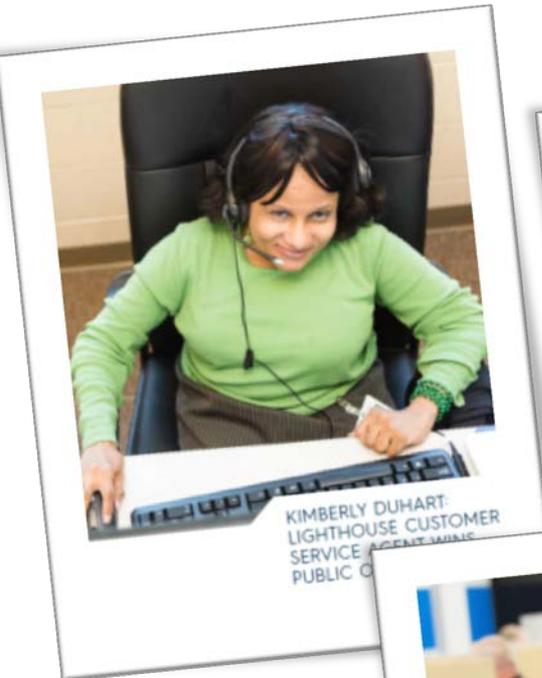




Message from our Chairman

Richard Schnadig



Thank you from The Chicago Lighthouse

Janet P. Szlyk, Ph.D.
President/CEO

Partnering since 2013

Illinois Tollway Call Center Now Managed by The Chicago Lighthouse

The Chicago Lighthouse attained a new milestone on November 5, 2013 with the formal dedication of a state-of-the-art Illinois Tollway Customer Service Call Center that is being managed by The Lighthouse. In 2012, the agency competed for and won a five-year contract from the Illinois Tollway Authority to manage its call center operations.

Housed on the University of Illinois at Chicago campus, the call center is providing critical employment opportunities for individuals who are blind, visually impaired, otherwise disabled or Veterans. Furthermore, it enables the Tollway to make it easier for its growing number of I-PASS customers to get personalized, one-on-one assistance when they need help with their accounts.

Lighthouse President & CEO Dr. Janet Szlyk joined Congressman Danny Davis, Tollway Board Chair Paula Wolff, Tollway Executive Director Kristi Lafleur and other guests in cutting

the ribbon to the new facility.

Dr. Szlyk thanked Illinois Governor Pat Quinn and Tollway officials for their vote of confidence in The Lighthouse. She also extended her appreciation to Lighthouse Board Chair Bruce Hague and the rest of the agency's Board of Directors for their support.

Also addressing the audience was Marcin Okreglak, employed in the call center's mailroom. Okreglak, who is visually impaired, gave a moving presentation on how much having a job means to him after being unemployed for two and a half years. He thanked Dr. Szlyk and the Tollway for giving him this opportunity.

In an interview with the *Chicago Tribune*, another call center employee Shallenmanda Taylor also expressed appreciation for her new position. "It's getting me back into the workforce, back into the hang of things," she said.



Transformation of the Space



Before



Construction



Now

the power of...a

JOB

Shown at their new jobs at the Illinois Tollway Customer Service Call Center are left to right: Marcin Okreglak, Lonnie S. Jones Jr. and Megan Craig.



DEMOGRAPHICS

- Currently, there are 361 employees
- Positions include: customer service, mailroom, finance, administration, special projects, supervision, management
- Approximately 40% of the CSRs are disabled and/or Veterans



Media Coverage

"I have a tendency to calm my voice down, talk to them regular, maybe throw a little joke in there, just to alleviate the situation."

Okreglak, 26, spent 2 1/2 years looking for work before finally getting hired at the Illinois Tollway's new customer service call center...



Tollway Awards—2014 and 2015



Lighthouse Salutes Tollway for Winning Top Honor

The Chicago Lighthouse was pleased to attend a special ceremony in Springfield Tuesday, which honored the Illinois Tollway as 2014 Agency of the Year by the Interagency Committee on Employees with Disabilities (ICED) for its efforts to expand opportunities for people with disabilities.

The Tollway was commended for employing a significantly higher percentage of people with disabilities than other state agencies, offering extensive job accommodations to people with disabilities and opening its new Customer Service Call Center in partnership with The Chicago Lighthouse.

Located on the University of Illinois at Chicago campus, the new center was built with specially designed facilities and workstations to accommodate people who are blind, visually impaired or physically disabled. Currently, about 30 percent of the call center's nearly 290 employees are disabled or military veterans.

The Tollway and The Lighthouse are working toward an October 2014 goal of having 50 percent of the workforce consist of employees who have disabilities or are military veterans.

Representing the agency at the event were Jeanette Bonzani, vice president of human resources, and Monique Slaughter-Thurman, call center assistant director.

"We are thrilled to be with you today," said Ms. Bonzani. "We are delighted to congratulate The Illinois Tollway on this well-deserved award for their groundbreaking efforts in extending greater employment opportunities to people with disabilities and Veterans. We are so very proud to partner with them!"

CUSTOMER SERVICE CALLS

2014

- Calls – 2,656,384
- Monthly average – 221,365
- Daily average – 7,378

2015 (6% higher than 2014)

- Calls – 2,814,363
- Monthly average – 234,530
- Daily average – 7,817

2015 to 2016 is a 22% increase from the first 2 months last year to the first 2 months of this year.

TOLLWAY KEY PERFORMANCE INDICATORS

Metric	Target	2014	2015
Service Level	80%	77%	80%
% Abandoned	5%	1.97%	1.82%
Talk Time	6-7 minutes	6:48	6:67

Thank you!