

2016 BIG WINS

Completed the 4-year, 62-mile
I-90 REBUILDING AND WIDENING PROJECT

Integrated **TRANSIT** for the first time

Added a new tollway to our system.
ILLINOIS ROUTE 390 TOLLWAY

Implemented **CASHLESS TOLLING** on Illinois Route 390 Tollway

Expanded online customer service with a new **SELF-SERVICE WEBSITE**

Understanding Customers



Infrastructure, technology and customer services improve motorists quality of life by saving time and money as well as providing a safe travel experience. Nearly 1.6 million daily drivers depend on prompt customer service and safe, reliable travel throughout Northern Illinois when driving on the Tollway. Our focus is to meet or exceed their expectations at every turn – on the road, online and on the phone.

Roadside Assistance 24/7

*999 roadside assistance cellular service provides customers with **ROADSIDE ASSISTANCE WITHIN 15 MINUTES**

Customer Service

Robust customer service is offered by phone or online at getipass.com.
Provided online **24/7/365** ACCESS to more than **14 MILLION VISITORS**

Customers need assistance every day of the week



3,013,499
CUSTOMERS RECEIVED ASSISTANCE from the I-PASS Customer Service Call Center in 2016

H.E.L.P. Along the Way

In 2016, 12 H.E.L.P. trucks drove nearly **1.2 MILLION MILES** enough to circle the Earth **48 times** and provided roadside assistance to more than **30,000 TOLLWAY CUSTOMERS**



Protecting

The Illinois Traffic Safety Challenge recognizes Illinois State Police Districts for their effective highway safety programs.

District 15 patrolled the roadway every hour of every day and conducted more than **2,000 ENFORCEMENT DETAILS** focused on speeding, wearing seat belts, distracted driving, DUI and overweight trucks.

Delivering

The Publicity Club of Chicago acknowledged and awarded the success of the Tollway's "Got It. Do It. Done." campaign

The "Got It. Do It. Done." campaign delivered **60% ENEWSLETTER OPEN RATE**, **40% WEBSITE TRAFFIC INCREASE**, and **60% ONLINE ACCOUNT MANAGEMENT INCREASE**

Serving Communities



Natural, historic and cultural resources need to be preserved in order to make Illinois a more attractive place for people to visit, live and work. State agencies have a responsibility to improve the communities they touch. Community inclusion makes this possible. Capturing community sentiment, gathering their feedback and forging interchange partnerships gives us greater insight when building roads and bridges.

225 COMMUNITY MEETINGS offered local municipalities, businesses and other organizations an opportunity to provide input on Tollway projects

Building

"I was honored to participate in the collective effort among the Illinois Tollway, IDOT, Pace, St. Alexius, RTA, legislators and others to advance I-90 Corridor projects. Opening full access at Barrington Road accomplishes our goal of reducing times for emergency responders. Introduction of new I-90 transit routes, Park-n-Ride and the pedestrian overpass at Barrington Road transit stations will significantly improve regional service and connectivity."
Village of Hoffman Estates Mayor William D. McLeod

Communities or municipalities looking to expand or enhance their interchanges have a funding and planning partner.

With the completion of the I-90 project, the Tollway had more than **90 INTERGOVERNMENTAL AGREEMENTS** and completed **10 NEW AND IMPROVED INTERCHANGES** that represented approximately **\$420 MILLION IN POTENTIAL ECONOMIC INVESTMENT**

Preserving

Gave away **15,000 TREE SEEDLINGS** to customers to celebrate Arbor Day in partnership with the Morton Arboretum



Planting **922 TREES**, **5,012 SHRUBS**, and **407 EVERGREENS** along the new Illinois Route 390 Tollway

Reducing environmental impact via a comprehensive stormwater management approach.

40 ACRES OF STORMWATER DETENTION and a treatment system including almost

54 MILES OF BIOSWALES along the I-90 corridor helped reduce sediment and minimize downstream flooding.

Recycling and repurposing materials means less goes into landfills, fewer trucks needed to haul away materials, less carbon emissions and less fuel consumption.

4.9 MILLION TONS of recycled materials never left the Tollway

Reduced energy consumption along the road via the installation of **ENERGY-EFFICIENT LED LIGHTS**

American Council of Engineering Companies of Illinois HONORS AWARD - SPECIAL PROJECTS
Chastain and Associates LLC and Autumn Construction Services Inc.
Illinois Tollway LEED Gold Certified Alsip Maintenance Site

Benefiting Business

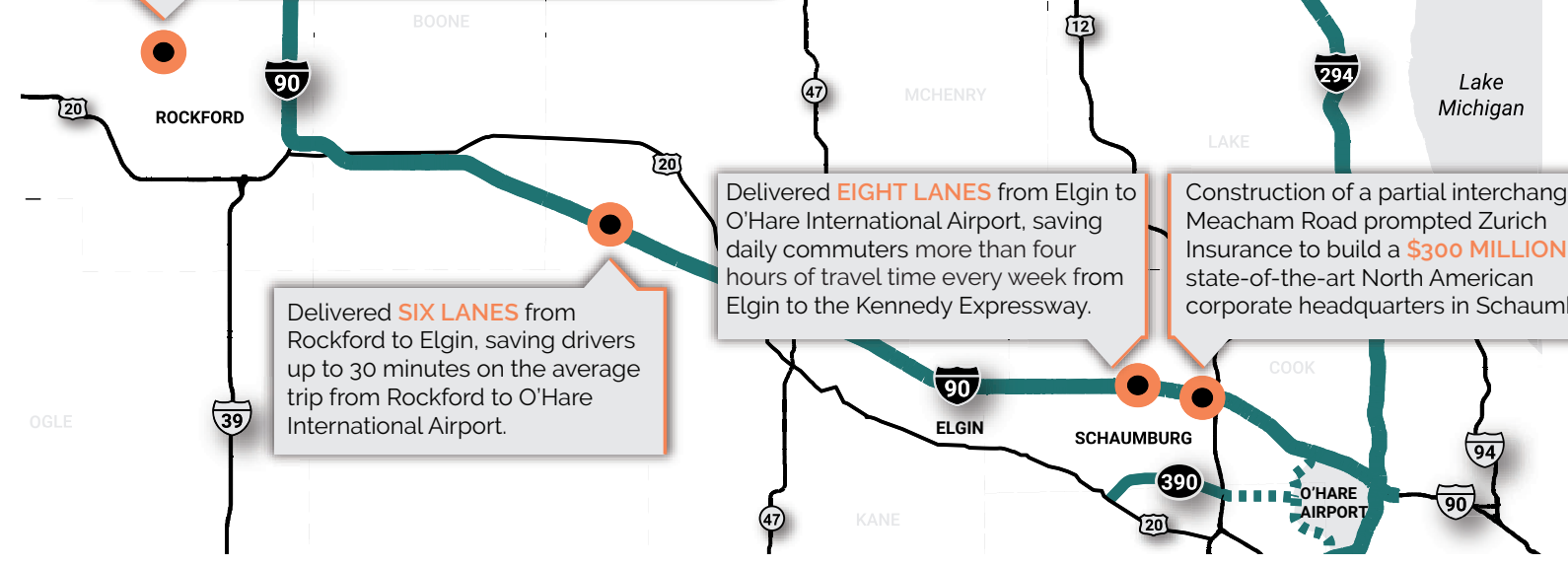


Communities and businesses are supported by continued investment in roadway infrastructure, which stimulates both local and state economies. Businesses build, expand and maintain a presence along the Tollway system because they recognize the economic benefit of access to a dynamic transportation network.

Access is the lifeblood of new economic activity for communities fueling development, transport of goods and services and job growth.

"The Village of Schaumburg, along with its 5,000-plus businesses, 30 hotels, more than 200 restaurants and 150,000 daytime travelers, is excited and pleased with the newly built access to the Tollway at Meacham and Roselle Roads. The improved access to I-90 will be positive for the entire region."
Al Larson, Village of Schaumburg Mayor

Taking advantage of its proximity to I-90, Mercyhealth Rockford breaks ground on the largest construction project in Rockford history. A regional hospital and 263-acre medical center campus that is expected to employ more than **1,500 HEALTHCARE AND CONSTRUCTION JOBS** and provide services to thousands of patients.



Supporting Industry and Workers



One way to build capacity and create jobs is to break down barriers. Continued investment in technical assistance programs provides resources and opportunities for small, diverse and veteran-owned firms. Workforce development investments create sustainable jobs for Illinois workers. These initiatives have positive impact on local communities, foster economic growth and lead to jobs and careers in the construction trades.

Assistance Workforce Opportunity Diversity
Partnership For Growth, construction veterans trades, small-business, unbundle workers succeed local women-owned, Veterans Business Program, Jobs Diversity, Small Business Initiative, African American-owned, Equal Employment Opportunity Program, networking support, sustainable businesses, DBE Program, Hispanic-owned impact, growth highway

Engaged

Nearly **300 SMALL, DIVERSE AND VETERAN-OWNED FIRMS** participated in Illinois Tollway technical assistance programs for the construction industry.

Nearly **150 JOB FAIRS AND NETWORKING EVENTS** were available to companies and individuals interested in highway construction work.

Inclusive

Contractors who hire underemployed workers through the Earned Credit Program gain a bidding advantage. Through 2016, the use of ECP credits led to the award of

25 CONSTRUCTION CONTRACTS with the use of more than

\$1.3 MILLION IN CREDITS

21 CONTRACTS

provided opportunities for small firms to participate in Move Illinois.

\$6 MILLION COMMITTED

to Job Order Contracting for facility improvements and rehabilitation work.

Recognized

"The Illinois Tollway and its leadership have demonstrated a serious commitment to improving diversity. Their openness and transparency have given us greater confidence. We hope other agencies will follow this model."
Larry Ivory, president and chief executive officer of the Illinois Black Chamber of Commerce

Federation of Women Contractors DIVERSITY PROGRAM CHAMPION Illinois Tollway
Illinois Black Chamber of Commerce GOVERNMENT AGENCY OF THE YEAR Illinois Tollway
U.S. Minority Contractors Association ADMINISTRATOR OF THE YEAR Illinois Tollway
Bob Schillerstrom, Chairman

An estimated **11,830 TOTAL JOBS (DIRECT AND INDIRECT)** were created by Tollway construction in 2016.

More than **540 CONSTRUCTION AND PROFESSIONAL ENGINEERING SERVICE FIRMS** were included in the completion of the I-90 Rebuilding and Widening Project, with an estimated **210 DISADVANTAGED, MINORITY, WOMEN-OWNED AND VETERAN-OWNED FIRMS**.

Greg Bedalov, Executive Director

Bob Schillestrom, Chairman



Delivering greater value to customers was our top priority in 2016. Customers realized numerous benefits through our investments in infrastructure, technology and innovation. A bigger, more expansive system with the addition of the Illinois Route 390 Tollway and the convenience of cashless tolling on what is the first all-electronic toll road in the Midwest. The return of 6.2 miles of rebuilt and widened roadway on the Jane Addams Memorial Tollway (I-90) from Rockford to Chicago—delivered on time and within budget under an aggressive four-year schedule. Knocking down barriers to opportunities for small, diverse and veteran firms to do business with the Tollway was another priority. Improving access to sustainable jobs for African Americans, Asians, Hispanics, Native Americans, women and veterans was equally important. Partnerships with a wide variety of industry partners and advocacy agencies helped us achieve these ambitious goals for our diversity program.

Topping these accomplishments in 2017 is going to take a lot. But we're up to the challenge. We look forward to achieving new milestones, unveiling exciting new technologies and finding new ways to demonstrate our value to customers and the communities we serve throughout Northern Illinois. We invite you to take a look at our 2016 successes.

Governor Bruce Rauner
State of Illinois

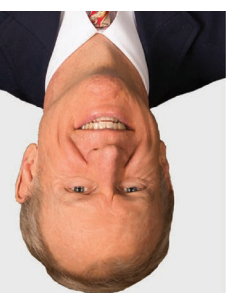
Forward-thinking momentum in 2017.

The Illinois Tollway can be proud of its 2016 accomplishments. I look forward to seeing the Tollway build upon this invigorating economic growth and make Illinois a more competitive player in the global economy.

Investments like these attract businesses and give them reason to plant roots here in Illinois and hire Illinois workers. They opportunities that lie ahead.

The progress being made to provide western access to O'Hare International Airport generates excitement for the economic cause for celebration for travelers throughout Northern Illinois. The opening of the Illinois Route 390 Tollway and the completion of the Jane Addams Memorial Tollway (I-90) Rebuilding and Widening Project on time and within budget is for the people of Illinois.

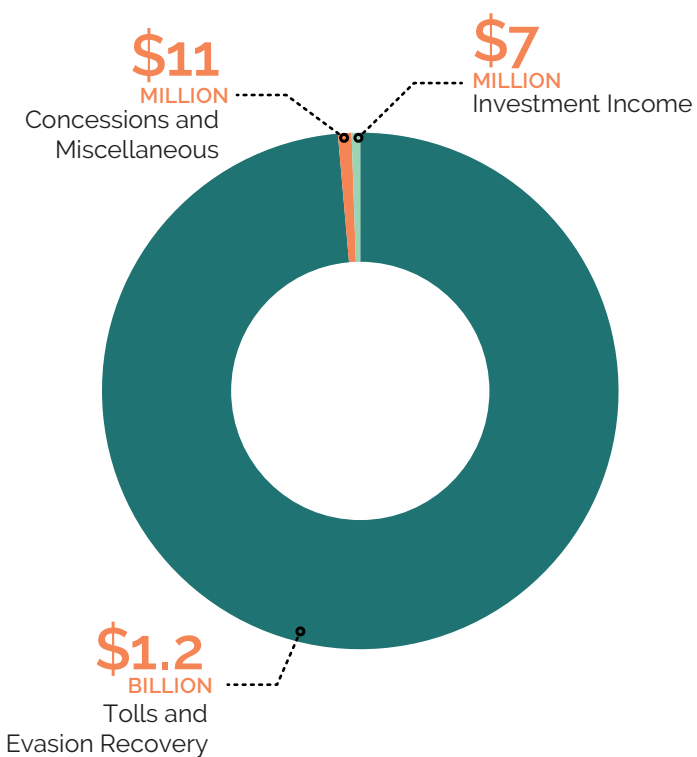
The Illinois Tollway achieved extraordinary results in 2016, fueling the economic engine of Illinois and providing lasting value



Managing Financial Resources



2016 Sources of Revenue (preliminary and unaudited)



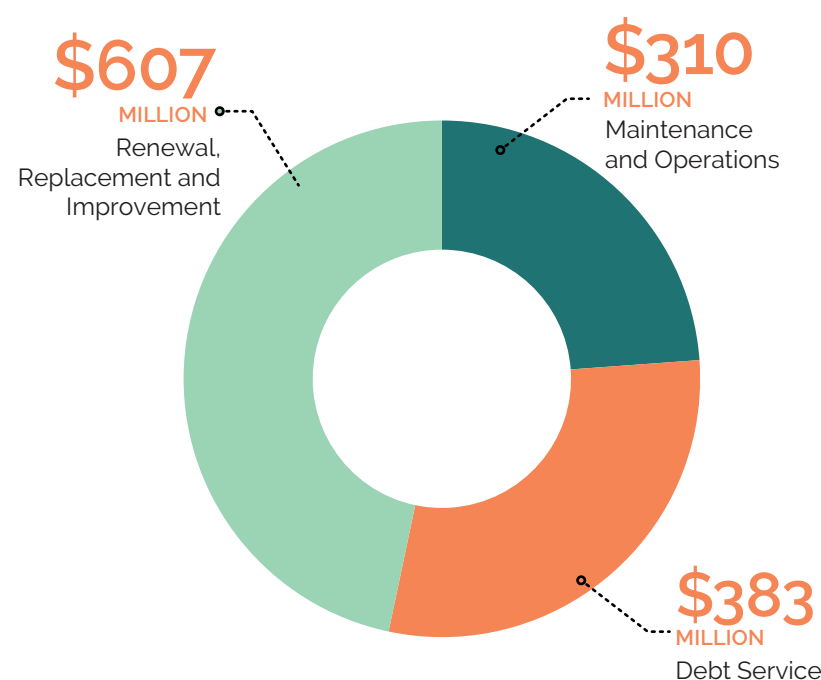
The Illinois Tollway is a user-funded system that receives no state or federal funding for maintenance and operations.

- \$1.28 billion in Tolls and Evasion Recovery**—Collections via cash, I-PASS and violation recovery payments
- \$11 million in Concessions and Miscellaneous**—Oases fuel, food and other retail sales; overweight truck fines; income from leasing communication towers and fiber optic lines; rental and easement income
- \$7 million in Investment Income**—Interest earned on Tollway funds, I-PASS escrow account and accounts held by the Bond Trustee

Capital Expenditures

\$1.15 billion in Capital Program Expenditures
Capital expenditures are for roadway reconstruction, expansion and systemwide maintenance.

2016 Allocations of Revenue (preliminary and unaudited)



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

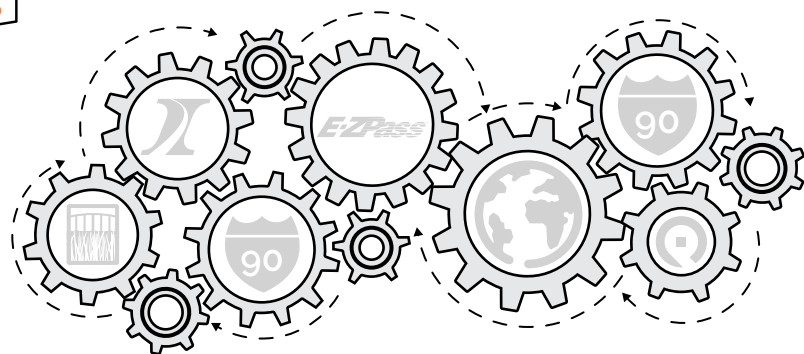
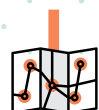
- \$310 million in Maintenance and Operations**—Related to toll collection, roadway maintenance, traffic control, safety, insurance and administration
- \$383 million in Debt Service**—Principal and interest payments on outstanding Tollway bonds
- \$607 million in Renewal, Replacement and Improvement**—Deposits to Renewal and Replacement account and Improvement account for capital investments

Recognized

Government Finance Officers Association
DISTINGUISHED BUDGET PRESENTATION AWARD
For fiscal year beginning January 1, 2016
Illinois Tollway



Working in Collaboration



Everyone benefits when we harness the resources of partnerships. With its national and international partners, as well as local community groups and other transportation agencies, the Illinois Tollway improves operations and provides a better travel experience. It takes sustained effort and determination to tear down silos that too often exist among government agencies by working together to achieve common goals.

I-PASS usage continues to grow, with more than **5.9 MILLION** I-PASS transponders nationwide.

Partnership with Pace integrates new options for today's customers as well as for future transit expansion purposes. Tollway Flex Lanes help ensure more reliable transit connections.

As a director for the International Bridge, Tunnel and Turnpike Association, Tollway Executive Director Greg Bedalov collaborates with **industry leaders from more than 20 COUNTRIES** on **6 CONTINENTS** to implement state-of-the-art solutions to infrastructure challenges.

The completion of the I-90 Project celebrated rebuilding and widening **6 MILES** of roadway in **4 YEARS**.

For the first time, the Tollway integrated transit with a **\$240 MILLION INVESTMENT** along the I-90 corridor.

The Tollway expanded its system from 286 to **292 MILES** with the addition of the western segment of the Illinois Route 390 Tollway in July of 2016.

I-PASS customers traveling beyond Illinois can now use their transponders on **27 DIFFERENT TOLL ROADS** across **16 STATES**.

Mobile

Anyone who travels knows that getting to where you need to go quickly and efficiently is more important than how you get there. We understand that it is crucial for state and regional transportation agencies to work together to meet the travel demands of today and the future.

"The opportunity to serve the employment market along I-90 between Elgin and O'Hare—which by 2040 is projected to have as many jobs as the Loop—wouldn't have been possible without an extraordinary partnership with the Illinois Tollway."

Rick Kwasneski, Pace Suburban Bus Chairman

Illinois State Toll Highway Authority (A component Unit of the State of Illinois)

Schedule of Changes in Fund Balance—By Fund

Trust Indenture Basis of Accounting (non GAAP)
(Preliminary & unaudited)
Year ended December 31, 2016

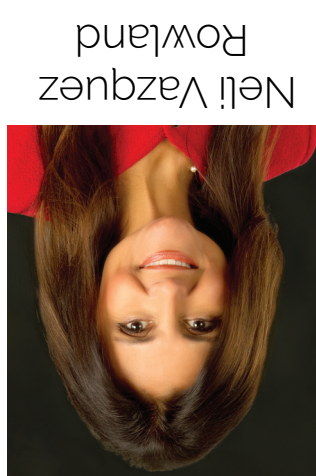
	Revenue fund	Construction fund	Total
Increases:			
Toll revenue	\$ 1,216,308,093	\$ —	\$ 1,216,308,093
Toll evasion recovery	64,490,869	—	64,490,869
Concessions	2,253,646	—	2,253,646
Interest	6,529,526	233,681	6,763,207
Miscellaneous	9,227,672	—	9,227,672
Total increases	1,298,809,806	233,681	1,299,043,487
Decreases:			
Engineering and maintenance of roadway and structures	53,649,551	—	53,649,551
Services and toll collection	109,853,848	—	109,853,848
Traffic control, safety patrol, and radio communications	24,212,187	—	24,212,187
Procurement, IT, finance and administration	28,176,221	—	28,176,221
Insurance and employee benefits	93,347,049	—	93,347,049
Construction	1,152,318,307	—	1,152,318,307
Construction expense reimbursed by bond proceeds	(763,758,044)	763,758,044	—
Bond principal payments	170,525,000	—	170,525,000
Build America bond subsidy	(15,131,407)	—	(15,131,407)
Bond interest and other financing costs	292,854,283	—	292,854,283
Net Funds Applied to Refunding	(555,999)	—	(555,999)
Total decreases	1,145,490,997	763,758,044	1,909,249,041
Net increases (decreases)	153,318,809	(763,524,363)	(610,205,554)
Bond proceeds	16,640,010	342,933,892	359,573,902
Bond issuance costs	—	(1,411,717)	(1,411,717)
	16,640,010	341,522,175	358,162,185
Change in fund balance	169,958,819	(422,002,188)	(252,043,369)
Fund balance, January 1, 2016	1,025,434,663	422,002,188	1,447,436,851
Fund balance, December 31, 2016	\$ 1,195,393,482	\$ —	\$ 1,195,393,482

Providing Value & Investment Across the Region

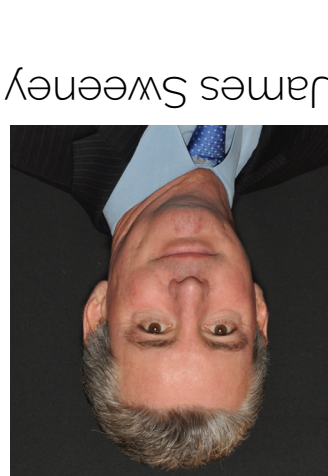
ILLINOIS TOLLWAY
2016 Annual Report



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Nell Vazquez



James Sweeney



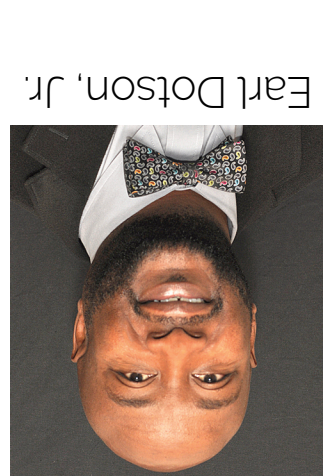
Craig Johnson



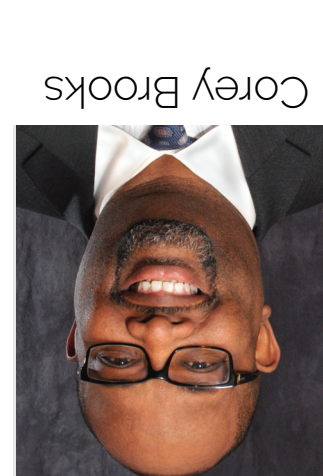
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