



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

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*Our mission is to develop, deliver, operate and maintain high-quality roadways and related transportation solutions.*

**May 29, 2024**



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA**

## **ITEM #1**

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Bobby Jenkins  
Chairman

# **Welcome and opportunity for public comment**



# **CONSENT AGENDA ITEMS #2-4**

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Bobby Jenkins  
Chairman

- 2. Approve the minutes from the March 27, 2024 Regular Board Meeting**
- 3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program**
- 4. Approve financial institutions and qualified brokers authorized to provide investment services and engage in investment transactions with the Mobility Authority and reaffirm the CTRMA investment policy**



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

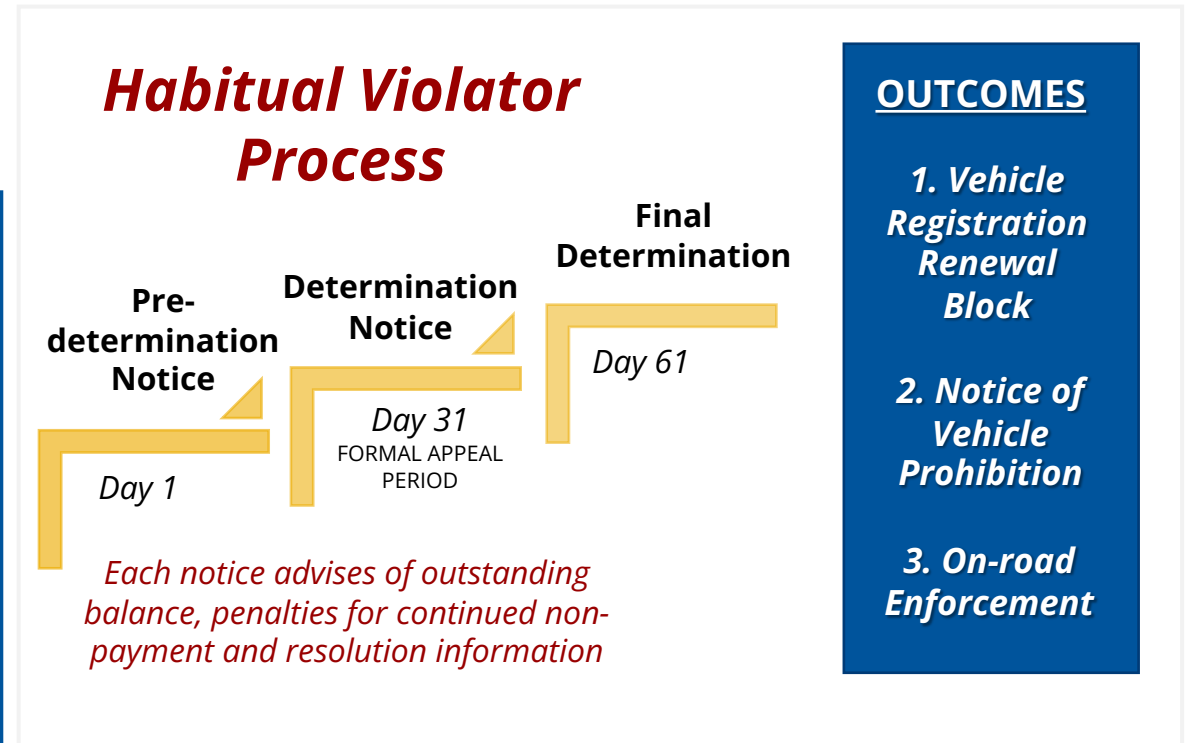
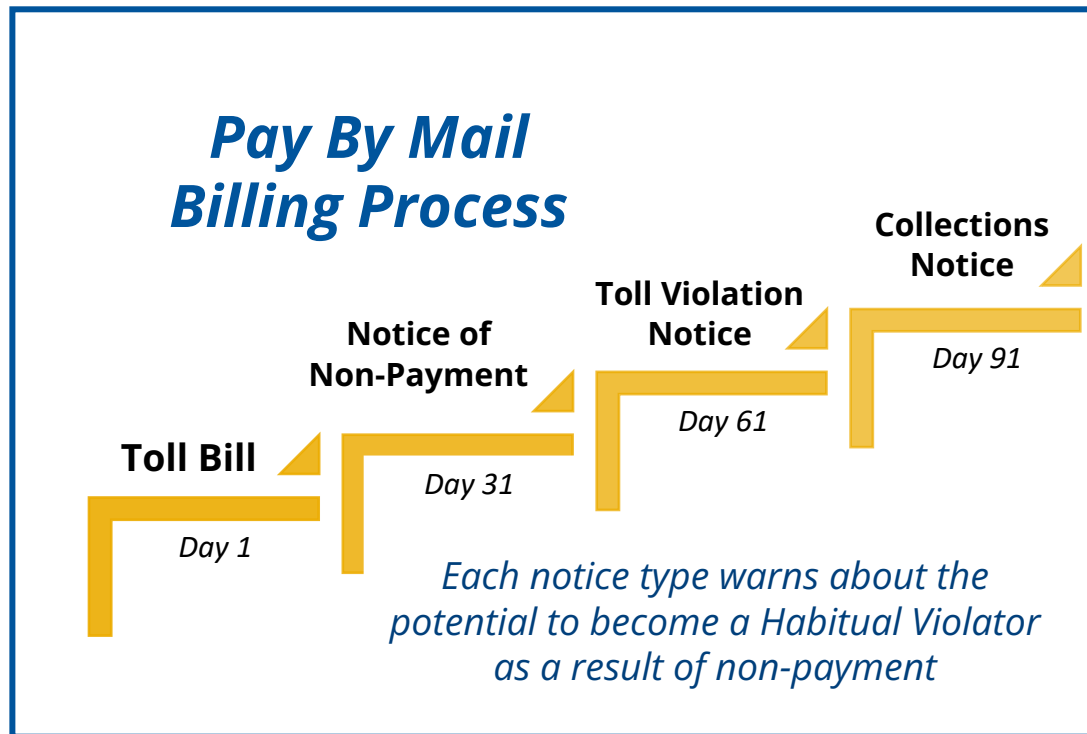
# **CONSENT AGENDA ITEM #3**

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Tracie Brown  
Director of Operations

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

# Escalating Communications



# Mobility Authority Policy Codes



## 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.***

# HV Prohibited Vehicle Action Summary

## May 2024



- **Approve a *Vehicle Prohibition Order* for the identified habitual violator customers**
  - » Number of prohibited vehicles: 4,919
  - » Total number of related unpaid tolls: 1,678,753
    - Average number of outstanding tolls per vehicle: 342
    - Average unpaid balance: \$1,060.24
- **Next Steps**
  - » Customers will receive *Prohibition Order* by mail
  - » Customers found to be in violation of the prohibition are subject to a warning, a citation with up to \$500 fine and / or vehicle impoundment by local law enforcement



# **CONSENT AGENDA ITEM #4**

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José Hernández  
Chief Financial Officer

**Approve financial institutions and qualified brokers authorized to provide investment services and engage in investment transactions with the Mobility Authority and reaffirm the CTRMA investment policy**





CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **REGULAR ITEMS**

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CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA**

## **ITEM #5**

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José Hernández  
Chief Financial Officer

## **Accept the financial statements for April 2024**

# System Unaudited Income Statement



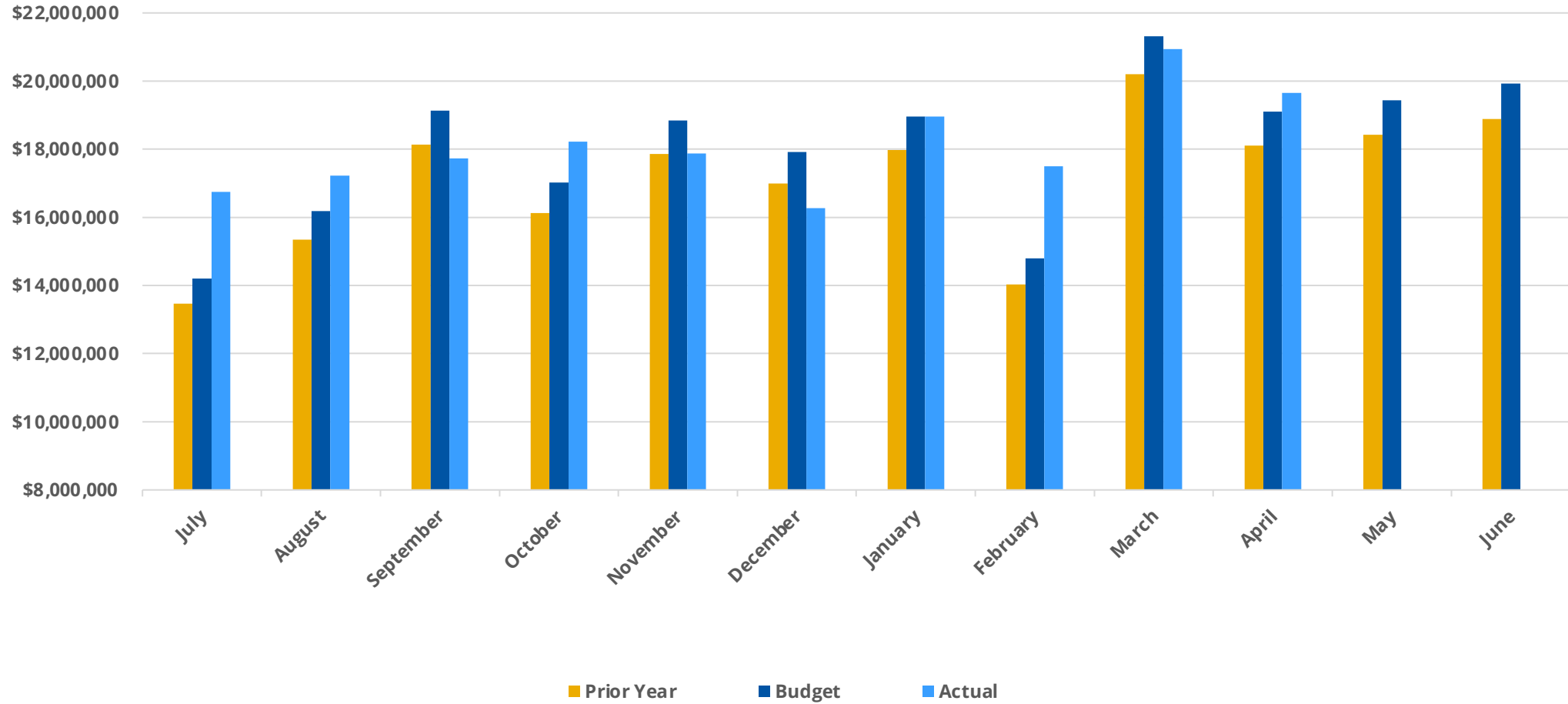
## CTRMA System - Fiscal 2024 Unaudited Income Statement as of April 30, 2024 83% of the Fiscal Year Elapsed

<u>Revenues</u>	<b>Budget</b>	<b>Unaudited</b>	
Toll Revenues	143,942,400	124,127,092	
Video Tolls	60,394,700	48,743,591	
Fee Revenue	12,531,400	10,739,735	
Interest Income	24,905,700	40,294,880	
Other	1,175,500	192,859	
<b>Total Revenues</b>	<b>242,949,700</b>	<b>224,098,157</b>	<b>92%</b>
<u>Expenses</u>			
<b>Operating Expense</b>			
Salaries and Benefits	7,633,210	5,445,032	
Administrative	6,406,197	4,551,613	
Operations and Maintenance	40,925,526	28,131,739	
Special Projects and Contingencies	5,885,000	1,681,349	
<b>Total Operating Expense</b>	<b>60,849,933</b>	<b>39,809,733</b>	<b>65%</b>
<b>Cash Flow After Operating Expense</b>	<b>182,099,767</b>	<b>184,288,424</b>	
<b>Non-Cash Expenses</b>	<b>59,856,000</b>	<b>54,045,026</b>	
<b>Non-Operating Expenses</b>	<b>97,899,098</b>	<b>65,828,644</b>	
<b>Net Operating Income</b>	<b>24,344,669</b>	<b>64,414,753</b>	

# Fiscal Year 2024 System Toll Revenues



FY 2024 System Toll Revenues



# MoPac ML Unaudited Income Statement



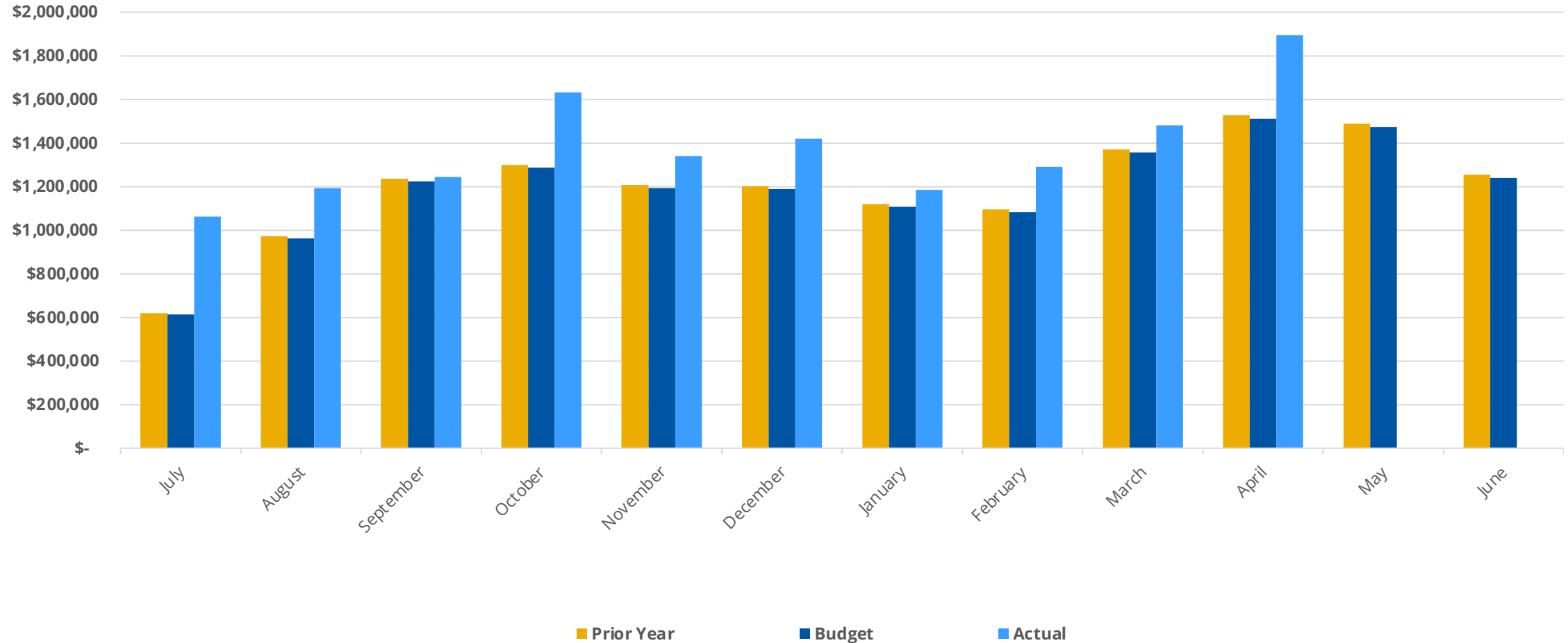
## MoPac ML- Fiscal 2024 Unaudited Income Statement as of April 30, 2024 83% of the Fiscal Year Elapsed

<u>Revenues</u>	<b>Budget</b>	<b>Unaudited</b>	
Toll Revenues	9,850,300	10,120,635	
Video Tolls	3,957,300	3,444,121	
Fee Revenue	431,500	349,659	
Interest Income	-	682,072	
Other	-	-	
<b>Total Revenues</b>	<b>14,239,100</b>	<b>14,596,486</b>	<b>103%</b>
<u>Expenses</u>			
<b>Operating Expense</b>			
Salaries and Benefits	-	-	
Administrative	71,763	834	
Operations and Maintenance	3,680,454	2,303,588	
Special Projects and Contingencies	200,000	145,040	
<b>Total Operating Expense</b>	<b>3,952,217</b>	<b>2,449,461</b>	<b>62%</b>
<b>Operating Income</b>	<b>10,286,883</b>	<b>12,147,025</b>	
<b>Non Cash Expenses</b>	<b>-</b>	<b>-</b>	
<b>Non-Operating Expenses</b>	<b>6,000,000</b>	<b>6,640,993</b>	
<b>Net Operating Income</b>	<b>4,286,883</b>	<b>5,506,032</b>	

# Fiscal Year 2024 MoPac Toll Revenues



FY 2024 MoPac Toll Revenues



# Fiscal 2024 Year to Date Performance – All Funds



- **Revenues**

- » **System toll (tag, video, and fee) revenues:**

- On target with budgeted amounts – 85% collected to date
- April 2024 collections of \$19.7 million; April 2023 collections were \$18.1 million

- » **MoPac toll (tag, video, and fee) revenues:**

- Ahead of budgeted and prior year amounts – 83% collected through April 2024
- April 2024 collections - \$1.9 million; Prior April collections – \$1.5 million

- » **Interest earnings well above forecast – 165% of budget collected YTD**

- Local government investment pool and money market fund yielding over 5.2%
- Interest rate outlook anticipates lower returns perhaps starting in calendar 2025

- » **Total revenues at 93% of annual budget through April 2024**

- **Expenses**

- » **No substantive trends or anomalies year-to-date**

- » **Most operating expense categories are within expected ranges to date**

- Advertising expense – new media messaging development and placement
- Toll equipment repair and spare parts – theft and vandalism on roadways
- Telecommunications – internet service for roadside tolling equipment

- » **Operating expenses are at 65% of annual budget**



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# **CTRMA Credit Performance Comparison**

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# Rating Agencies — Rating Grades



	Long Term		Short Term (less than 3 years)		
	Moody's	Fitch / S&P	Moody's	S & P	Fitch
	Aaa	AAA	MIG 1	SP-1+	F1 (+ or -)
	Aa1	AA+	MIG 2	SP-1	F2 (+ or -)
	Aa2	AA	MIG 3	SP-2	F3 (+ or -)
	Aa3	AA-	SG	SP-3	B (+ or -)
	A1	A+			
	A2	A			
	A3	A-			
	Baa1	BBB+			
	Baa2	BBB			
	Baa3	BBB-			
	Ba1	BB+			
	Ba2	BB			

Higher quality credit, Lower interest rates

Lower quality credit, Higher interest rates

--- Ratings below the red line are speculative grade.

# CTRMA Historical Metrics 2005-2023



CTRMA was first rated by Moody's on Feb. 3, 2005. The Senior Lien received a Baa3 rating.

On Apr. 10, 2013, CTRMA received its first rating upgrade from Baa3 to Baa2.

CTRMA received another rating upgrade on Oct. 3, 2018 from Baa2 to Baa1.

CTRMA was upgraded by Moody's from Baa1 to A3 on Sept. 28, 2021 which is the current rating.

Moody's revised their rating outlook from "Stable" to "Positive" on Feb 15, 2024.

Credit Metrics	2005 <sup>(1)</sup>	2010 <sup>(1)</sup>	2015 <sup>(1)</sup>	2020 <sup>(1)</sup>	2021 <sup>(1)</sup>	2022 <sup>(1)</sup>	2023 <sup>(2)</sup>
<b>Credit Rating (Senior Lien)</b>	<b>Baa3</b>	<b>Baa3</b>	<b>Baa2</b>	<b>Baa1</b>	<b>Baa1</b>	<b>A3</b>	<b>A3</b>
<b>Operations</b>							
<b>Total Transactions (000)</b>	<b>N/A</b>	<b>22,311</b>	<b>62,055</b>	<b>103,540</b>	<b>126,116</b>	<b>175,130</b>	<b>192,921</b>
<b>Balance Sheet</b>							
Net Working Capital (\$000)	4,051	43,025	200,061	294,900	220,125	916,141 <sup>(3)</sup>	274,187
Total Debt (\$000)	243,215	419,304	782,523	1,708,474	2,493,191	2,533,734	2,683,714
<b>Financial Operations</b>							
<b>Operating Revenue (\$000)</b>	<b>N/A</b>	<b>25,892</b>	<b>53,592</b>	<b>116,934</b>	<b>115,479</b>	<b>175,039</b>	<b>225,664</b>
Gross Revenues and Income (\$000)	792	26,262	53,995	121,398	115,972	176,437	225,685
Total Operating Expenses (\$000)	1,116	4,980	16,903	38,020	39,537	47,110	49,299
<b>Net Revenues (\$000)</b>	<b>-325</b>	<b>21,284</b>	<b>37,093</b>	<b>83,241</b>	<b>76,525</b>	<b>129,327</b>	<b>176,386</b>
Aggregate Annual Debt Service (\$000)	N/A	7,440	26,302	48,186	58,308	79,021	88,560
<b>Balance Sheet Ratios</b>							
Days Cash on Hand	4,113	3,728	1,771	1,786	2,522	2,270	2,688
Debt to Operating Revenue (x)	N/A	16.2	14.6	14.7	21.7	14.5	11.9
<b>Debt to Net Revenues (x)</b>	<b>-748.4</b>	<b>19.7</b>	<b>21.1</b>	<b>20.5</b>	<b>32.6</b>	<b>19.6</b>	<b>15.2</b>
<b>Operating Ratios</b>							
O&M Expense/Roadway Mile (\$000)	96.2	429.4	949.6	2,136.0	1,239.4	1,143.5	1,196.6
Operating Ratio (%)	N/A	19.2	31.5	32.5	34.2	26.9	21.8
Total Debt Service Coverage (Bond Ordinance) (x)	N/A	1.9	1.6	1.7	1.5	1.7	2.4

(1) Source: Moody's. Figures shown above are analyst adjusted figures by Moody's. Most recent medians as of May 16, 2024.

(2) Source: Estimates provided by CTRMA.

(3) Net working capital as defined by Moody's. CTRMA estimates net working capital for FYE 2022 of approximately \$199.546 million.

= Highlighted metrics later shown as a graph

# Moody's Financial Ratio Peer Group Analysis

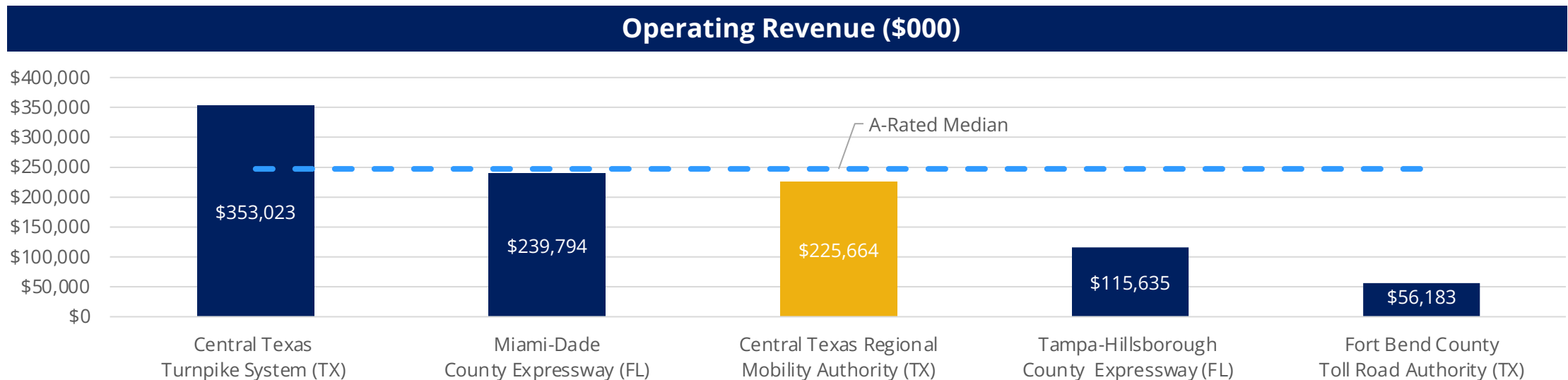
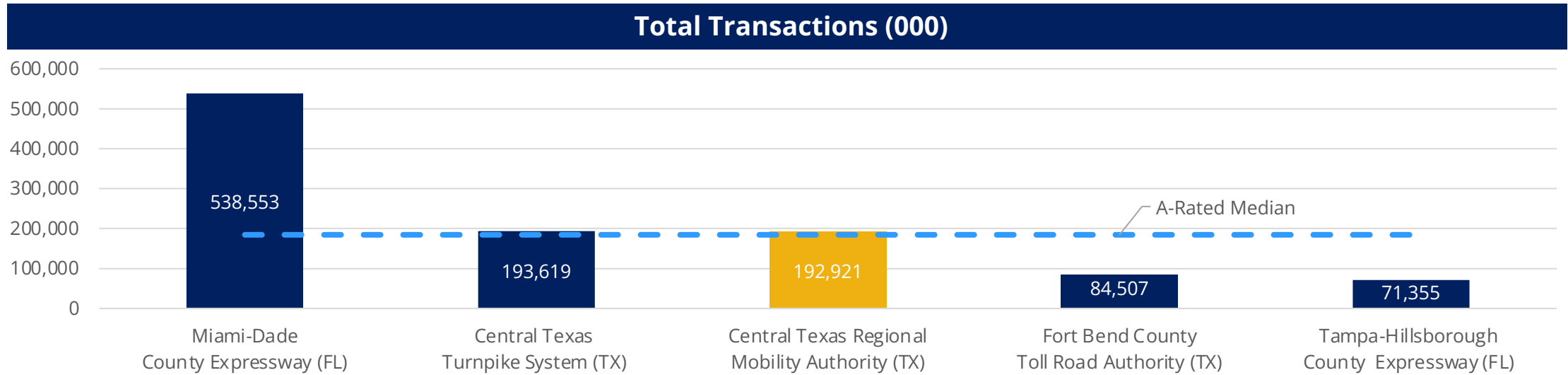


Credit Metrics	A-Rated Median	Central Texas Regional Mobility Authority (TX)	Fort Bend County Toll Road Authority (TX)	Central Texas Turnpike System (TX)	Miami-Dade County Expressway (FL)	Tampa-Hillsborough County Expressway (FL)
<b>Credit Rating (<i>Senior Lien</i>)</b>		<b>A3</b>	<b>A2</b>	<b>A3</b>	<b>A3</b>	<b>A2</b>
Most Recent Available Data (as of)		6/30/2023	9/30/2023	8/31/2023	6/30/2022	6/30/2023
<b>Operations</b>						
<b>Total Transactions (000)</b>	<b>184,375</b>	<b>192,921</b>	<b>84,507</b>	<b>193,619</b>	<b>538,553</b>	<b>71,355</b>
<b>Balance Sheet</b>						
Net Working Capital (\$000)	469,573	274,187	116,619	588,553	216,134	330,957
Total Debt (\$000)	2,748,055	2,683,714	240,440	2,962,375	1,296,305	827,314
<b>Financial Operations</b>						
<b>Operating Revenue (\$000)</b>	<b>247,205</b>	<b>225,664</b>	<b>56,183</b>	<b>353,023</b>	<b>239,794</b>	<b>115,635</b>
Gross Revenues and Income (\$000)	254,800	225,685	63,421	376,082	240,446	124,383
Total Operating Expenses (\$000)	56,308	49,299	12,676	133,918	44,774	22,416
<b>Net Revenues (\$000)</b>	<b>199,660</b>	<b>176,386</b>	<b>50,745</b>	<b>242,164</b>	<b>195,672</b>	<b>101,967</b>
Aggregate Annual Debt Service (\$000)	125,601	88,560	20,483	151,654	111,554	37,875
<b>Balance Sheet Ratios</b>						
Days Cash on Hand	1,894	2,688	3,361	1,602	1,066	3,363
Debt to Operating Revenue (x)	6.1	11.9	4.3	8.4	5.4	7.2
<b>Debt to Net Revenues (x)</b>	<b>7.3</b>	<b>15.2</b>	<b>4.7</b>	<b>12.2</b>	<b>6.6</b>	<b>8.1</b>
<b>Operating Ratios</b>						
O&M Expense/Roadway Mile (\$000)	1,444.0	1,196.6	802.3	1,839.5	1,333.0	1,494.4
Operating Ratio (%)	25.5	21.8	22.6	37.9	18.7	19.4
Total Debt Service Coverage (Bond Ordinance) (x)	2.1	2.4	2.5	2.4	1.8	2.7

 = Highlighted metrics later shown as a graph

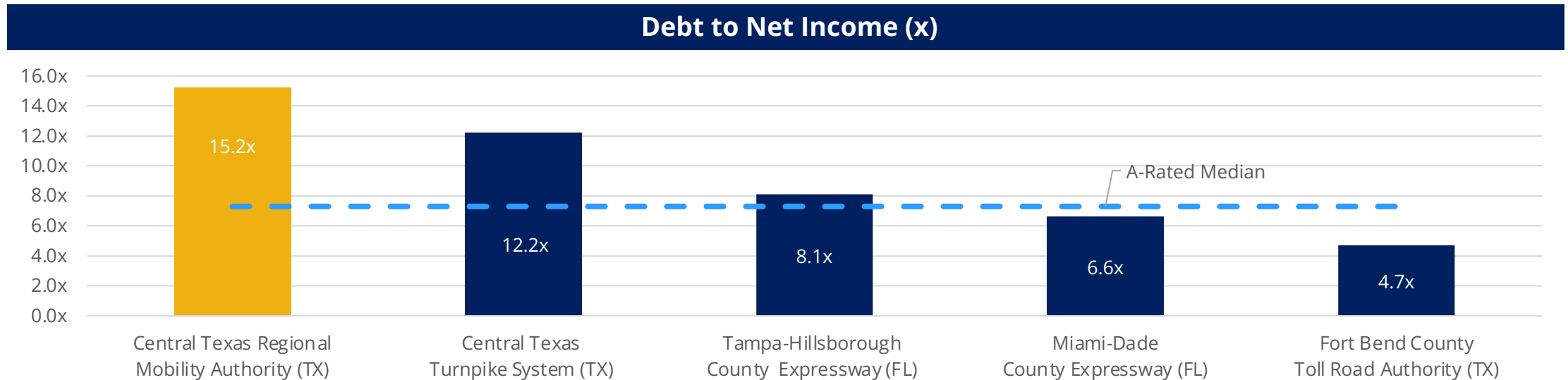
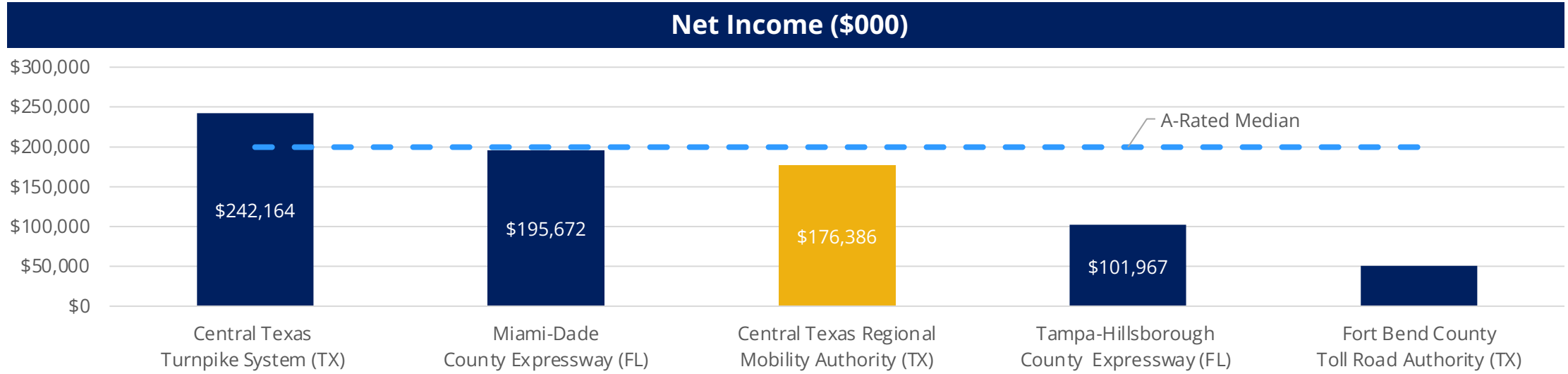
Source: Moody's. Figures shown above are analyst adjusted per Moody's. Most recent medians as of May 16, 2024.

# Moody's Financial Ratio Peer Group Analysis



Source: Moody's. Figures shown above are analyst adjusted per Moody's. Most recent medians as of May 16, 2024.

# Moody's Financial Ratio Peer Group Analysis



Source: Moody's. Figures shown above are analyst adjusted per Moody's. Most recent medians as of May 16, 2024.

# Moody's Rating Scorecard Overview



*"The scorecard indicated outcome of A1 is two notches higher than the assigned A3 rating for senior lien bonds, which are the majority of debt outstanding.*

*The difference between the assigned rating and the scorecard indicated outcome reflects the current high leverage levels well into Caa scoring, the risk of additional projects to accommodate growth and limited construction risk on the projects under construction, which is not considered in the scorecard." – Moody's.*

FACTOR	SUBFACTOR	SCORE	METRIC
<b>1. Market Position (45%)</b>			
	a) Asset Type	A	
	b) Competitive Position and Environment	A	
	c) Economic Strength and Diversity of Service Area	Aa	
<b>2. Performance Trends (35%)</b>			
	a) Annual Revenue	Aa	\$225M
	b) Operating Track Record and Revenue Stability	A	
	c) Ability and Willingness to Increase Toll Rates	Aa	
<b>3. Financial Metrics (20%)</b>			
	a) Debt Service Coverage Ratio	Aa	2.39x
	b) (Debt + ANPL) to Operating Revenue	Caa	11.18x
<b>4. Notching Considerations</b>		<b>Notch</b>	
	1) Debt Service Reserve Fund level	0.0	
	2) Open/Closed Flow of Funds	0.0	
	3) Days Cash on Hand	1.0	
	4) Asset Ownership and Financing Structure	-0.5	
	5) Leverage Outlook	0.0	
<b>Scorecard Indicated Outcome:</b>		<b>A1</b>	



# **AGENDA**

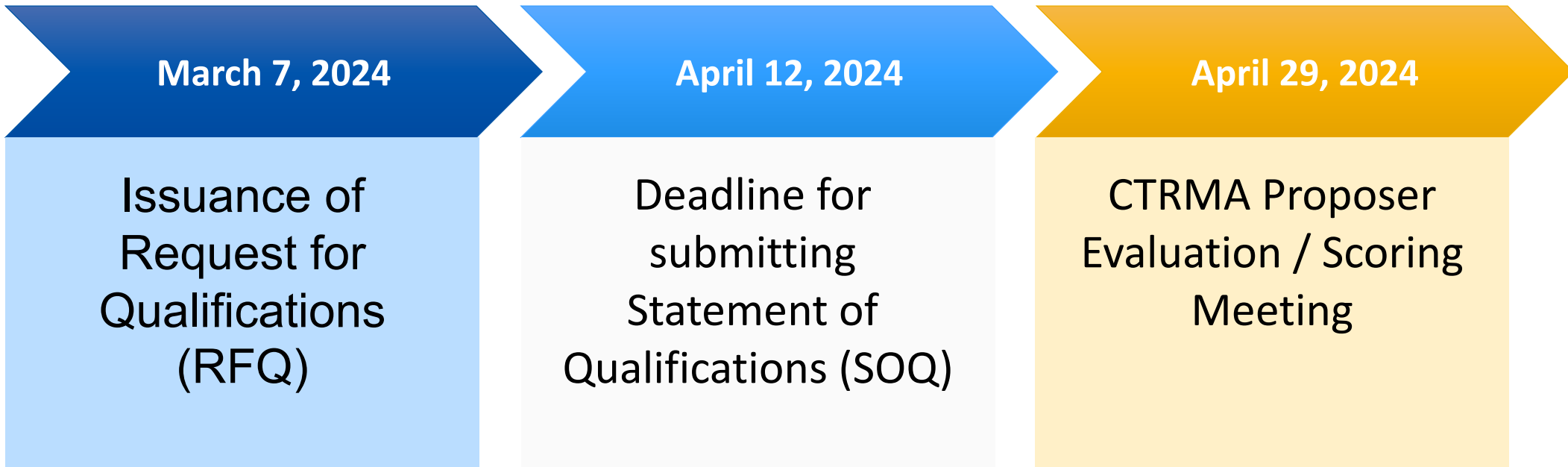
## **ITEM #6**

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Mike Sexton, P.E.  
Director of Engineering

**Discuss and consider approving recommendation for awarding a contract for General Engineering Consulting services**

# 2024 GEC Procurement





# 2024 GEC Procurement



## **RFQ Phase – 100% of total score**

- Firm Experience | 20%
- Program Manager Qualifications | 30%
- Support Staff Roles & Qualifications | 20%
- Response to Scenarios (Approach) | 25%
- Approach to DBE/HUB Utilization | 5%

**Based on RFQ scoring, interviews were deemed unnecessary**



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# **BRIEFINGS & REPORTS**

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# **AGENDA**

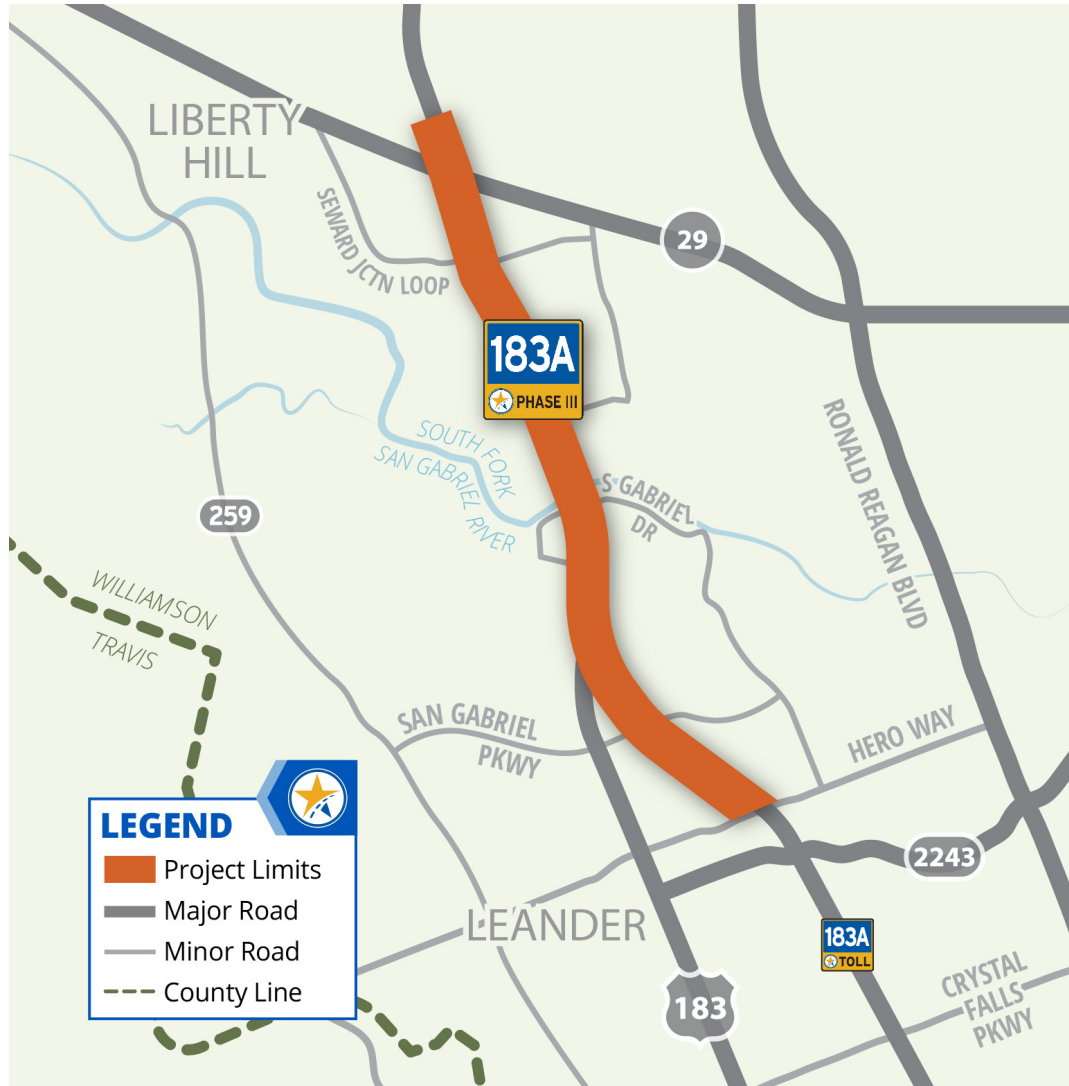
## **ITEM #7**

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Mike Sexton, P.E.  
Director of Engineering

## **183A Phase III Project Update**

# 183A PHASE III PROJECT

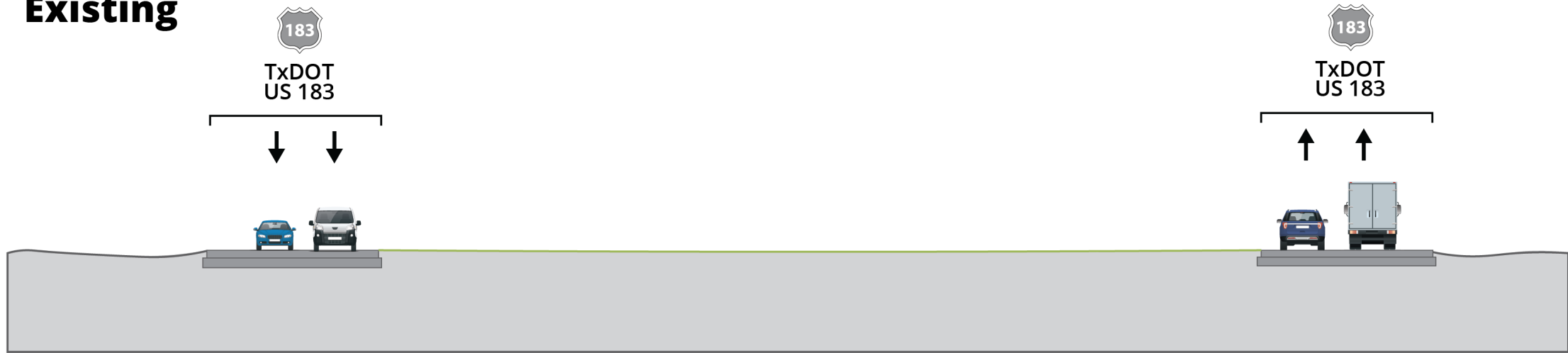


- **Project Description:** The project includes a 5.3-mile extension of the existing 10-mile 183A Toll Road to the north
- **Limits:** Hero Way to north of SH 29
- **Total Project Cost:** \$259M
- **Construction Cost:** \$175M
- **Notice to Proceed:** 3/28/2021
- **Open to Tolling:** Early 2025

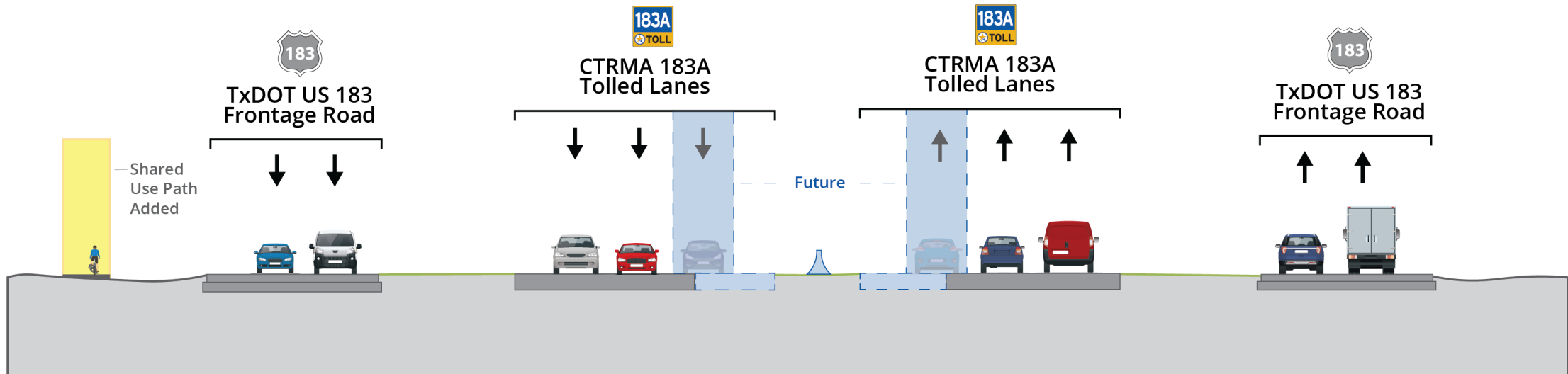
# 183A PHASE III PROJECT



## Existing



## Under Construction



# PROJECT FINANCIALS



<b>Original Contract Amount:</b>	<b>\$</b>	<b>175,695,656.17</b>
Authorized Changes (Change Order and Amendments)		
Previous Periods:	\$	3,712,686.78
This Period:	\$	0
<b>Current Authorized Contract Amount:</b>	<b>\$</b>	<b>179,408,342.95</b>
Draw Requests 1 – 36 (Jan. 2021 through Jan. 2024)	\$	(116,981,122.31)
Draw Request 37 (February 2024)	\$	(3,673,589.50)
Draw Request 38 (March 2024)	\$	(4,118,983.71)
Draw Request 39 (April 2024)	\$	*(4,239,153.42)
<b>Total Amount Earned to Date:</b>	<b>\$</b>	<b>(129,012,848.94)</b>
Amount remaining for work to be completed:	\$	50,395,494.01
Total Percentage of Budget Expended through April 2024:		71.9%

Notes:

Deductions from Construction Contract indicated by (\$X.XX)

\* Estimated and Pending CTRMA Acceptance

# CONSTRUCTION ACTIVITIES: S. of San Gabriel Pkwy.



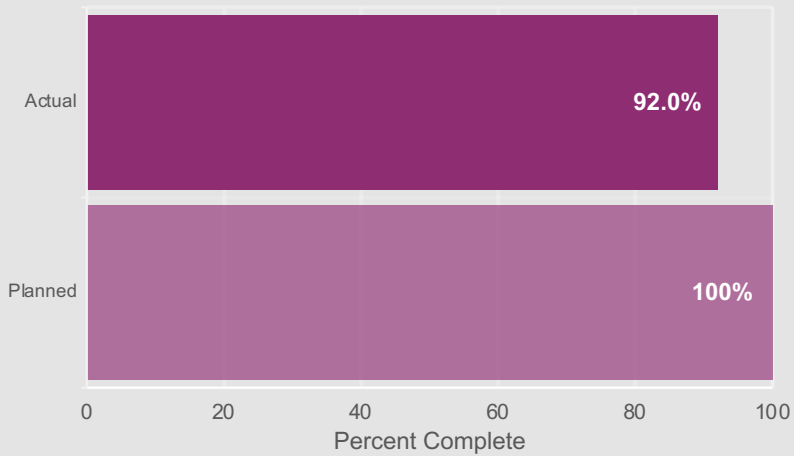
May 2024



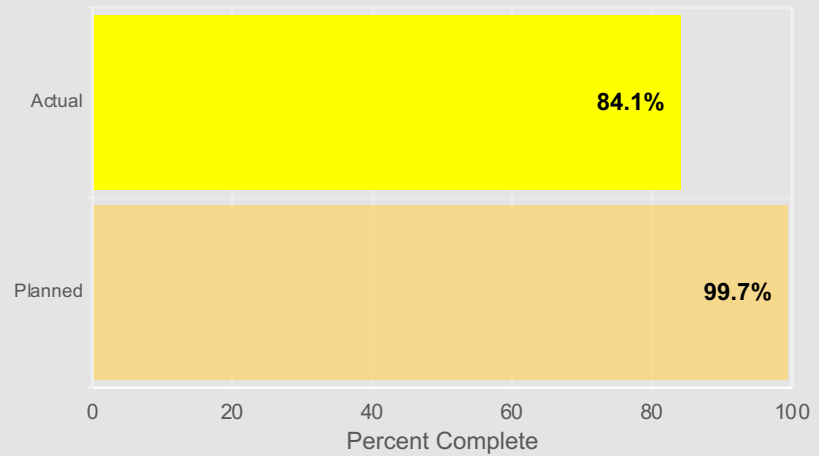
# CONTRACT METRICS



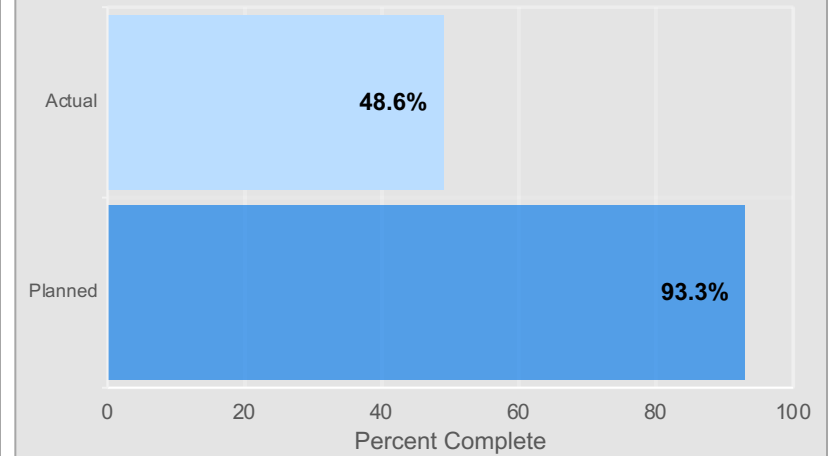
### Earthwork – Roadway Excavation



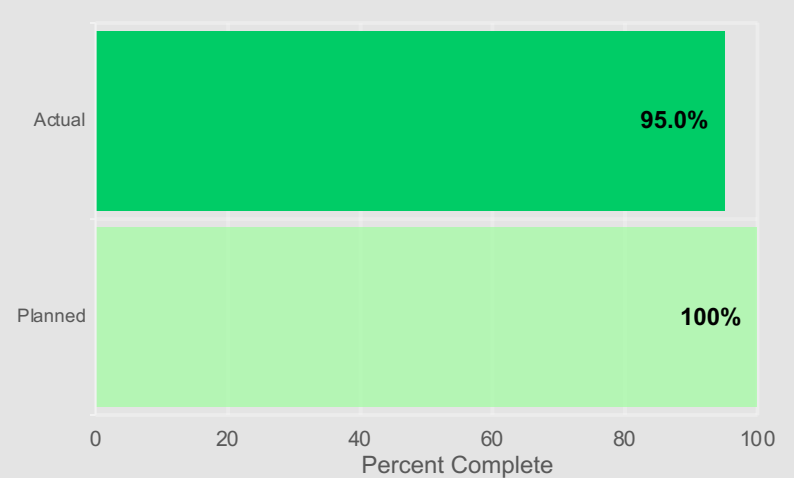
### Earthwork – Roadway Embankment



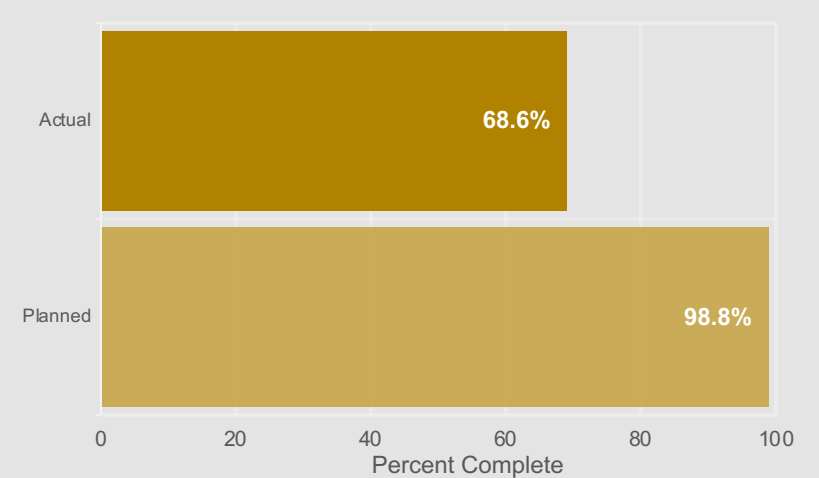
### Mainlane Paving



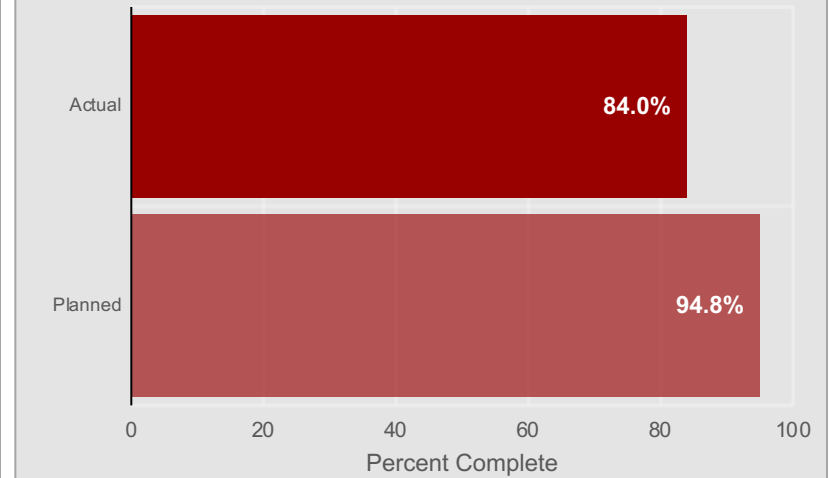
### Bridge Beams



### Bridge Decks



### Roadway Retaining Walls

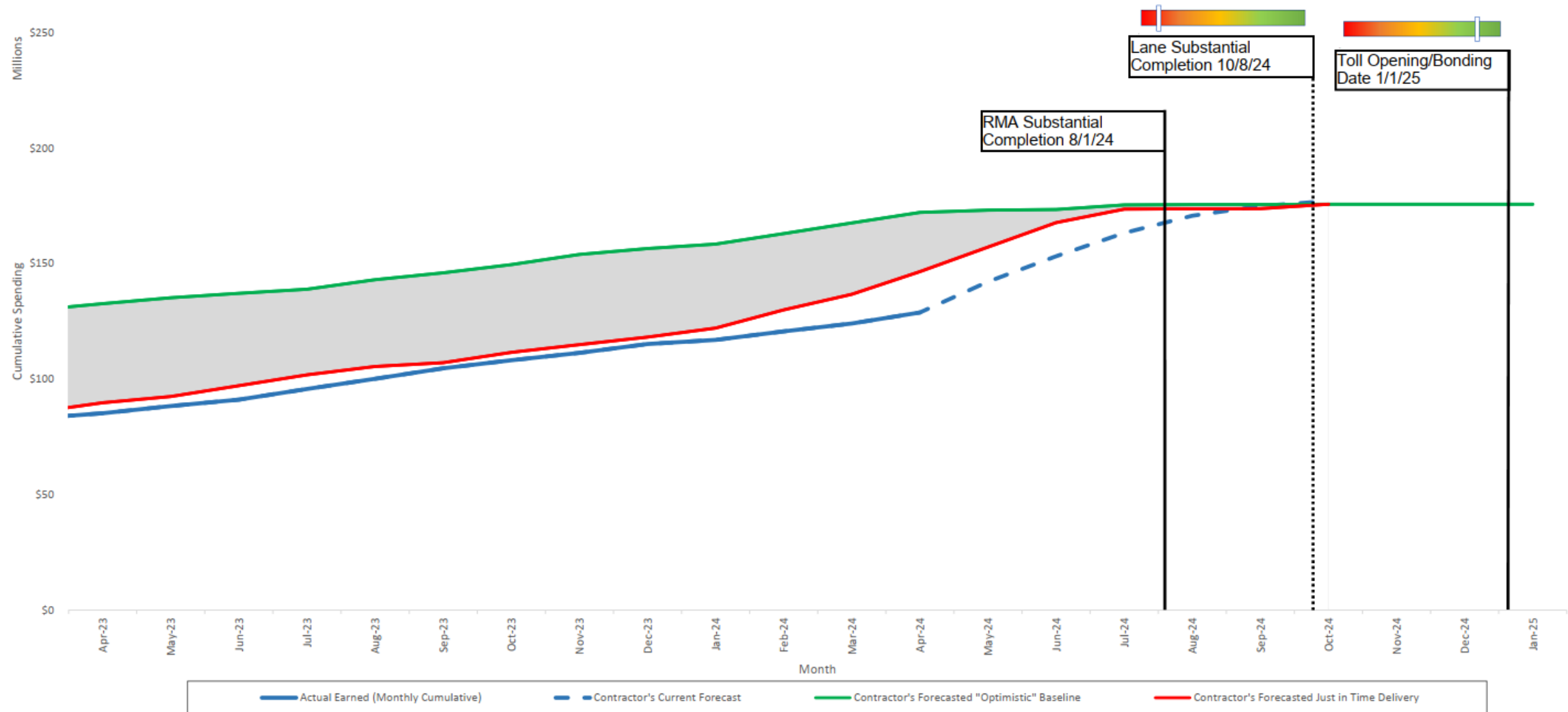




# CONTRACT METRICS (cont.)



- Contractor Projected Earnings vs. Actual





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# **AGENDA**

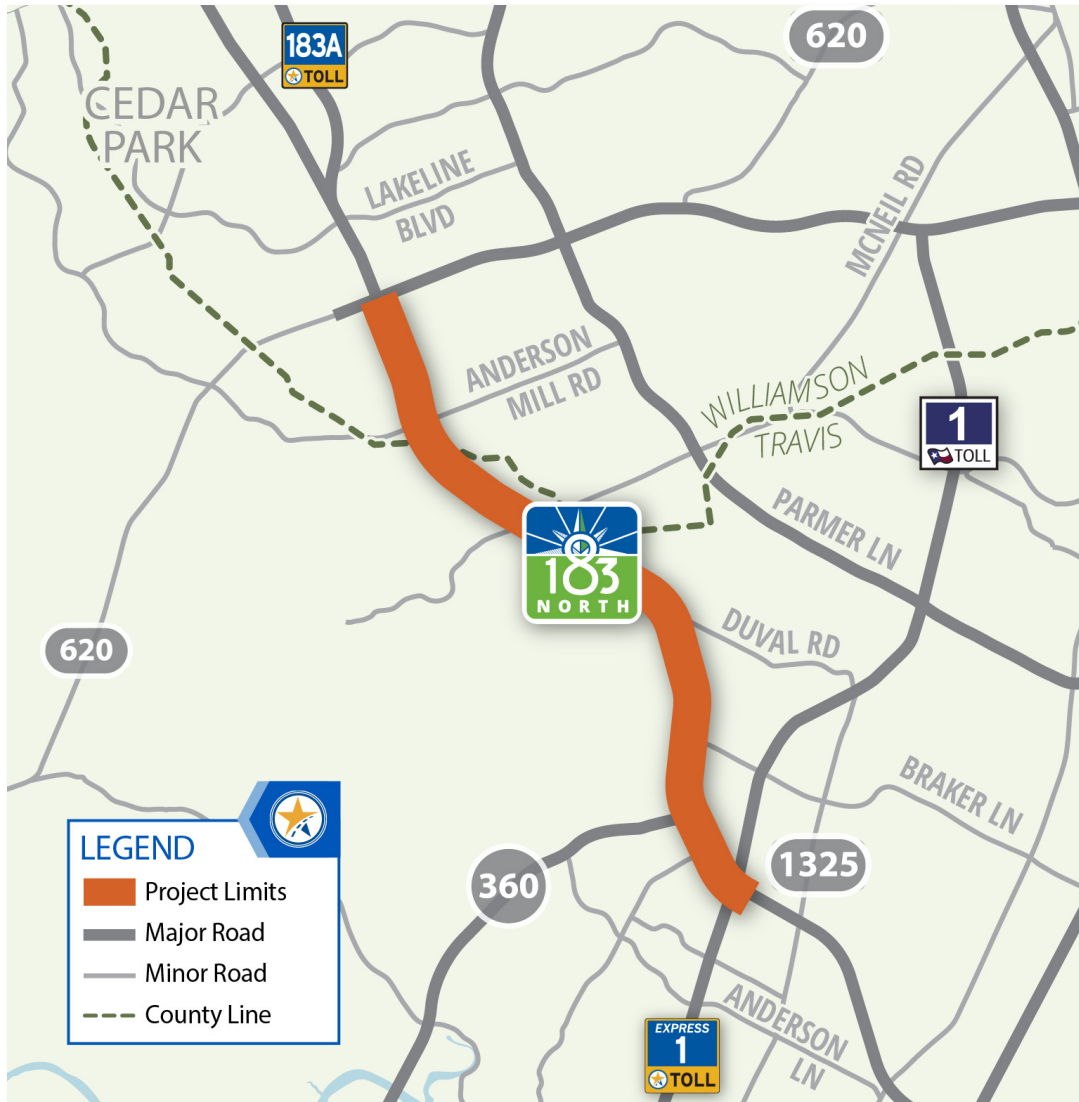
## **ITEM #8**

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Mike Sexton, P.E.  
Director of Engineering

## **183 North Project Update**

# 183 NORTH MOBILITY PROJECT



- **Project Description:** 9-mile Express Lane Project along US 183; GP Lane improvements; DCs at MoPac
- **Limits:** SH 45 to MoPac
- **Total Project Cost:** \$612M
- **Design/Build Cost:** \$492.1M
- **Notice to Proceed:** NTP1 Issued 4/15/2021; NTP2/3 issued 6/28/2021
- **Open to Tolling:** Early 2026

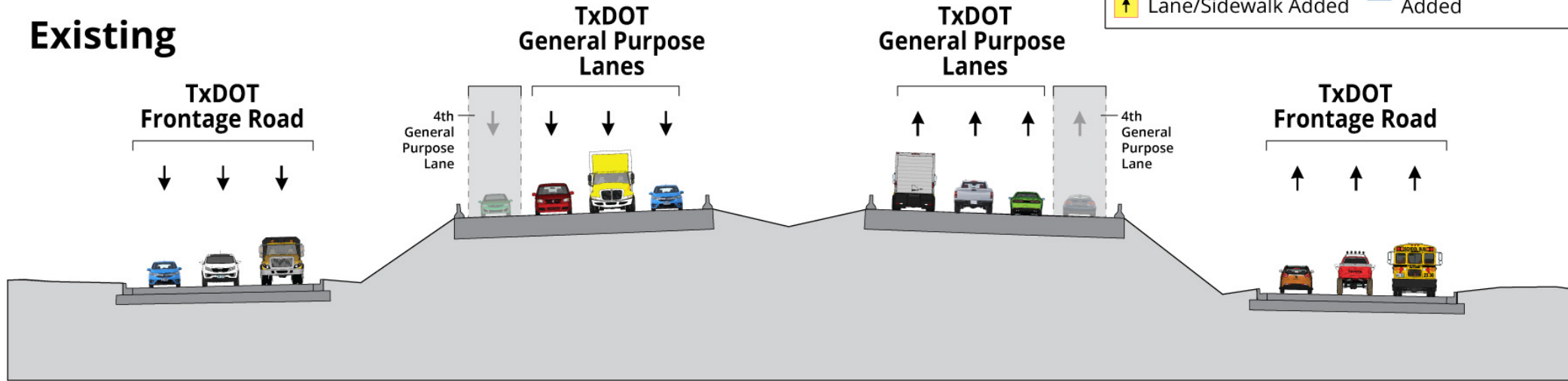
# 183 NORTH MOBILITY PROJECT



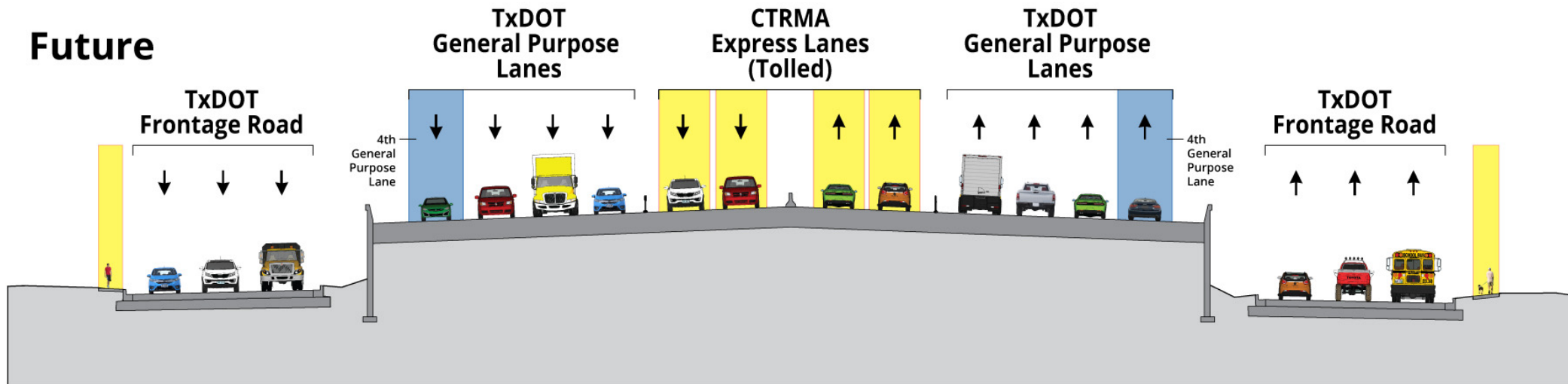
## Legend

- ↑ Northbound Lane
- ↓ Southbound Lane
- ⬆ Lane/Sidewalk Added
- ⬆ Discontinuous Lane
- ⬆ Continuous Lane Added

## Existing



## Future



# PROJECT FINANCIALS



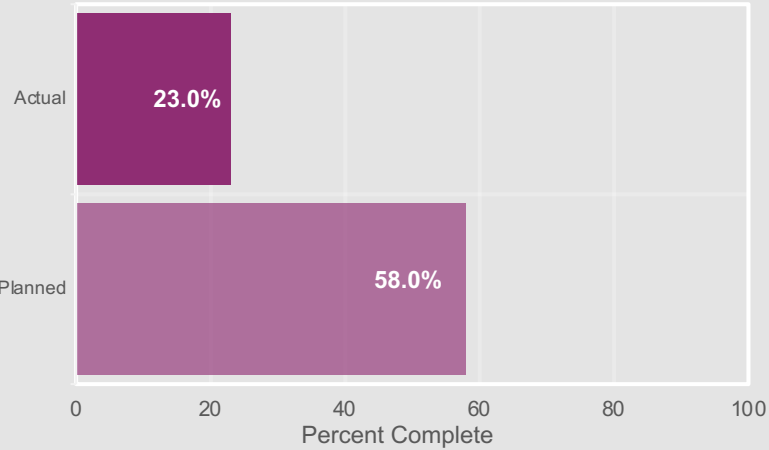
<b>Original Contract Amount:</b>	<b>\$</b>	<b>477,149,654.00</b>
Authorized Changes (Change Order and Amendments)		
Previous Periods:	\$	17,383,220.78
This Period:	\$	86,571.89
<b>Current Authorized Contract Amount:</b>	<b>\$</b>	<b>494,619,446.67</b>
Draw Requests 1 – 32 (Apr 2021 through Nov 2023)	\$	(221,864,922.44)
Draw Request 33 (Dec 2023)	\$	(9,452,799.73)
Draw Request 34 (Jan 2024)	\$	(5,261,177.26)
Draw Request 35 (Feb 2024)	\$	(7,871,438.34)
*Draw Request 36 (Mar 2024)	\$	(10,988,708.14)
<b>*Total Amount Earned to Date:</b>	<b>\$</b>	<b>(255,439,045.91)</b>
*Amount remaining for work to be completed:	\$	239,180,400.76
*Total Percent of Budget Expended through March 2024:		51.6%

\* Estimate & Pending CTRMA Review

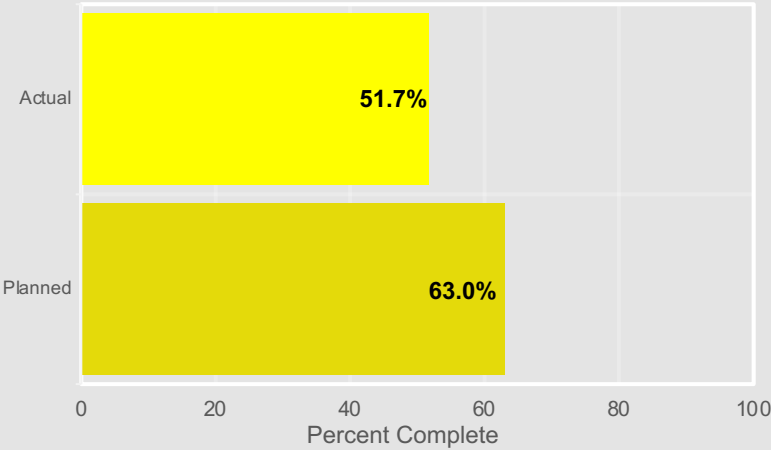
# CONTRACT METRICS



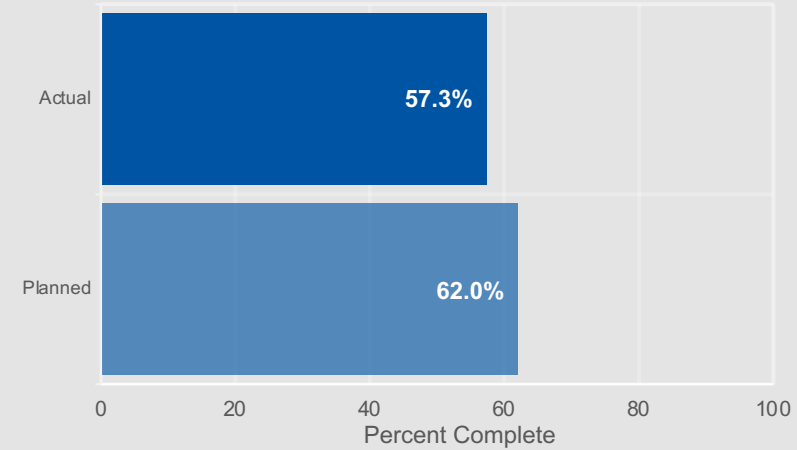
### Drainage



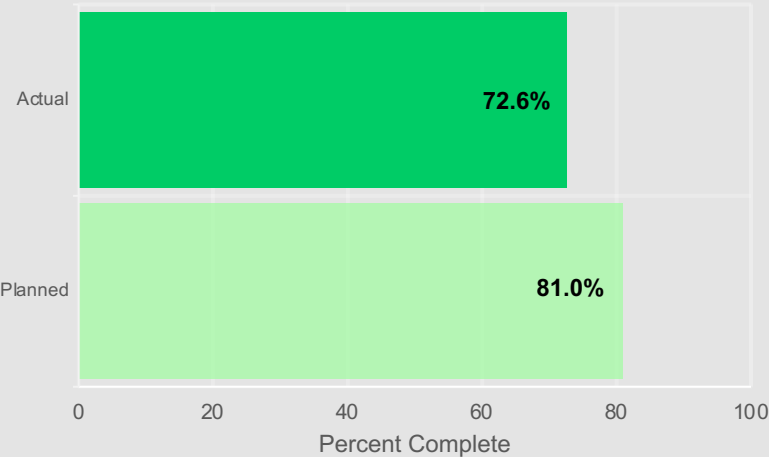
### Pavement



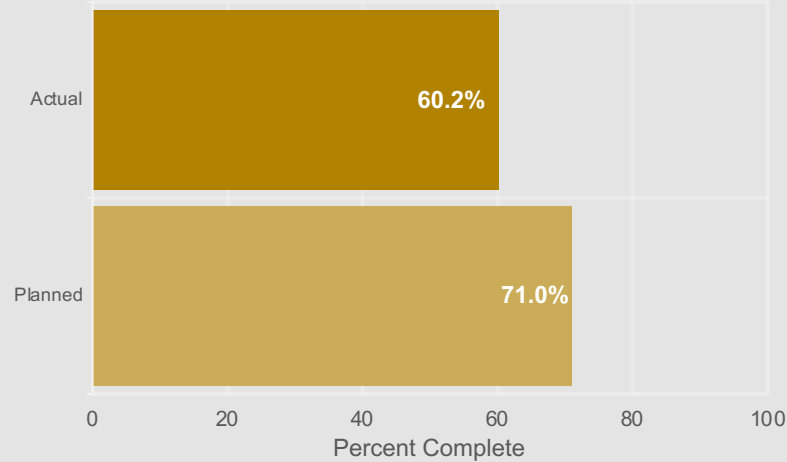
### Drilled Shafts



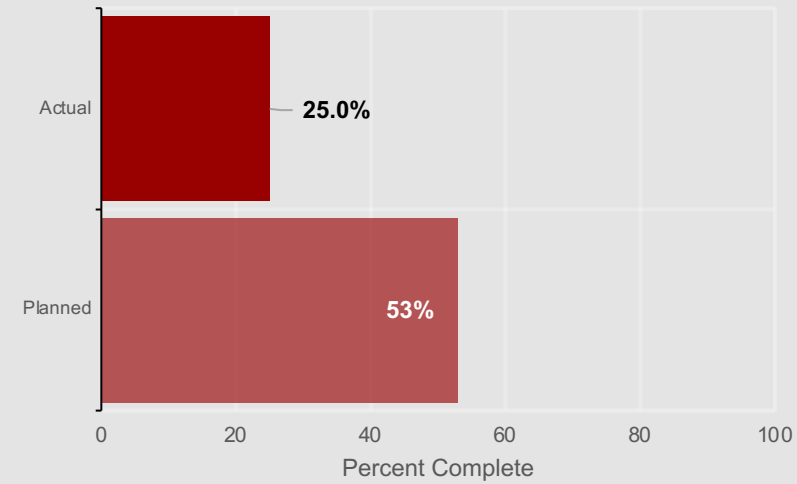
### Bridge Columns



### Bridge Caps



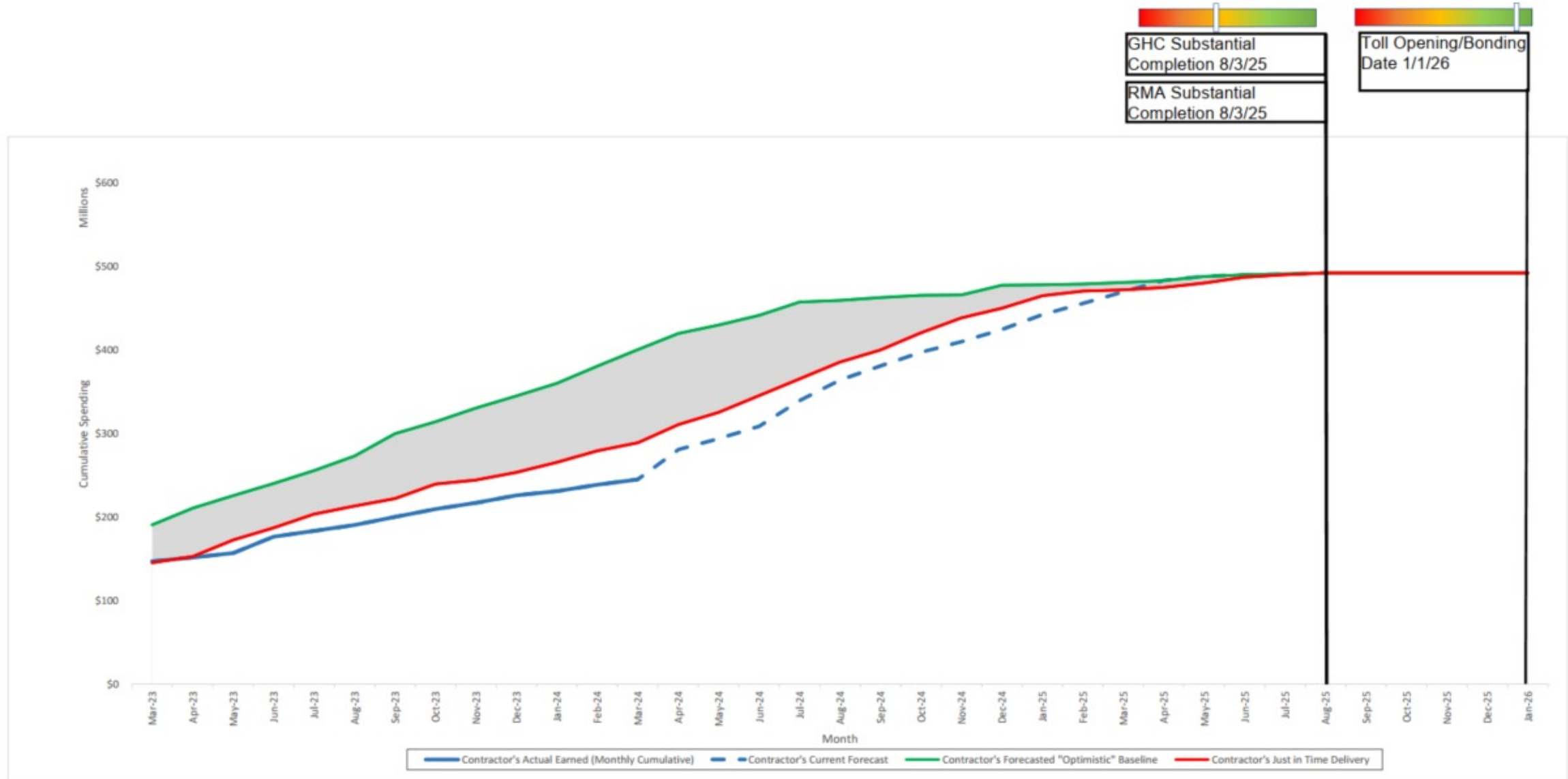
### Retaining Walls



# 183 NORTH PROJECT



- Contractor Projected Earnings vs. Actual





CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA**

## **ITEM #9**

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James Bass  
Executive Director

## **Draft FY 2025 Budget**





CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA**

## **ITEM #10**

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James Bass  
Executive Director

## **Draft Capital Plan**



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **EXECUTIVE DIRECTOR REPORT**

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# AGENDA ITEM #11A-C

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James Bass  
Executive Director

## Executive Director Report

- A. *Recent agency staff activities*
- B. Board Member requested updates
  - I. Hays County SH45 Gap Project
  - II. Meeting on possible improvements to Bee Caves and MoPac intersection
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance

# Recent agency staff activities



- Austin Chamber Infrastructure Summit
- UT CTR External Advisory Committee
- Cedar Park Chamber
- Interagency Meetings
- Southwestern Rail Conference
- Movability Pecha Kucha
- ABJ East Austin Growth Summit
- Round Rock Chamber
- WTS Gala
- Travis County Commissioners Court
- Construction Partnership Program
- OA Infrastructure Council
- TxDOT Statewide Multimodal Transit Plan
- IBTTA “Be Safe Together” Campaign
- CUSIOP Steering Committee
- SEIOP Steering Committee
- IBTTA DEI Committee
- IBTTA Women in Tolling
- IBTTA Technology Summit
- IBTTA YPC
- National Toll Interoperability
- Google Cloud Next '24 Conference
- CAMPO Policy Board
- WTS Luncheon
- RICCL Agency partner meeting
- Clean Air Force Agency partner meeting



# AGENDA ITEM #11A-C

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James Bass  
Executive Director

## Executive Director Report

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# AGENDA ITEM #11A-C

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James Bass  
Executive Director

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# AGENDA ITEM #11A-C

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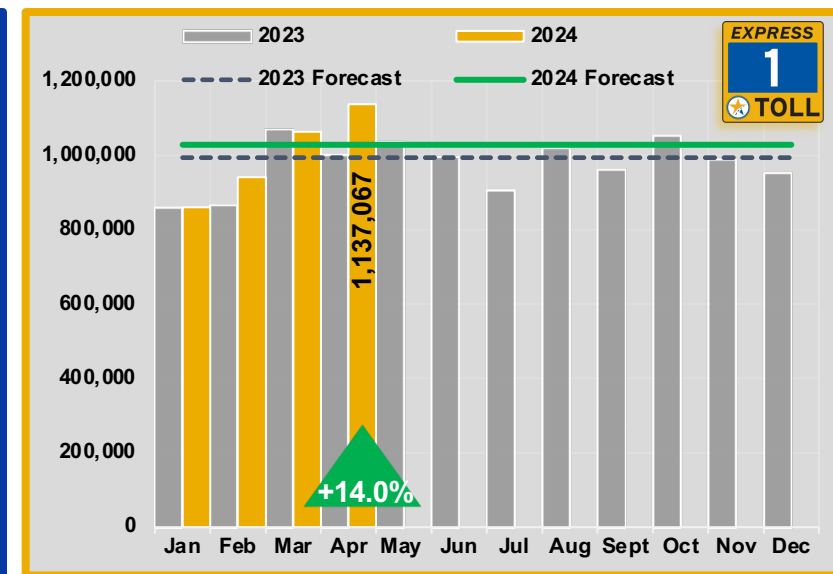
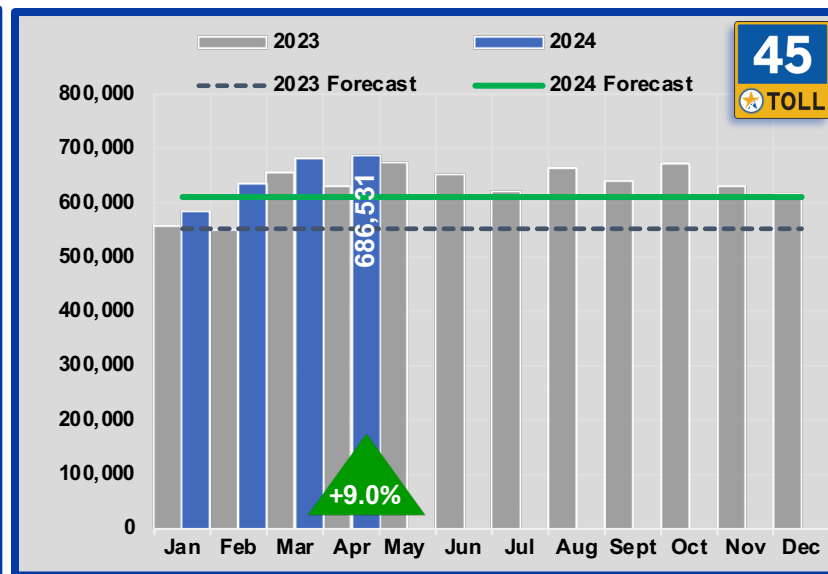
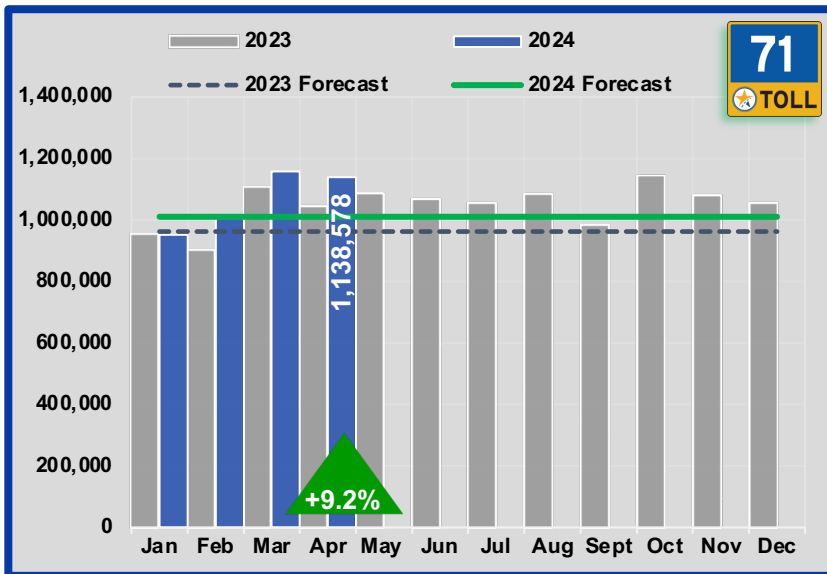
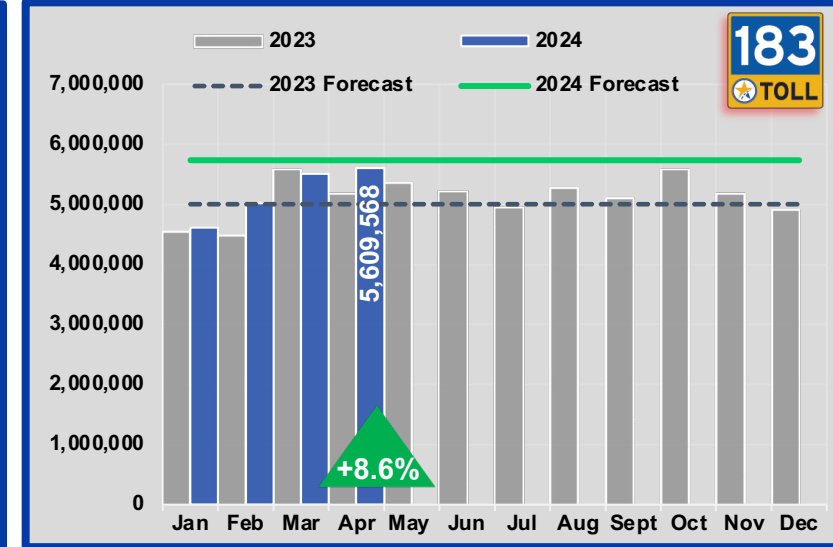
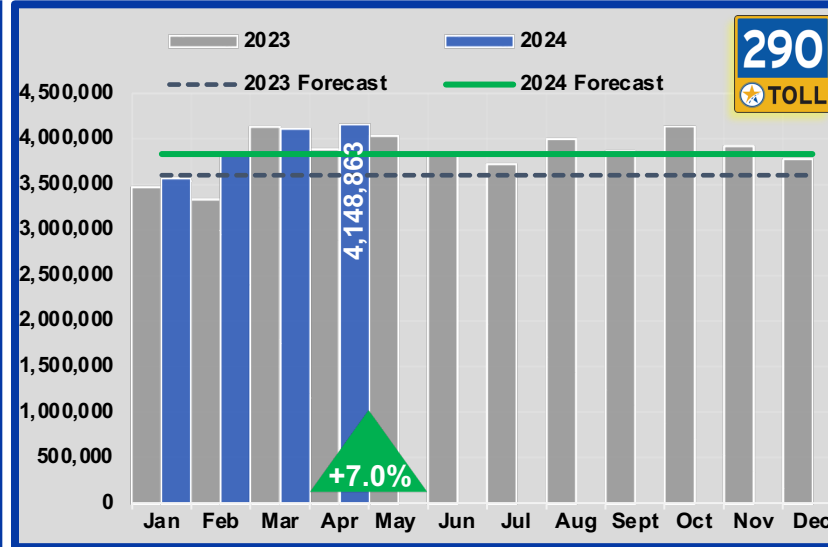
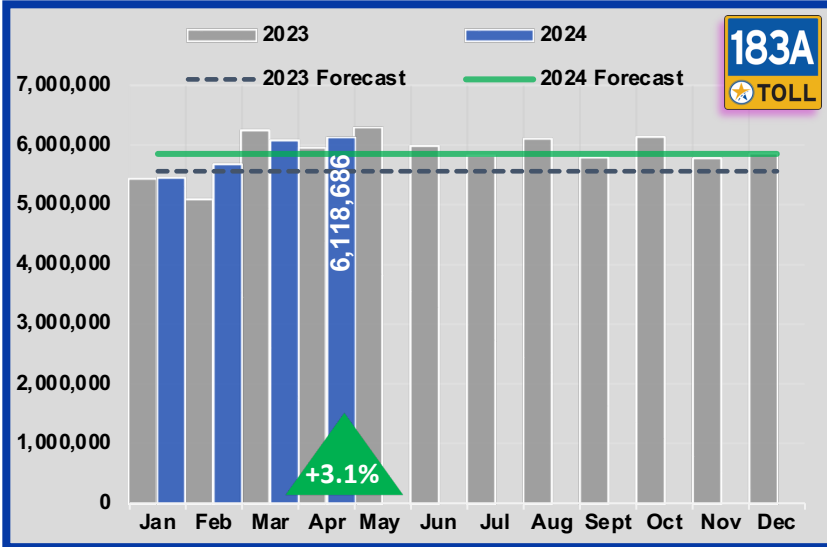
James Bass  
Executive Director

## Executive Director Report

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# Monthly Transaction Trend by Roadway

(Percent Change Over April 2023)



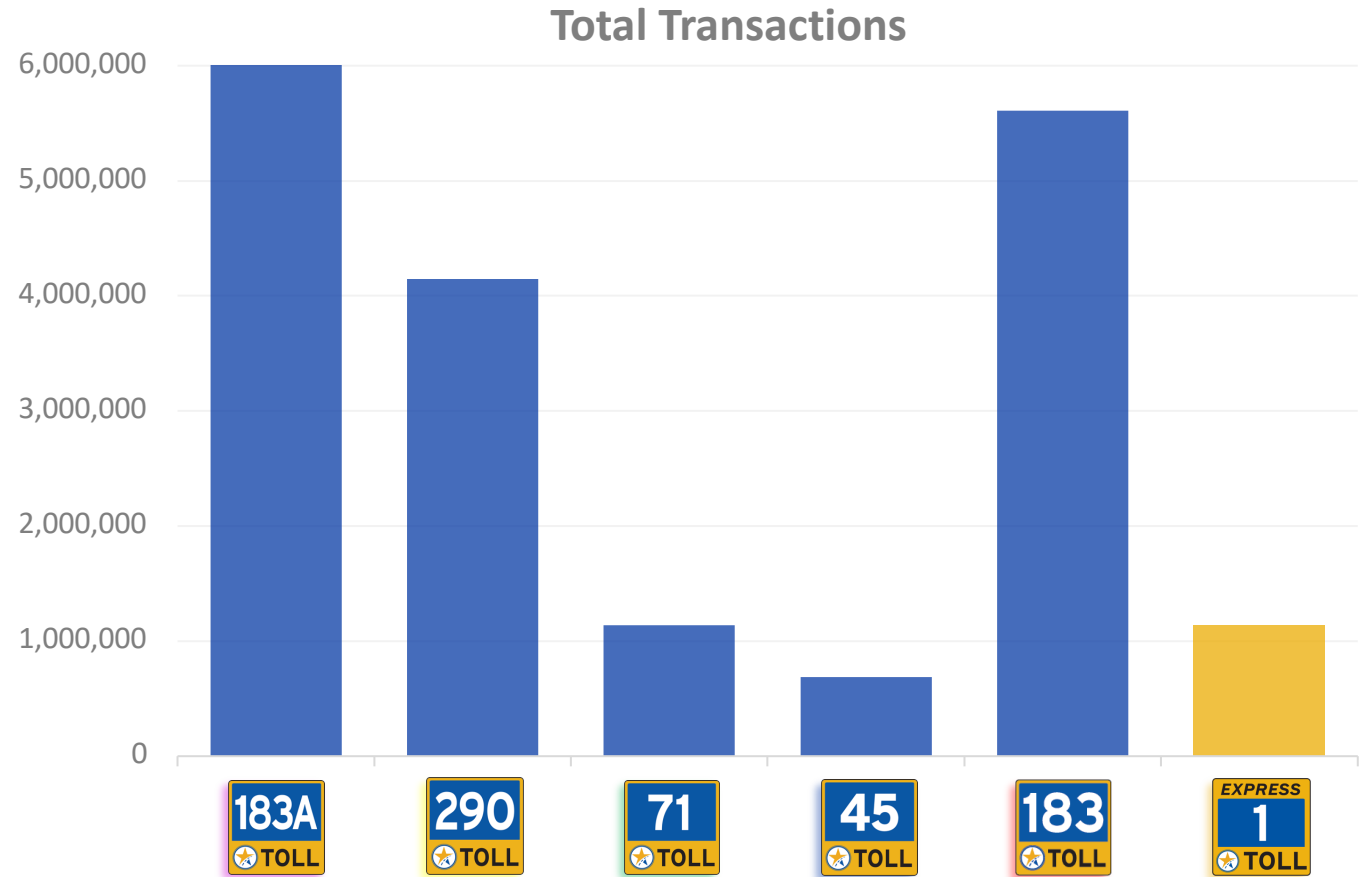


# Transactions and Pre-Paid Penetration

April 2024



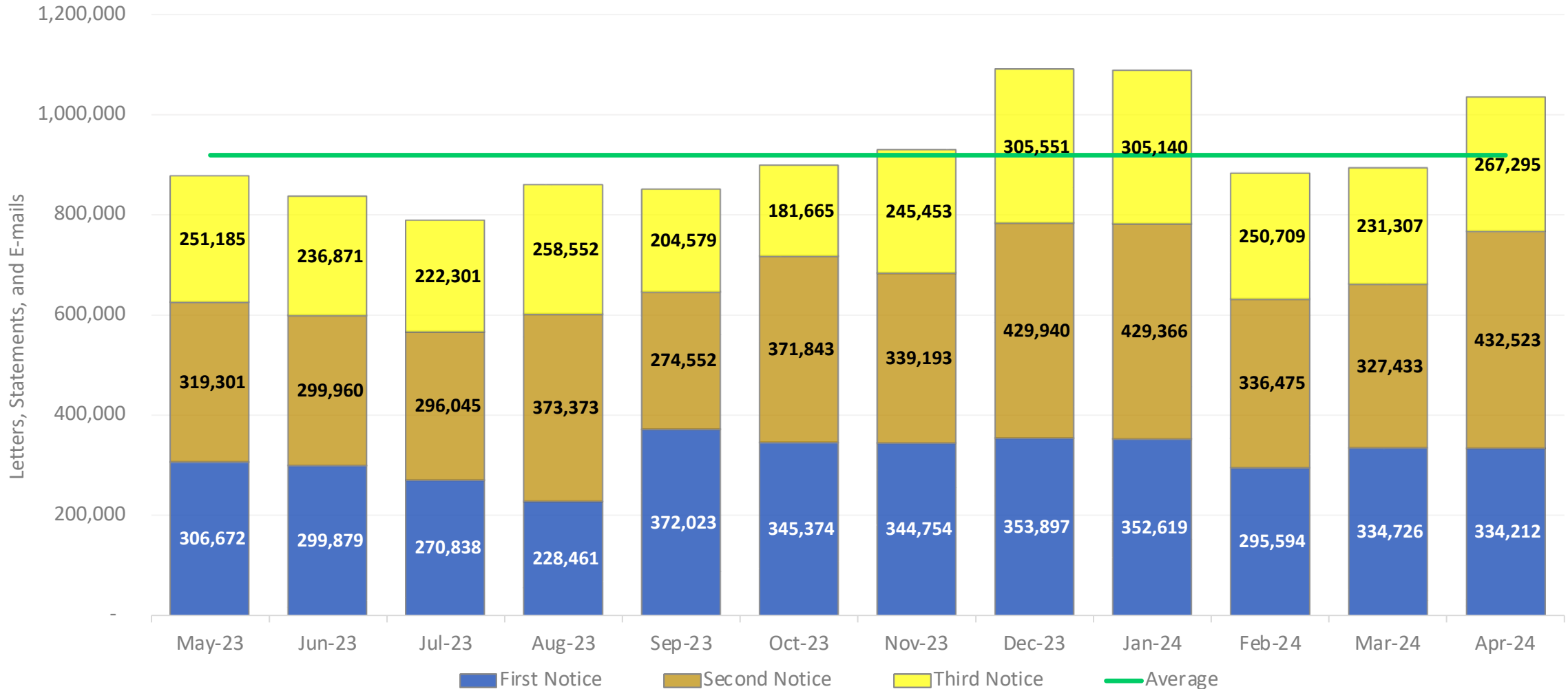
Roadway	Total Pre-paid Penetration %
183A Toll	63.96%
290 Toll	55.44%
71 Toll	59.08%
45SW Toll	65.25%
183S Toll	53.98%
MoPac	64.87%
<b>ALL</b>	<b>58.81%</b>



# CTRMA Invoicing Trends (Past Year)



Monthly Invoicing





# AGENDA ITEM #11A-C

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James Bass  
Executive Director

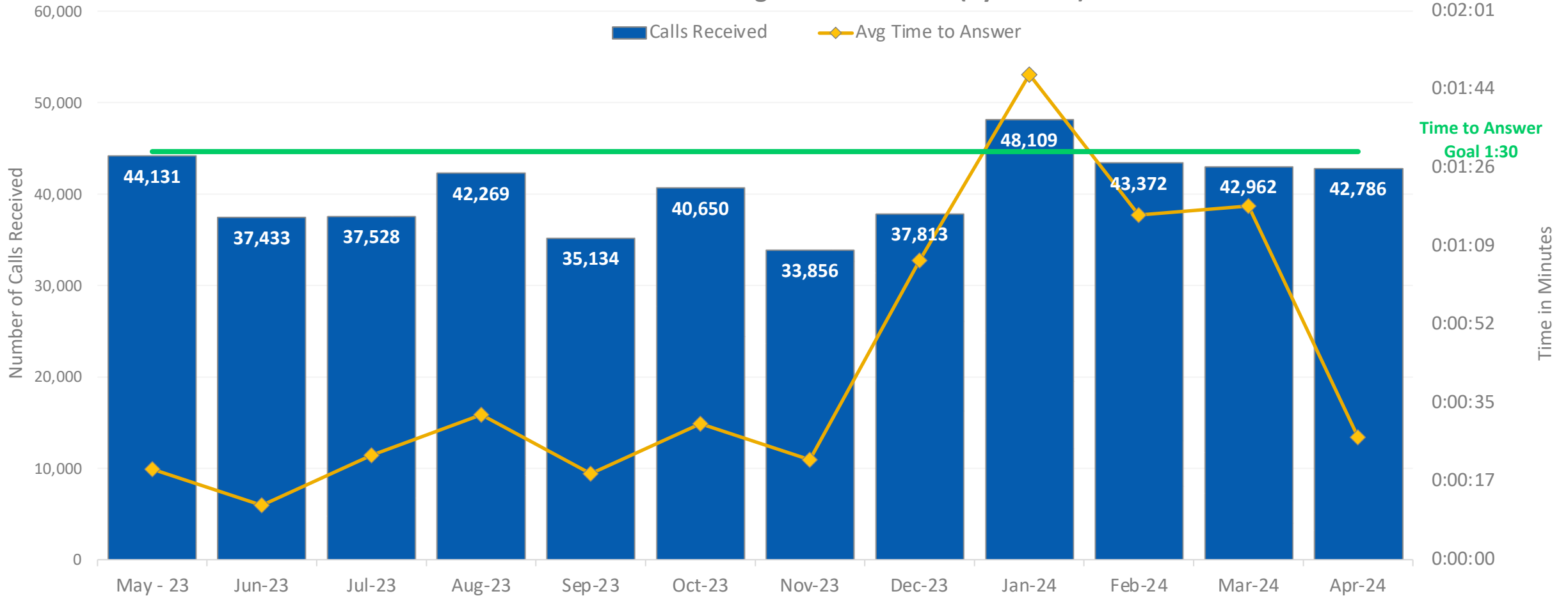
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# Call Center Performance (Past Year)



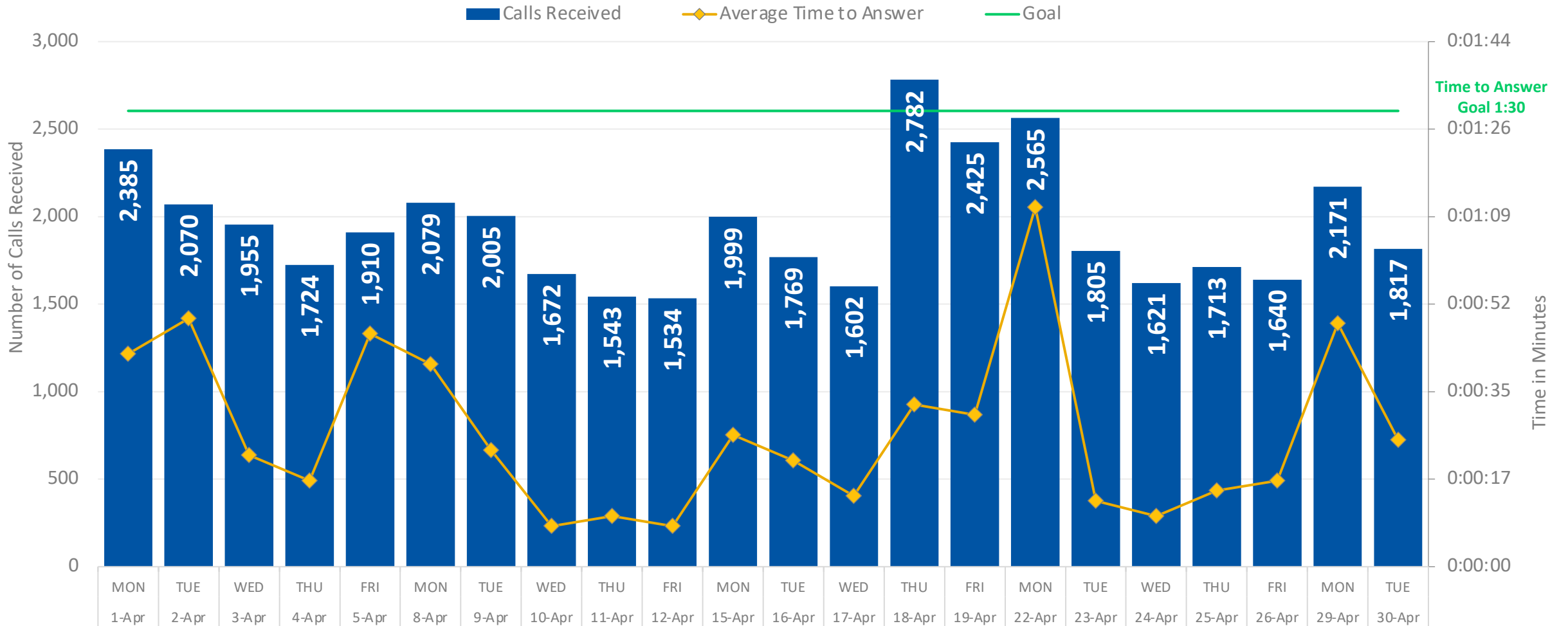
### Calls Received versus Avg Time to Answer (by Month)



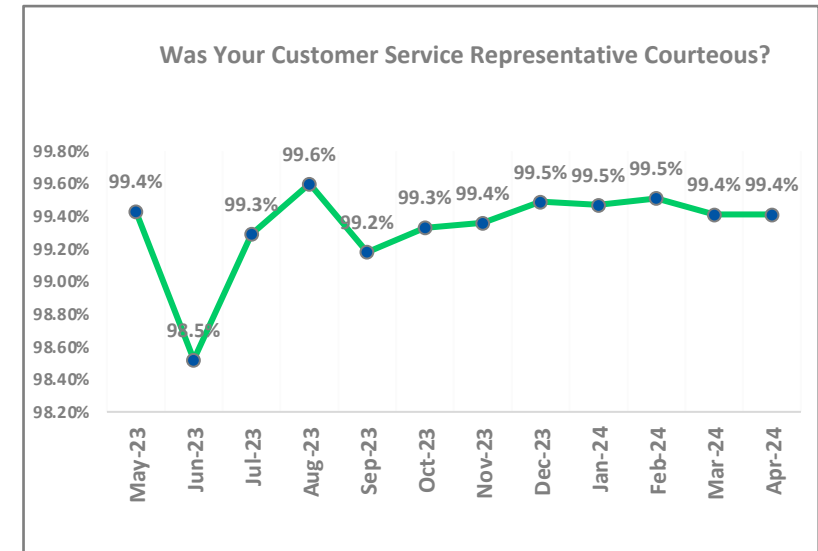
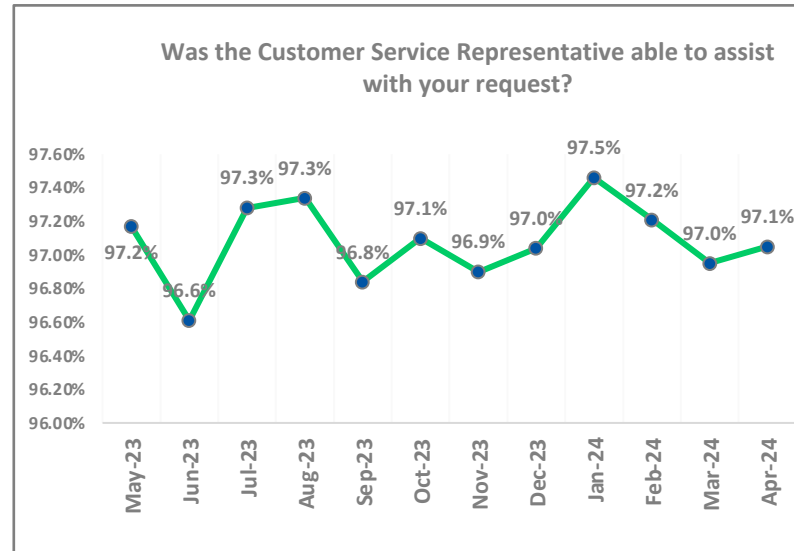
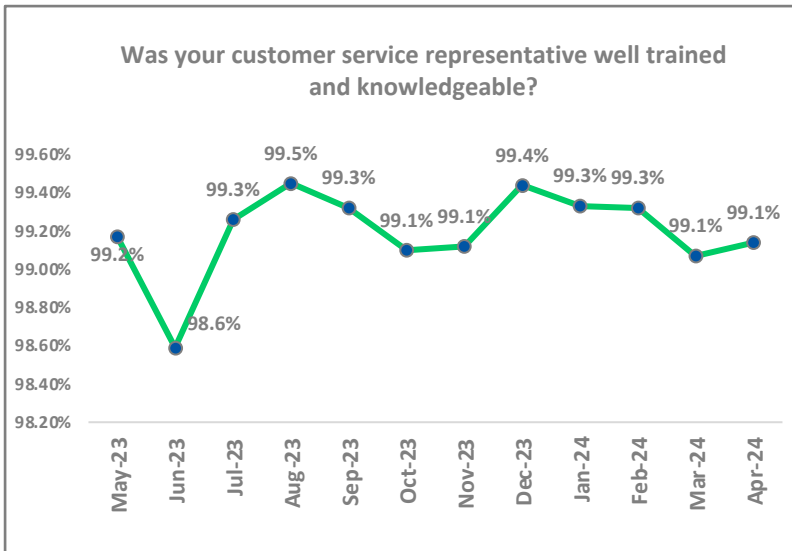
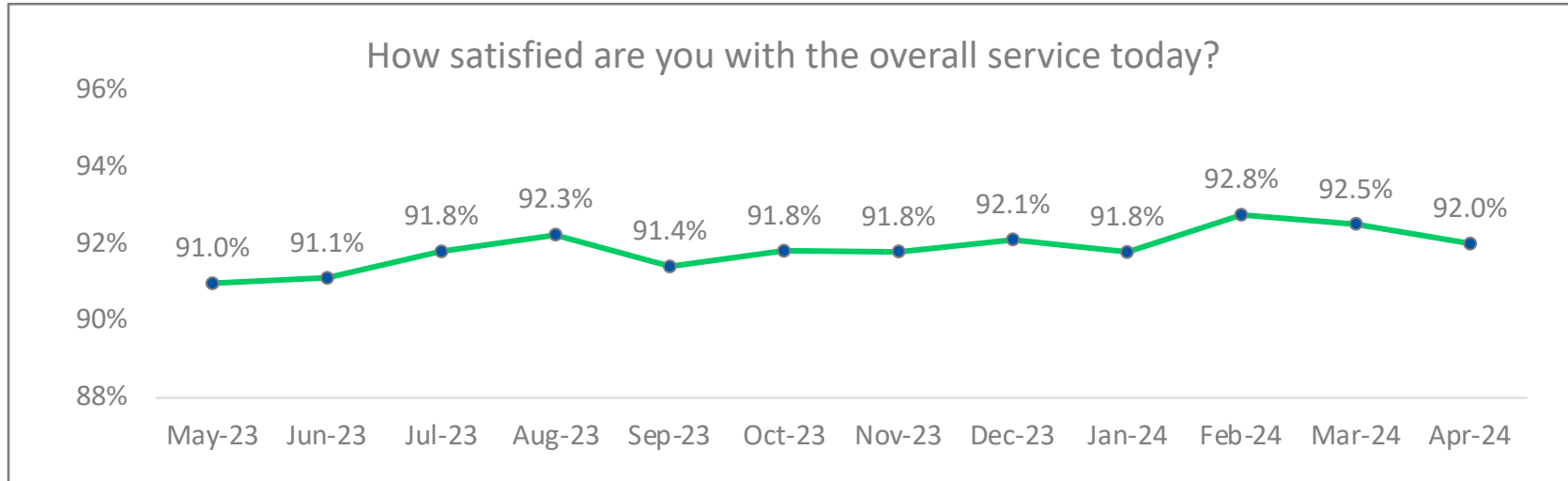
# Call Center Performance (April 2024)



Calls Received versus Avg Time to Answer (by Day)



# Call Center Customer Satisfaction



Total Number of April 2024 Responses = 8,696 (20.3%)

Post call survey of customers.



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **EXECUTIVE SESSION**

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# EXECUTIVE SESSION

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ITEMS #12-15

12. Discuss the acquisition of one or more parcels or interests in real property needed for a Mobility Authority headquarters, including facilities for traffic and incident management and other agency functions, pursuant to §551.071 (Consultation with Attorney) and §551.072 (Deliberation Regarding Real Property; Closed Meeting).
13. 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).
14. 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).
15. Discuss personnel matters as authorized by §551.074 (Personnel Matters).





CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **REGULAR ITEMS**

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CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

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## ADJOURN MEETING #16

May 29, 2024