



## Florida Department of Transportation

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### FDOT TO RESUME CONTRACTUALLY OBLIGATED MONTHLY PAYMENTS TO CONDUENT

*FDOT has imposed maximum penalty during affected period, including an additional \$3.7 million in performance penalties*

**Tallahassee, Fla.** – Today, the Florida Department of Transportation (FDOT) announced an additional \$3.7 million in performance penalties for Conduent’s operational and performance deficiencies, which totals approximately \$8.3 million to date.

“We have imposed the maximum penalty allowable under the vendor contract. This is part of the Department’s ongoing commitment to hold Conduent accountable and ensure customers receive the level of service they deserve. Governor Ron DeSantis directed me to address this issue as we ensure solid customer service for our citizens”, explains **FDOT Secretary Kevin J. Thibault**. “Florida’s Turnpike Enterprise continues to work with the vendor as we return to the high level of customer service that SunPass has provided its customers for the past 20 years.”

Under the contract and state law, the Department is obligated to compensate Conduent for its monthly operations less any applicable penalties. With that, FDOT is imposing the maximum 25 percent penalty on all monthly payments to Conduent received to date for operation of the system since June 2018.

FDOT will resume these required monthly payments in June 2019, in addition to paying the unpaid monthly invoices due going back to June 2018.

“Since the new back office went live a year ago, nearly two (2) billion toll transactions have been processed” said **Paul Wai, Executive Director of Florida’s Turnpike Enterprise**. “We’ve seen the average call wait time for our customers decrease from more than twenty (20) minutes to less than five (5) minutes, with nearly half of the calls being answered in less than a minute.”

FDOT expects Conduent to maintain its improved performance in billing operations, transaction processing and website availability, and will continue to enforce available options for any performance issues as allowed by the contract.

In March 2019, the Governor directed FDOT to continue to suspend administrative fees and penalties until June 1, 2019. Beginning in June, administrative fees on Toll-by-Plate Invoices and fees for customers who request mailed SunPass statements, will be reinitiated only for toll transactions that are within the June 1, 2019 period going forward.

As FDOT continues to make customer service a priority, TOLL-BY-PLATE customers can save up to 25 percent on their invoice and future tolls by opening a SunPass® Prepaid account. If customers convert to a SunPass account today, the discount will be applied retroactively to their TOLL-BY-PLATE invoice. If customers have any questions, they can log onto [www.sunpass.com](http://www.sunpass.com) or to access the SunPass FAQs, [www.sunpass.com/en/support/faq.shtml](http://www.sunpass.com/en/support/faq.shtml). Also, customers can call 1(888) TOLL-FLA (1-888-865-5352).

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