

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Agenda Central Florida Expressway Authority OPERATIONS COMMITTEE

August 22, 2016
10:30 a.m.
Board Room

1. **CALL TO ORDER** – *Steve Fussell, 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. **APPROVAL OF APRIL 18, 2016 MINUTES** – *Steve Fussell, Committee Chairman* (action item)
4. **UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT** – *Joann Chizlett, Director of Special Projects* (info. item)
5. **UPDATE ON CALL CENTER BUILD-OUT** – *Corey Quinn, Chief of Technology/Operations and David Wynne, Director of Toll Operations* (info. item)
6. **A/C REDUNDANCY** – *Corey Quinn, Chief of Technology/Operations and Mahmood Haq, Information Security Manager* (info. item)
7. **HIAWASSEE BACKUP DATA CENTER** – *Corey Quinn, Chief of Technology/Operations and Mahmood Haq, Information Security Manager* (info. item)
8. **RELOAD LANE UPDATE** – *Michelle Maikisch, Chief of Staff/Public Affairs Officer* (info. item)
9. **E-PASS OUTREACH PROGRAM** – *Michelle Maikisch, Chief of Staff/Public Affairs Officer* (info. item)
10. **ANNUAL ROTATION OF COMMITTEE CHAIRMAN** – *Steve Fussell, Operations Committee Chairman*
Election of a Citizen Representative as Chairman for a Term of September 11, 2016 through September 10, 2017, according to the order established in the Operations Committee Charter

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.

**APPROVAL OF
APRIL 18, 2016 MINUTES**

**MINUTES
CENTRAL FLORIDA EXPRESSWAY AUTHORITY
OPERATIONS COMMITTEE MEETING
April 18, 2016**

Committee Members Present:

Steve Fussell, Seminole County (Committee Chairman)
Beth Knight, Osceola County
Mark Massaro, Orange County
Charles Ramdatt, City of Orlando
Fred Schneider, Lake County
Mark Meyer, Citizen Representative

CFX Staff Present:

Laura Kelley, Executive Director
Lisa Lumbar, Chief Financial Officer
Michelle Maikisch, Chief of Staff/Public Affairs Officer
Joseph Berenis, Chief of Infrastructure
Corey Quinn, Chief of Technology/Operations
Linda Brehmer Lanosa, Deputy General Counsel
David Wynne, Director of Toll Operations
Joann Chizlett, Director of Special Projects
Rene Rodrigue, Director of IT
Mimi Lamaute, Paralegal

A. CALL TO ORDER

The meeting was called to order at 10:30 a.m. by Committee Chairman Steve Fussell.

Chairman Fussell introduced and welcomed Mark Meyer to the Operations Committee as a citizen representative appointed by the Board on April 14.

(The following item was not on the Agenda.)

Deputy General Counsel Linda Brehmer Lanosa distributed to each Committee member the CFX Code of Ethics, CFX Disclosure form and training materials. The deadline to complete and return the documents is July 1, 2016. The committee members were also provided the latest Operations Committee Charter, which was adopted at the April 14 Board meeting.

B. PUBLIC COMMENT

There was no public comment.

C. APPROVAL OF JANUARY 25, 2016 MINUTES

A motion was made by Mr. Ramdatt and seconded by Ms. Knight to approve the January 25, 2016 Operations Committee minutes as presented. The motion carried unanimously with six (6) members present and voting AYE by voice vote.

D. UPDATE ON S.R. 417 AND S.R. 429 BUY/SWAP

Executive Director Laura Kelley gave an update on discussions with FDOT and the Division of Bond Finance regarding a buy or swap of portions of S.R. 417 and S.R. 429 in Seminole and Osceola Counties.

The Director of the Division of Bond Finance, Ben Watkin and his staff have been working on a valuation methodology to determine how much these assets are worth. Ms. Kelley continues to have weekly phone calls with Division staff and she is hopeful that we will have the valuation methodology from them soon.

The committee members asked questions, which were answered by CFX staff.

(This item was presented for information only.)

E. UPDATE ON CENTRALIZED CUSTOMER SERVICE SYSTEM (CCSS)

Executive Director Laura Kelley reported that at the beginning of April we received a letter from Secretary Boxold giving CFX a deadline of April 30 to sign the Master Agreement. Miami-Dade Expressway and Tampa-Hillsborough Expressway Authority have signed the Master Agreement. At the CFX April 14 Board meeting, the Board decided to operate our own back office at this time.

Ms. Kelley explained the reasons why the Board decided not to participate in the CCSS. The participating agencies are being asked to contribute significant capital costs without ownership. The estimation of CFX proposed capital contribution is \$10 to \$15 million. In addition, the participating agencies are being asked to work through a Turnpike representative and, therefore, are not working directly with the vendor, Xerox.

Because of those reasons, and the fact that we have a Memorandum of Understanding signed by all the agencies that gives us more rights than the Master Agreement provides, the Board decided to wait in order to pursue the possibility of future opportunities to negotiate a more interactive relationship for a CCSS back office.

The committee members made comments and asked questions, which were answered by CFX staff.

(This item was presented for information only.)

F. UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT

Director of Special Projects Joann Chizlett gave a presentation on the Toll System Replacement Project (presentation attached as Exhibit "A").

The committee members asked questions, which were answered by CFX staff.

(This item was presented for information only.)

G. UPDATE ON TOLL PHONE APPLICATION

Ms. Chizlett gave an update on the PayTollo Project (presentation attached as Exhibit "B").

The committee members made comments and asked questions, which were answered by CFX staff.

(This item was presented for information only.)

H. OTHER BUSINESS

For the benefit of the newest members, Mr. Fussell commented that there is a wealth of information on the CFX website. He also encouraged the new members to take a tour of the operations areas.

He suggested the following items for the next Operations Committee meeting:

- An update on the internal audit reports concerning operations issues
- Innovations being done at the call center

I. ADJOURNMENT

A motion was made by Mr. Massaro and seconded by Mr. Schneider to adjourn the meeting at 11:30 a.m. The motion carried unanimously with six (6) members present and voting AYE by voice vote.

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.

**UPDATE ON TOLL SYSTEM
REPLACEMENT PROJECT**

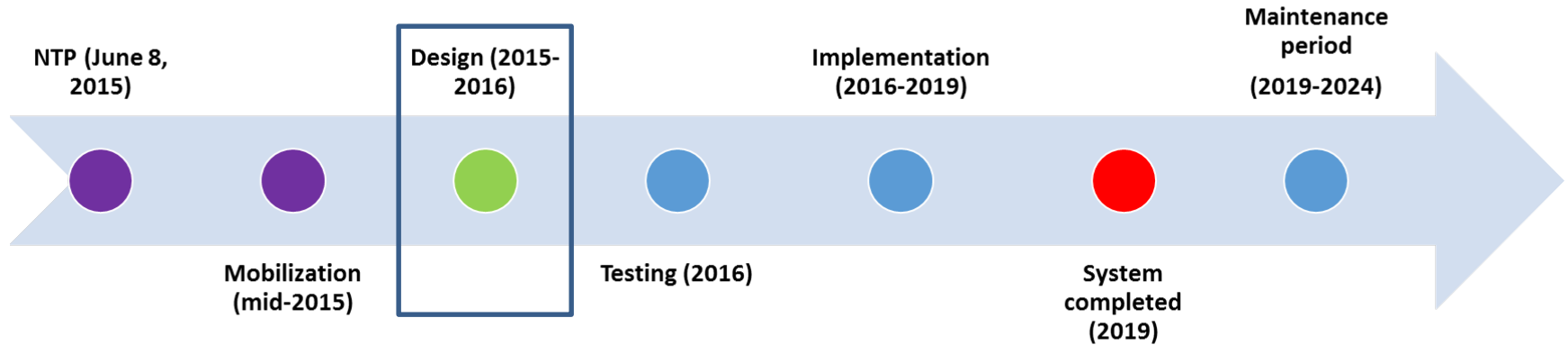


CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee
TOLL SYSTEM REPLACEMENT
PROJECT UPDATE



TOLL SYSTEM REPLACEMENT PROJECT TIMELINE





TOLL SYSTEM REPLACEMENT PROJECT STATUS

- Contractor currently conducting preliminary factory acceptance tests
- Official factory acceptance test scheduled for week of 8/29/16
- Contractor working on plan sets
- Wrapping up system documentation





TOLL SYSTEM REPLACEMENT PROJECT STATUS

- Preparing for acceleration of MLT installation
- Transcore lane equipment (infinity) being assembled and configured at Texas facility
- Q-free - image processing system subsystem will be integrated into Transcore's system and will have its own factory acceptance test
- Schedule acceleration - the supplemental has been signed
- Will hold meetings to coordinate the scheduling



TOLL SYSTEM REPLACEMENT

CURRENT TASKS

Description	Approximate % Complete
System Design Documentation	90%
E6 Reader Swap	100%
Test Lane Site	100%
Receipt Printer Acceleration	100%
Manual Lane Terminal (MLT) Acceleration	2%
Installation Plans/Documentation	15%



QUESTIONS?

UPDATE ON CALL CENTER BUILD-OUT



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee
CALL CENTER BUILD-OUT

CALL CENTER BUILD-OUT

Current Project Status:

- **August**
 - Call scheduling software procurement
 - Deployment coordination with phone upgrade
 - Phase two buildout
 - Expected completion November 1
- **September**
 - Construction expected to start Sept. 16, 2016



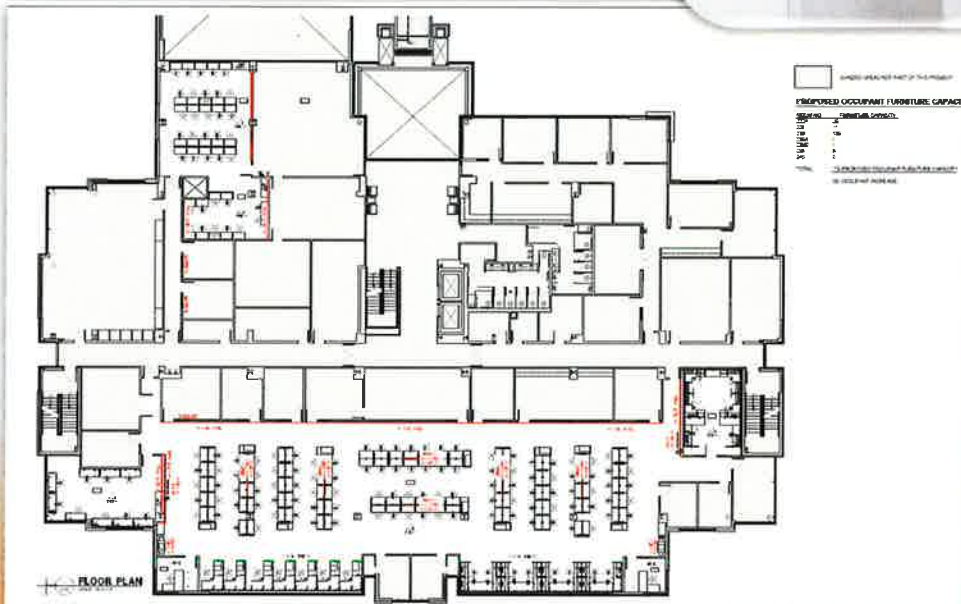
PHASE I COMPLETED



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PHASE II



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PHASE II

Workstations

Haworth- UniGroup® Too



236



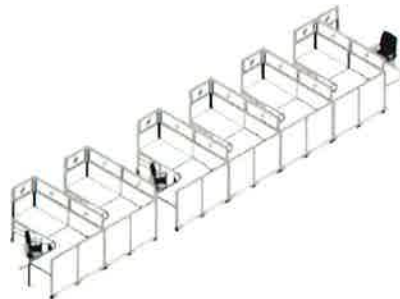
249

Workstations

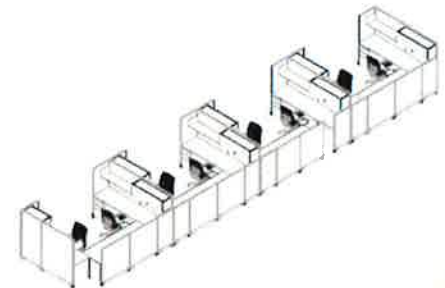
Haworth- UniGroup® Too



239-1



239-2



239-3



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Florida Business Interiors

Central Florida's Premier Office Furniture Dealership

Central Florida Expressway Authority 2nd Floor Renovation specBook



Kristin Becker
Florida Business Interiors
767 Stirling Center Place
Lake Mary, FL 32746
(407) 805-9911



Florida Business Interiors

Central Florida's Premier Office Furniture Dealership

Task Chairs

SitOnIt- Amplify

Upholstered Seat/Back

Fabric- Slide Tangerine- Grade 2

High-Back

Enhanced Synchronous Control

Height/Width Adjustable Arms



Florida Business Interiors

Central Florida's Premier Office Furniture Dealership

Keyboard Trays

Symmetry- Balance 1
Lift & Lock
7 ½" Height Adjustment
Tilt Knob
Polyurethane Palm Rest
Swivel Mouse
Gel Mouse Pad



Florida Business Interiors

Central Florida's Premier Office Furniture Dealership

Workstations

Haworth- UniGroup® Too

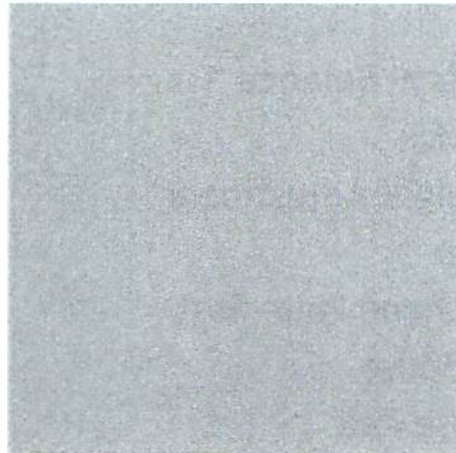
Fabric Panels- Tailored Suit

Metal Trim- Metallic Silver Trim

Work Surface/Edge Banding- Chalk

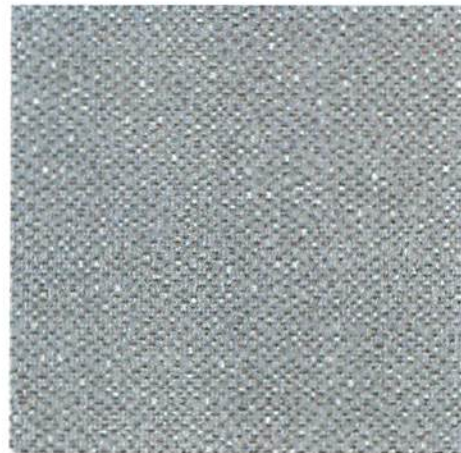
Overheads/Shelves- Chalk

Pedestals/Lateral Files- Chalk



Metallic Silver

- Trim



Chalk

- Work Surface/Edge Banding
- Overheads/Shelves
- Pedestals/Lateral Files

Tailored Suit

- Fabric Panels

Florida Business Interiors

Central Florida's Premier Office Furniture Dealership

Workstations

Haworth- UniGroup® Too



**Photos are representation only*



A/C REDUNDANCY



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee
A/C REDUNDANCY

»»» A/C REDUNDANCY



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>>> A/C REDUNDANCY



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HIAWASSEE BACKUP DATA CENTER



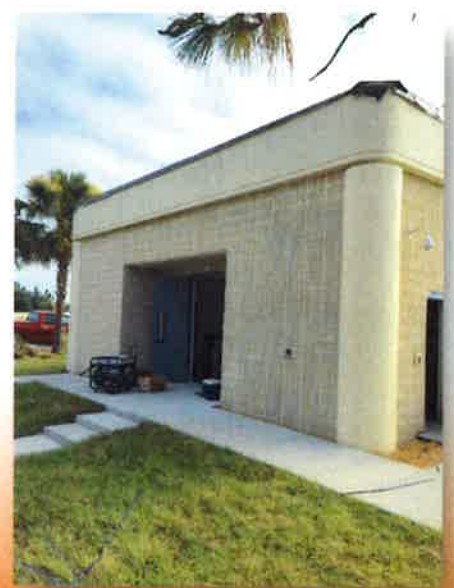
CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Operations Committee
HIAWASSEE BACKUP DATA CENTER

»» HIAWASSEE BACKUP DATA CENTER

Current Project Status:

- Substantial Completion Date: 8/21/16
- Final Completion Date: 9/20/16



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

»» HIAWASSEE BACKUP DATA CENTER



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UPDATE ON RELOAD LANE

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Reload



RELOAD: Pilot Program Progress

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FLORIDA
EXPRESSWAY
AUTHORITY

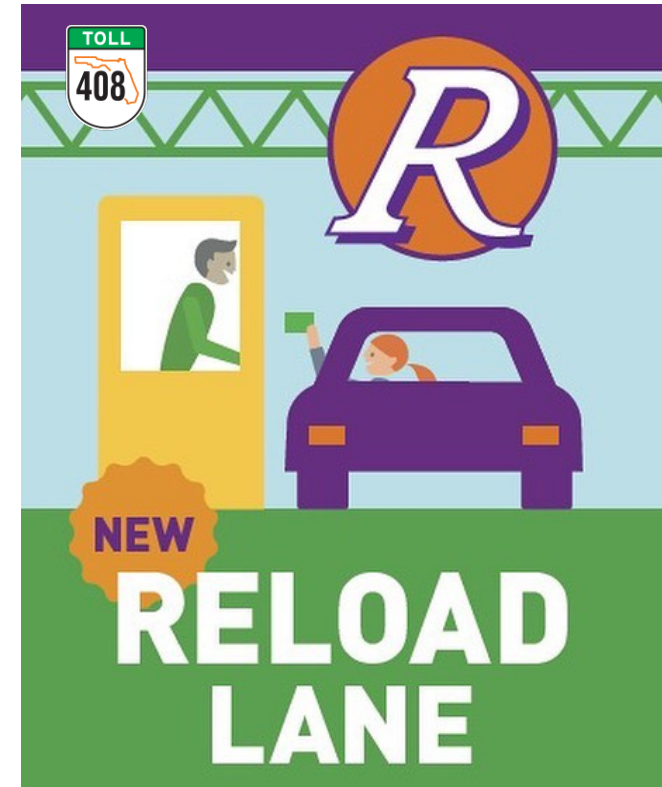
In-lane, drive-up customer service program is first of its kind in the continental United States

ABOUT

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

BENEFITS

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

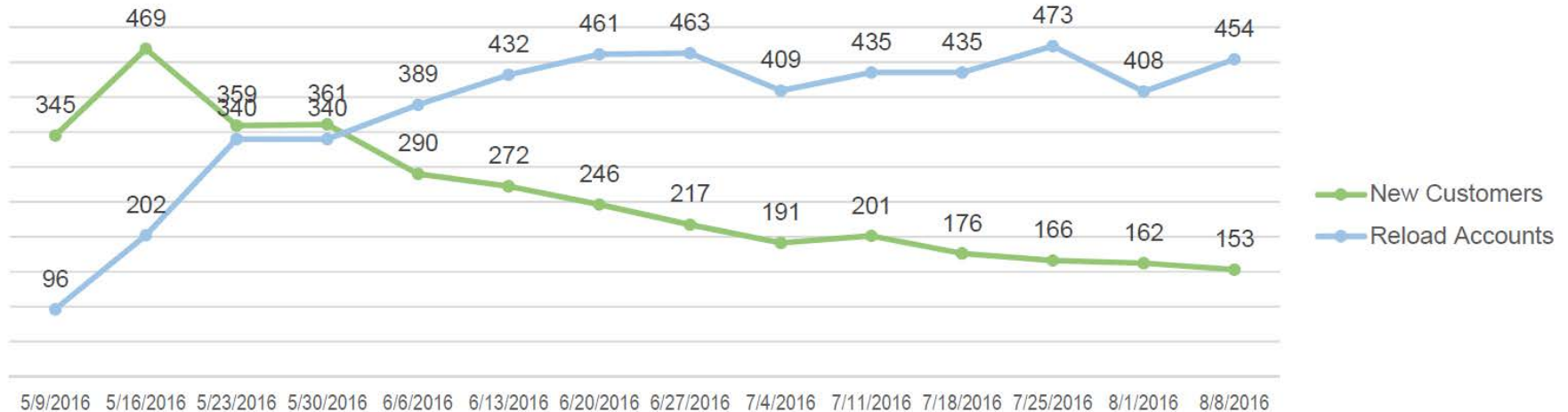




E-PASS Accounts & Reload Use by Week

3599 New E-PASS and 5416 E-PASS account reloads.

E-Pass Sales & Reload Use by Week





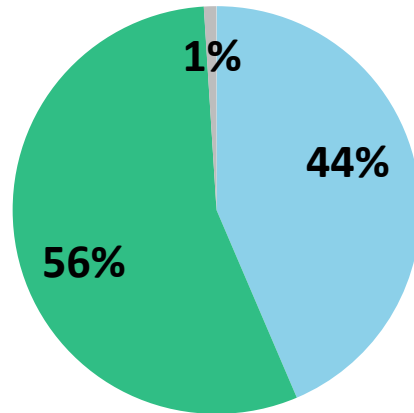
Breakdown of Types of Payment

New E-PASS customers require a minimum of \$10 to activate the pre-paid account



New Customers

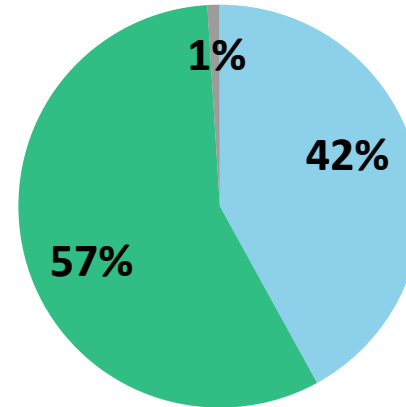
Payment for Activation Fee



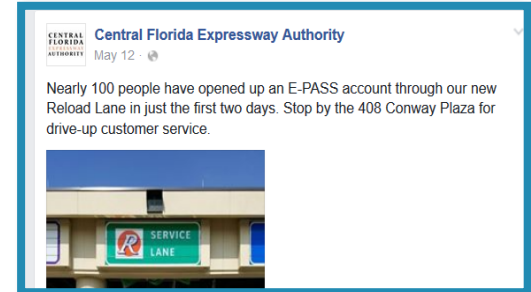
- Credit
- Cash
- Check

Current Customers

Payment to Reload Account



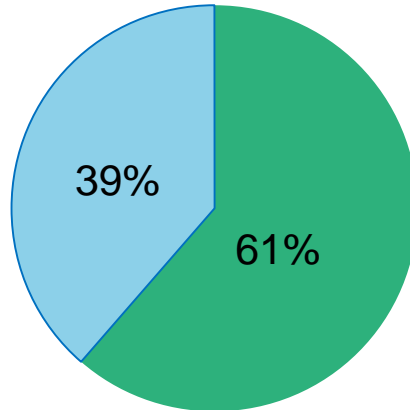
Media coverage of Reload





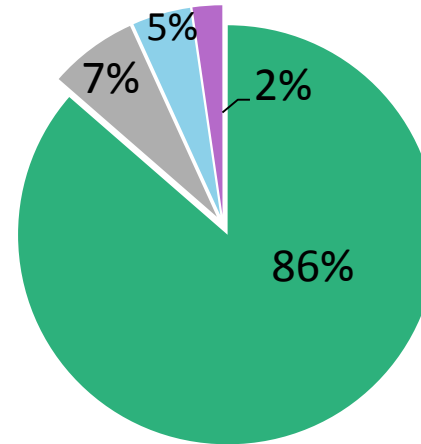
Customer Survey Responses

Reason you visited the
Reload lane today.



■ Reload Funds ■ Get E-PASS

Rate your experience at
Reload lane today.



■ Excellent ■ Good ■ Fair ■ Poor



Feedback - New and Current Customers

Surveyed 45 customers to date

*I think its the best idea --
makes it very convenient!
Just love it!*

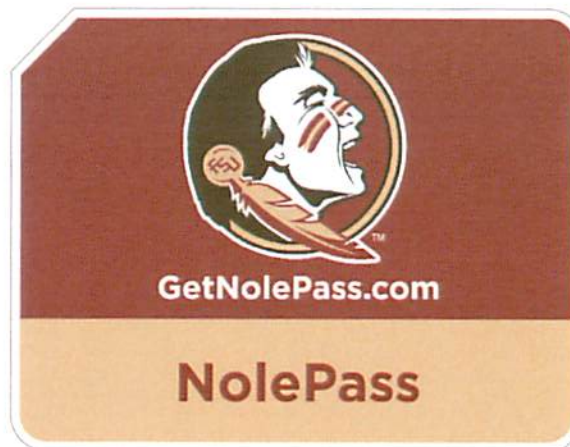
*The people were soooooo
friendly :))))*

*The gentleman that
assisted me was very nice. I
just moved to the area and
this was a big help.*



Thought bubble from customer survey

E-PASS OUTREACH PROGRAM



COLLEGIATE CAMPAIGN