



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Regular Meeting of the Board of Directors

December 11, 2018



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

A blue-tinted photograph of a road with a sign that reads "NORTH 183 A TOLL". The road is paved and has a concrete barrier on the right side. There are utility poles and trees in the background. The sky is blue with some clouds.

1 Welcome and Opening Remarks by the Chairman and members of the Board of Directors

A blue-tinted photograph of a highway. On the right side of the road, there is a signpost with three signs: 'NORTH', '183 A', and 'TOLL'. The road has a concrete barrier on the right and a grassy shoulder. In the background, there are utility poles and a building on the left. The sky is blue with some clouds.

2 Opportunity for public comment

A blue-tinted photograph of a road with a sign that reads "NORTH 183 A TOLL". The road is paved and has a concrete barrier on the right side. There are utility poles and a fence on the right side of the road. The sky is blue with some clouds. The text "Consent Agenda" and "Agenda Items 3-6" is overlaid in yellow on the image.

> **Consent Agenda**
Agenda Items 3-6

Tracie Brown, Director of Operations

3 Approve Amendment No. 1 to the agreement with Cofiroute USA LLC to modify the Contractor Compensation Schedule



Background

- Thirteen month procurement process for Pay By Mail processing, collections and customer services began in December 2016
- Cofiroute USA, LLC was determined to be the best value proposer
- Agreement approved by CTRMA Board of Directors in February 2018
- The term of the Agreement is five (5) years with two optional two (2) year renewal terms



Proposed Vendor Compensation Change

Paid at the stage the toll is collected

Pay Item	Original Description of Item	Revised Description of Item
1	Transactions Paid from Prepaid Balance <i>(plate based account)</i>	Transactions Paid Prior to Notice Generation <i>(plate-based prepaid accounts, applied overpayments, etc.)</i>
2	Paid First Video Bill <i>(paid prior to issuance of 1st Notice of Non-payment)</i>	Paid First Video Bill <i>(paid prior to issuance of 1st Notice of Non-payment or plate-based postpaid accounts)</i>

Tracie Brown, Director of Operations

4 Approve Amendment No. 8 to extend the agreement with Gila LLC dba Municipal Services Bureau (MSB) for continued collection activities



Background

- **Oct 2007:** Request for Proposals issued for Violation Processing and Debt Collection Services
- **Dec 2007:** Agreement signed with Municipal Services Bureau (MSB)
- **May 2008:** Pay By Mail program deployed
- **May 2012:** MSB's contract extended through January 2016
- **May 2015:** MSB's contract extended through January 14, 2018
- **Dec 2017:** MSB's contract extended through January 14, 2019



MSB Amendment No. 8

- Provides for twelve (12) one month extensions through December 31, 2019
- Allows for continued collection activities for bills / notices issued by MSB prior to transition new program managed by Cofiroute USA
- Amendment subject to same terms
- Agreement can be cancelled with 30-day notice

Tracie Brown, Director of Operations

5 Authorize the Executive Director to execute an Interlocal Agreement with the Texas Department of Motor Vehicles for the application of registration holds per the Mobility Authority's Habitual Violator Policy



Habitual Violator Enforcement Remedies

- Publication of prohibited owners - name, city and state of residence, total number of events of nonpayment, and total amount due for the tolls and admin fees
- Denial of motor vehicle registration
- Prohibition from accessing Mobility Authority-operated facilities
- A peace officer may detain a motor vehicle observed by the officer to be operated in violation of the prohibition order



TxDMV Interlocal Agreement Terms

- Texas DMV will place and remove “flags” on vehicle records based on submission data received from Cofiroute
- Term of the ILA is five years
- Contract may be terminated by mutual written agreement, or 30 days after either party gives notice to the other party, whichever occurs first
- Cost is borne by customer and covered by the assessed \$50 enhanced enforcement administrative fee



Staff Recommendation

- Approve the Interlocal Agreement with the Texas Department of Motor Vehicles for the application of registration holds for habitual violators

Justin Word, P.E., Director of Engineering

6 Approve certain edits to the contract with HDR Engineering, Inc. for Construction, Engineering & Inspection Services

A blue-tinted photograph of a road with a sign that reads "NORTH 183 A TOLL". The road is paved and has a concrete barrier on the right side. In the background, there are utility poles and a building on the left. The sky is blue with some clouds.

> **Regular Items**
Agenda Items 7-11

Geoff Petrov, Legal Counsel

**7 Approve the minutes from the
October 31, 2018 Regular Board
meeting**

Mary Temple, Controller

**8 Accept the financial statements for
October 2018**

NORTH
183 A
TOLL

Geoff Petrov, Legal Counsel

9

Approve a legislative program for issues and proposals affecting the Mobility Authority in the 86th Texas Legislature

Jeff Dailey, Deputy Executive Director

10

Authorize the Executive Director to Implement Certain Measures outlined in the 2019-2023 Austin-Round Rock Metropolitan Statistical Area Regional Air Quality Plan



Background

- Central Texas Clean Air Coalition (CAC) of Capital Area Council of Governments (CAPCOG) is responsible for developing and implementing regional air quality plans.
- These plans are help to lower emissions and avoid designation as a “nonattainment” area for federal ground level ozone (O₃) standards.
- CTRMA has been a key participant in previous plans.
 - 2013 Ozone Advance Program Action Plan
 - 2008 Regional 8-hour O₃ Flex Agreement



Significance of the 2019-2023 Plan

- Through 2017, the regional levels were only 1% below the maximum allowable under federal standards.
- Levels recorded in 2018 suggest we are at risk of violating federal standards.
- A nonattainment status requires the region to take additional measures prescribed by TCEQ and EPA.



CTRMA Commitments

- *Tier 1 measures* are recommended for all CAC members – typically don't require financial resources
 - Education, encourage alternative commute modes, and offer flex and telecommute
- *Tier 2 measures* go beyond the Tier 1 - may require some outlay of financial resources
 - Monitor “green” construction and contracting policies to lower nitrogen oxide and ozone emissions
- *Other measures* - other activities to support the region’s air quality goals
 - Pursue studies to quantify the emissions and fuel consumption impacts of CTRMA facilities and mode shifts



Requested Action

- **Staff requests Board approval of the resolution**

Authorize the Executive Director to Implement Certain Measures Outlined in the 2019-2023 Austin – Round Rock MSA Regional Air Quality Plan.

Greg Mack, Assistant Director of IT and Toll Systems

11

Approve Supplement No. 2 to Work Authorization No. 14 with Kapsch TrafficCom USA for the installation of wrong-way detection and notification system on the SH 45SW Project



Wrong Way Driver Trends

- Represent about 3% of crashes on divided highways
- About 360 lives are lost each year in 260 fatal WWD crashes
- Roughly 70% of fatal WWD involve alcohol
- 59% had BAC over 0.15 (double the legal limit of 0.08)
- Approximately 57% occur on weekends



Countermeasure Solution



The primary purposes of a Wrong-Way Driver Detection System are to:

- Detect
- Notify
- Quantify
- Enforce



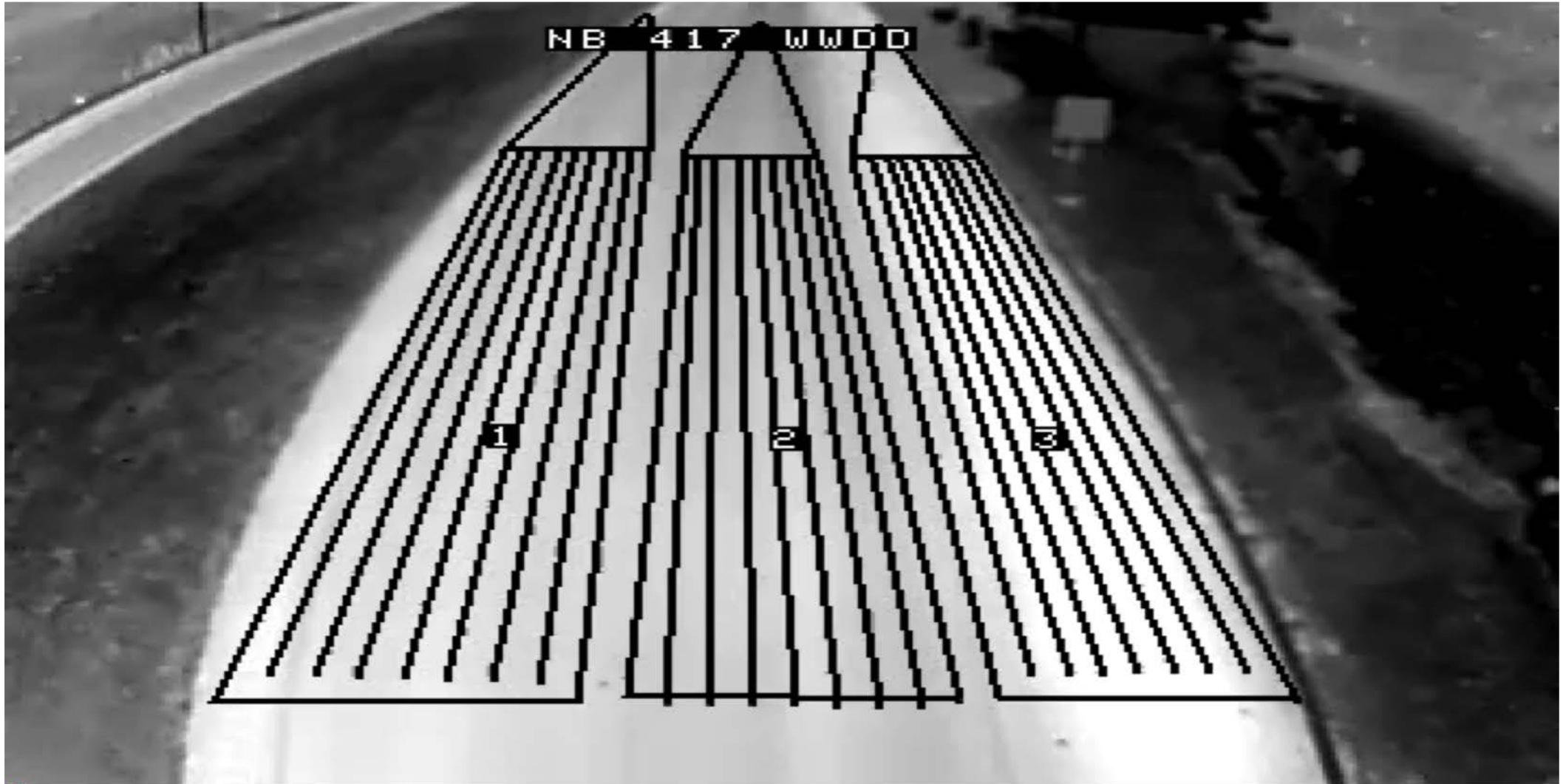
Countermeasures: Prevention

- **LED-enhanced signage:**
 - Rectangular Rapid Flash Beacons
 - Radar and FLIR camera activated





Wrong-Way Driver Pilot – SH 45SW



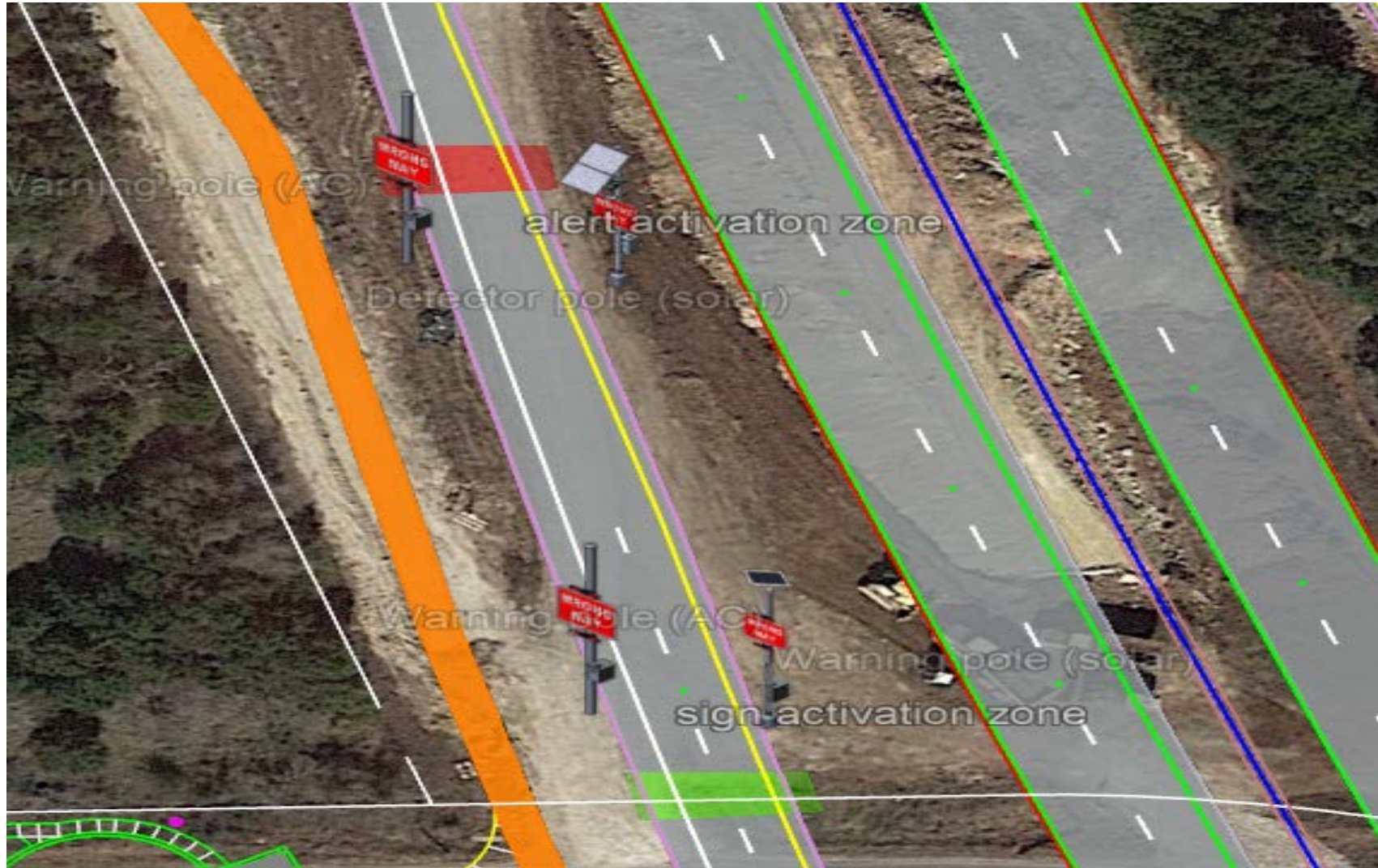


Wrong-Way Driver Pilot – SH 45SW



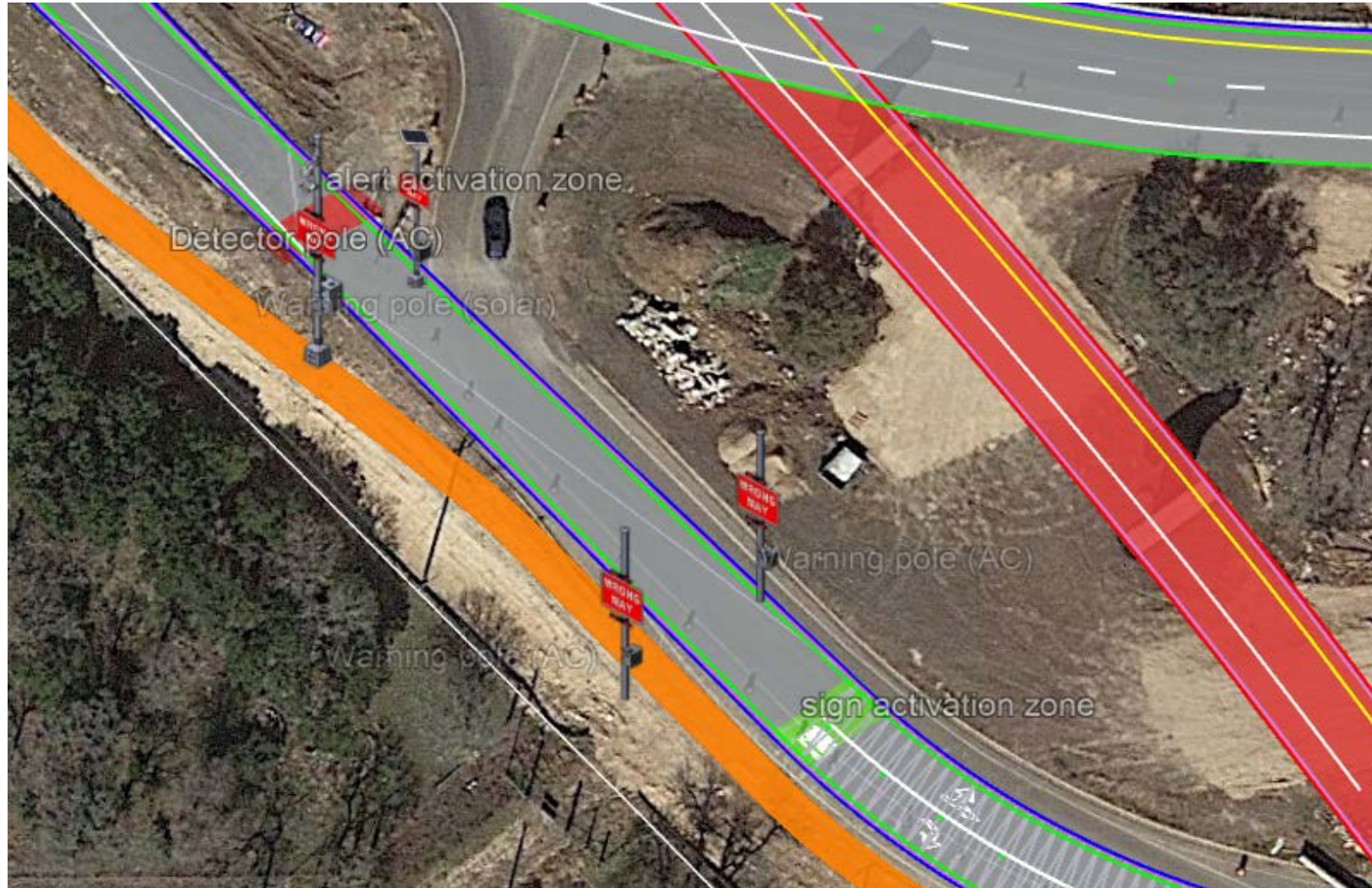


Wrong-Way Driver Pilot – SH 45SW





Wrong-Way Driver Pilot – SH 45SW





Countermeasures: Notify

- **Notify Local Authorities via email notification**
 - Images of wrong-way vehicle
 - Location
 - Alert time

[TRIGGERED] >>>> **Wrong Way Camera Detection <<<< for System 95 SB Off Ramp to Thurbers Ave - Camera Controller J-446139-1402**

BlinkLink2@tapconet.com

Sent: Mon 10/26/2015 10:22 PM

To: Max Smith

Message blinklinkdataimagesalertscontroller-125alert-59374125-59374-Camera Controller J-446139-1402-1.jpg (198 KB) ^
 blinklinkdataimagesalertscontroller-125alert-59374125-59374-Camera Controller J-446139-1402-2.jpg (197 KB) |
 blinklinkdataimagesalertscontroller-125alert-59374125-59374-Camera Controller J-446139-1402-3.jpg (189 KB) v

BlinkLink triggered a(n) Wrong Way Camera Detection event for the following System.

System Details: 95 SB Off Ramp to Thurbers Ave
Asset Name: Camera Controller J-446139-1402
Alert Time: 2015-10-27T02:21:33Z

Go to <http://blinklink.tapcoapps.com> to view this notification in BlinkLink.

Contact BlinkLink Support at 866-753-6255 or email to blinkersupport@tapconet.com.



Countermeasures: Alert

- Alert Local Authorities
 - Email notification - Image examples



Image 1



Image 2

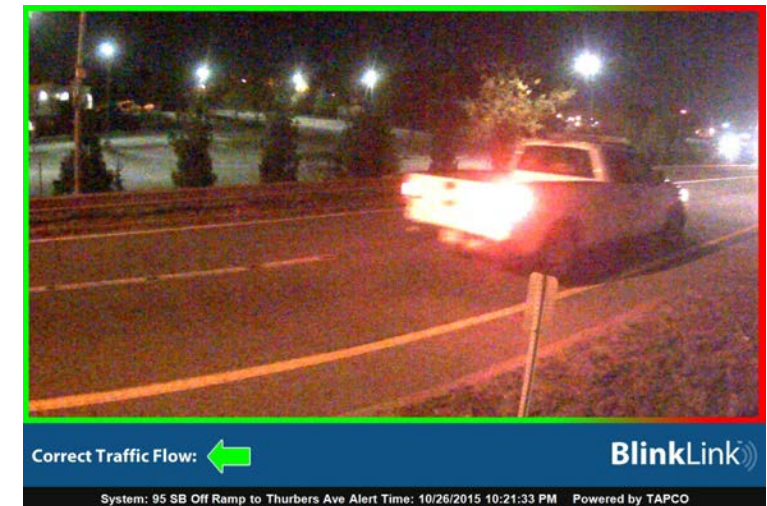


Image 3



System List

Map is On Add



Statuses & Notifications

Actions

Click checkbox to select item or use selection button

Type	System Name	System Status	Notify Me	Tags
	Trade Show WW Demo 1			0

Showing 1 to 1 of 1 entries

Navigation controls: << < 1 > >>



Wrong Way Detection

07/25/2015 08:30:11 AM CDT (869 SB OFF8-Atlantc)

2 of 6



Prev Alert

Next Alert



Click thumbnail to view



Alert Resolution

Select Resolution

Unresolved

Wrong Way Vehicle

Test Event

Emergency Response Vehicle

Maintenance Vehicle

False Positive

Vehicle Made a U-Turn

Vehicle Backed Up

Notes

Empty text input field for notes.

Cancel

Save

Full Alert Details



Employee Directory Edit Gateway - BlinkLink Google

www.blinklink.net/admin/controller-modem/edit/289

TSG Basecamp TAPCO Intranet - Wel... Employee Directory ETO Project Tracker BlinkLink ShoreTel Portal Home NFL Game Center - Free Fa...

BlinkLink Systems Schedules Alerts! 86 Reports Admin Help Account

Gateway Name: TAPCO Demo Unit - CFX Dual Camera - 291

Modem: Sixnet (F)

Carrier: Verizon

IMEI:

MDN:

SIM:

IP Address 1: 166.165.85.94

IP Address 2: 166.165.85.94

Modem Port: 10000

Modem Port Protocol: TCP

Camera Port 1: 8080

Camera Port 1 Protocol: TCP

Camera Port 2: 8081

Camera Port 2 Protocol: TCP

Controller Port: 3000

Controller Port Protocol: TCP

Update Interval: 15 Minutes

Latitude: 43.178550

High Priority Alert Detected!*

Sound is Off I Acknowledge These

a few seconds ago **Wrong Way Detection** Resolve

For system 95 SB Off Ramp to Thurbers Ave.
Occurred at Dec 13 @ 2:04:33 pm.

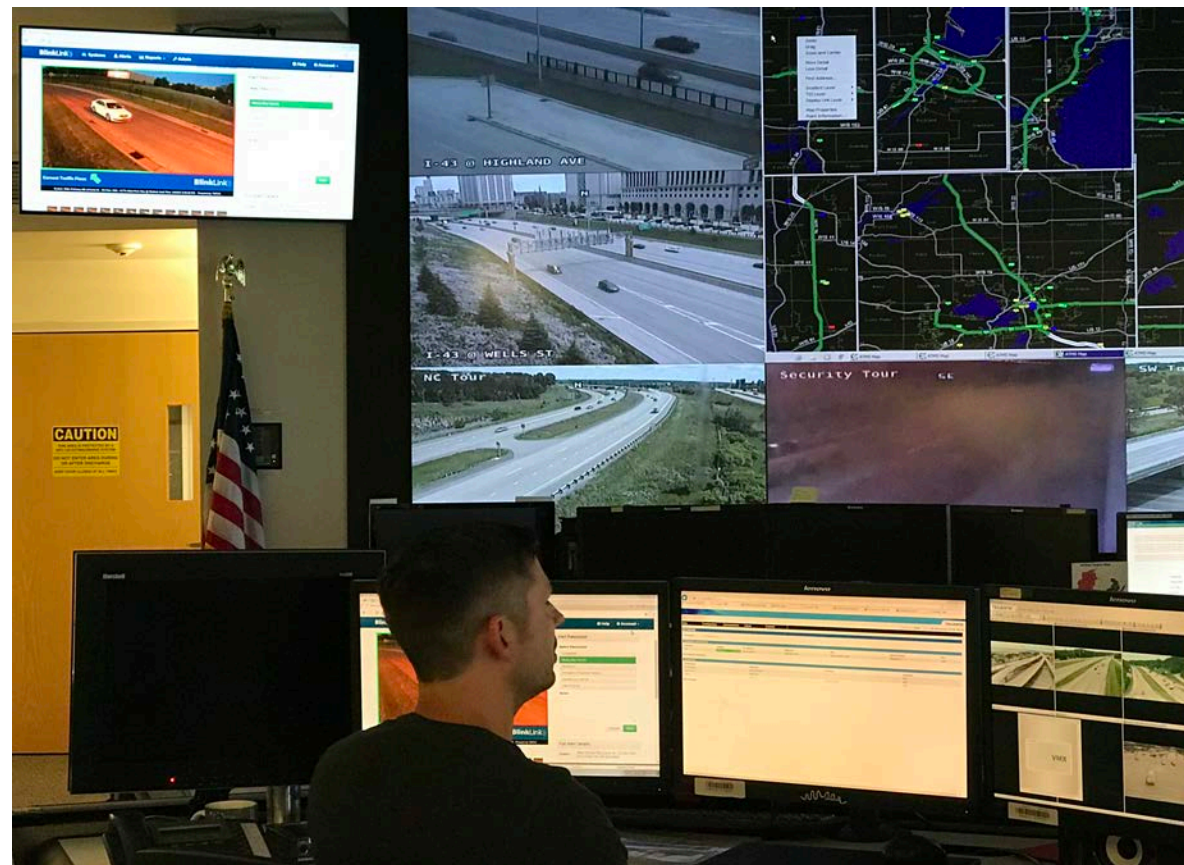
* Only high priority alerts that require your immediate attention will appear in this popup window

Disable these Notices I Acknowledge These





Integration: Traffic Management Centers





Next Steps

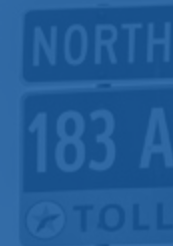
- **Dec 2018:** Approve Kapsch Supplemental Work Authorization to install SH 45SW Wrong-Way Driver System for \$414,914.00



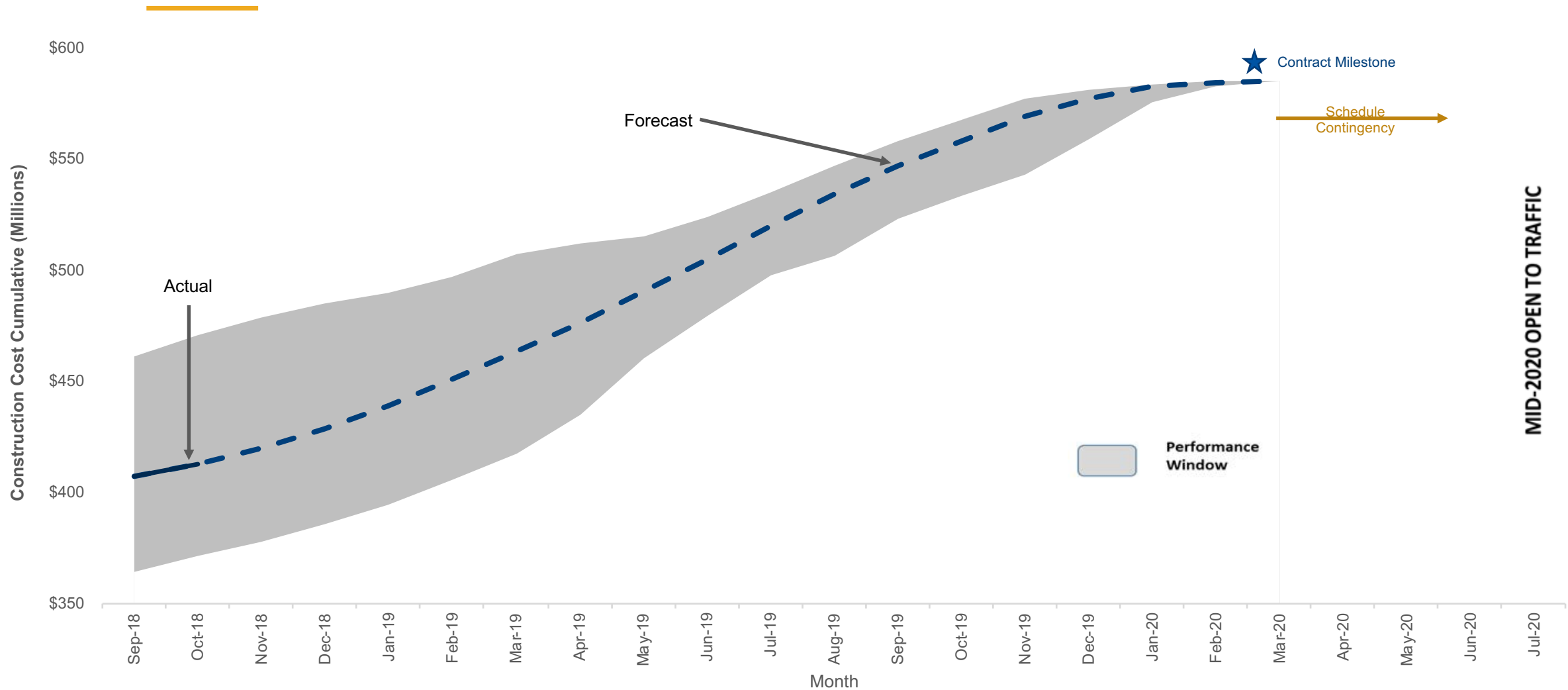
➤ **Briefings and Reports**
Agenda Items 12-13

Justin Word, P.E., Director of Engineering

12 183 South Project Update

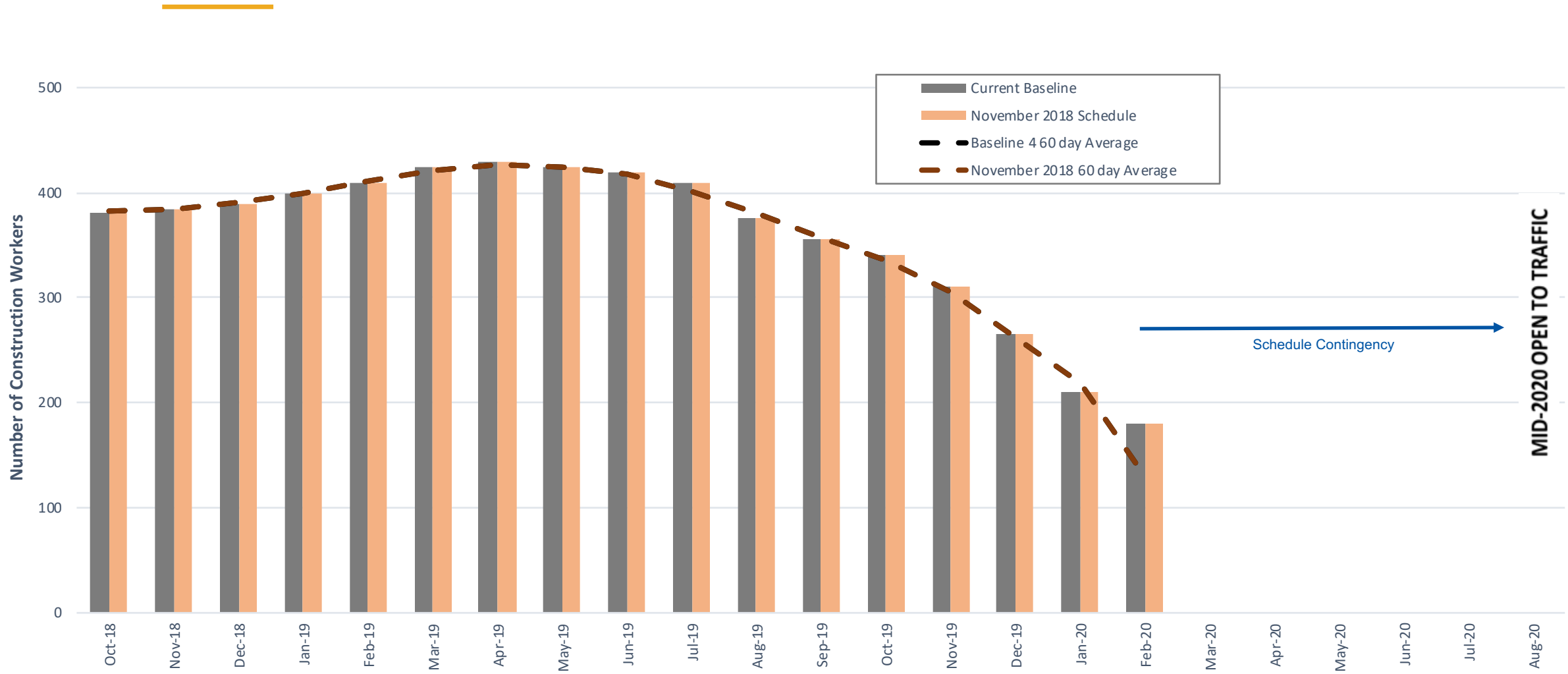


Cashflow Analysis

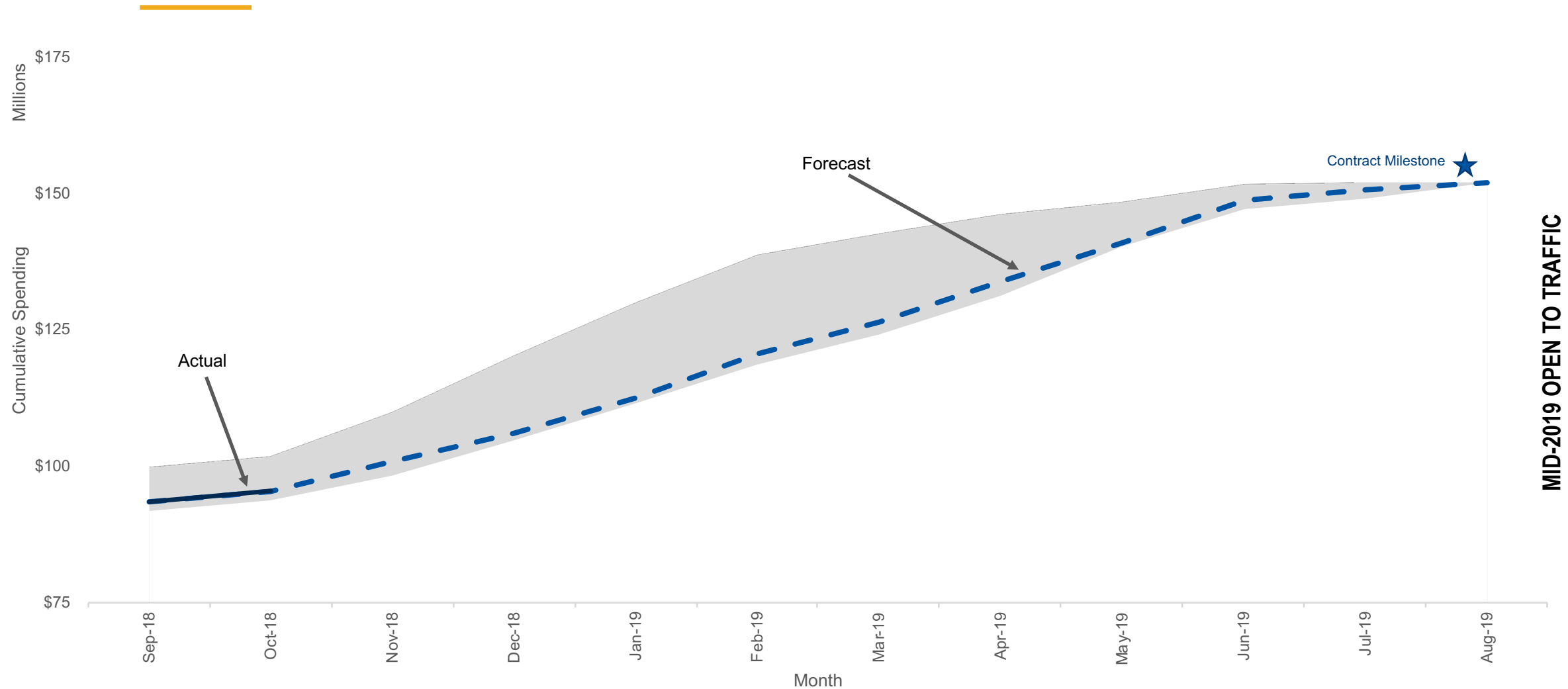


MID-2020 OPEN TO TRAFFIC

Project Manpower Curve (Current Schedule vs. Last Updated Schedule)



Interim Completion – Cashflow Analysis



MID-2019 OPEN TO TRAFFIC

183 South Design/Build Project



EXECUTED CONTRACT VALUE		\$581,545,700
Total Project Contingency		\$47,860,000
Obligations	CO#1 City of Austin ILA Adjustment	(\$2,779,934)
	CO#2 Addition of Coping to Soil Nail Walls	\$742,385
	CO#4 Greenroads Implementation	\$362,280
	CO#6 51st Street Parking Trailhead	\$477,583
	CO#9 Patton Interchange Revision	\$3,488,230
	Others Less than \$300,000 (6)	\$549,576
	EXECUTED CHANGE ORDERS	\$2,840,120
	Change Orders in Negotiations	\$10,210,000
Potential Contractual Obligations	\$10,590,000	
Total Project Obligations		\$23,640,120
Remaining Project Contingency		\$24,219,880

Change Order
Status as of **10/31/18**

Construction Activities: FM 969 / MLK

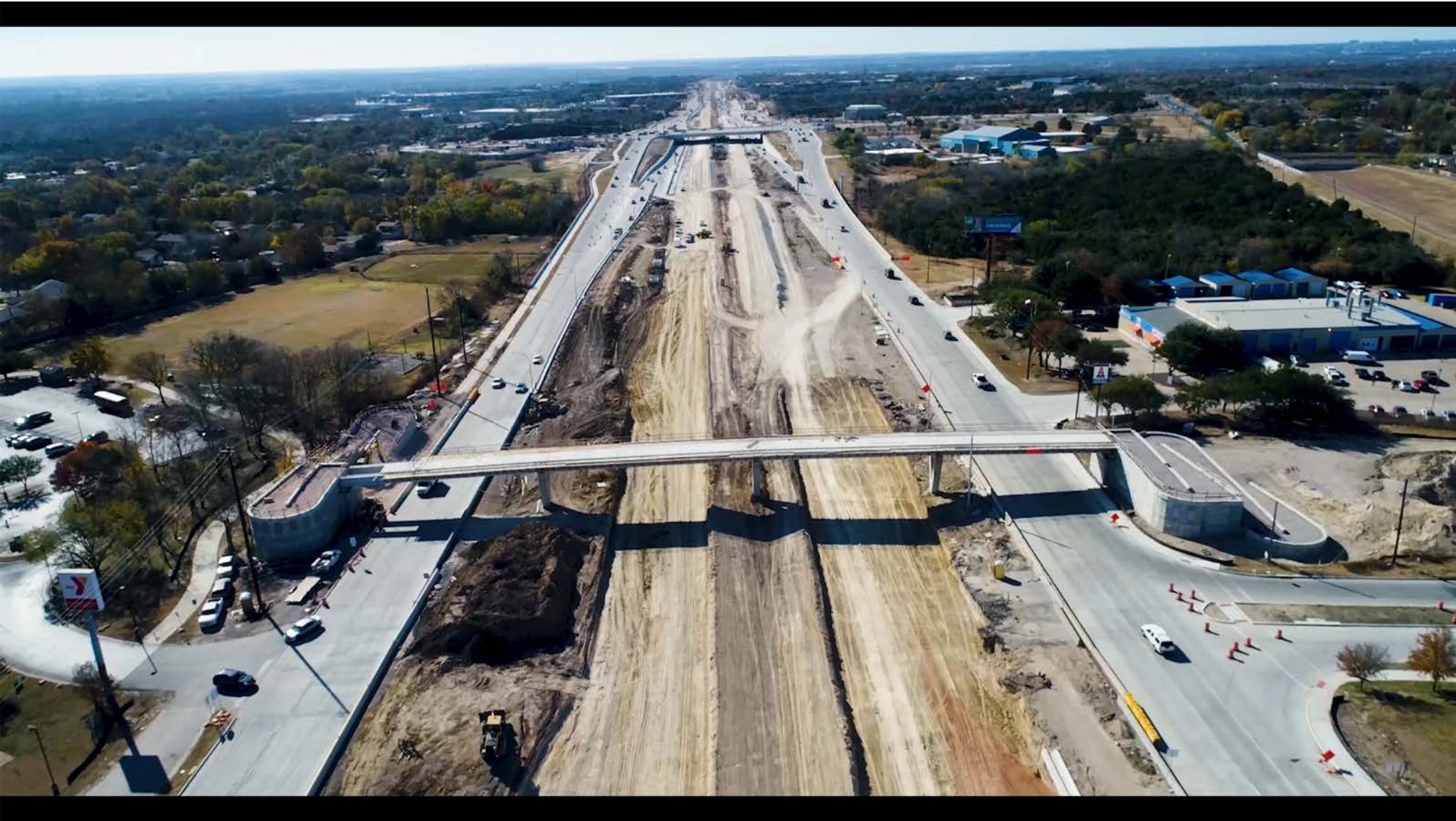


March 2016

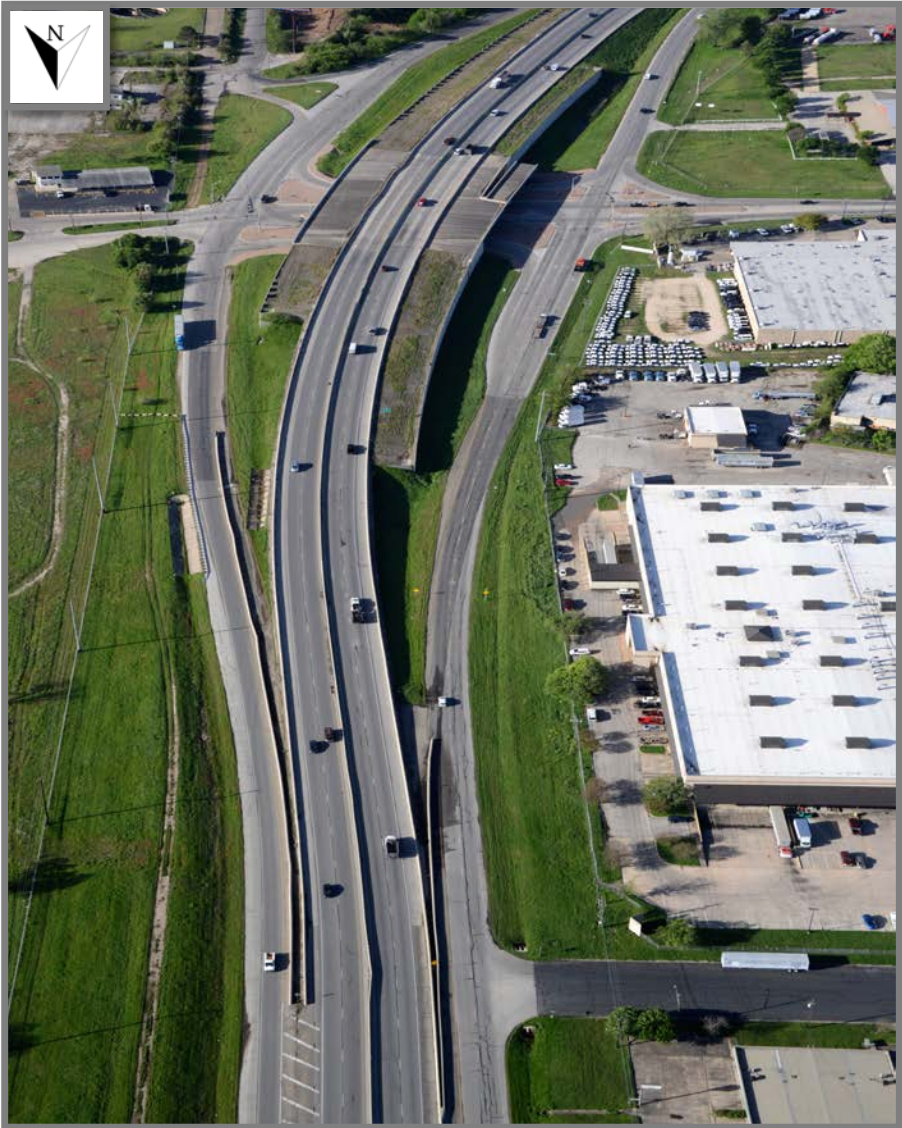


November 2018

Drone Flight: 51st to Techni Center Dr.



Construction Activities: Bolm Road



March 2016



November 2018

Construction Activities: Montopolis



October 2016



November 2018

Construction Activities: Colorado River



March 2016



November 2018

13

Executive Director Board Report
A. Transportation Innovation Initiative



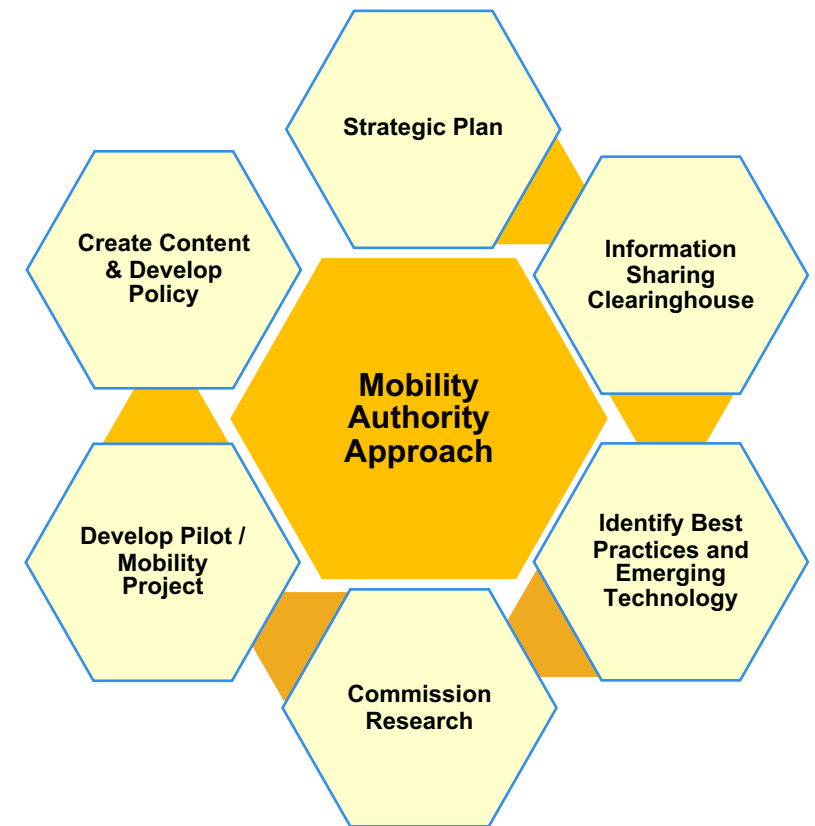
Transportation Innovation Initiative

■ Mobility Authority Strategic Plan

- *Mission - To implement innovative, multi-modal transportation solutions that reduce congestion and create transportation choices that enhance quality of life and economic vitality.*

■ Goals

- Deliver *Multi-Faceted* Mobility Solutions
- Invest in Efforts that *Extend Beyond Roadways*
- Employ a *Collaborative Approach* to Implementing Mobility Solutions
- *Explore and Invest in Transformative Technology* and *Adopt Industry Best Practice*





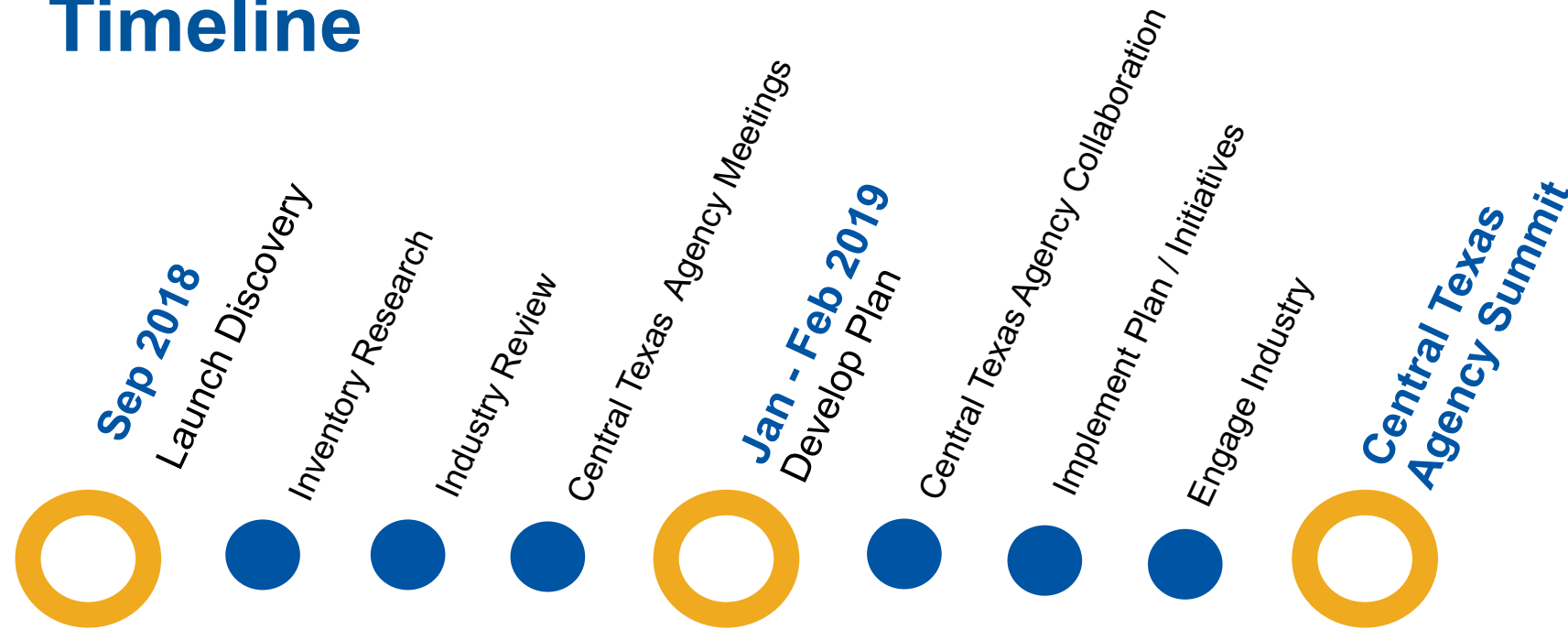
Discovery

- Research and Innovation Plan
 - Industry review of trends and practices
 - Interagency group (regional collaboration)
- Active Research and Initiatives
 - Park and Ride
 - Wrong way driver, incident detection, traveler information
 - CTRMA Intelligent Transportation System Plan
 - Studies on driver behavior analysis and emissions/fuel impact
- Identify Ideas and Develop Plan
 - Initiatives
 - Research





Timeline



- **State Transportation Innovation Council**
- **Texas Transportation Task Force**
- **Texas Innovation Alliance**

- **Team Central Texas / Austin**
 - City of Austin
 - Central Texas Regional Mobility Authority
 - TxDOT – Austin District

The background image shows a perspective view of a multi-lane highway stretching into the distance. On the right side of the road, there is a concrete barrier with rounded posts. Further right, a grassy shoulder is visible, along with a utility pole and a road sign. The sign consists of three stacked rectangular panels: the top panel says "NORTH", the middle panel says "183 A", and the bottom panel says "TOLL" with a circular arrow icon. The sky is blue with some light clouds. The entire image has a blue color overlay.

13

Executive Director Board Report B. MoPac Operational Improvements

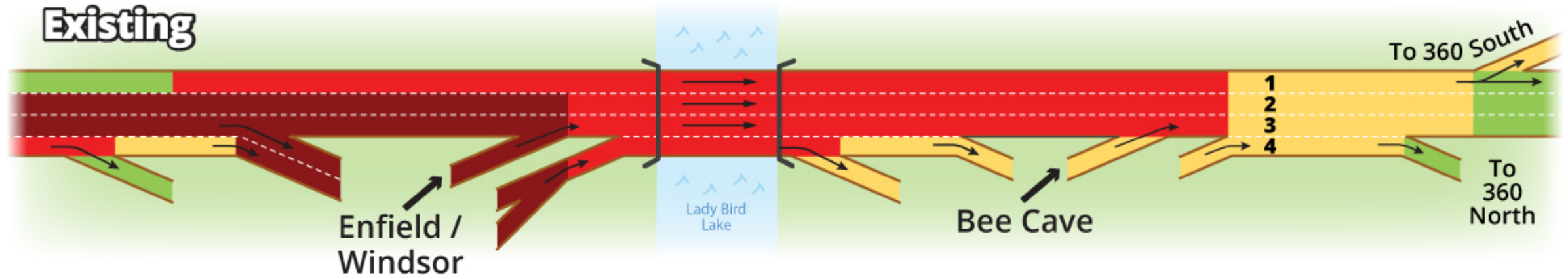


MoPac South – Interim Options

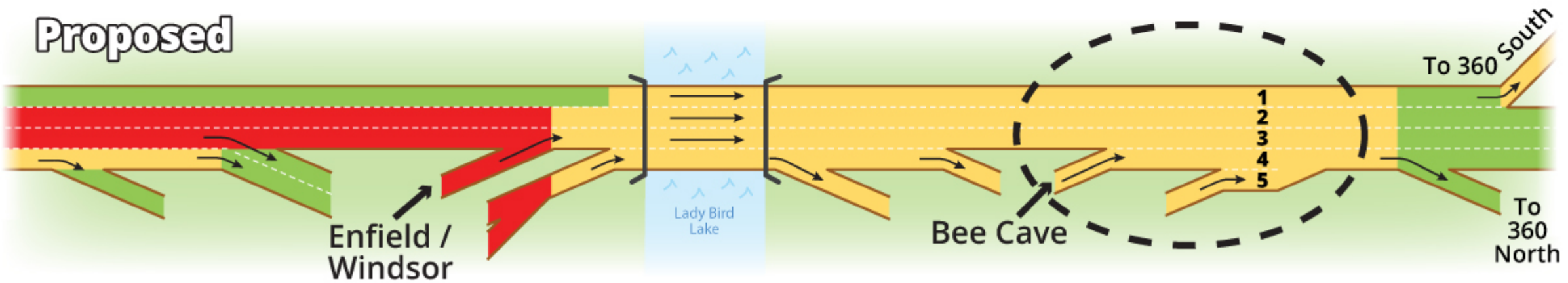
- Goals
 - Reduce Congestion
 - Improve Travel Times and Reliability
 - Compatibility with MoPac South Environmental Study Options



Existing

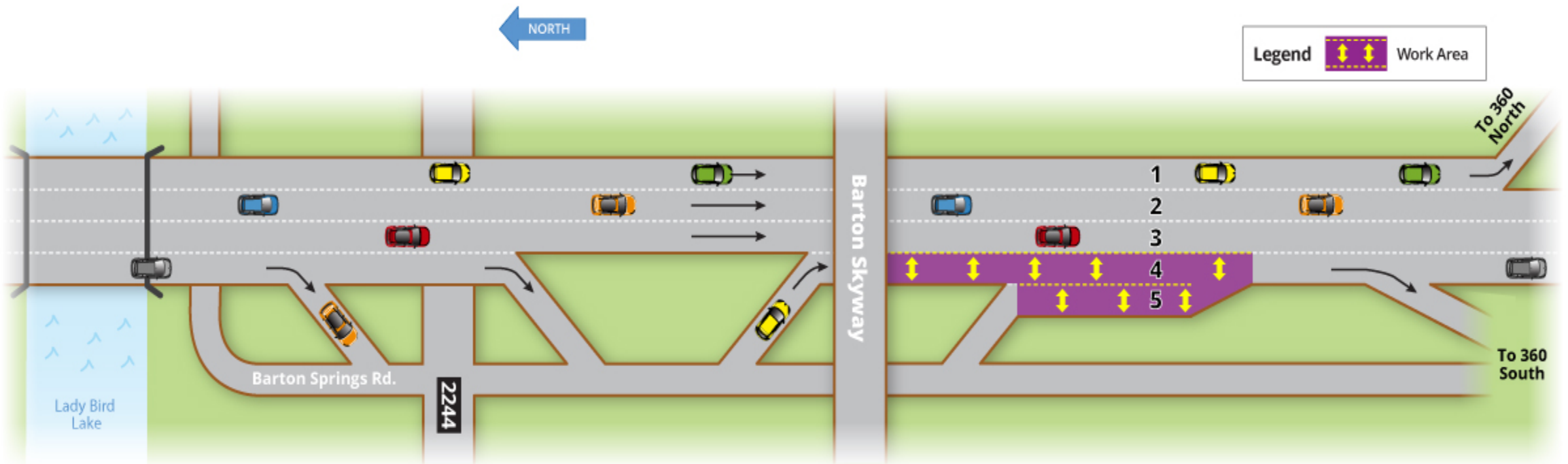


Proposed





Interim Option C





Interim Option C

- Meets Goals; Minimizes cost
- Project Timeline: 16 – 18 Months (Including Construction)
- Project Cost: \$10 - \$15 MM
- Traffic studies anticipated to be complete in January

13

Executive Director Board Report
C. Pay By Mail Program Transition



New Pay By Mail Program Goals

- **Create a customer centric billing program that:**
 - Provides a good customer experience
 - Simplifies billing and offers flexibility
 - Promotes accountability and ensures fairness
 - Encourages tag usage and pre-paid forms of payment
 - Mitigates revenue risk



Flexible Payment Options

Good



Intended for infrequent users

Better

*** NEW *
CTRMA
Registered
Pay By Mail
Accounts**

Ideal for users that don't want a tag but want to eliminate paper bills

BEST!

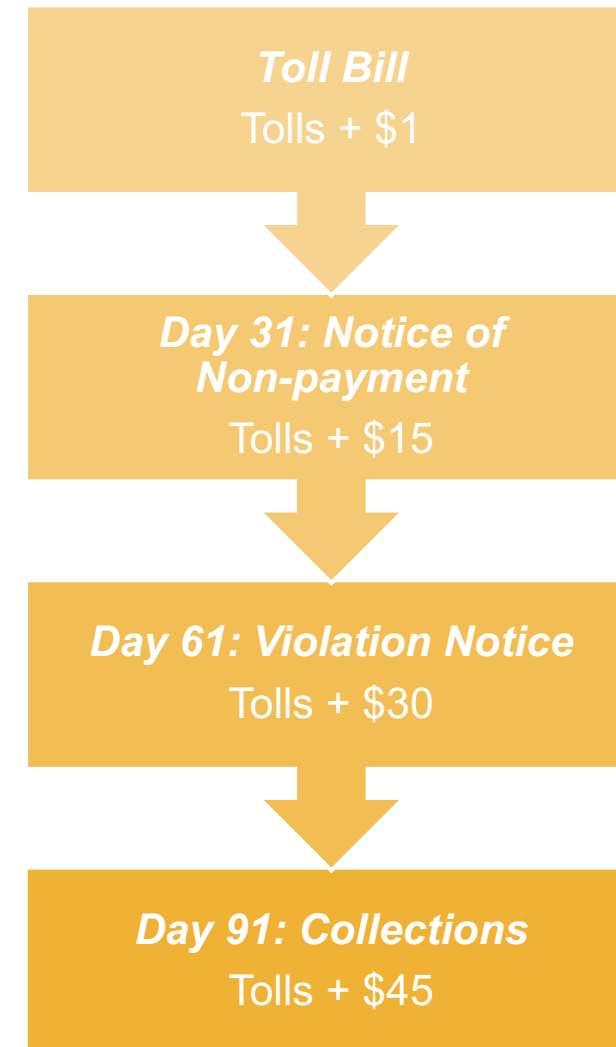


Provides best value and most convenience for toll road users



Simplified Billing

- Thirty (30) day billing cycle
- “Anniversary” billing dates are established after the initial billing cycle
- One account number per license plate and registered
- Non-payment fees have been decreased by 63%





Enhanced Payment Options & Customer Benefits

CATEGORY	FEATURE	CURRENT PROGRAM	NEW PROGRAM
Walk-up Payments	Retail (<i>HEB, Walmart, Fiesta, Kroger</i>)	✓	✓
	TxTag CSC	✓	✓
	Vendor CSC	X	✓
Pay By Mail	Send bill to best address	X	✓
	E-notices	X	✓
	Bill copies available online	X	✓
	Early pay discount (<i>future enhancement</i>)	X	✓
Registered Pre-Paid Accounts	Statement copies available online	X	✓
	SMS notifications	X	✓
Miscellaneous	Web chat	✓	✓
	Web pay	✓	✓
	IVR (phone pay)	✓	✓
	Pay before bill is mailed	X	✓



Transition Timeline



- **Nov. 17th or before:** Processed by MSB
- **Nov. 18th and after:** Cofiroute; official launch of new payment site – www.PayMobilityBill.com
- **Dec. 11th:** Last *Toll Bill* mailed by MSB
- **Dec. 13th:** First *Toll Bills* mailed by Cofiroute
- **Jan 12th:** Unpaid Cofiroute *Toll Bills* age to next violation step
- **Jan 17th:** Unpaid MSB *Toll Bills* age to next violation step



Transition Impact

- **Customers**

- Delayed billing
- Bills / non-payment notices from different vendors

- **CTRMA**

- Pay By Mail revenue may lag for 1-2 months
- Increased customer inquiries



Planned Outreach

WE'RE GETTING A NEW LOOK.

In the coming months, you'll notice our bills will have a new design as we transition to a new provider and payment website, www.PayMobilityBill.com.



Electronic tags are the simplest, most cost-effective way to pay. Get a tag and save up to 25% on toll rates.



Central Texas Regional Mobility Authority

Navigation: About | Traveler Info | Projects & Programs | Business | Resources | Pay Your Toll

We Have a New Look
And a New Payment Provider

IF YOUR TOLL BILL LOOKS LIKE THIS
call 1-888-811-4565 or visit www.PayTexasToll.com

IF YOUR TOLL BILL LOOKS LIKE THIS
call 1-832-762-8655 or visit www.PayMobilityBill.com

LEARN MORE >

WE HAVE A NEW LOOK.

We also have a new provider and payment website, www.PayMobilityBill.com. Go online and check out some new and improved features.



Electronic tags are the simplest, most cost-effective way to pay. Get a tag and save up to 25% on toll rates.



Central Texas Regional Mobility Authority

Navigation: English | Español | How It Works | Resources | About Us | Pay My Toll

Pay Your Bill

Choose Your Payment Method

- ONLINE
- BY MAIL
- IN PERSON
- BY PHONE



Planned Outreach

WE HAVE A NEW LOOK

We've transitioned to a new backoffice payment provider. You'll notice our bills have a new design, new payment website and new phone number.

www.PayMobilityBill.com

1.833.762.8655

183A TOLL **290 TOLL** **71 TOLL** **EXPRESS 1 TOLL**

WHAT'S HAPPENING?

We're enhancing our new Pay By Mail billing process to be more user-friendly and offer options that better suit your needs. Changes include:

- Registered accounts are now available for customers who drive on CTRMA roads without electronic toll tags who want to avoid receiving a toll bill in the mail.
- Customers will receive one bill per 30-day period, and will have 30 days to pay their bill online, by phone, in person or by mail.

DRIVE HASSLE-FREE

Sign up for a registered account

- Receive **discounted toll rates** beginning January 1, 2019
- Tolls are **paid automatically**. Don't worry about receiving a toll bill by mail
- Simply sign up online or over the phone and **add \$25 to your registered account**
- Each time you drive a CTRMA-operated road, the **toll will automatically be debited** from your debit/credit card, or ACH account
- When your account balance reaches \$15, you will **receive an alert to replenish your account**
- Manage your account **online**
- Avoid administrative fees by signing up for E-Statements and text message notifications

www.PayMobilityBill.com 1.833.762.8655

WHAT THIS MEANS FOR YOU

- If you drove on any CTRMA roads on or before November 18, 2018, you could have an **outstanding balance with our former provider**.
- Visit www.PayTexasToll.com or call 1.888.811.4565 to **make sure you're in good standing**.
- If you are a frequent toll road driver, **you may receive bills from both our old provider (MSB) and our new provider (Cofiroute, USA) during the transition period** (late 2018-early 2019).

TIPS TO MANAGE THE TRANSITION

- If paying by mail, remember to **enclose the payment form**
- If paying online, update your "favorites" or "bookmarks" with our new payment website www.PayMobilityBill.com
- If paying through your bank's online banking portal, **update your payee details**

**Moving forward, if you pay your tolls with a credit card, your statement will show a charge from RMA Toll Processing*

DID YOU KNOW? Electronic tags remain the simplest, **most cost-effective way to pay tolls**, even for infrequent users

Save Time Save Money

Pick a Tag. Any Tag.

TX TAG **ETAG** **T** **KTAG** **PIKEPASS** **by process pluspass**

Thank you for your patience and patronage

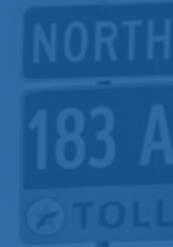


Helpful Hints for Customers

- Change your bank's online bill pay details
- Use the bill's remittance slip when remitting payment
- Update your web browser with the new payment site – www.PayMobilityBill.com
- Be patient

13

**Executive Director Board Report
D. 183 North Mobility Project**





➤ **Executive Session**
Agenda Items 14-16



➤ **Reconvene in Open Session**

A blue-tinted photograph of a road with a sign that reads "NORTH 183 A TOLL". The road is paved and has a concrete barrier on the right side. In the background, there are utility poles and a building on the left. The sky is blue with some clouds.

> **Regular Items**
Agenda Item 17-18

A blue-tinted photograph of a road with a sign that reads "NORTH 183 A TOLL". The sign is on the right side of the road, and the road curves to the right. There are utility poles and a fence on the right side of the road. The sky is blue with some clouds. The number "17" is on the left side of the text.

17 Approve a cost of living and performance payment pursuant to the Executive Director's Employment Agreement

18 Adjourn meeting

NORTH
183 A
TOLL



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Thank You

www.MobilityAuthority.com





CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY
