

**AGENDA
OPERATIONS COMMITTEE MEETING
July 12, 2022
2:00 p.m.**

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

A. CALL TO ORDER

B. PUBLIC COMMENT

Pursuant to Section 286.0114, Florida Statutes and CFX Rule 1-1.011, the Operations Committee provides for an opportunity for public comment at the beginning of each regular meeting. The Public may address the Committee on any matter of public interest under the Committee's authority and jurisdiction, regardless of whether the matter is on the Committee's agenda but excluding pending procurement issues. Public Comment speakers that are present and have submitted their completed Public Comment form to the Recording Secretary at least 5 minutes prior to the scheduled start of the meeting will be called to speak. Each speaker shall be limited to 3 minutes. Any member of the public may also submit written comments which, if received during regular business hours at least 48 hours in advance of the meeting, will be included as part of the record and distributed to the Committee members in advance of the meeting.

C. APPROVAL OF FEBRUARY 17, 2022 MEETING MINUTES (action item)

D. AGENDA ITEMS

1. **OPERATIONS COMMITTEE CHARTER** – *Woody Rodriguez, General Counsel* (info item)
2. **DASHBOARD DISCUSSION** – *Laura Kelley, Executive Director* (info item)
3. **ALL ELECTRONIC TOLLING** – *Jim Greer, Chief of Technology/Operations* (info item)
4. **TAX COLLECTORS AND PARKING SERVICES** – *Tom Chully, Director of Service Strategy* (info item)

E. OTHER BUSINESS

F. ADJOURNMENT

(CONTINUED ON PAGE 2)

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

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, they will need a record of the proceedings, and that, for such purpose, they 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.

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 (3) business days prior to the event.

In accordance with the Americans with Disabilities Act (ADA), if any person with a disability as defined by the ADA needs special accommodations to participate in this proceeding, then they should contact the Central Florida Expressway Authority at (407) 690-5000 no later than two (2) business days prior to the proceeding.

Please note that participants attending meetings held at the CFX Headquarters Building are subject to certain limitations and restrictions in order to adhere to the CDC guidelines and to ensure the safety and welfare of the public.

C.

**APPROVAL OF
MEETING MINUTES
February 17, 2022**

DRAFT MINUTES
OPERATIONS COMMITTEE MEETING
February 17, 2022

Location: Central Florida Expressway Authority
4974 ORL Tower Road
Orlando, FL 32807
Pelican Conference Room

Committee Members Present:

Mark Meyer, Citizen Representative (Chairman)
Steve Fussell, Seminole County Representative
Joseph Kunkel, Orange County Representative
Dan Miller, Citizen Representative

Committee Member Participating By Phone:

Tawny H. Olore, P.E., Osceola County Representative

Committee Members Not Present:

Fred Schneider, Lake County Representative

Staff Present:

Laura Kelley, Executive Director
Jim Greer, Chief Technology & Operating Officer
Diego "Woody" Rodriguez, General Counsel
Aracelis Mercado, Recording Secretary
Glenn Pressimone, Chief of Infrastructure
Lisa Lumbar, Chief Financial Officer
Michelle Maikisch, Chief of Staff/Public Affairs Officer
David Wynne, Director of Toll Operations
Tom Chully, Director of Service Strategy
Aneth Williams, Director of Procurement
Mimi Lamaute, Board Services Coordinator

A. CALL TO ORDER

The meeting was called to order at 2:00 p.m. by Chairman Meyer.

B. PUBLIC COMMENT

Ms. Aracelis Mercado, Recording Secretary, announced there were no public comments.

Ms. Aracelis Mercado, Recording Secretary, announced there were no written public comments.

C. APPROVAL OF DECEMBER 4, 2017, SEPTEMBER 19, 2018 AND FEBRUARY 4, 2021 MEETING MINUTES

Mr. Woody Rodriguez, General Counsel, explained why the Committee is approving minutes from December 4, 2017, September 19, 2018 and February 4, 2021.

A motion was made by Mr. Fussell and seconded by Mr. Kunkel to approve the December 4, 2017, September 19, 2018 and February 4, 2021 minutes as presented. The motion carried unanimously with four (4) members present voting AYE by voice vote. Ms. Olore and Mr. Schneider were not present.

Ms. Tawny Olore phoned in at 2:03 p.m.

D. AGENDA ITEMS

1. DASHBOARD DISCUSSION

Ms. Laura Kelley, Executive Director, presented the 2021 December Dashboard to the Committee and explained the difference sections within the dashboard.

Committee Members asked questions which were answered by Ms. Kelley.

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

2. THIRD PARTY PAYMENT OPTIONS STRATEGY

Mr. Tom Chully, Director of Service Strategy, and Ms. Aneth Williams, Director of Procurement, presented Third Party Payment Options Strategy, which included an overview, procurement objectives and strategy goals.

Committee Members asked questions which were answered by Mr. Chully, Ms. Kelley, Ms. Lumbard, Mr. Greer and Mr. Rodriguez.

A motion was made by Mr. Fussell and seconded by Mr. Kunkel to recommend to the CFX Board approval of CFX's Third Party Payment Options Strategy as presented. The motion carried unanimously with four (4) members present voting AYE by voice vote. One (1) committee member, Ms. Olore voting AYE via phone. Mr. Schneider was not present.

3. **RELOAD 2.0 UPDATE**

Mr. Jim Greer, Chief of Technology/Operations, presented Reload 2.0 to the Committee, which included customer savings and enhancements, new software system and project schedule.

Committee Members asked questions which were answered by Mr. Greer, Ms. Lumbard and Ms. Kelley.

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

4. **VISITOR TOLL PASS (VTP) UPDATE**

Mr. Greer, Chief of Technology/Operations, presented VTP 2.0 to the Committee, which included customer savings, user convenience via mobile app and vending machines and customer experiences.

Committee Members asked questions which were answered by Mr. Greer, Ms. Kelley and Ms. Maikisch.

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

5. **OTHER BUSINESS**

Chairman Meyer announced that the next Operations Committee meeting is scheduled for July 12, 2022 at 2:00 p.m.

6. **ADJOURNMENT**

Chairman Meyer adjourned the meeting at 3:04 p.m.

Minutes approved on _____, 2022.

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.

D.1

OPERATIONS

COMMITTEE CHARTER

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

CENTRAL FLORIDA EXPRESSWAY AUTHORITY BOARD OPERATIONS COMMITTEE CHARTER

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CENTRAL FLORIDA EXPRESSWAY AUTHORITY BOARD OPERATIONS COMMITTEE CHARTER

I. PURPOSE

The Operations Committee's primary function is to assist the CFX Board in fulfilling its responsibilities by making recommendations regarding operational projects and programs.

II. RESPONSIBILITIES

The Operations Committee is responsible for evaluating and providing recommendations to the Executive Director, Chief of Technology/Operations and the CFX Board regarding customer service and toll operations.

III. ORGANIZATION

The Operations Committee shall be composed of the following voting members:

1. Orange County staff member or citizen representative appointed by the Orange County Commission or in accordance with Orange County's policies providing for appointments to other governmental agencies;
2. City of Orlando staff member or citizen representative appointed by the City of Orlando Commission or in accordance with the City of Orlando's policies providing for appointments to other governmental agencies;
3. Lake County staff member or citizen representative appointed by Lake County Commission or in accordance with Lake County's policies providing for appointments to other governmental agencies;
4. Osceola County staff member or citizen representative appointed by the Osceola County Commission or in accordance with Osceola County's policies providing for appointments to other governmental agencies;
5. Seminole County staff member or citizen representative appointed by the Seminole County Commission or in accordance with Seminole County's policies providing for appointments to other governmental agencies;
6. Brevard County staff member or citizen representative appointed by the Brevard County Commission or in accordance with Brevard County's policies providing for appointments to other governmental agencies; and,
7. Up to three (3) citizen representatives appointed by the CFX governing Board after receiving nominations submitted by the gubernatorial Board appointees. The term for such appointments shall be for two years commencing upon appointment which term may be renewed. One nomination per gubernatorial appointee is allowed, but it shall not be mandatory that nominations be made.

Committee member appointments may not be delegated. The Committee members will serve at the pleasure of their respective jurisdictions. County and City appointments may include contract personnel currently providing services to the appointing entity. Notwithstanding the two-year term, the citizen representatives shall serve at the pleasure of the CFX Board.

Committee members should have operations and management experience.

IV. CHAIRMAN SELECTION

The Operations Committee will be chaired on an annual, rotating basis beginning September 1, 2017, in the following order:

- a.) One of the Citizen Representatives
- b.) Lake County Representative
- c.) Osceola County Representative
- d.) Orange County Representative
- e.) Brevard County Representative
- f.) Seminole County Representative
- g.) City of Orlando Representative

The Operations Committee Chair shall serve as the Board Liaison and may be requested to attend CFX Board meetings.

In the event there is no available representative from the entity assigned to serve the role of Chairman, the next scheduled representative shall serve a one-year term with regular order of succession to resume thereafter.

V. SUPPORT STAFF

The Central Florida Expressway Authority Chief of Technology/Operations or a designee determined by the Executive Director shall serve as an advisor to the Committee and may retain independent consultants to assist in the conduct of CFX responsibilities, subject to CFX's procurement policy and budget.

VI. MEETINGS

The Operations Committee shall meet as required to adequately fulfill Committee responsibilities. Meetings may be called by the Executive Director or the Chief of Technology/Operations. Public notice shall be provided in accordance with state law.

An agenda will be prepared by the Executive Director and the Chief of Technology/Operations and provided in advance to members, along with appropriate briefing materials.

Committee recommendations shall be submitted to the Board for approval. Final committee meeting minutes shall be submitted to the Board for information.

VII. QUORUM

If all three gubernatorial Board members make nominations and the Board approves the appointments, the Committee shall consist of nine members and a quorum shall be five members present. If only two appointments are made the Committee shall consist of eight members and a quorum shall be five members present. If only one appointment is made the Committee shall consist of seven members and a quorum shall be four members present. In order for any action or recommendation to pass there must be a majority affirmative vote of the quorum based on the then current composition of the Committee.

Due to scheduling conflicts or illness a Committee Member may appear by telephone and vote on agenda items where a quorum is physically present not to exceed three meetings per calendar year. The participating absent member must be able to hear all participants in the meeting and be heard by all participants. In the event of continued absenteeism, the Operations Committee Chairman may recommend that the Board make alternate appointments.

D.2

DASHBOARD

DISCUSSION

PERFORMANCE DASHBOARD

APRIL 2022

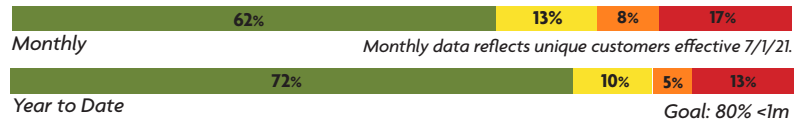
Fiscal year runs from July 1 - June 30

CUSTOMER SERVICE

CALL CENTER | Average Customer Call Time

	Activity		Monthly Avg. Wait Time	
	Actual	6 mo. Avg	Actual	Target
Call Center	111,002	112,189	2:47	<1m

CALL CENTER: % MINUTE INTERVALS

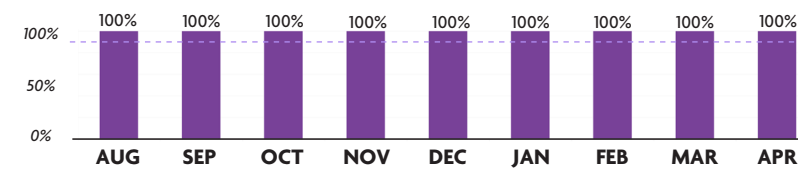


CALL CENTER | Satisfaction Survey (Rating Scale 1-5) | Goal: >4.5

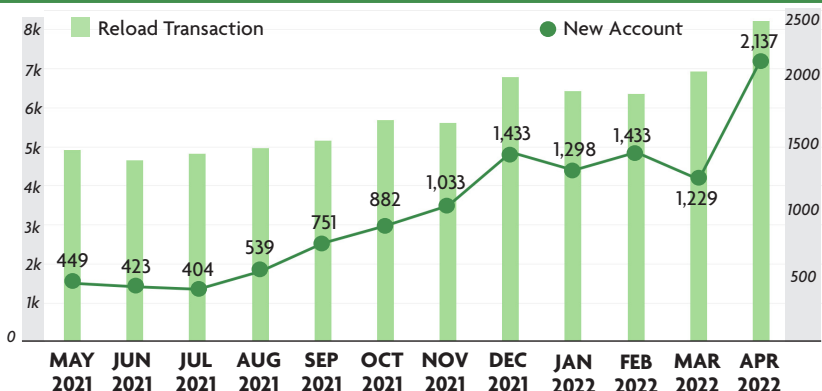
Agent Courtesy	4.8
Agent Knowledge	4.7
Easy to Resolve	4.6
Overall Call Experience	4.6
Satisfied with E-PASS	4.6
Average	4.7
	4.7
	4.7
	4.7
	4.7
	4.7
	4.7
	4.6
	4.7
	4.7

IMAGE REVIEW PROCESS

Percentage (%) of images reviewed | Goal: 90% within 2 wks



RELOAD CUSTOMER SERVICE LANE ACTIVITY



PROGRESS OF MAJOR CONSTRUCTION PROJECTS

	Contract (millions)	Spent (millions)	% Time	% Spent	VAR	Contract Completion Date
SR 528 / SR 436 Interchange Improvements	\$107.9	\$105.1	69%	97%		Feb. 2023
SR 538 Widening, Ronald Reagan Pkwy to Cypress Pkwy	\$94.4	\$65.4	51%	69%		Aug. 2023
SR 417 Widening, International Dr. to John Young Pkwy	\$81.8	\$36.5	51%	45%		Aug. 2023
SR 417 Widening, John Young Pkwy to Landstar Blvd.	\$117.4	\$42.7	44%	36%		Nov. 2023
SR 417 Widening, Landstar to Boggy Creek Rd.	\$77.9	\$25.9	33%	33%		Dec. 2023
SR 417 Widening, Boggy Creek Rd. to Narcoossee Rd.	\$61.8	\$8.0	18%	13%		Dec. 2023
SR 417 Widening, Narcoossee Rd. to SR 528	\$92.3	\$19.6	29%	21%		Feb. 2024
SR 429 Widening, FTE to West Rd.	\$178.0	\$8.7	11%	5%		Feb. 2025
SR 429 Widening, West Rd. to SR 414	\$127.2	\$2.0	3%	2%		Dec. 2024

LEGEND: % Time - % Spent ≤ 10 11-20 ≥ 21

FINANCIALS

FINANCIALS

FY to Date	Actual	Budget	VAR
Total Revenue	\$520.0	\$448.4	16%
OM&A Expenses	\$77.9	\$79.8	2%
Net Revenue	\$261.7	\$188.1	39%

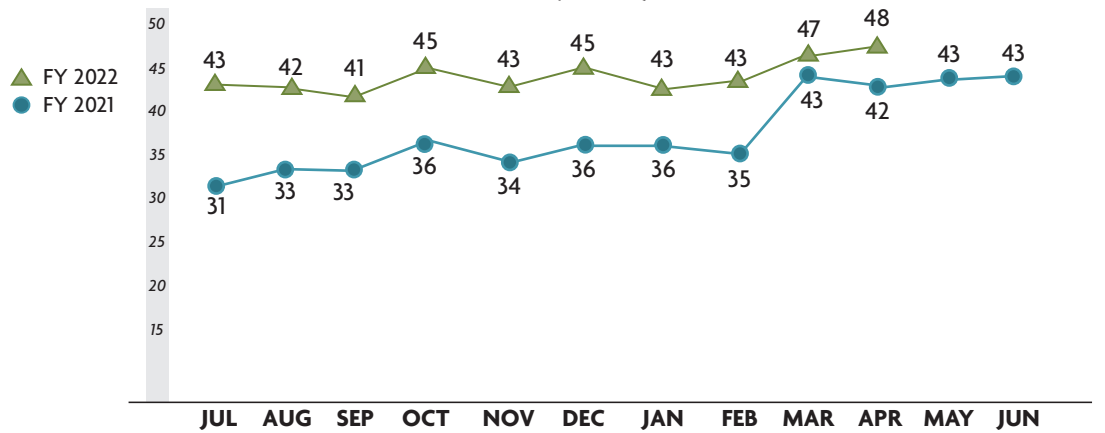
LEGEND: >= 0 -0.1 to -10 < -10.1

DEBT SERVICE

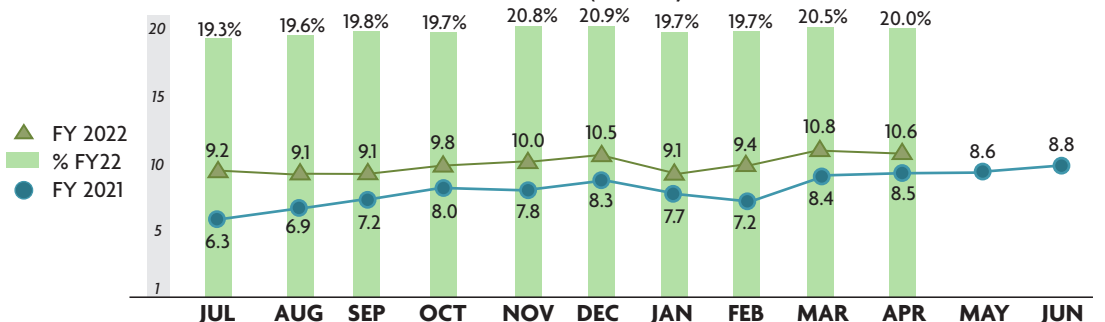
FY to Date	Actual	Budget
Senior Lien	2.44	2.12
Subordinate Lien	2.37	2.06

LEGEND: >= 1.45 1.20 to 1.44 < 1.20

TOTAL REVENUE TRANSACTIONS ON CFX SYSTEM (millions)



NUMBER AND % OF UNPAID IN LANE TRANSACTIONS (millions)



D.3

ALL ELECTRONIC TOLLING



CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY



All Electronic Tolling

Jim Greer, Chief Technology & Operating Officer



All Electronic Tolling (AET) Overview

Enables cashless toll collection, either through transponders and/or license plate readers, eliminating the necessity of stopping the vehicle to pay the toll.

AET Tolling Industry Trends

- National AET Trends
- Florida Adoption of AET
- Increase in customers choosing AET



AET Benefits

- Lowest tolling rate if using a prepaid account
- Volume Toll Discounts for E-PASS Account Holders
- Save time and money
- Increased efficiencies



Supporting Cash-Preferred Customers

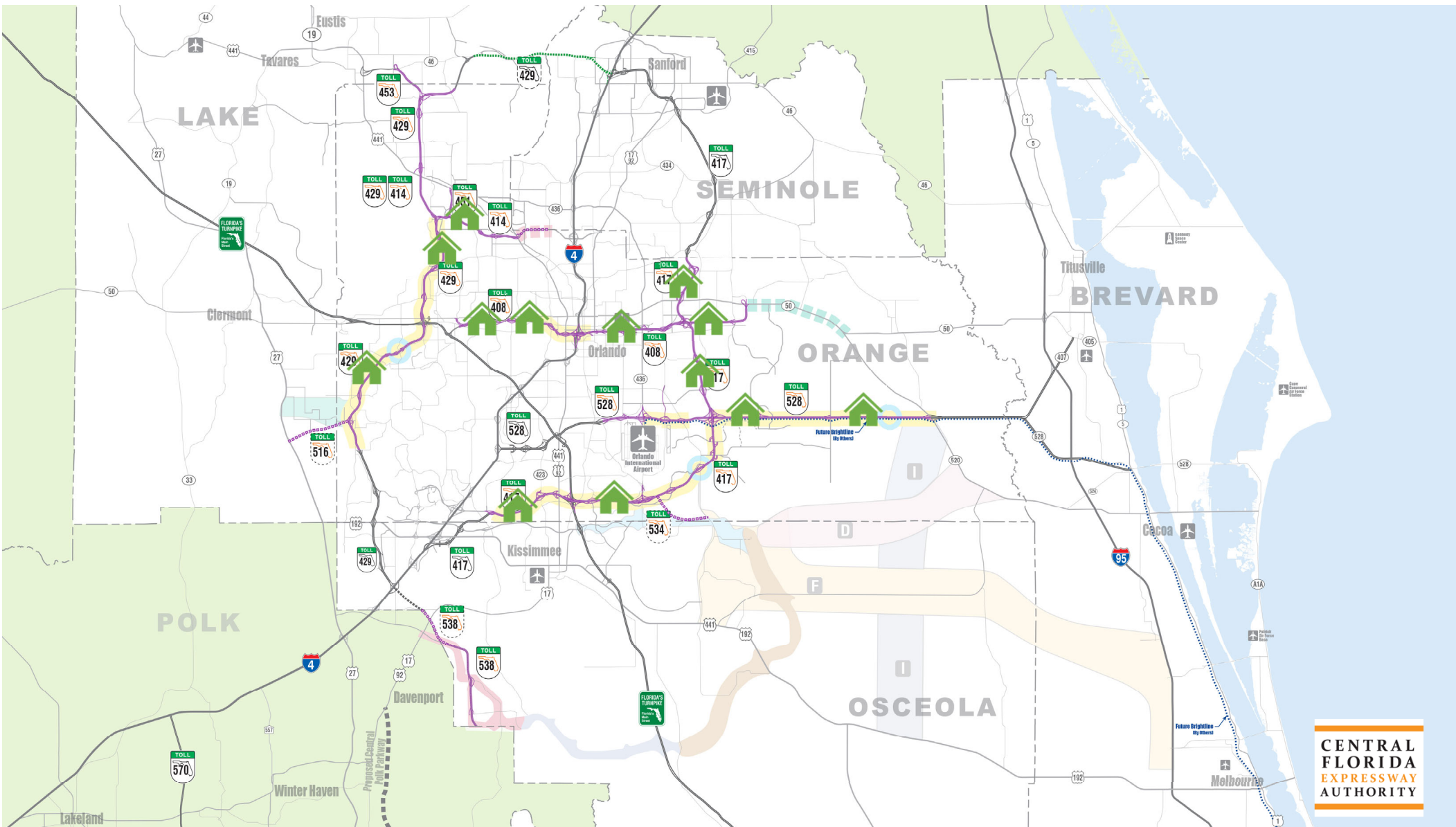




Automated Coin Machine (ACM)

- Located at Plazas and Ramps
- Devices are end-of-life and unsupported by manufacturer
- High maintenance requirement





D.4


**TAX COLLECTORS AND
PARKING SERVICES**



CENTRAL
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AUTHORITY

Tax Collectors & Parking Services

Tom Chully, Director of Service Strategy



Multiple Payment Options for Customers



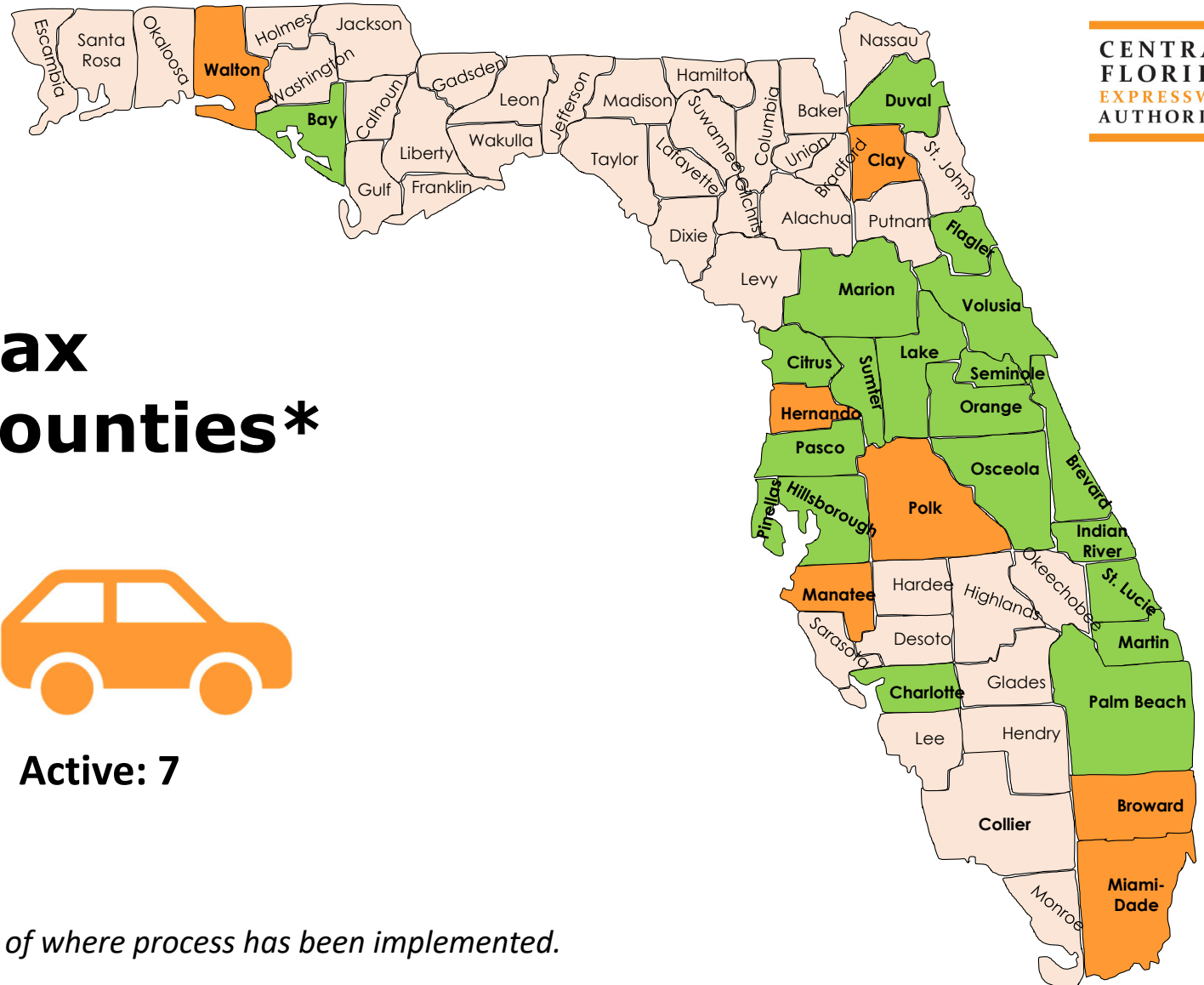
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FLORIDA
EXPRESSWAY
AUTHORITY**



Process for Improving Customer Service

- CFX's "Customer-First" Commitment
- Interlocal Agreements with County Tax Collectors
 - Tolls & Documentation
 - Service Charges
 - Release of Holds

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EXPRESSWAY
AUTHORITY**



Status of Tax Collector Counties*



Completed: 20

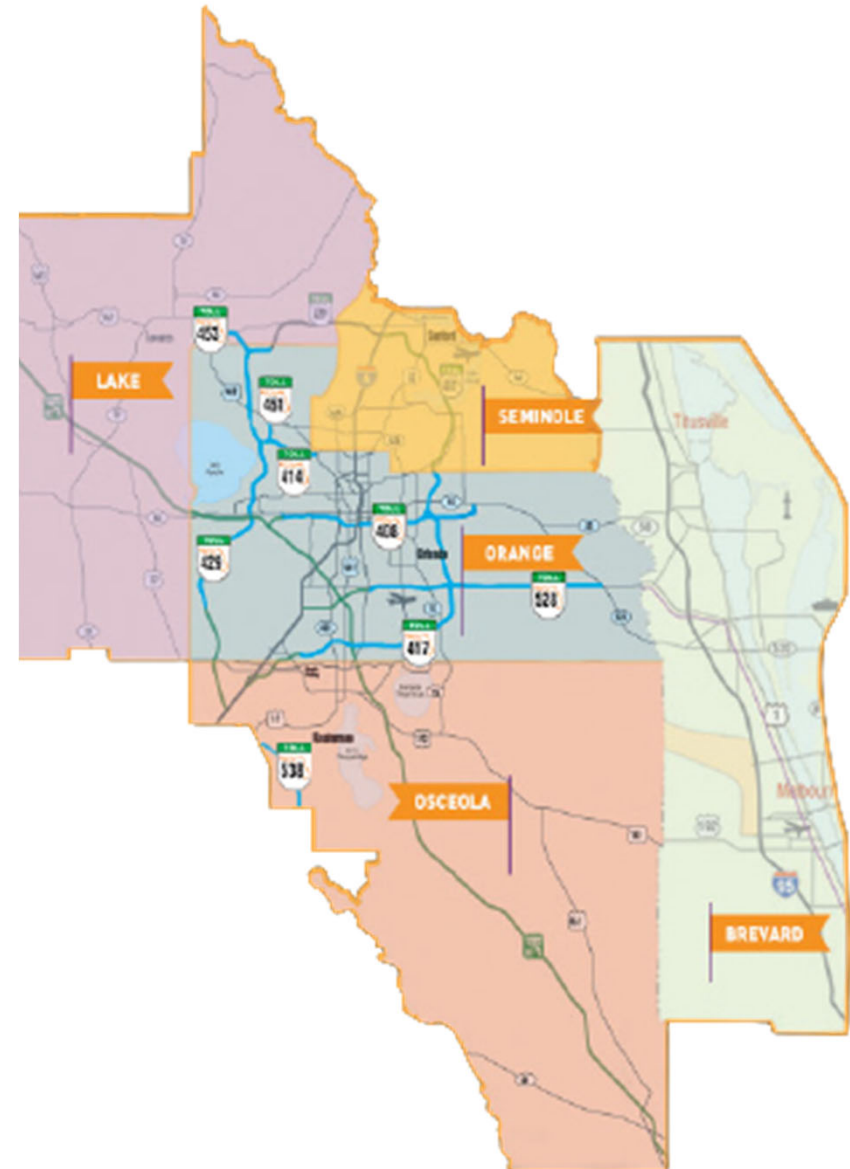


Active: 7

**Florida county map shows status of where process has been implemented.*

Tax Collector Service – By the Numbers

- **5 Counties CFX Regional System**
 - 30,534 Paid Citations
 - \$707,623.13 Payments Collected





Parking Payment Options

Parking Services Overview

Greater Orlando Aviation Authority (GOAA)

- Began in 2005
- Enter and Exit branded E-PASS lanes



Port Canaveral

- Began in 2022
- Enter and Exit branded E-PASS lanes

