

Illinois Tollway Highway Emergency Lane Patrol (HELP)

The Illinois State Toll Highway Authority's (ISTHA) Highway Emergency Lane Patrol (HELP) vehicles traverse the state's tollways looking to provide assistance to the motoring-public who have disabled vehicles or have become stranded on the Illinois Tollway. HELP trucks are also dispatched to back-up every accident with reported lane blockage. This service operates daily from 5:00 a.m. to 8:00 p.m. During other hours, routine motorist aid activities take place using an on-demand approach. The objective of this project is to remove stopped vehicles on the tollway in order to reduce potential roadway hazards, increase motorist safety, and provide an enhanced level of service to all motorists on the road.

HELP Operators are trained to perform a variety of tasks to assist disabled vehicles. HELP trucks aid in the safe removal of disabled vehicles from live lanes of traffic and also assist in emergency response situations such as vehicle incidents. HELP Operators also remove lane blocking debris in order to quickly restore normal traffic flow and minimize the danger to the traveling public. Tollway patrons who run out of gas are provided with gas for a nominal fee and Operators can also change flat tires without any cost to the motorist. The HELP service can also provide stalled drivers with a 50/50 water/antifreeze mixture for overheated vehicles and provide a battery boost for vehicles with a dead battery.



The HELP Truck is stocked with a variety of gear to accomplish these tasks. In addition to the previously mentioned gasoline, antifreeze, and jumper cables, traffic control tools such as warning signs and traffic cones alert other motorists to situations downstream and a variety of tools are available for temporary repair work. All of these services are provided to accomplish the service's main objective – clearing stopped vehicles to make the Illinois Tollway a safer highway that operates at a higher level of service.

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