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## BOX 1: TOLLING: BENEFITS AS NOTED FROM PRECEDENT

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- Tolls are not new, but they are newly relevant in an era of imbalance between transportation needs and funding resources. Tolls can enable the construction of transportation facilities that would never be built otherwise from alternative funding sources.
- The use of tolls – where their use makes transportation and economic sense (i.e. in corridors with sufficient traffic to support toll financing) allows for better allocation of available funding resources to best fit the overall financial needs of our transportation infrastructure from construction to operation and maintenance.
- Toll financing enables the delivery of a ‘value-added’ transportation project to the consumer that would otherwise not be available through broad-based taxation of users and non-users.
- Tolls establish a closer relationship between service provider (toll operator) and customers (drivers), promoting higher service levels and greater responsiveness to customers. They ‘sell’ transportation value in exchange for a toll’. Toll facilities provide valuable benefits for users, for example:
  - ❑ Better maintenance produces improved driving conditions.
  - ❑ Better roadways translate into maintenance cost savings for drivers.
  - ❑ Toll facilities are safer, in part – because they are well maintained.
  - ❑ Toll facilities offer other amenities such as service areas, dedicated police patrols, landscaping etc.
- Tolls represent a fair and precise way of paying for transportation facilities, directly linking user benefits with user fees by charging only users in direct relationship to how much they use the facilities. Tolls also allow pricing to reflect users’ variable wear and tear on a facility.
- Toll projects often represent a win-win for the motoring public as a whole. Drivers who use the toll facility benefit directly from enhanced roadway capacity provided by a particular toll facility while drivers who choose alternate ‘free’ routes also benefit from the congestion relief offered by the toll facility. The existence of toll facilities relieves traffic congestion on parallel roadways, particularly where they provide a ‘through’ route, handling traffic that would otherwise clog up local roadways.
- Public policy toward tolls has changed to reflect the realisation that ‘there are no free roads’ and that traditional funding sources are becoming inadequate to meet growing transportation needs.
- Recent improvements in technology, most notably the introduction of electronic toll collection (ETC), have increased customer convenience and satisfaction levels.

*‘Facts and Myths about Tolls’ prepared for the International Bridge, Tunnel and Turnpike*