

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## MINUTES CENTRAL FLORIDA EXPRESSWAY AUTHORITY BOARD WORKSHOP October 9, 2014

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### Board Members Present:

Commissioner Welton G. Cadwell, Lake County (Chairman)  
Commissioner S. Scott Boyd, Orange County (Vice Chairman)  
Commissioner Brenda Carey, Seminole County (Secretary-Treasurer)  
Mayor Buddy Dyer, City of Orlando  
Commissioner Fred Hawkins, Jr., Osceola County  
Mayor Teresa Jacobs, Orange County  
Walter A. Ketcham, Jr.

### Non-Voting Advisor Present:

Diane Gutierrez-Scaccetti, Florida's Turnpike Enterprise

### Staff Present at Dais:

Joseph A. Berenis, Deputy Executive Director  
Joseph L. Passiatore, General Counsel  
Darleen Mazzillo, Recording Secretary/Executive Assistant

## CALL TO ORDER

The workshop was called to order at 10:30 a.m. by Chairman Welton Cadwell.

## PUBLIC COMMENT

There was no public comment.

## BRIEFING ON TOLL OPERATIONS

Director of Toll Operations David Wynne briefed the Board on CFX toll operations. See Exhibit "A" for presentation.

Mr. Wynne covered the following topics:

- CFX Toll Operation Staff
- System Overview

- Area of Operations
- E-PASS Operations
- E-PASS Statistics
- Cash Operations Statistics
- Special Projects
- Violation Business Rules
- Violation Statistics
- Toll System Maintenance

(Mayor Jacobs left during this presentation.)

### **CUSTOMER OPINION SURVEY**

Michelle Maikisch, Director of Public Affairs and Communication, presented information regarding the Customer Opinion Survey, which was conducted in October 2013. The survey is conducted every two years to gather opinions of E-PASS and cash customers. In addition to the Customer Opinion Survey, an unofficial survey was emailed to the remaining 200,000+ E-PASS customers. See Exhibit "B" for presentation.

Key findings from the Customer Opinion Survey:

1. Time savings are important
2. High satisfaction with the E-PASS program
3. High likelihood of recommending E-PASS
4. Prefer tolls over taxes
5. CFX Roads are:
  - Faster than others
  - Well maintained
  - Safer

Ms. Maikisch presented statistics obtained from the survey responses.

### **BOARD MEMBER COMMENT**

There were no comments from the Board members.

## **ADJOURNMENT**

There being no further business to come before the Board, the Chairman adjourned the meeting at 11:35 a.m.

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Commissioner Welton G. Cadwell  
Chairman  
Central Florida Expressway Authority

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Darleen Mazzillo  
Recording Secretary/Executive Assistant  
Central Florida Expressway Authority

Minutes approved on \_\_\_\_\_, 2014.

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