

PUBLIC NOTICE
The Illinois State Toll Highway Authority
Schedule of Committee Meetings
March 14, 2014

Public Notice is hereby given of the schedule for the Board Committee Meetings to be held during the month of March 2014.

Finance, Administration and Operations Committee Meeting
March 19 – 8:30 a.m.
Central Administration Building

Customer Service Committee Meeting
March 20 – 12:00 p.m.
Central Administration Building

ILLINOIS STATE TOLL HIGHWAY AUTHORITY
2700 Ogden Avenue, Downers Grove, IL 60515
CUSTOMER SERVICE COMMITTEE MEETING AGENDA
March 20, 2014 12:00 p.m.

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC COMMENT**
- 4. CHAIR**
 1. Approval of the Minutes of the Customer Service Committee Meeting held on January 16, 2014.
 2. Additional Items
- 5. EXECUTIVE DIRECTOR**
 1. Customer Service Workplan – S. Whitehead
- 6. BUSINESS SYSTEMS**
 1. Approval of Settlement Guidelines
- 7. UNFINISHED BUSINESS**
- 8. NEW BUSINESS**
- 9. EXECUTIVE SESSION**
- 10. ADJOURNMENT**