



2021 Toll Setting

Online Public Input Forum Results

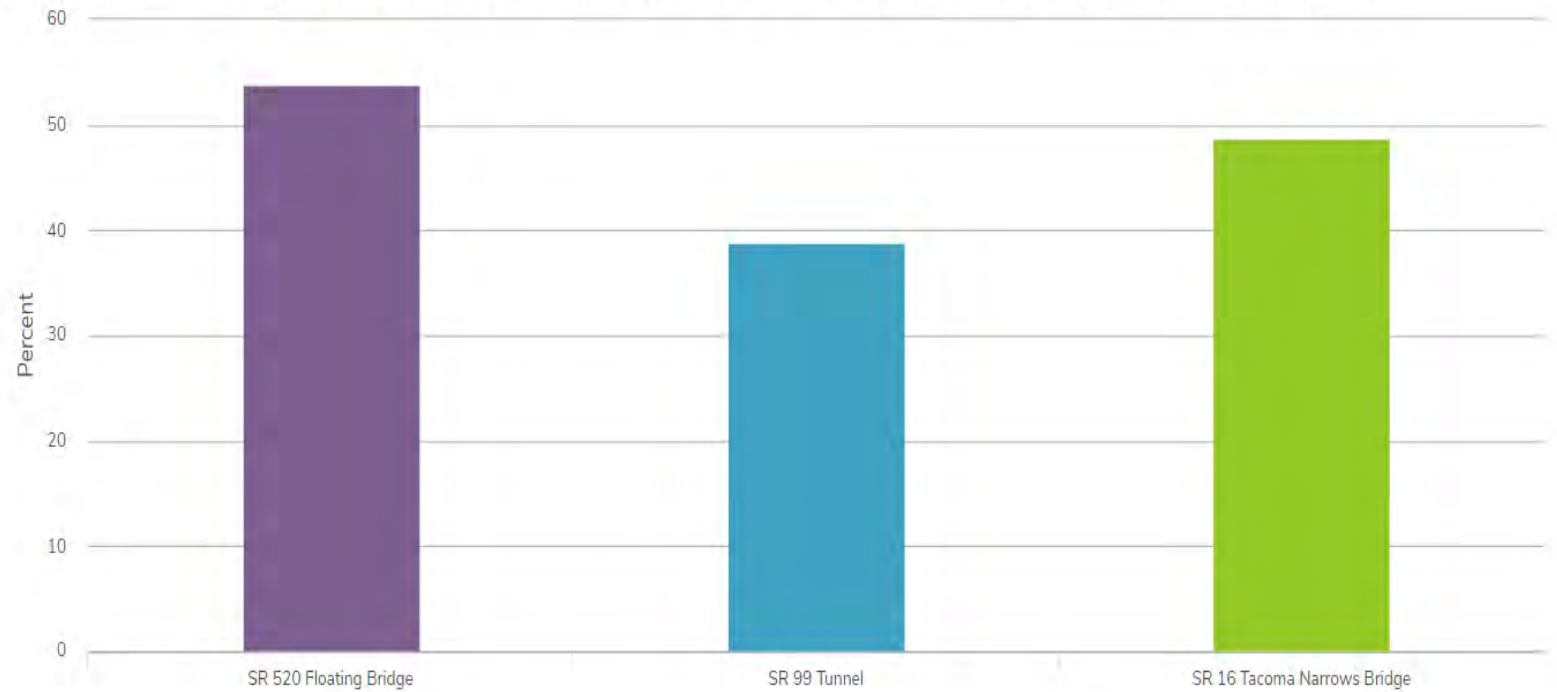
July 20, 2021

2021 Toll Rate Setting Online Public Input Forum

- The public input forum was open from June 25, 2021 - July 14, 2021.
- During this time **26,276 people participated**, providing **37,122 total responses** to the toll rate options put forth for the SR 99 Tunnel, the SR 520 bridge, and the Tacoma Narrows Bridge.
- Major Traffic Sources:
 - 78% Link Accessed (likely from Good To Go Account holders)
 - 15% Direct
- Device Used:
 - 53% Desktop Computer
 - 45% Mobile Device

Three Facilities – Response Count

1. Which of the following toll rate change options would you like to comment on? (Choose one or more and scroll down)



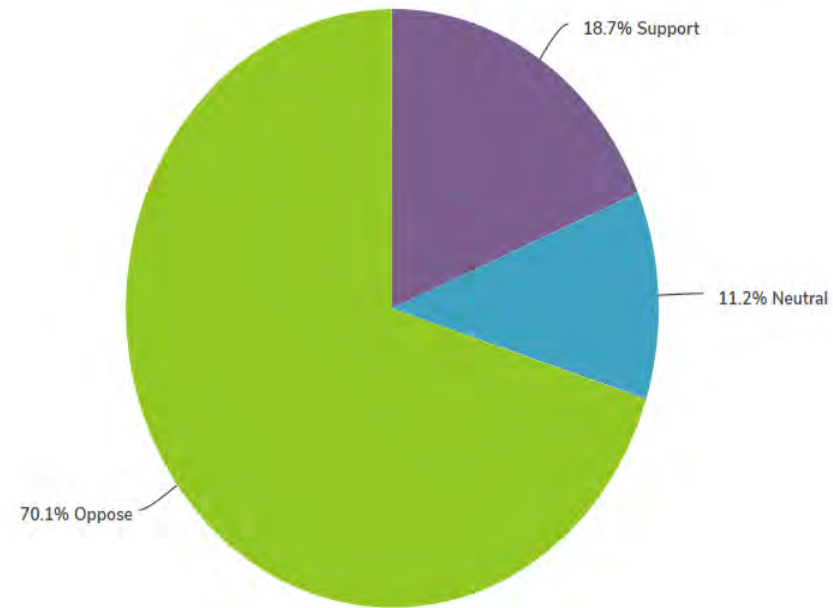
Value	Percent	Responses
SR 520 Floating Bridge	53.9%	14,159
SR 99 Tunnel	38.9%	10,201
SR 16 Tacoma Narrows Bridge	48.7%	12,796

SR 520 Bridge



SR 520 Bridge Toll Rate Option 1 - Preferences

2. Option 1 (Effective July 1, 2023): No toll rate changes for overnight rates (11pm to 5am) Weekday peak hour times are extended by one hour later, resulting in a \$1.10 increase from 10am to 11am, and 6pm to 7pm Rate increases for the other times of day, including the weekends, range from \$0.20 cents to \$0.55 cents

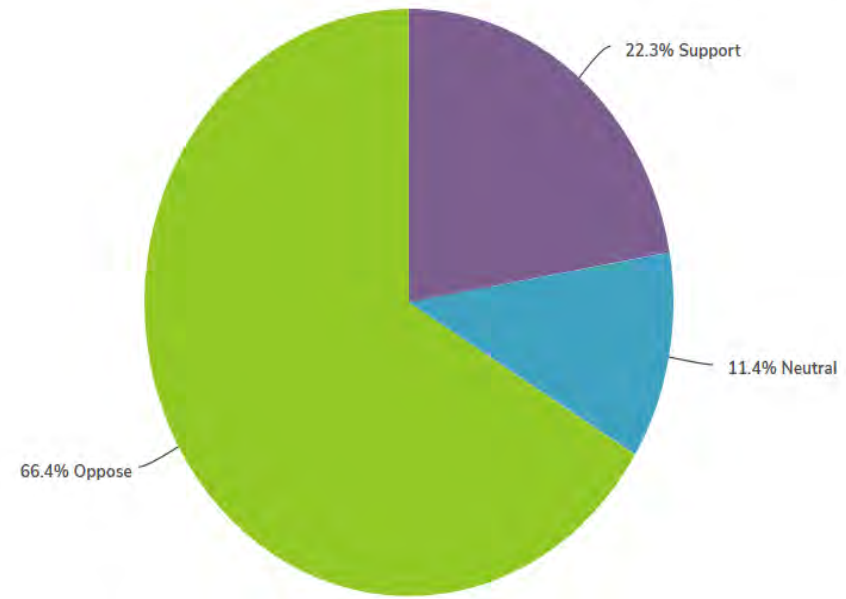


Value	Percent	Responses
Support	18.7%	2,558
Neutral	11.2%	1,524
Oppose	70.1%	9,576

Totals: 13,658

SR 520 Bridge Toll Rate Option 2 - Preferences

3. Option 2 (Effective July 1, 2023): 15% toll rate increase (\$0.20 to \$0.65 cents) applied to all rates for all times of the day/ day of week



Value		Percent	Responses
Support		22.3%	3,049
Neutral		11.4%	1,557
Oppose		66.4%	9,095
			Totals: 13,701

Key Respondent Metrics

- Frequency of Use:
 - 30% use the bridge weekly; 25% a few times per year; 22% once a month; and 16% daily.
- Primary purpose of travel:
 - 66% personal trips; 38% commute to work.
- Form of Payment:
 - 97% Good To Go! Pass
 - 3% Pay By Mail

Comments From Respondents

Reinvest these toll funds in transit service to give people more options.

I support Option 1, because people should pay more during peak times with higher volumes of traffic as a way of encouraging trips to be rescheduled.

The rate needs to be increased for after hours and weekends. Ridiculous to have them that low. Regarding the overall rate increase... just extend the tolls for two more years.

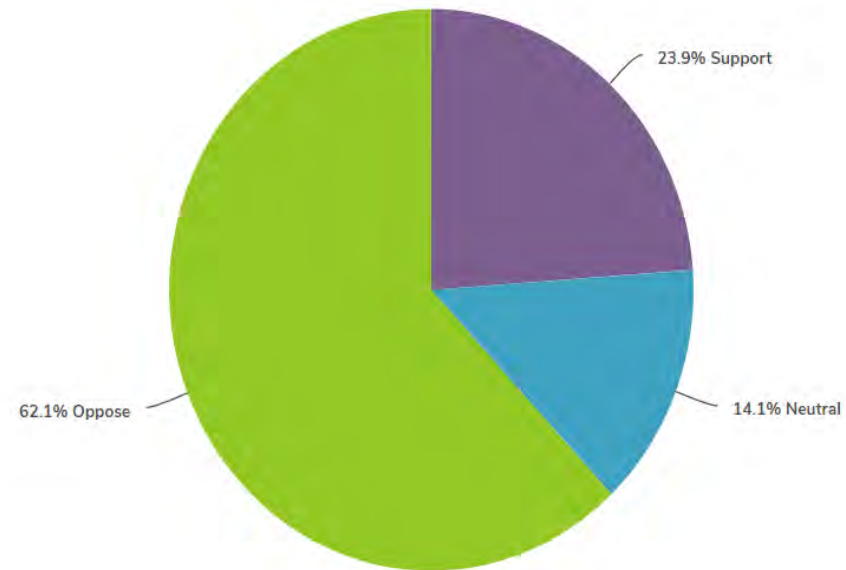
I know you have to pay for the construction, but it's already really expensive! :(




SR 99 Tunnel



SR 99 Tunnel Toll Rate Option A - Preferences

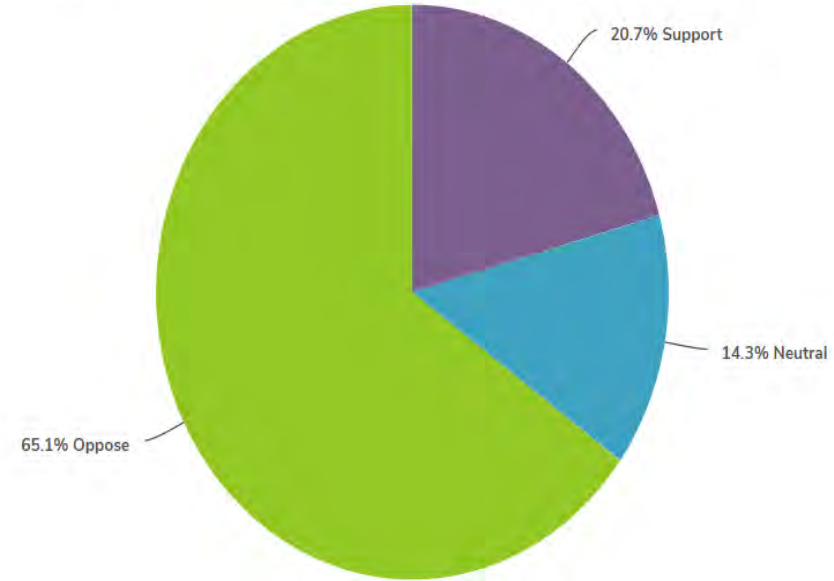
8. Option A: (Effective October 1, 2021) 15% toll rate increase (\$0.15 to \$0.35 cents) applied to all rates for all times of day/ day of week.



Value		Percent	Responses
Support		23.9%	2,344
Neutral		14.1%	1,382
Oppose		62.1%	6,094
			Totals: 9,820

SR 99 Tunnel Toll Rate Option B - Preferences

9. Option B: (Effective October 1, 2021) Flat \$0.25 cent toll rate increase applied to all rates for all times of day/ day of week.



Value	Percent	Responses
Support	20.7%	2,020
Neutral	14.3%	1,396
Oppose	65.1%	6,364
		Totals: 9,780

Key Respondent Metrics

- Frequency of Use:
 - 31% use the tunnel weekly; 26% a few times per year; 20% once a month; and 13% daily.
- Primary purpose of travel:
 - 70% personal trips; 34% commute to work.
- Form of Payment:
 - 96% Good To Go! Pass
 - 4% Pay By Mail



Comments From Respondents

The tolls on this should be much higher. To take a bus to go from West Seattle to SLU / Queen Anne is \$2.75. But the brand new tunnel that cost absurd amounts of money is tolled less than a bus fare.

Keep toll rates lower! Just keep them going forever. That way it breaks no one to pay the tolls, and the roads will continue to be repaired and paid for in perpetuity.

Option 2 keeps rates in quarters. I'd like to see lower rates on weekends, as that would help disperse I-5 traffic.

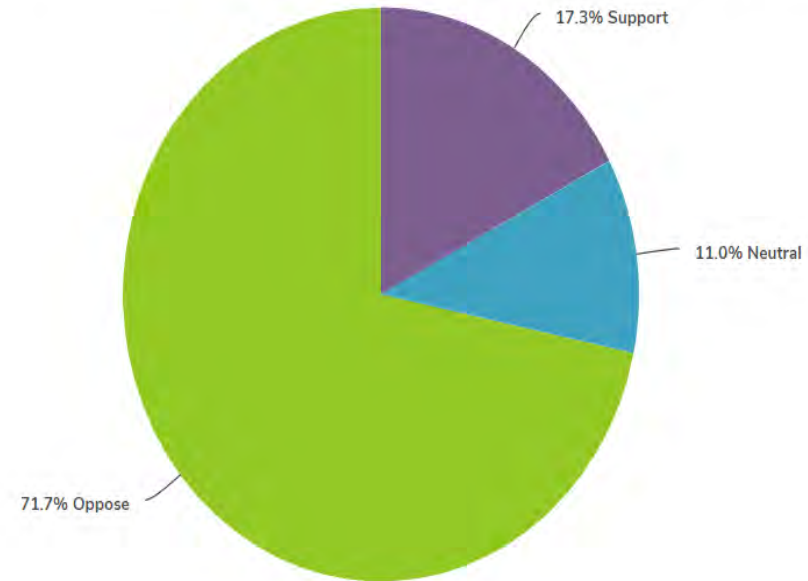
People need to get back on their feet before tolls are raised.

Tacoma Narrows Bridge



Tacoma Narrows Bridge - Preferences

14. Effective October 1, 2021 A \$0.25 cent toll rate increase. Specific toll rates would increase as follows: Good To Go! pass rate would increase from \$5 to \$5.25 Toll booth rate would increase from \$6 to \$6.25 Pay By Mail rate would increase from \$7 to \$7.25



Value	Percent	Responses
Support	17.3%	2,183
Neutral	11.0%	1,387
Oppose	71.7%	9,031
		Totals: 12,601

Key Respondent Metrics

- Frequency of Use:
 - 27% use the bridge a few times per year; 25% use it weekly; 22% use it daily; and 17% once a month.
- Primary purpose of travel:
 - 60% personal trips; 29% commute to work.
- Form of Payment:
 - 91% Good To Go! Pass
 - 7% Cash
 - 2% Pay By Mail

Comments From Respondents

Leave the good to go folks at the current rate and raise the cost at the toll booth. That would encourage people to join good to go.

Lower the toll rates! Keep them going forever, but lower them! They can go on in perpetuity, but paying tolls this high just isn't feasible if people are using the bridge on a daily basis.

The toll booth rates should remain at \$6.00.

I use to use the bridge a lot more but the higher the toll, the less I use it. It makes lower income families working in Tacoma have to think about other options. The higher the toll the less use. In hard times \$5-\$7 a day does make a difference especially with the ever-increasing gas prices.

Questions?

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