

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Agenda Central Florida Expressway Authority OPERATIONS COMMITTEE

**December 1, 2014
10:30 a.m.
Sandpiper Conference Room 337**

- A. CALL TO ORDER** – *Charles Ramdatt, Operations Committee Chairman*
- B. PUBLIC COMMENT**
Pursuant to Florida Statute 286.0114 (2013) the Operations Committee will allow public comment on any matter either identified on this meeting agenda as requiring action, or anticipated to come before the Committee for action in reasonable proximity to this meeting. Speakers shall be limited to three minutes per person and the assignment of one person's time to another or designation of group spokesperson shall be allowed at the discretion of the Committee Chairman.
- C. APPROVAL OF OCTOBER 6, 2014 MINUTES** – *Charles Ramdatt, Operations Committee Chairman* **(TAB 1)**
- D. OPERATIONS COMMITTEE CHARTER REVIEW/OVERVIEW OF OPERATIONS COMMITTEE** – *CFX staff* **(TAB 2)**
- E. UPDATE ON CENTRALIZED CUSTOMER SERVICE SYSTEM (CCSS)** – *David Wynne, Director of Toll Operations* **(TAB 3)**
- F. FUTURE MEETING SCHEDULE** - *Charles Ramdatt, Operations Committee Chairman*
- G. OTHER BUSINESS**
- H. ADJOURNMENT**

Tab 1

MINUTES
ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY
OPERATIONS COMMITTEE MEETING
October 6, 2014

Committee Members Present:

Charles Ramdatt, City of Orlando (Committee Chairman)
Jim Harrison, Orange County
Hector Lizasuain, Osceola County
Steve Fussell, Seminole County
Fred Schneider, Lake County

Also Present:

Joseph A. Berenis, Deputy Executive Director of Engineering, Operations, Construction & Maintenance
Laura Kelley, Deputy Executive Director of Finance & Administration
Joseph Passiatore, General Counsel
David Wynne, Director of Toll Operations
Joann Chizlett, Director of IT
Michelle Maikisch, Director of Public Affairs & Communication
Corey Quinn, Director of Expressway Operations
Darleen Mazzillo, Recording Secretary/Executive Assistant
Dan Goff, Florida Toll Services
Barbara Salvo, Florida Toll Services
Amanda Day, Day Communications

CALL TO ORDER

The meeting was called to order at 9:04 a.m. by Committee Chairman Charles Ramdatt.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES OF OCTOBER 22, 2013

Mr. Ramdatt questioned whether the committee members have the authority to approve these minutes, since none were present at the October 22, 2013 meeting. General Counsel Joseph Passiatore explained that, as a sunshine committee, the committee does have an obligation to approve these minutes. We looked into this previously when a similar situation occurred with the new CFX Board approving the OOCEA Board meeting minutes. Laura Kelley and David Wynne, who were in attendance at the October

22, 2013 Operations Committee meeting, affirmed that the minutes are true and accurate to the best of their recollection.

A motion was made by Mr. Schneider and seconded by Mr. Fussell to approve the October 22, 2013 Operations Committee minutes as presented, noting the above affirmations. The motion carried with 3 members present and voting AYE by voice vote; Mr. Harrison and Mr. Lizasuain were not present.

BRIEFING ON TOLL OPERATIONS

(Mr. Lizasuain and Mr. Harrison arrived during this presentation.)

Director of Toll Operations David Wynne briefed the committee about CFX's toll operations. See Exhibit "A" for presentation.

Highlights of the presentation:

- 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

The committee members asked various questions during the presentation, which were answered by Mr. Wynne.

This item will be presented at the Board Workshop on October 9.

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. Ms. Maikisch also talked about customer feedback and communications. 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.

This item will be presented at the Board Workshop on October 9.

SPEED LIMIT ADJUSTMENT FOR S.R. 417 AND S.R. 429

Director of Expressway Operations Corey Quinn gave a presentation regarding a speed limit adjustment for S.R. 417 and S.R. 429. Presentation attached as Exhibit "C."

In early 2013 the Board requested that a speed study be conducted on various segments of our system. In accordance with Florida Statute 316.187 we submitted the speed studies to FDOT for approval. FDOT approved the speed limit modifications on August 21, 2014.

Florida's Turnpike Enterprise has completed their independent studies for their segments of S.R. 417 and S.R. 429. Their results are consistent with ours; their study recommends a change to 70 mph on their system.

The cost for replacement/modification of existing signs is estimated to be \$76,000.

At the October 9 Board meeting staff will request Board approval to adjust the speed limit from 65 mph to 70 mph on CFX portions of S.R. 417 and S.R. 429.

Mr. Ramdatt recommended that we consider looking at variable speed limits during peak periods at the S.R. 408/S.R. 417 interchange. He also recommended that we delay the speed limit increase on a portion of S.R. 417 during construction of the widening project.

OTHER BUSINESS

Mr. Ramdatt would like to tour the system occasionally with CFX staff and suggested the same to the other committee members.

It was mentioned that staff will be scheduling tours for the Board members to visit the operations facilities, in particular the E-PASS call center, toll collection operations center and toll plaza. Committee members will be invited also.

It was suggested that the following items be discussed at the next meeting and/or future meetings:

- Operations Committee Charter Review
- Vision/overview of the Operations Committee
- Future meeting schedule
- Safety concerns and project coordination with the I-4/SR 408 Interchange construction project.
- Variable speed limits on SR 408/SR 417 Interchange
- Centralized Customer Service System (CCSS)
- E-PASS in City of Orlando parking garages

ADJOURNMENT

The meeting was adjourned at 10:55 a.m.

Minutes approved on _____, 2014.

Pursuant to the Florida Public Records Law and CFX Records Management Policy, audio tapes of all Board and applicable Committee meetings are maintained and available upon request to the Records Management Liaison Officer at publicrecords@CFXWay.com or 4974 ORL Tower Road, Orlando, FL 32807. Additionally, video tapes of Board meetings commencing July 25, 2012 are available on the CFX website, www.expresswayauthority.com.

Tab 2

A RESOLUTION OF THE CENTRAL FLORIDA EXPRESSWAY
AUTHORITY AMENDING ITS OPERATIONS COMMITTEE CHARTER

WHEREAS, the Central Florida Expressway Authority (CFX) is Central Florida's regional expressway authority duly authorized by state law to maintain and operate an expressway system in Lake, Orange, Osceola and Seminole counties; and

WHEREAS, the Central Florida Expressway Authority assumed the governance and control of the Orlando-Orange County Expressway Authority; and

WHEREAS, the Authority previously adopted a policy creating the Operations Committee and its Charter; and

WHEREAS, the governing Board wishes to update the Operations Committee Charter to reflect the transition from the Orlando-Orange County Expressway Authority to the Central Florida Expressway Authority; and

WHEREAS, at its workshop on August 14, 2014; the Board directed changes to Operations Committee membership and changes to the method of Committee Chair selection,

NOW THEREFORE, BE IT RESOLVED BY THE CENTRAL FLORIDA EXPRESSWAY AUTHORITY, the following amendments are hereby adopted by the governing Board.

Section 1. Throughout the Operations Committee Charter, "Orlando-Orange County Expressway Authority" is replaced with "Central Florida Expressway Authority".

Section 2. The section entitled: "Organization" is hereby replaced with the following:

The Operations Committee shall be composed of five voting members as follows:

1. Orange County staff member appointed by the Orange County Commission or in accordance with Orange County's policies providing for appointments to other governmental agencies;
2. City of Orlando staff member appointed by the City of Orlando Commission or in accordance with the City of Orlando's policies providing for appointments to other governmental agencies;
3. Lake County staff member appointed by Lake County Commission or in accordance with Lake County's policies providing for appointments to other governmental agencies;

4. Osceola County staff member appointed by the Osceola County Commission or in accordance with Osceola County's policies providing for appointments to other governmental agencies;
5. Seminole County staff member appointed by the Seminole County Commission or in accordance with Seminole County's policies providing for appointments to other governmental agencies;

Committee member appointments may not be delegated. The Committee members will serve at the pleasure of their respective jurisdictions. Committee members should have operations and management experience.

The Operations Committee will be chaired on an annual, rotating basis beginning on the effective date of this amendment, in the following order:

City of Orlando Representative
Seminole County Representative
Osceola County Representative
Lake County Representative
Orange County Representative

The Operations Committee Chair shall serve as the Board Liaison and attend CFX Board meetings.


Section 3. The revised Charter is adopted in its entirety as Exhibit "A".

Section 4. This Resolution shall become effective upon adoption.

ADOPTED this 11th day of September, 2014.

ATTEST:


Darleen Mazzillo
Executive Assistant


Welton G. Cadwell
Chairman

Approved as to form and legality


Joseph L. Passiatore
General Counsel

EXHIBIT "A"

CENTRAL FLORIDA EXPRESSWAY AUTHORITY BOARD
OPERATIONS COMMITTEE CHARTER

PURPOSE

The Operations Committee's primary function is to assist the Authority Board in fulfilling its responsibilities by reviewing operational information, toll collection and violation processing functions, and established agency performance indicators to monitor agency operations. The Operations Committee has the specific responsibility and authority to make recommendations to the Executive Director and the Authority Board regarding operational issues.

RESPONSIBILITIES

1. Review with Management:
 - Toll revenue collection results;
 - Toll violation reports;
 - Any proposed changes to operational policies;
 - Any proposed change to the Authority Operational Business Rules;
 - Any additions or changes to Authority interoperability agreements with other agencies.
2. Review with management the Authority's annual operational performance as reported by the FTC Transportation Authority Monitoring and Oversight report.
3. Review with management the results of the bi-annual customer service survey.
4. Review with management the performance of the toll collection and back office staffing of consultants.
5. Conduct other operational activities as requested by the Authority Board.

ORGANIZATION

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2. City of Orlando staff member appointed by the City of Orlando Commission or in accordance with the City of Orlando's policies providing for appointments to other governmental agencies;
3. Lake County staff member appointed by Lake County Commission or in accordance with Lake County's policies providing for appointments to other governmental agencies;

4. Osceola County staff member appointed by the Osceola County Commission or in accordance with Osceola County's policies providing for appointments to other governmental agencies;
5. Seminole County staff member appointed by the Seminole County Commission or in accordance with Seminole County's policies providing for appointments to other governmental agencies.

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City of Orlando Representative
Seminole County Representative
Osceola County Representative
Lake County Representative
Orange County Representative

The Operations Committee Chair shall serve as the Board Liaison and attend CFX Board meetings.

MEETINGS

The Operations Committee shall meet as required to adequately fulfill Committee responsibilities. Meetings may be called by the Executive Director, the Authority Board Chairman, and/or the Operations Committee Chair.

Public notice shall be provided in accordance with state law.

An agenda will be prepared by the Executive Director and provided in advance to members, along with appropriate briefing materials.

The draft Committee meeting minutes and Committee recommendations shall be submitted to the Authority Board for information and/or approval as required.

Tab 3

Consolidated Customer Service Center

History & Update

The Consolidated Customer Service Center (CCSS) has been a concept which has circulated around amongst the Florida agencies for a number of years. The concept was for all the tolling agencies to come together in an equal partnership to develop a common back office for toll collection. This concept was first formally addressed at a meeting of Team Florida on January 19, 2012. At this meeting a resolution, see attached, was crafted and ratified by the Team Florida Board that the agencies; Orlando-Orange County Expressway Authority (OOCEA) at the time and now Central Florida Expressway Authority (CFX), Tampa-Hillsborough Expressway Authority (THEA), Miami-Dade Expressway Authority (MDX) and Florida Turnpike Enterprise (FTE) would examine the merits of the development of a single fully integrated back-office operation for all of Florida's toll systems. The resolution asks that the agencies work in a cooperative and timely identification and development of any and all efficiencies that benefit the toll payers of the State of Florida.

Discussions amongst the Agency executive directors took place over the next few months to determine the best course of action and how to proceed. One decision which came out of these discussions was that FTE would be the procuring agency for the CCSS. Discussions may have taken place with individual Board Members also but no discussion with staff took place prior to the first meeting on August 1, 2012. This meeting was conducted by HNTB who was acting as a consultant to FTE to facilitate the design and development of an Invitation to Negotiate (ITN) that would be used to procure services to provide a CCSS for the State of Florida. The August 1, 2012 meeting was the first of many meetings over the next year requiring participation of various members of OOCEA staff as well as other agencies. In addition there were numerous requests for information and data supplied outside those meetings with hundreds of hours of staff time expended by OOCEA staff. On August 28, 2013 the OOCEA Board passed a resolution in support of the CCSS, see attached. One major point of emphasis in this resolution was the creation of an Interlocal Agreement that would provide for the Governance of the CCSS. As discussed verbally over many months this agreement was always envisioned as being an equal partnership in all phases of the operation of the CCS. Beginning in the summer of 2013, CFX staff has worked with the all the agencies to try to begin the creation of this document. Numerous versions were crafted, discussed and exchanged with a draft being sent to the FTE in the summer of 2014. Up until recently there has been no response to that draft but within the past few weeks FTE stated that they would be sending

over their draft version of this agreement in few more weeks. At this time we are awaiting the agreement back from FTE.

The ITN was completed and then issued on November 1, 2013. The proposals would be graded by a technical review team that had members representing all the agencies that would evaluate and score the proposals. The executive review committee made up of the executive directors of the agencies would then review this information and make the final decision on the ranking of the proposers. Firms that were interested participated in pre-qualification oral presentations in January of 2014 and all the firms that participated scored high enough to submit a proposal. Technical proposal were due February 10, 2014. Completed reviews were turned in to the FTE procurement office on March 19, 2014. On April 9, 2014 a public selection meeting was conducted and the final ranking was established at that time, 1) Xerox 2) Accenture 3) Cubic 4) EQIS/IBM 5) Indra.

Shortly after the positing of the intended ranking a protest was filed by both Accenture and Cubic citing irregularities in the procurement process. The protest process lasted until September 2014 when we were awarded a favorable decision from the hearing officer regarding the protest. In early October 2014 the Secretary issued his final order to move forward and it was at that time that an appeal of the original ruling was filed by Cubic, with Accenture dropping out of the suit. At this time the award is in the appeal process with no accurate timeline to be provided on when and what are the next steps.

The original schedule showed a notice to proceed as of July 1, 2014 with a go live date of September 30, 2015. This schedule was in the opinion of many a very aggressive schedule by itself. Now based on the legal challenges which have caused the current delays which are still ongoing we have already passed certain deadlines. At this time it is only speculation but I would believe that it may be up to three years before an operational CCSS could be developed and deployed.

Team Florida Resolution

WHEREAS, TEAMFL recognizes and supports cooperation between the Florida Department of Transportation and the local expressway authorities of Florida; and

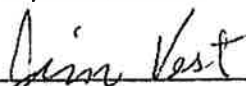
WHEREAS, TEAMFL was instrumental in effectuating a meeting between the Expressway Authorities and Florida Department of Transportation to coordinate efforts and seek cost saving combined operations; and

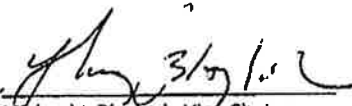
WHEREAS, in accordance with these efforts and discussions, the following is hereby resolved:

RESOLVED, that the Board of TEAMFL acknowledges and supports the cooperation of Orlando-Orange County Expressway Authority, Tampa-Hillsborough Expressway Authority, Miami-Dade Expressway Authority and Florida's Turnpike Enterprise of the Florida Department of Transportation in their efforts to examine the merits of the development of a single, fully integrated back-office operation for all of Florida's toll systems. Through approval of this resolution, TEAMFL leadership and members will commit to assisting the agencies in the cooperative and timely identification and development of any and all efficiencies that benefit the tollpayers of the State of Florida.

Be It Resolved this 19th day of January, 2012.

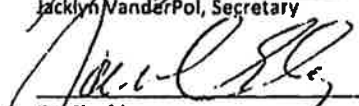

A. Wayne Rich, Chairman


Jim Vest, Treasurer

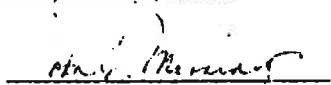

Michael J. Blaylock, Vice-Chairman

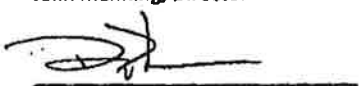

Robert C. Hartnett, President/CEO



Jacklyn VanderPol, Secretary


Jim Ely, Director

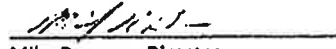

Sonny Holtzman, Director

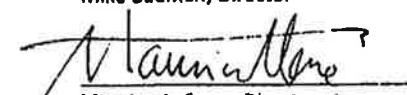

John Manning, Director

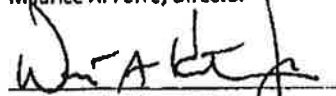

Donald Phillips, Director


Norman R. Wartman, Director



Michelle A. Reddin, Asst. Legal Counsel

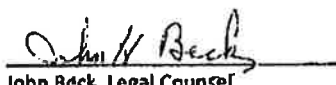

Mike Bauman, Director

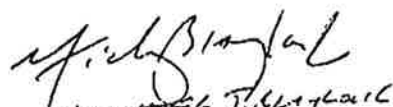

Maurice A. Ferre, Director


Walter A. Ketcham, Director


Atlee Mercer, Director


Diane Seaccetti, Director


John Beck, Legal Counsel


Elizabeth B. Blyskal