

PUBLIC SECTOR GUIDELINES

Submit Your Project for an IBTTA Toll Excellence 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 and public education.
- **Technology:** This category is for projects or programs related to electronic toll collection, intelligent transportation systems, information technology, road technology, mobile 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.
- **NEW IN 2017 ▶ President's Award:** For the first time, this award will be given to the best submission of the Public or Private sector category winners.

ENTRY REQUIREMENTS

- Applications should be for a project or program that began no more than three years before the submission date and has produced at least 12 months of proven experience.
- 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 8, 2017**.

ELIGIBILITY

To submit a project or program for consideration, your organization *must be a toll agency, active member* in good standing with IBTTA.

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 the closing banquet of IBTTA's 2017 Annual Meeting and Exhibition, September 10-13, 2017 in Atlanta, Georgia. 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



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 that undertook it?
- **CRITERION 4:** How innovative is the project or program? Innovation will be considered as a tie-breaker as needed.