



## Florida Department of Transportation

RICK SCOTT  
GOVERNOR

605 Suwannee Street  
Tallahassee, FL 32399-0450

MIKE DEW  
SECRETARY

August 20, 2018

Ed Seifert  
Ed.seifert@dot.state.fl.us

### **SETTING THE RECORD STRAIGHT: *WTSP Misses the Mark***

**TALLAHASSEE, Fla.** - Today, *WTSP* published a story that mischaracterized and misrepresented key facts regarding a technical error by transportation contractor Conduent related to maintenance and transition of the SunPass tolling system. The Florida Department of Transportation (FDOT) has requested that Florida's Chief Inspector General launch an investigation into Conduent's mismanagement of the SunPass system transition.

FDOT is committed to its responsibility to protect the personal identifying information of its Sunpass customers. On July 25, 2018 FDOT was notified by email that a Conduent error had allowed a limited number of new customers (38) to potentially access another customer's account for about a 7 hour window. Of the 38 accounts, only 15 accounts were accessed by another user. **This issue was immediately resolved by Conduent and the appropriate customers were immediately notified.**

The information available was very limited and did not include social security numbers or financial information. While the department cannot verify that the information was accessed for unlawful reasons, FDOT will be giving written notice to the 15 customers with ways to minimize or eliminate any potential harm. The Department will be ensuring these customers are not harmed by Conduent's performance.

WTSP ignores the facts and did not give FDOT an opportunity to provide this critical information before publishing the story.

**CLAIM:** "Just six days before FDOT flipped the switch on its new system, the agency's security risk and compliance consultant sent a series of emails to Florida Turnpike executives and project managers indicating urgent concerns regarding customer data."

**FACT:** **The email from the consultant referred to information on a vendor test site that was unrelated, no customer data or information was compromised as a result and the issue was remedied to protect our customers' information.**

**CLAIM:** "An FDOT spokesperson says only 38 customers – out of more than six million – were affected."

**FACT:** **On July 30, 2018 Conduent reported to the department it identified that only 15 accounts were potentially compromised by a query of user activity. Conduent immediately called all 15 account holders and notified the customers.**

**CLAIM:** “State law requires government agencies to file reports of any data breaches within 30 days, and alert affected individuals in writing “as expeditiously as practicable.” It does not appear the state alerted the affected SunPass customers in writing.”

**FACT: Again, this is absolutely false. If WTSP had reached out to the department, they would have learned that the customers were notified.**

###