

**PUBLIC NOTICE**  
**The Illinois State Toll Highway Authority**  
**Schedule of Committee Meetings**  
February 10, 2012

Public Notice is hereby given of the schedule for the Board Committee Meetings to be held during the month of February 2012.

**Finance Administration Operations Committee Meeting**

February 15, 2012 – 8:30 a.m.

Central Administration Building

**Strategic Planning Committee Meeting**

February 15, 2012 – 10:30 a.m.

Central Administration Building

**Customer Service Committee Meeting**

February 15, 2012 – 12:00 p.m.

Central Administration Building

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
CUSTOMER SERVICE  
COMMITTEE MEETING AGENDA  
February 15, 2012 12:00 p.m.**

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. DIRECTORS**

1. Approval of Minutes of the Customer Service Committee held on December 14, 2011.
2. Focus Group results
3. Request for Information (RFI) Results

**4. BUSINESS SYSTEMS**

1. Contract Extension for No. 06-0164 Consolidated Customer Service Center (CCSC) contract with TransCore, increasing the contract upper limit by \$1,800,000 from \$75,390,870 to \$77,190,870 (Tollway RFP).

**5. PUBLIC COMMENT**

**6. UNFINISHED/NEW BUSINESS**

**7. EXECUTIVE SESSION**

**8. ADJOURNMENT**