

**PUBLIC NOTICE**  
**The Illinois State Toll Highway Authority**  
**Schedule of Committee Meetings**  
December 14, 2011

Public Notice is hereby given of the schedule for the Customer Service Committee Meeting to be held during the month of December 2011.

**CUSTOMER SERVICE COMMITTEE MEETING**  
December 14, 2011 – 12:00 p.m.  
Boardroom  
Administration Building

**ILLINOIS STATE TOLL HIGHWAY AUTHORITY**

**CUSTOMER SERVICE**

**COMMITTEE MEETING AGENDA**

**December 14, 2011 12:00 p.m.**

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. DIRECTORS**

1. Approval of Minutes of the Customer Service Committee held on September 21, 2011.

2. **Customer Service Committee Workplan**

3. **Customer Service Working Group Accomplishments**

4. **Toll Increase Customer Education**

**4. BUSINESS SYSTEMS**

1. Award of Contract No. 12-0040 to Kapsch TrafficCom IVHS (Kapsch) for transponder and equipment purchases in an amount not to exceed \$60,566,250 (Tollway Sole Source).

2. Contract Extension for No. 06-0164 Consolidated Customer Service Center ( CCSC) contract with TransCore, increasing the contract upper limit by \$2,400,000 from \$72,990,870 to \$75,390,870 (Tollway RFP).

3. Additional Items

**5. PUBLIC COMMENT**

**6. UNFINISHED BUSINESS**

**7. NEW BUSINESS**

**8. EXECUTIVE SESSION**

**9. ADJOURNMENT**