What is cashless tolling?
The Illinois Route 390 Tollway is the first all-electronic toll road on the Illinois Tollway system. Cashless tolling provides all customers – residents, businesses and visitors – with continuous travel at highway speeds throughout the Tollway. Toll collection equipment over the traffic lanes reads the I-PASS transponder mounted on the windshield and automatically collects tolls. No tollbooths or coin baskets are available on the Illinois Route 390 Tollway.

Why is this a cashless Tollway?
All-electronic tolling is safer, more convenient and provides for cost savings. Benefits of cashless tolling include:

- **Savings** – Save money on tolls using I-PASS (50 percent off for passenger vehicles and 33 percent off for trucks), reduce fuel consumption by eliminating stop-and-go driving and save money on gas
- **Convenience** – Eliminate the need to make a decision at toll collection points
- **Safety** – Don’t need to slow down, change lanes or stop to pay
- **Environment** – Traffic noise and emissions are reduced through elimination of stopping at intersections

A previous survey indicated that 90 percent of drivers currently traveling in project area have an I-PASS, and, of those without I-PASS, nearly one quarter indicated that they would obtain one to use the new roadway once it opens.

How are tolls collected on Illinois Route 390? Am I being tolled at every on/off ramp?
The Illinois Route 390 Tollway when fully open will feature cashless tolling with overhead gantries at six locations along the 10-mile mainline roadway in addition to one ramp toll for the Ketter Drive entrance ramp to westbound Illinois Route 390. No tollbooths or coin baskets are available on the Illinois Route 390 Tollway. On July 5, 2016, toll collection began between Lake Street and I-290, with toll plazas at Lake Street, Mitchell Road and Plum Grove Road. Installation of toll collection points east of I-290 will be completed as part of construction of the remainder of the new roadway, and toll collection is expected to begin on the eastern segment by the end of 2017.

How much are tolls for passenger vehicles/trucks on the Illinois Route 390 Tollway?

<table>
<thead>
<tr>
<th>Illinois Route 390 Tollway Toll Plazas</th>
<th>Toll Collection</th>
<th>Cars and Motorcycles</th>
<th>Trucks and Cars with Trailers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Daytime</td>
<td>Overnight (10 p.m. - 6 a.m.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Small</td>
<td>Medium</td>
</tr>
<tr>
<td>Lake Street</td>
<td><strong>I-PASS</strong></td>
<td>$0.30</td>
<td>$0.60</td>
</tr>
<tr>
<td></td>
<td>Pay Online</td>
<td></td>
<td>$0.60</td>
</tr>
<tr>
<td>Mitchell Boulevard</td>
<td><strong>I-PASS</strong></td>
<td>$0.35</td>
<td>$0.75</td>
</tr>
<tr>
<td></td>
<td>Pay Online</td>
<td></td>
<td>$0.70</td>
</tr>
<tr>
<td>Plum Grove Road</td>
<td><strong>I-PASS</strong></td>
<td>$0.60</td>
<td>$1.15</td>
</tr>
<tr>
<td></td>
<td>Pay Online</td>
<td></td>
<td>$1.20</td>
</tr>
</tbody>
</table>
Why are there so many tolls on the Illinois Route 390 Tollway?
Mainline toll collection gantries are located closer together based on the high number of entry and exit points located within close proximity of one another. The frequency allows for greater sensitivity for shorter trips and helps local communities provide congestion relief on adjacent roads. Tolls paid for shorter distance trips will be as fair and equitable as the rate paid by a driver traveling the entire length of the corridor.

If I have I-PASS, do I have to do anything different?
No. I-PASS customers can drive on the Illinois Route 390 Tollway and benefit from a 50 percent discount on tolls. Remember, transponders need to be mounted correctly. Multiple vehicles can be linked to an I-PASS account, but each vehicle needs a separate transponder.

What if people can’t afford I-PASS? Why should they pay double for the cash rate?
Understanding that the standard upfront cost of I-PASS may be a burden for some budgets, the Tollway lowered the upfront costs to $30 ($10 refundable deposit/$20 prepaid tolls). In addition, the Tollway provides I-PASS Assist so that income-eligible drivers can easily and affordably obtain I-PASS. I-PASS Assist allows eligible drivers to obtain I-PASS and replenish their accounts at a rate of $20. Tollway customers enrolled in Medicaid or who qualify for food stamps can participate in I-PASS Assist.

What are people without I-PASS or from out of town supposed to do?
Drivers with unpaid tolls should make note of the location by identifying the toll plaza name or number or the nearest milepost and go online or pay by mail within the 7-day grace period. To ensure that fines do not escalate there are multiple options for making a payment:

- Online at www.illinoistollway.com
- By mail at Illinois Tollway Customer Service, P.O. Box 5544, Chicago, IL 60680-5544
- In person at a Customer Service Center. Nearby locations and hours of availability include:
  Weekdays 7 a.m. to 6 p.m. at the Illinois Tollway headquarters in Downers Grove or the O’Hare Oasis on the Tri-State Tollway (I-294)

How/where can I pay cash for my tolls if I don’t have a computer?
Drivers can contact the Illinois Tollway Customer Service Call Center at 800-824-7277 for information about toll plaza locations and toll rates, however, unpaid toll payments are not accepted over the phone. Options for making payments include:

- By mail at Illinois Tollway Customer Service, P.O. Box 5544, Chicago, IL 60680-5544
- In person at a Customer Service Center. Nearby locations and hours of availability include:
  Weekdays 7 a.m. to 6 p.m. at the Illinois Tollway headquarters in Downers Grove or the O’Hare Oasis on the Tri-State Tollway (I-294)

Will drivers get a violation notice for missing tolls on the Illinois Route 390 Tollway?
All drivers who use the Illinois Tollway system are required to pay the proper toll indicated by signs posted at toll plazas. Understanding that mistakes can happen, the Illinois Tollway provides customers a 7-day grace period to pay unpaid tolls. For the month of July, drivers with unpaid tolls on the Illinois Route 390 Tollway will be given an extended grace period to pay until July 31, 2016. After this date, the 7-day grace period will resume.

Notices of Toll Violation will be sent to customers who accumulate three or more toll violations over a two-year period on Illinois Route 390. These violation notices will not include unpaid tolls and fines that occur on other Illinois Tollway roadways. Violation notices must be paid within the specified time period or the registered owner may face additional fines and penalties. Drivers with questions regarding their unpaid tolls and violation notices can contact the Illinois Tollway Customer Service Call Center at 800-824-7277 to address unpaid tolls and discuss payment options.
Fines for toll violations recorded on the Illinois Route 390 Tollway will be lower than on the rest of the Tollway system to account for more frequent toll collection points. Fines assessed for the Illinois Route 390 Tollway will be $10 per violation at time of notice ($20 elsewhere on the Tollway) and $25 per escalated violation ($50 elsewhere on the Tollway). Notices of Toll Violation will be sent to customers who accumulate three or more toll violations over a two-year period on Illinois Route 390. These violation notices will not include unpaid tolls and fines that occur on other Illinois Tollway roadways.

How were toll rates set on the Illinois Route 390 Tollway?
The tolling plan for the Illinois Route 390 Tollway was broadly supported by local communities that emphasized the need to build the new roadway to address the area’s diverse travel needs, including improving travel efficiency, reducing congestion and providing western access to O’Hare International Airport. The Illinois Tollway sets its toll rates to cover the expense to maintain and operate roadways while also repaying its bond debt. Rates for new roadways are established based on estimated construction costs and costs to acquire land needed for a project in the year in which the new roadway will be built.

Why does it cost 20 cents per mile versus 6 cents a mile systemwide?
The Illinois Tollway sets its toll rates to cover the expense to maintain and operate roadways while also repaying its bond debt. Rates for new roadways are established based on estimated construction costs and costs to acquire land needed for a project in the year in which the new roadway will be built. Passenger vehicles traveling the full 10-mile length of Illinois Route 390 will pay $1.90, similar to the I-PASS toll paid to travel on the Veterans Memorial Tollway (I-355) south extension between I-55 and I-80, which opened to traffic in 2007.
How can you start charging tolls on a road you haven’t even finished?
The phasing of construction and tolling of the Elgin O’Hare Western Access Project is intended to provide the most benefit to the public as quickly as possible. The Illinois Route 390 Tollway will improve travel efficiency, provide western access to O’Hare International Airport and reduce congestion. The Illinois Tollway started the project with construction of the new Illinois Route 390 Tollway by investing in substantial improvements from Lake Street to I-290, and once improvements were completed tolling began on this segment. Construction is ongoing to build the eastern portion between I-290 and Illinois Route 83 and tolling for this section is scheduled to begin when work is complete by the end of 2017.

How can you toll a road that was previously free?
In a time of economic challenges, tolling of this road provides the only realistic option to not only pay for much-needed rehabilitation and new lanes for the existing roadway, but also enables us to improve the connection to I-290 and extend the road to the east. The Tollway is providing the long-awaited western access to O’Hare Airport, improving travel for the area, as well as encouraging economic development.

There is an extensive federal process in place that governs and provides guidance on tolling new and existing roadways which was followed by the Illinois Department of Transportation (IDOT) and the Illinois Tollway. The decision to toll the existing facility was recommended in the October 2012 Final Environmental Impact Statement (EIS) led by IDOT and December 2012 EIS Record of Decision approved by the Federal Highway Administration and was also based on the recommendations in the Elgin O’Hare - West Bypass Advisory Council Final Report (June, 2011).

How much will the project cost to construct and is the funding in place?
As part of its Move Illinois Program, the Illinois Tollway has committed $3.1 billion toward the $3.4 billion needed to build the EOWA Project. Funding sources to close the $300 million gap are currently being pursued by DuPage County and local officials.

Under the continued leadership of DuPage County, the project team anticipates that by 2025 it will be able to secure grant funding and in-kind contributions needed for design and construction to cover the funding gap. To date, nearly half of the $300 million funding gap has been identified.

How much of our tax dollars were used to build this road I’m being “taxed” to use?
The Illinois Tollway, which is funded by tolls paid by drivers, has taken over responsibility for the roadway from the Illinois Department of Transportation, which is funded by state tax dollars. The Illinois Tollway is phasing in tolling on the new Illinois Route 390 Tollway after substantial improvements, paid for by the Illinois Tollway, have been completed. The tolls will allow the Tollway to pay for construction of the new and improved portions of the roadway, as well as cover the cost of ongoing maintenance, snow plowing and Illinois State Police patrols.