

Q&A

CONVERTING TO ALL ELECTRONIC, CASHLESS TOLLING ON OSCEOLA PARKWAY

Why is Osceola Parkway moving to cashless tolling?

Osceola County is going to a cashless tolling system, which means drivers no longer must switch lanes or stop at the Shingle Creek Toll Plaza or Poinciana Boulevard Ramps based on their type of payment.

When do you anticipate cashless tolling going live at the Shingle Creek Toll Plaza and Poinciana Boulevard Ramps?

May 1, 2023

I hear the phrase “converting to All-Electronic Tolling (AET).” Is this the same as cashless tolling?

Yes, this is the same as cashless tolling. Converting to AET is the tolling industry jargon to describe a set of technologies that allow for the payment of tolls electronically, using special equipment located over the traffic lanes.

Simply put, it refers to a toll road without cash toll booths, where traffic flows at ramp or highway speeds. If you want to pay tolls, you can do so with a prepaid toll account such as E-PASS, SunPass or E-ZPass, or you can choose Pay by Plate - a system that captures images of license plates and the vehicle’s registered owner receives an invoice by mail. Pay by Plate drivers pay double the amount of E-PASS and SunPass customers, to cover the expenses of processing and mailing out the payment.

What are the benefits to cashless tolling?

Osceola County is moving to all cashless tolling to improve the safety, service and convenience for residents, businesses and visitors paying tolls on the Osceola Parkway and to align with the payment standards on all toll roads throughout Florida.

- Safety: Eliminates the weaving between different lanes that can occur at toll plazas.
- Convenience: Customers pay their tolls at safe highway and ramp speeds, without having to slow down or stop.
- Mobility: Traffic flows more freely with non-stop travel for all customers.
- Environment: Reduces the noise and auto emissions from vehicles stopping and starting at toll plazas, resulting in less air pollution and less traffic noise for nearby residents.

What is changing?

The method we collect tolls is changing to all-electronic. Cash will no longer be accepted. Nothing will change for drivers who pay tolls by Pay by Plate or with an electronic toll pass (i.e., E-PASS or SunPass).

Q&A

CONVERTING TO ALL ELECTRONIC, CASHLESS TOLLING ON OSCEOLA PARKWAY

Will the toll pricing structure change?

No. The toll rates will not change on the Osceola Parkway when we move to cashless tolling.

How can I pay my toll at the Shingle Creek Toll Plaza and the Poinciana Boulevard Ramps when there are no toll booth attendants?

You can pay your tolls one of two ways:

1. Using an E-PASS, SunPass or E-ZPass. These customers always pay the lowest toll rate on ALL toll roads in Florida, including the Osceola Parkway.
2. Using Pay By Plate. The registered owner of the vehicle will receive an invoice in the mail with the license plate image, travel information, and payment options.

Do I save money by using E-PASS or SunPass?

Yes. You pay a discounted toll rate by using an electronic toll pass, like E-PASS or SunPass. Why? Because these electronic toll passes operate as a prepaid account just for tolls. The way it works is, you first open an account, add funds and then each time you pass through a tolling point, the toll charge is debited from your account automatically. Drivers who choose Pay By Plate, pay twice as much as drivers who use E-PASS or SunPass.

Who offers a FREE toll pass? How do I get one?

E-PASS offers a FREE Sticker. There are several ways to get a FREE E-PASS.

1. Online at GetEpass.com. Open a new account and receive it in a mail for FREE within three to five business days.
2. E-PASS Toll App via Apple or Google Play
3. [E-PASS Reload Drive-Thru Lanes](#) - Look for the Reload signs at toll booths on SR 417, SR 429, SR 528, SR 414 and SR 408
4. Call E-PASS at 407-823-7277 or 800-353-7277, Monday-Friday, 7:30 AM - 7 PM, Saturday, 8 AM – 4:30 PM
5. In person at the E-PASS Service Center at 525 S. Magnolia Ave., Orlando, FL 32801, Monday-Friday, 8 AM - 6 PM or Saturday, 9 AM - 1 PM.

I don't have access to a bank account or a credit card. Is it still possible for me to open an E-PASS or SunPass account?

Yes. Both E-PASS and SunPass offer opportunities to add cash to your prepaid toll account. Go to GetEPass.com or SunPass.com for more details.

Q&A

CONVERTING TO ALL ELECTRONIC, CASHLESS TOLLING ON OSCEOLA PARKWAY

Who operates E-PASS and SunPass?

E-PASS is owned and operated by the Central Florida Expressway Authority (CFX) and SunPass is owned and operated by Florida Department of Transportation (FDOT) / Florida's Turnpike Enterprise (FTE).