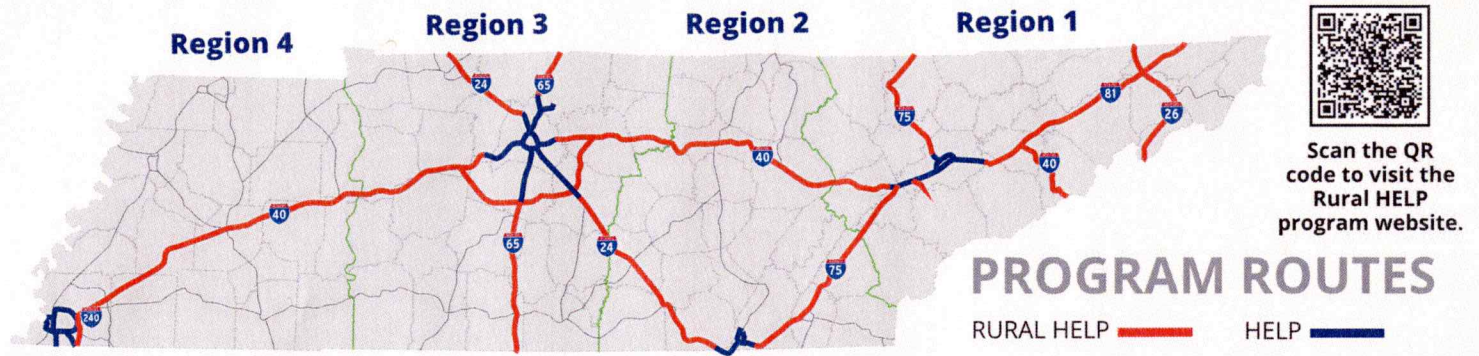


TDOT RURAL SERVICE PATROL PROGRAM INFORMATION



Scan the QR code to visit the Rural HELP program website.

PROGRAM OVERVIEW

The Tennessee Department of Transportation (TDOT) Rural Service Patrol is an extension of the existing HELP program, which will provide free roadside assistance and incident response to improve safety and reduce travel time on **rural interstates**.

Rural HELP will:

- Extend the successful HELP Program into **rural areas**.
- **Cover 870+ miles** of interstates across all four regions.
- Be delivered through a performance-based contract to **ensure quick, safe, coordinated roadway clearance**.

PROGRAM EFFECTIVE DATE

The Rural HELP program will go into effect beginning in **Region 2 on March 29, 2026**. After the program deploys in Region 2, the program will deploy in Regions 4, 1 and 3 on the dates shown in the table below. **TDOT Rural HELP will be in full effect and 100% operational by July 2026.**

Region	Deployment Date
2	March 29, 2026
4	April 28, 2026
1	May 28, 2026
3	June 27, 2026

TDOT'S ROLE

- **Regional Leadership:** Regional staff oversee daily Rural HELP operations and staffing.
- **Traffic Operations HQ:** Manages statewide contract and overall contractor performance.
- **Transportation Management Center (TMC):** Monitors traffic, supports incident management, coordinates Rural HELP and HELP.

ESSENTIAL SERVICES PROVIDED

16 HRS a day • **7 DAYS** a week • **6 am - 10:30 pm**

ON-CALL OVERNIGHT for special events & emergencies



NEED HELP? CALL: 511 or *THP (*847)

Rural HELP	HELP
Interstates not covered by HELP	Chattanooga, Knoxville, Nashville, and Memphis Areas
7 days/week, 16 hrs/day + On-call Overnight/Special Events	7 days/week, 16 hrs/day, On-call Overnight/Special Events
Arrival within 60 min or faster	Arrival within 60 min or faster
37 Designated Coverage Routes	21 Designated Coverage Routes
Disabled/Abandoned Vehicles, Crashes, Debris Removal, Motorist Assist	Disabled/Abandoned Vehicles, Crashes, Debris Removal, Motorist Assist

FIRST RESPONDERS' ROLE

- **Assist TDOT in Program Rollout:** Support coordination and communication during implementation phases.
- **Respond Appropriately to Incidents:** Coordinate through Regional TMC for Rural HELP support in quick clearance and safety during emergencies.
- **Information Sharing:** Provide timely updates on incidents, hazards, and emergency conditions to Regional TMC.