

Dear E-PASS Customer,

At the Central Florida Expressway Authority (CFX), our top priority is the health and safety of our community as we navigate the evolving landscape of coronavirus, COVID-19.

As a regional transportation agency serving Brevard, Lake, Orange, Osceola and Seminole counties, CFX is working to minimize any disruptions to your travel while taking the appropriate measures to protect the health and safety of all. CFX is following protocols outlined by the State of Florida, the Centers for Disease Control (CDC), and local officials.

I am reaching out to share the proactive steps we are taking in response to COVID-19. We will continue to share pertinent updates with you.

- E-PASS customers are strongly encouraged to manage their accounts online or by downloading the new E-PASS app onto their mobile device. These digital platforms provide all of the customer account tools needed and help reduce person-to-person contact.
- CFX will temporarily close the walk-in E-PASS Customer Service Center located at 762 S. Goldenrod Road beginning Wednesday, March 18 at 6:00 p.m. CFX will update the website with information on future hours of operation.
- If you have a customer service question or concern, please email E-PASS@CFXway.com for service center support.

Please be assured, we will be assessing the implementation of other measures that may be necessary to protect the health and safety of the traveling public, our staff, and consultants as the situation evolves.

We encourage you to stay informed. We will be sending you periodic updates via email and will regularly update the following resources with the latest information:

[CFXWay](#)

[CFX Facebook](#)

[CFX Twitter](#)

Sincerely,

Laura Kelley
Executive Director

We are in this together - additional resources we recommend:

[CDC](#)

[Florida Department of Health](#)

[Brevard County](#)

[Lake County](#)

[Orange County](#)

[Osceola County](#)

[Seminole County](#)

[Florida Disaster](#)

Keep yourself and others healthy - reduce your risk of exposure.

CDC's recommendations to reduce your risk of exposure include:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

Thank you for choosing E-PASS.

Online: <https://epass.cfxway.com>

Email: e-pass@cfxway.com

Social Media: @CFXway on twitter and Facebook