
Illinois Tollway
2021
ANNUAL TOLL
REVENUE REPORT
CDM Smith

The Illinois State Toll Highway Authority

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Executive Summary

The Illinois Tollway's *2021 Annual Toll Revenue Report* analyzes traffic, transactions, revenue and I-PASS trends for the year 2020.

System Description

The Illinois Tollway (Tollway) serves the greater Chicago metropolitan area. The Tollway system consists of five main routes: the Jane Addams Memorial Tollway (I-90/I-39), the Tri-State Tollway (I-94/I-294/I-80), the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), and the Illinois Route 390 Tollway (IL 390). The first portions of the Tollway opened in August 1958. The most recent addition, the eastern extension of IL 390, opened on November 1, 2017.

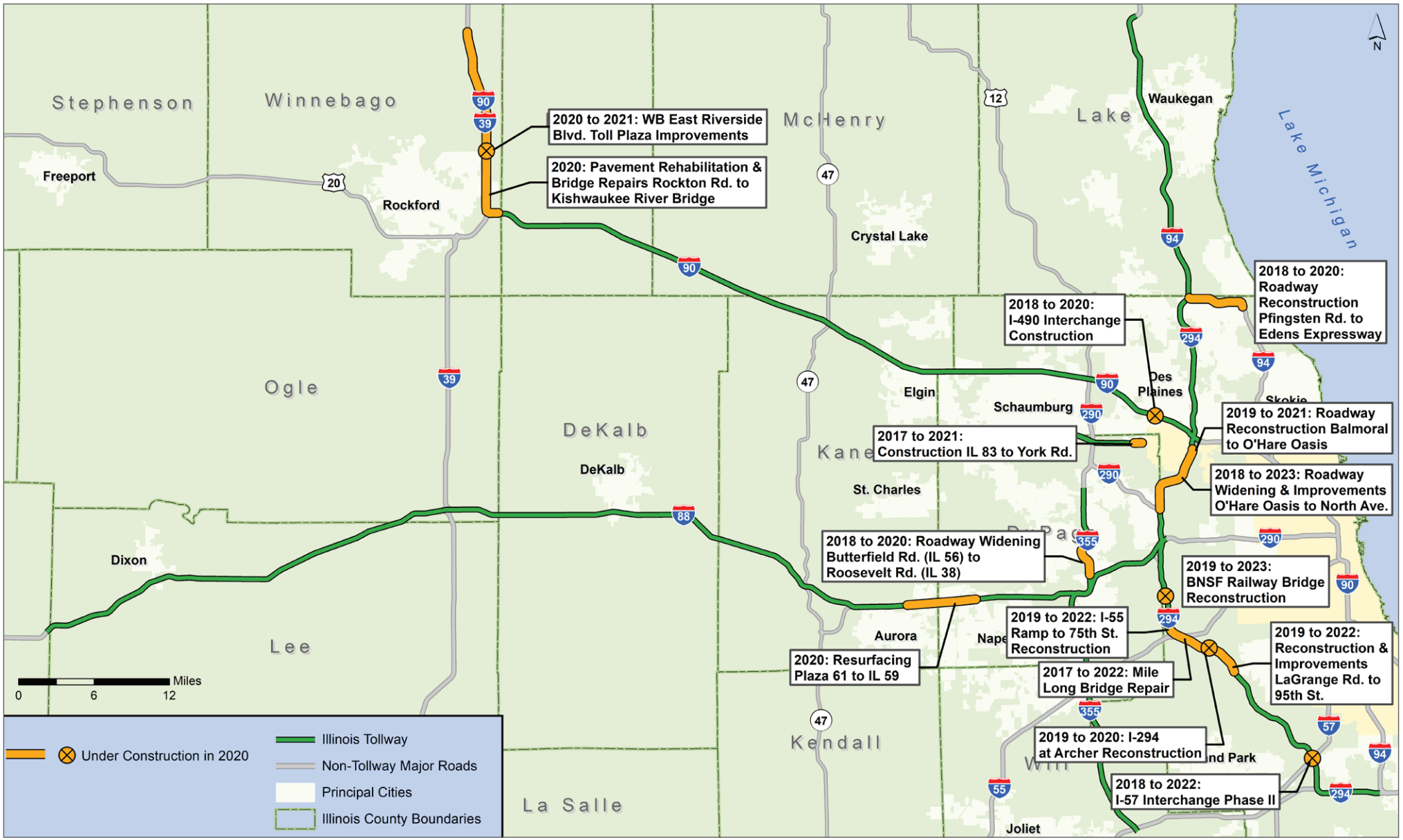
Highlights

The current capital program—called *Move Illinois*—was approved by the Tollway Board on August 25, 2011 and expanded in 2017. To fund *Move Illinois*, passenger car tolls were raised on January 1, 2012. The price of a typical mainline toll was changed from $0.40 to $0.75 for I-PASS users and from $0.80 to $1.50 for cash payers. Commercial vehicle tolls were not affected in 2012, but did change in 2015, 2016, and 2017. Between January 1, 2015 and January 1, 2017, commercial vehicle rates increased a total of 60 percent over 2014 rates. Starting in 2018, commercial vehicle toll rates began to increase annually at the rate of inflation. Effective January 1, 2020, truck toll rates averaged a 2.2 percent increase across all plazas.

The goals of the program are to create jobs, improve mobility, relieve congestion, reduce pollution, and link economies across northern Illinois. Further, *Move Illinois* is the "cleanest and greenest" program in the Tollway's history – it seeks to minimize the environmental impact of new roadway construction by reducing, recycling, and reusing materials. The program is scheduled to span 15 years and include $14 billion for transportation improvements. Major projects include

- **Rebuilding and widening the Jane Addams Memorial Tollway. Construction on the western segment between Rockford and the Elgin Toll Plaza was completed at the end of 2014. Construction on the eastern portion between the Elgin Toll Plaza and the Kennedy Expressway was completed at the end of 2016.**
- **Constructing a new, cashless interchange to connect the Tri-State Tollway (I-294) to I-57. Phase one opened in October 2014. This phase connects southbound I-294 to southbound I-57 and northbound I-57 to northbound I-294. It also includes a new interchange at 147th Street. The second phase of the project is scheduled to be completed by the end of 2022.**
- **Reconstructing the Central Tri-State Tollway. The Central Tri-State Tollway (I-294) is being reconstructed from Balmoral Avenue to 95th Street. Construction began in 2018 on the northern section between Balmoral Avenue and the O'Hare Oasis. The full reconstruction project is expected to be completed at the end of 2026.**
- **Building the new, cashless IL 390 and I-490 Tollways. Reconstruction and repair work on the existing western segment of the Illinois Route 390 Tollway between Lake Street and Rohlwing Road (IL 53) was completed in 2016. Tolling on this segment began on July 5, 2016. The next new segment between Rohlwing Road (IL 53) and Busse Highway (IL 83) opened on November 1, 2017. The new I-490 Tollway is scheduled to open in phases between 2024 and 2026.**
- **Reconstructing the Reagan Memorial Tollway (I-88) between I-290 and York Road in Oak Brook. The project started in February 2018 and was completed in December 2019.**
- **Reconstructing the Edens Spur Tollway (I-94) from Pfingsten Road to the Edens Expressway. The project removed and replaced all existing mainline asphalt pavement and replaced or repaired mainline bridges. It began in 2018 and was completed in November 2020.**

A map of recently completed, current, and planned Tollway projects is presented on the following page.


Stephenson
Winnebago
Freeport
Rockford
Ogle
DeKalb
DeKalb
Dixon
Lee
McHenry
Crystal Lake
Lake
Waukegan
Lake Michigan
Elgin
Schaumburg
Des Plaines
Kane
St. Charles
Aurora
Kendall
La Salle
Joliet
2020 to 2021: WB East Riverside Blvd. Toll Plaza Improvements
2020: Pavement Rehabilitation & Bridge Repairs Rockton Rd. to Kishwaukee River Bridge
2018 to 2020: I-490 Interchange Construction
2018 to 2020: Roadway Reconstruction Pfingsten Rd. to Edens Expressway
2017 to 2021: Construction IL 83 to York Rd.
2019 to 2021: Roadway Reconstruction Balmoral to O'Hare Oasis
2018 to 2023: Roadway Widening & Improvements O'Hare Oasis to North Ave.
2018 to 2020: Roadway Widening Butterfield Rd. (IL 56) to Roosevelt Rd. (IL 38)
2019 to 2023: BNSF Railway Bridge Reconstruction
2019 to 2022: I-55 Ramp to 75th St. Reconstruction
2019 to 2022: Reconstruction & Improvements LaGrange Rd. to 95th St.
2020: Resurfacing Plaza 61 to IL 59
2017 to 2022: Mile Long Bridge Repair
2019 to 2020: I-294 at Archer Reconstruction
2018 to 2022: I-57 Interchange Phase II
Miles
0
6
12
Under Construction in 2020
Illinois Tollway
Non-Tollway Major Roads
Principal Cities
Illinois County Boundaries

Between 2012 and 2020, the Tollway added 242 new lane miles to the system, including both entirely new facilities and strategic widening of existing facilities. In addition, the Tollway opened 10 new or expanded interchanges in that period, including I-88/IL 47 and I-90/IL 23 in 2019. Also in 2019, sections of the eastern Reagan Memorial and northern Veterans Memorial tollways were widened. While work was accelerated on the central Tri-State in 2020, no new segments were completed in 2020.

Transactions, revenues, and I-PASS participation rates in 2020 are presented in the following sections. Calendar year 2020 was unlike any other year. Beginning in March 2020, the COVID-19 pandemic has impacted nearly all aspects of society and the economy, including travel. The pandemic caused significant reductions in transactions and revenue on toll facilities around the U.S., including the Illinois Tollway.

The COVID-19 pandemic caused sharp reductions in passenger travel of every type. As the coronavirus spread, many Americans began to stay home. As a result, it is estimated that Americans took 370 billion trips in 2020, which is 26 percent lower than the 498 billion trips taken in 2019. After six consecutive years of gradual increases in vehicle-miles traveled, data compiled annually by the Federal Highway Administration indicates that national VMT dropped by 13.2 percent in 2020.

Nationwide declines in passenger traffic affected all modes of transportation: when comparing December 2020 to December 2019, intercity passenger rail travel was down by 75%, transit ridership was down by 71% (for urban rail) and 52% (for fixed route bus), while air travel passengers were down by 60%. On the other hand, truck tonnage was only reduced by 2.6% and freight rail traffic by 3.5% (source: BTS).

On March 9, 2020, Governor Pritzker declared a state of emergency in Illinois in response to the novel coronavirus (COVID-19) which was followed by the national emergency declared on March 13. Over the next few days and weeks, the State of Illinois instituted restrictions that resulted in decreased travel. Among these restrictions were the closure of schools on March 13, followed by the closure of bars and restaurants on March 15. On March 20, Governor Pritzker announced a statewide stay-at-home order, and the closure of all non-essential businesses. Restrictions were gradually lifted through the late spring and early summer. However, in late October 2020, Governor Pritzker began announcing tightened restrictions to many regions around the state including Chicago.

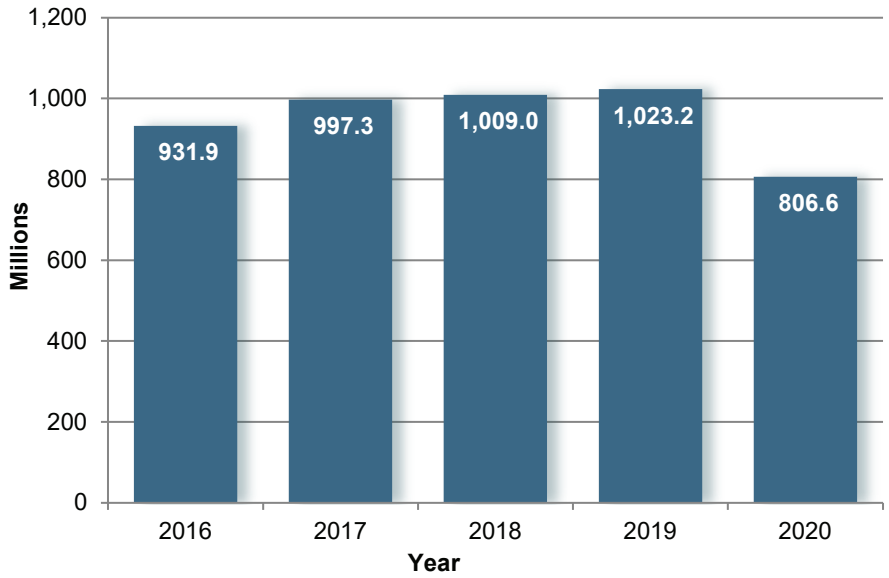
As a result of travel restrictions in Illinois and other factors massively disrupting households and businesses, much more people stayed home and fewer trips were taken. By December 2020, it is estimated that almost 29.9% of people were staying at home per day in Illinois compared to 21.8% in December 2019. The total number of trips taken per day in Illinois in December 2020 was 26 percent lower than in December 2019.

Tollway traffic and revenue performances were obviously strongly affected by the COVID-19 pandemic, and 2020 was unlike any other year. If January and February followed historical trends, volumes started to drop significantly across the Tollway system in mid-March. At the peak of pandemic effects in April, average daily transactions were 51% lower than in 2019. While users did progressively return to the Tollway in late spring, overall annual transactions were 21 percent lower than 2019, and the annual revenue was down by 17 percent.

Transactions

In 2020, transactions totaled 806.650 million. Transactions decreased by 216.6 million, or 21.2 percent, compared to 2019. Passenger car transactions decreased by 23.8 percent, while truck transactions decreased by 1.5 percent.

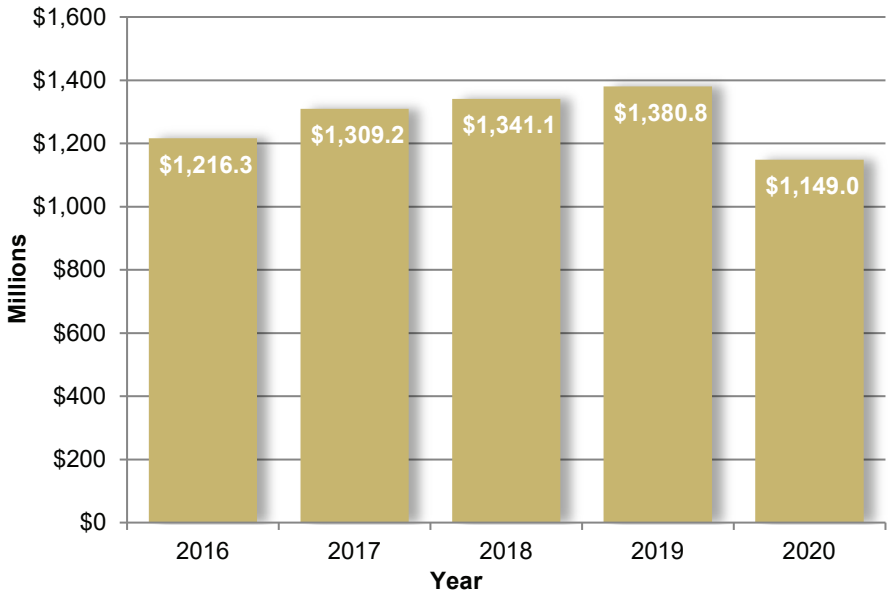
Annual System Transactions



Revenue

In 2020, toll revenues were $1.1 billion. Toll revenues decreased by $231.7 million, or 16.8 percent, over 2019.

Annual System Revenues



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TOLLWAY SYSTEM

Report Purpose

This report has been prepared and submitted in accordance with requirements in the Traffic Engineer's scope of services. It provides the Tollway with annual estimates of system use and revenues as required by Section 10(c) of the Illinois Toll Highway Act (605 ILCS 10).

The Tollway's 2021 Annual Toll Revenue Report provides a review of Tollway traffic and revenue for the year 2020. The report is comprised of three chapters:

- Chapter 1 summarizes the history of the system. It also explains the factors affecting traffic and revenue, including demographic factors, land use patterns, economic trends, toll rate structures, construction impacts, and fuel prices.
- Chapter 2 analyzes traffic and revenue trends by time of day, day of week, month of year, location, and vehicle type (passenger cars vs. commercial vehicles).
- Chapter 3 presents an analysis of I-PASS usage. Introduced in 1993, this technology has revolutionized the way tolls are collected on the system.

Introduction

As of 2020, the Illinois Tollway operated 294 centerline miles of limited-access toll highways in northern Illinois. The Tollway service area covers the Chicago metropolitan region and includes 12 counties with a combined population of 8.9 million people, which accounts for 70 percent of the state's population.[1] The Illinois Tollway is one of the most heavily traveled toll road systems in the country, providing transportation for local, regional, and national trips.

While commuter traffic comprises a large portion of transactions, the Illinois Tollway system continues to play an important role in interstate commerce. In 2020, there were 806.7 million toll transactions on the system. Commercial vehicles accounted for 120.6 million, or 14.9 percent, of these toll transactions and 54.8 percent of the toll revenue.

System History

The Illinois State Toll Highway Commission, the original administering body of the Tollway system, was created by an act of the state legislature on July 13, 1953. The legislation authorized the Commission to construct a network of toll routes around the Chicago metropolitan region. It also authorized the agency to issue bonds and to charge tolls for maintenance and debt repayment. The Tollway system is supported by toll revenue and does not receive federal or state funding.[2] Tolls pay for operations, maintenance, debt repayment, construction, and expansion costs. The first routes opened to traffic in August 1958.

The Tollway system was originally planned in the 1950s to accommodate long-distance travel around the metropolitan area. As a bypass around the city of Chicago, the Tollway was intended to complement the radial routes of the Chicago expressway network. Over time, the Tollway has become an integral part of the region's network. In addition to helping customers navigate about the Chicago region, the Tollway provides suburban connections that have supported growth and development over the last 60 years.

Figures 1-1 and 1-2 show the Tollway network overlaid with population data in 2000 and 2010, respectively. The figures illustrate how development has occurred along the Tollway, with numerous suburban towns spreading out from the Chicago city limits. The Tollway now serves to connect satellite cities (e.g., Aurora, Elgin, and Joliet) to the metro Chicago region.

Suburban population growth during the 1960s helped Tollway routes become commuting corridors that linked suburban residences to urban jobs. In the 1970s, increasing suburban employment created more reverse commutes and more suburb-to-suburb commutes. Also in the 1970s, the Tollway system expanded with construction of the East-West Extension (now part of the Reagan Memorial Tollway) west of Aurora. In the 1980s, further increases in suburb-to-suburb commutes created the need for additional north-south routes. In response, the Tollway built the North-South Tollway between I-55 and Army Trail Road. Currently named the Veterans Memorial Tollway, this facility opened in December 1989. In the 1980s, the Tollway also added new interchanges to existing facilities to meet increased travel demand.

Figure 1-1 | Population Density for Tollway Service Area (2000)[3]

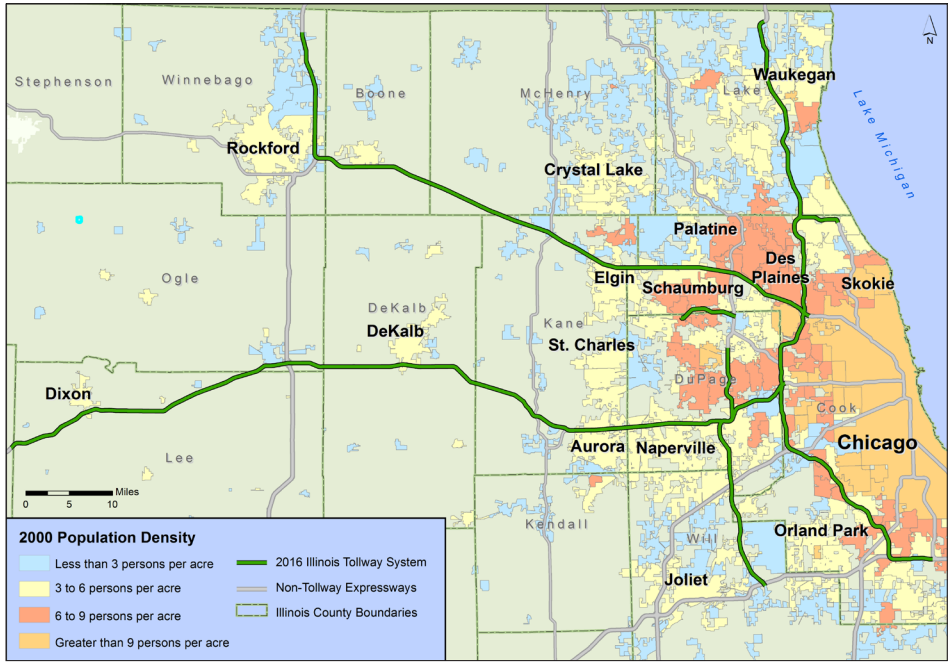
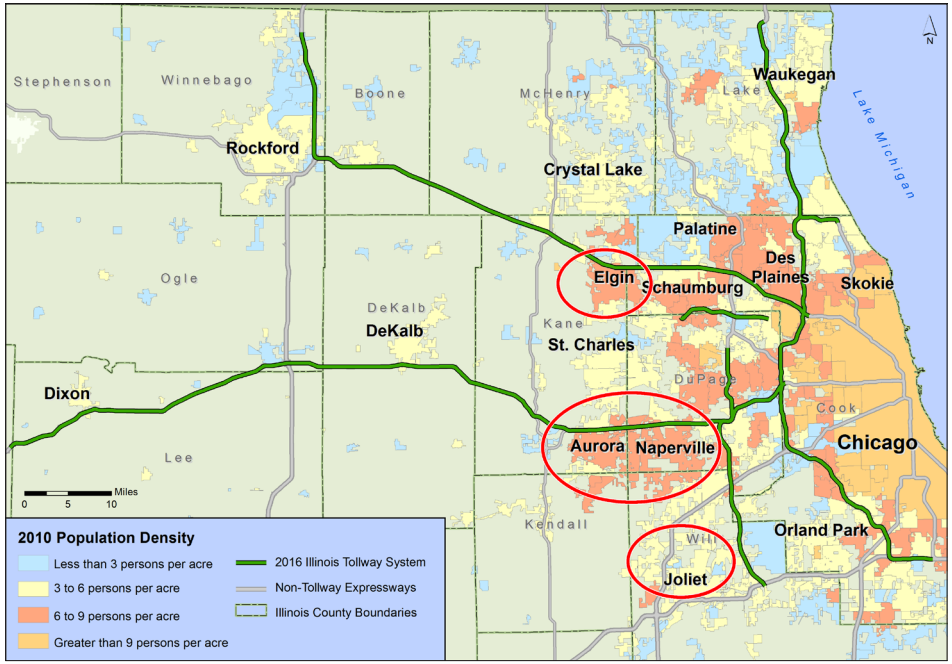


Figure 1-2 | Population Density for Tollway Service Area (2010)[4]



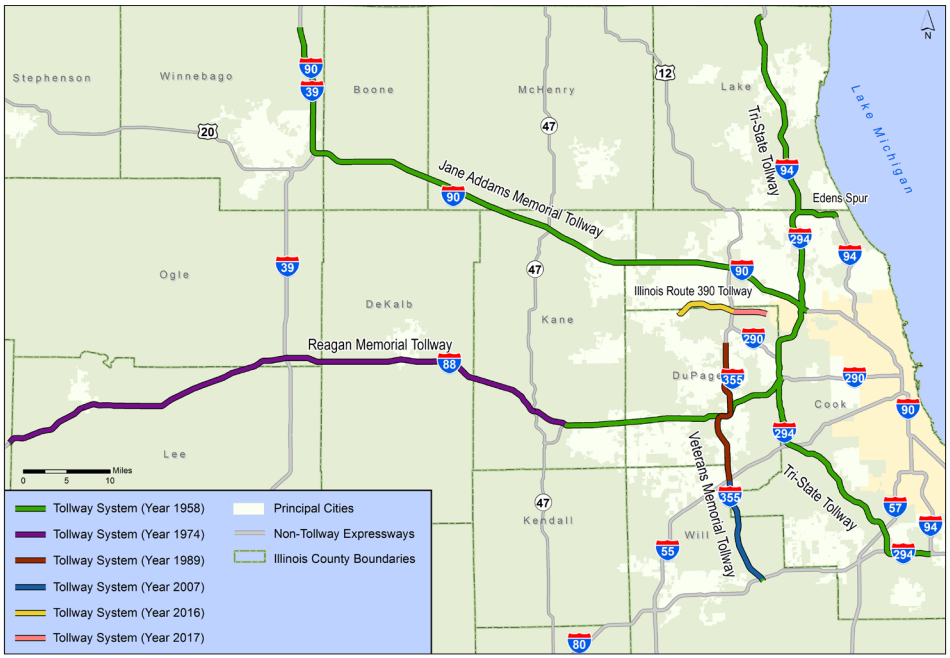
Rapid growth in Will County and surrounding areas in the 1990s and 2000s led the Tollway to construct the south extension of the Veterans Memorial Tollway. Opened in 2007, the south extension increased roadway capacity and improved regional mobility by providing a direct connection between I-80 and I-55. The new route created a major transportation corridor that links intermodal facilities near O'Hare International Airport to warehouse and logistics facilities in Will and Cook counties.

From 2000 to 2010, growth and urbanization in the Tollway service area exhibited three general trends. First, the population in the city of Chicago and several nearby Cook County townships diminished due to a decline in family and household size, as well as redevelopment. Second, the next tier of townships (including nearly all of those in DuPage County and portions of those in Lake County) reached maturity with consequent stable or slight population growth.

Third, growth in the entire outer periphery accelerated, particularly in the west and southwest with some townships doubling in population. This was especially true as the region's growth reached and incorporated the more established, satellite towns of Elgin, Aurora, Naperville, and Joliet, where growth prompted revitalization and significant economic development. A comparison of Figures 1-1 and 1-2 shows that Elgin, Aurora, Naperville, and Joliet all increased in population density over that decade.

In 2013, the Tollway began building its fifth route, the Illinois Route 390 Tollway. On July 5, 2016, the first section of this route opened between Lake Street and Rohlwing Road (IL 53). The eastern section between Rohlwing Road (IL 53) and Busse Highway (IL 83) opened on November 1, 2017. Figure 1-3 shows the expanded Tollway network, with all the mainline extensions added between 1958 and 2020.

Figure 1-3 | Expansions to the Tollway System (1958-2020)



A number of factors have contributed to the growth and expansion of the Tollway system over the last five decades. Figure 1-4 summarizes these expansions and key milestone dates.

SYSTEM DESCRIPTION

The Tollway system consists of five routes of multi-lane, limited-access highway. Four of the five are part of the national Interstate Highway System, while the fifth, Illinois Route 390, is an Illinois state route built to interstate standards. Figure 1-5 lists the five routes by name, route number, and length. Figure 1-6 shows their locations.

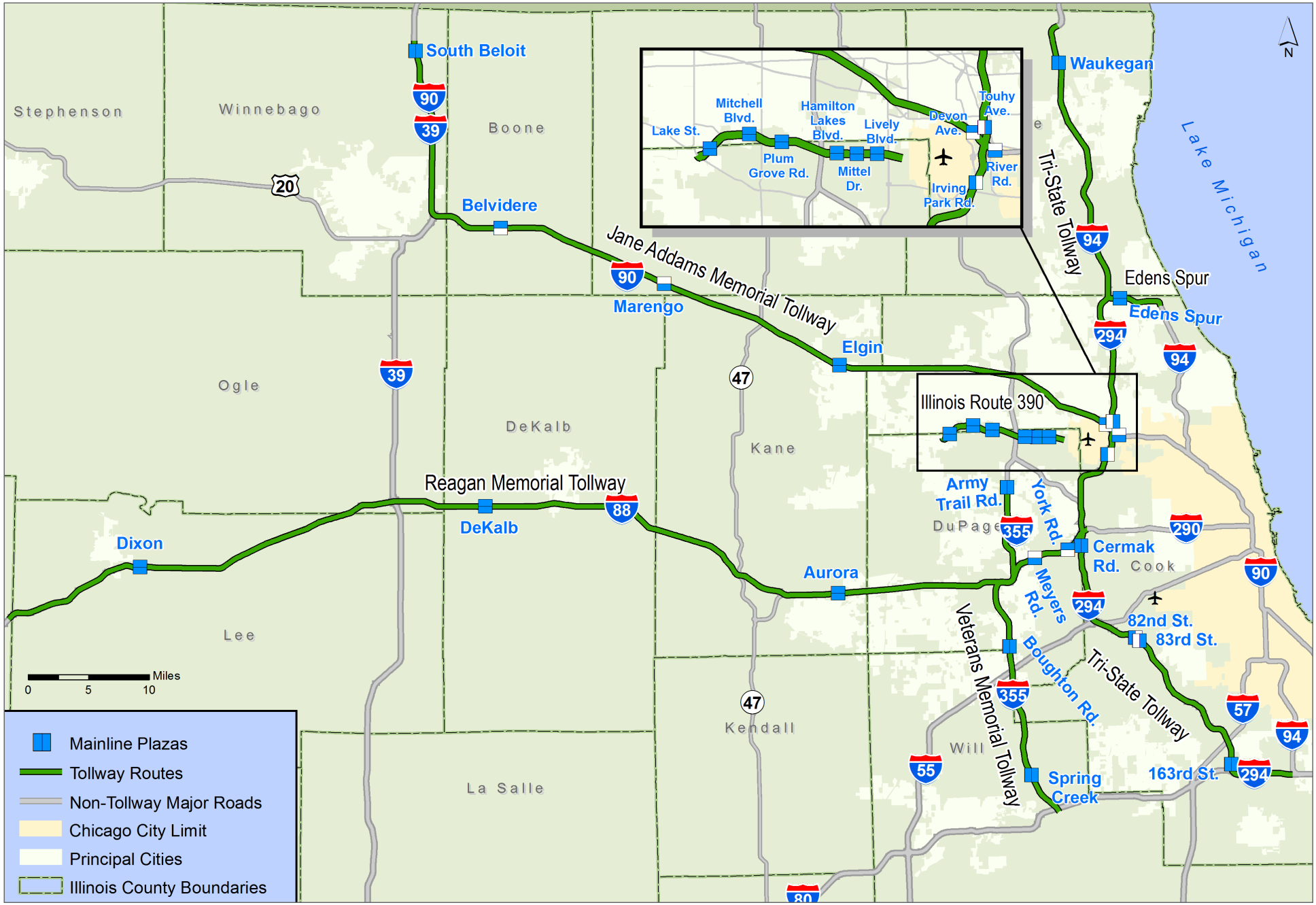
Figure 1-5 | Tollway Route Names and Length (2020)[6]

Tollway Route	Route Number	Length (miles)
Jane Addams Memorial	I-90/I-39	76
Tri-State	I-94/I-294/I-80	82
Reagan Memorial	I-88	96
Veterans Memorial	I-355	30
Illinois Route 390	IL 390	10
TOTAL:		294

Figure 1-4 | Tollway Milestone Dates (1953-2020)[5]

Month/Year	Event	Current Route	Former Route Name
07/1953	Approval by the Illinois General Assembly of the Illinois State Toll Highway Commission	Systemwide	
08/1958	Opening of the Tri-State Tollway	I-94/I-294/I-80	
09/1958	Opening of Jane Addams Memorial Tollway	I-90/I-39	Northwest Tollway
09/1958	Opening of Reagan Memorial Tollway east of Aurora	I-88	East-West Tollway
11/1974	Opening of Reagan Memorial Tollway west of Aurora	I-88	East-West Tollway
12/1989	Opening of Veterans Memorial Tollway north of I-55	I-355	North-South Tollway
11/2007	Opening of South Extension of Veterans Memorial Tollway from I-55 to I-80	I-355	North-South Tollway
07/2016	Opening of western section of Illinois Route 390 Tollway	IL 390	
11/2017	Opening of eastern section of Illinois Route 390 Tollway	IL 390	

Figure 1-6 | 2020 Illinois Tollway System Location Map



Jane Addams Memorial Tollway

LOCATION

Figure 1-7 shows the location of the Jane Addams Memorial Tollway and the major municipalities located near the corridor. The Jane Addams Memorial Tollway, formerly known as the Northwest Tollway,[7] is designated as I-90 for its entire length. The western 14.5 miles are joined with I-39 where the interstate designation changes to I-90/I-39. The corridor extends from near O'Hare International Airport on the northwest side of Chicago to just south of the Wisconsin border adjacent to Rockford, passing through portions of Cook, Kane, McHenry, Boone, and Winnebago counties. The Jane Addams Memorial Tollway is a key link for the national I-90 roadway, which extends 3,100 miles from Boston to Seattle. I-90 east of the Jane Addams Memorial Tollway continues as a toll-free route into downtown Chicago, connecting to both the Chicago Skyway and the Indiana Toll Road.

Between 2013 and 2016, the entire Jane Addams was reconstructed and widened, adding more than 120 lane miles to the Tollway system. The route now provides a six-lane cross section from Rockford to Elgin and an eight-lane cross section from Elgin to the Tri-State Tollway.

Figure 1-7 | Jane Addams Memorial Tollway Location Map

POPULATION

Figure 1-8 shows the population trends in the areas surrounding the Jane Addams Memorial Tollway. Northern Cook County, at the eastern end of the Jane Addams, is largely developed. Cook County in total is expected to decline in population 0.3 percent annually, on average, between 2020 and 2040. Growth rates of 1.0 and 0.6 percent are projected in outer suburban Kane and McHenry counties, respectively. Winnebago County is expected to stay nearly unchanged from 2020 to 2040. The largely rural Boone County is forecast to grow by 0.8 percent. Overall, minimal population growth is projected along the Jane Addams Memorial Tollway as inner-urban areas reach maturity and show no growth, while outer-suburban and rural areas on the periphery continue to grow at a slow pace.

EMPLOYMENT

Figure 1-9 shows employment trends in the areas surrounding the Jane Addams Memorial Tollway. Until 2019, employment increased in all counties along the route as the economy recovered from its downturn. However, the COVID-19 pandemic in 2020 resulted in lower employment, producing negative growth over the 2010-2020 decade in both McHenry (minus 0.6 percent) and Winnebago (minus 0.8 percent). Employment in Boone County grew the most between 2010 and 2020, showing average annual increases of 2 percent.

The 2040 employment forecast estimates that all counties will experience job growth over the next two decades. Growth will be highest in the outer suburban and rural areas as low-cost land fosters industrial and commercial development. The western section of I-90 connects the heavily developed northwest Cook County area to the Rockford area, which can be categorized as a low-density suburban to semi-rural area. This new development will support increased population. Kane and McHenry counties are among the fastest growing in this region. In turn, as new residents move to these areas, they will require new private- and public-sector services, which will eventually fuel significant employment growth. Boone County, due to its rural nature and potential for development, is most poised to attract new employment. It is expected to grow 2 percent annually by 2040. Cook, McHenry, and Kane counties are expected to grow more modestly, at 1.3 percent annually over the same time period.

Figure 1-8 | Population Growth in the Jane Addams Memorial Tollway Service Area[8]

County	2010 Population[9]	2020 Population	2010-2020 Average Annual Percent Change	2040 Projected Population	2020-2040 Average Annual Percent Change
Cook	5,194,700	5,275,500	0.2%	5,013,600	-0.3%
Kane	515,300	516,500	0.0%	634,300	1.0%
McHenry	308,800	310,200	0.0%	351,800	0.6%
Boone	54,200	53,400	-0.1%	62,900	0.8%
Winnebago	295,300	285,400	-0.3%	286,800	0.0%
TOTAL:	6,368,300	6,441,000	0.1%	6,349,400	-0.1%

Figure 1-9 | Employment Growth in the Jane Addams Memorial Tollway Service Area[10]

County	2010 Employment	2020 Employment	2010-2020 Average Annual Percent Change	2040 Projected Employment	2020-2040 Average Annual Percent Change
Cook	3,157,300	3,261,500	0.3%	4,214,700	1.3%
Kane	247,800	257,500	0.4%	336,100	1.3%
McHenry	135,200	127,300	-0.6%	166,400	1.3%
Boone	18,400	22,400	2.0%	33,500	2.0%
Winnebago	160,300	147,800	-0.8%	175,300	0.9%
TOTAL:	3,719,000	3,816,500	0.3%	4,926,000	1.3%

Tri-State Tollway

LOCATION

Figure 1-10 shows the location of the Tri-State Tollway and the major municipalities located near the route. The Tri-State Tollway provides a circumferential route around the city of Chicago. It runs in a largely north-south orientation through Lake and Cook counties. The northern 25 miles of the route are designated as I-94, while the southern 53 miles are designated as I-294. Within the I-294 portion, the southern 5 miles are also part of I-80. This portion of the Tri-State Tollway is designated I-294/I-80.

The northern portion of the Tri-State Tollway includes a 4-mile spur roadway, known as the Edens Spur, which is designated as part of I-94. The Edens Spur runs east-west along the Lake County/Cook County boundary. It connects the main portion of the Tri-State Tollway with the Edens Expressway, which is maintained by the Illinois Department of Transportation (IDOT).

The I-294 portion of the Tri-State Tollway is a bypass loop of IDOT's I-94 mainline, which runs through the central business district of Chicago. The Tri-State Tollway is a major truck route, providing access to and from O'Hare International Airport and functioning as a bypass route for transcontinental shipments. It also connects the job-rich north and west suburbs with the south suburbs.

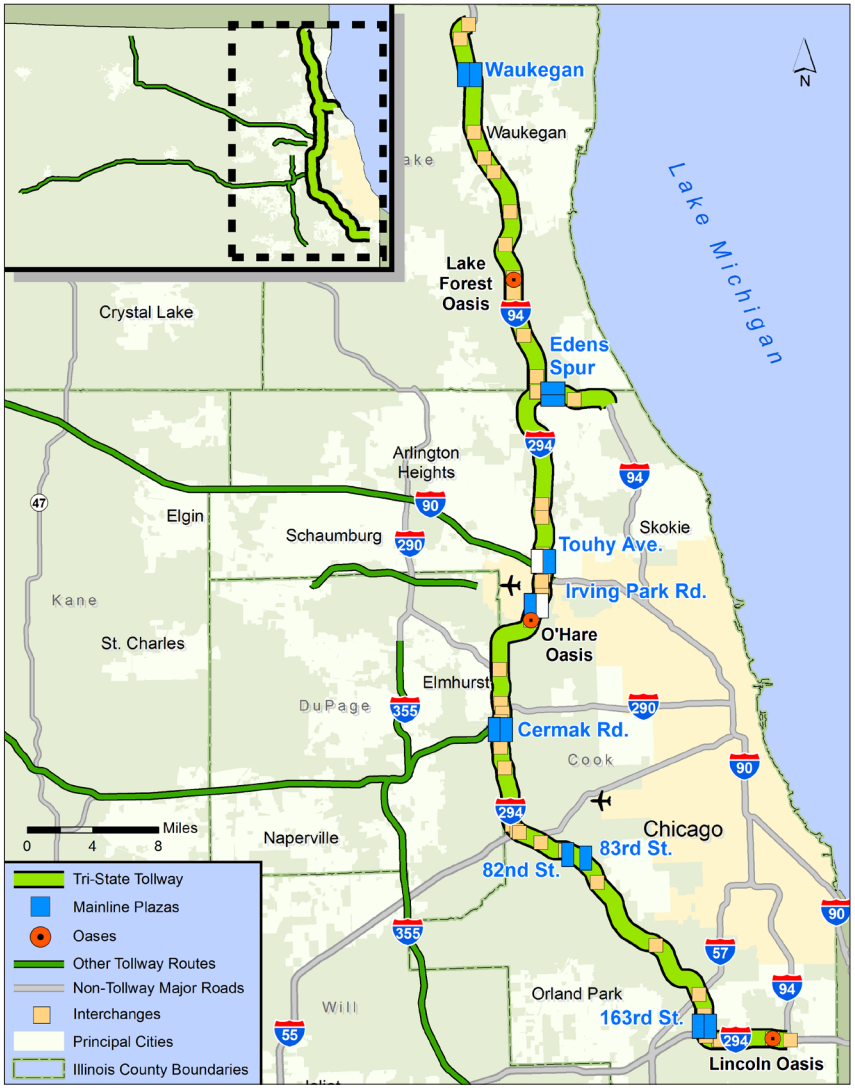
Between 2006 and 2009, more than 105 lane miles were added to the Tri-State as large portions were reconstructed and widened. The route now provides an eight-lane cross section along its entire length. Only the central section, which was already eight lanes wide from 95th Street to Balmoral Avenue, was not widened during this time frame. Reconstruction and widening work began on this section in 2018 and is planned to be completed in 2026.

POPULATION

Figure 1-11 shows the population trends in the areas surrounding the Tri-State Tollway. The northern section of the Tri-State Tollway passes through eastern Lake County, which experienced rapid population growth between 1980 and 2010, but since then has stabilized. The inner suburban areas of Lake and DuPage counties have reached maturity and are expected to grow at a relatively modest pace of 0.2 percent per year through 2040.

By comparison, the area surrounding the southern section of the Tri-State Tollway is projected to grow much more quickly. This section runs near Will

Figure 1-10 | Tri-State Tollway Location Map



County, which is anticipated to approach DuPage County as the second most populous county in Illinois by 2040. Will County is expected to continue to grow from approximately 696,000 in 2020 to 879,000 in 2040 at an average annual rate of 1.2 percent.

EMPLOYMENT

Figure 1-12 shows employment trends in the areas surrounding the Tri-State Tollway. The Tri-State Tollway will continue to be a major connector between the population in the southern part of the region and the job-rich portions of the north and west. Overall, employment is forecast to increase by 1.4 percent per year between 2020 and 2040; however, job growth will not be uniform across all counties. DuPage, Cook, and Lake counties are expected to increase 1.3 percent, 1.3 percent, and 1.2 percent per year, respectively, while Will County is expected to increase 2.9 percent annually. It is anticipated that Will County will attract new jobs, both to service its growing population and to support increases in the industrial sector. The southern portion of the Tri-State Tollway has a high concentration of manufacturing and logistics industries. In addition, this portion of the Tri-State Tollway is joined with I-80, which is a long-distance national trucking route.

Figure 1-11 | Population Growth in the Tri-State Tollway Service Area[11]

County	2010 Population[12]	2020 Population	2010-2020 Average Annual Percent Change	2040 Projected Population	2020-2040 Average Annual Percent Change
Cook	5,194,700	5,275,500	0.2%	5,013,600	-0.3%
DuPage	916,900	932,900	0.2%	968,100	0.2%
Lake	703,500	714,300	0.2%	743,600	0.2%
Will	677,600	696,400	0.3%	878,600	1.2%
TOTAL:	7,492,700	7,619,100	0.2%	7,603,900	0.0%

Figure 1-12 | Employment Growth in the Tri-State Tollway Service Area[13]

County	2010 Employment	2020 Employment	2010-2020 Average Annual Percent Change	2040 Projected Employment	2020-2040 Average Annual Percent Change
Cook	3,157,300	3,261,500	0.3%	4,214,700	1.3%
DuPage	707,300	729,100	0.3%	949,900	1.3%
Lake	441,400	441,600	0.0%	560,100	1.2%
Will	272,600	314,000	1.4%	552,500	2.9%
TOTAL:	4,578,600	4,746,200	0.4%	6,277,200	1.4%

Reagan Memorial Tollway

LOCATION

Figure 1-13 shows the location of the Reagan Memorial Tollway and the major municipalities located near the route. The Reagan Memorial Tollway, previously known as the East-West Tollway, is designated as I-88 for its entire length. The route transitions from an IDOT expressway to a toll road at the eastern edge of Whiteside County in western Illinois. It ends 15 miles west of downtown Chicago at the interchange of the Tri-State Tollway (I-294) and the Eisenhower Expressway (I-290). Between 2007 and 2009, the eastern end of this route, from the East-West Connector to Illinois Route 59, was widened to eight lanes under the Congestion-Relief Program. By the end of 2012, the section between Illinois Route 59 and Illinois Route 56 was widened to six lanes by adding a lane in each direction between Orchard Road and Illinois Route 56.

Figure 1-13 | Reagan Memorial Tollway Location Map

POPULATION

Figure 1-14 shows the population trends in the areas surrounding the Reagan Memorial Tollway. The western section of the Reagan Memorial Tollway serves rural areas in Whiteside, Lee, and Ogle counties. These counties all lost population between 2010 and 2020 and are expected to remain rural in character over the next two decades. Whiteside and Lee counties are expected to have a modest population decline of, respectively, 0.3 and 0.2 percent between 2020 and 2040. Ogle County is expected to experience slightly less population loss, at 0.1 percent annually. DeKalb, another rural county that lost population between 2010 and 2020, is expected to grow 0.7% annually through 2040.

The eastern section of the Reagan Memorial Tollway serves developed residential and commercial areas in Kane and DuPage counties. Strong population growth in DuPage County has leveled off as the county matured, with annual average population growth of 0.2 percent projected from 2020 to 2040. Kane County is projected to grow at an average annual rate of 1.0 percent annually. This increase is fueled by growth in Aurora and nearby communities, as developers are attracted to lower- priced available land with significant infrastructure and amenities in place.

EMPLOYMENT

Figure 1-15 shows employment trends in the areas surrounding the Reagan Memorial Tollway. The western counties of Whiteside, Lee, and Ogle all lost jobs between 2010 and 2020 after already showing losses from 2000 to 2010. On the central and eastern section, DeKalb County showed negative growth, while Kane and DuPage counties had respectively 0.4 and 0.3 percent average annual employment growth between 2010 and 2020. Between 2020 and 2040, all six counties are expected to grow, with DeKalb leading the development.

The areas surrounding the eastern section of the route in DuPage County and the Fox Valley portion of Kane County are highly developed residential and commercial areas. However, as available land has become more scarce, development has slowed considerably.

Development continues westward from the Chicago metropolitan area, especially west of the Fox Valley in Kane County, which is one of the fastest growing counties in Illinois. DuPage County employment is projected to grow as a result of increased commercial development.

Figure 1-14 | Population Growth in the Reagan Memorial Tollway Service Area[14]

County	2010 Population[15]	2020 Population	2010-2020 Average Annual Percent Change	2040 Projected Population	2020-2040 Average Annual Percent Change
Whiteside	58,500	55,700	-0.5%	52,700	-0.3%
Lee	36,000	34,100	-0.5%	32,600	-0.2%
Ogle	53,500	51,800	-0.3%	50,700	-0.1%
DeKalb	105,200	100,400	-0.5%	116,200	0.7%
Kane	515,300	516,500	0.0%	634,300	1.0%
DuPage	916,900	932,900	0.2%	968,100	0.2%
TOTAL:	1,685,400	1,691,400	0.0%	1,854,600	0.5%

Figure 1-15 | Employment Growth in the Reagan Memorial Tollway Service Area[16]

County	2010 Employment	2020 Employment	2010-2020 Average Annual Percent Change	2040 Projected Employment	2020-2040 Average Annual Percent Change
Whiteside	27,400	26,300	-0.4%	30,500	0.7%
Lee	16,800	15,800	-0.6%	17,500	0.5%
Ogle	23,300	21,000	-1.0%	25,300	0.9%
DeKalb	50,300	48,100	-0.4%	63,400	1.4%
Kane	247,800	257,500	0.4%	336,100	1.3%
DuPage	707,300	729,100	0.3%	949,900	1.3%
TOTAL:	1,072,900	1,097,800	0.2%	1,422,700	1.3%

Veterans Memorial Tollway

LOCATION

Figure 1-16 shows the location of the Veterans Memorial Tollway and the major municipalities located near the route. The Veterans Memorial Tollway,[17] previously named the North-South Tollway, is designated as I-355 for its entire 29.8-mile length. Most of the roadway is six lanes, with eight-lane segments between I-88 and 75th Street, and between Roosevelt Road and Butterfield Road.

On November 11, 2007, the Tollway opened the south extension of the Veterans Memorial Tollway between I-55 and I-80. This 12.5-mile extension increased capacity and improved regional mobility. The Veterans Memorial Tollway now directly connects three major interstate highways (I-80, I-88, and I-55) and, along with the Eisenhower Expressway (I-290), adds an additional route from I-80 to I-90 via interstate highway. Since I-80 is a national truck route, I-355 has attracted more truck traffic as longer haul trucks attempt to bypass more congested parts of the region. This access has made the Veterans Memorial Tollway a significant logistics corridor. It now connects O'Hare International Airport and nearby intermodal facilities in the north to warehouse and logistics facilities in Will and Cook counties in the south.

POPULATION

Figure 1-17 shows the population trends in the areas surrounding the Veterans Memorial Tollway. From 2020 to 2040, the population of DuPage County is projected to grow at an average annual rate of 0.2 percent. This growth is minimal compared to Will County, which is projected to grow 1.2 percent per year–making it one of the fastest-growing counties in the region. Low housing costs, a strong labor market, logistics industries, and intermodal facilities fuel growth in this county.[18]

EMPLOYMENT

Figure 1-18 shows employment trends in the areas surrounding the Veterans Memorial Tollway. The Veterans Memorial Tollway is a commuter route that connects employment centers in north and south Cook County and along I-88 in DuPage County with residential areas in Will and DuPage counties. As residential areas in Will County expand, an increasing number of commuters from these southern areas will use this route to access jobs in the north and west suburbs.

Figure 1-16 | Veterans Memorial Tollway Location Map

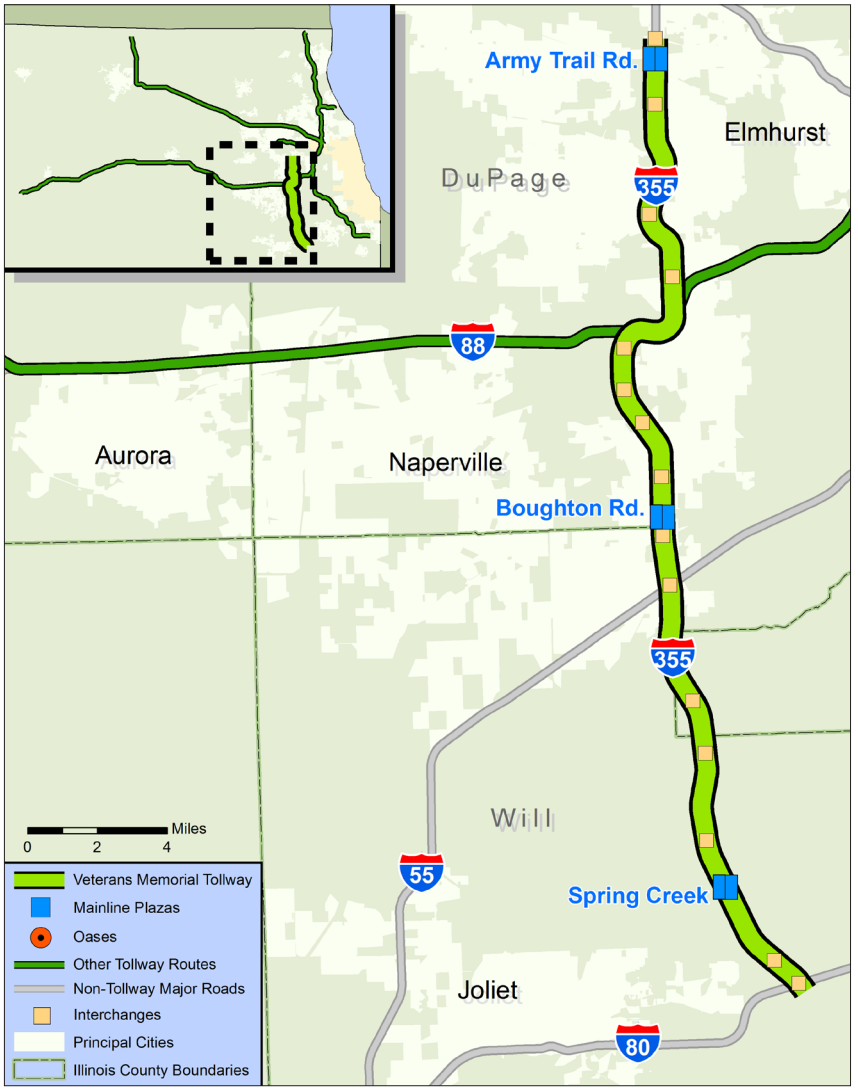


Figure 1-17 | Population Growth in the Veterans Memorial Tollway Service Area[19]

County	2010 Population[20]	2020 Population	2010-2020 Average Annual Percent Change	2040 Projected Population	2020-2040 Average Annual Percent Change
Will	677,600	696,400	0.3%	878,600	1.2%
DuPage	916,900	932,900	0.2%	968,100	0.2%
Cook	5,194,700	5,275,500	0.2%	5,013,600	-0.3%
TOTAL:	6,789,200	6,904,800	0.2%	6,860,300	0.0%

Figure 1-18 | Employment Growth in the Veterans Memorial Tollway Service Area[21]

County	2010 Employment	2020 Employment	2010-2020 Average Annual Percent Change	2040 Projected Employment	2020-2040 Average Annual Percent Change
Will	272,600	314,000	1.4%	552,500	2.9%
DuPage	707,300	729,100	0.3%	949,900	1.3%
Cook	3,157,300	3,261,500	0.3%	4,214,700	1.3%
TOTAL:	4,137,200	4,304,600	0.4%	5,717,100	1.4%

Illinois Route 390 Tollway

LOCATION

Figure 1-19 shows the location of the new, cashless Illinois Route 390 Tollway (IL390) and the major municipalities located near the route. Tolling on the western portion of this new facility began on July 5, 2016. The 6-mile western segment provides a four-lane cross section from Lake Street (US 20) to Rohlwing Road (IL 53) along the border of Cook and DuPage counties. The eastern extension of IL 390, from Rohlwing Road (IL 53) to Busse Highway (IL 83), opened and began tolling in November 2017. This 4-mile section provides a four-lane cross section from Rohlwing Road (IL 53) to Busse Highway (IL 83). The second part of this new toll road project, I-490, will connect IL 390 to I-90 and I-294, as shown by the dotted line in Figure 1-19.

When completed, the Illinois Route 390 and I-490 Tollways will provide an integral part of the Illinois Tollway system with 17 miles of new roads and 15 new or improved interchanges in the northwest suburbs. The new toll roads will also enhance access to O'Hare International Airport property with new rail crossings and connections. Due to the overall magnitude of the project and the potential to enhance the national and regional economies, it is designated a "Project of National and Regional Significance" by federal transportation legislation.

POPULATION

Figure 1-20 shows the population trends in DuPage and Cook counties, the major service areas of IL 390/I-490. From 2020 to 2040, the population growth of these counties is expected to be almost flat, as the northern suburban areas of DuPage and Cook counties have reached maturity.

EMPLOYMENT

Figure 1-21 shows the employment trends in the areas adjacent to IL 390 and I-490. Both routes will largely serve as commuter routes and provide a key connection to O'Hare International Airport in the northwest suburbs. From 2020 to 2040, employment in DuPage and Cook counties is projected to grow at a robust average annual rate of 1.3 percent.

Figure 1-19 | Illinois Route 390 Tollway Location Map

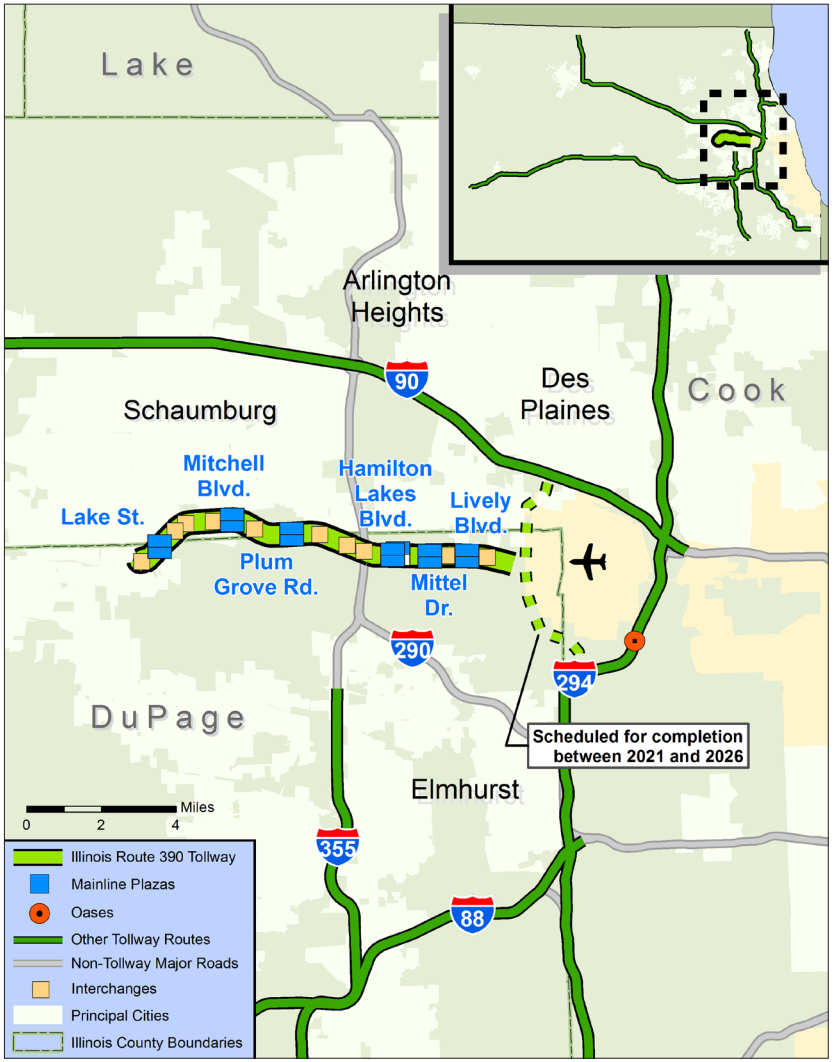


Figure 1-20 | Population Growth in the Illinois Route 390 Tollway Service Area[22]

County	2010 Population[23]	2020 Population	2010-2020 Average Annual Percent Change	2040 Projected Population	2020-2040 Average Annual Percent Change
Cook	5,194,700	5,275,500	0.2%	5,013,600	-0.3%
DuPage	916,900	932,900	0.2%	968,100	0.2%
TOTAL:	6,111,600	6,208,400	0.2%	5,981,700	-0.2%

Figure 1-21 | Employment Growth in the Illinois Route 390 Tollway Service Area[24]

County	2010 Employment	2020 Employment	2010-2020 Average Annual Percent Change	2040 Projected Employment	2020-2040 Average Annual Percent Change
Cook	3,157,300	3,261,500	0.3%	4,214,700	1.3%
DuPage	707,300	729,100	0.3%	949,900	1.3%
TOTAL:	3,864,600	3,990,600	0.3%	5,164,600	1.3%

Toll Collection

As of 2020, the Tollway collected tolls at 28 mainline plazas and 61 ramp plazas.[25] Figure 1-22 presents toll collection plazas by Tollway route. Tolls were collected primarily via I-PASS/EZ-PASS, online via the Tollway's various online and mail-in payment options, or via invoice.

Figure 1-22 | Toll Collection Points (2020)

Route	Route No.	Mainline Plazas	Ramp Plazas
Jane Addams Memorial	I-90/I-39	6	18
Tri-State	I-94/I-294/I-80	8	17
Reagan Memorial	I-88	5	13
Veterans Memorial	I-355	3	12
Illinois Route 390	IL 390	6	1
TOTAL:		28	61

CASH COLLECTION

Beginning in March 2020, all cash collection was suspended at both attended lanes and ATPM lanes, and later the Tollway began making systemwide changes to plazas, signage and messaging to ensure transparency, efficiency, and to align the customer experience with the Tollway's cashless operations.

CASHLESS TOLL COLLECTION

The first cashless plaza, accommodating only ETC or online payments, opened in 2009 at Eola Road (Plaza 60) on the Reagan Memorial Tollway. Between 2011 and 2019, the Tollway opened another 15 cashless toll plazas[26] (Figure 1-23). One of these, Plaza 42 at the I-57/I-294 interchange, was the Tollway's first cashless system interchange. The seven plazas on IL 390 comprise the Tollway's only completely cashless route. In addition, two cashless ramps were added in 2017 and 2018 to existing plazas (creating partially cashless plazas) at Barrington Road and Roselle Road on the Jane Addams Memorial Tollway. The number of transactions at a cashless plaza grew significantly from the start in 2008 to 328,000 on an average day in 2019. In 2020, after the start of the pandemic, systemwide cashless transactions averaged more than 2.1 million per day.

Figure 1-23 | Cashless Toll Plazas (2020)[27]

Year Opened	Plaza(s)	Tollway Route	Type	Location
2009	60	Reagan Memorial	Ramp	Eola Road
2011	30	Tri-State	Ramp	Balmoral Road
2013	6	Jane Addams Memorial	Ramp	IL 47
2014	42	Tri-State	Ramp	I-57 and 147th Street
2016	5A, 12A, 12	Jane Addams Memorial	Ramp	Irene, Roselle Road (eastbound off ramp), and Meacham Road
2016	326, 328, 330	IL 390	Mainline	Mainlines at Plum Grove Road, Mitchell Boulevard, and Lake Street
2017	18A, 10	Jane Addams Memorial	Ramp	Barrington Road (westbound on and eastbound off), Elmhurst Road
2017	322, 324, 326, 325(ramp)	IL 390	Mainline, Ramp	Lively Boulevard, Mittel Drive, Hamilton Lakes Boulevard, and Ketter Drive (ramp)
2018	12	Jane Addams Memorial	Ramp	Roselle Road (westbound on ramp)
2019	7A	Jane Addams Memorial	Ramp	IL 23
2019	64A	Reagan Memorial	Ramp	IL 47

ONLINE TOLL COLLECTION

In 2006, the Tollway began allowing unpaid tolls to be paid online within a grace period. Tolls from any plaza can be paid online. Online payments are at the cash rate.

Following the opening of the first cashless plaza in 2009, the Tollway increased promotion of online payments for unpaid tolls. This 7 Days to Pay initiative began in 2010.[28] In 2018, this was realigned to 14 days to pay, with an increase from 436,000 in 2008 to 7.7 million in 2019, an average annual increase of 29.9 percent. In 2020, that increased to 8.2 million payments.[29]

INVOICING

Under the Tollway's invoicing program, customers without I-PASS who don't pay online are mailed a series of invoices providing multiple opportunities to address unpaid tolls and avoid receiving violations. Customers driving passenger cars are assessed an invoice fee of $3.00 per unpaid toll upon first notice of a balance due, which increases to $5.00 upon the third notice, prior to entering the statutory violation process.

PAY BY PLATE

The Pay By Plate program allows users to pay tolls online and register their license plate, along with a credit card, to cover any tolls they may encounter on any trips within 14 days of travel. Customers may define their travel dates for rental or temporary vehicles, or may use the service indefinitely, where future tolls will be deducted from their credit card on file on a weekly basis.

Figure 1-24 | Toll Rate Tiers

Class #	Previous Vehicle Classifications	Rate Tier #	Current Vehicle Rate Tiers	Report Terms
1	Automobiles, motorcycles, single-unit truck or tractor with two axles and four or fewer tires	1	Cars	Passenger Cars ("PC")
2	Single unit truck or bus with two axles and six tires	2	Small trucks	Commercial Vehicles ("CV")
3	Three axle trucks or buses	3	Medium trucks	
4	Trucks with four axles			
7	Class I vehicles with one axle trailer			
8	Class I vehicle with two-axle trailer			
5	Truck with five axles	4	Large trucks	
6	Truck with six axles			
9	Special or unusual vehicles and trucks with seven or more axles			
10	Per-axle rates for passenger cars with trailer of three or more axles			

VEHICLE CLASSIFICATION

In 2005, the Tollway simplified its toll rate classifications system, reducing the previous 10 rate classes to four rate tiers. The previous rate classes and their corresponding current toll rate tiers are provided in Figure 1-24.

2020 TOLL RATES

In 2011, the Tollway approved the Move Illinois capital program. To fund the program, passenger car rates increased 87.5 percent on January 1, 2012.

Commercial vehicle toll rates remained unchanged in 2012 but were later increased in three phases between 2015 and 2017. In total, commercial vehicle toll rates increased 60 percent over 2014 rates. Starting on January 1, 2018, commercial vehicle toll rates began to increase annually at the rate of inflation.

Prior to 2012, the Tollway had changed rates four times: an increase of 17 percent in 1963; a decrease of 14 percent in 1970; a 37 percent increase in 1983; and in 2005, a new toll rate structure was introduced, increasing rates for passenger cars paying with cash and increasing rates for commercial vehicles traveling during the day. A more detailed explanation of toll rates by vehicle type is provided below. Figures 1-25 through 1-29 show the 2020 toll rates at all plazas for all vehicle classes.

Passenger Car Rates

As previously mentioned, passenger car rates increased 87.5 percent on January 1, 2012 for both cash and I-PASS users. This rate change increased the typical mainline toll from $0.40 to $0.75 for I-PASS customers, and from $0.80 to $1.50 for cash customers. Passenger car toll rates have remained unchanged since January 1, 2012.

Commercial Vehicle Rates

For commercial vehicles, the rate structure includes a discount for traveling overnight. The overnight discount time period is from 10 p.m. to 6 a.m. Commercial vehicle toll rates are discounted during this time for both cash and I-PASS payers. On November 20, 2008, the Tollway Board approved a 60 percent increase to the commercial vehicle rates, phased over three years, and ongoing increases tied to the Consumer Price Index (CPI). For ease of operations, the Tollway rounds the increased tolls in $0.05 increments. Thus, the exact percentage increase is not uniform across the system. The first phase of the rate increase was implemented on January 1, 2015, when commercial vehicle rates increased by approximately 40 percent. Phases two and three were implemented on January 1, 2016 and January 1, 2017, each increasing commercial vehicle toll rates by another 10 percent.[30] Starting on January 1, 2018, commercial vehicle toll rates began to increase annually at the rate of inflation with individual tolls rounded to the nearest $0.05. In 2019, the average toll increase was 2.5 percent. In 2020, the average toll increase was 2.2 percent.

FUTURE TOLL RATES

Commercial vehicle toll rates are scheduled to increase annually at the rate of inflation (CPI). No additional passenger car toll rate increases are currently scheduled or planned.

Figure 1-25 | 2020 Toll Rates for the Jane Addams Memorial Tollway (I-90/I-39)

All Toll Rates are for 2020

Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From	Passenger Cars		Commercial Vehicles					
					Discount	Non-Discount	Discount			Non-Discount		
					All Times	All Times	Overnight			Daytime		
					I-PASS	Cash	I-PASS & Cash			I-PASS & Cash		
					Cars	Cars	Small	Medium	Large	Small	Medium	Large
1	**South Beloit**	**3.5**	**M**	**All traffic**	**$0.95**	**$1.90**	**$2.15**	**$3.70**	**$6.40**	**$3.25**	**$4.85**	**$8.50**
2	East Riverside Boulevard	12.3	R	WB off, EB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
3	Genoa Road (EB Exit)	25.2	R	EB off	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
3	Genoa Road (WB Exit)	25.4	R	WB off	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
4	Illinois Route 173	8.9	R	WB off, EB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
5	**Belvidere**	**23.3**	**M**	**WB only**	**$1.50**	**$3.00**	**$3.40**	**$5.95**	**$10.20**	**$5.10**	**$7.65**	**$13.60**
5A	Irene Road	20.7	R	WB on, EB Off	$0.55	$1.10*	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
6	Illinois Route 47 (EB Exit/ WB Entrance)	46.4	R	WB on, EB off	$0.45	$0.90*	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
6	Illinois Route 47 (EB Entrance/WB Exit)	46.4	R	WB off, EB on	$0.30	$0.60*	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
7	**Marengo-Hampshire**	**37.8**	**M**	**EB only**	**$1.50**	**$3.00**	**$3.40**	**$5.95**	**$10.20**	**$5.10**	**$7.65**	**$13.60**
7A	Illinois Route 23	36.1	R	WB on/off, EB off	$0.75	$1.50*	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
8	Randall Road	52.1	R	WB on, EB off	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
9	Elgin	53.8	M	All traffic	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
10	Barrington Road	62.2	R	EB on, WB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
10	Barrington Road	62.2	R	EB off, WB on	$0.45	$0.90*	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
11	Illinois Route 31	54.6	R	WB off, EB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
12	Roselle Road	65.5	R	EB on, WB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
12	Roselle Road	65.5	R	EB off	$0.45	$0.90*	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
12A	Meacham Road	67.4	R	WB on, WB off	$0.45	$0.90*	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
13	Illinois Route 25	56.2	R	WB off, EB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
14	Illinois Route 59 Eastbound Exit	59.7	R	EB off	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
15	I-290, Illinois Route 53	68.2	R	EB off	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
16A	Illinois Route 59 Westbound Exit	59.7	R	WB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
16B	Beverly Road	58.1	R	WB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
17	**Devon Avenue**	**77.1**	**M**	**WB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
18	Arlington Heights Road	70.7	R	WB on, EB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
18A	Elmhurst Road	73.5	R	WB on, EB Off	$0.55	$1.10*	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
19	**River Road**	**78.5**	**M**	**EB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**

*AET ramps; no cash accepted. Customers without I-PASS/E-ZPass are responsible for paying the unpaid toll online or by mail.

In some prior year documents, westbound Route 59 and westbound Beverly Road were labeled together as simply "Plaza 14 Route 59". Under current financial reporting systems, revenues from these two different locations are combined and reported together as reflected in Figure 3-20. This numbering reflects the Tollway's traffic reporting system ("Host"), not the numbering system found on the Tollway's website or the Tollway's plaza map.

Figure 1-26 | 2020 Toll Rates for the Tri-State Tollway (I-94/I-294/I-80)

All Toll Rates are for 2020

Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From	Passenger Cars		Commercial Vehicles					
					Discount	Non-Discount	Discount			Non-Discount		
					All Times	All Times	Overnight			Daytime		
					I-PASS	Cash	I-PASS & Cash			I-PASS & Cash		
					Cars	Cars	Small	Medium	Large	Small	Medium	Large
20	Buckley Road (Illinois Route 137)	13.8	R	WB on, EB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
21	**Waukegan**	**4.8**	**M**	**All traffic**	**$1.40**	**$2.80**	**$3.25**	**$5.65**	**$9.60**	**$4.85**	**$7.25**	**$12.75**
22	Townline Road (Illinois Route 60)	18.9	R	WB on, EB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
23	Half Day Road (Illinois Route 22)	21.8	R	WB on, EB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
24	**Edens Spur**	**26.4**	**M**	**All traffic**	**$0.95**	**$1.90**	**$2.15**	**$3.70**	**$6.40**	**$3.25**	**$4.85**	**$8.50**
26	Lake Cook Road	25.3	R	WB on, EB off	$0.95	$1.90	$2.15	$3.70	$6.40	$3.25	$4.85	$8.50
27	Willow Road	48.9	R	NB on, SB off	$0.95	$1.90	$2.15	$3.70	$6.40	$3.25	$4.85	$8.50
28	Golf Road (Illinois Route 58)	45.2	R	NB on, SB off	$0.95	$1.90	$2.15	$3.70	$6.40	$3.25	$4.85	$8.50
29	**Touhy Avenue**	**42.1**	**M**	**NB only**	**$0.95**	**$1.90**	**$2.15**	**$3.70**	**$6.40**	**$3.25**	**$4.85**	**$8.50**
30	Balmoral Avenue	39.8	R	NB off	$0.80	$1.60*	$2.15	$3.70	$6.40	$3.25	$4.85	$8.50
31	O'Hare West	40.2	R	SB off	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
32	O'Hare East	40.7	R	NB off	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
33	**Irving Park Road (Illinois Route 19)**	**38.9**	**M**	**SB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
34	75th Street, Willow Springs Road	22	R	NB on, SB off	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
35	**Cermak Road (22nd Street)**	**29.9**	**M**	**All traffic**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
36	**82nd Street**	**19.7**	**M**	**SB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
37	I-55 (Stevenson Expressway)	23.7	R	NB on, SB off	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
38	U.S. Route 12-20, 95th Street	17.5	R	NB off, SB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
39	**83rd Street**	**19.3**	**M**	**NB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
40	U.S. Route 6, 159th Street	6.3	R	NB on, SB off	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
41	**163rd Street**	**5.6**	**M**	**All traffic**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
42	I-57/147th Street (Illinois Route 83)	7.2	R	NB on, SB off	$0.75	$1.50*	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
43	I-80 Westbound	5.1	R	NB off	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
45	I-80 Eastbound	5.1	R	SB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
47	Halsted Street (Illinois Route 1)	2.7	R	NB off, SB on	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55

*AET ramp; no cash accepted. Customers without I-PASS/E-ZPass are responsible for paying the unpaid toll online or by mail.

A new ramp at Balmoral Avenue was added to the system on 12/14/2011. This plaza is the Tollway's second All-Electronic Tolling ("AET") plaza. No cash is collected at this location. The I-PASS rate for passenger cars is $0.80. The unpaid toll rate for passenger cars that violate is $1.60 at Balmoral.

Figure 1-27 | 2020 Toll Rates for the Reagan Memorial Tollway (I-88)

					All Toll Rates are for 2020							
Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From	Passenger Cars		Commercial Vehicles					
					Discount	Non-Discount	Discount			Non-Discount		
					All Times	All Times	Overnight			Daytime		
					I-PASS	Cash	I-PASS & Cash			I-PASS & Cash		
					Cars	Cars	Small	Medium	Large	Small	Medium	Large
51	**York Road**	**138.1**	**M**	**WB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
52	**Meyers Road**	**135.1**	**M**	**EB only**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
53	Spring Road (22nd Street)	137.8	R	WB on	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
54	Illinois Route 83	137.1	R	EB on	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
55	Midwest Road	136.4	R	EB on	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
56	Highland Avenue	134.3	R	EB off, WB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
57	Naperville Road	127.4	R	EB off, WB on	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
58	Winfield Road	125.2	R	EB off, WB on	$0.30	$0.60	$0.70	$1.15	$1.95	$1.00	$1.45	$2.55
59	Farnsworth Avenue	119.2	R	WB off, EB on	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
60	Eola Road	121.4	R	WB off, EB on	$0.55	$1.10*	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
61	**Aurora**	**117.8**	**M**	**All traffic**	**$0.75**	**$1.50**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
63	Illinois Route 31	116.8	R	WB on, EB off	$0.55	$1.10	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
64	Orchard Road	114.4	R	WB on, EB off	$0.45	$0.90	$1.10	$1.95	$3.25	$1.60	$2.45	$4.25
64A	Illinois Route 47	109.3	R	WB off, EB on	$0.55	$1.10*	$1.30	$2.30	$3.85	$1.95	$2.85	$5.10
65	Peace Road	94	R	WB off, EB on	$0.75	$1.50	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
66	**DeKalb**	**86.2**	**M**	**All traffic**	**$1.80**	**$3.60**	**$4.10**	**$7.10**	**$12.15**	**$6.10**	**$9.10**	**$16.15**
67	Annie Glidden Road	91.4	R	WB off, EB on	$1.05	$2.10	$2.40	$4.15	$7.05	$3.55	$5.25	$9.35
69	**Dixon**	**56.4**	**M**	**All traffic**	**$1.80**	**$3.60**	**$4.10**	**$7.10**	**$12.15**	**$6.10**	**$9.10**	**$16.15**

*AET ramp; no cash accepted. Customers without I-PASS/E-ZPass are responsible for paying the unpaid toll online or by mail.

Figure 1-28 | 2020 Toll Rates for the Veterans Memorial Tollway (I-355)

					All Toll Rates are for 2020							
Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From	Passenger Cars		Commercial Vehicles					
					Discount	Non-Discount	Discount			Non-Discount		
					All Times	All Times	Overnight			Daytime		
					I-PASS	Cash	I-PASS & Cash			I-PASS & Cash		
					Cars	Cars	Small	Medium	Large	Small	Medium	Large
73	**Army Trail Road**	**29.2**	**M**	**All traffic**	**$0.95**	**$1.90**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
75	North Avenue (Illinois Route 64)	27.9	R	NB off, SB on	$0.75	$1.50	$1.40	$2.40	$4.10	$2.00	$3.10	$5.40
77	Roosevelt Road (Illinois Route 38)	24.6	R	NB off, SB on	$0.65	$1.30	$1.15	$2.15	$3.55	$1.80	$2.70	$4.80
79	Butterfield Road (Illinois Route 56)	22.6	R	NB off, SB on	$0.45	$0.90	$0.85	$1.55	$2.55	$1.30	$1.95	$3.40
81	Ogden Avenue (U.S. Route 34)	131.1	R	EB off, WB on	$0.45	$0.90	$0.85	$1.55	$2.55	$1.30	$1.95	$3.40
83	Maple Avenue	18.3	R	NB on, SB off	$0.55	$1.10	$1.00	$1.80	$3.10	$1.55	$2.30	$4.10
85	63rd Street	17.2	R	NB on, SB off	$0.65	$1.30	$1.15	$2.15	$3.55	$1.80	$2.70	$4.80
87	75th Street	15.5	R	NB on, SB off	$0.75	$1.50	$1.40	$2.40	$4.10	$2.00	$3.10	$5.40
89	**Boughton Road Mainline**	**14.4**	**M**	**All traffic**	**$0.95**	**$1.90**	**$1.70**	**$3.00**	**$5.10**	**$2.55**	**$3.85**	**$6.80**
90	Boughton Road Ramp	13.8	R	NB off, SB on	$0.45	$0.90	$0.85	$1.55	$2.55	$1.30	$1.95	$3.40
93	127th Street	8.9	R	NB on, SB off	$0.95	$1.90	$1.70	$3.00	$5.10	$2.55	$3.85	$6.80
95	Archer Avenue/143rd Street	7.3	R	NB on, SB off	$1.20	$2.40	$2.25	$3.95	$6.65	$3.30	$5.10	$8.80
97	Illinois Route 7 (159th Street)	4.8	R	NB on, SB off	$1.40	$2.80	$2.55	$4.55	$7.65	$3.85	$5.85	$10.20
99	**Spring Creek**	**3.3**	**M**	**All traffic**	**$1.90**	**$3.80**	**$3.40**	**$5.95**	**$10.20**	**$5.10**	**$7.65**	**$13.60**
101	U.S. Route 6	0.8	R	NB off, SB on	$0.45	$0.90	$0.85	$1.55	$2.55	$1.30	$1.95	$3.40

Figure 1-29 | 2020 Toll Rates for the Illinois Route 390 Tollway (IL 390)

						All Toll Rates are for 2020						
Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From		Passenger Cars	Commercial Vehicles					
						All Times	Discount			Non-Discount		
							Overnight			Daytime		
						Cars	Small	Medium	Large	Small	Medium	Large
320	**Lively Boulevard**	**15.3**	**M**	**All traffic**	**I-PASS**	**$0.20**	**$0.25**	**$0.50**	**$0.80**	**$0.45**	**$0.65**	**$1.10**
					Pay Online	**$0.40**	**$0.45**	**$0.75**	**$1.20**	**$0.65**	**$0.95**	**$1.70**
322	**Mittel Drive**	**14.4**	**M**	**All traffic**	**I-PASS**	**$0.20**	**$0.25**	**$0.50**	**$0.80**	**$0.45**	**$0.65**	**$1.10**
					Pay Online	**$0.40**	**$0.45**	**$0.75**	**$1.20**	**$0.65**	**$0.95**	**$1.70**
324	**Hamilton Lakes Boulevard**	**13.3**	**M**	**All traffic**	**I-PASS**	**$0.25**	**$0.35**	**$0.65**	**$1.05**	**$0.55**	**$0.80**	**$1.45**
					Pay Online	**$0.50**	**$0.60**	**$0.95**	**$1.60**	**$0.80**	**$1.20**	**$2.20**
325	Ketter Drive	13.4	Ramp	WB On	I-PASS	$0.20	$0.25	$0.50	$0.80	$0.45	$0.65	$1.10
					Pay Online	$0.40	$0.45	$0.75	$1.20	$0.65	$0.95	$1.70
326	**Plum Grove Road**	**10.6**	**M**	**All traffic**	**I-PASS**	**$0.60**	**$0.80**	**$1.45**	**$2.45**	**$1.20**	**$1.85**	**$3.30**
					Pay Online	**$1.20**	**$1.30**	**$2.20**	**$3.65**	**$1.85**	**$2.80**	**$4.95**
328	**Mitchell Boulevard**	**9**	**M**	**All traffic**	**I-PASS**	**$0.35**	**$0.55**	**$0.90**	**$1.55**	**$0.80**	**$1.15**	**$2.05**
					Pay Online	**$0.70**	**$0.80**	**$1.40**	**$2.35**	**$1.20**	**$1.75**	**$3.15**
330	**Lake Street**	**6.3**	**M**	**All traffic**	**I-PASS**	**$0.30**	**$0.45**	**$0.75**	**$1.35**	**$0.65**	**$1.00**	**$1.75**
					Pay Online	**$0.60**	**$0.65**	**$1.10**	**$2.00**	**$0.95**	**$1.55**	**$2.65**

2020 PER MILE TOLL RATES

Figures 1-30 through 1-33 show the toll rate per mile for each rate tier. The rate per mile calculation uses mileage for traveling both directions on each route; hence, the mileage total equals double the mileage of the entire system. The corresponding toll rates also reflect travel in both directions on each route.[31]

Figure 1-30 | Per Mile Toll Rates – Rate Tier 1 (Passenger Cars)

Tollway Route	Interstate Route No.	Total Length (Miles)	Total Online Toll	Online Toll per Mile	Total Discount I-PASS Toll	Discount I-PASS Toll per Mile
Jane Addams Memorial	I-90	153	$15.80	$0.10	$7.90	$0.05
Tri-State*	I-94/I-294/I-80	164	$21.80	$0.13	$10.90	$0.07
Reagan Memorial**	I-88	192	$20.40	$0.11	$10.20	$0.05
Veterans Memorial	I-355	59	$15.20	$0.26	$7.60	$0.13
Illinois Route 390	IL 390	20	$7.60	$0.38	$3.80	$0.19
TOTAL:		588	$80.80	$0.14	$40.40	$0.07

Figure 1-31 | Per Mile Toll Rates – Rate Tier 2 (Small Trucks)

Tollway Route	Interstate Route No.	Total Length (Miles)	Total Toll	Toll per Mile	Total Discount Toll	Discount Toll per Mile
Jane Addams Memorial	I-90	153	$26.90	$0.18	$17.90	$0.12
Tri-State*	I-94/I-294/I-80	164	$37.30	$0.23	$24.85	$0.15
Reagan Memorial**	I-88	192	$34.60	$0.18	$23.20	$0.12
Veterans Memorial	I-355	59	$20.40	$0.34	$13.60	$0.23
Illinois Route 390	IL 390	20	$8.20	$0.41	$5.30	$0.27
TOTAL:		588	$127.40	$0.22	$84.85	$0.14

Figure 1-32 | Per Mile Toll Rates – Rate Tier 3 (Medium Trucks)

Tollway Route	Interstate Route No.	Total Length (Miles)	Total Toll	Toll per Mile	Total Discount Toll	Discount Toll per Mile
Jane Addams Memorial	I-90	153	$40.40	$0.26	$31.30	$0.21
Tri-State*	I-94/I-294/I-80	164	$56.00	$0.34	$43.40	$0.26
Reagan Memorial**	I-88	192	$51.80	$0.27	$40.40	$0.21
Veterans Memorial	I-355	59	$30.70	$0.52	$23.90	$0.40
Illinois Route 390	IL 390	20	$12.20	$0.62	$9.50	$0.48
TOTAL:		588	$191.10	$0.33	$148.50	$0.25

*The Tri-State Tollway length includes the 4.4-mile Edens Spur.

**The Reagan Memorial length includes the 1.5-mile East-West Connector Road.

Figure 1-33 | Per Mile Toll Rates – Rate Tier 4 (Large Trucks)

Tollway Route	Interstate Route No.	Total Length (Miles)	Total Toll	Toll per Mile	Total Discount Toll	Discount Toll per Mile
Jane Addams Memorial	I-90	153	$71.40	$0.47	$53.60	$0.35
Tri-State*	I-94/I-294/I-80	164	$98.60	$0.60	$74.10	$0.45
Reagan Memorial**	I-88	192	$91.80	$0.48	$69.00	$0.36
Veterans Memorial	I-355	59	$54.40	$0.92	$40.80	$0.69
Illinois Route 390	IL 390	20	$21.50	$1.09	$16.00	$0.81
TOTAL:		588	$337.70	$0.57	$253.50	$0.43

*The Tri-State Tollway length includes the 4.4-mile Edens Spur.
**The Reagan Memorial length includes the 1.5-mile East-West Connector Road.

SYSTEM AVERAGES

Average Revenue Per Transaction

The average revenue per transaction on the Illinois Tollway in 2020 is governed largely by three factors:

1. Toll Rate Schedule: Toll rates range from a low of $0.20 for passenger cars paying by I-PASS at three plaza locations on IL 390[32] to a high of $16.15 for large trucks during the peak period at the DeKalb Mainline Plaza (Plaza 66) and the Dixon Mainline Plaza (Plaza 69).
2. Percentage of Commercial Vehicle Transactions: Higher percentages of commercial vehicles result in higher average revenues.
3. I-PASS Rate: A higher percentage of passenger car drivers paying with I-PASS results in lower average revenues, since these users pay less than cash users.

Passenger Cars versus Commercial Vehicles

In 2020, the average revenue per transaction for all vehicle types throughout the system was $1.42. The average revenue per transaction for passenger cars (Rate Tier 1) was $0.76. For commercial vehicles (Rate Tiers 2, 3, and 4), the average was $5.20.

Mainline versus Ramp Plazas

The average revenue per transaction at mainline toll plazas was $1.66, while at ramp plazas it was $0.82.[33] Ramp plazas account for 15.9 percent of overall revenue and 27.6 percent of overall transactions. The lower revenue per transaction collected at ramp plazas results from two factors. First, mainline plazas cover longer distances and thus have higher toll charges based on the systemwide per mile toll rates. Second, most large truck transactions, which have the highest toll charges, occur at mainline plazas. These users typically make longer-distance through trips on the Tollway.

AVERAGE REVENUE BY ROUTE

Figure 1-34 shows the average revenue per transaction by route. These averages correlate with the rates in the toll rate table. For example, the average commercial vehicle rate on the Reagan Memorial Tollway is the highest of the five routes because of the tolls charged at the Dixon and DeKalb mainline toll plazas.

The tolls charged are higher at Dixon and DeKalb because these plazas cover large distances. Figure 1-34 does not account for mileage per route. Instead, it calculates route toll revenues per transaction. If there were additional mainline toll plazas on the Reagan Memorial Tollway at shorter intervals, then the average toll per transaction would be lower.

Figure 1-34 | Average Revenue per Transaction by Route and Vehicles Type (2020)[34]

Route	Passenger Cars	Commercial Vehicles
Jane Addams Memorial	$0.71	$5.56
Tri-State	$0.78	$5.16
Reagan Memorial	$0.77	$6.57
Veterans Memorial	$0.95	$5.55
Illinois Route 390	$0.37	$1.26
TOTAL:	$0.76	$5.20

AVERAGE TOLL BY MONTH

Figure 1-35 shows the average toll paid by passenger cars per transaction in each month for 2019 and 2020. In a typical year, like 2019, the average toll paid by passenger cars peaks during the summer, corresponding to the increase in recreational travel. Many of the recreational travelers on the Tollway are not regular users of the system and are more likely to pay the higher cash toll rate. With the suspension of cash payments in March 2020, some users who would have paid the cash toll rate didn't pay at all, lowering the average toll collected. The average toll remained low until July, when the first Pay By Plate accounts were established. A small increase in the average toll rate occurred in late summer/early fall as COVID-19 restrictions were eased and more transactions occurred at the edges of the Tollway system where toll rates are higher. In the fourth quarter, the average toll rate showed the typical seasonal decline.

The average toll paid for commercial vehicles was also affected by COVID-19. Figure 1-36 shows the average revenue per commercial vehicle transaction in 2019 and 2020. Similar to passenger cars, the average toll charged for commercial vehicles bottomed out in June, but then rebounded in the late summer and early fall. The decline in November and December contrasted with 2019, but was relatively minor compared to earlier in the year.

Figure 1-35 | Average Passenger Car Revenue Per Transaction by Month, 2019-2020

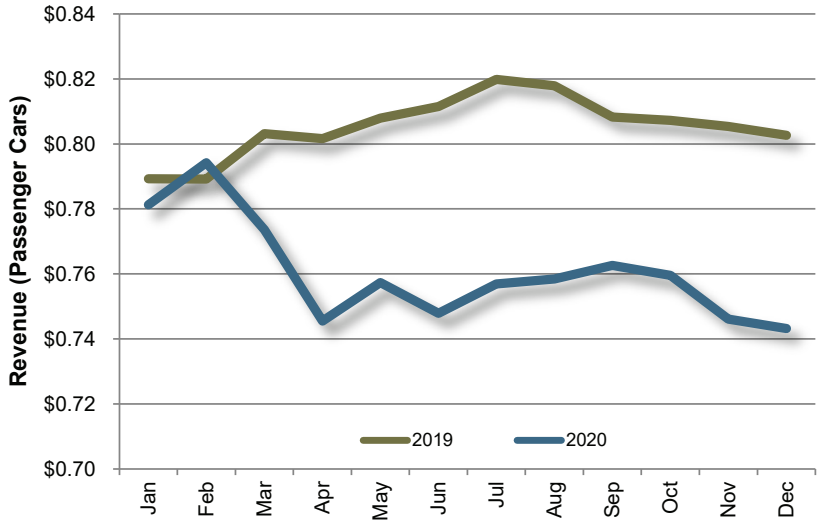
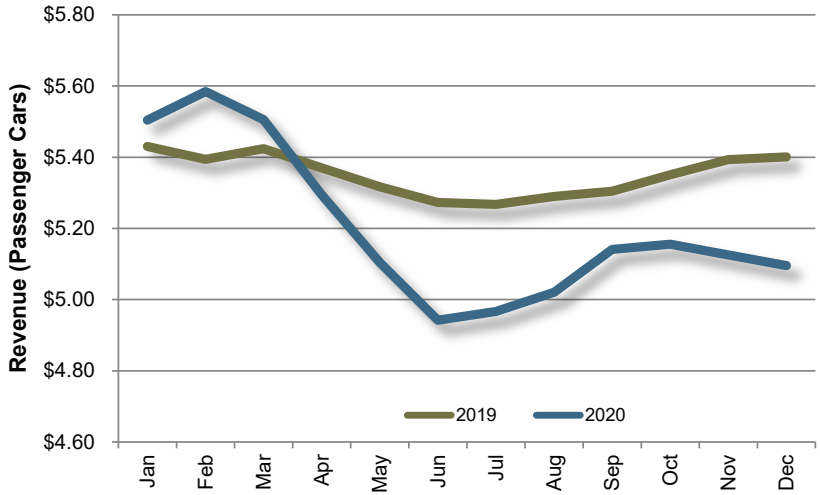


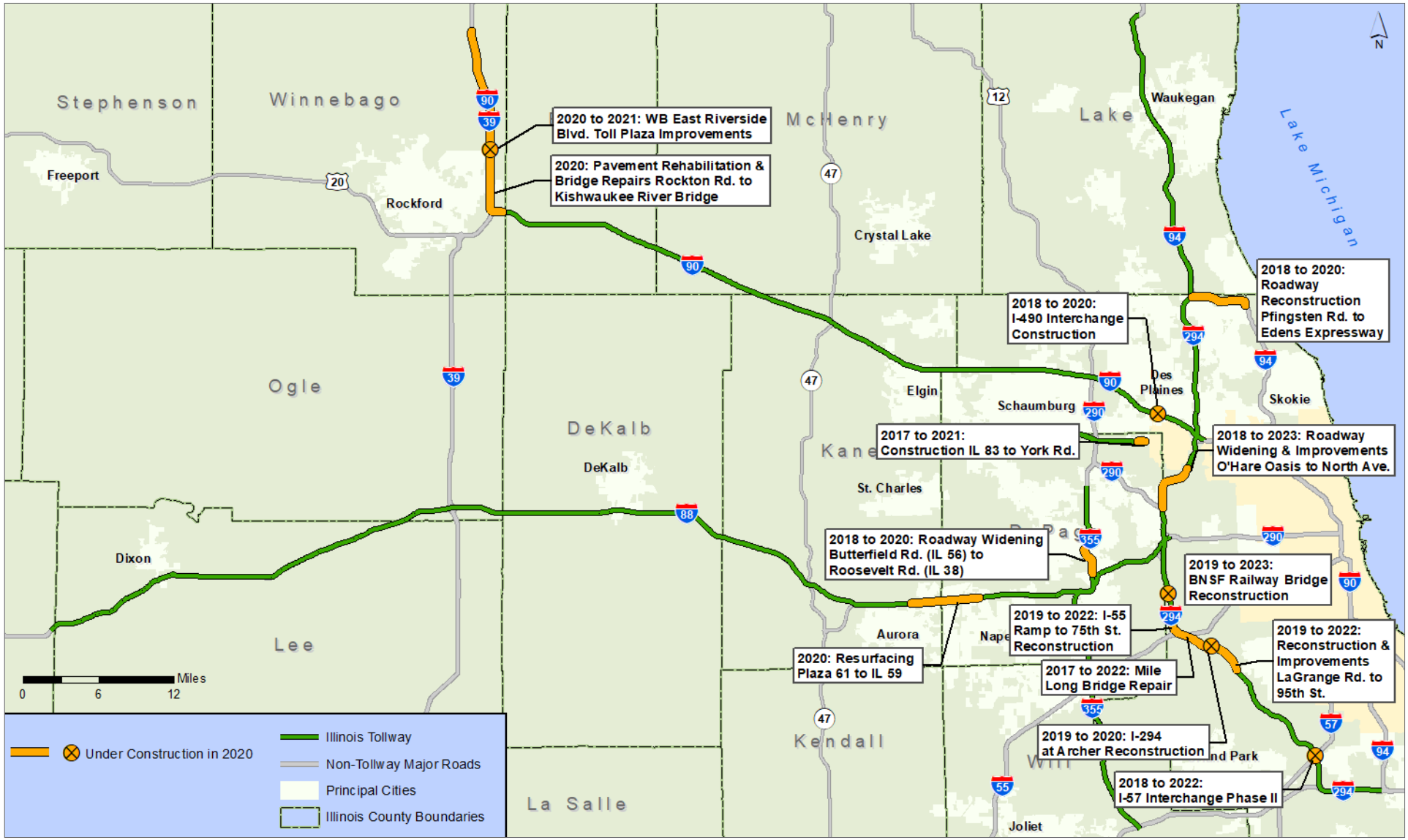
Figure 1-36 | Average Commercial Vehicle Revenue Per Transaction by Month, 2019-2020



Major Construction Projects in 2020

Figure 1-36 presents the location of major construction projects completed or in progress in 2020.

Figure 1-36 | Major Construction Projects in 2020



Major projects in progress in 2020 include:

- New construction on I-490 between I-90 and I-294 along with construction on the I-490/I-90 interchange project (Jane Addams Memorial Tollway).
- Pavement Rehabilitation and Bridge Repairs between Rockton Road and the Kishwaukee River Bridge (Jane Addams Memorial Tollway).
- Roadway and interchange reconstruction on the Edens Spur (Tri-State Tollway).
- Interchange improvements and roadway widening between Balmoral Avenue and North Avenue (Tri-State Tollway).
- Reconstruction of the Burlington Northern Santa Fe (BNSF) Railroad Bridge and construction on the Mile Long Bridge (Tri-State Tollway).
- Completing Phase II of the Tri-State Tollway (I-294)/I-57 interchange project (Tri-State Tollway).
- Roadway widening from Butterfield Road to Roosevelt Road (Veterans Memorial Tollway).
- New construction on IL 390 between IL 83 and York Road (Illinois Route 390 Tollway.

FINANCE

As noted in the Introduction, the Tollway is authorized to issue bonds to pay for the cost of building, widening, and reconstructing roads. The Tollway is authorized to charge tolls to cover the cost of bond repayment, roadway maintenance, and system expansion. The Tollway has issued bonds on a number of occasions since 1955 to fund construction efforts.

To fund a portion of the cost of the *Move Illinois* Program, the Tollway issued bonds in par amounts of $300 million in July 2019 (Series 2019A), $300 million in December 2017 (Series 2017A), $300 million in June 2016 (Series 2016B), $400 million in December 2015 (Series 2015B), $400 million in July 2015 (Series 2015A), and $1.4 billion in 2013-2014. It is currently expected that the remaining costs of the Move Illinois Program will be funded by a combination of Tollway revenues and approximately $2.4 billion of additional bonds.

Chapter 1 Summary

This chapter introduced the Tollway system. It showed the location of the Tollway in its 12-county region and briefly described the Tollway's evolution since 1953. Recent population and employment trends were analyzed – two factors that impact travel demand and Tollway traffic.

Chapter 1 also provided basic reference information on the system. It included information on the vehicle classification system, toll rate structure, and revenues per transaction. Average toll rates were provided by mile, route, month, and plaza. Chapter 1 concluded with a brief discussion of the Tollway's current and future capital programs. The next chapter analyzes traffic and revenue trends.

2

TRANSACTIONS AND REVENUES

Introduction

Chapter 2 provides an analysis of transaction and revenue trends on the Tollway system. It begins with a background section that describes the profile of Tollway traffic. This background information summarizes hourly, weekly, monthly and location trends. It is followed by a discussion of long-term (1959-2020) and short-term (2014-2020) trends. After these general sections, Chapter 2 provides a more detailed analysis of the 2020 data. This includes a discussion of rate tier trends, economic factors, and year-to-year comparisons. The last section of Chapter 2 provides construction impacts by route and detailed plaza-level revenue data.

Traffic Profile

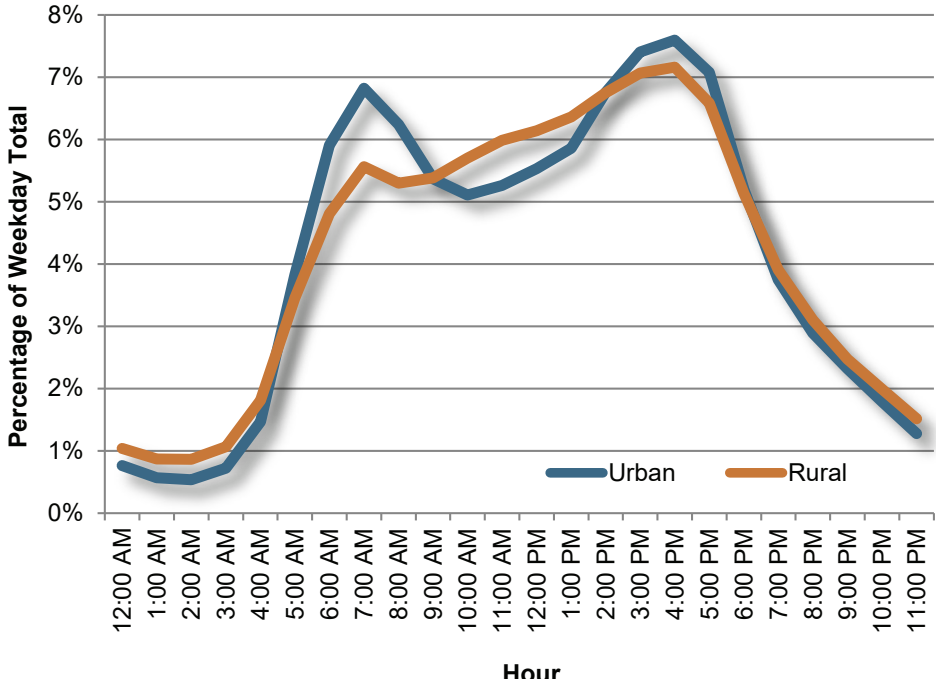
The Tollway is largely a commuter system. On a daily basis, most trips are made in passenger cars for work-related purposes. However, the Tollway also serves as a major connection for both interstate commerce and recreational interstate passenger traffic. As a result, the summer months—when recreational traffic and peak annual commercial traffic is added to the commuter base—are the busiest months of the year.

This report uses the terms "traffic" and "transactions" somewhat interchangeably, because transactions are a direct reflection of traffic on the Tollway. On average, customers travel through 1.70 toll plazas per trip on the Illinois Tollway (i.e., one vehicle trip is equivalent to 1.70 transactions on the Tollway). Not all trip movements on the system are completely captured by toll transactions. To track these trips, the traffic engineer performs estimates based on periodic vehicle counts at non-tolled ramps.

HOURLY TRAFFIC

The profile of traffic by hour of day varies widely throughout the system. Most of the suburban areas have distinct peak periods during the morning and evening rush hours. In contrast, the rural areas show a mild morning peak period before volumes drop slightly, then slowly build until the evening peak period. These patterns are illustrated in Figure 2-1. At centrally located mainline toll plazas, such as Cermak Road Toll Plaza (Plaza 35), York Road Toll Plaza (Plaza 51), and Meyers Road Toll Plaza (Plaza 52), both peak periods have high-traffic volumes in both directions without any clear directional trend.

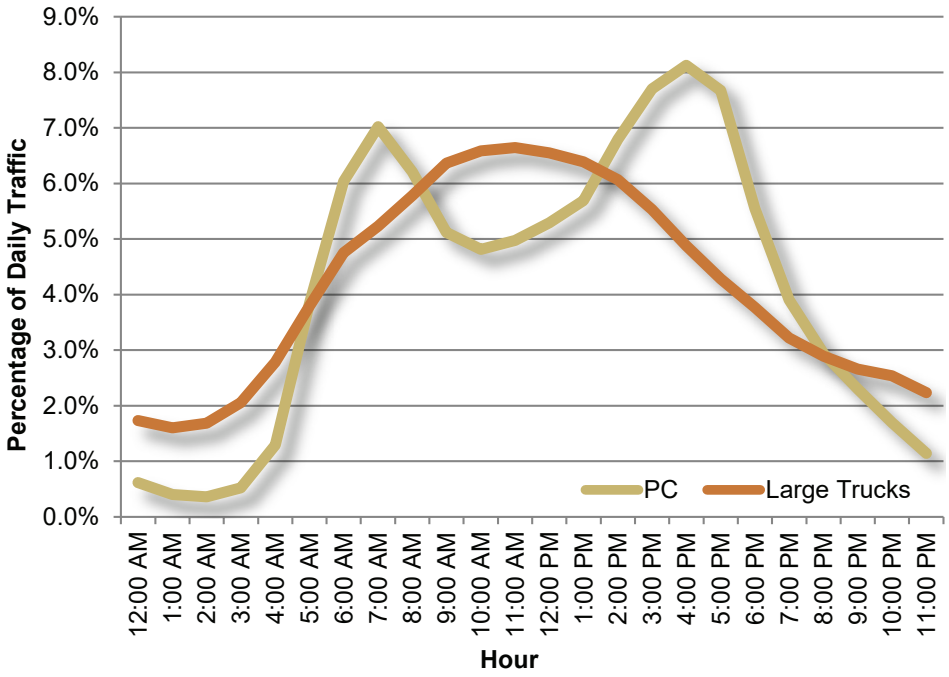
Figure 2-1 | Percent of Weekday Total Transactions by Hour at Mainline Plazas (2020)[2]



Traffic by hour of day also varies among vehicle types. Passenger cars, which make up the majority of the traffic on the Illinois Tollway, follow the peaking characteristics defined above. Large truck profiles peak in late morning/early afternoon, with a gentle slope leading upward in the morning and downward in the evening. Large trucks have the highest proportion of overnight traffic, as large, long-haul trucks have the largest financial incentives to claim the off-peak discount for commercial vehicles. Figure 2-2 shows large truck weekday hourly profiles compared to passenger cars for all mainline and attended plazas.

Small and medium truck profiles share similarities of both the large truck and passenger car profiles. Medium trucks show an hourly profile similar to rural plazas, with a mild morning peak that builds toward a larger afternoon peak. Overnight traffic is noticeably lower than that of large trucks, but higher in proportion than passenger car volumes. Small trucks have a clear morning and afternoon peak, similar to passenger cars. However, as with medium trucks, the peaks occur closer to midday with volumes remaining high in between.

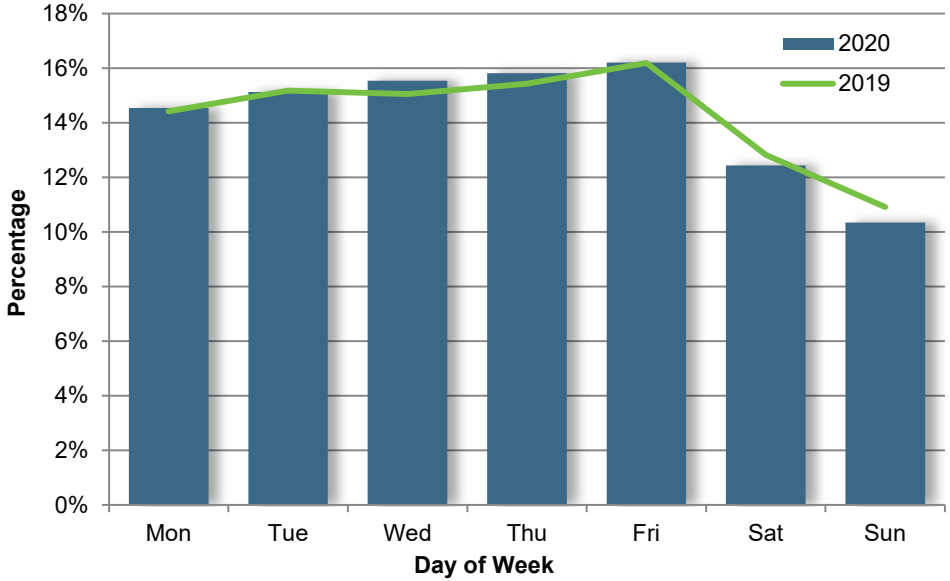
Figure 2-2 | Percent of Total Daily Large Truck and Passenger Car (PC) Transactions by Hour at Mainline Plazas (2020)[3]



DAILY TRAFFIC

Figure 2-3 shows the percentage of systemwide transactions in 2019 and 2020 by day of the week.

Figure 2-3 | Percent of Total Transactions by Day of Week[4]

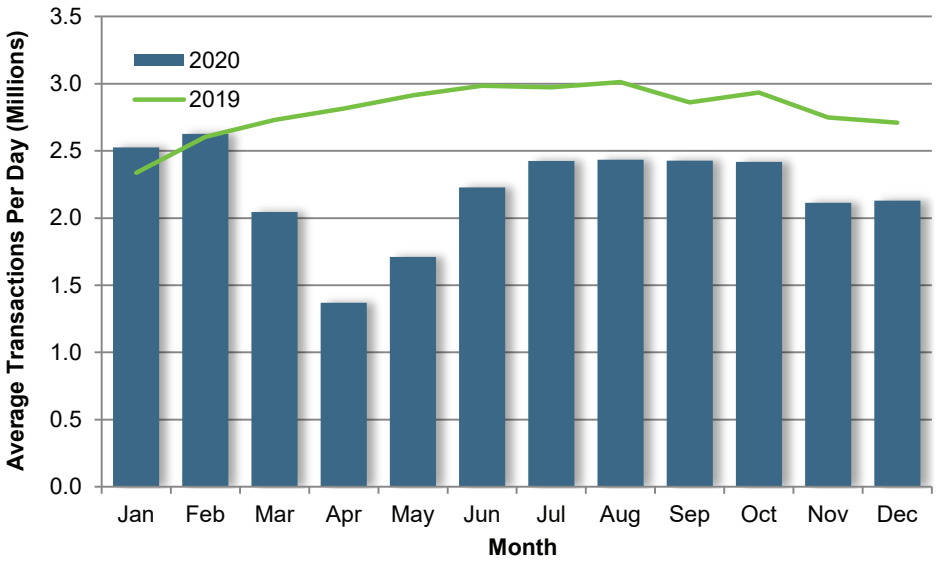


While the number transactions declined in 2020 due to the COVID-19 pandemic, the percent of transactions on each day of the week remained remarkably similar to a typical year. The overall number of transactions was much higher on weekdays, which reflects not only use by commuters, but also increased truck traffic. Transactions rise slowly over the week to peak on Fridays. Friday transactions include both weekday commuter trips and weekend recreational trips. Normally, many recreational travelers leave the Chicago region on Friday afternoons in the summer months for vacation destinations in Wisconsin, Indiana, and Michigan. These summer Fridays commonly represent the highest transaction days on the Tollway system. In 2020, fall Fridays had the most transactions of any days after early March. On Saturdays and Sundays, the number of transactions is sharply lower, because there are fewer work-related trips on the weekend.

MONTHLY TRAFFIC

Figure 2-4 shows the average number of daily transactions in each month.[5]

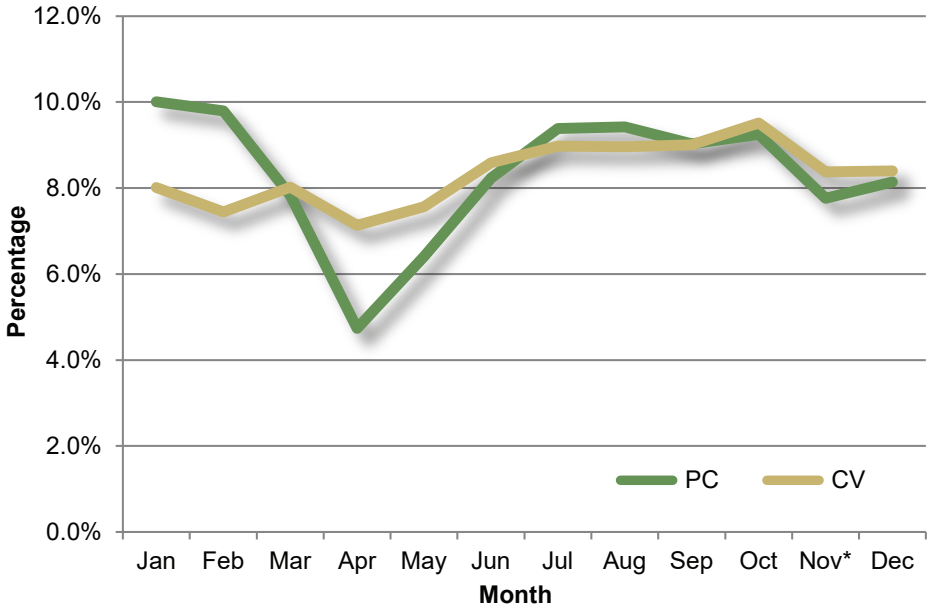
Figure 2-4 | Average Daily Transactions by Month[6]



The monthly traffic pattern observed in 2020 was highly atypical due to the COVID-19 pandemic that started to affect demand in March 2020 and continued to negatively impact traffic on the Tollway through the rest of the year. In prior years, traffic volumes on the Tollway system generally reaches the highest levels during the summer months.

In January and February, traffic followed historical trends, but beginning in mid-March, volumes dropped significantly across the system. At the peak of pandemic effects in April, average daily transactions were 51% lower than the previous year. Transactions in May were 41 percent below the 2019 level, indicating users were slowly returning to the system. However, monthly transactions remained significantly lower than in 2019 for the rest of the year, with variations ranging between minus 25 percent (in June) and minus 15 percent (in September). The extremely high impact of the pandemic dwarfed the other factors that usually explain year-to-year variations such as the commercial vehicles. Typical seasonal pattern for passenger car traffic on the Tollway is that transactions are highest in the summer months and lowest in the winter months. In 2020, the COVID-19 impacts overshadowed typical seasonal variations, particularly in the first half the year. Pre-pandemic months made up a much higher share of traffic than usual, whereas April and May were hit particularly hard by the pandemic impacts. April transactions only represented 4.7 percent of the annual transactions compared to 8.2 percent in 2019. Commercial vehicle transactions were less severely impacted by the pandemic than passenger car traffic, although April and May were much lower than usual. Starting in June, commercial vehicle transactions recovered and exhibited monthly variations consistent with prior years, with a peak in October corresponding to shipping increases in preparation for the holiday season. The last four months of 2020 had commercial vehicle transactions exceeding 2019 levels, with the highest increase observed in December (+6.8 percent).

Figure 2-5 | Passenger Car and Commercial Vehicle Transactions by Month (2020)[7]

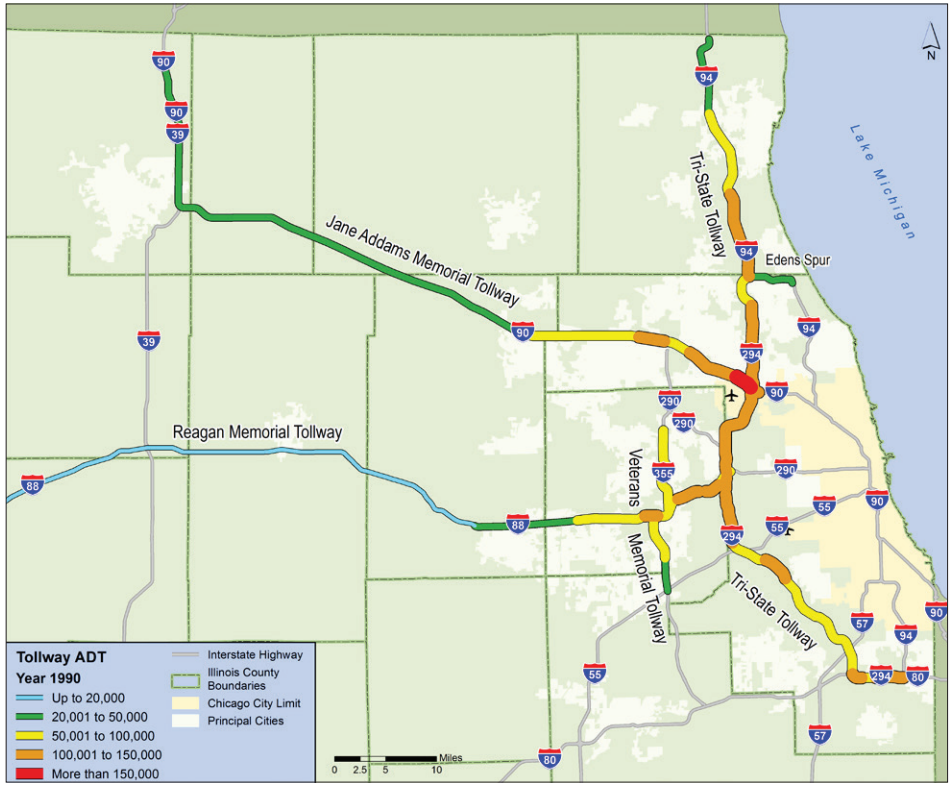


Monthly variation is not consistent throughout the system. While there are localized variations among individual toll plazas, the most significant distinction is between urban and rural toll plazas. The central urban sections typically experience less variation, while in the rural sections the variation is more pronounced. For further details, the reader should consult the 2020 Traffic Data Report for the Illinois Tollway System, which provides more information on the monthly variation by sub-sections of each route.

Historical Transactions and Revenue

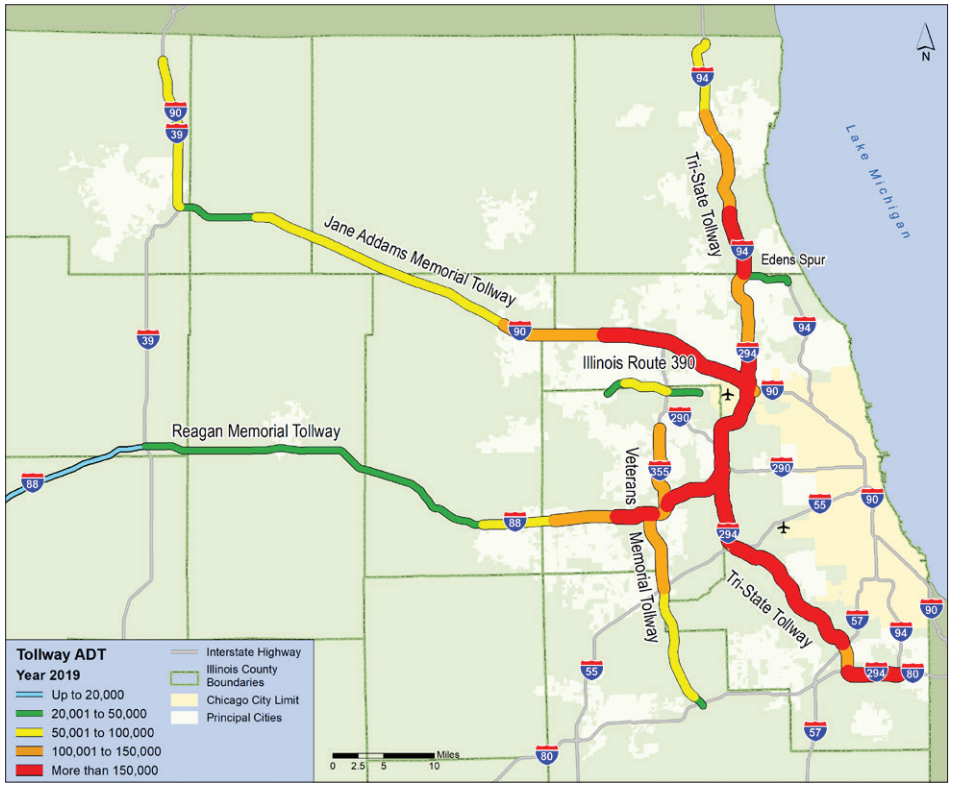
The system has experienced continued growth since its opening in 1958. Initially this growth was concentrated in the urban sections of the system. However, as development and jobs spread outward from the urban core, so has traffic on the Tollway. The following two figures illustrate growth over the last 29 years in terms of daily traffic. Average daily traffic (ADT) is the average number of vehicles passing through both directions of a particular segment of roadway in a 24-hour period. Figures 2-6 and 2-7 compare ADT volumes on the Tollway system in 1990 and 2019.

Figure 2-6 | ADT (1990)



In 1990, the only segment with an ADT volume of more than 150,000 vehicles (colored red above) was at the east end of the Jane Addams Memorial Tollway (I-90) where it connects with I-190 (which leads directly to O'Hare International Airport), the Kennedy Expressway, and the Tri-State Tollway. As a major, centrally located intersection within the Chicago-area transportation network, this nterchange is important for regional mobility and functions as the traffic epicenter of the entire Tollway system. ADT volumes became successively lower moving further away from this location.

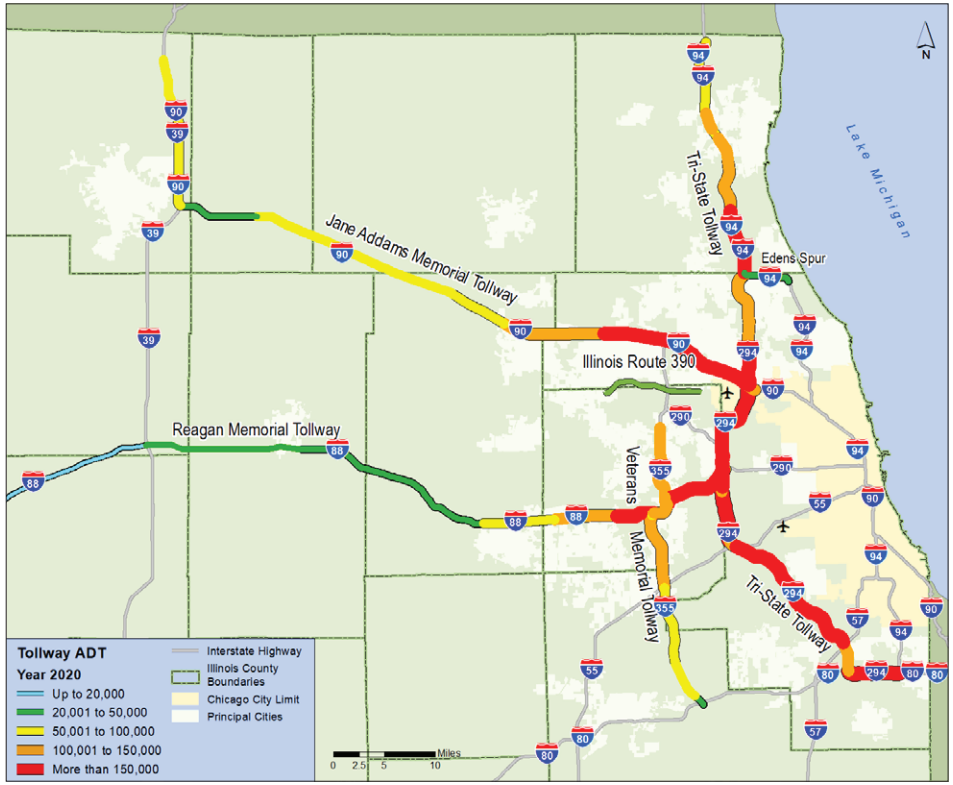
Figure 2-7 | ADT (2019)



ADT volumes have increased sharply since 1990. As of 2019, virtually all of the urban Tollway segments have reached bidirectional traffic volumes of more than 100,000 vehicles per day (colored orange above), with large portions of the system—most of the Tri-State, eastern Reagan Memorial, and eastern Jane Addams Memorial—having reached 150,000 vehicles per day (colored red above). The only segments with volumes below 50,000 vehicles per day are located on the Reagan Memorial west of Aurora, the Jane Addams Memorial around Belvidere, the Edens Spur, and part of Illinois Route 390.

Figure 2-8 shows ADT volumes in 2020. Due to the pandemic, only three segments on the Tri-State averaged more than 150,000 vehicles per day; near the O'Hare interchange with I-90, between I-88 and I-55, and at the south end where the route is concurrent with I-80. The entire system was affected by COVID-19, but the most heavily traveled segments still carried large amounts of traffic on a daily basis. Not coincidentally, the segments also had some of the largest number of trucks on the system, which were less affected by the pandemic than passenger cars.

Figure 2-8 | ADT (2020)



LONG-TERM HISTORICAL TRENDS

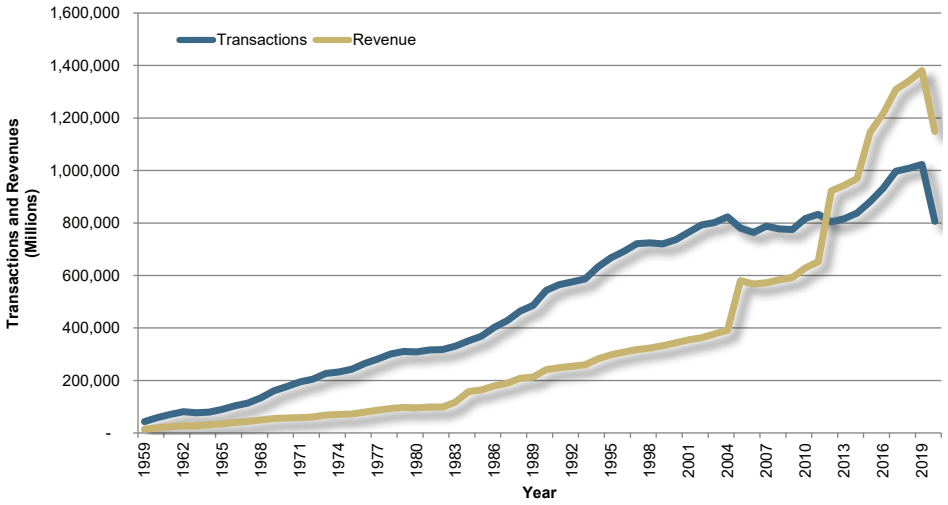
Transactions and revenues have grown steadily over time since the Tollway's inception. Figures 2-9 and 2-10 show annual transactions and revenue since 1959.

Historically, transactions and revenues have largely moved in tandem, except in years in which toll rates were changed. The Tollway Board of Directors has authorized toll rate changes several times since the opening of the system. While most changes were increases, one decrease was implemented in 1971. Toll rate changes have not applied to all users equally, as some have affected only cash payers or commercial vehicles. In 2008, an annual increase in commercial vehicle toll rates was approved. The change is indexed to inflation and was implemented in 2018.

Between the Tollway's opening and 2019, transactions have increased an average of 5.4 percent annually, while revenues have increased an average of 7.9 percent annually. Transaction growth was highest between 1983 and 1995, increasing an average of 6.0 percent per year during this time frame, while average annual revenue increased by 8.1 percent per year. Growth slowed over the next two decades, while revenue growth remained strong as a result of toll rate increases. The toll increases are responsible for the large jumps in revenue seen in Figure 2-10.

As illustrated in Figure 2-9, transaction and revenue trends have been more variable in recent years due to a number of system changes. Since 2003, the Tollway has transformed. It has changed its toll rates, rebuilt much of its infrastructure, added lanes, opened the south extension of the Veterans Memorial Tollway, converted all its mainline toll plazas to open road tolling, and opened the Illinois Route 390 Tollway–the Tollway's first cashless tolling facility. In addition, traffic and revenue on the Tollway system was impacted by the 2007-2009 economic recession.

Figure 2-9 | Annual Systemwide Transactions and Revenues (1959-2020)[8]



More recently, growth has been strong with the opening of the Illinois Route 390 Tollway, completion of the widening of the Jane Addams Memorial Tollway, and strong economic growth. Between 2014 and 2019, transaction growth averaged 4.1 percent per year, while revenues increased an average of 7.3 percent per year. The larger increase in revenues is due in part to a three-phase commercial vehicle toll rate increase. Between 2014 and 2017, commercial vehicle rates increased by 60.0 percent over 2014 rates. On January 1, 2019, commercial vehicle toll rates increased an average of 2.5 percent to match the change in the Consumer Price Index.

Due to the COVID-19 pandemic, 2020 was in stark contrast with historical trends. Systemwide transactions decreased by 21.2 percent compared to 2019 while revenues decreased by 16.8 percent. The lower impact on revenues reflects the fact that commercial vehicle traffic was only down by 1.5 percent whereas passenger car transactions dropped by 23.8 percent.

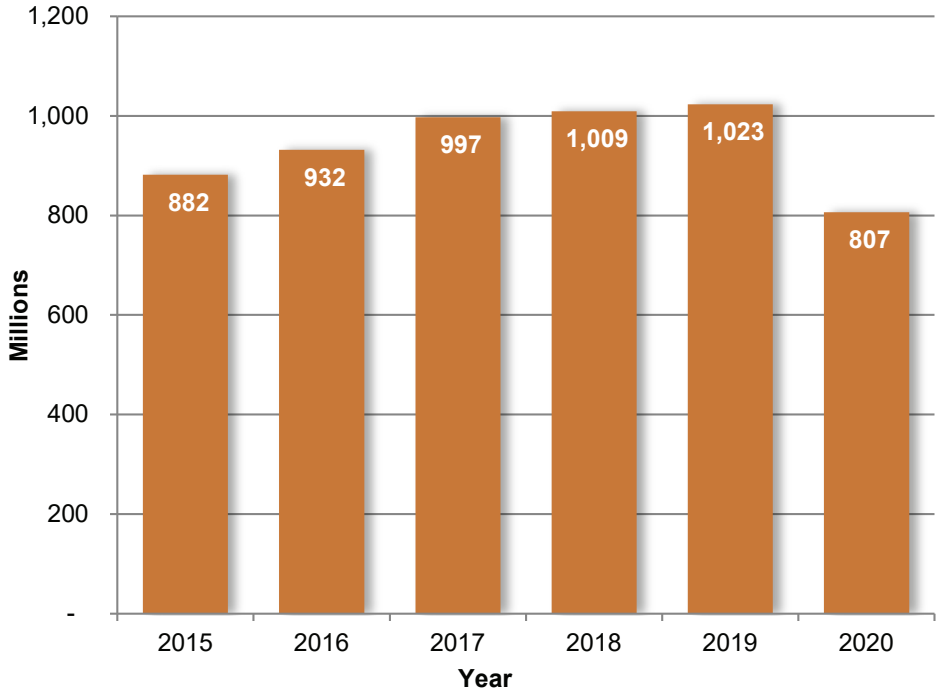
Figure 2-10 | Annual Systemwide Transactions and Revenue (1959-2020)[9]

Year	Transactions (thousands)	Percent Change	Revenue (thousands)	Percent Change
1959	42,937	-	$14,536	-
1960	58,755	36.8%	$20,029	37.8%
1961	71,021	20.9%	$23,712	18.4%
1962	81,148	14.3%	$26,993	13.8%
1963[10]	77,358	-4.7%	$26,682	-1.2%
1964	79,726	3.1%	$31,172	16.8%
1965	90,326	13.3%	$35,159	12.8%
1966	103,350	14.4%	$39,981	13.7%
1967	114,482	10.8%	$43,877	9.7%
1968	134,445	17.4%	$49,779	13.5%
1969	160,964	19.7%	$55,675	11.8%
1970[11]	177,103	10.0%	$56,908	2.2%
1971	194,633	9.9%	$58,579	2.9%
1972	205,390	5.5%	$61,242	4.5%
1973	226,995	10.5%	$67,978	11.0%
1974	232,806	2.6%	$70,310	3.4%
1975	243,094	4.4%	$72,061	2.5%
1976	264,655	8.9%	$79,553	10.4%
1977	281,368	6.3%	$86,794	9.1%
1978	300,791	6.9%	$92,868	7.0%
1979	310,657	3.3%	$97,116	4.6%
1980	309,289	-0.4%	$95,452	-1.7%
1981	316,199	2.2%	$98,748	3.5%
1982	317,501	0.4%	$99,152	0.4%
1983[12]	330,803	4.2%	$117,228	18.2%
1984	350,994	6.1%	$157,327	34.2%
1985	368,216	4.9%	$164,298	4.4%
1986	402,381	9.3%	$179,161	9.0%
1987	428,095	6.4%	$190,115	6.1%
1988	464,740	8.6%	$208,213	9.5%
1989	485,938	4.6%	$212,781	2.2%
1990	543,047	11.8%	$241,079	13.3%
1991	564,689	4.0%	$248,529	3.1%
1992	575,623	1.9%	$254,144	2.3%
1993	586,728	1.9%	$260,096	2.3%
1994	632,294	7.8%	$282,143	8.5%
1995	667,205	5.5%	$297,908	5.6%
1996	692,054	3.7%	$308,567	3.6%
1997	720,899	4.2%	$317,980	3.1%
1998	724,500	0.5%	$323,523	1.7%
1999	720,104	-0.6%	$332,626	2.8%
2000	736,310	2.3%	$343,945	3.4%
2001	764,285	3.8%	$354,774	3.1%
2002	792,836	3.7%	$363,235	2.4%
2003	801,603	1.1%	$377,454	3.9%
2004	823,145	2.7%	$391,586	3.7%
2005[13]	780,446	-5.2%	$580,442	48.2%
2006[14]	764,125	-2.1%	$567,500	-2.2%
2007	788,292	3.2%	$572,093	0.8%
2008	777,882	-1.3%	$583,647	2.0%
2009[15]	775,353	-0.3%	$592,064	1.4%
2010[16]	817,082	5.4%	$628,754	6.2%
2011	832,828	1.9%	$652,674	3.8%
2012[17]	803,780	-3.5%	$922,390	41.3%
2013	816,042	1.5%	$943,152	2.3%
2014	838,279	2.7%	$968,972	2.7%
2015[18]	881,615	5.2%	$1,146,629	18.3%
2016[19]	931,891	5.7%	$1,216,298	6.1%
2017[20]	997,334	7.0%	$1,309,190	7.6%
2018	1,008,952	1.2%	$1,341,051	2.4%
2019	1,023,222	1.4%	$1,380,751	3.0%
2020	806,650	-21.2%	$1,149,034	-16.8%

The following pages summarize transaction and revenue trends between 2015 and 2020. For more detailed analysis of individual years, see prior year versions of the Annual Toll Revenue Report.

RECENT ANNUAL TRANSACTION TRENDS

Figure 2-11 | Annual Systemwide Transactions (2015-2020)[21]



2015
Transactions increased 5.2 percent to 882 million, due to an improving economy and completion of construction on the western portion of the Jane Addams Memorial Tollway. Construction on the eastern portion of the Jane Addams Memorial Tollway slightly hampered transaction growth.

2016
Transactions increased 5.7 percent to 932 million, due to the opening of the first section of the Illinois Route 390 Tollway, as well as the completion of construction on the Jane Addams Memorial Tollway at the end of the year.

2017
Transactions increased 7.0 percent to 997 million, due to the completion of construction on the Jane Addams Memorial Tollway at the end of 2016 and the opening of the Illinois Route 390 Tollway – the first section opened July 2016 and the eastern extension opened November 2017.

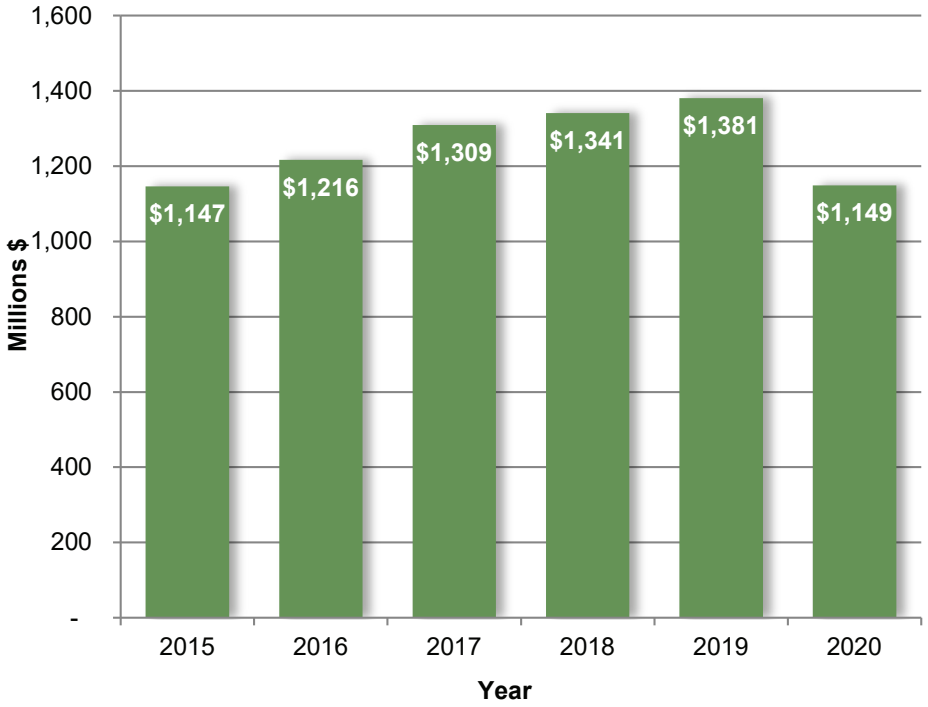
2018
Transactions increased 1.2 percent to 1.01 billion, with growth primarily observed on the Jane Addams Memorial Tollway and new eastern Illinois Route 390 extension. Passenger car transactions increased 0.6 percent while commercial vehicle transactions rose 5.2 percent.

2019
Transactions increased 1.4 percent to 1.02 billion, with growth primarily observed on Illinois Route 390 and the Jane Addams Memorial Tollway. Passenger car transactions increased 1.3 percent while commercial vehicle transactions rose 2.2 percent.

2020
Transactions decreased 21.2 percent to 807 million, due to the impacts of the COVID-19 pandemic that started to affect travel in mid-March. Passenger car transactions decreased 23.8 percent while commercial vehicle transactions decreased 1.5 percent. The 2020 transaction data is analyzed in greater detail in subsequent sections.

RECENT ANNUAL REVENUE TRENDS

Figure 2-12 | Annual Systemwide Revenue (2015-2020)[22]



2015
Revenue increased 18.3 percent to $1.15 billion due to a commercial vehicle toll rate increase of 40.0 percent.

2016
Revenue increased 6.1 percent to $1.22 billion due to the opening of the first section of the Illinois Route 390 Tollway and a commercial vehicle toll rate increase of 7.14 percent.

2017
Revenue increased 7.6 percent to $1.31 billion due to the completion of reconstruction of the Jane Addams Memorial Tollway, the opening of the Illinois Route 390 Tollway and a commercial vehicle toll rate increase of 6.67 percent.

2018
Revenue increased 2.4 percent to $1.34 billion in part due to commercial vehicle traffic growth and increased revenue on the Jane Memorial Tollway.

2019
Revenue increased 3.0 percent to $1.38 billion in part due to commercial vehicle traffic growth and increased revenue on the Reagan Memorial Tollway and Veterans Memorial Tollway.

2020
Revenue decreased 16.8 percent to $1.15 billion, due to the impacts of the COVID-19 pandemic. Passenger car revenue decreased 28.7 percent while commercial vehicle revenue decreased 3.4 percent. The 2020 revenue data is analyzed in greater detail in subsequent sections.

PASSENGER CAR AND COMMERCIAL VEHICLE TRENDS

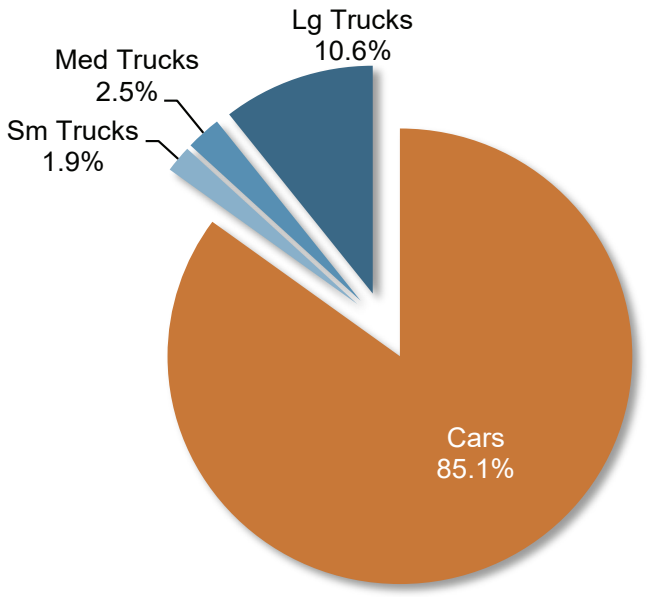
As noted in the preceding section, from 2019 to 2020 transactions decreased by 216.6 million, a decrease of 21.2 percent. Commercial vehicles consist of three rate tiers, while passenger cars consist of one rate tier (Figure 1-24). The terms are listed in Figure 2-13 below.

Figure 2-13 | Vehicle Type Descriptions

Rate Tier	Vehicle Type	Description
Rate Tier 1	Passenger Cars	Cars
Rate Tier 2	Commercial Vehicles	Small Trucks
Rate Tier 3	Commercial Vehicles	Medium Trucks
Rate Tier 4	Commercial Vehicles	Large Trucks

The Tollway is largely a commuter system, with the vast majority of its transactions coming from passenger cars. Figure 2-14 illustrates the proportion of cars and trucks on the system.

Figure 2-14 | Transactions by Rate Tier (2020)[23]



In 2020, transaction trends were significantly different by rate tiers. The travel restrictions and other COVID-19 impacts negatively affected passenger car traffic, with transactions dropping by 23.8 percent. In general, commercial vehicle traffic was less impacted by the pandemic than the economy at large. Small truck transactions decreased 12.0 percent, medium truck transactions decreased only 0.4 percent, and large truck transactions increased 0.4 percent. As a result, commercial vehicles comprised a much higher portion of Tollway transactions in 2020 (14.9 percent) than in 2019 (12.0 percent).

Figure 2-15 | Transactions by Rate Tier (2019 vs. 2020)[24]

Rate Tier (millions)	2019	2020	Change #	Change %
Cars	901	686	-215	-23.8%
Small Trucks	17	15	-2	-12.0%
Medium Trucks	20	20	0	-0.4%
Large Trucks	85	86	0	0.4%
TOTAL:	1023	807	-217	-21.2%

% Cars	88.0%	85.1%
% Trucks	12.0%	14.9%

Numbers may not add up due to rounding

Since 2011, the share of commercial vehicles in system revenues has fluctuated with toll rate changes and the economic effects of the COVID-19 pandemic, as illustrated in Figure 2-16. In 2011, commercial vehicles represented 10.8 percent of traffic and 45.7 percent of revenue. In 2012, with the passenger car toll rate change, the commercial vehicle share of revenues reverted closer to historical levels. More recently, the proportion of revenue from commercial vehicles rose from 34.9 percent in 2014 to 47.4 percent in 2019. This increase was largely due to a three-phased (2015, 2016, and 2017) commercial vehicle toll rate increase of 60.0 percent, followed by an annual increase at the rate of inflation starting in 2018. In 2020, the share of commercial vehicles in system revenues was significantly different as a result of the pandemic affecting passenger car travel much more severely than commercial vehicles. The proportion of revenue from commercial vehicles rose to 54.5 percent in 2020. Large trucks generated 46.1 percent of the overall revenues compared to 39.8 percent in 2019.

Figure 2-17 shows the percent of transactions from commercial vehicles at each mainline toll plaza on the Tollway system. In general, toll plazas located in rural areas have higher percentages of commercial vehicle transactions. This is not due to a higher volume of truck transactions in rural locations, but rather a lower volume of passenger car transactions (i.e. fewer commuters).

Figure 2-16 | Revenues by Rate Tier[25]

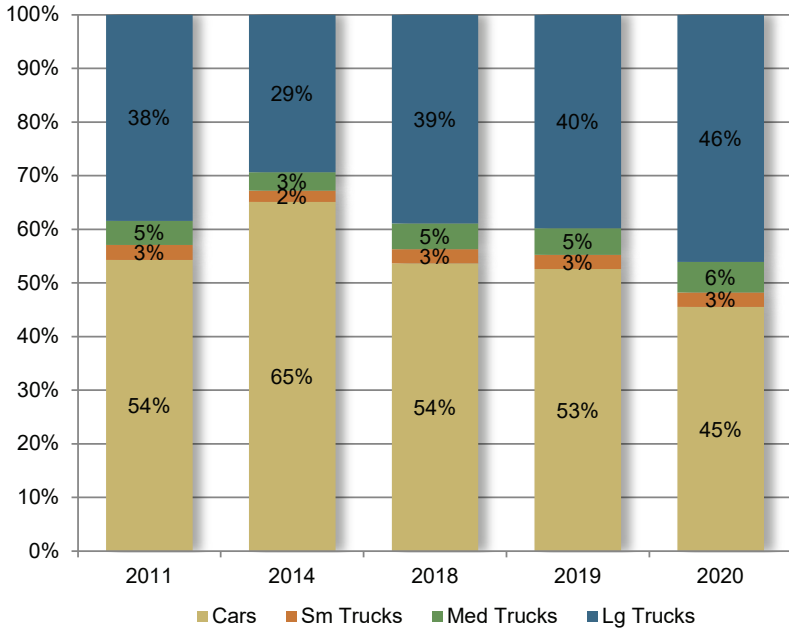


Figure 2-17 | Commercial Vehicle Transactions Percentage by Plaza (2020)[26]

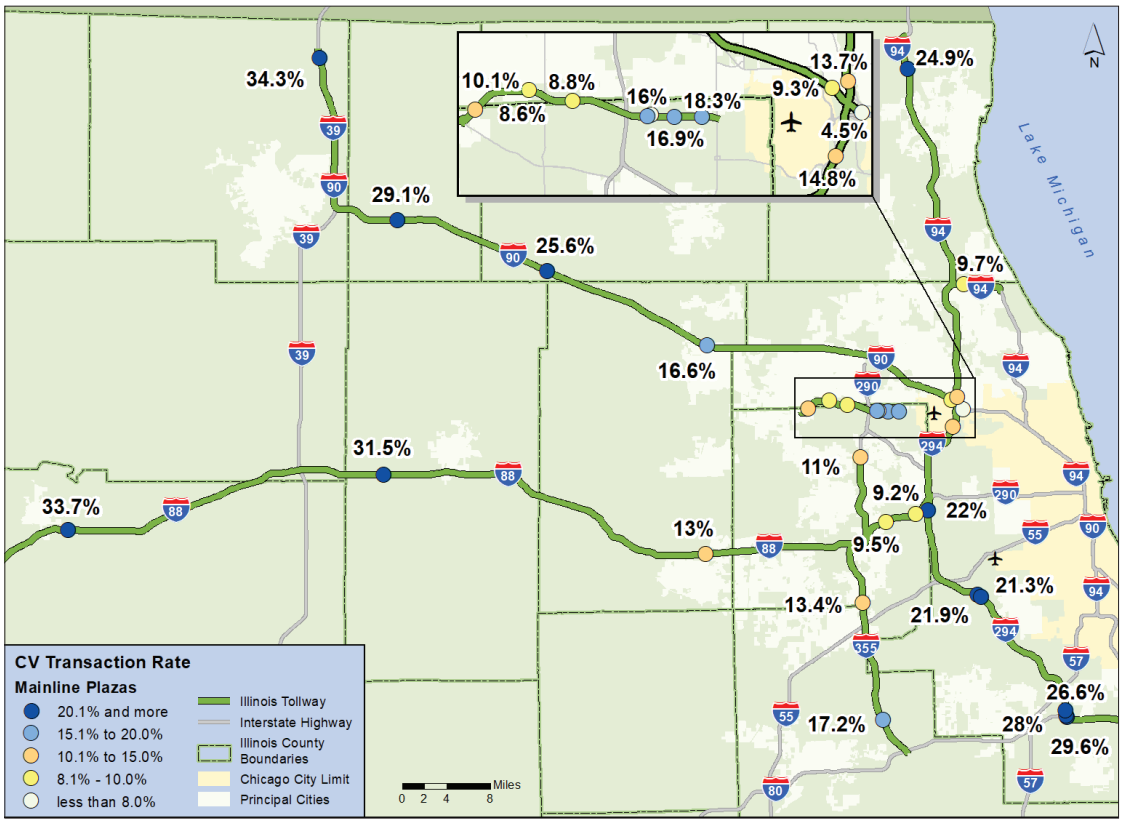


Figure 2-18 | 2020 Monthly Factors for Various Toll Facilities[27]

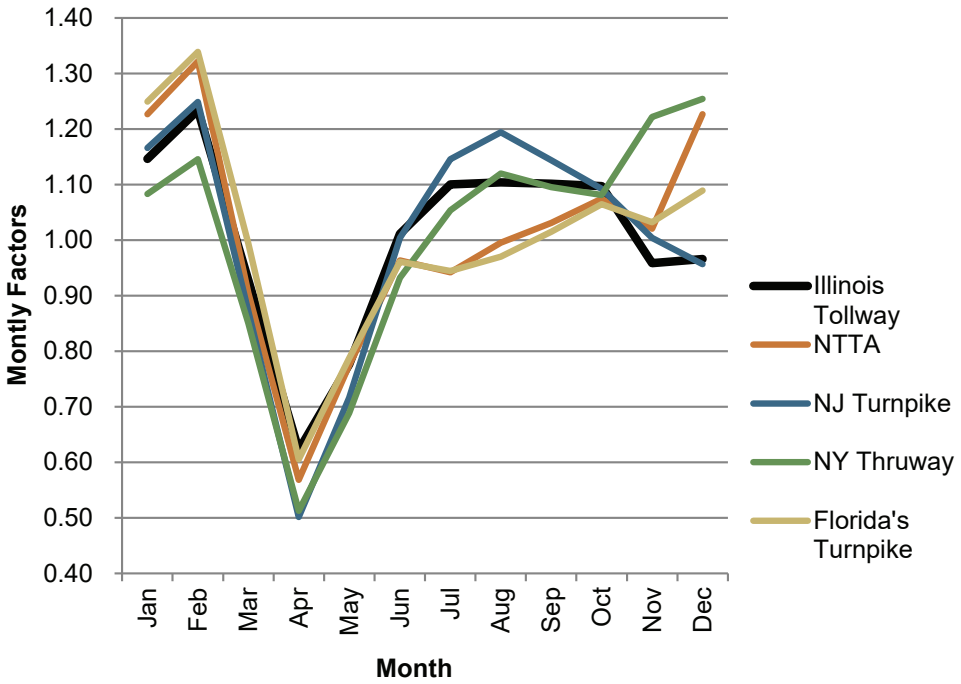


Figure 2-18 shows monthly factors for Illinois Tollway and other comparable toll facilities across the country. A value greater than one means that an average day in that month had more traffic than the average day for the entire year. The typical seasonal patterns are dwarfed in 2020 by the effects of the pandemic. All facilities show a sharp drop in April when the travel restrictions were at the highest level. In contrast, January and February generated a higher share of traffic than usual because those were the only months not affected by the pandemic. Users did progressively return to the Tollway and other facilities in late spring. For the rest of the year, even though the COVID-19 impacts continued to affect traffic patterns, the monthly patterns are more consistent with typical years, with facilities in the northern part of the country generally experiencing higher traffic in the summer months and lower traffic in the winter months.

Figure 2-19 | 2020 Average Daily Transactions for Various Toll Facilities[28]

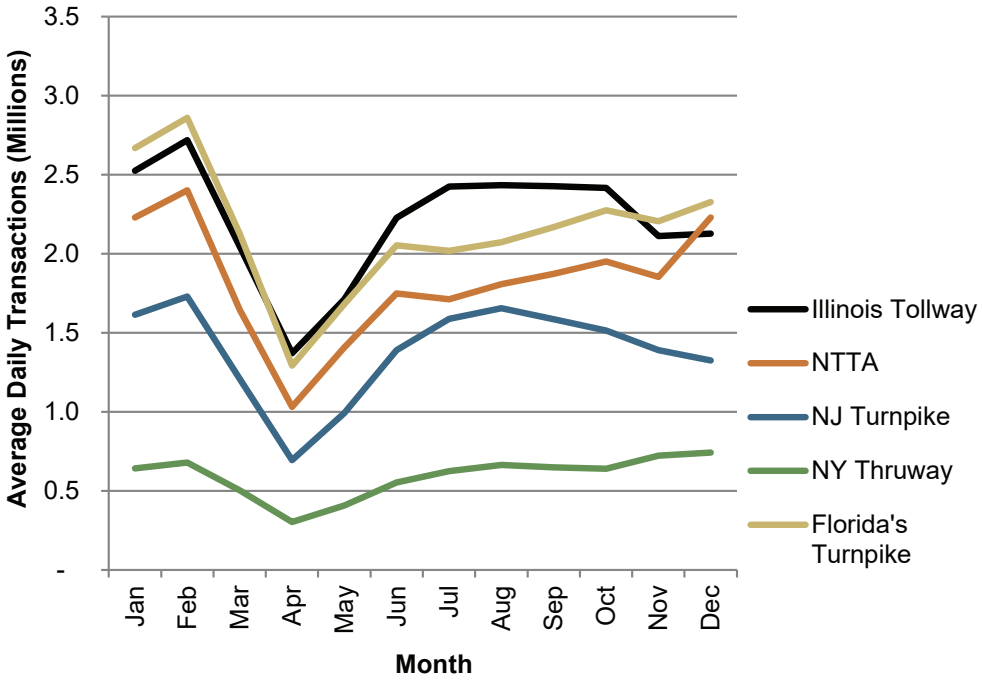
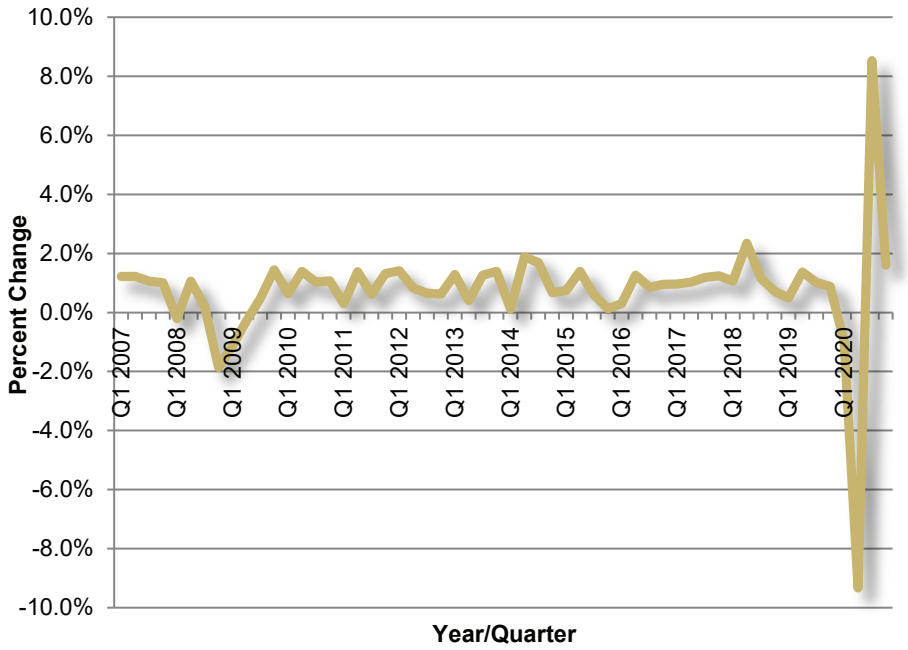


Figure 2-19 shows 2020 ADT by month for the same toll facilities. While other facilities show seasonal trends similar to the Tollway, they have fewer daily transactions. On an average day, the Tollway has 68,000 more transactions than the Florida's Turnpike system and 1.6 million more than the New York Thruway. Both of these systems are used more by long-distance travelers, while the North Texas Tollway Authority (NTTA) and New Jersey Turnpike systems are used mostly by commuters. Average daily transactions on the NTTA and New Jersey Turnpike are approximately 390,000 and 820,000 below the Illinois Tollway's daily transactions, respectively.

ECONOMIC TRENDS

Increases in commercial vehicle traffic typically correlate with general improvements in the gross domestic product (GDP). Figure 2-20 shows the GDP variations in 2020 with an unprecedented drop to minus 9.3 percent in the second quarter of 2020 at the onset of the pandemic, followed by a solid recovery to plus 8.5 percent in the third quarter. On average over the four quarters of 2020, the GDP remained steady.

Figure 2-20 | Gross Domestic Product (2007-2020)[29]



While commercial vehicle traffic trends are consistent with GDP trends, passenger car traffic more closely follows employment trends. This is especially true on the Illinois Tollway, which is largely a commuter system.

Historical unemployment trends in the Tollway service area since 2003 are shown in Figure 2-21. After reaching a low point of 4.5 percent in 2006, the unemployment rate in the Tollway area steadily climbed to peak at 10.6 percent in 2010 as a result of the recession. Other than a slight increase in 2013, the unemployment rate then consistently decreased between 2010 and 2019, reaching 3.9 percent in 2019. With the COVID-19 pandemic, the unemployment rate in the Tollway service area jumped to 10.1 percent in 2020.

Figure 2-21 | Tollway Service Area Unemployment Trends (2003-2020)[30]

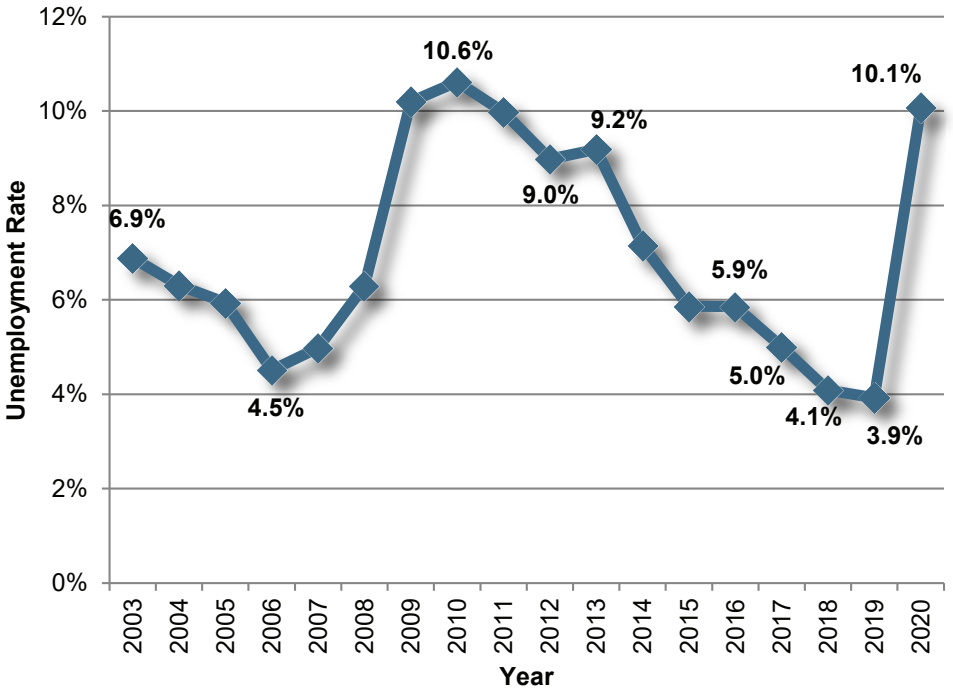


Figure 2-22 | Unemployment Rates by County (2019 vs. 2020)[31]

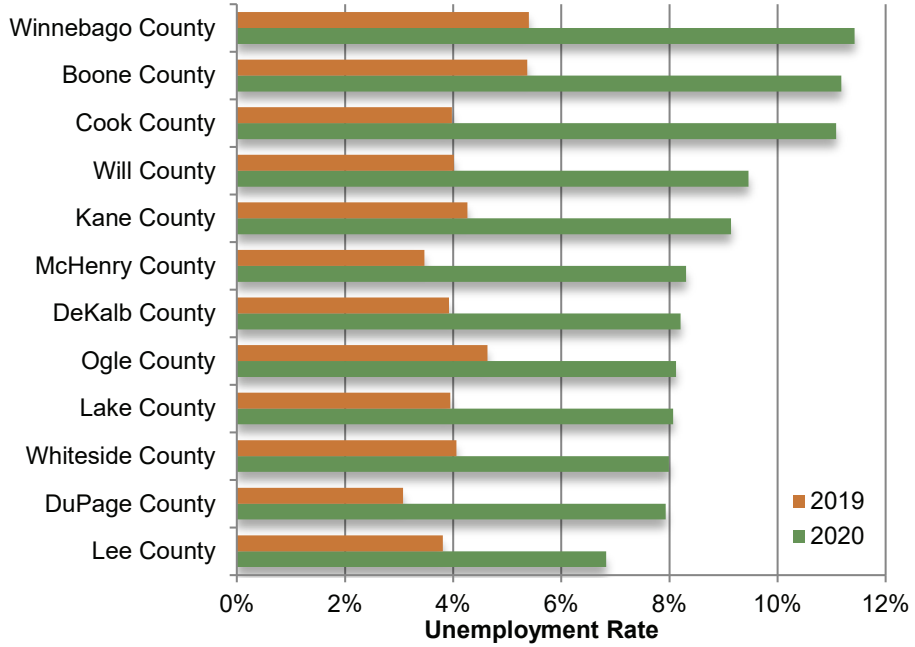
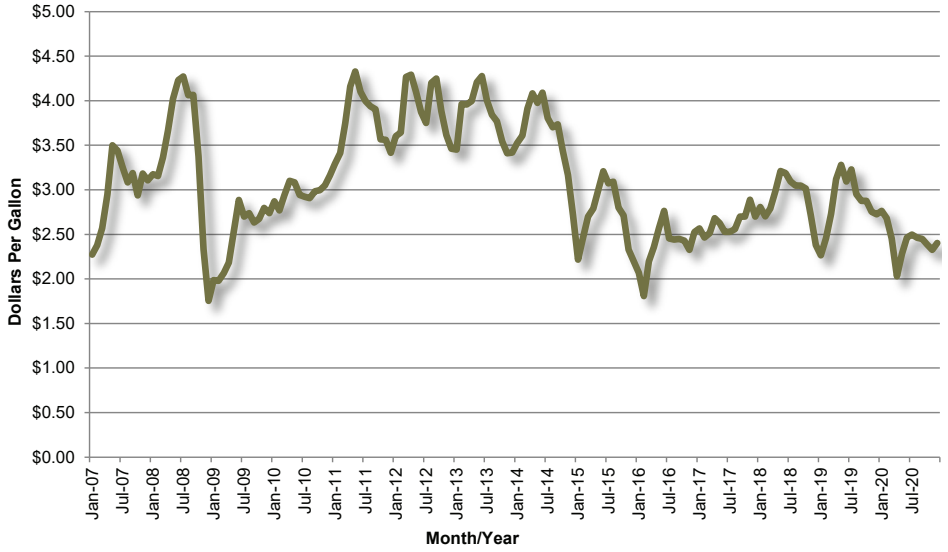


Figure 2-23 | Gasoline Prices (2007-2020)[32]



Across the 12-county service area, 405,000 jobs were lost while the labor force decreased by 138,000, resulting in a 6.1 percent increase in unemployment in 2020. As shown in Figure 2-22, this increase was not uniform throughout the Tollway's service area, although all counties experienced an increase in unemployment ranging from 3.0 percent (in Lee County) to 7.1 percent (in Cook County).

The resulting 2020 unemployment rates range from a low of 6.8 percent in Lee County to a high of 11.4 percent in Winnebago County. The other counties with the highest unemployment rates are Boone County (11.2 percent) and Cook County (11.1 percent). Cook is by far the largest county in the Tollway service area, thus the total change in unemployment closely follows its trend; Cook County alone lost more than 235,000 jobs in 2020.

Figure 2-23 shows the U.S. Energy Information Administration's (EIA) estimates of real gasoline prices (regular grade) for the Chicago region. Gas price is typically one of the important factors affecting traffic and revenue on the Tollway. Gas prices in 2020 started at a peak level of $2.76 per gallon in January and fell to a low of $2.03 in April as a result of the pandemic. On average for 2020, the gas price was $2.43, which is 15 percent lower than the 2019 average.

Transactions and Revenue by Route and Vehicle Type

Figure 2-24 illustrates transaction and revenue growth by route from 2019 to 2020. Figure 2-25 breaks transactions down by passenger cars and commercial vehicles for each route, while Figure 2-26 does the same for revenue. Revenues by plaza are further analyzed in the next section.

Figure 2-24 | Transactions and Revenue by Route (2019 vs. 2020)[33]

Tollway Route	TRANSACTIONS			REVENUES		
	2019 (thousands)	2020 (thousands)	% Change	2019 (thousands)	2020 (thousands)	% Change
Jane Addams Memorial	220,352	181,317	-17.7%	$290,057	$249,692	-13.9%
Tri-State	410,803	317,842	-22.6%	$618,877	$513,815	-17.0%
Reagan Memorial	146,491	112,328	-23.3%	$195,522	$162,043	-17.1%
Veterans Memorial	165,274	131,573	-20.4%	$238,006	$191,990	-19.3%
IL 390	80,301	63,590	-20.8%	$36,701	$29,904	-18.5%
Over-Sized Vehicles				$1,588	$1,588	0.0%
TOTAL	1,023,222	806,650	-21.2%	$1,380,751	$1,149,034	-16.8%

Figure 2-25 | Passenger Car and Commercial Vehicle Transactions by Route (2020)[34]

Tollway Route	TRANSACTIONS					
	Passenger Cars (PC)		Commercial Vehicles (CV)		Total Number (thousands)	Total % By Route
	Number (thousands)	PC % of Total	Number (thousands)	CV % of Total		
Jane Addams Memorial	156,459	19.4%	24,857	3.1%	181,317	22.5%
Tri-State	256,991	31.9%	60,851	7.5%	317,842	39.4%
Reagan Memorial	99,264	12.3%	13,064	1.6%	112,328	13.9%
Veterans Memorial	117,083	14.5%	14,490	1.8%	131,573	16.3%
IL 390	56,267	7.0%	7,323	0.9%	63,590	7.9%
TOTAL	686,065	85.1%	120,584	14.9%	806,650	100.0%

Figure 2-26 | Passenger Car and Commercial Vehicle Revenues by Route (2020)[35]

Tollway Route	REVENUE					
	Passenger Cars (PC)		Commercial Vehicles (CV)		Total Number (thousands)	Total % By Route
	Number (thousands)	PC % of Total	Number (thousands)	CV % of Total		
Jane Addams Memorial	$111,611	9.7%	$138,082	12.0%	$249,692	21.7%
Tri-State	$199,786	17.4%	$314,029	27.3%	$513,815	44.7%
Reagan Memorial	$76,227	6.6%	$85,816	7.5%	$162,043	14.1%
Veterans Memorial	$111,611	9.7%	$80,379	7.0%	$191,990	16.7%
IL 390	$20,670	1.8%	$9,235	0.8%	$29,904	2.6%
Over-Sized Vehicles			$1,588	0.1%	$1,588	0.1%
TOTAL	$519,904	45.2%	$629,129	54.8%	$1,149,034	100.0%

Totals may not add up due to rounding. Oversized vehicle statistics are not kept on a route by route basis.

Revenue by Plaza

The following section analyzes revenue trends for individual plazas. It is organized by route and includes route maps that highlight 2019 and 2020 construction on and off the Tollway system.

JANE ADDAMS MEMORIAL TOLLWAY

Figure 2-27 shows the major construction projects on and near the Jane Addams Memorial Tollway in 2020.

Figure 2-28 shows revenue trends for the Jane Addams Memorial Tollway by toll plaza for the years 2014 through 2020. In 2020, total revenue for the Jane Addams Memorial Tollway decreased by approximately $40.4 million, or 13.9 percent, over 2019. This significant decrease can be attributed to the COVID-19 pandemic impacts. In comparison with the other Tollway routes, the revenue decrease on the Jane Addams was the lowest in percentage, due to both passenger car traffic and commercial vehicle traffic performing slightly better on this route.

Except for the toll ramps at Illinois Route 23 that opened in December 2019 and at Irene Road, all plazas experienced a decrease in revenue in 2020, ranging from 8 percent (at Illinois Route 53) to 27 percent (at Meacham Road). The mainline plazas experienced the largest decreases in revenue. When combined, the six mainline plazas lost $31.9 million compared to 2019, with the largest decrease reported at the South Beloit plaza ($8.4 million).

Figure 2-27 | Jane Addams Memorial Tollway Construction (2020)

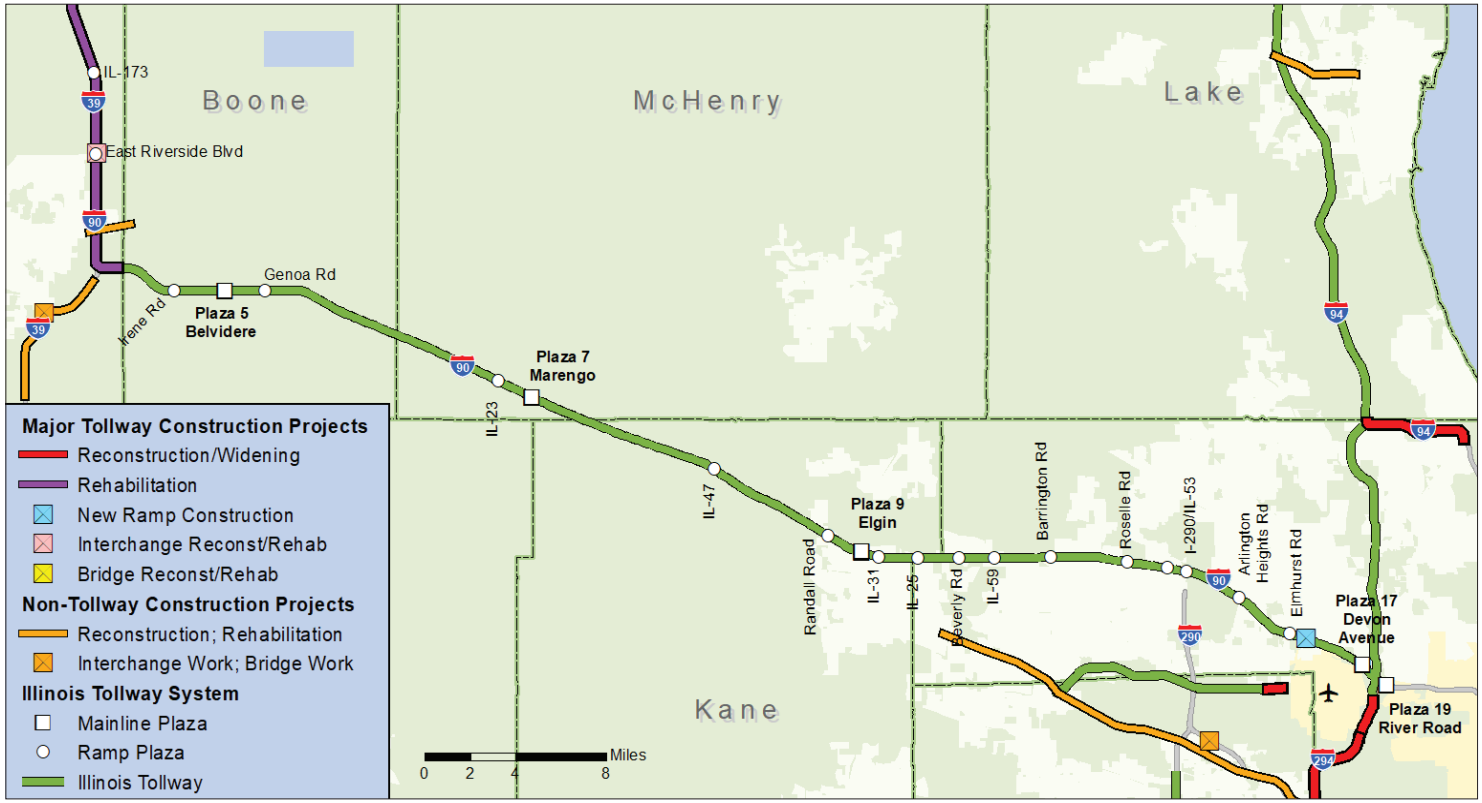


Figure 2-28 | Jane Addams Memorial Tollway – Total Vehicle Revenue (2014-2020)[36] *(thousands)*

#	Plaza Name[i]	2014 Revenue	Change 2014 vs. 2013	2015 Revenue	Change 2015 vs. 2014	2016 Revenue	Change 2016 vs. 2015	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019
1	**South Beloit**	**36,261**	**3.8%**	**46,852**	**29.2%**	**50,633**	**8.1%**	**56,214**	**11.0%**	**55,887**	**-0.6%**	**57,059**	**2.1%**	48,643	-14.7%
2	East Riverside Boulevard[ii]	1,915	1.3%	2,167	13.1%	2,208	1.9%	2,385	8.0%	2,492	4.5%	2,603	4.5%	1,969	-24.4%
3	Genoa Road [ii]			574		1,850		1,921	3.8%	2,219	15.5%	2,191	-1.2%	1,709	-22.0%
4	Illinois Route 173	1,317	7.2%	1,534	16.5%	1,648	7.4%	1,836	11.4%	1,951	6.3%	1,971	1.0%	1,597	-19.0%
5	**Belvidere**	**15,831**	**-2.7%**	**23,180**	**46.4%**	**25,362**	**9.4%**	**29,494**	**16.3%**	**32,303**	**9.5%**	**33,059**	**2.3%**	29,472	-10.8%
5A	Irene Road					203		381	87.9%	546	43.3%	529	-3.0%	519	-1.9%
6	Illinois Route 47[iii]	2,258		2,549	12.9%	2,732	7.2%	3,044	11.4%	3,658	20.2%	3,874	5.9%	3,448	-11.0%
7	**Marengo**	**17,958**	**-5.1%**	**25,254**	**40.6%**	**26,878**	**6.4%**	**31,238**	**16.2%**	**34,258**	**9.7%**	**34,880**	**1.8%**	**31,652**	**-9.3%**
7A	Illinois Route 23											10		770	760%
8	Randall Road	1,505	-3.1%	1,953	29.7%	2,021	3.5%	2,052	1.6%	2,241	9.2%	2,176	-2.9%	1,826	-16.1%
9	**Elgin**	**32,208**	**-1.5%**	**38,570**	**19.8%**	**39,726**	**3.0%**	**46,305**	**16.6%**	**51,078**	**10.3%**	**52,606**	**3.0%**	**46,007**	**-12.5%**
10	Barrington Road	1,649	-3.2%	1,653	0.3%	1,404	-15.1%	2,659	89.4%	5,276	98.4%	5,595	6.1%	4,563	-18.5%
11	Illinois Route 31	4,266	-4.3%	4,175	-2.1%	3,916	-6.2%	4,983	27.3%	5,672	13.8%	5,695	0.4%	4,657	-18.2%
12	Roselle Road	1,880	-1.0%	1,913	1.8%	2,035	6.4%	4,166	104.8%	4,768	14.4%	5,242	9.9%	4,001	-23.7%
12A	Meacham Road					40		905		1,395	54.2%	1,451	4.0%	1,053	-27.4%
13	Illinois Route 25	1,248	-6.5%	1,268	1.6%	1,301	2.6%	1,613	23.9%	1,976	22.5%	2,061	4.3%	1,667	-19.1%
14	Illinois Route 59 Eastbound[iv]	1,010	2.9%	1,180	16.9%	1,149	-2.6%	990	-13.8%	920	-7.1%	929	1.0%	758	-18.5%
15	Illinois Route 53	5,034	-0.2%	5,516	9.6%	5,118	-7.2%	5,978	16.8%	5,944	-0.6%	6,362	7.0%	5,840	-8.2%
16	Illinois Route 59 Westbound & Beverly Road Westbound[v]	2,500	3.4%	2,821	12.9%	2,566	-9.0%	2,958	15.3%	3,280	10.9%	3,543	8.0%	2,835	-20.0%
17	**Devon Avenue**	**27,714**	**-4.6%**	**29,708**	**7.2%**	**29,389**	**-1.1%**	**33,391**	**13.6%**	**35,350**	**5.9%**	**36,569**	**3.4%**	**29,254**	**-20.0%**
18	Arlington Heights Road	3,950	-2.3%	4,215	6.7%	3,959	-6.1%	4,263	7.7%	3,747	-12.1%	3,698	-1.3%	2,907	-21.4%
18A	Elmhurst Road							1,623		4,856	199.3%	5,373	10.6%	4,716	-12.2%
19	**River Road**	**19,762**	**-5.6%**	**21,091**	**6.7%**	**20,286**	**-3.8%**	**20,034**	**-1.2%**	**20,920**	**4.4%**	**22,581**	**7.9%**	**19,830**	**-12.2%**
	TOTAL:	**178,269**	**-0.8%**	**216,173**	**21.3%**	**224,423**	**3.8%**	**258,433**	**15.2%**	**280,736**	**8.6%**	**290,057**	**3.3%**	**249,692**	**-13.9%**

[i] Mainline toll plaza names are highlighted in bold.

[ii] Plaza 3 began collecting tolls on 09/14/2015

[iii] Plaza 6 opened on 11/08/2013.

[iv] In some prior year documents, eastbound traffic from Route 59 was incorrectly labeled as "Plaza 14A Beverly Road".

[v] In some prior year documents, westbound Route 59 and westbound Beverly Road were labeled together as simply "Plaza 14 Route 59". In this Report, revenues are relabeled to more accurately reflect the financial data provided by the traffic data reporting system ("Host"). Under Host reports, revenues from these two different locations are combined and reported together.

Note: Numbers may not add up due to rounding.

TRI-STATE TOLLWAY

Figure 2-29 shows the major construction on and near the Tri-State Tollway in 2020.

Figure 2-30 shows revenue trends on the Tri-State Tollway from 2014 through 2020 by toll plaza. In 2020, Tri-State Tollway revenue decreased by $105.1 million, or 17.0 percent, over the 2019 level. This represents 45 percent of the systemwide revenue decrease observed in 2020. Tri-State Tollway revenue from passenger cars decreased by 31.4 percent (the highest percentage of any Tollway routes) while the revenue from commercial vehicles decreased by 4.1 percent.

The Tri-State is the system's most heavily traveled truck route. Commercial vehicles accounted for 19.1 percent of total transactions on the Tri State in 2020, compared to 13.7 percent on the Jane Addams Memorial, 11.6 percent on the Reagan Memorial, 11.0 percent on the Veterans Memorial, and 11.5 percent on Illinois Route 390.

Except for the toll ramps at 75th Street, all plazas along Tri-State experienced a decrease in revenue in 2020, ranging from 10 percent (at 95th Street) to 55 percent (at O'Hare Westbound).

The mainline plazas experienced the largest decreases in revenue. The highest revenue decrease in value occurred at the Cermak Plaza ($15.4 million), followed by the Waukegan Plaza ($12.3 million) and the Touhy Avenue Plaza ($11.6 million).

Figure 2-29 | Tri-State Tollway Construction (2020)

Figure 2-30 | Tri-State Tollway – Total Vehicle Revenue (2014-2020)[37] *(thousands)*

#	Plaza Name[i]	2014 Revenue	Change 2014 vs. 2013	2015 Revenue	Change 2015 vs. 2014	2016 Revenue	Change 2016 vs. 2015	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019
20	Buckley Road	1,379	0.9%	1,506	9.2%	1,551	3.0%	1,573	1.5%	1,563	-0.7%	1,610	3.0%	1,146	-28.8%
21	**Waukegan**	**63,218**	**4.6%**	**78,563**	**24.3%**	**85,209**	**8.5%**	**92,413**	**8.5%**	**90,947**	**-1.6%**	**91,854**	**1.0%**	**79,586**	**-13.4%**
22	Townline Road	1,969	1.1%	2,039	3.5%	2,044	0.2%	2,014	-1.5%	2,020	0.3%	2,042	1.1%	1,367	-33.1%
23	Half Day Road	1,853	1.2%	1,957	5.6%	2,077	6.1%	2,078	0.1%	2,133	2.6%	2,167	1.6%	1,440	-33.6%
24	**Edens Spur**	**24,841**	**-0.5%**	**27,369**	**10.2%**	**27,992**	**2.3%**	**28,146**	**0.5%**	**25,639**	**-8.9%**	**21,666**	**-15.5%**	**18,587**	**-14.2%**
26	Lake-Cook Road	6,452	6.0%	6,990	8.3%	7,194	2.9%	6,998	-2.7%	7,513	7.4%	7,449	-0.9%	4,493	-39.7%
27	Willow Road	6,444	3.5%	7,091	10.0%	7,367	3.9%	7,212	-2.1%	7,317	1.5%	6,921	-5.4%	5,057	-26.9%
28	Golf Road	6,404	5.5%	7,056	10.2%	7,147	1.3%	7,026	-1.7%	7,244	3.1%	6,964	-3.9%	4,981	-28.5%
29	**Touhy Avenue**	**41,621**	**1.9%**	**48,123**	**15.6%**	**50,756**	**5.5%**	**53,503**	**5.4%**	**54,163**	**1.2%**	**55,164**	**1.8%**	**43,613**	**-20.9%**
30	Balmoral Avenue	3,109	21.2%	3,635	16.9%	3,988	9.7%	4,166	4.5%	4,429	6.3%	4,752	7.3%	3,318	-30.2%
31	O'Hare Westbound	6,452	-1.3%	6,596	2.2%	7,461	13.1%	7,953	6.6%	8,550	7.5%	8,695	1.7%	3,907	-55.1%
32	O'Hare Eastbound	5,062	5.4%	5,388	6.4%	5,426	0.7%	5,187	-4.4%	4,946	-4.7%	5,121	3.5%	2,428	-52.6%
33	Irving Park Road	37,381	3.8%	44,433	18.9%	46,150	3.9%	48,051	4.1%	48,273	0.5%	49,836	3.2%	39,539	-20.7%
34	75th Street	2,669	13.5%	3,519	31.9%	3,762	6.9%	4,291	14.1%	4,515	5.2%	4,521	0.1%	4,843	7.1%
35	**Cermak Road**	**61,183**	**3.7%**	**75,526**	**23.4%**	**80,242**	**6.2%**	**85,291**	**6.3%**	**89,834**	**5.3%**	**92,383**	**2.8%**	**76,948**	**-16.7%**
36	**82nd Street**	**32,413**	**5.3%**	**40,504**	**25.0%**	**43,524**	**7.5%**	**46,237**	**6.2%**	**48,907**	**5.8%**	**49,919**	**2.1%**	**42,579**	**-14.7%**
37	I-55	9,859	2.1%	11,894	20.6%	12,298	3.4%	12,894	4.8%	13,438	4.2%	13,455	0.1%	11,268	-16.3%
38	95th Street	4,265	3.7%	5,293	24.1%	5,606	5.9%	5,830	4.0%	6,390	9.6%	6,583	3.0%	5,910	-10.2%
39	**83rd Street**	**31,450**	**3.3%**	**39,516**	**25.6%**	**42,730**	**8.1%**	**45,396**	**6.2%**	**47,124**	**3.8%**	**48,380**	**2.7%**	**41,333**	**-14.6%**
40	159th Street	3,669	2.0%	3,442	-6.2%	3,052	-11.3%	3,239	6.1%	2,744	-15.3%	3,405	24.1%	3,010	-11.6%
41	**163rd Street**	**52,813**	**2.4%**	**61,204**	**15.9%**	**66,280**	**8.3%**	**69,936**	**5.5%**	**72,628**	**3.8%**	**74,554**	**2.7%**	**65,096**	**-12.7%**
42	I-57/147th Street	1,245		10,907		13,720	25.8%	15,008	9.4%	18,334	22.2%	19,016	3.7%	16,664	-12.4%
43	I-80 Westbound	13,571	-0.1%	16,796	23.8%	18,083	7.7%	19,641	8.6%	19,401	-1.2%	19,828	2.2%	17,076	-13.9%
45	I-80 Eastbound	12,979	-0.6%	16,222	25.0%	17,378	7.1%	18,646	7.3%	18,258	-2.1%	18,584	1.8%	16,304	-12.3%
47	Halsted Street	3,299	-0.3%	3,609	9.4%	3,744	3.7%	3,840	2.6%	3,979	3.6%	4,007	0.7%	3,323	-17.1%
	TOTAL:	**435,600**	**3.4%**	**529,177**	**21.5%**	**564,780**	**6.7%**	**596,569**	**5.6%**	**610,289**	**2.3%**	**618,877**	**1.4%**	**513,815**	**-17.0%**

[i] Mainline toll plaza names are highlighted in bold.

Note: Numbers may not add up due to rounding.

REAGAN MEMORIAL TOLLWAY

Figure 2-31 shows the major construction on and near the Reagan Memorial Tollway in 2020.

Figure 2-32 shows toll revenue trends for the Reagan Memorial Tollway by toll plaza from 2014 through 2020. Revenue decreased by $33.5 million (17.1 percent) from 2019 to 2020, primarily due to the pandemic. This trend was driven by a decrease in passenger car transactions of 25.7 percent in 2020, while commercial vehicle transactions actually increased (by 1.6 percent).

Except for the toll ramp at Illinois Route 47 that opened in December 2019, all plazas experienced a decrease in revenue in 2020, ranging from 8 percent (at Orchard Road) to 52 percent (at Spring Road). The mainline plazas experienced the largest decreases in revenue. The highest revenue decrease in value occurred at the York Road Plaza ($6.7 million), followed by the Meyers Road Plaza ($6.5 million) and the Aurora Plaza ($6.3 million).

Figure 2-31 | Reagan Memorial Tollway Construction (2020)

Figure 2-32 | Reagan Memorial Tollway – Total Vehicle Revenue (2014-2020)[38] *(thousands)*

#	Plaza Name[i]	2014 Revenue	Change 2014 vs. 2013	2015 Revenue	Change 2015 vs. 2014	2016 Revenue	Change 2016 vs. 2015	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019
51	**York Road**	**29,476**	**2.8%**	**32,573**	**10.5%**	**33,618**	**3.2%**	**34,110**	**1.5%**	**33,097**	**-3.0%**	**33,592**	**-1.5%**	**26,901**	**-19.9%**
52	**Meyers Road**	**28,279**	**2.8%**	**31,844**	**12.6%**	**33,149**	**4.1%**	**33,804**	**2.0%**	**33,126**	**-2.0%**	**32,750**	**-3.1%**	**26,301**	**-19.7%**
53	Spring Road	2,472	3.6%	2,597	5.1%	2,561	-1.4%	2,536	-0.9%	2,640	4.1%	2,677	5.5%	1,288	-51.9%
54	Illinois Route 83	2,398	2.0%	2,559	6.7%	2,546	-0.5%	2,563	0.7%	2,815	9.8%	2,526	-1.4%	1,781	-29.5%
55	Midwest Road	1,142	6.7%	1,247	9.2%	1,279	2.6%	1,240	-3.0%	1,312	5.7%	1,322	6.6%	903	-31.7%
56	Highland Avenue	3,050	-2.1%	3,183	4.4%	3,158	-0.8%	3,194	1.1%	3,289	3.0%	3,380	5.8%	1,969	-41.8%
57	Naperville Road	1,244	-1.8%	1,275	2.5%	1,306	2.4%	1,312	0.5%	1,349	2.8%	1,341	2.1%	849	-36.7%
58	Winfield Road	900	1.5%	976	8.4%	904	-7.4%	885	-2.0%	899	1.5%	884	-0.1%	574	-35.1%
59	Farnsworth Avenue	6,527	-2.7%	7,532	15.4%	7,333	-2.6%	7,160	-2.4%	7,734	8.0%	7,673	7.2%	5,719	-25.5%
60	Eola Road	2,564	21.6%	3,132	22.2%	2,736	-12.6%	2,665	-2.6%	2,743	2.9%	2,689	0.9%	2,031	-24.5%
61	**Aurora**	**31,346**	**3.4%**	**35,203**	**12.3%**	**36,746**	**4.4%**	**37,911**	**3.2%**	**35,977**	**-5.1%**	**37,920**	**0.0%**	**31,625**	**-16.6%**
63	Illinois Route 31	760	2.3%	850	11.9%	1,055	24.1%	945	-10.5%	1,006	6.5%	959	1.5%	929	-3.1%
64	Orchard Road	955	6.7%	1,137	19.1%	1,219	7.2%	1,231	1.0%	1,108	-10.0%	1,152	-6.4%	1,054	-8.5%
64A	Illinois Route 47											38		1,114	
65	Peace Road	3,305	1.1%	3,948	19.5%	4,074	3.2%	4,191	2.9%	4,355	3.9%	4,398	4.9%	3,611	-17.9%
66	**DeKalb**	**29,038**	**9.8%**	**33,391**	**15.0%**	**36,114**	**8.2%**	**36,836**	**2.0%**	**27,227**	**-26.1%**	**32,227**	**-12.5%**	**29,171**	**-9.5%**
67	Annie Glidden Road	2,200	1.2%	2,370	7.7%	2,336	-1.4%	2,292	-1.9%	1,772	-22.7%	2,200	-4.1%	1,584	-28.0%
69	**Dixon**	**19,362**	**4.9%**	**22,292**	**15.1%**	**23,370**	**4.8%**	**26,314**	**12.6%**	**25,082**	**-4.7%**	**27,794**	**5.6%**	**24,640**	**-11.3%**
	TOTAL:	**165,017**	**4.2%**	**186,111**	**12.8%**	**193,505**	**4.0%**	**199,192**	**2.9%**	**185,530**	**-6.9%**	**195,522**	**-1.8%**	**162,043**	**-17.1%**

[i] Mainline toll plaza data is highlighted in bold.

Note: Numbers may not add up due to rounding.

VETERANS MEMORIAL TOLLWAY

Figure 2-33 shows the major construction on and near the Veterans Memorial Tollway in 2020.

Figure 2-34 on the following page shows Veterans Memorial Tollway revenue trends by plaza for the years 2014 through 2020. Overall, revenue decreased by $46.0 million (19.3 percent) from 2019 to 2020. This significant decrease can be attributed to the COVID-19 pandemic impacts. In comparison with the other Tollway routes, the revenue decrease on the Veterans Memorial was the highest in percentage, due to commercial vehicle revenue decreasing more than on other routes. Commercial vehicle revenue dropped by 4.5 percent on Veterans Memorial compared to 3.4 percent systemwide.

All plazas along Veterans Memorial experienced a decrease in revenue in 2020, ranging from 10 percent (at 159th Street) to 44 percent (at 63rd Street). The mainline plazas experienced the largest decreases in revenue. The highest revenue decrease in value occurred at the Spring Creek Plaza ($12.5 million), followed by the Army Trail Road Plaza ($11.3 million) and the Boughton Road Plaza ($10.7 million).

Figure 2-33 | Veterans Memorial Tollway Construction (2020)

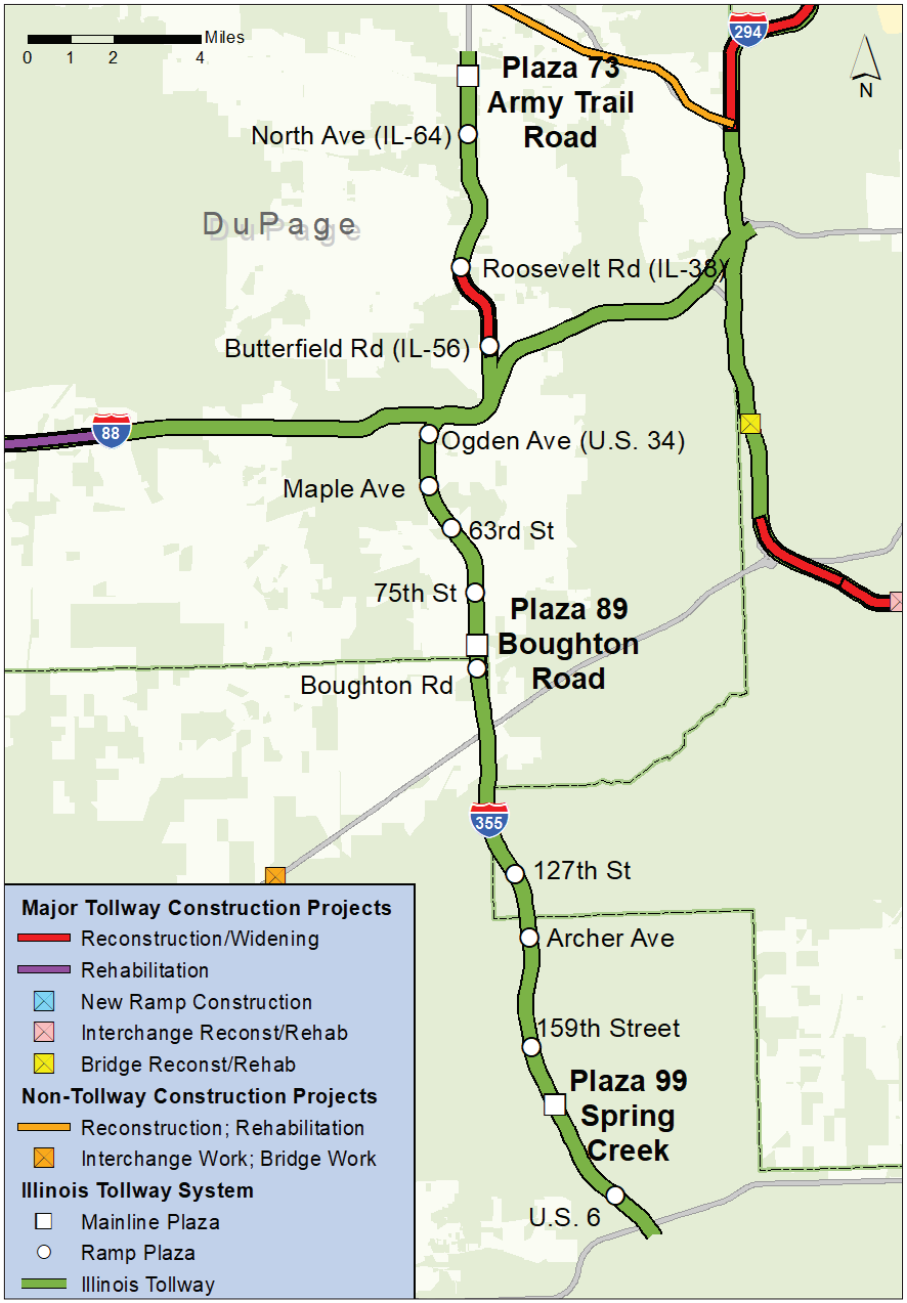


Figure 2-34 | Veterans Memorial Tollway – Total Vehicle Revenue (2014-2020)[39] *(thousands)*

#	Plaza Name[i]	2014 Revenue	Change 2014 vs. 2013	2015 Revenue	Change 2015 vs. 2014	2016 Revenue	Change 2016 vs. 2015	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019
73	**Army Trail Road**	**45,239**	**0.9%**	**50,334**	**11.3%**	**50,922**	**1.2%**	**51,853**	**1.8%**	**51,404**	**-0.9%**	**52,993**	**3.1%**	**41,715**	**-21.3%**
75	North Avenue	9,633	2.1%	10,974	13.9%	11,326	3.2%	11,767	3.9%	11,780	0.1%	11,884	0.9%	10,155	-14.6%
77	Roosevelt Road	3,861	-0.1%	4,097	6.1%	4,161	1.6%	4,212	1.2%	3,874	-8.0%	3,924	1.3%	2,906	-25.9%
79	Butterfield Road	2,839	-0.4%	2,990	5.3%	3,071	2.7%	3,056	-0.5%	3,172	3.8%	3,066	-3.3%	2,213	-27.8%
81	Ogden Avenue	735	-7.4%	839	14.1%	885	5.6%	908	2.6%	989	8.9%	925	-6.5%	713	-22.9%
83	Maple Avenue	2,514	-4.2%	2,648	5.3%	2,662	0.5%	2,661	0.0%	2,506	-5.8%	2,556	2.0%	1,861	-27.2%
85	63rd Street	4,127	-0.2%	4,275	3.6%	4,247	-0.7%	4,252	0.1%	4,035	-5.1%	4,274	5.9%	2,408	-43.7%
87	75th Street	4,747	0.7%	5,024	5.8%	4,999	-0.5%	4,826	-3.5%	4,657	-3.5%	4,586	-1.5%	2,796	-39.0%
89	**Boughton Road**	**50,700**	**2.9%**	**58,203**	**14.8%**	**60,248**	**3.5%**	**62,664**	**4.0%**	**61,314**	**-2.2%**	**64,881**	**5.8%**	**54,140**	**-16.6%**
90	Boughton Ramp	2,206	0.7%	2,410	9.2%	2,346	-2.7%	2,248	-4.2%	2,429	8.1%	2,373	-2.3%	1,932	-18.6%
93	127th Street	2,481	2.3%	2,862	15.4%	3,054	6.7%	3,216	5.3%	3,382	5.2%	3,377	-0.1%	2,596	-23.1%
95	Archer Avenue	4,106	6.4%	4,763	16.0%	5,133	7.8%	5,539	7.9%	5,826	5.2%	6,315	8.4%	5,285	-16.3%
97	159th Street	7,223	4.6%	7,792	7.9%	7,449	-4.4%	7,283	-2.2%	7,619	4.6%	7,889	3.5%	7,073	-10.3%
99	Spring Creek	47,966	7.0%	55,842	16.4%	59,462	6.5%	63,449	6.7%	64,211	1.2%	67,928	5.8%	55,407	-18.4%
101	**U.S. Route 6**	**750**	**4.3%**	**876**	**16.8%**	**938**	**7.1%**	**940**	**0.2%**	**1,039**	**10.6%**	**1,033**	**-0.6%**	**791**	**-23.5%**
	TOTAL:	**189,126**	**3.1%**	**213,926**	**13.1%**	**220,902**	**3.3%**	**228,873**	**3.6%**	**228,236**	**-0.3%**	**238,006**	**4.3%**	**191,990**	**-19.3%**

[i] Mainline toll plaza data is highlighted in bold.

Note: Numbers may not add up due to rounding.

ILLINOIS ROUTE 390

Figure 2-35 shows the location of the Illinois Route 390 Tollway. The western portion of this route—between Lake Street (US 20) and Rohlwing Road (Illinois Route 53)—opened in July 2016. The eastern extension—between Rohlwing Road (Illinois Route 53) and Busse Highway (Illinois Route 83)— opened in November 2017.

Figure 2-36 shows Illinois Route 390 revenue by plaza for the years 2016 through 2020. Revenue decreased 18.5 percent from $36.7 million in 2019 to $29.9 million in 2020. Revenue was highest at Plum Grove Road (Plaza 326). This plaza also has the highest volume of transactions on IL 390. The share of commercial vehicle transactions on IL 390 has increased to 11.5 percent, which is higher than Veterans Memorial Tollway. On the eastern section of the route which opened in 2017, revenue has decreased by 16.9 percent in 2020. On the western section of the route which opened in 2016, revenue has decreased by 19.0 percent in 2019. All plazas experienced a revenue decrease in 2020, ranging from 15 percent (at Lake Street) to 37 percent (at Ketter Drive).

Figure 2-35 | Illinois Route 390 Tollway (2020)

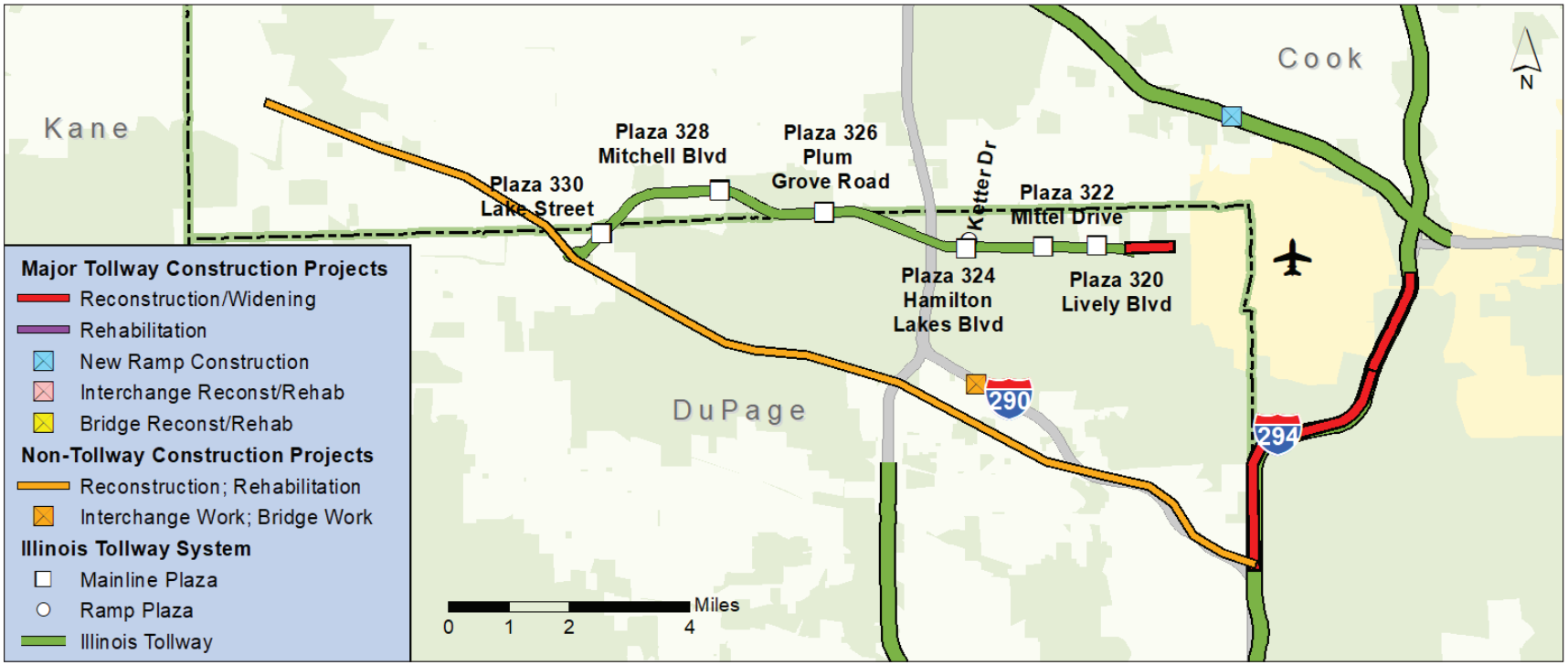


Figure 2-36 | Illinois Route 390 Tollway – Total Vehicle Revenue (2016-2020)[40] *(thousands)*

#	Plaza Name[i]	2016 Revenue	Change 2016 vs. 2015	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019
320	**Lively Boulevard**			**179**		**1,508**		**1,795**	**19.1%**	**1,486**	**-17.3%**
322	**Mittel Drive**			**297**		**2,461**		**2,818**	**14.5%**	**2,365**	**-16.1%**
324	**Hamilton Lakes Boulevard**			**419**		**3,358**		**3,829**	**14.0%**	**3,231**	**-15.6%**
325	Ketter Drive			54		342		329	-3.8%	208	-36.7%
326	**Plum Grove Road**	**6,230**		**13,143**		**15,063**	**14.6%**	**15,489**	**2.8%**	**12,448**	**-19.6%**
328	**Mitchell Boulevard**	**3,515**		**7,382**		**8,473**	**14.8%**	**8,663**	**2.3%**	**6,940**	**-19.9%**
330	**Lake Street**	**1,577**		**3,224**		**3,669**	**13.8%**	**3,776**	**2.9%**	**3,227**	**-14.5%**
	TOTAL:	**11,323**		**24,699**		**34,873**	**41.2%**	**36,701**	**5.2%**	**29,904**	**-18.5%**

[i] Mainline toll plaza data is highlighted in bold.

Note: Numbers may not add up due to rounding.

Chapter 2 Summary

In 2020, systemwide transactions decreased by 21.2 percent, or 216.6 million. Passenger car transactions decreased by 23.8 percent while commercial vehicle transactions decreased by 1.5 percent. Across the region, as in the rest of the country, transactions were significantly reduced starting in March 2020 by the travel restrictions and economic impacts of the COVID-19 pandemic. Systemwide revenue decreased by 16.8 percent or $231.7 million.

3

ELECTRONIC TOLL COLLECTION

Introduction

Chapter 3 analyzes I-PASS usage on the Tollway. I-PASS is the Tollway's trademark name for its electronic toll collection (ETC) system. This chapter includes a history of the I-PASS system, a summary of past I-PASS trends, and a description of current I-PASS usage by month, vehicle type, plaza, and time of day. In addition, Chapter 3 explains the relationship between I-PASS and E-ZPass. Since 2005, the Tollway has been part of the E-ZPass Group, which has had a significant impact on ETC on the Tollway system.

In 2005, the Tollway created a discount for cars using I-PASS. This discount encouraged users to adopt the I-PASS payment method. It also impacted revenues. Once the discount was implemented, the Tollway needed to carefully monitor ETC trends for both current collections and future forecasting. This chapter is part of that monitoring effort. It also supports the Tollway's ongoing effort to better understand its customers' I-PASS-versus-cash payment decisions and the impact of those decisions, both short-term and long-term, on Tollway revenue.

In addition to revenue impacts, I-PASS has important implications for traffic operations and roadway design. Over time, I-PASS initiatives like open road tolling (ORT) have helped reduce congestion and improve safety. By minimizing lane changes and stopped traffic around toll plazas, I-PASS has greatly improved roadway operations.

The Tollway's *TOLLING 2020* program, launched in June 2020, simplifies payments for those customers choosing to forego using I-PASS.

Electronic Toll Collection History

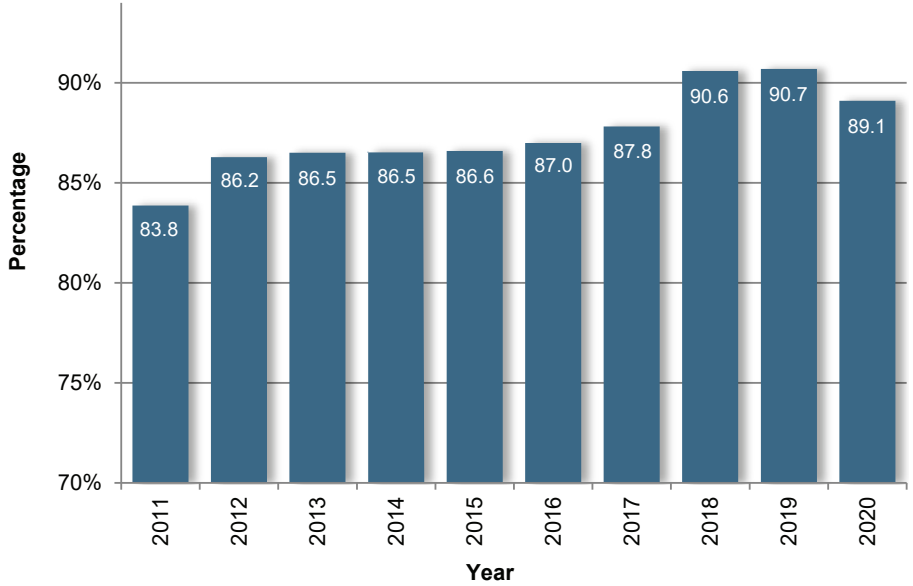
Since 1993, the Tollway has expanded ETC from a few I-PASS lanes on I-355 to the most common toll payment method throughout the system. All lanes on the system currently accept ETC payments to be made with I-PASS. At the mainline Plazas, ETC payments can be made at full highway speeds in ORT lanes. Figure 3-1 lists a chronology of key ETC milestones.

Figure 3-1 | Electronic Toll Collection History (1993-2020)[1]

Year	Description
1993	**I-PASS Pilot Program**
Tollway began an I-PASS pilot program on I-355 in 1993. The program expanded in 1994 to include most plazas on the central section of I-294 and some plazas on I-88.	
1995	**I-PASS Only (IPO) lanes open**
Tollway opened its first dedicated IPO lanes at Plaza 33. Tollway added nine additional plazas in 1996 and 1997.	
1998	**I-PASS Express lanes open**
Tollway opened its first lanes at Plaza 24 in 1998. In subsequent years, it opened lanes at Plazas 89, 73, 41, and 61.	
2004	**I-PASS ramp lanes open**
Tollway converted some automatic coin machine (ACMs) lanes to IPO lanes at ramp plazas starting in 2003. The conversion was completed in 2004.	
2005	**Toll rate change with I-PASS discount**
Tollway encouraged users to pay with I-PASS by implementing a toll rate change that included a discount for cars using I-PASS.	
2005	**E-ZPass Group integration**
Tollway became interoperable with the E-ZPass Group.	
2006	**Open Road Tolling (ORT) Construction**
Tollway rebuilt mainline toll plazas in an ORT configuration, to allow vehicles to travel through toll plazas at full highway speeds. Construction was largely complete by the end of 2006.	
2006	**Paying missed tolls online**
Tollway began allowing customers to pay missed tolls online, without penalty, up to seven days after they incurred the toll. Previous options were to pay by mail or in person at a Tollway Customer Service Center.	
2009	**All-Electronic Tolling (AET) at Eola Road Plaza**
Tollway constructed Plaza 60 (Eola Road) as its first AET ramp plaza. No cash is accepted at Plaza 60.	
2010	**Unattended Toll Plazas Program**
Tollway implemented a program at Plaza 99 and Plaza 69, whereby manned toll booths are closed between 10 p.m. and 6 a.m. to improve efficiencies and reduce costs.	
2011-2016	**Cashless tolling at six new ramp plazas**
Tollway constructed six cashless plazas between 2011 and 2016, including the Tollway's first interstate-to-interstate interchange cashless plaza at I-294 and I-57 (Plaza 42) in 2014.	
2016-2017	**AET mainline plazas on the Illinois Route 390 Tollway**
The first cashless mainline plazas opened on the western portion of IL 390 on July 5, 2016; The eastern segment of IL 390 opened on November 1, 2017.	
2018	**Change in video toll (Vtoll) policy**
Tollway implemented a policy where I-PASS customers that are VTolled more than five times in a calendar month on any individual license plate registered to a customer's I-PASS or electronic tolling account will be charged the cash toll rate for the sixth and every subsequent VToll incurred that month.	
2019	**AET ramp plazas at Illinois Route 23 and Illinois Route 47**
Tollway opened new AET ramp plazas in December 2019 at Plaza 7A (Illinois Route 23) and Plaza 64A (Illinois Route 47). No cash is accepted at these two ramp plazas.	
2020	**Suspension of cash collection**
Tollway suspended cash collection at all plazas due to COVID-19 in March 2020. Customers who previously paid cash are directed to pay online.	

By 2006, I-PASS was used for approximately 78 percent of passenger car transactions and 80 percent of commercial vehicle transactions. The Tollway now has one of the highest ETC usage rates of the major toll facilities in the U.S.[2] with a usage rate of 90.7 percent in 2019. In 2020, the I-PASS usage rate fell to 89.1 percent. The I-PASS usage rate is highest during the peak periods at urban toll plazas when the majority of commuters use I-PASS.

Figure 3-2 | I-PASS Usage Rates (2011-2020)[3]



Between 2006 and 2011, the overall I-PASS rate grew moderately, averaging a 1.1 percent increase per year. In 2012, I-PASS usage jumped by 2.4 percent to 86.3 percent of all transactions. This increase in I-PASS usage can be attributed to the passenger car I-PASS discount implemented with the toll rate increase in January 2012. Commercial vehicle toll rates did not change in 2012. Thus, truck I-PASS usage saw only a modest increase of 0.3 percent, in line with trends.

From 2012 to 2015, I-PASS usage remained stable, with only slight increases. Passenger car usage remained flat at 86.3 percent between 2012 and 2015, while commercial vehicle I-PASS usage increased an average of 0.9 percent per year, from 86.4 to 89.2 percent. Between 2015 and 2017, passenger car I-PASS usage increased 1.2 percent to 87.5 percent and the commercial vehicle usage increased 1.1 percent to 90.3 percent. This increase in passenger car usage can be partially attributed to high I-PASS usage on the new, cashless Illinois Route 390 Tollway and growth at recently opened cashless tolling ramp plazas. In 2018, the introduction of a new video tolling policy encouraged customers to use I-PASS transponders, increasing the rate to 90.6 percent. That policy is explained in the Video Tolling section below. In 2019, the passenger car I-PASS usage rate increased by 0.1 percent to 90.7 percent, while the commercial vehicle I-PASS usage rate increased by 0.5 percent to 90.8 percent. In 2020, fewer commuter transactions due to COVID-19 caused the drop in I-PASS usage rate to 89.1 percent. Figure 3-2 shows annual I-PASS usage rates for the last 10 years.

Higher I-PASS usage for commercial vehicles is likely due to operational advantages. I-PASS eliminates the need for commercial vehicles to collect toll receipts and submit expense reports, which are time consuming to complete and expensive for companies to process. Furthermore, because I-PASS is interoperable with E-ZPass, commercial vehicles can pay with the same transponder across state lines and over various tollways/turnpikes. Finally, I-PASS assists with long-distance travel, as trucks with I-PASS can continue at prevailing highway speeds, rather than stopping to pay tolls.

VIDEO TOLLING

Since the advent of I-PASS, the Illinois Tollway has assessed tolls using cameras mounted overhead at plazas. Each time a driver passes through a toll lane, a picture of the vehicle's license plate is taken. If an I-PASS transponder cannot be read from that vehicle and the driver did not pay with cash or a credit card, the image is retained for processing. If a valid payment was received, the image is discarded. All retained images are then reviewed, and the license plate is checked against a database of vehicles registered to I-PASS accounts. If the license number is found to correspond with an account in good standing, the toll can be withdrawn from the account. This is called a Video Toll, or VToll.

Because VTolls can occur due to equipment malfunction or an improperly mounted transponder, the Tollway has historically not charged a fee for processing them. However, some customers have used this policy to evade tolls by registering their I-PASS with a license plate, but not installing the transponder in their vehicle. Or, more commonly, a customer will register multiple vehicles with the same transponder and not transfer the transponder between vehicles before using the Tollway. The advantage to the customer is that a certain small portion of images are discarded for readability issues and those tolls are not able to be assessed, either as violations or VTolls. To a customer, this is like getting a "free" toll.

This free toll, however, is costly to the Illinois Tollway. In addition to any toll revenue that is lost when a plate cannot be read, it was estimated that in 2018, processing a VToll cost the Tollway approximately $0.23 per transaction while an

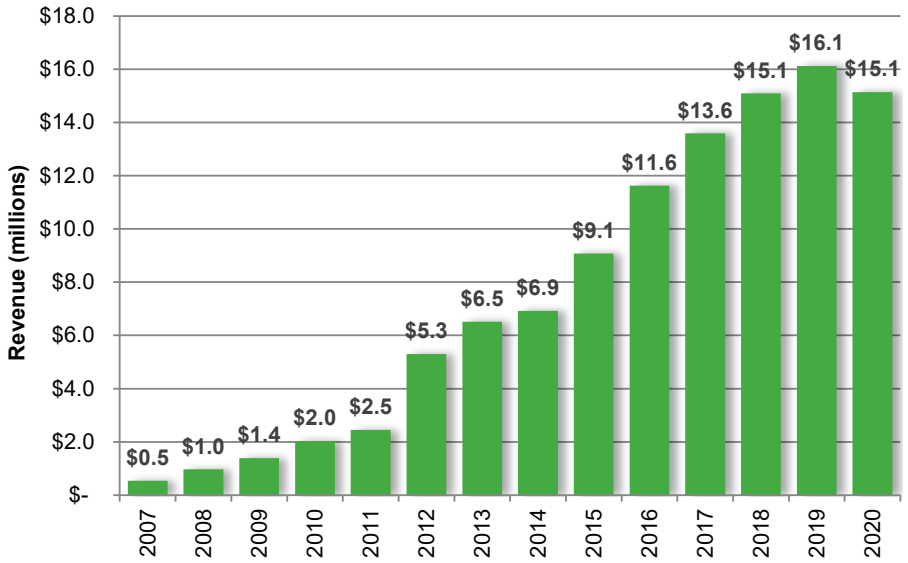
I-PASS transaction only cost $0.08.[4] To address this, in January the Tollway began charging cash toll rates for excessive VToll use. After the fifth VToll on a license plate in a calendar month, any subsequent VToll associated with that license plate will be charged the cash toll rate for the remainder of the month. The count starts anew in the next month, with VTolls reverting to being assessed at the discounted I-PASS rate until the sixth occurrence. This new policy is partially responsible for the increase in I-PASS usage on the Illinois Tollway starting in 2018.

UNPAID TOLLS – ONLINE PAYMENT OPTION

Under the Illinois Tollway's 7 Days to Pay program, drivers could pay unpaid tolls online within a grace period without a penalty. These customers paid the cash toll rate and were considered cash customers by the Tollway, since they did not have an I-PASS account. The program grew out of a policy that allowed a grace period to pay missed tolls. The grace period was meant to be a "last resort" for paying tolls before violations and fines were assessed. Then in 2009, with the opening of the first cashless toll plaza, the Tollway began promoting online payments as an alternative to I-PASS for missed or unpaid tolls. In addition, in 2010, the limit on the number of transactions that can be paid online was removed, allowing users to pay online for as many trips as they desire. In 2014, the Tollway increased online payments with new signs at toll plazas, press releases, and television public service announcements.

Figure 3-3 shows annual revenue generated by online payments since 2007. In 2012, revenue from online payments increased more than 100 percent from $2.5 million in 2011 to $5.3 million as a result of the toll rate increase. Revenue from online payments increased significantly again in 2016 and 2017 with the opening of seven new cashless toll plazas on the Jane Addams Memorial Tollway and the new, cashless Illinois Route 390 Tollway. In 2019, growth was robust, but more modest than previous years, showing a $1.0 million increase over 2018. With the implementation of TOLLING 2020, 7 Days to Pay was deemphasized and Pay by Plate was introduced. As a result, payments made online changed from one classification to another mid-year. The slight decline in 2020 shown in Figure 3-3 reflects that change.

Figure 3-3 | Annual Revenue from Online Toll Payments (2007-2020)



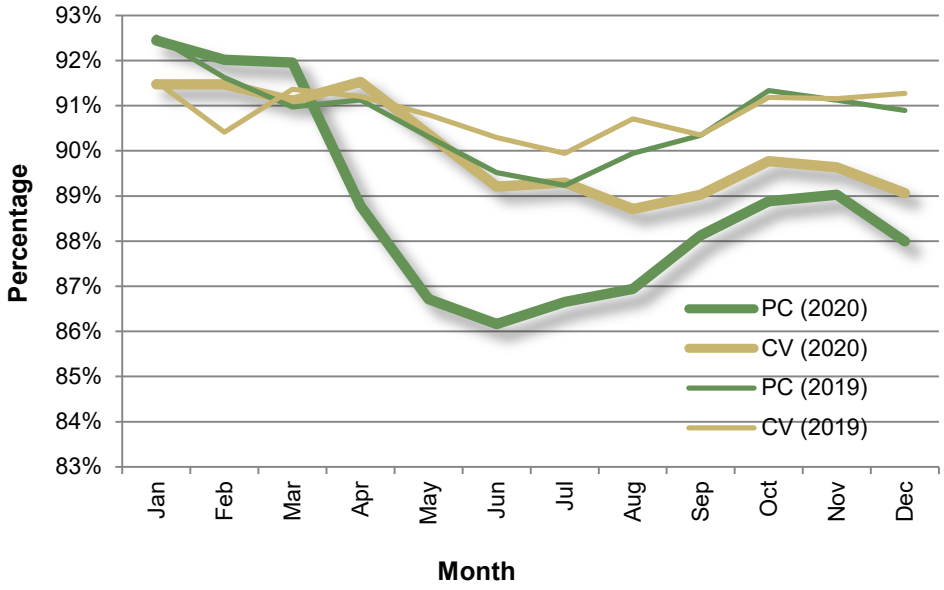
Current I-PASS Trends

SEASONAL I-PASS USAGE

Figure 3-4 illustrates the seasonal variations in I-PASS usage for passenger cars and commercial vehicles in 2019 and 2020. Passenger car I-PASS usage shows more seasonal variation than commercial vehicle usage in both years. However, commercial vehicles showed more variation in 2020 than in a typical year, due to COVID-19.

I-PASS usage rates for both passenger cars and commercial vehicles typically drop during the summer months as shown by the 2019 lines in Figure 3-4. In the case of passenger cars, this is due to an increase in recreational travelers and a decrease in commuters. In general, recreational travelers are infrequent drivers on the Tollway system and often live out of state. As a result, they are less likely to have an I-PASS transponder. In 2020, a radical decrease in the number of I-PASS users at the onset of the pandemic dwarfed the summer drop. An increase in passenger car I-PASS use in the fall of 2020 was apparent, but it was not nearly enough to counteract the initial drop. While October and March I-PASS usage rate differed by only 0.3% in 2019, that difference was 3.1% in 2020.

Figure 3-4 | I-PASS Monthly Usage Rates Passenger Cars and Commercial Vehicles (2019 and 2020)[5]

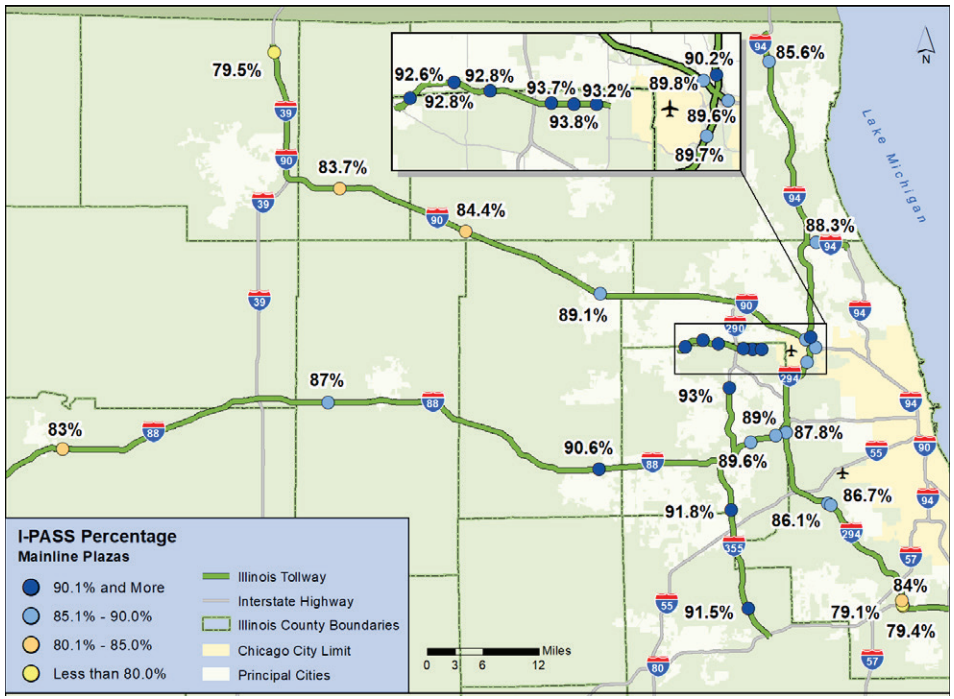


In the case of commercial vehicles, the drop during the summer months also results from increased recreational traffic. As shown in Figure 1-20, passenger cars pulling trailers are considered commercial vehicles under the Tollway's vehicle classification system. During the summer months, this group increases as recreational car drivers pull boats, campers, or other trailers. Like with passenger cars, seasonal variations from commercial vehicles were mostly drowned out by COVID-19 effects in 2020.

PLAZA LEVEL I-PASS USAGE

I-PASS usage varies among toll plazas. Figure 3-5 shows the 2020 I-PASS usage rates at the system's mainline toll plazas. I-PASS usage rates are generally lowest on the rural fringes of the system, as indicated by the yellow and orange toll plaza symbols on the map. The lower I-PASS rate at rural mainline plazas can be attributed to a higher proportion of travelers from out of state. These occasional Tollway users are less likely to own an I-PASS. In contrast, I-PASS usage rates tend to be highest in urban areas where the Tollway is used largely for commuting purposes, as indicated by the map's blue toll plaza symbols. The mainline plazas have an average I-PASS rate of 90.3 percent.[6]

Figure 3-5 | I-PASS Usage Rates, Mainline Toll Plazas (2020)[7]



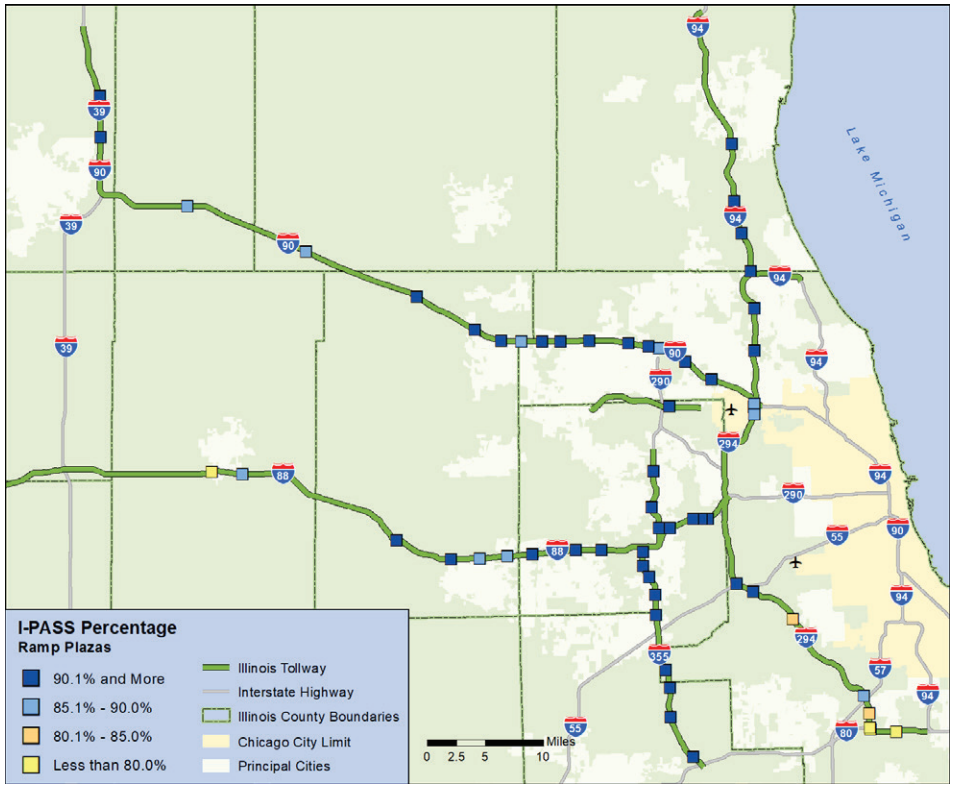
While the mainline plazas are used by recreational drivers and long-haul truckers traveling through the region, the ramp plazas are more likely to be used for shorter trips made by local residents and commuters, who are familiar with I-PASS. As a result, ramp plazas generally have higher I-PASS usage rates, as illustrated by Figure 3-6. In aggregate, ramp plazas have an I-PASS usage of 92.6 percent.

Nearly all ramp plazas have an I-PASS rate of 85.0 percent or higher. This shows that I-PASS ownership is common throughout the area served by the Tollway and not just the urban core. Three of the four ramp plazas with an I-PASS rate less than 85.0 percent are located on the south Tri-State Tollway. Two of these are on ramps that provide an interstate-to-interstate connection between I-80 and the Tri-State, which have a relatively high proportion of interstate users.

Most of the highest I-PASS usage rates are located along the Veterans Memorial Tollway (I-355) and Illinois Route 390 Tollway (IL 390), the Tollway routes with the most commuters making local trips. The highest I-PASS usage rate at a mainline plaza in 2020 was 93.8 percent at Mittel Drive (Plaza 322) on the IL 390 Tollway. Ramp plazas with the highest I-PASS usage rates were 127th Street (Plaza 93), IL

7/159th Street (Plaza 97) and Maple Avenue (Plaza 83) on the Veterans Memorial Tollway and Ketter Drive (Plaza 325) on the IL 390 Tollway. I-PASS usage rates at these plazas were 94 percent or higher.

Figure 3-6 | I-PASS Usage Rates, Ramp Toll Plazas (2020)[8]



The lowest I-PASS usage rates are located at the rural fringes of the Tollway system, where commuter trips are less frequent. These toll plazas and their I-PASS usage rates are shown in Figure 3-7. The only plazas where I-PASS usage rates are 80 percent or lower can be found at the western and southernmost plazas on the Tollway system. On the Jane Addams, the westernmost mainline plaza, South Beloit (Plaza 1), had an I-PASS usage rate of 79.1 percent. The westernmost ramp plaza on the Reagan Memorial Tollway, Annie Glidden Road (Plaza 67) had an I-PASS usage rate of 79.5 percent. On the Tri-State Tollway, the three southernmost plazas, which all lie along I-80, had I-PASS rates of 74.7 percent, 79.4 percent, and 79.5 percent. They are Halsted Street (Plaza 47), I-80 West (Plaza 43), and I-80 East (Plaza 45). Halsted Street has the lowest cash tolls on the system (among the plazas that accept cash),[9] so local commuters may not experience enough savings to justify investing in I-PASS at this location. The I-80 plazas may be the only toll plazas encountered by interstate drivers who are traveling on I-80 through the region. These drivers may be less likely to invest in I-PASS, if they are using the system infrequently and reside out of state, especially in nearby Indiana.

Figure 3-7 | Toll Plazas with I-PASS Rate of 80 Percent or Lower (2020)[10]

Plaza #	Plaza Name	Route	I-PASS Rate
47	Halsted St – Ramp	I-80/I-294	74.7%
43	I-80 West – Ramp	I-80/I-294	79.4%
1	South Beloit – Mainline	I-90/39	79.1%
45	I-80 East – Ramp	I-80/I-294	79.5%
67	Annie Glidden Rd - Ramp	I-88	79.5%

Although systemwide I-PASS usage decreased from 90.7 percent in 2019 to 89.1 percent in 2020, some plazas saw an increase in usage. The largest increase in I-PASS usage from 2019 to 2020 was observed at South Beloit (Plaza 1) on the Jane Addams Memorial with an increase of 2.8 percent. Meanwhile, usage increased 0.5 percent and 1.4 percent at DeKalb (Plaza 66) and Dixon (Plaza 69), respectively.

E-ZPass Group

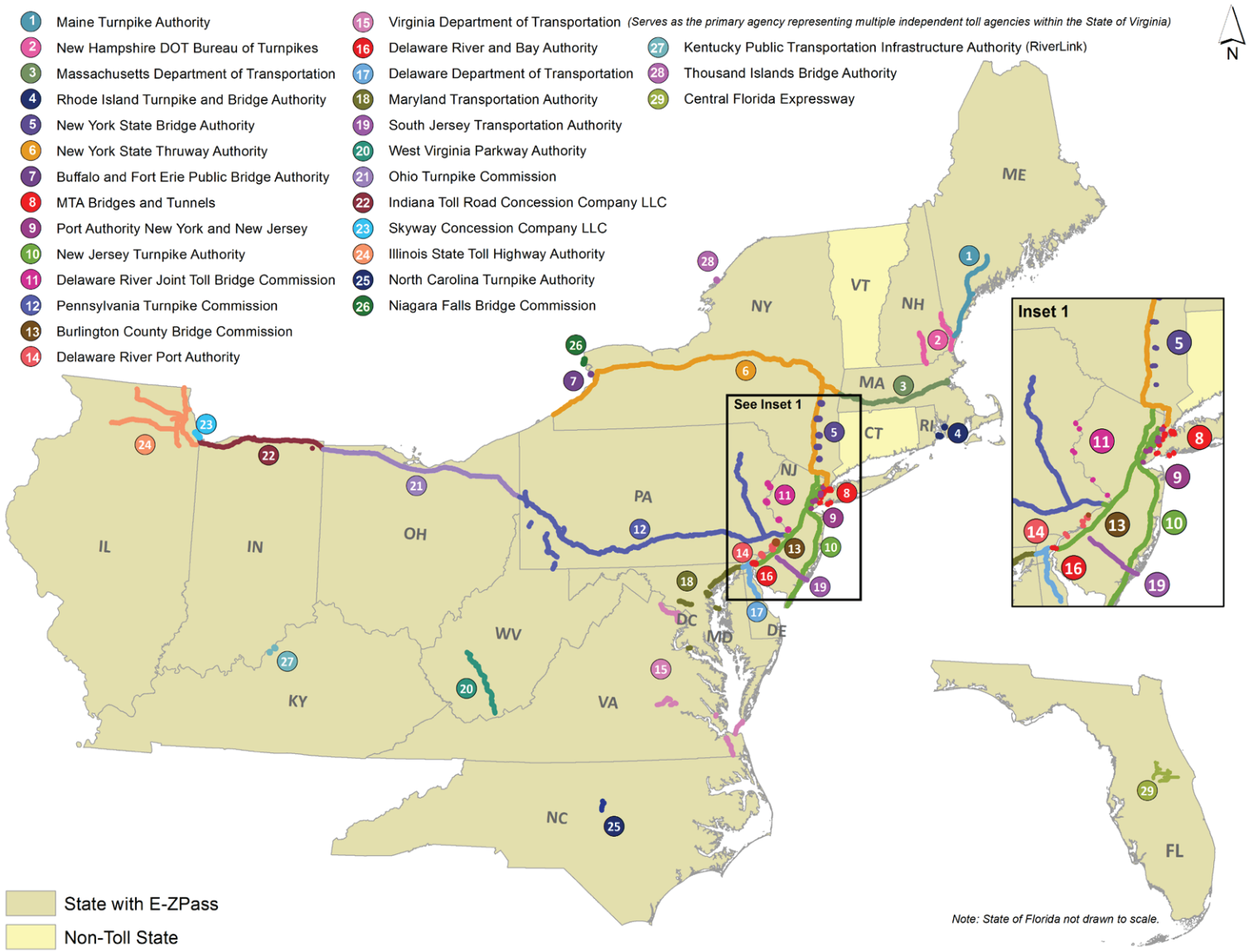
In May 2010, the E-ZPass Interagency Group (IAG) was renamed the E-ZPass Group (E-ZPass). ETC system usage now spans 17 states and more than 30 member agencies.[11] Figure 3-8 shows the location of toll facilities with E-ZPass membership.[12]

All E-ZPass member agencies use the same transponder-based technology for ETC. This allows drivers from other E-ZPass agencies to pay tolls electronically on the Tollway. It also allows I-PASS users to pay tolls on E-ZPass-member facilities with their I-PASS transponders. E-ZPass interoperability allows drivers to travel from the east coast to the Midwest, while paying tolls in a seamless, streamlined way. The E-ZPass network originally started in New York, New Jersey, and Pennsylvania in 1990.[13] Since that time, it has expanded to include other independent systems that use the same transponder-based technology or exchange vehicle license plate information for VTolls. The Illinois Tollway joined E-ZPass on September 26, 2005. As noted, E-ZPass facilities are currently located in 17 states and include the nearby Chicago Skyway and Indiana Toll Road.

Kentucky became the 16th state with an E-ZPass member agency in November 2015 when the Kentucky Public Transportation Infrastructure Authority (KPTIA) was accepted for membership.[14] Tolling on the agency's first toll facility, the Ohio River Bridges Project, began in December 2016.[15]

In September 2018, Florida became the latest state to join the E-ZPass network when Central Florida Expressway Authority (CFX) announced acceptance into the agency.[16] CFX operates a 118-mile toll system in the Orlando-Orange County area, and began accepting electronic tolls as early as 1994.[17]

Figure 3-8 | E-ZPass Group Facilities by Agency (2020)



E-ZPASS ON THE TOLLWAY

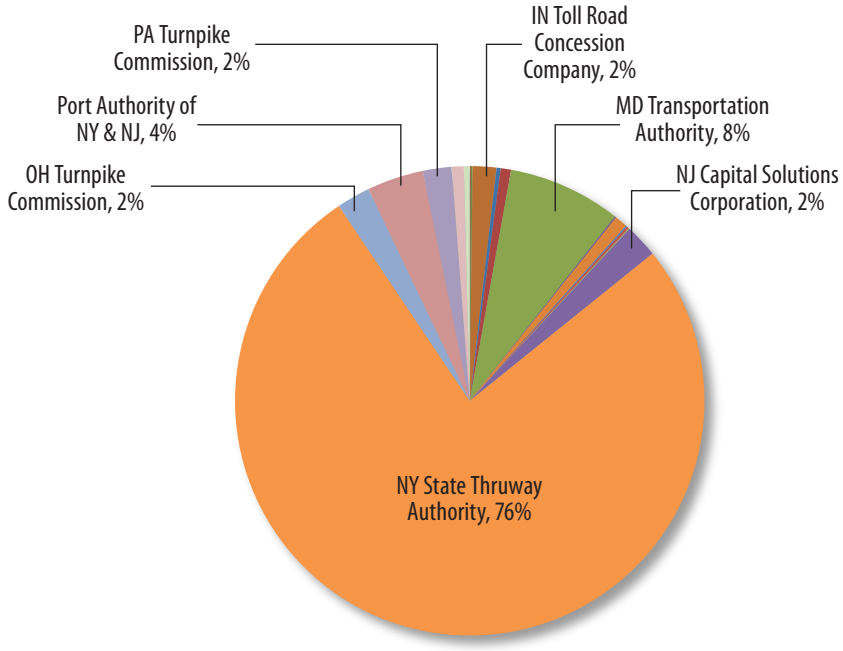
E-ZPass transactions on Illinois Tollway roads have increased over time. In 2005, the first year that E-ZPass was accepted on the system, E-ZPass transactions were 3.5 million.[18] That number grew to 66.5 million in 2019 before falling to 62.6 million in 2020.[19] E-ZPass revenues on the Tollway system have steadily increased over time, from $11.9 million in 2005[20] to $286.1 million in 2019.[21] Despite E-ZPass transactions on the Tollway decreasing from 2019 to 2020, E-ZPass revenue increased to $304.8 million. The increase was due to increased commercial vehicle traffic, which raises the average toll paid per transaction.

The majority of E-ZPass users on the Illinois Tollway have an account through the New York State Thruway Authority (NYSTA). As shown in the left pie chart of Figure 3-9, NYSTA accounted for 76 percent of 2020 E-ZPass revenues. This high percentage is due in part to the large size of NYSTA, with highways that traverse the entire state of New York. The agency also provides a series of discounts for its E-ZPass account holders. These include volume discounts for commercial drivers, which have encouraged both in-state and out-of-state commercial drivers to set up E-ZPass accounts through NYSTA.

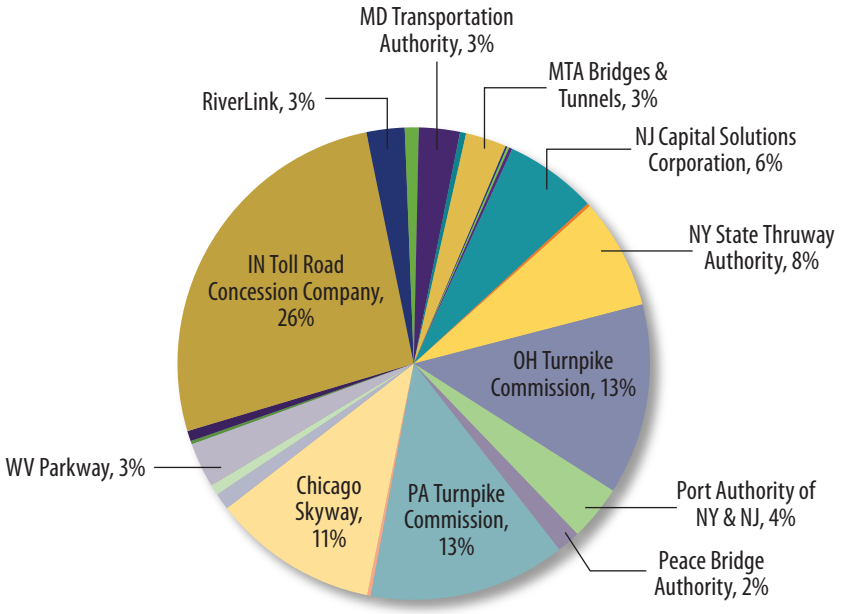
I-PASS USAGE ON E-ZPASS SYSTEMS

In 2020, E-ZPass agencies collected $347.7 million from I-PASS users. The right pie chart of Figure 3-9 shows a breakdown by agency. Not surprisingly, E-ZPass agencies nearest to the Tollway received the highest I-PASS revenues. These agencies included the Chicago Skyway, Indiana Toll Road, Pennsylvania Turnpike, and Ohio Turnpike. Along with the New Jersey Turnpike, these agencies comprise a direct connection between Illinois and the east coast.

Figure 3-9 | Tollway Revenues from E-ZPass Transponders vs. E-ZPass Agencies' Revenues from I-PASS Transponders (2020)[22]



Tollway Revenue from E-ZPass Users
$304.8 Million[23]



E-ZPass Agency Revenue from I-PASS Users
$347.7 Million[24]

Other Agencies

Figure 3-10 lists the major tolling agencies by ETC usage rates and annual toll revenue totals. In 2009, the Tollway had the second highest ETC rate in the nation. In 2010, the Tollway ETC rate became the highest in the nation, as the NTTA rates declined slightly. The Tollway's lead increased further between 2010 and 2016, particularly due to the Tollway's 2012 passenger car toll rate increase. In 2017, the Metropolitan Transportation Authority's (NY) ETC rate surpassed the Tollway's and it has remained there since, making it the highest in the nation. In 2020, the New Jersey Turnpike Authority's ETC rate exceeded the Tollway, as well, for the first time in many years. Still, the Tollway's high ETC usage can be attributed to its toll rate structure, prominent marketing campaign, ORT, and long-term investments in ETC technologies.

Figure 3-10 | Major U.S. Toll Agencies by Revenue, Sorted by ETC Usage Rates (2020)[25]

ETC Usage Rank	ETC Usage Rates	Toll Agency Name	Name of ETC System	Revenue Rank	Revenue (thousands)
1	94.9%	Metropolitan Transportation Authority (NY)	E-ZPass	1	$1,640,000
2	89.2%	New Jersey Turnpike Authority	E-ZPass	3	$1,387,392
3	**89.1%**	**Illinois Tollway**	**I-PASS**	**5**	**$1,149,020**
4	88.3%	Port Authority of New York and New Jersey	E-ZPass	2	$1,571,827
5	86.8%	Pennsylvania Turnpike Commission	E-ZPass	4	$1,275,558
7	86.6%	Indiana Toll Road Concession Company	E-ZPass	15	$268,119
8	86%	Maryland Transportation Authority	E-ZPass	11	$584,618
9	84.8%	Massachusetts Department of Transportation	E-ZPass	12	$355,100
10	82%	New York State Thruway Authority	E-ZPass	9	$648,715
11	80.8%	Oklahoma Turnpike Authority	PIKEPASS	13	$302,617
12	80.5%	North Texas Tollway Authority System	TollTag	8	$723,228
13	76.6%	Florida Turnpike	SunPass	6	$956,260
14	72%	Bay Area Toll Authority	FasTrak	10	$633,932
14	68.1%	Ohio Turnpike Commission	E-ZPass	14	$281,072
15	67.4%	Harris County Toll Road Authority (Houston)	E-ZPass	7	$854,849

Cashless Tolling

Over the last decade, many U.S. tolling agencies have converted all or part of their toll facilities to cashless tolling, also known as all-electronic tolling. In addition, a number of new toll facilities have opened with cashless tolling. By keeping traffic moving through ORT, cashless tolling reduces traffic congestion, improves roadway safety, reduces vehicle emissions, and eliminates the initial capital cost to construct cash toll lanes. The move from ETC/cash systems to cashless systems is a major paradigm shift in the industry.

Figure 3-11 shows selected major toll agencies that have implemented cashless tolling on all or parts of their tolling systems prior to 2020. These agencies have applied various strategies for transitioning users to cashless tolling. Most use license plate video images to invoice users who do not have ETC. Another common policy is a toll rate structure that offers lower toll rates for ETC users to encourage adoption of their ETC technology. Agencies also charge a series of invoices and late fees to offset the administrative costs of operating a cashless system.

More recently, several of the larger, legacy toll agencies have taken significant steps towards full or partial conversions to cashless tolling. The Massachusetts Department of Transportation (MassDOT) converted the Massachusetts Turnpike, Sumner Tunnel, and Ted Williams Tunnel to cashless tolling in late 2016. The MassDOT Tobin Memorial bridge had already been converted to cashless tolling in 2014. The Metropolitan Transportation Authority of New York City converted eight bridges and tunnels to cashless tolling in 2017. The agency's only other toll bridge, the Henry Hudson Bridge, had converted to cashless tolling in 2012. The Port Authority of New York and New Jersey converted the Bayonne Bridge to cashless tolling in February 2017, as part of construction of a new bridge. Two additional Port Authority bridges, the Goethals Bridge and the Outerbridge Crossing, were both converted to cashless tolling in 2019. Also in 2019, the New York State Thruway Authority announced their plan to convert to completely cashless tolling by the end of 2020. By November 2020, the transition was complete.

The Pennsylvania Turnpike Commission (PTC) accelerated their conversion to cashless tolling in 2020 due to the COVID-19 pandemic. As of 2017, PTC had opened five new interchanges with cashless tolling and converted the Delaware River Bridge plaza and the Beaver Valley Expressway to cashless tolling. In spring 2018, PTC's Findlay Connector and Northeast Extension barrier plazas converted to cashless tolling. The PTC had anticipated going completely cashless by 2022. Instead, the PTC announced in June 2020 that the temporary suspension of cash collection would become permanent.

As noted in figure 3-1, the Illinois Tollway opened its first cashless toll plaza in 2009 and added 17 more by the end of 2019.

2020 – SUSPENSION OF CASH COLLECTION AND NEW TOLLING REFORM

On March 14, 2020, the Illinois Tollway announced the suspension of cash collection to help keep customers and front-line workers safe and mitigate the spread of COVID-19. Over 24 hours, toll booths at attended toll plazas were taken offline, and automatic toll payment machines at ramps and mainline toll plazas were deactivated. The Illinois Tollway's Customer Service Centers located at Oases and Tollway Headquarters were also closed to the public.

To avoid fines, drivers needed to use an I-PASS, E-ZPass or the Tollway's existing online tools to pay. Those without an I-PASS or E-ZPass could go to the Illinois Tollway website and use the Trip Calculator to calculate missed tolls and pay online within seven days. After seven days, they could also use the Search By Plate feature to look up their license plate and pay unpaid tolls to avoid a future invoice and additional fees.

To better serve previously cash paying customers, Tollway launched the TOLLING 2020 reform in June 2020 that included a significant reduction to the initial costs associated with missed tolls, a successful amnesty program, and the implementation of the Pay By Plate service, allowing for a simpler payment option for up to 14 days after travel.

Reduced Fees - Starting June 25, 2020, passenger car customers have 14 days to pay prior to receiving a mailed invoice, which has been reduced from a $20 violation to an initial $3 fee for each toll for passenger vehicles.

COVID-19 Relief - Between March 9, 2020 and June 25, 2020, vehicle owners with unpaid tolls received an invoice for tolls only (plus a nominal $0.01 fee, to aid in processing) without the added expense of a violation.

Violation Relief - Toll violation fines in existing notices prior to March 9, 2020 (outstanding $20 and $50 violations) were all reduced to $3 through June 30, 2021. These reductions went far beyond any previous Illinois Tollway violation relief efforts and gave customers a chance to pay existing violations within the new invoicing process. The reductions, along with the six-month window to pay, allowed Tollway customers to settle their unpaid tolls for much less than originally invoiced.

Pay By Plate Service - In June 2020, the Illinois Tollway rolled out the new Pay By Plate service allowing customers to go online, enter their license plate, date of travel and payment information. Using this feature, drivers without an I-PASS can pay their tolls up to 14 days after travel and avoid fines and fees. The Illinois Tollway charges their credit card the cash rate for tolls. A valid credit card must remain on the account until the tolls are fully processed, which may take up to 30 days after using the Tollway system.

Figure 3-11 | Major U.S. Toll Agencies – All Electronic Toll Collection Profiles[26]

System/Owner	Facility/Location	ETC System	Alternative Payment Method	ETC Price Per Mile	Alternative Price*
Kentucky-Indiana Joint Board	Ohio River Bridges (Louisville, Ky.)	Riverlink Transponder	Riverlink Unregistered Plate	$2.10	$4.20
Massachusetts Department of Transportation	Massachusetts Turnpike, Boston-area Bridges/ Tunnels	E-ZPass	Pay By Plate	$0.04/mile (Turnpike Mainline)	$0.09/mile (Turnpike Mainline)
Port Authority of New York and New Jersey	Bayonne Bridge (New York City)	E-ZPass	Tolls by Mail	$6.25	$7.50
Metropolitan Transportation Authority	8Nine Bridges/ Tunnels (New York City)	E-ZPass	Tolls by Mail	Varies	Tolls by Mail is 77% higher than ETC toll, on average
North Texas Tollway Authority	Five Roads and three Bridges/Tunnels (Dallas, Texas)	TollTag	ZipCash	$0.19/mile (Toll Roads)	$0.29/mile (Toll Roads)
Washington State Department of Transportation	SR-520 Floating Bridge, SR 99 Tunnel (Seattle, Wash.)	Good To Go!	Pay By Mail	Varies	Tolls by Mail is 68% higher than ETC toll, on average
Transportation Corridor Agencies	Foothill, Eastern, San Joaquin Toll Roads (Orange County, Calif.)	FasTrack	One-Time Toll	$0.51/mile	$0.51/mile
E-470 Public Highway Authority	E-470 (Denver, Colo.)	ExpressToll	LicensePlateToll	$0.31/mile	$0.48/mile
Florida Turnpike Enterprise	Homestead Extension, Veterans Expressway, I-4 Connector, Wekiva Parkway, First Coast Expressway	SunPass	Toll-by-Plate	$0.13/mile	$0.17/mile
Miami-Dade Expressway Authority	SR 112, SR 836, SR 874, SR 924, SR 878 (Miami, Fla.)	SunPass	Toll-by-Plate	$0.16/mile	$0.32/mile
Tampa-Hillsborough County Expressway Authority	Lee Roy Selmon Crosstown Expressway (Tampa, Fla.)	SunPass	Toll-by-Plate	$0.20/mile	$0.24/mile
Illinois State Toll Highway Authority	IL 390 (Chicago, Ill.)	I-PASS	Pay by Plate	$0.19/mile	$0.39/mile
New York State Thruway Authority	Cuomo Bridge (formerly Tappan Zee) Plaza on Thruway Mainline	E-ZPass	Tolls by Mail	$2.38	$2.50
Pennsylvania Turnpike Commission	Delaware River Bridge Plaza on Turnpike Mainline and Beaver Valley Expressway, Amos K. Hutchinson Bypass (Turnpike 66) and Southern Beltway (I-576)	E-ZPass	Toll by Plate	"$2.65 (Delaware River Bridge) $0.17/Mile (Beaver Valley, Amos K Hutchinson Bypass, Southern Beltway)"	"$3.60 (Delaware River Bridge) $0.28/Mile (Beaver Valley, Amos K Hutchinson Bypass, Southern Beltway)"
Harris County Toll Road Authority	NE Extension and Ship Channel Bridge Plazas on Sam Houston Toll Road, Hardy, Westpark and Tomball Toll Roads (Houston, Texas)	EZ TAG	None	$0.19/mile	N/A
Texas Department of Transportation	Four Roads (Austin, Texas) and Grand Parkway (Houston, Texas)	TxTag	Pay By Mail (Austin Roads), None (Grand Parkway)	$0.19/mile (Austin Roads, Grand Parkway)	$0.22/mile (Austin Roads)

* Toll rates are for passenger cars paying the most common ETC and Alternative rates. Rates are per direction on bridges/tunnels and for full length trips on roads. Rates are for peak periods, if applicable

Chapter 3 Summary

The Tollway's ETC system has grown over time and currently has one of the highest ETC usage rates in the country. It started as a small pilot program in 1993, but now accounts for a majority of toll payments. In 2020, 89.1 percent of transactions were paid electronically.

I-PASS usage rates reflect the travel patterns of the system's core users: commuters and interstate truckers. I-PASS rates are typically higher in the fall, winter, and spring than in the summer months when there is more recreational travel by infrequent users. I-PASS rates are highest where commuter traffic is highest, in the more centrally located urban areas and during peak commute hours. In 2020, the COVID-19 pandemic resulted in lower I-PASS usage systemwide, with some local exceptions.

Since 2005, the Tollway has been part of the E-ZPass Group. E-ZPass interoperability allows drivers to travel from the east coast to the Midwest, while paying tolls in a seamless, streamlined way. Over time, E-ZPass revenues have increased significantly. In 2020, the Tollway collected $304.8 million in revenues from other E-ZPass agencies.

ETC has improved Tollway operations. It has materially reduced lane changes and eliminated stopped traffic around toll plazas. This has greatly reduced congestion and improved safety.

Endnotes

Executive Summary

1. *2020 Annual Traffic Data Report*. Illinois State Toll Highway Authority.
2. This statement is based on survey results reflected in Figure 3-11.
3. *ISTHA-IAG Settlement Breakdown Report, 01/01/2020 to 12/31/2020.*

Chapter 1

1. 2010 population data from "County Population Totals and Components of Change: 2010-2019," US Census Bureau, Accessed 10/9/2020, https://www.census.gov/data/datasets/time-series/demo/popest/2010s-counties-total.html. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true
2. In 2003, 2006, and 2011, the Tollway received grants from the U.S. Department of Transportation, Federal Highway Administration to study congestion pricing.
3. Census 2010, State of Illinois, ESRI Data.
4. Census 2010, State of Illinois, ESRI Data.
5. Orr, Ginger, "Illinois Tollway Through the Years." The Chicago Tribune. Accessed 11/4/2015, <http://articles.chicagotribune.com/1996-05-07/news/9701150615_1_16-mile-section-east-west-extension-toll-road>6.
6. The Tri-State Tollway length includes the 4.4-mile Edens Spur. The Reagan Memorial length includes the 1.5-mile East-West Connector Road.
7. Pursuant to a resolution of the Illinois General Assembly, the Illinois Tollway Board of Directors approved a resolution changing the name of the Northwest Tollway to the Jane Addams Memorial Tollway on 09/12/2007.
8. Projected population provided by Woods & Poole Economics, Inc (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)."
9. 2010 population data from "County Population Totals and Components of Change: 2010-2019," US Census Bureau, Accessed 10/9/2020, https://www.census.gov/data/datasets/time-series/demo/popest/2010s-counties-total.html. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true.
10. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)." Prior years may be restated.
11. Projected population provided by Woods & Poole Economics, Inc (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)."
12. 2010 population data from "County Population Totals and Components of Change: 2010-2019," US Census Bureau, Accessed 10/9/2020, https://www.census.gov/data/datasets/time-series/demo/popest/2010s- counties-total.html?#. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, <https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true>.
13. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)." Prior years may be restated.
14. Projected population provided by Woods & Poole Economics, Inc (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)."
15. 2010 population data from "County Population Totals and Components of Change: 2010-2019," US Census Bureau, Accessed 10/9/2020, https://www.census.gov/data/datasets/time-series/demo/popest/2010s- counties-total.html?#. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, <https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true>.
16. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2021 Complete Economic and Demographic Data Source (CEDDS). Prior years may be restated.
17. Pursuant to a resolution of the Illinois General Assembly, the Illinois Tollway Board of Directors approved changing the name of the North-South Tollway to the Veterans Memorial Tollway on 10/26/2007.
18. Will County Center for Economic Development. Accessed 11/19/2018 http://www.willcountyced.com/why-will-county.html>.
19. Projected population provided by Woods & Poole Economics, Inc (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)."
20. 2010 population data from "County Population Totals and Components of Change: 2010-2019," US Census Bureau, Accessed 10/9/2020, <https://www.census.gov/data/datasets/time-series/demo/popest/2010s- counties-total.html?#>. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, <https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true>.
21. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2021 Complete Economic and Demographic Data Source (CEDDS). Prior years may be restated.
22. Projected population provided by Woods & Poole Economics, Inc (W&P), "2021 Complete Economic and Demographic Data Source (CEDDS)".
23. 2010 population data from "County Population Totals and Components of Change: 2010-2019,"US Census Bureau, Accessed 10/9/2020, <https://www.census.gov/data/datasets/time-series/demo/popest/2010s- counties-total.html?#>. 2020 population data from "Decennial Redistricting Data," US Census Bureau, Accessed 9/22/21, <https://data.census.gov/cedsci/table?q=2020%20population&g=0400000US17%240500000&tid=DECENNIALPL2020.P1&hidePreview=true>
24. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2021 Complete Economic and Demographic Data Source (CEDDS). Prior years may be restated.
25. Traffic Activity by Class Report - Summary of Plaza by Type, Electronic Transaction Consultants.
26. Total count of cashless plaza is based on plaza number, not plaza location. Plazas at Barrington Road (Plaza 10) and Roselle Road (Plaza 12) on I-90 are partially cashless. Only the cashless access portions of these plazas are listed in the Figure.
28. Grace Period Toll Summary Report, Accenture Tolling Systems and Illinois Tollway Business Systems. The 2008 total has been corrected from previous reports.
29. Ibid.
30. The 2015-2017 CV increases are 40 percent in 2015, an additional 7.14 percent in 2016 for a 2015-2016 total of 50 percent, and an additional 6.67 percent in 2017 for a 2015-2017 total of 60 percent.
31. In some prior annual toll revenue reports, toll rates per mile were provided based on traveling in one direction. This is an intuitive approach; however, since toll rates on the north and south directions of the Tri-State differ, it results in differing numbers depending upon the direction of travel. This report uses all the mainline toll plazas (including the Edens Spur) and includes both directions of travel.
32. The three plazas are mainline Plaza 320 (Lively Boulevard), mainline Plaza 322 (Mittel Drive), and ramp Plaza 325 (Ketter Drive).
33. Plazas 43 and 45, which are attended ramp plazas to and from I-80, were considered mainline plazas for this estimate because they collect tolls from all vehicles passing through the plazas on I-80/294.
34. New Monthly Revenue Report and Traffic Activity by Class Report, Electronic Transaction Consultants and Illinois Tollway Planning.

Chapter 2

1. *2020 Annual Traffic Data Report*. Illinois State Toll Highway Authority.
2. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
3. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
4. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
5. The average daily transaction per month is the total monthly transaction divided by the number of days per month. This measure helps control for months that have different numbers of days.
6. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
7. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
8. Annual Comprehensive Financial Report for the Year Ended December 31, 2020, Illinois State Toll Highway Authority. Total revenues include fees for over-sized vehicles.
9. Ibid.
10. Toll rates were increased in 1963.
11. Toll rates were lowered in 1970.
12. Toll rates were increased in September 1983.
13. Toll rates were doubled for cash paying passenger cars in January 2005. Commercial vehicle tolls were raised as well. In addition, ten payment classes were simplified to four rate tiers.
14. The actual 2006 Toll Revenue number is $567,499,808 as reported on page 58 of Comprehensive Annual Financial Report for the Year Ended December 31, 2010, which is also known as the 2010 CAFR. This report (i.e., the 2021 Annual Toll Revenue Report) rounds $567,499,808 to $567,500,000 unlike the CAFR, which rounds $567,499,808 to $567,499,000.
15. The actual 2009 Toll Revenue number is $592,063,529 as reported on page 74 of Comprehensive Annual Financial Report for the Year Ended December 31, 2017, which is also known as the 2017 CAFR. This report (i.e., the 2021 Annual Toll Revenue Report) rounds $592,063,529 to $592,064,000 unlike the 2017 CAFR, which rounds $592,063,529 to $592,063,000.
16. 2010 Transaction used for this report total 817,082,498 based on data from the Traffic Activity by Class Report. This report rounds 817,082,498 to 817,082,000. This is inconsistent with the rounding in the Comprehensive Annual Financial Report for the Year Ended December 31, 2017, which rounds the 2010 annual transactions to 817,083,000 in some places.
17. Passenger car toll rates were increased 87.5 percent on January 1, 2012.
18. Commercial vehicle toll rates increased 40.0 percent on January 1, 2015.
19. Commercial vehicle toll rates increased 7.14 percent on January 1, 2016.
20. Commercial vehicle toll rates increased 6.67 percent on January 1, 2017
21. Annual Comprehensive Financial Report for the Year Ended December 31, 2020, Illinois State Toll Highway Authority.
22. Ibid.
23. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
24. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
25. Annual Comprehensive Financial Report for the Year Ended December 31, 2020; Comprehensive Annual Financial Report for the Year Ended December 31, 2019; Comprehensive Annual Financial Report for the Year Ended December 31, 2018; Comprehensive Annual Financial Report for the Year Ended December 31, 2014; and Comprehensive Annual Financial Report for the Year Ended December 31, 2011, Illinois State Toll Highway Authority.
26. *Traffic Activity by Class Report,* Electronic Transaction Consultants. This map includes the mainline and attended plazas.
27. *Traffic Activity by Class Report,* Electronic Transaction Consultants. Monthly Financial Reports, North Texas Tollway Authority, Accessed 9/22/2021, https://www.ntta.org/whatwedo/fin_invest_info/NTTAsystem/Pages/NTTA_System.aspx; Monthly Financials, Vehicle Trips Statistics, New York State Thruway, Accessed 9/22/2021, https://www.thruway.ny.gov/about/financial/monthly/index.html; Traffic Statistics & Revenue, New Jersey Turnpike, Accessed 10/5/2020, http://www.state.nj.us/turnpike/investor-relations.html; Florida's Turnpike Traffic Engineer's Annual Report 2020, Accessed 9/22/2021, https://floridasturnpike.com/about/floridas-turnpike-financials/traffic-engineers-annual-report/.
28. Ibid.
29. Gross Domestic Product & Personal Income, BEA National Economic Accounts, Bureau of Economic Accounts, U.S. Department of Commerce, Accessed 11/21/2021, <https://apps.bea.gov/iTable/index_nipa.cfm >.
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31. Ibid.
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33. Annual Comprehensive Financial Report for the Year Ended December 31, 2020, Illinois State Toll Highway Authority. *Traffic Activity by Class Report.* Electronic Transaction Consultants (ETC)
34. *Traffic Activity by Class Report,* Electronic Transaction Consultants.
35. Annual Comprehensive Financial Report for the Year Ended December 31, 2020, Illinois State Toll Highway Authority.
36. Annual Comprehensive Financial Report for the Year Ended December 31, 2020, Illinois State Toll Highway Authority.
37. Ibid.
38. Ibid.
39. Ibid.
40. Ibid.

Chapter 3

1. For a more detailed description, see 2011 Annual Toll Revenue Report.
2. See Figure 3-10.
3. 2006-2020 I-PASS transaction data is in part or full from the *Traffic Activity by Class Report* created by Electronic Transaction Consultants. I-PASS rates include E-ZPass transactions and are adjusted for I-PASS non-reads prior to 2018. Starting in 2018, due to the excessive VToll surcharge policy, I-PASS rates are no longer adjusted for I-PASS non-reads and instead use actual VToll and TToll transactions from Accenture Tolling Systems' *VToll-TToll Summary Report.*
4. Pyke, Marni. "Driving without a Transponder Cost I-PASS Users $11.1 Million in Fees Last Year." Daily Herald, 08/12/2019. https://www.dailyherald.com/news/20190812/driving-without-a-transponder-cost-i-pass-users-111-million-in-fees-last-year-
5. *Traffic Activity by Class Report*, Electronic Transaction Consultants and *VToll-TToll Summary Report,* Accenture Tolling Systems.
6. Ibid.
7. Ibid.
8. Ibid.
9. The passenger car toll rate for cash transactions at Plaza 47 (Halsted Street) is $0.60.
10. *Traffic Activity by Class Report*, Electronic Transaction Consultants and *VToll-TToll Summary Report*, Accenture Tolling Systems.
11. "Home," E-ZPass Group, Accessed 10/27/2021, <http://www.e-zpassiag.com/>.
12. The map only shows 29 listed agencies, because several agencies are included under the Virginia Department of Transportation.
13. "About Us," E-ZPass Group, Accessed 10/27/2021, <http://e-zpassiag.com/about-us/overview>.
14. "Official: Kentucky admitted to E-ZPass board," WDRB News. Accessed 11/4/2016, <http://www.wdrb.com/story/30502156/official-kentucky-admitted-to-e-zpass-board>.
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17. "About CFX." Central Florida Expressway Authority, Accessed 11/21/2018 <https://www.cfxway.com/agency-information/agency-overview/about-cfx/>

18. ISTHA-IAG Settlement Breakdown Report, Settlement Period 09/01/2005 to 12/31/2005.
19. ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020.
20. ISTHA-IAG Settlement Breakdown Report, Settlement Period 09/01/2005 to 12/31/2005.
21. ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020. E-ZPass Revenues collected by the Tollway totaled $304,774,786 in 2020. I-PASS revenues collected by the E ZPass agencies totaled $347,702,003 in 2020.
22. ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020.
23. ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020. E-ZPass Revenues collected by the Tollway totaled $304,774,786 in 2020.
24. ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020. I-PASS revenues collected by the E ZPass agencies totaled $347,702,003 in 2020.
25. MTA ETC usage rate and revenue are from "Consolidated Financial Statements as of and for the Years Ended December 31, 2020, and 2019 Required Supplementary Information, and Independent Auditor's Report," Metropolitan Transportation Authority, p.16, p. 25. Downloaded 12/16/2021, <https://new.mta.info/document/41001>.

    NJTA ETC usage rate and revenue are from "Comprehensive Annual Financial Report for the Years Ended December 31, 2020 and 2019," New Jersey Turnpike Authority, pp.19-20, Downloaded 12/16/2021, <https://www.njta.com/media/6075/2020-annual-report-final.pdf>.

    ISTHA ETC usage rate and revenue from Annual Comprehensive Financial Report for the Year Ended December 31, 2020", Illinois State Toll Highway Authority, p. 4, p. 76. Downloaded 12/21/2021, <https://www.illinoistollway.com/documents/20184/239486/2020+IL+Tollway+ACFR+12-31-2020.pdf/a06657a3-ca1d-84bd-b057-9e35af7b737d?version=1.1&t=1635867106616&download=true>.

    Port Authority of New York and New Jersey ETC usage rate is from "2020 Monthly Traffic and Percent of E-ZPass Usage," The Port Authority of NY & NJ, Downloaded 12/16/2021, <https://www.panynj.gov/content/dam/bridges-tunnels/pdfs/traffic-e-zpass-usage-2020.pdf>. Revenue is from "Financial Statements and Appended Notes for the Year ended December 31, 2020," The Port Authority of NY & NJ, p.16, Downloaded 12/16/2021, <https://www.panynj.gov/corporate/en/financial-information/financial-statement.html>.

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    ITRCC ETC usage rate and revenue data are from "ISTHA-IAG Settlement Breakdown Report, Settlement Period 01/01/2020 to 12/31/2020." ETC usage rate is based on revenue.

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    HCTRA ETC usage rates for calendar year 2020 were calculated by CDM Smith, HCTRA's traffic engineering consultant. Revenue is from "Basic Financial Statements for the Fiscal Year Ended February 29, 2020" Harris County Toll Road Authority Enterprise Fund, p. 10, Downloaded 12/17/2021, <https://www.hctra.org/reports>.
26. Data and information from internal CDM Smith database created with publicly available data.


CDM
Smith