



Record of Meeting | August 15, 2018

The Illinois State Toll Highway Authority (the "Tollway") held the regularly scheduled Customer Service & Planning Committee Meeting on Wednesday, August 15, 2018 in the Boardroom of Tollway Headquarters in Downers Grove, Illinois. The Meeting was held pursuant to By-Laws of the Tollway upon call and notice of the Meeting executed by Chairman Robert J. Schillerstrom and posted in accordance with the requirements of the Illinois *Open Meetings Act*. The Meeting was open to the public.

[Bolded entries indicate issues which may require follow-up to present or report to Directors.]

Call to Order / Pledge of Allegiance / Roll Call

Committee Chair Vazquez Rowland called the Meeting to order at approximately 9:28 a.m., inviting attendees to rise and join in the Pledge of Allegiance. Committee Chair Vazquez Rowland then asked the Board Secretary to call the roll, those Directors present and absent being as follows:

Committee Members Present:
Committee Chair Neli Vazquez Rowland
Director Craig Johnson
Chairman Bob Schillerstrom

Committee Members Not Present:
Director Joe Gomez

The Board Secretary declared a quorum present.

Public Comment

Committee Chair Vazquez Rowland then opened the floor for public comment. No public comment was offered.

Committee Chair's Items

Item 1: Approval of the Minutes of the Regular Customer Service & Planning Committee Meeting held on February 15, 2018.

Committee Chair Vazquez Rowland called for a motion to approve **Committee Chair's Item 1**, the Minutes of the regular Customer Service & Planning Committee meeting held on February



15, 2018, as presented. Chairman Schillerstrom made a motion for approval; seconded by Director Johnson. Committee Chair Vazquez Rowland asked if there are any questions, concerns or requests for amendment. Hearing nothing, Committee Chair Vazquez Rowland called for a vote. The motion was PASSED unanimously.

Items for Consideration

Legal

Item 1: Amendment to JCAR Alternate Forms of Toll Payment.

Committee Chair Vazquez Rowland called for a motion to approve placement of **Legal Item 1** on the August Board of Directors meeting agenda with the Committee's recommendation for approval by the Board. Chairman Schillerstrom made a motion for approval; seconded by Director Johnson. Committee Chair Vazquez Rowland asked if there are any questions, concerns or requests for discussion.

Directors and staff then discussed the limitations and availability of license plate lookup and the delay which is a consequence of the image analysis and human review required of video tolling. Additionally discussed were the complications caused by duplicate plate numbers which occur across varied license plate types and across states. Staff highlighted that the rule change extends by seven days (to a total of 14 days) the opportunity to proactively pay missed tolls prior to a violation notice.

Director Johnson observed that timely payment of missed tolls requires proactive effort by patrons and suggested that staff examine the invoicing/noticing processes (for missed tolls) of other states. Committee Chair Vazquez Rowland agreed that further exploration of this aspect may be useful.

Committee Chair Vazquez Rowland requested confirmation that unpaid tolls of vehicles associated with an E-ZPass or I-PASS account are automatically debited prior to issue of a violation notice. Shana Whitehead, Chief of Business Systems, confirmed.

Hearing nothing further, Committee Chair Vazquez Rowland called for a vote on the pending motion. The motion was PASSED unanimously.

Adjournment

There being no further business before the Committee, Committee Chair Vazquez Rowland called for a motion to adjourn. Director Johnson made a motion to adjourn; seconded by



Chairman Schillerstrom. Committee Chair Vazquez Rowland called for a vote. The motion was PASSED unanimously.

The Meeting was adjourned at approximately 9:45 a.m.

A handwritten signature in cursive script that reads 'Christi Regnery'.

Minutes taken by: _____

Christi Regnery
Board Secretary
Illinois State Toll Highway Authority