

H.E.L.P.

HIGHWAY EMERGENCY LOCAL PATROL



*Get rolling again with HELP
from the New York State
Department of Transportation.*



NYS DOT H.E.L.P. SPONSORED BY STATE FARM®

If you are in an accident

- Drivers involved in minor accidents with no serious injuries should move cars to the side of the road and out of the way of oncoming traffic. Make sure to turn on hazard lights.
- Dial 911 for assistance and follow their instructions.
- Check for and attend to injuries.
- Exchange driver and vehicle insurance information.
- Wait for assistance to arrive.

Safety and preventative measures

To avoid an encounter with an aggressive driver, remember these tips:

- Don't block the passing lane.
- Avoid blocking the right-hand turn lane.
- Don't take more than one parking space.
- Don't tailgate.
- Don't stop in the road to talk with a pedestrian or other drivers.
- If you travel slowly, pull over to allow traffic to pass you.
- Avoid eye contact with an aggressive driver.
- Keep your eyes on the road.
- Keep away from erratic drivers.
- Don't challenge other drivers by speeding up, let them pass safely.
- Ignore gestures; do not return them.

The National Highway Traffic Safety Administration considers some of these behaviors aggressive. So next time, think twice before doing any of these things.

State Farm Insurance is the official sponsor of the Highway Emergency Local Patrol (HELP) traveler assistance service. The funding is used to help maintain and improve the existing New York State Department of Transportation managed program. New highway signs inform motorists that the HELP Patrol, sponsored by State Farm, is patrolling the highways. The patrols assist over 70,000 people annually, and State Farm's support of the program underscores the company's commitment to auto and highway safety. Additional benefits of the sponsorship include added reflective safety striping on patrol vehicles and increased public awareness of the program.

For more information about the NYS DOT HELP Patrol, sponsored by State Farm, or to fill out a comment card online, please visit: www.dot.ny.gov/helpprogram

Note: HELP drivers are not authorized to contact State Farm® on behalf of the motorists or assist in insurance claims.



Home Office: Bloomington, IL

www.statefarm.com

Highway Emergency Local Patrol

The NYSDOT Highway Emergency Local Patrol (HELP) program provides free roadside emergency services on many major roads throughout the state during peak travel times. The program was established in 1994 to increase safety and decrease congestion by clearing broken-down vehicles from active lanes of traffic. It has grown into one of the nation's largest and most successful roadway service patrol programs. Each HELP operator is trained and certified in first aid and CPR. HELP assists disabled vehicles in many ways, including:

- Changing a tire
- Jump start a battery
- Temporarily repair a radiator hose
- Provide coolant for a radiator
- Provide a maximum of two gallons of gasoline
- Other minor repairs
- Provide motorists with directions or alternate routes
- Provide a cell phone for the public to make a local call
- Assist emergency service personnel with managing an incident

State Farm Insurance® entered into this partnership with the NYSDOT to promote highway safety.

State Farm Insurance® and the NYSDOT are proud to offer this service without charge to all motorists who travel throughout the state of New York.

Commonly Asked Questions

What does HELP do?

The HELP crews patrol busy highways on standard daily schedules that vary by region, spotting an emergency and assisting as needed.

How much will this service cost motorists?

There is no charge for the service.

What are your hours of operations?

HELP operates Monday – Friday during the peak commuter hours in the metro areas of Albany, Buffalo, Hudson Valley, Long Island, New York City, and Rochester.

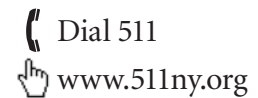
Can I call them if I need help when I am stranded?

The HELP program does not have a phone number. If you break down on the highway: Contact your roadside assistance provider or call 911 to alert the police. They will ask us if we have an available HELP truck in the area to send to your location or they will dispatch a tow truck on your behalf. Remain in your vehicle with your seatbelt on until assistance arrives and provides further instruction.

511 New York

511 New York is the free, official one-stop, all-encompassing telephone and Web service offering information on transportation services and conditions throughout New York State. This information is available 24 hours a day, seven days a week.

Reminder: NY State Law requires the use of a hands-free device to place a call while driving, or a passenger should make the call.



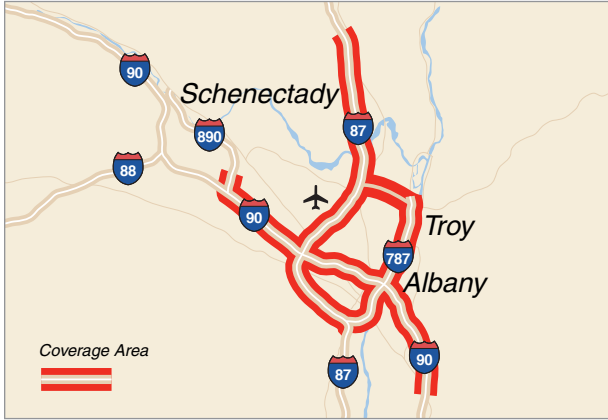
511 NY provides traffic information including:

- Emergency alerts about major transportation problems
- Traffic conditions, camera images, speeds
- Work zones and construction reports
- Weather conditions and forecasts
- Transit Trip Planner



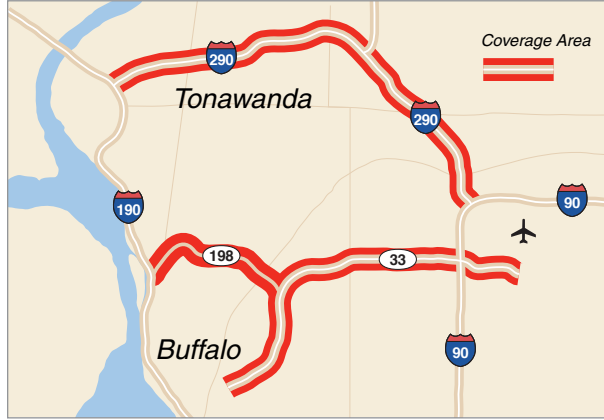
Coverage Areas

Region One



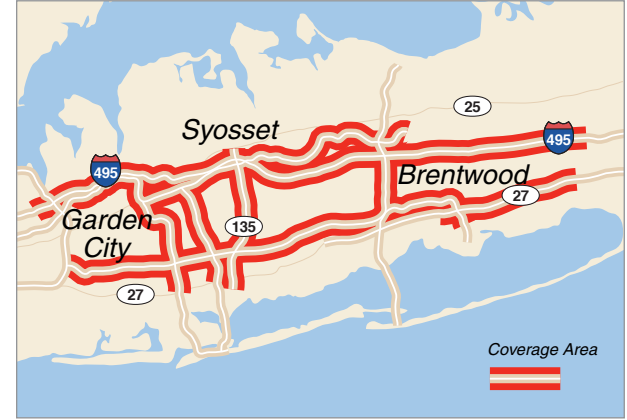
Sections of I-90, Route 787/I-787, I-87, Alternate Route 7, Thruway I-87, Thruway I-90, I-890.

Region Five



Sections of the Kensington Expressway (NY Route 33), the Scajauqua Expressway (NY Route 198), and the Youngmann Highway (I-290).

Region Ten



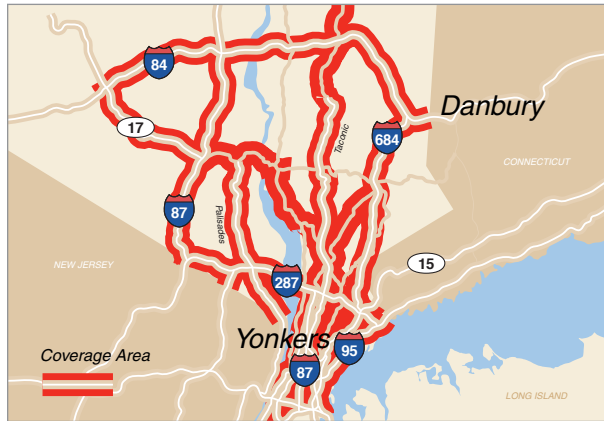
Portions of I-495 (Long Island Expressway), Seaford-Oyster Bay Expressway, Northern, Southern, Sagtikos, Meadowbrook, and Wantagh State Parkways along with a small stretch on NY Route 27 from the Southern State Parkway to NY Route 112. HELP services are also provided from Valley Stream eastward on the Southern State Parkway, and from Little Neck Parkway eastward on I-495 and Northern State Parkway.

Region Four



Portions of I-490, I-390, NY 104, NY 590 and NY 531.

Region Eight



Portions of the Sprain Brook Parkway, Saw Mill River Parkway, Hutchinson River Parkway, Taconic State Parkway, Palisades Parkway, I-287, I-684, NY 17, I-84, US 6, US 9, Cross County Parkway, I-95, and I-87 (NYS Thruway).