Building Strategic Alliances
MISSION STATEMENT The International Bridge, Tunnel and Turnpike Association (IBTTA) is the worldwide alliance of toll operators and associated industries that provides a forum for sharing knowledge and ideas to promote and enhance toll-financed transportation services.
Dear IBTTA Member,

2007 marks the 75th anniversary for IBTTA whose motto “75 Years of Driving Change” succinctly captures the organization’s commitment to leading innovation and rallying support for toll-financed transportation services. As the voice of the global tolling industry, we attribute much of our success to building strategic alliances with members and stakeholders engaged in advancing our shared mission.

This year, IBTTA strengthened its role as a global forum for sharing knowledge and ideas. As the number of international members continues to grow, the IBTTA Education Series focused heavily on issues of common concern among tolling executives around the world and featured two well-attended events in Berlin and Vienna. A highlight among this year’s programs was the first Violations Enforcement Summit which offered a number of real world solutions to this challenging issue for many member agencies.

Looking internally, the IBTTA Board of Directors completed work in 2007 on the organization’s business plan, which will sustain the association as it takes its next steps. This plan is essential to focusing our strategic moves and providing a blueprint to guide decision-making and goal-setting.

In terms of new programming, the Board created the Leadership Academy with an inaugural session set for February 2008. This new venture was fully supported by members who contributed more than $100,000 in funding for this project through the newly created IBTTA Foundation. Curriculum for this week-long program was specifically tailored to meet the needs of tolling professionals preparing to assume executive management positions or those who have been recently appointed to such roles.

This year also saw the first Executive Directors Fly-In, an extension of IBTTA’s Executive Director Roundtable concept. Designed exclusively for top executives of toll agencies, this two-day event gave participants a chance to talk in-depth about challenges, successes, and lessons learned in a collegial setting. The 25 executives who attended the Fly-In appreciated the new format and the opportunity for a dynamic peer-level exchange.

Bringing people together has always been an important ingredient in IBTTA’s recipe for success. Whether networking at the annual meeting, making connections on Capitol Hill, interacting with colleagues via the Executive Director Fly-In, or simply connecting with association’s leadership during the President’s Sunrise Walks, building strategic alliances will sustain IBTTA into its next 75 years.

Sincerely,

“We see tremendous opportunities for the toll industry to grow in coming years. The embrace of Electronic Toll Collection, open road tolling, and pricing for congestion management have placed tolling at the center of the debate over mobility and sustainable development.”

– James L. Ely, IBTTA President
IBTTA’s 2007 Education Series featured seven meetings and workshops designed to satisfy the professional development and information sharing needs of association members. Selected presentations from these sessions may be accessed on the IBTTA Web site at www.ibtta.org.

**ORGANIZATION MANAGEMENT WORKSHOP**

**April 22-25, 2007, Austin, TX**

Under the theme *Aligning Strategies in Dynamic Environments*, this year’s Organization Management Workshop focused on positioning resources to manage change while maintaining the alignment of strategies with organizational goals and objectives. Held in Austin, TX on April 22-25, the 2007 meeting was hosted by the Central Texas Regional Mobility Authority and Texas Department of Transportation.

General sessions and roundtable discussions were tailored specifically for industry professionals working in administration, finance, risk management, marketing, public relations, business development, and human resources management. Presenters touched on the evolving public debate over transportation funding, best practices related to protecting sensitive information, asset management, and communicating the need for tolling to a skeptical public. Special attention was paid to building and sustaining strategic partnerships, including the challenges inherent in forming public/private alliances.

This year’s meeting featured a special breakout session for marketing and public relations professionals titled *Bring on the Blitz* which showcased samples of media used to communicate with toll agency customers. For the first time at an IBTTA event, the session was highlighted by an “Open House” networking event which allowed attendees to meet with communications professionals from throughout the nation and extend their professional networks.

**FACILITIES MANAGEMENT WORKSHOP**

**May 19-23, 2007, Richmond, VA**

Held in Richmond, VA on May 10-23, programming at the Facilities Management Workshop focused on providing practical solutions to the daily challenges associated with operating a toll facility. Many of the industry’s leading engineers and technical experts came together to share practical advice to help fellow attendees better maintain and manage their facility.

Reflecting the theme of *The Changing Environment in Toll Facilities*, the comprehensive program gave professionals engaged in facilities management and operations the opportunity to attend sessions focused on safety, security, facility operations, engineering and design, law enforcement, operations, structural maintenance, technology, and border crossing issues. Highlights from the meeting included insightful opening remarks from Commissioner David Ekern from the Virginia Department of Transportation, and a special presentation from four students from the Virginia Commonwealth University Department of Interior Design who unveiled their intriguing toll booth design project to an appreciative audience.

Breakout and general sessions addressed a number of hot button issues, including balancing security and mobility, congestion and incident management, border security, and construction cost escalation. This year’s well-attended event was hosted by the Richmond Metropolitan Authority, Transurban, and the Virginia Department of Transportation.
More than 160 delegates from 18 countries attended the Spring Technology Workshop in Berlin, Germany, with sessions addressing the theme *Breaking Down the Walls: ITS, Road Safety and Tolling.* The international tolling community came together to explore challenges and solutions employed by advanced technologies shaping our industry.

Building on remarks presented by Wolfgang Tiefensee from the Federal Ministry of Transport, Building and Urban Affairs, the meeting showcased international perspectives on sophisticated technologies improving mobility in Europe, including the latest advancements in ITS, violations handling, and interoperability. Attendees welcomed the opportunity to learn more about best practices from tolling operations around the world, issues related to interoperability on European road systems, and the European Union’s perspective on technologies for improving mobility.

This meeting was hosted TollCollect, led by CEO Karsten Kirchmann and Managing Director Alain Estiot, and the German Federal Ministry of Transport, Building and Urban Affairs. These gracious hosts spent an enormous amount of time and energy making this workshop a success and attendees feel welcome.

**MAINTENANCE COMMITTEE FALL CONFERENCE**

**September 9-12, 2007, Philadelphia, PA**

Sponsored by the Delaware River Joint Toll Bridge Commission, the Maintenance Committee Fall Conference was held in Philadelphia, PA on September 10-12. Meeting sessions offered an array of timely and pertinent subjects, including winter operations issues, pavement design, performance-based contracts, and maintenance issues for high speed electronic toll systems.

Designed to showcase best practices, presenters touched on high-performance pavement design, tunnel seepage, hazard mitigation, automatic deicing systems, seasonal runoff, and performance-based maintenance contracts. Attendees received practical information on new technologies, applications, and practices that address both the broad needs of any tolled transportation facility and the very specific functions associated with bridges, tunnels, and roadways. A full complement of exhibitors gave attendees a chance to meet with industry suppliers and extend their network of professional contacts.
FALL TECHNOLOGY WORKSHOP

November 7-9, 2007, Miami, FL

Open Road Tolling (ORT) and cashless projects were the buzz words at the 2007 Fall Technology Workshop hosted in Miami, FL on November 7-9. Reflecting the theme of Removing Barriers through Technology – Reducing Cash Collection, this year’s event featured a special keynote address by Larry Burns, Vice President of R&D and Strategic Planning for General Motors, who spoke on the need for innovation and the importance of sustainable mobility in his talk on “Connected Vehicles in a Connected World.”

Sponsored by the Miami Dade Expressway Authority, this year’s technology workshop had a decidedly international flair with presentations on current approaches to tolling on six continents, including Africa, Asia, Australia, Europe, North America, and South America. Specific sessions focused on emerging issues related to congestion pricing, resistance to ORT, and taking the first steps toward all electronic tolling.

TRANSPORTATION FINANCE SUMMIT

December 2-4, 2007, Washington, DC

On December 3-4, more than 200 transportation practitioners, policy makers, and financial experts from the public and private sector gathered in Washington, D.C., to talk about the transportation funding crisis and formulate sustainable solutions. During IBTTA’s 4th North American Transportation Finance Summit, several themes emerged:

• Mobility has costs, including environmental, social and economic.
• The public approaches transportation as a system or network rather than as individual competing modes or a collection of individual projects.
• The public has shown a growing willingness to accept tolling and pricing in return for mobility.
• Huge cultural shifts in the thinking of government officials and public attitudes toward the value of mobility are essential to implement pricing on a broad scale.
• Public and private sector roles with respect to the funding and operation of infrastructure are converging.

Luncheon speaker Dr. Joseph M. Giglio from Northeastern University emphasized the central role of price in our transportation system. He characterized price as strategic, variable and an indicator of value. Several presenters noted that while government and the public must undergo a cultural shift to fully embrace pricing in transportation, this cultural shift is already well underway. David Horner, U.S. Deputy Assistant Secretary for Transportation Policy, said, “The general public prefers tolls to taxes. We’re much nearer to widespread public acceptance of tolls than people in Washington, DC believe. Two years ago, a TRB report on alternatives to the fuel tax said that our highways will be supported by road metering within 10 years.”
The large turnout for IBTTA's inaugural Violations Enforcement Summit underscored the growing importance of violations enforcement within the tolling industry. Hosted by the Tobin Memorial Bridge and the Massachusetts Turnpike Authority, the issues-packed meeting agenda focused on the theme of An Interdisciplinary Approach to Violations Enforcement.

Though a critical element for all tolling operations, violations enforcement differs substantially by location with each agency taking a slightly different approach. The industry has seen great variation in how this issue is handled, from the mechanical systems used to the legal framework employed to pursue payment. Individual sessions focused on collection models, legal challenges, effective legislation, facility design, and managing customer relations. With opening remarks from Thomas Kinton, the Executive Director of the Massachusetts Port Authority, the meeting also featured global perspectives on violation enforcement with presentations from representatives of highway systems in France, Israel, and Austria.

A Toll Violation Case Study was used to engage participants in a real world scenario and the development of possible solutions (see photo at right). Titled The New Executive Director’s Challenge, the case study involved a range of issues, challenges, and opportunities connected to raising toll rates, increasing Electronic Toll Collection, and the rise in toll violations related to Open Road Tolling. After examining a range of customer service, technology, financial, and legal/media issues, case study presenters shared a range of possible solutions to address this familiar scenario.
IBTTA welcomed nearly 700 tolling professionals from around the globe to our 75th annual meeting in the charming city of Vienna, Austria. Built around the theme of “Tolling: the Art of the Possible,” this milestone meeting featured more than 100 presentations across 20 sessions which touched on four major topic areas: Promoting economic development, improving mobility, enhancing the quality of life, and saving lives.

Hosted by ASFINAG, an independent operator of road infrastructure in Austria, meeting highlights included a stunning keynote address by Mattias Klum, an award-winning photographer and frequent National Geographic contributor, who is revered as a national hero in his native Sweden. A regular presenter before the European Commission on environmental topics, Klum’s artistry underscores the importance of maintaining harmony with nature.

Also at the annual meeting, attendees were treated to a global view of the tolling industry with sessions on cross-continent comparisons of agency practices, the importance of public-private partnerships, promoting economic development, data-driven decision-making, fighting congestion, and new approaches to financing transportation.

In addition to technical tours and a packed exhibition hall, this meeting also marked the
first time that a poster session was held in conjunction with the annual meeting. A total of 23 poster sessions from agencies located across the world gave delegates an opportunity to learn more about new industry approaches while having more in-depth discussion in a more relaxed environment than a staged presentation.

IBTTA also celebrated 75 years of history by honoring its Past Presidents who entertained the audience by recounting nearly eight decades of association history in stories and anecdotes. IBTTA completed the celebration with a large cake and the unveiling of a special commemorative publication telling the history of IBTTA’s 75 years.
In 2007, IBTTA reinforced its position as the leading voice for tolling by serving as an effective advocate on Capitol Hill.

In March, IBTTA Executive Director Patrick Jones testified before the National Surface Transportation Policy and Revenue Study Commission (the 1909 Commission) about the efficacy of tolling and road pricing in generating new money for highways and better managing congestion. In his testimony, Mr. Jones emphasized that road user charging can help solve the nation’s mobility challenge. Tolling establishes a direct connection between the use of the road and payment for that use. The final report of the 1909 Commission is due to be published in January 2008.

Mr. Jones punctuated his comments by describing how toll road concessions in Europe, South Africa, Australia and elsewhere have been used successfully to improve mobility and serve the public interest while providing an attractive investment vehicle for private financing. He concluded his testimony saying, “While the transportation demands facing the nation are daunting, tolling and road pricing are formidable tools to help the nation generate new money for highways and better manage congestion.” The final report of the 1909 Commission is slated to be issued in January 2008.

In November, IBTTA provided comments to the Federal Highway Administration (FHWA) in response to a Notice of Proposed Rulemaking on Interoperability Requirements, Standards, or Performance Specifications for Auto-
While the transportation demands facing the nation are daunting, tolling and road pricing are formidable tools to help the nation generate new money for highways and better manage congestion.”

–Patrick Jones
Executive Director & CEO, IBTTA
Published three times a year, Tollways strives to be a principal agenda-setting publication for the transportation profession. The publication provides a forum for original thinking to advance the performance of organizations engaged in tolling and other direct user-fee financed transportation services and their leaders.

More than 30 industry leaders shared their perspectives, opinions, and innovative ideas in Tollways in 2007. Featured among these writings were the following:

- An overview of Driving Surface Transportation Policy and Funding in the United States contributed by the editors of Tollways.

- Insights on the “Challenges and Opportunities in Transportation” from Dan Dorman of AECOM Consult and Ed Regan of Wilbur Smith Associates.

- A fascinating case study on “The Coming Convergence of Tollways and Public Transit Systems” as told by Thomas J. Bamonte with Illinois Tollways.

- The inside story on “What Public Officials Should Know about Public-Private partnerships” by Jack Lettiere, the former commissioner of the New Jersey Department of Transportation.

- Dr. Joseph Giglio challenges conventional wisdom in his provocative piece on “Driving Questions: Developing a National Transportation Strategy.”

- Jeffrey Buxbaum of AICP shares “A Glimpse of Public Attitudes toward Tolling through Washington State’s Comprehensive Tolling Study.”

- Looking ahead to Winter 2008, staff member Jeff Campbell unlocks some of the secrets of IBTTA’s data warehouse in the article “Toll vs. Nontoll: Toll Facilities are Safer.”

IBTTA members may access all of these stories and others on the Web site at http://www.ibtta.org/Tollways.

“As we build strategic alliances with those who have similar goals, we enhance our collective ability to provide mobility for future generations. We the members of the International Bridge, Tunnel and Turnpike Association and our friends stand ready to serve in any way we possibly can.”

— James L. Ely, IBTTA President

Tollways, Winter 2007
In recognition of this landmark year, IBTTA prepared a special commemorative publication titled 75 Years of Driving Change. This keepsake details the history of IBTTA's story of success from its early days as the American Bridge, Tunnel and Turnpike Association to its current perch as a global force in the tolling industry. The publication takes a decade-by-decade look at the evolution of the association and the industry it represents and culminates in a look ahead with reflections on the future.
The Toll Excellence Awards recognize IBTTA-member agencies that are furthering the aims of the industry through creative, innovative, and positive programs. Recognition is given in five categories with one of the winners also receiving the prestigious President’s Award. Congratulations go to the following 2007 award recipients:

**President’s Award & Operations Award**  
The Tampa-Hillsborough County Expressway Authority  
“Crosstown Expressway Reversible Express Lanes”

The Tampa-Hillsborough County Expressway Authority has built an exceptional transportation project to address the severe traffic congestion facing daily commuters to downtown Tampa—a 10-mile long set of reversible express lanes using a state-of-the-art Open Road Tolling system. The heart of the new facility is an elegant, distinctive three-lane, reversible bridge, constructed in segments at an off-site factory, then delivered to the Expressway and assembled in the median of the existing four lane roadway.

More details on the innovations advanced by these member agencies is available on IBTTA’s Web site under Events & Programs: http://www.ibtta.org.
ADMINISTRATION AWARD
N3 Toll Concession (Pty) Ltd.

Commodity Hedging Strategy
The objective of the Commodity Hedging Strategy is to protect the Company (“N3TC”) against wild fluctuations while ensuring that it benefits from any downward movement in the dollar’s price of oil or upward movement in the Rand exchange rate. With the assistance of N3TC’s technical personnel, the projected consumption of bitumen and diesel was determined for each six-month period to 31 December 2009. A competitive tender process was entered into with the financial institutions, the result of which was that derivative contracts were taken out for each six-month period based on the projected consumption and a price determined by reference to the aggregate of the forward curve of the Rand exchange rate and the relevant commodity benchmark derived from the dollar oil price.

CUSTOMER SERVICE AWARD
Texas Department of Transportation

TxTag: A New Model for Introducing Electronic Tolling
In 2006, the Texas Department of Transportation (TxDOT) opened the first toll roads in the Austin area and introduced a new state-of-the-art electronic toll tag, named TxTag. User-paid roadways were completely new to the area, and potential customers were generally not aware of modern toll methods and their convenience. Three program decisions led to unprecedented results in the tolling industry: 1) investing in a comprehensive marketing and outreach campaign to educate the public about the new toll roads and TxTag, 2) using pricing and other incentives to encourage people to test drive the new roads and sign on early with the TxTag program, and 3) giving TxTags away free of charge for more than a year. Within a month after tolls were first charged, tag penetration averaged 75 percent daily—81 percent during peak periods—and there were more than 200,000 funded TxTags installed on vehicles. TxDOT rapidly achieved its goal of converting drivers accustomed to complaining about traffic into customers willing to pay to drive on modern new toll roads.

SOCIAL RESPONSIBILITY AWARD
Autovias S.A.

Waterway Program
Autovias S.A. is a private-sector company, which has been awarded a 20-year government franchise for Lot 10 of the “São Paulo State Highway Franchise Program.” Currently, it is responsible for managing 316.5 km of highways, and the area under its direct management is the geoeconomic region of Ribeirão Preto, Araraquara, São Carlos and Franca. The highway grid under Autovias jurisdiction comprises five highway segments located in the Northwestern region of the São Paulo State, extending into the State’s central area. The toll road system operation involves a number of activities, including infrastructure construction works, which often cause topography and landscape changes to occur, modifying the behavior of water dynamics within catchment areas, leading to: erosion, settling, decreased ground-water infiltration, particularly in aquifer recharge capacity, and direct changes in the local hydrological cycle. In mid 1998, Autovias created the “Waterway” (Via das Águas) program, aimed at mitigating the impacts felt by natural resources, in particular water resources, as the entire highway grid which it manages is located on an aquifer recharge zone. It consists of building rainwater containment dams along the highway grid managed by the company, particularly in the areas of public-supply springs, waterways and headwaters located within the drainage basins of the Sapucai-Mirim, Pardo and Grande rivers. The objectives of the system are: to store rainwater flowing from the highways and adjacent areas; to slow down the kinetic speed of such water, allowing it to infiltrate and consequently recharge the aquifer; and to prevent the water table from lowering and the ground from eroding and being dislodged along drainage areas.

TECHNOLOGY AWARD
Pennsylvania Turnpike Authority

TRIP—Turnpike Roadway Information Program
The Pennsylvania Turnpike Commission (PTC)—which operates 537 miles of toll roads—has long recognized the critical nature of effectively communicating roadway conditions with the traveling public, media, emergency responders and internal management. With a goal of expanding its information-dissemination capabilities, the PTC launched a new Turnpike Roadway Information Program—TRIP. TRIP gathers information through automated data and video feeds from the PA Turnpike’s 24/7 Traffic Operations Center along with information from roadway crews, police, and emergency responders and delivers it to the public via its Interactive Travel Web Map, service-plaza message boards, the toll-free telephone call-in advisory system, and the automated Preferred Traveler e-mail and text message notification systems. This integrated communications network program enables the PTC to deliver accurate and consistent real-time travel information to nearly 190 million annual customers, further proving the PTC’s axiom, “You’re never alone on the Pennsylvania Turnpike.”
EXECUTIVE COMMITTEE

James Ely
President
Executive Director & CEO
Florida’s Turnpike Enterprise

Susan Buse
First Vice President
Assistant Executive Director for Project Evaluation
North Texas Tollway Authority

Kary Witt
Second Vice President
Bridge Manager
Golden Gate Bridge, Highway & Transportation District

Antonio Diez de Rivera
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Executive Director
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Joseph Brimmeier
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Daniel Castrigano
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Ohio Turnpike Commission

Ken Daley
Executive Vice President, International Development
Transurban Group

Edward DeLozier
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E-470 Public Highway Authority

Bill Halkias
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Attica Tollway Operations Authority

Steve Heminger
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Executive Director
Thousand Islands Bridge Authority

Victoria Cross Kelly
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Delaware River Joint Toll Bridge Commission

Jean Mesqui
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Association Professionnelle Autoroutes et Ouvrages à Péage (ASFA)

Lars Møller
Marketing Director
A/S Storebaelt

David Moretti
Chief Financial Officer
MTA Bridges and Tunnels

Servando Parapar
Executive Director
Miami-Dade Expressway Authority (MDX)

Steven Snider
General Manager & CEO
Halifax-Dartmouth Bridge Commission

Maurizio Rotondo
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Associazione Italiana Società Concessionarie Autostrade e Trafori (AISCAT)

Rosa Rountree
Executive Director
Georgia State Road & Tollway Authority

Neil Tolmie
Chief Executive Officer
The South African Association of Road Concessionaires

P.J. Wilkins
Toll Operations Administrator
Delaware Department of Transportation

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Webmaster

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Sally Krahn
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Deputy Executive Director

Marisa McCarren
International Activities Manager

Barbara O’Connor
Business Development Director

Harry Smith
Office Manager

Melinda Thomas
Meetings Manager
2007 SUSTAINING MEMBERS

The IBTTA Sustaining Members show their support of IBTTA’s programs by paying a higher level of dues. Their support is deeply appreciated.

| ACS Infrastructure Development               | Jacobs Engineering Group          |
| (ACS-Dragados)                                | JE and K, Inc.                     |
| ACS Transportation Solutions                  | Merrill Lynch Pierce Fenner & Smith|
| AECOM                                         | Michael Baker, Jr., Inc.           |
| Carter & Burgess                               | Parsons Brinckerhoff, Inc.         |
| Citigroup Global Markets Inc.                  | PBS&J                             |
| Cofiroute USA                                  | Skanska Infrastructure Development |
| ETC Corporation                                | (Skanska ID)                       |
| Fluar Enterprises, Inc.                        | Stantec Consulting Services Inc.   |
| Goldman, Sachs & Co.                           | Telvent Caseta                    |
| HMSHost Corporation                            | TransCore, Inc.                    |
| HNTB Corporation                               | UBS Securities LLC                 |
| Indra Systems, Inc.                            | Wilbur Smith Associates            |

NEW IBTTA MEMBERS

IBTTA would like to welcome the new members who joined the association in 2007! We hope that you will look for these new members at upcoming IBTTA events and expand your network of colleagues. Our new members are:

| American Express                      | INEX Technologies, LLC          |
| Autopistas Urbanas S.A.               | Lehigh Gas Corporation          |
| Balfour Beatty Capital                | LifeSpan Technologies, Inc.     |
| Bank of America                       | Meridiam Infrastructure Managers|
| Brown & Gay Engineers, Inc.           | Perdue Brandon Fielder Collins & Mott LLP |
| Burlington County Bridge Commission   | Piper Jaffray & Company         |
| Cambridge Systematics, Inc.           | QuestMark                       |
| Center for Urban Transportation Research| RBC Capital Markets             |
| Central Nippon Expressway Company     | Riverside County Transportation Commission |
| Limited                               | Saint John Harbour Bridge Authority|
| City of El Paso                       | San Diego Association of Governments (SANDAG) |
| Control Corporation                   | Satellite Traffic Management GmbH|
| Daktronics Inc.                       | SICE, Inc.                      |
| Delcan Corporation                    | Southwest Florida Expressway Authority|
| EAC Consulting, Inc.                  | TaylorSmith Consulting, LLC     |
| Halcrow                               | Thales Transportation Systems   |
| Hyder Consulting Pty Ltd              | The Carlyle Group               |
| IBM                                   |                                |
| Incheon Bridge Company                |                                |
| Indra Systems, Inc.                   |                                |

2007 PLATINUM SPONSORS

As Platinum Sponsors, these industry partners supported all seven IBTTA workshops in 2007. We thank these sponsors for their generous support which has helped to advance IBTTA’s mission and reach.

| ACS                             | PBS&J                       |
| DMJM-AECOM                      | Raytheon                    |
| ETC                             | TransCore                   |
| Mark IV                         | Washington Group International |
| PB                              |                            |
### 2007 FINANCIALS

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During his tenure, Florida’s Turnpike has built or acquired 143 miles of new Turnpike segments around the State valued at $2.5 billion dollars while traffic has increased five fold. Today, Florida’s Turnpike serves over two million people per day and is the fourth largest Turnpike System in the nation with 460 centerline miles and the second largest in revenue. The Turnpike is primarily self-financed through its toll and concession revenues and therefore, receives no Federal or State operating funds. Florida’s Turnpike is also the highest bond-rated turnpike in the nation and does not rely on the State to back its bond issues.

Mr. Ely is a nationally recognized expert on user-financed transportation and is recognized for his vision, organizational development, deployment of technology, innovation and dedication to customer service. The latest annual customer satisfaction survey, conducted by an independent firm, reported that most customers of Florida’s Turnpike feel they are receiving value in the form of safety, service and convenience for the toll they pay. In fact, 92% would recommend using the Turnpike System to family and friends. He also believes that tolling is simply a means to an end – providing better mobility for Florida’s residents and visitors. As a transportation advocate he feels there are no “free” roads – just toll roads and non-toll roads (i.e., gas tax funded). Mr. Ely attributes his success in advancing Florida Turnpike’s mission to the support of Florida’s governor, state legislature, transportation commission, secretary of transportation, and the 4,600 staff who serve the turnpike’s customers every day.