

HELP Statistics 7/1999 – 3/31/2019

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 3/31/2019.

Total number of services provided by each region from 7/1999 to 3/31/2019:

<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>	<u>Statewide</u>
490,469	581,832	834,583	638,457	2,545,341

<u>Type of Service</u>	<u>Knoxville</u>	<u>Chattanooga</u>	<u>Nashville</u>	<u>Memphis</u>
Provided traffic control	60,238	195,793	241,961	49,658
Tagged abandon vehicles	48,390	34,327	89,422	104,839
Changed tire	40,821	28,246	71,021	87,342
Provided fuel	36,623	28,564	49,047	71,729
Relocated from travel lanes	16,024	23,274	50,287	24,149
Debris removal from lanes	36,411	26,627	34,740	27,342
Provided first aid	1,400	1,516	1,275	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