

87th Annual Meeting & Exhibition

HALIFAX

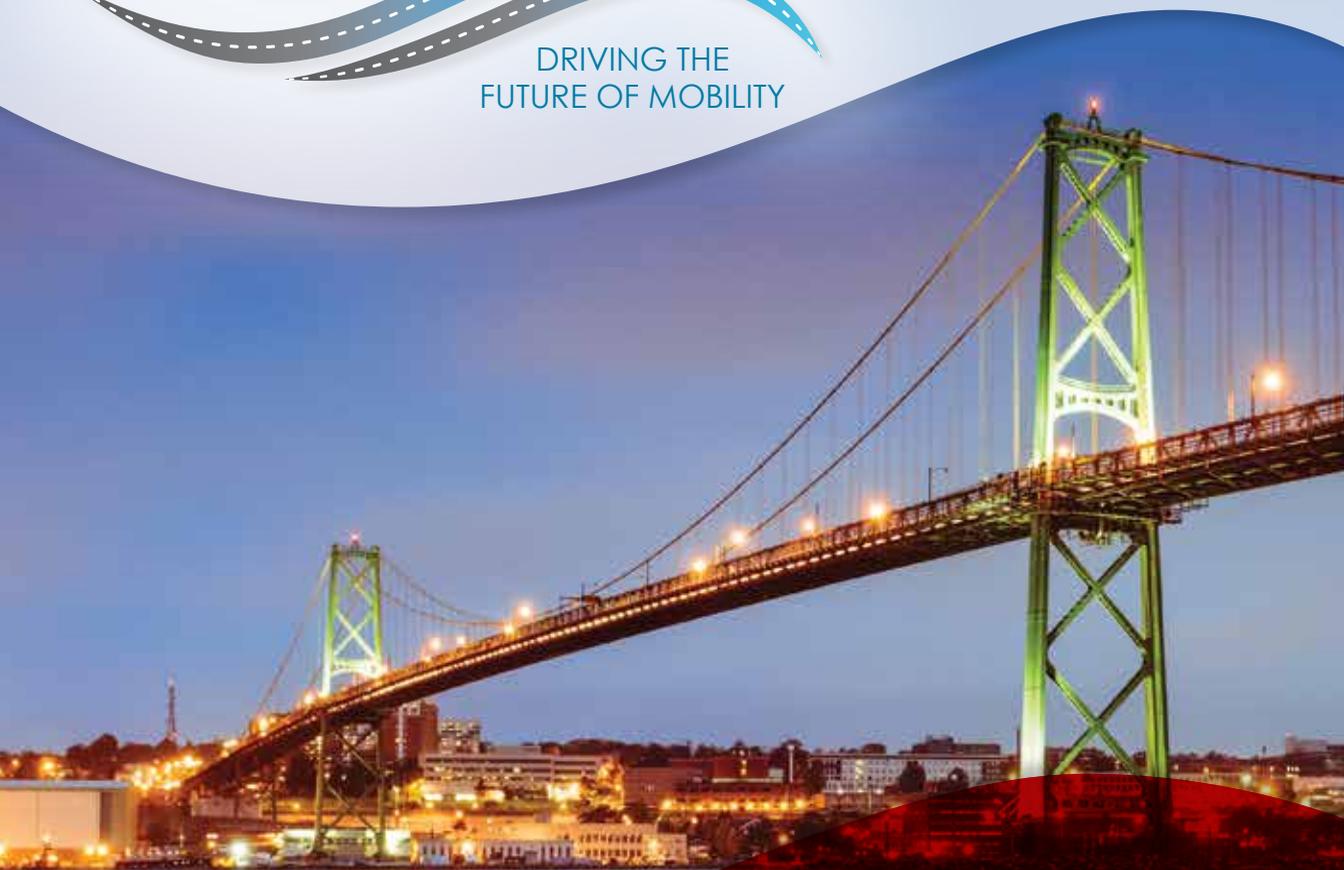
IBTTA2019

HOSTED BY:



Halifax Harbour Bridges

DRIVING THE
FUTURE OF MOBILITY



SEPTEMBER 15-17, 2019

HALIFAX CONVENTION CENTRE

HALIFAX

NOVA SCOTIA, CANADA

PROGRAM

IBTTA
TOLLING. MOVING SMARTER.



Dear Friends and Colleagues,

Welcome to Halifax and IBTTA's 87th Annual Meeting and Exhibition! We are delighted to be back in this great city, hosted by IBTTA Past President, Steve Snider and the Halifax Harbour Bridges. It was 1999 when we last gathered for an Annual Meeting here under the theme "Growing Your Toll Business in the Next Millennium."

Halifax provides the perfect setting to bring world-class tolling and mobility providers together for learning and networking. What better way to kick off the meeting than to take a technical tour of the Macdonald Bridge and have an in-depth look at the historic Big Lift project – an engineering marvel.

Over the next three days you will gain a sense of purpose from the program with sessions covering the best in tolling innovations, asset management and three break-out tracks on The Business of Mobility, Technology and the Customer, and The World Around Us.

Our keynote speaker, Charles Fishman, acclaimed author and three-time winner of the Gerald Loeb Award, will take us to the moon and back to remind us that we can tackle and solve the difficulties we face every day.

There are so many things to see and do while you're here in Halifax, including the many opportunities to network with your colleagues and peers. IBTTA's exhibit hall offers the perfect place to meet our industry's leading vendors and consultants offering products and solutions to meet your organization's transportation and mobility needs. And, if you're new to IBTTA, please join us at the Welcome Reception for New Members and First-Time Attendees on Sunday and let us help you navigate your way through the next few days.

My special thanks to the Meeting Planning Group for developing an exceptional program, our many sponsors who provide generous financial support to us now and throughout the year and our speakers and moderators for sharing innovative and thought-provoking ideas. With so much changing in every aspect of our business, there are still a few constants you can count on. At the top of the list is the incredible value you'll take away from IBTTA's annual meeting and exhibition.

Thank you for joining us in Halifax. Have a great meeting and I look forward to seeing you!

A handwritten signature in black ink that reads "Christopher Tomlinson". The signature is fluid and cursive.

Christopher Tomlinson
2019 IBTTA President
Executive Director and Board Secretary,
State Road & Tollway Authority and Executive Director,
Georgia Regional Transportation Authority, Atlanta, GA

WELCOME TO

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ABOUT OUR HOST



Halifax Harbour Bridges

Halifax Harbour Bridges (HHB) is the Nova Scotia crown corporation responsible for operating and maintaining two tolled suspension bridges that span the Halifax Harbour. The Angus L. Macdonald Bridge

opened in 1955 and the A. Murray MacKay Bridge opened in 1970. The combined annual crossings exceed 34 million.

One hundred percent of all toll revenue is used to operate and maintain the bridges ensuring the long-term safety of the structures and the safety of the travelling public. HHB's vision is to be recognized as world-class for providing innovative transportation solutions.

Learn more about Halifax Harbour Bridges at www.hdbc.ca.

HALIFAX!

MEETING PLANNING GROUP

CO-CHIEF MEETING ORGANIZERS



 Kevin Hoefflich, P.E.
HNTB Corporation



 Alison MacDonald
Halifax Harbour Bridges

TRACK TEAM LEADERS

The Business of Mobility Track

 Jeffrey Heilstedt, P.E.
WSP USA

Technology & The Customer Track

 Sue Chrzan
Tampa Hillsborough Expressway Authority

The World Around Us Track

 Victoria Dewey
AECOM

GROUP MEMBERS

 Craig Bettmann, Cogensia
Susan Buse, SBuse Consulting

 Andrew Cadmus, HDR

 Jessica Carson, E-470 Public
Highway Authority

Michael Cheroutes, Roadis
Transportation B.V.

 Scott Cooper, HNTB Corporation

Josef Czako, Moving Forward
Consulting UG (Ltd.)

Alain Estiot, AETC

Rob Horr, Thousand Islands Bridge
Authority

 Phani Jammalamadaka,
CDM Smith

 Yagnesh Jarmarwala,
CDM Smith

 Samuel Johnson, Transportation
Corridor Agencies

Frank McCartney, FGM Consulting

 Philip Miller, WSP USA

Tim Miller, HNTB Corporation

 René Moser, ASFINAG

 Keith Mullins, Gannett Fleming

Fran O'Connor, Atkins Global

Mary Jane O'Meara, HNTB
Corporation

 Kevin Palmer, RS&H

Daniel Papiernik, HNTB Corporation

Ken Philmus, Conduent

Ed Regan, CDM Smith

Malika Seddi, ASFA

 Theresa Simmons, Richmond
Metropolitan Transportation Authority

Terri Slack, CDM Smith

Steven Snider, Halifax Harbour Bridges

Emanuela Stocchi, AISCAT

Zongwei Tao, Weris, Inc.

Emily Tapia-Lopez, HNTB Corporation

 Lisa Thompson, HNTB Corporation

Mario Toscano, Drive Engineering

P.J. Wilkins, E-ZPass Group/IAG
Service Corporation

 Leadership Academy Alumni

FAST FACTS

AUDIO/VISUAL PRODUCTION

Sponsored by: **Milligan Partners**

BADGES

Badges are required to gain entry into all sessions, meals, tours and events.

COFFEE CAFÉ

During exhibit hours, enjoy espresso drinks and tea at Booth 30/31.

Sponsored by: **CONDUENT**
Transportation 

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

WiFi will be available throughout the conference space at the Halifax Convention Centre.

Sponsored by: **Michael Baker**
INTERNATIONAL

Network Name: Michael Baker Int'l
WiFi Password: IBTTA2019

LEADERSHIP ACADEMY DESIGNATION

 This graduation "cap" symbol denotes Leadership Academy alumni.

MEALS & EVENTS

All meals and Evening Events are included in the Delegate, Guest and Speaker registration fees only. Tickets for non-registered attendees are available for sale at the registration desk.

MEDIA

Credentialed members of the media are permitted to attend sessions only.

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 at the IBTTA Registration Desk for instructions.

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 on-demand viewing.

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 at the "Spark" station located near the Registration Desk in the Ballroom Salon.

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 Ballroom Salon.

Sunday, September 15	8:00am – 6:00pm
Monday, September 16	7:00am – 5:00pm
Tuesday, September 17	7:00am – 5:30pm

SPEAKER REHEARSALS & PRESENTATION DROP-OFF

Cheryle Arnold, IBTTA Conference Production Manager, will be available in Ballroom B1, during the following hours to assist you with your presentation:

Sunday, September 15	9:00am – 4:00pm
Monday, September 16	6:00am – 5:00pm
Tuesday, September 17	6:00am – 4:00pm

EXHIBITS*

The Exhibit Hall is in Ballroom B2/B3. Hours are as follows:

SUNDAY, SEPTEMBER 15

Set Up.....	1:00pm – 6:00pm
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MONDAY, SEPTEMBER 16

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

TUESDAY, SEPTEMBER 17

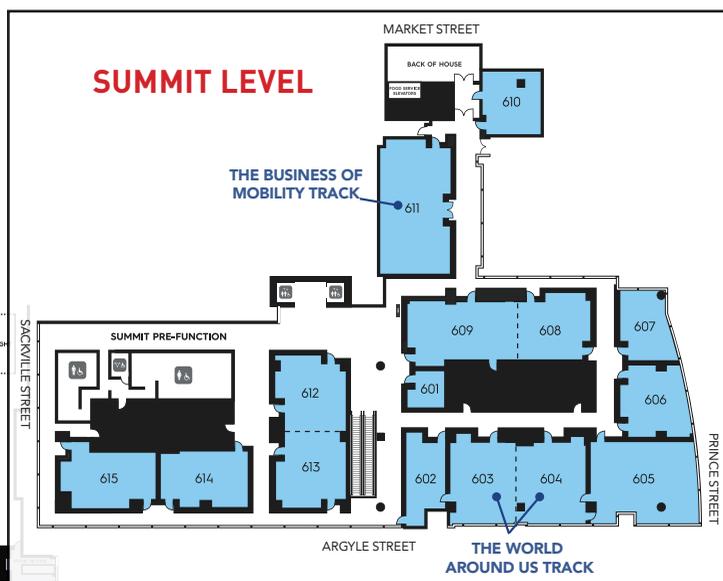
Breakfast.....	7:00am – 8:30am
Refreshment Break.....	10:00am – 10:30am
Lunch.....	Noon – 2:00pm
Refreshment Break.....	3:30pm – 4:00pm
Tear Down	4:00pm – 6:00pm

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

BALLROOM LEVEL



SUMMIT LEVEL



SPECIAL FEATURES

CASH RAFFLE – A FUN WAY TO SUPPORT THE IBTTA FOUNDATION SCHOLARSHIP FUND!

In support of the IBTTA Foundation Scholarship Fund, the Foundation is holding a Cash Raffle during the Meeting. Beginning at 8:00am on Sunday, you can buy a raffle ticket (or multiple raffle tickets) for \$20 (cash only) from a staff member at the IBTTA Registration Desk. Tickets will be sold through 7:00pm on Tuesday. We'll pull a winner from the stage at the Closing Dinner & Awards Banquet on Tuesday. This is a 50/50 raffle!

NOTES:

1. You do not need to be present to win, as long as you write your name clearly and hold on to your ticket!
2. There is an ATM machine in the convention centre lobby because again, this is a cash only raffle!



PROFESSIONAL HEADSHOTS

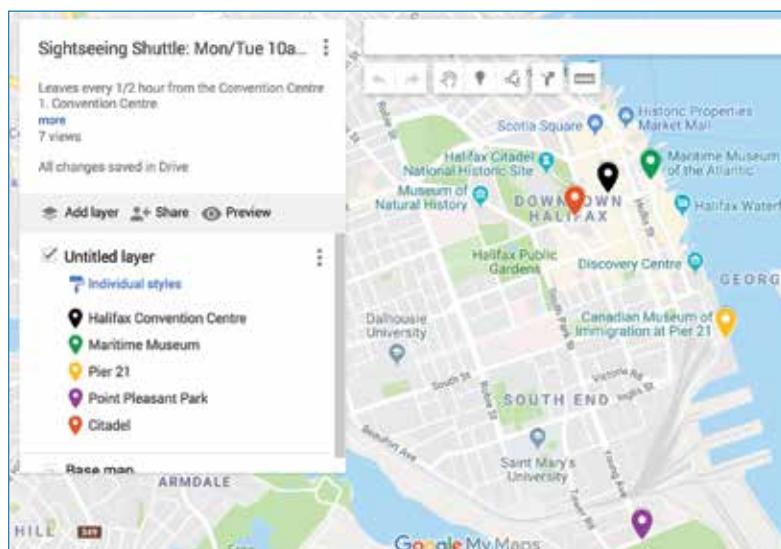
SMILE! Is it time for a new or maybe first-time headshot? Join us at the Egis Headshot Photo Lounge where our local professional photographer will provide the perfect setting for your next professional photo. A high resolution version of your headshot will be forwarded via email a few days after your sitting.

Sponsored by:



SHUTTLE BUS SCHEDULE

Sponsored by:  **Passport**



SUNDAY, SEPTEMBER 15

7:00am – 6:00pm

Every 15 minutes between IBTTA hotel lobbies and the Convention Centre

MONDAY, SEPTEMBER 16

TUESDAY, SEPTEMBER 17

7:00am – 10:00am

Every 15 minutes between IBTTA hotel lobbies and the Convention Centre

10:00am – 3:00pm

Sightseeing Loop Bus: Every 30 minutes between the Convention Centre and Halifax landmarks (see map)

3:00pm – 10:30pm

Every 15 minutes between IBTTA hotel lobbies and Convention Centre

IBTTA BOARD OF DIRECTORS

EXECUTIVE COMMITTEE



President
Christopher Tomlinson
State Road & Tollway Authority



First Vice President
Samuel Johnson
Transportation Corridor Agencies



Second Vice President
Mark Compton
Pennsylvania Turnpike Commission



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



Immediate Past President
Tim Stewart
E-470 Public Highway Authority



Executive Director & CEO
Patrick Jones
IBTTA



DIRECTORS

Diane Gutierrez-Scaccetti
State of New Jersey Department of Transportation

Bill Halkias
HELLASTRON (Hellenic Association of Toll Roads Network)

James Hofmann
North Texas Tollway Authority

John Lawson
Virginia Department of Transportation

Julià Monsó
Cintra

María Moreno
SEOPAN

Mark Muriello
The Port Authority of New York & New Jersey

Kathryn O'Connor
Rhode Island Turnpike and Bridge Authority

Patty Rubstello
Washington State Department of Transportation

Massimo Schintu
AISCAT (Associazione Italiana Società Concessionarie Autostrade e Trafori)

Juan Toledo
Miami-Dade Expressway Authority

Gary Trietsch
Harris County Toll Road Authority

Bruce Van Note
Maine Department of Transportation

Joseph Waggoner
Tampa Hillsborough Expressway Authority

HONORARY MEMBERS

2019 HONORARY MEMBERS

Monday, September 16, 2019

8:30am – 9:30am

Ballroom B1



Dave Kristick joined the E-470 Public Highway Authority in 1996 following a twenty-year career in the U.S. Army. He served as the Director of Operations at E-470 Public Highway Authority from 1998-2019 and became E-470's Deputy Executive Director in 2010. Dave was responsible for providing E-470's ExpressToll™ and License Plate Toll™ customer services to all toll facilities in Colorado in addition to the supporting marketing and communications services and maintenance of E-470's toll collection system. Dave also served as chairman of IBTTA's national toll interoperability committee and is also a member of the Transportation Research Board's Standing Committee on Managed Lanes. Dave also served as Chairman on the board of directors of the OmniAir Consortium. Dave holds a Bachelor of Science degree in Engineering from the U.S. Military Academy at West Point, an MBA in Finance and Organizational Development from the University of Rhode Island and a Master of Science degree in Strategic Studies from the U.S. Naval War College.



Emanuela Stocchi is an expert in EU legislation and policies and she is the Director of International Affairs for AISCAT (Associazione Italiana Società Concessionarie Autostrade e Trafori), the Italian Association of Toll Highways Concessionaires Companies. In this role she ensures the Association's contacts with the EU Institutions and other European and International organizations active in the transportation field. Emanuela has an outstanding International background: she holds a degree in Political Science with a specialization in EU law and policies and she has worked in Brussels for eight years with ASECAP, the European Association of Toll Highways Concessionaires Companies, gaining a solid and comprehensive knowledge of all the EU Institutional and public affairs and expanding at the same time her EU and International network in the transportation area. Emanuela is Vice Chair of the ASECAP Permanent Committee of Road Safety, Environment and Sustainability and is also Chair of the PIARC (World Road Association) Task Force on Innovative Financing. Emanuela served IBTTA and its members through work on several committees before being appointed to the Board of Directors in 2011. Emanuela served a two-year term as International Vice President, before a three-year term as Second and then First Vice President and finally President in 2017.

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. Champion
Jose Luis Ceron
Oliver K. Compton Jr.
Santiago Corral
James A. Crawford
Earl J. "Buddy" Croft III
Ronald Cunningham
Henri Cyna
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 L. Leonetti
Lawrence J. Lewis
Dale W. Luehring
Burt H. Marshall
Jorge Masiá Mas-Bagá
Stephen F. Mayer
Frank G. McCartney
John McCuskey
Jean Mesqui
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



2019 TOLL EXCELLENCE AWARDS PROJECTS REVEALED

Monday, September 16, 2019

2:30pm – 3:45pm

Ballroom B1

AND THE WINNERS ARE...

ADMINISTRATION & FINANCE



AGENCY Transurban North America

PROJECT *P3 Innovative Financing of the I-395 Virginia Express Lanes*

Transurban will deliver the eight-mile 395 Express Lanes project as part of its long-standing partnership with the Virginia Department of Transportation (VDOT) to reduce traffic congestion in one of the world's 20 most congested cities. Transurban operates the 495 and 95 Express Lanes – a 45-mile network of dynamic, managed toll lanes that are serving over six million customers. Transurban will finance, develop, construct, operate and maintain the Express Lanes extension through the densely travelled 395 corridor connecting Springfield, Virginia and Washington, DC. The financing of the 395 Express Lanes involved multiple parties working together including Transurban North America, the Virginia Resources Authority, the Virginia Small Business Financing Authority and the VDOT Office of P3s. The process also included Commonwealth Transportation Board approval. Transurban created a unified credit that improved on the operational success of the 95 Segment to support the Series 2017 Bonds and resulted in a one-notch credit upgrade to BBB from both S&P and Fitch. The transaction received more than \$1.5 billion in orders, allowing for further spread tightening to a final level of 49 to 50 basis points to Municipal Market Data rate. With demonstrated fiscal value to the Commonwealth of Virginia, its taxpayers and the project's shareholders, the 395 Express Lanes moved swiftly to construction and is on schedule and on budget to open to customers in the fall of 2019.

CUSTOMER SERVICE & MARKETING OUTREACH



AGENCY Tampa Hillsborough Expressway Authority (THEA)

PROJECT *Communication Planning, Outreach and Execution for the Selmon West Extension Project*

Patience, persistence, and a commitment to community involvement and outreach made the difference for the Tampa Hillsborough Expressway Authority (THEA) when it launched the Selmon West Extension Project, the third attempt in 25 years to advance a project to reduce congestion along Gandy Boulevard in Tampa, Florida. Earlier plans that called for removal of homes and businesses along the corridor produced fierce community opposition. When THEA took over the project in 2009, its engineers proposed a different solution—an elevated toll lane along the median that would fit the narrow roadway and leave surrounding buildings intact. On the heels of the "Great Recession," that plan still made business and community leaders nervous and was put on hold. But by 2014, population growth significantly increased congestion and raised concerns about evacuation preparedness in the event of a major hurricane. THEA worked closely with local leaders to reintroduce the elevated road design to maximize regional connectivity. To get the project completed, the THEA team changed their approach and focused on community involvement and outreach. This included a marketing campaign to respond to the concerns of businesses that believed they would be negatively affected by the construction. It also including hosting events to draw more customers to the Gandy Boulevard corridor, a social media initiative to engage customers, and earned media opportunities for local businesses on local television networks. The project, which had failed to launch on four previous occasions, received the endorsement of four Chambers of Commerce and minimal push back from the neighboring communities as a direct result of the grassroots outreach and strategic marketing plan that THEA created for the shopping district.

Congratulations to the 2019 Toll Excellence Award winners!

Join us Monday afternoon as we recognize extraordinary projects and programs and present awards to the winners in each of the six Toll Excellence Award categories. The prestigious President's Award for Excellence will be announced at the end of the Awards session.

SOCIAL RESPONSIBILITY

AGENCY Joint Project: Central Florida Expressway Authority, Florida Department of Transportation – District Five, Florida's Turnpike Enterprise



PROJECT *Wekiva Parkway (State Road 429)*

With a population of more than 2.5 million and more than 72 million tourists visiting annually, Central Florida needed to complete the 25-mile Wekiva Parkway (State Road 429) to relieve the increasingly congested regional road network. The Central Florida Expressway Authority (CFX) responded by building a \$1.6-billion all-electronic tolling project that combines cutting-edge mobility and technology with enhanced environmental and social innovation, helping to protect wildlife and other natural resources surrounding the ecologically significant Wekiva River. In collaboration with the Florida Department of Transportation (FDOT) District Five, and Florida's Turnpike Enterprise, the project is guided by the 2004 Wekiva Parkway and Protection Act, which mandated environmental protections previously unseen in Florida. Under that legislation, CFX and FDOT bought 3,400 acres of conservation land that was previously slated for development, built 1.5 miles of wildlife bridges to replace two small tunnels, elevated the parkway to reduce vehicle collisions with wildlife, and limited the number of interchanges in the environmentally sensitive area. The project succeeded in providing a mobility solution with a true "parkway" feel while also helping to protect the environment surrounding the Wekiva River.

TECHNOLOGY

AGENCY Pennsylvania Turnpike Commission

PROJECT *CAAR*



Catch it Early is the mantra for a new geographic information system (GIS) web application created by the Pennsylvania Turnpike Commission. The application helps duty officers respond proactively to traffic flow and travel times across the Pennsylvania Turnpike. Historically, the Computer Aided Dispatch System (CADs) database was used to track fire stations and Emergency Medical Service (EMS) providers that service various sections of the Pennsylvania Turnpike. The PTC's GeoAnalytics team in conjunction with the Traffic, Engineering and Operations (TEO) department, developed a suite of tools to increase the visual awareness of traffic operations. The PTC partnered with Waze, AccuWeather, INRIX and Verizon, to gain access to real-time data-feeds. GIS applications and dashboards were developed to display real-time data feeds, video, photos, radar, wind, travel speeds, weather, traffic conditions and the PTC safety and truck locations. These data layers help users and duty officers quickly identify major traffic incidents. With this suite of tools, the PTC is able to "Catch it Early, Act, Analyze and Review" (CAAR). The applications and dashboards allow the TEO to quickly detect, view, and evaluate affected areas and identify relevant emergency service providers for any given section of monitored roadway.

TOLL EXCELLENCE AWARDS

TOLL OPERATIONS, ENGINEERING & MAINTENANCE

AGENCY Illinois Tollway

PROJECT *Customer Relationship Management System*



In 2012, the Illinois Tollway began a major capital program that would require a new Customer Relationship Management (CRM) System capable of handling the growth in revenues and toll transactions. The wider effort included the introduction of the Illinois Tollway's first cashless roads, its first cashless interstate-to-interstate interchange, and new cashless lanes along a 62-mile section between Chicago and Rockford, Illinois. From the time the capital program began the agency has been preparing for significant growth in volume and complexity of tolling operations, with transactions expected to increase by at least 45 percent and revenues by at least 50 percent through 2027. That jump in activity, will translate into a massive increase in back office requirements. To meet the challenge, the Tollway contracted with Accenture LLP for a new CRM system with updated business rules, customer self-service features, new and improved lane technologies, enhanced cybersecurity, and a wider range of external partners, including collection agencies, credit card companies, and other tolling agencies through interoperability agreements. The system now allows for more than \$1.5 billion in toll and violation revenue, averaging 1.6 million users and 2.8 million toll transactions per day—more than 88 percent of them all-electronic via I-PASS or E-ZPass.

PRIVATE SECTOR INNOVATION

AGENCY Electronic Transaction Consultants Corporation

PROJECT *Central United States Interoperability Hub (CUSIOP Hub)*



The charge to Electronic Transaction Consultants Corporation (ETC) from the Central United States Interoperability (CUSIOP) Hub project was to design, develop, test and implement a new interoperability hub system that complied with U.S. national interoperability standards and facilitated transaction processing, reporting and reconciliation for the seven participating agencies in the CUSIOP coalition in Kansas, Oklahoma and Texas. CUSIOP member agencies include Central Texas Regional Mobility Authority (CTRMA), Fort Bend County Toll Road Authority (FBCTRA), Harris County Toll Road Authority (HCTRA), Kansas Turnpike Authority (KTA), Oklahoma Turnpike Authority (OTA), North Texas Toll Authority (NTTA), and Texas Department of Transportation (TxDOT). The project replaced the existing Team TX Interoperability Hub, which had also been previously developed by ETC. The CUSIOP Hub will be processing transactions from other regional hubs in the very near future in the run up to achieve nationwide interoperability, using standardized protocols for file transfer and transaction processing. It is the very first multi-state hub that meets the new standards set for National Interoperability (NIOP), paving the way for the rest of the nation to follow suit. Furthermore, CUSIOP is the foundation underlying and enabling the region's multimodal future, as the platform could be expanded to process data from non-tolling agencies and services, such as transit, ride-share and commercial parking. Thanks to the IBTTA's Interoperability Committee that developed the national standards in collaboration with stakeholders across the nation, CUSIOP's member agencies' leadership and ETC's innovative design, the seven member agencies are currently at 95 percent compliance with the national standard, and the system is expected to achieve 100 percent compliance in late 2019. To date, CUSIOP has processed nearly one billion transactions and more than \$1 billion in revenue.

KEYNOTE SPEAKER



Monday, September 16, 2019
9:30am –10:30am
Ballroom B1



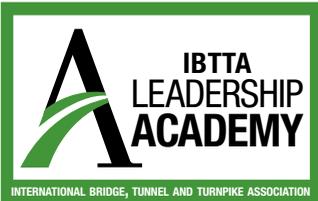
CHARLES FISHMAN

When JFK unleashed NASA and America in a race to the moon in 1961, even the scientists and engineers inside the space agency had no idea how to do what Kennedy had charged them with. The U.S. at that moment had five minutes of spaceflight experience, there were 10,000 problems that needed to be solved to get to the moon—and Kennedy said it had to be done in just eight years. Charles Fishman explains what innovation under-pressure looks like, and how to manage a project that never lost focus or momentum. As he explains, for every hour of spaceflight during Apollo, one million hours of work had to be done on Earth. The phrase “if we can put a man on the moon” captures exactly the power of those moon landings: what does it take to accomplish nearly impossible goals, under pressure, and on deadline? The race to the moon is as much a tribute to the people working in research labs at MIT and factories in California as to the 27 astronauts who flew there. It’s a story with relevance for our lives at work, and for our lives as citizens, as we ask how to tackle some of the biggest problems the world has ever faced, like climate change. As Apollo (and Fishman) so vividly remind us, we can tackle and solve those problems.

Note: A book signing/sale will take place in the IBTTA booth (12, 13, 14) in the Exhibit Hall during lunch at 12:30pm.

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

EVENTS



Congratulations to the graduates of the 2019 class of the IBTTA Leadership Academy's Executive Development Program who attended the intensive week-long program February 10-15, 2019, in Washington, DC. In its 12th 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 2019 listed left to right – Front Row: Melissa Phillpott, Carly Olexik, Merryl Mandus, Payman Dargahi, Christopher Lory, Laura Marriott, Matthew Woodhouse, Francis Tang, Stephanie Blanco, Colleen Sim, Cassandra Gibbon; **Row 2:** Jonathan Tursky, Reddy Patlolla, Kevin Holbert, David Schnell, Kirk Logan, Yagnesh Jarmarwala, Carrie Mackenzie, Robert Goode, Justin Winn, Mark Brazzo; **Row 3:** Jennifer Frankl, Patricia Michaud, Amanda Baxter, Greg Vari, Jeff Nazareno; **Back Row :** Craig Bettman, Alyssa Staley, Philip Riggio, Dimitrios Gatsonis, Jennifer Larson, Ateeth Dhumal, René Moser, John Keller, Jason Wall; Not pictured: Chris Bausher, Robert Matthews

LEADERSHIP ACADEMY – STRATEGIC DEVELOPMENT WORKSHOP

Saturday, September 14, 2019

1:00pm – 4:30pm

Room 501/502

(Open to all Leadership Academy Alumni)

If you are a graduate of the Leadership Academy, we invite you to attend this Strategic Development Workshop, led by facilitators Dr. Barbara Gannon and Maggie Wilkins. It is designed to be highly interactive and immediately applicable. Dr. Gannon will provide an educational piece about high-performance leaders and mentorship and then the group will discuss and examine some goals of the new Leadership Academy Alumni Association. This workshop will help establish leadership teams that will explore key issues and develop strategic priorities and opportunities where we can make an impact. An alumni networking/social event will follow at 4:30pm. Details provided during the session.

FACILITATORS: Dr. Barbara Gannon, Principal, GannonConsult, Gloucester, MA;  Maggie Wilkins, President, Wilkins Strategies, Austin, TX; and  Lauren Hakos, Chair IBTTA Leadership Academy Alumni Association, Ohio Turnpike and Infrastructure Commission, Berea, OH and  Mary Sallach, Vice Chair, IBTTA Leadership Academy Alumni Association, State Road & Tollway Authority, Atlanta, GA



WELCOME RECEPTION FOR NEW MEMBERS & FIRST-TIME ATTENDEES

Sunday, September 15, 2019

3:30pm – 4:30pm

Room 503



If you are a new IBTTA member or if this will be your first-ever IBTTA Meeting, make the most of your experience and attend this informal reception. Meet IBTTA Officers, Board of Directors, Past Presidents and staff. Network and learn how to take advantage of your IBTTA membership and make the most of your Annual Meeting experience!

OPENING EVENT AT THE CUNARD CENTRE

Sunday, September 15, 2019

6:00pm – 10:00pm

961 Marginal Road

Dress: Casual

Buses will load from the Convention Centre, Prince George, Cambridge Suites, and Homewood Suites lobbies starting at 5:45pm. Shuttle buses will loop all night between the hotels and the Cunard Centre. **Badges are required**, and can be picked up from the Convention Centre Ballroom Salon on the 5th floor.



Join your friends and colleagues for a Nova Scotian evening of lobsters, local entertainment, and great company. This exciting evening will highlight the diversity and awe-inspiring features that make Halifax such an amazing place to live and visit! Don't forget to step outside on "the Brow" to marvel as ships and cruise liners maneuver around the port, and stay as the sun sets to soak in a symphony of color over Halifax Harbour. Don't miss this event!

Sponsored by:



EVENTS

FOUNDATION SCHOLARSHIP AWARDS

Monday, September 16, 2019

8:30am – 9:30am

Ballroom B1

2019 SCHOLARSHIP AWARDEES

Patricia Cheng

Case Western Reserve
University, Cleveland, OH
Engineering 2020

Jon Cowart

Penn State, University Park, PA
Engineering 2021

Gabriel Earle

George Mason University, Fairfax
Station, VA
Engineering 2020

Austin Hostettler

Missouri University of Science
and Technology, Rolla, MO
Engineering 2021

Allison Van Horn

Oregon State University,
Corvallis, OR
Engineering 2021



[2017 Scholarship Winners]

NETWORKING RECEPTION WITH EXHIBITORS

Sponsored by:



Monday, September 16, 2019

5:30pm – 7:00pm

Included in registration fee

Ballroom B2/B3



The reception in the exhibit hall takes place Monday evening immediately 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 (and fun) time learning about the latest products and services, reconnecting with suppliers and consultants and meeting lots of new companies who have ideas for improving your business. Then walk out of the Convention Centre to the Argyle Street Crawl starting at 7:00pm.

CLOSING DINNER & AWARDS BANQUET

Tuesday, September 17, 2019

6:30pm – 10:00pm

Included in Delegate, Speaker and Guest registration fees

Dress: Black-tie optional

Ballroom B1

Spend a relaxing evening celebrating our time in Halifax during the closing of our Annual Meeting & Exhibition. It's the perfect time to relax, spend time with old and new friends and end the meeting on a high note.



Sponsored by:  ETC

ARGYLE STREET CRAWL

MEMBER-HOSTED NETWORKING EVENT – ARGYLE STREET CRAWL

Monday, September 16, 2019

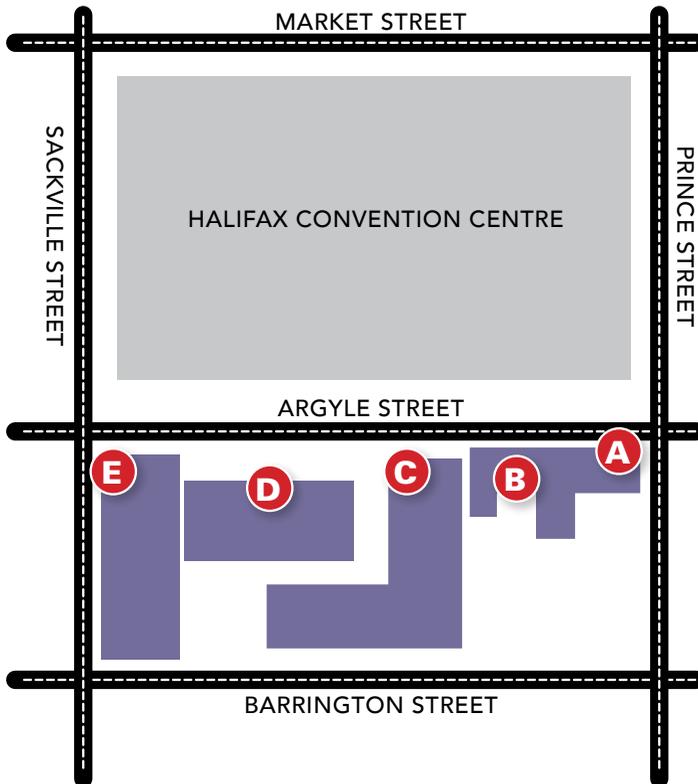
7:00pm – 10:30pm

Included in Delegate, Speaker and Guest registration fees

Dress: Casual

For those needing a lift back to your hotel, there will be a shuttle bus looping between all the hotels and the convention centre, through 10:30pm.

Following the reception in the Exhibit Hall, enjoy the IBTTA Member-Hosted Networking Event – Argyle Street Crawl. This is our official Monday Night Event and will take place in venues on Argyle Street, a pedestrian street outside the Convention Centre and walking distance to all hotels. IBTTA hosted venues will be well marked so you can pop from one to the other and enjoy a variety of good food, drink and music including Irish, karaoke, local kitchen music and more. Venues are hosted by the IBTTA member companies listed on the right and they worked hard to create a great experience for you. Check the weather, dress casually and enjoy a fun night of networking and excitement in Halifax! Additional information (your passport and wristband) are included in your registration packet.



IBTTA Member Hosts

A **The Carleton**
A-to-Be
Powered by Brisa

B **Lot Six**
HNTB

C **Economy Shoe Shop**
RS&H
WSP

D **The Toothy Moose**

Milligan Partners

E **Durty Nelly's Irish Pub**

*See it all
Do it all
Win it all!*

PROGRAM AGENDA

PRE-ANNUAL MEETING EVENTS

FRIDAY, SEPTEMBER 13

9:00am – Noon

Executive Committee Meeting
(by invitation)
Balmoral

9:00am – Noon

Council of Platinum Sponsors Meeting
(by invitation)
Regency

2:00pm – 5:00pm

Committee Meetings
Windsor

7:00pm

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

SATURDAY, SEPTEMBER 14

7:30am – 5:00pm

Board of Directors & Committee Meetings
Windsor

1:00pm – 4:30pm

Leadership Academy – Strategic Development Workshop
Room 501/502

FACILITATORS: Dr. Barbara Gannon, Principal, GannonConsult, Gloucester, MA

Maggie Wilkins, Gannon Consult, Austin, TX
(see page 14 for details; open to all Leadership Academy Alumni)

4:30pm – 5:30pm

Young Professionals' Council
Room 501/502

Come join the newly formed Young Professionals Council (all ages welcome). This is the next generation of diverse and future innovators in the toll industry looking to build long-lasting professional relationships with their peers in a casual and comfortable setting. The Founder's Committee has been hard at work getting the organization off to a start and would like to share their mission.

IBTTA 87th Annual Meeting & Exhibition

SUNDAY, SEPTEMBER 15

8:00am – 6:00pm

REGISTRATION
Ballroom Salon

8:30am – Noon

TECHNICAL TOUR

Angus L. Macdonald Bridge: The Big Lift

Buses will load from the Convention Centre lobby at 8:15am, and leave at 8:30am. Badges are required, and can be picked up from the Convention Centre Ballroom Salon on the 5th floor. Space may be available – check the IBTTA registration desk.

Noon – 2:00pm

EXECUTIVES ROUNDTABLE

(by invitation)
Room 501/502

1:00pm – 3:00pm

IBTTA NEW RESOURCES ROUNDTABLE

(join us anytime)
Rooms 504 & 505

1:00pm – 6:00pm

EXHIBIT SET UP

Ballroom B2/B3

3:30pm – 4:30pm

WELCOME RECEPTION FOR NEW MEMBERS & FIRST-TIME ATTENDEES

Room 503

6:00pm – 10:00pm

OPENING EVENT

Cunard Centre
(see page 15 for details)

MONDAY, SEPTEMBER 16

7:00am – 5:00pm

REGISTRATION

Ballroom Salon

7:00am – 8:30am

BREAKFAST WITH EXHIBITORS

Ballroom B2/B3

Sponsored by: **Raytheon**

8:30am – 9:30am

WELCOMING REMARKS

Ballroom B1

Steven Snider, General Manager & CEO, Halifax Harbour Bridges, Halifax, Nova Scotia, Canada

Christopher Tomlinson, Executive Director, State Road & Tollway Authority and Georgia Regional Transportation Authority and President, IBTTA, Atlanta, GA

Christophe Boutin, Executive Director, ASFA, and President, ASECAP, Paris, France

HONORARY MEMBER AWARDS CEREMONY

(see page 9 for bios)

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

IBTTA FOUNDATION SCHOLARSHIP PRESENTATION

Frank McCartney, Principal, FGM Consulting, Chair, IBTTA Foundation, Maple Glen, PA

(see page 16 for details)

9:30am – 10:30am

KEYNOTE SPEAKER

Ballroom B1

Charles Fishman, "If We Can Put A Man On the Moon," The Art of the Impossible

(see bio and book signing/sale on page 13)

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

10:30am – 11:00am

REFRESHMENT BREAK WITH EXHIBITORS

Ballroom B2/B3

11:00am – 12:30pm

GENERAL SESSION

Ballroom B1

THE "B" IN IBTTA – LOOKING AFTER OUR BRIDGES THROUGH ASSET MANAGEMENT PROGRAMS

Adopting a risk-based strategic asset management approach is essential for the long-term safety of cable-supported long span bridges. Cable-supported long span bridges are expensive to build and can be even more expensive to maintain. Often these large structures were built and expected to function for extended periods with little maintenance. For many older bridges, maintenance needs increased exponentially before asset management programs were adopted. While current best practice includes an asset management program as part of the bridge design many bridge authorities still struggle to make asset management part of their standard operating procedure and routine business practices. Presenters will

offer insight into how bridge operators from around the world collect data, build models, develop strategies, update maintenance practices and reshape capital investment based on asset management plans.

MODERATOR: Steven Snider, General Manager & CEO, Halifax Harbour Bridges, Halifax, Nova Scotia, Canada

Justine Tietjen, P.E., Chair, ICSBOA, Deputy Chief Engineer, MTA Bridges and Tunnels, New York, NY

Barry Colford, P.E., C.Eng., FICE, Vice President, Preservation Practice Leader - Complex Bridges, AECOM, Philadelphia, PA

Lars Fuhr Pedersen, CTO, Technical Director, Sund & Bælt Holding A/S, Copenhagen, Denmark

Ahsan Chowdhury, P.Eng., Chief Engineer, Halifax Harbour Bridges, Dartmouth, Nova Scotia, Canada

12:30pm – 2:30pm

LUNCH WITH EXHIBITORS

Ballroom B2/B3

Sponsored by: 

2:30pm – 3:45pm

GENERAL SESSION

Ballroom B1

TOLL EXCELLENCE AWARDS – PROJECTS REVEALED

This session will give the winners of the toll excellence awards the opportunity to showcase their award-winning projects. This will be an informative look at the projects that the industry deemed the best of the best for 2019. The President's Award will be announced during this session.

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

ADMINISTRATION & FINANCE

Winning Project: P3 Innovative Financing of the I-395 Virginia Express Lanes

Michael Discenza, Chief Financial Officer, Transurban North America, Tysons, VA

CUSTOMER SERVICE & MARKETING OUTREACH

Winning Project: Communication Planning, Outreach and Execution for the Selmon West Extension Project

 **Sue Chrzan**, Director of Public Affairs & Communications and **Daniel Alvarez, Sr.**, Secretary and **Vincent J. Cassidy**, Chairman, Tampa Hillsborough Expressway Authority, Tampa, FL

PROGRAM AGENDA

SOCIAL RESPONSIBILITY

Winning Project: Wekiva Parkway (State Road 429)

This was a joint project among CFX, FDOT and FTE.

Laura Kelley, Executive Director, Central Florida Expressway Authority (CFX), **Mary Brooks**, Project Community Engagement Consultant, Quest Corporation of America, Orlando, FL and **Snehal Ambare**, Project Manager, HNTB Corporation, representing Florida Department of Transportation - District Five and Florida's Turnpike Enterprise, Ocoee, FL

TECHNOLOGY

Winning Project: CAAR

Kenneth Juengling, MBA, GISP, GeoAnalytics Information Officer and **John Parker**, Senior Traffic Operations Project Manager, Pennsylvania Turnpike Commission, Harrisburg, PA

TOLL OPERATIONS, ENGINEERING & MAINTENANCE

Winning Project: Customer Relationship Management System

José Alvarez, Executive Director, Illinois Tollway, Downers Grove, IL

PRIVATE SECTOR INNOVATION

Winning Project: Central United States Interoperability Hub (CUSIOP Hub)

Bret Kidd, Chief Executive Officer, Electronic Transaction Consultants Corporation (ETC), Richardson, TX

3:45pm – 5:00pm

GENERAL SESSION

Ballroom B1

WORLDWIDE SHOWCASE

IBTTA embraces the global tolling industry and in Halifax we will further highlight the "I" (International) in IBTTA. This session will be a lightning round of presentations that allows attendees to soak up information from all the countries listed below.

MODERATORS: **Alain Estiot**, Principal, AETC, Saint-Mandé, France and **Emanuela Stocchi**, Director of International Affairs, AISCAT, Rome, Italy

PARADE OF COUNTRIES (as of this printing)

 **René Moser**, ASFINAG, representing AUSTRIA

David McCusker, WSP, representing CANADA

Lars Fuhr Pedersen, Sund & Baelt Holding, representing DENMARK

Malika Seddi, ASFA, representing FRANCE

Stavros Stavris, HELLASTRON, representing GREECE

Julie Cooper, Star Systems International, Ltd, representing HONG KONG

Rachel Cahill, Transport Infrastructure Ireland, representing IRELAND

 **Shimon Avraham**, Cross Israel Highway LTD, representing ISRAEL

Francesco Del Pizzo, Telepass SpA, representing ITALY

Jos Nijhuis, Q-Free, representing the NETHERLANDS

Eduardo Ramos, A-to-Be, powered by Brisa, representing PORTUGAL

Ilze Stander, Trans African Concessions (PTY) Limited, representing SOUTH AFRICA

María Moreno, SEOPAN, representing SPAIN

Hung Ji Wang, Freeway Bureau, representing TAIWAN

Julius Kaynamuny, Uganda National Roads Authority, representing UGANDA

Steve Bird, Red Fox ID LTD, representing the UNITED KINGDOM

Greg LeFrois, HNTB, representing the UNITED STATES

GLOBAL OVERVIEW: **Cherian George**, Global Head of Infrastructure and Project Finance, Fitch Ratings, New York, NY

5:30pm – 7:00pm

NETWORKING RECEPTION WITH EXHIBITORS

Ballroom B2/B3

Sponsored by:



7:00pm – 10:30pm

MEMBER-HOSTED NETWORKING EVENT

Argyle Street Crawl

(see page 17 for details)



We live in an increasingly visual world... keep an eye out for our Graphic Reporter.

TUESDAY, SEPTEMBER 17

7:00am – 5:30pm

REGISTRATION

Ballroom Salon

7:00am – 8:30am

BREAKFAST WITH EXHIBITORS

Ballroom B2/B3

8:30am – 10:00am

GENERAL SESSION

8:30am – 9:00am

WELCOME REMARKS

Ballroom B1



Mike Savage, Mayor of the City of Halifax, Nova Scotia, Canada

Co-Chief Meeting Organizers

 **Kevin Hoeflich, P.E.**, Chairman, Toll Services, HNTB Corporation, Orlando, FL

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

9:00am – 10:00am

IBTTA BUSINESS MEETING

Ballroom B1

CEO Report

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

Financial Report

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

Election of Officers & Board Members

Tim Stewart, Executive Director, E-470 Public Highway Authority and Immediate Past President, IBTTA, Aurora, CO and **Patrick Jones**, Executive Director & CEO, IBTTA, Washington, DC

PREVIEW OF THE 2020 ANNUAL MEETING IN AUSTIN, TX

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

10:00am – 10:30am

REFRESHMENT BREAK WITH EXHIBITORS

Ballroom B2/B3

There are three concurrent tracks running throughout the day.

10:30am – Noon

BREAKOUT SESSIONS

TECHNOLOGY & THE CUSTOMER TRACK

Ballroom B1

Autonomous Vehicles and Tolling Agencies

Autonomous Vehicles are currently being developed by more than a dozen entities. Auto manufacturers, transportation network companies and software development firms are all getting in on the act. As development continues over the next decade, autonomous vehicle manufacturers and tolling agencies can certainly benefit from an exchange of information, ideas and strategies. Tolling agencies and road operators will discuss their current projects and present their views on this emerging industry.

MODERATOR: Daniel Alvarez, Sr., Board Member – Secretary, Tampa Hillsborough Expressway Authority, Tampa, FL

All That Data – Are We Ready for Petabytes of It?

Phil Silver, Transportation Leader – State & Local Government, Amazon Web Services, San Diego, CA

Creating an AV Friendly Infrastructure

Michael Brown, PMP, Institute Engineer, Southwest Research Institute, San Antonio, TX

C-Roads Italy – First Steps Towards the Deployment of C-ITS Technologies

Ilaria De Biasi, Project Manager, Autostrada del Brennero S.p.A, Trento, Italy

Making the Robots Pay

Glenn Deitiker, Chief Technology Officer, BancPass, Inc., Austin, TX

PROGRAM AGENDA

THE BUSINESS OF MOBILITY TRACK

Room 611

Tolling & Transit

Around the world, people want quality, reliable and safe transportation options. More and more, agencies are looking to provide multimodal options that maximize existing right-of-way and encourage more people to efficiently travel throughout a given corridor. Rather than operating in competition, partnerships with transit agencies or other transportation providers are becoming more common within tolling agencies. This session examines how transit and tolling co-exist, providing greater mobility options to customers either with a unified payment system, in achieving the first or last mile tie in or in providing a regional solution to relieving congestion.

MODERATOR: **Randy Moore, CPA**, Vice President, Business Development, ETC, Richardson, TX

Pushed into the Deep End: A Toll Agency Takes on Transit
Annie Gillespie, P.E., Director of Engineering, State Road & Tollway Authority, Atlanta, GA

Can Innovative Transit Help Save Congested Urban Tollways?
Ed Regan, Senior Vice President, CDM Smith, Maitland, FL

Congestion and Climate, Two Birds, One Stone
Andrew Fremier, P.E., Deputy Executive Director, Operations, Bay Area Toll Authority, Metropolitan Transportation Commission, San Francisco, CA

THE WORLD AROUND US TRACK

Room 603/604

Finance Session – Funding the Mobility Agenda

This session focuses on how we fund future infrastructure and mobility investments. Our projects will need to determine how to team with traditional and new mobility partners, how to price different modes appropriately and how to address the political ramifications of revenue sharing. We need to understand the rating implications of use of toll funding to improve other mobility options and how to handle concessions in a multi-modal world.

MODERATOR: **Bill Chapman**, Chief Financial Officer, Central Texas Regional Mobility Authority, Austin, TX

Funding Infrastructure with Congestion, Occupancy and Mobility Partner Pricing

Mike Papineau, President, RideFlag Technologies, Inc., Mississauga, Ontario, Canada

Toll and Urban Area Mobility Congestion Charging as an Instrument of Multi-Modal Public Policy, Consumer Choice & Shared Revenue Agreements

Bill Rapp, Executive Vice President, Tolling Solutions, Q-Free America, Inc., Chesapeake, VA

FREEWay or FEEWay – Tolling Urban Expressways for Improved Mobility

Dennis Bruce, Senior Vice President, HDR, Corner Brook, Newfoundland and Labrador, Canada and **Carl Wong**, Associate Vice President, HDR, Richmond Hill, Ontario, Canada

Noon – 2:00pm

LUNCH WITH EXHIBITORS

Ballroom B2/B3

Sponsored by:



2:00pm – 3:30pm

BREAKOUT SESSIONS

TECHNOLOGY & THE CUSTOMER TRACK

Ballroom B1

Challenges of Communicating With Our Customers

As agencies, we have implemented technology and business rules that work well for us but can leave customers perplexed. This session explores how the tolling industry is making improvements in technology choices – and how we are maintaining customer communications and engagement.

MODERATOR:  **Victoria Dewey**, Director, Toll Operations and Delivery Excellence, AECOM, Orange, CA

Breaking Through the Noise – Effectively Reach Your Customers

Carita Parks, MBA, Senior Communications Coordinator, HDR., Washington, DC

Listen. Learn. Improve. Evolve Your Business to Better Serve Your Customers

 **Jessica Carson**, Director of Operations, E-470 Public Highway Authority, Denver, CO

Keep on Moving, We Got You Covered!

Saida Williams, Director of Marketing and Business Development, ETC, Richardson, TX

THE BUSINESS OF MOBILITY TRACK

Room 611

Urban Mobility

Disruptive technologies are driving the need to implement transformational change in the business of urban mobility. How we move people and goods in an era where connected and autonomous vehicles become commonplace will require a strategic shift in thinking. Developing partnerships between numerous public agencies and private companies become increasingly necessary in solving the puzzle and will be the focus of this session.

MODERATOR:  **Jeff Heilstedt, P.E.**, Senior VP – National Director of Tolling Services, WSP USA, Chicago, IL

Don't Wait to Prepare – The Transportation Revolution is Happening NOW!

Wes Guckert, PTP, President and CEO, The Traffic Group, Inc, Baltimore, MD

The Role of Tollway Operators in the Provision of Mobility-as-a-Service

Bill Halkias, P.E., Managing Director, Attica Tollway Operations Authority and President, IRF Geneva, Athens, Greece

Cognitive Tolling – Enabling Smart Cities Customers

 **Steve Lockhart**, Chief Technology Officer, Star Systems International Ltd, Allen, TX

Enhanced Mobility and Livability – Integrated Transportation Services for the Urban Environment

Markell Moffett, Transportation Operations Strategy Specialist, WSP USA, Portland, OR

THE WORLD AROUND US TRACK

Room 603/604

Operations Session – Executing the Mobility Agenda

The mobility agenda covers a wide range of topics impacting our industry. To enhance operations, we must better understand the world around us. Severe weather, incident management, rapidly changing technology and changes in payment preferences all affect our mobility. This session looks at the various approaches that facility operators are taking to enhance transportation services by bundling services, developing mobile apps, supporting alternative transportation initiatives with shared revenue, enhanced incident management and developing other commercial revenue sources.

MODERATOR: **Jeff Holland**, Executive Director, Chesapeake Bay Bridge-Tunnel District, Cape Charles, VA

Autonomous Work Zone Vehicles Increase Safety and Productivity

Fred Bergstresser, Government Accounts Manager, Royal Truck & Equipment, Inc., Coopersburg, PA

STAR: Situational Traffic Awareness Response App – Computer Aided Dispatch Information (and more) On Your Smart Phone

Kenneth Juengling, MBA, GISP, GeoAnalytics Information Officer and **Timothy Scanlon, P.E.**, Director of Traffic Engineering and Operations, Pennsylvania Turnpike Commission, Harrisburg, PA

Future-Proof Your Safety Culture – Take Safety Mobile for the Next Generation

Stephen Sayle, CRSP, CEO, SayleGroup Inc. and SayleSafety Inc., Bedford, Nova Scotia, Canada

3:30pm – 4:00pm

REFRESHMENT BREAK WITH EXHIBITORS

Ballroom B2/B3

4:00pm – 5:30pm

BREAKOUT SESSIONS

TECHNOLOGY & THE CUSTOMER TRACK

Ballroom B1

Making the Complex Understandable

From interoperable networks to systems which only toll heavy trucks to traditional, barrier-based systems that still collect cash, there is great diversity in how tolling is being implemented and how toll systems are operated around the world today. Indeed, some of these variations exist on adjacent and interconnected corridors within the same metropolitan area and elsewhere around the world. How have agencies and operators engaged the community of users to help them understand the sometimes very complex rules in terms that compel them to become lifelong champions and customers? What strategies are used – from traditional marketing and outreach tactics to more innovative digital approaches and geofencing or crowdsourcing apps? In a day when performance measures are priority for all agencies, how are customer engagement tactics measured—and more importantly, how is this data used to optimize the overall customer experience?

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

PROGRAM AGENDA

#RebootMyCommute – Using Analytics to Engage the Public and Create the Future

 **Aaron Hake**, External Affairs Director, Riverside County Transportation Commission, Riverside, CA

Reimagining the Transportation Experience

Mike Wons, Chief Client Officer, Paylt, LLC, Kansas City, MO

Dynamic Pricing Implemented for Virginia I-66 Inside-the-Beltway

Zongwei Tao, President, Weris, Inc., Sterling, VA

Using Technology to Simplify and Enhance Driver Experience

Eric Offenberg, P.E., LEED AP, Director of Engineering, Rhode Island Turnpike and Bridge Authority, Jamestown, RI

THE BUSINESS OF MOBILITY TRACK

Room 611

What is Mobility-as-a-Service (MaaS) and Why Must Toll Agencies Care?

Our traditional views of mobility and the technology of transportation are changing at a furious pace and toll agencies must be prepared for mobility being about moving people and freight holistically within a coordinated and easy to use system that can no longer be focused on just the vehicle. Long existing transportation silos by mode and among municipalities, agencies and regions are disappearing as customer demand and advancing transportation technology are creating new and combined mobility options never considered. This session provides an understanding of MaaS and assists toll agencies in beginning to evaluate its impacts on present operations and the agency's fit in the broader mobility equation developing around us.

MODERATOR: Ken Philmus, Senior Director, Global Business Development, Conduent Transportation, Matawan, NJ

Seamless Mobility for People

Eduardo Ramos, CEO, A-to-Be, Powered by Brisa, São Domingos de Rana, Portugal

Tolling, A critical Tool in a Shared MaaS World

Mark Feltham, Chief Technology Officer, RideFlag Technologies, Inc., Mississauga, Ontario, Canada

Less Tolling or MaaS Tolling?

 **Saïd Majdi**, Senior Solution Architect, TollPlus LLC, Carrollton, TX

To MaaS or Not to MaaS

Jack Opiola, President/CEO, Mobility Plus LLC, Reston, VA

THE WORLD AROUND US TRACK

Room 603/604

Public Policy Session – Defining the Mobility Agenda

There are many approaches to funding mobility, such as the fuel tax, toll revenue, concessions or road user charges, but all of them require development of a finance plan. During this time of shrinking revenue and the evolution of mobility as a service, policy issues also need to be addressed. In addition, toll agencies are working closer than before with DOTs and transit operators to address the synergistic needs of transportation. In some cases, DOTs are becoming toll operators and investigating how toll projects can be utilized to benefit transit services. This session will explore the options for public entities in delivering mobility along with the costs, benefits and risks. This session will also explore how public policy goals translate into the reality of delivery and how best to use proceeds from these approaches to improve mobility for our customers.

MODERATOR: Tom Delaney, Vice President, Atkins N.A., Orlando, FL

Stakeholder Collaboration – Development of Transportation Funding Strategies at the State and Local Level

Stacia Ritter, Director of Policy & Fare Collection, Pennsylvania Turnpike Commission, Harrisburg, PA

The New Paradigm for Tolling Projects – Comprehensive Multimodal Corridor Planning

 **Stephanie Blanco, AICP, CEP**, Capital Projects Manager (Toll), Riverside County Transportation Commission, Riverside, CA

Breaking Down Barriers for Mobility Solutions

 **Mary Sallach**, Director of Strategic Initiatives, State Road & Tollway Authority, Atlanta, GA

4:00pm – 6:00pm

EXHIBIT TEAR DOWN

Ballroom B2/B3

5:30pm

MEETING ADJOURNS

6:30pm – 10:00pm

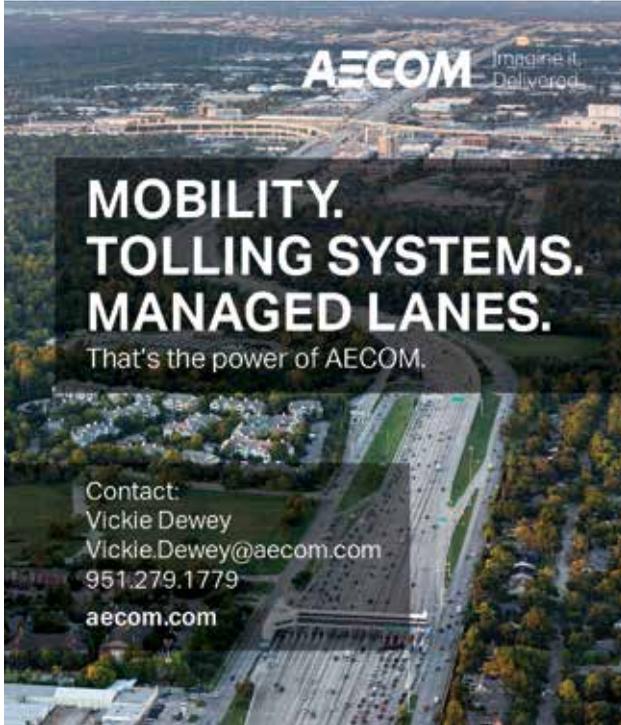
CLOSING DINNER & AWARDS BANQUET

Ballroom B1

(see page 16 for details)

Sponsored by: 

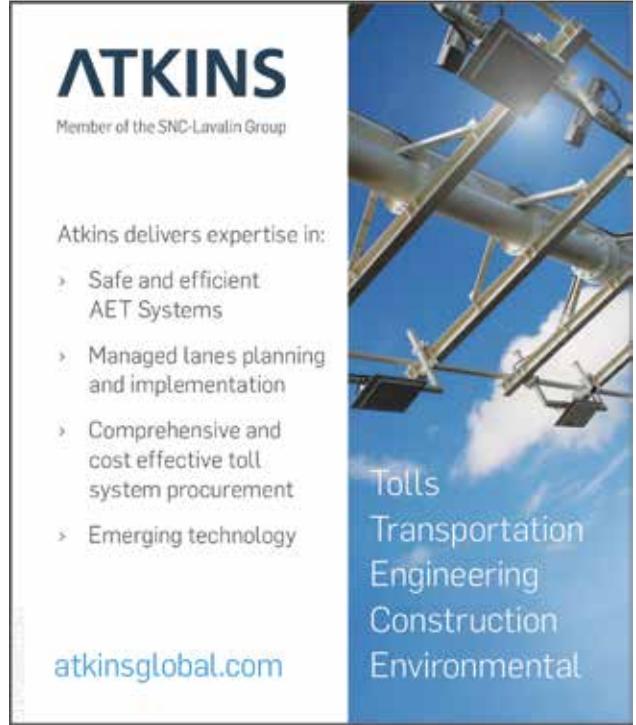
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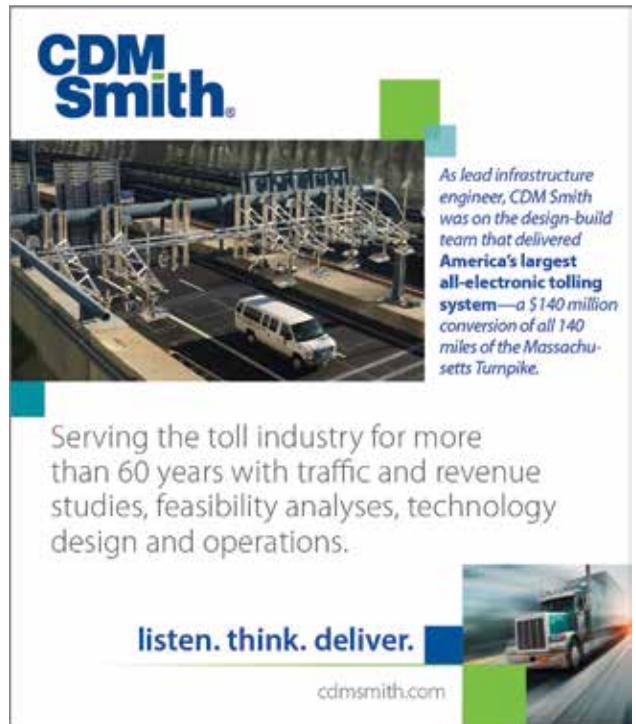
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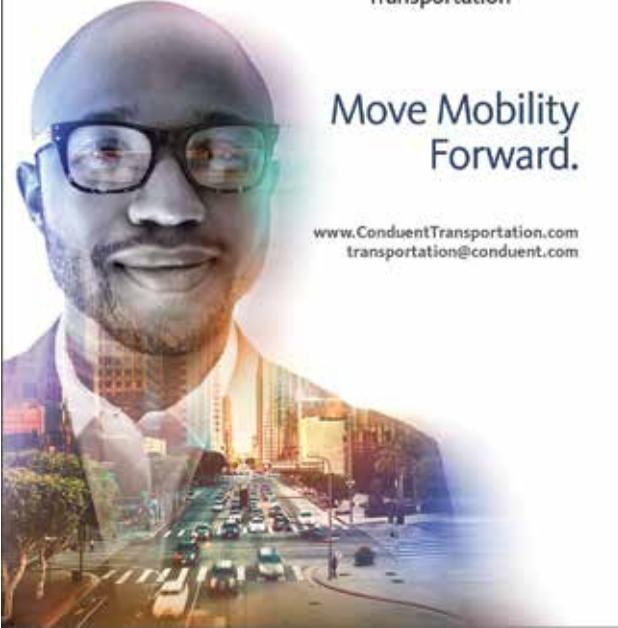
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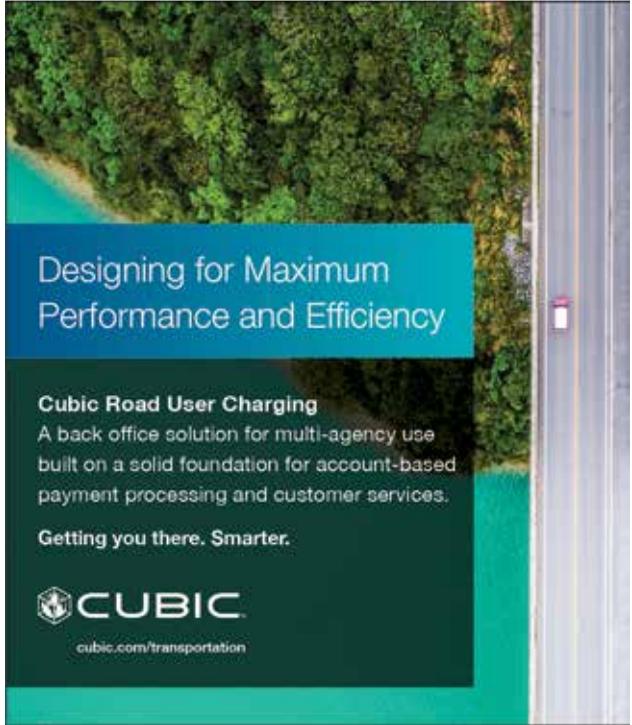
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Atkins toll specialists have helped public and private clients plan, develop, design, build, manage, operate, and maintain their tolls infrastructure. Our strategists, program managers, and project delivery specialists have worked in every aspect of tolling providing services to the world's leading user-financed organizations. Our clients benefit from the proven project development, innovative delivery, and cutting-edge toll technology consulting expertise the Atkins team brings.

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CDM Smith provides lasting and integrated solutions in transportation, water, environment, energy and facilities to public and private clients worldwide. As a full-service engineering and construction firm, we deliver exceptional client service, quality results and enduring value across the entire project life cycle. CDM Smith provides expertise in toll finance, technology and operations, providing all levels of traffic and revenue studies, feasibility analyses, risk assessments and project management for public and private clients. We also help clients in their procurement processes for toll technology, operating contracts and P3 development agreements. With 65 years of commitment to the transportation industry, CDM Smith has the thought leadership and experience to assist clients in implementing new facilities and improving existing operations, whether converting to all-electronic toll collection, implementing HOT lanes, upgrading equipment or managing organizational change. www.cdmsmith.com

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Conduent Transportation has been helping transform the way the world travels for more than 50 years. We've built a rich tradition of partnership and collaboration by customizing and delivering the industry's most innovative technology to customers around the globe. We've helped improve mobility at every level of public safety, transit, curbside management, and roadway charging & management – with digital platforms and services to manage millions of interactions every day for their customers. We leverage the power of cloud, mobile, 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.

www.conduent.com/transportation



CUBIC

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.

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Egis, extends its global experience and resources to deliver innovative, sustainable transportation and mobility solutions for local communities. Headquartered in Orlando, Florida Egis Projects, Inc. brings a local approach to every project by investing our worldwide resources in local staff and management. We are a full-service infrastructure company. For 45 years in over 120 countries Egis, has been providing professional transportation services for horizontal and vertical design, construction and operations. We are world leaders in electronic tolling and Mobility-as-a-Service. Today, we operate over 50 major projects around the globe, including some of the most notable toll projects in the world, transferring excellence in performance from one project to the next. We are Egis, Imagining, creating, achieving a sustainable future for our clients. www.egis-group.com



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



ETC is a leading U.S. systems and services provider for the tolling and ITS industries, delivering roadside tolling and congestion management systems, Back Office and interoperability platforms, maintenance, and operations. Our two decades of delivering technically sophisticated solutions have supported many of the country's largest toll authorities and helped transform the industry with first-of-its-kind advancements while processing over \$3 billion of toll revenue annually. With solutions designed to efficiently manage a range of challenges, from traditional tolling systems to integrated multimodal transportation networks, our products incorporate AI-enabled technology with predictive capabilities, Big Data, and innovative architectures comprising the RITE® Product Suite. www.etcc.com



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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 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.mbakintl.com

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Milligan Partners is your partner in tolling. We're a creative team of tolling experts, and we make a positive impact through teamwork. We work with you to accomplish your goals by approaching opportunities and challenges from all angles. We help you achieve better results in your operations—policy management, procurement, system implementation, business process management, cyber security, call center operations, cash operations, and collections. www.milliganpartners.com

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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 seasoned professionals from Tolling, Banking, and IT. TollPlus designed and launched 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 and mobility markets. Innovation-driven, TollPlus provides Back Office Systems (BOS) focused on high transaction volumes with accuracy and accountability, as proven by our worldwide implementations. Our BOS platform handles a "One Account" concept to facilitate Mobility as a Service (MaaS), providing core products and services to support multimodal solutions. In a rapidly-changing environment, TollPlus keeps a strong focus on technology and continuous R&D to offer world-class level products and services. These solutions are developed using trailblazing technologies that concentrate on significantly improving transportation agency efficiencies by reducing operating expenses and maximizing revenue, with customer service in mind. TollPlus maintains offices in Arizona, Texas, Hyderabad, and Bangalore. www.tollplus.com



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® 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 29,000 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



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Verra Mobility serves the world's largest commercial fleets and rental car companies to manage tolling transactions and violations for millions of vehicles. A leading provider of connected systems, Verra Mobility processes millions of transactions each year through connectivity with more than 55 individual tolling authorities and more than 450 issuing authorities. Verra Mobility also fosters the development of safe cities, partnering with law enforcement agencies, transportation departments and school districts across North America operating thousands of red-light, speed, bus lane and school bus stop arm safety cameras. www.verramobility.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

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Faneuil Inc. is the nation's leading Business Process Outsourcing (BPO) provider of advanced customer care, back-office, and SaaS solutions for complex, highly regulated environments, to include transportation authorities across the United States. With an unrelenting focus on creating consistently positive customer experiences, Faneuil was named the #1 Top Ranking Performer for Best in Customer Service by ContactCenterWorld in 2019. Designing, implementing, managing, operating and/or transitioning multichannel solutions while utilizing advanced technology applications, Faneuil provides broad support to an extensive portfolio of government and commercial clients operating in industries including manual and electronic toll programs; health and human services; utilities; state and municipal governments; and commercial/retail 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. www.faneuil.com



Passport is transforming mobility management for cities, empowering them to create more livable and equitable communities. Passport's mobility platform enables clients to digitally coordinate all modes of transportation and implement real-time, data-centric management of their curbside and streetspace through its enterprise software. Trusted by nearly 1,000 cities, universities and agencies, including Chicago, Toronto, London, Los Angeles, and Miami, Passport is one of the fastest growing companies on the Inc. 5000 and Deloitte Technology Fast 500 lists. Passport is backed by Bain Capital Ventures, Grotech Ventures, MK Capital, and Relevance Capital. passportinc.com

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Duncan Solutions specializes in revenue recovery for toll violations, AET transactions, and negative balance customer accounts. Through our Law Enforcement Systems (LES) division, our DMVRRegInfo 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 (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. Our delinquent 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 revenue support services include outbound calling, inbound customer service, tag holder account management, skip tracing, correspondence processing, image review and civil litigation. www.duncansolutions.com



Raytheon's All Electronic Tolling System converts opportunities into revenue for our customers. Our market-leading solution delivers superior image clarity and automation that maximizes income collection while helping to reduce carbon emissions and highway congestion. Raytheon Company, with 2018 sales of \$27 billion and 63,000 employees, is a technology and innovation leader specializing in defense, civil government and cybersecurity solutions. www.raytheon.com/highways



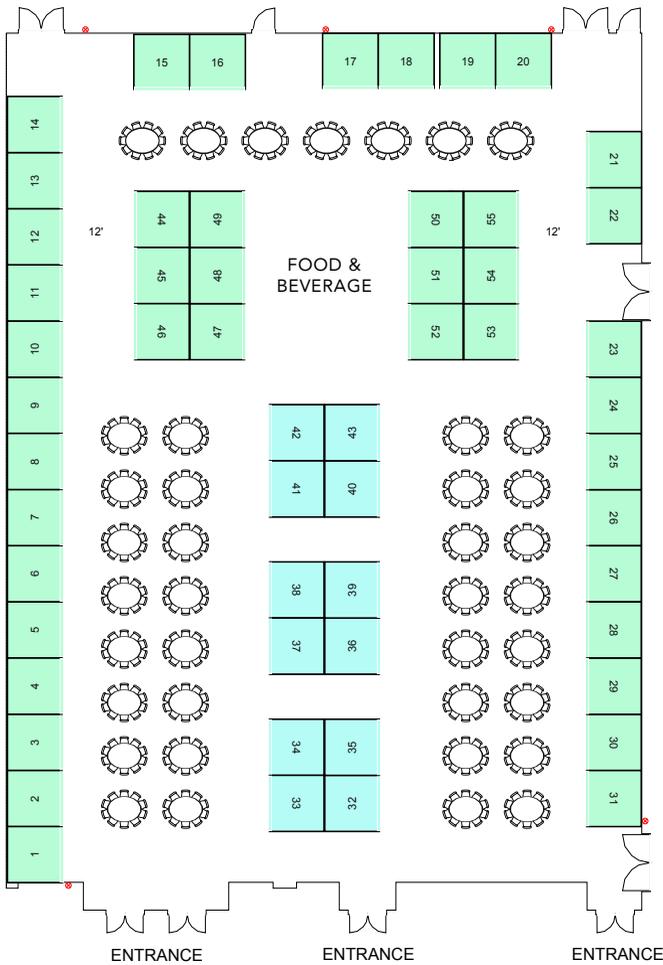
STAR Systems International is a market leader providing solutions including RFID transponders, readers and professional consulting services

for Auto ID & Vehicle Identification Applications. STAR Systems leverages technical implementation expertise, training and support to ensure customer success. "Your Success Is Our Vision". Our focus is providing best-in-class technologies for Smart City Initiatives including; Electronic Tolling (ETC), Electronic Vehicle Registration (EVR), Fleet Management, Parking and Secure Access Control applications. Our mission is to enable our partners and users to experience high-performance and reliable integrated solutions which are key elements of any modern Smart City initiative. www.star-int.net

EXHIBITOR DIRECTORY

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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 51, 52



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 vendor-independent, plug-and-play, and expandable to other mobility services such as parking, ferries, fuel and more. As a road operator, A-to-Be 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 7



With Bestpass, everyone wins! We bridge the gap between tolling authorities and fleets to facilitate time and cost savings for all. Bestpass provides cloud-based toll services for both tolling authorities and commercial fleets. Founded in 2001 as a toll management service, Bestpass has evolved into a payment platform with a focus on toll, now processing more than \$1.1 billion in toll transactions each year for more than 6,800 customers with millions of fleet vehicles. As the premier payment option for commercial vehicles across the United States and Canada, Bestpass is a trusted partner on the road and in the back office for authorities and fleets, easing pain and creating win-win-win situations for everyone involved. Bestpass is uniquely positioned to help tolling authorities create value from the complexity of tolling for interfacility commercial operations, including guaranteed payment, no reciprocity issues for out-of-state fleets, and removal of fleet-centric service and billing issues. www.bestpass.com

BOOTH 15



Through video-based traffic management solutions for smarter mobility, Citilog contributes to roads where traffic moves safely and more freely. Ideally combined with Axis camera technology, Citilog traffic expertise enhances safety and traffic flow, which simplifies decisions and allows more to be done with existing infrastructure. Citilog is an Axis Communications group company. By automatically detecting disturbances and supplying relevant real-time traffic data, Citilog solutions make each stage of the incident management chain more effective. By maximizing the potential in existing traffic infrastructure, Citilog solutions help minimize congestion, gridlock and environmental impact. By making it easy and economical to collect and manage traffic data, Citilog solutions expand the possibilities for real-time and long-term traffic improvement. www.citilog.com

BOOTH 22



The CMI Group (CMI) is a 100% employee-owned accounts receivable management firm. Passion, proven performance, customized strategies, advanced technologies, and progressive thinking – The CMI Group is the right recovery and contact center solution provider for those organizations that need more than an outsource vendor. We know that Relationships Matter and so CMI achieves industry leading recovery results by taking a collaborative approach with our partners. As a trusted partner we protect our client's reputations and their customer relationships by adhering to not only strict regulatory compliance but careful consideration to the spirit of the law. www.thecmigroup.com

BOOTH 9



Cofiroute USA is a tolling and express lanes operator specializing in the management, operation and maintenance of express lane systems. With 24 years of expertise in Customer Service Center System, Operations and Call Center Services, Cofiroute provides a complete portfolio of products and services for end-to-end Customer Service Center Operations. We serve our clients as an operations partner with a focus on open communications, data-driven decisions, and dedication to a collaborative, transparent, and candid approach delivering on our customer's goals. www.cofirouteusa.com

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BOOTH 30, 31



Conduent Transportation has been helping transform the way the world travels for more than 50 years. We've

built a rich tradition of partnership and collaboration by customizing and delivering the industry's most innovative technology to customers around the globe. We've helped improve mobility at every level of public safety, transit, curbside management, and roadway charging & management – with digital platforms and services to manage millions of interactions every day for their customers. We leverage the power of cloud, mobile, 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. www.conduent.com/transportation

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Cubic Transportation Systems, Inc. is a leading integrator of payment and

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BOOTH 50



Daktronics designs and manufactures long-lasting, cost-effective dynamic message signs (DMS) for hundreds of transportation agencies throughout

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BOOTH 54



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specialize in development and delivery of cost-effective business process outsourcing strategies for government agencies and major corporations. We create mission-critical operations, including: customer and constituent contact, business transaction processing, and mail house/fulfillment services. Douglas Stuart provides a comprehensive range of services, including consulting, business process design, operations, staffing, management and evaluation for Federal, State and Local governments as well as major corporations. Whatever the task, Douglas Stuart is prepared to meet your needs, worldwide. www.DouglasStuartLLC.com

BOOTH 55



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 a 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

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ETC is a leading U.S. systems and services provider for the tolling and ITS industries,

delivering roadside tolling and congestion management systems, Back Office and interoperability platforms, maintenance, and operations. Our two decades of delivering technically sophisticated solutions have supported many of the country's largest toll authorities and helped transform the industry with first-of-its-kind advancements while processing over \$3 billion of toll revenue annually. With solutions designed to efficiently manage a range of challenges, from traditional tolling systems to integrated multimodal transportation networks, our products incorporate AI-enabled technology with predictive capabilities, Big Data, and innovative architectures comprising the RITE® Product Suite. www.etcc.com

BOOTH 10



E&E

Eurofins MET Labs – part of the Eurofins Electrical & Electronics (E&E) global

network of testing, inspection, and certification laboratories – is a leading independent Toll Testing facility and the only laboratory accredited by OmniAir Certification Services for Tolling Interoperability Certification. Our specialized testing ensures that a tag or a reader device has implemented all functionality, will be interoperable, will perform in the field, and ultimately verifies that a tag will respond in the correct amount of time to a reader command. metlabs.com/tolling

BOOTH 2



GeoToll is a mobile technology company offering enhanced GPS smartphone payment solutions for the tolling industry. Successfully pilot tested at several toll agencies, our

solution delivers lane level accuracy, enabling express lane tolling with accuracy that exceeds industry standards. GeoToll E-GPS Tolling is ready to be deployed at tolling agencies nationwide. Contact Richard Carrier, CEO at (212) 300-5930 or Richard@GeoToll.com. www.geotoll.com

BOOTH 20



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BOOTH 12, 13, 14



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looking forward to meeting you in the Halifax Exhibit Hall! Visit the booth to explore how IBTTA programs, tools and resources can support you and your organization. Learn about the members-only programs including the expanded industry data and visualization tool, TollMiner™, the newly released Procurement Calendar containing over \$2.4 billion in planned purchases, the Exchange, our document sharing library and the Peer Exchange program that matches agencies to collaborate on problem solving and best practices. Since 1932, IBTTA has been the worldwide go-to source for the owners and operators of toll facilities and the businesses that serve them. Make sure you're getting the most out of your IBTTA membership! See you at the booth! www.IBTTA.org

BOOTH 24



IMS, Inc. is a multi-channel communications leader – a fully integrated service provider of print,

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BOOTH 8



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 11



Innovative Products represents proven and new technologies to better the Transportation Industry. innovativeproductsllc.org

Innovative Products

BOOTH 46



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

EXHIBITOR PROFILES

BOOTH 18



IRD (International Road Dynamics Inc.) is a world leader in highway traffic management products and systems, operating internationally in the ITS (Intelligent Transportation Systems) industry. With over 39 years of experience, IRD is a multi-discipline company specializing in advanced traffic control and toll management technologies. www.irdinc.com

BOOTH 4



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 16



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. www.kapsch.net

BOOTH 44, 45



At Leonardo, we provide advanced 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 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 6



Lindsay Transportation

Solutions is the manufacturer of The Road Zipper System™ 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 26



Linebarger collects unpaid tolls and toll tag accounts. We build a 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 27

Milligan Partners

Milligan Partners is your partner in tolling. We're a creative team

of tolling experts, and we make a positive impact through teamwork. We work with you to accomplish your goals by approaching opportunities and challenges from all angles. We help you achieve better results in your operations – policy management, procurement, system implementation, business process management, cyber security, call center operations, cash operations, and collections. www.milliganpartners.com

BOOTH 37, 38



As an industry-leading 6C OEM and software developer, Neology

designs and develops products used in more than 5,000 lanes and most ETC systems across the world. We are a strategic collaborator and ally to tolling authorities and transportation agencies nationwide, recognizing that each tolling implementation is an ecosystem requiring mutual support, transparency and 100% commitment to service. Neology is also a value-centric innovator of technology advances that deliver genuine customer advantages in performance and price. As an integrator, Neology combines all our resources to deliver more precisely tailored and effective solutions, more responsive and intelligent support, and more success – now and in the future. www.neology.net

BOOTH 1



Penn Credit is a leading provider of delinquent 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 delinquent toll and negative balance accounts. Our DMVInfoNow™ registered owner retrieval service enables your agency to submit out-of-state plates for retrieval from most 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 with your current vendor. Contact Richard Carrier at 212.300.5930 or Richard.Carrier@PennCredit.com. www.penncredit.com

BOOTH 3



Since opening our doors in 1996, PPP, Inc has been a leader in transportation safety product solutions. For over 20 years traffic safety professionals have turned to PPP to help them solve pedestrian, motorist, and bicycle safety issues. Our full line of speed control cushions, lane delineators, retroreflectometers, traffic paints, modular medians, and signpost enhancements are the industry standard of excellence in quality and value. PPP, Inc. is an industry leader in roadway safety solutions. We have distributed more than 800 different products to 1,200+ cities, 50 states, and over 75 countries. PPP, Inc. is dedicated to providing the world with affordable, innovative transportation safety solutions that effectively save lives and reduce injuries. www.pppcatalog.com

BOOTH 36, 39



Through relentless innovation, PSS products make work zones safer for drivers and workers. In 2014, PSS introduced RoadQuake 2F Temporary Portable Rumble Strips (TPRS) to reduce accidents and save lives. RoadQuake's vibrations and sounds tell drivers that road conditions will soon change, and are as loud as milled-in rumble strips. Our most recent innovation, RAPTOR™ Rumble Strip Handling Machine, transports, deploys, realigns and retrieves RoadQuake® 2F TPRS from the safety of the cab. Workers are safer in work zones because of RAPTOR, RoadQuake and other PSS products. www.pss-innovations.com

BOOTH 28



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 21



RideFlag – Occupancy Validation is in Our Lane™ 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. www.rideflag.com

BOOTH 29



Sensor solutions from SICK, Inc. provide a way to profile, classify, and detect vehicles at all traffic speeds. Using overhead technologies, the accuracy of toll collecting increases, maintaining a safer, greener environment that doesn't require impacting the road's surface. These solutions also make it possible to track vehicles in intersections, monitor dangerous railway intersections, or detect vehicles going in the wrong direction. In addition, laser-based solutions are designed to withstand harsh outdoor environments. The simple setup and time-of-flight technology solutions ensure maximum application reliability. SICK has also expanded solutions for over-height detection that prevent bridge and tunnel strikes. This single solution can count vehicles based on shape. Sensors from SICK also help companies embrace Industry 4.0 and leverage the power of their data with IIoT data collectors and analyzers. www.sick.com/traffic

BOOTH 17



STAR Systems International is a market leader providing solutions including RFID transponders, readers and professional consulting services for Auto ID & Vehicle Identification Applications. STAR Systems leverages technical implementation expertise, training and support to ensure customer success. "Your Success Is Our Vision". Our focus is providing best-in-class technologies for Smart City Initiatives including; Electronic Tolling (ETC), Electronic Vehicle Registration (EVR), Fleet Management, Parking and Secure Access Control applications. Our mission is to enable our partners and users to experience high-performance and reliable integrated solutions which are key elements of any modern Smart City initiative. www.star-int.net

EXHIBITOR PROFILES

BOOTH 33



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 guaranteed 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 25



Since 1988 Tattile has developed and produced ANPR cameras for ITS & Mobility applications. A high-tech company with a strong international outlook. We have always distinguished ourselves by our sharp innovation capacity and collaborative spirit which animates the entire organization. Tattile offer a wide range of smart cameras powered by AI (Artificial Intelligence) capable to cover the most demanding applications in the Mobility market, with a special emphasis on Big Data Collection and Smart Cities Tattile offers a range of smart cameras created specifically for Tolling, speed enforcement, red light enforcement, traffic tracking, access control, and tunnel safety. The Research and Development (R&D) team at Tattile includes more than forty engineers, with expertise in hardware-software programming and Artificial Intelligence. Thanks to the synergy between such skills and our constant attention for the latest technological advancement, we create the most innovative solutions for smart ITS analysis and for ANPR applications. www.tattile.com

BOOTH 23



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 32, 35



TollPlus LLC is a software company founded in 2007 by seasoned professionals from Tolling, Banking, and IT. TollPlus designed and launched 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 and mobility markets. Innovation-driven, TollPlus provides Back Office Systems (BOS) focused on high transaction volumes with accuracy and accountability, as proven by our worldwide implementations. Our BOS platform handles a "One Account" concept to facilitate Mobility as a Service (MaaS), providing core products and services to support multimodal solutions. In a rapidly-changing environment, TollPlus keeps a strong focus on technology and continuous R&D to offer world-class level products and services. These solutions are developed using trailblazing technologies that concentrate on significantly improving transportation agency efficiencies by reducing operating expenses and maximizing revenue, with customer service in mind. TollPlus maintains offices in Arizona, Texas, Hyderabad, and Bangalore. www.tollplus.com

BOOTH 40, 41, 42, 43



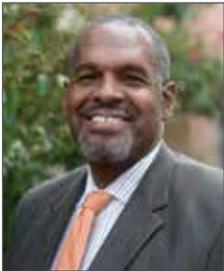
TransCore provides fully-engineered transportation solutions for Tolling and Traffic Management systems. A pioneer in tolling, we provide full-scale operations and maintenance services for nearly half of all U.S. toll lanes. Our flagship Infinity Digital Lane System® is a complete roadside toll collection 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 29,000 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 3



With more than 25 years of experience in highway safety, Versilis has developed various automated access control solutions that meet the highest industry standards. Road authorities across North America have adopted our 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. Visit our booth to learn more about our new MASH crash tested 40' long automated gate! www.versilis.com

The Road to Continued Excellence



2020 IBTTA President
Samuel Johnson
Chief Toll Operations Officer
Transportation Corridor Agencies
Irvine, CA

2020 IBTTA Events Calendar

JANUARY

Board of Directors & Committee Meetings
January 8 - 10, 2020
Coral Gables, FL | Westin Colonnade

FEBRUARY

Leadership Academy
February 23 - 28, 2020
Washington, DC | Westin City Center
Deadline for application: October 7, 2019

APRIL

Technology Summit
April 2 - 4, 2020
San Diego, CA | Hilton San Diego Bayfront
www.IBTTA.org/sandiego

MAY

Board of Directors & Committee Meetings
May 5 - 7, 2020
Denver, CO | Denver Airport Marriott at
Gateway Park (contract pending)
Summit on Finance & Policy
May 7 - 9, 2020
Denver, CO | Hilton Denver City Center
www.IBTTA.org/denver

* All information subject to change.

IBTTA EDUCATION SERIES

INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION

JULY

**2021 Conference Planning Ideas
Roundtable**
July 11, 2020
Louisville, KY | Omni Louisville

**Maintenance & Roadway Operations
Workshop**
July 12 - 14, 2020
Louisville, KY | Omni Louisville
www.IBTTA.org/louisville

SEPTEMBER

Board of Directors & Committee Meetings
September 11 - 12, 2020
Austin, TX | Hilton Austin
88th Annual Meeting & Exhibition
September 13 - 15, 2020
Austin, TX | Hilton Austin
www.IBTTA.org/austin

OCTOBER

Global Tolling Summit
October 18 - 20, 2020
Buenos Aires, Argentina | Hilton Buenos Aires
www.IBTTA.org/buenosaires

OCTOBER 2021

89th Annual Meeting & Exhibition
October 10 - 12, 2021
Anaheim, CA | Anaheim Marriott
www.IBTTA.org/anaheim



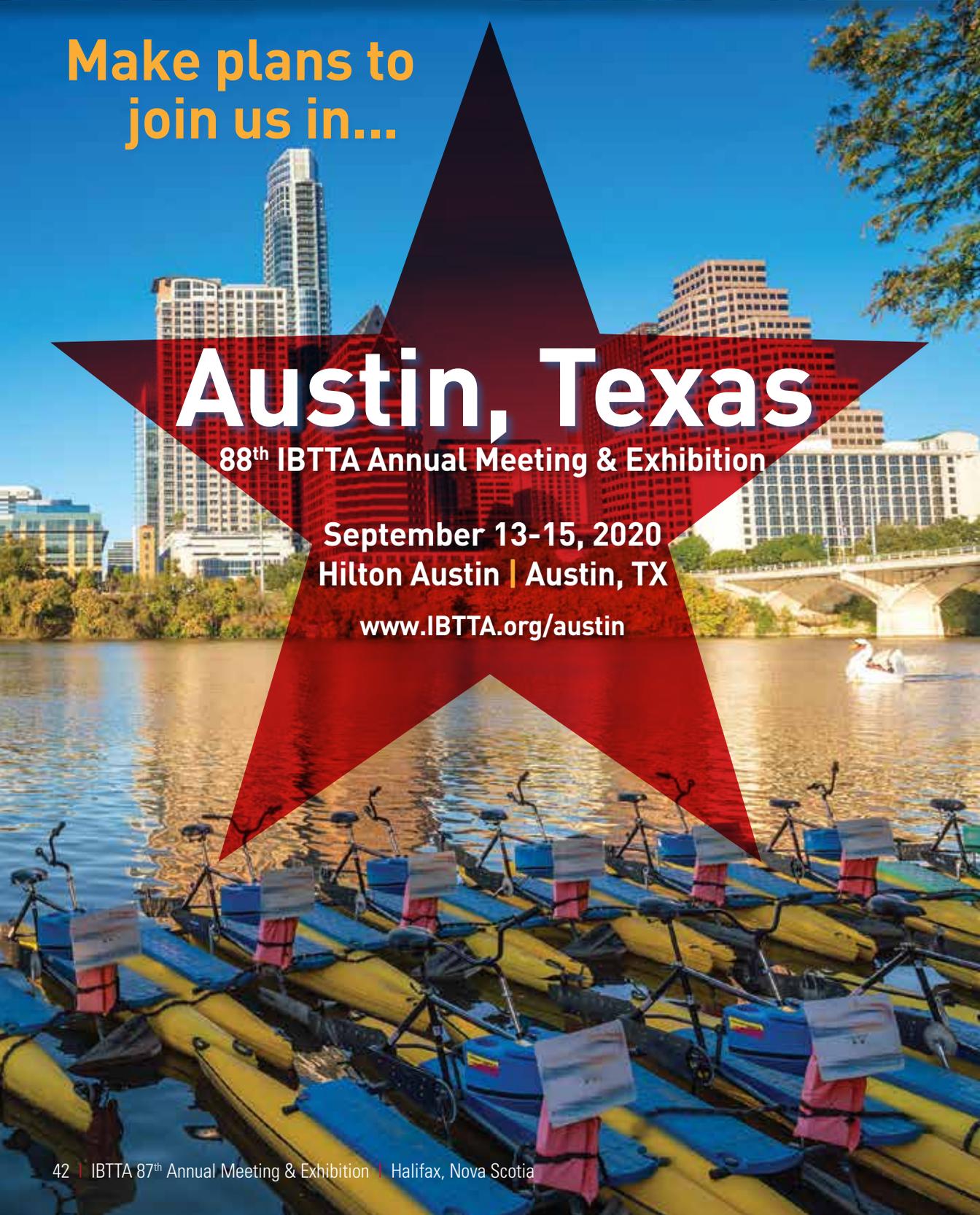
Make plans to
join us in...

Austin, Texas

88th IBTTA Annual Meeting & Exhibition

September 13-15, 2020
Hilton Austin | Austin, TX

www.IBTTA.org/austin



SCHEDULE-AT-A-GLANCE



SEPTEMBER 15-17, 2019

HALIFAX CONVENTION CENTRE

HALIFAX
NOVA SCOTIA, CANADA

Pre-Meeting Events

FRIDAY, SEPTEMBER 13

9:00am – Noon
Executive Committee Meeting (by invitation)

9:00am – Noon
Council of Platinum Sponsors Meeting
(by invitation)

2:00pm – 5:00pm
Committee Meetings

7:00pm
Board, Past Presidents, Honorary Members
and Host Dinner (by invitation)

SATURDAY, SEPTEMBER 14

7:30am – 5:00pm
Board of Directors & Committee Meetings
(Open to all members)

1:00pm – 4:30pm
Leadership Academy – Strategic
Development Workshop
(Open to all Leadership Academy Alumni)

4:30pm – 5:30pm
Young Professional's Council

IBTTA 87th Annual Meeting & Exhibition Agenda

SUNDAY, SEPTEMBER 15

8:00am – 6:00pm
Registration

8:30am – Noon
Technical Tour: Macdonald Bridge and the
Big Lift

Noon – 2:00pm
Executives Roundtable

1:00pm – 3:00pm
IBTTA New Resources Roundtable

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: Cunard Centre

MONDAY, SEPTEMBER 16

7:00am – 5:00pm
Registration

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

8:30am – 9:30am
Welcoming Remarks
includes Honorary Members Designation

9:30am – 10:30am
Keynote Speaker: Charles Fishman

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

11:00am – 12:30pm
General Session

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

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

3:45pm – 5:00pm
General Session: Worldwide Showcase

5:30pm – 7:00pm
Networking Reception with Exhibitors

7:00pm – 10:30pm
Member-Hosted Networking Event –
Argyle Street Crawl

TUESDAY, SEPTEMBER 17

7:00am – 5:30pm
Registration

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

8:30am – 9:00am
Welcome Remarks

9:00am – 10:00am
IBTTA Business Meeting
▶ CEO Report
▶ Financial Report
▶ Election of Officers & Board Members
▶ Preview of the 2020 Annual Meeting in
Austin, TX

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 Dinner & Awards Banquet
(Black-tie optional)

Tolling has many futures. We optimize them all.

Self-service tolling | Manual cashier tolling
Electronic tolling | Satellite tolling | Tolling back office

A-T-P-M is our Automatic Toll Payment Machine for a 24/7 service, with versatile configurations, multiple payment methods and low operation costs.



Platinum Sponsor
IBTTA
2019

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www.a-to-be.com
Mobility-Beyond™