SunPass Toll Collection Transition

September 6, 2018
Centralized Customer Service System

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
Centralized Customer Service System:

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
Centralized Customer Service System:

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
Centralized Customer Service System:

Initial Issues

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

- Enhance Customer Service
- Continue System Improvements
- Toll-By-Plate Invoices
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’s Turnpike
2017 Results
# Measures Met: Pavement, Bridges, Construction, and M/WBE/SBE

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

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

## Measures Met: Debt

<table>
<thead>
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<th>Performance Measure</th>
<th>Detail</th>
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<th>Actual Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond Ratings</td>
<td>Bond ratings ≥ BBB (S&amp;P), Baa (Moody's), BBB (Fitch) and no downgrade from previous year</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Debt Coverage – Bond Covenant Compliance</td>
<td>Debt service coverage meets or exceeds minimum Bond Covenant requirements</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
## Measures Missed

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