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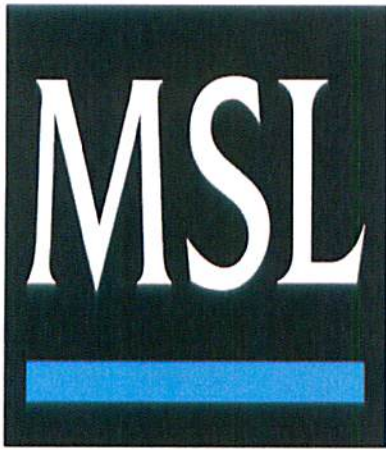
FINANCIAL STATEMENTS



MOORE STEPHENS
LOVELACE CPAs & ADVISORS

**CENTRAL FLORIDA
EXPRESSWAY AUTHORITY**
REQUIRED AUDITOR COMMUNICATIONS
FISCAL YEAR ENDED JUNE 30, 2016

Presented by:
Daniel J. O'Keefe, CPA, MBA, CFE
Shareholder



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AUDIT OVERVIEW

Required Communications

- **Auditor Responsibilities**
- **Management Responsibilities**
- **Internal Controls and Compliance**
- **Significant Matters**
- **Management Representations**
- **Assigned Individual for Oversight**
- **Audit Schedule**

Services and Deliverables

Auditor's Report on Financial Statements (Pages B-1 – B-2)

- **Unmodified Opinion**

Auditor's Report on Internal Control Over Financial Reporting and on Compliance and Other Matters (Page D-1)

- **No internal control findings related to financial reporting and no compliance findings**

Services and Deliverables (cont.)

Auditor's Report on Compliance with Bond Covenants (Page D-2)

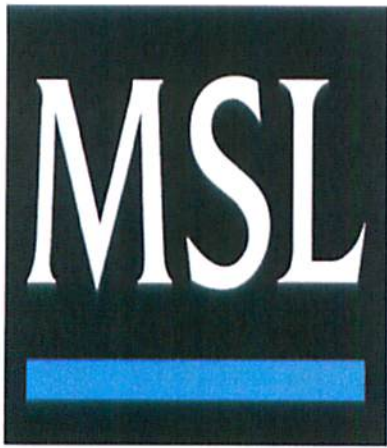
- No compliance findings

Accountant's Examination Report on Investment Compliance (Page D-3)

- No compliance findings

Management Letter (Pages D-4 – D-5)

- No management letter comments



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FINANCIAL HIGHLIGHTS

Financial Highlights - Overview

(in thousands)

	Year Ended 6/30/16
Total Assets and Deferred Outflows	\$ 5,144,000
Total Liabilities and Deferred Inflows	\$ 3,383,000
Net Position	\$ 1,761,000
Operating Revenue	\$ 401,000
Operating Expenses	\$ 93,000
Operating Income	\$ 308,000
Change in Net Position	\$ 203,000
% Increase in Operating Revenue	11.6%

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Financial Highlights – Balance Sheets

(in thousands)

	2016	2015
Unrestricted Assets	\$ 547,000	\$ 471,000
Restricted Assets	293,000	172,000
Capital Assets	3,945,000	3,755,000
Deferred Outflows of Resources	<u>359,000</u>	<u>302,000</u>
Total Assets and Deferred Outflows	<u>\$ 5,144,000</u>	<u>\$ 4,700,000</u>
Revenue Bonds Outstanding	2,821,000	2,649,000
Other Liabilities	555,000	485,000
Deferred Inflows of Resources	<u>7,000</u>	<u>8,000</u>
Total Liabilities and Deferred Inflows	3,383,000	3,142,000
Total Net Position	<u>1,761,000</u>	<u>1,558,000</u>
Total Liabilities, Deferred Inflows, and Net Position	<u>\$ 5,144,000</u>	<u>\$ 4,700,000</u>

Financial Highlights – Operation Overview (in thousands)

	2016	2015
Operating Revenues	\$ 401,000	\$ 359,000
Investment and Other Income	<u>20,000</u>	<u>3,000</u>
Total Revenues	<u>421,000</u>	<u>362,000</u>
Operating Expenses	93,000	81,000
Interest Expense	124,000	95,000
Other Expense	<u>1,000</u>	<u>5,000</u>
Total Expenses	<u>218,000</u>	<u>181,000</u>
Change in Net Position	203,000	181,000
Net Position, Beginning of Year	<u>1,558,000</u>	<u>1,377,000</u>
Net Position, End of Year	<u>\$ 1,761,000</u>	<u>\$ 1,558,000</u>
Debt Service Ratio w/o Gas Tax Pledge	2.42	2.20

Questions or Comments



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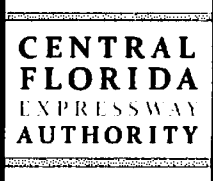
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CENTRAL FLORIDA'S ECONOMIC ENGINE

2016 Comprehensive Annual Financial Report
An Independent Special District of the State of Florida
Fiscal Years Ended June 30, 2016 and 2015





CENTRAL FLORIDA'S ECONOMIC ENGINE

2016 Comprehensive Annual Financial Report
An Independent Special District of the State of Florida
Fiscal Years Ended June 30, 2016 and 2015

Prepared by Central Florida Expressway Authority's Financial Office

CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY

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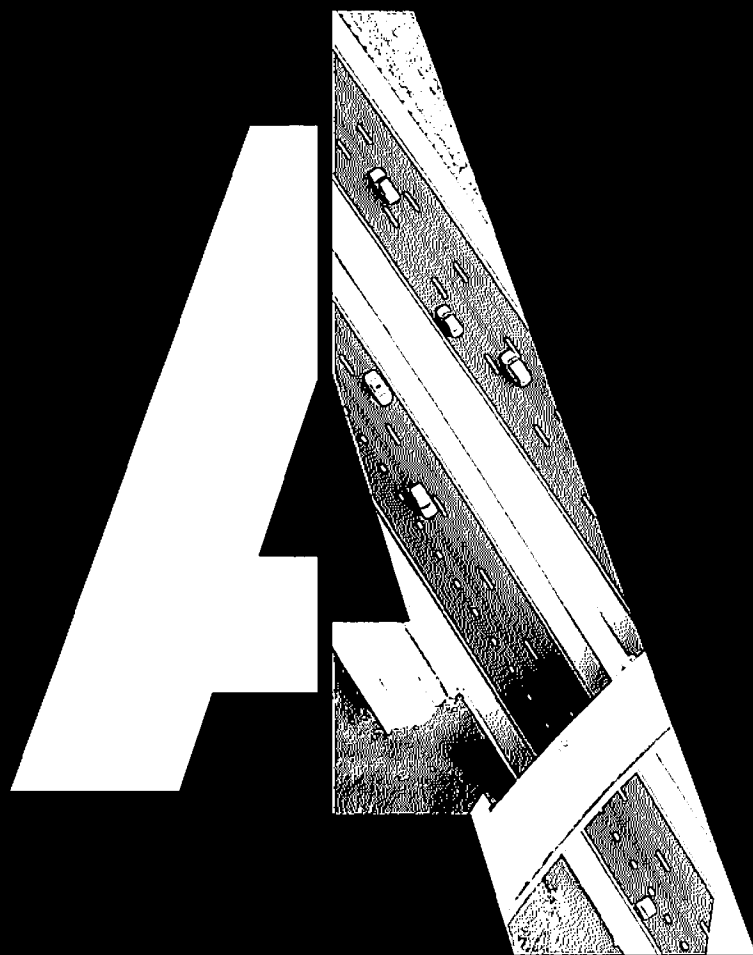
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*E-PASS is a registered trademark of the Central Florida Expressway Authority.



INTRODUCTORY SECTION

VISION & MISSION STATEMENTS

In September 2015, CFX's Governing Board adopted the agency's new mission and vision statements, which solidify a commitment to providing Central Florida's communities with transportation options.

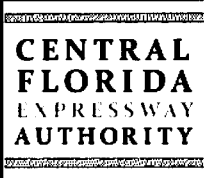
VISION: *To provide the region with a world-class, integrated mobility network that drives economic prosperity and quality of life.*

MISSION: *To build, operate and maintain a mobility network through accountability, fiscally sound practices and a community focus.*

Development of the mission and vision statements was a collaborative effort as CFX gathered input from Central Florida residents and representatives from other agencies across the region as part of the 2040 Master Plan process.



**CFX STAFF ALSO DEVELOPED THE
AGENCY'S CORE VALUES:
Excellence, Innovation, Service,
Commitment and Teamwork.**



NOVEMBER 30, 2015

Board Members – Central Florida Expressway Authority,

The Comprehensive Annual Financial Report (CAFR) for the Central Florida Expressway Authority (CFX) for the fiscal year ended June 30, 2016 is hereby submitted.

In preparing this report, responsibility for accuracy of the data and the completeness and fairness of the presentation, including all disclosures, rests with the management of CFX. Internal controls are designed to provide reasonable assurance regarding the safeguard of assets and the reliability of the financial records for preparing financial statements. Management believes it has established and maintained an internal control system that provides reasonable, but not complete, assurance that the enclosed data is accurate in all material respects and is reported in a manner designed to present fairly the financial position and results of operations of CFX, which is reported as an independent special district of the State of Florida, consisting of a single enterprise fund.

CFX established an audit committee to assist the CFX Board in fulfilling its oversight responsibilities by reviewing the financial information, systems of internal controls and the audit process. In fiscal year 2016 there were six voting members; five were staff members from Orange County, City of Orlando, Lake County, Osceola County and Seminole County, as selected by their respective commissions; and one citizen representative appointed by the CFX Board.

The financial operations of CFX are independently audited on an annual basis. For the fiscal year 2016, Moore Stephens Lovelace, P.A. conducted the audit and issued an unmodified (“clean”) opinion on CFX’s financial statements. Their report is presented in the financial section of the CAFR.

To gain a more complete understanding of the operations and financial condition of CFX, the management discussion and analysis contained in the Financial Section introduces the basic financial statements and provides a brief analysis of the financial activities of CFX.

CFX Profile

CFX is an agency of the state of Florida, created by the Florida Legislature. On June 20, 2014, the Governor of Florida signed the bill to create CFX, which assumed the governance and control of the former Orlando-Orange County Expressway Authority, including its assets, personnel, contracts, obligations, liabilities, facilities and tangible and intangible property. CFX is responsible for the construction, maintenance and operation of toll roads in Seminole, Lake, Osceola and Orange Counties, and may also acquire, construct and equip rapid transit, trams and fixed guideways within the rights-of-way of the expressway system. The CFX Board is made up of nine members, consisting of: (a) one member each appointed by the respective chairs of the county commissions of Lake, Orange, Osceola and Seminole

Counties; (b) three citizens appointed by the Governor; (c) the Mayor of Orange County; and (d) the Mayor of the City of Orlando. The Florida Turnpike Enterprise Executive Director serves as a non-voting advisor.

CFX currently owns and operates 109 centerline miles of roadway in Orange County. The roadways include 22 centerline miles on the State Road (SR) 408 (Spessard L. Holland East-West Expressway), 23 centerline miles on SR 528 (Martin B. Andersen Beachline Expressway), 33 centerline miles on SR 417 (Central Florida GreeneWay), 23 centerline miles on SR 429 (Daniel Webster Western Beltway), six centerline miles on SR 414 (John Land Apopka Expressway) and two centerline miles on SR 451.

Economic Conditions

The population in Orlando metropolitan statistical area (MSA), which includes Lake, Orange, Osceola and Seminole counties grew 20% over the last 10 years and was approximately 2.4 million in 2015. The Metro Orlando Economic Development Commission reports that the Orlando region is projected to be among the nation’s fastest-growing regions in this decade. With over one third of its population between the ages of 20 and 44, and a median age of 37, Orlando is a young and vibrant community.

The Florida Research and Economic Information Database Application reports the unemployment rate for the Orlando-Kissimmee-Sanford MSA (Orlando MSA) in August 2016 was 4.4%. Over that past five years the unemployment rate has steadily fallen. The five year annual average unemployment rate for the years 2010-2014 was 8.6% and the August 2015 rate was 5.1%. The Orlando MSA gained a total of 40,000 jobs in January 2016 compared to the previous year. Many different industries made up that job growth, including construction, manufacturing, transportation and leisure and hospitality, which is evidence of the diversification of the Orlando MSA economy. According to the Metro Orlando Economic Development Commission, Orlando welcomed 66 million visitors in 2015 to set a sixth consecutive record high.

The decrease in unemployment as well as the overall growth of the area has had a positive impact on traffic growth on the expressway system. Traffic on CFX’s system in fiscal year 2017 through September has increased approximately 9% over the same time period last year.

The City of Orlando approved the construction of a new soccer-specific stadium. It is under construction now with plans to be completed for the start of the 2017 Major League Soccer season. According to the Orlando Business Journal, this stadium will have more than a \$100 million impact on the economy.

In Seminole county, the Seminole County Sports Complex was completed in 2016. This 102 acre facility is expected to bring many visitors to the area. By the end of 2016 they expect to host over 40 sporting events with a total anticipated financial impact of over \$50 million.

In Osceola County the \$200 million Florida Advanced Manufacturing Research Center was just completed. This facility was built with the purpose of establishing a state of the art manufacturing research and incubation facility, with the goal of seeing over \$1 billion of economic impact over the next 10 years.

Orlando is becoming the epicenter for Modeling, Simulation & Training (MS&T), with over 1,000 companies and 60,000 jobs located in the city. The National Center for Simulation held its annual summit at the Orange County Convention Center, hosted by Mayor Teresa Jacobs, in September of 2016, highlighting Florida's growing simulation industry.

Orlando is home to the University of Central Florida (UCF), now the largest university in the country based on enrollment during the 2015-16 academic year. UCF spends over \$130 million on annual research. With the opening of the Nemours Children's Hospital and the University of Florida Academic and Research Center in 2012, Orlando's medical city has taken shape. Located just off of SR 417 in the Lake Nona community, the medical city is expected to bring 30,000 jobs and a \$7.6 billion impact on the economy within the next 10 years, according to Arduin, Laffer & Moore Econometrics. Additional facilities include:

- University of Central Florida College of Medicine
- Burnett School of Biomedical Sciences
- Sanford-Burnham Medical Research Institute at Lake Nona
- Valencia College at Lake Nona
- Orlando VA Medical Center

Long-Term Financial Planning

CFX's capital projects are budgeted and planned for in its five-year work plan. Renewal and replacement projects, intelligent transportation systems projects and projects from the 2040 Master Plan are prioritized according to critical need. The 2040 Master plan was approved by the board in 2016, and is CFX's first regional master plan. The cost of the projects is then compared to revenue projections compiled by CFX's Traffic and Revenue consultant and CFX's debt policy which requires staff to utilize a 1.60x debt service coverage ratio as a target. Once the Finance Department deems the plan fundable, it is brought before the Board for approval.

During fiscal year 2016 CFX was operating under the FY2017 to FY2021 five-year work plan with an amount of \$1.36 billion. Projects in the plan include, but are not limited to, existing system widening; several interchange projects; the completion of the Wekiva Parkway and multiple PD&E studies in the region. CFX's total investment in capital assets, at historical cost less depreciation, is \$3.9 billion.

CFX utilizes the modified approach for infrastructure reporting. In lieu of recording depreciation on infrastructure, CFX reports preservation expense, which is the actual cost of maintaining the

roadway in good condition. This expense varies from year to year as can be seen in this year's Statements of Revenues, Expenses and Changes in Net Position. Preservation expense increased from \$4 million in fiscal year 2015 to \$16 million in fiscal year 2016.

In addition to the five-year work plan, CFX also has an annual Operations, Maintenance and Administration (OM&A) budget. Budgets are prepared at departmental/cost center level and compiled by the Finance Department. After financial review at several levels, the entire budget is presented to the Board for approval. The Executive Director can make transfers between funds (Operations, Maintenance and Administration) in the budget, but amendments of additional money must be approved by the Board. The Board's policy requires that the net OM&A budget not exceed 25% of the projected toll revenues. The fiscal year 2016 net OM&A budget was \$70.2 million.

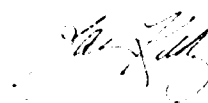
Awards and Acknowledgements

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate Achievement for Excellence in Financial Reporting to the Central Florida Expressway Authority for its CAFR for the fiscal year ended June 30, 2015. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both U.S. generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current CAFR continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.

The preparation of the CAFR was made possible by the hard work and dedicated service of the Finance Department. Sincere thanks are expressed to the Communications Department and to our external auditors, Moore Stephens Lovelace, P.A., for their special effort in compiling this report. Finally, we extend our appreciation to all the employees and Board Members of the Central Florida Expressway Authority for their cooperation and assistance in matters pertaining to the finances of the Authority.

Respectfully submitted,



Laura Kelley
Executive Director



Lisa Lumbard
Chief Financial Officer

CFX LAUNCHES NEW STRATEGIC AND MASTER PLANS

In April 2016, CFX's Governing Board approved the agency's 2017-2022 Strategic Plan. The new data-driven plan developed goals, strategies, tactics and performance measures to act as a guide and set the framework for the agency to make operational and strategic decisions that compliment our core values to:

- ▶ **Build a Customer-driven Organization**
- ▶ **Deliver a World-class Mobility Network**
- ▶ **Deliver Financially Sound Practices**
- ▶ **Focus on Community and Social Responsibility**

The *Strategic Plan* also assumes a degree of flexibility allowing CFX to adjust to emerging trends and seize upon new opportunities.

In May 2016, CFX's Board approved the *2040 Master Plan*, the agency's blueprint for system improvements and new projects that best address the mobility needs of Central Florida. The Master Plan also sets the policy for future operations and capital investment decisions and serves as the basis for CFX's 5-Year Work Plans. The *2040 Master Plan* is the first regional plan adopted by the Board.

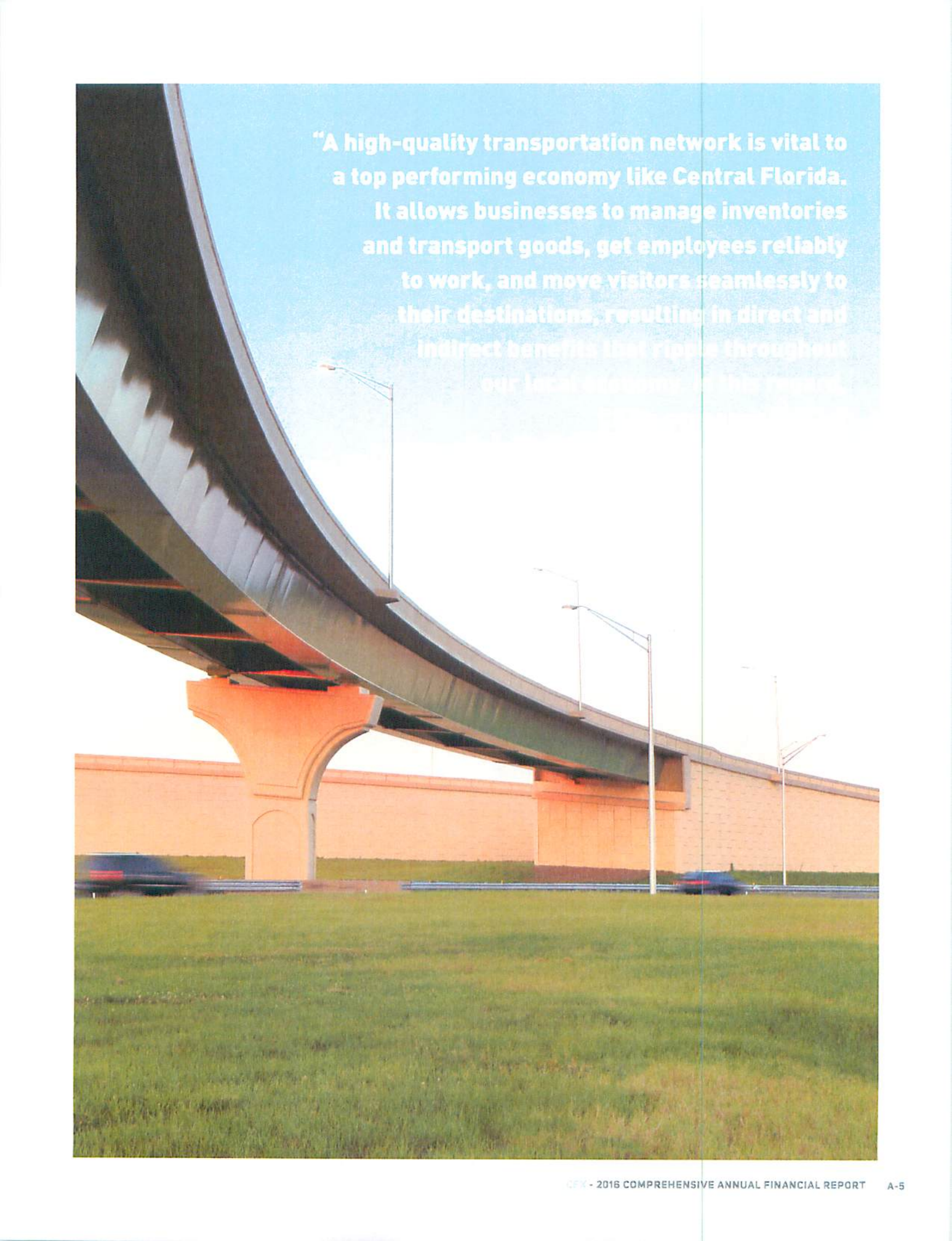
The new Master Plan identifies approximately \$2 billion of specific project needs within the existing CFX system and potential expansion projects within the Central Florida region. These investments will be driven by the need to meet existing and anticipated future traffic demands as the region continues to develop and grow.

Key elements of the plan include:

- ▶ **EXISTING SYSTEM IMPROVEMENTS:** Capacity, traffic operations and system renewal needs
- ▶ **REVENUE AND TOLLING OPTIONS:** Toll rate policy, collection technology and operations
- ▶ **POTENTIAL EXPANSION PROJECTS:** New expressway routes and interchanges
- ▶ **MULTIMODAL TRANSPORTATION:** Bus rapid transit, trams or fixed guide ways within the right of way of an existing expressway

The *2040 Master Plan* culminated a yearlong process of community outreach, stakeholder interaction and technical analysis. CFX began the Master Plan public engagement process in April 2015, meeting with local cities, counties, chambers of commerce and civic groups to define how best to collaborate over the next 25 years. In all, CFX held more than 80 meetings, presentations and events that spanned four counties and 26 municipalities. The meetings generated extensive feedback essential to the development of the agency's *2040 Master Plan*.





“A high-quality transportation network is vital to a top performing economy like Central Florida. It allows businesses to manage inventories and transport goods, get employees reliably to work, and move visitors seamlessly to their destinations, resulting in direct and indirect benefits that ripple throughout our local economy. In this regard,

ECONOMIC BOOST

STUDY SHOWS CFX EXPRESSWAY SYSTEM SAVES TIME AND BENEFITS THE CENTRAL FLORIDA ECONOMY



Last year, CFX released an *Economic Impact and Benefits Study* of our \$1.2 billion Five-Year Work Plan (Fiscal Years 2017-2021) prepared by the Center for Urban Transportation Research (CUTR).

Prepared by the Center for Urban Transportation Research (CUTR), the report shows that CFX's Work Plan is estimated to create approximately 12,300 jobs statewide, or 2,460 jobs per year, and generate wages and other income of nearly \$700 million statewide over this time period. When including all Work Plan contributions, the total economic impact results in \$2.1 billion gross business sales and \$1 billion in gross domestic product. Additionally, the report said the Work Plan would save each household on average 32 travel hours annually, or \$334 in related expenses per year.

Additional travel benefits of the Work Plan, according to the study include increased safety and reduced harmful emissions. Households would save \$26 million over the five-year period because of reduced fuel consumption due to less traffic congestion and avoided medical expenses due to fewer traffic accidents.



INNOVATION AND EFFICIENCY

TOLL SYSTEM REPLACEMENT PROJECT

The CFX Toll System Replacement project, launched in September 2015, represents a multiyear effort to make significant improvements to our existing toll collection system infrastructure. This system-wide project will replace or upgrade our current system with the latest, state of the art technology and equipment, which will allow for more robust reporting capabilities, automated system monitoring, and seamless processing of toll transactions, data and images to ensure optimal toll operation performance.

The toll system improvements will provide our customers with a host of benefits including:

- ▶ Independent video audit system that evaluates toll collection system performance to monitor system accuracy
- ▶ New optical image processing system that captures both front and rear license plates and reduces the number of manual image reviewers to keep up with the same volume of images
- ▶ License plate recognition technology that alerts law enforcement in the vicinity of vehicles associated with Silver and Amber alerts, as well as toll violators
- ▶ Ability to support future toll interoperability efforts and future enhancements



As part of this project, all toll plaza beacons (red/green lights) were removed to improve traffic flow through the plazas so our customers can continue on their commute more efficiently and safely.

The toll system replacement project is scheduled to take approximately four years to complete and is anticipated to be in place system-wide by 2019.

COMMUNITY OUTREACH & CUSTOMER ENGAGEMENT

CFX recognizes the value and importance of taking our message directly to the community and the customers we serve. In FY 2016, we presented to dozens of local groups and service organizations, and participated in festivals and events throughout Central Florida. By engaging with the community directly, we are able to provide a "face to the agency" and share our story while also answering questions and receiving valuable feedback.

CFX is also finding success engaging a wider audience through the agency's popular monthly electronic newsletter *Driving CFX*, and through a revamped social media outreach initiative. Last year, the *Driving CFX* newsletter reached an all-time high readership of more than 23,000 subscribers and it boasted an impressive 50% open rate. Additionally, CFX's Facebook page following grew by 24 percent from the previous year to an all-time high of more than 70,000 "likes".



IMPROVEMENTS

SR 417 / BOGGY CREEK INTERCHANGE

In February 2016, CFX and local officials held a ribbon-cutting ceremony to commemorate the opening of the new and improved State Road 417 (Central Florida GreeneWay) / Boggy Creek Road interchange.

CFX chose an innovative design when planning the interchange, using precast concrete curved U-girders rather than traditional steel girders. The design saved the agency more than \$7 million in construction costs and earned the project national recognition.

The new interchange provides CFX customers with better access to and from Orlando International Airport (OIA) from south Orange County and

Osceola County as well as improved access to the growing Lake Nona Medical City community. The interchange also will accommodate the planned extension of the Osceola Parkway.

OIA is the second busiest airport in Florida, with more than 124,000 vehicles accessing the facility daily. Nearly half of those vehicles are expected to access the airport from SR 417 and Boggy Creek road when OIA's South Terminal opens in 2019.



IMPROVEMENTS CONTINUED ALONG SR 417

Last year, CFX continued its ongoing initiative to add capacity to SR 417 from State Road 528 (Martin B. Andersen Beachline Expressway) to the Orange County/Seminole County line. To minimize the impact to our customers, CFX has broken this 19-mile effort out into six separate project phases. To date, CFX has completed four of the six phases, successfully widening SR 417 from the SR 528 interchange to Lake Underhill Road.

In February 2016, CFX started work on a new project section that will widen SR 417 from Lake Underhill Road to State Road 408 (Spessard L. Holland East-West Expressway). This project also will realign the northbound SR 417 ramp to eastbound SR 408 to help improve access to the SR 408/SR 417 interchange, the second busiest interchange on CFX's 109-mile expressway system. Construction on this project phase is scheduled to end in late 2017.



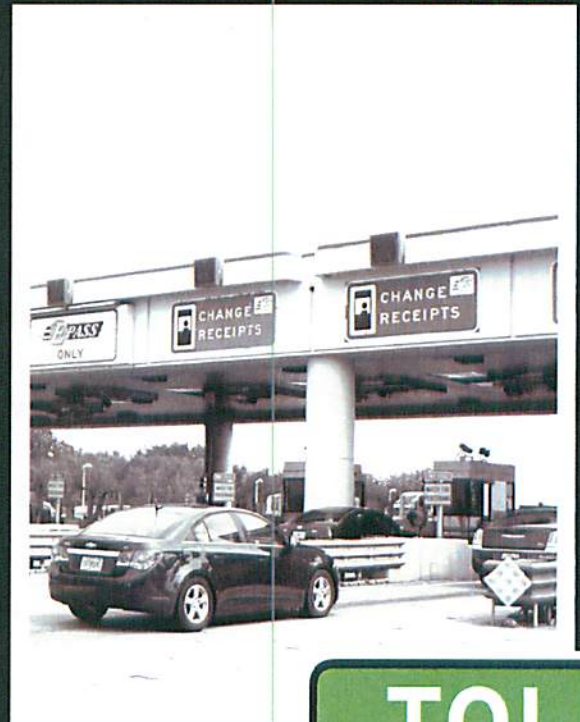
TOLL PLAZA

REMOVED ON SR 528 NEAR AIRPORT

After years of discussions and planning, the long-anticipated demolition of the State Road 528 (Martin B. Andersen Beachline Expressway) Airport Plaza became a reality in March 2016.

Opening in 1983, the Airport Plaza was CFX's oldest and second busiest toll plaza, and the only main plaza on our expressway system not equipped with Open Road Tolling (ORT) lanes which enable customers to pay tolls at highway speeds.

The plaza's removal, long championed by our customers as well as Central Florida's business community and tourism industry, was made possible through an "Interagency Toll Collection Agreement" with Florida's Turnpike Enterprise (FTE). The agreement facilitated the transfer of toll collections from the SR 528 Airport Plaza to FTE's Beachline West Main Plaza. The plaza's removal and consolidated collection of tolls on SR 528 now provides visitors and daily commuters with enhanced convenience, safety and a better, more efficient travel experience.

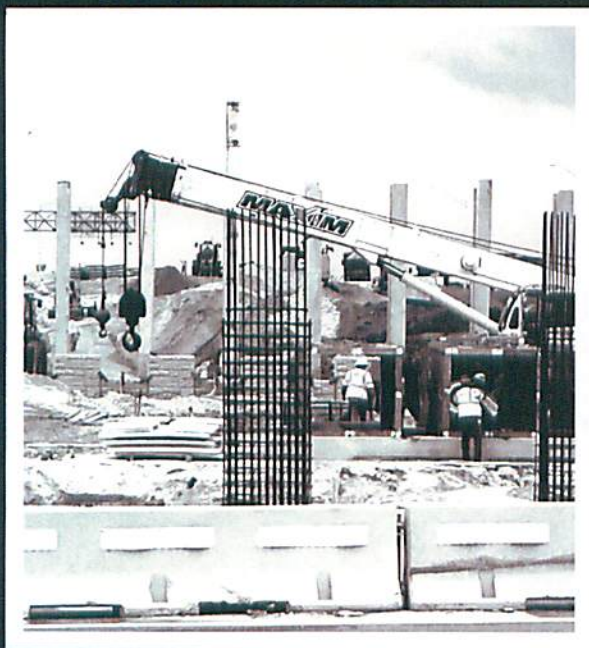


WEKIVA PARKWAY

Completing Central Florida's Beltway



COMPLETING CENTRAL FLORIDA'S BELTWAY



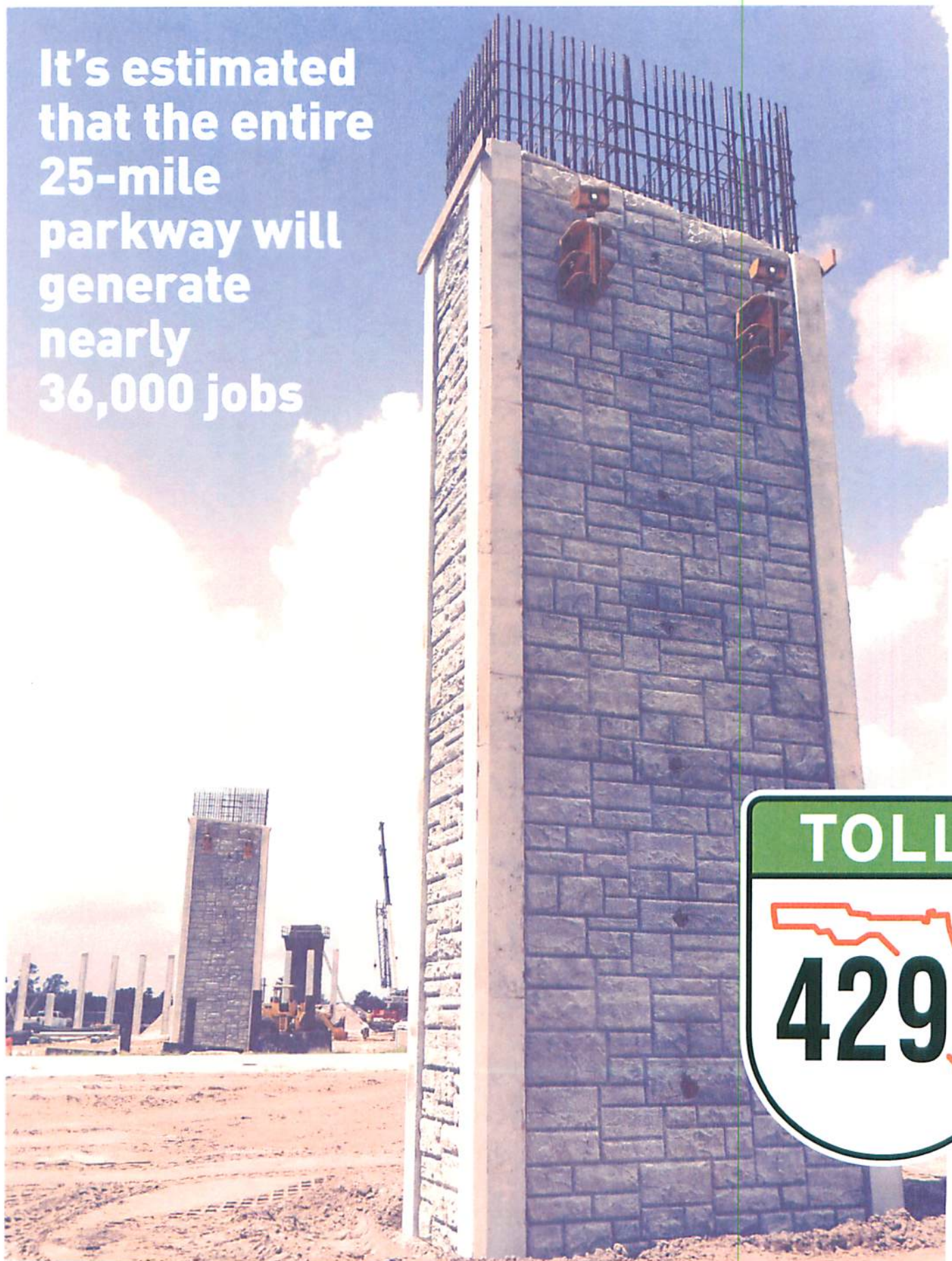
In June 2016, CFX awarded the contract to build the agency's fifth and final section of the Wekiva Parkway. This marked a major milestone toward the completion of Central Florida's long-awaited beltway. Nearly 30 years in the making, the \$1.6 billion Wekiva Parkway is a cooperative effort between CFX, the Florida Department of Transportation and Florida's Turnpike Enterprise. The five CFX Wekiva Parkway sections, located in Orange County and a small portion of Lake County, total 10 miles and more than \$270 million in construction costs.

The Wekiva Parkway is anticipated to have a significant economic impact on the region. On any given day, as many as 500 individuals are working on this project. It's estimated that the entire 25-mile parkway will generate nearly 36,000 jobs – both directly and indirectly – from design through the end of construction.

The parkway is expected to relieve traffic congestion resulting from intensifying growth and travel between Orange, Lake and Seminole Counties. The parkway will also feature all-electronic tolling, allowing customers pay their tolls at highway speeds, without having to slow down or stop. Customers will be able to pay their tolls using E-PASS or via CFX's Pay-by-Plate.

CFX's first section of the Wekiva Parkway, from SR 429 at US 441 to the future Kelly Park Road Interchange, is scheduled to open in spring 2017. All of CFX's Wekiva Parkway sections are scheduled to be open to traffic in early 2018.

**It's estimated
that the entire
25-mile
parkway will
generate
nearly
36,000 jobs**



SERVICE EXCELLENCE

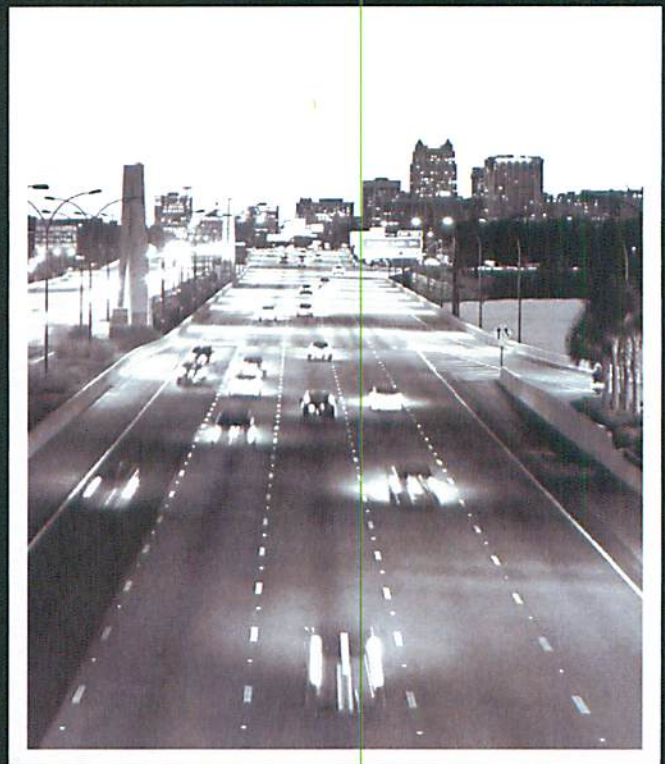
COMMUNITY AND CUSTOMER FOCUSED INITIATIVES

With a new vision and dedication to world-class customer service, CFX introduced, in FY 2016, two toll-discount programs that were a huge success.

The programs helped to increase the number of E-PASS customers from 284,800 accounts in FY 2015 to 302,077 in FY 2016, an increase of 6%.

In Spring 2015, work began on the Florida Department of Transportation's 21-mile, \$2.3 billion I-4 Ultimate reconstruction and widening project. Running through downtown Orlando and extending from Kirkman Road in Orange County to State Road 434 in Seminole County, this section of I-4 handles more than 1.5 million trips daily. As an incentive to motorists seeking to avoid I-4 Ultimate construction, CFX introduced a Commuter Relief program in July 2015. With the program, electronic customers who travel on CFX's portions of the Central Florida Beltway (SR 414, SR 417 and SR 429) who pay 20 or more tolls in a month receive a 5% discount. The discounts are contingent on actual CFX revenues trending 2% above March 2015 projections for the six-year I-4 Ultimate construction period. The discount pays for approximately one day of tolls for a typical customer who pays 20 tolls per week.

In May 2016, CFX replaced our Volume Discount program with a new toll-discount program exclusive to E-PASS customers. The E-PASS Customer Loyalty discount program is a tiered program that provides toll discounts based on the number of transactions per transponder each month. For added convenience, E-PASS customers are automatically eligible to participate in the discount programs.



Being a great agency also means being a great community partner, and with that thought in mind CFX, in February 2016, launched a toll rebate program that offered a 99% rebate for public school buses on official school business transporting students traveling on our expressways from the seven-county Central Florida region. Since then, CFX has outfitted more than 2,000 public school buses in participating counties with free E-PASS sticker transponders. The program is contingent on CFX exceeding its revenue projections by 2% in any given month.

**Being a great
agency also means
being a great
community partner.**

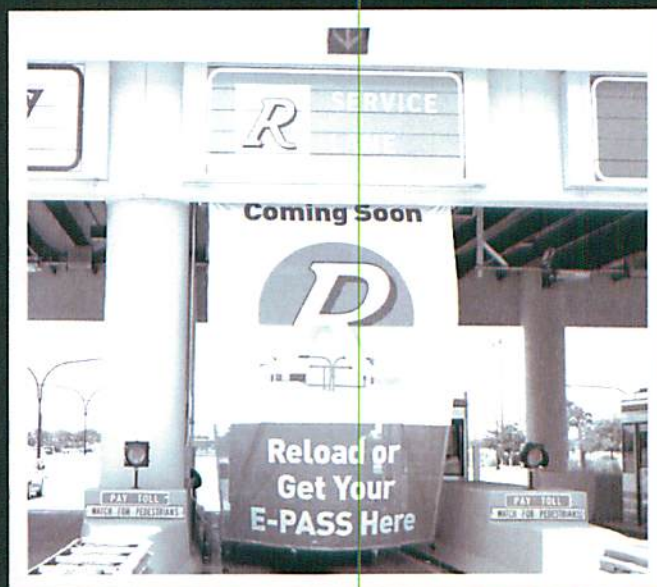
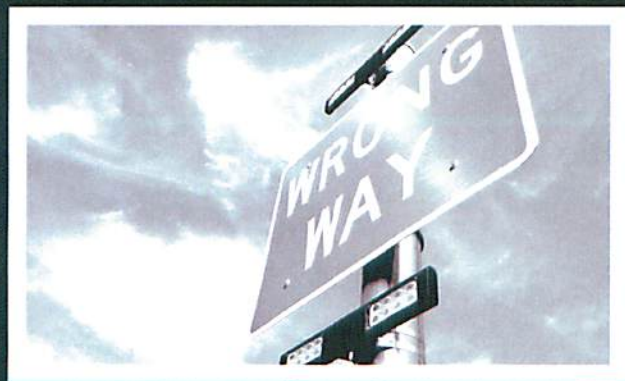


ENHANCING SAFETY + CUSTOMER SERVICE THROUGH INNOVATION

WRONG-WAY DRIVING PREVENTION AND DETECTION PILOT PROGRAM

Customer safety is a major priority with CFX. In 2012, CFX began the Wrong-Way Driving (WWD) Prevention and Detection Pilot Program in partnership with the University of Central Florida. The program's main objective is to evaluate the use of "Wrong Way" signs equipped with flashing beacons to prevent wrong-way drivers from entering CFX's expressway system. The devices also send out alerts to the Regional Traffic Management Center where operators can post wrong-way driving alerts on overhead Dynamic Message Signs.

In January 2016, CFX installed its first wrong-way driving detection system at the State Road 528 (Martin B. Andersen Beachline Expressway)/ SR 520 Interchange. Since then, we have continued to install WWD devices throughout our expressway system, with a total of 34 planned installations by the end of 2016. Preliminary results show the WWD system has been successful in detecting wrong-way drivers. In each reported case, the driver turned around when the flashing wrong way beacons activated.



CFX INTRODUCES IN-LANE E-PASS SERVICE CENTERS

In May 2016, CFX introduced drive-through lanes at the Conway Toll Plaza on State Road 408 (Spessard L. Holland East-West Expressway) where motorists could sign up for E-PASS or replenish their accounts using cash, check or credit card. CFX's Reload Lane pilot program is the first of its kind in the continental United States. Located on the east- and westbound lanes at the Conway Toll Plaza, Reload Lanes were an immediate success.

In the first month and a half of operation, nearly 2,500 new E-PASS accounts were opened at the service lanes, and thousands more motorists added funds to their existing E-PASS accounts. Follow-up surveys showed that 93% of Reload Lane customers were satisfied with the service they received. The Reload Lanes, staffed by customer service representatives, are open seven days a week from 6 a.m. to 8 p.m.

From the bustling center of downtown Orlando to the vibrant theme parks to the suburban communities and all the localities in between, CFX offers our customers convenient payment options to make it easy to pay tolls.



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