



Record of Meeting | September 19, 2024

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Technology & Operations Committee meeting on Thursday, September 19, 2024, in the Boardroom of Tollway headquarters in Downers Grove, Illinois. The meeting was held pursuant to the By-Laws of the Tollway upon call and notice of the meeting executed by Chairman Arnaldo Rivera and posted in accordance with the requirements of the Open Meetings Act, 5 ILCS 120/1, *et seq.*

[Bolded entries indicate issues which may require follow-up to present or report to Directors.]

Call to Order / Roll Call

Committee Chair Sweeney called the meeting to order at approximately 8:32 a.m. He asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:	Committee Members Not Present:
Committee Chair James Sweeney	Director Gary Perinar, Jr.
Committee Co-Chair Scott Paddock	
Director James Connolly	
Director Melissa Neddermeyer	
Other Directors Present:	
Director Jacqueline Gomez	
Director Karen McConnaughay	
Director Mark Wright	
Chairman Arnaldo Rivera	

The Board Secretary declared a quorum present.

Public Comment

Committee Chair Sweeney opened the floor for public comment. No comment was offered.

Committee Chair’s Items



Committee Chair Sweeney entertained a motion to approve **Committee Chair's Item 1**, the minutes of the regular Technology & Operations Committee meeting held on August 29, 2024, as presented. Director Neddermeyer made a motion to approve the minutes, seconded by Director Connolly. The motion PASSED unanimously by voice vote.

Having no further items, Committee Chair Sweeney called on Executive Director Cassaundra Rouse.

Executive Director's Items

Executive Director Rouse introduced Steve Mednis, Deputy Chief of Traffic and Incident Management, to present to the Committee an overview of the *999 Assistance Program. [See attached presentation.](#)

Executive Director Rouse introduced Mike Shay, Chief of Information Technology, to present to the Committee an update on Asset Management. [See attached presentation.](#)

Executive Director Rouse noted that the meeting agenda contains 6 items for the Committee's consideration.

Items for Consideration

Information Technology

Executive Director Rouse called on Mr. Shay to present to the Committee the following Information Technology items:

Item 1: Award of Contract 24-0157 to Presidio Networked Solutions LLC for the purchase of Cisco Internet Routers in an amount not to exceed \$310,393.49 (Order Against DoIT Master Contract).

Item 2: Award of Contract 24-0034 to Presidio Networked Solutions LLC for the purchase of Dell EMC Equipment, Maintenance, Support, and Services in an amount not to exceed \$21,000,000.00 (Order Against DoIT Master Contract).

Upon conclusion of the presentation and discussion of items, Committee Chair Sweeney entertained a motion to approve placement of **Information Technology Item 1** on the September Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Neddermeyer made a motion to approve this item, seconded by Director Connolly. The motion PASSED unanimously by voice vote.



Committee Chair Sweeney entertained a motion to approve placement of **Information Technology Item 2** on the September Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Neddermeyer made a motion to approve this item, seconded by Director Connolly. The motion PASSED unanimously by voice vote.

Facilities & Fleet Operations

Executive Director Rouse called on Dave Donovan, Chief of Facilities & Fleet Operations, to present to the Committee the following items:

Item 1: Award of Contract 24-0043 to Herc Rentals Inc. for the purchase of Generator Rental Services in an amount not to exceed \$175,951.48 (Tollway Invitation for Bid).

Item 2: Award of Contract 23-0117R to USSI Rentals, Inc. for the purchase of Cargo Vans with Aerial Lifts in an amount not to exceed \$1,264,488.00 (Tollway Invitation for Bid).

Item 3: Renewal of Contract 21-0116RR with Atlas Bobcat, LLC for the purchase of Bobcat Off-Road Equipment Parts and Repair Services in an amount not to exceed \$37,014.00 (Tollway Invitation for Bid).

Upon conclusion of the presentation and discussion of items, Committee Chair Sweeney entertained a motion to consolidate for consideration and action Facilities & Fleet Operations Items 1-3. Director Neddermeyer made a motion to consolidate these items, seconded by Director Connolly. The motion PASSED unanimously by voice vote.

The motion to consolidate these items having carried, Committee Chair Sweeney entertained a motion to approve placement of **Facilities & Fleet Operations Items 1-3** on the September Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Neddermeyer made a motion to approve these items, seconded by Director Connolly. The motion PASSED unanimously by voice vote.

Safety & Security

Executive Director Rouse called on Arthur Grist, Chief of Safety & Security, to present to the Committee the following item:

Item 1: Increase to Contract 24-0089 to Universal Protection Service, LLC (d.b.a. Allied Universal Security Services) for the purchase of Security Services in an amount not to exceed \$235,561.66 (Order Against CMS Master Contract).



Upon conclusion of the item presentation, Committee Chair Sweeney entertained a motion to approve placement of **Safety & Security Item 1** on the September Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Neddermeyer made a motion to approve this item, seconded by Director Connolly. The motion PASSED unanimously by voice vote.

Adjournment

There being no further business before the Committee, Committee Chair Sweeney requested a motion to adjourn. Director Paddock made a motion to adjourn, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

The Meeting was adjourned at approximately 9:12 a.m.

Minutes taken by: _____

A handwritten signature in cursive script that reads 'Christi Regnery'.

Christi Regnery
Board Secretary
Illinois State Toll Highway Authority



*999 Roadside Assistance

DEPUTY CHIEF OF TRAFFIC AND INCIDENT MANAGEMENT STEVE MEDNIS
September 19, 2024

*999 Roadside Assistance

- Jointly funded by the Illinois Tollway and the Illinois Department of Transportation
- Provides a 24/7 direct connection for motorists using the Tollway system, expressways and arterial roadways in the six-county Chicago metropolitan area – Cook, DuPage, Kane, Will, Lake and McHenry – though the service reaches all 12 counties served by the Tollway in Northern Illinois
- Similar to 311 and 511 services in Chicago and other states





How *999 Works

- Customer cell phone calls to *999 are received by a contracted dispatch vendor
- *999 call takers route customer phone calls to the call center with jurisdiction for the area where assistance is needed
- Customers are connected directly with Tollway, state, county or Chicago for immediate assistance
- Tollway call takers dispatch Highway Emergency Lane Patrols trucks, Roadway Maintenance or other responders
- Emergency calls are transferred to 911

Calls to *999 for Roadside Assistance

Report lane blockage or slow down traffic

- Disabled vehicles
- Debris in the roadway
- Potholes

Requests for motorist assistance

- Non-injury crashes
- Flat tire or other vehicle problems
- Lost or confused drivers



*999 Service Results

- Call volumes average from 30,000 to 40,000 annually
- The *999 call center is staffed 24/7/365 with peak hours identified to account for rush hour, weekends and holiday increased traffic volumes
- Calls are responded to within 15-30 seconds and routed to the responsible jurisdiction in a timely manner
- Calls are monitored and recorded for quality assurance



NEED HELP ON THE TOLLWAY? DIAL *999



Thank You





ASSET MANAGEMENT UPDATE

Chief Information Officer Michael Shay
September 19, 2024



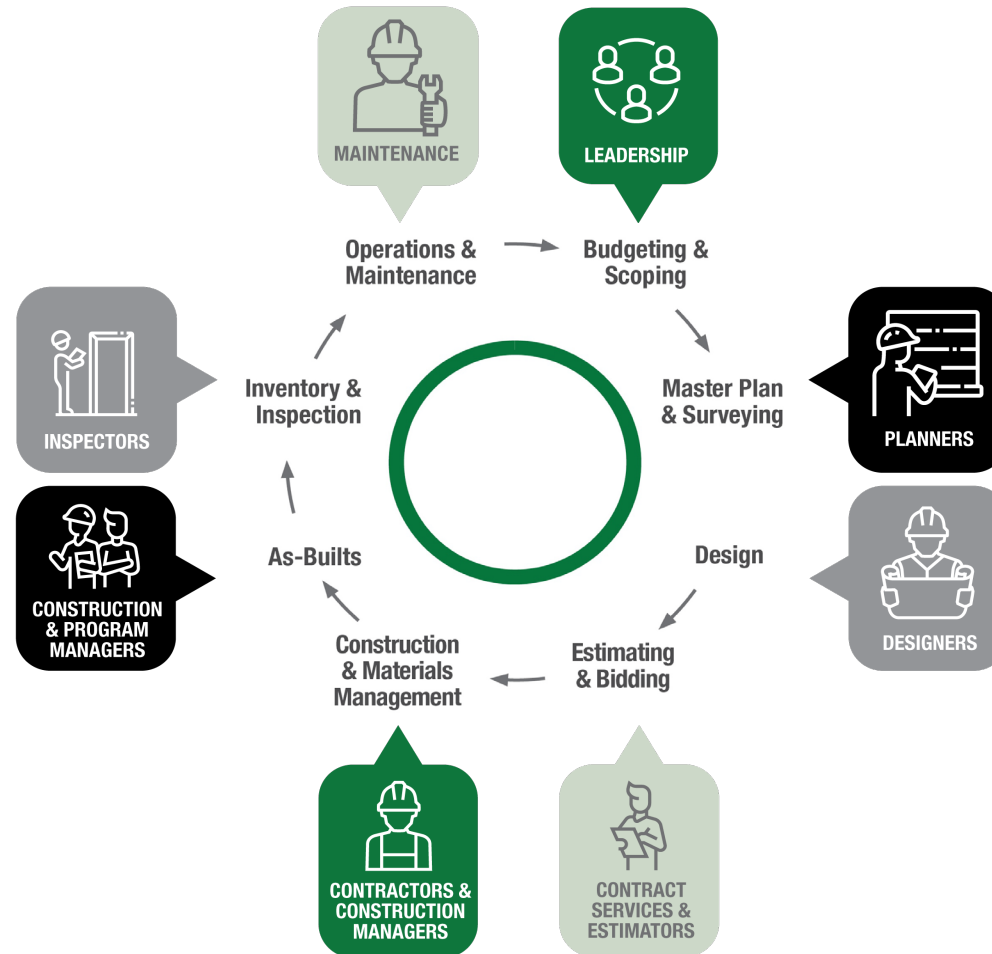
AGENDA

Asset management project history

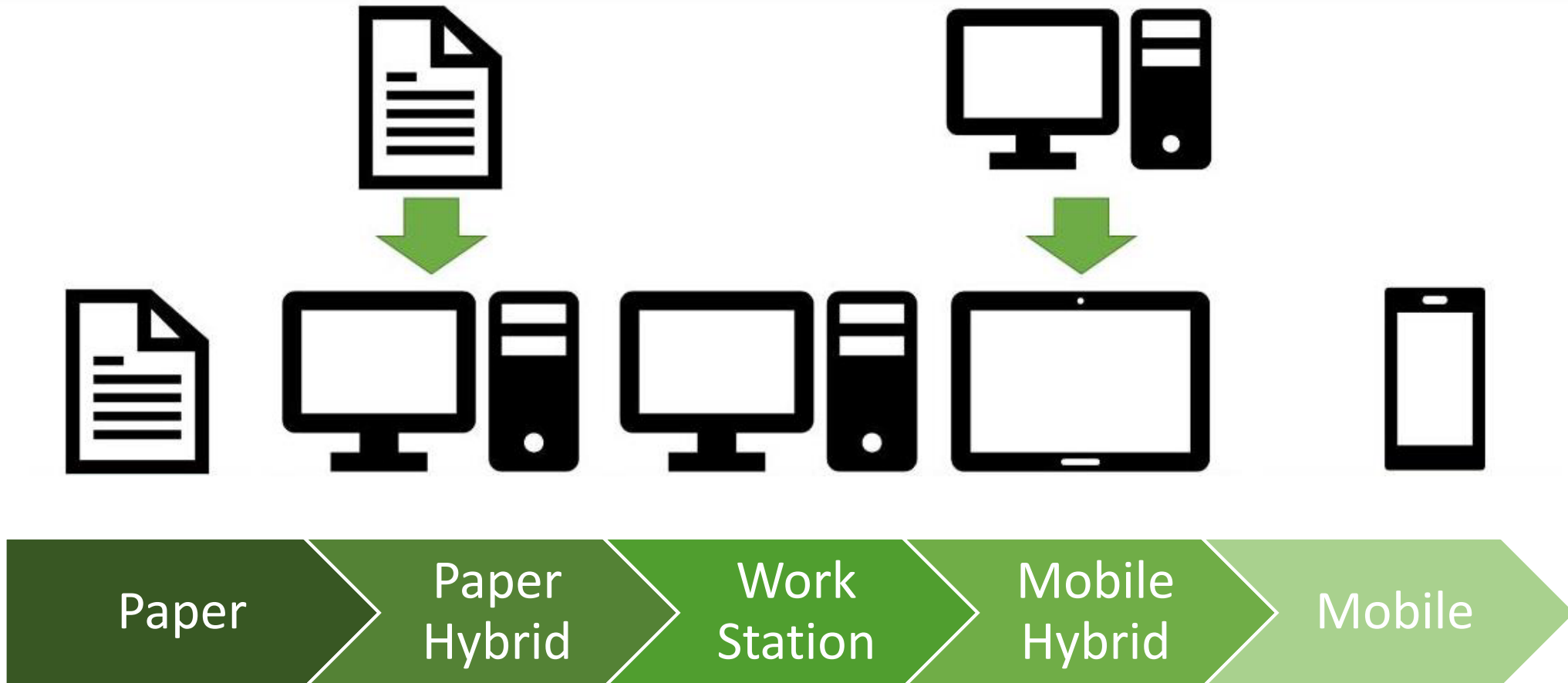
Cartegraph fills a need

Cartegraph today

ASSET MANAGEMENT COMMUNICATION THROUGHOUT THE LIFESPAN OF TOLLWAY ASSETS



CARTEGRAPH FILLS A NEED



CARTEGRAPH INTEGRATION

Adopted by Illinois Tollway working groups

Roadway

Roadway Electric

Facilities

Fleet

Sign Shop

Carpenter Shop



CARTEGRAPH IMPLEMENTATION

Data allows gains in workflow

All assets in SAP

- Increased tracking
- M-tagged assets updated daily

Real-time ordering and inventory

- Integrated systems for materials ordering
- Improved inventory updates

Enhanced system integration

- Recording and triggering scheduled maintenance



CARTEGRAPH – BENEFITS TODAY

- Government accountability, leveraging transformative technology
- Quicker turn around for repairs to vehicles
- Reduced duplicate and triplicate paperwork
- Inner departmental coordination of resources allowing Illinois Tollway to get more accurate with costs
- Data and information about asset conditions stored within Cartegraph
- Relevant work tasks can be created and designated to proper staff or contractors to help resolve
- Better labor, equipment and materials tracking



THANK YOU