

Open Road Tolling on SR 520 from the Customer's Viewpoint

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Using the Tacoma Narrows Bridge

Two ways to use the Tacoma Narrows Bridge:

1. **Good To Go!** Regular users purchase transponders, and set up an account. Tolls are automatically deducted from their account when they pass under transponder readers. **Good To Go! users pay a discounted toll rate.**



2. **Cash.** Those without a toll tag can stop at a toll booth and pay their toll. **Cash users pay the full toll rate.**

Setting up a *Good To Go!* account



- Most customers sign up on-line.
- A full-service customer service center is available for walk-ins.
- Mobile *Good To Go!* centers are available for sign-up at events, businesses, and high-traffic areas.

- A credit card sized transponder adheres to the windshield.
- Customers can choose automatic replenishment.
- One account works for all Washington toll facilities.



How will SR 520 be different?

-- SR 520 will have no toll booths



Advantage:

Keeps traffic moving

Challenge:

Need new, convenient ways to accommodate less frequent users

(Visualization)

Three ways to pay on SR 520

1. **Good To Go!** – Transponders will work on SR 520 just as they do on the Tacoma Narrows Bridge and SR 167 HOT lanes.



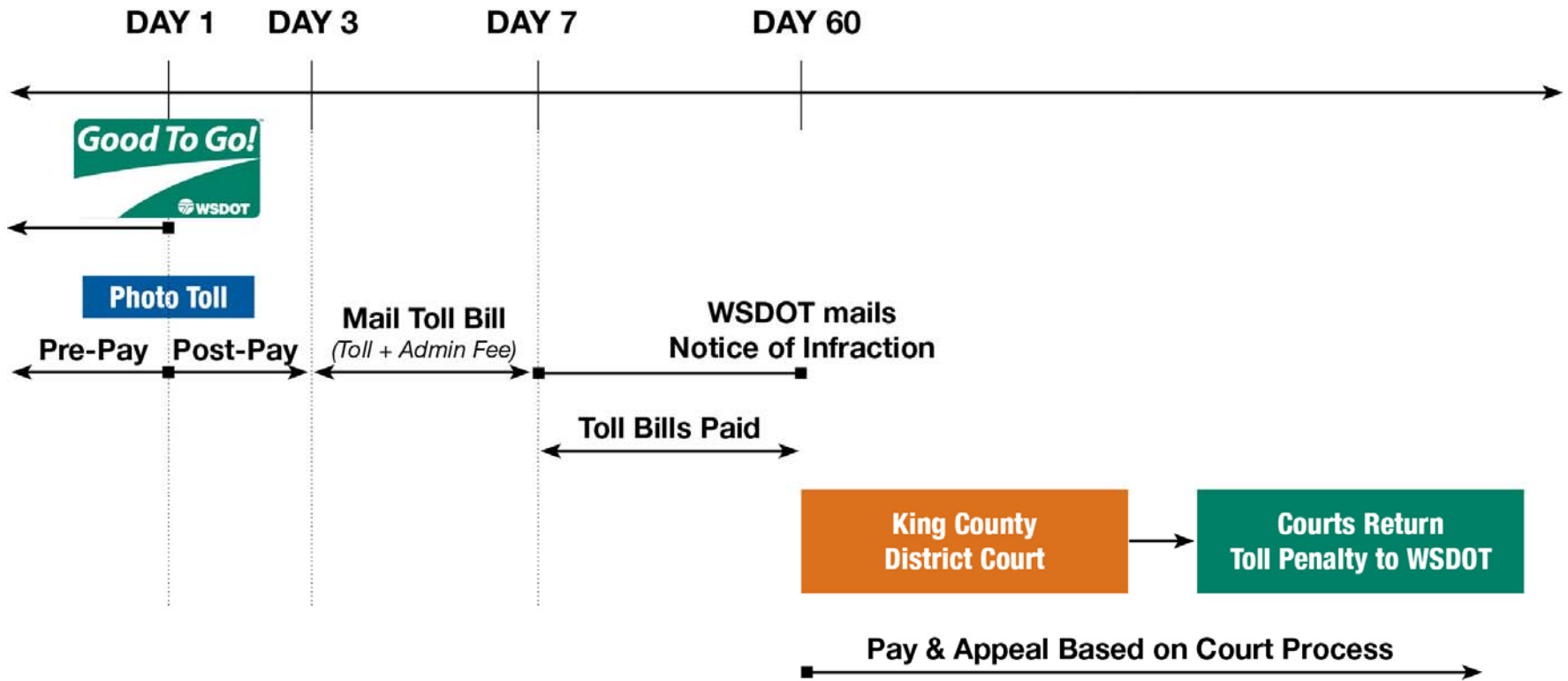
2. **Pre-paid video tolling** – Video toll users can have a pre-paid account just like *Good To Go!*, but instead of reading a transponder, video cameras read the license plate.



Example of signs on toll road in Texas.

3. **Late-pay video tolling** – Those without a pre-paid account will receive an invoice in the mail. An infraction notice would be sent to those who fail to pay.

Timeline of a Toll Transaction



100,000 Trips/Day
Across Bridge

75,000 collected from

- Good To Go!
- Pre-Pay Video
- Post-Pay Video

25,000 Toll Bills

18,750 collected
from Toll Billing

6,250 Infractions

Toll violations

If a vehicle crossing the tolling point fails to pay:

- WSDOT will mail a “Photo-enforced Toll Bill” for collection of the toll and an administrative fee to the vehicle’s registered owner.
- If the owner fails to pay, a notice of Infraction will be issued and sent to the county courts for adjudication. The owner will be charged a \$40 penalty.
- The courts may pursue a hold on renewing license tabs through the Department of Licensing, and/or assign charges to collections.

