FOR IMMEDIATE RELEASE
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ILLINOIS TOLLWAY IMPROVES 7 DAYS TO PAY ONLINE
New process makes it easier to pay unpaid tolls and avoid toll violations

DOWNERS GROVE, IL – The Illinois Tollway today launched an improved online feature that allows drivers with unpaid tolls to find their route on an interactive map, calculate the amount due and pay online with a credit card. The improved feature will assist the nearly 100,000 customers who pay unpaid tolls online every month.

The enhanced process makes it even easier for customers who may not be familiar with the 286-mile Tollway system to identify the toll plazas they traveled through and conveniently pay their unpaid tolls online during the 7 Days to Pay grace period.

The percentage of drivers paying unpaid tolls during the 7 Days to Pay grace period has increased from about 2 percent in 2008 to more than 17 percent last year—a trend expected to accelerate with the growing use of all-electronic tolling on the Tollway system.

“Enhancing customer service was one of the top five goals set for us by Governor Quinn when I started at the Tollway and we’ve been working diligently since then on ways to improve the service we provide to our 1.4 million daily drivers,” said Illinois Tollway Executive Director Kristi Lafleur. “This improved process will help ensure that customers have every opportunity to pay their unpaid tolls and avoid getting a toll violation.”

A key improvement is a feature that automatically enters unpaid toll information into the online payment fields based on the travel route customers select. This is more convenient for customers and ensures the information entered regarding unpaid tolls is accurate. Another improvement allows customers to more easily enter the dates of their unpaid tolls by using a drop down box rather than finding the correct date on a calendar.

The improved 7 Days to Pay feature will be operational in time for the Memorial Day weekend, when many drivers on the Tollway are infrequent users who may not be familiar with the location of toll plazas on the routes they are traveling.

The Tollway is one of the few tolling agencies in the nation to offer an online payment system for unpaid tolls that includes a grace period during which fines or penalties are not assessed.

This is the latest step the Tollway has taken to enhance customer service. Recently, the agency has also:

- Created a secure I-PASS website which allows customers to manage their accounts from their smartphones or any other mobile electronic device.
- Opened a larger, more technologically advanced customer service center to provide I-PASS users improved access to their accounts, including remote, interactive voice-response so customers can manage their accounts 24 hours a day, seven days a week.
- Simplified the notification process for drivers who did not pay tolls electronically and offering an extended payment deadline of 90 days for drivers issued violation notices because they missed at least three tolls over a two-year period.

- Launched Tollway Trip Tweets on Twitter.com, which allow drivers to sign up and “follow” each of the four tollways – the Tri-State Tollway (I-94/I-294/I-80), Jane Addams Memorial Tollway (I-90), Reagan Memorial Tollway (I-88) and the Veterans Memorial Tollway (I-355) – to receive real-time roadway incident information to help plan their trips.

About the Illinois Tollway
The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 286 miles of interstate tollways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90) and the Tri-State Tollway (I-94/I-294/I-80).