

## HELP Statistics 7/1999 – 3/31/2014

**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 3/31/2014.

Total number of services provided by each region from 7/1999 to 3/31/2014:

<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>	<u>Statewide</u>
368,847	447,558	541,705	468,527	1,826,637

<u>Type of Service</u>	<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>
Provided traffic control	47,463	149,941	133,966	34,645
Tagged abandon vehicles	33,878	25,057	62,881	79,769
Changed tire	27,007	21,381	52,662	66,110
Provided fuel	26,992	22,319	37,315	52,848
Relocated from travel lanes	10,041	17,154	29,383	15,606
Debris removal from lanes	26,513	20,583	22,259	20,125
Provided first aid	1,126	1,362	925	1,894

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