



ILLINOIS TOLLWAY NEWS

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ILLINOIS TOLLWAY ADOPTS 20-YEAR STRATEGIC PLAN: *OUR BOLD STEPS TOGETHER*

New roadmap aligns infrastructure investments with innovation, equity and sustainability

DOWNERS GROVE, IL – The Illinois Tollway Board of Directors today adopted *Our Bold Steps Together*, a new 20-year Strategic Plan to guide infrastructure investments, service improvements and regional partnerships that shape the future of mobility in Northern Illinois.

The plan replaces the Tollway's 2010 roadmap and reflects more than a year of community input from stakeholders, regional leaders and employees.

"This plan is about aligning our investments with what matters most – safe, reliable service and smart planning that supports our region's economic health," said Illinois Tollway Executive Director Cassaundra Rouse. "It gives us a proactive framework to navigate evolving mobility needs, technologies and priorities."

Titled *Our Bold Steps Together*, the Strategic Plan supports the Tollway's ability to implement capital investments including remaining elements of the 16-year, \$15 billion *Move Illinois* capital program; the new \$2 billion, seven-year Bridging the Future capital plan and a forthcoming long-term capital program to maintain, expand and modernize the Tollway system. It also will guide policies, programs and initiatives supported by the Tollway's annual maintenance and operations budget to ensure consistency and forward-thinking resource allocation.

The Illinois Tollway Board also adopted a new mission statement as part of the Strategic Plan: *Leading with infrastructure, innovation and integration, the Illinois Tollway delivers the highest customer service and quality of life for all, to connect and safely move Chicagoland, Illinois and the United States forward, together.* The full Strategic Plan is available on the Tollway's website at www.illinoistollway.com/future.

"This Strategic Plan provides a broad yet well-defined path to success, building a business case that delivers the highest return on investment for customers and non-users alike," said Tollway Board Member and Strategic Planning Committee Chair Scott Paddock. "It reflects the expectations of our customers and partners and the values that drive our agency forward."

Building on Governor JB Pritzker's guiding principles – innovation, equitable economic development, diversity and inclusion and sustainability – the Strategic Plan establishes a framework for evaluating capital investments, policies and procedures to maximize value for Tollway customers, communities and employees.

The Illinois Tollway's Strategic Plan outlines five core goals to guide agency prioritization and delivery of 45 programmatic needs organized into three categories – maintain and enhance, expand access and diversity offerings – to support short-, medium- and long-term investments:

- **Organizational Excellence:** Support career growth of employees to improve organizational and customer service efficiencies.

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- **Diversity and Equity:** Build a culture that values diverse backgrounds to maximize organizational impact.
- **Mobility and Economic Investment:** Maintain and expand mobility options that support all modes, stimulate economic growth and deliver a positive return on investment.
- **Sustainability:** Support investments that protect human and natural environments.
- **Innovation and Technology:** Invest in leading technologies to enhance safety and service while diversifying revenue streams.

The Strategic Plan builds on the Illinois Tollway's 2010 plan, which guided more than a decade of growth, modernization and service improvements. Recognizing the significant changes and accomplishments since then, the Tollway launched a comprehensive update in 2023.

This new plan takes a fresh look, establishing a baseline for growth and measurable progress while providing a clear roadway to accelerate implementation. It includes 45 initiatives to expand access to Tollway benefits, diversify offerings and maintain and enhance past investments.

The planning process included extensive staff engagement through agencywide workshops and milestone-driven discussions, drawing on expertise of employees who serve and safeguard customers. Early input from key partners and stakeholders, along with briefings and a work session with the Illinois Tollway Board of Directors in October 2024, helped shape a forward-looking, aspirational plan aligned with the Tollway's updated mission, vision and goals.

About the Illinois Tollway

The Illinois Tollway is a user-fee system that receives no state or federal funds for maintenance and operations. The agency maintains and operates 294 miles of roadways in 12 counties in Northern Illinois, including the Reagan Memorial Tollway (I-88), the Veterans Memorial Tollway (I-355), the Jane Addams Memorial Tollway (I-90), the Tri-State Tollway (I-94/I-294/I-80) and the Illinois Route 390 Tollway.

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