Customer Service Committee: Key Topics

- Discussion: Towing and recovery
- Survey Results: Violations two-year “look back”
- Update: Call center
- Update: Twitter feed
Two-Year “Look-Back”: Survey Overview

- Electronic survey of I-PASS account holders
- 1,761 respondents
- 24% of respondents have received at least one violation notice from the Tollway
Two-Year “Look-Back”: Survey Results

- Over 40% of respondents believe violations should be pursued regardless of how long ago the transaction occurred. Another nearly 20% support a two-year threshold, and another nearly 20% support a one-year threshold.

- Over 70% of respondents believe drivers should be forgiven for one, two, or three missed tolls, compared to seven percent that believe this should extend to four or five missed tolls.

- Over 20% believed there should be no forgiveness for any missed tolls.

- Over 90% of respondents prefer using a transponder-based I-PASS account for a discounted rate versus a “video tolling” or “plate-based” account for a cash rate.
Update: Call Center

- Successful go-live on Sunday, November 3rd
- Successful ribbon-cutting on Tuesday, November 5th
- Improved reporting
- Expanded staffing
- Continued review and improvement
  - Call messaging
  - Call routing
  - Responsive staffing
  - Future integration of call technology with “back office” technology
Update: Call Center (cont.)

Before

After

Illinois Tollway
Customer Service Call Center
I-PASS
Update: Twitter feed

Tollway Trip Tweets provide customers with information about roadway conditions as incidents occur and alert them to unexpected congestion. Tweets include real-time information about the type of incident, the location by nearest crossroad and intersection and the subsequent impact on traffic, such as lane closures.

Jane Addams Memorial Tollway (I-90)

Tollway Trip 90 @_Il_Tollway
UPDATE I-90 Eastbound - CRASH - at River Rd Plaza - MP 78.5. All lanes are now open.

Tollway Trip 90 @_Il_Tollway
I-90 Eastbound - CRASH - at River Rd Plaza - MP 78.5. Center lane of the Open Road Telling lane blocked.

Tollway Trip 90 @_Il_Tollway

Reagan Memorial Tollway (I-88)

Tollway Trip 88 @_Il_Tollway
I-88 Eastbound - MEDICAL EMERGENCY - East of Hoyle Rd - MP 51.8 - 1 right lane blocked of 2.

Tollway Trip 88 @_Il_Tollway
UPDATE I-88 Westbound - CRASH - at I-355 NB Underpass to WB I-88 - MP 131.0 ALL Lanes OPEN.

Tollway Trip 88 @_Il_Tollway

Presented by Shana Whitehead on November 14, 2013
THANK YOU