

Includes All Responders

Reporting Period: April 1, 2022 to June 30, 2022

Region 1

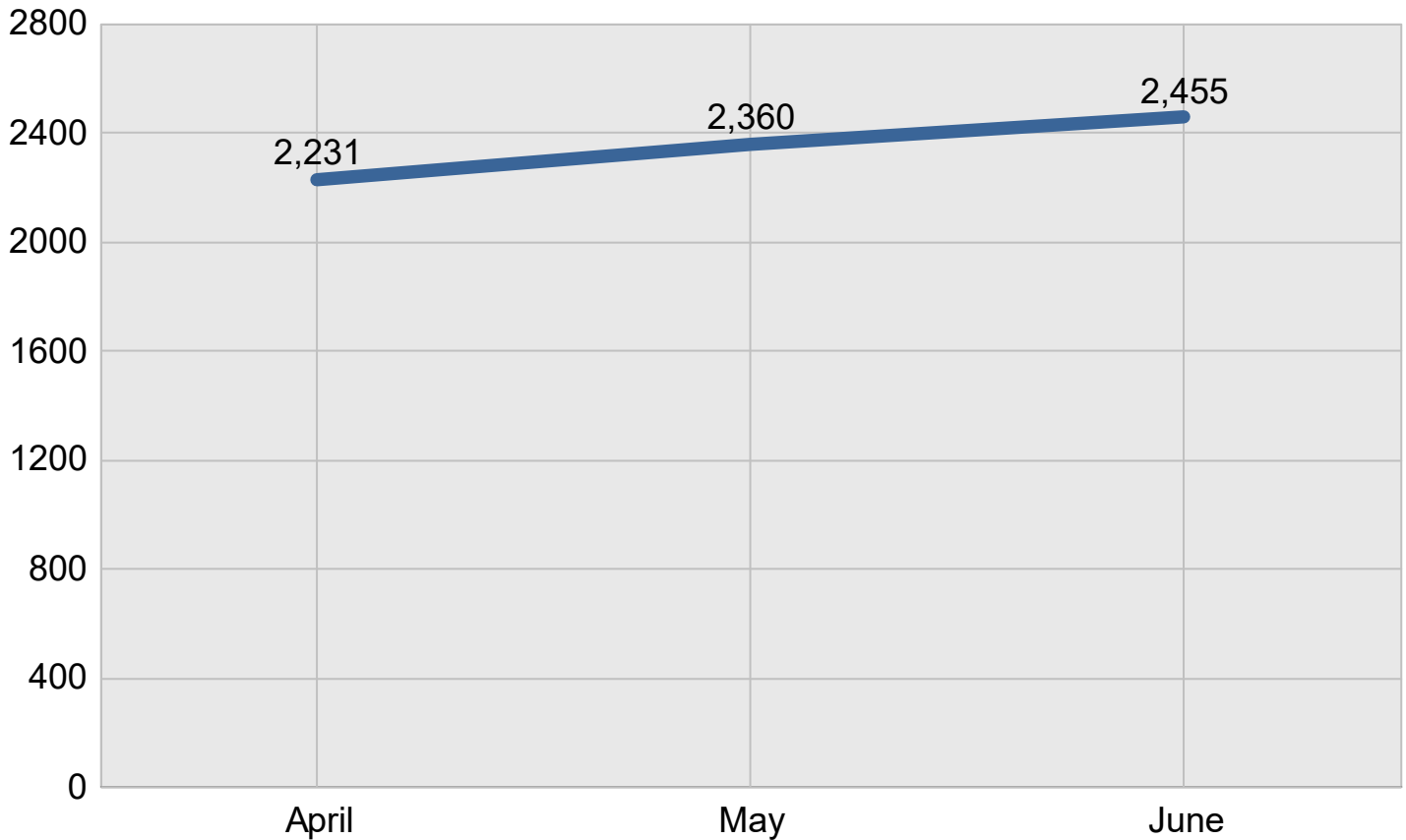
Created on: July 01, 2022 12:01 pm County: All Counties

Report Template version 2.0

Total Incidents Managed This Quarter: 7,046

Incidents Managed

Incidents Managed - Monthly

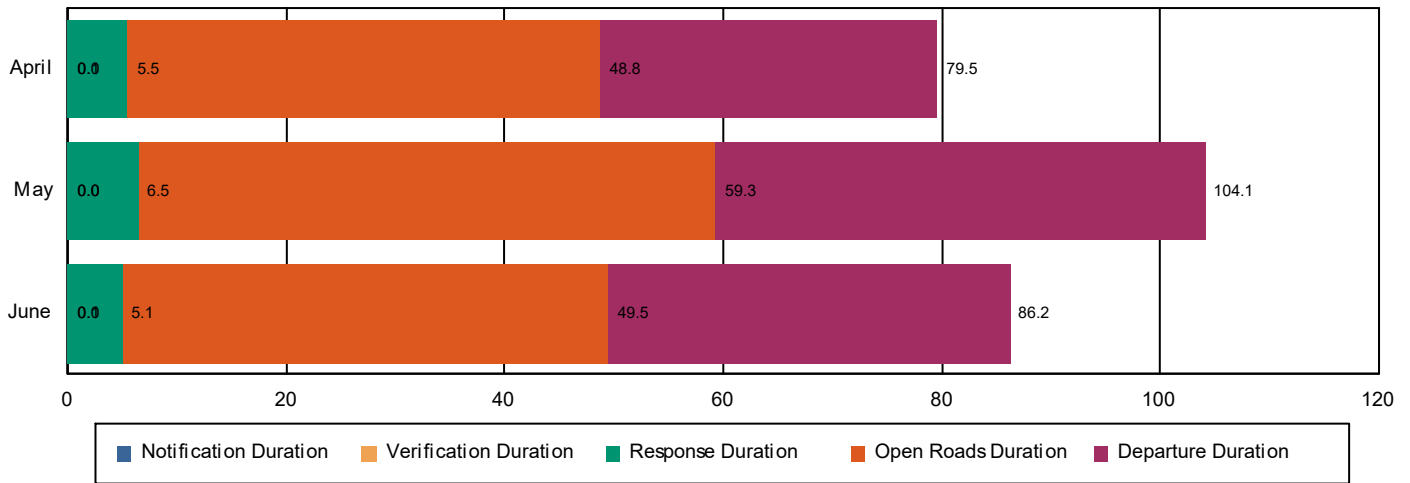


Performance Measures Summary

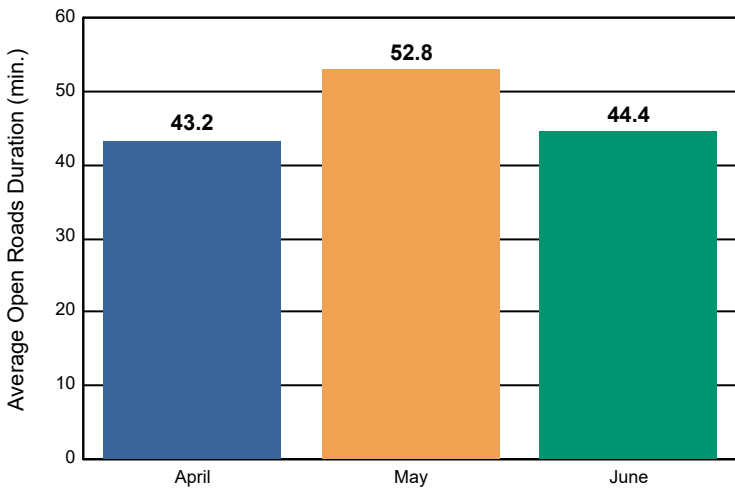
Incidents Overall Response

	April	May	June	Total
Events included in Performance Measures	201	224	172	597
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.1	0.1
Response Duration (min.) [First Notification to First Arrival]	5.4	6.5	5.0	5.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	43.2	52.8	44.4	47.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	30.8	44.8	36.7	37.9
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	48.8	59.3	49.5	53.2
	79.5	104.1	86.2	91.1

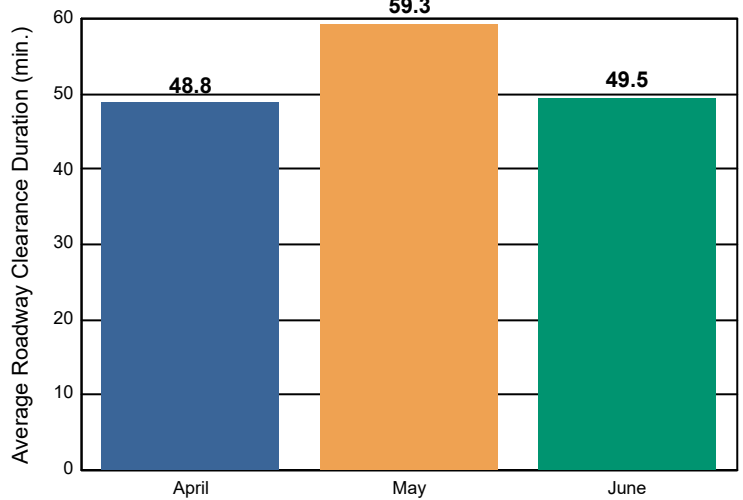
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

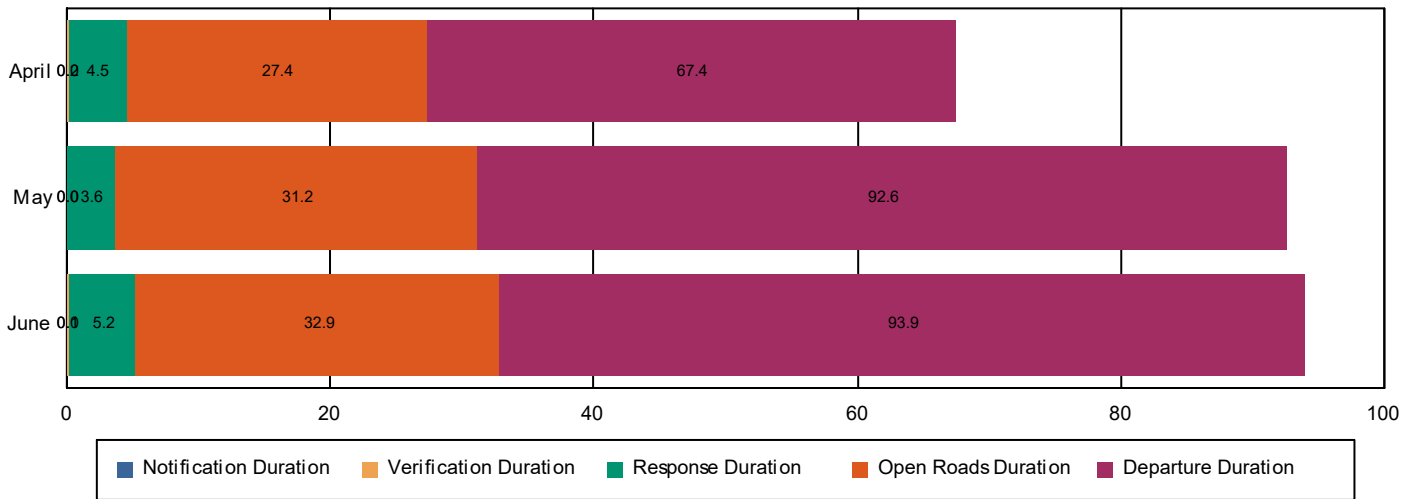


Performance Measures Summary

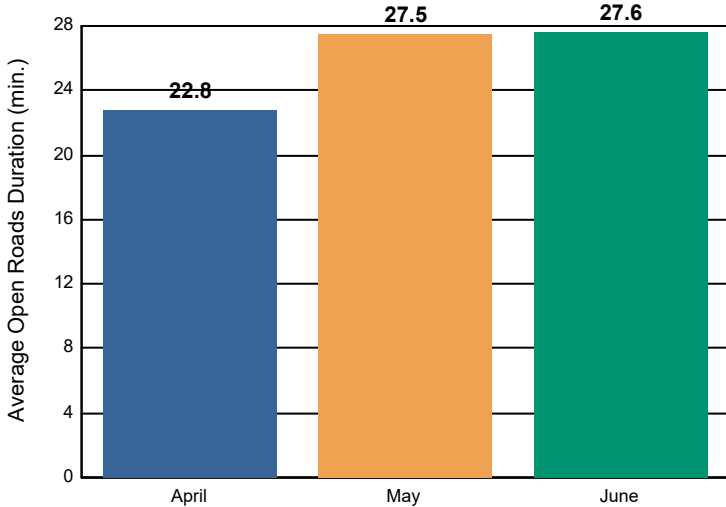
Incidents with HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	113	119	81	313
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]	4.4	3.6	5.1	4.3
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	22.8	27.5	27.6	25.8
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	40.1	61.5	61.1	53.6
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	27.4	31.2	32.9	30.2
	67.4	92.6	93.9	83.8

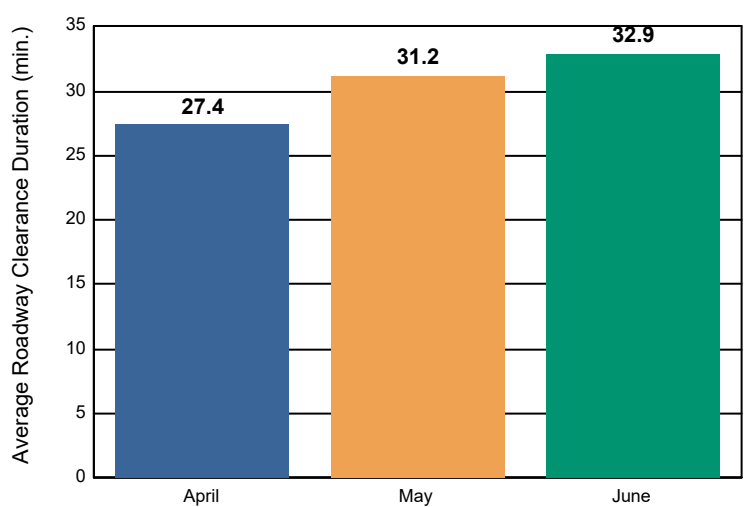
Incident Clearance Duration



Open Roads Duration / Month



Roadway Clearance Duration / Month

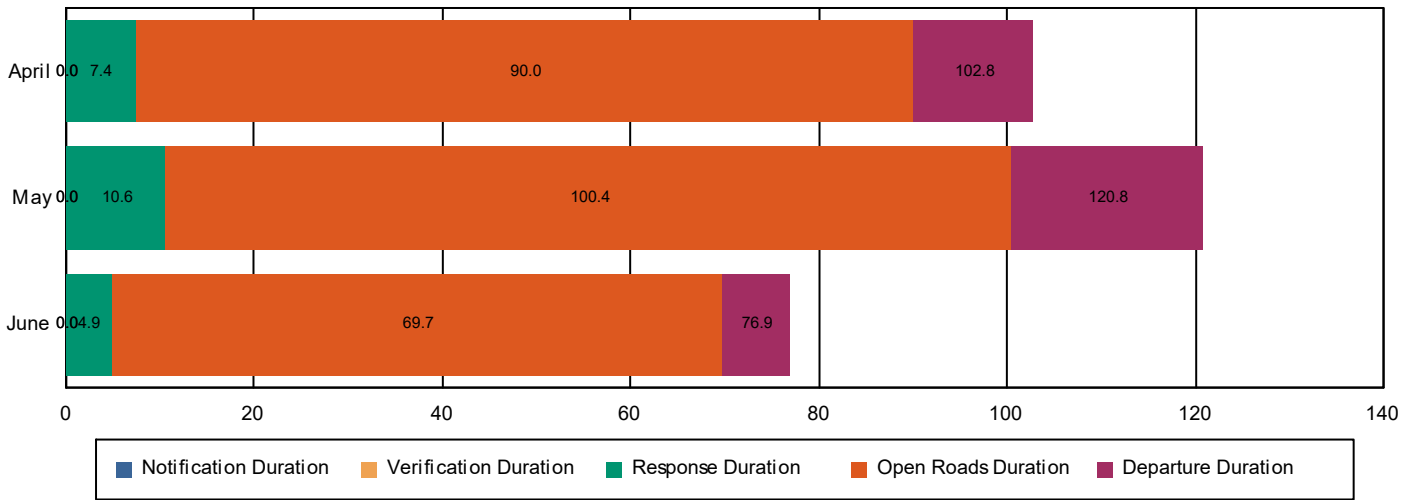


Performance Measures Summary

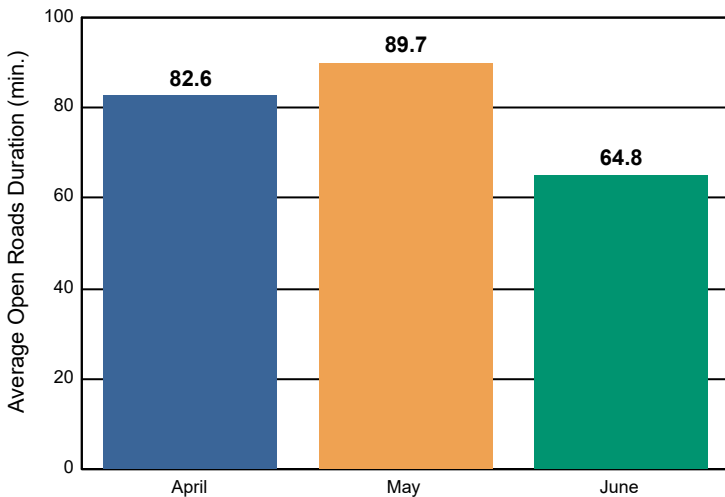
Incidents without HELP Truck Response

	April	May	June	Total
Events included in Performance Measures	88	105	91	284
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]	7.4	10.6	4.9	7.9
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	82.6	89.7	64.8	80.0
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	12.8	20.4	7.2	14.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	90.0	100.4	69.7	88.0
	102.8	120.8	76.9	102.2

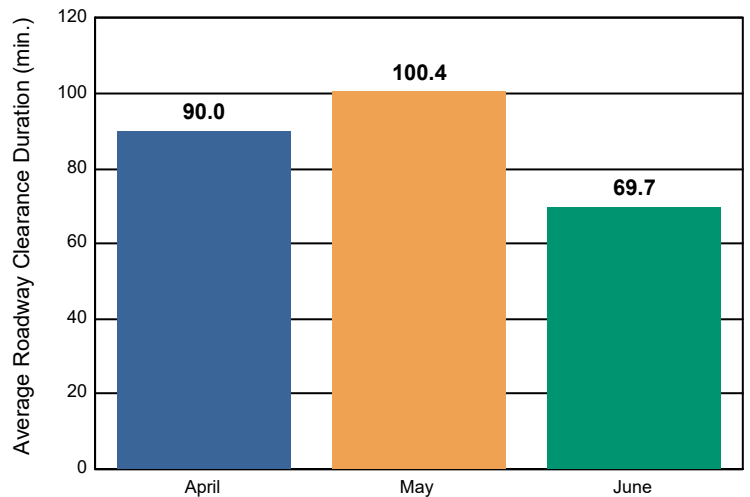
Incident Clearance Duration



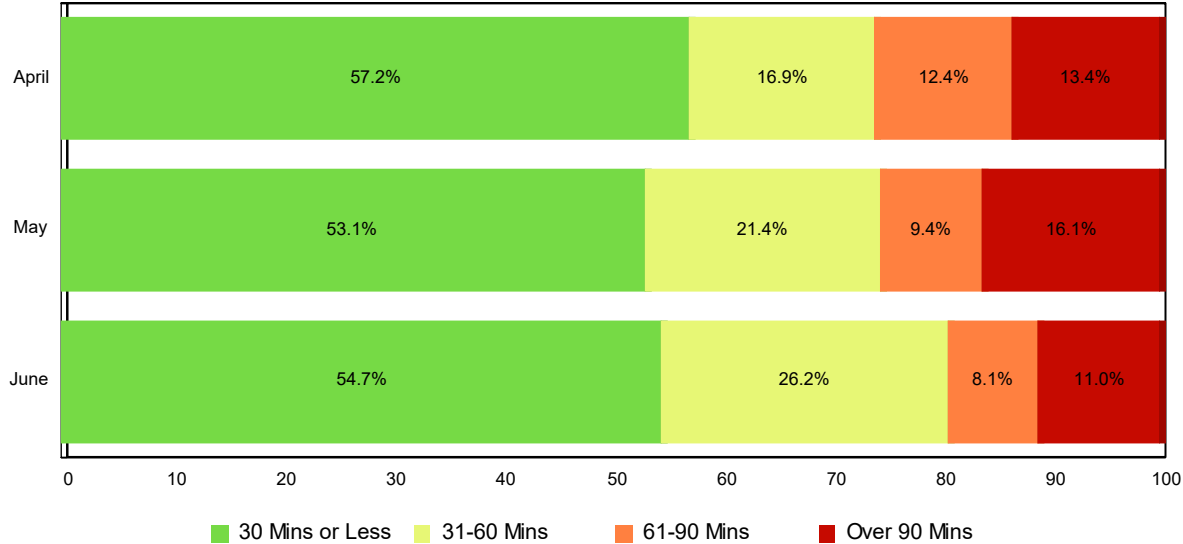
Open Roads Duration / Month



Roadway Clearance Duration / Month

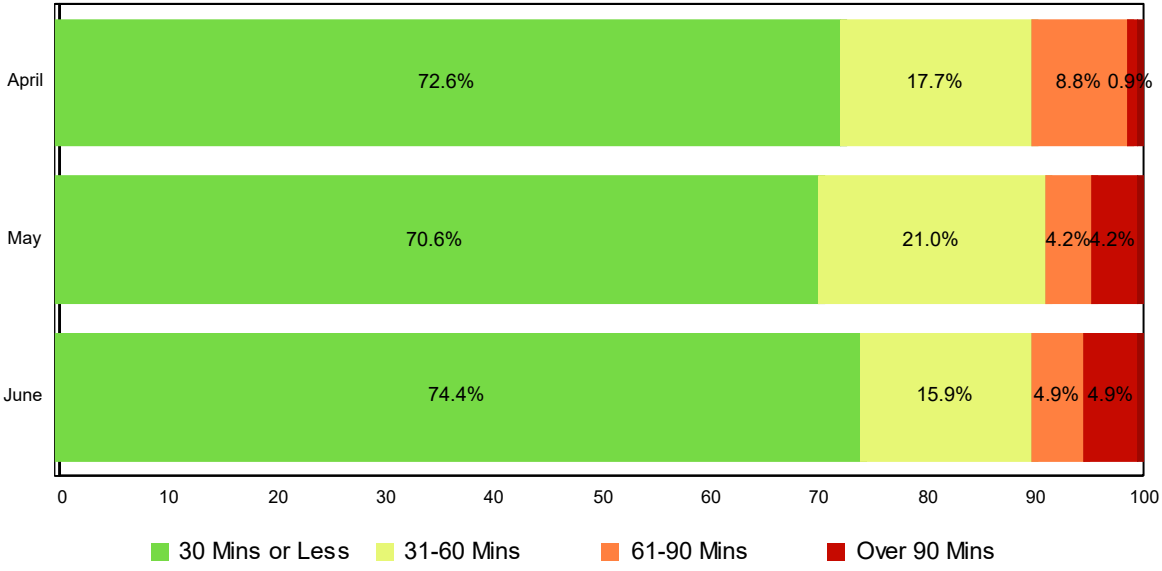


Lane Blockage Clearance Times - Overall



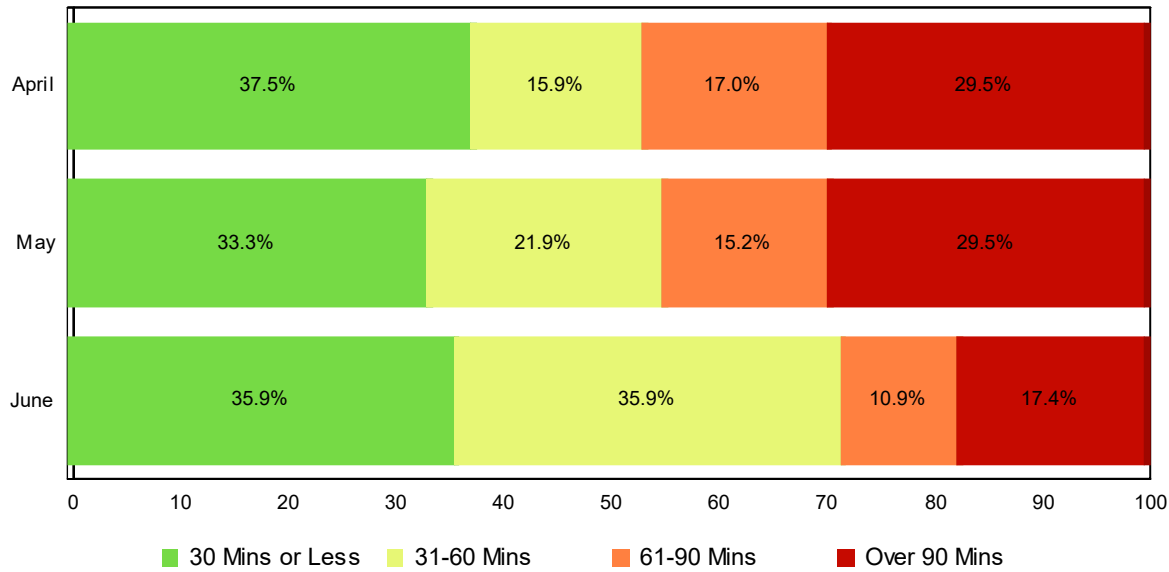
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
April	115	34	25	27	201
May	119	48	21	36	224
June	94	45	14	19	172
Total # of Events	328	127	60	82	597

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	82	20	10	1	113
May	84	25	5	5	119
June	61	13	4	4	82
Total # of Events	227	58	19	10	314

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	33	14	15	26	88
May	35	23	16	31	105
June	33	33	10	16	92
Total # of Events	101	70	41	73	285

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	83	176	96	204	99	209	1	3	18
2	55	43	82	64	95	74	5	4	38
3	35	6	71	12	82	14	18	3	62
4	33	2	67	4	100	6	0	0	52
Totals	73	227	91	284	97	303	3	10	26

<=30 Mins

<=60 Mins

<=90 Mins

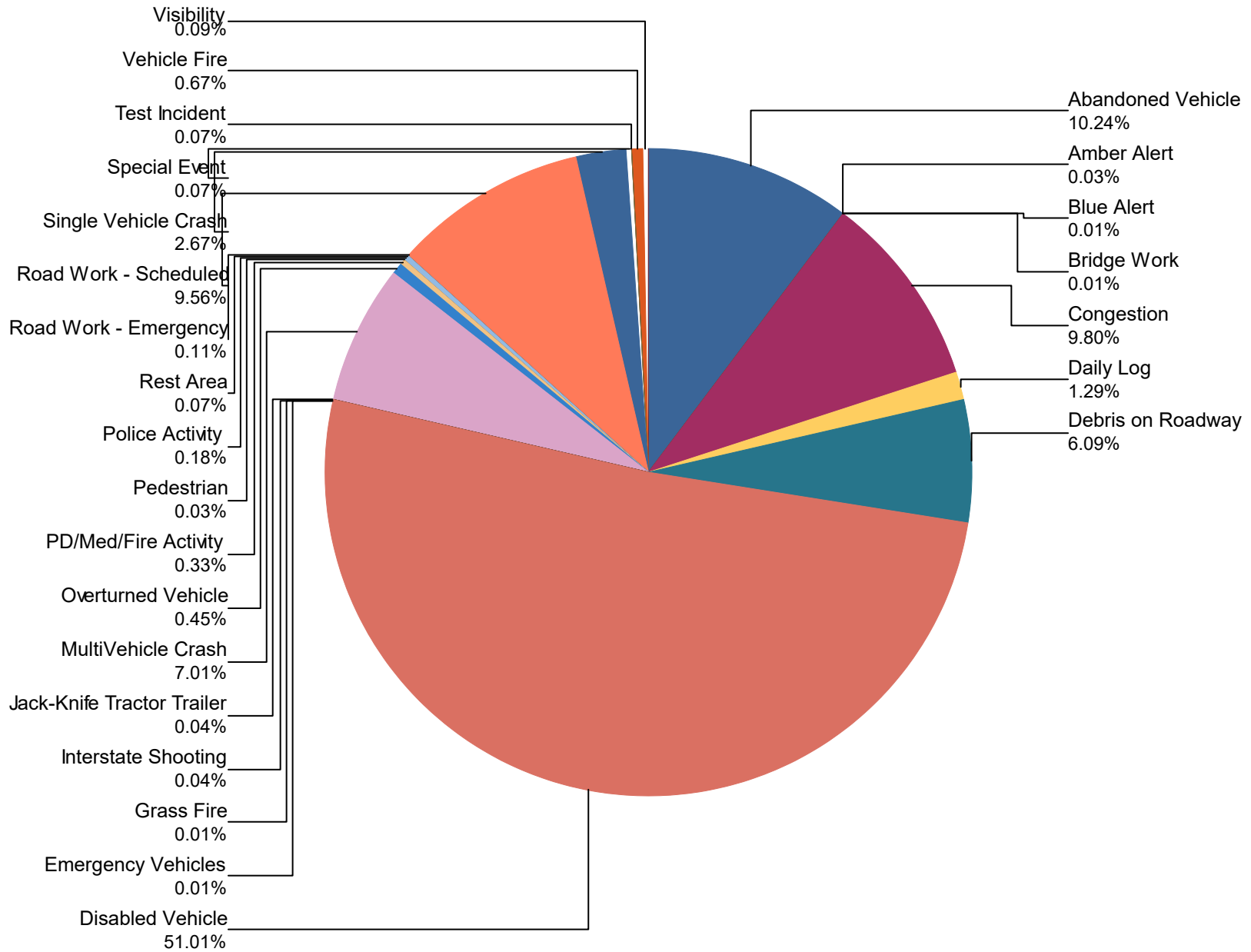
>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0026	21	28	75.0
I0040	300	3,705	8.1
I0075	86	753	11.4
I0081	28	47	59.6
I0140	9	203	4.4
I0275	23	254	9.1
I0640	39	1,084	3.6
Region 1 TMC	0	91	0.0
SR001	4	4	100.0
SR009	5	5	100.0
SR031	2	2	100.0
SR032	1	1	100.0
SR033	7	7	100.0
SR034	2	3	66.7
SR035	5	5	100.0
SR037	3	3	100.0
SR058	4	4	100.0
SR061	2	2	100.0
SR062	1	2	50.0
SR063	1	1	100.0
SR067	4	4	100.0
SR070	2	2	100.0
SR071	4	4	100.0
SR073	4	4	100.0
SR091	1	1	100.0
SR092	1	1	100.0
SR093	1	1	100.0
SR095	3	3	100.0
SR107	2	2	100.0

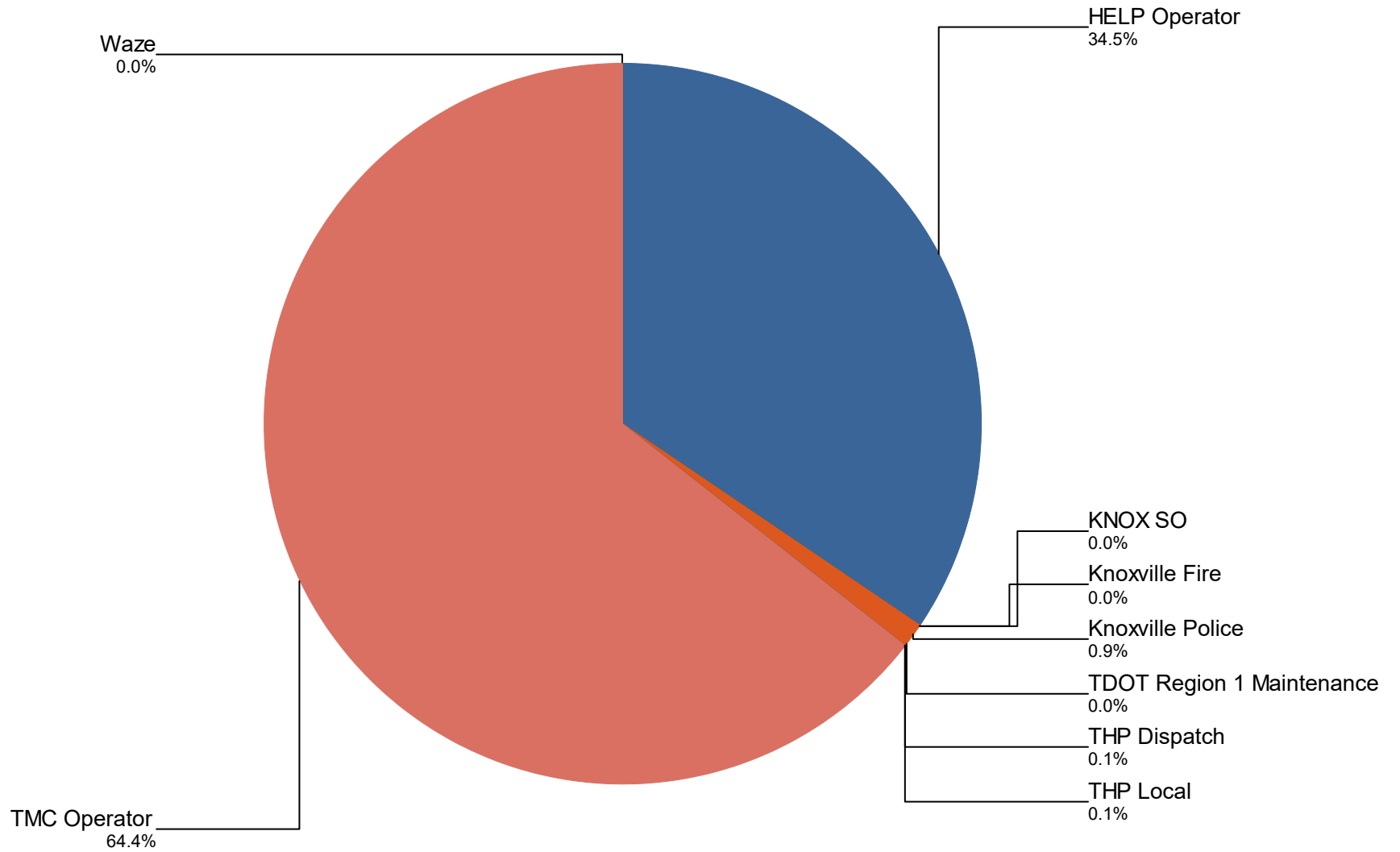
SR115	15	49	30.6
SR126	2	2	100.0
SR131	1	1	100.0
SR158	0	3	0.0
SR162	1	45	2.2
SR168	3	3	100.0
SR170	4	4	100.0
SR297	2	2	100.0
SR322	2	2	100.0
SR331	1	1	100.0
SR333	1	1	100.0
SR394	0	2	0.0
All Roadways	597	6,341	9.4

Percentage of Event Types for All Events in Current Quarter



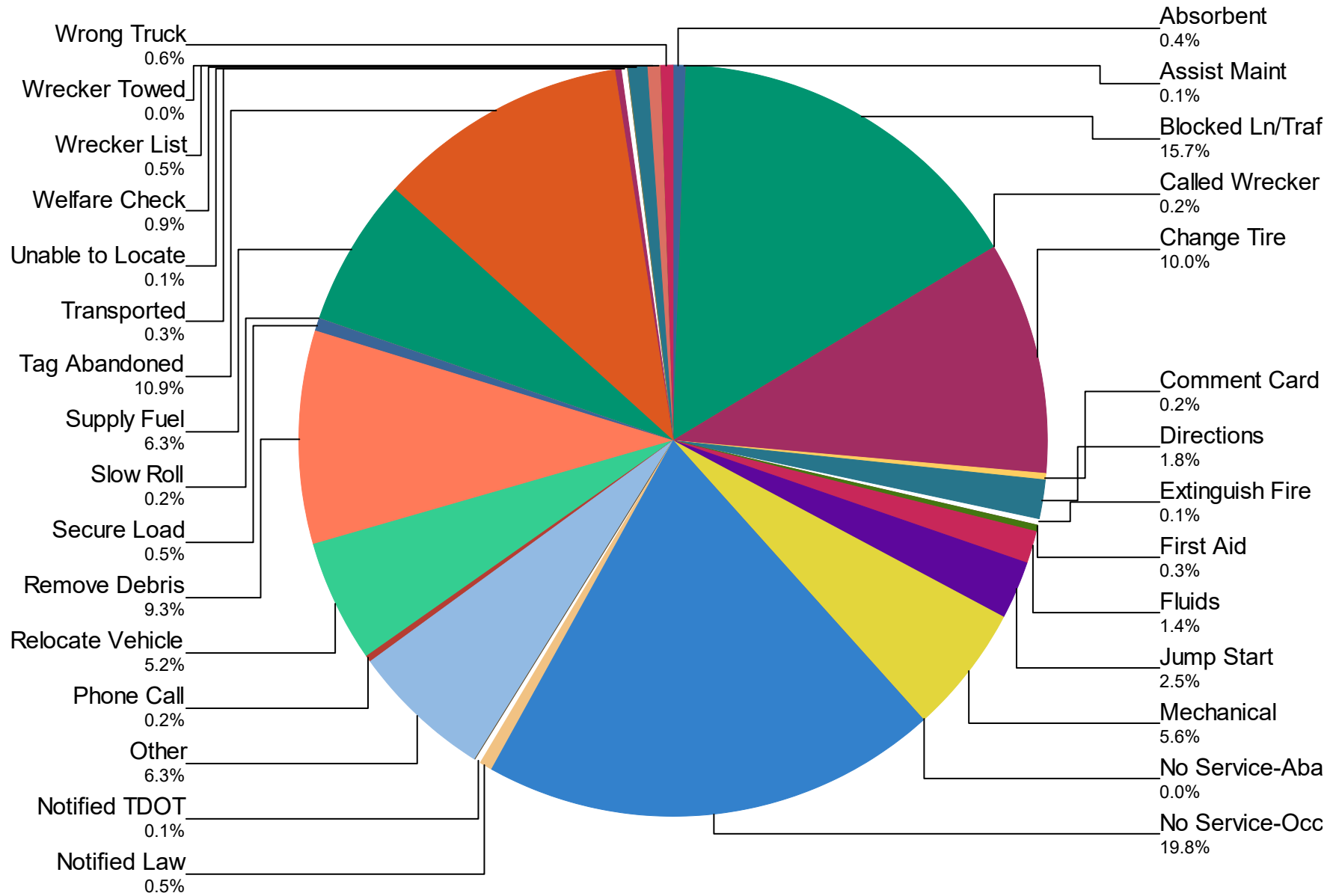
Event Types for All Events	April	May	June	Total	%
Abandoned Vehicle	223	238	261	722	10.2%
Amber Alert	0	0	2	2	0.0%
Blue Alert	0	0	1	1	0.0%
Bridge Work	0	1	0	1	0.0%
Congestion	226	221	244	691	9.8%
Daily Log	30	31	30	91	1.3%
Debris on Roadway	114	141	174	429	6.1%
Disabled Vehicle	1,155	1,200	1,241	3,596	51.0%
Emergency Vehicles	1	0	0	1	0.0%
Grass Fire	0	0	1	1	0.0%
Interstate Shooting	2	1	0	3	0.0%
Jack-Knife Tractor Trailer	1	0	2	3	0.0%
MultiVehicle Crash	164	187	143	494	7.0%
Overtuned Vehicle	11	15	6	32	0.5%
PD/Med/Fire Activity	15	4	4	23	0.3%
Pedestrian	2	0	0	2	0.0%
Police Activity	2	7	4	13	0.2%
Rest Area	0	4	1	5	0.1%
Road Work - Emergency	2	0	6	8	0.1%
Road Work - Scheduled	184	214	276	674	9.6%
Single Vehicle Crash	76	70	42	188	2.7%
Special Event	4	1	0	5	0.1%
Test Incident	0	2	3	5	0.1%
Vehicle Fire	15	18	14	47	0.7%
Visibility	2	4	0	6	0.1%
Weather	2	2	2	6	0.1%
Total	2,231	2,361	2,457	7,049	100.0%

Incidents by Detection Source



Notifier Agency	April	May	June	Total	%
HELP Operator	816	803	811	2,430	34.5
KNOX SO	0	1	0	1	0.0
Knoxville Fire	1	0	0	1	0.0
Knoxville Police	24	18	24	66	0.9
TDOT Region 1 Maintenance	3	0	0	3	0.0
THP Dispatch	4	1	1	6	0.1
THP Local	0	1	3	4	0.1
TMC Operator	1,382	1,537	1,618	4,537	64.4
Waze	1	0	0	1	0.0
Total	2,231	2,361	2,457	7,049	100.0%

Percentage of Activity Types for HELP Truck Activities in Current Quarter



Activity Types for All Activities

	April	May	June	Total	%
Absorbent	9	12	8	29	0.4
Assist Maint	3	4	0	7	0.1
Blocked Ln/Traf Ctrl	326	412	310	1,048	15.7
Called Wrecker	3	2	5	10	0.2
Change Tire	180	229	258	667	10.0
Comment Card	0	7	6	13	0.2
Directions	47	38	34	119	1.8
Extinguish Fire	1	0	4	5	0.1
First Aid	6	6	6	18	0.3
Fluids	27	30	34	91	1.4
Jump Start	53	56	59	168	2.5
Mechanical	128	111	132	371	5.6
No Service-Abandon	0	2	1	3	0.0
No Service-Occupied	431	436	453	1,320	19.8
Notified Law	12	13	10	35	0.5
Notified TDOT	4	4	1	9	0.1
Other	126	136	157	419	6.3
Phone Call	3	4	4	11	0.2
Relocate Vehicle	126	117	102	345	5.2
Remove Debris	187	217	212	616	9.3
Secure Load	6	16	10	32	0.5
Slow Roll	4	4	5	13	0.2
Supply Fuel	127	156	135	418	6.3
Tag Abandoned	228	240	260	728	10.9
Transported	3	5	11	19	0.3
Unable to Locate	0	1	4	5	0.1
Welfare Check	35	21	5	61	0.9
Wrecker List	8	9	17	34	0.5
Wrecker Towed	0	0	1	1	0.0
Wrong Truck	13	15	11	39	0.6
Total	2,096	2,303	2,255	6,654	100.0%

DMS Duration

	Apr	May	Jun
Avg % ON Time	22.1	15.3	1.0
Avg Post Time (hr)	2.7	2.0	3.1
Avg Messages Per Sign	59.5	57.9	56.0
Total Messages Posted	1,905	1,854	1,791