

**PUBLIC NOTICE**  
**The Illinois State Toll Highway Authority**  
**Schedule of Committee Meetings**  
May 11, 2012

Public Notice is hereby given of the schedule for the Board Committee Meetings to be held during the month of May 2012.

**Finance Administration Operations Committee Meeting**  
May 16, 2012 – 8:30 a.m.  
Central Administration Building

**Customer Service Committee Meeting**  
May 16, 2012 – 12:00 p.m.  
Central Administration Building

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
CUSTOMER SERVICE  
COMMITTEE MEETING AGENDA  
May 16, 2012 12:00 p.m.**

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. CHAIR**

1. Approval of Minutes of the Customer Service Committee held on February 15, 2012.
2. Additional Items

**4. EXECUTIVE DIRECTOR**

1. Work Plan Re-cap
2. Presentation on Violations Framework and Electronic Tolling
3. Additional Items

**5. BUSINESS SYSTEMS**

1. Renewal of the Contract for the Toll Revenue Management and Maintenance Program (TRMMP) to Electronic Transaction Consultants Corp. (ETCC), by TBD from TBD to TBD. (Tollway RFP)

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY  
CUSTOMER SERVICE  
COMMITTEE MEETING AGENDA  
May 16, 2012 12:00 p.m.**

**6. PUBLIC COMMENT**

**7. UNFINISHED BUSINESS**

**8. NEW BUSINESS**

**9. EXECUTIVE SESSION**

**10. ADJOURNMENT**