

Mike Barrella

Driver: Gerry Fraioli Craig M. Smith

Beat No. \_\_\_\_\_ Truck No. \_\_\_\_\_

# HELP SURVEY REGION 8

The Highway Emergency Local Patrol (HELP) is out there on the highways to make your trip easier and safer. We are the New York State Department of Transportation's commuter assistance service. Please help us by letting us know what you think about our program. Write, or call us at 1-800-4-DOT-HELP, or E-Mail us at helpreg8@bestweb.net. Thank you.

A. How long did you wait for the HELP truck?

- 1. 0-10 minutes
- 2. 11-20 minutes
- 3. 21-30 minutes
- 4. more than 30 minutes
- 9. I don't recall

D. Date of Service? 1/14/03  
Time AM PM

B. How did the HELP truck know that you needed assistance?

- 1. Cellular phone
- 2. Police and 3. HELP truck driver saw me
- 4. Other \_\_\_\_\_
- 9. I don't recall

E. Type of Problem

- Overheating
- Mechanical Trouble
- Out of Fuel
- Flat Tire
- Dead Battery
- Needed Directions
- Needed Phone
- Needed Tow
- Other New alternator  
(my car is a mess)  
and some other stuff

C. How would you rate the HELP service?

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 9. No opinion

May I add, this is an understatement. These men perform a much needed service, which is terrific, fabulous and top of the line!

If you would like to comment further, please write in the space below. Thank you for sharing your opinion with us. They treated my mother, daughter and I with kindness, respect, caring and compassion. It was a freezing cold day and no one else could help us, they saved our lives; who knows what could have happened to us had they not come along. Thank God for them. Thank you [redacted]