

Regular Meeting of the Board of Directors



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

March 30, 2022

Welcome and opportunity for public comment



1

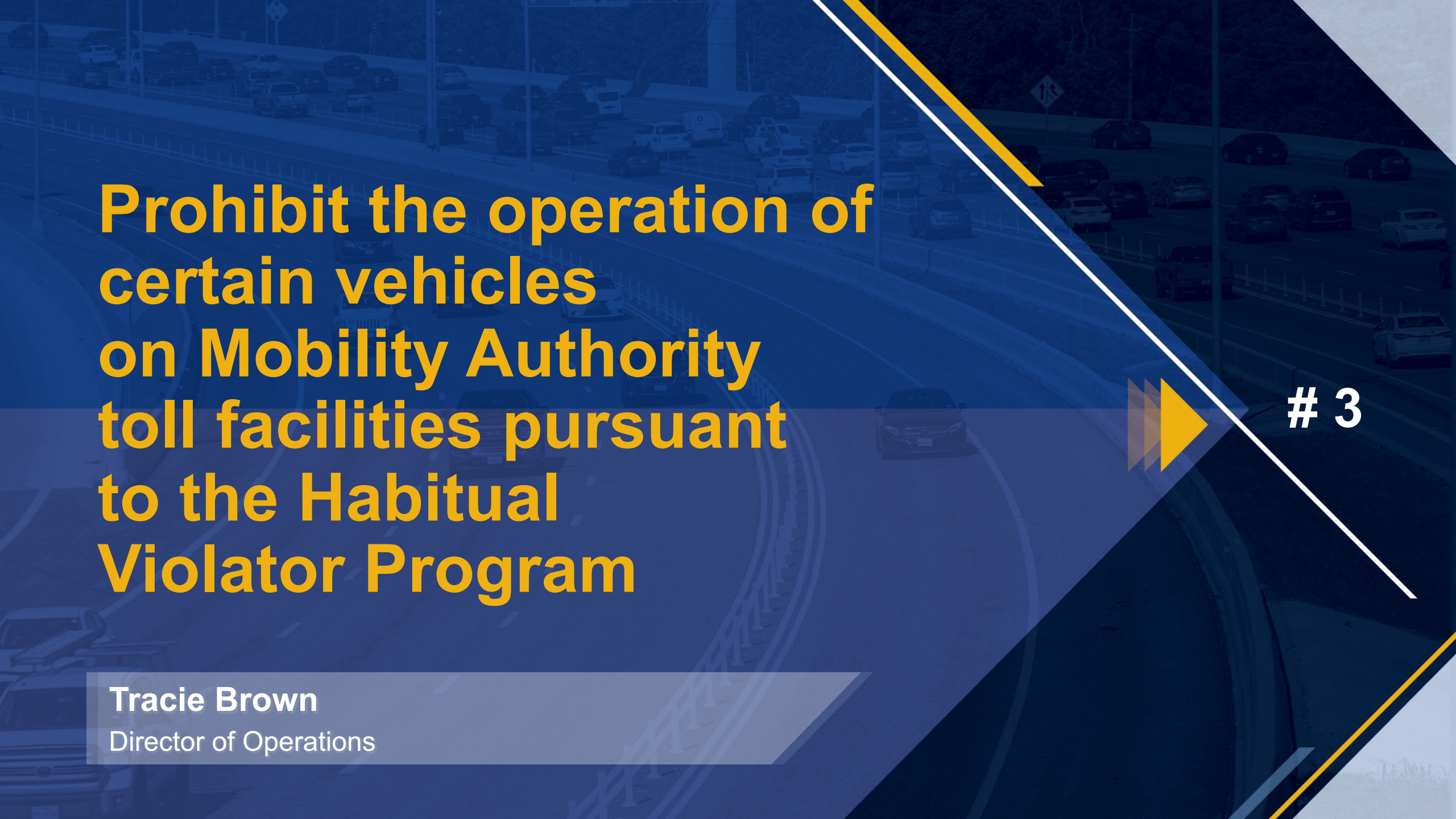
Bobby Jenkins
Chairman

CONSENT AGENDA

2. Approve the minutes from the February 23, 2022 Regular Board Meeting and March 4-5, 2022 Board Workshop
3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program
4. Approve a contract with Gratiot Construction, Ltd. for roadway maintenance and safety enhancements on 183A Toll
5. Amend the FY 2022 Operating Budget to fund the renewal and replacement of the 71 Toll System

2-5

Bobby Jenkins
Chairman



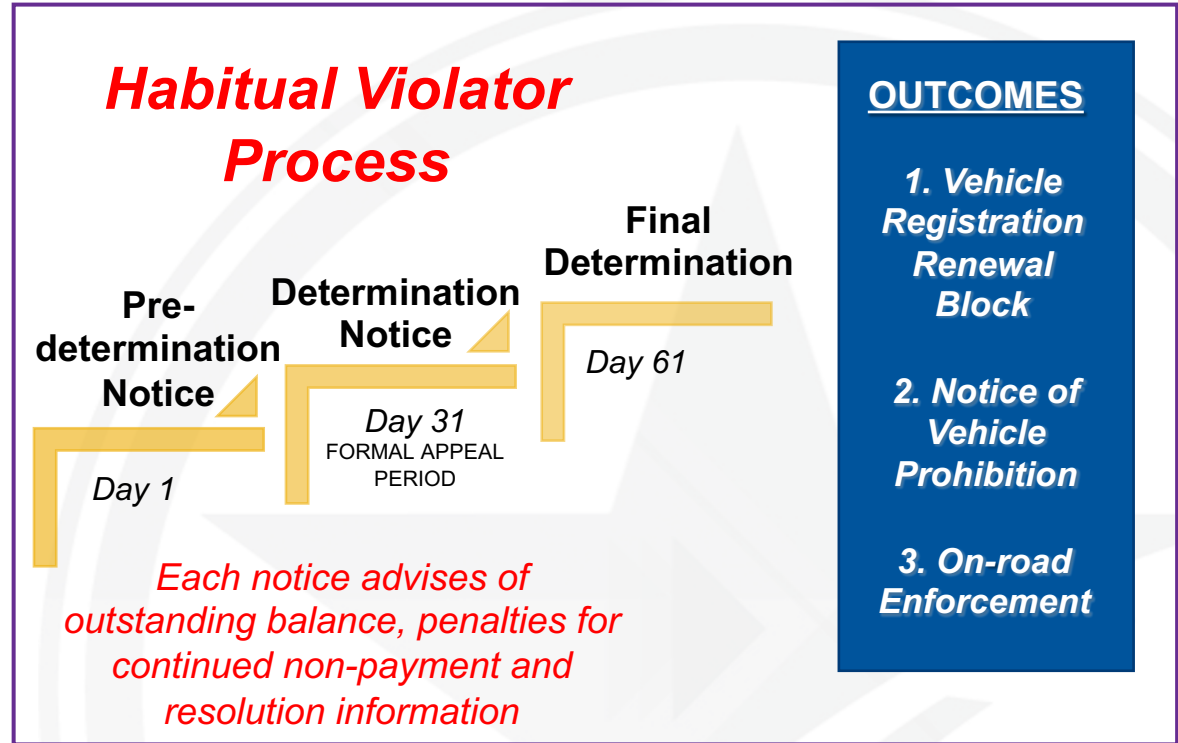
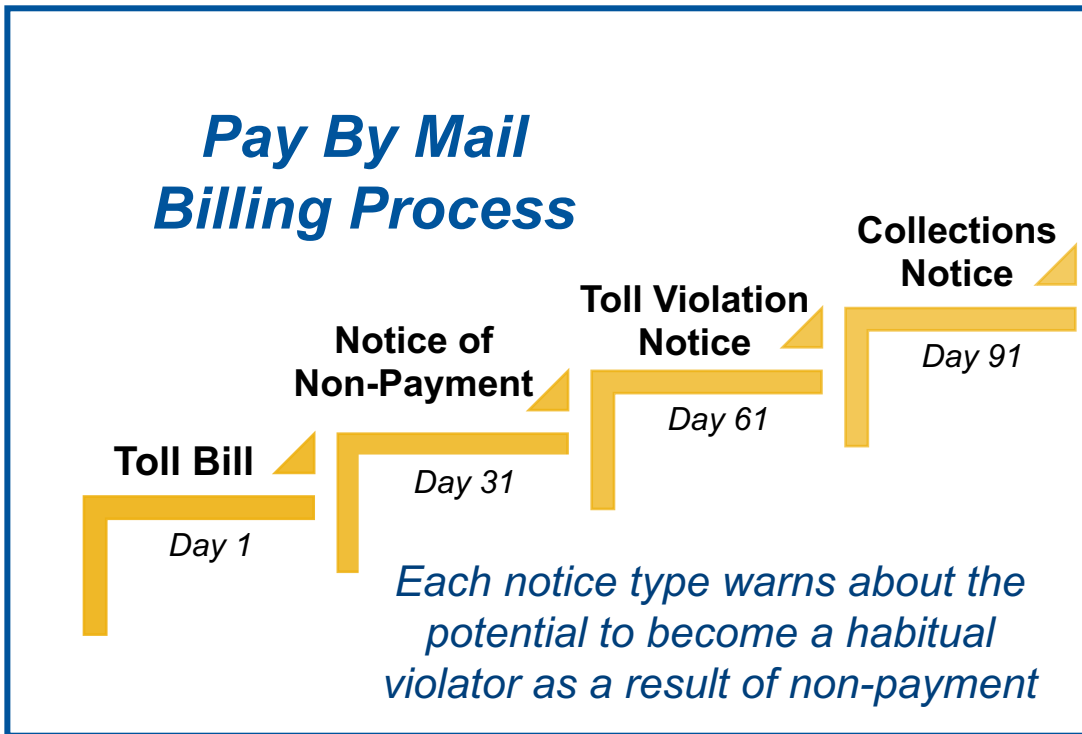
Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program

3

Tracie Brown
Director of Operations



Escalating Communications





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

» Number of prohibited vehicles: 503

» Total number of unpaid tolls: 259,919

- Average number of outstanding tolls per vehicle: 517
- Average unpaid balance: \$1,641.48

» 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



Approve a contract with Gratiot Construction, Ltd. for the roadway maintenance and safety enhancements on 183A Toll

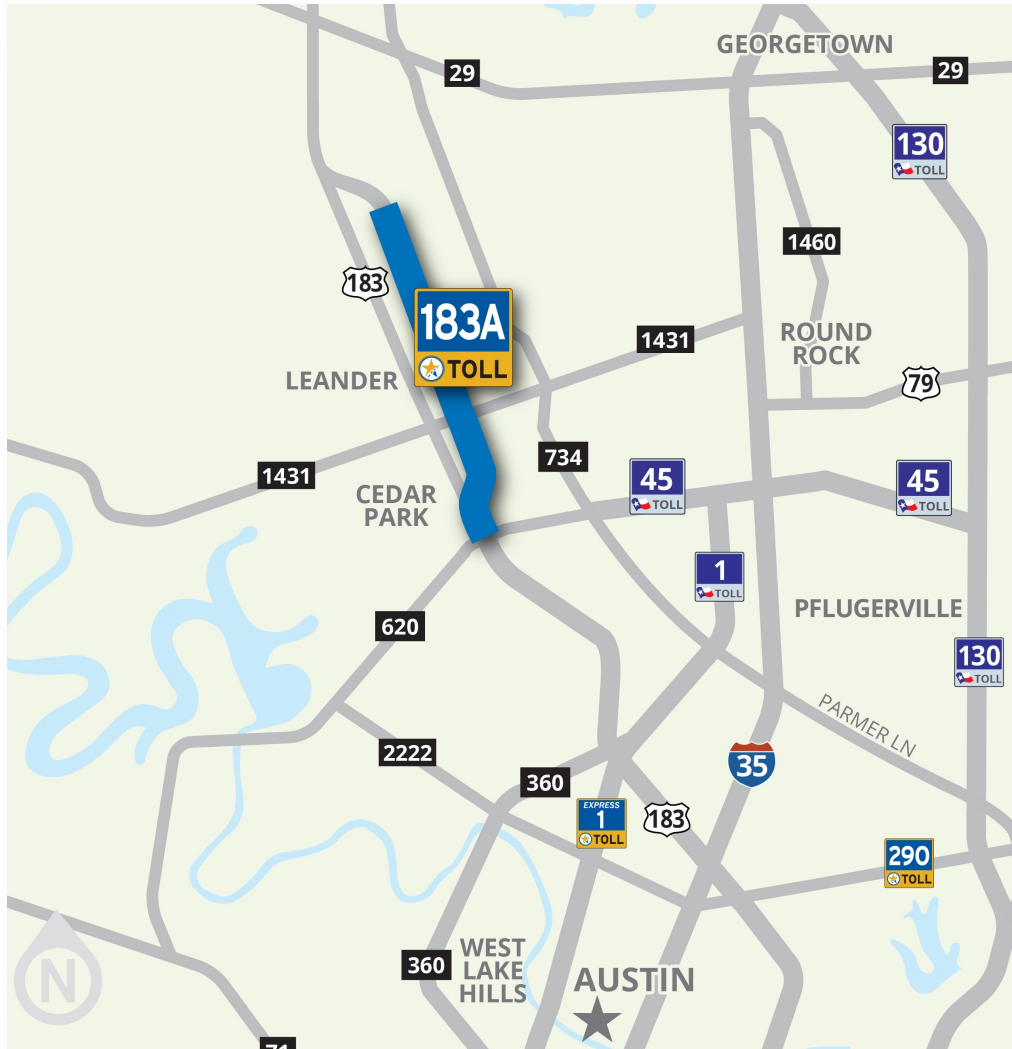
4

Mike Sexton

Acting Director of Engineering



183A MBGF & Cable Barrier Maint. Project



- » **Project Description:** Cable Barrier Installation and Metal Beam Guard Fence Upgrades
- » **Limits:** 183A from Hero Way to SH 45
- » **Total Project Cost:** \$2M
- » **Construction Cost:** \$1,579,077.70
This resolution allows for the award and execution of a construction contract.



2 Responsive and Responsible Bids Received

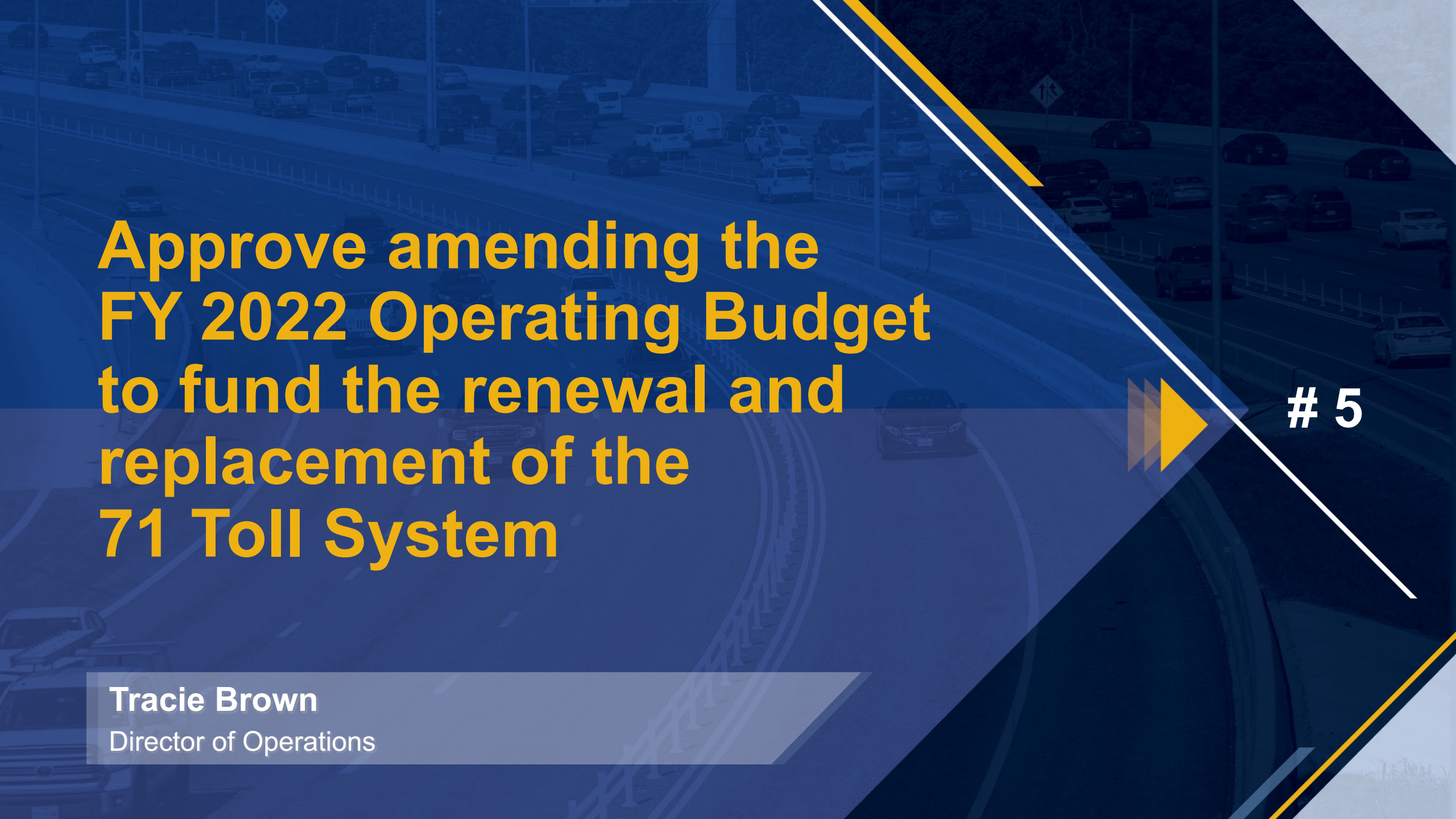
Contractor	Bid Price
Gratiot Construction, Ltd.	\$1,579,077.70
Dan Williams Company	\$1,610,727.53

Engineer's Estimate: \$1,594,271.00



Recommendation

- » Staff recommends the Board award the contract for construction of the 183A MBGF & Cable Barrier Maintenance Project to Gratiot Construction, Ltd. and authorize the Executive Director to execute an agreement with Gratiot Construction, Ltd. in an amount not to exceed \$1,579,077.70 for construction of the 183A MBGF & Cable Barrier Maintenance Project.



Approve amending the FY 2022 Operating Budget to fund the renewal and replacement of the 71 Toll System

5

Tracie Brown
Director of Operations



- » The FY22 Operating Renewal and Replacement budget anticipates the replacement of the 290 Toll System at a cost of \$1,250,000
- » Staff recommends starting with a smaller, less complex and revenue impacting project – the 71 Toll system.
- » Staff also requests a \$200,000 funding increase request to support the consultant costs related to this capital expenditure. These costs are not included in the current budget allocation.
 - » The increased funding will be achieved by deferring expenses related to the 183A toll system until next fiscal year
- » These requested amendments do **not** change the overall adopted FY22 Operating Budget amount



- » Staff recommends the Board amend the Fiscal Year 2022 Operating Budget to fund the 71 Toll system replacement and increase the funded amount to \$1,450,000

Audit Committee Meeting

- A. Audit Committee meeting called to order by Committee Chairman Singleton
- B. Authorize the engagement of RSM US, LLP to provide independent auditing service
- C. Adjourn Audit Committee



6

Bobby Jenkins
Chairman

AUDIT PLAN OVERVIEW AND REQUIRED COMMUNICATIONS

Central Texas Regional Mobility Authority



March 30, 2022

- » Scope of Services
- » Audit Overview
 - Financial Statement Audit Scope
 - Federal and State Awards Audit Scope
- » Responsibilities of Audit Committee
- » Responsibilities of Management
- » Responsibilities of Audit Firm
- » Planned Audit Timeline
- » Engagement Team

» We are engaged by CTRMA to

- Express an opinion regarding the presentation of management's financial statements prepared in conformity with generally accepted accounting principles
- Perform a compliance audits of Federal and State Awards and issue reports on internal controls over financial reporting and tests of compliance for major programs for each of these audits

» Financial Statement Audit Scope

» CTRMA Financial Statements are prepared by management

» Our audit includes

- Examining evidence supporting amounts and disclosures on a test basis
- An assessment of internal control structure for purposes of auditing the amounts and disclosures in the financial statements, but not for providing an opinion on internal control
- An assessment of accounting principles used, significant estimates made by management, and disclosures to the financial statements
- Reporting on significant deficiencies in controls or accounting processes to Board and management

» Committee's Responsibilities

- » Oversight of financial reporting process
- » Setting an appropriate organizational “tone at the top” for creating a culture of high ethical standards surrounding financial reporting and compliance
- » Communication to auditors about :
 - audit questions or concerns
 - suspected fraud
 - management integrity
 - unusual transactions or large transactions with related parties

» Management's Responsibilities

- » Preparing and fairly presenting the financial statements and schedule of expenditures of awards in conformity with accounting principles generally accepted in the U.S.
- » Establishing and maintaining effective internal controls
- » Adopting and following industry standard accounting policies
- » Identifying and confirming that CTRMA complies with laws and regulations related to its activities
- » Identification and communication of suspected fraud
 - » Identification and evaluation of subsequent events
 - » Identification and communication of unusual transactions or large transactions with related parties

» Auditor's Responsibilities

- Conduct the audit in conformity with U.S. Generally Accepted Auditing Standards
- Conduct the audit in conformity with Government Auditing Standards (federal and state funding requirement)
- Perform audit procedures to obtain evidence about the amounts and disclosures in the financial statements
- Evaluate the appropriateness of accounting policies
- Evaluate the reasonableness of significant estimates
- Consider internal control relevant to financial statement preparation but not for the purpose of reporting on the internal controls

- » April/May 2022 – CTRMA and RSM planning meeting and scheduling
- » May/June 2022 – RSM interim audit procedures
- » August/September 2022 – RSM year end audit procedures
- » September/October 2022 – Presentation of results and acceptance of financial and compliance audit reports

» Joel Perez, Lead Partner

» Phone number: 512 476 0717

» Email Address:

» Physical Address: 811 Barton Springs Road
Suite 500
Austin, Texas 78704

» Tino Robledo, Senior Audit Director

» Heath Jackson, Audit Manager

QUESTIONS AND ANSWERS

RSM US LLP

811 Barton Springs Road, Suite 550

Austin, Texas 78704

512 476 0717

+1 800 274 3978

www.rsmus.com

This document contains general information, may be based on authorities that are subject to change, and is not a substitute for professional advice or services. This document does not constitute audit, tax, consulting, business, financial, investment, legal or other professional advice, and you should consult a qualified professional advisor before taking any action based on the information herein. RSM US LLP, its affiliates and related entities are not responsible for any loss resulting from or relating to reliance on this document by any person. Internal Revenue Service rules require us to inform you that this communication may be deemed a solicitation to provide tax services. This communication is being sent to individuals who have subscribed to receive it or who we believe would have an interest in the topics discussed.

RSM US LLP is a limited liability partnership and the U.S. member firm of RSM International, a global network of independent audit, tax and consulting firms. The member firms of RSM International collaborate to provide services to global clients, but are separate and distinct legal entities that cannot obligate each other. Each member firm is responsible only for its own acts and omissions, and not those of any other party. Visit rsmus.com/aboutus for more information regarding RSM US LLP and RSM International.

RSM, the RSM logo and *the power of being understood* are registered trademarks of RSM International Association.

© 2020 RSM US LLP. All Rights Reserved.



Regular Items



7

Bobby Jenkins
Chairman

Accept the financial statements for February 2022

7

Jose A. Hernandez
Chief Financial Officer



Monthly Cash Flow Analysis

	Jul 2021	Aug 2021	Sep 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022
Revenues							
Budgeted Gross Revenues ⁽¹⁾	12,547,917	12,547,917	12,547,917	12,547,917	12,547,917	12,547,917	12,547,917
Actual Operating Revenues	14,566,563	14,020,434	12,115,001	15,122,451	15,930,034	14,015,132	14,426,989
Interest Income + Misc Income	47,131	48,450	37,793	248,570	240,132	199,423	38,175
Total	14,613,694	14,068,884	12,152,794	15,371,021	16,170,166	14,214,555	14,465,165
O&M Expenses							
Budgeted cash Monthly O&M ⁽¹⁾	4,217,870	4,217,870	4,217,870	4,217,870	4,217,870	4,217,870	4,217,870
Actual cash O&M Expenses	3,861,567	2,970,202	3,471,303	3,816,359	2,228,503	2,558,017	2,937,344
Net Revenues Available for DS	10,752,127	11,098,682	8,681,491	11,554,661	13,941,663	11,656,538	11,527,820
Debt Service Transfers ⁽²⁾							
Interest	4,765,021	4,765,021	4,765,021	4,611,621	4,834,570	4,834,570	6,332,904
Principal	1,317,071	1,317,071	1,317,071	2,553,531	4,860,320	4,860,320	2,318,333
Total Required Debt Service Transfer	6,082,092	6,082,092	6,082,092	7,165,152	9,694,890	9,694,890	8,651,238
Revenues available after DS	4,670,035	5,016,590	2,599,399	4,389,509	4,246,773	1,961,648	2,876,582
Payment of RIF			5,000,000				
Deposit to TIFIA DSRFs	286,081	286,081	286,081	286,081	286,081	286,081	547,787
Excess Revenues	4,383,954	4,730,509	(2,686,682)	4,103,428	3,960,692	1,675,567	2,328,795
Unrestricted Fund Balance	146,430,698	146,386,613	154,861,053	153,136,676	155,077,486	155,671,637	155,491,844
General Fund	(998,969)	6,370,806	1,727,883	1,641,664	(1,675,982)	199,199	1,459,428
Grant Fund	159	163	147	282	161	172	175
MoPAC General Fund	298,211	190,166	(4,664,537)	157,932	308,356	(2,024,918)	(563,204)
MoPAC Operating Fund	56,306	87,987	72,816	17,585	183,249	(73,764)	(264,812)
71E Revenue Fund	715,594	817,885	772,730	561,300	895,398	969,112	825,210
CTRMA Operating Fund	(115,383)	1,007,432	366,583	(437,952)	882,969	750,406	450,780
Balance at End of Month	146,386,613	154,861,053	153,136,676	155,077,486	155,671,637	155,491,844	157,399,420
Board Policy Reserves							<u>116,955,875</u>
							40,443,545

1 Based upon FY 22 budget

2 Debt service transfers are 1/6th (Interest) and 1/12th (Principal) of the aggregate net debt service requirements

Briefings and Reports

Executive Director Board Report

A. Agency performance metrics

- i. Roadway performance
- ii. Call center performance

B. FY 2023 budget process

C. MoPac South Environmental Study Overview

D. Update on DBi Services LLC default



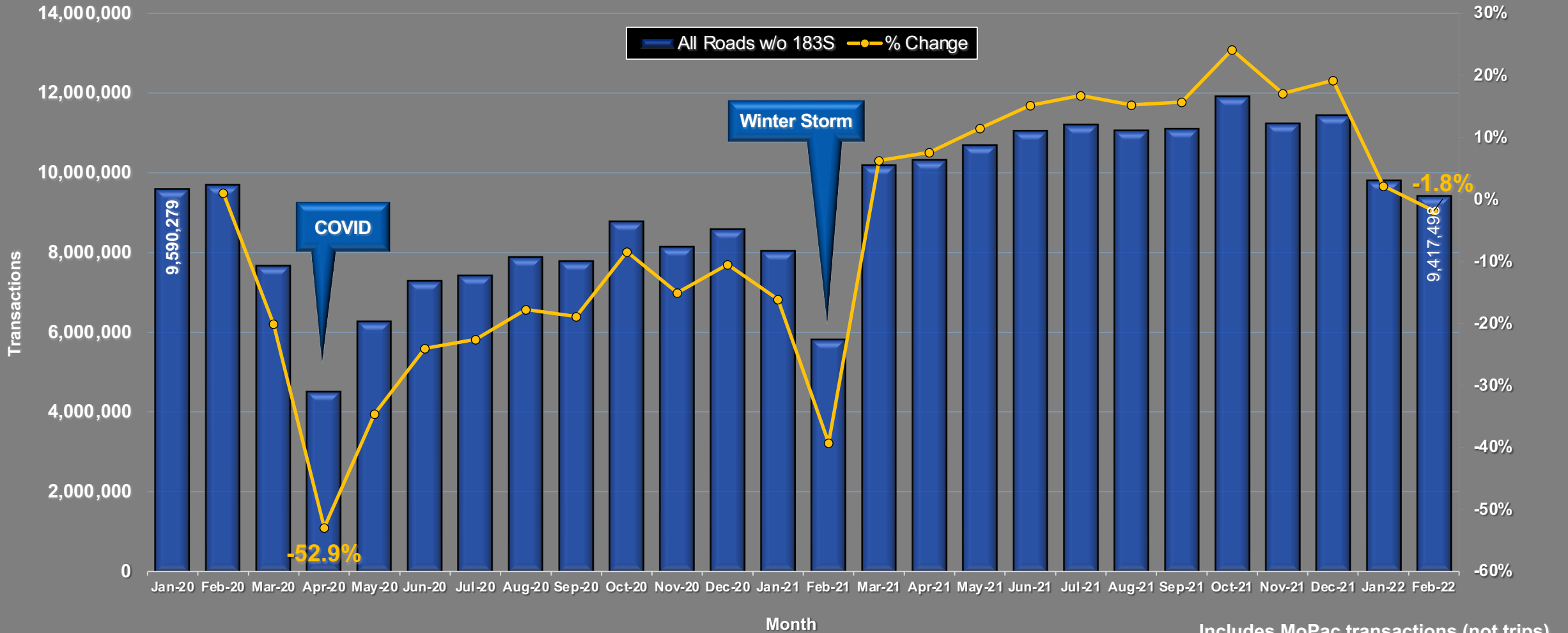
8 A-D

James Bass
Executive Director



Monthly Transaction Trend (All roads w/o 183 South)

Percent Change Compared to January 2020

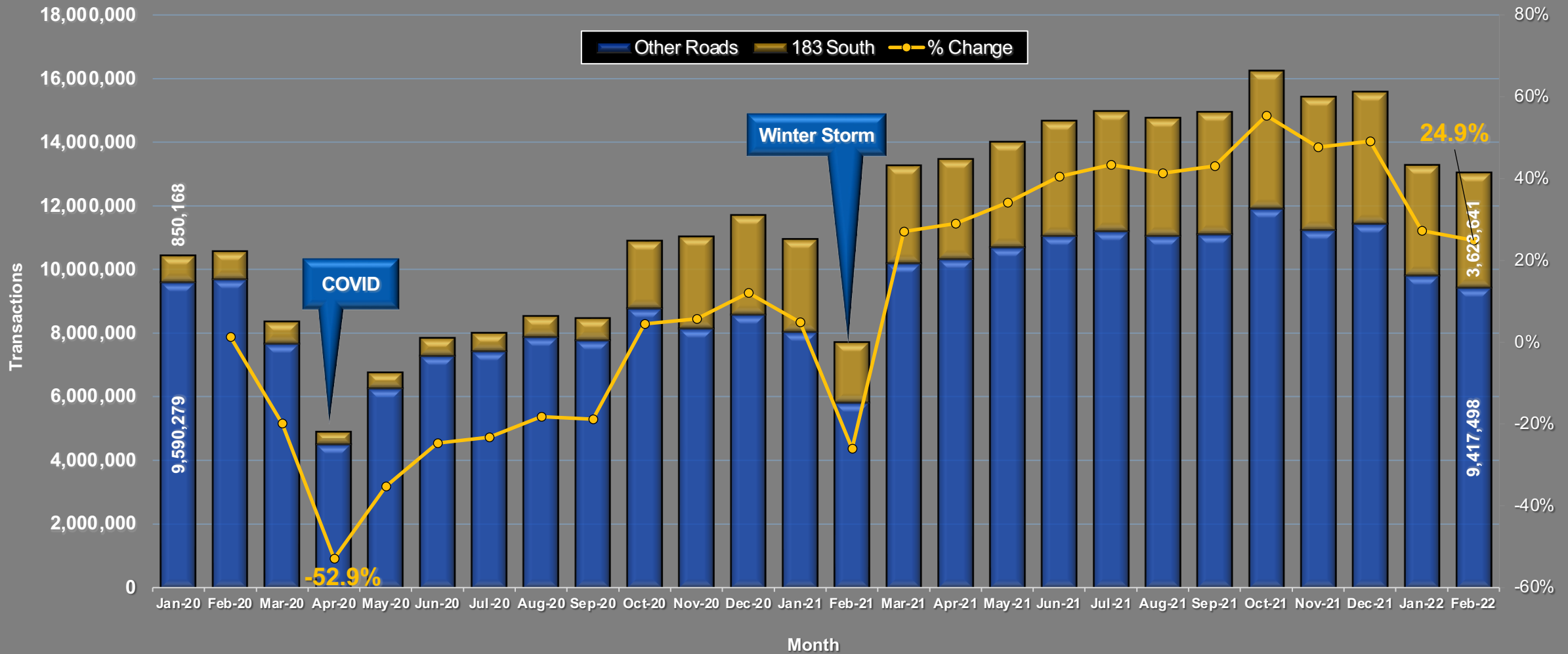


Includes MoPac transactions (not trips).



Monthly Transaction Trend (All Roads)

Percent Change Compared to January 2020

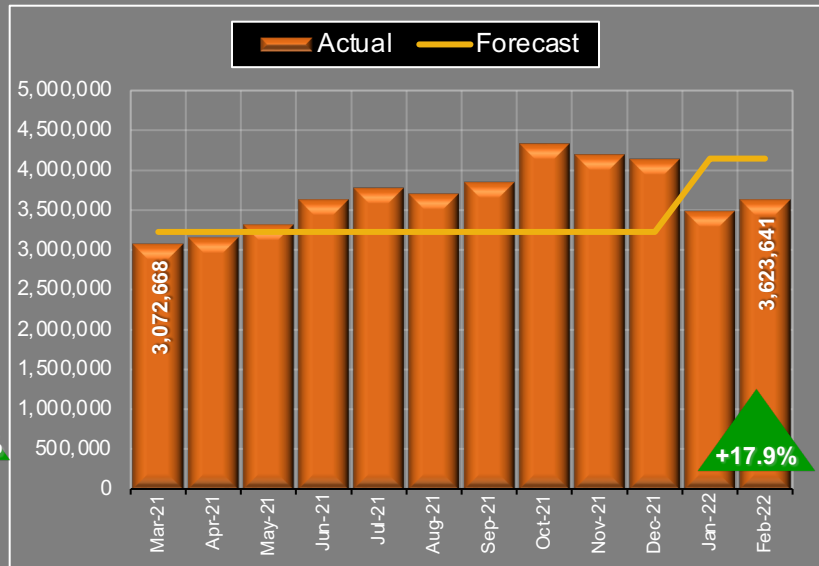
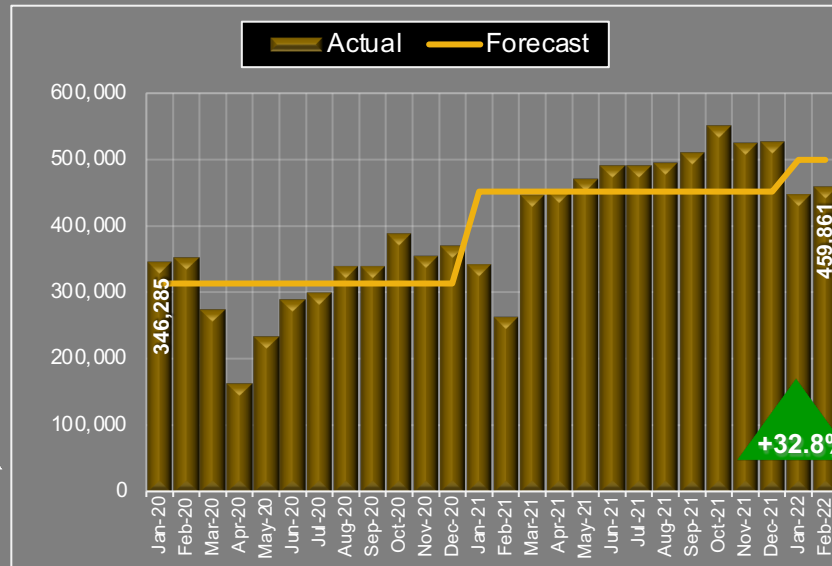
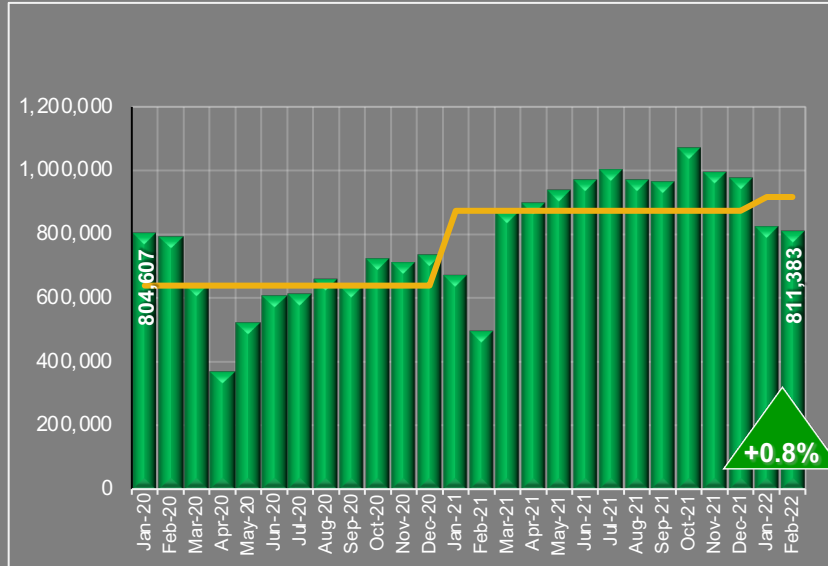
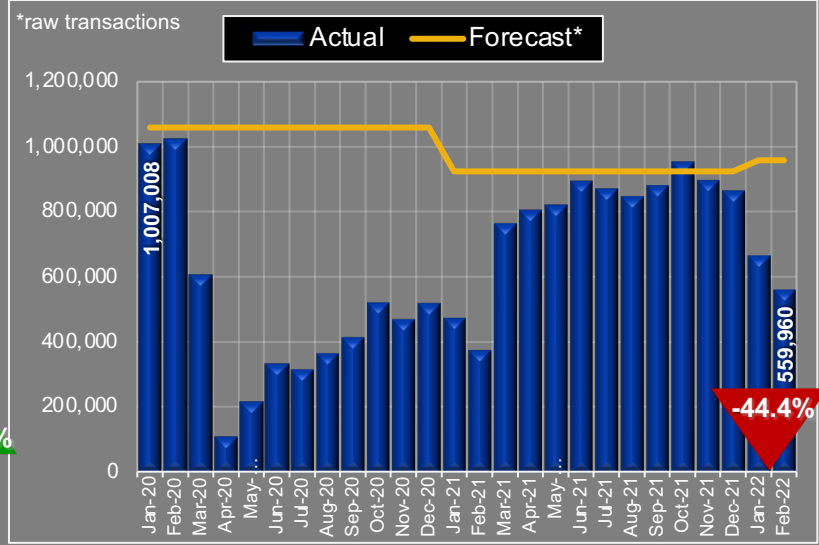
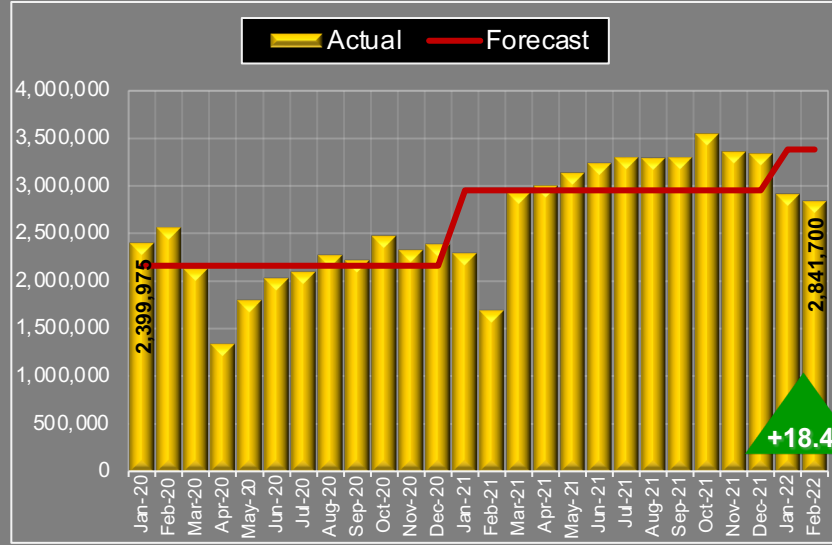
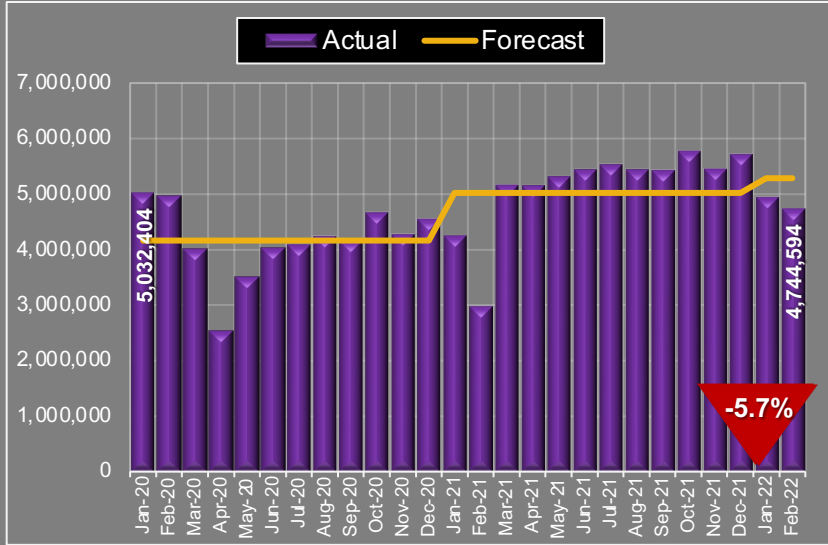


Includes MoPac transactions (not trips).



Monthly Transaction Trend by Roadway

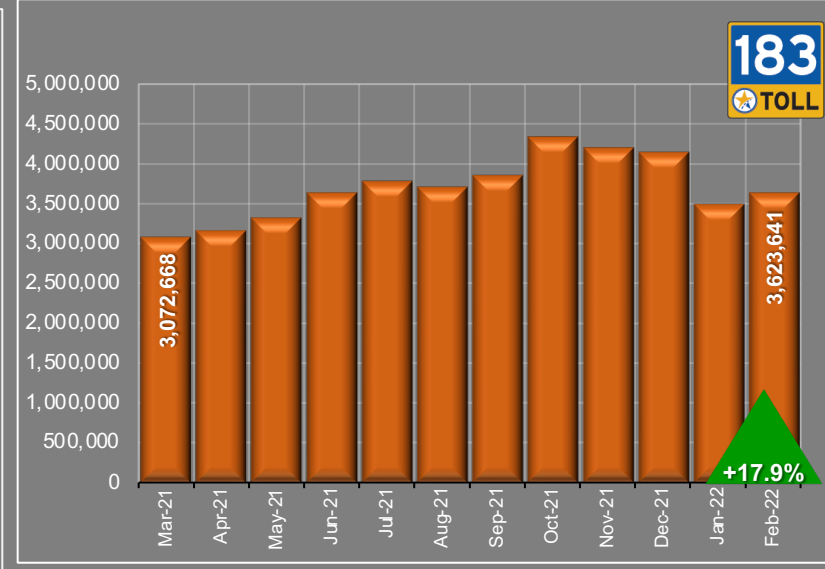
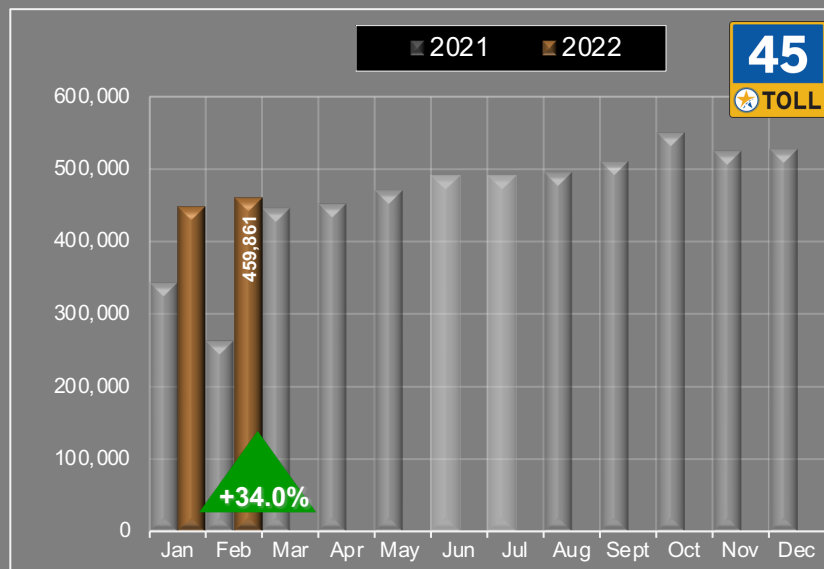
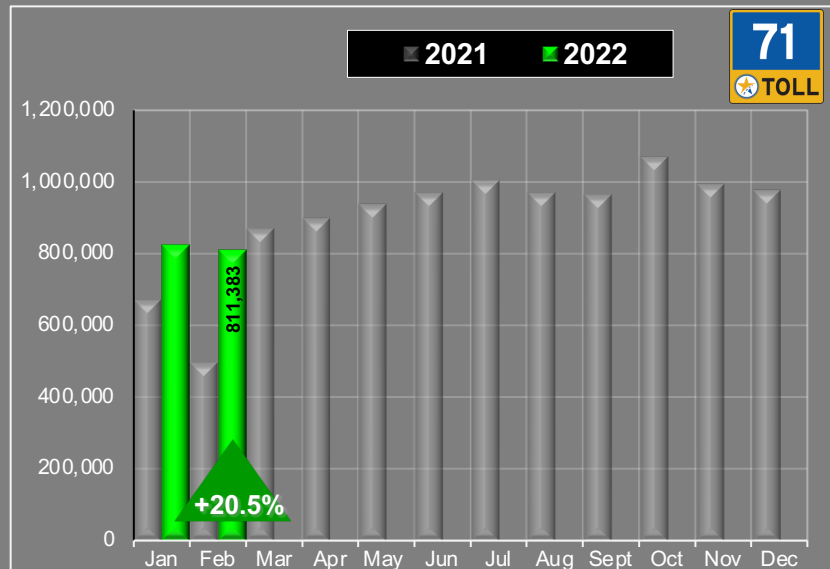
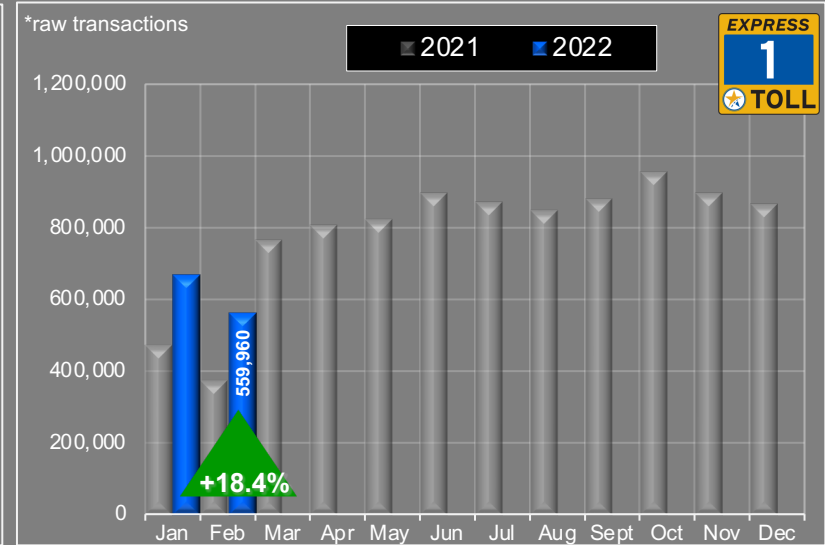
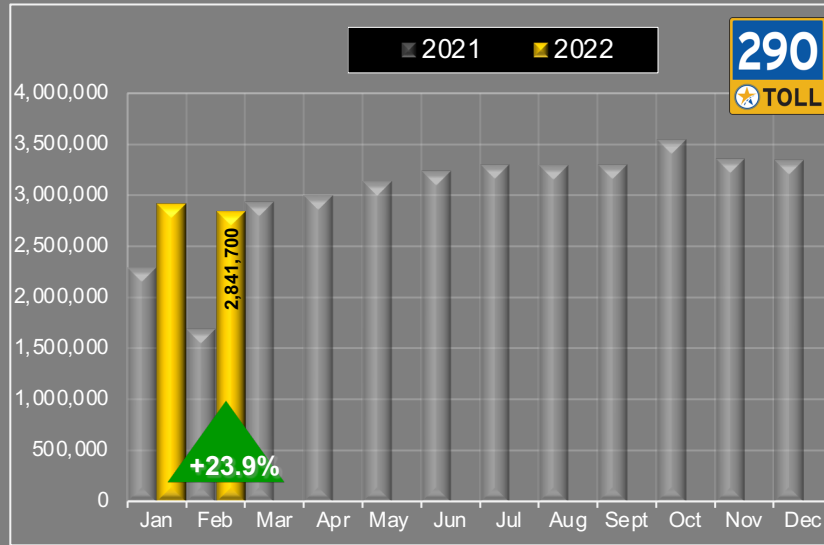
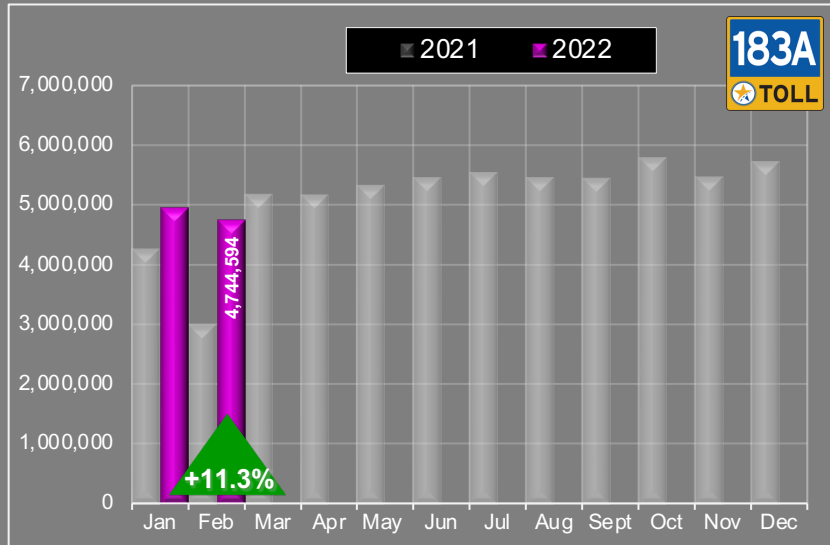
(Percent Change compared to January 2020)





Monthly Transaction Trend by Roadway

(Percent Change over January 2020)

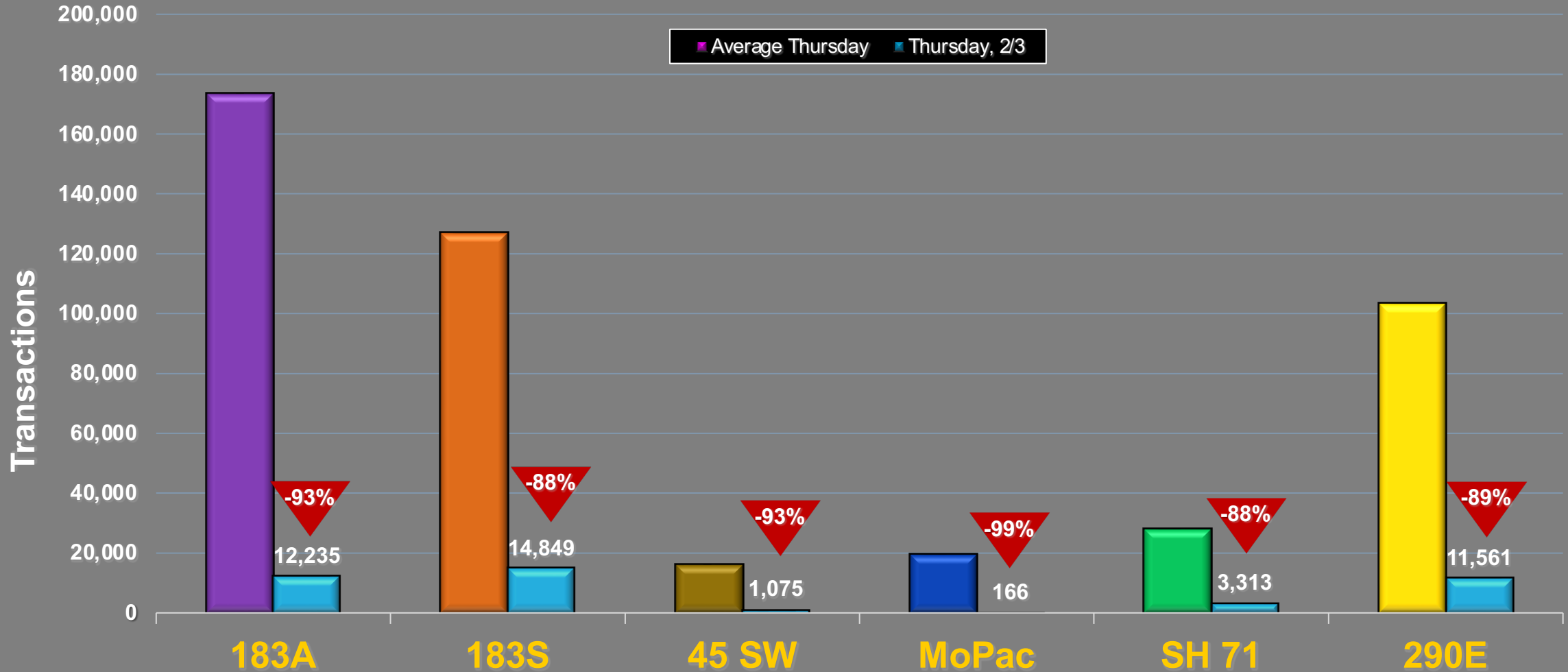


New sections of 183 South opened between October 2020 and March 2021.



Ice Storm Impacts, February 3, 2022

Daily Transaction Comparison: Actual to Average



Briefings and Reports

Executive Director Board Report

A. Agency performance metrics

- i. Roadway performance
- ii. Call center performance

B. FY 2023 budget process

C. MoPac South Environmental Study Overview

D. Update on DBi Services LLC default



8 A-D

James Bass
Executive Director



- » Changed IVR message to include virtual callback number and next day callback possibility language
 - » *Also advising customers to program number in their phone so that it's not mistaken for spam*
- » Added static message to web banner outlining best days and times to call
- » Began reviewing staffing schedule weekly instead of monthly to optimize CSR availability
- » Amended recruitment strategy



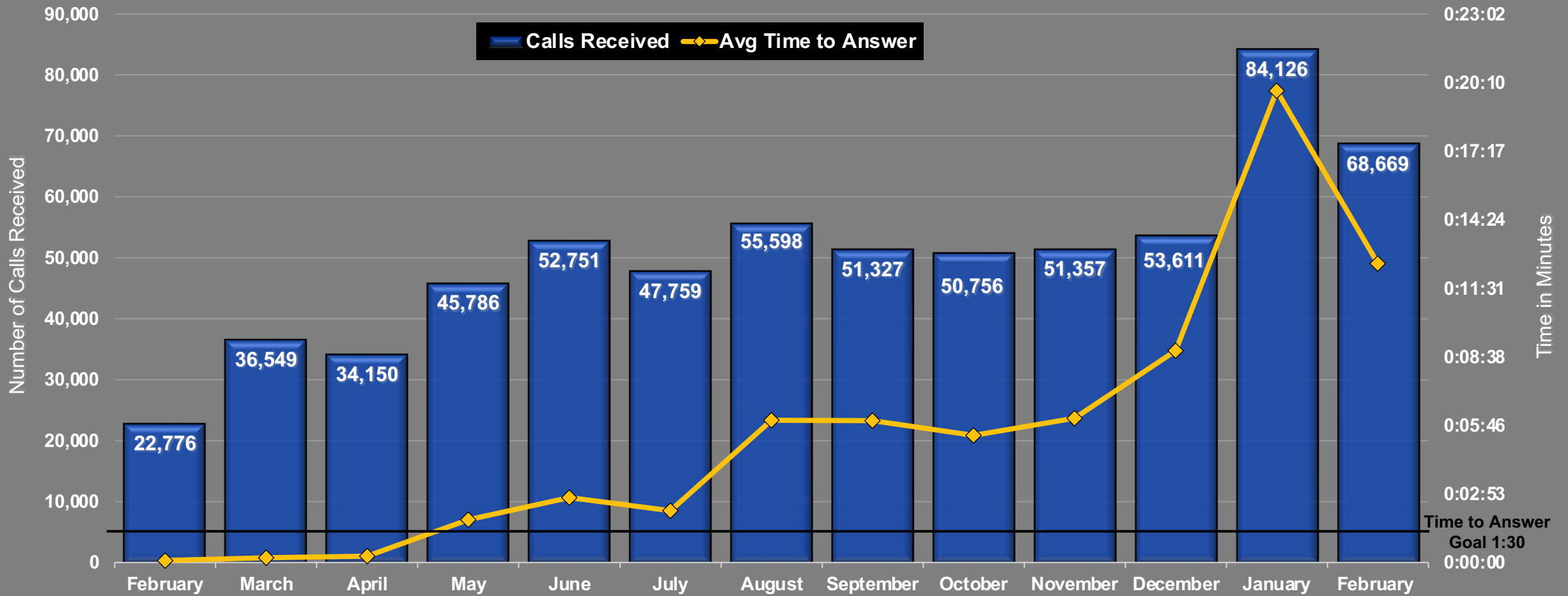
» **The following initiatives are also being explored :**

- » Implement the ability for customer to schedule appointments with Call Center
- » Evaluate the addition of part-time CSRs to provide additional coverage for lunches and historically high call volume days
- » Expand recruitment to remote workers outside of Central Texas region
- » Redo IVR to minimize customer clicks and make more efficient
- » Revamp web dispute portal to create specific dispute channels to facilitate quicker response for less complex inquiries
- » Institute 5-day grace period before non-payment fees are assessed
- » Automatically adjust invoice anniversary dates if certain thresholds are met to smooth out inbound call volumes
- » Automate the web chat feature to allow for more efficient handling of customer issues



Call Center Performance (Past Year)

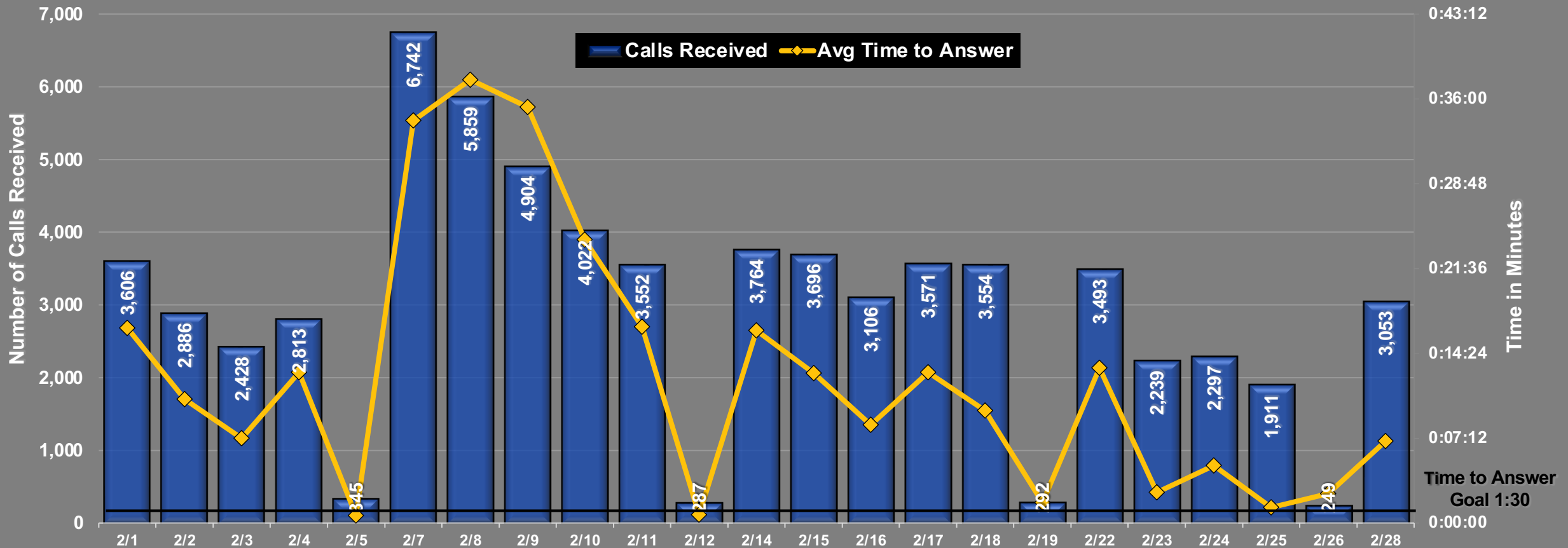
Calls Received versus Avg Time to Answer (by Month)





Call Center Performance (February 2022)

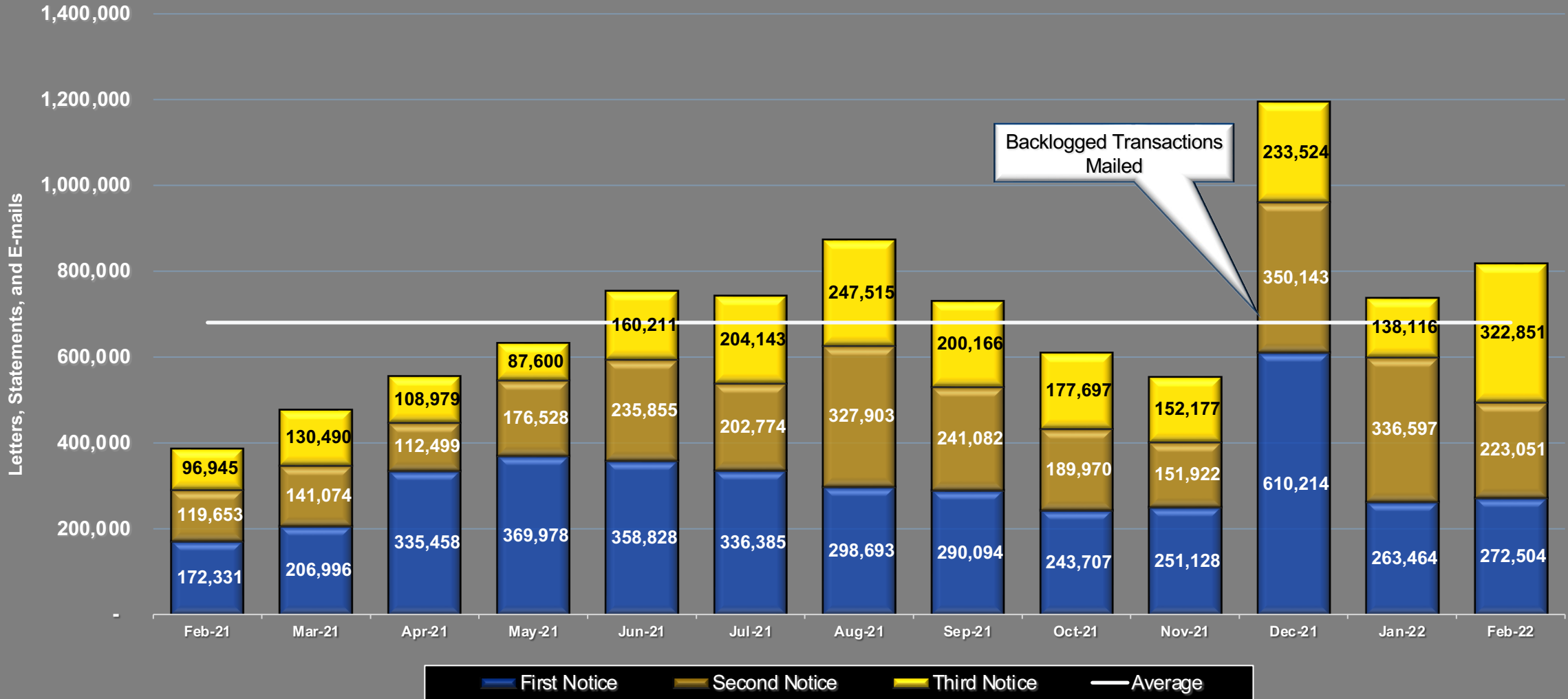
Calls Received versus Avg Time to Answer (by Day)





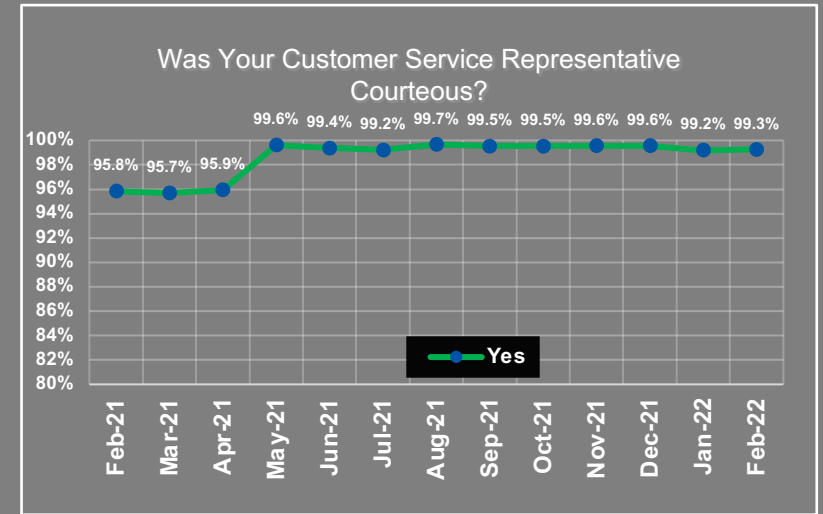
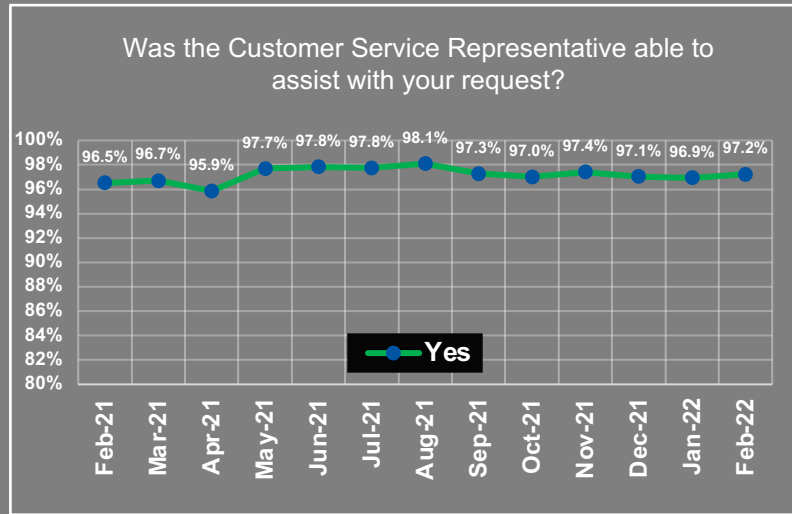
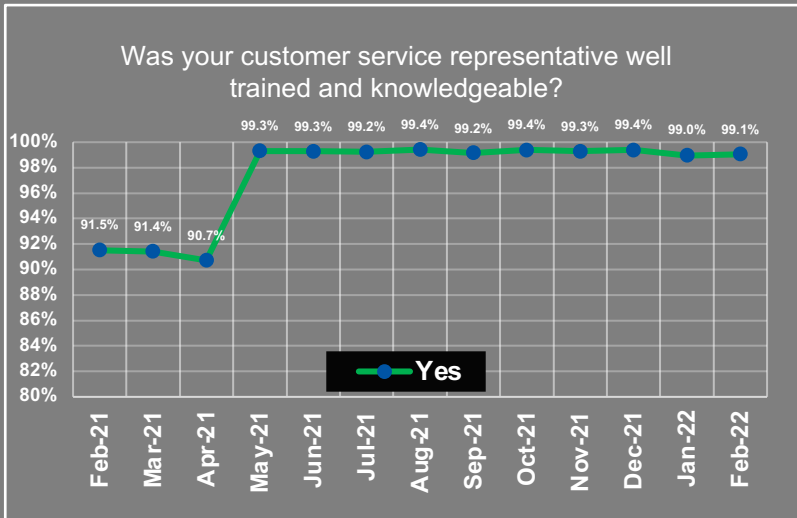
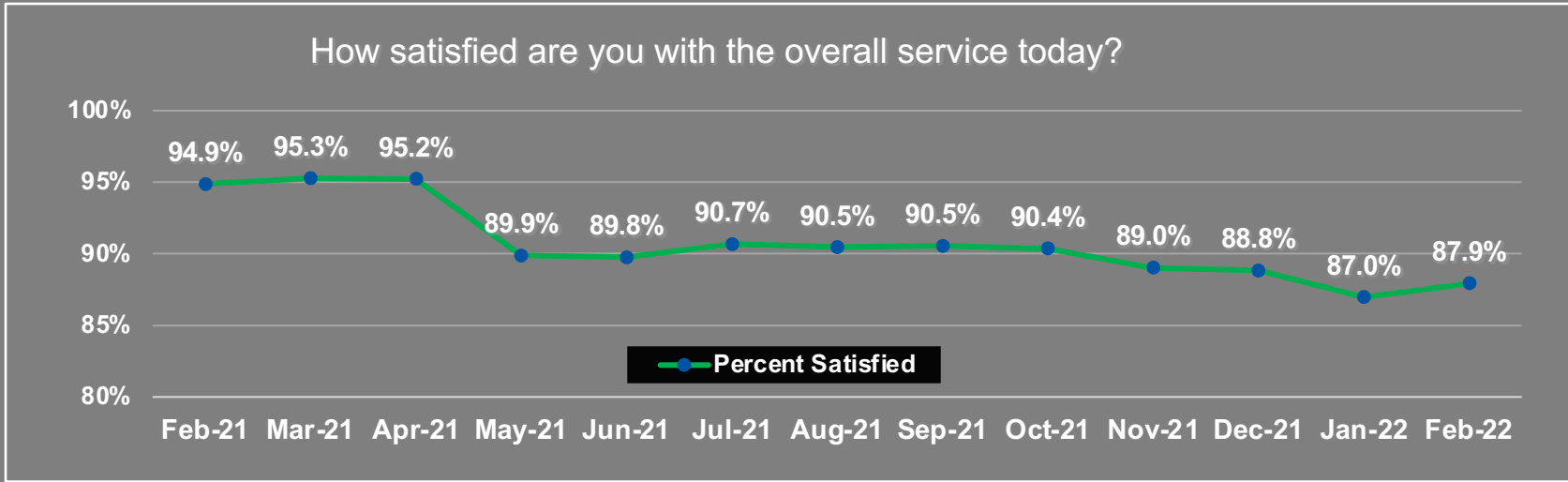
CTRMA Invoicing Trends

Monthly Invoicing





Call Center Customer Satisfaction



Post call survey of customers. Questions were changed in May 2021 impacting scoring trends.

Briefings and Reports

Executive Director Board Report

A. Agency performance metrics

i. Roadway performance

ii. Call center performance

B. FY 2023 budget process

C. MoPac South Environmental Study Overview

D. Update on DBi Services LLC default



8 A-D

James Bass
Executive Director

Briefings and Reports

Executive Director Board Report

A. Agency performance metrics

i. Roadway performance

ii. Call center performance

B. FY 2023 budget process

C. MoPac South Environmental Study Overview

D. Update on DBi Services LLC default



8 A-D

James Bass
Executive Director

Briefings and Reports

Executive Director Board Report

- A. Agency performance metrics
 - i. Roadway performance
 - ii. Call center performance
- B. FY 2023 budget process
- C. MoPac South Environmental Study Overview
- D. Update on DBi Services LLC default



8 A-D

James Bass
Executive Director

Executive Session

9. 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; Closed Meeting).
10. 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).
11. Discuss legal issues relating to procurement and financing of Mobility Authority transportation projects, as authorized by §551.071 (Consultation with Attorney).
12. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



9-12

Regular Items



13-14

Bobby Jenkins
Chairman

Discuss and consider approving a settlement with Kapsch TrafficCom USA, Inc. for liquidated damages related to toll system maintenance key performance indicators

13

Tracie Brown
Director of Operations

Discuss and consider authorizing the Executive Director to hire outside counsel to assist with claims on the 183 South Project

14

James Bass
Executive Director

Adjourn Meeting

15

Bobby Jenkins
Chairman