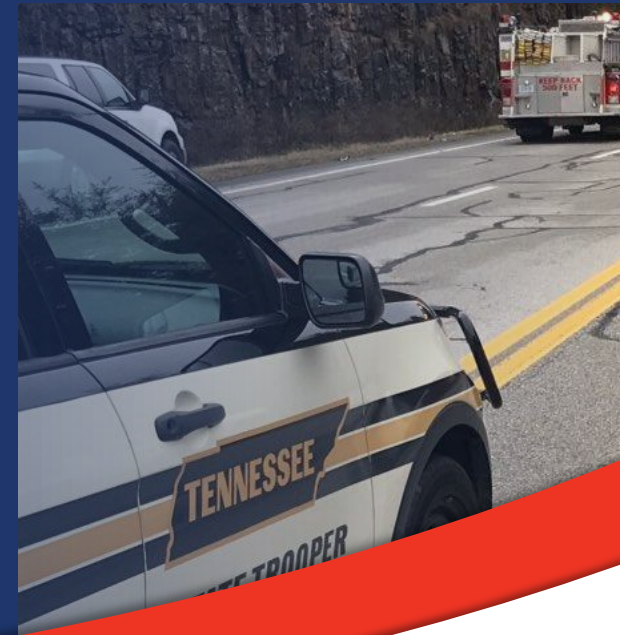




Rural Service Patrol Program Overview

November 2023



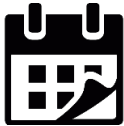
Outline

- HELP Program Overview
- Why Rural Service Patrol
- Statewide Service Patrol Priority
- Essential Service
- Performance Measures



HELP Program

Started in **1999**
and Expanded



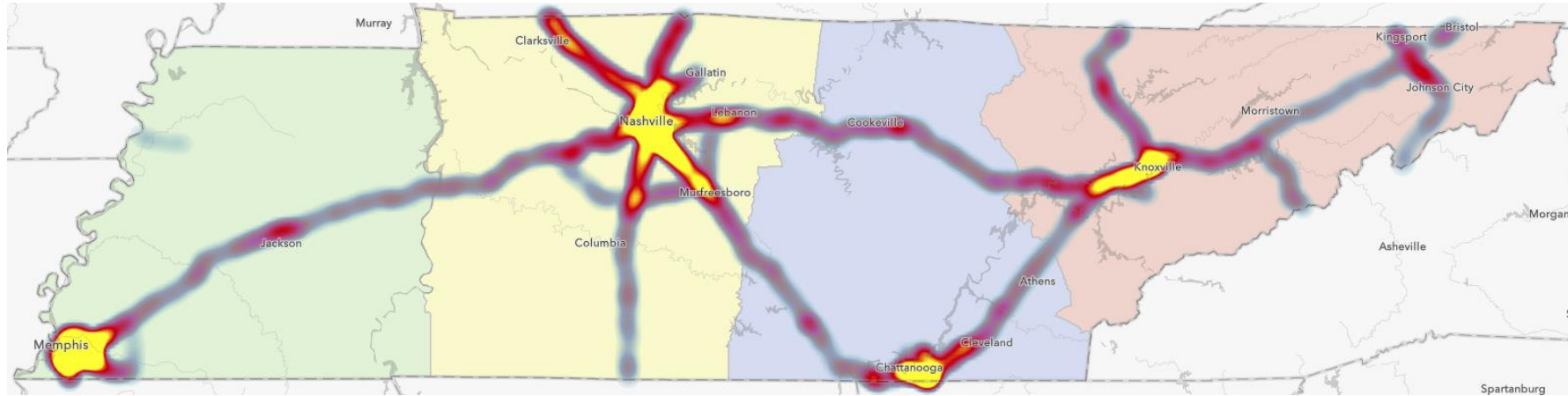
For Heavily Traveled
Urban Interstates



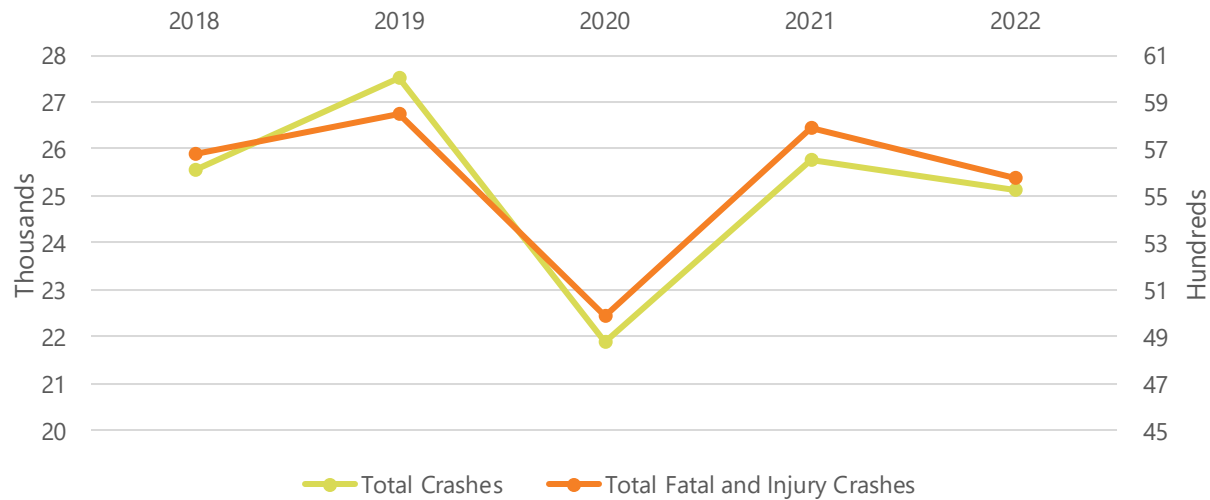
Covers **435** miles of
Interstates



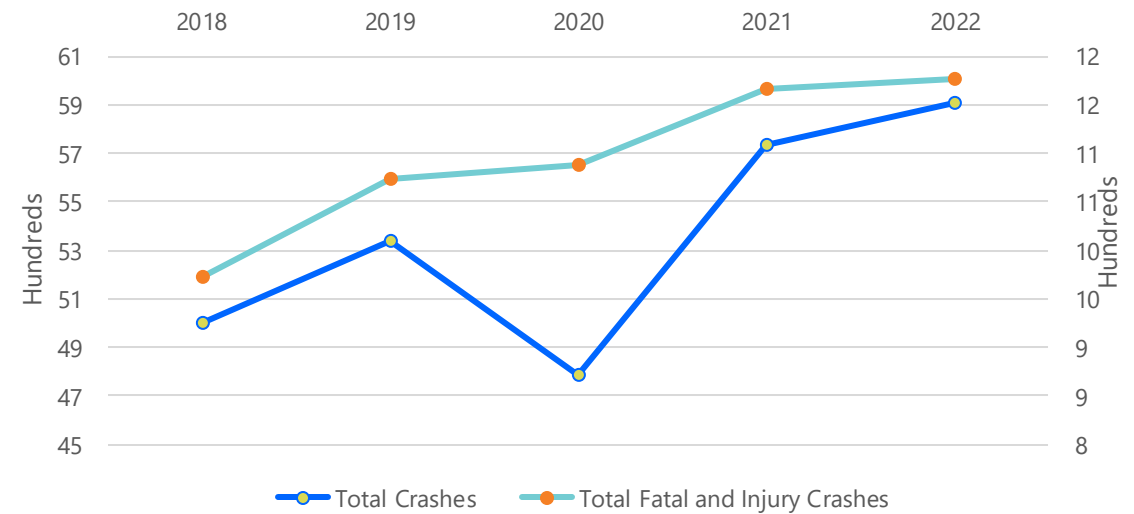
Tennessee Crash Heatmap



All Crash Trend on Interstates

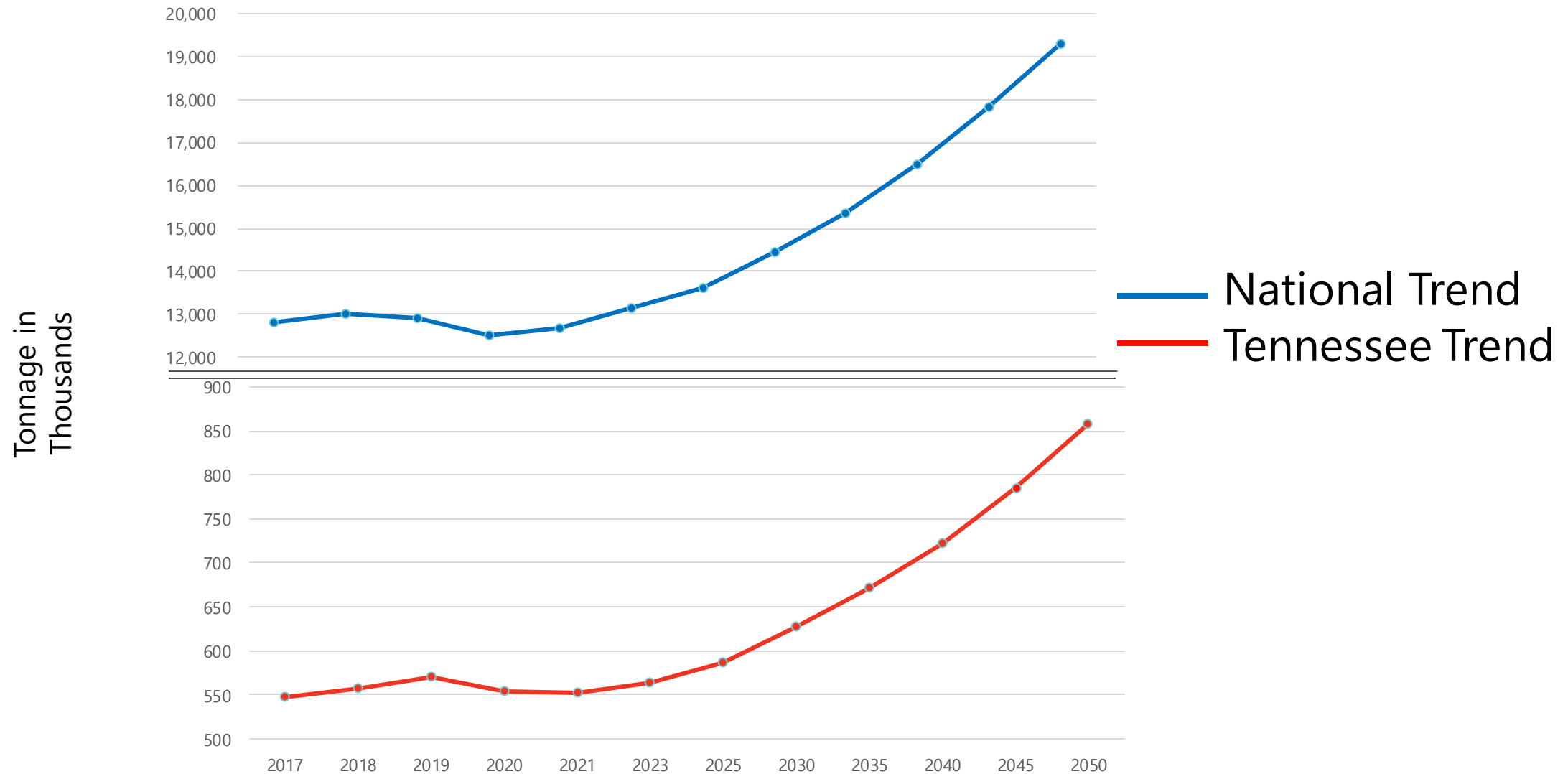


Truck Crash Trend on Interstates



Source: AASHTOWare

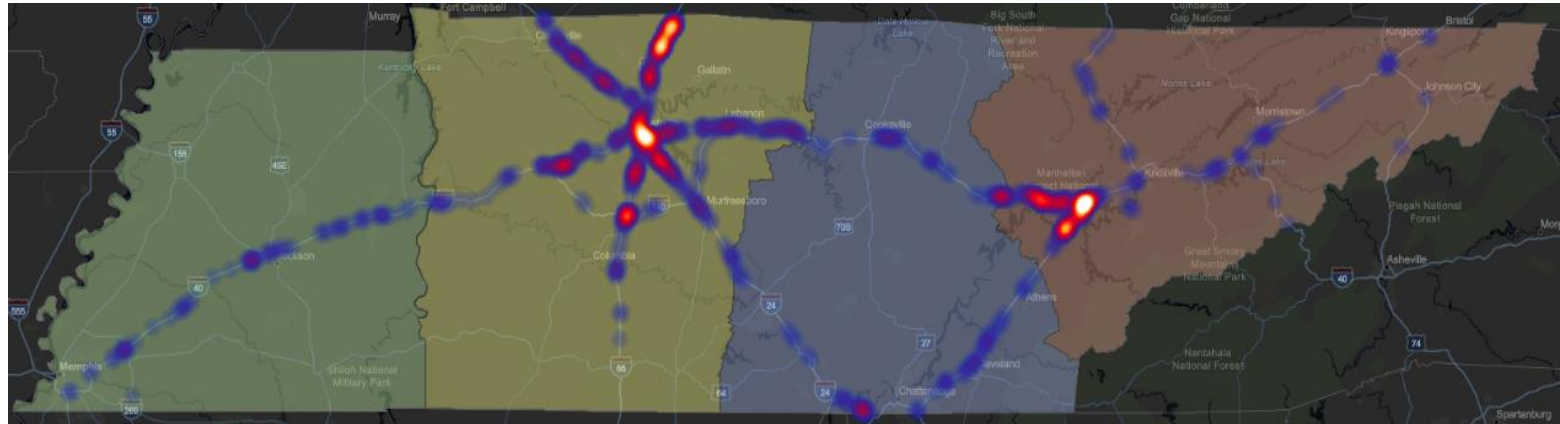
Truck Usage Growth Trend



Source: [Freight Analysis Framework](#)
Last Updated: May 15, 2023

Why Rural Service Patrol (RSP)?

- **Dedicated resource** for rural freeways
- **Reduced** maintenance calls
- **Reduced** incident response time and roadway clearance time
- **Reduced** secondary crashes



2022 TITAN Secondary Crash
Data

3.1% of total crashes are **secondary crashes** and increasing

Statewide Service Patrol Priority

- Priority 1 routes
 - All days **625** miles
- Priority 2 routes
 - All days **525** miles
- Priority 3 routes
 - All days **118** miles



RSP with Existing HELP Routes

- Priority 1 routes
 - All days **280** miles
- Priority 2 routes
 - All days **472** miles
- Priority 3 routes
 - All days **141** miles



Rural Service Patrol – Current Ask

RSP, All Days		
	Length (miles)	Estimated Cost (\$ M)
Priority 1	280	\$4.95
Priority 2	472	\$9.02
Priority 3	115	\$2.64
Total	867	\$16.6

Red: Current ask

Future Needs:

- Increase HELP coverage segments and convert to 24x7
- Increase coverage in Tri-cities
- Increase coverage around Clarksville and Jackson
- Add new coverage along major state roads

Recommendations

- Deploy RSP for **all days**
- Use **performance-based vendor services** contract
- Define RSP-specific **quality assurance**
- Recommend **standalone contract(s)** for flexibility, scalability, performance-based operation, and other administrative convenience

Service Patrol Essential Services

Patrol
Interstates



Assist
Motorists



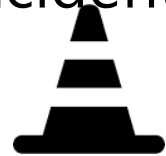
Provide First
Aid Support



Remove
Debris



Manage
Traffic
Incident



Report
Maintenance
Issues



Warn and Assist Motorists
During Hazardous Winter
Condition



Reposition
Abandoned
Vehicle



Service Patrol Performance Measures



Average Monthly
Response Time



Average Monthly
Roadway Clearance
Time



Consistent Route
Coverage



Coverage Length and
Duration



Staff Training and
Education

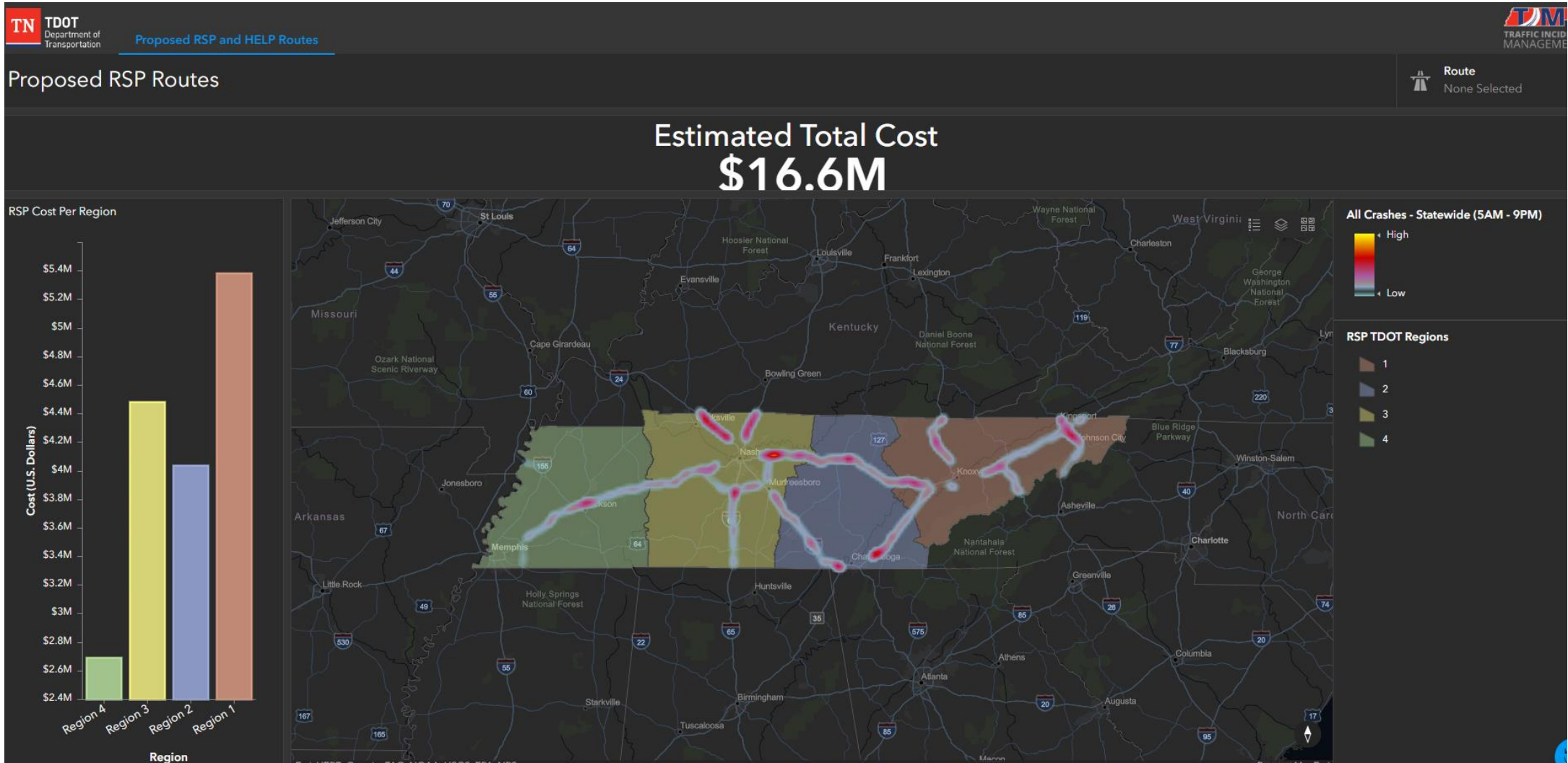


Vehicle Performance
and Maintenance

Benefits of Rural Service Patrol



TDOT HELP and RSP Dashboard



Questions?

