

THE STEERING COLUMN



SUN PASSAGES

NEWS &
UPDATES FOR
SUNPASS
CUSTOMERS

Fall Edition 2003 Newsletter

Volume I Issue IV

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Responding to your survey comments **Paving the way toward better transportation**

In the summer of 2002, Florida's Turnpike distributed approximately 450,000 Customer Satisfaction Surveys to SunPass® customers across the state. More than 34,000 completed surveys were returned. Your survey answers and comments were an invaluable resource, providing us with significant feedback. In general, you were satisfied with SunPass and Florida's Turnpike, but you also made several suggestions and requests for improvements. Over the past year, Florida's Turnpike has made great strides to address your concerns and improve service across the board.

Your toll dollars at work

Florida's Turnpike is a user-financed system, meaning the tolls you pay provide the funds needed to cover all maintenance and construction projects, improvements to service plazas and safety enhancements. Tolls also help Florida's Turnpike develop programs like SunPass, providing you with even more convenience. State and local gasoline taxes cover the costs of road improvements and construction projects on state and interstate highways such as I-95 or I-75.

An overall better driving experience

Tolls also allow Florida's Turnpike to provide you with a much higher level of service and fund capital improvements, such as new easy-to-read signs, updated and modern service plazas and bettermaintained roads.

Each time you drive Florida's Turnpike, you have the assurance of our dedication to safety and security. Troop K of the Florida Highway Patrol is the exclusive force patrolling the roads and service plazas on Florida's Turnpike. Recently, Troop K increased the number of officers on patrol throughout the system. Armed officers spend 16 hours each day protecting the service plazas. Florida's Turnpike also has made significant advances in accident response and clearance time in response to your comments on last year's survey.

"The road gets you where you want to go - safely, conveniently and with a sense of value for what you're spending," says Jim Ely, Executive Director and Chief Executive Officer of Florida's Turnpike.

For more information about the important improvements and advancements made by Florida's Turnpike as a direct result of your survey responses, please look inside this issue.



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