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Customer and audit data affirm KTA's current and future direction *Toll increase to help replenish reserves for future improvements*

WICHITA, Kan.— The Kansas Turnpike Authority's recent Fiscal Year 2021 audit along with results of its annual customer satisfaction survey indicate the organization is performing well and its direction continues to meet customer needs.

KTA's latest [annual report](#) shows the organization retained the highest possible bond rating (Aa2) and its net position increased while long-term debt decreased in fiscal year ending June 30, 2021.

Highlights of its annual [customer satisfaction survey](#) include 95% of customers being satisfied with the K-TAG program and 89% satisfied with condition of the roadway.

"By adjusting budget and project timelines, KTA was able to continue modernization efforts identified in its 2015 Long Term Needs Study," KTA's CEO Steve Hewitt said. "Having overcome many of the more immediate challenges created by the pandemic, KTA is once again focused on future improvements."

On February 1, KTA will adjust toll rates to pay for future projects, replenish reserves used during the pandemic and entice additional customers to use K-TAG, KTA's electronic toll collection program. Tolls will be adjusted in the following ways:

- The majority of customers, those using an electronic transponder to pay for tolls, will see an approximate 2% increase for inflation. Electronic customers can save up to 35% compared to cash tolls.
- Customers continuing to pay tolls with cash or card at the tollbooth will see an approximate 12% increase.

Customers who usually pay at a tollbooth and switch to the K-TAG program can pay less than what they currently pay. For example, a class 2 customer pays \$15 at a tollbooth for a trip between KTA's Southern and Eastern Terminals. Come February 2022, that customer's toll would decrease to \$11.35 with a K-TAG or, if continuing to pay at the tollbooth, increase to \$16.75.

Many customers making short-range trips with a K-TAG will not see an increase due to past toll adjustments rounding to the nearest quarter. For example, the electronic toll rate for a passenger vehicle will remain unchanged for trips between K-15/Wichita and Andover (MM 45-57), East Topeka and West Lawrence (MM 183-202), East Wichita/Kellogg and S. El Dorado (MM 53-71).

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The Kansas Turnpike receives no tax funding and relies on user-fees (tolls) to pay for operations and maintenance of the roadway.

In the past six years, KTA has invested more than \$355 million to preserve, enhance and modernize the roadway based upon customer-feedback. Four years remain in the 10-year Long Term Needs Study plan, including converting the roadway to a cashless system in 2024.

“With [12% of the state’s economy](#) relying on the Turnpike and 79% of drivers being very to completely satisfied with the value received for their toll payment, the Turnpike continues to be an asset to Kansas and its travelers,” said Hewitt. “Even with this toll adjustment, KTA remains one of the lowest tolls per mile in the country.”

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About KTA:

For 65 years, the Kansas Turnpike Authority (KTA) maintains 236 miles of user-fee supported roadway from the Oklahoma border to Kansas City. KTA doesn’t receive state or federal tax funds. Instead, toll revenue pays for preservation and modernization of the Turnpike system. [KTA’s Strategic Plan](#) supports organizational goals with four strategic initiatives, including a transition to cashless tolling in 2024. KTA’s mission is to move Kansas forward by operating a safe, reliable and customer-valued turnpike system in a fiscally responsible, businesslike manner.

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