

Tri-State Tollway (I-294)/I-57 Interchange Opening

July 17, 2014

Agenda

- ▶ **Project update**
- ▶ **New customer service initiatives**
- ▶ **Roadway signage plan**

Project Update



OR PAY ONLINE
Southbound I-294 to 147th Street (Plaza 42)

OR PAY ONLINE
147th Street to Northbound I-294 (Plaza 42)

OR PAY ONLINE
Northbound I-57 to Northbound I-294 (Plaza 42)

OR PAY ONLINE
Southbound I-294 to Southbound I-57 (Plaza 42)

Phase One COMPLETE October 2014

Phase 1 - Complete Fall 2014
Phase 2 - 2023-2024

Plaza 42 Toll Rates for Cars and Motorcycles

I-PASS Rates = 75 cents
Non-*I-PASS* Rates = \$1.50

Truck rates range from \$1.50 to \$4.00 during daytime hours, with overnight discounts offered.

Situation Analysis

- ▶ **First interstate-to-interstate connection on the Tollway system where there is no toll collection point for customers who wish to pay cash**
- ▶ **More than 87 percent of Tollway transactions are I-PASS**
- ▶ **Above average I-PASS penetration in Chicago Southland communities**
- ▶ **Goal: Provide everyone the opportunity to benefit from the new interchange and make traveling on it as easy as possible**

New Customer Service Initiatives

- ▶ Extended, limited-time toll payment offer
- ▶ Temporary I-PASS Customer Service Center
- ▶ I-PASS roadshow tour in the Chicago Southland
- ▶ Others?



Extended, Limited-Time Toll Payment Offer

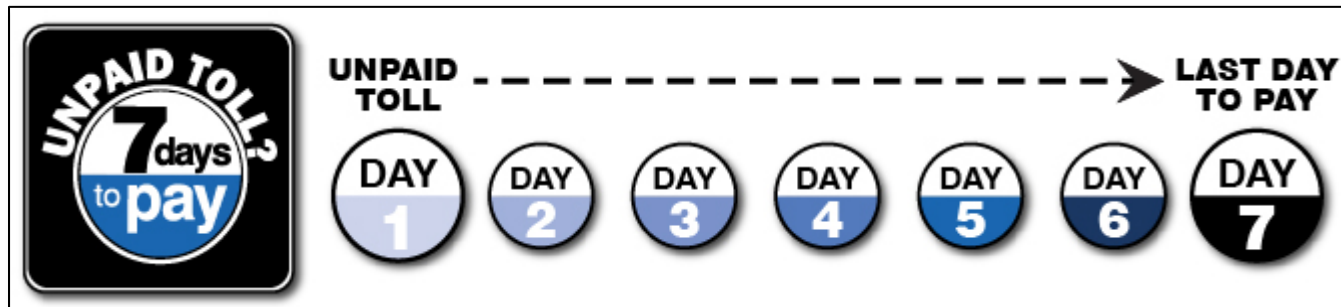
- ▶ Intended to help customers without I-PASS who use the new interchange and may be from another state or unfamiliar with the Tollway
- ▶ Provides 30 days to pay from the date of the unpaid toll
- ▶ For I-294/I-57 and I-294 at 147th Street ramps (Plaza 42) toll payments only
- ▶ Expires December 31, 2014



PAY ONLINE
www.illinoistollway.com

Typical Unpaid Toll Methods

- ▶ Online – www.illinoistollway.com
- ▶ I-PASS Customer Service Centers
 - ▶ Central Administration Building
 - ▶ Inside Tollway oases
- ▶ Pay by mail

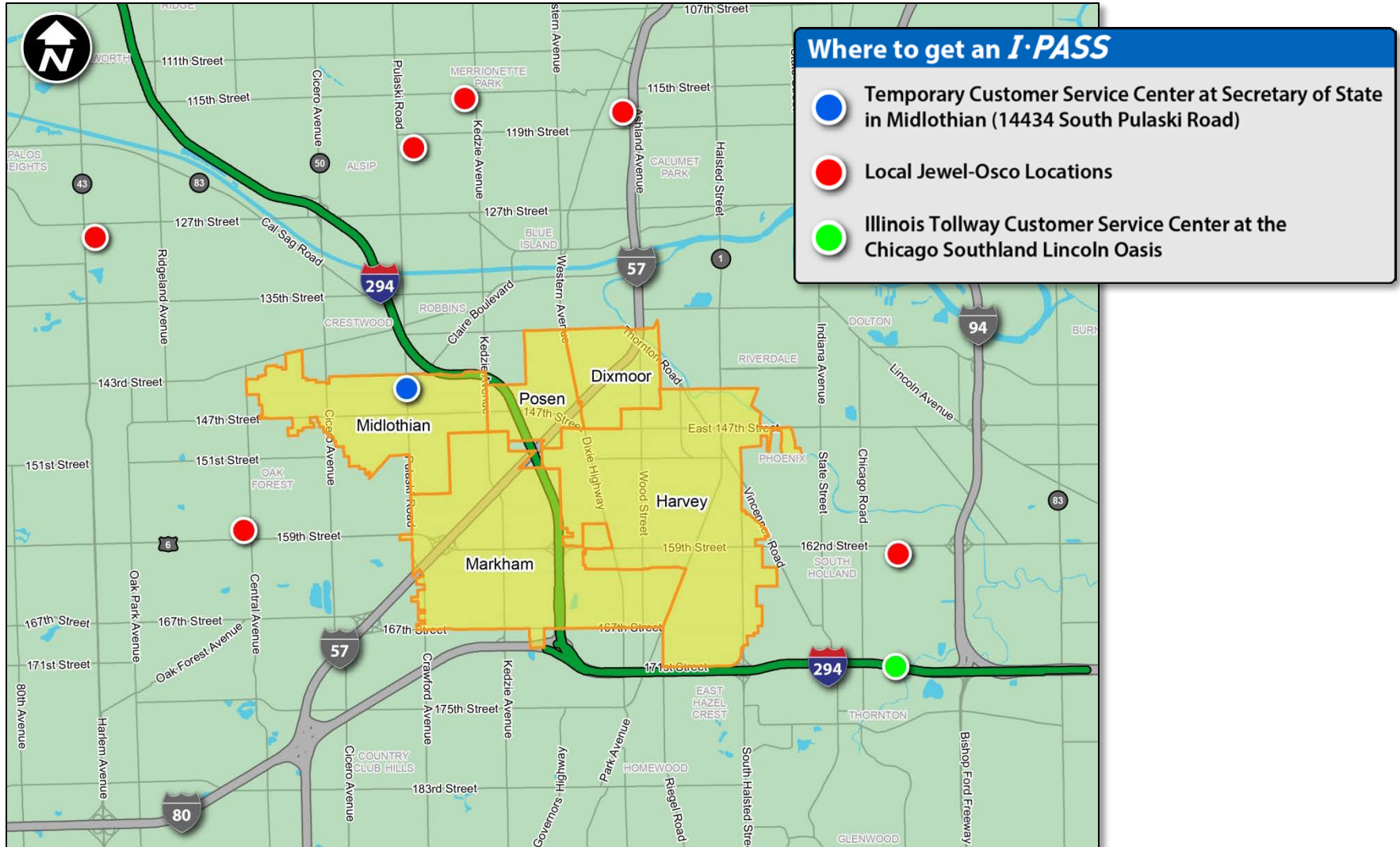


Temporary I-PASS Customer Service Center

- ▶ Intended to serve local residents who wish to obtain I-PASS
- ▶ Open from September 2 to November 26, Tuesday through Friday from 8:00 a.m. to 5:00 p.m.
- ▶ Full-service operation staffed with Tollway Customer Service Representatives
- ▶ Located in the Secretary of State Office in Midlothian



Nearby Customer Service Center Locations

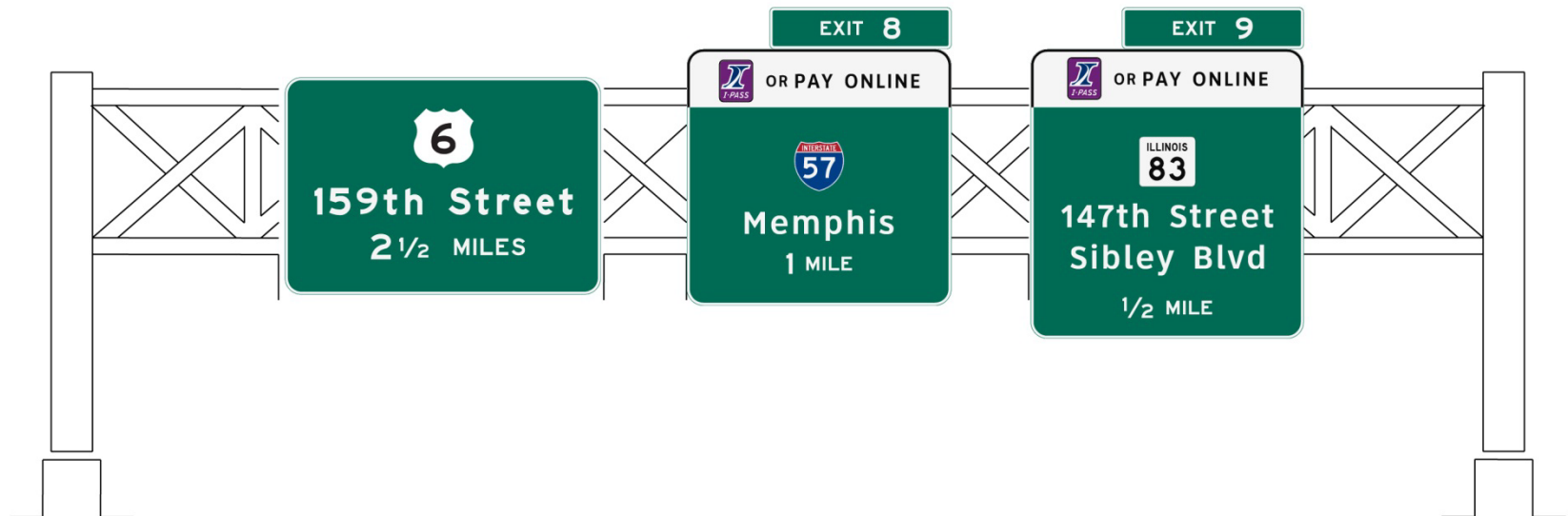


I-PASS Roadshow Tour

- ▶ **Intended to give local residents an opportunity to learn where they can get an I-PASS, how to avoid toll violations and the locations of nearby customer service centers**
- ▶ **Tollway staff will provide an overview of these topics and will be available to answer questions**
 - ▶ August 5 at 6:00 p.m. – Raday Lodge, 3220 W. 145th Street, Midlothian
 - ▶ August 13 at 6:00 p.m. – Markham City Hall, 16313 S. Kedzie Parkway, Markham
 - ▶ August 21 at 6:00 p.m. – Posen Community Center, 14401 Campbell Avenue, Posen
- ▶ **Participation in other local community events throughout the summer**

Customers Traveling South on I-294

- ▶ Signage begins three miles from the interchange
- ▶ Signage every half mile
 - ▶ Five sign trusses (overhead, shoulder, median)
 - ▶ Two cantilever signs
 - ▶ Two ground-mounted signs



Customers Exit to I-57 South

- ▶ Take the ramp up to I-57 South
- ▶ Drive under the toll gantry
- ▶ Pay toll with I-PASS, E-Z Pass or pay online
- ▶ Exit the Tollway and merge onto I-57 South



Upcoming Topics

- ▶ **Freight Planning**
- ▶ **Future conversations on Illinois Route 53/120 Project**
- ▶ **Customer surveys and feedback**
 - ▶ Stated preference surveys
 - ▶ Freight industry surveys
- ▶ **Others**



THANK YOU
