



## Record of Meeting | December 14, 2017

The Illinois State Toll Highway Authority (the "Tollway") held the regularly scheduled Customer Service & Planning Committee Meeting on Thursday, December 14, 2017 in the Boardroom of Tollway Headquarters in Downers Grove, Illinois. The Meeting was held pursuant to By-Laws of the Tollway upon call and notice of the Meeting executed by Chairman Robert J. Schillerstrom and posted in accordance with the requirements of the Illinois *Open Meetings Act*. The Meeting was open to the public.

*[Bolded entries indicate issues which may require follow-up to present or report to Directors.]*

## Call to Order / Pledge of Allegiance / Roll Call

Committee Chair Bob Schillerstrom called the Meeting to order at approximately 10:00 a.m., inviting attendees to rise and join in the Pledge of Allegiance. Chairman Schillerstrom then asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:
Committee Chair Bob Schillerstrom
Director Jim Banks
Director Craig Johnson
Director Neli Vazquez Rowland

Committee Members Not Present:
None

The Board Secretary declared a quorum present.

## Public Comment

Committee Chair Schillerstrom then opened the floor for public comment. No public comment was offered.

## Committee Chair's Items

*Item 1: Approval of the Minutes of the Regular Customer Service & Planning Committee Meeting held on November 13, 2017.*

Committee Chair Schillerstrom called for a motion to approve **Committee Chair's Item 1**, the Minutes of the regular Customer Service & Planning Committee meeting held on November 13,



2017, as presented. Director Banks made a motion for approval; seconded by Director Vazquez Rowland. Committee Chair Schillerstrom asked if there are any questions, concerns or requests for amendment. Hearing nothing, Committee Chair Schillerstrom called for a vote. The motion was PASSED unanimously.

## Executive Director

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Executive Director Bedalov stated that he had no items to report.

## Items for Consideration

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### Business Systems

*Item 1: Administrative Rule Amendment – V-Tolling Rulemaking. Approval of an amendment to the Tollway’s administrative rules allowing for a change in the V-Tolling fees. Cost to the Tollway: \$0.*

Chairman Schillerstrom called for a motion to approve placement of **Business Systems Item 1** on the December Board of Directors meeting agenda with the Committee’s recommendation for approval by the Board. Director Banks made a motion for approval; seconded by Director Johnson. Chairman Schillerstrom asked if there are any questions, concerns or requests for discussion.

Committee Chair Schillerstrom asked Shana Whitehead, Chief of Business Systems, to provide for the Committee some background on this item. Ms. Whitehead responded that the Tollway processes a growing volume of video tolls (“V-Tolls”) which occur when I-PASS customers fail to properly mount a transponder in or on their vehicles. She explained that in an effort to reduce V-Tolling costs and increase toll collection efficiency, this rule amendment allows the Tollway to charge its excessive V-Tolling customers the cash toll rate, starting with the sixth V-Toll charged against a particular license plate in a month. She highlighted that Tollway customers will continue to be charged the discounted I-PASS rate for the first five V-Tolls charged against each license plate each month. She advised the Committee that to memorialize this change, a change in the Tollway’s administrative rules is necessary.

Chairman Schillerstrom requested confirmation that the rule change is anticipated to enhance the Tollway’s collection rate. Ms. Whitehead confirmed.

Director Vazquez Rowland inquired about outreach efforts to advise I-PASS accountholders about the requirement of a transponder in every vehicle. Ms. Whitehead responded that



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accountholders would be informed via email, robocall, and soon via text message (delivery to be introduced in 2018).

Director Johnson inquired about cost benefit analysis performed of strategies to increase market penetration of transponders, including potentially eliminating any deposit. Kevin Artl, Chief Operating Officer, responded that testing revealed charging a higher transaction rate for V-Tolling is a more effective incentive for customers to acquire transponders than is eliminating the deposit. Director Johnson thanked staff for their work to research and communicate this initiative to Tollway customers.

Hearing nothing further, Chairman Schillerstrom called for a roll call, the vote of yeas and nays being as follows:

Yeas: Director Banks, Director Johnson, Director Vazquez Rowland, Chairman Schillerstrom (4)

Nays: None (0)

The motion was PASSED.

**Adjournment**

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There being no further business before the Committee, Chairman Schillerstrom called for a motion to adjourn. Director Johnson made a motion to adjourn; seconded by Director Banks. Committee Chair Schillerstrom called for a vote. The motion was PASSED unanimously.

The Meeting was adjourned at approximately 10:09 a.m.

Minutes taken by: \_\_\_\_\_

Christi Regnery  
Board Secretary  
Illinois State Toll Highway Authority