

HELP Program Statistics

07.1999 – 12.2025

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 July 1999 through December 2025.

Total number of services provided

Statewide	Knoxville	Chattanooga	Nashville	Memphis
2,969,526	564,280	642,786	999,798	762,662

Type of Service	Knoxville	Chattanooga	Nashville	Memphis
Provided traffic control	77,742	250,269	393,075	78,548
Tagged abandoned vehicle	61,460	40,768	115,720	125,114
Changed tire	53,423	34,980	87,170	112,585
Provided fuel	43,206	32,505	57,346	86,070
Relocated from travel lanes	22,437	29,495	74,868	33,386
Debris removal from lanes	47,623	33,466	48,806	45,286
Provided first aid	1,563	1,670	1,670	2,745

The HELP Operators respond to a variety of highway incidents and the majority of services fit into the above categories. Additional services HELP Operators can provide are:

• Extinguished fires	• Provided directions
• Applied absorbent	• Provided use of cell phone
• Provided fluids	• Performed welfare check
• Provided jump start	• Transported motorist or pedestrian
• Called wrecker	• Notified law enforcement
• Secured load	• Notified TDOT for road repair