



## Record of Meeting | September 20, 2018

The Illinois State Toll Highway Authority (the “Tollway”) held the regularly scheduled Customer Service & Planning Committee Meeting on Thursday, September 20, 2018 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 Vazquez Rowland called the Meeting to order at approximately 9:01 a.m., inviting attendees to rise and join in the Pledge of Allegiance.

In accordance with Tollway By-Laws, Committee Chair Vazquez Rowland then appointed Director Brad Stephens to serve as an alternate member for the duration of the September 20, 2018 Customer Service & Planning Committee meeting.

Committee Chair Vazquez Rowland then asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:	Committee Members Not Present:
Committee Chair Neli Vazquez Rowland	Director Joe Gomez
Director Craig Johnson	Chairman Schillerstrom
Director Brad Stephens [appointed as Alternate]	

The Board Secretary declared a quorum present.

### Public Comment

Committee Chair Vazquez Rowland 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 August 15, 2018.*

Committee Chair Vazquez Rowland called for a motion to approve **Committee Chair's Item 1**, the Minutes of the regular Customer Service & Planning Committee meeting held on August 15, 2018, as presented. Director Stephens made a motion for approval; seconded by Director Johnson. Committee Chair Vazquez Rowland asked if there are any questions, concerns or requests for amendment. Hearing nothing, Committee Chair Vazquez Rowland called for a vote. The motion was PASSED unanimously.

### **Executive Director**

**Environmental, Social & Governance (ESG) Ratings:** Executive Director Gorman introduced Committee Chair Vazquez Rowland to present to the Committee an overview of ESG Ratings. [See attached presentation.](#)

Upon conclusion of the presentation, Committee members and staff discussed the methodology and relevance of an ESG Rating and the progress of the agency in meeting performance measures used across a variety of Environmental, Social and Governance areas. Additionally discussed were the cost and current rarity of government agencies achieving an ESG Rating.

Committee Chair Vazquez Rowland suggested that by taking a leadership role in implementing management of ESG risks, the agency can broaden interest from "ESG-aware" investors and benefit from a lower cost of capital. She further highlighted that management of ESG risks, as some publically traded companies have experienced, may have a positive impact to bond ratings.

**Social Business Enterprise:** Committee Chair Vazquez Rowland then provided an overview for the Committee of a Social Business Enterprise (SBE), an organization or venture that advances its primary social or environmental mission using business methods. She explained that many of these businesses directly address a social need while providing competitive commercial value.

Committee Chair Vazquez Rowland highlighted that she has been working closely and serving as a subject matter expert with other government agencies to engage these social businesses to create a path to partnership, as well as serving as a keynote speaker and expert panelist on the topic for regional and academic settings.

She stated that Social Business Enterprises look to have a measurable impact on society and suggested it is worth a discussion on how the agency might help provide a path to success for businesses looking to employ people facing barriers to employment. She commented that the



Tollway strives to break down barriers and has created access to opportunities that have provided success for MBEs, WBEs, DBEs and veteran-owned businesses. She suggested the Tollway should explore adding SBEs to that mix.

Committee Chair Vazquez Rowland then asked that Directors consider potential next steps, including a potential pilot program for these types of entities. She concluded by expressing it is her hope to further engage with Directors on this topic in the coming meetings.

**Adjournment**

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

The Meeting was adjourned at approximately 9:18 a.m.

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

Christi Regnery  
Board Secretary  
Illinois State Toll Highway Authority