

Highway Emergency Lane Patrol H.E.L.P. Program

NEED HELP ON THE TOLLWAY? DIAL *999



H.E.L.P Program History

Roadway Maintenance and Illinois State Police always provide customer assistance 24/7.

In 1997, the H.E.L.P. Program was established based within 7 maintenance sites east of the Fox River serving the highest weekday travel times.

The H.E.L.P. Program was expanded in 2004 to serve the entire Tollway system.



H.E.L.P. Program



System Service

- Moving vehicles from traffic and incidents

Customer Services

- Tire changes
- Battery boosts
- Fuel and coolant
- Calling for tow truck

Statistics

- 12 patrols routes
- 30 miles per route

Current H.E.L.P. Program

Staffed by equipment operator/laborers (EOLs) within the Roadway Maintenance Department

- Monday-Friday operation
- 4 a.m. to 8 p.m. service
- 12 maintenance sites
- Work performed by 24 EOL employees

Operations suspended when EOLs are assigned to snow plow duties

Service hours extended as needed for holidays

Total Estimated Annual M&O Costs: \$3.13 million

- Labor: \$2.8 million
- Vehicle maintenance: \$61,920
- Fuel: \$273,600

Total Estimated Annual Capital Costs (vehicles): \$235,008



2019 Budget Proposal – Option A

Funding for 12 new EOLs to provide H.E.L.P. Program service during winter snow events at busiest garages

- \$1.4 million increase in annual labor costs
- Nominal increase in fuel and vehicle maintenance costs

Roadway Maintenance Department continues to provide current H.E.L.P. Program

Dedicated H.E.L.P. EOLs staffed at busiest six garages

Service hours extended as needed for holidays

**Additional Annual
M&O Costs:
\$1.4 million**

2019 Budget Proposal – Option B

Proposed 24/7 H.E.L.P. Program service at all 12 maintenance facilities

Total Estimated Annual M&O Costs: \$6.47 million





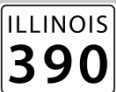
- Labor: \$6.05 million
- Vehicle maintenance: \$78,480
- Fuel: \$342,000

Total Estimated Bi-Annual Capital Costs (Vehicles): \$705,000

- 51 new employees (to cover 12 garages 24/7)
- Annual labor cost increase approximately \$6.05 million
- Annual fuel costs increase \$342,000
- Annual equipment maintenance costs increase by \$78,480
- Bi-annual equipment/truck replacement cost increase by \$705,000



Tollway System Daily Usage 2017

Corridor/Miles	H.E.L.P. Hours	Non-H.E.L.P. Hours	Customers Assisted
 84 miles	585,307 (86%)	87,873 (14%)	10,821/year
 76 miles	304,101 (87%)	45,359 (13%)	6,709/year
 96.5 miles	222,400 (88%)	29,460 (12%)	6,023/year
 30 miles	253,029 (90%)	28,941 (10%)	3,369/year
 10 miles	88,071 (90%)	10,899 (10%)	849/year

THANK YOU

