



ILLINOIS TOLLWAY NEWS

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ILLINOIS TOLLWAY OPERATING 24-HOUR ZERO WEATHER ROAD PATROLS TO ASSIST CUSTOMERS DURING DANGEROUSLY COLD WEATHER

*Drivers should remain in their vehicles, dial *999 for prompt roadside assistance*

DOWNERS GROVE, IL – The Illinois Tollway is deploying around-the-clock Zero Weather Road Patrols to more quickly locate and aid drivers who need roadside assistance during the frigid temperatures and sub-zero windchills expected to continue across Northern Illinois through Monday, January 26.

Drivers who experience mechanical problems or are stranded along the Tollway system during the dangerously cold weather should immediately dial *999 for roadside assistance and remain inside their vehicles until help arrives.

To reach drivers more rapidly during the severe cold weather affecting the region, the Tollway operates dedicated Zero Weather Road Patrols to search for stranded drivers and respond more quickly to calls for assistance.

“Safety is our highest priority and launching Zero Weather Road Patrols is an extra step we take to provide additional protection and a faster response for customers who may need roadside assistance while traveling during this dangerously cold weather,” said Illinois Tollway Executive Director Cassaundra Rouse. “We’re reminding customers to help us protect them by dialing *999 if they need roadside assistance and then remaining safely inside their vehicles until Tollway crews reach them. Exiting a vehicle before help arrives only makes a bad situation worse.”

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.

A minimum of 12 Zero Weather Road Patrols will operate throughout the day and night, including weekends, providing an extra layer of safety to customers. Tollway H.E.L.P. trucks sponsored by Geico will continue to run from 4 a.m. to 8 p.m., Monday through Friday.

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.

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Winter Weather Travel Tips

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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