



Record of Meeting | September 17, 2020

The Illinois State Toll Highway Authority (“Tollway”) held the regularly scheduled Systems Review & Customer Service Committee meeting on Thursday, September 17, 2020. 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 9:40 a.m., stating that this is a regular 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
Director Gary Perinar
Other Directors Present:
Director Stephen Davis
Director Karen McConnaughay
Chairman Willard S. Evans, Jr.

Committee Members Not Present:
none



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 June 25, 2020, as presented. Director Connolly made a motion to approve the Minutes, seconded by Director Gallagher. 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 Gallagher, Director Paddock, Director Perinar, Committee Chair Sweeney (5)

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 Derek Messier, Chief Operating Officer, to present for the Committee an update on the Tolling 2020 program, which features a new invoicing program, Covid-19 violation relief and a Pay-By-Plate service. [See attached presentation.](#)

The Committee discussed the capacity of the Pay-By-Plate service and expenses associated with collections and invoicing.

Upon conclusion of the discussion, Executive Director Alvarez stated that he had no further items to present to the Committee.

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 Gallagher. 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 Gallagher, Director Paddock, Director Perinar, Committee Chair Sweeney (5)

Nays: (0)

The motion PASSED.

The Meeting was adjourned at approximately 10:05 a.m.

Minutes taken by: _____

Christi Regnery
Board Secretary
Illinois State Toll Highway Authority

Systems Review and Customer Service Committee Update

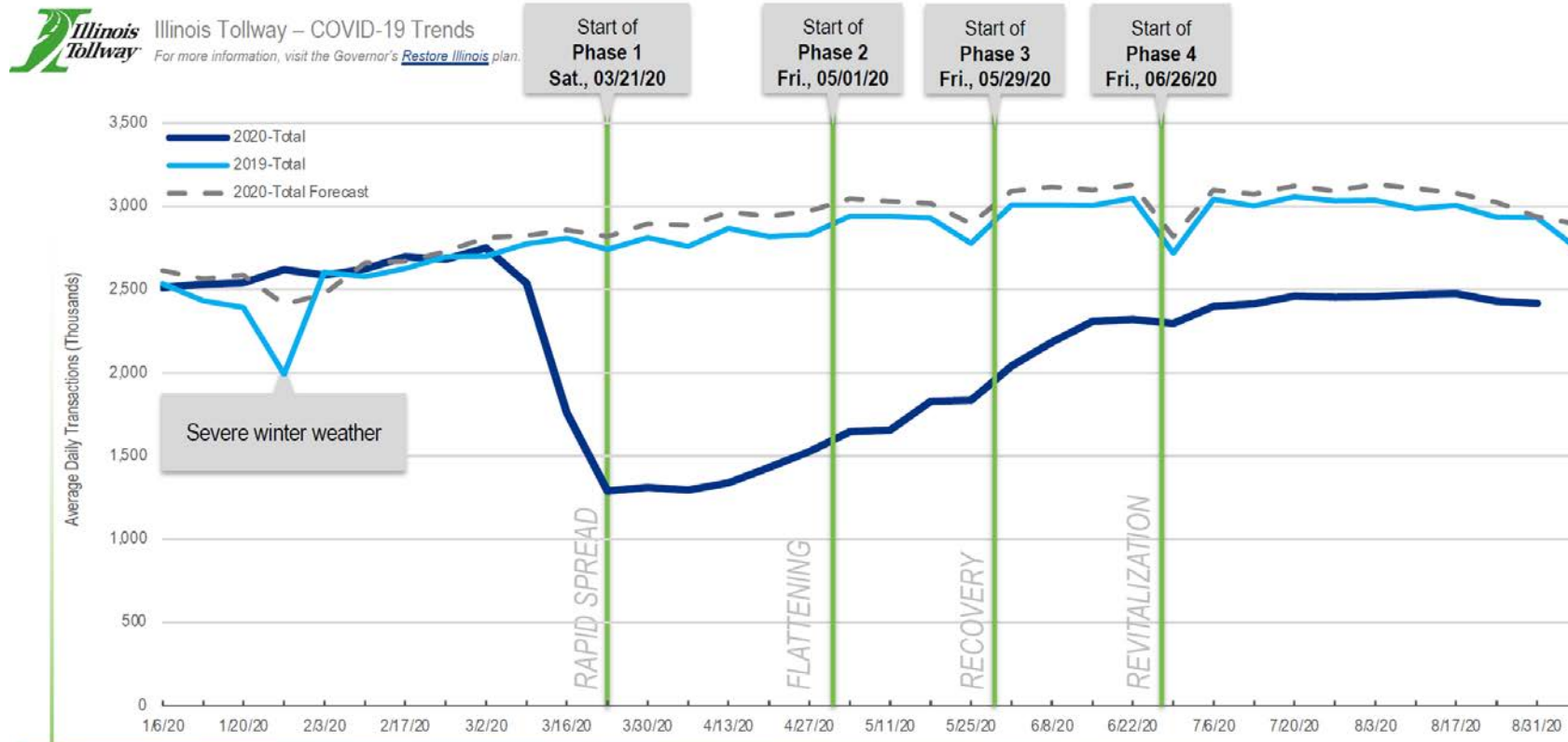
SEPTEMBER 17, 2020

Agenda

- I. TRAFFIC VOLUME YTD
- II. AMNESTY PROGRAM UPDATE
- III. PAY BY PLATE SERVICE

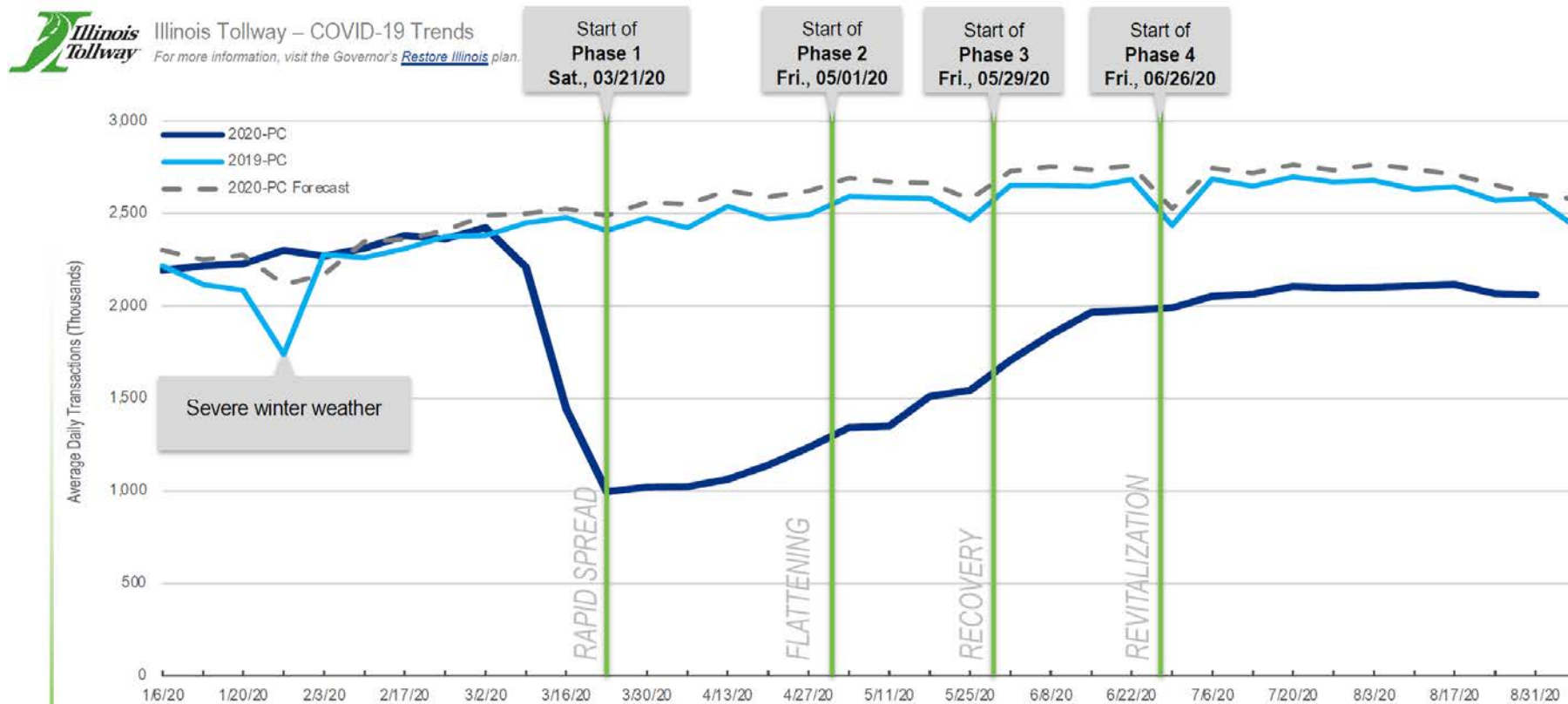


Systemwide Transactions



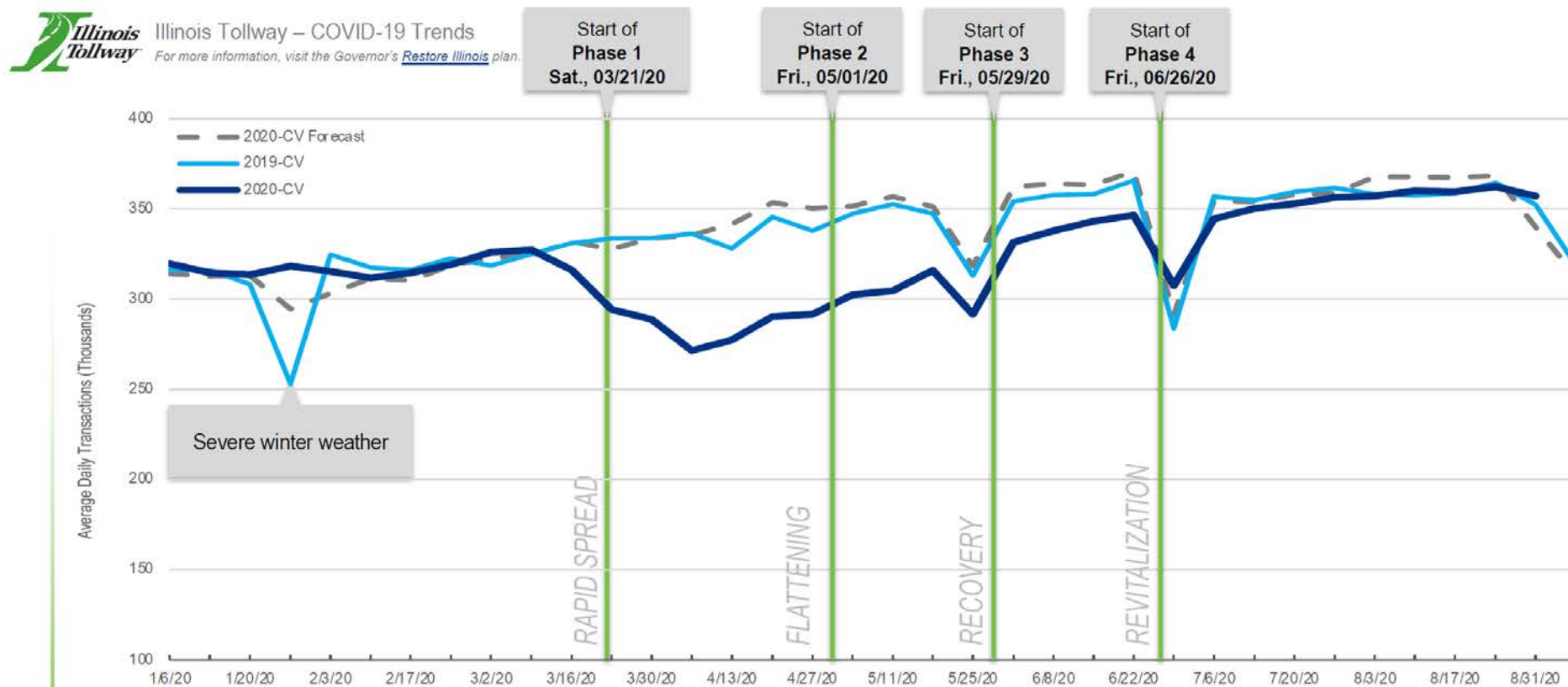
Traffic volume has largely stabilized at 83% of 2020 forecasted levels

Passenger Transactions



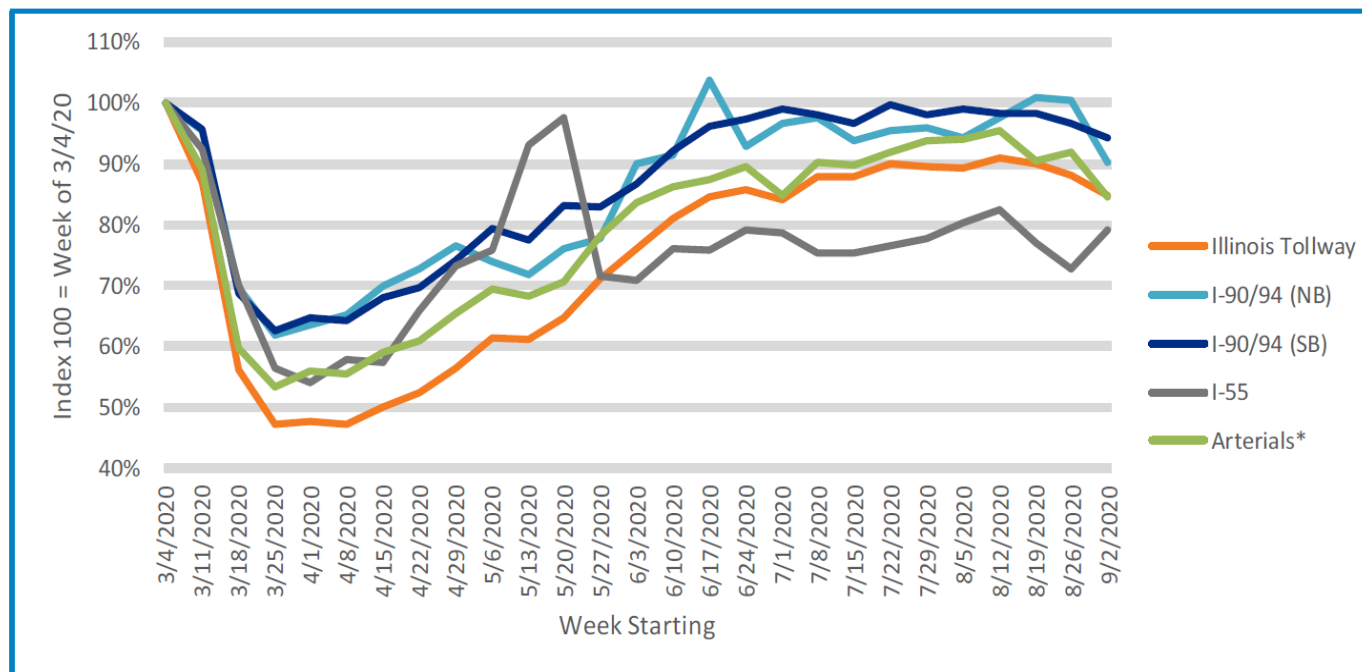
Passenger volume has recovered and stabilized at close to 80% pre-pandemic

Commercial Transactions



Commercial volume has recovered and stabilized close to pre-pandemic

Daily Traffic Counts on Select IDOT Facilities Compared to the Illinois Tollway



Local Road Comparison

Illinois Tollway trend matching local IDOT facilities

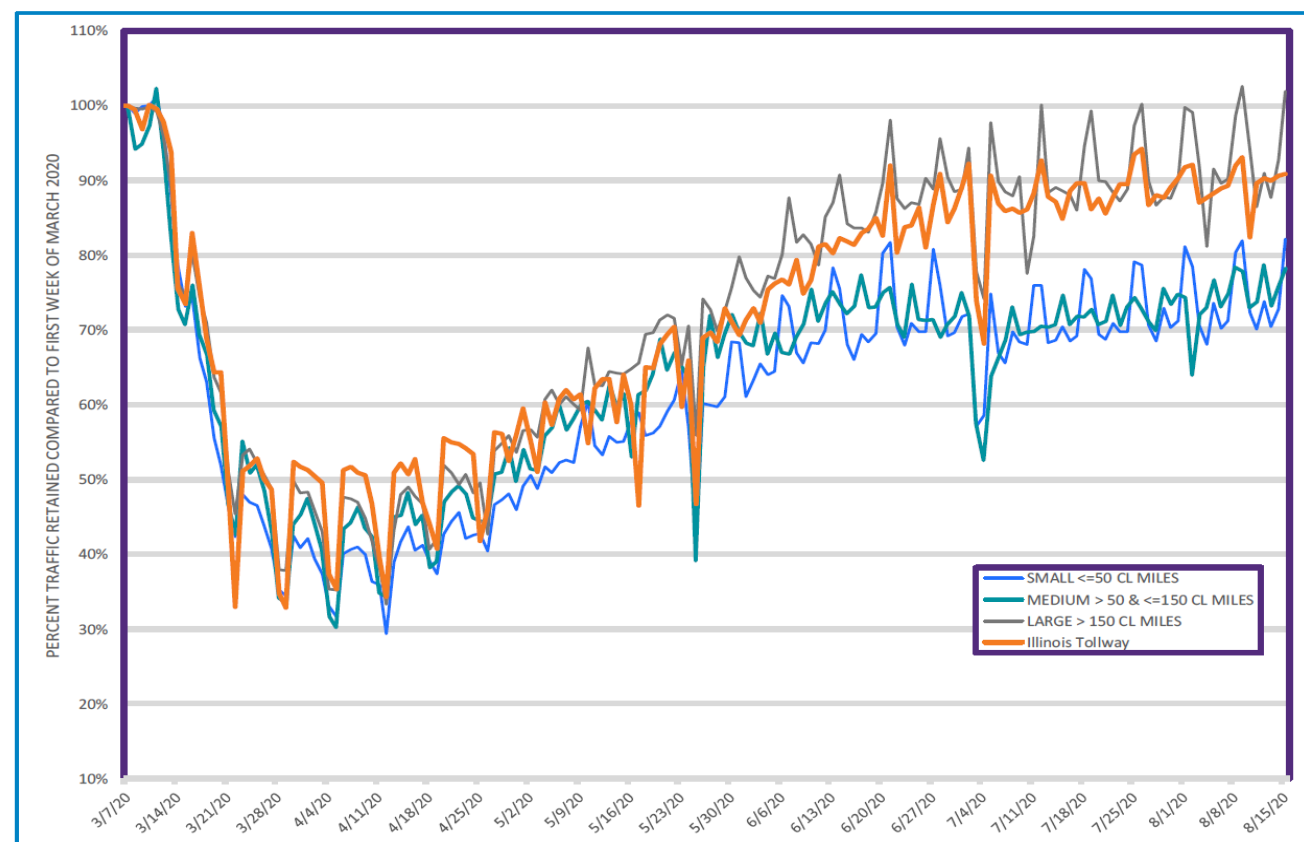
Note that local volumes are based upon a limited number of tracking points as compared to continuous monitoring on the Tollway system

* Arterial facilities include US 45/Mannheim Rd, IL 50/Cicero Avenue, IL 64/North Avenue, and IL 83/Kingery Highway

National Toll Facility Comparison

- Illinois Tollway traffic patterns tracking to similarly sized toll operators
- Operators with managed lanes tend to see less recovery nationally

Daily Trends for US Toll Roads During COVID-19 Pandemic (By Agency Size)





Violation Relief

Amnesty & COVID-19 Relief

A New Way to Pay

Pay By Plate

Violation & COVID-19 Relief



Violation Relief - Amnesty

All \$20 and \$50 fines related to outstanding Notice of Liability or Final Order of Liability shall be restated to a \$3 fee per violation across – Through 12/30/20

			Current Board Approved State		
Current	Facility	Rate Tier	Tolls	Penalties	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$ 350	\$ 356

			Violation Relief		
Current	Facility	Rate Tier	Tolls	Amnesty Fee	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$ 15	\$ 21

			COVID-19 Relief (March 9 – June 25)		
Current	Facility	Rate Tier	Tolls	Invoice Fee	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$.05	\$ 6.05

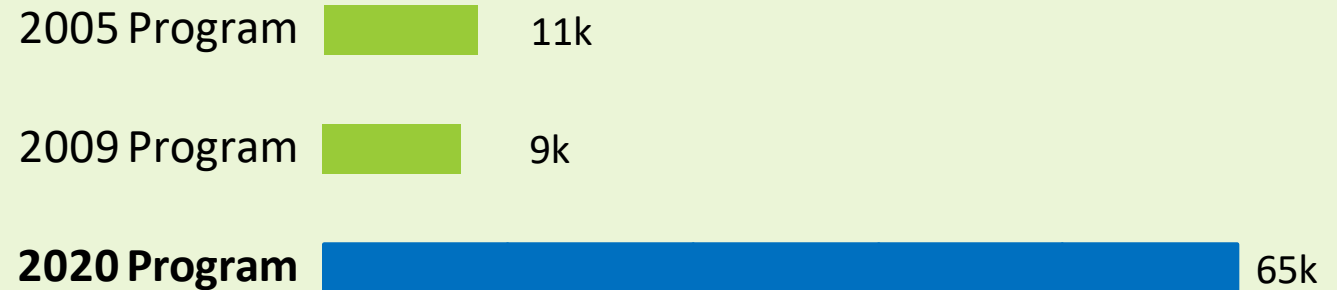
COVID-19 RELIEF

Unpaid tolls between March 9, 2020 and June 25, 2020 will be invoiced for tolls only with only a 1-cent invoice fee.

2020 Amnesty Status (as of 9/11/20)

- **86K** Notices Cleared as of 9/11/20
- **\$4.3** Million Paid
- **\$60** Average Payment
- **70%** Web Self Service
- **4.7** Million Tolls Invoiced with \$.01 fee from March 9 – June 25

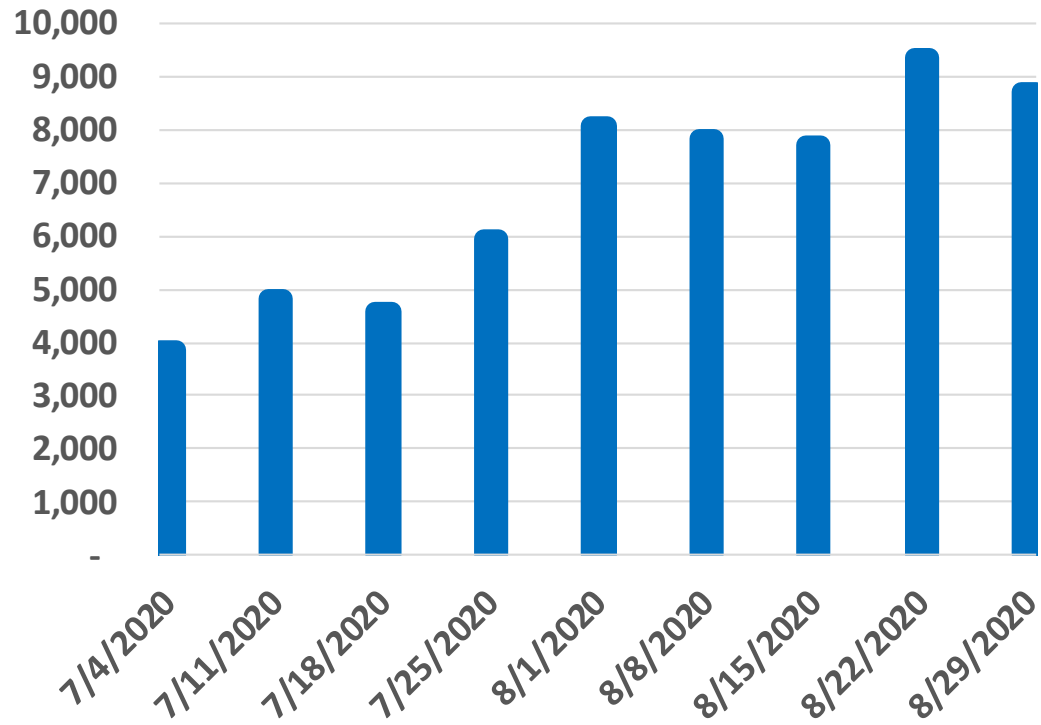
Amnesty Programs Comparison of Cleared Notices (after 60 days)



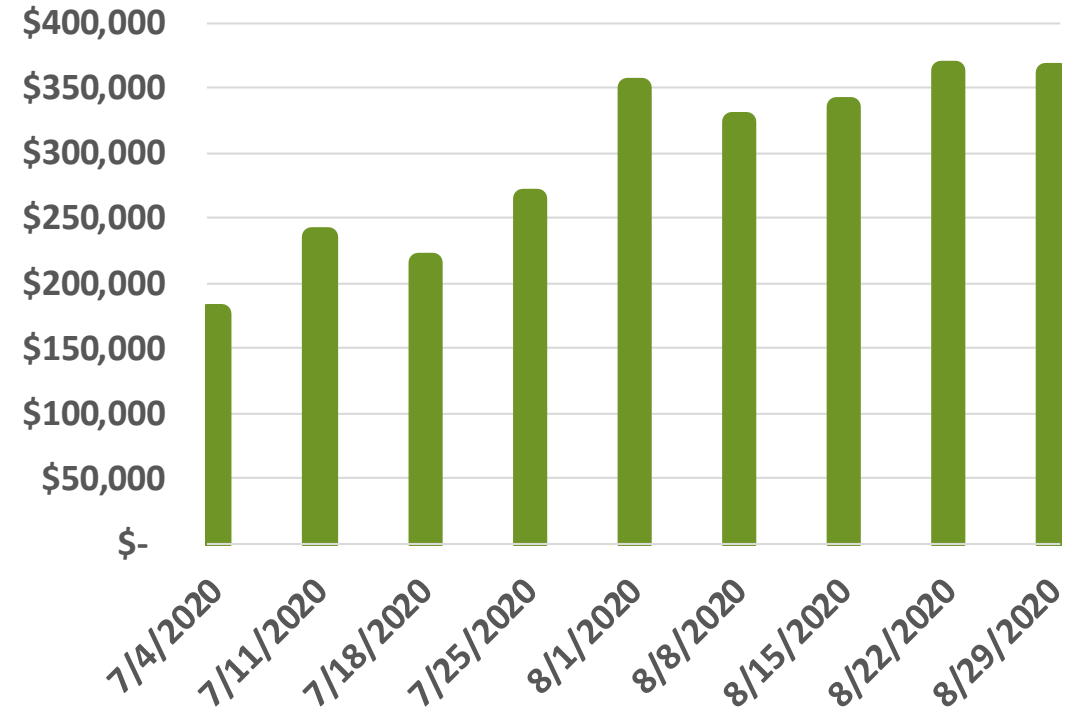
Amnesty Payments & Revenue



Amnesty Payments - Notices Cleared



Amnesty Payments - Revenue



PAY BY PLATE Service



New Payment Service

- New post-paid payment service
- Customers have 14 days after a missed toll to enroll
- Customers provide contact, credit card information and plate info and are charged for missed tolls
- Prevents customer from having to recreate/track trips or continually check back to view missed tolls

Benefits

- Reduced operating expenses per transaction
- More ability for customer to self-service
- Contactless form of payment
- Provides more options for payment to meet different customer needs



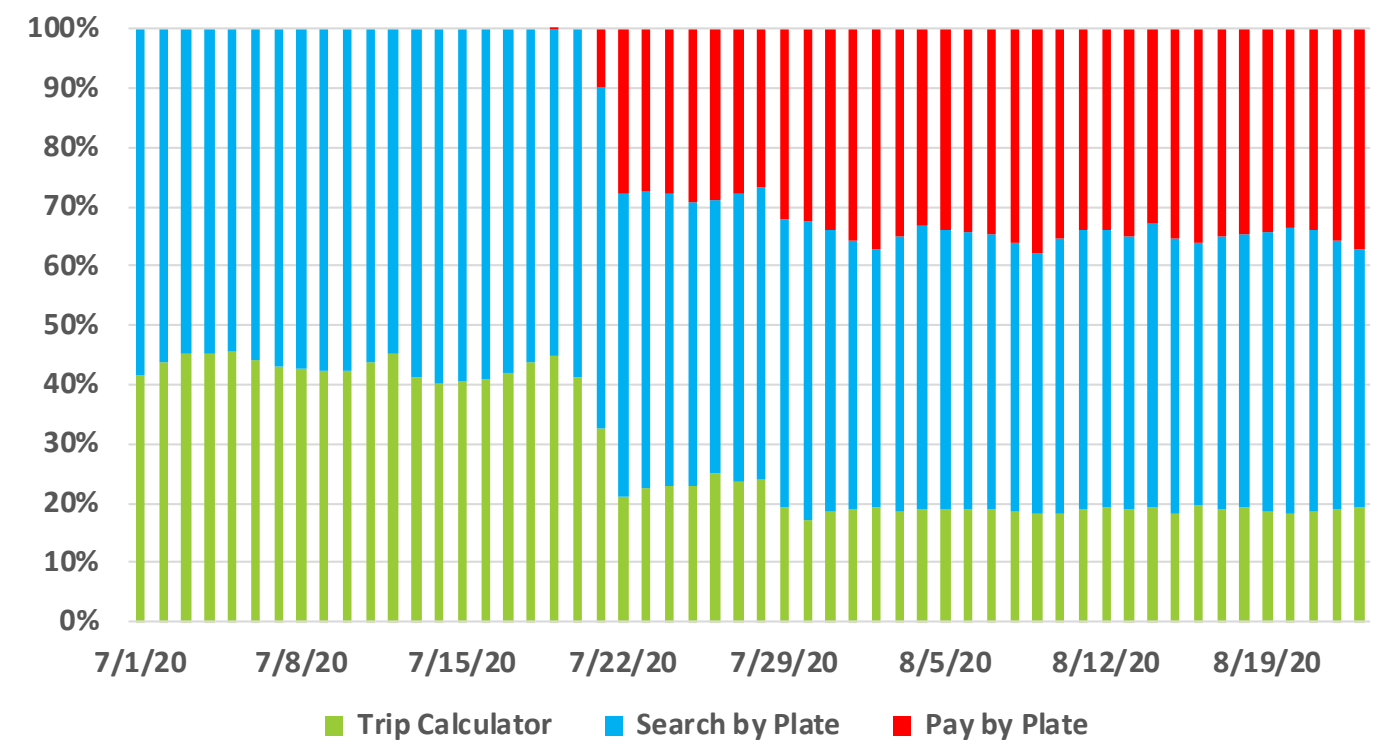
PAY-BY-PLATE

illinoistollway.com

PAY BY PLATE at a Glance

- Growth is steady at > 20,000 customer/week
- 182,000 total accounts (as of 9/11/20)
- Manual Trip Calculator users reduced from 42% to 26% of Grace Period Tolling (GPT) customers
- As service matures it is expected to account for up to 70% of GPT

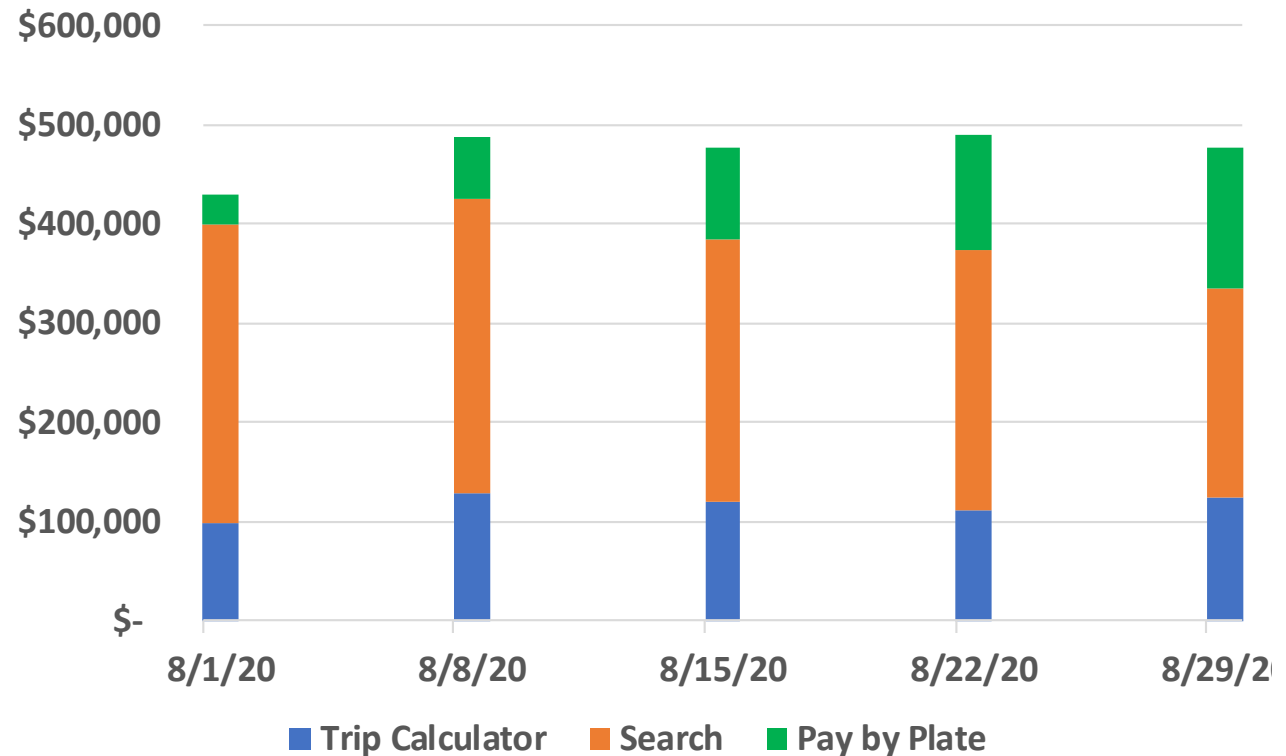
Web Traffic



Grace Period Tolling

- Grace Period Toll (GPT) Payments
- Baseline of \$1.5M/month
- Since Introduction of PAY BY PLATE - GPT \$2M/ month = 33% increase
- GPT Forecast of \$2.2M to \$2.4M/month
- 106,000 payments for 400k Tolls; \$712k

Grace Period Toll Payments



TOLLING

A NEW WAY TO PAY

THANK YOU

