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It has been said that there are no traffic jams along the extra mile.

That’s a saying we at the Illinois Tollway can embrace as we continue to deliver the benefits of our most ambitious capital program ever, *Move Illinois: The Illinois Tollway Driving the Future*.

2014 was the largest year of capital spending in the agency’s history. These increased investments furthered our efforts to improve mobility, relieve congestion, reduce pollution, create as many as 120,000 jobs and link economies across the Midwest.

In the third year of our 15-year, $12 billion *Move Illinois* capital program, we achieved key milestones that included opening the long-awaited connection between the Tri-State Tollway (I-294) and I-57 in the Chicago Southland and completing the 37-mile reconstruction of the Jane Addams Memorial Tollway (I-90) between Rockford and Elgin.

We also made great progress on the Elgin O’Hare Western Access Project while continuing to make significant improvements to roadways, bridges and interchanges across the 286-mile Tollway system.

*Move Illinois* continues to be a driving force for economic development throughout Northern Illinois, supporting businesses of all sizes and types while making a distinct difference in people’s lives by creating jobs. In 2014, the Tollway Board of Directors approved more than $1.3 billion in construction and engineering contracts, awarding 95 contracts to 61 unique firms. In addition, the Tollway’s capital program has created or sustained an estimated 21,650 total jobs since January 2012.
At the same time, we continued to make customer service a top priority, striving to exceed expectations by doing more than required and serving as a model of transparency and accountability in everything we do. It means being efficient in our operations and finding ways to leverage partnerships with other agencies to provide greater value for Tollway customers. It also means investing in innovations that further our mission to provide a safe, sustainable and state-of-the-art system of roadways for our 1.4 million daily drivers.

As we enter the fourth year of our Move Illinois Program, we recognize that we have only just begun to deliver the benefits promised to our customers. We are excited about the opportunities that lie ahead for us as we accelerate our efforts even further in 2015.

Sincerely,

Chair Paula Wolff  Executive Director Kristi Lafleur
JOINING FORCES

When people work together, great things can be accomplished.

In 2014, collaboration among the Illinois Tollway and other agencies and partners produced major benefits for Illinois residents and businesses alike.

The Illinois Tollway approved an agreement with Pace that for the first time allows the suburban transit agency to build new Park & Ride facilities on the Tollway system. Three new Park & Ride facilities will be constructed at Randall Road, Illinois Route 25 and Barrington Road on the Jane Addams Memorial Tollway (I-90), which will have wider shoulders to feature bus on shoulder service when the road opens in 2016.

Agreements were forged with neighboring communities along the Tollway system to improve local access through new or expanded interchanges, including partnerships with:

• Cook County and the village of Schaumburg to build a new full-access interchange connecting Roselle Road and I-90
• Village of Schaumburg to create a new partial-access interchange to connect Meacham Road and I-90
• Village of Hoffman Estates and the Illinois Department of Transportation (IDOT) to rebuild and reconfigure the Barrington Road Interchange to provide full access to and from I-90 and accommodate a future Pace Park & Ride along the Tollway
• Boone County, the city of Belvidere, Flora Township and IDOT to complete the Irene Road Interchange
• DuPage and Cook Counties and IDOT on construction of the new Illinois Route 390 Project

“I am very grateful that the Tollway is rewarding companies’ efforts to hire veterans. Through the Earned Credit Program, Viridian Enterprises gave me the opportunity to prove myself in a new career in roadway construction. It’s great to watch a huge project like the Jane Addams Memorial Tollway (I-90) Rebuilding and Widening Project come together.”

– Tomasz Wojt, laborer-pipe setter
Laborers Union Local 1035
Viridian Enterprises
Chicago, Illinois
The Tollway also worked closely with a host of new partners to help businesses learn how to succeed in doing business with the agency and benefit from its capital program.

**Eighteen** small and diverse firms participated in the first year of the Construction Coaching for Growth Program. A partnership among the Tollway, the Illinois Department of Commerce and Economic Opportunity and the Illinois Hispanic Chamber of Commerce, the program provides targeted training and direct, strategic business counseling to support and promote business growth and participation in Tollway contracts.

More than **57** small and diverse construction firms received one-on-one training and technical assistance through the Construction Business Development Center, a program created in partnership with the Tollway, the Illinois Community College Board and four community colleges.

More than **120** contractors attended the first Building and Facilities Construction Networking Event hosted by the Tollway in partnership with the Illinois Capital Development Board.

More than **1,000** participants attended dozens of networking events and workshops for construction and professional services firms, including a free 2015 Construction Preview to highlight upcoming contract opportunities.
For the Illinois Tollway, sustainability means looking beyond today. It means doing more than making investments in maintaining, improving and building roads and bridges. It means considering the environmental impact of these investments. It means ensuring that the benefits customers and Illinois residents enjoy today are shared by future generations.

In 2014, the Illinois Tollway continued to demonstrate its commitment to environmental responsibility and sustainability as it worked toward the goal of making Move Illinois the “cleanest and greenest” capital program in the agency’s history.

The Tollway announced new investments to improve natural resources throughout the region, including:

- Contributing $2 million to restore a segment of Spring Brook Creek in the St. James Farm Forest Preserve in Warrenville.
- Initiating a $9 million project with the Lake County Forest Preserve District to restore and improve access to the 315-acre Pine Dunes Forest Preserve near Wadsworth.

In 2014, the Tollway used enough recycled concrete, asphalt and aggregate to build a nearly 2,700-mile bike path from Boston to San Francisco.

Recycled nearly 54,000 tons of concrete enough to fill a line of cement trucks from Chicago to Peoria.
Other green initiatives currently being implemented include:

- A watershed-based chloride offset program being implemented in coordination with the DuPage River Salt Creek Workgroup to ensure no net increase in chloride levels in local streams as a result of the Elgin O’Hare Western Access Project.

- Application of the Federal Highway Administration’s INVEST self-evaluation tool that enables transportation agencies to evaluate the sustainability of their projects, as well as their planning, operations and maintenance processes.

- A three-year agreement with the University of Illinois to develop life cycle assessment tools to help the Tollway ensure that its capital program, Move Illinois, is the cleanest and greenest in the agency’s history.

Recycled more than 24,000 tons of asphalt shingles enough to roof more than 16,000 Chicago bungalows

Used 659,000 tons of recycled asphalt enough to build a parking lot that would nearly cover the 1.5 square mile Chicago Loop
In today’s economy, every dollar counts. That’s why the Illinois Tollway strives to be accountable, transparent and efficient across all of its operations.

As a responsible steward of the public trust, the Tollway wants customers to know that their toll dollars are being spent wisely – that revenues are being reinvested in the roadways.

And, with record-setting roadway infrastructure spending, it’s more important than ever to be out in the community talking with people about our construction projects, answering questions and keeping them informed.

In 2014, the Tollway increased opportunities for customers, Illinois residents and local communities to weigh in on capital improvement projects.

The Tollway hosted more than 30 meetings to reach out to those impacted by the Jane Addams Memorial Tollway (I-90) Rebuilding and Widening Project, including community meetings, open house events and one-on-one meetings with local residents and business to ensure the agency’s plans were clearly communicated and residents’ ideas were heard. The agency also opened three local project offices – two on the east end of I-90 and one on the west – so that residents and community leaders and staff could stop in and learn what the I-90 project is all about.

Also in 2014, the agency worked with the Illinois Route 53/120 Project Finance Committee to host more than 20 committee and working group meetings in an effort to keep that project moving forward.

For the Elgin O’Hare Western Access Project, the Tollway opened an office in Wood Dale to help share information about the project with local communities and the public during the construction. In addition, the Local Advisory Committee continued its work, hosting five public meetings to advise the Tollway on local construction issues, community interests and aesthetics, as well as sustainability initiatives and economic development opportunities for the corridor as a whole.

To get ready for the opening of the new, all-electronic Tri-State Tollway (I-294)/I-57 Interchange, the Tollway launched a community outreach initiative to educate local residents, business owners, elected officials and other stakeholders about the benefits of the project and I-PASS, including three roadshow events to offer opportunities for community members to ask questions and provide feedback. The Tollway also distributed information throughout the southwest suburbs and opened a temporary Customer Service Center at the Secretary of State Office in Midlothian to serve local residents who wished to obtain I-PASS, pay their unpaid tolls and receive other assistance.
Illinois Tollway Executive Director Kristi Lafleur points out details of the Barrington Road Interchange Project on the Jane Addams Memorial Tollway (I-90) to State Rep. Fred Crespo and Hoffman Estates Trustee Karen Mills at an event at St. Alexius Medical Center in Hoffman Estates.
“My business has boomed since I graduated from the Construction Coaching for Growth Program. We have more than tripled our number of contracts to 38 and doubled our number of employees to eight in the past year, successfully making the transition from managing small residential projects to handling major landscaping installations on Move Illinois projects.”

— Jose Luis Aguilar, president
Conin Contractors Services
Belvidere, Illinois
The Illinois Tollway has 1.4 million reasons to work each day to deliver excellent customer service. That’s the number of daily drivers who use the Tollway system.

They are commuters, truckers, leisure travelers, bus drivers, cabbies and chauffeurs. They’re driving to work, delivering goods, providing services, road tripping, running errands and shuttling kids to soccer games. It is on their behalf that the Tollway continuously looks for ways to improve operations and services while providing a safe and efficient system of toll roads.

During what ranked as the third snowiest and coldest winter recorded in Chicago history, the Tollway’s Snow Operations Center responded to 39 storms that dumped 82 inches of snow in the Chicago area. Roadway maintenance crews assisted 33,000 customers, helping with flat tires, dead batteries and engine problems and dispensing fuel. The Tollway also activated its Zero Weather Road Patrols on a total of 47 days to assist customers stranded in their cars during severe cold and dangerous wind chills.

In 2014, the Tollway made it easier for customers to pay unpaid tolls and avoid toll violations by improving its Trip Calculator. This online feature allows drivers with unpaid tolls to find their route on an interactive map, calculate the amount due and pay online. The enhancement helps customers unfamiliar with the Tollway system to identify toll plazas they traveled through and pay tolls online during the 7 Days to Pay grace period.

The benefits of I-PASS were made more accessible, too. As part of the opening of the Tri-State Tollway (I-294)/I-57 Interchange, the Tollway hosted its first-ever I-PASS “sale,” reducing the cost for customers opening new I-PASS accounts to $30 from the previous $50. In addition, customers could lower the minimum rate required to replenish their I-PASS accounts from $40 to $20. In direct response to the three-month sale, about 10,700 customers opened new accounts and approximately 60,000 I-PASS customers opted to lower their account replenishment rate. This response prompted the Tollway to make these offers permanent.

Also in 2014, the Illinois Tollway and The Chicago Lighthouse celebrated the first anniversary of the advanced Customer Service Call Center located in state-of-the-art facilities on the University of Illinois at Chicago campus. The Chicago Lighthouse, a not-for-profit organization that helps provide employment to members of underserved communities, manages call center operations under a five-year, $61.5 million contract with the Tollway. Together, both agencies committed to reaching a staffing level within a year in which disabled persons and veterans comprised at least half of those employed at the nearly 22,000-square-foot center. On its anniversary, 156 or 52 percent of all customer service representatives were qualified as disabled persons or military veterans.
Progress requires change – movement, spurred on by new thinking, new motivations and new goals.

Through *Move Illinois*, the Illinois Tollway is delivering the change necessary to help local economies make greater progress.

Since January 2012, 720 construction and engineering firms have worked on the *Move Illinois* Program, including more than 330 firms new to the Tollway and working with the agency for the first time.

In 2014, the Tollway’s capital program helped strengthen the state’s economy by continuing to support Illinois businesses and creating jobs on *Move Illinois* projects throughout the region.

The Tollway worked in collaboration with the Illinois Department of Transportation to open the first phase of the all-electronic Tri-State Tollway (I-294)/I-57 Interchange, a $719 million project that is improving access and economic development in the Chicago Southland.

The Tollway also delivered the first segment of the $2.5 billion Jane Addams Memorial Tollway (I-90) Rebuilding and Widening Project, opening a new, six-lane roadway stretching for 37 miles between Randall Road in Elgin and I-39 near Rockford.

As part of the work on I-90, the Tollway began the $95 million Fox River Bridge Project. The new bridge will include two, side-by-side 1,315-foot-long structures that stand 40 feet above the surface of the Fox River and adjacent roadways and increase capacity from six lanes to eight lanes to accommodate the new, wider I-90 roadway. The new structures will have fewer piers to reduce the environmental impact on the waterway and forested fen below.

In addition, construction began on a new interchange connecting Illinois Route 390, formerly known as the Elgin O’Hare Expressway, and I-290 as part of the $3.4 billion Elgin O’Hare Western Access Project. The new I-290 Interchange will provide direct access to and from the new Illinois Route 390 in all directions, relieving congestion and reducing travel times by up to 35 percent.

“*The Illinois Tollway’s Construction Coaching for Growth Program has given me insights to make my business more competitive and productive and bigger. Our number of Move Illinois contracts has grown and increased revenues allowed us to buy four new trucks so that we can offer a greater array of services, including flatbed and low-boy hauling.*”

— Julie Savitt, president
AMS Earth Movers
Lake Villa, Illinois
Work also included completion of a new Devon Avenue Bridge over I-290, construction on the new Rohlwing Road (Illinois Route 53) Bridge over Illinois Route 390 and the continuation of improvements to the western segment of Illinois Route 390 between Lake Street (U.S. Route 20) and Rohlwing Road.

2014 also marked the end of an era for the Des Plaines Oasis, as the over-the-road pavilion was closed and removed to allow for a fourth lane to be built in each direction on the Jane Addams Memorial Tollway (I-90) from the Tri-State Tollway (I-294) to Elgin. This new capacity will ease congestion and increase safety for drivers on the new, state-of-the-art roadway, which is projected to accommodate up to 30,000 more vehicles per day.

**Measuring Results**

In 2014, the Economic Development Research Group measured the impact *Move Illinois* is having on the state and local economies. With public and private sector clients throughout the United States and around the world, the group analyzed the direct effects of program spending, as well as indirect and induced effects created when job earnings and business purchases are spent in the Illinois economy. The initial findings are very promising:

- Nearly 14,000 jobs exist today – men and women working that would not have jobs – because of *Move Illinois*.
- As many as 20,000 people will be working at one time due to jobs and economic activity tied to *Move Illinois*.
- Over the life of the program, this economic activity will contribute $861 million in new tax revenues for state and local governments in Illinois.
- All told, people connected to the economic activity created by *Move Illinois* will take home $11 billion in wages.
In 2014, the Illinois Tollway recognized individuals who went above and beyond the call of duty.

A memorial was dedicated at the Naperville (M-8) maintenance facility in remembrance of Tollway equipment operator Vincent Petrella, who was killed while on duty on the Reagan Memorial Tollway (I-88) in January 2014.

The Illinois State Police launched “Operation Sauter,” a statewide effort to enforce road safety with a special enforcement memorial operation dedicated to Trooper James Sauter, who was killed in the line of duty in 2013.
Tollway leaders joined state officials and military veterans to salute Medal of Honor winner and Vietnam veteran Allen J. Lynch by formally naming a bridge in his honor. During a ceremony just ahead of the Fourth of July holiday, dignitaries unveiled a new sign officially designating the Grand Avenue Bridge (Illinois Route 132) over the Tri-State Tollway (I-94) as the “Allen J. Lynch Medal of Honor Overpass.”

Officials from the Tollway and Illinois Department of Veterans’ Affairs joined local veterans to dedicate a new POW/MIA monument at the O’Hare Oasis that pays tribute to “all service members from all branches and eras.”
RISING TO THE

American Society of Civil Engineers, Illinois Section
Government Civil Engineer of the Year
Greg Stukel, Deputy Chief of Program Controls and System Integrity

Chicago Defender
Women of Excellence Awards
Lisa G. Williams, Equal Employment Opportunity/Affirmative Action Officer

Hispanic American Construction Industry Association
Advocacy Award
Illinois Tollway

Illinois Interagency Committee on Employees with Disabilities
Agency of the Year for Expanding Employment Opportunities for People with Disabilities
Illinois Tollway

International Right-of-Way Association
Project of the Year
Tri-State Tollway (I-294)/I-57 Interchange

March of Dimes Foundation, Chicago Chapter
Professional Honoree of the Year
Paul Kovacs, Chief Engineer

Negocios Now
Who’s Who In Hispanic Chicago
Gustavo Giraldo, Chief of the Department of Diversity and Strategic Development

Philippine Engineers and Scientists Organization
Outstanding Filipino-American Engineer
Clarita Lao, Deputy Chief of Program Implementation

Publicity Club of Chicago
Golden Trumpet Award for Consumer Marketing
Love Your I-PASS

2015 Illinois Tollway Map Cover Art Contest Winners
Top row:
Kevin McDonald, Reavis High School, Third Runner Up;
Claire Kozik, Downers Grove North High School, Second Runner Up
Bottom Row:
Jessica Karlic, Lincoln-Way West High School, Grand Prize Winner;
Cassandra Flick, James Conant High School, First Runner Up
RISING TO THE OCCASION

**Contractor Awards**
American Council of Engineering Companies of Illinois
Engineering Excellence Awards

**Honor Awards**
Illinois Route 47 Interchange at the Jane Addams Memorial Tollway (I-90)
Huff & Huff Inc./GRAEF Inc.

Tri-State Tollway (I-294)/I-57 Interchange Project Phase One
T.Y. Lin International

Jane Addams Memorial Tollway (I-90) Rebuilding and Widening Project, Western Segment
TranSystems/Burns & McDonnell Engineering

**Merit Awards**
Illinois Tollway Maintenance Facility Planning
A. Epstein & Sons International Inc.

Jane Addams Memorial Tollway (I-90) Bridge Over the Union Pacific Railroad
BCP Tollway Partners J.V. (Bowman, Barrett & Associates Inc.)

Jane Addams Memorial Tollway (I-90) Bridges Over the Kishwaukee River
Ciorba Group Inc.

Veterans Memorial Tollway (I-355) Resurfacing and Bridge Repairs
Infrastructure Engineers Inc.

Reagan Memorial Tollway (I-88) Rebuild & Widen Project, Illinois Route 56 to Orchard Road
ESI Consultants Ltd.
2014 Sources of Revenue
(preliminary and unaudited)

The Illinois Tollway is a user-funded system that receives no state or federal funding for maintenance and operations.

**Sources of Revenue**
- **Tolls and Evasion Recovery** – Collections via cash, I-PASS and violation recovery payments
- **Concessions and Miscellaneous** – Oases fuel, food and other retail sales; overweight truck fines; income from leasing towers; rental and easement income
- **Investment Income** – Interest earned on Tollway funds and I-PASS escrow account

2014 Allocations
(preliminary and unaudited)

Allocations are made from revenue collected on a cash basis and may differ from revenue that is booked on an accrual basis.

**Allocations of Revenue**
- **Maintenance and Operations** – Related to toll collection, roadway maintenance, traffic control, safety, insurance and administration
- **Debt Service** – Principal and interest payments on outstanding Tollway bonds
- **Renewal, Replacement and Improvement** – Deposits to Renewal and Replacement account and Improvement account for capital investments

**Capital Program Expenditures**
$1,134 Million
Capital expenditures for roadway reconstruction, expansion and systemwide maintenance. (Does not reflect reimbursement of $15 million received pursuant to intergovernmental agreements.)

For more information, please see our 2014 Comprehensive Annual Financial Report, which will be available once a formal audit is complete in summer 2015. The report will be posted on the Illinois Tollway’s website, www.illinoistollway.com.
Effectively Managing Tollway Resources

- Mainline toll plazas 24
- Ramp plazas 52
- System miles 286
- Total lane miles 2,132
- Road ramp miles 257
- Total mainline miles 1,740
- Bridges 649

Customer Connections

- Customer Service Call Center calls 2.6 million
- Customer Service Center visits 645,000
- Website visits 24.3 million
- Average daily website visits 66,507
- Website page views More than 138 million
- Twitter followers 6,959
- Daily toll transactions 2.2 million
- Annual toll transactions Nearly 838.3 million

I-PASS

- Accounts 3.7 million
- New accounts in 2014 135,850
- Active transponders 5.2 million
- New transponders activated 2014 287,255

Traffic and Roadway

- Daily average vehicles 1.4 million
- Motorists assisted by H.E.L.P. 33,000
- Miles patrolled by H.E.L.P. 1.3 million
employees. It is an honor to work with this diverse
work and dedicated service delivered 24/7 by our
– Illinois Tollway Executive Director Kristi Lafleur


“Illinois Tollway customers depend on the hard
work and dedicated service delivered 24/7 by
our employees. It is an honor to work with this
diverse team of talented and committed individu als.”

– Illinois Tollway Executive Director Kristi Lafleur