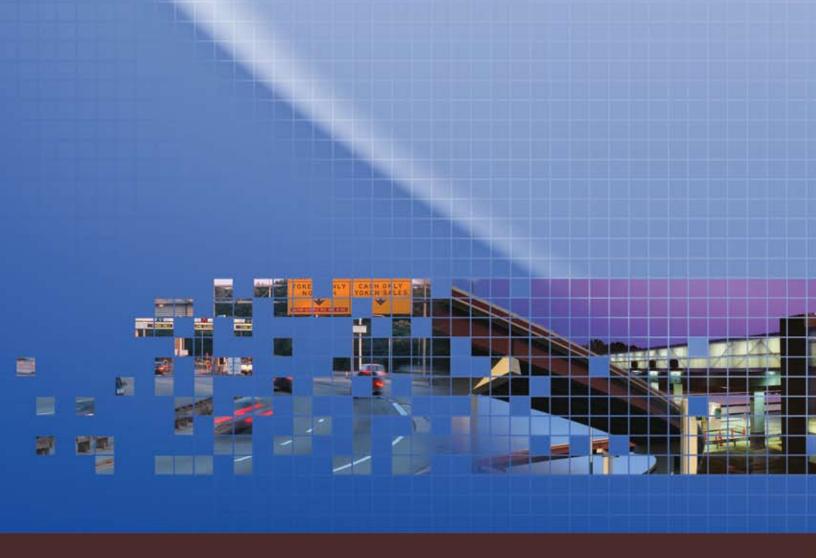
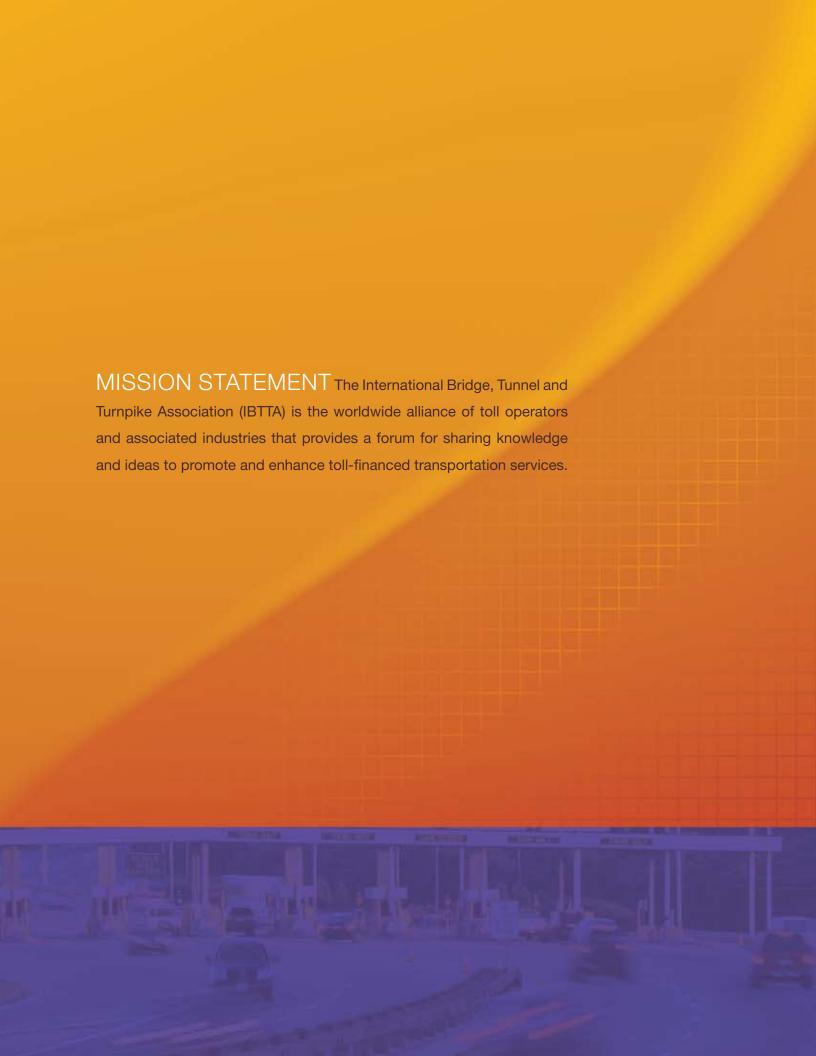
Building Strategic Alliances







BUILDING STRATEGIC ALLIANCES

Dear IBTTA Member,



James L. Ely
2007 President



Susan A. Buse
First Vice President



Patrick D. Jones *Executive Director & CEO*

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.

I laws f. Ely SusanAbuse V

"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

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,

2007 IBTTA MEETINGS







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

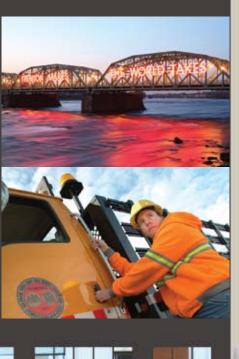
May 19-23, 2007, Richmond, VA

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.





SPRING TECHNOLOGY WORKSHOP

June 10-12, 2007, Berlin, Germany

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.

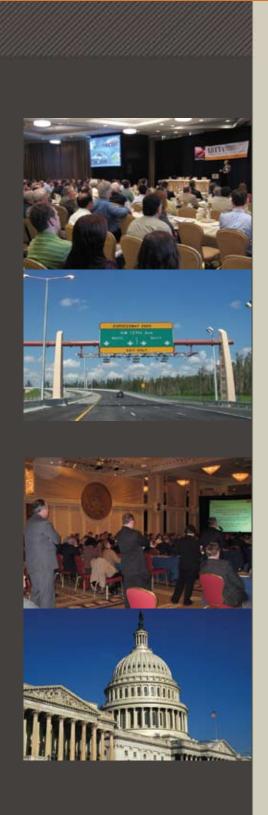
MAINTENANCE COMMITTEE FALL CONFERENCE

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.

2007 IBTTA MEETINGS



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."

VIOLATIONS ENFORCEMENT SUMMIT

July 29-31, 2007, Boston, MA



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.





75TH ANNUAL MEETING AND EXHIBITION



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

Hosted by ASFINAG, an independent operator of road infrastructure in Austria,







ADVANCING IBTTA'S LEGISLATIVE AGENDA





mated Toll Collection Systems. The association agreed with the FHWA that establishing a national standard for Electronic Toll Collection (ETC) interoperability is not possible at this time citing concerns that any effort to establish a single standard poses signifi-

cant risks and costs for every agency that might be deemed "non-standard" now or at some future date. Many in the toll industry believe that establishing a national ETC standard is desirable but not critical. The toll industry is moving on its own to regional standards in a gradual but rational process based on the needs of local customers.

IBTTA also used this platform to call for federal efforts focused on cultivating private sector initiatives to study business plans and agreements between toll facility operators which are needed to establish financial interoperability. The association conveyed that a more appropriate role for standard setting would be technology, specifically data protocols, how data is stored in devices, and how data is presented to the toll agency. The complete set of comments from IBTTA may be accessed online in the Press Release section of IBTTA's web site.

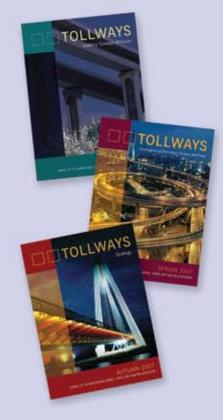


"While the transportation demands facing the nation are daunting, tolling and road pricing are formidable tools to help the nation generate new money for highways and better manage congestion."

> –Patrick Jones Executive Director & CEO, IBTTA



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."

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.

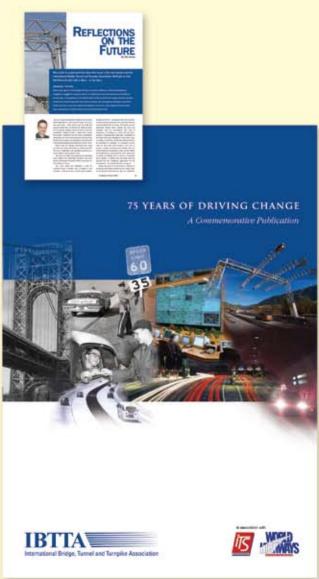
More than 30 industry leaders shared their perspectives, opinions, and innovative ideas in *Tollways* in 2007. Featured among these writings were the following:

- 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.

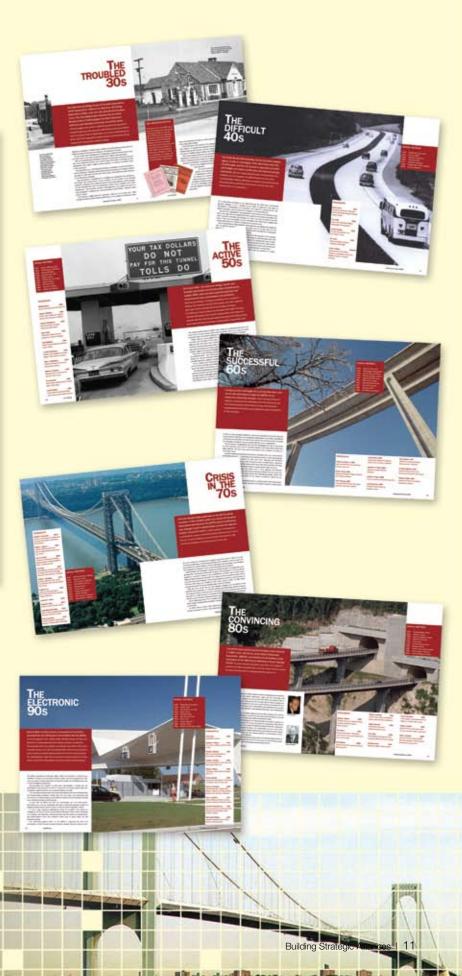


IBTTA: 75 YEARS OF DRIVING CHANGE



Special Anniversary Publication

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.



2007 TOLL EXCELLENCE AWARD WINNERS



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:



(pictured Left to Right: George Hatalowich, Mary Farrell, Tim Carson, Martin Stone, James Hargrett, James Ely, David Machamer, Massoud Moradi, Paulo Fernandes, Chris Sharman, Mike Leahy, Brad White, Fran O'Connor, Jim Allen)

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. Userpaid 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 Ãguas) 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."



2007 BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

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

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

Kary Witt

Antonio Diez de Rivera **International Vice President Executive Director**

Asociación de Sociedades Concesionarias de Autopistas, Túneles Puentes y Vías de Peaje (ASETA)

Santiago Corral **Immediate Past President Chief Executive Director** Autopista Vasco-Aragonesa, C.E.S.A. João Bento President

BRISA, Auto-Estradas de Portugal, S.A.

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Daniel Castrigano Chief Engineer

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Ken Daley Executive Vice President, International Development Transurban Group

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Victoria Cross Kelly Director, Tunnels, Bridges & **Terminals Department** The Port Authority of New York & New Jersey

David Machamer Director of Toll Operations Oklahoma Turnpike Authority Frank McCartney **Executive Director**

Delaware River Joint Toll Bridge Commission

Jean Mesqui **Executive Director**

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 **Head International and Technical Affairs** Division

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

2007 IBTTA STAFF

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Executive Director & CEO

Cheryle Arnold

Speaker Relations Manager Webmaster

Jeffrey Campbell

Manager, Information & Research

Neil Gray

Director of Government Affairs

Sally Krahn

Executive Assistant

Wanda Klayman

Marisa McCarren

Deputy Executive Director

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 (ACS-Dragados)

ACS Transportation Solutions

AECOM

Carter & Burgess

Citigroup Global Markets Inc.

Cofiroute USA

ETC Corporation

Fluor Enterprises, Inc.

Goldman, Sachs & Co.

HMSHost Corporation

HNTB Corporation

Indra Systems, Inc.

InTranS Group – CS

Jacobs Engineering Group

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Merrill Lynch Pierce Fenner & Smith

Michael Baker, Jr., Inc.

Parsons Brinckerhoff, Inc.

PBS&I

Skanska Infrastructure Development

(Skanska ID)

Stantec Consulting Services Inc.

Telvent Caseta

TransCore, Inc.

UBS Securities LLC

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

Autopistas Urbanas S.A.

Balfour Beatty Capital

Bank of America

Brown & Gay Engineers, Inc.

Burlington County Bridge Commission

Cambridge Systematics, Inc.

Center for Urban Transportation Research

Central Nippon Expressway Company

Limited

City of El Paso

Comtrol Corporation

Daktronics Inc.

Delcan Corporation

EAC Consulting, Inc.

Halcrow

Hyder Consulting Pty Ltd

IBM

Incheon Bridge Company Indra Systems, Inc.

INEX Technologies, LLC

Lehigh Gas Corporation

LifeSpan Technologies, Inc.

Meridiam Infrastructure Managers

Perdue Brandon Fielder Collins & Mott LLP

Piper Jaffray & Company

QuestMark

RBC Capital Markets

Riverside County Transportation

Commission

Saint John Harbour Bridge Authority

San Diego Association of Governments

(SANDAG)

Satellic Traffic Management GmbH

SICE, Inc.

Southwest Florida Expressway Authority

TaylorSmith Consulting, LLC

Thales Transportation Systems

The Carlyle Group

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

DMJM-AECOM ETC

Mark IV

PB

PBS&J Raytheon TransCore

Washington Group International

2007 FINANCIALS







Revenue

Operating \$ 2,226,025 Meetings \$ 2,134,947

Total Revenue \$4,360,972

Expenses

Operating \$ 2,523,821 Meetings \$ 1,816,698

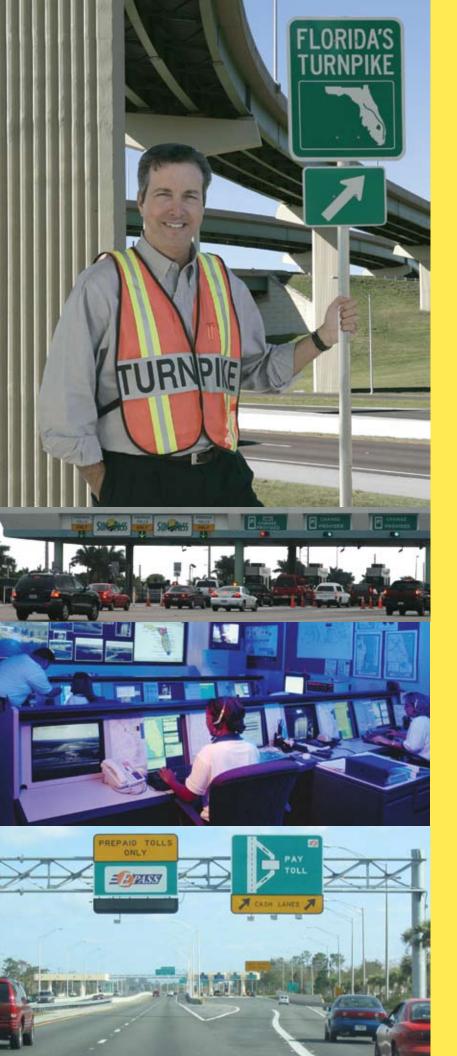
Total Expenses \$4,340,519

Change in Net Assets \$ 20,453

Beginning of Year \$ 1,391,632

Net Assets End of Year \$ 1,412,085





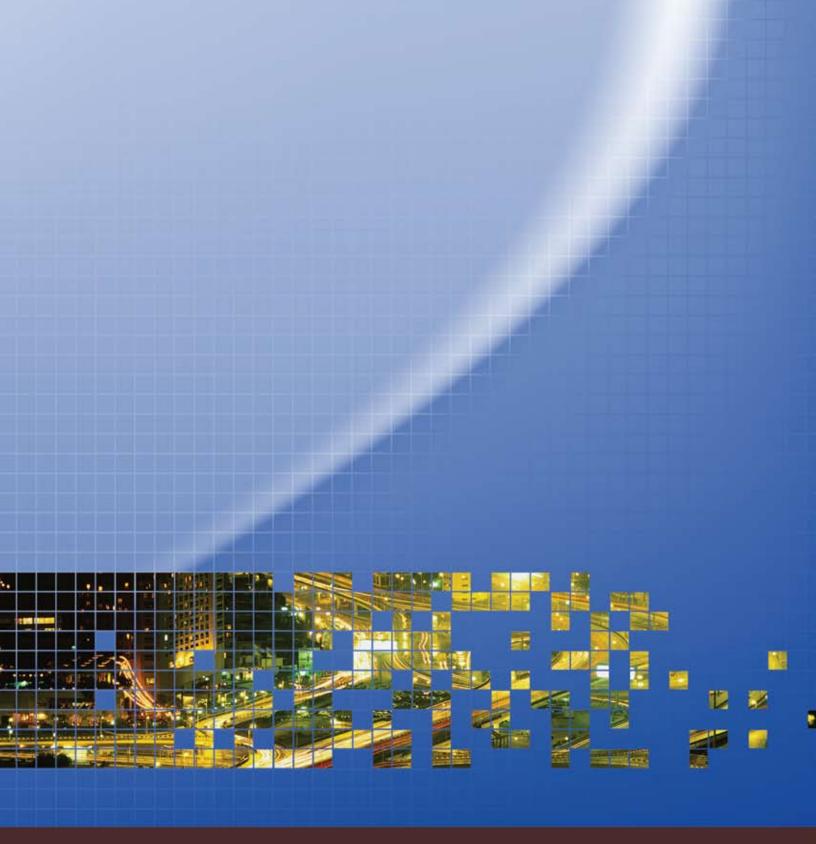
ABOUT JIM ELY



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 userfinanced 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.



IBTIA International Bridge, Tunnel and Turnpike Association 75 YEARS OF DRIVING CHANGE

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WWW.IBTTA.ORG