



Florida Department of Transportation/Florida's Turnpike Enterprise

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Florida's Turnpike Enterprise Wins 2023 IBTTA Toll Excellence Award

Award acknowledges first hub-to-hub back office connection in the country

OCOE, Fla. – Florida's Turnpike Enterprise has received the 2023 International Bridge, Tunnel and Turnpike Association (IBTTA) Toll Excellence Award in the Customer Service and Marketing Outreach category. The Southeast Hub, owned and operated by Florida's Turnpike Enterprise, along with the Central Hub, comprised of agencies in Kansas, Oklahoma, and Texas, developed the nation's first regional hub-to-hub interoperable toll blueprint.

The award recognizes the agencies' efforts to identify less costly solutions for drivers, create stronger customer support services and embrace technology to accomplish this milestone program. The project required financial, technical, legal, communications and customer service teams from multiple agencies across four states to collaborate ensuring a positive, convenient, and cost effective customer experience.

Connectivity between the Central and Southeast hubs launched on February 27, 2023, allowing customers seamless payment for toll travel between Florida, Kansas, Oklahoma, and parts of Texas. The partnership brings a solution to drivers who want to pay for tolls in multiple participating states with more ease. Customers with compatible transponders have the convenience of traveling on toll roads without worrying about violations or paying cash across states. The Florida SunPass PRO™ can be used in 22 states.

"Florida's Turnpike Enterprise is thrilled to receive this award for the historic launch of this hub-to-hub connection," said **Enterprise Executive Director and CEO Nicola Liquori**. "We want to thank our partner agencies in the Central and Southeast hubs for their work on this significant achievement which brings us one step closer to national interoperability."

"Our congratulations to the team at Florida's Turnpike Enterprise for winning the IBTTA Toll Excellence Award honoring this impressive milestone," said **FDOT Secretary, Jared W. Perdue, P.E.** "This further exemplifies the Enterprise's commitment to continue leveraging technology to provide the highest possible level of customer service."

The Central Hub is comprised of agencies in Kansas, Oklahoma, and Texas. The participating agencies in the Southeast Hub include Florida's Turnpike Enterprise, Lee

County, Greater Miami Expressway Agency, and the Tampa Hillsborough Expressway Authority.

For a video overview of the project, please [click here](#).

For more information about SunPass and interoperability between the Central and Southern states, please visit SunPass.com.

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The Florida Department of Transportation's mission is to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the state's environment and communities. The department is committed to building a transportation system that not only fits the current needs of Florida's residents and visitors, but also enhances mobility throughout the state to accommodate its consistent and rapid growth. The unique nature of the Sunshine State and its year-round warm climate provides numerous opportunities to achieve the department's mission through multiple transportation modes including highways/streets, air, rail, sea, spaceports, transit, and the ever-expanding deployment of bicycle & pedestrian facilities.