

# Centralized Customer Service System Update



Centralized Customer Service System (CCSS)

**C**apture

**P**rocess

**R**ecord



Lane



Customer Account

# Industry Forum

*April 25<sup>th</sup> – 26<sup>th</sup>*

*Marriott Hotel, Tampa International Airport*



# 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	Dell	Oracle
Accenture	Drivewyze	Park By SMS (A115)
AECOM	Duncan Solutions	PATLive
AEGIS	Egis Projects	Parsons Brinckerhoff
American Express	F.R. Aleman & Associates	RS&H
BancTec	Faneuil	SAP Public Services
Bank of America	Fifth Third Bank	SICE
BESTPASS	Heritage Payment Solutions	SunTrust Bank
Blackmon Roberts Group	Holtzman Group	Tampa Bay Regional Planning Council
CenturyLink	IBM	TEAM FL
Cintra	Infosys	The Fulcrum International
Citi	J.P. Morgan	TollPlus
Clear2Pay	Kapsch Traffic Com IVHS	TransCore
Computer Aid	Kyra InfoTech	URS Corporation
Credit Protection Association	Linebarger Goggan Blain & Sampson	Xerox
CSC	Mastek	
Cubic Transportation System	MSB	
	NCO Financial Services	



# 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

FY 2004

50%

1.5M

1.0M

≈300 Trans/  
Acct

\$26M

143

702K

FY 2013 (First Six Months)

82% Participation

Total Transponders 8.0M

Total SunPass Accounts 4.2Mts

≈140 Trans/  
Acct

Monthly SunPass Account Replenishment \$6.9M

Total SunPass Only Lanes 311

Monthly Video Images Processed

7.3M

# 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

