



Record of Meeting | June 24, 2021

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Systems Review & Customer Service Committee meeting on Thursday, June 24, 2021. The meeting was held pursuant to the By-Laws of the Tollway upon call and notice of the meeting executed by Chairman Willard S. Evans, Jr. and posted in accordance with the requirements of the Open Meetings Act, 5 ILCS 120/1, *et seq.*

Due to necessary precautions relating to COVID-19, in accordance with the Gubernatorial Disaster Proclamation and current conditions, and consistent with the Open Meetings Act, it was determined by Chairman Willard S. Evans, Jr. that an in-person meeting of the body was neither practical nor prudent. In compliance with all conditions of Section 7(e) of the Open Meetings Act, 5 ILCS 120/7(e), the Committee meeting was conducted by audio conference. A telephone access number was provided for members of the public to monitor and/or participate in the meeting.

[Bolded entries indicate issues which may require follow-up to present or report to Directors.]

Call to Order / Roll Call

Committee Chair Sweeney called the meeting to order at approximately 9:30 a.m., stating that this is the regularly scheduled meeting of the Systems Review & Customer Service Committee of the Tollway Board of Directors. He then asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:
Committee Chair James Sweeney
Director James Connolly
Director Alice Gallagher
Director Scott Paddock

Committee Members Not Present:
Director Gary Perinar

Other Directors Present:
Director Jacqueline Gomez
Director Karen McConnaughay
Chairman Willard S. Evans, Jr.



The Board Secretary declared a quorum present.

Public Comment

Committee Chair Sweeney opened the floor for public comment. No comment was offered.

Committee Chair's Items

Committee Chair Sweeney entertained a motion to approve **Committee Chair's Item 1**, the Minutes of the regular Systems Review and Customer Service Committee meeting last held on September 17, 2020, as presented. Director Connolly made a motion to approve the Minutes, seconded by Director Paddock. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Connolly, Director Paddock, Director Gallagher, Committee Chair Sweeney (4)

Nays: (0)

The motion PASSED.

Having no further items, Committee Chair Sweeney called on Executive Director José Alvarez.

Executive Director's Items

Executive Director Alvarez introduced Erin Aleman, Executive Director of the Chicago Metropolitan Agency for Planning ("CMAP"), to present for the Committee an overview of CMAP's work in planning of regional investment in transportation. [See attached presentation.](#)

Committee Chair Sweeney thanked Ms. Aleman for her presentation.

Executive Director Alvarez next introduced Deputy Chief of Business Systems, Michael Catolico, to present for the Committee background on the extension of the Tollway's amnesty program. [See attached presentation](#)

Committee Chair Sweeney thanked Mr. Catolico for his presentation.

Items for Consideration

Business Systems

Executive Director Alvarez called on Pat Taylor, Chief of Operations, and Michael Catolico, Deputy Chief of Business Systems, to present to the Committee the following items:



Item 1: Award of Contract 20-0066 to Professional Account Management, LLC provides an outsourced, turnkey solution for toll violation enforcement services for an initial five-year term and a possible five-year renewal term. As part of a revenue share of collected debt, a portion of recovered revenue by Professional Account Management will be paid to the Illinois Tollway (Tollway Request for Proposal).

Item 2: Approval of Extension of Amnesty Program.

Item 3: Award of Contract 21-0088 to 1st Choice Specialty Services, Inc. for the purchase of Marketing Incentives in an amount not to exceed \$433,000.00 (Tollway Invitation for Bid).

Upon conclusion of the presentation and discussion of these items, Committee Chair Sweeney stated that without objection, consideration of Business Systems Item 3 will be deferred to a future meeting.

Committee Chair Sweeney entertained a motion to approve placement of **Business Systems Item 1** on the June Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Connolly made a motion to approve this item, seconded by Director Paddock. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Connolly, Director Paddock, Director Gallagher, Committee Chair Sweeney (4)

Nays: (0)

The motion PASSED.

Committee Chair Sweeney entertained a motion to approve placement of **Business Systems Item 2** on the June Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Connolly made a motion to approve this item, seconded by Director Paddock. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Connolly, Director Paddock, Director Gallagher, Committee Chair Sweeney (4)

Nays: (0)

The motion PASSED.

Adjournment



There being no further business before the Committee, Committee Chair Sweeney requested a motion to adjourn. Director Connolly made a motion to adjourn, seconded by Director Paddock. Committee Chair Sweeney asked that the roll be called on the motion, the vote of yeas and nays being as follows:

Yeas: Director Connolly, Director Paddock, Director Gallagher, Committee Chair Sweeney (4)

Nays: (0)

The motion PASSED.

The Meeting was adjourned at approximately 10:12 a.m.

Minutes taken by: _____

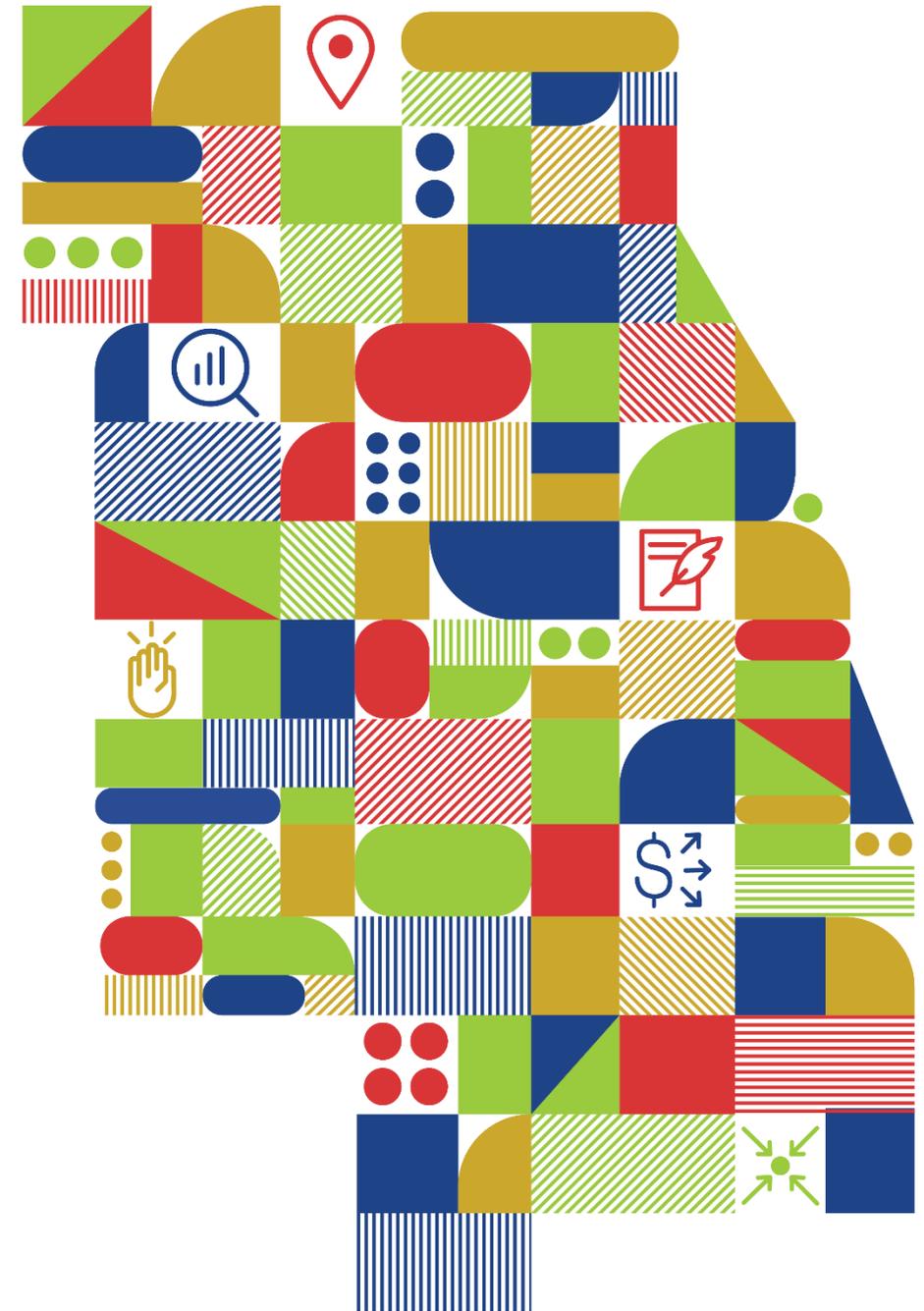
Christi Regnery
Board Secretary
Illinois State Toll Highway Authority



Investing in our transportation assets

Erin Aleman
Executive Director
Chicago Metropolitan Agency for Planning

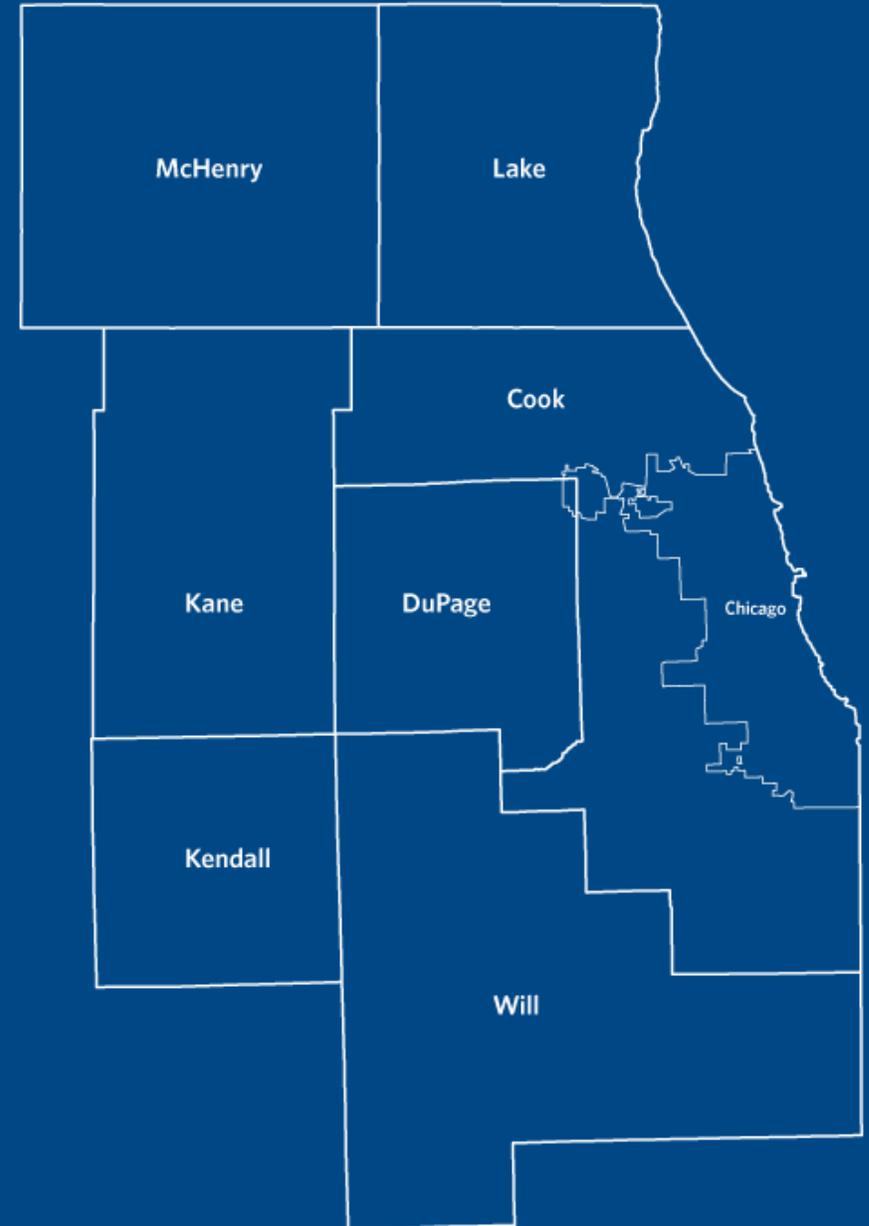
6/24/2021



CMAP works to

Enhance quality of life through coordinated planning across northeastern Illinois

- 7 counties, 284 municipalities, 8.5 million residents
- Efficient programming of transportation dollars
- Planning and policy guidance



ON TO 2050:

A regional plan
to achieve
prosperity together

ON



TO

2050



Inclusive Growth

Grow the economy through opportunity for all

Connecting communities



Employment centers

Hatched areas indicate centers of high employment, such as the Loop, Schaumburg or Oak Brook. These areas contain approximately half of the region's jobs.



Disinvested areas

The blue areas represent parts of our region that have experienced a persistent, long-term lack of market investment leading to declining property values, low tax receipts, and shrinking employment.



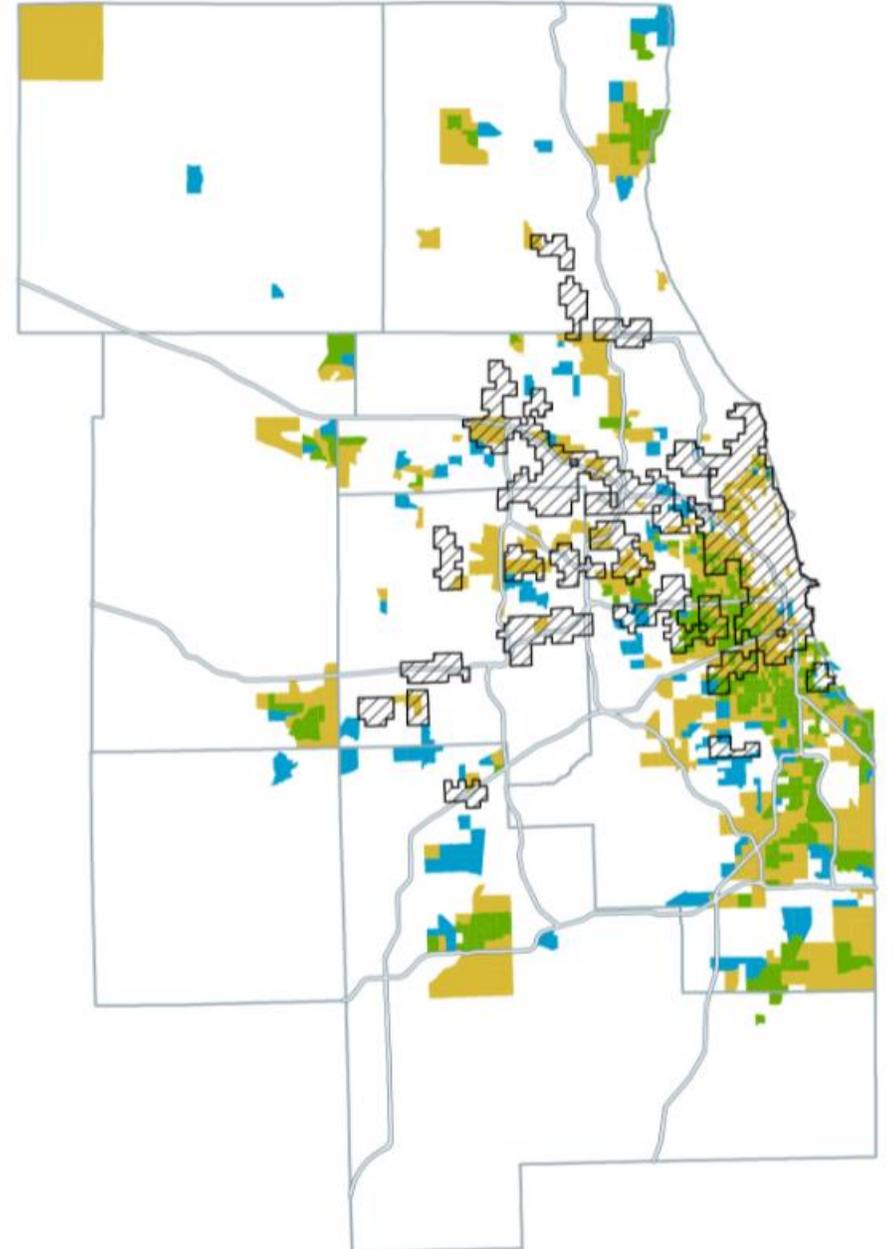
Economically disconnected areas (EDAs)

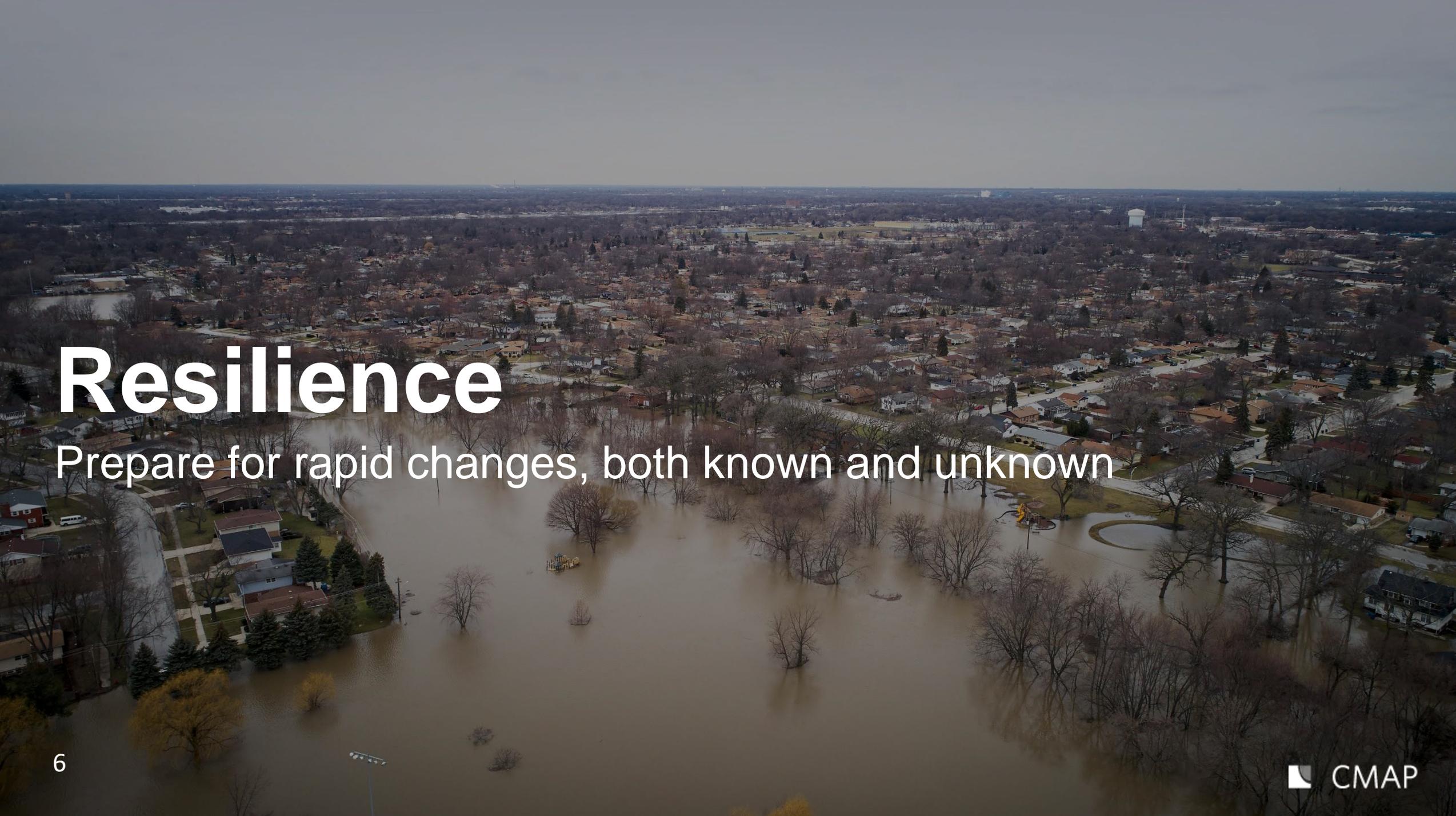
Yellow areas indicate places with a concentration of low income residents and either minority residents or residents with limited proficiency in English.



Areas that are both disinvested and economically disconnected

The green areas represent parts of our region that have both a persistent, long-term lack of market investment and are EDAs. These areas are a focus of ON TO 2050.



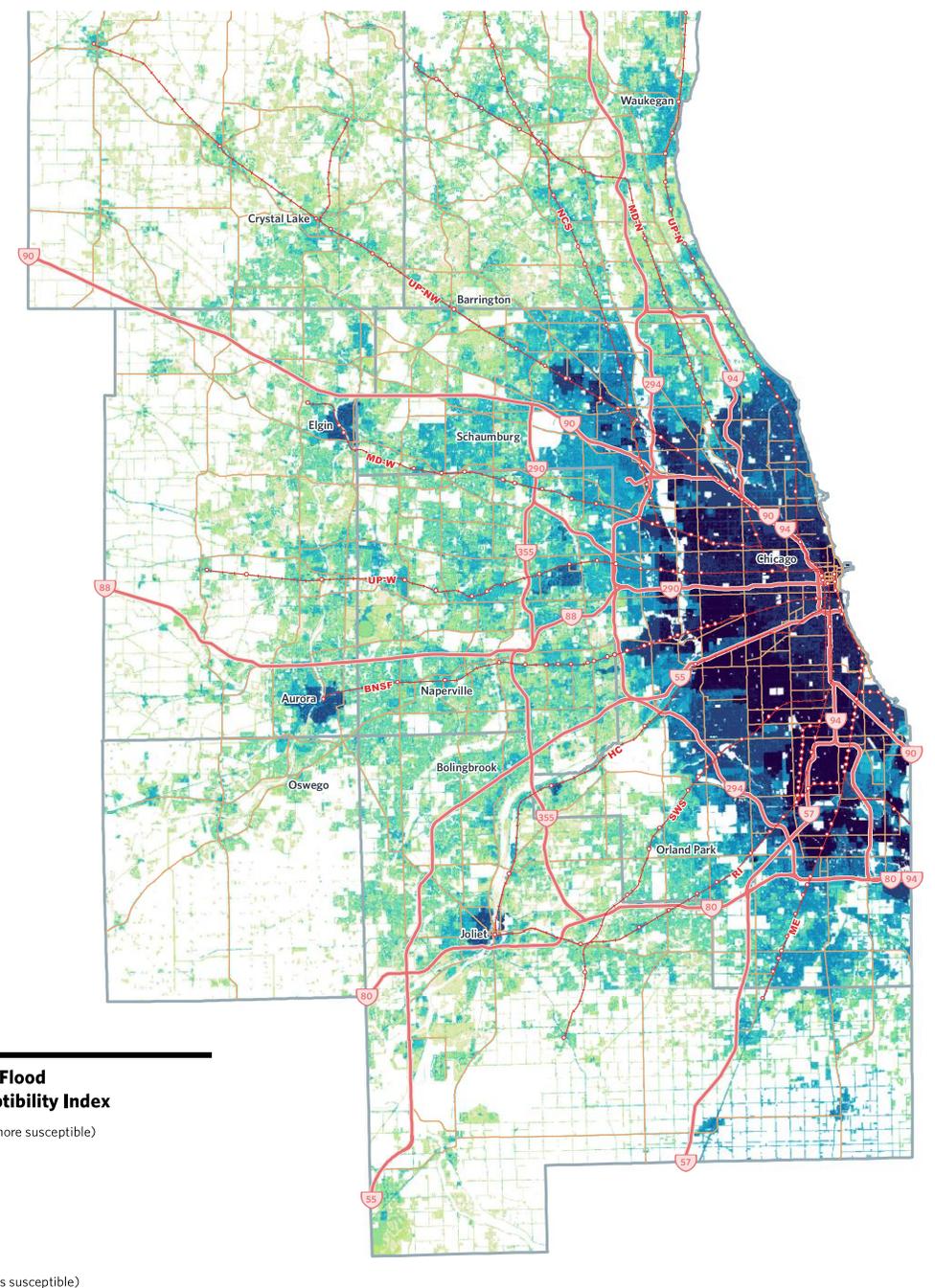


Resilience

Prepare for rapid changes, both known and unknown

Strengthening resiliency

- The multimodal system affects our environment
- Interstates and Metra lines run through areas prone to flooding
- Coordination key among regional transportation and planning agencies



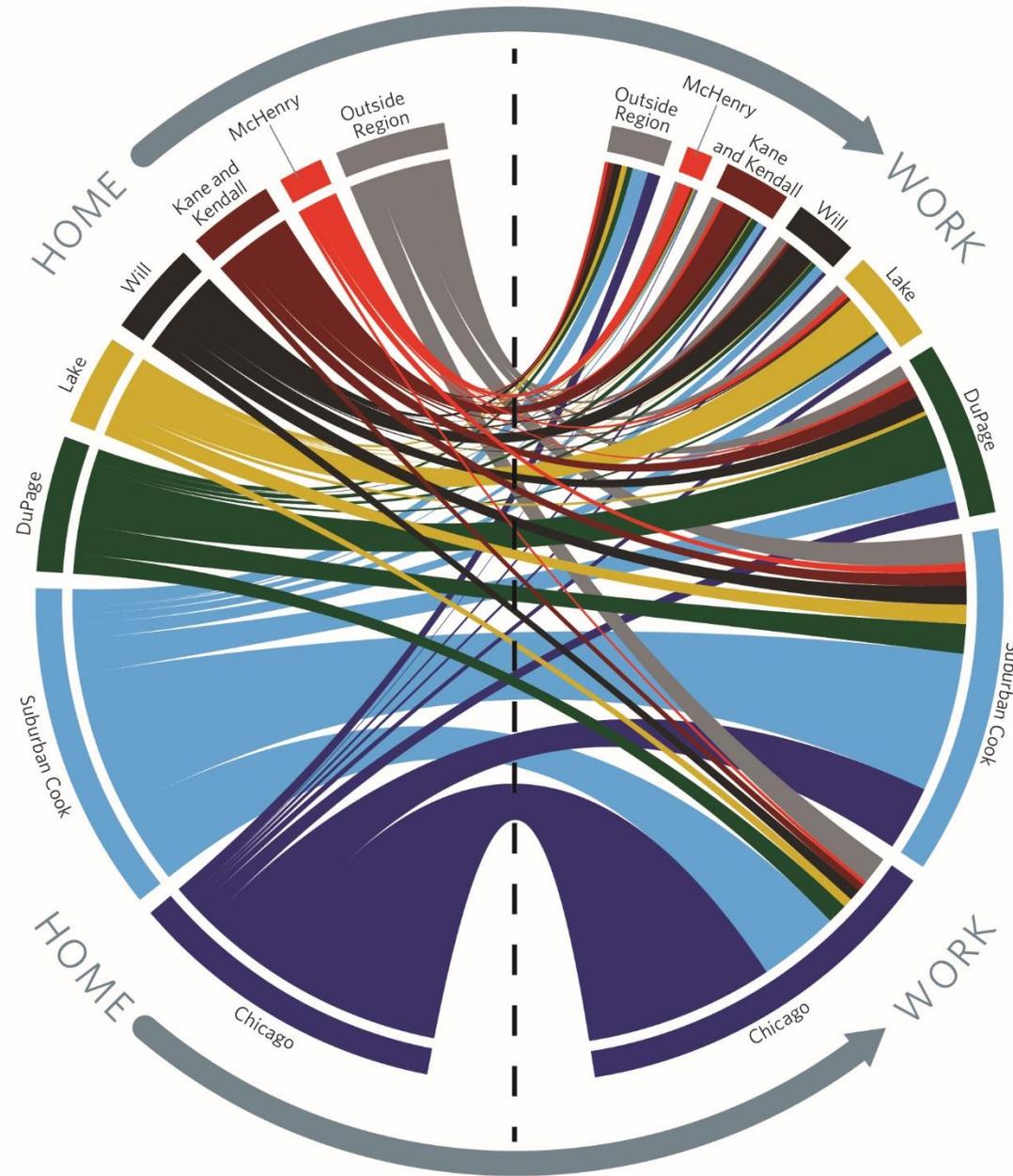
For information on riverine flooding, see the Riverine Flood Susceptibility Index.

An aerial photograph showing a road that runs vertically through the center of the frame. To the left of the road are large, green agricultural fields. To the right, there is a residential development with many houses, a large parking lot, and a school building. The background shows more fields and a distant horizon under a hazy sky.

Prioritized Investment

Target resources to maximize benefits

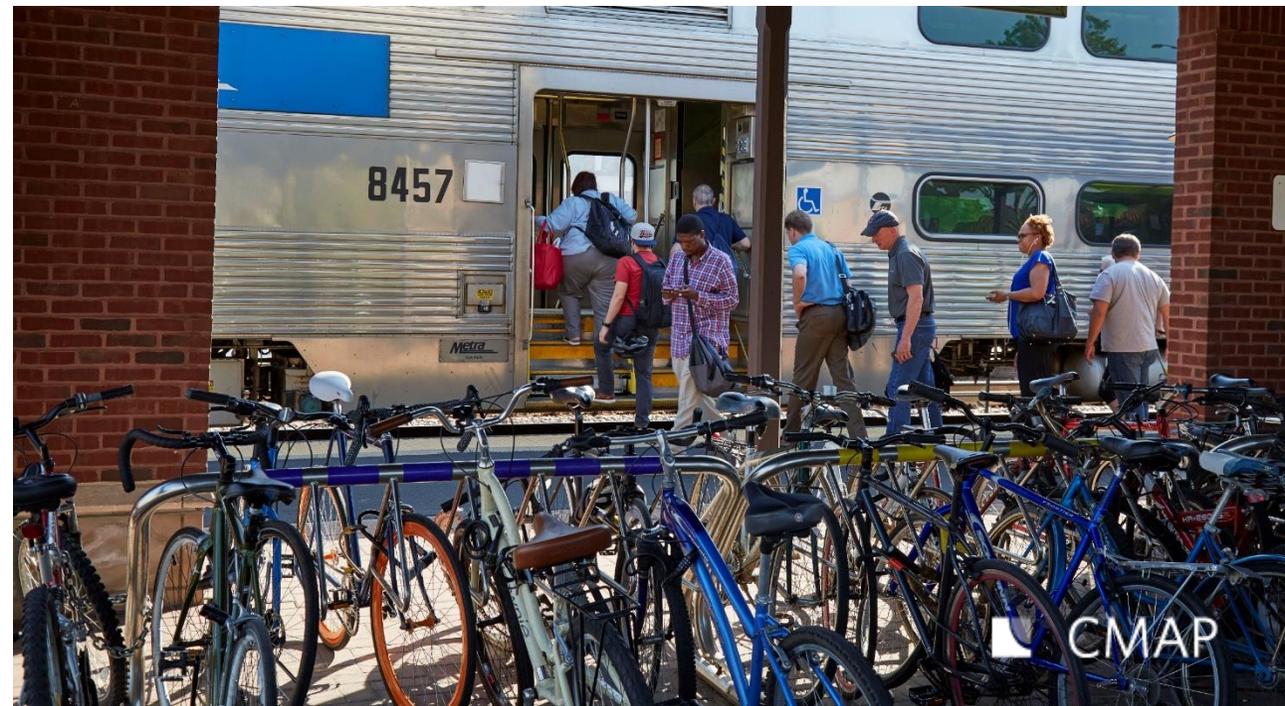
In total, most of our workers (57 percent) commute across county boundaries



Source: Chicago Metropolitan Agency for Planning analysis of U.S. Census Longitudinal Employer-Household Dynamics data, 2014.

A multimodal transportation system that works better for everyone

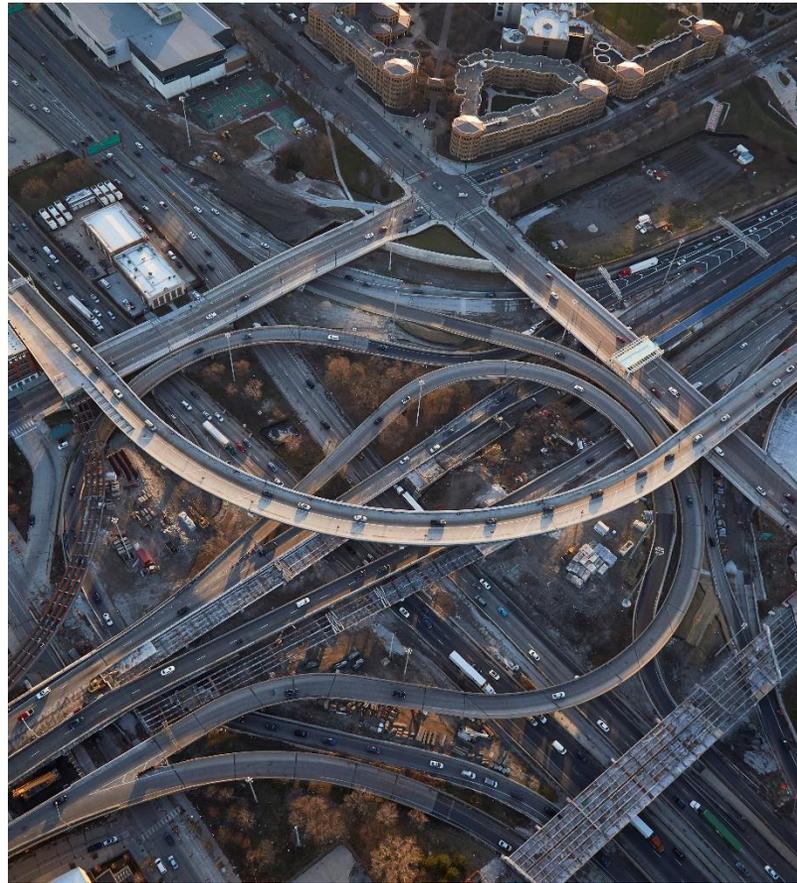
- Promote inclusive growth
- Improve travel safety
- Improve the resilience of the transportation network to weather events and climate change





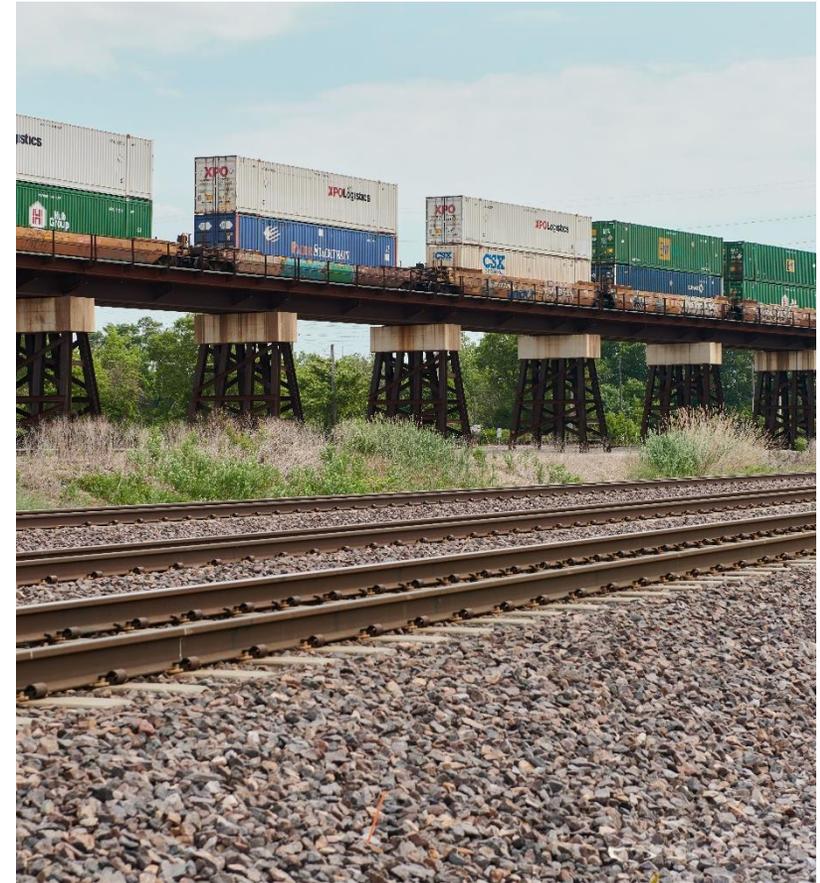
All public road route miles

30,437



National highway system route miles

2,305



Rail mainline miles

1,236



CTA bus directional route miles

1,524



Pace suburban bus route miles

4,326



Commuter rail
track miles

1,172



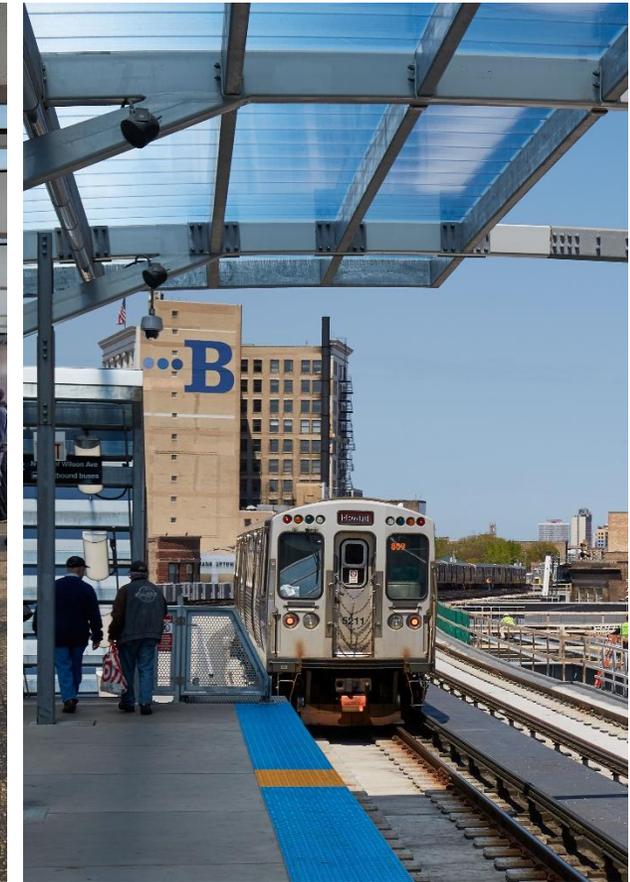
Number of commuter
rail stations

243



Rapid transit
track miles

265



Number of rapid
transit stations

145



Regional Economy

Transportation connects us to jobs,
commerce, and cultural attractions

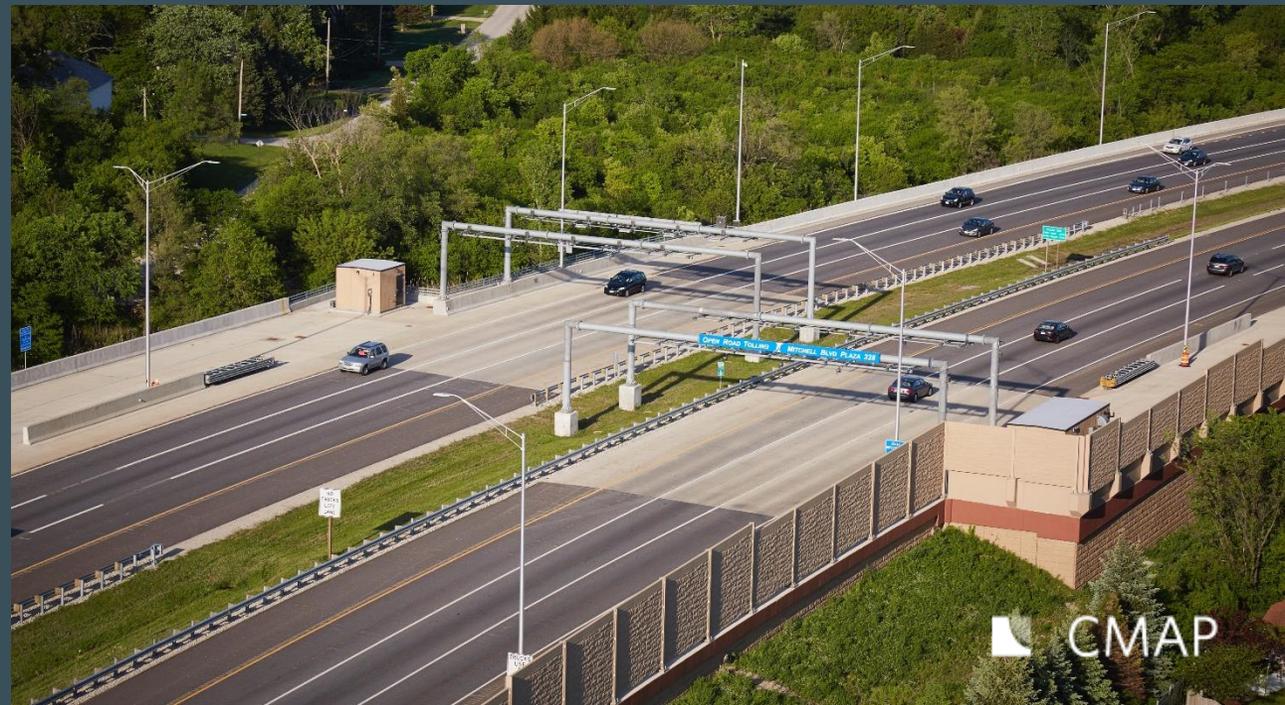
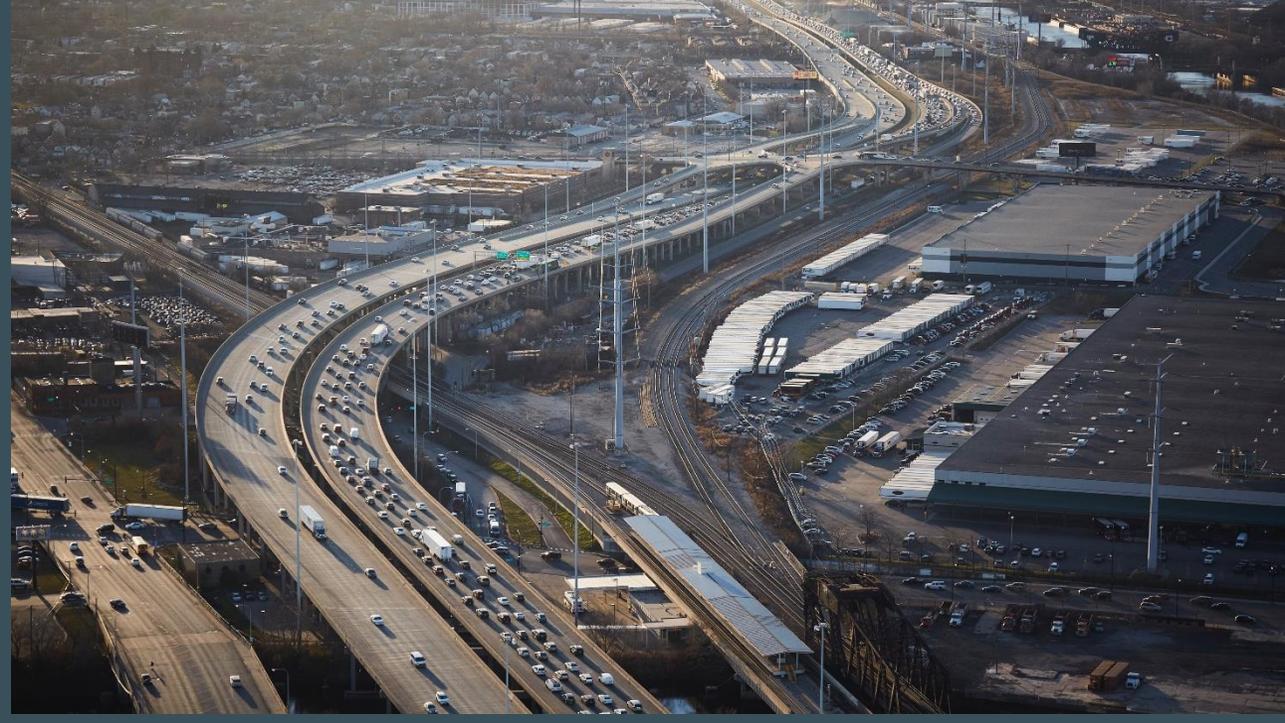
We owe it to the public to spend dollars wisely:

- Fund the best projects through transparent, performance-based programs
- Improve resiliency, operations, maintenance of multimodal transportation system
- Coordinated decision making



Tollway helps CMAP advance shared goals for region

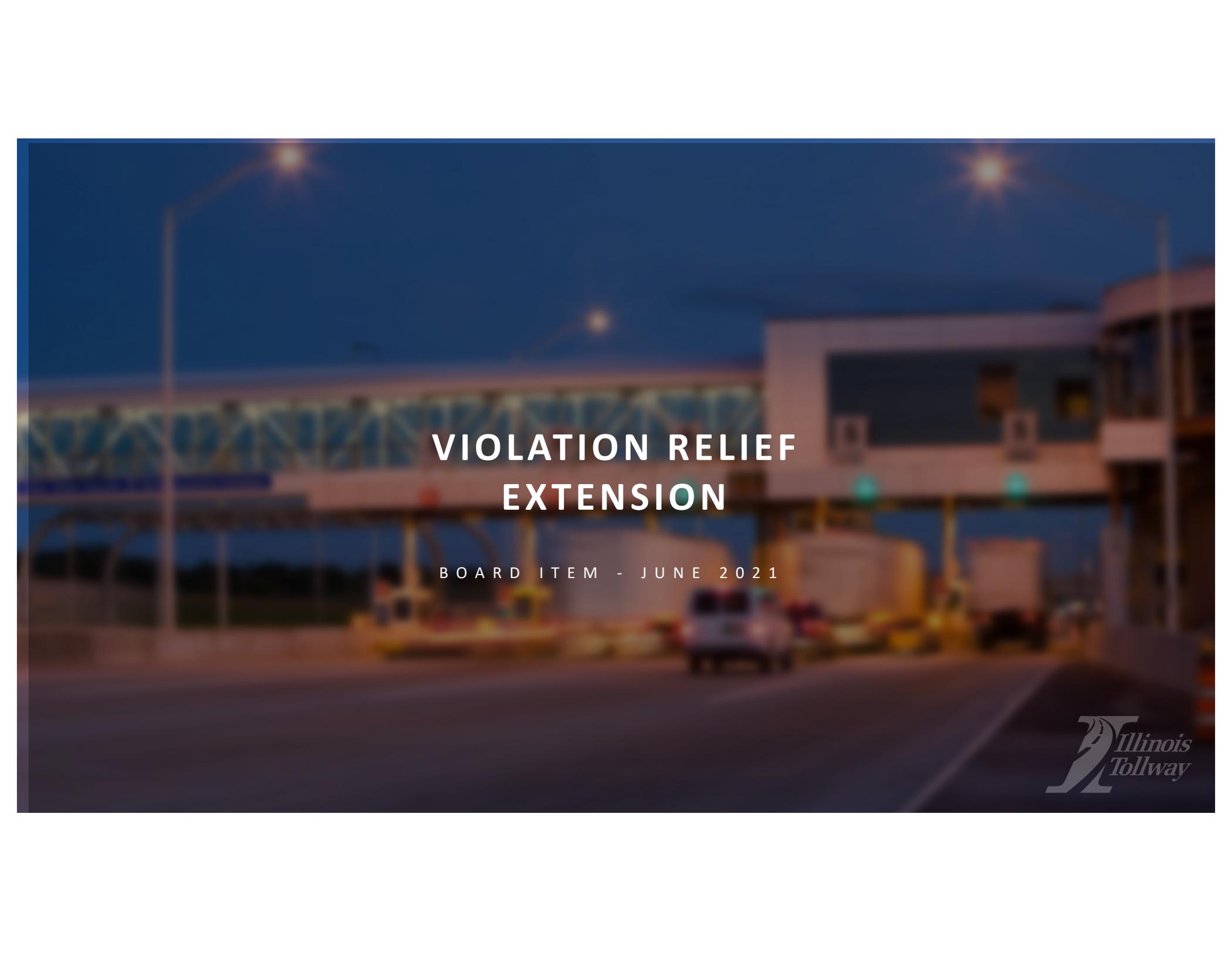
- Promote the regional economy
- Foster environmental responsibility and sustainability
- Maintain safety and efficiency
- Increase regional collaboration
- Maintain financial integrity



Erin Aleman

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VIOLATION RELIEF EXTENSION

BOARD ITEM - JUNE 2021



VIOLATION RELIEF OVERVIEW

Tolling 2020 Violation Amnesty Program

- Authorized May 25, 2020
- Initial six-month amnesty program
- Reduced all existing \$20/50 violations to \$3 for duration of program



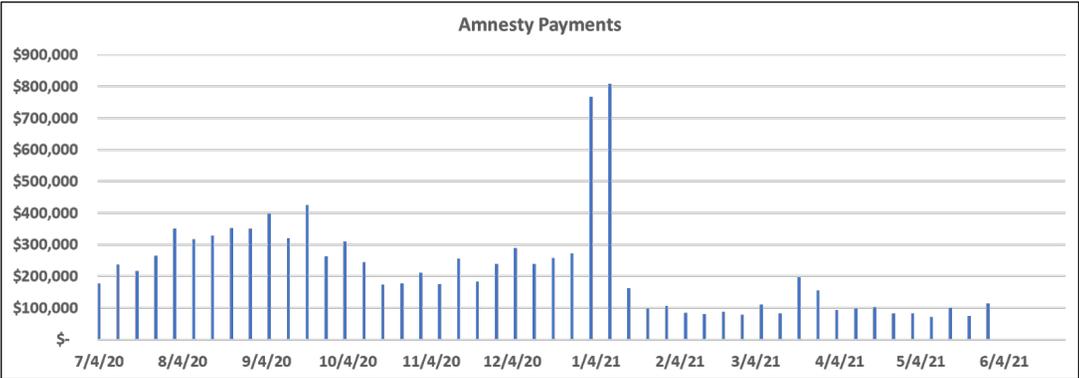
Through December 2020 – 21% of all outstanding violations notices were cleared, and the program was extended through June 30, 2021.

VIOLATION RELIEF SUCCESS

Through May 2021 -

- Customers cleared 26.3% of total outstanding notices
- Over 234,000 notices cleared
- \$11.6 million total payments

The program has resulted in
\$106 MILLION
estimated dismissed
fines/customer savings



VIOLATION RELIEF SUCCESS

Key Drivers to Success

Early outreach and sustained efforts to contact customers with amnesty-eligible debt delivered significant results



ADDITIONAL VIOLATION RELIEF

Reasons to Extend Violation Relief

- **Creates Programming Overlap with I-PASS Assist Launch**
 - *Onboarding I-PASS Assist customers prior to amnesty expiration could induce violation relief for low income customers, and vice versa*
- **Also Provides Additional Time for New Messaging Opportunities**
- **Allows Violation Enforcement Contract Implementation**



DIRECT MESSAGING OPPORTINTIES

Emerging Messaging Opportunities to Deliver Further Relief

Recent Salesforce implementation and rapid customer email contact acquisition has generated new opportunities for direct messaging that would be lost with June 2021 amnesty expiration

- *Invoiced Customers*
- *Pay By Plate Customers*
- *Strategic Partnerships*



Thank You

J U N E 2 0 2 1

