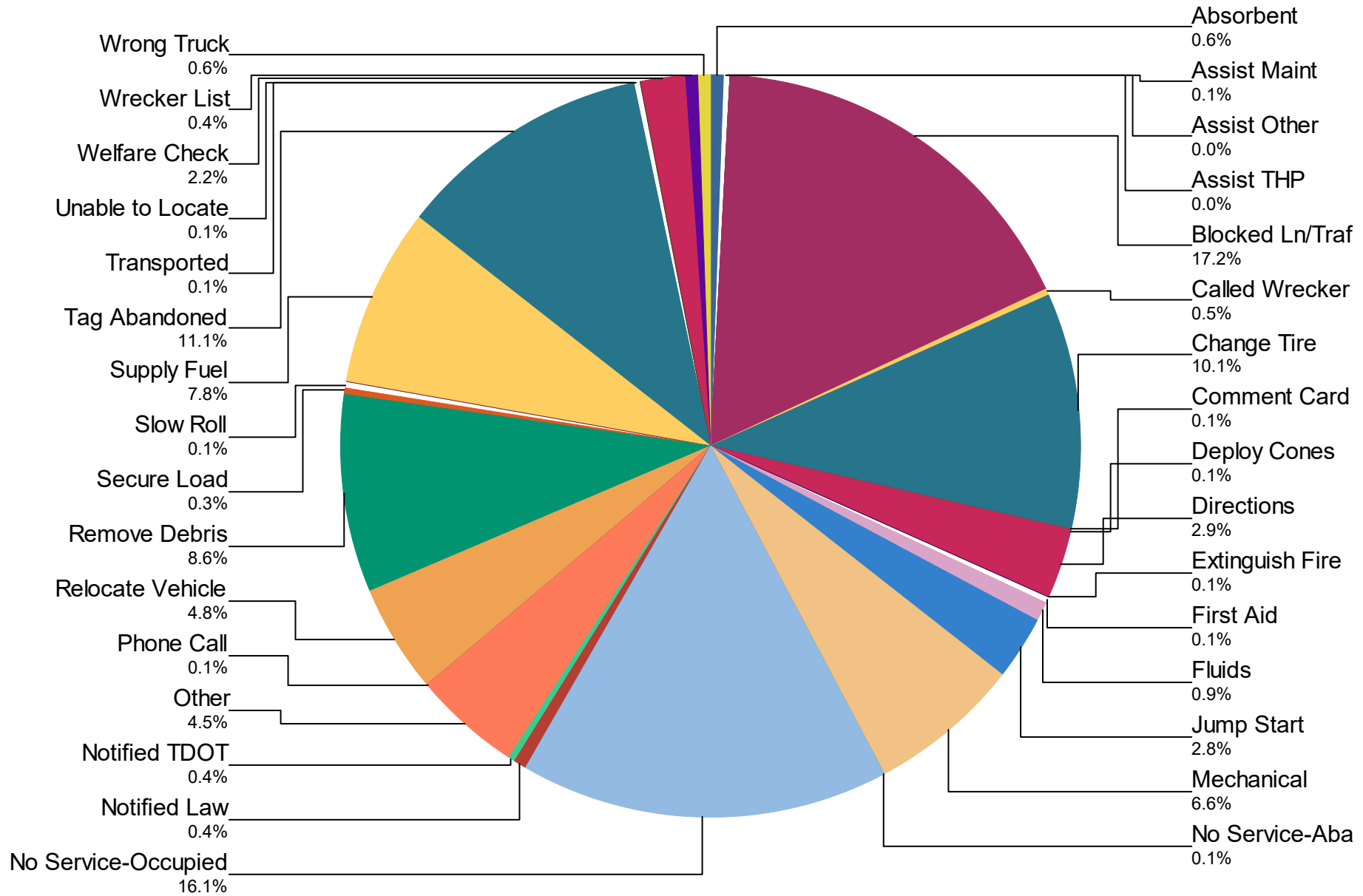
Event Types for All Events	January	February	March	Total	%
Abandoned Vehicle	200	216	208	624	11.1%
Amber Alert	1	1	2	4	0.1%
Congestion	89	159	209	457	8.1%
Daily Log	31	28	32	91	1.6%
Debris on Roadway	85	110	136	331	5.9%
Disabled Vehicle	929	875	1,184	2,988	53.1%
Flooding	0	16	0	16	0.3%
Grass Fire	3	0	0	3	0.1%
Jack-Knife Tractor Trailer	1	0	0	1	0.0%
MultiVehicle Crash	99	143	157	399	7.1%
Other	1	1	0	2	0.0%
Overtuned Vehicle	4	8	11	23	0.4%
PD/Med/Fire Activity	7	4	23	34	0.6%
Police Activity	6	13	4	23	0.4%
PSA	4	1	0	5	0.1%
Rest Area	0	0	2	2	0.0%
Road Work - Emergency	5	9	6	20	0.4%
Road Work - Scheduled	79	89	155	323	5.7%
Single Vehicle Crash	64	71	49	184	3.3%
Test Incident	1	1	1	3	0.1%
Vehicle Fire	6	7	9	22	0.4%
Visibility	8	11	0	19	0.3%
Weather	42	4	8	54	1.0%
Total	1,665	1,767	2,196	5,628	100.0%

Incidents by Detection Source



Notifier Agency	January	February	March	Total	%
HELP Operator	558	573	779	1,910	33.9
KNOX SO	0	0	2	2	0.0
Knoxville Police	17	12	10	39	0.7
Other Police	0	0	2	2	0.0
TDOT Region 1 Maintenance	0	1	0	1	0.0
THP Dispatch	2	1	4	7	0.1
THP Local	0	2	4	6	0.1
TMC Operator	1,088	1,178	1,395	3,661	65.0
Total	1,665	1,767	2,196	5,628	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	January	February	March	Total	%
Absorbent	11	10	11	32	0.6
Assist Maint	4	2	1	7	0.1
Assist Other	1	0	0	1	0.0
Assist THP	1	0	0	1	0.0
Blocked Ln/Traf Ctrl	295	331	335	961	17.2
Called Wrecker	9	9	10	28	0.5
Change Tire	175	180	209	564	10.1
Comment Card	2	2	3	7	0.1
Deploy Cones	5	1	0	6	0.1
Directions	53	43	67	163	2.9
Extinguish Fire	2	0	2	4	0.1
First Aid	1	2	3	6	0.1
Fluids	12	15	24	51	0.9
Jump Start	61	45	50	156	2.8
Mechanical	125	124	122	371	6.6
No Service-Abandon	3	3	2	8	0.1
No Service-Occupied	279	251	372	902	16.1
Notified Law	11	5	8	24	0.4
Notified TDOT	6	11	5	22	0.4
Other	78	69	106	253	4.5
Phone Call	3	0	4	7	0.1
Relocate Vehicle	68	78	121	267	4.8
Remove Debris	122	169	188	479	8.6
Secure Load	6	7	3	16	0.3
Slow Roll	1	2	3	6	0.1
Supply Fuel	152	145	140	437	7.8
Tag Abandoned	204	212	207	623	11.1
Transported	3	0	4	7	0.1
Unable to Locate	1	2	2	5	0.1
Welfare Check	21	60	41	122	2.2
Wrecker List	8	7	10	25	0.4

	January	February	March	Total	%
Wrong Truck	11	12	8	31	0.6
Total	1,734	1,797	2,061	5,592	100.0%

DMS Duration

	Jan	Feb	Mar
Avg % ON Time	20.3	10.1	12.6
Avg Post Time (hr)	4.2	1.9	2.3
Avg Messages Per Sign	35.5	36.7	41.5
Total Messages Posted	1,137	1,173	1,328