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## **Customer Service Committee**

**March 20, 2014**

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# 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

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# **Vote: Settlement Guidelines**

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





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**THANK YOU**