

Invitation to Apply – 2026 IAG Industry Day Forum

Emerging technologies, operations, customer experience, mobility, payments, and transportation solutions

The E-ZPass Interagency Group (IAG) invites organizations to apply for the 2026 Industry Day Forum. The forum enables IAG and its member agencies to learn from organizations in and beyond the tolling industry about technologies, services, and operating models that advance interoperability, customer service, customer service centers, back-office operations, payments, and transaction processing.

Event Overview

Format	In-person forum features pre-selected 30-minute presentations followed by 15 minutes of Q&A.
Date / Location	October 19-20, 2026 Port Authority of New York & New Jersey, 2 Montgomery Street, Jersey City, NJ 07302
Deadline	Submit application by August 10, 2026 Selected participants will be notified by September 1, 2026

Who Should Apply

Applications are encouraged from technology providers, consultants, researchers, startups, transportation partners, financial service providers, system integrators, software developers, customer-service organizations, and others with scalable or modular solutions relevant to tolling, including customer service centers and back-office operations.

AREAS OF INTEREST

- Artificial intelligence, automation, data analytics, and business intelligence
- Cloud and hybrid architecture, systems integration, interoperability, transaction processing, and back-office operations
- Customer account management, communications, service technologies, and customer service center operations
- Mobility technologies, connected-vehicle applications, logistics, fulfillment, and operational support
- Payment technologies, financial transaction services, identity management, and verification
- Digital transformation, modernization, and RFP/RFI/RFQ lessons learned
- Fraud prevention, cybersecurity, business continuity, and operational resiliency
- Proven approaches from high-volume transactions, customer service, and back-office environments

How to Apply

Interested applicants should email the following brief information to ezpassindustryday@e-zpassgroup.org. Once you have expressed interest, you will receive further instructions regarding submission materials.

All applications must be completed by **August 10, 2026**.

Organization name

Brief description of capabilities and proposed topic area(s)

Primary point(s) of contact

Attendee and presenter names, titles, and contact information

Selection and Participation

A limited number of presentation sessions will be available. Selected applicants will receive additional participation guidelines. Organizations not selected for a session or unable to attend in person may submit informational materials for IAG review.

Industry Day Forum – Not a Procurement. This forum is for information sharing and market awareness only. It is not an RFP, RFI, RFQ, procurement solicitation, vendor selection process, or a commitment by IAG to pursue a procurement.