Centralized Customer Service System Update

Centralized Customer Service System (CCSS)
Agenda

April 25 – 26, 2013

- **General Session**
  - Industry Forum Goals
  - About the Agencies
  - CCSS:
    - Goals
    - Scope
    - Procurement Plan
    - Next Steps
- **Meet and Greet with Agency Executive Directors**
- **One-on-One Meetings with Agency Staff**
Industry Forum Goals

- Provide Overview of CCSS Project
- Obtain Input from Vendors
- Facilitate Partnering:
  - Vendor Community Outreach
  - Coordination with Agencies
Industry Forum Highlights

• Registered Attendees: 102
• Registered Firms: 50
• One-on-One Sessions: 35
Industry Forum Participants

3M
Accenture
AECOM
AEGIS
American Express
BancTec
Bank of America
BESTPASS
Blackmon Roberts Group
CenturyLink
Cintra
Citi
Clear2Pay
Computer Aid
Credit Protection Association
CSC
Cubic Transportation System

Dell
Drivewyze
Duncan Solutions
Egis Projects
F.R. Aleman & Associates
Faneuil
Fifth Third Bank
Heritage Payment Solutions
Holtzman Group
IBM
Infosys
J.P. Morgan
Kapsch Traffic Com IVHS
Kyra InfoTech
Linebarger Goggan Blain & Sampson
Mastek
MSB
NCO Financial Services

Oracle
Park By SMS (A115)
PATLive
Parsons Brinckerhoff
RS&H
SAP Public Services
SICE
SunTrust Bank
Tampa Bay Regional Planning Council
TEAM FL
The Fulcrum International
TollPlus
TransCore
URS Corporation
Xerox
CCSS Goals

- Provide a Centralized Process for Toll Transactions
- Allow a Single Point of Contact for Customer Service
- Reduce the Cost of Electronic Toll Collection
CCSS Scope

Functions

• Process transactions from participating agencies
• Interact with interoperable partners
• Maintain pre-paid and post-paid accounts
• Perform customer relationship management
• Obtain registered owner of vehicle (ROV) information
• Send invoices for post-paid transactions
• Process payments & customer disputes
• Escalate unpaid transactions
• Distribute transponders & track inventory
### SunPass Growth 2004 vs. 2013

<table>
<thead>
<tr>
<th>FY 2004</th>
<th>FY 2013 (First Six Months)</th>
</tr>
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<tbody>
<tr>
<td>50%</td>
<td>82%</td>
</tr>
<tr>
<td>1.5M</td>
<td>8.0M</td>
</tr>
<tr>
<td>1.0M</td>
<td>4.2M</td>
</tr>
<tr>
<td>≈300 Trans/ Acct</td>
<td>≈140 Trans/ Acct</td>
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<tr>
<td>$26M</td>
<td>$69M</td>
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<tr>
<td>143</td>
<td>311</td>
</tr>
<tr>
<td>702K</td>
<td>7.3M</td>
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</tbody>
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- **SunPass Participation**
- **Total Transponders**
- **Total SunPass Accounts**
- **Monthly SunPass Account Replenishment**
- **Total SunPass Only Lanes**
- **Monthly Video Images Processed**
CCSS Scope

Financial Traceability

- Complete Reporting on Transaction Disposition Throughout Revenue Cycle
- Timely and Accurate Financial Reporting
- Integrated, Streamlined Balancing and Reconciliation
- SSAE-16 Type II Annual Audit
CCSS Scope

Customer Interfaces

- Internet
- Mobile Apps
- Text / SMS
- Walk-in Centers
- Money Services Locations
- Phone / Call Center
- Interactive Voice Response
CCSS Scope

External Interfaces

- Agency Host Systems
- Interoperable Partners
- Airports
- Credit Card Processing
- Rental Car Companies
- Courts
- Collections
- Lockbox Services
- ROV Lookup
CCSS Procurement Plan

• Single Procurement:
  – Development and Implementation
  – Operations and Maintenance
  – Turnkey System

• Demonstration/Presentation

• Evaluation – Qualifications and Price

• Phase Implementation
Next Steps

• Vendor Feedback and Communications

• Business Rules

• System Requirements

• CCSS Governance

• Procurement Document