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Dispute Violations, Review License Plate Images Online

A new feature on the Tollway's Web site now allows customers who receive a toll violation notice to view their license plate images and dispute toll violations online.

A How-To Guide

A violation notice number and license plate number are needed to [enter the violation database](#).

1. Once a notice is accessed, customers can choose from two dispute options: "plate incorrect" and "missing image."
2. An automated e-mail confirmation is sent to confirm that the dispute has been received.
3. Once a dispute has been reviewed by Tollway staff, notification of the decision is sent via e-mail.

Illinois Tollway			
Notice Information			
Notice Number	VN99999999		
Notice Issue Date	11/17/2010		
Notice Due Date	12/08/2010		
Notice Balance Due	\$645.80		
Violation Information			
	Violation#	Violation Date	Location
Image	999999991	02/18/2010 08:27:56	Plz 17-Devon 04
Image	999999992	03/17/2010 03:44:56	Plz 51-York H

Enhancing Customer Service

Customers who receive a violation notice have a right to know that the image captured of their vehicle is accurate. Providing access to license plate images and making it easier to dispute violations is an important part of enhancing customer service and increasing transparency at the Tollway.

[Read the news release](#)

[Enter the online violations database](#)

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Find New Convenience at Oases

Visitors to Illinois Tollway oases may have noticed a change in the convenience stores. 7-Eleven joined the oases in late March. Look for grand opening events this summer.



[Find an oasis near you](#)

2011 Construction Overview

With the Illinois Tollway in the seventh year of the \$5.8 billion Congestion-Relief Program—*Open Roads for a Faster Future*, roadway and bridge construction work is underway on the Jane Addams Memorial Tollway (I-90) and bridge rehabilitation is being done on the Tri-State Tollway (I-294). Intermittent pavement repair and landscaping work are also scheduled throughout the Tollway system.

Look for construction updates in future issues of *Open Roads Ahead* as projects progress. In addition, the [Traffic & Construction](#) section on the Tollway's Web site is a great way to get current construction information about projects on and adjacent to the Tollway.

Work zone reminders:

- There will be delays at peak travel times.
- Allow additional time to get to your destinations.
- Slow down and stay alert in work zones—protect the lives of workers and yourself.



Use of handheld cell phones by drivers is prohibited in work zones. It is illegal at all times to text while driving in Illinois. It is especially dangerous while driving in construction work zones.



[Find construction projects organized by roadway](#)

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Why I-PASS Customers Get Violations and How to Avoid Them

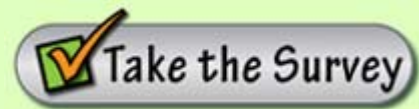
Nearly half of all violation notices mailed from the Tollway go to I-PASS customers. I-PASS customers get notices for several reasons. The most common are:

- License plate is not added to an I-PASS account.
- Transponder missing or the signal was not read.
- No funds in account.
- Expired credit card.



If you haven't already, sign up to view your account information online. A few more easy steps to help avoid violations:

1. All license plates must be added to your account whether you drive multiple vehicles, switched to vanity/personalized plates or just purchased a new vehicle.
2. [Mount your transponder properly.](#) In order to get a good read, the transponder must be mounted on your windshield. Waving it around as you go through open road tolling lanes may not



Traffic and Travel Information Survey

We know that traffic has a considerable impact on your commute, so we try to keep our customers informed. We'd like to know more about how you get your traffic information.

[Take the nine-question survey](#)

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Kids Identification and Safety Seat (K.I.S.S.) Events Begin

Illinois Tollway and Illinois State Police District 15 will kick off the 2011 K.I.S.S. events beginning Saturday, May 14, from 10 a.m. to 2 p.m. in the Bolingbrook IKEA parking lot. Certified technicians will be on hand to inspect and install seats. Child identification cards featuring photo, fingerprint and vital information will also be provided at no cost.

[Find more event information](#)

- provide a good read.
3. Keep funds in your account.
 4. Make sure your credit card number and expiration date are current in your account.

I-PASS Customers

If you had an updated I-PASS account at the time the violation occurred, please call 1-800-UC-IPASS to see if you qualify to pay only the cash rate for tolls and have the fines waived.

[Review your account information now](#)

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Drive Now. Text Later. Spread the Word



Texting or e-mailing while driving is illegal and deadly.

Help save lives by spreading the word. "Drive Now. Text Later." window clings are free and available by request online or at any customer service center.

Cell phone distractions were the **primary or secondary cause of nearly 1,300 vehicle crashes in Illinois** in 2009—and that number is growing. According to a recent survey, nearly 40 percent of Tollway customers were not aware that it is illegal to text or e-mail while driving at all times on Illinois roads.

[Learn more](#)

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Illinois State Police District 15 on Facebook

Illinois State Police District 15 provides safety tips, educational events and other community services.



[Visit the Illinois State Police District 15 Facebook page](#)

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Start Seeing Motorcycles

With warmer weather, motorcycles are back on the roads. Be mindful of the additional risks they present. Because motorcycles are smaller than



automobiles, they are harder to see and their speed is more difficult to judge. The majority of multi-vehicle motorcycle crashes are caused when drivers don't see the motorcyclist. Motorists are urged to be on the lookout!

[Find more information](#)

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

Questions? [Contact us](#)

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