

**PUBLIC NOTICE**  
**The Illinois State Toll Highway Authority**  
**Schedule of Committee Meetings**  
November 5, 2012

Public Notice is hereby given of the schedule for the Customer Service Committee Meeting to be held during the month of November 2012.

**Customer Service Committee Meeting**  
November 8, 2012 – 12:00 p.m.  
Central Administration Building

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
CUSTOMER SERVICE  
COMMITTEE MEETING AGENDA  
November 8, 2012 12:00 p.m.**

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. COMMITTEE CHAIR**

1. Approval of Minutes of the Customer Service Committee held on September 20, 2012.
2. Additional Items

**4. EXECUTIVE DIRECTOR**

1. Committee Work Plan Re-cap
2. Violations Framework – Discuss and Approve Updates to the Settlement Guidelines
3. Additional Items

**5. BUSINESS SYSTEMS**

1. Award of Contract No. 12-0039 to IGOR, the Watchdog Corporation (IGOR) for Transponder Distribution Services in the amount of \$12,500,000. (RFP)

**6. PUBLIC COMMENT**

**7. UNFINISHED BUSINESS**

**8. NEW BUSINESS**

**9. EXECUTIVE SESSION**

**10. ADJOURNMENT**