

February 11, 2025

U.S. Congressman Jeff Van Drew  
2<sup>nd</sup> District, State of New Jersey  
1001 Tilton Road, Suite 101  
Northfield, New Jersey 08225

Reference: Clarification of Recently Published Information about TransCore

Dear Congressman Van Drew,

TransCore has been referenced in recent articles containing false information. Our competitor, Conduent, is protesting a New Jersey Turnpike Authority contract award it was not selected for, while paying a consultant to spread misinformation and advance Conduent's interests, despite TransCore and NJTA being currently unable to discuss the merits of the best value contract award.

Let me unequivocally state:

1. Conduent is using false narratives about TransCore in the media, in an attempt to secure a protest outcome favorable for Conduent.
2. There is no connection between TransCore, or its parent company ST Engineering (STE), with the Chinese Communist Party (CCP).
3. TransCore entered into a National Security Agreement (NSA) with the U.S. government after rigorous Committee on Foreign Investment in the United States (CFIUS) review and approval to assure that no personally identifiable information (PII) or protected data collected by TransCore's tolling systems is ever accessible by or shared with any foreign entity or affiliate, including STE.

The supporting information below will help you draw the same conclusions.

### **Background**

TransCore is a U.S.-based company, led by an American leadership team, and has been for its entire 85-year history. TransCore provides trusted transportation solutions that help Americans travel safely and efficiently and is the only toll system provider in the world to manufacture all of its tolling products within the U.S. TransCore employs nearly 4,000 people today, which includes 340 in Union, New Jersey.

TransCore is renowned within its industry for providing superior tolling solutions and customer service to the traveling public. TransCore has also consistently demonstrated the ability to seamlessly migrate agencies away from Conduent systems. As a result, various toll agencies are transitioning from Conduent to TransCore as a more responsive provider that will deliver better products and services to their constituents.

In September 2024, the New Jersey Turnpike Authority (NJTA) recommended, and the NJTA Board of Commissioners approved, the award of contract RM-0000178825 for New Jersey E-ZPass Services to TransCore instead of the incumbent, Conduent.

Rather than simply working hard to provide better products and service, Conduent seems to be working hard to prevent agencies from smoothly transitioning. There are many media reports<sup>1</sup> that highlight Conduent's history of providing poor products and service, including in New Jersey. Conduent is now attempting to prevent the NJTA from executing contract RM-0000178825 by protesting the award. Since the protest is underway, neither TransCore nor the NJTA is able to comment on any specifics of the procurement. Conduent appears to be exploiting the current inability of either party to comment on the merits of TransCore's best value selection.

### **Foreign Ownership Clarification**

ST Engineering (STE) is headquartered in Singapore, a sovereign nation with excellent bilateral ties<sup>2</sup> to the U.S. in economic and defense domains. STE and its subsidiaries have operated in the U.S. for over two decades, with major operations in 52 cities across 21 states, employing over 7,000 people. STE's long-standing presence reflects its deep commitment to supporting local communities, driving economic growth, and delivering innovative solutions for its U.S. customers.

As a publicly listed company on the Singapore Exchange, STE has a diverse shareholder base, including Temasek, and reputable global institutional investors from the U.S. Temasek, as a shareholder of STE, has no director appointed to the STE Board and has no role in STE's business operations. Any claims suggesting otherwise are incorrect.

### **Data Protection**

TransCore delivers the most secure toll systems in the U.S. through a multi-tiered approach of best-in-class system design and operating in strict compliance with all state and agency-specific data and cybersecurity requirements. In addition, after rigorous review and approval by the Committee on Foreign Investment in the United States (CFIUS), TransCore entered into a National Security Agreement (NSA) with the U.S. Departments of Justice and Treasury to assure that no personally identifiable information (PII) or protected data collected by TransCore's tolling systems is ever accessible by or shared with any foreign entity or affiliate, including STE. Federal government oversight and regular audits ensure strict compliance with the NSA by TransCore, STE, and their affiliates.

Conduent does not have an NSA-level security agreement in place to independently oversee or audit how it is handling or storing PII and data collected by its tolling systems. Further, in its most recent Form 10-K filing, Conduent states, "We have experienced certain disruptions in our operations and service delivery performance issues because of some of our information technology

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<sup>1</sup> Alexander, D. (2023, April 21). *NJ Turnpike Reacts to 'Unacceptably Long' E-ZPass Delays Costing People Money*. New Jersey 101.5. [www.nj1015.com/nj-turnpike-reacts-to-unacceptably-long-e-zpass-delays-costing-people-money/](http://www.nj1015.com/nj-turnpike-reacts-to-unacceptably-long-e-zpass-delays-costing-people-money/)

Han, N. (2023, April 20). *E-ZPass customers experience unreasonably long wait times, fight incorrect violations*. 6 ABC Action News. [www.6abc.com/e-zpass-new-jersey-transit-authority-troubleshooters-action-news-travel/13160398/](http://www.6abc.com/e-zpass-new-jersey-transit-authority-troubleshooters-action-news-travel/13160398/)

Wilson, C. (2023, February 16). *Will a new law to improve E-ZPass in NJ actually make the tolling system better?* Burlington County Times. [www.burlingtoncountytimes.com/story/news/2023/02/16/e-zpass-law-nj-tolling-system/69899239007/](http://www.burlingtoncountytimes.com/story/news/2023/02/16/e-zpass-law-nj-tolling-system/69899239007/)

<sup>2</sup> U.S. Department of Defense. (2025, February 5). *Readout of Secretary of Defense Pete Hegseth's Call With Singapore Minister of Defense Ng Eng Hen*. <https://www.defense.gov/News/Releases/Release/Article/4055549/readout-of-secretary-of-defense-pete-hegseths-call-with-singapore-minister-of-d/>

infrastructure that is outdated and that needs to be enhanced and updated. We are susceptible to breach of security systems which may result in unauthorized access to our facilities and those of our customers and/or the information we and our customers are trying to protect.”

Those genuinely concerned about the data security of U.S. citizens should be questioning whether appropriate measures are currently in place for Conduent to be handling and storing U.S. citizens’ PII and data.

In conclusion, I am confident that the information above reinforces TransCore’s strong reputation as a U.S.-based company, led by an American leadership team, following rigorous protocol to ensure the data our tolling systems collect remains secure and inaccessible by any foreign entity, including ST Engineering.

We urge all stakeholders to ignore Conduent’s efforts to spread misinformation and instead focus on TransCore’s commitment and excellent track record in serving the U.S. transportation industry with secure, innovative, and customer-focused tolling solutions.

Should you have any remaining questions or concerns surrounding this topic you can reach me at [whitt.hall@transcore.com](mailto:whitt.hall@transcore.com).

Sincerely,

A handwritten signature in blue ink, appearing to read "Whitt Hall".

Whitt Hall, P.E.

TransCore  
President & Chief Executive Officer