

# Introducing...



## Lacy Word

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# First Generation HELP



State Highway Maintenance Engineer Gerald Cabe, on the right and Emergency Patrol Truck Driver Donald Huddleston, Sr. of Cookeville look over the equipment carried on the trucks to aid stranded motorists. Trucks now operating on the State's Interstate Highway are equipped to handle most emergencies facing motorists with automobile trouble.



# HELP Mission Statement



The mission of HELP is to minimize traffic congestion, promote the safe movement of people and products, and improve the travel environment. We work in partnership with emergency response agencies and other TDOT units as part of a highway incident management team. We are committed to performing all our duties in a professional manner.





# HELP Resources Statewide

- 76 Operators
- 18 Supervisors
- 83 TMC Tech/Supervisors
- 85 Operator trucks
- 22 Supervisor trucks
- Supporting equipment and facilities
- Management staff in Headquarters and each Region



# HELP Timeline



- Knoxville and Nashville: July 1999
- Chattanooga and Memphis: June 2000
- Normal hours of operation: 7 Days, Times Vary
- Operators and working supervisors
- Assigned routes, but flexible to traffic needs
- Special events HELP



# HELP Schedules



- HELP vehicles per shift:

	A.M.	P.M.	WKND
Chattanooga	3	4	3
Knoxville	4	4	3
Memphis	5	6	4
Nashville	6	7	4
<b>Total</b>	<b>18</b>	<b>21</b>	<b>14</b>

- TDOT Maintenance: 24/7



# HELP





# HELP Equipment



# HELP Equipment



- Hand tools
- On-board generator and air compressor
- Fuel and water
- Emergency and on-board work lights
- Arrow or message board
- Four-wheel drive, diesel powered
- Two-way radio communication
- Designated emergency vehicles



# HELP Personnel



- Operators and Working Supervisors
  - Nine weeks of training
  - Traffic control, NHI Incident Management, EVOC, verbal judo, public relations, sexual harassment, use of fire extinguishers...
  - “EMS – First Responder” certified
  - Uniformed
- Apco-Trained Dispatchers



# Services Provided



- 2,545,341 Services Provided since 1999
  - Changed 227,430 tires
  - Provided fuel 185,485 times
  - Tagged 283,521 abandoned vehicles
  - Provided traffic control 187,482 times
  - Provided first aid to 6,085 people
  - Relocated 113,734 vehicles obstructing traffic





**HELP is not an acronym**



**HELP is what we do ...  
and how we do it.**



**NOCOE**  
National Operations Center of Excellence

# Other Recent Initiatives



- “Quick Clearance” Legislation
- MOU between TDOT and Department of Safety
- MOU between TDOT & GDOT
- Emergency reference markers
- TDOT Office of Incident Management
- Statewide Ready Response Capability
- Rural Incident Response/Response Trailers
- [TSIS \(TDOT Smart-way Information System\)](#)
- 511 with future plans to link with other states



# Rural Response Trailers





# Disaster Response Trailer





# Second Generation Rural Response



# ■ “Quick Clearance” Legislation



- Clarifies authority of law enforcement and TDOT to keep roadways open
- Clarifies motorists' responsibilities on controlled-access highways
- If “no serious personal injury or death”, motorists **should** move
- Insurance companies and truckers agreed to the language



# Emergency Reference Makers



**Median Reference Marker**





# Emergency Reference Makers



Ramp Reference Marker





# TDOT Highway Incident Management





# Region #2 HELP

- Local HELP





# Chattanooga HELP Program



- The Local HELP Team



# Accident Scene

- What we usually find upon arrival
  - Traffic lanes closed
  - Debris
  - Traffic congested or at a standstill





# Wreckage Removed; Traffic Flow Restored







# Construction Zones; Tunnel without a Roof





# Quick Clearance Technique



# I-24 Eastbound Abandoned Vehicle



# Quick Clearance Technique Applied





# ■ Regional Incident Management Task Forces



- TDOT Management
- Local Fire & Rescue Departments
- Local Police, County Sheriff's Dept & Tennessee Highway Patrol
- Local Agencies Traffic Managers
- Towing and Recovery Representatives
- General Public



**Remember, when you go out into the world,  
stick together and watch out for traffic.**



# Questions?



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