



Record of Meeting | October 17, 2024

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Technology & Operations Committee meeting on Thursday, October 17, 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

Chairman Rivera 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:
Chairman Arnie Rivera	Co-Committee Chair Scott Paddock
Director James Connolly	Committee Chair James Sweeney
Director Melissa Neddermeyer	
Director Gary Perinar, Jr.	

Other Directors Present:
Director Jacqueline Gomez
Director Karen McConnaughay
Director Mark Wright

The Board Secretary declared a quorum present.

Public Comment

Chairman Rivera opened the floor for public comment. No comment was offered.

Committee Chair’s Items

Chairman Rivera entertained a motion to approve **Committee Chair’s Item 1**, the minutes of the regular Technology & Operations Committee meeting held on September 19, 2024, as presented.



Director Perinar made a motion to approve the minutes, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Having no further items, Chairman Rivera called on Executive Director Cassaundra Rouse.

Executive Director's Items

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

Upon conclusion of the presentation and discussion, Executive Director Rouse noted that the meeting agenda contains 3 items for the Committee's consideration.

Items for Consideration

Business Systems

Executive Director Rouse called on Michael Catolico, Chief of Business Systems, to present to the Committee the following Business Systems item:

Item 1: Award of Contract 24-0192 to Kapsch TrafficCom USA, Inc. for the purchase of Electronic Toll Collection Equipment and Services in an amount not to exceed \$2,962,000.00 (Tollway Sole Source).

Upon conclusion of the item presentation and discussion, Chairman Rivera entertained a motion to approve placement of **Business Systems Item 1** on the October Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Perinar made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Administration

Executive Director Rouse called on Angela Jenkins, Chief of Administration, to present to the Committee the following items:

Item 1: Award of Contract 23-0133RR to OOTW, Inc. (d.b.a. InOut Labs) for the purchase of Pre-Employment Screening and Testing Services in an amount not to exceed \$189,145.00 for an initial five-year term and a possible five-year renewal term in an amount not to exceed \$189,145.00 (Tollway Invitation for Bid).

Item 2: Award of Contract 23-0136RR to OOTW, Inc. (d.b.a. InOut Labs) for the purchase of Drug



and Alcohol and Testing Services in an amount not to exceed \$363,350.00 for an initial five-year term and a possible five-year renewal term in an amount not to exceed \$363,350.00 (Tollway Invitation for Bid).

Upon conclusion of the presentation and discussion of items, Chairman Rivera entertained a motion to approve placement of **Administration Item 1** on the October Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Perinar made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Chairman Rivera entertained a motion to approve placement of **Administration Item 2** on the October Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Perinar made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Adjournment

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

The Meeting was adjourned at approximately 8:51 a.m.

Minutes taken by: _____

Christi Regnery
Board Secretary
Illinois State Toll Highway Authority



IT Accomplishments and Initiatives

Chief Information Officer Michael Shay
October 17, 2024

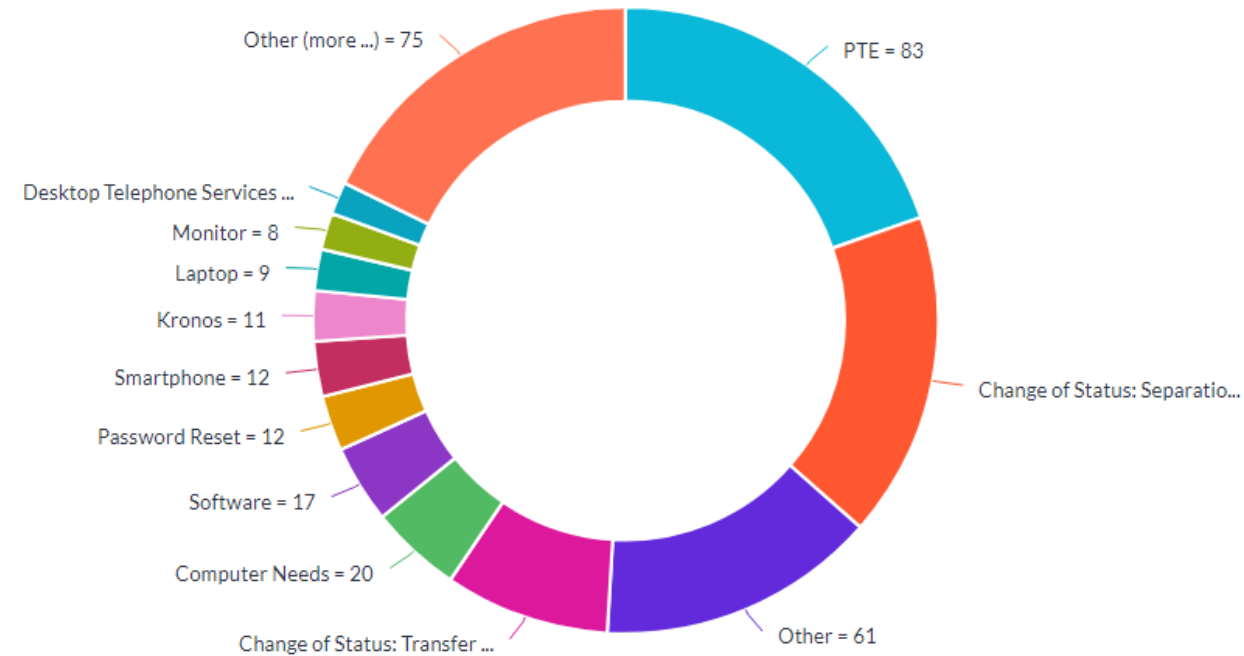
IT Plan

- Establish a multi-year IT governance plan
- Develop detailed IT strategy to align with overall agency business strategy
- **Emphasize:**
 - Security
 - Enhanced governance
 - Flexible IT infrastructure
 - Software integration
 - Balanced staffing
 - Embedded AI
 - Fiscally constrained



2024 Successes

- Recruiting
- ServiceNow
- Cartegraph
- Expanded cybersecurity
- Diversity outreach tracking
- Enhanced customer service
- Data governance
- IT education



2025 Major Initiatives

Back-Office

Integration ↔
Scalability
Roadside Inc.
Customer Service Call
Center
Road-user charging
(potential)

ERP

Integration ↔
Tollway instance
Success factors
Finance
Budget

Service Now

Integration
ITSM, SAM (Complete)
Discovery/CMDB (Complete)
Contract management (In
Process)
Project management
Third-party risk (Possible)

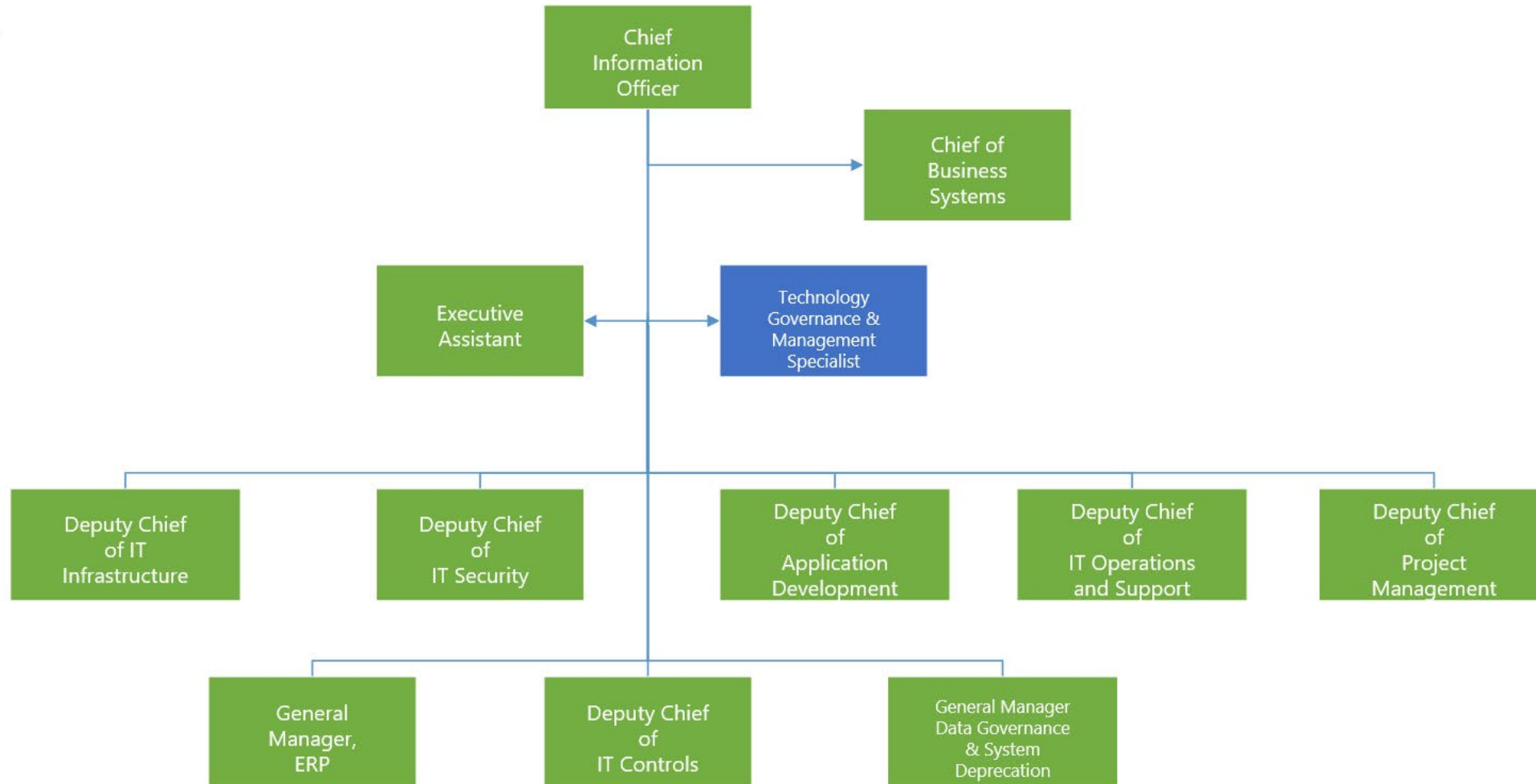
Embedded AI

2025 Substantial Initiatives

- **Data center and disaster recovery co-location**
- **Infrastructure refresh**
- **Cartegraph expansion**
- **ServiceNow expansion**
- **Traffic and Incident Management System**
- **Data governance**
- **System deprecation**



IT Department Leadership





THANK YOU