

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

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

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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.

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**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.

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(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.**

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Minutes approved on 12/4, 2017.

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