

# PUBLIC SECTOR GUIDELINES

## Submit Your Project/Program for an IBTTA Toll Excellence Award!



★ Public Sector Winner(s) are eligible for the President's Award ★

### AWARD CATEGORIES FOR PUBLIC SECTOR MEMBERS

- **Administration & Finance:** This category is for projects or programs related to administration, finance, human resources, law, risk management, project procurement, policy and government relations.
- **Customer Service & Marketing Outreach:** This category is for projects or programs related to communications, marketing, social media, public relations, public outreach, business development and concessions.
- **Social Responsibility:** This category is for projects or programs related to social responsibility, community involvement, environmental mitigation, transportation equity and public education.
- **Technology:** This category is for projects or programs related to electronic toll collection, intelligent transportation systems, information technology, road technology, mobile/payment applications and communication systems.
- **Toll Operations, Engineering & Maintenance:** This category is for projects or programs related to toll operations, customer service centers, engineering, maintenance, incident management and safety.
- **President's Award:** This award will be given to the best submission among all of the Public or Private sector category winners.

### ENTRY REQUIREMENTS

- Applications shall be for a project or program that was implemented or put into operation no more than three years before the submission date and that has produced successful, measurable results.
- Each submission can only be in one category.
- Each agency member is only eligible for one award so multiple submissions do not increase chances of winning.
- "Blanket" submissions to all categories will not be considered.
- The Toll Excellence Awards Committee reserves the right to place an entry in a different category as it sees fit.

### DEADLINE FOR SUBMISSION

- All entries must be submitted in English [using the electronic entry form](#), by **close of business, May 24, 2021**.

### ELIGIBILITY

To submit a project or program for consideration, your organization must be a toll agency/operator, and [active member or non-North American group member](#) in good standing of IBTTA.

Re-submittals are accepted but must meet the three-year requirement.

### JUDGING

Each year, the IBTTA President appoints members from both the public and private sectors to serve as Toll Excellence Awards Committee judges. Each judge receives a copy of each applicant's electronic entry form. One winning entry is selected for each award based on a set scoring matrix using the [submission evaluation criteria](#).

### AWARDS PRESENTATION

This year's award presentation will take place during IBTTA's 2021 Annual Meeting and Exhibition, October 10-12, 2021 in Anaheim, CA. You will be notified if your agency has been chosen as an award winner and details will follow at that time.

### MORE INFORMATION

[www.IBTTA.org/awards](http://www.IBTTA.org/awards)



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## SUBMISSION EVALUATION CRITERIA

Once it is determined that the submission meets the entry requirements and deadline, each application is evaluated according to four criteria:

- **CRITERION 1:** To what extent are there results to demonstrate that the project objective was reached and that it had a positive impact for the customer, the agency and/or the community?
- **CRITERION 2:** How is the project relevant to the tolling industry? (This criterion includes consideration of how unique a project is to the toll facility that initiated it).
- **CRITERION 3:** To what extent does the project clearly represent excellence and an extraordinary achievement for the toll agency/operator that undertook it?
- **CRITERION 4:** How innovative is the project or program? Innovation is defined as the creation, development and implementation of a product, process or service with the aim of improving efficiency, effectiveness or advantage to the industry.