NEWS

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ILLINOIS TOLLWAY 2012 YEAR IN REVIEW
Major milestones achieved in first year of Move Illinois Program

DOWNERS GROVE, IL – The Illinois Tollway today highlighted its foremost accomplishments for 2012, including significant milestones achieved in the first year of the 15-year, $12 billion capital program, *Move Illinois: The Illinois Tollway Driving the Future*.

In 2012, the Illinois Tollway launched *Move Illinois*, the largest capital program in the agency's history, and invested in projects to repair and rebuild roadways, bridges and interchanges and other capital investments across its 286-mile system. *Move Illinois* will provide customers with a fully rebuilt, state-of-the-art system and critical new regional projects that will improve mobility, relieve congestion, reduce pollution, create as many as 120,000 jobs and link economies across the Midwest.

"The Illinois Tollway set the wheels in motion on our most ambitious capital program ever, making progress toward preserving our existing system and preparing for new construction projects to begin in 2013," said Illinois Tollway Executive Director Kristi Lafleur. "We look forward to building upon our successes to deliver even greater benefits to our customers moving forward."

Guided by the leadership of Governor Pat Quinn, the Illinois Tollway is committed to putting customers first and delivering benefits for Illinois' residents in the most effective and efficient way. The agency's goals include promoting the regional economy, fostering environmental responsibility and sustainability, increasing collaboration with regional transportation and planning agencies, furthering transparency and accountability and enhancing customer service.

"Looking back on the Illinois Tollway's accomplishments in 2012, we are pleased to have reached several significant milestones, and we have more to do," said Illinois Tollway Chair Paula Wolff. "This year, we set a solid foundation for taking on the challenges of the coming construction season and making sure that everything we do demonstrates that the Illinois Tollway is providing good value for its customers."

In 2012, the Illinois Tollway worked to contribute to the regional economy:

- The Illinois Tollway Board approved more than $628 million in construction and engineering contracts in 2012, awarding 79 contracts to 66 unique construction and engineering firms. In addition, the Tollway's capital program created or sustained an estimated 3,180 jobs in 2012.

- In cooperation with the Illinois Department of Transportation (IDOT), the Illinois Tollway began work on the I-294/I-57 Interchange Project in May. As part of *Move Illinois*, the $719 million project will connect I-294 and I-57, one of only two points in the nation where interstates cross but do not connect, and improve access and economic development in the Chicago Southland.
- In September, the Tollway completed reconstruction of the I-294/I-90 Tri-Level Bridge, one of the most complicated, heavily traveled interchanges on the 286-mile Illinois Tollway

system in Northern Illinois. The $13 million project was completed on time and on budget and was recognized as one of *Roads & Bridges* magazine's Top 10 Bridges in North America.

- In December, the Federal Highway Administration and Federal Aviation Administration issued a Record of Decision approving the plan for the Elgin O'Hare Western Access Project, allowing the Illinois Tollway to move toward implementation in 2013. The $3.4 billion project is part of *Move Illinois* and will improve travel efficiency, create western access to O'Hare International Airport, provide new, multi-modal connections and reduce congestion.

- The Illinois Tollway worked to increase access to economic opportunities for small businesses, including disadvantaged, minority- and women-owned firms, and ensure they have a chance to play a role in *Move Illinois*. In addition to organizing networking events for construction and professional services firms, the Tollway hosted its first-ever Construction Contracts 101 Training Webinar and a free 2012 Roadwork Ahead: Construction Careers Expo to help promote diversity in skilled and construction trades. These events attracted nearly 1,000 participants.

Also in 2012, the Illinois Tollway launched several initiatives to foster enhanced collaboration with other agencies:

- In May, the Illinois Route 53/120 Blue Ribbon Advisory Council completed nine months of discussion and deliberation with the approval of a final report recommending that the new Illinois Route 53 be built as a four-lane, limited access, tolled parkway with a 45 mph maximum operating speed, with further study of alignment options for configuration of Illinois Route 120.

- The Illinois Tollway reconvened its Earned Credit Program (ECP) Advisory Council in September as the agency expanded its panel of experts assisting with diversity outreach. The ECP is a rewards initiative that allows contractors and subcontractors to earn bid credits toward future Tollway construction bids when they hire from a pool of qualified, pre-screened job candidates, including underemployed African-Americans, Latinos, Asian-Americans, women, ex-offenders and veterans.

Also in 2012, the Illinois Tollway planned and implemented a series of initiatives aimed at enhancing customer service:

- The Illinois Tollway added an easy-to-use Trip Calculator to its website that allows customers to select specific start and end points on an interactive map of the Tollway system and then calculates tolls along the designated route. Designed to help customers plan their trips and pay missed tolls, the Trip Calculator has had more than 505,200 total visits since it debuted in March.

- In November, the Illinois Tollway began offering customers a better way to contest toll violations for which they are not responsible. Drivers who receive a toll violation notice can go online, download a user-friendly form, attach the required documentation and return it to the Tollway for review and consideration. Previously, customers needed to call the Tollway or visit a Customer Service Center to explain why they were not legally responsible for the violations. The new form has been viewed by nearly 8,000 customers so far.
- Just before Tollway customers headed out on the roads this past Thanksgiving, the Illinois Tollway launched Tollway Trip Tweets on Twitter.com. Drivers now can sign up

and “follow” each of the four tollways – the Tri-State Tollway (I-94/I-294/I-80), Jane Addams Memorial Tollway (I-90), Reagan Memorial Tollway (I-88) and the Veterans Memorial Tollway (I-355) – to receive real-time roadway incident information to help plan their trips. To date, Tollway Trip Tweets have attracted more than 3,600 followers.

Also in 2012, the Illinois Tollway demonstrated its commitment to increased transparency and accountability:

- In September, the Illinois Tollway approved a new five-year, $61.5 million contract with The Chicago Lighthouse to manage the Tollway’s Customer Call Center, providing assistance to Tollway customers calling 800-UCI-PASS for account services. This contract award completed the Tollway’s goal to break up the large, single contract for I-PASS services into four smaller contracts in order to increase opportunity for businesses to work with the agency. The Tollway bid the work for this contract through the Illinois State Use Program, which is designed to provide employment for underserved communities, persons with disabilities and veterans.

- The Illinois Tollway also began pursuing its worst toll violators by filing lawsuits against them in court, sending a clear and strong message to chronic violators who use the Tollway regularly without paying that the time had come for them to pay their fair share. The Tollway has entered 51 judgments so far in actions filed to recoup approximately $2.5 million from its top toll violators.

- In December, the Illinois Tollway approved a new sponsor for its Highway Emergency Lane Patrol (H.E.L.P.) Program that offers roadway assistance to customers in need. The contract with Travelers Marketing LLC creates a sponsorship agreement with State Farm and provides the Illinois Tollway with a three-year fee of $1.8 million in addition to three, one-year renewal options. The H.E.L.P. Program costs the Tollway about $2 million annually.

- In March, the Illinois Tollway announced it would be hosting live webcasts of all construction contract bid openings, offering the public and contractors the opportunity to watch and listen as the agency opens bid packages for the upcoming construction season.

- The Illinois Tollway began soliciting public comment on four updated Tollway policies in 2012, including polices regarding interchange cost sharing, landscaping, noise abatement and signage. Posting polices online for review and public comment is part of a new effort by the Tollway to ensure that the interests of customers, businesses and communities impacted by Tollway policy decisions have been considered.

- The Illinois Tollway made it easier for job seekers to learn about and apply for employment opportunities at the Tollway. Individuals can now visit the Tollway’s website to view current job openings, download and complete an application and email it directly to the Tollway.

Also in 2012, the Illinois Tollway continued its commitment to fostering environmental responsibility and sustainability:

- In June, the Illinois Tollway began construction of the new, all-electronic "green" interchange at Illinois Route 47 on the Jane Addams Memorial Tollway (I-90). The $61 million *Move Illinois* project, being constructed in partnership with the Village of Huntley, Kane County, McHenry County and the Illinois Department of Transportation, will create more opportunity for continued economic development along Illinois Route 47 and will open up access between the Tollway and a regional north-south transportation route. The interchange will feature such green construction initiatives as a geothermal water piping system, reflective roofs and trellised vegetation, as well as ramp shoulder pavement that allows water to seep through and reduce stormwater runoff.

- The Illinois Tollway's "Building Green" efforts minimize the environmental impact of roadway construction by reducing, recycling and reusing materials. Recycling the existing road materials not only saved the cost of purchasing new materials, but also eliminated the cost of hauling the old materials from the work site and disposal in landfills. In 2012, 78,169 tons of concrete were recycled along with 263,948 tons of asphalt. In addition, reclaimed materials including 42,193 scrap tires, 24,042 recycled asphalt shingles and 20,936 tons of fly ash were used in 2012, reducing the need for virgin asphalt materials and utilizing scrap materials that would otherwise be headed for the landfill.

About *Move Illinois*

The Illinois Tollway's $12 billion capital program, *Move Illinois: The Illinois Tollway Driving the Future,* will improve mobility, relieve congestion, reduce pollution, create as many as 120,000 jobs and link economies across the Midwest region. *Move Illinois* will address the remaining needs of the existing Tollway system; rebuild and widen the Jane Addams Memorial Tollway (I-90) as a state-of-the-art 21st century corridor; construct a new interchange to connect the Tri-State Tollway (I-294) to I-57; build a new, all-electronic Elgin O'Hare Western Access and fund planning studies for the Illinois Route 53/120 Extension and the Illiana Expressway.

About the Illinois Tollway

The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 286 miles of interstate tollways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90) and the Tri-State Tollway (I-94/I-294/I-80).

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