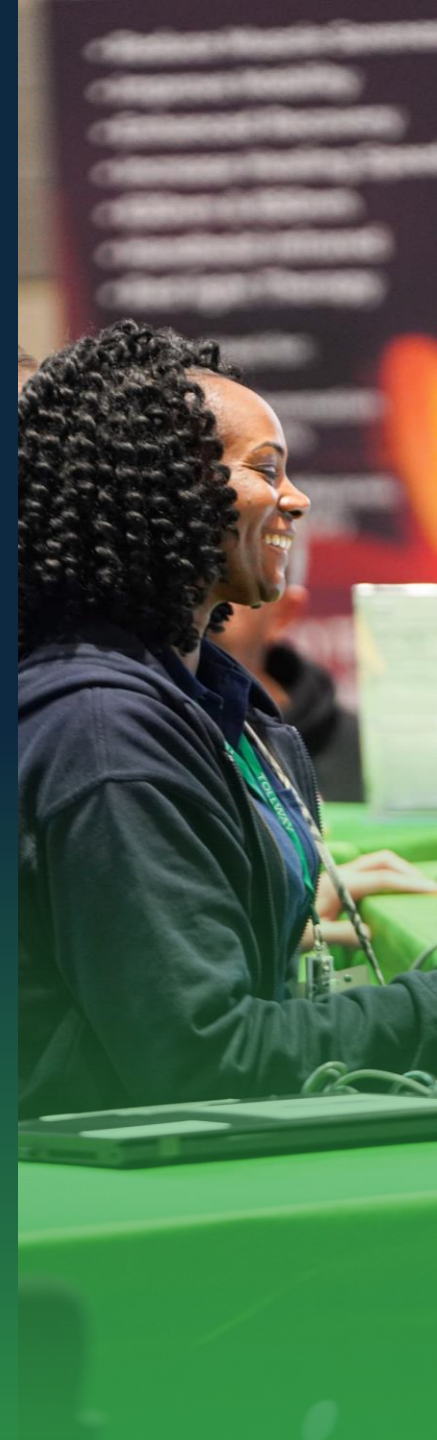
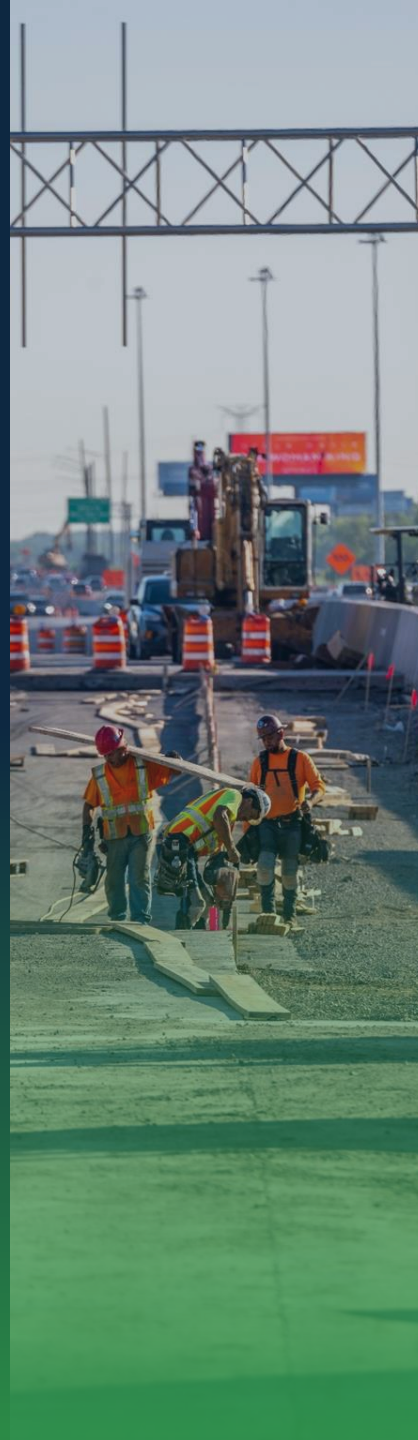




A New Strategic Plan for the Illinois Tollway

Strategic Planning Committee

18 JUNE 2025



AGENDA

- 1) Background
- 2) About the Strategic Plan
- 3) What It Means
- 4) Implementation

Our Bold Steps
TOGETHER

1. BACKGROUND

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PURPOSE, NEED AND PROCESS

- Existing 2010 Strategic Plan served the Tollway well, notably with the advent of open road tolling the mega Move Illinois capital program
- As the industry leader, the Tollway recognizes now is the time for a comprehensive update to proactively shape the Tollway’s future
- Extensive engagement supported this comprehensive plan update

Process to Develop the Strategic Plan



2. ABOUT THE STRATEGIC PLAN



ILLINOIS TOLLWAY'S PLANNING FRAMEWORK

The Strategic Plan is the keystone of this framework, providing broad direction to the Capital Plan and Annual Budget. While the Strategic Plan references the other two planning documents, those must conform to the Strategic Plan.



OUR MISSION

Leading with **infrastructure**, **innovation** and **integration**, delivering the highest **customer service** and **quality of life** for all, to connect and safely **move** the Chicagoland, Illinois and the United States forward, **together.**

The Mission clearly and concisely articulates the Tollway's purpose. The Tollway's benefits go beyond moving passengers and freight. Therefore, the Tollway recognizes its broadly beneficial impact locally, regionally and nationally to customers and non-users.

OUR VISION

The Vision extends from the Mission statement and describes the Tollway's aspirations as future outcomes from carrying out its Mission. Its aspirations are internally and externally focused. Our Vision is inclusive, to provide opportunities beyond toll highways.

BEST WORKPLACE AND WORKFORCE

The Illinois Tollway's future begins with a collaborative, diverse and curious workforce nurtured by a culture that proudly builds and grows careers.

DIVERSITY DELIVERS EQUITABLY

Our diversity of perspectives and backgrounds will connect us strongly within and to the communities, economies and environments we equitably serve.

SUSTAINABLY SUPPORTIVE

We remain a collaborative, transparent and trusted partner for the public and environment, acting to broadly care for our present while protecting the future.

INCREASINGLY INNOVATIVE

We continue to demonstrate our leadership – foremost with safety – seamlessly integrating technologies and tools that support our work and service delivery.

ACCELERATE OPPORTUNITIES

Make a leading contribution to design, create and connect economic and social value to broaden opportunities for everyone, supported by diverse revenue sources.

OUR GOALS

Goals are specific outcomes to achieve that advance the Tollway's Mission and Vision. The Goals are also internally and externally focused. Our Goals are bold, delivering broad benefits.



ORGANIZATIONAL EXCELLENCE

Engage employees and support career development for a highly collaborative culture in pursuit of organizational efficiency and customer service for the public good.



DIVERSITY AND EQUITY

Build a culture that brings a diversity of backgrounds and contributions to broadly and equitably maximize the Tollway's value for the organization and all we serve.



INNOVATION AND TECHNOLOGY

Instill culture, technology and design that place improved, expanded safety and services at the forefront, supported by diversified sources of revenue.



INVESTMENT

Expand mobility opportunities that support all modes - maintained and enhanced at a high-level state of good repair - with toll highways serving as community investment corridors.



SUSTAINABILITY

Make leading contributions to support healthy human and natural environments backed by the financial capacity to meet responsibilities and sustain economic vitality.

INITIATIVES PRIORITIZATION IN DOLLARS

MAINTAIN AND ENHANCE

Support systemwide state-of-good repair improvements while making targeted investments to enhance the system using state-of-the-art engineering practices and innovative technology, leading with safety and customer service.

EXPAND ACCESS

Development and delivery of new facilities and services that provide more opportunities to access the direct and indirect benefits of the Tollway system.

DIVERSIFY OFFERINGS

Provide a wider range of services that further support moving motor vehicles on Tollway highways and capitalize on services and assets to broaden the Tollway’s indirect benefits to the public.



3. WHAT IT MEANS





WHAT THE STRATEGIC PLAN MEANS

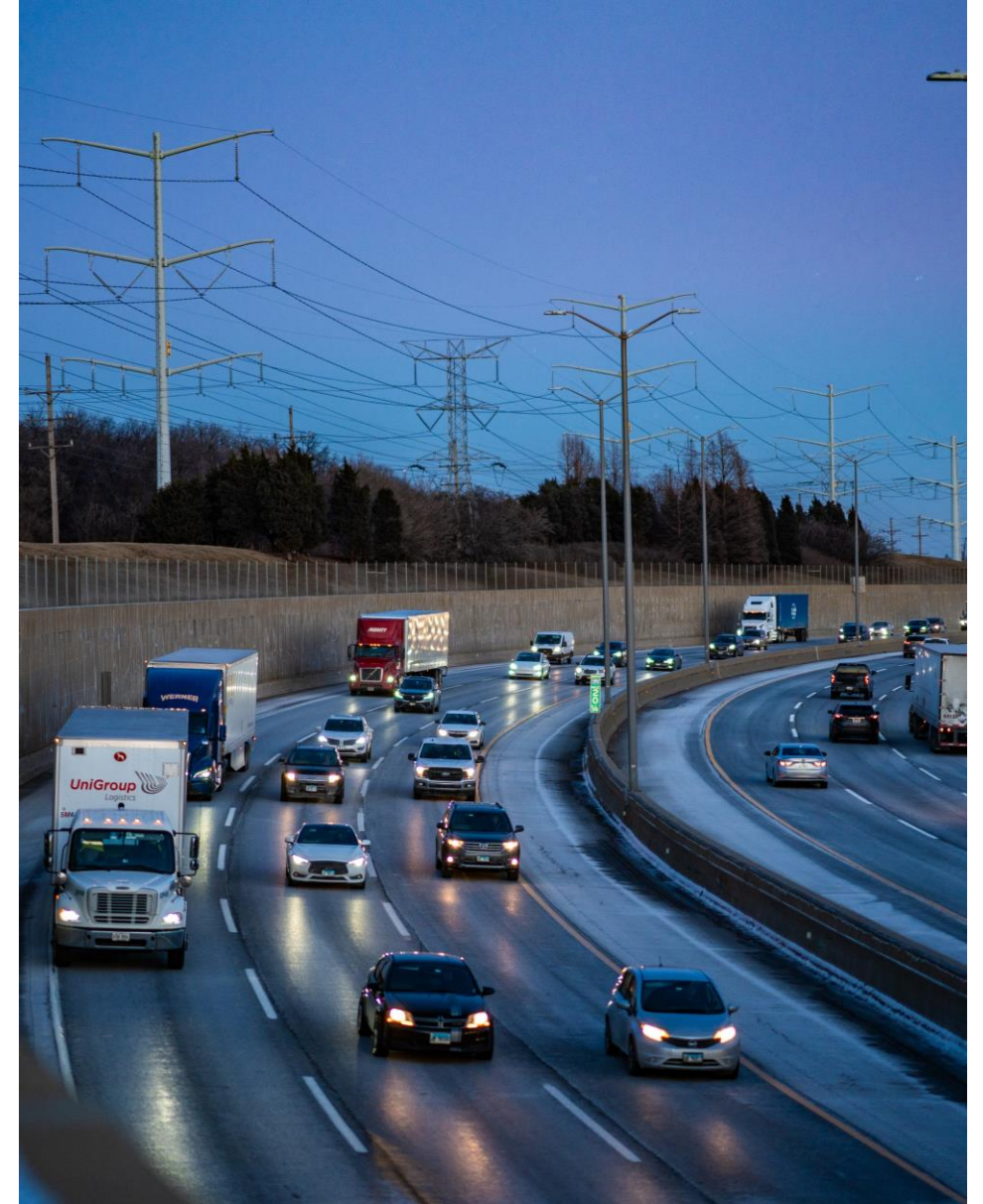
- Transparently provides clarity of purpose for the Tollway, internally and externally, consistent with the Toll Highway Act
- Establishes a program of Initiatives for capital investments, policy initiatives and operational procedures to be delivered over 10+ years
- Decision-making needs to be consistent with the Strategic Plan

4. IMPLEMENTATION

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IMPLEMENTATION TOOLS AND PROCESS

1. Annual Budget preparation
2. Initiative Delivery Work Plans
3. Capital Plan alignment and project prioritization
4. Aligning the Initiatives temporally
5. Decision-making consistency with Strategic Plan
6. Ambassador program
7. Progress reporting
8. Periodic scenario testing and calibration





ILLINOIS
ROUTE 390
TOLLWAY



JANE ADDAMS
MEMORIAL
TOLLWAY



REAGAN
MEMORIAL
TOLLWAY



VETERANS
MEMORIAL
TOLLWAY



TRI-STATE TOLLWAY

***THANK YOU,
TEAM TOLLWAY!***

Our Bold Steps
TOGETHER



INFRASTRUCTURE
INNOVATION
INTEGRATION