

Includes All Responders

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

Region 1

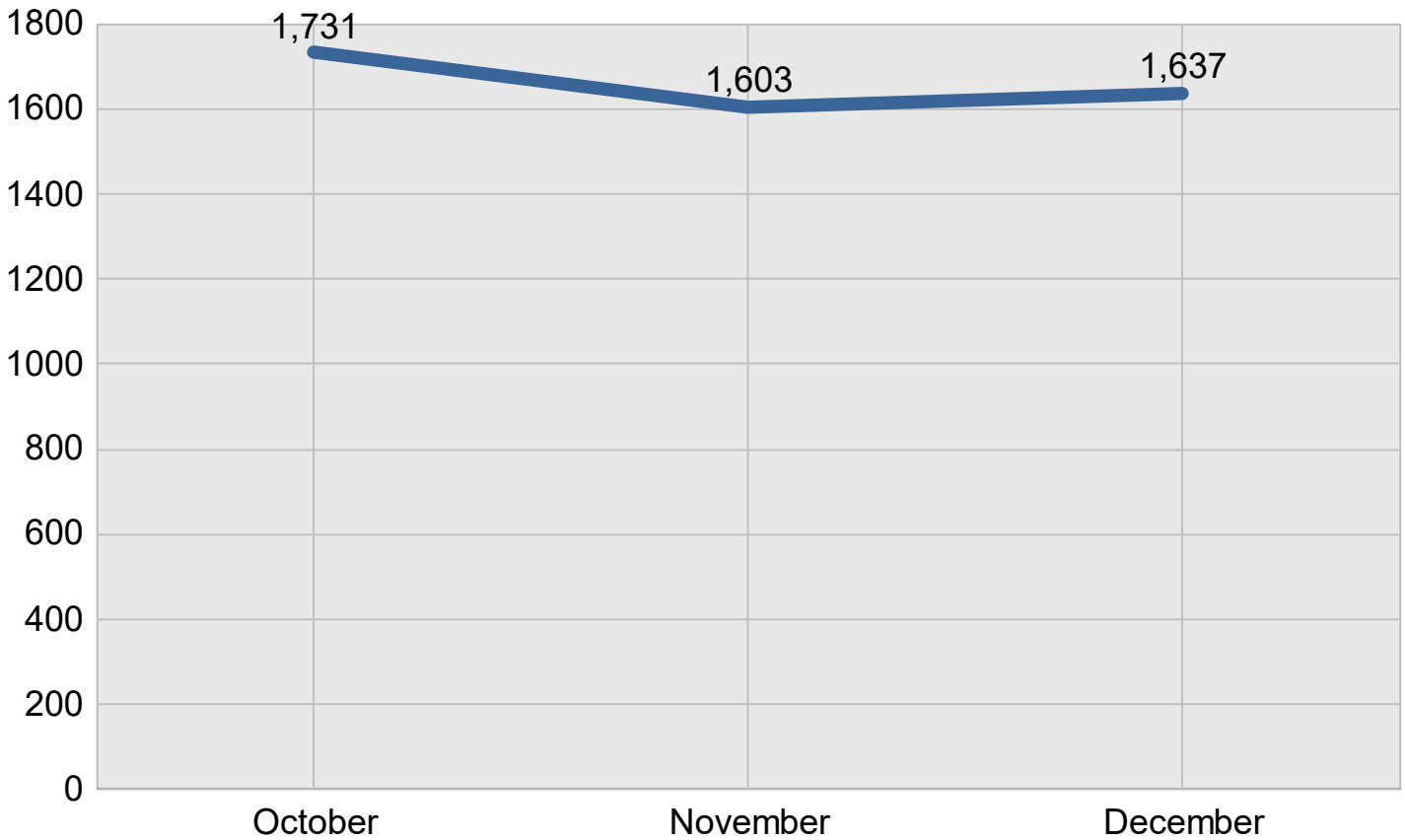
Created on: March 28, 2022 2:08 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 4,971

Incidents Managed

Incidents Managed - Monthly

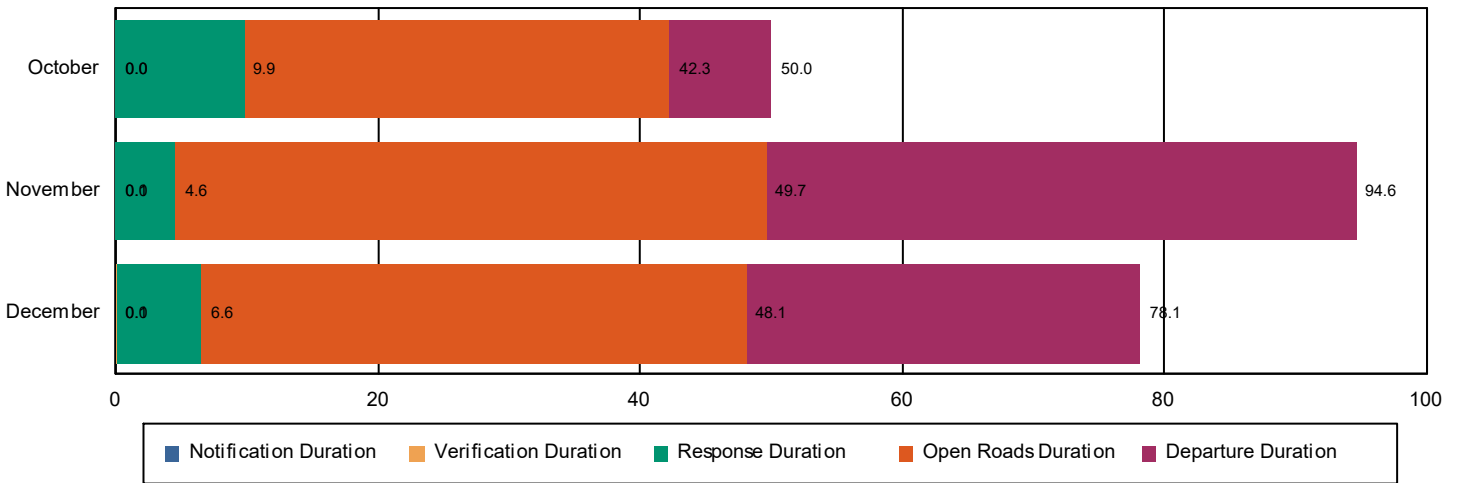


# Performance Measures Summary

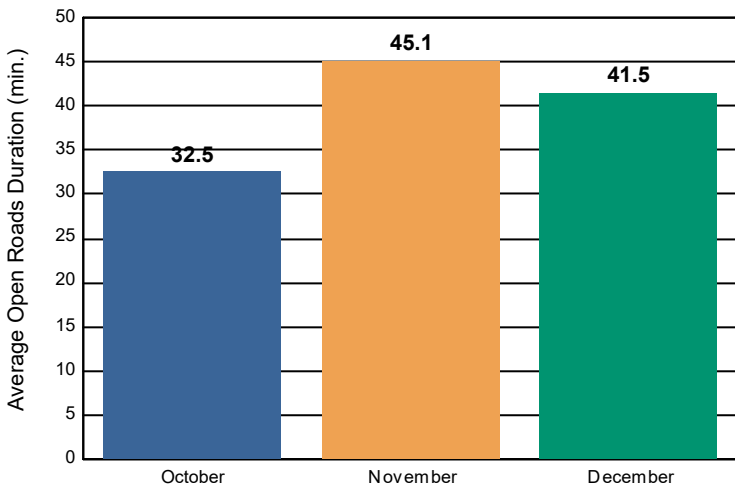
## Incidents Overall Response

	October	November	December	Total
Events included in Performance Measures	167	134	151	452
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	9.9	4.6	6.5	6.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	32.5	45.1	41.5	39.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	7.7	44.9	30.0	27.7
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>42.3</b>	<b>49.7</b>	<b>48.1</b>	<b>46.8</b>
	<b>50.0</b>	<b>94.6</b>	<b>78.1</b>	<b>74.5</b>

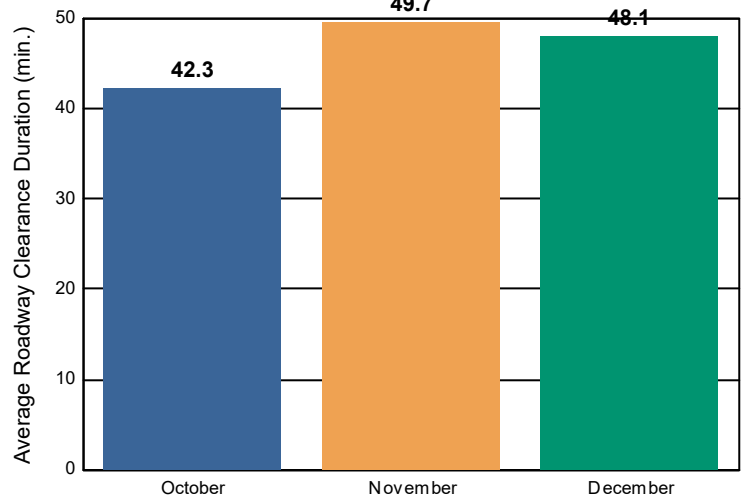
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

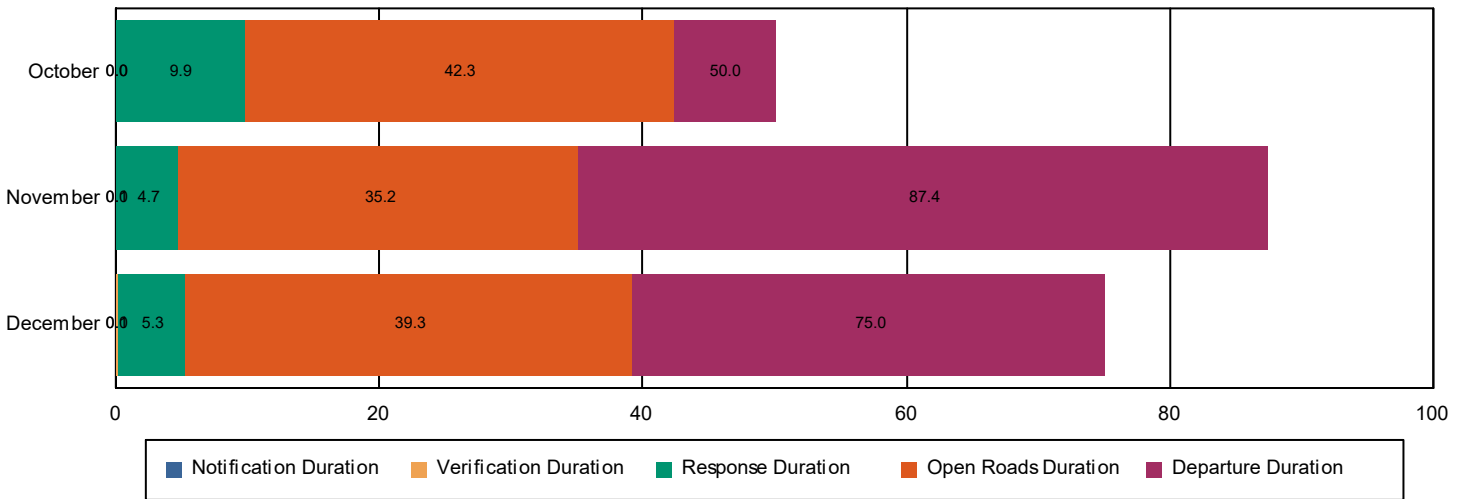


# Performance Measures Summary

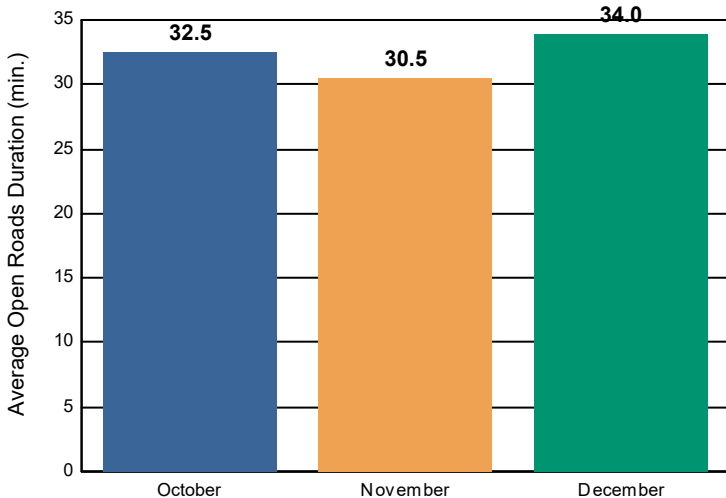
## Incidents with HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	108	77	93	278
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.1	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	9.9	4.6	5.1	6.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	32.5	30.5	34.0	32.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	7.7	52.2	35.7	29.3
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>	<b>42.3</b>	<b>35.2</b>	<b>39.3</b>	<b>39.3</b>
	<b>50.0</b>	<b>87.4</b>	<b>75.0</b>	<b>68.6</b>

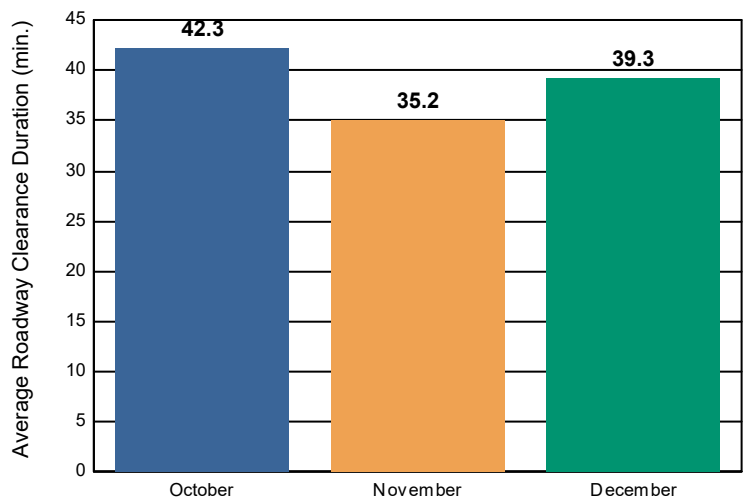
### Incident Clearance Duration



### Open Roads Duration / Month



### Roadway Clearance Duration / Month

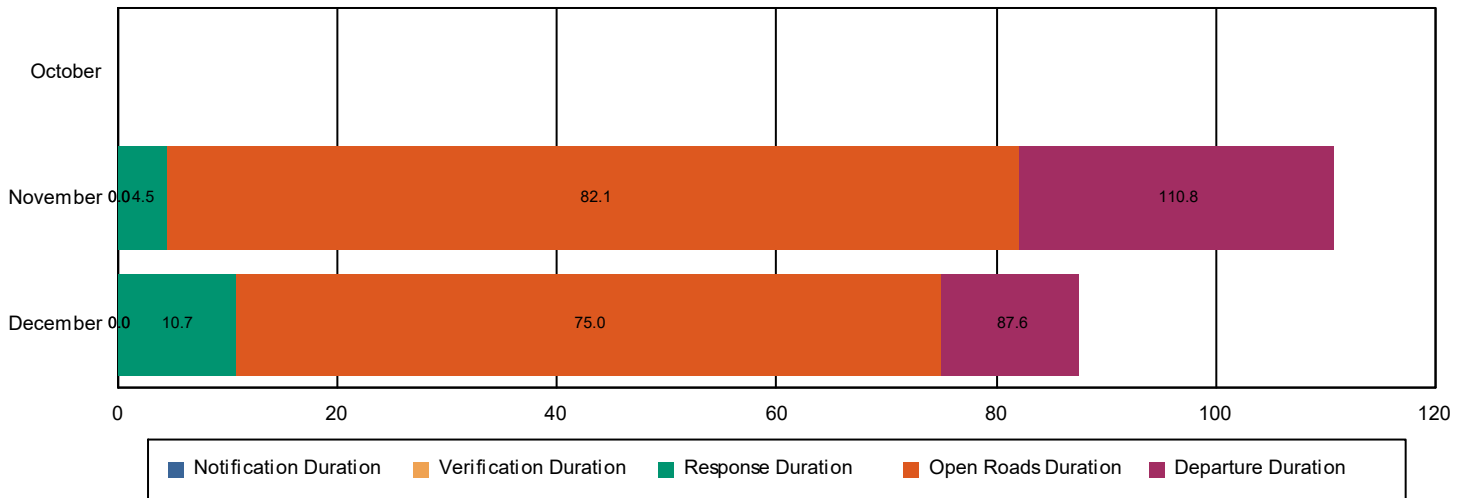


# Performance Measures Summary

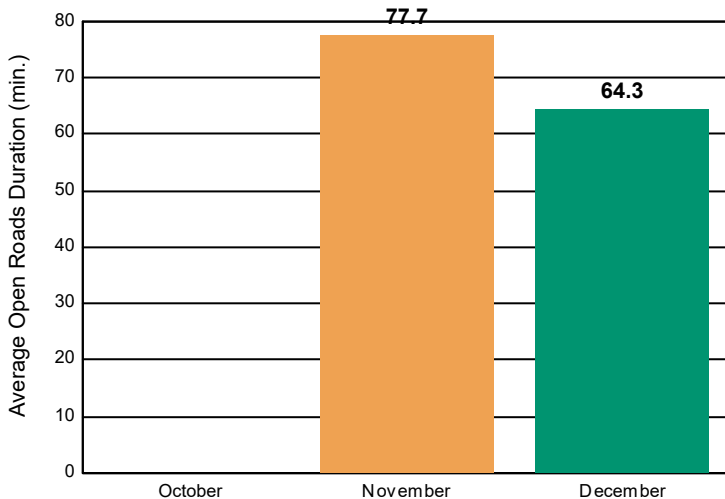
## Incidents without HELP Truck Response

	October	November	December	Total
Events included in Performance Measures	59	57	58	174
Notification Duration (min.)		0.0	0.0	0.0
Verification Duration (min.)		0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]		4.5	10.7	7.4
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]		77.7	64.3	71.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]		28.6	12.6	21.1
<b>Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]</b>		<b>82.1</b>	<b>75.0</b>	<b>78.8</b>
		<b>110.8</b>	<b>87.6</b>	<b>99.9</b>

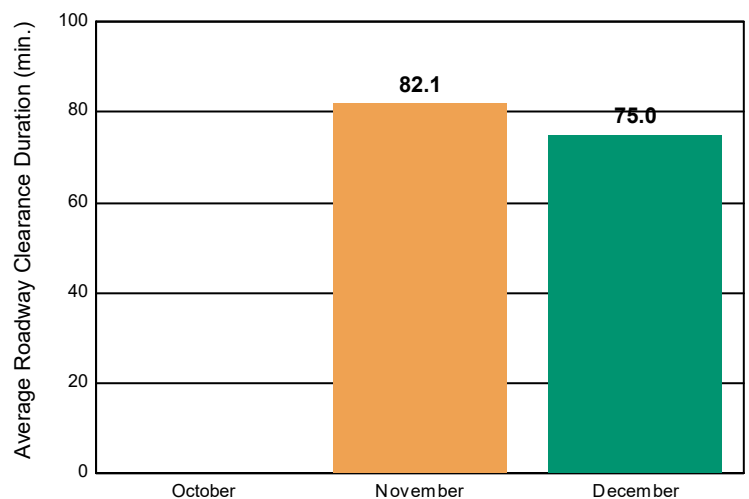
### Incident Clearance Duration



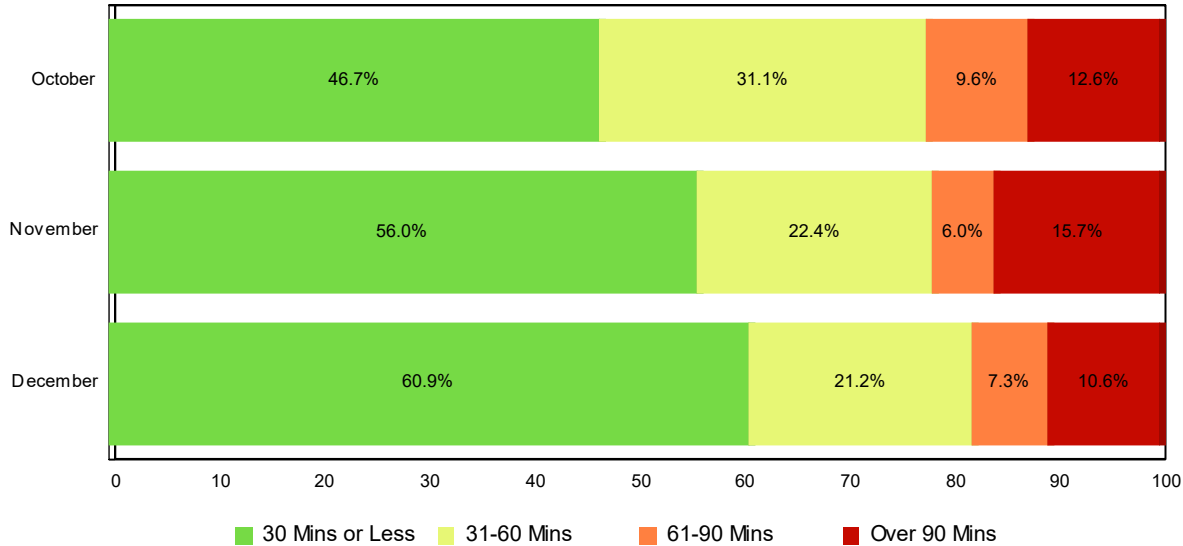
### Open Roads Duration / Month



### Roadway Clearance Duration / Month

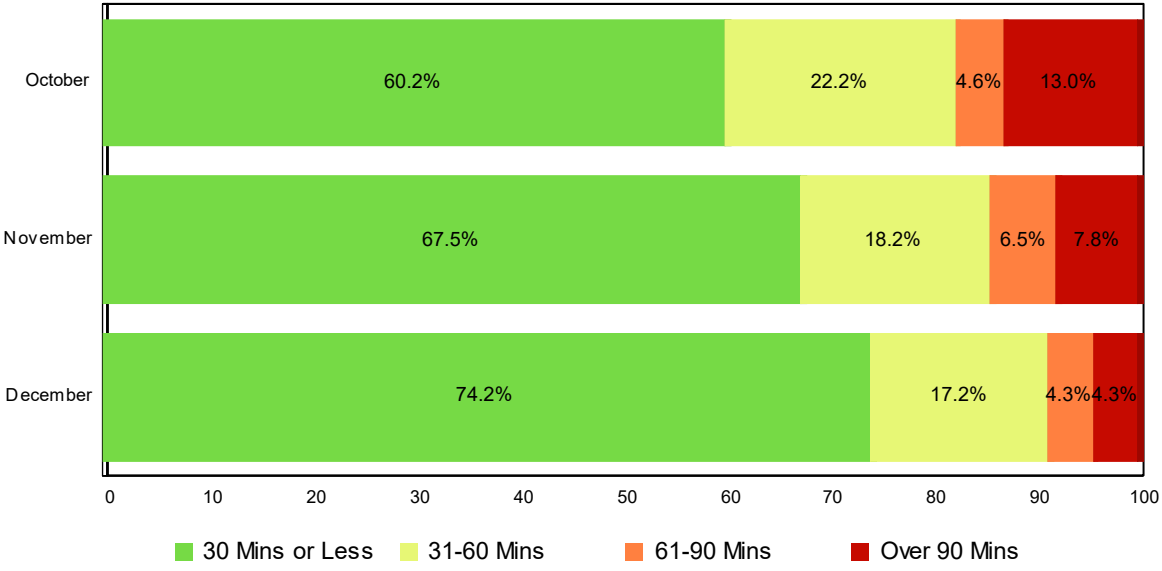


# Lane Blockage Clearance Times - Overall



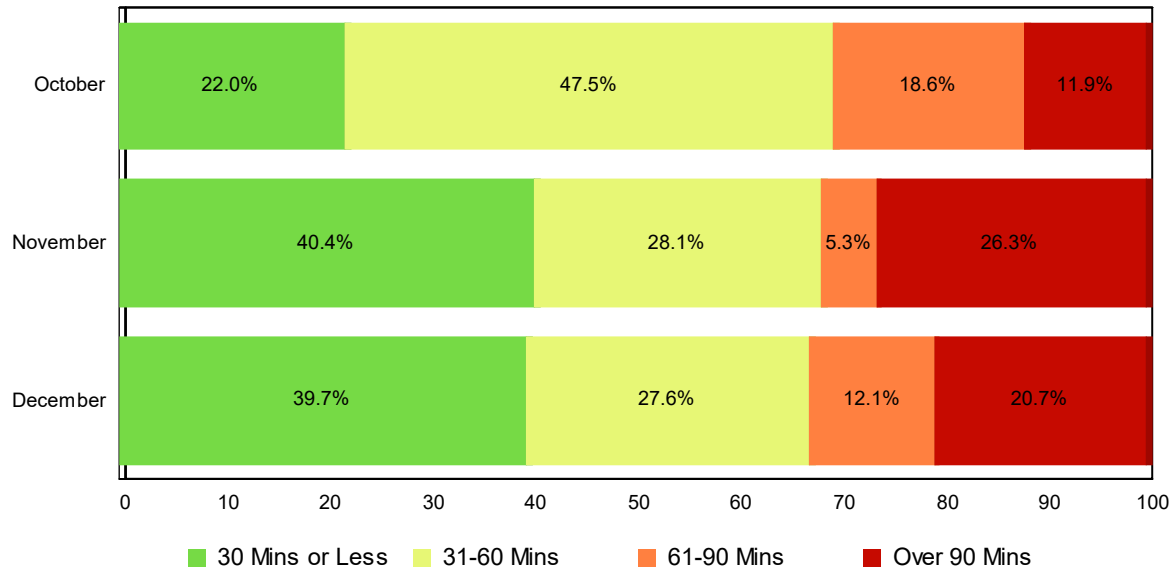
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
October	78	52	16	21	167
November	75	30	8	21	134
December	92	32	11	16	151
<b>Total # of Events</b>	<b>245</b>	<b>114</b>	<b>35</b>	<b>58</b>	<b>452</b>

# 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
October	65	24	5	14	108
November	52	14	5	6	77
December	69	16	4	4	93
<b>Total # of Events</b>	<b>186</b>	<b>54</b>	<b>14</b>	<b>24</b>	<b>278</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
October	13	28	11	7	59
November	23	16	3	15	57
December	23	16	7	12	58
<b>Total # of Events</b>	<b>59</b>	<b>60</b>	<b>21</b>	<b>34</b>	<b>174</b>

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

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	78	132	94	159	97	165	3	5	21
2	52	44	78	66	86	73	14	12	54
3	48	10	67	14	71	15	29	6	69
4	0	0	50	1	50	1	50	1	79
<b>Totals</b>	<b>67</b>	<b>186</b>	<b>86</b>	<b>240</b>	<b>91</b>	<b>254</b>	<b>9</b>	<b>24</b>	<b>35</b>

<=30 Mins

<=60 Mins

<=90 Mins

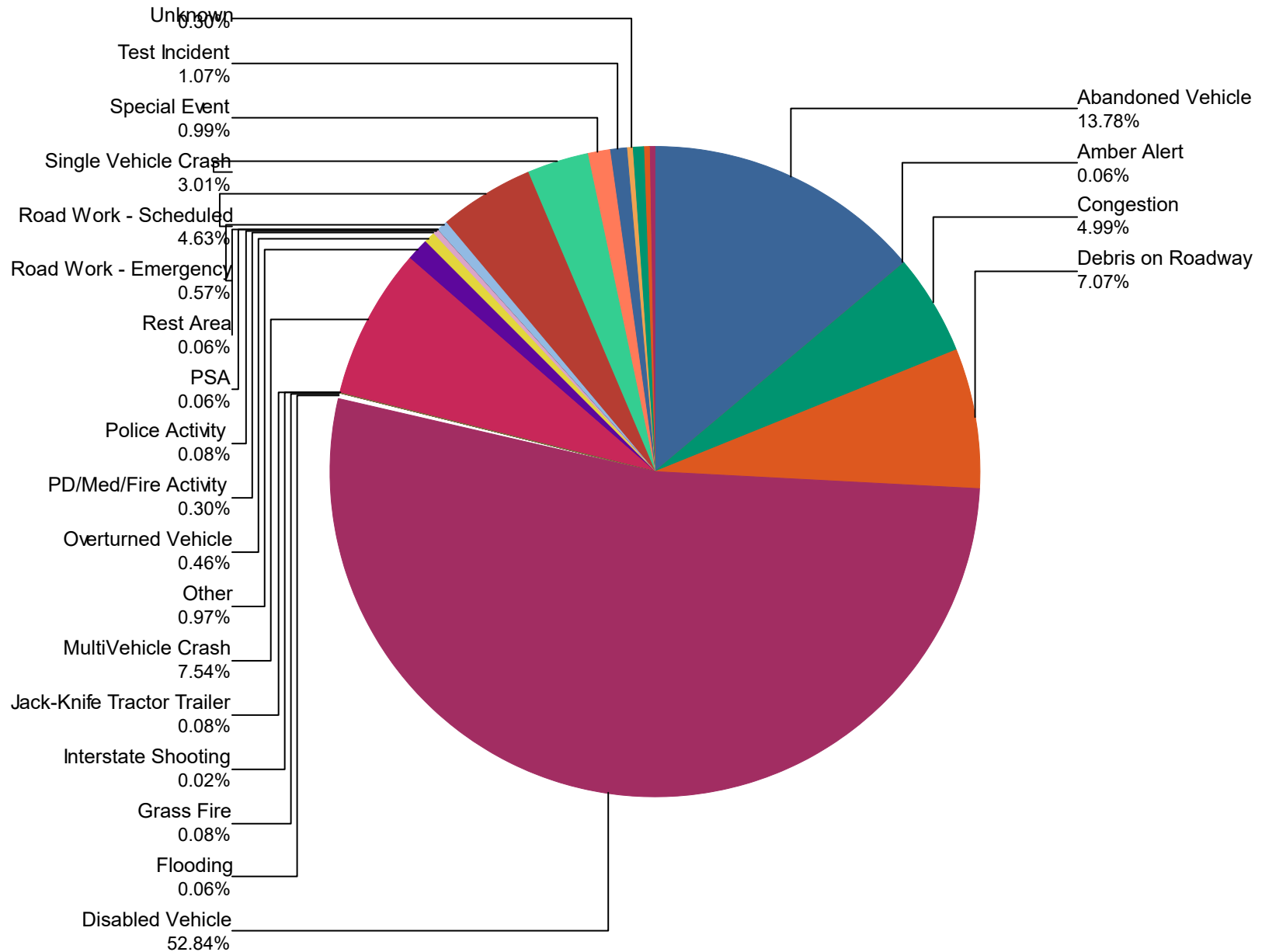
>90 Mins



## Travel Lane Blockage Events- Roadway

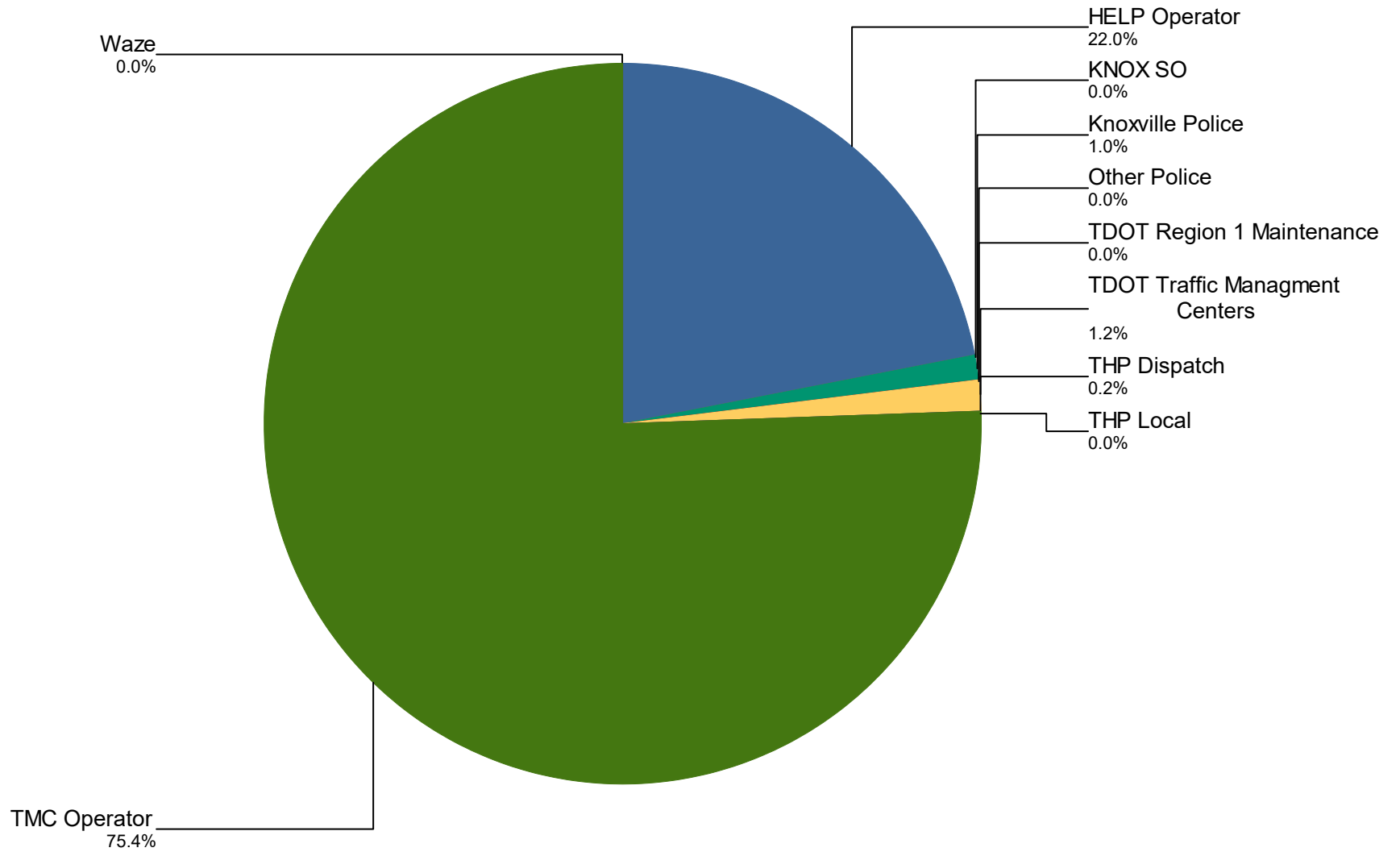
Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
		1	
I0026	18	21	85.7
I0040	281	3,028	9.3
I0075	71	482	14.7
I0081	12	22	54.5
I0140	10	166	6.0
I0275	19	203	9.4
I0640	29	679	4.3
SR001	0	1	0.0
SR009	1	1	100.0
SR093	2	2	100.0
SR115	6	40	15.0
SR162	3	24	12.5
<b>All Roadways</b>	<b>452</b>	<b>4,670</b>	<b>9.7</b>

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



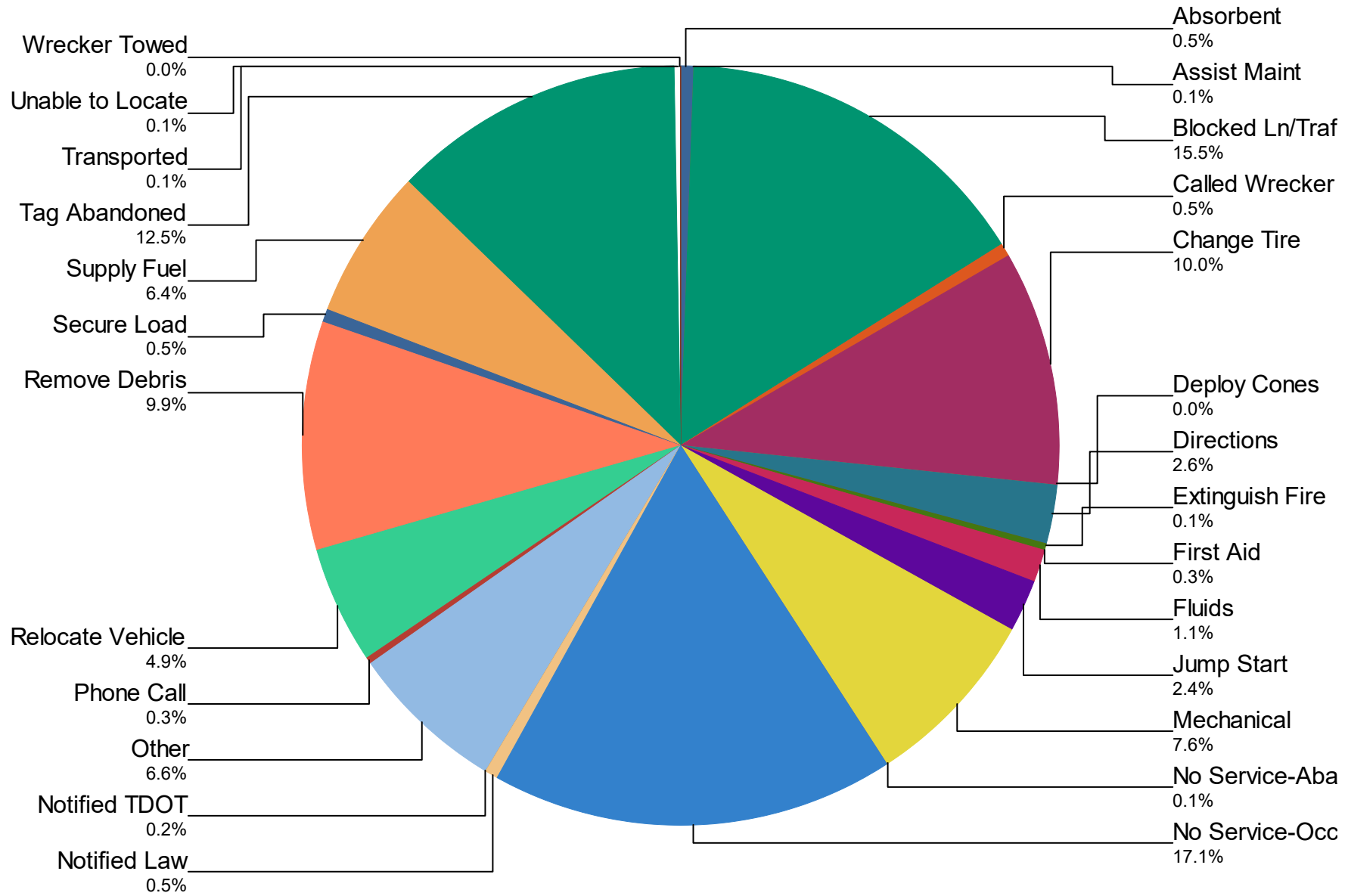
<b>Event Types for All Events</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>Abandoned Vehicle</b>	232	222	242	<b>696</b>	<b>13.8%</b>
<b>Amber Alert</b>	2	1	0	<b>3</b>	<b>0.1%</b>
<b>Congestion</b>	0	137	115	<b>252</b>	<b>5.0%</b>
<b>Debris on Roadway</b>	148	119	90	<b>357</b>	<b>7.1%</b>
<b>Disabled Vehicle</b>	923	844	902	<b>2,669</b>	<b>52.8%</b>
<b>Flooding</b>	0	2	1	<b>3</b>	<b>0.1%</b>
<b>Grass Fire</b>	0	4	0	<b>4</b>	<b>0.1%</b>
<b>Interstate Shooting</b>	0	1	0	<b>1</b>	<b>0.0%</b>
<b>Jack-Knife Tractor Trailer</b>	1	1	2	<b>4</b>	<b>0.1%</b>
<b>MultiVehicle Crash</b>	170	113	98	<b>381</b>	<b>7.5%</b>
<b>Other</b>	44	4	1	<b>49</b>	<b>1.0%</b>
<b>Overturned Vehicle</b>	6	4	13	<b>23</b>	<b>0.5%</b>
<b>PD/Med/Fire Activity</b>	7	4	4	<b>15</b>	<b>0.3%</b>
<b>Police Activity</b>	0	0	4	<b>4</b>	<b>0.1%</b>
<b>PSA</b>	0	3	0	<b>3</b>	<b>0.1%</b>
<b>Rest Area</b>	3	0	0	<b>3</b>	<b>0.1%</b>
<b>Road Work - Emergency</b>	15	7	7	<b>29</b>	<b>0.6%</b>
<b>Road Work - Scheduled</b>	82	83	69	<b>234</b>	<b>4.6%</b>
<b>Single Vehicle Crash</b>	50	41	61	<b>152</b>	<b>3.0%</b>
<b>Special Event</b>	39	3	8	<b>50</b>	<b>1.0%</b>
<b>Test Incident</b>	1	47	6	<b>54</b>	<b>1.1%</b>
<b>Unknown</b>	0	5	10	<b>15</b>	<b>0.3%</b>
<b>Vehicle Fire</b>	6	9	7	<b>22</b>	<b>0.4%</b>
<b>Visibility</b>	0	6	6	<b>12</b>	<b>0.2%</b>
<b>Weather</b>	6	2	8	<b>16</b>	<b>0.3%</b>
<b>Total</b>	<b>1,735</b>	<b>1,662</b>	<b>1,654</b>	<b>5,051</b>	<b>100.0%</b>

# Incidents by Detection Source



<b>Notifier Agency</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>	<b>%</b>
<b>HELP Operator</b>	2	544	566	1,112	22.0
<b>KNOX SO</b>	0	0	1	1	0.0
<b>Knoxville Police</b>	0	26	26	52	1.0
<b>Other Police</b>	0	0	1	1	0.0
<b>TDOT Region 1 Maintenance</b>	0	1	0	1	0.0
<b>TDOT Traffic Managment Centers</b>	56	5	0	61	1.2
<b>THP Dispatch</b>	0	4	6	10	0.2
<b>THP Local</b>	0	2	0	2	0.0
<b>TMC Operator</b>	1,677	1,079	1,054	3,810	75.4
<b>Waze</b>	0	1	0	1	0.0
<b>Total</b>	<b>1,735</b>	<b>1,662</b>	<b>1,654</b>	<b>5,051</b>	<b>100.0%</b>

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



**Activity Types for All Activities**

	October	November	December	Total	%
Absorbent	7	9	7	23	0.5
Assist Maint	0	0	3	3	0.1
Blocked Ln/Traf Ctrl	206	247	276	729	15.5
Called Wrecker	8	7	8	23	0.5
Change Tire	144	168	159	471	10.0
Deploy Cones	0	0	1	1	0.0
Directions	43	41	38	122	2.6
Extinguish Fire	0	2	3	5	0.1
First Aid	8	2	2	12	0.3
Fluids	20	18	16	54	1.1
Jump Start	30	38	45	113	2.4
Mechanical	119	126	114	359	7.6
No Service-Abandon	0	1	5	6	0.1
No Service-Occupied	226	275	305	806	17.1
Notified Law	10	9	5	24	0.5
Notified TDOT	3	4	1	8	0.2
Other	100	100	109	309	6.6
Phone Call	5	6	4	15	0.3
Relocate Vehicle	78	65	88	231	4.9
Remove Debris	152	165	148	465	9.9
Secure Load	9	10	4	23	0.5
Supply Fuel	78	106	119	303	6.4
Tag Abandoned	152	200	234	586	12.5
Transported	1	0	3	4	0.1
Unable to Locate	0	3	2	5	0.1
Wrecker Towed	0	0	1	1	0.0
<b>Total</b>	<b>1,399</b>	<b>1,602</b>	<b>1,700</b>	<b>4,701</b>	<b>100.0%</b>

## DMS Duration

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	<b>Nov</b>	<b>Dec</b>	<b>Quarter</b>
Avg % ON Time	30.1	27.8	29.0
Avg Post Time (hr)	2.7	2.6	2.7
Avg Messages Per Sign	79.3	79.2	79.3
Total Messages Posted	2,538	2,534	5,072