

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

**AGENDA**  
**CENTRAL FLORIDA EXPRESSWAY AUTHORITY**  
**OPERATIONS COMMITTEE MEETING**  
**October 16, 2017**  
**10:30 A.M.**  
**BOARD ROOM**

- I. CALL TO ORDER – Fred Schneider, Committee Chairman
- II. 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.
- III. APPROVAL OF FEBRUARY 27, 2017 MINUTES – Fred Schneider, Committee Chairman **Action Item**
- IV. POST HURRICANE UPDATE – Laura Kelley, Executive Director- Info Item
- V. NEW CUSTOMER FOCUSED INITIATIVES- BLACKSTONE AND NEW PROCESS FOR TAG REGISTRATION HOLD RELEASE – Corey Quinn, Chief of Technology/Operations- Info Item
- VI. BUSINESS ACCOUNT INITIATIVES – Christie Seabury, Manager of Business Relations- Info Item
- VII. TOLL SYSTEM REPLACEMENT UPDATE – Joann Chizlett, Director of Special Projects - Info Item
- VIII. CFX'S PREPARATION FOR CONNECTED/AUTOMATED VEHICLES- Bryan Homayouni, Manager of Traffic Operations- Info Item
- IX. OTHER BUSINESS
- X. ADJOURNMENT

This meeting is open to the public.

Note: Any person who decides to appeal any decision made at this meeting will need record of the proceedings and for that purpose, may need to ensure that a verbatim record of the proceedings is made which includes the testimony any evidence upon which the appeal is to be based, per Florida Statute 286.0105.

In accordance with the Americans with Disabilities Act (ADA), if any person with a disability as defined by the ADA needs special accommodation to participate in this proceeding, then not later than two (2) business days prior to the proceeding, he or she should contact the Central Florida Expressway Authority at (407) 690-5000.

Persons who require translation services, which are provided at no cost, should contact CFX at (407) 690-5000 x5317 or by email at [Iranetta.dennis@CFXway.com](mailto:Iranetta.dennis@CFXway.com) at least three business days prior to the event.

APPROVAL OF  
FEBRUARY 27, 2017 MINUTES

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MINUTES  
CENTRAL FLORIDA EXPRESSWAY AUTHORITY  
OPERATIONS COMMITTEE MEETING  
February 27, 2017  
Meeting Location: CFX Board Room

---

Committee Members Present:

Mark Meyer, Citizen Representative (Committee Chairman)  
Steve Fussell, Seminole County  
Mark Massaro, Orange County  
Rob Panepinto, Citizen Representative  
Francis J. Flynn, City of Orlando  
Fred Schneider, Lake County

Committee Member Not Present:

Beth Knight, Osceola County

CFX Staff Present:

Laura Kelley, Executive Director  
Michelle Maikisch, Chief of Staff/Public Affairs Officer  
Linda Brehmer Lanosa, Deputy General Counsel  
David Wynne, Director of Toll Operations  
Joann Chizlett, Director of Special Projects  
Rafael Milan, Manager of Software Development  
Darleen Mazzillo, Recording Secretary/Executive Assistant

1. CALL TO ORDER

The meeting was called to order at 10:33 a.m. by Committee Chairman Mark Meyer.

2. PUBLIC COMMENT

There was no public comment.

3. RECOGNITION OF RETIRED MEMBER CHARLES RAMDATT / INTRODUCTION OF NEW MEMBER FRANCIS J. FLYNN

Retiring member Charles Ramdatt was recognized for his service on the Operations Committee from 2014 to 2016.

The Chairman welcomed new member Francis J. Flynn from the City of Orlando.

---

4. **APPROVAL OF AUGUST 22, 2016 MINUTES**

A motion was made by Mr. Fussell and seconded by Mr. Schneider to approve the August 22, 2016 Operations Committee minutes as presented. The motion carried with six (6) members present and voting AYE by voice vote; Ms. Knight was not present.

5. **INTEROPERABILITY AGREEMENT**

For the benefit of new member Mr. Flynn, Ms. Kelley gave a brief history of electronic tolling in Central Florida since E-PASS' inception in 1994.

Ms. Kelley reported that on January 12, 2017 CFX received a letter from the Executive Director/CEO of Florida's Turnpike Enterprise giving CFX 180 days' notice that the Department is terminating its participation in the 2002 Interoperability Agreement. Ms. Kelley noted that we have not received a termination agreement from the other parties in the agreement.

Despite CFX's requests, the Turnpike Enterprise has not agreed to meet with us to negotiate a new agreement. CFX staff has developed a list of terms that we would like to see in a new interoperability agreement. Ms. Kelley will update the Operations Committee at the next meeting.

The Committee members asked questions, which were answered by Ms. Kelley.

(This item was presented for information only.)

6. **UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT**

Director of Special Projects, Joann Chizlett updated the Committee on the status of the Toll System Replacement Project.

Status:

- Second round of official Factory Acceptance Test scheduled for week of 3/1/17
- Factory Acceptance Test to include Image Processing System
- Contractor Working on Plan Sets for plaza installations
- TransCore lane equipment (Infinity) being assembled and configured at Texas facility
- Equipment has begun to arrive at Orlando facility
- Continue to hold meetings to coordinate the scheduling/ordering of plazas

The Committee members asked questions, which were answered by Ms. Chizlett.

---

(This item was presented for information only.)

## 7. PAYTOLLO PROJECT UPDATE

Director of Special Projects, Joann Chizlett updated the Committee on the PayTollo Project.

Status:

- Continuing Beta Testing
  - Working on increasing volume of testers
  - CFX employees to participate in additional controlled tests
  - PayTollo finishing performing test case scenarios
  - Beta customers using PayTollo
- Supplemental 2 of the testing agreement to CFX Board February 2017
- Allows PayTollo to charge customers cash rate + up to \$0.20 per transaction
- Being allowed for this final phase of testing
- Agreed upon amount in production

The Committee members asked questions, which were answered by Ms. Chizlett.

(This item was presented for information only.)

## 8. EXPANSION OF RELOAD LANES

Chief of Staff/Public Affairs Officer, Michelle Maikisch reported on the success of the E-PASS reload lanes, an in-lane, drive-up customer service program which is the first of its kind in the continental U.S.

The pilot project was launched on May 11 at the SR 408 Conway Toll Plaza and has been very successful. Ms. Maikisch presented a graph which shows the number of new accounts and reloads that have been processed in the reload lanes.

We are planning to expand the program to other locations on our system:

- SR 417 at John Young Mainline Plaza – March 8
- SR 429 at Forest Lake Mainline Plaza – May

(This item was presented for information only.)

**9. RESULTS OF CUSTOMER OPINION SURVEY**

The Committee members were provided the 2016 Customer Opinion Survey in their agenda packets. The survey is conducted every 2 years to gather opinions of E-PASS and cash customers.

Ms. Maikisch presented highlights of the survey results. The overall satisfaction rate was ninety-seven percent (97%). Ninety-six percent (96%) are satisfied with the customer service they receive from customer service representatives. Ninety-one percent (91%) say toll collectors are friendly and treat each person as a valued customer. Ninety-four percent (94%) would recommend E-PASS to others.

The Committee members asked questions regarding the survey, which were answered by Ms. Maikisch.

(This item was presented for information only.)

**10. WEKIVA PARKWAY CONSTRUCTION UPDATE**

Don Budnovich, P.E. gave an update on the 5 construction projects that are underway for the Wekiva Parkway.

The first section of the Wekiva Parkway (from Connector Road to Kelly Park Road) is scheduled to open in mid-2017. The remainder of the project is scheduled to open in early 2018.

Mr. Budnovich presented a video of the project construction.

(This item was presented for information only.)

**11. OTHER BUSINESS**

Mr. Meyer thanked staff for the tour of CFX facilities last month. He recommended the tour to the other members.

**12. ADJOURNMENT**

Upon a motion by Mr. Fussell and seconded by Mr. Massaro the meeting was adjourned at 11:45 a.m. The motion carried with six (6) members present and voting AYE by voice vote; Ms. Knight was not present.

Minutes approved on \_\_\_\_\_, 2017.

*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](mailto: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](http://www.CFXway.com).*

DRAFT

# POST HURRICANE UPDATE



No Attachment

**NEW CUSTOMER FOCUSED  
INITIATIVES- BLACKSTONE AND  
NEW PROCESS FOR TAG  
REGISTRATION HOLD RELEASE**

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **New Customer Payment Option**

Corey Quinn, Chief of Technology/Operations

**— October 16, 2017 —**

# CUSTOMER FOCUS = STRATEGIC PLAN

E-PASS Accounts – 360,000



Pay by Plate invoices –  
Average 170,000 month



# WHO IS BLACKSTONE?

# BLACKSTONE®



Blackstone is a leading prepaid and payments processor since 1995 in the U.S., Puerto Rico and U.S. Virgin Islands with over 15,000 merchants.



# HOW DOES IT WORK?



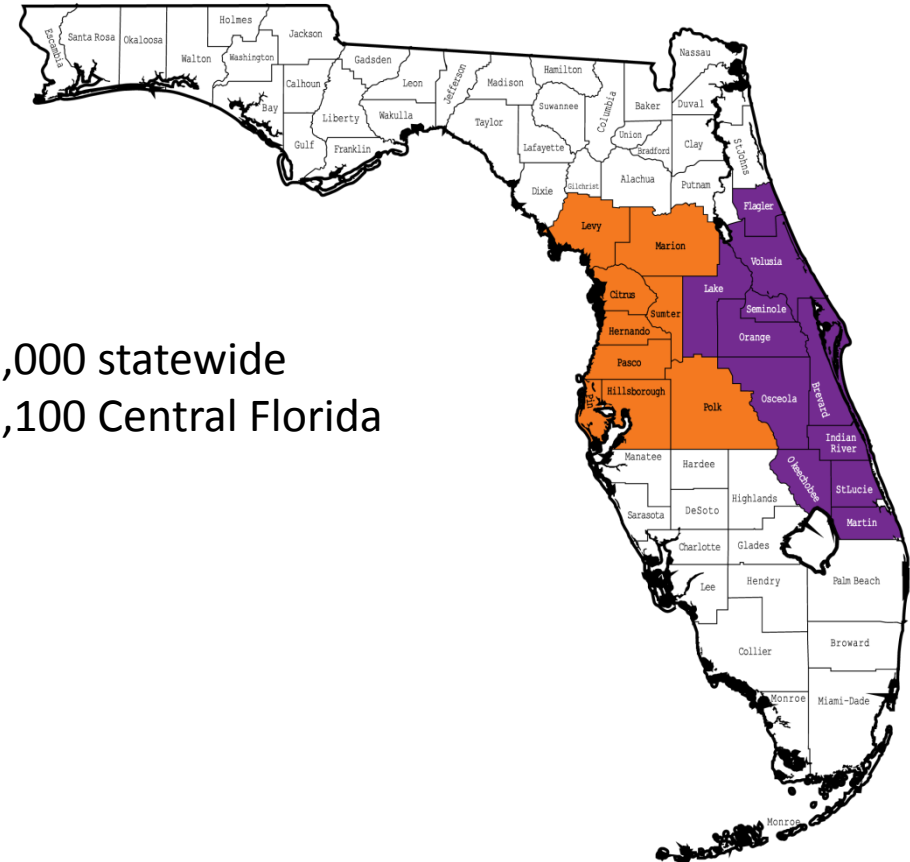
# BLACKSTONE'S DISTRIBUTION NETWORK

## Network

- ▶ Gas Stations/Convenience Stores
- ▶ Supermarkets/Mini-Markets
- ▶ Pharmacies
- ▶ Cellular Stores
- ▶ Dollar & Discount Stores
- ▶ Airports & Visitor Centers
- ▶ School Campuses
- ▶ Check Cashing Locations
- ▶ General Retail



## Florida Coverage



3,000 statewide  
1,100 Central Florida



## Benefits:

- The average load is \$22.51
- A merchant does 44 transactions per month
- On average, a merchant loads \$999.20 per month





# BLACKSTONE is a TURNKEY solution



## Customer Benefits

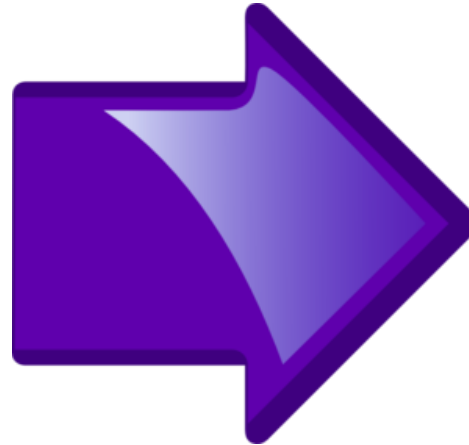
Offers another option for the Cash preferred customer that is convenient

Convenient locations to Pay By Plate or Uniform Traffic Citations "UTC"

Provide E-PASS with kiosk solutions for its own locations

# PAYMENT STRUCTURE

- Daily reconciliation
- \$1.50 per transaction convenience fee to merchant/Blackstone
- CFX Investment \$5,000



# FUTURE OPPORTUNITIES

## Future Transponder Sales



Able to warehouse and distribute physical transponders to stores statewide.

## Future Physical Card Sales



# CFX Strategic Plan



**PRIORITY:  
CUSTOMER-DRIVEN  
ORGANIZATION**

**Expand distribution and customer payment options.**



**PRIORITY:  
CUSTOMER-DRIVEN  
ORGANIZATION**

**Provide a high-quality customer service experience.**

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **New Process for Tag Registration Hold Release**

Corey Quinn, Chief of Technology/Operations

**— October 16, 2017 —**

# Situation

- Pay By Plate (PBP) toll invoicing is an option to “pay as you go” and choose to forgo the benefits of E-PASS toll rates.
- With PBP, an image of your license plate is captured when you pass through the toll plaza.
- A monthly toll invoice is generated and mailed to the registered owner of the vehicle.
- Payment is due within 30 days.
- Second notice mailed allowing an additional 15 days.
- Failure to pay the invoice within the allotted 45 days, results in a registration hold on day 46 directly with Highway Safety and Motor Vehicle agency in Tallahassee. (F.S. 320.03(8), F.S. 316.1001(4))



# Current Process

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

- Vehicle Tag associated with Violation
- Name of Owner of Registered Vehicle
- Amount Due

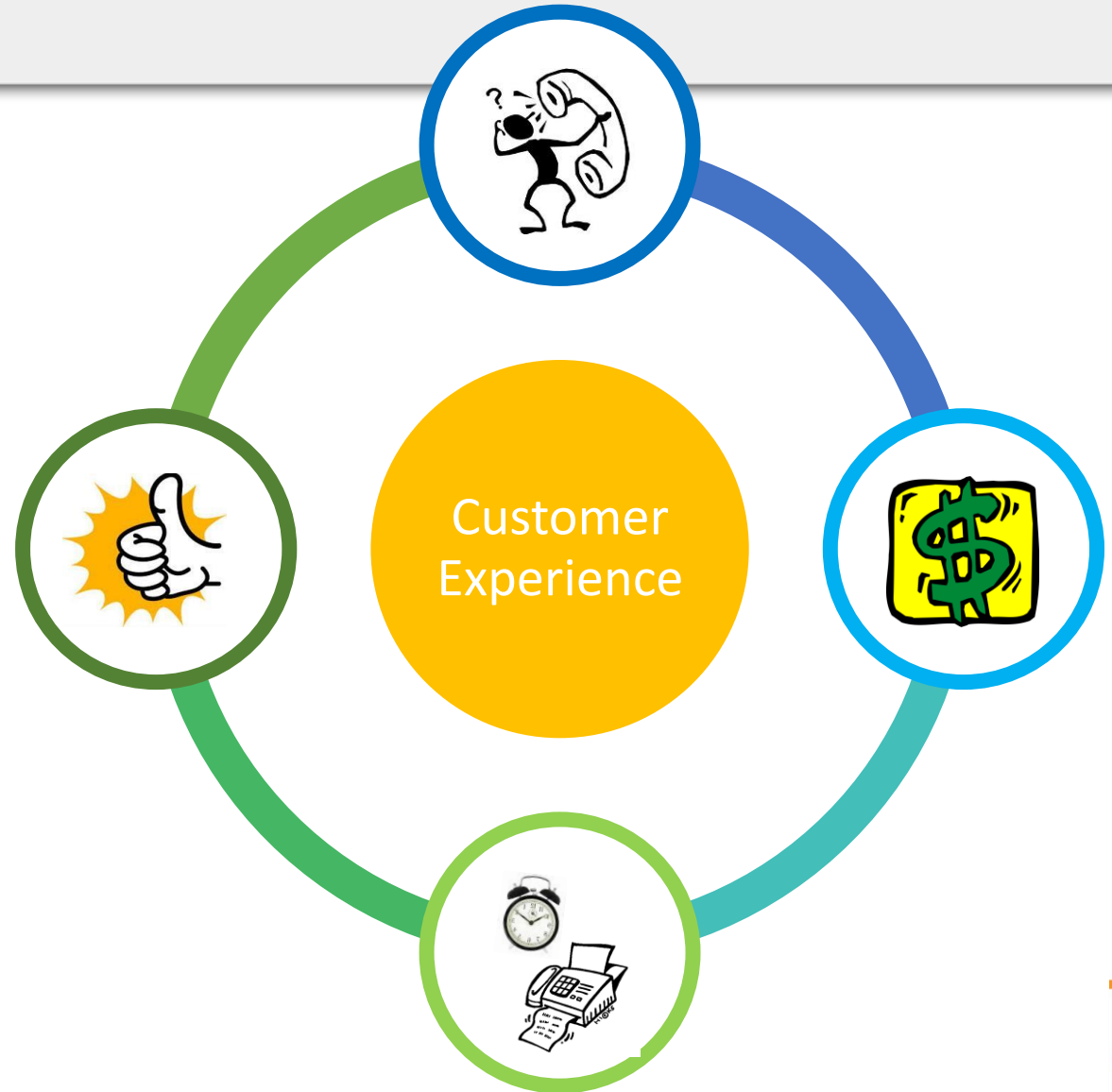
DAILY



# Current Process



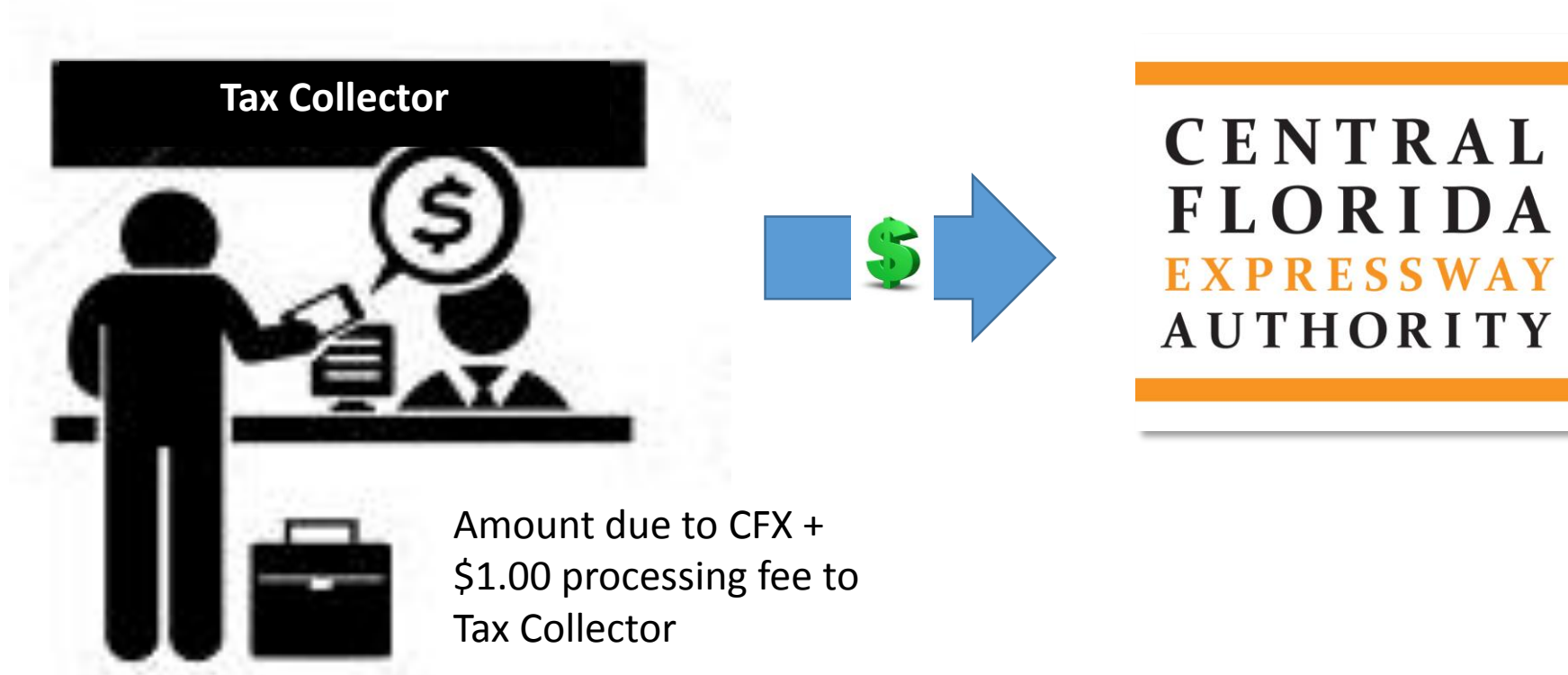
Tax Collector requires proof that tolls are paid in full before tag can be renewed





**PRIORITY:  
CUSTOMER-DRIVEN  
ORGANIZATION**

# Expand distribution and customer payment options.



# QUESTIONS?



# BUSINESS ACCOUNT INITIATIVES

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **Business Initiatives**

Presented by Christie Seabury

**— October 16, 2017 —**

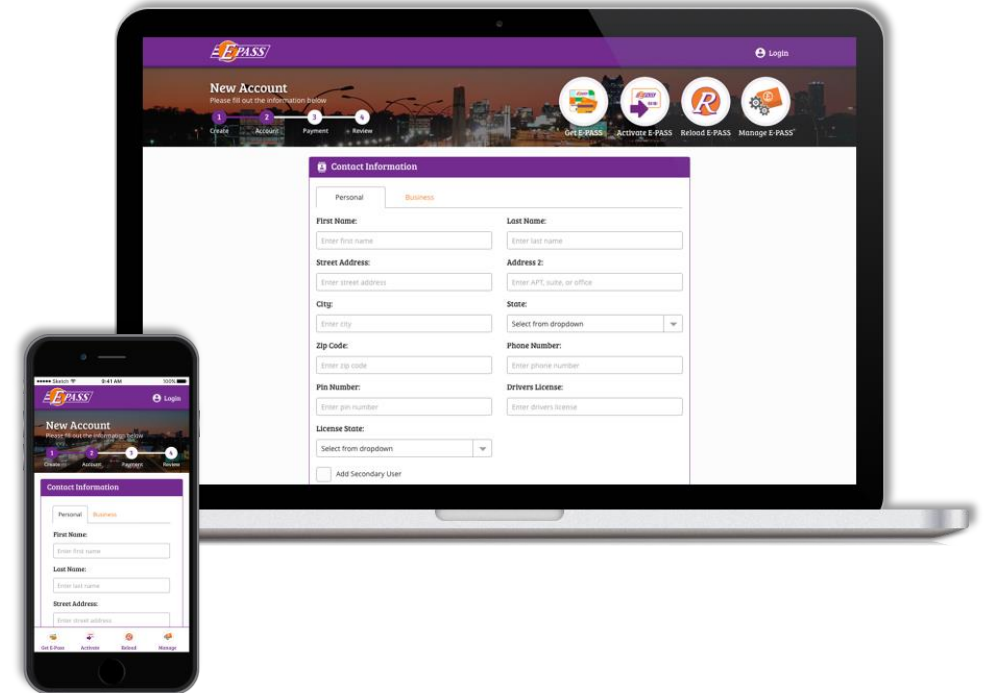
# Strategic Plan: Build a Customer-Driven Organization

- Expand focus to include Business and Fleet customers
- Business Accounts currently make up <10% of E-PASS accounts
  - Approximately 10,000 Business Accounts have <10 transponders per account
  - Nearly 2,000 Business Accounts have 11 or more transponders per account
- Several companies appear to have **multiple** Business Accounts



# Re-branding to Business Accounts

- Commercial Accounts re-branded to Business Accounts
- Dedicated Business Account Representatives in Call Center
  - Open new accounts
  - Add/remove fleet transponders and vehicles
  - Modify points of contact
  - Answer account queries

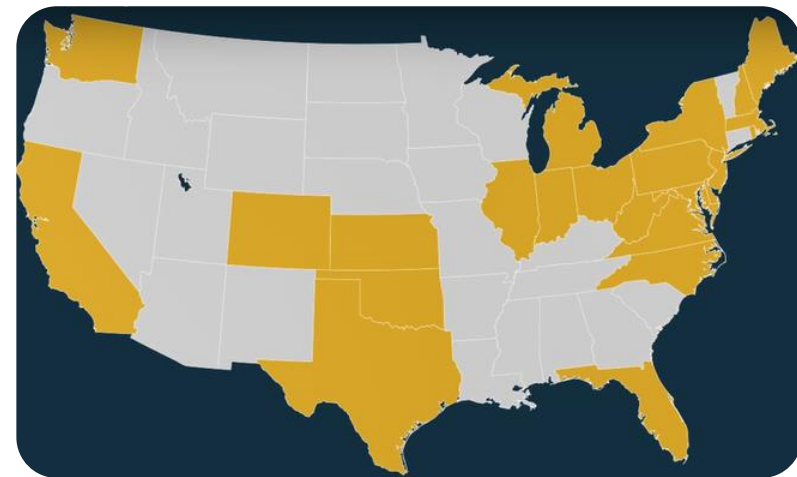


# Provide a High-Quality Customer Service Experience for Business

- Surveying current Business and Fleet customers
  - Gauge customer service satisfaction
  - Target additional potential services
  - Inform non-business accounts of additional customer service available
- Pursuit of Business and Fleet customers
  - Referrals
  - Research and cold calls
- Manage existing Business and Fleet customers
  - Enhance outreach and visibility with interactive voice response (IVR), emails, website, etc.

# Bestpass Benefits CFX and Our Customers

- National toll management services company for trucking industry
- New Bestpass account = 3700+ transponders on CFX roadways
- Provide customers a single contact, payment, and invoice
- Established clientele
- Guaranteed tolls paid to CFX
- Single point of contact for any violations or other issues





# Bestpass Customers are CFX Customers

- Bestpass passes 100% of the discount they receive to their customers
- Bestpass customers pay a toll management fee per vehicle to Bestpass
- CFX and Bestpass will exchange daily plate and transponder files
- New transponders with “E-PASS powered by Bestpass”



# Questions?



TOLL SYSTEM REPLACEMENT  
UPDATE

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **Toll System Replacement Project Update**

Joann Chizlett, Director of Special Projects

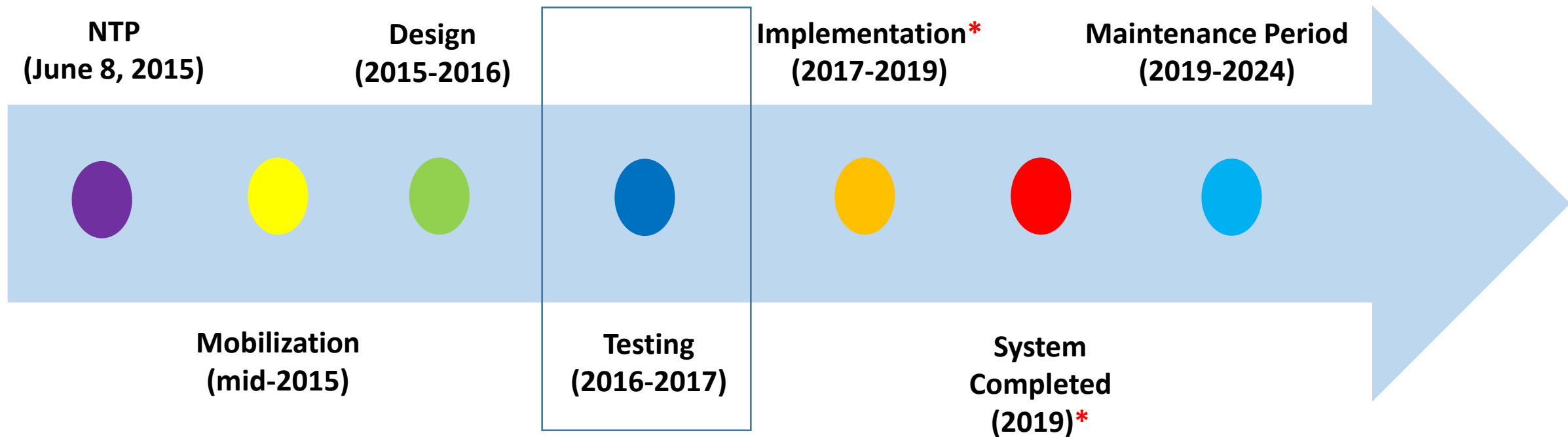
**— October 16, 2017 —**

# Project Facts

- Prime contractor *TRANSCORE.*
- \$85,000,000 Project
- Part of the CFX 5 year work plan
- Current system went live in 1994
- Toll collection system upgrade and replacement of key components



# Project Timeline



\* Acceleration of the installation has the potential to move this date up by 8 months meaning implementation would be completed in 2018.

# Project Status

- Second round of official Factory Acceptance Test (FAT) completed 3/1/17 – 3/14/17.
- System Initial End-To-End Test (SIETET) split into 2 parts
  - Open Road Tolling (ORT)
  - Barrier lanes (Cash and Dedicated)



# Project Status

- System Initial End-To-End Testing (SEITET) – ORT conducted at Ponkan Mainline Plaza prior to opening.
- Ponkan Mainline Plaza opened to traffic 7/27/17.
- Revenue collection began 5:00 AM on 7/28/17.





# Project Status

- Documentation is being finalized
- System Initial End-To-End Testing (SEITET) – Barrier Lanes scheduled for late October/Early November 2017.
- Once FAT punch list is demonstrated and the SEITET tests are passed installation will begin.



# Current Project Tasks

Description	Approximate % Complete
System Design Documentation	96%
Factory Acceptance Test (FAT) – second round	100%
Punch List Items from FAT	80%
System Initial End-To-End Test (SIETET) – Open Road Tolling (ORT)	100%
Punch List Items from SIETET – ORT	90%
System Initial End-To-End Test (SIETET) – Barrier Lanes – Dry Run	50%

# QUESTIONS?



**CFX'S PREPARATION FOR  
CONNECTED/AUTOMATED VEHICLES**

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with an orange horizontal bar at the top and another at the bottom. Inside the box, the words "CENTRAL FLORIDA EXPRESSWAY AUTHORITY" are written in a serif font. "CENTRAL" and "FLORIDA" are in black, "EXPRESSWAY" is in orange, and "AUTHORITY" is in black.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **CFX's Preparation for Connected/Automated Vehicles**

Bryan Homayouni, P.E., Manager of Traffic Operations

**— October 16, 2017 —**

# Presentation Outline

- Current Connected and Automated Vehicle (CAV) landscape
- Current plan to build a CAV strategy for CFX
- Status of CAV plan and activities at CFX

# Defining Connected and Automated Vehicle (CAV)



- Connected Vehicles
  - V2V – Vehicle to Vehicle
  - V2I – Vehicle to Infrastructure
  - Dedicated Short Range Communications (DSRC) vs. Cellular
- Automated Vehicles

# Where We Are Today





# Current State of Connected Vehicles

## Dedicated Short Range Communication or Cellular?

National Highway  
Transportation  
Safety Admin  
Proposed Rule for  
V2V  
Communications

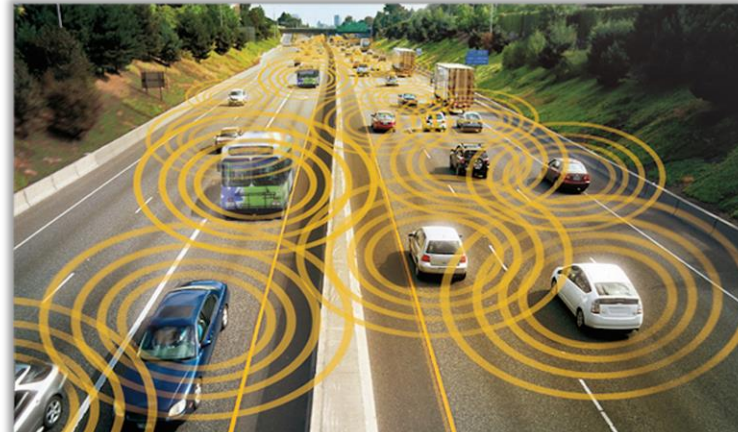
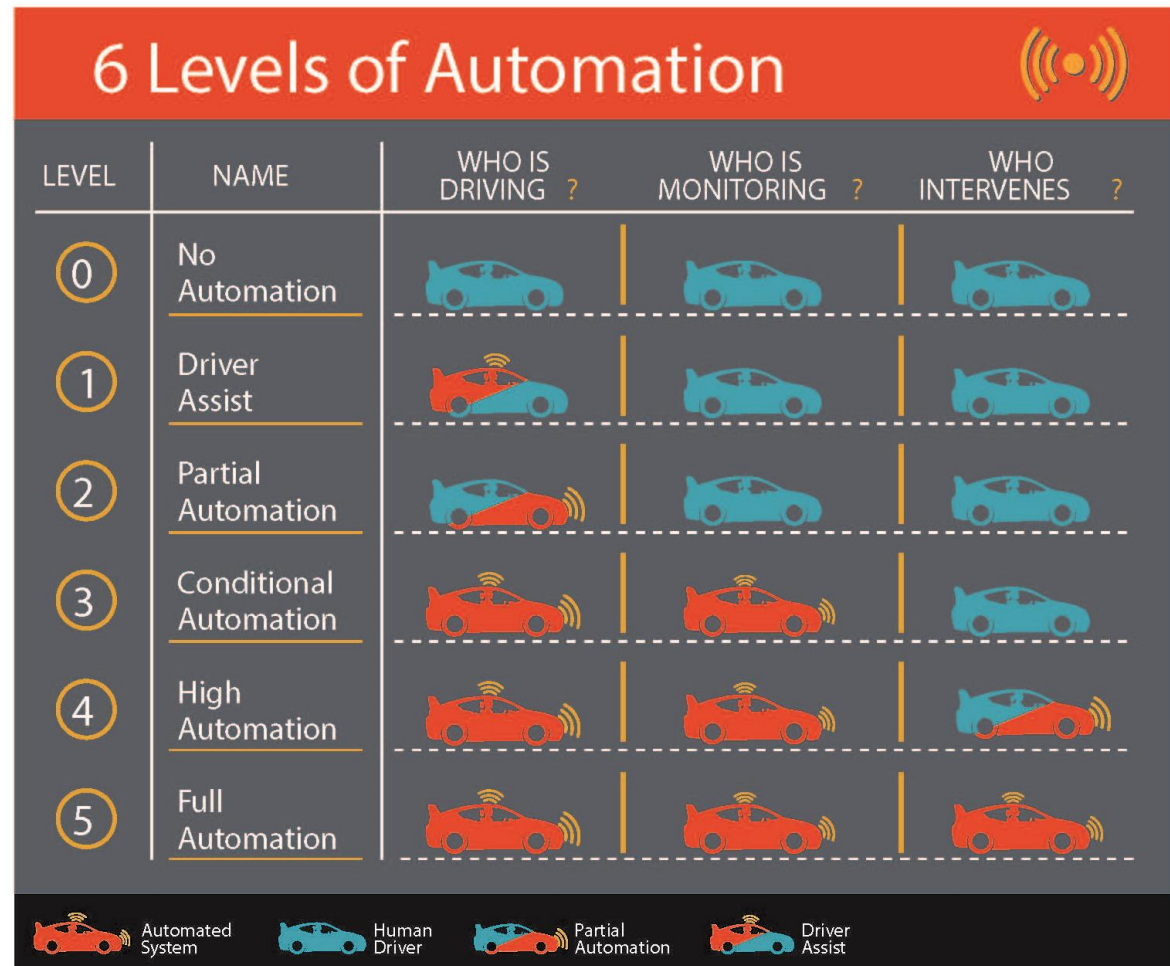


Table VIII-1 Proposed Lead Time and Phase-In Schedule




Time Period	Percentage of Vehicles
1 year after final rule	0%
2 years after final rule	0%
3 years after final rule	50%
4 years after final rule	75%
5 years after final rule	100%

# Current State of Automated Vehicles

- National Highway Traffic Safety Administration Automated Vehicle Policy
  - Draft in early 2016
  - Update issued September 2017
- Legislative Landscape
  - Bills in US House and Senate
  - Florida Legislation



# What the Experts Are Saying

- Level 5 expected to be available by 2021
-  – 5 million by 2030 (2% of fleet)
-  – 25% of fleet by 2030
-  – 95% of vehicle miles traveled by 2030



# CFX Status of Readiness – Roadway System

## Well maintained roadway system

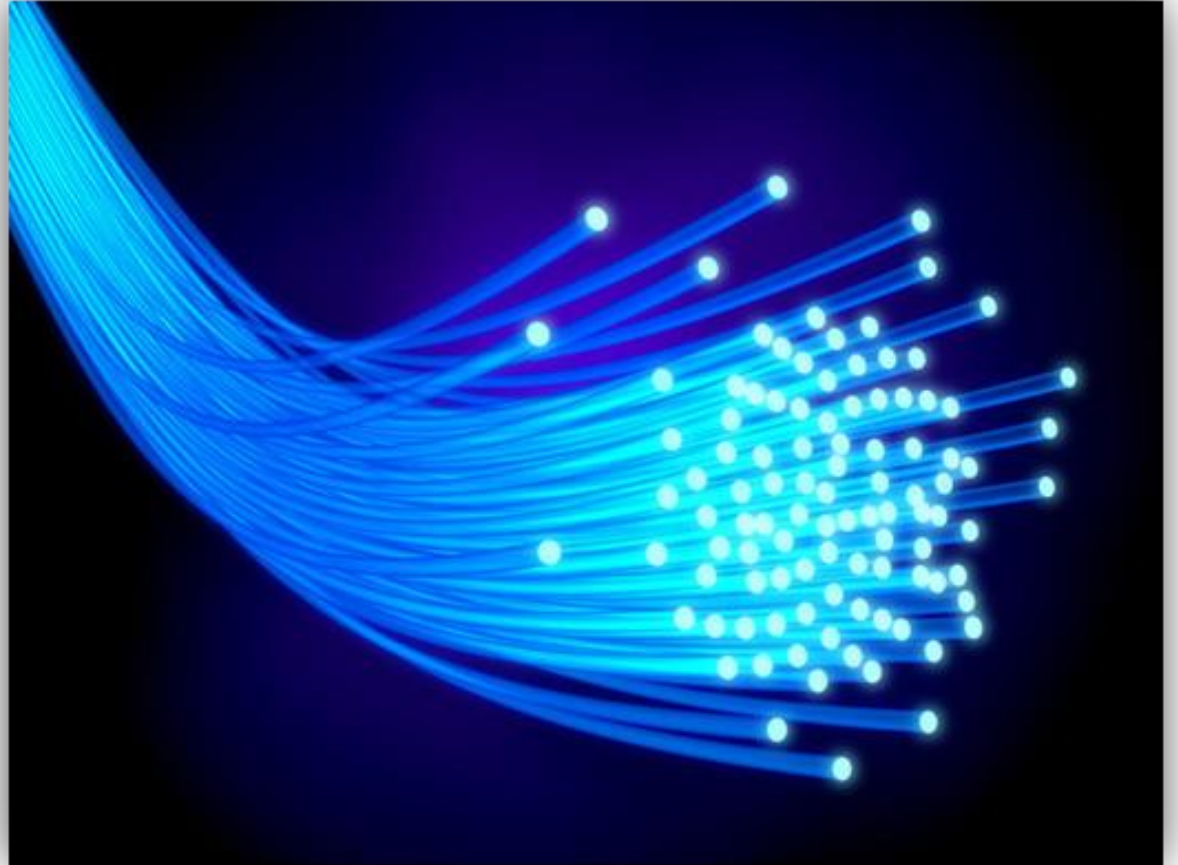
- Lane Striping
- Signing
- Pavement Conditions
- Roadway Design



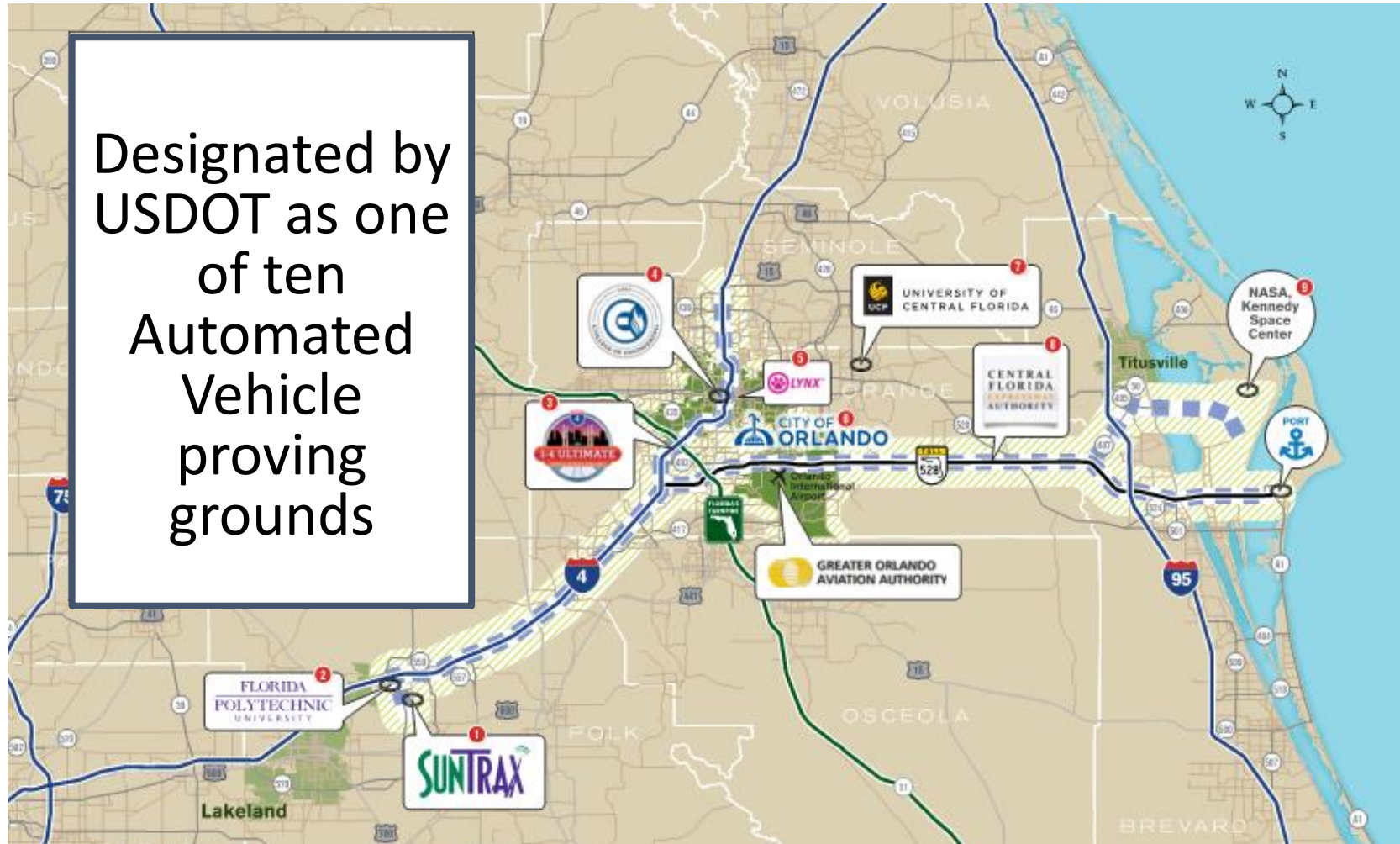
# CFX Status of Readiness – Intelligent Transportation System

## Robust ITS Infrastructure

- Redundant Communications Backbone
- Reliable Field Equipment Cabinets
- Redundant Data Centers
- Densely Spaced Data Collection Devices
- State of the Art Wrong Way Driving System



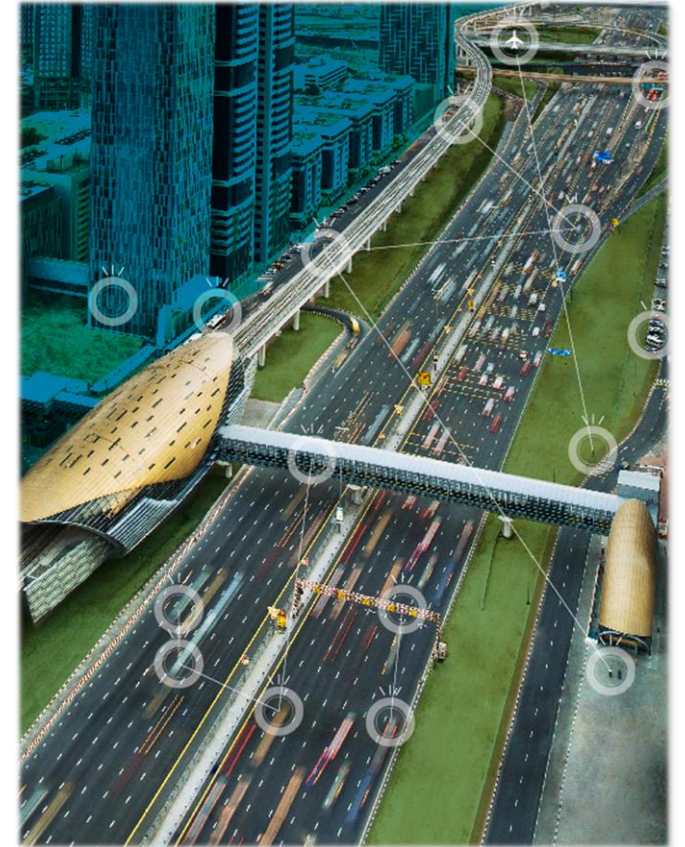
# Central Florida Automated Vehicle Partnership



**Leverage technologies to ensure an efficient, reliable, safe system.**

## **CFX CAV Strategy**

- Connected Vehicle Vision and Plan
- Short-term pilot projects
- Coordination with the Central Florida AV Partnership
- Independent of spectrum/technology



# Current CFX Connected Vehicle Study

- ✓ Needs assessment
- Identify potential partners
- Identify candidate technologies and applications

- Evaluate readiness of CFX

## After the Study is Complete

- Deploy Test Bed Pilot Projects
- Integrate Connected Vehicle Plan into Long Range Plans





# Thank you!

