



CONNECTING COMMUNITIES
AND INVESTING
IN THE **FUTURE**

Illinois Tollway | Annual Report

2024



----- 294 CENTERLINE MILES -----

12 COUNTIES

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

5 TOLL ROADS

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

2024: A YEAR OF PROGRESS

The Illinois Tollway proudly embraced a vision of unity, bringing people and ideas together in 2024 to engage, collaborate and connect on critical transportation issues in meaningful ways. The year was marked by transformative initiatives involving safety, mobility and sustainability in ways that strengthened partnerships and cultivated innovation. By leveraging diverse perspectives, the Tollway inspired progress and deepened relationships that empower communities.

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NOTE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Enthusiasm is high after a landmark year for the Illinois Tollway, fueled by historic infrastructure improvements that are setting the stage for continued growth and opportunity. As one of the country's most vital transportation hubs, we're stronger when we work together. In 2024, **the power of connections** was at the heart of our success.

As I reflect on the year, I'm reminded of how partnerships—between agencies, communities and people—are driving our future. These connections are more than professional ties: they're the foundation for economic growth, environmental stewardship and job creation. With nearly 300 miles of highway and more than 1.6 million daily drivers, our reach is vast.

This past year, we've continued to deliver the largest infrastructure improvement program in the Tollway's history, the **Move Illinois capital program**. In its 13th year, the program continues to create jobs, expand businesses and improve travel. But the true story is how each connection has brought lasting change to the communities we serve.

Small and diverse-owned businesses are finding new opportunities thanks to the success of the Tollway's **Small Business Initiative** and continued efforts to remove barriers to participate. In addition, the **ConstructionWorks Program and the Earned Credit Program** are helping to further diversify the heavy highway construction workforce and training the next generation of workers.

One of 2024's biggest and most complex milestones was advancing the new I-490 Tollway access to the western side of O'Hare International Airport—opening doors to opportunity and setting a foundation for the future. Additionally, the completion of the southern section of the Central Tri-State Tollway (I-294) Project will improve congestion along a critical hub for commuters and freight traffic.

We've also set the stage for the next generation of improvements that will carry us through the 21st century. Looking ahead, **connections** will remain the guiding force — **connecting** communities, linking people to opportunities and driving innovation. The Tollway is actively seeking feedback from our stakeholders to ensure everyone has a voice in shaping our future together. This paved the way for the Tollway's new **Bridging the Future** capital plan, a \$2 billion, 7-year investment approved by the Board of Directors to address modernization and safety in 2025 and beyond.

As a life-long Illinois resident and native Chicagoan, I've seen how the **power of connections** can elevate our region. The Illinois Tollway serves as the heartbeat of this community, and our momentum is only growing as we serve the people of Illinois.

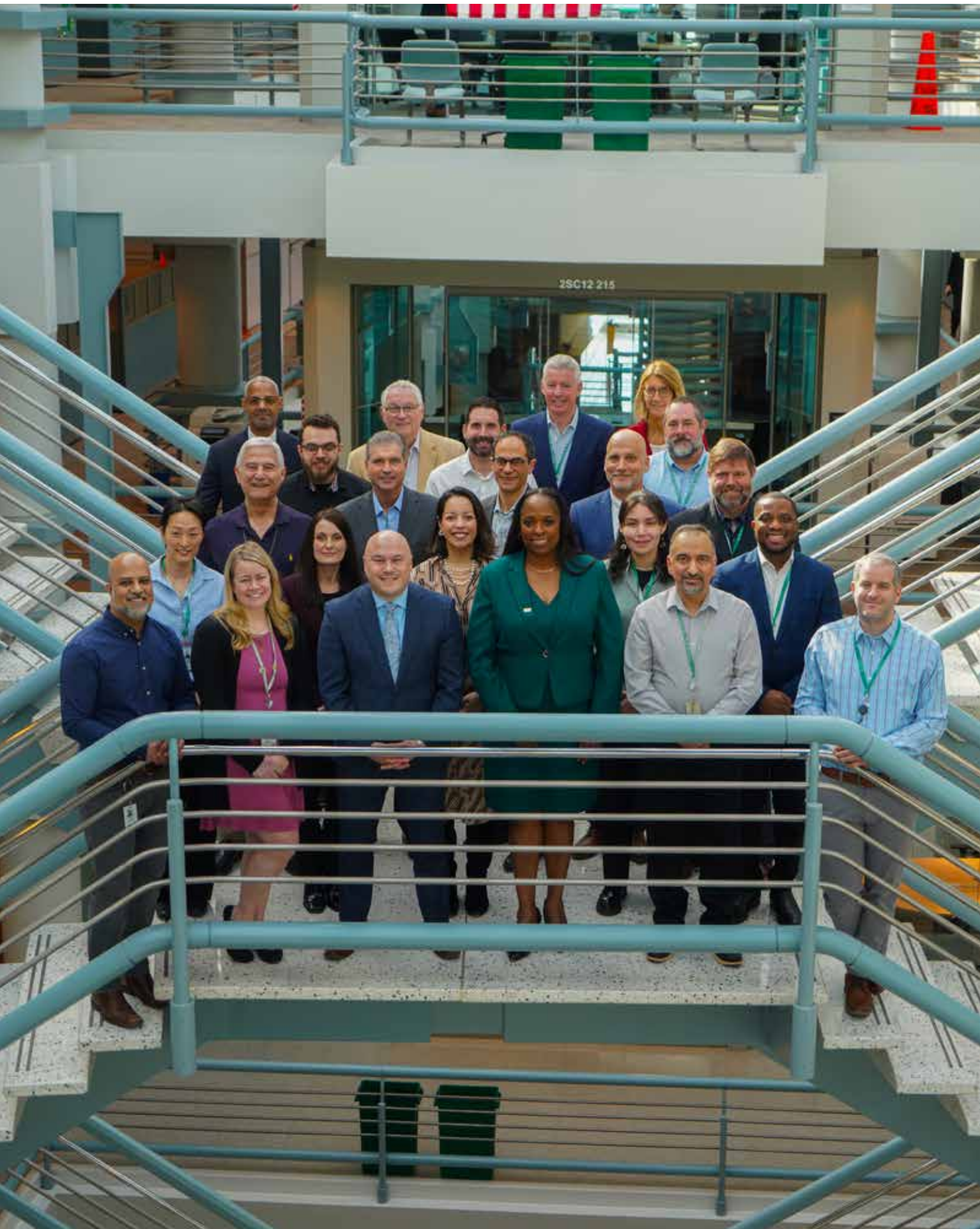
Thank you for your support as we work toward a brighter future.

Sincerely,

Cassandra Rouse

Executive Director, Illinois Tollway









INVESTING IN INFRASTRUCTURE: CAPITAL PROGRAMS



TOLLWAY PLANNING AND ENGINEERING STAFF PARTICIPATED IN MORE THAN 220 OUTREACH AND INTERAGENCY MEETINGS TO HELP COORDINATE PROJECTS AND IMPROVEMENTS SYSTEMWIDE.



DELIVERING ON INVESTMENTS AND PLANNING AHEAD

In 2024, the Illinois Tollway continued to advance on the priorities of the \$15 billion, 16-year *Move Illinois* capital program while embarking on an aggressive year of outreach and engagement with stakeholders to help shape what's next for the Tollway's capital priorities.

The feedback gathered from stakeholders throughout 2024 led to a new capital plan – Bridging the Future – created to serve as a bridge between the current *Move Illinois* Program and the needs of the agency's next major capital program.

Bridging the Future outlined a series of key objectives including addressing system needs and infrastructure modernization priorities, the implementation of stakeholder priorities, the ability ensure continued and consistent funding for infrastructure investments in the region, and the advancement for potential projects and initiatives in the next capital program.

Approved by the Illinois Tollway Board of Directors in December 2024, the plan provides for design and construction services that complement infrastructure investments and lays a foundation for what's ahead.

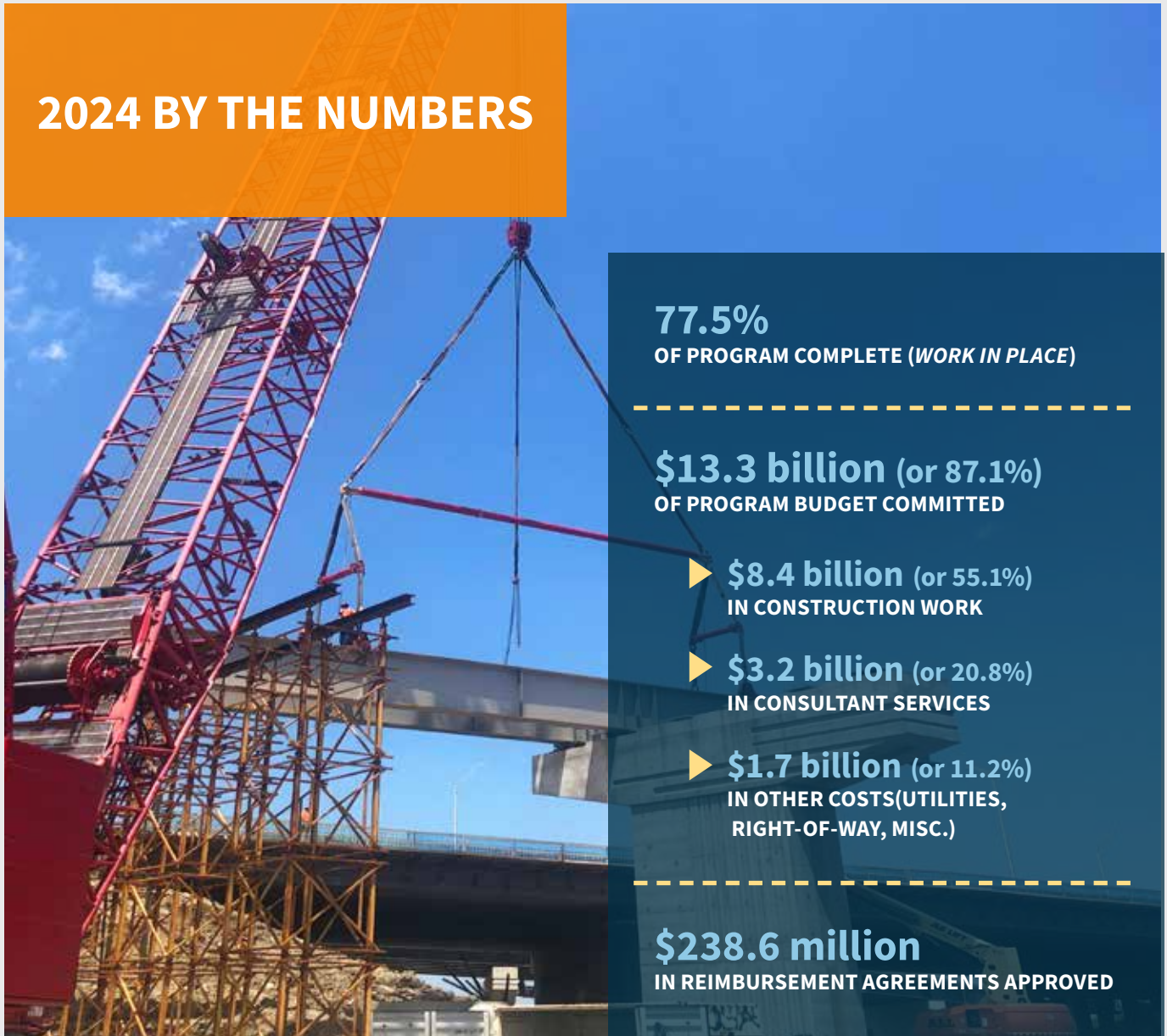
Planning efforts for the agency's next major capital program will continue in 2025 as the team conducts a technical and financial review to begin to shape future investments.



MOVE ILLINOIS PROGRAM

In its 13th year, the *Move Illinois* capital program provided significant investments throughout the Tollway region – improving mobility, increasing economic development opportunities for businesses and communities and improving access. Work continues on projects addressing the remaining needs of the Tollway system, delivering the new I-490 Tollway Project and reconstruction of the Central Tri-State Tollway (I-294).

2024 BY THE NUMBERS



2024 CONSTRUCTION AND PROFESSIONAL SERVICES CONTRACT AWARDS

In 2024, 51 construction and professional engineering services contracts totaling \$815 million were approved by the Illinois Tollway Board of Directors.

- » Approximately 45 of the 51 – or 88 percent – of all construction and professional engineering services contracts awarded were unbundled or small business contracts that provided opportunities for small, diverse and veteran-owned firms to take on roles as prime contractors and consultants.

34

CONSTRUCTION
CONTRACTS

17

PROFESSIONAL SERVICES
CONTRACTS



2024 MOVE ILLINOIS NOTABLE PROJECTS

Completion of south section of the Central Tri-State Tollway (I-294)



The Illinois Tollway marked a significant milestone in its \$4 billion project to rebuild and widen Central Tri-State Tollway (I-294) between Balmoral Avenue and 95th Street by completing improvements on the southern section of I-294 between I-55 and 95th Street and returning all traffic to its permanent configuration. Work in this segment began in 2019 and included rebuilding and widening I-294 to five lanes in both directions, as well as reconstructing inside shoulders with Flex Lanes that will enable the Tollway to deliver a new I-294 SmartRoad. In addition, the project provides for noisewall, retaining wall, guardrail, lighting, signage, landscaping and stormwater improvements.



Fifth lanes open along north section of the Central Tri-State Tollway



In 2024, the Illinois Tollway completed the widening of the northern segment of the Central Tri-State Project, increasing the mainline roadway from four to five lanes in the northbound direction between Balmoral Avenue and Wolf Road and in the southbound direction between the Irving Park Toll Plaza and North Avenue. Along with the widening, the work included improvements to bridges and ramps, as well as reconstructing the inside shoulders to provide Flex Lanes.

I-490 Tollway Project Runway Approach Lighting Bridges



The new I-490 Tollway will run near the edge of O’Hare International Airport and travel directly through the approach lighting systems for four runways. This area includes more than a dozen approach lights that flash sequentially to direct jets during the landing process. As part of its work to build the new I-490 Tollway, the Tollway is constructing four new bridges to support these specialized approach lights used to help guide commercial jets to safe landings on O’Hare Airport runways. Building the narrow steel bridges will allow the Tollway to raise several of the approach lights for each runway above the I-490 right-of-way so the new road can be built underneath. In 2024, the Tollway completed the third bridge, with the fourth scheduled to be complete in 2025.

SmartRoad Launch



In November 2024, the Tollway launched the SmartRoad on the northern section of the Central Tri-State Tollway (I-294) between Wolf Road and Balmoral Avenue. The SmartRoad is designed to deliver real-time information to drivers to provide safer, more efficient travel. As part of the Central Tri-State Tollway Project, the 22-mile corridor will be reconstructed to include flexible infrastructure to enable the Tollway to add new “smart” features as needed or as they become available in the years to come. Altogether the new SmartRoad corridor will include a total of 80 high-tech gantries placed every half mile between 95th Street and Balmoral Avenue. In 2024, the Tollway installed 16 gantries between North Avenue and Balmoral Avenue.





A NEW CAPITAL PLAN: BRIDGING THE FUTURE

Building on the momentum of extensive outreach throughout 2024, the Tollway began to lay the foundation for what's next in the development of the next major capital plan when it announced Bridging the Future. Adopted by the Board of Directors in December 2024, Bridging the Future is a \$2 billion investment to begin delivering on priority projects and system needs.



This new capital program consists of initial planning, design and construction services that compliments the investments already underway with *Move Illinois*. The Tollway recognized immediate opportunities to address system needs and continue modernizing its infrastructure. Bridging the Future begins this advance work on some of these priorities.

The new \$2 billion capital plan is organized around four key themes:

- **Connecting Infrastructure:** Improving system access and interconnectivity
- **Modernizing the System:** Strengthening infrastructure and upgrading facilities
- **Improving Mobility:** Expanding capacity and reducing congestion
- **Preparing for Tomorrow:** Exploring and implementing new technologies



NEXT CAPITAL PROGRAM

ENGAGEMENT

The Illinois Tollway initiated an outreach and engagement program that incorporated stakeholders, customers and partner organizations across the region to help envision an open, transparent and impactful new capital program rooted in regional collaboration. The Tollway's approach to outreach is multifaceted, comprehensive and inclusive and a variety of different workflows were established to gather feedback from different stakeholder groups.

Engagements Included:

- **External Presentations:** Speaking engagements allowing Tollway leadership to interact with stakeholders and partners to collect feedback
- **1:1 Meetings:** Discussions with elected officials across the 12-county Tollway region
- **Open Houses:** Held in partnership with regional organizations featuring interactive activities to gather feedback on priorities and suggestions
- **Digital Engagement:** Promoting online surveys and regular planning updates online
- **Stakeholder Advisory Team:** Establishing a 42-member team of multidisciplinary leaders to represent the region and identify priorities and recommendations

30+ counties represented

270+ zip codes represented

1,200+ survey responses

2,200+ event attendees



OPEN HOUSES



STRATEGIC WORKSHOPS



INDUSTRY OUTREACH





STAKEHOLDER ADVISORY TEAM

Connected to our stakeholders

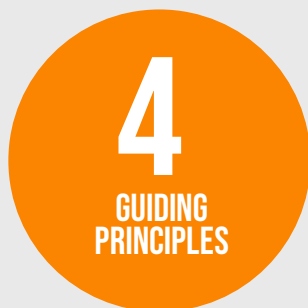
In April 2024, the Tollway established a Stakeholder Advisory Team (SAT), comprised of more than 40 representatives from transportation, labor, business, environmental and other regional entities, tasked with identifying priorities, recommending goals and providing regional input for the next capital plan.

Each of the five SAT meetings utilized interactive activities, facilitated small-group discussions and large-group sharing sessions to provide opportunities for members to lend their expertise and experience solving challenging problems and applying it to the development of the next capital plan. Meetings also included Tollway leadership, who worked directly with the SAT members to answer questions and offer their insights and goals for the future.

A final SAT report containing a series of value statements and recommendations was presented and adopted by the Board of Directors in December 2024.



BY THE NUMBERS





FOUR GUIDING PRINCIPLES

The next capital program will build upon the four guiding principles identified by Governor JB Pritzker. These principles were central to SAT meeting discussions and outcomes and will continue to shape the plan's investments.





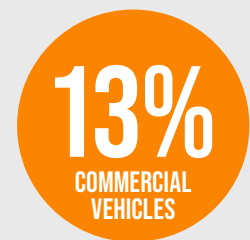
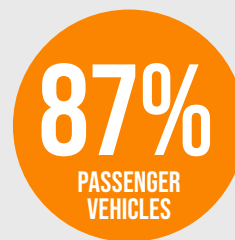
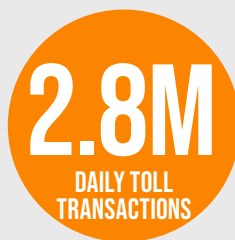


DELIVERING FOR CUSTOMERS

TOLLING SNAPSHOT

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.

2024 BY THE NUMBERS



More than 1 billion toll transactions in 2024

- » **86.2 percent** paid via I-PASS/E-ZPass
- » **7.3 percent** paid via first-notice invoice
- » **3.3 percent** paid via Pay By Plate

PAY-BY-PLATE

Pay By Plate from the Illinois Tollway allows customers without an I-PASS account or E-ZPass transponder to safely and securely pay unpaid tolls by providing their plate, payment and dates of travel on the I-PASS payment platform.

In 2024:

- » More than 4.8 million Pay By Plate accounts
- » Approximately 40.5 million Pay By Plate transactions





SUPPORTING CUSTOMERS

In 2024, the Tollway continued to support customers through a variety of programs, activities and expanded services. The agency's commitment to providing customers with the tools and resources they need to navigate the system smoothly and efficiently is second to none.

These efforts have been so impactful that in 2024 the Tollway was recognized with the highest award from the International Bridge, Tunnel and Turnpike Association – the industry's international organization. This dedication is threaded throughout the Tollway's departments and is top of mind in every aspect of the Tollway's operations.



2024 CUSTOMER SERVICE BY THE NUMBERS

NEARLY
2.4 MILLION
CALLS TO CUSTOMER
SERVICE REPRESENTATIVES

NEARLY
290,000
CUSTOMERS VISITED ILLINOIS TOLLWAY
CUSTOMER SERVICE CENTERS

I-PASS STICKER TAGS



In 2024, The Illinois Tollway transitioned to a more efficient and cost-effective transponder technology – I-PASS Sticker Tags. It represents the latest advancement in toll collection, providing a convenient and reliable travel experience for customers.

More than 1.3 million sticker tags were activated in 2024.

A NEW CUSTOMER SERVICE CENTER



2024 marked the opening of the Illinois Tollway's Markham Customer Service Center on the northbound Tri-State Tollway (I-294) at the 163rd Street Toll Plaza. This new support center is part of the Tollway's ongoing efforts to bring the customer support team closer to travelers and provide convenient services to address customer needs.

I-PASS ASSIST PROGRAM

In 2024, I-PASS Assist gained international recognition by the International Bridge, Tunnel and Turnpike Association (IBTTA) and is now viewed as an industry model attracting attention from the broader tolling industry as the first program of its kind to focus specifically on toll equity.

I-PASS Assist is making tolling more affordable for economically disadvantaged residents by eliminating the initial costs to set up I-PASS accounts. This program reflects the Tollway's commitment to building a transportation system that is efficient, reliable and equitable for all.

Since its expansion, I-PASS Assist has experienced remarkable growth, with more than **24,000 new accounts added in 2024**. Key to this success is the Tollway's strategic and targeted outreach efforts.



In 2024, the Illinois Tollway was awarded the IBTTA President's Award for the I-PASS Assist Program. The President's Award is the highest recognition and is awarded to the best overall program among all public- and private-sector winners.



I-PASS ON DEMAND

The Illinois Tollway provides in-person assistance to help customers with their I-PASS account, Pay By Plate service and invoice questions. New and existing customers can also learn about The Official Illinois Tollway App, pick up a new I-PASS Sticker Tag or find out if they qualify for I-PASS Assist. A calendar of event dates and locations can be found on the Tollway's website.

376 I-PASS ON DEMAND APPEARANCES
AT LOCAL EVENTS

MORE THAN
25,200 CUSTOMERS
ASSISTED



CONNECTING CUSTOMERS

To continue to improve the user experience in 2024, the agency made upgrades to the Illinois Tollway customer service website, the public website and the Official Illinois Tollway App. Various features were merged between the platforms for customer continuity and to incorporate Pay By Plate.

WEBSITE ENHANCEMENTS

A redesigned I-PASS customer service website launched in August 2024 along with a new public website launch in October 2024. The upgraded website aligns the look, feel and functionality with The Official Illinois Tollway App and improves customer interactions and account management features.

The screenshot shows the Illinois Tollway website interface. At the top, there is a search bar with the text "What are you looking to do?" and a "Search" button. Below this, a main heading asks "Missed a toll or want to pay for tolls? We offer two convenient ways to pay:". Two options are presented: "I-PASS" and "Pay By Plate". Each option includes a brief description and a "Learn More" link. Below these are two buttons: "Open I-PASS Account" and "Set Up Pay By Plate". At the bottom, a small text prompt says "Choose which option is best for me." To the right of the main content, there is a "Log In" button and a "Already an existing user?" section with a "Log In" button. A callout box in the top right corner of the screenshot states: "NEARLY 40 MILLION UNIQUE USERS OF THE TOLLWAY WEBSITE IN 2024".

OFFICIAL ILLINOIS TOLLWAY APP

The Official Illinois Tollway App reached the 2 million user milestone in 2024 for downloads by Apple and Android users. The Tollway continues to maintain an Appstore rating of 4.4 out of 5. The App allows customers to safely and securely pay unpaid tolls or manage their I-PASS account or Pay By Plate services directly from their smartphone. Trip mapping and roadside assistance can also be requested via the App.

A callout box with a dark blue background and white text that reads: "REACHED NEARLY 2.2 MILLION TOTAL DOWNLOADS IN 2024".





HELP AND SAFETY ACROSS THE SYSTEM

Safety is a top priority as the Illinois Tollway continuously explores ways to promote roadway safety, enhance the highway system and educate the public on the law and best practices of driving. In addition, the Tollway offers various services and resources to help keep customers safe along its roadways.

BE SAFE TOGETHER CAMPAIGN



WORK ZONE SAFETY AWARENESS WEEK



“Work Zones are Temporary. Actions Behind the Wheel Can Last Forever.”

In April 2024, the Illinois Tollway, Illinois Department of Transportation (IDOT), Illinois State Police, industry partners and frontline construction workers teamed up to promote the importance of safe driving in work zones.

SNOW AND ICE PRESS CONFERENCE



“Winter Weather – Get it Together”

In November 2024, the Illinois Tollway joined IDOT and the Illinois State Police for their annual winter campaign reminding the public to prepare for winter travel.

H.E.L.P. ON THE ROADWAY

The safety team is committed to every Tollway traveler's well-being. Whether facing heavy weather, road hazards or unexpected incidents, the Tollway's H.E.L.P. trucks are fully equipped and expertly trained to respond swiftly, minimizing risks and ensuring that every journey is as safe as possible. Their dedication means travelers can focus on reaching their destinations safely.

The Tollway updated H.E.L.P. truck vehicles with a high-visibility color scheme, adding new lighting and installing a plow-like tool that allows Tollway workers to remove roadway debris without leaving their vehicle.



1.1 MORE THAN
MILLION
MILES PATROLLED IN 2024

NEARLY
45,000
CALLS TO *999 SERVICE

MORE THAN
28,000
CONTACTS

MORE THAN
1,200
ZERO WEATHER ROAD
PATROLS CONTACTS

MORE THAN
2,200
HOT WEATHER ROAD
PATROLS CONTACTS







BUILDING NEW OPPORTUNITIES FOR SMALL AND DIVERSE-OWNED BUSINESSES

OPENING DOORS TO OPPORTUNITIES

The Illinois Tollway Department of Diversity and Strategic Development is a driving force for increasing economic opportunities in the diverse communities we serve. As an economic engine for the region, the Tollway provides small, diverse and veteran-owned businesses and individuals with opportunities to grow and succeed through our training programs, strategic partnerships and investments in infrastructure and create pathways for their participation in Tollway projects.

BY THE NUMBERS

More than
\$2.9B
paid to DBE firms
(since 2012)

More than
\$146M
paid to veteran-owned
firms (since 2015)

More than
1,900
unique subs working on
Tollway projects (since 2012)

More than
260
Partnering for Growth
agreements (since 2005)

More than
\$24M
in bid credits accrued
(since 2006)

More than
220
firms enrolled in the Small Business
Initiative (since January 2021)







DIVERSITY PROGRAMS

ConstructionWorks

is an innovative program to create a qualified pipeline of diverse men and women ready to enter careers in the heavy highway and related construction industry – in partnership with the Chicago Cook Workforce Partnership.

2024 HIGHLIGHTS:

- » 58 candidates hired to work on public- and private-sector construction industry jobs throughout the region
- » Of the 58 candidates, 9 worked directly on Tollway projects

The Small Business Initiative Program

is a race and gender-neutral program intended to increase opportunities for small construction companies to participate on Tollway construction contracts.

2024 HIGHLIGHTS:

- » More than 220 firms re-enrolled
- » 9 small business contracts awarded worth \$12.9 million
- » 7 unique firms awarded prime contracts
- » 36 bids received from 19 unique firms
- » 1 contract awarded with Rolling Owner-Controlled Insurance Program (ROCIP) to a first-time prime

The Technical Assistance Program

prepares emerging and established transportation-related construction and professional engineering services firms, including small, diverse and veteran-owned businesses to participate on highway and vertical construction contracts.

2024 HIGHLIGHTS:

- » The Technical Assistance Program served more than 380 clients, with more than 150 clients submitting bids on Tollway contracts
- » A total of \$19.5 million in construction and professional engineering services contracts were awarded to Technical Assistance clients
- » Nearly 70 clients obtained certification including for D/M/WBE, veteran or small business

GROWING THE WORKFORCE PIPELINE THROUGH CONSTRUCTIONWORKS

The Illinois Tollway renewed its commitment to workforce development in 2024 by approving a contract with Chicago Cook Workforce Partnership for continued growth and expansion of ConstructionWorks. Launched in 2018, the program has created candidates that are skilled, work-ready and represent most trades recognized by the U.S. Department of Labor including equipment operators, carpenters, electricians, iron workers, cement masons and laborers.

In 2024, four open houses took place to bring ConstructionWorks directly to communities. Open houses were held in Rock Valley, Chatham, North Riverside and Lewis University.





The Partnering for Growth Program

encourages prime consultants and contractors to assist disadvantaged, minority- and women-owned business enterprise (D/M/WBE) firms and veteran-owned small businesses (VOSBs) in remaining self-sufficient, competitive and profitable businesses.

2024 PROFESSIONAL SERVICES HIGHLIGHTS:

- » Executed 14 new agreements with primes/protégés, including two reverse agreements

2024 CONSTRUCTION HIGHLIGHTS:

- » 7 new agreements with primes/protégés
- » 3 agreements extended
- » 9 agreements extended since program inception (2018)

Bid Credit Programs

allow contractors and subcontractors the opportunity to earn bid credits by participating in select construction assistance programs. Bid credits may be used toward future Tollway construction bids to lower their bid amount and increase the chances of winning the contract as the low bidder.

Select programs include:

- » ConstructionWorks
- » Earned Credit Program
- » Partnering for Growth

2024 HIGHLIGHTS:

- » Total of 26 hires
- » Nearly \$3 million in bid credits accrued
- » More than \$24 million in bid credits accrued since inception



EVENTS, NETWORKING AND TRAININGS

The Illinois Tollway hosts and participates in various events, networking and training sessions throughout the year to help engage contractors, consultants and job seekers learn more about ways to engage with the heavy highway industry. Additionally, the Tollway works to engage small, diverse and veteran businesses and individuals grow and succeed.

In 2024, the Tollway targeted a series of diverse outreach efforts to directly meet the needs of stakeholders and connect them with the opportunities including virtual forums, in-person networking and on-site trainings.

SUPPORTED NEARLY
140
TRAINING AND BUSINESS
EDUCATION EVENTS IN 2024

BUILDING FOR SUCCESS WEBINAR SERIES

The Illinois Tollway's Building for Success Webinar series highlights opportunities for new firms to do business with the Tollway including business technical and prequalification assistance to workforce development initiatives and more.

In 2024, the Tollway hosted 14 webinars attended by more than 800 people on a range of topics including registering as a small business, navigating BidBuy and doing business with the Tollway as a Goods and Services vendor.



EMERGING TECHNOLOGY PROGRAM

The Illinois Tollway's Emerging Technology Program provides hands-on trainings to help small businesses develop new skills to compete for contracts.



2024 TRAININGS:

- » Axis Communications' CCTV installation
- » Asphalt paving workshop
- » Two drone trainings

CONTRACTING WITH GOVERNMENT EVENT

The Illinois Tollway launched its first Contracting with Government event in 2024, which delivered on its goal of connecting small, diverse, and veteran-owned businesses with state contracting opportunities. Nearly 300 business owners attended the event which provided resources and insight to help participants navigate procurement processes, meet certification requirements and learn about upcoming buying plans of the Tollway and other government agencies. Partnering agencies included the Illinois Department of Transportation, the Chicago Transit Authority, Illinois Department of Innovation and Technology, Illinois Commission on Equity and Inclusion, among others.







**SUSTAINABLE
INVESTMENTS
FOR A BETTER
TOMORROW**

INVESTING IN A GREENER FUTURE

In 2024, the Illinois Tollway remained steadfast in its commitment to fostering environmental responsibility and sustainability across all aspects of its operations—from planning and design to construction, maintenance and day-to-day operations. Recognizing that protecting natural resources while providing safe and efficient transportation serves the public interest, the agency embraced these priorities as essential elements of sound public policy and practice.

In collaboration with communities and regulatory agencies, the Tollway worked diligently to plan, design and construct roadway projects that adhere to local, state and federal regulations. By incorporating best practices, the agency aimed to protect and enhance the natural and built environment, ensuring that its infrastructure projects support both mobility and environmental stewardship.

95,931 TONS OF RECYCLED ASPHALT PAVEMENT
172,444 TONS OF RECYCLED CONCRETE
8,118 TONS OF RECYCLED FLY ASH
13,161 TONS OF SLAG
4,747 TONS OF ASPHALT SHINGLES

2024 BY THE NUMBERS



INSPIRING THE NEXT GENERATION

The Illinois Tollway is building bridges to tomorrow’s workforce by engaging students today through site visits and internships that showcase a range of career paths in the transportation industry. In 2024, the Tollway offered hands-on experiences and valuable insights that provided young people opportunities to visualize career opportunities. These investments help strengthen a talent pipeline for years to come.

HIGH SCHOOL STUDENT VISIT SITE TOURS

**2024
STUDENT VISITS**

6
STUDENT SITE VISITS

APPROX.
200
STUDENTS



Argo High School



Carl Schurz High School



Homewood Flossmoor High School



Maine East High School



William Howard Taft High School





WORKFORCE DEVELOPMENT – INTERNSHIP PROGRAM

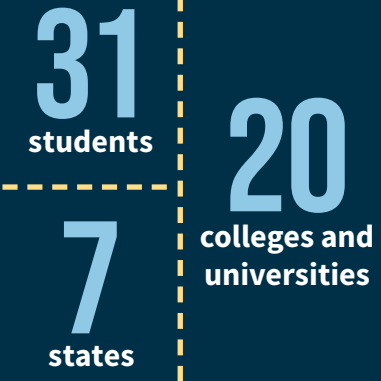
In 2024, the Illinois Tollway nurtured its largest class of future engineers and transportation industry professionals as part of its 10-week Professional Services Internship program.

The interns received hands-on experience working daily in one of 12 different departments, including Administration, Business Systems, Executive Office, Facilities and Fleet, Finance, Information Technology, Internal Audit, Office of the Inspector General, Operations, Planning, Security and Safety and Stakeholder Engagement.

In addition, select interns participate in the year-long Engineering Cooperative Educational Program, which offers in-depth instruction on the three phases of a project – planning, design and construction – as well as the one-year Business Systems internship, diving into transportation and public policy data projects.

In-person activities include site visits to a live construction project and a Tollway maintenance facility to see the trucks and equipment routinely used for roadway maintenance and for responding to incidents.

2024 BY THE NUMBERS







**A DEDICATED
TEAM**

TOLLWAY IN ACTION

The Tollway took an active role in 2024 to engage with both the public and its staff by participating in job fairs to attract new talent; providing opportunities to engage connect with families and kids; and hosting outreach events to hear from residents, businesses and stakeholders. The agency also focused on internal efforts, implementing new processes to improve efficiencies for Tollway employees.

ATTRACTING NEW TALENT



Tollway Talent Acquisition attended **more than 450 recruitment and job fairs** in 2024 to build community awareness of Tollway job opportunities

TOLLWAY TYKES



Tollway Tykes participated in 27 community events throughout Northern Illinois, issuing nearly 3,400 kids IDs. Tollway Roadway Maintenance also participated in 15 touch-a-truck events throughout the region.

GIRL SCOUTS AT THE TOLLWAY



In 2024, the Illinois Tollway welcomed more than 20 Girl Scouts on Earth Day to participate in a butterfly garden activity with the Tollway's planning and environmental professionals.



BOARD IN ACTION

In 2024, the Illinois Tollway Board of Directors exemplified hands-on leadership, actively engaging with the communities we serve. Board members rolled up their sleeves and participated in community outreach events listening to the voices of residents, businesses and stakeholders. Their willingness to step beyond the boardroom and engage directly with the public demonstrated their enthusiasm and reinforced the agency's focus on transparency, collaboration and community-centered decision making.



IMPLEMENTING INTERNAL EFFICIENCIES

Transition to ServiceNow

The Illinois Tollway transitioned to the ServiceNow platform in 2024 – a major step forward in improving employees' experience with IT support services. Benefits include faster IT Help Desk ticket resolution and real-time progress updates on requests.



Cartegraph Implementation

In 2024, the Illinois Tollway completed Cartegraph implementation to all teams in Engineering and Facilities and Fleet departments – specifically for the Roadway, Roadway Electric, Facilities, Fleet, Sign Shop and Carpentry Shop teams.

Benefits include:

- » Elimination of duplicate and triplicate task order entry, making inventory tracking more efficient
- » A mobile deployment for those who work in the field, eliminating paperwork after work is performed on the system

AWARD-WINNING AGENCY



18 AWARDS FROM 16 ORGANIZATIONS

President's Award

International Bridge, Tunnel and Turnpike Association

- » I-PASS Assist Program – Excellence in Customer Service and Marketing

National Recognition Award

American Council of Engineering Companies, National

- » Mile Long Bridge Project on the Central Tri-State Tollway (I-294)

Special Achievement Award

American Council of Engineering Companies, Illinois

- » St. Charles Road Interchange at I-290 Project
- » Construction management on the Central Tri-State Tollway (I-294) from 75th Street to I-55

Sustainability in Civil Engineering Achievement

American Society of Civil Engineers, Illinois Section

- » LED Lighting Program – innovation and sustainability

Trailblazing Woman in Public Finance

Bond Buyer and Northeast Women in Public Finance

- » Chief Financial Officer Cathy Williams

Distinguished Leaders in Transportation and Logistics

Boy Scouts of America, Pathway to Adventure Council

- » Illinois Tollway, Board Chairman Arnie Rivera and Executive Director Cassandra Rouse

Notable Black Leaders

Crain's Chicago Business

- » Executive Director Cassandra Rouse

Notable Latino Leaders

Crain's Chicago Business

- » Acting Chief of Diversity and Strategic Development Marlene Vick

2024 Class of Edgar Fellows Program

Edgar Fellows

- » Executive Director Cassandra Rouse





Best Projects – Highway/Bridge Category
Engineering News-Record

- » Central Tri-State Tollway (I-294) over 87th Street/Roberts Road Bridge Project

Agency of the Year
Hispanic American Construction Industry Association

- » Supporting growth and success of the Chicago-area construction industry, providing opportunities for small, diverse and veteran-owned firms

Toll Excellence Award – Customer Service and Marketing
International Bridge, Tunnel and Turnpike Association

- » I-PASS Assist Program

Negocios Now
Who's Who in Hispanic Chicago

- » Acting Chief of Diversity and Strategic Development
 Marlene Vick

Excellence in Public Administration Award
U.S. Minority Contractors Association

- » Acting Chief of Diversity and Strategic Development
 Marlene Vick selected for her dedication to diversity, equity and inclusion

PCI Design Awards
Precast/Prestressed Concrete Institute (PCI)

- » Mile Long Bridge on the Central Tri-State Tollway (I-294)

Trailblazer Award
Tuskegee NEXT

- » Executive Director
 Cassandra Rouse

Excellence in Public Administration Award
U.S. Minority Contractors Association

- » Acting Chief of Diversity and Strategic Development
 Marlene Vick

Audit Technology Enablement Award
Wolters Kluwer

- » Illinois Tollway recognized for exceptional audit management solutions





FINANCIALS

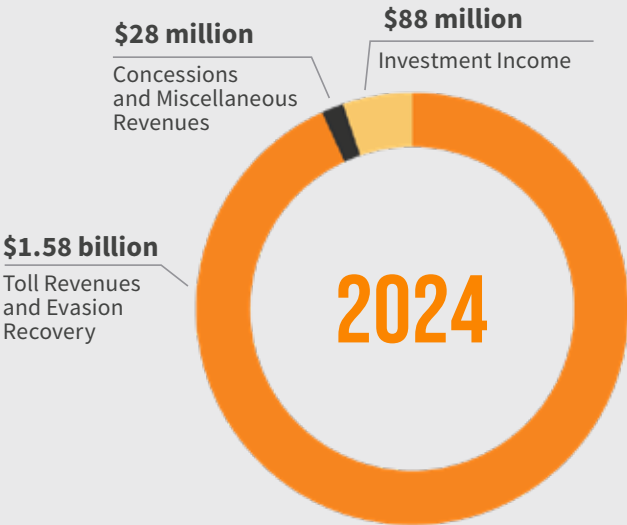
2024 FINANCIALS

The Illinois Tollway presents the 2024 financial information including revenue sources and allocation of revenues. This information is preliminary and subject to change.

Approximately \$1 billion of capital program expenditures are designated for roadway reconstruction, expansion and systemwide maintenance. This figure does not reflect reimbursements received pursuant to any intergovernmental agreements. The capital programs are also funded by proceeds from bond sales.

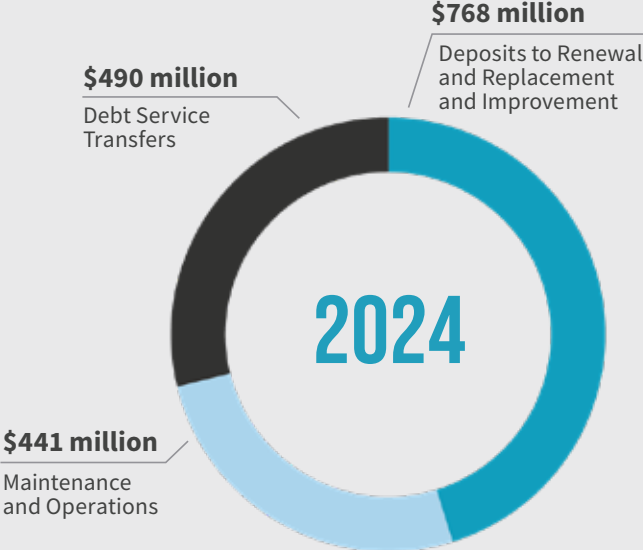
SOURCES OF REVENUE

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



ALLOCATION OF REVENUE

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





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