

**THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY
MINUTES OF THE
CUSTOMER SERVICE COMMITTEE MEETING
March 20, 2014**

The Illinois State Toll Highway Authority held a Customer Service Committee Meeting on Thursday, March 20, 2014 at approximately 12:03 p.m. at the Central Administration Building in Downers Grove, Illinois.

Committee Members Present:

Committee Chair Jeff Redick
Director Earl Dotson Jr.
Chair Paula Wolff, ex officio

Committee Member Absent:

Director James Banks

Staff in Attendance:

Executive Director Kristi Lafleur
Chief of Staff Mike Stone
David Goldberg, General Counsel

PUBLIC COMMENT

Committee Chair Redick called the meeting to order and opened the floor for public comments. No public comment was offered.

CHAIR – CUSTOMER SERVICE

Committee Chair Redick deferred the approval of the January 16, 2014 Customer Service Committee meeting minutes to the May 2014 committee meeting.

Committee Chair Redick informed the committee the March Tollway Board meeting will discuss proposed changes in the committee structure that will affect the Customer Service Committee.

EXECUTIVE DIRECTOR

Executive Director Kristi Lafleur introduced Chief of Business Systems Shana Whitehead to provide the status on the Committee's work plan and update on ongoing matters as shown in the [attached presentation](#).

Highlights of the presentation included updates on customer service in the Rockford area, fleet customer service activities and the status of the Accenture/SAP back office system, as well as discussion on the Tollway's settlement guidelines.

Executive Director Lafleur provided background on the challenges with the current customer services available to Rockford area patrons and the different paths the Tollway can take to procure broader based services. She also asked that area groups and organizations be identified that may be interested in the opportunity to provide these services.

Director Dotson asked if the current provider, Road Ranger, is aware that there may be a new procurement process to provide customer service in the Rockford area. There was discussion on the background of the current contract and plans to notify the vendor of the procurement process.

Director Dotson asked about the different customer service models being explored – single exclusive provider versus multiple providers.

Executive Director Lafleur explained the benefits of a single, exclusive provider, including the benefits of branding and advertising.

Chair Wolff asked if there is an increase of web and phone customer service activities in the Rockford area due to the lack of proximity and availability of in-person customer service. Shana Whitehead responded that there are greater phone, web and postal activities required to fulfill customer service requests for this and similar areas.

Chair Wolff asked if these customers have been surveyed regarding their satisfaction with the customer service provided in these areas. Executive Director Lafleur responded that while surveys have been given to customers, there were limitations to the information provided.

Chair Wolff asked if there was a way to identify from which areas the customers traveled for in-person service. Discussion ensued on the tracking methods in place and the services provided at customer service centers.

Director Dotson asked about the procurement timeline. Executive Director Lafleur responded that the timeline for a Request for Proposal (“RFP”) can take up to one year depending on the complexity of the procurement.

Committee Chair Redick noted that previously there was discussion on the value and efficiency of the in-person customer services. He added that outreach to local businesses and chambers of commerce about this opportunity would be key in obtaining these local services.

There was discussion on the breadth of services that can be provided to the customer and the geographic coverage that should be requested.

Director Dotson offered his assistance in reaching out to the various groups about this opportunity. Chair Wolff suggested the Tollway

engage interested area groups to obtain their input on how to service the area. **Ms. Whitehead committed to the reaching out to area groups for input and providing updates to the committee.**

Ms. Whitehead also gave an update on the fleet customer service initiatives for 2014 and the impact of the new customer service center on operations.

Chair Wolff asked what the impact of a dedicated fleet team would have on violation collections. Ms. Whitehead responded that ideally this dedicated fleet team would allow the Tollway to be more proactive in assisting fleet customers to comply with regulations and be an additional tool for fleet customers.

Committee Chair Redick asked about the timeline for implementation of fleet customer service initiatives. Ms. Whitehead responded with further details on the space accommodations and staffing considerations underway, as well as a fleet marketing and awareness plan to this customer base.

Ms. Whitehead provided an update on the implementation of the Accenture/SAP back office system and the benefits to the customer including Automated Clearing House (ACH) auto-replenishment, anonymous grace period tolls and system vision accessibility enhancements. Regular updates along with progress towards milestones and goals will be provided to the committee.

At approximately 12:45 p.m., David Goldberg, General Counsel, indicated the need to discuss Tollway litigation matters pursuant to Sections 2(c)(11) of the Illinois Open Meetings Act. Committee Chair Redick requested a motion to enter into Executive Session; seconded by Director Dotson. The motion was approved unanimously.

(Mr. Goldberg noted there would not be a vote in Executive Session on this matter (modifications to the Tollway's internal toll settlement guidelines) but a committee recommendation to bring the matter to the full Board for further consideration. The Settlement Guidelines will not go into full effect until such time that it is considered and approved by the full Board.)

The meeting was adjourned at approximately 1:15 p.m.

Minutes taken by: 

Marlene Vick
Assistant Board Secretary
Illinois State Toll Highway Authority



Customer Service Committee

March 20, 2014

Key Topics

- **Discussion:** Customer service in the Rockford area
- **Update:** Fleet customer service
- **Update:** Accenture/SAP back office system
- **Vote:** Settlement guidelines



Discussion: Customer Service in Rockford

■ Rockford area in-person customer service today

□ Belvidere Oasis Customer Service Center

- All services provided
- Operates Monday through Friday, 7 am - 6 pm
- Approximately 75 customers served each day

□ Jewel-Osco transponder sales and replacements

- Services provided limited to transponder sales and replacements, as well as gift card sales for I-PASS cash customers
- 172 locations throughout Northern Illinois, with approximately 3,000 new transponder sales, 10,000 transponder replacements and 2,500 gift card sales each week
- Nearest Rockford locations are Woodstock, Huntley, Sycamore and DeKalb, approximately 35-45 miles away

□ Road Ranger

- Services provided limited to transponder sales
- Three locations in Rockford area

■ Rockford area in-person customer service tomorrow?



Update: Fleet Customer Service

- **“Fleet” is defined as a commercial account with 10 or more license plates**
- **Fleet customer service estimates**
 - ❑ Approximately, 20 walk-in fleet customers each day
 - ❑ Approximately, 70 call center fleet customers each day
 - ❑ On average, fleet customer service transactions require at least twice the time to process
- **Dedicated fleet customer service initiatives for 2014**
 - ❑ Introduction of a dedicated fleet team at the call center
 - ❑ Expansion of email-based customer service for fleets
 - ❑ Introduction of improved Settlement Guidelines



Update: Accenture/SAP Back Office System

- **Hardware for testing installed**
- **System design underway**
- **Training plan drafted**
- **Some recent key topics**
 - ❑ System accessibility for The Chicago Lighthouse customer service representatives who require JAWS plug-in software
 - ❑ Automated Clearing House (ACH) auto-replenishment
 - ❑ Anonymous grace period tolls

Vote: Settlement Guidelines

- **Sunset date of May 1, 2014**
- **Discussion in Executive Session**





THANK YOU