

EXIT



LLSE11



*999 Roadside Assistance

DEPUTY CHIEF OF TRAFFIC AND INCIDENT MANAGEMENT STEVE MEDNIS

September 19, 2024



*999 Roadside Assistance

- Jointly funded by the Illinois Tollway and the Illinois Department of Transportation
- Provides a 24/7 direct connection for motorists using the Tollway system, expressways and arterial roadways in the six-county Chicago metropolitan area – Cook, DuPage, Kane, Will, Lake and McHenry – though the service reaches all 12 counties served by the Tollway in Northern Illinois
- Similar to 311 and 511 services in Chicago and other states





How *999 Works

- Customer cell phone calls to *999 are received by a contracted dispatch vendor
- *999 call takers route customer phone calls to the call center with jurisdiction for the area where assistance is needed
- Customers are connected directly with Tollway, state, county or Chicago for immediate assistance
- Tollway call takers dispatch Highway Emergency Lane Patrols trucks, Roadway Maintenance or other responders
- Emergency calls are transferred to 911

Calls to *999 for Roadside Assistance

Report lane blockage or slow down traffic

- Disabled vehicles
- Debris in the roadway
- Potholes

Requests for motorist assistance

- Non-injury crashes
- Flat tire or other vehicle
problems
- Lost or confused drivers



*999 Service Results

- Call volumes average from 30,000 to 40,000 annually
- The *999 call center is staffed 24/7/365 with peak hours identified to account for rush hour, weekends and holiday increased traffic volumes
- Calls are responded to within 15-30 seconds and routed to the responsible jurisdiction in a timely manner
- Calls are monitored and recorded for quality assurance



NEED HELP ON THE TOLLWAY? DIAL *999



Thank You

