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FDOT Issues Update Regarding Improvements to Florida Turnpike Enterprise's Centralized Customer Service System

TALLAHASSEE, Fla. - The Florida Department of Transportation (FDOT) has received the final Chief Inspector General (CIG) report regarding the Florida Turnpike Enterprise's (FTE) Centralized Customer Service System (CCSS). FDOT appreciates the CIG's efforts and is proud to have implemented many improvements prior to today, which directly address most of the findings.

Since January, FDOT has been committed to the following priorities:

1. To provide a reliable SunPass and TOLL-BY-PLATE system to travelers in Florida by doing everything FDOT can to ensure issues with the system are thoroughly and timely addressed. This includes holding the contractor responsible for its performance deficiencies. To date, FDOT has assessed nearly \$11 million of liquidated damages.
2. Being fully transparent while addressing issues, and under FDOT's new leadership, several actions have been implemented including:
 - Processing more than two billion transactions and handling nearly five million customer service calls during the last year.
 - Significantly improving call wait times from more than 45 minutes to less than 40 seconds in September 2019.
 - Formally deciding to not exercise the seven-year renewal option with the current vendor.
 - Appointing new FTE leadership who will ensure the failures at implementation of the current system do not recur.
 - Pursuing a replacement for the CCSS. FDOT has recently published a formal Request for Information, soliciting industry ideas for an improved replacement system. In the upcoming year, FDOT will assemble a cross-functional team, consisting of Department employees and expressway authority staff, to continue evaluation of the current system and develop an approach for a new back-office system. This team will

ensure that decision-making, oversight and accountability reside within FDOT and is not outsourced to consultants or contractors. The project team will report directly to the Executive Director of the FTE.

- The Department will also implement a replacement back-office system in a manner that allows completed testing and parallel operations for a period of six months prior to the conclusion of the current contract, with the goal of ensuring seamless system migration.

The Department will continue to do everything within its authority to ensure the current vendor's performance is in accordance with the terms of the existing contract and hold the vendor accountable for its deficiencies. The Department is absolutely committed to providing our citizens and toll facility customers a tolling system they deserve, which is a system that operates in an efficient and accountable manner.

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