



Customer Service Committee

November 14, 2013

Customer Service Committee: Key Topics

- **Discussion: Towing and recovery**
- **Survey Results: Violations two-year “look back”**
- **Update: Call center**
- **Update: Twitter feed**



Two-Year “Look-Back”: Survey Overview

- **Electronic survey of I-PASS account holders**
- **1,761 respondents**
- **24% of respondents have received at least one violation notice from the Tollway**



Two-Year “Look-Back”: Survey Results

- **Over 40% of respondents believe violations should be pursued regardless of how long ago the transaction occurred. Another nearly 20% support a two-year threshold, and another nearly 20% support a one-year threshold.**
- **Over 70% of respondents believe drivers should be forgiven for one, two, or three missed tolls, compared to seven percent that believe this should extend to four or five missed tolls.**
- **Over 20% believed there should be no forgiveness for any missed tolls.**
- **Over 90% of respondents prefer using a transponder-based I-PASS account for a discounted rate versus a “video tolling” or “plate-based” account for a cash rate.**

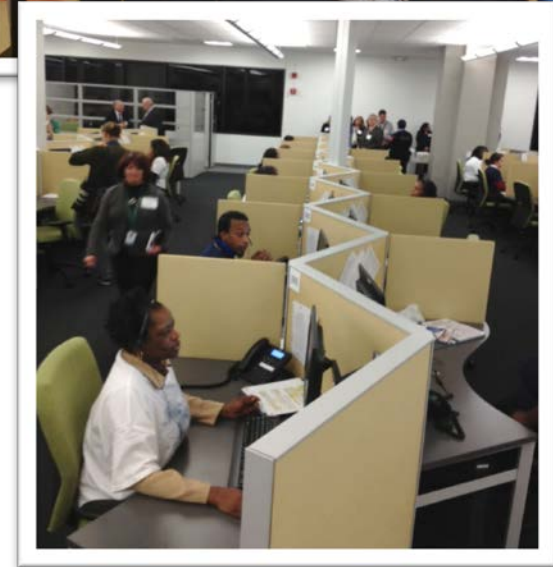
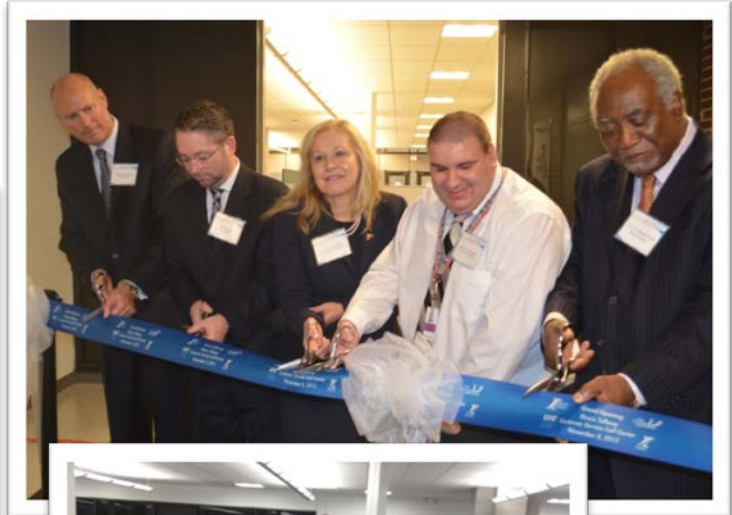
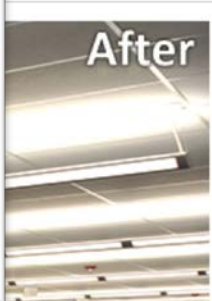
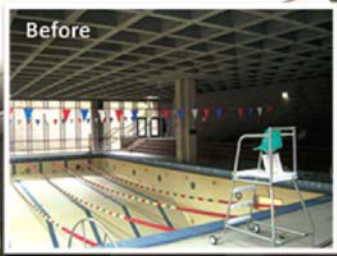



Update: Call Center

- **Successful go-live on Sunday, November 3rd**
- **Successful ribbon-cutting on Tuesday, November 5th**
- **Improved reporting**
- **Expanded staffing**
- **Continued review and improvement**
 - Call messaging
 - Call routing
 - Responsive staffing
 - Future integration of call technology with “back office” technology



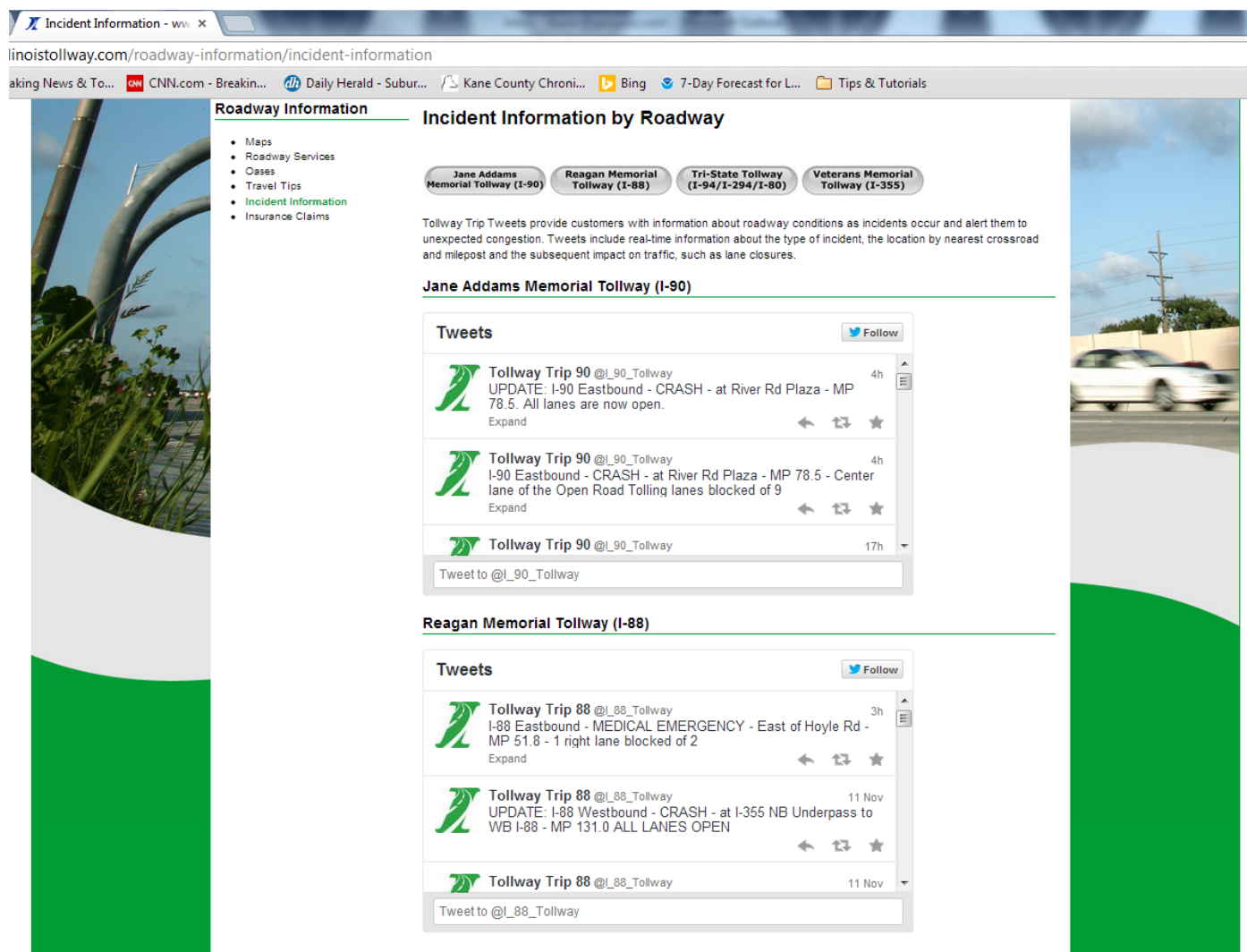
Update: Call Center (cont.)



 **Illinois Tollway** Customer Service Call Center  **I-PASS**



Update: Twitter feed



Incident Information - ww x

linoistollway.com/roadway-information/incident-information

aking News & To... CNN.com - Breakin... Daily Herald - Subur... Kane County Chroni... Bing 7-Day Forecast for L... Tips & Tutorials

Roadway Information

- Maps
- Roadway Services
- Cases
- Travel Tips
- **Incident Information**
- Insurance Claims

Incident Information by Roadway

Jane Addams Memorial Tollway (I-90) Reagan Memorial Tollway (I-88) Tri-State Tollway (I-94/I-294/I-80) Veterans Memorial Tollway (I-355)

Tollway Trip Tweets provide customers with information about roadway conditions as incidents occur and alert them to unexpected congestion. Tweets include real-time information about the type of incident, the location by nearest crossroad and milepost and the subsequent impact on traffic, such as lane closures.

Jane Addams Memorial Tollway (I-90)

Tweets

Tollway Trip 90 @I_90_Tollway 4h
UPDATE: I-90 Eastbound - CRASH - at River Rd Plaza - MP 78.5. All lanes are now open.
Expand

Tollway Trip 90 @I_90_Tollway 4h
I-90 Eastbound - CRASH - at River Rd Plaza - MP 78.5 - Center lane of the Open Road Tolling lanes blocked of 9
Expand

Tollway Trip 90 @I_90_Tollway 17h

Tweet to @I_90_Tollway

Reagan Memorial Tollway (I-88)


Tweets

Tollway Trip 88 @I_88_Tollway 3h
I-88 Eastbound - MEDICAL EMERGENCY - East of Hoyle Rd - MP 51.8 - 1 right lane blocked of 2
Expand

Tollway Trip 88 @I_88_Tollway 11 Nov
UPDATE: I-88 Westbound - CRASH - at I-355 NB Underpass to WB I-88 - MP 131.0 ALL LANES OPEN
Expand

Tollway Trip 88 @I_88_Tollway 11 Nov

Tweet to @I_88_Tollway





THANK YOU