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

**TOLL EXCELLENCE AWARDS**
IBTTA ★ 2025

## 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.

- **Safety:** This category is for projects or programs related to roadway traffic safety that are applicable to workforce, users, customers, general public or facility safety initiatives, including campaigns and operational activities.

- **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, cyber security communications systems, artificial intelligence and machine learning.

- **Toll Operations, Engineering & Maintenance:** This category is for projects or programs related to toll operations, customer service centers design, engineering, asset management and maintenance.

- **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. "Blanket" submissions to all categories will not be considered.

- A member agency can submit one project or program per category. Winners are determined by the highest score per category or, for the President's Award, the highest score overall.

- The current IBTTA President's agency is not allowed to submit for any award.

## Deadline for submission

- All entries must be submitted in English using the electronic entry form, by **close of business June 13, 2025**.

> **Public Sector Winner(s) Are Eligible for the President's Award**

## Eligibility

To submit a project or program for consideration, your organization must be an IBTTA toll agency/operator member or non-North American group member in good standing.

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. These judges submit initial scoring with final scores and winners determined by consensus scoring on an as-needed basis. Up to one winning entry may be selected for each award based on the submission evaluation criteria. Judges are not required to award each category.

## Awards Presentation

This year's award presentation will take place during IBTTA's Annual Meeting & Exhibition, October 11-14, 2025 in Denver, Colorado. 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

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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: 25%**
  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: 30%**
  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: 35%**
  To what extent does the project clearly represent excellence and an extraordinary achievement for the toll agency/operator that undertook it?

- **CRITERION 4: 10%**
  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.