

2:00 pm Part I: Toll Agency Roundtable

Leader: Joe Averkamp, Parsons Corporation

- **Jose Dios, New Jersey Turnpike Authority**
- **Sabu Stephen, North Texas Tollway Authority**
- **Brian Kelley, Ohio Turnpike and Infrastructure Commission**
- **Nick Roethel, Metropolitan Transportation Commission**

Meet The Toll Agency Technology Leads

- Jose Dios, New Jersey Turnpike Authority
 - Sabu Stephen, North Texas Tollway Authority
 - Brian Kelley, Ohio Turnpike and Infrastructure Commission
 - Nick Roethel, Metropolitan Transportation Commission
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- Who are you?
 - Tell us a little about your agency and your role?
 - Tell us what is top of mind for you?

Topics From The Survey

A Issues, B Issues, C Issues (62 Responses)	Audience	Panel
Toll Lane System Performance and Revenue Leakage		
Disaster Recovery and Business Continuity		
Workforce Recruiting and Creating a Work Place Culture To Ensure Retention of Technical Resources		
Streamlining Technology Procurement Processes and Managing Suppliers		
New System Implementation Approaches: Cloud Computing and Storage, Block Chain, Tokenization		
Toll System Interoperability		
Over-hyped Technologies--what is real and what is not?		
Compliance: Payment Card Industry (PCI) Audits, Other Testing and Certification		
New Technologies: Connected Vehicles and Automated Vehicles		
Cyber Security, Physical Security, and Managing Threats		
Consumerization of Tolling--User Expectations that Tolling Experience will be like Apple or Amazon Buying Experiences		
IT System End-Of-Life and Upgrade		

Topics From The Survey: Ranking

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Toll Lane System Performance and Revenue Leakage	1	
Disaster Recovery and Business Continuity		
Workforce Recruiting and Creating a Work Place Culture To Ensure Retention of Technical Resources		
Streamlining Technology Procurement Processes and Managing Suppliers		
New System Implementation Approaches: Cloud Computing and Storage, Block Chain, Tokenization	3	
Toll System Interoperability	4	
Over-hyped Technologies--what is real and what is not?		
Compliance: Payment Card Industry (PCI) Audits, Other Testing and Certification		
New Technologies: Connected Vehicles and Automated Vehicles		
Cyber Security, Physical Security, and Managing Threats	2	
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Toll Lane System Performance and Revenue Leakage	1	
Disaster Recovery and Business Continuity	5	
Workforce Recruiting and Creating a Work Place Culture To Ensure Retention of Technical Resources	12	
Streamlining Technology Procurement Processes and Managing Suppliers	9	
New System Implementation Approaches: Cloud Computing and Storage, Block Chain, Tokenization	3	
Toll System Interoperability	4	
Over-hyped Technologies--what is real and what is not?	7	
Compliance: Payment Card Industry (PCI) Audits, Other Testing and Certification	11	
New Technologies: Connected Vehicles and Automated Vehicles	8	
Cyber Security, Physical Security, and Managing Threats	2	
Consumerization of Tolling--User Expectations that Tolling Experience will be like Apple or Amazon Buying Experiences	6	
IT System End-Of-Life and Upgrade	10	

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Disaster Recovery and Business Continuity	5	2
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New System Implementation Approaches: Cloud Computing and Storage, Block Chain, Tokenization	3	4
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New Technologies: Connected Vehicles and Automated Vehicles	8	
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What Did We Miss? Audience Comments

- Agency IT implications regarding support for MaaS
- Many of items rated as "less important"/medium important are simply based on timing issues. The high importance items are driven by constant imperatives related to each in day to day real life.
- Would be interested in hearing how tolling can still be achieved while minimizing costly overhead gantries, toll booths and equipment infrastructure.
- Cost of IT should be considered Innovation and Business Modernization should be considered
- Leveraging GeoAnalytics, Business Intelligence and Machine Learning
- I think another possible topic is a discussion on the technical and operational similarities between Toll roads and congestion-priced roads. How does the approach and narrative differ from the status quo? How do the major toll companies prepare for the shift with new delivery models etc.

Audience Questions and Answers