



# ILLINOIS TOLLWAY UPDATE



## ILLINOIS TOLLWAY LAUNCHES TOLLING REFORM AND RELIEF PACKAGE

### *TOLLING 2020 to feature a new approach to unpaid tolls and relief to outstanding fines*

The Illinois Tollway announced *TOLLING 2020*, a comprehensive tolling reform package featuring a significant reduction to the initial costs faced by motorists when tolls are left unpaid. The measures also include steep reductions in fines for those with outstanding violations while formalizing the COVID-19 pandemic relief period during which no violations will be assessed for unpaid tolls.



“From day one, we’ve advocated for a more equitable tolling process, one that works for the customer,” said Illinois Tollway Executive Director José Alvarez. “We have a remarkable tolling system, but changes were long overdue with regard to unpaid tolls.”

#### **Highlights of the changes include:**

**New Invoice Process**—Starting today, customers with unpaid tolls will be mailed an invoice with a \$3 fee per unpaid toll for passenger vehicles rather than an initial \$20 violation, and as always customers can continue to avoid fees completely for at least 14 days by paying online.

**Violation Relief**—For the remainder of 2020, the Tollway is reducing all outstanding violations with the Illinois Tollway, and all existing \$20 and \$50 fines per toll will also be reduced to \$3 per toll providing an opportunity for relief to thousands of motorists.

**COVID-19 Relief**—Any unpaid tolls that occurred between March 9 and June 25 during the stay-at-home order will not incur additional fines or fees.

“These changes are long overdue. Pursuing hefty violations is a costly process, and both the Tollway and customers are better served by providing as much opportunity as possible for customers to pay their tolls,” said Alvarez. “That’s why we’re resetting the clock for all outstanding violations as well, to bring them in line with the new rules, and thanks to the Board of Directors, anyone who has unpaid fines will realize significant savings if they pay by the end of the year.”

**Reduced Notices**—The Illinois Tollway is implementing a more gradual approach to violations by significantly lowering the initial penalties associated with an unpaid toll. Passenger vehicle owners who fail to pay a toll will now initially face a notice with a \$3 invoice fee for each unpaid toll rather than a notice with a \$20 violation fine, an 85 percent reduction.

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Currently, a \$20 fine is assessed for each unpaid toll if left unpaid. That penalty escalates by another \$50 if the notice remains unpaid for an additional 60 days. For example, a single trip with five unpaid tolls could cost a passenger vehicle owner more than \$100. That same customer will now receive an initial notice with only a \$15 invoice fee, in addition to unpaid tolls, and will have 60 days to pay before those fees increase.

*"From day one, we've advocated for a more equitable tolling process, one that works for the customer," said Illinois Tollway Executive Director José Alvarez. "We have a remarkable tolling system, but changes were long overdue with regard to unpaid tolls."*

**Violation Relief**—Beginning in July, drivers with current toll violation notices will see each existing penalties reduced to \$3 through the end of the year, providing six months for customers to settle violations under the new guidelines. This will include anyone previously sent to collections for outstanding toll violations.

**COVID-19 Relief**—The Illinois Tollway has also formalized the grace period for unpaid tolls during the COVID-19 pandemic from March 9 through June 25, ensuring customers will not receive violations for unpaid tolls for the previous three months. Following the deadline, any unpaid passenger vehicle tolls will be aligned with the new unpaid toll invoice process.

"Motorists who may have inadvertently missed a toll during this crisis will not face any penalties associated with those unpaid tolls," said Alvarez.

#### **What do customers need to know?**

- Beginning now, customers looking to take advantage of the significant reduction in fines can simply visit the Tollway's website to review and pay their updated balances through the end of the year, even if they were previously at collections. No special arrangements are necessary.
- Customers with unpaid tolls during the COVID-19 period will receive an invoice for their unpaid tolls only and are able to pay those tolls online as well.
- Since the Illinois Tollway is still operating all-electronic toll collection to prevent the spread of COVID-19, customers should remember to pay their tolls online to avoid any fines and fees.
- The Illinois Tollway's online payment system and customer service operations will be offline beginning this evening, June 25, through Sunday, June 28, to make the critical system updates necessary to implement the *TOLLING 2020* reform and relief package. During this upgrade customers will not incur any violation fines or fees.
- Customers looking to pay unpaid tolls and violations or looking to learn more about *TOLLING 2020* including the new notice guidelines, should visit the Illinois Tollway's website at [www.illinoistollway.com](http://www.illinoistollway.com).

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## **TOLLWAY'S ADVANCED BARRIER DESIGN RECEIVES FEDERAL CONCURRENCE**

A new Illinois Tollway-designed roadway barrier wall is engineered to stop everything from traffic noise to out-of-control 80,000-pound semi tractor-trailers.

The structure combines a durable, 6-foot-tall barrier designed to keep vehicles from veering off the road with an attached noisewall to help block roadway noise so it doesn't disturb neighboring homeowners and businesses.

The Federal Highway Administration (FHWA) has signed off on the new design, making the Tollway the first transportation agency in the country to deliver a barrier-mounted noise abatement wall meeting the transportation industry's highest safety standard.



At the end of May, FHWA issued a letter of eligibility stating that the Illinois Tollway Constant Slope Barrier System meets the Manual for Assessing Safety Hardware (MASH) Test-Level 5 criteria developed by the American Association of State Highway Transportation Officials (AASHTO). The barrier was designed by the Tollway in coordination with its general engineering consultant, WSP, USA.

Last summer, Illinois Tollway engineers worked with the Texas A&M Transportation Institute to take computer-simulated models and test them in the real world. Vehicles ranging from cars to semi-trailers weighing approximately 80,000 pounds were outfitted with sensors and crashed into the barrier system built on the TTI testing grounds in College Station, Texas.

The barrier worked as designed, withstanding everything engineers threw at it.

By attaching the noisewall directly to the barrier – and increasing the height of the barrier to continue to protect the noisewall – the Constant Slope Barrier provides the same protection to motorists while decreasing the size of the overall roadway footprint.

This system aims to make roads safer by allowing more shoulder space for stranded motorists, Tollway assistance trucks, or first responders and minimizes the Tollway's right-of-way impacts.

"Based solely on a review of crash test results and certifications submitted by the manufacturer, and the crash test laboratory, FHWA agrees that the device described herein meets the crash test and evaluation criteria of the AASHTO's MASH," the FHWA wrote.

This innovative design sets a strong standard for noisewalls located on bridges or retaining walls that can be easily replicated by transportation agencies across the country. More than 20 transportation departments from across the United States and Canada witnessed the field tests at TTI in 2019.

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## CHIEF PLANNING OFFICER NAMED WTS GREATER CHICAGO CHAPTER 2020 RAY LAHOOD MAN OF THE YEAR

Illinois Tollway Chief Planning Officer Rocco Zuccherio has not only achieved great success in his 20-year career at the agency, but he has also helped advance the careers of a strong team of women along the way.

Tollway Planning Department staff includes several women assigned to some of the Tollway's largest projects, including the Central Tri-State Tollway (I-294) Project and the I-490 Tollway Project. Other women are in charge of coordinating with railroads and communities on interchanges and other projects, environmental regulatory permitting and planning for the Tollway's next capital plan.

"This award is well-deserved, as Rocco is widely respected in the transportation industry for his professionalism, expertise and dedication to setting high standards," said Illinois Tollway Executive Director José Alvarez. "His commitment to the department he has built and the projects he has led are evident in the Illinois Tollway's success."



The WTS Greater Chicago Man of the Year Award is presented annually to a man in the transportation industry who leads by example, seeking out opportunities to advance and advocate for women in his own organization and ensures that women are able to compete for key positions of authority within that organization.

Zuccherio was also recognized by WTS for his skills in team building, serving as a mentor to staff and providing them the tools, support and encouragement needed to succeed in their jobs and overcome challenges to achieve their goals.

Widely known for being approachable, knowledgeable and generous with his time, Zuccherio shares recognition for Tollway accomplishments with his staff. He has taught Tollway planners the importance of building consensus and seeing the big picture behind investments in transportation infrastructure, looking at not only what's good for Tollway customers and communities, but also what's good for the regional transportation network as a whole.

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## DEPARTMENT PROFILE: INFORMATION TECHNOLOGY

When the stay-at-home order was issued in March, the already busy Illinois Tollway's IT Department shifted into an even higher gear.

In addition to keeping the agency's operating systems fully functional, IT staff prepared Tollway employees of varying technological competencies to function remotely.

This required long days, numerous phone calls, unexpected procurements and a lot of over-the-phone setups.

Remote access was the first thing to be tackled. But as weeks turned into months, the list of needs expanded. Specific work related to the impact of COVID-19 included:

- **Prepare and deploy more than 50 Tollway laptops**  
Prior to the stay-at-home order, there were approximately 200 Tollway laptops in use.
- **Deploy remote access to more than 400 employees**  
Remote computer access requires some installation and configuring. The IT team made calls and one by one brought everyone online to their desktop computer as well as opening access to all files on the Tollway network.
- **Support remote users connecting on Tollway and home computers**  
With new access comes new hiccups and the IT Department has responded to a variety of needs for technical support.
- **Deploy digital signatures using Adobe Sign**  
"Business as usual" means obtaining signatures to keep things moving. This required a mechanism to capture signatures. IT completed training, configuration and deployment in less than two weeks.
- **Increase support relative to internet email demand**  
With the increase in online communication, there has been a greater demand for bandwidth, storage and processing time. This impact has been primarily managed by our Help Desk team.
- **Establish a remote call center**  
Following the COVID stay at home order, our customer call center shut down in mid-March. IT is working alongside Operations to establish remote access and continue to work through logistics required to be fully operational.

The IT Systems Administrators and Help Desk groups have performed impressively in providing timely solutions to the challenges of remote access. The Illinois Tollway would not have been fully operational had it not been for the hard work and dedication of this team.

Thank you all for your efforts.



*Rich Durkin, IT*



*Greg Zimmerman, IT*

## MILE LONG BRIDGE UPDATE

The new northbound structure of the Mile Long Bridge on the Central Tri-State Tollway is being constructed from the ground, from the existing bridge and from a modular barge built on site using an array of heavy duty cranes. Chicago Tribune photographer Zbigniew Bzdak was on the construction site in June to capture all the activity with drone photos. Read more and check out a [video update](#) at the [Inside the Tollway blog](#).

# MOVE ILLINOIS CAPITAL PROGRAM UPDATE

The Tollway's 15-year, \$14 billion capital program, Move Illinois, is improving mobility, relieving congestion, reducing pollution, creating as many as 120,000 jobs and linking economies throughout the region. The program is scheduled from 2012-2026.

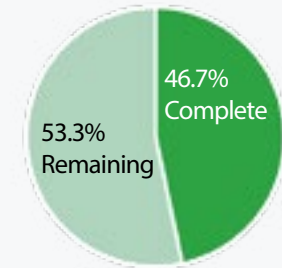
## MOVE ILLINOIS PROGRAM STATUS - DATA THROUGH MAY 2020

### MOVE ILLINOIS PROGRAM BUDGET OVERVIEW (2012-2020)

**\$8.8 billion** or 61.7% of the program budget committed

- **\$4.6 billion**, or approximately 32.4%, in construction work
- **\$2.5 billion**, or approximately 17.7%, in consultant services
- **\$1.7 billion**, or approximately 11.7%, in other costs (utilities, ROW, misc.)
- **\$173.6 million** in reimbursement agreements has been approved; reducing overall program costs by 1.2%

**46.7%** of the Move Illinois Program is complete (work in place)



### PROGRAM EXPENDITURES (2012-2020)



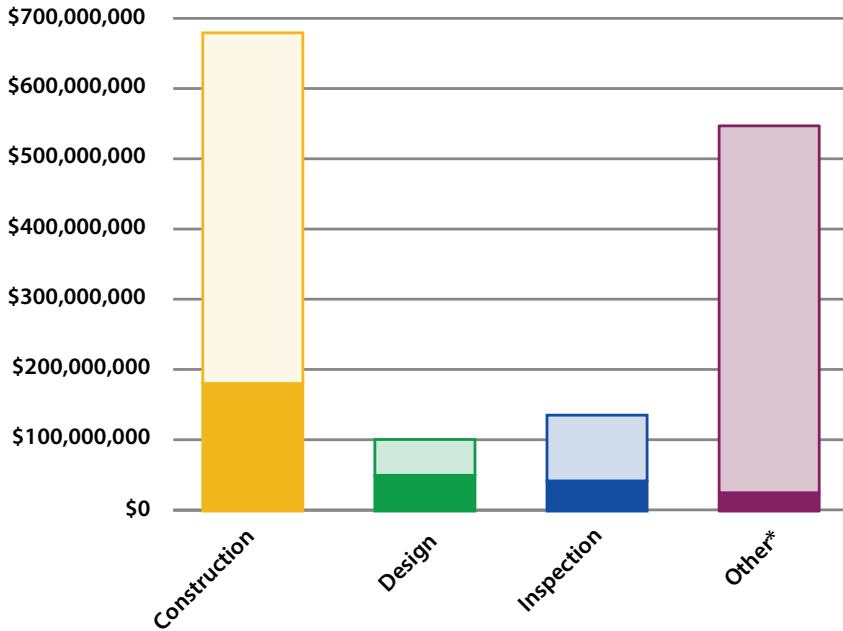
### PROGRAM BUDGET BY CORRIDOR (2012-2020)

| Program Element         | Current Budget (millions) | Original Awards to Date (millions) | Contract Changes (CO/EWO/Supp.) (millions) | Total Obligations* (millions) | Budget Remaining (millions) |
|-------------------------|---------------------------|------------------------------------|--|-------------------------------|-----------------------------|
| I-94/I-294/I-80         | \$4,380.2                 | \$1,648.4                          | \$99.6                                     | \$1,748.0                     | \$2,632.2                   |
| I-88                    | \$360.3                   | \$291.0                            | \$0.8                                      | \$291.8                       | \$68.5                      |
| I-90                    | \$2,359.4                 | \$2,236.5                          | \$82.0                                     | \$2,318.5                     | \$40.9                      |
| I-355                   | \$265.7                   | \$146.8                            | \$14.7                                     | \$161.6                       | \$104.1                     |
| SW                      | \$3,188.3                 | \$1,220.2                          | \$224.0                                    | \$1,444.2                     | \$1,744.1                   |
| I-294/I-57              | \$331.7                   | \$218.9                            | \$7.7                                      | \$226.6                       | \$105.0                     |
| EOWA                    | \$3,266.4                 | \$2,402.8                          | \$138.1                                    | \$2,540.9                     | \$725.5                     |
| Other emerging projects | \$121.1                   | \$40.2                             | (\$0.1)                                    | \$40.0                        | \$81.1                      |
| <b>Totals</b>           | <b>\$14,273.0</b>         | <b>\$8,204.8</b>                   | <b>\$566.9</b>                             | <b>\$8,771.6</b>              | <b>\$5,501.4</b>            |

\*Total Obligations = Original Awards to Date + Contract Changes (CO/EWO/Supplements)

NOTE: \$572.2 million of additional Right of Way and Utility Authorizations reclassified from Contract Changes to Original Awards to Date

## 2020 PROGRAM PROGRESS (JANUARY-MAY 2020)



## 2020 PROGRAM METRICS (January-May 2020)

Awarded **33** construction and professional services contracts

Awarded **8** construction contracts less than \$10 million

Closed out **36** construction and professional services contracts

| 2020 YTD     | 2020 Estimated Expenditures | Progress Through May 2020** | Percent Complete |
|--------------|-----------------------------|-----------------------------|------------------|
| Construction | \$677,785,117               | \$180,599,262               | 27%              |
| Design       | \$101,208,737               | \$50,535,689                | 50%              |
| Inspection   | \$136,054,475               | \$42,134,784                | 31%              |
| Other*       | \$546,484,531               | \$25,559,785                | 5%               |
| <b>Total</b> | <b>\$1,461,532,860</b>      | <b>\$298,829,520</b>        | <b>20%</b>       |

\*Other includes non-roadway, right-of-way, utilities and third-party payments.

\*\*Financial data presented is preliminary, unaudited and subject to change.

Preliminary financials are provided, as end-of-year data will be confirmed with the closing of the general ledger.



## MOVE ILLINOIS PROGRAM PROGRESS MAP



### COMPLETED

- Jane Addams Memorial Tollway (I-90) Rebuilding and Widening
- Illinois Route 390 Tollway Construction
- Existing System Needs – Reagan Memorial Tollway (I-88), Veterans Memorial Tollway (I-355)
- Tri-State Tollway (I-294)/I-57 Interchange – Phase 1

### CONSTRUCTION UNDERWAY

- I-490 Tollway Construction
- Central Tri-State Tollway (I-294) Reconstruction
- Tri-State Tollway (I-294)/I-57 Interchange – Phase 2
- Existing System Needs – Edens Spur Tollway (I-94), I-88