

2019

ANNUAL REPORT

A LETTER FROM CHAIRMAN WILL EVANS AND EXECUTIVE DIRECTOR JOSÉ ALVAREZ

2019

ushered in an exciting time for transportation in Illinois as everyone began looking forward to the long-overdue statewide investments in our infrastructure and a new direction for the Illinois Tollway delivered as a result of Governor JB Pritzker's leadership.

As those efforts ramp up, our team at the Illinois Tollway continued to deliver on the promise of the 15-year, \$14 billion Move Illinois capital program, which is not only rebuilding our system, but also delivering added capacity and economic development for the region, and also continued to deliver on the commitment to provide safe and efficient travel for our daily drivers.

None of this would be possible without our amazing Tollway staff, who serve our customers, maintain our system of roadways and work to coordinate infrastructure needs with state and local transportation partners.

This agency possesses the technology, expertise and resources all aimed at delivering high-quality service and keeping our incredible transportation system focused on what matters...the customers it serves and regional transportation mobility.

As we work to meet the expectations of our Governor and the public we serve, this annual report starts the outline of what we are beginning.

We are doubling down on our efforts to ensure our workforce, and the companies who work for us, reflect the diverse communities and customers we serve.

We are forging a roadmap for our roadway safety initiatives and fostering a test-bed of safety innovations to keep our customers safe.

We are ensuring our front-line customer service and operations staff are delivering quality service and are responsive to our customers needs.

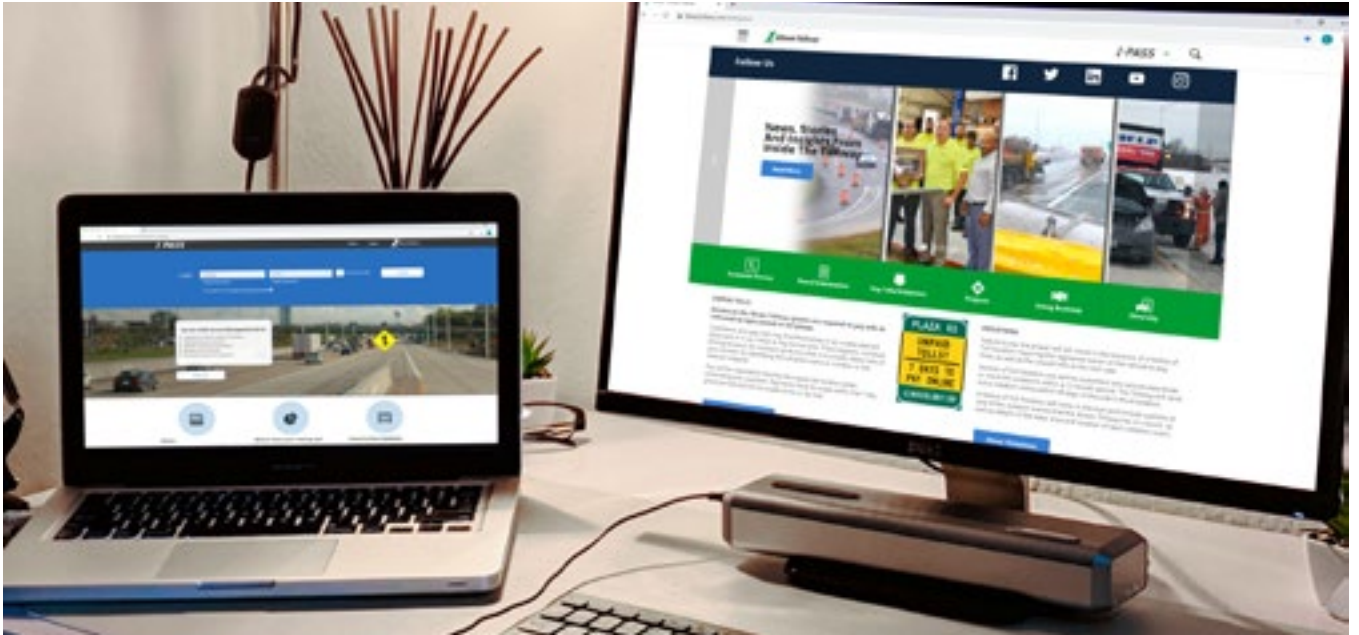
The Tollway's Board of Directors and entire leadership team appreciates there is still work to be done. And, as we look to 2020 we're going to continue to rethink and reinvent what's possible to deliver unmatched transportation solutions for our customers.



José R. Alvarez
Executive Director

CUSTOMER SERVICE

Whether it's I-PASS customer service centers, our website or keeping you safe with our roadway assistance, we are committed to delivering great benefits and services to customers.



24,167

Daily visits to getipass.com

19,714

Daily visits to illinoistollway.com

16,016,412

Annual website users

128,880,439

Annual website page views

3,168,270

Annual calls to our
Customer Call Center

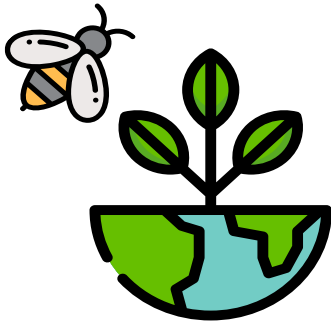


758,770

Annual visits to our
Customer Service Centers

COMMUNITY CONTRIBUTIONS

The Illinois Tollway is committed to supporting the communities we serve through participating in educational partnerships, supporting public involvement opportunities and engaging stakeholders.



10,000 Wildflower pollinator seeds shared with customers to celebrate Earth Day



1,400 Toys collected and donated to Toys for Tots



Hosted our 9th Annual Tollway Map Art Contest at the former Artists Block Gallery in Westmont

- More than 90 students from more than 20 different high schools participated
- More than 17,000 online votes were cast by general public
- Map is distributed to approximately 75,000 customers



k.i.s.s.

Kids Identification
and Safety Seat Events
2019

375 Child safety seat installations or inspections

850 Child identification cards provided to caregivers

CUSTOMER SAFETY

The Illinois Tollway is committed to exploring ways to develop and promote better roadway safety. It is for this reason the Illinois Tollway has launched initiative after initiative to promote roadway safety, enhance the highway system and educate the public on the law and best practices of driving.



Dedicated sections of our road to honor the two Illinois State Police troopers, Trooper Christopher Lambert and Trooper Gerald Ellis, who lost their lives while assisting others on our roadway.



Through a partnership with the Distress Bandanna Teen Driver Safety Initiative, Give Them Distance educational materials were provided to

5,496
students

290
classrooms

126
public and private
high schools

In partnership with the Illinois High School and College Driver Education Appreciation, Winter Preparedness launched new driver's education resource curriculum was disseminated to more than

600
Illinois schools

700
educators



52,392
*999 Calls handled

30,437
HELP Truck assists

736
Heat Patrol assists

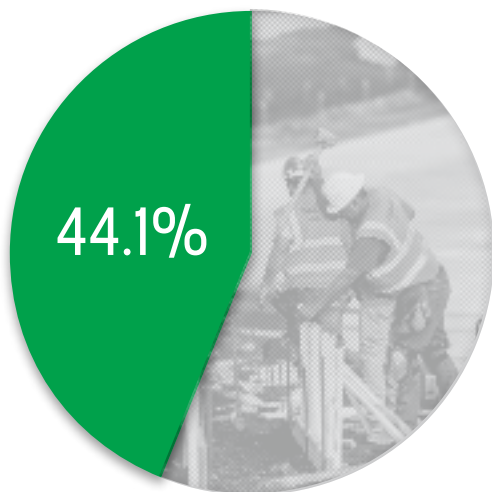
616
Zero Patrol assists

Move Illinois Program Update (2012-2019)

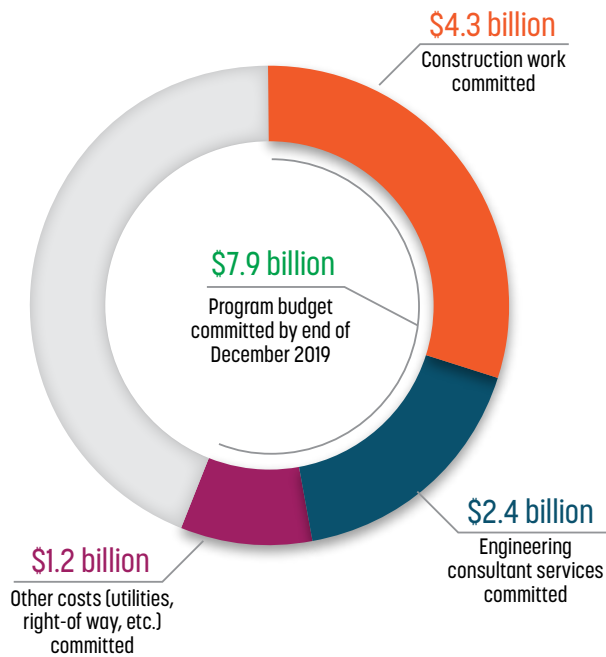
The Illinois Tollway's 15-year, \$14 billion capital program, *Move Illinois: The Illinois Tollway Driving the Future*, is improving mobility, relieving congestion, reducing pollution, creating as many as 120,000 jobs and linking economies throughout the region.

The first eight years of *Move Illinois* are on schedule and within budget, delivering the new Illinois Route 390 Tollway and a rebuilt and widened Jane Addams Memorial Tollway (I-90) with its new SmartRoad corridor, as well as opening a new interchange connecting the Tri-State Tollway (I-294) to I-57. Progress continues on projects addressing the remaining needs of the existing Tollway system, delivering the new I-490 Tollway Project and reconstruction of the Central Tri-State Tollway (I-294) and planning for emerging projects.

**Program Completion
(work in place)**



**Move Illinois
Program Budget**



2019 Construction Highlights

- Improved mobility with two new interchanges featuring cashless tolling in Sugar Grove on the Reagan Memorial Tollway (I-88) at Illinois Route 47 and in Marengo on the Jane Addams Memorial Tollway (I-90) at Illinois Route 23.
- Began construction on critical Central Tri-State Project components including the Mile Long Bridge and the BNSF Railway Bridge.

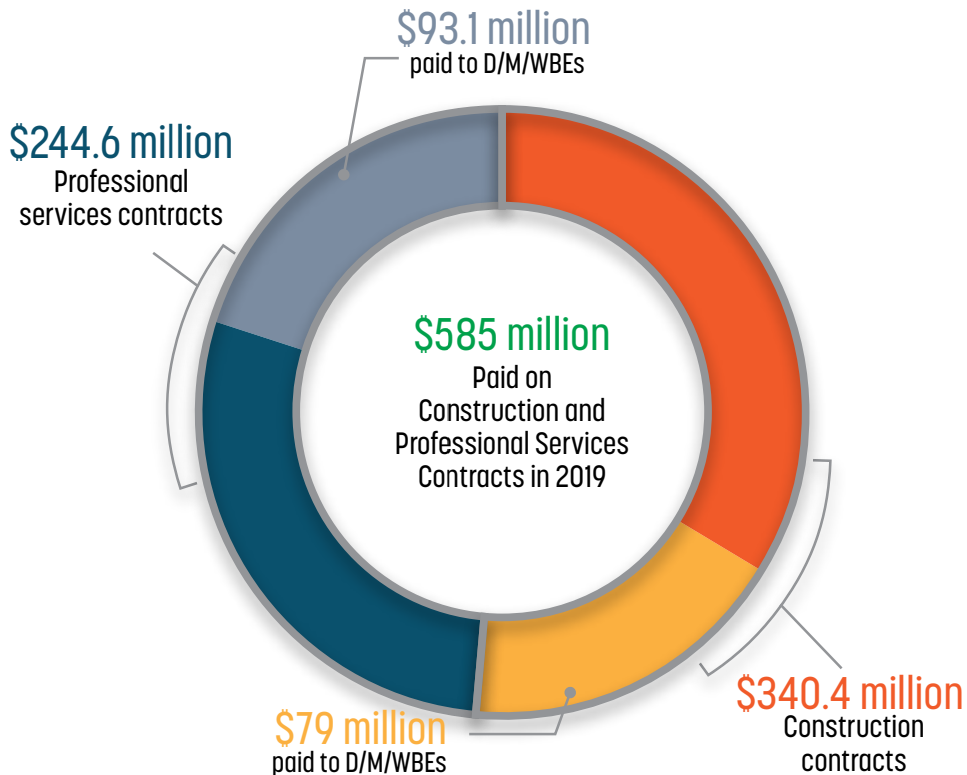
2019 Expenditures

- In 2019 expenditures totaled more than \$1.08 billion in the eighth year of *Move Illinois*.

2019 Construction and Professional Services contracts

Of the \$585.1 million paid on contracts in 2019, \$170.3 million or 29.1 percent was paid to D/M/WBEs

- \$340.4 million on construction contracts, \$79.0 million or 23.2 percent
- \$244.6 million on professional services contracts, \$91.3 million or 37.3 percent



DIVERSITY PROGRAMS

The Illinois Tollway is a driving force for increasing economic opportunities in the diverse communities we serve. The Tollway provides small, diverse and veteran businesses and individuals with opportunities to grow and succeed through our training programs, strategic partnerships and investments in infrastructure.



Technical Assistance Program

- 102 clients in 2019
- 167 bids submitted—34 firms winning work as primes or subcontractors on 25 contracts



Partnering for Growth (construction)

- 2 agreements in 2019
- Bid credits awarded in 2019: \$25,000

Partnering for Growth (professional services)

- 12 agreements in 2019
- 9 primes
- 10 protégés
- Total dollars awarded: \$5,264,230



Earned Credit Program

- Total hires in 2019—76
- Total wages earned in 2019—\$3,877,157.81
- Total ECP hires—492



Small Business Initiative

- 9 small business set-aside contracts awarded



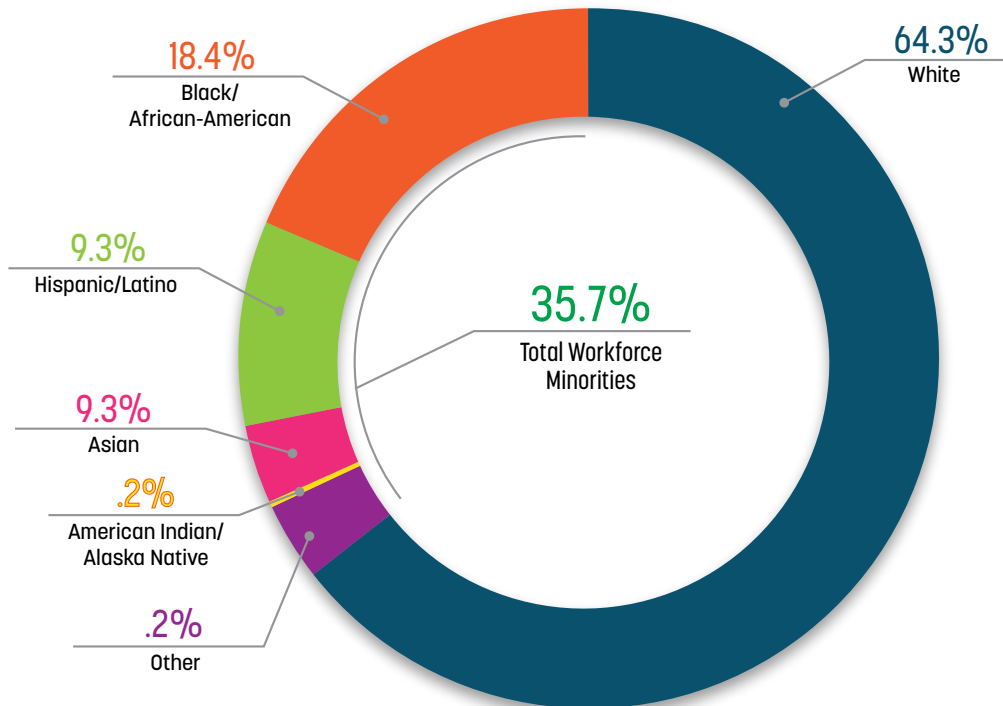
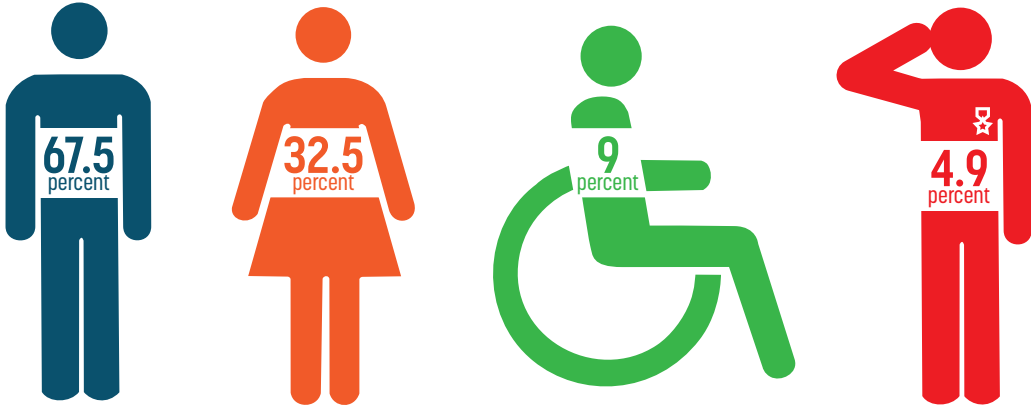
ConstructionWorks

- More than 900 screened
- 430 enrolled
- 89 placements

TOLLWAY WORKFORCE

The Illinois Tollway values the diversity of its workforce and continually strives to improve access to employment opportunities. It is important to the Tollway that our workforce is representative of the culturally diverse communities we serve.

Tollway Workforce: 1,246 people



SUSTAINABILITY

The Illinois Tollway is committed to fostering environmental responsibility and sustainability. Working together with communities and regulatory agencies, the Tollway strives to plan, design and construct roadway projects in accordance with local, state and federal regulations while using best practices to protect and enhance the natural and physical environment.

Used nearly **629,000** tons of recycled asphalt and concrete in the construction of new roads.

nearly **283,000** tons of recycled asphalt pavement

nearly **5,700** tons of slag

more than **347,000** tons of recycled concrete

more than **8,900** tons of asphalt shingles

more than **5,700** tons of recycled fly ash

nearly **98,000** tires

In 2019, 5,112 LED fixtures were installed throughout the Tollway system to improve visibility on the roadways, drive energy efficiency and reduce maintenance on light fixtures. A total of 15,328 LED fixtures have been installed, accounting for more than 88 percent of systemwide lighting.

Planted more than 12,000 trees and shrubs in 2019 as part of the Landscape Master Plan. The Tollway is nearly halfway to its goal of planting a total of 58,000 trees and shrubs throughout its system.

FINANCIALS

