

**CENTRAL
FLORIDA
EXPRESSWAY
AUTHORITY**

Success through Innovation
In Customer Service, Management
and Technology

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- **First regional tolling agency in Florida**
- **Serves 2.3 million residents or 12% of Florida's population + over 70 million visitors annually**
- **Population more than doubled since 1980 & will grow to 5.7 million by 2040**
- **Authorized to allow for multimodal and intermodal**

Innovation in Management

Performance Dashboard





New goals, priorities, strategies

- **Customer-driven**
- **World-class network**
- **Financially-sound**
- **Community responsibility**
- **Values-focused**

Innovation in Customer Service



PayTollo Pilot

- An option for non-residents
- A GIS-based smart phone app
- CFX beta testing now



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Innovation in Customer Safety



Wrong-way driving patented technology sure to:

- \$2.3M R&D partnership
- Rolling out at 29 locations by end 2016
- Has led to 24 turnarounds



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Innovation in Customer Service

First in-lane service in continental U.S.

- 60% customers reload with cash
- 94% customer service satisfaction



Focus on Community & Social Responsibility

Reinvestment in local transportation system
boosts local economy

**READY TO GO WHERE OUR CUSTOMERS,
OUR COMMUNITIES AND THE INDUSTRY
NEEDS US TO GO**

