

**THE ILLINOIS STATE TOLL HIGHWAY AUTHORITY**  
**MINUTES OF THE**  
**CUSTOMER SERVICE COMMITTEE MEETING**  
**August 21, 2013**

The Illinois State Toll Highway Authority held a Customer Service Committee Meeting on Thursday August 21, 2013 at approximately 12:10 p.m. at the Central Administration Building in Downers Grove, Illinois.

Committee members present:

Committee Chair Jeff Redick

Director Earl Dotson Jr.

Also Present:

Chair Paula Wolff

Director Redick called for public comment. No public comment was offered.

Committee Chair Redick called the meeting to order and requested a motion to approve the minutes of the Customer Service Committee meeting held on May 16, 2013. Director Dotson made the motion to approve the minutes; seconded by Chair Wolff. The motion was approved unanimously.

Committee Chair

Executive Director Kristi Lafleur introduced Shana Whitehead, Chief of Business Systems, to provide an overview of business systems items. See [attached presentation](#).

highlights of the presentation include updates on the violation framework which include expanded settlement guidelines, an implementation of “30 day to pay notices” and an analysis of the two year look back. Other Highlights were an update on Fleet policies and the Indiana Toll Road Concession Fee. Finally the results from the latest I-PASS survey were given to the committee.

Discussion ensued on I-PASS settlements for customers in the bankruptcy process and government organization cash rate guidelines.

General Counsel David Goldberg provided further detail on the scenarios the bankruptcy process may have on debts owed to the Tollway.

Committee Chair Redick stated that the discussed bankruptcy process removes an obstacle for people and provides more protection to those needing relief.

Ms. Whitehead introduced the subject of needing to address government organization Tollway debt. Discussion focused on unique aspects of governments as debtors.

Committee Chair Redick asked from an administrative standpoint whether the proposal presented would allow the Tollway to collect on some of the outstanding monies that are owed to the Tollway.

Ms. Whitehead stated that a formal resolution is the process to update the settlement guidelines.

Executive Director Lafleur added that around the time she joined the Tollway it was the desire of the board to publish the settlement guidelines to streamline the process and to create common practices. Committee Chair Redick stated that the focus needs to be on developing and maintaining relationships with customers.

Ms. Whitehead commented on the two different government types of IPASS accounts. One IPASS account is an exempt account and those are for law enforcement or emergency vehicles. The Tollway will send them an invoice every quarter. No payment is required once they confirm the business purpose for the tolls. The other type of IPASS account also invoices the government agency every quarter. Ms. Whitehead explained that most agencies do update their accounts by updating license plates, and transponders.

There was discussion on changing the guidelines from the current 21 days to pay to a 30 day to pay notice. Ms. Whitehead stated customers can be provided a little more time to get their mail, open their mail, or to get another paycheck before they make a payment. She also stated this may delay revenue receipt on a one time basis but it won't eliminate expected revenue. It will give everybody a chance to avoid the escalation fines and should reduce Tollway costs for sending notices or spending more time on the phone.

Ms. Whitehead stated a final step is updating the JCAR administrative language to allow for the new 30-day cycle.

Director Dotson asked if it would be 30 days standardized for the first, second, and third notices. Ms. Whitehead responded affirmatively.

Discussion ensued on what would be needed to change the two year look back (period for grouping violations). Ms. Whitehead explained what the rule is and why it was first implemented. She also gave what the options are to change the two year look back once the new back office system is in place.

**Business Systems staff will research a 6-month look back option and conduct a survey or focus group to gauge customer impact.**

Fleet Policies

Ms. Whitehead also gave an update on the improvements being implemented to assist fleet customers. Highlights included updated contact information and updated forms on the Tollway website.

**Director Dotson inquired about the Tollway's social media presence. Executive Director Lafleur responded that Chief of Communications Wendy Abrams would be able to give an update.**

Executive Director Lafleur provided a list of current communication methods including website, letters, emails, and Twitter to tweet out traffic and road conditions

Discussion ensued on the process of issuing truck permits to fleet and commercial owners and why Engineering and the Maintenance division issues the permits and not business systems.

#### Indiana Toll Concession Fee

Ms. Whitehead provided an update regarding the Indiana Toll Concession Fee

Discussion ensued on how many Indiana drivers use the IPASS for the Indiana Toll Road. Ms. Whitehead responded to Director Dotson by noting that the Tollway spends \$1.5 million on serving customers driving the Indiana Toll Road.

Director Dotson asked if we have been receiving complaints about the .03 charge. Executive Director Lafleur responded the Tollway has recently received sporadic complaints but initially there were a greater number of complaints.

**There was discussion about staff working with the legal department to confirm statutory authority for Indiana to charge fees and options possibly available in response.** Executive Director Lafleur stated that the Tollway would like to look at incentives to get Indiana

residents to switch to the EZ-Pass transponder and off the IPASS transponder.

Discussion ensued on the Consortium's possible reaction to the situation.

### IPASS Survey Results

Ms. Whitehead gave the highlights on the latest IPASS survey

Some of the highlights include: 62% of the customers choose the Tollway because it is the fastest commute, more than 71% prefer to communicate with the Tollway online, 58% of IPASS customers have used IPASS outside of Illinois – a 12% increase since 2010 – and finally that 60% of respondents either agree or somewhat agree that the Tollway is a “good value”.

There was discussion on the other options in the survey. **Staff will share the full survey with the committee.**

Ms. Whitehead then presented the following **Business System** item:

#### *Item 1: JCAR rule change resolution*

Director Dotson made a motion for approval of **Business Systems Item 1** to be placed on the consent agenda; seconded by Chair Wolff. General Counsel indicated that some further adjustments to the resolution language as presented could be required to track the earlier discussion. The motion was approved unanimously.

#### *Item 2: Settlement guidelines resolution*

Director Dotson made a motion for approval of **Business Systems Item 2** to be placed on the consent agenda; seconded by Chair Wolff. The motion was approved unanimously

There being no further business, Committee Chair Redick requested a motion to adjourn. Director Dotson moved to adjourn; seconded by Chair Wolff. The motion was approved unanimously.

Meeting adjourned at approximately 1:30 p.m.

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

Marlene Vick  
Assistant Board Secretary  
Illinois State Toll Highway Authority



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## **Customer Service Committee**

**August 21, 2013**

# Customer Service Committee: Key Topics

## ■ Violations framework

- Approval of expanded Settlement Guidelines
- Implementation of “30-day notices”
- Analysis of two-year “look-back”

## ■ Fleet policies

## ■ Indiana toll concession fee

## ■ I-PASS customer survey



# Customer Service Workplan Update

Key Decisions	Decision-Making Timeframe		
	4-6 months	6-12 months	12+ months
<b>Violations Framework</b> <ul style="list-style-type: none"> <li>• <del>Fines analysis (complete)</del></li> <li>• Implement “30-day notices”</li> <li>• Evaluate Settlement Guidelines</li> <li>• Analyze two-year “look-back”</li> </ul>		X	X
<b>Fleet Policies</b> <ul style="list-style-type: none"> <li>• <del>Fill Fleet Senior Manager Role (complete)</del></li> <li>• Identify and implement quick wins</li> <li>• Plan and pilot new fleet program</li> </ul>			X
<b>Feedback Transponders</b> (“beeping transponders”) <ul style="list-style-type: none"> <li>• Test transponders</li> <li>• Assess longevity of new readers with respect to interoperability</li> </ul>		X	
<del>American Express Fees (complete)</del>	X		



# Violations Framework: Settlement Guidelines

- I-PASS settlements for qualifying customers, even if court-determined bankruptcy settlement amounts are higher
- Government organizations pay cash rate tolls only



# Violations Framework: Settlement Guidelines

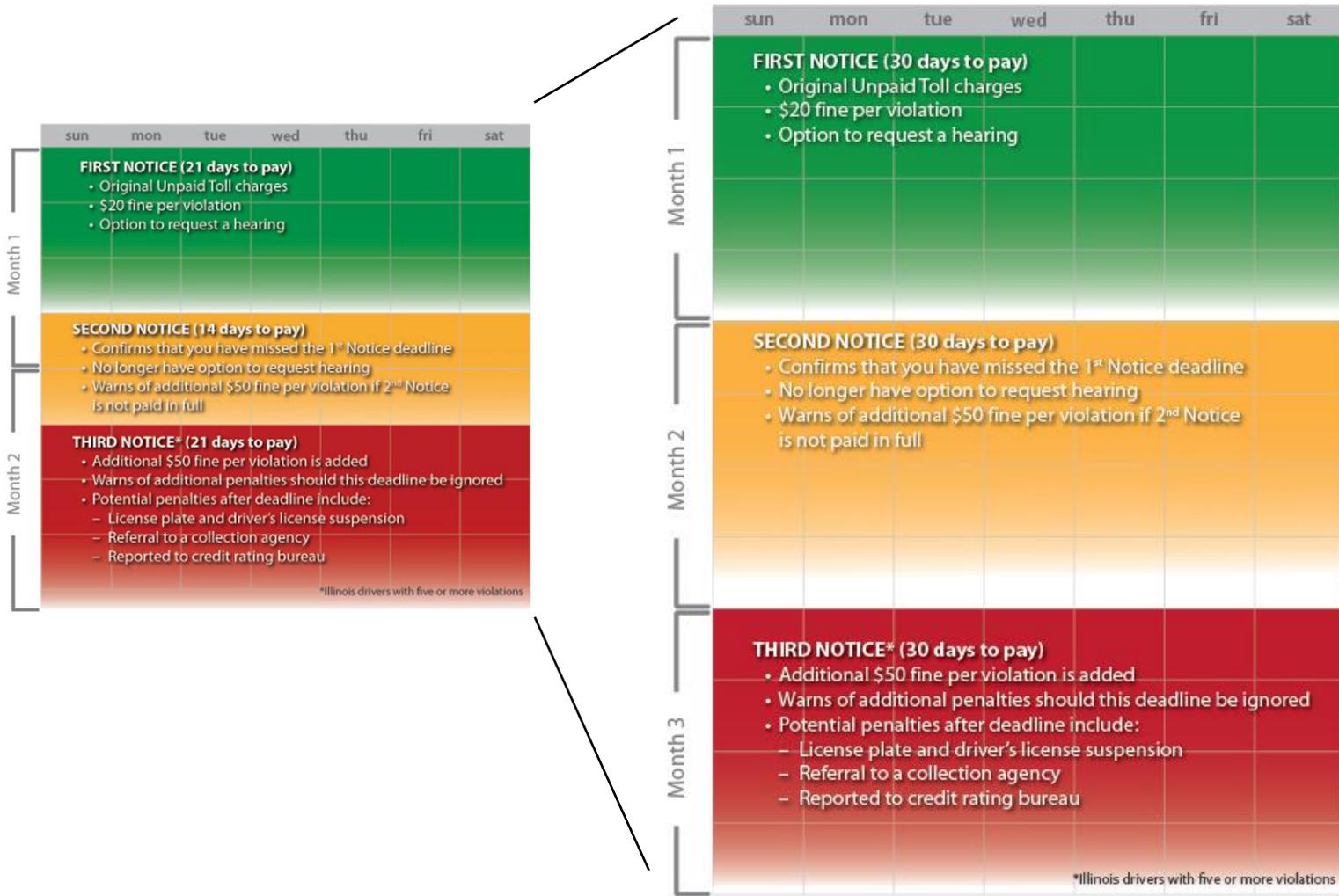
## Resolution to update Settlement Guidelines

# Violations Framework: Days to Pay

Agency	First Communication	Second Communication	Third Communication
<b>Illinois Tollway</b>	<b>21 days to pay</b>	<b>14 days to pay</b>	<b>21 days to pay</b>
E-470 Public Highway Authority (Denver)	30 days to pay (approximate)	30 days to pay (approximate)	N/A
Georgia State Road and Tollway Authority (Atlanta)	30 days to pay	90 days to pay	N/A
Miami-Dade Expressway Authority	30 days to pay (approximate)	30 days to pay (approximate)	N/A
North Texas Tollway Authority (Dallas)	30 days to pay	30 days to pay	N/A



# Violations Framework: 30-Day Notices



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# Violations Framework: 30-Day Notices

**Resolution to update Joint Committee on Administrative Rules (JCAR) language to allow for new 30-day cycle**

# Violations Framework: Two-Year “Look-Back”

	Minimum of <u>3</u> Violations		
Goals	2 Years (current)	1 Year	6 Months
Improve customer experience	No change	Improved	Improved
Maintain existing <u>net</u> revenue recovery	\$26 million/year	\$25.8 million	\$25.7 million
Accommodate notice volumes	1.4 million notices/year	1.4 million notices/year	1.3 million notices/year

	Minimum of <u>2</u> Violations		
Goals	2 Years	1 Year	6 Months
Improve customer experience	Improved	Improved	Improved
Maintain existing <u>net</u> revenue recovery	\$28.8 million/year	\$28.5 million	\$29.3 million
Accommodate notice volumes	2.1 million notices/year	2.1 million notices/year	2 million notices/year

Note: Costs rise as notice volumes rise, although net recovery can reflect improved collection potential.

Note: Any adjustments would need to wait until the new back office system were available.



# Fleet Policies: “Contact Us” Link



[www.illinoistollway.com](http://www.illinoistollway.com) > Contact Us > Construction

## Frequently Asked Fleet Questions

Click on the question to view the answer.

**How can I add multiple new vehicles/license plates to my I-PASS account?**

**I am a rental/leasing company, how do I reassign violation notices?**

## Contact the Fleet Customer Service Team

*If you don't find your question answered above, please contact us using the form below.*

Name

Email

ZIP code

Comments



# Fleet Policies: Updated Web Guidance

[I-PASS Account Login](#) | [Contact Us](#) | [Site Map](#) | [Home](#) | [En Español](#)

[About the Tollway](#) | [News Room](#) | [Doing Business](#) | [Tolls and I-PASS](#) | [Construction/Planning](#) | [Roadway Information](#)

[www.illinoistollway.com](#) > [Tolls and I-PASS](#)

## Tolls and I-PASS

- About I-PASS
- Manage My I-PASS Account
- Toll Information
- Unpaid Tolls
- Violations
- **Fleet Customers**
  - Truck Fleets
  - Rental/Leasing Fleets
  - Government Fleets
  - Other Commerical Fleets
- Customer Service

### Fleet Customers

Save time and reduce costs with I-PASS.

When driving on the road, time is money. I-PASS keeps you moving through the open road tolling lanes along the Illinois Tollway—eliminating idle time and excessive braking at toll plazas. Online account management makes tracking and reporting of toll expenses much easier than collecting receipts.

Find information on:

- Truck Fleets
- Rental/Leasing Fleets
- Government Fleets
- Other Commerical Fleets

### Tollway News

- Construction Alert July 11, 2013
- 07/08/2013 - Illinois Tollway to Host Construction Contract Meeting for Jane Addams Memorial Tollway (I-90) East Corridor
- 07/08/2013 - Illinois Tollway and Illinois State Police to Host Kids Safety Event at Discovery Center Museum in Rockford
- 07/05/2013 - Illinois Tollway Receives Rosa Parks Diversity Leadership Award From Women's Transportation Seminar Greater Chicago
- 07/02/2013 - Illinois Tollway Advises Leisure Travelers to Leave Early, Stay Late This Fourth of July and Throughout the Summer
- 07/01/2013 - Illinois Tollway and Illinois State Police to Host Kids Safety Events on Fourth of July Holiday Weekend

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# Fleet Policies: Updated Web Guidance

The screenshot shows the Illinois Tollway website's navigation menu with 'Tolls and I-PASS' selected. The main content area is titled 'Information for Truck Fleets' and contains three sub-sections: 'I-PASS Accounts', 'Violation Information', and 'Overweight/Oversized Vehicle Permits'. A red box highlights the 'Fleet Customers' link in the left sidebar and the 'I-PASS Accounts' section in the main content area.

**Tolls and I-PASS**

- About I-PASS
- Manage My I-PASS Account
- Toll Information
- Unpaid Tolls
- Violations
- **Fleet Customers**
  - Truck Fleets
  - Rental/Leasing Fleets
  - Government Fleets
  - Other Commerical Fleets
- Customer Service

**Information for Truck Fleets**

I-PASS    Violations    Overweight Permits

**I-PASS Accounts**

- New Accounts
- Online Account Management
- Adding Multiple New Vehicles/License Plates
- Using I-PASS Transponders
- Truck Toll Rates
- PrePass

**Violation Information**

- Information for I-PASS, PrePass and E-ZPass Customers
- Reassigning Illinois Tollway Violations

**Overweight/Oversized Vehicle Permits**

- Over-Dimension Limitations and Fees
- Overweight Limitations and Fees
- Superloads

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**Construction**    **State Police**    **Videos**



# Fleet Policies: Online Truck Permits

- **Approximately 10,000 truck permits issued each year**
- **Current process is managed through paper and phone**
  - Application submission options
    - In person at toll plaza
    - By phone via the permitting desk
  - Payment options
    - Cash at plaza
    - Check via mail
    - Credit card via phone
- **Future process is presently under development**
  - Phase 1: Online application submission, reducing stops at plazas
  - Phase 2: Online payment and integration with IDOT



# Indiana Toll Concession Fee: Overview

- **The Illinois Tollway charges the Indiana Toll Road Concession Company (ITRCC) \$0.03 for each transaction occurring on the Indiana Toll Road by a customer using an I-PASS transponder. In turn, ITRCC charges the Illinois Tollway \$0.03 for each transaction occurring on the Illinois Tollway system. The net result of this action is that ITRCC pays the Illinois Tollway approximately \$750,000 each year.**
- **To offset the charge assessed by the Illinois Tollway, ITRCC charges customers travelling on the Indiana Toll Road and using an I-PASS transponder a \$0.03 fee in addition to the regular toll.**



# I-PASS Customer Survey: Key Results

- **More than 62 percent of respondents choose the Tollway because it is the fastest commute.**
- **More than 71 percent of respondents prefer to communicate with the Tollway online.**
- **Fifty-eight percent of respondents have used I-PASS outside of Illinois – a 12 percent increase since 2010.**
  - Reciprocity data confirms that I-PASS transactions outside of Illinois have grown 9 percent. Even more striking, I-PASS transactions outside of Illinois and Indiana have grown 29 percent.
- **More than 60 percent of respondents either agree or somewhat agree that the Tollway is a “good value.”**





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**THANK YOU**