



# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## Toll Operations Overview

David Wynne, Director of Toll Operations



# TOLL OPERATIONS TEAM



**Fred Nieves**  
Manager of E-PASS &  
Plaza Operations



**Paul Schatz**  
Manager of VES &  
Special Projects



**Wideline Dorvil**  
Toll Operations &  
Quality Control  
Specialist



# AREAS OF OVERSIGHT



## Customer Service Contract - EGIS

- Credit Card, Print Vendor and Leases



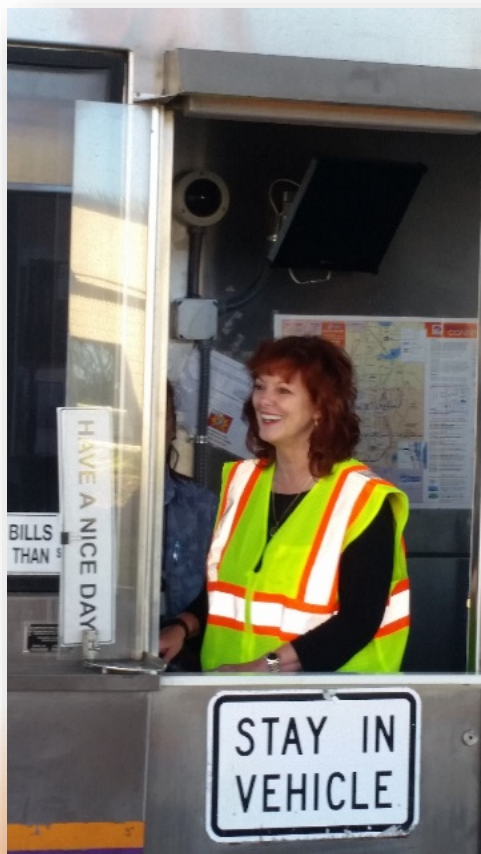
*Image Review*







# AREAS OF OVERSIGHT



Cash Collections Contract - URS  
Airport Parking - GOAA





# AREAS OF OVERSIGHT





Toll Equipment  
Maintenance - TransCore

## Violation Enforcement

- Courts & Florida Highway Patrol



## BY THE NUMBERS - JUNE

- Calls - 66,385
- Letters Mailed - 85,287 
- Pay By Plate Invoices - 137,045
- Traffic Citations - 4,279
- Manual Payments - 32,999 
- Reload Payments - 1,824
- Images Processed - 4,293,793

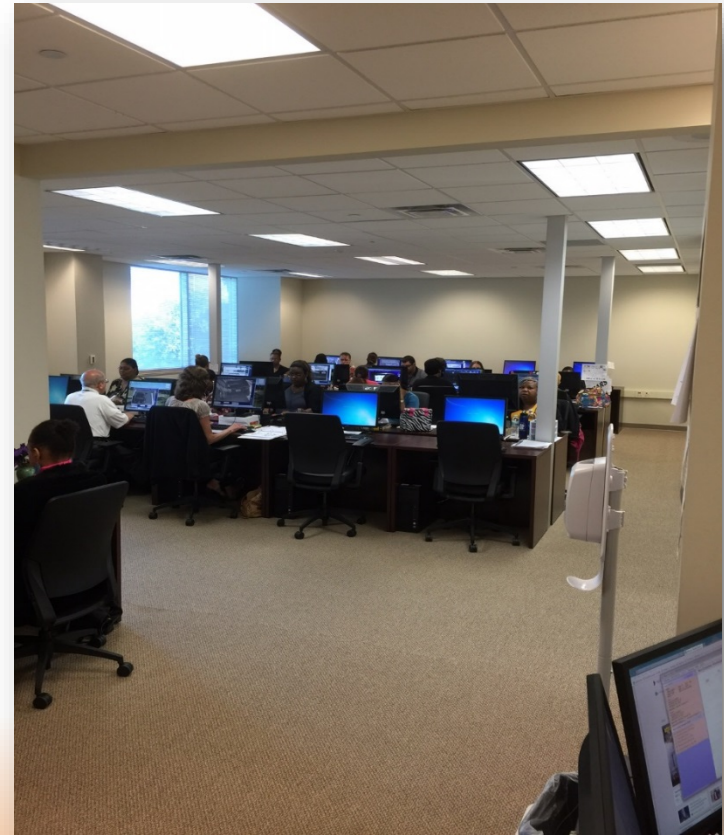


# CALL CENTER PLAN

- July
  - Additional customer service representatives and supervisor staff hired
- August
  - Call scheduling software procurement
    - Deployment coordination with phone upgrade
  - Phase two buildout
    - Expected completion November 1



# BEFORE & AFTER







# QUESTIONS?