

IL Tollway July Updates
MCCOM – Transportation Committee
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Operations during COVID-19

In an effort to mitigate the spread of the coronavirus in the region, the Illinois Tollway continues to implement all-electronic tolling as a precaution to limit the potential spread of coronavirus to customers, as well as Tollway employees.

Mainline toll plazas, automatic toll payment machines and in-person customer service centers are currently offline. Toll collection is currently handled via I-PASS, E-ZPass and through the Tollway's website. The Tollway Customer Service Call Center is operational and assisting customers.

At the beginning of July, over all 2020 toll transactions were cumulatively 27.6% below our projected volumes for the year; however, this percentage is only a snapshot in time given the continued volatility of our traffic volumes.

During April, the Illinois Tollway saw passenger vehicle transactions drop to 55% below projections and commercial vehicle transactions dropped to nearly 20% below projections. Since then, we continue to see a slow and steady recovery. Passenger transaction volume recovered to roughly 25% below projections and commercial transaction volume adjusted to roughly 5% below projections during June.

The Tollway's Board of Directors has continued to meet virtually each month to keep all business and construction activity moving. In June, the Tollway Board announced significant tolling reforms reflecting their efforts to modernize our approach to unpaid tolls.

Reform and Relief

In an effort to realign the way customers interact with the Illinois Tollway, last month the agency launched the first in a series of improvements to ensure the Illinois Tollway system works for everyone. *The TOLLING 2020* package includes -

- The formalized the grace period for unpaid tolls during the COVID-19 pandemic is March 9, 2020, through June 25, 2020. Vehicle owners with unpaid tolls during this period will receive an invoice for tolls only with the inclusion of a .01 cent invoicing fee to process these invoices.
- Moving forward, vehicle owners across all vehicle classes will now receive an invoice for unpaid tolls with an initial fee that better aligns with the underlying tolls associated with the class of vehicle. Passenger vehicles will see an 85 percent reduction in initial costs, with a \$3 invoice fee, rather than a \$20 fine for each unpaid toll.

- As of July, toll violation fines in existing notices prior to March 9, 2020, have been reduced to \$3 across the board through the end of the year to provide customers an opportunity to pay their fines at a significantly reduced rate. This includes anyone previously sent to collections for outstanding toll violations.

More information and assistance for customers is available on the Tollway's website www.illinoistollway.com.

Construction

In 2020, the Tollway is proceeding with all construction projects as well as roadway maintenance and repair work systemwide. With safety as a top priority, the agency has worked closely with contractors to ensure the proper safety precautions have been taken to protect workers engaged in outdoor construction activities along our system.

Tollway contractors and consultants continuing their work are always required to have comprehensive safety plans in place, and those plans have been updated to account for the safety precautions during the COVID-19 pandemic.

McHenry County construction projects:

- At the new Illinois Route 23 Interchange – All work on the local roads and new roundabouts were completed and reopened for the July Fourth holiday.