



# NEWS RELEASE



**FOR IMMEDIATE RELEASE**  
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## **SUNPASS CENTRALIZED CUSTOMER SERVICE CENTER NOW OPERATIONAL** ***State of the Art Facility Streamlines Service for SunPass Customers***

OCOEE — The Florida Department of Transportation today announced the grand opening of the new SunPass Centralized Customer Service Center (CCSC) at Ocoee's West Oaks Mall.

"The development of this state-of-the-art center demonstrates our commitment to providing great service to our SunPass customers, tolling partners and the community," said Florida's Turnpike Enterprise Executive Director and CEO Diane Gutierrez-Scaccetti. "Our customers will always be our first priority."

The CCSC occupies 70,000 square feet of otherwise empty retail space in West Oaks Mall. When fully staffed it will employ 480 people, including 190 new positions plus employees transferred from other facilities.

"With the creation of this new service center, the Florida Department of Transportation and Florida's Turnpike Enterprise are bringing new jobs to Ocoee," said Ocoee Mayor Rusty Johnson. "We're thrilled about redevelopment at West Oaks Mall. It will encourage more businesses to come back and help revitalize the city."

By consolidating multiple tollway operations into one efficient back-office system, Xerox, the call center operator, will align operations to reduce costs, drive operational efficiencies and provide a better customer experience.

"Our commitment to Florida extends far beyond providing exceptional service to SunPass users," said Rich Bastan, group president, Government and Transportation, Xerox. "The location of this customer service center will further the development of the mall and the neighboring community."

The Centralized Customer Service Center's partners include the Tampa Hillsborough Expressway Authority and the Miami-Dade Expressway Authority in Florida. The CCSC will also serve as the processor for SunPass' interstate interoperable partners in North Carolina and Georgia. The SunPass CCSC is anticipated to handle more than 1.8 billion transactions each year and manage more than 5 million accounts. The entire Centralized Customer Service Center system will be completed in the second quarter of 2017.

For information about SunPass visit: [www.sunpass.com](http://www.sunpass.com). For more information about Florida's Turnpike visit: [www.floridasturnpike.com](http://www.floridasturnpike.com).