# Customer Service Committee

November 8, 2012

# Customer Service Workplan: Overview

| Key Decisions | Decision-Making Timeframe | | |
|---|---|---|---|
| | 4-6 months | 6-12 months | 12+ months |
| **Violations Framework**<br>• Fines vs. fees / notices vs. invoices<br>• Two-year "look-back"<br>• Collections<br>• All Electronic Tolling (AET) considerations<br>*Phase I in progress* | | X | X |
| Fleet Policies | | | X |
| Feedback Transponders<br>("beeping transponders") | | X | |
| American Express Fees<br>*Complete* | X | | |

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# Violation Framework: Settlement Guidelines

- **Current features characterized by parameters**
  - ☐ For I-PASS, cash tolls only until due date of second notice
  - ☐ For I-PASS, cash tolls and some $20 fines until litigation
  - ☐ For non-I-PASS, cash tolls only IF the violator can add their plate to an existing I-PASS account that has the same name and/or address
  - ☐ For non-I-PASS, cash tolls and some $20 fines until litigation IF the violator can add their plate to an existing I-PASS account that has the same name and/or address

- **Greater flexibility may be needed**
  - ☐ Registered owner does not live full-time at listed address (same is true for businesses with multiple offices)
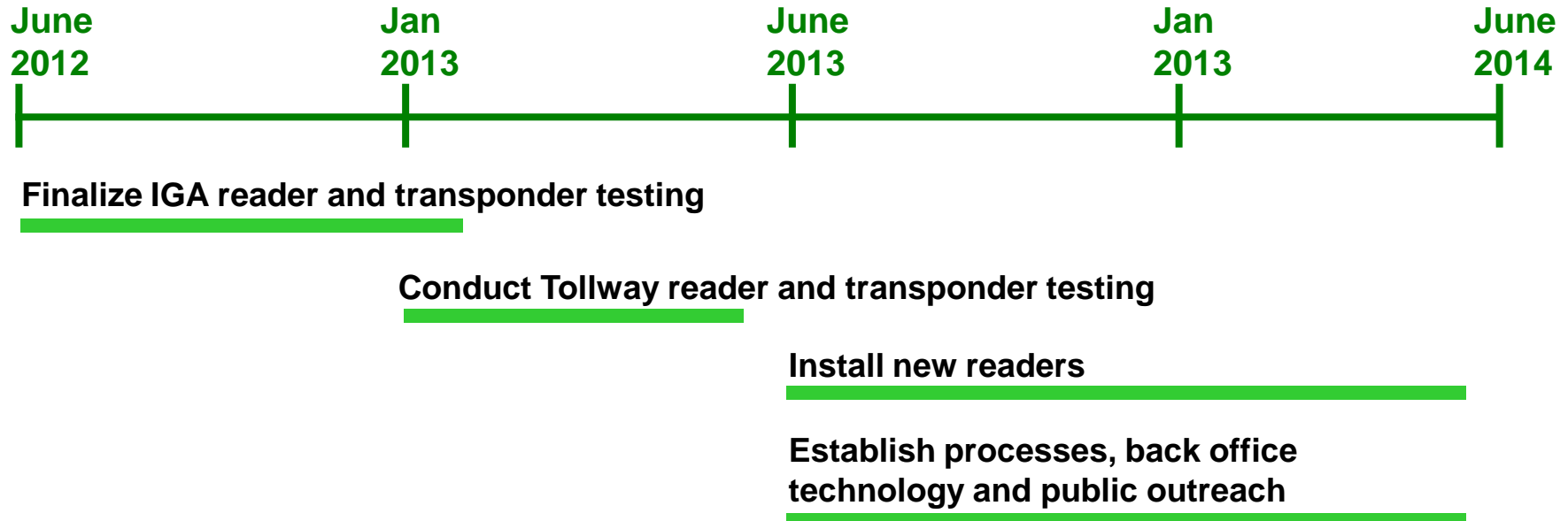  - ☐ Our Customer Service Representatives create data entry errors

# Feedback Transponders: Survey Results

- **70,000 responses**

- **Nearly 90 percent of respondents have one or two transponders**

- **Only 1 percent of respondents self-identify as "commercial"**

- **Almost 85 percent of respondents indicated they would like to have a feedback transponder, but fewer than 20 percent indicated they would be willing to pay extra**

- **Of the respondents who indicated they would be willing to pay extra for a feedback transponder:**
  - More than 80 percent prefer a one-time fee (versus monthly)
  - Only 30 percent indicated they would be willing to pay more than $10 for a one-time fee
  - Only 30 percent indicated they would be willing to pay more than $1/month

# Feedback Transponders: Timeline

## Potential Implementation Timeline

| June 2012 | Jan 2013 | June 2013 | Jan 2013 | June 2014 |

**Finalize IGA reader and transponder testing**

**Conduct Tollway reader and transponder testing**

**Install new readers**

**Establish processes, back office technology and public outreach**

NOTE: Kapsch technology to allow for multi-protocol lane functionality, which is the future of interoperability, along with feedback transponder lane functionality, is still under development.

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# Procurement: Retail Distribution

- **Key features**
  - ❑ Transponders and gift cards available at more than 180 retail outlets.
  - ❑ More than 50 percent of new transponders and 85 percent of replacement transponders are processed through retail outlets.
  - ❑ Retail outlet availability requires the provision of distribution, packaging and back-end inventory support services.

- **Recommended vendor**
  - ❑ IGOR, the Watchdog Corporation, a certified Woman-Owned Business Enterprise Illinois corporation specializing in fulfillment and distribution services. IGOR has been in business for more than 30 years.
  - ❑ Five-year contract in the amount of $12.5 million.
  - ❑ Contract would replace existing contract with IGOR starting April 1.

# THANK YOU