



Florida Department of
TRANSPORTATION

SunPass Toll Collection Transition

September 6, 2018

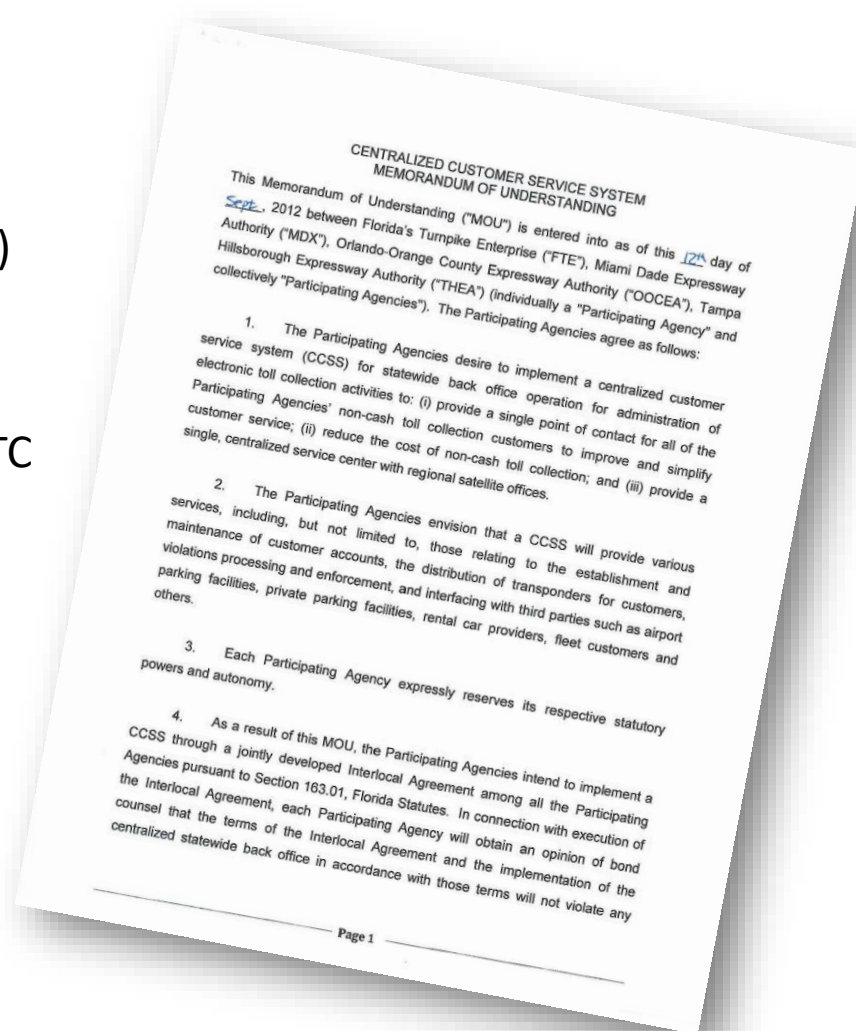


Florida Department of Transportation



Background

- 2012 Florida Transportation Commission (FTC) Study identified value for sharing back office resources
- CCSS Project initiated in 2012 following the FTC Study
- FTE, MDX, THEA and CFX participated in Procurement Document Development
 - 14 Multi-agency workshops
 - 2350 Requirements
 - 569 Business Rules



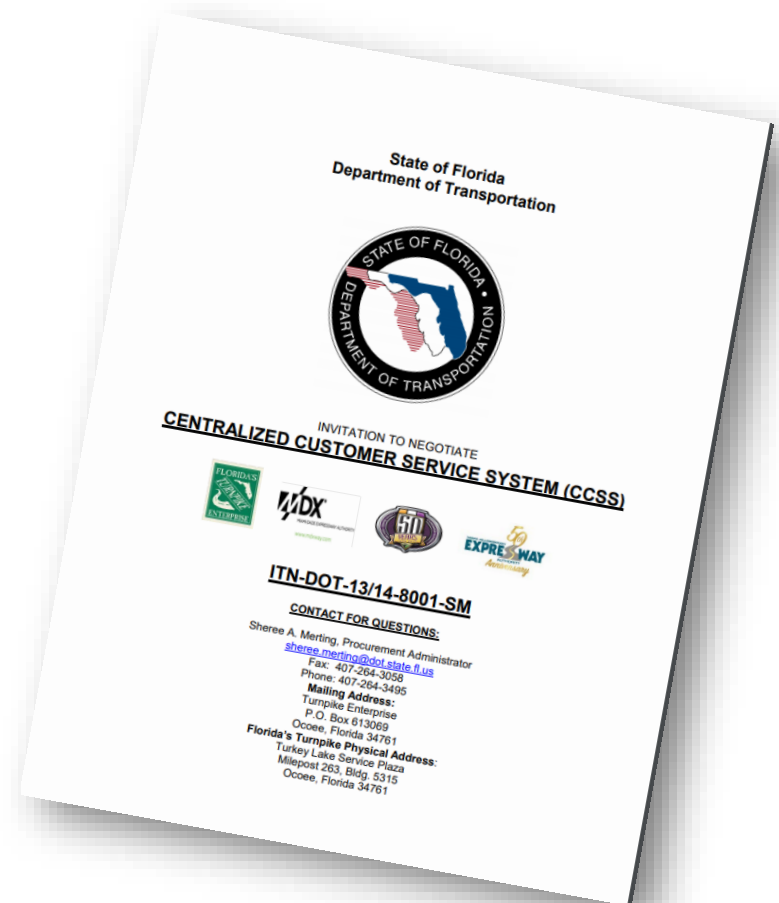
Legacy SunPass System

- SunPass Back Office initiated in 1999
 - System upgrades for 19 years
- > 6.5 M active SunPass Accounts
- > 10 M Toll-by-Plate Accounts
- > 1 M invoices per month
- > 700 K call center calls per month
- > 5 M SunPass transactions daily
- > 16 M SunPass transponders sold



Procurement

- Procurement was an Invitation to Negotiate (ITN)
- Selection was based on Best Value determination per Florida Statute
- Conduent selected by Selection Committee, made up of the four Executive Directors



Contract

- Performance-based contract
 - 40 Performance-based criteria
 - System operation & availability
 - System functionality
 - Operations & Customer Experience
 - Monthly invoice tied to performance



System Development & Go Live

- Notice to Proceed given November 16, 2015
 - CFX decided not to participate
- System Development from November 2015 until May 2018
- CCSS Go-Live on June 11, 2018



Initial Issues

- System, Website & Mobile App
- Call Center
- Transaction Backlog



Next Steps

- Enhance Customer Service
- Continue System Improvements
- Toll-By-Plate Invoices

TOLL ENFORCEMENT INVOICE

Invoice #: 116110484 Account #: 76179623 License Plate: PRODE248 State: FL Invoice Date: 08/23/16

Previous Amount Due	Payments/Credits	New Toll Charges	Fees/Charges	Total Amount Due	Pay By
\$0.00	\$0.00	\$1.50	\$0.00	\$1.50	09/11/16

INVOICE SUMMARY

PNPRODEBDH MNPRODEBDH LNPRODEBDH
S1_PRODE248
S2_PRODE248
FORT MYERS, FL 33913

You are receiving this invoice for toll transactions recorded by the TOLL-BY-PLATE system(s) of the Florida Department of Transportation (FDOT), Miami-Dade Expressway Authority (MDX), Tampa Hillsborough Expressway Authority (THEA), and/or another partner agency. The vehicle identified in the image below is either registered, leased or was rented by you, and payment is required. To resolve this invoice and to prevent referral to a collections agency or impoundment of a Vehicle Registration Stop, it is important that you pay the Total Amount Due on or before the "Pay By" date listed. If you are an existing SunPass® customer or prepaid customer of another interoperable agency, see Payment Options on page 2 for instructions.

PAYMENT OPTIONS

Convert to a SunPass Account (see reverse)
Online at sunpass.com (see reverse)
Cash (see reverse)
Mail (see payment slip below)

For 306.83 and 316.1091 Florida Statutes, if payment in full for this invoice is not received by the "Pay By" date listed on the front of this document, the Florida Department of Transportation has the authority to place a registration stop against the registered owner of the vehicle and prevent you from renewing your license plate. Subsequent unpaid tolls may also result in additional fees, referral to collections and/or the issuance of a Uniform Traffic Citation for each unpaid toll.

Please detach this portion of this invoice and return with your payment to ensure proper credit. To pay by credit card, please go to www.sunpass.com or call 888-624-6606.

License Plate	Invoice #	Invoice Date
PRODE248	116110484	08/23/16

TOLL ENFORCEMENT INVOICE

AMOUNT ENCLOSED:

To update your address, please see the frequently asked questions information on the reverse side.

Make check payable and remit to:
FDOT
P.O. Box 71237
Charlotte, NC 28272-1237

Make check or money order payable to FDOT. Please include the invoice # on your check or money order to ensure proper posting of your payment.
DO NOT SEND CASH, COINS or TEMPORARY CHECKS. DO NOT fold, staple or paperclip contents.

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Centralized Customer Service System:

SunPass Agencies

- Miami-Dade Expressway (MDX)
- Tampa-Hillsborough Expressway Authority (THEA)
- Mid-Bay Bridge Authority
- Santa-Rosa Bay Bridge Authority
- Miami-Dade County
- Bay Harbor Islands

Interoperable Agencies

- Central Florida Expressway Authority (CFX)
- LeeWay Bridge Authority
- Georgia State Road and Tolling Authority
- North Carolina Tolling Authority



Florida Department of
TRANSPORTATION

Florida's Turnpike 2017 Results



Florida Department of Transportation





Measures Met: Pavement, Bridges, Construction, and M/WBE/SBE

Performance Measure	Detail	Objective	Actual Results
Pavement Condition Rating	% SHS lane miles rated “excellent or good”	> 85%	97.1%
Bridge Condition – Rating	% bridge structures rated “excellent or good”	> 95%	99.2%
Bridge Condition – Weight Restrictions	% SHS bridge structures with posted limit	0%	0%
Construction Contract Adjustments – Time	% contracts completed within 20% above original contract time	≥ 80%	100%
Construction Contract Adjustments - Cost	% projects completed within 10% above original amount	≥ 90%	100%
Minority Participation	M/WBE and SBE utilization (total expenditures)	exceed prior year	\$141.3M (prior year: \$97.7M)



Measures Met: Tolling

Performance Measure	Detail	Objective	Actual Results
Image Review Processing Time	> 90% of license plate images reviewed in < 2 weeks	> 90%	100%
Toll Collection Expense as a Percentage of Toll Revenue	Toll collection expense (net of exclusions) / toll revenue	< 12%	10.4%
Annual OM&A Forecast Variance	Actual OM&A expense compared to annual budget	< 110%	102.9%

Measures Met: Debt

Performance Measure	Detail	Objective	Actual Results
Bond Ratings	Bond ratings \geq BBB (S&P), Baa (Moody's), BBB (Fitch) and no downgrade from previous year	Yes	Yes
Debt Coverage – Bond Covenant Compliance	Debt service coverage meets or exceeds minimum Bond Covenant requirements	Yes	Yes

Measures Missed

Performance Measure	Detail	Objective	Actual Results
SHS Maintenance Rating Program (MRP) Overall Rating	Condition rating of at least 90	> 90	88.0
Safety Characteristics: Signing, Striping, Guardrail, and Lighting	Condition rating of at least 90, 95, 80, and 85, respectively	> 90 > 95 > 80 > 85	83 94 75 63
Revenue Variance	Variance from indicated revenue (without fines; 3 year moving average)	< 4%	5.5%
Average Customer Call Wait Time	> 80% of calls answered within 1 minute	> 80%	67.2%
Consultant Contract Management	Final cost % increase above original award	< 5%	20.0%