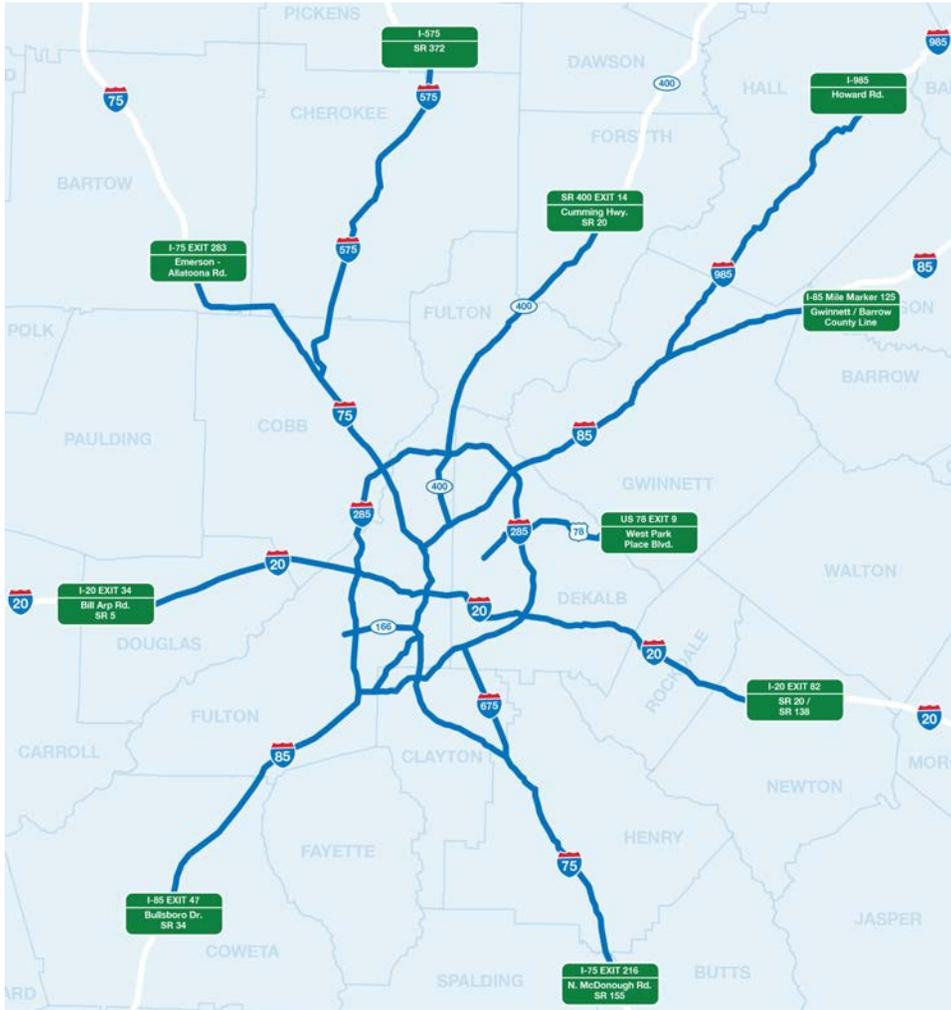


ROUTE MAP



HERO

Highway Emergency Response Operators



1994-2019

Celebrating

25
years

400
Miles

31
Routes

24/7
On call



For more information, visit Georgia DOT online at dot.ga.gov/DS/Travel/HEROs

Highway Emergency Response Operators

Safety is Georgia DOT's number 1 priority. The Highway Emergency Response Operators (HERO) program is critical to enhancing safety in metro Atlanta for the traveling public and emergency responders. HERO is also part of the Department's statewide safety patrol program—the first in the nation—with the Coordinated Highway Assistance & Maintenance Program (CHAMP) that covers interstates outside metro Atlanta. HEROs patrol 24 hours with the primary duty to clear roads and restore normal traffic flow due to an incident. HEROs also help stranded motorists.

For traffic incidents, HEROs:

- Patrol 400 miles of metro Atlanta freeways on 31 routes 24/7
- Help relieve congestion for consistent traffic flow at incident locations
- Assist in clearing stalled vehicles from travel lanes
- Support law enforcement, first-response and other emergency agencies



Motorists traveling on the interstate MUST slow down and “Move Over” one lane, when HEROs are working—it’s the law!

For stranded motorists, HEROs:

- Change flat tires
- Jump-start batteries
- Provide fuel or coolant
- Push vehicles to the shoulder
- Perform minor mechanical repairs
- Administer first aid
- Offer the use of a cell phone
- Transport motorists to safe areas away from traffic

“

We love our HEROS!

I want to say a big “Thank You “ to the HERO unit. My daughter was on I-285 when her tailpipe fell and started dragging. She pulled over but didn’t know what to do. The HERO unit came, helped her out and she was on her way. Thank you so much. You made two very worried parents feel so much better. What a great service!

- Evelyn

HERO

How is HERO funded?

HERO is supported by the Congestion Mitigation/Air Quality Fund under the Atlanta Regional Commission’s Incident Management Taskforce. Taskforce members include the Federal Highway Administration; Georgia DOT; traffic reporters; emergency and first-response agencies; and the private sector. The HERO program is sponsored by State Farm.



Georgia DOT provides HERO service at no charge.



Call 511 for assistance or to report a traffic problem.