

# 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

All Facilities: March 2020 through March 2022 Toll Transactions (millions)

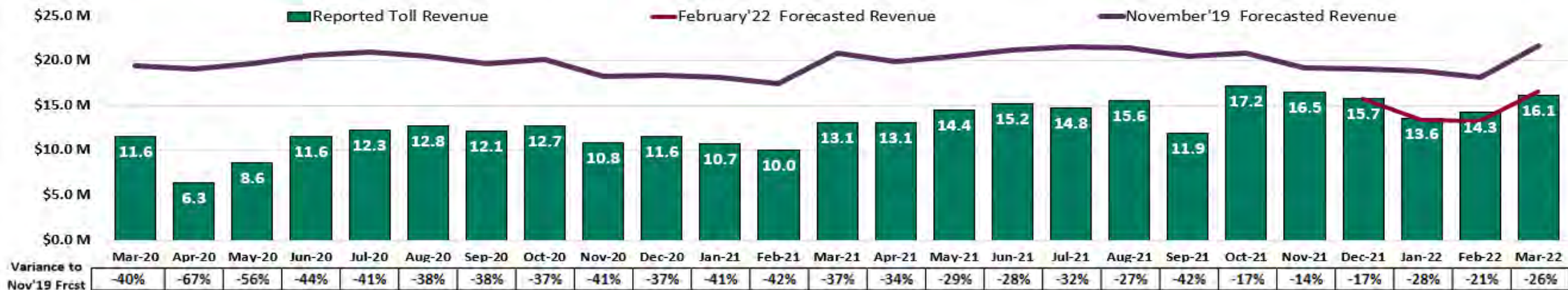


# Toll Revenue Actuals

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

All Facilities: March 2020 through March 2022 Reported Toll Revenue (\$ millions)




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  0.0%, or 1,000 transactions

- **In comparison to Pre-COVID November 2019 Forecast**

March 2020 through March 2022  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**

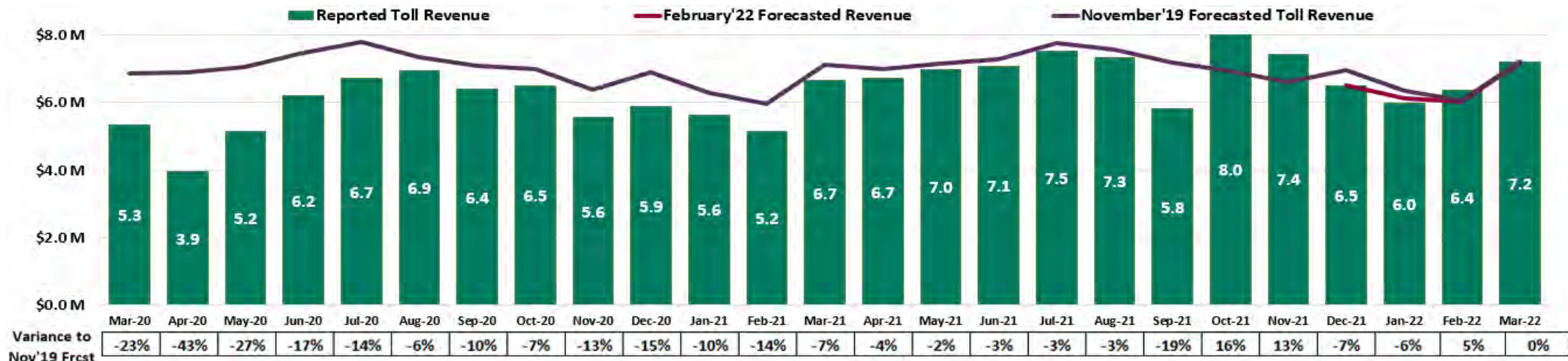
- In comparison to February 2022 Forecast**

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

**TNB: March 2020 through March 2022 Reported Toll Revenue (\$ millions)**



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**

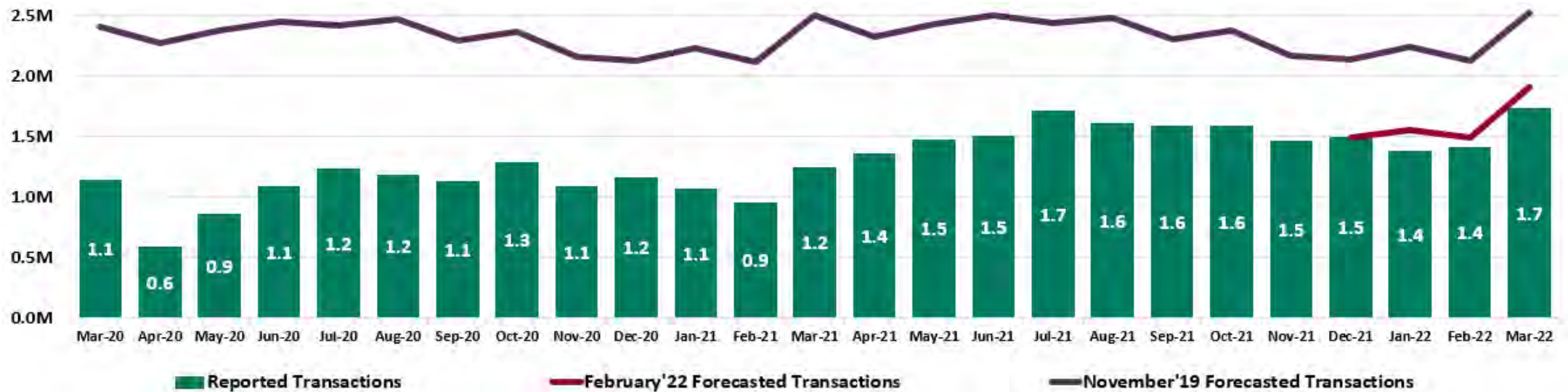
- **In comparison to February 2022 Forecast**

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: March 2020 through March 2022 Toll Transactions (millions)



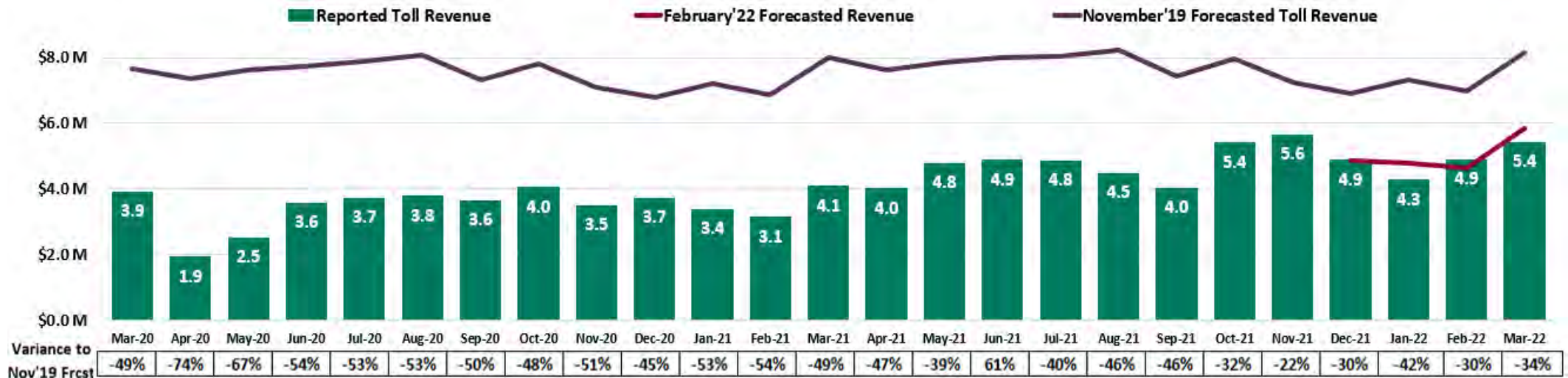
# SR 520 Bridge

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

**SR 520: March 2020 through March 2022 Reported Toll Revenue (\$ millions)**




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

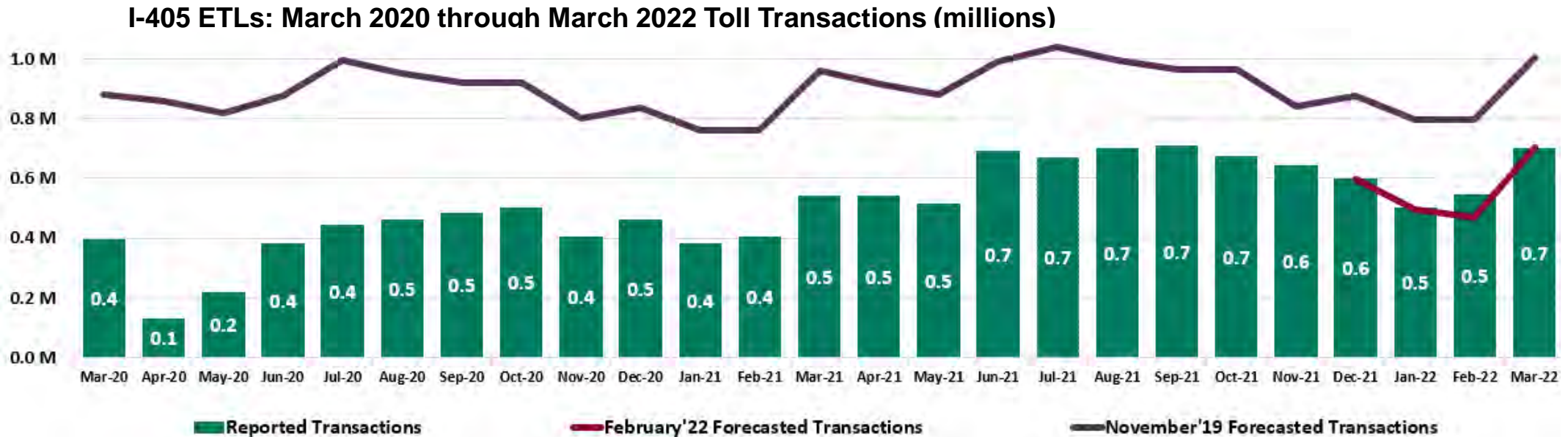
**July 2021 through March 2022 Toll Traffic is 5.7 million**

- 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**

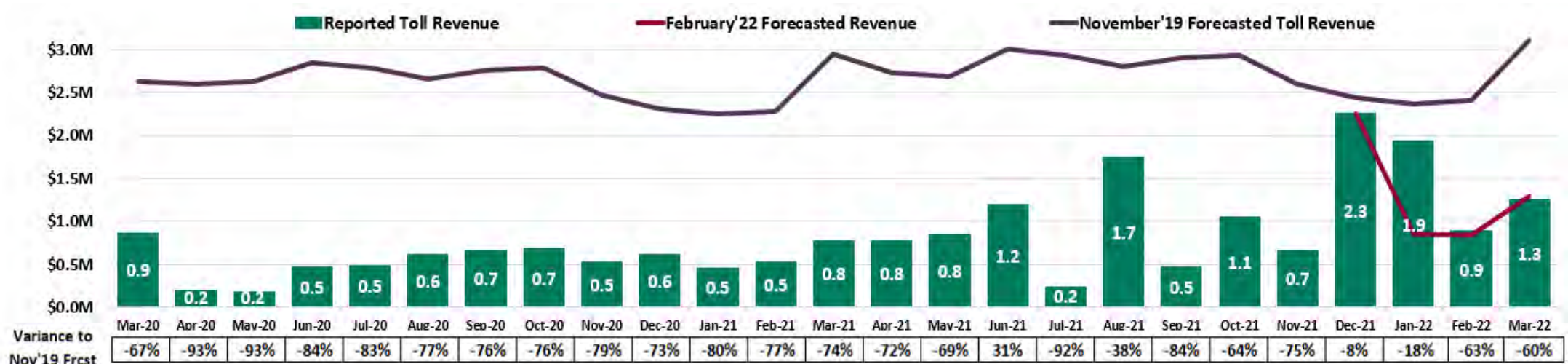
**In comparison to February 2022 Forecast**

Three-month, January through March 2022  36.9%, or \$1.1 million

- In comparison to Pre-COVID November 2019 Forecast**

March 2020 through March 2022  69.6%, or \$46.5 million

**I-405 ETLs: March 2020 through March 2022 Reported Toll Revenue (\$ millions)**



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**

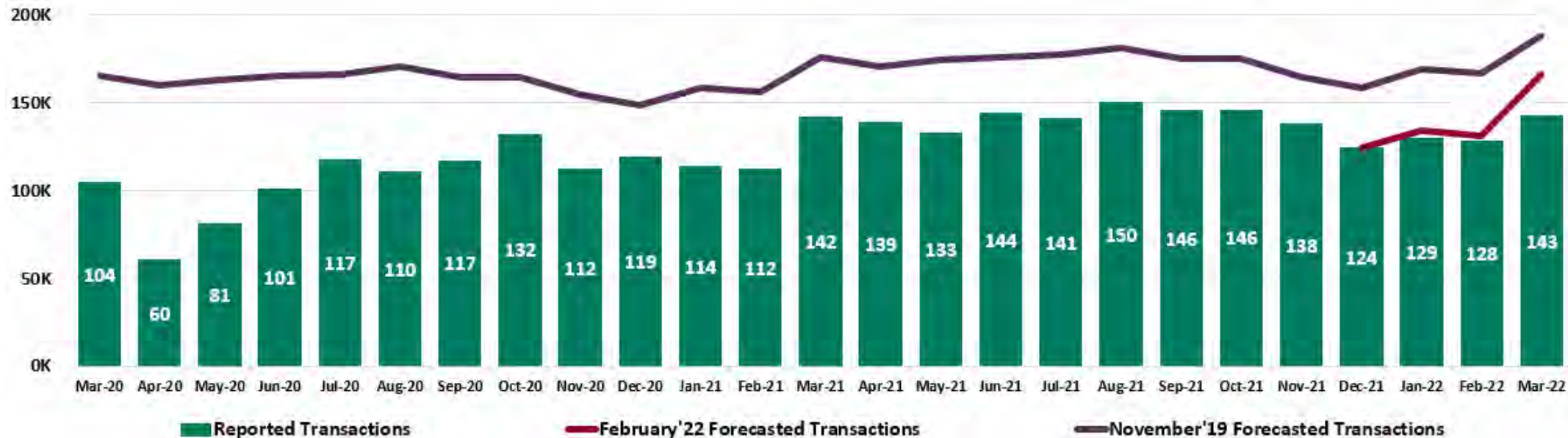
- **In comparison to February 2022 Forecast**

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: March 2020 through March 2022 Toll Transactions (thousands)



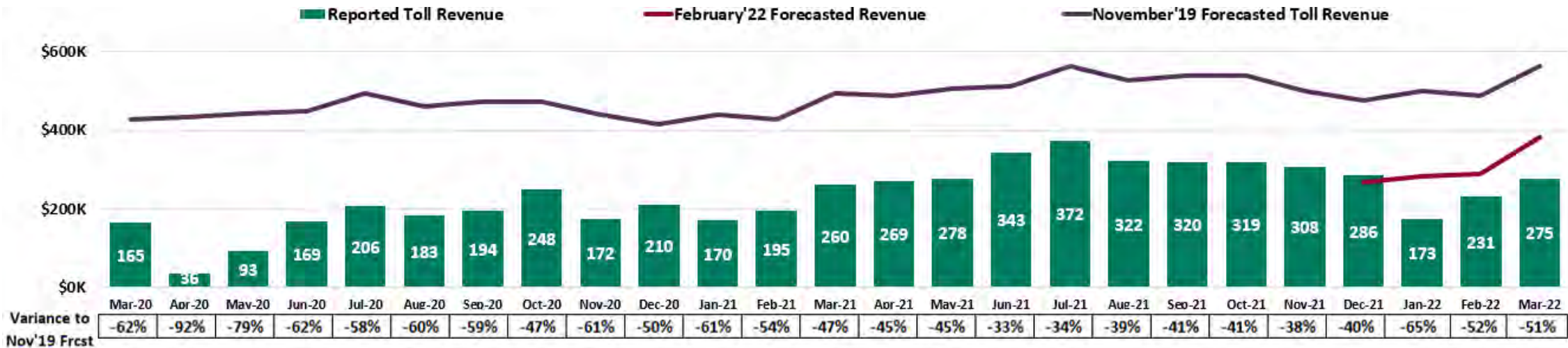
# SR 167 HOT lanes

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 167: March 2020 through March 2022 Reported Toll Revenue (\$ thousands)



# SR 99 Tunnel

Forecasted and reported toll traffic

**July 2021 through March 2022 Toll Traffic is 9.5 million**

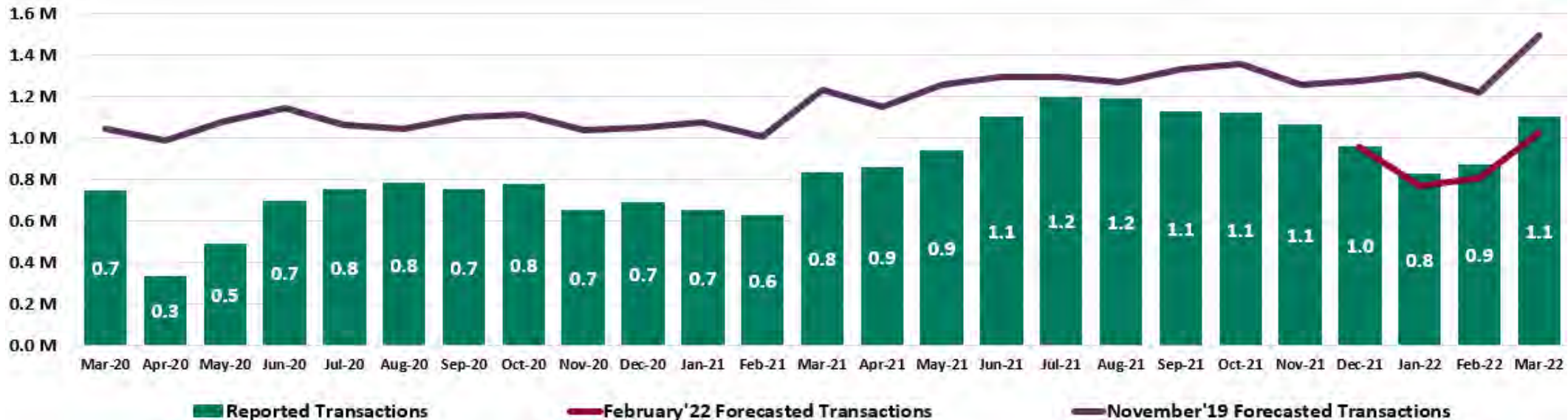
- **In comparison to February 2022 Forecast**

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 transaction

SR 99: March 2020 through March 2022 Toll Transactions (millions)



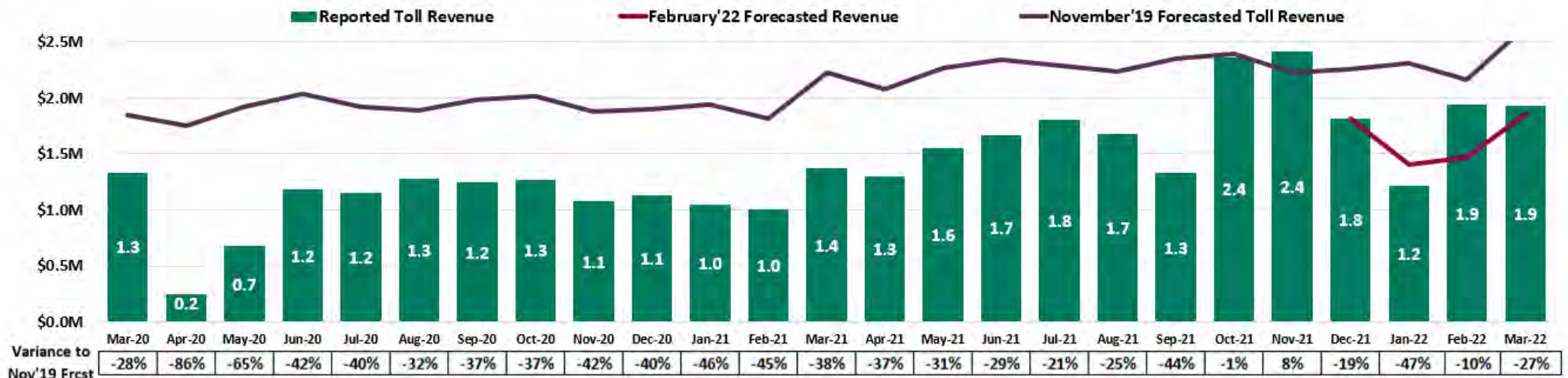
# SR 99 Tunnel

## 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  8.0%, or \$0.4 million
- In comparison to Pre-COVID November 2019 Forecast**  
 March 2020 through March 2022  33.4%, or \$17.6 million

SR 99: March 2020 through March 2022 Reported Toll Revenue (\$ millions)



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.  
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(206) 464-1217 or [BarryEd@wsdot.wa.gov](mailto:BarryEd@wsdot.wa.gov)

# Toll Division Annual Report

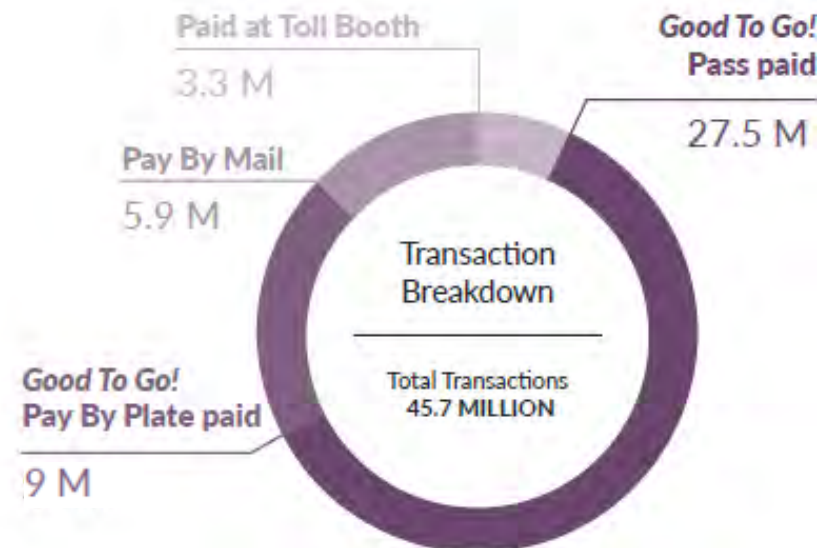
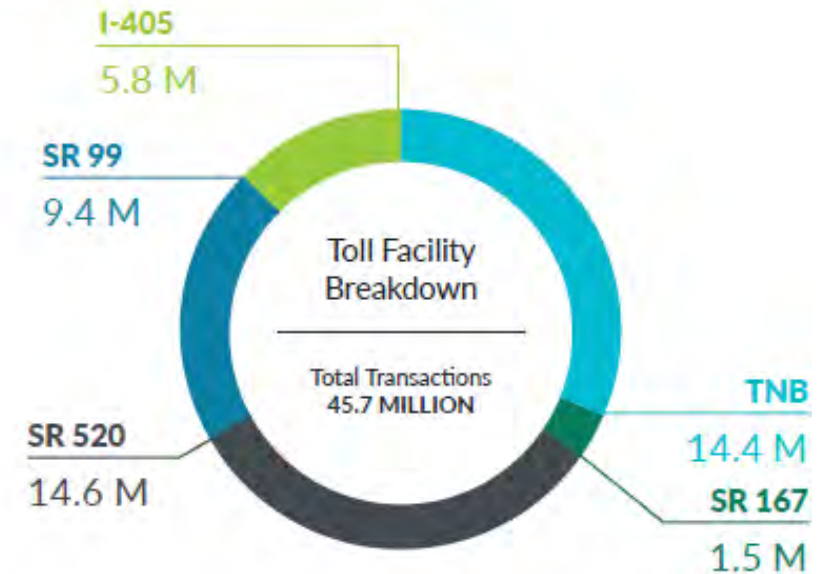
## **FY 2021**

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.

TOTAL TRIPS (MILLIONS) FY 2021

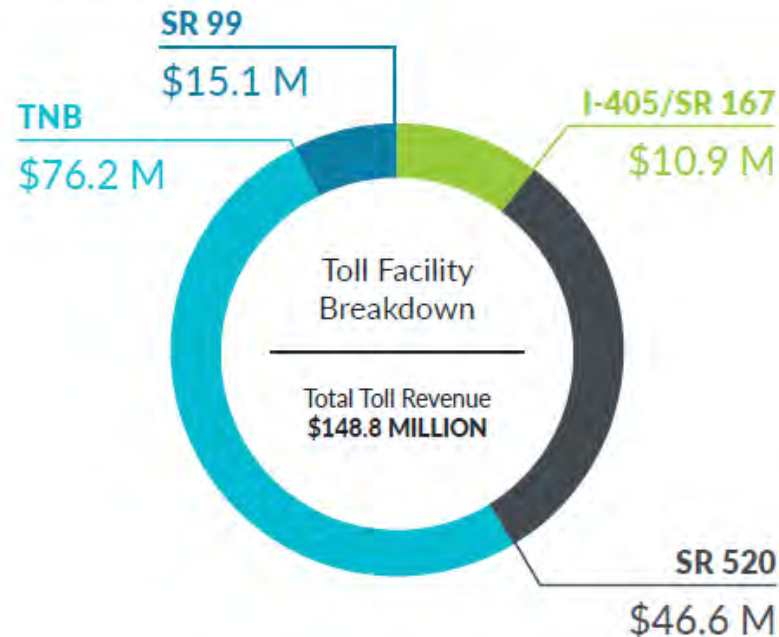




# Revenue

- 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.

TOLL REVENUE (MILLIONS) FY 2021



COST TO COLLECT TOLL PER TRANSACTION



# Customer service

## Active accounts

|                                   | Total     | New in FY 21 |
|-----------------------------------|-----------|--------------|
| Total <i>Good To Go!</i> Accounts | 1,088,500 | 34,500       |
| Registered Passes                 | 964,000   | 29,000       |
| Pay By Plate                      | 110,000   | 5,000        |
| Other                             | 14,500    | 500          |

## Active passes\*

|              | Total     | New in FY 21 |
|--------------|-----------|--------------|
| Total Passes | 1,836,000 | 48,000       |
| Stickers     | 1,160,000 | 30,000       |
| Flex Pass    | 484,000   | 20,000       |
| Motorcycles  | 24,000    | 1,000        |
| Other        | 168,000   | -3,000       |

\*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

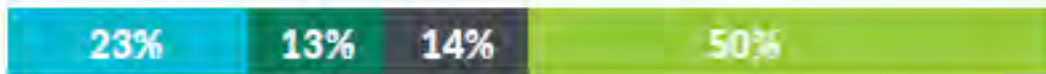
|   | Yes | No  |
|---|-----|-----|
| Was your issue resolved in one call?  | 80% | 20% |
| Representatives provided respectful service in a friendly manner?             | 93% | 7%  |
| Representatives spent a sufficient amount of time helping me resolve my issue | 90% | 10% |
| Representatives were knowledgeable and able to answer my questions            | 88% | 12% |

# Tacoma Narrows Bridge

- Traffic returned to nearly pre-COVID levels by Spring 2021.
- WSTC authorized a 25-cent toll rate increase, effective Oct. 1, 2021.

## PAYMENT METHOD

Tacoma Narrows Bridge



## Stats



Average weekday trips  
**42,000**

The same number of weekday trips as recorded in FY 2020.



Good To Go! rate  
**\$5.00**

# SR 520 bridge

- Traffic volumes remain lower than pre-COVID levels.

## PAYMENT METHOD

SR 520 Bridge



## Stats



Average weekday trips

45,000

Decrease of 20,000 trips each weekday compared to FY 2020.



Average weekday transit boardings

4,000



Average weekday vanpool trips

127



Good To Go! rate (peak period)

\$4.30

# 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

SR 99



## 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

SR 167 HOT Lanes



## 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



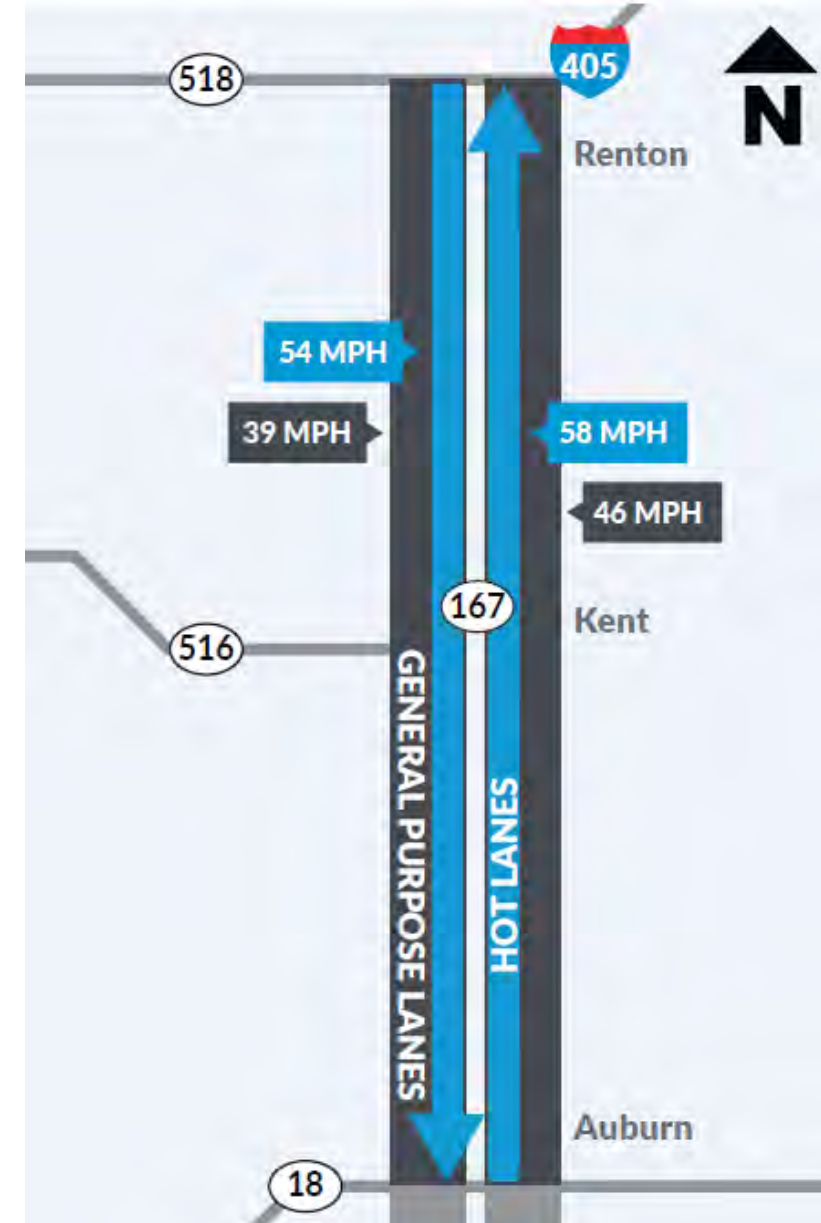
Good To Go! rate  
(average peak period)  
**\$3.49**

# 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.

## PAYMENT METHOD

I-405 Express Toll Lanes



## 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

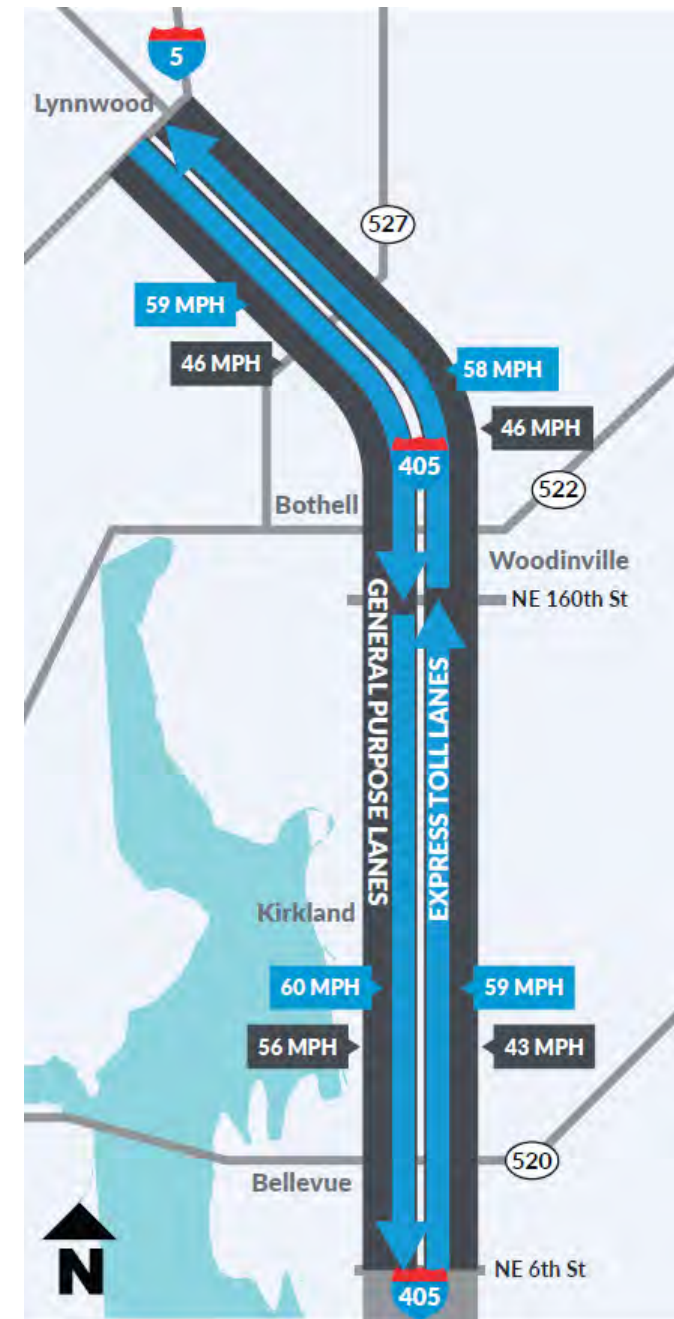
- Traffic volumes began to increase in the second half of FY 2021. But volumes were still low enough throughout the corridor that the average peak period toll dropped from \$4.15 in FY 2020 to \$1.53 in FY 2021.

SOUTHBOUND LYNNWOOD TO BOTHELL  
**= 13 MPH FASTER**

NORTHBOUND BOTHELL TO LYNNWOOD  
**= 12 MPH FASTER**

SOUTHBOUND BOTHELL TO BELLEVUE  
**= 4 MPH FASTER**

NORTHBOUND BELLEVUE TO BOTHELL  
**= 16 MPH FASTER**



# Questions?

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