



GEORGIA DEPARTMENT OF TRANSPORTATION

Media Alert

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Metro Atlanta Area

Department Statement on HERO Roadside Assistance to Motorists

The Georgia Department of Transportation Highway Emergency Response Operators (HEROs) regularly patrol Metropolitan Atlanta area interstate highways and freeways. Their primary mission is to clear the roadways of traffic incidents as quickly and safely as possible.

When not dispatched to such incidents, HEROs assist motorists whose vehicles are disabled.

Private firms or individuals certainly are allowed to offer roadside assistance at a charge.

Georgia DOT reminds motorists, however, that its HERO operators drive easily identifiable Department vehicles; wear Department uniforms; have DOT identification; do not charge for assistance; and will not solicit or accept tips.

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