MEMORANDUM Agenda Item No. 11(A)(20)

TO: Honorable Chairman Bruno A. Barreiro and Members, Board of County Commissioners

DATE: October 7, 2008

FROM: R. A. Cuevas, Jr. County Attorney

SUBJECT: Resolution urging the Florida Department of Transportation to enhance customer service for SunPass violations by sharing SunPass customer information

The accompanying resolution was prepared and placed on the agenda at the request of Prime Sponsor Commissioner Rebeca Sosa.

R. A. Cuevas, Jr.
County Attorney

RAC/cp

RESO\2078

MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro and Members, Board of County Commissioners

DATE: October 7, 2008

FROM: R. A. Cuevas, Jr. County Attorney

SUBJECT: Agenda Item No. 11(A)(20)

Please note any items checked.

_____ **"4-Day Rule" ("3-Day Rule" for committees) applicable if raised**

_____ **6 weeks required between first reading and public hearing**

_____ **4 weeks notification to municipal officials required prior to public hearing**

_____ **Decreases revenues or increases expenditures without balancing budget**

_____ **Budget required**

_____ **Statement of fiscal impact required**

_____ **Bid waiver requiring County Manager's written recommendation**

_____ **Ordinance creating a new board requires detailed County Manager's report for public hearing**

_____ **Housekeeping item (no policy decision required)**

_____ **No committee review**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 11(A)(20)
10-7-08

RESOLUTION NO. _____

RESOLUTION URGING THE FLORIDA DEPARTMENT OF TRANSPORTATION TO ENHANCE CUSTOMER SERVICE FOR SUNPASS VIOLATIONS BY SHARING SUNPASS CUSTOMER INFORMATION WITH THE MIAMI-DADE EXPRESSWAY AUTHORITY AND OTHER EXPRESSWAY AUTHORITIES IN FLORIDA

WHEREAS, SunPass is the State of Florida's prepaid toll program which can be used on most toll roads and bridges in Florida, including toll roads operated by the Miami-Dade Expressway Authority (MDX) and other expressway authorities in Florida; and

WHEREAS, SunPass transponders sold and used in Miami-Dade County constitute a significant number of all SunPass accounts statewide; and

WHEREAS, the SunPass program currently is administered exclusively by Florida's Turnpike Enterprise (Turnpike) within the Florida Department of Transportation (FDOT); and

WHEREAS, MDX and other expressway authorities around the state have no access to SunPass data and customer information, all of which is maintained and held solely by the Turnpike; and

WHEREAS, enhanced customer service, cost reductions, and efficiencies can be realized through the sharing of SunPass customer information with MDX and other expressway authorities, specifically the information required to resolve issues with toll violations related to valid SunPass account holders,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board:

Section 1. Urges the Florida Department of Transportation, specifically Florida's Turnpike Enterprise, to share SunPass information with the Miami-Dade Expressway Authority and other expressway authorities around the state, in an effort to enhance customer service, improve efficiencies, and mitigate SunPass violations that are issued to current customers, with such sharing of information intended to allow MDX and other expressway authorities "read-only" access to SunPass account information currently accessible solely by the Turnpike's customer service representatives, and not intended to include any credit/debit card or banking information.

Section 2. Urges the Turnpike and MDX to expedite the process of making SunPass information available to MDX and other expressway authorities as quickly as possible and explore the possibility of establishing a Miami-Dade County SunPass Customer Service Center, operated jointly by the Turnpike and MDX if efficiencies and improved customer service can be obtained.

Section 3. Directs the Clerk of the Board to transmit certified copies of this resolution to the Secretary of the Florida Department of Transportation.

The Prime Sponsor of the foregoing resolution is Commissioner Rebeca Sosa. It was offered by Commissioner , who moved its adoption. The motion was seconded by Commissioner and upon being put to a vote, the vote was as follows:

Bruno A. Barreiro, Chairman
Barbara J. Jordan, Vice-Chairwoman

Jose "Pepe" Diaz	Audrey M. Edmonson
Carlos A. Gimenez	Sally A. Heyman
Joe A. Martinez	Dennis C. Moss
Dorrin D. Rolle	Natacha Seijas
Katy Sorenson	Rebeca Sosa
Sen. Javier D. Souto	

The Chairman thereupon declared the resolution duly passed and adopted this 7th day of October, 2008. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By:_____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency. JMM

Jess M. McCarty