



Customer Service and Planning Committee
2015-2017 Work Plan
September 14, 2015

Customer Service and Planning Work Plan

Key Decisions	Decision-Making Timeframe		
	1-6 Months	6-12 Months	12 Months +
EOWA business rules	X		
Excess Right-of-way and Annexation Policy	X		
Tollway role in regional project development		X	
Cost sharing policies		X	
Tollway long-range vision		X	
Freight accommodation planning		X	
Industry benchmarking and performance measures		X	
Customer service		X	
Expanded use of oases		X	



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Transit and land use planning			X
Supplemental revenue exploration (land, towers, utilities etc.)			X

- Timeframes based on *Move Illinois* investments
 - Some items will be continuously evaluated by the committee
- Other items of interest?





THANK YOU