

ILLINOIS STATE TOLL HIGHWAY AUTHORITY
2700 Ogden Avenue, Downers Grove, IL 60515
CUSTOMER SERVICE COMMITTEE MEETING AGENDA
August 21, 2013 12:00 p.m.

1.0 CALL TO ORDER

2.0 ROLL CALL

3.0 PUBLIC COMMENT

4.0 COMMITTEE CHAIR

1. Approval of Minutes of the Customer Service Committee held on July 18, 2013.
2. Additional Items

5.0 EXECUTIVE DIRECTOR

1. Additional Items

6.0 BUSINESS SYSTEMS

1. JCAR Rule Change Resolution
2. Settlement Guidelines Resolution

7.0 UNFINISHED BUSINESS

8.0 NEW BUSINESS

9.0 EXECUTIVE SESSION

10.0 ADJOURNMENT