

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

A photograph of a multi-lane highway bridge at dusk. The bridge spans a body of water, and its lights are reflected in the calm surface. The sky is a deep blue, and the overall scene is serene and modern.

TOLL OPERATIONS



CFX TOLL OPERATION STAFF

CFX Staff of 4

– E-PASS

- Contractor - Xerox - Staff of 71

– Violation Enforcement Systems (VES)

- Contractor - Xerox, Sub PRWT - Staff of 47

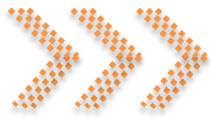
– Cash Collection

- Contractor - Florida Toll Services - Staff of 337

– Toll System Hardware Maintenance

- Contractor - Transcore - Staff of 16

Total: ~475



CFX SYSTEM OVERVIEW

**CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY**

- CFX system miles - 109
- Total tolling lanes - 307
- Mainline plazas - 14 & Goldenrod Plaza
- Ramp plazas - 64
- Open Road Tolling (ORT) lanes
- Florida Interoperable Transponder Brands
 - E-PASS, SunPass and LeeWay



AREA OF OPERATIONS

- E-PASS - Electronic Collection
- Cash Collection
- Special Projects
- Violation Enforcement Systems (VES)
- Toll System Hardware Maintenance





E-PASS OPERATIONS

82% of CFX
transactions are
electronic

- E-PASS Accounts - 287,615
- E-PASS Transponders - 524,757
- E-PASS Service Centers
 - Call Center & Back Office - CFX 2nd Floor
 - Walk-in Locations
 - 762 S. Goldenrod Road (SR 408 & Goldenrod)
 - 8919 W. Colonial Drive (SR 408 & Good Homes)





2014 E-PASS STATISTICS



- New Accounts - 13,019
- One Time Payments - 151,314
- Account Information Changes - 381,278
- Incoming Email - 27,481
- Incoming Calls - 227,943 (Avg. Wait 1:26)
- Outgoing Letters - 295,041



2014 CASH OPERATIONS STATISTICS

- Customer face of CFX
- Customers processed - 24,517,584
- 12% of all tolls processed

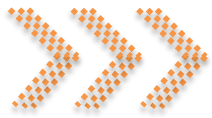




SPECIAL PROJECTS

- **Airport Parking - GOAA**
 - Pay with transponder
- **Rental Cars**
 - Third party providers for all major companies
 - Primarily image based tolling
- **Law Enforcement**
 - FHP vehicle equipped with cameras





2014 SPECIAL PROJECTS STATISTICS

- **Airport Parking**
 - Process 35% of all airport parking charges
 - Parking transactions - 733,098
- **Rental Car**
 - Rental fees collected - \$756,000 FY 2014
 - Rental transactions - 2,840,736



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- Reference # U3953947
- Issue Date: 06/01/2014
- Due Date: 06/30/2014
- License Plate:
- Total Due: \$5.20
- An aerial photograph showing a white sedan parked on a dark asphalt street. The car is oriented vertically in the frame. The surrounding area appears to be a parking lot or a quiet street with some lane markings visible.
- Unpaid Toll Notice (UTN)
- Reference # U3953947
- | Plaza | Lane | Violation Date/Time | Toll Amount | Fee Amount |
|---------------|------|---------------------|-------------|------------|
| BEACHLINE (M) | 10 | 5/2/2014 5:19:27 PM | \$1.00 | \$0.10 |
| DALLAS (M) | 6 | 5/2/2014 5:12:02 PM | \$1.00 | \$0.10 |
| | | | | |
| | | | | |
| Subtotal: | | | \$2.00 | \$0.20 |
| Document Fee: | | | | \$3.00 |
| Total Due: | | | | \$5.20 |
- A standard 1D barcode located at the bottom left of the page, used for document tracking and identification.



2014 VIOLATION STATISTICS

- Images Reviewed - 21,009,882
- Calls Received - 83,363
- UTNs Issued - 695,205
- FVN Letters Issued - 269,957
- UTCs Issued- 18,722
- Violation Rate - FY 2014
 - Gross 4.29%
 - Net 2.04% - Decreases based on collections





TOLL SYSTEM MAINTENANCE

- Perform preventative maintenance daily
- System provides notifications of issues
- Respond to issues within 2 hours
- Repair identified issues within 4 hours
- Primary causes of maintenance issues
 - Coin Machines - vandalism & coin quality
 - Electronics - lightning

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QUESTIONS?