

THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY

CUSTOMER SERVICE WORKING GROUP

AGENDA

January 28, 2010 – 2:00 p.m.

1. Call to Order
2. Roll Call
3. Approval of the Minutes from the meeting of November 13, 2009.
4. Open Remarks
5. Review and discussion of staff responses to questions from the November 13, 2009 hearing.
6. Review of ETCC Program Timeline.
7. Review of current and future I-PASS/Customer Education outreach programs.
8. Discussion of anticipated I-PASS license agreement changes.
9. Discussion of credit card fees and the impact on customers.
10. Discussion of Agenda for next Working Group Meeting.
11. Adjournment