

# Regular Meeting of the Board of Directors



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

December 14, 2022

# Welcome and opportunity for public comment



# 1

**Bobby Jenkins**  
Chairman

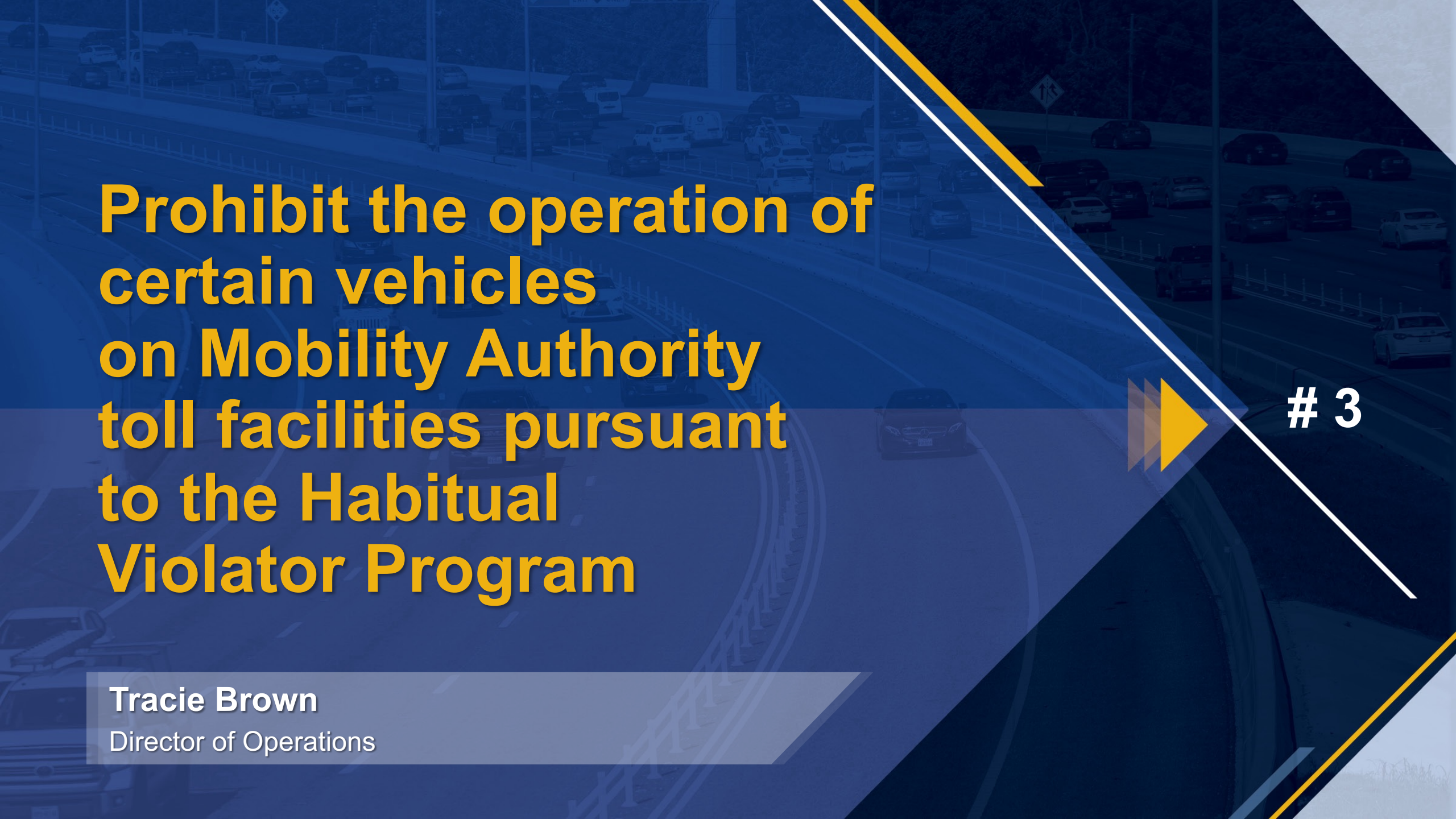
# CONSENT AGENDA

2. Approve the minutes from the October 26, 2022 Regular Board Meeting
3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program
4. Approve an Interlocal Agreement with the Texas Department of Transportation for the construction of the Mobility Authority's payment windows at the TxTag Ridgepoint Customer Service Center
5. Approve the annual compliance report for submittal to the Texas Department of Transportation as required by 43 Texas Administrative Code §26.65
6. Approve a contract with Aaron Concrete Contractors, LP for 290E Retaining Wall Stabilization Maintenance Project
7. Approve additional funding to extend the agreement with Robert Half International, Inc. for Interim Controller services



# 2-7

**Bobby Jenkins**  
Chairman



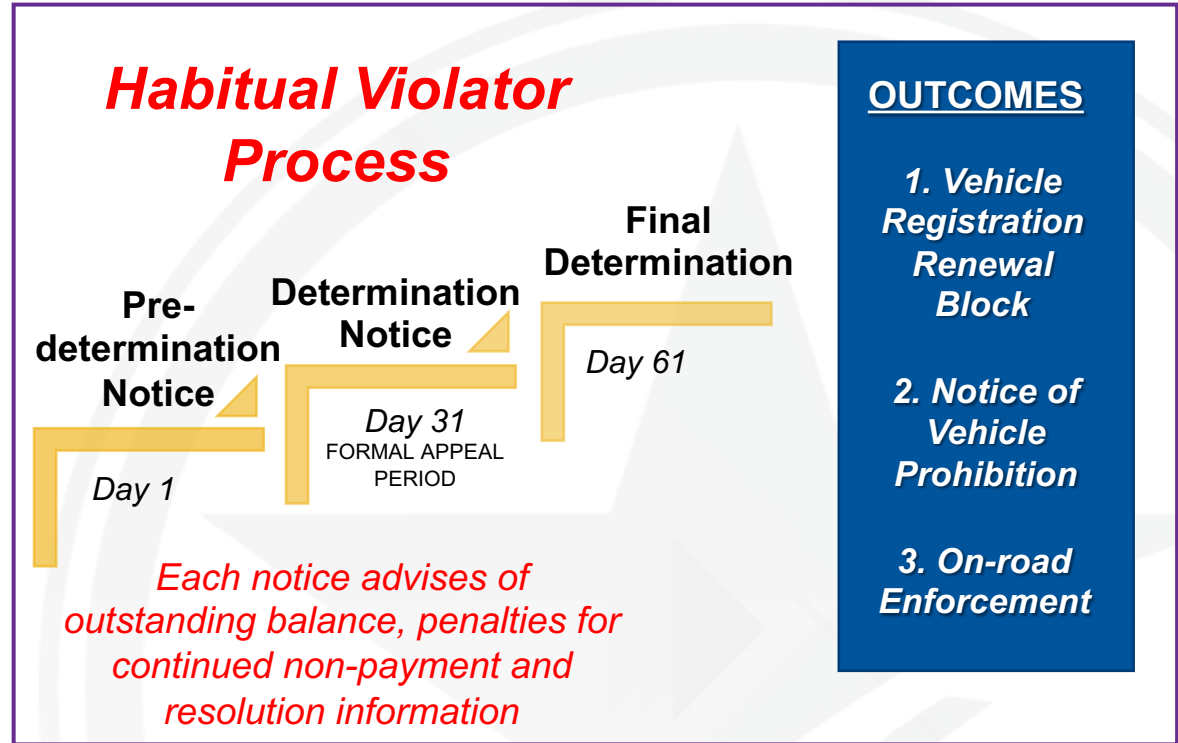
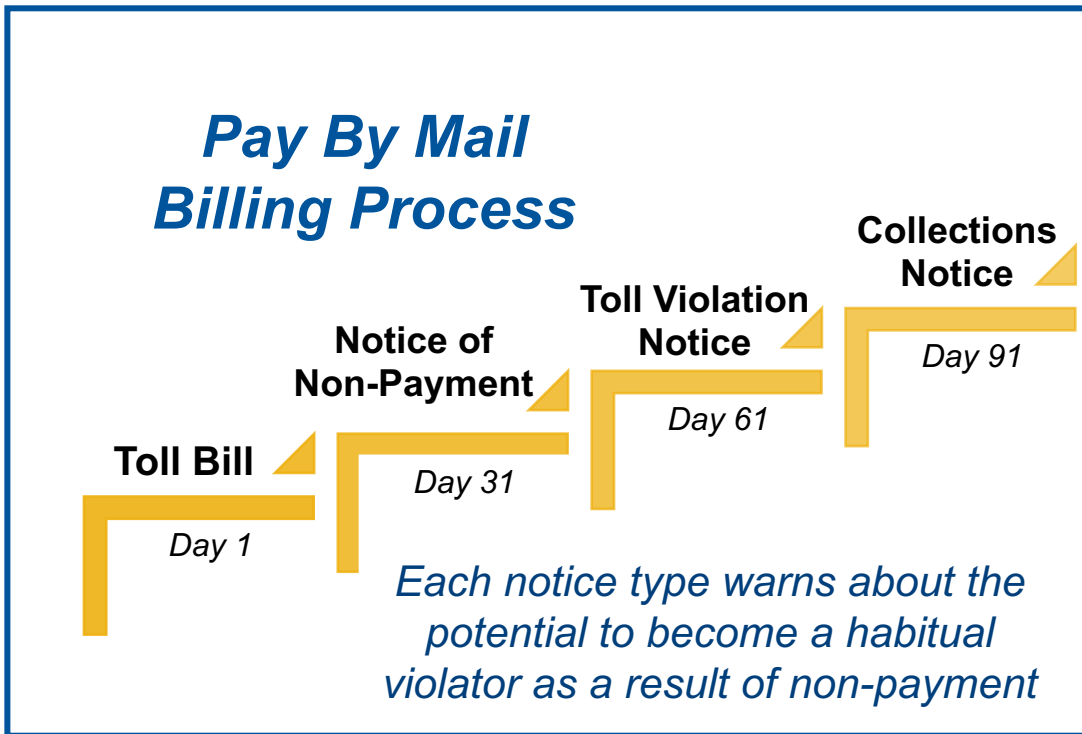
# Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program

# 3

**Tracie Brown**  
Director of Operations



# Escalating Communications





## Section 301.010(d-f): Customer Service & Violation Enforcement Policies

- » Customers with 100 or more events non-payment within a period of one year and who have received at least two written notices of non-payment may be considered habitual violators. An event of non-payment is considered to be one unpaid toll transaction.
- » Following a final determination that a registered owner with at least 100 unpaid toll violations within a year is a habitual violator, the authority may report a vehicle owned or leased by a person determined to be a habitual violator to a county tax assessor-collector or the Texas Department of Motor Vehicles in order to cause the denial of a vehicle registration.
- » By order of its Board of Directors, ***the authority may prohibit the operation of a motor vehicle owned or leased by a person determined to be a habitual violator on all authority toll roads. Vehicles that continue to operate on a toll road after the prohibition are subject to ticketing and impounding.***



## » Approve a *Vehicle Prohibition Order* for the identified habitual violator customers

» Number of prohibited vehicles: 641

» Total number of related unpaid tolls: 861,648

- Average number of outstanding tolls per vehicle: 1,344
- Average unpaid balance: \$2,949

## » Next Steps

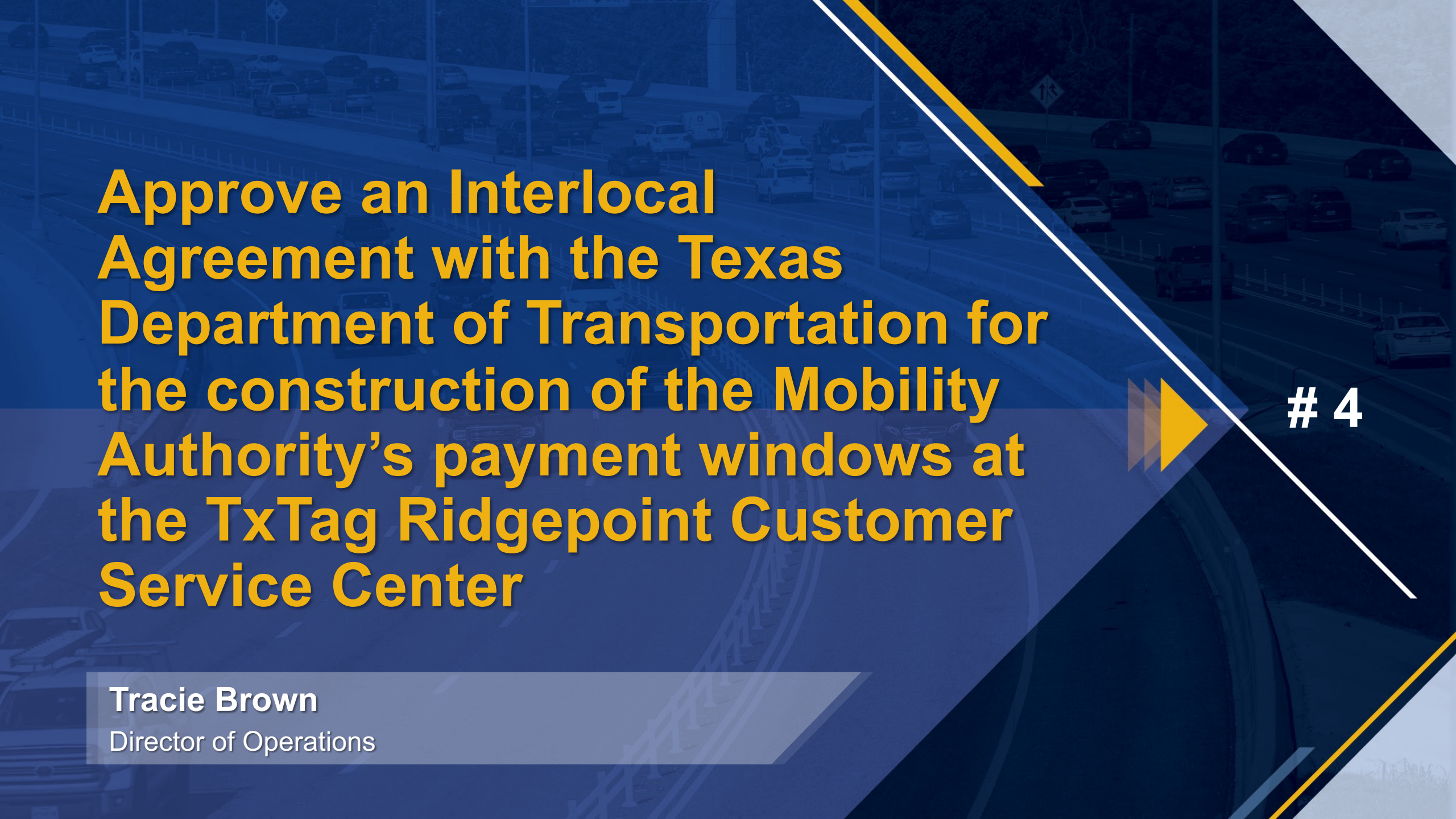
» Customers will receive *Prohibition Order* by mail

» Customers found to be in violation of prohibition are subject to warning, citation with up to \$500 fine and / or vehicle impoundment



- » Staff recommends the Board approve the prohibition of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program





# Approve an Interlocal Agreement with the Texas Department of Transportation for the construction of the Mobility Authority's payment windows at the TxTag Ridgepoint Customer Service Center

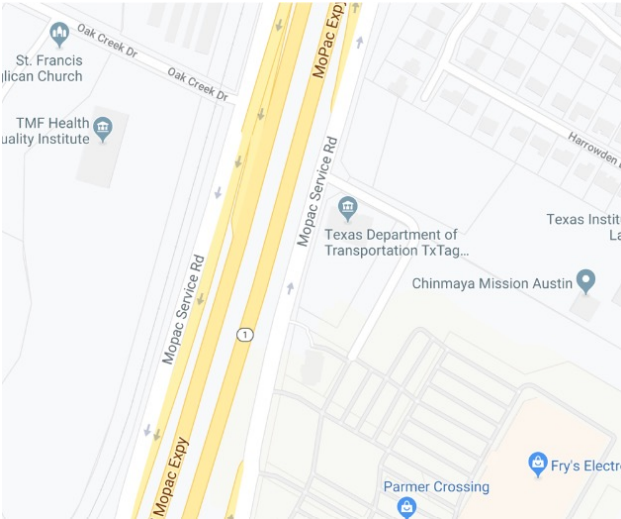
# 4

**Tracie Brown**  
Director of Operations



# Background

## TxTag Burnet Rd CSC



## TxTag Ridgepoint CSC

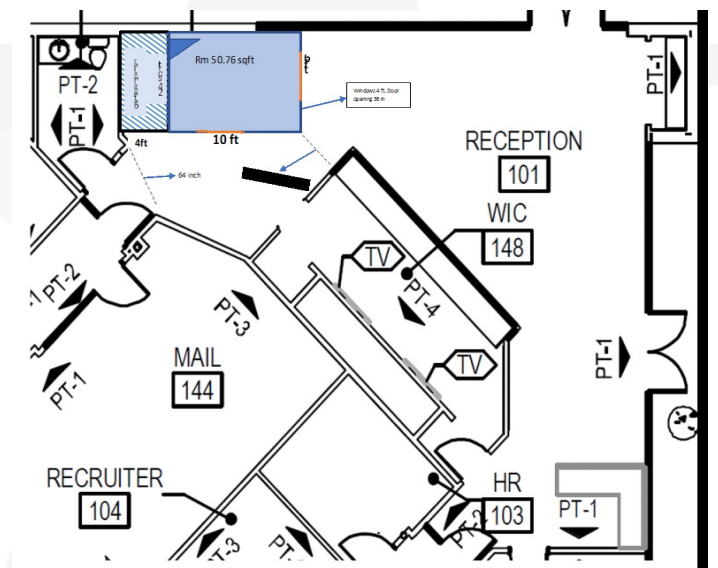


- » The Mobility Authority has an ILA with TxDOT to co-locate contracted staff at the TxTag Customer Service Centers \* (CSCs)
- » The purpose is to provide walk-up services for Central Texas customers to resolve TxTag and Mobility Authority toll payments and inquiries in one location
  - » Two TxTag CSCs – Burnet Road in north Austin (*Parmer & MoPac*) and Ridgepoint in northeast Austin (*near the convergence of 183 & 290*)
  - » The TxTag CSCs are open Monday - Friday from 7a-7p and Saturday from 9a-2p
- » There is no monthly cost for the Authority's co-located space; Cofiroute provides staff and equipment
- » **Today's action involves the construction of the Authority's payment windows at the TxTag Ridgepoint CSC location**



# Mobility Authority Walk-up Service Expansion

- » The TxTag Ridgepoint CSC is located at 2420 Ridgepoint Drive, near the intersection of 183 & 290
- » Co-locating at the Ridgepoint CSC will provide the opportunity for Mobility Authority customers, particularly East Austin and Manor residents, to make PBM payments at no additional cost
  - » Customers can also sign up for tag accounts
- » Proposed plans:
  - » Two windows for Mobility Authority contractors located in the northwest corner of the lobby
  - » Provides divided space from TxTag customer service reps
  - » Construction expected to be completed by late 2022





# Ridgepoint Project Budget

Description	Cost
Standard Office Build Out	\$35,511.00
Two-Way Speaker	\$3,645.32
Security System Readers	\$1,372.00
Post-Build Out Adjustments	\$10,000.00
<b>SUBTOTAL</b>	<b>\$50,528.32</b>
20% Markup from TxDOT Contractor	\$10,105.66
<b>TOTAL NTE BUDGET</b>	<b>\$60,633.98</b>



- » **Staff recommends approving Interlocal Agreement with the Texas Department of Transportation for the construction of the Mobility Authority's payment windows at the TxTag Ridgepoint Customer Service Center (CSC)**
- » **Next steps assuming approval:**
  - » Finalize TxTag Ridgepoint CSC build-out plans and costs
  - » Communicate new payment location to customers

# Regular Items



# 8-12

**Bobby Jenkins**  
Chairman

# Accept the financial statements for September and October 2022

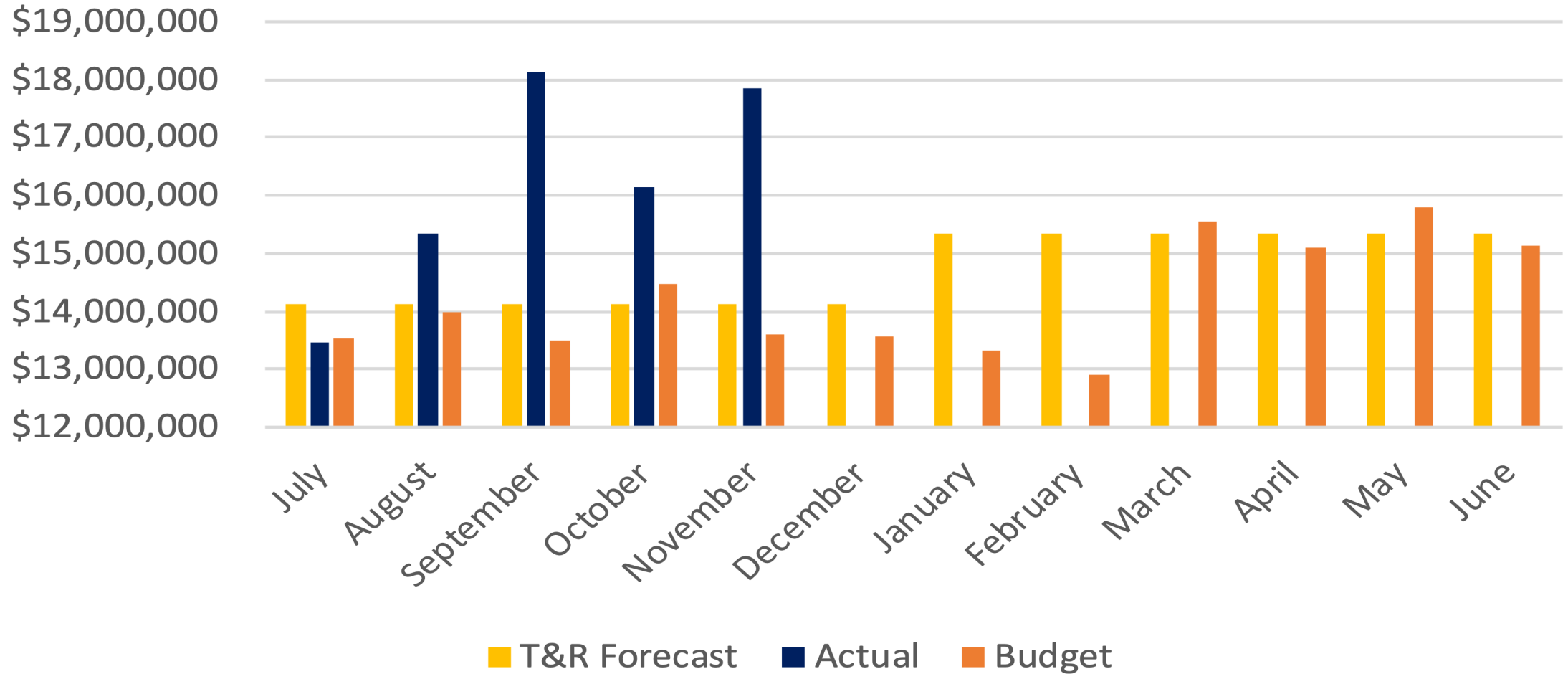
# 8

**José Hernández**  
Chief Financial Officer



# October 2022 System Toll Revenues

## FY 2023 System Toll Revenues

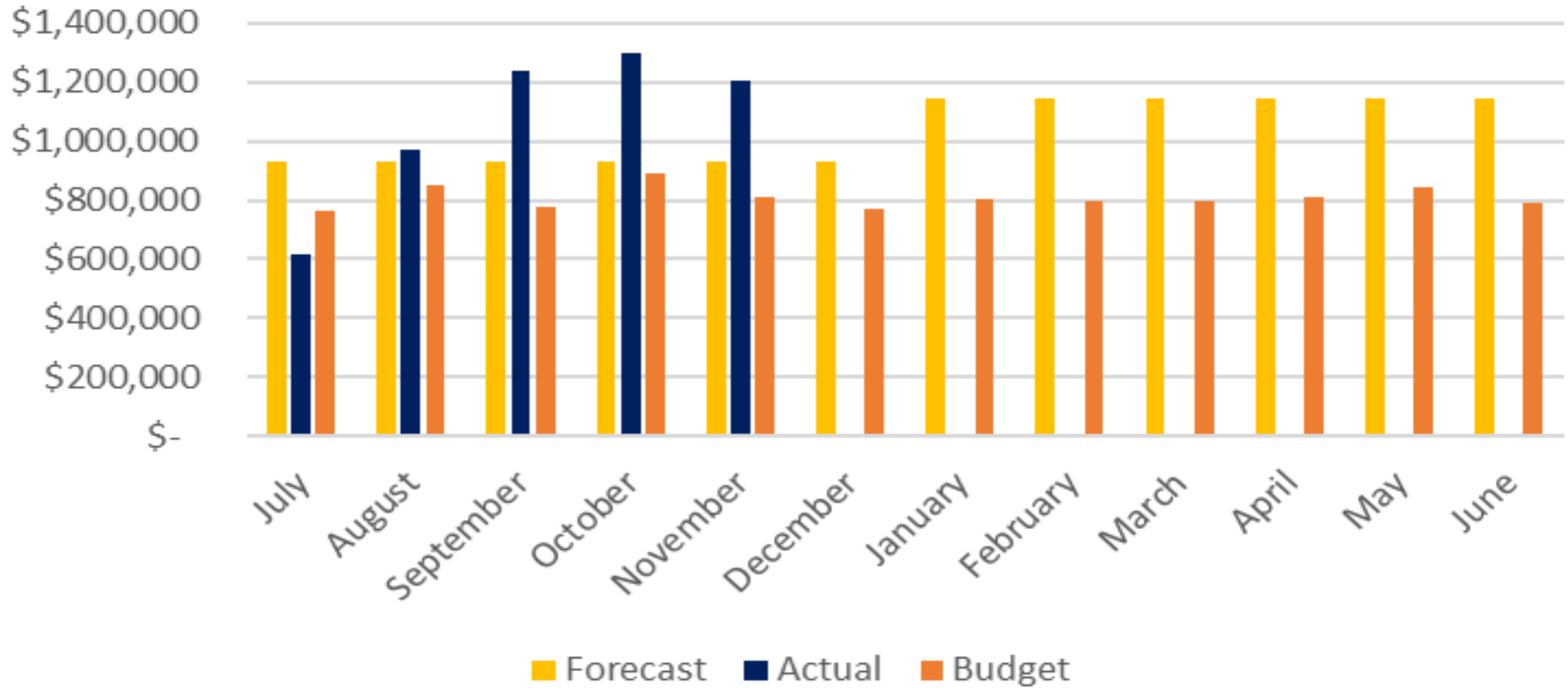






# October 2022 MoPac Toll Revenues

## FY 2023 MoPac Toll Revenues





## » Revenues

- » Ahead of budgeted amounts to date overall – 39.5% of annual budget collected through October (33.3% of year elapsed)
  - Tag revenues – \$43.1MM (36%)
  - Video tolls – \$20.7MM (44%)
  - \$73MM total revenue collected through October 2022
- » Interest income performing well ahead of budget – 182% of annual budgeted amount collected (\$5.8MM actual vs. \$3.2MM budget)

## » Expenses

- » Operating expenses on track with budgeted amounts to date
  - Administrative – 31.2% of annual budget expended
  - Operations and Maintenance – 30.8% of annual budget expended
- » Non-operating expenses (bond interest) also in line with budget – 30.8%

**Discuss and consider awarding and approving the award and execution of contracts for construction engineering and inspection services (CE&I) with BGE, Inc. and IEA Inc. for the CE&I Services Pool**

**# 9**

**Mike Sexton**  
Acting Director of Engineering



# Procurement Timeline

Milestone	Date
Issuance of Request for Qualifications (RFQ)	September 8, 2022
Deadline for submitting Statement of Qualifications (SOQ)	October 4, 2022
CTRMA Proposer Evaluation / Scoring Meeting	October 24, 2022



## » Response to RFQ

### » Twelve Firms Submitted Responsive SOQ Packages

FIRMS	
AECOM Technical Services, Inc.	Johnson, Mirmiran & Thompson, Inc.
B2Z Engineering, LLC	Pape-Dawson Engineers, Inc.
BGE, Inc.	Raba Kistner Infrastructure
Burgess & Niple, Inc.	Rummel, Klepper, & Kahl, LLP
H.W. Lochner, Inc.	SAM-Construction Services, LLC
IEA Inc.	Volkert, Inc.



- » **SOQs Evaluated Based on Five Main Response Elements**
  - » Firm Experience
  - » Project Manager Qualifications
  - » Support Staff Role & Qualifications
  - » Response to Scenarios
  - » Approach to DBE/HUB Utilization
  
- » **Evaluation Committee Determined BGE, Inc. and IEA Inc. to be the Most Qualified Firms**

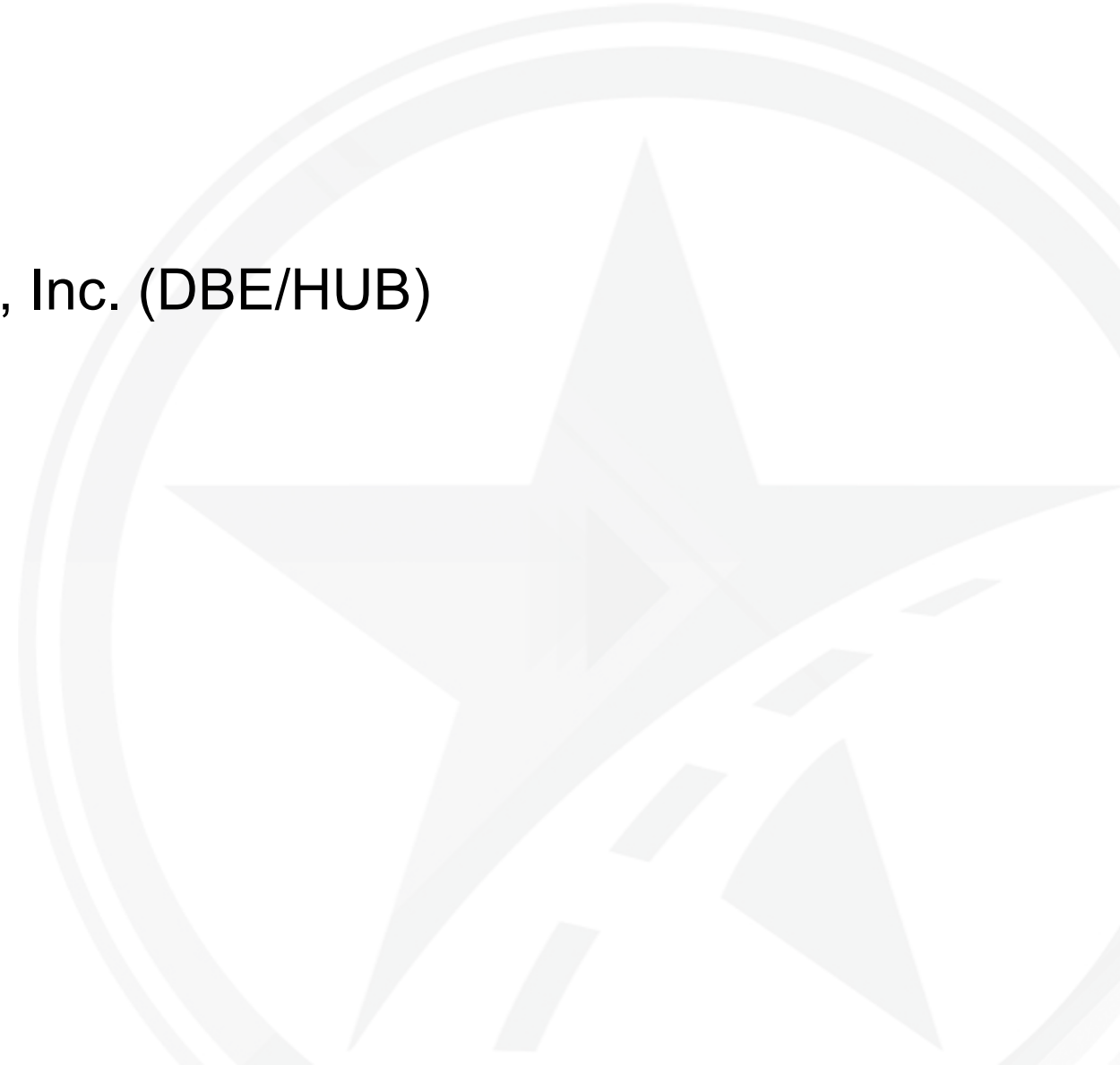


» **Prime Firm: BGE, Inc.**

» **Subconsultants:**

» B2Z Engineering, LLC (DBE/HUB)

» McGray & McGray Land Surveyors, Inc. (DBE/HUB)





» **Prime Firm: IEA Inc.**

» **Subconsultants:**

- » B2Z Engineering, LLC (DBE/HUB)
- » CP&Y, Inc.







## » Scope

- » Construction engineering, inspection, materials testing, and survey quality assurance
- » Projects will be assigned on an as-needed basis by Work Authorization under a Master Agreement

## » Value

- » CE&I Services ensure that the contractor builds to the plans and specifications as intended.
- » These services help provide a high-quality project reducing long term maintenance obligations.



## » **Not to Exceed Budget (per contract)**

» \$3,000,000

## » **Contract Term**

» December 2022 – December 2025 (three-year term)



## Recommendation

- » Staff recommends the Board award and execute contracts for the Construction Engineering and Inspection (CE&I) Services Pool to:
  - » BGE, Inc.
  - » IEA Inc.

**Discuss and consider approving an amended and restated agreement with Electronic Transactions Consultants, LLC (ETC) for electronic toll collection integration and maintenance services**

**Tracie Brown**  
Director of Operations

**# 10**



# ETC Contract Background

- » Electronic Toll Consultants, LLC (ETC) was awarded the 2021 RFP for electronic toll collection system integration and maintenance services
- » The contract was approved by the Board in December 2021
- » The scope of ETC's work includes replacement of tolling collection equipment on all existing Mobility Authority toll projects; implementation of new toll systems on 183A Phase III and 183N; and the provision of license plate image review services
- » The approved term is six (6) years plus two 2-year renewal options for a total not to exceed contract amount of \$79,720,455
- » The scope and price do not currently include toll systems for any projects in development



- » **Replace Revenue Loss Payment Bond with a \$10M parent guaranty.**
  - » Issued by Quarterhill, ETC's parent company
  - » Covers revenue losses caused by the acts or omissions of ETC for roads / lanes that are under supervision and maintenance of ETC
  
- » **Amend Maintenance Performance Bond to include provisions for 60 days of revenue protection**
  - » Covers loss of revenue incurred by the CTRMA due to acts or omissions of ETC for roads / lanes that are under supervision and maintenance of ETC



**The following insurance coverage was updated to meet industry standards.**

» **Professional / Cyber Security Liability**

- » Increased requirement to \$40M coverage for professional errors and liability
- » Added requirement for \$20M coverage for technology cyber liability insurance

» **Employee Theft (aka Crime or Employee Dishonesty policy)**

- » Added requirement for \$10M coverage



## » Agreement – Article 7

- » Made conforming and clarifying changes related to revenue loss, bonding and the parent guaranty

## » Agreement – Article 13

- » Added language that speaks to agreements in the vendor's hosting and licensing contracts specifying a transfer of hosting environment / data / licenses / access to CTRMA or their designee in the event of default

## » Appendix A - Scope of Work

- » Updated technical requirements as agreed to in agency / vendor workshops

## » Appendix F – Service Level Agreements

- » Decreased certain performance requirements and increasing related penalties

## » Appendices I-K – Form of Payment & Performance Bonds

- » Modified to align with bonding and parent guaranty changes





- » **Staff recommends the Board the amended and restated agreement with Electronic Transaction Consultants, LLC (ETC) for electronic toll collection integration and maintenance services.**
  
- » **Next steps:**
  - » Execute restated agreement.
  - » Approve Work Authorizations #4 and 5 supporting the 183N and 183A Phase III toll collection systems (*items #11 and 12*).
  - » Approve Work Authorization #6 supporting the replacement of the 290 Toll collection system (*January 2023*).

**Discuss and consider approving  
Work Authorization No. 4 with  
Electronic Transaction  
Consultants, LLC (ETC) for the  
design and installation of the toll  
system and other infrastructure  
required to support the 183N  
Mobility Project**

**Greg Mack**

Director of Information Technology

**# 11**



- » Electronic Transaction Consultants, LLC (ETC) was awarded the 2021 RFP for Electronic Toll Collection Systems (ETCS) Integration and Maintenance Services
- » Today's action provides approval of Work Authorization No. 4 for replacement of toll equipment on the 183 North Mobility Project (183N) and associated document updates
- » The Scope of Work for WA No. 4 includes all efforts related to updating all Program-level documentation specific to 183N and design, testing, installation, and integration of the ETCS



# Project Description



- » The Toll Collection System for 183N will be an all-electronic toll collection system (ETCS)
- » The 183N Project limits extend from SH45 North / RM 620 to State Loop 1 (MoPac Expressway) and is approximately nine (9) miles in length
- » The Project consists of five (5) toll sites that provide Open Road Tolling for both the northbound (NB) and southbound (SB) lanes and shoulders
- » A two (2) gantry solution will be provided at each of the five (5) toll sites
- » Intelligent Transportation Systems (ITS) infrastructure to support toll collection of the express lanes in addition to traffic management and incident response will also be included in the Project



» The total cost for the 183N Mobility Project's toll collection system is \$4,469,871.38. The breakdown for this cost is as follows:

System Procurement, Installation and Testing Services	\$ 3,007,667.35
Project Management and Testing Services	1,055,858.08
<b>SUBTOTAL – Installation Services</b>	<b>\$ 4,063,519.43</b>
Project Contingency (10%)	406,351.94
<b>GRAND TOTAL</b>	<b>\$ 4,469,871.38</b>



# Project Liquidated Damages / Penalties

Key Project Milestone	Date Associated with LD <i>(Last Approved Schedule)</i>	Associated Liquidated Damages
Approval of Site Installation Testing at all sites included in this WA by 120 days from the date each site is turned over by Contractor	Based on mutually agreed-upon Civil Contractor and SI final site turnover date + 120 days	<ul style="list-style-type: none"><li>▪ \$25,000 for missed milestone</li><li>▪ \$5,000/day every day after missed milestone</li></ul>
Approval of Operational Acceptance Testing	Open to Tolling + 6 months	<ul style="list-style-type: none"><li>▪ \$1,000/day first 10 days</li><li>▪ \$2,500/day next 20 days</li><li>▪ \$5,000/day every day after 30th day</li></ul>

**Note:** For the purposes of this section, the use of the term "days" means "calendar days."



- » **Staff recommends approval of Work Authorization No. 4 under the contract with Electronic Transaction Consultants, LLC to provide toll integration and maintenance services for the Mobility Authority.**
  
- » **Next steps:**
  - » Prepare for Project Initiation
  - » Review and approve documentation for 183N

**Discuss and consider approving  
Work Authorization No. 5 with  
Electronic Transaction Consultants,  
LLC (ETC) for the design and  
installation of the toll system and  
other infrastructure required to  
support the 183A Phase III Project**

**# 12**

**Greg Mack**

Director of Information Technology





- » Electronic Transaction Consultants, LLC (ETC) was awarded the 2021 RFP for Electronic Toll Collection Systems (ETCS) Integration and Maintenance Services.
- » Today's action provides approval of Work Authorization No. 5 for replacement of toll equipment on the 183A Phase III and associated document updates.
- » The Scope of Work for WA No. 05 includes all efforts related to updating all program-level documentation specific to 183A Ph. III and design, testing, installation, and integration of the ETCS.



# Project Description

- » The Toll Collection System for the Project will be an all-electronic toll collection system (ETCS).
- » The 183A Phase III Project limits extend from Hero Way to north of SH 29 in Liberty Hill.
- » The Project consists of ten (10) toll sites that provide Open Road Tolling for both the northbound (NB) and southbound (SB) lanes and shoulders.
- » A two (2) gantry solution will be provided for all ten toll sites.





» The total cost for the 183A Phase III toll collection system is \$2,449,612.35. The breakdown for this cost is as follows:

System Procurement, Installation and Testing Services	\$ 1,213,209.79
Project Management and Testing Services	1,013,710.52
<b>SUBTOTAL – Installation Services</b>	<b>\$ 2,226,920.31</b>
Project Contingency (10%)	222,692.03
<b>GRAND TOTAL</b>	<b>\$ 2,449,612.35</b>



# Project Liquidated Damages / Penalties

Key Project Milestone	Date Associated with LD <i>(Last Approved Schedule)</i>	Associated Liquidated Damages
Approval of Site Installation Testing at all sites included in this WA by 120 days from the date each site is turned over by Contractor	Based on mutually agreed- upon Civil Contractor and SI final site turnover date + 120 days	<ul style="list-style-type: none"><li>▪ \$25,000 for missed milestone</li><li>▪ \$5,000/day every day after missed milestone</li></ul>
Approval of Operational Acceptance Testing	Open to Tolling + 6 months	<ul style="list-style-type: none"><li>▪ \$1,000/day first 10 days</li><li>▪ \$2,500/day next 20 days</li><li>▪ \$5,000/day every day after 30th day</li></ul>

**Note:** For the purposes of this section, the use of the term "days" means "calendar days."



- » **Staff recommends approval of Work Authorization No. 5 under the contract with Electronic Transaction Consultants, LLC to provide toll integration and maintenance services for the Mobility Authority.**
  
- » **Next steps:**
  - » Prepare for Project Initiation
  - » Review and approve documentation for 183A Phase III

# Briefings and Reports

## Executive Director Report

- A. Mobility Authority office plan
- B. Agency performance metrics
  - i. Roadway performance
  - ii. Call Center performance



# 13 A

**James Bass**  
Executive Director

# Briefings and Reports

## Executive Director Report

- A. Mobility Authority office plan
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  - ii. Call Center performance



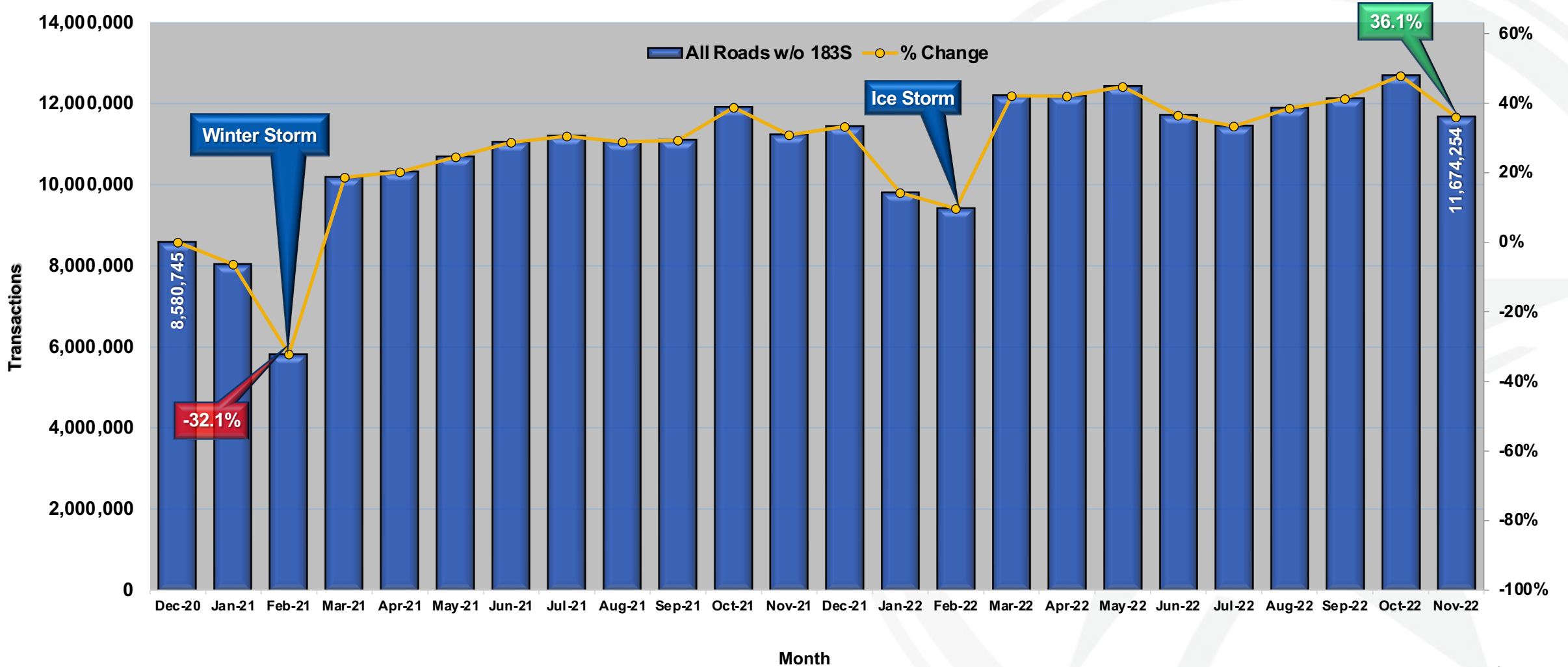
# 13 B

**James Bass**  
Executive Director



# Monthly Transaction Trend (All Roads w/o 183 South)

### Percent Change (Over Last 24 Months)



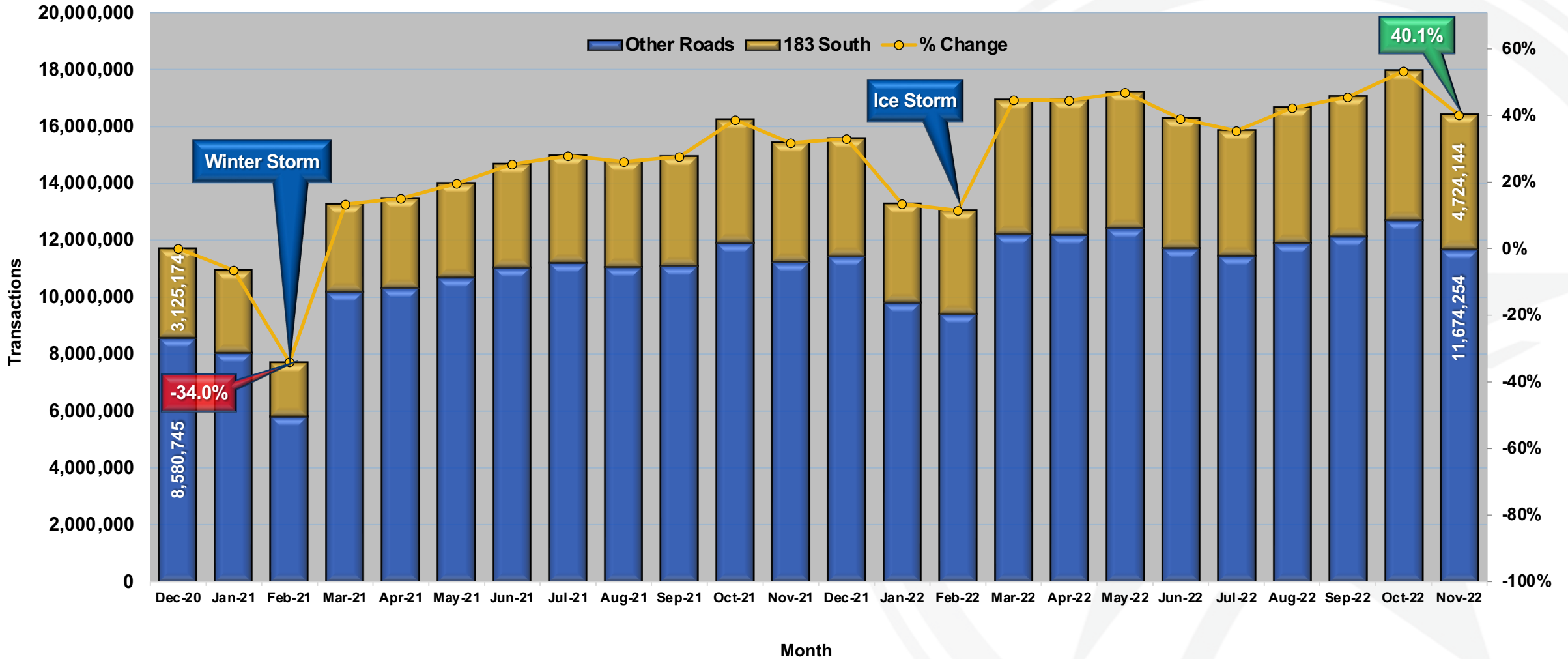
Includes MoPac transactions (not trips).





# Monthly Transaction Trend (All Roads)

## Percent Change (Over Last 24 Months)

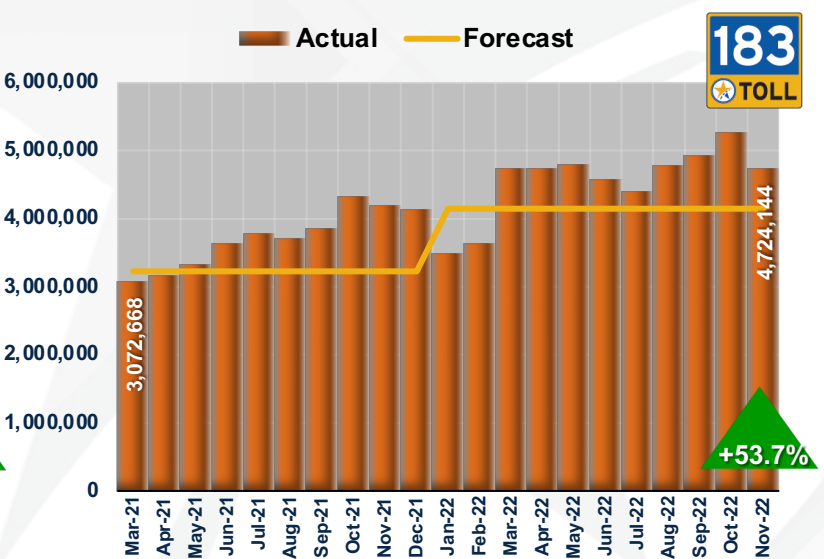
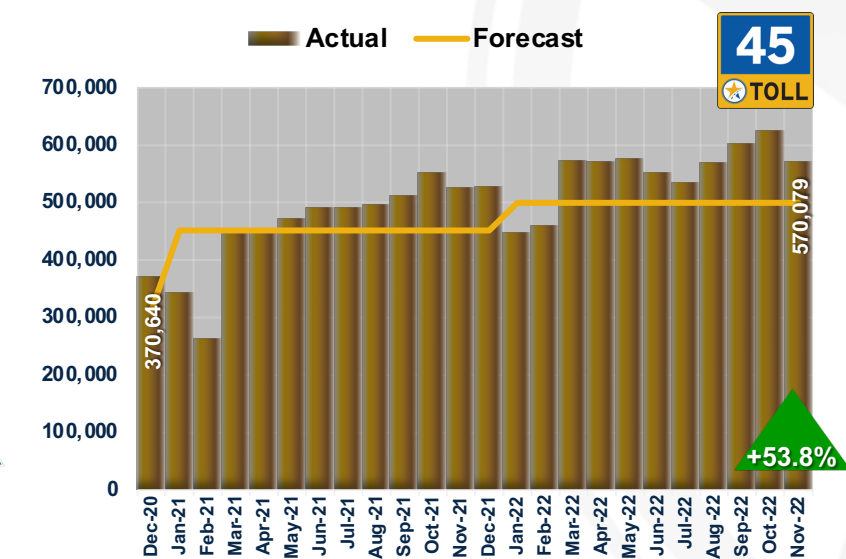
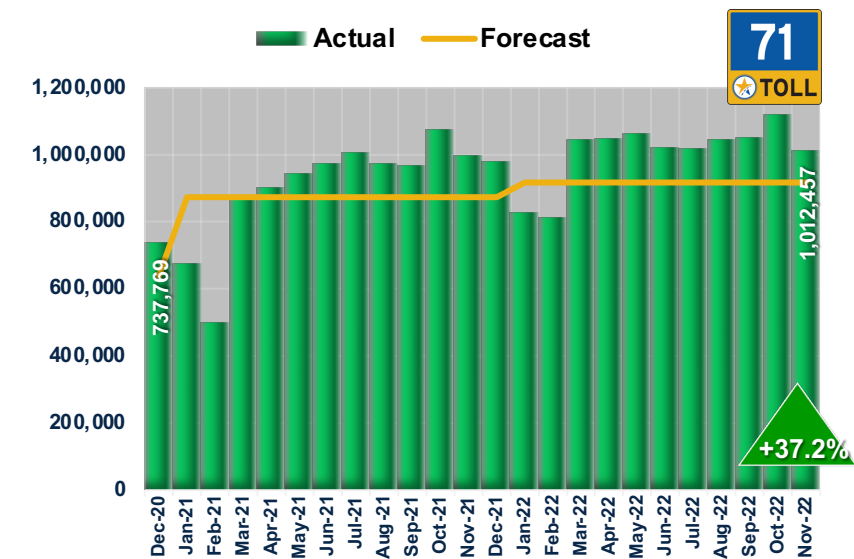
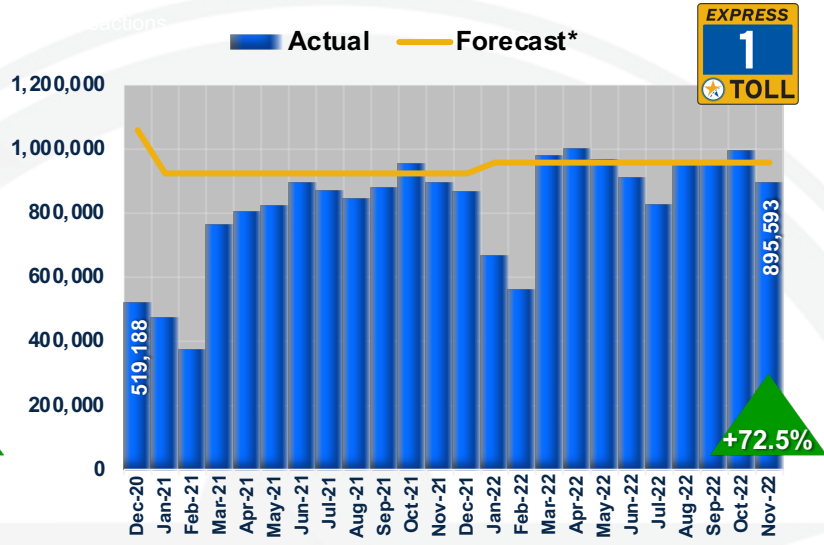
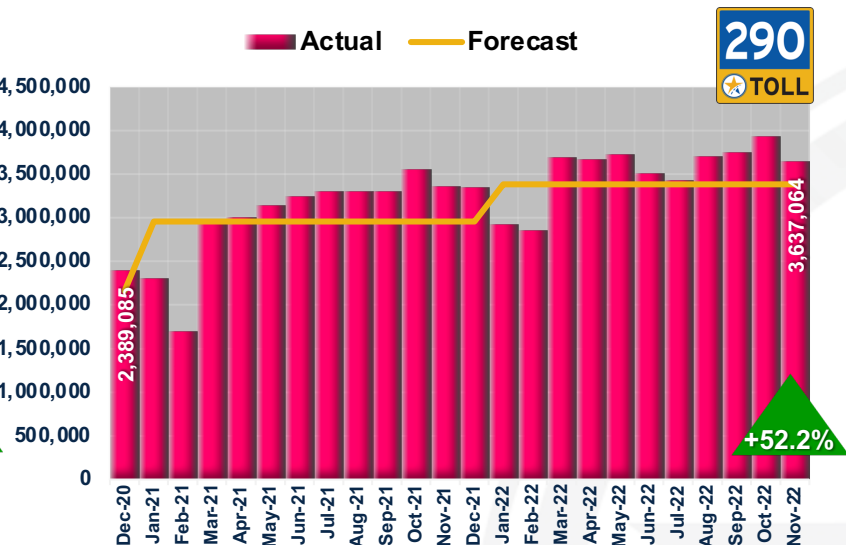
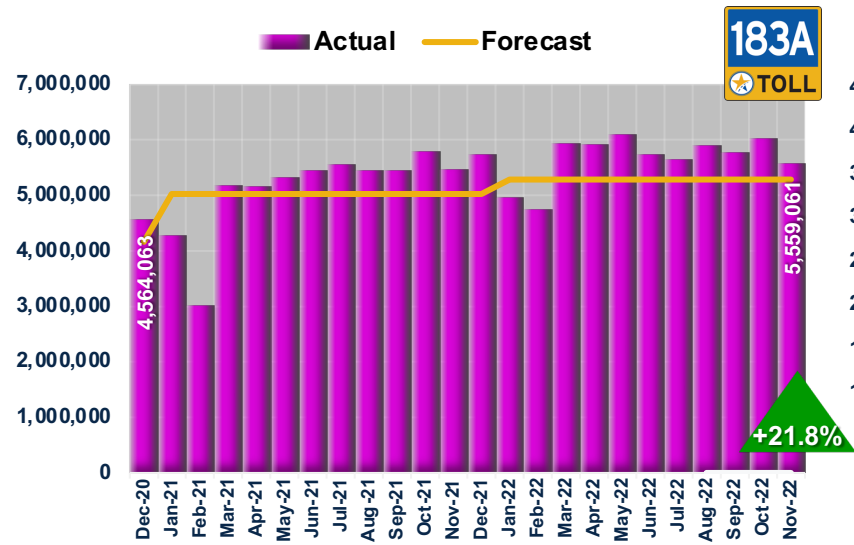


Includes MoPac transactions (not trips).



# Monthly Transaction Trend by Roadway

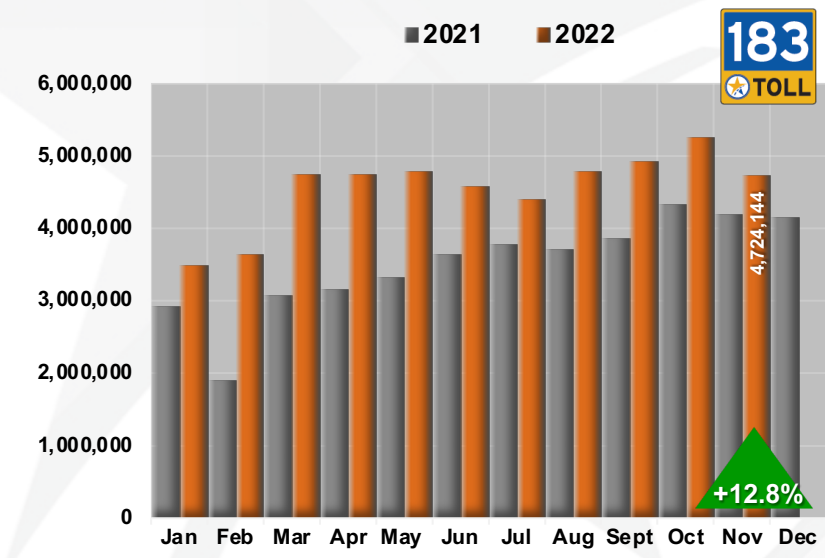
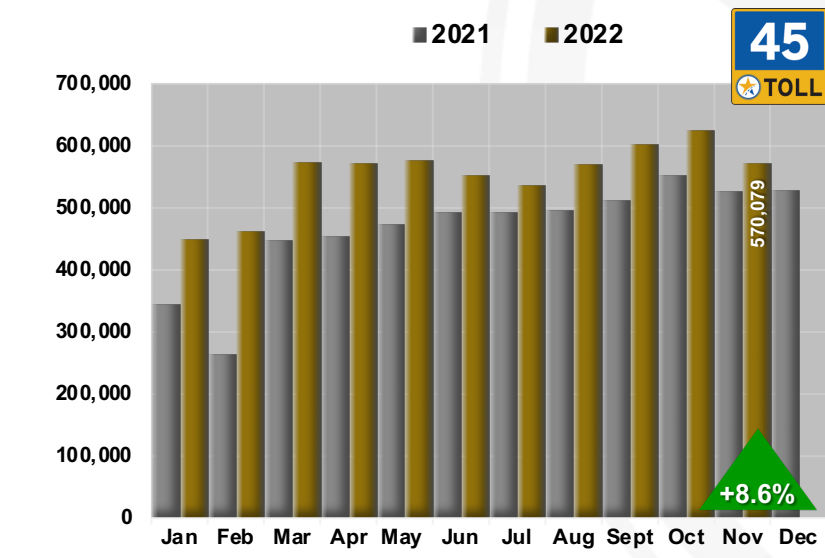
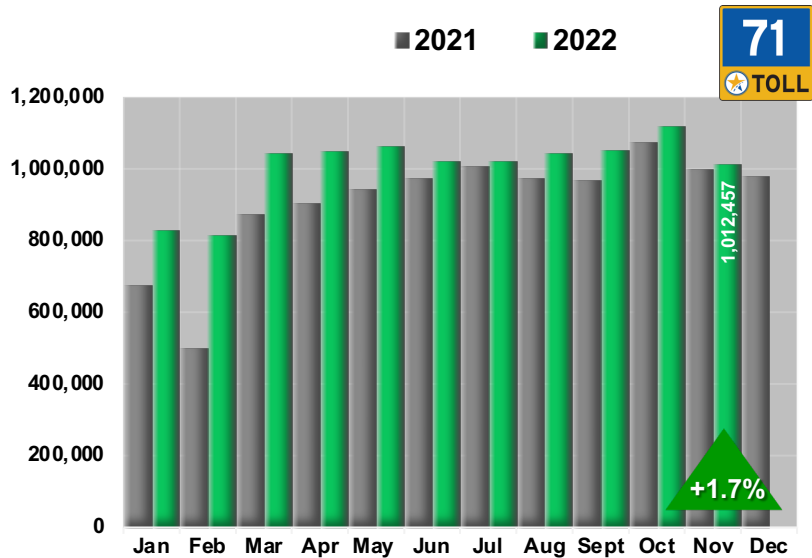
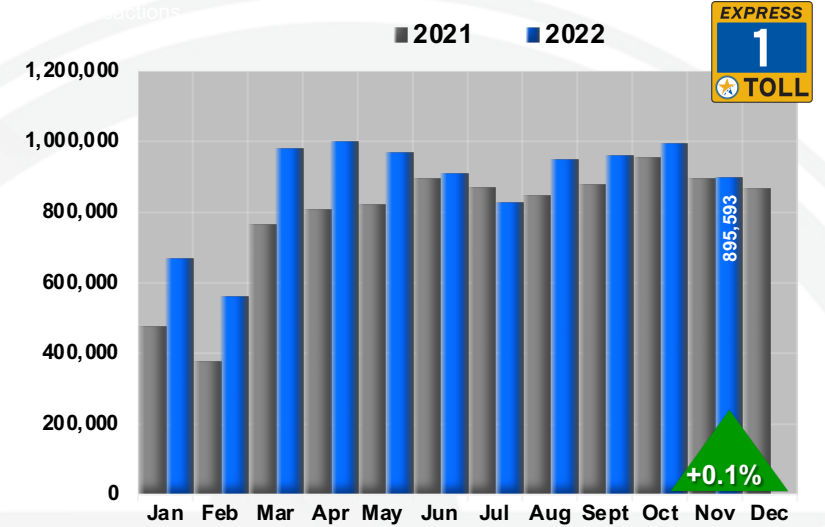
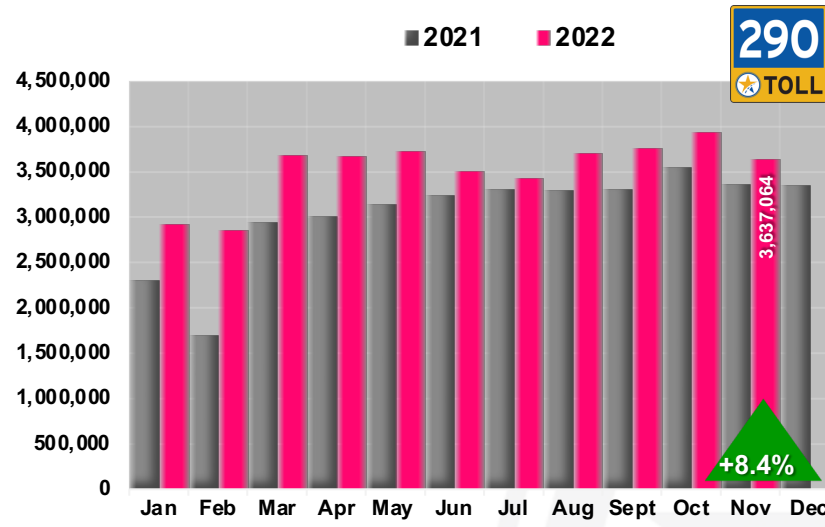
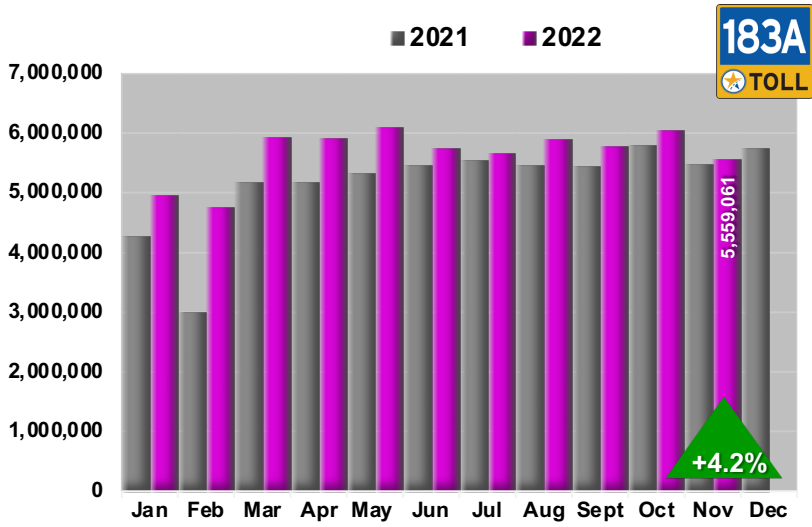
(Percent Change Over Last 24 Months)





# Monthly Transaction Trend by Roadway

(Percent Change Over November 2021)



# Briefings and Reports

## Executive Director Report

- A. Mobility Authority office plan
- B. Agency performance metrics
  - i. Roadway performance
  - ii. Call Center performance



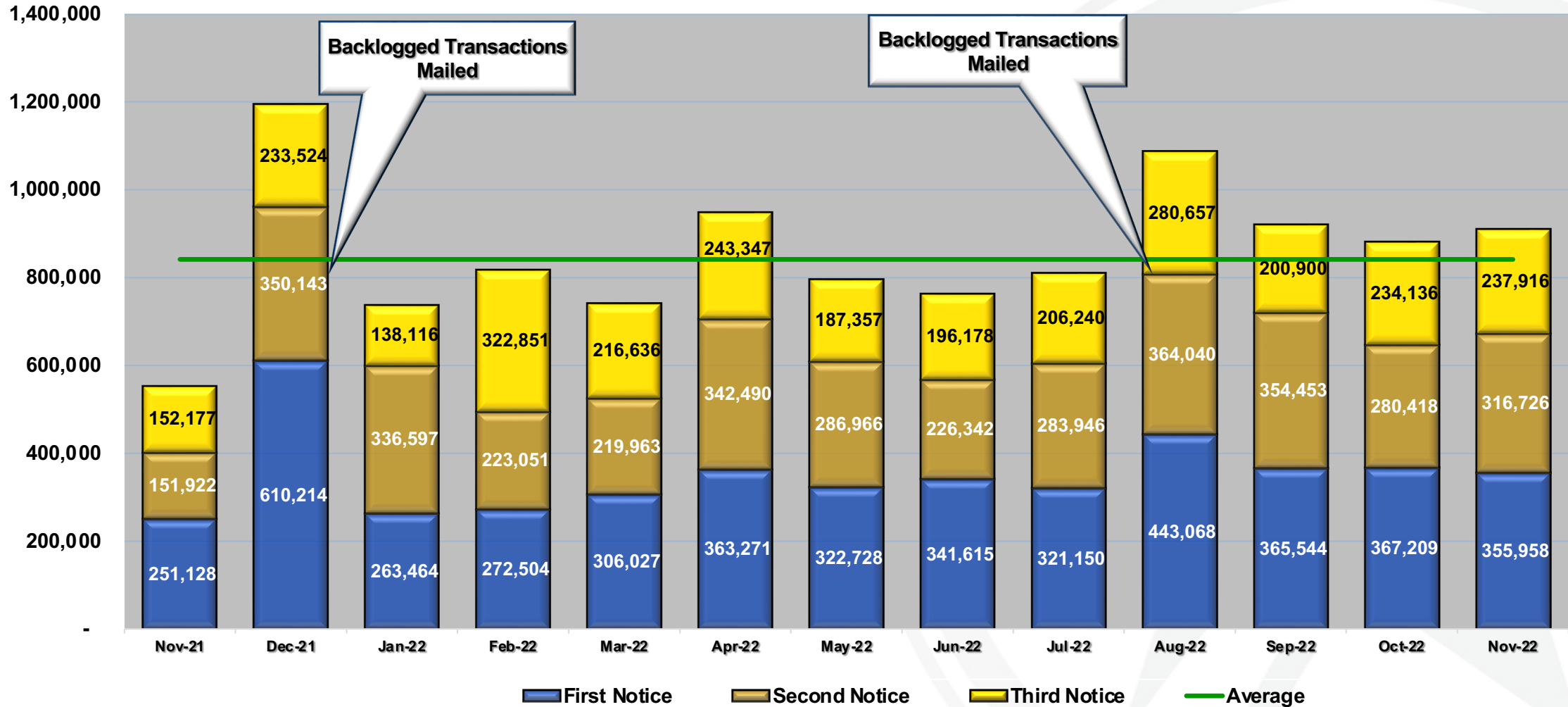
# 13 B

**James Bass**  
Executive Director



# CTRMA Invoicing Trends

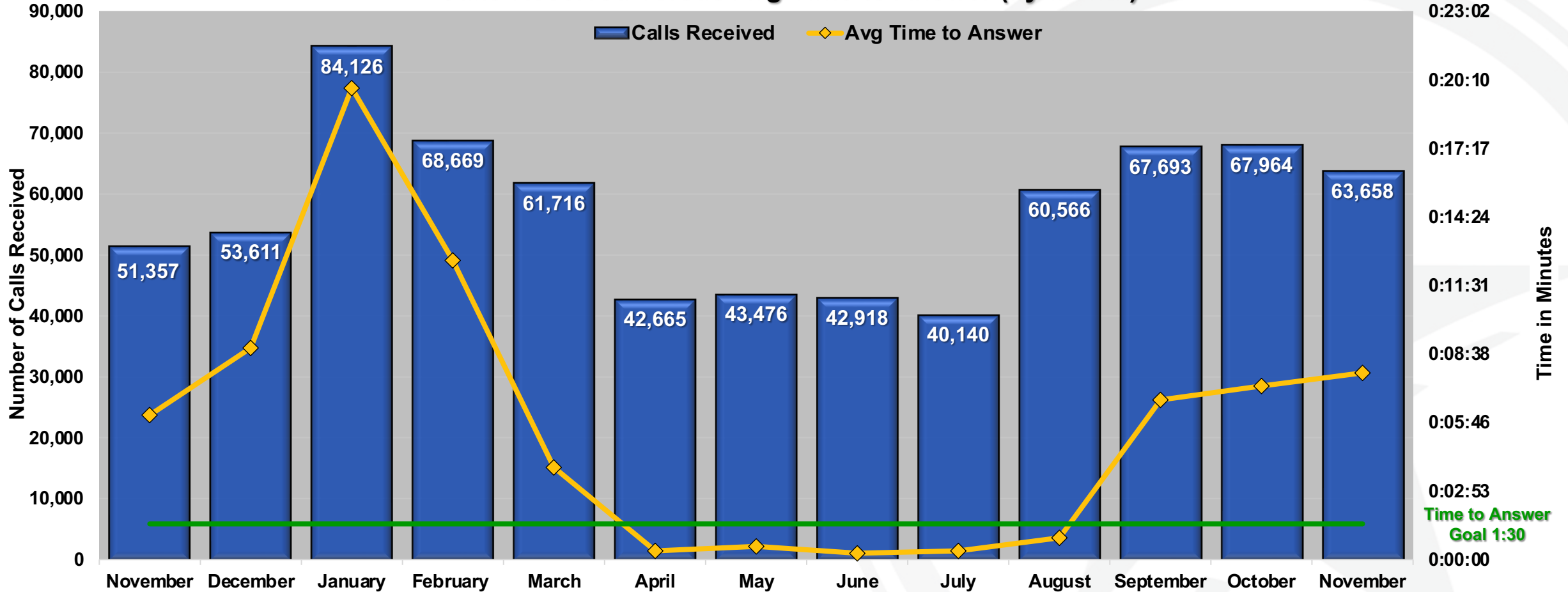
## Monthly Invoicing





# Call Center Performance (Past Year)

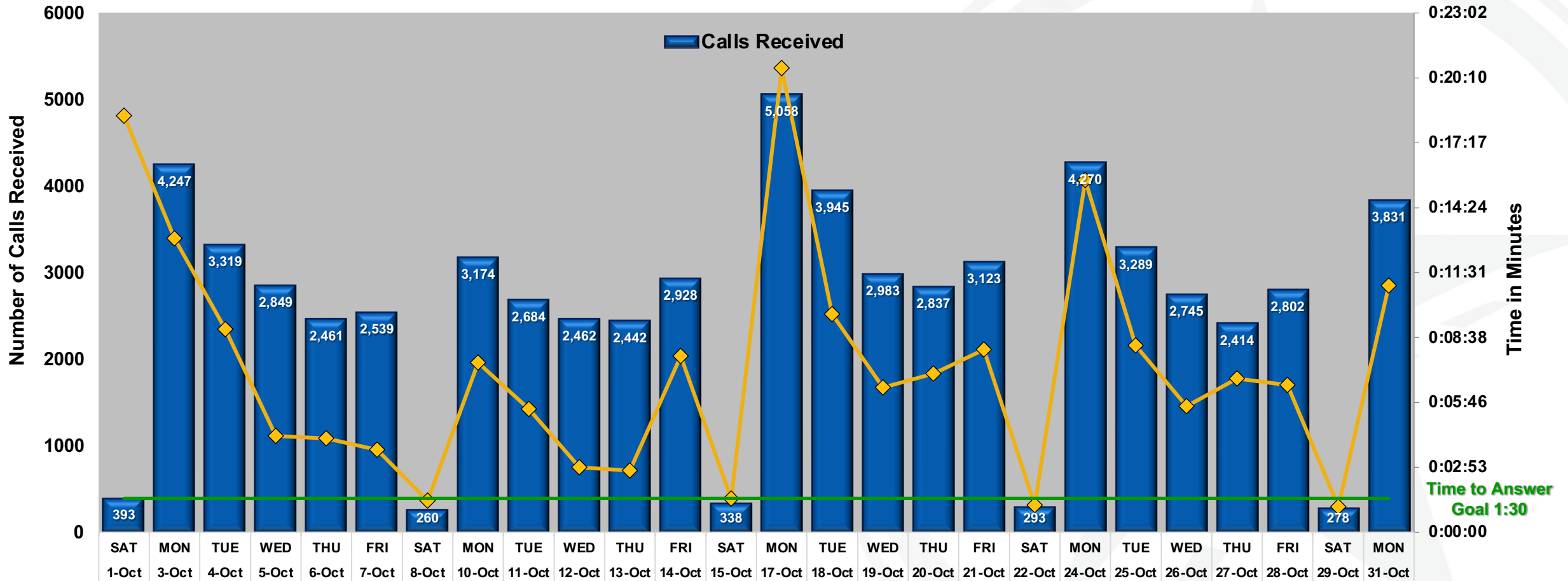
### Calls Received versus Avg Time to Answer (by Month)





# Call Center Performance (October 2022)

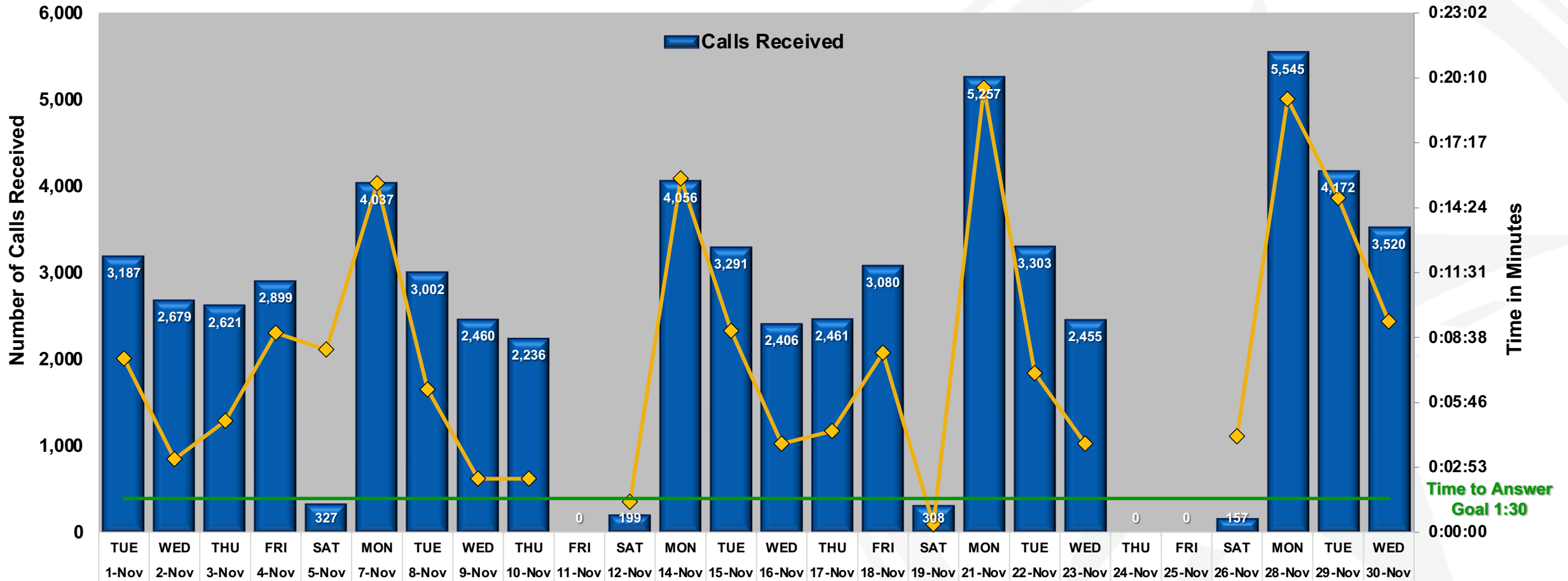
## Calls Received versus Avg Time to Answer (by Day)





# Call Center Performance (November 2022)

## Calls Received versus Avg Time to Answer (by Day)

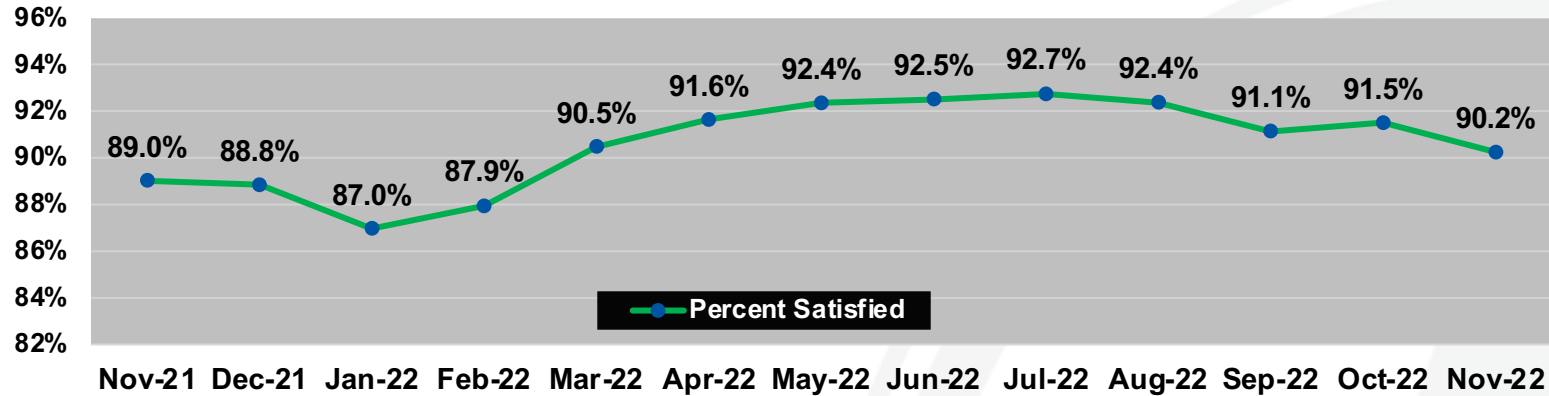




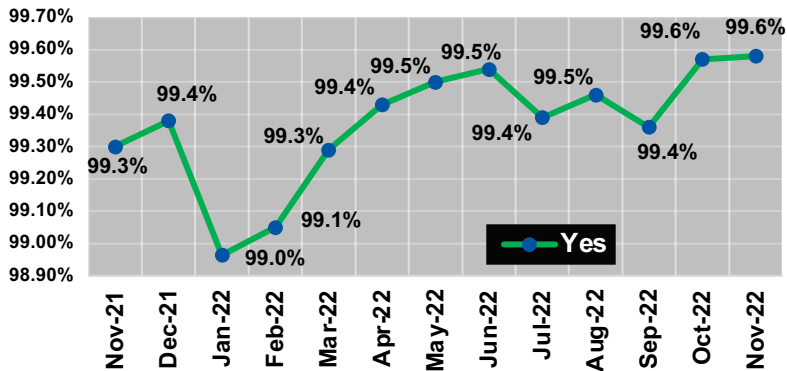


# Call Center Customer Satisfaction

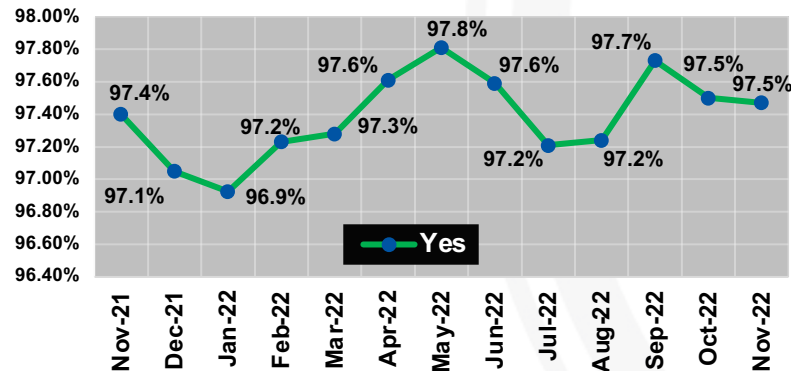
How satisfied are you with the overall service today?



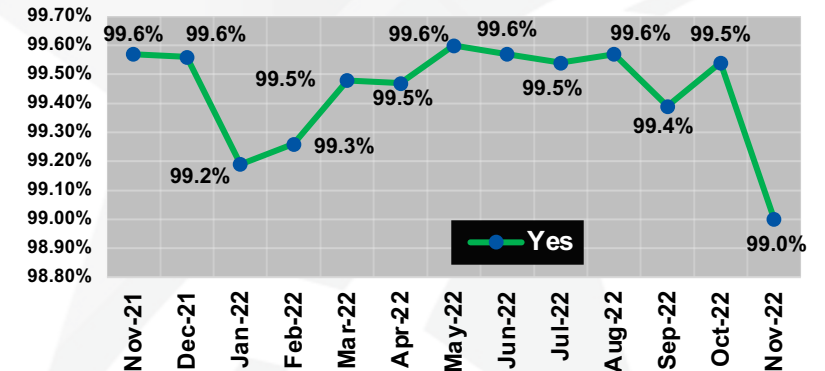
Was your customer service representative well trained and knowledgeable?



Was the Customer Service Representative able to assist with your request?



Was Your Customer Service Representative Courteous?



Total Number of November 2022 Responses = 4,152 (6.5%)

Post call survey of customers.

# Executive Session

14. Discuss the sale, transfer or exchange of one or more parcels or interests in real property owned by the Mobility Authority and related legal issues as authorized by §551.071 (Consultation with Attorney) and §551.072 (Deliberation Regarding Real Property).
15. Discuss legal issues related to claims by or against the Mobility Authority; pending or contemplated litigation and any related settlement offers; or other matters as authorized by §551.071 (Consultation with Attorney).
16. Discuss legal issues relating to procurement and financing of Mobility Authority transportation projects and toll system improvements, as authorized by §551.071 (Consultation with Attorney).
17. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



# 14-17

# Adjourn Meeting

# 18

**Bobby Jenkins**  
Chairman