Florida Department of TRANSPORTATION

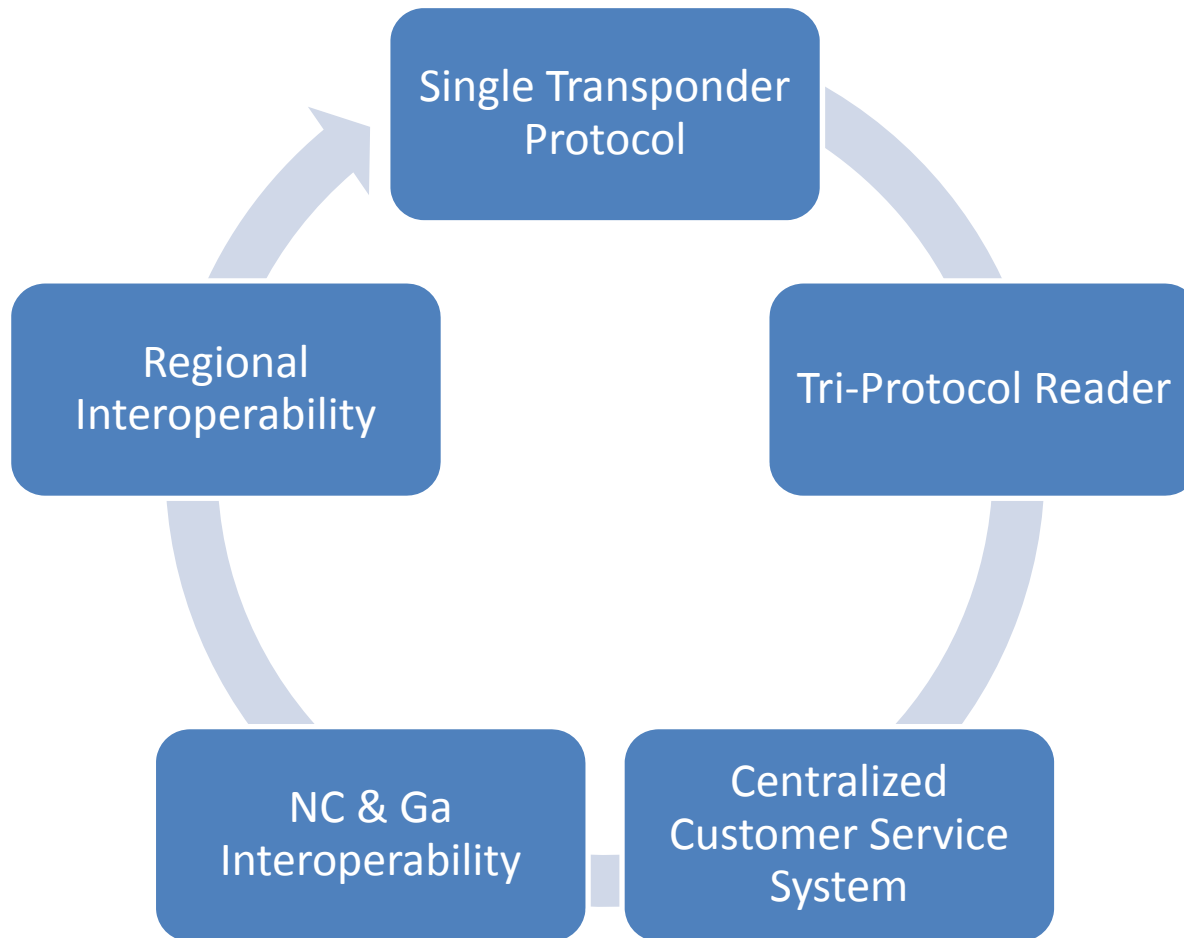# Expanding Interoperability in the South: Programs & Technology

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Executive Director, Florida's Turnpike Enterprise

Agenda

- Getting to a Single Transponder Protocol in Florida
- Expanding the Capability to Read Transponders
- A Common Experience for Tolling Customers in Florida
- Beyond our Borders: Reaching out to other States
- Looking to the Future: Regional Interoperability

Agenda

Single Transponder Protocol

Tri-Protocol Reader

Centralized Customer Service System

NC & Ga Interoperability

Regional Interoperability

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Getting to a Single Transponder Protocol in Florida

Over the past 15 years, Florida's Turnpike has had many different transponders and two Transponder Protocols:

— Allegro
— SeGo

Getting to a Single Transponder Protocol in Florida

In 2013, the Turnpike initiated a project to get to a single transponder protocol, SeGo, removing Allegro as a protocol in Florida.

So far…

- 1,341,773 new transponders shipped
    - 1,215,448 portables;
    - 125,437 stickers;
    - 888 bumpers
    - 83% activated
- Representing 1,117,261 accounts

…. 500,000 accounts to go (out of 1.6 Million total accounts)

Expanding the Capability to Read Transponders

- Since 2008, Florida's Turnpike has used a dual-protocol reader to read two different transponders with proven performance.

Subsystem	Performance Metric	Prod Audit Limit	Controlled Test Limit
AVI	Read properly mounted transponders	N/A	100%
	Read and write properly mounted transponders	N/A	99.50%
	Correlate transponders to the correct vehicle and lane	99.90%	Free Flow: 99.7%

- In 2014, Florida's Turnpike will initiate the testing of a tri-protocol reader for future interoperability.

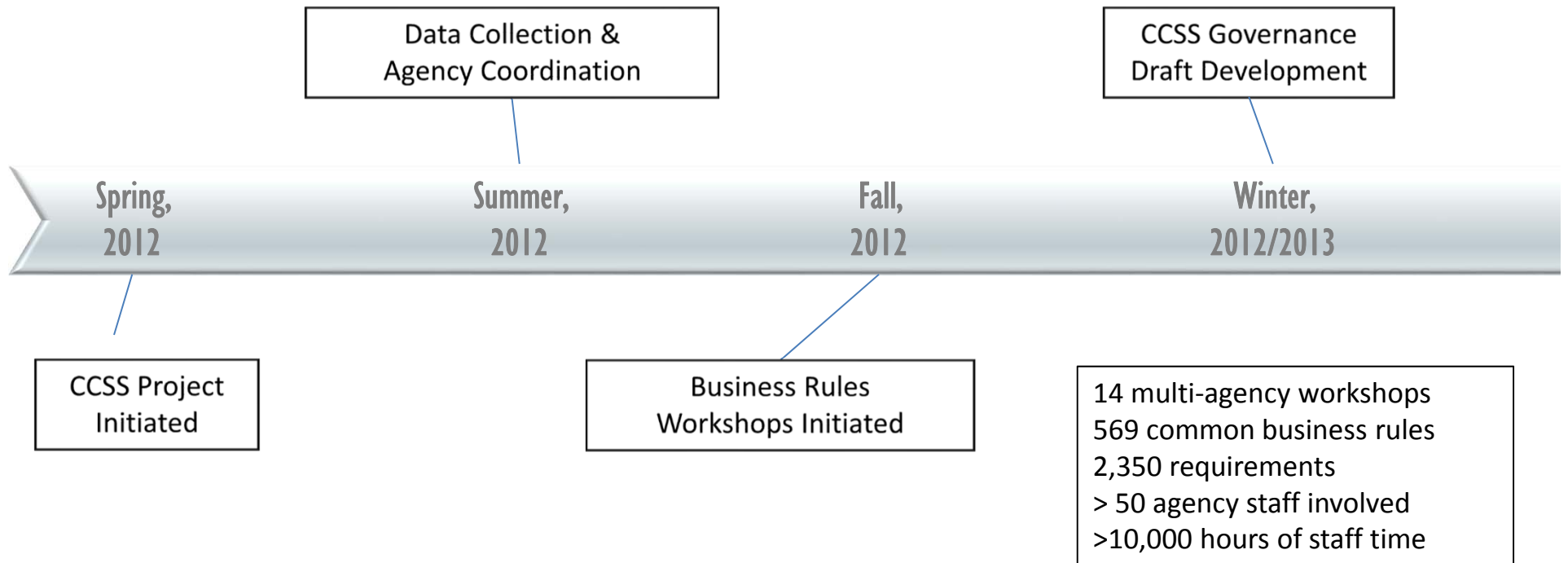# A Common Experience for Tolling Customers in Florida

In 2012, the four largest toll agencies in Florida initiated the Centralized Customer Service System (CCSS) Project with the following goals:

1. Provide a single point of contact for customer toll transactions
2. Enhance customer service functionality
3. Reduce the cost of electronic toll collection
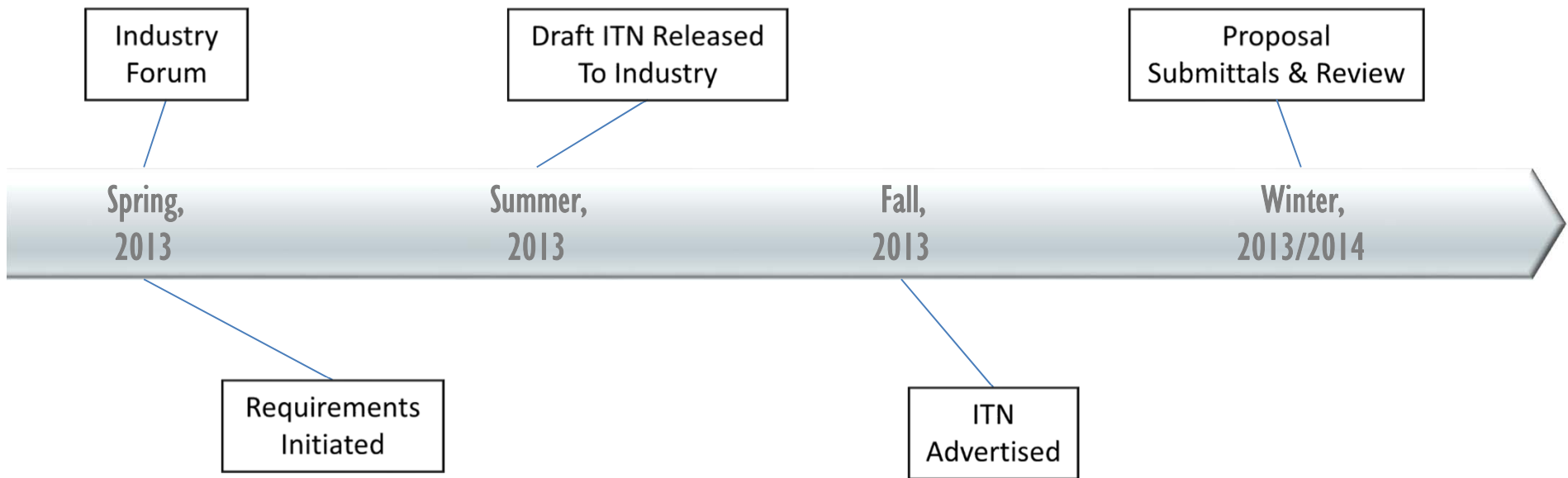4. Provide an additional tool to support interoperability

A Common Experience for Tolling Customers in Florida

CCSS History:

	Data Collection & Agency Coordination		CCSS Governance Draft Development
Spring, 2012	Summer, 2012	Fall, 2012	Winter, 2012/2013
CCSS Project Initiated		Business Rules Workshops Initiated	

14 multi-agency workshops
569 common business rules
2,350 requirements
> 50 agency staff involved
>10,000 hours of staff time

A Common Experience for Tolling Customers in Florida

CCSS History:

Industry Forum		Draft ITN Released To Industry		Proposal Submittals & Review
Spring, 2013	Summer, 2013	Fall, 2013	Winter, 2013/2014	
	Requirements Initiated		ITN Advertised	

Beyond Our Borders: Reaching Out to other States

NC and Florida

- Interoperability went live July 2013
- Leveraging shared Sego protocol
  - Image based for Florida Allegros in NC
- One Florida
  - FTE serves as the HUB for all Florida Agencies
- June 2014 statistics (settled transactions)
  - Florida customers in NC lanes = 13,806 transactions
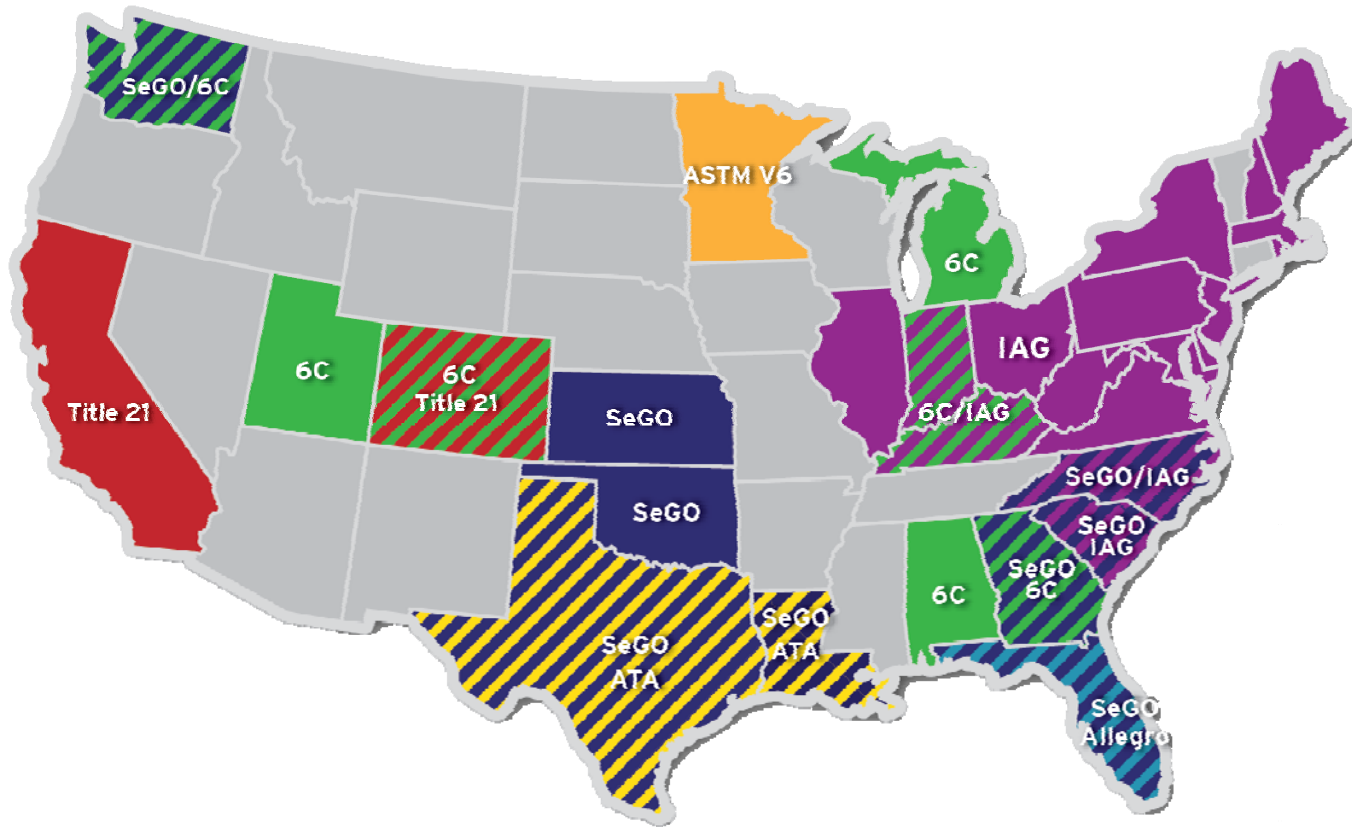 - NC customers in Florida lanes = 3774 transactions

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Beyond Our Borders: Reaching Out to other States
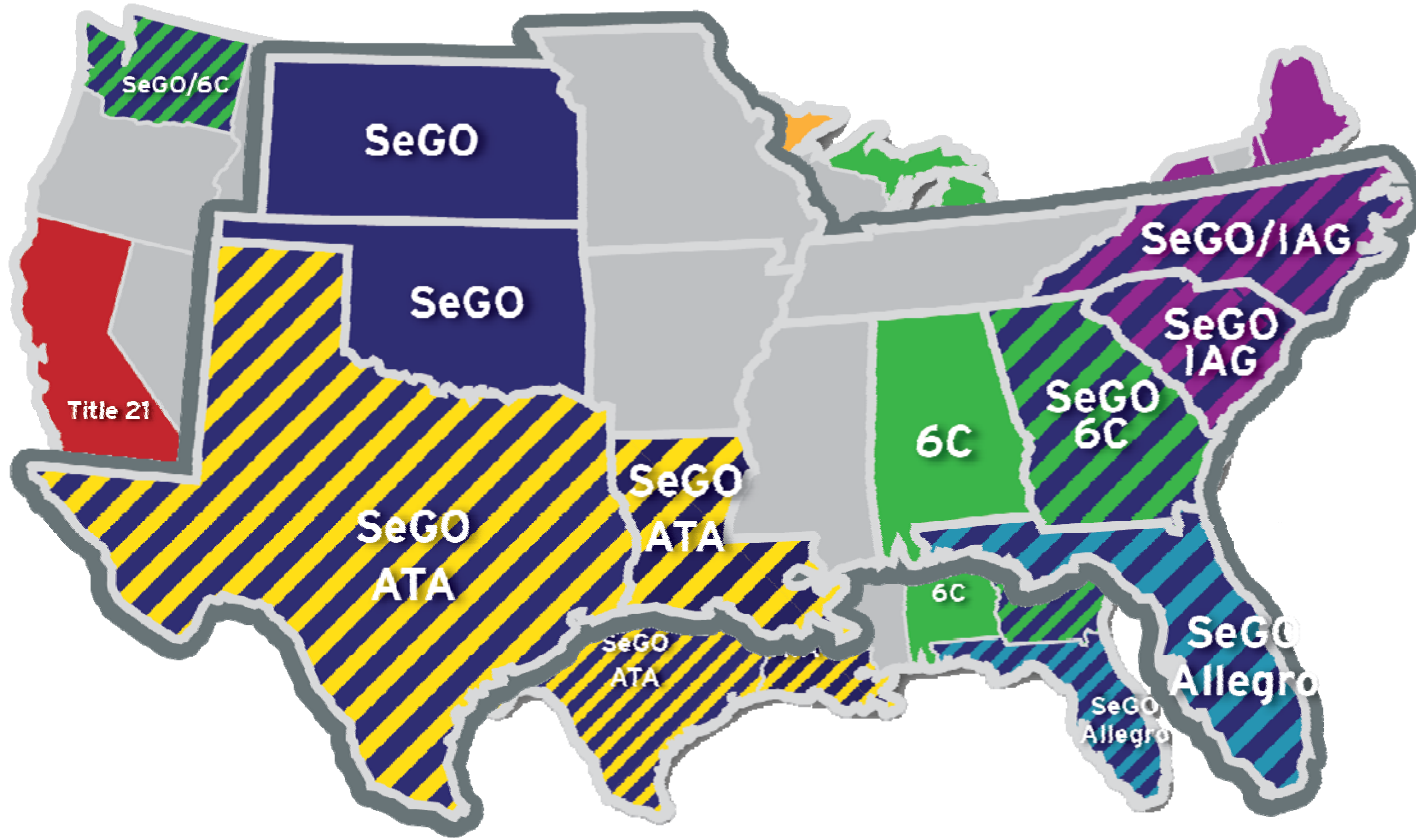
GA and Florida

- Leveraging shared SeGo protocol
  - Image based for Ga 6C tags in Florida
  - And Segos, pending reader firmware upgrade
- Image based for Florida Allegros in Ga
- Florida provides rental car tolling support for rental vehicles in Ga lanes
  - Using Florida rental agreements/plate lists
- One Florida
  - FTE serves as the HUB for all Florida Agencies
- Scheduled live to traffic Sept 2014

Beyond Our Borders: Reaching Out to other States

Beyond Our Borders: Reaching Out to other States

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Looking to the Future: Regional Interoperability

- Implementation of a Tri-Protocol Reader

- Completion of Florida Transponder Swap

- Transponder- and Video-Based Tolling

- Hub-to-Hub Communications for Transaction Processing and Settlement

- Communications & Coordination with Neighboring States & Agencies

- Expansion to National Interoperability

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