

<b>Agency</b>	Illinois Commerce Commission
<b>Program Name</b>	Enforcement of Gas Pipeline Safety
<b>Program Description</b>	The commission maintains an inspection program, consisting of on-site record and facility inspections, incident investigations, enforcement action and safety training and development for natural gas utilities, municipal gas systems, master-meter operators, intrastate transmission line operators, cooperatives, jurisdictional gathering operators and liquefied natural gas plants.
<b>Target Population</b>	The population of the State of Illinois
<b>Activities</b>	Field inspections of gas system operator construction, operation and maintenance activities and associated books and records. Provide training to gas system operator employees.
<b>Goals</b>	Ensure that books and records of natural gas pipeline operators are accurate and orderly. Ensure that the system operators use safe and effective methodologies in the field. Ensure natural gas pipeline facilities are maintained in safe operating condition.
<b>Outcome</b>	Improve Infrastructure

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
2,608.8	2,821.5	2,846.7

**MEASURES**

**Number of gas pipeline safety incidents caused by third party damage**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Decrease

**Benchmark :** 0    **Source :** Ideal is that none are caused by gas system operator non-compliance

**Baseline :** 2    **Baseline Date :** 6/30/2012

**Methodology :** Analyze all reported incidents to determine how many, if any, were caused by gas system operator non-compliance.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
1	1	1	

<b>Agency</b>	Illinois Commerce Commission
<b>Program Name</b>	Enforcement of Safe Excavators
<b>Program Description</b>	The ICC is responsible for enforcement of violations of the damage prevention act, which establishes responsibilities of underground utility facility operators and excavators with regard to notifying the State-Wide One-Call Notice System ("Joint Utility Locating Information for Excavators", "JULIE"), marking of underground utility facilities, and excavating near utility facilities. Violations include failure to call JULIE for a locate, failure of utilities to mark facilities after being notified by JULIE and failure to carefully excavate around marked utility facilities. The ICC's authority applies only to areas outside the City of Chicago.
<b>Target Population</b>	General public of the State of Illinois outside the City of Chicago
<b>Activities</b>	Investigate alleged violations of the Damage Prevention Act, assessing penalties when a violation has occurred, collection of penalties and annual distribution of penalty amounts to JULIE.
<b>Goals</b>	Enforce violations of the Damage Prevention Act, Public Act 92-0179
<b>Outcome</b>	Improve Infrastructure

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,020.6	1,040.5	1,099.9

**MEASURES**

**Number of incident reports that reported suspected violations**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Maintain

**Benchmark :** 268    **Source :** Based on several years of data collected

**Baseline :** 268    **Baseline Date :** 6/30/2012

**Methodology :** Analyze incidents reported and count the number that report suspected violations.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
300	300	325	

<b>Agency</b>	Illinois Commerce Commission
<b>Program Name</b>	Railroad Safety
<b>Program Description</b>	The Commercial Transportation Law establishes general safety requirements for track, facilities and equipment belonging to rail carriers within Illinois, and gives the ICC jurisdiction to administer and enforce those requirements. Functions of the ICC's Rail Safety Section include: Manage crossing safety projects paid, in part, by the Grade Crossing Protection Fund; Engineering oversight of all safety improvements and/or modifications to the State's public highway/rail crossings; Inspection of all railroad track in the State for defects which could cause train derailments; Oversight of all railroad hazardous material shipments through the State, including radioactive waste and spent nuclear fuel; Engineering oversight of all movements/modifications to highway traffic signal systems interconnected with railroad warning devices; Implementation of Illinois' Operation Lifesaver public education campaign; and Investigation of highway/rail collisions and other rail related incidents that occur in Illinois.
<b>Target Population</b>	General population of the State of Illinois, motoring public who cross railroad crossings
<b>Activities</b>	Manage crossing safety projects paid, in part, by the Grade Crossing Protection Fund; engineering oversight of all safety improvements and/or modifications to the State's public highway/rail crossings; inspection of all railroad track in the state for defects which could cause train derailments; oversight of all railroad hazardous material shipments through the state, including radioactive waste and spent nuclear fuel; engineering oversight of all movements/modifications to highway traffic signal systems interconnected with railroad warning devices; implementation of Illinois' Operation Lifesaver public education campaign; and investigation of highway/rail collisions and other rail related incidents that occur in Illinois.
<b>Goals</b>	Improve the safety of all public highway/rail crossings; improve the safety of transportation of hazardous materials via railways, educate the public about rail safety issues
<b>Outcome</b>	Improve Infrastructure

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
6,201.1	5,841.3	6,197.7

**MEASURES**

**Number of collisions at public crossings**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Decrease

**Benchmark :** 90    **Source :** Based on historical experience in Illinois

**Baseline :** 80    **Baseline Date :** 6/30/2012

**Methodology :** Information of collisions is maintained by ICC Railroad Safety staff. Incidents involving trespassers and/or suicide attempts is removed from the calculation.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
100	90	85	

<b>Agency</b>	Illinois Commerce Commission
<b>Program Name</b>	Regulation of Public Utilities
<b>Program Description</b>	The ICC regulates Illinois investor-owned electric, natural gas, telephone, water and sewer companies. The Commission is responsible under state law for ensuring that the citizens of Illinois receive safe, efficient, and reliable utility service at reasonable costs. The ICC must balance the consumers' needs against the financial needs of the utilities. In the continually changing utility environment, staff also recommend new ways to deal with a marketplace in transition, where competition is reshaping the industry.
<b>Target Population</b>	The general population of the State of Illinois
<b>Activities</b>	Analyze and testify in docketed cases related to public utility matters before the Commission; participate in rulemakings related to public utility matters before the Joint Committee on Administrative Rules; participate in federal arenas such as the Federal Energy Regulatory Commission or the Federal Communications Commission on issues related to public utilities; inspect plant and facilities of public utilities for safety and performance purposes; provide consumer counselors for escalation of service and/or billing complaints regarding utility services;
<b>Goals</b>	Ensure access to adequate, efficient, reliable, environmentally safe and least-cost public utility services at prices which accurately reflect the long-term cost of such services and which are equitable to all citizens.
<b>Outcome</b>	Increase Employment and Attract, Retain and Grow Businesses

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
29,328.4	29,961.1	30,201.6

**MEASURES**

**Percentage of consumer complaints and inquiries resolved in a single call**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 58%    **Source :** Based on recent ICC history

**Baseline :** 58%    **Baseline Date :** 6/30/2012

**Methodology :** Calculate the total number of consumer complaints and inquiries. Calculate the number resolved in a single call (3-way call with utility). Calculate the percentage.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
54	54	50	

<b>Agency</b>	Illinois Commerce Commission
<b>Program Name</b>	Regulation of Trucking, Warehouses and Repossession
<b>Program Description</b>	The ICC is charged with protecting the public against uninsured motor carriers, illegal intrastate household goods carriers, unlawful towing of trespassing vehicles also known as relocation towing, proper storage of personal property in warehouses and the regulation and licensing of repossession companies operating in Illinois.
<b>Target Population</b>	General population of the State of Illinois, intrastate truckers, towing operators, household goods carriers, collateral recovery operators and warehouse operators.
<b>Activities</b>	Maintain Unified Carrier Registration system for trucking companies who register in the State of Illinois, enforce Illinois law applicable to commercial carriers under the Illinois Commercial Transportation Law, 625 ILCS 5/18c-1101; enforce the Illinois Commercial Relocation of Trespassing Vehicles Law, 625 ILCS 5/18a-101; regulate towing or damaged and disabled vehicles on and from public and private property in the counties of Cook, DuPage, Will, Kane, and Winnebago; licensing, inspection and protection of the public's goods in personal property warehouses
<b>Goals</b>	Ensure safety of intrastate trucking operations, protect the public from violations of law by household goods carriers, towing operators, collateral recovery operators, and personal property warehouse operators
<b>Outcome</b>	Increase Employment and Attract, Retain and Grow Businesses

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
11,820.3	11,180.4	11,616

**MEASURES**

**Number of violations under the Illinois Commercial Transportation Law involving an administrative audit of company**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 2,400    **Source :** FY13 target

**Baseline :** 1,913    **Baseline Date :** 6/30/2012

**Methodology :** Calculation of the number of investigations conducted by police officers and related staff.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
1774	1800	1800	