

**MCCOM Transportation Meeting**  
**IL Tollway Updates**  
**November 19, 2020**  
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**Safety**

It's a danger that can happen to any driver - your car stalls or you get into an accident and your instincts tell you to get to safety. In traffic on a high-speed roadway, that's not outside your car. The Illinois Tollway is reminding drivers to stay in your car, activate your hazard lights and dial \*999 for assistance.

**Budget**

The Illinois Tollway review the Tentative 2021 Budget is underway and included a presentation at the October 15 Board meeting to begin the public review and comment process. A copy of the Tentative 2021 Budget is posted on the Tollway's website along with a PowerPoint and webinar of the presentation shared with the Tollway Board of Directors and with the public at November 4 public hearings. The Tollway Board will vote to approve the 2021 Budget at its December meeting.

**Operations during COVID-19**

The Illinois Tollway Board of Directors has continued to meet virtually each month to keep all business and construction activity moving and, as well as to advance significant tolling reforms reflecting their efforts to modernize our approach to unpaid tolls.

**Services**

In an effort to mitigate the spread of the coronavirus in the region, the Illinois Tollway continues to implement all-electronic tolling as a precaution to limit the potential spread of coronavirus to customers, as well as Tollway employees.

Mainline toll plazas, automatic toll payment machines and in-person customer service centers are currently offline. Toll collection is currently handled via I-PASS, E-ZPass and through the Tollway's website. The Tollway Customer Service Call Center is operational and assisting customers.

**Traffic**

Early in the year, pre-COVID-19 Tollway toll transaction rates were up year-over-year, but during the heart of the pandemic, transactions were off projected totals by 55-60 percent for passenger vehicles and off 15-20 percent for commercial vehicles.

As of September, commercial volume has stabilized at 2020 forecasted levels, while passenger traffic has also rebounded but is at about 80 percent of projections for this year.

**Reform and Relief**

In an effort to realign the way customers interact with the Illinois Tollway, the agency has launched a series of improvements to ensure the Illinois Tollway system works for everyone.

As part of TOLLING 2020, toll violation fines in existing notices issued prior to March 9, 2020, have been reduced to \$3 across the board through the end of the year to provide customers an opportunity to pay their fines at a significantly reduced rate. This includes anyone previously sent to collections for outstanding toll violations.

More information and assistance for customers is available on the Tollway's website [www.illinoistollway.com](http://www.illinoistollway.com).

### **Construction**

The Tollway is proceeding with all construction projects as well as roadway maintenance and repair work systemwide. With safety as a top priority, the agency has worked closely with contractors to ensure the proper safety precautions have been taken to protect workers engaged in outdoor construction activities along our system.

Tollway contractors and consultants continuing their work are always required to have comprehensive safety plans in place, and those plans have been updated to account for the safety precautions during the COVID-19 pandemic.

Something new to highlight - A Central Tri-State Tollway (I-294) Project Virtual Open House is now available on the Tollway's website to share 2020 construction information, as well as highlight key features and provide an overview of the \$4 billion project's benefits and improvements safely and conveniently with the public. The Virtual Open House offers the opportunity "walk through" a room to view informational displays, maps, construction cameras and videos highlighting work currently underway and throughout the duration of construction.