



News from the Ohio Turnpike

682 Prospect Street, Berea, Ohio 44017-2799

Phone: 440.234.2081 – ext. 1171

For Immediate Release:

Ohio Turnpike seeks customer input for toll collection system of the future

Survey results will help inform the Turnpike's strategic plan

BEREA (Sept. 8, 2016) – Gates or no gates at the toll booths? Should there be all electronic tolling with video enforcement at the east and west entrances of the 241-mile toll road? Are customers willing to pay more for tolls to modernize the Ohio Turnpike's toll collection system?

The Ohio Turnpike's current toll collection system is nearing the end of its useful life and these are just a few of the questions being asked in a survey about the turnpike's toll collection system and customer service experience.

"As part of our strategic planning, we want to hear from our customers and stakeholders," said Ohio Turnpike Executive Director Randy Cole. "All options for future toll and customer service operations will be explored as we consider cost, customer preference, safety and ease of payment."

[The Ohio Turnpike 2016 Customer Survey](#) takes approximately five minutes to complete and participants may choose to enter into a drawing to win one of five \$100 American Express gift cards.

Jacobs Engineering Group Inc. of Cincinnati, a strategic planning consultant, will compile the data, prepare a report of existing operations and infrastructure conditions and research the toll industry's best practices to present a list of recommended alternatives.

The Jacobs Group also will conduct a comprehensive cost/benefit analysis for each of the recommended alternatives for toll collection systems and customer service centers. Ultimately, the Jacobs Group also will assist Turnpike management in preparing a final recommendation to the Ohio Turnpike and Infrastructure Commission in late 2016 or early 2017.

###

For more information, please contact:

Brian Newbacher, Public Information Officer, 440-234-2081 ext. 1171, 440-821-3399 (cell),
brian.newbacher@ohioturnpike.org.

The Ohio Turnpike is a 241-mile toll road offering one of the safest, best and most convenient routes for motorists to reach east/west destinations along the northern corridor of Ohio. The Ohio Turnpike and Infrastructure Commission provides customer service and amenities to meet travelers' wants and needs, including state-of-the-art service plazas, a variety of restaurant choices, and routine maintenance for a smooth, pleasant trip.