

KENTUCKY-INDIANA JOINT BOARD
FOR THE
LOUISVILLE-SOUTHERN INDIANA OHIO RIVER BRIDGES PROJECT
January 18, 2024
11:00 A.M. EST

The meeting was called to order by Deputy Secretary Michael Hancock, Kentucky Transportation Cabinet. Amanda Spencer, Kentucky Transportation Cabinet, called the roll. A quorum was present with the following in attendance:

- Director Dan Huge, Indiana Finance Authority
- Deputy Commissioner Clark Packer, Indiana Department of Transportation
- Deputy Secretary Geri Grigsby, Kentucky Public Transportation Infrastructure Authority
- Deputy Secretary Michael Hancock, Kentucky Transportation Cabinet (designee of KYTC Secretary Jim Gray)

The first item on the agenda was consideration of the minutes from the August 31, 2023, meeting of the Joint Board. Director Dan Huge made a motion for approval, Deputy Secretary Geri Grigsby seconded, and the minutes were approved unanimously.

The second agenda item was consideration of JBR-2024-01, a resolution authorizing TSP2 Change Order 6 to provide financial assistance for immediate customer care support. Amanda Spencer, KYTC, explained the need for the change order to address high customer service needs following the September 2023 transition to the new toll service provider (TSP2). Change Order 6 would provide up to \$2.3 million over 9 months to add 50 additional customer service representatives, and up to \$1,040,000 for increased wages for permanent local customer service representatives. The Change Order also would require ETC to provide a local, full-time business systems analyst whose work would include identifying customer experience improvements. Motion to approve this resolution was made by Deputy Commissioner Clark Packer, seconded by Deputy Secretary Geri Grigsby, and all members voted in favor.

No old business was raised.

Motion to adjourn was made by Deputy Commissioner Clark Packer, seconded by Deputy Secretary Geri Grigsby, and all members voted in favor.

Minutes prepared by Amanda Spencer.