

Illinois Tollway Unattended Toll Plaza Pilot Program

Program Overview

What is the Illinois Tollway Unattended Toll Plaza Pilot Program?

The Illinois Tollway has launched a pilot program designed to improve efficiencies and reduce costs at mainline toll plazas when traffic volumes are low. At the pilot locations, open road tolling lanes will be operational 24/7, however, all toll booths will be unattended between 10 p.m. and 6 a.m. The far right cash lane will remain open to allow drivers to pick up a toll payment form. Cash-paying customers will be given the option to pay online, and pay by mail within the 7-day grace period. Depending on their travel route, customers can also pay down the road at the next mainline plaza if entering the system or pay in advance at a mainline plaza if exiting the system.

Where will this pilot be conducted?

The Illinois Tollway has selected two toll plazas – the Spring Creek Toll Plaza (PL 99) on the Veterans Memorial Tollway (I-355) and the Dixon Toll Plaza (PL 69) on the Reagan Memorial Tollway (I-88). Toll booths will be unattended between 10 p.m. and 6 a.m. when traffic volumes are the lowest.

When did the pilot program begin and how long will it be in place?

The program began in February 2010 and is expected to continue for two years.

Why not reopen the cash baskets at the Toll Plazas?

Exact change baskets were eliminated from mainline toll plazas when the Illinois Tollway made the conversion to open road tolling. Mainline toll rates range from \$2 to \$7 for cars and trucks, which makes use of coin collection baskets inconvenient for customers. In addition, reconfiguring a toll collection lane to include an automatic cash-payment option would be more costly.

How the Program Works

How will toll collection work at unattended toll plazas during the pilot program?

The majority of customers using these toll plazas will not see a change. All open road tolling lanes will remain open. Cash-paying customers will continue to drive through the cash side of the toll plaza, but instead of handing their toll payments to a toll collector, customers will pick up a form that will direct them to either pay their toll at the next open toll plaza, pay their toll online, or pay their toll by mail within the Tollway's existing 7-day grace period.

Which manual lanes will be open and will the gates be open as well?

The far right manual lane will remain open during overnight hours with a green light located above the lane and the gate will be in an up position. All other cash lanes will be closed, their gates in place, and the red light located above the lane.

How will motorists know what to do?

The Illinois Tollway has posted permanent signage at the toll plaza buildings and on toll booths themselves alerting customers that the toll plazas are unattended from 10 p.m. to 6 a.m. The signs also convey that payment is accepted at another (specific) plaza (i.e., Boughton or DeKalb) and that the driver should:

1. Know there are **Three Ways to Pay: Online, By Mail or At the Next Manned Plaza** (on the same roadway)
2. **Take a toll payment form** from the holder
3. **Pay within 7 days**

Where will they be able to pay?

As the toll payment form instructs motorists how to pay.

There are 3 ways to pay.

1. Online www.illinoistollway.com
2. By mail
Cash Handling, 2700 Ogden Ave, Downers Grove IL, 60515
Be sure to take a payment form from the booth as it has required payment information
3. On the road
 - *Pay in Advance
Reagan Memorial Tollway (I-88) westbound:
Pay at DeKalb Toll Plaza (PL 66) if traveling through the Dixon Toll Plaza (PL69)
Veterans Memorial Tollway (I-355) southbound
Pay at Boughton Road Toll Plaza (PL 89) if traveling through the Spring Creek Toll Plaza (PL 99)
 - *Pay at the Next Plaza
Reagan Memorial Tollway (I-88) eastbound
Pay the Dixon Toll Plaza (PL 69) toll at the DeKalb Toll Plaza (PL 66)
Veterans Memorial Tollway (I-355) northbound
Pay the Spring Creek Toll Plaza (PL 99) toll at the Boughton Road Toll Plaza (PL 89)

Will receipts be provided?

- Customers who pay online are sent a payment confirmation e-mail that serves as a receipt.
- If paying by mail, payment by check is recommended and the canceled check serves as a receipt.
- Receipts are available by request when paying at a mainline toll plaza.

How long will motorists have to submit payment?

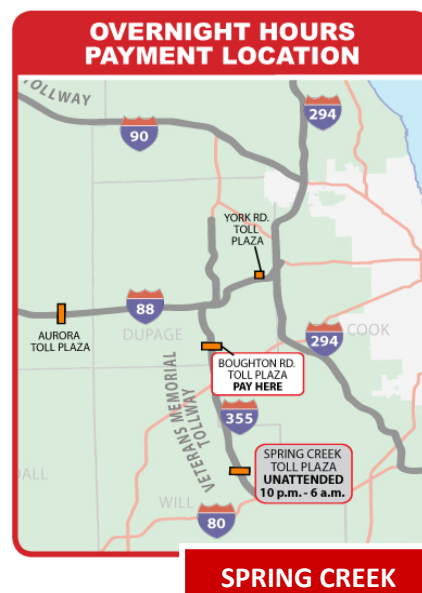
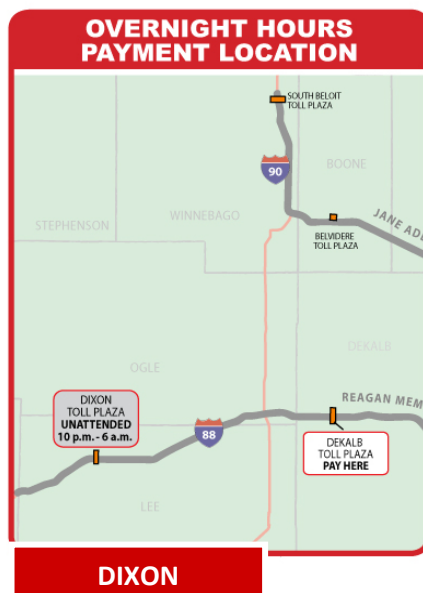
Unattended toll plaza payments must be paid within 7 days of occurrence, the same as any other unpaid toll.

Can this turn into a violation?

Should the toll payment for the unattended plaza not be made within the 7-day grace period, it will become a violation.

How does the Tollway keep track of non-payment?

The manual lanes are equipped with cameras and equipment to capture the license plate images of vehicles passing through. If payments are not received within 7 days, the images will begin the violation review process and issuance of a violation notice will result when 3 or more unpaid tolls are registered to the license plate.



➤ As of 06.09.11