

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## AGENDA CENTRAL FLORIDA EXPRESSWAY AUTHORITY OPERATIONS COMMITTEE MEETING December 4, 2017 10:30 A.M. BOARD ROOM

- I. CALL TO ORDER – Fred Schneider, Committee Chairman
- II. 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.
- III. APPROVAL OF FEBRUARY 27, 2017 AND OCTOBER 16, 2017 MINUTES – Fred Schneider, Committee Chairman -**Action Item**
- IV. RENTAL CAR INITIATIVES UPDATE- Laura Kelley, Executive Director- Info Item
- V. TOLL OPERATIONS CUSTOMER SERVICE- David Wynne, Director of Toll Operations- Info Item
- VI. WRONG WAY DRIVING UPDATE- Bryan Homayouni, Manager of Traffic Operations- Info Item
- VII. DASHBOARD DISCUSSION- Michelle Maikisch, Chief of Staff/Public Affairs Officer- Info Item
- VIII. OTHER BUSINESS
- IX. ADJOURNMENT

This meeting is open to the public.

Note: Any person who decides to appeal any decision made at this meeting will need record of the proceedings and for that purpose, may need to ensure that a verbatim record of the proceedings is made which includes the testimony any evidence upon which the appeal is to be based, per Florida Statute 286.0105.

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](mailto:Iranetta.dennis@CFXway.com) at least three business days prior to the event.

**APPROVAL OF FEBRUARY 27, 2017  
AND OCTOBER 16, 2017 MINUTES**

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

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

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Committee Members Present:

Mark Meyer, Citizen Representative (Committee Chairman)  
Steve Fussell, Seminole County  
Mark Massaro, Orange County  
Rob Panepinto, Citizen Representative  
Francis J. Flynn, City of Orlando  
Fred Schneider, Lake County

Committee Member Not Present:

Beth Knight, Osceola County

CFX Staff Present:

Laura Kelley, Executive Director  
Michelle Maikisch, Chief of Staff/Public Affairs Officer  
Linda Brehmer Lanosa, Deputy General Counsel  
David Wynne, Director of Toll Operations  
Joann Chizlett, Director of Special Projects  
Rafael Milan, Manager of Software Development  
Darleen Mazzillo, Recording Secretary/Executive Assistant

1. CALL TO ORDER

The meeting was called to order at 10:33 a.m. by Committee Chairman Mark Meyer.

2. PUBLIC COMMENT

There was no public comment.

3. RECOGNITION OF RETIRED MEMBER CHARLES RAMDATT / INTRODUCTION OF NEW MEMBER FRANCIS J. FLYNN

Retiring member Charles Ramdatt was recognized for his service on the Operations Committee from 2014 to 2016.

The Chairman welcomed new member Francis J. Flynn from the City of Orlando.

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4. **APPROVAL OF AUGUST 22, 2016 MINUTES**

A motion was made by Mr. Fussell and seconded by Mr. Schneider to approve the August 22, 2016 Operations Committee minutes as presented. The motion carried with six (6) members present and voting AYE by voice vote; Ms. Knight was not present.

5. **INTEROPERABILITY AGREEMENT**

For the benefit of new member Mr. Flynn, Ms. Kelley gave a brief history of electronic tolling in Central Florida since E-PASS' inception in 1994.

Ms. Kelley reported that on January 12, 2017 CFX received a letter from the Executive Director/CEO of Florida's Turnpike Enterprise giving CFX 180 days' notice that the Department is terminating its participation in the 2002 Interoperability Agreement. Ms. Kelley noted that we have not received a termination agreement from the other parties in the agreement.

Despite CFX's requests, the Turnpike Enterprise has not agreed to meet with us to negotiate a new agreement. CFX staff has developed a list of terms that we would like to see in a new interoperability agreement. Ms. Kelley will update the Operations Committee at the next meeting.

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

(This item was presented for information only.)

6. **UPDATE ON TOLL SYSTEM REPLACEMENT PROJECT**

Director of Special Projects, Joann Chizlett updated the Committee on the status of the Toll System Replacement Project.

Status:

- Second round of official Factory Acceptance Test scheduled for week of 3/1/17
- Factory Acceptance Test to include Image Processing System
- Contractor Working on Plan Sets for plaza installations
- TransCore lane equipment (Infinity) being assembled and configured at Texas facility
- Equipment has begun to arrive at Orlando facility
- Continue to hold meetings to coordinate the scheduling/ordering of plazas

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

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(This item was presented for information only.)

## 7. PAYTOLLO PROJECT UPDATE

Director of Special Projects, Joann Chizlett updated the Committee on the PayTollo Project.

Status:

- Continuing Beta Testing
  - Working on increasing volume of testers
  - CFX employees to participate in additional controlled tests
  - PayTollo finishing performing test case scenarios
  - Beta customers using PayTollo
- Supplemental 2 of the testing agreement to CFX Board February 2017
- Allows PayTollo to charge customers cash rate + up to \$0.20 per transaction
- Being allowed for this final phase of testing
- Agreed upon amount in production

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

(This item was presented for information only.)

## 8. EXPANSION OF RELOAD LANES

Chief of Staff/Public Affairs Officer, Michelle Maikisch reported on the success of the E-PASS reload lanes, an in-lane, drive-up customer service program which is the first of its kind in the continental U.S.

The pilot project was launched on May 11 at the SR 408 Conway Toll Plaza and has been very successful. Ms. Maikisch presented a graph which shows the number of new accounts and reloads that have been processed in the reload lanes.

We are planning to expand the program to other locations on our system:

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

(This item was presented for information only.)

**9. RESULTS OF CUSTOMER OPINION SURVEY**

The Committee members were provided the 2016 Customer Opinion Survey in their agenda packets. The survey is conducted every 2 years to gather opinions of E-PASS and cash customers.

Ms. Maikisch presented highlights of the survey results. The overall satisfaction rate was ninety-seven percent (97%). Ninety-six percent (96%) are satisfied with the customer service they receive from customer service representatives. Ninety-one percent (91%) say toll collectors are friendly and treat each person as a valued customer. Ninety-four percent (94%) would recommend E-PASS to others.

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

(This item was presented for information only.)

**10. WEKIVA PARKWAY CONSTRUCTION UPDATE**

Don Budnovich, P.E. gave an update on the 5 construction projects that are underway for the Wekiva Parkway.

The first section of the Wekiva Parkway (from Connector Road to Kelly Park Road) is scheduled to open in mid-2017. The remainder of the project is scheduled to open in early 2018.

Mr. Budnovich presented a video of the project construction.

(This item was presented for information only.)

**11. OTHER BUSINESS**

Mr. Meyer thanked staff for the tour of CFX facilities last month. He recommended the tour to the other members.

**12. ADJOURNMENT**

Upon a motion by Mr. Fussell and seconded by Mr. Massaro the meeting was adjourned at 11:45 a.m. The motion carried with six (6) members present and voting AYE by voice vote; Ms. Knight was not present.

Minutes approved on \_\_\_\_\_, 2017.

*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](mailto: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](http://www.CFXway.com).*

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# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MINUTES  
CENTRAL FLORIDA EXPRESSWAY AUTHORITY  
OPERATIONS COMMITTEE MEETING  
October 16, 2017  
Location: CFX Board Room

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Committee Members Present:

Fred Schneider, Lake County Representative, Chairman  
Mark Meyer, Citizen Representative  
Steve Fussell, Seminole County Representative

Committee Members Not Present:

Francis Flynn, City of Orlando Representative  
Mark Massaro, Orange County Representative  
Beth Knight, Osceola County Representative

Also Present:

Ruth Valentin, Recording Secretary/Administrative Coordinator  
Laura Kelley, Executive Director  
Linda Lanosa, Deputy General Counsel  
Michelle Maikisch, Chief of Staff/Public Affairs Officer  
Corey Quinn, Chief of Technology/Operations  
Joann Chizlett, Director of Special Projects  
Christie Seabury, Manager of Business Relations  
Bryan Homayouni, Manager of Traffic Operations  
Tawny O'lore, Osceola County

1. **CALL TO ORDER**

The meeting was called to order at 10:38 a.m. by Chairman Fred Schneider.

2. **PUBLIC COMMENT**

There was no public comment.

3. **APPROVAL OF MINUTES**

Chairman Fred Schneider informed the committee that there was not a quorum and item number three, approval of the February 27, 2017 minutes will be removed as an agenda item. This item will be added to the next Operations Committee meeting.



**4. POST HURRICANE UPDATE**

Laura Kelley provided a post hurricane update to the committee. The committee was informed that CFX staff, consultants, and contractors worked before, during, and after the hurricane to ensure that roadways were clear. The depression near Wekiva Parkway has been repaired. The depression on New Independence Parkway plaza, southbound lanes are closed for repair and should be re-opened within a few weeks. Due to the suspension of tolls CFX had a revenue impact of 18.7 million dollars.

**5. NEW CUSTOMER FOCUSED INITIATIVES- BLACKSTONE AND NEW PROCESS FOR TAG REGISTRATION HOLD RELEASE**

Corey Quinn presented the New Customer Payment Option and the New Process for Tag Registration Hold Release to the committee.

(This item was presented for information only. No formal committee action was taken.)

**6. BUSINESS ACCOUNT INITIATIVES**

Christie Seabury presented the Business Account Initiatives to the committee.

(This item was presented for information only. No formal committee action was taken.)

**7. TOLL SYSTEM REPLACEMENT UPDATE**

Joann Chizlett presented an update on the Toll System Replacement Project.

(This item was presented for information only. No formal committee action was taken.)

**8. CFX'S PREPERATION FOR CONNECTED/AUTOMATED VEHICLES**

Bryan Homayouni presented CFX's Preparation for Connected/Automated Vehicles.

(This item was presented for information only. No formal committee action was taken.)

## 9. OTHER BUSINESS

Laura Kelley thanked Mr. Meyers for attending the Wekiva Parkway tour.

Ms. Kelley updated the Committee on the Turnpike Interoperability Agreement. Ms. Kelley stated that the Turnpike provided a notice stating they would like to terminate the Interoperability Agreement in order to renegotiate the agreement. The Turnpike wanted to charge a transaction processing fee. It was agreed upon that a three cent charge will take place when using each other's toll roads. This agreement will stand for the next 10 years.

The next Wekiva Parkway ribbon cutting will be held in April of 2018. Innovation Way is scheduled to open spring of 2018.

Steve Fussell recommended to provide the Dashboard for future Operations Committee meetings.

Ms. Kelley also updated the committee on the Reload lanes. It was stated that there are three locations the Reload lanes now operate. They are located on SR 408 Conway toll plaza, SR 417 John Young toll plaza, and SR 429 Forest Lake toll plaza. The Reload lanes allow customers to drive up and open an E-PASS account.

It was discussed that the next Operations Committee meeting will be held in December 2017.

## 10. ADJOURNMENT

The meeting adjourned at 11:40 a.m.

Minutes approved on \_\_\_\_\_, 2017.

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**RENTAL CAR INITIATIVES  
UPDATE**

**NO BACKUP INCLUDED**

**TOLL OPERATIONS CUSTOMER  
SERVICE**

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **Toll Operations Customer Service**

**December 4, 2017**

# CUSTOMER SERVICE FOCUS

- Goal “World Class Customer Service”
- Process & service improvement
- Quality assurance & quality control
- Employee investment
- Customer feedback driven



# TIMELINE

- July 2016
  - New standards implemented for call wait times  $\leq 1$  minute
  - Additional customer service representatives & supervisory staff hired
  - 2nd floor phase one redesigned complete
  - Sub one minute call wait time attained
- August 2016
  - 2nd floor phase two redesign complete
  - Advanced call software procurement
  - College transponders introduced



# REMODEL PHASE 1

- Image Processing





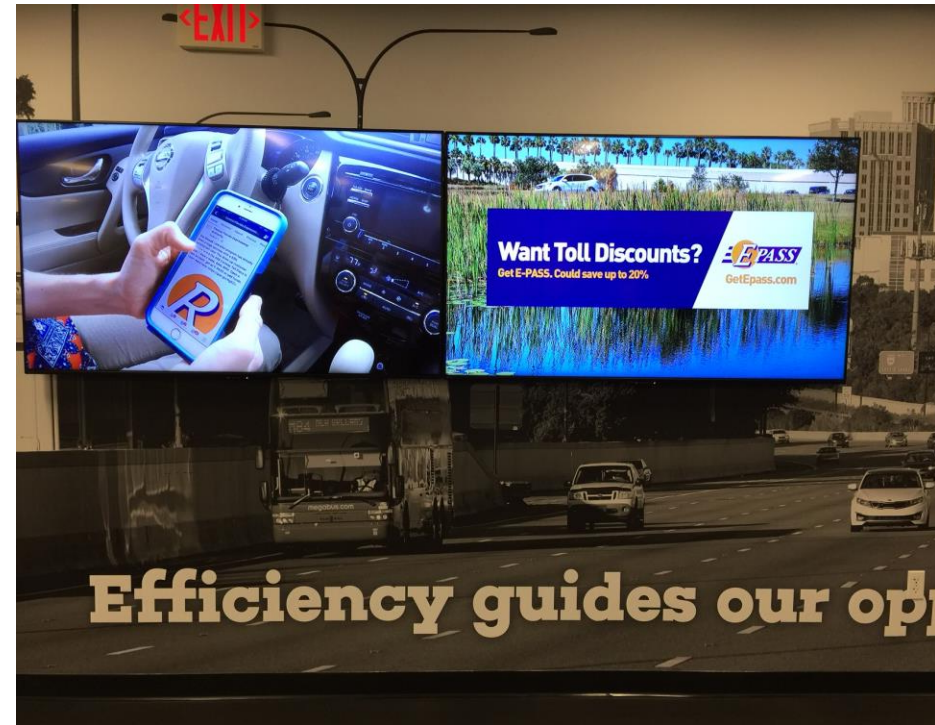
# REMODEL PHASE 2

- Call Center



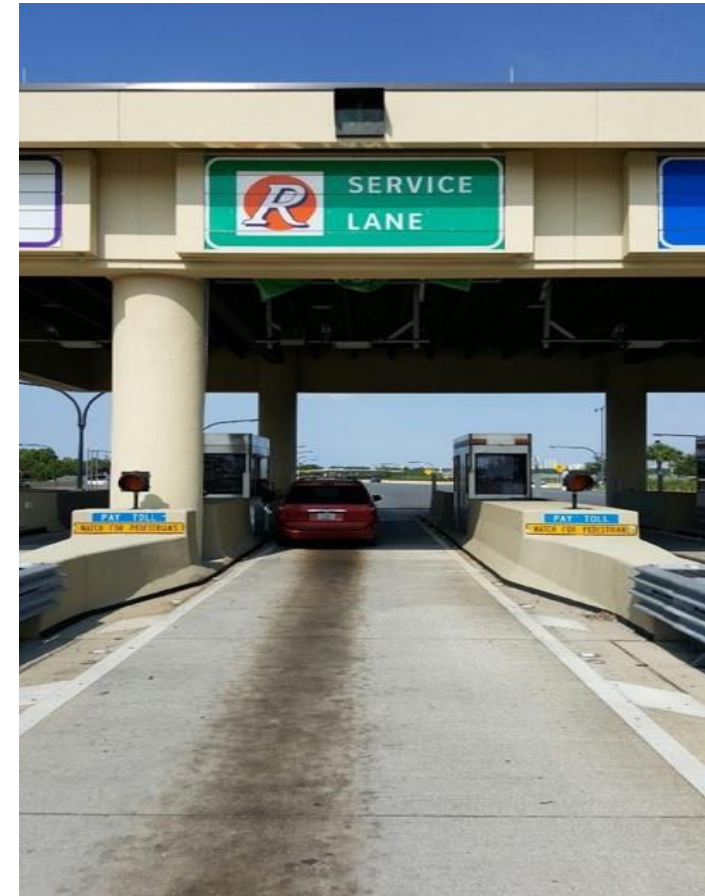
# TIMELINE

- November 2016
  - Implemented salary adjustments based on market conditions
    - Management, Supervisory, Image Review
- December 2016
  - Reload lane opened at John Young mainline SR 417
- February 2017
  - Call center monitors installed



# TIMELINE

- May 2017
  - Reload lane opened at Forest Lake plaza SR 429
    - Support of Wekiva Parkway, All Electronic Tolling (AET)
- October 2017
  - Redesign of E-PASS statement







CENTRAL FLORIDA EXPRESSWAY AUTHORITY  
 E-PASS SERVICE CENTER  
 762 S. GOLDENROD ROAD  
 ORLANDO, FL 32822

CHIZLETT JOANN M  
 2480 BRONCO DRIVE  
 SAINT CLOUD, FL 34771

STATEMENT DATE : 05-AUG-2015  
 ACCOUNT NUMBER : 60920  
 FOR PERIOD: 01-JUN-2015 TO 30-JUN-2015

ACCOUNT ACTIVITY

DATE	POSTING DATE	DESCRIPTION	LOCATION	AMOUNT
01-JUN-2015	01-JUN-2015	E-PASS DISCOUNT	EPASS SC EAST	\$9.18
01-JUN-2015	01-JUN-2015	CREDIT OTHER	EPASS SC EAST	\$6.86
01-JUN-2015	01-JUN-2015	CREDIT OTHER	EPASS SC EAST	\$0.10
02-JUN-2015	02-JUN-2015	DEBIT OTHER	EPASS SC EAST	\$(0.10)
02-JUN-2015	02-JUN-2015	DEBIT OTHER	EPASS SC EAST	\$(6.86)
04-JUN-2015	04-JUN-2015	CC - PAYMENT	EPASS SC EAST	\$20.00
21-JUN-2015	21-JUN-2015	CC - REPLENISHMENT	EPASS SC EAST	\$100.00
				<b>\$129.18</b>

VEHICLE ACTIVITY

E-PASS NUMBER	LICENSE PLATE	MAKE	MODEL	COLOR	YEAR
1133620	430LWV	FREIGHTLIN	AIRSTREAM	SILVER	2003

DATE / TIME	POSTING DATE	LOCATION	AMOUNT	TOLL TYPE
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E-PASS NUMBER	LICENSE PLATE	MAKE	MODEL	COLOR	YEAR
1141770	006UAR	CHEVROLET	SILVERADO	BLUE	2014

DATE / TIME	POSTING DATE	LOCATION	AMOUNT	TOLL TYPE
01-JUN-2015 09:54:36	01-JUN-2015	NARCOOSSEE(ON) LANE 2	\$0.82	E
01-JUN-2015 09:59:48	01-JUN-2015	CURRY FORD (M) LANE 10	\$0.82	E
01-JUN-2015 10:06:58	01-JUN-2015	SEMorAN WB(OFF) LANE 2	\$0.82	E
01-JUN-2015 19:54:01	01-JUN-2015	SEMorAN EB(ON) LANE 2	\$0.82	E
01-JUN-2015 20:00:25	01-JUN-2015	CURRY FORD (M) LANE 7	\$0.82	E
01-JUN-2015 20:05:45	01-JUN-2015	NARCOOSSEE(OFF) LANE 1	\$0.82	E
02-JUN-2015 07:59:40	02-JUN-2015	NARCOOSSEE(ON) LANE 2	\$0.82	E
02-JUN-2015 08:05:00	02-JUN-2015	CURRY FORD (M) LANE 9	\$0.82	E
02-JUN-2015 08:12:18	02-JUN-2015	SEMorAN WB(OFF) LANE 2	\$0.82	E
03-JUN-2015 08:36:53	03-JUN-2015	NARCOOSSEE(ON) LANE 2	\$0.82	E
03-JUN-2015 08:42:09	03-JUN-2015	CURRY FORD (M) LANE 9	\$0.82	E
03-JUN-2015 08:49:18	03-JUN-2015	SEMorAN WB(OFF) LANE 2	\$0.82	E
04-JUN-2015 09:43:12	04-JUN-2015	NARCOOSSEE(ON) LANE 2	\$0.82	E
04-JUN-2015 09:48:21	04-JUN-2015	CURRY FORD (M) LANE 9	\$0.82	E
04-JUN-2015 09:55:33	04-JUN-2015	SEMorAN WB(OFF) LANE 2	\$0.82	E
04-JUN-2015 21:14:50	04-JUN-2015	SEMorAN EB(ON) LANE 2	\$0.82	E
04-JUN-2015 21:21:09	04-JUN-2015	CURRY FORD (M) LANE 7	\$0.82	E
04-JUN-2015 21:26:20	04-JUN-2015	NARCOOSSEE(OFF) LANE 1	\$0.82	E
05-JUN-2015 09:35:43	05-JUN-2015	NARCOOSSEE(ON) LANE 2	\$0.82	E
05-JUN-2015 09:40:54	05-JUN-2015	CURRY FORD (M) LANE 9	\$0.82	E
05-JUN-2015 09:47:45	05-JUN-2015	SEMorAN WB(OFF) LANE 2	\$0.82	E
05-JUN-2015 18:38:59	05-JUN-2015	SEMorAN EB(ON) LANE 2	\$0.82	E
05-JUN-2015 18:49:13	05-JUN-2015	CURRY FORD (M) LANE 7	\$0.82	E
05-JUN-2015 18:54:28	05-JUN-2015	NARCOOSSEE(OFF) LANE 1	\$0.82	E
05-JUN-2015 20:31:09	06-JUN-2015	KISSME LANE 2	\$1.30	

DO NOT PAY -- THIS IS NOT A BILL

CALL 823-7277 / 800-353-7277 OR E-PASS@CFXWAY.COM

DISPUTES MUST BE MADE WITHIN 60 DAYS



STATEMENT

WYNNE DOROTHEA M  
 917 GROVESMERE LOOP  
 OCOEE, FL 34761-5627

STATEMENT DATE: 03-NOV-2017  
 PERIOD: 01-OCT-2017 TO 31-OCT-2017  
 ACCOUNT NUMBER : 36553

DO NOT PAY -- THIS IS NOT A BILL

ACCOUNT SUMMARY

PREVIOUS BALANCE	TOLLS	OTHER CHARGES	CREDITS	ENDING BALANCE
\$74.02	\$80.83	\$0.00	\$80.00	\$73.19

E-PASS CUSTOMER LOYALTY DISCOUNT	\$0.00
E-PASS BELTWAY DISCOUNT	\$0.00
OSCEOLA PARKWAY DISCOUNT	\$0.00
<b>TOTAL DISCOUNTS</b>	<b>\$0.00</b>

Note: For Discount information visit CFXWAY.COM

Thank you for being an E-PASS customer



Did You Know? Now offering College E-PASS.

Drive with pride with a customized Gator, Seminole or Knight toll sticker mounted on your car windshield. Visit [CollegeEpass.com](http://CollegeEpass.com) for more info.

**\$1850**

\* TAX  
 & ONLY \$10 IN PREPAID TOLLS TO GET STARTED

If you have any questions regarding this statement please contact the E-PASS Call Center at 800-353-7277  
 Payments and Correspondence: P.O. Box 720218, Orlando, FL 32827

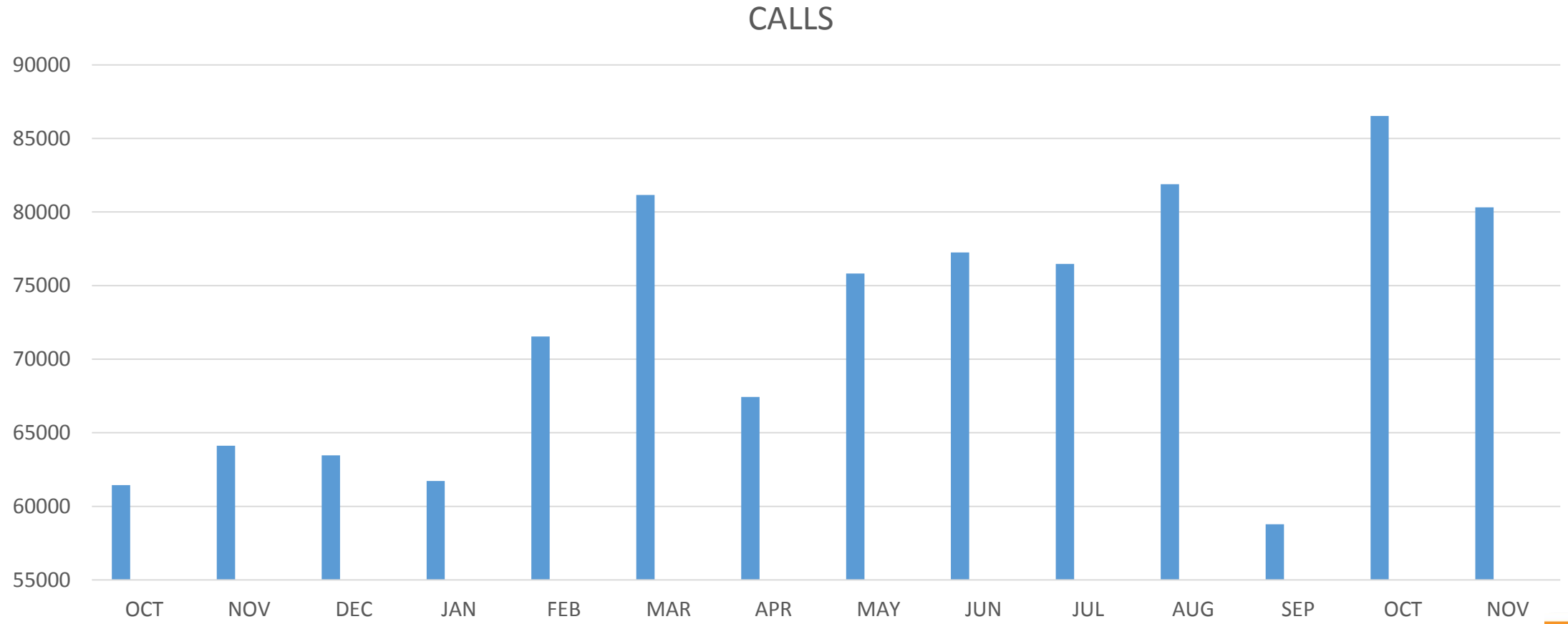
Thank You For Choosing E-PASS!



# CURRENT INITIATIVES

- Orange County Tax Collector
- Blackstone reload & payment option
- Expansion of QA/QC reporting
- Redesign of E-PASS Training materials
- E-PASS wage analysis
- Service center relocation or redesign
- Customer feedback survey

# CALL VOLUME



# CURRENT VOLUMES

- FY 2017 Images – 61,419,506 (31.8% increase)
- Letters Mailed – 92,587
- Pay By Plate Invoices – 170,908
- Manual Payments – 46,093
- Reload Payments – 4,912
- Traffic Citations – 4,685



# QUESTIONS ?



CASH TOLL	
CARS - 2 AXLE	1.25
3 AXLE	1.75
4 AXLE	2.00
5 AXLE OR MORE	2.50



# WRONG WAY DRIVING UPDATE

The logo for the Central Florida Expressway Authority is centered in the upper portion of the image. It consists of a white rectangular box with two horizontal orange bars, one above and one below the text. The text is arranged in four lines: 'CENTRAL' and 'FLORIDA' in black, 'EXPRESSWAY' in orange, and 'AUTHORITY' in black. The background of the entire slide is a photograph of a multi-level highway interchange with concrete overpasses and a grassy embankment under a clear blue sky.

**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# **Wrong Way Driving Detection and Prevention System**

Bryan Homayouni, PE, Manager of Traffic Operations

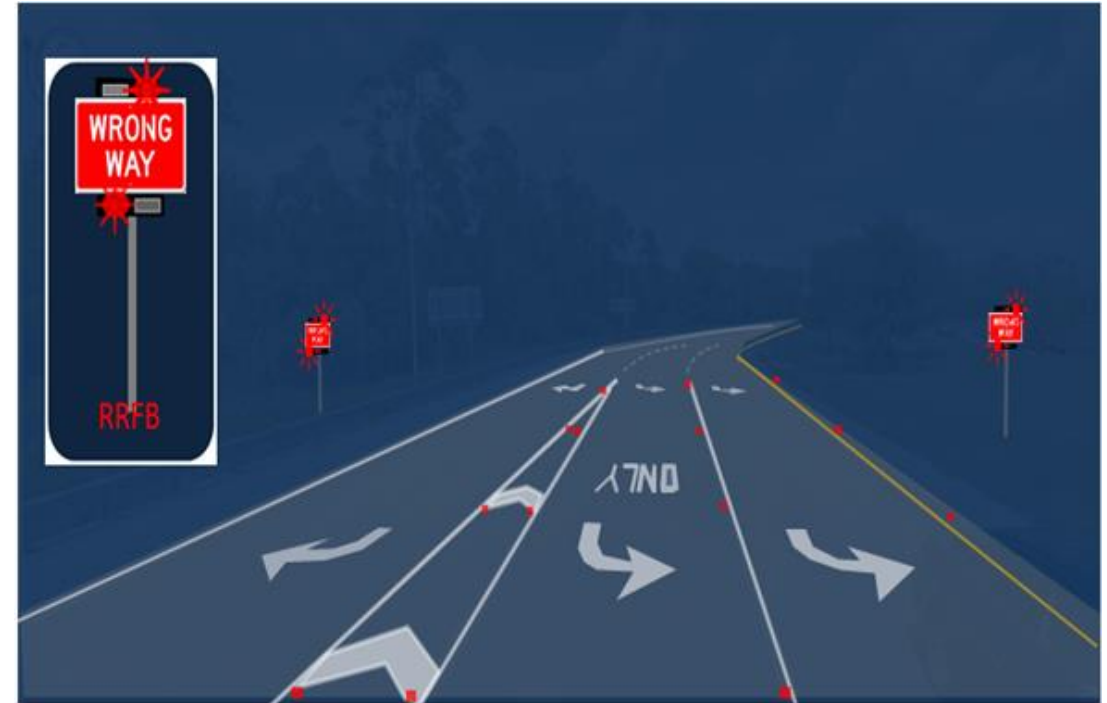
— **December 4, 2017** —

# Studying Wrong-Way Driving on Central Florida Expressways

- Research study conducted by the University of Central Florida (UCF)
- Examination of:
  - Crash statistics
  - Citations
  - Reported WWD driving activity
  - Telephone survey of CFX customers
- Based on results of telephone survey:
  - Estimated that only 10% of drivers who see WWD activity call 911
  - WWD driving activity may be under-reported
  - Data collection required to determine the full extent of the problem

# Studying Wrong-Way Driving on Central Florida Expressways

- Study recommended a pilot deployment of WWD countermeasures equipment
- Pilot deployment will:
  - Test RFB countermeasures
  - Collect data to help CFX determine the extent of WWD activity at the pilot locations
- Study led to a model for predicting number of crashes associated with WWD on CFX network



Picture courtesy of UCF (Concept Slide Produced by UCF and Presented to CFX in Spring 2013)

Approved UCF Concept for Testing (FHWA) - Double Red RRFB on "Wrong Way" sign (US Patent Pending 62/199, 579)

# Partners

- U.S. Department of Transportation Federal Highway Administration
- University of Central Florida (UCF)
- Florida Highway Patrol (FHP)
- Florida Department of Transportation (FDOT)
- Central Florida Expressway Authority (CFX)



# Parking Lot Testing

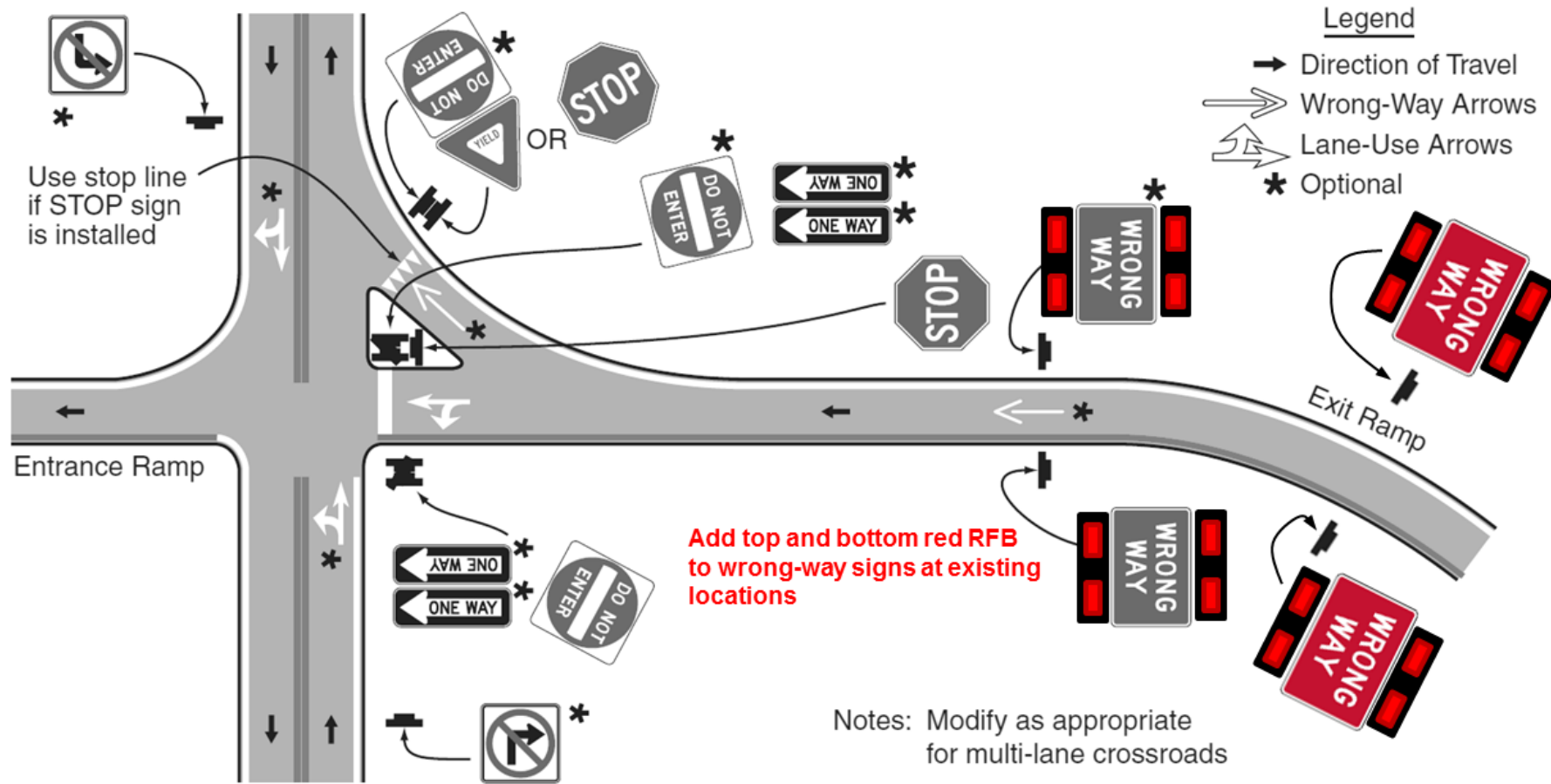
- Temporary parking lot test conducted to verify technology
- Tested visibility of beacons during day and night conditions
- Experimented with radar detection zones in a controlled environment



# Preliminary Lessons-Learned

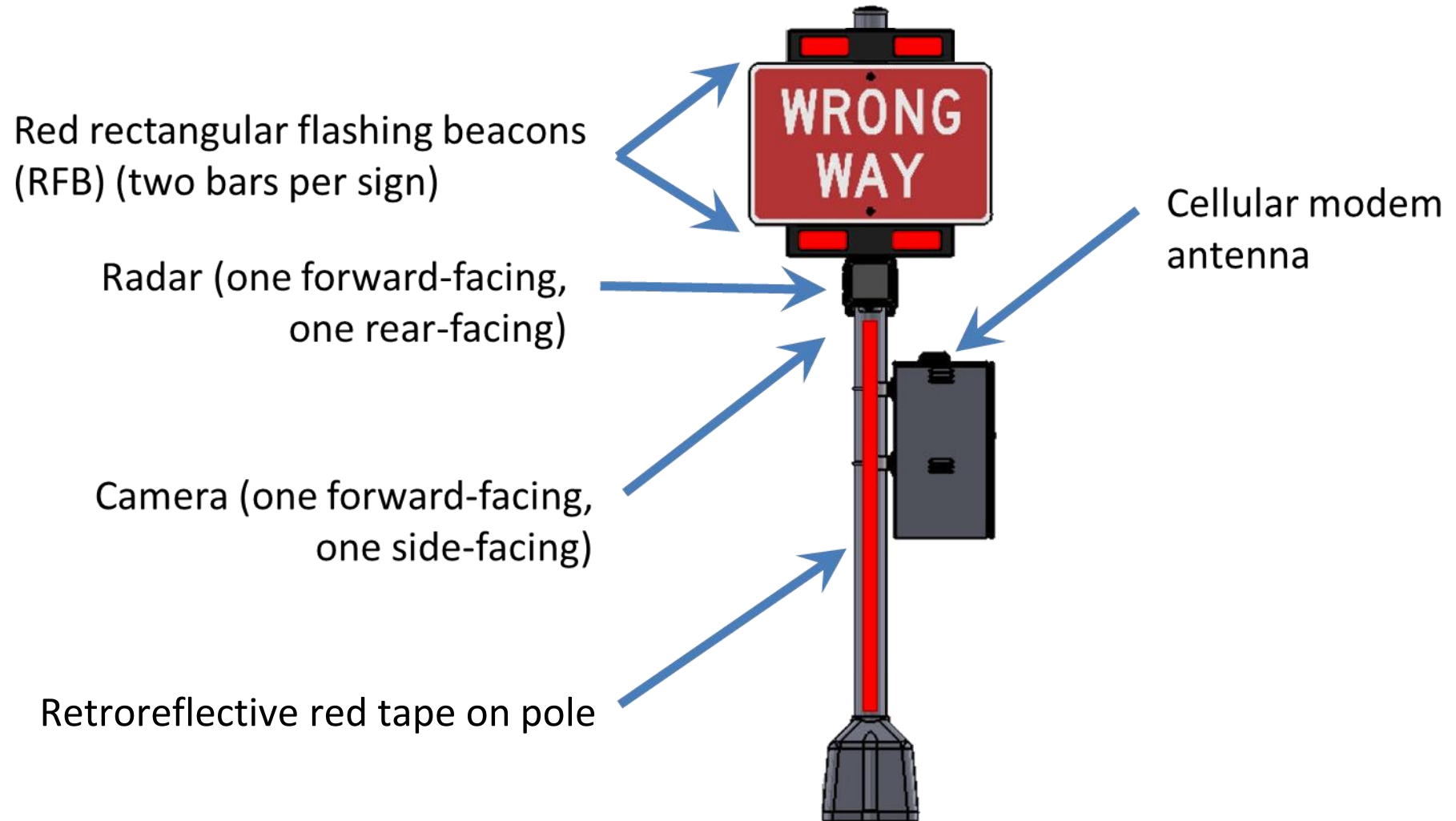
- Two light bars per sign (top and bottom) will be used to improve visibility of beacons
  - Initial test only had one light bar
- Two pairs of signs will be deployed at each ramp (beacons at the remote pair slaved to the first pair)
  - Provides enhanced visibility of warning in the event the driver passes the first sign before beacon activation

# Ramp Detection Equipment

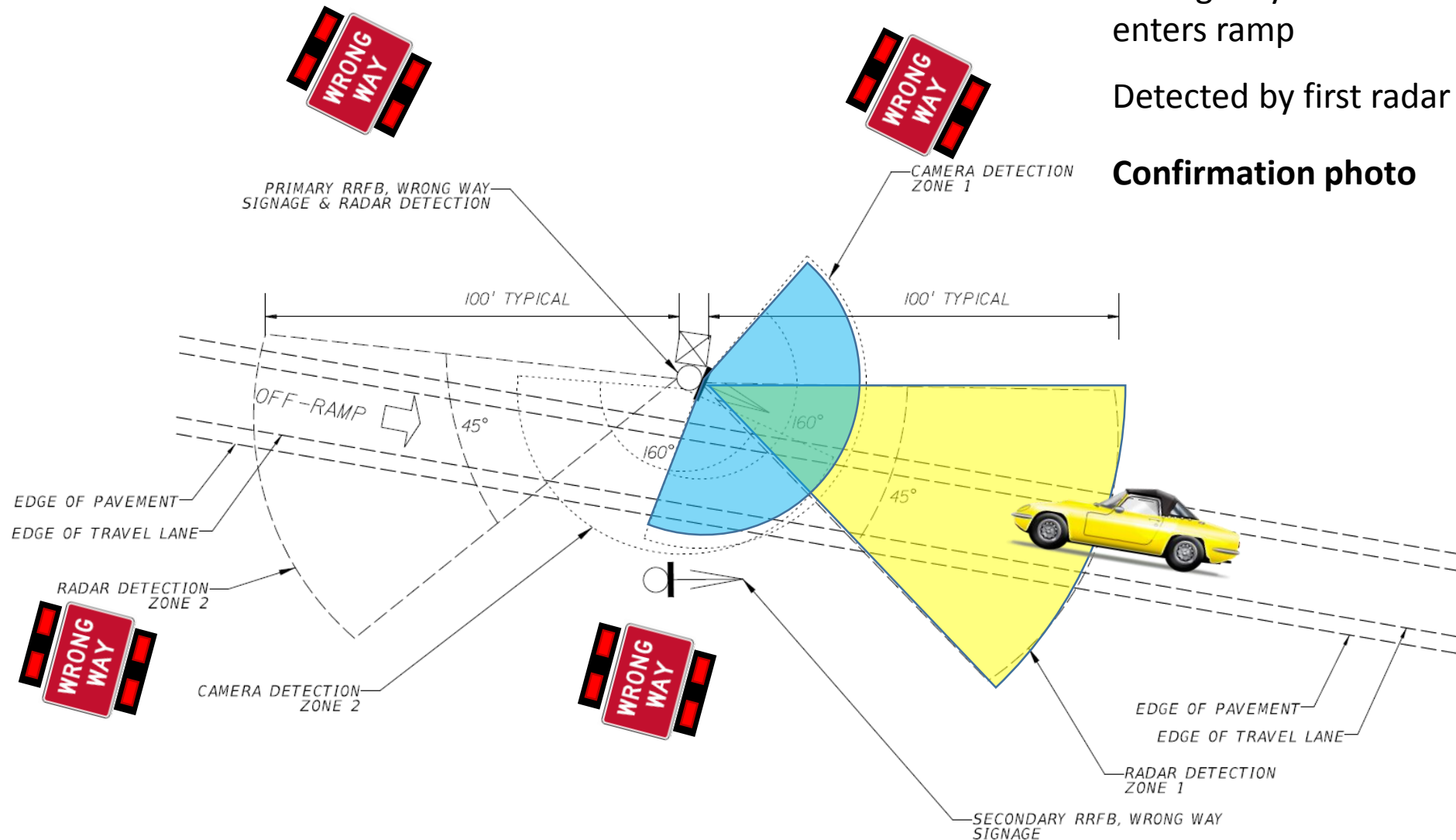




# Ramp Detection Equipment



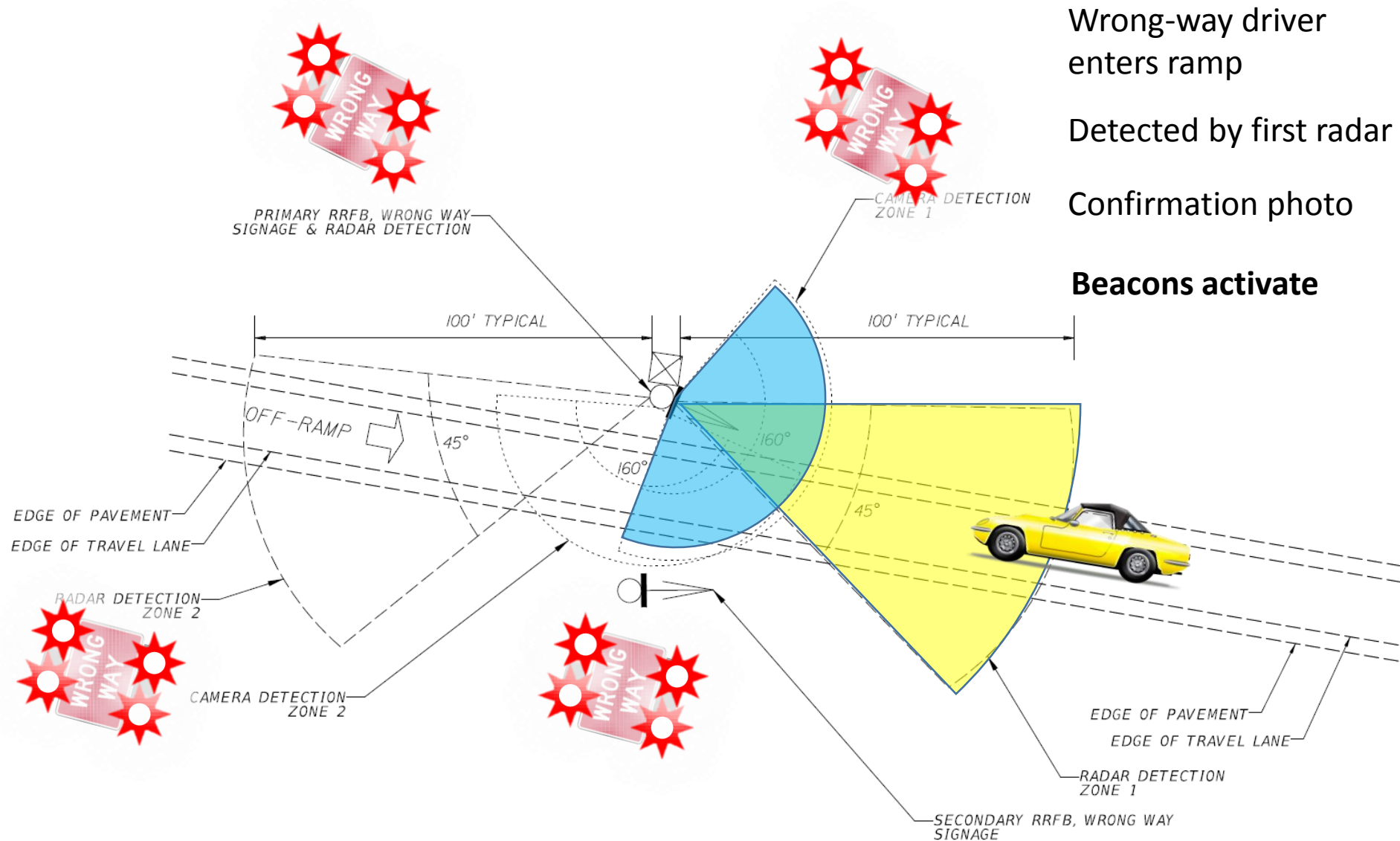
# RAMP DETECTION EQUIPMENT



Wrong-way driver enters ramp  
Detected by first radar

**Confirmation photo**

# RAMP DETECTION EQUIPMENT



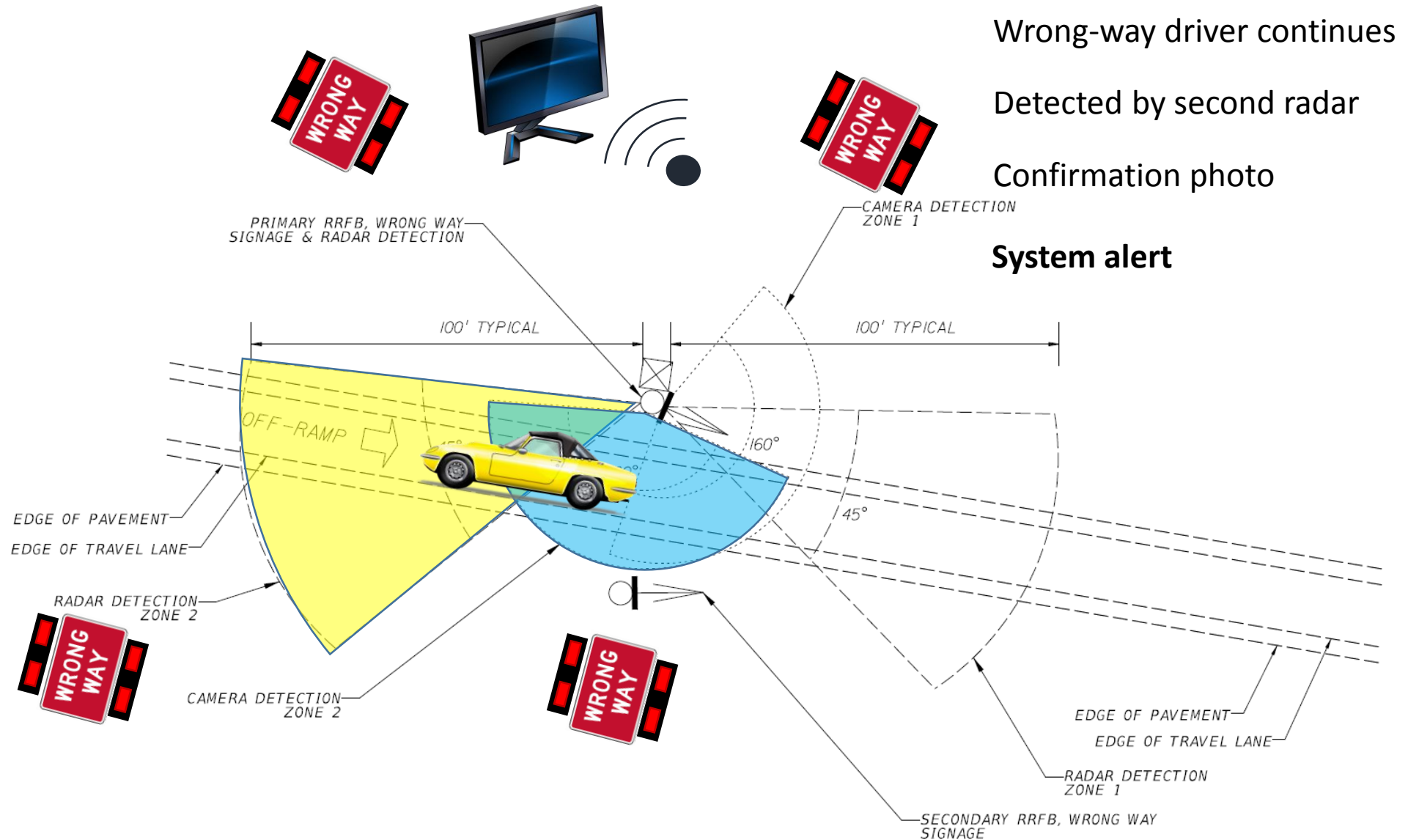
Wrong-way driver enters ramp

Detected by first radar

Confirmation photo

**Beacons activate**

# RAMP DETECTION EQUIPMENT



# ACTUAL TURN-AROUND



Correct Traffic Flow:



**BlinkLink**™

System: SR 408 EB Exit 4 @ Hiwassee Rd Alert Time: 6/24/2015 6:33:58 AM Powered by TAPCO

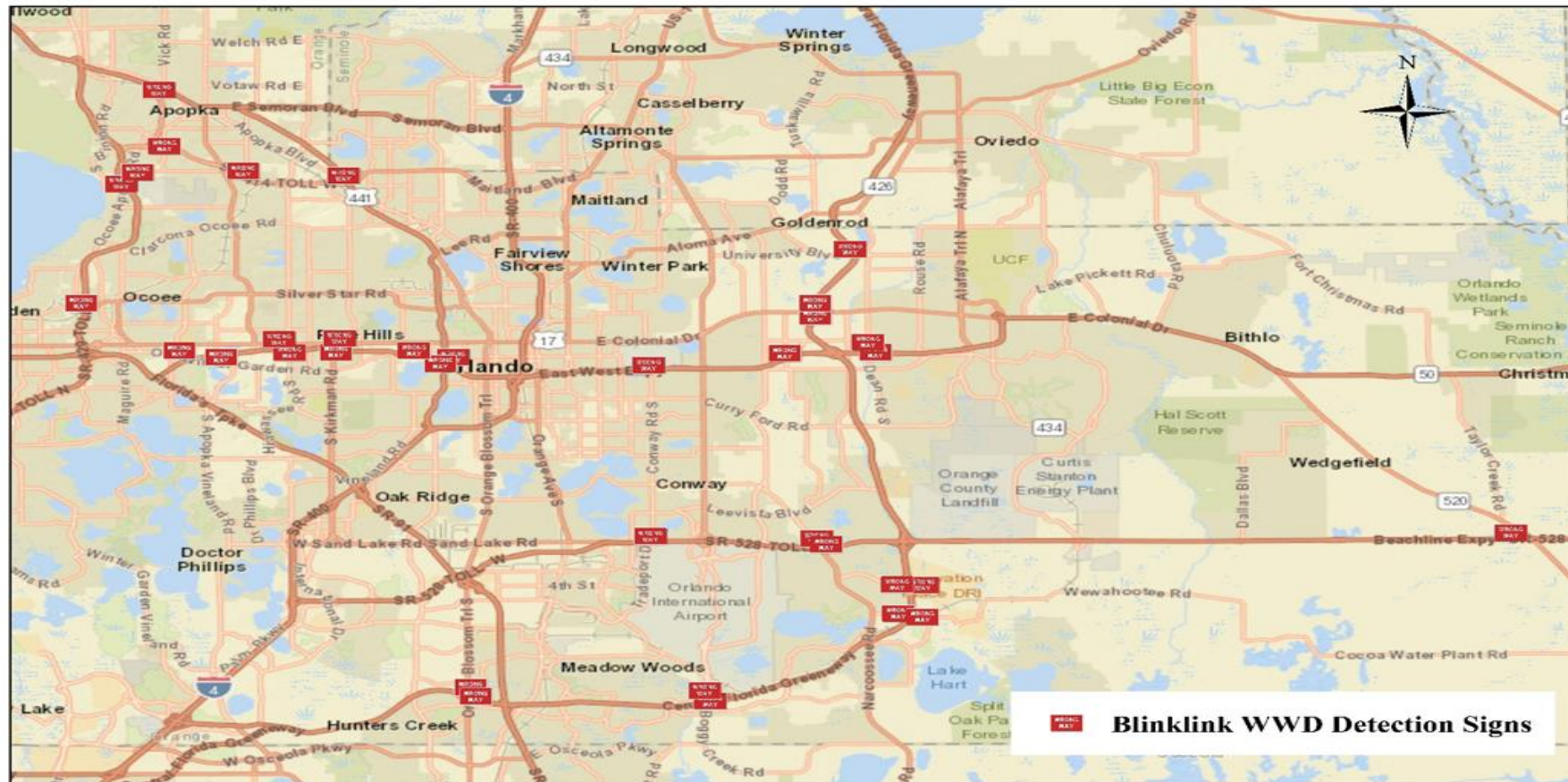
# Status of Project

- Ramp 1 (Phase 1):
  - Installed January 2015
- Ramps 2-5 (Phase 1):
  - Installed June 2015
- 19 Additional Ramps (Phase 2a):
  - Installed September 2016
- 10 Additional Ramps (Phase 2b):
  - Installed February 2017
- 35 Current Total Deployments



# Current Wrong Way Deployments

Map Showing the WWD Detection Sites Installed in CFX Network



# Wrong Way Driving Prevention Testing at SR 408





# Wrong Way Driving Prevention Testing at Chickasaw Trail



# Reporting and Documentation with UCF

- Phase 3 Study to provide continued monthly reporting on existing system
- Pulling data from BlinkLink, TAPCO, SunGuide and FHP on a monthly basis
- Provides summary of WWD activity identified by the CFX system deployed
- Optimization Model to help identify need for additional WWD site locations
- FHWA RTE Bi-Annual Reports
- WWD Phases 1, 2 and 3 led by Dr. Haitham Al-Deek



# Reporting and Documentation with UCF

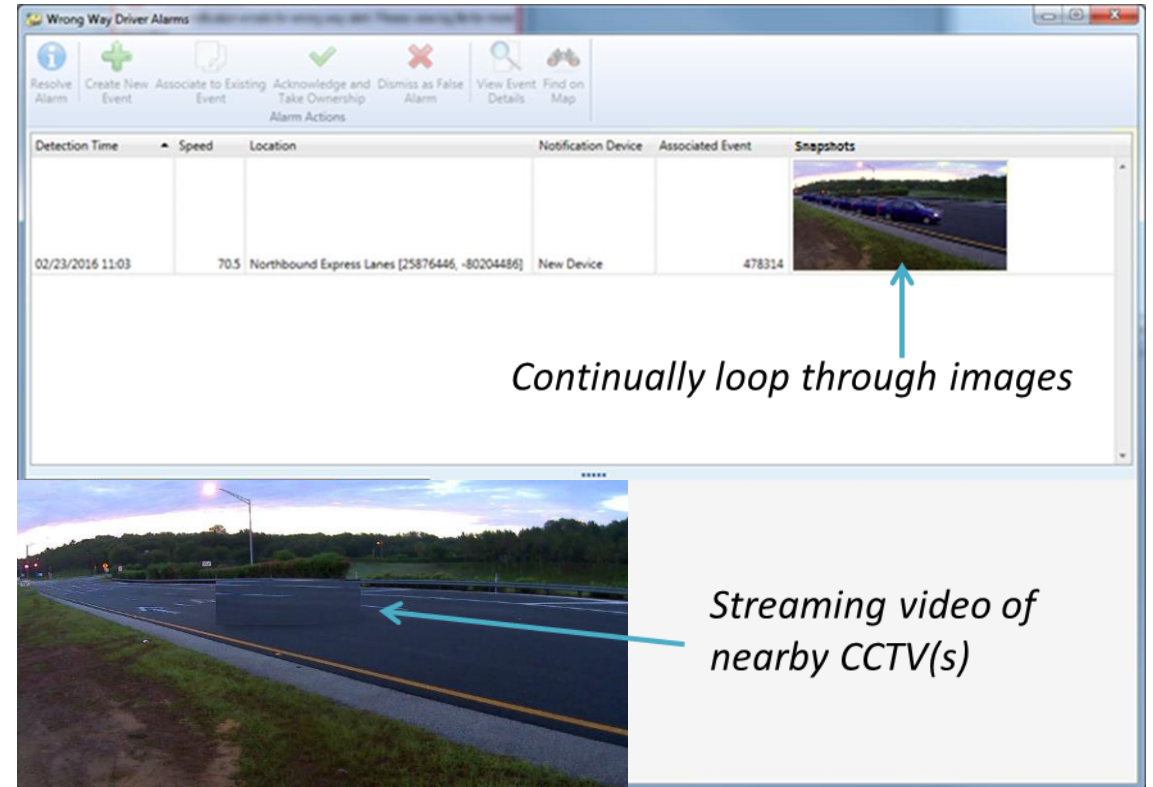
- Current Reports show we have a 78.75% documented turn around rate for WWD system detections using the RRFB technology

<u>Period Covered</u>	<u>Total WWD Detections</u>	<u>Documented Turn Arouns</u>
October 2017	16	14
Feb 2015 – Oct 2017	240	189

- A WWD act occurs when a passenger vehicle is driving the wrong way on the exit ramp. It does not include vehicles reversing on the exit ramp; bicyclists traveling the wrong way on the exit ramp; or lawn mowers, utility vehicles, or emergency vehicles driving the wrong way on the exit ramp.
- **Confirmed turn arounds** are WWD acts that have images taken from the TAPCO Cameras or CCTV camera monitored by the Regional Traffic Management Center (RTMC) which clearly show the wrong-way driver starting to turn around.
- **Probable turn arounds** are WWD acts that did not trigger the side camera. In these cases, the images do not clearly show the driver turning around. However, since the vehicle did not trigger the side camera, it is most likely the driver turned around.
- **Documented turn arounds** = Confirmed turn arounds + Probable turn arounds

# Planned SunGuide Enhancements

- Addition of TAPCO Interface driver
  - Interface directly with WWD camera equipment
  - Supports deployments used by other CFX and other FDOT districts
  - Video snapshot(s) and video added to WWD Alert window
- Anticipated release in Spring 2018 as a component of SunGuide v7.1





# Planned System Hardware Enhancements

- Installation of Overview Camera
  - 3rd camera installed downstream to detection system
  - Provides enhanced views of ramp and wrong way movements
  - Images are tied to Wrong Way Event Alerts
- Anticipated installation complete by Spring 2018





# Thank You!



# DASHBOARD DISCUSSION

# PERFORMANCE DASHBOARD SEPTEMBER 2017

Fiscal year runs from July 1-June 30

## CUSTOMER SERVICE

	Activity		Wait Time		
	Actual	6 mo. Avg	Actual	Target	
Service Center: East	5,369	9,490	2:53	<5m	<span style="color: green;">■</span>
Service Center: West	1,759	3,522	2:53	<5m	<span style="color: green;">■</span>

**SERVICE CENTER: MINUTE INTERVALS** <5 ■ 5-6 ■ 6-7 ■ 7-8 ■ 8-9 ■ 9+ ■

Call Center	58,775	72,939	0:53	<1m	<span style="color: green;">■</span>
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**CALL CENTER: % MINUTE INTERVALS** <1 ■ 1-2 ■ 2-3 ■ 3-4 ■ 4-5 ■ 5+ ■



## AVERAGE SPEED: PEAK DIRECTION

		mph	AM Peak (6-9) Avg mph	PM Peak (4-7) Avg mph
SR 408	W. SR 50 to E. SR 50	55-65	50 <span style="color: green;">■</span>	50 <span style="color: green;">■</span>
SR 417	Int'l Dr. to Seminole Co. Line	55-70	64 <span style="color: green;">■</span>	60 <span style="color: green;">■</span>
SR 528	Sand Lake Rd. to SR 520	70	63 <span style="color: green;">■</span>	61 <span style="color: green;">■</span>
SR 429	Seidel Rd. to SR 414	70	65 <span style="color: green;">■</span>	66 <span style="color: green;">■</span>
SR 451	SR 429 to US 441	65	60 <span style="color: green;">■</span>	63 <span style="color: green;">■</span>
SR 414	US 441 to US 441	65	62 <span style="color: green;">■</span>	64 <span style="color: green;">■</span>

LEGEND: <10 ■ 11-20 ■ >/= 21 ■

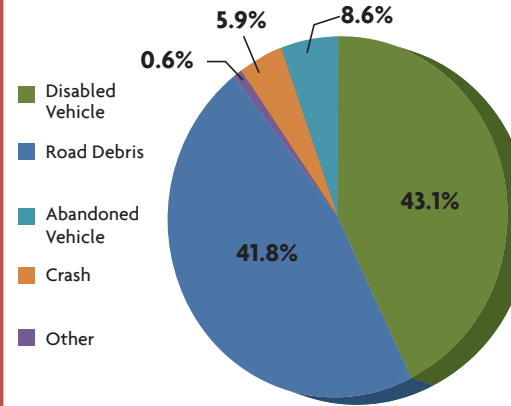
## MAJOR CONSTRUCTION PROJECTS

	Contract (millions)	Spent	% Spent	% Time	VAR
SR 408/SR 417 Interchange	\$36.3	\$34.4	95%	99%	<span style="color: green;">■</span>
SR 429 Systems Interchange	\$82.3	\$67.0	81%	85%	<span style="color: green;">■</span>
SR 429, US 441 to North of Ponkan Rd.	\$56.5	\$56.4	100%	109%	<span style="color: green;">■</span>
SR 429, North of Ponkan Rd. to North of Kelly Park Rd.	\$46.9	\$46.3	99%	100%	<span style="color: green;">■</span>
SR 453, Lake County Line to SR 46	\$49.6	\$42.0	84%	85%	<span style="color: green;">■</span>
SR 528/Innovation Way Interchange	\$61.8	\$51.0	82%	71%	<span style="color: green;">■</span>
SR 429 Systems Interchange to Mt. Plymouth Rd.	\$38.7	\$26.6	69%	74%	<span style="color: green;">■</span>

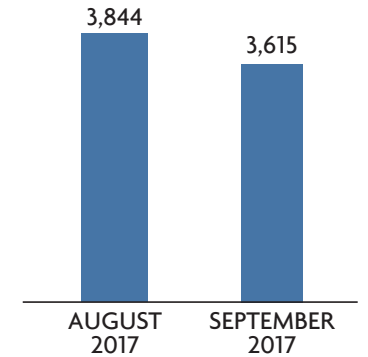
LEGEND: Spent vs. Time <10 ■ 11-20 ■ >/= 21 ■

## SAFETY

### ROAD RANGER: CATEGORY OF ASSISTS ON CFX ROADS



### ROAD RANGER: NUMBER OF ASSISTS ON CFX ROADS



### 2015 FATALITIES

1.13	Nationwide: Arterials, Limited Access, Toll Roads
0.26	FDOT: Urban Toll Roads
0.20	CFX: Toll Roads Urban Only

Per 100 Million Vehicles Miles Traveled  
2010-2015 – 5 Year Average

### WRONG WAY DRIVING (WWD)

Period Covered	Vehicles Detected	Documented Turn Arounds
Sept. 2017	24	22

## FINANCIALS

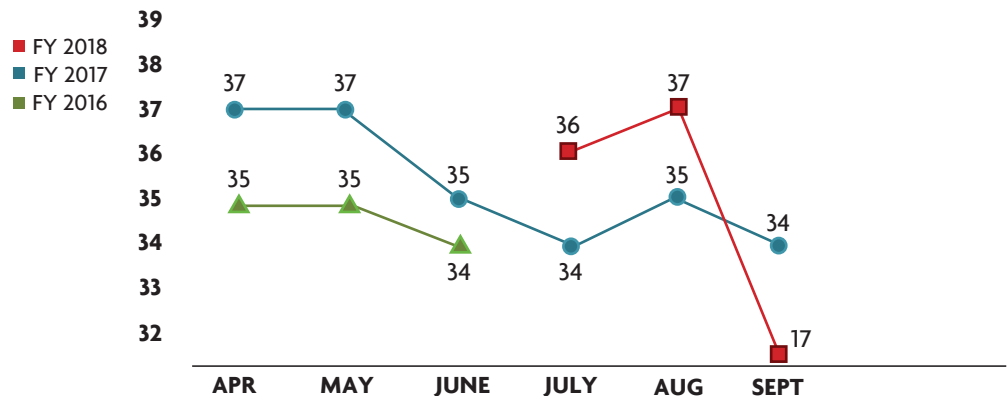
### FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$94.9	\$106.3	-11% <span style="color: red;">■</span>
OM&A Expenses	\$11.3	\$15.1	26% <span style="color: green;">■</span>
Net Revenue	\$41.6	\$48.7	-15% <span style="color: red;">■</span>

### DEBT SERVICE

Year to Date	Actual	Budget
Senior Lien	2.23	2.23 <span style="color: green;">■</span>
Subordinate Lien	2.12	2.12 <span style="color: green;">■</span>

### TOTAL TRANSACTIONS ON CFX SYSTEM\* (millions)



\*All plazas had tolls suspended in Sept. due to Hurricane Irma from 9/5/17 until 9/21/17.