Florida’s Turnpike

All-Electronic Open Road Tolling Frequently Asked Questions

October 2010

Florida’s Turnpike Enterprise (FTE) will introduce all-electronic open road tolling — a safer, more efficient, seamless method of collecting tolls from customers — on the Turnpike between Milepost 0 in Florida City and Milepost 47 at the Miami-Dade/Broward County line. The projected date for conversion to all-electronic open road tolling on this stretch of the Turnpike is early 2011.

Florida’s Turnpike has always been a leader in the worldwide toll industry, and new technologies now allow the opportunity 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 open road tolling?
A. All-electronic open road 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-PLATESM — 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, three out of four Turnpike customers statewide use SunPass, and the numbers keep growing. Now that the technology to collect all tolls electronically is here, FTE is moving forward with all-electronic toll collection 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. The Miami-Dade Expressway Authority (MDX), which operates five tolled expressways in Miami-Dade County, is eliminating cash toll collection at its toll plazas, and FTE and MDX are closely coordinating conversion plans. Moreover, FTE also is deploying all-electronic open road tolling on the south end of the Turnpike because this is the most heavily traveled segment.

Q. What are the benefits of all-electronic open road 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. I already have a SunPass. Will 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 http://www.flhsmv.gov/. To update your SunPass account info, visit www.SunPass.com or call 1-888-TOLL-FLA (865-5352) from 7 a.m. to 7 p.m. Monday through Friday.
Q. When will all-electronic tolling go into effect?
A. Currently, the target date for the conversion between Milepost 0 in Florida City and Milepost 47 in Miramar is early 2011. All the Turnpike toll plazas located on this segment will transition to all-electronic toll collection simultaneously, removing cash collection from the system.

The Miami-Dade Expressway Authority (MDX), which operates five tolled expressways in Miami-Dade County, has eliminated cash toll collections on three of its expressways — State Road 924, State Road 874 and State Road 878. Florida’s Turnpike and MDX are closely coordinating conversion plans and working together to inform our customers about all-electronic open road tolling.

Q. Which Turnpike toll plazas will be converted to all-electronic open road tolling in 2011?
A. Four “barrier” plazas and 33 ramp toll plazas located on the Turnpike Extension, between Milepost 0 and Milepost 47, will be converted in early 2011.

Q. What about the rest of the Turnpike, when will it be converted?
A. At this time, funding is available to convert all the Turnpike plazas located between the Golden Glades and Interstate 595 interchanges. Construction would begin in 2012 and the conversion would take place in 2014. Eventually, all-electronic open road tolling will be extended to other segments of the Turnpike.

Q. Do I have to get a SunPass if I want to drive on the Turnpike and other toll roads in Miami-Dade?
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 nearly all toll roads and bridges in the state of Florida.
- SunPass Plus customers can use their transponders to pay the parking fees at the Palm Beach, Tampa, Miami and Orlando airports.

For those infrequent users who don’t wish to have a SunPass, we will launch a program called 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. The invoice will include information on how to pay online, via telephone or by mail.

Q. When will TOLL-BY-PLATE be available on the Turnpike?
A. In October 2010, FTE began the gradual rollout of TOLL-BY-PLATE on the Turnpike from Milepost 0 to Milepost 47. Motorists who go through a SunPass-only lane and miss paying the tolls will receive a TOLL-BY-PLATE invoice. Cash tolls are still being collected; however, Florida’s Turnpike began its gradual rollout of the TOLL-BY-PLATE program to ensure the program is operating smoothly by early 2011, before the implementation of all-electronic open road tolling.


The Miami-Dade and Tampa-Hillsborough County expressway authorities have their own TOLL-BY-PLATE programs. For information, go to www.MDXORT.com or 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 will be available for customers with out-of-state license plates.

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 percent compared to TOLL-BY-PLATE customers who also are subject to service 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 and the SunPass Mini sticker is pretty much free — the $4.99 purchase price is reimbursed in the form of a non-refundable toll credit.

Q. Do I need to have a credit card or debit card to use SunPass or TOLL-BY-PLATE?
A. No, a card is not needed. Currently, SunPass customers may use cash to reload their SunPass and check their account balance at the Touch-n-Buy kiosks now available at hundreds of retail locations throughout Florida. Visit www.sunpass.com/CashReplenishment.cfm for details and to find a location near you. More retail locations will be added in the coming months. Eventually, customers will be able to use cash to pay for TOLL-BY-PLATE at retail locations.
In addition, SunPass customers can still replenish their accounts with cash, check or money order at any Wachovia Bank branch in Florida. But to do so, they must have a SunPass deposit ticket with their account number (which SunPass will provide on request). 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.

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 tolling 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. Rental car companies participating at this time include Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Sunshine, Thrifty, 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 recommend that customers check with their rental car company for all fees and that they read their rental agreement carefully. More rental car companies will be participating in these tolling programs, so be sure to ask when renting a vehicle.

Q. What happens if I don’t sign up for the 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 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 for the toll will be issued to the registered owner of the vehicle. The rental 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 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.

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. What is going to happen to the toll collectors?
A. Efforts to assist employees have been under way for more than a year. Faneuil, the vendor that provides the toll plaza personnel, is helping its employees, and will work to retain employees and move impacted positions to facilities where there is a staffing need. The company continues to aggressively seek new opportunities in South Florida and will continue to look for alternatives and to provide support for those affected by the conversion to all-electronic tolling.

Q. When will construction take place to convert the Turnpike toll plazas into all-electronic facilities?
A. Construction began in late 2009. New tolling gantries and TOLL-BY-PLATE signs are already in place at various locations. While the conversion to all-electronic open road tolling is scheduled for early 2011, construction work will continue through late 2011 as the tollbooths are removed.

Q. How will the construction affect my drive?
A. Florida’s Turnpike will 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 before traveling or check www.floridasturnpike.com/all-electronictolling/projects to view a schedule of upcoming closures.

Q. How much does construction cost and how is it being funded?
A. The estimated construction cost for the Turnpike conversion from Milepost 0 to Milepost 47 is $57.8 million. This includes $22 million in economic stimulus funds and $35.8 million from Turnpike toll revenues.

Q. Where can I get more information and project 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