

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

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 Lumbar, 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 Hiawassee Backup Data Center.

The backup data center at the Hiawassee 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 February 27, 2017

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