

ILLINOIS STATE TOLL HIGHWAY AUTHORITY
2700 Ogden Avenue, Downers Grove, IL 60515
**CUSTOMER SERVICE & ELECTRONIC TOLLING/
STRATEGIC PLANNING COMMITTEE MEETING**
AGENDA
May 21, 2014 11:00 a.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 January 16, 2014, and Minutes of the Regular Meeting and Executive Session held on March 20, 2014.
 2. Additional Items
- 5. EXECUTIVE DIRECTOR**
 1. Additional Items
- 6. ENGINEERING/PLANNING**
 - IL 53/120 Finance Committee mid-term update**

7. BUSINESS SYSTEMS

Customer Service update

1. Renewal of Contract 05-0014 to Electronic Transaction Consultants Corporation (ETCC) for the purchase of Toll Revenue Management and Maintenance Program (TRMMP) in an amount not to exceed \$11,977,895.00 (Tollway Request for Proposal).

8. UNFINISHED BUSINESS

9. NEW BUSINESS

10. EXECUTIVE SESSION

11. ADJOURNMENT