



ILLINOIS TOLLWAY UPDATE



ILLINOIS TOLLWAY WINS INTERNATIONAL AWARD FOR SOCIAL RESPONSIBILITY

The Illinois Tollway was selected by the International Bridge, Tunnel and Turnpike Association (IBTTA) as one of the seven winners of its prestigious 2020 Toll Excellence Awards acknowledging industry leaders implementing transportation projects worldwide focusing on environmental sustainability, advancement of emerging technologies, easing mobility and alleviating congestion.

“This year’s Toll Excellence Award winners have continued to set the bar higher for the transportation industry throughout the world,” said Samuel Johnson, Interim CEO of the Transportation Corridor Agencies and President of IBTTA. “From investing in environmental sustainability efforts to be valued partners in their local communities to the creation of a high-tech testing center to further the development of emerging technologies, our members lead the way in transportation.”

“Toll authorities and industry partners demonstrate their continued leadership conceiving, developing and implementing programs and strategies that advance mobility, safety and efficiency for drivers around the world,” said David Machamer, Chair of IBTTA’s Toll Excellence Awards Committee and Assistant Executive Director, PIKEPASS and Toll Operations for the Oklahoma Turnpike. “Against historic, extraordinary circumstances this year due to the COVID-19 pandemic, these award winners continue to find ways to break new ground that ultimately will mean safer, more reliable and better experiences for our customers, the driving public.”



This year’s recipients of IBTTA’s 2020 Toll Excellence Awards are:

- Administration and Finance: North Texas Tollway Authority
- Customer Service and Marketing Outreach: Washington State Department of Transportation
- Social Responsibility: Illinois Tollway
- Technology: Florida’s Turnpike Enterprise (FTE)
- Toll Operations, Engineering and Maintenance: E-470 Public Highway Authority
- Private Sector Innovation Award: Egis
- Private Sector Innovation Award: HNTB Corporation

IBTTA is the worldwide association for the owners and operators of toll facilities and the businesses that serve tolling. Each year, IBTTA presents the Toll Excellence Awards to highlight the very best projects, innovations, and solutions from the international tolling industry. The awards encourage the industry to share and celebrate new ideas and emerging practices.

The Illinois Tollway was selected as the recipient of the 2020 Toll Excellence Award in the social responsibility category for its investments in recreational trails throughout Northern Illinois.

The Tollway works with local communities, county forest preserve districts, regulatory agencies and other environmental groups to provide funding to restore and enhance prairies, woodlands, wetlands, and waterways. The investments by the Illinois Tollway's in recreational trails of approximately 1,000 miles of county forest preserve trails is one of the unsung benefits provided to communities surrounding the 294-mile system of five toll roads in Northern Illinois.

The trails benefit hikers, bikers, runners, horseback riders, bird-watchers, cross-country skiers, snowmobilers, and other outdoor enthusiasts living in the Chicago region's urban and suburban environments. The trails frequently link the forest preserves to longer, regional, statewide, and multi-state trails. Bike trails also serve as an alternative transportation mode for some commuters, enhancing the regional transportation network.

As part of the Tollway's commitment to sustainability – from planning and design through construction, maintenance and operations – agency funds are invested in mitigation projects to offset the impacts of roadway construction on local and regional natural resources.

Last year, the Illinois Tollway began participating in the second phase of a large-scale project to help restore Spring Brook Creek, which runs through the St. James Farm Forest Preserve in DuPage County. The first phase, completed in 2015, reconfigured the creek to replicate a more natural, meaning stream. Phase Two of the project will improve habitat and water quality along approximately a 2-mile section of creek, creating better conditions for wildlife. The project also includes relocating the West Branch DuPage River Trail out of a floodplain, improving visitors' views of the surrounding prairies, wetlands, and woodlands. Restoration work on the second phase began in spring 2019 and is scheduled to be complete in 2021.

This project and other efforts are improving quality of life, enhancing the environment, and connecting people to nature. You can learn more here about the Tollway's sustainability efforts.



BUILDING FOR SUCCESS WEBINAR SERIES

The Illinois Tollway has gone virtual to stay engaged with small, diverse and veteran-owned firms, offering a webinar series to help companies improve business practices and pursue Tollway contracts.

The weekly series of 30-minute video webinars launched in July with several goals:

- Highlight current Tollway programs and resources
- Provide a variety of business improvement strategies from Technical Assistance Program providers
- Develop partnerships with state agencies to help businesses prepare for future contracting opportunities

Since July, more than 500 individuals have attended at least one of the weekly webinars. Each weekly webinar is recorded and posted on the Tollway's website afterwards for viewing at any time.



BUILDING FOR SUCCESS Webinar Series

Initial webinar topics covered programs designed to increase diverse participation in construction contracts including the Tollway's unbundling strategy of breaking down larger projects to provide additional prime opportunities and the Partnering for Growth Program for both construction and professional engineering services.

In addition, the webinar series has tapped into the expertise provided by the Tollway's Technical Assistance Program providers to help take emerging businesses to the next level.

Deavay Tyler of the Illinois Black Chamber of Commerce discussed strategies for gaining access to capital to improve existing operations and grow as the needs of the business evolve over time.

Suzanne Stantley of Griggs Mitchell Alma Construction Group tackled the importance of developing and implementing an effective and comprehensive marketing strategy to raise awareness of and set the tone for the business.

Both Tyler and Stantley have had follow up with webinar series attendees looking for direct assistance for their particular business needs.

"The series highlights areas that companies working in this 'building space' need to focus on and realize are important if they wish to succeed in the construction industry," said Stantley.

"To move at the speed of business, firms need to learn to be more flexible and function more efficiently," Tyler said.

In September, the Tollway partnered with the Illinois Department of Transportation to provide an overview of the professional services prequalification process and attracted nearly 230 attendees.

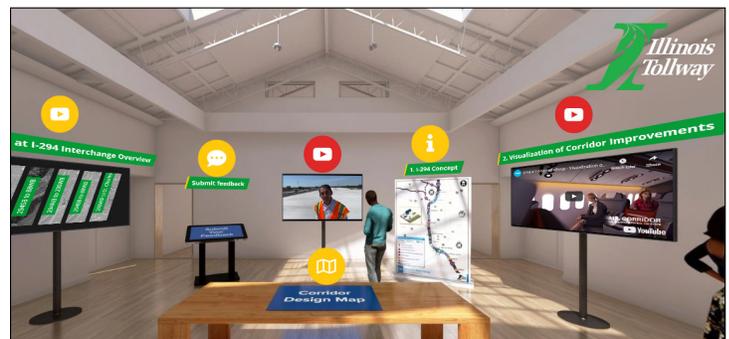
And the webinar series will continue with a variety of topics covered, including BEP certification, statement of interest writing, IDOT construction prequalification and construction drawing process reviews.

For more information, businesses can view a schedule of upcoming webinars on the Tollway's [website](#).

CENTRAL TRI-STATE TOLLWAY (I-294) PROJECT VIRTUAL OPEN HOUSE

The COVID-19 crisis is forcing businesses and public agencies to rethink nearly everything, from the way we provide services to the way we engage customers.

The Illinois Tollway has a history of proactively engaging local communities, residents and customers by clearly and effectively communicating the impacts, changes and benefits of roadway and mitigation projects to the public. That's why the Illinois Tollway has launched a new Virtual Central Tri-State Tollway (I-294) Project Open House to share 2020 construction information, as well as highlight key features and provide an overview of the \$4 billion project's benefits and improvements.



The Virtual Open House can be accessed [here](#).

The Illinois Tollway is committed to delivering a world-class toll highway system with a minimal impact on surrounding communities and a positive impact on the region's economy, this includes ensuring its customers and the public are well informed.

Recognizing the challenges posed by COVID-19, the Tollway is opting to transition from in-person, large-group meetings to the Virtual Open House format offering public access to interactive content from the comfort and safety of their own homes.

The Illinois Tollway is rebuilding and improving the Central Tri-State Tollway from Balmoral Avenue to 95th Street in 2018 through 2025 to provide congestion relief, improve mobility, reconstruct old infrastructure to meet current and future transportation demand and to address regional needs.

The new Virtual Open House provides the public the opportunity to view informational displays, maps, construction cameras and videos highlighting work currently underway and throughout the duration of construction. In 2020, this includes roadway construction and widening in the northern segment between the O'Hare Oasis and Wolf Road,

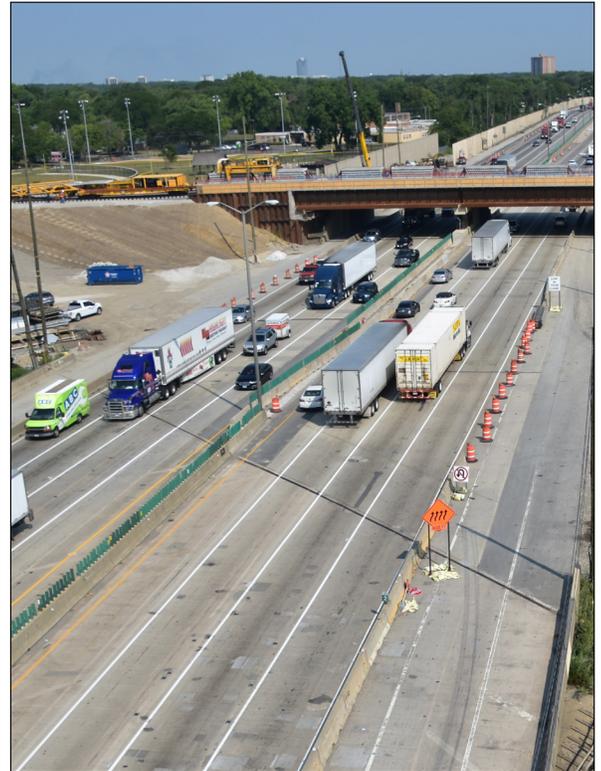
construction of the new Mile Long Bridge and the new BNSF Railway Bridge, along with additional advance work underway throughout the corridor.

Within the Virtual Open House visitors can move around multiple display areas, as well as zoom in and out to view the room and displays. In addition, the room offers traditional exhibits including an aerial corridor map that illustrates noisewall locations, proposed lane configuration and new/existing stormwater detention areas. Here visitors also can input an address within the corridor map to zoom to a specific location to see what is happening nearby.

The Illinois Tollway values public input and believes that Tollway customers are best served when a variety of perspectives on the issues are shared.

Construction information for 2020 construction season and the concept plan for the Central Tri-State Project can also be viewed in the [Projects](#) section on the Tollway's website and questions and comments can be shared with the Tollway at any time via email at 294tristate@getipass.com.

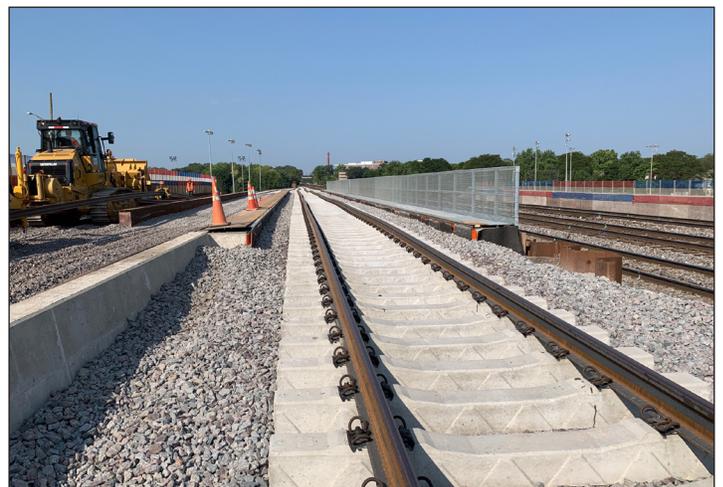
The Central Tri-State (I-294) Project is funded by the Illinois Tollways 15-year, \$14 billion capital program, *Move Illinois: The Illinois Tollway Driving the Future*.



BURLINGTON NORTHERN SANTA FE (BNSF) RAILWAY BRIDGE PROJECT

As part of the tag-team construction effort to rebuild the Burlington Northern Santa Fe Railway Bridge over the Central Tri-State Tollway (I-294), the Tollway has turned the new temporary bridge structure over to BNSF crews to install train track elements on the temporary “shoofly” track alignment.

To complete its work, BNSF is using a track laying machine (TLM) which fully automates the loading, transportation and installation of rails and ties to build three temporary train tracks. Between September and November, BNSF will begin diverting trains onto the temporary shoofly alignment as each of the three train tracks is completed. Commuter and freight rail traffic will not be impacted.



TOLLWAY WORKER GOES THE EXTRA MILE TO AID STRANDED MOTORISTS

Illinois Tollway roadway worker Kevin Rice is used to assisting drivers who are involved in crashes or whose vehicles break down along the Tollway system, but on a Thursday last month he went above and beyond to assist a carload of stranded travelers.

On August 13th, Rice responded to a crash with area maintenance site manager Phil Peterson on the Reagan Memorial Tollway (I-88) near DeKalb. After removing their overturned vehicle from the road, Rice and Peterson then turned to getting the passengers to a safe place for the night; however, because of their feline friend that proved challenging.

The duo worked together to find them lodging – driving them to four different DeKalb hotels before they found affordable lodging that also would accept their two pet cats. And then, because the travelers were short on cash, Rice even dug into his wallet and threw in some of his own money to make sure the group could cover the cost of their room.

“I just felt like I should do something to help,” said Rice, who has worked as a Tollway equipment operator/laborer for 13 years. “I think, ‘what if it was one of my family members out there?’ You’d want someone to take care of your wife or your kid. I just felt I should be helpful to them.”

It wasn’t a typical day at the office for Rice, but it’s part of what he sees as his job at the Tollway: To assist customers who need help, whether it’s by changing a flat tire, shuttling them off the roadway to a safer location following a crash – or even helping them find a place to stay.

“I felt we should do as much for them as we could,” said Rice.

His reward was the travelers’ gratitude—“they said, ‘we really appreciate what you did,’” Rice recalled – and the fact that all escaped the crash without serious injury.

“I’m glad they were OK. That was the main thing,” Rice said of the travelers, who were heading from Nebraska to Chicago.

Peterson said he wasn’t surprised to see Rice throw in his own money to make sure the travelers had a place to stay.

“That’s just the kind of guy he is,” said Peterson. “He’s always been that way, helping people out.”

The Tollway works to provide the best possible travel experience for its customers and roadway workers like Rice and Peterson are on the front lines of that effort.

“Kevin’s work that day went far above and beyond the level of service we expect Tollway staff to provide to drivers, but it exemplifies our commitment to do whatever we can to assist and safeguard our customers,” said Illinois Tollway Executive Director José Alvarez.

Peterson said that’s the goal he and his staff at M-11 always strive to meet.

“I tell my guys to always provide five-star service to our customers,” Peterson said. “I want to make sure we give them as much service as we can.”



CENTRAL ADMINISTRATION PROVIDES BASECAMP FOR COVID-19 EFFORTS

Seemingly overnight, the Illinois Tollway implemented all-electronic tolling to mitigate the spread of COVID-19 and to protect the employees who work across the system. Since then, the Illinois Tollway’s Central Administration building has served as a model for a pandemic-driven workforce hub, providing a safe workspace for essential workers, a tech hub for remote workers, and an improvised call center adding critical customer service capacity to meet the needs of customers.

As soon as the COVID-19 outbreak began, crews began making changes inside the building to ensure it was safe for the employees who needed to continue working there. Halls and stairs throughout the building were designated for one-way use to help maintain social distancing, sanitizing stations with soap, cleaning sprays and gloves were added near exterior doors and on each floor, and entry and exit procedures were implemented to limit contact between essential workers.

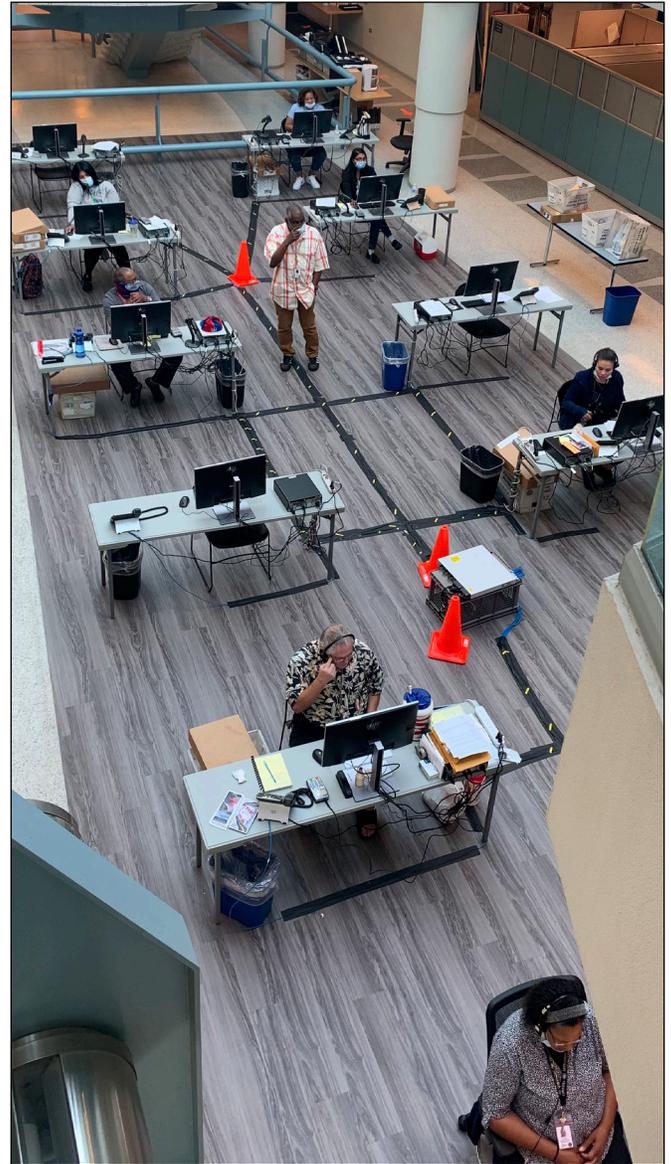
On the ground floor and in the largest conference rooms, socially distanced work stations were assembled and networked so in-person customer service representatives could pitch in and handle customer calls about I-PASS accounts, tolls and billing.

“The safety of our customers and employees is always our top priority, and our team has found ways to keep employees safe while continuing to serve the motoring public during the pandemic,” noted Executive Director José Alvarez. “Our workforce has remained remarkably healthy, and that’s a testament to the vigilance of our employees and the creativity of our operations team to keep our facilities safe.”

High efficiency air filters are also being installed to improve ventilation and air quality in heavily used areas to further ensure the safety of employees.

“It looks a lot different than it did before,” said Dave Donovan, deputy chief of facilities and fleet operations, who has been ensuring employees have ready access to personal protective equipment and that the building is configured for safety.

In addition, a safer, more socially distanced customer service center is also expected to be finished by the end of the year, creating a more welcoming and adaptable environment for our customers and visitors to the facility.



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.

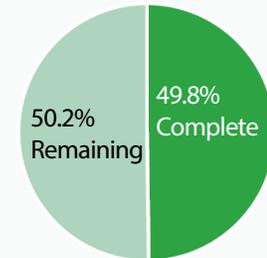
MOVE ILLINOIS PROGRAM STATUS - DATA THROUGH AUGUST 2020

MOVE ILLINOIS PROGRAM BUDGET OVERVIEW (2012-2020)

\$9.3 billion or 65.1% of the program budget committed

- **\$5.1 billion**, or approximately 35.6%, in construction work
- **\$2.6 billion**, or approximately 18.0%, in consultant services
- **\$1.7 billion**, or approximately 11.6%, in other costs (utilities, ROW, misc.)
- **\$173.6 million** in reimbursement agreements has been approved; reducing overall program costs by 1.2%

49.8% of the Move Illinois Program is complete (work in place)



PROGRAM EXPENDITURES (2012-2020)



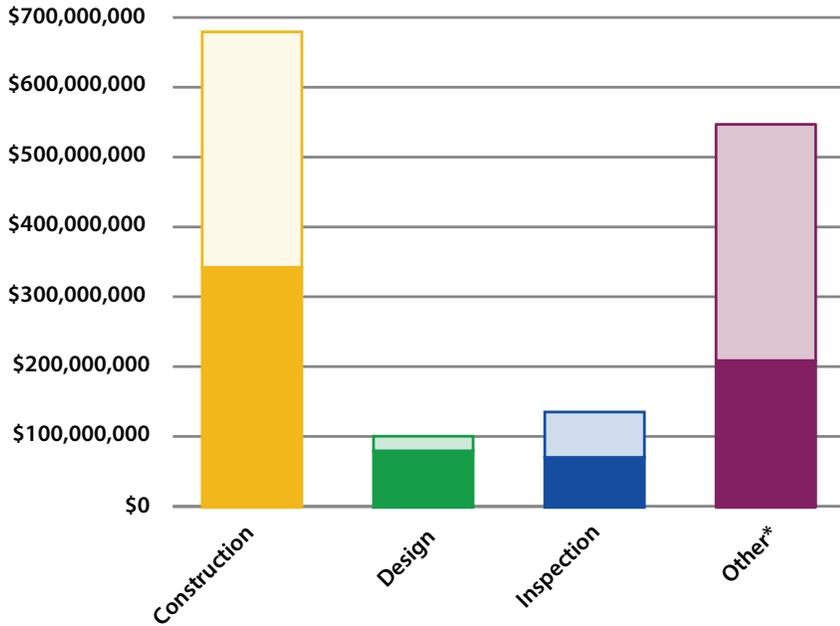
PROGRAM BUDGET BY CORRIDOR (2012-2020)

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	\$2,055.2	\$103.5	\$2,158.7	\$2,221.5
I-88	\$360.3	\$291.0	\$1.9	\$292.9	\$67.4
I-90	\$2,359.4	\$2,236.5	\$82.1	\$2,318.6	\$40.8
I-355	\$265.7	\$147.4	\$15.4	\$162.8	\$102.8
SW	\$3,188.3	\$1,243.5	\$203.9	\$1,447.4	\$1,740.9
I-294/I-57	\$331.7	\$274.8	\$8.2	\$282.9	\$48.7
EOWA	\$3,266.4	\$2,415.9	\$139.2	\$2,555.0	\$711.3
Other emerging projects	\$121.1	\$40.2	(\$0.1)	\$40.0	\$81.1
Totals	\$14,273.0	\$8,704.3	\$554.1	\$9,258.4	\$5,014.6

*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-AUGUST 2020)



2020 YTD	2020 Estimated Expenditures	Progress Through August 2020**	Percent Complete
Construction	\$677,785,117	\$341,992,684	50%
Design	\$101,208,737	\$80,360,581	79%
Inspection	\$136,054,475	\$71,362,116	52%
Other*	\$546,484,531	\$209,619,959	38%
Total	\$1,461,532,860	\$703,335,339	48%

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

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

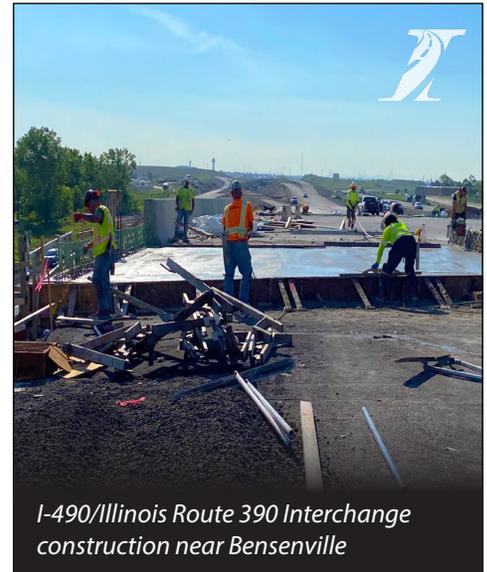
Preliminary financials are provided, as end-of-year data will be confirmed with the closing of the general ledger.

2020 PROGRAM METRICS (January- August 2020)

Awarded **52** construction and professional services contracts

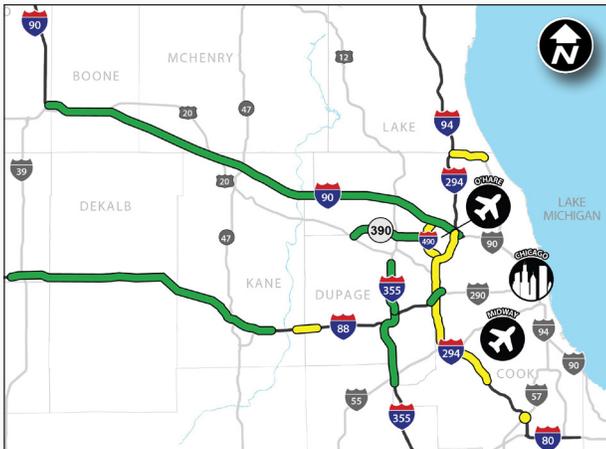
Awarded **14** construction contracts less than \$10 million

Closed out **44** construction and professional services contracts



I-490/Illinois Route 390 Interchange construction near Bensenville

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