

**THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
MINUTES OF THE  
CUSTOMER SERVICE COMMITTEE MEETING  
September 20, 2012**

The Illinois State Toll Highway Authority held a Customer Service Committee Meeting on Thursday September 20, 2012 at approximately 12:00 p.m. at the Central Administration Building in Downers Grove, Illinois.

Committee members present:

Committee Chair Jeff Redick

Director Carl Towns

Committee members absent:

Director Jim Banks

Committee Chair Redick called the meeting to order and requested a motion to approve the minutes of the Customer Service Committee meeting held on May 16, 2012. Director Towns made the motion to approve the minutes; seconded by Committee Chair Redick. The motion was approved unanimously.

Executive Director Kristi Lafleur called on Shana Whitehead, Chief of Business Systems, to: re-cap the Customer Service Committee 2012 Work Plan; discuss fleet policies; discuss feedback transponders; and present contracts needed for the new call center transition as shown in the [attached presentation](#).

Fleet Policies

Committee Chair Redick asked about the current status and expected completion of the Request for Proposal (RFP) for the customer service back-office system. Ms. Whitehead responded that the final draft of the RFP has been completed and is being routed for approval by internal and

State procurement entities. She estimated that the RFP should be ready for public posting within the next month.

Committee Chair Redick asked whether the RFP contemplates the possible use of congestion pricing on the new system. Ms. Whitehead responded affirmatively and indicated that the goal is to create a back-office system that offers maximum functionality so the Tollway has the flexibility to manage its own business rules.

**Regarding the fleet policy, Committee Chair Redick recommended that staff consult with Director D’Arcy about his personal experience managing I-Pass accounts for the fleet of cars in his car dealerships as new fleet policies and related system requirements are considered.**

Ms. Lafleur noted that a fleet account team will be created within the current call center to address fleet issues in the near future.

#### Feedback Transponders

Regarding feedback transponders, Committee Chair Redick asked whether the required lane technology would be compatible with both transponder types (feedback and non-feedback). Ms. Whitehead responded affirmatively. Ms. Lafleur added that the Tollway would consider charging more for the feedback transponders to cover additional costs related to programming changes, equipment replacement, etc.

Committee Chair Redick asked whether all the costs associated with using the feedback transponders have been identified. Ms. Whitehead responded that feedback transponders cost approximately 25 percent more than the current transponders which cost eight dollars. She added that the costs related to the development and integration of a new back-

office system cannot be determined until certain business decisions are made. For instance, the inventory management system could be large or small depending on whether the Tollway decides to stock both types of transponders or feedback transponders only.

Committee Chair Redick asked when staff would be able to determine the back-office system costs associated with the feedback transponders. Ms. Whitehead responded that after the transponder testing is completed the Tollway could either reprogram the existing back-office system for use with the feedback transponders or wait until the new back-office system is ready for implementation.

Ms. Lafleur indicated that conducting an additional assessment of the customers' willingness to pay more for this technology is a critical next step in this process. This information would be used to make many of the business decisions referred to by Ms. Whitehead as shown on Slide 5 of the [attached presentation](#).

Committee Chair Redick asked whether staff is in a position to start the customer and system analysis. Ms. Whitehead responded affirmatively. She indicated that equipment has been ordered to start the feedback transponder testing and that conducting additional customer surveys could be done in short order.

Committee Chair Redick asked whether the customer service surveys conducted in 2009 indicated how much customers are willing to pay for the feedback transponders. Ms. Whitehead responded that specific pricing was not included in the survey. **Ms. Lafleur asked Ms. Whitehead to work with Communications to refresh the customer service surveys.**

### Call Center Transition

Regarding the new call center location at University of Illinois – Chicago campus, Director Towns asked about the size of the space. Ms. Whitehead responded that the new space has 20,000 square feet compared to the current location in Lisle which has 12,000 square feet.

Ms. Whitehead then presented three contracts for the Committee to consider related to the call center. She recommended a partnership with Chicago Lighthouse, a local State Use organization, for call center services. Ms. Whitehead also recommended contract extensions with TransCore, the existing call center service provider, and Pritchett Realty, the lessor of the existing call center space for an additional year. The extensions are intended to make it possible to transition call center services to Chicago Lighthouse effectively over the first six months of 2013. This transition timeframe aligns with the construction timeframe of the new call center space at the University of Illinois – Chicago (UIC) campus.

Ms. Whitehead indicated that during the transition from the current call center vendor to the state use vendor, the Tollway plans to operate the call center with some mix of existing and state-use vendors.

Committee Chair Redick asked whether there is a termination clause in the lease extension for the current call center location. Ms. Whitehead responded that there is a termination clause however it requires several months notice prior to termination. **Ms. Lafleur asked that she confirm the termination timeframe and forward the information to the Committee.**

Committee Chair Redick asked whether staff will be operating two locations (UIC and Lisle) during the transition of the call center services between the new and current service personnel. Ms. Whitehead responded that the transition plan is still under development but operating both centers with the new and current staff is a possibility especially if there are delays in the construction timeline.

Ms. Lafleur commended the current call center vendor, TransCore, for cooperating with the transition of the image review and call center services to the new vendors.

Director Towns asked whether statistics on employee diversity for the State Use vendors selected by the Tollway are available. Ms. Whitehead responded that State Use organizations must report demographic information to the State periodically and that they can provide that information to the Tollway as a courtesy.

**Committee Chair Redick asked Ms. Whitehead to send a memo to the Committee with the requested diversity information from the State Use vendor.**

#### National Interoperability

Ms. Lafleur indicated that the recently passed transportation bill [Surface Transportation Extension Act of 2012] calls for national interoperability for electronic tolling by July 2016. She indicated that some of the interoperability challenges in the industry are due to: different levels of reliance on electronic tolling, different electronic technologies, large recent investments in different technologies and

different levels of willingness to use license plate images for interoperability instead of transponders and lane technology.

Ms. Lafleur asked for the Committee's input on interoperability. Committee Chair Redick indicated that developing an open platform for the electronic tolling system ensures that the Tollway can take advantage of new technologies as they become available. He also indicated that the Board has a responsibility to maximize competition in the electronic tolling market to maximize value to Tollway customers.

Committee Chair Redick called for a motion to approve Item #1 as follows:

*Item 1: Contract Extension No. 06-0164 for six months for Consolidated Customer Service Center (CCSC) contract with TransCore, increasing the contract upper limit by \$5,310,000 from \$80,790,870 to \$86,100,870 (Tollway RFP)*

Director Towns moved to approve Item 1 for the Board Consent Agenda; seconded by Committee Chair Redick. The motion was approved unanimously.

*Item 2: Contract award for five years with five renewal options for Call and Payment Processing Center, with Chicago Lighthouse in the amount not to exceed \$61,500,000 (State Use Contract).*

Director Towns moved to approve Item 2 for the Board Consent Agenda; seconded by Committee Chair Redick. The motion was approved unanimously.

*Item 3: Sole Source contract for one year for facility space for the consolidated customer service center (CCSC) with Lisle Center Associates LLP, in the amount not to exceed \$200,000. (Sole source)*

Director Towns moved to approve Item 3 for the Board Consent Agenda; seconded by Committee Chair Redick. The motion was approved unanimously.

Director Redick called for public comment. No public comment was offered.

There being no further business Committee Chair Redick requested a motion to adjourn. Director Towns moved to adjourn; seconded by Committee Chair Redick. The motion was approved unanimously.

Meeting adjourned at approximately 12:45 p.m.

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

Tranece Artis  
Board Secretary  
Illinois State Toll Highway Authority