



ILLINOIS TOLLWAY NEWS

FOR IMMEDIATE RELEASE
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ILLINOIS TOLLWAY REMINDS CUSTOMERS DURING DANGEROUSLY COLD WEATHER TO DIAL *999 FOR ROADSIDE ASSISTANCE

Special Zero Weather Road Patrols will provide additional protection for drivers

DOWNERS GROVE, IL – The Illinois Tollway urges drivers to be prepared when traveling during dangerously cold winter weather and to dial *999 for prompt roadside assistance if they experience mechanical problems or are stranded along the Tollway system.

To help reach drivers faster during the frigid weather forecast to move into the region, the Tollway is deploying around-the-clock Zero Weather Road Patrols beginning Sunday, January 19, to more quickly locate and aid drivers who need roadside assistance while traveling on the Tollway system.

Drivers calling *999 will obtain rapid assistance from Zero Weather Road Patrols, Tollway Highway Emergency Lane Patrol (H.E.L.P.) trucks or Tollway roadway maintenance crews.

“Safety is always our highest priority and during this frigid weather we want to remind drivers they can always reach us by dialing *999 if they need roadside assistance on our system,” not only during freezing winter weather but throughout the year,” said Illinois Tollway Executive Director Cassandra Rouse. “We provide our *999 roadside assistance service not just in the winter, but 365 days a year. Help is always just a phone call away on the Illinois Tollway.”

Winter Weather Travel Tips

The Tollway offers the following travel tips to keep safe during dangerously cold weather:

- Cell phone users should **call *999 motorist assistance** for roadway assistance and note the roadway and direction of travel and nearest milepost or crossroad.
- Stranded motorists should **turn on their emergency lights and remain in their vehicles** until help arrives.
- **Be sure your cell phone is fully charged** before heading out.
- **Be sure tires are properly inflated** during cold weather. Tires lose a pound of pressure for every 10 degrees the temperature drops.
- **Keep your gas tank at least half full** to avoid gas line freeze-up and ensure that you have extra to account for additional driving time if the weather is unfavorable.
- **Keep a cold weather safety kit** in your car that includes gloves, boots, blankets, road flares, water and a flashlight with fresh batteries.

In addition, before traveling, to receive real-time information on pavement conditions and roadway incidents, drivers should sign up for Tollway Trip Tweets at twitter.com or from the Tollway’s website at illinoistollway.com. Drivers can follow all five Tollway Trips or just the roadways that interest them. The five are: [@94 294 Tollway](https://twitter.com/94294Tollway), [@I 90 Tollway](https://twitter.com/I90Tollway), [@I 88 Tollway](https://twitter.com/I88Tollway), [@I 355 Tollway](https://twitter.com/I355Tollway) and [@IL 390 Tollway](https://twitter.com/IL390Tollway)

Zero Weather Road Patrols

The Illinois Tollway typically operates 24-hour Zero Weather Road Patrols whenever temperatures or sustained wind chills fall below zero degrees to bolster the roadway assistance already provided by Tollway Highway Emergency Lane Patrol (H.E.L.P.) trucks.

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While Tollway H.E.L.P. trucks sponsored by Geico run from 4 a.m. to 8 p.m., Monday through Friday, a minimum of 12 Zero Weather Road Patrols provide additional coverage throughout the day and night, including weekends.

The Zero Weather Road Patrols consist of crew cab trucks equipped with arrow boards for directing traffic around accidents or stranded vehicles and accommodate passengers if motorists need to be transported to a Tollway maintenance garage, toll plaza or Tollway oasis while service is obtained.

Cars or trucks with flat tires, batteries needing a boost, overheated radiators or empty fuel tanks are just some of the most frequent problems reported among drivers needing help.

About the Illinois Tollway

The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 294 miles of roadways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90), the Tri-State Tollway (I-94/I-294/I-80) and the Illinois Route 390 Tollway.

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