

# PROGRAM



86<sup>TH</sup> ANNUAL MEETING & EXHIBITION OCTOBER 14-16, 2018 BALTIMORE, MARYLAND

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HOSTED BY:











Dear Friends and Colleagues,

It gives me great pleasure to welcome you to IBTTA's 86<sup>th</sup> Annual Meeting and Exhibition in Baltimore, Maryland.

As you know, my theme for this year is Trust and Accountability. It's an imperative that each of us lives out every single day in our relationships with our customers, stakeholders and decision-makers.

The Annual Meeting is one of the moments in the year when IBTTA is most directly accountable to the global community that makes

tolling such an essential force in highway transportation. You trust us to organize an unparalleled conference program and networking experience. We're accountable to you for delivering on that promise, and this program will deliver.

We've returned to Baltimore 10 years after the city and the Maryland Transportation Authority last hosted our annual meeting, and we're arriving with answers and updates on the burning questions we discussed a decade ago. Our 2008 program focused on sustainable mobility as an immediate priority, interoperability as an emerging challenge, open road tolling as a cutting-edge tolling technique, and "high-tech, high-touch" systems as a driver for customer behavior.

This year's program shows that not much has changed...except that absolutely everything has! The headlines may be comparable, but they point to immense, transformative shifts in each of the subject areas that matter most to the tolling industry.

Every year since 2008, IBTTA's annual meeting and exhibition has been the place to get a handle on that change and develop strategies that keep our member agencies strong, vibrant and successful. I'm looking forward to connecting with you this week and wish you a successful and exciting Annual Meeting!

Kind Regards,

Tim Stewart 2018 IBTTA President Executive Director, E-470 Public Highway Authority, Aurora, CO



# WELCOME TO BALTIMORE!



#### **ABOUT OUR HOST**



Financed by toll revenue without relying on State tax dollars, the Maryland Transportation Authority (MDTA) was established in 1971 by the Maryland General Assembly to finance, construct, operate, preserve and improve the State's toll facilities, as well as to finance new

revenue-producing transportation projects. The MDTA's eight toll facilities – two turnpikes, two tunnels and four bridges – connect Maryland to life's opportunities.

The MDTA's revenues are separate from the State's General Fund and Transportation Trust Fund and are reinvested into our facilities to operate and maintain them. The MDTA's Trust Agreement, for the benefit of its bondholders, outlines how these funds may be used as the MDTA develops and finances transportation solutions for Maryland's citizens. For more than 45 years, the MDTA has provided Maryland's citizens and visitors with safe, secure, reliable and convenient transportation facilities. We are committed to preserving our vital infrastructure and to quality and excellence in customer service. We rely on our organization's values, traditions and – most importantly – our employees, to achieve these goals.

Learn more about the Maryland Transportation Authority at mdta.maryland.gov.

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# MEETING PLANNING GROUP

### **CO-CHIEF MEETING ORGANIZERS**



😂 Randy Brown RK&K

### TRACK TEAM LEADERS

Operations Track Kristen Johnson ITR Concession Company LLC

**Technology Track** 

Chris Body Kapsch TrafficCom

Trust & Accountability Track

Service Carson E-470 Public Highway Authority



**Cheryl Sparks** Maryland Transportation Authority

### **GROUP MEMBERS**

- Brent Baker, WSP USA
  Craig Bettmann, Cogensia, A CAC Group Company
  Josef Czako, Moving Forward Consulting
  Jeffrey Davis, Van Eperen
- 😂 Vickie Dewey, WSP USA

**Federico Di Gennaro,** AISCAT (Associazione Italiana Società Concessionarie Autostrade e Trafori)

James Edgerton, AgileAssets Inc.

Howard "Butch" Eley, DBi Services, LLC

James Ely, HNTB Corporation

- 😂 Brian Harms, Linebarger Law Firm
- Samuel Johnson, Transportation Corridor Agencies Frank McCartney, WSP USA
- Waseem Naqvi, Raytheon HTMS
  Francis O'Connor, Atkins N.A.
  Mary Jane O'Meara, HNTB Corporation
- Series Kevin Palmer, RS&H Fred Philipson, Cognizant Technology Solutions

Ken Philmus, Conduent

David Raines, RS&H

Marc Raymer, TransCore, LP

Rosa Rountree, Egis

Malika Seddi, ASFA (Association Professionnelle Autoroutes et Ouvrages à Péage)

Deb Sharpless, Maryland Transportation Authority

Jeff Shewmaker, Lindsay Transportation Solutions

Linda Spock, Spock Solutions, Inc.

**Emanuela Stocchi**, AISCAT (Associazione Italiana Società Concessionarie Autostrade e Trafori)

- Chris Swenson, WSP USA Chris Tomlinson, State Road & Tollway Authority
- Martin Tyson, Global Agility Solutions Ali Vaezi, Dewberry
- Seff Weiss, Gannett Fleming, Inc.
- Maggie Wilkins, Wilkins Strategies

# FAST FACTS

### **AUDIO/VISUAL PRODUCTION**

Sponsored by:

BADGES



Badges are required to gain entry into all sessions and events. In consideration of other attendees, please wear your name badge to all scheduled functions.

White: Delegate (Member) Orange: Delegate (Non-member) Blue: Companion/Guest

Green: Exhibitor Yellow<sup>.</sup> Media

#### **COFFEE CAFÉ**

During exhibit hours, enjoy espresso drinks and tea at Booth 300/302.



#### **CERTIFICATION MAINTENANCE (PE)**

IBTTA will forward a certificate of attendance to all professional engineers who sign the attendance form at the IBTTA Registration Desk.

#### **COMPETING EVENTS**

It is against IBTTA policy for other organizations to schedule events or meetings at any time during the program.

#### **CONSIDERATIONS**

During the meeting, please silence all cellular phones and take side conversations outside of the room.

#### DRESS

Business or business casual is encouraged for all sessions. Dress for other IBTTA events is noted next to the event description.

#### **INTERNET ACCESS**

Complimentary in-room wireless connection is included for all Marriott Rewards Members in the room rate at the Baltimore Marriott Waterfront. WiFi will be available throughout the conference space.

Sponsored by: 🕲 CUBIC.

Network Name<sup>-</sup> IBTTAAnnual WiFi Password: Cubic2018

#### LEADERSHIP ACADEMY DESIGNATION

This graduation "cap" symbol denotes Leadership Academy alumni.

#### **MEALS & EVENTS**

Badges are required to enter the Exhibit Hall and to attend all meals, events, tours associated with the Program. All meals and Evening Events are included in the Delegate, Guest and Speaker registration fees only.

#### **MEDIA**

Credentialed members of the media are permitted to attend sessions only and can be identified by yellow badges.

#### **MEETING APP**

Download the IBTTA Meetings app (available on the App Store, Google Play and Amazon Appstore) to view the program, session locations, speaker bios and photos, important notifications and more.



Scan this QR code with your smartphone to download the IBTTA Meetings app



#### MEMBER PUBLICATIONS AND COLLATERAL

All members of IBTTA are welcome to place their publications in the registration area. Please ask for Terri Lankford at the IBTTA Registration Desk for instructions.

#### **NEW MEMBERS & FIRST-TIME ATTENDEES**

First-time attendees will have an aquamarine ribbon attached to their badge. New members will have purple ribbons. Get to know your new colleagues and help introduce them to other IBTTA members.

#### PRESENTATIONS

PowerPoint presentations authorized for distribution will be available to all attendees following the meeting for four weeks from the time they've posted to the IBTTA website. After that, they will be available to IBTTA members only. www.IBTTA.org/pastevents

#### **RECORDING SESSIONS**

Personal recording of any session is strictly prohibited. IBTTA reserves the right to video and record sessions for purposes of ondemand viewing.

#### **RELAXATION STATION**

Enjoy a quick shoulder or foot massage in the Grand Ballroom Foyer. Sponsored by: **JACOBS** 

#### **ROOM DROPS**

No organization has been provided with an IBTTA rooming list and any gifts that are distributed to you will be coordinated through and delivered by the hotel.

#### SATISFACTION SURVEY

Please help IBTTA improve future meetings by completing the survey that will be emailed to you following the meeting.

#### "SPARK" STATION

Charge your technology and take a breather on the Fourth floor in the Harborside Ballroom Foyer.

Sponsored by: **HNTB**.

#### SPECIAL ACCOMMODATIONS

If you need special accommodations to fully participate in IBTTA events, please notify the staff at the IBTTA Registration Desk.

# HOURS & HOTEL INFORMATION

## **HOURS OF OPERATION**

#### REGISTRATION

The IBTTA Registration Desk is located in the **Convention Registration** on the third floor.

Sunday, October 14	8:00am — 6:00pm
Monday, October 15	7:00am — 5:00pm
Tuesday, October 16	7:00am — 5:30pm

#### **SPEAKER REHEARSALS & PRESENTATION DROP-OFF**

Cheryle Arnold, IBTTA Conference Production Manager, will be available in the **Harborside Ballroom** on the fourth floor, during the following hours to assist you with your presentation:

Sunday, October 14	9:00am – 4:00pm
Monday, October 15	6:00am – 5:00pm
Tuesday, October 16	6:00am – 4:00pm

#### **EXHIBITS**

The Exhibit Hall is in the **Grand Ballroom** on the third floor. Hours are as follows:

#### SUNDAY, OCTOBER 14

Set Up1:00p	m – 6:00pm
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#### MONDAY, OCTOBER 15

Breakfast	7:00am – 8:30am
Refreshment Break	10:30am – 11:00am
Lunch	12:30pm – 2:30pm
Reception with Exhibitors	5:00pm – 7:00pm

#### **TUESDAY, OCTOBER 16**

Breakfast	7:00am – 8:30am
Refreshment Break	10:00am – 10:30am
Lunch	Noon – 2:00pm
Refreshment Break	3:30pm – 4:00pm
Tear Down	4:00pm – 6:00pm

Please note: the Exhibit Hall is open throughout the conference for one-on-one meetings.



## **THIRD FLOOR LEVEL**



## **FOURTH FLOOR LEVEL**



# IBTTA BOARD OF DIRECTORS

### **EXECUTIVE COMMITTEE**



President Tim Stewart E-470 Public Highway Authority



First Vice President Christopher Tomlinson State Road and Tollway Authority



Second Vice President Samuel Johnson Transportation Corridor Agencies



International Vice President Klaus Schierhackl *ASFINAG* 







Executive Director & CEO Patrick Jones International Bridge, Tunnel & Turnpike Association (IBTTA)



### DIRECTORS

Nic Barr ITR Concession Company LLC

Randy Cole Ohio Turnpike and Infrastructure Commission

Mark Compton Pennsylvania Turnpike Commission

Cedrick Fulton MTA Bridges and Tunnels

Diane Gutierrez-Scaccetti State of New Jersey Department of Transportation

Bill Halkias HELLASTRON (Hellenic Association of Toll Roads Network)

John Lawson Virginia Department of Transportation

Beau Memory North Carolina Department of Transportation, Turnpike Authority

Julià Monsó *Cintra*  Mark Muriello The Port Authority of New York & New Jersey

Julián Núñez SEOPAN

Kathryn O'Connor Rhode Island Turnpike and Bridge Authority

Malika Seddi Association Professionnelle Autoroutes et Ouvrages à Péage (ASFA)

Benton Tempas Northwest Parkway LLC

Juan Toledo Miami-Dade Expressway Authority

Gary Trietsch Harris County Toll Road Authority

Bruce Van Note Maine Turnpike Authority

Joseph Waggoner Tampa-Hillsborough Expressway Authority

# HONORARY MEMBERS

#### 2018 HONORARY MEMBERS



### Earl J. "Buddy" Croft III

Earl J. "Buddy" Croft III is the Executive Director for the Rhode Island Turnpike and Bridge Authority where he is responsible for the day-to-day operation of the Rhode Island Turnpike and Bridge Authority, including the direct supervision approximately 125 staff members and an operating budget of approximately \$34,000,000. He has held this position since 2006. Previously he was the Chief of Staff Rhode Island Family Court, where he was responsible for supervision of approximately 150 employees, as well as overseeing a budget, personnel, public relations, grant funding

and administrative matters of Court. He also served as the Drug Court and Truancy Court Coordinator and the Director of Intergovernmental Relations. Buddy serves on the Executive Board of the E-ZPass Interagency Group and served as President of IBTTA in 2016. Buddy served previously as the Vice Chairman for the National Association of Drug Court Professionals (NADCP) and the Chair, Fundraising/Development Committee for NADCP. He holds a BA in Political Science from Providence College. Buddy has four children, ten grandchildren and resides in Rhode Island with his wife, Shelly.



#### Jean Mesqui

Jean Mesqui was elected President of the French Road Union (URF) on April 11, 2018. From 2001-2018, he served as the Executive Director of ASFA (Association des Sociétés Françaises d'Autoroutes et d'Ouvrages à Péage/Association of French toll road operators). Jean also served as the President of ASECAP (European Organization gathering the toll road operators) and as Chairman of ERTICO – ITS Europe, the organization representing the interests and expertise of 100 partners, private or public, involved in providing Intelligent transport systems and services. He served many years

as a board member of IBTTA. When Jean first entered the tolling industry, he was the Executive Director of SAPN (French concessionaire company/Société des Autoroutes Paris–Normandie). In 1997, he became a member of the Board, Chairman and Chief Executive Officer. Earlier in his career, he held several positions within the Ministry of Equipment and Transportation. His roles included road design in the National Office for Road Planning; Director of Public Urban Motorways; Director of Public Investments; Road Directorate, Ministry of Public Works and Transportation and was Member of the Cabinet of the Minister of Public Works and Transportation.

### **HONORARY MEMBERS**

Michael C. Ascher Anthony J. Barber José Manuel Basañez Stanley J. Britton James Brookshire Paul Burnette Susan A. Buse Lisa C. Callahan Carney J. Campion Jose Luis Ceron Oliver K. Compton Jr. Santiago Corral James A. Crawford Ronald Cunningham Henri Cvna Robert L. Davis Ronald J. Delaney Antonio Diez de Rivera John T. Driscoll

JJ Eden James L. Ely Alain Estiot Robert J. Farrell Luis Ferreiro Jack Finn William J. Flanagan R. D. Fogo E. R. Foley Daniel W. Greenbaum Roger Ginocchi Jordi Graells James Griffin John J. Hassett Mike Heiligenstein Robert G. Horr III Frank A. Howe Allan V. Johnson Roy G. Lancaster

Vince Leonetti Lawrence J. Lewis Dale W. Luehring Burt H. Marshall Jorge Masiá Mas-Bagá Stephen F. Mayer Frank G. McCartney John McCuskey William J. Miller Jr. Jean Millier Kodo Ogata Mary Jane O'Meara K. C. Pearson Ken Philmus D. Rafael del Pino y Moreno Jean-François Poupinel Howard M. Reily Edward Regan Vito Rocco

Javier Rodriguez Lawrence A. Rubin W. A. Rusch Franco Schepis **Neil Schuster** Gordon Slaney Steven Snider Charles H. Taylor Mary E. Turkington Paul E. Violette Russell I. Wilcox Kary H. Witt John R. Woodruff Harold W. Worrall Norman H. Wuestefeld George P. Zilocchi Bruce Zimmerman

# TOLL EXCELLENCE AWARDS



# AND THE WINNERS ARE...

Monday, October 15, 2018 2:30pm – 3:45pm *Harborside Ballroom* 

### **ADMINISTRATION & FINANCE**

AGENCYE-470 Public Highway AuthorityPROJECTColorado Senate Bill 90: Temporary License Plate Legislation



This program improved the overall effectiveness of Colorado's temporary license plates by introducing a standardized tag design, specifications for tag placement on the vehicle, and a database for vehicle owner identification. The legislative effort, initiated by E-470 in 2012, earned the support of several Colorado government agencies, auto dealers, county clerks, and law enforcement.

The legislative effort and subsequent collaboration with the Colorado Department of Revenue will help reduce lost revenue and improve safety for law enforcement officers. The project demonstrated how a local toll authority could partner with several state agencies, state and local law enforcement, statewide local governments (64 county clerks), and private businesses to support legislation aimed at streamlining business processes for all key stakeholders. Through a one-time grant, E-470 was able to spare taxpayers the cost of implementing the project.

### **CUSTOMER SERVICE & MARKETING OUTREACH**

AGENCY Halifax Harbour Bridges PROJECT Big Lift Communications and Engagement Plan

Halifax Harbour Bridges is a provincial Crown corporation that manages and operates the Macdonald and MacKay Bridges in Halifax, Nova Scotia. The two tolled suspension bridges join Halifax and Dartmouth, with combined annual crossings of approximately 33 million. The Macdonald Bridge accounts for approximately 40 percent of the region's daily commuter traffic, and its sidewalk and bike lane provide the only active transportation route across the Halifax Harbour.

The Big Lift was HHB's largest capital project since the MacKay Bridge opened in 1970, extending the life of the Macdonald Bridge by at least 75 years and reducing maintenance costs. Construction began in March 2015 and concludes in 2018.

The Macdonald Bridge was operating safely after 63 years in service, but the deck was wearing out. The Big Lift replaced the infrastructure on the suspended spans of the bridge including the road deck, floor beams, stiffening trusses and suspender ropes on the suspended spans of the Macdonald Bridge. The \$205-million project budget was covered by a provincial government loan that will be repaid entirely with toll revenue.

To manage a unique, tremendously complex, and disruptive project, HHB orchestrated the removal and replacement of 46 deck segments while keeping the bridge open to traffic most of the time. The work was completed with overnight and weekend bridge closures over a two-year period. It was only the second time in the world that suspended spans of a suspension bridge have been replaced while keeping the facility in operation.

The HHB communications team of two developed a comprehensive strategy to educate and engage all stakeholders. The communications motto of the project was to "show don't tell" by sharing stories, videos and photos so people could understand the engineering wonder that this was and to communicate early and often the reality of the project: it would be disruptive but necessary to extend the life of the bridge. A final survey to see if the objectives were accomplished will be completed in the latter part of 2018. The overall sentiment from the community is that the project wasn't as disruptive as initially anticipated and that it was a fascinating project to watch unfold.

Congratulations to the 2018 Toll Excellence Award winners! Join us as we present awards to the winners in each of the six Toll Excellence Award categories including the Private Sector Innovation Award, which recognizes the contributions made by the private sector in support of the tolling industry. The prestigious President's Award for Excellence will remain under wraps until the Closing Banquet. Congratulations to all the winners representing these extraordinary projects.

### SOCIAL RESPONSIBILITY

AGENCYVirginia Department of TransportationPROJECTToll Relief: Reinventing Equity in Mobility

the equivalent to as much as a 57 percent reduction in tolls.

Toll Relief, the first program of its kind in the United States, provides meaningful financial relief to qualified residents who travel the Elizabeth River Tunnels in Virginia eight times or more a month and have a personal, annual income of \$30,000 or less. The relief is

Transportation equity for those most in need has always been a challenge. With the Commonwealth planning more tolling projects, the Virginia Department of Transportation (VDOT) committed to build public awareness of the role tolling plays in delivering funding for much-needed highway improvements, while simultaneously ensuring equity for individuals in lower socio-economic brackets.

In addition to implementing an aggressive outreach program to educate the public around the need for and benefits of tolling projects, VDOT introduced Toll Relief to assist citizens facing the biggest financial impacts from tolls. In October 2016, Governor Terry McAuliffe announced that Norfolk and Portsmouth residents would receive help paying tolls on the Elizabeth River Tunnels through a new Toll Relief program. The operators of the Elizabeth River Tunnels are contributing \$5.5 million over 10 years to help offset the cost of tolls on those individuals most financially stressed. The agreement is part of a broader deal to reduce the financial impact of major construction improvements for motorists in Hampton Roads.

In its first year in 2017, Toll Relief delivered \$458,000 in financial relief to 2,094 residents. Enrollment for 2018 is over 3,000.

### TECHNOLOGY

AGENCY North Carolina Turnpike Authority PROJECT Customer Value and Interoperability through Tri-Protocol Reader Technology

In September 2017, the North Carolina Turnpike Authority (NCTA) became the first tolling agency in the United States to read all three transponder protocols being considered for national interoperability in a tolling environment. The NCTA successfully replaced its legacy reader technology on 80 lanes of the Triangle Expressway with tri-protocol reader technology.

The new reader equipment was installed without stopping traffic or interrupting toll collection activities and with minimal impact on NC Quick Pass customers. In addition to directly supporting the drive for nationwide interoperability of electronic toll collection systems, the project allowed NCTA to offer customers NC Quick Pass sticker transponders for free for the first time. NCTA also permanently reduced the cost of the E-ZPass interoperable transponders for its customers, while still supporting all previously purchased transponders.





# TOLL EXCELLENCE AWARDS

### **TOLL OPERATIONS, ENGINEERING & MAINTENANCE**

AGENCYFlorida's Turnpike EnterprisePROJECTSupplemental Lane Analysis and Monitoring (SLAM)

One of the primary risks of converting to an All-Electronic Tolling (AET) system is the loss of revenue. If the technology system that supports the toll collection system in any way fails to perform at peak levels, it may prevent a toll agency from collecting all revenues due from its customers. In other words, problems on the front end of the system can cause collection problems in the back office. Traditional maintenance monitoring teams focus on detecting hard failures or severe degradation. The Supplemental Lane Analysis and Monitoring (SLAM) Team, by contrast, focuses on more subtle performance degradation that might otherwise go undetected. Such degraded performance causes revenue leakage that accumulates over time.

To accomplish this mission, SLAM is composed of a multi-disciplinary staff with experience in maintenance, lane and back office engineering, and finance. The team defined a set of performance metrics that could be derived from transaction and back office data, then set up means to collect, summarize and monitor the data via reports and dashboards. A regular schedule was established for daily monitoring and weekly trend analysis. Hard failure issues that are found are immediately forwarded to front-line maintenance teams. More subtle design-level issues or performance improvement opportunities are logged and investigated over time with assistance from appropriate outside parties, such as lane vendors and back office software architects. Design issues are tracked until the desired changes are fully implemented and deployed to production.

The results of the SLAM Program have been outstanding. The Turnpike estimates that the team efforts have resulted in over \$10 million in collected revenues and operational cost savings per year over the past three years, for a total savings more than \$30M. This has been accomplished through a combination of detecting degraded equipment, lane system improvements, and video toll processing software and workflow improvements. SLAM's application of system performance metrics monitoring in a coordinated and documented way is innovative and has improved the bottom-line for Florida's Turnpike.

### PRIVATE SECTOR INNOVATION

AGENCY emovis PROJECT New Mersey Gateway Bridge

The New Mersey Gateway Bridge is an innovative response to a seemingly impossible situation faced by many local transport authorities around the world. Congestion on the aging local bridge had reached dangerous levels, with traffic volumes that risked community access to essential services on either side of the River Mersey. With no government funding available, the community knew it would never have the funds to complete the project unassisted.

The Silver Jubilee Bridge over the River Mersey, built in 1961, constitutes a vital link for the residents of the Halton borough. Fifty-five years later, the bridge was approaching 10 times its intended traffic capacity, with daily peaks of up to 85,000 users in late 2017.

The community wanted a second bridge across the River Mersey. But funding from the national government was denied due to scarce public funding resources. With the responsibility pushed back to the borough council, it fell to a community of 125,000, with an annual budget of just over \$130 million, to fund a \$800 billion infrastructure project.

To get the mobility it needed, the community accepted tolling on the existing bridge as well as the new one, after traffic modeling indicated that revenue from the new structure alone would not cover capital and operating costs. Given a choice between tolling both bridges or having no new bridge at all, the borough council overwhelmingly supported the project, as did local businesses and most residents.

Halton needed an experienced toll service provider that could capture and channel the community's vision. emovis met that challenge with an innovative tolling solution that earned community support, while delivering the revenues the borough needed to meet its contractual obligations.





# **KEYNOTE SPEAKER**

Monday, October 15, 2018 9:30am - 10:30am Harborside Ballroom



### **DARBY ALLEN** Fire Chief (Ret.)

The 2016 Alberta wildfire was the costliest disaster in Canadian history – destroying 2,400 buildings and homes and displacing the entire community of Fort McMurray. And through it all was Fire Chief Darby Allen. A figure of stability to his community, a reliable source of information to the press, and a humble leader, Chief Allen became the human face of both incredible tragedy and courage. With Allen's leadership, Fort McMurray was successfully evacuated - and the fire claimed zero lives. How did he maintain composure in life-or-death circumstances? What is it like to endure, and overcome, a disaster of such magnitude in one's own backyard?

A native of Birmingham, England, Darby Allen worked as a firefighter for the Hampshire Fire Brigade before emigrating to Canada in 1990. He began work as a firefighter with the Calgary Fire Department in 1992, progressing to the role of Training Officer and then to Assistant Deputy Chief of Operations. He joined the Fort McMurray Fire Service in 2009, where he became Regional Fire Chief in 2013.

Sponsored by: **AECOM** Imagine it. Delivered.

# EVENING EVENTS

### NETWORKING RECEPTION WITH EXHIBITORS

Monday, October 15, 2018 5:00pm – 7:00pm Included in registration fees *Grand Ballroom* 



The reception in the exhibit hall takes place Monday evening following the sessions. This is a perfect opportunity to wander through the exhibit hall without having to run off to your next session.

Spend some dedicated time learning about the latest products and services, reconnecting with product and service suppliers and an introduction to lots of new companies who have ideas for improving your business.

Sponsored by:  $\diamond \text{ETC}$ 

## **CLOSING BANQUET & SILENT AUCTION**

Tuesday, October 16, 2018 6:30pm – 10:00pm Included in Delegate, Speaker and Guest registration fees Dress: BLACK-TIE OPTIONAL



#### Harborside Ballroom

Many of our members miss the days of long gowns and tuxedos. Others prefer to be a bit more casual. But since everyone wants to have fun on the last night of the Annual Meeting, we're going "Black-Tie optional." On top of that, there will also be a silent auction to benefit the IBTTA Foundation. So, we'll eat well, have a few awards, some short speeches and hear the results of the silent auction. Since there is NO programming on Wednesday morning, come to the dinner, enjoy your last night with friends and colleagues and sleep in a bit before heading back to your office with lots of new ideas and renewed energy!

# 

## SILENT AUCTION SUPPORT THE IBTTA FOUNDATION

Tuesday, October 16, 2018 6:30pm – 10:00pm (Black-tie optional)

#### Harborside Ballroom

Come to the Harborside Foyer on the Fourth floor to peruse all of the exciting auction items. Bidding is available throughout the meeting but will close at 7:00pm on Tuesday when we head into the banquet for dinner. And keep checking on your items – the Foundation is trying to raise \$15,000 to support its initiatives which include the Leadership Academy, an annual community service project, an undergraduate scholarship program, a veterans' program and various research projects.



## www.IBTTA.org/foundation



## SCHOLARSHIP RECIPIENTS

Monday, October 15, 2018 8:30am – 9:30 am Harborside Ballroom

Congratulations to the 2018 IBTTA Foundation scholarship recipients! The IBTTA Foundation believes in investing in young people to foster growth and innovation in the transportation industry for generations to come. Lyndon and Jenson will each receive a \$5,000 scholarship to help pay for their undergraduate studies. The IBTTA Foundation Scholarship is for students pursuing degrees in engineering, urban and regional planning, construction management, public administration and other transportation-related fields.



### LYNDON CHANG

Public Policy & Administration, May 2019 University of Southern California Los Angeles, CA



#### **JENSON DRAPER**

Engineering, May 2020 University of Minnesota Minneapolis, MN



## NEW THIS YEAR IBTTA MERCHANDISE AND A RAFFLE

Convention Registration, Third Floor

At the registration area we've got two new offerings for 2018! We'll be selling raffle tickets to win an IBTTA Annual Technology Summit Orlando package (registration, hotel and spa) worth over \$1,500. The raffle is connected to the Silent Auction and benefits the IBTTA Foundation.

We'll also have IBTTA coffee mugs for sale – every office should have at least one!

**IBTTA** 

# OPENING EVENT

### **OPENING EVENT AT RAVENS STADIUM**

Sunday, October 14, 2018 6:00pm - 10:00pm Included in Delegate, Speaker and Guest registration fees **Dress: Casual** 

Sponsored by:



- Advance registration is required.
- Buses will load from the hotel lobby entrance at 5:45pm.
- Buses will depart Ravens Stadium every 15 minutes from 7:00pm 10:15pm.

While the Ravens are away, IBTTA will play! Join your colleagues and friends at the Baltimore Ravens Stadium for some away game fun. Enjoy city and waterfront views from the Club Level or take your food and drink out in the seats for views of the field. As part of our special opening night festivities at M&T Bank Stadium, MDTA will debut a number of Connected and Automated Vehicle (CAV) demonstrations. The future of transportation is evolving guickly and Maryland is proud to support these advancements. Attendees will have a unique opportunity to see several demonstrations showcasing new mobility technologies designed to enhance safety, mobility and convenience.



### MARYLAND IS CONNECTED & AUTOMATED! ENJOY THREE TECHNOLOGY DEMOS!



STEER Tech has created the first fully autonomous parking technology to transform everyday cars into driverless vehicles that self-park in designated lots. A demonstration project is under development at BWI Thurgood Marshall Airport.



The Maryland Transportation Authority Police (MDTAP) Collision Reconstruction Unit (CRU)

responds to any motor vehicle collision resulting in serious physical injury and/or death. A Small Unmanned Aircraft System (sUAS) or "Drone" is used for efficient traffic management. MDTAP will display the sUAS' ability to document evidence through the use of 3D mapping and surveying technologies.



The world's first co-created, self-driving vehicle. Come see Olli in action in the parking lot at Ravens Stadium.



Demonstrations presented by:

### \* ALL DEMONSTRATIONS ARE DEPENDENT ON THE WEATHER \*

# LEADERSHIP ACADEMY



Congratulations to the graduates of the 2018 class of the IBTTA Leadership Academy's Executive Development Program who attended the intensive week-long program February 11-16, 2018, in Washington, DC. In its eleventh year, this annual course is a Leadership Workshop and covers topics such as Partnering for Better Results, The Business of Tolling, Visioning the Future for Transportation, Managing a Work-life Balance and an Executive Director Roundtable. The Leadership Academy is funded by tuition and contributions to the IBTTA Foundation.



Leadership Academy Class of 2018 – Row 1 (left to right): Olumide Adeyinka, Usha Elyatamby, Casey Self, Sheri Murphy, Anna Salvagin, Carleen Flynn, Rachel Hiatt, Amy Lettelleir; Row 2 (left to right): Derek Slack, Jason Weber, Joni Seymour, Dee Anne Heath, Myneca Ojo, Christina Kopp, Jeffrey Roberta, Scott Rundell, Saad Shbaklo, Naldo Gonzalez, Daniel Kompare, David Schellinger, Andrew Pierce, Charles Fausti; Row 3 (left to right): Tim McGuckin, Tyler Patterson, Nathan West, Jeremy Boswell, Waseem Naqvi, Christopher Pumilia, Darius Eshragh, Rick Carrier, Jim Macrae, Daniel Skiffington, Christopher Body; Not Pictured: Leduina Petrone

# **APPLY FOR THE CLASS OF 2019 BY NOVEMBER 5, 2018!**

This intensive week-long course is designed for mid- to senior-level executives of toll operators and associated businesses who are in or preparing to assume significant new leadership responsibilities in their organization.

Through this course, you will...

- Broaden your perspective from a single functional area to the full range of executive responsibilities.
- Develop a complete picture of the multifaceted business of tolling.
- Hone your communications and interpersonal skills.
- Establish a lifelong network of peers in the tolling industry and business organizations around the world.

Details and an online application for the class of 2019 are available now at **IBTTA.org/leadershipacademy**. The deadline to apply for admission is November 5, 2018. The Program will be held in Washington, DC, February 10-15, 2019.

# PROGRAM AGENDA

### **PRE-ANNUAL MEETING EVENTS**

### FRIDAY, OCTOBER 12

10:00am – 2:00pm Executive Committee Meeting Boardroom, Third Floor (by invitation)

#### 1:30pm - 5:00pm

Platinum Sponsors Advisory Council Laurel A/B, Fourth Floor (by invitation)

### SATURDAY, OCTOBER 13

8:00am – 5:00pm Board of Directors & Committee Meetings *Waterview, Lobby Level* 

1:00pm – 5:00pm Leadership Academy – Strategic Development Workshop *The Raven, Lobby Level* 

FACILITATORS: Dr. Barbara Gannon, Principal, GannonConsult, Gloucester, MA; Maggie Wilkins, President, Wilkins Strategies; and Lauren Hakos, Training and Development Manager, Ohio Turnpike and Infrastructure Commission

#### 7:00pm

Board, Past Presidents, Honorary Members and Host Dinner (by invitation)



## 86<sup>TH</sup> ANNUAL MEETING & EXHIBITION

### SUNDAY, OCTOBER 14

8:00am – 6:00pm REGISTRATION Convention Registration, Third Floor Badges are required for all tours and roundtables.

### 8:30am – Noon CONCURRENT TECHNICAL TOURS

Meet in lobby at 8:15am

- Chesapeake Bay Bridge
- Ft. McHenry Tunnel and MDTA Opesol DOUT nter

10:00am – Noon CAV WORKING GROUP Essex, Fouth Floor

FACILITATOR: C Lev Pinelis, P.E., Director, Tolling Operations & Innovation, Transurban, Alexandria, VA

Noon – 2:00pm EXECUTIVES ROUNDTABLE *Atlantic, Third Floor* (by invitation)

MODERATOR: Tim Stewart, Executive Director, E-470 Public Highway Authority and President, IBTTA, Aurora, CO

1:00pm – 6:00pm EXHIBIT SET UP Grand Ballroom

#### 2:00pm – 4:00pm PROCUREMENT, CONTRACTING & CREATIVE COMPETITION ROUNDTABLE Waterview, Lobby Level

PANELISTS: Christopher Tomlinson, Executive Director, State Road & Tollway, Atlanta, GA; Tracy Marks, President, TransCore, Nashville, TN and Priya Jain, Senior Vice President, Business Development & Strategy, Atkins N.A., New York, NY

#### 2:00pm – 4:00pm COMMUNICATIONS/MARKETING MINI-WORKSHOP *Essex, Fourth Floor*

FACILITATOR: Cheryl Sparks, Communications Director, Maryland Transportation Authority, Baltimore, MD and Lydia Steinberg, Associate Vice President, Director, External Communications, HNTB Corporation, Kansas City, MO

#### 3:30pm - 4:30pm WELCOME RECEPTION FOR NEW MEMBERS & FIRST-TIME ATTENDEES The Raven, Lobby Level

#### 6:00pm - 10:00pm **OPENING EVENT** Ravens Stadium

(see page 16 for details)



### **MONDAY, OCTOBER 15**

6:00am - 7:00am SUNRISE WALK (meet in lobby)

7:00am - 5:00pm REGISTRATION Convention Registration, Third Floor

7:00am - 8:30am BREAKFAST WITH EXHIBITORS Grand Ballroom



#### 8:30am – 10:30am

GENERAL SESSION

Harborside Ballroom

#### 8:30am - 9:30am WELCOMING REMARKS

Patrick Jones, Executive Director & CEO, IBTTA, Washington, DC

Tim Stewart, Executive Director, E-470 Public Highway Authority and President, IBTTA, Aurora, CO

Kevin Reigrut, Executive Director, Maryland Transportation Authority, Baltimore, MD

Pete Rahn, Secretary, Maryland Department of Transportation and Chairman, Maryland Transportation Authority, Baltimore, MD (via video message)

Bill Halkias, P.E., President, HELLASTRON and President, ASECAP, Athens, Greece

#### IBTTA FOUNDATION SCHOLARSHIP PRESENTATION

Phil Miller, P.E., Chair, IBTTA Foundation and Vice President, AECOM, Orlando, FL (see scholarship winners on page 15)

#### 9:30am - 10:30am **KEYNOTE SPEAKER**

Darby Allen, Fire Chief (Ret.) (see page 13 for details)

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### WELCOMING REMARKS

10:30am

The Honorable Catherine Pugh, Mayor, Baltimore City, Baltimore, MD

10:30am - 11:00am REFRESHMENT BREAK WITH EXHIBITORS Grand Ballroom Sponsored by: Kimley »Horn

#### 11:00am – 12:30pm

GENERAL SESSION

### THE POWER OF COLLABORATION WITH AND WITHIN DOTS

Harborside Ballroom

This session will provide clear insight into how the Maryland Department of Transportation (MDOT), the umbrella agency for six transportation agencies, is tearing down the silos to create a unified OneMDOT culture. Maryland's top transportation officials will discuss how these new powerful relationships are helping them charge forward. For Maryland, this has been uncharted territory. For you, this is a not-to-be-missed session.

MODERATOR: James Ports, Jr., Deputy Secretary for Operations, Maryland Department of Transportation, Baltimore, MD

Kevin Reigrut, Executive Director, Maryland Transportation Authority, Baltimore, MD

Ricky Smith, Executive Director, MDOT, Maryland Aviation Administration, BWI Airport, MD

David Thomas, Deputy Executive Director, MDOT, Maryland Port Administration, Baltimore, MD

Greg Slater, Administrator, MDOT, State Highway Administration, Baltimore, MD

Kevin Quinn, Jr., Administrator, MDOT, Maryland Transit Administration, Baltimore, MD

Christine Nizer, Administrator, MDOT, Motor Vehicle Administration, Baltimore, MD

12:30pm – 2:30pm LUNCH WITH EXHIBITORS Grand Ballroom

# PROGRAM AGENDA

#### 2:30pm – 3:45pm

#### GENERAL SESSION

#### TOLL EXCELLENCE AWARDS – PROJECTS REVEALED Harborside Ballroom

During this session, we will hear overviews about each of these award-winning projects. One of these projects will win the President's Award which will be announced at the Closing Banquet on Tuesday evening.

MODERATOR: David Machamer, Assistant Executive Director, PIKEPASS and Toll Operations, Oklahoma Turnpike Authority, Oklahoma City, OK

#### **ADMINISTRATION & FINANCE**

# Winning Project: Colorado Senate Bill 90: Temporary License Plate Legislation

Services Carson, Manager of Communications & Tollway Services, E-470 Public Highway Authority, Aurora, CO and The Honorable Heidi Williams, Mayor for the City of Thornton, Chair of the E-470 Public Highway Authority Board of Directors, Aurora, CO

#### **CUSTOMER SERVICE & MARKETING OUTREACH**

Winning Project: Big Lift Communications and Engagement Plan

Alison MacDonald, Communications Manager, Halifax Harbour Bridges, Dartmouth, Nova Scotia, Canada

#### SOCIAL RESPONSIBILITY

Winning Project: Toll Relief: Reinventing Equity in Mobility Shannon Marshall, APR, Communications Director, Virginia Department of Transportation, Richmond, VA and Grindley Johnson, Deputy Secretary of Administration, Commonwealth of Virginia, Richmond, VA

#### TECHNOLOGY

#### Winning Project: Customer Value and Interoperability Through Tri-Protocol Reader Technology Beau Memory, Executive Director, North Carolina Turnpike Authority, Raleigh, NC

TOLL OPERATIONS, ENGINEERING & MAINTENANCE

#### Winning Project: Supplemental Lane Analysis and Monitoring (SLAM)

William Wood, Deputy Director, Toll Systems Facilities & Equipment, Florida's Turnpike Enterprise, Ocoee, FL

#### PRIVATE SECTOR INNOVATION

#### Winning Project: New Mersey Gateway Bridge Mahrokh Arefi, CEO (U.S.), emovis, Westbury, NY and Benoît Rossi, Head of Marketing & Communication, emovis, Paris, France

Background photo: ©2009\_Ray Studios and Visit Baltimore

#### 3:45pm – 5:00pm

#### GENERAL SESSION

#### HOT TOPICS IN THE FUTURE OF MOBILITY Harborside Ballroom

Have you grown tired of the debate about who pays for infrastructure? So have we! Often lost in the debate is *why* we need to invest, what the *benefits* will be and what we *sacrifice* by failing to invest. The experts in this panel will explode the myths and phony controversies about who should pay and focus instead on *why* we need to pay.

MODERATOR: Howard "Butch" Eley, Chief Growth Officer, DBi Services, LLC, Brentwood, TN

DJ Gribbin, Founder, Madrus, Leesburg, VA

**Robert Poole,** Director of Transportation Policy, Reason Foundation, Plantation, FL

**Joseph Kane**, Senior Research Associate & Associate Fellow, Metropolitan Policy Program, The Brookings Institution, Washington, DC

**NOTE:** Following this session, Bob Poole will be signing his new book, *"Rethinking America's Highways: A 21st Century Vision for Better Infrastructure"* 

#### 5:00pm – 7:00pm NETWORKING RECEPTION WITH EXHIBITORS Grand Ballroom

#### **Special Features:**

FLYING DOG CRAFT BEER AND SAGAMORE SPIRIT WHISKY TASTING OYSTER SHUCKING AND OYSTER SHOTS

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7:00pm OPEN EVENING

### **TUESDAY, OCTOBER 16**

6:00am – 7:00am SUNRISE WALK (meet in lobby)

7:00am – 5:30pm REGISTRATION Convention Registration, Third Floor

7:00am – 8:30am BREAKFAST WITH EXHIBITORS Grand Ballroom

#### 8:30am – 10:00am

#### GENERAL SESSION

#### IBTTA BUSINESS MEETING Harborside Ballroom

#### Call to Order

Tim Stewart, IBTTA President and Executive Director, E-470 Public Highway Authority, Aurora, CO

#### **Financial Report**

George Zilocchi, CPA, Finance Chair and Consultant, HNTB Corporation, Little Ferry, NJ

#### Election of Officers & Board Members

Emanuela Stocchi, Director of International Affairs. AISCAT and IBTTA Immediate Past President, Rome, Italy

#### CEO Report

Patrick Jones, Executive Director & CEO, IBTTA. Washington, DC

#### HONORARY MEMBER AWARDS CEREMONY

Patrick Jones, Executive Director & CEO, IBTTA, Washington, DC (see page 9 for bios)

#### PREVIEW OF THE 2019 ANNUAL MEETING IN HALIFAX. NOVA SCOTIA, CANADA

Alison MacDonald, Communications Manager, Halifax Harbour Bridges, Nova Scotia, Canada

#### VETERANS' EMPLOYMENT AND TRAINING PROGRAMS

Mark Toal, National Veterans' Employment Manager, U.S. Department of Labor, Washington, DC

#### 10:00am - 10:30am REFRESHMENT BREAK WITH EXHIBITORS Grand Ballroom

Sponsored by: \_=Transurban

#### Three concurrent tracks run throughout the day.

10:30am – Noon BREAKOUT SESSIONS

#### **TRUST & ACCOUNTABILITY TRACK**

Essex

#### DOTs. Toll Authorities and Concessionaires – How Do We Co-Exist to Provide the Best Infrastructure for Our **Customers?**

In an era of scarce government resources, many will focus on just the revenue generating potential of tolling and privatization. But what happens to providing the best service and facility operations possible? What about the customer? With a goal of efficiency, trust and accountability, come hear how we "dance" with these partners that may not know the same steps (and not look like fools!).

MODERATOR: Tim Stewart, Executive Director, E-470 Public Highway Authority and President, IBTTA, Aurora, CO

#### DOT and Tollroads: A Match Made in Heavan or a Shotgun Wedding?

Diane Gutierrez-Scaccetti, Commissioner, State of New Jersey Department of Transportation, Trenton, NJ

#### Walking the Fine Line – How to Reconcile Social Equity, Sustainable Revenues & Customer Respect Mahrokh Arefi, CEO (U.S.), emovis, Westbury, NY

Cooperation, Coexistence and Competition: Lessons from Other Industries

Matthew Schiemer, P.E., Vice President, Gannett Fleming, Inc., Austin, TX

#### **TECHNOLOGY TRACK**

Harborside Ballroom

#### CAV – The Current State of Play and What's Next?

Connected and Autonomous Vehicles (CAV) are moving from "an interesting idea" to actual deployment of fleets in select cities. This emerging global-scale "disruption" will significantly transform mobility for both people and goods and will have an impact on the design, operation and maintenance of our toll facilities. This session will explore this new frontier and dive into its implications for our facilities and how agencies are preparing for this transformation

MODERATOR: Randy Cole, Executive Director, Ohio Turnpike and Infrastructure Commission, Berea, OH

#### Operating Toll Facilities in a Connected and Autonomous Vehicle (CAV) World, Are We Prepared?

John O'Neill III, Chief Operating Officer, Maryland Transportation Authority, Baltimore, MD

The Impact of Cooperative ITS Services on Mobility – The Brennero Motorway Experience

Ilaria De Biasi, Responsible for European Projects, Autostrada del Brennero SpA, Trento, Italy

#### Self-Driving Cars are Right Around the Corner – How Prepared are YOU?

Wes Guckert, President & CEO, The Traffic Group, Inc., Baltimore, MD

Connecting the Connectors: Automakers, Road Operators, Technology Providers, Wireless Operators – All Together Now! Solution Strategy Constraints (Constraint) Strategy Constraints (Constraint) Strategy Constraints (Constraint) Strategy Constraint) Strategy Constraints (Constraint) Strategy Constraints (Constraints (Const Corporation, Alexandria, VA

# PROGRAM AGENDA

#### **OPERATIONS TRACK**

#### Laurel

#### **Best Practices in Safety & Security**

Safety and security are important topics faced every day in our industry. This panel will discuss how to ensure the safety and security of your customers and their personal information, your roads and roadway assets, your employees and contractors, how to implement, revise and/or update a disaster recovery plan in this environment of rapid change, how to partner with first responders and third parties to achieve this and how to communicate your safety and security strategy to your customers, stakeholders and board members.

MODERATOR: David Machamer, Assistant Executive Director, PIKEPASS and Toll Operations, Oklahoma Turnpike Authority, Oklahoma City, OK

Securing Your Information Assets – Best Practices Fred Philipson, Director, Toll Systems and Services, Cognizant Technology Solutions, Cedar Park, TX

#### Safety - Establishing a Core Value

**Craig Shuey,** Chief Operating Officer, Pennsylvania Turnpike Commission, Harrisburg, PA

Ways Safety Service Patrol (SSP) Sponsorship Can Improve Safety

**Sam McClain**, Vice President of Sponsorship, Travelers Marketing, Boston, MA

#### Express Lanes Automated Access Control to Improve Incident Management and Overall Performance

Marie-Claude Séguin, Vice President, Versilis, Inc., Laval, Quebec, Canada

Noon – 2:00pm LUNCH WITH EXHIBITORS Grand Ballroom

2:00pm – 3:30pm

BREAKOUT SESSIONS

#### **TRUST & ACCOUNTABILITY TRACK**

#### Essex

# Communicating with Key Stakeholders so that Nothing is Lost in Translation

Communicating the concept of user-financed transportation in the face of conflicting opinions can lead to muddled messaging. This session will explore real world examples of successful communications campaigns on concepts that respond effectively to the information needs of key stakeholders such as vendors, business partners, board members, elected officials, the media and customers. MODERATOR: Emanuela Stocchi, Director of International Affairs, AISCAT, Rome, Italy

#### Communicating the Benefits of Innovative Technology

Sue Chrzan, Director of Public Affairs & Communications, Tampa-Hillsborough Expressway Authority, Tampa, FL

# How Communications and Engagement Can Create Value for Projects, Stakeholders and Customers

**Pierce Coffee,** Vice President, Customer Experience & Operations, Transurban, Alexandria, VA

#### What's Up with MoPac?

Dee Anne Heath, Director of External Affairs, Central Texas Regional Mobility Authority, Austin, TX

#### Creating Understanding of Cashless Tolling on the Illinois Route 390 Tollway

**Rocco Zucchero,** Chief of Planning, Illinois Tollway, Downers Grove, IL

#### **TECHNOLOGY TRACK**

#### Harborside Ballroom The Future of Moving People & Goods

The emergence of ride hailing companies like Uber and Lyft with their heavy reliance on sophisticated planning and navigational algorithms has revolutionized people mobility. The use of robotics, customer relationship management software and other tools have transformed Amazon from an online book seller into the world's most powerful online retailer, entertainment distributor and logistics companies. This panel will discuss Mobility-as-a-Service (MaaS) as the future of mobility for people and goods and how this affects the tolling community.

MODERATOR: Mark Compton, Executive Director, Pennsylvania Turnpike Commission, Harrisburg, PA

# Using a Machine Learning Rideshare Algorithm to Forecast MaaS Adoption

**Craig Bettman,** Senior Vice President, Client Solutions, Cogensia, Schaumburg, IL

Freight in a Connected World Sean Laffey, Transportation Engineer, AECOM, Arlington, VA

Cognitive Tolling – Enabling Smart Cities Stephen Lockhart, Chief Technology Officer, Star Systems International Limited, Allen, TX

# Mobility-as-a-Service and its Effect on Toll Facilities. Sooner or Later?

Rick Gobeille, P.E., Senior Principal, Stantec, New York, NY

#### **OPERATIONS TRACK**

#### Laurel

#### Toll Enforcement – Technology, Big Brother, The Media, Legal Impediments

Collections have a significant impact on any organization and there are many factors that affect it such as technology, vendor services, fee schedules, local willingness to pursue legal remedies and regulations. Panelists will discuss what technology can do for you and your vendors to help maximize your agency's collections, what collection methods and legal remedies are, how imposing fees may impact collections, and the local willingness by the agency and community to pursue collections including the media's perspective.

MODERATOR: S Jason Myers, Director of Finance, E-470 Public Highway Authority, Aurora, CO

# Propensity to Pay – Using Data and Analytics to Improve Collection Efforts

Pat Riley, Vice President, Business Development, Cogensia, Schaumburg, IL

#### Toll Enforcement and All-Electronic Tolling from the Media's Perspective

Ronald Davis, P.E., Project Manager, CDM Smith, Lansing, MI

How Much is Too Much? Fees and the Best Way to Get Paid James Harris, Partner and National Tolls Director, Linebarger Law Firm, Austin, TX

#### 3:30pm – 4:00pm REFRESHMENT BREAK WITH EXHIBITORS Grand Ballroom

Sponsored by: duncan solutions

#### 4:00pm<u>-5:30pm</u>

BREAKOUT SESSIONS

#### TRUST & ACCOUNTABILITY TRACK Essex

#### Using Performance Measures to Drive Change

Continuous performance improvement is a priority in every great organization. How do organizations measure their performance and use that information to spot trends, identify issues and drive even higher achievement? Come hear how four IBTTA member organizations harness the power of internal performance measures, big data and customer feedback to get a clear picture of how they are doing and chart a course for continuous improvement. Learn from these industry leaders in a relaxed and interactive format and come prepared to participate in the discussion. MODERATOR: Kary Witt, P.E., Vice President, HNTB Corporation, San Francisco, CA

#### Maryland Department of Transportation Excellerator: Building a Better MDOT

Kevin Reigrut, Executive Director, Maryland Transportation Authority, Baltimore, MD and Diane Langhorne, Director of Strategic Customer Service, Maryland Department of Transportation, Baltimore, MD

## Harvesting Big Data to Improve Performance Monitoring

Ryan Avery, Ph.D., P.E., AICP, Supervising Transportation Planner, WSP, USA, Seattle, WA

Keeping People Inspired – The New KPI; Supercharge Performance with Discretionary Effort Scott Thomas, Senior Partner, Propinsi, Colleyville, TX

#### **TECHNOLOGY TRACK**

#### Harborside Ballroom

#### Mobile Payments: Tolling on the Edge of a Revolution

What would life be like if we were constrained by technologies from the past? Should radio-frequency identification (RFID) transponders fall into the category of technology from the past? Toll collection operations began using RFID transponders to identify toll customers in the 1980s, more than three decades ago. Since then, smartphone and other smart mobile devices have exploded in use and popularity. There are more than 230 million smart phones in the United States, 1.1 times the over age 18 population. Yet in the tolling industry, very few toll operators use smartphones to collect tolls. Is RFID the long-term solution? Come hear what new and exciting technologies will drive our future.

**MODERATOR: Deb Sharpless,** Chief Financial Officer, Maryland Transportation Authority, Baltimore, MD

# Innovations in Transportation Mobile Apps and Applicability to Mobile Toll Systems

Ken Karnes, Mobile Business Development Director, Cubic Transportation Systems, San Diego, CA

# Mobile Tolling Interoperability Between the Agencies, the Roadways and the Users

Dan Toohey, Vice President Sales, Program Manager, E-ZPass, Kapsch TrafficCom, McLean, VA

#### Mobile Payments: Who Has the Vehicle Purse? Ed Mulka, Executive Vice President, JAFA Technologies, Mt. Laurel, NJ

# PROGRAM AGENDA

#### Artificial Intelligence and Human Intelligence – Goodbye Transponder, Hello Mobile Tolling Joseph Silva, Director, Engineering & Innovation, Transurban, Tysons, VA

Embracing the Future and Learning from the Past – How Do We Embrace Phone Apps for Tolling Without Creating and Environment of Fractured and Regional Interoperability Shannon Swank, Vice President, BancPass, Inc., Austin, TX

#### **OPERATIONS TRACK**

#### Laurel

Call Centers & Customer Service Center Models

Customer Service Centers are the critical connection to our customers and the front line to meet customer expectations. Great customer service doesn't happen by accident but by careful planning, training and continuous improvement. Agencies are continuing to improve the customer service experience while developing efficiencies using technology, enhanced websites, social media and apps to consolidate existing customer service centers. Panelists will discuss success stories for meeting customer expectations through consolidation, by utilizing in-house and outsourced functions for call centers, image reviews and violation processing.

MODERATOR: Rosa Rountree, CEO, Egis Projects, Orlando, FL

# Efficiencies Gained from Combining Call Centers for Division of Motor Vehicles (DMV) and Toll CSC

**Pam Lilly,** Deputy Director, Community Relations, Delaware Department of Transportation, Dover, DE

#### You Want Back-Office Success... Anticipate Their Needs

**David Caudill**, Division Administrator, Tolling Operations, Virginia Department of Transportation, Richmond, VA *and* **Jeremy Siviter**, Associate Director, IBI Group, Alexandria, VA

# The Proactive Role of Customer Service: Designing a New Customer Experience

Frank Del Pizzo, Chief Sales Officer, Telepass SpA, Rome, Italy

#### E<sup>3</sup>I=Customer Service

Lucinda Broussard, Director of Toll Operations, State Road & Tollway Authority, Atlanta, GA

#### 4:00pm – 6:00pm EXHIBIT TEAR DOWN Grand Ballroom

5:30pm MEETING ADJOURNS

#### 6:30pm – 10:00pm CLOSING BANQUET & SILENT AUCTION Harbarsida Ballroom

Ceremony for the Toll Excellence President's Award, Silent Auction and Raffle Winners (see pages 14-15 for details)

Sponsored by: **RS&H** 

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## 

Cubic Transportation Systems, Inc. is a leading integrator of payment and information technology and services for intelligent travel solutions. We deliver integrated systems for transportation and traffic management, including a next-generation, tolling back office system. We're uniquely positioned between traditional tolling, road user charging suppliers and large payment processors. At Cubic, we believe our identity is intrinsically linked with our customers and the people our customers serve. How they get from one place to the next - how that impacts their lives, their fellow travelers and their cities – and how it feels along the way. That is why we are passionate about developing transportation solutions that improve the way we move throughout cities. Innovation is in our culture, and our 45-year history speaks for itself. We've delivered state-of-the-art public transit and traffic management system to over 450 operators in major cities and four continents. We are getting you there. Smarter.

www.cubic.com/solutions/transportation/tolling

Egis Projects, Inc., a 100% subsidiary of Egis egis Projects S.A., is headquartered in Orlando, Florida. It is the strategic conduit in North America through which Egis extends its global experience and resources to deliver innovative transportation and mobility solutions for the sustainable connectivity of local communities within the region. It is part of the Egis global enterprise of 33 subsidiaries, expanding in diversity and reach in over 100 countries over 20 years. Eqis is actively involved in transportation, urban development, infrastructure, hydro power and energy, environmental sustainability, and movement of goods and services. In 2015, Eqis attained a managed turnover of €37 million (~US\$1.02 billion). It employs 13,000 employees (including 8,300 engineers) globally. Its majority shareholder, Caisse des Dépôts et Consignations (CDC), is a global financial powerhouse with assets at €155.8 billion (~US\$ 197.3 billion) and ranked Top 8 among the World's Top 50 Safest Banks in 2015 by Global Finance. www.egis-group.com



emovis is the leading mobility service provider emovis is the leading mobility service prov of Abertis (www.abertis.com) in the global markets for toll-based mobility solutions. The

company is currently operating some of the world's busiest cashless toll roads including Dublin's M50 Ring Road, London's Dartford Crossing and, since Oct-17, Liverpool's All Electronic Tolling Mersey bridge. In 2016-7, the company converted Puerto Rico's Metropistas Highway Network into an All Electronic Tolling (AET) highway network. emovis is also pioneering new mobility pricing solutions. The company is currently participating in Oregon's Road User Charge program (OreGo), which is the first ever vehicle-miles-traveled (VMT) program implemented in the United States and won in 2017 the Washington RUC (WARUC) pilot with the objective of providing a fair and efficient funding solution to transportation agencies confronted with declining fuel tax revenues. www.emovis.com

For more than a century, HDR has partnered with clients to shape communities and challenge the boundaries of what's possible. Our expertise spans 10,000 employees, in more than 225 locations around the world—and counting. Our engineering, architecture, environmental and construction services bring an impressive breadth of knowledge to every project. Our optimistic approach to finding innovative solutions defined our past and drives our future. www.hdrinc.com

HNTB HNTB Corporation provides more than 50 specialized services to the tolling industry, ranging from financial planning and analysis to operations and management and priced managed lanes, networks and corridors which are growing in popularity across the country. The firm has assembled a team of internationally recognized experts to help transportation agencies achieve a balance among design, technological, operational, budgetary, scheduling and aesthetic concerns — ensuring toll programs are safe, compatible and economical for the communities they serve. Services can be tailored to support all toll organizations from start-ups to emerging and mature programs. HNTB, providing more than a century of infrastructure solutions, is proud to serve as the No. 1 consultant to toll authorities, agencies and their partners across the United States of America. www.hntb.com

#### Michael Baker INTERNATIONAL

Michael Baker International is a leading provider of engineering and consulting services, including design, planning, architectural, environmental, construction and program management. The company provides its comprehensive range of services and solutions to support U.S. federal, state and municipal governments, foreign allied governments, and a wide range of commercial clients. Michael Baker understands the time constraints of toll clients, with a proven track record of providing General Consulting Engineering and Managed Lane design services by consistently delivering high-end, professional engineering and integrated management solutions. Michael Baker's experience with tollway systems, including HOV and HOT, encompasses the planning, design, and construction of new and rehabilitated tollway systems and elements, including highways, bridges, Intelligent Transportation Systems (ITS), connected and autonomous vehicles, and communication systems. www.mbakerintl.com

## PARSONS

Parsons is a technology-driven engineering services firm with more than 70 years of experience in the engineering, construction, technical, and professional services industries. The corporation is a leader in many diversified markets with a focus on infrastructure, defense, and construction. With infrastructure funding an increasing challenge for many agencies, Parsons remains on the cutting edge of advanced tolling technology. That's why for more than 60 years, some of the most successful toll operators have chosen Parsons to provide everything from toll feasibility studies to toll systems integration and financing. Our tolling expertise includes toll system design, inspection, construction, and everything in between. toll.parsons.com

### perceptics"

Perceptics engineers and delivers the most accurate high performance imaging systems in the industry. For more than 35 years we have designed vehicle identification and license plate recognition products that serve the Border Security, Electronic Toll Collection, Commercial Vehicle Enforcement, and Highway & City Security markets. Our solutions are optimized for the revenue collection demands of tolling, providing more reliable automation capabilities to reduce the cost of collecting tolls. With imagers that can read plates other systems may not, and an OCR engine that learns from ongoing exposure to the widest possible range of plate types from across North America, Perceptics delivers performance you can truly bank on. Contact us to learn more about our imaging products and services, including our new G7x imager and OCR Cloud service, and their impact on ETC. www.perceptics.com

# SPONSOR PROFILES

# **RS&H**

RS&H provides fully integrated architecture, engineering, and consulting services to help clients realize their most complex facility and infrastructure projects for land, air, and space. As tolls and managed lanes projects continue to emerge as key solutions for relieving congestion on modern highways, RS&H has the knowledge and experience to propel these projects to success. We leverage hands-on, technical leadership and comprehensive, performance-based systems management expertise to create optimal, cost-effective solutions. Our professionals provide seamless support to clients, working as extensions of their organizations. We're experienced in all areas of toll system planning, design, procurement, implementation, and operations, and offer comprehensive services. www.rsandh.com/go/ibtta

TollPlus LLC, is a software company founded in 2007 by a group of seasoned professionals from the Tolling, Banking, and IT industries. TollPlus

has designed from the ground up a sophisticated end-to-end toll management solution that is scalable, lightweight, secure, and highly customizable to address the challenges of the Electronic Toll Collection (ETC) market. Innovation-driven, TollPlus' core products and services include the design, development, integration, implementation, and maintenance of ETC/AET, violation enforcement, image processing, and clearinghouse systems for toll roads, parking, ferry, metro, and other transit operations. In a rapidly-changing market, TollPlus puts a strong focus on technology and continuous R&D to offer world-class level products and services. These solutions are developed using leading-edge technologies that focus on significantly improving transportation agency efficiencies by reducing their operating expenses and maximizing revenue, while ensuring exceptional customer service. TollPlus LLC is headquartered in Chandler, AZ. www.tollplus.com

# TRANSCORE.

TransCore provides fully-engineered transportation solutions for Tolling and Traffic Management systems. A pioneer in tolling, we provide full-scale operations and maintenance services for nearly half of all U.S. toll lanes. Our flagship Infinity Digital Lane System<sup>™</sup> is a complete roadside toll collection solution deployed in thousands of lanes across the United States. Our Integrity Back Office system combines advanced financial management software with 30 years of proven customer service excellence. We design and deploy traffic management systems for agencies across North America, and currently manage more than 21,000 intersections worldwide. Our history of supporting the transportation industry dates back to the early 1930s with the country's first toll road in Pennsylvania, and in the 1980s with the development of RFID transportation applications at Los Alamos National Labs. Our RFID systems provide secure and interoperable access for airports, hospitals, parking garages, border patrols, trucking fleets, and the toll and rail industries. www.transcore.com

WSP USA (formerly WSP | Parsons Brinckerhoff) provides a wide range of technical and management consulting services to owners, developers and operators of the toll industry. Services include strategic consulting, innovative financing, economic forecasting, analysis, planning, design, and operations & maintenance. WSP USA is the U.S. operating company of WSP, one of the world's leading engineering and professional services firms. Dedicated to serving local communities, we are engineers, planners, technical experts, strategic advisors and construction management professionals. With more than 7,000 people in 100 offices across the U.S., we partner with our clients to help communities prosper. www.wsp.com

### **GOLD SPONSOR**

Faneuil, Inc., is the nation's leading providers of advanced customer care and Business Process Outsourcing (BPO) solutions, particularly in the transportation industry but also in other complex, highly regulated environments. In partnership with transportation authorities across the U.S., we deliver customer-facing and back-office solutions for manual and electronic toll programs. Additionally, we deploy turnkey multichannel contact and violation processing centers for new implementations or migrate existing programs to world class facilities without impacting end users. Utilizing advanced technology applications and a team of more than 4,000 service professionals, we provide broad support to an extensive portfolio of government and commercial clients operating in industries including utilities and health & human services. This broad portfolio allows Faneuil to bring Best Practice solutions from diverse industries, which enhances our focus in the consistent delivery of exemplary customer service. This service enables our clients to be recognized as leaders in their respective industries. www.faneuil.com

### SILVER SPONSORS

ETC is a leading global systems and services provider for the tolling and transportation industries. The company's nearly two decades of delivering technically sophisticated solutions has supported many of the country's largest toll authorities and helped transform the industry with first-of-its-kind advancements. ETC's solutions process over \$3 billion of toll revenue annually. ETC's enterprise-wide solutions provide the full range of functionality required to support all-electronic toll collection, dynamic pricing, interoperability, audit and reconciliation, and reporting. Its lane-to-back office integrated solutions are supported by an impressive array of operations and maintenance services. ETC's solutions can be delivered at the modular level or as an integrated, enterprise-wide solution. They can be provided as a customer-delivered model or through a hosted environment at ETC's state-of-the-art technology and operations centers. www.etcc.com

## JACOBS

Through Unmatched Experience. Jacobs ranks among the top 2 leading global providers of comprehensive engineering and consulting services in transportation, including highways, bridges, marines, ports, mass transit, rail and airports. We have supported more than 77 clients from traditional toll planning, systems and operations solutions to AET transitioning and management to express lanes feasibility and operations support. We provide strategic planning, investment grade T&R forecasts (secured \$11B+ in U.S. revenue bonds), and P3 procurement and technical advisory services (\$30B+ in P3 project value), as well as engineering, ITS and maintenance. Jacobs understands the uniqueness of our clients. We leverage our extensive experience and resources to deliver customized and effective solutions. We work smarter and harder for our clients. So relax. With Jacobs, everything is possible. We've got you covered! www.jacobs.com

JACOBS. Delivering Innovative Solutions

### **BRONZE SPONSORS**



Duncan Solutions specializes in revenue recovery for toll violations and negative balance customer accounts. Our delinguent account collection service is customized to

meet the specific business rules of each client agency, with a unique focus on customer service. Customer contact and enforcement options include outbound calling, inbound call handling, customer service, tag holder account management, skip tracing, and civil litigation. Through our Law Enforcement Systems (LES) division, our DMVRegInfo service provides a fast, easy and cost effective way to retrieve out-of-state registered owner information from all 50 states, the District of Columbia as well as Canadian provinces (when/where obtainable, as permitted by law). Our embedded business rules and license plate configurations for the various states deliver improved hit rates and reduce toll revenue leakage. www.DuncanSolutions.com

## Kimley »Horn Kimley-Horn provides civil,

transportation, and systems engineering consulting services to public and private clients for roadways and bridges, land developments, traffic signals, water/sewer systems, airports, landscape architecture, and transit systems. For many years we've focused on tolling, ITS, and managed lanes implementation and services. We've worked on many of the operational and proposed managed lanes in the U.S., so we understand the intricacies of their planning, engineering, construction, and operations. Tolled roads and managed corridors are becoming increasingly sophisticated, and require a diversified team of specialists who can maximize existing transportation networks while encouraging financial investment that meets operations and maintenance costs. Kimley-Horn professionals are industry leaders in toll roads and managed lane development, with experience from strategic planning through implementation. www.kimley-horn.com

Since our founding in 1923, the RK&K Team has RX&X provided multi-discipline planning, engineering, environmental, and construction phase services to both public and private sector clients throughout the Mid-Atlantic. Headquartered in Baltimore, MD, we offer responsive people and creative solutions to a variety of projects from more than 23 offices located in nine states and Washington, DC. RK&K's technical expertise consistently results in award-winning projects and places us at #73 on the Engineering News Record's 2018 listing of the Top 500 Design Firms. Our more than 1,300 team members collaborate with clients and teaming partners to achieve project goals while ensuring a commitment to guality. The firm is a limited liability partnership owned and operated by five equal partners and managed by senior directors and directors who manage and coordinate projects and staff, serve as liaisons with clients, and enhance projects with their vital technical expertise. Responsive People | Creative Solutions. www.rkk.com

## \_\_Transurban

Transurban is a global leader in toll road financing, development, operations and technology with a network encompassing more than 900 lane miles of toll roads, tunnels and bridges across North America and Australia. A pioneer of the P3 managed lanes concept in North America, Transurban has built a track record of partnering with governments to deliver smarter, safer and more sustainable infrastructure solutions to meet cities' longterm transportation needs. In 2018, the company expanded into Canada when it acquired the A25, a 7.2km toll road and bridge in Montreal. Transurban's roads in the U.S. make up more than 40 miles of Express Lanes in the Washington, DC area and serve more than 5 million customers. Operating on I-495, I-95 and soon I-395 in Northern Virginia, the Express Lanes are dynamically tolled lanes providing customers with faster and more predictable travel options. www.Transurban.com

# NEW IBTTA MEMBERS

### **IBTTA WELCOMES 42 NEW OR RETURNING MEMBERS IN 2018!**

AceApplications, LLC www.aceapplications.com

Advanced Management Consulting LLC

AllianceOne Receivables Management Inc. www.allianceoneinc.com

Ascend Infrastructure www.ascendinfrastructure.com

BRiC-TPS LLC www.bric-tps.com

Broad and Cassel LLP www.broadandcassel.com

Crowe LLP www.crowe.com

Elizabeth River Crossings, LLC www.driveERT.com

E-Transit, Inc. www.etransit.org

Globalvia Inversiones Holding LLC www.globalvia.com

Highway Industry Development Organization www.hido.or.jp/english/index.html

Illinois Department of Transportation www.idot.illinois.gov

Intercomp Company www.intercompcompany.com

Kidd International, Inc. www.kiddinternational.com Korea Expressway Corporation www.ex.co.kr

KPMG LLP www.kpmg.com

Larson Consulting Associates LLC www.larsonconsulting.com

Leonardo/ELSAG LPR Solutions www.leonardocompany-us.com

MJ Synergy Group www.mjsynergy.net

Mobility PLUS Oregon Department of Transportation/ OReGO

www.myorego.org

Passport Labs, Inc. www.passportinc.com

Payit, LLC www.payitgov.com

Phoscrete Corporation www.phoscrete.com

PSS

www.pss-innovations.com

Quest Corporation of America, Inc. www.qcausa.com

RideFlag Technologies, Inc. www.rideflag.com

Roadis Transportation B.V. www.roadis.com Scalar Consulting Group www.scalargroupinc.com

StarStar Mobile www.starstarmobile.com

State of New Jersey Department of Transportation

www.nj.gov/transportation

Stokes Creative Group, Inc. www.stokescg.com

Summit Information Solutions, Inc. www.summitis.com

The Brand Advocates, Inc. www.thebrandadvocates.com

The CCS Companies www.ccsusa.com

Torri's Legal Services www.torrilegalservices.com

Travelers Marketing www.travelersmarketing.com

UBS Financial Services, Inc. www.ubs.com

UScontracting, Inc. www.uscontracting.us

Van Eperen www.vaneperen.com

Weris, Inc. www.weris-inc.com

Wilkins Strategies www.wilkinsstrategies.com



## **NOT A MEMBER? Join the IBTTA Community Today!**

Visit www.IBTTA.org/membership to learn more about IBTTA – the global association serving toll facility owners, operators and businesses who support the toll industry. Or, come to the IBTTA booth on the 3rd floor of the hotel and spend some time with an IBTTA staff member. They've got all the answers to your membership questions!

# EXHIBITOR DIRECTORY

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# EXHIBITOR PROFILES

#### **BOOTH 211**



Adopt-A-Highway Litter Removal Service of America, Inc. offers NO COST partnerships with governments and agencies to

implement Highway Asset Sponsorship and Sponsor-A-Highway Programs. We provide management, marketing, signage and litter removal. adoptahighway.net

#### **BOOTH 202**



All Traffic Solutions is a leading innovator of connected, cloud-based traffic management solutions that help organizations in law enforcement, municipal government, parking, traffic management and the private sector

leverage the latest IoT technologies to solve their most complex traffic, transportation and parking challenges in the emerging sensor-driven transportation world. alltrafficsolutions.com

#### **BOOTH 101**

## AllianceOne

AllianceOne, a Teleperformance company, is a nationwide leader in the

recovery of public-sector debt, with unparalleled expertise recovering transportation and toll-related receivables and providing customer service contact center services. We bring nearly 40 years of collection experience. Transportation and toll authorities recognize us for top-rated recovery results, our flexibility and capacity, and for the exceptional level of customer service we provide to their customers. We offer first-party and third-party collections, customer service staffing, inbound and outbound call handling, welcome calls, acquisition and retention, customer care, violators to account holders, updates to Account Holder information, and DMV Lookups. AllianceOne's experience includes AET (all electronic tolling), personal negative balance accounts, commercial negative balance accounts, personal tolls and commercial tolls. www.allianceoneinc.com

#### **BOOTH 109**



American Signal Company (AMSIG) is a manufacturer of a comprehensive line of portable products for a variety of

informational and traffic control applications including message signs, cameras, Highway Advisory Radios, and sensors. AMSIG's catalog of equipment, while manufactured with individual and unique features and characteristics, shares a common background with respect to parts, programming protocol, and operational features. This commonality among products assures that guality and cost-effectiveness are never compromised regardless of which AMSIG solution best meets pertinent operational requirements and purchasing constraints. American Signal is a sales-focused company, with a flexible, high-capacity, ISOcompliant manufacturing facility. www.amsig.com

## **BOOTH 19**

entaira

Antaira Technologies is a leading developer and manufacturer that provides high-

quality industrial networking and communication product solutions. Since 2005. Antaira has offered a full spectrum of product lines that feature reliable Ethernet infrastructures, extended temperature tolerance, and rugged enclosure designs. Our product lines range from industrial Ethernet switches, industrial wireless devices, Ethernet media converters, and serial communication devices. Antaira products provide reliable, real-time network communication with traffic management centers using high-speed throughputs to minimize downtime for an uninterrupted network operation. Our vast professional experience has allowed us to deploy a wide array of products worldwide in mission-critical applications. www.antaira.com

#### BOOTH 306, 308



The challenge with evolution is that it involves uncertainty about what you should do to maximize your outcome. Like the

world, tolling is evolving too, and highway operators - who need reliable funds to maintain facilities and provide great customer service - see it more and more as the ideal funding model. A-to-Be® provides a range of tolling solutions, including self-service, electronic and satellite options - and solutions that use just your mobile device. Our solutions are vendorindependent, plug-and-play, and expandable to other mobility services such as parking, ferries, fuel and more. As a road operator, A-to-Be<sup>®</sup> is what you've been looking for: a company that was born as an operator; one that knows first-hand how things work in the field; and a company adept at serving multiple operators, achieving success from system design on through payment clearance. A-to-Be®, powered by Brisa - the company ready to evolve with you. www.a-to-be.com

#### **BOOTH 18**

bancpass

BancPass offers an alternative account management and payment system that networks commercial account management payment systems, including cash credit/debit and mobile wallets to Toll Systems. Consumers can choose to have transactions posted directly to Bank, Credit Card, or pre-paid cash accounts using either Toll Transponders or the PlusPass™ phone app. For Toll Operators, the BancPass system offers a network of low-or-no cost payment tools that each guarantee payment to the Toll Operator. Our system makes use of existing financial platforms and networks, as well as retail chains which allows consumers to buy and reload products on the BancPass Network™. This creates a widely available interoperable network for users Nationally. The payment application also extends into other markets including parking and quick serve restaurants. www.bancpass.com
#### **BOOTH 8** CHANDLER

Since 1988, public agencies have trusted Chandler Asset Management

to manage their treasury funds and bond proceeds, while first considering the safety and liquidity of their investments. Our knowledgeable and well-resourced team combines quantitative analysis with their own qualitative insights to structure portfolios that meet each of our client's investment objectives and enhance the potential for higher returns. Chandler has extensive experience providing investment management services to a variety of public agencies, including transportation authorities, insurance pools and other special districts. We have the size and scale to offer our clients state-of-the-art resources, technology and investment expertise. At the same time, we provide highly personalized service, investing the time to develop meaningful, long-term relationships with each client in order to fully serve their needs and ensure that each receives value and service that exceed expectations. www.chandlerasset.com

#### **BOOTH 22**



Since 1937, CITEL has been an innovator in the field of Surge Protection. Today CITEL is a global leader in the development of reliable and adapted

Surge Mitigation Solutions for critical applications. CITEL is unique as a manufacturer of Surge Protective Components (SPC's), Surge Protective Devices (SPD's) and coordinated protection systems. www.citel.us

#### **BOOTH 205**



**COFIROUTE** Cofiroute USA is a tolling and express lanes operator specializing in the management, operation and maintenance of express lane systems. With 23 years of expertise in Customer Service Center System Operations and Call Center Services, Cofiroute provides a complete host of services for end-to-end Customer Service Center Operations. We serve our clients as an operations partner focused on open communications, data-driven decisions, and dedication to a collaborative, transparent, and candid approach to partnering; delivering on our customer's goals by incorporating operational

#### excellence with solutions designed around proven people, processes and technology. www.cofirouteusa.com

#### BOOTH 300, 302



Conduent creates digital platforms and services for businesses and governments to manage millions of

Cubic Transportation Systems, Inc. is a

interactions every day for those they serve. We are leveraging the power of cloud, mobile and IoT, coupled with technologies such as automation, cognitive and blockchain, to elevate every constituent interaction, driving modern digital experiences that are more efficient, helpful and satisfying. Conduent's differentiated offerings touch millions of lives every day, including two-thirds of all insured patients in the U.S. and nearly nine million people who travel through toll systems daily. Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning - Conduent serves a majority of the Fortune 100 companies and more than 500 government entities. www.conduent.com

#### **BOOTH 312**

leading integrator of payment and information technology and services for intelligent travel solutions. We deliver integrated systems for transportation and traffic management, including a next-generation, tolling back office system. We're uniquely positioned between traditional tolling, road user charging suppliers and large payment processors. At Cubic, we believe our identity is intrinsically linked with our customers and the people our customers serve. How they get from one place to the next - how that impacts their lives, their fellow travelers and their cities - and how it feels along the way. That is why we are passionate about developing transportation solutions that improve the way we move throughout cities. Innovation is in our culture, and our 45-year history speaks for itself. We've delivered state-of-the-art public transit and traffic management system to over 450 operators in major cities and four continents. We are getting you there. Smarter. www.cubic.com/solutions/transportation/tolling

#### **BOOTH 5**



Every day, millions of motorists look to Daktronics dynamic message signs (DMS) for valuable guidance, toll rates, travel times and road statuses. Since 1988, Daktronics has continued to

lead the way in delivering innovative and reliable DMS products to the intelligent transportation system (ITS) industry. Daktronics Vanguard® products fit any ITS application and offer industrycritical reliability, legibility and serviceability. www.daktronics.com/its



Data Transfer Solutions, LLC (DTS), a member of the SNC-Lavalin Group, is

Member of the SNC-Lavalin Group a nationally recognized leader in Intelligent Asset Management and Geospatial Solutions. Started as a Geographic Information Systems solutions provider in 2006, DTS is committed to client success for all levels of government and the private sector. Makers of VUEWorks® Software, DTS is the industry leader in performance-based asset management with our enterprise software solution that is configurable and scalable and that offers a system of record to be relied upon. VUEWorks includes data linking for integration with existing systems, is both GIS-centric and facilities based and has work management and inventory capabilities. DTS offers a fleet of highly equipped Mobile Asset Collection vehicles to gather and process asset information efficiently. When a solution is not readily available, our agile-based Software Development provides custom software development services - examples include award-winning Enterprise Portals, industry specific solutions and responsive user-designed solutions. www.dtsgis.com

#### **BOOTH 210** EZPass'

The E-ZPass Group is an association of toll facilities in 17 states that operates the wildly successful E-ZPass electronic toll collection program.

E-ZPass enjoys tremendous brand recognition and high levels of customer satisfaction, and is the world leader in toll interoperability, with more than 36 million E-ZPass devices in circulation. Since its inception, the E-ZPass Program has continued to be innovative by implementing E-ZPass Plus which makes paying for parking at participating airports and garages easier along with E-ZPass-on-the-GO, a convenient package that contains a prepaid tag ready for use that is sold at convenient locations such as participating local convenience stores, rest areas and DMVs. www.e-zpassiag.com

#### **BOOTH 11**

emovis

emovis is the leading mobility service provider of Abertis (www.abertis.com) in the global markets for toll-based mobility

solutions. The company is currently operating some of the world's busiest cashless toll roads including Dublin's M50 Ring Road, London's Dartford Crossing and, since Oct-17, Liverpool's All Electronic Tolling Mersey bridge. In 2016-7, the company converted Puerto Rico's Metropistas Highway Network into an All Electronic Tolling (AET) highway network. emovis is also pioneering new mobility pricing solutions. The company is currently participating in Oregon's Road User Charge program (OreGo), which is the first ever vehicle-miles-traveled (VMT) program implemented in the United States and won in 2017 the Washington RUC (WARUC) pilot with the objective of providing a fair and efficient funding solution to transportation agencies confronted with declining fuel tax revenues. www.emovis.com

#### **BOOTH 401**

ETC is a leading global systems and services provider for the tolling and transportation industries. The company's nearly two decades of delivering technically sophisticated solutions has supported many of the country's largest toll authorities and helped transform the industry with first-of-its-kind advancements. ETC's solutions process over \$3 billion of toll revenue annually. ETC's enterprisewide solutions provide the full range of functionality required to support all-electronic toll collection, dynamic pricing, interoperability, audit and reconciliation, and reporting. Its lane-to-back office integrated solutions are supported by an impressive array of operations and maintenance services. ETC's solutions can be delivered at the modular level or as an integrated, enterprise-wide solution. They can be provided as a customer-delivered model or through a hosted environment at ETC's state-of-the-art technology and operations centers. www.etcc.com

#### **BOOTH 4**

FEIG ELECTRONIC FEIG ELECTRONIC is a German based hardware manufacturer offering for ETC, ITS and Smart City applications a large product portfolio of

passive RFID technology, barrier control systems, loop detectors and unattended payment terminals. FEIG's RFID division offers LF, HF and UHF technology. UHF is optimally suitable for free-flow tolling systems with great reading distances and support of high security tags. Control units with integrated frequency converter provide fast opening and closing of gates or barriers, induction loop detectors are used for traffic counting, traffic influencing and parking applications. Unattended payment terminals provide transparent and exact billing for both, open loop and closed loop payment systems - at the toll plaza, in public transport or parking applications. Customers value getting all this from one manufacturer to be sure that the components complement each other perfectly. FEIG ELECTRONIC employs 350 people and distributes worldwide. The company has a US subsidiary in Atlanta, Georgia. www.feig.de

#### **BOOTH 17**



GeoToll is a mobile payment technology company offering RFID and GPS smartphone mobile payment solutions for the tolling industry. More accurate than the traditional transponder,

our solution offers national interoperability with the ability to download any agency's (home) protocol and assigned account number. Certified by OmniAir and successfully pilot tested, our solutions are now available. Contact Richard Carrier, CEO at (212) 300-5930 or Richard@GeoToll.com. www.GeoToll.com

#### **BOOTH 206** LI HARRIS & HARRIS

For over 50 years, Harris & Harris, has been collecting debt for Government

agencies, Utility services and Healthcare facilities. Millions of dollars have been collected for clients around the country while maintaining the outstanding reputations of our clients. Harris & Harris will enhance your unit of government's debt collection results with the trend-setting programs specialized for municipalities, tollways and toll systems, counties, and state-level contracts. Our firm will locate and contact your citizens in a persistent and professional manner, ultimately allowing more dollars to reach the bottom line. www.harriscollect.com

#### BOOTH 0

IBTTA TOLLING. MOVING SMARTER. IBTTA is THE association dedicated to promoting the toll industry. Membership is composed of more than 250 toll agencies,

concessionaires and suppliers of products and services from around the world. In addition to finding membership information, there are a number of activities planned at the IBTTA booth during the Annual Meeting. Learn more about IBTTA's TollMiner™, our data visualization tool. Get a quick tutorial on how to use it or help us verify your toll facility data and earn a chance to win an REI TollMiner<sup>™</sup> Headlamp! And, on Monday evening during the Exhibit Hall reception, meet Bob Poole and purchase a signed copy of his latest book, "Rethinking America's Highways." IBTTA is also selling limited edition merchandise that you'll want to own! So, make sure to drop by IBTTA's booth to meet the staff and learn how membership benefits your organization. www.IBTTA.org

#### **BOOTH 13**

INCOMM<sup>®</sup>

Leveraging deep integrations into retailers' point-of-sale systems, InComm provides connectivity to a variety of service providers that allow consumers to conduct everyday business at

more than 500,000 points of retail distribution. Whether those consumers are activating prepaid products, paying bills, enjoying real-time discounts through a membership card, purchasing digital goods in-store or adding funds to an online account, InComm is there to provide unique gift-gifting opportunities, cater to on-the-go shoppers, deliver added value through loyalty programs and serve cash-based consumers. With 246 global patents, InComm is headquartered in Atlanta with a presence in more than 30 countries. www.incomm.com

#### **BOOTH 501** INEX TECH

INEX TECHNOLOGIES designs. develops, manufactures and sells

comprehensive Automatic License Plate (ALPR) hardware/ software solutions for license plate recognition and vehicle identification. As the developer of both proprietary ALPR imaging hardware and firmware/software analytical engines, INEX TECHNOLOGIES achieves the optimum synergy to create the world's premier license plate recognition systems for any plate, any ambient lighting, any weather condition, and for vehicle speeds of up to 120 mph (194 km/h). INEX TECHNOLOGIES' ALPR & vehicle identification technology accurately captures license plate data from passing vehicles in real-time, and identifies customized information, such as color, make, and model. Applications would include, as examples, Managed Lanes and VES (Violation Enforcement Systems) on toll roads as well as travel-time systems - ATIS (Advanced Travel Information Systems). Integrated with: Kapsch, TransCore, ETCC, Delcan, Etransit and many more – please call for additional information. INEX TECHNOLOGIES has over 900 Active Lanes of Equipment in the United States. www.inextechnologies.com

#### **BOOTH 14**

Intercomp

Intercomp Company manufactures fixed, in-ground Weigh-In-Motion scales and

sensors, and portable Wheel and Axle Load scales to weigh and classify vehicles. The scale systems can weigh vehicles in-motion for cost effective monitoring of weight and classification data. Data Collection, Enforcement, Bridge and Toll (ETC) systems utilize Intercomp weigh-in-motion strip sensors which can be installed in vehicle lane in a single day. These scales integrate into existing electronics and software systems, or can be supplied as standalone systems. Intercomp has been providing weighing solutions to the transportation industry for over 40 years. www.intercompcompany.com

#### **BOOTH 209**



IRD is a worldwide provider of Traffic Monitoring/ Management Products, Systems and Solutions for measuring traffic, collecting data and providing actionable information on operations and performance of transportation infrastructure and

systems. IRD's core competence is providing advanced technologies to detect and weigh vehicles at highway speeds, and the integration of other complementary ITS Technologies into web-based solutions that improve safety and mobility. www.irdinc.com

#### **BOOTH 200**



JAI is a world leader in high-performance vehicle imaging technologies targeting the specific needs of roadway operators

and transit authority executives. JAI's advanced lane hardware and software enables quick and accurate identification of vehicles for tolling, red light enforcement, speed control, congestion charging, weigh-in-motion, homeland security, and a wide range of other free-flow ITS applications. Products include camera systems, LED flash units, and software to support image capture of high-speed vehicles (0-200 MPH), license plate reading, vehicle fingerprinting, and more. www.jai.com

#### **BOOTH 600, 602**

kapsch >>> hallenging limits

Kapsch TrafficCom is a provider of intelligent transportation systems in

the fields of tolling, traffic management, smart urban mobility, traffic safety and security, and connected vehicles. As a one-stop solutions provider, Kapsch TrafficCom offers end-to-end solutions covering the entire value creation chain of its customers, from components and design to the implementation and operation of systems. The mobility solutions supplied by Kapsch TrafficCom help make road traffic safer and more reliable, efficient, and comfortable in urban areas and on highways alike while helping to reduce pollution. Kapsch TrafficCom is an internationally renowned provider of intelligent transportation systems thanks to the many projects it has brought to successful fruition in more than 50 countries around the globe. The family-owned company is headquartered in Vienna, Austria and in 2017 celebrated 125 years of successfully developing and implementing new technologies for the benefit of its customers. www.kapsch.net

## **BOOTH 213**

At Leonardo, we provide advanced & LEONARDO automatic license plate recognition (ALPR) technology to law enforcement, parking authorities, toll operators and access control organizations through our ELSAG ALPR product portfolio. Our innovative technology and system solutions are designed by ALPR experts to create systems that are force multipliers which that significantly improves operational efficiencies. Through continuous technological development, reliable 24/7 system support and compliant, real-time data captures, you're equipped with the most efficient and effective ALPR system available when you select an ELSAG system. www.leonardocompany-us.com

#### **BOOTH 212**



ROAD ZIPPER BY LINDSAY

Lindsav Transportation

Solutions is the manufacturer of The Road Zipper System<sup>™</sup> and the world leader in moveable barrier technology. The Road Zipper is used for both construction and managed lanes applications. It is used to create additional highway capacity, relieve traffic congestion, and provide positive barrier separation between opposing lanes of traffic. The Road Zipper reconfigures the roadway based on peak traffic demand, borrowing lanes from the off-peak direction to improve traffic flow in the peak direction. LTS also manufactures a full line of highly reusable, cost-effective crash cushions, specialty barriers, and guardrail terminal end products. www.lindsaytransportation.com

**BOOTH 304** 

Linebarger collects unpaid tolls and LINEBARGER toll tag accounts. We build a ATTORNEYS AT LAW custom, customer service-focused collections program for each client that includes components such as: portfolio analysis and best-practices recommendations, secure enhanced file transfers and data exchanges, contact campaigns, skip tracing, secure payment processing, legal counsel, project oversight, specialty campaigns, registration hold and tax intercept programs, legal representation in the administrative hearing and lawsuit processes, and comprehensive reporting. www.lgbs.com

**BOOTH 15** 

Magnetic Autocontrol, a wholly owned subsidiary of the FAAC Group, is located in Rockledge, FL and is a market leader in providing quality solutions for pedestrian and vehicle traffic control. The innovative MHTM™ drive at the heart of our gates and barriers is characterized by its speed, lack of maintenance and energy efficiency, and thus keeps long-term costs down. Magnetic Autocontrol can offer you locally manufactured products that are designed, engineered, manufactured, and installed specific for your application. All Magnetic Autocontrol products are fully supported with our proven service throughout the markets we serve including North and South America. www.magnetic-access.com

#### **BOOTH 503**



MBT-1<sup>®</sup> Strong, highly mobile barriers for temporary work zones, mobile operations and incident

management. Improves safety, efficiency and traffic flows. Drives at speed and simply parks to work. Fully integrated and selfcontained with on board power, lights, decks, storage, signage, TMA and other options. Available for sale, lease or rent. www.mobilebarriers.com

#### **BOOTH 107**



Multilink is an engineering and product development based manufacturer ITS/ DOT network components serving the

traditional DOT and Toll Road operators with a complete line of ITS and Traffic cabinets, Line interactive and double conversion power supplies and fiber optic connectivity products. This enables us to offer the capability of a complete turnkey supplier to the end user. www.gomultilink.com

#### **BOOTH 208**



NEXCO-Central has a 60-year experience at every stage of highway projects: design, construction, operation, tolling, maintenance & rehabilitation, and rest area management

mainly in Japan. Now, we seek a way to join highway projects in North America using our developed 0&M technologies. Our engineering service regarding inspection, evaluation and maintenance planning will add value to and reduce costs of your asset management. Our network in operation is 2,077 km, including arteries linking Tokyo, Nagoya and Osaka, and its daily traffic volume reaches 1.94 million. global.c-nexco.co.jp/solutions

#### **BOOTH 16**



Penn Credit is a leading provider of delinguent account collection services to tolling, state and local public

agencies throughout the United States. Founded in 1987, we customize collection solutions to meet our client's business rules and use the highest ethical standards to provide world-class customer service to their customers. We provide innovative solutions for first party and third party collections for delinguent toll and negative balance accounts. Our DMVInfoNow™ registered owner retrieval service enables your agency to submit out-of-state plates for retrieval from all state DMVs, and four Canadian provinces, where qualified. DMVInfoNow™ will identify more out-of-state customers and help you maximize collection of toll fees. Offered at industry best pricing, call today for a no cost, no obligation side-by-side comparison test. Contact Richard Carrier at 212.300.5930 or Richard.Carrier@PennCredit.com. www.penncredit.com

#### **BOOTH 9, 10**

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Perceptics engineers and delivers the most

accurate high-performance imaging systems in the industry. For more than 35 years we have designed vehicle identification and license plate recognition products that serve the Border Security, Electronic Toll Collection, Commercial Vehicle Enforcement, and Highway & City Security markets. Our solutions are optimized for the revenue collection demands of tolling, providing more reliable automation capabilities to reduce the cost of collecting tolls. With imagers that can read plates other systems may not, and an OCR engine that learns from ongoing exposure to the widest possible range of plate types from across North America, Perceptics delivers performance you can truly bank on. Contact us to learn more about our imaging products and services, including our new G7x imager and OCR Cloud service, and their impact on ETC. www.perceptics.com

#### **BOOTH 1**

## B PERDUE BRANDON Collins & Mott, L.L.P., is one of the oldest largest and

Perdue Brandon Fielder of the oldest, largest and

most experienced law firms providing collection services exclusively to public entities and agencies. Founded in 1970 in Texas, Perdue Brandon has 12 offices, 5 call centers and over 400 employees. Our largest office in Houston is home to our toll road collections division. The firm's attorneys and professional staff collect: toll violations, photo enforcement, state receivables/ taxes, court fines, parking citations and other receivables owed to local governments and agencies. We also provide litigation services as part of our toll road collection representation. Perdue Brandon's proprietary collection management software integrates with over 50 different software systems used by our government clients in their billing and collection process. Our staff of professional programmers is led by a senior programmer who came out of the toll road software development industry. www.pbfcm.com

#### **BOOTH 6**



Through relentless innovation, PSS products make work zones safer for drivers and workers. Introduced in 2014, PSS introduced RoadQuake

2F Temporary Portable Rumble Strips (TPRS). Even distracted drivers feel the vibration and hear the "bumpety-bump" sound when crossing RoadQuake TPRS. Those vibrations and sounds tell drivers that road conditions will soon change. Our most recent innovation, RoadQuake® RAPTOR™ Rumble Strip Handling Machine, transports, deploys, realigns and retrieves RoadQuake® 2F TPRS. With RAPTOR, workers deploy and retrieve RoadQuake from the safety of their work vehicle, instead of performing those functions by hand in live traffic. Workers are safer in work zones because of RAPTOR and RoadQuake. www.pss-innovations.com

#### **BOOTH 203**



Q-Free is a leading global supplier of class-leading Tolling, Parking, Traffic Management and Connected ITS (C-ITS)/Connected Vehicle solutions. To us, a society with less congestion, pollution and accidents is achievable through smart and

innovative transportation solutions. Founded in 1984, Q-Free is headquartered in Trondheim, Norway and has approximately 400 employees with 18 offices around the world. Our open standard solutions allow for seamless integration with our clients and partners, allowing Q-Free to provide tailored robust and enhanced hard- and software components that meet the project needs, no matter the size. Under the vision "Changing the movements of life", Q-Free continues to evolve our solutions to meet the needs of a modern world, ensuring efficient, safe, and environmentally friendly transportation, from region to neighborhood, shaping tomorrow's movements of life. www.q-free.com

#### **BOOTH 606**



RideFlag Technologies amplifies the impact of managed highway lanes and provides relief from the political

backlash of toll-based access. We make it easy to form carpools by connecting commuters together and we qualify HOV status through our unique proprietary mobile digital occupancy verification system. The RideFlag public/private collaboration platform delivers multi-tier incentives such as toll reduction to promote positive commuter behavior change, enables validated execution of transportation policies, and provides real-time data to measure the effectiveness of the effort. RideFlag is also supported by DOT's in America and around the world as our technology directly helps reduce roadway congestion by reducing single occupancy vehicle use. www.rideflag.com

#### **BOOTH 103** SICK

Profiling, classifying and detecting vehicles at all traffic speeds, SICK sensor solutions Sensor Intelligence. increase the accuracy of toll collecting,

while maintaining a safer, greener environment with overhead technologies that do not require disturbing the road surface. Technology from SICK, makes it possible to track vehicles in intersections or monitor dangerous railway intersections. Laser-based solutions designed to withstand harsh outdoor environments are easy to setup while time-of-flight technology solutions ensure maximum application reliability. SICK has expanded it's over height detection solutions that prevent bridge and tunnel strikes with one solution able to count vehicles based on shape. SICK is known throughout the world for its LIDAR technology and now intends to be known for RADAR technology as well. Creating system solutions with an Industry 4.0 and IIOT data collector and data analyzer, SICK is in a position to solve many problems like wrong direction detection. www.sick.com/us/en/industries/traffic/c/g285087

#### **BOOTH 207**

Skyline Products helps SKYLINE transportation professionals solve their most complex traffic flow, parking and safety problems through custom, engineered-to-order, intelligent transportation systems. Since 1970, Skyline has invested heavily in research and development to create the industry's most advanced and reliable ITS-Grade® dynamic message sign systems and software solutions that are Designed to be Bold, Engineered to Last. Much of the ITS industry has adopted and currently specifies innovations that were originally developed by Skyline. Our team of industry

experts are ready to design a solution customized to the needs of the project, and our collaborative approach ensures customers purchase the right solution - not just a standard solution. www.SkylineProducts.com

#### **BOOTH 3**

\*\*Mobile offers a solution that allows \*\*mobile toll operators to capture potential leakage from infrequent users and provides a customer service communication platform that allows motorist to easily register vehicles, order transponders & Velcro and dispute violations without having to speak to a customer service agent. \*\*Mobile can facilitate the toll paving process as part of a managed services solution, delivering a frictionless experience for drivers all through a little device that is part of everyday consumer life: the mobile phone. www.starstarmobile.com

#### **BOOTH 604**



A full-service marketing agency with more than 30 years of client satisfaction, Stokes Creative Group, Inc. specializes in the

transportation and construction industries, including providing outstanding construction support services. www.stokescg.com

#### **BOOTH 201**

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survision 🔽
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SURVISION is a global leader in ADVANCED TRAFFIC SENSORS License Plate Recognition / Automatic Number Plate Recognition (ANPR). Founded in 2001, our solutions have been deployed in more than 30 countries with more than 20,000 sensors thanks to our network of 300 Value Added Integrators. The quality of our R&D team allows us to work with world class integrators for a complete set of innovative solutions for Smart-City, Smart-Parking, law enforcement and toll road collections. SURVISION sensors integrate Automatic License Plate Recognition, Dangerous Goods plate recognition (DG), Plate Fingerprint to improve matching performance, and calculation of average and instantaneous speed, distance between vehicles. www.survisiongroup.com

#### **BOOTH 20**

SWC brings proven experience in the highway toll, government,

utility, telecommunications, cable, property management and education industries. Over the past 40 years, we have partnered with numerous clients to maximize the management of their accounts receivable, annually managing billions of dollars. From large Fortune 500 companies to small organizations, SWC has a proven history of connecting to understand the client's challenges, developing solutions that resolve receivables concerns, and delivering desired results. In addition to tradition accounts receivable management, SWC has also provided staff augmentation and 1st party customer service activities specifically in the tolling market. SWC also developed a quaranteed toll solution for video transactions, known as TollMaxx (tollmaxx.com). TollMaxx offers toll agencies the opportunity to leverage the capabilities and efficiencies of large volumes to reduce cost, eliminate collection risks and improve customer experience! www.swcgroup.com

#### **BOOTH 113**



CCS recently celebrated its 50th anniversary, and enjoys an enviable reputation as one of the nation's largest and most successful collection firms. A proven culture of regulatory compliance, advanced system

technology, and robust data security measures is the signature of our organization. Since our inception, CCS has focused its resources in servicing a high-profile client base. The combination of our countrywide processing expertise and decades of consultative experience makes CCS a uniquely qualified servicing partner. Furthermore, CCS was recently notified by insideARM that it has earned the distinction of being named a "Best Call Center To Work For" award-winning company. We are extremely proud of this achievement as we fully recognize that our people are our greatest asset, and serve as a direct reflection of our clients. www.ccsusa.com

#### **BOOTH 12**



100% employee-owned

solutions provider to clients nationwide. CMI delivers innovative revenue cycle, accounts receivable, and contact center solutions resulting in enhanced operational efficiency and increased revenue for its clients. CMI believes there is power in relationships and success occurs when individuals collaborate on a common objective. CMI is dedicated to building the trust and bonds that deliver positive results for both our clients and their consumers. www.thecmiaroup.com

#### BOOTH 505, 507



TollPlus LLC, is a software company founded in 2007 by a group of seasoned professionals from the Tolling, Banking, and IT industries. TollPlus has designed from the ground up a

sophisticated end-to-end toll management solution that is scalable, lightweight, secure, and highly customizable to address the challenges of the Electronic Toll Collection (ETC) market. Innovation-driven, TollPlus' core products and services include the design, development, integration, implementation, and maintenance of ETC/AET, violation enforcement, image processing, and clearinghouse systems for toll roads, parking, ferry, metro, and other transit operations. In a rapidly-changing market, TollPlus puts a strong focus on technology and continuous R&D to offer world-class level products and services. These solutions are developed using leading-edge technologies that focus on significantly improving transportation agency efficiencies by reducing their operating expenses and maximizing revenue, while ensuring exceptional customer service. TollPlus LLC is headquartered in Chandler, AZ. www.tollplus.com

#### **BOOTH 111**



On September 25, 1789 the Fifth Amendment to the Constitution was enacted to guarantee that no person shall be "deprived of life, liberty or property without due process of law."

Here at Torri's Legal Services we have made that our mission. We provide every American citizen (even in the most challenging of circumstances) with appropriate due process to ensure the efficacy of our judicial system. Yes, it's our business, but it's also our driving force. Our services include service of process, skip tracing, court filing and much more. We are a knowledgeable. go-the-extra-mile group of people providing litigation support for top law firms, governments and tolling agencies nationwide. Our quality, determination, and transparency are first in class. Many people serve legal papers, few can do it with our level of commitment and dedication while providing service with a smile. Call Torri's Legal Services today for all your litigation support needs. www.torrilegalservices.com

#### **BOOTH 511**

TransCore provides fully-engineered TRANSCORE transportation solutions for Tolling and Traffic Management systems. A pioneer in tolling, we provide full-scale operations and maintenance services for nearly half of all U.S. toll lanes. Our flagship Infinity Digital Lane System™ is a complete roadside toll collection solution deployed in thousands of lanes across the United States. Our Integrity Back Office system combines advanced financial management software with 30 years of proven customer service excellence. We design and deploy traffic management systems for agencies across North America, and currently manage more than 21,000 intersections worldwide. Our history of supporting the transportation industry dates back to the early 1930s with the country's first toll road in Pennsylvania, and in the 1980s with the development of RFID transportation applications at Los Alamos National Labs. Our RFID systems provide secure and interoperable access for airports, hospitals, parking garages, border patrols, trucking fleets, and the toll and rail industries. www.transcore.com

#### **BOOTH 21**



Through the collective acquisition of several premier brands including Energy Absorption, Safe-Hit®, and Yodock®, Trinity Highway is an industry leader and global supplier of commercial highway products. Our core product lines include guardrail, end terminals, cable and steel longitudinal barriers,

crash cushions, truck and trailer mounted attenuators, water-filled barricades, sign supports, and delineators. Trinity Highway, Trinity Highway International, and Trinity Highway Rentals offers a broad

range of products that have been tested, approved, and accepted for reimbursement under established federal and state safety quidelines. Trinity Highway sells its proprietary products throughout the U.S., Canada, and Mexico and to more than 100 international markets. www.trinityhighway.com

#### **BOOTH 7**



SABLE PAY is an interoperable, reliable, and secure tolling product by UScontracting, Inc., a provider of professional engineering and consulting services to the US Government.

SABLE PAY is a mobile device solution and low-cost alternative to tolling using traditional transponders and RFID readers. With inexpensive scanners and commodity hardware, this solution gives everyone with a smart phone access to an instant tolling transponder and an easy way to pay for tolls. SABLE PAY offers a universal consumer and tolling platform as the next evolutionary step in the tolling industry. www.uscontracting.us

#### **BOOTH 310**



With more than 25 years of VERSILISINC experience in highway safety, Versilis has developed

automated access control solutions that meet the highest industry standards. Government agencies across North America have adopted the solutions to increase their traffic operations' safety and efficiency. With motorist and operator safety in mind, Versilis traffic engineers bring experience and ingenuity to each project, from the planning stage, all the way to installation, testing and training. www.versilis.com

#### **DOWNLOAD THE IBTTA MEETINGS APP!**

The IBTTA Meetings app is now available in the App Store, Google Play and the Amazon App Store – and it's FREE! The IBTTA Meetings app for iPhone, iPad and iPod touch, as well as Android devices, is designed to assist and enhance your IBTTA meeting experience.

- You can use the My Schedule feature to organize and display your schedule and itineraries
- The Dashboard feature provides up-to-the-minute Exhibitor, Speaker and Event information along with their locations and session descriptions.
- You can take and store notes on the sessions you attend.
- The Alerts feature provides important real-time communications from the IBTTA staff.
- You can keep up with industry news on LinkedIn and Facebook groups, and with the built-in Twitter feed, you can follow and join in on conversations.

Visit the App Store, Google Play or the Amazon Appstore on your device and search for "IBTTA" and download it today.







# **Driving the Future of Mobility**

# SAVE THE DATES!

#### JANUARY

Winter Board & Committee Meetings January 9-11, 2019 Coral Gables, FL | Westin Colonnade

#### FEBRUARY

Leadership Academy February 10-15, 2019 Washington, DC | Westin City Center www.IBTTA.org/leadershipacademy

#### MARCH

Annual Technology Summit March 31-April 2, 2019 Orlando, FL | Renaissance Orlando at SeaWorld www.IBTTA.org/orlando

#### MAY

Spring Board & Committee Meetings May 18-19, 2019 Philadelphia, PA | Loews Philadelphia

Summit on Finance & Policy May 19-21, 2019 Philadelphia, PA | Loews Philadelphia www.IBTTA.org/philadelphia

## www.IBTTA.org/events

\* All information subject to change.

## 2019 IBTTA Events Calendar\*

#### JUNE

**2020 Conference Planning Ideas Roundtable** June 22, 2019 Norfolk, VA | Hilton Norfolk The Main

IBTTA Annual Service Project June 23, 2019 Norfolk, VA

Maintenance & Roadway Operations Workshop June 23-25, 2019 Norfolk, VA | Hilton Norfolk The Main www.IBTTA.org/norfolk

#### JULY

Communications Summit July 28-30, 2019 Seattle, WA | Hyatt Regency Seattle www.IBTTA.org/seattle

#### SEPTEMBER

Fall Board & Committee Meetings September 13-14, 2019 Halifax, NS, Canada | Prince George Hotel

87<sup>th</sup> Annual Meeting & Exhibition September 15-17, 2019 Halifax, NS, Canada | Halifax Convention Centre www.IBTTA.org/halifax

#### OCTOBER

Global Tolling Summit October 27-29, 2019 Lisbon, Portugal | Altis Grand Hotel www.IBTTA.org/lisbon

# Make plans to join us in...

HALIFAX **BTTA2019** 

ALL CONCERNS

# SEPTEMBER 15-17, 2019

# 87<sup>th</sup> Annual Meeting & Exhibition

Halifax Convention Centre | Halifax, Nova Scotia, Canada

www.IBTTA.org/halifax

# SCHEDULE-AT-A-GLANCE



**PRE-ANNUAL MEETING EVENTS** 

#### FRIDAY, OCTOBER 12

10:00am – 2:00pm Executive Committee Meeting (by invitation)

1:30pm – 5:00pm Platinum Sponsors Advisory Council (by invitation)

#### SATURDAY, OCTOBER 13

8:00am – 5:00pm Board of Directors & Committee Meetings

1:00pm – 5:00pm Leadership Academy – Strategic Development Workshop (Open to all Leadership Academy Alumni)

#### 7:00pm

Board, Past Presidents, Honorary Members and Host Dinner (by invitation)

#### 86<sup>™</sup> ANNUAL MEETING & EXHIBITION

#### **TRUST & ACCOUNTABILITY**

#### ANNUAL MEETING & EXHIBITION AGENDA

#### SUNDAY, OCTOBER 14

8:00am – 6:00pm Registration

8:30am – Noon Concurrent Technical Tours

 Chesapeake Bay Bridge
Ft. McHenry Tunnel and MDTA Operations Center

10:00am – 4:00pm Roundtables, Mini-Workshops & Working Groups

- CAV Working Group
- Executives
- Communications/Marketing
- Procurement, Contracting & Creative Competition

(see page 18 for specific times)

1:00pm – 6:00pm Exhibit Set Up

3:30pm – 4:30pm Welcome Reception for New Members & First-Time Attendees

6:00pm – 10:00pm Opening Event: Ravens Stadium

#### MONDAY, OCTOBER 15

6:00am – 7:00am Sunrise Walk

7:00am – 5:00pm Registration

7:00am – 8:30am Breakfast with Exhibitors

#### 8:30am – 9:30am Welcoming Remarks

9:30am – 10:30am Keynote Speaker: Darby Allen

10:30am – 11:00am Refreshment Break with Exhibitors

11:00am – 12:30pm General Session The Power of Collaboration With and Within DOTs

12:30pm – 2:30pm Lunch with Exhibitors

2:30pm – 3:45pm General Session Toll Excellence Awards – Projects Revealed

3:45pm – 5:00pm General Session Hot Topics in the Future of Mobility

5:00pm – 7:00pm Networking Reception with Exhibitors

7:00pm Open Evening

#### TUESDAY, OCTOBER 16

6:00am – 7:00am Sunrise Walk

7:00am – 5:30pm Registration

7:00am – 8:30am Breakfast with Exhibitors 8:30am – 10:00am IBTTA Business Meeting

- CEO Report
- Financial Report
- Election of Officers & Board Members

Preview of the 2019 Annual Meeting in Halifax, Nova Scotia, Canada

10:00am – 10:30am Refreshment Break with Exhibitors

10:30am – Noon Breakout Sessions

Noon – 2:00pm Lunch with Exhibitors

2:00pm – 3:30pm Breakout Sessions

3:30pm – 4:00pm Refreshment Break with Exhibitors

4:00pm – 5:30pm Breakout Sessions

4:00pm – 6:00pm Exhibit Tear Down

5:30pm Adjourn

6:30pm – 10:00pm Closing Banquet & Silent Auction (Black-tie optional)

> Please note: There is no Wednesday programming.







## EMOVIS OPENS THE ROAD AND PAVES THE WAY FOR NEW MOBILITY SOLUTIONS

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