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Department of Transportation

1-1-2021

Annual Performance Measures Report, Reporting Period January 1, 2020 to December 31, 2020, Region 1

Tennessee. Department of Transportation.

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Includes All Responders

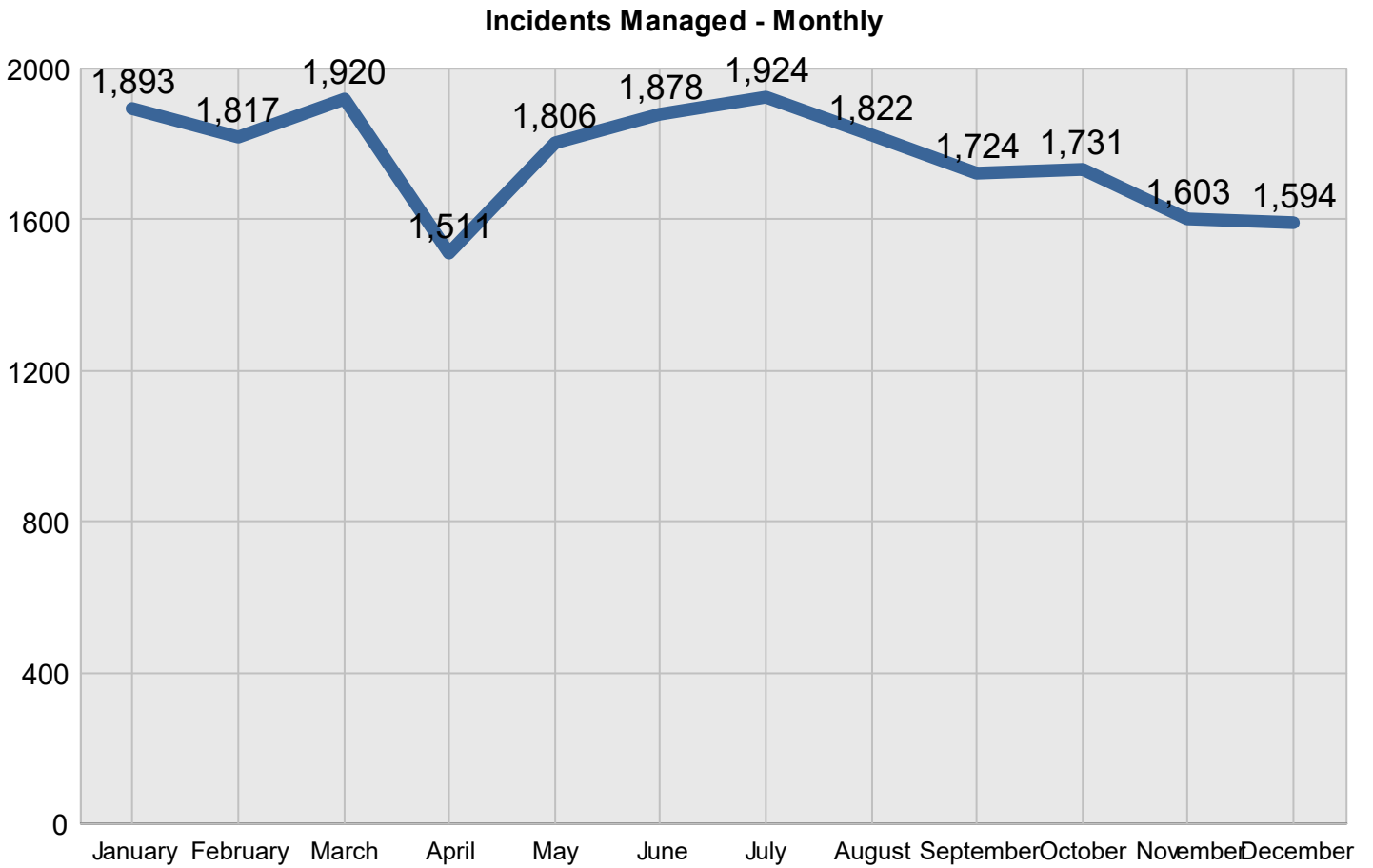
Reporting Period: January 1, 2020 to December 31, 2020

Region 1

Created on: June 15, 2022 3:07 pm County: All Counties Report Template version 2.0

Total Incidents Managed This Year 21,223

Incidents Managed



Performance Measures Summary

Incidents Overall Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	122	139	116	69	98	113	132	148	113	167	134	147	1,498
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	0.1	0.1	0.0
Response Duration (min.)	6.0	16.9	5.9	6.6	8.0	9.7	8.5	13.8	6.1	9.9	4.6	6.5	8.7
Open Roads Duration (min.)	21.9	17.4	19.8	58.4	21.3	29.1	38.8	28.4	23.2	32.5	45.1	37.3	30.8
Departure Duration (min.)	13.3	20.1	33.3	10.1	41.4	13.6	15.3	24.4	24.1	7.7	44.9	29.7	23.7
Roadway Clearance Duration (min.)	27.9	34.3	25.6	65.1	29.3	38.8	47.3	42.2	29.3	42.3	49.7	44.0	39.6
Incident Clearance Duration (min.)	41.3	54.4	58.9	75.2	70.7	52.4	62.6	66.6	53.4	50.0	94.6	73.7	63.2

* THP data is not available for Notification Duration

Note:

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

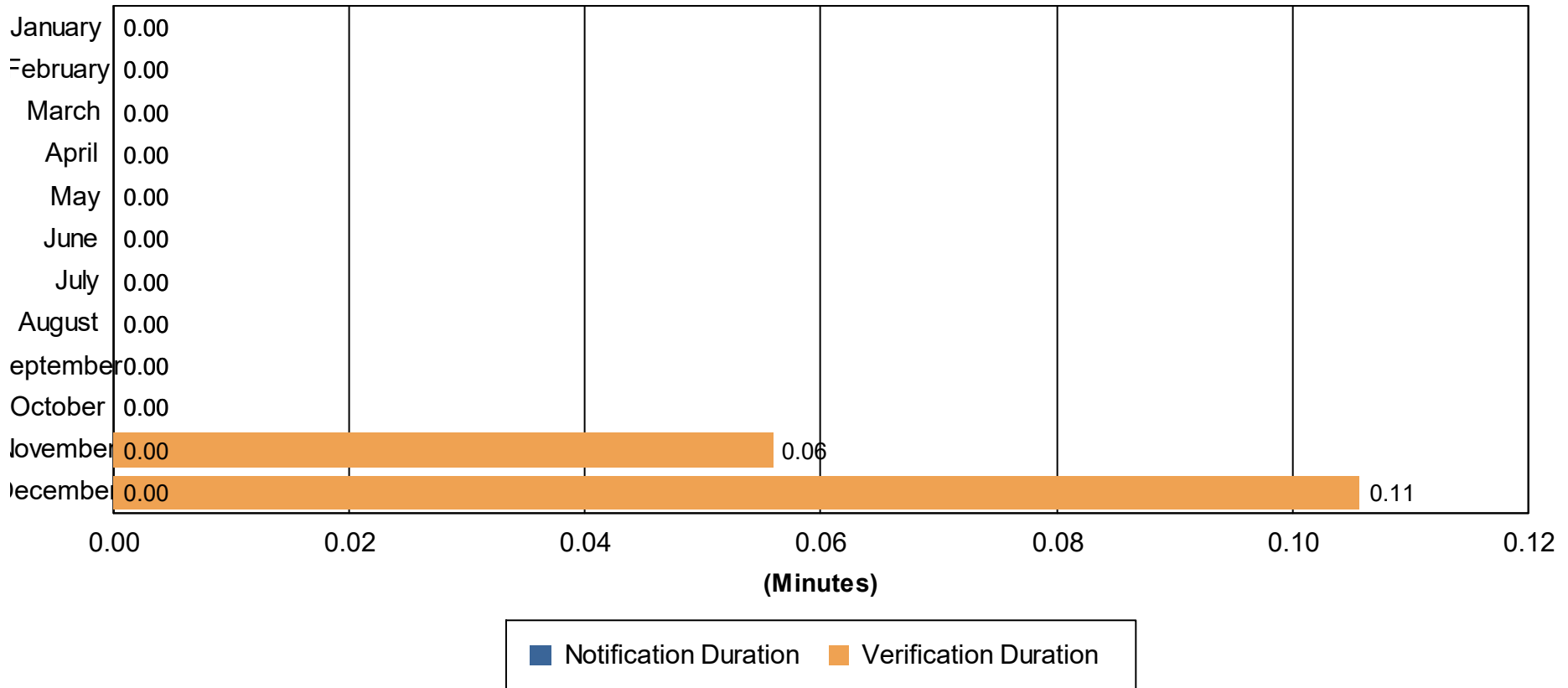
Open Roads Duration (min.): [First Arrival to Travel Lanes Cleared]

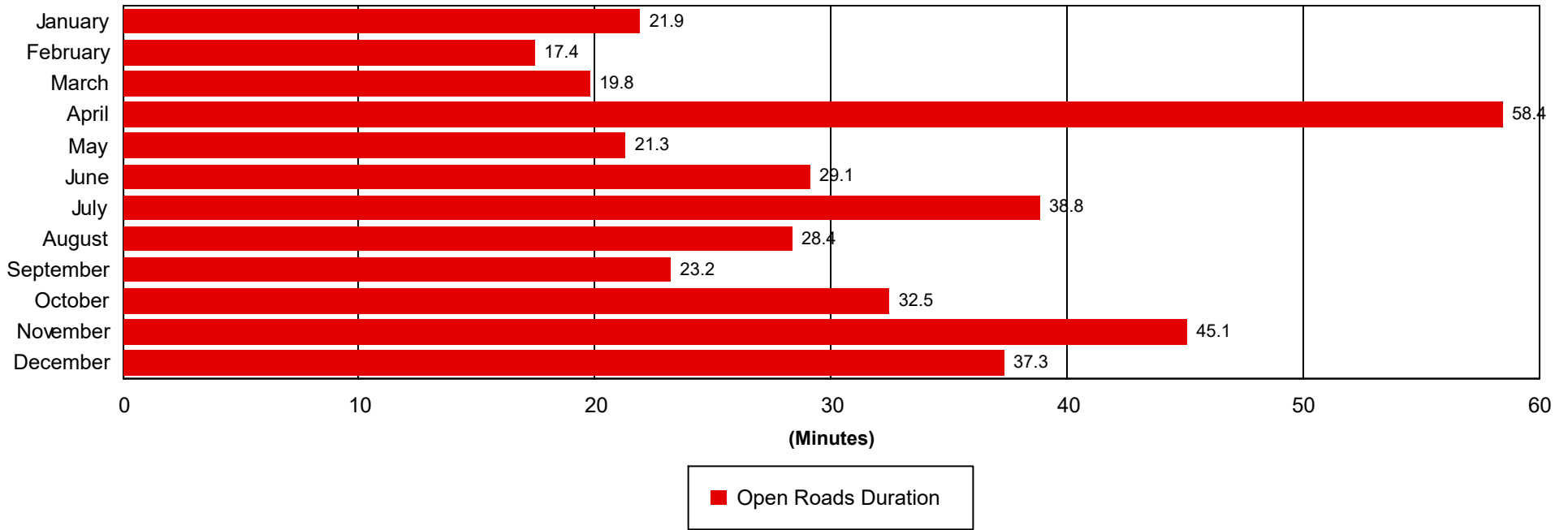
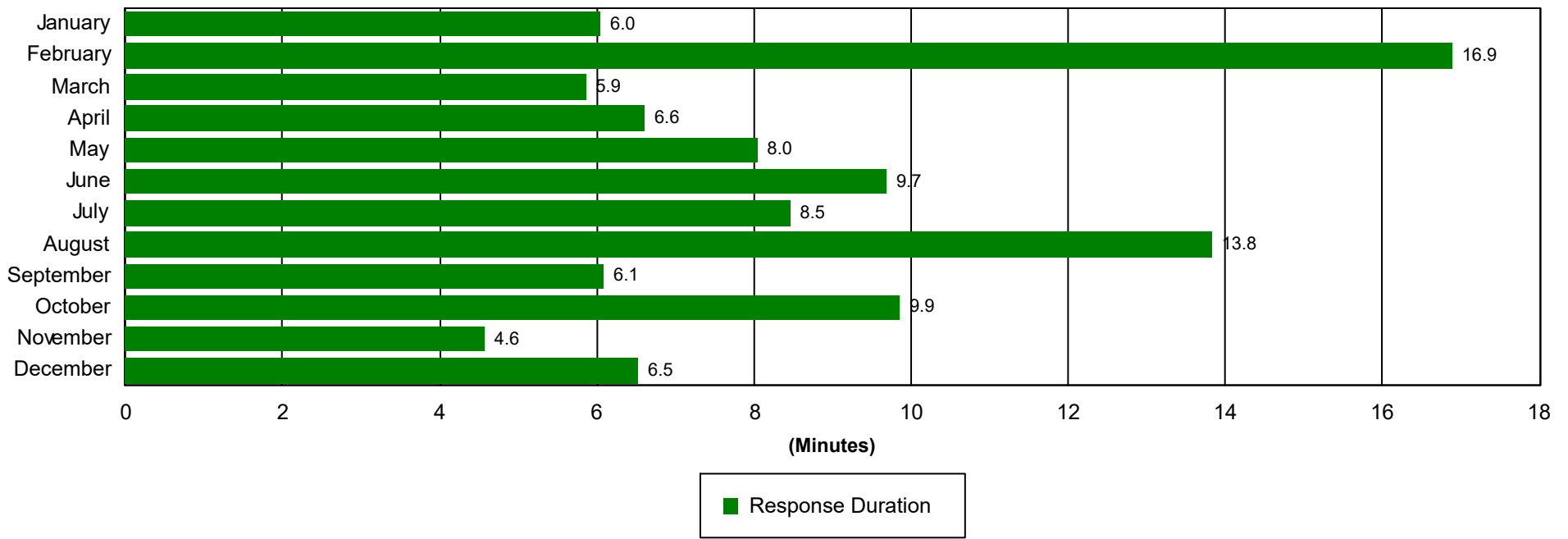
Departure Duration (min.): [Travel Lanes Cleared to Last Departure]

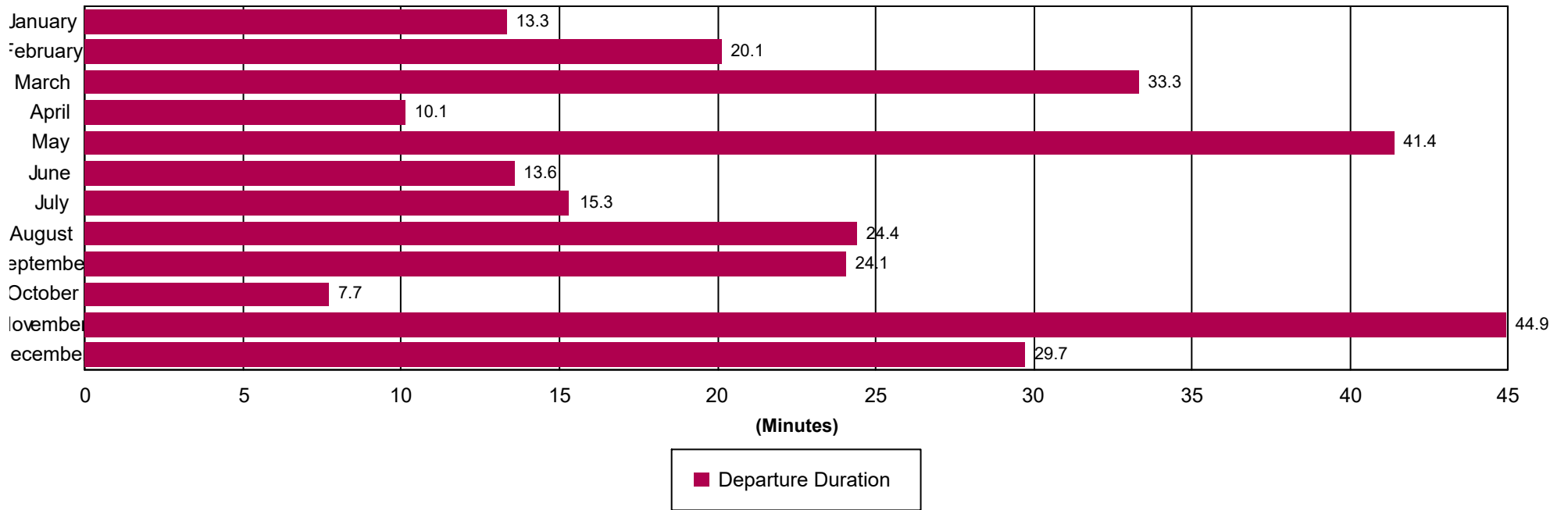
Roadway Clearance Duration (min.): [First Notif to Travel Lanes Cleared]

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

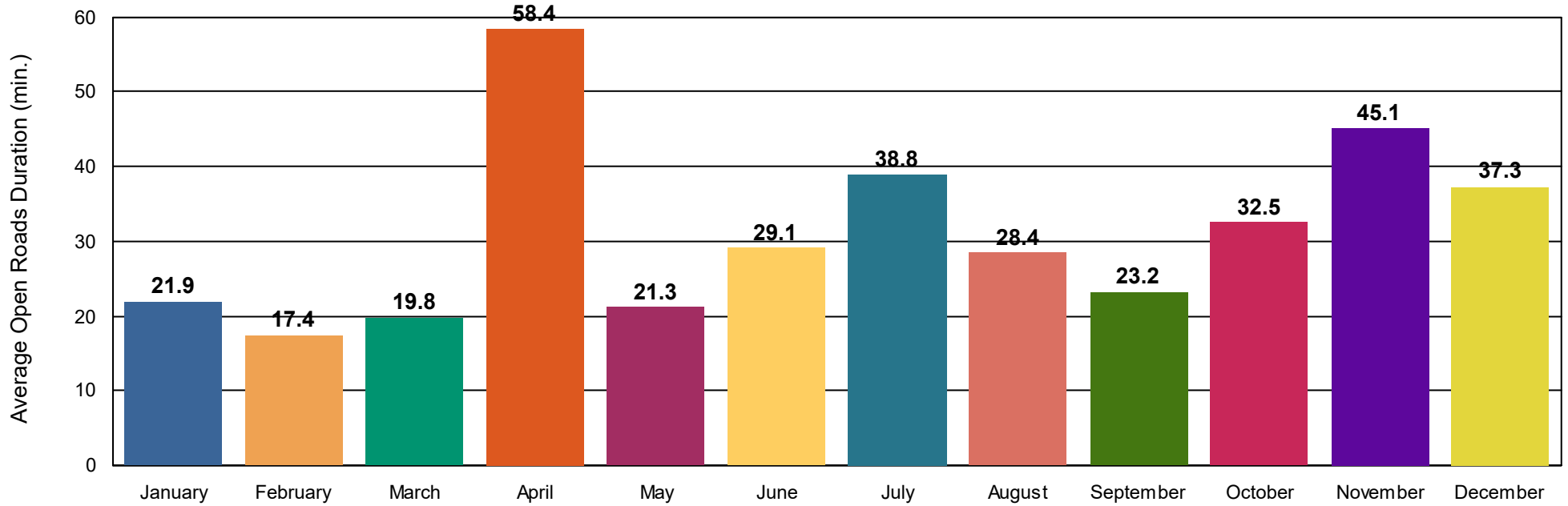
Incident Clearance Duration



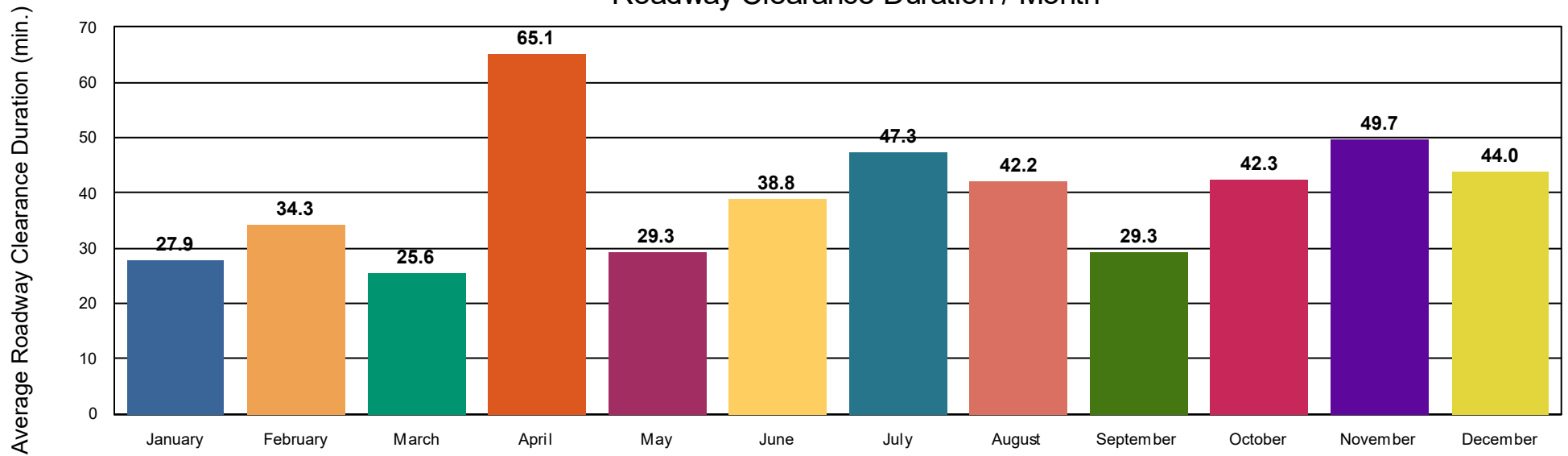




Open Roads Duration / Month



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	87	99	70	49	69	73	81	89	78	108	77	90	970
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	0.1	0.1	0.0
Response Duration (min.)	6.0	16.9	5.9	6.6	8.0	9.7	8.5	14.0	6.1	9.9	4.6	5.2	8.8
Open Roads Duration (min.)	21.9	17.4	19.8	58.4	21.3	29.1	38.8	29.1	23.2	32.5	30.5	29.5	28.4
Departure Duration (min.)	13.3	20.1	33.3	10.1	41.4	13.6	15.3	23.8	24.1	7.7	52.2	35.2	23.8
Roadway Clearance Duration (min.)	27.9	34.3	25.6	65.1	29.3	38.8	47.3	43.1	29.3	42.3	35.2	34.8	37.2
Incident Clearance Duration (min.)	41.3	54.4	58.9	75.2	70.7	52.4	62.6	66.9	53.4	50.0	87.4	70.0	60.9

Note:

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

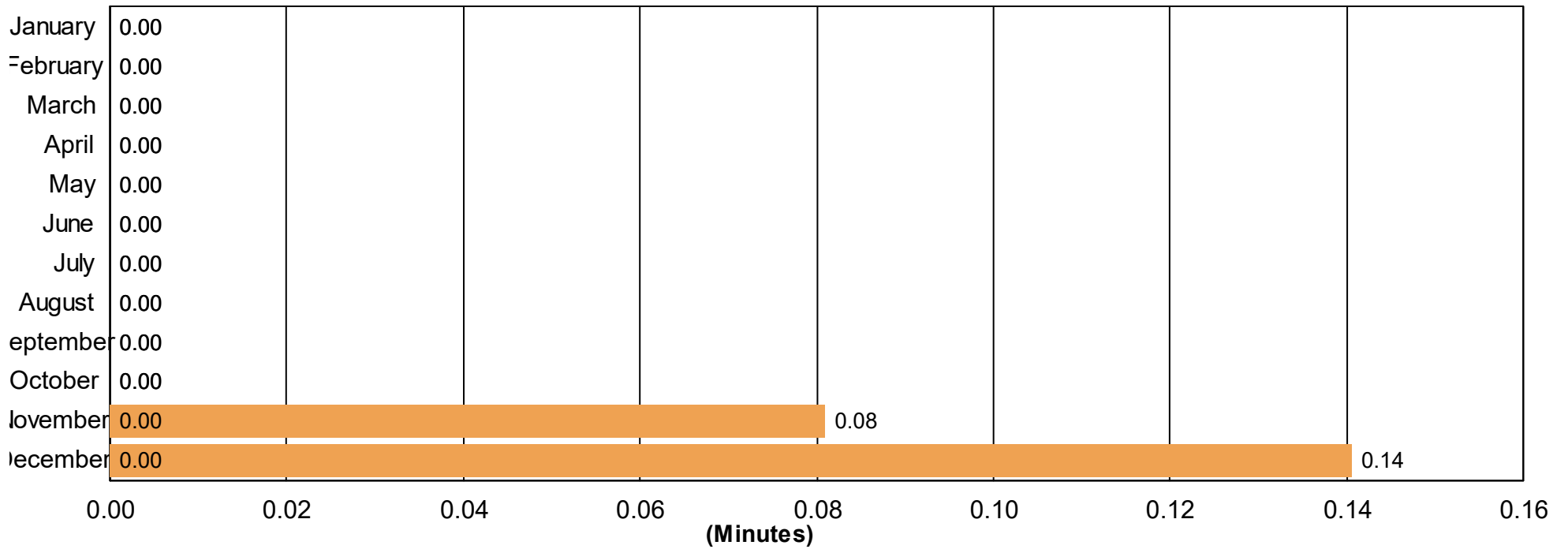
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

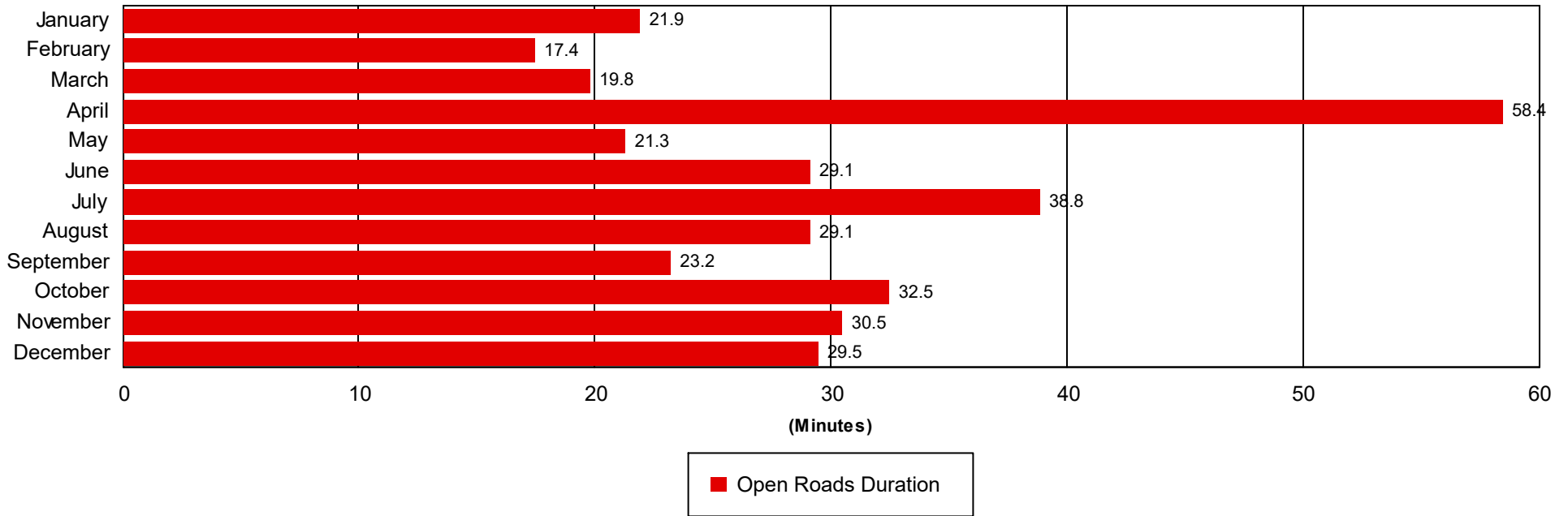
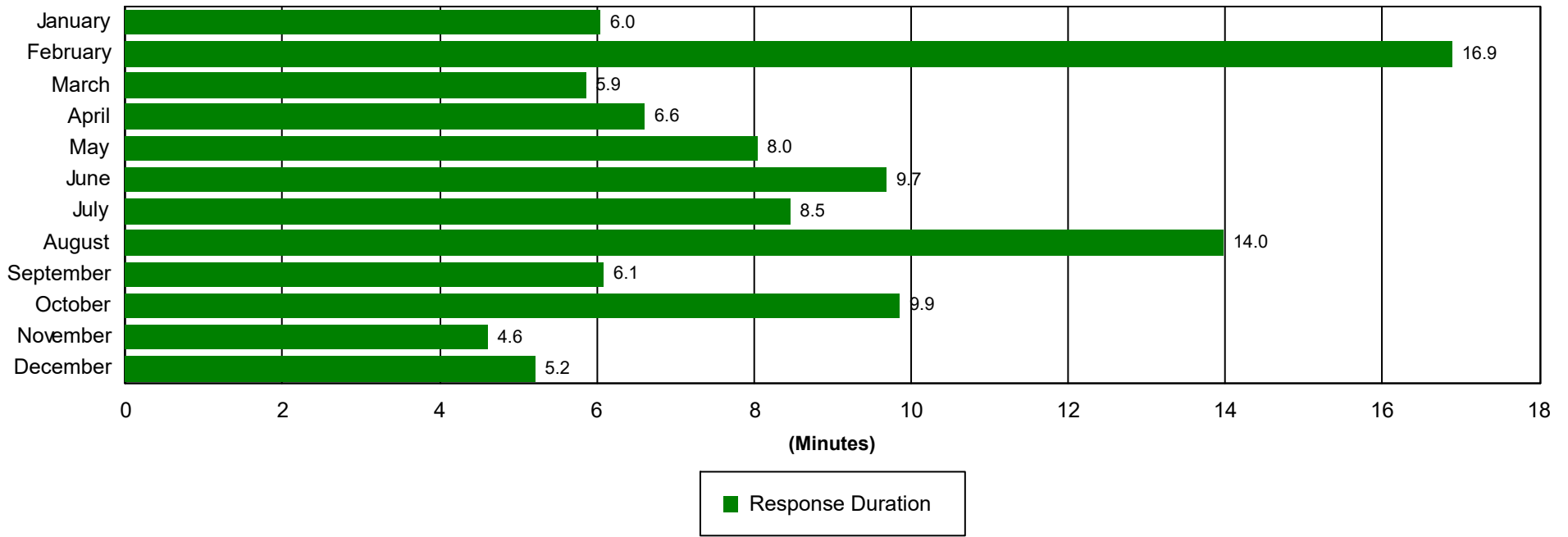
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

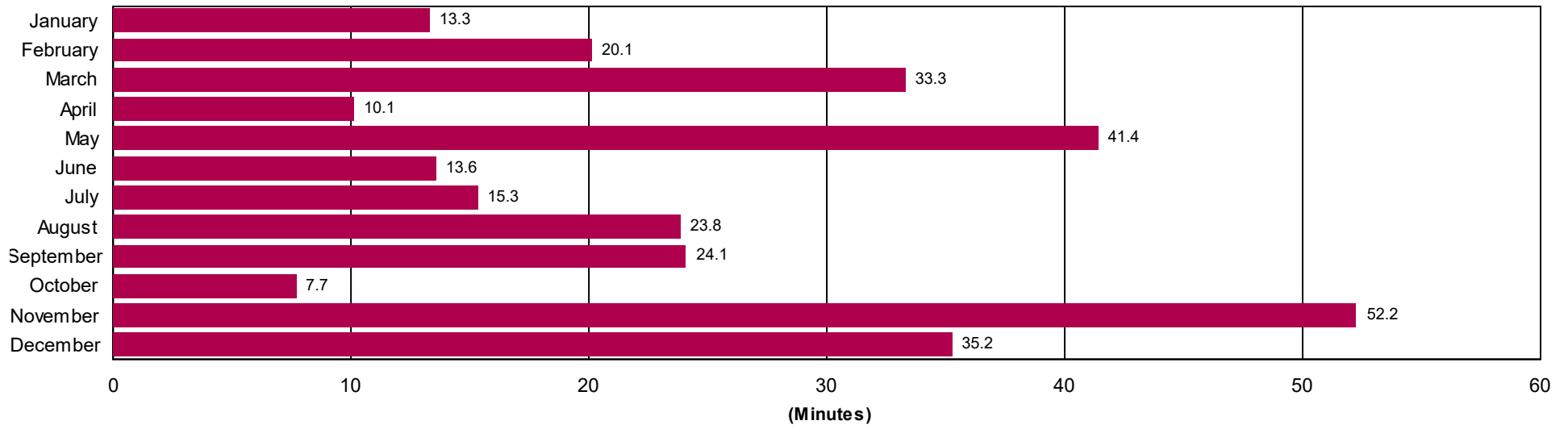
Roadway Clearance Duration (min.): [\[First Notif to Travel Lanes Cleared\]](#)

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

Incident Clearance Duration

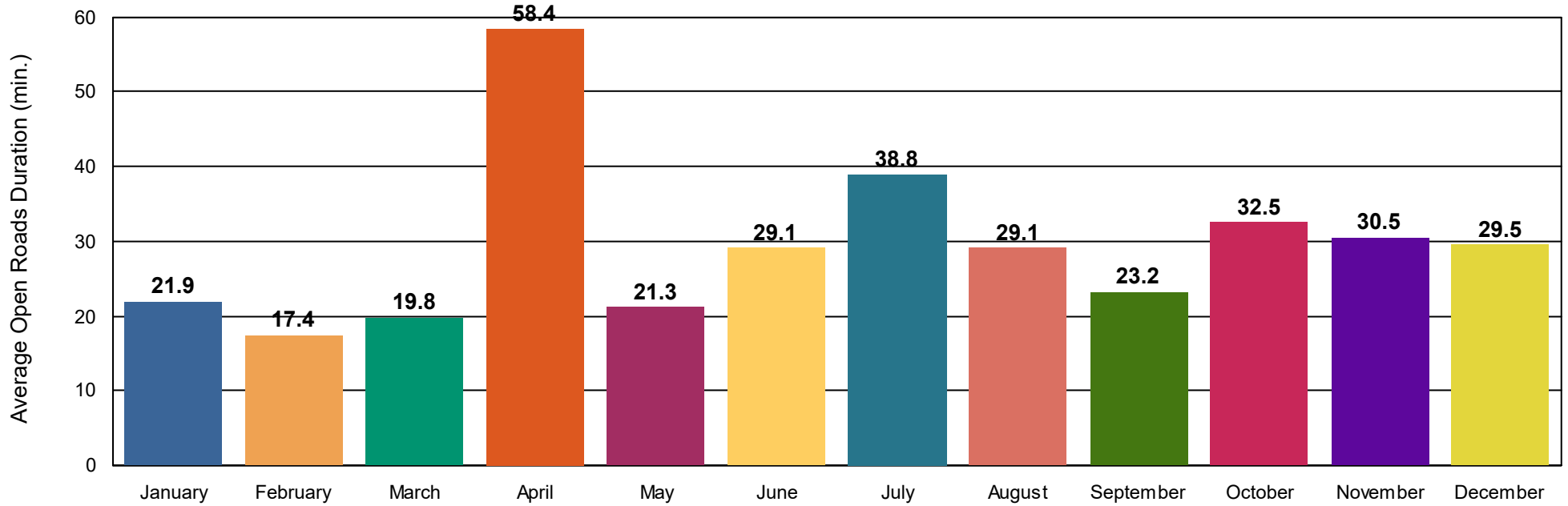




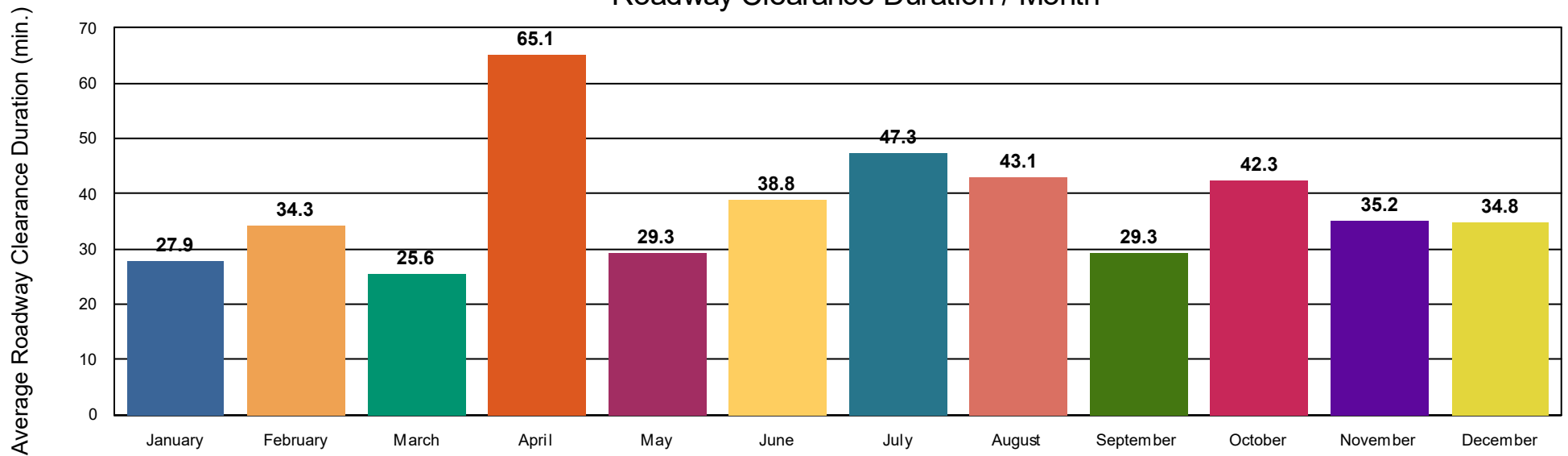


■ Departure Duration

Open Roads Duration / Month



Roadway Clearance Duration / Month



Performance Measures Summary

Incidents without HELP Truck Response

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Events included	35	40	46	20	29	40	51	59	35	59	57	57	528
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.)								12.0			4.5	10.5	7.7
Open Roads Duration (min.)								18.8			77.7	61.2	65.0
Departure Duration (min.)								31.4			28.6	13.0	22.4
Roadway Clearance Duration (min.)								30.8			82.1	71.7	72.7
Incident Clearance Duration (min.)								62.2			110.8	84.7	95.1

Note:

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

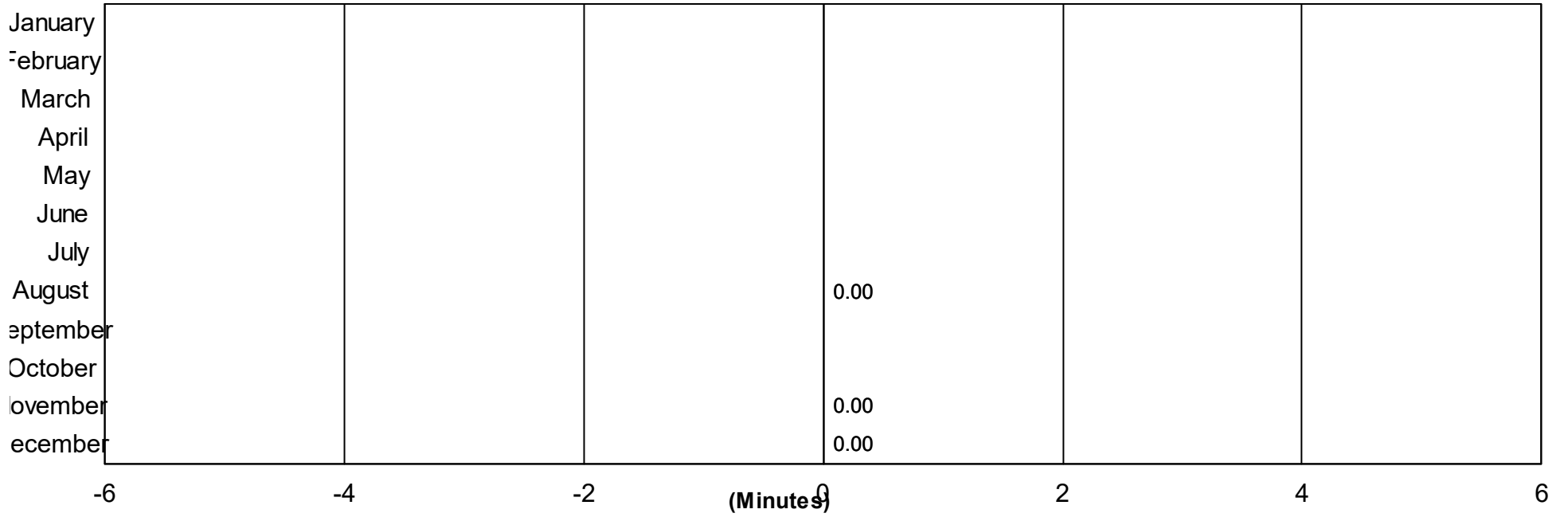
Open Roads Duration (min.): [\[First Arrival to Travel Lanes Cleared\]](#)

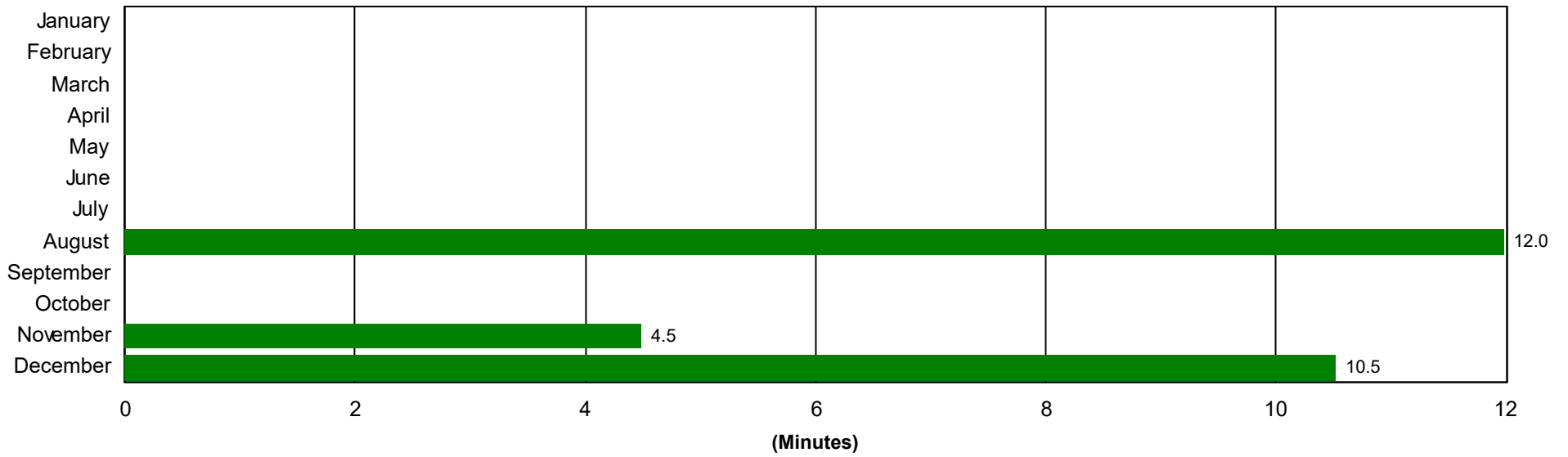
Departure Duration (min.): [\[Travel Lanes Cleared to Last Departure\]](#)

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

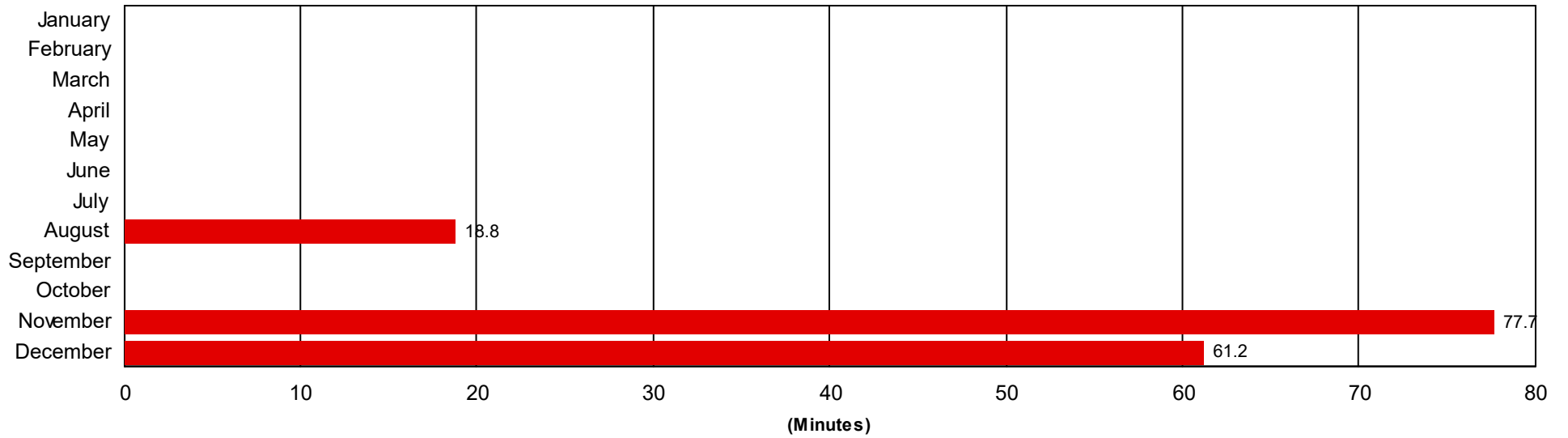
Incident Clearance Duration (min.): [\[First Notif to Last Departure\]](#)

Incident Clearance Duration

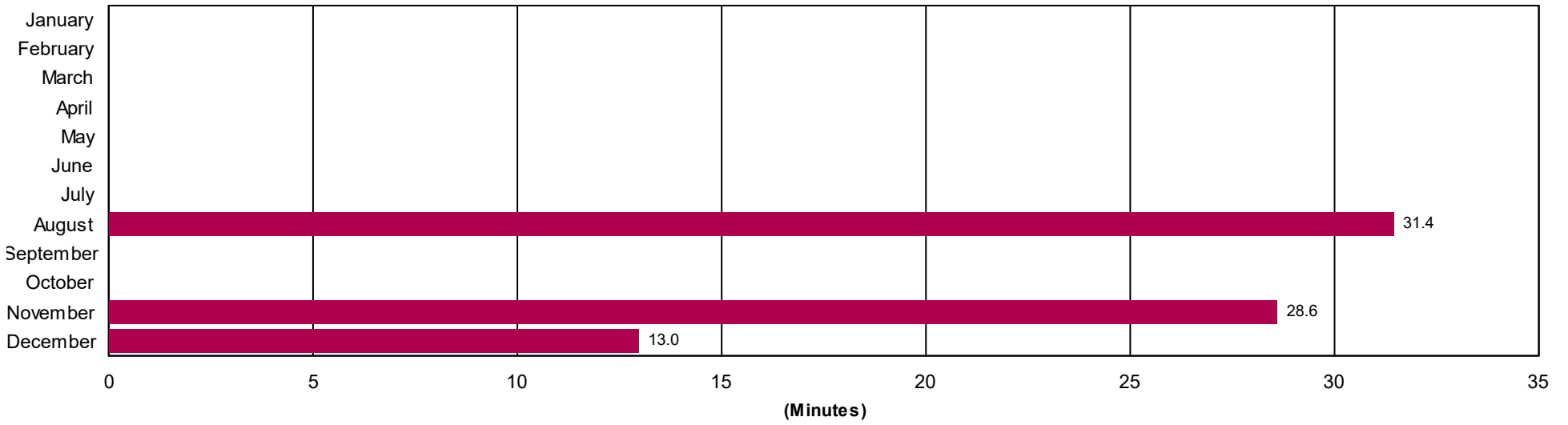




■ Response Duration

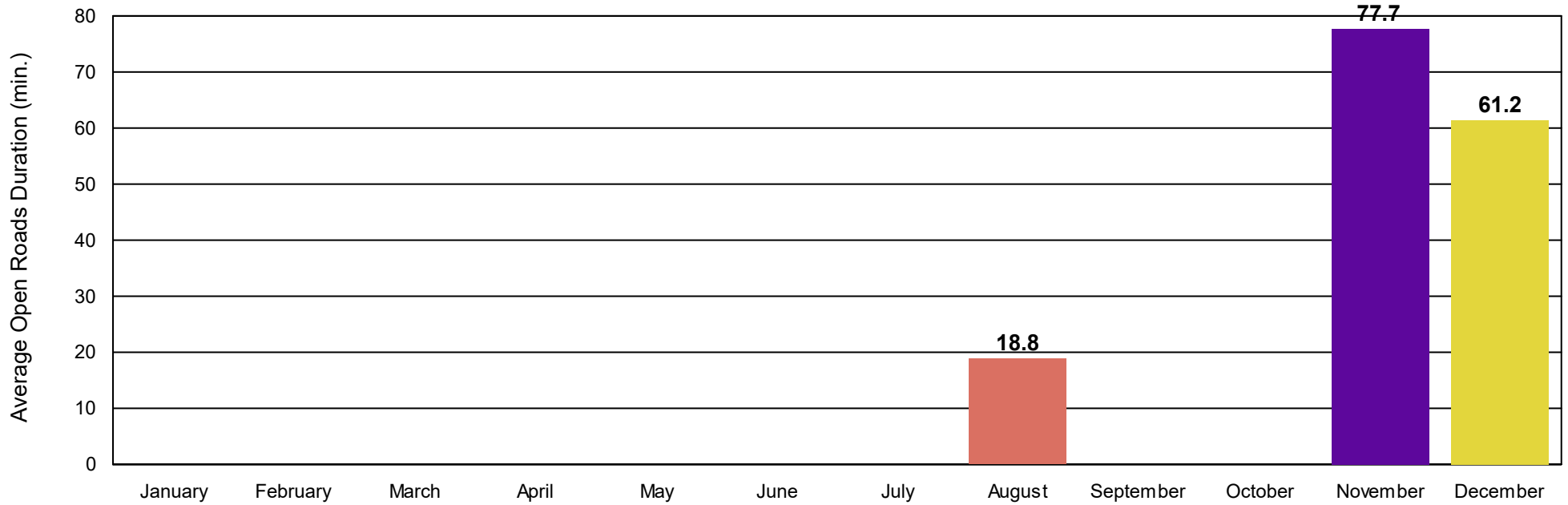


■ Open Roads Duration

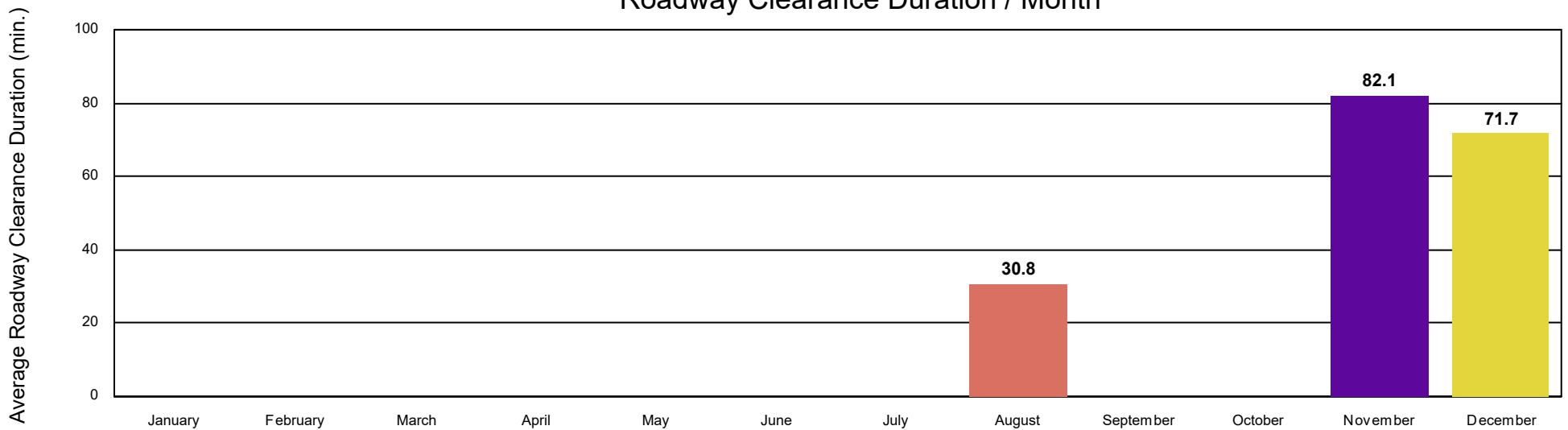


■ Departure Duration

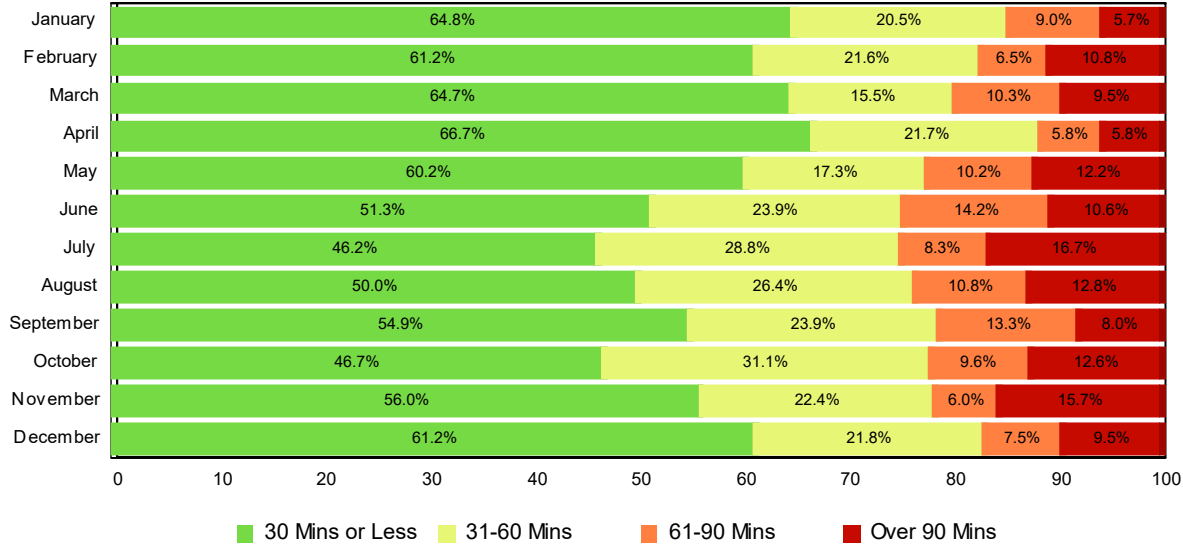
Open Roads Duration / Month



Roadway Clearance Duration / Month

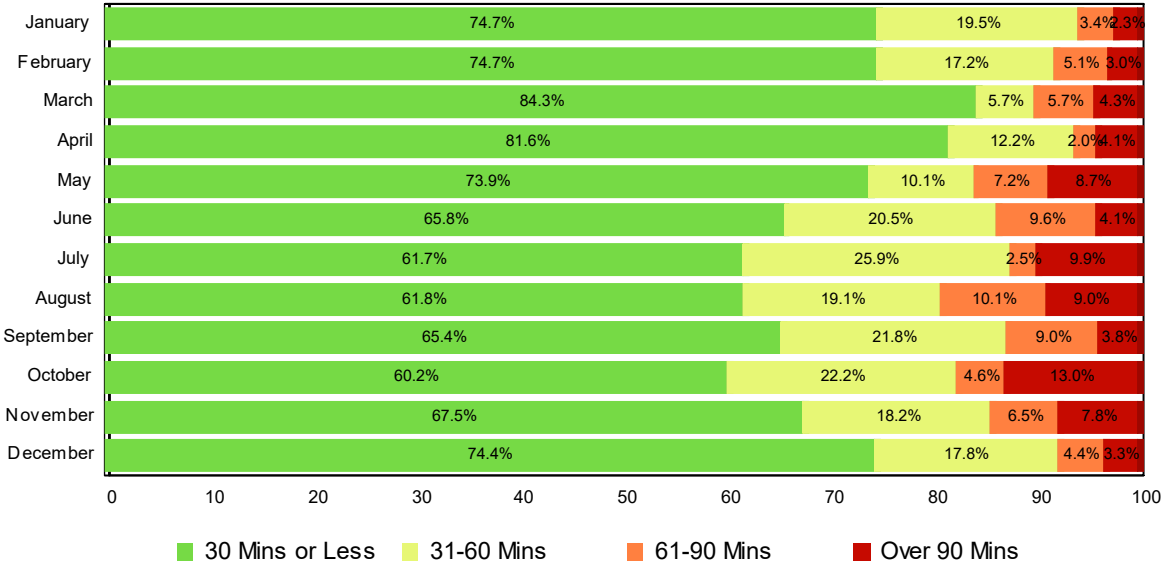


Lane Blockage Clearance Times - Overall



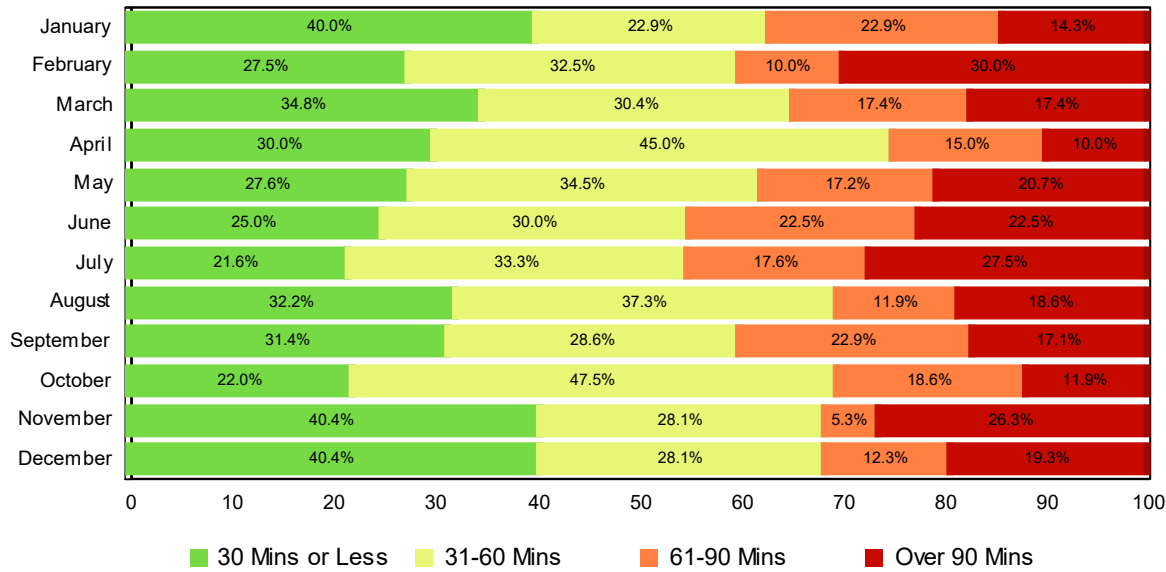
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
January	79	25	11	7	122
February	85	30	9	15	139
March	75	18	12	11	116
April	46	15	4	4	69
May	59	17	10	12	98
June	58	27	16	12	113
July	61	38	11	22	132
August	74	39	16	19	148
September	62	27	15	9	113
October	78	52	16	21	167
November	75	30	8	21	134
December	90	32	11	14	147
Total # of Events	842	350	139	167	1,498

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	65	17	3	2	87
February	74	17	5	3	99
March	59	4	4	3	70
April	40	6	1	2	49
May	51	7	5	6	69
June	48	15	7	3	73
July	50	21	2	8	81
August	55	17	9	8	89
September	51	17	7	3	78
October	65	24	5	14	108
November	52	14	5	6	77
December	67	16	4	3	90
Total # of Events	677	175	57	61	970

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	14	8	8	5	35
February	11	13	4	12	40
March	16	14	8	8	46
April	6	9	3	2	20
May	8	10	5	6	29
June	10	12	9	9	40
July	11	17	9	14	51
August	19	22	7	11	59
September	11	10	8	6	35
October	13	28	11	7	59
November	23	16	3	15	57
December	23	16	7	11	57
Total # of Events	165	175	82	106	528

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	81	502	93	579	97	604	3	17	22
2	55	148	84	223	92	245	8	22	41
3	34	23	64	43	75	50	25	17	84
4	29	4	43	6	64	9	36	5	94
5	0	0	100	1	100	1	0	0	55
Totals	70	677	88	852	94	909	6	61	32

<=30 Mins

<=60 Mins

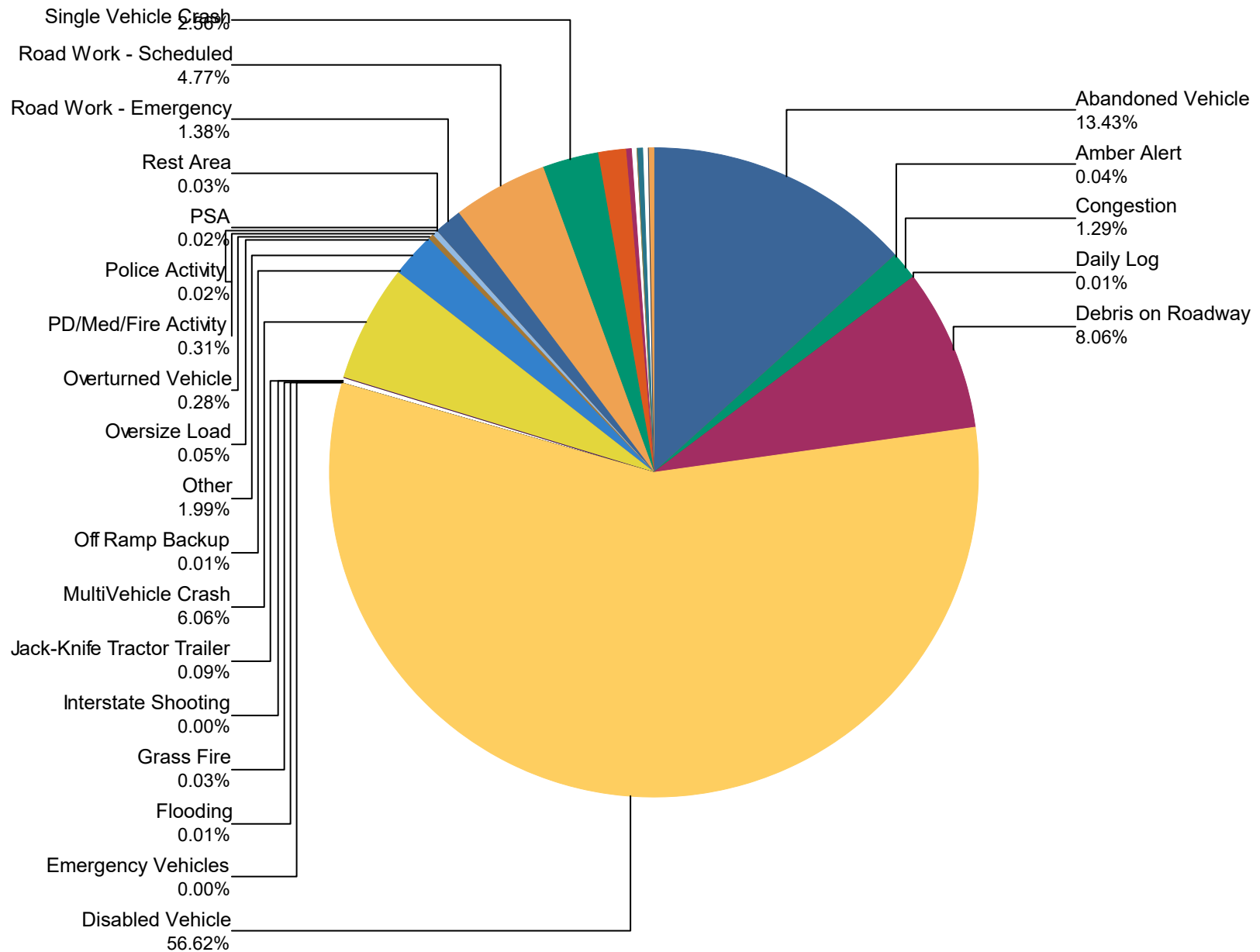
<=90 Mins

>90 Mins

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
		48	
I0026	49	54	90.7
I0040	908	13,099	6.9
I0075	220	1,815	12.1
I0081	57	89	64.0
I0140	34	686	5.0
I0275	85	879	9.7
I0640	100	2,859	3.5
SR001	0	2	0.0
SR009	1	1	100.0
SR035	1	1	100.0
SR037	1	1	100.0
SR093	2	2	100.0
SR115	25	148	16.9
SR162	15	132	11.4
SR332	0	1	0.0
All Roadways	1,498	19,817	7.6

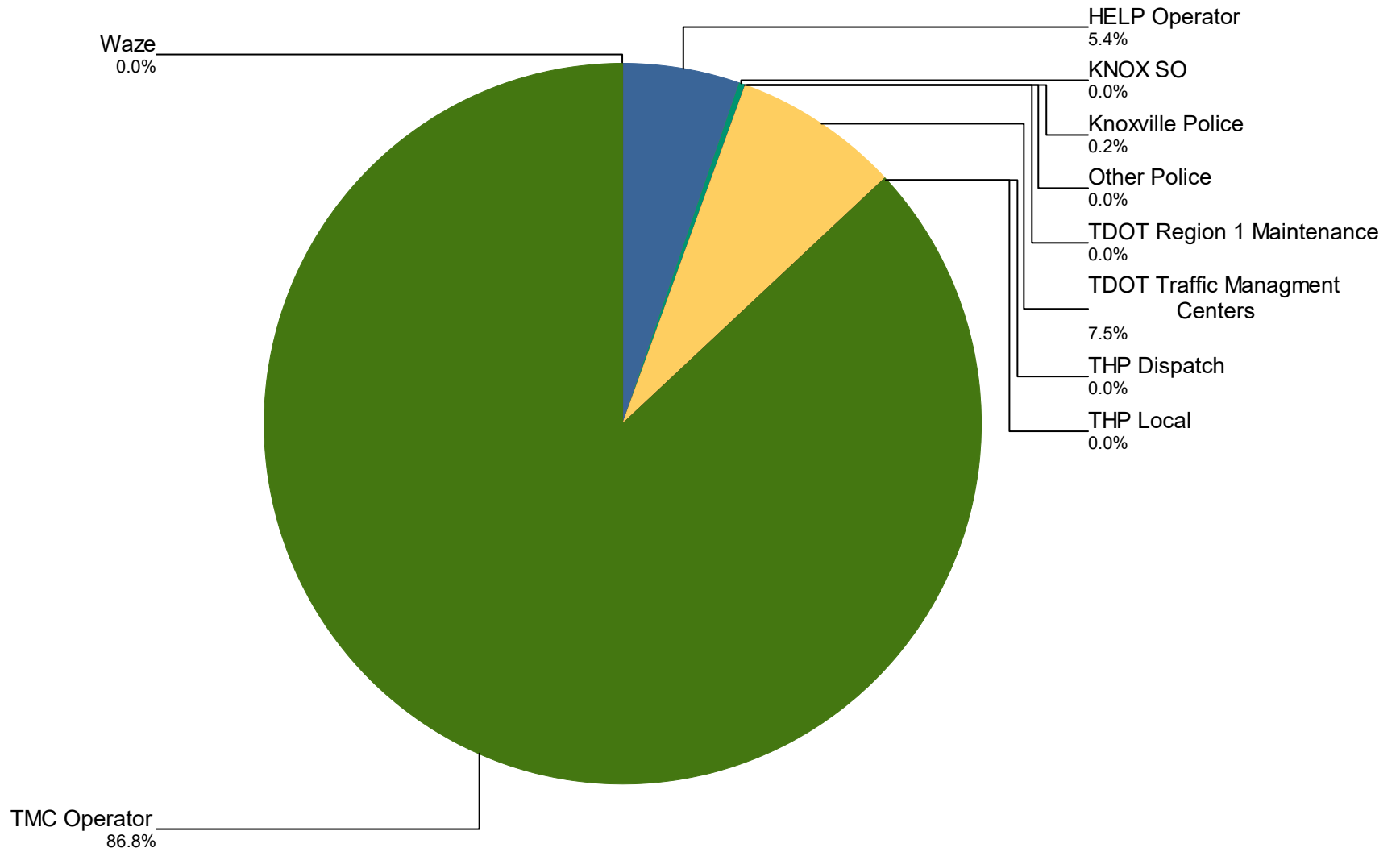
Percentage of Event Types for All Events in Current Year



Event Types for All Events	January	February	March	April	May	June	July	August	September
Abandoned Vehicle	264	242	237	159	228	244	297	274	236
Amber Alert	2	2	0	0	0	1	1	0	0
Congestion	0	0	0	0	0	0	0	22	6
Daily Log	0	0	0	0	0	0	0	3	0
Debris on Roadway	115	103	189	178	202	165	161	124	131
Disabled Vehicle	1,151	1,112	1,110	883	993	1,141	1,133	975	959
Emergency Vehicles	0	0	0	0	0	0	0	1	0
Flooding	0	0	0	0	0	0	0	0	0
Grass Fire	0	0	1	0	0	1	1	0	0
Interstate Shooting	0	0	0	0	0	0	0	0	0
Jack-Knife Tractor Trailer	0	1	5	1	0	1	1	2	5
MultiVehicle Crash	135	129	99	44	67	84	117	133	109
Off Ramp Backup	0	0	0	0	0	0	0	1	1
Other	46	31	45	42	43	43	43	43	41
Oversize Load	0	0	1	0	10	0	0	0	0
Overtuned Vehicle	7	3	2	0	3	6	9	7	2
PD/Med/Fire Activity	3	2	5	5	5	7	11	5	8
Police Activity	0	0	0	0	0	0	0	0	1
PSA	0	0	0	0	0	0	0	2	0
Rest Area	0	0	0	0	0	0	2	1	1

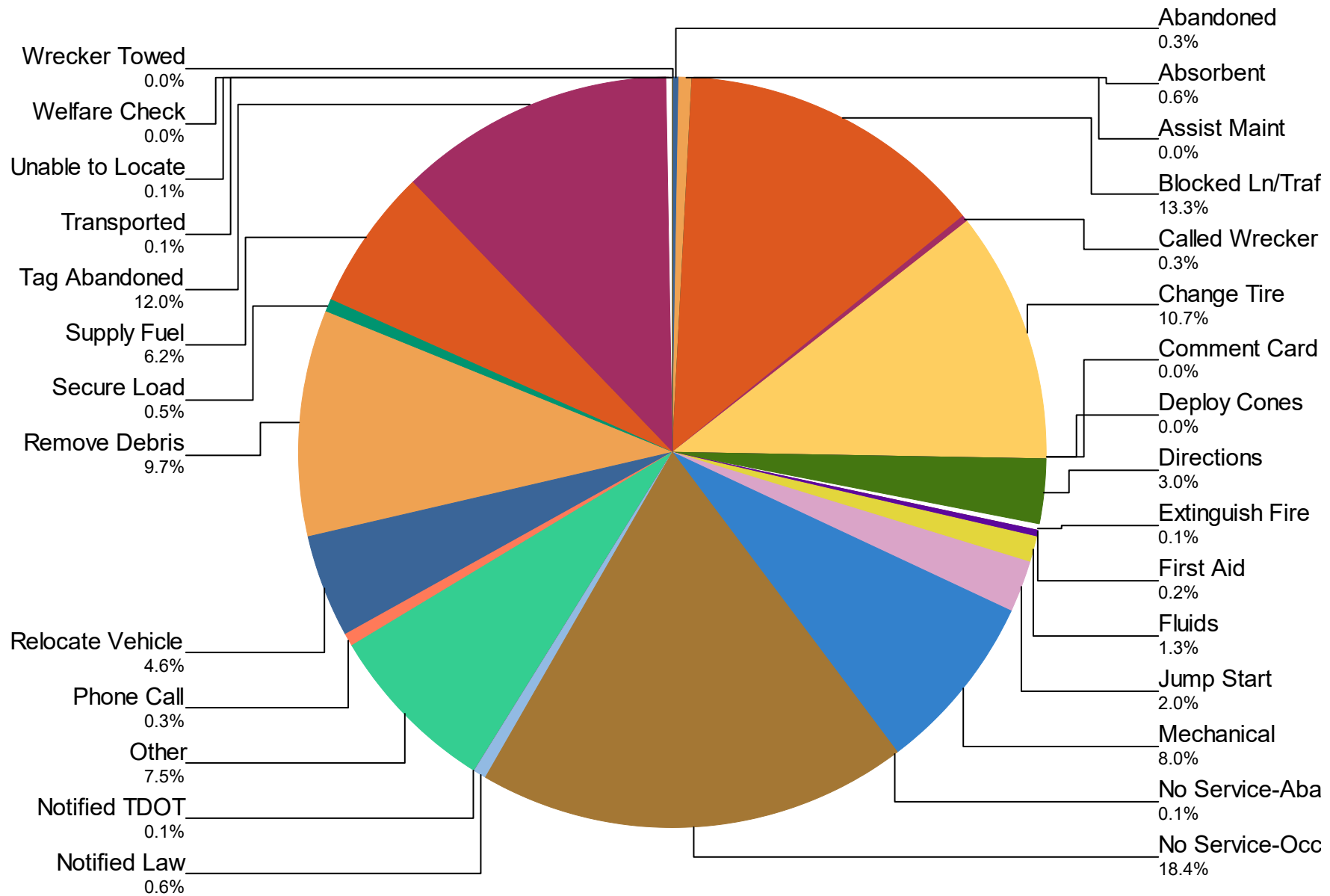
	January	February	March	April	May	June	July	August	September
Road Work - Emergency	55	70	45	27	22	12	10	14	11
Road Work - Scheduled	49	31	81	67	146	87	65	130	129
Single Vehicle Crash	45	61	47	34	40	31	31	74	33
Special Event	6	4	28	59	35	34	31	28	31
Test Incident	0	1	1	0	1	0	0	28	7
Unknown	1	2	0	0	1	1	0	0	1
Vehicle Fire	6	6	12	5	6	14	5	15	9
Visibility	0	0	0	0	0	0	0	0	0
Weather	8	17	12	7	4	6	6	3	6
Wrong Way Driver	0	0	0	0	0	0	0	2	0
Total	1,893	1,817	1,920	1,511	1,806	1,878	1,924	1,887	1,727

Incidents by Detection Source



Notifier Agency	January	February	March	April	May	June	July	August	September	October
HELP Operator	0	0	0	0	0	0	0	29	9	2
KNOX SO	0	0	0	0	0	0	0	0	0	0
Knoxville Police	0	0	0	0	0	0	0	0	0	0
Other Police	0	0	0	0	0	0	0	0	0	0
TDOT Region 1 Maintenance	0	0	0	0	0	0	0	6	3	0
TDOT Traffic Management Centers	247	173	250	142	153	243	214	66	49	56
THP Dispatch	0	0	0	0	0	0	0	0	0	0
THP Local	0	0	0	0	0	0	0	0	0	0
TMC Operator	1,646	1,644	1,670	1,369	1,653	1,635	1,710	1,784	1,665	1,677
Waze	0	0	0	0	0	0	0	2	1	0
Total	1,893	1,817	1,920	1,511	1,806	1,878	1,924	1,887	1,727	1,735

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
Abandoned	0	0	0	0	0	0	0	41	8
Absorbent	5	4	4	8	13	12	10	9	7
Assist Maint	0	0	0	0	0	0	0	0	1
Blocked Ln/Traf Ctrl	178	223	145	115	154	154	167	155	176
Called Wrecker	3	5	3	2	4	6	2	7	1
Change Tire	148	169	113	98	146	172	165	142	153
Comment Card	0	0	0	0	0	0	1	0	0
Deploy Cones	0	0	0	0	0	0	0	0	0
Directions	56	46	38	36	36	45	41	26	42
Extinguish Fire	0	1	1	3	0	1	4	3	1
First Aid	1	5	2	1	1	1	5	6	3
Fluids	12	16	15	11	10	32	26	18	23

	January	February	March	April	May	June	July	August	September
Jump Start	35	34	23	24	14	22	24	24	19
Mechanical	107	125	100	73	110	117	113	111	99
No Service-Abandon	0	0	1	0	0	0	1	1	1
No Service-Occupied	283	252	283	227	244	275	233	241	208
Notified Law	10	5	10	4	6	4	13	9	12
Notified TDOT	1	0	2	0	1	1	2	1	0
Other	112	92	83	68	97	126	140	108	105
Phone Call	4	1	5	3	3	4	4	9	9
Relocate Vehicle	77	77	48	32	49	51	65	65	68
Remove Debris	118	104	107	116	147	136	141	135	131
Secure Load	5	5	8	6	2	8	6	13	3
Supply Fuel	116	114	69	62	58	69	63	85	88
Tag Abandoned	189	167	164	99	146	150	174	155	160

	January	February	March	April	May	June	July	August	September
Transported	4	6	3	0	2	1	0	0	0
Unable to Locate	0	1	0	0	0	0	0	4	3
Welfare Check	0	0	0	0	0	0	0	1	0
Wrecker Towed	0	0	0	0	0	0	0	0	0
Total	1,464	1,452	1,227	988	1,243	1,387	1,400	1,369	1,321

DMS Duration

	August	September	October	November	December
Avg % ON Time	51.5	157.7	31.4	40.4	34.2
Avg Post Time (hr)	4.3	92.4	48.2	0.9	0.9
Avg Messages Per Sign	89.3	12.3	4.8	339.5	296.3
Total Messages Posted	2,858	393	155	10,865	9,483