

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

CENTRAL FLORIDA EXPRESSWAY AUTHORITY FY 2016/2017 NOTEWORTHY ACHIEVEMENTS

CUSTOMER FOCUS

Customer First Toll Policy

CFX reevaluated the toll policy, and on February 9, 2017, decided to cancel a 15% electronic toll rate increase scheduled for July 1, 2017. Today's toll policy balances future annual toll rate adjustments with the Agency's mission of being customer focused and fiscally accountable.

Customer Discounts

When the I-4 Ultimate construction began to ramp up, CFX expressed a desire to help Central Floridians that need to drive their car on a regular basis. The Board decided to give additional volume discounts during I-4 construction for those that choose the beltway as an alternative. Customers received **\$5.4 million** in Beltway discounts over the past fiscal year. E-PASS customers also received **\$11 million** in system-wide loyalty discounts over the last 12 months.

Reload Lanes

The first *Reload* lanes were open in May, 2016 on SR 408 at the Conway Plaza. CFX added *Reload* lanes to SR 417 at the John Young Plaza and to SR 429 at the Forest Lake Plaza in the spring of 2017. Customers can drive through *Reload* lanes to get a free E-PASS or reload their E-PASS account with a cash, credit or debit card. The *Reload* lane is the first of its kind in the continental United States and is designed to make it easy for cash preferred customers to pay the lower E-PASS toll rate and receive loyalty discounts.

Call Center Improvements

Call Center renovations were completed in the fall of 2016. The project included additional capacity for customer service representatives, technology that improves the routing of calls, software that facilitates prompt management assistance to customer service representatives and a system that monitors call wait times and backlog on a real time basis. These improvements have enabled the call center to consistently answer customer calls in less than a minute!

Customer Opinion Survey

The overall satisfaction rate of CFX customers is 97%, the highest overall satisfaction rate in the history of the agency! 96% are satisfied with the service they receive, 91% say toll collectors are friendly and 94% would recommend E-PASS to others.

COMMUNITY SUPPORT

Public School Buses

The CFX public school bus rebate program saved Central Florida schools **\$266,000** in FY 2016/2017.

College Toll Stickers

CFX introduced GatorPass, KnightPass and NolePass toll stickers in the fall of 2016. Fans can drive with pride with a customized Gator, Knight or Seminole toll sticker mounted on their car windshield. The college stickers receive the same discounts and benefits exclusive to E-PASS customers and are accepted on all toll roads throughout Florida, Georgia and North Carolina.

Transportation Education

CFX regularly works with chamber and economic development groups on mobility initiatives and educational opportunities. CFX also makes regular presentations throughout the community on a variety of transportation topics. The CFX team works with regional schools, K-12 to Universities on transportation issues such as safety, projects and opportunities in the engineering fields.

REGIONAL INITIATIVES

5-Year Work Plan

CFX adopted a record breaking \$1.6 billion regional 5-Year Work Plan. The Plan includes the completion of CFX portions of the Wekiva Parkway, \$230 million for the I-4/SR408 interchange, construction of the SR 528/Innovation Way interchange and many widening and interchange improvements throughout the system. The projects support over 11,000 jobs across the Central Florida region.

Osceola County

CFX began working with Osceola County and the Osceola County Expressway Authority to study Osceola County's proposed toll facilities to determine each project's viability. Projects will be moved to the next stage of development and added to the next proposed Work Plan if they are determined to be viable. All studies are underway and should be completed in early 2018.

Multimodal Investment Assessment

CFX adopted its first Multimodal Policy in March, 2017 based on the Center for Urban Transportation Research Multimodal Investment Assessment Report. The policy statement recommends funding or partnering on multimodal initiatives where revenue generated from the investment equals the project cost or where toll user benefits are equal to or exceed the project cost. Candidate projects must comply with CFX's Master Bond Resolution and CFX enabling legislation.

Brevard County

HB 299 expanded CFX's regional network to include Brevard County, effective July 1, 2017. The bill was sponsored by Rep. Tom Goodson (R-Cocoa) and Sen. Debbie Mayfield (R-Vero Beach). Brevard County Commissioner Jim Barfield is joining the CFX board as its 10th member.

E-PASS Visibility and Outreach

In April, 2016, CFX adopted a Visibility and Outreach Plan to increase community awareness of our E-PASS brand and benefits. The program launched with approximately 289,000 E-PASS accounts and 518,000 transponders. In the past 15

months, there has been a 20% increase in accounts (347,385 with 622,837 transponders); outpacing the goal of the adopted strategic plan of a 25% increase over 5 years.

FINANCIAL RESPONSIBILITY

Transactions Realize Savings

2016B Refunding bonds were sold via negotiated sale on September 22, 2016. CFX advance refunded portions of the 2007A, 2010A, 2010B and 2010C bonds totaling \$627 million. CFX also renegotiated our 2010C bonds which were issued in the form of a bank loan. CFX realized a total gross savings of **\$103 million** from the refunding and renegotiation, or **\$74.4 million** on a net present value basis. Moody's rating agency also improved CFX's outlook from stable to positive.

FDOT Debt Repayment

CFX prepaid the entire balance of long term debt under the lease purchase agreement between CFX and the Florida Department of Transportation. The \$151 million prepayment was made in October of 2016.

ACHIEVEMENTS IN TECHNOLOGY

IBTTA Toll Excellence Award

CFX won the 2016 IBTTA Toll Excellence Award for its Wrong Way Driving Detection and Prevention Program. The system-wide installation of the Wrong Way Driving Program was completed in FY 2016/2017. The University of Central Florida and CFX have pending patents on this outstanding system that gets the attention of the confused driver so that they turn around before entering the system the wrong way.

CFX Website

The CFX website was updated in September 2016 to make the website easier to navigate for our customers.

Incident Management Initiative

CFX partnered with other transportation agencies in Central Florida to invest in incident management equipment that uses laser technology to speed up law enforcement processing of serious incidents on our roadways. The equipment allows roadway incidents to be cleared faster, greatly reducing prolonged congestion and the risk of secondary accidents.