PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

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Meeting Date: November 3, 2009   [X] Consent   [ ] Regular
                                                 [ ] Workshop   [ ] Public Hearing

Department:

Submitted By: **Department of Airports**

Submitted For:

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I. EXECUTIVE BRIEF

Motion and Title: Staff Recommends motion to approve: an Agreement with the Florida Department of Transportation, Florida's Turnpike Enterprise (FTE) for the SunPass Plus Parking Program at Palm Beach International Airport (PBIA).

Summary: Staff is currently working to integrate SunPass with the PBIA parking system, with expected completion in early 2010. The agreement with FTE will allow customers with a SunPass Plus account to pay for PBIA parking electronically. Using a SunPass transponder, both entry and exit gates open automatically, with the parking fee electronically paid via the customer's SunPass Plus account, at no extra charge to the customer. Customers can also park without using SunPass.

The Agreement states that FTE will collect all SunPass parking revenues at point of sale and will remit these revenues to the County weekly. After the first two years of operation, FTE will charge the County a fee of 13 cents per revenue transaction processed by SunPass, to be annually adjusted by the Consumer Price Index. Staff estimates that the FTE fee will annually total $50,000, assuming 35% of the customers opt to use SunPass at PBIA. The agreement has a five year term, with one year automatic renewal terms, unless otherwise terminated. The Department plans to market this service by using media outlets and flyer distribution to parking customers. Orlando and Tampa Airports both offer SunPass to parking customers. **Countywide (AH)**

Background and Justification: The SunPass parking option at PBIA is offered as convenience to customers. Customers will be able to enter and exit faster, without having to take a parking ticket, or without having to manually present payment to the cashier. SunPass is one component of the Parking Revenue Control Improvement project initiated in 2008. Project cost to implement SunPass readers, electronic signs, and software will be approximately $575,000, partially funded by FDOT grants of $225,000.

SunPass airport operations are different than Turnpike operations. To be eligible for Airport parking, customers must have a SunPass Plus account which means their SunPass account must automatically replenish with a credit card. There are no extra costs for SunPass Plus. Another difference is Airport SunPass will have gated entries and exits as opposed to 25 mph drive through transactions on the Turnpike. Gate arms will raise automatically upon electronic validation of the SunPass account.

Attachments:
Agreement for SunPass Plus Parking Program at the PBIA (5)

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Recommended By: _____   _____
                        Department Director   Date

Approved By: _____   _____
                    County Administrator   Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

FISCAL YEARS	2010	2011	2012	2013	2014
Capital Expenditures					
Operating Costs					
Operating Revenues					
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT	-0-	-0-	37,500	50,000	50,000
# ADDITIONAL FTE POSITIONS (Cumulative)					

Is Item Included In Current Budget?　Yes _____　No __X__
Budget Account No.:　Fund _____　Department _____　Unit _____　Object _____
Reporting Category _____

B. Recommended Sources of Funds/Summary of Fiscal Impact:
Costs above represent the 13 cents per transaction fee to FTE assuming 35% of all parking transactions are via SunPass. The Agreement provides for no fees during the first two years of operation. 2012 assumes a partial year of payments. Actual costs may vary depending on SunPass transaction volumes and CPI adjustments in future years.

C. Departmental Fiscal Review: _____

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:
Approval of this agenda item may result in additional fiscal impact which is indeterminable at this time.

_____ 10/22/09　OFMB VA 10/13/09　CN 10/9/9

Contract Dev. and Control, 10/26/09
C. Jones 10/26/09

B. Legal Sufficiency:

This Contract complies with our contract review requirements.

Anne Welgant 10/26/09
Assistant County Attorney

C. Other Department Review:

_____
Department Director

AGREEMENT FOR SUNPASS® PLUS PARKING PROGRAM

AT THE PALM BEACH INTERNATIONAL AIRPORT

BETWEEN

PALM BEACH COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA

AND

FLORIDA DEPARTMENT OF TRANSPORTATION
FLORIDA'S TURNPIKE ENTERPRISE

THIS AGREEMENT FOR SUNPASS® PLUS PARKING PROGRAM AT THE PALM BEACH INTERNATIONAL AIRPORT (hereinafter the "Agreement"), is made and entered into this _____ day of November 2009, by and between PALM BEACH COUNTY, FLORIDA, a political subdivision of the State of Florida, with principal place of business located at 301 North Olive Avenue, West Palm Beach, Florida 33401 (hereinafter the "COUNTY"), and the FLORIDA DEPARTMENT OF TRANSPORTATION, FLORIDA'S TURNPIKE ENTERPRISE, an executive agency of the State of Florida, with principal place of business located at Turnpike Headquarters, Mile Post 263, Building 5315, Post Office Box 613069, Ocoee, Florida 34761 (hereinafter "FTE").

WITNESSETH

WHEREAS, the COUNTY and FTE desire to incorporate SunPass® technology into the public parking facilities at the Palm Beach International Airport ("PBIA") in order to allow airport customers to pay public parking fees using their SunPass® transponders (the "Project"); and

WHEREAS, the purpose of this Agreement is to provide detailed roles, responsibilities, business rules, specifications and other terms and provisions as set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants and promises herein contained, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties mutually agree as follows:

1. **Recitations.** The above recitals are true and correct and are incorporated by reference herein.

2. **Effective date; Go-Live Date.** The "Effective Date" is the date upon which the last of the parties executes and delivers this Agreement to the other. The "Go-Live Date" is the date mutually agreed by the parties that processing of SunPass® parking transactions shall begin at PBIA, but in any event, no later than the date on which the first transaction is processed by FTE.

3. **Roles and Responsibilities of Florida's Turnpike Enterprise.**

   (a) FTE will allow its SunPass® customers who are in good standing and who have elected automatic replenishment of their SunPass® accounts by valid credit card ("SunPass® Plus") to pay for parking at PBIA by use of their SunPass® transponder.

   (b) FTE will provide for the internal processing of PBIA parking revenue transactions using SunPass® transponders.

   (c) FTE and COUNTY will jointly promote SunPass® Plus parking at PBIA in accordance with a marketing plan that will be developed and agreed to by the parties. COUNTY will fund a not to exceed amount of $25,000 to promote SunPass® Plus parking at PBIA. These promotional activities may include

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direct mail to all SunPass® customers in the COUNTY'S marketing area, newspaper advertising, billboard signage and promotional literature. Neither the COUNTY nor FTE will participate in sharing any promotional costs which are not agreed upon in writing prior to incurrence of cost. Signage erected by the COUNTY shall not be considered as promotional or marketing expenses associated with the SunPass® Plus parking program for purposes of this Agreement.

(d) All SunPass® transponders, regardless of the issuing toll agency, will be handled through FTE's SunPass® in the same manner as any SunPass® transponder issued by FTE.

(e) This Agreement does not confer any exclusive rights to the COUNTY with respect to the SunPass® Plus parking program and FTE has the right in its sole discretion to enter into agreements with other entities, both public and private, to offer the same or similar rights and services.

4. **Financial Provisions**. On a weekly basis, FTE will wire transfer to the COUNTY funds collected from SunPass® customer accounts for SunPass® Plus parking transactions at PBIA as stated in Exhibit A- System Requirements Specification M-Commerce Version 2.9. For purposes of this Agreement, a SunPass® Plus parking transaction is a transaction in which a PBIA airport customer utilizes a SunPass® transponder to pay the PBIA airport parking fees. Funds wire transferred will be the amount collected from SunPass® Plus parking transactions, net of credit card fees and FTE Transaction Fees as described below.

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(a) Credit Card Fees: An estimated credit card fee of two percent (2%) of the credit card transactions will be deducted from the weekly wire transfers to the COUNTY. A reconciliation of the estimated credit card fees to the actual credit card fees will be performed during the following month. This reconciliation will be calculated based on the actual SunPass® related credit card fees incurred by FTE during the month, multiplied by the "PBIA Factor" (as hereinafter defined). The difference between the estimated credit card fees deducted from the weekly wire and the actual credit card fees calculated in the monthly reconciliation will be adjusted in the next subsequent weekly wire to the COUNTY. The "PBIA Factor" is the pro rata portion of the total PBIA parking revenue using SunPass® transponders to the total SunPass® revenue collected for the month. FTE will notify the COUNTY upon receipt of notice by the State of Florida Department of Financial Services (DFS) of changes in contract credit card fees as charged FTE through the agreement administrated and contracted by the State of Florida Department of Financial Services with a DFS selected Financial Institution.

(b) FTE Transaction Fee: FTE will deduct a fee of 13 cents per SunPass® Plus parking transaction (as adjusted for the Consumer Price Index as described below, but not to go below 13 cents) from the weekly wire transfers to the COUNTY. In the event the SunPass® Plus parking is at no cost to the SunPass® Plus customer, no FTE Transaction Fee will be charged to the COUNTY. The FTE Transaction Fee will be waived for the first 24 months of operation following the Go-Live Date. The FTE Transaction Fee will be

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increased or decreased in accordance with the percentage change in the Consumer Price Index and adjusted each calendar year beginning on the first anniversary of the Effective Date of this Agreement and adjusted annually thereafter on each anniversary of the Effective Date. The Consumer Price Index shall be the Consumer Price Index (CPI) for All Urban Consumers, U.S. City Average, not seasonally adjusted, as determined by the United States Department of Labor, Bureau of Labor Statistics. The FTE Transaction Fee will be deducted from the weekly wire transfers to the COUNTY beginning on the 25th month after the Go-Live Date.

(c) During the term of this Agreement, the COUNTY shall not increase rates for using SunPass® Plus at PBIA parking facilities above the rates charged to customers not using SunPass® Plus.

5. **SunPass® Customer Statements and Receipts, Issues and Inquiries.**

(a) SunPass® customer statements provided by FTE will include PBIA parking facility transactions paid from SunPass® accounts. SunPass® customers having PBIA parking facility transactions may access or receive statements in the manner as all other SunPass® customers.

(b) FTE will act as the primary point of contact for all SunPass® related customer service issues and inquiries. FTE will provide a toll-free telephone number of customer service issues and inquiries.

(c) Pursuant to Section 338.155 (6), Florida Statutes, the personal identifying information of SunPass® customers in the possession of FTE is exempt from public disclosure under Section 119.07 (1), Florida Statutes, and Article I,

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Section 24 (a), of the Florida Constitution. Accordingly, FTE will disclose personal identifying SunPass® customer account information to the COUNTY or any other person only pursuant to written consent of the SunPass® customer, court order, or otherwise as may be required by law.

6. **Roles and Responsibility of the COUNTY.**

(a) It is the responsibility of the COUNTY to separately contract, at its sole expense, to purchase, install, operate and maintain the revenue collection equipment at PBIA. COUNTY will be responsible for the purchase, installation, on-going maintenance, and ownership of the SunPass® equipment located at PBIA. FTE shall have no liability or responsibility to the COUNTY for any loss of parking revenue, loss of data, loss of business, or any other loss or expense caused by the COUNTY's improper or insufficient equipment installation, maintenance, calibration, or for any reason outside the reasonable control of FTE.

(b) COUNTY will be responsible for any costs associated with modifying PBIA parking system signage for the Project.

(c) COUNTY will be responsible for all credit card processing fees and FTE SunPass® transaction fees for PBIA parking facility transactions as established in paragraph 4 above.

(d) COUNTY will send each PBIA SunPass® Plus parking transaction electronically as specified in the data requirements established in Exhibit A –– System Requirements Specification M-Commerce Version 2.9. FTE is responsible only for deducting parking fees from the accounts of SunPass®

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customers and remitting the same to the COUNTY in accordance with the provisions of paragraph 4 above, and as further described in Exhibit A. COUNTY is responsible for collecting all parking fees for the PBIA parking facilities that are not paid by customers using SunPass® transponders.

(e) COUNTY shall, at its sole expense, properly train or cause to be trained its parking attendants in the administration of the SunPass® Plus parking procedures and in the timely reporting to the COUNTY of any and all problems therewith.

7. **AVI Equipment and SunPass® Software Changes.**

(a) It shall be the responsibility of the COUNTY to make, at its sole expense, necessary changes to the revenue collection system (equipment or software) at PBIA to maintain interoperability with the FTE SunPass® AVI/VES system in order to accommodate any changes to SunPass® preferred vendor equipment or end-of-life equipment issues with the SunPass® preferred vendor equipment.

(b) To the extent practicable, FTE will consult with and will provide notice to the COUNTY at least 180 calendar days prior to FTE making any changes to the SunPass® software or FTE's processing environment that will require the COUNTY to make changes to the PBIA revenue collection system (equipment or software or processing). However, this advance notice and consultation requirement shall not apply to any software, firmware, or equipment repairs, fixes, patches, releases, replacements, or processes that FTE determines must be implemented within a shorter period of time in order

to protect the integrity of the SunPass® system or to address an identified problem that could cause errors or loss of revenue if not promptly remedied. In such circumstances FTE shall provide to the COUNTY as much notice as is reasonable and possible under the circumstances, but the parties agree that the timely prevention or correction of problems that could result in deterioration of system integrity, creation of errors, or the loss of revenue are more important than notice or consultation.

8. **Assignment.** This Agreement or any interest herein shall not be assigned, transferred or otherwise encumbered by the COUNTY or FTE under any circumstances without the prior written consent of the other party. However, the provisions of this Agreement shall run to FTE and the COUNTY and their successors and permitted assigns. In the event of any such assignment, the assignee shall expressly assume, perform, and be bound by the duties, covenants, and obligations of the assignor contained in this Agreement.

9. **Term.** The initial term of this Agreement shall commence upon the Effective Date and shall continue for five (5) years ("Initial Term"). Thereafter, this Agreement shall be renewed automatically for additional one (1) year terms (each such successive term being called a "Renewal Term"), unless terminated in accordance with the terms and conditions of this Agreement. The Initial Term and any Renewal Terms are collectively referred to as the "Term."

10. **Termination.**

(a) After the first twenty-four (24) months of operation following the Go-Live Date, either party may terminate this Agreement for any reason by providing at least ninety (90) calendar day's prior written notice to the other Party.

(b) This Agreement may be terminated for cause at any time by the COUNTY or by FTE if a party breaches any material provision of this Agreement, and the party-in-breach has not corrected the breach within twenty (20) calendar days' written notice from the aggrieved party identifying the breach and asking for correction of the breach. If, however, the breach is of such a nature that it cannot reasonably be cured within such a time period, the breaching party shall be entitled to a reasonable period of time within which to cure such breach. This Agreement may also be terminated at any time by the Palm Beach County Board of County Commissioners or FTE's Executive Director upon such notice as the COUNTY's Chairperson of the Board of County Commissioners or FTE's Executive Director deems appropriate, in the event the COUNTY's Chairperson or FTE's Executive Director determines that termination is necessary to protect the public health, safety or welfare.

(c) Termination of this Agreement for cause shall include, but not be limited to, negligent, intentional, or repeated submission of false or incorrect transactions, data, bills or invoices; failure to suitably perform the work on the Project; failure to continuously perform work on the Project in a manner calculated to meet or accomplish the objectives as set forth in this

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Agreement; or multiple breaches of this Agreement which have a material adverse effect on the efficient administration of the Project, notwithstanding whether any such breach was previously waived or cured.

(d) Notice of termination shall be provided in accordance with paragraph 11 of this Agreement, except that notice of termination which the COUNTY'S Chairperson or FTE's Executive Director deems necessary to protect the public health, safety, or welfare shall be promptly confirmed in writing.

(e) In the event this Agreement is terminated for any reason, FTE shall be paid for any services properly performed up to the date the Agreement is terminated. Upon being notified of the COUNTY's election to terminate, FTE will refrain from performing further services or incurring additional expenses under the terms of this Agreement. Under no circumstances will the COUNTY be required to make payment for services that have not been performed.

(f) In the event the Agreement is terminated for any reason, FTE shall deliver all monies payable to the COUNTY within seven (7) calendar days following receipt of the written notice of termination.

11. **Notices**. Whenever either party desires to provide notice to the other, such notice must be in writing, sent by certified United States mail, postage prepaid, or by overnight courier with delivery confirmation, or by hand-delivery with a request for a written receipt or acknowledgment of delivery, addressed to the party for whom it is intended at the place last specified. The place for giving of notice shall remain such until it shall have been changed by written notice in compliance

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with the provisions of this paragraph. For the present the parties designate the following as the respective places for giving of notice:

FOR COUNTY:

Director, Department of Airports
Palm Beach County Department of Airports
301 North Olive Avenue
West Palm Beach, Florida 33401

FOR FLORIDA'S TURNPIKE ENTERPRISE:

Director of Tolls
Turnpike Headquarters
Turkey Lake Service Plaza
Mile Post 263, Building 5315
Post Office Box 613069
Ocoee, Florida 34761

12. **Records.** All documents associated with this Agreement shall be maintained in accordance with the State of Florida Records Retention Schedule. Except for records that are exempt from public disclosure under the provisions of Section 338.155 (6), Florida Statutes, or any other applicable statutory exemption as may now or in the future exist, copies of these documents and records shall be furnished by either party upon request.

13. **Section 339.135 (6) (a), Florida Statutes.**

The Department, during any fiscal year, shall not expend money, incur any liability, or enter into any contract which, by its terms, involves the expenditure of money in excess of the amounts budgeted as available for expenditure during such fiscal year. Any contract, verbal or written, made in violation of this subsection is null and void, and no money may be paid on such contract. The Department shall require a statement from the Comptroller of the Department

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that such funds are available prior to entering into any such contract or other binding commitment of funds. Nothing herein contained shall prevent the making of contracts for periods exceeding one year, but any contract so made shall be executory only for the value of the services to be rendered or agreed to be paid for in succeeding fiscal years and this paragraph shall be incorporated verbatim in all contracts of the Department which are for an amount in excess of TWENTY FIVE THOUSAND DOLLARS ($25,000.00) and which have a term for a period of more than one year.

14. **Chapter 129, Florida Statutes**.

As the term of this Agreement extends beyond a single fiscal year of the COUNTY, the continuation of this Agreement beyond the end of any fiscal year shall be subject to the availability of funds from the COUNTY in accordance with Chapter 129, Florida Statutes, as it may be amended.

15. **Amendment**. No modification, amendment or alteration of the terms or conditions contained herein shall be effective unless set forth in a written document prepared with the same or similar formality as this Agreement and executed and delivered by the parties hereto.

16. **Governing Law**. The laws of the State of Florida shall govern the validity of this Agreement and any of its terms and provisions, as well as the rights and duties of the parties to this Agreement.

17. **COUNTY Employees**. The COUNTY warrants that it has not employed or obtained any company or person than bona fide employees of the COUNTY, to solicit or secure this Agreement, and it has not paid or agreed to pay any

company, corporation, individual, or firm, other than a bona fide employee of the COUNTY. FTE warrants that it has not employed or obtained any company or person, other than bona fide employees of Florida's Turnpike Enterprise, to solicit or secure this Agreement, and it has not paid or agreed to pay any company, corporation, individual or firm, other than a bona fide employee of FTE.

18. **Convicted Vendor List.** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

19. **Americans with Disabilities.** Both parties agree to comply with Titles I and II of the Americans with Disabilities Act of 1990, as well as state and federal civil rights laws, and each party agrees to comply with its own rules and ordinances for implementation thereof.

20. **Acts and Omissions.** FTE is an executive agency and is a political subdivision of the State of Florida as defined in Section 768.28, Florida Statutes. Accordingly, each party agrees to be fully responsible for acts and omissions of its agents or employees to the extent permitted by law. Nothing herein is

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intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency or political subdivision of the State of Florida to be sued by third-parties in any matter arising out of this Agreement or any other contract.

21. **Third-Party Beneficiaries.** Neither FTE nor the COUNTY intends to directly or substantially benefit a third-party by this Agreement. Therefore, the parties agree that there are no intended third-party beneficiaries to this Agreement, and that no third-party shall be entitled to assert a claim against either of them based upon this Agreement.

22. **Court of Jurisdiction.** In the event this Agreement or a portion of this Agreement is found by a court of competent jurisdiction to be invalid, that part may be severed, and the remaining provisions shall continue to be effective.

23. **Attachments.** If there is a conflict or inconsistency between any term, statement, requirement, or provision of any exhibit attached hereto, any document or events referred to herein, or any document incorporated into this Agreement by reference and a term, statement, requirement, or provision of this Agreement, the term, statement, requirement, or provision contained in this Agreement shall prevail and be given effect.

24. **Truth and Accuracy.** The truth and accuracy of each Whereas clause set forth above is acknowledged by the parties.

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25. **COUNTY to Execute**. The individuals executing this Agreement on behalf of each party have full authority to execute this Agreement on behalf of the party for whom they are acting herein.

26. **No Deviation**. This Agreement incorporates and includes all prior negotiations, correspondence, agreements, or understandings applicable to the matters contained herein, and the parties agree that there are no commitments, agreements or understandings concerning the subject matter of this Agreement that are not contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representation or agreements, whether oral or written. It is further agreed that no modification, amendment, or alteration of the terms and conditions contained herein shall be effective unless contained in a written documents execute and delivered by the parties hereto.

27. **Original Copies**. Multiple copies of this Agreement may be fully executed by all of the parties, each of which shall be deemed to be an original.

28. **Complete Agreement**. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and it supersedes all prior and contemporaneous agreements, understandings, and commitments between the parties, whether oral or written, concerning the subject matter of this Agreement.

29. **Trademarks and Service Marks**. This Agreement shall constitute a limited license from FTE to the COUNTY for the COUNTY'S display and use of FTE's SunPass® and SunPass® Plus marks and logos (hereinafter referred to as FTE's Marks). This limited license is conditional on the COUNTY seeking and

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receiving from FTE specific written approval in advance of each use of FTE's Marks. COUNTY shall under no circumstances display, reproduce, or otherwise use any of FTE's Marks without FTE's prior written approval. FTE retains the right to cancel this limited license at any time upon ten (10) days' prior written notice in the event FTE reasonably establishes that the COUNTY has breached any term of this Agreement, and that any action or inaction of the COUNTY may damage any one of FTE's Marks. In any event, this limited license shall automatically terminate and be of no further effect immediately upon termination of this Agreement for any reason.

30. **Exhibits**. The following exhibits are hereby incorporated into and made a part of this Agreement.

    Exhibit A – System Requirements Specification M-Commerce Version 2.9.

    Exhibits may be amended from time to time as approved by FTE and County Department of Airports, unless such amendments conflict or modify any provision established in the preceding Articles of this Agreement.

The remainder of this page left blank intentionally.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers on the day, month, and year set forth above.

ATTEST:

SHARON R. BOCK
CLERK & COMPTROLLER

PALM BEACH COUNTY, a political
subdivision of the State of Florida,
by its Board of County Commissioners
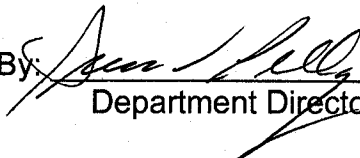
By: _____
       Deputy Clerk

By: _____
      John F. Koons, Chairman

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

APPROVED AS TO TERMS
AND CONDITIONS

By: _____
    Assistant County Attorney

By: _____
    Department Director

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Attest:

FLORIDA DEPARTMENT OF TRASPORTATION
FLORIDA'S TURNPIKE ENTERPRISE

By: _____
    Elizabeth Decker
    Executive Secretary

By: _____
    Jennifer M. Olson, P.E.
    Deputy Executive Director and
    Chief Operating Officer

Date Executed: _____ day of _____ 2009

Approved as to Form and Legal Sufficiency:

By: _____
    Jack R. Leonard
    Office of the Turnpike General Counsel

M-COMMERCE PARKING

SYSTEM REQUIREMENTS SPECIFICATION

M-COMMERCE

Version 2.9

DATE PUBLISHED: March 20, 2009

EXHIBIT A

Table of Contents

1 Introduction

1.1 Purpose
This document lists the detailed requirements associated with the M-Commerce portion of the SunPass Application Host.

1.2 Scope
Functional and non-functional requirements are provided for the interaction between SunPass and its Airport Parking partners. Currently SunPass is interoperable with OOCEA (E-Pass), Lee County (LeeWay) and Osceola County (O-Pass). These Interoperable partners will not participate in the initial implementation of M-Commerce. The requirements specific to the M-Commerce lane processing are outside the scope of this document. The requirements specific to the M-Commerce revenue control system are outside the scope of this document.

1.3 Definitions, Acronyms and Abbreviations
Refer to M-Commerce Glossary.doc

1.4 References
There are no references for the PAS version of this document.

ID: MCOM_SRS_10

1.5 Overview
With SunPass M-Commerce initiatives, SunPass customers having accounts in good standing, and enrolled in SunPass Plus, will be allowed to use their prepaid account balance to cover non-toll expenses at locations where the SunPass logo is displayed. This document specifies the requirements for the SunPass M-Commerce initiatives. The initial SunPass M-Commerce implementation will be at airport parking facilities where the fee to be charged is based on length of time in the facility. These requirements shall be expanded where necessary to satisfy any other M-Commerce initiatives that may follow.

Architecture Framework Diagram:
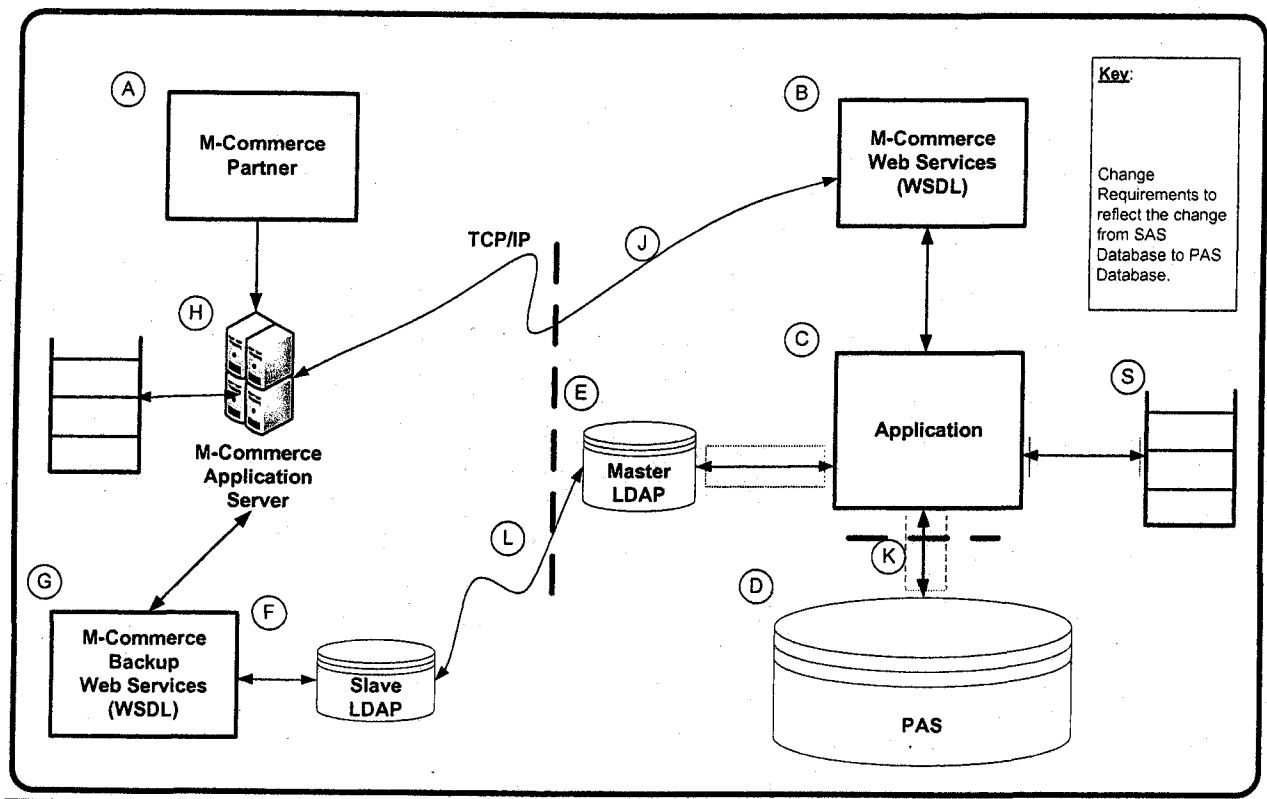
2 Non-Functional Requirements

ID: MCOM_SRS_13

The M-Commerce partner shall interface with SunPass real-time while communication with SunPass is available and SunPass web services are responding.

ID: MCOM_SRS_14

The SunPass system shall not require any information regarding the M-Commerce partner's rates or rate structures.

ID: MCOM_SRS_16

The M-Commerce partner shall provide a communication link between their facility and SunPass having adequate bandwidth to accommodate transaction volumes of thirty thousand transactions per day and up to two thousand transactions in any given hour from that facility.

ID: MCOM_SRS_536

The M-Commerce Partner shall not perform any write-back or modification of any transponder page.

2.1 Redundancy

ID: MCOM_SRS_18

The M-Commerce partner shall provide adequate redundancy in hardware to ensure no single points of failure.

ID: MCOM_SRS_19

The M-Commerce partner shall provide adequate redundancy in communications to ensure no single points of failure.

2.1.1 Local Transponder Repository

Each night at 9:30pm the SunPass database is brought offline to facilitate nightly snapshots. Additionally, the server on which the database resides is taken offline for scheduled maintenance. During such periods, the SunPass system will refer to the SunPass local repository. When communication is interrupted between the M-Commerce partner and SunPass, the M-Commerce partner will refer to its local repository. The SunPass system local repository and the M-Commerce Partner's system local repository will be synchronized up to the point of interruption.

ID: MCOM_SRS_424

The SunPass system shall maintain a local repository of transponders considered to be in good standing to reference when the database layer is unavailable.

ID: MCOM_SRS_425

The SunPass system local repository shall be up to date to the point when the database layer becomes unavailable.

ID: MCOM_SRS_64

The SunPass System local repository shall not be used if the database layer has been unavailable for more than 48 hours.

ID: MCOM_SRS_537

The M-Commerce Partner System local repository shall be up to date to the point of communication failure.

ID: MCOM_SRS_538

The M-Commerce Partner System local repository shall not be used if communication has been unavailable for more than 48 hours.

ID: MCOM_SRS_61

Synchronization of the M-Commerce Partner system local repository to the SunPass system local repository shall be near real-time during periods of normal operations.

2.2 Security
ID: MCOM_SRS_22

The M-Commerce partner shall be authenticated as a partner whom SunPass has an interoperable agreement to allow processing of M-Commerce transactions.

ID: MCOM_SRS_23

Communication between SunPass and its M-Commerce Partners shall be through a VPN.

3 Functional Requirements

This section details the M-Commerce requirements specific to SunPass. SunPass will be acting as the parent agency for these M-Commerce initiatives and may enter into an interagency interoperability agreement. In such cases, the M-Commerce partner shall interface with SunPass alone and SunPass shall interface with the agencies for which such an agreement is created.

3.1 Entry to M-Commerce Facility

These requirements relate specifically to the entry to the M-Commerce facility. On approach to the entry gate, the M-Commerce partner shall submit a request to enter transaction to SunPass. SunPass will return either a negative or positive response from which the M-Commerce partner may decide whether or not to vend the gate and which audio and visual features of the transponder should be activated. If entry to the M-Commerce facility is granted using SunPass, the M-Commerce partner shall submit a Confirmed Entry transaction. The requirements specific to this transaction are also included in this section.

3.1.1 Request to Enter transaction
ID: MCOM_SRS_31

The M-Commerce partner shall send a Request to Enter transaction to SunPass upon successfully reading a transponder at any entry location.

ID: MCOM_SRS_564

Where an electronic display has been provided by the M-Commerce Partner at the entry location, the display shall present "SunPass being processed, please wait", upon successfully reading a transponder at the entry location.

ID: MCOM_SRS_32

The Request to Enter transaction shall include the transponder ID of the transponder read at the entry location.

ID: MCOM_SRS_33

The Request to Enter transaction shall include the plaza ID of the entry location.

ID: MCOM_SRS_34

The Request to Enter transaction shall include the entry date/time.

ID: MCOM_SRS_35

SunPass shall return one of the following in response to the Request to Enter:

ID: MCOM_SRS_36

> 0 if the entry should be granted.

ID: MCOM_SRS_37

> 1 if SunPass denies entry based on the current status of the account.

ID: MCOM_SRS_38

> 2 if system problems prevented normal processing of the request.

ID: MCOM_SRS_40

A SunPass customer shall be granted entry to the M-Commerce partner's facility using their SunPass transponder, only if the customer's account associated with that transponder is in good standing.

ID: MCOM_SRS_41

A SunPass customer shall be considered in good standing if all the following conditions are satisfied:

ID: MCOM_SRS_42

> Their transponder balance on a Patron account is greater than or equal to zero.

ID: MCOM_SRS_500

> Their account balance on a Commercial account is greater than or equal to zero.

ID: MCOM_SRS_502

> Their account balance is greater than or equal to zero.

ID: MCOM_SRS_43

> The transponder status is active.

ID: MCOM_SRS_44

> The customer's account to which the transponder is associated is active.

ID: MCOM_SRS_45

> The revenue class of the transponder is either Patron or Commercial.

ID: MCOM_SRS_46

> The account to which the transponder is associated is on Easy Pay replenishment.

ID: MCOM_SRS_47

> The transponder is designated as SunPass Plus.

ID: MCOM_SRS_48

If access to the parking facility is granted using the transponder, the lane controller at the entry location shall send a GENACK to the transponder, while in the RF Zone, activating the audio/visual features representing a good transaction:

ID: MCOM_SRS_49

> The audio features, if available, shall present a long high tone.

ID: MCOM_SRS_50

> The light features, if available, shall present a long green light.

ID: MCOM_SRS_51

> The LCD display, where available, shall present a blank screen.

ID: MCOM_SRS_563

> Where an electronic display has been provided by the M-Commerce Partner at the entry location, and access to the parking facility is granted using the transponder, the display shall present "SunPass accepted".

ID: MCOM_SRS_52

If access to the parking facility is not granted using the transponder, the lane controller at the entry location shall send a GENACK to the transponder, while in the RF Zone, activating the audio/visual features representing a rejected transaction:

ID: MCOM_SRS_53

> The audio features, if available, shall present a low low low tone.

ID: MCOM_SRS_54

> The light features, if available, shall present a flashing red light.

ID: MCOM_SRS_55

> The LCD display, where available, shall present an 'Invalid' message.

ID: MCOM_SRS_562

> Where an electronic display has been provided by the M-Commerce Partner at the entry location, and access to the parking facility using the transponder is not granted, the display shall present "SunPass declined, pull ticket".

ID: MCOM_SRS_56

A customer shall not have the option to pull a ticket once entry is granted using their AVI transponder.

ID: MCOM_SRS_57

The request to enter shall be denied if a previous entry for the same transponder remains in-flight.

3.1.2 Confirmed Entry transaction

The Confirmed Entry transaction provides confirmation that the customer entered the M-Commerce facility using their AVI transponder without pulling a ticket. The expectation is that this customer shall also exit the facility using the same AVI transponder. Any future transactions tied to this entry shall include the transaction ID returned in response to receiving the Confirmed Entry transaction.

ID: MCOM_SRS_75

The M-Commerce partner shall send a Confirmed Entry transaction to SunPass upon verifying that the customer entered using their AVI transponder and did not pull a ticket.

ID: MCOM_SRS_76

The Confirmed Entry transaction shall be viewable from the customer's online account, in Patron Account Workstation (PAWS) and on detail statements, only if not rejected.

ID: MCOM_SRS_78

A Confirmed Entry transaction shall be considered a duplicate if another Confirmed Entry transaction for the same transponder has already been recorded on the lane transaction table at the same plaza having a date/time within 60 seconds.

ID: MCOM_SRS_79

A Confirmed Entry transaction shall be rejected if it is considered a duplicate.

ID: MCOM_SRS_80

The Confirmed Entry transaction shall include the M-Commerce partners reference ID for the confirmed entry.

ID: MCOM_SRS_81

The Confirmed Entry transaction shall include the transponder ID read at the entry location.

ID: MCOM_SRS_82

The Confirmed Entry transaction shall include the plaza ID of the entry location.

ID: MCOM_SRS_83

The Confirmed Entry transaction shall include the lane from which the transponder was read.

ID: MCOM_SRS_84

The Confirmed Entry transaction shall include the entry date/time, to the second, recorded by the M-Commerce Partner for purposes of calculating charge at exit.

ID: MCOM_SRS_85

SunPass shall respond to the Confirmed Entry transaction with the reference ID presented on the transaction.

ID: MCOM_SRS_539

When a Confirmed Entry transaction is rejected as a duplicate, the rejection shall be logged on the lane transaction reject table with reject code '99'.

3.1.3 Logging Rejections for Entry Transactions

To assist the SunPass customer service representatives in resolving customer complaints that may result from a declined entry, a note shall be created on the customer's account detailing information associated with the declined transaction, if the transaction is associated to a SunPass customer.

Rejection codes and account note text are provided in Attachment F - Rejection/Unusual Occurrence (UO) Codes.

ID: MCOM_SRS_88

When a request to enter an M-Commerce facility is declined and it is not a duplicate transaction, a note shall be created if the transponder is associated to a SunPass account.

ID: MCOM_SRS_89

The request entry declined note shall indicate the transponder to which the rejection occurred.

ID: MCOM_SRS_90

The request entry declined note shall indicate the date/time of entry, to the second, presented on the request to enter transaction.

ID: MCOM_SRS_91

The request entry declined note shall indicate the plaza name to which the rejection occurred.

ID: MCOM_SRS_92

The request entry declined note text shall indicate the reason for the decline. See Attachment F.

ID: MCOM_SRS_554

When a request to enter an M-Commerce facility is declined, the rejection shall be logged. See Attachment F.

3.1.4 Entry under periods of interrupted service

Every night at 9:30pm the SunPass database is brought offline to facilitate nightly snapshots. Additionally, the server on which the database resides is taken offline for scheduled maintenance. During such periods, the SunPass system will refer to its local repository.

When communication is interrupted between the M-Commerce partner and SunPass, the M-Commerce partner will refer to its local repository.

The SunPass system local repository and the M-Commerce Partner's system local repository will be synchronized up to the point of interruption.

3.1.4.1 Entry When Database Layer is Unavailable
ID: MCOM_SRS_416

SunPass shall use its local repository of transponders to determine if Request to Enter transactions should be approved or declined while the database layer is unavailable. All confirmed entry requests are queued for processing once the database layer becomes available.

ID: MCOM_SRS_427

The SunPass system shall use its local repository of transponders only when the database layer is unavailable.

ID: MCOM_SRS_69

The SunPass system shall determine that a Request to Enter transaction is valid if the transponder ID exists in its local repository and the data in its local repository is current to within 48 hours.

ID: MCOM_SRS_68

The SunPass system shall queue all Confirmed Entry transactions received while the database layer is unavailable.

ID: MCOM_SRS_434

All Request to Enter transactions declined while the database layer is unavailable shall result in the creation of a note on the SunPass account immediately upon the database being available.

ID: MCOM_SRS_432

SunPass shall return the M-Commerce partner's reference ID when responding to a Confirmed Entry transaction while the database layer is unavailable.

ID: MCOM_SRS_65

Every Confirmed Entry transaction that has accumulated during a period where the database layer is unavailable shall be accepted and recorded on the customer's account immediately upon the database being restored, except if it is a duplicate.

ID: MCOM_SRS_72

Queued Confirmed Entry transactions and declined Entry Request transactions shall be processed in the order these events occurred.

3.1.4.2 Entry During Communication Failure
When communication fails, the M-Commerce partner shall use its local repository of transponder IDs for entry purposes. During this period, the M-Commerce Partner shall queue all Confirmed Entry transactions until the communication is restored.

ID: MCOM_SRS_63

The M-Commerce partner's local repository of transponders shall be used for purposes of determining if entry should be granted during a communication failure if its repository was current within the last 48 hours.

ID: MCOM_SRS_429

Confirmed entry transactions that have accumulated during a period of interrupted communication shall be submitted to SunPass for processing immediately upon communication being restored in the order of event occurrence.

3.2 Exit from M-Commerce Facility

The following requirements relate to the exit from the M-Commerce Facility. The M-Commerce partner shall read the AVI transponder on approach to the exit gate and submit an exit transaction to SunPass. Unusual Occurrence (UO) Codes are provided in Attachment F - Rejection/Unusual Occurrence (UO) Codes. A sample parking receipt is provided in Attachment G - M-Commerce Parking Receipt.

3.2.1 Request to Exit transaction
ID: MCOM_SRS_96

The M-Commerce partner shall send a Request to Exit transaction to SunPass upon successfully reading an AVI transponder at any exit location.

ID: MCOM_SRS_561

Where an electronic display has been provided by the M-Commerce Partner at the exit location, the display shall present "Processing SunPass. Please wait", upon successfully reading a transponder at the exit location.

ID: MCOM_SRS_97

The Request to Exit transaction shall include the reference ID that was provided to the M-Commerce partner in response to accepting the corresponding entry transaction.

ID: MCOM_SRS_98

The Request to Exit transaction shall include the M-Commerce partners reference ID for the exit transaction.

ID: MCOM_SRS_99

The Request to Exit transaction shall include the transponder ID read in the exit lane.

ID: MCOM_SRS_100

The Request to Exit transaction shall include the plaza ID where the exit request originated.

ID: MCOM_SRS_101

The Request to Exit transaction shall include the lane where the exit originated.

ID: MCOM_SRS_102

The Request to Exit transaction shall include the date/time, to the second, the exit transaction was generated.

ID: MCOM_SRS_103

The Request to Exit transaction shall include the charge amount calculated by the M-Commerce partner.

ID: MCOM_SRS_104

SunPass shall return one of the following codes in response to a Request to Exit Transaction:

ID: MCOM_SRS_105

> 0 if request to exit has been granted by SunPass.

ID: MCOM_SRS_106

> 1 if the request to exit has been declined by SunPass.

ID: MCOM_SRS_107

> 2 if a system failure prevented normal processing of the request, leading to the request being denied.

ID: MCOM_SRS_509

A transponder in good standing shall be determined by the account balance.

ID: MCOM_SRS_113

The calculation of transponder host balance shall include the sum of opening balance, adjustments to opening balance, accumulated purchases, minus accumulated toll amount collected, minus accumulated toll amount to be collected.

ID: MCOM_SRS_501

The calculation of account balance on a Commercial Account shall include the total replenishments plus the total rebates applied to the account, minus toll usage and all other charges.

ID: MCOM_SRS_108

The entire charge amount on an exit transaction shall be debited against the SunPass customer's prepaid account if the funds are available from their existing account balance.

ID: MCOM_SRS_109

The entire charge presented on a Request to Exit transaction shall be debited against the SunPass customer's prepaid Patron account if the funds are available from their existing transponder balance.

ID: MCOM_SRS_510

The entire charge presented on a Request to Exit transaction shall be debited against the SunPass customer's prepaid Commercial account if the funds are available from their existing account balance.

ID: MCOM_SRS_110

The entire charge amount on an exit transaction shall be charged to the SunPass customer's Easy Pay card on file if their current account balance does not cover the charge amount and they are enrolled in automatic replenishment.

ID: MCOM_SRS_111

The entire charge presented on a Request to Exit transaction shall be charged to the SunPass Patron account Easy Pay card on file if their current calculated transponder balance does not cover the charge amount and they are enrolled in automatic replenishment.

ID: MCOM_SRS_511

The entire charge presented on a request to Exit transaction shall be charged to the SunPass Commercial account Easy Pay card on file if their current calculated account balance does not cover the charge amount and they are enrolled in automatic replenishment.

ID: MCOM_SRS_114

When recording the Request to Exit transaction to the customer's Patron account, the negative charge amount must be included in the outstanding adjustments for the transponder.

ID: MCOM_SRS_512

When recording the Request to Exit transaction to the customer's Commercial account, the transaction shall be recorded on the lane transaction table only. The nightly commercial balance update job will add the charge to the total toll usage amount on the account.

ID: MCOM_SRS_115

When the entire charge presented on the Request to Exit transaction is charged to the credit card on file for Easy Pay, the charge shall be recorded as a purchase of prepaid replenishment.

ID: MCOM_SRS_499

The maximum charge presented on the Request to Exit transaction accepted by SunPass shall be configurable, initially set to $999.99.

ID: MCOM_SRS_116

Where a purchase of prepaid was created on a Patron account, as a result of charging the amount presented on an exit transaction to the customer's credit card on file, the prepaid replenishment amount shall be added to the outstanding adjustments for the transponder.

ID: MCOM_SRS_514

Where a purchase of prepaid was created on a Commercial account, as a result of charging the amount presented on an exit transaction to the customer's credit card on file, the prepaid replenishment amount shall be added to the total prepaid amount on the account.

ID: MCOM_SRS_118

The Request to Exit transaction shall be approved if the SunPass customer can be considered in good standing (as stated in SRS_41), plus:

ID: MCOM_SRS_122

Payment for the charge presented on the Request to Exit transaction can be obtained from one of:

ID: MCOM_SRS_123

> The customer's prepaid account balance.

ID: MCOM_SRS_124

> The prepaid transponder balance on the customer's Patron account.

ID: MCOM_SRS_515

> The prepaid account balance on the customer's Commercial account.

ID: MCOM_SRS_125

> Authorization on the credit card enrolled in Easy Pay.

ID: MCOM_SRS_503

The Request to Exit transaction shall be approved if the Reference ID presented on the Request to Exit transaction matches an already recorded Confirmed Entry transaction on the customer's SunPass account.

ID: MCOM_SRS_126

The Request to Exit transaction shall be denied if any of the following conditions are true:

ID: MCOM_SRS_127

> The entry transaction ID referenced on the exit transaction cannot be found.

ID: MCOM_SRS_128

> Payment of the amount charged cannot be made from the customer's prepaid account balance nor can authorization be obtained from the customer's Easy Pay card on file.

ID: MCOM_SRS_129

> Payment of the amount charged cannot be made from the customer's prepaid transponder balance on the Patron account nor can authorization be obtained from the customer's Easy Pay card on file.

ID: MCOM_SRS_516

> Payment of the amount charged cannot be made from the customer's prepaid account balance on the Commercial account nor can authorization be obtained from the customer's Easy pay card on file.

ID: MCOM_SRS_130

If a Request to Exit transaction is accepted, the lane controller at the exit location shall send a GENACK to the transponder, while in the RF Zone, activating the audio/visual features representing a good transaction:

ID: MCOM_SRS_131

> The audio feature, where available, shall present a long high tone.

ID: MCOM_SRS_132

> The light feature, where available, shall present a long green light.

ID: MCOM_SRS_133

> The LCD display, where available, shall display the message "Payment Approved" if the transponders page storing the message "Payment Approved" has been created at a previous tolling location. The page storing the message "Payment Approved" is created, if not already present, by the E6 lane controllers in FTE Toll lanes for Balance off the Transponder project.

ID: MCOM_SRS_134

> The LCD display, where available, shall display a blank screen if the transponders page storing the message "Payment Approved" has not been created at a previous tolling location. The page storing the message "Payment Approved" is created, if not already present, by the E6 lane controllers in FTE Toll lanes for Balance off the Transponder project.

ID: MCOM_SRS_560

> Where an electronic display has been provided by the M-Commerce Partner at the exit location, and exit from the parking facility is granted using the transponder, the display shall present "SunPass accepted. Thank You.".

ID: MCOM_SRS_565

> Where an electronic display has been provided by the M-Commerce Partner at the exit location, and exit from the parking facility is granted using the transponder, the display shall present the parking charge amount.

ID: MCOM_SRS_135

If the Request to Exit transaction is denied, the lane controller at the exit location shall send a GENACK to the transponder, while in the RF Zone, activating the audio/visual features representing a rejected transaction:

ID: MCOM_SRS_136

> The audio feature, where available, shall present a low low low tone.

ID: MCOM_SRS_137

> The light feature, where available, shall present a flashing red light.

ID: MCOM_SRS_138

> The LCD display, where available, shall present the message 'Invalid'.

ID: MCOM_SRS_559

> Where an electronic display has been provided by the M-Commerce Partner at the exit location, and exit from the parking facility using the transponder is not granted, the display shall present "SunPass declined. Alternate Payment Required".

ID: MCOM_SRS_139

The exit transaction shall be viewable on the customer's online account, in Patron Account Workstation (PAWS) and on detail statements upon receiving an exit transaction from the M-Commerce facility and the charge has been funded from either the customer's card on file or from their prepaid account balance.

ID: MCOM_SRS_140

The Request to Exit transaction shall be viewable on the customer's online account, in Patron Account Workstation (PAWS) and on detail statements upon receiving an exit transaction from the M-Commerce facility and the charge has been funded from either the Patron account's card on file or from the prepaid transponder balance.

ID: MCOM_SRS_518

The Request to Exit transaction shall be viewable on the customer's online account, in Patron Account Workstation (PAWS) and on detail statements upon receiving an exit transaction from the M-Commerce facility and the charge has been funded from either the Commercial account's card on file or from the prepaid account balance.

ID: MCOM_SRS_141

The SunPass system shall send an e-mail receipt if an e-mail address is available, upon receiving an exit from the M-Commerce facility and verification that the charge is funded. A sample receipt has been provided as Attachment G.

ID: MCOM_SRS_142

SunPass customers shall be capable of obtaining an airport parking receipt either through the SunPass customer service center or on the customer's online account.

ID: MCOM_SRS_525

If the charge presented on the Request to Exit transaction was submitted for authorization against the credit card on file and authorization was declined, a purchase of prepaid replenishment with status 'credit card denied' shall be recorded on the customer's SunPass Account.

ID: MCOM_SRS_143

If a Request to Exit transaction is declined for any reason, other than duplicate, the exit transaction shall be viewable on the transponder activity detail having an Unusual Occurrence Code of '99'.

ID: MCOM_SRS_144   .

If an exit transaction is rejected for any reason, other than duplicate, the exit transaction shall record on the financial activity detail showing zero amount collected and be viewable on the customer's online account, in Patron Account Workstation (PAWS) and on detail statements.

ID: MCOM_SRS_388

If a Request to Exit transaction is declined for any reason, other than duplicate, the exit transaction shall be recorded on the lane transaction table, having zero amounts collected.

ID: MCOM_SRS_540

If a Request to Exit transaction is rejected for any reason, the transaction shall be recorded on the error log, recording the reason for the rejection. See Attachment F for reject reasons codes.

ID: MCOM_SRS_146

If a Request to Exit transaction is found to be a duplicate, the duplicate Request to Exit transaction shall not be recorded.

ID: MCOM_SRS_147

A Request to Exit transaction shall be considered a duplicate if another Request to Exit transaction for the same transponder has already been processed at the same plaza having a date/time within 60 seconds.

ID: MCOM_SRS_148

The SunPass system shall not perform any validation that the charge presented on the Request to Exit transaction is correct based on entry and exit information received.

ID: MCOM_SRS_149

During special events, where charges are lifted, the M-Commerce partner shall send an Abandon AVI Request, only if a Confirmed Entry transaction was previously accepted by SunPass and a Transaction ID was returned.

ID: MCOM_SRS_150

3.2.2 Logging Declined Request to Exit Transactions

To assist the SunPass customer service representatives in resolving customer complaints that may result from a declined Request to Exit, the customer's account shall log information associated with the declined transaction if the transaction is associated to a SunPass customer. Rejection codes and account note text are provided in Attachment F - Rejection/Unusual Occurrence (UO) Codes.

ID: MCOM_SRS_152

A note shall be created on the customer's account whenever a Request to Exit an M-Commerce facility using SunPass is declined and it is not a duplicate.

ID: MCOM_SRS_153

The Request to Exit declined note shall indicate the transponder to which the decline occurred.

ID: MCOM_SRS_154

The Request to Exit declined note shall indicate the date/time of the attempted exit, to the second.

ID: MCOM_SRS_155

The Request to Exit declined note shall indicate the plaza name to which the decline occurred.

ID: MCOM_SRS_401

The Request to Exit declined note text shall indicate the reason for the decline. See Attachment F.

ID: MCOM_SRS_555

When a request to exit an M-Commerce facility is declined, the rejection shall be logged. See Attachment F.

3.2.3 Exiting with alternative method of payment

Even though a customer enters the M-Commerce facility using their AVI transponder, they may request to exit using an alternative method of payment. In such cases, the M-Commerce partner must notify SunPass that the confirmed entry transaction is being abandoned.

ID: MCOM_SRS_158

The M-Commerce partner shall provide an abandon AVI transaction to SunPass whenever an exit occurs where the customer used the SunPass transponder on entry but will be using an alternative method of payment on exit.

ID: MCOM_SRS_159

The abandon AVI transaction shall reference the reference ID that was provided to the M-Commerce partner in response to accepting the confirmation of entry transaction.

ID: MCOM_SRS_160

The abandon AVI transaction shall be viewable on a SunPass customer's online account, in Patron Account Workstation (PAWS) and on detail statements having a collected amount set to zero and exit date/time set to the exit date/time of the matching Confirmed Entry transaction.

ID: MCOM_SRS_161

Processing an Abandon AVI transaction shall result in recording an exit transaction having an Unusual Occurrence code of '98' only if a previous exit transaction has not been recorded for the corresponding entry transaction.

3.2.4 Exit under interrupted periods of services

Every night at 9:30pm the SunPass database is brought offline to facilitate nightly snapshots. Additionally when the server on which the database resides is taken offline for scheduled maintenance.

During such periods the SunPass system will refer to its local repository.   The SunPass system shall not refer to its local repository if it is not current to within the last 48 hours.

3.2.4.1 Exit When the Database Layer is Unavailable

SunPass shall use a local repository of transponders in good standing to determine if exit should be accepted or declined while the database layer is unavailable. During this period, all exit transactions and abandon AVI transactions shall be queued for processing when the database layer becomes available.

ID: MCOM_SRS_441

The SunPass system shall use its local repository for purposes of determining if a Request to Exit transaction shall be approved or declined when the database layer is unavailable.

ID: MCOM_SRS_442

The SunPass system shall approve a Request to Exit transaction if the transponder ID exists in its local repository.

ID: MCOM_SRS_443

The SunPass system shall queue all Request to Exit transactions approved while the database layer is unavailable.

ID: MCOM_SRS_450

The SunPass system shall queue all abandon AVI transactions received while the database layer is unavailable.

ID: MCOM_SRS_444

A note shall be created on the customer's SunPass account after the database layer is restored for each Request to Exit transaction that is rejected while the database layer is unavailable.

ID: MCOM_SRS_447

Request to Exit transactions that have accumulated during a period where the database layer is unavailable shall be processed immediately upon the database being restored.

ID: MCOM_SRS_451

Abandon AVI transactions that have accumulated during a period where the database layer is unavailable shall be processed immediately upon the database being restored.

ID: MCOM_SRS_448

The queued Request to Exit transactions and Abandon AVI transactions shall be processed in the order events occurred.

3.2.4.2 Exit During Communication Failure
When communication fails, the M-Commerce partner will not create Request to Exit transactions. When communication is not available, all exits must be handled with alternative method of payment. These transactions shall be queued as Abandon AVI transactions for processing by SunPass when communication is restored.

ID: MCOM_SRS_459

Abandon AVI transactions that have accumulated during a period of interrupted communication shall be submitted to SunPass for processing immediately upon communication being restored for processing in the order of event occurrence.

3.3 Refunds honored by the M-Commerce partner
Customer disputes shall be handled through the SunPass customer service center. When a refund is requested, SunPass shall record the customer details and contact the M-Commerce partner. All refunds shall be approved by the M-Commerce partner who created the original parking charge transaction.

A user interface shall be provided to the M-Commerce Partner by their integrator to look up the original transaction and generate the refund request if approved by the M-Commerce Partner. Where a refund is approved, the M-Commerce partner shall create a refund request for the refund amount (either partial or full) and send through the M-Commerce interface. A refund transaction shall imply the refund has been approved for the amount presented on the refund transaction.

Once processed, a record of the Refund transaction shall be recorded on the M-Commerce's data repository for reconciliation purposes. Declined refund request transactions shall be noted on the customer's SunPass account.

A sample of the refund request form has been provided in Attachment E - Refund Request Form.

3.3.1 Refund Request
ID: MCOM_SRS_166

Where a refund (either partial or full) is honored by the M-Commerce partner, an exit transaction shall be submitted to SunPass having a negative amount equal to the amount being refunded.

3.3.2 Process Refund
ID: MCOM_SRS_167

The refund transaction shall copy all data elements of the original exit transaction, replacing the original charge with the negative refund amount.

ID: MCOM_SRS_168

One or more Refund Transactions shall be permitted for the same Request to Exit transaction.

ID: MCOM_SRS_169

The total amount refunded for any original Request to Exit transaction cannot exceed the amount originally charged.

ID: MCOM_SRS_170

A refund transaction shall be rejected if the original Request to Exit transaction cannot be found.

ID: MCOM_SRS_541

A refund transaction shall be accepted if the SunPass System successfully finds the original Request to Exit transaction and determines the refund amount, when combined with all other Refund Transactions processed for the same original Request to Exit transaction, does not exceed the charge presented on the original transaction.

ID: MCOM_SRS_526

If the SunPass System rejects a Refund Transaction it shall respond to M-Commerce Partner System with response 1.

ID: MCOM_SRS_542

If the SunPass System accepts a Refund Transaction it shall respond to the M-Commerce Partner System with response 0.

ID: MCOM_SRS_172

All Refunds Transactions accepted by the SunPass System shall be recorded as Toll Credit Adjustments on the customer's SunPass account.

ID: MCOM_SRS_173

The SunPass system shall prevent the issuance of a Toll Credit Adjustment against any M-Commerce transaction from within the SunPass Customer Service Center.

ID: MCOM_SRS_174

The amount refunded shall be included in the amount of outstanding adjustments for the transponder in a Patron account upon recording the refund transaction to the lane transaction table.

3.3.3 Logging Declined Refund Transactions

To assist the SunPass customer service representatives in resolving customer complaints that may result from a declined refund transactions, the customer's SunPass account shall be noted with information associated with the declined refund transaction if the transponder is associated to a SunPass customer. Rejection Codes are provided in Attachment F - Rejection/Unusual Occurrence (UO) Codes.

ID: MCOM_SRS_171

Where a refund is rejected because the original exit transaction is not found or the amount refunded exceeds the original charge, the customer's account shall be noted.

ID: MCOM_SRS_463

The rejection note shall indicate the exit transaction to which the rejected refund request is associated.

ID: MCOM_SRS_465

The rejection note text shall indicate the reason for the refund request being rejected.

ID: MCOM_SRS_411

3.3.4 Operating under periods of interrupted services

During times of interrupted service, refund requests from the M-Commerce partner shall be withheld until communication is restored.

Refund requests created when the database layer is unavailable shall be held in a queue and released when the database is restored.

3.3.4.1 Refund Requests When Database is Unavailable

Refund transactions from the M-Commerce partner may be received during periods where the database layer is unavailable. During these times, the refund transactions shall be queued until the database becomes available.

ID: MCOM_SRS_472

The SunPass system shall queue all refund transactions received while the database layer is unavailable.

ID: MCOM_SRS_477

Refund transactions that have accumulated during a period where the database layer is unavailable shall be processed immediately upon the database being restored.

ID: MCOM_SRS_479

The queued refund transactions shall be processed in the order received.

ID: MCOM_SRS_527

If the SunPass system is not able to process a refund transaction due to database being unavailable, the SunPass System shall respond to the M-Commerce Partner System with response 0.

3.4 Distribution of Revenue

This section includes requirements associated with the transfer of funds from the SunPass prepaid account to the M-Commerce's revenue account.

ID: MCOM_SRS_177

The distribution of revenue to the M-Commerce partner shall include all charges accepted at the SunPass host during that distribution period.

ID: MCOM_SRS_178

The distribution period shall be from the previous Thursday through Wednesday midnight of the current week.

ID: MCOM_SRS_179

Refunds honored during the distribution period shall be deducted from distributed revenue to the M-Commerce partner for that period.

ID: MCOM_SRS_180

Credit card fees of 2% of the total revenue calculated for the distribution period shall be deducted from the distributed revenue for that period.

ID: MCOM_SRS_181

SunPass shall transfer funds weekly to the M-Commerce partner each Monday by 4PM.

ID: MCOM_SRS_182

The period between midnight on the last Wednesday of the month and midnight of the last day of the month shall make up the final distribution for the month.

ID: MCOM_SRS_183

A reconciliation of credit card fees shall be performed monthly. The reconciliation amount shall be calculated based on the actual credit card fees incurred by SunPass multiplied by M-Commerce partner's total revenue for the month divided by the overall SunPass revenue collected for the month less any credit card fees already deducted from that partner's distribution for the month.

3.5 Reconciliation of unrealized revenue

This section covers the requirements when parking charges are assumed paid and revenue distributed, but later payment is not realized. Since SunPass and its M-Commerce partners are communicating real-time, such events are expected to be unlikely, however, should the situation occur, the following requirements apply.

ID: MCOM_SRS_186

A monthly reconciliation of revenue shall be performed by SunPass Accounting department to recover any revenue over-distributed.

3.6 Reporting

This section specifies the financial reporting requirements for SunPass M-Commerce. To the greatest extent possible these reports shall follow the existing revenue distribution reports already established in either of the Interoperability Interface Specifications document.

ID: MCOM_SRS_423

Any report request made while the database is unavailable shall respond with the message "SunPass was unable to create the report at the scheduled time. It will be created on the following day at the scheduled time, unless it is created manually."

3.6.1 Weekly Airport Parking Deposit Summary Report
This report provides a daily summary of M-Commerce revenue processed in the period for which the report is created, the credit card fees deducted and the amount to be distributed to the M-Commerce partner. This report is created manually by the Accounting Department using Microsoft Excel and already exists. The report is created from the results of the revenue distribution report. A sample of the report can be found as Attachment C - Deposit Summary Report

ID: MCOM_SRS_192

Upon generation of the Revenue Distribution report, SunPass shall generate the Weekly Airport Parking Deposit Summary Report no later than 3PM every Friday after the Revenue Distribution report has been reviewed by the Accounting Department.

ID: MCOM_SRS_193

The daily summary transaction count and revenue amounts presented on the Weekly Airport Parking Deposit Summary Report shall break on the day-divide specified by the M-Commerce Partner. The day-divide is the time specified by the M-Commerce Partner for which one revenue day ends and a new revenue day begins.

ID: MCOM_SRS_194

The Weekly Airport Parking Deposit Summary Report shall present the day-divide for the M-Commerce partner. The day-divide is the time specified by the M-Commerce Partner for which on revenue day ends and new revenue day begins.

ID: MCOM_SRS_195

The Weekly Airport Parking Deposit Summary Report shall contain a daily summary of all Transponder M-Commerce exit transactions for the period for which the report is being generated.

ID: MCOM_SRS_196

The Weekly Airport Parking Deposit Summary Report shall include in each daily summary any refund transactions that occurred during the period for which the report is being generated.

ID: MCOM_SRS_197

The Weekly Airport Parking Deposit Summary Report shall present the total gross revenue processed in the period for which the report is being generated.

ID: MCOM_SRS_198

The Weekly Airport Parking Deposit Summary Report shall present the total credit card fees to be deducted from gross revenue for the period for which the report is being generated.

ID: MCOM_SRS_199

The Weekly Airport Parking Deposit Summary Report shall present the net revenue for the period for which the report is being generated. This amount represents the amount to be wire transferred to the M-Commerce partner.

3.6.2 Monthly Credit Card Fee Reconciliation Report

This report provides a summary of the monthly M-Commerce revenue and the associated credit card fees for each M-Commerce partner. This report will be used to determine the remaining funds to be transferred from the SunPass prepaid account to each M-Commerce partner's revenue account during the month end 'true up'. The report includes any adjustments and any credit card fees passed on to the M-Commerce partner. This report is created manually by the Accounting Department using Microsoft Excel and already exists. The report is created from results of the Revenue Distribution report. A sample of the report can be found in Attachment D - Credit Card Fee Reconciliation Report.

ID: MCOM_SRS_202

SunPass shall generate a Monthly Credit Card Fee Reconciliation Report for the previous month's distribution.

ID: MCOM_SRS_203

The Monthly Credit Card Fee Reconciliation Report shall be delivered to the M-Commerce partner via E-Mail.

ID: MCOM_SRS_204

The Monthly Credit Card Fee Reconciliation Report shall present the period for which the Credit Card Fee Reconciliation report is generated.

ID: MCOM_SRS_205

The Monthly Credit Card Fee Reconciliation Report shall present the total overall revenue distributed by SunPass in the period for which the report is being generated.

ID: MCOM_SRS_206

The Monthly Credit Card Fee Reconciliation Report shall present the total credit card fees charged to SunPass in the period for which the report is being generated.

ID: MCOM_SRS_207

The Monthly Credit Card Fee Reconciliation Report shall present the total revenue distributed to the M-Commerce Partner in the period for which the report is being generated.

ID: MCOM_SRS_208

The Monthly Credit Card Fee Reconciliation Report shall present the ratio of M-Commerce revenue to overall revenue distributed by SunPass in the period for which the report is being generated.

ID: MCOM_SRS_209

The Monthly Credit Card Fee Reconciliation Report shall present the M-Commerce partners portion of the overall total Credit Card fees paid by SunPass in the period for which the report is generated.

ID: MCOM_SRS_210

The Monthly Credit Card Fee Reconciliation Report shall present the credit card fees already charged to the M-Commerce partner in the period for which the report is being generated.

ID: MCOM_SRS_211

The Monthly Credit Card Fee Reconciliation Report shall present either the remaining fees to be collected or fees to be returned to the M-Commerce partner in the period for which the report is being generated.

ID: MCOM_SRS_212

A Monthly Credit Card Fee Reconciliation Report shall be created for each M-Commerce partner.

3.6.3 In-Flight Transaction Detail Aging Report
This report lists Confirmed Entry transactions processed a specified number of days prior for which no Request to Exit transactions have been received. The absence of transactions on this report verifies that the M-Commerce partner has been submitting AVI Abandon transactions for SunPass customers entering using their SunPass transponder but opting to pay with an alternative method at exit. A sample of the report can be found in Attachment B - In-Flight Transaction Detail Aging Report.

ID: MCOM_SRS_544

The In-Flight Transaction Detail Aging Report shall be E-Mailed daily to a configurable list of recipients.

ID: MCOM_SRS_215

The In-Flight Transaction Detail Aging Report shall present the option to specify the number of days after which a transponder remains in-flight shall appear on the report.

ID: MCOM_SRS_216

The In-Flight Transaction Detail Aging Report shall show the name of the M-Commerce partner.

ID: MCOM_SRS_217

The In-Flight Transaction Detail Aging Report shall show the plaza name associated to the plaza ID presented on the Confirmed Entry transaction.

ID: MCOM_SRS_218

The In-Flight Transaction Detail Aging Report shall show the entry lane presented on the Confirmed Entry transaction.

ID: MCOM_SRS_219

The In-Flight Transaction Detail Aging Report shall show the entry date/time presented on the Confirmed Entry transaction.

ID: MCOM_SRS_220

The In-Flight Transaction Detail Aging Report shall show the transaction ID returned as a result of processing the Confirmed Entry transaction.

ID: MCOM_SRS_221

The In-Flight Transaction Detail Aging Report shall show the transponder ID presented on the Confirmed Entry transaction.

ID: MCOM_SRS_222

The In-Flight Transaction Detail Aging Report shall show the customer name to which the transponder belongs.

ID: MCOM_SRS_223

The In-Flight Transaction Detail Aging Report shall show the number of days since entry.

ID: MCOM_SRS_224

The In-Flight Transaction Detail Aging Report shall present the Airport Parking Partners Reference ID.

3.6.4 Daily Transaction Activity Report

This report lists all Request to Exit transactions processed in the specified calendar day. This report will be delivered via E-Mail to the Airport Parking partner at the close of a calendar day to be used to reconcile against their transaction repository. Any discrepancies between what is reported on the Daily Transaction Activity Report and the Airport Parking partner's financial reporting system shall be analyzed to determine impact on revenue distribution. A sample of the report can be found in Attachment A - Daily Transaction Activity Report.

ID: MCOM_SRS_227

The Daily Transaction Activity report shall be E-Mailed daily to a configurable list of recipients.

ID: MCOM_SRS_228

The report period shall be configurable based on day-divide of the M-Commerce partner. Day-divide is the time specified by the M-Commerce partner for which one revenue day ends and a new revenue day begins.

ID: MCOM_SRS_558

The Daily Transaction Activity report shall present all events having a processing date and time within the report period for which the report is generated.

ID: MCOM_SRS_229

A separate report shall be created for each M-Commerce partner showing that partners daily activity.

ID: MCOM_SRS_524

The Daily Transaction Activity Report shall present the M-Commerce partner's business day cut-off time.

ID: MCOM_SRS_230

The Daily Transaction Activity report shall present the exit lane transaction ID recorded on the customers account.

ID: MCOM_SRS_231

The Daily Transaction Activity report shall present the M-Commerce Partners exit reference ID.

ID: MCOM_SRS_232

The Daily Transaction Activity report shall present the Transponder ID presented on the Request to Exit transaction.

ID: MCOM_SRS_233

The Daily Transaction Activity report shall present the Entry Plaza Plaza presented on the Confirmed Entry transaction.

ID: MCOM_SRS_234

The Daily Transaction Activity report shall present the Entry Lane presented on the Confirmed Entry transaction.

ID: MCOM_SRS_235

The Daily Transaction Activity report shall present the Entry Event Date/Time presented on the Confirmed Entry transaction.

ID: MCOM_SRS_236

The Daily Transaction Activity report shall present the Exit Plaza presented on the Request to Exit transaction.

ID: MCOM_SRS_237

The Daily Transaction Activity report shall present the Exit Lane presented on the Request to Exit transaction.

ID: MCOM_SRS_238

The Daily Transaction Activity report shall present the Exit Event Date/Time presented on the Request to Exit transaction.

ID: MCOM_SRS_239

The Daily Transaction Activity report shall present the Amount Charged presented on the Request to Exit transaction.

ID: MCOM_SRS_505

The Daily Transaction Activity Report shall present the total number of charge transactions and total charge amount.

ID: MCOM_SRS_506

The Daily Transaction Activity Report shall present the total number of refund transactions and total refund amount.

ID: MCOM_SRS_507

The Daily Transaction Activity Report shall present the total number of transactions and total revenue amount.

ID: MCOM_SRS_543

The Daily Transaction Activity report shall be sorted by Exit Date/Time in ascending order.

4 Appendix
ID: MCOM_SRS_390

4.1 Attachment A - Daily Activity Report
ID: MCOM_SRS_392

Transaction Activity Report

Tampa International Airport

Station: ALL
Time Frame: 09/13/2007 02:00:00 AM - 09/14/2007 01:59:59 AM

09/13/2007
05:25:19 PM

Transponder ID	Entry Date Time	Entry Plaza	Entry Lane	Exit Date Time	Exit Plaza	Exit Lane	Charge	SunPass Txn ID	Reference ID
999900000110	09/13/07 00:00:00	Three Lakes	01D	09/13/07 17:11:41	Yeehaw Junctio	02D	$12.00	2963144784	4627737752
999800000110	09/13/07 00:00:00	Crosstown Expre	01D	09/13/07 17:23:30	Crosstown Expr	02D	$12.00	2963144788	8338142488
Total:						2	$24.00		

Transaction Activity Report

Tampa International Airport

Station: ALL
Time Frame: 09/13/2007 02:00:00 AM - 09/14/2007 01:59:59 AM

	Transactions	Revenue
Charges	2	$24.00
Refunds	0	$0.00
Total	2	$24.00

4.2 Attachment B - In-Flight Transactions Report
ID: MCOM_SRS_394

In-Flight Transaction Detail Aging Report

Tampa International Airport

Time Frame: 01/08/2007 - 01/09/2007   01/08/2007
                                                                      04:00:33 PM

Transponder ID	Entry Date Time	Entry Plaza	Entry Lane	SunPass Txn ID	Customer Name	Days In-flight	Reference ID
999000000110	01/08/07 15:59:33	Three Lakes	01D	2057444471	John Smith	2	123456789012

Total: 1

4.3 Attachment C - Deposit Summary Report

ID: MCOM_SRS_398

Airport Parking Deposit Summary Report
10/1/2006 02:30:00 AM to 10/11/2006 02:29:59 AM

Date	Count Sent	Amount Sent
10/1/2006	699	11,259.00
10/2/2006	1,019	25,149.00
10/3/2006	849	16,444.00
10/4/2006	702	12,931.00
10/5/2006	829	15,396.00
10/6/2006	1,078	22,118.00
10/7/2006	1,079	23,169.00
10/8/2006	738	10,786.00
10/9/2006	1,012	27,264.00
10/10/2006	1,066	27,854.00
10/11/2006	1,028	26,589.00

Week Totals	10,099	218,959.00
Less 2% Credit card fee		(4,379.18)
Net Wire Transfer (date)		**214,579.82**

4.4 Attachment D - Credit Card Fee Reconciliation
ID: MCOM_SRS_399

SunPass Operations
Credit Card Fee Reconciliation
FLL Airport

August-06

Total SunPass Credit Card Fees	$ 1,000,000.00
Total FLL Distribution	$ 500,000.00
Total SunPass Distribution	$ 40,000,000.00
Percentage	1.25%
Credit Card Fees allocated to FLL	$ 12,500.00
Actual Amount Deducted during August 2006	$ 10,000.00
Difference	$ 2,500.00

4.5 Attachment E - Refund Request Form

ID: MCOM_SRS_400

Customer Refund Request Form

Date:	Customer Name:	Account #:

Refunds (Please Allow 2 to 3 Business Days For CC and 3 Weeks For Checks) — Enter Amount: $

Requested Parking Fee Refund

Credit Card Last 4:	
Credit Card Type:	
Credit Card Expiration Date:	
Entry Date and Time:	
Exit Date and Time:	

Matching Transactions (Please allow 2 to 3 Business Days)

Match Transponder #:	With Transponder #:
Enter TT #	Enter TT #

Dates to be Reviewed: Enter Dates

(No Receipt No Refund) Reason For Refund/Transfer **(No Reason No Refund)**

Comments:

CSR Name:

Employee Number: Team Name:

Airport Refund Authorization

Airport Approval
Name: _____   Amount Apporved: $_____

Signature: _____

Comments:

Accounting Refund Approval

SunPass Approval
Name: _____   Amount Apporved: $_____

Signature: _____

Comments:

Version 09/25/2008

4.6 Attachment F - Rejection/Unusual Occurrence (UO) Codes
ID: MCOM_SRS_529

Note text provided as sample only and subject to change.

Reject Code	Note Problem Code	Rejection Description / Note Content
01	13	An M-Commerce exit request was rejected because the charge exceeds the SunPass threshold (of <current threshold>) for M-Commerce.
99	No Note Created	A duplicate M-Commerce transaction was received (within 1 minute of the previous transaction) and was not processed
02	13	Transponder not valid for M-Commerce use at the time of the request.
94	13	Unable to obtain funds (credit card declined/insufficient funds) for M-Commerce charge when processing a request to exit. Exit has been declined.
95	28	The original M-Commerce exit transaction could not be found at time of receiving a request to refund or adjust the original charge.
96	28	A request to refund more than the original M-Commerce charge was not processed.
97	13	An M-Commerce entry transaction has already been recorded for this transponder for which a previous exit has not been received. Another M-Commerce entry cannot be accepted until the previous 'in flight' transaction is closed.
98	13	No matching M-Commerce entry transaction could be found at time of receiving a request to exit.

UO Code	UO Code Description
98	Airport Abandon Transaction
99	Airport Exit Reject

4.7 Attachment G - M-Commerce Parking Receipt
ID: MCOM_SRS_531

This email address is not monitored and replies will not be answered.

If you need assistance please contact the Sunpass Call Center

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SunPass Prepaid Toll Program
Receipt of SunPass Charges for Parking

Receipt Date: 12/06/2007 03:36:51 PM

Name on Account : John Doe
Account #   : 2996506
Transponder #   : 022669010110

Entry Information

Transaction Date : 12/06/2007 03:41:26 PM
Plaza   : Crosstown Express Lanes - West
Lane   : 01

Exit Information

Transaction Date : 12/06/2007 03:42:00 PM
Processed Date   : 12/06/2007 03:42:00 PM
Plaza   : Crosstown Express Lanes - East
Lane   : 02
Amount Charged   : $11.00

Thank you for using SunPass - Now the fastest way to Park!