



# Annual Report 2022



## Executive Director Statement

The Illinois Tollway accomplished great work in 2022, building on our agency's strong foundation, supporting the regional transportation network, expanding economic opportunities, creating jobs and providing exceptional service for our customers.

The Tollway is achieving its goals thanks to the great support and collaboration with many partners, from transportation industry associations to environmental organizations and business advocates. In addition, we work in cooperation with other transportation and transit agencies and local communities to deliver travel improvements.

What's more, the Tollway is getting the work done thanks to the extraordinary efforts of our employees. They're the ones taking care of customers at every turn, keeping them safe on the roadways and providing service with a smile at our Customer Service Centers, maintaining our IT infrastructure and performing all the work that keeps this agency operating smoothly.

The Tollway is also fortunate to have exceptional contractors and consultants working on our behalf and upholding our standards and values. The men and women building our roads and bridges are using their tremendous knowledge and skills to turn the visions of planners and engineers into realities that benefit our customers and the communities we serve.

In 2022, the Illinois Tollway's strong financial position empowered the agency to advance its Move Illinois capital program, awarding more than \$1.3 billion in construction and professional engineering services contracts, keeping the program on track including completion of the Tri-State Tollway (I-294)/I-57 Interchange ahead of schedule.

In addition to capital program progress, the Tollway's hard working and dedicated team remained committed to serving our more than 1.5 million daily drivers and businesses across the 12 counties in Northern Illinois, supporting cashless tolling with I-PASS, I-PASS Assist, Pay By Plate services and interoperability with E-ZPass.

We remain grateful for the steadfast support from Governor JB Pritzker and the leadership of our Board of Directors as we continue our work making investments in our economic vitality, ensuring integrity and expanding opportunity.

Sincerely,

Cassandra Rouse  
Executive Director



## OVERVIEW

The Illinois Tollway is dedicated to providing and promoting a safe and efficient system of highways while ensuring the highest possible level of service to customers.



12

### counties in Northern Illinois

Cook, Lake, DuPage, Will, Kane, McHenry, Boone, Winnebago, DeKalb, Ogle, Lee, Whiteside

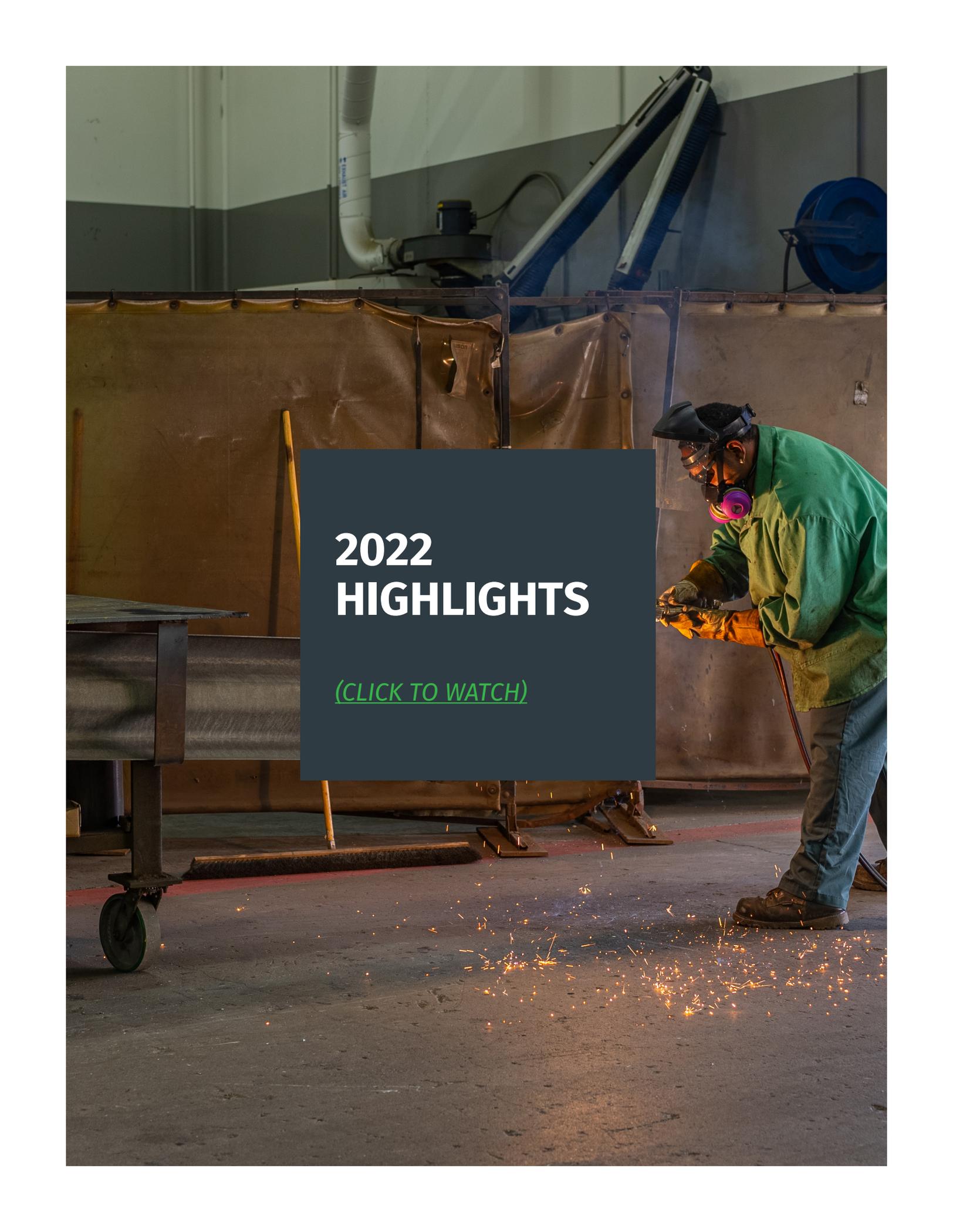
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### toll roads

Tri-State Tollway (I-94/I-294/I-80),  
Reagan Memorial Tollway (I-88),  
Jane Addams Memorial Tollway (I-90),  
Veterans Memorial Tollway (I-355),  
Illinois Route 390 Tollway

294

centerline miles



# 2022 HIGHLIGHTS

[\(CLICK TO WATCH\)](#)

## TOLLING

The Tollway is a user-fee system – no state or federal tax dollars are used to support maintenance and operations. Operations are funded by toll revenues collected from customers paying electronically with I-PASS or E-ZPass transponders or online through the Tollway's Pay By Plate service.

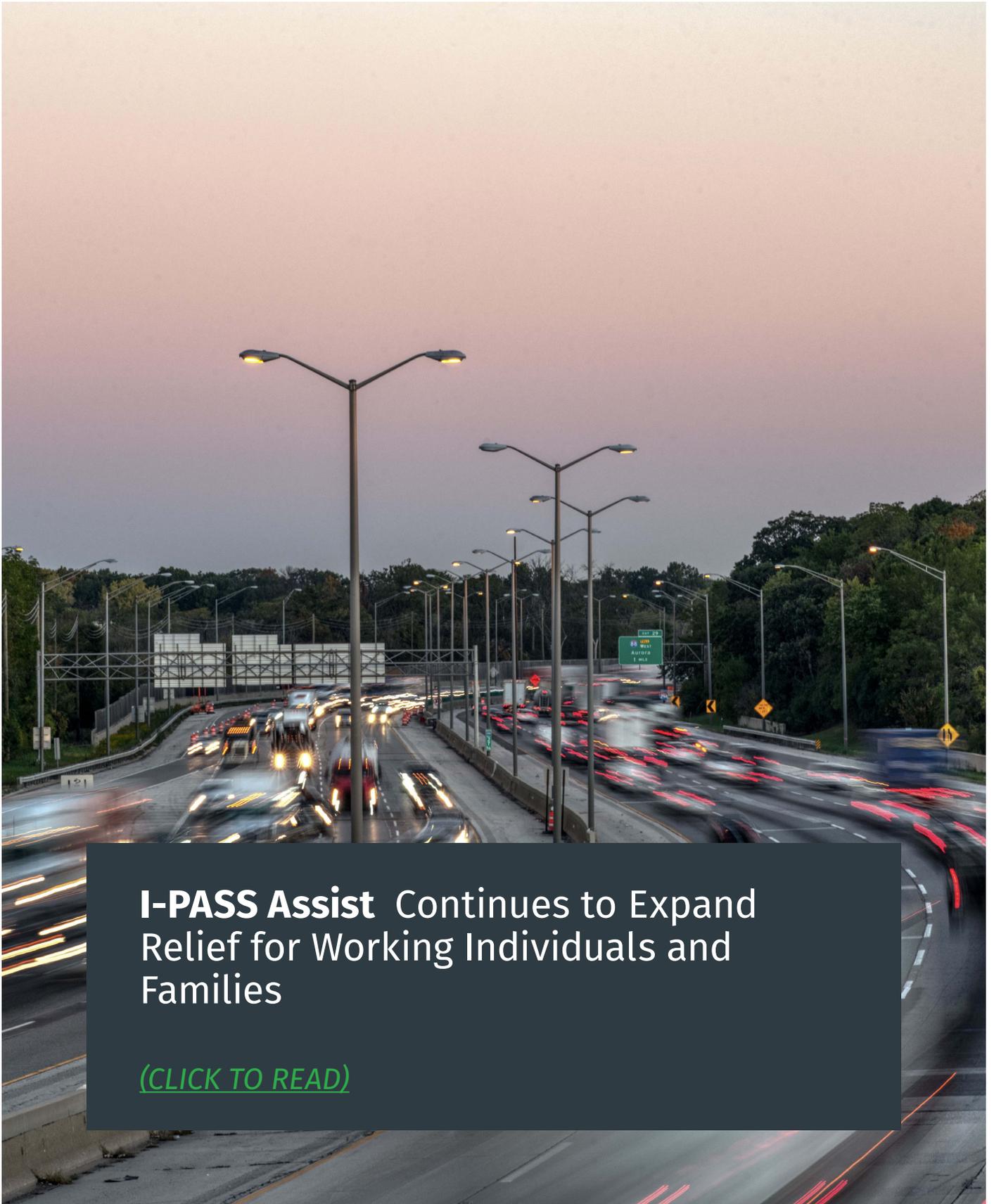
- More than 1.5 million (1,515,062) average daily drivers in 2022
- 86% passenger vehicles and 14% commercial vehicles in 2022
- Average of more than 2.6 million (2,622,288) daily toll transactions in 2022
- Nearly 13.4 million total invoices (13,374,372) in 2022 – includes 6.4 million first notice invoices in 2022
- More than 957 million total toll transactions through December 31, 2022, (957,135,229 – preliminary, unaudited)
  - 87.2 percent of all transactions paid via I-PASS/E-ZPass in 2022
  - 2.6 percent of transactions paid with Pay By Plate in 2022 (24,842,003)

## I-PASS

- More than 50 million (50,192,896) I-PASS transactions on E-ZPass roadways in 2022
- More than 5.3 million active I-PASS total accounts (5,322,670 accounts) as of 2022
- More than 8.5 million active I-PASS total transponders (8,522,153 transponders) as of 2022

## PAY-BY-PLATE

- More than 3 million Pay By Plate total accounts (3,075,849 accounts) in 2022 – note: 2 million new accounts in 2021
- Nearly 25 million Pay By Plate transactions (24,842,003 transactions)



## **I-PASS Assist** Continues to Expand Relief for Working Individuals and Families

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## SERVICE

Whether it's customer service, resources on our website or assistance on the road, we are committed to delivering great benefits and services to customers.



### More than 43 million total website sessions in 2022

*Average of nearly 118,000 website sessions a day*

*Total annual (unique) users on Getipass.com: 13,371,641*

*Total annual (unique) users on Illinoistollway.com: 8,627,124*

### Nearly 2 million customer calls to 1-800-UC-IPASS in 2022

*1.2 million served by the Tollway and 725,000 served by The Chicago Lighthouse*



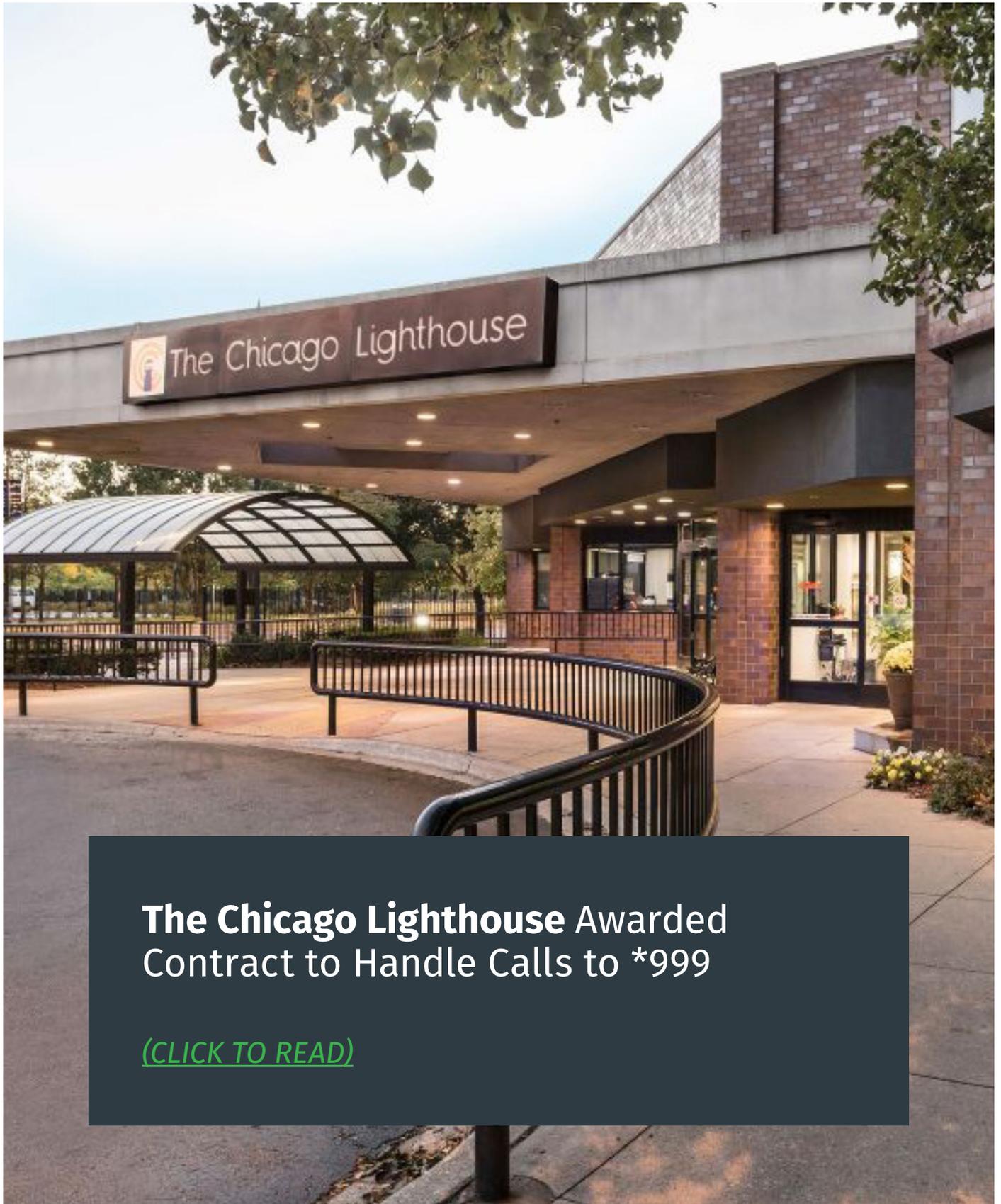
### Roadside Assistance in 2022

*H.E.L.P Truck contacts: 27,253 in 2022; nearly 1.2 million miles patrolled*

*Zero Patrol contacts: 608*

*Heat Patrol contacts: 1,099*

**Calls for Assistance \*999 in 2022: 15,518**



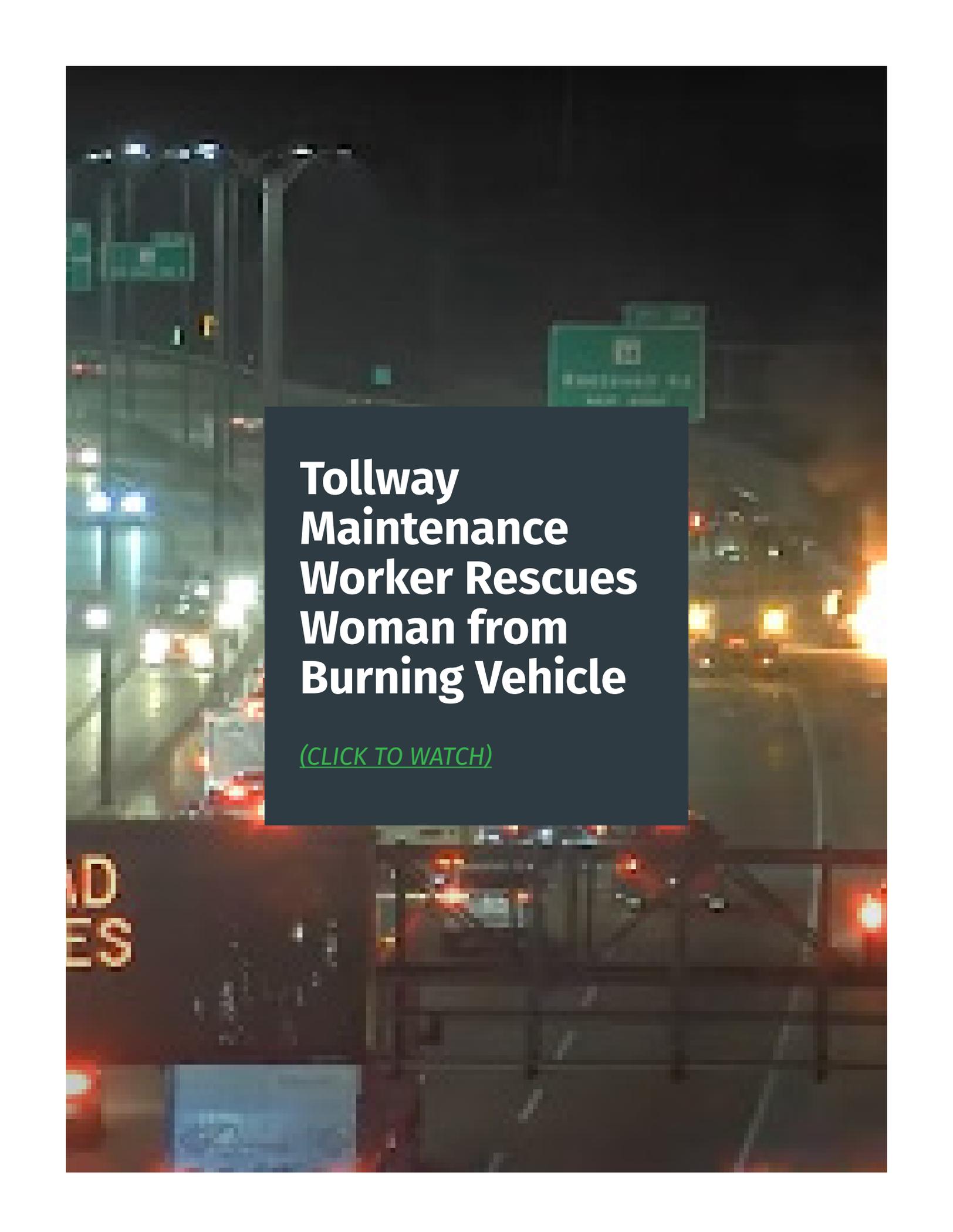
## **The Chicago Lighthouse** Awarded Contract to Handle Calls to \*999

[\(CLICK TO READ\)](#)



**During Dangerously Cold Weather, Zero Weather Road Patrols Provide Extra Help to Illinois Tollway Customers**

[\(CLICK TO READ\)](#)

A nighttime photograph of a highway scene. In the foreground, a dark metal guardrail runs across the frame. To the left, a sign with the letters 'D' and 'ES' is partially visible. In the background, a large fire is burning brightly, illuminating the scene with orange and yellow light. Several emergency vehicles with flashing lights are present, and a green highway sign is visible in the distance. A dark blue rectangular box is overlaid on the center of the image, containing white text.

# Tollway Maintenance Worker Rescues Woman from Burning Vehicle

[\(CLICK TO WATCH\)](#)

## COMMUNITY

The Illinois Tollway is committed to supporting the communities and businesses we serve through participating in outreach events, supporting public involvement opportunities and engaging stakeholders in 2022.

- Tollway planning and engineering staff participated in nearly 150 outreach and interagency meetings to help coordinate projects and improvements systemwide.
- Tollway Diversity staff and partners supported 69 training and business education events
- Tollway launched its first Financial Planning Event with more than 40 construction and engineering professionals attending





## **New Tri-State Tollway Pedestrian Bridge Opens for Hinsdale and Western Springs**

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**Illinois Tollway** brings to Life Engineering for High School Pre-Engineering Students

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# CONSTRUCTION

## Move Illinois Program Update (2012-2022)

*Move Illinois: The Illinois Tollway Driving the Future, is improving mobility, relieving congestion, reducing pollution, creating as many as 152,000 jobs and linking economies throughout the region.*

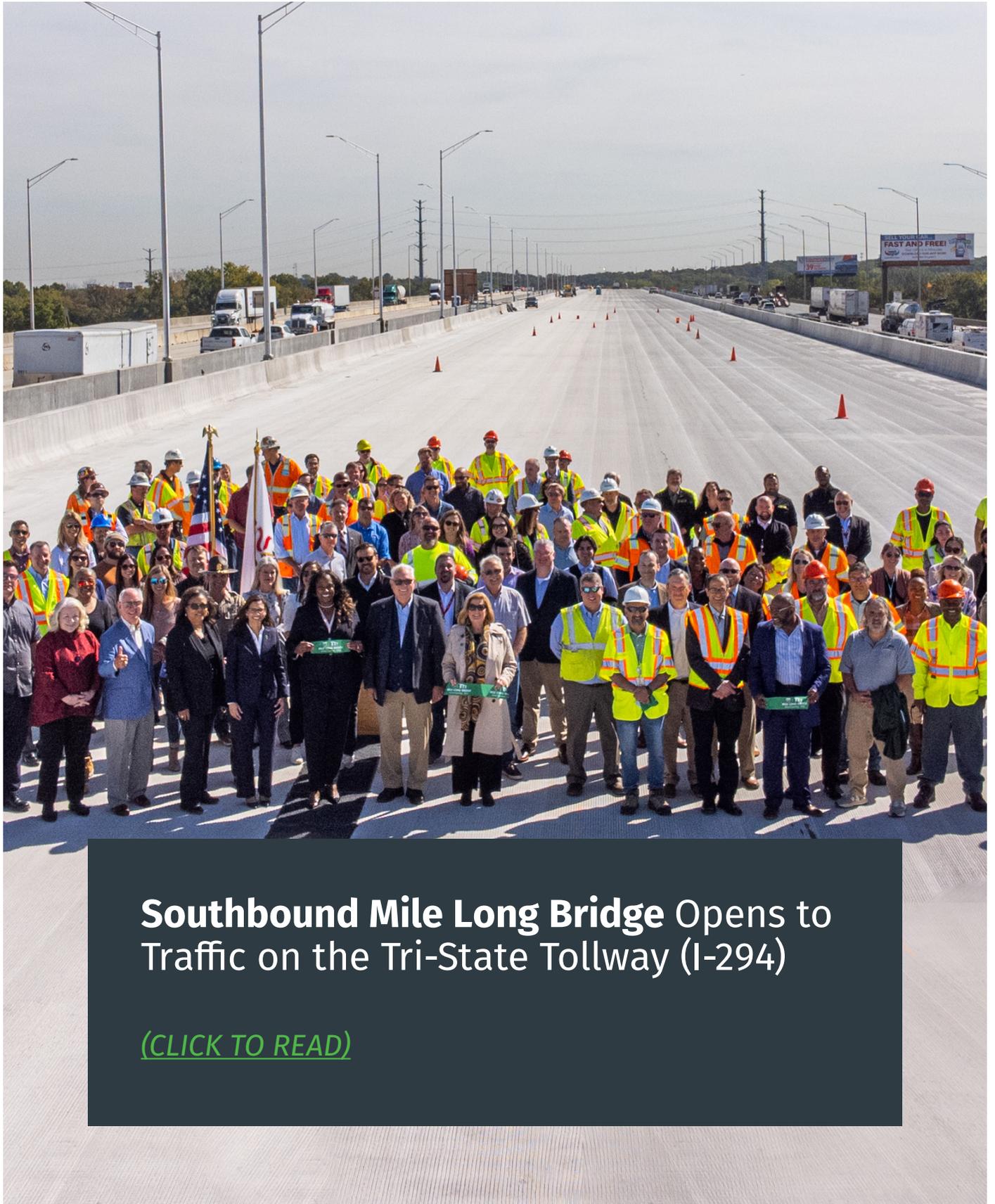
The first 11 years of *Move Illinois* are on schedule and within budget, delivering the new Illinois Route 390 Tollway and a rebuilt and widened Jane Addams Memorial Tollway (I-90) with its new SmartRoad corridor, as well as opening a new interchange connecting the Tri-State Tollway (I-294) to I-57. Progress continues on projects addressing the remaining needs of the existing Tollway system, delivering the new I-490 Tollway Project and reconstruction of the Central Tri-State Tollway (I-294).

- 70.5 percent of the program is complete (work in place)
- \$12.0 billion or 84.1 percent of the program budget committed
- \$7.4 billion, or approximately 51.5 percent, in construction work
- \$3.0 billion, or approximately 21.1 percent, in consultant services
- \$1.7 billion, or approximately 12.0 percent, in other costs (utilities, right-of-way, misc.)
- \$210.1 million in reimbursement agreements has been approved; reducing overall program costs by 1.5 percent

## 2022 Construction and Professional Services Contract Awards:

Throughout 2022, the Illinois Tollway did its part to help keep businesses running and people working as we work to deliver roadway and infrastructure improvements to our customers

- In all, 79 construction and professional engineering services contracts totaling more than \$1.3 billion were approved by the Tollway Board.
- 64 of the 80 – or 80% - of all construction and professional engineering services contracts awarded were unbundled or Small Business Initiative contracts that provided opportunities for small, diverse and veteran-owned firms to take on roles as prime contractors and consultants.
- 38 of 50 – or 78% of construction contracts
- 26 of 30 – or 87% of professional engineering services contracts



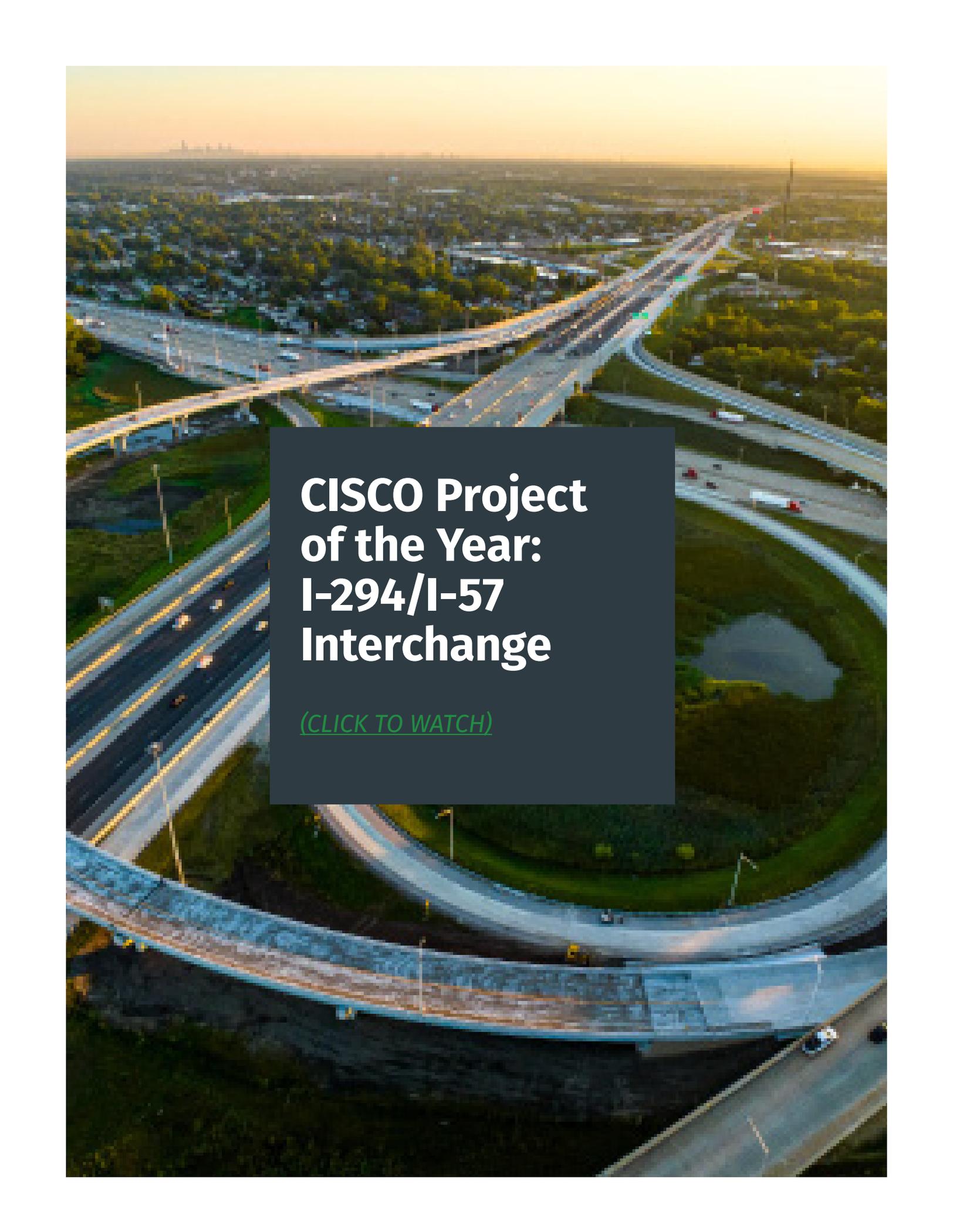
## Southbound Mile Long Bridge Opens to Traffic on the Tri-State Tollway (I-294)

[\(CLICK TO READ\)](#)



# ASCE Illinois Awards Outstanding Achievement Award to BNSF Railway Bridge Project

[\(CLICK TO READ\)](#)

An aerial photograph of a large, multi-level highway interchange at sunset. The sky is a warm orange and yellow, and the city skyline is visible in the distance. The interchange features several overpasses and ramps, with cars and trucks visible on the roads. A dark grey semi-transparent box is overlaid on the center of the image, containing white text.

# **CISCO Project of the Year: I-294/I-57 Interchange**

*[\(CLICK TO WATCH\)](#)*

# DIVERSITY

The Illinois Tollway is a driving force for increasing economic opportunities providing small, diverse and veteran businesses and individuals with opportunities to grow and succeed through training programs, business assistance and strategic partnerships in 2022.

## Technical Assistance Program

- More than 130 new clients recruited
- More than 300 prime/sub bids submitted on Tollway work alone

## Partnering for Growth (construction)

- 6 new agreements with primes/protégés
- 25 agreements since start of the program (2018)

## Partnering for Growth (professional services)

- 23 new agreements with primes/protégés
- 205 agreements since program inception (2005)

## Small Business Initiative

- More than 190 unique firms enrolled
- 4 small business set-aside contracts awarded
- 13 Small Business Initiative contracts awarded
- More than 70 bids received from 23 unique



# DIVERSITY



## Earned Credit Program hires:

- 52 in 2022
- Since program inception – Nearly 640

## Bid credits accrued in 2022 by program:

- Total: More than \$3.6 million

Partnering for Growth: \$1,630,554

Earned Credit Program: \$1,376,867

ConstructionWorks: \$637,834

## ConstructionWorks

- 65 candidates hired to work on public and private sector construction industry jobs throughout the region in 2022; of those, eight candidates worked directly on Tollway projects.
- Nearly 400 candidates placed on construction industry jobs in the public and private sectors throughout the region since 2018; of those, nearly 70 candidates worked directly on Tollway projects since 2018.

## Bid Credits Issued since program inception (2006):

- \$15,337,970

## Building For Success Webinar Series

- Nearly 1,200 attendees for 22 webinar events in 2022
- More than 5,700 attendees for 77 webinars since inception (July 2020)

## ROCIP Program

- 16 contracts awarded with ROCIP, award value of \$24.7 million in 2022
- One contract awarded with ROCIP to a first time prime in 2022
- 45 contracts awarded with ROCIP, award value of more than \$65 million since 2021
- Contracts awarded with ROCIP include six first-time primes
- More than 60 unique firms working on ROCIP contracts to date



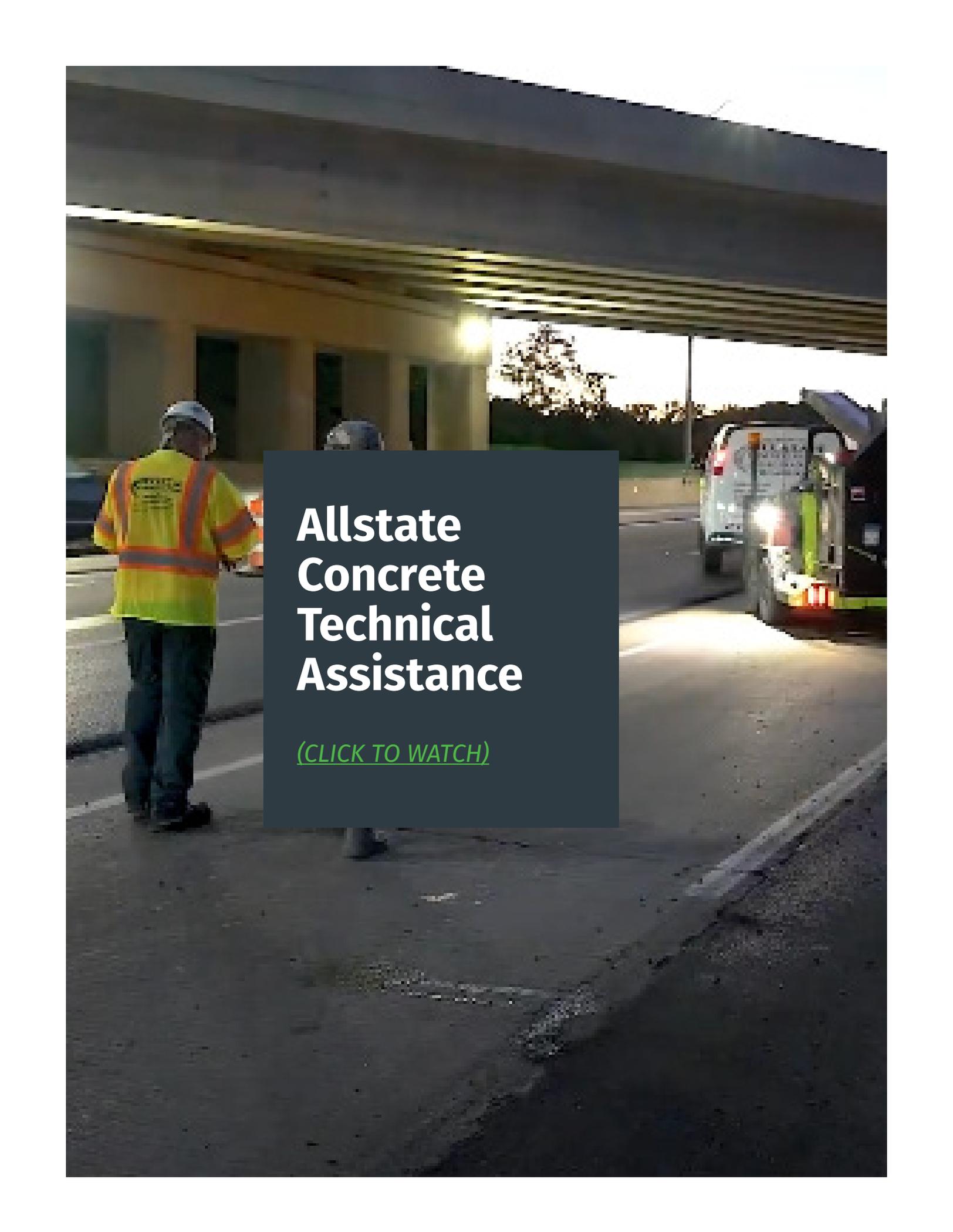
## **Illinois Tollway Ensures** Small and Diverse Businesses Engaged as Tollway Leads Industry in 3-D Design and Engineering

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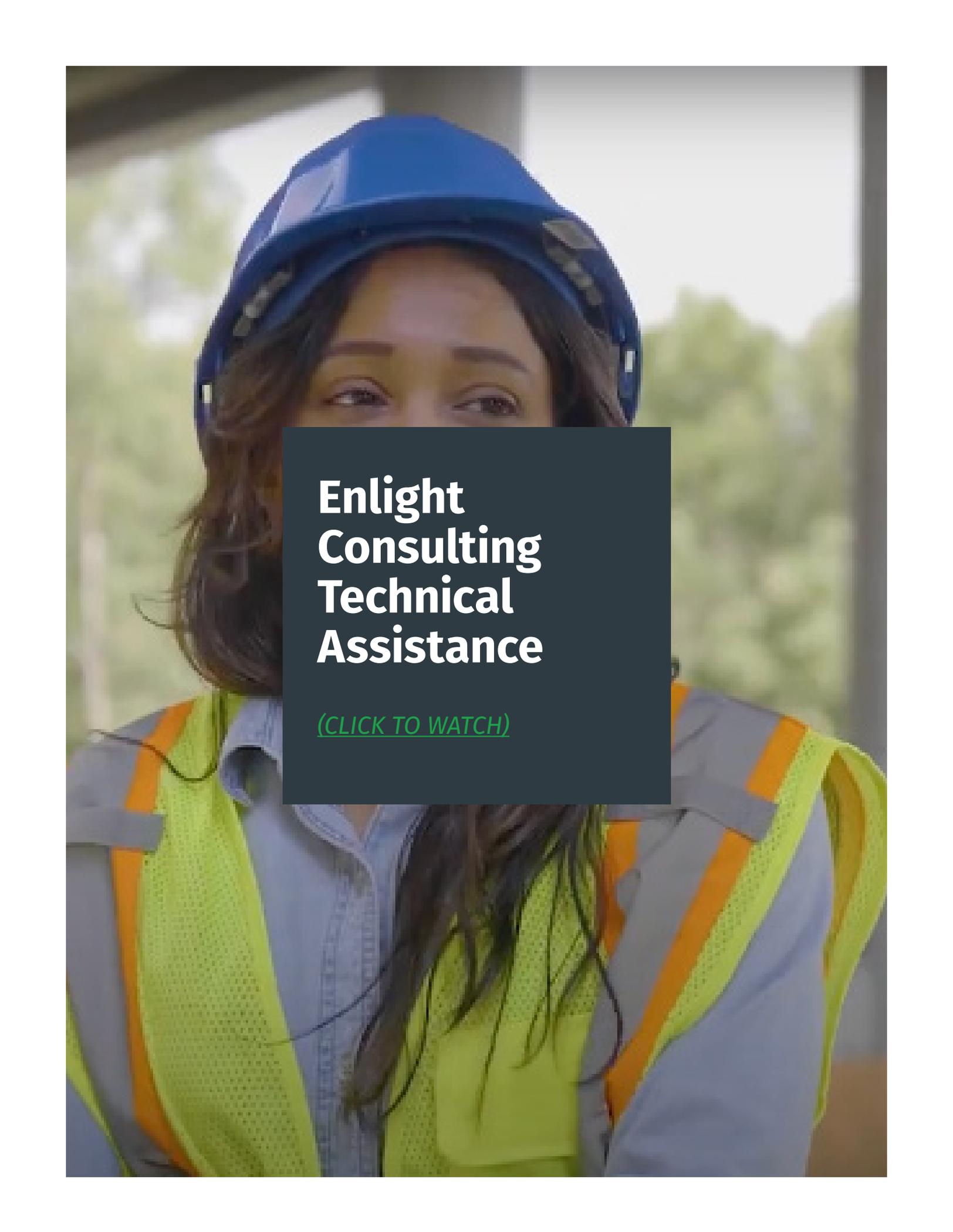
**Building Financial Success Summit**

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# Allstate Concrete Technical Assistance

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# Enlight Consulting Technical Assistance

[\*\(CLICK TO WATCH\)\*](#)

# SUSTAINABILITY

The Tollway is committed to building green and minimizing the environmental impact of construction to protect and enhance the natural and physical environment.

**In 2022, Tollway projects made use of a variety of recycled materials including:**

**181,831** tons of recycled asphalt pavement



**230,111** tons of recycled concrete



**8,892** tons of recycled fly ash



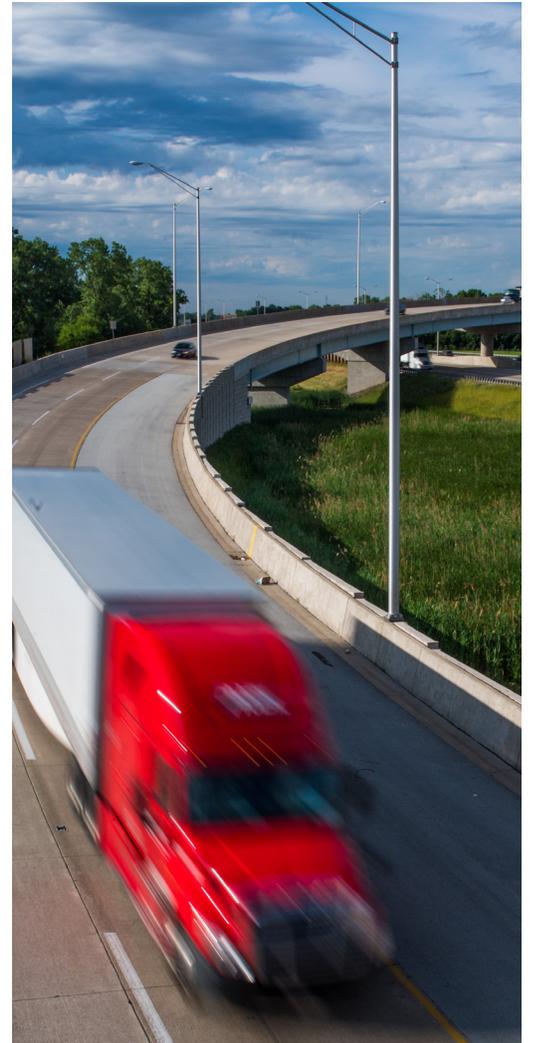
**12,031** tons of slag



**10,646** tons of asphalt shingles



**112,578** recycled tires



## SAFETY

**Illinois Tollway Mobile Barrier System has Neighbors Looking to Follow Suit**

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**Illinois State Police District 15 Rises to The Traffic Safety Challenge**

[\(CLICK TO READ\)](#)



**TIMS2GO Continues to Gain Industry Recognition for Innovation**

[\(CLICK TO READ\)](#)



# EMPLOYEES

**2022 Budgeted Headcount  
1,431**

**2022 Workforce Headcount  
1,173 people**

- 65.6 % male
- 34.4 % female
- 39.3 % minorities
- 6.6 % people with disabilities
- 4.0 % veterans

## Diversity

- White: 61.6 %
- Black/African American: 20.9 %
- Hispanic/Latino: 11.5 %
- Asian: 3.7 %
- American Indian/Alaska  
Native: 0.3 %
- Other: 2.9 %

## Unions

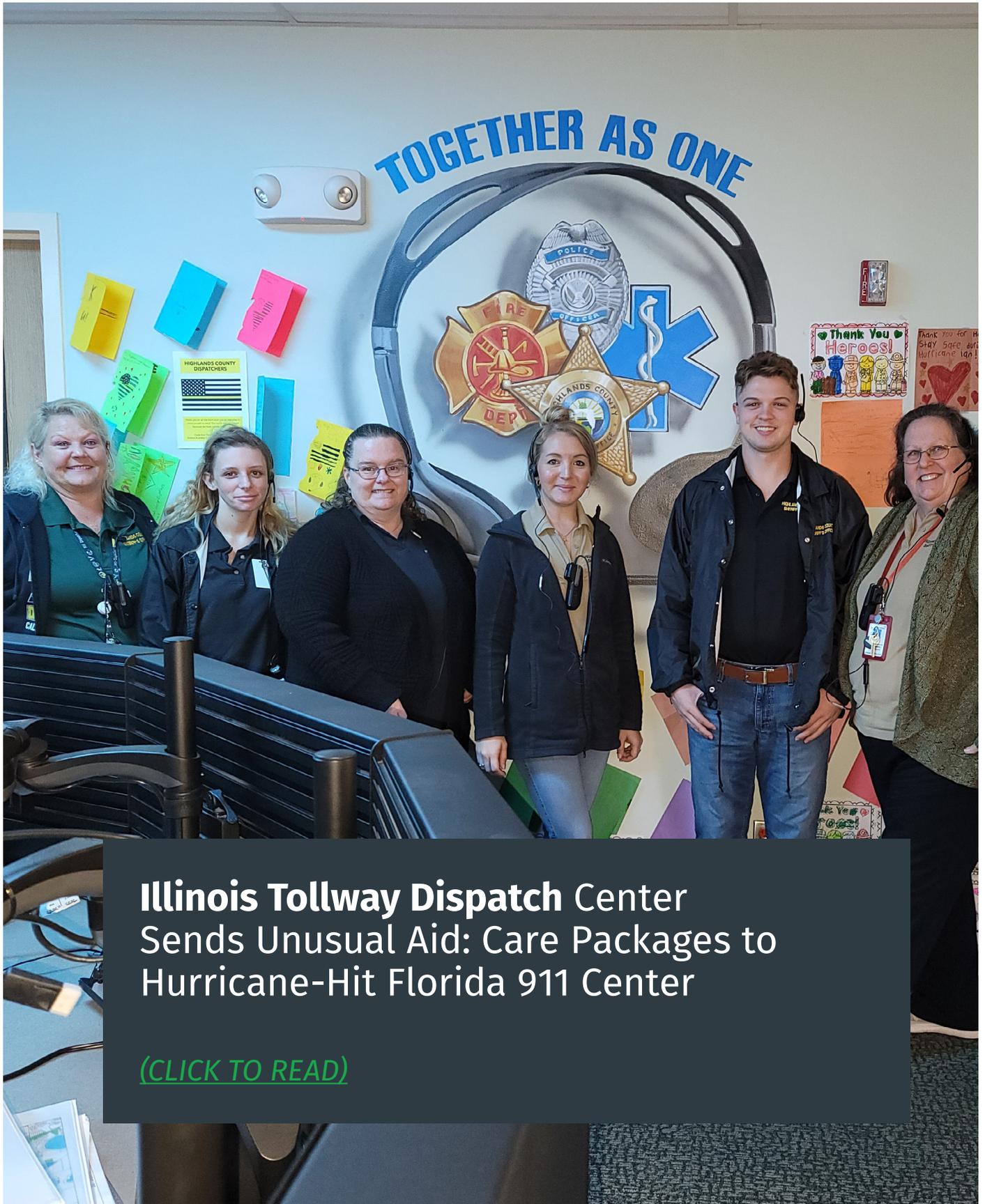
Together, the four unions represent about 870 employees or about 74 percent of the Tollway's workforce





## **Aurora Maintenance Site Goes The Extra Mile for Safety**

[\*\(CLICK TO READ\)\*](#)



## Illinois Tollway Dispatch Center Sends Unusual Aid: Care Packages to Hurricane-Hit Florida 911 Center

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## Illinois Tollway Staff Packs Santa's Sled Through Toys for Tots

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# AWARDS

## American Council of Engineering Companies, National

*Engineering Excellence Awards*

The Edens Spur (I-94) Reconstruction Project received a Special Recognition Award for exemplary engineering achievement, an honor for projects that achieved top awards for excellence at the state level. The Illinois Tollway completed reconstructing the Edens Spur from Pflugsten Road to the Edens Expressway in November 2020.

## American Council of Engineering Companies, Illinois

*Engineering Excellence Awards*

Four Illinois Tollway projects were recognized, with three receiving Honor Awards and one receiving a Special Achievement Award. Honor Award winners were: Burlington Northern Santa Fe Railway (BNSF) Bridge Project, Phase Two of the Tri-State Tollway (I-294)/I-57 Interchange and Gantry Erection of the Mile Long Bridge on I-294. A Special Achievement Award went to the Archer Avenue Interchanges Bridges at I-294.

## American Public Works Association

*Technical Innovation Award*

The TIMS2GO Mobile Incident Response Tool was recognized for its creativity and overall positive impact as a public works service. TIMS2GO is a unique mobile-friendly web application that gives traffic and incident managers the ability to gather real-time incident information and direct appropriate resources to respond anytime from anywhere using any smartphone, tablet or laptop on any browser – Google Chrome, MS Edge and Apple Safari.

## American Society of Civil Engineers, Illinois Section

*Outstanding Engineering Achievement Award*

The Burlington Northern Santa Fe (BNSF) Railway Bridge Project was recognized in the \$25 million to \$100 million category. ASCE Illinois Section recognizes projects that exhibit the greatest engineering skills and represents the greatest contribution to civil engineering progress and mankind.

## Construction Industry Service Corporation

*Project of the Year, Infrastructure category*

The Tri-State Tollway (I-294)/I-57 Interchange Project was named CISCO's Project of the Year award winner in the infrastructure category. CISCO's annual Pride in Construction Award Program recognizes top-quality union construction projects, with entries judged on the project's positive impact on the community, safety record, quality of construction and design.

## Illinois Chiefs of Police

*Traffic Safety Challenge*

Illinois State Police District 15 took top honors for Commercial Vehicle Enforcement, which recognizes agencies for their comprehensive education and enforcement programs for commercial vehicles. District 15 also took third place in the Championship Class, which pits all 11 first place winners from the previous year's challenge against one another. Individual honors were given to Sgt. Chad Martinez and Trooper Elgardo Bonano, who received the Looking Beyond the Belt Award for officers whose observations during a safety belt.

# AWARDS

## Government Technology Magazine

*Top 10 Winners, Operations Category, Special Districts Awards*

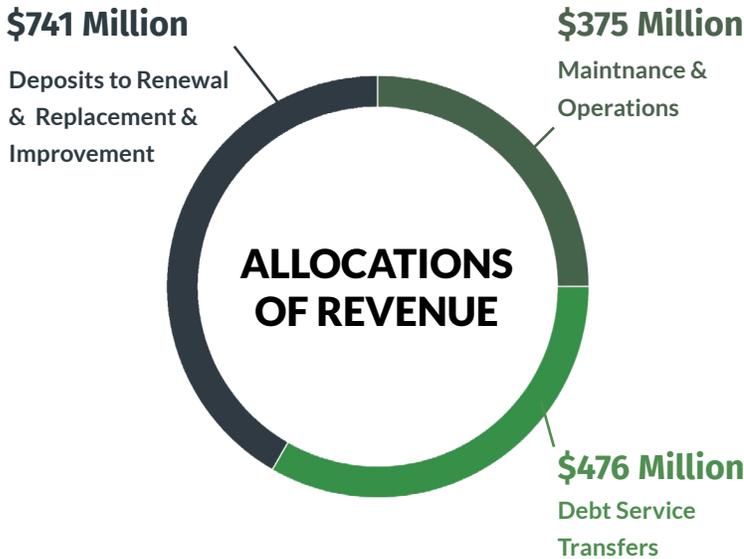
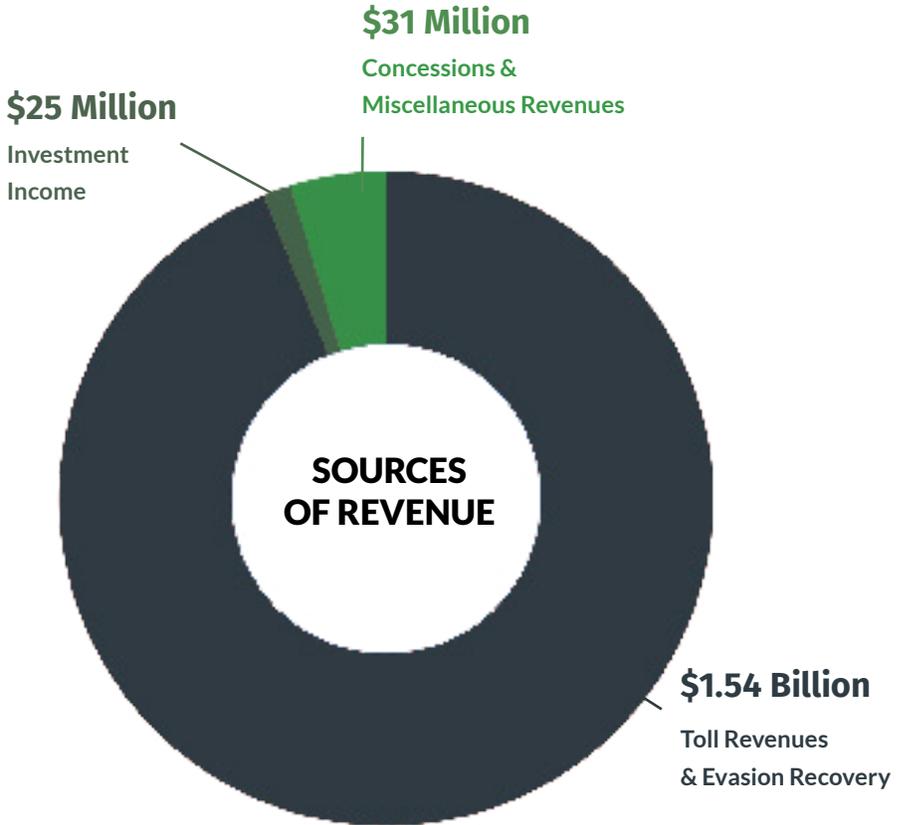
TIMS2GO selected was recognized by Government Technology magazine as one of its 10 top award winners in the operations category. The operations category focuses on public agencies that use innovative technologies to improve internal operations. Recognition for TIMS2GO by Government Technology is part of the online publication's annual Special District Awards Program, which highlights innovative ideas and best practices across transportation, transit, airports and other public service agencies nationwide.



# FINANCIALS

## 2022 Sources of Revenue

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



## 2022 Allocations of Revenue

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

## \$1.14 Billion in Capital Program Expenditures

Capital expenditures are for roadway reconstruction, expansion and systemwide maintenance. Does not reflect reimbursements received pursuant to intergovernmental agreement. The capital program is also funded by proceeds from bond sales.

**2022 financial information is preliminary and subject to change**



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