



ONLINE EVENT

AGENDA

April 4 – 5th, 2022

11:00am – 5:00pm U.S. Eastern Time

SPONSORS



THIRD-PARTY TOLLING CONFERENCE 2022

Toll agencies are experiencing a shifting landscape in account management – where they will have the opportunity or need to outsource the tolling and customer management value chain in whole or in-part. Third-party technology and fleet service companies, mobile app vendors and other start-ups have begun the disruption on a relatively small scale. But larger shifts are likely on the horizon from a traditional toll agency role towards one that incorporates third-party tolling models. There are many outstanding questions about the future of tolling, and agencies want to be as prepared and influential as possible to optimize the industry outcome.

Toll Insight, an industry knowledge exchange platform founded in 2020, has been hosting 40+ leading toll agency and consultant subject matter experts in monthly focus group discussions on this “hot topic” of third-party tolling. Now, for a broader / more general audience, we convene our next online conference, with a comprehensive program of presenters covering:

- Third-Party Tolling Industry Trends,
- Toll Agency Trials and Operations, and
- Vendor Presentations
 - Account Managers
 - Mobile Apps
 - Payment Processors
 - Future Concepts – Toll Service Provider Models and Mobility Wallet Integrations

Please find a more detailed agenda below.

MONDAY, APRIL 4th, 2022 (All times are in U.S. Eastern Time)

11:00 – 11:15	OPENING REMARKS Lev Pinelis , Principal and Founder, Toll Insight
11:15 – 12:30	SESSION 1 – THIRD-PARTY TOLLING INDUSTRY TRENDS This session will provide an overview of third-party tolling and relevant industry trends, including national interoperability efforts. Presenters will focus geographically on the U.S. but also offer examples from Europe. Moderator: P.J. Wilkins , Executive Director, E-ZPass Group & IAG Service Corporation James Hofmann , CEO / Executive Director, North Texas Tollway Authority Ginna Reeder , Director of Innovation, The Eastern Transportation Coalition Anita Draa , Senior Consultant, Gannett Fleming Andrew Jackson , Research Director, Ptolemus Consulting Group

12:30 – 12:45	BREAK
12:45 – 2:00	<p>SESSION 2 – AGENCY TRIALS & OPERATIONS (EASTERN REGION) In the past few years, toll agencies have started piloting and deploying customer-facing solutions with third-party tolling providers, as emerging offerings have become available in the market. This session will focus on the U.S. East Region.</p> <p>Moderator: Jeff Weiss, Vice President – Tolling, Gannett Fleming</p> <p>Michael Catolico, Deputy Chief – Business Systems, Illinois Tollway Stacey Ritter, Assistant Chief Operating Officer – Tolling, Pennsylvania Turnpike Commission David Caudill, Tolling Division Administrator, Virginia DOT Juan I. Gomez-Lobo Rodriguez, Director of Toll Operations, Florida’s Turnpike Enterprise</p>
2:00 – 2:15	BREAK
2:15 – 3:30	<p>SESSION 3 – AGENCY TRIALS & OPERATIONS (WESTERN / CENTRAL REGIONS) Continuing the theme from Session 2 to hear from leading toll agencies in relation to third-party trials and operations, this session will focus on the Central U.S. and West Coast.</p> <p>Moderator: Rachel Bell, Director of Business Services and Customer Relations, Kansas Turnpike Authority</p> <p>Rick Carrier, Director of Tolling, Transportation Corridor Agencies Jeff Dailey, Assistant Executive Director Operations, North Texas Tollway Authority Tyler Patterson, Toll Operations Manager, Washington State DOT Jacqueline Moreno Cruz, Deputy Assistant Director – Customer Service, Harris County Toll Road Authority</p>
3:30 – 3:45	BREAK
3:45 – 4:55	<p>SESSION 4 – ACCOUNT MANAGEMENT VENDORS We will hear from vendors or other non-toll agency organizations which provide centralized, toll account management services.</p> <p>Moderator: Walter Fagerlund, Vice President and Director, HNTB</p> <p>John Andrews, Founder, Chair, President & CSO, Bestpass Cathi Chinn, Vice President of Innovation, Verra Mobility Drew Anderson, Sr. Director, Product Management, PrePass Jacob Thomas, Founder, TollSpot</p>
4:55 – 5:00	DAY 1 CLOSING REMARKS

TUESDAY, APRIL 5, 2022 (All times are in U.S. Eastern Time)

11:00 – 11:10	<p>DAY 2 OPENING REMARKS</p> <p>Lev Pinelis, Principal and Founder, Toll Insight</p>
11:10 – 12:45	<p>SESSION 5 – MOBILE APP VENDORS</p> <p>Numerous companies have started to offer mobile applications for paying tolls in the U.S. Most rely on license plate detection, with some remaining focused on GPS.</p> <p>Moderator: Jeremy Siviter, Director, IBI Group</p> <p>Tim McGuckin, Chief Strategy Officer, GeoToll Abenezer Yohalashet, Director, Head of Tolling, PayTollo-SiriusXM Andrew Peppard, Vice President, Tolling Business Development, ClearRoad Chris Higgins, GoToll Product Owner, Transurban Angela Montanchez Navarro, Head of Growth, Openvia Mobility by GLOBALVIA Thomas Siegl, Director Product & Growth, Uproad</p>
12:45 – 1:00	<p>BREAK</p>
1:00 – 2:30	<p>SESSION 6 – PAYMENT MANAGEMENT VENDORS</p> <p>Whether guaranteeing collection or integrating with other customer accounts (wireless carriers, parking, DMV, utilities, etc.), government-facing service companies have introduced new options to toll agencies to receive and manage toll payments.</p> <p>Moderator: Bill Brownsberger, Partner, Fagan Consulting</p> <p>Eric Hunn, Vice President – Tolling, Collection, and DMV Services, Duncan Solutions Shannon Swank, Chief Marketing Officer & Co-Founder, PlusPass / BancPass Tom DiGiacomo, Director of Toll Technology, PayIt Steve Glasgow, Vice President, Business Development, tapNpay Bruce Gaskill, Sr. Director of Sales and Partnerships, PayNearMe</p>
2:30 – 2:45	<p>BREAK</p>

<p>2:45 – 4:15</p>	<p>SESSION 7 – FUTURE THIRD-PARTY TOLLING CONCEPTS</p> <p>We'll wrap up with future concepts for tolling, including review the applicability of European Toll Service Provider Models as well as integration with Transit, Automotive OEMs, Mobility-as-a-Service, and Parking. All of this could aid towards improvement in toll systems, operations, and customer experience.</p> <p>Moderator: Joseph Averkamp, Senior Vice President, Business Development and Sales, Neology</p> <p>Jason Stein, Business Development & Operations, TollPlus Suzanne Murtha, Vice President Connected and Automated Technologies, AECOM Joe Mullis, General Manager, Neology Peter Ummenhofer, Founder and Managing Director, GO Consulting GmbH Henrique Sengo Cordeiro, Vice President, Sales USA, A-to-Be</p>
<p>4:15 – 4:30</p>	<p>CLOSING REMARKS</p> <p>Lev Pinelis, Principal and Founder, Toll Insight</p>
<p>4:30 – 5:00</p>	<p>OPEN DISCUSSION (Optional)</p> <p>To be confirmed.</p>