



## Record of Meeting | June 25, 2020

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Systems Review & Customer Service Committee meeting on Thursday, June 25, 2020. The meeting was held pursuant to the By-Laws of the Tollway upon call and notice of the meeting executed by Chairman Willard S. Evans, Jr. and posted in accordance with the requirements of the Open Meetings Act, 5 ILCS 120/1, *et seq.*

In response to COVID-19, Governor Pritzker issued Executive Order 2020-07, which suspends provisions requiring in-person attendance of the public body and amends conditions when remote participation is permitted. In accordance with the Executive Order, the meeting was conducted telephonically. A telephone access number was provided for members of the public to monitor and/or participate in the meeting.

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

## Call to Order / Roll Call

Committee Chair Sweeney called the Meeting to order at approximately 9:30 a.m., stating that this is the first meeting of the newly integrated Systems Review & Customer Service 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 James Sweeney
Director James Connolly
Director Alice Gallagher
Director Scott Paddock
Director Gary Perinar

Committee Members Not Present:
none

Other Directors Present:
Director Stephen Davis
Director Karen McConnaughay
Chairman Willard S. Evans, Jr.



The Board Secretary declared a quorum present.

## Public Comment

---

Committee Chair Sweeney opened the floor for public comment. No comment was offered.

## Committee Chair's Items

---

Committee Chair Sweeney entertained a motion to approve **Committee Chair's Item 1**, the Minutes of the regular Customer Service & Planning Committee meeting last held on September 20, 2018, as presented. Director Gallagher made a motion to approve the Minutes, seconded by Director Connolly. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Gallagher, Director Connolly, Director Paddock, Director Perinar, Director Sweeney (5)

Nays: (0)

The motion PASSED.

[*Secretary's note:* The original vote on the above motion occurred by voice (*viva voce*). The motion was later reconsidered to establish the record of a roll call.]

Having no further items, Committee Chair Sweeney called on Executive Director José Alvarez.

## Executive Director's Items

---

Executive Director Alvarez highlighted that last month, the Board of Directors approved a significant agreement in the Illinois Tollway's longstanding effort to deliver the Elgin O'Hare Western Access Project. He noted the project advances the agency's 15-year, \$14 billion capital program to rebuild and widen the Tollway system to meet the needs of the future.

Executive Director Alvarez reported that in response to the Covid-19 crisis, the Tollway is seeking to do its part to provide relief to Illinoisans and other motorists who travel on its toll roads. He then provided an overview of the new Tolling 2020 program, including temporary amnesty and other measures developed to modernize the agency's approach to unpaid tolls. Executive Director Alvarez highlighted that these measures take a holistic approach to realigning the way customers interact with the Illinois Tollway and lay the foundation for future changes to ensure



the Illinois Tollway system works for everyone. He then introduced Derek Messier, Chief Operating Officer, to present for the Committee additional details on the Tolling 2020 program.

Upon conclusion of the presentation and Committee discussion of the Tolling 2020 program, Executive Director Alvarez proceeded to the presentation of items for consideration.

## Item for Consideration

---

### Business Systems

Executive Director Alvarez called on Derek Messier, Chief Operating Officer, to present to the Committee the following Business Systems item:

*Item 1: Approval of authorization to implement Amnesty Program and Partially Suspend Toll Violation Payment and Settlement Guidelines.*

Upon conclusion of the item presentation, Committee Chair Sweeney called for a motion to approve placement of **Business Systems Item 1** on the June Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Gallagher made a motion to approve this item, seconded by Director Connolly. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Gallagher, Director Connolly, Director Paddock, Director Perinar, Committee Chair Sweeney (5)

Nays: (0)

The motion PASSED.

### Adjournment

---

There being no further business before the Committee, Committee Chair Sweeney requested a motion to adjourn. Director Gallagher made a motion to adjourn; seconded by Director Connolly. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Gallagher, Director Connolly, Director Paddock, Director Perinar, Committee Chair Sweeney (5)

Nays: (0)

The motion PASSED.



The Meeting was adjourned at approximately 9:47 a.m.

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

Minutes taken by: \_\_\_\_\_

Christi Regnery  
Board Secretary  
Illinois State Toll Highway Authority