



ILLINOIS TOLLWAY UPDATE



ILLINOIS TOLLWAY BUILDS PARTNERSHIPS WITH DIVERSE FIRMS DURING 2020 CONSTRUCTION SEASON

Despite dealing with the challenges of the COVID-19 pandemic, the Illinois Tollway in 2020 succeeded in providing diverse firms with greater opportunities to participate in its *Move Illinois* Capital Program as minority-owned businesses last year won construction contracts worth \$348 million, or nearly 26 percent of the \$1.34 billion in contracts awarded.

That's a jump from 2019, when small, diverse and veteran-owned firms won about 22 percent of the \$655 million in construction contracts awarded by the Tollway in the ninth year of its 15-year, \$14 billion *Move Illinois* Program.

Diverse firms won an even bigger share in 2020 of contracts for professional design and engineering services, with minority-owned businesses winning 62 percent of the \$169 million in contracts awarded—nearly double the share of those contracts D/M/WBE firms won in 2019.

Continued on page 2



ILLINOIS TOLLWAY MAKES CHANGES TO SUCCESSFULLY RESPOND TO COVID-19 OUTBREAK

Reacting swiftly when the COVID-19 pandemic erupted last year, the Illinois Tollway took dramatic actions across its system, including immediately halting cash toll collection, modifying operations to keep employees safe, and working through the challenges of customer service to keep employees and customers safe while doing its part to help stop the spread of the infectious disease.

Throughout 2020, the Tollway's commitment to its customers and the region's economy never wavered as it continued to operate its system, serve its customers and, notably, push forward with \$1.5 billion in planned roadway construction. As 2021 begins, many of those safety measures are still in place as a result of the Tollway's ability to adapt to the unprecedented disruptions.

"I'm proud of how quickly and successfully our staff made these

Continued on page 5



Increasing participation by D/M/WBE firms in Tollway projects not only benefits those businesses, but also increases competition for agency contracts, typically resulting in the Tollway paying lower costs for roadway work.

“We’re pleased that our efforts to support diverse businesses are resulting in more of these firms winning contracts to work on our Move Illinois program, which helps those business flourish and provides an expanded pool of qualified contractors who are able to bid on future contracts,” said Illinois Tollway Executive Director José Alvarez. “Even with this progress, we know we have more work to do to ensure the businesses and workers delivering these roadway improvements are as diverse as the communities we serve across northern Illinois.”

The value of contracts won by African American-owned construction firms and Hispanic-owned construction firms soared in 2020 compared to the previous year.

African American-owned firms won construction contracts valued at \$37.6 million, an increase of nearly 150 percent from the \$15.2 million in construction contracts awarded to those businesses in 2019.

Hispanic-owned construction businesses won contracts valued at \$158 million in 2020, a nearly 160 percent increase from the \$61 million in construction contracts awarded to Hispanic-owned firms in 2019.

Hispanic-owned and African American owned professional services firms also saw substantial increases in the value of Tollway contracts won in 2020.

African American-owned design and engineering businesses in 2020 won contracts valued at \$38.4 million, nearly double the \$19.3 million in contracts they won the previous year, while Hispanic-owned design and engineering firms were awarded contracts valued at \$17.7 million in 2020, a 72 percent increase from the \$12.8 million in contracts won in 2019.

Diverse firms are playing a significant role in some ongoing Tollway roadway projects, including the replacement of the Mile Long Bridge on the Tri-State Tollway (I-294).

The Mile Long Bridge construction contract approved in 2020 by the Tollway Board is the second of two construction contracts for work to remove and rebuild the twin bridge structures carrying northbound and southbound traffic as part of the \$4 billion Central Tri-State Tollway (I-294) Project.

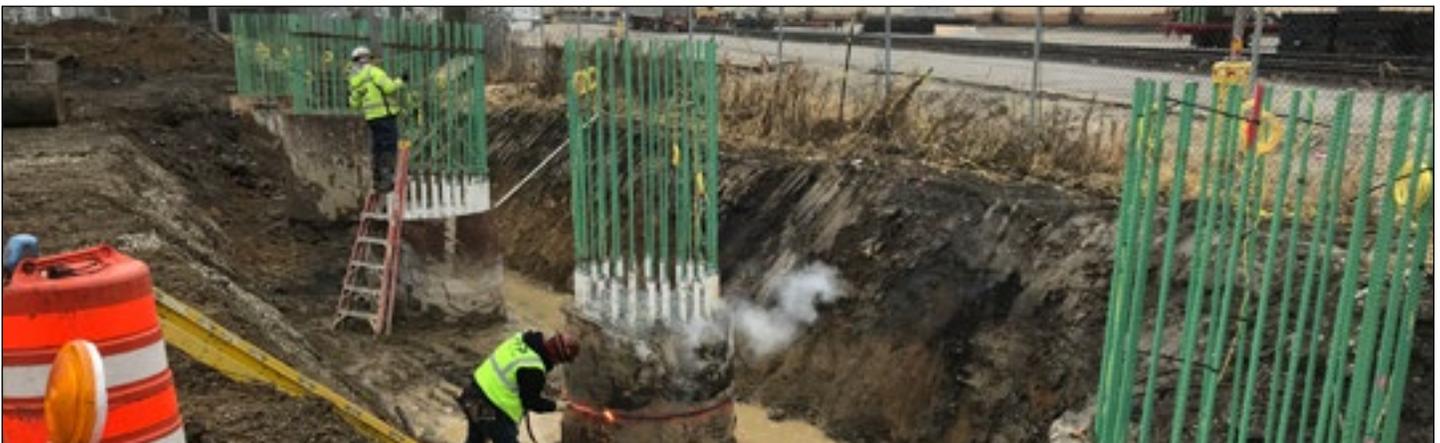
Approval of the new \$182.6 million contract, including \$34.7 million going to diverse and veteran-owned firms, funds construction of a new southbound bridge structure and removal of the two existing structures. The initial \$184.6 million contract to rebuild the northbound structure was approved by the Tollway in April 2019 and included \$33 million for diverse and veteran-owned firms.

Through 2020, about \$8.7 billion has been invested by the Tollway since the *Move Illinois* Program began in 2012, with more than \$2 billion of that total committed to small, diverse and veteran-owned firms.

To achieve these results, the Tollway has built a strong procurement compliance team to ensure construction contractors and engineering consultants strive to meet Tollway goals for participation by diverse firms.

The Tollway also is developing a new study that will update our diversity baseline and help the agency achieve its goals of maximizing ongoing and future diversity initiatives.

The Tollway is committed to continuing its efforts to empower disadvantaged, minority- and women-owned firms, along with small and veteran-owned businesses, to compete for agency contracts and participate in building and improving its roads.



TOLLWAY OFFERING MORE BUILDING FOR SUCCESS WEBINARS FOR 2021

The Illinois Tollway is scheduling a new year of free, virtual business assistance events in 2021, as part of its ongoing Building For Success Webinar Series for firms interested in working with the Tollway and building new business skills. More than 1,500 participants registered for webinar events in 2020.

This webinar series is designed to help firms learn about contract opportunities and resources offered by the Illinois Tollway and other strategic partners/sister agencies: from business technical and prequalification assistance to workforce development initiatives and more.

The Tollway's Department of Diversity and Strategic Development helps small firms, specifically minority- and veteran-owned businesses, gain access to Illinois Tollway work through several different programs and initiatives. By expanding the pool of potential firms, the Illinois Tollway not only creates opportunities for these businesses, but also serves its customers by ensuring varied and competitive bids.

The 30-minute Building for Success webinars take place on Mondays at 3 p.m. Topics for the first quarter of 2021

include:

- Illinois Tollway Commitment to diversity
- BidBuy training
- Rolling Owner-Controlled Insurance Program
- Navigating the Tollway Website
- How to do business with the Tollway
- DBE Certification Program
- Partnering for Growth – Professional Services
- Prequalification Assistance

The ongoing schedule of webinar events, as well as recordings of past events, are available on the Doing Business section of the Tollway's website at <https://www.illinoistollway.com/diversitywebinarseries>. Advance registration is required.

Building For Success Webinar Series is part of the Illinois Tollway's efforts to increase the pool of firms participating in the 15-year, \$14 billion *Move Illinois* capital program and other Tollway contracts and is open to firms, including small, disadvantaged, minority- and women-owned business enterprise (D/M/WBE) firms, as well as veteran-owned businesses.

CARDINAL STATE LANDSCAPING BUSINESS BLOOMS AFTER JOINING ILLINOIS TOLLWAY'S TECHNICAL ASSISTANCE PROGRAM

Participating Small and diverse businesses gain opportunities to work on Tollway projects

Roger Wiese launched his Cardinal State landscaping company in 2012, but his fledgling firm didn't really begin to grow until he joined the Illinois Tollway's Technical Assistance program.

Working through the Technical Assistance program, Wiese was able to qualify for the bonding that allowed his company to compete for Tollway projects—and gain the expertise he needed to properly submit bids for that work.

"Without that assistance, I wouldn't be able to bid on Tollway projects. That helped me 1,000 percent," said Wiese, whose company won its first Tollway contract in 2017. "It's one of the biggest reasons we're still around."

Since entering the Technical Assistance program, which is intended specifically to help small, diverse firms like Cardinal State learn how to compete for work on agency construction projects, Wiese has won four contracts collectively worth \$2.8 million to do landscaping work along several different Tollways.

"There's a learning curve to figure out how to bid on Tollway contracts," said Wiese, 41, who has a degree in horticulture. "One contract leads to the next and it all helps you grow."

The Tollway contracts he's won allowed Wiese last year to hire two full-time employees and expand his use of seasonal employees to complete the work, which includes adding trees and plants along roadways to help control erosion, and building bioswales to hold stormwater runoff and filter out contaminants like road salt.



In addition to helping his own business succeed, Wiese's winning bids have saved the Tollway more than \$720,000 in landscaping costs for the projects he's done, based on the bids submitted by other companies for that work.

That's one of the benefits of the program—it increases competition among business vying for Tollway work, frequently resulting in lower costs.

"Our Technical Assistance program provides the training and guidance that helps small and diverse firms grow, which creates more opportunities for them to bid on Tollway projects," said Illinois Tollway Executive Director José Alvarez. "We're proud to help these businesses succeed and their success also benefits the Tollway by developing a larger pool of qualified contractors who can compete for work on our system and help us keep our costs down."

The Technical Assistance program helps both growing and established transportation-related construction firms – including disadvantaged, minority- and women-owned business enterprise (D/M/WBE), service-disabled veteran-owned small businesses (SDVOSB) and veteran-owned small businesses (VOSB) – participate in Tollway construction projects.

For Wiese, the benefits of the Technical Assistance program extend beyond the work he's performed for the Tollway.

The \$3 million bonding limit he's obtained while participating in the Technical Assistance program also has made it easier for his company to compete for other, larger contracts offered by other public agencies or private firms.

"We're looking ahead and want to go after bigger projects," he said, adding, "we're thrilled with the support we've gotten from the Tollway."

Since its inception, the Tollway's Technical Assistance Program has provided support and training to more than 680 firms working to succeed and grow.

There are 7 locations providing technical assistance for emerging businesses in Chicago, Cook County, the south suburbs and Rockford.

As a result of the Tollway's investment in the program, approximately 1,766 bids have been submitted by clients since 2017, including 377 on Tollway projects. In 2019, 167 of the bids submitted on Tollway projects resulted in 34 firms winning work as primes or subcontractors on 25 contracts.

TOLLWAY PLOW DRIVER SHIFTS GEARS, HELPS STRANDED DRIVER DURING SNOWSTORM

Illinois Tollway maintenance worker David Frausto was busy plowing snow on the Tri-State Tollway (I-294) near I-94 during an intense, December 29 storm when he saw a car stopped on the shoulder.

He immediately shifted gears and took on a new task—protecting and assisting the stranded driver.

"Once I see someone on the shoulder, I try to assist them. That's what we're there for—to keep the public safe," said Frausto, an Equipment Operator/Laborer assigned to the M-3 maintenance site in Park Ridge.

Frausto pulled his plow up to help divert traffic away from the car, which the driver said she had stopped because her windshield wipers were frozen and clogged with snow.

The Wisconsin woman said in an email that she wanted to get out of her car to clean the wipers, but was unable to do that because of the heavy traffic passing by so close to her.

Her situation changed as soon as Frausto stopped to help.

The driver said in her note she was grateful that Frausto "came up behind me and stopped so cars had to go around," then remained there shielding her from traffic until she could clear the ice and snow off of her wiper blades.

"Then he helped me merge back (into traffic)," she wrote,

adding she contacted the Tollway to say "thank you" for the crucial assistance Frausto provided during a stressful situation.

Frausto said he stopped immediately because he knew the fast-moving traffic and the heavy snow had left the driver in a dangerous spot.

"It was coming down hard and there was a lot of traffic—and I wanted to help out and make sure no one got hurt," said Frausto, 53, who has worked at the Tollway for just over a year. "It's what we do."

He urged driver to slow down when snow starts to fall because pavement conditions can vary and drivers may need more time and distance to stop to avoid other vehicles, even those parked on the shoulder.

Frausto is a newer employee but he's already learned the importance of protecting Tollway drivers, his supervisor said.

"He understands that safety is our main priority," said his supervisor, Derek Carlson, M-3 manager. "Even during a storm, he knew it was important to stop and help one of our customers. That shows we're really looking out for our patrons."

rapid adjustments when the pandemic hit to keep everyone safe, while continuing to provide the excellent service our customers expect,” said Illinois Tollway Executive Director José Alvarez. “This past year has been a difficult time for us, but moving forward we know we can overcome whatever new challenges emerge.”

Last March when the pandemic emerged, the Tollway quickly halted cash toll collection to prevent the hundreds of thousands of person-to-person interactions required to collect tolls on the roadways. And while customer service centers remain closed, the Tollway has worked to carefully reopen its Customer Service Call Center in partnership with The Chicago Lighthouse with the safety and security of their employees in mind.

The Customer Service Call Center reopened with social distancing measures in place, which limited the number of employees able to work there. This reopening has provided customers with critical service during these times as staff has worked tirelessly to keep up with the increased customer demands while continuing to ensure the safety of employees.

Given these limitations, however, the Tollway simultaneously worked to open a temporary call center at the Tollway’s Central Administration Building drawing in staff from customer service, business systems and toll operations to bolster the capacity of the Tollway’s call center. This added capacity has been essential to helping an ever-increasing number of customers during this critical time.

The Central Administration Building itself has been transformed into a central working hub for the entire agency, keeping front-line and essential employees safe and virus-free while serving as a basecamp and Information Technology hub for the entire agency. The IT staff quickly scaled its operations to accommodate employees working on augmented schedules or in other locations when necessary. In addition to the temporary call center, operational modifications were made to provide a safe workspace for the traffic operations, state police, and dispatch centers which work 24/7 for customers across our roadways.

To help maintain social distancing, halls and stairs throughout the building were designated for one-way use, while 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. Workers entering the building go through a brief health screening that includes temperature checks to ensure it is safe for them to work.

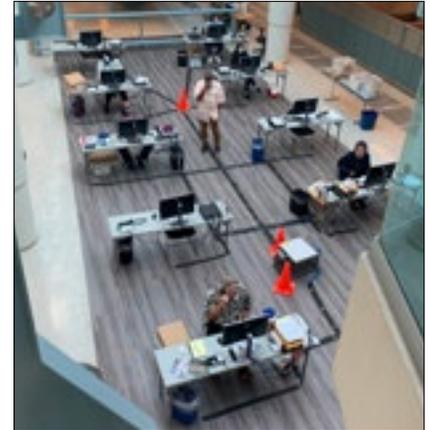
At Tollway maintenance sites, roadway workers installed glass partitions in H.E.L.P. trucks and other vehicles used to assist drivers to separate roadway workers and the customers they stop to aid. The trucks also are stocked with masks and hand sanitizers for drivers who may need to wait inside the Tollway vehicles or be shuttled to a different location.

Roadway workers wear masks whenever assisting customers and frequently wipe down the inside of their vehicles. To limit their interactions with colleagues, the Tollway temporarily adopted alternate schedules to reduce the number of shift changes and the time workers spend in close quarters with their coworkers.

As a result of these efforts, road construction and other capital improvements continued on schedule as contractors implemented safety measures required by their Tollway contracts, including mandating that workers wear masks and practice social distancing on job sites while also implementing new sanitation rules for construction vehicles and equipment. The Tollway awarded over \$1.5 billion in construction and related design and engineering contracts in 2020, while still completing as scheduled major projects like the construction of the new northbound Mile Long Bridge on the Tri-State Tollway (I-294) and the reconstruction of the Edens Spur Tollway (I-94).

In addition, the Tollway was also able to implement dramatic changes to its approach to violations, which included COVID-19 relief and sweeping violation relief while significantly reducing the cost of the initial notice customers will now receive when missing tolls.

All of this was accomplished through the hard work and perseverance of the entire Tollway team working towards the same goal of ensuring the Illinois Tollway remains a world-class network of highways serving as the backbone of the regional economy.



ILLINOIS TOLLWAY RETURNS TO THE WILD WITH TWO KEY AREA ENVIRONMENTAL PROJECTS

The U.S. Army Corps of Engineers has provided final compliance sign-off on two Illinois Tollway wetland mitigation projects, including the Spring Brook No. 1 Creek that runs through the St. James Farm Forest Preserve in DuPage County and the Orland Grassland South suburban Cook County.

As part of the Illinois Tollway's efforts to offset the impacts of roadway construction on local and regional natural resources, environmental mitigation has taken place, and continues to take place, throughout the counties served by the Tollway. The goal of wetland mitigation is to restore and improve natural resources that are impacted during construction.

The wetland restorations and enhancements were completed by the Tollway to mitigate the construction impacts associated with construction of the Illinois Route 390 Tollway and the improvements to the Jane Addams Memorial Tollway (I-90).

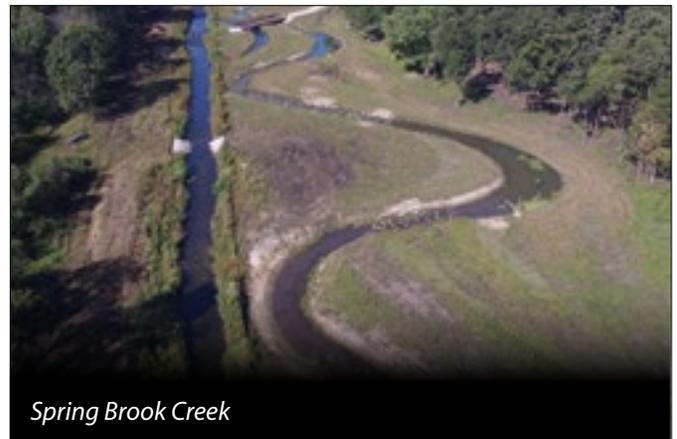
Spring Brook No. 1 Creek

Originally excavated in the early 1900s as a drainage ditch, Spring Brook No. 1 Creek flows south and west from the Wheaton to the West Branch of the DuPage River within the St. James Farm Forest Preserve in Warrenville. The creek was degraded, and a dam downstream prevented fish from migrating upstream.

The Tollway's \$2 million restoration work at Spring Brook No. 1 Creek in partnership with Forest Preserve District of DuPage County was completed in 2015, followed by maintenance and monitoring.

The project reconfigured the creek to replicate a more natural, meandering stream, including shoreline improvements and habitat creation including the removal of non-native species, woodland improvements and the addition of a bridge over the creek to connect to adjacent trails.

The project was part of a broader effort by the Forest Preserve District to restore the creek to free-flowing conditions the approximately 1.5-mile section of creek that runs through the St. James Farm and Blackwell forest preserves and restore the corridor's wetlands and prairies.



Spring Brook Creek

Orland Grassland South

The Illinois Tollway completed a \$7.1 million wetland restoration project on the 162-acre Orland Grassland South in 2018 followed by maintenance and monitoring.

The project, in partnership with the Forest Preserves of Cook County converted the site, which is located between 179th Street and 183rd Street at 104th Avenue in Orland Park, from farmland back into wetlands.

The Tollway's restoration work included planting more than 100 species of wildflowers and prairie grasses, controlling invasive plant species, removing farm drainage tiles, as well as restoring a section of a tributary to Marley Creek.

In addition, the project included construction of a new entrance road, parking lot, and trail system to provide public access.

The site connects with the adjacent 960-acre Orland Grassland Preserve that serves as an important breeding area for various grassland birds such as bobolinks, dickcissels, eastern meadowlarks and Henslow's sparrows.



Orland Grassland South

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 DECEMBER 2020

MOVE ILLINOIS PROGRAM BUDGET OVERVIEW (2012-2020)

\$9.9 billion or 69.7% of the program budget committed

- **\$5.6 billion**, or approximately 39.2%, in construction work
- **\$2.6 billion**, or approximately 18.1%, in consultant services
- **\$1.6 billion**, or approximately 11.2%, in other costs (utilities, ROW, misc.)
- **\$183.0 million** in reimbursement agreements has been approved; reducing overall program costs by 1.3%

52.5% of the Move Illinois Program is complete (work in place)



PROGRAM EXPENDITURES (2012-2020)



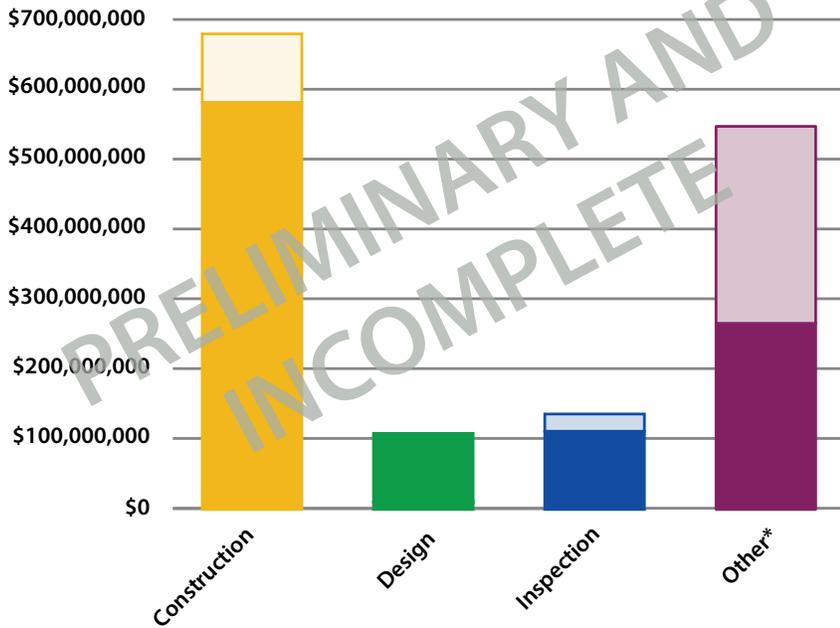
PROGRAM BUDGET BY CORRIDOR (2012-2020)

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	\$2,645.2	\$108.3	\$2,753.4	\$1,626.8
I-88	\$360.3	\$299.3	\$2.5	\$301.8	\$58.5
I-90	\$2,359.4	\$2,236.5	\$81.8	\$2,318.2	\$41.2
I-355	\$265.7	\$147.4	\$14.9	\$162.4	\$103.3
SW	\$3,188.3	\$1,257.3	\$207.5	\$1,464.8	\$1,723.5
I-294/I-57	\$331.7	\$274.8	\$7.4	\$282.2	\$49.5
EOWA	\$3,266.4	\$2,416.1	\$140.2	\$2,556.3	\$710.0
Other emerging projects	\$121.1	\$40.2	(\$0.9)	\$39.3	\$81.8
Totals	\$14,273.0	\$9,316.7	\$561.6	\$9,878.4	\$4,394.6

*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-DECEMBER 2020)



2020 YTD	2020 Estimated Expenditures	Progress Through December 2020**	Percent Complete
Construction	\$677,785,117	\$580,057,872	86%
Design	\$101,208,737	\$113,718,005	100%
Inspection	\$136,054,475	\$111,742,928	82%
Other*	\$546,484,531	\$265,437,252	49%
Total	\$1,461,532,860	\$1,070,956,057	73%

*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-December 2020)

Awarded **74** construction and professional services contracts

Awarded **38** construction contracts less than \$10 million

Closed out **74** construction and professional services contracts



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), Edens Spur Tollway (I-94)
- 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 –Reagan Memorial Tollway (I-88)