

CENTRAL FLORIDA EXPRESSWAY AUTHORITY



Reload...

RELOAD: Pilot Program Progress

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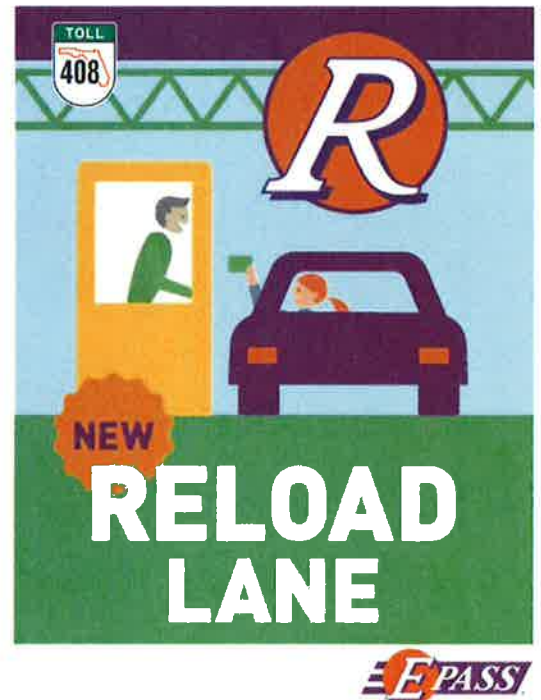
In-lane, drive-up customer service program is first of its kind in the continental United States

ABOUT

- Drive-thru customer service lanes to reload E-PASS accounts or get a FREE E-PASS
- Currently at the SR 408 Conway Toll Plaza
- Launched Wednesday, May 11
- Reload lane open 7 days a week, 6am – 8pm
- Staffed by URS contract

BENEFITS

- Customer convenience
- Additional payment options
- Faster way to get a FREE E-Pass



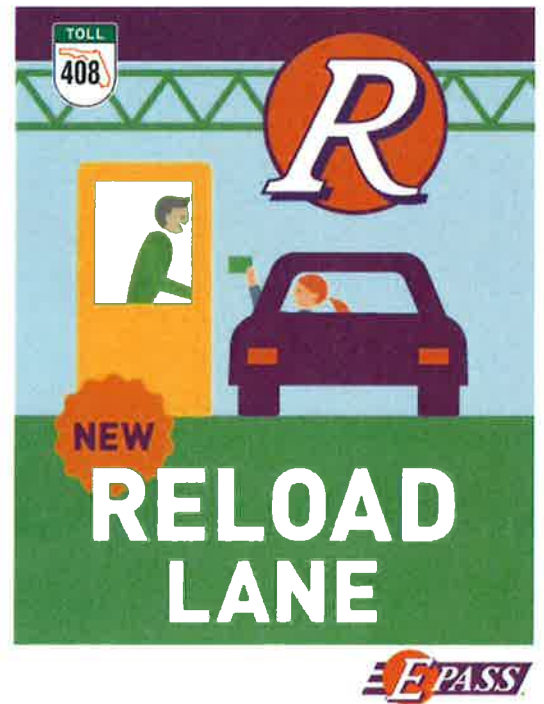


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In-lane, drive-up customer service program is first of its kind in the continental United States

VIDEO

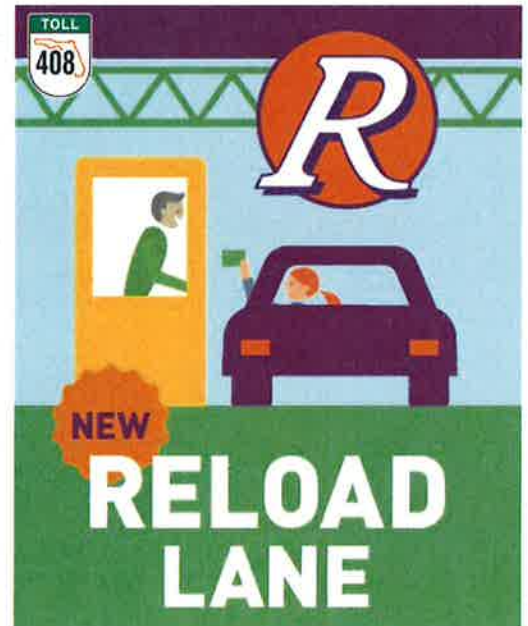
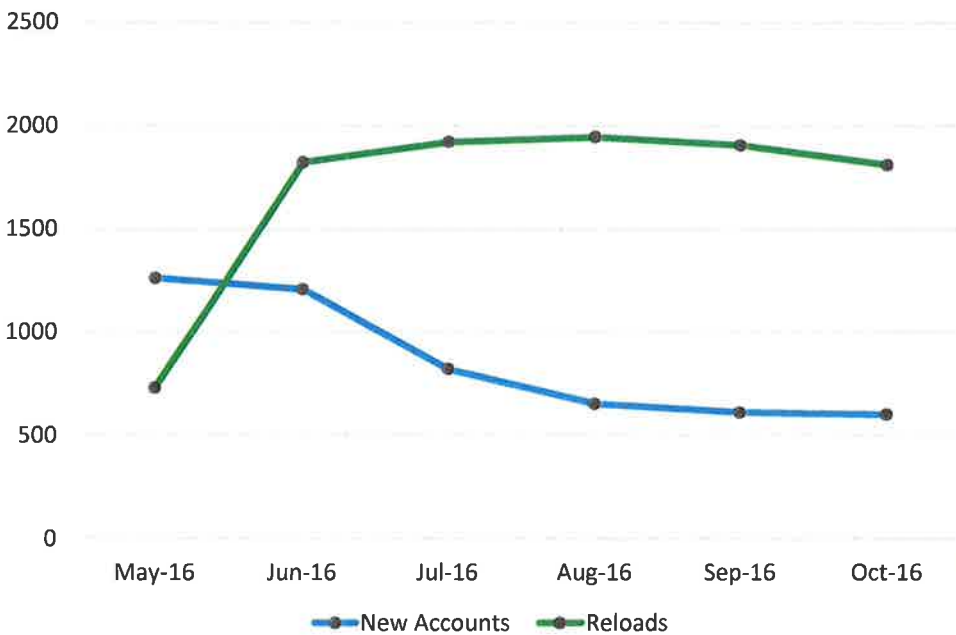




E-PASS Sales & Reload Use thru October 2016

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Averaging 940 per month in E-PASS sales and 1712 in E-PASS account reloads.

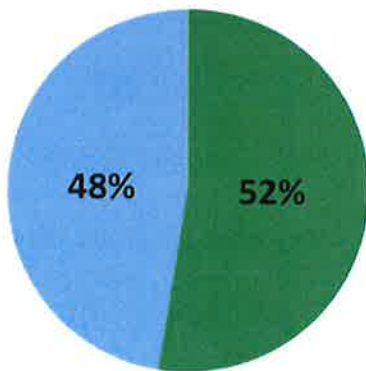




Breakdown of Types of Payment

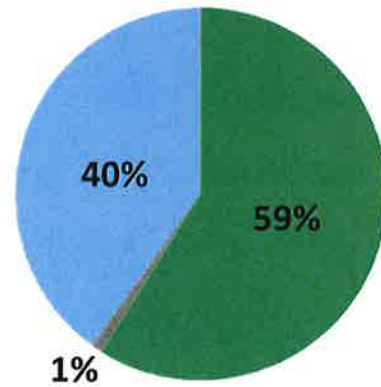
New E-PASS customers require a minimum of \$10 to activate the pre-paid account

New Customers



Existing Customers

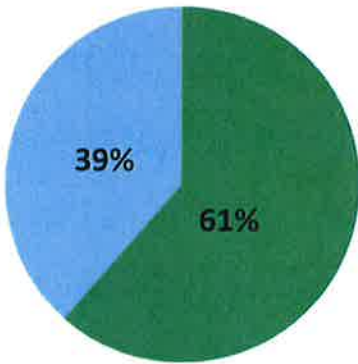
■ = Credit Card
■ = Cash
■ = Check





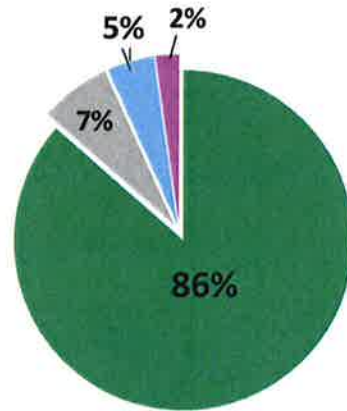
Customer Survey Responses

Reason you visited the Reload lane today.



■ Reload Funds ■ Get E-PASS

Rate your experience at Reload lane today.



■ Excellent ■ Good ■ Fair ■ Poor



Expand to other locations on system

- SR 417 at John Young Mainline Plaza – late 2016/early 2017
- SR 429 at Forest Lake Mainline Plaza – 2017
- Others to be determined



Requested Approval

Recommended Motion:

Approval of Supplemental Agreement No. 2 with URS Energy and Construction, Inc. in the amount of \$3,727,219.25 for the continued and additional staffing of the Reload program for the next five years.



CENTRAL FLORIDA EXPRESSWAY AUTHORITY
SUPPLEMENTAL AGREEMENT NO. 2

Contract Name: Toll Facilities Operations and Management Services

Contract No: 001071

This Supplemental Agreement No. 2 entered into this ____ day of _____, 20__, by and between CENTRAL FLORIDA EXPRESSWAY AUTHORITY (“CFX”), and URS ENERGY & CONSTRUCTION, INC., (the “Contractor”), the same being supplementary to the Contract between the aforesaid, dated November 12, 2015, for toll facilities operations and management services, (the Contract”).

1. CFX desires to continue the In-Lane Tag Sales Program at the Conway Toll Plaza and expand it to include the John Young and Forest Lake Plazas as detailed in the attached Scope of Work.
2. The Contractor hereby agrees to the expanded scope of services and to the additional amount of \$3,727,219.25 which brings the total Contract to \$71,371,651.50 with no increase in the term of the Contract. The scope includes providing management, staffing, training, supervision, documentation, and audit and reconciliation services. The Conway Plaza expansion starts April 1, 2017 through December 25, 2020. The John Young services begin on December 1, 2016 through December 25, 2020. The Forest Lake services begin on March 1, 2017 through December 25, 2020.
3. CFX and (Contractor) agree that this Supplemental Agreement No.2 shall not alter or change in any manner the force and effect of the Contract including any previous amendments thereto, except insofar as the same is altered and amended by this Supplemental Agreement No. 2; that acceptance of this Supplemental Agreement No. 2 signifies the (Contractor’s) complete and total claim for the terms and conditions of the same and that the (Contractor) waives all future right for additional compensation which is not already defined herein.

SUPPLEMENTAL AGREEMENT NO. 2

Contract Name: Toll Facilities Operations and Management Services

Contract No.: 001071

Amount of Changes to this document: \$3,727,219.25

Revised Contract Amount: \$71,371,651.50

This Supplemental Agreement No.2 entered into as of the day and year first written above.

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

By: _____
Director of Procurement

Date: _____

URS ENERGY & CONSTRUCTION, INC.:

By: _____

Print Name

Title: _____

Witness: _____

Date: _____

Approved as to form and execution, only.

General Counsel for CFX