

# **CENTRAL FLORIDA EXPRESSWAY AUTHORITY**

## **Executive Director Report November, 2016**

The September Performance Dashboard is attached for your review. The SR 417 resurfacing project from I-Drive to Moss Park Road is still slightly behind their original schedule. The Contractor (Ranger Construction) has been making consistent progress on the resurfacing. Contract time for this project now expires in April of 2017. Given Ranger's progress to date, past performance and expressed plan for project completion, along with contract specified relief for weather, staff is expecting this project to be completed within the allotted contract time.

Tolls were suspended on the Beachline from 1:15 PM on 10/5/16 until 12:30 AM on 10/10/16 due to Hurricane Matthew. All other roads had tolls suspended from 8:00 PM on 10/5/16 until 12:30 AM on 10/10/16. The toll suspension had an estimated impact of \$2,838,000.

CFX Annual Financial Statements will be completed this month and presented to the Board on January 12, 2017.

CFX participated in a series of workshops with the Florida Transportation Commission to update the Toll Agency and Transit Agency performance measures. A summary of the proposed toll agency measures is attached.

CFX staff participated in a light rail stakeholder meeting at the Orlando International Airport to discuss a light rail connection from OIA to the Convention Center on October 31, 2016.

CFX hosted the transportation meeting for Leadership Orlando Class of 92 on November 3, 2016.

The International Roadway Federation Delegation will be meeting with CFX on November 8, 2016 to discuss best practices and tour our facilities.

A meeting is scheduled with FDOT staff to discuss the assignment of the SR 408 Extension contract with Metric Engineering on Wednesday, November 9, 2016.

The CFX Headquarters Building held their first Chili Cook-off on October 26, 2016. The event raised \$620 for the Second Harvest Food Bank of Central Florida.

### **COMMUNITY EVENTS/MEETINGS**

CFX staff participated in the following events/meetings:

University of Central Florida, Florida State University and University of Florida

Collegiate E-PASS Sticker Promotions - 10/15

Calle Orange (E-PASS Promotions) - 10/23

Estates of Wekiva Park HOA Presentation (Wekiva Parkway) – 10/24

**I-4 Ultimate Communications Team Meeting - 10/26**  
**Mount Dora Fall Craft Festival – 10/22 & 10/23**  
**Leadership Orlando - 11/3**  
**Supplier Diversity Exchange with Florida Office of Supplier Diversity – 11/3**  
**Ocoee Founders Day - 11/4 & 11/5**  
**Fall Fiesta in the Park - 11/5 & 11/6**  
**Waterman Village HOA Presentation (Wekiva Parkway) – 11/8**  
**Rivercrest HOA Presentation (Wekiva Parkway) – 11/9**  
**National Institute of Government Procurement Professionals**  
**Reverse Trade Show – 11/10**

**CUSTOMER SERVICE**

	Activity		Wait Time		
	Actual	Avg	Actual	Target	
Service Center: East	9,874	10,130	1:43	<5m	<span style="color: green;">■</span>
Service Center: West	2,685	3,224	1:41	<5m	<span style="color: green;">■</span>

**SERVICE CENTER: MINUTE INTERVALS** <5 ■ 5-6 ■ 6-7 ■ 7-8 ■ 8-9 ■ 9+ ■

Call Center	63,898	66,659	0:22	<1m	<span style="color: green;">■</span>
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**CALL CENTER: % MINUTE INTERVALS** <1 ■ 1-2 ■ 2-3 ■ 3-4 ■ 4-5 ■ 5+ ■



**AVERAGE SPEED: PEAK DIRECTION**

	mph	AM Peak (6-9)	PM Peak (4-7)
		Avg mph	Avg mph
SR 408 W. SR 50 to E. SR 50	55-65	51 <span style="color: green;">■</span>	53 <span style="color: green;">■</span>
SR 417 Int'l Dr. to Seminole Co. Line	55-70	65 <span style="color: green;">■</span>	62 <span style="color: green;">■</span>
SR 528 Sand Lake Rd. to SR 520	70	65 <span style="color: green;">■</span>	63 <span style="color: green;">■</span>
SR 429 Seidel Rd. to SR 414	70	67 <span style="color: green;">■</span>	66 <span style="color: green;">■</span>
SR 451 SR 429 to US 441	65	61 <span style="color: green;">■</span>	65 <span style="color: green;">■</span>
SR 414 US 441 to US 441	65	64 <span style="color: green;">■</span>	64 <span style="color: green;">■</span>

LEGEND: <10 ■ 11-20 ■ >= 21 ■

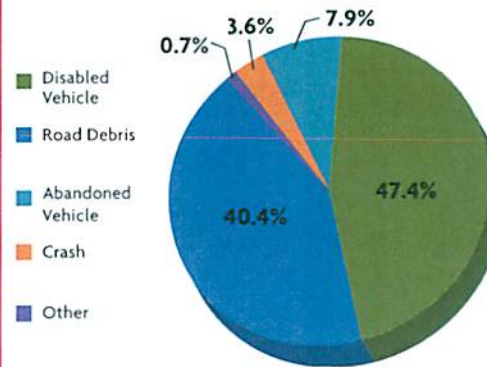
**MAJOR CONSTRUCTION PROJECTS**

	Contract (millions)	Spent	% Spent	% Time	VAR
SR 408/SR 417 Interchange	\$36.0	\$13.9	39%	49%	<span style="color: green;">■</span>
SR 417 Resurfacing I-Drive to Moss Park Rd.	\$18.5	\$8.9	48%	66%	<span style="color: yellow;">■</span>
SR 429 Systems Interchange	\$79.6	\$26.4	33%	36%	<span style="color: green;">■</span>
SR 429, US 441 to North of Ponkan Rd.	\$56.3	\$36.3	64%	70%	<span style="color: green;">■</span>
SR 429, North of Ponkan Rd. to North of Kelly Park Rd.	\$46.6	\$34.5	74%	70%	<span style="color: green;">■</span>
SR 453, Lake County Line to SR 46	\$49.4	\$11.1	23%	25%	<span style="color: green;">■</span>
SR 528/Innovation Way Interchange	\$62.5	\$9.1	15%	13%	<span style="color: green;">■</span>

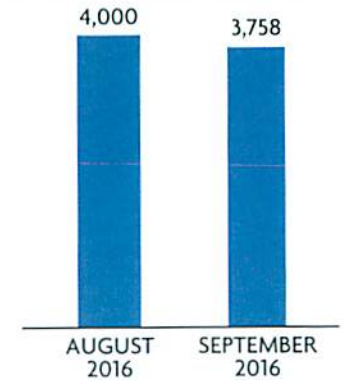
LEGEND: Spent vs. Time <10 ■ 11-20 ■ >= 21 ■

**SAFETY**

**ROAD RANGER: CATEGORY OF ASSISTS ON CFX ROADS**



**ROAD RANGER: NUMBER OF ASSISTS ON CFX ROADS**



**2014 FATALITIES**

1.07	Nationwide: Arterials, Limited Access, Toll Roads
0.26	FDOT: Urban Toll Roads
0.20	CFX: Toll Roads Urban Only

*Per 100 Million Vehicles Miles Traveled  
2010-2014 - 5 Year Average*

**WRONG WAY DRIVING (WWD)**

	Vehicles Detected	Turn Arounds
24* Locations	9	9

*\*19 new sites under construction during September.*

**FINANCIALS**

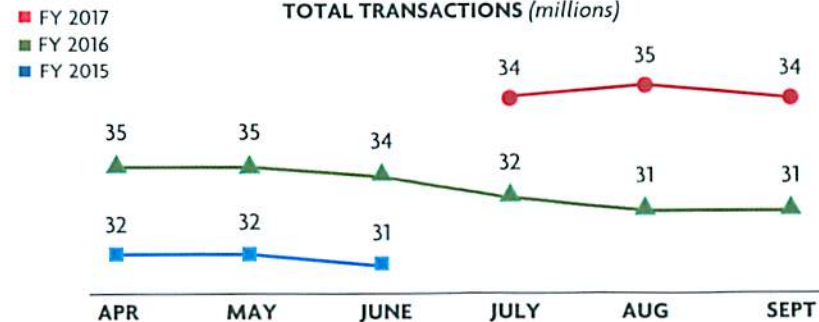
**FINANCIALS**

FY to Date	Actual	Budget	VAR
Total Revenue	\$104.8	\$95.2	10% <span style="color: green;">■</span>
OM&A Expenses	\$11.7	\$12.4	6% <span style="color: green;">■</span>
Net Revenue	\$50.2	\$39.5	27% <span style="color: green;">■</span>

**DEBT SERVICE**

Year to Date	Actual	Budget
Senior Lien	2.02	1.96 <span style="color: green;">■</span>
Subordinate Lien	1.73	1.68 <span style="color: green;">■</span>

**TOTAL TRANSACTIONS (millions)**



**CUTR Summary Table**  
**Florida Transportation Commission**  
**Toll Performance Measures**

<b>Performance Measures</b>	<b>Current Objective</b>	<b>Recommendation</b>	<b>New Objective</b>	<b>FTC Action</b>
<b>SHS Roadway Maintenance Condition Rating</b>	≥ 90	Maintain current measure and objective		
<b>Pavement Condition Rating</b> (% SHS lane miles rated excellent or good)	> 85%	Maintain current measure and objective		
<b>Bridge Condition - Rating</b> (% bridge structures rated excellent or good)	≥ 95%	Maintain current measure and objective		
<b>Bridge Condition - Weight Restrictions</b> (% SHS bridge structures with posted limit)	0%	Maintain current measure and objective		
<b>Electronic Toll Collection (ETC) - Transactions</b> (ETC transactions as % of total transactions)	> 75% by 6/30/12	Reclassify as an Operating Indicator		
<b>Revenue Variance</b> (Variance from indicated revenue - (without fines))	< 4%	Ensure consistency in accounting for Toll-by-Plate revenue and use 3-yr. moving avg. for reporting	Maintain <4% but report performance on a 3-yr. moving average	
<b>Safety</b> (fatalities per 100 million vehicle miles traveled)	> 10% below 5 yr. avg.	Reclassify as an Operating Indicator New Safety Performance Measures recommended- Outlined below	N/A	
<b>Customer Service</b> (% customers satisfied with level of service)	> 90%	Replace with two new Performance Measures - see below	N/A	
<b>Consultant Contract Management</b> (final cost % increase above original award)	< 5%	Maintain current measure and objective		
<b>Construction Contract Adjustments - Time</b> (% contracts completed within 20% above original contract time)	≥ 80%	Maintain current measure and objective		
<b>Construction Contract Adjustments - Cost</b> (% projects completed within 10% above original contract amount)	≥ 90%	Maintain current measure and objective		
<b>Cost to Collect a Toll Transaction</b> (total toll collection cost/# transactions (net of exclusions))	< \$0.16	Measure is outdated - maintain as an Indicator - Replace with new Performance Measure - Toll Operations cost as a % of Toll Revenue	N/A	
<b>Annual OM&amp;A Forecast Variance</b> (actual operating, maintenance, and administrative to annual budget)	< 110%	Maintain current measure and objective		

<b>Performance Measures</b>	<b>Current Objective</b>	<b>Recommendation</b>	<b>New Objective</b>	<b>FTC Action</b>
<b>Minority Participation</b> (M/WBE and SBE utilization as % of total expenditures)	> 90% of goal/target established by each agency	Maintain current measure and objective		
<b>Debt Service Coverage - Bonded/Commercial Debt</b> [(Rev-interest)-(toll O&M expense)]/commercial debt service expense)	> 1.5	Reclassify as an Operating Indicator New Debt Performance Measure below	N/A	
<b>Debt Service Coverage - Comprehensive Debt</b> (((Rev-interest)-(toll O&M expense))/all scheduled debt service expense)	> 1.2	Reclassify as an Operating Indicator New Debt Performance Measure below	N/A	
<b>Debt Service Coverage - Compliance with Bonds</b> (DCS meets minimum bond covenant requirements)	Yes	Maintain current measure and objective add new Rating measure		

<b>Proposed Performance Measures</b>	<b>Proposal</b>	<b>Recommendation</b>	<b>New Objective</b>	<b>FTC Action</b>
<b>System Transportation Asset Reinvestment (STAR)</b> (net income after all expenses but before capital contributions/toll revenue)	<b>Turnpike Proposal</b>	Explore over the next year - May be addressed in new Measure "Toll Operations cost as a % of Toll Revenue"		
<b>Affordability Index (AI)</b> (toll revenue/vehicle miles traveled)	<b>Turnpike Proposal</b>	Explore over the next year		
<b>Cost per Active Account</b> (applicable annual operational costs associated with electronic toll processing and customer account management/corresponding number of active accounts)	<b>Turnpike Proposal</b>	Explore over the next year - May be addressed in new Measure "Toll Operations cost as a % of Toll Revenue"		
<b>Replace Consultant Contract Management &amp; Construction Contract Adjustments (Time and Cost) with FDOT measures</b>	<b>Turnpike Proposal</b>	Not Recommended		
<b>Average Customer Call Wait Time</b> Objective: greater than 90% of calls have a wait time of less than 2 minutes	<b>CFX Proposal</b>	Recommend adoption in lieu of customer service survey results	90% of Customer calls answered in less than 2 minutes	
<b>Image Review Processing Time</b> Objective: greater than 90% of images are reviewed in less than 2 weeks	<b>CFX Proposal</b>	Recommend adoption in lieu of customer service survey results	90% of images reviewed in less than 2 weeks	
<b>Replace Current Safety Measure with Relevant Safety Categories</b> MRP Safety Categories: guardrail, striping, and signing	<b>THEA Proposal</b>	Recommend adoption	Signing - 90 Striping - 95 Guardrail - 80 Lighting - 85	
<b>Toll-by-Plate Billing Rate</b> Objective: plate image capture/DMV registration match	<b>MBBA Proposal</b>	Addressed in Image Processing, above		

<b>Proposed Performance Measures</b>	<b>Proposal</b>	<b>Recommendation</b>	<b>New Objective</b>	<b>FTC Action</b>
<b>Toll-by-Plate Collection Rate</b> Objective: collection rate after billing	<b>MBBA Proposal</b>	Addressed in Image Processing, above		
<b>Toll Operation Cost as a % of Toll Revenue</b> Objective: Measure toll collection efficiency and revenue available for reinvestment into the system	<b>CUTR Proposal</b>	Recommend adoption of a Performance Measure - set Target this year or next	If adopted this year 10 - 12% is recommended - MDX may need exception or set target for 2017	
<b>Bond Rating &gt; Baa, BBB, BBB and no Downgrade from Previous Year</b> Objective: Maintenance of investment grade bonds	<b>CUTR Proposal</b>	Recommend adoption and as a replacement for two indebtedness Performance Measures recommended to be moved to Operating Indicators	BBB - S&P BBB - Fitch No Downward Rating from Previous Year	

<b>Proposed Operating Indicators</b>	<b>Proposal</b>	<b>Recommendation</b>	<b>New Objective</b>	<b>FTC Action</b>
<b>Property Acquisition - Right-of-Way</b> (Compare categories (offers, appraisals, final settlements) on a per acre basis)	<b>Turnpike Proposal</b>	Adopt proposal below -	N/A	
<b>Property Acquisition - Right-of-Way</b> (# projects requiring ROW acquisition, # parcels needed to be acquired for projects, # parcels acquired via negotiations, # parcels acquired via condemnation, and # parcels acquired with final judgments at or less than one-half the range of values)	<b>CFX Proposal</b>	Adopt as proposed and begin reporting in the upcoming 2016 Performance Report	N/A	