

HELP Statistics 7/1999 – 3/31/2011

TDOT HELP PROGRAM: The TDOT HELP Program has a tremendous highway operational and safety impact across the state. Below is a brief list of the types of services provided for congestion mitigation and motorist assistance, from the inception of the program in 7/1999 to 3/31/2011.

Total number of services provided by each region from 7/1999 to 3/31/2011:

<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>	<u>Statewide</u>
295,400	353,247	408,253	371,341	1,428,241

<u>Type of Service</u>	<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>
Provided traffic control	38,971	117,760	102,547	30,150
Tagged abandon vehicles	27,133	19,966	45,750	65,366
Changed tire	20,809	17,112	41,927	52,743
Provided fuel	19,813	16,570	26,865	37,856
Relocated from travel lanes	7,325	13,251	21,273	11,673
Debris removal from lanes	20,753	16,613	16,331	16,447
Provided first aid	982	1,271	843	1,858

The HELP Operators respond to a variety of highway incidents and the majority fit into the above categories. Other services provided since the institution of the HELP Program, which are reflected in the total number of assists, include the following:

- Extinguished fires
- Applied absorbent
- Provided fluids
- Mechanical repair
- Called wrecker
- Secured load
- Provided use of cell phone
- Provided directions
- Transported motorists or pedestrians
- Notified TDOT for road repair
- Notified law enforcement