

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

AGENDA
CENTRAL FLORIDA EXPRESSWAY AUTHORITY
OPERATIONS COMMITTEE MEETING
September 19, 2018
1:00 P.M.

Meeting location: Central Florida Expressway Authority
Board Room
4974 ORL Tower Road
Orlando, FL 32807

- A. CALL TO ORDER – Tawny H. Olore, Committee Chairman
- B. PUBLIC COMMENT - Pursuant to Florida Statute 286.0114 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.
- C. APPROVAL OF DECEMBER 4, 2017 MINUTES – Tawny H. Olore, Committee Chairman **-Action Item**
- D. SUNPASS CENTRAL UPDATE - Laura Kelley, Executive Director- Info Item
- E. VISITOR TOLL PASS - David Wynne, Director of Toll Operations- Info Item
- F. E-ZPASS - Christie Seabury, Manager of Business Relations- Info Item
- G. DASHBOARD -Laura Kelley, Executive Director -Info Item
- H. OTHER BUSINESS
- I. ADJOURNMENT

This meeting is open to the public.

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 x5316 or by email at Iranetta.dennis@CFXway.com at least three business days prior to the event.

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

DRAFT MINUTES

CENTRAL FLORIDA EXPRESSWAY AUTHORITY OPERATIONS COMMITTEE MEETING

December 4, 2017

Location: CFX Board Room

Committee Members Present:

Fred Schneider, Lake County Representative, Chairman
Steve Fussell, Seminole County Representative
Francis Flynn, City of Orlando Representative
Mark Massaro, Orange County Representative
Tawny Olore, Osceola County Representative

Committee Members Not Present:

Mark Meyer, Citizen 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
Bryan Homayouni, Manager of Traffic Operations
David Wynne, Director of Toll Operations

1. CALL TO ORDER

The meeting was called to order at 10:33 a.m. by Chairman Fred Schneider.

2. PUBLIC COMMENT

There was no public comment.

3. APPROVAL OF MINUTES

A motion was made by Mr. Fussell and seconded by Mr. Flynn to approve the February 27, 2017 and October 16, 2017 Operations Committee minutes as presented. The motion carried unanimously with five members present and voting AYE by voice vote, Mr. Meyer was not present.

4. RENTAL CAR INITIATIVES UPDATE

Laura Kelley provided an update on Rental Car Initiatives. Ms. Kelley has informed the committee that a pilot program will be launched in the summer of 2018. This will allow rental car customers to borrow an E-PASS from CFX to pay tolls directly at the same rate as a customer would.

5. TOLL OPERATIONS CUSTOMER SERVICE

David Wynne presented the Toll Operations Customer Service presentation to the committee.

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

6. WRONG WAY DRIVING UPDATE

Bryan Homayouni presented a Wrong Way Driving Update to the committee.

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

7. DASHBOARD DISCUSSION

Michelle Maikisch discussed the dashboard to the committee. The committee requested to receive the dashboard monthly.

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

8. OTHER BUSINESS

There was no other business to come before the Operations Committee.

9. ADJOURNMENT

The meeting adjourned at 11:41 a.m.

Minutes approved on _____, 2018.

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.

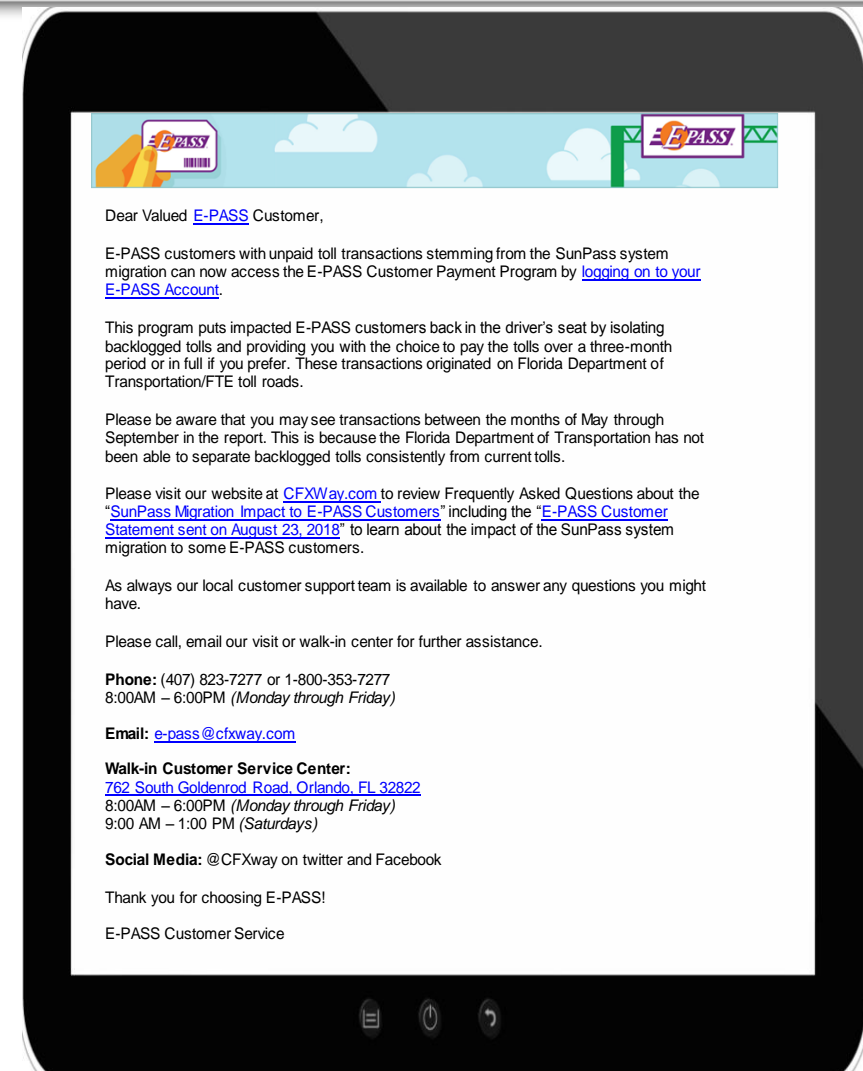


Update On SunPass Central Migration

**Presented by Laura Kelley, Executive Director
— September 19, 2018 —**

Current Status

- No longer receiving backlogged electronic transactions
- Back to normal daily processing
- Launched E-PASS Customer Payment Program
- Expecting to begin financial reconciliation with FTE within next two weeks
- Continuing communication with FDOT
- Encouraging local community conversion to E-PASS





CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY

The logo is a white square with orange horizontal bars at the top and bottom. The text is in a serif font, with 'EXPRESSWAY' in orange and the other words in black.

VISITOR TOLL PASS™ PILOT

Presented by David Wynne, Director of Toll Operations

— September 19, 2018 —

PILOT PROJECT



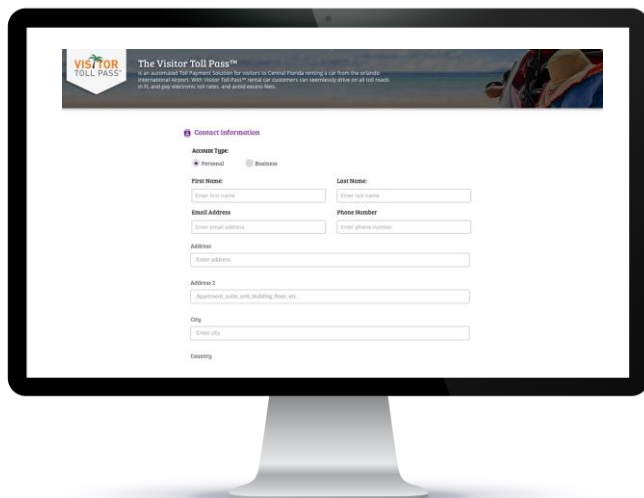
The Visitor Toll Pass™ is a *new* automated toll payment solution for visitors to Central Florida renting a car from the Orlando International Airport (OIA).

E-PASS FOR VISITORS

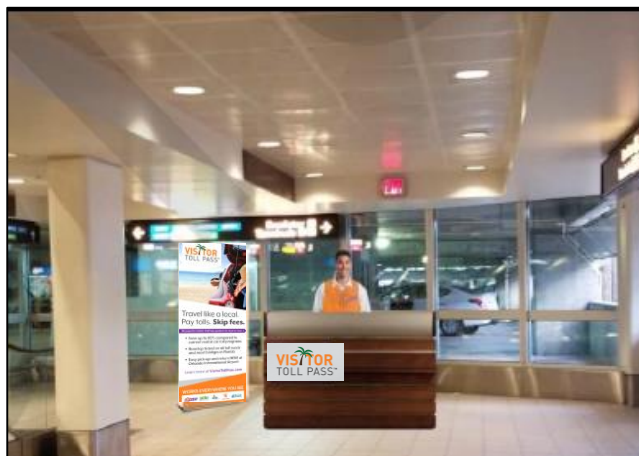


- Four month (September-December) pilot project with the Greater Orlando Aviation Authority
- Operational 7 days a week: 9 a.m. to 12 a.m.
- Current primary partner: Virgin Holidays
- Open to any customer using a credit card

HOW VISITOR TOLL PASS™ WORKS



- **STEP 1:** Reserve Visitor Toll Pass™ via online or in person
- **STEP 2:** Pick-Up Visitor Toll Pass™ at Orlando International Airport
- **STEP 3:** Customers simply hang the Visitor Toll Pass™ from rearview mirror
- **STEP 4:** Explore & Enjoy!
- **STEP 5:** Return Visitor Toll Pass™ at an Orlando International Airport drop box or by mail
- **STEP 6:** Tolls will be charged to reserved credit card



CUSTOMER BENEFITS

Offers visitors a chance to travel like a local while saving



- No third party provider fees
- Customers receive E-PASS rate
- Save as much as 80% compared to current rental car toll programs
- No registration fees



- No stopping to pay cash
- Use Visitor Toll Pass TM in express lanes for nonstop travel
- Customers receive timely invoice
- Electronic sign up & communication

The logo for the Central Florida Expressway Authority is centered in the upper half of the image. It consists of the words "CENTRAL", "FLORIDA", "EXPRESSWAY", and "AUTHORITY" stacked vertically in a serif font. "EXPRESSWAY" is in orange, while the other words are in dark blue. The text is enclosed in a white rectangular box with orange horizontal bars at the top and bottom.

CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY

E-ZPass

Presented by Christie Seabury, Manager of Business Relations

— September 19, 2018 —

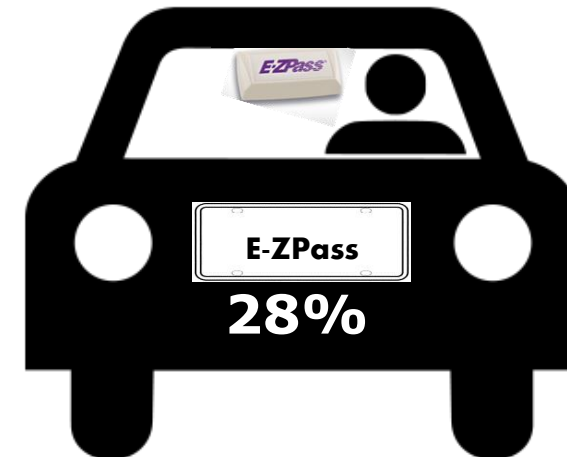
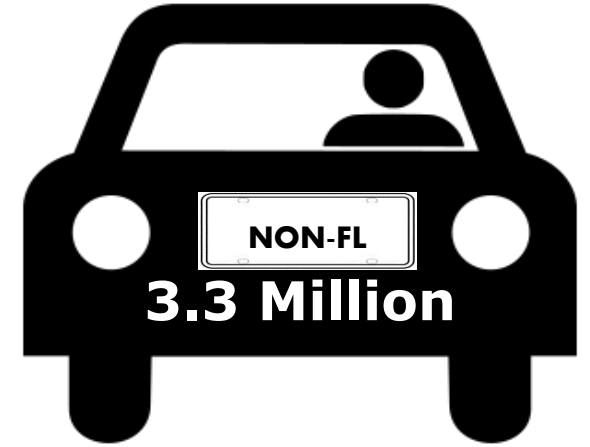
Provide a high-quality customer service experience.

- Nov. 2017 Board approved CFX becoming a full member of the E-ZPass Group
 - FL is the 17th state
 - CFX is the 29th toll agency
 - Over 20 million accounts with 35 million tags
 - \$11 billion electronic toll revenues
- Almost half of Florida's domestic visitors come from E-ZPass states
 - 50% of E-ZPass visitors to FL travel by car



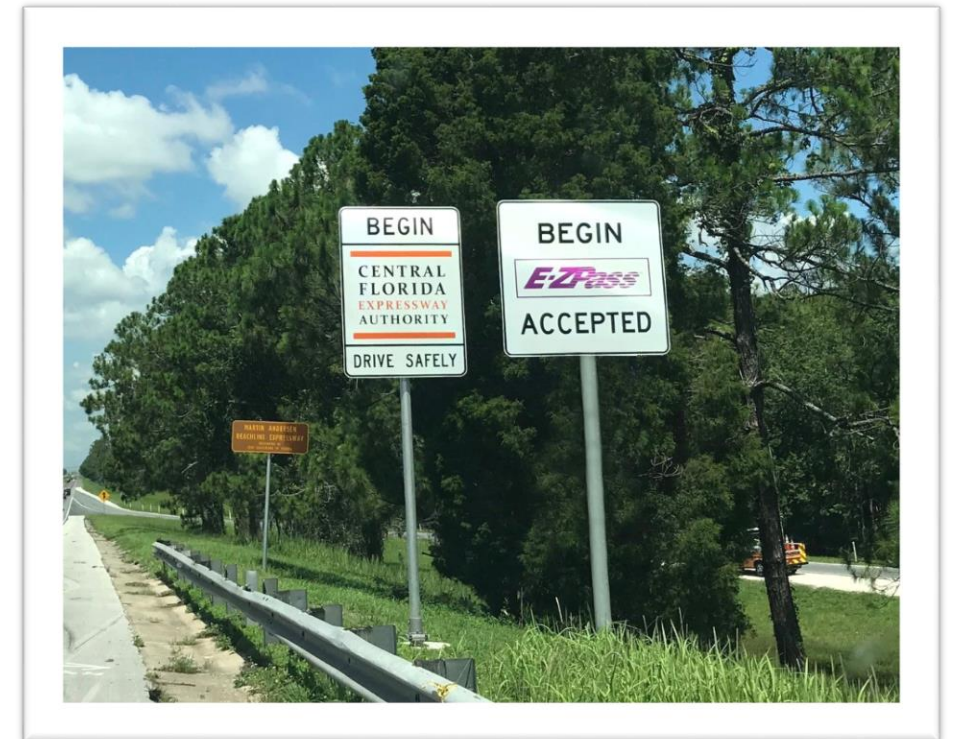
E-ZPass By The Numbers

- 2.8M E-ZPass transponders in vehicles traveling on CFX roads annually
- 3.3M Non-Florida plate violations annually
 - E-ZPass states make up 28% = \$943,000
- 7K+ E-PASS customers with E-ZPass address

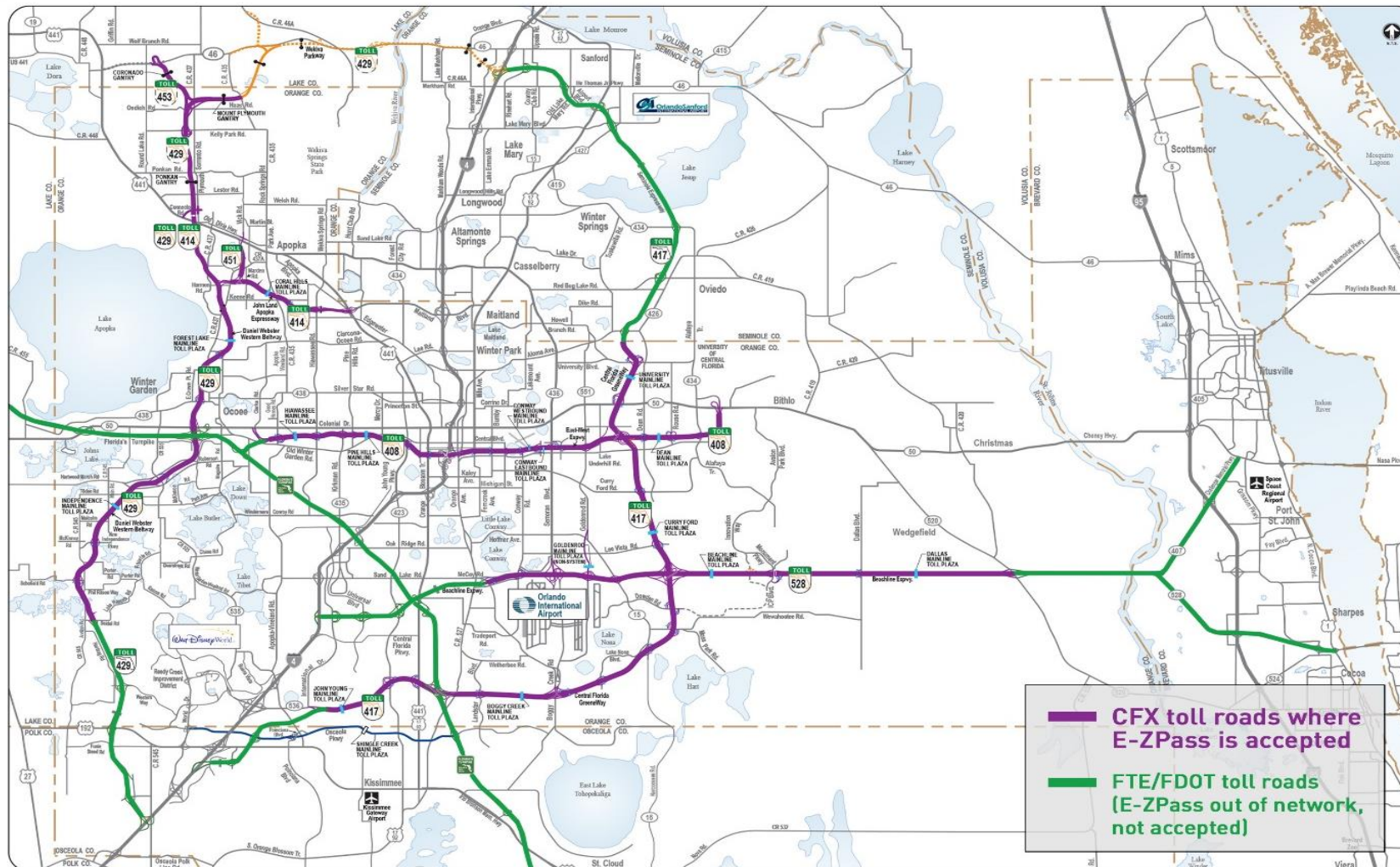


E-ZPass Accepted on CFX Roads

- CFX began accepting E-ZPass on September 1
- E-ZPass only accepted on CFX roads
 - FTE/SunPass does not accept E-ZPass
- Vehicles equipped with E-ZPass transponder receive electronic rate



CFX Roads Where E-ZPass is Accepted



E-PASS Xtra Coming Soon

- Interoperability with E-PASS Xtra dual protocol transponder
- Works on ALL toll roads E-PASS and E-ZPass are accepted
 - 18 states
- Available for purchase beginning October 1 for \$18.50 + tax



Questions? Thank you!



PERFORMANCE DASHBOARD

JULY 2018

Fiscal year runs from July 1-June 30

CUSTOMER SERVICE

	Activity		Monthly Avg. Wait Time	
	Actual	6 mo. Avg	Actual	Target
Service Center: East	7,714	7,788	2:04	<5m

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

Call Center	65,572	74,654	0:27	<1m
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CALL CENTER: % MINUTE INTERVALS <1 1-3 3-5 5+

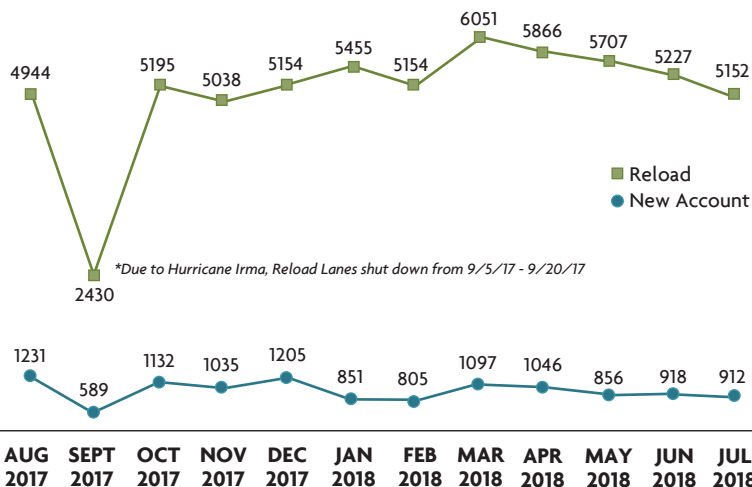


WRONG WAY DRIVING (WWD)

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL
Total Vehicles Detected	10	13	11	15	8	16	11
Documented Turn Arouds	9	11	9	12	7	14	9

RELOAD CUSTOMER SERVICE LANE ACTIVITY

Monthly averages: 1,104 E-PASS sales and 5,253 E-PASS account reloads



MAJOR CONSTRUCTION PROJECTS

	Contract (millions)	Spent	% Spent	% Time	VAR	Contract Completion Date
SR 408/SR 417 Interchange (Phase II)	\$63.7	\$35.7	56%	42%		October 2019
SR 408 Widening from SR 417 to Alafaya Trail	\$76.3	\$33.7	44%	41%		October 2019
SR 528 Econlockhatchee River Bridge Replacement	\$17.8	\$14.6	82%	86%		October 2018
Toll System Replacement	\$54.4	\$21.2	39%	75%		August 2019

LEGEND: Spent vs. Time <10 <11-20 >11-20 >11-20

FINANCIALS

FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$39.9	\$37.5	6%
OM&A Expenses	\$2.4	\$2.7	12%
Net Revenue	\$23.6	\$20.7	14%

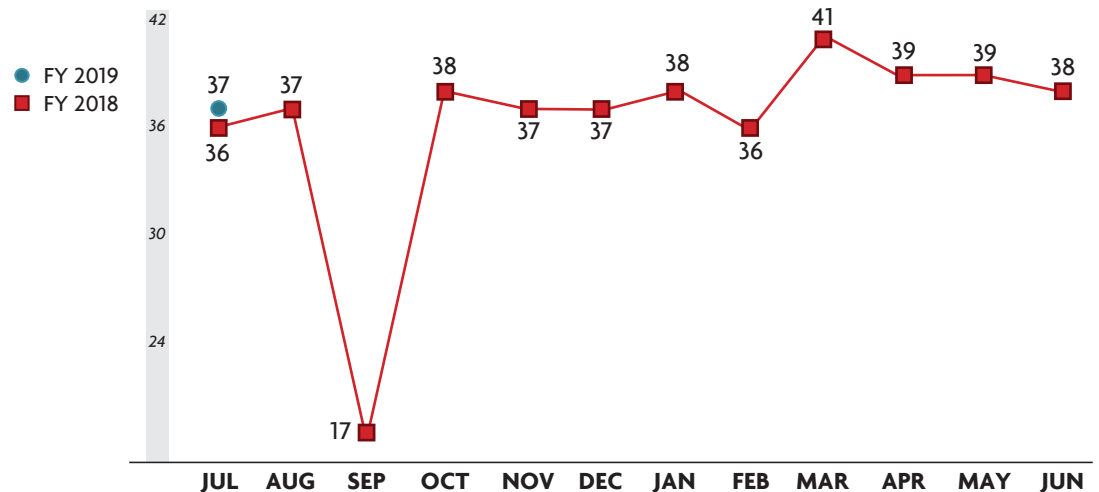
LEGEND: >1.45 -0.1 to -10 <1.2 to 1.44 <1.2

DEBT SERVICE

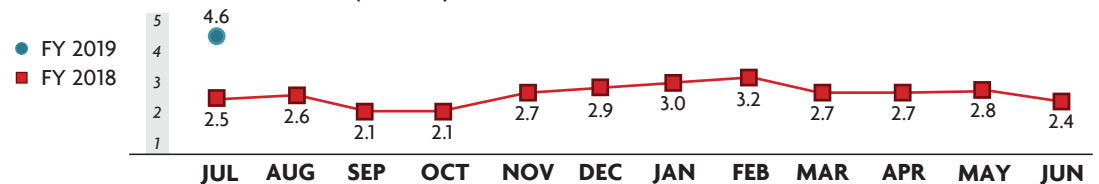
FY to Date	Actual	Budget
Senior Lien	2.41	2.40
Subordinate Lien	2.31	2.30

LEGEND: >1.45 -0.1 to -10 <1.2 to 1.44 <1.2

TOTAL TRANSACTIONS ON CFX SYSTEM (millions)



PAY BY PLATE TRANSACTIONS (millions)

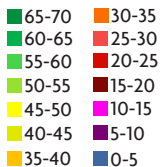


TRAFFIC CONGESTION HEAT MAPS

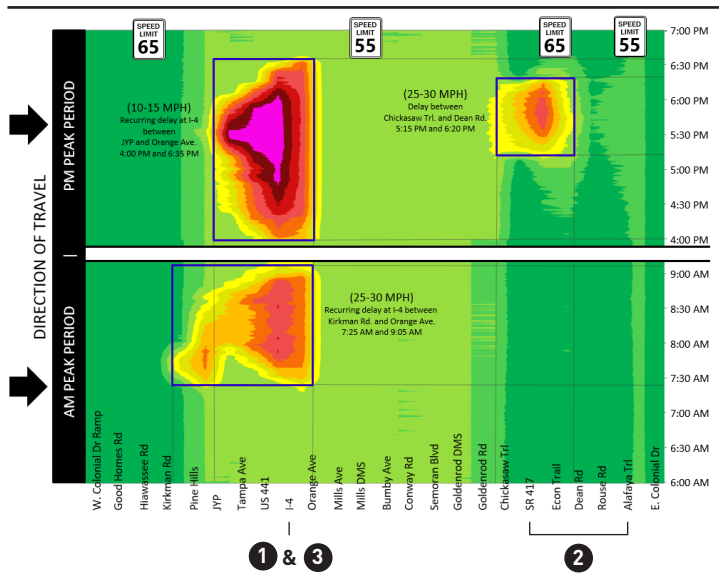
A Quarterly Update

April - June 2018

Map Scale in
Miles Per Hour



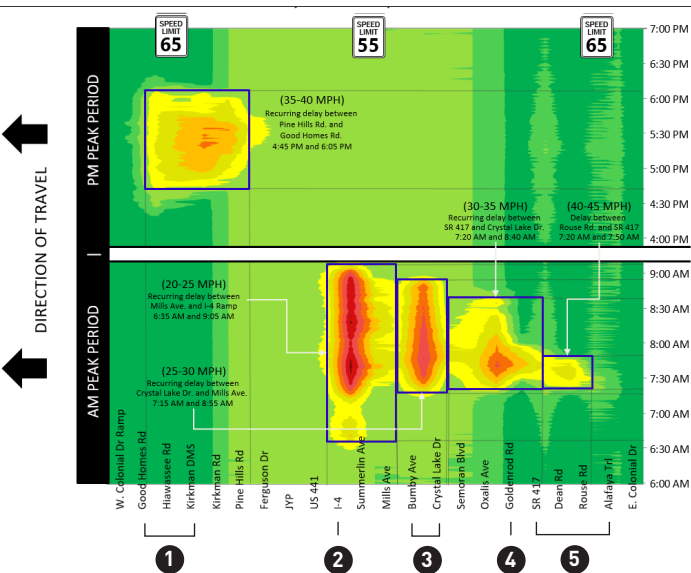
SR 408 Eastbound



Projects:

- (AM) Construction underway – widen the SR 408 mainline through the *I-4 interchange* part of I-4 Ultimate. Completion late 2021.
- Construction underway – widen the SR 408 mainline between *SR 417 and Alafaya Trail*. Completion Fall 2019.
- (PM) Construction underway – widen the SR 408 mainline through the *I-4 interchange* part of I-4 Ultimate. Completion late 2021.

Westbound

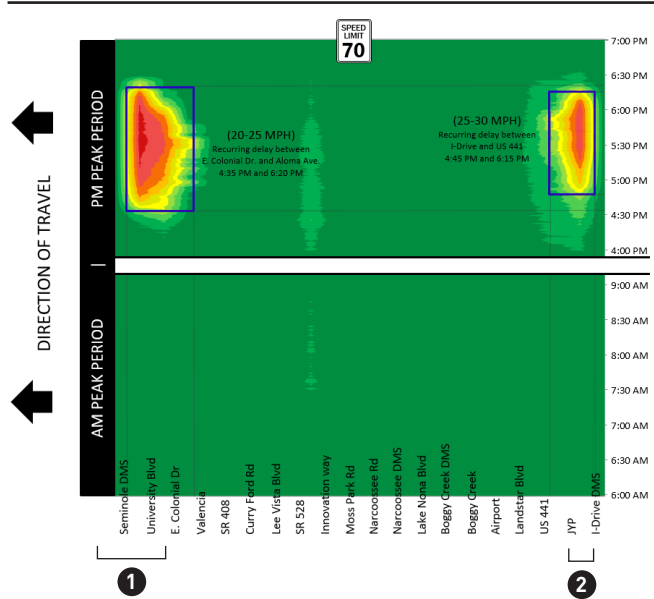


Projects:

- Construction complete – Westbound 3rd lane opened to traffic on May 18th 2018. Congestion in this area no longer exists in the pm peak period.
- Construction underway – widen the SR 408 mainline through the *I-4 interchange* part of I-4 Ultimate. Completion late 2021.
- Monitoring monthly – Friction due to westbound SR 408 transitioning from 5 lanes to 4 lanes between *Crystal Lake Drive and Bumby Avenue*.
- Monitoring monthly – Friction due to westbound SR 408 transitioning back to 4 lanes following lane drops of westbound entrance ramps from *Chickasaw Trail and Goldenrod Road*.
- Construction underway – widen the SR 408 mainline between SR 417 and Alafaya Trail. Completion Fall 2019.



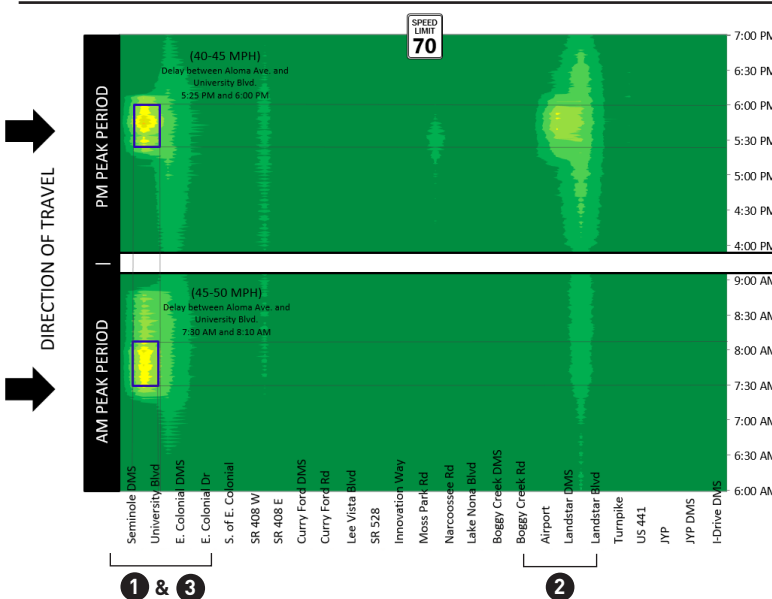
SR 417 Northbound



Projects:

- Construction starts Summer 2018 – widen SR 417 from *Econlockhatchee Trail to Aloma Avenue*. Completion Spring 2020.
- Design underway – widen SR 417 from *International Drive to John Young Parkway*. Construction completion 2021.

Southbound



Projects:

- (AM) Construction starts Summer 2018 – widen SR 417 from *Econlockhatchee Trail to Aloma Avenue*. Completion Spring 2020.
- Design start in Fall 2018 – widen SR 417 from *Landstar Boulevard to Boggy Creek Road*. Construction completion 2022.
- (PM) Construction starts Summer 2018 – widen SR 417 from *Econlockhatchee Trail to Aloma Avenue*. Completion Spring 2020.

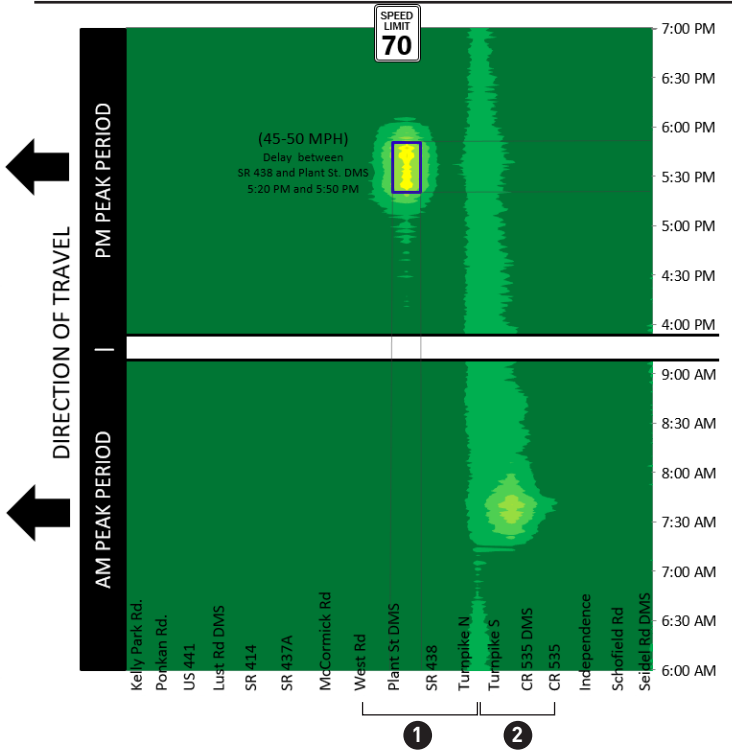
TRAFFIC CONGESTION HEAT MAPS

A Quarterly Update

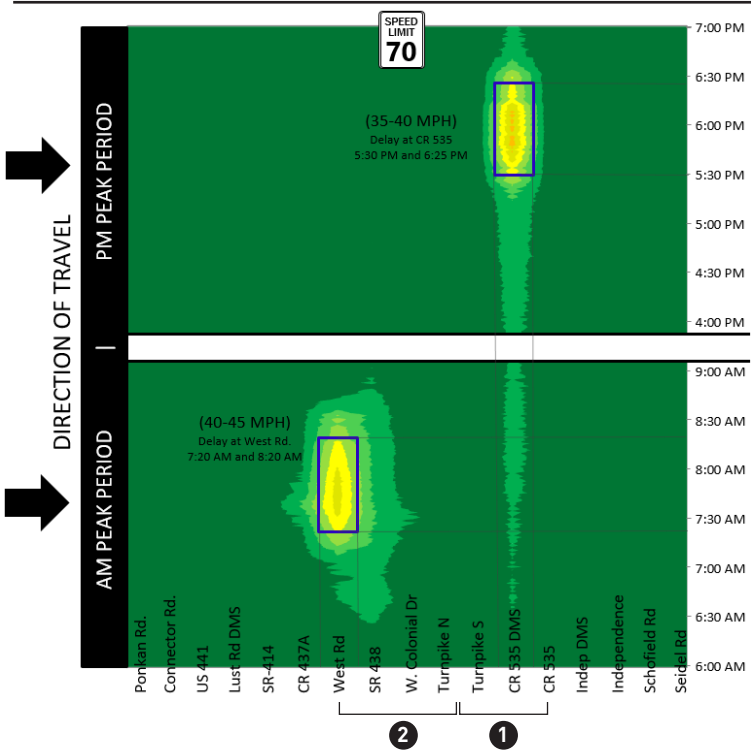
April - June 2018

Map Scale in Miles Per Hour			
■ 65-70	■ 30-35		
■ 60-65	■ 25-30		
■ 55-60	■ 20-25		
■ 50-55	■ 15-20		
■ 45-50	■ 10-15		
■ 40-45	■ 5-10		
■ 35-40	■ 0-5		

**SR 429
Northbound**



Southbound



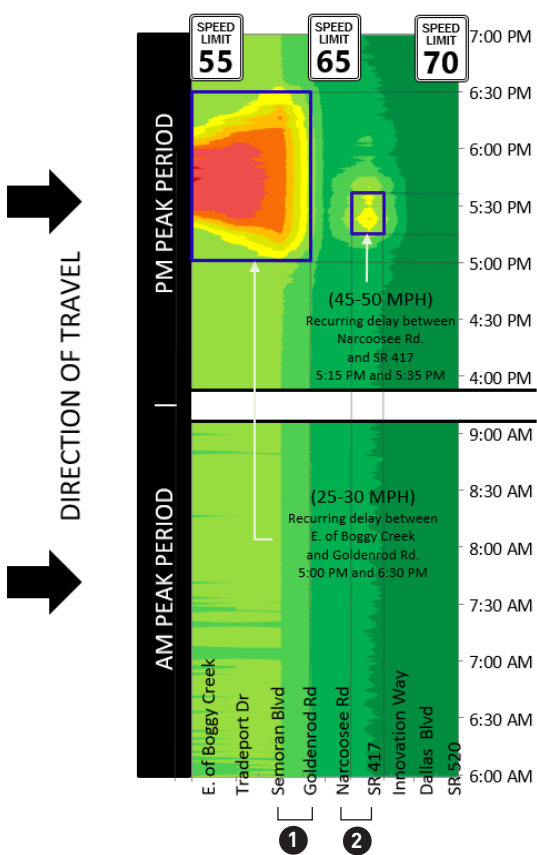
Projects:

1. Design start Winter 2018 – widen SR 429 from *Florida’s Turnpike to West Road*. Construction completion 2022.
2. Design start Summer 2019 – widen SR 429 from *CR 535 to Florida’s Turnpike*. Construction completion 2025.

Projects:

1. Design start Summer 2019 – widen SR 429 from *CR 535 to Florida’s Turnpike*. Construction completion 2025.
2. Design start Winter 2018 – widen SR 429 from *Florida’s Turnpike to West Road*. Construction completion 2022.

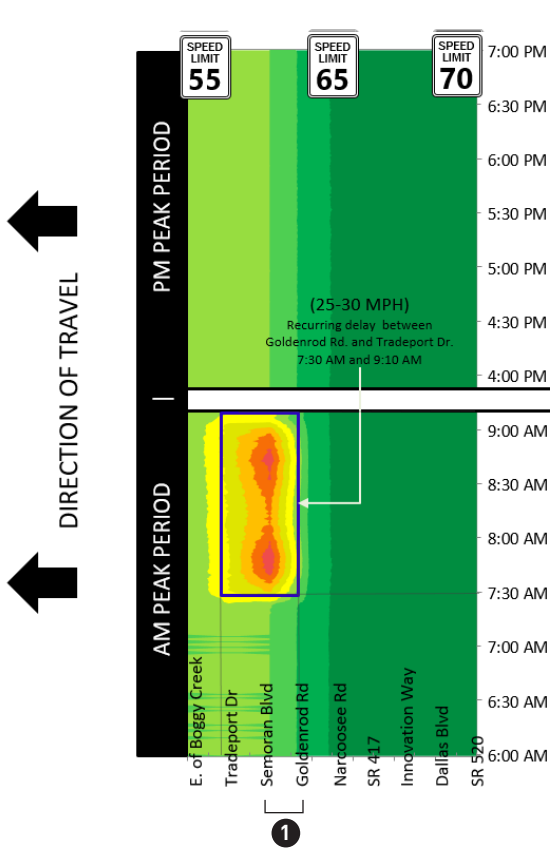
**SR 528
Eastbound**



Projects:

1. Design underway – widen SR 528 from *Semorán Boulevard to Goldenrod Road*. Construction completion 2021.
2. Design start 2020 – widen SR 528 from *Narcoossee Road to SR 417*. Construction completion 2023.

Westbound



Projects:

1. Design underway – widen SR 528 from *Semorán Boulevard to Goldenrod Road*. Construction completion 2021.