

**El Paso
Metropolitan Planning Organization**

TRANSPORTATION POLICY BOARD AGENDA ITEM SUMMARY

May 17, 2024

AGENDA ITEM NO. 12:

Update on TxDOT Highway Emergency Response Operator (HERO) Program

RECOMMENDED MOTION:

Item is for discussion only – no action will be taken.

SUPPORT INFORMATION:

- Presentation

DISCUSSION/OPTIONS:

Item to be discussed at the Transportation Policy Board meeting



El Paso District HERO Program

Texas Department of Transportation

May 1st, 2024



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<https://txdot.box.com/s/oa4kk6buojldecz5k57uvhnpjuxvb59md>



Public Feedback



Amazing
going to
us within five mins w



reallyniceguy915 Thank you ! Real life
hero. Heroes.

Our insurance was
an infant and he helped



Amazing he

sinai.o.c See, this is good tax payer
money well spent.

roadside tire

4/18/2024 12:25 PM



mmonicaa_ They are a godsend & really
are heroes!! 🙏👐

6w Reply

freeway em
genuine co

Thanks to Hector's timely intervention, what could have been a stressful ordeal turned into a smooth and manageable experience. His commitment to excellence and genuine kindness exemplify the highest standards of customer service.



Hector Alvarado is more than just a roadside assistance operator; he is a true hero

HERO Program - Routes



Hours of Operation

- Monday through Friday
5:00 AM to 9:00 PM
- Saturdays and Sundays
9:00 AM to 9:00 PM

- **IH10: Transmountain Rd. (MM 6) to Horizon Blvd (MM 38)**
- **SL375: IH10 W. (RM 11) to Paisano (RM 59)**
- **US54: McCombs (RM 34) to Loop 375 (RM 20)**



HERO Program – Overview



Fleet & Staff

- 14 Service Trucks
- 2 Tow Trucks
- 12 Full-time Operators/Drivers
- 2 Supervisors
- 2 Dispatchers
- 1 HERO PM

Shifts

- **Monday – Friday**
 - 2 – 8 hour shifts
 - 5 AM to 1 PM, 1 PM – 9 PM
 - 5 Trucks, 1 Tow Truck, 1 Dispatcher
- **Saturday – Sunday**
 - 1 shift – 9AM to 9PM
 - 2 Trucks, 1 Tow Truck, 1 Dispatcher

Services

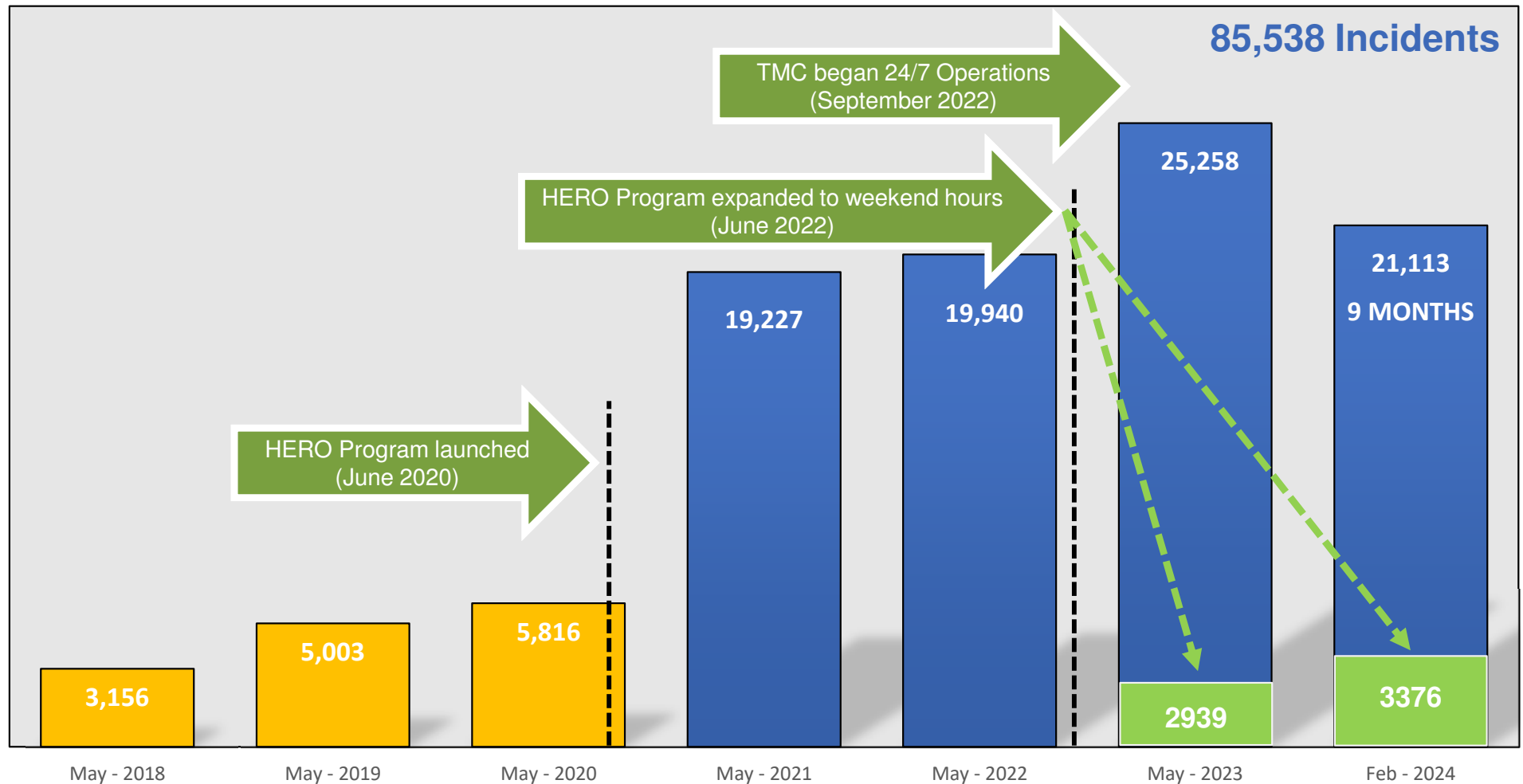
- Towing to close safe area
- Abandoned Vehicles
- Incident Management Response
- Tire Assistance
- Fuel Supply
- Water Supply
- Battery Boost
- Temporary Traffic Control
- Debris Removal





Targeted Emphasis Areas
Traffic Incident Management (TIM)

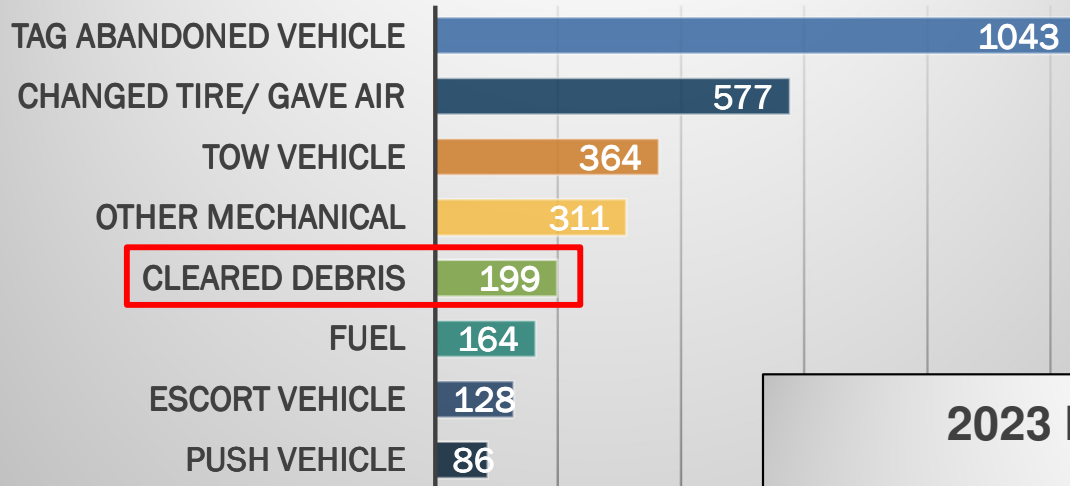
Traffic Management Center - Assisted Incidents



HERO Program – Statistics (Weekends)



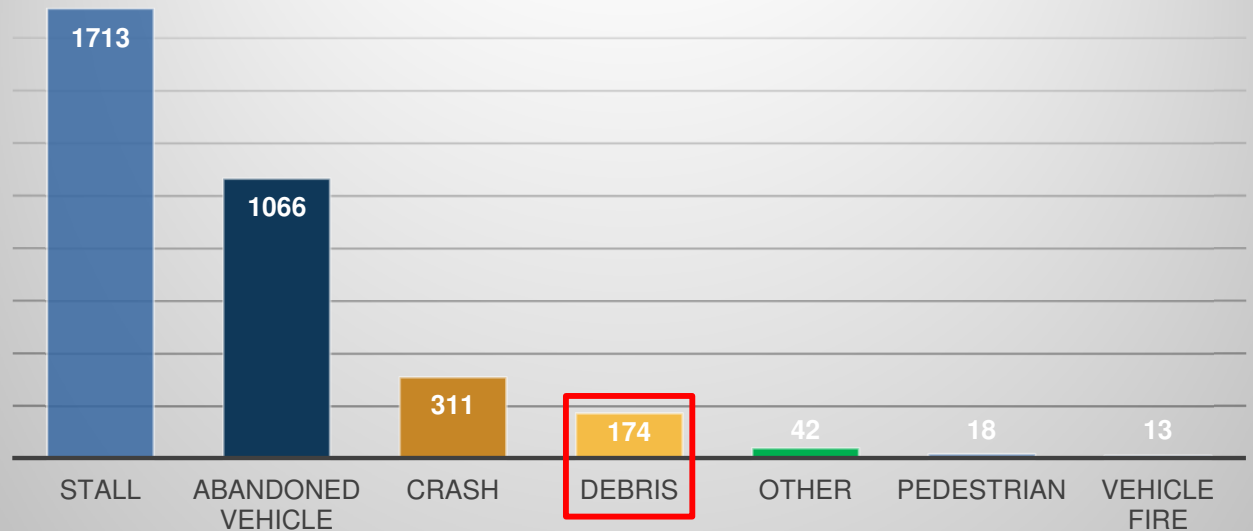
2023 HERO Statistics - Top 10 Services Provided 12 Month Period (SAT-SUN)



Total Services Provided on the Weekends
7,907 Services (13%)

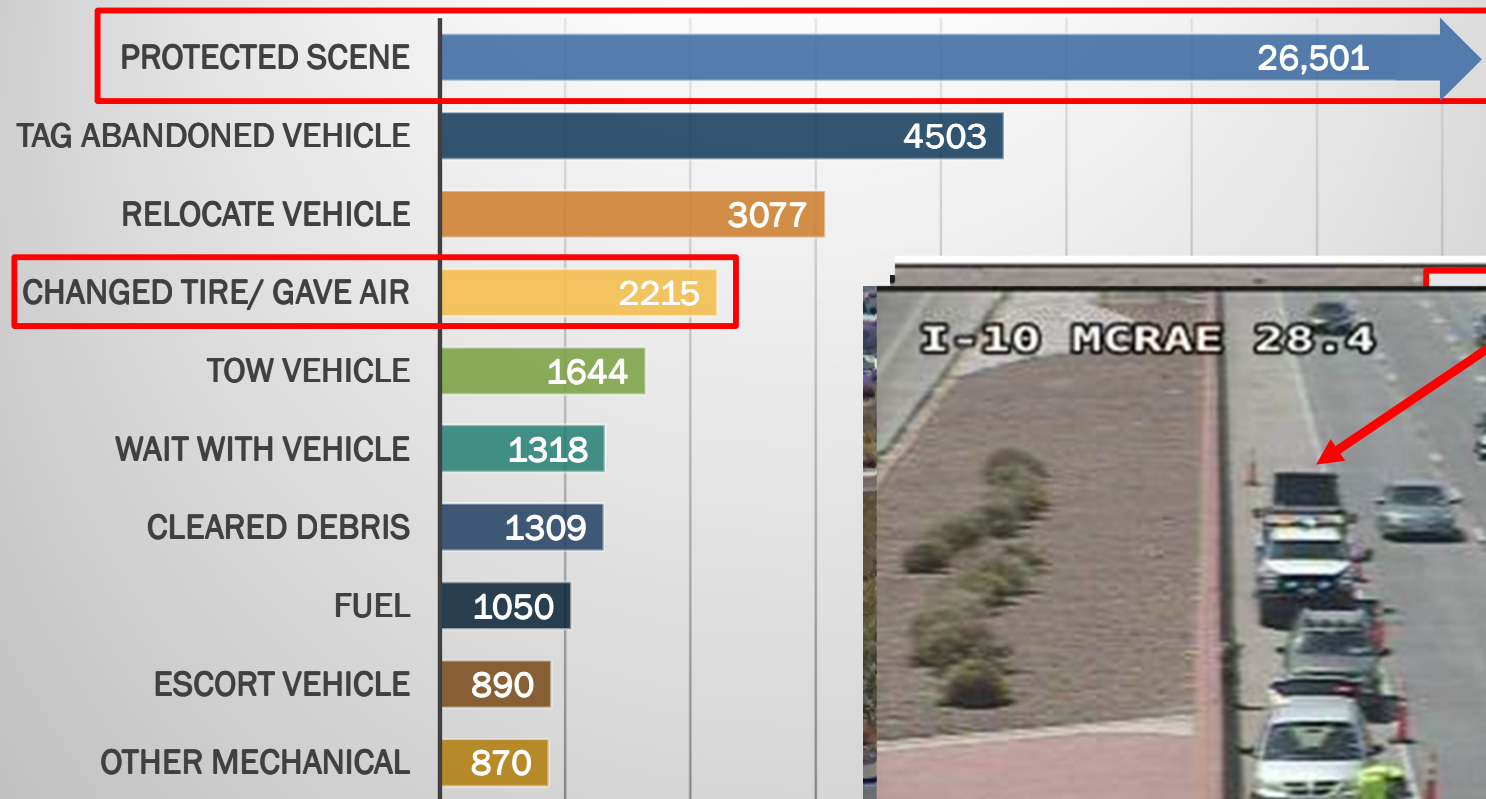
Total Assisted Incidents on the Weekends
3,341 Incidents (10%)

2023 HERO Statistics - Assisted Incidents (SAT-SUN)



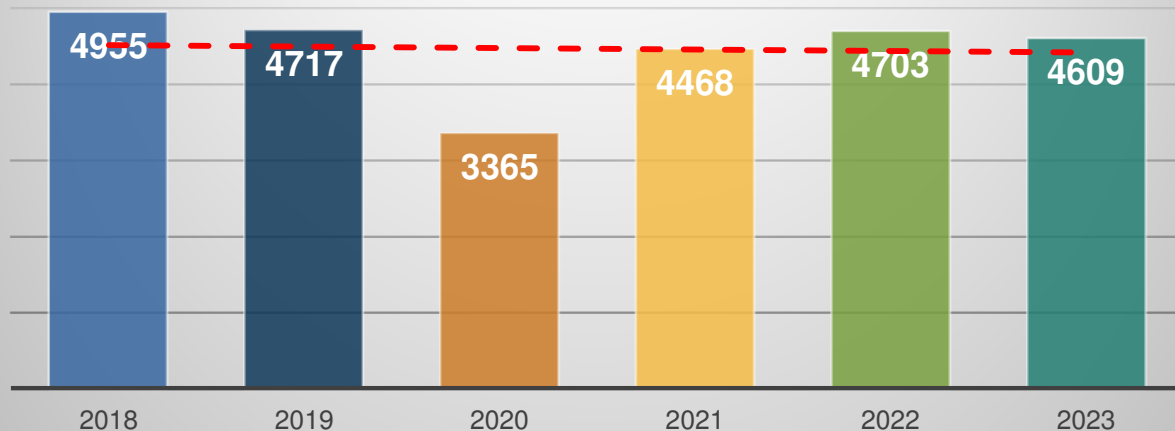


2023 HERO Statistics - Top 10 Services Provided 12 Month Period





**Total Crashes on IH 10, SL 375, US 54
(2018-2023)**



IH 10, SL 375, US 54

Average Annual Daily Traffic has increased 14% since 2016

2016 = 203,753

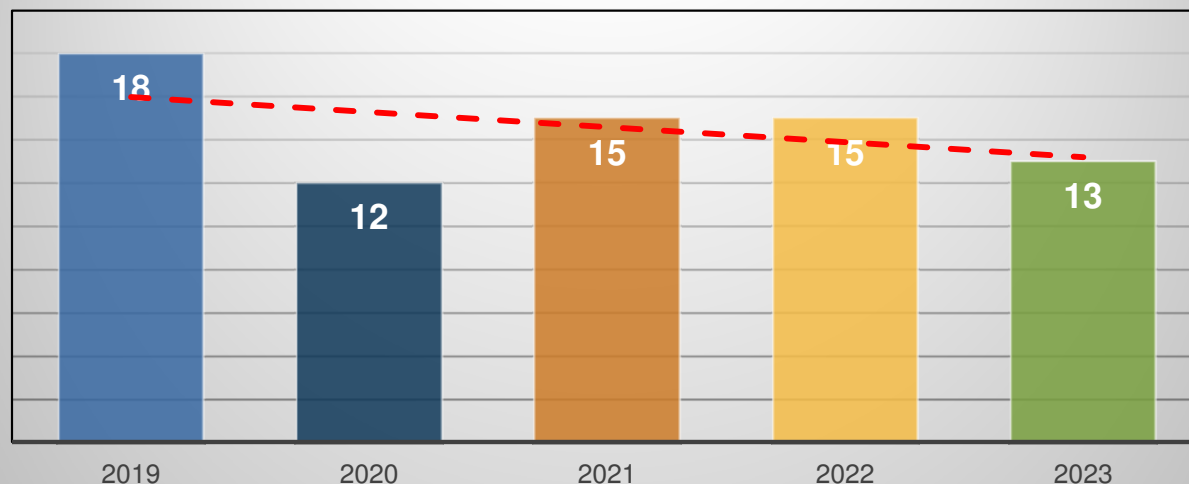
2022 = 231,552

IH 10, SL 375, US 54 (2021-2024)

8 Fatal Crashes involving a parked vehicle, disabled vehicle, or stalled vehicle

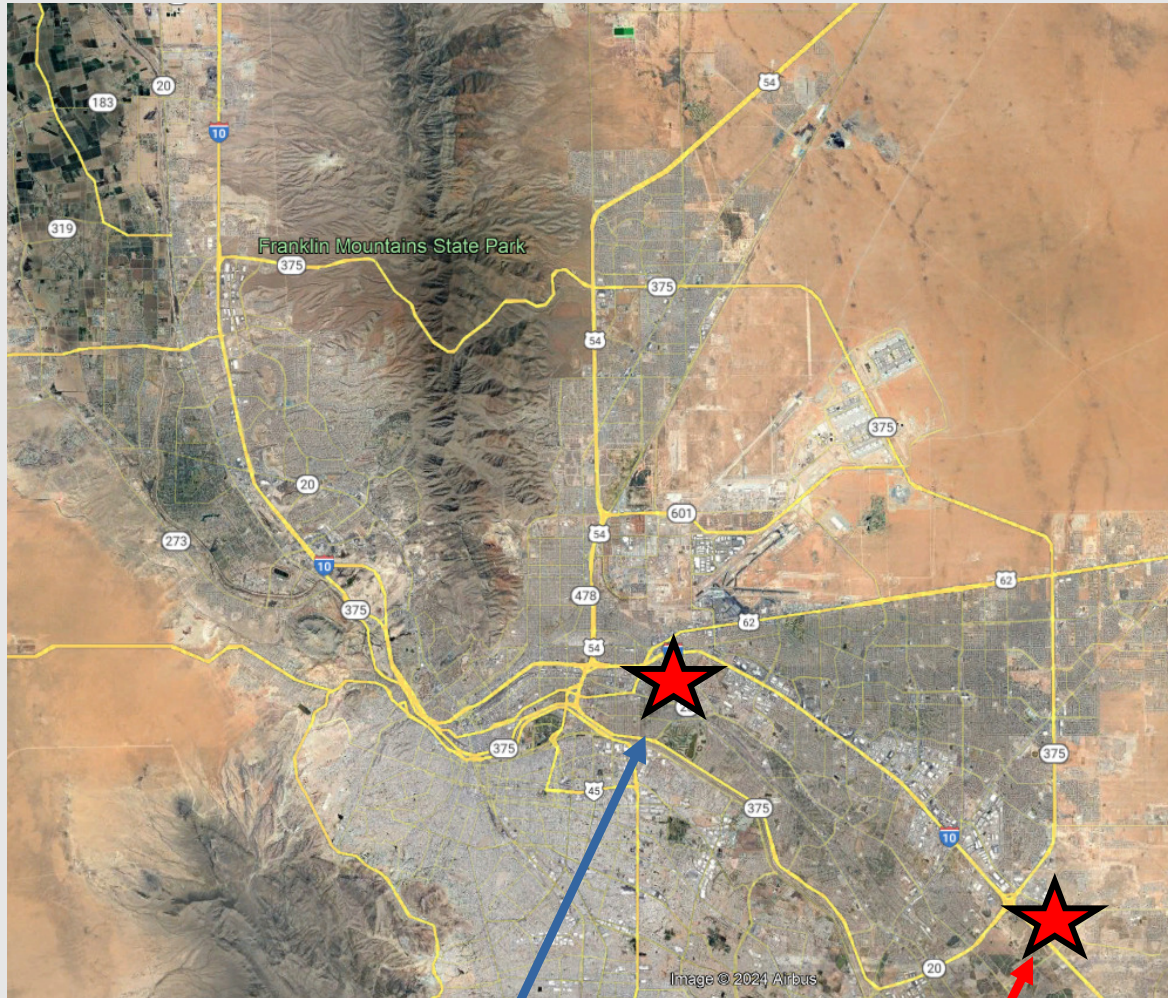
All outside the operating hours of the HERO's program

**Crashes Involving a Parked Vehicle on IH10, US54,
and Loop 375 (2019-2023)**





HERO Headquarters – Relocated



New HERO Headquarters
200 N. Clark Dr.

**TxDOT El Paso
District Headquarters**
13301 GW Blvd. W



HERO Program Budget and What's Next



■ Original HERO Contract

- June 15, 2020 – Boots on the ground
- 2 year contract with 2 one-year extensions
- Contract Ended – March 2024

■ Currently procuring new contract

- Extended original contract
- No break in service – August 2024

■ Hero Program Budget 2023

- Average Monthly Cost \$225K
- Yearly Cost ≈ \$3M

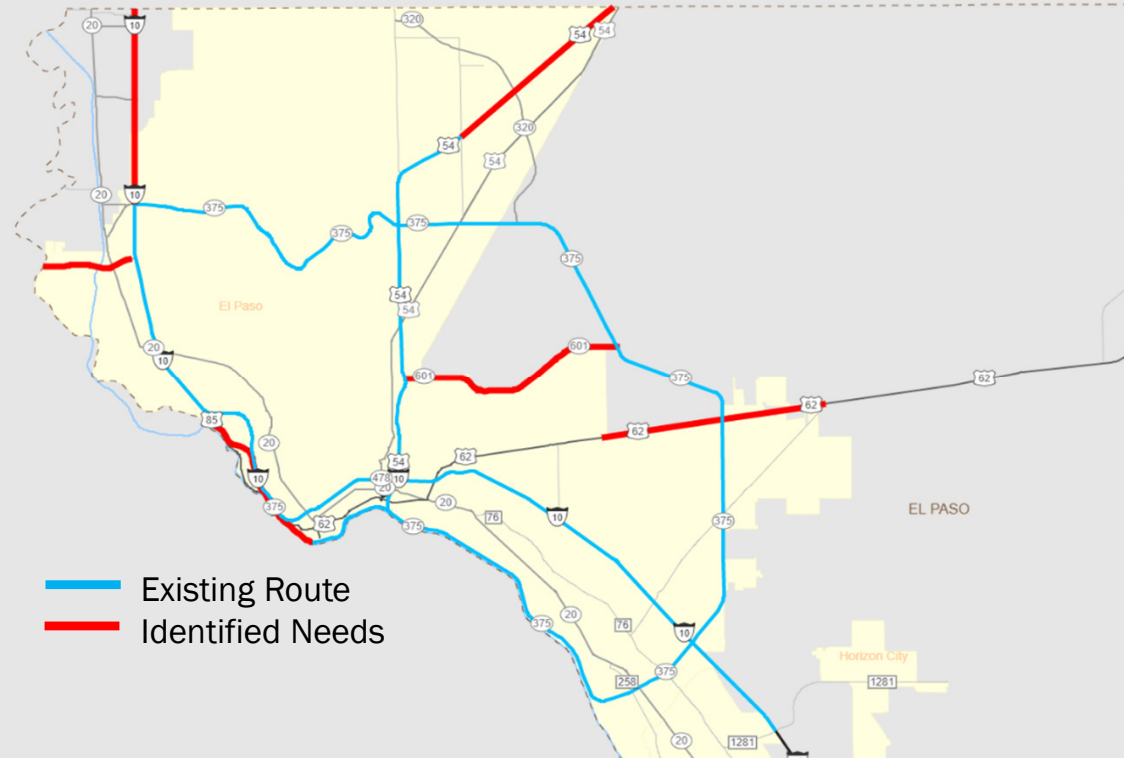
Identified Needs

■ HERO Program current hours of operation

- Monday to Friday 5:00 AM to 9:00 PM
- SAT & SUN 9:00 AM to 9:00 PM

■ Potential expanded hours of operation

- 24/7 operations



HELP #EndTheStreakTX

End the streak of daily deaths on Texas roadways.

TxDOT.gov (Keyword: #EndTheStreakTX)



#EndTheStreakTX Toolkit

