



CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY

Customer Opinion Survey Results

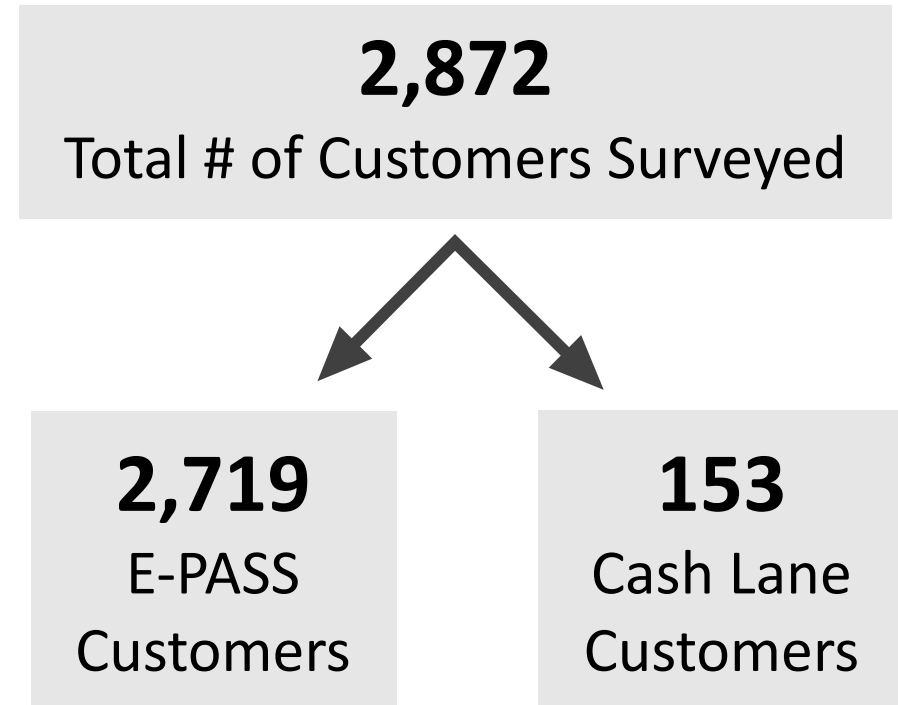
Central Florida Expressway Authority

— February 21, 2019 —

2018 E-PASS and Cash Customer Opinion Survey



- Every two years, a customer opinion survey is conducted among E-PASS and cash customers
- Results are reported to Florida Transportation Commission



*Conducted by Varga Market Research Services, Inc.

Key Findings: CFX customers...



- Drive toll roads **weekly**
- Prefer funding new roads by **paying tolls** rather than raising taxes
- Value time savings
- Remain highly satisfied with the E-PASS program



Respondents' Characteristics

- Residents of the 5-county region
- Equal gender representation
- 55+ and older
- Some college education

Why did they choose us?

WHY EXPRESSWAYS?

93%
say to save time

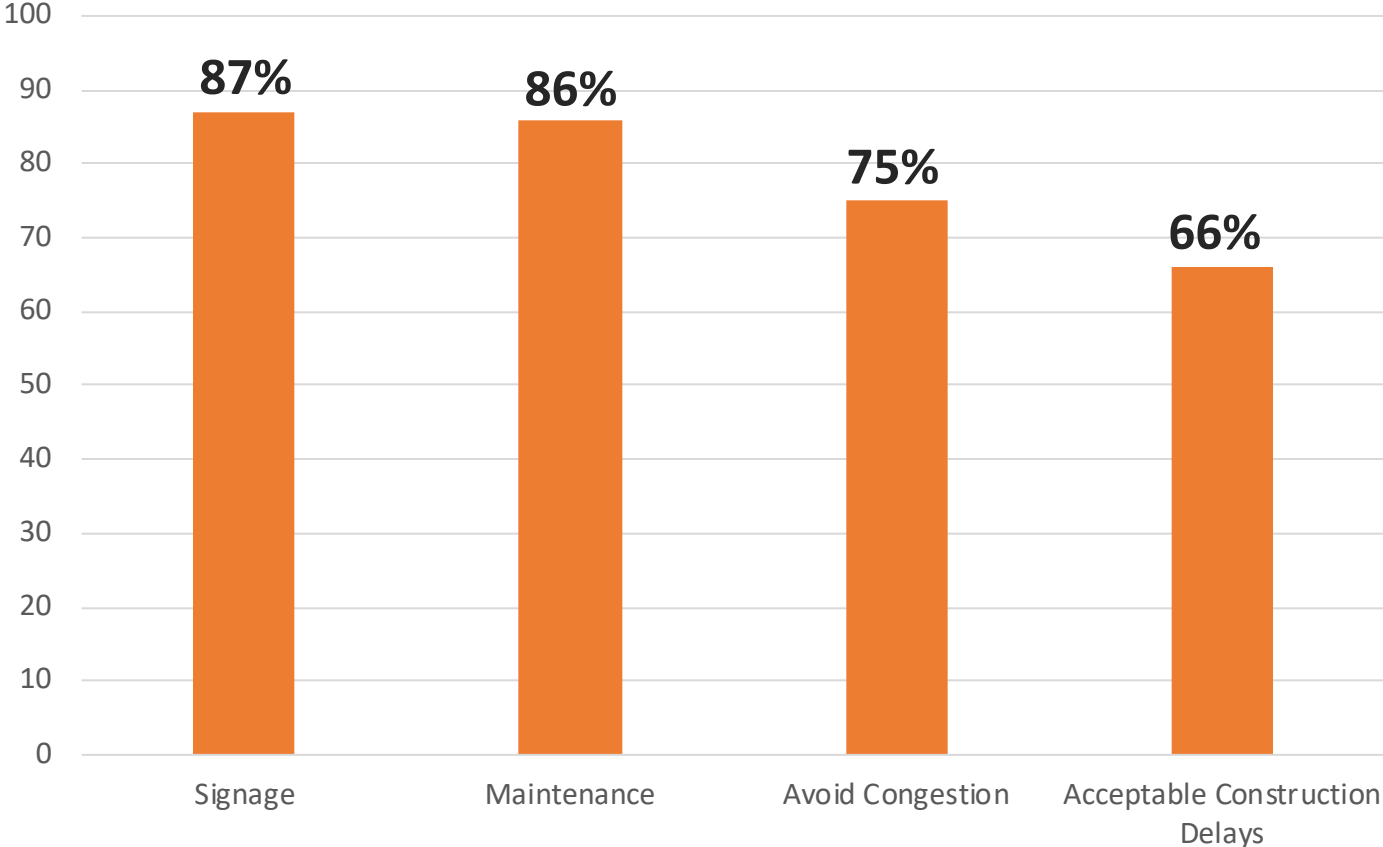
Other reasons:

- Less traffic congestion
- More convenient
- Most direct route

What do they think of our expressways?

Indicate your level of agreement with the following statements.

“CFX expressways...”



Value cost-savings above all

MOST VALUED BENEFIT?

96%

say no monthly
account fees

RECOMMEND E-PASS?

92%

say yes, likely
or very likely

SATISFIED WITH VALUE?

86%

say yes, agree
or strongly agree

Primarily manage their accounts online

WHICH METHOD?

88%

say online

HOW OFTEN?

27%

say once a month

EASY TO NAVIGATE?

82%

say yes, easy
or very easy

What do customers think of us?

Are representatives friendly and treat you like a valued customer?

88%
say yes



General Satisfaction

What do customers think of us?

Are toll collectors friendly and treat you like a valued customer?

84%
say yes



General Satisfaction

Are our customers satisfied overall?

Overall, would you consider yourself a satisfied customer?

97%
say yes



General Satisfaction

Thank you!

