

Includes All Responders

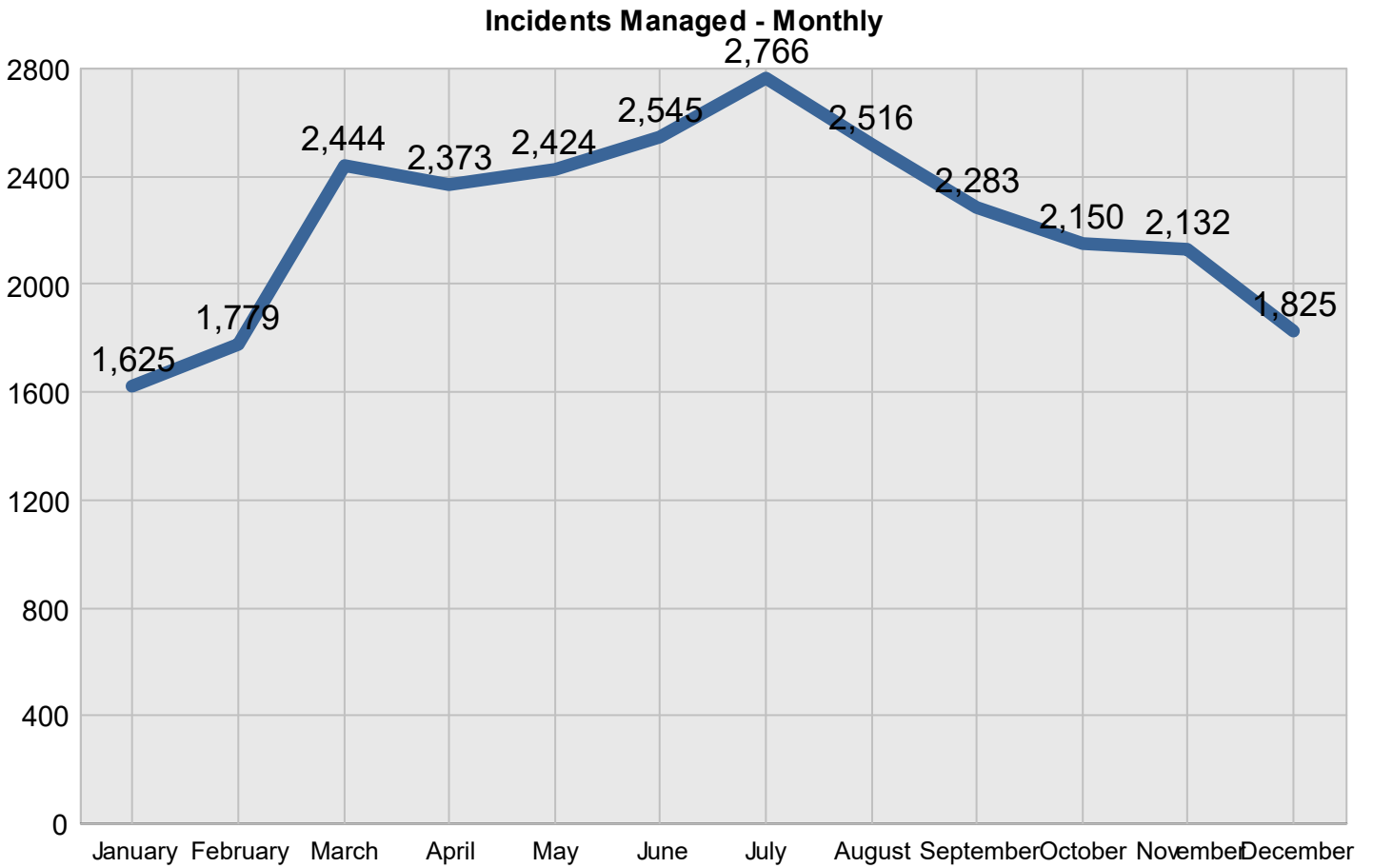
Reporting Period: January 1, 2021 to December 31, 2021

Region 1

Created on: June 15, 2022 3:06 pm County: All Counties Report Template version 2.0

Total Incidents Managed This Year 26,862

Incidents Managed



Performance Measures Summary

Incidents Overall Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	108	133	232	197	209	226	214	231	220	242	224	204	2,440
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	0.1	0.1	0.2	0.0	0.1	0.0	0.1	0.0	0.0	0.0	0.0	0.1
Response Duration (min.)	5.6	3.7	7.7	6.9	11.2	5.6	5.2	7.9	12.0	6.0	6.2	5.7	7.1
Open Roads Duration (min.)	32.6	34.1	35.5	41.7	45.6	43.7	44.8	32.8	40.2	35.5	218.1	45.4	55.9
Departure Duration (min.)	24.3	42.5	48.4	30.1	34.0	34.3	36.7	41.8	37.7	36.2	60.5	28.5	38.5
Roadway Clearance Duration (min.)	38.3	37.8	43.2	48.9	56.8	49.4	50.0	40.8	52.2	41.5	224.3	51.1	63.0
Incident Clearance Duration (min.)	62.6	80.3	91.7	79.0	90.8	83.7	86.7	82.6	89.9	77.7	284.7	79.7	101.5

* THP data is not available for Notification Duration

Note:

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

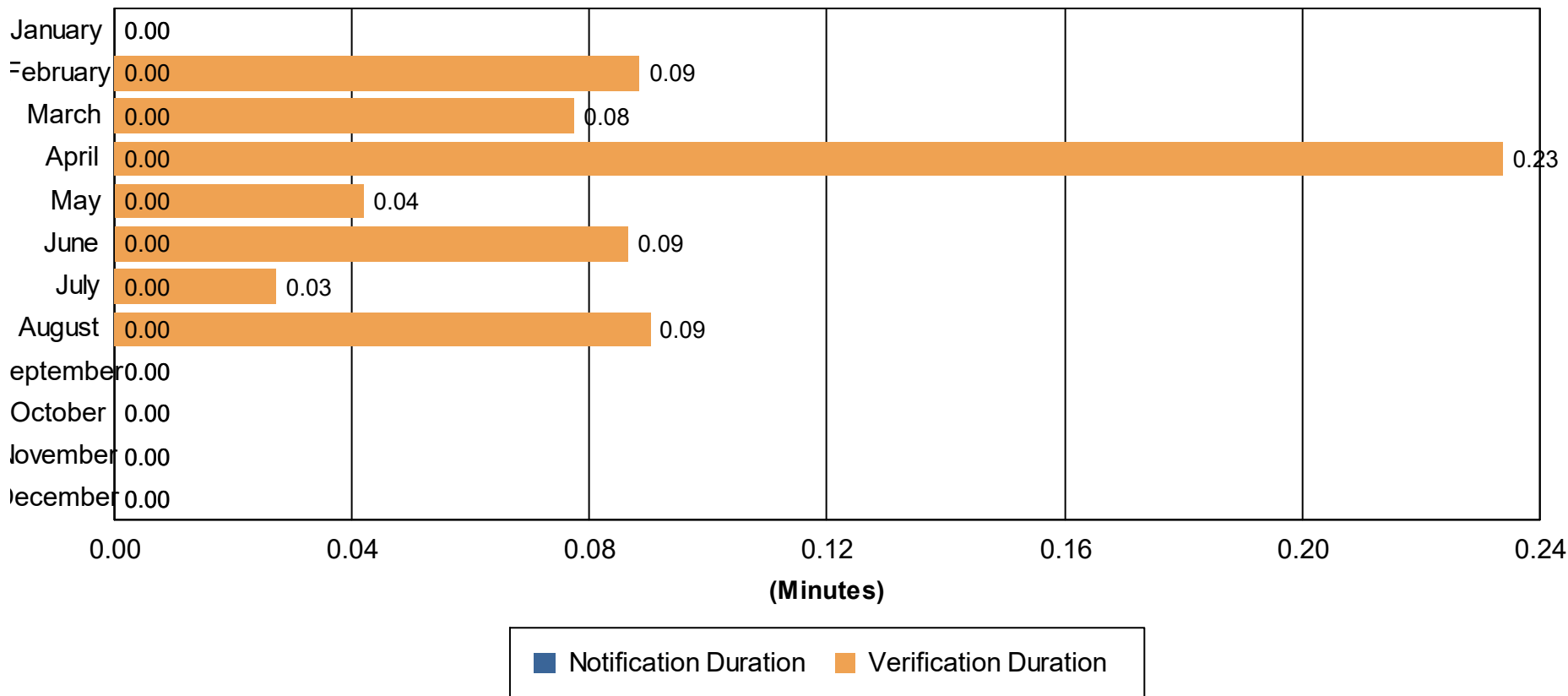
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

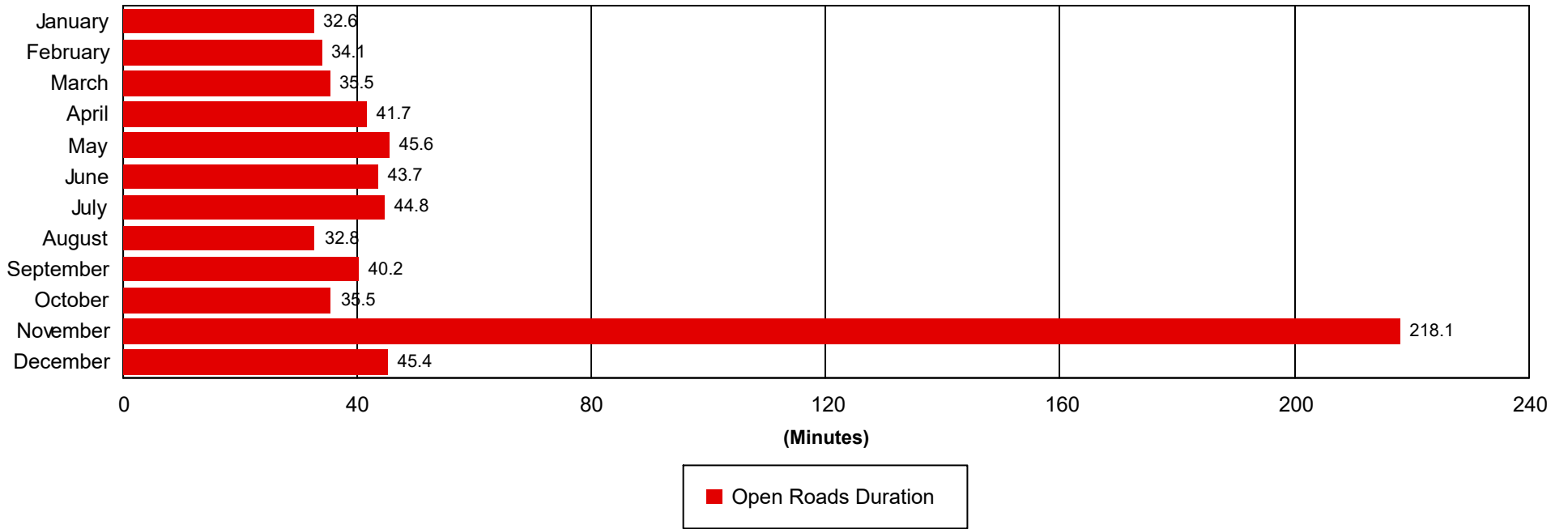
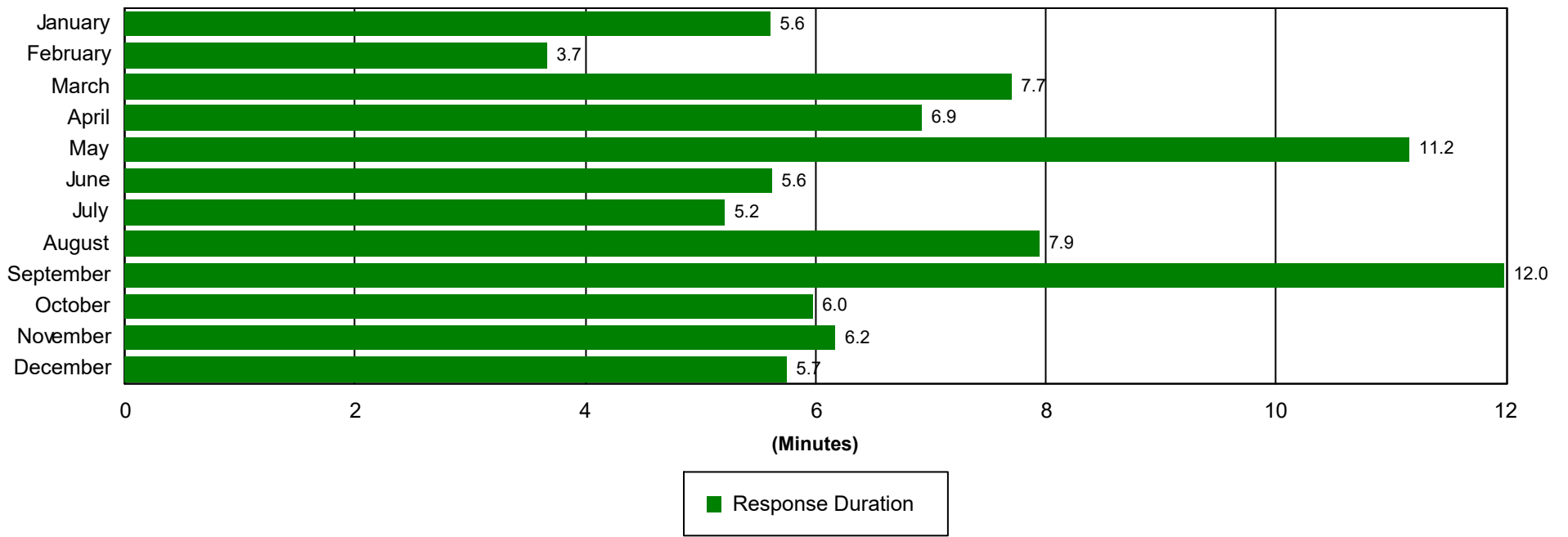
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

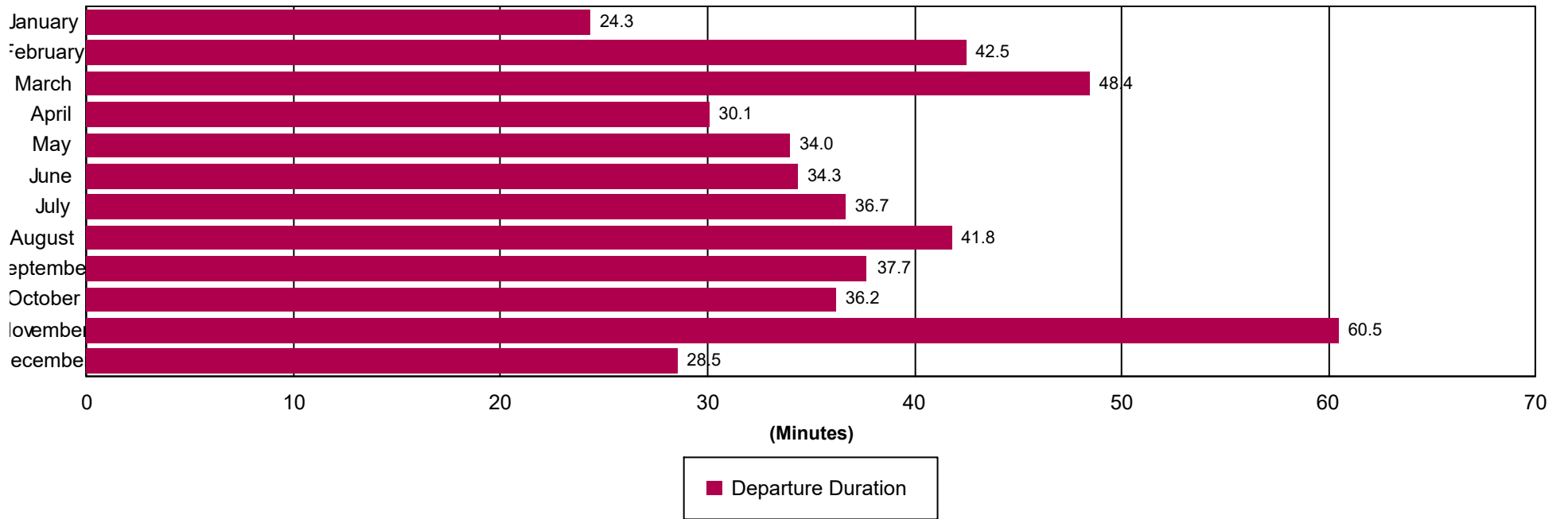
Roadway Clearance Duration (min.): [First Notif to Travel Lanes Cleared]

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

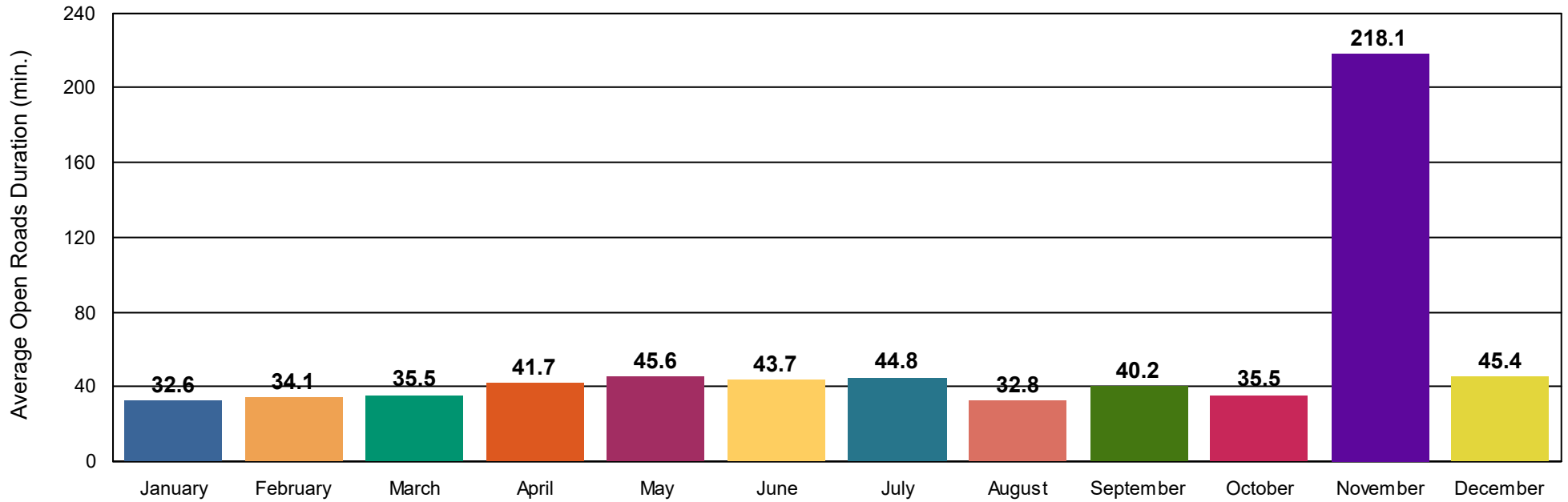
Incident Clearance Duration



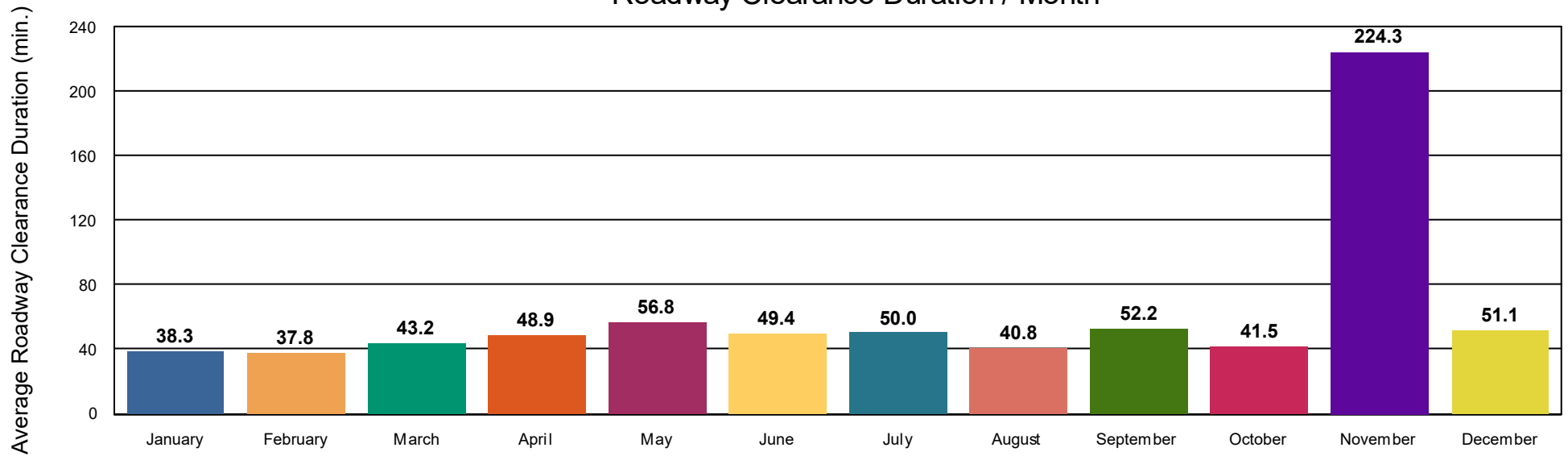




Open Roads Duration / Month



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	65	77	126	90	113	111	108	110	108	144	111	120	1,283
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	0.1	0.1	0.4	0.1	0.1	0.0	0.1	0.0	0.0	0.0	0.0	0.1
Response Duration (min.)	4.1	3.9	4.9	4.4	3.2	3.8	3.8	5.3	4.3	5.2	4.8	5.2	4.5
Open Roads Duration (min.)	25.0	20.6	26.3	22.1	25.4	23.6	20.0	19.6	30.7	28.6	308.1	23.6	49.5
Departure Duration (min.)	30.2	52.4	50.6	32.7	49.4	46.2	47.3	56.5	45.0	40.0	87.3	36.9	48.4
Roadway Clearance Duration (min.)	29.1	24.6	31.4	26.9	28.6	27.6	23.8	25.1	35.0	33.8	312.9	28.9	54.1
Incident Clearance Duration (min.)	59.4	77.0	81.9	59.7	78.0	73.8	71.1	81.6	80.0	73.7	400.2	65.8	102.5

Note:

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

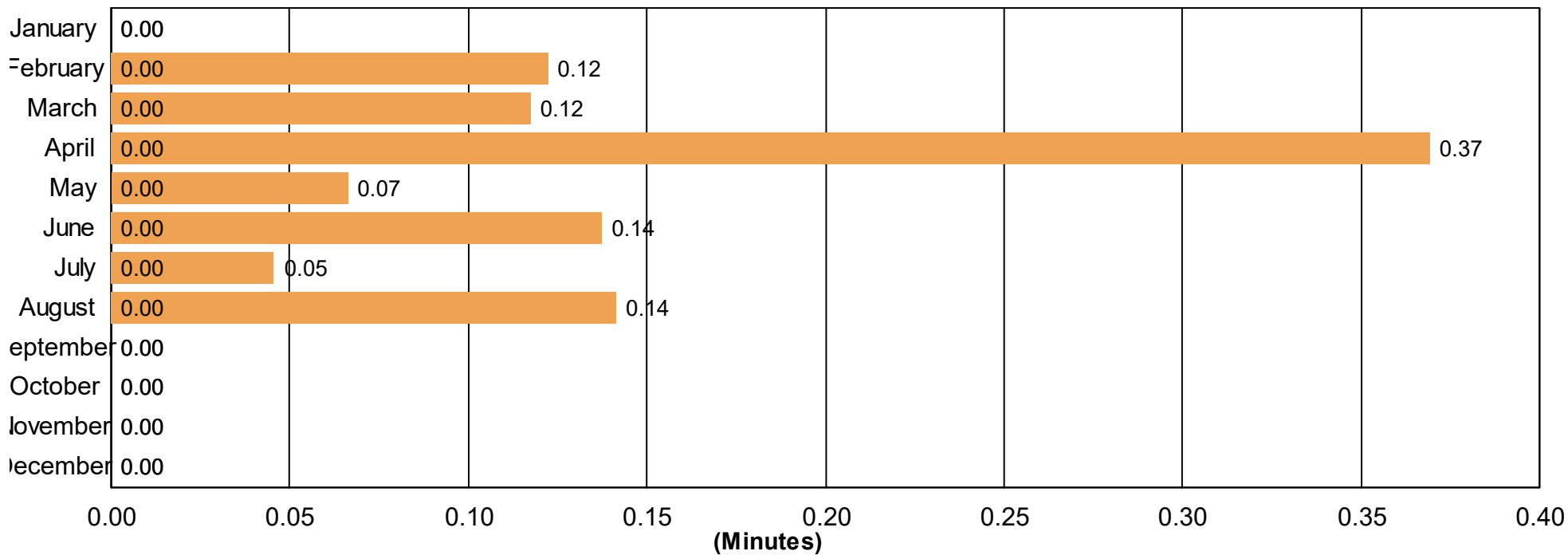
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

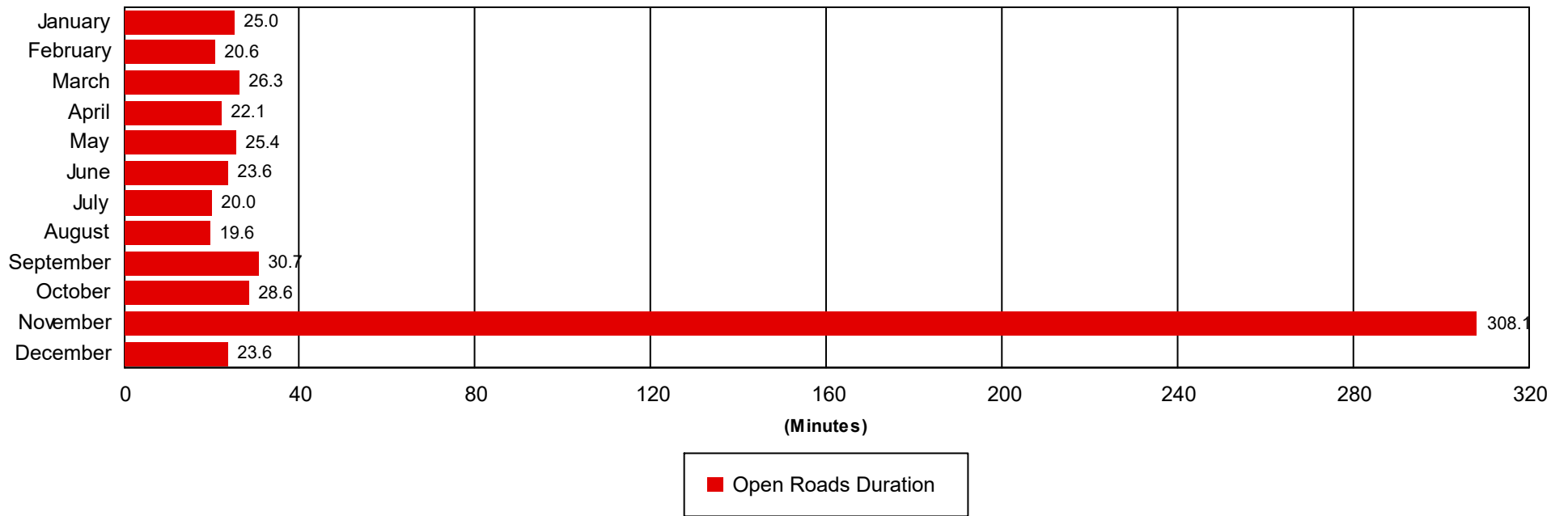
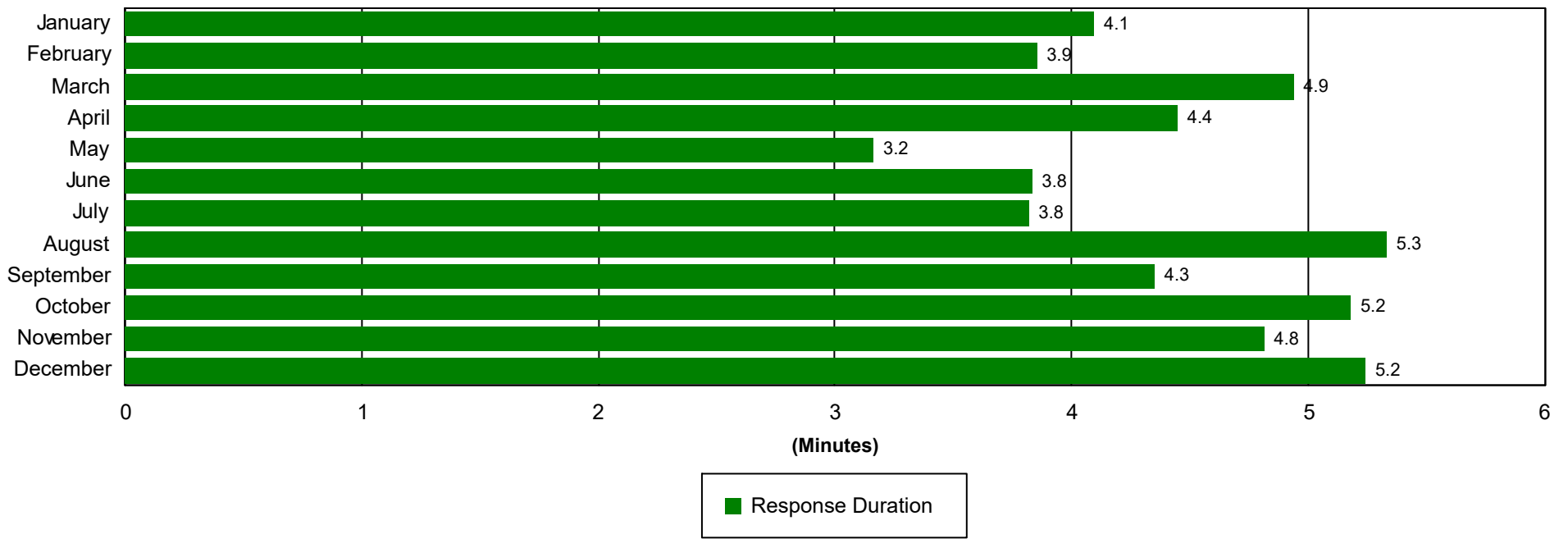
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

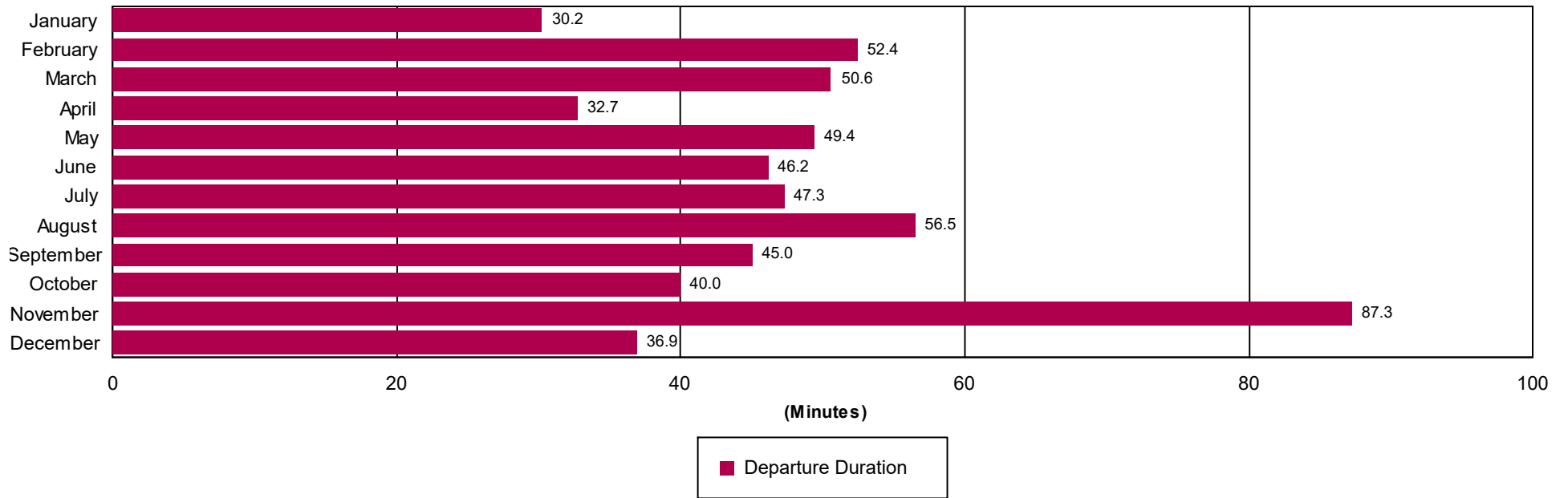
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

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

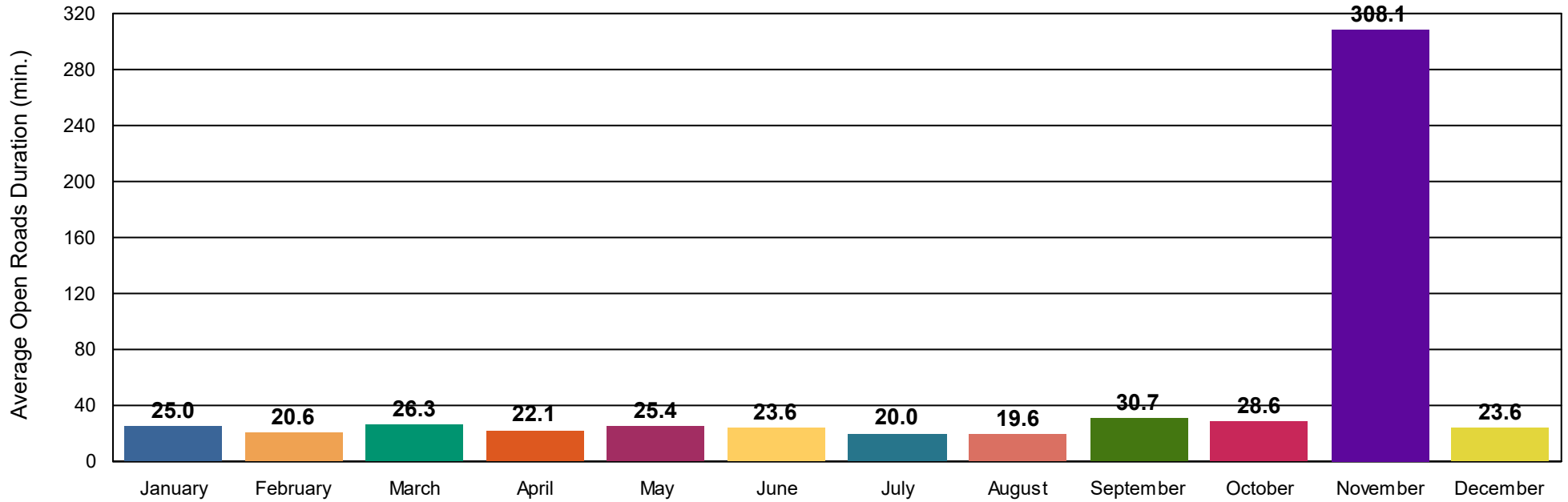
Incident Clearance Duration



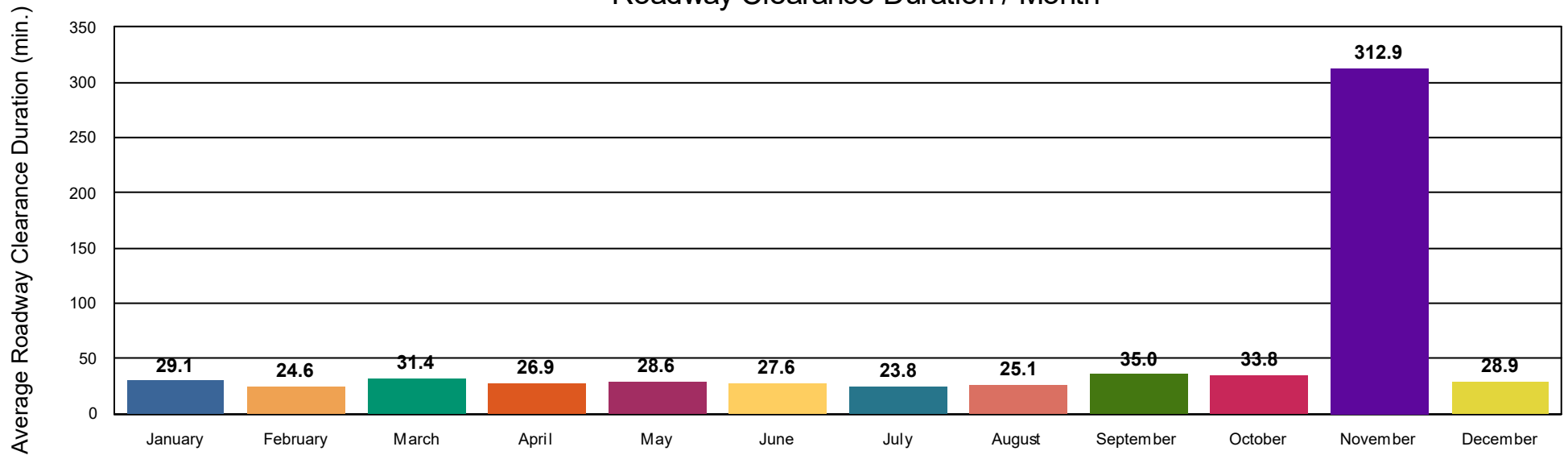




Open Roads Duration / Month



Roadway Clearance Duration / Month



Reporting Period: January 1, 2021 to December 31, 2021

Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	43	56	106	107	96	115	106	121	112	98	113	84	1,157
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	0.0	0.0	0.0
Response Duration (min.)	9.1	3.2	13.1	11.2	25.1	8.6	7.3	12.6	24.1	7.6	8.5	6.7	11.9
Open Roads Duration (min.)	50.0	69.4	53.2	75.6	80.8	77.6	81.5	55.9	55.4	50.1	64.5	88.9	67.4
Departure Duration (min.)	10.8	16.4	44.3	25.5	7.2	14.3	21.0	15.9	26.0	28.3	14.7	11.8	20.4
Roadway Clearance Duration (min.)	59.1	72.5	66.3	86.9	105.9	86.3	88.8	68.5	79.5	57.7	72.9	95.6	79.3
Incident Clearance Duration (min.)	69.8	88.9	110.6	112.4	113.1	100.6	109.7	84.4	105.6	86.0	87.6	107.4	99.7

Note:

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

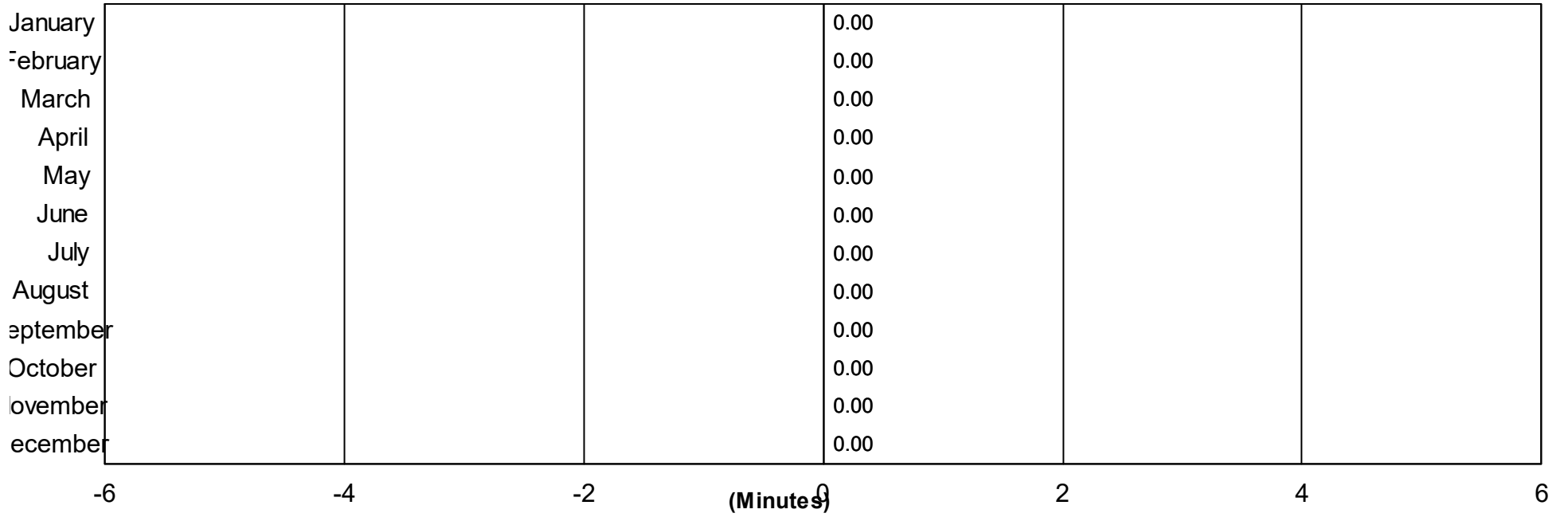
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

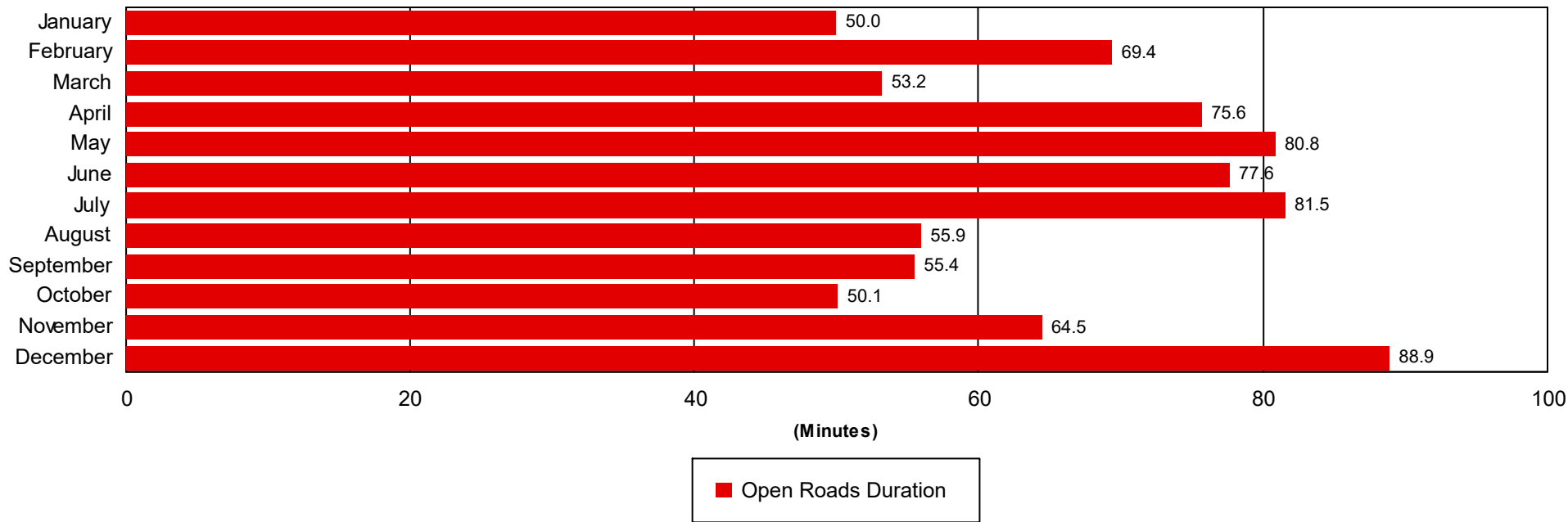
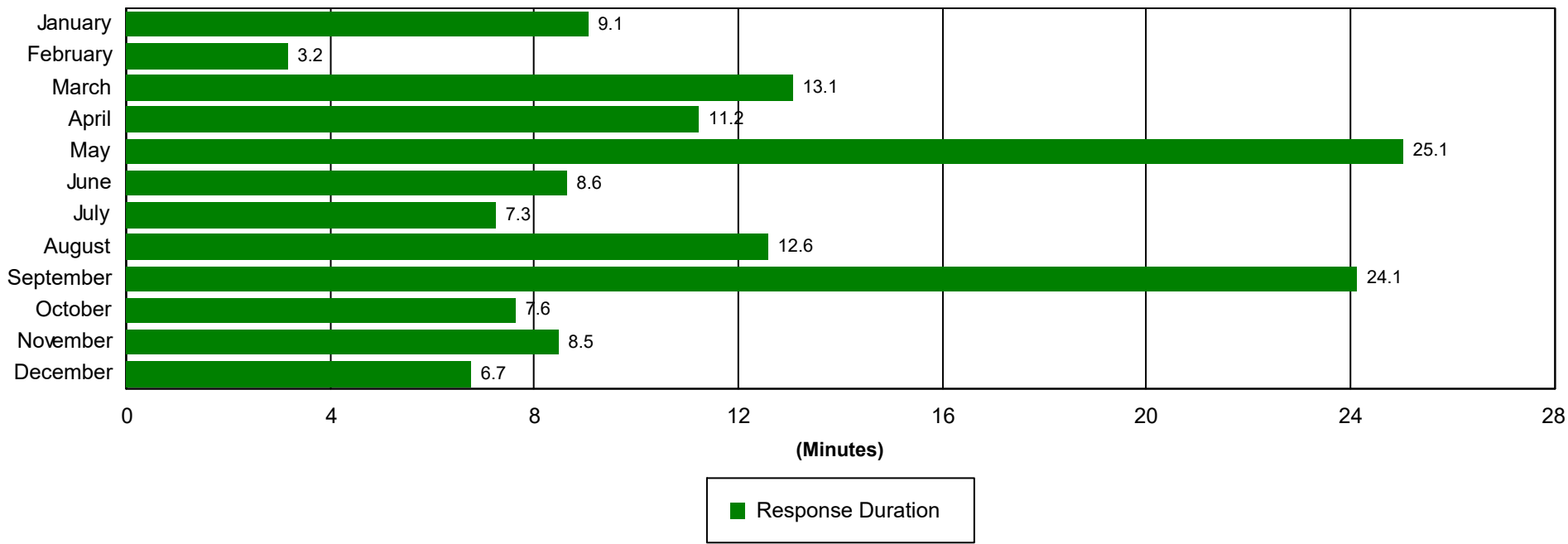
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

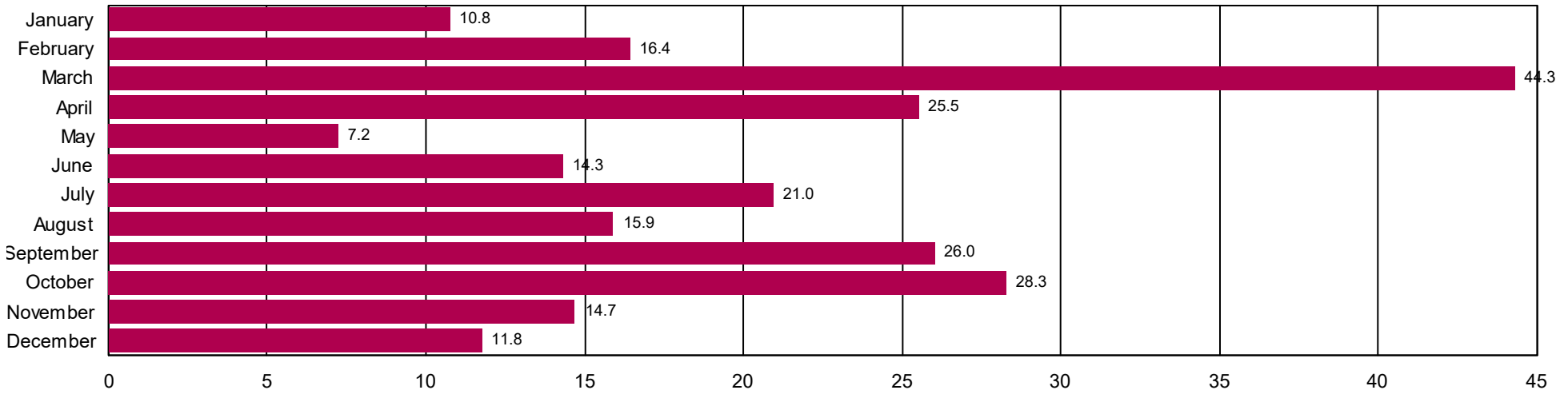
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

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

Incident Clearance Duration

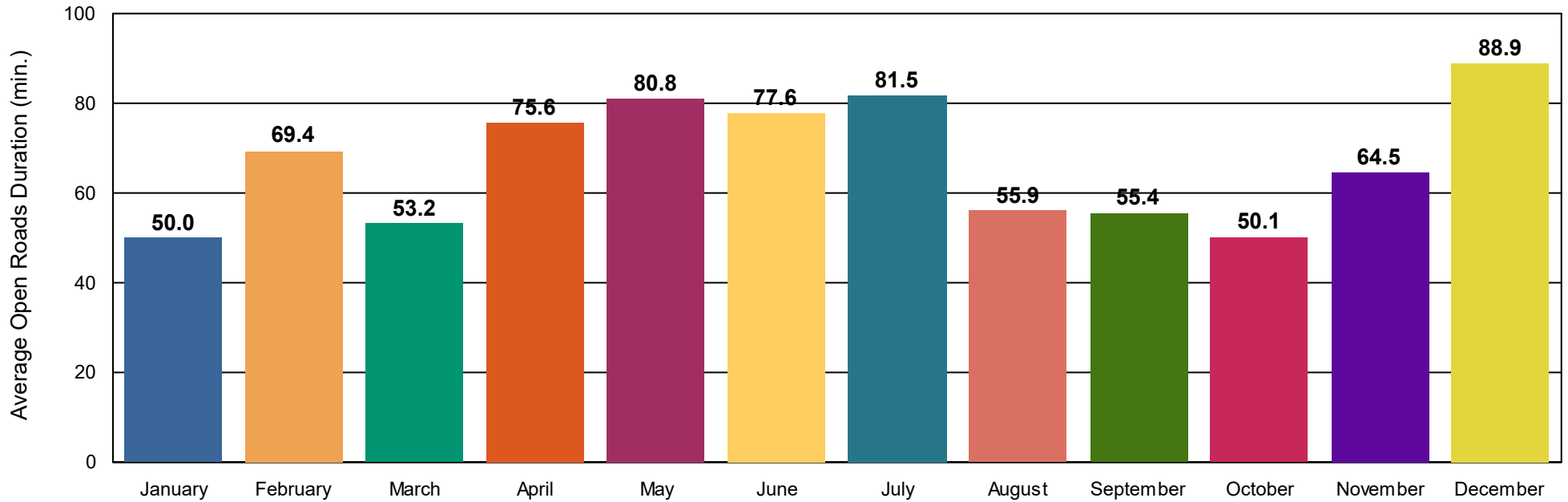




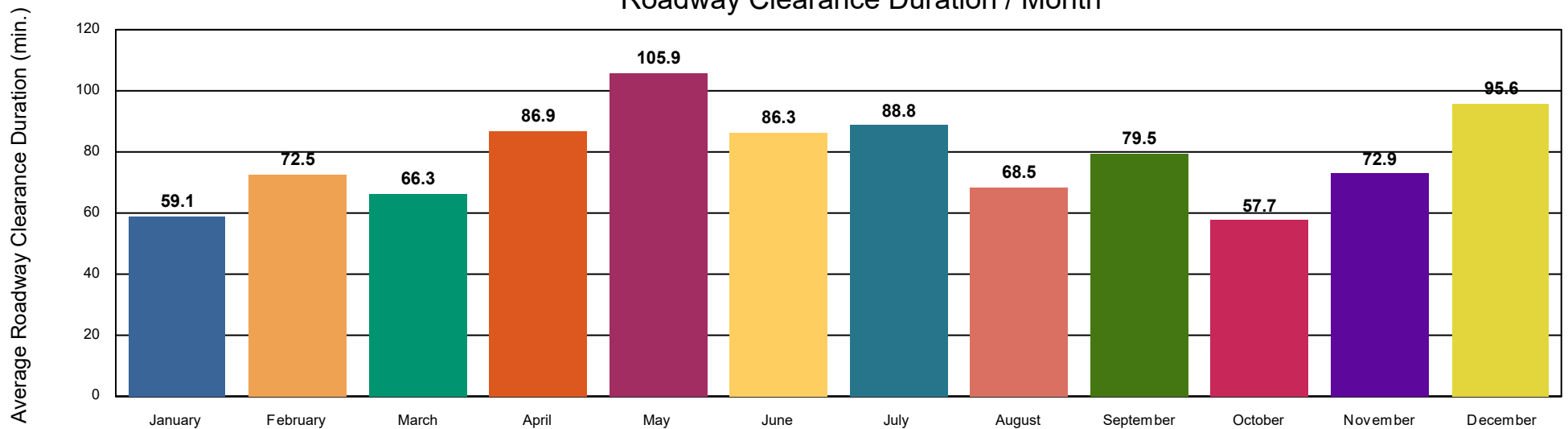


■ Departure Duration

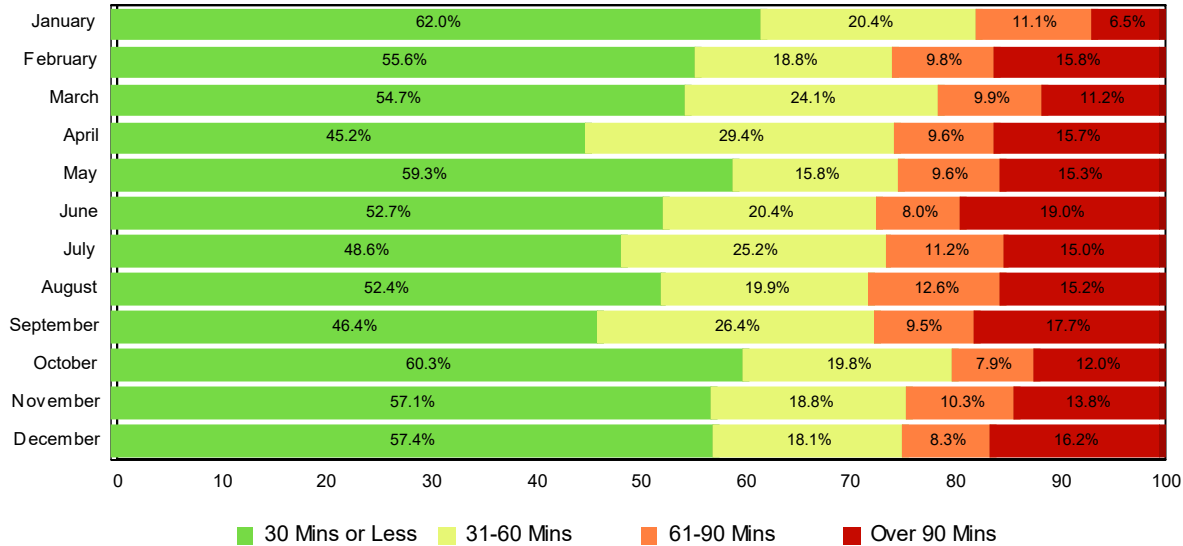
Open Roads Duration / Month



Roadway Clearance Duration / Month

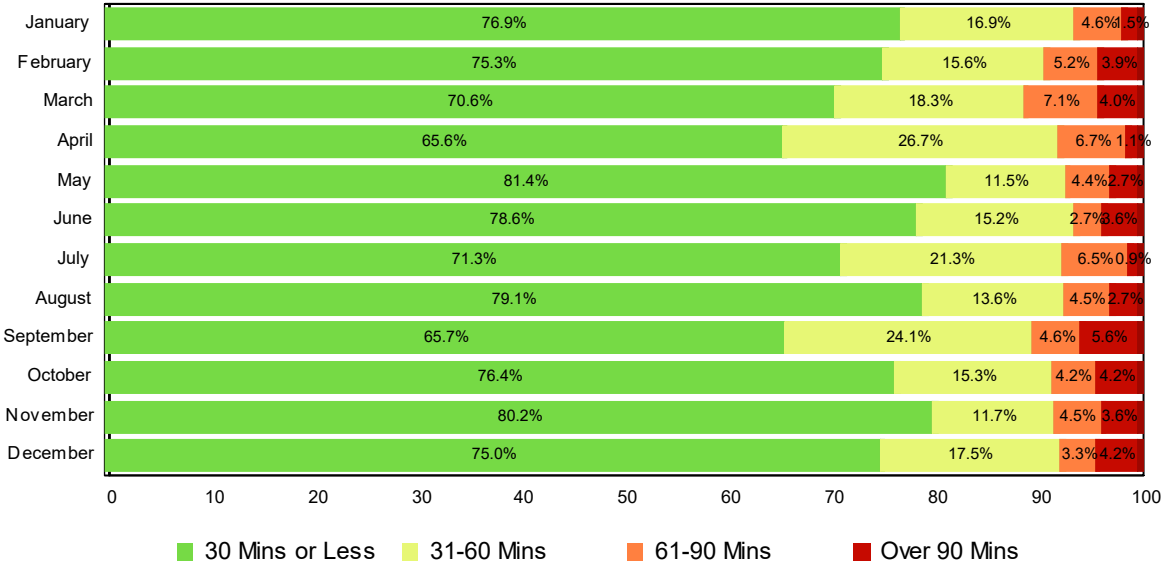


Lane Blockage Clearance Times - Overall



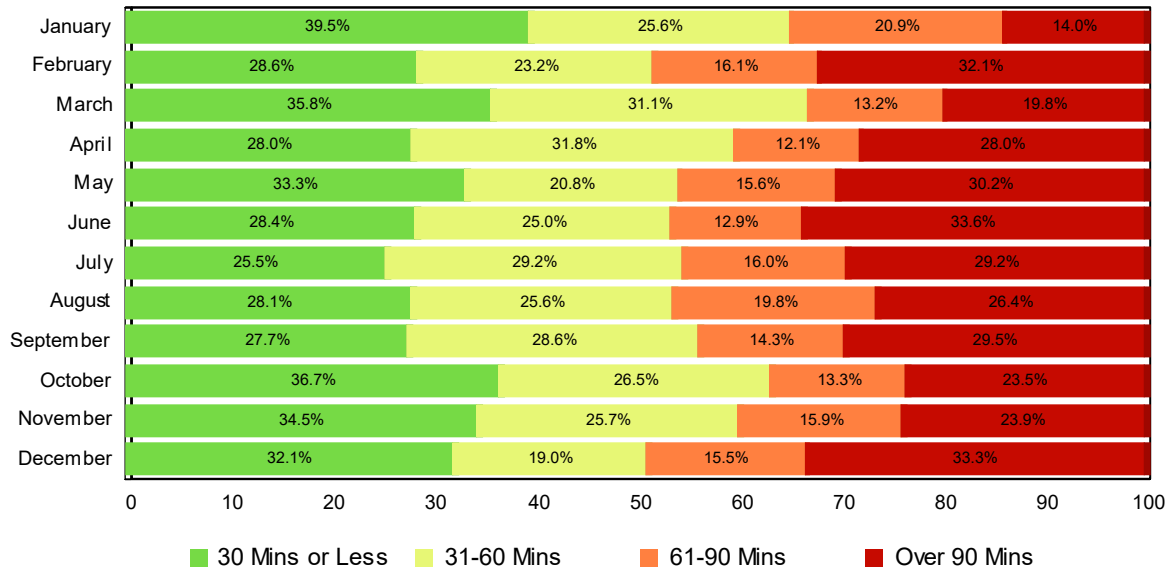
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	67	22	12	7	108
February	74	25	13	21	133
March	127	56	23	26	232
April	89	58	19	31	197
May	124	33	20	32	209
June	119	46	18	43	226
July	104	54	24	32	214
August	121	46	29	35	231
September	102	58	21	39	220
October	146	48	19	29	242
November	128	42	23	31	224
December	117	37	17	33	204
Total # of Events	1,318	525	238	359	2,440

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	50	11	3	1	65
February	58	12	4	3	77
March	89	23	9	5	126
April	59	24	6	1	90
May	92	13	5	3	113
June	87	17	3	4	111
July	77	23	7	1	108
August	87	15	5	3	110
September	71	26	5	6	108
October	110	22	6	6	144
November	89	13	5	4	111
December	90	21	4	5	120
Total # of Events	959	220	62	42	1,283

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	17	11	9	6	43
February	16	13	9	18	56
March	38	33	14	21	106
April	30	34	13	30	107
May	32	20	15	29	96
June	32	29	15	39	115
July	27	31	17	31	106
August	34	31	24	32	121
September	31	32	16	33	112
October	36	26	13	23	98
November	39	29	18	27	113
December	27	16	13	28	84
Total # of Events	359	305	176	317	1,157

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	83	742	96	854	99	882	1	10	17
2	57	185	85	277	94	304	6	20	36
3	50	30	73	44	82	49	18	11	57
4	33	2	67	4	100	6	0	0	46
5	0	0	0	0	0	0	100	1	266
Totals	75	959	92	1,179	97	1,241	3	42	24

<=30 Mins

<=60 Mins

<=90 Mins

>90 Mins

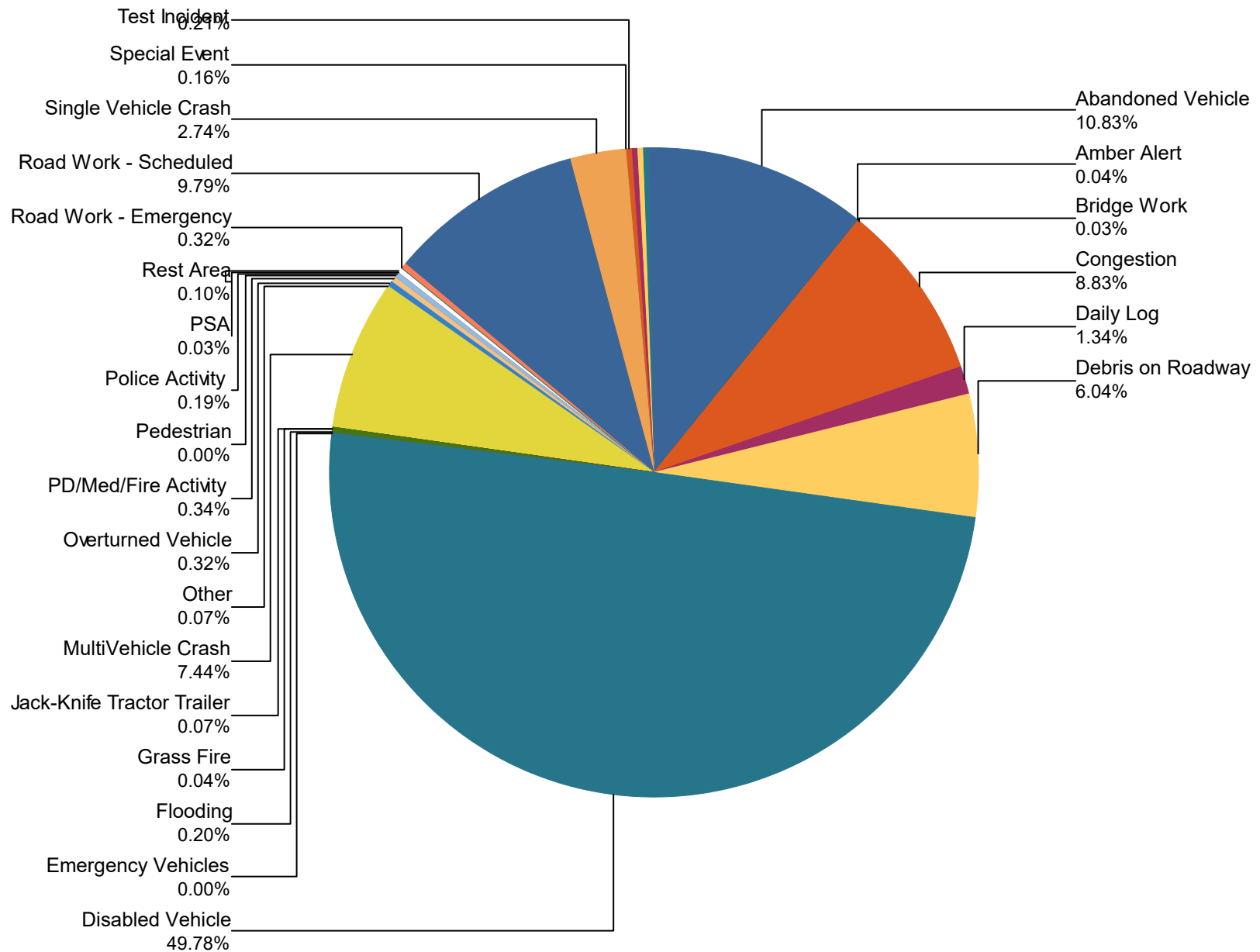
Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0026	61	93	65.6
I0040	1194	14,118	8.5
I0075	340	2,589	13.1
I0081	115	225	51.1
I0140	59	774	7.6
I0275	93	906	10.3
I0640	188	4,123	4.6
Region 1 TMC	0	367	0.0
SR001	22	25	88.0
SR002	2	2	100.0
SR009	25	26	96.2
SR029	9	9	100.0
SR031	1	1	100.0
SR032	8	8	100.0
SR033	12	16	75.0
SR034	18	19	94.7
SR035	10	10	100.0
SR036	5	5	100.0
SR037	8	8	100.0
SR044	4	4	100.0
SR061	7	9	77.8
SR062	9	10	90.0
SR063	6	6	100.0
SR066	7	7	100.0
SR067	2	2	100.0
SR068	2	2	100.0
SR070	7	7	100.0
SR071	22	23	95.7
SR072	1	1	100.0

SR073	13	14	92.9
SR075	5	5	100.0
SR081	6	8	75.0
SR090	2	2	100.0
SR092	4	4	100.0
SR093	5	5	100.0
SR095	6	6	100.0
SR107	3	3	100.0
SR115	50	191	26.2
SR116	4	4	100.0
SR126	5	5	100.0
SR131	18	18	100.0
SR133	2	2	100.0
SR139	4	4	100.0
SR144	2	2	100.0
SR158	1	4	25.0
SR159	4	4	100.0
SR160	2	2	100.0
SR162	12	150	8.0
SR165	2	3	66.7
SR168	10	11	90.9
SR169	3	3	100.0
SR170	11	11	100.0
SR173	1	1	100.0
SR297	2	2	100.0
SR304	2	2	100.0
SR326	2	2	100.0
SR327	0	2	0.0
SR331	1	1	100.0
SR333	1	1	100.0
SR338	2	2	100.0
SR361	2	2	100.0
SR375	4	4	100.0

SR381	1	1	100.0
SR394	6	8	75.0
SR435	1	1	100.0
SR444	4	4	100.0
SR449	0	1	0.0
All Roadways	2,440	23,890	10.2

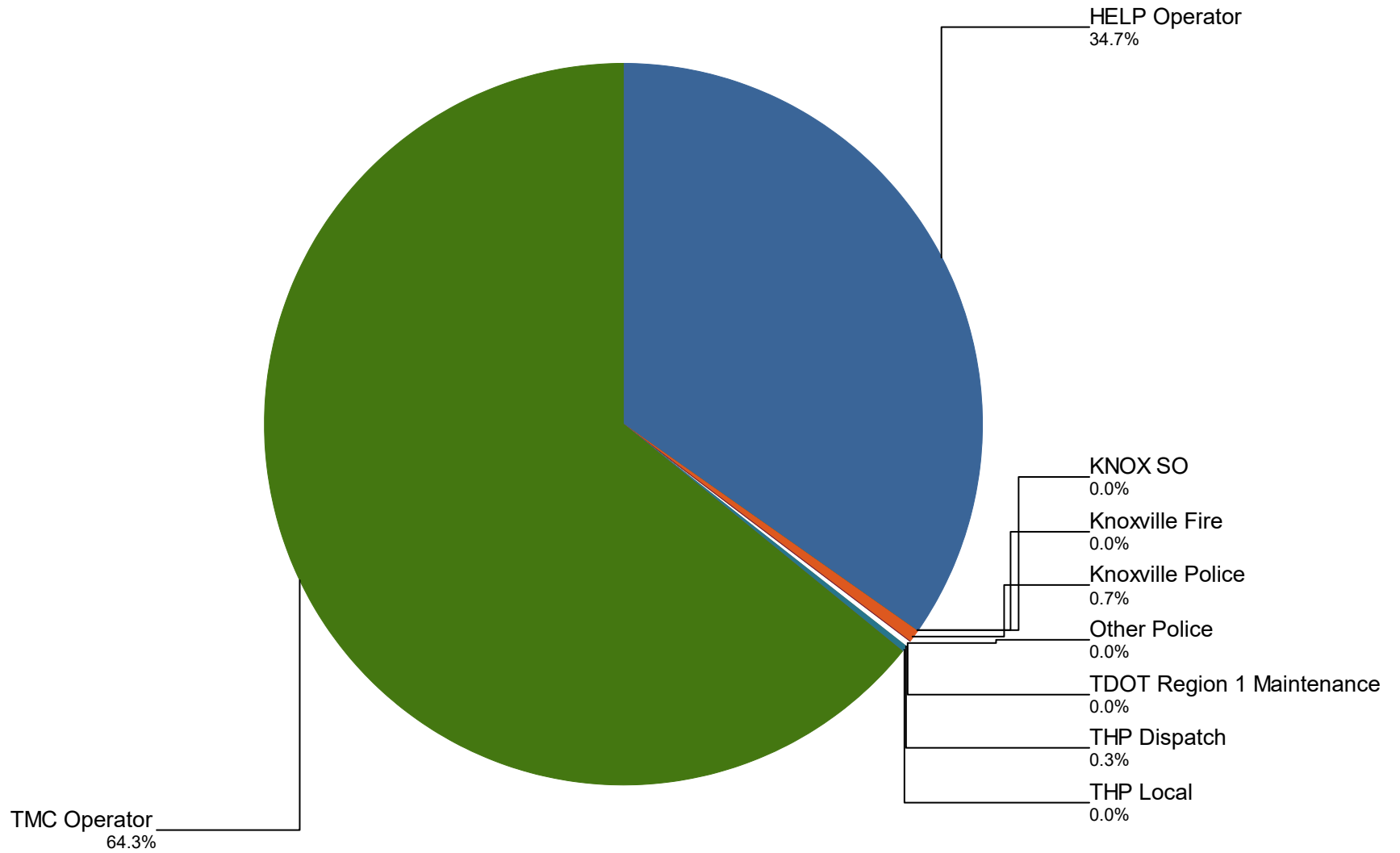
Percentage of Event Types for All Events in Current Year



Event Types for All Events	January	February	March	April	May	June	July	August	September
Abandoned Vehicle	237	228	239	263	251	277	263	243	252
Amber Alert	0	0	0	0	1	1	0	1	0
Bridge Work	0	0	5	0	0	2	0	0	0
Congestion	104	120	227	275	241	228	293	144	163
Daily Log	31	28	30	30	31	30	32	30	30
Debris on Roadway	88	111	145	135	183	161	184	178	119
Disabled Vehicle	906	963	1,238	1,203	1,264	1,230	1,344	1,254	1,137
Emergency Vehicles	0	0	0	0	1	0	0	0	0
Flooding	0	0	40	1	7	2	1	4	0
Grass Fire	0	0	2	0	3	3	0	1	0
Jack-Knife Tractor Trailer	0	3	0	0	1	2	1	4	4
MultiVehicle Crash	90	94	170	161	171	198	192	148	166
Other	1	1	3	4	2	1	1	2	1
Overtuned Vehicle	3	7	3	10	5	9	4	4	9
PD/Med/Fire Activity	3	1	10	16	7	11	7	9	9
Pedestrian	0	1	0	0	0	0	0	0	0
Police Activity	0	8	8	4	4	4	3	6	2
PSA	0	0	1	2	1	0	0	1	2
Rest Area	1	2	6	4	3	1	6	1	0
Road Work - Emergency	13	23	6	0	3	4	11	5	4

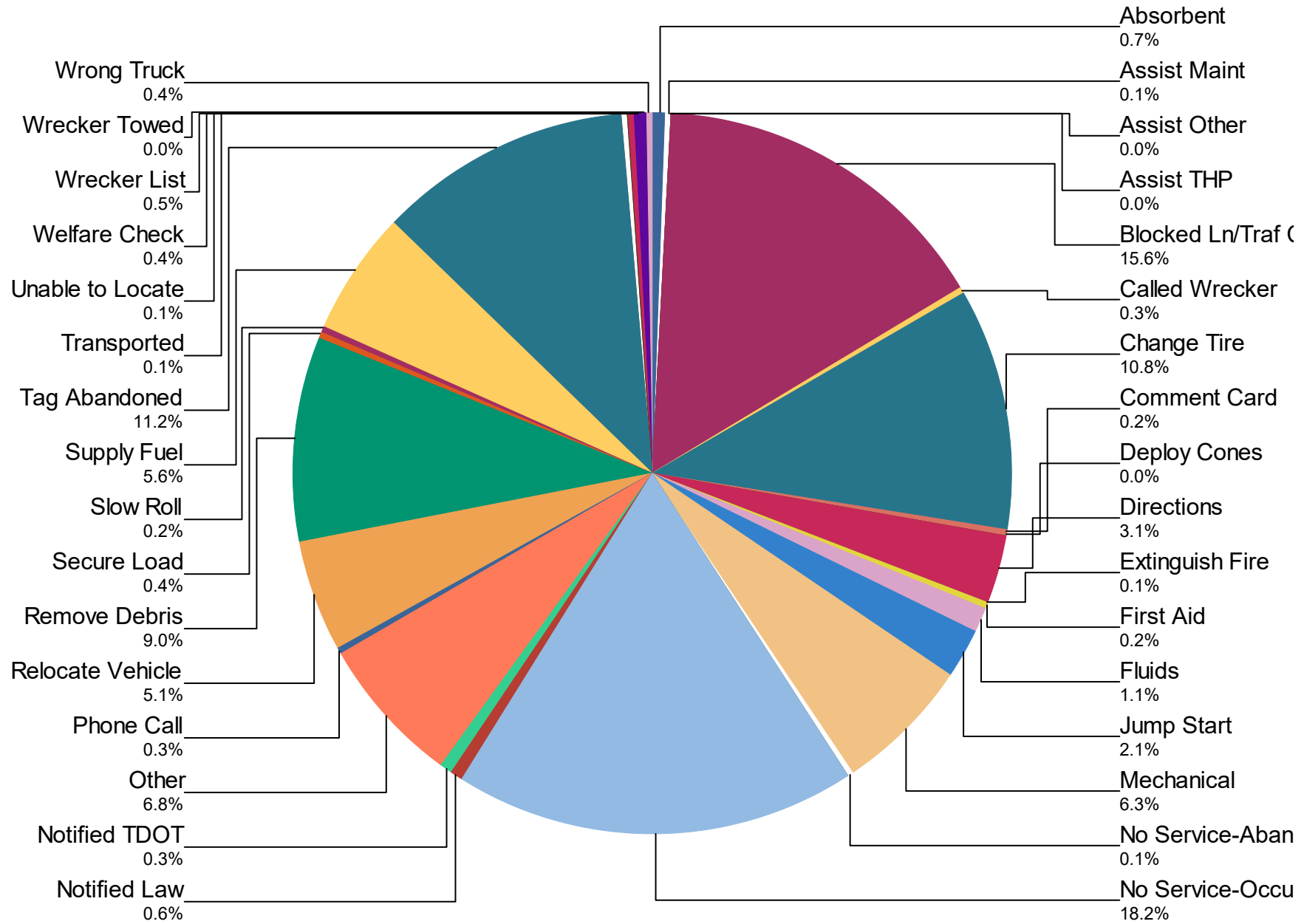
	January	February	March	April	May	June	July	August	September
Road Work - Scheduled	73	93	196	200	183	303	339	375	305
Single Vehicle Crash	57	61	78	53	60	61	58	80	58
Special Event	0	0	2	4	0	2	0	1	16
Test Incident	2	12	7	2	6	6	3	2	4
Unknown	7	3	4	7	3	6	8	5	4
Vehicle Fire	1	4	10	10	9	7	15	15	6
Visibility	8	2	16	10	0	4	5	5	1
Weather	9	26	9	1	1	2	4	1	0
Wrong Way Driver	1	0	0	0	0	0	0	1	1
Total	1,635	1,791	2,455	2,395	2,441	2,555	2,774	2,520	2,293

Incidents by Detection Source



Notifier Agency	January	February	March	April	May	June	July	August	September	October
HELP Operator	575	613	829	911	981	968	930	1,052	716	685
KNOX SO	1	0	0	0	1	1	2	1	0	0
Knoxville Fire	1	0	0	0	0	0	1	2	0	0
Knoxville Police	24	14	32	19	11	25	15	16	8	3
Other Police	0	0	1	0	0	0	0	0	1	0
TDOT Region 1 Maintenance	0	0	0	0	2	0	0	0	4	0
THP Dispatch	9	3	8	24	11	7	3	4	5	1
THP Local	0	0	0	0	0	0	0	0	1	1
TMC Operator	1,025	1,161	1,585	1,441	1,435	1,554	1,823	1,445	1,558	1,465
Total	1,635	1,791	2,455	2,395	2,441	2,555	2,774	2,520	2,293	2,155

Percentage of Activity Types for HELP Truck Activities in Current Year



Activity Types for All Activities	January	February	March	April	May	June	July	August	September
Absorbent	5	7	21	14	16	20	16	9	20
Assist Maint	6	0	2	0	1	9	1	4	3
Assist Other	0	0	0	0	0	0	0	0	0
Assist THP	0	1	0	0	0	0	0	0	0
Blocked Ln/Traf Ctrl	236	301	347	326	371	429	375	311	268
Called Wrecker	3	7	3	5	3	14	9	13	5
Change Tire	170	214	291	234	251	257	275	290	227
Comment Card	1	0	0	1	0	0	11	10	3
Deploy Cones	0	0	0	0	0	0	0	0	1
Directions	45	54	80	74	72	78	72	74	57
Extinguish Fire	0	0	1	2	6	4	1	1	3
First Aid	3	4	4	4	10	5	7	3	8

	January	February	March	April	May	June	July	August	September
Fluids	11	22	29	32	31	22	36	28	32
Jump Start	46	36	43	51	46	46	67	47	42
Mechanical	126	106	147	151	164	151	165	140	129
No Service-Abandon	1	2	7	2	3	0	4	1	0
No Service-Occupied	380	315	438	452	446	446	435	444	398
Notified Law	14	7	14	6	11	13	19	15	10
Notified TDOT	4	1	4	8	2	8	8	18	4
Other	94	150	147	200	172	201	177	160	128
Phone Call	8	8	4	8	9	7	6	4	8
Relocate Vehicle	73	91	88	104	127	120	126	107	97
Remove Debris	123	153	195	181	250	222	246	224	177
Secure Load	9	10	6	11	10	10	11	16	8
Slow Roll	0	0	0	0	5	12	9	13	2

	January	February	March	April	May	June	July	August	September
Supply Fuel	113	113	140	107	113	103	125	132	129
Tag Abandoned	223	214	241	256	265	264	274	253	246
Transported	0	2	0	0	3	4	11	3	2
Unable to Locate	4	2	1	4	3	2	2	6	4
Welfare Check	1	0	0	0	0	2	2	21	13
Wrecker List	0	0	0	1	13	30	14	13	22
Wrecker Towed	0	1	0	0	0	2	0	0	0
Wrong Truck	0	0	0	0	9	15	14	12	14
Total	1,699	1,821	2,253	2,234	2,412	2,496	2,518	2,372	2,060

DMS Duration

	January	February	March	April	May	June	July	August	September	October	November	December
Avg % ON Time	29.6	32.2	27.3	29.6	31.5	59.7	62.9	18.1	15.7	30.3	26.4	33.8
Avg Post Time (hr)	0.8	0.7	0.4	0.4	0.6	1.8	1.4	0.3	0.3	0.4	0.4	0.5
Avg Messages Per Sign	278.1	324.3	477.1	495.8	392.7	238.0	345.6	397.3	405.4	509.2	459.3	457.0
Total Messages Posted	8,898	10,377	15,267	15,864	12,566	7,617	11,059	12,715	12,974	16,295	14,696	14,625