



The Proof is in the Pavement

2009 Annual Report



2009 marked the completion of the Rebuild & Widen projects systemwide—part of the largest capital program undertaken in the 50 years since Tollway operations began.

Successful completion of billions of dollars of construction on time and within budget takes the dedication of a community—from planners to engineers, local leaders to board members, construction crews, and others. It takes the patience of motorists and businesses along those corridors under construction. This annual report tells the story of not only the Tollway—but of those who benefit from its new and expanded roadways.

In addition to building roads, we continue to work on enhancing our customer relations. As we enter 2010, our focus will remain on safe roads and increasing toll collection efficiency, as well as renewing our commitment to provide the best service and most options for our Oases visitors through a new leasing relationship.

It is a privilege to be part of this organization that reflects the collaborative effort of many men and women who are committed to the mission of providing and promoting a safe and efficient system of toll-supported highways, while ensuring the highest possible level of service to its customers. The proof of our efforts is in the pavement.



Paula Wolff
Chair Paula Wolff

Michael T. King

Acting Executive Director
Michael King



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Illinois Tollway Board of Directors
Chair Paula Wolff

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In 2005 the Illinois Tollway embarked on an aggressive \$6.3 billion capital program to rebuild and restore the majority of the 50-year-old Tollway system and prepare the system for the decades to come by increasing capacity and introducing barrier-free Open Road Tolling.

The commitment: reduce congestion, improve travel times, get customers where they need to go.

Now, at the end of 2009 and the fifth year of the Congestion-Relief Program—*Open Roads for a Faster Future*, the Illinois Tollway is 80 percent of the way to making good on that commitment and the proof is in the pavement. Completing Open Road Tolling in 2006. Introducing the new South Extension of the Veterans Memorial Tollway (I-355) in 2007. Now in 2009, wrapping up projects rehabilitating, rebuilding and widening across 120 miles of roadway.

The Illinois Tollway has gone from conception to completion of more than \$5 billion in improvements in less than five years. This is an unparalleled accomplishment, as a program of this magnitude could easily have taken 10 years or more to complete.

All the while, the Tollway has put its customers first, by:

- Adopting design and engineering strategies to encourage efficiencies in project delivery.
- Delivering new construction while maintaining roadway capacity available to customers.
- Reaching out to communities, officials and customers, sometimes on a daily basis, to keep them informed on project status.

This document highlights these efforts and the agencies accomplishments for 2009.



See what industry leaders are saying about the Illinois Tollway and its Congestion-Relief efforts.

“The Tollway’s Congestion-Relief Program was the precursor to state and federal stimulus programs. Since 2005, well before stimulus monies helped our region, the Tollway has pumped more than \$5 billion into the regional economy, providing good-paying construction and engineering jobs in Illinois.”

—Bill Baltutis, Executive Director,
Transportation Management Association of Lake Cook



“The Central/North Tri-State Tollway (I-294/I-94) Rebuild & Widen Project is one of the greatest road construction feats of the new millennium. The Illinois Tollway successfully added capacity and reduced the impact on the environment. This job should serve as an ideal model over the course of the next generation.”

—Bill Wilson, Editorial Director, *Roads & Bridges* magazine

“The Tollway implemented a huge set of projects that helped reduce congestion, pollution, and other negative impacts. We were proud to bring our 77th annual meeting and exhibition to Chicago in 2009 so our members could experience the work of the Tollway first hand.”

—Patrick D. Jones, Executive Director and CEO,
International Bridge, Tunnel and Turnpike Association (IBTTA)

Recycling and reusing materials continues to prove to be a cost-effective way to maximize existing resources without compromising the Tollway's commitment to the highest construction standards. The proof of the Tollway's promise as a "Green" industry leader is present in its pavement. The Tollway's "Building Green" efforts minimized the environmental impact of new roadway construction by reducing, recycling, and reusing materials.

Recycled Concrete and Reclaimed Materials

Recycling the existing road materials eliminated the cost of hauling the old materials from the work site and disposal in landfills.

Recycled asphalt shingles and recycled asphalt pavement were used in new asphalt mixes, reducing the need for virgin asphalt materials and utilizing scrap materials that would be otherwise headed for the landfill. Ground tire rubber also was used extensively as a modifier in mainline asphalt pavement mixes, eliminating the need for oil-based polymers and fiber reinforcement in the special mixes.

Illinois Tollway Material Recycling Since 2007

- 3.0 million tons of concrete
- 1.6 million tons of asphalt
- 230,000 scrap tires



"The Illinois Tollway plays a significant role in the advancement of sustainable initiatives in the Illinois road building community through its commitment to reduce, recycle, and reuse materials on its massive reconstruction and widening projects."

—Jennifer Krug,
Illinois Road and Transportation
Builders Association
Green Council Chair

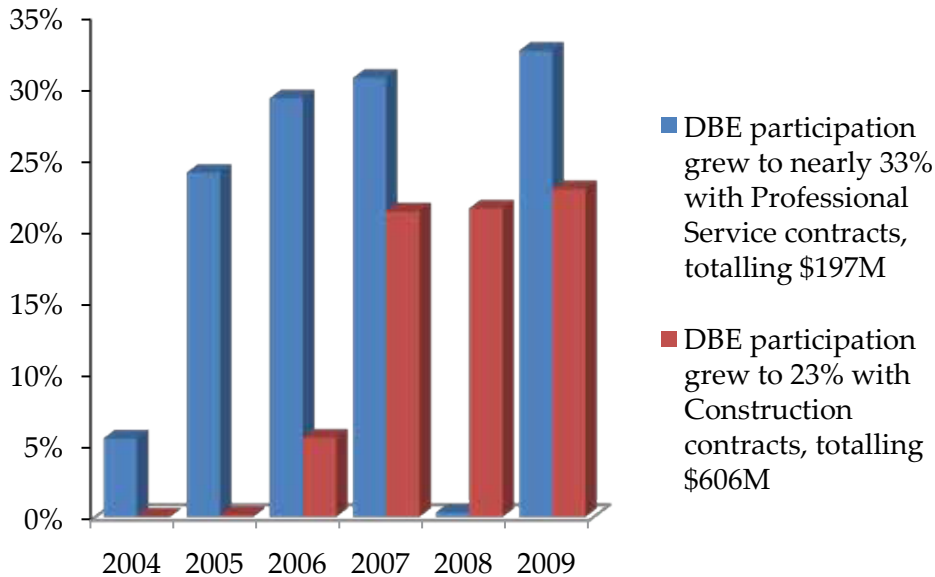
In 2009, the Tollway Diversity Program continued to extend the economic benefits of the Congestion-Relief Program to qualified women and minority businesses in Illinois.

The Diversity Team participated in about 16 transportation industry events in 2009 to promote contract opportunities available to Disadvantaged Business Enterprises.

The Tollway also helped women, minorities, ex-offenders, and military veterans find work in the construction trades through its Earned Credit Program (ECP). More than 100 ECP candidates have been placed in jobs with nearly 20 different Tollway contractors as quality control inspectors, ironworkers, electricians, cement finishers, carpenters, and laborers.

Bensenville concrete subcontractor Acura Inc. is one example of a disadvantaged business that expanded and prospered through the Tollway Diversity Program—even during a tumultuous economy.

DBE Participation as a Percentage of Total Payment Dollars



“The work that came out of the Tollway was great because it allowed us to take a very large next step in the growth of our company.”

— Nico DiGioia, founder, Acura, Inc.



The Tollway conducted a variety of customer outreach efforts in order to inform, monitor, and garner feedback. Here are just a few comments from motorists along its toll roads.

"I drive 66 miles each day, five days a week. There were times when construction-related traffic delays were frustrating, but a good job was done to keep traffic moving. Now that construction is done, the drive is wonderful."

—Patty, Antioch



"The new road you built is wonderful! I am glad the Illinois Tollway decided to rebuild the road down to the dirt; it was the way to go."

—Bob, Aurora

"Everyday for the last 30 years, I travel the Tollway. I want to compliment the crews that engineered this recent reconstruction! This project had the motorist in mind. As the project progressed I could see the method to their madness. I could see that a priority was given to keep as much traffic moving as possible."

—Vic, Lake Villa



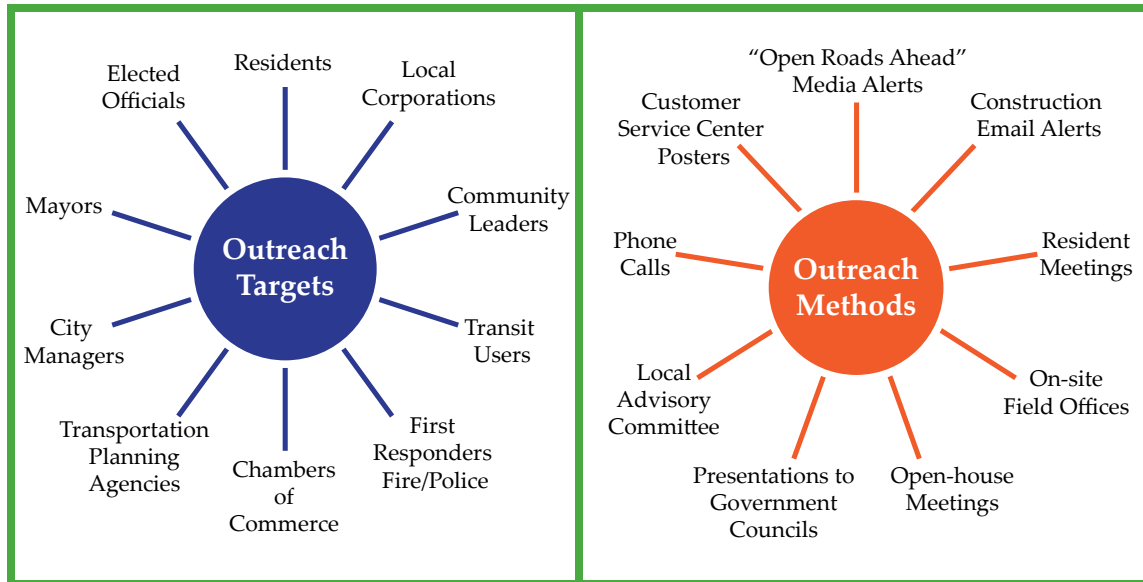
"I commute between Route 120 and Willow Road. Even during peak construction, traffic had backups, but most of the time continually moved. Now that the construction is done, the drive to and from work is wonderful. I really didn't believe an extra lane would make a difference, but it sure has. My travel time has been cut almost in half. Thank you, it was definitely worth the wait."

—Cindy, Grayslake

Community Outreach

The Illinois Tollway continues to be accountable to stakeholders along its corridors.

A unique example of how the Tollway worked with a local municipality is the agreement between the Tollway and the City of Lake Forest. The city funded temporary access from Conway Business Park to the adjacent Lake Forest Oasis northbound Tri-State (I-294) entrance ramp. This allowed more than 1,500 daily commuters to bypass the Illinois Department of Transportation's (IDOT) IL Route 60/Townline Road Bridge Construction project and improvements.



Outreach efforts were expanded in 2009 as Tollway Board Meetings were made available online via live webcasting. Subsequent audio files can be found on the Tollway's Web site. Accountability is a continual commitment.

“The Illinois Tollway made us aware of upcoming construction shifts. We were able to share this information with Chamber of Commerce members and other interested folks.”

— Tracey MulQueen, President and CEO,
Greater Oak Brook Chamber of Commerce



The Illinois Tollway values direct customer communication. With more than 2.9 million I-PASS account holders and over 3.8 million transponders in circulation, the Tollway provides a variety of touch points for its customers. These figures provide perspective to the volume of communication.



In Person and On the Phone

- 36 Customer Service Representatives assist approximately 8,200 customers face-to-face each week
- 110 Call Center Representatives handle approximately 59,000 calls each week



On the Web

- www.illinoistollway.com averages over 21,000 unique hits each day
- More than 65% of I-PASS account holders manage their accounts online

In the Mail

- 53,000 "Credit Card About to Expire" and 50,000 "Credit Card Expired" postcards are mailed each month
- 92,000 "No I-PASS Account Balance" and 1,500 "Credit Card Failed" emails are sent each day

Safer Roadways

Surrounded by a sea of cars whizzing by, a driver on the side of the road with a blown tire, overheated engine, or not enough gas keep going can feel alone, but the Illinois Tollway's Roadway Maintenance team is there to make sure customers are not left helpless. The Highway Emergency Lane Patrol—H.E.L.P.—Trucks upped their regular motorist aide patrols in 2009 to include special construction zone assistance and efficiently responded to incidents both in and outside of roadwork zones to keep traffic moving and drivers safe.

In 2009, Tollway H.E.L.P. trucks assisted more than 35,000 customers, nearly 1,000 per day. These roadway assistance teams put in more than 64,000 man-hours as they traversed more than 1.5 million road miles.

The Illinois State Police—District 15 works in conjunction with the Tollway to keep its roads safe, especially for the youngest passengers. Together they host Child Safety Seat Inspection and Installation events throughout Tollway corridors. Over 850 child safety seats were inspected in 2009. Partners included Babies 'R' Us and Pioneer Press.

Thank you to every person who has anything to do with snow removal. Your operations are amazing. The portion of I-88 I travel is always well maintained.

—Peter Gluck, Bettendorf, Iowa

I ran over a large rock on I-294...resulting in a flat tire. As cars whizzed by, your able team arrived before I knew it! They were courteous, professional, speedy, and refused any gratuity. They are a credit to the Tollway!

—Mary Ann, Niles

The Tollway has built the reputation for engineering excellence. Top organizations in the transportation industry have closely monitored the Tollway's work and found it worthy of recognition.

Roads & Bridges magazine Top 10 Roads

#1 Road Project in North America

Central/North Tri-State Tollway (I-294/I-94)

Rebuild & Widen Project

Roads & Bridges magazine Top 10 Bridges

#4 Bridge Project in North America

Cherry Valley Interchange on the

Jane Addams Memorial Tollway (I-90)

American Council of Engineering Companies, Illinois (ACEC Illinois)

Engineering Excellence Awards Competition, Honor Award

Reagan Memorial Tollway (I-88)

Rebuild & Widen Project

Washington Street to Finley Road

Submitted by Bowman, Barrett & Associates Inc.

National Council for Public-Private Partnerships

Service Award

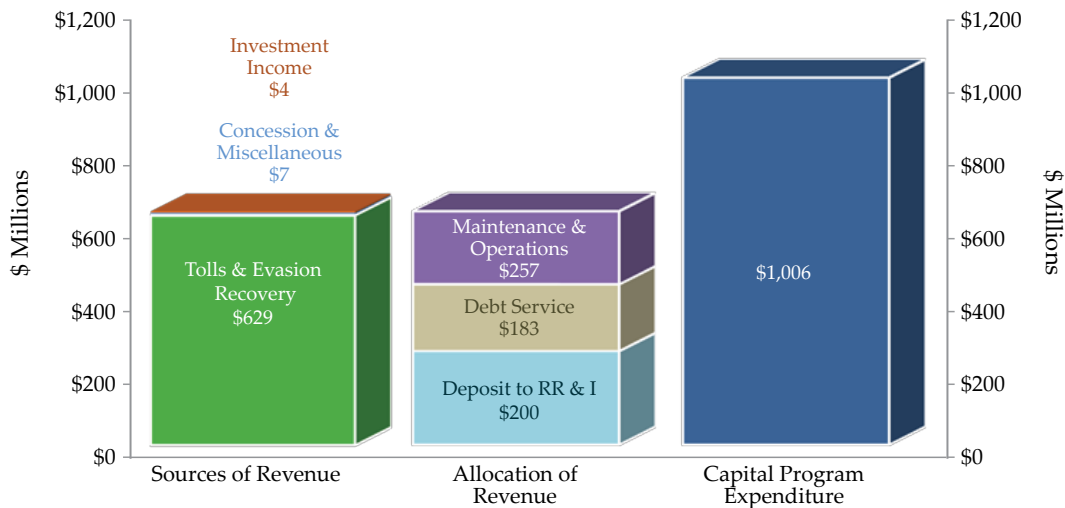
Illinois Tollway Telecommunications Leasing Program



For the sixth consecutive year, the Government Finance Officers Association (GFOA) awarded the Illinois Tollway its Distinguished Budget Presentation Award for the 2009 Budget. The 2009 Budget was submitted to and approved by the Tollway Board of Directors, made available through public meetings, and posted on the Tollway’s Web site.

All three credit rating agencies affirmed the Tollway’s credit ratings at the “AA-” or “Aa3” level, and bond financing for the Congestion-Relief Program was completed via the issuance of two series of Build America bonds, saving the Tollway \$90 million on a present-value basis compared to traditional tax-exempt bonds.

Revenues and expenditures listed below are estimates for 2009 as presented in the 2010 Budget Book that was approved by the Board in December 2009. These numbers are estimates and unaudited.



Sources of Revenue (Est. \$ Millions)

Tolls & Evasion Recovery—Collections via cash, I-PASS and violation recovery payments

Investment Income—Interest earned on Tollway funds and I-PASS cash escrow accounts

Concessions & Miscellaneous—Oases fuel, food and other retail sales; overweight truck fines, rental and easement income

Allocation of Revenue (Est. \$ Millions)

Maintenance & Operations—Related to toll collection, roadway maintenance, traffic control, safety, insurance and administration

Debt Service Transfer—Principal and interest payments on outstanding Tollway bonds

Deposit to RR & I—Renewal & Replacement account and Improvement account

Capital Program Expenditures*

Expenditures for system-wide maintenance, roadway reconstruction and expansion

* Funded through allocations of revenue and proceeds from the sale of bonds



Congestion-Relief Program Statistics

Infrastructure Improvements

Interchanges	39
Roadway Miles	385
Bridges	128

Annual Expenditures




2005	\$502.9 Million
2006	\$981.0 Million
2007	\$1.047 Billion
2008	\$1.070 Billion
2009	\$848.3 Million

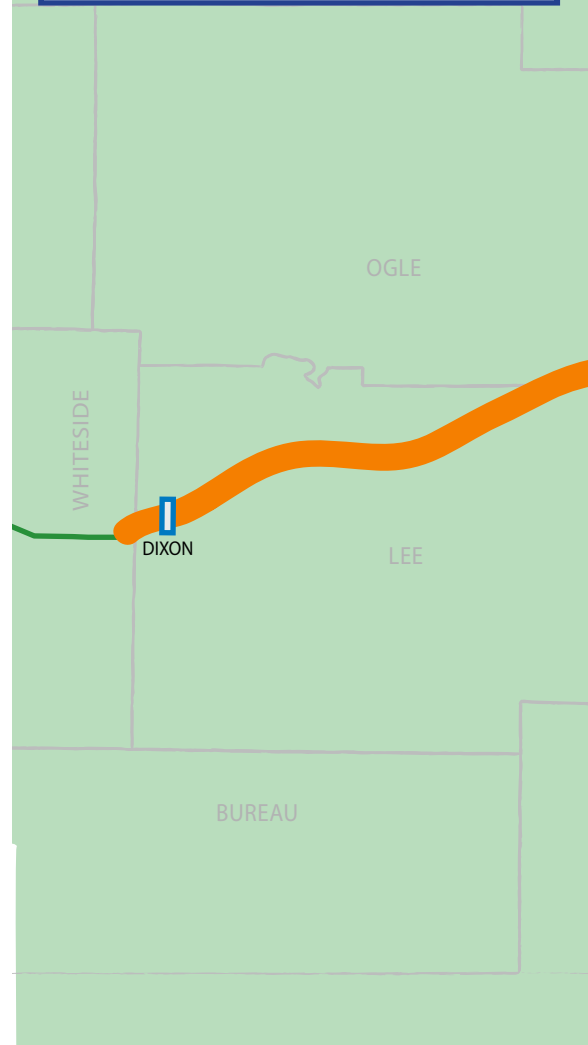
Direct Jobs

Full- and part-time professional and construction jobs on any given day.

Veterans Memorial Tollway (I-355)	50
Jane Addams Memorial Tollway (I-90)	250
Reagan Memorial Tollway (I-88)	1,600
Tri-State Tollway (I-94/I-294)	3,900

Congestion-Relief Completions

-  2006: Open Road Tolling Conversion
-  2007: I-355 South Extension
-  2009: Restore/Rebuild & Widen







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