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
Total	18	21	14

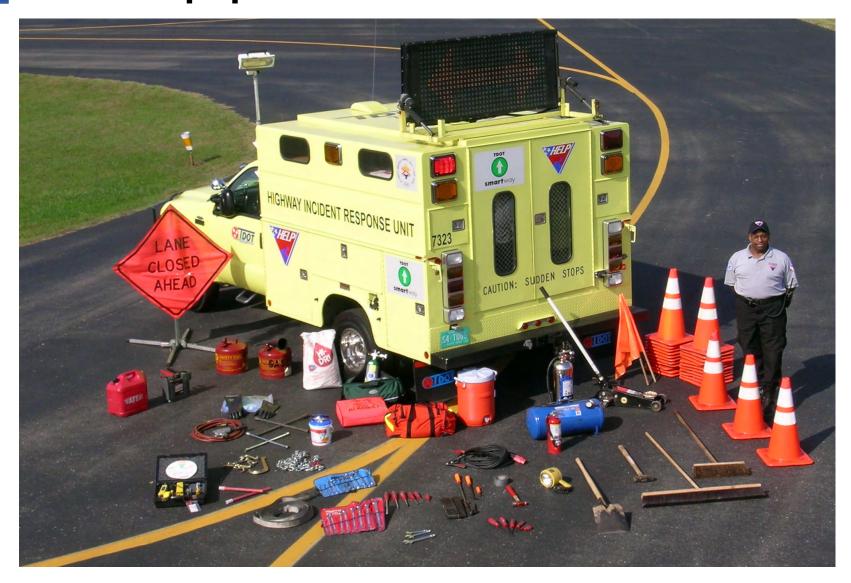
■ TDOT Maintenance: 24/7



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.



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









Emergency Reference Makers



Ramp Reference Marker





TDOT Highway Incident Management







Region #2 HELP

**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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