MINUTES ORLANDO-ORANGE COUNTY EXPRESSWAY AUTHORITY OPERATIONS COMMITTEE MEETING December 1, 2014

Committee Members Present:

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

Committee Member Absent:

Hector Lizasuain, Osceola County

Also Present:

Joseph A. Berenis, Deputy Executive Director of Engineering, Operations, Construction & Maintenance Laura Kelley, Deputy Executive Director of Finance & Administration
Linda Brehmer Lanosa, Deputy 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

(Chairman Welton Cadwell attended the meeting briefly to thank the Operations Committee members for their service.)

CALL TO ORDER

The meeting was called to order at 10:30 a.m. by Committee Chairman Charles Ramdatt. Introductions were made.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES OF OCTOBER 6, 2014

A motion was made by Mr. Fussell and seconded by Mr. Harrison to approve the October 6, 2014 Operations Committee minutes as presented. The motion carried with 3 members present and voting AYE by voice vote; Mr. Schneider and Mr. Lizasuain were not present.

(Mr. Schneider arrived at this time.)

OPERATIONS COMMITTEE CHARTER REVIEW/OVERVIEW OF OPERATIONS COMMITTEE

Deputy General Counsel, Linda Brehmer Lanosa gave a general overview of the Government in the Sunshine Laws (attached as Exhibit "A").

In addition, Ms. Brehmer Lanosa passed out the Code of Ethics, for the Committee's information (Exhibit "B").

The Operations Committee Charter (Exhibit "C") was provided to the committee members in their packets. There were no questions or comments from the committee members regarding the Charter.

A motion was made by Mr. Harrison and seconded by Mr. Fussell to acknowledge the Operations Committee Charter. The motion carried with 4 members present and voting AYE by voice vote; Mr. Lizasuain was not present.

UPDATE ON CONSOLIDATED CUSTOMER SERVICE SYSTEM (CCSS)

Director of Toll Operations David Wynne provided a history and overview of the Consolidated Customer Service Center (attached as Exhibit "D").

Throughout the presentation committee members asked questions about the CCSS, which were answered by CFX staff.

Ms. Brehmer Lanosa gave a status report on the bid protest and subsequent appeal of the original ruling. In April 2014 a protest was filed by Accenture and Cubic citing irregularities in the procurement process. The protest period lasted until September 2014 when a favorable decision was awarded from the hearing officer. In October 2014 an appeal of the original ruling was filed by Cubic, with Accenture dropping out of the suit. Ms. Lanosa anticipates it could take six to eighteen months for the appeal process. She confirmed that CFX is not a party to the appeal.

The Turnpike Enterprise has informed us that they will be sending their draft version of the Interlocal Governance Agreement to us in the next few weeks. We will be focusing on this governance agreement while the appeal process takes place.

Discussion took place regarding the procurement process that was used. The committee members talked about the possibility of starting the process over again using a more standard procurement method. Mr. Fussell suggested that a risk assessment analysis be done.

Mr. Berenis mentioned that the delay caused by the appeal will result in additional costs for CFX that we did not anticipate. We will be forced to request Board approval to enter into an interim agreement with our

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current vendor, Xerox to keep our back office running. In addition, our current customer service system is getting older and we may have to consider a host system replacement. Mr. Fussell requested a synopsis of those additional costs, including a contingency plan.

Mr. Ramdatt suggested that we work actively with the Turnpike Enterprise to review the options, including restarting using a new procurement process.

Staff was directed to:

- 1) Prepare a risk assessment analysis of the procurement process
- 2) Prepare a synopsis of additional costs incurred as a result of the appeal delay
- 3) Work with the Turnpike Enterprise to review all options

It was decided to have an Operations Committee meeting in January to discuss these issues.

FUTURE MEETINGS

It was decided to hold the Operations Committee meetings quarterly, with special meetings as needed. The schedule will be January, April, July and October. The committee members were in agreement that Mondays at 10:30 a.m. was a good time for them.

Agenda items from committee members should be sent to the Executive Director via Darleen Mazzillo.

OTHER BUSINESS

- 1) Director of Expressway Operations, Corey Quinn gave a status report on CFX Expressway Operations (presentation attached as Exhibit "E").
- 2) Mr. Fussell said that Commissioner Carey brought up the subject of merit pay at a Board meeting a few months ago. He reported that he has been in contact with HR Director Neel Long regarding merit based pay, as well as skills training, workplace harassment, ethics, etc. Ms. Kelley said that Neel Long is working on a few performance pay plan options for the Board to consider.

<u>ADJOURNMENT</u>

The meeting was adjourned at 11:53 a.m.



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.cFXway.com.

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
- D. OPERATIONS COMMITTEE CHARTER REVIEW/OVERVIEW OF OPERATIONS COMMITTEE CFX staff
- E. UPDATE ON CENTRALIZED CUSTOMER SERVICE SYSTEM (CCSS) David Wynne, Director of Toll Operations
- F. FUTURE MEETING SCHEDULE Charles Ramdatt, Operations Committee Chairman
- G. OTHER BUSINESS
- H. ADJOURNMENT

EXHIBIT "A"

EXHIBIT "A"

CENTRAL FLORIDA EXPRESSWAY AUTHORITY GOVERNMENT IN THE SUNSHINE

Caveat: This is a very general overview. Legal issues involving Florida's Government in the Sunshine Law, Public Record Law, and Ethics Laws are complex. The advice of an attorney should be sought for their application to particular circumstances.

OPEN MEETINGS (Chapter 286, Florida Statutes)

All meetings at which public business is discussed or transacted shall be duly noticed and open to the public. Minutes of each meeting must be taken, which must include a record of all voting. It

YOU CANNOT discuss with any other member any item that is under consideration by CFX, except at a duly noticed public meeting.

YOU CANNOT send emails that solicit comments from other members.ⁱⁱⁱ

PUBLIC RECORDS (Chapter 119, Florida Statutes)

All public records made or received in connection with official business, except those that are specifically exempted by statute, are public records and must be available for inspection and copying by any person at a reasonable place and time. A public record is defined very broadly and includes all materials made or received in connection with official business regardless of form.

ETHICS

Chapter 112, Part III, Sections 112.311 through 112.3261, is known as the Florida Code of Ethics for Public Officers and Employees. For more information, visit the Florida Commission on Ethics website at http://www.ethics.state.fl.us/. In addition, CFX has its own Ethics Policy. Some of the prohibited actions or conduct include restrictions in the following areas:

- Solicitation or acceptance of gifts
- Unlawful compensation to influence official action
- Misuse of public position
- Use of information not available to the public generally for personal pecuniary gain for themselves or anyone else
- Restricted business and contractual relationships
- Voting Conflicts of Interest (where the measure being voted on inures to the private gain or loss of the member, a relative, the member's employer, or a client of the member)

Article 1, Section 24(b), Florida Constitution; Section 286.011, Florida Statutes.

[&]quot;Sections 286.011 (2) and 286.012, Florida Statutes.

iii Attorney General Informal Opinion, October 31, 2000.

^{iv} Article I. Section 24(a), Florida Constitution; Section 119.07, Florida Statutes.

^v Section 119.011(12), Florida Statutes.

EXHIBIT "B"

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PART 1 STATEMENT OF INTENT AND DECLARATION OF CFX POLICY

6-1.01 Independence and Impartiality

It is the intent and policy of the Central Florida Expressway Authority (CFX), that Board members, employees, and consultants retained by CFX be independent and impartial in fulfilling their duties and that public position, employment or affiliation shall not be used for the private gain of Board members, employees, consultants, or persons or entities closely related to the same. Because CFX Board members, employees, and consultants must be able to make objective, fair and impartial decisions, they cannot accept gifts or gratuities under circumstances where a reasonable person would know or suspect that the gift or gratuity is being offered to influence his or her vote, official action or judgment. In establishing this Code, CFX desires to protect the public against conflicts of interest and to establish standards for the conduct of its Board members, employees, and consultants (and those wishing to do business with CFX) in situations where conflicts potentially exist.

6-1.02 Standards of Excellence in Public Service

Board members, employees, and consultants hold their positions for the benefit of the public. In their official capacity they are required to observe the highest standards of ethics consistent with this Code, recognizing that promoting and maintaining the interest and respect of the public for the CFX must be of foremost concern. CFX shall have as its Board members, employees and consultants only those individuals qualified to serve the public and who demonstrate the qualities the public expects, such as courtesy, efficiency, honesty, integrity, fairness, accountability and respect for the rights and opinions of others.

6-1.03 Balance of Public and Private Interests

The Florida Legislature has recognized that an overly rigid and restrictive ethics code may impair the ability to recruit, secure and retain the most qualified personnel. Therefore, this Code is not designed or intended to impede unreasonably or unnecessarily the recruitment and retention by CFX of those qualified to serve the public. Instead, it is the belief and intent of CFX that its Board members, employees, and consultants should have the same opportunities that are available to the general public to acquire and retain private economic interests; except when realization of such opportunities conflicts with the responsibility of such individuals to the public and to CFX.

6-1.04 Conflicts of Interest

No Board member, employee, or consultant shall have any interest (financial or otherwise, direct or indirect), engage in any business transaction or professional activity, or incur any obligation of any nature which substantially conflicts with the proper discharge of his or her duties to CFX in the public interest. Board members, employees and consultants must be on guard against conflicts of interest. Board members, employees and consultants should not be involved in any activity which might reasonably be seen as conflicting with their official responsibilities with CFX. The

Board member has or had, within a previous two-year period, a potential conflict of interest due to involvement in a Business Relationship with a person now bringing the matter before the Board.

"CFX" means the Central Florida Expressway Authority as created under Florida Statutes, §348.751 -§348.765.

"Code" means this Code of Ethics.

"Conflict" or "conflict of interest" means a situation in which regard for a private interest may affect, influence or cause disregard of a public duty or interest.

"Consultant" means any person, contractor, vendor or entity providing goods or services to CFX for consideration and having an Independent Contractor status as hereafter defined.

"Ethics Officer" is the CFX employee responsible for the administration and enforcement of the Code of Ethics and related procedures. The position of General Counsel serves as the CFX Ethics Officer.

"Gift" means that which is accepted by a donee or by another on the donee's behalf, or that which is paid or given to another for or on behalf of a donee, directly, indirectly or in trust for the donee's benefit or by any other means for which equal or greater consideration is not given within 90 days, including, but not limited to:

- 1. Real property.
- 2. The use of real property.
- 3. Tangible or intangible personal property.
- 4. The use of tangible or intangible personal property.
- 5. A preferential rate or terms on a debt, loan, goods or services, which rate is below the customary rate and is not either a government rate available to all other similarly situated government employees or officials or a rate which is not available to similarly situated members of the public by virtue of occupation, affiliation, age, religion, sex or national origin.
- 6. Forgiveness of a debt.
- 7. Transportation or lodging, other than that provided to a public officer or employee in relation to officially approved government business, lodging, or parking.
- 8. Food or beverage.
- 9. Membership dues.
- 10. Entrance fees, admission fees, or tickets to events, performances or facilities.
- 11. Plants, flowers or floral arrangements.
- 12. Services provided by persons pursuant to a professional license or certificate.
- 13. Other personal services for which a fee is normally charged by the person providing the services.
- 14. Any other similar service or thing having an attributable value not already provided for in this section.

- such as for federal income taxes, social security taxes, insurance, retirement, etc. and do not receive the CFX benefit package (health insurance, retirement, etc.) provided to employees.
- "Indirect interest" means an interest in which legal title is held by another as trustee (or other representative capacity), but an equitable or beneficial interest is held by a Board member, employee, or consultant of CFX.
- ""Make a Difference" Hotline" enables any CFX employee or consultant to anonymously report suspected unethical, illegal or unsafe acts to an independent third party. The "Make a Difference" hotline toll free number is 888-226-6043.
- "Material interest" means direct or indirect ownership of more than 5 percent of the total assets, partnership interests or capital stock of any business entity. Indirect ownership does not include ownership by a spouse or minor child.
- "Member" or "Board member" means those persons who comprise the governing body of the CFX, as described in § 348.753(2), Florida Statutes, including ex officio members.
- "Purchasing agent" means an employee or consultant having the authority to commit the expenditure of public funds through a contract for, or the purchase of, any goods, services, or interest in real property for CFX.
- "Relative" means an individual who is related to a CFX Board member, employee, or consultant as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half brother, half sister, grandparent, great grandparent, grandchild, great grandchild, step grandparent, step grandchild, step great grandchild, person who is engaged to be married to the Board member, employee or consultant, or who otherwise holds himself or herself out as or is generally known as the person whom the Board member, employee or consultant intends to marry or with whom the Board member, employee or consultant intends to form a household, or any other natural person having the same legal residence as the Board member, employee or consultant.
- "Reporting individual" means any individual who is required by law, pursuant to Section 8, Article 11 of the State Constitution, or Section 112.3145, Florida Statutes to file full or limited public disclosure of his or her financial interest.
- "Vendor" means a person or entity that provides goods to CFX for consideration.

PART 3
CONFLICTS OF INTEREST

In order to implement the foregoing property disclosure requirement, the Executive Director shall provide a corridor map and a property ownership list reflecting the ownership of all property within the required disclosure area, or an alignment map with a list of associated owners, as the case may be, to Board members, consultants and employees after each corridor and alignment is identified. Such map and list may be transmitted via electronic mail or by such other means as the Executive Director deems efficient for transmission to disclosing entities.

Once a disclosing entity has received such information said entity shall make a reasonable good faith effort to identify any property interests that would require disclosure and shall report the same as soon as reasonably possible after they have been identified. Disclosure of such property interests shall be made even if the disclosing entity does not believe the property interest rises to the level of a prohibited conflict. Disclosure shall be made using the same form as disclosure of relationships and shall also be filed with the Executive Assistant with a copy to the Ethics Officer.

Upon appointment of a new Board member the Executive Assistant shall provide such new Board member with a copy of any and all disclosure forms previously filed by each current Board member with respect to any actual or prospective roadway project that has not been officially abandoned or completed. The Executive Assistant shall also advise such new Board member where all other previously filed disclosure forms are maintained.

6-3.014 Review of Disclosure Forms

All disclosure forms shall be reviewed by the Ethics Officer (except for forms filed by the General Counsel which shall be reviewed by the Executive Director). If a prohibited conflict is found to exist, the Ethics Officer (or Executive Director) will forward the matter to the Board with a recommendation for appropriate action. Please note that compliance with the disclosure provisions set forth herein, or a finding by the Executive Director or Ethics Officer of no prohibited conflict, shall not operate to relieve a disclosing entity of the obligation to comply with applicable Florida Statutes or with other ethics codes that may apply with regard to specific professions. If in doubt, a reporting entity should consult their legal counsel or contact the Florida Ethics Commission. (www.ethics.state.fl.us)

6-3.015 Inadvertent Failure to Disclose

The Authority recognizes that the time between identification of a corridor and selection of a final alignment can be lengthy and that the ownership of property interests may change during such time. The Authority further recognizes that a disclosing entity may not be immediately aware of a change of ownership, particularly those involving principals, clients and Business Associates of large firms. It is not the intent of the Authority to make its disclosure requirement so burdensome

6-3.02 Prohibition from Doing Business with CFX

No Board member, employee, or consultant acting on behalf of CFX shall knowingly (directly or indirectly) purchase or lease any real property, goods, or services for CFX from any business entity of which he or she, his or her relative, or his or her business associate is an officer, partner, director, stockholder with a material interest or proprietor, or in which such Board member, employee, or consultant, or any combination thereof, has a material interest.

No Board member, employee, or consultant, acting in a private capacity shall lease or sell any real property, goods or services to CFX.

No Board member, employee, or consultant shall be held in violation of the prohibitions specified in Sections 6-3.01 and 6-3.02 above if:

- The applicable materials or services being acquired by CFX are rotated among qualified suppliers of the goods or services; or,
- The contract is awarded under one of the defined competitive methods of procurement contained in the Procurement Policy and,
 - The Board member, employee, consultant or his or her relative or business associate has in no way participated in the determination of the bid or proposal specifications or the determination of the lowest or best bidder or of the lowest or best proposal; and,
 - The Board member, employee, consultant, or his or her relative or business associate has in no way used or attempted to use influence to persuade the CFX or any of its Board members, employees or consultants to enter into such contract; and,
 - The Board member, employee, or consultant prior to or at time of bid submission, has filed the appropriate disclosure form with the Supervisor of Elections disclosing his or her interest or the interest of his or her relative or business associate and the nature of the intended business; or,
- The purchase or sale is for legal advertising in a newspaper, for any utility service, or for passage on a common carrier at commonly available rates; or,
- An emergency purchase or contract must be made to protect public health, safety or welfare; or,
- The business entity involved is the only source of supply and there is full prior disclosure by the Board member, employee, or consultant of his or her interest in the business entity, or,
- The total amount of the transactions between the business entity and CFX in the aggregate does not exceed \$500.00 per calendar year; or,
- The Board member, employee, or consultant, while acting in a private capacity, purchases goods or services from a business entity doing business with CFX and

- (2) The Board member may abstain from voting on any matter coming before the CFX Board if:
 - The matter is brought by or benefits a person with whom the Board member knowingly is a business associate at the time of the vote; or
 - ii. The matter is brought by or benefits a person with whom the Board member knowingly was a business associate within the two-year period prior to the matter coming before the CFX Board.
- a. If applicable, the basis for abstaining from the vote shall be an Appearance or Perception of Conflict, as defined in this article, and the Board member shall:
 - Prior to the vote being taken, publicly state to the assembly the nature of the Board member's interest in the matter from which he or she is abstaining from voting; and
 - 2. Within fifteen (15) days after the vote occurs, disclose the nature of his or her interest as a public record in a memorandum of voting conflict (Commission on Ethics Form 8B) filed with the person responsible for recording the minutes of the meeting. The memorandum shall be incorporated into the minutes of the meeting at which the Board member abstained.
- (3) However, in all cases where the Board member is a business associate, as defined herein, with any person bringing a matter before the CFX Board or when a matter before the CFX Board will benefit any person with whom the Board member was a business associate in the previous two-year period, the Board member shall disclose the nature of the prior relationship prior to voting.

(4) Additional Disclosure.

(a) If a CFX Board member votes favorably on a matter before the CFX Board and, within one (1) year from the date of that vote, that Board member enters into a business relationship, as defined herein, with the person who brought the matter before the CFX Board the business relationship shall be disclosed orally at the next CFX Board meeting following the Board member's knowledge that the business relationship exists. A written memorandum, a form of which shall be provided by the CFX General Counsel disclosing the nature of the business relationship shall be filed with the person responsible for recording the minutes of the meeting within fifteen

said report with the Executive Director. Gifts having a value of \$100.00 or more, regardless of whether designed to influence, shall be reported to the CFX Ethics Officer. Gifts received by Board members having a value of less than \$100.00 shall be subject to a rebuttable presumption that they are not designed to influence. A Board member may accept gifts valued in excess of \$100.00, if such Board member pays the donor the excess value (that is, the value over \$100.00).

- b) With the exception of subsections c, d, and e below, CFX Employees shall not accept any gift valued at greater than five dollars (\$5.00), from any person, vendor, consultant, or entity currently conducting business with CFX, or seeking to conduct business with CFX.
- c) CFX employees shall be allowed to accept on-site consumption of meals and/or refreshments at (i) official CFX meetings or other official CFX functions; or (ii) receptions held at conferences or seminars which are hosted by not-for-profit organizations and related to the business of CFX, provided the employee's attendance at such event is an appropriate exercise of their official duties and that meals and/or refreshments are made available to all persons in attendance on an equal basis; (iii) breakfast or luncheon meetings with vendors or consultants currently doing business with or seeking to do business with CFX subject to a fifteen dollar (\$15.00) limit per occasion and a maximum thirty dollar (\$30.00) cumulative limit per employee per calendar month.
- d) CFX Employees may attend local vendor or potential vendor sponsored free Continuing Professional Education (CPE) sessions so long as the session qualifies for continuing education credit required by statute or by specific certification requirements relative to the employee's job responsibilities.
- e) Any gift received from a relative, as defined in the CFX Ethics policy, is exempt from these restrictions.

6-4.02 Special Requirements for Board Members

Board Members are prohibited from knowingly accepting, directly or indirectly, a gift if he or she knows or reasonably believes that the gift has a value in excess of \$100.00, provided however, the gift in excess of \$100.00 may be accepted on behalf of the CFX, so long as the person accepting such gift transfers custody and ownership of the gift to the CFX within a reasonable period of time. A gift valued under \$100.00 need not be reported or disclosed.

Where a reporting individual unknowingly accepts a gift prohibited by this code, but subsequently discovers the gift's true value, then such gift must be disclosed as set forth in this Code of Ethics policy. In no case may any Board member, employee, or consultant of CFX accept any gift, regardless of value, based on an understanding that his or her acts taken or judgment exercised on behalf of CFX will be influenced thereby.

status, veteran's status, handicap not affecting qualifications for a particular position, disability of a qualified individual with a disability, or other classification protected by applicable federal or state law. This provision applies to all employees, applicants, consultants, and persons involved in CFX business.

6-4.10 Harassment Free Workplace

CFX is committed to a work environment free of harassment. Harassment of any kind because of or related to race, color, sex, sexual orientation, pregnancy, national origin, religion, age, marital status, veteran's status, handicap, or disability, whether by management, supervisors, or co-workers (or visitors, vendors, or contractors), is not tolerated.

Harassment prohibited by this Code includes slurs, jokes, comments, graffiti, cartoons, physical advances, physical or verbal aggression, and any other unwelcome verbal, written, or physical conduct related to a person's race, color, sex, sexual orientation, pregnancy, national origin, religion, marital status, veteran's status, age or disability/handicap.

Sexual harassment is generally defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made, either explicitly or implicitly, a term or condition of someone's employment; (2) submission to or rejection of such conduct by a person is used as a basis for employment decisions affecting that person; or (3) such conduct has the purpose or effect of unreasonably interfering with a person's work performance or of creating an intimidating, hostile, or offensive working environment.

The following are examples of harassment prohibited by this Code:

- A. If managers, supervisors, or others make submission to unwelcome verbal or physical conduct, including but not limited to requests for sexual favors, an explicit or implicit term or condition of employment (including hiring, compensation, promotion or retention).
- B. If managers, supervisors, or others use or threaten to use submission to or rejection of unwelcome verbal or physical conduct as a basis for employment decisions.
- C. If unwelcome verbal or physical conduct of managers, supervisors, or coworkers creates a hostile or intimidating work environment for any employee.
- D. If unwelcome verbal or physical conduct by managers, supervisors or coworkers interferes with an employee's work performance or environment.
- E. Any type of unwelcome conduct, whether graphic, verbal, or physical, having to do with race, color, sex, sexual orientation, pregnancy, national origin, religion, marital status, veteran's status, age, or disability/handicap, to which any employee is subjected by another employee.
- F. Any type of job-related decision, such as recruiting, hiring, retention, promotion,

6-5.01 Use of CFX Property and Personnel

CFX Board members, employees and consultants are prohibited from using CFX property, equipment, facilities, plans or personnel for personal benefit and may not conduct outside work while on CFX time or premises. Board members, employees and consultants are prohibited from using other members, employees or consultants for their personal benefit. CFX office supplies, work materials, vehicles and equipment are to be used for official CFX work only.

Personal use of the CFX internet and email systems is acceptable within the following parameters:

- CFX prohibits accessing inappropriate internet sites that, for example without limitation, offer sexual content, pornographic material, gambling, or sports (such as play-by-play).
- Employee use of the internet must be limited to only a few minutes per day and must not incur any cost on the part of CFX.
- Use of email for personal use should be limited. Good practice requires that, although CFX allows the personal use of email, it must be limited to only a few instances per day. Use of good judgment is required.
- Personal use of the internet and email may be monitored.

The entire computer and telephone system is the property of CFX. As such, all messages, documents or information contained within the system or sent via electronic mail are the property of CFX.

Personal calls should be limited to emergencies and unusual circumstances and be as brief as possible. Personal long distance calls, whether by telephone, fax or internet, shall be either charged to the employee directly, or documented and reimbursed to the Authority within 30 days.

Use of CFX letterhead, uniforms, insignia, seal or trademark for any purpose other than official CFX business is strictly prohibited.

6-5.02 Information Systems and Communications Security

Computer information systems and communications networks are integral and critical parts of the Central Florida Expressway Authority's business operations. CFX has made a substantial investment to establish and protect these systems and the misuse of information or systems can do irreparable harm to the agency, its employees and customers. It is therefore vital that all employees and consultants commit to safeguarding these resources. Those who have access to CFX data are to use the utmost care in its protection from unauthorized disclosure, alteration, destruction or publication. Anyone responsible for the willful and negligent handling of CFX systems, data or equipment shall be properly disciplined, up to and including termination and/or filing of a complaint with law enforcement.

PART 7 POLITICAL ACTIVITY

6-7.01 Political Activity Limitations

It is the intent of CFX to promote efficient public service by relieving its employees of political pressure and to protect against a direct threat to the integrity or morale of CFX employees, by regulating the political activities of its employees and consultants who are subject to CFX personnel policies, as indicated:

- a) No CFX Board member, employee or consultant shall use his or her official position, authority or influence arising from his or her relationship with CFX for the purpose of interfering with an election or a nomination to office, or coercing another person's activities or vote in connection therewith.
- b) No CFX Board member, employee, or consultant shall request, solicit, or communicate with any other Board member, employee, consultant, vendor or independent contractor for the purpose of inducing that person to pay, lend, or contribute any part of his or her salary, or any money or anything else of value, to any party, committee, organization, agency or person for political purposes. This restriction shall not preclude any Board member from serving in a non-chairperson capacity on political host committees for candidates for elective office. To avoid an inadvertent violation of this policy, any person who serves as a member of the Board shall include the following language in any mass mailing to solicit campaign contributions:

"If the recipient of this communication is a Board member or an employee of the Central Florida Expressway Authority ("CFX") or a consultant, vendor, subcontractor, or independent contractor to or of the CFX, or an employee of any such consultant, vendor, subcontractor, or independent contractor, you have received this solicitation in error, and your campaign contribution has not been intentionally solicited. Please note that your contribution may provide an appearance of impropriety."

Candidates for an elected position which would serve on the CFX Board are encouraged to voluntarily comply with this policy.

c) Employees may express opinion on candidates or issues and participate in political campaigns only during off duty hours and Board members and consultants shall refrain from expressing such opinions at times when they are engaged in CFX business. No employee violation is particularly egregious, repeated, or if a more severe penalty is warranted, or if the Ethics Officer (Executive Director) determines that the Executive Director or Ethics Officer is guilty of violating this Code, or Chapter 112, Florida Statutes, then the matter shall be turned over to the Board. All decisions of the Ethics Officer or Executive Director may be appealed within thirty (30) days to the governing board.

6-8.04 Violations by Members

For violations by Board members, the provisions of §112.317, Florida Statutes and Florida Administrative Code, Chapter 345, or their respective successors, if any, shall control.

6-8.05 Violations of Chapter 112

A violation of this Code may also constitute a violation of Chapter 112, Florida Statutes. To the extent that a violation of this Code also constitutes a violation of Chapter 112, Florida Statutes, and the rules promulgated there under, then the penalties set forth in §112.317 and §112.3173, Florida Statutes, shall also apply.

6-8.06 Code of Ethics Acknowledgement and Training

The Code of Ethics, in its entirety, shall be posted on the Central Florida Expressway Authority website.

6-8.061 Board Member Orientation and Review Responsibilities

CFX Board members shall be provided with an orientation on all relevant CFX matters, including a detailed briefing on the Code of Ethics, within 3 months of becoming a member of the Board. The Code of Ethics shall be updated by the Ethics Officer and reviewed and approved by the CFX Board at least once every two years.

6-8.062 Employee Acknowledgement and Training

The Human Resources Manager shall give each new employee a copy of the Code of Ethics in its entirety and the employee shall acknowledge in writing that it has received and reviewed this Code and understands that all CFX Board members, employees, contractors, consultants and vendors are governed by the provisions hereof. Each employee shall subsequently receive a copy of the Code of Ethics and sign a Code of Ethics Acknowledgement each year at the time of their annual performance evaluation. The Human Resources Department shall maintain a file of all Employee Code of Ethics Acknowledgments. Employees shall also receive mandatory ethics training at least once a year. The ethics training shall include a review of relevant provisions of this Code.

6-8.063 Contractor, Consultant and Vendor Acknowledgement

Prior to entering into a contract with any contractor, consultant or vendor, said contractor, consultant or vendor shall acknowledge in writing that it has reviewed this Code and understands that all CFX Board members, employees, contractors, consultants and vendors are governed by the provisions hereof. A signed copy of the Code of Ethics acknowledgement shall be retained in the contract file. Failure to

REVISION REGISTER

Revised Sections/Description	Board Approval Dates	ID #
Ethics Policy adopted	6/25/2004	
Ethics Policy Revised by Board Approval	7/28/2010	2010-118
Section 6-7.01 – Political Activity	01/25/2012	2012-142
Section 6-2.02 Business Associate and Creating Section 6-3.031 Requiring Disclosure of Past Business Relationships over a Prior Two-Year Period	2/22/2012	2012-144
Section 6-7.01 - Political Activity	4/02/2012	2012-147
Section 6-2.02 - Business Associate	4/02/2012	2012-144 (amend.)
Section 6-4.01 - Acceptance of Gifts and Section 6-4.02 - Special Requirements for Reporting Individuals	4/25/2012	2012-148
Section 6-3.011 – Disclosure of Relationships	10/23/2013	2013-179
Section 6-3.04 – Lobbying and Business Solicitation upon Termination (Employment by CFO & Executive Director)	03/17/2014	Resolution 2014-253

EXHIBIT "C"

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;
- 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.

Welton G. Cadwell

Chairman

ATTEST: /

Darleen Mazzillo

Executive Assistant

Approved as to form and legality

Joseph Li 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

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.

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.

EXHIBIT "D"

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 Oriando-Orange County Expressway Authority, Tampa-Hillsborough Expressway Authority, Miami-Dade Expressway Authority and Florida's Turnplke 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.

. Wayne Rich, Chairman

Jim Vest, Treasurer

state and Black Wind Chairman

THE HEALTH

Jim Ely, Director Sonny Holtzman, Director	Mike Bauman, Director Maurice A. Ferre, Director Walter A. Ketcham, Director
Donald Phillips, Director Norman R. Wartman, Director Michelle A. Reddin, Asst. Legal Counsel	Diane Seaccetti, Director Diane Seaccetti, Director John Beck, Legal Counsel Mizo MATO MATO THE THE LEGAL

EXHIBIT "E"



Existing Expressway Operations

- Intelligent Transportation Systems (ITS) Devices Currently Deployed
 - 178 Closed Circuit Television (CCTV) cameras
 - 162 travel time Data Collection Sensors (DCS)
 - 41 three-line Dynamic Message Signs (DMS) for travel times and incident management
 - 393 Traffic Monitoring Stations (TMS) to collect volume, spot speeds, and length-based classification
 - 52 single-line DMS at express toll plazas
 - Two color safety DMS at the SR 408 / I-4 interchange

Road Ranger Motorist Assistance Service Patrol

 Joint Project with Florida's Turnpike Enterprise





- Service has operated since Sept. 2001
 - 3,894 Assists in September 2014
 - 416,080 Assists to date



- Our Road Ranger Service Patrol is a joint project with the Florida's Turnpike Enterprise.
- Over 415,000 customers have received assistance since the service was initiated in September, 2001. (416,080)
- In July 2009, Road Ranger service commenced on the new John Land Apopka Parkway (SR 414).

Expressway Operations Florida Highway Patrol (FHP)

- Squad Patrols 6 am 10 pm, 7 days a week
- FHP currently maintains staff of 8 troopers
- Improves response time to incidents and promotes customer safety



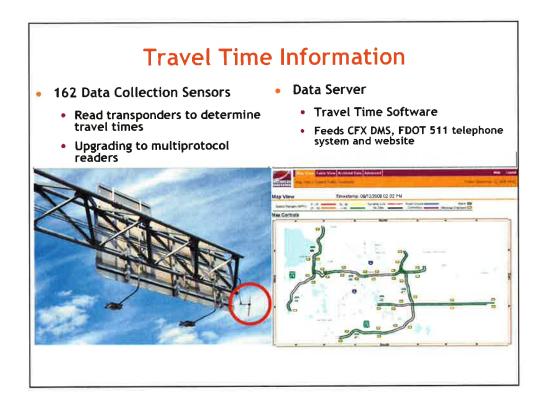
- The Authority and FHP entered into a contract for dedicated law enforcement in October 27, 2000. Dedicated Law enforcement has resulted in:
 - Quicker response times
 - Improved traffic flow
 - Safer system via speed enforcement
 - Improvements in the Audited Toll Violation Rate (Sep-08: 2.84%)
- •FHP staffing has remained at 8 positions while we have grown from 89 to 106 centerline miles of expressways (with the addition of the Apopka Parkway).

Video System

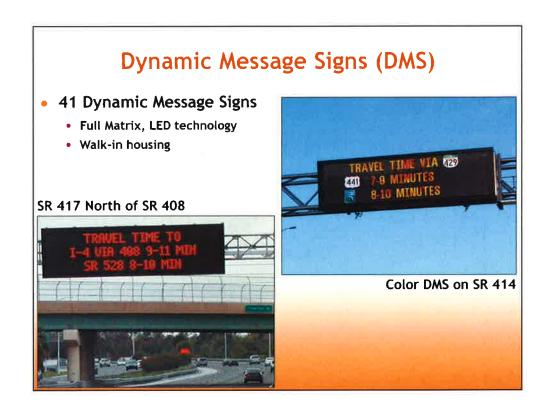
- 178 Closed Circuit
 Television Cameras
 - Viewed at CFX facilities & FDOT District 5 RTMC
 - Multicasting CFX video to FDOT
 - Receiving FDOT multicast video
 - TV Stations are Broadcasting
 - Motion images displayed on <u>www.cfxway.com</u> and www.trafficland.com



- 178 cameras are now installed on our system to give us systemwide video coverage.
- The system is integrated with FDOT's to allow access and control of each others multicast video feeds.
- Our video is also being broadcast with local news coverage and shared with other local media.
- Motion images (updated every two seconds) are also available on the Authority's corporate website and on trafficland.com.



- •Our travel time system has been in place since Nov-2005.
- Data Collection sensors are installed on 109 centerline mile of our expressway system.
- These sensors use Automated Vehicle Identification (AVI) technology to read the toll transponders.
- Our Data Server is used to generate travel times from this data.
- The Data Server generates travel time messages to our DMS and feeds the FDOT's Central Florida 511 system.
- Our Data Server has been reliably producing travel times, often exceeding 99.9% uptime.



- By default, customers are provided with automated travel time messages on the DMS.
- When needed, operators at the FDOT RTMC will post incident information, toll plaza advisories, Amber alerts, and Silver alerts on our DMS.
- We are currently working on ways to alert drivers of abnormal travel times indicated that there is a slowdown ahead.
- •The Authority has modified software to display travel times to critical destinations off CFX jurisdiction. Currently displaying travel times to I-95 on SR 528 eastbound, with plans to extend messaging to other destinations.

Automated Congestion DMS

- A full color DMS that automatically posts a message on SR 408 for congestion approaching I-4
- Uses radar-based traffic sensors to detect traffic speed near I-4 ramps

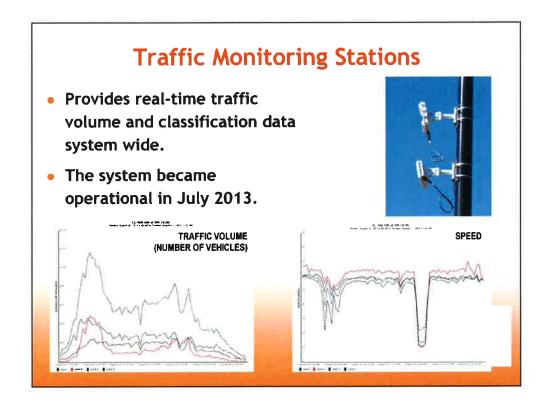


SunGuide™ Traffic Management Center (TMC) Software

- SunGuide™ is Florida's statewide TMC software used for control of cameras, DMS, and other ITS devices
- CFX has deployed SunGuide™ to control CFX DMS and store data from proposed traffic monitoring stations
- Provides a common software for operation of CFX DMS from the District 5 RTMC



- •SunGuide is Florida's standard statewide TMC software used by each Florida district plus several other transportaion agencies around the state.
- •The software is used to control CCTV cameras, dynamic message signs, and other ITS devices by staff at regional traffic management centers around the state.
- •Florida has developed the SunGuide software over several years in corporation with TxDOT. It is a mature TMC software package and is one of the leading Traffic Management System software in the country
 - Originally released Jan 2005
 - •Recently released Version 6.0
- •SunGuide provides the tools needed by Traffic Management Centers to perform traffic operations and manage their roadways
- Publically available from FDOT
- •CFX has deployed SunGuide to control CFX DMS and store data from proposed traffic monitoring stations, which will be discussed on the next slide.
- •Provides a common software for operation of CFX DMS from the District 5 RTMC and eliminate the need for RTMC staff to use vendor software to operate the CFX signs on a routine basis.



- •The Traffic Monitoring Stations project provide real-time traffic volume and classification data across the entire Expressway Authority system. This includes both tolled and untolled ramps.
- •Data is collected by Microwave Vehicle Detection Sensors (MVDS) which use side-fire radar to count and classify vehicles.
- •Data is stored in the Authority's SunGuide database and is available for operational and planning personnel ondemand.
- •The system became operational in July 2013.

Fiber Optic Network

- Deployed in 1999 to Support . . .
 - Electronic Toll Collection (ETC) System data
 - Voice communication needs for toll plazas, service centers, CFX HQ
 - Deployment of ITS Devices
- Gigabit Ethernet Network
 - Provides high bandwidth communication across network
 - High-speed connection to D5 RTMC





Upcoming Deployments

Wrong-way Driving Countermeasures Pilot

- Design complete
- Pilot project to
 - Test local countermeasures (Radar + RRFB)
 - Gather data to quantify occurrences at five ramps
- Deployment: Late 2014/ early 2015



Future Innovation

Automated Data Collection for Traffic Homicide Investigations

- CFX is researching the use of laser-based data collection for traffic homicide scene investigation
- Goal: allow faster, more complete data collection to open roads more quickly

