



ILLINOIS TOLLWAY UPDATE



ILLINOIS TOLLWAY AND OTHER TRANSPORTATION AGENCIES REMIND DRIVERS TO FOCUS ON SAFETY IN ROADWAY WORK ZONES

The Illinois Tollway is joined with other transportation and safety agencies, the construction industry and labor groups this week to urge drivers to take extra precautions to protect workers and themselves as they travel through roadway work zones this construction season.

To mark Work Zone Safety Awareness Week in Illinois, the Tollway is asking drivers to play an active role in reducing work zone crashes by following simple safety measures when they get behind the wheel.

"We're continuously working across our system to improve our traffic operations and construction practices to better protect the workers who build and



continued on page 2

AS SEEN ON THE ILLINOIS TOLLWAY – THE MORTON ARBORETUM

A spear-wielding troll. Giant ants. Colorfully illuminated trees.

Those are some of the sights drivers traveling along the Reagan Memorial Tollway (I-88) just west of the Veterans Memorial Tollway (I-355) have seen at The Morton Arboretum in west suburban Lisle.

The Morton Arboretum ranks as one of the world's largest, oldest and most diverse outdoor tree museums. Established in 1922 by Joy Morton, founder of the Morton Salt Co. and son of J. Sterling Morton, the founder of Arbor Day, the Arboretum encompasses 1,700 acres of plant collections and gardens amid natural landscapes of woodlands, prairie, lakes and streams.

The Arboretum grows and displays a rich diversity of trees, shrubs and other plants that are evaluated for their suitability for the Midwest. These living collections include 222,000 plant specimens representing 4,650 different kinds of plants. Additionally, 90 different kinds of plants on the grounds are considered threatened or endangered on state, federal or world lists.

Specimens are arranged by geography, plant category or special features common to that specific group such as size, soil requirements and horticultural traits. The oldest trees at the Arboretum date back to the 1760s when the land was occupied by Native Americans.

continued on page 2

maintain our roads, as well as the drivers who travel on them,” said Illinois Tollway Executive Director José Alvarez. “But ultimately we need drivers to assist us by slowing down and staying alert for workers and construction equipment whenever they enter a work zone. Since we all share the same goal, we’re asking everyone to Drive Safe, Work Safe and Save Lives.”

More than 6,400 vehicle crashes on average occur annually in Illinois work zones, resulting in more than 1,700 injuries. Last year, 37 people died in work zone crashes statewide, including two workers.

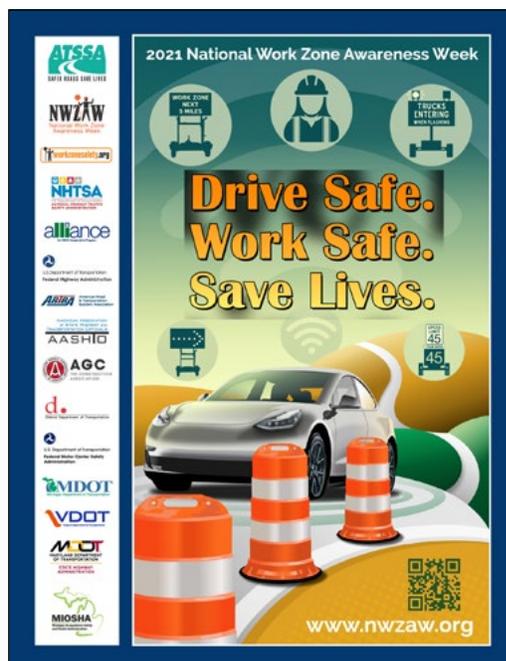
Work zones will be plentiful on the 294-mile Tollway system this season as the agency invests about \$1.5 billion in roadway construction and improvements during the 10th year of its 15-year, \$14 billion Move Illinois capital program.

Much of this work will be occurring along the Central Tri-State Tollway (I-294), where the agency is rebuilding and widening 22 miles of roadway between Balmoral Avenue in Rosemont and 95th Street in Oak Lawn to relieve traffic congestion and improve access to local communities.

Other work will be occurring on the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), and on the South Tri-State Tollway, where construction is continuing on the second phase of the I-294/I-57 Interchange Project, which will complete the connection between the two interstates.

While safety measures are in place at Tollway work zones, it’s still critical that drivers entering these areas slow down, eliminate any distractions—including using cellphones or other electronic devices—and focus on safety.

By making safety their top priority, drivers can protect themselves and everyone who uses or works on the roads.



Morton Arboretum, continued from page 1

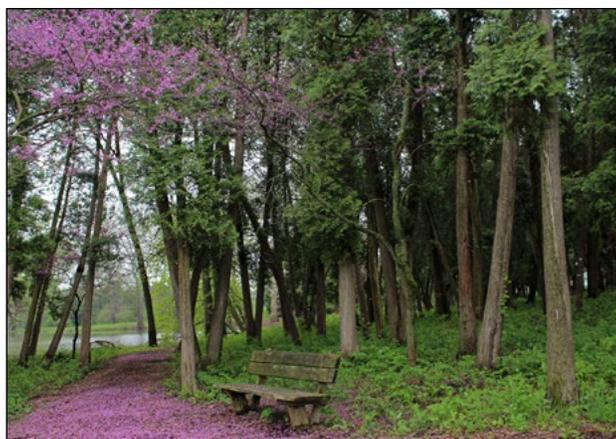
The Arboretum is also a world-renowned leader in developing programs and initiatives to plant and protect trees, including a partnership with the Illinois Tollway and others to increase the region’s tree canopy. The Arboretum is providing expertise in tree planting techniques and the development of soil amendments to support the Tollway’s effort to plant 58,000 trees along its system.

Open every day of the year, the Arboretum features 16 miles of hiking trails and 9 miles of paved roads for driving/bicycling or guided tram tours. Specialty gardens include the 4-acre Children’s Garden and 1-acre maze.

The Arboretum also hosts numerous events and special exhibits.

This year, it’s introducing a new outdoor art exhibit, Human + Nature, to connect people and trees. Though not visible from the Tollway, the exhibit includes five 15- to 26-foot-tall sculptures by internationally renowned artist, Daniel Popper, whose larger-than-life sculptures are on display at venues worldwide. Made of glass-reinforced concrete, fiberglass and steel, the Human + Nature sculptures follow on the heels of the successful Troll Hunt exhibit, which has ended.

Advanced reservations are required for tickets. For more information, visit mortonarb.org.



MEETING A MILESTONE ON THE I-294/I-57 INTERCHANGE PROJECT

The Illinois Tollway marked a milestone in April for the multi-year project to complete the interchange finally connecting the Tri-State Tollway (I-294) and I-57.

The last construction contract for the \$719 million project was awarded to Dunnett Bay Construction Company for \$20.8 million for roadway and bridge construction on I-57 over the CSX and Baltimore and Ohio Chicago Terminal Railroads. This final piece of the massive interchange project puts the agency on track to deliver full access by 2022.

“This project is a significant accomplishment that, thanks to the hard work of our dedicated staff, will be delivered years ahead of time, accelerating our investments in Chicago’s Southland and completing the long-sought interchange between these two interstates,” said Illinois Tollway Executive Director José Alvarez.

Initially, Phase Two completing the I-294/I-57 Interchange Project was scheduled for 2024-2026. Under the accelerated schedule to complete the I-294/I-57 Interchange by the end for 2022, four new ramps will be built connecting southbound I-57 to I-294 and I-294 to northbound I-57 along with additional roadway improvements.

Working in partnership with the Illinois Department of Transportation, the Tollway completed Phase One of the project in 2014 and opened the highly anticipated I-294/I-57 Interchange – creating a vital connection between two major interstates in the Chicago Southland.

For the first time, the new I-294/I-57 Interchange provided motorists with access between I-294 and I-57 and at 147th Street. It created access from northbound I-57 to northbound I-294 and southbound I-294 to southbound I-57, including a new interchange at 147th Street.

“Our staff works tirelessly to ensure the investments we are making into our regional infrastructure are meaningful and are in the best interests of our

customers and the communities we serve,” said Alvarez. “The interchange is going to save our region’s businesses and commuters precious time, energy and resources, and open new and much needed opportunities for jobs and prosperity for the surrounding communities.”

The Tri-State Tollway (I-294)/I-57 Interchange is improving travel by providing customers with completed access between the two interstates. The enhanced interchange will reduce congestion on local routes, enhance economic development and improve regional mobility. The all-electronic interstate-to-interstate connection better serves commuters and freight operators while opening access for local communities.

When complete, the I-294/I-57 Interchange is expected to serve more than 76,000 vehicles per day and provide direct freight access to Chicago’s south suburbs – saving drivers \$4 million annually in fuel. Tri-State Tollway drivers currently using I-80 to get to I-57 will save 25 travel hours per year using the new interchange.

In addition to beginning the final construction contract on I-57, the Tollway’s work in 2021 also includes widening of the I-57 bridge over Dixie Highway and the 147th Street Bridge is being completely reconstructed and widened with new collector-distributor road bridges that carry traffic to and from the I-294/I-57 Interchange.

In addition, ongoing work includes construction of the ramp connecting northbound I-294 to northbound I-57 and the two ramps carrying southbound I-57 to I-294. This includes a flyover ramp bridge will carry traffic from southbound I-57 to southbound I-294 and from 147th to southbound I-57. The multi-span structure will be nearly 2,650 feet long with a bridge deck approximately 16 feet above I-294 and 17 feet above I-57.

Estimated at \$719 million, the I-294/I-57 Interchange Project is funded by the Illinois Department of Transportation and the Illinois Tollway’s 15-year, \$14 billion *Move Illinois* capital program.



ILLINOIS TOLLWAY RINGS IN EARTH DAY BY SETTING STAGE TO REACH 58K TREES

This year, the Illinois Tollway celebrated Earth Day by sharing wildflower seed packets while serving customers, while advancing key contracts that aim to fulfill its commitment to plant 58,000 trees throughout the 294-mile Tollway system. These efforts are being achieved as a part of the Tollway's overall commitment to balancing the environmental impacts of its roadway projects through the implementation of a comprehensive landscaping master plan.

The Illinois Tollway's landscaping master plan include a variety of wetland mitigation projects, roadside plantings, landscaping projects, and environmental improvements that in aggregate total an overall commitment to plant enough trees, shrubs and native plants that total 58,000 trees throughout the region. And, with new landscaping contracts agreed to by the Board of Directors at its April 22 meeting, the Tollway is poised exceed its goal as part of its 15-year, \$14 billion *Move Illinois* capital program.

Since 2017, the Tollway is well on their way to reaching that goal, having planted enough trees and shrubs throughout all five of the roadways totaling 35,000 trees across the Tollway system.

Roadside plantings throughout the Tollway system include viburnum and native dogwood varieties of shrubs, in addition to oaks, elms and locust trees identified and selected through a partnership with The Morton Arboretum, and Miabie maples and Exclamation! London planetrees, both first introduced by the Arboretum. In addition, several test sites have been established on the Veterans Memorial Tollway (I-355) where The Morton Arboretum is studying which trees perform best along the interstate system, assessing the effects of different soil amendments and researching new tree planting techniques.

The landscape master plan also includes the seeding of native grasses and flowers in keeping with the Tollway's pollinator program goals. Working with The Conservation Foundation, with input from the Xerces Society, local nurseries and the Illinois Natural Resources Conservation



Service, the Tollway developed a unique seed mix for use along Tollway right-of-way. These efforts are part of the agency's pollinator program to enhance and create habitat for monarch butterflies and other important pollinators along tollway roadsides throughout the 12 counties the Tollway serves.

The wildflower seed packets were shared by Tollway H.E.L.P. truck drivers and at customer service centers at gateway oases locations. The annual effort is aimed to support of its ongoing pollinator program to restore and create habitat for monarch butterflies and other important pollinators.

The Tollway's seed mix includes two native flowers: *Asclepias tuberosa* (butterfly weed) a species of milkweed and *Echinacea pallida* (the pale purple coneflower) and will cover an area up to 25 square feet. These are drought-tolerant, full-sun species and will provide pollinators with an abundance of nectar throughout the summer.

The first Earth Day on April 22, 1970, activated 20 million Americans from all walks of life and is widely credited with launching the modern environmental movement. The passage of the landmark Clean Air Act, Clean Water Act, Endangered Species Act and many other groundbreaking environmental laws soon followed. More than 1 billion people now participate in Earth Day activities each year, making it the largest civic observance in the world.

ACEC ILLINOIS RECOGNIZES ILLINOIS TOLLWAY PROJECTS FOR ENGINEERING EXCELLENCE

Illinois Tollway Executive Director José Alvarez helped kick off the 2021 Virtual Engineering Excellence Awards presented by the American Council of Engineering Companies of Illinois.

Alvarez congratulated ACEC Illinois on its 100-year anniversary and for serving as an advocate for the statewide engineering community.

“This organization – and its more than 200 member firms – is a great partner,” Alvarez said. “We know we can count on you to have our back, whether we’re talking investments in infrastructure, innovations in delivering benefits to our customers or in creating opportunities to make our workforce better reflect the communities we serve and the rich diversity of this state.”

ACEC Illinois awarded its Honor Award – its highest honors – to two Illinois Tollway interchange projects, the Illinois Route 23 Interchange on the Jane Addams Memorial Tollway (I-90) and Illinois Route 47 Interchange on the Reagan Memorial Tollway (I-88).

The Illinois Route 23 Interchange on I-90 creates direct access to and from the Tollway for the first time in McHenry County. Its innovative design features a series of roundabouts to make travel safer – the first time roundabouts have been at an interstate interchange in Illinois.

This project was completed in close coordination among the Tollway, IDOT, McHenry County and the City of Marengo. Stantec Consulting provided construction management services, representing the Tollway during

construction, and HR Green contributed its engineering expertise in the planning stages and developed a 3D video to educate the public about how roundabouts work.

The use of 3D technologies played a role in the Illinois Tollway’s other Honor Award-winning project, the Illinois Route 47 Interchange on I-88. This project was the first time the Tollway included 3D modeling as part of its contract requirements.

The Illinois Route 47 Interchange on I-88 project included rebuilding existing ramps and adding three new ramps to create a full interchange. The project provided a way to observe and analyze the process of using 3D modeling, identify challenges and determine what changes we’d need to make to fully implement 3D modeling in the future.

Civiltech provided its 3D modeling capabilities, project management and overall project coordination. Millennia Professional Services was key in the ramp design and barrier warrant analysis and Illinois Construction and Environmental served as the construction engineering consultant.

ACEC Illinois also recognized the Tollway’s Driver’s Education Safety Series with a Special Projects Award. The Tollway’s general engineering consultant, WSP, developed materials for high school driver’s education classes to educate students about driver safety. WSP’s team included Morreale Communications and Sanchez & Associates.

MOODY’S IMPROVES TOLLWAY CREDIT OUTLOOK

Moody’s Investors Service has affirmed the Illinois Tollway’s rating at A1 and improved the Tollway’s credit outlook from negative to stable.

In their opinion released on April 22, Moody’s notes that its action was prompted by its revision of the State’s outlook from negative to stable, while noting the Tollway’s strong market position and financial profile, and the ongoing recovery of traffic and revenue from the effects of the pandemic.

“This improved outlook is good news and reflects the fact that we’re bouncing back from the effects of the

pandemic,” said Illinois Tollway Executive Director Jose Alvarez. “This year, we’re expecting traffic recovery to continue as we carry out the long-term improvements in our Move Illinois capital program.”

Essentiality of the Tollway System and a service area with a large population base and diverse economies are cited by Moody’s as characteristics of the Tollway’s strong market position. The Tollway’s favorable financial profile, strong historical and projected debt service coverage, and substantial liquidity.

CONSTRUCTION BUSINESS BUILDS RECORD OF SUCCESS WITH HELP FROM ILLINOIS TOLLWAY'S TECHNICAL ASSISTANCE PROGRAM

Terrazas LLC participating in multiple Tollway projects

Robert Terrazas enjoys driving across the new northbound Mile Long Bridge on the Tri-State Tollway (I-294) because he's proud that his growing construction company helped build the 4,800-foot-long structure that opened last year.

His firm, Terrazas LLC, worked as a subcontractor on the Illinois Tollway's \$184.5 million project, pouring portions of the concrete curbs, as well as the approach and transition slabs leading to the massive bridge.

"It's great to know that we contributed to this project," said Terrazas. "It's rewarding to me."

Since launching his firm in 2018, Terrazas has participated in 10 Tollway construction projects that have helped his business buy additional equipment, take on more work and continue expanding.

Terrazas credits some of that success to his participation in the Tollway's Technical Assistance Program, which is designed to help small, diverse firms gain the skills and knowledge that will enable them to better compete for work on agency construction projects. Firms eligible to join the program include disadvantaged, minority- and women-owned business enterprises (D/M/WBE) veteran-owned small businesses (VOSB) and service-disabled veteran-owned small businesses (SDVOSB).

"It's helped us out tremendously," said Terrazas, a veteran of the U.S. Army who worked for a large construction firm for more than 10 years before launching his own business, which specializes in structural concrete work. "This program has helped us grow and I think it's helpful to everyone who is starting a small business in this industry."

His technical assistance provider, Inner-City Underwriting, helped Terrazas obtain a surety bond of up to \$400,000, which enables the company to bid on projects as part of the Tollway's Small Business Initiative. It also assisted with payment arrangements so Terrazas could maintain the workmen's compensation insurance the company needed to continue operating.

Inner-City also provided guidance on preparing estimates for project costs, although Terrazas said he knows he can count on the organization to help out whenever issues crop up.

"Any questions we have, they'll help us find the answer," said Terrazas, who serves as president of his Olympia Fields-based business.

When his firm first began working in 2018, it owned one pickup truck and had to rent much of the construction equipment it needed, Terrazas recalled. In its first year, the company obtained contracts valued at about \$500,000.

This year, the company is working on contracts worth about \$5 million, Terrazas said, and now owns eight vehicles as well as specialized equipment that includes a \$50,000 hydraulic concrete pump.

His Tollway work this year include several projects along a 22-mile section of the Central Tri-State Tollway (I-294) that is being rebuilt and widened as part of a \$4 billion modernization program to relieve traffic congestion and improve access to local communities.

Much of that work involves pouring new curbs and gutters along portions of I-294 that are being rebuilt, Terrazas said, although his company also is doing other structural work on I-294 at the Hinsdale Oasis.

His work this year isn't limited this year to I-294; his company also is building parapet walls and concrete structures on a segment of the new I-490 Tollway being built along the western edge of O'Hare International Airport.

Terrazas credits the help provided by the technical assistance program with helping his small, start-up company gain a foothold in "a very competitive" industry.

"Everybody should have the opportunity to contribute and have access to this market," said Terrazas. "The technical assistance program helped us do that. It's just an awesome program."



Since it was launched, the Tollway's Technical Assistance Program has provided support and training to about 750 firms working to succeed and grow. There are 12 locations providing technical assistance for emerging businesses in Chicago, Cook County, the south suburbs and Rockford.

"We're pleased that our Technical Assistance program is providing more opportunities for small and diverse firms to gain the skills and experience needed to participate in Tollway projects," said Illinois Tollway Executive Director José Alvarez. "We're committed to ensuring the contractors who maintain and improve our system are as diverse as the communities we serve across Northern Illinois."

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.

ILLINOIS TOLLWAY TEAMS WITH STATE OF ILLINOIS TO DELIVER ON DIVERSITY

The Illinois Tollway and Illinois Department of Central Management Services have teamed up to deliver a study on which to build future Diversity participation goals on goods and services contracts.

The partnership, the first of its kind between the Illinois Tollway and the State, will deliver information critical to the success of Illinois diversity programming while creating synergy and capitalizing at a time both agencies are looking to operate efficiently as possible.

"We're pleased to be joining forces with CMS to deliver a much-needed study to analyze the market availability of diverse firms in Illinois on goods and services, which will expand our focus beyond diversity in capital construction and more accurately guide our goals on good and services," said José Alvarez. "We're looking to be a good partner with the State, and this is a great step in that direction."

Since 2019, the Illinois Tollway has taken to heart the call to ensure the billions in capital investments by the Tollway help lift all communities across the region, while helping build much needed capacity in the road building industry. These efforts yielded the highest disadvantaged, minority and women-owned business participation awards in the agency's history, with over 60% of all professional service awards and 26% of all capital construction awards going to disadvantaged businesses.

Looking to have the best available data upon which to base diversity goals, the Illinois Tollway has sought to update the agency's disparity study - the legally required foundation upon which to base diversity goals within public sector spending. The agency's current study, commissioned in 2013 and issued in 2015, is how the agency currently bases diversity goals on capital construction.

These studies take a sweeping, intricate look into the availability of disadvantaged firms in nearly every aspect



of the construction industry. The findings, which break down the market capacity into granular detail, are then used to build diversity goals on contracts based on the type of work required for each contract.

"No two contracts are the same, that's why goals can vary from contract to contract depending on the type of work required," added Alvarez. "This type of analysis is critical towards making sure goals on contracts are set correctly, where they maximize minority participation, but are also achievable."

The Tollway's efforts led to the recent awarding of a contract for a capital investment disparity study, while noting the state of Illinois longstanding, 20% flat goals on goods and services, which are aspirational goals. To achieve a better understanding of the availability of disadvantaged companies with regard to goods and services, the Tollway began to entertain the idea of pursuing a disparity study for goods and services as well.

This pursuit led to the discussion between CMS and the Tollway on the joint commissioning of a study to benefit not only the Illinois Tollway, but also the entire state of Illinois, and the goods and services procured by all agencies. Last month, this pursuit materialized in the Illinois Tollway Board of Director's authorization of both studies to proceed, the former as a Tollway initiative to help guide capital investment procurements, and the latter as a joint venture that stands to benefit all of Illinois.

"This is a tremendous opportunity to create synergy between two agencies, and to pool resources together to help all communities throughout Illinois," said Alvarez.

PROTECT YOUR ASSETS DRIVES HOME WORKPLACE SAFETY

Campaign highlights daily challenges, safe practices for M-sites

The Illinois State Toll Highway Authority has launched Protect Your Assets, a multi-faceted campaign that highlights the daily challenges of Illinois Tollway Maintenance Facility work, while delivering practical insights and information to promote workplace safety.

Launched this year as a monthly video installment series, Protect Your Assets features actual Tollway Maintenance Facility workers as they go about their daily activity, focusing in on specific tasks that have historically resulted in injuries at the facilities. The video segments take on the feel of a Sports Broadcast booth, with the play-by-play and safety information communicated through the dialogue between the hosts.

The Protect Your Assets campaign also includes banners, posters and other promotional materials circulating throughout the M-facilities to drive home safe practices and keep workplace safety front and center.

Topics addressed in the series launch include:

- ◆ **Mechanics of Lifting:** Emphasized proper lifting technique, introducing STOP (Stop, Think, consider Options and Proceed) and the Power Zone for safe lifting.
- ◆ **Team Lifting:** Advanced the Mechanics of Lifting introduction, highlighting the importance of teamwork, while reinforcing proper lifting technique.
- ◆ **Be Aware of Your Surroundings:** Highlighted the diverse settings where Tollway tasks are conducted and introduced a Safe Surroundings Checklist to guide workers through potential considerations.

The Protect Your Assets campaign will continue through 2021, with future segments planned to include Picking Up Debris, Moving Material, and Moving Equipment. Ultimately, the series will deliver an extensive tutorial to assist current facility workers and future hires, ensuring that Tollway employees have the tools they need to stay safe, and Protect (Their) Assets.



TOLLWAY ROADWAY WORKER SAVES INJURED, DAZED DRIVER AFTER CRASH

While working an overnight shift, Illinois Tollway roadway worker Darrin Kein ran over several pieces of debris on the Reagan Memorial Tollway (I-88) but the darkness prevented him from seeing exactly what he had hit.

Kein already was circling back to remove the debris when he received a call from his dispatcher reporting a vehicle crash in that area. Switching on the spotlight on his motorist aid truck, Kein quickly spotted a crumpled car lying at the bottom of a deep ditch near the Illinois Route 47 interchange.

"It looked bad," recalled Kein, an equipment operator/laborer who has worked for five years at the DeKalb (M-11) maintenance site. "The car was on its side, it looked like it might have rolled over a couple of times. It was pretty beat up."

As he pulled up on the shoulder, Kein saw a man sprawled halfway out of the wrecked car. But as Kein watched in surprise, the man climbed out of the wreckage and began walking up the slope towards him.

"He was moving and walking," Kein said of the driver. "In a

situation like this, that's a good thing."

As the man approached, Kein could see he was injured, with a large cut across his forehead.

"He asked me who I was. He seemed kind of dazed," Kein said.

As Kein started to get out of his truck, the man pushed his door closed, then abruptly stepped into the outside lane of I-88 just as two semi tractor-trailers were approaching.

Kein, a stocky 6-foot-6-inch former Marine, reacted instantly, lunging through his open window, grabbing the man and yanking him back out of the path of the semis.

"I just grabbed him by the wrist and pulled him back against my truck," Kein said. "I was just lucky I could reach him. I said 'you're not going to die tonight.'"

Still holding onto the man, Kein persuaded him to get into his truck, then called for an ambulance, police and backup from other Tollway crews.

He pulled a towel from his lunchbox and used that to bandage the man's forehead.

At one point, the man wanted to talk to his wife, so Kein loaned him his cellphone to make the call.

Tollway roadway workers Justin Yocum and Mike Tyrell arrived to assist by blocking off a lane of traffic. Yocum even leaned against the door of the Tollway truck to make sure the dazed driver didn't get out and step into an active traffic lane.

When police and an ambulance arrived, Kein and the other Tollway workers helped get the man safely into the ambulance.

It was an unusual situation, but Kein, 52, said it's just part of doing the job he loves.

"I love helping people who are in an accident or need gas or need a tire changed," he said. "Most people—like 95 percent—are just so appreciative when you help them out. I'm trying to make things better for the people who drive on our roads."

M-11 Supervisor Mike Velasco said Kein excels at dealing with drivers and with the unexpected situations EOLs sometimes face while working along the road.

"Sometimes in this job, you don't know what you're dealing with until you get there, and Darrin is someone you can always depend on to do the right thing and do it well," Velasco said. "He's a real good guy to have on your crew."

ILLINOIS TOLLWAY TELECOMMUNICATORS AND CALL TAKERS CARRY ON THROUGH COVID PANDEMIC

When the COVID-19 pandemic prompted most Illinois Tollway staff to leave the Central Administration building and begin working remotely, a small team of telecommunicators and call takers stayed on to continue doing its vital job.

The group, whose duties including taking customers' emergency calls and sending assistance to them, kept operating at the Tollway's headquarters while safety measures and schedule changes were quickly implemented to protect them while they continued working.

"This critical work can't be done remotely because of the specialized equipment required and it was absolutely essential that we continue to provide these services during the pandemic to protect the health and safety of our customers," said Illinois Tollway Executive Director José Alvarez. "We are grateful that these employees were more than willing to step up and do whatever was needed to serve our customers."

The Tollway's staff of nearly 30 telecommunicators, call takers and supervisors switched to working 12-hour shifts, with some also working six-day weeks to keep the dispatch center operating around the clock seven days a week. Those changes allowed staffing to be reduced from as many as five workers per shift to three workers, minimizing the risks of spreading COVID-19 among team members.

The Tollway quickly installed plastic dividers between work stations as a safety measure, although the barriers sometimes made it more difficult for dispatchers to share information as they handled calls from customers.

Motorist assist and emergency calls to the Tollway initially dropped when the pandemic struck as traffic volumes

declined, but the calls rebounded dramatically as more drivers returned to the Tollway system. Many of those calls require Tollway staffers to help rattled or upset drivers identify their location on the Tollway system and then determine the proper emergency responders to dispatch to provide assistance.

Call takers and telecommunicators responded to the challenge, handling more than 150,000 calls to *999 or 911 last year. And they did it without missing a beat, which is crucial given the urgency of many of the calls they received, particularly those involving crashes or other roadway emergencies.

"People can get hurt or killed if we don't handle calls effectively or have adequate staffing. We have to have a zero percent failure rate," Incident Manager Steve Mednis said. "Our team met every challenge that came up."

In addition to answering calls for emergency assistance made by customers to *999 or 911, the team members also monitor alarms at Tollway facilities along the system, handle reports of damage to roadway pavement or lighting and even handle misdirected calls from customers about payment or I-PASS issues.

As the pandemic gradually subsided, call takers and telecommunicators were able to return to their normal work schedules and staffing levels at the end of 2020.

Their focus remains the same: Providing the best possible service as quickly as possible to Tollway customers.

"They just keep coming in every day and keep doing what they need to do. It's a great group," said Dispatch Supervisor Deb Deel, who's worked for the agency for 33 years.

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.

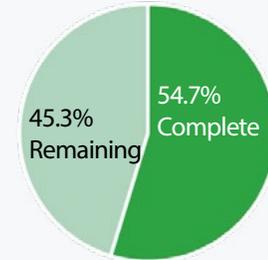
MOVE ILLINOIS PROGRAM STATUS - DATA THROUGH MARCH 2021

MOVE ILLINOIS PROGRAM BUDGET OVERVIEW (2012-2021)

\$9.9 billion or 70.0% of the program budget committed

- **\$5.7 billion**, or approximately 39.9%, in construction work
- **\$2.6 billion**, or approximately 18.1%, in consultant services
- **\$1.6 billion**, or approximately 11.6%, in other costs (utilities, ROW, misc.)
- **\$190.2 million** in reimbursement agreements has been approved; reducing overall program costs by 1.3%

54.7% of the Move Illinois Program is complete (work in place)



PROGRAM EXPENDITURES (2012-2021)



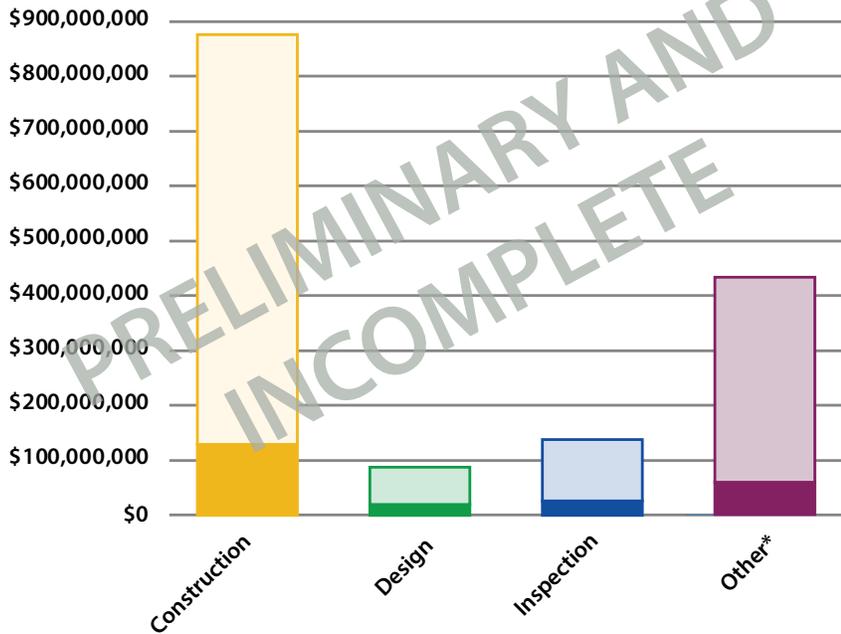
PROGRAM BUDGET BY CORRIDOR (2012-2021)

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	\$2,651.2	\$119.4	\$2,770.6	\$1,609.6
I-88	\$360.3	\$302.3	\$3.6	\$305.9	\$54.4
I-90	\$2,359.4	\$2,236.5	\$81.7	\$2,318.2	\$41.2
I-355	\$265.7	\$150.1	\$14.8	\$164.9	\$100.7
SW	\$3,188.3	\$1,267.4	\$209.4	\$1,476.8	\$1,711.5
I-294/I-57	\$331.7	\$274.8	\$7.3	\$282.0	\$49.7
EOWA	\$3,266.4	\$2,424.0	\$145.0	\$2,569.0	\$697.4
Other emerging projects	\$121.1	\$40.2	(\$13.5)	\$26.7	\$94.4
Totals	\$14,273.0	\$9,346.3	\$567.8	\$9,914.1	\$4,358.9

*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

2021 PROGRAM PROGRESS (THROUGH MARCH 2021)



2021 PROGRAM METRICS (THROUGH MARCH 2021)

Awarded **11** construction and professional services contracts

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

Closed out **27** construction and professional services contracts

2021 YTD	2021 Estimated Expenditures	Progress Through March 2021**	Percent Complete
Construction	\$875,274,678	\$130,332,021	15%
Design	\$86,967,410	\$19,407,610	22%
Inspection	\$138,102,465	\$26,934,795	20%
Other*	\$433,731,030	\$59,180,595	14%
Total	\$1,534,075,583	\$235,855,022	15%

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

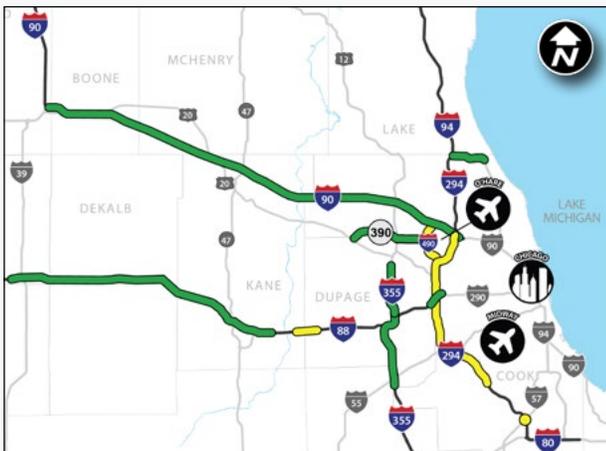
**Financial data presented is preliminary, unaudited and subject to change.

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



I-490/I-90 Interchange Project near Des Plaines

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)