



ILLINOIS TOLLWAY NEWS

FOR IMMEDIATE RELEASE
December 3, 2025

ILLINOIS TOLLWAY LAUNCHES AROUND-THE-CLOCK ZERO WEATHER ROAD PATROLS TO ASSIST CUSTOMERS DURING DANGEROUSLY COLD WEATHER

*Drivers should dial *999 for rapid roadside assistance*

DOWNERS GROVE, IL – The Illinois Tollway is operating around-the-clock Zero Weather Road Patrols to more quickly locate and aid drivers who need roadside assistance during the dangerously cold weather expected to continue across Northern Illinois through Friday, December 5.

Drivers need to be prepared for frigid temperatures and sub-zero windchills as they travel this week and should 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 extremely cold weather affecting the region, the Tollway has deployed the dedicated Zero Weather Road Patrols to search for stranded drivers and respond more quickly to calls for assistance.

“We want to ensure our customers stay safe during this dangerously cold weather by operating our Zero Weather Road Patrols to provide an extra layer of safety for drivers who might need roadside assistance,” said Illinois Tollway Executive Director Cassaundra Rouse. “These patrols will operate 24 hours a day to search for stranded drivers and to quickly respond to *999 calls for assistance made by our customers. Safety is always our top priority and we will do whatever is necessary to protect our customers during this extreme weather.”

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

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.

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.

Winter Weather Travel Tips

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

1. Cellphone users should **call *999 motorist assistance** for roadway assistance and note the roadway and direction of travel and nearest milepost or crossroad.
2. Stranded motorists should **turn on their emergency lights and remain in their vehicles** until help arrives.
3. **Be sure your cellphone is fully charged** before heading out.
4. **Be sure tires are properly inflated** during cold weather. Tires lose a pound of pressure for every 10 degrees the temperature drops.
5. **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.
6. **Keep a cold weather safety kit** in your car that includes gloves, boots, blankets, road flares, water and a flashlight with fresh batteries.

To receive real-time information on pavement conditions and roadway incidents before traveling, drivers should sign up for Tollway Trip Tweets via X on the Tollway's website illinoistollway.com. Drivers may follow all five Tollway Trips or just the roadways that interest them.

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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