



Record of Meeting | November 16, 2023

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Technology & Operations Committee meeting on Thursday, November 16, 2023, in the Boardroom of Tollway headquarters in Downers Grove, Illinois. The meeting was held pursuant to the By-Laws of the Tollway upon call and notice of the meeting executed by Chairman Arnaldo Rivera and posted in accordance with the requirements of the Open Meetings Act, 5 ILCS 120/1, *et seq.*

[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 8:33 a.m. He 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 Melissa Neddermeyer
Committee Co-Chair Scott Paddock
Director Gary Perinar, Jr.

Committee Members Not Present:
None

Other Directors Present:
Director Karen McConnaughay
Director Mark Wright
Chairman Arnaldo Rivera

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 Technology & Operations Committee meeting held on October 26, 2023, as presented. Director Paddock made a motion to approve the minutes, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Having no further items, Committee Chair Sweeney called on Executive Director Cassandra Rouse.

Executive Director's Items

Executive Director Rouse introduced Chief of Business Systems, Michael Catolico, to provide background on the changes to the tolling back-office system relative to today's agenda items. [See attached presentation.](#)

Upon conclusion of the presentation and discussion, Committee Chair Sweeney thanked Mr. Catolico.

Executive Director Rouse noted that the meeting agenda contains 4 items for the Committee's consideration.

Items for Consideration

Information Technology

Executive Director Rouse called on Mike Shay, Chief Information Officer, to present to the Committee the following item:

Item 1: Extension of Contract 14-0087 with Sentinel Technologies, Inc. for the purchase of EMC Equipment, Maintenance, Support, and Services in an amount not to exceed \$300,000.00 (Tollway Invitation for Bid).

Upon conclusion of the item presentation, Committee Chair Sweeney entertained a motion to approve placement of **Information Technology Item 1** on the November Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Paddock made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.



Facilities & Fleet Operations

Executive Director Rouse called on Dave Donovan, Chief of Facilities & Fleet Operations, to present to the Committee the following item:

Item 1: Award of Contract 23-0171 to Energy Absorption Systems, LLC for the purchase of Trailer-Mounted Crash Attenuators in an amount not to exceed \$717,600.00 (Order Against CMS Master Contract).

Upon conclusion of the item presentation, Committee Chair Sweeney entertained a motion to approve placement of **Facilities & Fleet Operations Item 1** on the November Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Paddock made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Business Systems

Executive Director Rouse called on Michael Catolico, Chief of Business Systems, to present to the Committee the following items:

Item 1: Renewal of Contract 16-0080 with Electronic Transaction Consultants, LLC for the purchase of Toll Collection System Maintenance Services in an amount not to exceed \$81,217,000.00 (Tollway Request for Proposal).

Item 2: Award of Contract 23-0160 to Electronic Transaction Consultants, LLC for the purchase of Toll Revenue Management and Maintenance Program Services in an amount not to exceed \$5,500,000.00 (Tollway Sole Source).

Upon conclusion of the presentation of items, Committee Chair Sweeney entertained a motion to approve placement of **Business Systems Item 1** on the November Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Paddock made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

Committee Chair Sweeney entertained a motion to approve placement of **Business Systems Item 2** on the November Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Director Paddock made a motion to approve this item, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.



Minutes of the
Technology & Operations Committee Meeting

Adjournment

There being no further business before the Committee, Committee Chair Sweeney requested a motion to adjourn. Director Paddock made a motion to adjourn, seconded by Director Neddermeyer. The motion PASSED unanimously by voice vote.

The Meeting was adjourned at approximately 9:01 a.m.

Minutes taken by: _____

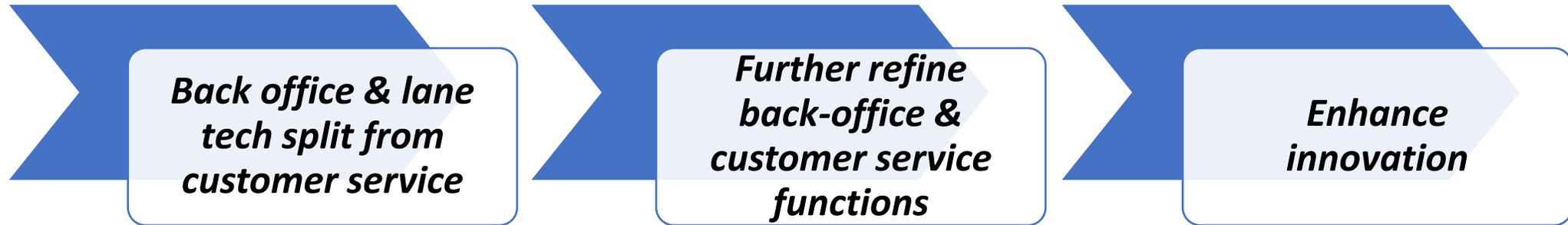
Christi Regnery
Board Secretary
Illinois State Toll Highway Authority

Tolling Contracts

November 2023



Tolling strategies



- **Pre-ORT - Single contract for all aspects of toll systems and services**
 - One vendor provided lane, back-office and customer/call contact services
- **Post-ORT – Shift to disaggregation**
 - Obtain **best solutions** provided by industry subject matter experts (SMEs)
 - Obtain **best value** via competitive solicitation
 - Create **opportunity for new firms**
 - Targeted **performance optimization**
 - Manage focus by contract scope/service
 - Monitor, measure and improve with SLAs and KPIs

Board Consideration

Board Item 1: Requesting approval of a five-year contract renewal for Electronic Transaction Consultants (ETC) to continue lane maintenance services for the Tollway

Board Item 2: Requesting approval of a 12-month sole source contract with Electronic Transaction Consultants (ETC) to continue Host system support and maintenance services for the Tollway

IMPACTS

Multi-departmental services & support (OPS, Planning, Engineering, IT, Business Systems, Finance, Communications, Legal)

OPPORTUNITY

Innovation and planning for new vehicle-to-infrastructure technologies

#1 - Toll Collection System Maintenance Services

Maintenance Supports:

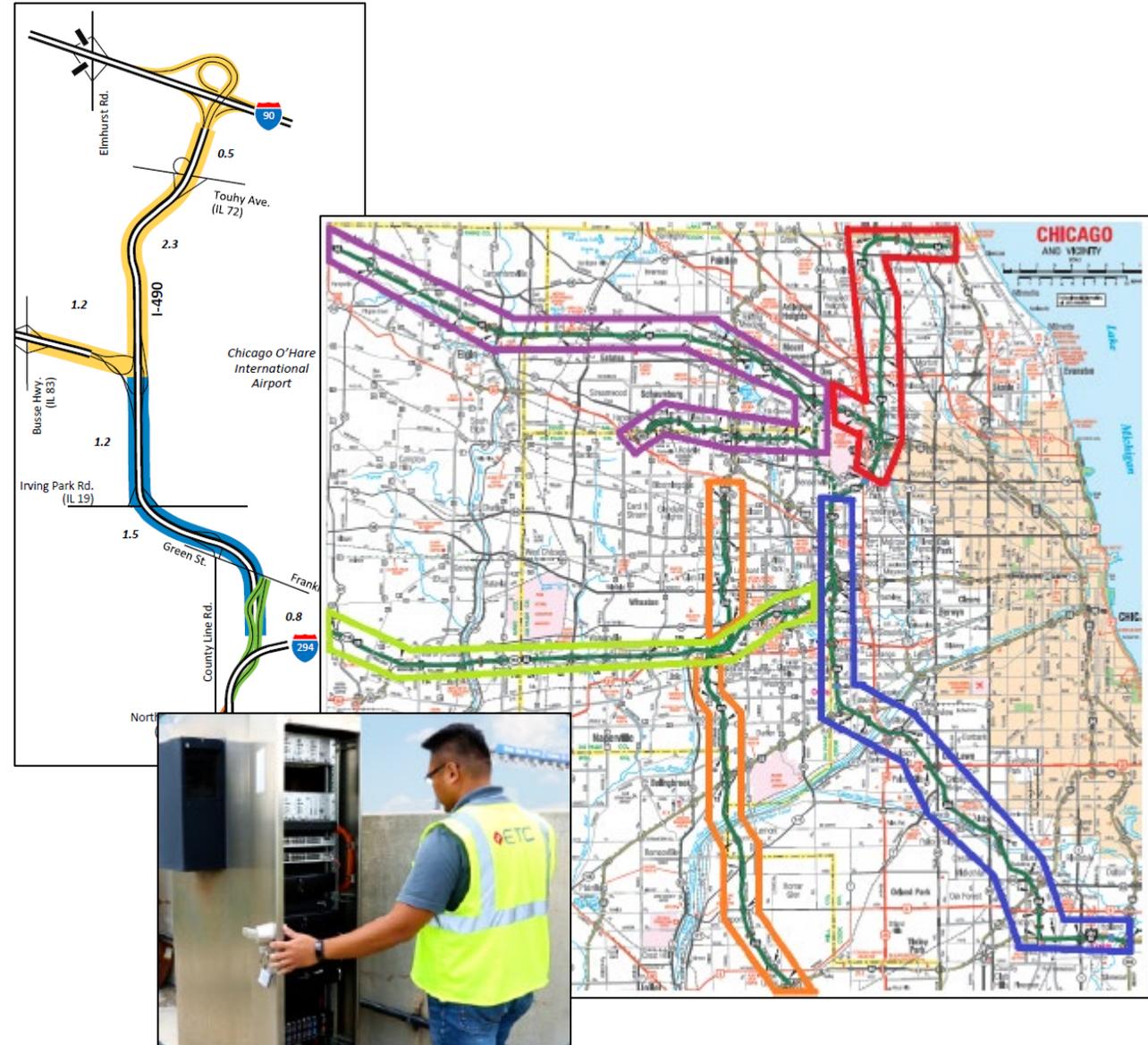
- 520 toll lanes and 89 toll plazas
 - 4,200 toll components (readers, cameras, servers, etc.)
- Installation of new toll lanes (MoveIL projects)
- Processing 3 million transactions per day

Maintenance Includes:

- 24/7 responsiveness
- Processing 25,000 work orders annually
- Meeting response service levels and KPIs

Roadside Lane Technology

- Readying software and technologies to support innovation
 - Multiprotocol transponders
 - New specifications and standards



Roadside components

Cameras



Transponders



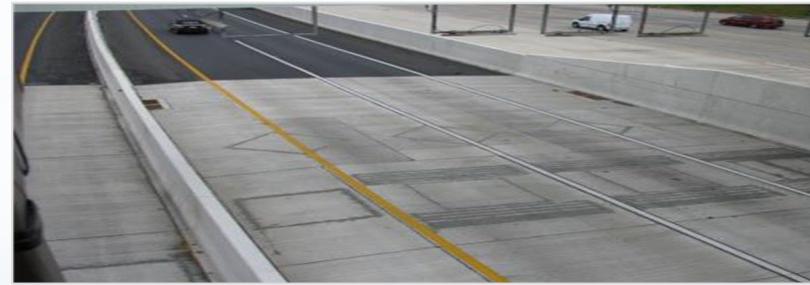
Antennas



Roadside Computer Equipment



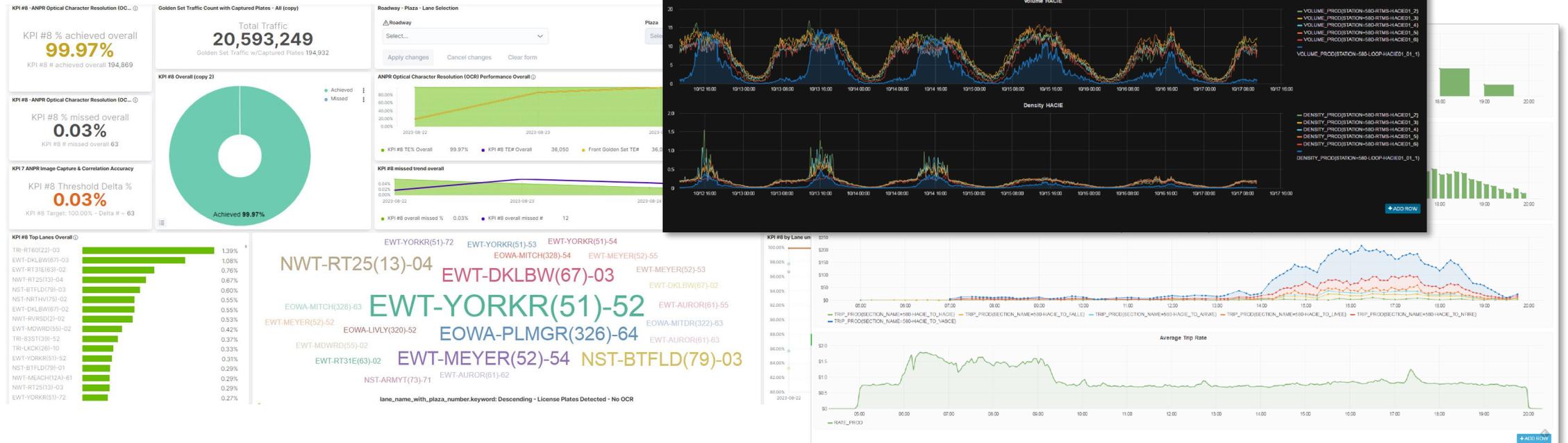
Detector Loops



Moving from corrective to predictive maintenance

Asset Management and Maintenance System (AMMS)

- 24/7 hardware and software monitoring to service level
- Corrective, preventative and predictive work order and inventory management
- Continuous, automated maintenance scheduling and work order routing
- Customizable reporting and dashboards

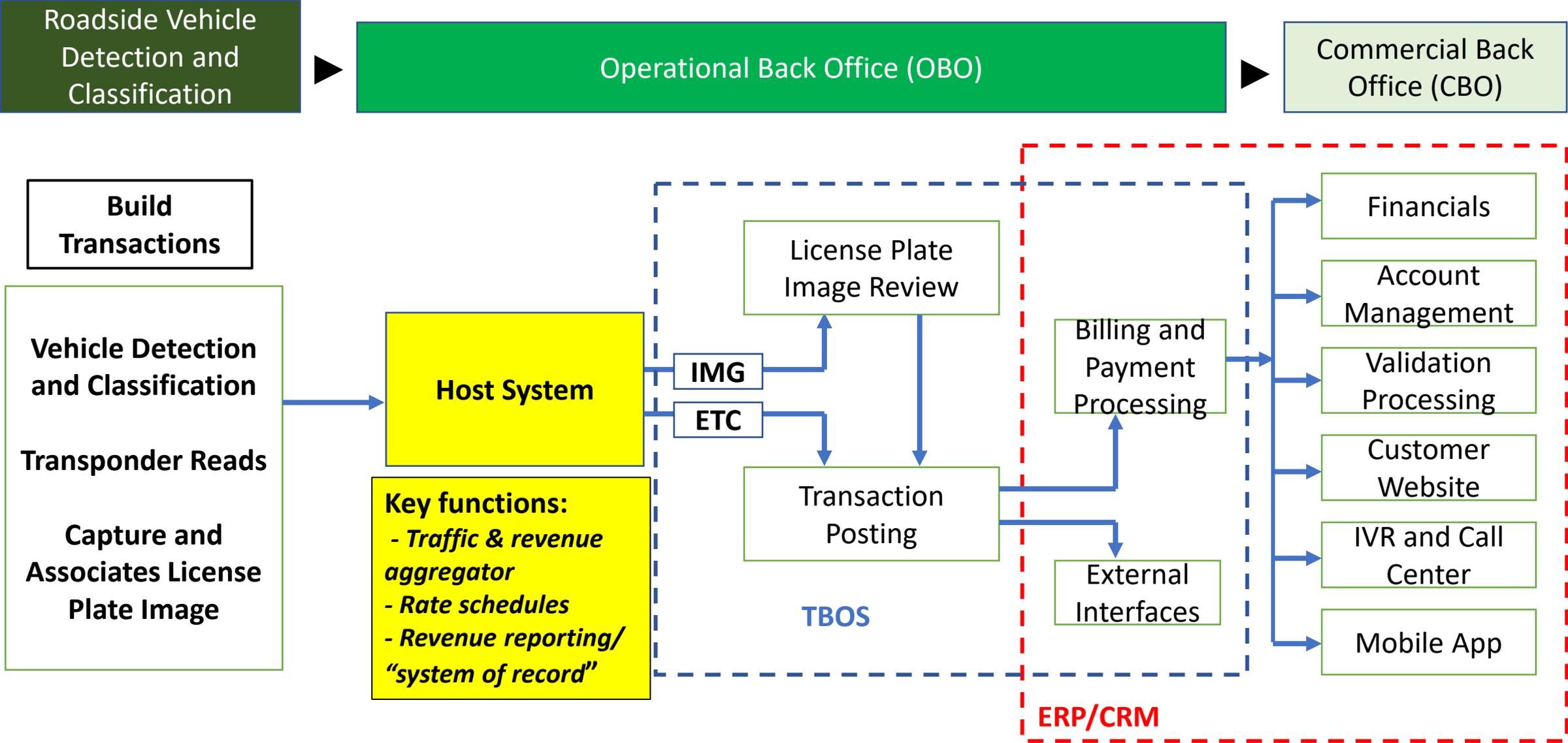


#2 - Toll Revenue Maintenance and Management Program

(Host System Support and Maintenance)

- 24/7/365 support and maintenance of the Host System which records and aggregates all toll transactions and traffic activity
- Complete and accurate recording of all toll transactions
- Support and maintenance of the legacy Violation Processing System (and its associated Customer Service Center System)
- Operational Support (customized reporting, year-end reporting, and configuration changes.

Host interface connects roadside to back-office



Appendix

Procurement methods & timeline

31 contracts across 5 Tollway departments

17 Competitive Contracts

1 Competitive/Co-Op Contracts

2 Intergovernmental Agreements

8 State Master/State Use Contracts

3 Sole Source Contracts
(Bridge until completion of next RFPs)

	2005	2011	2013	2016	2020-2021	2022-2023
✓ Back office and Lane Services split from VES/Customer service	✓ Print & Mailing services	✓ Fulfillment	✓ Back office split from Lane Services	✓ ANPR/Camera	✓ Google	✓ VEP
✓ I-Pass Retail sales	✓ Image review	✓ Contact center facility	✓ System Integrator added for audit & oversight	✓ ATPM	✓ Apple	✓ Toll Innovation Business Strategy Services
✓ I-Pass Distribution	✓ Call center staffing	✓ OoS registration retrieval	✓ SAP Licensing	✓ SMS/Text Service	✓ Twilio	✓ Retail Payment Solution
	✓ Illinois SOS	✓ Adjudication services	✓ Iron Mountain	✓ IGAs (IA DMV, ATI)	✓ Email distributor	✓ Transponder Technology
			✓ Fiserv/Credit Card processor	✓ Mail Bar Codes		
				✓ NCOA address correction database		

Upcoming procurements:

- Toll Collection System Maintenance Services
- Host System Services