



Record of Meeting | September 14, 2015

The Illinois State Toll Highway Authority (the “Tollway”) held the regularly scheduled Customer Service & Planning Committee Meeting on Monday, September 14, 2015 at Tollway Headquarters in Downers Grove, Illinois. The Meeting was held pursuant to By-Laws of the Tollway upon call and notice of the meeting executed by Chairman Robert J. Schillerstrom and posted in accordance with the requirements of the Illinois *Open Meetings Act*. The Meeting was open to the public.

[Bolded entries indicate issues which may require follow-up to present or report to Directors.]

Call to Order / Roll Call

Committee Chair Bob Schillerstrom called the Meeting to order at approximately 1:30 p.m. and stated that this is the regularly scheduled meeting of the Customer Service & Planning Committee (“CSP Committee”) of the Tollway Board of Directors. He then asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:
Committee Chair Bob Schillerstrom
Director Jim Banks
Director Craig Johnson

Committee Members Not Present:
Director James Sweeney

The Board Secretary declared a quorum present.

Public Comment

Chairman Schillerstrom opened the floor for public comment.

Barry Burton, County Administrator for Lake County, addressed the Committee. Mr. Burton highlighted the work of the Illinois Route 53/120 Project Finance Committee and the Illinois Route 53/120 Project Land Use Committee as well as the historical consensus that has been achieved on the Illinois Route 53/120 Project. He asserted that doing nothing to address the need for congestion relief and greater connectivity in Lake County is not an option and that alternative options would involve significant investment on existing roads and come without the environmental standards suggested in the Illinois Route 53/120 Blue Ribbon Advisory Council



Plan. He emphasized the importance of the Project to providing congestion relief and to the continued economic development of Lake County in an environmentally responsible way. He expressed his support for the Board advancing the Project by authorizing the first phase of the environmental impact study. Chairman Schillerstrom thanked Mr. Burton for his comments.

Jason Glass addressed the Committee. Mr. Glass commented that he is a recent Master's degree graduate from DePaul University, and, as a personal project, he has developed a redesign of the Tollway's website which might offer customers a more mobile friendly and better user experience. He expressed an interest in discussing his redesign with staff, noting that he has printed materials which offer a better understanding of his work. Chairman Schillerstrom thanked Mr. Glass and advised him that Executive Director Bedalov is available to receive his materials and will direct them to the appropriate staff.

Committee Chair's Items

Chairman Schillerstrom called for a motion to approve the Minutes of the Customer Service & Planning Committee meeting held on May 21, 2015. Director Banks made a motion for approval; seconded by Director Johnson. Chairman Schillerstrom asked if there were any questions, concerns or requests for amendment.

Director Johnson requested confirmation that he is permitted to vote on the minutes of a meeting in which he did not participate. Chairman Schillerstrom responded affirmatively.

Hearing no further discussion, Chairman Schillerstrom called for a roll call on the pending motion, the vote of yeas and nays being as follows:

Yeas: Director Banks, Director Johnson, Chairman Schillerstrom (3).

Nays: None (0)

The motion to approve PASSED.

Advising the Committee of the possibility of his need to depart the Meeting early, without objection, Chairman Schillerstrom requested that the Meeting agenda be amended to address first the planned presentation, under the Executive Director's section, on the Elgin O'Hare Western Access Business Rules to be then followed by the Items for Consideration, Unfinished Business and New Business before concluding with the resumption of the Executive Director's portion of the agenda.



Executive Director

Elgin O'Hare Western Access Business Rules: Chairman Schillerstrom introduced Rocco Zucchero, Deputy Chief of Engineering for Planning, and Shana Whitehead, Chief of Business Systems, to provide for the Committee a presentation on the Elgin O'Hare Western Access Project status and Illinois Route 390 tolling. [See attached presentation.](#)

Director Johnson requested confirmation that the planned license plate violation search will provide customers with information on missed tolls throughout the Tollway System, not just those on Illinois Route 390. He additionally asked when Tollway customers, including those from out-of-state, will be provided the ability to perform a license plate violation search. Ms. Whitehead confirmed that the search will provide violation information from throughout the System and responded that the license plate violation search is anticipated to be made available in the summer of 2016.

Director Banks requested confirmation that the lower \$10 per violation fine, proposed temporarily for Illinois Route 390, is not assessed until seven days after the violation. Ms. Whitehead confirmed.

Director Banks inquired about payments sent by mail which are postmarked prior to expiration of the seven day grace period. Ms. Whitehead responded that accommodation is made for payments postmarked within the grace period. She added that payments by mail, however, represent a very small percentage of grace period tolls.

Director Johnson, referencing the \$10 deposit required to obtain an I-PASS transponder, suggested the Tollway may wish to examine the pricing structure for modifications which might encourage even broader transponder usage, representing the most cost effective method to collect tolls. Ms. Whitehead responded that pricing structures will continue to be re-evaluated. She noted that the deposit has been reduced since the initiation of open road tolling from \$40 to recently \$10 and suggested that maintaining some level of deposit may offer benefit to the Tollway by discouraging superfluous ordering of transponders and incentivizing their return when no longer needed.

[The Executive Director portion of the agenda is resumed following the completion of New Business (page 5).]



Items for Consideration

Business Systems

Item 1: Award of Contract 14-0107R to Road Ranger LLC for the purchase of Rockford Metro Retail Area I-PASS Transponder Placement Services in an amount not to exceed \$0 (Tollway Request for Proposals).

Chairman Schillerstrom called for a motion to approve placement on the September Board of Directors meeting agenda of **Business Systems Item 1** with the Committee's recommendation for Board approval. Director Johnson made a motion for approval; seconded by Director Banks. Chairman Schillerstrom asked if there were any questions, concerns or requests for discussion. Hearing none, Chairman Schillerstrom called for a roll call, the vote of yeas and nays being as follows:

Yeas: Director Johnson, Director Banks, Chairman Schillerstrom (3).

Nays: None (0)

The motion to approve PASSED.

Item 2: Renewal of Contract 11-0200 to Ada S. McKinley Community Services, Inc. for the purchase of Transponder Fulfillment Services in an amount not to exceed \$2,630,000.00 (State Use Program).

Chairman Schillerstrom called for a motion to approve placement on the September Board of Directors meeting agenda of **Business Systems Item 2** with the Committee's recommendation for Board approval. Director Johnson made a motion for approval; seconded by Director Banks. Chairman Schillerstrom asked if there were any questions, concerns or requests for discussion. Hearing none, Chairman Schillerstrom called for a roll call, the vote of yeas and nays being as follows:

Yeas: Director Johnson, Director Banks, Chairman Schillerstrom (3).

Nays: None (0)

The motion to approve PASSED.

Item 3: Elgin O'Hare Western Access Business Rules – Joint Committee on Administrative Rules.



Chairman Schillerstrom called for a motion to approve placement on the September Board of Directors meeting agenda of **Business Systems Item 3** with the Committee's recommendation for Board approval. Director Banks made a motion for approval; seconded by Director Johnson. Chairman Schillerstrom asked if there were any questions, concerns or requests for discussion. Hearing none, Chairman Schillerstrom called for a roll call, the vote of yeas and nays being as follows:

Yeas: Director Banks, Director Johnson, Chairman Schillerstrom (3).

Nays: None (0)

The motion to approve PASSED.

New Business

Chairman Schillerstrom inquired if there is any new business which the Committee wishes to discuss.

Director Johnson inquired about the rationale for the varying tolling costs per mile implemented on the Tollway System. Chairman Schillerstrom suggested this may be a beneficial topic for a presentation by staff at a future meeting. **Executive Director Bedalov responded that staff will put together information on the development of the various tolling rates across the System for presentation to Directors at a future meeting.**

Chairman Schillerstrom indicated his need to depart the Meeting at this time. He then called on Executive Director Bedalov.

[Chairman Schillerstrom departed the Meeting at approximately 2:02 p.m.]

Executive Director (continued...)

Work Plan 2015-2017: Executive Director Bedalov introduced Rocco Zucchero, Deputy Chief of Engineering for Planning, to provide an overview of the proposed work plan developed to help guide the CSP Committee in the coming months. [See attached presentation.](#)

Director Johnson emphasized the positive feedback and benefit to Elk Grove Village of aesthetic enhancements to the Devon Avenue Bridge that were implemented through a cost sharing opportunity afforded by the Tollway. He inquired about the level of participation in the cost sharing opportunities afforded by Tollway capital program projects. Mr. Zucchero responded that it has



been his experience that the timetables of the rapidly moving Tollway projects have been a deterrent to broader participation. He suggested that the Committee might consider modifications to reimbursement timetables and other potential accommodations to promote broader utilization. Director Johnson concurred and suggested that, additionally, the Tollway may consider enhancing outreach to better highlight the benefits of the cost sharing program to communities.

Draft Excess Right of Way and Annexation Policies: Executive Director Bedalov then re-introduced Mr. Zucchero to provide an overview of the Tollway's current excess land practices and of updates proposed for inclusion in new Excess Right-of-Way and Annexation Policies. [See attached presentation.](#)

Directors and staff discussed the land-use restriction proposed for inclusion in the Tollway's Excess Right of Way and Annexation Policies on the erection of billboards. Director Banks, first clarifying in the interest of transparency that his law firm represents billboard companies, suggested that the Committee would benefit from further discussion of and information regarding the merits of a billboard restriction being applied broadly to all excess land disposed of by the Tollway. Director Johnson concurred that further discussion of the billboard restriction may be of benefit. **Mr. Zucchero suggested that he can circulate for additional input and comment the paragraph in the draft Policies which addresses the billboard restriction and then provide for the Committee's benefit any feedback received.**

Director Johnson inquired whether a list has been compiled of Tollway properties which have been declared as excess. Mr. Zucchero responded in the negative, explaining that Tollway land acquisition staff is currently focused on acquisitions. He noted, however, that design and construction corridor managers for the capital program projects which are at or nearing completion have been charged with initially identifying within these specific corridors Tollway property which they believe will not be needed in connection with the maintenance and operation of the Tollway System.

Adjournment

There being no further business before the Committee, Director Johnson made a motion to adjourn; seconded by Director Banks. Director Johnson called for a roll call, the vote of yeas and nays being as follows:

Yeas: Director Johnson, Director Banks (2)

Nays: None (0)

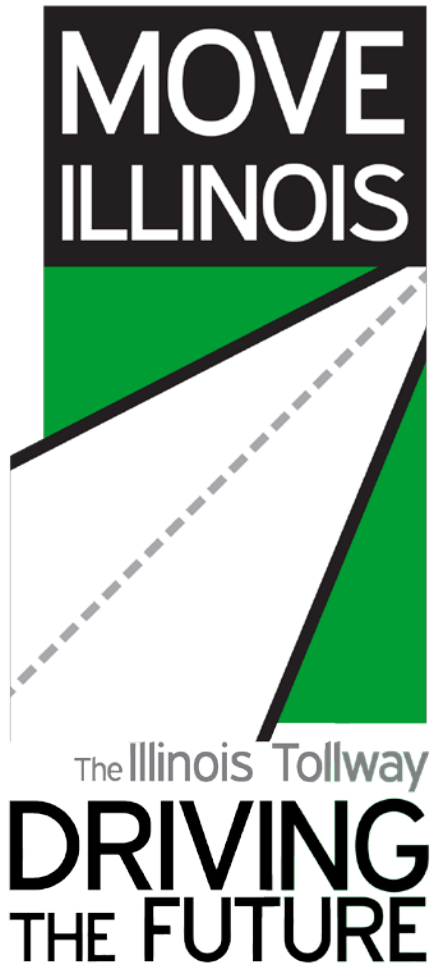


Directors Johnson and Banks having concurred in concluding the Meeting, the Meeting adjourned at approximately 2:34 p.m.

A handwritten signature in cursive script that reads "Christi Regnery".

Minutes taken by: _____

Christi Regnery
Board Secretary
Illinois State Toll Highway Authority



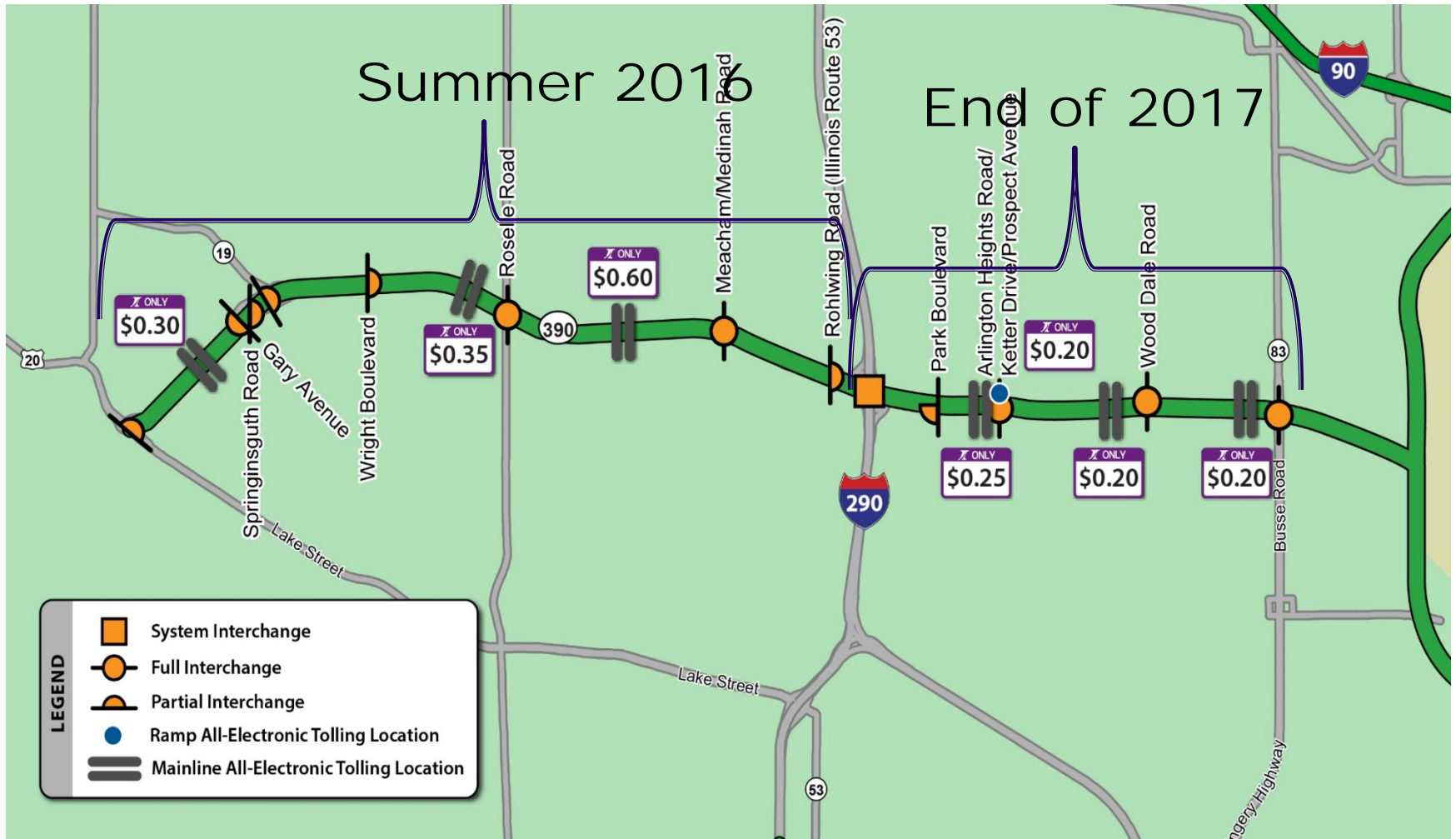
Elgin O'Hare Western Access Project Project Status and Illinois Route 390 Tolling

September 14, 2015

Illinois Route 390 Tolling Segments



Illinois Route 390 Toll Rates and Locations



Toll Collection System Type and Layout

- ▶ **First all-electronic tolling (AET) corridor**
- ▶ **Mainline tolling system selected**
 - ▶ Communities emphasized the need for equitable tolling
 - ▶ Mainline tolling system provides more equitable costs for drivers
 - ▶ Encourages both short- and long-distance trips
 - ▶ Provides congestion relief on adjacent secondary roadways
- ▶ **Tolling expected to begin following construction of major roadway segments**
 - ▶ Illinois Route 390 from Lake Street (U.S. Route 20) to I-290 scheduled for completion end of 2015 – toll collection to begin in summer 2016
 - ▶ Illinois Route 390 from I-290 to Busse Road (Illinois Route 83) scheduled for completion end of 2017 – toll collection to begin by the end of 2017
- ▶ **Details regarding tolling for the north-south corridor to be developed with future design**

Business Terms for Illinois Tollway Customers

- ▶ **I-PASS customers will pay via existing accounts**
 - ▶ I-PASS discount on tolls will be 50 percent for cars and 33 percent for trucks
- ▶ **Other customers will have two options for payment**
 - ▶ Seven days to pay (extended to 30 days for first month)
 - ▶ License plate violation search on new website
- ▶ **Violators will have lower fines**
 - ▶ \$10 per violation at time of notice (\$20 elsewhere on Tollway)
 - ▶ \$25 per escalated violation (\$50 elsewhere on Tollway)
 - ▶ Violation notices will be for Illinois Route 390 only



Potential for Future Piloting

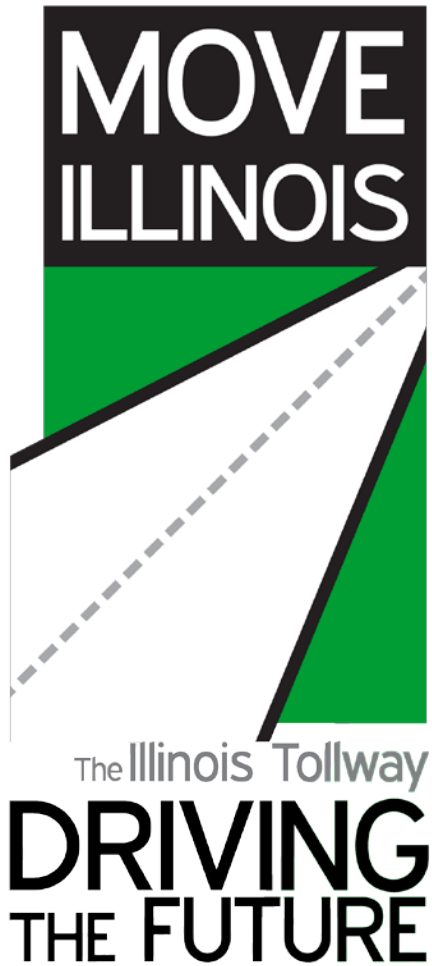
- ▶ **Illinois Route 390 provides unique piloting opportunity**
 - ▶ Isolated violation notices
 - ▶ Potential for high volume of rental car traffic

- ▶ **Potential pilots for Illinois Route 390**
 - ▶ Incentives for transponder usage
 - ▶ Smartphone app for rental car customers
 - ▶ Enhanced data-driven lane technology maintenance activities
 - ▶ Improved lane shut-down approach for lane technology maintenance activities
 - ▶ New signage to better communicate toll payment options

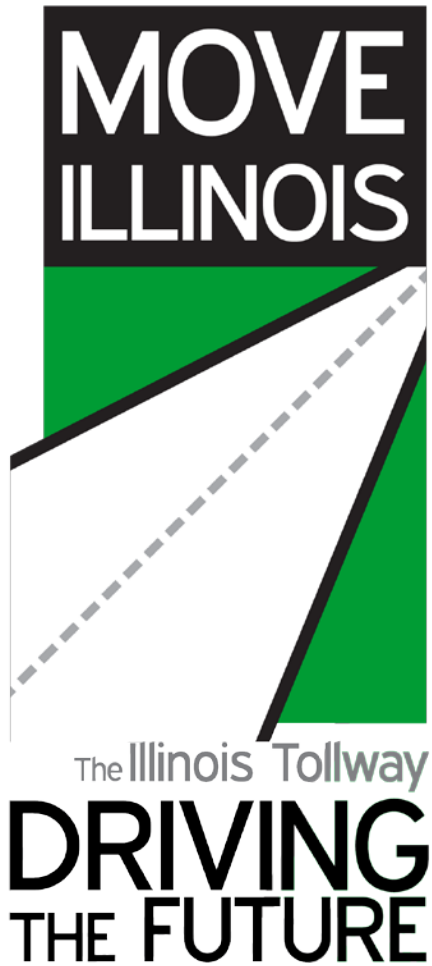
Illinois Route 390 Tolling Communication Plan

- ▶ **Extensive community outreach will be conducted in advance of start of tolling.**
- ▶ **Potential outreach activities include:**
 - ▶ Series of drop in centers and roadshow events in affected communities
 - ▶ Print and electronic notifications
 - ▶ Roadside signs
 - ▶ Enewsletter and email blasts
 - ▶ Potential temporary I-PASS Customer Service Center





Thank You



APPENDIX

Commercial Vehicle Tier 4 - I-PASS Rates





Illinois Route 390 Toll Rates – I-PASS

Gantry #	Tier 1 (Passenger Car)	Commercial Vehicle Toll Rates					
		Daytime			Overnight		
		Tier 2	Tier 3	Tier 4	Tier 2	Tier 3	Tier 4
1	\$0.30	\$0.60	\$0.95	\$1.65	\$0.40	\$0.70	\$1.25
2	\$0.35	\$0.75	\$1.10	\$1.95	\$0.50	\$0.85	\$1.45
3	\$0.60	\$1.15	\$1.75	\$3.10	\$0.75	\$1.35	\$2.30
4	\$0.25	\$0.50	\$0.75	\$1.35	\$0.35	\$0.60	\$1.00
4 (Ketter)*	\$0.20	\$0.40	\$0.60	\$1.05	\$0.25	\$0.45	\$0.75
5	\$0.20	\$0.40	\$0.60	\$1.05	\$0.25	\$0.45	\$0.75
6	\$0.20	\$0.40	\$0.60	\$1.05	\$0.25	\$0.45	\$0.75

**Ramp gantry from Ketter Drive to westbound Illinois Route 390*



Illinois Route 390 Toll Rates – Non-I-PASS


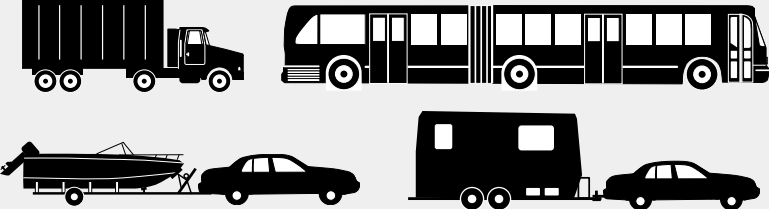

Gantry #	Tier 1 (Passenger Car)	Commercial Vehicle Toll Rates					
		Daytime			Overnight		
		Tier 2	Tier 3	Tier 4	Tier 2	Tier 3	Tier 4
1	\$0.60	\$0.90	\$1.45	\$2.50	\$0.60	\$1.05	\$1.90
2	\$0.70	\$1.15	\$1.65	\$2.95	\$0.75	\$1.30	\$2.20
3	\$1.20	\$1.75	\$2.65	\$4.65	\$1.20	\$2.05	\$3.45
4	\$0.50	\$0.75	\$1.15	\$2.05	\$0.55	\$0.90	\$1.50
4 (Ketter)*	\$0.40	\$0.60	\$0.90	\$1.60	\$0.40	\$0.70	\$1.15
5	\$0.40	\$0.60	\$0.90	\$1.60	\$0.40	\$0.70	\$1.15
6	\$0.40	\$0.60	\$0.90	\$1.60	\$0.40	\$0.70	\$1.15

**Ramp gantry from Ketter Drive to westbound Illinois Route 390*

Authorized Maximum Toll Rates

Elgin - O'Hare West Bypass: Maximum Toll Rates per Mile-Through Trips			
Auto I-PASS Rate	Small Truck I-PASS Rate	Medium Truck I-PASS Rate	Large Truck I-PASS Rate
\$0.20	\$0.60	\$0.90	\$1.60
Auto Rate Non-I-PASS Rate	Small Truck Non-I-PASS Rate	Medium Truck Non-I-PASS Rate	Large Truck Non-I-PASS Rate
\$0.40	\$1.20	\$1.80	\$3.20

Commercial Vehicle Classification

Vehicle Category	Description
<p>Small Truck</p>	<p>2 axles/6 tires; single unit trucks, buses</p> 
<p>Medium Truck</p>	<p>3 and 4 axles; trucks, buses, auto with 1-2 axle trailers</p> 
<p>Large Truck</p>	<p>5+ axles; trucks, auto with 3 axle trailer</p> 



Customer Service and Planning Committee
2015-2017 Work Plan
September 14, 2015

Customer Service and Planning Work Plan

Key Decisions	Decision-Making Timeframe		
	1-6 Months	6-12 Months	12 Months +
EOWA business rules	X		
Excess Right-of-way and Annexation Policy	X		
Tollway role in regional project development		X	
Cost sharing policies		X	
Tollway long-range vision		X	
Freight accommodation planning		X	
Industry benchmarking and performance measures		X	
Customer service		X	
Expanded use of oases		X	



Customer Service and Planning Work Plan

Key Decisions	Decision-Making Timeframe		
	1-6 Months	6-12 Months	12 Months +
Transit and land use planning			X
Supplemental revenue exploration (land, towers, utilities etc.)			X

- Timeframes based on *Move Illinois* investments
 - Some items will be continuously evaluated by the committee
- Other items of interest?





THANK YOU



**Customer Service and Planning Committee
Excess Right-of-Way and Annexation Policy**

September 14, 2015

Excess Right-Of-Way Authorization

- **Toll Highway Act 605 ILCS 10/8(a)**
 - Tollway empowered to dispose of excess property or partial interests
- **Trust Indenture § 708 (Amended and Restated May 31, 1999)**
 - “The Tollway may from time to time sell, exchange or otherwise dispose of any real property or release, relinquish or extinguish any interest in it as the Tollway by resolution shall declare is not needed in connection with the maintenance and operation of the Tollway system, and, in the judgment of the Tollway, will not in the future be needed for any foreseeable improvement to the Tollway system.”



Overview of Existing Policy and Practice

- **Guided by Toll Highway Act and Trust Indenture**
- **Reactive approach based on requests**
 - Three-step internal review process
 - Informal review of location and Tollway need
 - Engineering review – potential to declare excess or not
 - Formal review by multiple departments
- **Formal disposal of excess right-of-way**
 - Public agency via intergovernmental agreement
 - Sealed bid for private entity
 - Value determined by appraisal
- **Board action per Toll Highway Act and Trust Indenture**



Overview of Proposed Policy Changes

- **Proposed Policy reflects external feedback**
- **Flexible policy intended to support local government**
- **Clear and documented process**
- **Indication of proposed use and public benefit**
 - Enables direct sale to a public entity
 - Public use – roads, parks, multi-use path etc.
 - Economic development
 - Onus on requestor to indicate how sale is in the public interest
- **Assessment of impact on Tollway – traffic, operations, proposed land use**
- **Economic impact analysis**
- **Billboard restriction**



Next Steps

- **Incorporate CSP Committee feedback**
- **Reconvene with commenting agencies**
 - Discuss how comments incorporated
 - Explain why some comments dismissed
 - Ensure compatible with mutual goals
- **Proceed with excess right-of-way and annexation requests**
 - Use draft policy as a guideline for requesting entities
- **Policy approval at future CSP Committee meeting**
- **Proactive assessment of potential excess right-of-way**
 - I-294/I-57 Interchange
 - Elgin O'Hare Western Access Project





THANK YOU