TODAY'S SPONSORS

TOLL INSIGHT

MSC

BUSINESS OF TOLLING

OVERVIEW COURSE

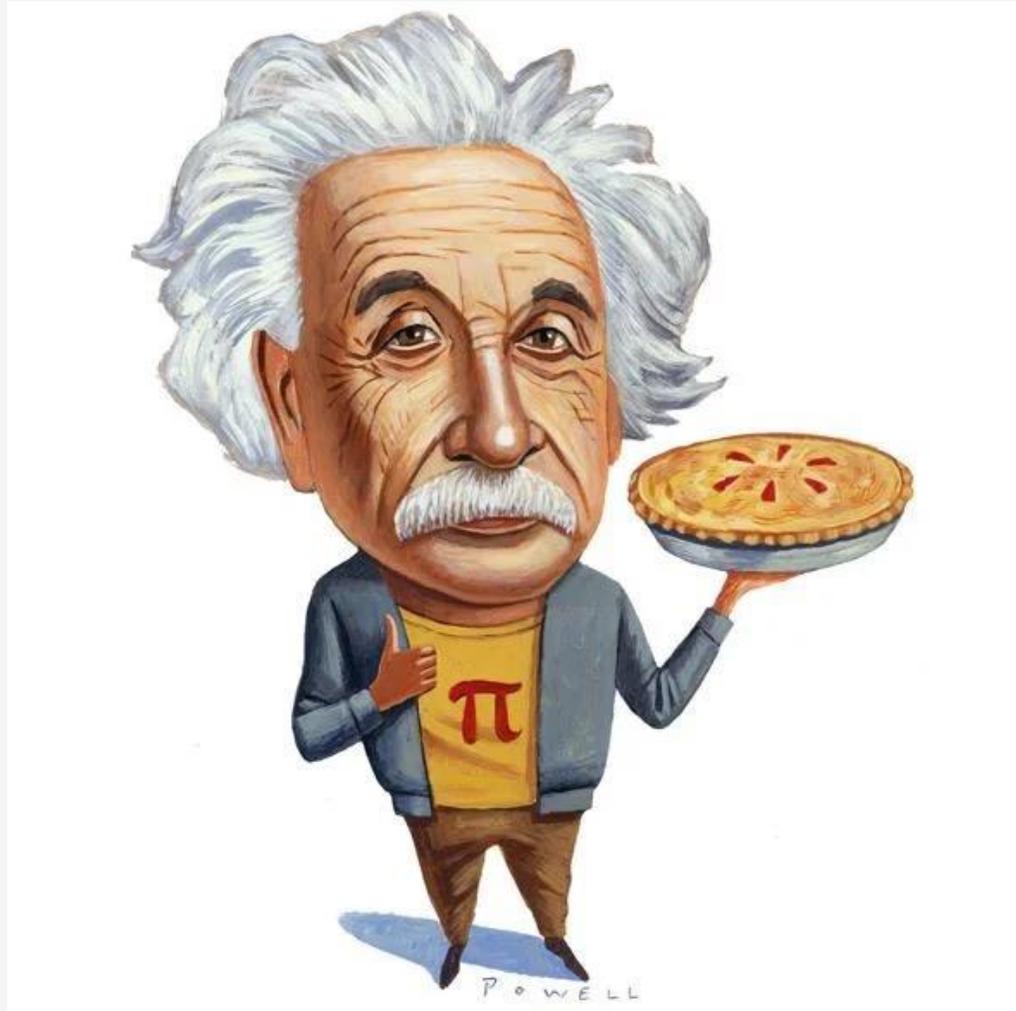**MARCH 14th, 2022**

11:00 AM – 5:00 PM U.S. EASTERN TIME

WELCOME!

Happy Pi Day 3/14 3.14(159...)

What Is Pi?

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What is TOLL INSIGHT?

- ✓ Started in 2020

- ✓ A toll industry knowledge exchange platform

- ✓ Host Industry Discussions in the form of blog interviews

- ✓ Operate "hot" topic Innovation Focus Groups

- ✓ Online "hot" topic conferences

- ✓ Expanded to training courses offering (in partnership)

- ✓ Fostering a deep network and knowledge base

TOLL INSIGHT

Why are we here?
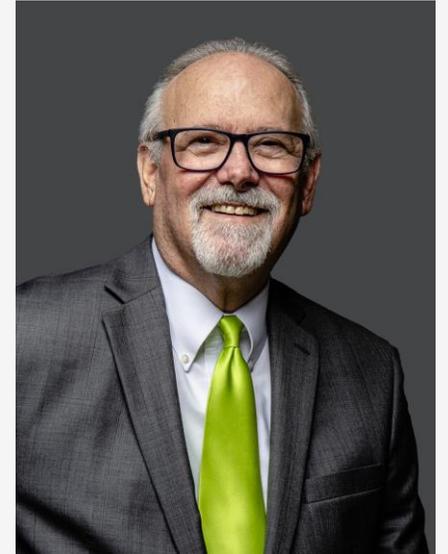
➢ The tolling business landscape is growing and evolving.

➢ New hires and even experienced professionals need to understand the history, context, and ongoing challenges for our nuanced industry.

➢ Allow new staff to integrate more quickly into their roles, fast-tracking output.

➢ Serve as learning and development opportunity, market research, as well as to complement business operations, continuous improvement / innovation, and decision-making.

➢ The Business of Tolling course offerings come in two forms – a one-day executive overview or a full multi-day course.

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Marty Stone – Lead Instructor

✓ 40+ years of experience in transportation and tolling.

✓ Created an original toll industry instructional series known as Toll 101 - now redeveloped as the "Business of Tolling" - a new executive overview seminar.

✓ Toll Insight has partnered with Martin Stone Consulting to provide this unique program to all public and private organizations.

✓ Focus on the who, what, why and how of the toll business and to improve the understanding of toll systems, operations and management.

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What will we cover?

This Overview Course will cover the following:

- ✓ Roadway Toll System Technologies

- ✓ The Business of Electronic Toll Collection

- ✓ Managing Electronic Toll Collection & Operations

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Full Course option

The Full Course (virtual or onsite scheduling available) comprehensively covers the following toll operations subjects:

- ✓ Roadside Toll Collection - Toll System Configuration & Cash Tolling
- ✓ Roadside Toll Collection - All-Electronic Tolling
- ✓ Roadside Toll Collection - Video Tolling
- ✓ US Toll Facilities & Toll Rates
- ✓ All-Electronic Toll Customers & Business Rules
- ✓ National Toll Interoperability
- ✓ Operational & Commercial Back Office Organization
- ✓ Financial Management & Image Review – Roadside to Back Office
- ✓ Back Office Operations – Key Performance Indicators
- ✓ Back Office Management – Key Personnel & Tools
- ✓ Back Office Staffing & Training

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Administrative Items

❑ Attendees can ask questions, chat or request to speak (as needed)

❑ We will be monitoring the Q&A and chat

❑ We can provide presentation slides for download

❑ This event is being recorded

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Schedule of Today's Events (All times are in U.S. Eastern Time)

11:00AM – 11:15AM	**OPENING REMARKS** **Lev Pinelis**, Principal and Founder, Toll Insight **Marty Stone**, Lead Instructor, MSC
11:15AM – 12:45PM	**SESSION 1 – ROADWAY TOLL SYSTEM TECHNOLOGIES** Focuses on how toll systems are configured at the roadside and includes a brief look at cash tolling and more in-depth discussions of electronic toll and video toll technologies.
12:45PM – 1:15PM	**30 MINUTE BREAK**
1:15PM – 2:45PM	**SESSION 2 – THE BUSINESS OF ELECTRONIC TOLL COLLECTION** Looks at the business aspects of ETC, including the types of toll facilities that are managed within the U.S., a discussion of ETC customers and business rules with a specific focus on All Electronic Tolling, a brief conversation about toll rate setting, and a look at North American toll interoperability.
2:45PM – 3:15PM	**30 MINUTE BREAK**
3:15PM – 4:45PM	**SESSION 3 – THE MANAGEMENT OF ELECTRONIC TOLLING AND TOLL OPERATIONS** Covers the organizational aspects and flow of transactions associated with a typical ETC operation from the roadside through the back office, a brief discussion of financial management of ETC, and a look at KPIs and the reporting and analytic tools.
4:45AM – 5:00PM	**CLOSING REMARKS**

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MARCH 14th, 2022

11:00 AM – 5:00 PM U.S. EASTERN TIME

BREAK – Return at 3:15 PM

CLOSING REMARKS

❑ We hope you enjoyed The Business of Tolling Overview Course!

❑ Today, we covered:

  ✓ Roadway Toll System Technologies

  ✓ The Business of Electronic Toll Collection

  ✓ Managing Electronic Toll Collection & Operations

❑ We can provide presentation slides for download

❑ This course has been recorded

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Engage with us

✓ Follow us online (tollinsight.com) or on LinkedIn

✓ Participate in a blog interview

✓ Join one of our Innovation Focus Groups (Express Lanes, Video Tolling)

✓ Look out for future "hot" topic conferences (Third-Party Tolling Apr. 4-5th)

✓ Book a Business of Tolling Full Course Session

✓ Any questions/ideas, please contact:

Lev Pinelis

Toll Insight

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