



ILLINOIS TOLLWAY NEWS

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ILLINOIS TOLLWAY SHARPENS FOCUS ON TECHNOLOGY INVESTMENTS, HIRES CHIEF INFORMATION OFFICER

As tolling industry leans increasingly on technology, Illinois Tollway looks to remain industry leader

DOWNERS GROVE, IL – In the wake of an industry-wide shift to cashless tolling, accelerated by the worldwide pandemic, the Illinois Tollway's leaders are doubling down on efforts to support the agency's diverse technology needs. The Tollway today added the first Tollway Chief Information Officer as it looks to consolidate, realign and invest in its IT workforce.

"Since joining the Tollway, I've quickly learned that the Tollway's business technology efforts are recognized throughout the industry; and our goal is to keep it that way," said Board Chair Dorothy Abreu. "At this time, it's critical we provide the leadership, focus, and resources to ensure these efforts meet our current needs and position us favorably moving forward."

Poised to lead these efforts is Michael Shay, a 22-year veteran of Will County government with experience providing support to all aspects of the county's 2,300 employees. Previously, he served as the Information & Communications Technology Director, a role included leading a 25-member team in support for all aspects of county government, including law enforcement, the judicial system, and county services, as well as the its real estate and financial systems. He also served as the chair of the Will County Emergency Telephone Systems Board which manages the technology needs of three 911 call centers.

"As the Tollway looks forward, Mike Shay's charge will be not only be meeting the Tollway's internal and immediate needs, but also to leverage his experience within the industry to garner external support and attention for the agency's technology efforts," Chair Abreu said. "Mike's ability to envision, and subsequently craft, a solution in collaboration with our IT and leadership team will help move us forward as we see new technologies and needs emerge that can optimize the Tollway's positioning and impact - a priority for not only myself, but our agency's entire leadership team."

"I'm excited to get to work for the Illinois Tollway, an organization I've long found to be an amazing partner to local government," Shay said. "From back-end support for its workforce, to state-of-the-industry tolling systems, the Tollway's technology is incredibly important to its own mission, as well as our region's infrastructure, and I'm looking forward to helping the agency achieve its goals and continue to innovate."

Shay will be joining the Tollway's current IT team led by Joe Kambich, an 11-year veteran of the organization. Under Kambich's leadership, the Tollway has progressively adopted new employee-based support technologies, keeping its workforce on target. Most notably, this included the agency's quick transition to a remote workforce in March 2020, which happened alongside the Tollway's pandemic-driven shift to cashless tolling.

In addition, the agency's IT department also quickly implemented systems to enable the Tollway's remote call center, which not only restored the Tollway's customer service capacity at the height of the pandemic, but also created opportunities for the agency's toll collectors to undergo retraining and pivot to help support critical call center operations. Kambich plans to remain at the agency with a focus on

the agency's core IT support services, including networking and employee support, a need that's grown exponentially in the wake of the pandemic.

"Joe's work has taken this agencies adaptability to a new level, perhaps best shown by his quick and effective response to the needs of a remote workforce with diverse requirements." said Illinois Tollway Interim Executive Director Lanyea Griffin. "His work has, and will remain, a critical component of our success, and his skills working with those of the new CIO will help us lead the way for our users."

"Looking ahead, not only relative to our technology platform, but also the critical work we lead through our Move Illinois program – we continue to press forward with our commitment toward transparency with integrity," Chair Abreu said. "Our ability to realize our objectives continues to be dependent on the partners with which we work and rely upon. Transparency is not a catch-phrase, but actionable in how we seek to engage within our internal practices, with our business community, and are held accountable to these standards by our partners."

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 294 miles of roadways 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), the Tri-State Tollway (I-94/I-294/I-80) and the Illinois Route 390 Tollway.

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