

DRIVING CONNECTIONS



Proposed Rate Increase Outreach and Engagement

August Board 2026



Spreading the Word

DRIVING
CONNECTIONS



**Stakeholders
and
Communities**
22 meetings



**Customer
Email**
*4.4 million
emails sent*



Webpage
*130,000 total
visits*



**Online Public
Hearing
Recording**
509 total views

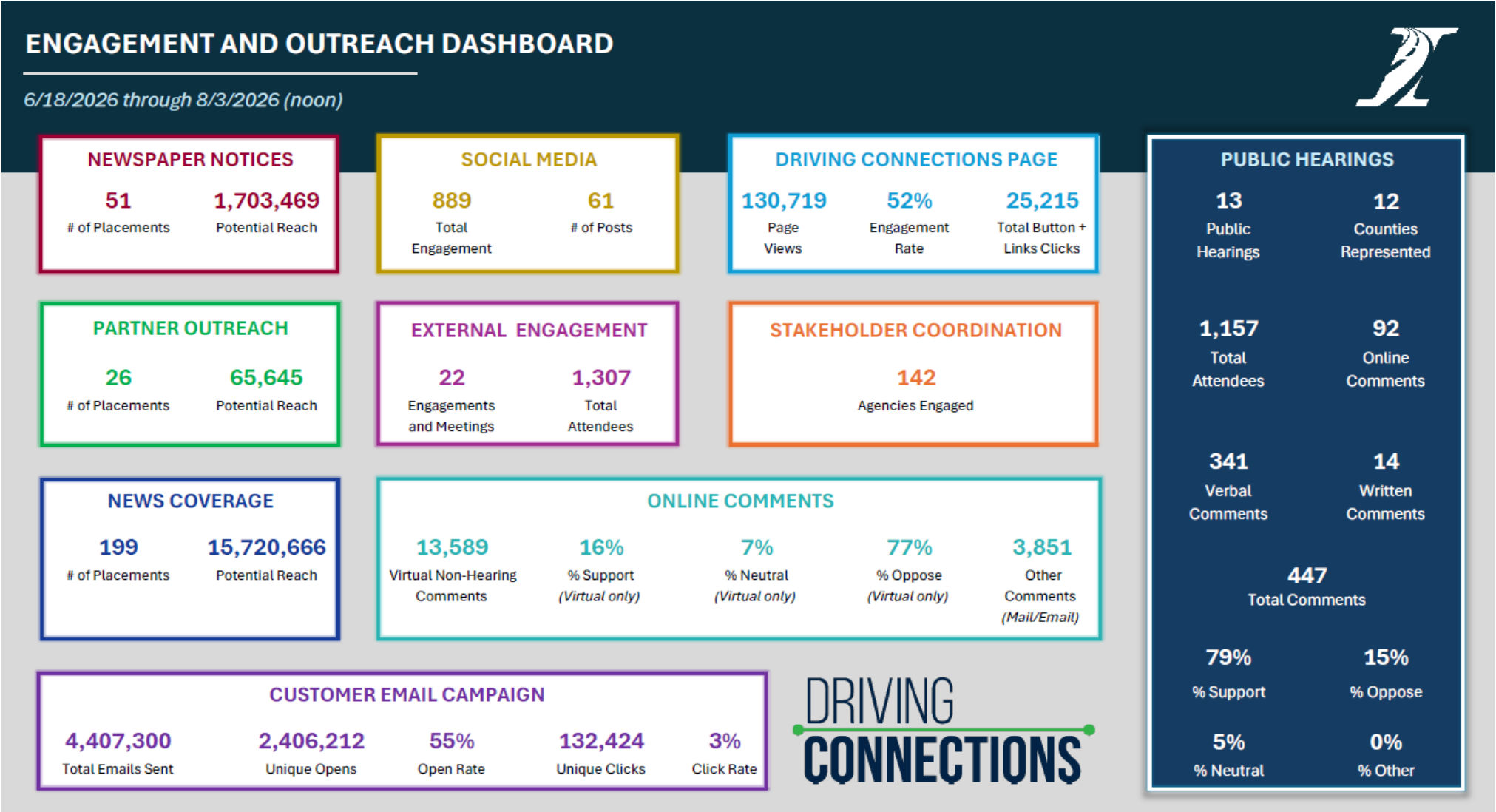


**Social
Media**
61 posts



**Newspaper
and Media**
51 placements

Metrics Dashboard



Collecting Comments

DRIVING
CONNECTIONS



**Online
Comment Form**

13,589 comments



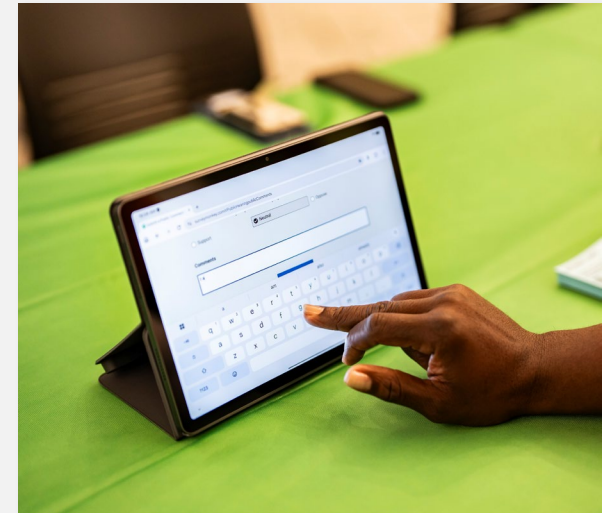
**Public
Hearings**

447 comments

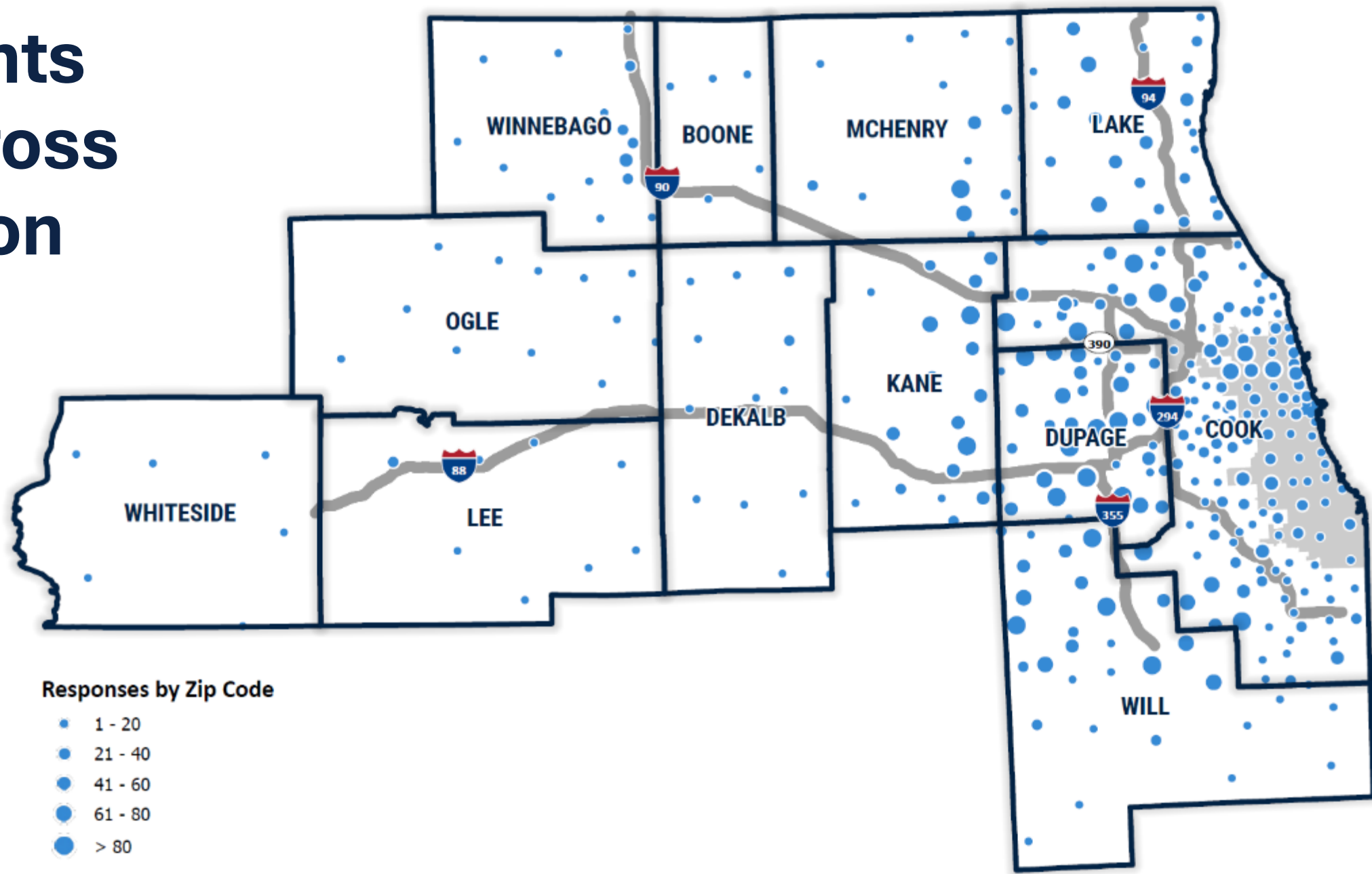


**Mail
and Email**

3,851 comments



Comments from Across the Region



Public Hearings

» 12 counties

» 13 hearings



DRIVING CONNECTIONS

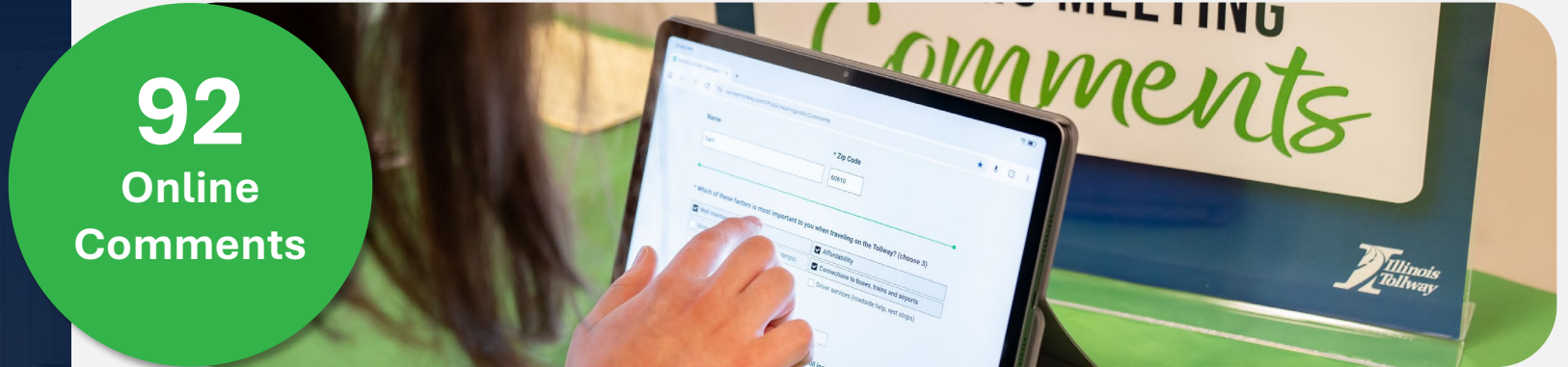
Participation at the Hearings

1,157
Total Attendees

341
Spoken
Comments

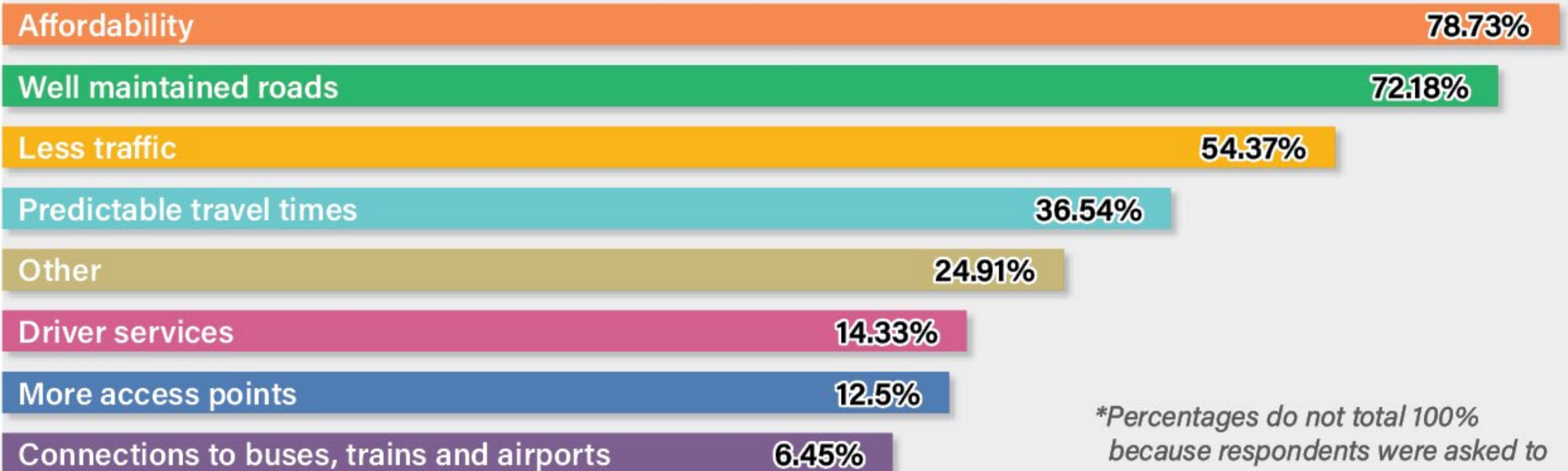
92
Online
Comments

14
Written
Comments



Online Comment Form

Which of these factors is most important to you when traveling on the Tollway? (choose 3)



**Percentages do not total 100%
because respondents were asked to
select their top three options.*



Key Themes

Affordability

- Those who use the Tollway pay for it
- Automatic toll increase
- "Toll Free by '73"
- Commercial truck increases

Customer Experience

- Congestion reduction and time savings
- Safety and reliability

Opportunities and Economic Impacts

- Community benefits and economic growth
- Jobs and skilled trades
- Technology investments

Agency and Accountability

- Do not divert toll revenues to transit
- Transparency and accountability
- Toll evasion concerns
- Project management and prioritization
- Long-term planning and onvestment

THANK YOU

