

**THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
MINUTES OF THE  
CUSTOMER SERVICE COMMITTEE MEETING**

July 28, 2011

The Illinois State Toll Highway Authority held a Customer Service Committee Meeting on Thursday, July 28, 2011 at approximately 9:50 a.m. at the Central Administration Building in Downers Grove, Illinois.

Directors on the Committee in attendance were as follows:

Committee Chair Bill Morris

Director Carl Towns

Committee Chair Bill Morris called the meeting to order. Director Morris indicated that the only purpose for the meeting was to acknowledge the list of potential areas of focus for the committee which was provided by Shana Whitehead, Acting Chief of Business Systems. Director Morris indicated that the referenced list would be used as a guide for discussion at the Customer Service Committee meeting scheduled on September 21, 2011. He indicated that other Board members had also received the attached [potential areas of focus](#) list and invited them to make suggestions about other issues the Customer Service Committee should address over the coming year. Director Towns added that customer service should be a priority for the Tollway.

There being no further business Committee Chair Morris requested a motion to adjourn. Director Towns moved to adjourn; seconded by Director Morris. The motion was approved unanimously.

Meeting adjourned at approximately 9:55 a.m.

Minutes taken by: \_\_\_\_\_

Tranece Artis  
Board Secretary  
Illinois State Toll Highway Authority