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Thanks for Your Responses



We've heard from customers responding to a recent Illinois Tollway survey and the message is clear. Most drivers turn to the Tollway

because it offers the quickest routes for their commutes.

But, while our customers recognize the Tollway provides quick and convenient routes, more than half incorrectly think that the Illinois Tollway benefits from taxes paid at the gas pump, and only 10 percent recognize what a good value the Illinois Tollway offers.

For the record - the Tollway does **not** receive state or federal tax dollars. Your gas tax dollars go toward local roads and state roads like IL Route 59 and non-tolled interstate highways like I-55 or I-290.

And Illinois Tollway toll rates are among the lowest in the nation. The toll rate for passenger cars with I-PASS - the majority of our customers - is just 3 cents per mile, versus the national average for electronic toll collection of 12 cents per mile.

Survey responses have been shared with the Illinois Tollway Transition Team, a group of business, transportation and planning leaders recruited by Tollway Executive Director Kristi Lafleur to volunteer their expertise to help ensure the Tollway's focus is on the customers and communities it serves.

Suggestions or comments for future Tollway plans?

Recent survey responses confirm that our customers have something to say. We want to continue to capture public opinion as we develop future plans. Go to the "Talk to Us" Suggestions button on our Web site to submit ideas or suggestions. Comments will be posted for public review and will be shared with the Tollway



June/July 2010

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Move Over - Slow Down. It's the Law

If you see flashing lights, Illinois law requires you to Move Over or Slow Down as traffic permits. Failure to reduce speed or change lanes when you see flashing lights can result in a fine of \$100 or more.

[Watch the video](#)

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Transition Team.

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A Familiar Story from an I-PASS Customer

While driving through a manned tollbooth, I-PASS customer Elaine M. learned that her I-PASS wasn't working.

She stopped at a Customer Service Center to get her I-PASS checked. A customer service representative informed Elaine that her credit card on file had expired months ago and she had racked up a number of toll violations due to insufficient funds.

The Tollway had mailed postcards and sent emails to notify Elaine. But she didn't receive these notices because she recently moved and did not update her I-PASS account. Emails from the Tollway got caught in her spam filter.

Tip: To help prevent Tollway emails from getting caught in your spam filter, add mailer@mail2.getipass.com to your email address book.

Fortunately, the violations had not yet gone to collections. If they had, Elaine would have had to pay for the missed tolls plus fines. Elaine fixed the situation by adding funds to her account and paying the overdue tolls to reinstate her I-PASS account. She also updated all her personal information with the Tollway and the Illinois Secretary of State.

Don't let this happen to you!

[Update your I-PASS account now.](#)

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Safety Fair is Fun for the Whole Family

The Third Annual Tollway Family Safety Fair on



July 17 promises to be better than ever! The event takes place from 10 a.m.-2 p.m. at Illinois Tollway offices at 2700 Ogden Ave. in Downers Grove. Activities include:

- Child Safety Seat Inspections and Installation
- Illinois State Police District 15 K-9 exhibition
- Touch-a-Truck display
- Bicycle safety information
- AAA driving simulators
- Music by Radio Disney, and more

[For more information](#)

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Find Help Along the Illinois Tollway



Wherever wanderlust takes you this summer, take comfort in knowing there's help along the way on the Illinois Tollway.

- Call *999 for non-emergency roadside assistance, whether you need help or see another motorist in need.
- Illinois State Police District 15 patrols 24/7.
- Attend one of our 15 scheduled Child Safety Seat Installation and Inspection events and drive worry free!
- Tollway Oases are a great place to rest and refuel.
- Stop into one of six Tollway Customer Service

Safe Travel Starts With Safe Seats

Make sure the kids' seats are properly installed before traveling this holiday weekend. Events at the Tollway Oases feature child safety seat inspections and installation, as well as Safety Seat Treats from Oases vendors.

- June 30 - Chicago Southland Lincoln Oasis
- July 1 - Belvidere

Centers to update your I-PASS account.

[For more information](#)

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Edens Spur Construction Starts

Work will begin on the Edens Spur (I-94) Roadway & Bridge Rehabilitation Project by the end of June.

This project includes repairing and resurfacing five miles of mainline pavement and rehabilitating seven bridge structures in both directions between the Tri-State Tollway (I-94) and the Edens Expressway (I-94).

Traffic will be reduced to one lane in each direction during construction, which is expected to be completed by the end of 2010.

[For more information](#)



Check out current construction project contracts with the [Illinois Tollway Construction Contract Tracker](#).

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Enforcement Details



Be sure to wear your seat belt and obey posted speed limits in work zones.



A 45 m.p.h. speed limit is in effect 24/7 in all work zones.

Illinois State Police District 15 will be conducting construction zone speed enforcement details and roadside safety checks.

[For more information](#)

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Up to the minute traffic by roadway—www.nbcchicago.com

Questions? [Contact us](#)

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