

## New Hampshire DOT Bureau of Turnpikes Safety Patrol Facts

The NHDOT BOT Safety Patrol program was established in the spring of 2011. The patrol's purpose was and continues to be to assist and provide service for motorists experiencing motor vehicle problems while traveling I-95 between the Massachusetts and Maine borders, the Central Turnpike from the Massachusetts state line on the FEET to I-93 Exit 14 in Concord, and the Spaulding Turnpike from Portsmouth to Exit 16 in Rochester. The Safety Patrol has responded to more than 3,000 highway incidents since program inception and responds to new incidents every day.

### NHDOT Safety Patrol Drivers

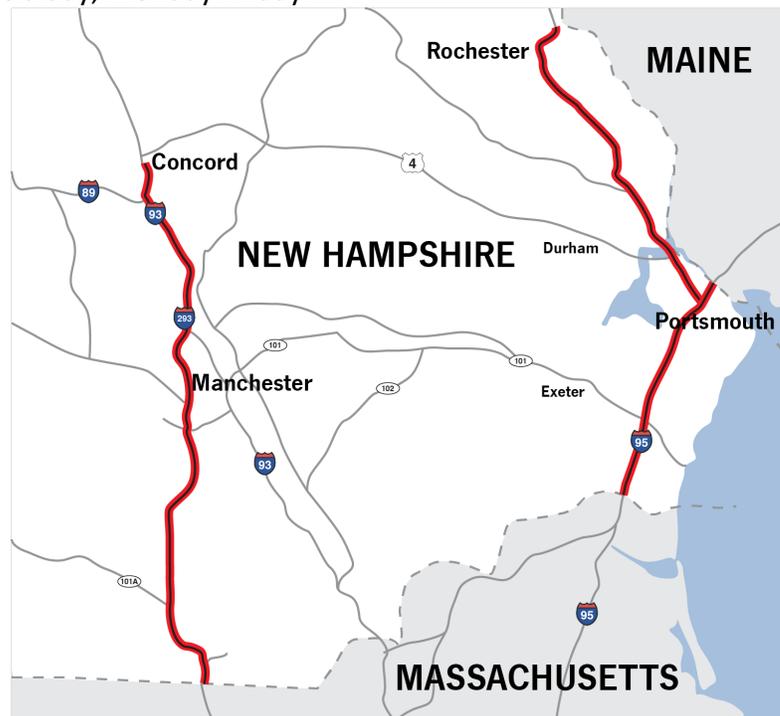
NHDOT Motorist Service Patrol drivers are NHDOT employees. While the vehicle driven during patrol hours is branded with the State Farm logo, the drivers are hired and paid by NHDOT. The drivers wear safety vests that identify them as NHDOT employees.

### Coverage Areas and Times

Two (2) fully equipped patrol vehicles operate on 16 miles of I-95 from the Massachusetts border to the Maine border and 44 miles of the Spaulding Turnpike for approximately five (5) hours per day, Monday-Thursday, nine and a half (9.5) hours on Friday and, eight (8) hours Saturday and Sunday from the weekend prior to Memorial Day Weekend to the weekend after Labor Day weekend. In the winter months, from mid-September to mid-May, the Safety Patrol patrols the I-95 and Spaulding Turnpike five (5) hours a day, Monday-Friday.

One (1) fully equipped patrol vehicle operates on 53.5 miles of the Central Turnpike from the Massachusetts state line to I-93 Exit 14 in Concord for approximately six and a half (6.5) hours per day, Monday-Thursday, eight and a half (8.5) hours on Fridays and six hours (6) on Sundays.

This map indicates the patrol routes:



## **Determining Who Needs Assistance**

The NHDOT Safety Patrol unit patrols in the coverage areas continuously during operating hours. During their patrol, Safety Patrol drivers stop and help stranded motorists they encounter. If a unit is already on the way to a major incident, it may bypass a stranded motorist, but will report the breakdown.

## **Compensation of Drivers and Services**

Motorists are not charged for services provided by the NHDOT Safety Patrol, and drivers do not accept tips.

## **Type of Assistance Provided**

The NHDOT Safety Patrol unit can provide assistance to motorists by changing a flat tire, jump-starting a car, making small safety repairs, and/or calling a tow truck or other safety service.

## **Limitations of NHDOT Safety Patrol Services**

The NHDOT Safety Patrol is not a wrecker service and does not tow vehicles. The special bumper on the patrol vehicle is used to push a disabled vehicle to the shoulder to clear congestion and maintain safety. The patrol driver will then help call a wrecker for the motorist.

NHDOT Safety Patrol drivers are not law enforcement officers. They do help the State Police with traffic direction and other needed tasks at accidents and other incidents. The assistance the Safety Patrol drivers provide frees troopers to do their primary job: performing normal and necessary law enforcement duties.

## **Selection of State Farm as a Sponsor**

In May 2012, NHDOT issued a Request For Proposals for sponsorship of the Safety Patrol program. The competitive process resulted in Travelers Marketing, representing State Farm, being awarded the contract. State Farm sponsors safety patrols in New York, New Jersey, Pennsylvania, Maryland, Georgia, Florida, Indiana, Illinois, Kansas, Louisiana and Ohio. With this sponsorship, the Safety Patrol will now be known as the Safety Patrol sponsored by State Farm.