

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY**  
2700 Ogden Avenue, Downers Grove, IL 60515  
**CUSTOMER SERVICE COMMITTEE MEETING AGENDA**  
**November 14, 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 September 19, 2013.
2. Additional Items

**5.0 EXECUTIVE DIRECTOR**

1. Additional Items

**6.0 BUSINESS SYSTEMS**

[Committee Work Plan Re-cap Presentation](#) – S. Whitehead

**7.0 UNFINISHED BUSINESS**

**8.0 NEW BUSINESS**

**9.0 EXECUTIVE SESSION**

**10.0 ADJOURNMENT**