

Florida's Turnpike

All-Electronic, No-Cash Tolling Frequently Asked Questions

August 2011

In February 2011, Florida's Turnpike Enterprise (FTE) implemented all-electronic, no-cash tolling — a safer, more efficient, seamless method of collecting tolls from customers — on the Turnpike segment located between Milepost 0 in Florida City and Milepost 47 at the Miami-Dade/Broward County line.

FTE has always been a leader in the worldwide toll industry, and new technologies now allow the agency to collect tolls electronically from both SunPass and non-SunPass customers while providing a safe, cost effective and efficient transportation system for residents, businesses and visitors.

Q. What is all-electronic, no-cash tolling?

A. All-electronic, no-cash tolling is a set of technologies that allow for the payment of tolls electronically, using special equipment located on overhead gantries. Simply put, it refers to a toll road without cash tollbooths, where traffic flows unimpeded at ramp or highway speeds. Tolls are collected through a SunPass transponder or through TOLL-BY-PLATE — a system that captures images of license plates and bills customers. All-electronic toll collection provides added convenience for drivers who no longer have to slow down or stop to pay a toll.

Q. Why is Florida's Turnpike Enterprise transitioning to all-electronic toll collection?

A. Since SunPass was launched in 1999, the Turnpike's goal has been to eliminate cash toll collection on its roads because electronic tolling is the safest, most convenient and most efficient way to pay tolls. Today, 81 percent of all toll transactions on the entire Turnpike System of roads are done with SunPass, and the numbers keep growing. Now that the technology to collect all tolls electronically is here, FTE is moving forward to ensure that its customers receive the best value for their trip in the form of safety, service and convenience now and in the future.

Q. What are the benefits of all-electronic tolling?

A.

- **Safety** – Eliminates a driver's need to make a decision at the toll collection point, thereby removing traffic conflicts between cash customers and SunPass customers.
- **Convenience** – No customer will need to slow down or stop to pay tolls, which will be collected electronically through SunPass pre-paid accounts or through TOLL-BY-PLATE.
- **Environment** – Because no customers are slowing down and stopping to pay tolls, the amount of noise and auto emissions is reduced at the tolling locations, which results in less air pollution and less traffic noise for nearby residents.
- **Savings** – It will help customers reduce fuel consumption by eliminating stop-and-go driving, saving on gas. Cash customers who sign up for SunPass will save money, on average 25 percent, by using SunPass to pay their tolls.

Q. Which Turnpike toll plazas were converted to all-electronic tolling?

A. Four "barrier" plazas and 33 ramp toll plazas located on the Turnpike Extension, between Milepost 0 and Milepost 47 in Miami-Dade County were converted on February 19, 2011. All Turnpike toll plazas located on this segment transitioned to all-electronic toll collection simultaneously, removing cash collection from the system.

Q. Is there construction on the Turnpike between Milepost 0 and Milepost 47, and how will it affect my drive?

A. While the conversion to all-electronic tolling was implemented on February 19, construction work will continue through late 2011 as the tollbooths are removed. Florida's Turnpike continues to make efforts to minimize construction impacts on the public. For the most part, you may encounter lane closures, ramp closures and detours at night and on weekends. Electronic signs will be placed on the road days in advance of any lane closures, to advise the public. You may also call 5-1-1 or visit www.fl511.com before traveling for real-time traffic information.

Q. What about the rest of the Turnpike, when will it be converted to no-cash tolling?

A. The next phase will convert all the Turnpike plazas located between the Golden Glades interchange in northern Miami-Dade County and the Interstate 595 interchange in Broward County. Construction is scheduled to begin in 2012 and the conversion would take place in the summer of 2013. Eventually, all-electronic tolling will be extended to other segments of the Turnpike.

Q. Are there other all-electronic, no-cash roads in Florida besides the Turnpike?

A. The Miami-Dade Expressway Authority (MDX), has eliminated cash toll collections on three of its expressways—State Road 924, State Road 874 and State Road 878. The Tampa-Hillsborough Expressway Authority (THEA) has eliminated cash toll collection on its Selmon Expressway.

SUNPASS

Q. I already have a SunPass. Does this change affect me?

A. No, you are good to go. Just make sure your SunPass account information is up to date, as well as the address on your vehicle registration (license plate) and driver license. To update your vehicle registration or driver license visit the Department of Highway Safety and Motor Vehicles (DHSMV) at www.flhsmv.gov. To update your SunPass account info, visit www.SunPass.com or call **1-888-TOLL-FLA** (888-865-5352) from 7 a.m. to 7 p.m. Monday through Friday.

Q. Do I have to get a SunPass if I want to drive on the Turnpike and other toll roads that have no-cash tolling?

A. While people are not obligated to purchase a SunPass, it is highly recommended. Having a SunPass account provides the following benefits:

- Savings of 25 percent at most Turnpike System toll plazas. SunPass can be used on all toll roads and nearly all bridges in the state of Florida.
- **SunPass Plus** customers can use their transponders to pay the parking fees at the Tampa, Miami, Fort Lauderdale-Hollywood, Orlando and Palm Beach airports.

For those infrequent users who don't wish to have a SunPass, there is a program called TOLL-BY-PLATE.

Q. Do I need to have a credit card or debit card to use SunPass?

A. No, a card is not needed. Currently, customers may use cash to reload their SunPass and check their account balance at thousands of retail locations throughout Florida. Visit <https://www.sunpass.com/cashReplenishment> for details and to find a location near you.

A SunPass Customer Service Center, where customers may also pay Turnpike TOLL-BY-PLATE invoices using cash, is now open at Snapper Creek Service Plaza. It is located at the Turnpike's Milepost 19 in Miami-Dade County, between the Kendall Drive (Exit 20) and Southwest 120th Street (Exit 19) interchanges. Other replenishment locations where cash is accepted are the SunPass Customer Service Center on Glades Road in Boca Raton; the Garcon Point Bridge in Milton; the Pinellas Bayway in St. Petersburg; and the Mid-Bay Bridge in Niceville.

In addition, SunPass customers may still replenish their accounts with cash, check or money order at any Wells Fargo branch in Florida. But to do so, they must have a SunPass deposit ticket with their account number (which SunPass will provide upon request).

Q. Do I need to be a Florida resident to be a SunPass customer?

A. You do not need to be a Florida resident. Anyone can be a SunPass customer.

Q. Can I use E-ZPass to pay for tolls in Florida?

A. No. E-ZPass and SunPass are not compatible at this time but Florida's Turnpike is working on an interoperability solution with the E-ZPass toll operators.

Q. Will a SunPass Mini transponder interfere with the operation of my E-ZPass?

A. No, your SunPass Mini will not interfere. The transponders have different protocols and will not register the tolls outside their jurisdiction.

TOLL-BY-PLATE

Q. How does TOLL-BY-PLATE work?

A. TOLL-BY-PLATE is a tolling system that works by capturing an image of a vehicle's license plate as the vehicle passes under a toll gantry and matching that license plate with the registered owner of the vehicle. The customer will receive a TOLL-BY-PLATE invoice for the tolls incurred over a 30-day period, plus a \$2.50 administrative charge per monthly invoice. The invoice will include information on how to pay online, via telephone or by mail. The TOLL-BY-PLATE toll rate is 25 cents higher than the SunPass rate.

Q. Where on the Turnpike is TOLL-BY-PLATE available?

A. TOLL-BY-PLATE is available on the Turnpike from Milepost 0 to Milepost 47 in Miami-Dade County. When a vehicle without SunPass travels on this segment of the Turnpike, the tolling equipment takes a photo of the license plate and invoices the registered vehicle owner. If you are not a SunPass customer, you must use the cash lanes at all other Turnpike locations.

The Miami-Dade and Tampa-Hillsborough expressway authorities have their own toll-by-plate programs. For information, go to www.MDXORT.com and www.saveontolls.com.

Q. Is TOLL-BY-PLATE available on 95 Express in Miami-Dade County?

A. No. To travel on 95 Express, motorists must have a valid SunPass transponder or be a registered toll exempt customer. Go to <http://www.95express.com> for more information.

Q. What about vehicles with out-of-state license plates?

A. The TOLL-BY-PLATE program is available for customers with out-of-state license plates. You may call **1-888-TAG-TOLL** (888-824-8655) between 7 a.m. and 7 p.m. Monday through Friday to register a prepaid TOLL-BY-PLATE account. Or just drive and you will receive an invoice in the mail.

Q. What if I am driving a loaner or if someone uses my vehicle and goes through the toll?

A. The TOLL-BY-PLATE bill will be mailed to the registered owner of the vehicle. You should advise the owner that you drove on a toll road and that he/she will receive a bill in the mail. At the same time, you are responsible for the toll payment if someone uses your vehicle.

Q. TOLL-BY-PLATE seems easy and convenient, so why should I get a SunPass?

A. Having a SunPass offers additional benefits. SunPass customers pay the lowest toll rates, with savings of 25 cents at each location compared to TOLL-BY-PLATE customers who also may be subject to administrative

charges. SunPass can be used to pay tolls at nearly all toll roads and bridges throughout Florida, and to pay for parking at several major airports. Getting a SunPass is a breeze. Just go to www.sunpass.com to purchase online or find a retail location near you.

Q. Do I need to have a credit card or debit card to use TOLL-BY-PLATE?

A. No, a card is not needed. Customers are able to use cash to pay for TOLL-BY-PLATE at many retail locations. Visit <https://www.sunpass.com/cashReplenishment> for details and to find a location near you.

A SunPass Customer Service Center, where customers may also pay Turnpike TOLL-BY-PLATE invoices and prepaid accounts using cash, is now open at the Snapper Creek Service Plaza. It is located at the Turnpike's Milepost 19 in Miami-Dade County, between the Kendall Drive (Exit 20) and Southwest 120th Street (Exit 19) interchanges. Other replenishment locations where cash is accepted are the SunPass Customer Service Center on Glades Road in Boca Raton; the Garcon Point Bridge in Milton; the Pinellas Bayway in St. Petersburg; and the Mid-Bay Bridge in Niceville.

RENTAL CARS

Q. What happens if I am in a rental car?

A. Florida's Turnpike Enterprise has entered into agreements with companies that offer rental car customers an easier way to travel Florida's toll roads. Under the agreements, the companies provide the Turnpike with constantly updated lists of rental car fleet license plate numbers so that the Turnpike can bill the companies. Each company has a different payment arrangement so be sure to review your rental agreement carefully.

Q. What if I rented a car out of state?

A. It is no different than renting a car in Florida. If renting from a participating company, the Turnpike will bill the company for the tolls.

Q. Which rental car companies offer toll programs?

A. Car rental companies participating at this time include **Advantage, Avis, Alamo, National, Budget, Dollar, Enterprise, Hertz, National, Sunshine, Thrifty, Champion, Penske Truck Leasing and Ryder**. Some companies charge a daily or weekly fee, plus the toll incurred. Others provide unlimited toll usage for a set per day or per week amount. We strongly recommend that customers check with their rental car company for all fees and that they read their car rental agreement carefully. For information about participating rental car companies, go to www.SunPass.com/rentalcar. More rental car companies offer tolling programs than are listed on the SunPass website. Most of the companies not listed are regional or local. Be sure to ask your rental car agent if a tolling program is available.

Q. What happens if I don't sign up for a rental agency's toll program?

A. A bill for the toll will be sent to the rental car company, who will match the toll charges with the person renting the car. The rental car agency will pay the toll bill on your behalf and charge you extra fees for their time and service, based on your car rental agreement. We strongly recommend that customers check with their rental car company for all fees and that they review the rental agreement carefully.

Q. What happens if I rent a car from a company that does not offer a toll program?

A. An image of the vehicle license plate will be captured on camera and a bill will be issued to the registered owner of the vehicle. The rental company will pay the toll bill on your behalf and charge you extra fees for their time and service. We strongly recommend that customers check with their rental car company for all fees and that they review the rental agreement carefully.

Q. What if I am in a rental truck, like U-Haul?

A. An image of the truck or trailer license plate will be captured on camera and a bill will be issued to the registered owner of the vehicle. Again, the truck leasing company will pay the bill on your behalf and charge

you extra fees for their time and service. We strongly recommend that customers check with their leasing company for all fees and that they review the rental agreement carefully.

ADDITIONAL INFORMATION

Q. Where can I get more information and updates?

A. For information and updates, you may:

- Check the project Web pages at **www.FloridasTurnpike.com/all-electronictolling**
- Contact Sonyha Rodriguez-Miller, Public Information Officer, at 954-934-1276, 1-800-749-PIKE (7453) or **Sonyha.Rodriguez-Miller@dot.state.fl.us**