

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Agenda Central Florida Expressway Authority OPERATIONS COMMITTEE

February 27, 2017
10:30 a.m.
Board Room

1. **CALL TO ORDER** – *Mark Meyer, Committee Chairman*
2. **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.
3. **RECOGNITION OF RETIRED MEMBER CHARLES RAMDATT / INTRODUCTION OF NEW MEMBER FRANCIS FLYNN** – *Mark Meyer, Committee Chairman* (info. item)
4. **APPROVAL OF AUGUST 22, 2016 MINUTES** – *Mark Meyer, Committee Chairman* (action item)
5. **INTEROPERABILITY AGREEMENT** – *Laura Kelley, Executive Director* (info. item)
6. **UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT** – *Joann Chizlett, Director of Special Projects* (info. item)
7. **PAYTOLLO PROJECT UPDATE** – *Joann Chizlett, Director of Special Projects* (info. item)
8. **EXPANSION OF RELOAD LANES** – *Michelle Maikisch, Chief of Staff/Public Affairs Officer* (info. item)
9. **RESULTS OF CUSTOMER OPINION SURVEY** – *Michelle Maikisch, Chief of Staff/Public Affairs Officer* (info. item)
10. **WEKIVA PARKWAY CONSTRUCTION UPDATE** – *Don Budnovich, P.E., Resident Engineer/Sr. Project Manager* (info. item)
11. **OTHER BUSINESS**
12. **ADJOURNMENT**

Section 286.0105, Florida Statutes states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

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 at least three business days prior to the event.

4974 ORL TOWER RD. ORLANDO, FL 32807 | PHONE: (407) 690-5000 | FAX: (407) 690-5011

APPROVAL OF
AUGUST 22, 2016 MINUTES

MINUTES
CENTRAL FLORIDA EXPRESSWAY AUTHORITY
OPERATIONS COMMITTEE MEETING
August 22, 2016

Committee Members Present:

Steve Fussell, Seminole County (Committee Chairman)
Mark Massaro, Orange County
Rob Panepinto, Citizen Representative
Charles Ramdatt, City of Orlando
Fred Schneider, Lake County

Committee Member Participating by Phone:

Mark Meyer, Citizen Representative

Committee Member Not Present:

Beth Knight, Osceola County

CFX Staff Present:

Laura Kelley, Executive Director
Lisa Lumbard, Chief Financial Officer
Michelle Maikisch, Chief of Staff/Public Affairs Officer
Corey Quinn, Chief of Technology/Operations
Linda Brehmer Lanosa, Deputy General Counsel
David Wynne, Director of Toll Operations
Joann Chizlett, Director of Special Projects
Mahmood Haq, Information Security Manager
Darleen Mazzillo, Recording Secretary/Executive Assistant

1. CALL TO ORDER

The meeting was called to order at 10:35 a.m. by Committee Chairman Steve Fussell.

Mr. Fussell introduced and welcomed Rob Panepinto to the Operations Committee as a Citizen Representative appointed by the Board on April 14.

Mr. Fussell congratulated CFX on its receipt of the IBTTA National Toll Excellence Award for the Wrong-Way Driving Detection and Prevention Program. He also praised CFX for meeting 15 of the 16 performance measures established by the Florida Transportation Commission.

Mr. Fussell reported that this will be his last meeting, as he is leaving Seminole County to join the private sector. He commented on how much he has enjoyed serving on the Operations Committee.

2. PUBLIC COMMENT

There was no public comment.

3. APPROVAL OF APRIL 18, 2016 MINUTES

A motion was made by Mr. Schneider and seconded by Mr. Massaro to approve the April 18, 2016 Operations Committee minutes as presented. The motion carried 6-0 with five (5) members present and voting AYE by voice vote and Mr. Meyer participating by phone and voting AYE by voice vote; Ms. Knight was not present.

4. UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT

Director of Special Projects Joann Chizlett presented the status of the Toll System Replacement Project. The contractor, TransCore, is currently conducting preliminary factory acceptance tests. The official factory acceptance test is scheduled for the week of August 29.

Ms. Chizlett talked about the acceleration of the manual lane terminal (MLT) installation and hardware by eight months, due to the age of the current equipment. The supplemental agreement has been signed by TransCore and we are holding meetings to coordinate the accelerated scheduling.

The Committee members asked questions regarding the project, which were answered by Ms. Chizlett. Mr. Meyer requested an analysis on the length of time for return on investment.

(This item was presented for information only.)

5. UPDATE ON CALL CENTER BUILD-OUT

Chief of Technology/Operations Corey Quinn and Director of Toll Operations David Wynne gave a presentation on the built-out of the call center located on the second floor of the CFX Headquarters. The build-out is a comprehensive way to upgrade the call center to handle additional call volumes.

Phase I of the build-out is complete. Construction on Phase II is expected to begin on September 16 and be completed by November 1. We are also procuring a call scheduling software program. Mr. Wynne showed renderings of the Phase I and II projects.

Mr. Panepinto asked questions regarding the vendor for the call scheduling software, which were answered by Mr. Wynne.

Mr. Massaro asked about the costs of this project. Mr. Quinn explained that the contractor cost is \$550,000. The work stations are being provided by CFX. The cost of the software vendor, Monet is approximately \$45,000 - \$50,000 for the first year and \$20,000 to \$25,000 for the software renewals in the following years.

(This item was presented for information only.)

6. A/C REDUNDANCY

Chief of Technology/Operations Corey Quinn and Information Security Manager Mahmood Haq reported on the A/C redundancy project.

CFX has replaced the a/c system at the CFX headquarters with a redundant system that provides backup protection to the data server room, has the capability to allow adjustment of room temperatures and can be controlled at multiple work stations.

(This item was presented for information only.)

7. HIAWASSEE BACKUP DATA CENTER

Corey Quinn and Mahmood Haq informed the Committee about the Hiwassee Backup Data Center.

The backup data center at the Hiwassee Toll Plaza is currently being constructed. The anticipated final completion date is September 20, 2016. Pictures of the project were shown to the committee members.

The committee members asked questions about the project, which were answered by Mr. Quinn and Mr. Haq.

Mr. Massaro and Mr. Ramdatt suggested that a fence be installed around the outside equipment to prohibit theft and tampering.

(This item was presented for information only.)

8. RELOAD LANE UPDATE

Chief of Staff/Public Affairs Officer Michelle Maikisch gave an update on the Reload Lane, which is an in-lane drive-up customer service program that 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. 3,599 new E-

PASS accounts have been opened and 5,416 E-PASS account reloads have been processed in the lane. The program focuses on cash customers.

Ms. Maikisch reported on types of payment, media coverage and customer survey responses.

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

(This item was presented for information only.)

10. ANNUAL ROTATION OF COMMITTEE CHAIRMAN

This item was taken out of agenda order, due to the fact that Mr. Ramdatt had to leave early.

According to the order established in the Operations Committee Charter, one of the Citizen Representatives shall hold the position of Chairman for a Term of September 11, 2016 through September 10, 2017.

Chairman Steve Fussell entertained nominations for Chairman from the two Citizen Representatives, Mark Meyer and Rob Panepinto.

A motion was made by Mr. Ramdatt and seconded by Mr. Massaro to nominate Mark Meyer as Chairman for the term September 11, 2016 through September 10, 2017. The motion carried 6-0 with five (5) members present and voting AYE by voice vote and Mr. Meyer participating by phone and voting AYE by voice vote; Ms. Knight was not present.

9. E-PASS OUTREACH PROGRAM

Ms. Maikisch reported on the latest E-PASS outreach program, which features transponders with collegiate logos. This program will be announced to the public in the next few weeks.

We have worked out agreements with the University of Central Florida, Florida State University and University of Florida to produce and sell transponder tags with the college logos. We will do a preorder campaign to coincide with the first football games, with distribution in late September/early October. The charge for the collegiate transponders will be \$18.50 plus tax. These transponders will be unique in the state.

The committee members asked questions about this program, which were answered by Ms. Maikisch.

(Mr. Ramdatt left during this presentation.)

(This item was presented for information only.)

11. OTHER BUSINESS

Mr. Fussell thanked CFX staff and the members of the Operations Committee for their support. Laura Kelley thanked Mr. Fussell for his service.

12. ADJOURNMENT

A motion was made by Mr. Massaro and seconded by Mr. Panepinto to adjourn the meeting at 11:55 a.m. The motion carried 6-0 with five (5) members present and voting AYE by voice vote and Mr. Meyer participating by phone and voting AYE by voice vote; Ms. Knight was not present.

Minutes approved on _____, 2016.

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 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.

**INTEROPERABILITY
AGREEMENT**

THERE ARE NO
BACKUP MATERIALS
FOR THIS ITEM

TOLL SYSTEM REPLACEMENT PROJECT

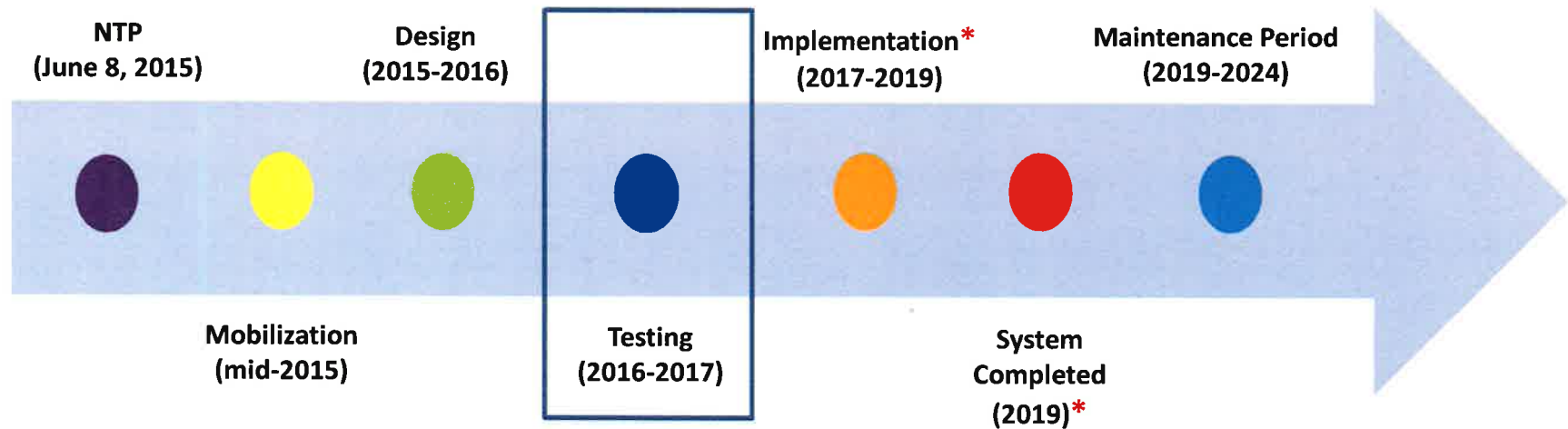


CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee Toll System Replacement Project Update

February 27, 2017

»»» TOLL SYSTEM REPLACEMENT PROJECT TIMELINE



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

»»» Toll System Replacement Project Status

- Second round of official Factory Acceptance Test (FAT) scheduled for this week 3/1/17
- Factory Acceptance Test to include Image Processing System (IPS)
- Contractor Working on Plan Sets for plaza installations



Toll System Replacement Project Status

- 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.

»»» Toll System Replacement Project Current Tasks

Description	Approximate % Complete
System Design Documentation	95%
Manual Lane Terminal (MLT) Acceleration	100%
Installation Plans/Documentation	20%
Factory Acceptance Test (FAT) Dry Run	98%



Questions?



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

PAYTOLLO UPDATE

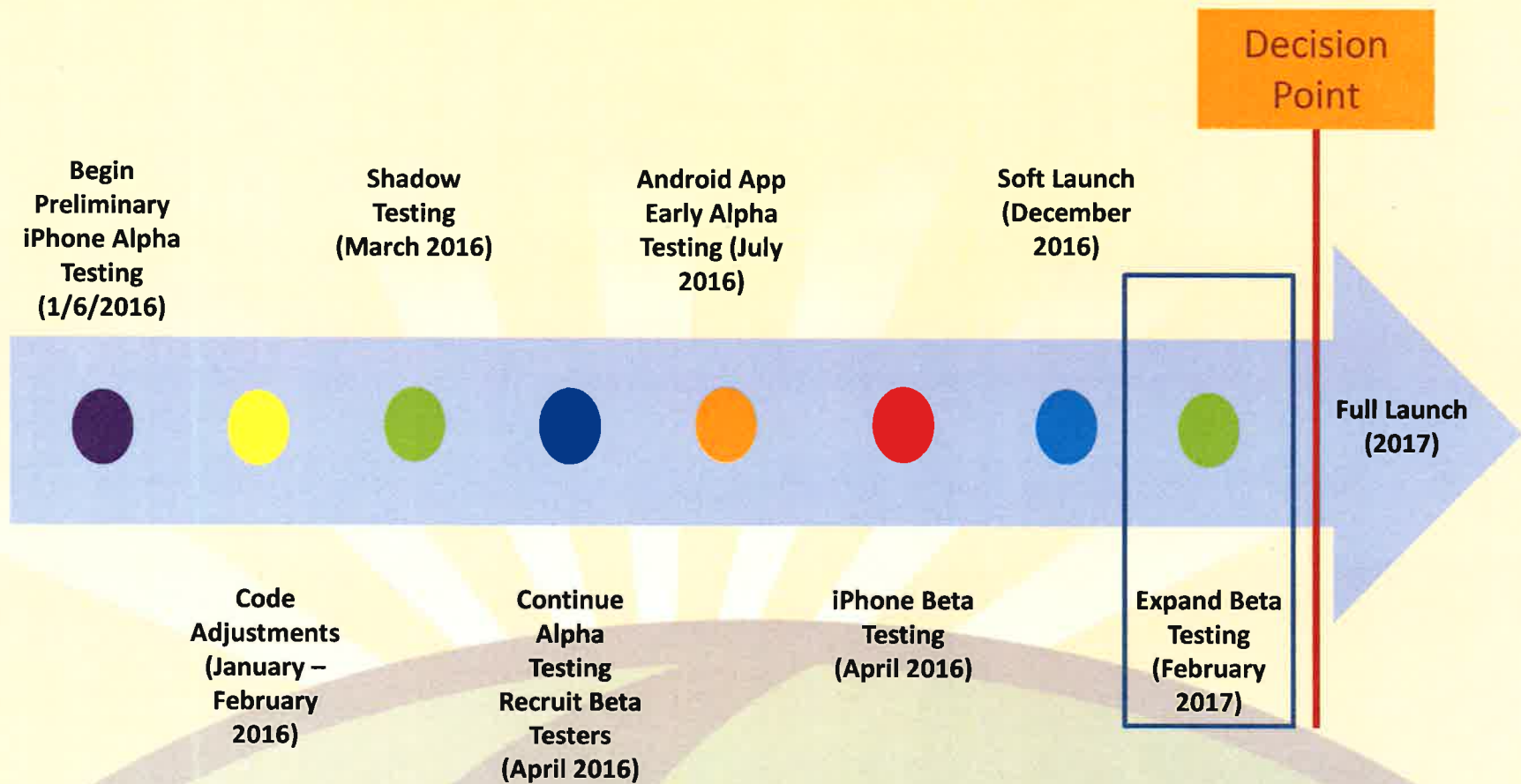


CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee PayTollo Project Update

February 27, 2017

PayTollo Project Testing Timeline



»» 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



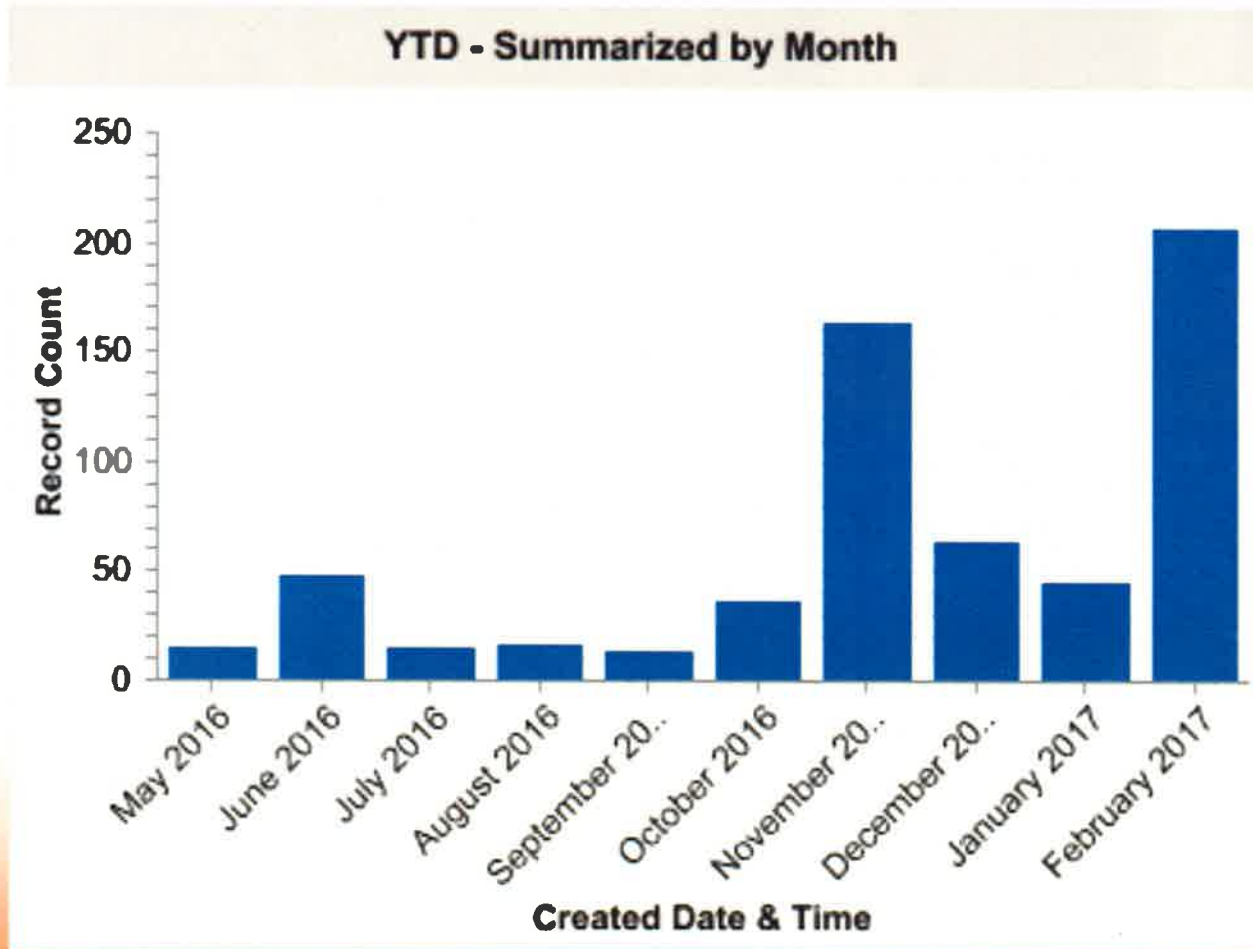
PayTollo Additional Activity

- 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



Update on Beta Testing

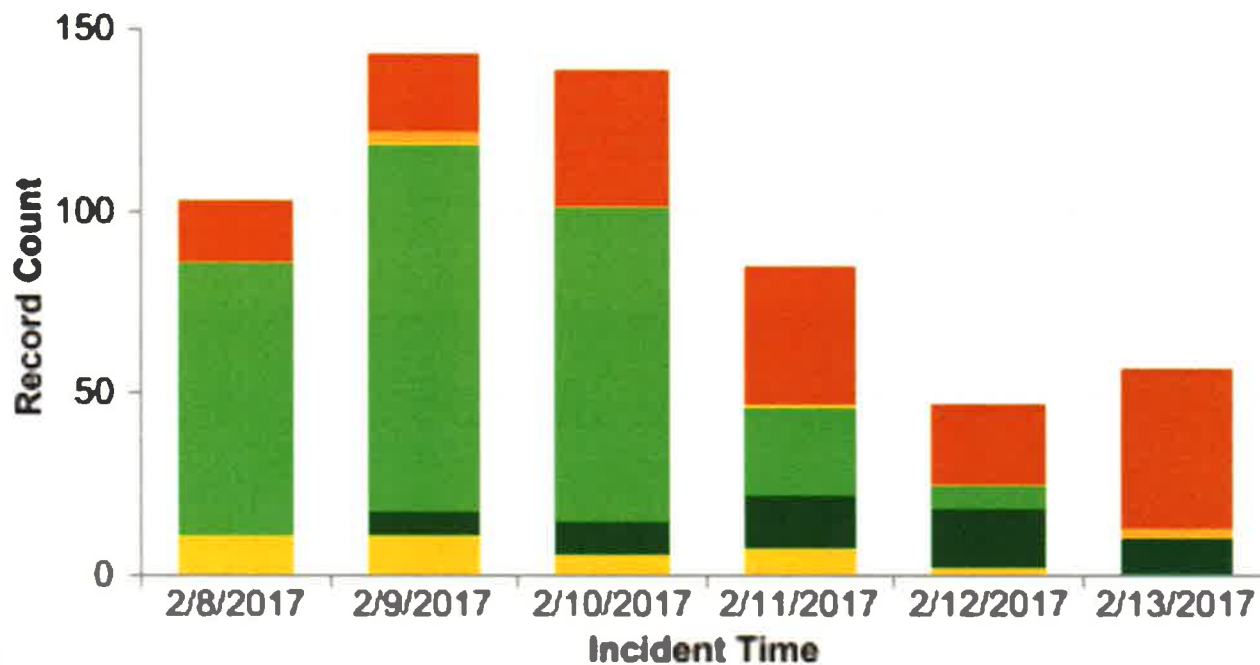
»»» Total Users Created (2/8/17)





Transactions with an Incident Date In Last 5 Days (2/8/17)

Summarized by Day & Transaction Status



Transaction Status

- Authorized
- Cancelled
- elected to pay
- Unable to charge
- Paid



Questions?



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RELOAD LANES

CENTRAL FLORIDA EXPRESSWAY AUTHORITY



Reload...

RELOAD: Progress

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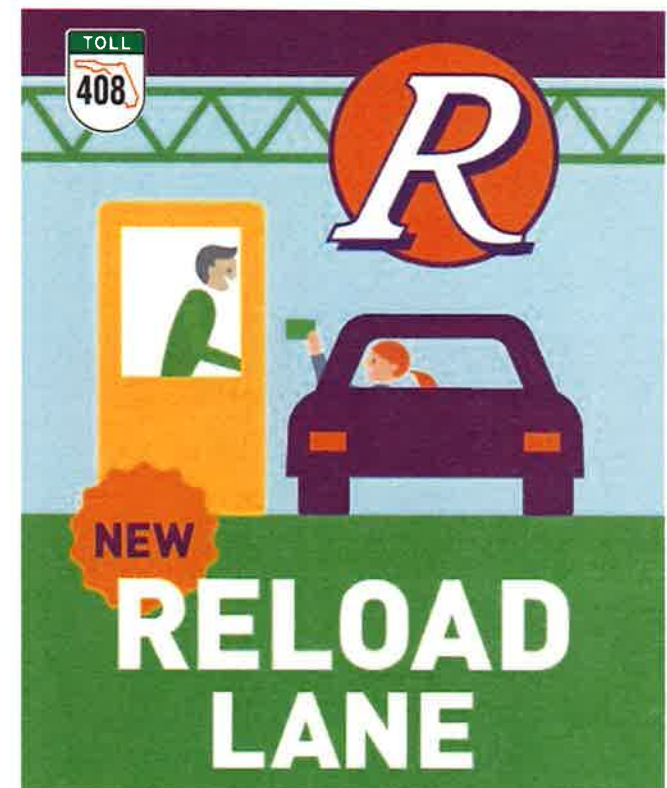
In-lane, drive-up customer service program is first of its kind in the continental United States

ABOUT

- Drive-thru customer service lanes to reload E-PASS accounts or get a FREE E-PASS
- Currently at the SR 408 Conway Toll Plaza
- Launched Wednesday, May 11
- Reload lane open 7 days a week, 6am – 8pm
- Staffed by URS contract

BENEFITS

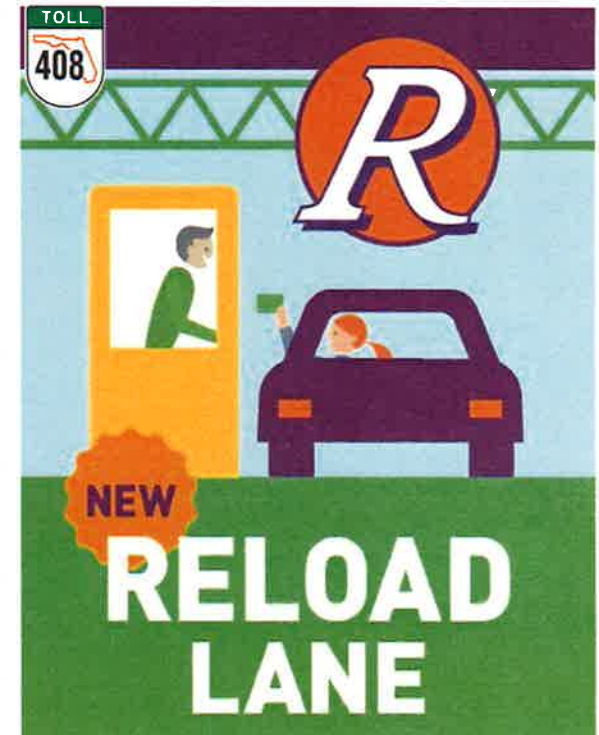
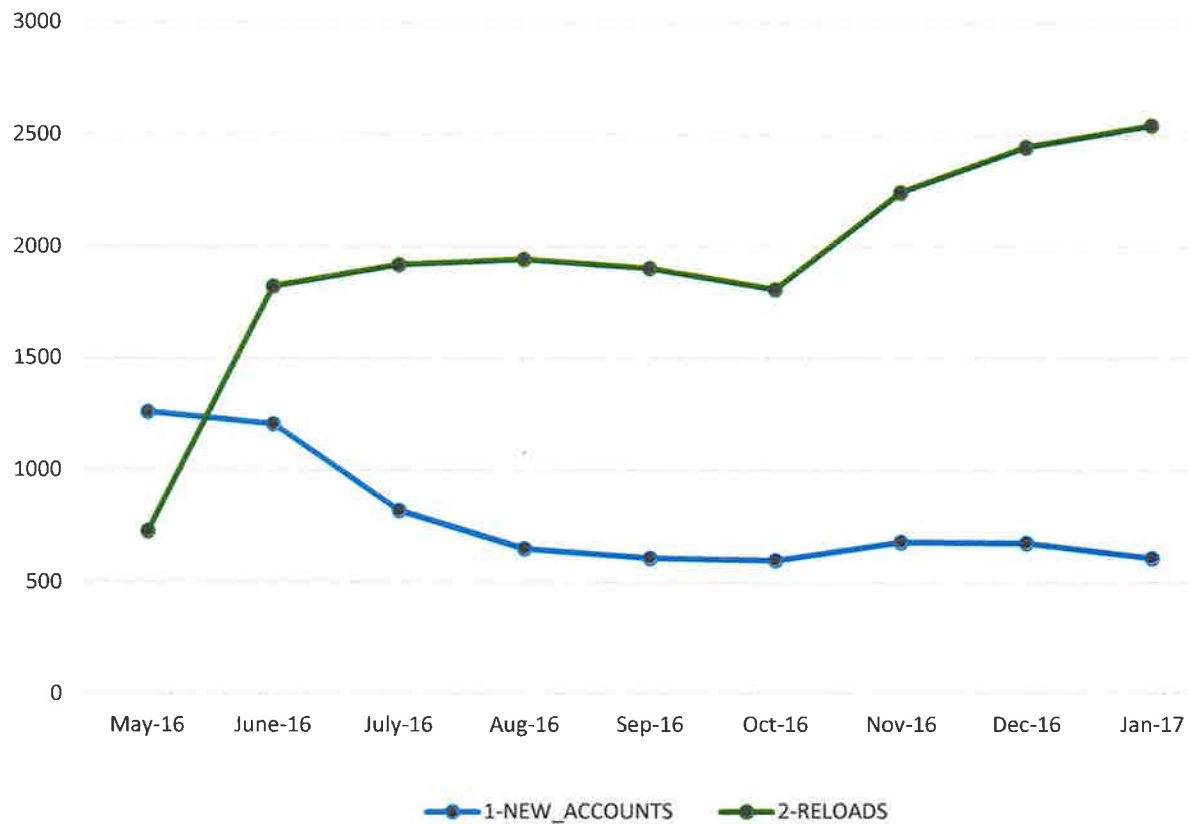
- Customer convenience
- Additional payment options
- Faster way to get a FREE E-Pass





E-PASS Sales & Reload Use thru December 2016

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AUTHORITY





Coming Soon

Expand to other locations on system

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



CUSTOMER OPINION SURVEY



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Voice of Our Customers

COMMUNICATION:

PUBLIC INVOLVEMENT & BEYOND

AUDIENCES—

- **Current/Potential Customers**
- **Public/Media**
- **Board Members**
- **Internal Staff**

MESSAGES—

- **Promote Agency**
- **Build Trust through Transparency**
- **Communicate Value - Savings, Safety & Job Creation**

EVERYDAY FEEDBACK

We hear from our customers every day via:

- Customer service representatives
- Road Rangers
- Service Centers
- Email (info@CFXWay.com)
- Social Media
- Public Outreach



CUSTOMER OPINION SURVEY

Conducted every 2 years to gather opinions of E-PASS and cash customers

Report to Florida Transportation Commission

Varga Market Research Services, Inc.- December 2016

- Online, printed surveys distributed at toll plazas
- \$50 E-PASS credits
- 1,983 responses



KEY FINDINGS

1. Time savings are important
2. High satisfaction with the E-PASS program
3. High likelihood of recommending E-PASS
4. Prefer tolls over taxes
5. CFX roads are:
 - Faster than others
 - Well maintained
 - Safer

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WHY DO THEY CHOOSE US?



91% - Save Time

Other Reasons:

- **Convenience**
- **Less Congestion**
- **Safety**

WHAT DO THEY THINK OF E-PASS?

80% agree that
E-PASS provides
good value



WHAT DO THEY THINK OF E-PASS?

94% would recommend

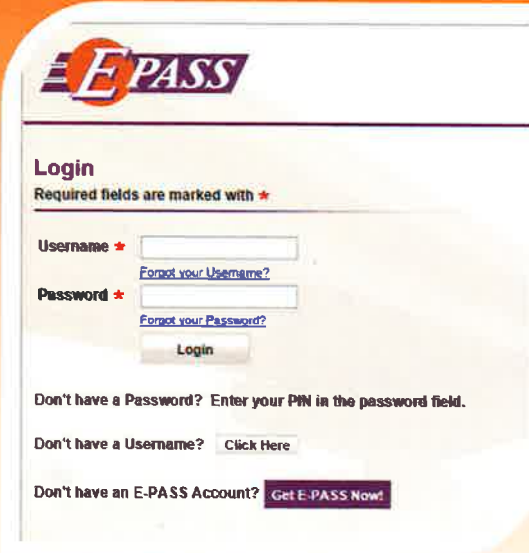


to others



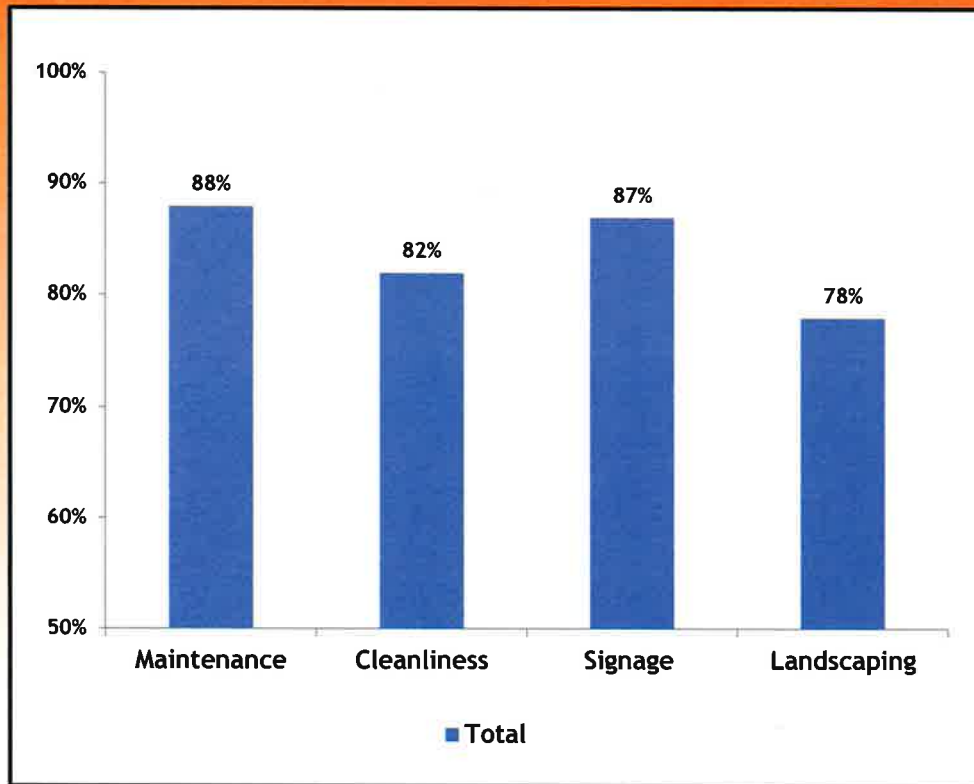
WHAT DO THEY THINK OF E-PASS?

91% of people who visit our website use it to check their E-PASS account



The image shows a screenshot of the E-PASS login interface. At the top left is the E-PASS logo. Below it is the heading "Login" and a note "Required fields are marked with *". There are two input fields: "Username *" and "Password *", each with a "Forgot your [Username/Password]?" link. A "Login" button is positioned below the password field. At the bottom, there are three links: "Don't have a Password? Enter your PIN in the password field.", "Don't have a Username? Click Here", and "Don't have an E-PASS Account? Get E-PASS Now!".

WHAT DO THEY THINK OF OUR EXPRESSWAYS?



“Please indicate how much you agree or disagree with the following statements.

The Central Florida Expressways...”

WHAT DO THEY THINK OF US?



96% are satisfied
with the customer
service they receive
from customer service
representatives.



WHAT DO THEY THINK OF US?

91% say toll collectors are friendly and treat each person as valued customer



WOULD YOU CONSIDER YOURSELF A
SATISFIED CUSTOMER?



2016 CUSTOMER OPINION SURVEY



1/23/2017

Central Florida Expressway Authority

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INTRODUCTION

A. Background

The Central Florida Expressway Authority (CFXway) conducted a self completed customer opinion survey. The survey results provide an assessment of the customers' opinions on various issues and services as well as the overall customer satisfaction. In addition, demographics and usage practices are summarized.

B. Methodology

The survey sample is representative of the 306,000 prepaid E-PASS customers as well as cash lane customers. Ridership on the CFX system is generally 80% electronic and 20% cash. The survey sample size will ensure the confidence interval (also called the margin of error) for the survey to be (+-) 4 with a confidence level of 95%.

E-Pass customers completed an online survey. A random sample of 12,000 E-Pass Account Holders were sent an invitation by the Central Florida Expressway Authority inviting customers to participate in an online survey. Surveys were collected from December 1 – 28, 2016. A total of 1,182 online surveys were collected yielding a 10% completion rate.

Cash Lane customers completed a paper survey. Approximately 4,500 paper surveys were printed. The questionnaire, cover letter and a postage-paid envelope was handed to customers by the toll booth personnel in early-December 2016. Customers were given just under two weeks to complete the surveys. A total of 161 paper surveys were returned yielding a 4% completion rate. Varga Market Research Services provided the data entry and validation of the paper surveys.

The questionnaires for E-Pass customers and Cash Lane customers were similar but each version contained questions applicable to their methods of payment. All potential respondents were given the option to be entered into a drawing for a \$50 E-Pass credit as incentive for completing the 2016 Customer Opinion Survey. Winners were selected randomly.

EXECUTIVE SUMMARY

Nearly all survey respondents are "satisfied customers." E-Pass customers reported a slightly higher satisfaction rating than Cash Lane customers. Consistent with the high satisfaction ratings, a majority of tolled expressway users are satisfied with all aspects of their expressway experience.

Most customers agree that the Central Florida Expressways are faster, well maintained, have adequate signage and are cleaner than using other roadways. Half of all customers use the tolled expressways for work-related purposes. These customers tend to be more frequent users than those who travel for personal reasons. Approximately 6 out of 10 work-related respondents use the Expressways daily.

The main reason customers' use the expressways are to save time. Over half of all respondents use the Central Florida Expressways at least once a week or more. The majority of customers indicated that the expressways are more convenient and less congested than other roadways. The average monthly amount paid in toll charges by all respondents is \$56.

E-Pass customers generally agree that E-Pass is a good value and would recommend the E-Pass service to others. A majority of E-Pass customers agree that when calling the E-Pass service center, the customer service representatives are responsive, friendly and treat them as valued customers. More than half of E-Pass customers prefer to fund the Expressway Authority with tolls instead of taxes.

More than half of Cash customers are interested in opening an E-Pass account. The majority of Cash customers agree that the toll collectors are friendly and treat them as valued customers. Cash customers most often use SR417, SR408 and SR528.

The Expressway Authority's website, CFXway.com is widely used by survey respondents. The majority of E-Pass users visit the site a few times a year, primarily to manage their E-Pass accounts, view construction updates, calculate tolls and view maps. Only 1 out of 5 Cash users have visited the site.

More than half of all respondents use Mobile technology most often. Approximately 2 out of 3 cash respondents use social media, especially Facebook. Over half of all respondents are interested or already receive the CFX Monthly e-newsletter.

DETAILED FINDINGS

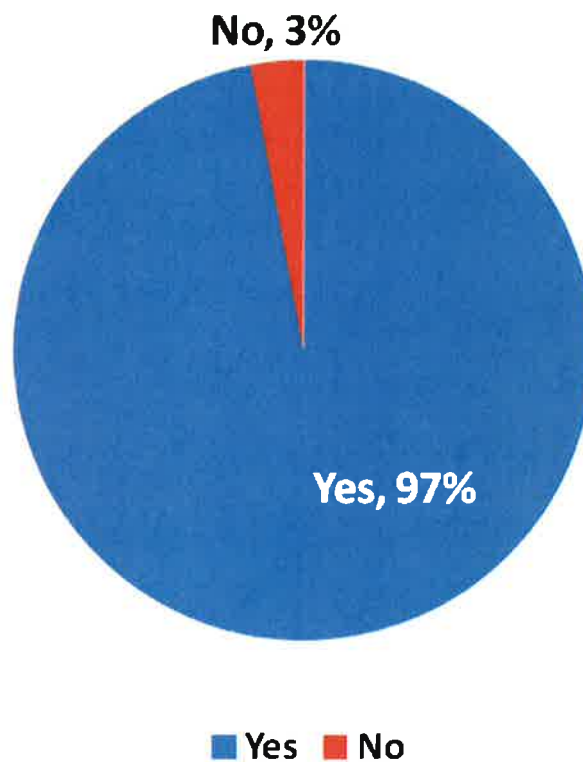
1) Key Measures of Satisfaction

Overall Satisfaction

All Customers

Nearly all (97%) of survey respondents considered themselves a “satisfied customer.”

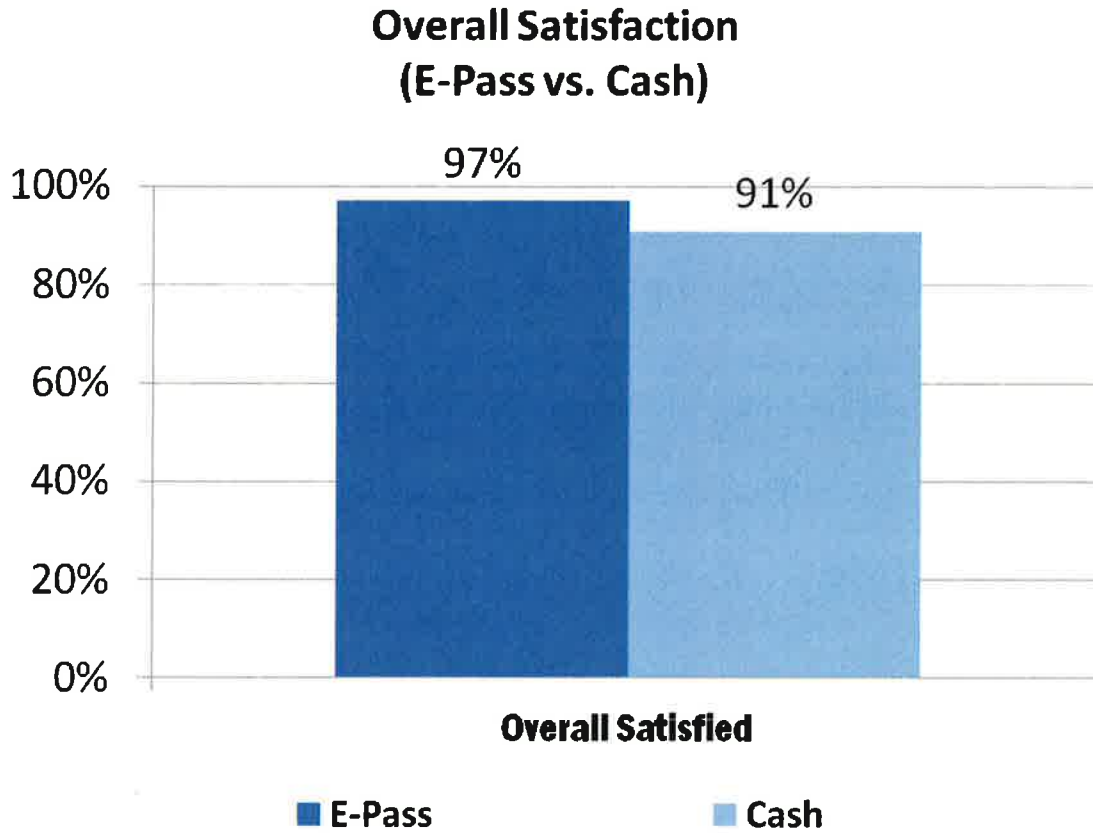
Overall Satisfaction (Total)



Q32. Overall, would you consider yourself a satisfied customer?

E-Pass vs. Cash Customers

E-Pass customers (97%) reported a slightly higher satisfaction rating than Cash customers (91%).



Q32. Overall, would you consider yourself a satisfied customer?

Q32. Overall, would you consider yourself a satisfied customer?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q32. Overall, would you consider yourself a satisfied customer?	Yes	1916	96.6%	1770	97.1%	146	90.7%
	No	67	3.4%	52	2.9%	15	9.3%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q32. Overall, would you consider yourself a satisfied customer?	Yes No		B	A

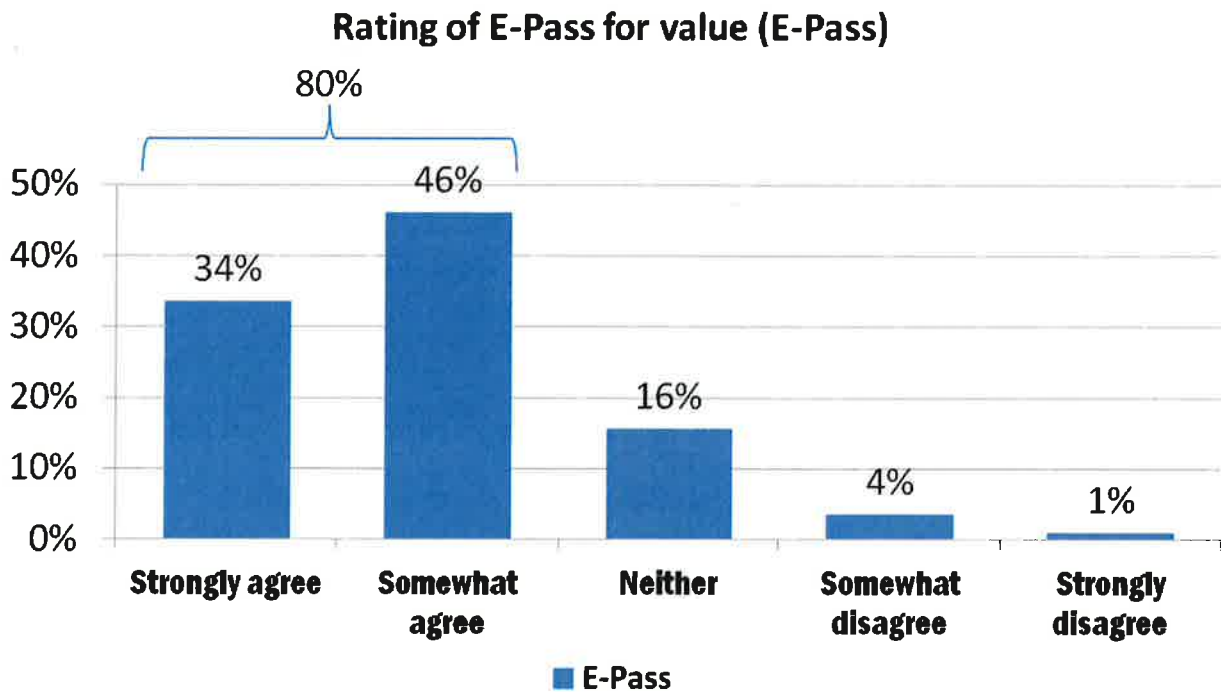
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Rating of E-Pass for Value

E-Pass Customers

4 out of 5 E-Pass customers (80%) agree that E-Pass is a good value with (34%) agreeing strongly.



Q31c. How much do you agree or disagree with the following – I am satisfied with the value I receive from the E-Pass program?

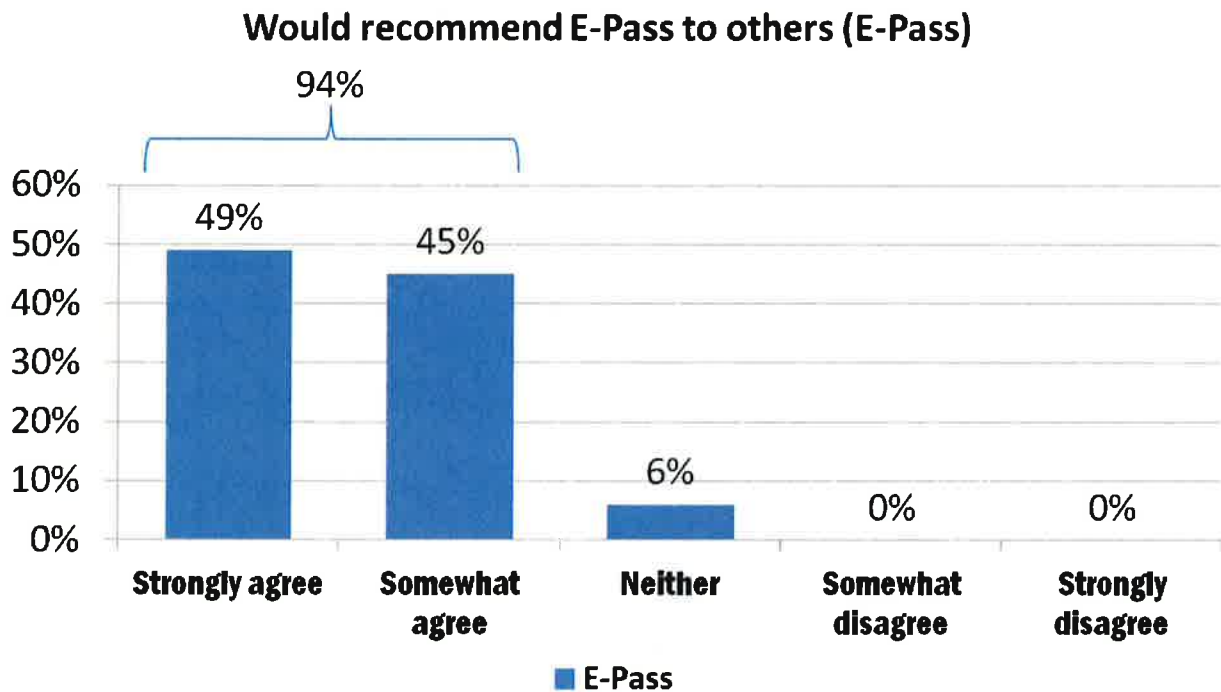
Q31c. I am satisfied with the value I receive from the E-PASS program (e.g. discounts, cheaper than cash toll rate)?

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q31c. I am satisfied with the value I receive from the E-PASS program (e.g. discounts, cheaper than cash toll rate)?	Strongly agree	612	33.6%	612	33.6%
	Somewhat agree	840	46.1%	840	46.1%
	Neither agree nor disagree	285	15.6%	285	15.6%
	Somewhat disagree	66	3.6%	66	3.6%
	Strongly disagree	19	1.0%	19	1.0%
Total		1822	100.0%	1822	100.0%
Strongly or somewhat agree		1452	79.7%	1452	79.7%
Neither agree nor disagree		285	15.6%	285	15.6%
Strongly or somewhat disagree		85	4.7%	85	4.7%
Total		1822	100.0%	1822	100.0%

Likelihood of Recommending E-Pass

E-Pass Customers

Nearly all (94%) would recommend E-Pass to family and friends with (49%) agreeing strongly.



Q31b. How much do you agree or disagree with the following – I would recommend E-Pass to family and friends?

Q31b. I would recommend E-PASS to family and friends?

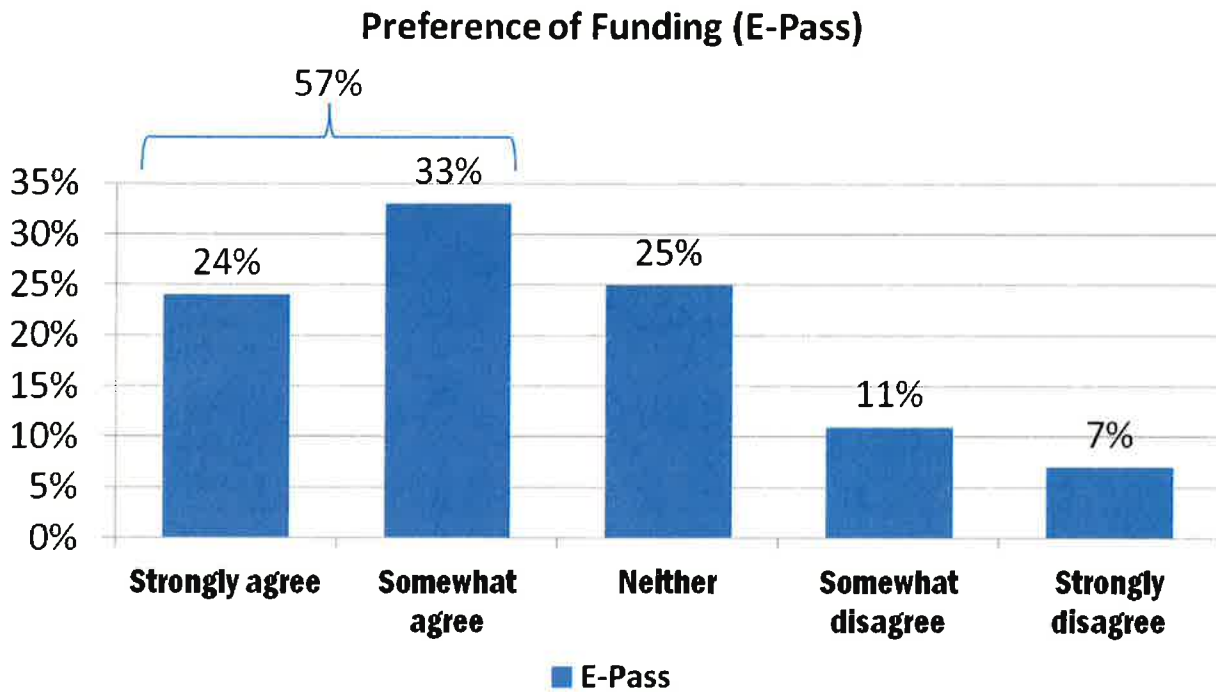
		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q31b. I would recommend E-PASS to family and friends?	Strongly agree	889	48.8%	889	48.8%
	Somewhat agree	827	45.4%	827	45.4%
	Neither agree nor disagree	101	5.5%	101	5.5%
	Somewhat disagree	3	.2%	3	.2%
	Strongly disagree	2	.1%	2	.1%
	Total	1822	100.0%	1822	100.0%
	Strongly or somewhat agree	1716	94.2%	1716	94.2%
	Neither agree nor disagree	101	5.5%	101	5.5%
	Strongly or somewhat disagree	5	.3%	5	.3%
	Total	1822	100.0%	1822	100.0%

2) Preference of funding method

Preference of Funding for new roads

E-Pass Customers

More than half (57%) would prefer funding new roads by paying tolls rather than raising taxes with (24%) agreeing strongly.



Q30c. How much do you agree or disagree with the following – I prefer funding new roads by paying tolls rather than raising taxes?

Q30c. I prefer funding new roads by paying tolls rather than raising taxes?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q30c. I prefer funding new roads by paying tolls rather than raising taxes?	Strongly agree	475	24.0%	432	23.7%	43	26.7%
	Somewhat agree	659	33.2%	604	33.2%	55	34.2%
	Neither agree nor disagree	485	24.5%	448	24.6%	37	23.0%
	Somewhat disagree	218	11.0%	210	11.5%	8	5.0%
	Strongly disagree	144	7.3%	128	7.0%	16	9.9%
	No answer provided	2	.1%			2	1.2%
Total		1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1134	57.2%	1036	56.9%	98	60.9%
Neither agree nor disagree		485	24.5%	448	24.6%	37	23.0%
Strongly or somewhat disagree		362	18.3%	338	18.6%	24	14.9%
No answer provided		2	.1%			2	1.2%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
Q30c. I prefer funding new roads by paying tolls rather than raising taxes?	Strongly agree		A
	Somewhat agree		
	Neither agree nor disagree		
	Somewhat disagree	B	
	Strongly disagree		A
	No answer provided		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
q30c_x	Strongly or somewhat agree		A
	Neither agree nor disagree		
	Strongly or somewhat disagree	B	
	No answer provided		a

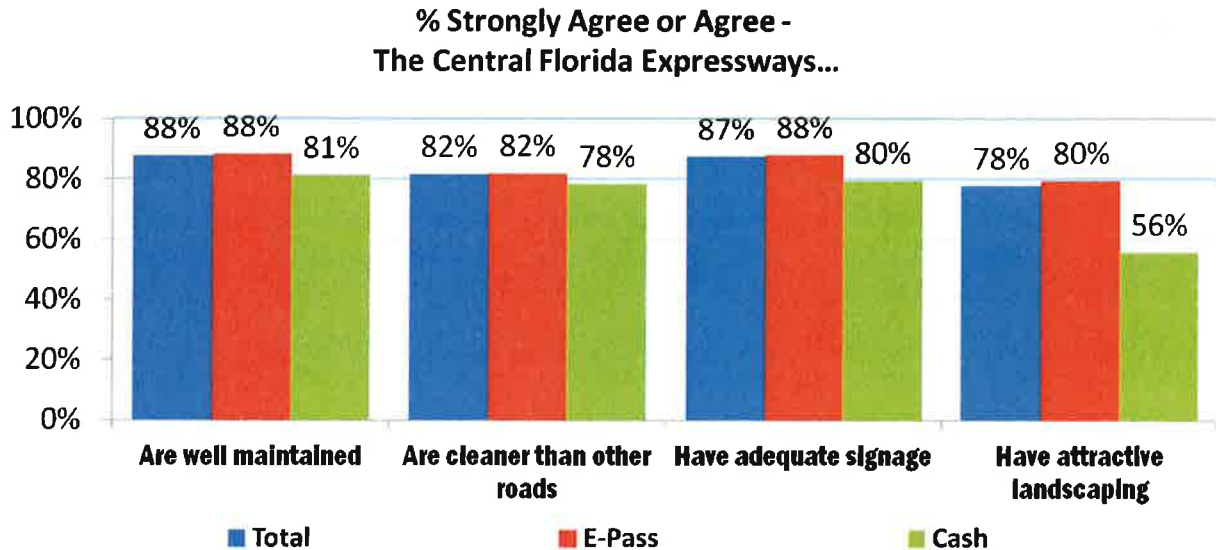
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

3) Satisfaction with Tolled Expressway Elements

Satisfaction with Expressway attributes

(88%) of all customers agree that the Expressways are well maintained, (87%) agree there is adequate signage, (82%) agree the Expressways are cleaner than other roads and (78%) agree the tolls have attractive landscaping.



How much do you agree or disagree – The Central Florida Expressways ...

- Q28c. Are well maintained?
- Q28b. Are cleaner than other roads?
- Q28f. Have adequate signage?
- Q28e. Have attractive landscaping?

Q28c. Central Florida Expressways - Are well maintained?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28c. Central Florida Expressways - Are well maintained?	Strongly agree	719	36.3%	666	36.6%	53	32.9%
	Somewhat agree	1020	51.4%	942	51.7%	78	48.4%
	Neither agree nor disagree	209	10.5%	185	10.2%	24	14.9%
	Somewhat disagree	31	1.6%	26	1.4%	5	3.1%
	Strongly disagree	3	.2%	3	.2%		
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%
	Strongly or somewhat agree	1739	87.7%	1608	88.3%	131	81.4%
	Neither agree nor disagree	208	10.5%	185	10.2%	23	14.3%
	Strongly or somewhat disagree	34	1.7%	29	1.6%	5	3.1%
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28c. Central Florida Expressways - Are well maintained?	Strongly agree	.	B	
	Somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Somewhat disagree	.		A
	Strongly disagree	.		a
	No answer provided	.	a	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28c_x	Strongly or somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Strongly or somewhat disagree	.		A
	No answer provided	.	a	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q28b. Central Florida Expressways - Are cleaner than other roads?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28b. Central Florida Expressways - Are cleaner than other roads?	Strongly agree	687	34.6%	640	35.1%	47	29.2%
	Somewhat agree	929	46.8%	850	46.7%	79	49.1%
	Neither agree nor disagree	338	17.0%	306	16.8%	32	19.9%
	Somewhat disagree	22	1.1%	22	1.2%		
	Strongly disagree	6	.3%	4	.2%	2	1.2%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%
	Strongly or somewhat agree	1616	81.5%	1490	81.8%	126	78.3%
	Neither agree nor disagree	338	17.0%	306	16.8%	32	19.9%
	Strongly or somewhat disagree	28	1.4%	26	1.4%	2	1.2%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28b. Central Florida Expressways - Are cleaner than other roads?	Strongly agree		B	
	Somewhat agree			
	Neither agree nor disagree			A
	Somewhat disagree			a
	Strongly disagree			A
	No answer provided		a	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28b_x	Strongly or somewhat agree		B	
	Neither agree nor disagree			A
	Strongly or somewhat disagree			
	No answer provided		a	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q28f. Central Florida Expressways - Have adequate signage?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28f. Central Florida Expressways - Have adequate signage?	Strongly agree	656	33.1%	601	33.0%	55	34.2%
	Somewhat agree	1077	54.3%	1004	55.1%	73	45.3%
	Neither agree nor disagree	196	9.9%	170	9.3%	26	16.1%
	Somewhat disagree	45	2.3%	40	2.2%	5	3.1%
	Strongly disagree	7	.4%	7	.4%		
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1733	87.4%	1605	88.1%	128	79.5%
Neither agree nor disagree		196	9.9%	170	9.3%	26	16.1%
Strongly or somewhat disagree		52	2.6%	47	2.6%	5	3.1%
No answer provided		2	.1%			2	1.2%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28f. Central Florida Expressways - Have adequate signage?	Strongly agree		B	
	Somewhat agree			
	Neither agree nor disagree			A
	Somewhat disagree			A
	Strongly disagree			
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28f_x	Strongly or somewhat agree		B	
	Neither agree nor disagree			
	Strongly or somewhat disagree			A
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q28e. Central Florida Expressways - Have attractive landscaping?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28e. Central Florida Expressways - Have attractive landscaping?	Strongly agree	562	28.3%	530	29.1%	32	19.9%
	Somewhat agree	978	49.3%	920	50.5%	58	36.0%
	Neither agree nor disagree	412	20.8%	352	19.3%	60	37.3%
	Somewhat disagree	20	1.0%	14	.8%	6	3.7%
	Strongly disagree	9	.5%	6	.3%	3	1.9%
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%
	Strongly or somewhat agree	1540	77.7%	1450	79.6%	90	55.9%
	Neither agree nor disagree	412	20.8%	352	19.3%	60	37.3%
	Strongly or somewhat disagree	29	1.5%	20	1.1%	9	5.6%
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28e. Central Florida Expressways - Have attractive landscaping?	Strongly agree	.	B	
	Somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Somewhat disagree	.		A
	Strongly disagree	.		A
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28e_x	Strongly or somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Strongly or somewhat disagree	.		A
	No answer provided	.		a

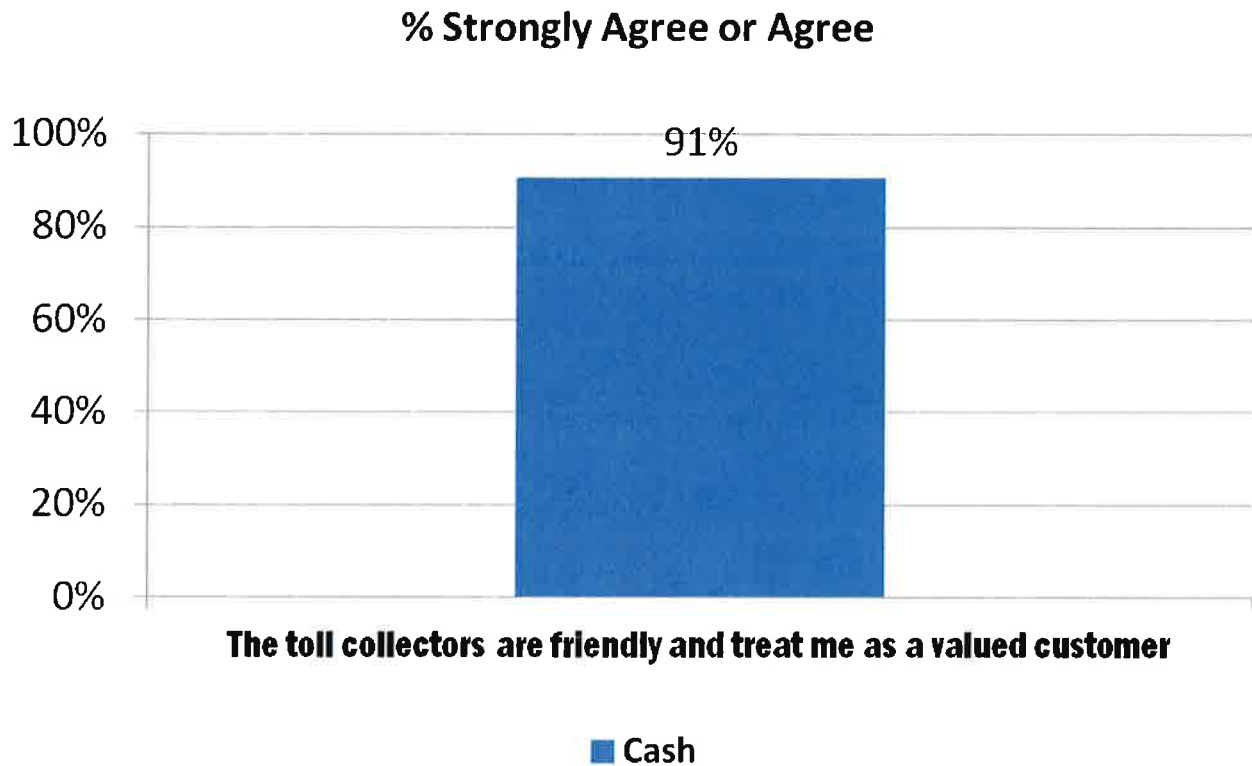
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

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- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Satisfaction with toll collectors

Cash Customers

(91%) of cash users agree that the toll collectors are friendly and treat them as valued customers.



Q29e. How much do you agree or disagree with the following – The toll collectors I come in contact with are friendly and treat me as a valued customer?

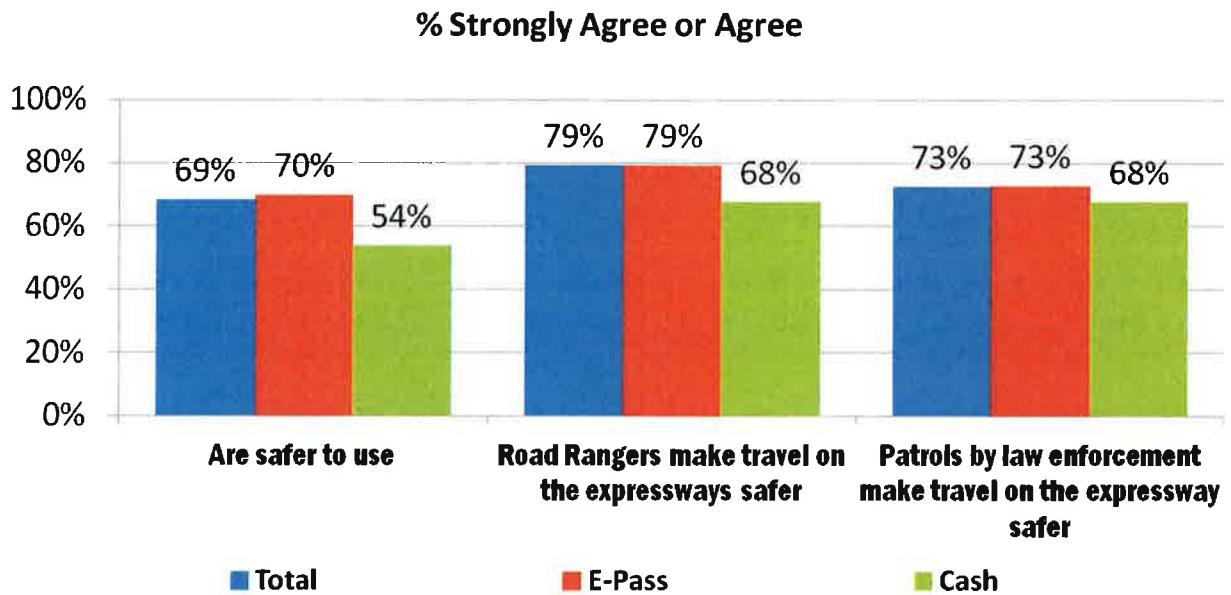
Central Florida Expressway Authority - 2016 Customer Opinion Survey

Q29e. The toll collectors I come in contact with are friendly and treat me as a valued customer?

		Total		Survey Type	
		Total		Cash	
		Count	PCT	Count	PCT
Q29e. The toll collectors I come in contact with are friendly and treat me as a valued customer?	Strongly agree	91	56.5%	91	56.5%
	Somewhat agree	55	34.2%	55	34.2%
	Neither agree nor disagree	10	6.2%	10	6.2%
	Somewhat disagree	4	2.5%	4	2.5%
	No answer provided	1	.6%	1	.6%
Total		161	100.0%	161	100.0%
Strongly or somewhat agree		146	90.7%	146	90.7%
Neither agree nor disagree		10	6.2%	10	6.2%
Strongly or somewhat disagree		4	2.5%	4	2.5%
No answer provided		1	.6%	1	.6%
Total		161	100.0%	161	100.0%

Satisfaction with tolled expressway safety

(69%) of all customers agree the Expressways are safer to use, (79%) agree that Road Rangers make travel on the expressways safer and (73%) agree that Patrols by law enforcement make travel on the expressways safer.



How much do you agree or disagree with the following

– The Central Florida Expressways ...

Q28d. Are safer to use?

Q29a/b. Road Rangers and Patrols by law enforcement make traveling on the expressways safer?

Q28d. Central Florida Expressways - Are safer to use

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28d. Central Florida Expressways - Are safer to use?	Strongly agree	578	29.1%	542	29.7%	36	22.4%
	Somewhat agree	781	39.4%	729	40.0%	52	32.3%
	Neither agree nor disagree	559	28.2%	497	27.3%	62	38.5%
	Somewhat disagree	51	2.6%	45	2.5%	6	3.7%
	Strongly disagree	12	.6%	9	.5%	3	1.9%
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%
	Strongly or somewhat agree	1358	68.5%	1271	69.8%	87	54.0%
	Neither agree nor disagree	559	28.2%	497	27.3%	62	38.5%
	Strongly or somewhat disagree	63	3.2%	54	3.0%	9	5.6%
	No answer provided	3	.2%			3	1.9%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28d. Central Florida Expressways - Are safer to use?	Strongly agree	.	B	
	Somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Somewhat disagree	.		A
	Strongly disagree	.		A
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28d_x	Strongly or somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Strongly or somewhat disagree	.		A
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q29a. Road Rangers make travel on the expressways safer?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q29a. Road Rangers make travel on the expressways safer?	Strongly agree	778	39.2%	726	39.8%	52	32.3%
	Somewhat agree	773	39.0%	716	39.3%	57	35.4%
	Neither agree nor disagree	414	20.9%	369	20.3%	45	28.0%
	Somewhat disagree	13	.7%	10	.5%	3	1.9%
	Strongly disagree	2	.1%	1	.1%	1	.6%
	No answer provided	3	.2%			3	1.9%
	Total	1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1551	78.2%	1442	79.1%	109	67.7%
Neither agree nor disagree		414	20.9%	369	20.3%	45	28.0%
Strongly or somewhat disagree		15	.8%	11	.6%	4	2.5%
No answer provided		3	.2%			3	1.9%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
Q29a. Road Rangers make travel on the expressways safer?			
Strongly agree	.	B	
Somewhat agree	.	B	
Neither agree nor disagree	.		A
Somewhat disagree	.		A
Strongly disagree	.		A
No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
q29a_x			
Strongly or somewhat agree	.	B	
Neither agree nor disagree	.		A
Strongly or somewhat disagree	.		A
No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q29b. Patrols by law enforcement make travel on the expressways safer?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q29b. Patrols by law enforcement make travel on the expressways safer?	Strongly agree	621	31.4%	579	31.8%	42	26.8%
	Somewhat agree	818	41.3%	751	41.2%	67	42.7%
	Neither agree nor disagree	446	22.5%	403	22.1%	43	27.4%
	Somewhat disagree	76	3.8%	71	3.9%	5	3.2%
	Strongly disagree	18	.9%	18	1.0%		
	Total	1979	100.0%	1822	100.0%	157	100.0%
	Strongly or somewhat agree	1439	72.6%	1330	73.0%	109	67.7%
	Neither agree nor disagree	446	22.5%	403	22.1%	43	26.7%
	Strongly or somewhat disagree	94	4.7%	89	4.9%	5	3.1%
	No answer provided	4	.2%			4	2.5%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q29b. Patrols by law enforcement make travel on the expressways safer?	Strongly agree		B	
	Somewhat agree			
	Neither agree nor disagree			A
	Somewhat disagree			
	Strongly disagree			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

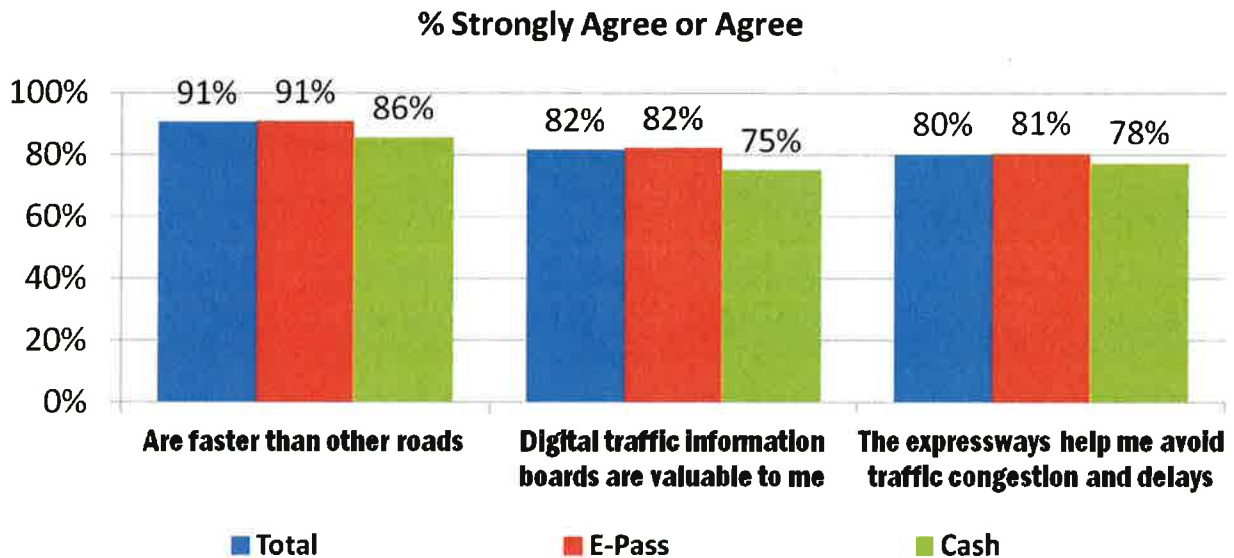
		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q29b_x	Strongly or somewhat agree		B	
	Neither agree nor disagree			A
	Strongly or somewhat disagree		B	
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Satisfaction with tolled expressway benefits

(91%) of all customers agree that the Expressways are faster than other roads, (82%) agree that Digital traffic information boards are valuable to them and (80%) agree that Expressways help them avoid traffic congestion and delays.



How much do you agree or disagree with the following

– The Central Florida Expressways ...

Q28a. Are faster than other roads?

Q29c. Digital traffic information boards are valuable to me?

Q29d. The expressways help me avoid traffic congestion and delays?

Q28a. Central Florida Expressways - Are faster than other roads?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q28a. Central Florida Expressways - Are faster than other roads?	Strongly agree	808	40.7%	750	41.2%	58	36.0%
	Somewhat agree	990	49.9%	910	49.9%	80	49.7%
	Neither agree nor disagree	156	7.9%	138	7.6%	18	11.2%
	Somewhat disagree	26	1.3%	23	1.3%	3	1.9%
	Strongly disagree	2	.1%	1	.1%	1	.6%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1798	90.7%	1660	91.1%	138	85.7%
Neither agree nor disagree		156	7.9%	138	7.6%	18	11.2%
Strongly or somewhat disagree		28	1.4%	24	1.3%	4	2.5%
No answer provided		1	.1%			1	.6%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q28a. Central Florida Expressways - Are faster than other roads?	Strongly agree		B	
	Somewhat agree			
	Neither agree nor disagree			A
	Somewhat disagree			
	Strongly disagree			A
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q28a_x	Strongly or somewhat agree		B	
	Neither agree nor disagree			A
	Strongly or somewhat disagree			A
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q29c. Digital traffic information boards are valuable to me?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q29c. Digital traffic information boards are valuable to me?	Strongly agree	677	34.1%	625	34.3%	52	32.3%
	Somewhat agree	945	47.7%	876	48.1%	69	42.9%
	Neither agree nor disagree	309	15.6%	277	15.2%	32	19.9%
	Somewhat disagree	38	1.9%	32	1.8%	6	3.7%
	Strongly disagree	13	.7%	12	.7%	1	.6%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1622	81.8%	1501	82.4%	121	75.2%
Neither agree nor disagree		309	15.6%	277	15.2%	32	19.9%
Strongly or somewhat disagree		51	2.6%	44	2.4%	7	4.3%
No answer provided		1	.1%			1	.6%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q29c. Digital traffic information boards are valuable to me?	Strongly agree	.	B	
	Somewhat agree	.		
	Neither agree nor disagree	.		A
	Somewhat disagree	.		A
	Strongly disagree	.		
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q29c_x	Strongly or somewhat agree	.	B	
	Neither agree nor disagree	.		
	Strongly or somewhat disagree	.		A
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q29d. The expressways help me avoid traffic congestion and delays

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q29d. The expressways	Strongly agree	698	35.2%	649	35.6%	49	30.4%
help me avoid traffic	Somewhat agree	897	45.2%	821	45.1%	76	47.2%
congestion and delays?	Neither agree nor disagree	301	15.2%	273	15.0%	28	17.4%
	Somewhat disagree	70	3.5%	66	3.6%	4	2.5%
	Strongly disagree	15	.8%	13	.7%	2	1.2%
	No answer provided	2	.1%			2	1.2%
Total		1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1595	80.4%	1470	80.7%	125	77.6%
Neither agree nor disagree		301	15.2%	273	15.0%	28	17.4%
Strongly or somewhat disagree		85	4.3%	79	4.3%	6	3.7%
No answer provided		2	.1%			2	1.2%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
Q29d. The expressways help me avoid traffic congestion and delays?	Strongly agree	B	
	Somewhat agree	.	
	Neither agree nor disagree	.	A
	Somewhat disagree	B	
	Strongly disagree	.	A
	No answer provided	.	a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
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Comparisons of Column Proportions^b

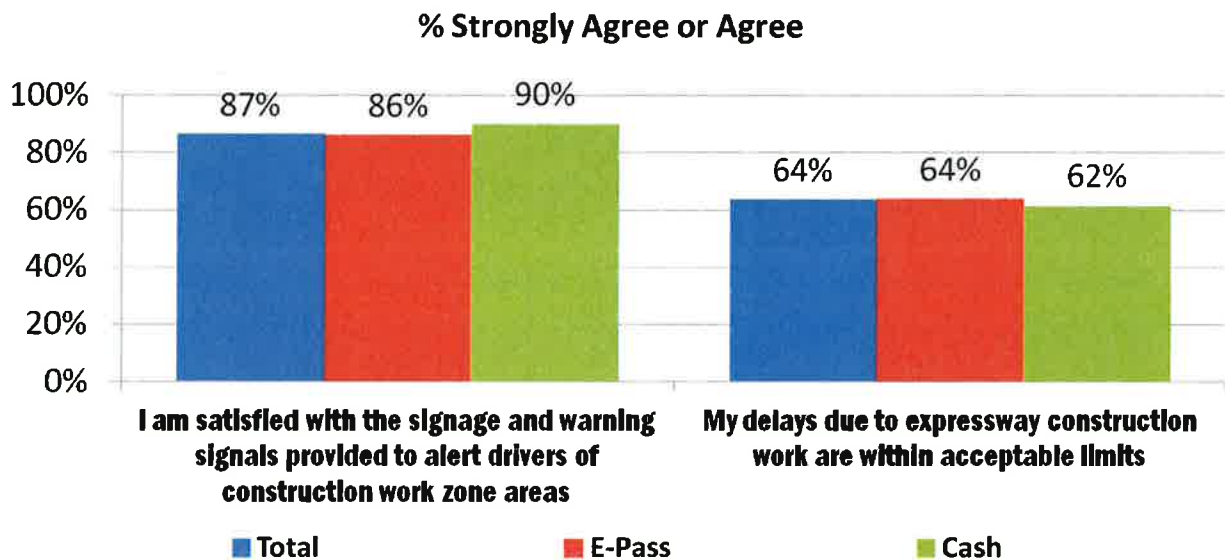
	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
q29d_x	Strongly or somewhat agree	B	
	Neither agree nor disagree	.	A
	Strongly or somewhat disagree	.	
	No answer provided	.	a

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- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Satisfaction with construction issues

(87%) of all customers agree that the signage and warning signals provided alert drivers of construction work zone areas and (64%) agree that their delays due to expressway construction work are within acceptable limits.



How much do you agree or disagree with the following
 – The Central Florida Expressways ...

Q30a. I am satisfied with the signage and warning signals provided to alert drivers of construction work zone areas?

Q30b. My delays due to expressway construction work are within acceptable limits?

Q30a. I am satisfied with the signage and warning signals provided to alert drivers of construction work zone areas?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q30a. I am satisfied with the signage and warning signals provided to alert drivers of construction work zone areas?	Strongly agree	532	26.8%	469	25.7%	63	39.1%
	Somewhat agree	1187	59.9%	1105	60.6%	82	50.9%
	Neither agree nor disagree	187	9.4%	178	9.8%	9	5.6%
	Somewhat disagree	65	3.3%	60	3.3%	5	3.1%
	Strongly disagree	11	.6%	10	.5%	1	.6%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree	1719	86.7%	1574	86.4%	145	90.1%	
Neither agree nor disagree	187	9.4%	178	9.8%	9	5.6%	
Strongly or somewhat disagree	76	3.8%	70	3.8%	6	3.7%	
No answer provided	1	.1%			1	.6%	
Total	1983	100.0%	1822	100.0%	161	100.0%	

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q30a. I am satisfied with the signage and warning signals provided to alert drivers of construction work zone areas?	Strongly agree			A
	Somewhat agree		B	
	Neither agree nor disagree		B	
	Somewhat disagree			
	Strongly disagree			
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q30a_x	Strongly or somewhat agree			A
	Neither agree nor disagree		B	
	Strongly or somewhat disagree			
	No answer provided			a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q30b. My delays due to expressway construction work are within acceptable limits?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q30b. My delays due to expressway construction work are within acceptable limits?	Strongly agree	292	14.7%	258	14.2%	34	21.1%
	Somewhat agree	972	49.0%	907	49.8%	65	40.4%
	Neither agree nor disagree	476	24.0%	432	23.7%	44	27.3%
	Somewhat disagree	190	9.6%	179	9.8%	11	6.8%
	Strongly disagree	52	2.6%	46	2.5%	6	3.7%
	No answer provided	1	.1%			1	.6%
Total		1983	100.0%	1822	100.0%	161	100.0%
Strongly or somewhat agree		1264	63.7%	1165	63.9%	99	61.5%
Neither agree nor disagree		476	24.0%	432	23.7%	44	27.3%
Strongly or somewhat disagree		242	12.2%	225	12.3%	17	10.6%
No answer provided		1	.1%			1	.6%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q30b. My delays due to expressway construction work are within acceptable limits?	Strongly agree	.		A
	Somewhat agree	.	B	
	Neither agree nor disagree	.		A
	Somewhat disagree	.	B	
	Strongly disagree	.		A
	No answer provided	.		a

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- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
q30b_x	Strongly or somewhat agree	.		
	Neither agree nor disagree	.		A
	Strongly or somewhat disagree	.		
	No answer provided	.		a

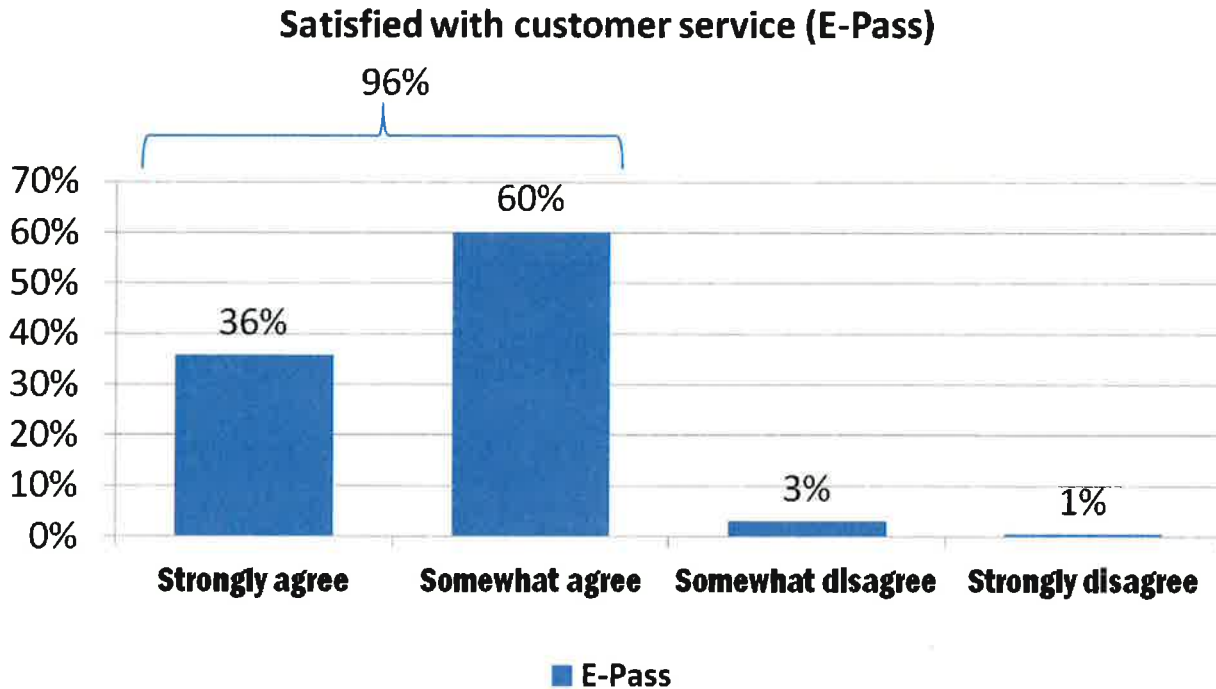
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Satisfaction with customer service rep

E-Pass Customers

(96%) of E-Pass customers (that had an opinion) agree that when calling the E-Pass service center, the customer service representatives are responsive, friendly and treat them as value customers.



Q31a. How much do you agree or disagree with the following – When calling the E-Pass service center, I feel that the customer service representative is responsive and friendly and treat me as a valued customer?

Central Florida Expressway Authority - 2016 Customer Opinion Survey

Q31a. When calling the E-PASS service center, I feel that the customer service representatives are responsive and friendly and treat me as a valued customer?

	Total		Survey Type		
	Total		E-Pass		
	Count	PCT	Count	PCT	
Q31a. When calling the E-PASS service center, I feel that the customer service representatives are responsive and friendly and treat me as a valued customer?	Strongly agree	394	35.8%	394	35.8%
	Somewhat agree	663	60.2%	663	60.2%
	Somewhat disagree	38	3.5%	38	3.5%
	Strongly disagree	6	.5%	6	.5%
	Total	1101	100.0%	1101	100.0%
	Strongly or somewhat agree	1057	96.0%	1057	96.0%
	Strongly or somewhat disagree	44	4.0%	44	4.0%
	Total	1101	100.0%	1101	100.0%

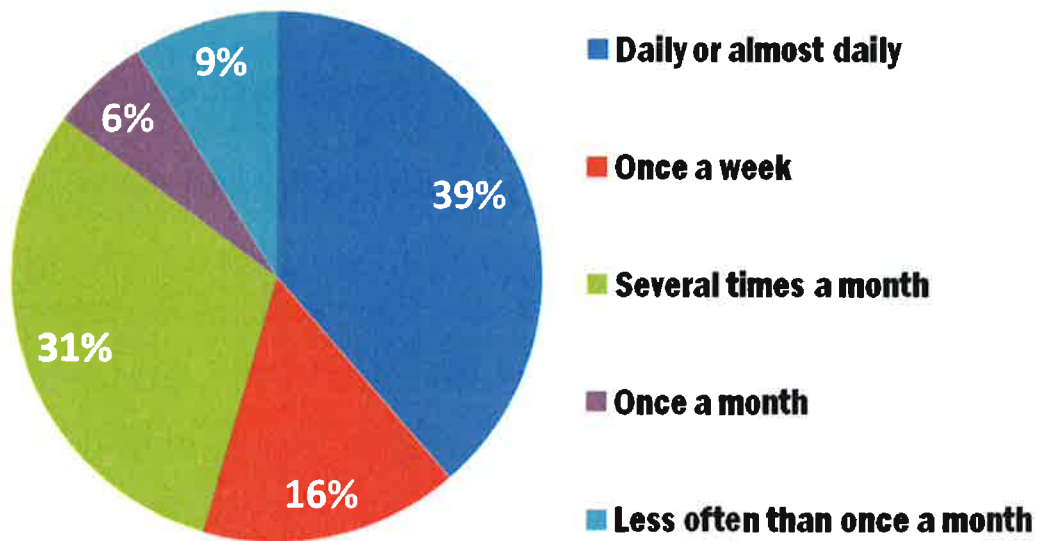
4) Usage Practices

Frequency of travel on tolled expressways

All customers

(55%) of all customers use the tolled expressways at least once a week, (39%) daily or almost daily and (16%) weekly.

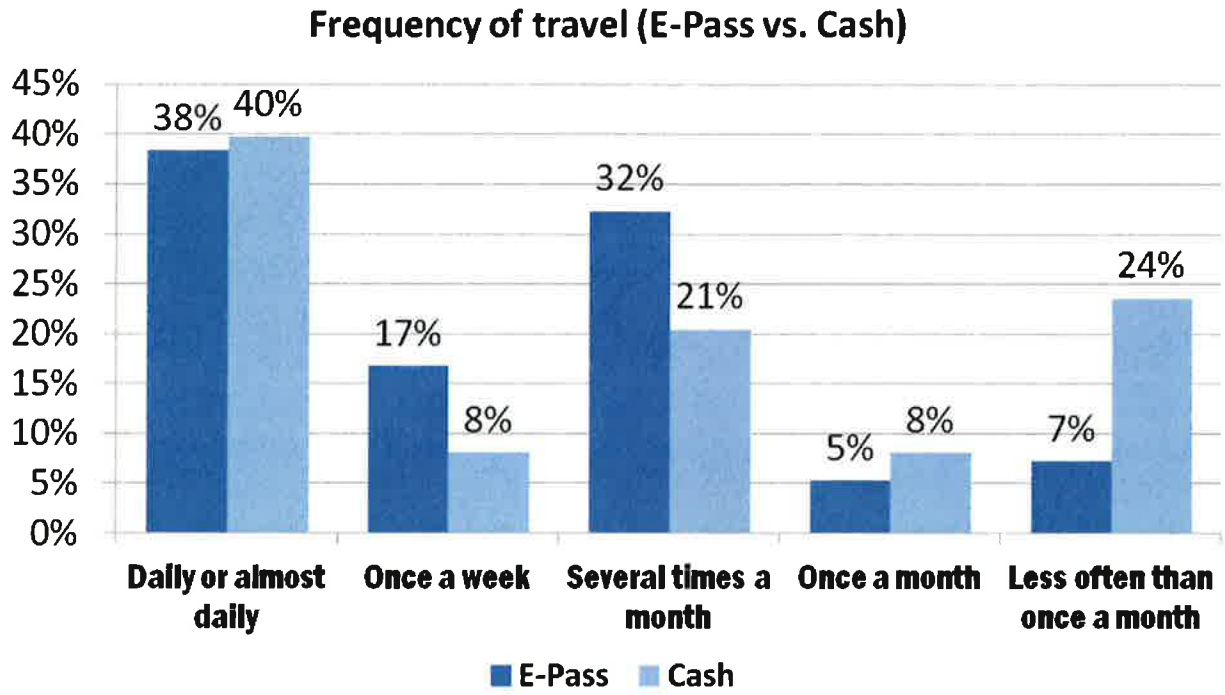
Frequency of travel (Total)



Q10. In the past 6 months, how often have you traveled on the tolled expressways?

E-Pass vs. Cash Customers

E-Pass customers tend to use the tolled expressways more frequently than Cash customers.



Q10. In the past 6 months, how often have you traveled on the tolled expressways?

Q10. In the past 6 months, how often have you traveled on the tolled expressways?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q10. In the past 6 months, how often have you traveled on the tolled expressways?	Daily or almost daily	764	38.5%	700	38.4%	64	39.8%
	Once a week	319	16.1%	306	16.8%	13	8.1%
	Several times a month	621	31.3%	588	32.3%	33	20.5%
	Once a month	110	5.5%	97	5.3%	13	8.1%
	Less often than once a month	153	7.7%	115	6.3%	38	23.6%
	Not at all in the last 6 months	16	.8%	16	.9%		
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q10. In the past 6 months, how often have you traveled on the tolled expressways?	Daily or almost daily	.		
	Once a week	.	B	
	Several times a month	.	B	
	Once a month	.		A
	Less often than once a month	.		A
	Not at all in the last 6 months	.		. ^a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

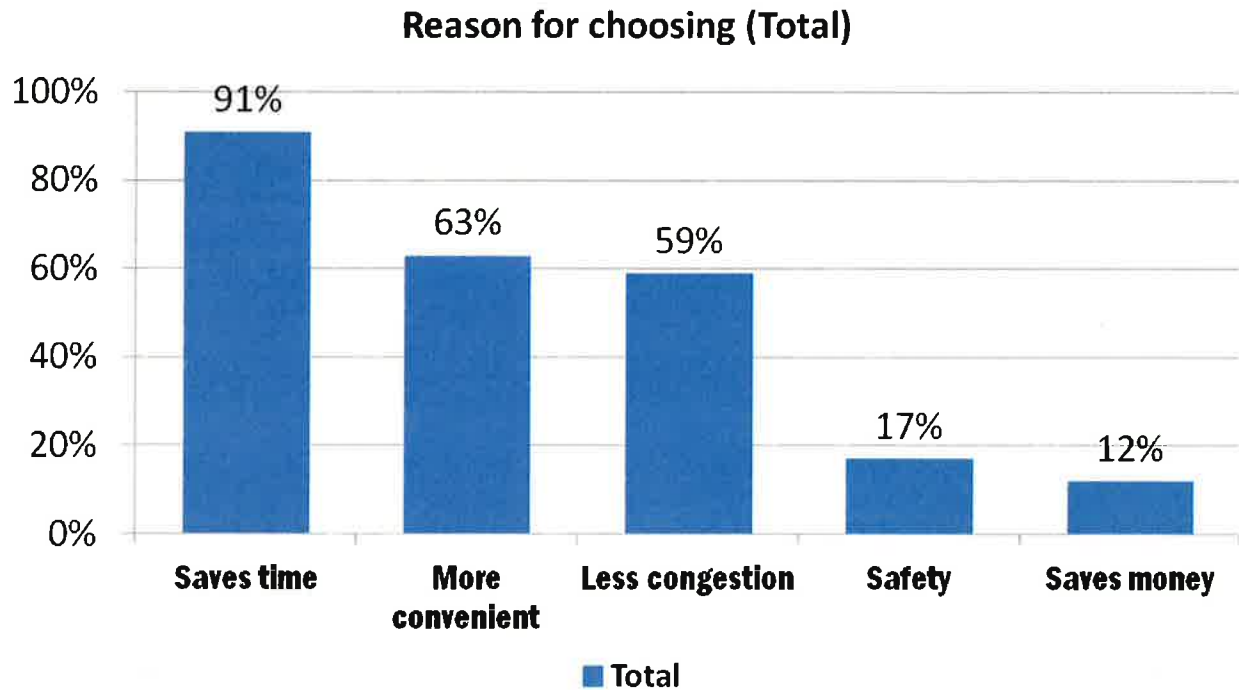
a. This category is not used in comparisons because its column proportion is equal to zero or one.

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Reasons for choosing tolled expressways

All customers

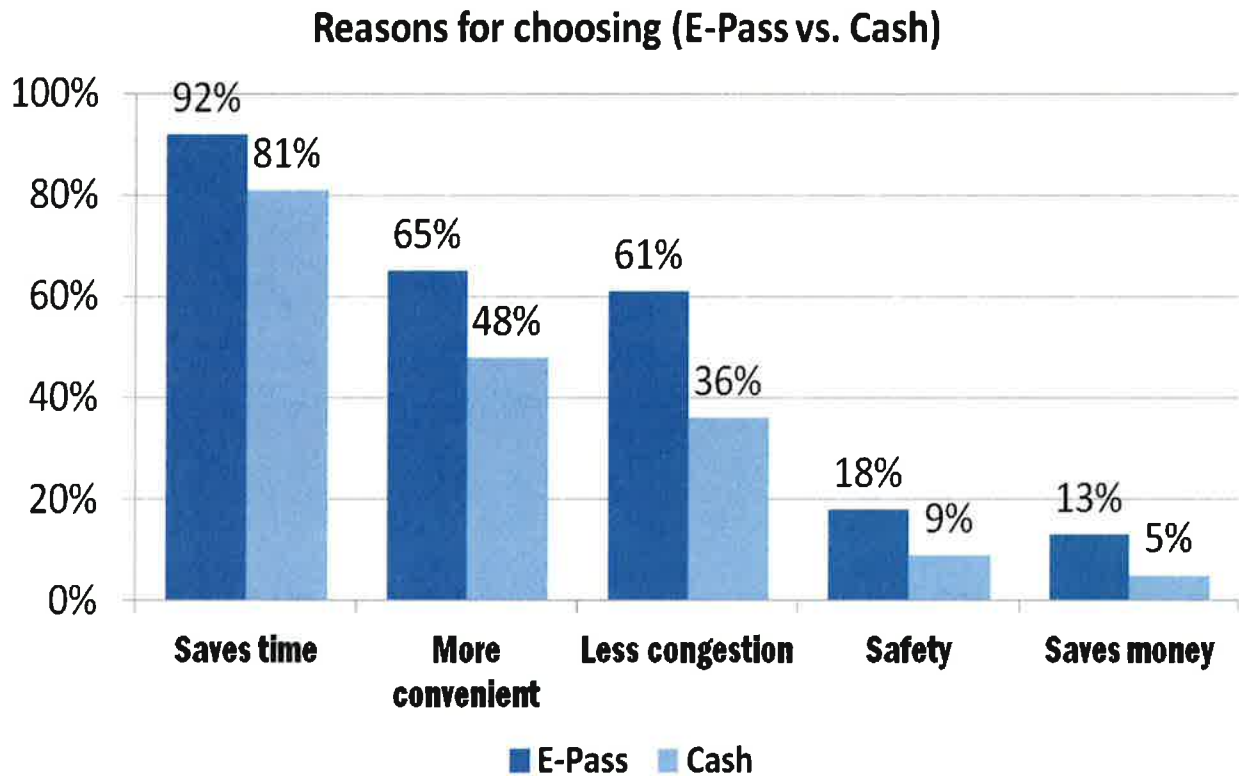
(91%) of all customers choose the tolled expressways because it saves time, (63%) indicated it's more convenient and (59%) said there's less congestion.



Q13. Why do you choose to use the tolled expressways?

E-Pass vs. Cash Customers

E-Pass customers tend to use the tolled expressways more frequently than Cash customers because it saves time, it is more convenient and there is less congestion.



Q13. Why do you choose to use the tolled expressways?

Q13. Why do you choose to use the tolled expressways?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q13. Why do you choose to use the tolled expressways?	Total	1983	100.0%	1822	100.0%	161	100.0%
	Saves time	1802	90.9%	1672	91.8%	130	80.7%
	Saves money	235	11.9%	227	12.5%	8	5.0%
	Less congestion	1167	58.9%	1109	60.9%	58	36.0%
	More convenient	1254	63.2%	1177	64.6%	77	47.8%
	Better for the environment	123	6.2%	117	6.4%	6	3.7%
	Safety	345	17.4%	331	18.2%	14	8.7%
	I don't normally use the toll roads	26	1.3%	21	1.2%	5	3.1%
	Other (specify)	29	1.5%	20	1.1%	9	5.6%

NOTE: adds to more than 100% due to multiple responses

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Define MR for Q13	Saves time		B	
	Saves money		B	
	Less congestion		B	
	More convenient		B	
	Better for the environment			
	Safety		B	
	I don't normally use the toll roads			A
	Other (specify)			A

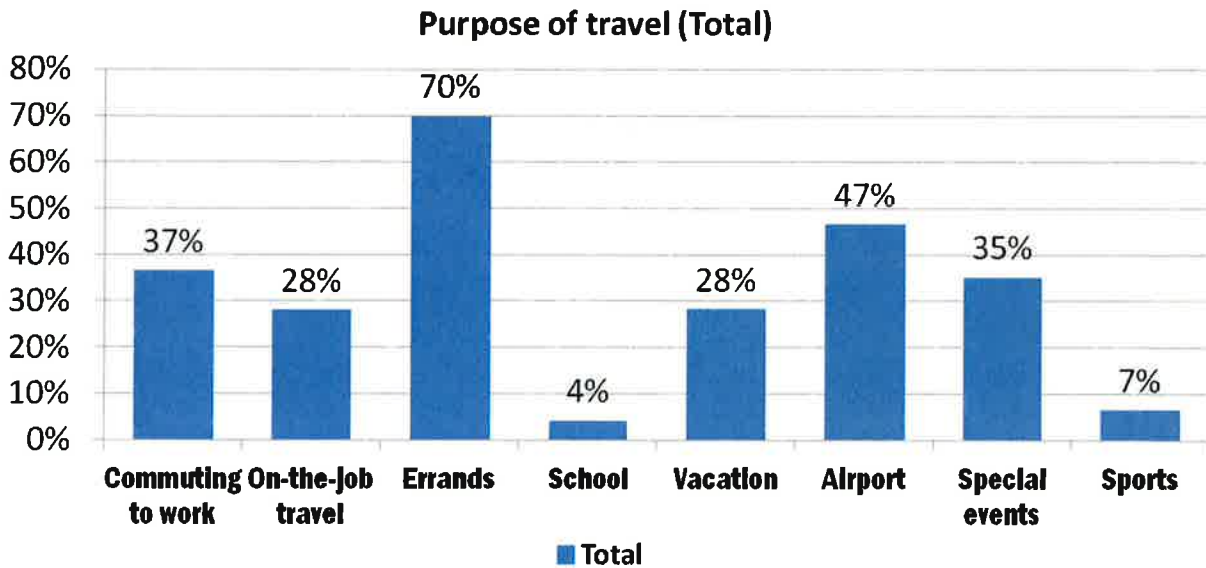
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Purposes of travel on tolled expressways

All customers

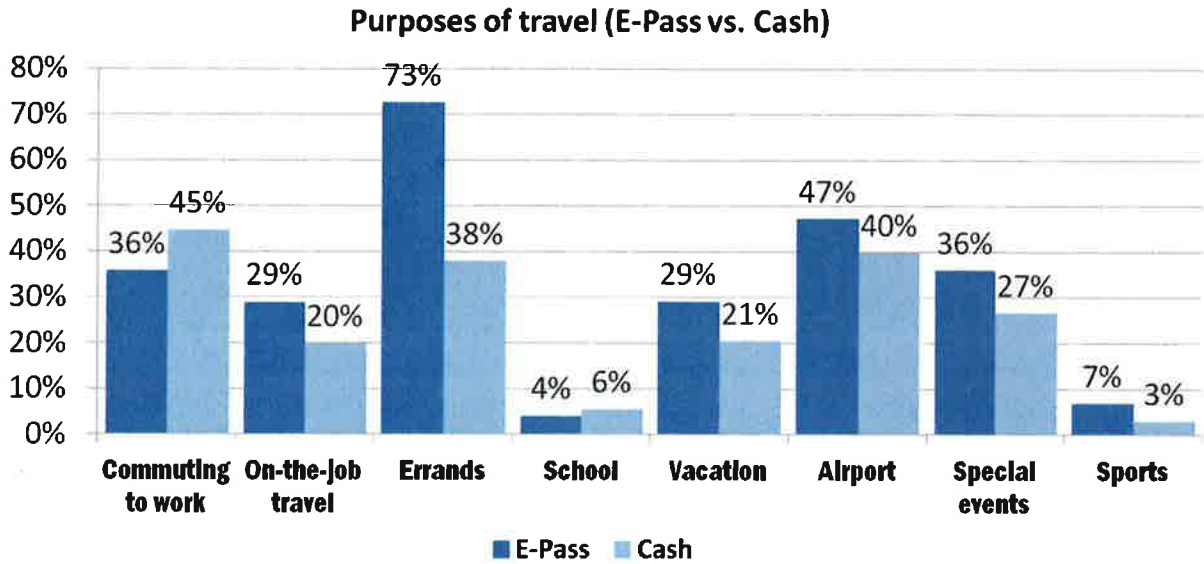
(70%) of all customers used the tolled expressways for errands, (47%) Airport, (37%) commuted to work, (35%) special events, (28%) on-the-job travel and (28%) vacation.



Q12. For what purposes do you use the tolled expressways?

E-Pass vs. Cash Customers

E-Pass customers used the tolled expressways more often for errands and to go the airport while Cash customers use them more to commute to work.



Q12. For what purposes do you use the tolled expressways?

Q12. For what purposes do you use the tolled expressways?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q12. For what purposes do you use the tolled expressways?	Total	1983	100.0%	1822	100.0%	161	100.0%
	Commuting to work	724	36.5%	652	35.8%	72	44.7%
	On-the-job travel	559	28.2%	527	28.9%	32	19.9%
	Errands	1386	69.9%	1325	72.7%	61	37.9%
	School	84	4.2%	75	4.1%	9	5.6%
	Vacation	564	28.4%	531	29.1%	33	20.5%
	Airport	924	46.6%	860	47.2%	64	39.8%
	Special events	698	35.2%	655	35.9%	43	26.7%
	Children's sporting tournaments	130	6.6%	125	6.9%	5	3.1%
	I don't normally use the toll roads	42	2.1%	35	1.9%	7	4.3%

NOTE: adds to more than 100% due to multiple responses

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Define MR for Q12	Commuting to work	.		A
	On-the-job travel	.	B	
	Errands	.	B	
	School	.		
	Vacation	.	B	
	Airport	.	B	
	Special events	.	B	
	Children's sporting tournaments	.	B	
	I don't normally use the toll roads	.		A

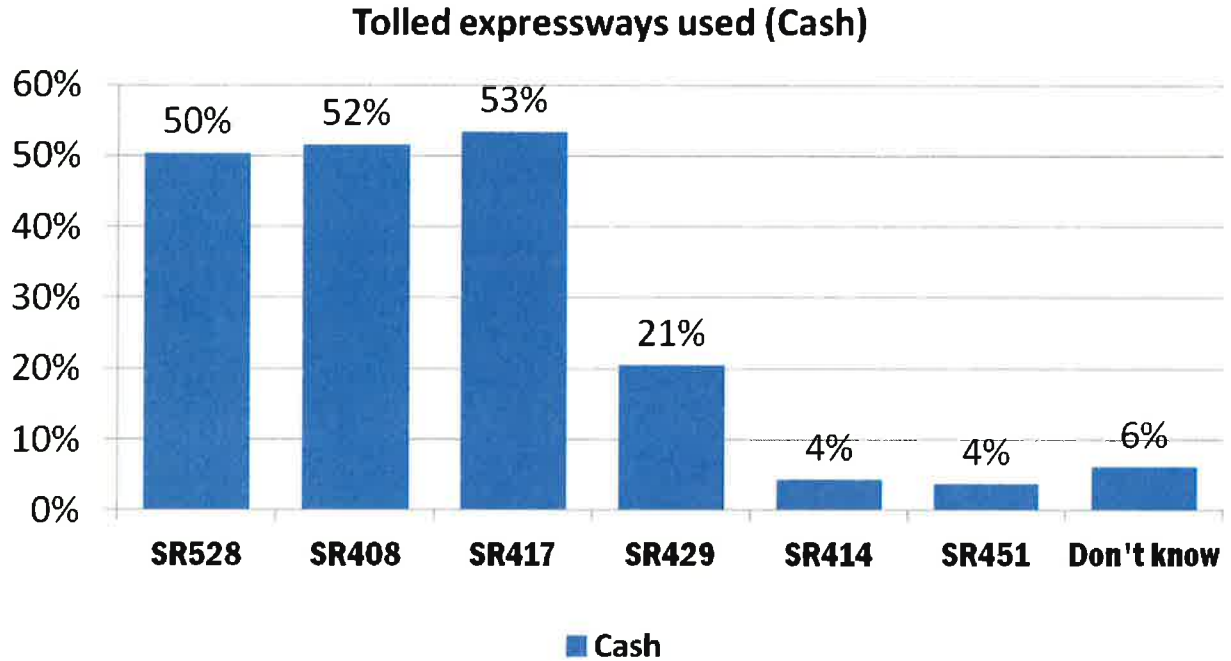
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Tolled expressways used

Cash Customers

Cash customers used the following tolled expressways: (53%) SR417, (52%) SR408, (50%) SR528 and (21%) SR429.



Q1a. Which tolled expressways do you use most often?

Q1a. Which tolled expressways do you use most often?

(Cash Only)

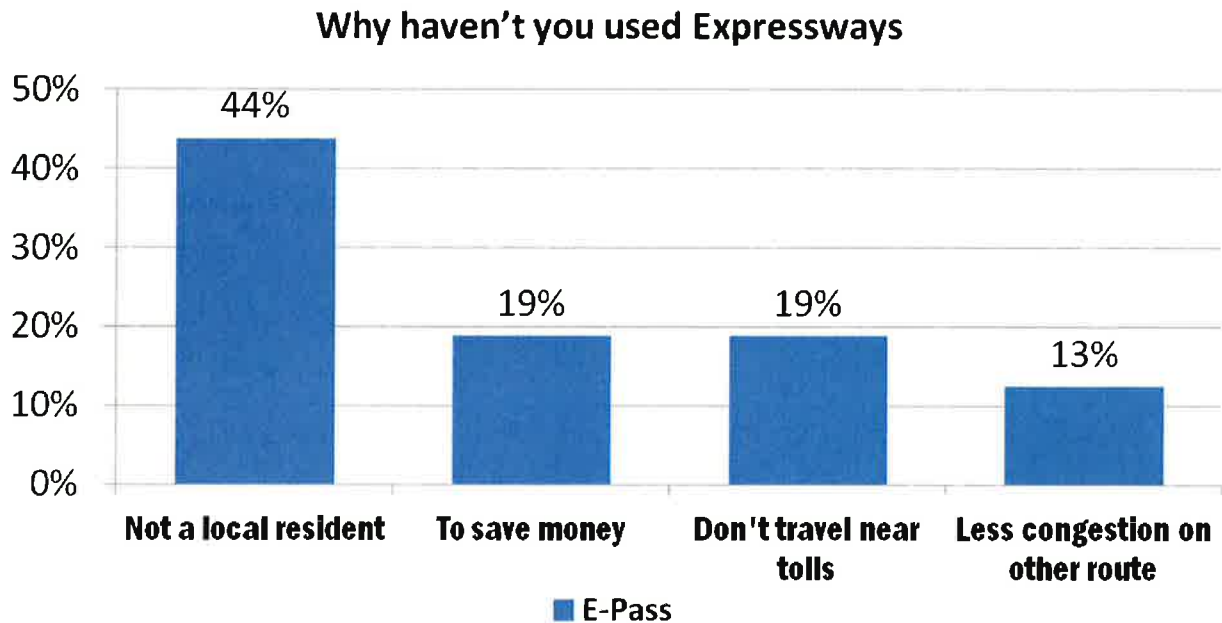
		Total		Survey Type	
		Total		Cash	
		Count	PCT	Count	PCT
Q1a. Which tolled expressways	Total	161	100.0%	161	100.0%
do you use most often?	SR 528	81	50.3%	81	50.3%
	SR 408	83	51.6%	83	51.6%
	SR 417	86	53.4%	86	53.4%
	SR 429	33	20.5%	33	20.5%
	SR 414	7	4.3%	7	4.3%
	SR 451	6	3.7%	6	3.7%
	Don't know	10	6.2%	10	6.2%
	No answer provided	11	6.8%	11	6.8%

NOTE: adds to more than 100% due to multiple responses

Reasons for avoiding tolled expressways

E-Pass Customers

Among E-Pass customers that did not use the tolled expressways within the last 6 months, (44%) are not local residents, (19%) wanted to save money, (19%) didn't travel near a tolled expressway and (13%) there was less congestion on other route.



Q11. Why haven't you used a tolled expressway when it's the most direct route?

Q11. Why haven't you used a tolled expressway when it's the most direct route?

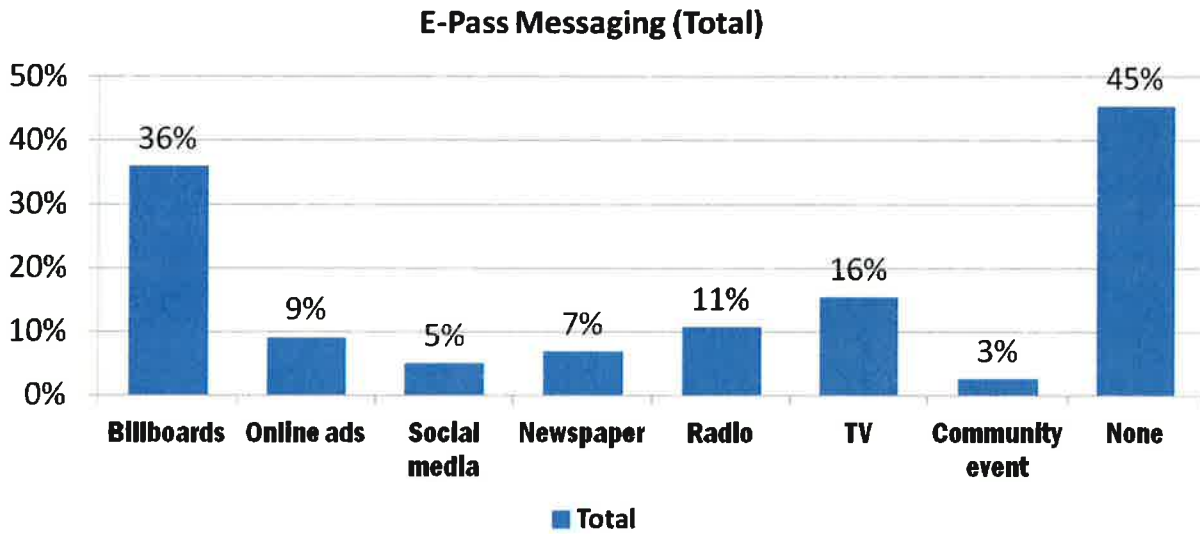
		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q11. Why haven't you used a tolled expressway when it's the most direct route?	Total	16	100.0%	16	100.0%
	To save money	3	18.8%	3	18.8%
	Less congestion on another route	2	12.5%	2	12.5%
	Toll booths slow me down				
	I always choose the toll road	1	6.3%	1	6.3%
	Not a local resident	7	43.8%	7	43.8%
	Our travels don't go near toll roads	3	18.8%	3	18.8%
	Other (specify)	1	6.3%	1	6.3%

NOTE: adds to more than 100% due to multiple responses

Seen or heard E-Pass messaging

All Customers

(36%) of all customer saw or heard E-Pass messaging on Billboards, (16%) on television and (11%) on the radio. (45%) had not seen or heard any E-Pass messaging mentioned.



Q26. Have you seen or heard E-Pass messaging on any of the following?

Q26. Have you seen or heard E-PASS messaging on any of the following?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q26. Have you seen or heard E-PASS messaging on any of the following?	Total	1983	100.0%	1822	100.0%	161	100.0%
	Billboards	713	36.0%	637	35.0%	76	47.2%
	Online ads	180	9.1%	164	9.0%	16	9.9%
	Social media	99	5.0%	86	4.7%	13	8.1%
	Magazine	23	1.2%	21	1.2%	2	1.2%
	Newspaper	136	6.9%	129	7.1%	7	4.3%
	Radio	215	10.8%	199	10.9%	16	9.9%
	TV	307	15.5%	291	16.0%	16	9.9%
	Community event	52	2.6%	47	2.6%	5	3.1%
	None of the above	900	45.4%	849	46.6%	51	31.7%
Other (Specify)	22	1.1%	11	.6%	11	6.8%	

NOTE: adds to more than 100% due to multiple responses

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Define MR for q26	Billboards	.		A
	Online ads	.		
	Social media	.		A
	Magazine	.		
	Newspaper	.		
	Radio	.		
	TV	.	B	
	Community event	.		
	None of the above	.	B	
	Other (Specify)	.		A

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a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q26. Have you seen or heard E-PASS messaging on any of the following? Other (specify) [CODED]

(E-Pass Only)

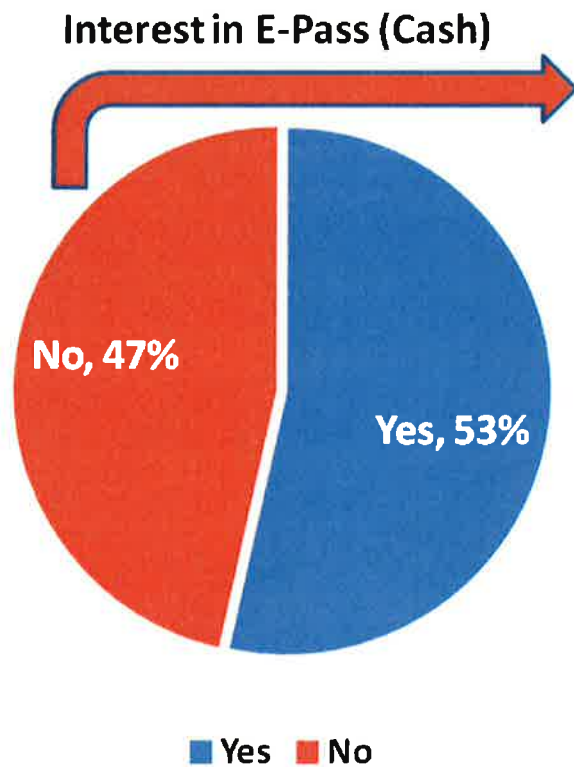
		Total		Survey Type			
		Total		E-Pass		Cash	
		Cases	PCT	Cases	PCT	Cases	PCT
Total	Total	22	100.0%	11	100.0%	11	100.0%
Q26. Have you seen or heard E-PASS messaging on any of the following? Other (specify) (coded).	Email	8	38.1%	7	63.6%	1	10.0%
	Toll booth	5	23.8%			5	50.0%
	don't know/can't remember	4	19.0%	2	18.2%	2	20.0%
	Grocery store	2	9.5%	2	18.2%		
	Friends/family	2	9.5%			2	20.0%

Interest in obtaining an E-Pass

Cash Customers

(53%) of Cash customers were interested in opening a free E-Pass account.

The main reasons for not opening a free E-Pass account were (36%) don't use the tolls very often, (22%) find it's easier to pay with cash and (14%) want a receipt.



Main reasons why not?	%
Don't use the tolls very often	36
It's easier to pay with cash	22
Want a receipt	14
It's not convenient	7
Don't want record of their travels	7

Q9a. Are you interested in opening a free E-Pass account?

Q9b. If No, why not?

Q9a. Are you interested in opening a free E-PASS account? (Cash Only)

		Total		Survey Type	
		Total		Cash	
		Count	PCT	Count	PCT
Q9a. Are you interested in opening a free E-PASS account?	Yes	86	53.4%	86	53.4%
	No	73	45.3%	73	45.3%
	No answer provided	2	1.2%	2	1.2%
Total		161	100.0%	161	100.0%

Q9b. Why are you not interested in opening a free E-PASS account? (Cash Only)

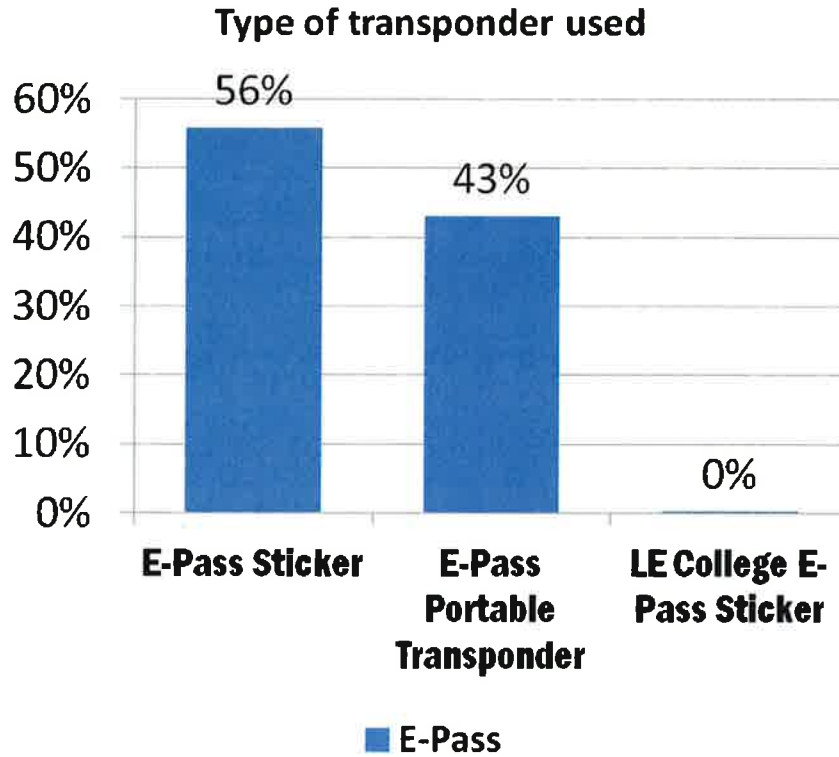
		Total		Survey Type	
		Total		Cash	
		Count	PCT	Count	PCT
9b. If no, why not?	Total	73	100.0%	73	100.0%
	It's easier to pay with cash	16	21.9%	16	21.9%
	I don't use the toll roads very often	26	35.6%	26	35.6%
	It's not convenient to get an E-PASS	5	6.8%	5	6.8%
	I don't know how to get an E-PASS	3	4.1%	3	4.1%
	I want to have a receipt	10	13.7%	10	13.7%
	I don't want a record of my travels	5	6.8%	5	6.8%
	Other (specify)	12	16.4%	12	16.4%
	No answer provided				

NOTE: adds to more than 100% due to multiple responses

Type of Transponder

E-Pass Customers

(56%) of E-Pass customers use an E-Pass Sticker and (43%) an E-Pass Portable Transponder.



Q1. What type of transponder do you have in the vehicle you drive most often?

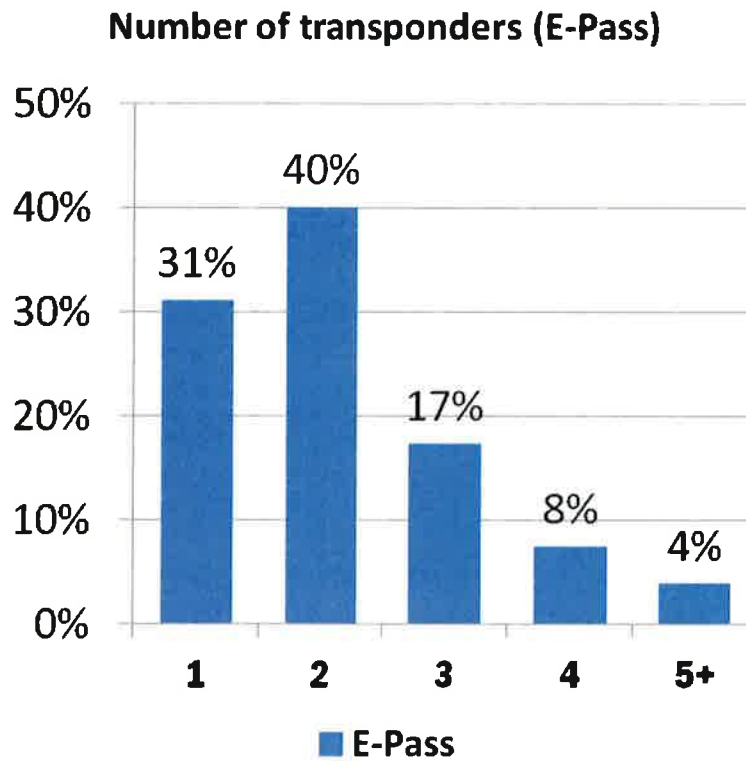
Q1. What type of transponder do you have in the vehicle you drive most often? (E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q1. What type of transponder do you have in the vehicle you drive most often?	E-Pass Sticker	1019	55.9%	1019	55.9%
	Limited Edition College E-Pass Sticker	4	.2%	4	.2%
	E-Pass Portable Transponder	785	43.1%	785	43.1%
	Don't know	14	.8%	14	.8%
Total		1822	100.0%	1822	100.0%

Number of Transponders

E-Pass Customers

Most E-Pass customers have 1 or 2 transponders associated with their account. The average number of transponders per account is (2.1).



Q4. How many transponders do you have associated with your account?

Q4. How many transponders do you have associated with your account?

(E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q4. How many transponders do you have associated with your account?	1	566	31.1%	566	31.1%
	2	730	40.1%	730	40.1%
	3	317	17.4%	317	17.4%
	4	137	7.5%	137	7.5%
	5+	72	4.0%	72	4.0%
Total		1822	100.0%	1822	100.0%

Q4. How many transponders do you have associated with your account?

(E-Pass Only)

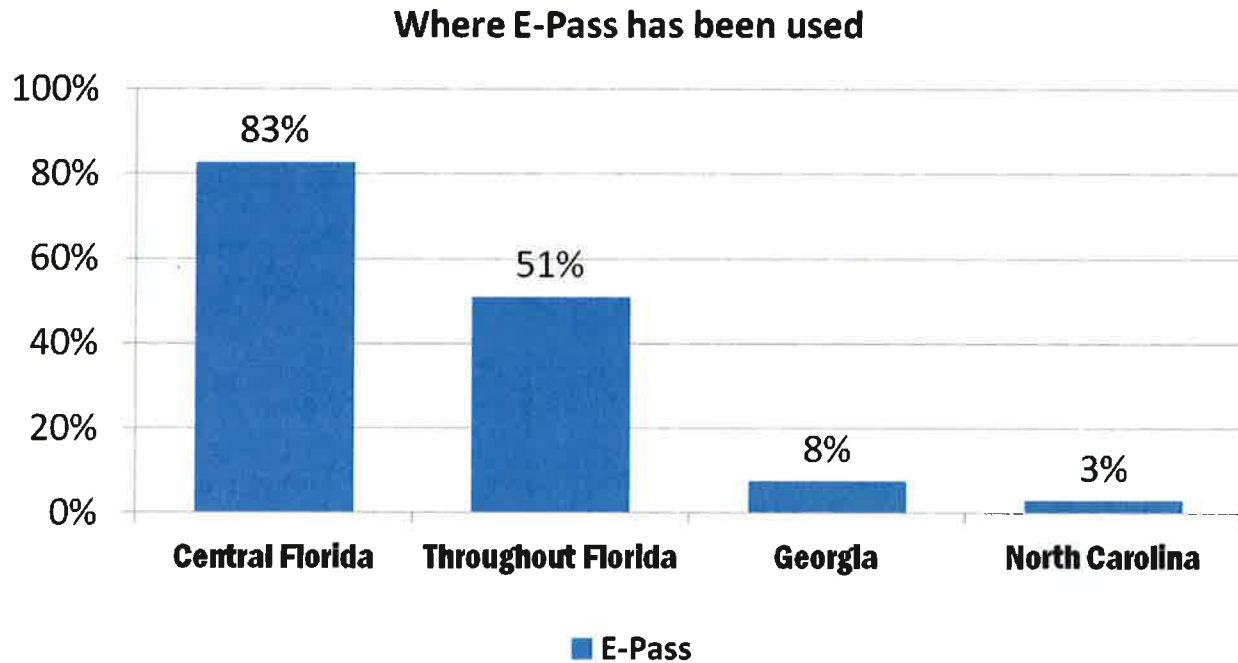
[AVERAGE]

		Total	Survey Type
		Total	E-Pass
Q4. How many transponders do you have associated with your account?	[AVERAGE]	2.13	2.13

Locations where E-Pass has been used

E-Pass Customers

(83%) of all E-Pass customers have used E-Pass in Central Florida, (51%) throughout Florida, (8%) in Georgia and (3) in North Carolina.



Q14. In the past 6 months, where have you used your E-Pass?

Q14. In the past 6 months, where have you used your E-PASS? (E-Pass Only)

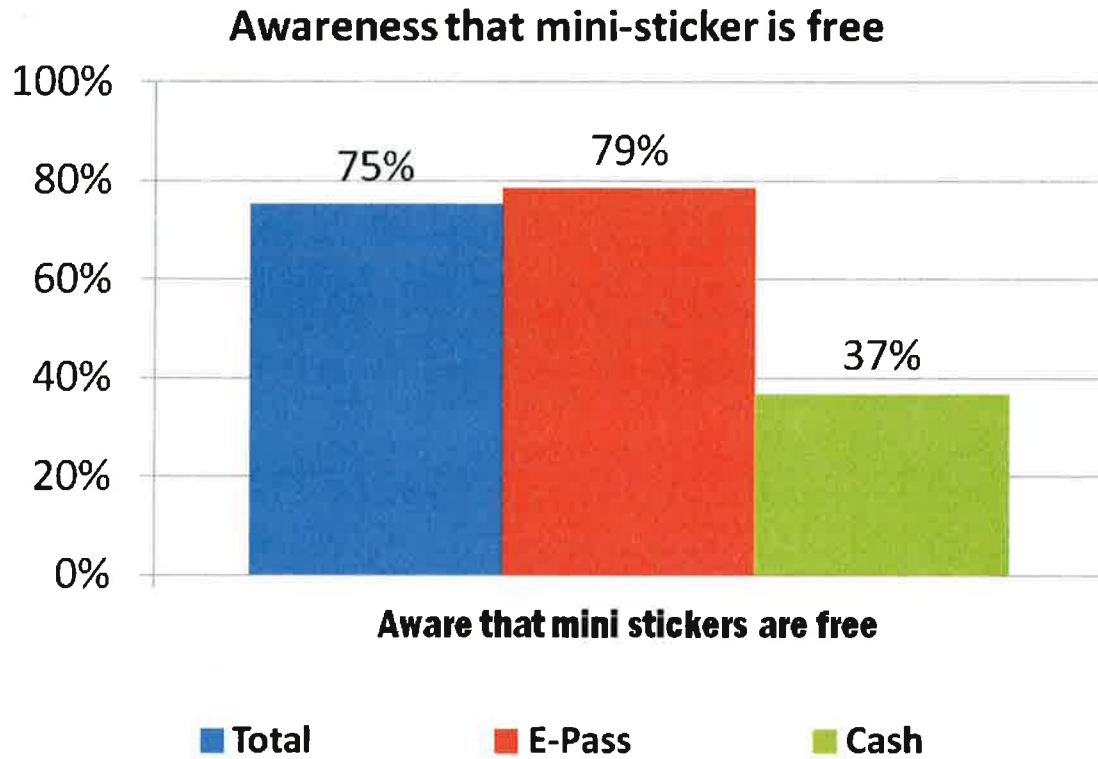
	Total		Survey Type		
	Total		E-Pass		
	Count	PCT	Count	PCT	
Q14. In the past 6 months, where have you used your E-PASS?	Total	1822	100.0%	1822	100.0%
	Central Florida	1509	82.8%	1509	82.8%
	Throughout Florida	929	51.0%	929	51.0%
	Georgia	136	7.5%	136	7.5%
	North Carolina	53	2.9%	53	2.9%
	Other (specify)				

NOTE: adds to more than 100% due to multiple responses

Awareness of mini-sticker

(75%) of all customers were aware that the E-Pass mini sticker was free.

(79%) of E-Pass customers were aware that mini-sticker is free as compared to (37%) awareness from Cash customers.



Q3. Did you know the E-Pass Mini sticker transponder is free?

Q3. Did you know the E-PASS Mini sticker transponder is free?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q3. Did you know the E-PASS Mini sticker transponder is free?	Yes	1490	75.2%	1431	78.5%	59	36.9%
	No	491	24.8%	391	21.5%	100	62.5%
	No answer provided	1	.1%			1	.6%
Total		1982	100.0%	1822	100.0%	160	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q3. Did you know the E-PASS Mini sticker transponder is free?	Yes	.	B	
	No	.		A
	No answer provided	.		a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

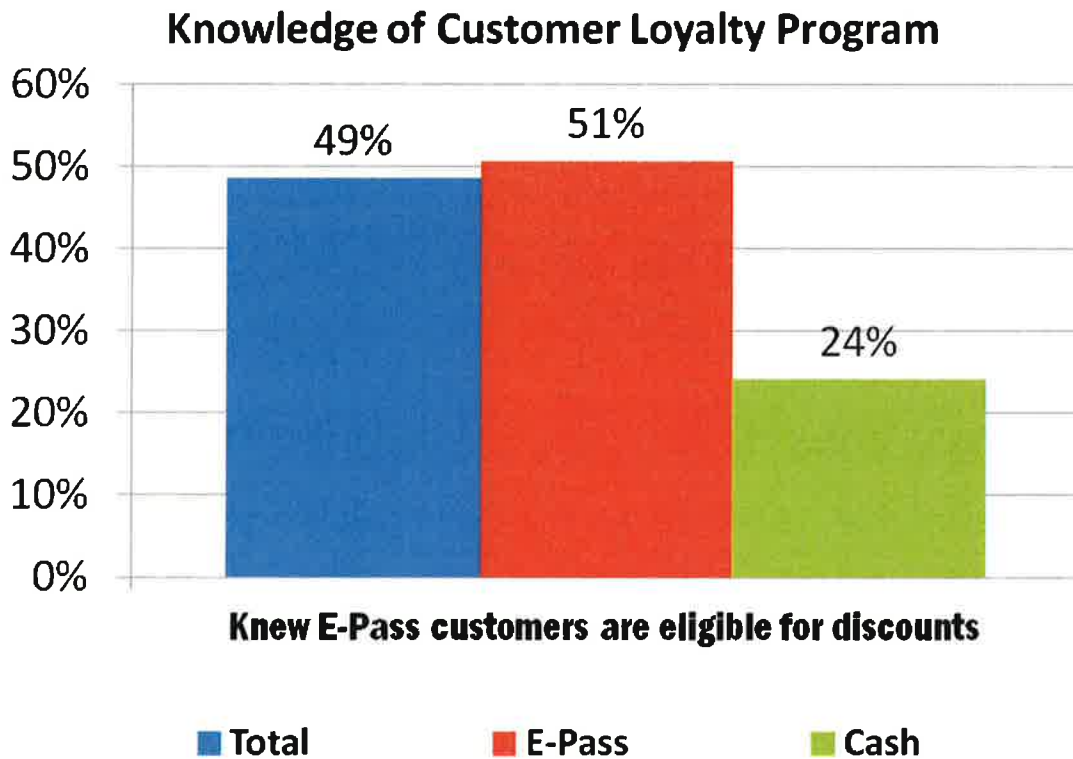
a. This category is not used in comparisons because its column proportion is equal to zero or one.

b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Knowledge of the Customer Loyalty Program

(49%) of all customers knew about discount eligibility through the Customer Loyalty Program.

(51%) of E-Pass customers were aware of eligibility of discounts compared to (24%) from Cash customers.



Q7. Did you know E-Pass customers are eligible to receive discounts up to 20% through the customer loyalty program?

Q7. Did you know E-PASS customers are eligible to receive discounts up to 20% through the customer loyalty program?

	Total		Survey Type				
	Total		E-Pass		Cash		
	Count	PCT	Count	PCT	Count	PCT	
Q7. Did you know E-PASS customers are eligible to receive discounts up to 20% through the customer loyalty program?	Yes	963	48.6%	924	50.7%	39	24.2%
	No	1018	51.3%	898	49.3%	120	74.5%
	No answer provided	2	.1%			2	1.2%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
Q7. Did you know E-PASS customers are eligible to receive discounts up to 20% through the customer loyalty program?	Yes	B	
	No		A
	No answer provided	a	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

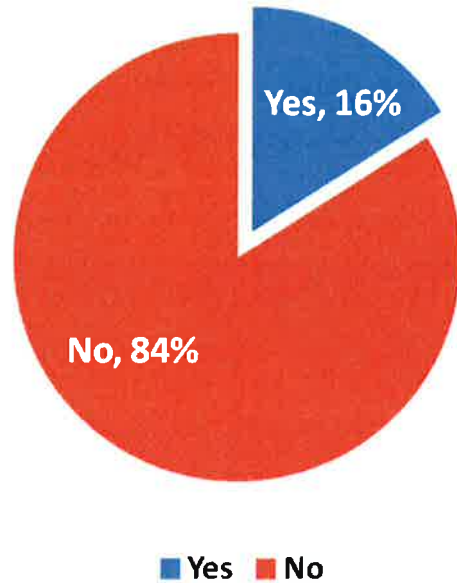
- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Familiarity with the Collegiate transponders

E-Pass Customers

(16%) of all E-Pass customers were familiar with the Collegiate E-Pass transponders.

Familiar with Collegiate (Total)



Q2. Are you familiar with the Collegiate “NolePass,” “GatorPass” and “KnightPass” E-Pass transponder?

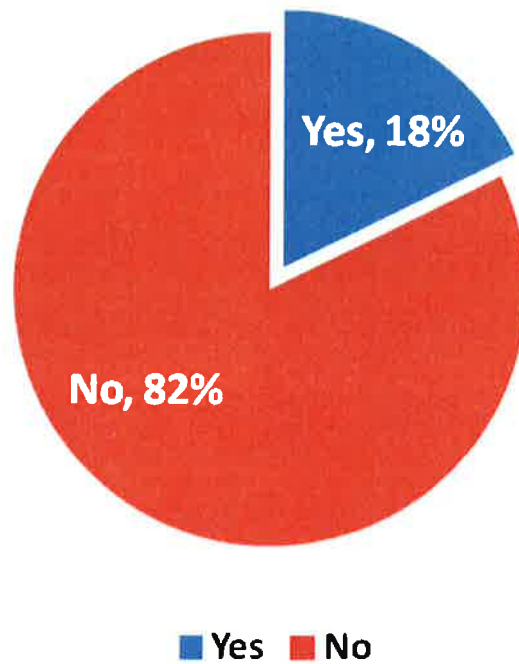
Q2. Are you familiar with the Collegiate (NolePass, GatorPass and KnightPass) E-PASS transponders? (E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q2. Are you familiar with the Collegiate E-PASS transponders?	Yes	292	16.0%	292	16.0%
	No	1530	84.0%	1530	84.0%
Total		1822	100.0%	1822	100.0%

Familiarity with the CFX Reload Lane

(18%) of all customers were familiar with the CFX Reload Lane at the SR408 Conway Plaza.

Familiar with CFX Reload Lane (Total)



Q8. Are you familiar with the CFX Reload Lane at the SR408 Conway Plaza?

Q8. Are you familiar with the CFX Reload lane at the SR408 Conway Plaza?

	Total		Survey Type				
	Total		E-Pass		Cash		
	Count	PCT	Count	PCT	Count	PCT	
Q8. Are you familiar with the CFX Reload lane at the SR408 Conway Plaza?	Yes	350	17.7%	311	17.1%	39	24.2%
	No	1632	82.3%	1511	82.9%	121	75.2%
	No answer provided	1	.1%			1	.6%
	Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
Q8. Are you familiar with the CFX Reload lane at the SR408 Conway Plaza?	Yes		A
	No	B	
	No answer provided		a

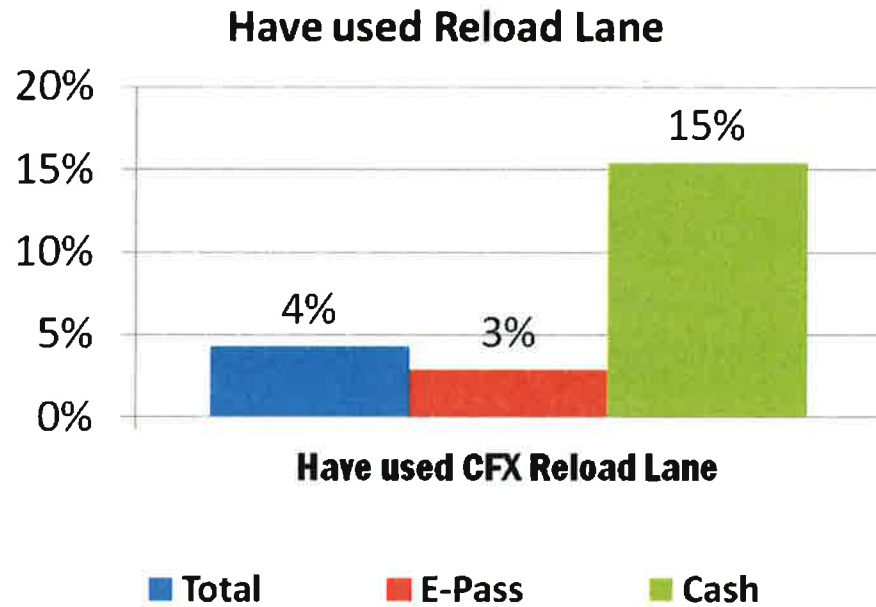
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. This category is not used in comparisons because its column proportion is equal to zero or one.

b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Use of CFX Reload Lane

Of those customers were familiar with the CFX Reload Lane at the SR408 Conway Plaza, (15%) of Cash customers have used the Reload Lane.



Q9. Have you used the Reload Lane?

Q9. Have you used the Reload lane?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q9. Have you used the Reload lane?	Yes	15	4.3%	9	2.9%	6	15.4%
	No	335	95.7%	302	97.1%	33	84.6%
Total		350	100.0%	311	100.0%	39	100.0%

Comparisons of Column Proportions^a

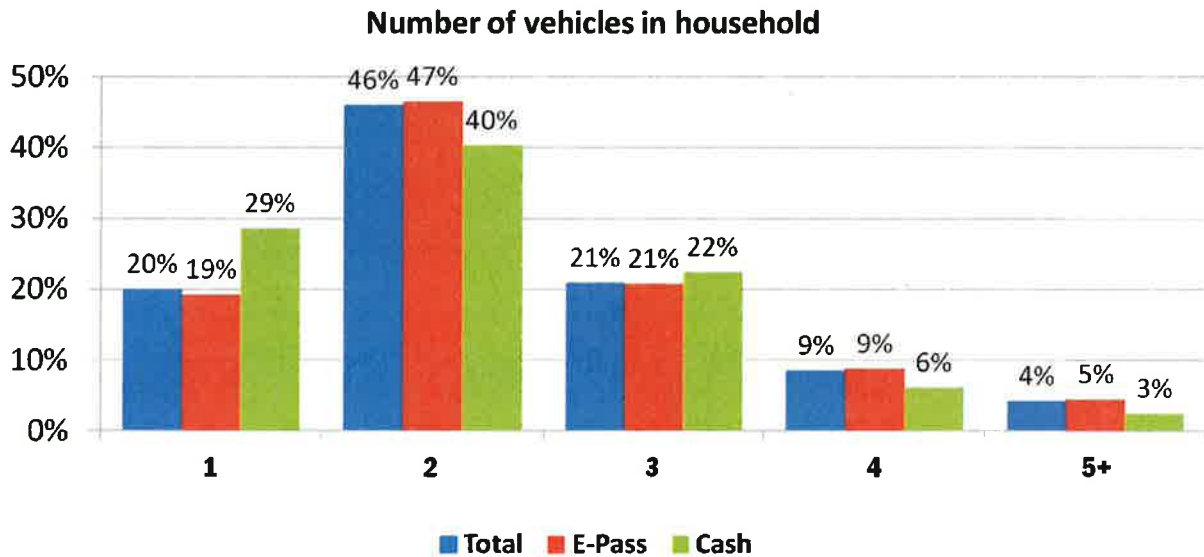
		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q9. Have you used the Reload lane?	Yes			A
	No		B	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Number of vehicles in household

(20%) of Expressway customers have 1 vehicle, (46%) have 2 vehicles and (34%) have 3+ vehicles. The average number of vehicles in household is (2.3).



Q5. How many cars do you have in your household?

Q5. How many cars do you have in your household?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q5. How many cars do you have in your household?	1	397	20.0%	351	19.3%	46	28.6%
	2	914	46.1%	849	46.6%	65	40.4%
	3	415	20.9%	379	20.8%	36	22.4%
	4	171	8.6%	161	8.8%	10	6.2%
	5+	86	4.3%	82	4.5%	4	2.5%
Total		1983	100.0%	1822	100.0%	161	100.0%

Q5. How many cars do you have in your household?

[AVERAGE]

	Total	Survey Type	
	Total	E-Pass	Cash
Q5. How many cars do you have in your household? [AVERAGE]	2.31	2.33	2.14

Comparisons of Column Proportions^a

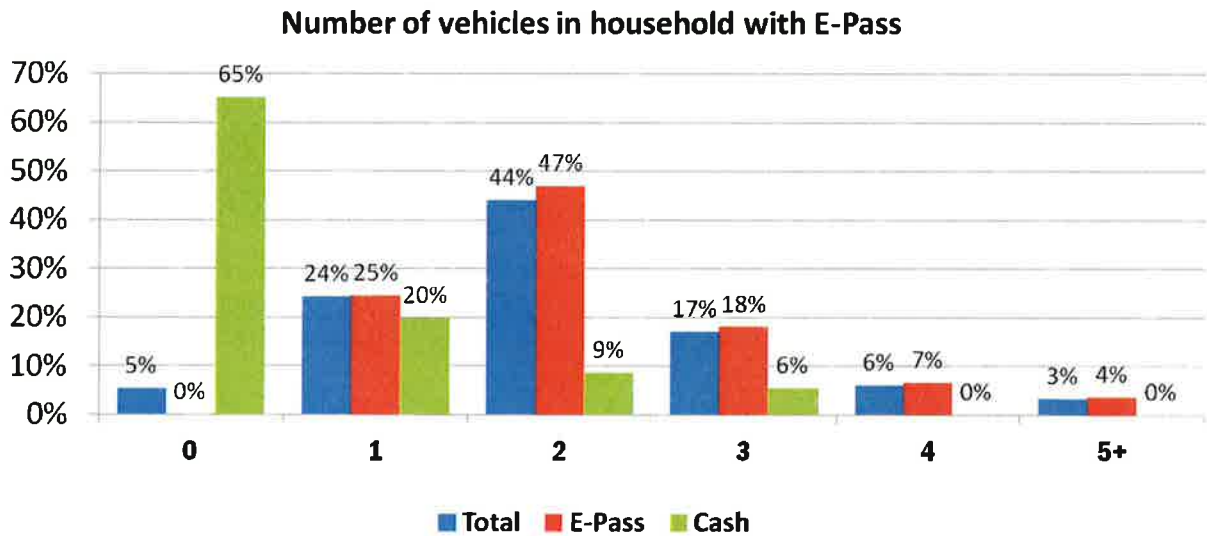
		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q5. How many cars do you have in your household?	1			A
	2		B	
	3			
	4		B	
	5+		B	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Number of vehicles in household with E-Pass

E-Pass customers have E-Pass on 1 vehicle (24%), 2 vehicles (44%) and 3+ vehicles (26%). A majority of Cash customers (65%) do not have E-Pass on any vehicle in the household. The average number of vehicles in household with E-Pass is (3.1).



Q6. How many cars in your household have E-Pass?

Q6. How many cars in your household have E-PASS?

	Total		Survey Type				
	Total		E-Pass		Cash		
	Count	PCT	Count	PCT	Count	PCT	
Q6. How many cars in your household have E-PASS?	0	105	5.3%			105	65.2%
	1	479	24.2%	447	24.5%	32	19.9%
	2	872	44.0%	858	47.1%	14	8.7%
	3	339	17.1%	330	18.1%	9	5.6%
	4	121	6.1%	121	6.6%		
	5+	66	3.3%	66	3.6%		
	No answer provided	1	.1%			1	.6%
Total		1983	100.0%	1822	100.0%	161	100.0%

Q6. How many cars in your household have E-PASS? [AVERAGE]

	Total	Survey Type	
	Total	E-Pass	Cash
Q6. How many cars in your household have E-PASS? [AVERAGE]	3.09	3.18	2.15

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q6. How many cars in your household have E-PASS?	0	.	.	^a
	1	.	B	
	2	.	B	
	3	.	B	
	4	.		^a
	5+	.		^a
	No answer provided	.	.	^a

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

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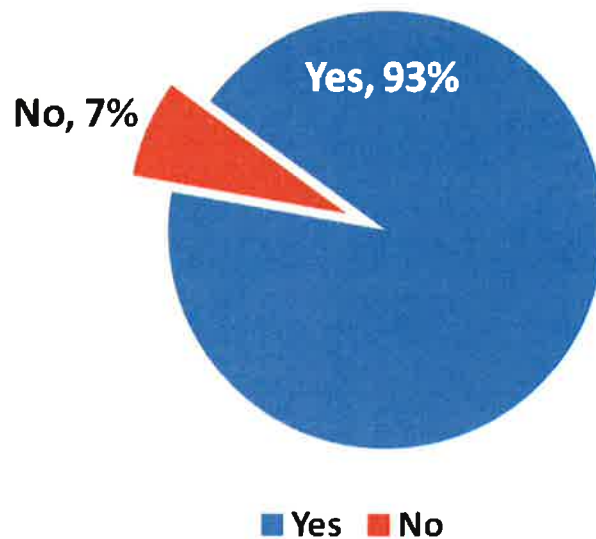
5) Account Issues

E-Pass Account Updates

E-Pass Customers

(93%) of E-Pass customers have updated their accounts before. The reasons for updating their accounts include (77%) went online, (33%) called customer service and (30%) visited an E-Pass walk-in center.

Have updated account before (E-Pass)



Q15. Have you ever updated your account?

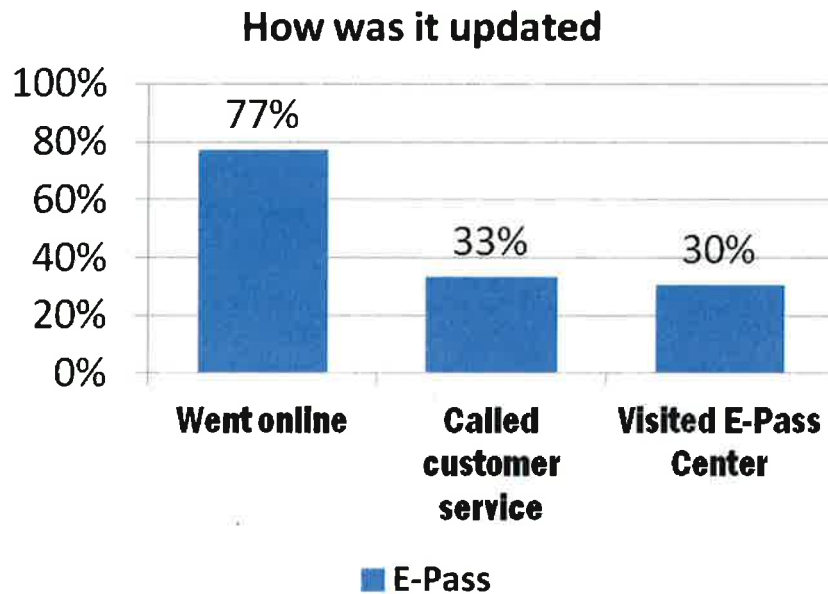
Q15. Have you ever updated your account information online, by phone or at a walk-in customer service center? (E-Pass Survey Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q15. Have you ever updated your account information online, by phone or at a walk-in customer service center?	Yes	1690	92.8%	1690	92.8%
	No	132	7.2%	132	7.2%
	Total	1822	100.0%	1822	100.0%

How E-Pass Account was Updated

E-Pass Customers

(93%) of E-Pass customers have updated their accounts before. The ways E-Pass customers updated their accounts includes (77%) went online, (33%) called customer service and (30%) visited an E-Pass walk-in center.



Q16. How have you updated this information?

Q16. How have you updated this information? (E-Pass Survey Only)

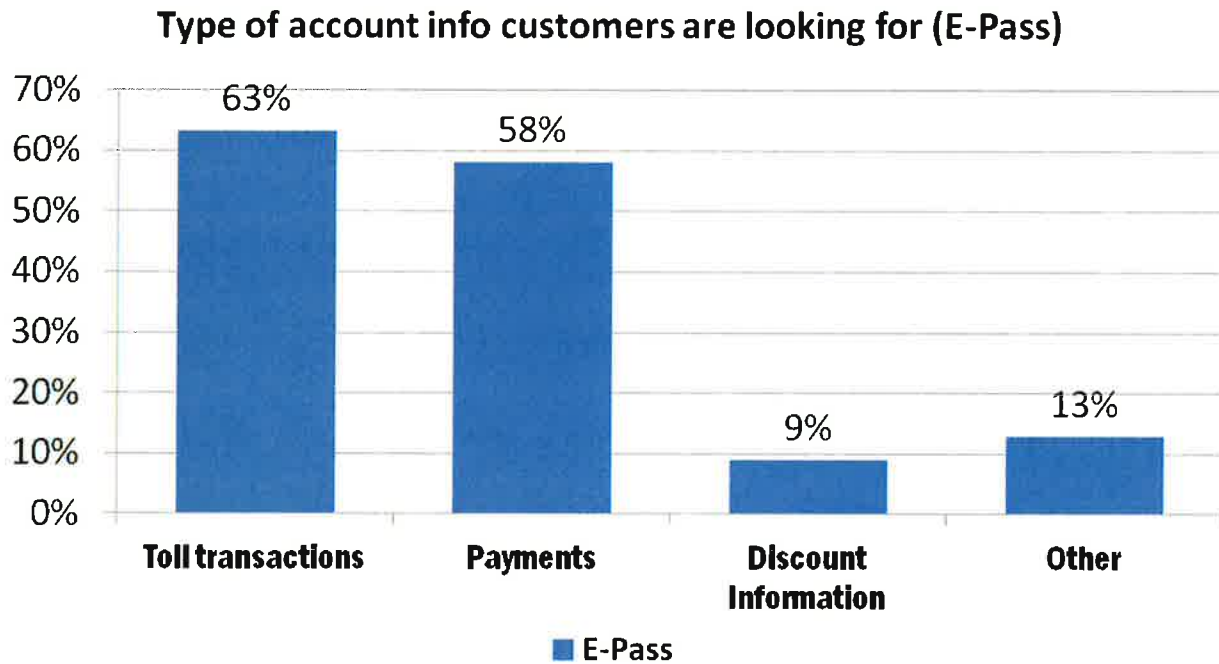
		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q16. How have you updated this information?	Total	1690	100.0%	1690	100.0%
	Called an E-PASS Customer Service Representative	565	33.4%	565	33.4%
	Went Online	1307	77.3%	1307	77.3%
	Visited an E-PASS walk in customer service center	513	30.4%	513	30.4%

NOTE: adds to more than 100% due to multiple responses

Type of information being looked for

E-Pass Customers

(93%) of E-Pass customers have updated their accounts before. The types of information being looked for includes (63%) were looking for toll transactions when accessing their account, (58%) made payments and (9%) were looking for discount information.



Q17. What kind of information are you looking for when accessing your account?

Q17. What kind of information are you looking for when accessing your account?

(E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q17. What kind of information are you looking for when accessing your account?	Total	1822	100.0%	1822	100.0%
	Toll transactions	1152	63.2%	1152	63.2%
	Credit/debit card payment	1058	58.1%	1058	58.1%
	Discount information	163	8.9%	163	8.9%
	Other (specify)	235	12.9%	235	12.9%

NOTE: adds to more than 100% due to multiple responses

Q17. What kind of information are you looking for when accessing your account? Other (specify) [CODED]

(Cash Only)

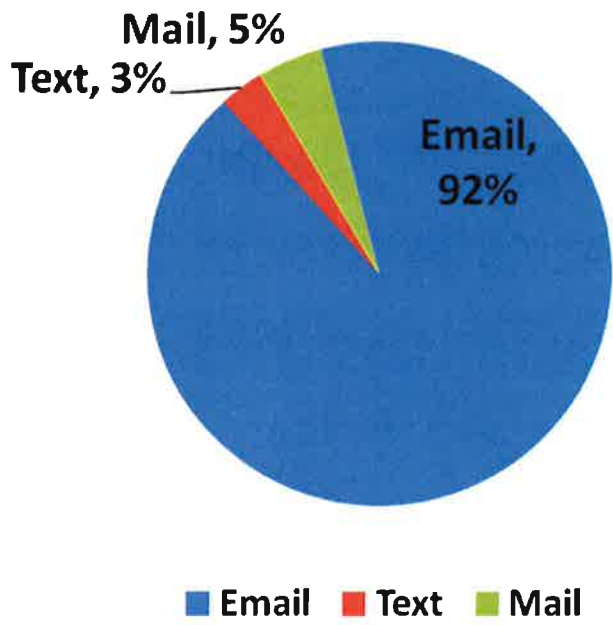
		Total		Survey Type	
		Total		E-Pass	
		Cases	PCT	Cases	PCT
Total	Total	235	100.0%	235	100.0%
Q17. What kind of information are you looking for when accessing your account? Other (specify) (coded)	Update Vehicle Info	108	46.0%	108	46.0%
	Update	39	16.6%	39	16.6%
	Account/Address/Password				
	Update Transponder	38	16.2%	38	16.2%
	Update Credit Card/Bank Info	28	11.9%	28	11.9%
	99	15	6.4%	15	6.4%
	Balance	7	3.0%	7	3.0%
	Refund/Dispute toll charges	6	2.6%	6	2.6%
	Receipt/Statement	4	1.7%	4	1.7%
	Toll rates	3	1.3%	3	1.3%
	Tax purposes	1	.4%	1	.4%
	Not Specified	1	.4%	1	.4%

Preferred method of communication

E-Pass Customers

(92%) of all E-Pass customers prefer email as the method of communication regarding their account.

**Preferred method of communication
(E-Pass)**



Q18. What is your preferred method of communication about your E-Pass account?

Q18. What is your preferred method of communication about your E-PASS account? (E-Pass Survey Only)

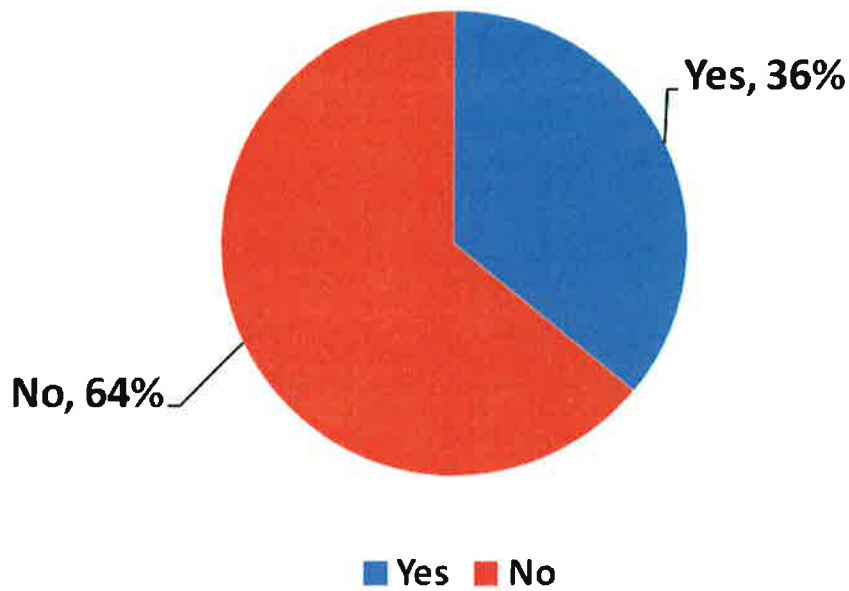
		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q18. What is your preferred method of communication about your E-PASS account?	Email	1683	92.4%	1683	92.4%
	Text	57	3.1%	57	3.1%
	Mail	82	4.5%	82	4.5%
Total		1822	100.0%	1822	100.0%

Preferred to receive text message communication

E-Pass Customers

1 in 3 E-Pass customers (36%) would want to receive text messages if available.

**Would want text messages if available
(E-Pass)**



Q19. Would you want to receive text message communication regarding your account if it were available?

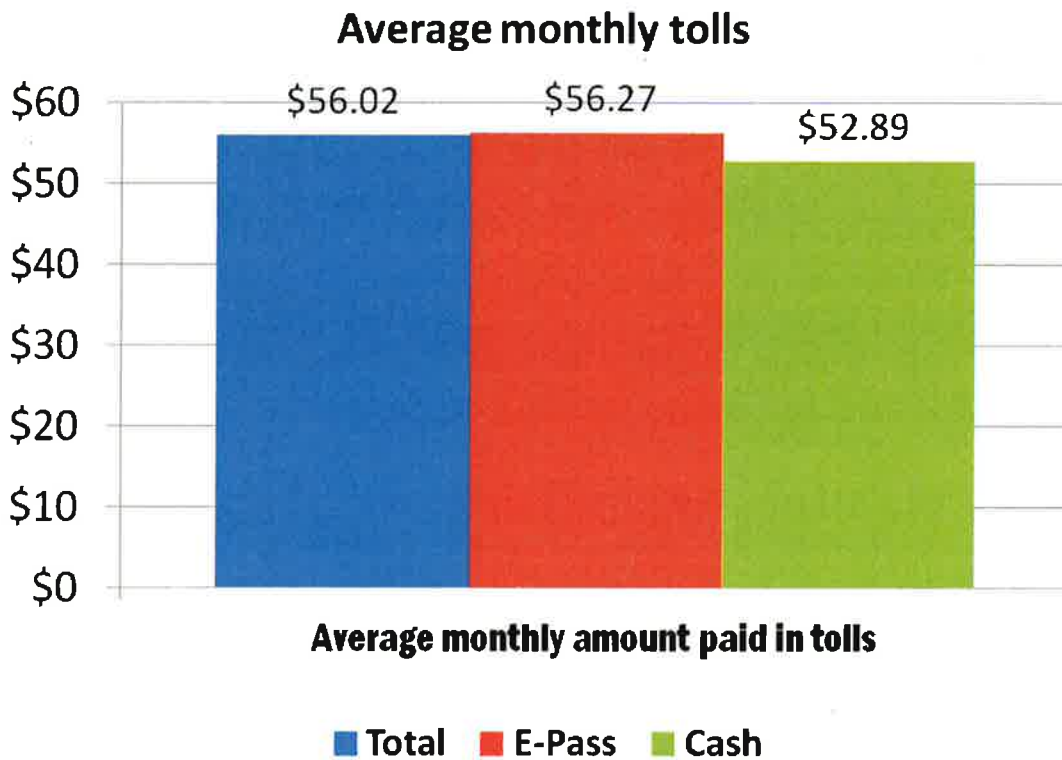
Q19. Would you want to receive communication regarding your account via text messages if it were available? (E-Pass Survey Only)

	Total		Survey Type		
	Total		E-Pass		
	Count	PCT	Count	PCT	
Q19. Would you want to receive communication regarding your account via text messages if it were available?	Yes	654	35.9%	654	35.9%
	No	1168	64.1%	1168	64.1%
	Total	1822	100.0%	1822	100.0%

Monthly amount in tolls

The average monthly amount paid in tolls by all customers is (\$56.02).

E-Pass average is (\$56.27) and Cash average is (\$52.89).



Q20. On average, how much do you feel you pay in tolls monthly?

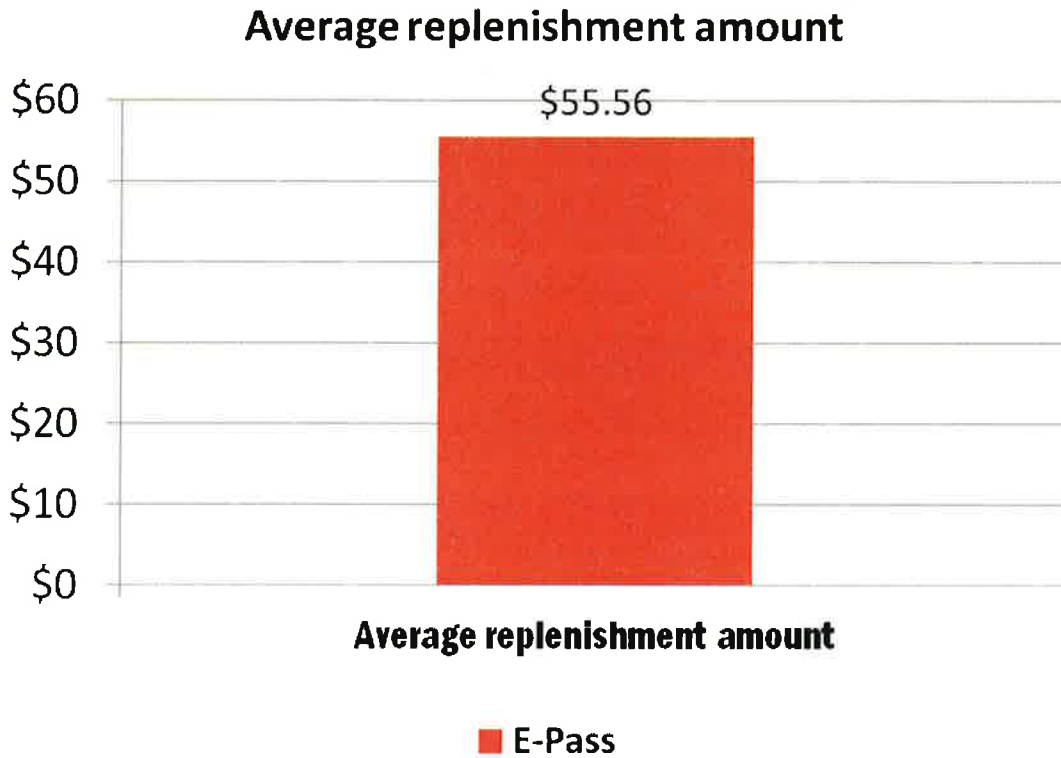
Q20. On average, how much do you feel you pay in tolls monthly? (enter amount, round to the nearest dollar) [AVERAGE]

	Total	Survey Type	
	Total	E-Pass	Cash
Q20. On average, how much do you feel you pay in tolls monthly? (enter amount, round to the nearest dollar) [AVERAGE]	56.02	56.27	52.89

Monthly replenishment amount

E-Pass Customers

The average monthly replenishment amount for E-Pass customers was (\$55.56).



Q21. What is the replenishment amount associated with your account?

Q21. What is the replenishment amount associated with your account? (enter amount, round to the nearest dollar) [AVERAGE]

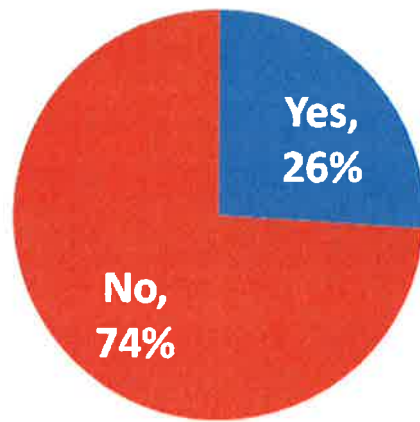
	Total	Survey Type
	Total	E-Pass
Q21. What is the replenishment amount associated with your account? (enter amount, round to the nearest dollar) [AVERAGE]	55.56	55.56

Low balance notification

E-Pass Customers

(26%) of E-Pass customers receive a low balance email notification.

**Receive Low Balance Emails
(E-Pass)**



■ Yes ■ No

Q22. Do you currently receive emails regarding low balance on your account?

Q22. Do you currently receive emails regarding low balance on your account? (E-Pass Only)

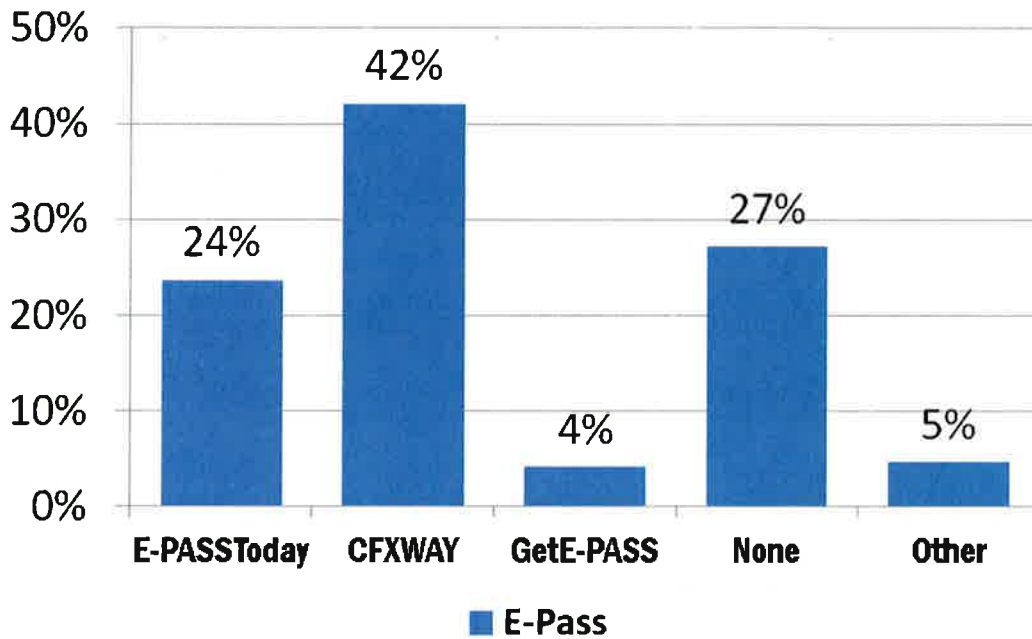
		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q22. Do you currently receive	Yes	473	26.0%	473	26.0%
emails regarding low balance on	No	1349	74.0%	1349	74.0%
your account?					
Total		1822	100.0%	1822	100.0%

Websites used

E-Pass Customers

(42%) of E-Pass customers have used CFXWAY.com to access their account, (24%) have used E-PASSToday.com and (4%) have used GetE-Pass.

Used Website(s) to access account (E-Pass)



Q23. Which of the following website links do you use to access and manage your account information?

Q23. Which of the following website links do you use to access and manage your account information?

(E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Count	PCT	Count	PCT
Q23. Which of the following website links do you use to access and manage your account information?	Total	1822	100.0%	1822	100.0%
	E-PASSToday.com	431	23.7%	431	23.7%
	CFXWAY.com	767	42.1%	767	42.1%
	GetE-PASS	76	4.2%	76	4.2%
	None of the above	496	27.2%	496	27.2%
	Other (specify)	86	4.7%	86	4.7%

NOTE: adds to more than 100% due to multiple responses

Q23. Which of the following website links do you use to access and manage your account information? Other

(specify) [CODED]

(E-Pass Only)

		Total		Survey Type	
		Total		E-Pass	
		Cases	PCT	Cases	PCT
Total	Total	86	100.0%	86	100.0%
Q23. Which of the following website links do you use to access and manage your account information? - Other (specify) (coded)	don't know/can't remember	26	30.2%	26	30.2%
	Expresswayauthority.com	13	15.1%	13	15.1%
	Google search	12	14.0%	12	14.0%
	Epass.cfxway.com	10	11.6%	10	11.6%
	Epass.ocea.com	10	11.6%	10	11.6%
	Update account info by phone	5	5.8%	5	5.8%
	Email link	4	4.7%	4	4.7%
	can't access my account	3	3.5%	3	3.5%
	Epass.com	2	2.3%	2	2.3%
	Messages at toll booths	1	1.2%	1	1.2%

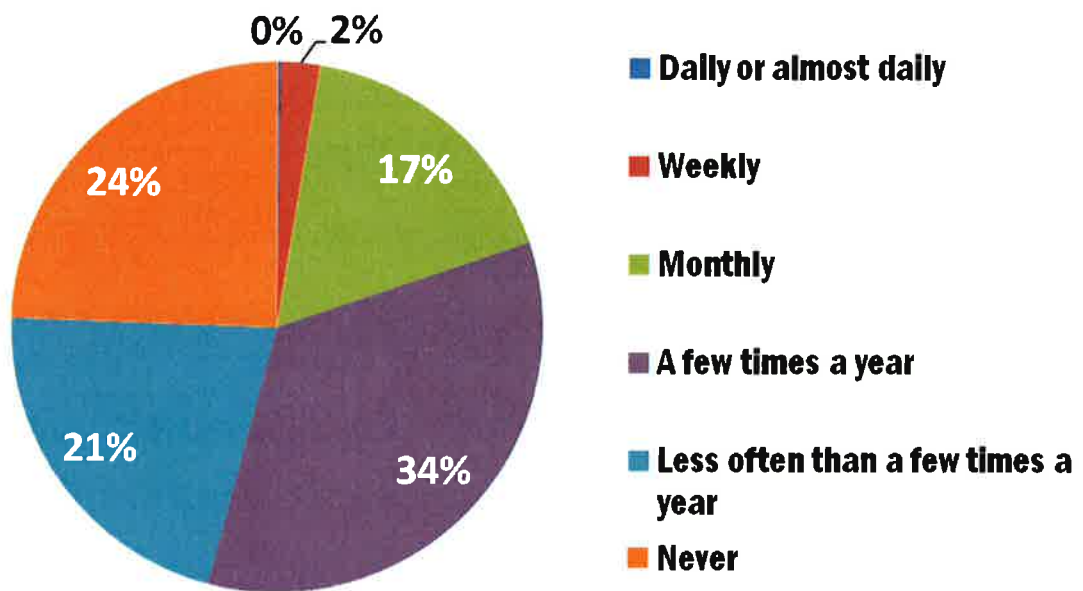
6) Media issues

Frequency of visits to CFXway.com

All customers

(19%) of all customers have used CFXway.com within the past month, (2%) weekly and (17%) monthly.

Frequency of visits to CFXway.com (Total)

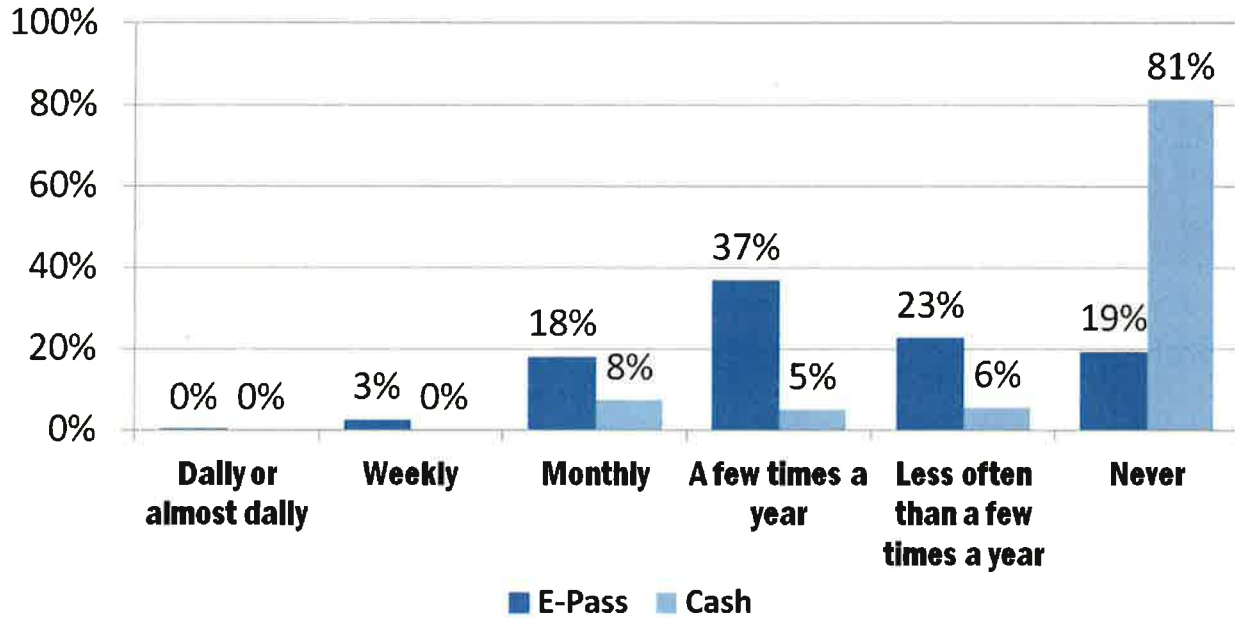


Q24. How often do you visit the Central Florida Expressway Authority's website – CFXway.com?

E-Pass vs. Cash Customers

A majority of E-Pass customers (58%) visit CFXway.com at least a few times a year. 4 out of 5 (81%) Cash customers have never visited CFXway.com.

Frequency of visits to CFXway.com (E-Pass vs. Cash)



Q24. How often do you visit the Central Florida Expressway Authority's website – CFXway.com?

Q24.How often do you visit the Central Florida Expressway Authority's website – CFXway.com?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q24.How often do you visit the Central Florida Expressway Authority's website – CFXway.com?	Daily/almost daily	4	.2%	3	.2%	1	.6%
	Weekly	48	2.4%	48	2.6%		
	Monthly	342	17.2%	330	18.1%	12	7.5%
	A few times a year	681	34.3%	673	36.9%	8	5.0%
	Less often than a few times a year	424	21.4%	415	22.8%	9	5.6%
	Never	484	24.4%	353	19.4%	131	81.4%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q24.How often do you visit the Central Florida Expressway Authority's website – CFXway.com?	Daily/almost daily	.		A
	Weekly	.		a
	Monthly	.	B	
	A few times a year	.	B	
	Less often than a few times a year	.	B	
	Never	.		A

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

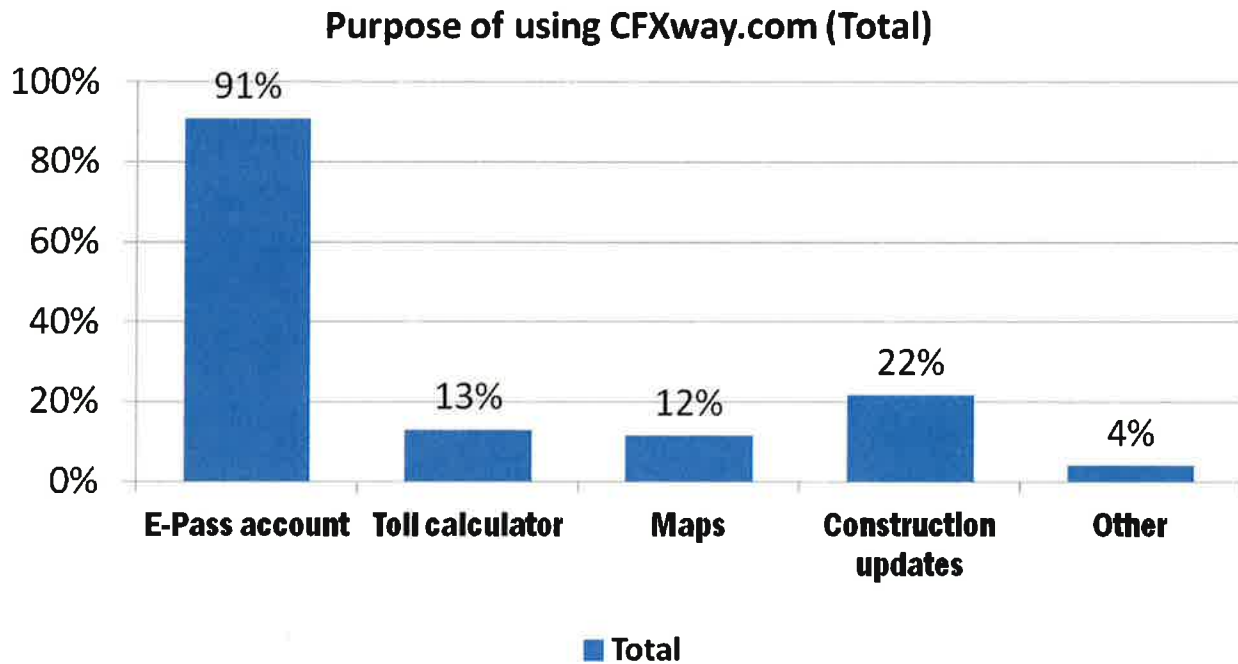
a. This category is not used in comparisons because its column proportion is equal to zero or one.

b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Purpose of using CFXway.com

All Customers

A majority of all customers (91%) visit CFXway.com for the purpose of updating their E-Pass account, (22%) visit for construction updates, (13%) use the toll calculator and (12%) view maps.



Q25. For what purpose have you used the CFXway.com website?

Q25. For what purpose(s) have you used the CFXway.com website?

	Total		Survey Type			
	Total		E-Pass		Cash	
	Count	PCT	Count	PCT	Count	PCT
Q25. For what purpose(s) Total	1499	100.0%	1469	100.0%	30	100.0%
have you used the E-PASS account	1358	90.6%	1338	91.1%	20	66.7%
CFXway.com website? Toll Calculator	201	13.4%	197	13.4%	4	13.3%
Maps	172	11.5%	167	11.4%	5	16.7%
Construction Updates	325	21.7%	322	21.9%	3	10.0%
Board/committee meeting information	13	.9%	13	.9%		
Agency financial information	8	.5%	8	.5%		
Employment	2	.1%	1	.1%	1	3.3%
Procurement	4	.3%	4	.3%		
Other (Specify)	47	3.1%	45	3.1%	2	6.7%

NOTE: adds to more than 100% due to multiple responses

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Define MR for q25	E-PASS account	.	B	
	Toll Calculator	.		
	Maps	.		
	Construction Updates	.		
	Board/committee meeting information	.		a
	Agency financial information	.		a
	Employment	.		A
	Procurement	.		a
	Other (Specify)	.		

Results are based on two-sided tests with significance level 0.1. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Q25a. For what purpose(s) have you used the CFXway.com website? Other (specify) [CODED]

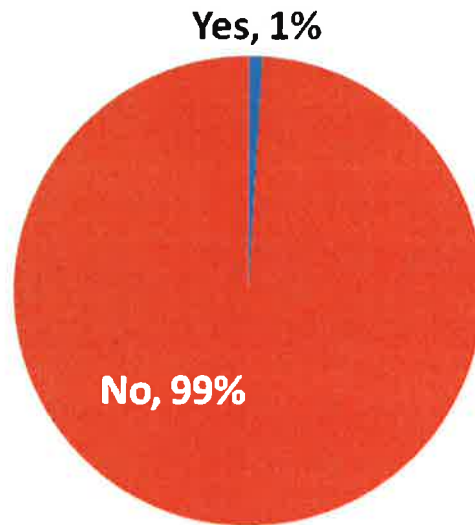
(E-Pass Only)

		Total		Survey Type			
		Total		E-Pass		Cash	
		Cases	PCT	Cases	PCT	Cases	PCT
Total	Total	47	100.0%	45	100.0%	2	100.0%
Q25a. For what	don't know/can't remember	12	25.5%	11	24.4%	1	50.0%
purpose(s) have you used	Update Vehicle Info	11	23.4%	11	24.4%		
the CFXway.com	Update	7	14.9%	7	15.6%		
website? Other (specify	Account/Address/Password						
(coded).	Update Credit Card/Bank	4	8.5%	3	6.7%	1	50.0%
	Info						
	FAQ	4	8.5%	4	8.9%		
	Update Transponder	3	6.4%	3	6.7%		
	Receipt/Statement	3	6.4%	3	6.7%		
	Refund/Dispute toll	1	2.1%	1	2.2%		
	charges						
	Balance	1	2.1%	1	2.2%		
	Tax purposes	1	2.1%	1	2.2%		

Incidence of viewing board meeting

Only (1%) of all customers have used the CFXway.com website to view board/committee meeting information. All customers who viewed board meeting information were E-Pass users.

Incidence of viewing board meeting (Total)

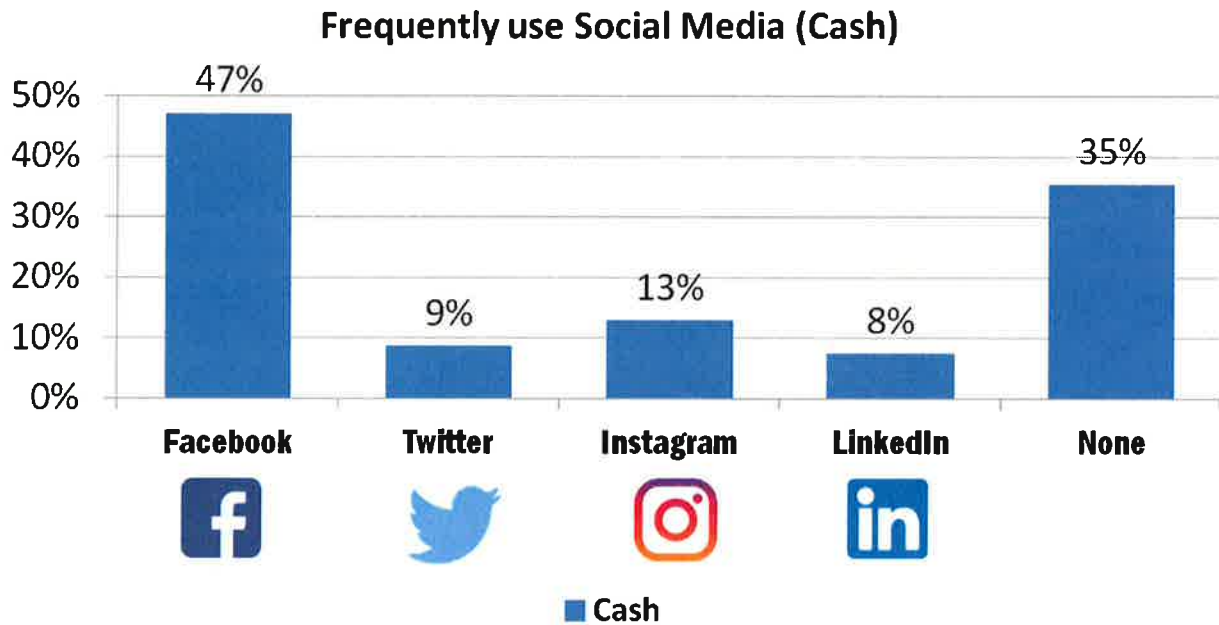


Q25. For what purpose have you used the CFXway.com website? –
Board/Committee meeting information

Incidence of use of social media

Cash Customers

Among Cash customers (47%) frequently use Facebook, (9%) use Twitter, (13%) use Instagram and (8%) use LinkedIn. 1 out 3 Cash customers does not use social media.



Q25b. Which of these social media channels do you use frequently?

Q25b. Which of these social media channels do you use frequently? (Cash Only)

		Total		Survey Type	
		Total		Cash	
		Count	PCT	Count	PCT
Q25b. Which of these social media channels do you use frequently?	Total	161	100.0%	161	100.0%
	Facebook	76	47.2%	76	47.2%
	Twitter	14	8.7%	14	8.7%
	Instagram	21	13.0%	21	13.0%
	LinkedIn	12	7.5%	12	7.5%
	None of these	57	35.4%	57	35.4%
	No answer provided				

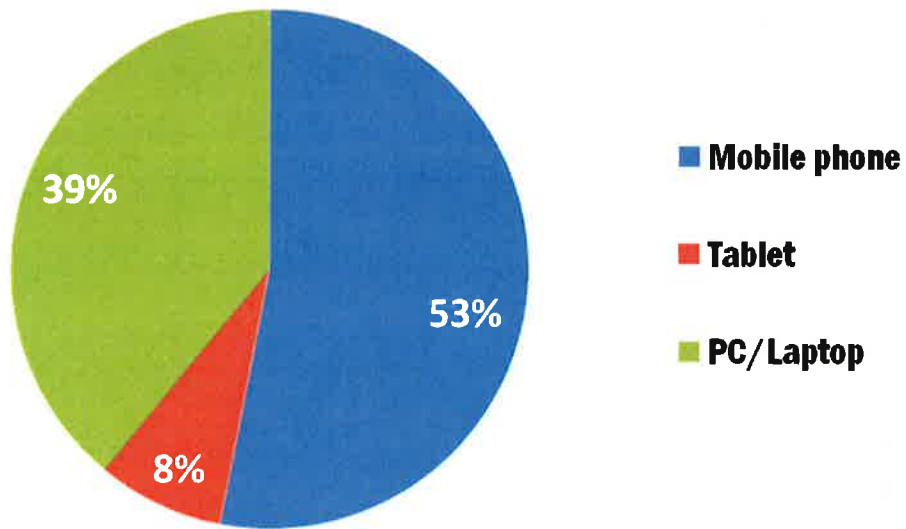
NOTE: adds to more than 100% due to multiple responses

Type of technology used most often

All Customers

(53%) of all customers use mobile phone technology most often, (39%) use desktop PC computers or laptops and (8%) use tablets.

Type of technology used most often (Total)



Q27. What type of technology do you use most often?

Q27. What type of technology do you use most often?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q27. What type of technology do you use most often?	Mobile phone	1049	53.0%	932	51.2%	117	74.5%
	Tablet	166	8.4%	158	8.7%	8	5.1%
	Desktop computer/laptop	764	38.6%	732	40.2%	32	20.4%
Total		1979	100.0%	1822	100.0%	157	100.0%

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q27. What type of technology do you use most often?	Mobile phone			A
	Tablet		B	
	Desktop computer/laptop		B	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

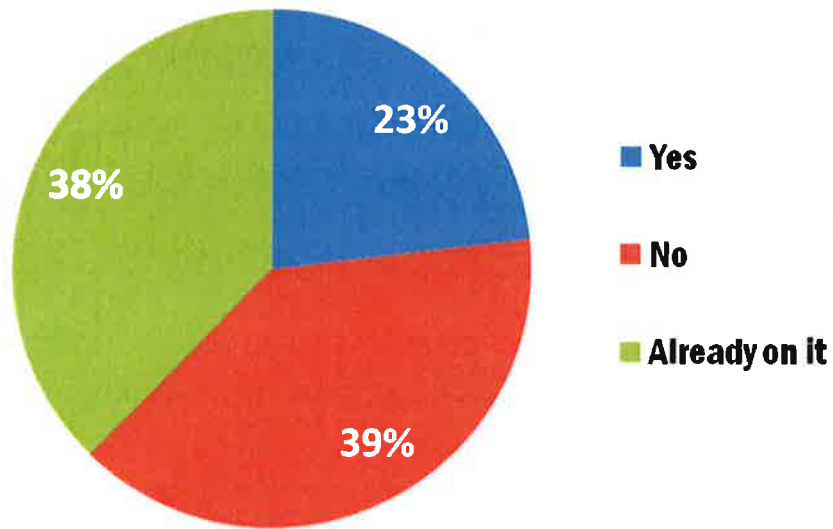
a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Interested in CFX's monthly e-newsletter

All Customers

(23%) of all customers are interested in receiving CFX's monthly customer newsletter, (39%) are not interested and (38%) already receive the e-newsletter.

Interested in CFX's Monthly e-newsletter (Total)



Q40. Would you like to receive CFX's monthly customer e-newsletter?

Q40. Would you like to receive CFX's monthly customer e-newsletter?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q40. Would you like to receive CFX's monthly customer e-newsletter?	Yes	459	23.1%	435	23.9%	24	14.9%
	No	778	39.2%	641	35.2%	137	85.1%
	Already on it	746	37.6%	746	40.9%		
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^b

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q40. Would you like to receive CFX's monthly customer e-newsletter?	Yes	.	B	
	No	.		A
	Already on it	.		.

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

- a. This category is not used in comparisons because its column proportion is equal to zero or one.
- b. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

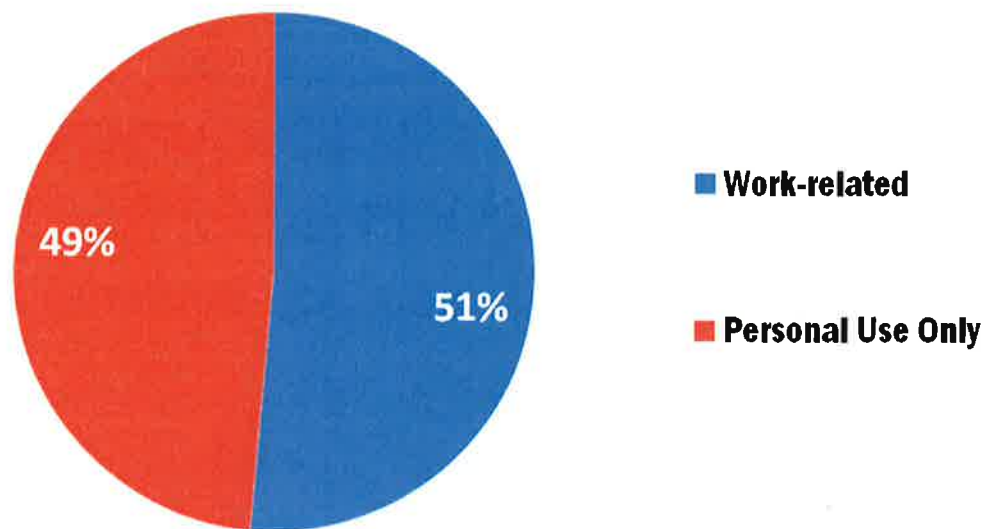
7) Profile of Users

Work-related compared to Personal Use Only

Incidence

(51%) of all customers used the tolled expressways for work-related purposes and (49%) for Personal Use Only.

Purpose for traveling on Expressways (Total)



Q12. For what purposes do you use the tolled expressways? (GROUPED)
Work-related compared to Personal Use Only

Q12. For what purposes do you use the tolled expressways?**Work-related compared to Personal Use Only**

	Total		Survey Type			
	Total		E-Pass		Cash	
	Count	PCT	Count	PCT	Count	PCT
Work-related	1019	51.4%	927	50.9%	92	57.1%
Personal use	964	48.6%	895	49.1%	69	42.9%
Total	1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^a

	Total	Survey Type	
	Total	E-Pass	Cash
	(A)	(A)	(B)
q12_x Work-related			A
Personal use		B	

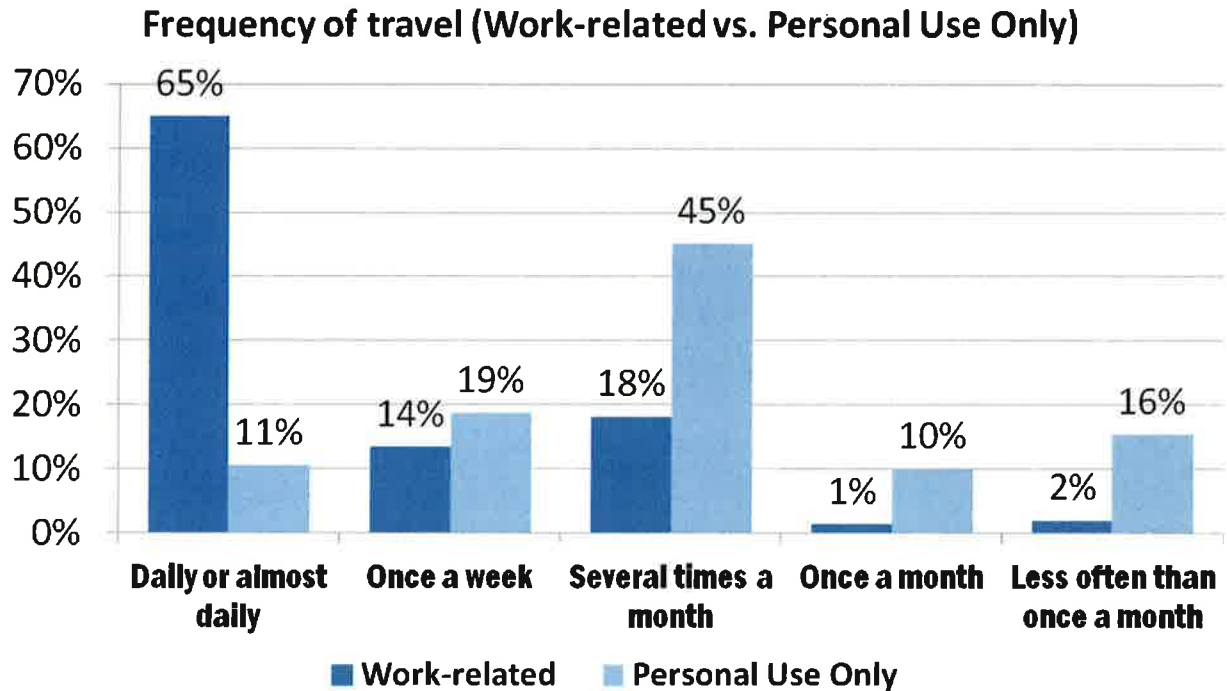
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Work-related compared to Personal Use Only

Usage frequency

Work-related customers tend to use the tolled expressways daily or almost daily (79%) while Personal Use Only customers use it several times per month (75%).



Q10. In the past 6 months, how often have you traveled on the tolled expressways?
(GROUPED)

Work-related compared to Personal Use Only

Q10. In the past 6 months, how often have you traveled on the tolled expressways?

Work-related compared to Personal Use Only

		Total		Work-related		Personal use	
		Total		Count	PCT	Count	PCT
		Count	PCT				
Q10. In the past 6 months, how often have you traveled on the tolled expressways?	Daily or almost daily	764	38.5%	662	65.0%	102	10.6%
	Once a week	319	16.1%	138	13.5%	181	18.8%
	Several times a month	621	31.3%	185	18.2%	436	45.2%
	Once a month	110	5.5%	14	1.4%	96	10.0%
	Less often than once a month	153	7.7%	19	1.9%	134	13.9%
	Not at all in the last 6 months	16	.8%	1	.1%	15	1.6%
Total		1983	100.0%	1019	100.0%	964	100.0%

Comparisons of Column Proportions^a

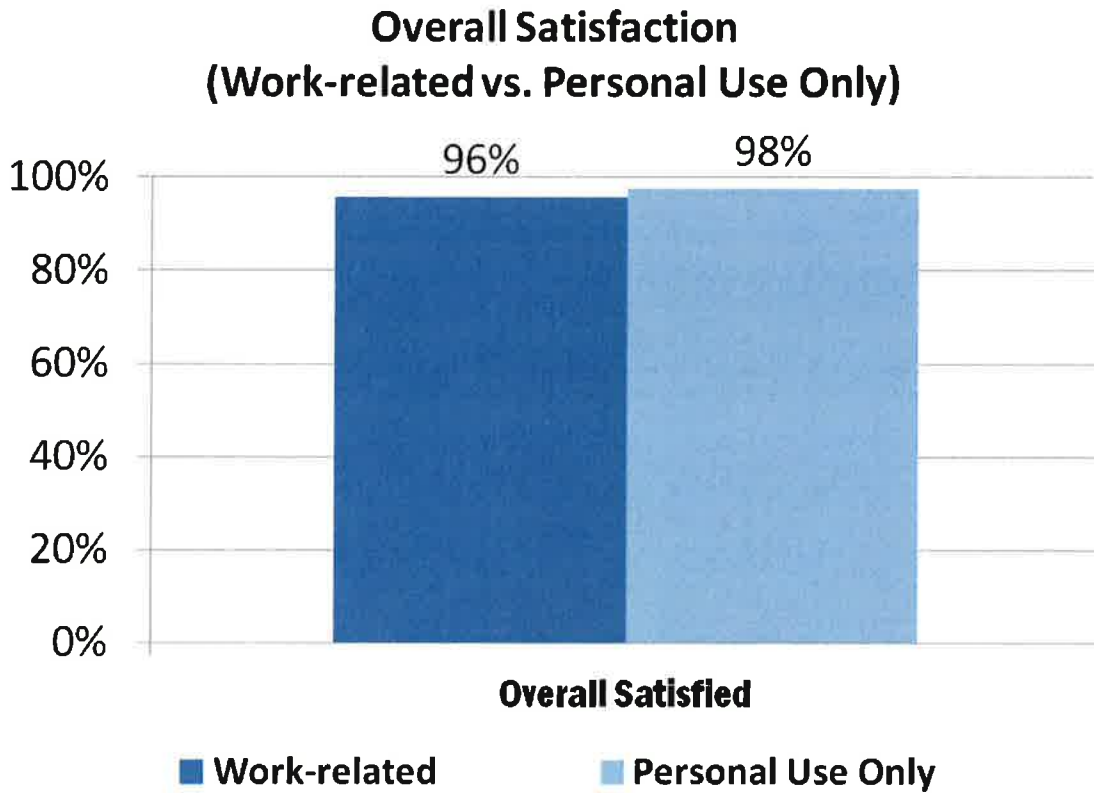
		Total	q12_x	
		Total	Work-related	Personal use
		(A)	(A)	(B)
Q10. In the past 6 months, how often have you traveled on the tolled expressways?	Daily or almost daily	.	B	
	Once a week	.		A
	Several times a month	.		A
	Once a month	.		A
	Less often than once a month	.		A
	Not at all in the last 6 months	.		A

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Work-related compared to Personal Use Only**Overall Satisfaction**

Overall customer satisfaction ratings were high. Personal Use Only customers (98%) reported a slightly higher satisfaction rating than Work-related customers (96%).



Q32. Overall, would you consider yourself a satisfied customer? (GROUPED)
Work-related compared to Personal Use Only

Q32. Overall, would you consider yourself a satisfied customer?

Work-related compared to Personal Use Only

		Total		Work-related		Personal use	
		Total		Count	PCT	Count	PCT
		Count	PCT				
Q32. Overall, would you consider yourself a satisfied customer?	Yes	1916	96.6%	976	95.8%	940	97.5%
	No	67	3.4%	43	4.2%	24	2.5%
Total		1983	100.0%	1019	100.0%	964	100.0%

Comparisons of Column Proportions^a

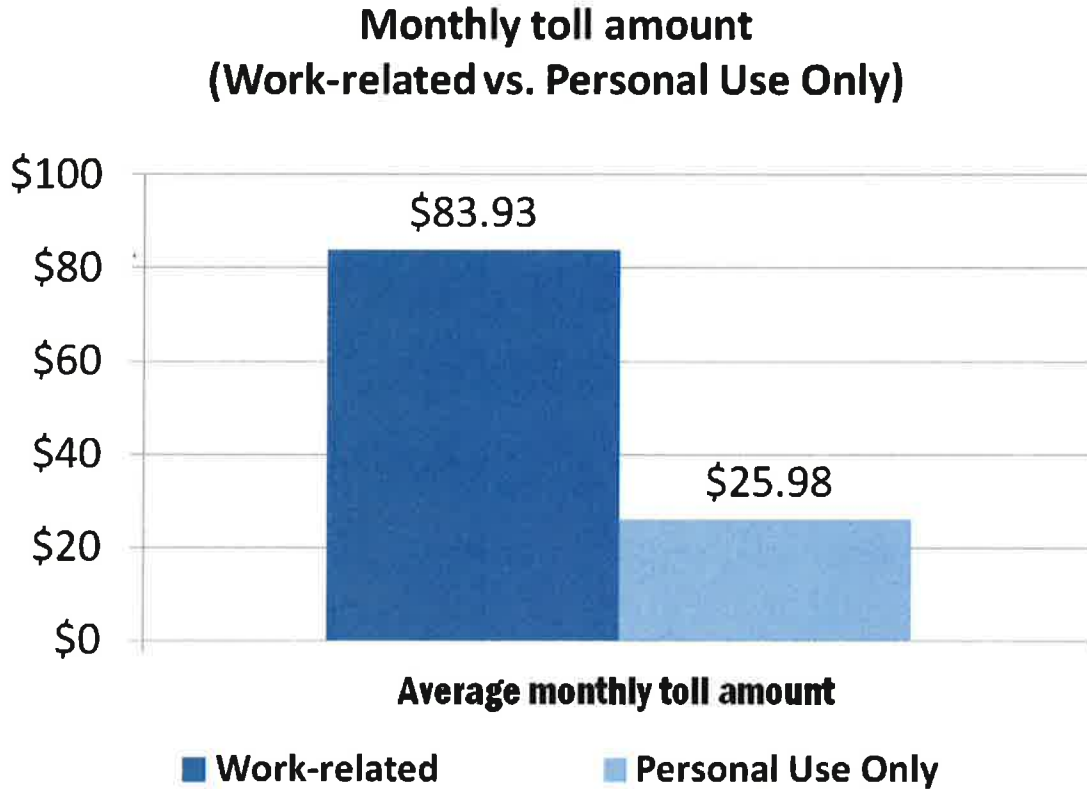
		Total	q12_x	
		Total	Work-related	Personal use
		(A)	(A)	(B)
Q32. Overall, would you consider yourself a satisfied customer?	Yes			A
	No		B	

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

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Work-related compared to Personal Use Only**Monthly amount in tolls**

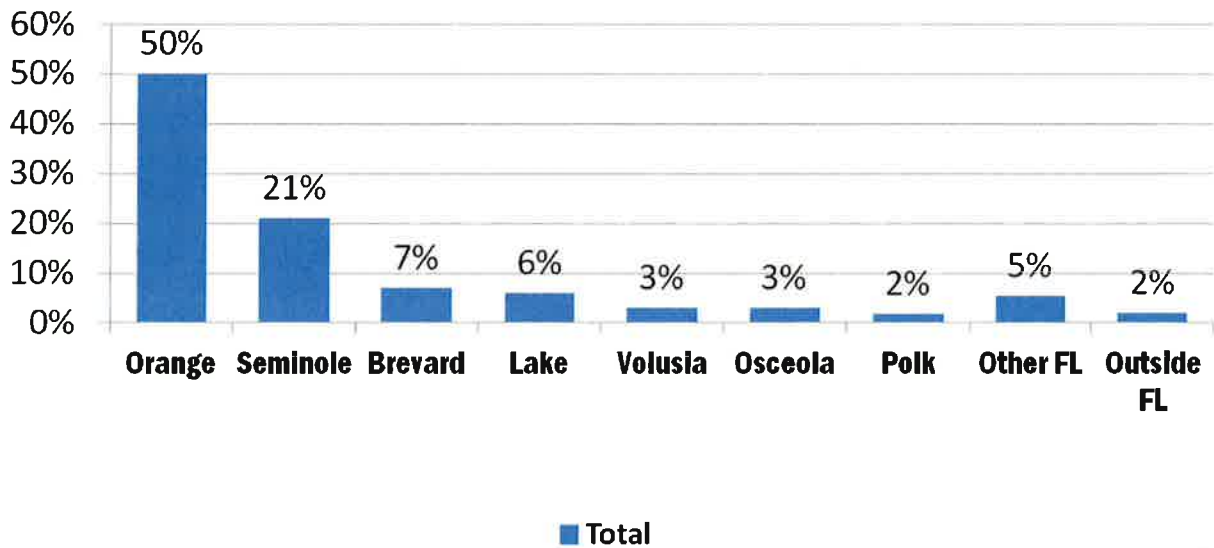
The average monthly amount paid in tolls by Work-related customers was (\$83.93) as compared to Personal Use Only (\$25.98).



Q20. On average, how much do you feel you pay in tolls monthly?

APPENDIX A) DEMOGRAPHICSAll Customers**County of residence**

The majority of all customers live in Orange County (50%), followed by (21%) Seminole County, (7%) Brevard County and (6%) Lake County.

County of Residence (Total)

Q33. Where do you live?

Q33. Where do you live?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q33. Where do you live?	Orange County	981	49.5%	920	50.5%	61	37.9%
	Seminole County	420	21.2%	406	22.3%	14	8.7%
	Osceola County	65	3.3%	51	2.8%	14	8.7%
	Lake County	127	6.4%	121	6.6%	6	3.7%
	Volusia County	63	3.2%	58	3.2%	5	3.1%
	Brevard County	147	7.4%	130	7.1%	17	10.6%
	Polk County	33	1.7%	31	1.7%	2	1.2%
	Other Florida County	105	5.3%	85	4.7%	20	12.4%
	Do not live in Florida	42	2.1%	20	1.1%	22	13.7%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q33. Where do you live?	Orange County	.	B	
	Seminole County	.	B	
	Osceola County	.		A
	Lake County	.	B	
	Volusia County	.		
	Brevard County	.		A
	Polk County	.		
	Other Florida County	.		A
	Do not live in Florida	.		A

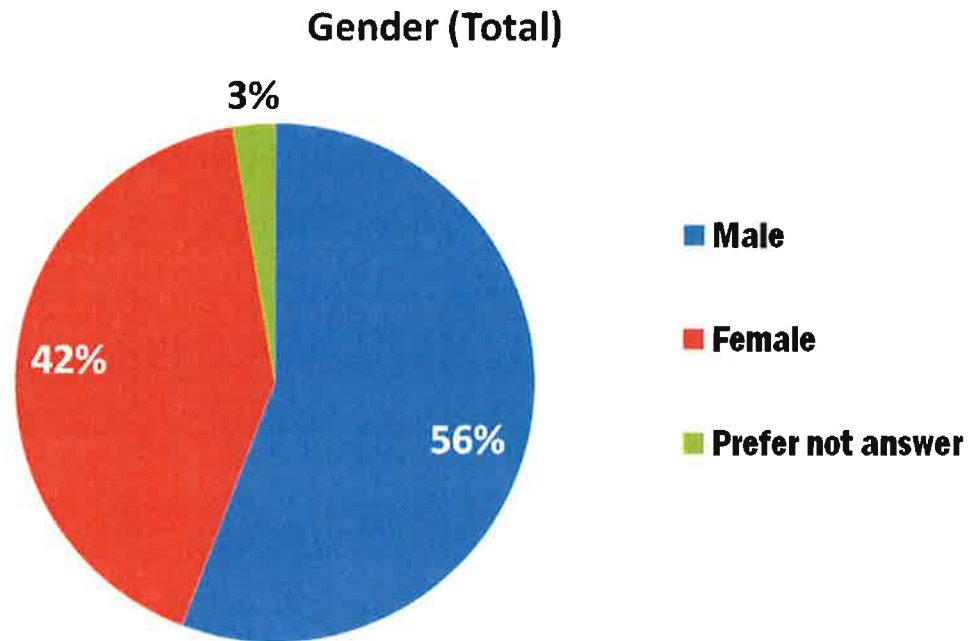
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a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Gender

All Customers

(56%) of all customers were Male and (42%) were Female.



Q34. What is your gender?

Q34. What is your gender?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q34. What is your gender?	Male	1107	55.8%	1038	57.0%	69	42.9%
	Female	822	41.5%	737	40.5%	85	52.8%
	Prefer not to answer	54	2.7%	47	2.6%	7	4.3%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q34. What is your gender?	Male		B	
	Female			A
	Prefer not to answer			A

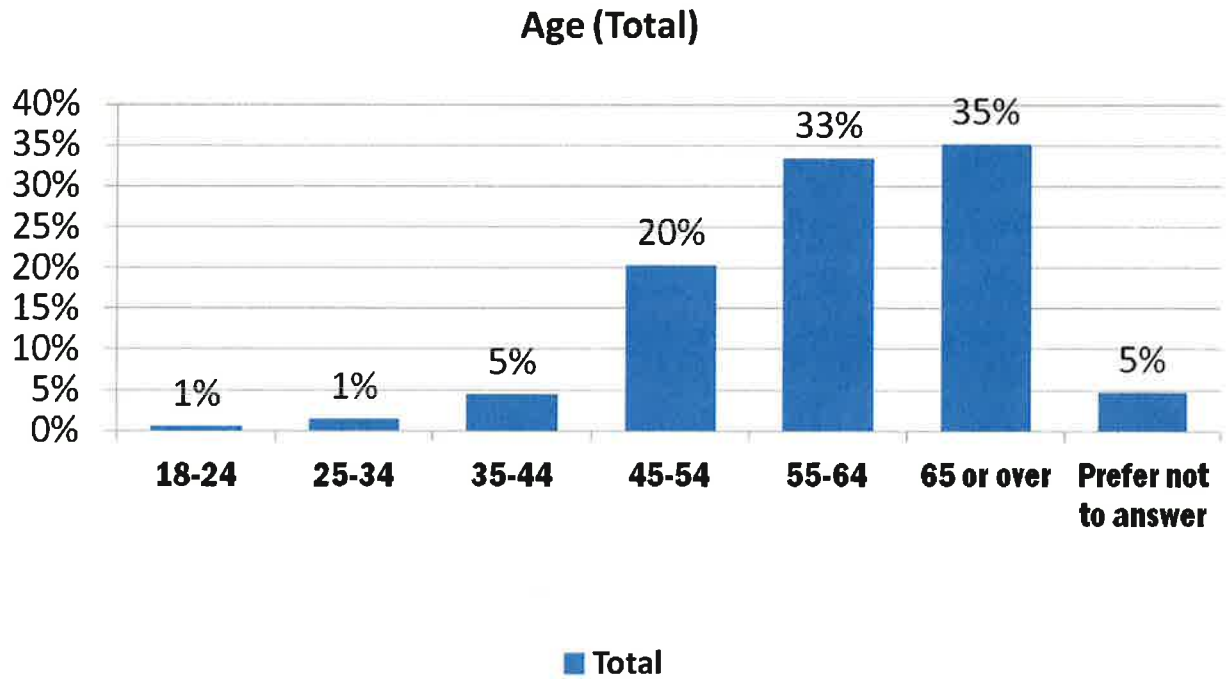
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Respondent Age

All Customers

Median age of all customers was 55-64.



Q35. What is your age?

Q35. What is your age?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q35. What is your age?	18-24	9	.5%	2	.1%	7	4.3%
	25-34	27	1.4%	6	.3%	21	13.0%
	35-44	90	4.5%	64	3.5%	26	16.1%
	45-54	402	20.3%	370	20.3%	32	19.9%
	55-64	663	33.4%	622	34.1%	41	25.5%
	65 or over	699	35.2%	671	36.8%	28	17.4%
	Prefer not to answer	93	4.7%	87	4.8%	6	3.7%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions*

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q35. What is your age?	18-24	.		A
	25-34	.		A
	35-44	.		A
	45-54	.		
	55-64	.	B	
	65 or over	.	B	
	Prefer not to answer	.		

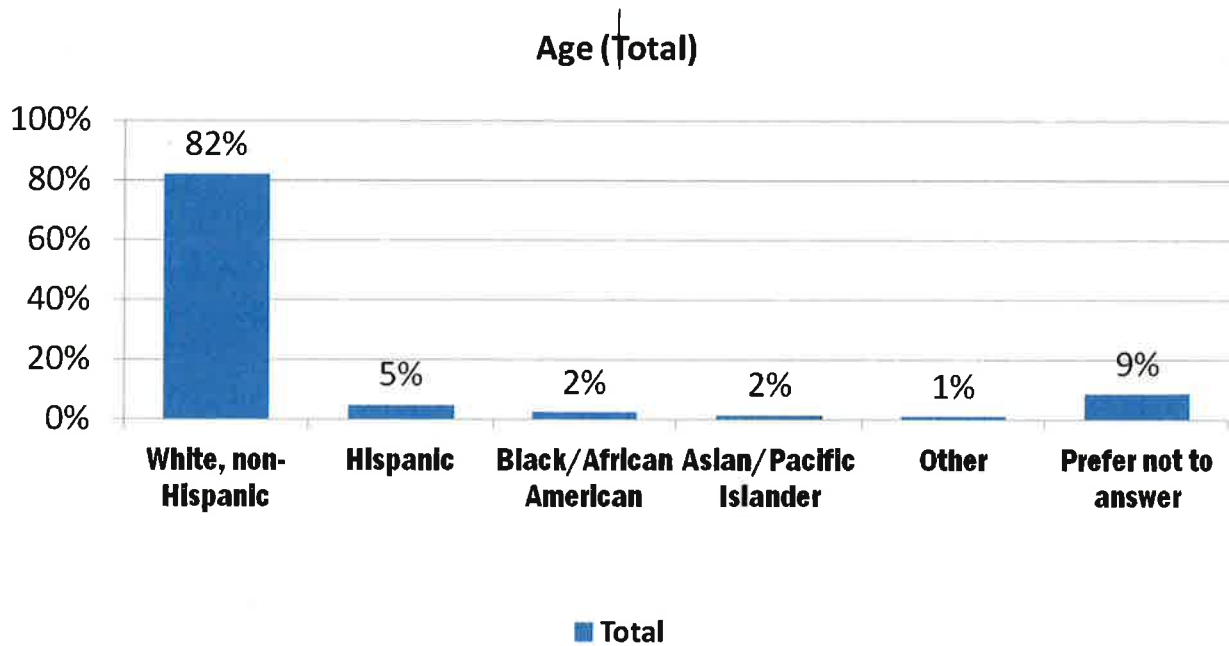
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Ethnicity

All Customers

Of all customers surveyed (82%) were White, non-Hispanic, (5%) Hispanic, (2%) Black/African American and (2%) Asian/Pacific Islander.



Q36. Which of the following best represents your ethnic background?

Q36. Which of the following best represents your ethnic background?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q36. Which of the following best represents your ethnic background?	White, non-Hispanic	1627	82.0%	1530	84.0%	97	60.2%
	Hispanic	95	4.8%	74	4.1%	21	13.0%
	Black or African-American	46	2.3%	27	1.5%	19	11.8%
	Asian or Pacific Islander	29	1.5%	28	1.5%	1	.6%
	Other	17	.9%	13	.7%	4	2.5%
	Prefer not to answer	169	8.5%	150	8.2%	19	11.8%
Total		1983	100.0%	1822	100.0%	161	100.0%

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q36. Which of the following best represents your ethnic background?	White, non-Hispanic	.	B	
	Hispanic	.		A
	Black or African-American	.		A
	Asian or Pacific Islander	.	B	
	Other	.		A
	Prefer not to answer	.		A

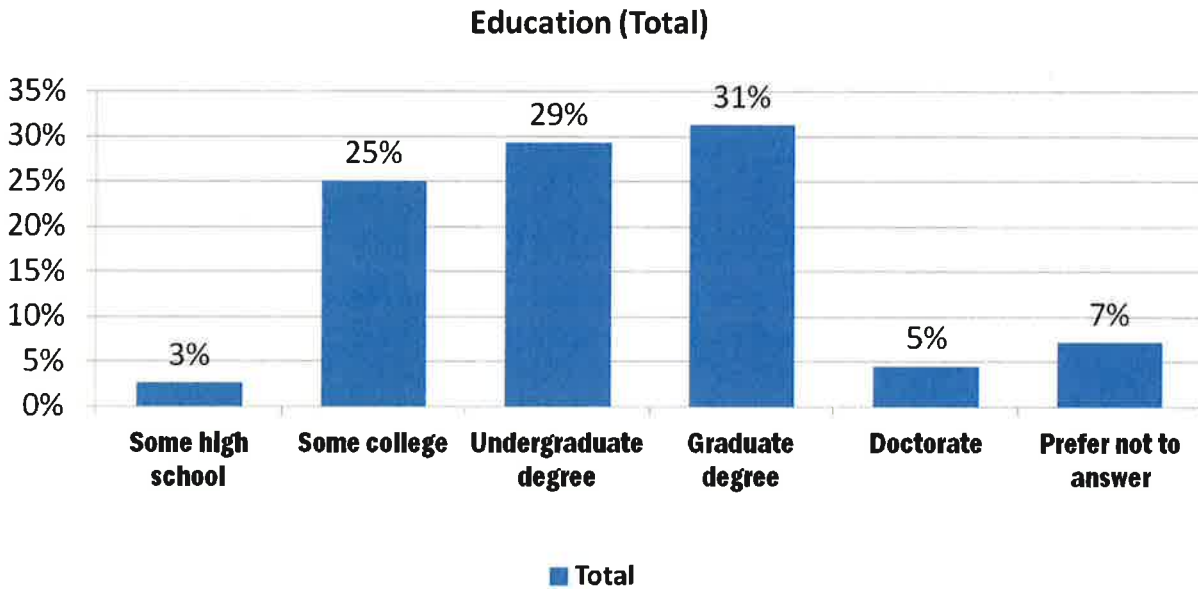
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Education

All Customers

Median education of all customers was an Undergraduate degree.



Q37. What is your education level?

Q37. What is your education level?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q37. What is your education level?	Some high school	52	2.6%	40	2.2%	12	7.5%
	Some college	498	25.1%	449	24.6%	49	30.4%
	Undergraduate degree	582	29.3%	543	29.8%	39	24.2%
	Graduate degree	620	31.3%	574	31.5%	46	28.6%
	Doctorate	89	4.5%	86	4.7%	3	1.9%
	Prefer not to answer	142	7.2%	130	7.1%	12	7.5%
Total		1983	100.0%	1822	100.0%	161	100.0%

Statistics

Q37. What is your education level?

N	Valid	1983
	Missing	0
Median		3.00

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q37. What is your education level?	Some high school			A
	Some college			A
	Undergraduate degree		B	
	Graduate degree		B	
	Doctorate		B	
	Prefer not to answer			

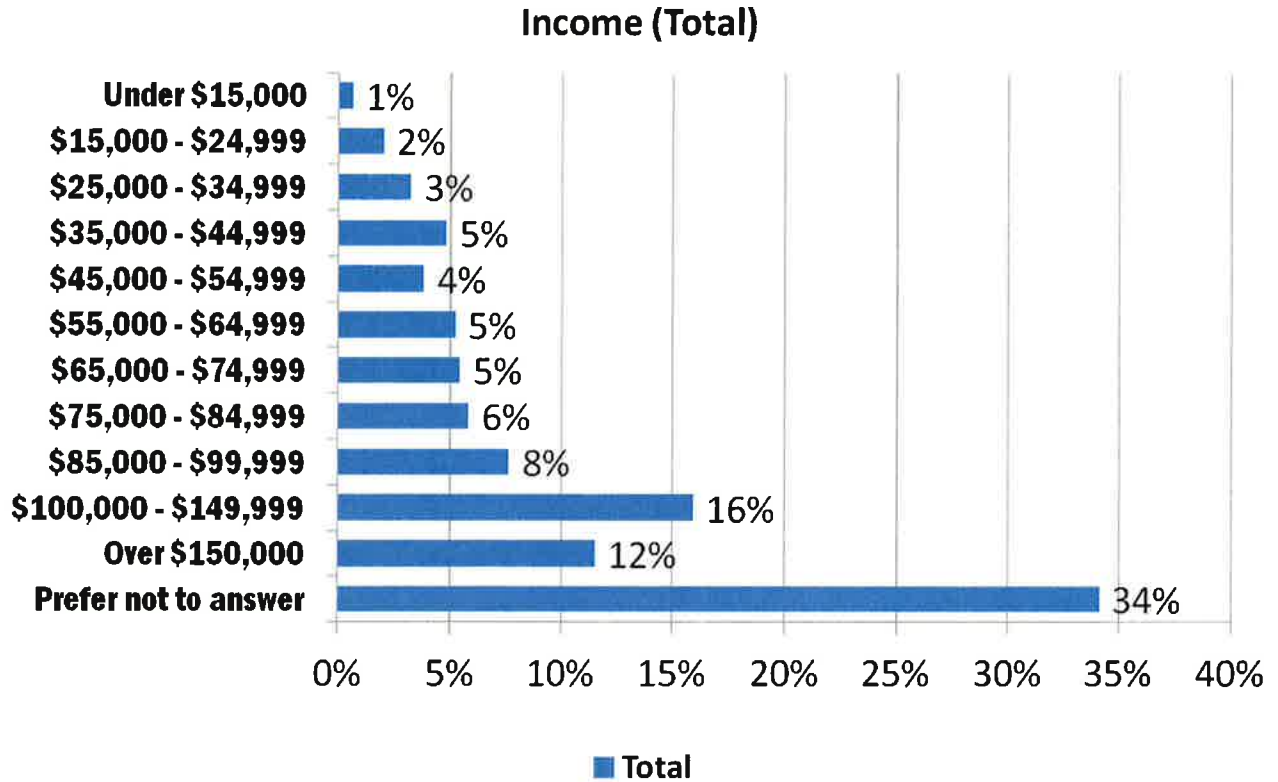
Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

Annual Household Income

All Customers

Median household income of all customers was \$85,000 to \$99,999.



Q38. What was your total household income (before taxes) last year?

Q38. What was your total household income (before taxes) last year?

		Total		Survey Type			
		Total		E-Pass		Cash	
		Count	PCT	Count	PCT	Count	PCT
Q38. What was your total household income (before taxes) last year?	Under \$15,000	12	.6%	8	.4%	4	2.5%
	\$15,000 – \$24,999	40	2.0%	22	1.2%	18	11.2%
	\$25,000 – \$34,999	64	3.2%	45	2.5%	19	11.8%
	\$35,000 – \$44,999	95	4.8%	81	4.4%	14	8.7%
	\$45,000 – \$54,999	76	3.8%	66	3.6%	10	6.2%
	\$55,000 – \$64,999	104	5.2%	99	5.4%	5	3.1%
	\$65,000 – \$74,999	107	5.4%	98	5.4%	9	5.6%
	\$75,000 – \$84,999	115	5.8%	107	5.9%	8	5.0%
	\$85,000 – \$99,999	150	7.6%	145	8.0%	5	3.1%
	\$100,000 – \$149,999	315	15.9%	297	16.3%	18	11.2%
	Over \$150,000	228	11.5%	218	12.0%	10	6.2%
Prefer not to answer	677	34.1%	636	34.9%	41	25.5%	
Total	1983	100.0%	1822	100.0%	161	100.0%	

Statistics

Q38. What was your total household income (before taxes) last year?

N	Valid	1983
	Missing	0
Median		10.00

Comparisons of Column Proportions^a

		Total	Survey Type	
		Total	E-Pass	Cash
		(A)	(A)	(B)
Q38. What was your total household income (before taxes) last year?	Under \$15,000	.		A
	\$15,000 – \$24,999	.		A
	\$25,000 – \$34,999	.		A
	\$35,000 – \$44,999	.		A
	\$45,000 – \$54,999	.		A
	\$55,000 – \$64,999	.	B	
	\$65,000 – \$74,999	.		
	\$75,000 – \$84,999	.		
	\$85,000 – \$99,999	.	B	
	\$100,000 – \$149,999	.	B	
	Over \$150,000	.	B	
Prefer not to answer	.	B		

Results are based on two-sided tests with significance level 0.5. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

a. Tests are adjusted for all pairwise comparisons within a row of each innermost subtable using the Bonferroni correction.

APPENDIX B) SURVEY QUESTIONNAIRES

Both versions of the questionnaire are mostly similar but there are some questions unique to each version.

(*) E-Pass only questions

(+) Cash only questions

**CENTRAL FLORIDA EXPRESSWAY AUTHORITY
2016 Customer Opinion Survey**

Thank you for your help with our survey. Your responses are very important. Customers who complete the questionnaire will be entered into a drawing to earn a \$50 E-PASS credit.

Transponder

*Q1. What type of transponder do you have in the vehicle you drive most often?

- E-PASS Sticker
- Limited Edition College E-PASS Sticker
- E-Pass Portable Transponder
- Don't know

*Q2. Are you familiar with the Collegiate (NolePass, GatorPass and KnightPass) E-PASS transponders?

- Yes
- No

Q3. Did you know the E-PASS Mini sticker transponder is free?

- Yes
- No

*Q4. How many transponders do you have associated with your account?

- 1
- 2
- 3
- 4
- 5+

Q5. How many cars do you have in your household?

- 1
- 2
- 3
- 4
- 5+

Q6. How many of these cars have E-PASS?

- 1
- 2
- 3
- 4
- 5+

Q7. Did you know E-PASS customers are eligible to receive discounts up to 20% through the customer loyalty program?

- Yes
- No

Q8. Are you familiar with the CFX Reload lane at the SR408 Conway Plaza?

- Yes
- No

Q9. Have you used the Reload lane?

- Yes
- No

Toll usage

Q10. In the past 6 months, how often have you traveled on the tolled expressways?

- Daily or almost daily
- Once a week
- Several times a month
- Once a month
- Less often than once a month
- Not at all in the last 6 months

Q11. Why haven't you used a tolled expressway when it's the most direct route? (select all that apply)

- To save money
 - Less congestion on another route
 - Toll booths slow me down
 - I always choose the toll road
 - Other (specify)
-

Q12. For what purposes do you use the tolled expressways? (select all that apply)

- Commuting to work
- On-the-job travel
- Errands (e.g. shopping, visiting friends, doctor)
- School
- Vacation
- Airport
- Special events (e.g. sports, concerts, fairs)
- Children's sporting tournaments
- I don't normally use the toll roads

Q13. Why do you choose to use the tolled expressways? (select all that apply)

- Saves time
 - Saves money
 - Less congestion
 - More convenient
 - Better for the environment
 - Safety
 - I don't normally use the toll roads
 - Other (specify)
-

*Q14. E-PASS is currently accepted on all tolled expressways and most bridges in Florida, Georgia and North Carolina.

In the past 6 months, where have you used your E-PASS? (select all that apply)

- Central Florida
 - Throughout Florida
 - Georgia
 - North Carolina
 - Other (specify)
-

E-PASS Account

*Q15. Have you ever updated your account information online, by phone or at a walk-in customer service center?

- Yes
 No

*Q16. How have you updated this information? (select all that apply)

- Called an E-PASS Customer Service Representative
 Went Online
 Visited an E-PASS walk in customer service center

*Q17. What kind of information are you looking for when accessing your account?

- Toll transactions
 Credit/debit card payment
 Discount information
 Other (specify)

*Q18. What is your preferred method of communication about your E-PASS account?

- Email
 Text
 Mail

*Q19. Would you want to receive communication regarding your account via text messages if it were available?

- Yes
 No

Q20. On average, how much do you feel you pay in tolls monthly? (enter amount, round to the nearest dollar)

*Q21. What is the replenishment amount associated with your account? (enter amount, round to the nearest dollar)

*Q22. Do you currently receive emails regarding low balance on your account?

- Yes
 No

*Q23. Which of the following website links do you use to access and manage your account information?

- E-PASSToday.com
 - CFXWAY.com
 - GetE-PASS
 - None of the above
 - Other (specify)
-

CFXWAY website

Q24. How often do you visit the Central Florida Expressway Authority's website – CFXway.com?

- Daily/almost daily
- Weekly
- Monthly
- A few times a year
- Less often than a few times a year
- Never

Q25. For what purpose(s) have you used the CFXway.com website? (select all that apply)

- E-PASS account
 - Toll Calculator
 - Maps
 - Construction updates
 - Board/committee meeting information
 - Agency financial information
 - Employment
 - Procurement
 - Other (specify)
-

Messaging

Q26. Have you seen or heard E-PASS messaging on any of the following? (select all that apply)

- Billboards
 - Online ads
 - Social media
 - Magazine
 - Newspaper
 - Radio
 - TV
 - Community event
 - None of the above
 - Other (specify)
-

Q27. What type of technology do you use most often?

- Mobile phone
- Tablet
- Desktop computer/laptop

Ratings and Satisfaction

Q28. Please indicate how much you agree or disagree with each of the following statements.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Central Florida Expressways...

- a. Are faster than other roads?
- b. Are cleaner than other roads?
- c. Are well maintained?
- d. Are safer to use?
- e. Have attractive landscaping?
- f. Have adequate signage?

Q29. Please indicate how much you agree or disagree with each of the following statements.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

- a. Road Rangers make travel on the expressways safer?
- b. Patrols by law enforcement make travel on the expressways safer?
- c. Digital traffic information boards are valuable to me?
- d. The expressways help me avoid traffic congestion and delays?
- e. The toll collectors I come in contact with are friendly and treat me as a valued customer?

Q30. Please indicate how much you agree or disagree with each of the following statements.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

- a. I am satisfied with the signage and warning signals provided to alert drivers of construction work zone areas?
- b. My delays due to expressway construction work are within acceptable limits?
- c. I prefer funding new roads by paying tolls rather than raising taxes?

*Q31. Please indicate how much you agree or disagree with each of the following statements about the E-PASS program.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

- a. When calling the E-PASS service center, I feel that the customer service representatives are responsive and friendly and treat me as a valued customer?
- b. I would recommend E-PASS to family and friends?
- c. I am satisfied with the value I receive from the E-PASS program (e.g. discounts, cheaper than cash toll rate)?

Q32. Overall, would you consider yourself a satisfied customer?

- Yes
- No

Demographics

Q33. Where do you live?

- Orange County
- Seminole County
- Osceola County
- Lake County
- Volusia County
- Brevard County
- Polk County
- Other Florida County
- Do not live in Florida

Q34. What is your gender?

- Male
- Female
- Prefer not to answer

Q35. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over
- Prefer not to answer

Q36. Which of the following best represents your ethnic background?

- White, non-Hispanic
- Hispanic
- Black or African-American
- Asian or Pacific Islander
- Other
- Prefer not to answer

Q36a. (Specify)

Q37. What is your education level?

- Some high school
- Some college
- Undergraduate degree
- Graduate degree
- Doctorate
- Prefer not to answer

Q38. What was your total household income (before taxes) last year?

- Under \$15,000
- \$15,000 – \$24,999
- \$25,000 – \$34,999
- \$35,000 – \$44,999
- \$45,000 – \$54,999
- \$55,000 – \$64,999
- \$65,000 – \$74,999
- \$75,000 – \$84,999
- \$85,000 – \$99,999
- \$100,000 – \$149,999
- Over \$150,000
- Prefer not to answer

Q39. Do you have any additional feedback regarding your online account management experiences that can assist us in improving our services?

\$50 E-PASS drawing

Q40. Would you like to receive CFX's monthly customer e-newsletter?

Yes (record email next)

No

Already on it

Q41. Do you wish to be entered to win \$50 in E-PASS tolls?

Yes *

No

Q42. Please fill in your contact information and click SUBMIT.

Name _____

Address _____

City _____

State _____

Zip _____

Phone _____

Email _____

(+) Questions asked on Cash version only

+Q1 a. Which tolled expressways do you use most often? (check all that apply)

- SR528
- SR408
- SR417
- SR429
- SR414
- SR451
- Don't know

+Q10. Are you interested in opening an E-Pass account?

- Yes
- No

+Q10a. If no, why not? (check all that apply)

- It's easier to pay with cash
 - I don't use toll roads very often
 - It's not convenient to get an E-Pass
 - I don't know how to get an E-Pass
 - I want to have a receipt
 - I don't want a record of my travels
 - Other (specify)
-

+Q13a. Which of these social media channels do you use frequently? (check all that apply)

- Facebook
- Twitter
- Instagram
- LinkedIn
- None of these

CONTACT US:

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**WEKIVA PARKWAY
CONSTRUCTION UPDATE**



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

WEKIVA PARKWAY CONSTRUCTION
Update 2/27/17



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

WEKIVA PARKWAY

5 projects under construction

- 10 miles
- ~465 construction workers on the project on any given day
- \$271.6 million under contract
- \$150.4 million earned thru 1/25/17
- 55% complete





WEKIVA PARKWAY OPENING PLAN

- Mid 2017: Open Wekiva Parkway from Connector Road to Kelly Park Road [Sections 1A (429-202) & 1B (429-203)]
- Early 2018: Open remainder of CFX Wekiva Projects [Sections 2A, 2B & 2C (429-204, 429-205 & 429-206)]

Questions ?

Handouts



Section 429-202 (1A)

From North of US 441 to North of Ponkan Rd.

Started: June 8, 2015

Contractor:
Prince Construction

Contract: \$56.4 million

Earned: \$42.9 million

Time: 683 calendar days

Percent Complete: 76%



CENTRAL FLORIDA EXPRESSWAY AUTHORITY



Section 429-203 (1B)

From North of Ponkan Rd. to North of a New Kelly Park Road Interchange

Started: August 3, 2015

Contractor:
Superior Construction

Contract: \$46.6 million

Earned: \$40.9 million

Time: 600 calendar days

Percent Complete: 88%





Section 429-204 (2B)

Systems Interchange extending Wekiva Parkway (SR 429) northeast toward Sanford and SR 453 toward Mount Dora

Started: January 4, 2016

Contractor:
Southland Construction

Contract: \$80.7 million

Earned: \$39.0 million

Time: 730 calendar days

Percent Complete: 48%





Section 429-205 (2A)

Wekiva Parkway (SR 429) from the Systems Interchange east to FDOT's completed Section 4A at CR 435

Started: August 1, 2016

Contractor:

Superior Construction

Contract: \$38.6 million

Earned: \$7.4 million

Time: 570 calendar days

Percent Complete: 19%





Section 429-206 (2C)

North-West leg of the Wekiva Parkway (SR 453) extending from the Lake County Line to SR 46 toward Mount Dora

Started: May 2, 2016

Contractor: GLF Construction

Contract: \$49.2 million

Earned: \$20.1 million

Time: 600 calendar days

Percent Complete: 41%



When Complete, we will have:

- Excavated ~3.6 million Cubic Yards of Earth (18 Large Cruise Ships)
- Built ~8.4 million Cubic Yards of Embankment (42 Large Cruise Ships)
- Built ~58 Lane Miles of New Expressway
- Driven ~ 40 Miles of Foundation Piles
- Built 40 New Bridges
- Planted ~ 440,000 Square Yards of Seed & Mulch (83 Football Fields)
- Placed ~ 2.3 million Square Yards of Sod (428 Football Fields)



WEKIVA PARKWAY CCEI & COMPLIANCE TEAMS

- **429-202:** **RK&K**, CDM Smith, RS&H, PICS (DBE), PSI, URS, Terracon, Elipsis (DBE) AMEC, Mehta (DBE)
- **429-203:** **GAI**, DRMP, PI Consulting (DBE), Page One, Ardaman, FGE, GPI, Mehta (DBE)
- **429-204:** **A2** (DBE), Figg, RK&K, DRMP, GCI (DBE), Mehta (DBE), Gannett Fleming & Page One (DBE)
- **429-205:** **KCCS**, Elipsis (DBE), GRL, PICS (DBE), Page One (DBE) & Echezabal (DBE)
- **429-206:** **Jacobs**, Metric, FGE, Aerial Innovations, Ardaman, Elipsis (DBE) & Mehta (DBE)
- **Corridor Consultant:** **CH2M**
- **Corridor-Wide Compliance:** **MTN Resources**