



2024

ANNUAL TOLL REVENUE REPORT



# The Illinois State Toll Highway Authority

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# Executive Summary

## The Illinois Tollway's 2024 Annual Toll Revenue Report analyzes traffic, transactions, revenue and I-PASS trends for the year 2023.

### 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 based on the rate of inflation. Effective January 1, 2023, truck toll rate increases averaged 3.5 percent.

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 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 includes ramps from southbound I-57 to north- and southbound I-294 and from north- and southbound I-294 to northbound I-57. It opened in September 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. Completed work in this section includes roadway reconstruction providing five lanes in the southbound direction between Plaza 33 and North Avenue. The full reconstruction project is expected to be completed in 2027.
- **Building the new 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 be completed in 2027.
- **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.

A map of recently completed and ongoing Tollway projects is presented on the following page.

Recently Completed and Ongoing Tollway Projects



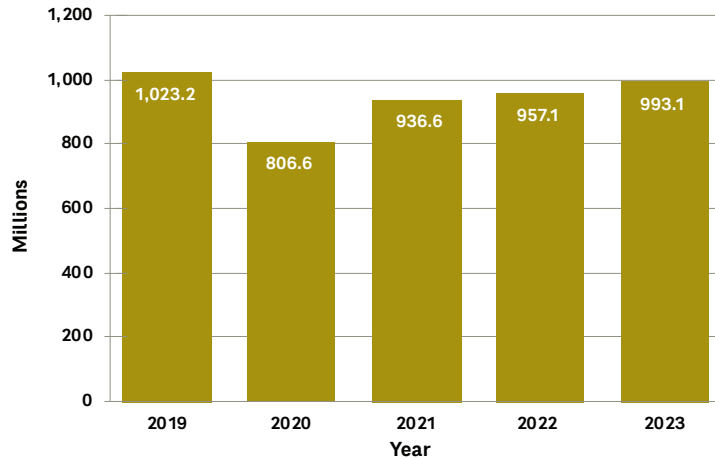
Between 2012 and 2023, the Tollway added 254 new lane miles to the system, including both entirely new facilities and strategic widening of existing facilities. In addition, the Tollway opened 10 new or expanded interchanges in that period, including I-88/IL 47 and I-90/IL 23 in 2019. Also in 2019, sections of the eastern Reagan Memorial and northern Veterans Memorial tollways were widened. Due to an accelerated construction schedule, some short segments at the northern and southern ends of the central Tri-State Tollway reconstruction and widening project were able to open with additional lanes in 2022 and 2023. In 2023, work continued on the new I-490 Tollway and reconstruction of the central Tri-State Tollway (I-294). On the latter, roadway widening and interchange improvements continued between the O'Hare Oasis and North Avenue/Lake Street.

Recovery from COVID-19 impacts continued to occur in 2023 with overall transactions and revenue increasing compared to 2022, and truck traffic remaining strong. New travel patterns have emerged after the pandemic, affected by increased telecommuting, online shopping and delivery services. In 2023, the Tollway system performance continued to be affected by increased work from home.

## Transactions

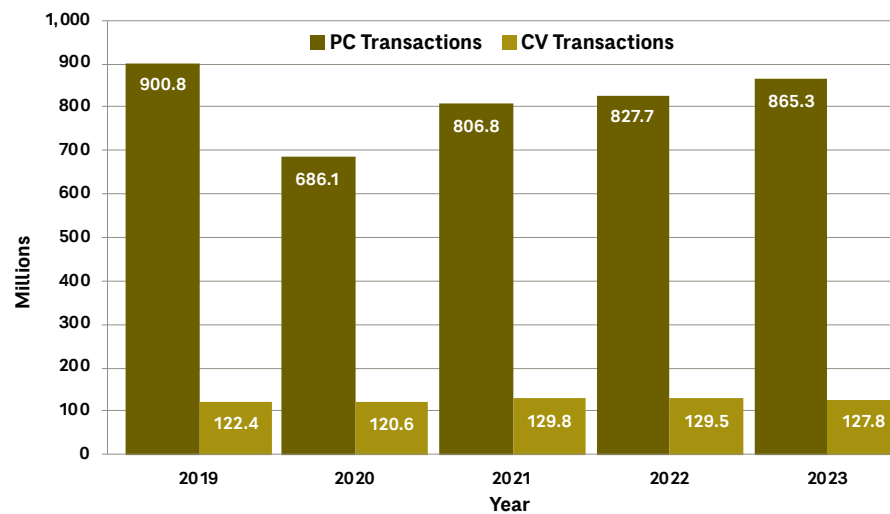
In 2023, transactions totaled 993.1 million. Transactions increased by 35.9 million, or 3.8 percent, compared to 2022, but were still 2.9 percent below 2019 totals.

### Annual System Transactions



In 2023, passenger car transactions increased by 4.5 percent, while truck transactions decreased by 1.3 percent. Compared to 2019, passenger car transactions were down by 3.9 percent in 2023, while truck transactions were up by 4.4 percent.

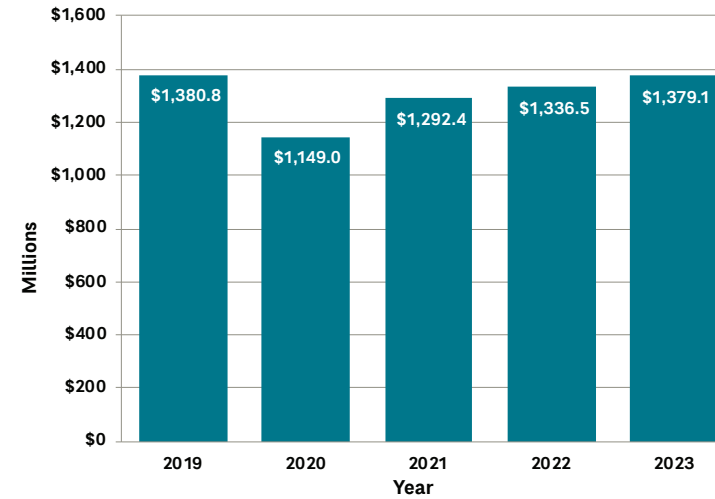
### Passenger Car and Commercial Vehicle Annual Transactions



## Revenue

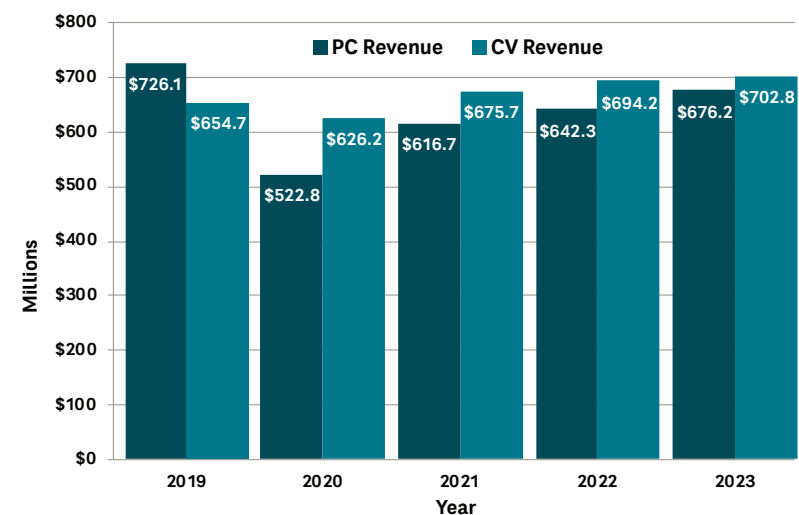
In 2023, toll revenue was \$1.38 billion. Toll revenue increased by \$42.5 million, or 3.2 percent, over 2022, but were 0.1 percent below 2019.

### Annual System Revenue



In 2023, passenger car revenue increased by 5.3 percent, while truck revenue increased by 1.2 percent due to higher toll rates. Compared to 2019, passenger car revenue was down by 6.9 percent in 2023, while truck revenue was up by 7.4 percent.

### Passenger Car and Commercial Vehicle Annual Revenue





TOLLWAY  
SYSTEM

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## 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 revenue as required by Section 10(c) of the Illinois Toll Highway Act (605 ILCS 10).

The Tollway's 2024 Annual Toll Revenue Report provides a review of Tollway traffic and revenue for the year 2023. 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 electronic toll collection on the Tollway. Introduced in 1993, this technology has revolutionized the way tolls are collected on the system.

## Introduction

As of 2023, 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 8.8 million people, which accounts for 70 percent of the state's population.<sup>1</sup> 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 significant portion of transactions, the Illinois Tollway system also plays an important role in interstate commerce. In 2023, there were 993.1 million toll transactions on the system. Commercial vehicles accounted for 127.8 million, or 12.9 percent, of these toll transactions and 51.0 percent of the toll revenue.

## System History

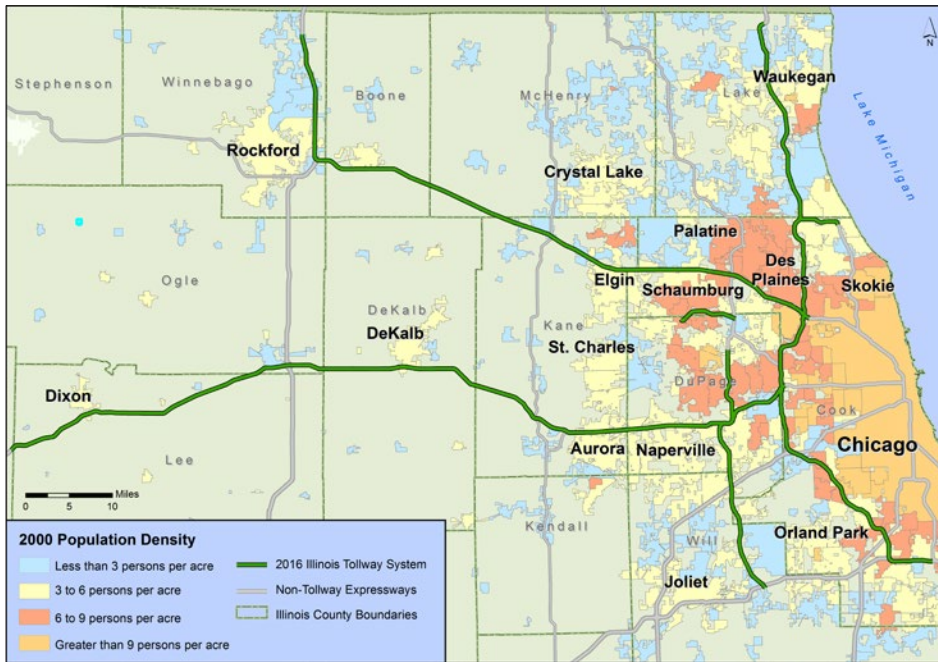
The Illinois State Toll Highway Commission, the original administering body of the Tollway system, was created by an act of the state legislature on July 13, 1953. The legislation authorized the Commission to construct a network of toll routes around the Chicago metropolitan region. It also authorized 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.<sup>2</sup> 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 2020, 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.

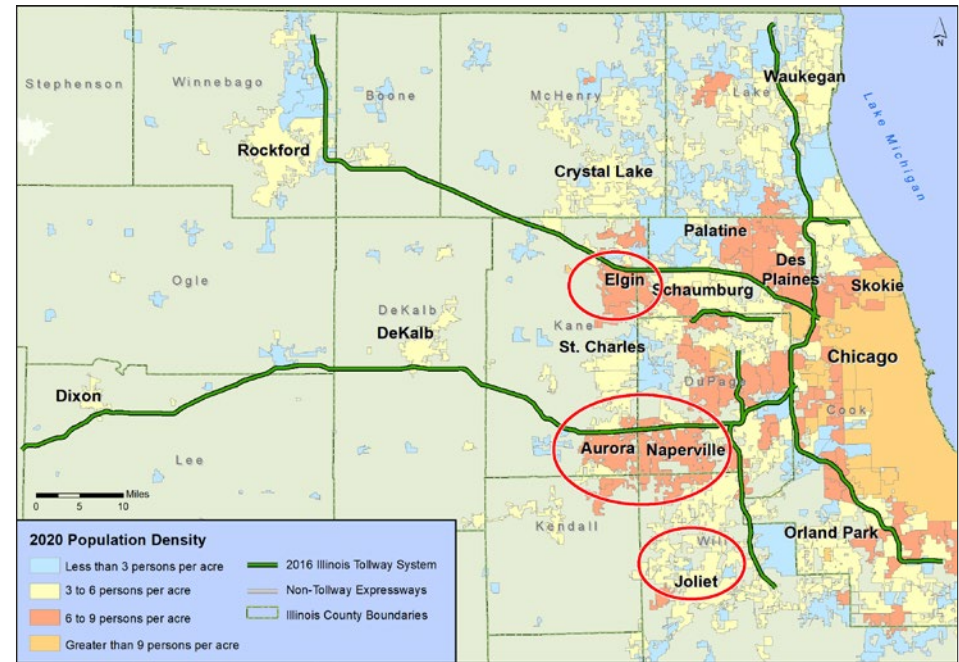
Figure 1-1 | Population Density for Tollway Service Area (2000)<sup>3</sup>



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 2020, 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. Overall, the population of Cook County slightly declined between 2000 and 2020. 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.

Figure 1-2 | Population Density for Tollway Service Area (2020)<sup>4</sup>



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 period. Since 2010, suburban growth has stabilized and population density remains largely unchanged.

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 2023.

Figure 1-3 | Expansions to the Tollway System (1958-2023)



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.

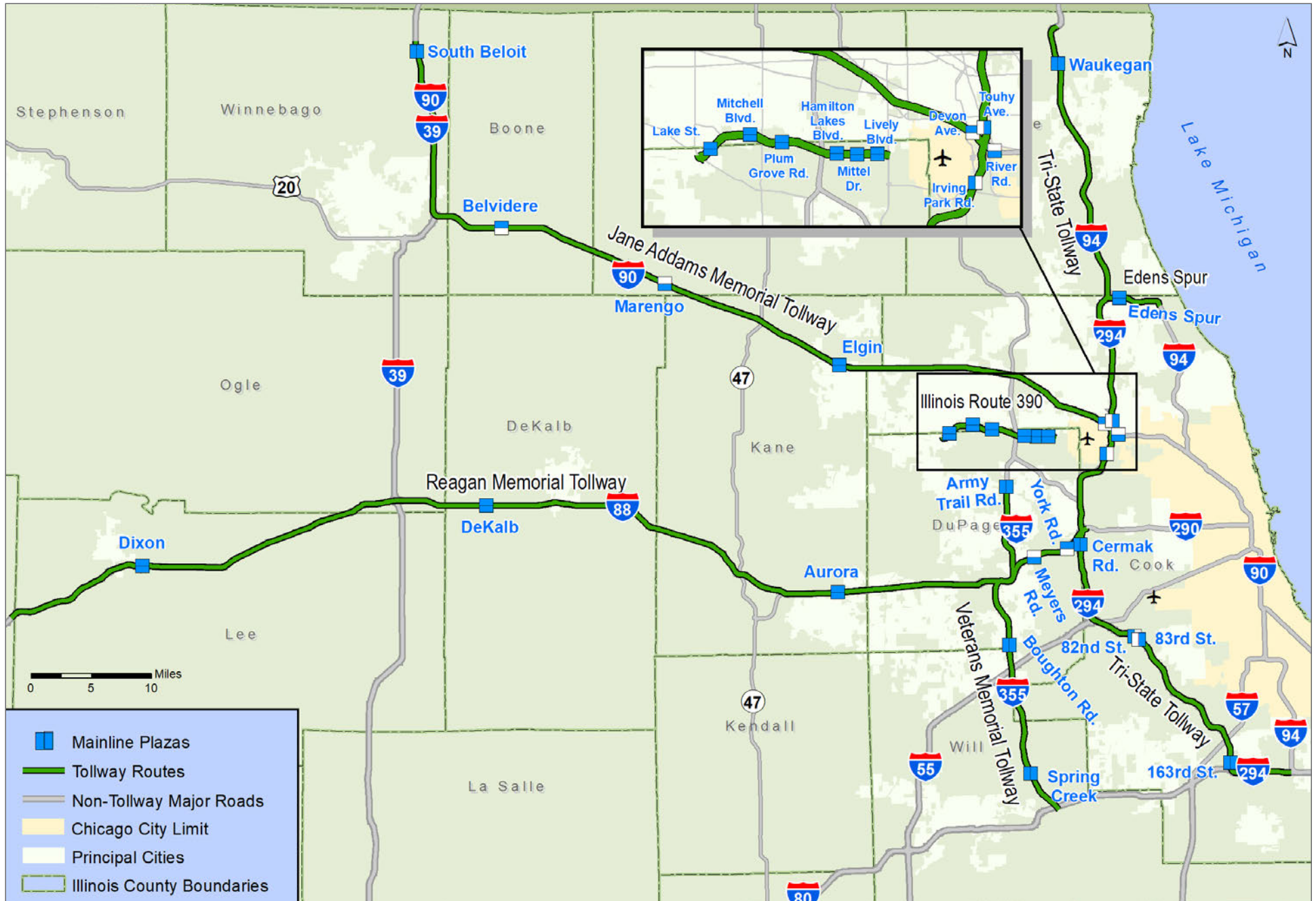
Figure 1-5 | Tollway Route Names and Length (2023)<sup>6</sup>

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
<b>TOTAL:</b>		<b>294</b>

Figure 1-4 | Major Tollway Mileage Additions (1953-2023)<sup>5</sup>

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 | 2023 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,<sup>7</sup> 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. In 2019, construction on a full-access interchange at IL 23 was complete, providing better access to a rural area that may support future development.

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. Population in the counties around the route decreased slightly from 2022 to 2023 and is expected to remain largely static through 2040.

### EMPLOYMENT

Figure 1-9 shows employment trends in the areas surrounding the Jane Addams Memorial Tollway. Population in the counties around the route decreased slightly from 2022 to 2023 and is expected to remain largely static through 2040.

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, as well as widening of I-39/90 through Wisconsin, will support increased population and employment. 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 1.8 percent annually by 2040. Cook, McHenry, and Kane counties are expected to grow more modestly, at 0.8 percent, 0.6 percent, and 0.8 percent annually, respectively, over the same time period.

**Figure 1-8 | Population Growth in the Jane Addams Memorial Tollway Service Area<sup>8</sup>**

County	2022 Population <sup>9</sup>	2023 Population	2022-2023 Average Annual Percent Change	2040 Projected Population	2023-2040 Average Annual Percent Change
Cook	5,111,600	5,087,100	-0.5%	4,962,700	-0.1%
Kane	514,100	515,000	0.2%	596,800	0.9%
McHenry	311,600	312,800	0.4%	343,500	0.6%
Boone	53,100	53,200	0.2%	59,800	0.7%
Winnebago	281,500	280,900	-0.2%	284,800	0.1%
<b>TOTAL:</b>	<b>6,271,900</b>	<b>6,249,000</b>	<b>-0.4%</b>	<b>6,247,600</b>	<b>0.0%</b>

**Figure 1-9 | Employment Growth in the Jane Addams Memorial Tollway Service Area<sup>10</sup>**

County	2022 Employment	2023 Employment	2022-2023 Average Annual Percent Change	2040 Projected Employment	2023-2040 Average Annual Percent Change
Cook	3,654,300	3,721,900	1.8%	4,267,200	0.8%
Kane	294,700	298,300	1.2%	339,800	0.8%
McHenry	145,400	146,500	0.8%	161,600	0.6%
Boone	22,300	22,700	1.8%	31,000	1.8%
Winnebago	165,300	166,100	0.5%	174,600	0.3%
<b>TOTAL:</b>	<b>4,282,000</b>	<b>4,355,500</b>	<b>1.7%</b>	<b>4,974,200</b>	<b>0.8%</b>

# 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).

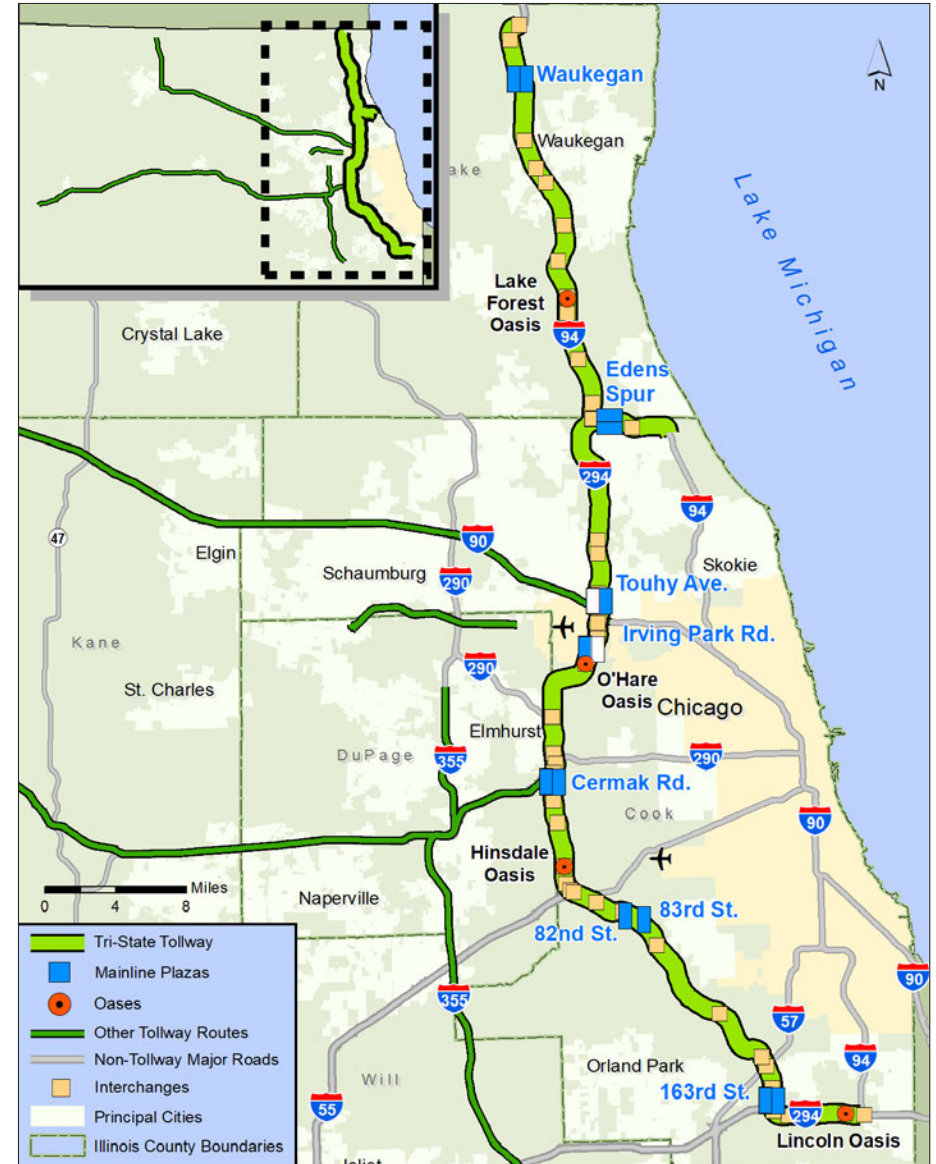
The I-294 portion of the Tri-State Tollway is a bypass loop of IDOT's I-94 mainline, which runs through the central business district of Chicago. The Tri-State Tollway is a major truck route, providing access to and from O'Hare International Airport and functioning as a bypass route for transcontinental 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 then provided 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. The work between Irving Park Road and Balmoral Avenue was completed in 2021 while work between 95th Street and I-55 was completed in 2023. Major work on the segment from I-55 to the Reagan Memorial Tollway began in 2023 and will continue through 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 relatively modest paces of 0.2 percent and 0.1 percent per year, respectively, through 2040.

Figure 1-10 | Tri-State Tollway Location Map



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 County, which is anticipated to surpass Lake County as the third most populous county in Illinois by 2040. Will County is expected to continue to grow from approximately 700,700 in 2023 to 840,100 in 2040 at an annual rate of 1.1 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 0.9 percent per year between 2023 and 2040; however, job growth will not be uniform across all counties. Cook, Lake, and DuPage counties are expected to increase 0.8 percent, 0.7 percent, and 0.8 percent per year, respectively, while Will County is expected to increase 2.2 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<sup>11</sup>

County	2022 Population <sup>12</sup>	2023 Population	2022-2023 Average Annual Percent Change	2040 Projected Population	2023-2040 Average Annual Percent Change
Cook	5,111,600	5,087,100	-0.5%	4,962,700	-0.1%
DuPage	921,700	921,200	-0.1%	941,900	0.1%
Lake	709,900	708,800	-0.2%	728,600	0.2%
Will	698,000	700,700	0.4%	840,100	1.1%
TOTAL:	7,441,200	7,417,800	-0.3%	7,473,300	0.0%

Figure 1-12 | Employment Growth in the Tri-State Tollway Service Area<sup>13</sup>

County	2022 Employment	2023 Employment	2022-2023 Average Annual Percent Change	2040 Projected Employment	2023-2040 Average Annual Percent Change
Cook	3,654,300	3,721,900	1.8%	4,267,200	0.8%
DuPage	818,900	828,200	1.1%	954,100	0.8%
Lake	484,600	490,300	1.2%	553,600	0.7%
Will	369,600	378,900	2.5%	544,300	2.2%
TOTAL:	5,327,400	5,419,300	1.7%	6,319,200	0.9%



# 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

Figure 1-13 | Reagan Memorial Tollway Location Map



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. In 2019, the Tollway finished construction on east-facing ramps at IL 47, turning the former partial interchange into full-access.

## 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 2023 and are expected to remain rural in character over the next two decades. Whiteside and Lee counties are expected to have an average population decline of

respectively 0.1 and 0.2 percent annually between 2023 and 2040, while Ogle County is expected to increase by 0.1 percent annually. DeKalb, another rural county that lost population between 2010 and 2023, is expected to increase by 0.4 percent 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 0.1 percent projected from 2023 to 2040. Kane County is projected to grow at an average annual rate of 0.9 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 gained jobs between 2022 and 2023 after showing losses from 2000 to 2020. On the central and eastern section, DeKalb, Kane, and DuPage counties all had positive employment growth in 2023. Between 2023 and 2040, all six counties are expected to grow, with DeKalb, Kane and DuPage 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. DeKalb County continues to attract large commercial and industrial developments as well. In 2023, Meta opened its new data center in DeKalb off I-88 on the city's south side, which is expected to create more than 200 full-time jobs. Kraft Heinz also broke ground on a nationwide distribution center that will begin operation in 2025. Both of these are adjacent to the Peace Road exit, providing immediate access to the Reagan Memorial Tollway.

**Figure 1-14 | Population Growth in the Reagan Memorial Tollway Service Area<sup>14</sup>**

County	2022 Population <sup>15</sup>	2023 Population	2022-2023 Average Annual Percent Change	2040 Projected Population	2023-2040 Average Annual Percent Change
Whiteside	54,600	54,500	-0.2%	54,000	-0.1%
Lee	33,900	33,700	-0.6%	32,700	-0.2%
Ogle	51,300	51,300	0.0%	51,900	0.1%
DeKalb	100,200	100,300	0.1%	106,600	0.4%
Kane	514,100	515,000	0.2%	596,800	0.9%
DuPage	921,700	921,200	-0.1%	941,900	0.1%
<b>TOTAL:</b>	<b>1,675,800</b>	<b>1,676,000</b>	<b>0.0%</b>	<b>1,783,900</b>	<b>0.4%</b>

**Figure 1-15 | Employment Growth in the Reagan Memorial Tollway Service Area<sup>16</sup>**

County	2022 Employment	2023 Employment	2022-2023 Average Annual Percent Change	2040 Projected Employment	2023-2040 Average Annual Percent Change
Whiteside	28,200	28,300	0.4%	29,600	0.3%
Lee	16,500	16,600	0.6%	16,800	0.1%
Ogle	22,600	22,700	0.4%	24,100	0.4%
DeKalb	52,200	52,600	0.8%	60,400	0.8%
Kane	294,700	298,300	1.2%	339,800	0.8%
DuPage	818,900	828,200	1.1%	954,100	0.8%
<b>TOTAL:</b>	<b>1,233,100</b>	<b>1,246,700</b>	<b>1.1%</b>	<b>1,424,800</b>	<b>0.8%</b>

# 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,<sup>17</sup> 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. In recent years, construction work on the central Tri-State Tollway has resulted in traffic shifting to the Veterans Memorial Tollway.

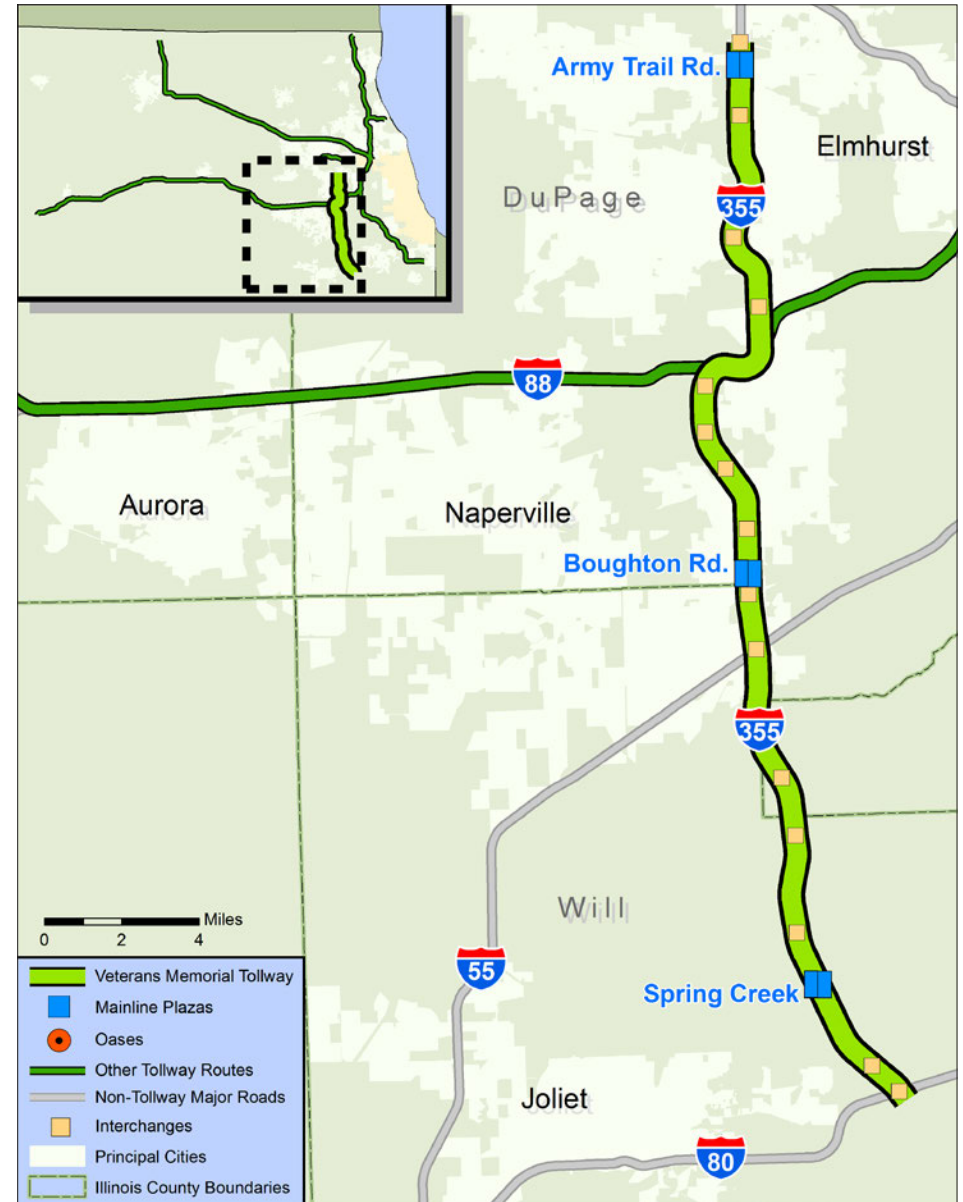
## POPULATION

Figure 1-17 shows the population trends in the areas surrounding the Veterans Memorial Tollway. From 2023 to 2040, the population of DuPage County is projected to grow at an average annual rate of 0.1 percent. This growth is minimal compared to Will County, which is projected to grow 1.1 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.<sup>18</sup>

## 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<sup>19</sup>**

County	2022 Population <sup>20</sup>	2023 Population	2022-2023 Average Annual Percent Change	2040 Projected Population	2023-2040 Average Annual Percent Change
Will	698,000	700,700	0.4%	840,100	1.1%
DuPage	921,700	921,200	-0.1%	941,900	0.1%
Cook	5,111,600	5,087,100	-0.5%	4,962,700	-0.1%
TOTAL:	6,731,300	6,709,000	-0.3%	6,744,700	0.0%

**Figure 1-18 | Employment Growth in the Veterans Memorial Tollway Service Area<sup>21</sup>**

County	2022 Employment	2023 Employment	2022-2023 Average Annual Percent Change	2040 Projected Employment	2023-2040 Average Annual Percent Change
Will	369,600	378,900	2.5%	544,300	2.2%
DuPage	818,900	828,200	1.1%	954,100	0.8%
Cook	3,654,300	3,721,900	1.8%	4,267,200	0.8%
TOTAL:	4,842,800	4,929,000	1.8%	5,765,600	0.9%

# Illinois Route 390 Tollway

## LOCATION

Figure 1-19 shows the location of the 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.

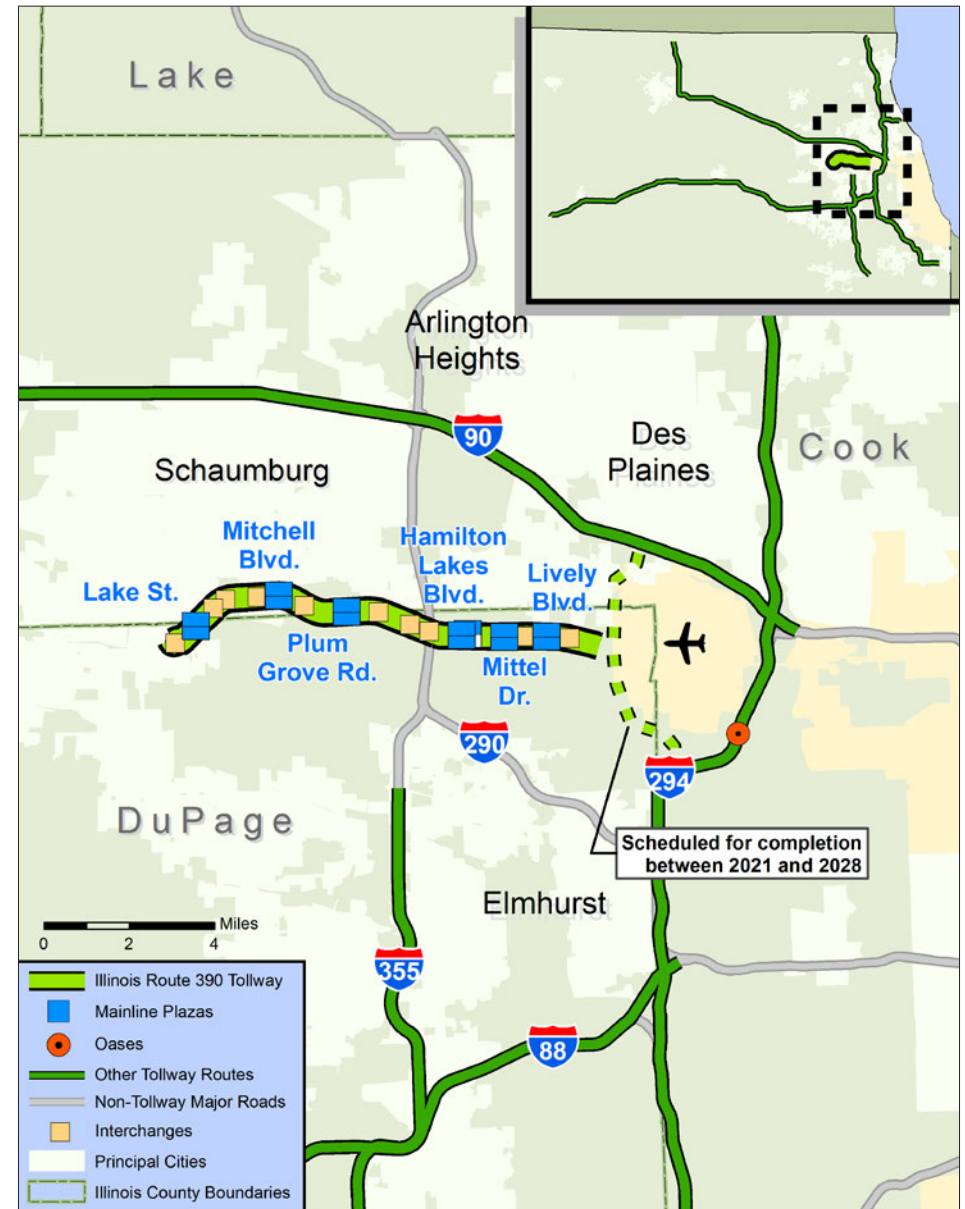
## POPULATION

Figure 1-20 shows the population trends in DuPage and Cook counties, the major service areas of IL 390/I-490. From 2023 to 2040, the population growth of these counties is expected to be limited or slightly negative, 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 2023 to 2040, employment in DuPage and Cook counties is projected to grow at a robust average annual rate of 0.8 percent.

Figure 1-19 | Illinois Route 390 Tollway Location Map



**Figure 1-20 | Population Growth in the Illinois Route 390 Tollway Service Area<sup>22</sup>**

County	2022 Population <sup>23</sup>	2023 Population	2022-2023 Average Annual Percent Change	2040 Projected Population	2023-2040 Average Annual Percent Change
Cook	5,111,600	5,087,100	-0.5%	4,962,700	-0.1%
DuPage	921,700	921,200	-0.1%	941,900	0.1%
<b>TOTAL:</b>	<b>6,033,300</b>	<b>6,008,300</b>	<b>-0.4%</b>	<b>5,904,600</b>	<b>-0.1%</b>

**Figure 1-21 | Employment Growth in the Illinois Route 390 Tollway Service Area<sup>24</sup>**

County	2022 Employment	2023 Employment	2022-2023 Average Annual Percent Change	2040 Projected Employment	2023-2040 Average Annual Percent Change
Cook	3,654,300	3,721,900	1.8%	4,267,200	0.8%
DuPage	818,900	828,200	1.1%	954,100	0.8%
<b>TOTAL:</b>	<b>4,473,200</b>	<b>4,550,100</b>	<b>1.7%</b>	<b>5,221,300</b>	<b>0.8%</b>

## Toll Collection

As of 2023, the Tollway collected tolls at 28 mainline plazas and 61 ramp plazas.<sup>25</sup> Figure 1-22 presents toll collection plazas by Tollway route. Toll collection was primarily via I-PASS/E-ZPass, online via the Tollway’s various online and mail-in payment options, or via invoice.

**Figure 1-22 | Toll Collection Points (2023)**

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
<b>TOTAL:</b>		<b>28</b>	<b>61</b>

## CASH COLLECTION

Beginning in March 2020, all cash collection was suspended at both attended lanes and Automatic Toll Payment Machine (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. By 2019, the Tollway had opened another 15 cashless toll plazas<sup>26</sup>, including a system interchange at I-57/I-294 and a completely cashless route, IL 390. In 2019, an average of 328,000 transactions occurred at cashless plazas each day. With the onset of the COVID-19 pandemic, the entire Tollway system became cashless, essentially overnight. In 2023, an average day saw nearly 2.6 million cashless transactions. Figure 1-23 shows the growth of cashless tolling locations on the Tollway between 2009 and 2020.

Figure 1-23 | Cashless Toll Plazas<sup>27</sup>

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
2020	All Plazas	All Routes	Mainline and Ramp	Systemwide end of cash collection

## 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.<sup>28</sup> 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.<sup>29</sup> With the advent of the Tollway's invoicing policy, online payments began to decline. In 2023, 5.4 million payments were made using the legacy online payment system.

## INVOICING

Under the Tollway's invoicing policy, 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 system 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	4	Large trucks	
5	Truck with five axles			
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.

**2023 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 2023 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.<sup>30</sup> 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. Between 2018 and 2022, tolls increased an average of 2.1 percent per year. In 2023, the average toll increase was 3.5 percent.

**FUTURE TOLL RATES**

Commercial vehicle toll rates were scheduled to increase annually at the rate of inflation (CPI). However, on September 15, 2022, the Tollway Board of Directors approved a change to this calculation methodology to one based on the annualized percentage change in the CPI over the 3 years ending on June 30 of the previous year. No additional passenger car toll rate increases are currently scheduled or planned.



Figure 1-25 | 2023 Toll Rates for the Jane Addams Memorial Tollway (I-90)

					All Toll Rates are for 2023							
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	Pay Online	I-PASS & Pay Online			I-PASS & Pay Online		
						Small	Medium	Large	Small	Medium	Large	
<b>1</b>	<b>South Beloit</b>	<b>3.5</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.95</b>	<b>\$1.90</b>	<b>\$2.30</b>	<b>\$4.00</b>	<b>\$6.85</b>	<b>\$3.50</b>	<b>\$5.20</b>	<b>\$9.15</b>
2	East Riverside Boulevard	12.3	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
3	Genoa Road (EB Exit)	25.2	R	EB off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
3	Genoa Road (WB Exit)	25.4	R	WB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
4	Illinois Route 173	8.9	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>5</b>	<b>Belvidere</b>	<b>23.3</b>	<b>M</b>	<b>WB only</b>	<b>\$1.50</b>	<b>\$3.00</b>	<b>\$3.65</b>	<b>\$6.40</b>	<b>\$11.00</b>	<b>\$5.50</b>	<b>\$8.25</b>	<b>\$14.65</b>
5A	Irene Road	20.7	R	WB on, EB Off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
6	Illinois Route 47 (EB Exit/ WB Entrance)	46.4	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
6	Illinois Route 47 (EB Entrance/WB Exit)	46.4	R	WB off, EB on	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
<b>7</b>	<b>Marengo</b>	<b>37.8</b>	<b>M</b>	<b>EB only</b>	<b>\$1.50</b>	<b>\$3.00</b>	<b>\$3.65</b>	<b>\$6.40</b>	<b>\$11.00</b>	<b>\$5.50</b>	<b>\$8.25</b>	<b>\$14.65</b>
7A	Illinois Route 23	36.1	R	WB on, WB/EB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
8	Randall Road	52.1	R	WB on, EB off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>9</b>	<b>Elgin</b>	<b>53.8</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
10	Barrington Road	62.2	R	All ramps	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
11	Illinois Route 31	54.6	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
12	Roselle Road	65.5	R	All ramps	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
12A	Meacham Road	67.4	R	WB on, WB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
13	Illinois Route 25	56.2	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
14	Illinois Route 59 Eastbound Exit	59.7	R	EB off	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
15	I-290, Illinois Route 53	68.2	R	EB off	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
16A	Illinois Route 59 Westbound Exit	59.7	R	WB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
16B	Beverly Road	58.1	R	WB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
<b>17</b>	<b>Devon Avenue</b>	<b>77.1</b>	<b>M</b>	<b>WB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
18	Arlington Heights Road	70.7	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
18A	Elmhurst Road	73.5	R	WB on, EB Off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>19</b>	<b>River Road</b>	<b>78.5</b>	<b>M</b>	<b>EB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>

In some prior year documents, westbound Illinois Route 59 and westbound Beverly Road were listed together as simply "Plaza 14 Route 59". Under current financial reporting systems, revenue from these two different locations are combined and reported together. 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 | 2023 Toll Rates for the Tri-State Tollway (I-294)

					All Toll Rates are for 2023							
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	Pay Online	I-PASS & Online			I-PASS & Online		
		Small	Medium	Large	Small	Medium	Large					
20	Buckley Road (Illinois Route 137)	13.8	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
<b>21</b>	<b>Waukegan</b>	<b>4.8</b>	<b>M</b>	<b>All traffic</b>	<b>\$1.40</b>	<b>\$2.80</b>	<b>\$3.50</b>	<b>\$6.05</b>	<b>\$10.35</b>	<b>\$5.20</b>	<b>\$7.80</b>	<b>\$13.75</b>
22	Townline Road (Illinois Route 60)	18.9	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
23	Half Day Road (Illinois Route 22)	21.8	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
<b>24</b>	<b>Edens Spur</b>	<b>26.4</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.95</b>	<b>\$1.90</b>	<b>\$2.30</b>	<b>\$4.00</b>	<b>\$6.85</b>	<b>\$3.50</b>	<b>\$5.20</b>	<b>\$9.15</b>
26	Lake Cook Road	25.3	R	WB on, EB off	\$0.95	\$1.90	\$2.30	\$4.00	\$6.85	\$3.50	\$5.20	\$9.15
27	Willow Road	48.9	R	NB on, SB off	\$0.95	\$1.90	\$2.30	\$4.00	\$6.85	\$3.50	\$5.20	\$9.15
28	Golf Road (Illinois Route 58)	45.2	R	NB on, SB off	\$0.95	\$1.90	\$2.30	\$4.00	\$6.85	\$3.50	\$5.20	\$9.15
<b>29</b>	<b>Touhy Avenue</b>	<b>42.1</b>	<b>M</b>	<b>NB only</b>	<b>\$0.95</b>	<b>\$1.90</b>	<b>\$2.30</b>	<b>\$4.00</b>	<b>\$6.85</b>	<b>\$3.50</b>	<b>\$5.20</b>	<b>\$9.15</b>
30	Balmoral Avenue	39.8	R	NB off	\$0.80	\$1.60	\$2.30	\$4.00	\$6.85	\$3.50	\$5.20	\$9.15
31	O'Hare West	40.2	R	SB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
32	O'Hare East	40.7	R	NB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
<b>33</b>	<b>Irving Park Road (Illinois Route 19)</b>	<b>38.9</b>	<b>M</b>	<b>SB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
34	75th Street, Willow Springs Road	22	R	NB on, SB off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>35</b>	<b>Cermak Road (22nd Street)</b>	<b>29.9</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
<b>36</b>	<b>82nd Street</b>	<b>19.7</b>	<b>M</b>	<b>SB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
37	I-55 (Stevenson Expressway)	23.7	R	NB on, SB off	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
38	U.S. Route 12-20, 95th Street	17.5	R	NB off, SB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>39</b>	<b>83rd Street</b>	<b>19.3</b>	<b>M</b>	<b>NB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
40	U.S. Route 6, 159th Street	6.3	R	NB on, SB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
<b>41</b>	<b>163rd Street</b>	<b>5.6</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
42	I-57/147th Street (Illinois Route 83)	7.2	R	NB on, SB off	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
43	I-80 Westbound	5.1	R	NB off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
45	I-80 Eastbound	5.1	R	SB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
47	Halsted Street (Illinois Route 1)	2.7	R	NB off, SB on	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75

Figure 1-27 | 2023 Toll Rates for the Reagan Memorial Tollway (I-88)

					All Toll Rates are for 2023							
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	Pay Online	I-PASS & Online			I-PASS & Online		
		Small	Medium	Large	Small	Medium	Large					
<b>51</b>	<b>York Road</b>	<b>138.1</b>	<b>M</b>	<b>WB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
<b>52</b>	<b>Meyers Road</b>	<b>135.1</b>	<b>M</b>	<b>EB only</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
53	Spring Road (22nd Street)	137.8	R	WB on	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
54	Illinois Route 83	137.1	R	EB on	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
55	Midwest Road	136.4	R	EB on	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
56	Highland Avenue	134.3	R	EB off, WB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
57	Naperville Road	127.4	R	EB off, WB on	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
58	Winfield Road	125.2	R	EB off, WB on	\$0.30	\$0.60	\$0.75	\$1.25	\$2.10	\$1.10	\$1.55	\$2.75
59	Farnsworth Avenue	119.2	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
60	Eola Road	121.4	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
<b>61</b>	<b>Aurora</b>	<b>117.8</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.75</b>	<b>\$1.50</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
63	Illinois Route 31	116.8	R	WB on, EB off	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
64	Orchard Road	114.4	R	WB on, EB off	\$0.45	\$0.90	\$1.20	\$2.10	\$3.50	\$1.70	\$2.65	\$4.60
64A	Illinois Route 47	109.3	R	WB off, EB on	\$0.55	\$1.10	\$1.35	\$2.45	\$4.10	\$2.10	\$3.10	\$5.50
65	Peace Road	94	R	WB off, EB on	\$0.75	\$1.50	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
<b>66</b>	<b>DeKalb</b>	<b>86.2</b>	<b>M</b>	<b>All traffic</b>	<b>\$1.80</b>	<b>\$3.60</b>	<b>\$4.40</b>	<b>\$7.65</b>	<b>\$13.10</b>	<b>\$6.60</b>	<b>\$9.80</b>	<b>\$17.40</b>
67	Annie Glidden Road	91.4	R	WB off, EB on	\$1.05	\$2.10	\$2.60	\$4.45	\$7.60	\$3.85	\$5.65	\$10.05
<b>69</b>	<b>Dixon</b>	<b>56.4</b>	<b>M</b>	<b>All traffic</b>	<b>\$1.80</b>	<b>\$3.60</b>	<b>\$4.40</b>	<b>\$7.65</b>	<b>\$13.10</b>	<b>\$6.60</b>	<b>\$9.80</b>	<b>\$17.40</b>

Figure 1-28 | 2023 Toll Rates for the Veterans Memorial Tollway (I-355)

					All Toll Rates are for 2023							
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	Pay Online	I-PASS & Online			I-PASS & Online		
		Small	Medium	Large	Small	Medium	Large					
<b>73</b>	<b>Army Trail Road</b>	<b>29.2</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.95</b>	<b>\$1.90</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
75	North Avenue (Illinois Route 64)	27.9	R	NB off, SB on	\$0.75	\$1.50	\$1.50	\$2.60	\$4.40	\$2.15	\$3.30	\$5.85
77	Roosevelt Road (Illinois Route 38)	24.6	R	NB off, SB on	\$0.65	\$1.30	\$1.25	\$2.30	\$3.85	\$1.95	\$2.90	\$5.15
79	Butterfield Road (Illinois Route 56)	22.6	R	NB off, SB on	\$0.45	\$0.90	\$0.90	\$1.65	\$2.75	\$1.35	\$2.10	\$3.65
81	Ogden Avenue (U.S. Route 34)	131.1	R	EB off, WB on	\$0.45	\$0.90	\$0.90	\$1.65	\$2.75	\$1.35	\$2.10	\$3.65
83	Maple Avenue	18.3	R	NB on, SB off	\$0.55	\$1.10	\$1.10	\$1.95	\$3.30	\$1.65	\$2.45	\$4.40
85	63rd Street	17.2	R	NB on, SB off	\$0.65	\$1.30	\$1.25	\$2.30	\$3.85	\$1.95	\$2.90	\$5.15
87	75th Street	15.5	R	NB on, SB off	\$0.75	\$1.50	\$1.50	\$2.60	\$4.40	\$2.15	\$3.30	\$5.85
<b>89</b>	<b>Boughton Road Mainline</b>	<b>14.4</b>	<b>M</b>	<b>All traffic</b>	<b>\$0.95</b>	<b>\$1.90</b>	<b>\$1.85</b>	<b>\$3.20</b>	<b>\$5.50</b>	<b>\$2.75</b>	<b>\$4.10</b>	<b>\$7.35</b>
90	Boughton Road Ramp	13.8	R	NB off, SB on	\$0.45	\$0.90	\$0.90	\$1.65	\$2.75	\$1.35	\$2.10	\$3.65
93	127th Street	8.9	R	NB on, SB off	\$0.95	\$1.90	\$1.85	\$3.20	\$5.50	\$2.75	\$4.10	\$7.35
95	Archer Avenue/143rd Street	7.3	R	NB on, SB off	\$1.20	\$2.40	\$2.40	\$4.25	\$7.15	\$3.55	\$5.50	\$9.50
97	Illinois Route 7 (159th Street)	4.8	R	NB on, SB off	\$1.40	\$2.80	\$2.75	\$4.90	\$8.25	\$4.10	\$6.30	\$11.00
<b>99</b>	<b>Spring Creek</b>	<b>3.3</b>	<b>M</b>	<b>All traffic</b>	<b>\$1.90</b>	<b>\$3.80</b>	<b>\$3.65</b>	<b>\$6.40</b>	<b>\$11.00</b>	<b>\$5.50</b>	<b>\$8.25</b>	<b>\$14.65</b>
101	U.S. Route 6	0.8	R	NB off, SB on	\$0.45	\$0.90	\$0.90	\$1.65	\$2.75	\$1.35	\$2.10	\$3.65

Figure 1-29 | 2023 Toll Rates for the Illinois Route 390 Tollway (IL 390)

						All Toll Rates are for 2023						
Plaza #	Toll Plaza Name	Milepost	Mainline/ Ramp	Toll Collected From	Toll Collected From	Passenger Cars	Commercial Vehicles					
						All Times	Discount			Non-Discout		
							Overnight			Daytime		
						Cars	Small	Medium	Large	Small	Medium	Large
320	Lively Boulevard	15.3	M	All traffic	I-PASS	\$0.20	\$0.30	\$0.50	\$0.85	\$0.45	\$0.70	\$1.20
					Pay Online	\$0.40	\$0.45	\$0.80	\$1.30	\$0.70	\$1.05	\$1.85
322	Mittel Drive	14.4	M	All traffic	I-PASS	\$0.20	\$0.30	\$0.50	\$0.85	\$0.45	\$0.70	\$1.20
					Pay Online	\$0.40	\$0.45	\$0.80	\$1.30	\$0.70	\$1.05	\$1.85
324	Hamilton Lakes Boulevard	13.3	M	All traffic	I-PASS	\$0.25	\$0.40	\$0.70	\$1.15	\$0.55	\$0.85	\$1.55
					Pay Online	\$0.50	\$0.65	\$1.05	\$1.75	\$0.85	\$1.30	\$2.35
325	Ketter Drive	13.4	Ramp	WB On	I-PASS	\$0.20	\$0.30	\$0.50	\$0.85	\$0.45	\$0.70	\$1.20
					Pay Online	\$0.40	\$0.45	\$0.80	\$1.30	\$0.70	\$1.05	\$1.85
326	Plum Grove Road	10.6	M	All traffic	I-PASS	\$0.60	\$0.85	\$1.55	\$2.65	\$1.30	\$2.00	\$3.55
					Pay Online	\$1.20	\$1.35	\$2.35	\$3.95	\$2.00	\$3.05	\$5.30
328	Mitchell Boulevard	9	M	All traffic	I-PASS	\$0.35	\$0.55	\$0.95	\$1.65	\$0.85	\$1.25	\$2.25
					Pay Online	\$0.70	\$0.85	\$1.50	\$2.50	\$1.30	\$1.90	\$3.40
330	Lake Street	6.3	M	All traffic	I-PASS	\$0.30	\$0.45	\$0.80	\$1.45	\$0.70	\$1.10	\$1.90
					Pay Online	\$0.60	\$0.70	\$1.20	\$2.15	\$1.05	\$1.65	\$2.85

## 2023 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.<sup>31</sup>

**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
<b>TOTAL:</b>		<b>588</b>	<b>\$80.80</b>	<b>\$0.14</b>	<b>\$40.40</b>	<b>\$0.07</b>

**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	\$29.00	\$0.19	\$19.30	\$0.13
Tri-State*	I-94/I-294/I-80	164	\$40.15	\$0.24	\$26.85	\$0.16
Reagan Memorial**	I-88	192	\$37.40	\$0.19	\$25.00	\$0.13
Veterans Memorial	I-355	59	\$22.00	\$0.37	\$14.70	\$0.25
Illinois Route 390	IL 390	20	\$8.60	\$0.43	\$5.70	\$0.29
<b>TOTAL:</b>		<b>588</b>	<b>\$137.15</b>	<b>\$0.23</b>	<b>\$91.55</b>	<b>\$0.16</b>

**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	\$43.30	\$0.28	\$33.60	\$0.22
Tri-State*	I-94/I-294/I-80	164	\$59.90	\$0.36	\$46.50	\$0.28
Reagan Memorial**	I-88	192	\$55.60	\$0.29	\$43.40	\$0.23
Veterans Memorial	I-355	59	\$32.90	\$0.56	\$25.60	\$0.43
Illinois Route 390	IL 390	20	\$13.20	\$0.67	\$10.00	\$0.51
<b>TOTAL:</b>		<b>588</b>	<b>\$204.90</b>	<b>\$0.35</b>	<b>\$159.10</b>	<b>\$0.27</b>

\*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	\$77.00	\$0.50	\$57.70	\$0.38
Tri-State*	I-94/I-294/I-80	164	\$106.40	\$0.65	\$79.75	\$0.49
Reagan Memorial**	I-88	192	\$99.00	\$0.52	\$74.40	\$0.39
Veterans Memorial	I-355	59	\$58.70	\$0.99	\$44.00	\$0.74
Illinois Route 390	IL 390	20	\$23.30	\$1.18	\$17.20	\$0.87
<b>TOTAL:</b>		<b>588</b>	<b>\$364.40</b>	<b>\$0.62</b>	<b>\$273.05</b>	<b>\$0.46</b>

\*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 2023 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<sup>32</sup> to a high of \$17.40 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 revenue.
3. I-PASS Rate: A higher percentage of passenger car drivers paying with I-PASS results in lower average revenue, since these users pay less per transaction than users paying by other methods.

### Passenger Cars versus Commercial Vehicles

In 2023, the average revenue per transaction for all vehicle types throughout the system was \$1.39. The average revenue per transaction for passenger cars (Rate Tier 1) was \$0.78. For commercial vehicles (Rate Tiers 2, 3, and 4), the average was \$5.49.

### Mainline versus Ramp Plazas

The average revenue per transaction at mainline toll plazas was \$1.61, while at ramp plazas it was \$0.81.<sup>33</sup> Ramp plazas account for 16.0 percent of overall revenue and 27.4 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 revenue 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<sup>34</sup>**

Route	Passenger Cars	Commercial Vehicles
Jane Addams Memorial	\$0.72	\$5.79
Tri-State	\$0.79	\$5.48
Reagan Memorial	\$0.79	\$6.96
Veterans Memorial	\$1.03	\$5.83
Illinois Route 390	\$0.38	\$1.19
<b>TOTAL:</b>	<b>\$0.78</b>	<b>\$5.49</b>

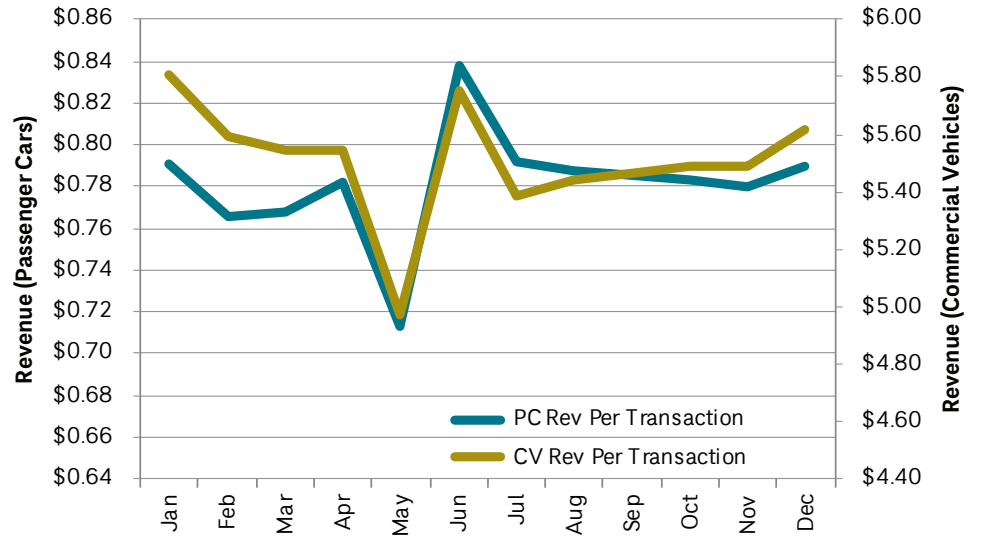
### AVERAGE TOLL BY MONTH

Figure 1-35 shows the average toll paid by passenger cars and commercial vehicles per transaction in each month for 2023. The trend in the average toll paid by passenger cars typically shows a peak 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 online toll rate.

The lower average toll charged for commercial vehicles in the summer months is also the result of increased recreational travel. Passenger cars with trailers fall under the Tollway’s Rate Tier 3, which has a lower toll rate than Rate Tier 4. Rate Tier 4 includes 5-axle trucks, the most frequent commercial vehicle users of the Tollway. The increased volume of passenger cars with trailers brings down the average commercial vehicle toll paid in the summer months.

There is sometimes a delay in processing revenue from E-ZPass users on the Tollway system. This was the case for late spring 2023; a delay in collecting some E-ZPass revenue resulted in lower-than-expected revenue in May followed by higher-than-expected revenue in June. These delays affected both passenger car and commercial vehicle revenue.

Figure 1-35 | Average Revenue per Transaction by Month Passenger Cars vs. Commercial Vehicles (2023)

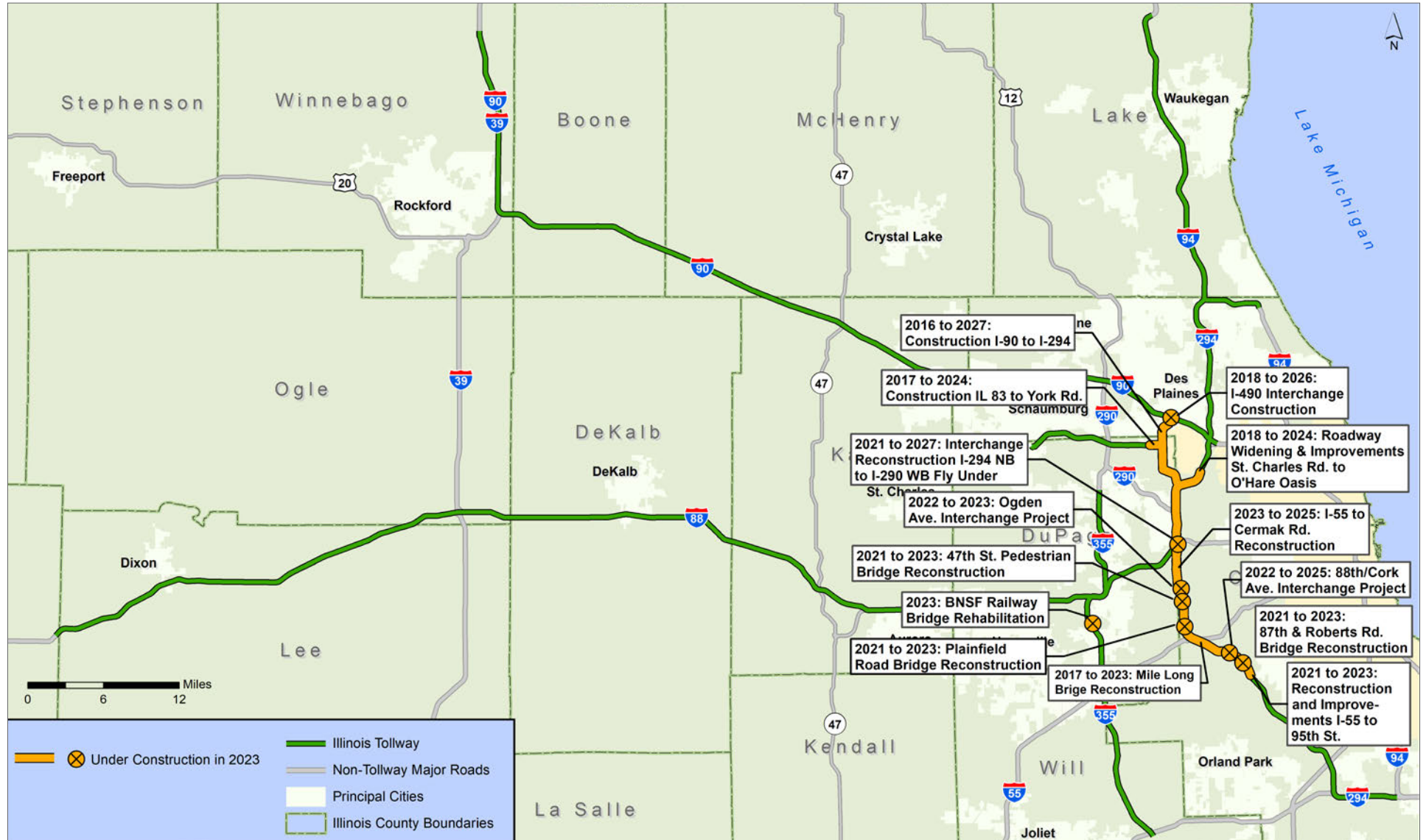




# Major Construction Projects in 2023

Figure 1-36 presents the location of major construction projects completed or in progress in 2023.

Figure 1-36 | Major Construction Projects in 2023



Major projects in progress in 2023 included:

- 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)
- Reconstruction and widening of Central Tri-State Tollway from Balmoral Avenue to 95th Street (Tri-State Tollway)
- Reconfiguration and reconstruction of the I-290/I-88 interchange at I-294 (Tri-State Tollway)
- Ogden Avenue interchange reconfiguration (Tri-State Tollway)
- 88th/Cork Avenue interchange construction (Tri-State Tollway)
- I-55 interchange reconstruction (Tri-State 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.

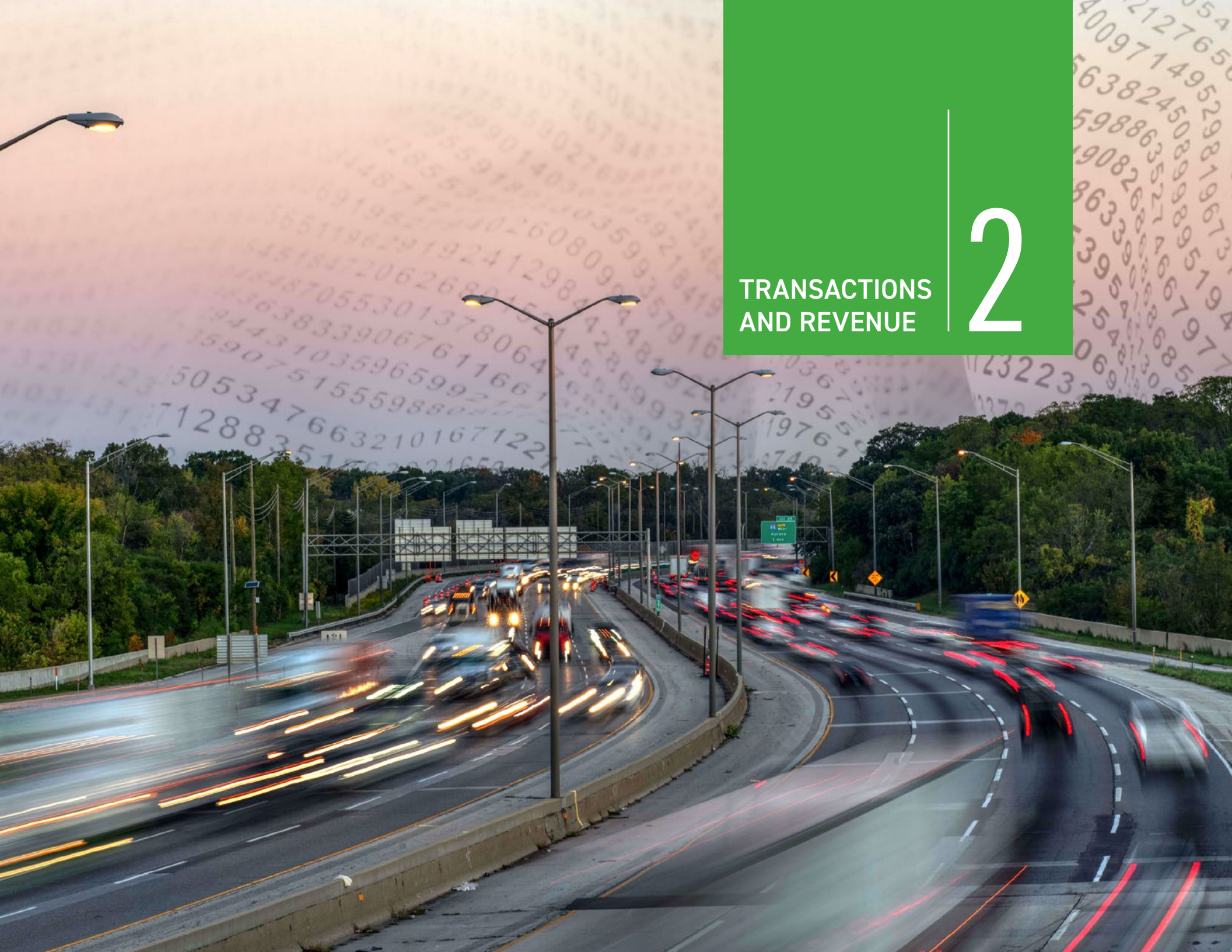
To fund a portion of the cost of the Move Illinois Program, the Tollway issued bonds in par amounts of \$900 million in December 2023 (Series 2024A), \$500 million in May 2023 (Series 2023A), \$700 million in December 2021 (Series 2021A), \$500 million in December 2020 (Series 2020A), \$300 million in 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 revenue and approximately \$1.5 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 revenue 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.





TRANSACTIONS  
AND REVENUE

2

## 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 (1959-2023) and short-term (2018-2023) trends. After these general sections, Chapter 2 provides a more detailed analysis of the 2023 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

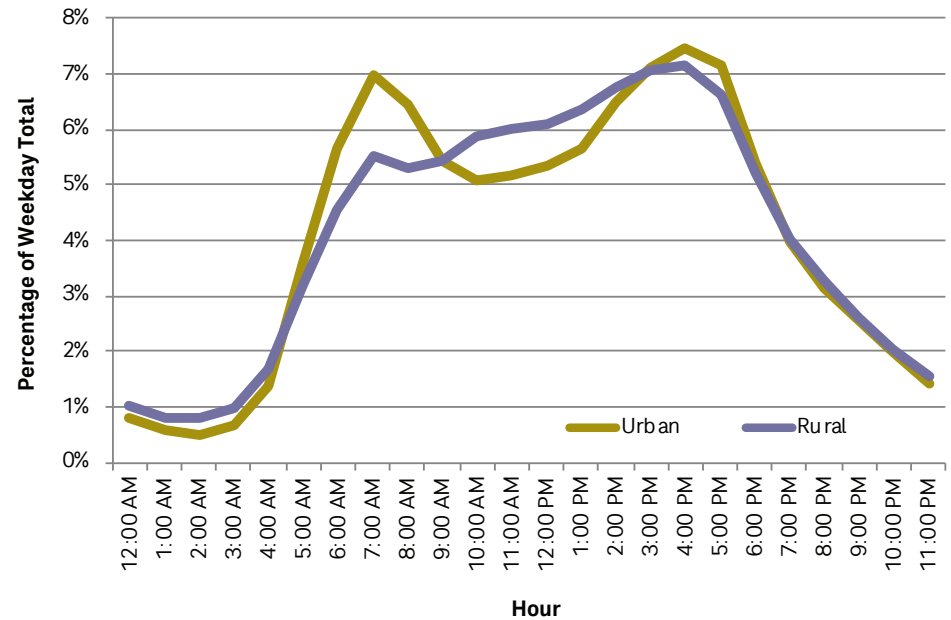
The Tollway is largely a commuter system. On a daily basis, most trips are made in passenger cars for work-related purposes. However, the Tollway also serves as a major connection for both interstate commerce and recreational interstate passenger traffic. As a result, the summer months—when recreational 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 1.74 toll plazas per trip on the Illinois Tollway (i.e., one vehicle trip is equivalent to 1.74 transactions on the Tollway).<sup>1</sup> 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.

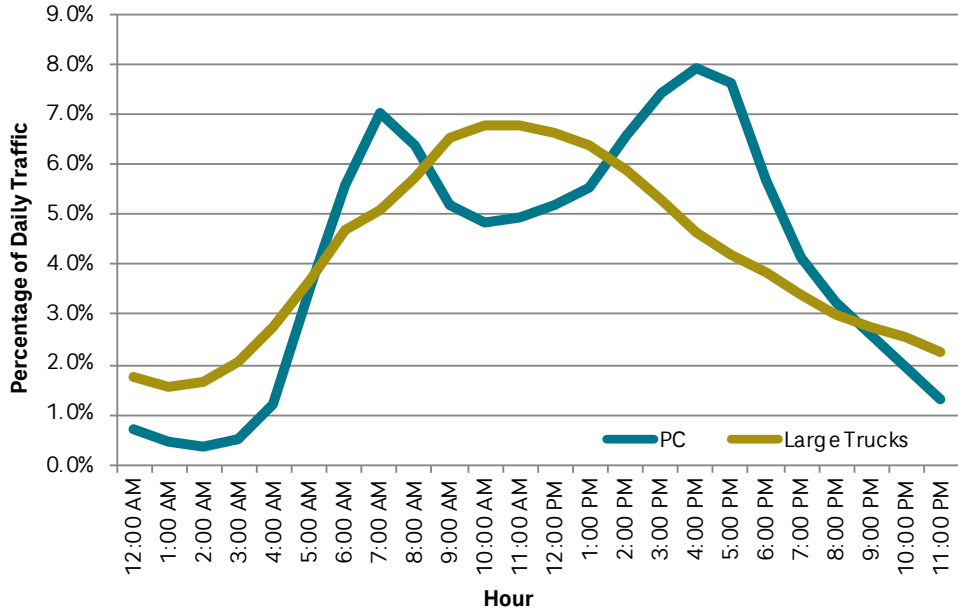
Figure 2-1 | Percent of Weekday Total Transactions by Hour at Mainline Plazas (2023)<sup>2</sup>



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 (2023)<sup>3</sup>**

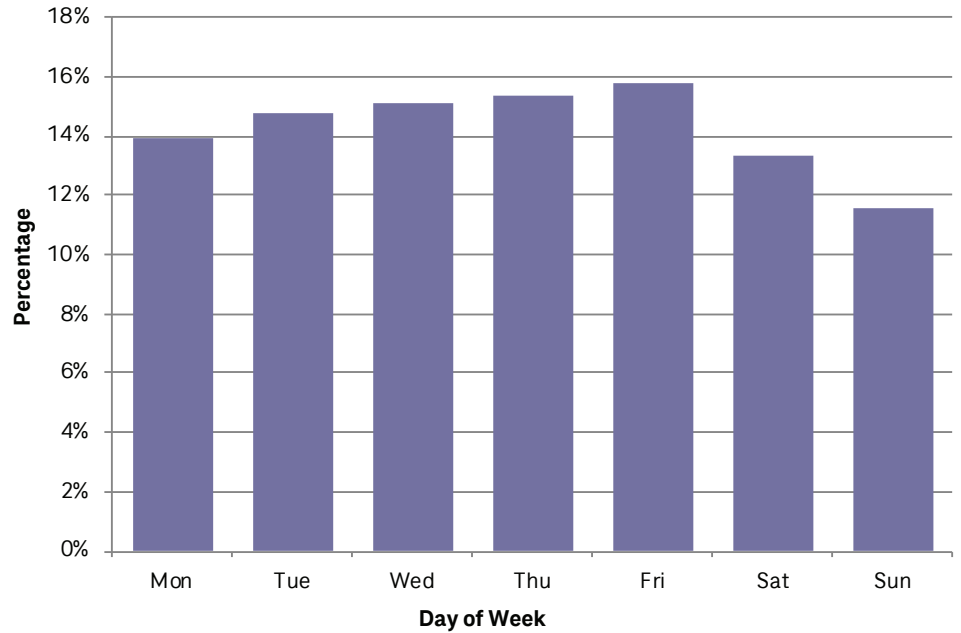


The share of large truck traffic during peak periods (7:00 AM to 9:00 AM, and 4:00 PM to 6:00 PM) was higher in 2023 than during pre-COVID conditions. This is likely due to fewer commuters in the peak periods. With less congestion to deal with, large truck operators are avoiding peak hour usage less than they did in the past.

**DAILY TRAFFIC**

Figure 2-3 shows the percentage of systemwide transactions in 2023 by day of the week.

**Figure 2-3 | Percent of Total Transactions by Day of Week (2023)<sup>4</sup>**

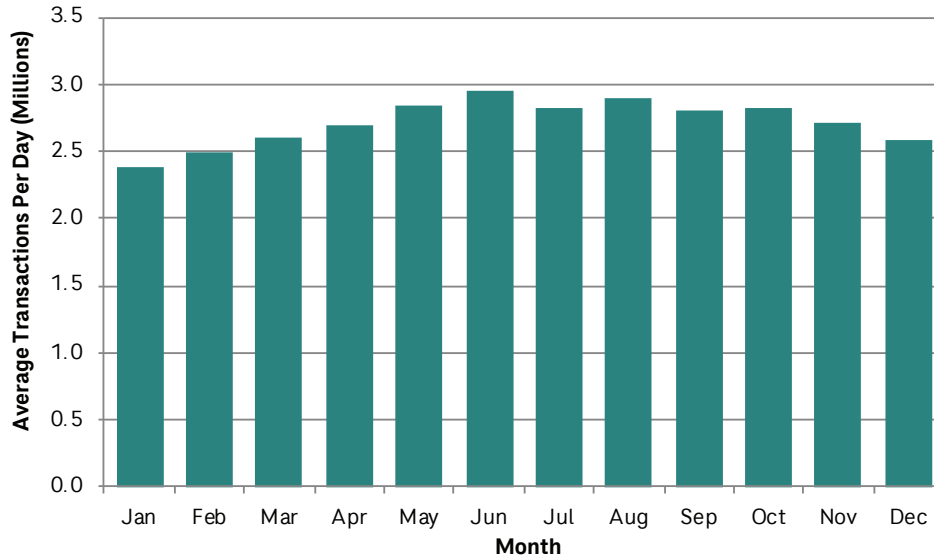


The overall number of transactions is much higher on weekdays, which reflects consistent use by local commuters. Transactions rise slowly over the week to peak on Fridays. Friday transactions include both weekday commuter trips and weekend recreational trips. During the summer and early fall months, many travelers leave on Friday afternoon for vacation destinations in Wisconsin, Indiana, and Michigan, while others use the system for recreational travel within the Chicago region. These Fridays commonly represent the highest transaction days on the Tollway system. On Saturdays and Sundays, the number of transactions is sharply lower, because there are fewer work-related trips on the weekend. While this distribution is similar in both pre- and post-COVID conditions, the difference between weekday and weekend traffic has shrunk since 2020. With fewer daily commuter trips, weekend trips now make up a slightly higher percentage of total travel on the Tollway.

## MONTHLY TRAFFIC

Figure 2-4 shows the average number of daily transactions in each month.<sup>5</sup>

Figure 2-4 | Average Daily Transactions by Month (2023)<sup>6</sup>

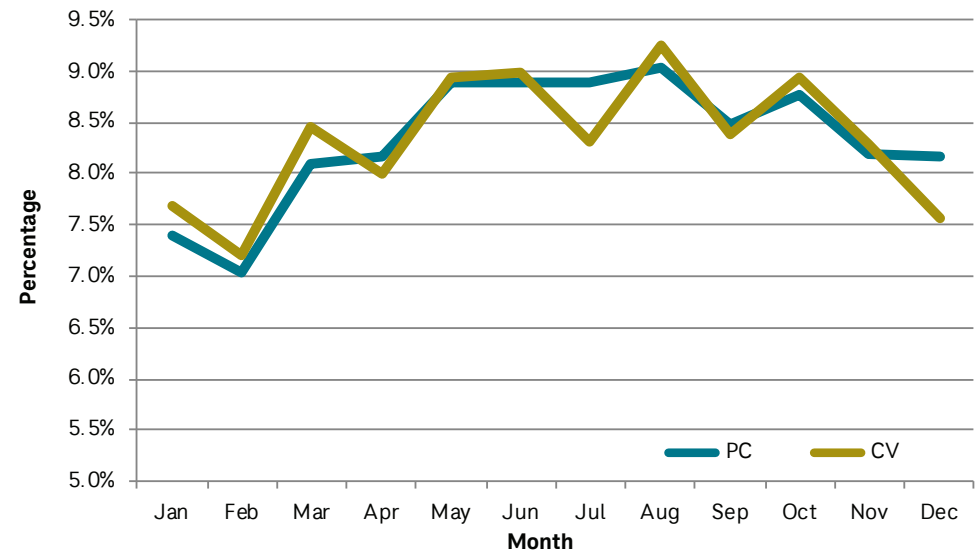


On the Tollway system, traffic volumes generally reach the highest levels during the summer months. Year-to-year variations in the number of weekdays in a given month, as well as the dates of holidays explain slight variances in the overall pattern. After the unusual variations in 2020 and 2021 due to the COVID-19 pandemic, monthly average daily traffic returned to a typical distribution in 2022 and 2023.

Figure 2-5 shows the share of monthly transactions by passenger cars and commercial vehicles. Passenger car transactions are highest in the summer months and lowest in the winter months. The summer months are highest because both commuters and vacationers use the system during this period. During the winter months, many commuters take off work for the holidays at the end of December and beginning of January, reducing transactions during these months. The winter months are also affected by adverse weather conditions limiting travel, especially for commuters with remote work options.

Commercial vehicle transactions follow similar trends to passenger cars, but with more muted variation. December, January and February are typically the months with the fewest commercial vehicles. Holidays tend to have a larger impact on commercial vehicle traffic than passenger cars, and in the opposite direction. In 2023, dips in transactions during April, July, and September were due to the Easter, Independence Day, and Labor Day holidays.

Figure 2-5 | Passenger Car and Commercial Vehicle Transactions by Month (2023)<sup>7</sup>



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 2023 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

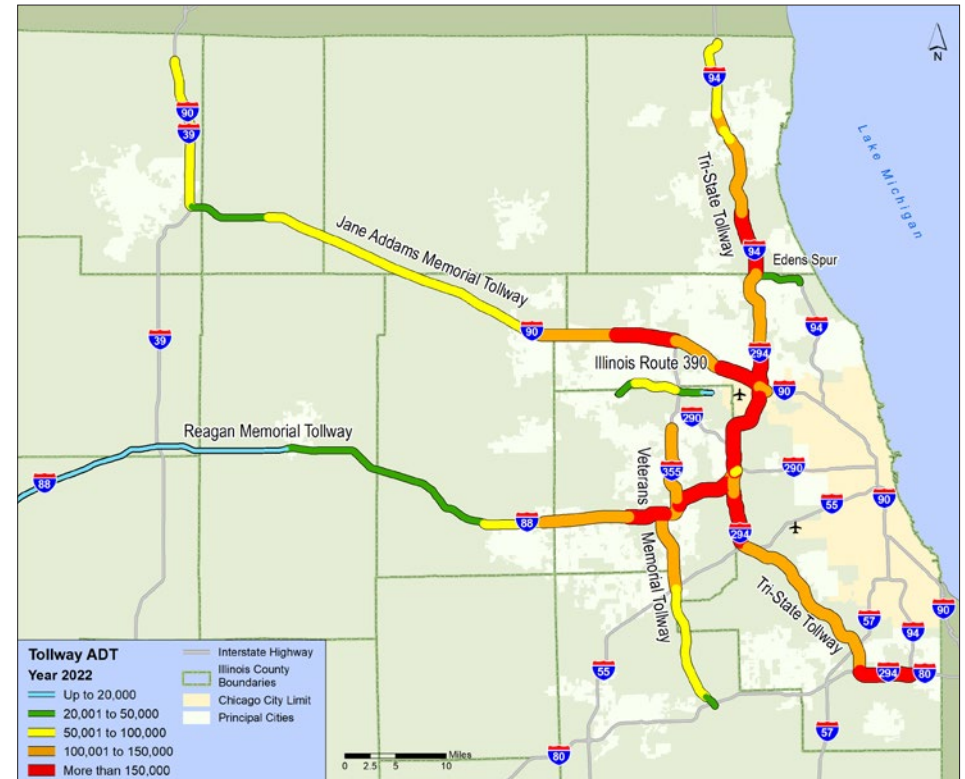
The system has experienced continued growth since its opening in 1958. Initially this growth was concentrated in the urban sections of the system. However, as development and jobs spread outward from the urban core, so has traffic on the Tollway. The following two figures illustrate growth from 2000 to 2023 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 2000 and 2023.

Figure 2-6 | ADT (2000)



In 2000, segments with ADT volumes of more than 150,000 vehicles (colored red above) were concentrated at the east end of the Jane Addams Memorial Tollway, portions of the north and central Tri-State Tollway, and the section of Reagan Memorial Tollway just west of Veterans Memorial Tollway. The segments are bounded roughly by I-90 on the north, I-290/IL 53 to the west, and I-55 to the south. These centrally located components function as the traffic epicenter of the entire Tollway system, connecting O’Hare International Airport with several interstate highways and are important for regional mobility. ADT volumes became successively lower moving further away from this area.

Figure 2-7 | ADT (2023)



ADT volumes have increased sharply since 2000. As of 2023, 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—parts of the Tri-State, eastern Reagan Memorial, and eastern Jane Addams Memorial—having reached 150,000 vehicles per day (colored red above). The only large 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.



In 2023, daily volumes on most of the system remained below pre-pandemic conditions. The central Tri-State continued to host the most traffic, with some segments having daily volumes in excess of 175,000 vehicles. The eastern Jane Addams and Reagan Memorial Tollways had many segments with more than 150,000 daily vehicles, illustrating that the geographic core of the Tollway system remains the most heavily trafficked. Not coincidentally, these inner segments also had some of the largest number of trucks on the system, which continued to grow throughout and after the pandemic.

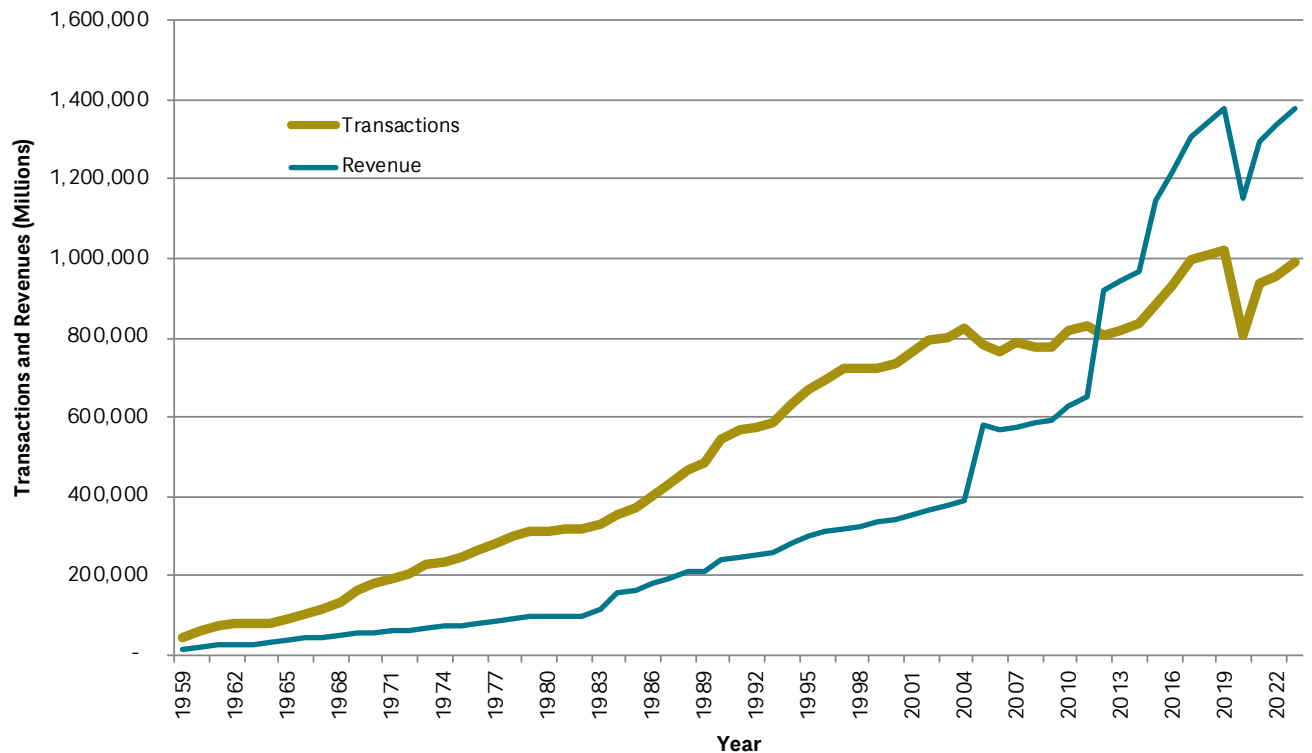
### LONG-TERM HISTORICAL TRENDS

Transactions and revenue has grown steadily over time since the Tollway's inception. Figures 2-8 and 2-9 show annual transactions and revenue since 1959.

Historically, transactions and revenue has 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 revenue has 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 2-8.

Figure 2-8 | Annual Systemwide Transactions and Revenue (1959-2023)<sup>a</sup>



As illustrated in Figure 2-8, 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.

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 revenue increased an average of 7.3 percent per year. The larger increase in revenue 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 revenue decreased by 16.8 percent. The lower impact on revenue reflects the fact that commercial vehicle traffic was only down by 1.5 percent whereas passenger car transactions dropped by 23.8 percent.

Both transactions and revenue rebounded in 2021, and the recovery continued in 2022 and 2023. In 2023, transactions were up by 3.8 percent and revenue up by 3.2 percent compared to 2022. However, traffic and revenue performances remained below 2019 levels.

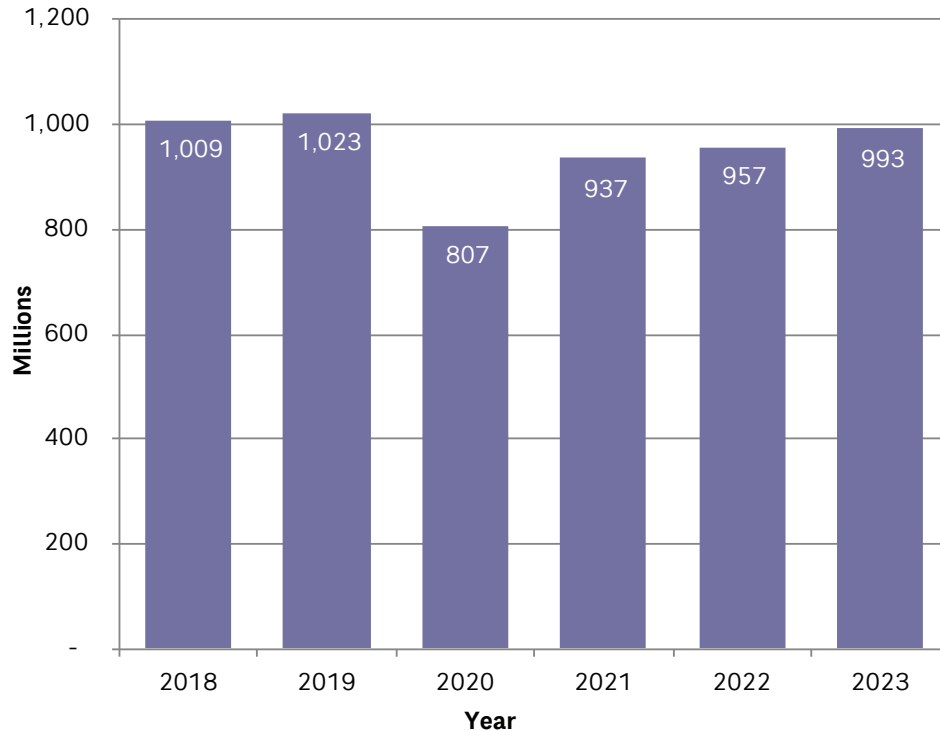
**Figure 2-9 | Annual Systemwide Transactions and Revenue (1959-2023)<sup>9</sup>**

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 <sup>10</sup>	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 <sup>11</sup>	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 <sup>12</sup>	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 <sup>13</sup>	780,446	-5.2%	\$580,442	48.2%
2006 <sup>14</sup>	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 <sup>15</sup>	775,353	-0.3%	\$592,064	1.4%
2010 <sup>16</sup>	817,082	5.4%	\$628,754	6.2%
2011	832,828	1.9%	\$652,674	3.8%
2012 <sup>17</sup>	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 <sup>18</sup>	881,615	5.2%	\$1,146,629	18.3%
2016 <sup>19</sup>	931,891	5.7%	\$1,216,298	6.1%
2017 <sup>20</sup>	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%	\$1,149,020	-16.8%
2021	936,595	16.1%	\$1,292,370	12.5%
2022	957,135	2.2%	\$1,336,521	3.4%
2023	993,069	3.8%	\$1,379,065	3.2%

The following pages summarize transaction and revenue trends between 2018 and 2023. For more detailed analysis of individual years, see prior year versions of the Annual Toll Revenue Report.

## RECENT ANNUAL TRANSACTION TRENDS

Figure 2-10 | Annual Systemwide Transactions (2018-2023)<sup>21</sup>



### 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.

### 2021

Transactions increased 16.1 percent, to 937 million, as the travel effects of the COVID-19 pandemic lessened. Passenger car transactions increased 17.6 percent while commercial vehicle transactions increased 7.6 percent.

### 2022

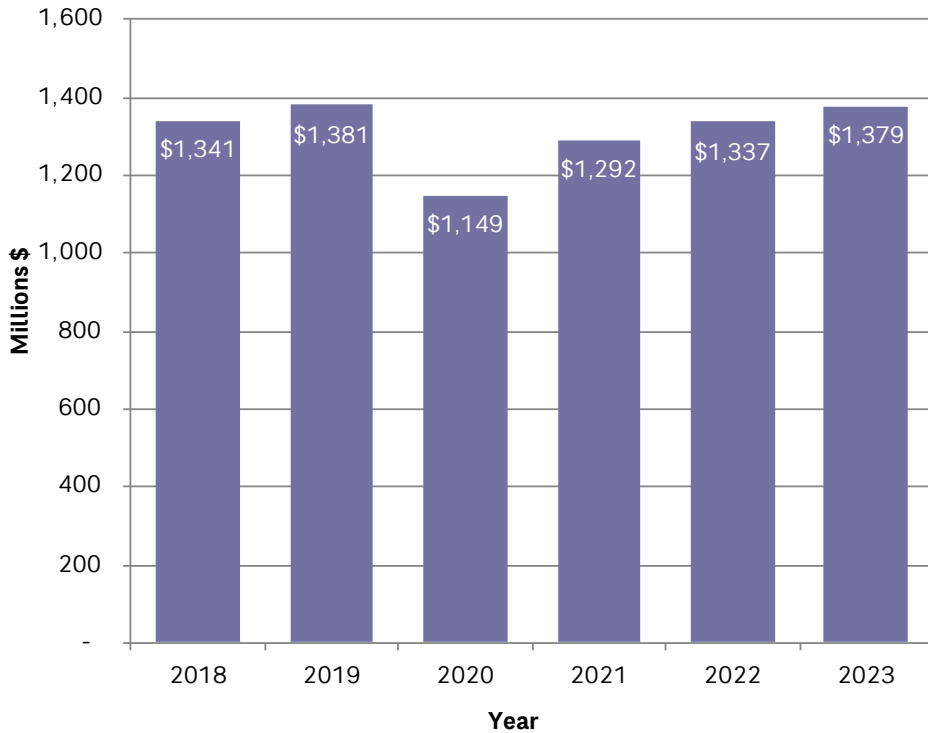
Transactions increased 2.2 percent to 957 million, as recovery from the COVID-19 pandemic continued in contention with increased work from home, a sluggish economy and high gas prices. Passenger car transactions increased 2.6 percent while commercial vehicle transactions decreased 0.2 percent.

### 2023

Transactions increased 3.8 percent to 993 million. Passenger car transactions increased 4.5 percent while commercial vehicle transactions decreased 1.3 percent. The 2023 transaction data is analyzed in greater detail in subsequent sections.

## RECENT ANNUAL REVENUE TRENDS

Figure 2-11 | Annual Systemwide Revenue (2018-2023)<sup>22</sup>



### 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.

### 2021

Revenue increased 12.5 percent to \$1.29 billion. Passenger car revenue increased 18.0 percent, to \$616.7 million, while commercial vehicle revenue increased 7.9 percent, to \$675.7 million.

### 2022

Revenue increased 3.4 percent to \$1.34 billion. Passenger car revenue increased 4.1 percent, to \$642.3 million, while commercial vehicle revenue increased 2.8 percent, to \$694.2 million.

### 2023

Revenue increased 3.2 percent to \$1.38 billion. Passenger car revenue increased 5.3 percent to \$676.2 million. Commercial vehicle revenue increased 1.2 percent to \$702.8 million. The 2023 revenue data is analyzed in greater detail in subsequent sections.

## PASSENGER CAR AND COMMERCIAL VEHICLE TRENDS

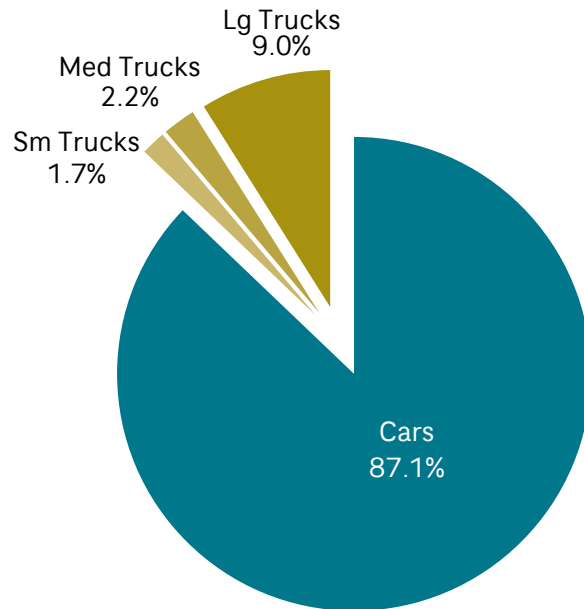
As noted in the preceding section, from 2022 to 2023, transactions increased by 35.9 million, or 3.8 percent. Commercial vehicles consist of three rate tiers, while passenger cars consist of one rate tier (Figure 1-24). The terms are listed in Figure 2-12 below.

Figure 2-12 | 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. Figures 2-13 and 2-14 illustrate the proportion of cars and trucks on the system.

Figure 2-14 | Transactions by Rate Tier (2023)<sup>24</sup>



In 2023, the growth rate was the highest for passenger cars at 4.5 percent. Medium truck transactions also increased by 1.5 percent. In contrast, small truck transactions remained nearly unchanged and large truck transactions decreased by 2.3 percent. As a result, the share of passenger car transactions has increased from 86.5 percent in 2022 to 87.1 percent in 2023.

Figure 2-13 | Transactions by Rate Tier (2023 vs. 2022)<sup>23</sup> (thousands)

Rate Tier	2022	2023	Change #	Change %
Cars	827,659	865,316	37,657	4.5%
Small Trucks	16,582	16,589	7	0.0%
Medium Trucks	21,945	22,274	329	1.5%
Large Trucks	90,949	88,889	-2,060	-2.3%
TOTAL:	957,135	993,069	35,933	3.8%

% Cars	86.5%	87.1%
% Trucks	13.5%	12.9%

Since 2011, the share of commercial vehicles in system revenue has fluctuated with toll rate changes and the economic effects of the COVID-19 pandemic, as illustrated in Figure 2-15. 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 revenue 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 revenue 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 revenue compared to 39.8 percent in

2019. As pandemic restrictions loosened in 2021, passenger cars made up a larger portion toll revenue than 2020, but remained a lower portion of overall revenue than in 2019. This trend continued through 2023 with passenger cars generating 49 percent of the overall revenue (down 3.5 percent compared to the 2019 share). In 2023, large trucks generated 43 percent of the overall revenue, up 2.9 percent compared to the 2019 share.

Figure 2-16 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 2-15 | Revenue by Rate Tier<sup>25</sup>

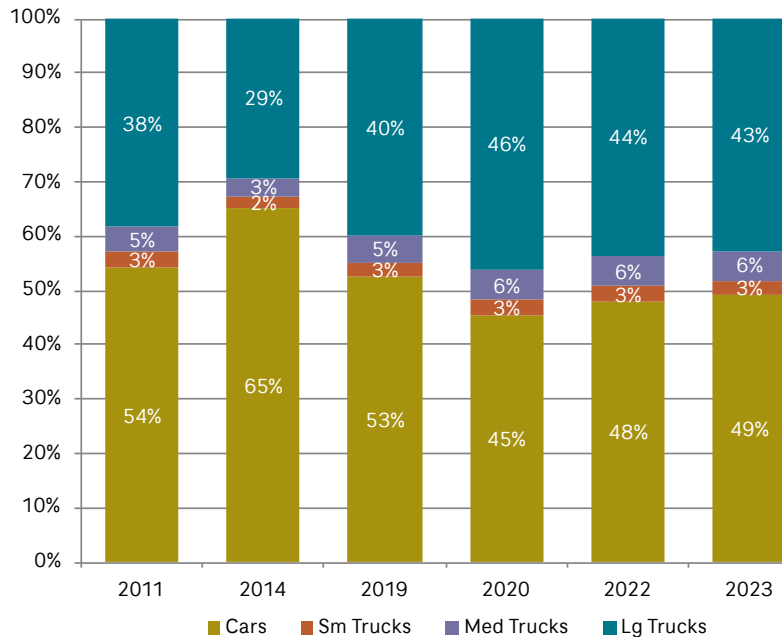


Figure 2-16 | Commercial Vehicle Transactions Percentage by Plaza (2023)<sup>26</sup>

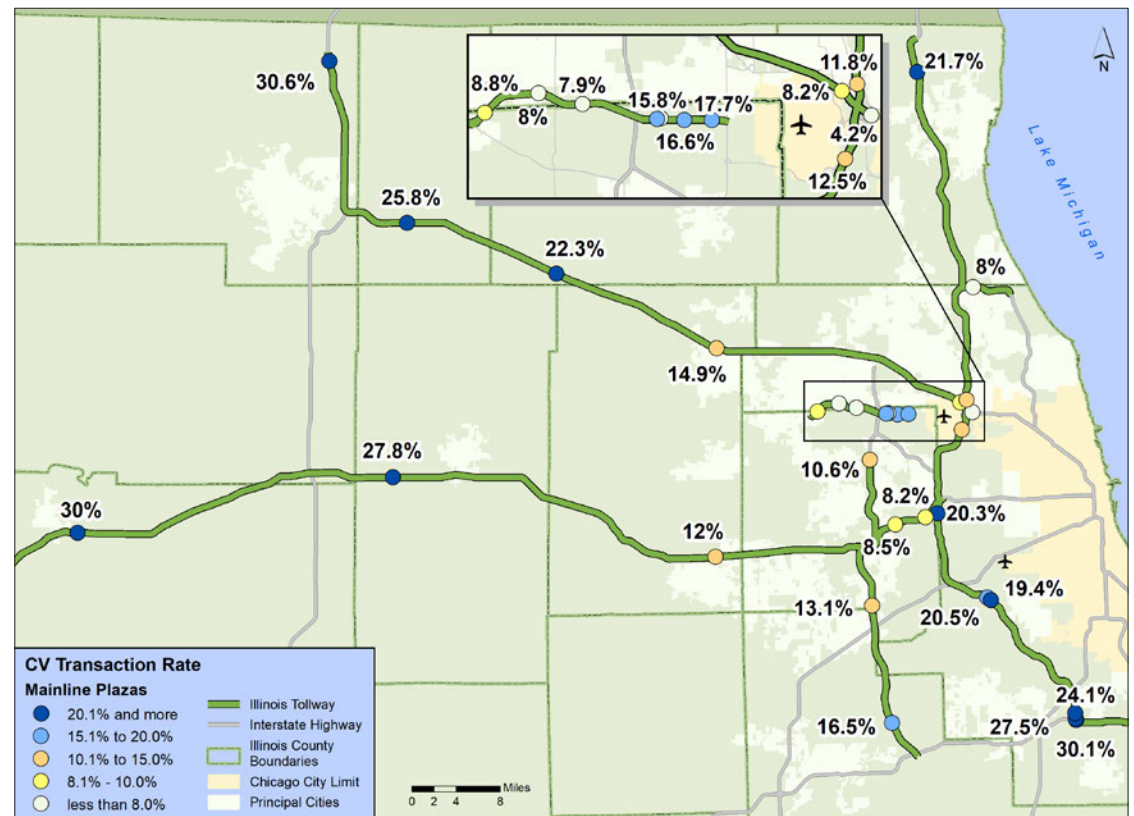


Figure 2-17 | 2023 Monthly Factors for Various Toll Facilities<sup>29</sup>

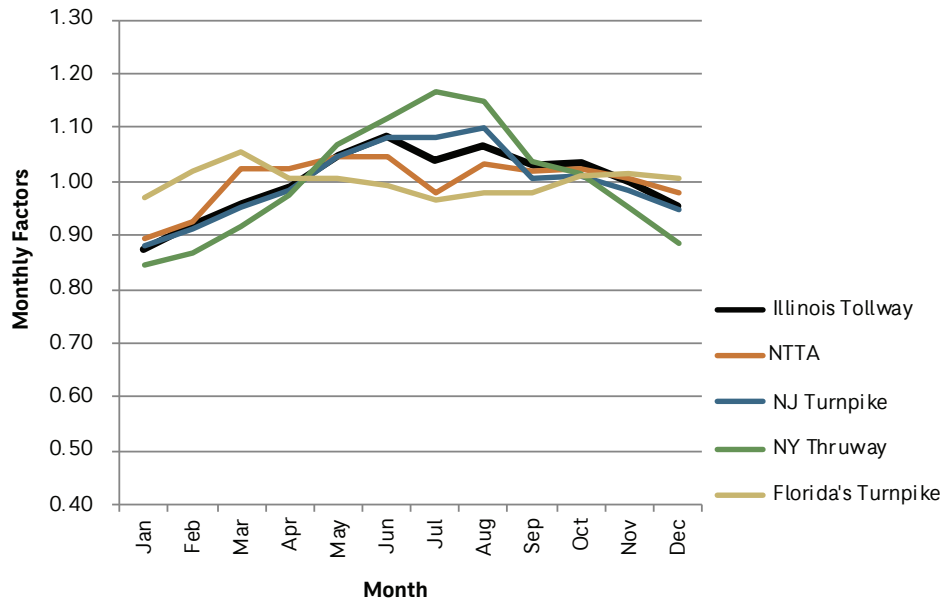


Figure 2-17 shows monthly factors for Illinois Tollway and other comparable toll facilities across the country. A value greater than one means that an average day in that month had more traffic than the average day for the entire year. For all the facilities shown, monthly factors have returned to pre-pandemic levels. For facilities in the northern part of the country, traffic showed the typical summer peaks with less winter traffic. The North Texas Tollway Authority's (NTTA) profile, in comparison, was largely flat, as it has historically been, due to its status largely as a commuter system not typically experiencing cold winter months. For similar reasons, Florida's Turnpike also usually remains relatively flat.

Figure 2-18 | 2023 Average Daily Transactions for Various Toll Facilities<sup>30</sup>

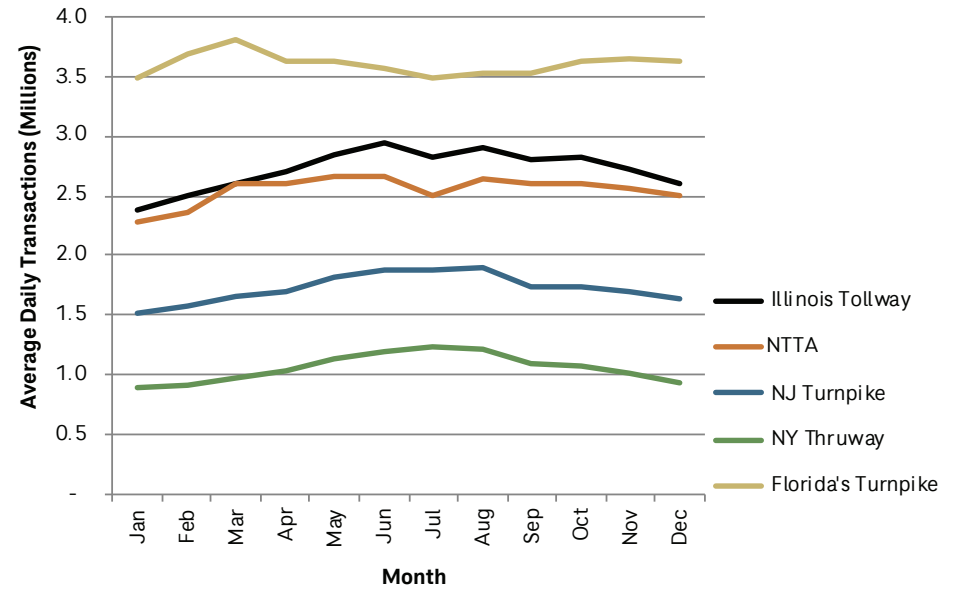


Figure 2-18 shows 2023 average daily transactions by month for the same toll facilities. While other facilities show seasonal trends similar to the Tollway, they have fewer daily transactions. On an average day, the Tollway has 883,000 fewer transactions than the Florida's Turnpike system and 1.7 million more transactions than the New York Thruway. Both the New York Thruway and Florida's Turnpike 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 170,000 and 990,000 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 2-19 shows that the GDP increased in all four quarters of 2023, after an atypical 2020 and strong recovery in 2021, averaging approximately 1.7 percent each quarter.

Figure 2-19 | Gross Domestic Product (2007-2023)<sup>30</sup>

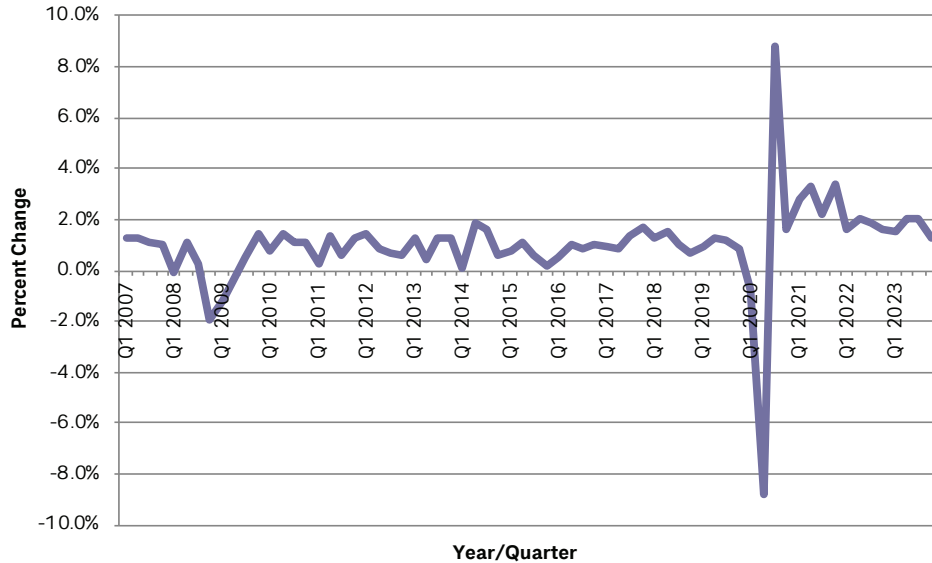
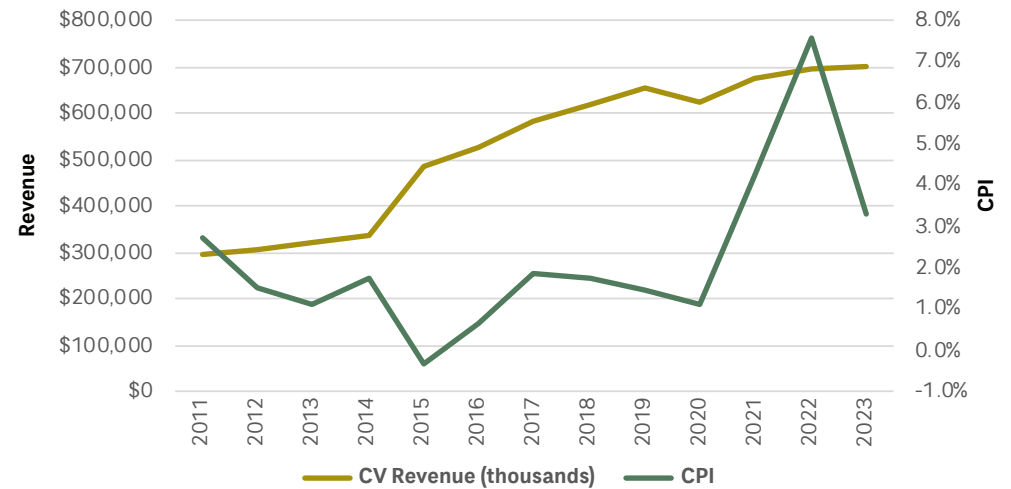


Figure 2-20 shows the annual toll revenue generated by commercial vehicles and the trend in the Chicago region consumer price index (CPI) as reported by the Bureau of Labor Statistics (BLS). Between 2016 and 2020, the CPI fluctuated between 0.7 percent and 1.9 percent. More recently, the CPI increased by 4.2 percent in 2021, 7.6 percent in 2022, and 3.3 percent in 2023. Commercial vehicle toll revenue decreased in 2020 before increasing in the last three years.

Figure 2-20 | Commercial Vehicle Revenue and Consumer Price Index (2011-2023)<sup>32</sup>



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. In 2021, unemployment improved with the lifting of COVID-19 restrictions. The rate for the Tollway service area continued to improve in 2023 to reach 4.4 percent.

**Figure 2-21 | Tollway Service Area Unemployment Trends (2003-2023)<sup>31</sup>**

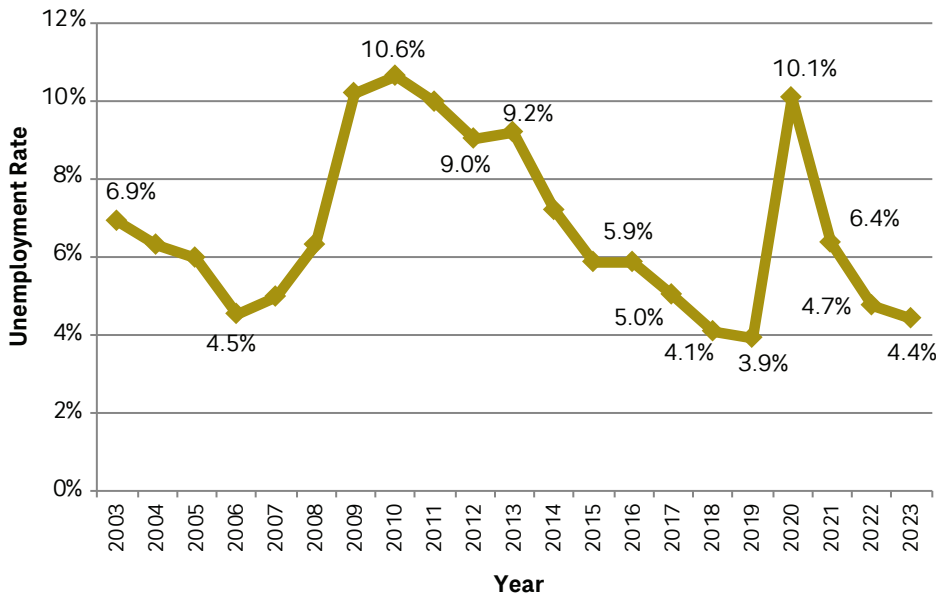
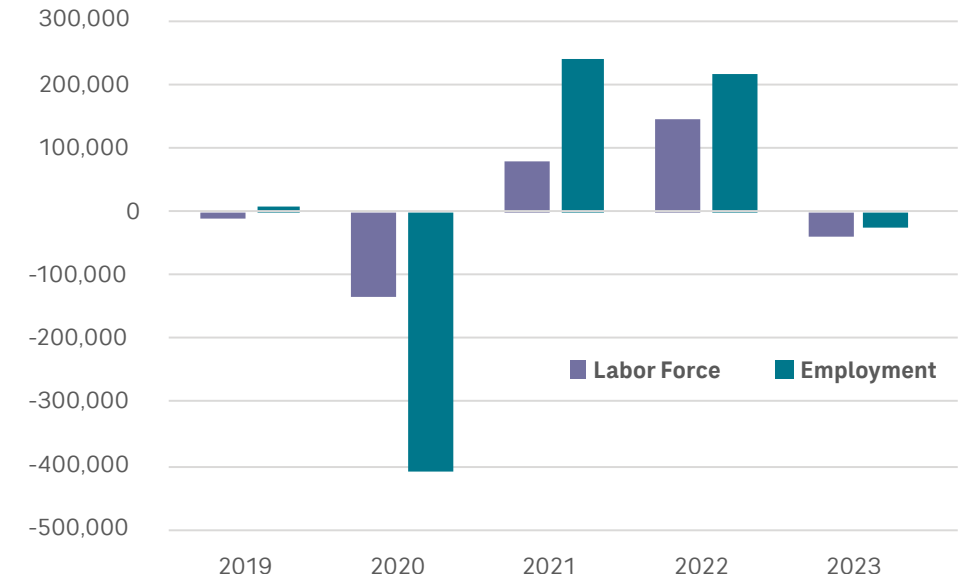


Figure 2-22 illustrates the annual change in total labor force and employment across the 12-county service area. In 2023, 26,000 jobs were lost compared to the prior year while the labor force decreased by 42,000, resulting in a 0.3 percent decrease in unemployment from 2022. In 2021 and 2022, employment increased more than the labor force, which also resulted in a decrease in unemployment. In contrast, unemployment strongly increased in 2020 due to employment losses largely exceeding the shrinking of the labor force.

**Figure 2-22: Annual Change in Labor Force and Employment in Tollway Area**



As shown in Figure 2-23, the trend in unemployment rate was not uniform throughout the Tollway area, with four counties (Cook, DuPage, McHenry and Will) experiencing unemployment reductions while the remaining eight counties experienced unemployment increases. The resulting 2023 unemployment rates range from a low of 3.4 percent in DuPage County to a high of 7.0 percent in Boone County. The other counties with the highest unemployment rates are Winnebago County (6.2 percent), Ogle County (5.4 percent) and Cook County (5.0 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 was responsible for 67 percent of the job losses from 2022 to 2023.

**Figure 2-23 | Unemployment Rates by County (2022 vs. 2023)<sup>32</sup>**

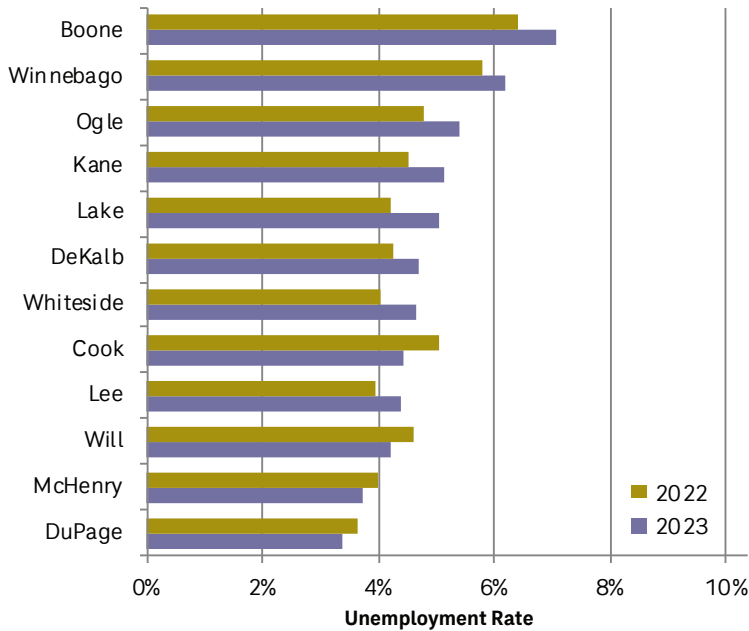


Figure 2-24 shows the U.S. Energy Information Administration’s (EIA) estimates of real gasoline prices (regular grade) for the Chicago region. Gas price is typically one of the important factors affecting traffic and revenue on the Tollway. After a huge price spike in the summer of 2022, gas prices returned to a more typical trend in 2023. The cost per gallon was \$3.66 in January, rose to \$4.45 in August, then dropped back to \$3.39 by December.

**Figure 2-24 | Gasoline Prices (2007-2023)<sup>33</sup>**



## Transactions and Revenue by Route and Vehicle Type

Figure 2-25 illustrates transaction and revenue growth by route from 2022 to 2023. Figure 2-26 breaks transactions down by passenger cars and commercial vehicles for each route, while Figure 2-27 does the same for revenue. Revenue by plaza is further analyzed in the next section.

**Figure 2-25 | Transactions and Revenue by Route (2023 vs. 2022)<sup>34</sup>**

Tollway Route	TRANSACTIONS			REVENUE		
	2022 (thousands)	2023 (thousands)	% Change	2022 (thousands)	2023 (thousands)	% Change
Tri-State	368,449	385,651	4.7%	\$580,800	\$596,393	2.7%
Reagan Memorial	139,709	144,755	3.6%	\$194,484	\$204,346	5.1%
Veterans Memorial	160,570	164,354	2.4%	\$237,562	\$249,909	5.2%
IL 390	74,411	78,170	5.1%	\$33,919	\$36,045	6.3%
Over-Sized Vehicles				\$1,806	\$1,702	-5.8%
<b>TOTAL</b>	<b>957,135</b>	<b>993,069</b>	<b>3.8%</b>	<b>\$1,336,521</b>	<b>\$1,379,065</b>	<b>3.2%</b>

**Figure 2-26 | Passenger Car and Commercial Vehicle Transactions by Route (2023)<sup>35</sup>**

Tollway Route	TRANSACTIONS				Total Number (thousands)	Total % By Route
	Passenger Cars (PC)		Commercial Vehicles (CV)			
	Number (thousands)	PC % of Total	Number (thousands)	CV % of Total		
Jane Addams Memorial	194,182	19.6%	25,958	2.6%	220,139	22.2%
Tri-State	323,357	32.6%	62,294	6.3%	385,651	38.8%
Reagan Memorial	130,194	13.1%	14,561	1.5%	144,755	14.6%
Veterans Memorial	147,524	14.9%	16,830	1.7%	164,354	16.6%
IL 390	70,060	7.1%	8,110	0.8%	78,170	7.9%
<b>TOTAL</b>	<b>865,316</b>	<b>87.1%</b>	<b>127,752</b>	<b>12.9%</b>	<b>993,069</b>	<b>100.0%</b>

**Figure 2-27 | Passenger Car and Commercial Vehicle Revenue by Route (2023)<sup>36</sup>**

Tollway Route	REVENUE				Total Number (thousands)	Total % By Route
	Passenger Cars (PC)		Commercial Vehicles (CV)			
	Number (thousands)	PC % of Total	Number (thousands)	CV % of Total		
Tri-State	\$254,735	18.5%	\$341,657	24.8%	\$596,393	43.2%
Reagan Memorial	\$103,061	7.5%	\$101,285	7.3%	\$204,346	14.8%
Veterans Memorial	\$151,787	11.0%	\$98,123	7.1%	\$249,909	18.1%
IL 390	\$26,364	1.9%	\$9,681	0.7%	\$36,045	2.6%
Over-Sized Vehicles			\$1,702	0.1%	\$1,702	0.1%
<b>TOTAL</b>	<b>\$676,222</b>	<b>49.0%</b>	<b>\$702,843</b>	<b>51.0%</b>	<b>\$1,379,065</b>	<b>100.0%</b>

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 2023 construction on and off the Tollway system.

### JANE ADDAMS MEMORIAL TOLLWAY

Figure 2-28 shows the major construction projects on and near the Jane Addams Memorial Tollway in 2023. Construction on the Jane Addams itself was limited to work on the I-490 interchange, which is expected to be complete in 2025.

Figure 2-29 shows revenue trends for the Jane Addams Memorial Tollway by toll plaza for the years 2017 through 2023. In 2023, total revenue for the Jane Addams Memorial Tollway increased by approximately \$2.7 million, or 0.9 percent, over 2022.

In 2023, Jane Addams revenue was back to pre-pandemic level (0.2 percent above 2019 revenue).

Four of the six mainline plazas experienced a revenue increase in 2023. When combined, revenue from the six mainline plazas totaled \$820 thousand more than 2022. However, both River Road and Devon Avenue plazas experienced a reduction in revenue, which can be attributed to low truck percentages at these plazas relative to other plazas further west.

**Figure 2-28 | Jane Addams Memorial Tollway Construction (2023)**

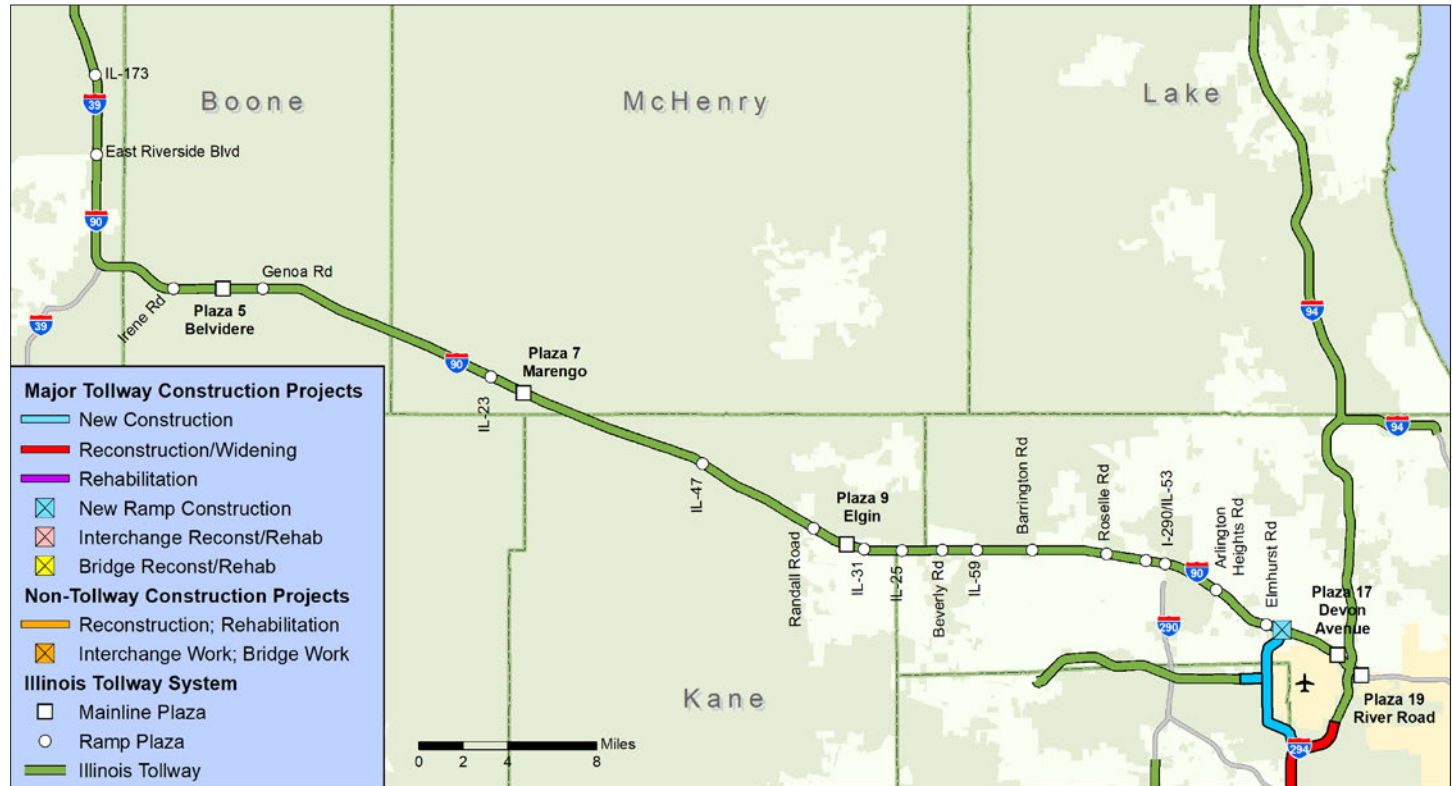


Figure 2-29 | Jane Addams Memorial Tollway – Total Vehicle Revenue (2017-2023)<sup>37</sup> (thousands)

#	Plaza Name <sup>[i]</sup>	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019	2021 Revenue	Change 2021 vs. 2020	2022 Revenue	Change 2022 vs. 2021	2023 Revenue	Change 2023 vs. 2022
<b>1</b>	<b>South Beloit</b>	<b>56,214</b>	<b>11.0%</b>	<b>55,887</b>	<b>-0.6%</b>	<b>57,059</b>	<b>2.1%</b>	<b>48,643</b>	<b>-14.7%</b>	<b>54,827</b>	<b>12.7%</b>	<b>56,291</b>	<b>2.7%</b>	<b>57,535</b>	<b>2.2%</b>
2	East Riverside Boulevard <sup>[ii]</sup>	2,385	8.0%	2,492	4.5%	2,603	4.5%	1,969	-24.4%	2,277	15.6%	2,288	0.5%	2,491	8.9%
3	Genoa Road <sup>[iii]</sup>	1,921	3.8%	2,219	15.5%	2,191	-1.2%	1,709	-22.0%	1,755	2.7%	1,804	2.8%	1,783	-1.1%
4	Illinois Route 173	1,836	11.4%	1,951	6.3%	1,971	1.0%	1,597	-19.0%	1,649	3.3%	1,693	2.7%	1,857	9.7%
<b>5</b>	<b>Belvidere</b>	<b>29,494</b>	<b>16.3%</b>	<b>32,303</b>	<b>9.5%</b>	<b>33,059</b>	<b>2.3%</b>	<b>29,472</b>	<b>-10.8%</b>	<b>33,111</b>	<b>12.3%</b>	<b>34,606</b>	<b>4.5%</b>	<b>34,891</b>	<b>0.8%</b>
5A	Irene Road	381	87.9%	546	43.3%	529	-3.0%	519	-1.9%	472	-9.1%	459	-2.7%	464	1.2%
6	Illinois Route 47	3,044	11.4%	3,658	20.2%	3,874	5.9%	3,448	-11.0%	3,799	10.2%	3,781	-0.5%	3,886	2.8%
<b>7</b>	<b>Marengo</b>	<b>31,238</b>	<b>16.2%</b>	<b>34,258</b>	<b>9.7%</b>	<b>34,880</b>	<b>1.8%</b>	<b>31,652</b>	<b>-9.3%</b>	<b>35,097</b>	<b>10.9%</b>	<b>36,710</b>	<b>4.6%</b>	<b>37,177</b>	<b>1.3%</b>
7A	Illinois Route 23					10		770		1,090	41.7%	1,128	3.5%	1,115	-1.2%
8	Randall Road	2,052	1.6%	2,241	9.2%	2,176	-2.9%	1,826	-16.1%	1,959	7.3%	2,022	3.2%	2,071	2.4%
<b>9</b>	<b>Elgin</b>	<b>46,305</b>	<b>16.6%</b>	<b>51,078</b>	<b>10.3%</b>	<b>52,606</b>	<b>3.0%</b>	<b>46,007</b>	<b>-12.5%</b>	<b>50,917</b>	<b>10.7%</b>	<b>52,158</b>	<b>2.4%</b>	<b>53,498</b>	<b>2.6%</b>
10	Barrington Road	2,659	89.4%	5,276	98.4%	5,595	6.1%	4,563	-18.5%	5,296	16.1%	5,385	1.7%	5,510	2.3%
11	Illinois Route 31	4,983	27.3%	5,672	13.8%	5,695	0.4%	4,657	-18.2%	5,046	8.4%	5,297	5.0%	5,633	6.4%
12	Roselle Road	4,166	104.8%	4,768	14.4%	5,242	9.9%	4,001	-23.7%	4,636	15.9%	4,722	1.8%	4,868	3.1%
12A	Meacham Road	905		1,395	54.2%	1,451	4.0%	1,053	-27.4%	1,292	22.7%	1,261	-2.4%	1,416	12.4%
13	Illinois Route 25	1,613	23.9%	1,976	22.5%	2,061	4.3%	1,667	-19.1%	1,860	11.6%	1,886	1.4%	1,890	0.2%
14	Illinois Route 59 Eastbound <sup>[iii]</sup>	990	-13.8%	920	-7.1%	929	1.0%	758	-18.5%	826	9.1%	831	0.5%	815	-1.9%
15	Illinois Route 53	5,978	16.8%	5,944	-0.6%	6,362	7.0%	5,840	-8.2%	6,521	11.7%	6,398	-1.9%	6,614	3.4%
16	Illinois Route 59 Westbound & Beverly Road Westbound <sup>[iv]</sup>	2,958	15.3%	3,280	10.9%	3,543	8.0%	2,835	-20.0%	3,160	11.5%	3,282	3.8%	3,306	0.7%
<b>17</b>	<b>Devon Avenue</b>	<b>33,391</b>	<b>13.6%</b>	<b>35,350</b>	<b>5.9%</b>	<b>36,569</b>	<b>3.4%</b>	<b>29,254</b>	<b>-20.0%</b>	<b>34,652</b>	<b>18.5%</b>	<b>35,343</b>	<b>2.0%</b>	<b>34,915</b>	<b>-1.2%</b>
18	Arlington Heights Road	4,263	7.7%	3,747	-12.1%	3,698	-1.3%	2,907	-21.4%	3,132	7.7%	3,276	4.6%	3,432	4.7%
18A	Elmhurst Road	1,623		4,856		5,373	10.6%	4,716	-12.2%	4,911	4.1%	5,265	7.2%	5,525	4.9%
<b>19</b>	<b>River Road</b>	<b>20,034</b>	<b>-1.2%</b>	<b>20,920</b>	<b>4.4%</b>	<b>22,581</b>	<b>7.9%</b>	<b>19,830</b>	<b>-12.2%</b>	<b>21,864</b>	<b>10.3%</b>	<b>22,066</b>	<b>0.9%</b>	<b>19,975</b>	<b>-9.5%</b>
TOTAL:		258,433	15.2%	280,736	8.6%	290,057	3.3%	249,692	-13.9%	280,150	12.2%	287,951	2.8%	290,670	0.9%

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

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

[iii] In some prior year documents, westbound Route 59 and westbound Beverly Road were labeled together as simply "Plaza 14 Route 59".

In this Report, revenue is relabeled to more accurately reflect the financial data provided by the traffic data reporting system ("Host"). Under Host reports, revenue from these two different locations is combined and reported together.

Note: Numbers may not add up due to rounding.

### TRI-STATE TOLLWAY

Figure 2-30 shows the major construction on and near the Tri-State Tollway in 2023. Reconstruction and widening on the central Tri-State continued to impact traffic on some of the busiest parts of the Tollway system.

Figure 2-31 shows revenue trends on the Tri-State Tollway from 2017 through 2023 by toll plaza. In 2023, Tri-State Tollway revenue increased by \$15.6 million, or 2.7 percent, over the 2022 level. Because the drop in revenue was so drastic between 2019 and 2020 (\$105 million), the 2023 revenue remains 3.6 percent below the pre-pandemic (2019) level.

The Tri-State is the system’s most heavily traveled truck route. Commercial vehicles accounted for 16.2 percent of total transactions on the Tri-State in 2023, compared to 11.8 percent on the Jane Addams Memorial, 10.1 percent on the Reagan Memorial, 10.2 percent on the Veterans Memorial, and 10.4 percent on Illinois Route 390.

Six of the eight mainline plazas experienced a revenue increase in 2023. When combined, revenue from the eight mainline plaza totaled \$9.4 million more than 2022. However, both Edens Spur and Cermak Road plazas experienced a reduction in revenue.

Figure 2-30 | Tri-State Tollway Construction (2023)



Figure 2-31 | Tri-State Tollway – Total Vehicle Revenue (2017-2023)<sup>38</sup> (thousands)

#	Plaza Name <sup>(i)</sup>	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019	2021 Revenue	Change 2021 vs. 2020	2022 Revenue	Change 2022 vs. 2021	2023 Revenue	Change 2023 vs. 2022
20	Buckley Road	1,573	1.5%	1,563	-0.7%	1,610	3.0%	1,146	-28.8%	1,314	14.7%	1,373	4.5%	1,291	-5.9%
<b>21</b>	<b>Waukegan</b>	<b>92,413</b>	<b>8.5%</b>	<b>90,947</b>	<b>-1.6%</b>	<b>91,854</b>	<b>1.0%</b>	<b>79,586</b>	<b>-13.4%</b>	<b>90,243</b>	<b>13.4%</b>	<b>94,423</b>	<b>4.6%</b>	<b>95,845</b>	<b>1.5%</b>
22	Townline Road	2,014	-1.5%	2,020	0.3%	2,042	1.1%	1,367	-33.1%	1,468	7.4%	1,453	-1.0%	1,577	8.5%
23	Half Day Road	2,078	0.1%	2,133	2.6%	2,167	1.6%	1,440	-33.6%	1,537	6.8%	1,590	3.4%	1,506	-5.2%
<b>24</b>	<b>Edens Spur</b>	<b>28,146</b>	<b>0.5%</b>	<b>25,639</b>	<b>-8.9%</b>	<b>21,666</b>	<b>-15.5%</b>	<b>18,587</b>	<b>-14.2%</b>	<b>22,350</b>	<b>20.2%</b>	<b>22,836</b>	<b>2.2%</b>	<b>22,654</b>	<b>-0.8%</b>
26	Lake Cook Road	6,998	-2.7%	7,513	7.4%	7,449	-0.9%	4,493	-39.7%	4,437	-1.2%	4,772	7.5%	5,413	13.4%
27	Willow Road	7,212	-2.1%	7,317	1.5%	6,921	-5.4%	5,057	-26.9%	5,124	1.3%	5,428	5.9%	6,028	11.0%
28	Golf Road	7,026	-1.7%	7,244	3.1%	6,964	-3.9%	4,981	-28.5%	5,352	7.5%	5,670	5.9%	5,862	3.4%
<b>29</b>	<b>Touhy Avenue</b>	<b>53,503</b>	<b>5.4%</b>	<b>54,163</b>	<b>1.2%</b>	<b>55,164</b>	<b>1.8%</b>	<b>43,613</b>	<b>-20.9%</b>	<b>49,583</b>	<b>13.7%</b>	<b>51,764</b>	<b>4.4%</b>	<b>52,385</b>	<b>1.2%</b>
30	Balmoral Avenue	4,166	4.5%	4,429	6.3%	4,752	7.3%	3,318	-30.2%	3,737	12.6%	3,828	2.4%	4,103	7.2%
31	O'Hare Westbound	7,953	6.6%	8,550	7.5%	8,695	1.7%	3,907	-55.1%	6,037	54.5%	6,277	4.0%	7,413	18.1%
32	O'Hare Eastbound	5,187	-4.4%	4,946	-4.7%	5,121	3.5%	2,428	-52.6%	3,502	44.3%	3,545	1.2%	3,737	5.4%
<b>33</b>	<b>Irving Park Road</b>	<b>48,051</b>	<b>4.1%</b>	<b>48,273</b>	<b>0.5%</b>	<b>49,836</b>	<b>3.2%</b>	<b>39,539</b>	<b>-20.7%</b>	<b>44,093</b>	<b>11.5%</b>	<b>45,581</b>	<b>3.4%</b>	<b>47,414</b>	<b>4.0%</b>
34	75th Street	4,291	14.1%	4,515	5.2%	4,521	0.1%	4,843	7.1%	4,906	1.3%	5,239	6.8%	4,849	-7.4%
<b>35</b>	<b>Cermak Road</b>	<b>85,291</b>	<b>6.3%</b>	<b>89,834</b>	<b>5.3%</b>	<b>92,383</b>	<b>2.8%</b>	<b>76,948</b>	<b>-16.7%</b>	<b>84,592</b>	<b>9.9%</b>	<b>86,638</b>	<b>2.4%</b>	<b>86,455</b>	<b>-0.2%</b>
<b>36</b>	<b>82nd Street</b>	<b>46,237</b>	<b>6.2%</b>	<b>48,907</b>	<b>5.8%</b>	<b>49,919</b>	<b>2.1%</b>	<b>42,579</b>	<b>-14.7%</b>	<b>45,155</b>	<b>6.1%</b>	<b>45,540</b>	<b>0.9%</b>	<b>48,656</b>	<b>6.8%</b>
37	I-55	12,894	4.8%	13,438	4.2%	13,455	0.1%	11,268	-16.3%	11,807	4.8%	11,566	-2.0%	11,092	-4.1%
38	95th Street	5,830	4.0%	6,390	9.6%	6,583	3.0%	5,910	-10.2%	6,391	8.1%	6,603	3.3%	6,631	0.4%
<b>39</b>	<b>83rd Street</b>	<b>45,396</b>	<b>6.2%</b>	<b>47,124</b>	<b>3.8%</b>	<b>48,380</b>	<b>2.7%</b>	<b>41,333</b>	<b>-14.6%</b>	<b>44,677</b>	<b>8.1%</b>	<b>45,163</b>	<b>1.1%</b>	<b>45,417</b>	<b>0.6%</b>
40	159th Street	3,239	6.1%	2,744	-15.3%	3,405	24.1%	3,010	-11.6%	2,760	-8.3%	2,807	1.7%	3,700	31.8%
<b>41</b>	<b>163rd Street</b>	<b>69,936</b>	<b>5.5%</b>	<b>72,628</b>	<b>3.8%</b>	<b>74,554</b>	<b>2.7%</b>	<b>65,096</b>	<b>-12.7%</b>	<b>70,213</b>	<b>7.9%</b>	<b>71,634</b>	<b>2.0%</b>	<b>74,123</b>	<b>3.5%</b>
42	I-57/147th Street	15,008	9.4%	18,334	22.2%	19,016	3.7%	16,664	-12.4%	18,045	8.3%	18,018	-0.2%	20,192	12.1%
43	I-80 Westbound	19,641	8.6%	19,401	-1.2%	19,828	2.2%	17,076	-13.9%	18,707	9.6%	18,499	-1.1%	19,174	3.6%
45	I-80 Eastbound	18,646	7.3%	18,258	-2.1%	18,584	1.8%	16,304	-12.3%	17,637	8.2%	17,411	-1.3%	17,978	3.3%
47	Halsted Street	3,840	2.6%	3,979	3.6%	4,007	0.7%	3,323	-17.1%	3,580	7.7%	3,145	-12.2%	2,897	-7.9%
TOTAL:		596,569	5.6%	610,289	2.3%	618,877	1.4%	513,815	-17.0%	567,248	10.4%	580,800	2.4%	596,393	2.7%

(i) Mainline toll plaza names are highlighted in bold.

Note: Numbers may not add up due to rounding.

## REAGAN MEMORIAL TOLLWAY

Figure 2-32 shows the major construction on and near the Reagan Memorial Tollway in 2023.

Figure 2-33 shows toll revenue trends for the Reagan Memorial Tollway by toll plaza from 2017 through 2023. Revenue increased by \$9.9 million (5.1 percent) from 2022 to 2023. The Reagan Memorial has the highest passenger car percentage (89.9 percent) of all Tollway routes. The Reagan Memorial 2023 revenue exceeded the pre-pandemic 2019 revenue level by 4.5 percent. New employment centers such as the Meta data center in DeKalb have contributed to increasing revenue on the Reagan Memorial in 2023.

All mainline plazas experienced an increase in revenue in 2023, ranging from 1.7 percent (at York Road) to 7.0 percent (at DeKalb). When combined, revenue from the five mainline plazas totaled \$8.1 million more than 2022, which represents 83 percent of the revenue increase observed on the Reagan Memorial.

Figure 2-32 | Reagan Memorial Tollway Construction (2023)





Figure 2-33 | Reagan Memorial Tollway – Total Vehicle Revenue (2017-2023)<sup>39</sup> (thousands)

#	Plaza Name <sup>[i]</sup>	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019	2021 Revenue	Change 2021 vs. 2020	2022 Revenue	Change 2022 vs. 2021	2023 Revenue	Change 2023 vs. 2022
<b>51</b>	<b>York Road</b>	<b>34,110</b>	<b>1.5%</b>	<b>33,097</b>	<b>-3.0%</b>	<b>33,592</b>	<b>-1.5%</b>	<b>26,901</b>	<b>-19.9%</b>	<b>31,113</b>	<b>15.7%</b>	<b>32,036</b>	<b>3.0%</b>	<b>32,580</b>	<b>1.7%</b>
<b>52</b>	<b>Meyers Road</b>	<b>33,804</b>	<b>2.0%</b>	<b>33,126</b>	<b>-2.0%</b>	<b>32,750</b>	<b>-3.1%</b>	<b>26,301</b>	<b>-19.7%</b>	<b>30,056</b>	<b>14.3%</b>	<b>31,123</b>	<b>3.5%</b>	<b>31,771</b>	<b>2.1%</b>
53	Spring Road	2,536	-0.9%	2,640	4.1%	2,677	5.5%	1,288	-51.9%	1,843	43.1%	1,945	5.6%	2,205	13.3%
54	Illinois Route 83	2,563	0.7%	2,815	9.8%	2,526	-1.4%	1,781	-29.5%	2,156	21.0%	2,227	3.3%	2,263	1.6%
55	Midwest Road	1,240	-3.0%	1,312	5.7%	1,322	6.6%	903	-31.7%	1,022	13.2%	1,056	3.4%	1,009	-4.5%
56	Highland Avenue	3,194	1.1%	3,289	3.0%	3,380	5.8%	1,969	-41.8%	2,388	21.3%	2,510	5.1%	2,760	10.0%
57	Naperville Road	1,312	0.5%	1,349	2.8%	1,341	2.1%	849	-36.7%	995	17.3%	989	-0.6%	1,096	10.8%
58	Winfield Road	885	-2.0%	899	1.5%	884	-0.1%	574	-35.1%	717	24.8%	718	0.2%	794	10.7%
59	Farnsworth Avenue	7,160	-2.4%	7,734	8.0%	7,673	7.2%	5,719	-25.5%	7,102	24.2%	7,081	-0.3%	7,293	3.0%
60	Eola Road	2,665	-2.6%	2,743	2.9%	2,689	0.9%	2,031	-24.5%	2,271	11.8%	2,362	4.0%	2,562	8.4%
<b>61</b>	<b>Aurora</b>	<b>37,911</b>	<b>3.2%</b>	<b>35,977</b>	<b>-5.1%</b>	<b>37,920</b>	<b>0.0%</b>	<b>31,625</b>	<b>-16.6%</b>	<b>35,849</b>	<b>13.4%</b>	<b>37,293</b>	<b>4.0%</b>	<b>39,884</b>	<b>6.9%</b>
63	Illinois Route 31	945	-10.5%	1,006	6.5%	959	1.5%	929	-3.1%	1,077	15.9%	1,067	-0.9%	1,192	11.7%
64	Orchard Road	1,231	1.0%	1,108	-10.0%	1,152	-6.4%	1,054	-8.5%	1,312	24.5%	1,348	2.7%	1,437	6.6%
64A	Illinois Route 47					38		1,114		1,406	26.2%	1,488	5.9%	1,817	22.1%
65	Peace Road	4,191	2.9%	4,355	3.9%	4,398	4.9%	3,611	-17.9%	4,153	15.0%	4,381	5.5%	4,419	0.9%
<b>66</b>	<b>DeKalb</b>	<b>36,836</b>	<b>2.0%</b>	<b>27,227</b>	<b>-26.1%</b>	<b>32,227</b>	<b>-12.5%</b>	<b>29,171</b>	<b>-9.5%</b>	<b>33,181</b>	<b>13.7%</b>	<b>35,116</b>	<b>5.8%</b>	<b>37,559</b>	<b>7.0%</b>
67	Annie Glidden Road	2,292	-1.9%	1,772	-22.7%	2,200	-4.1%	1,584	-28.0%	2,130	34.4%	2,146	0.8%	2,196	2.3%
<b>69</b>	<b>Dixon</b>	<b>26,314</b>	<b>12.6%</b>	<b>25,082</b>	<b>-4.7%</b>	<b>27,794</b>	<b>5.6%</b>	<b>24,640</b>	<b>-11.3%</b>	<b>28,302</b>	<b>14.9%</b>	<b>29,595</b>	<b>4.6%</b>	<b>31,508</b>	<b>6.5%</b>
	TOTAL:	199,192	2.9%	185,530	-6.9%	195,522	-1.8%	162,043	-17.1%	187,072	15.4%	194,484	4.0%	204,346	5.1%

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

Note: Numbers may not add up due to rounding.

### VETERANS MEMORIAL TOLLWAY

Figure 2-34 shows the major construction on and near the Veterans Memorial Tollway in 2023.

Figure 2-35 on the following page shows Veterans Memorial Tollway revenue trends by plaza for the years 2017 through 2023. Overall, revenue increased \$12.3 million (5.2 percent) from 2022 to 2023. This increase is the second highest (in percentage) observed on any of the Tollway routes. The Veterans Memorial 2023 revenue exceeded the pre-pandemic 2019 revenue level by 5 percent. All mainline plazas experienced an increase in revenue in 2023, ranging from 3.9 percent (at Boughton Road) to 7.2 percent (at Army Trail Road). When combined, revenue from the three mainline plazas totaled \$11.2 million more than 2022, which represents 90 percent of the revenue increase observed on the Veterans Memorial. One of the factors contributing to increased revenue on the Veterans Memorial is traffic diverting from the central Tri-State due to construction.

Figure 2-34 | Veterans Memorial Tollway Construction (2023)

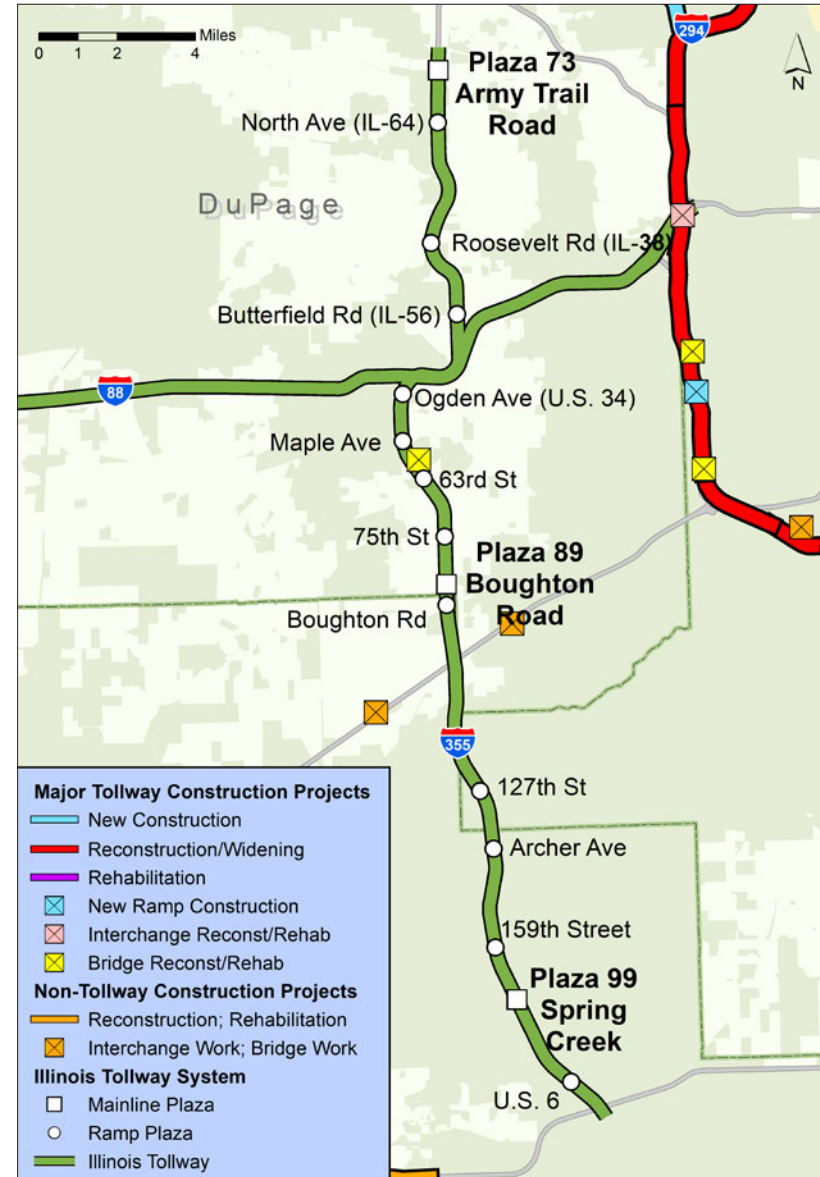


Figure 2-35 | Veterans Memorial Tollway – Total Vehicle Revenue (2017-2023)<sup>40</sup> (thousands)

#	Plaza Name <sup>[i]</sup>	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019	2021 Revenue	Change 2021 vs. 2020	2022 Revenue	Change 2022 vs. 2021	2023 Revenue	Change 2023 vs. 2022
<b>73</b>	<b>Army Trail Road</b>	<b>51,853</b>	<b>1.8%</b>	<b>51,404</b>	<b>-0.9%</b>	<b>52,993</b>	<b>3.1%</b>	<b>41,715</b>	<b>-21.3%</b>	<b>48,059</b>	<b>15.2%</b>	<b>51,240</b>	<b>6.6%</b>	<b>54,940</b>	<b>7.2%</b>
75	North Avenue	11,767	3.9%	11,780	0.1%	11,884	0.9%	10,155	-14.6%	11,127	9.6%	11,610	4.3%	11,237	-3.2%
77	Roosevelt Road	4,212	1.2%	3,874	-8.0%	3,924	1.3%	2,906	-25.9%	3,581	23.2%	3,731	4.2%	3,653	-2.1%
79	Butterfield Road	3,056	-0.5%	3,172	3.8%	3,066	-3.3%	2,213	-27.8%	2,506	13.3%	2,514	0.3%	2,507	-0.3%
81	Ogden Avenue	908	2.6%	989	8.9%	925	-6.5%	713	-22.9%	845	18.4%	857	1.5%	895	4.4%
83	Maple Avenue	2,661	0.0%	2,506	-5.8%	2,556	2.0%	1,861	-27.2%	2,071	11.3%	2,178	5.1%	2,167	-0.5%
85	63rd Street	4,252	0.1%	4,035	-5.1%	4,274	5.9%	2,408	-43.7%	3,534	46.8%	3,686	4.3%	3,640	-1.2%
87	75th Street	4,826	-3.5%	4,657	-3.5%	4,586	-1.5%	2,796	-39.0%	3,739	33.7%	3,923	4.9%	3,940	0.5%
<b>89</b>	<b>Boughton Road</b>	<b>62,664</b>	<b>4.0%</b>	<b>61,314</b>	<b>-2.2%</b>	<b>64,881</b>	<b>5.8%</b>	<b>54,140</b>	<b>-16.6%</b>	<b>64,036</b>	<b>18.3%</b>	<b>67,521</b>	<b>5.4%</b>	<b>70,175</b>	<b>3.9%</b>
90	Boughton Ramp	2,248	-4.2%	2,429	8.1%	2,373	-2.3%	1,932	-18.6%	2,158	11.7%	2,109	-2.3%	2,165	2.6%
93	127th Street	3,216	5.3%	3,382	5.2%	3,377	-0.1%	2,596	-23.1%	2,960	14.0%	3,155	6.6%	3,471	10.0%
95	Archer Avenue	5,539	7.9%	5,826	5.2%	6,315	8.4%	5,285	-16.3%	5,702	7.9%	6,114	7.2%	6,931	13.4%
97	159th Street	7,283	-2.2%	7,619	4.6%	7,889	3.5%	7,073	-10.3%	8,242	16.5%	8,804	6.8%	9,319	5.8%
<b>99</b>	<b>Spring Creek</b>	<b>63,449</b>	<b>6.7%</b>	<b>64,211</b>	<b>1.2%</b>	<b>67,928</b>	<b>5.8%</b>	<b>55,407</b>	<b>-18.4%</b>	<b>64,430</b>	<b>16.3%</b>	<b>69,217</b>	<b>7.4%</b>	<b>74,038</b>	<b>7.0%</b>
101	U.S. Route 6	940	0.2%	1,039	10.6%	1,033	-0.6%	791	-23.5%	921	16.5%	902	-2.1%	831	-7.9%
TOTAL:		228,873	3.6%	228,236	-0.3%	238,006	4.3%	191,990	-19.3%	223,911	16.6%	237,562	6.1%	249,909	5.2%

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

Note: Numbers may not add up due to rounding.

### ILLINOIS ROUTE 390 TOLLWAY

Figure 2-36 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 2-37 shows Illinois Route 390 revenue by plaza for the years 2017 through 2023. Revenue increased 6.3 percent from \$33.9 million in 2022 to \$36.0 million in 2023. This increase is the highest (in percentage) observed on any of the Tollway

routes. 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 is 10.4 percent, which is higher than both the Reagan and Veterans Memorial Tollways. On the eastern section of the route, which opened in 2017, revenue has increased by 9.3 percent in 2023. On the western section of the route, which opened in 2016, revenue increased by 5.3 percent in 2023. All mainline plazas experienced a revenue increase in 2023, ranging from 5.2 percent (at Plum Grove Road and Mitchell Boulevard) to 9.5 percent (at Lively Boulevard).

Figure 2-36 | Illinois Route 390 Tollway Construction (2023)



Figure 2-37 | Illinois Route 390 Tollway – Total Vehicle Revenue (2017-2023)<sup>41</sup> (thousands)

#	Plaza Name <sup>[i]</sup>	2017 Revenue	Change 2017 vs. 2016	2018 Revenue	Change 2018 vs. 2017	2019 Revenue	Change 2019 vs. 2018	2020 Revenue	Change 2020 vs. 2019	2021 Revenue	Change 2021 vs. 2020	2022 Revenue	Change 2022 vs. 2021	2023 Revenue	Change 2023 vs. 2022
<b>320</b>	<b>Lively Boulevard</b>	<b>179</b>		<b>1,508</b>		<b>1,795</b>	<b>19.1%</b>	<b>1,486</b>	<b>-17.3%</b>	<b>1,665</b>	<b>12.1%</b>	<b>1,723</b>	<b>3.5%</b>	<b>1,886</b>	<b>9.5%</b>
<b>322</b>	<b>Mittel Drive</b>	<b>297</b>		<b>2,461</b>		<b>2,818</b>	<b>14.5%</b>	<b>2,365</b>	<b>-16.1%</b>	<b>2,615</b>	<b>10.6%</b>	<b>2,715</b>	<b>3.8%</b>	<b>2,942</b>	<b>8.3%</b>
<b>324</b>	<b>Hamilton Lakes Boulevard</b>	<b>419</b>		<b>3,358</b>		<b>3,829</b>	<b>14.0%</b>	<b>3,231</b>	<b>-15.6%</b>	<b>3,516</b>	<b>8.8%</b>	<b>3,700</b>	<b>5.2%</b>	<b>4,047</b>	<b>9.4%</b>
325	Ketter Drive	54		342		329	-3.8%	208	-36.7%	203	-2.4%	216	6.2%	252	16.9%
<b>326</b>	<b>Plum Grove Road</b>	<b>13,143</b>		<b>15,063</b>	<b>14.6%</b>	<b>15,489</b>	<b>2.8%</b>	<b>12,448</b>	<b>-19.6%</b>	<b>13,364</b>	<b>7.4%</b>	<b>14,196</b>	<b>6.2%</b>	<b>14,937</b>	<b>5.2%</b>
<b>328</b>	<b>Mitchell Boulevard</b>	<b>7,382</b>		<b>8,473</b>	<b>14.8%</b>	<b>8,663</b>	<b>2.3%</b>	<b>6,940</b>	<b>-19.9%</b>	<b>7,503</b>	<b>8.1%</b>	<b>7,845</b>	<b>4.6%</b>	<b>8,251</b>	<b>5.2%</b>
<b>330</b>	<b>Lake Street</b>	<b>3,224</b>		<b>3,669</b>	<b>13.8%</b>	<b>3,776</b>	<b>2.9%</b>	<b>3,227</b>	<b>-14.5%</b>	<b>3,402</b>	<b>5.4%</b>	<b>3,524</b>	<b>3.6%</b>	<b>3,730</b>	<b>5.8%</b>
TOTAL:		24,699		34,873	41.2%	36,701	5.2%	29,904	-18.5%	32,268	7.9%	33,919	5.1%	36,045	6.3%

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

Note: Numbers may not add up due to rounding.

## Chapter 2 Summary

In 2023, systemwide transactions increased by 3.8 percent, or 35.9 million. Passenger car transactions increased by 4.5 percent while commercial vehicle transactions decreased by 1.3 percent. Across the region, as in the rest of the country, transactions and revenue continued to recover from the COVID-19 pandemic impacts but were adversely affected by continuing work-from-home patterns. Systemwide revenue increased by 3.2 percent or \$42.5 million, in part due to a truck toll rate increase.



ELECTRONIC  
TOLL  
COLLECTION

3

## Introduction

Chapter 3 analyzes electronic toll collection (ETC) on the Tollway. I-PASS is the Tollway's trademark name for its ETC system. This chapter includes a history of the I-PASS system, a summary of past trends, and a description of current ETC 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 revenue. 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' method of 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.

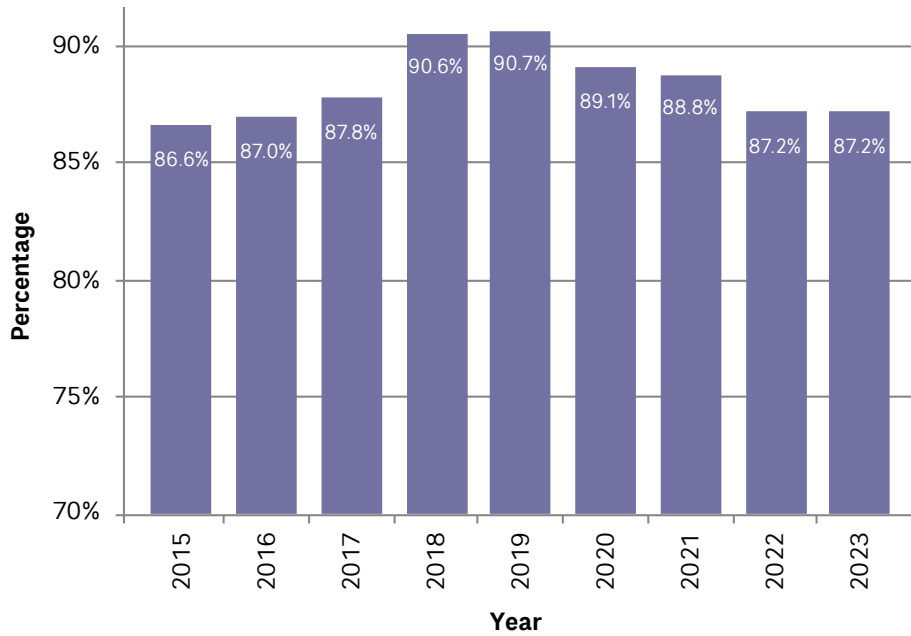
**Figure 3-1 | Electronic Toll Collection History (1993-2023)<sup>1</sup>**

Year	Description
1993	<b>I-PASS Pilot Program</b> 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	<b>I-PASS Only (IPO) lanes open</b> Tollway opened its first dedicated IPO lanes at Plaza 33. Tollway added nine additional plazas in 1996 and 1997.
1998	<b>I-PASS Express lanes open</b> Tollway opened its first lanes at Plaza 24 in 1998. In subsequent years, it opened lanes at Plazas 89, 73, 41, and 61.

Year	Description
2004	<b>I-PASS ramp lanes open</b> Tollway converted some automatic coin machine (ACMs) lanes to IPO lanes at ramp plazas starting in 2003. The conversion was completed in 2004.
2005	<b>Toll rate change with I-PASS discount</b> Tollway encouraged users to pay with I-PASS by implementing a toll rate change that included a discount for cars using I-PASS.
2005	<b>E-ZPass Group integration</b> Tollway became interoperable with the E-ZPass Group.
2006	<b>Open Road Tolling (ORT) Construction</b> 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	<b>Paying missed tolls online</b> 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	<b>All-Electronic Tolling (AET) at Eola Road Plaza</b> Tollway constructed Plaza 60 (Eola Road) as its first AET ramp plaza. No cash is accepted at Plaza 60.
2010	<b>Unattended Toll Plazas Program</b> 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	<b>Cashless tolling at six new ramp plazas</b> 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	<b>AET mainline plazas on the Illinois Route 390 Tollway</b> 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	<b>Change in video toll (Vtoll) policy</b> 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	<b>AET ramp plazas at Illinois Route 23 and Illinois Route 47</b> 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	<b>Suspension of cash collection</b> Tollway suspended cash collection at all plazas due to COVID-19 in March 2020. Customers who previously paid cash are directed to pay online. Suspension of cash collection was made permanent in 2021.
2020	<b>Pay By Plate Introduction</b> Tollway creates new way to pay tolls. Users can register their license plates online and are charged for tolls at the former cash rate.

By 2006, I-PASS was used for approximately 78 percent of passenger car transactions and 80 percent of commercial vehicle transactions. In 2019, the Tollway had one of the highest ETC usage rates of the major toll facilities in the U.S.<sup>2</sup> with a usage rate of 90.7 percent. In 2022, the I-PASS usage rate fell to 87.2 percent, where it remained in 2023. 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 (2015-2023)<sup>3</sup>**



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. The number of commuter trips increased starting in 2021, but still remained below 2019 levels in 2023. The Tollway is not alone regarding a decreasing ETC usage rate upon AET implementation; both the Pennsylvania Turnpike and Florida’s Turnpike converted to cashless tolling in 2021 and experienced decreased ETC transaction shares. This phenomenon may be due to occasional users forgoing opening an I-PASS account due to the ease of using Pay By Plate. 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.



## 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.

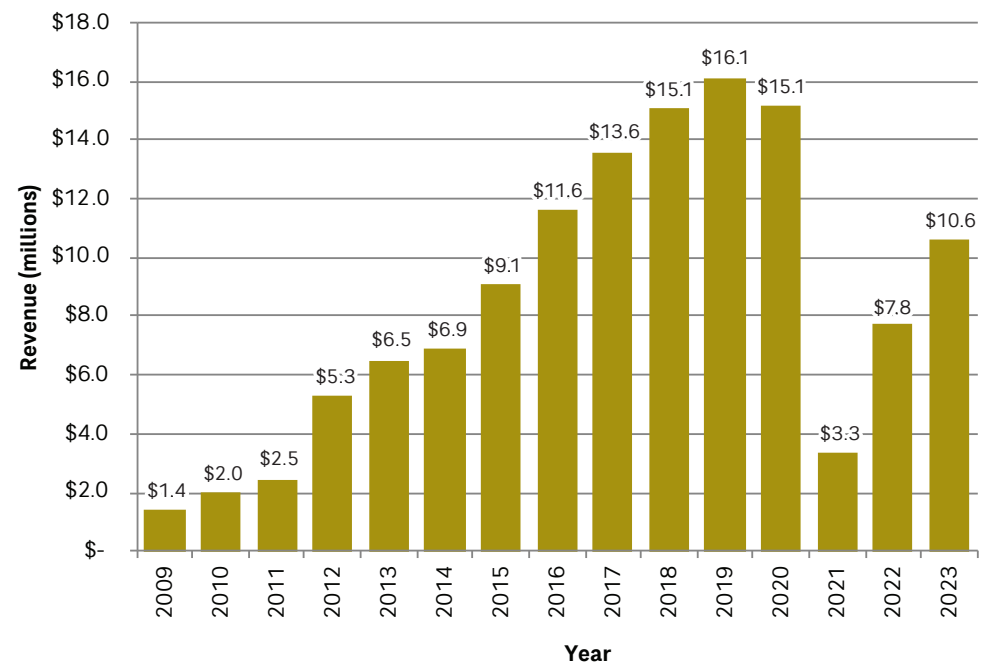
This free toll, however, is costly to the Illinois Tollway. In addition to any toll revenue that is lost when a plate cannot be read, it was estimated that in 2018, processing a VToll cost the Tollway approximately \$0.23 per transaction while an I-PASS transaction only cost \$0.08.<sup>4</sup> To address this, in January of that year 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 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 grace period was meant to be a "last resort" for paying tolls before violations and fines were assessed. 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.

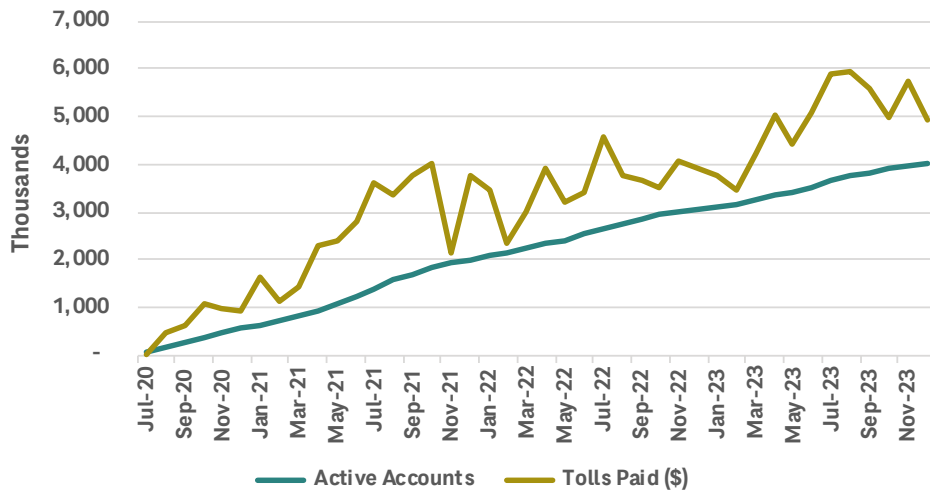
Figure 3-3 shows annual revenue generated by online payments since 2009. In 2012, revenue from online payments increased more than 100 percent from \$2.5 million in 2011 to \$5.3 million as a result of the toll rate increase. Revenue continued to increase until the implementation of TOLLING 2020, when Pay By Plate was introduced and the old program was deemphasized. As a result, payments made online changed from one classification to another mid-year, leading to a slight decline in 2020 and an enormous one in 2021. Since then, online toll payments have increased, largely due to Pay By Plate customers pro-actively paying their tolls via the Tollway's website before they are posted to an account. Included with these are instances where customers may be adding new license plates to their Pay By Plate accounts after they've used the system. Online payments grew to \$7.8 million in 2022 and \$10.6 million in 2023.

Figure 3-3 | Annual Revenue from Online Toll Payments (2009-2023)



Pay By Plate is the Tollways license plate tolling option. The Pay By Plate feature allows customers to enter their license plate and payment information up to 14 days after travel to capture tolls and avoid fines and fees. The Tollway charges users' credit cards the cash rate for tolls. A valid credit card must remain on the account until the tolls are fully processed. Once the credit card is deleted, the Pay By Plate service is disabled. The service can be reactivated, as needed, by adding credit card information. Figure 3-4 shows growth of the program since its introduction in the summer of 2020. In 2023, \$59.0 million in tolls were paid using Pay By Plate, with more than 4 million user accounts.

Figure 3-4 | Pay By Plate Accounts and Toll Paid (2020-2023)<sup>5</sup>



## Current I-PASS Trends

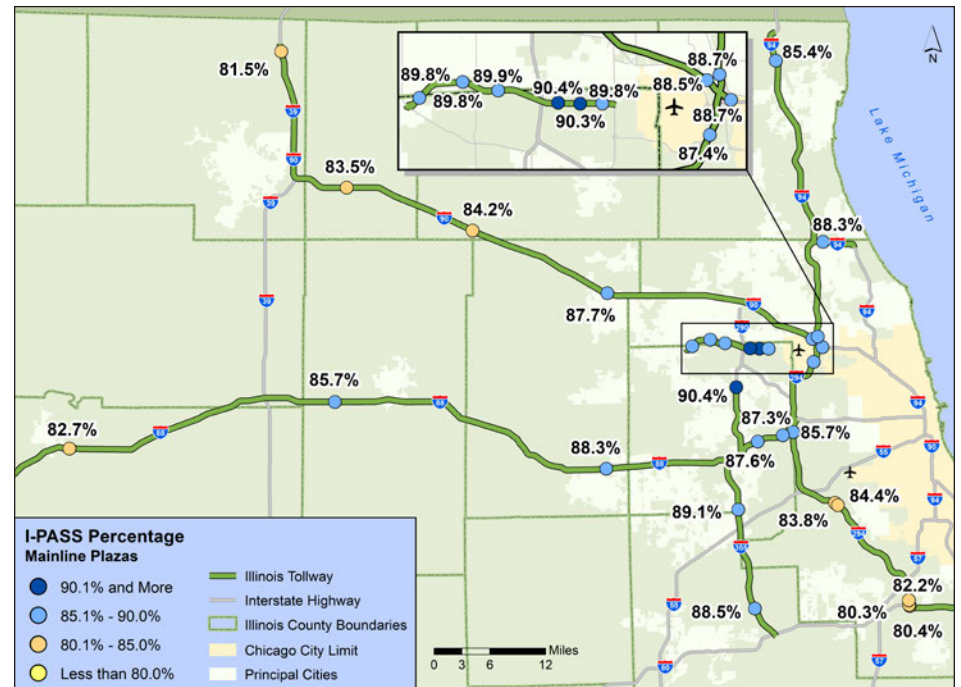
### I-PASS STICKER TAGS

In 2023, the Illinois Tollway introduced I-PASS Sticker Tags to replace existing I-PASS transponders.<sup>6</sup> The limited introduction in 2023 preceded a full rollout in 2024. Customers are not required to switch to the I-PASS Sticker Tag as long as they have a working transponder. However, as I-PASS transponders reach their expiration dates, the Illinois Tollway will send customers new I-PASS Sticker Tags as replacements. The Sticker Tags are cheaper to manufacture, which allows the Tollway to distribute them without holding a deposit, and don't require batteries.

## PLAZA LEVEL I-PASS USAGE

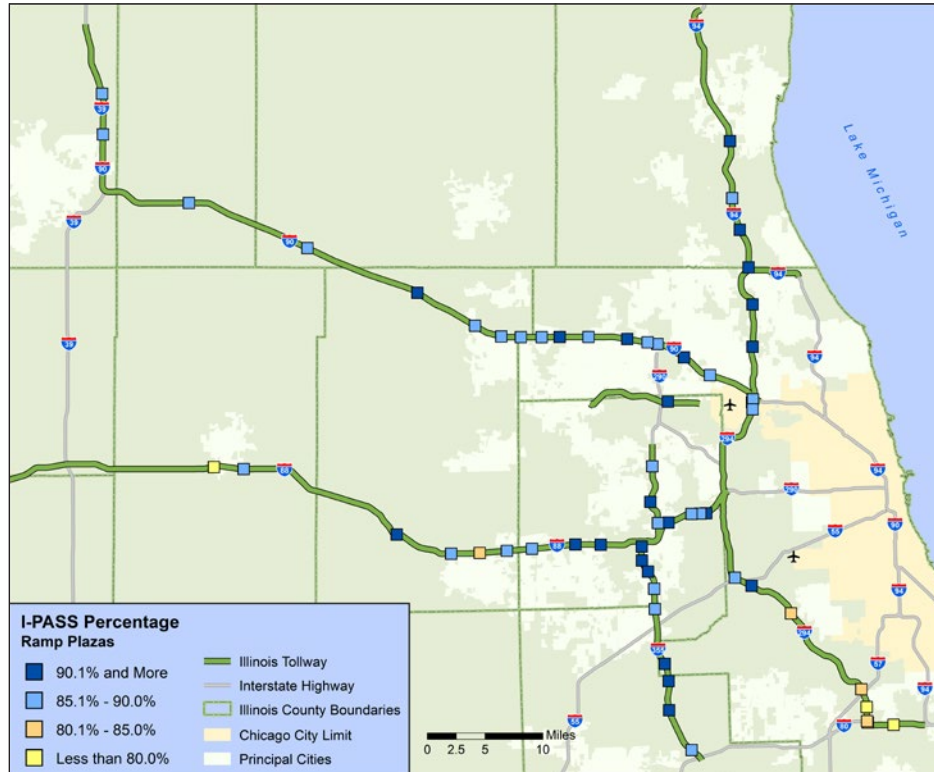
I-PASS usage varies among toll plazas. Figure 3-5 shows the 2023 I-PASS usage rates at the system's mainline toll plazas. I-PASS usage rates are generally lowest on the rural fringes of the system, as indicated by the yellow and orange toll plaza symbols on the map. The lower I-PASS rate at rural mainline 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 86.9 percent.<sup>7</sup>

Figure 3-5 | I-PASS Usage Rates, Mainline Toll Plazas (2023)<sup>8</sup>



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 88.0 percent.

**Figure 3-6 | I-PASS Usage Rates, Ramp Toll Plazas (2023)<sup>9</sup>**



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. Six of the seven ramp plazas with an I-PASS rate less than 85.0 percent are located on the central or 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 2023 was 90.4 percent at Hamilton Lakes Blvd (Plaza 324) on the IL 390 Tollway and at Army Trail Road (Plaza 73) on the Veterans Memorial Tollway. Ramp plazas with the highest I-PASS usage rates were 127th Street (Plaza 93) and Maple Ave (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 91.6 percent or higher.

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. The westernmost ramp plaza on the Reagan Memorial Tollway, Annie Glidden Road (Plaza 67) had an I-PASS usage rate of 79.6 percent. On the Tri-State Tollway, Halsted Street (Plaza 47), the southernmost plaza which lies along I-80, had an I-PASS rate of 76.6 percent. Halsted Street has one of the lowest toll rates on the system,<sup>10</sup> so local commuters may not experience enough savings to justify investing in I-PASS at this location. Also in the southern part of the Tri-State Tollway, 159th Street (Plaza 40) had an I-PASS usage rate of 79.1 percent.

**Figure 3-7 | Toll Plazas with I-PASS Rate of 80 Percent or Lower (2023)<sup>11</sup>**

Plaza #	Plaza Name	Route	I-PASS Rate
47	Halsted St (IL 1)	I-80/I-294	76.6%
40	159th St (US 6)	I-294	79.1%
67	Annie Glidden Rd	I-88	79.6%

Systemwide I-PASS usage remained at 87.2 percent in 2023, same as 2022. At the plaza level, year over year variations ranged from minus 1.7 percent at Illinois Route 31 (Plaza 11) to plus 4.4 percent at Maple Avenue (Plaza 83).

## 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 19 states and more than 30 member agencies.<sup>12</sup> Figure 3-8 shows the location of toll facilities with E-ZPass membership.<sup>13</sup>

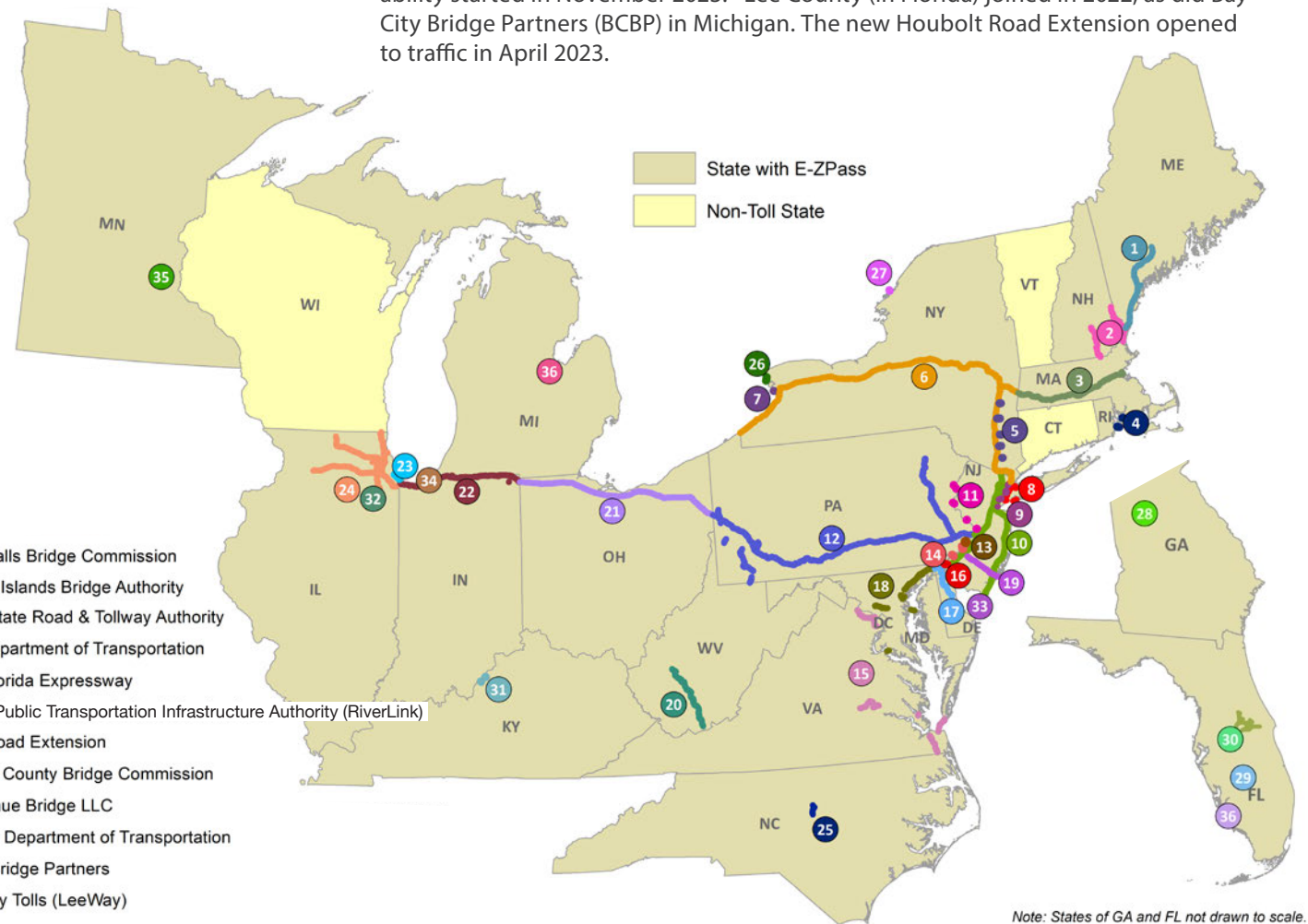
Originally, all E-ZPass member agencies used the same transponder-based technology for ETC. As membership expanded, alternative transponder technologies with compatible transponders have been added. This, along with license plate number exchange, allows drivers from other E-ZPass agencies to pay tolls 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.<sup>14</sup> 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 19 states and include the nearby Chicago Skyway, Indiana Toll Road and the recently opened Houbolt Road Extension in Joliet.

Recent additions to the E-ZPass network are the Central Florida Expressway Authority (CFX) in 2018,<sup>15</sup> and Florida Turnpike Enterprise,<sup>16</sup> and Minnesota Department of Transportation (MnDOT)<sup>17</sup> in 2021. The Georgia State Road and Tollway Authority (SRTA) joined the E-ZPass group administratively in 2021, and interoperability started in November 2023.<sup>18</sup> Lee County (in Florida) joined in 2022, as did Bay City Bridge Partners (BCBP) in Michigan. The new Houbolt Road Extension opened to traffic in April 2023.

**Figure 3-8 | E-ZPass Group Facilities by Agency (2023)**

- 1 Maine Turnpike Authority
- 2 New Hampshire DOT Bureau of Turnpikes
- 3 Massachusetts Department of Transportation
- 4 Rhode Island Turnpike and Bridge Authority
- 5 New York State Bridge Authority
- 6 New York State Thruway Authority
- 7 Buffalo and Fort Erie Public Bridge Authority
- 8 MTA Bridges and Tunnels
- 9 Port Authority New York and New Jersey
- 10 New Jersey Turnpike Authority
- 11 Delaware River Joint Toll Bridge Commission
- 12 Pennsylvania Turnpike Commission
- 13 Burlington County Bridge Commission
- 14 Delaware River Port Authority
- 15 Virginia Department of Transportation  
*(Serves as the primary agency representing multiple independent toll agencies within the State of Virginia)*
- 16 Delaware River and Bay Authority
- 17 Delaware Department of Transportation
- 18 Maryland Transportation Authority
- 19 South Jersey Transportation Authority
- 20 West Virginia Parkway Authority
- 21 Ohio Turnpike Commission
- 22 Indiana Toll Road Concession Company
- 23 Skyway Concession Company LLC
- 24 Illinois State Toll Highway Authority
- 25 North Carolina Turnpike Authority
- 26 Niagara Falls Bridge Commission
- 27 Thousand Islands Bridge Authority
- 28 Georgia State Road & Tollway Authority
- 29 Florida Department of Transportation
- 30 Central Florida Expressway
- 31 Kentucky Public Transportation Infrastructure Authority (RiverLink)
- 32 Houbolt Road Extension
- 33 Cape May County Bridge Commission
- 34 Cline Avenue Bridge LLC
- 35 Minnesota Department of Transportation
- 36 Bay City Bridge Partners
- 37 Lee County Tolls (LeeWay)



Note: States of GA and FL not drawn to scale.

## 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.<sup>19</sup> That number grew to 87.5 million in 2023.<sup>20</sup> E-ZPass revenue on the Tollway system has steadily increased over time, from \$11.9 million in 2005<sup>21</sup> to \$357.2 million in 2023.<sup>22</sup> Despite E-ZPass transactions on the Tollway decreasing from 2019 to 2020, E-ZPass transactions and revenue both surpassed 2019 values in 2023.

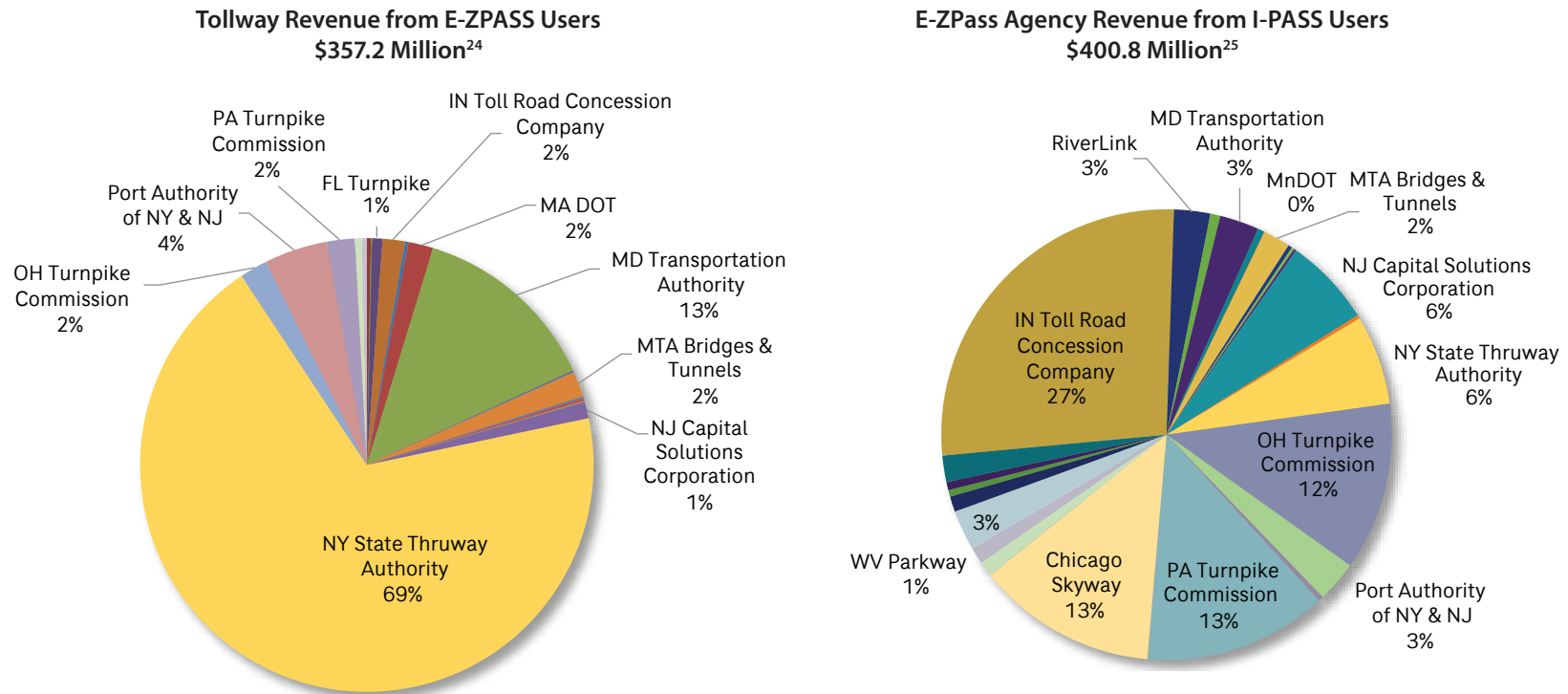
The majority of E-ZPass users on the Illinois Tollway have an account through the New York State Thruway Authority (NYSTA). As shown in the left pie chart of Figure 3-9, NYSTA accounted for 69 percent of 2023 E-ZPass revenue. This high percentage is due in part to the large size of NYSTA, with highways 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 2023, E-ZPass agencies collected \$400.8 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 revenue. 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 Revenue from E-ZPass Users vs. E-ZPass Agency Revenue from I-PASS Users (2023)<sup>23</sup>



## Other Agencies

Figure 3-10 lists 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. In 2021, the Tollway ranked third among peer agencies. In 2023, the Oklahoma Turnpike Authority ETC rate became the highest in this list, and Illinois Tollway's ETC rate stayed the fifth highest. 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 (2023)<sup>26</sup>**

ETC Usage Rank	ETC Usage Rate	Toll Agency Name	Name of ETC System	Revenue Rank	Revenue (thousands)
1	94.4%	Oklahoma Turnpike Authority	PIKEPASS	12	\$378,940
2	93.0%	Metropolitan Transportation Authority (NY)	E-ZPass	1	\$2,415,000
3	92.4%	New Jersey Turnpike Authority	E-ZPass	2	\$2,204,059
4	89.2%	Port Authority of New York and New Jersey	E-ZPass	3	\$1,936,355
<b>5</b>	<b>87.2%</b>	<b>Illinois Tollway</b>	<b>I-PASS</b>	<b>5</b>	<b>\$1,379,065</b>
6	86.0%	Maryland Transportation Authority	E-ZPass	10	\$755,701
7	84.6%	New York State Thruway Authority	E-ZPass	9	\$887,061
8	83.9%	Massachusetts Department of Transportation	E-ZPass	13	\$376,048
9	80.6%	North Texas Tollway Authority System	TollTag	6	\$1,131,352
10	77.4%	Pennsylvania Turnpike Commission	E-ZPass	4	\$1,540,705
11	76.1%	Indiana Toll Road Concession Company	E-ZPass	11	\$387,150
12	73.7%	Florida Turnpike	SunPass	7	\$1,120,923
13	71.1%	Ohio Turnpike Commission	E-ZPass	14	\$360,852
14	67.1%	Harris County Toll Road Authority (Houston)	E-Z Tag	8	\$896,351

## 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.

Many major toll agencies have implemented cashless tolling on all or parts of their tolling systems. 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.

In 2023, several agencies have been working on converting to cashless systems including the Maryland Department of Transportation (MDTA) and the Delaware River Joint Toll Bridge Commission (DRBJTC).

As noted in Figure 3-1, the Illinois Tollway opened its first cashless toll plaza in 2009 and added 18 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.

**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.

**I-PASS Assist** - Re-launched in June 2021, the I-PASS Assist program helps low-income residents use the I-PASS electronic toll collection system and its benefits. To be eligible for enrollment in I-PASS Assist, household income must not exceed 250% of Federal Poverty Guidelines as verified by the Illinois Department of Revenue or qualified by the Illinois Department of Human Services for cash and food assistance programs. Eligible applicants receive transponders without paying a deposit and have reduced prepaid toll and replenishment amounts. Additionally, I-PASS Assist customers may be eligible to have invoice fees once enrolled. By the end of 2023, over 50,000 I-PASS Assist accounts had been opened.

## Chapter 3 Summary

The Tollway's ETC system has grown over time and continues to have one of the highest ETC usage rates in the country in spite of a decline since peaking in 2019. It started as a small pilot program in 1993, but now accounts for a majority of toll payments. In 2023, 87.2 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. Lower I-PASS usage systemwide in 2023 compared to 2019 is partially attributable to the changes in travel patterns resulting from the COVID 19 pandemic.

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 revenue has increased significantly. In 2023, the Tollway collected \$357.2 million in revenue 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

## Chapter 1

1. Population data from "Census Population by Characteristics: 2020-2023", US Census Bureau, Assessed 9/23/24, <<https://www.census.gov/data/datasets/time-series/demo/popest/2020s-counties-detail.html>>.
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 2020, State of Illinois, ESRI Data.
4. Census 2020, 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](http://articles.chicagotribune.com/1996-05-07/news/9701150615_1_16-mile-section-east-west-extension-toll-road)>.
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), "2024 Complete Economic and Demographic Data Source (CEDDS)."
9. Population data from "County Population Totals and Components of Change: 2020-2023", US Census Bureau, Accessed 9/23/24, <<https://www.census.gov/data/tables/time-series/demo/popest/2020s-counties-total.html>>.
10. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), "2024 Complete Economic and Demographic Data Source (CEDDS)." Prior years may be restated.
11. Projected population provided by Woods & Poole Economics, Inc (W&P), "2024 Complete Economic and Demographic Data Source (CEDDS)."
12. Population data from "County Population Totals and Components of Change: 2020-2023", US Census Bureau, Accessed 9/23/24, <<https://www.census.gov/data/tables/time-series/demo/popest/2020s-counties-total.html>>.
13. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), "2024 Complete Economic and Demographic Data Source (CEDDS)." Prior years may be restated.
14. Projected population provided by Woods & Poole Economics, Inc (W&P), "2024 Complete Economic and Demographic Data Source (CEDDS)."
15. Population data from "County Population Totals and Components of Change: 2020-2023", US Census Bureau, Accessed 9/23/24, <<https://www.census.gov/data/tables/time-series/demo/popest/2020s-counties-total.html>>.
16. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2024 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), "2024 Complete Economic and Demographic Data Source (CEDDS)."
20. Population data from "County Population Totals and Components of Change: 2020-2023", US Census Bureau, Accessed 9/23/24, <<https://www.census.gov/data/tables/time-series/demo/popest/2020s-counties-total.html>>.
21. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2024 Complete Economic and Demographic Data Source (CEDDS). Prior years may be restated.
22. Projected population provided by Woods & Poole Economics, Inc (W&P), "2024 Complete Economic and Demographic Data Source (CEDDS)".
23. Population data from "County Population Totals and Components of Change: 2020-2023", US Census Bureau, Accessed 9/23/24, <<https://www.census.gov/data/tables/time-series/demo/popest/2020s-counties-total.html>>.
24. Employment statistics provided by Woods & Poole Economics, Inc. (W&P), 2024 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.
27. Grace Period Toll Summary Report, Accenture Tolling Systems and Illinois Tollway Business Systems. The 2008 total has been corrected from previous reports.
28. Ibid.
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. *2023 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, 2023, Illinois State Toll Highway Authority. Total revenue 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 2023 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, 2010, 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, 2023.
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, 2023; Annual Comprehensive Financial Report for the Year Ended December 31, 2022; 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, 2014; and Comprehensive Annual Financial Report for the Year Ended December 31, 2011.
26. *Traffic Activity by Class Report*, Electronic Transaction Consultants. This map includes the mainline and attended plazas.
27. Illinois Tollway data is from the Traffic Activity by Class Report. Other data is from internal CDM Smith database created with publicly available data.
28. Ibid.
29. Gross Domestic Product, BEA National Economic Accounts, Bureau of Economic Accounts, U.S. Department of Commerce, Accessed 9/30/2024, <<https://www.bea.gov/data/gdp/gross-domestic-product>>.
30. Commercial vehicle revenue data are from Illinois Tollway Annual Comprehensive Financial Reports. Consumer Price Index is from Bureau of Labor Statistics; CPI for All Urban Consumers (CPI-U); Chicago-Naperville-Elgin, IL-IN-WI area. Accessed 9/30/2024. <[https://www.bls.gov/regions/midwest/news-release/consumerpriceindex\\_chicago.htm](https://www.bls.gov/regions/midwest/news-release/consumerpriceindex_chicago.htm)>.
31. Labor Force Data by County, Annual Averages, Bureau of Labor Statistics, Accessed 9/20/2024, <<https://www.bls.gov/lau/laucnty23.xlsx>>.
32. Ibid.
33. Chicago All Grades All Formulations Retail Gasoline Prices (Dollars per Gallon), U.S. Department of Energy, Energy Information Administration ("EIA"), Accessed 9/30/2024, <[https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=PET&s=EMM\\_EPMO\\_PTE\\_YORD\\_DPG&f=M](https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=PET&s=EMM_EPMO_PTE_YORD_DPG&f=M)>.
34. Annual Comprehensive Financial Report for the Year Ended December 31, 2023, Illinois State Toll Highway Authority. *Traffic Activity by Class Report*. Electronic Transaction Consultants (ETC)
35. *Traffic Activity by Class Report*, Electronic Transaction Consultants.
36. Annual Comprehensive Financial Report for the Year Ended December 31, 2023, Illinois State Toll Highway Authority.
37. Ibid.
38. Ibid.
39. Ibid.
40. Ibid.
41. Ibid.

## Chapter 3

1. For a more detailed description, see 2011 Annual Toll Revenue Report.
2. See Figure 3-10.
3. 2015-2023 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. Pay By Plate payment and account data provided by Illinois Tollway Business Systems..
6. Accessed 9/30/2024 <<https://agency.illinoistollway.com/-/illinois-tollway-moving-to-i-pass-sticker-tags>>
7. *Traffic Activity by Class Report*, Electronic Transaction Consultants and VToll-TToll Summary Report, Accenture Tolling Systems.
8. Ibid.
9. Ibid.
10. The passenger car toll rate for Pay Online transactions at Plaza 47 (Halsted Street) is \$0.60.
11. *Traffic Activity by Class Report*, Electronic Transaction Consultants and *VToll-TToll Summary Report*, Accenture Tolling Systems.
12. "Home," E-ZPass Group, Accessed 11/18/2024, <<http://www.e-zpassiag.com/>>.
13. The map is not comprehensive and may not show all E-ZPass Group member agencies.
14. "About Us," E-ZPass Group, Accessed 11/18/2024, <<http://e-zpassiag.com/about-us/overview>>.
15. "E-ZPASS Now Accepted on CFX Toll Roads." Press Release, 8/31/2018, <<https://www.cfxway.com/agency-information/newsroom/news-releases/e-zpass-now-accepted-on-cfx-toll-roads-central-florida-expressway-authority-cfx-will-be-first-in-florida-to-accept-e-zpass/>>.
16. "Florida Turnpike Teams Up With Multi-State E-ZPass System," CBS News Miami, Accessed 12/12/2022, <<https://www.cbsnews.com/miami/news/florida-turnpike-sunpass-ezpass/>>.
17. "MnDOT moving to E-Z Pass toll-paying system in August," Star Tribune, Accessed 12/13/2022, <<https://www.startribune.com/mndot-moving-to-e-z-pass-toll-paying-system-in-august/600078332/>>.
18. Accessed 11/18/2024, <<https://srta.ga.gov/wp-content/uploads/2023/11/SRTA-Peach-Pass-E-ZPass-Announcement-of-8-States-Press-Release-FINAL-11-2-23.pdf>>.
19. ISTHA-IAG Settlement Breakdown Report, Settlement Period 09/01/2005 to 12/31/2005.
20. IAG\_2023\_Data\_\_Hub\_Invoice\_Example\_Spreadsheet.
21. ISTHA-IAG Settlement Breakdown Report, Settlement Period 09/01/2005 to 12/31/2005.
22. IAG\_2023\_Data\_\_Hub\_Invoice\_Example\_Spreadsheet. E-ZPass revenue collected by the Tollway totaled \$357,173,718.95 in 2023. I-PASS revenue collected by E-ZPass agencies totaled \$400,846,353.75 in 2023.
23. Ibid.
24. Ibid.
25. Ibid.

26. Oklahoma Turnpike ETC usage rate and revenue are from "Annual Comprehensive Financial Report 2023 for the Years Ended December 31, 2023 and 2022," Oklahoma Turnpike Authority, p. 77, 82 Downloaded 7/30/2024, <<https://oklahoma.gov/content/dam/ok/en/ota/documents/annual-report/2023%20ACFR.pdf>>.

MTA ETC usage rate is from IAG Data in "2023 Hub Invoice Data". Revenue is from "Financial Statements as of and for the Years Ended December 31, 2023 and 2022 Required Supplementary Information, Supplementary Information and Independent Auditor's Report," Metropolitan Transportation Authority, p. 28. Downloaded 7/30/2024, <<https://new.mta.info/document/144096>>.

NJTA ETC usage rate is from Electronic Toll Collection Usage Rate and revenue are from "Comprehensive Annual Financial Report For the Years Ended December 31, 2023 and 2022," New Jersey Turnpike Authority, p. 12, Downloaded 7/30/2024, <<https://www.njta.com/media/8340/njta-acfr-2023.pdf>> and here: <<https://www.njta.com/media/8352/may-2024-turnpike-e-zpass-usage-rates.pdf>>

ISTHA ETC usage rate and revenue are from "2023 Annual Comprehensive Financial Report", Illinois Tollway, p. 5 and 8, Downloaded 7/30/2024, <<https://www.illinoistollway.com/documents/20184/239486/2023+Annual+Comprehensive+Financial+Report.pdf/987be0e5-b48c-1368-7cda-2c1a81cd5da1?version=1.0&t=1722522787718&download=true>>

Port Authority of New York and New Jersey ETC usage rate is from "2023 Monthly Traffic and Percent of E-ZPass Usage," The Port Authority of NY & NJ, Downloaded 7/30/2024 <<https://www.panynj.gov/content/dam/bridges-tunnels/pdfs/traffic-e-zpass-usage-2023.pdf>>. Revenue is from "Financial Statements and Appended Notes for the Year ended December 31, 2023," The Port Authority of NY & NJ, p.17, Downloaded 7/30/2024, <<https://www.panynj.gov/corporate/en/financial-information/financial-statement.html>>

NYSTA ETC usage rate is from "Monthly Financial Report, December 2023," New York State Thruway Authority, p.22, Downloaded 7/30/2024, <<https://www.thruway.ny.gov/about/financial/monthly/2023/monthly-financials/dec2023finrpt.pdf>>. Revenue is from " Financial Statements, December 31, 2023 and 2022," New York State Thruway Authority, p. 15, Downloaded 7/30/2024, <<https://www.thruway.ny.gov/about/financial/statements/2023-audited-financial-statements.pdf>>.

MDTA ETC usage rate and revenue are from "Annual Comprehensive Financial Report for the Fiscal Year Ended June 30, 2023," Maryland Transportation Authority, pp. 92-93, Downloaded 7/30/2024, <[https://mdta.maryland.gov/sites/default/files/Files/ACFR/2023\\_Annual\\_Comprehensive\\_Financial\\_Report.pdf](https://mdta.maryland.gov/sites/default/files/Files/ACFR/2023_Annual_Comprehensive_Financial_Report.pdf)>.

MassDOT ETC usage rate is from IAG Data in "2023 Hub Invoice Data". Revenue is from "Basic Financial Statements, Required Supplementary Information and Other Supplementary Information, June 30, 2023," Massachusetts Department of Transportation, p. 13, Downloaded 7/30/2024, <<https://www.mass.gov/doc/fiscal-2023-massdot/download>>.

NTTA ETC usage rates for calendar year 2023 were calculated by CDM Smith, NTTA's traffic engineering consultant, and are provisional. Revenue are from "Comprehensive Annual Financial Report Fiscal Year Ended December 31, 2023, North Texas Tollway Authority, p. 62, downloaded 7/30/2024, <[https://www.ntta.org/sites/default/files/2024-06/06-26-2024\\_Annual-Report-2023\\_Digital\\_0.pdf](https://www.ntta.org/sites/default/files/2024-06/06-26-2024_Annual-Report-2023_Digital_0.pdf)>.

PA Turnpike EZ PASS/VES usage rate (traffic proportion) and revenue are from "Comprehensive Annual Financial Report, Fiscal Years Ended May 31, 2023 and 2022," Pennsylvania Turnpike Commission, pp. 21 and 144, Downloaded 7/30/2024, <<https://files.paturnpike.com/production/docs/default-source/resources/investor-relations/additional-resources-and-reports/2023-acfr71ff730d-732a-42dc-997b-6db1819b0cbe.pdf>>. ETC rate includes E-ZPass and VES transactions.

Florida Turnpike ETC usage rate and revenue are from "Unaudited Annual Comprehensive Financial Report, Fiscal Years Ended June 30, 2023 and 2022," Florida Turnpike System, p.4 of 'Statistical Section' of document (p.70 overall), Downloaded 7/30/2024, <<https://floridasturnpike.com/wp-content/uploads/2023/12/FY-2023-and-2022-ACFR-12-27-23.pdf>>.

ITRCC ETC usage rate and revenue data are from 2023 IAG data in "2023 Hub Invoice Data".

Ohio Turnpike ETC usage rate and revenue are from "Comprehensive Annual Financial Report For the Years Ended December 31, 2023 and 2022," Ohio Turnpike and Infrastructure Commission, pp. 25, 60. Downloaded 7/30/24, <<https://www.ohioturnpike.org/docs/default-source/annual-report-files/2023-acfr.pdf>>.

HCTRA ETC usage rates for calendar year 2023 were calculated by CDM Smith, HCTRA's traffic engineering consultant, and are provisional. Revenue is from "Basic Financial Statements for the Fiscal Year Ended September 30, 2023" Harris County Toll Road Authority Enterprise Fund, p. 4, Downloaded 7/30/2024, <<https://www.hctra.org/-/media/a2e0cec9fab04c54848f9e41408a77b8.ashx>>.



