



Safe Highway *matters*

A Platform for Safety Service Patrol Programs

Eyes on the Road, Not the Text

By Lisa Kennedy-Cox

Serious risks are associated with disabled vehicles at the side of our nation's highways. Safety patrol operators changing tires and fixing mechanical problems work just inches away from vehicles speeding down the road at 50-60-70 miles per hour.

For drivers a blink of an eye or a moment of distraction can result in a fatal mistake. It could be a drunk driver unable to control his/her vehicle. It could be an aggressive driver. Or, he/she could be a distracted - talking, texting, surfing the web, watching videos or fiddling with the GPS. Whichever the case, distracted behavior born from bad judgment is often the direct cause of accidents. Seventy-five percent of fatal accidents are due to driver error according to the National Highway Traffic Safety Administration (NHTSA).

While Safety Service Patrols, through their rapid response to accidents and incidents, are effective in mitigating secondary accidents and restoring normal traffic flow - Safe Roads Alliance is working to make our roads safer by keeping motorists focused on driving. Safe Roads Alliance is a non-profit working on a mission to promote better driving. Safe Roads Alliance maintains that crashes are preventable and that education and awareness are the keys to prevention. While it is very important to build safer cars, the safest car is one that doesn't experience a crash. Improvements in design and advances in technology do lessen crash risks, but it remains the driver's responsibility to avoid collisions.

Safe Roads Alliance provides licensed drivers with deep discounts to crash avoidance training classes that will help them drive more safely and to better avoid collisions. Teen drivers' education does

a good job of teaching our youth how to become drivers, however, becoming a good driver takes experience, on-going education and practice in controlled conditions.

Today dangerous driving is exacerbated by the insidious growth of communication gadgets, including cell phones, iPods, Blackberries and GPS units. More and more drivers are paying less and less

According to research done by the Virginia Tech Transportation Institute, texting while driving increases the likelihood of a crash 22 times during the period that a driver is sending a text message. That's not 22%. That is a 2,200% increase.

Overcoming communication addiction and changing behavior accordingly are



attention to their driving. According to the National Safety Council, cell phone use is a factor in 6% of all crashes, which equates to 636,000 crashes, 330,000 injuries, 12,000 serious injuries and 2,600 deaths each year.

A 2008 study by the Insurance Institute for Highway Safety shows that drivers using cell phones are four times more likely to be involved in personal injury crashes than other drivers. Most crashes are caused by driver inattention, with cell phone use being the number one distraction. This finding, along with a 2008 poll by Nationwide Insurance showing that 81% of cell phone users report that they talk on their cell phone while driving and 18% of cell phone users report that they send text messages while driving, makes for highly volatile conditions.

hugely challenging in terms of both public policy and driver education. An analogy can be drawn to seat belt use. Seat belts have been standard equipment in all American cars since 1971 when NHTSA mandated passive restraints and the laws requiring their use. Laws, which vary from state to state, have been on the books since 1984 when New York became the first state to require use. The compliance rate today is still only 83% according to NHTSA, even though thirteen out of 100 travelers run the

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risk of being hurled through a windshield. Still, legislation is the place to start and legislation is an important tool to prevent drivers from engaging in unsafe distractions such as cell phones and Internet devices.

NYSDOT is H.E.L.P.ed by Sponsorship

January 1, 2010 marked the first day of a new year, a new decade and a new kind of public/private partnership in New York, a new partnership that provides funding from the private sector to a public sector program. State Farm Insurance, who has a long history of commitment to highway safety, is now the sponsor of the NYSDOT H.E.L.P. program. The initial sponsorship term is two years with options to renew for up to three more years bringing total revenue to New York of up to \$10.8 million.

The NYSDOT sponsorship program elements include new, more highly reflective graphics for the vehicles, new uniforms for the drivers and the installation of highway signage identifying road segments serviced by H.E.L.P.

Established in 1994 with three vehicles patrolling the Long Island Expressway, today the H.E.L.P. program is the third largest in the nation, operating state-wide with 99 vehicles and aiding over 85,000 motorists each year. The program currently patrols 1,429 centerline miles between the hours of 6:30 a.m. and 9:30 a.m., and 3:00 p.m. and 7:00 p.m., Monday through Friday.

Along with Florida, Georgia, Massachusetts, Colorado and Pennsylvania,

With or without laws, drivers can and must think about the consequences of their inattention and drive attentively. Along with programs such as Safety Serive Patrols, Safe Roads Alliance is making every effort to

reduce accidents. 

Lisa Kennedy-Cox is the Safe Driver Advocate at Safe Roads Alliance, Inc. More information is available about her team's efforts at www.saferoadsalliance.org.

New York is leading the trend to implement innovative sponsorship programs to



NYSDOT Commissioner Stanley Gee and Travelers Marketing Managing Partner David Stein both spoke about the newly sponsored program on December 21, 2009 in Albany.

Photo by Dexter Davis.




H.E.L.P. Drivers, NYSDOT Officials and State Farm and Travelers Marketing Representatives joined together to welcome the new sponsorship program in Long Island.

Photo by the Long Island Photo Group.

maintain these life-saving services in times of economic hardship.

When NYSDOT issued their Invitation for Bids (IFB) on April 10, 2009, Travelers Marketing responded on behalf of State Farm. Travelers Marketing, a national sponsorship and advertising firm, works directly with DOTs and toll authorities to design and implement Safety Service Patrol Sponsorships.

Department of Transportation Acting Commissioner Stanley Gee said: "This sponsorship agreement brings two distinct benefits to New Yorkers by bringing revenue to New York State and by providing an extremely valuable safety service that also reduces traffic congestion on some of the state's busiest highways. Governor Paterson is committed to finding innovative ways to support state services and partnering with State Farm on our HELP program does just that."

FHWA New York Division Administrator Jeffrey W. Kolb sums it up: "By helping us to keep America's roads safe, partnerships like this are a great way to begin the new year. America's roads are safer now than they've been in a generation and efforts like this one will help make 2010 the safest yet." 

About Safe Highway Matters

Over the past thirty years safety service patrols have been an integral and economical component of highway safety operations. Today these patrols exist in 38 states serving more than 12,680 centerline miles. While most programs operate as part of much larger ITS units, the hands-on, person-to-person nature of the work makes safety service patrols uniquely different from all other ITS programs. This newsletter is for you - transportation leaders, policy makers, legislators, ITS engineers, managers,

operators and drivers responsible for providing this service and improving highway safety. "Safe Highway Matters" was created in recognition that the safety service patrol programs have been without a voice and an interactive forum. "Safe Highway Matters" will share best practices, discuss affecting rules, regulations and legislation; it will profile industry leaders and report on patrol activities around the country. We hope you will contribute your ideas, suggestions and submissions.

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Profile: Richard L. Wheeler

Company: Florida's Turnpike Services, LLC
Department: Safety Patrol
Position/Title: President

Does your professional experience influence your personal choices like the type of vehicle you drive? How?

My involvement in the Safety Patrol has made me more aware of two things. First, I have become more dedicated to checking maintenance issues such as checking air pressure, oil, etc. before a trip – we see too many preventable breakdowns along our highways. Second, I have become a more conservative driver, slowing my speed and especially watching for vehicles along the road – and moving over as often as possible.

Personal Vehicle Make and Model:

As for my personal vehicle – has been a Dodge Ram pick-up for the past ten years – hasn't let me down yet – watch for the Dodge Trucks coming to our fleet soon.

How did you become involved with Florida's Turnpike Enterprise?

The company that I now own with a partner hired me as a GM and part of my responsibility was the fuel and towing operation at the Fort Drum Service Plaza on Florida's Turnpike. Five years later we bid for the seven other plazas' fuel and towing and were successful, making the Turnpike operation the primary focus of the company. Five years into that contract we worked with FTE to launch the service patrol – three trucks to pick up dangerous debris on the highway. The fleet has developed to about twenty pick ups and tow trucks.

What other jobs have you held?

I worked previously with another fuel distributor and a mobile refueler, but I started my business career with Enterprise Leasing right out of college.

What factors largely influence the effectiveness of the State Farm Safety Patrol in Florida?

It starts with a good working relationship among all parties. The Turnpike, State Farm and our firm had a good understanding and agreement on what we were trying to accomplish for each – safety first, but a good reputation and high standards of customer service. This common ground was then used to train our operators in the details – using actual examples and potential customer questions.



Richard L. Wheeler pictured here with Florida Department of Transportation Secretary Stephanie Kopelousos at the Turnpike Operations Center at Pompano Plaza for a "town hall" meeting.

How do changes in the economy, gas prices, etc. affect the patrol?

It's been tough for all of us starting with the spike in fuel prices, which many operators and government folks had not anticipated. Since fuel is one of our top expenses, the drastic changes we saw eliminated all profits unless a fuel offset or negotiated rate system was available. The economy and the budget impact which resulted in service hour cuts was another unforeseen impact.

Who would have guessed that we would see government contracts shrink? That made for some lean years and unfortunately along with the high gas prices left some negative feelings concerning Safety Service Patrol contractors. Hopefully, the government managers will understand and adjust the contracts so that they have some ability to adjust or mitigate for this type of downturn.

What do you wish others would, but don't seem to, understand about highway safety?

It only takes a second for bad things to happen – that second to look down at a text message, that reaching for a coffee, that driving next to another driver on a highway, that drift into the emergency lane – one second or less and there can be a catastrophic event – pay attention, focus and slow down for extra reaction time.

Who would be an ideal candidate to drive and operate a State Farm Safety Patrol vehicle?

The first thing we look for is personality – a serious individual but with the ability to communicate easily. Quick reactions towards solutions – but not quick reactions to anger or frustration. Safety Patrol Operators are the voice of reason, the white knight and an example of professionalism.

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"Move Over" Law at a Glance

Every year, first responders across the country are injured or killed on the job while providing emergency services along America's highways. The "Move Over" Law aims to make all roadside emergency and maintenance professionals safer.



Who? 90% of respondents to a national poll by Mason Dixon Polling and Research sponsored by the National Safety Commission, believe traffic stops and roadside emergencies are dangerous for law enforcement and first responders. 86% of these respondents support enacting "Move Over" laws in all 50 states.

What? The "Move Over" Law, effective in 46 states, requires drivers approaching a stationary emergency or maintenance vehicle with flashing lights to move to the next adjacent lane if it is safe to do so, and, if that is not possible, to reduce their speed. Each state that has implemented the law has their own set of consequences, and failure to comply can result in fines, license suspension, or even jail time.

Why? Over 150 U.S. law enforcement officers have been killed since 1999 after being struck by vehicles along America's highways according to the National Law Enforcement Officers Memorial Fund.

When? Kansas was the first state to enact the law in 2000. Connecticut and Nebraska were the most recent states to pass the law in 2009.

Where? Hawaii, New York, Maryland and Washington D.C. are the only areas in the nation that have yet to pass the "Move Over" Law.

How? Visit www.moveoveramerica.com to fill out a form showing your state support for this law and to learn more about national efforts garnered toward keeping our emergency responders safe.

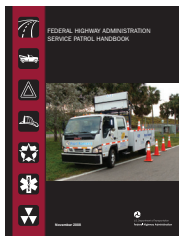
Featured Safety Service Patrol Publications

A complete library of all Safety Service Patrol Research will be available on SafeHighways.org.

Title: Federal Highway Administration Service Patrol Handbook

Authors:

Nancy Houston
Craig Baldwin
Andrea Vann Easton
Steve Cyra, P.E., P.T.O.E.
Marc Hustad, P.E.
Katie Belmore, EIT



Sponsored by: Federal Highway Administration, HOTO-1 U.S. Department of Transportation

Link: ops.fhwa.dot.gov/publications/fhwahop08031/ffsp_handbook.pdf

Summary: This Handbook provides an overview of the Full-Function Service Patrol (FFSP) and describes desired program characteristics from the viewpoint of an agency that is responsible for funding, managing, and operating the services. The primary audience for the Handbook comprises State DOTs.

Title: Incident Clearance Report

Authors:

Indu Sreedevi
Rosella Picado
(Former contributors to ITS Decision website)

Link: http://www.calccit.org/itsdecision/serv_and_tech/Traffic_management/Incident_management_traffmagt/Incident_clearance_traffmagt/clearance_rep.htm

Summary: An evaluation of the most visible components of an incident clearance program, the service patrol. Service patrols around the country are assessed based on benefits and costs.



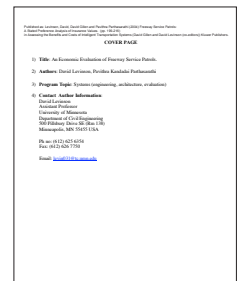
Title: An Economic Evaluation of Freeway Service Patrols

Authors:

David Levinson
Pavithra Kandadai Parthasarathi

Link: <http://nexus.umn.edu/Papers/FSP.pdf>

Summary: The objective of this study was to investigate the factors that contribute to people choosing to rely on the highway assistance services (FSP) in comparison to private assistance services such as the Automobile Association of America (AAA). Further the effectiveness of the Freeway Service Patrol was studied by carrying out a Benefit-Cost Analysis using Los Angeles as a test case.



Driver Question of the Quarter

What was the most significant assist you made in 2009?

"A motorist was driving and started having a heart attack. He called 9-1-1 and I was the first one to respond. We don't have scanners, so I didn't know what I was responding to. I immediately jumped into First Aid Mode (I teach CPR). We got an ambulance there and they took him away. He survived."

- Richard Keskinen, NYSDOT H.E.L.P. Driver

If you would like to answer future Questions of the Quarter or would like to share your response to the above question, please contact Elizabeth LaBelle at elabelle@travelersmarketing.com.

Send comments to elabelle@travelersmarketing.com.

Profile: Richard L. Wheeler... continued

Fill in the blank: Motorists everywhere should carry Wow! – the list is long.....a cell phone and contact list, an early warning device flashing light or reflector, flash light, spare tire and jack/wrench in their vehicle at all times.

What would you like other states to know about Florida's Turnpike's Safety Patrol?

It works and saves lives. I could add a dozen other comments but they all pale in comparison to our primary goal.

What would you like to know about other states' safety patrols?

I would like to hear about changes – major and minor that other programs have made – we have gained a lot by watching the other programs around the state – vehicle type, different beds and lights, uniforms. We all work in the same environment so we should be able to learn from each others play books.


Hometown: Waukegan, Illinois, but I really grew up in Mulberry, Florida.

Favorite Bumper Sticker: For general publication let's just stick with my "Go Seminoles" one.

Pets: I have a variety. They are all adopted – a

cat and a gecko from one son, a tarantula from another son, birds from everyone in the neighborhood – everyone loses interest and they end up at my house (due to my wife....).

Hobbies: I love to fish – offshore for Dolphin, Wahoo, King. I have hiked a few significant parts of the Appalachian Trail and I have a few cows on a farm in Polk County Florida.

Additional Comments: I would like to encourage the traffic management managers in all of the DOT entities to continue the development of the safety patrol programs and incident response teams – the economy slowed this down, but the need is still there and very worthwhile. 



In Memoriam



Joseph Kealey, a N.J. Emergency Service Patrol (ESP) Operator, was killed in the line of duty on Monday, January 11, 2010. Kealey, 45, was parked assisting a motorist when another vehicle drove into the back of his service vehicle. He leaves behind his wife and two daughters. In lieu of flowers, donations can be made in his name to the Animal Welfare Assoc., 509 Centennial Blvd., Voorhees, NJ 08043.



Safe Highway matters

A Platform for Safety Service Patrol Programs

This listing is a compilation of data gathered by Travelers Marketing directly from the sources where possible and from a variety of previously published reports from Vanderbilt Center for Transportation Research, Texas Transportation Institute, and Center for Urban Transportation at the University of South Florida.

If any information is inaccurate or incomplete, please send corrections to Elizabeth LaBelle, elabelle@travelersmarketing.com. Safe Highways will maintain this database and make it available upon request free of charge.

STATE	ABBR.	POPULATION	AGENCY	NAME	COVERAGE AREA	FLEET SIZE	CENTERLINE MILES COVERED	ANNUAL ASSISTS	HOURS OF OPERATION
Alabama	AL	4,661,900	Alabama DOT	Alabama Service Assistance Patrol (ASAP)	Birmingham Metro Area (Jefferson and Shelby Counties)	11	130	28,337	6 a.m. - 10 p.m. Mon-Fri
Alabama	AL	4,661,900	Alabama DOT	ASAP	Mobile	6	33	5-10 per shift	24 hours/day
Alaska	AK	686,293	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Arizona	AZ	6,500,180	Arizona DOT - Department of Public Safety and the Maricopa County Association of Governments	Freeway Service Patrol	Phoenix Metropolitan Region Urban Freeway System	8	334	10,000	18 Hours/Day, 7 Days/Week
Arkansas	AR	2,855,390	Arkansas Department of Transportation	MAP - Motorist Assistance Patrol	Little Rock, Crittenden County (West Memphis)	Program was cancelled.			
California	CA	36,756,666	Caltrans, California Highway Patrol (CHP) and the local transportation agency	Freeway Service Patrol	Valley Division, Golden Gate Division, Central Division, Southern Division, Inland Division, Border Division, and Coastal Division	300+	1,400	600,000	Mon - Fri during peak commute hours
California	CA	36,756,666	Golden Gate Bridge	Emergency Service Patrol	Golden Gate Bridge	4	1.7	6,900	24 hours/day
Colorado	CO	4,939,456	Colorado DOT	Mile High Courtesy Patrol	Denver Metropolitan Area	28	85	10,872	Mon-Fri 6:30 a.m.-9:00 a.m. and 3:30 p.m.-6:30 p.m. (holidays excluded)
Colorado	CO	4,939,456	E-470 Public Highway Authority	E-470 Safety Patrol	Douglas County to Adams County	7	47	8,700	24 hours/day
Connecticut	CT	3,501,252	Connecticut DOT	Connecticut Highway Assistance Motorist Patrol (CHAMP)	I-95 Corridor, I-91 Corridor, and I-84 Corridor	15	140	17,400	Mon-Fri 5:30 a.m. - 7:00 p.m., including some holidays
Delaware	DE	873,092	Delaware DOT	Motorist Assistance Patrol	Statewide	N/A	N/A	N/A	N/A
Florida	FL	18,328,340	Florida DOT	Road Rangers	District 1, District 2, District 3, District 4, District 5, District 6 and District 7	86	742	320,217	24 hours/day
Florida	FL	18,328,340	Florida Turnpike	State Farm Safety Patrol	Miami-Dade, Broward and Palm Beach counties as well as Orange and Osceola County	21	332	91,000	24 hours/day
Florida	FL	18,328,340	MDX	Road Ranger	Miami	12	31	18,250	24 hours/day
Florida	FL	18,328,340	OOCEA (in conjunction with Florida Turnpike)	Safety Patrol	Orlando Orange County	7	125	N/A	Sun-Mon 6 a.m.-8 p.m.
Georgia	GA	9,685,744	Georgia DOT	State Farm Highway Emergency Response Operations (H.E.R.O.)	Metro Atlanta	113	280	99,725	Mon-Fri 24 hours/day; Sat-Sun 15 hours/day
Hawaii	HI	1,288,198	Hawaii DOT and	Freeway Service Patrol	Honolulu	6	35	4,000+	Mon-Fri 5 a.m. - 7 p.m. (except for holidays)
Idaho	ID	1,523,816	Idaho DOT	Incident Response	ITD District 3, western Ada and eastern Canyon Counties	N/A	25	N/A	N/A
Illinois	IL	12,901,563	Illinois DOT	Minutemen/Emergency Traffic Patrol (ETP)	Chicago (D1) and St. Louis Metropolitan (D8)	15	283.00	18,679	24 hours/day
Illinois	IL	12,901,563	Illinois Tollway	H.E.L.P.	Chicago	16	283	38,031	Mon - Fri 5 a.m.-8 p.m.
Indiana	IN	6,376,792	Indiana DOT	Hoosier Helpers	Northwest Indiana, Indianapolis Metropolitan Area, Southern Indiana	10	157	32,000	Mon-Fri 6:30 a.m.-8:30 p.m.
Iowa	IA	3,002,555	Iowa DOT	Highway Helper	Des Moines Metro Area	2	30	N/A	Mon-Fri 5 a.m. to 8 p.m., including some holidays
Kansas	KS	2,802,134	Kansas Highway Patrol	Motorist Assist Program	Kansas City, Wichita and Topeka	8	75	1,000	24 hours/day
Kentucky	KY	4,269,245	Kentucky Office of Highway Safety Division of Incident Management	SAFE Patrol	Laurel County, Whitley County and Rockcastle County	27	60	4,200	6 a.m. - 10 p.m. 7 days/ week
Louisiana	LA	4,410,796	Louisiana DOTD	Motorist Assistance Patrol	Baton Rouge, New Orleans, Shreveport, Lake Charles	N/A	94	9,100	12-14 hours/day 7 days/ week
Maine	ME	1,316,456	Maine Turnpike Authority	Courtesty Patrol	Maine Turnpike	3	N/A	312	Memorial Day Weekend, July 4th - Labor Day Weekend, noon-8p.m. on Friday and same on Sunday; if holiday weekend patrol works on the holiday
Maine	ME	1,316,456	Maine Turnpike Authority	Night Patrol	Maine Turnpike	2	109	N/A	Nov 15 - April 15 11 p.m.-7 a.m.
Maine	ME	1,316,456	Maine Turnpike Authority	Weekend Patrol	Maine Turnpike	3	109	N/A	3:30 p.m. on Friday - 7 a.m on Monday (patrol is on call)
Maine	ME	1,316,456	Maine DOT			Program discontinued.			
Maryland	MD	5,633,597	Maryland DOT and Maryland State Police	Emergency Traffic Patro/ Response Unit (ETP/RU)	Washington D.C./Baltimore	20	145	33,750	16
Massachusetts	MA	6,497,967	Massachusetts DOT	Motorist Assistance Program	Metropolitan areas of Boston, Worcester, and Springfield	22	332	36,000	Mon-Fri 6:30 a.m. - 9:30 a.m. and 3:30 p.m. - 6:30 p.m.
Michigan	MI	10,003,422	Michigan DOT	Freeway Courtesy Patrol	Metro Detroit	24	230	51,554	5 a.m. - midnight
Minnesota	MN	5,220,393	Minnesota DOT	Freeway Incident Response Safety Team (FIRST)	Minneapolis - St. Paul	10	220	33,209	3:30 a.m. to 9:00 p.m. Mon-Fri, limited coverage on weekends.

State	Abbr.	Population	Agency	Name	Coverage Area	Fleet Size	Centerline Miles Covered	Annual Assists	Hours of Operation
Mississippi	MS	2,938,618	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Missouri	MO	5,911,605	Kansas City Scout, St. Louis Co Traffic and Maintenance, and Missouri DOT	Motorist Assist	All Major Missouri Interstates	12	160	31,000	Mon-Fri 5:00 a.m. - 7:00 p.m. with limited coverage on holidays
Montana	MT	967,440	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Nebraska	NE	1,783,432	Nebraska State Patrol	Metro Area Motorist Assist Program (MAMAP)	Omaha	3	80	60,000	Mon-Fri 6 a.m. - 10 a.m. and 2 p.m. - 6 p.m.
Nebraska	NE	1,783,432	Nebraska State Patrol	Nebraska Motorist Assist Program (NeMAP)	Lincoln Area	2	80	27,600	Mon-Fri 6 a.m. - 10 a.m. and 2 p.m. - 6 p.m.
Nebraska	NE	1,783,432	Nebraska State Patrol	Central Nebraska Motorist Assist Program (CNMAP)	Grand Island Area	2	120	9,600	Tues-Sat 6 a.m. - 10 a.m. and 2 p.m. - 6 p.m.
Nevada	NV	2,600,167	Nevada DOT	Freeway Service Patrol	Las Vegas/Reno	14	75	38,000	24 hours/day
New Hampshire	NH	1,315,809	New Hampshire DOT	N/A	Salem to Manchester	N/A	N/A	N/A	5 AM to 7 AM Mon - Fri, 3:30 PM to 7 PM Mon - Thurs, 3:30 PM to 9 PM Friday, 2 PM to 8 PM Sunday
New Jersey	NJ	8,682,661	New Jersey DOT, Traffic Opeartions South, Traffic Operations North and The South Jersey Transportation Authority	Emergency Service Patrol	New York/Philadelphia	64	388	45,000	15-17 hours/day
New Mexico	NM	1,984,356	New Mexico DOT	HELP (Courtesy Patrol) Truck Program	Albuquerque (District 3)	N/A	N/A	N/A	Mon-Fri 6 a.m. - 9 p.m.
New York	NY	19,490,297	New York DOT	State Farm Highway Emerergency Local Patrol (HELP)	New York City, Buffalo, Albany/Schenectady,Troy/Rochester, Hudson River Valley, Long Island	87	1,429	81,422	Mon-Fri 7-9 hours/day
North Carolina	NC	9,222,414	North Carolina DOT	Incident Management Assistance Patrol (IMAP)	Raleigh, Durham, Greensboro, Winston Salem, Charlotte, Asheville, I-40 in Pigeon River Gorge)	58	354	N/A	Hours vary depending on region, but most patrols cover Mon-Fri 6-8 hours/day
North Dakota	ND	641,481				No program exists.			
Ohio	OH	11,485,910	Ohio DOT	Freeway Incident Response Team (FIRST)/Road Crewzers	Akron, Summit County, Cincinnati, Cleveland, Columbus, Dayton, Montgomery County, Toledo, Perrysburg, Sylvania	7	310	22,825	Mon-Fri 5:30 a.m. - 8 p.m. plus weekends during special events
Oklahoma	OK	3,642,361				No program exists.			
Oregon	OR	3,790,060	Oregon DOT	Incident Response (formerly COMET - Corridor Management Teams)	Regions 1 and 2, including Portland -Metro Area, Salem, Eugene and other coastal areas	11	91	16,533	nearly 24 hours/day
Pennsylvania	PA	12,448,279	Pennsylvania Turnpike	Pennsylvania Turnpike Commission (PTC)	Philadelphia/Pittsburgh/Harrisburg-Lancaster	29	530	40,443	24
Pennsylvania	PA	12,448,279	Pennsylvania DOT	Lehigh Valley Freeway Service Patrol, Capital Beltway Service Patrol, Parkway Service Patrol and Expressway Service Patrol	Allegheny County, Allentown, Philadelphia, Harrisburg and Pittsburgh	21	283	18,000+	4:30 a.m - 8:30 p.m.
Rhode Island	RI	1,050,788				No state program found. Patrolled by CVS/Samritan.			
South Carolina	SC	4,479,800	South Carolina DOT	Incident Response	Beaufort, Charleston, Columbia, Florence,Grand Strand/Myrtle Beach, Rock Hill, and Greenville/Spartanburg	28	128	80,252	Hours vary depending on region, but most patrols cover Mon-Fri 6-8 hours/day
South Dakota	SD	804,194				No program exists.			
Tennessee	TN	6,214,888	Tennessee DOT	HELP	Nashville and Davidson County, Memphis and Shelby County, Knoxville and Knox County, and Chattanooga and Hamilton County	72	198.00	88,192	Mon: 6 a.m.-8:30 p.m., Tues-Fri 5 a.m.-10:30 p.m., Sat 8:30 a.m.-8:30 p.m. and Sun 9:30 a.m.-8:30 p.m.
Texas	TX	24,326,974	Texas DOT/Texas Department of Public Safety	Courtesy Patrol	Dallas/Fort Worth, Houston and El Paso	43	698	142,167	Hours vary depending on region, but most patrols cover Mon-Fri 6-8 hours/day
Texas	TX	24,326,974	Texas DOT	Texas Tollways Courtesy Patrol	Austin	7	32	13,570	14 hours/day
Utah	UT	2,736,424	Utah DOT	Incident Management Team	Salt Lake City	12	125	10,750	Mon-Fri 6:30 a.m. - 6:30 p.m.
Vermont	VT	621,270				No program exists.			
Virginia	VA	7,769,089	Virginia DOT	Safety Service Patrol	Washington D.C./Norfolk-Portsmouth-Newport	96	278	62,233	24 hours/day
Washington	WA	6,549,224	Washington State DOT	Incident Response Program	Seattle-Tacoma, Spokane	58	500	10,260	Roving during peak hours, 24 hours Emergency Assistance
West Virginia	WV	1,814,468	Citizens Conservation Corps of West Vriginia via contract with the West Virginia Division of Highway (DOH)	Courtesy Patrol	All major highways and corridors	25	786	22,741 +/-	7 days a week, 3:00 p.m to 7:00 a.m.
Wisconsin	WI	5,627,967	Dane County Sheriff's Office/Wisconsin DOT	Dane County Beltline Service Patrol	Dane County	1	39	4,800	Mon-Fri 7 a.m.-7p.m.
Wisconsin	WI	5,627,967	Milwaukee County Sheriff's Department/ Wisconsin DOT	Milwaukee County Enhanced Freeway Patrols	Milwaukee County	4	129	20,000-30,000	N/A
Wisconsin	WI	5,627,967	Wisconsin DOT	Racine, Kenosha and Waukesha County Gateway Patrols	Racine, Kenosha and Waukesha Counties	4	N/A	N/A	Racine and Kenosha Counties: Mon-Thurs 7 a.m. - 10 a.m. and 4 p.m. - 7 p.m. and Fri - Sun 10 a.m. - 8 p.m.; Waukesha County Mon-Fri 6 a.m. - 9 a.m. and 3 p.m. - 7 p.m.
Wyoming	WY	532,668				No program exists.			
TOTAL		303,467,891				1,446	12,680.50	2,323,624	