



NEWS RELEASE



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Contact:
[Chad Huff](#), (954) 934-1289

Florida's Turnpike announces enhanced services for Labor Day holiday weekend

FT. LAUDERDALE – Florida's Turnpike announces enhanced services available to customers traveling Florida's Turnpike during the busy Labor Day weekend, 2018:

- The SunPass Customer Service Center will be open Thursday and Friday from 7 a.m. to 7 p.m. and from 8:30 a.m. to 5 p.m. on Saturday, September 1. Customers are now able to use the Virtual Hold System and have a customer service representative call them back. SunPass can be reached at 888-865-5352. For SunPass walk-in locations and hours of operation, please visit: <https://www.sunpass.com/en/support/contactus.shtml>
- The SunPass Customer Service Center is closed on Sundays and will be closed on Monday, September 3, in observance of Labor Day. Customers who need to activate a new transponder or manage an existing SunPass account on Sunday or Monday, can utilize the SunPass website (sunpass.com) or the SunPass mobile app.
- Turnpike customers are reminded that historical traffic patterns for Labor Day Weekend show that traffic on Friday, August 31, will build in the northbound direction on Florida's Turnpike throughout the day. Conversely, traffic in the southbound direction will build throughout the day on Monday, September 3. Customers are encouraged to avoid these peak travel periods if possible.
- The State Farm Safety Patrol (Road Rangers) will work extended hours (6 a.m. to midnight) on Friday, August 31, and Monday, September 3, on rural stretches of the Turnpike Mainline. Road Rangers provide 24-hour coverage in the urban areas of South Florida and Central Florida. Road Rangers offer free assistance including tire changes, minor repairs, emergency gas and relocating vehicles from hazardous locations. Road Rangers also provide water for customers if they need to wait for towing assistance.
- Customers will encounter heavier than normal traffic at all eight Turnpike service plazas over the Labor Day holiday weekend. Law enforcement officers will be on duty to direct traffic during peak travel periods at the Fort Pierce (Milepost 144) and Fort Drum (Milepost 184) Service Plazas.
- Customers are reminded that all eight Turnpike service plazas have been designated 'Safe Phone Zones' and are available 24/7 as locations to conveniently use cell phones and other mobile devices for calling, texting, navigating and accessing mobile apps.

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