

NEWS RELEASE

STATE OF NEW HAMPSHIRE, DEPARTMENT OF TRANSPORTATION

For Immediate Release

April 29, 2008

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NEW ROADSIDE “SERVICE PATROL” BEING INTRODUCED ON I-93
PILOT PROJECT WILL RUN FROM EXIT 3 TO THE MASS. STATE LINE

Motorists stranded with minor vehicle problems on Interstate 93 in Windham and Salem will soon find help is as near as an orange truck. Beginning May 1, the New Hampshire Department of Transportation (NHDOT) is introducing Service Patrols on I-93 from Exit 3 to the Massachusetts state line during early morning and afternoon commuting hours. The goal is to reduce the potential for significant traffic tie-ups by clearing minor incidents, such as flat tires, charging a battery or vehicle overheating, as quickly as possible.

The Service Patrols are a six-month pilot project as part of the I-93 Traffic Incident Management Plan. Outfitted pick-up trucks operated by NHDOT Highway Maintenance District 5 personnel will make continuous loops between Exit 3 in Windham and Exit 47 in Methuen, Massachusetts, stopping for all incidents encountered. The Service Patrols will operate during early morning and late afternoon hours Monday through Friday and 2:00 PM to 8:00 PM on Sundays. Some extra coverage may be added on holidays and for special events. The estimated cost of the pilot project is \$65,400.

“Minor incidents like flat tires and running out of fuel on a congested highway have the potential to cause secondary incidents which are typically more serious in nature,” says I-93 Project Manager Peter Stamnas. “Service Patrols can help reduce the potentially significant impacts of otherwise minor incidents by lending assistance to stranded motorists. This service should improve safety along the corridor.”

The Service Patrols will communicate with the NHDOT’s Traffic Management Center (TMC) in Concord, which has direct contact with State Police and other emergency responders. Those in need of minor roadside assistance can also call the TMC at 271-6TMC (271-6862).

Studies have shown that even minor incidents on the shoulder of a busy highway can have a significant impact on lane capacity, vehicle speeds and driver safety because drivers tend to shy away from fixed or still objects near the travel way.

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