

# Regular Meeting of the Board of Directors



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

August 31, 2022

# Welcome and opportunity for public comment



# 1

**Bobby Jenkins**  
Chairman

# CONSENT AGENDA

2. Approve the minutes from the July 27, 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 to co-locate personnel at TxTag Customer Service Centers

# 2-4

**Bobby Jenkins**  
Chairman

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

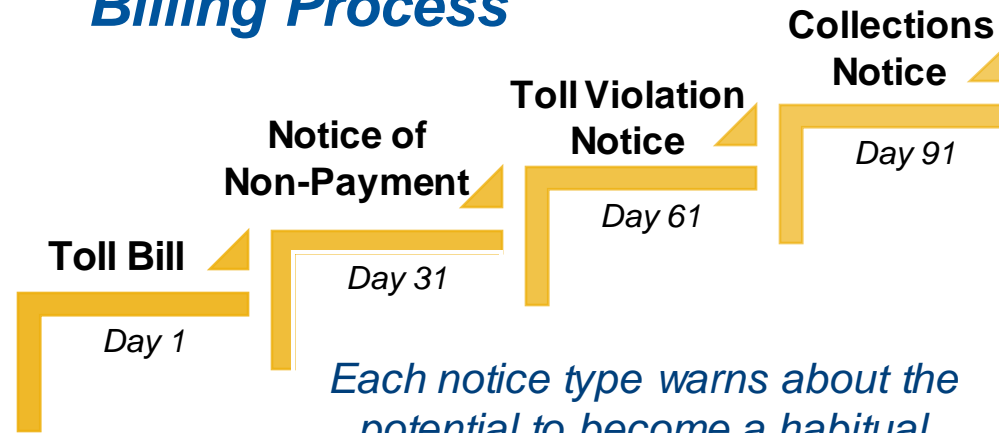
**Tracie Brown**  
Director of Operations

# 3



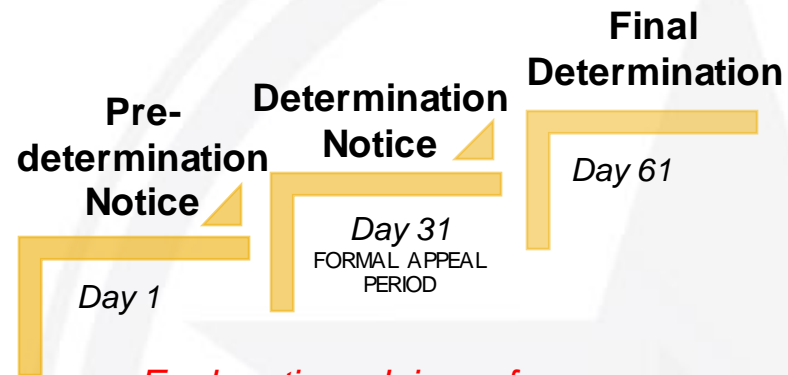
# Escalating Communications

## Pay By Mail Billing Process



*Each notice type warns about the potential to become a habitual violator as a result of non-payment*

## Habitual Violator Process



*Each notice advises of outstanding balance, penalties for continued non-payment and resolution information*

### OUTCOMES

1. Vehicle Registration Renewal Block
2. Notice of Vehicle Prohibition
3. On-road Enforcement





## 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: 905

» Total number of related unpaid tolls: 492,832

- Average number of outstanding tolls per vehicle: 544
- Average unpaid balance: \$1516.00

## » 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



# Recommendation

- » 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 to co-locate personnel at TxTag Customer Service Centers

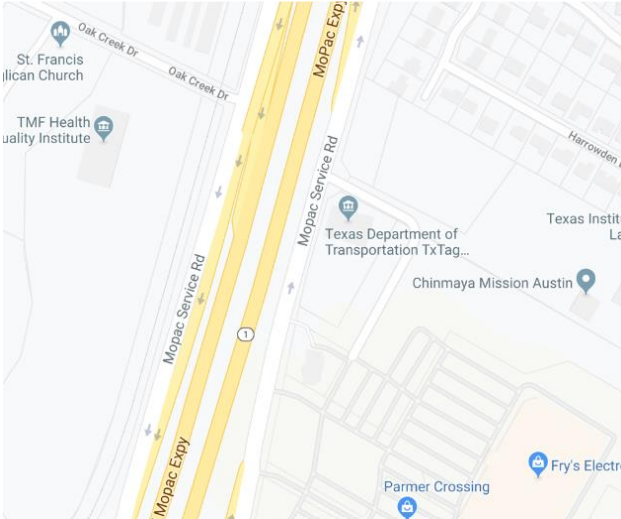
# 4

**Tracie Brown**

Director of Operations



# Interlocal Agreement Overview

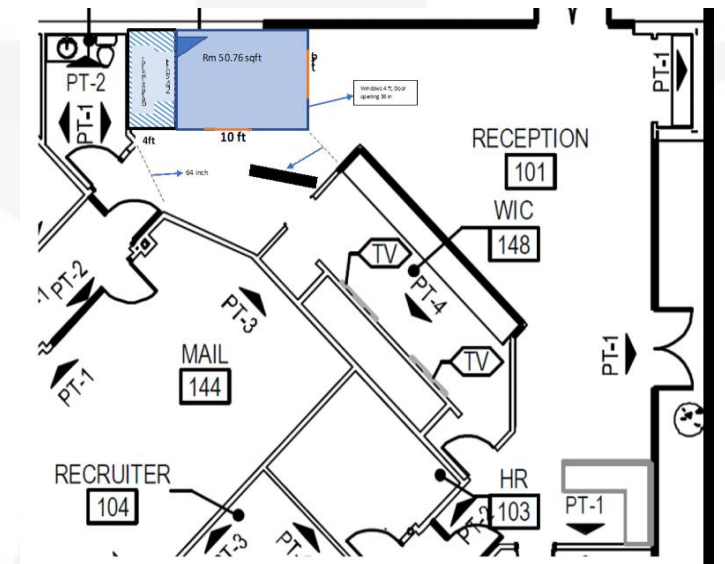


- » TxDOT and Mobility Authority contracted staff will be co-located at the TxTag Customer Service Centers \* (CSCs) for the purpose of providing walk-up services to allow their respective customers to resolve TxTag and Authority toll payments and inquiries in one location
  - ❖ *The TxTag Burnet Rd. location is operational; build-out required to co-locate Authority contractors to operate at the Ridgepoint location (ETA late 2022)*
- » The TxTag CSCs are open Monday - Friday from 7a-7p and Saturday from 9a-2p
- » There is no direct cost to the Authority (other than Ridgepoint build-out) for this partnership; Cofiroute provides staff and equipment through their agreement with the Mobility Authority



# 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





- » **Approve the Interlocal Agreement with the Texas Department of Transportation to co-locate personnel for the purposes of serving Pay By Mail customers of both Agencies**
- » **Next steps assuming approval:**
  - » Finalize TxTag Ridgepoint CSC build-out plans and costs
  - » Seek board approval for build-out funding at September / October meeting

# Regular Items



# 5-6

**Bobby Jenkins**  
Chairman

# Accept the unaudited financial statements for June 2022 and financial statements July 2022

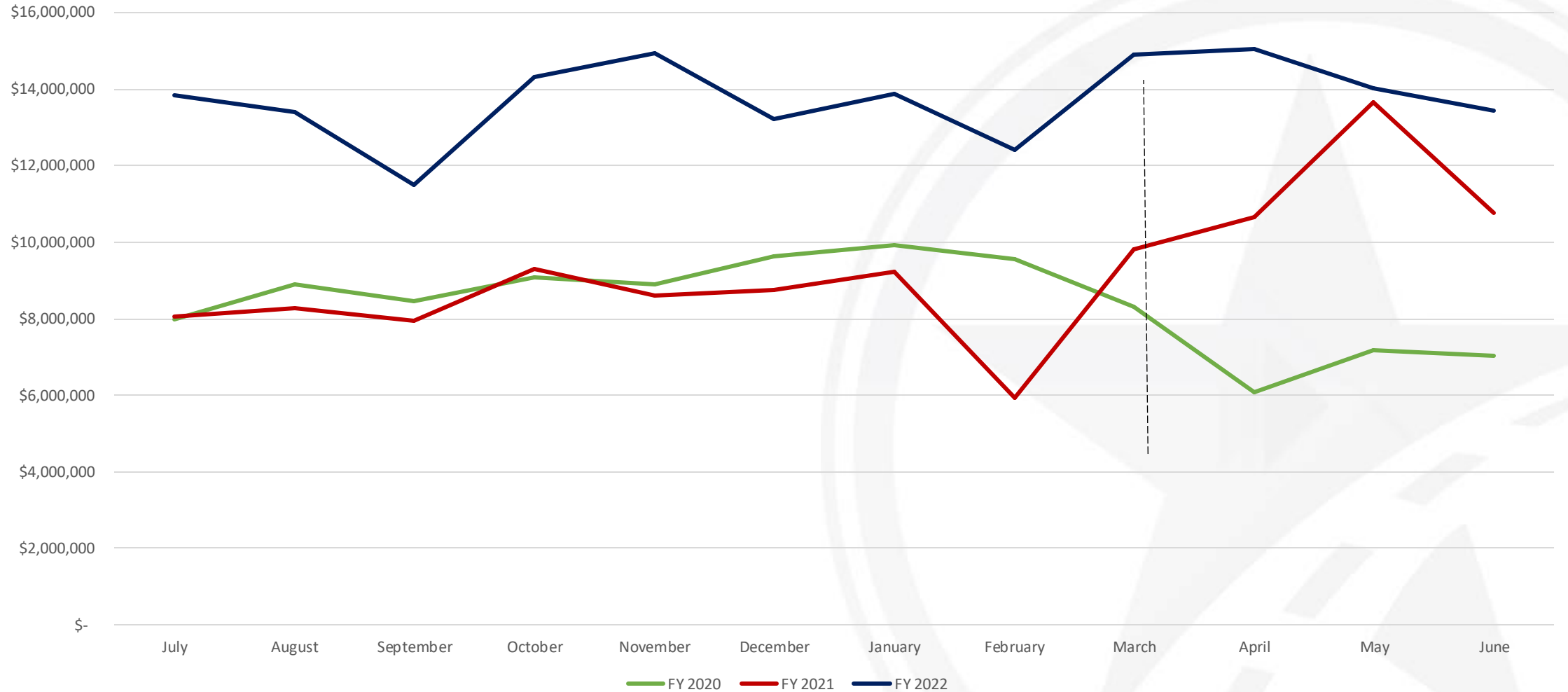
# 5

**José Hernández**  
Chief Financial Officer



# System Toll Revenue Comparison by FY

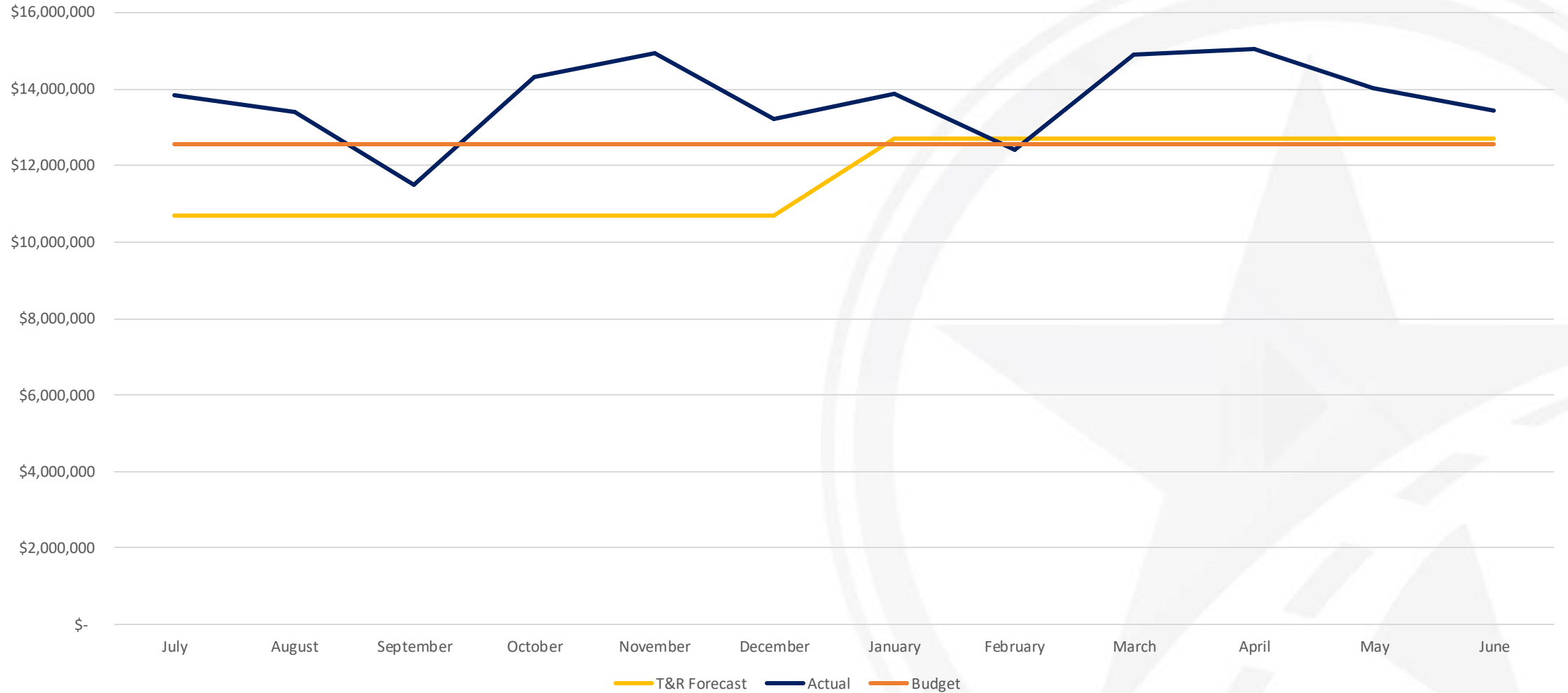
### System Toll Revenues





# FY 2022 System Toll Revenues vs. Forecast

### System Toll Revenues FY2022







# FY 2022 Unaudited Financials excl. MoPac

## CTRMA - Fiscal Year 2022 Unaudited Financials (\$)

### Revenues

	Budget	Unaudited Actuals	
Toll Revenues			
Tag	99,720,500	110,023,517	
Video	44,249,500	55,127,569	
Interest Income	1,230,764	1,737,206	
Other	2,500,000	1,141,211	
<b>Total Revenues</b>	<b>147,700,764</b>	<b>168,029,503</b>	<b>114%</b>

### Expenses

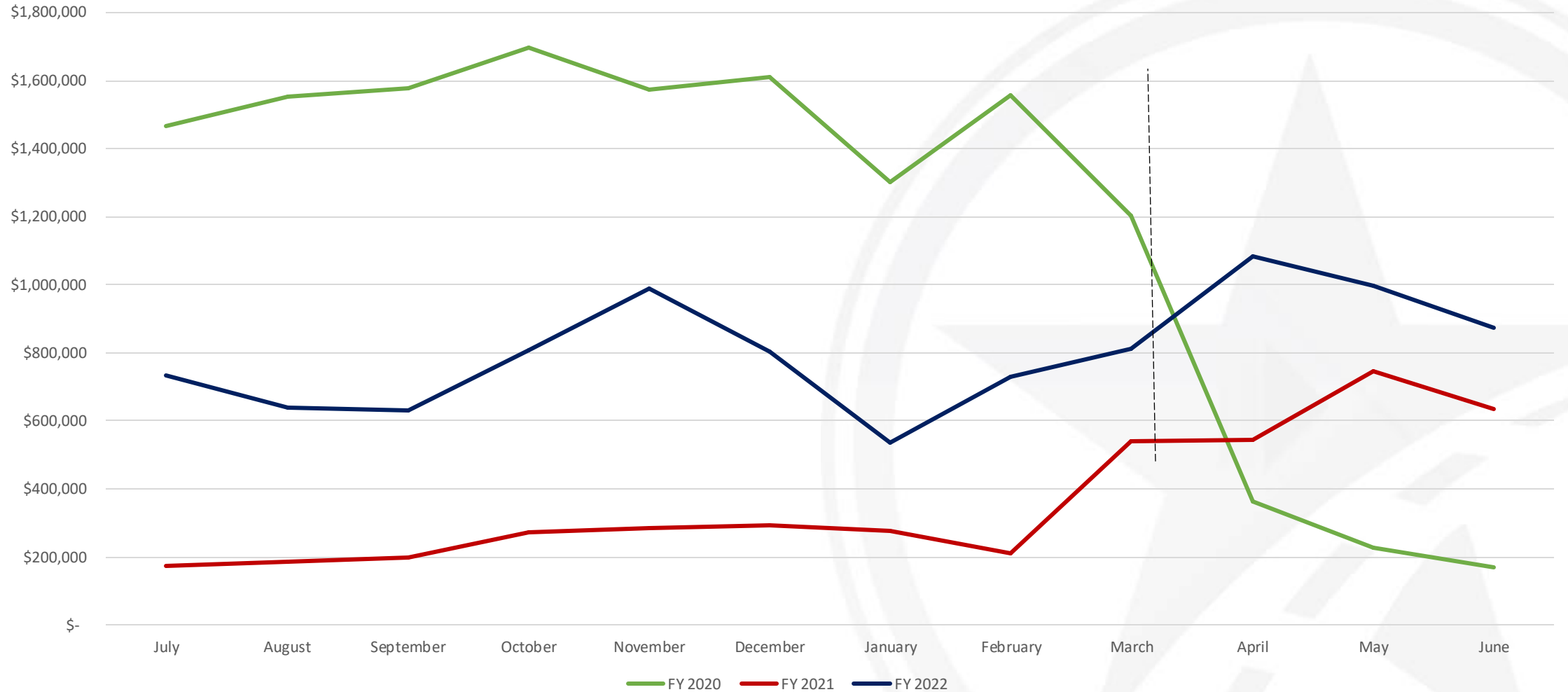
#### **Operating Expense**

Salaries and Benefits	7,166,434	5,362,347	
Administrative	5,527,652	3,216,680	
Operations and Maintenance	29,589,718	27,047,283	
Special Projects and Contingencies	5,005,000	2,633,172	
<b>Total Operating Expense</b>	<b>47,288,804</b>	<b>38,259,481</b>	<b>81%</b>
<b>Operating Income</b>	<b>100,411,960</b>	<b>129,770,022</b>	
<b>Non-Cash Expenses</b>	<b>53,761,522</b>	<b>61,089,854</b>	
<b>Non-Operating Expenses</b>	<b>85,124,490</b>	<b>84,197,549</b>	
<b>Net Earnings</b>	<b>(38,474,052)</b>	<b>(15,517,381)</b>	



# MoPac Toll Revenue Comparison by FY

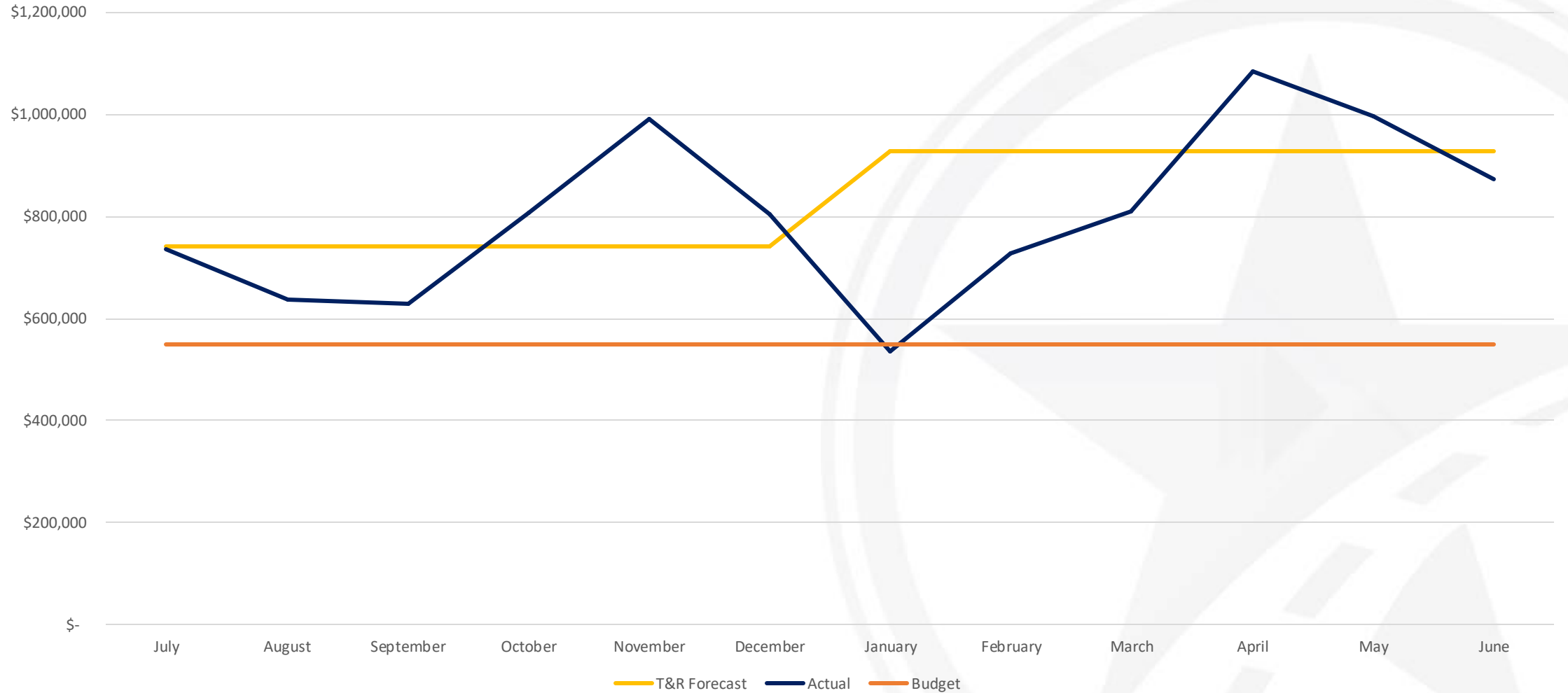
MoPac Toll Revenues





# FY 2022 MoPac Toll Revenues vs. Forecast

MoPac Toll Revenues FY2022





# FY 2022 MoPac Unaudited Financials

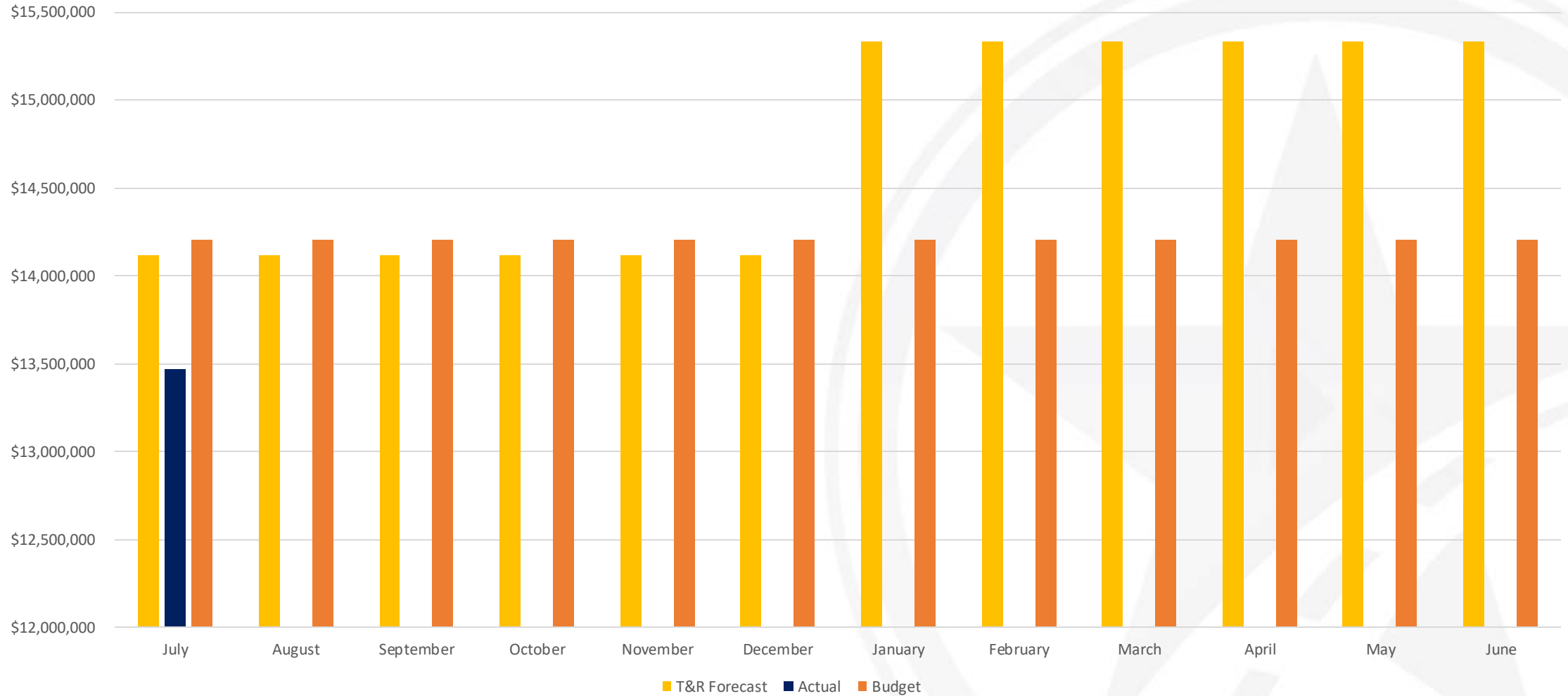
## MoPac - Fiscal Year 2022 Unaudited Financials (\$)

<u>Revenues</u>	Budget	Unaudited Actuals	
Toll Revenues			
Tag	5,500,000	6,841,195	
Video	1,105,000	2,819,696	
Interest Income	-	12,612	
Other	-	28,953	
<b>Total Revenues</b>	<b>6,605,000</b>	<b>9,702,456</b>	<b>147%</b>
<u>Expenses</u>			
<b>Operating Expense</b>			
Administrative	-	340,180	
Operations and Maintenance	3,070,136	3,389,680	
Special Projects and Contingencies	148,000	147,829	
<b>Total Operating Expense</b>	<b>3,218,136</b>	<b>3,877,688</b>	<b>120%</b>
<b>Operating Income</b>	<b>3,386,864</b>	<b>5,824,768</b>	
<b>Non-Cash Expenses</b>	<b>6,264,000</b>	<b>6,263,876</b>	
<b>Non-Operating Expenses</b>	<b>-</b>	<b>460,855</b>	
<b>Net Earnings</b>	<b>(2,877,136)</b>	<b>(899,963)</b>	



# July 2022 System Toll Revenues vs. Forecast

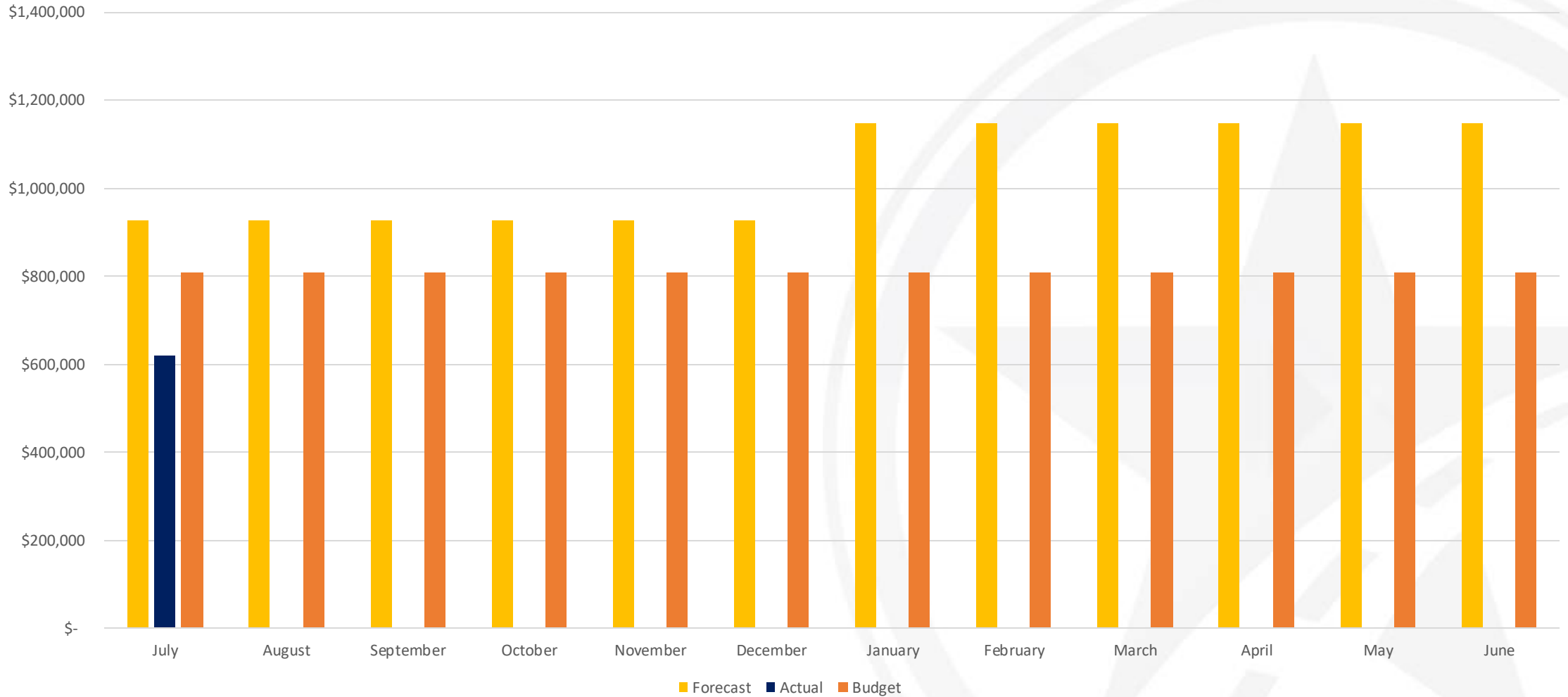
### FY 2023 System Toll Revenues





# July 2022 MoPac Toll Revenues vs. Forecast

### 2023 MoPac Toll Revenues



# Discuss and consider approving a contract with Dan Williams Company for the construction of the Barton Skyway Ramp Relief Project

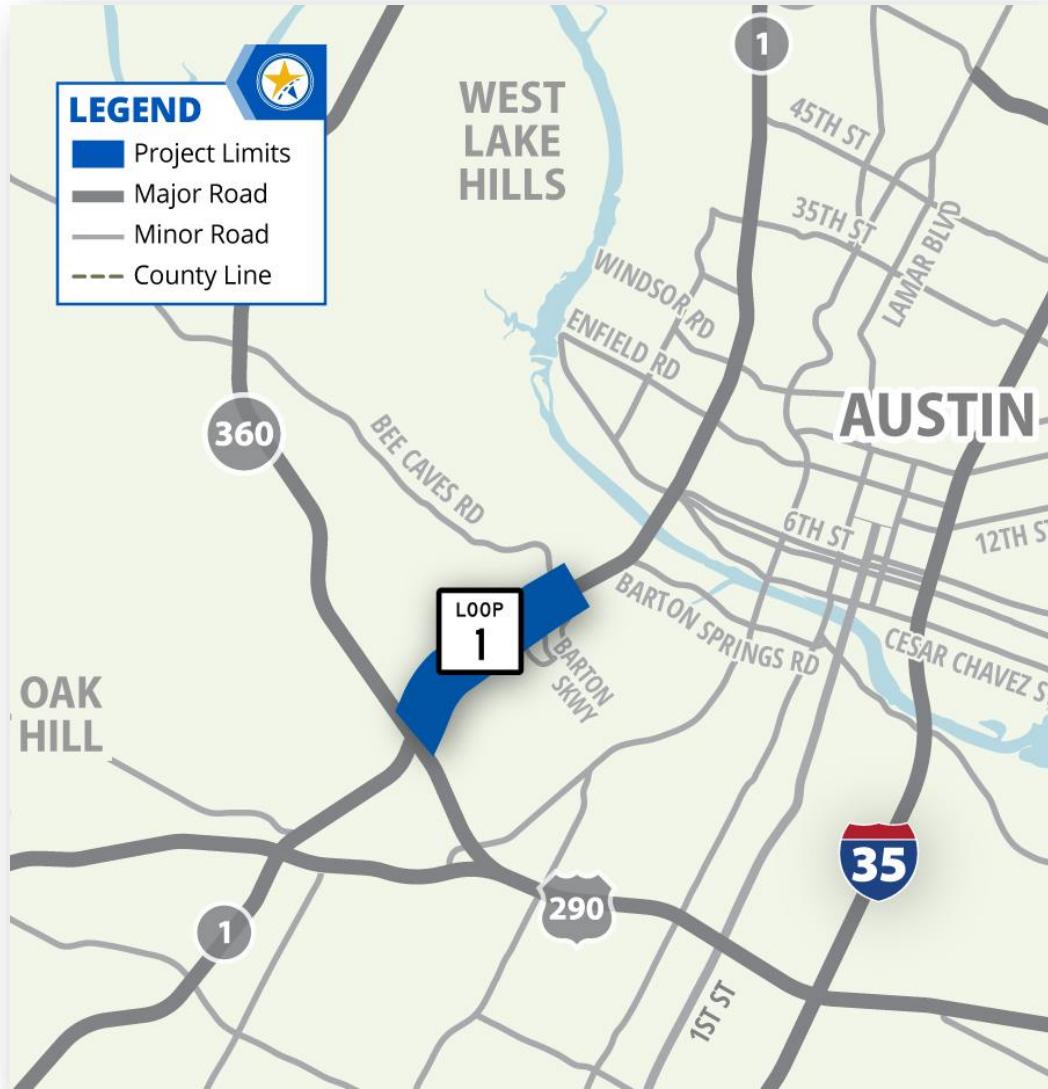
# 6

**Mike Sexton**

Acting Director of Engineering



# Barton Skyway Ramp Relief

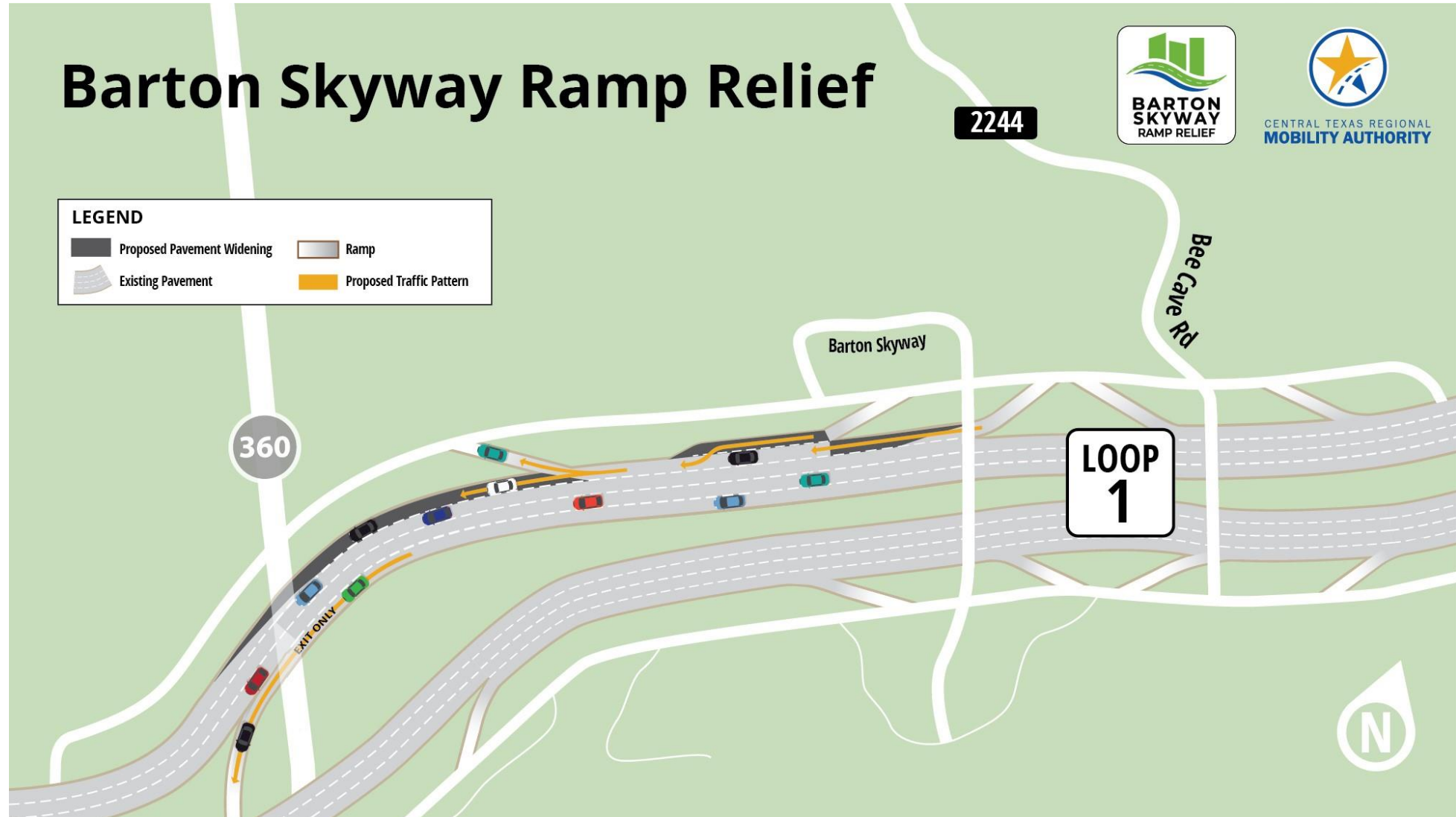


- » **Project Description:** Pavement widening for auxiliary and merge lanes along southbound Loop 1 (MoPac) and acceleration lane at southbound Barton Skyway entrance ramp
- » **Limits:** From Barton Skyway to Loop 360



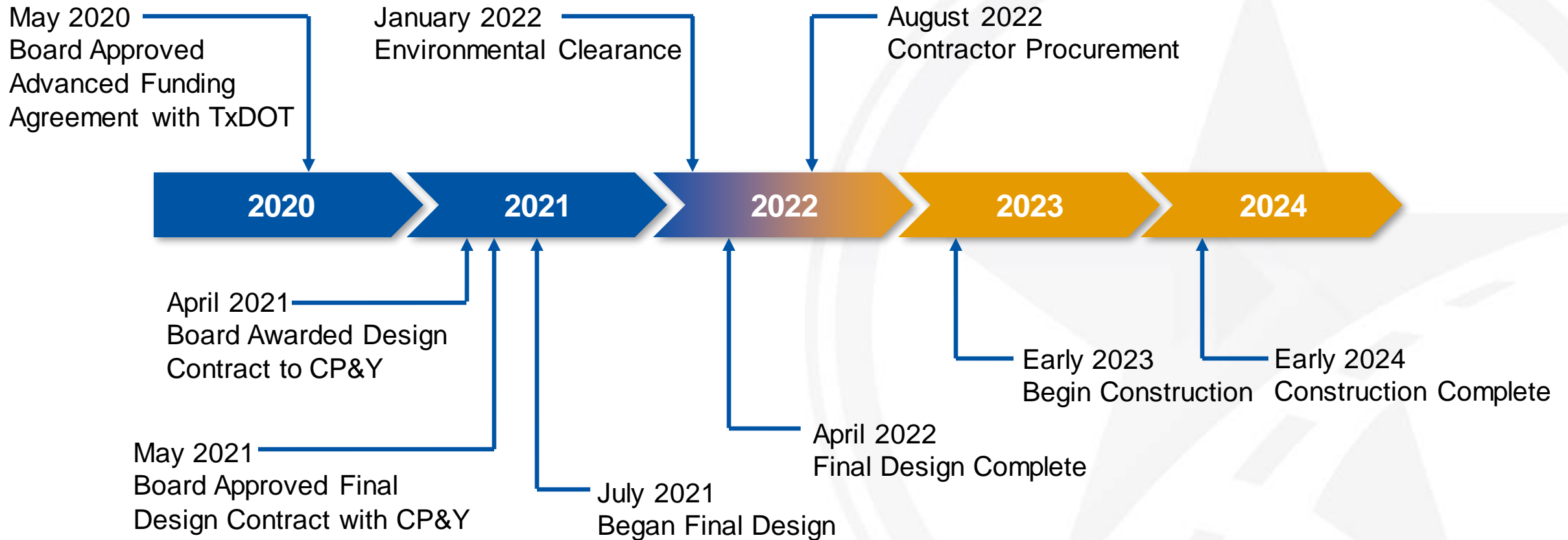


# Barton Skyway Ramp Relief





## » Project Timeline





## 3 Responsive and Responsible Bids Received

Contractor	Bid Price
Dan Williams Company	\$6,903,147.18
Capital Excavation Company	\$6,990,957.27
Aaron Concrete Contractors, LP	\$7,200,122.05

Engineer's Estimate: \$6,255,549.06



# Barton Skyway Ramp Relief

- » Staff recommends the Board award the contract for construction of the Barton Skyway Ramp Relief Project to Dan Williams Company and authorize the Executive Director to execute an agreement with Dan Williams Company in an amount not to exceed \$6,903,147.18 for construction of the Barton Skyway Ramp Relief Project.

# Briefings and Reports

## Executive Director Report

- A. Agency performance metrics
  - i. Roadway performance
  - ii. Call Center performance



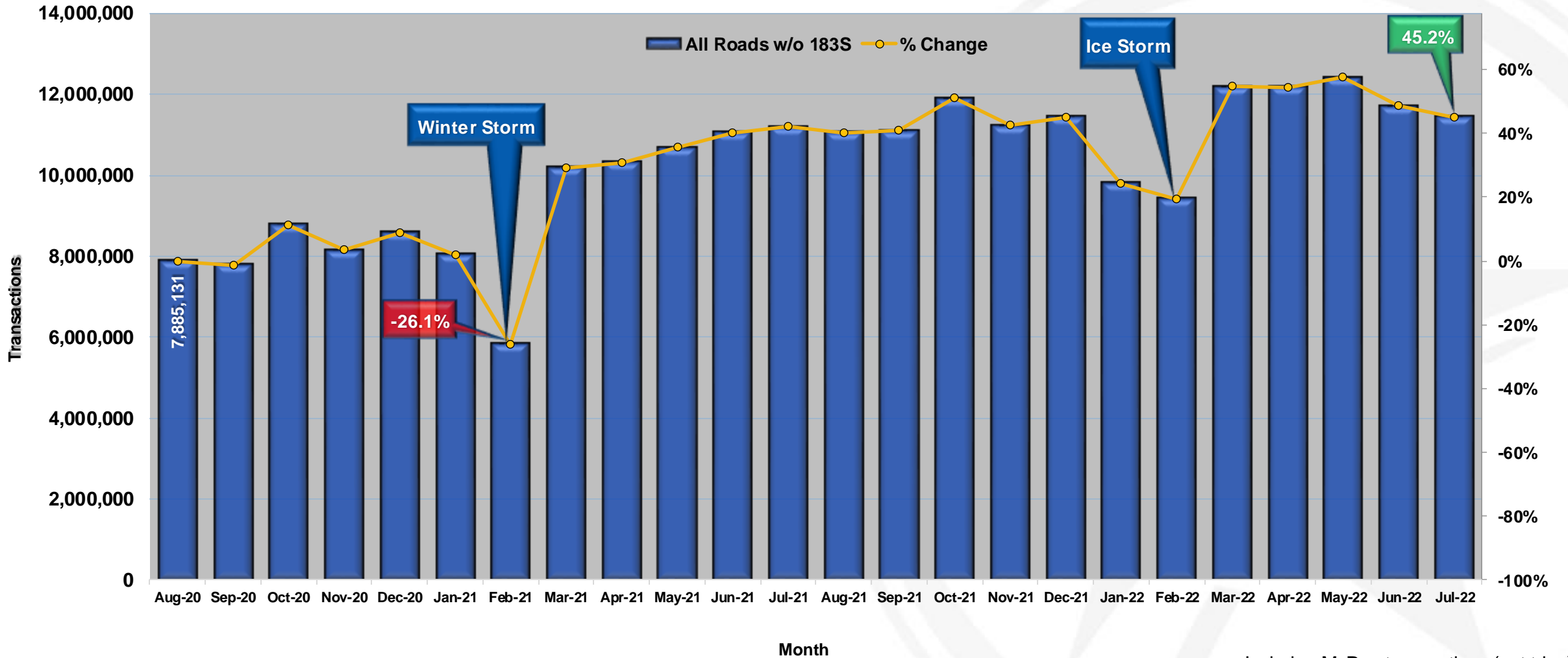
# 7 A

**James Bass**  
Executive Director



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

### Percent Change (Over Last 24 Months)

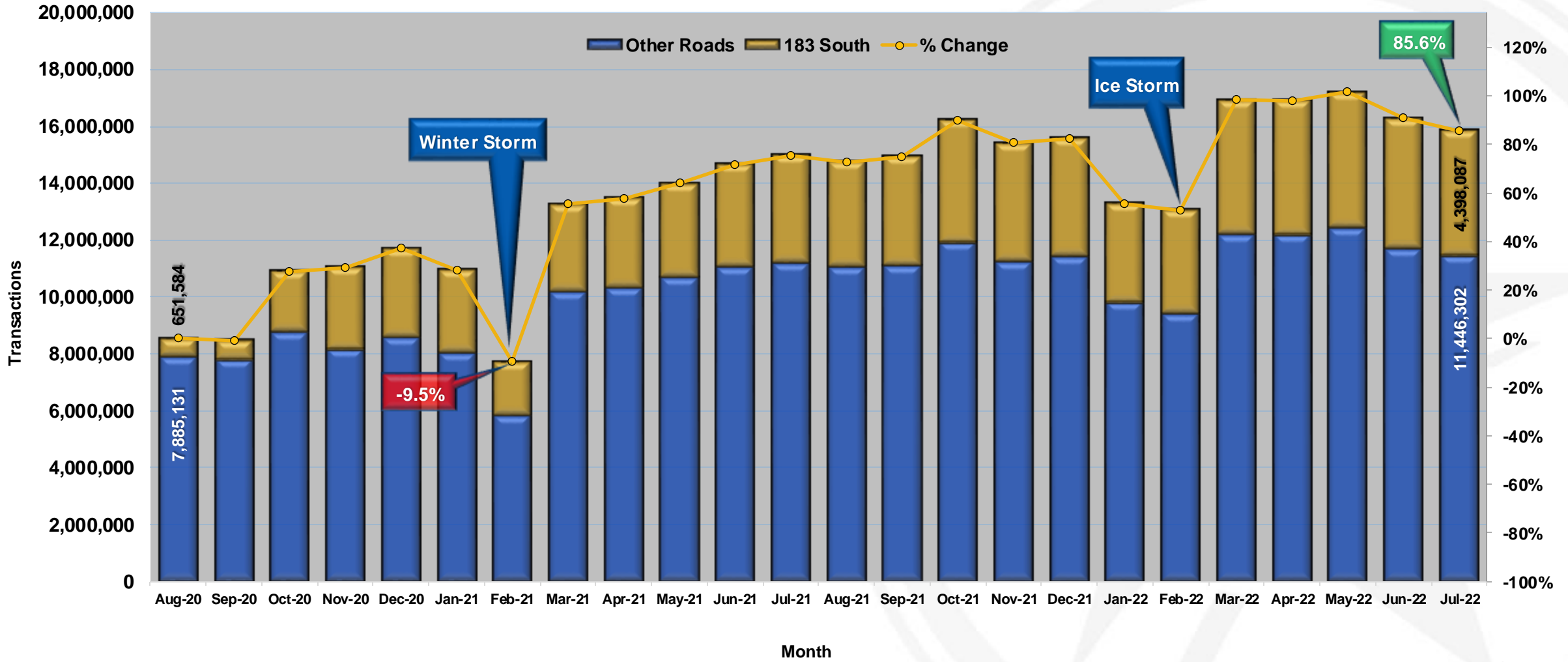


Includes MoPac transactions (not trips).



# Monthly Transaction Trend (All Roads)

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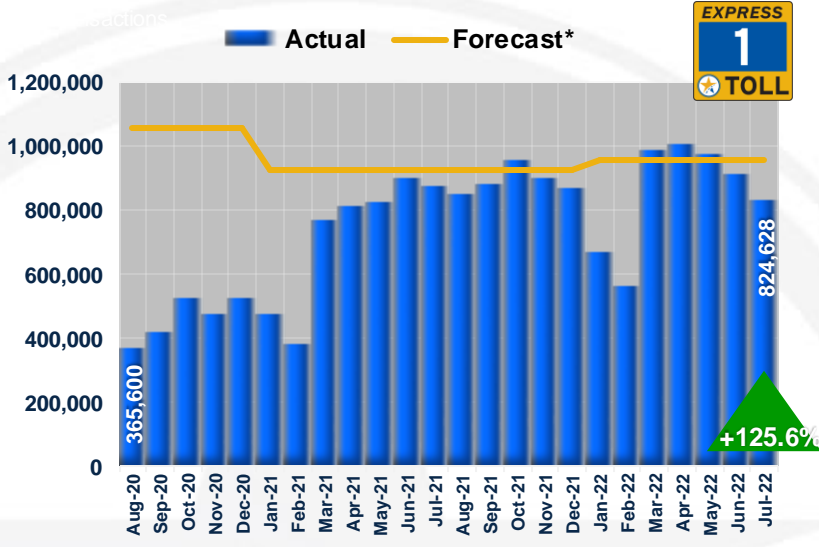
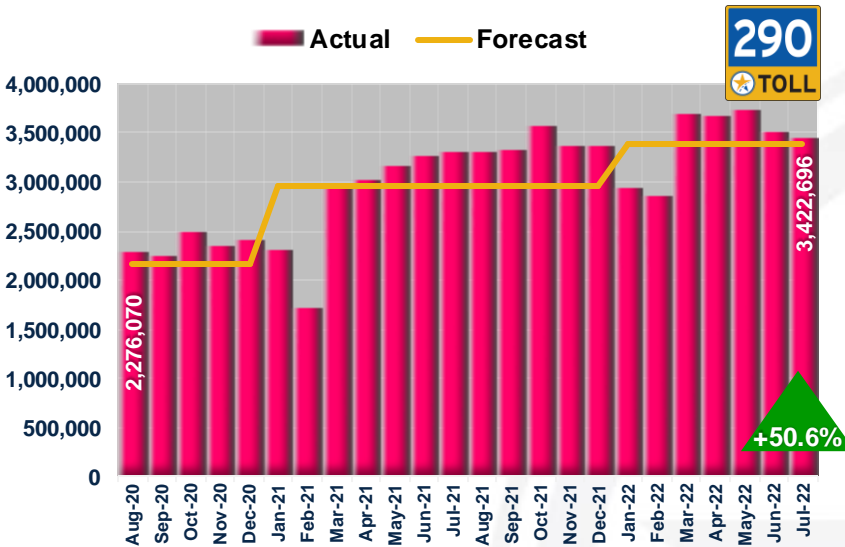
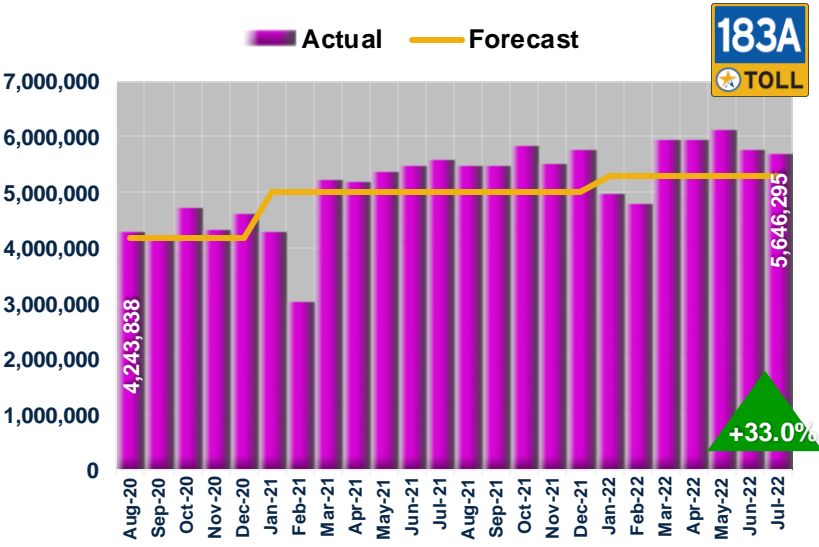


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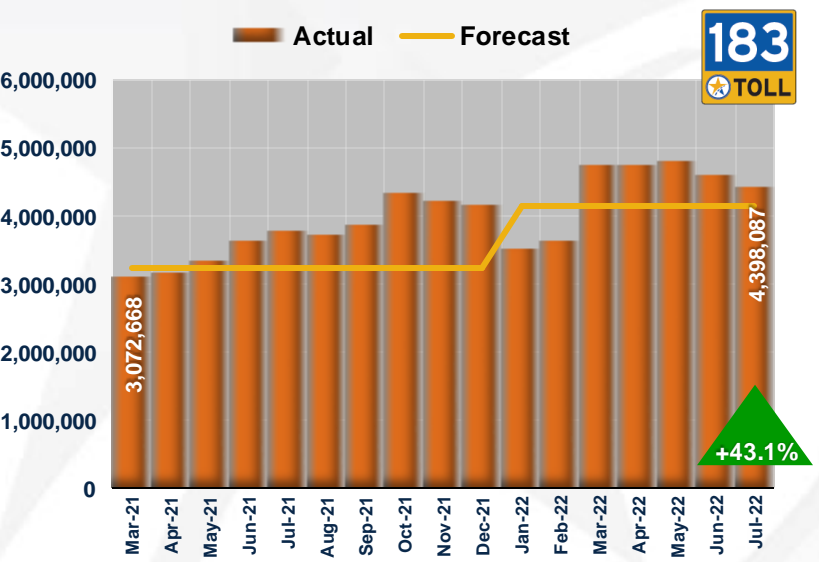
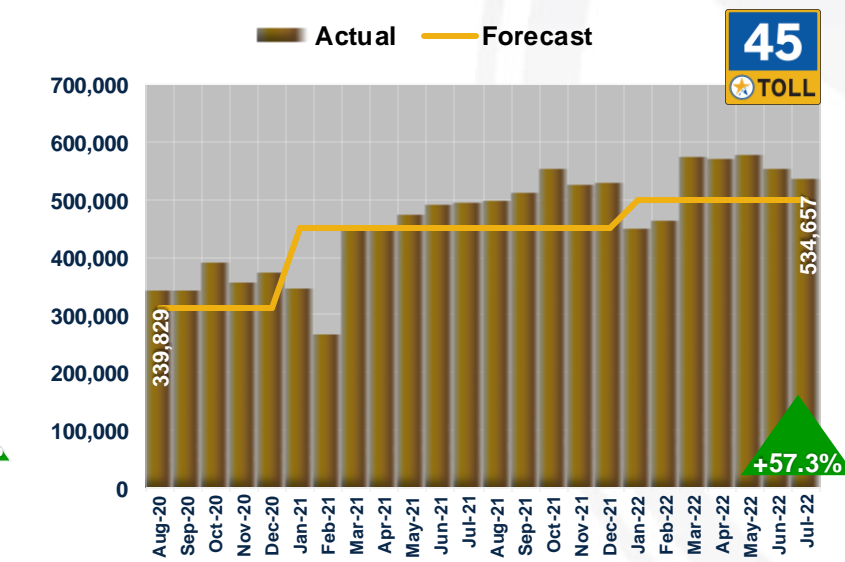
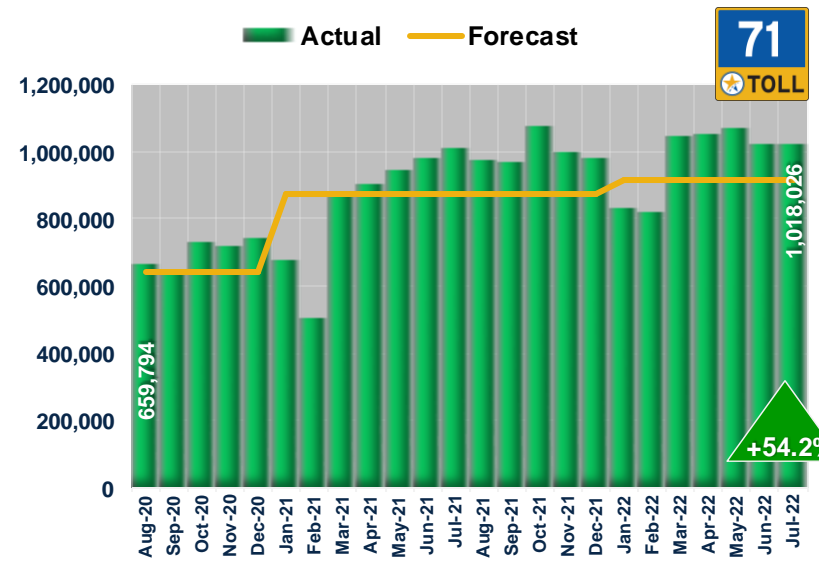


# Monthly Transaction Trend by Roadway

(Percent Change Over Last 24 Months)



\*Mopac forecast for CY 2020 developed prior to COVID-19 Pandemic.



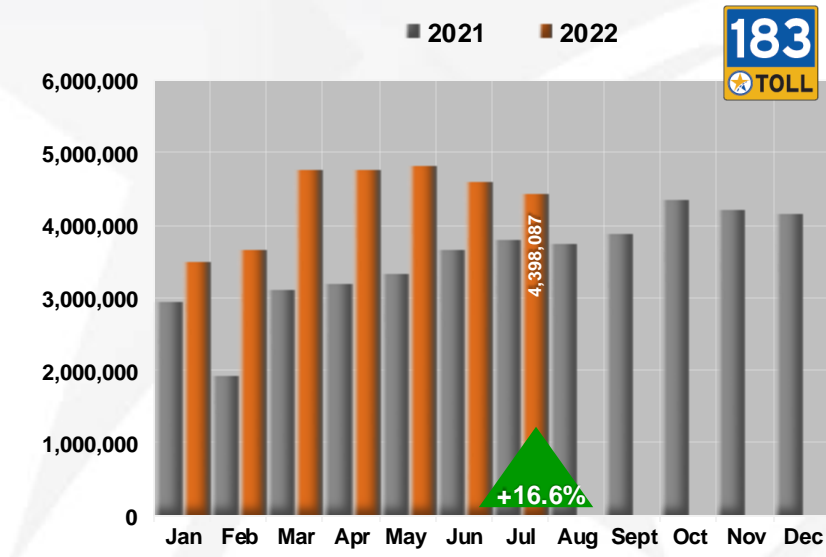
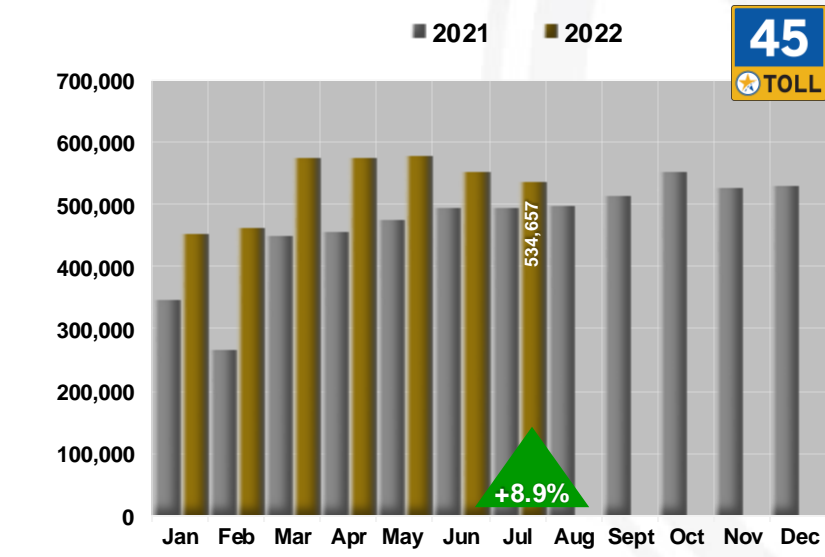
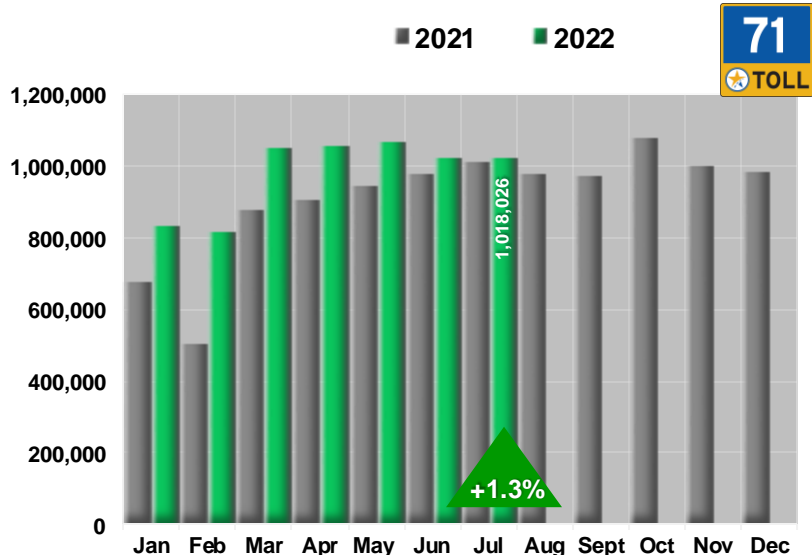
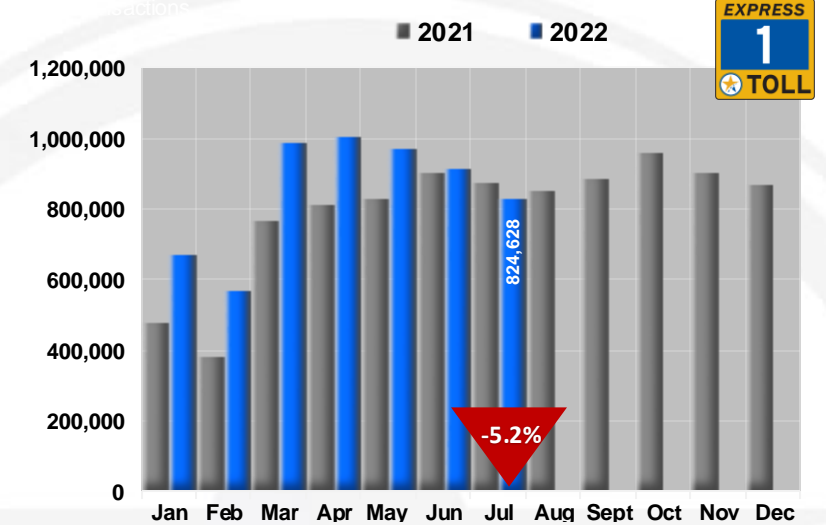
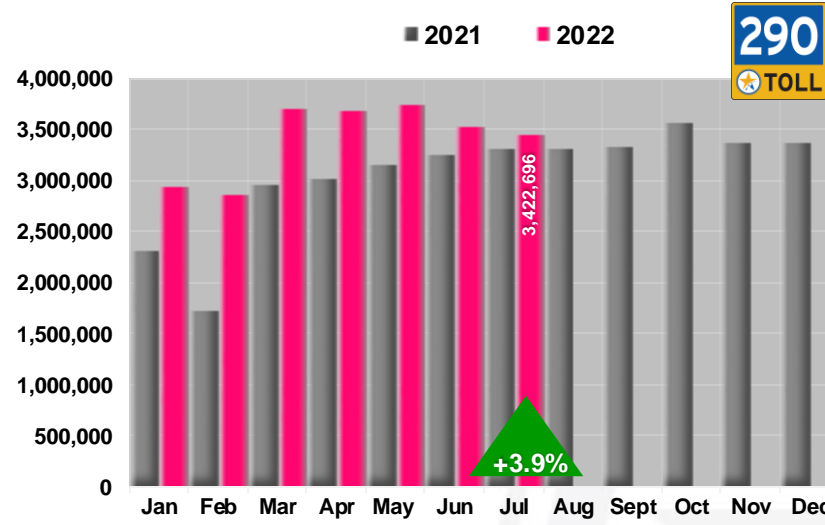
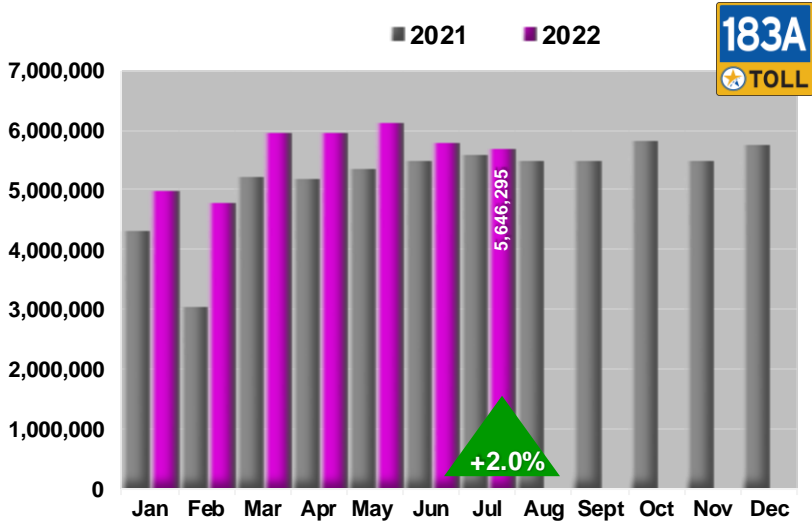
183 South comparison is to March 2021 after full opening.





# Monthly Transaction Trend by Roadway

(Percent Change Over July 2021)



# Briefings and Reports

## Executive Director Report

- A. Agency performance metrics
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  - ii. Call Center performance



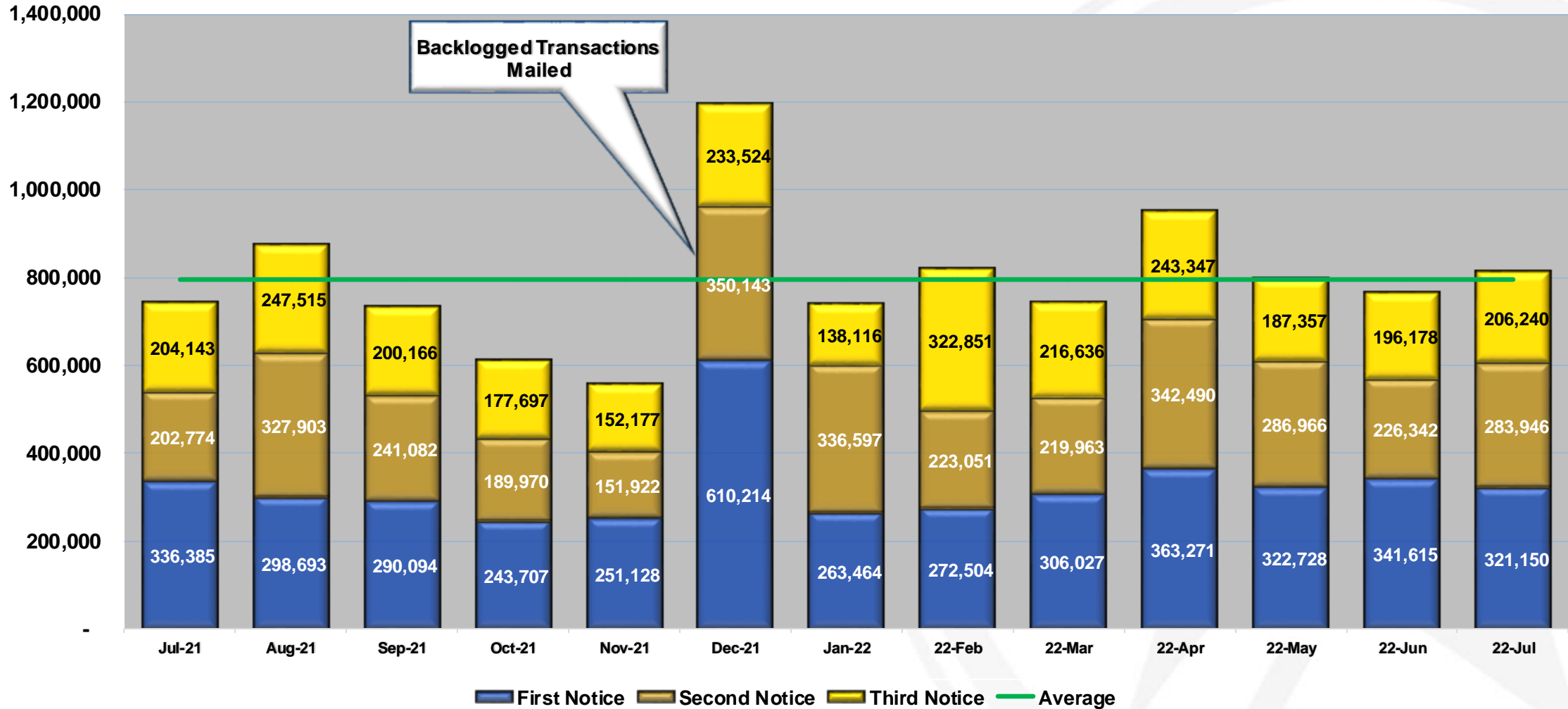
# 7 A

**James Bass**  
Executive Director



# CTRMA Invoicing Trends

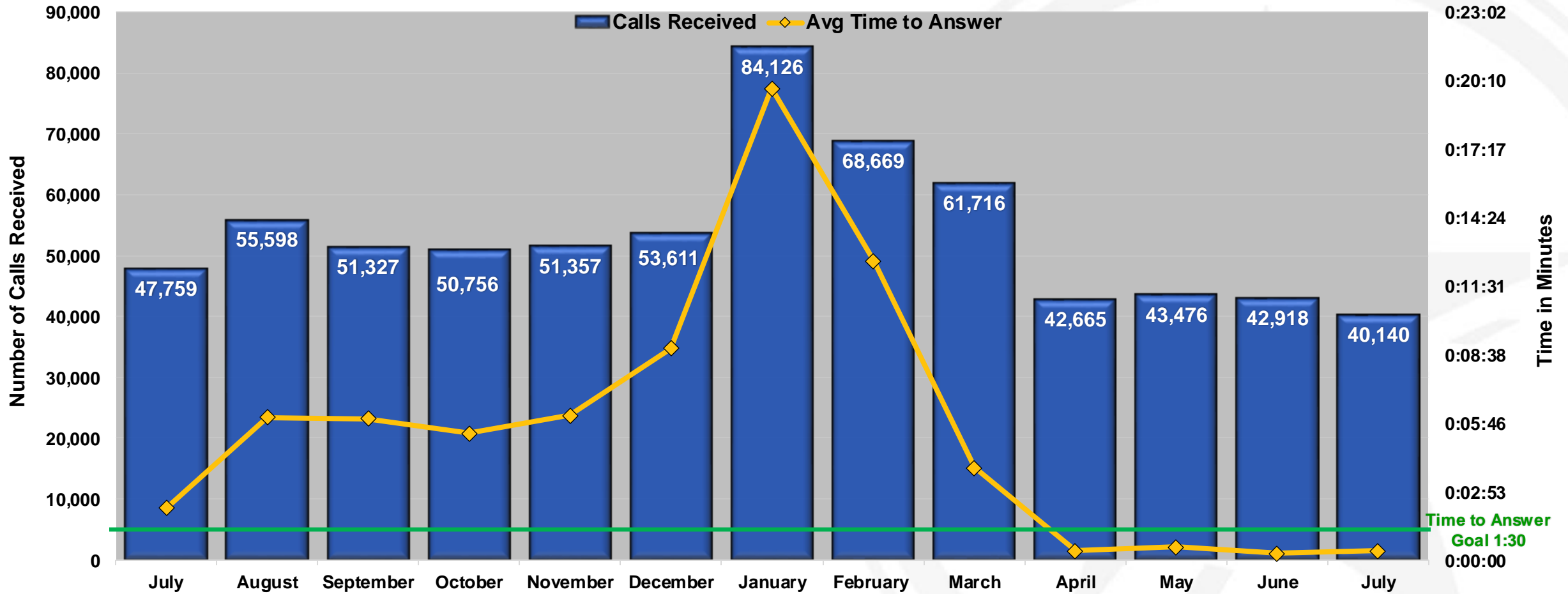
## Monthly Invoicing





# Call Center Performance (Past Year)

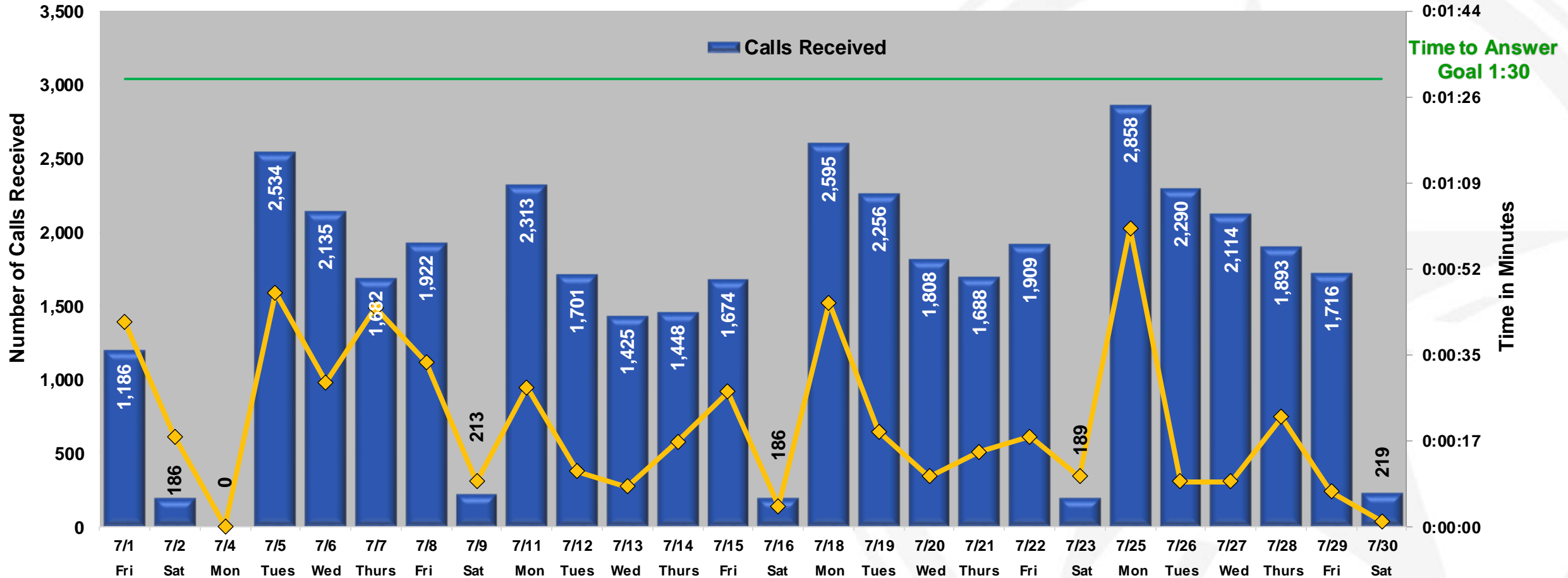
### Calls Received versus Avg Time to Answer (by Month)





# Call Center Performance (July 2022)

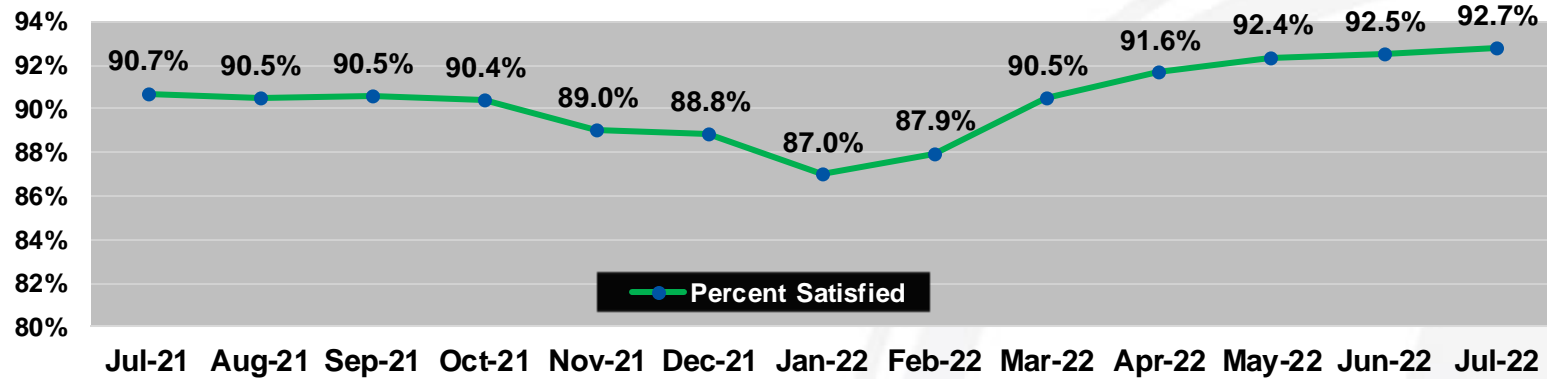
## Calls Received versus Avg Time to Answer (by Day)



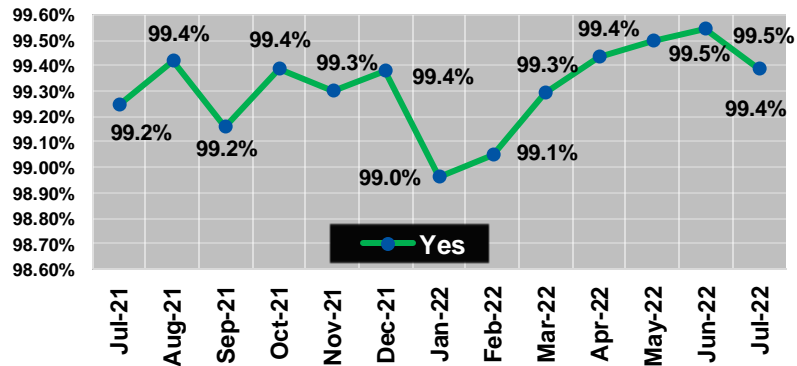


# Call Center Customer Satisfaction

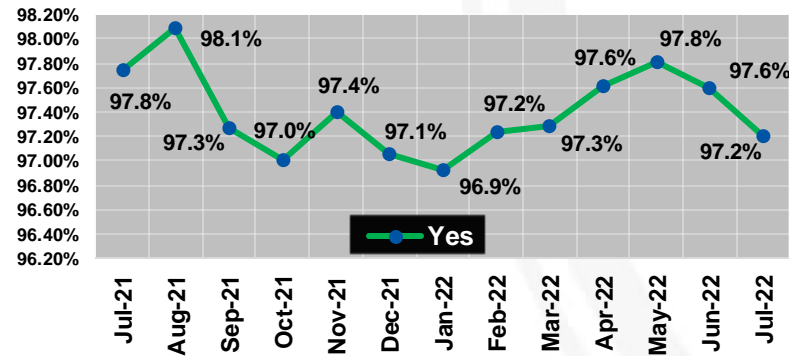
## How satisfied are you with the overall service today?



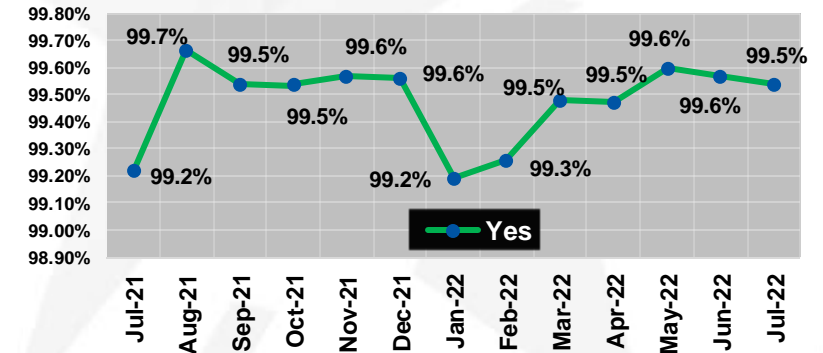
## Was your customer service representative well trained and knowledgeable?



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



## Was Your Customer Service Representative Courteous?



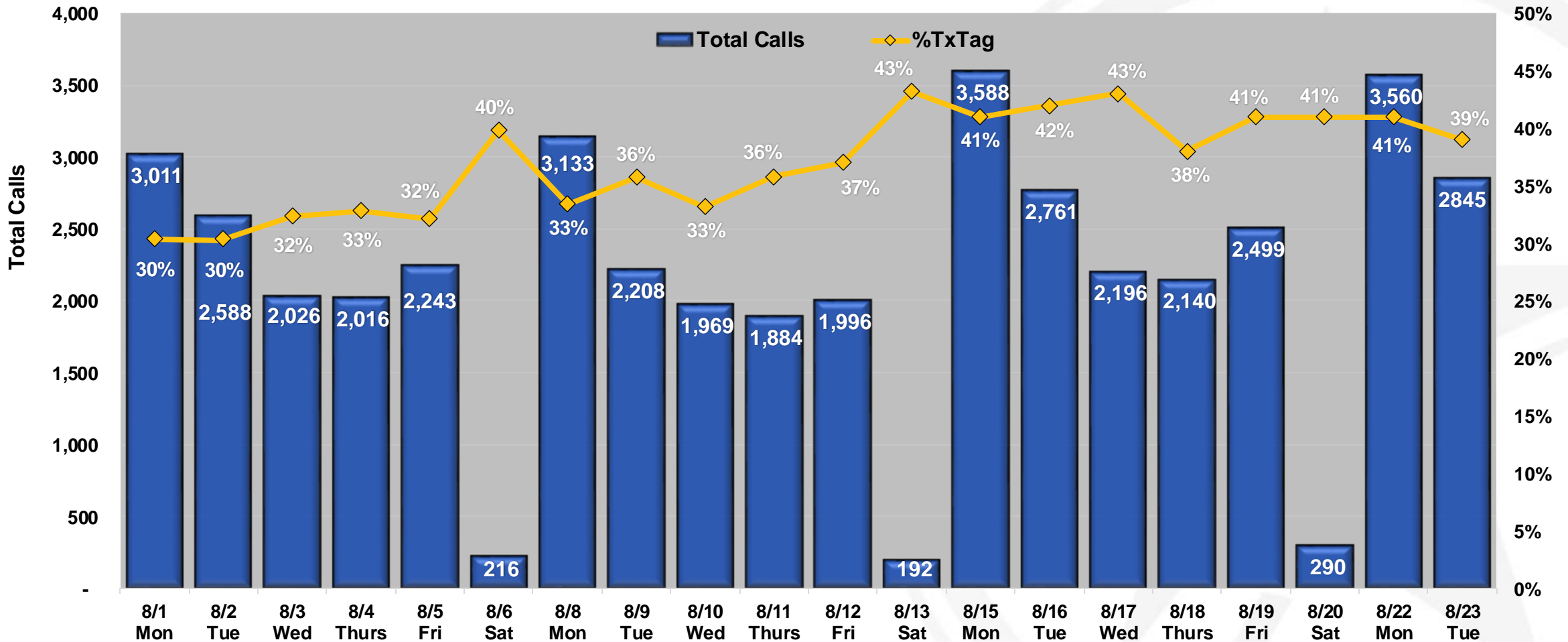
Total Number of July 2022 Responses = 5,444 (13.56%)

Post call survey of customers.



# TxTag Calls to Call Center (August 2022)

### Percentage of TxTag Calls



# Executive Session

8. 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).
9. 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).
10. 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).
11. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



# 8-11



# Regular Items



# 12-13

**Bobby Jenkins**  
Chairman

**Discuss and consider approving an amendment to the design-build contract with Colorado River Constructors for the 183 South Project to extend the time to informally resolve claims**

**Geoff Petrov**  
General Counsel

**# 12**



# Discuss and consider amending the Executive Director's Employment Agreement

# 13

**Bobby Jenkins**  
Chairman

# Strategic Plan Workshop

A. Presentation and discussion of the draft  
Mobility Authority Strategic Plan



# 14

**James Bass**  
Executive Director

# Adjourn Meeting



# 15

**Bobby Jenkins**  
Chairman