Toll Facilities

FY 2022 through Q3
(July 2021- March 2022)
Traffic and Revenue Actuals Update

Edward Barry P.E.
WSDOT Toll Division Director
Washington State Transportation Commission Meeting
May 17, 2022
Toll Traffic Actuals

July 2021 through March 2022 Toll Traffic is 41.9 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022  1.5%, or 195,000 transactions

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022  33.2%, or 49.2 million transactions
Toll Revenue Actuals

July 2021 through March 2022 Toll Revenue is $135.6 million

• In comparison to February 2022 Forecast
  Three-month, January through March 2022 ↑ 1.8%, or $0.8 million

• In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 ↓ 34.9%, or $172.7 million

Note: July 2021 through March 2022 monthly toll revenue distribution is skewed by backlogged transactions pending processing.
Tacoma Narrows Bridge
Forecasted and reported toll traffic

July 2021 through March 2022 Toll Traffic is 11.5 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022 $\uparrow$ 0.0%, or 1,000 transactions

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 $\downarrow$ 11.7%, or 3.9 million transactions

TNB: March 2020 through March 2022 Toll Transactions (millions)
Tacoma Narrows Bridge
Forecasted and reported toll revenue

July 2021 through March 2022 Toll Revenue is $62.2 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022 \(1.1\%\), or $0.2 million

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 \(-8.8\%\), or $15.4 million

Note: July 2021 through March 2022 monthly toll revenue distribution is skewed by backlogged transactions pending processing.
SR 520 Bridge
Forecasted and reported toll traffic

July 2021 through March 2022 Toll Traffic is 14.0 million

• In comparison to February 2022 Forecast
  Three-month, January through March 2022 5.3%, or 264,000 transactions

• In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 44.7%, or 26.0 million transactions
SR 520 Bridge
Forecasted and reported toll revenue

July 2021 through March 2022 Toll Revenue is $43.9 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022 – 4.3%, or $0.6 million

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 – 45.9%, or $87.0 million

**Note:** July 2021 through March 2022 monthly toll revenue distribution is skewed by backlogged transactions pending processing.
I-405 Express Toll Lanes
Forecasted and reported toll traffic

July 2021 through March 2022 Toll Traffic is 5.7 million

• In comparison to February 2022 Forecast
  Three-month, January through March 2022 ↑4.4%, or 73,000 transactions

• In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 ↓43.5%, or 9.8 million transactions
I-405 Express Toll Lanes
Forecasted and reported toll revenue

July 2021 through March 2022 Toll Revenue is $10.5 million

In comparison to February 2022 Forecast
Three-month, January through March 2022 $1.1 million

• In comparison to Pre-COVID November 2019 Forecast
March 2020 through March 2022 $46.5 million

Note: July 2021 through March 2022 monthly toll revenue distribution is skewed by backlogged transactions pending processing.
SR 167 HOT lanes
Forecasted and reported toll traffic

July 2021 through March 2022 Toll Traffic is 1.2 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022: 7.2%, or 31,000 transactions

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022: 26.4%, or 1.1 million transactions
SR 167 HOT lanes
Forecasted and reported toll revenue

July 2021 through March 2022 Toll Revenue is $2.6 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022 ↓ 28.5%, or $0.3 million

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 ↓ 51.9%, or $6.3 million
SR 99 Tunnel
Forecasted and reported toll traffic

July 2021 through March 2022 Toll Traffic is 9.5 million

- In comparison to February 2022 Forecast
  Three-month, January through March 2022 7.5%, or 196,000 transactions

- In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 28.3%, or 8.4 million transactions
SR 99 Tunnel
Forecasted and reported toll revenue

July 2021 through March 2022 Toll Revenue is $16.5 million

• In comparison to February 2022 Forecast
  Three-month, January through March 2022  \(\uparrow\) 8.0\%, or $0.4 million

• In comparison to Pre-COVID November 2019 Forecast
  March 2020 through March 2022 \(\downarrow\) 33.4\%, or $17.6 million

Note: July 2021 through March 2022 monthly toll revenue distribution is skewed by backlogged transactions pending processing.
Questions?

For additional information, please contact:

Ed Barry P.E.
WSDOT Toll Division Director
(206) 464-1217 or BarryEd@wsdot.wa.gov
Toll Division Annual Report
FY 2021

Edward Barry P.E.
WSDOT Toll Division Director
Washington State Transportation Commission Meeting
May 17, 2022
Highlights

- Tacoma Narrows Bridge and the SR 167 HOT Lanes traffic volumes were just slightly below 2019 volumes by spring 2021.
- There was a total of 45.7 million transactions across all facilities.
- Approximately 80 percent of all transactions were paid using the Good To Go! electronic tolling system.
Revenue

- The average toll collected across all facilities was $3.25.
- Revenue decreased by 11%, and toll revenue decreased by 17%, in comparison to FY 20, which included only the first three months of the pandemic.
Customer service

Active accounts

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>New in FY 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Good To Go! Accounts</td>
<td>1,088,500</td>
<td>34,500</td>
</tr>
<tr>
<td>Registered Passes</td>
<td>964,000</td>
<td>29,000</td>
</tr>
<tr>
<td>Pay By Plate</td>
<td>110,000</td>
<td>5,000</td>
</tr>
<tr>
<td>Other</td>
<td>14,500</td>
<td>500</td>
</tr>
</tbody>
</table>

Active passes*

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>New in FY 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passes</td>
<td>1,836,000</td>
<td>48,000</td>
</tr>
<tr>
<td>Stickers</td>
<td>1,160,000</td>
<td>30,000</td>
</tr>
<tr>
<td>Flex Pass</td>
<td>484,000</td>
<td>20,000</td>
</tr>
<tr>
<td>Motorcycles</td>
<td>24,000</td>
<td>1,000</td>
</tr>
<tr>
<td>Other</td>
<td>168,000</td>
<td>-3,000</td>
</tr>
</tbody>
</table>

*Active Passes is the count of passes that have been registered to an active Good To Go! account as of May 2021.

Customer survey from FY 2021

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was your issue resolved in one call?</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Representatives provided respectful service in a friendly manner?</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>Representatives spent a sufficient amount of time helping me resolve my issue</td>
<td>90%</td>
<td>10%</td>
</tr>
<tr>
<td>Representatives were knowledgeable and able to answer my questions</td>
<td>88%</td>
<td>12%</td>
</tr>
</tbody>
</table>
Tacoma Narrows Bridge

- Traffic returned to nearly pre-COVID levels by Spring 2021.

**Stats**

- Average weekday trips: 42,000
- The same number of weekday trips as recorded in FY 2020.
- Good To Go! rate: $5.00

**Payment Method**

- Tacoma Narrows Bridge
- 23% Toll Booth
- 13% Pay By Mail
- 14% Good To Go! Pay By Plate
- 50% Good To Go! Pass
SR 520 bridge

- Traffic volumes remain lower than pre-COVID levels.
SR 99 tunnel

- Traffic volumes remain below pre-COVID levels but increased from FY 2020.
- WSTC authorized a toll rate increase effective Oct. 1, 2021.

**PAYMENT METHOD**

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Booth</td>
<td>19%</td>
</tr>
<tr>
<td>Pay By Mail</td>
<td>23%</td>
</tr>
<tr>
<td>Good To Go! Pay By Plate</td>
<td>58%</td>
</tr>
</tbody>
</table>

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**Stats**

- *Average weekday trips*: 45,000
- Increased by 7,000 trips each weekday compared to FY 2020.
- *Good To Go! rate*: $2.25
SR 167 HOT Lanes

- Traffic returned to nearly pre-COVID levels by Spring 2021.

**PAYMENT METHOD**

<table>
<thead>
<tr>
<th>SR 167 HOT Lanes</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Booth</td>
<td></td>
</tr>
<tr>
<td>Good To Go! Pay By Plate</td>
<td></td>
</tr>
<tr>
<td>Pay By Mail</td>
<td></td>
</tr>
<tr>
<td>Good To Go! Pass</td>
<td></td>
</tr>
</tbody>
</table>

**Stats**

- Average weekday trips: 5,200
  - A decrease of 200 trips paying a toll to use the lanes each weekday compared to FY 2020.

- Average weekday transit boardings: 358

- Travel time savings:
  - NB 3 minutes
  - SB 6 Minutes

- Good To Go! rate (average peak period): $3.49
SR 167 HOT Lanes

- There is a notable difference between the two directions, with traffic volumes returning more quickly in the southbound direction, especially in the second half of the year.
- The average time savings increased as volumes increased, however the average peak period toll rate still dropped from $4.07 in FY 2020 to $3.49 in FY 2021.

NORTHBOUND AUBURN TO RENTON

= **12 MPH FASTER**

SOUTHBOUND RENTON TO AUBURN

= **15 MPH FASTER**
I-405 Express Toll Lanes

- Traffic remained low in the corridor, resulting in fewer drivers needing to choose the tolled lanes for a faster, more reliable trip.

### Stats
- **Average weekday trips**: 23,000 (A decrease of 8,000 trips paying a toll to use the lanes each weekday compared to FY 2020.)
- **Average weekday transit boardings**: 873
- **Travel time savings**
  - NB 4 minutes
  - SB 3 Minutes
- **Good To Go! rate** (average peak period): $1.53
I-405 Express Toll Lanes

- Traffic volumes began to increase in the second half of FY 2021. But volumes were still low enough throughout the corridor that the average peak period toll dropped from $4.15 in FY 2020 to $1.53 in FY 2021.

**SOUTHBOUND LYNNWOOD TO BOTHELL**

= **13 MPH FASTER**

**SOUTHBOUND BOTHELL TO BELLEVUE**

= **4 MPH FASTER**

**NORTHBOUND BOTHELL TO LYNNWOOD**

= **12 MPH FASTER**

**NORTHBOUND BELLEVUE TO BOTHELL**

= **16 MPH FASTER**
Questions?

For additional information, please contact:

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