

Inside The Tollway

News, stories and insight from inside the Illinois Tollway.

Illinois Tollway To Implement All-Electronic Tolling As Precaution Against Spread Of Coronavirus

13 Mar 2020



Drivers advised to use I-PASS, E-ZPass or pay online at www.illinoistollway.com (<http://www.illinoistollway.com>)

In an effort to mitigate the spread of the coronavirus in the region, the Illinois Tollway will temporarily implement all-electronic tolling as a precaution to limit the potential spread of coronavirus to customers, as well as Tollway employees.

“We are closely monitoring reports and advisories provided by the Illinois Department of Public Health and are fully focused on protecting the health and safety of the public,” said Executive Director José Alvarez. “At all points on our system, all customers should be advised to keep moving and not stop at toll plazas.”

All Illinois Tollway roadways will remain open to traffic; however, over the next 24 hours toll booths at mainline toll plazas will be taken offline, and automatic toll payment machines at ramp and mainline toll plazas will be deactivated. The Tollway’s maintenance staff, incident management personnel and HELP truck drivers will remain on duty.

During this time, grace period tolling will be extended and violations will be held through the duration of these toll plaza service interruptions. Toll collection will be entirely handled via I-PASS, E-ZPass and through the Tollway’s online payment portal. I-PASS and E-ZPass customers will see no impact to their day-to-day travel.

Customers without I-PASS are encouraged to do the following:

- Visit www.illinoistollway.com (<http://www.illinoistollway.com>) to calculate missed tolls and pay online within seven days or use the search by plate feature after seven days.
- Visit a Jewel-Osco store to obtain an I-PASS transponder and activate the transponder online.

The Illinois Tollway's Customer Service Centers located at Oases and Tollway Headquarters will also be closed to the public during this time.

The Tollway is encouraging customers to use the online tools available to manage their accounts and to pay for missed tolls. As always, I-PASS customers have the ability to review and manage their I-PASS accounts online at www.getipass.com (<http://www.getipass.com>).

According to the Illinois Department of Public Health, in the absence of medications or vaccines, community mitigation measures are the first line of defense against highly transmissible infectious diseases. Preventative actions should be practiced by Illinoisans at all times, but especially as the state continues to monitor potential spread of this new virus.

IDPH Resources

- Illinois Department of Public Health (IDPH): Coronavirus (<http://dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus>)
- The IDPH hotline for residents outside of Chicago is 800-889-3931, and IDPH also has an email at DPH.SICK@illinois.gov (<mailto:DPH.SICK@illinois.gov>).
- Chicago residents may call 312-746-4835 Monday through Friday during business hours and 311 during evenings, weekends and holidays, or email coronavirus@chicago.gov (<mailto:coronavirus@chicago.gov>).

About the Illinois Tollway

The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 294 miles of roadways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90), the Tri-State Tollway (I-94/I-294/I-80) and the Illinois Route 390 Tollway.

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Illinois Information Technology Accessibility Act (<http://www.dhs.state.il.us/page.aspx?item=32765>)

I-PASS Agreement (<https://www.illinoistollway.com/documents/20184/86147/Terms+of+Agreement+Sept-2014+FINAL.pdf>)

Fraudulent Electronic Communication (<https://www.illinoistollway.com/fraudulent-electronic-communication>)

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