



# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee  
Toll System Replacement Project

October 19, 2015



# What is a Toll System?





# Major Functions

- Gathering/Tracking of Transactions
- Image Capture
- Image Review/Unpaid Tolls
- Customer Account Management
- Interoperability
- Plaza Operations
- Collector Operations
- Reporting
- Numerous External Interfaces
  - (other entities, banks, etc.)



# Gathering/Tracking Transactions

- Tracking vehicles passing through a toll
- Did the vehicle have a valid transponder?
- How many axles did the vehicle have?
- Was payment received?
- Forwarding information



# Image Capture

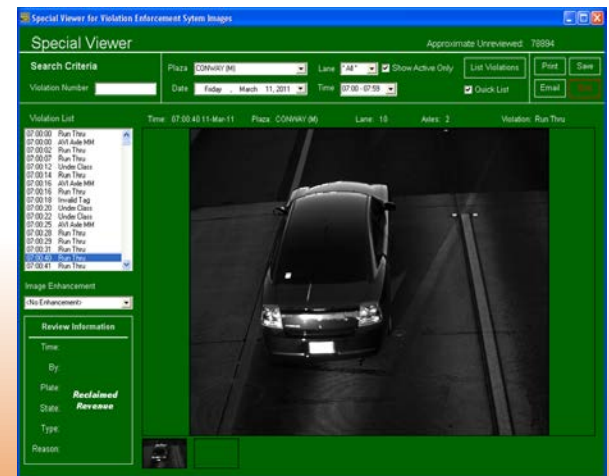
- An image is taken of every vehicle
- Image is discarded if payment is received





# Image Review/Unpaid Tolls

- Image Review
- Retrieve Registered Owner Information
- Create Unpaid Toll Notices
- Create Uniform Traffic Citations
- Accept Payments





# Customer Account Management

- E-PASS Customer Account Service
- Update Information
- Take Payments

TRIMS: Ver. 3.1.21.1 - [DB:Production Ver: 4.5.5.0] - [User: CHIZLETT]

Customers Non-Customers Deposits Documents Extras Log Off

**Customer**

JOANN M CHIZLETT  
2480 BRONCO DRIVE  
SAINT CLOUD, FL 34771

Refresh

Account: 60920 Type: PRIVATE STD Status: ACTIVE  
Current Balance: \$47.87 Vehicle Count: 5  
Open Date: 03/11/1997 Last Toll Posted: 10/12/2015 Last Journal Txn: 10/06/2015  
Reg Bal Date: Close Date: Funds to State:  
Unresolved Citations: 0 Unresolved Violations: 0 I-Tolls: 0  
05/15/2014 06/24/2015

**Customer Information Actions**

- Edit Customer Information
- Change Customer Name
- Reset Web Access
- Reset PIN Failures
- Mark Account for Closure
- Print Address Label
- Add Authorized Contact
- Edit Authorized Contact
- Remove Authorized Contact
- View / Print Statement
- Print Customer Account Information
- Account Preferences
- Show Additional Data

**Customer Information**

**Applicant Information**

Prefix First Name MI Last Name Suffix Drivers License #  
Applicant: JOANN M CHIZLETT FL  
Co-Aplicant: VINCENT S CHIZLETT

**Contact Information**

Address Line 1: 2480 BRONCO DRIVE Daytime Phone: Ext: 407-690-5000 5111  
Address Line 2:  
City, State, Zip: SAINT CLOUD FL 34771 Evening Phone: 407-414-8620  
Email Address: JOANN.CHIZLETT@CFXWAY.COM  
☐ Returned Email ☐ Returned USPS Mail

**User Access**

PIN Login Failures: 0 PIN: 1032  
PIN Change: 6/22/2015 5:01 PM  
Password Failures: 0  
Password Change: 6/18/2011 3:52 PM

**Authorized Contacts**

Contact Name	License Number	State
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**Credit Card on File**

Credit Card Number: Credit Card Type: VISA Expiration Date: 12 / 2018

**Replenishment Information**

Replenishment Amount: 100 Low Balance Threshold: 25 ☐ Declined

**Payment Warnings**

Level	Check	Credit Card	ACH
Allow	Allow	Allow	Allow
Date Changed	3/11/1997	3/11/1997	3/11/1997

**Parking**

☒ Allow Parking



# Interoperability

- We are transponder interoperable with SunPass and Lee County in Florida
- We are plate interoperable with Georgia and North Carolina







# Plaza Operations

- Monitor
  - Plaza Activity
  - Alarms
  - Malfunctions
- Vaults/Deposits
- Reports

TRIMS PLAZA: Ver. 1.2.0.5 - [DB: PL067 : 1.0.0.1] User: CHIZLETT - []

Monitors Deposits Vaults Lanes Plazas Quick DA Reports Log Off

Mainline Plaza

Plaza Name : FOREST LAKE (M)  
Plaza ID : 67

Plaza Activity Monitor Actions

Print Screen

Plaza Activity Monitor Legend

### Plaza Activity Monitor

12-OCT-2015 20:00:18

Plaza Activity

Plaza	Lane	Status	Staff	30min	4-hr	V1%	V2%	UO	Vio	Type
FOREST LAKE (M)	1	Open	9300	0	413	0	0	3	0	MLT-AVI
FOREST LAKE (M)	2	Closed	9461	0	0	0	0	25	0	
FOREST LAKE (M)	3	Open	3495	0	86	42	0	23	3	ACM-AVI
FOREST LAKE (M)	4	Open	3495	2	2104	0	0	2114	984	AVI
FOREST LAKE (M)	5	Open	3495	1	1919	0	0	1765	908	AVI
FOREST LAKE (M)	8	Open	3495	2	3528	0	0	2063	877	AVI
FOREST LAKE (M)	9	Open	3495	1	2733	0	0	1998	983	AVI
FOREST LAKE (M)	10	Open	3495	0	160	24	0	34	14	ACM-AVI
FOREST LAKE (M)	11	Closed	4935	0	0	0	0	6	1	
FOREST LAKE (M)	12	Open	9477	0	573	0	0	13	1	MLT-AVI
WEST RD (ON)	1	Open	2379	0	93	71	0	102	32	ACM-AVI
WEST RD (ON)	2	Open	3495	0	582	0	0	356	355	AVI
WEST RD (OFF)	1	Open	2379	1	265	0	76	84	29	ACM-AVI
WEST RD (OFF)	2	Open	3495	0	992	0	0	304	303	AVI
SR 438 (ON)	1	Open	2379	0	125	0	38	55	30	ACM-AVI
SR 438 (ON)	2	Open	3495	0	606	0	0	318	318	AVI
SR 438 (OFF)	1	Open	2379	1	186	0	45	91	17	ACM-AVI
SR 438 (OFF)	2	Open	3495	1	1281	0	0	355	354	AVI
CR 437A (ON)	1	Open	3495	0	13	62	0	82	3	ACM-AVI
CR 437A (ON)	2	Open	3495	0	112	0	0	94	57	AVI

Alarms:

Date/Time	Equipment	Location	Event
Total = 0			

# Collector Operations

- Classify vehicles
- Collect proper toll amount
- Provide change
- Provide receipts



# Reporting

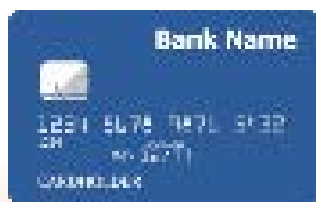
- Reports provided at every level of the system
  - Traffic
  - Financial
  - Operational
  - Transaction

```
START DATE: 04-Mar-2011 12:00:00          REPORT ID: DETAILED_AUDIT.1436
END DATE: 04-Mar-2011 12:10:00          DETAILED AUDIT REPORT
PLAZA: CONWAY (M)      LANE: 8           04-Mar-2011 13:13:34          PAGE: 1

DATE/TIME      TRANS-TYPE      TRANSP MPH DESCRIPTION      STAFF CL IX FX RX AX DIF  $EMP  $COL VES DM
-----
03-04-2011 12:00:03 WRAPPER
Lane: 9        FF14 AVI          9750761 73 ** **          1799 2 2 2 0 2 0 1.00 1.00 D
EV: 0F110224    XEV: 00000000    EVB1: 00000008    DSP: 0x0000
QUEUES: EQ: 0   LP1: 0   Q1: 0   LP2: 1   Q2: 0   LP3: 0
SENSORS: LP1 On/Off: 1/1 LP2 On/Off: 1/1 LP3: On/Off: 0/0 Straddler: 0
VSR:   Pmt: AVI   Classified: 0 Resync: 0   TxRule: 0 Purged: 0 Shifted: 0 Gone: 0
MLT:   Paid: 0   Receipt: 0   OpErr: 0   RevRunThru: 0   AuthRunThru: 0   Insuffunds: 0
ACM:   PaidTwice: 0   Rpt: 0   Corr: 0
VLT:   Vault: 0   1(0 ) 5(0 ) 10(0 ) 25(0 ) 50(0 ) 100(0 ) Rej(0 )
AVI:   AxleMM: 0   Avisync: 0   Verify: 0   Low: 0   Neg: 0   Stolen: 0   Invalid: 0   Bat: 0
TAG:   Bal: 0.00 Amt: 0.00 TS: 1 LB: 0 IF: 1 CL: 255 UCL: 0 RT: 1 VC: 0   RC: 0   TCL: 2
VES:   Id: 03-04-2011 12:00:00 70 Oper: 0 Audit: 0
```

# External Interfaces

- Credit Card Processing
- Banks that process our cash
- Department of Highway Safety and Motor Vehicle



# System Replacement Project Facts

- Prime contractor *TRANSCORE.*
- \$85,000,000 Project
- Part of the CFX 5 year work plan
- Current system went live in 1994
- Toll collection system upgrade and replacement of key components





## What is Included

- Lane and Plaza hardware and software
  - Centralized transaction server hardware and software
  - Image processing system
  - Transaction Video Audit System\*
  - Law Enforcement Notification System\*
  - Maintenance Management System
  - Reporting
- \* New





# What is NOT Included

- Readers/antennas
- Coin Machines
- Transponders
- Customer service system
- Customer service websites
- Customer communications
- Enforcement activities





# Where Are We?

- Notice to proceed - June 2015
- Design Phase
- Planning
  - Transition
  - Master QA/QC
  - Configuration Management
  - Safety
  - Test
- Scheduling



# Major Milestones

- Spring 2016
  - Conduct Factory Acceptance Test
- Late 2016/Early 2017
  - Complete System Initial End-To-End Test
- Fall 2019
  - Complete Final System Acceptance Test



# Questions?

