

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MINUTES BOARD WORKSHOP November 14, 2024

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

A. CALL TO ORDER

The Board Meeting was recessed and reconvened with the publicly noticed Workshop in the Pelican Conference Room at approximately 9:45 a.m. by Chairman Arrington.

Board Members Present:

Commissioner Brandon Arrington, Osceola County (Chairman)
Christopher "C.J." Maier, Gubernatorial Appointment (Vice Chairman)
Mayor Buddy Dyer, City of Orlando (Treasurer)
Mayor Jerry Demings, Orange County
Commissioner Andria Herr, Seminole County
Commissioner Sean Parks, Lake County
Rafael "Ralph" Martinez, Gubernatorial Appointment
Commissioner Christine Moore, Orange County
Rick Pullum, Gubernatorial Appointment

Board Member Not Present:

Commissioner Tom Goodson, Brevard County

Also Present:

Michelle Maikisch, Executive Director
Glenn Pressimone, Chief of Infrastructure
Lisa Lumbard, Chief Financial Officer
Angela J. Wallace, General Counsel
Jim Greer, Chief of Technology & Operations
Evelyn Wilson, Chief Administrative Officer
Mimi Lamaute, Manager of Executive & Board Services, Recording Secretary

Non-Voting Advisor Not Present:

Nicola Liquori, Executive Director, Florida's Turnpike Enterprise

B. PUBLIC COMMENT

- There were no public comments received.
- There were no written public comments received by the deadline.

C. TOLL OPERATIONS RELATING TO AET

1. DISCUSSION ON ALL ELECTRONIC TOLLING

Ms. Michelle Maikisch, Executive Director, said CFX is moving forward with All Electronic Tolling (AET). A cashless system where tolls are collected electronically through transponders and invoices. Currently, cash accounts for only 1.3% of toll collections, a figure that continues to decline as customers increasingly prefer electronic payment methods.

Ms. Maikisch highlighted the operational efficiencies that AET offers and noted that CFX has been transitioning to this system for over 20 years. The Wekiva Parkway was the first fully AET expressway, where cash is not accepted. She outlined the discussion points for the meeting. Mr. Jim Greer will discuss customer support, detailing efforts to assist the remaining cash-paying customers. We will also discuss the workforce transition which will include updates on plans for transitioning toll workers, who are employed by CFX's contractor, Neology. Finally, Mr. Glenn Pressimone will discuss next steps for system improvements.

Ms. Maikisch emphasized CFX's commitment to meeting customer needs, supporting its workforce, and maintaining a world-class tolling network.

Mr. Jim Greer, Chief of Technology & Operations, outlined the transition to AET, highlighting its definition as toll collection exclusively through electronic methods, such as interoperable transponders like E-PASS and Pay By Plate invoicing, without cash at toll plazas or ramps. He noted that CFX has been implementing electronic tolling since 1994, with sites like the Wekiva Parkway being purpose-built for AET in 2017.

Nationwide, 80% of agencies are either transitioning or have fully transitioned to AET. CFX is part of this shift, with key sites already converted, such as the Narcoossee ramp and Poinciana Parkway. Cash collections now account for only 1.3% of transactions, underscoring customer preference for electronic methods.

CFX's strategy ensures a seamless transition for customers, maintaining cash payment options through platforms like PayPal, which allows funding at retail locations. E-PASS distribution has expanded to regional partners, and programs like Visitor Toll Pass serve Central Florida's large visitor population.

Regarding workforce transition, approximately 240 contracted toll plaza workers employed through Neology will have transition plans by 2025. CFX is partnering with Neology, HNTB, and CareerSource Central Florida to provide placement, retraining, or alternative opportunities for employees, ensuring minimal disruption as the agency moves toward full implementation of AET.

Chief of Infrastructure, Glenn Pressimone, reported on the ongoing transition to an AET system, which began following discussions at the March 2022 Master Plan Board Workshop. At that time, the Board reached a consensus to phase out Automatic Coin Machines (ACMs) which were nearing their end of life term, rather than replace them. He detailed the phases and dates of completion. Future plans include exploring repurposing opportunities for mainline plaza locations as the AET system matures, with updates to be provided at subsequent Board workshops.

Ms. Maikisch concluded by highlighting the financial and operational rationale for the transition, noting that cash collection costs significantly exceed revenue and emphasizing investments in technology and community awareness of E-PASS transponders. She also addressed the collaborative effort with contractors to ensure a smooth workforce transition and noted that many other Florida tolling agencies are also moving to cashless systems. The Board was invited to discuss any aspects of the presentation.

The Board Members commented, requested information and asked questions which were answered by Ms. Maikisch, Ms. Lumbard, Mr. Pressimone and Mr. Greer.

D. BOARD MEMBER COMMENT


There were no additional Board member comments.

E. ADJOURNMENT

Chairman Arrington adjourned the Board Workshop at approximately 10:19 a.m.



Commissioner Brandon Arrington
Chairman
Central Florida Expressway Authority



Mimi Lamaute, Manager of Executive &
Board Services / Board Recording Secretary
Central Florida Expressway Authority

Minutes approved on Dec 12, 2024.

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