# **WSDOT Tolling Roles** and Organization

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### Getting to the First Day of Tolling...

Tacoma Narrows Bridge?

#### **Toll Technology** How are tolls collected? · What technology will be used? **Toll Policy Toll Enforcement** · What about people without transponders? · Who pays? How much? · What if a driver doesn't · Should transit and HOV's pay? be free? Who enforces toll · How will variable rates collection? be set? What is the court's role? What about diversion? Who decides what route What does gets tolled? it take to toll a road? **Customer Education** · How will drivers know how to pay? · How will a driver know when to pay? **Back Office** · How will a driver get a transponder? Who collects the money? · Can I pay for a single trip? · Who accounts for the money received · What about out-of-state and expended? vehicles? · What if a customer has a dispute? How will a driver know what · How much does it cost to collect a toll? the toll rate is? What if I already have an account in the

### **Toll Authority is Shared**

#### The Legislature, Commission and WSDOT each play a role

	Washington State Legislature	Transportation Commission	Department of Transportation
Toll Authority Under Current Legislation	Establish tolling and designate toll corridors	Set toll rates	Collect tolls, build and operate toll collection systems
Roles	<ul> <li>Establish legal toll framework</li> <li>Authorize tolling in designated corridors</li> <li>Approve financing plans</li> <li>Enable tolling practices</li> <li>Appropriate toll operation budget</li> </ul>	<ul> <li>Set toll rates within funding requirements</li> <li>Set toll discounts</li> <li>Establish advisory committees</li> <li>Prepare the Washington Transportation Plan</li> </ul>	<ul> <li>Develop toll collection systems and procedures</li> <li>Collect tolls</li> <li>Finance improvements</li> <li>Operate tolled corridors</li> <li>Assess financial feasibility of toll projects</li> </ul>

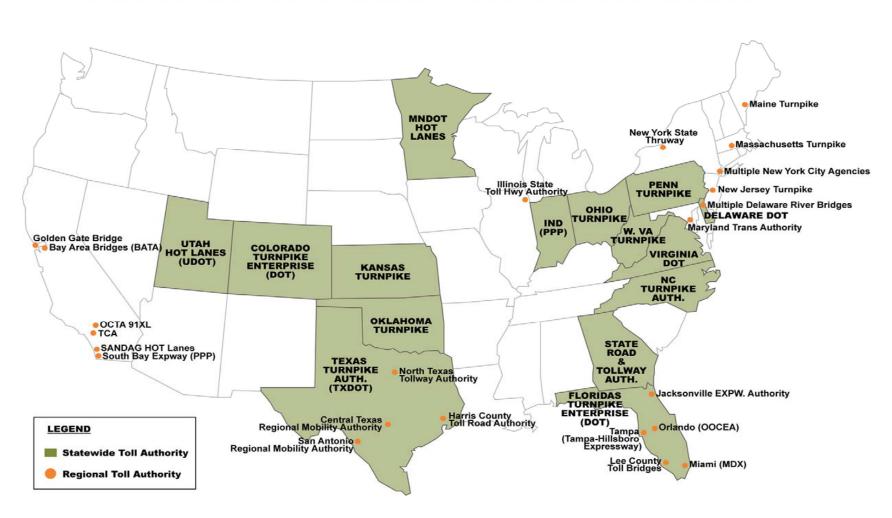
### **Uses for Tolls in Moving Washington**

- Toll Financing
- Improved System Operations
- Demand Management
- Greenhouse Gas Reduction

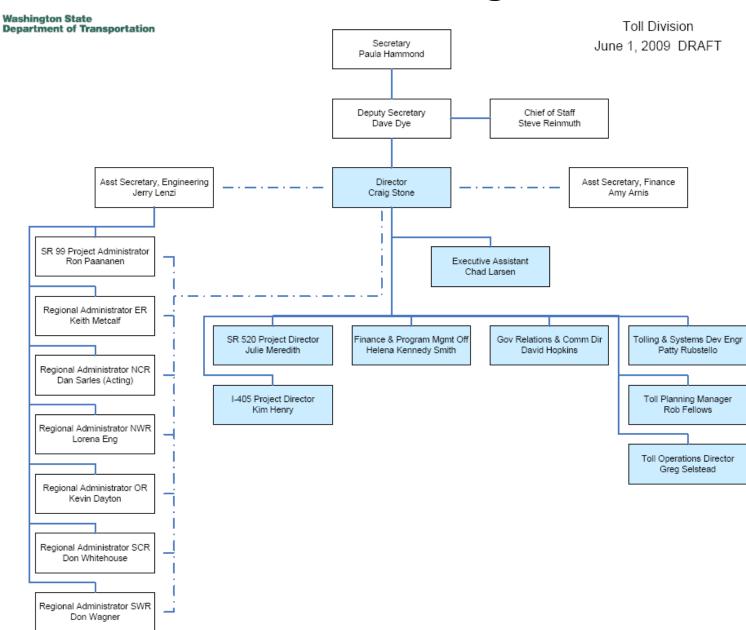


### **Tolling Across the Nation**

#### STATE AND REGIONAL TOLL AUTHORITIES



## **Toll Division – Draft Table of Organization**



#### **Toll Division 2009-10 Work Program**

- Support for Joint Transportation Committee
   Toll Operations Cost Study
- SR 520 Early Tolling Implementation
  - Toll systems procurement
  - Toll rate-setting
  - Finance plan
  - Toll implementation
  - Modified Urban Partnership Agreement term sheet
- SR 520 Design Decisions and Financial Plan
- I-405 Express Toll Lanes Outreach Process
- Alaskan Way Deep Bore Tunnel Finance Plan
- I-5 Columbia River Crossing (CRC) Toll Outreach Process
- SR 167 Tolling Feasibility Plan
- SR 509 Tolling and Financial Feasibility Plan
- Express Lanes System Design and Implementation.

#### **Tolling in Washington Now**

#### **Tacoma Narrows Bridge**

- Both toll booths and electronic toll collection.
- 75% of traffic using electronic tolls.
- 85% of morning commuters have electronic toll accounts.
- 96% of all Gig Harbor households have Good To Go! accounts.
- 14 million transactions in first year.





#### **SR 167 HOT lanes**

- All electronic toll collection no toll booths.
- Dynamic pricing based on traffic levels.
- More than 20,000 Good To Go! users have paid to use the SR 167 HOT lane.
- Average of 1,223 vehicles per day paid to use the HOT lanes.

### **Existing Toll Operations – Lessons Learned**

#### **SR 16 Tacoma Narrows:**

- Toll systems and back office began under the public private proposal
- Contract terms per transaction based
- Transponder incentives and toll discounts came after adopted finance plan
- Account and transponder goals exceeded
- Back office contract renegotiations six months after opening

#### SR 167 HOT Lane:

System integration contract under competitive procurement

#### **Existing Toll Operations – Benchmarks**

## Comparison of operations costs among toll agencies

