

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY**  
2700 Ogden Avenue, Downers Grove, IL 60515  
**CUSTOMER SERVICE COMMITTEE MEETING AGENDA**  
**January 16, 2014 12:00 p.m.**

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC COMMENT**
- 4. CHAIR**
  1. Approval of the Minutes of the Customer Service Committee Meeting held on November 14, 2013.
  2. Additional Items
- 5. EXECUTIVE DIRECTOR**
  1. Customer Service Workplan – S. Whitehead
- 6. BUSINESS SYSTEMS**
- 7. UNFINISHED BUSINESS**
- 8. NEW BUSINESS**
- 9. EXECUTIVE SESSION**
- 10. ADJOURNMENT**