

Working Group and Glossary Introduction

In late 2020, some IBTTA members noted that a review of the presentation of some information in TollMiner could be warranted, and so a working group of Platinum Sponsor members was formed to do a review in 2021. IBTTA staff have worked closely with the working group and provided critical support and insight.

One of the first observations was that TollMiner data and structure was closely linked to the Glossary. So, the Glossary became our first object of attention, and is what we reviewed during 2021.

The IBTTA Glossary of toll terms represents our Association. It is used by people outside of the toll industry to understand how tolls work. It is one of IBTTA's many channels of outreach to the larger audience of transportation and mobility professionals.

The working group met monthly to review Glossary content of over 300 definitions. The size was a challenge and covered a wide range of topics, so we first categorized the terms into a few broad categories. Categories included those related to toll facilities themselves, as well as toll technology terminology, US- and non-US centric terminology, and business process terminology.

For this initial effort in 2021, the Working Group focused first on a review of the toll facility – related terms, which is the content of this Industry Review Draft. All of the remaining content is also important to Association membership and to the toll industry and will be the subject of upcoming reviews.

Some of the terminology relates to past practices in cash-based toll collection and may be losing relevancy today. Nonetheless they have been generally retained for this update to the Glossary, as much of this infrastructure remains in place in the US and will remain in use in some locations in the US and around the world for many years to come.

One issue to wrestle with was the use of the terms "ORT" vs. "AET." These are often used interchangeably, and/or are used to mean different things by different people. We propose to use Open Road Tolling (ORT) to describe the physical structure of the toll location – a road without any changes to normal road use just for the sake of paying a toll. In practice, a Toll Zone with an overhead gantry. Another term for this is Multi-Lane Free Flow (MLFF) tolling.

The term "ORT Plaza" is used to describe the same highway-speed toll location as described above, but also with some cash toll plaza lanes along the side of the ORT zone, safely separated from high-speed traffic by barrier and/or wide median.

In contrast, we use “All Electronic Tolling (AET)” to refer to the methods of toll collection accepted at a toll plaza, toll zone, or the overall facility. In practice, an ORT Toll Zone can be considered an AET toll location because no cash payment is accepted. However, a traditional toll plaza with all cash equipment removed and only operating with electronic toll collection and license-plate cameras could be an “AET Plaza.” During the Covid-19 era this appeared many places as a stop-gap measure after suspension of cash operations, but before plaza removal and pavement restoration might be constructed.

Another basic distinction is drawn between toll lane types and managed lanes. Managed lanes had been considered and presented in TollMiner as a toll lane type. It is proposed here to categorize Managed lanes as a facility type, a kind of conveyance to get from point A to B, rather than a point in which to pay a toll.

The TollMiner/Glossary Working Group present this draft subset of the Glossary for Association membership review. We are making this Industry Review Draft available during the month of October 2021 and welcome your feedback. The Working Group will reconvene in November and then incorporate those reviews into the 2021 update of this section of the Glossary, and plan for the future. Thank you in advance.

We recognize this Industry Review Draft is somewhat US-centric, and hope this serves as a vehicle to incorporate non-US terminology into the overall Glossary through Association membership review.

The Working Group worked through several iterations of some terminology. We are confident that there will be a wide number of comments, and very possibly comments that contradict one another. That is fine! Comments, critiques and suggested direction for improvement or continuation of this effort into 2022 would also be welcomed.

The Industry Review Draft includes several tables to hopefully provide some context to the Glossary terms:

- Description of Toll Facilities
- Description of Toll Concepts
- Description of Toll Points
- Description of Plaza Lane Types
- Glossary of Toll Facility – Related Terms

The following organizations and individuals supported this effort this year:

- A-to-Be
- Accenture
- CDM Smith
- IBI
- IBM
- IBTTA
- Milligan Partners
- WSP
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- Mark Muriello
- Yufan Luo
- Phil Miller - Chair

Description of Toll Facilities –

That which is being tolled.

Toll Facility Type	Description	Examples
Highway	Also described as a toll motorway, toll expressway, or toll freeway. A limited-access facility where tolls are collected.	<i>Many examples listed on TollMiner, such as Pennsylvania Turnpike, Austria A2 Motorway,</i>
Bridge	A bridge is vehicular roadway infrastructure which provides passage over a geographic barrier in exchange for a toll charged for each vehicle using the bridge.	<i>Golden Gate Bridge, George Washington Bridge.</i>
Tunnel	For purposes of this glossary, a tunnel with a toll charged for each use. Examples are the tunnels under the rivers into Manhattan. Other tunnels such as those on the Pennsylvania Turnpike are not tolled separately but as part of the overall turnpike toll, and so are not listed as separate toll facilities.	<i>Lincoln Tunnel, Brooklyn-Battery Tunnel, WSDOT SR 99 Tunnel (Seattle)</i>
Bridge/Tunnel	A toll facility with both major bridges and tunnels in one facility.	<i>The Chesapeake Bay Bridge-Tunnel.</i>
Managed Lane(s)	Designated expressway lanes operating in parallel with other general-purpose travel lanes on a given route. Traffic in the managed lanes is controlled by access rights, occupancy, and/or variable price. Priced managed lanes may include high-occupancy discounts or exemptions.	Express Toll Lanes (ETLs) are managed lanes with no provisions for HOV discounts or exemptions.
		High-Occupancy Toll (HOT) Lanes are managed lanes with provisions for HOV discounts or exemptions.
		<i>MDTA I-95</i>
		<i>SRTA (GA) Managed Lanes, I-95/I-395/I-495 Express Lanes</i>

Description of Toll Facilities –

That which is being tolled.

Toll Facility Type	Description	Examples
Cordon Tolls	Cordon tolls are fees paid by motorists to drive into a designated area defined by a line that encloses the tolling area, often a city center. Cordon tolls are charged when a vehicle crosses the line of the designated tolling area. Some cordon tolls are only in effect during designated hours of the days or days of the week.	<i>Singapore, , Oslo, pending in NY and in design in other areas such as Los Angeles.</i>
Area Tolls	Area tolls are fees paid by motorists that are present within a designated area, often a city center. Area tolls are based on detection of vehicle presence within the designated charging zone and may be charged for vehicles that begin and end their trip within the charging zone.	<i>London</i>
Road User Charging (RUC) Program (also referred to as Mileage-Based User Fees (MBUF) and Vehicle-Miles-Traveled (VMT) Fees)	Pricing the use of roadways by distance travelled on any facility. This may be applied on specific roadways or on all roads in a jurisdiction. Governments are exploring the utility of this transportation revenue options as a replacement for motor fuel taxes as a sustainable revenue source.	<i>New Zealand, pilot in OR, UT, CA and other US</i>

Description of Toll Concepts

The arrangement of toll points on a facility to collect tolls. A toll point is a place where tolls are collected, either with a toll plaza, or at an Open Road Toll (ORT) toll zone without a cash plaza.

Toll System Type		Description	Examples
Closed System An arrangement of toll points on a facility to ensure that all vehicles pay some toll amount for use of the facility.	Closed Trip-Based Toll System	Entry-Exit (“Ticket”) System	<i>PA Turnpike Mainline, Ohio Turnpike, Indiana Toll Road, NJ Turnpike. Mass Pike (I-90) was originally a ticket system toll road.</i>
		AET Entry-Exit System	<i>Toronto 407-ETR, portions of the New York State Thruway</i>
	Closed Barrier Toll System	AET Mainline System	<i>Mass Pike (I-90), Virginia Express lanes (I-95, I-395, I-495).</i>
		AET Mainline System	<i>Illinois Route 390, MDTA MD-200.</i>
		Closed Barrier Plaza System	<i>Illinois Tollway (except Route 390), TCA, E-470, NTTA and HCTRA</i>
Open Barrier System	Open Barrier System	<i>Delaware Turnpike, MDTA I-95 (JFK Memorial Highway).</i>	

Description of Toll Points

The type(s) of toll infrastructure constructed on a toll facility to support a type of toll concept.

Toll Point Type		Description	Examples
Toll Plaza	Toll Plaza without ETC	A conventional toll plaza where all drivers must stop and pay, without the ability to use an ETC account or pay by license plate.	
	Toll Plaza with ETC	A conventional toll plaza with ETC available in some or all conventional toll lanes. May or may not include license plate tolls.	
	Toll Plaza with Dedicated ETC Lanes	A conventional toll plaza with ETC available in some or all conventional toll lanes, and also with some ETC-Only lanes typically allowing roll-through up to about 25 mph. May or may not include license plate tolls.	<i>Ramps on the Illinois Tollway, HCTRA</i>
	Toll Plaza with Non-Stop ETC Lanes	A conventional toll plaza with ETC available in some or all lanes, and with one or more lanes modified and widened to safely allow higher-speed ETC-Only travel.	<i>BATA plazas until ORT conversion</i>
	AET Toll Plaza	A conventional toll plaza with ETC and license plate tolls only, with all cash toll equipment removed. Typically a temporary condition until toll plaza replacement with an ORT Toll Zone.	<i>Golden Gate Bridge, until ORT conversion</i>
	ORT Toll Plaza	A toll point with an "ORT" or "MLFF" roadway for high-speed non-stop tolls, with a conventional toll plaza safely separated from the ORT lanes at the same toll point.	<i>Mainline plazas on the Illinois Tollway, HCTRA, CFX and others</i>
Toll Zone	a.k.a. "ORT Toll Zone," "AET Toll Zone" or "MLFF Toll"	A toll point on a facility with no toll plaza and no place for a driver to stop and pay a toll. Tolls are only collected by ETC, license plate image capture, or other evolving technologies at full travel speeds.	<i>NCTA, MDX, Mass Pike, MDTA MD-200, all managed lanes projects,</i>

Description of Plaza Lane Types

Lane types within a toll plaza environment with some conventional toll plaza lanes.

Lane Type	Description
ACM Lane ¹ or Unattended Lane	A toll lane with an Automatic Coin Machine (ACM) in place of a toll attendant. Generally signed for vehicles to come to a stop but in practice often allow slow roll-through. May include ETC and license plate cameras.
Conventional Lane = Manual Lane = Attended Lane = Full-Service Lane ¹	A toll lane wherein a Toll Service Attendant is present to accept cash, card, token or ticket as toll payment from a customer.
Mixed Use Lane ¹	A toll plaza lane accepting multiple options for toll payment. Typically modified to include ETC. Generally signed for vehicles to come to a stop but in practice allow slow roll-through for electronic transactions.
Dedicated ETC Lane = ETC Lane ¹	A toll plaza lane used to only accept ETC for toll payment and typically allowing roll-through speeds or speeds less than the roadway speed limit. More often with license-plate cameras for toll enforcement, but some toll operators use gates for toll enforcement instead of cameras.
Convertible Lane ¹	A toll plaza lane which can operate in more than one mode, for example in a conventional mode with a toll attendant, in an automatic mode with a machine to accept payment, or in a dedicated ETC Lane mode.
Non-Stop Lane ²	A lane designed for ETC customers in a conventional toll plaza, with conventional toll lane widening or changes to safely allow for higher-speed ETC-Only travel. Typically with license plate tolls for enforcement.
ORT Lanes ³	Open-Road Tolling, also called All-Electronic Toll lanes, equivalent to Multi-Lane Free Flow (MLFF) roadways, which allow drivers to pass by without making lane changes or slowing down. Vehicles in these lanes are driving through a highway section with no restrictions or horizontal or vertical clearances or travel speed.
<i>Note 1</i>	Constructed with limited width, designed to bring vehicle to a stop, with toll plaza islands between the lanes.
<i>Note 2</i>	Construction modified to provide improved passage for non-stop movement, typically with some toll lane widening.
<i>Note 3</i>	Constructed to be physically separate from all other toll plaza lane types.

Glossary of Toll Facility – Related Terms

Term	Definition
AADT	Annual Average Daily Traffic – total annual vehicular traffic divided by 365 days in a year. Used as a measure of roadway use.
ACM Lane	A toll lane with an Automatic Coin Machine (ACM) in place of a toll attendant. Generally signed for vehicles to come to a stop but in practice often allow slow roll-through. May include ETC and license plate cameras.
ADT	Average Daily Traffic.
AET	"All-Electronic Tolling" describes toll collection operations exclusively with electronic toll collection and license-plate based collection and/or enforcement, without a cash payment option at the tolling point. AET is most often provided in an AET (or "ORT") Toll Zone open highway environment but may also exist in a traditional toll plaza if cash collection has been discontinued.
AET Entry-Exit System	An arrangement of toll zones without toll plazas, at every facility entrance and exit, to measure trip length as recorded in the electronic toll system.
AET Mainline System	An arrangement of toll zones without toll plazas between interchanges.
AET Toll Plaza	A conventional toll plaza with ETC and license plate tolls only, with all cash toll equipment removed. Often a temporary condition until toll plaza replacement with a Toll Zone.
AET Toll Zone	Also described as an "ORT Toll Zone" or "Multi-Lane Free Flow (MLFF)" toll location. A toll collection point on a facility with no toll plaza and no place for a driver to stop and pay a toll. Tolls are only collected by ETC, license plate image capture or other evolving technologies at full travel speeds.
Authority	In the US, a publicly-owned entity created to finance, develop and operate public infrastructure such as toll bridges, tunnels, and roads.

Glossary of Toll Facility – Related Terms

Term	Definition
Barrier Plaza	A toll plaza on a mainline roadway. Typically referring to a toll plaza in a Barrier System but could also be the terminus of an Entry-Exit Ticket System. Barrier plazas require customers to come to a stop or a slow roll-through speed to pay toll or parking charges. Barrier plazas may be used on mainline toll roads, bridges, tunnels, or larger parking facilities such as airports, convention centers, or major attractions and sports venues.
Barrier System	An arrangement of mainline and ramp toll plazas and/or toll zones with discrete toll schedules. Mainline barrier plazas are typically spaced ten to twenty miles apart. Barrier systems can be open (with some free movements allowed) or closed (with no free movements allowed).
Cashless Tolling	"Cashless" usually implies that there is no opportunity to stop and pay tolls at the toll point, whether with cash, cards, tickets or a phone app.
Closed Barrier System	An arrangement of mainline and ramp toll plazas and/or toll zones with discrete toll schedules, located such that every possible trip incurs at least one toll. A closed barrier system may use ORT Toll Zones, or toll plazas.
Closed Entry-Exit System	A toll concept employing toll points (either plazas or toll zones) at every facility entrance and exit to detect trip length for toll rate setting and to not allow any free movements.
Closed System	An arrangement of toll points on a facility to ensure that all vehicles pay some toll amount for use of the facility.
Concession	Toll concessions are contracts to develop and/or operate toll facilities on behalf of a facility owner - normally a public sector entity. Toll concession contracts are long-term agreements, often for 30 years or more. Service Area concessions are contracts to develop and/or operate driver service areas and gas stations.
Congestion Pricing	Also “Variable Pricing.” Toll facility pricing that is set based on traffic demand, with higher toll rates at high-traffic periods and lower toll rates at low-traffic periods. Rates may vary by time of day, day of the week, or may vary dynamically based on current traffic conditions. Value Pricing is designed to achieve performance objectives to reduce traffic congestion and delay by shifting travel to less congested periods or different modes, encouraging high vehicle occupancy, or reducing the number of vehicular trips taken.

Glossary of Toll Facility – Related Terms

Term	Definition
Conventional Lane	A toll lane wherein a Toll Service Attendant is present to accept cash, token or ticket as toll payment from a customer.
Convertible Lane	A toll plaza lane which can operate in more than one mode, for example in a conventional mode with a toll attendant, in an automatic mode with a machine to accept payment, or in a dedicated ETC Lane mode.
Cordon (Area) Tolls	Cordon tolls are fees paid by motorists to drive into a designated area defined by a line that encloses to tolling area, often a city center. Cordon tolls are charged when a vehicle crosses the line of the designated tolling area. Some cordon tolls are only in effect during designated hours of the days or days of the week.
Dedicated ETC Lane	A toll plaza lane used to only accept ETC for toll payment and typically allowing roll-through speeds or speeds less than the roadway speed limit. More often with license-plate cameras for toll enforcement, but some toll operators use gates for toll enforcement instead of cameras.
Entry-Exit System	An arrangement of toll plazas at every facility entrance and exit. This arrangement enables the measurement of trip length by recording facility entry on paper tickets (or an electronic toll record) and collecting paper tickets or electronically recording the exit location. Entry-exit systems can work with electronic toll collection as well as tickets.
ETC (Electronic Toll Collection)	A technology and toll payment option that allows customers to use a pre-authorized toll account for payments at one or more toll facilities. The most widely-used of all ETC programs in the US is E-ZPass. In the US, ETC toll accounts provide a small radio-frequency (RF) transponder in a plastic box or on a sticker, to serve as the on-board unit that identifies the vehicle. Outside of the US, on-board units may also include other technological options, such as cellular communications or GPS application options such as on the European GNSS system. Sometimes accounts may be used for other commercial transactions such as parking, fuel payments, or fast food purchases.
ETC Lane	A toll lane that accepts ETC as toll payment from a driver. These lanes typically do not require a vehicle to come to a complete stop.

Glossary of Toll Facility – Related Terms

Term	Definition
ETL	Express Toll Lane. ETLs are dedicated Priced Managed Lanes within highway rights-of-way that motorists may use by paying a toll. Unlike High Occupancy Toll lanes, ETLs charge all vehicles—including HOVs—for passage.
Express Lane	"Express" or "Express Lanes" is the de facto standard name used for signing priced managed lanes in the US. Note that "Express" lanes are also designations for expressway lanes that serve as a by-pass alternative around local interchanges. They preclude access to some local interchanges.
Free Flow	Traffic operations unrestricted by toll collection, typically in a MLFF or ORT toll zone.
Free Lanes	There are no free roads, but "free lanes" are the non-tolled travel lanes often next to priced managed lanes.
Gantry	The gantry is the structure over the roadway at an ORT or MLFF toll point, on which toll system equipment is mounted over traffic. Standard highway sign trusses, or custom designs, may be employed. Gantries are located in Toll Zones.
General Purpose Lanes	General Purpose Lanes ("GP Lanes") are traffic lanes available for use by the general public and vehicles without any restrictions or tolls. They are distinct from the Managed Lanes. General purposes lanes are not managed. General Purpose Lanes are normally not tolled, but some tolled General Purpose Lanes have been considered or constructed.
HGV	Heavy Goods Vehicles. Typically refers to trucks over 3.5 tons.
HOT	High-Occupancy Toll Lanes (HOT lanes) are Priced Managed Lanes open to High-Occupancy Vehicles (HOVs) at a discounted toll rate or free of charge. Vehicles with one occupant may also use the HOT lanes but with payment of the posted toll rate, which is often variable.
HOV Lanes	High Occupancy Vehicle Lanes (HOV Lanes) are unpriced managed lanes with access limited to vehicles with two or more occupants. Tolls are not collected in HOV lanes.

Glossary of Toll Facility – Related Terms

Term	Definition
Leakage	The amount of toll revenue that is not collected. due to missing or un-processable transactions, or from expected from classified vehicle transactions for which a toll payment is not successfully collected. Leakage may be classified as technical, business/institutional, or default leakage. The technical leakage categories include missing or un-processable transactions (most often from poor license-plate images). Another source of leakage can be from license-plate transactions with good images, but with unrecoverable owner of record information. A third general category of leakage includes the cases of legible license-plate images with identified owners, but the toll invoices or notices are not yet paid. Each toll operator may use slightly different definitions or categories of unsuccessful transactions, and may calculate leakage figures differently.
Loop Detector	A vehicle sensor to detect the presence of a vehicle in the toll lane or within a toll zone. The metallic mass of a vehicle located above wires laid in the pavement produce electromagnetic signals that can be sensed electronically. Some advanced solutions called “smart loops” are designed to also detect the count of vehicle axles and presence of dual tires on heavy vehicles. Smart loop systems use this data to provide vehicle classification information.
Managed Lane Network	An integrated network of priced managed lanes on freeway systems in a region.
Managed Lane(s)	Separate expressway lanes operating in parallel with other general-purpose travel lanes on a given route. Traffic in the managed lanes is controlled by access rights, vehicle occupancy, vehicle type, and/or by variable price. (See also “Priced Managed Lanes” below).
Manual Lane	A toll lane wherein a Toll Service Attendant or toll collection is present to accept cash, token or ticket as toll payment from a customer.
Mileage-Based User Fee	See “Road-User Charging (RUC) Programs.”

Glossary of Toll Facility – Related Terms

Term	Definition
Mixed Use Lane	A toll plaza lane accepting multiple options for toll payment. Typically modified to include ETC. Generally signed for vehicles to come to a stop but in practice allow slow roll-through for electronic transactions.
MLFF	Multi-Lane, Free Flow (MLFF) is another term for an all-electronic ORT Toll Zone, a multi-lane toll point on an expressway with no cash toll plaza. MLFF Toll Zones employ electronic toll collection and license plate image capture for collection of tolls.
MLFF Toll Zone	Another term for ORT Toll Zone.
Modal Transfer	The transfer of traffic from one transport mode to another. For passenger traffic, this may be from a motor vehicle to mass transit. For freight traffic, this may be for containers being moved from motorized commercial vehicles to freight rail.
Motorway	A term used outside of North America analogous to "expressway," a limited-access highway facility with high construction and safety standards. In Europe, the term implies a toll road.
MPO	Metropolitan Planning Organizations.
Occupancy	The portion of time where a point or short road section is occupied by one or more vehicles. This data may be used as an input to measure congestion and establish dynamic toll rates. Note this is not the same as "vehicle occupancy," which refers to the number of people in a vehicle and is often used to determine managed lane eligibility or toll rates.
Open Barrier System	An Open Barrier System is an arrangement of (typically mainline) toll points with discrete toll schedules for each location. Open barrier systems do not capture all potential trip origins and destinations and so allow some toll-free travel. An open barrier system may use ORT toll zones, or toll plazas.

Glossary of Toll Facility – Related Terms

Term	Definition
Operator	The entity responsible for a toll facility's day-to-day functions and services. A given toll facility's operator may be the facility owner or may be a concessionaire under contract to the owner for various operational services such as toll operations and facility maintenance.
ORT	Open Road Tolling, which is one or more lanes of free-flow tolls on a roadway, generally operated at the prevailing facility speed limit. ORT uses electronic toll collection and license plate image capture for collection of tolls, without an in-lane cash payment option. Future ORT lanes may also deploy other automated identification technologies "ORT" refers to the physical design of the toll point, whereas "AET (All Electronic Tolling)" refers to the methods of payment accepted at the toll point. In practice the terms are often used interchangeably.
ORT Toll Plaza	A toll point with an "ORT" or "MLFF" roadway for high-speed non-stop tolls, with a conventional toll plaza safely separated from the ORT lanes at the same toll point.
Peak-Period Pricing	Toll rate changes during different times of day (i.e., rush hour), day of the week (weekends/holidays) so that the toll is higher during peak travel hours and lower during off-peak or shoulder hours.
Priced Managed Lanes	Separate expressway lanes operating in parallel with other general purpose travel lanes on a given route and require a price for their use. Traffic in the managed lanes may controlled by access rights, vehicle occupancy, vehicle type, and/or a variable price. Priced managed lanes may include discounts or exemptions fro certain users, such as high-occupancy vehicles, motorcycles, and transit vehicles. In the US, most Priced Managed Lanes are signed as "Express" or "Express Lanes."
Ramp Plaza	A toll point or toll plaza on an interchange ramp rather than across a highway mainline. Ramp plazas may support barrier-type tolls at fixed rates, or support entry-exit systems by tracking the entrance or exit from the toll system.

Glossary of Toll Facility – Related Terms

Term	Definition
Road-User Charging (RUC) Programs	Also referred to “Mileage-Based User Fees (MBUF),” or “Vehicle-Miles-Traveled (VMT) Fees.” Pricing the use of roadways by distance travelled on any facility. This may be applied on specific roadways or on all roads in a jurisdiction. Governments are exploring the utility of this transportation revenue options as a replacement for motor fuel taxes as a sustainable revenue source.
Segment	The section of a highway or managed lane toll facility between interchanges.
Segment-Based Toll Concept	Another term used for an AET-Mainline based system, with ORT toll points between interchanges to effectively charge a toll for the use of each facility segment.
Shadow Tolls	Tolls charged per vehicle that are not paid by the driver of the vehicle, but instead are paid by a third party such as a sponsoring governmental entity.
Static Pricing	Toll facility pricing that is set at fixed rates, and do not vary by time of day or by dynamic pricing.
Throughput Volume	The number of vehicles passing through a Toll Lane, in one direction, over a defined period of time.
Ticket Systems	Ticket Systems are traditional entry-exit toll systems, using tickets issued on entry and collected on exit to determine the trip length.
Toll	A fee charged by a toll facility operator in an amount set by the operator for the privilege of traveling on said toll facility.
Toll Concept	The arrangement of toll points on a toll facility to set tolls. These can be with any type of toll point (toll plaza or ORT toll zone) for entry-exit systems or barrier systems.
Toll Facility	The bridge, tunnel, toll road, or managed lanes to be tolled. Bridges and tunnels typically have one toll point on their facility; toll roads and managed lanes may have one or more toll points.
Toll Lane	A lane or location where tolls are collected. Typically refers to traditional toll plazas.

Glossary of Toll Facility – Related Terms

Term	Definition
Toll Plaza	A toll plaza is a toll point location designed for vehicles to come to a stop and pay a toll with one or more technologies and payment methods. Some toll plazas also allow some degree of non-stop travel.
Toll Plaza with Dedicated ETC Lanes	A conventional toll plaza with ETC available in some or all conventional toll lanes, and also with some ETC-Only lanes typically allowing roll-through up to about 25 mph / 40 kph. May or may not include license plate tolls. Dedicated Lanes are minimally modified from the original construction designed to accept cash payment.
Toll Plaza with ETC	A conventional toll plaza with ETC available in some or all conventional toll lanes. May or may not include license plate tolls.
Toll Plaza with Non-Stop ETC Lanes	A conventional toll plaza with ETC available in some or all lanes, and with one or more lanes modified and widened to safely allow higher-speed ETC-Only travel. These typically include enforcement and payment options based on license plates.
Toll Plaza without ETC	A conventional toll plaza where all drivers must stop and pay, without the ability to use an ETC account or pay by license plate. In the US, these are typically small facilities with low traffic volumes.
Toll Point	The physical location on a roadway where toll collection is conducted and enforced. A toll point may be a toll plaza of any type, or an ORT Toll Zone. A toll point may be on a mainline roadway or on a ramp. It may be on any type of facility: a bridge or tunnel crossing, a highway or a managed lane.
Toll Service Attendant	TSA. An employee of an operator or other entity who is assigned the duty of collecting tolls from toll facility customers.
Toll Site	See Toll Point.
Toll Zone	Also Multi-Lane Free Flow (MLFF) Toll Zone, or ORT Toll Zone. A physical location of an all-electronic toll gantry with ETC and license plate toll technology, support infrastructure and maintenance area. There are no lanes or facilities for cash toll payment.

Glossary of Toll Facility – Related Terms

Term	Definition
Value Pricing	Also “Congestion Pricing.” Toll facility pricing that is set based on traffic demand, with higher toll rates at high-traffic periods and lower toll rates at low-traffic periods. Rates may vary by time of day, day of the week, or may vary dynamically based on current traffic conditions. Value Pricing is designed to achieve performance objectives to reduce traffic congestion and delay by shifting travel to less congested periods or different modes, encouraging high vehicle occupancy, or reducing the number of vehicular trips taken.

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