

Regular Meeting of the Board of Directors



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

September 28, 2022

Welcome and opportunity for public comment



1

Bobby Jenkins
Chairman

CONSENT AGENDA

2. Approve the minutes from the August 31, 2022 Regular Board Meeting
3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program

2-3

Bobby Jenkins
Chairman

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

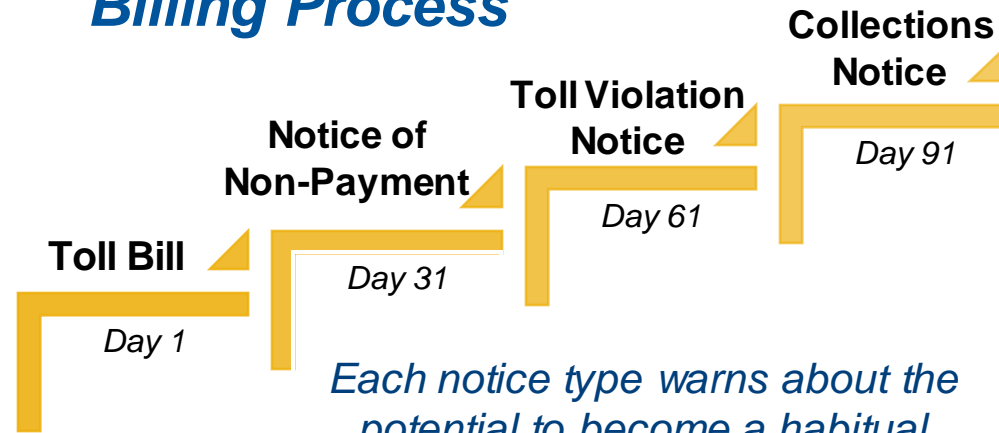
Tracie Brown
Director of Operations

3



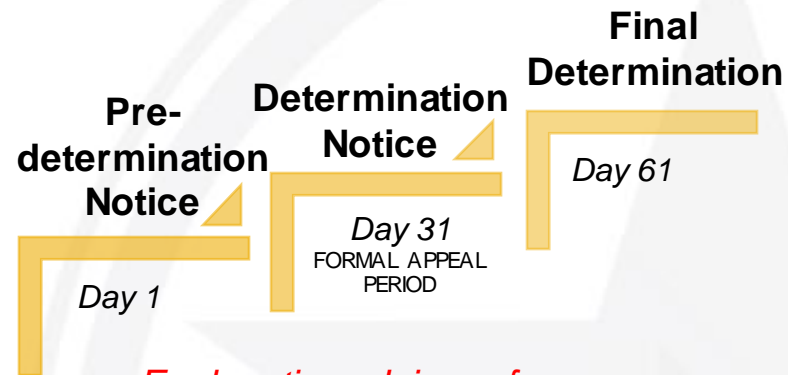
Escalating Communications

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: 625

» Total number of related unpaid tolls: 227,340

- Average number of outstanding tolls per vehicle: 366
- Average unpaid balance: \$613

» 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

Regular Items



4-7

Bobby Jenkins
Chairman

Accept the financial statements for August 2022

4

José Hernández
Chief Financial Officer

Discuss and consider adoption of the 2022 Strategic Plan

5

James Bass & DeeAnne Vickery
Executive Director & Chief of Staff

Discuss and consider approving a contract with Deloitte Consulting LLP for continued development of the data platform & associated transaction reporting to support toll transaction management

6

Greg Mack

Assistant Director of IT and Toll Systems



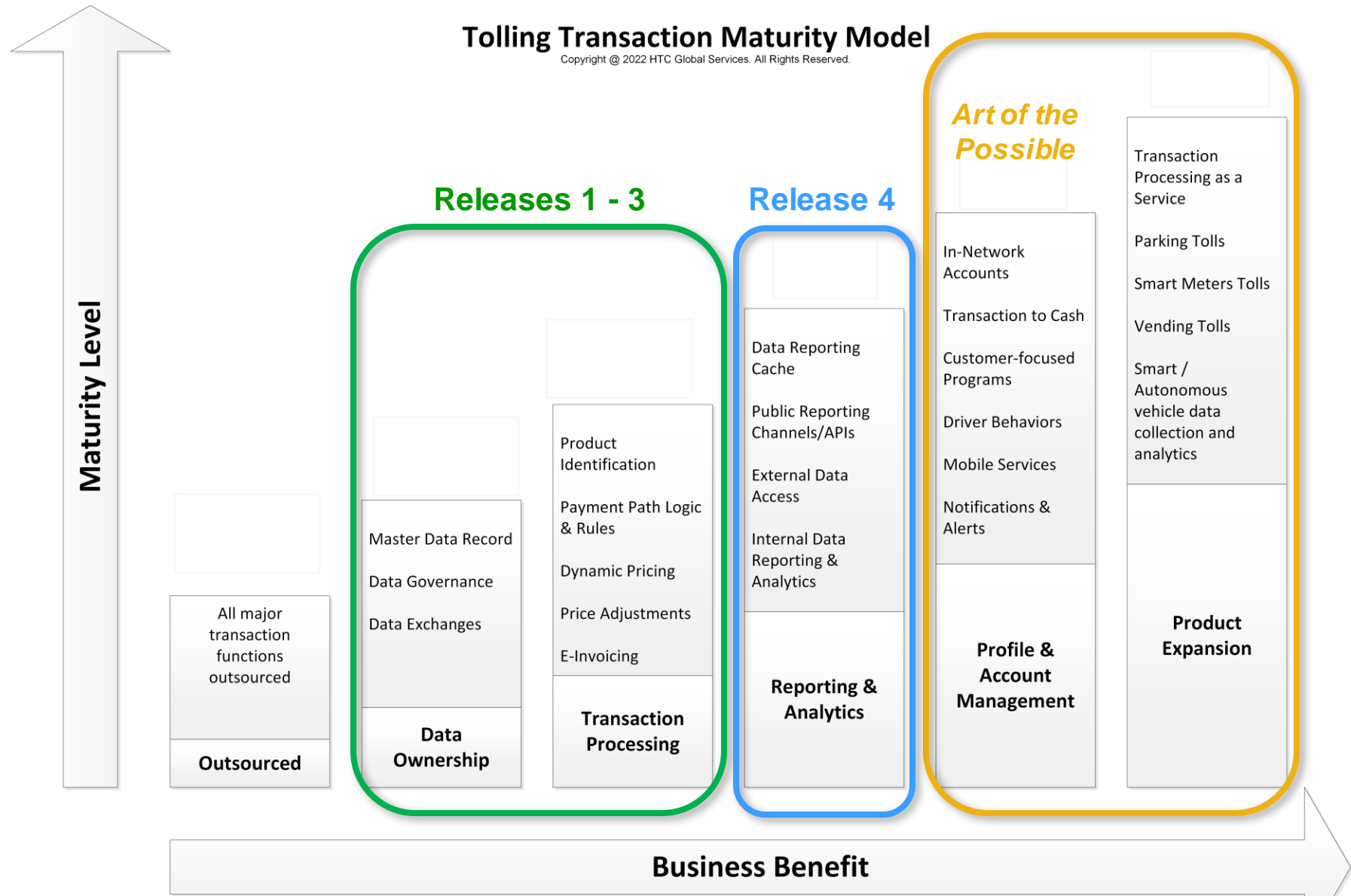
- » In 2019, the Central Texas Regional Mobility Authority (CTRMA) started a process of examining long-term strategic goals relative to current-state business capabilities.
- » Staff identified the following challenges that would prevent them from achieving their objectives including:
 - » Limited access to data related to tolling transactions
 - » Prohibitive cost and effort to administrate payment path rules and logic
 - » Minimal reporting & analytics capabilities
 - » Inability to host third-party customer payment options
 - » Complete dependency on vendors for end-to-end toll transaction processing



Path to Product & Service Growth

Tolling Transaction Maturity Model

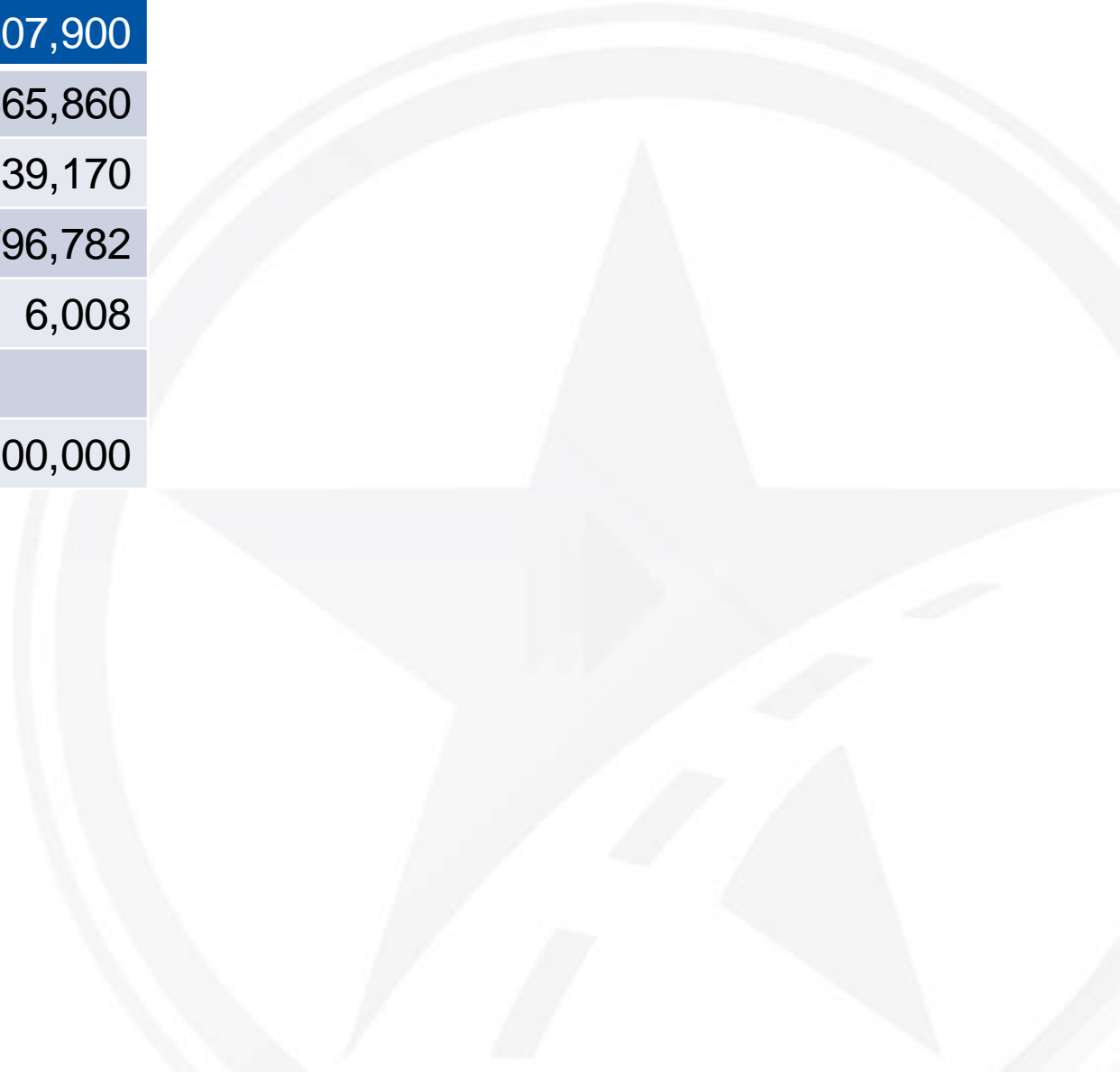
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Program Recap

Original Funding	\$4,607,900
Releases 1 & 2	1,665,860
Release 3	2,139,170
Release 4	796,782
Balance	6,008
FY23 Capital Budget	500,000





Program Roadmap & Benefits

» As the program matures, CTRMA will be able to prioritize and implement expanded business capabilities, customer-focused services, and incremental revenue streams in addition to the elimination of a dependency on Roadside Vendors for transaction processing, operations, reporting, and compliance

Release	Release 1 & 2 (Combined)		Release 3	Release 4	Future
Portfolio	Establish Platform	Routing & Exchanges	Pricing & Invoicing	Reporting	Products & Services
Key Outcomes & Benefits	<ul style="list-style-type: none"> Complete ownership, control, access to, and governance of all tolling transaction-related data Advanced Redundancy & Disaster Recovery SOC 2 Type 2 compliance across all 5 Trusted Services Areas 	<ul style="list-style-type: none"> Data Exchanges: <ul style="list-style-type: none"> ➢ ETC Exchange ➢ IOP Exchange ➢ PBM Exchange API ICD Standards 	<ul style="list-style-type: none"> Transaction Operations Management Solution (TOMS) Product Management Transformation Dynamic Pricing & Adjusted Rates Customer-focused programs Aggregate transaction billing Increased Operations controls and management Scalability to products beyond fixed toll roads 	<ul style="list-style-type: none"> Fixed and Dynamic Reporting Governed access to data for complex internal business analytics Access to secure data for authorized external partners Availability of data for Public access and consumption Reporting data use governance 	<ul style="list-style-type: none"> Toll Transaction Processing as a service CTRMA Customer Accounts & Payments Notifications & alerts Community engagement efforts Airport & corporate parking transactions Smart meter transactions Vending & ID card transactions Commercial accounts Smart/Autonomous vehicle data analysis Mobile-app services
Cost(s)	\$1,665,860		\$2,139,170	\$796,782	<i>TBD as strategy and priority require</i>

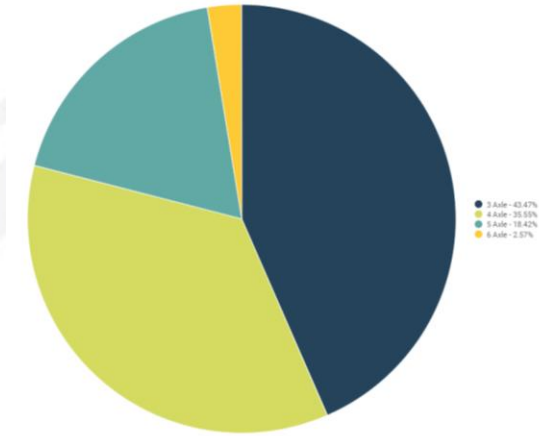
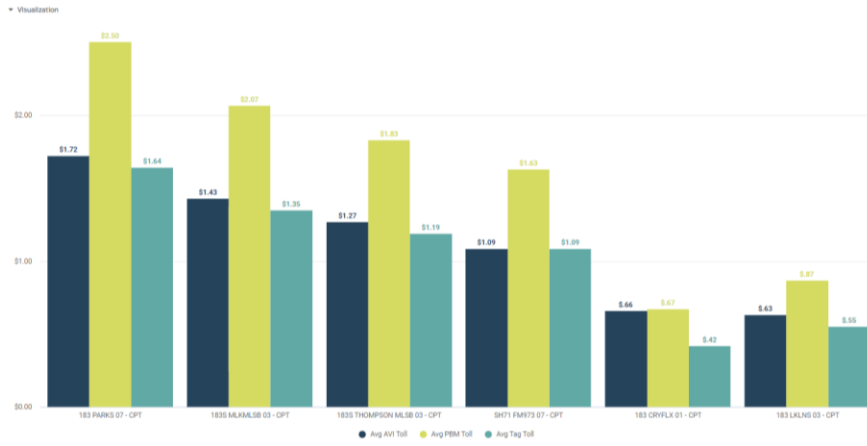
Original Budget = \$4,607,900; remaining budget after Release 4 = \$6,088



- » **Total Cost:** not to exceed \$796,782
(includes a 6% project contingency)
- » **Agreement Period:** Completion of the work related to Release 4 is estimated to occur within 20 weeks of Notice to Proceed *(includes one holiday break week)*
- » **Anticipated Notice to Proceed:** October 2022
- » **Expected Completion Date:** February 2023



Release 4 – Reporting & Analytics



DEX Files by Period

Submission Date	Submission Type	Records	Files
1 2022-08-01	RTRAN	240	2
2 2022-08-01	PTRAN	4	1
3 2022-08-01	SCORR	4	1
4 2022-08-01	STRAN	20	1
5 2022-08-02	STRAN	114,617	18
6 2022-08-02	RTRAN	299,855	5
7 2022-08-02	SRECON	100,000	1
8 2022-08-02	PRECON	33	2
9 2022-08-02	PTRAN	84	2
Totals		2,326,445	123

DEX Files by Date

Submission Date	Submission Type	Records	Files
1 2022-08-02	PRECON	33	2
2 2022-08-02	IREQ	250,455	6
3 2022-08-02	SRECON	100,000	1
4 2022-08-02	SCORR	99,157	1
5 2022-08-02	STRAN	114,617	18
6 2022-08-02	ITRAN	302,905	1
7 2022-08-02	PTRAN	84	2
8 2022-08-02	RTRAN	299,855	5
Totals		1,167,106	36

Sent STRAN by Agency

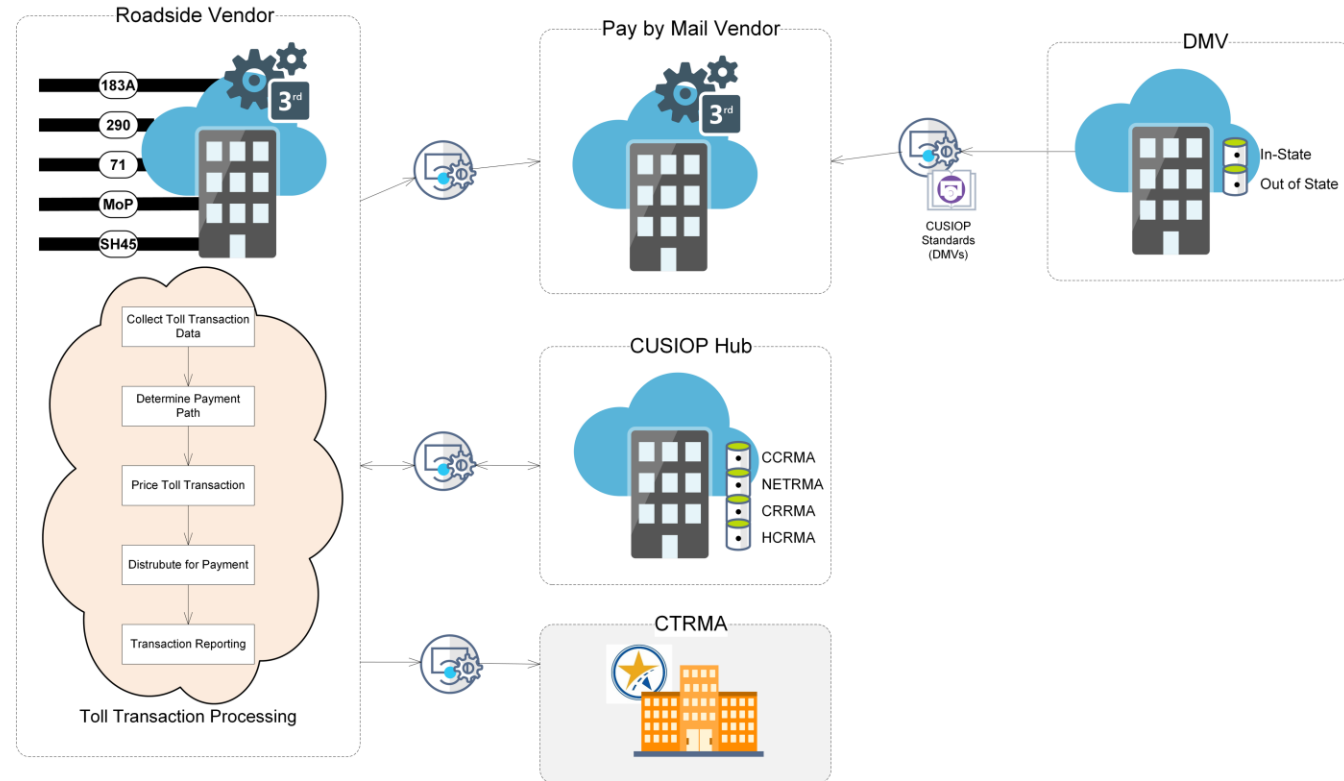
Away Agency	Home Agency	Records	Files
1 CTRMA	CHUB	114,617	18
Totals		114,617	18

Sent STRAN by Trx Type

Record Type Name	Records	Files
1 Tag	88,056	18
2 iToll/Video	26,561	18
Totals	114,617	18



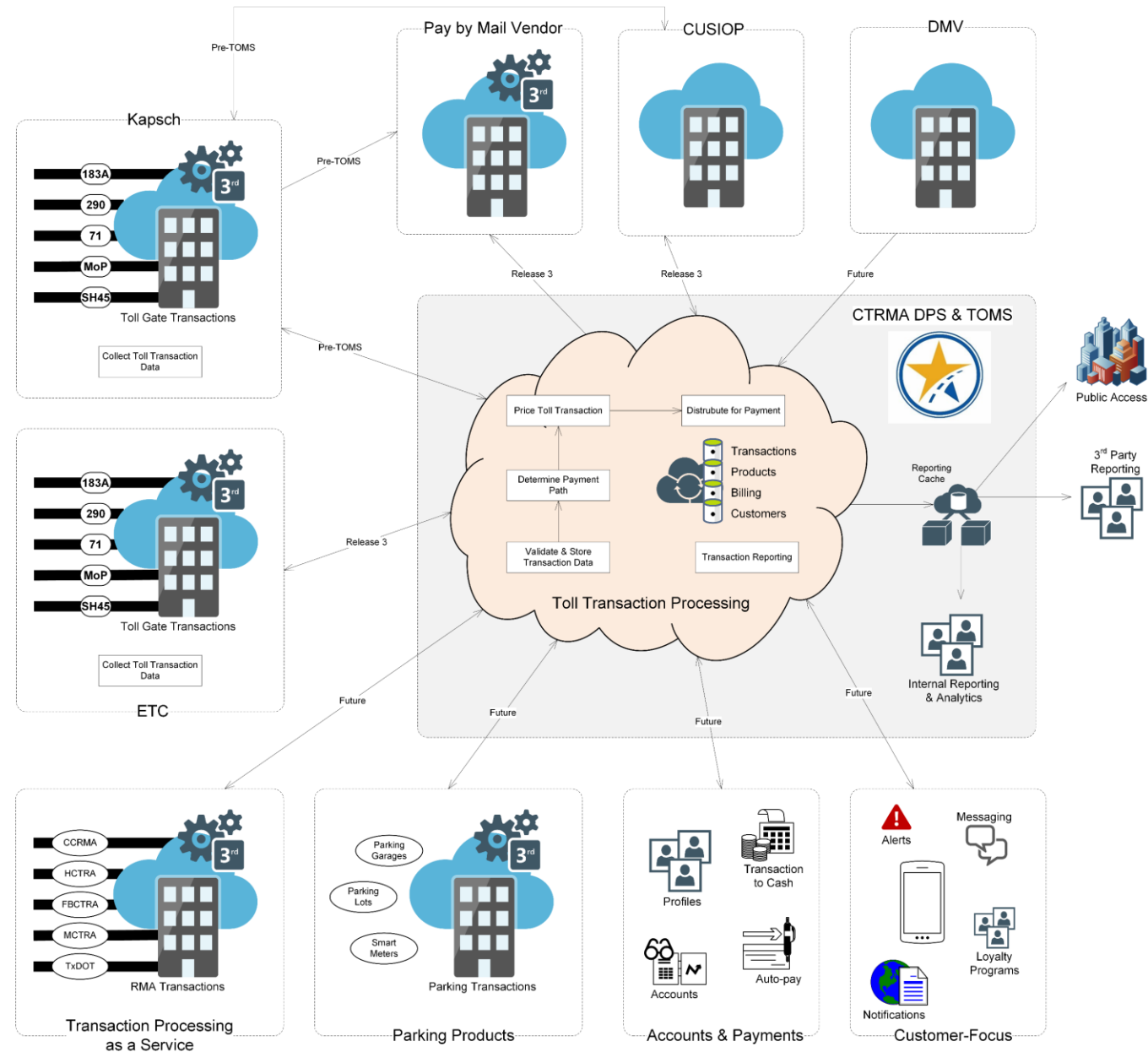
- Today, the Roadside Vendor...
 - manages all Transaction data
 - determines payment path
 - calculates fixed price
 - distributes the e-invoice
 - provides minimal operational and transactional reports
 - SOC 2 Type 2 Compliance
- The Pay-By Mail Vendor...
 - controls the DMV data references
 - manage in-network plate accounts
 - distributes Pay-by-Mail invoices
 - facilitates collections services
- CTRMA...
 - provides fixed pricing charts to Roadside Vendor
 - requests reports through the Roadside Vendor





Future State

- Tomorrow, the Roadside Vendor...
 - collects and exchanges Transaction data
- The Pay-By Mail Vendor...
 - distributes Pay-by-Mail invoices
 - facilitates collections services
- CTRMA...
 - owns, secures, and governs all transaction data
 - determines payment path
 - manages dynamic pricing
 - distributes the e-invoice
 - provides operational management capabilities
 - provides Public, External, and Internal data access, analysis and reporting
 - controls the DMV data sources
 - manages in-network accounts
 - ensures SOC 2 Type 2 Compliance





» Once the TOMS Program is completed, CTRMA will be able to prioritize and implement additional business capabilities including:

- » Toll Transaction Processing as a service
- » Internal Accounts & Payments
- » Notifications & alerts
- » Community engagement efforts
- » Airport & corporate parking transactions
- » Smart meters transactions
- » Vending & ID card transactions
- » Commercial accounts
- » Smart/Autonomous vehicle data analysis
- » Mobile services



- » At the end of Release 4 the Authority will have a fully functional platform capable of assuming transaction processing responsibilities from Kapsch
- » The Data Platform System (DPS) will be flexible enough to entertain future needs or the "art of the possible"
- » **Staff recommends approval of a Statement of Work with Deloitte Consulting LLP for the continued development of the data platform and associated transaction routing and system interfaces to support toll transaction management**
- » **Next steps:**
 - » Finalize Release 4 schedule and milestones
 - » Prepare for transaction processing cutover to Data Platform, anticipated December 2022

Discuss and consider approving a contract with The Levy Company, Inc. for SH 71 and 183 Toll Sign Improvement Maintenance Project

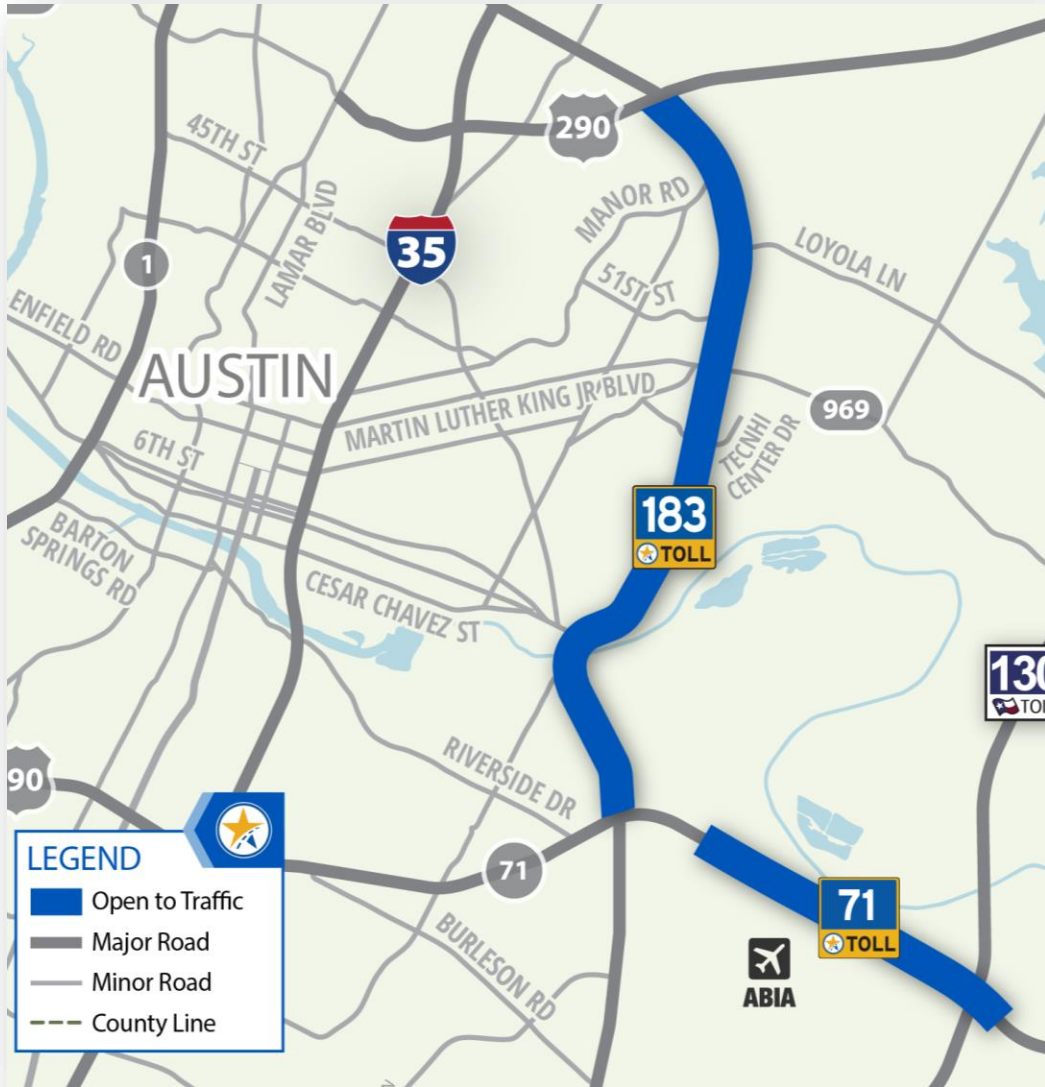
7

Mike Sexton

Acting Director of Engineering



SH 71 & 183 Toll Sign Improvements



- » **Project Description:** Replace large signs, install pavement markings and delineators along SH 71, and installation interpretive signs along the shared use path of 183 Toll.
- » **Limits:** SH 71 from Brandt Dr. to Fallwell Ln. and 183 Toll from Manor Rd to Jet Ln.
- » **Total Project Cost:** \$1.7M
- » **Construction Cost:** \$1,164,689.44



1 Responsive and Responsible Bids Received

Contractor	Bid Price
The Levy Company	\$1,164,689.44

Engineer's Estimate: \$1,172,052.60



SH 71 & 183 Toll Sign Improvements

- » Staff recommends the Board award the contract for construction of the SH 71 and 183 Toll Sign Improvement Project to The Levy Company and authorize the Executive Director to execute an agreement with The Levy Company in an amount not to exceed \$1,164,689.44 for construction of the SH 71 and 183 Toll Sign Improvement Project.

Briefings and Reports

Executive Director Report

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



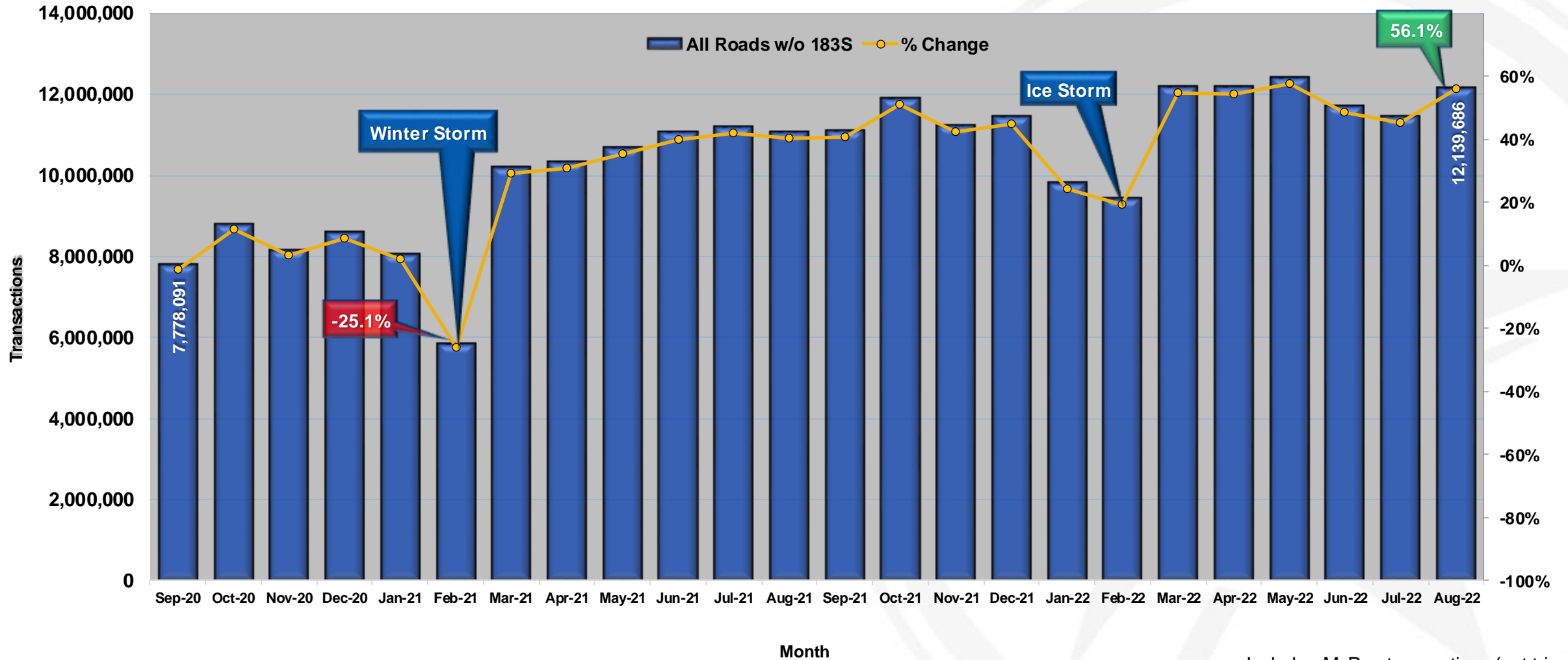
8 A

James Bass
Executive Director



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

Percent Change (Over Last 24 Months)

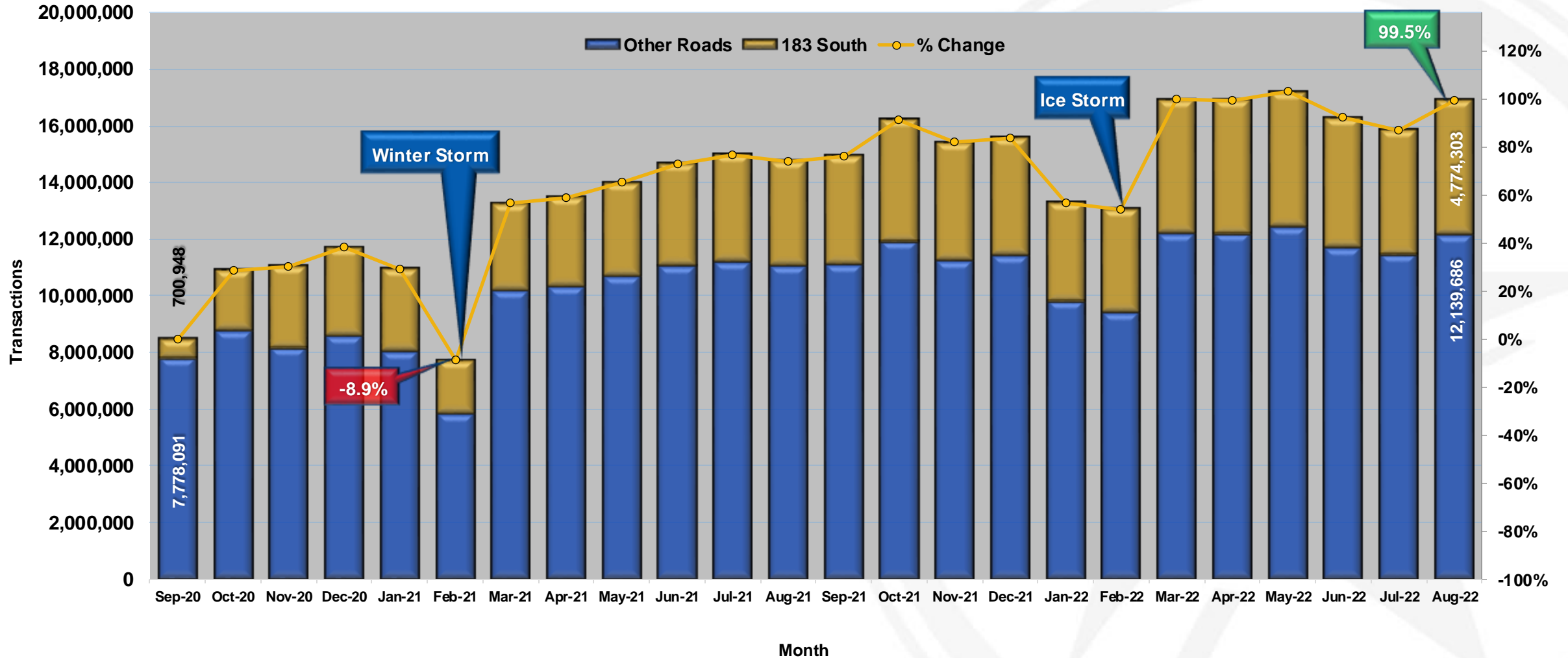


Includes MoPac transactions (not trips).



Monthly Transaction Trend (All Roads)

Percent Change (Over Last 24 Months)



Includes MoPac transactions (not trips).

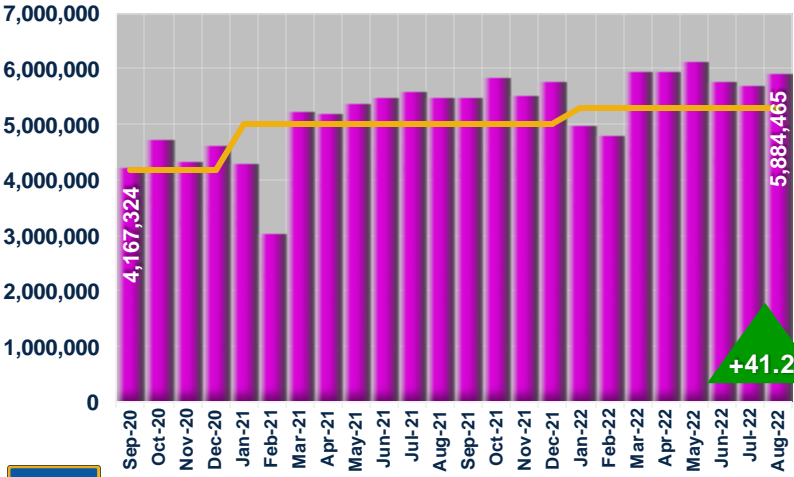


Monthly Transaction Trend by Roadway

(Percent Change Over Last 24 Months)

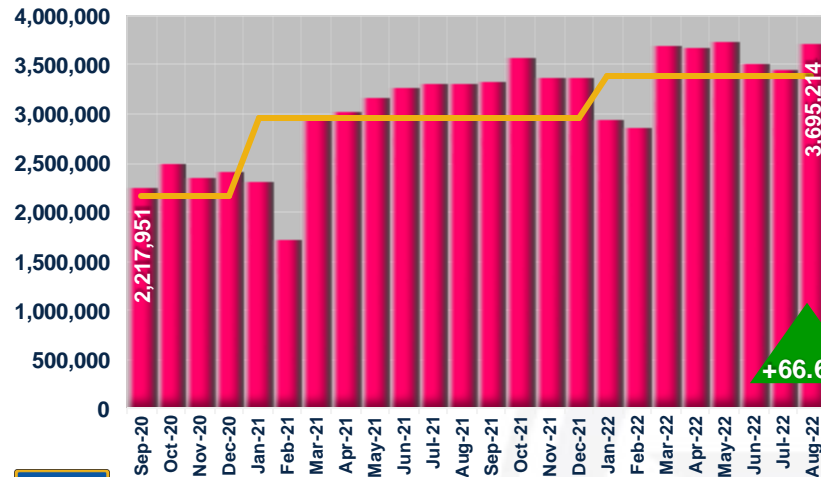
183A
TOLL

Actual 2021 T&R



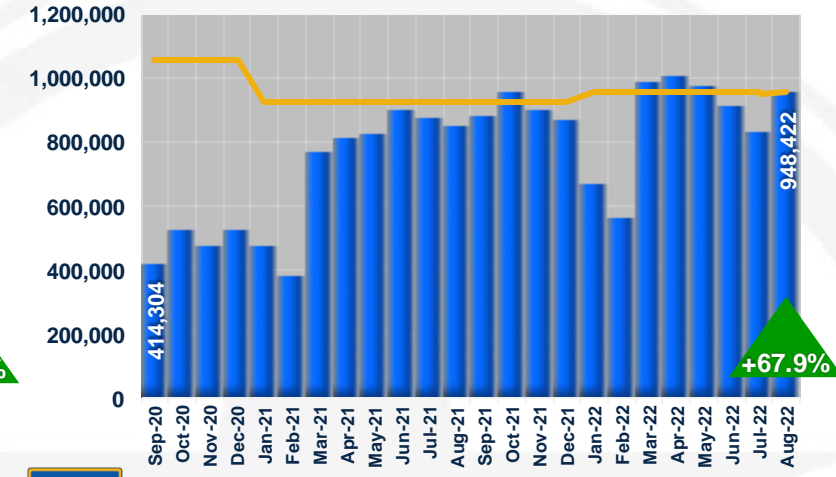
290
TOLL

Actual 2021 T&R



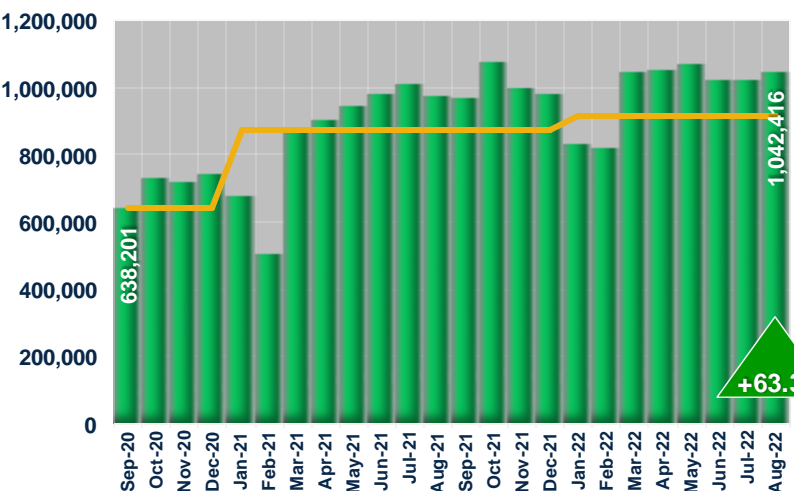
EXPRESS 1
TOLL

Actual 2021 T&R*



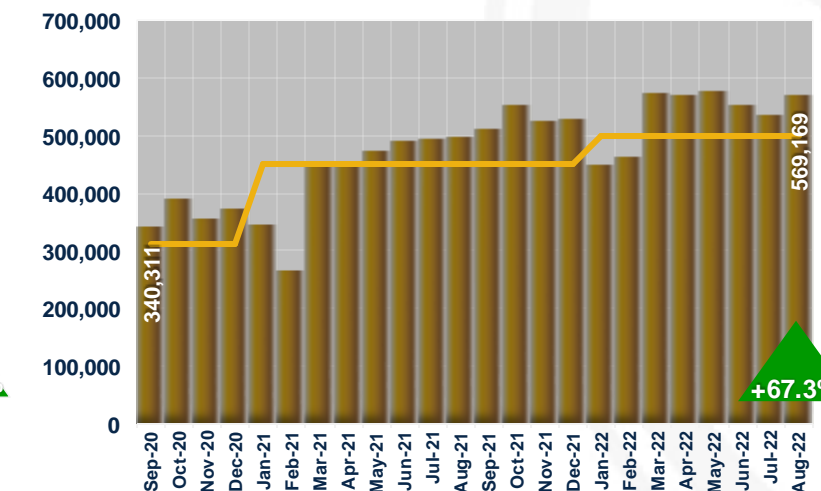
71
TOLL

Actual 2021 T&R



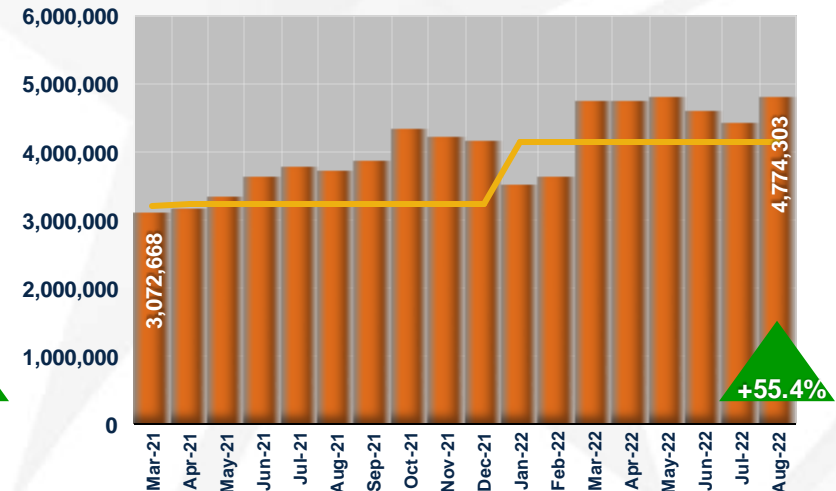
45
TOLL

Actual 2021 T&R



183
TOLL

Actual 2021 T&R

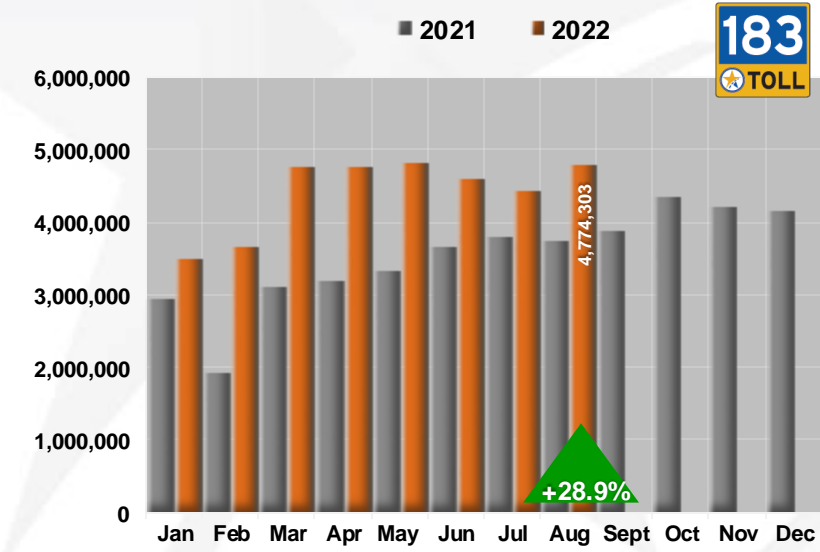
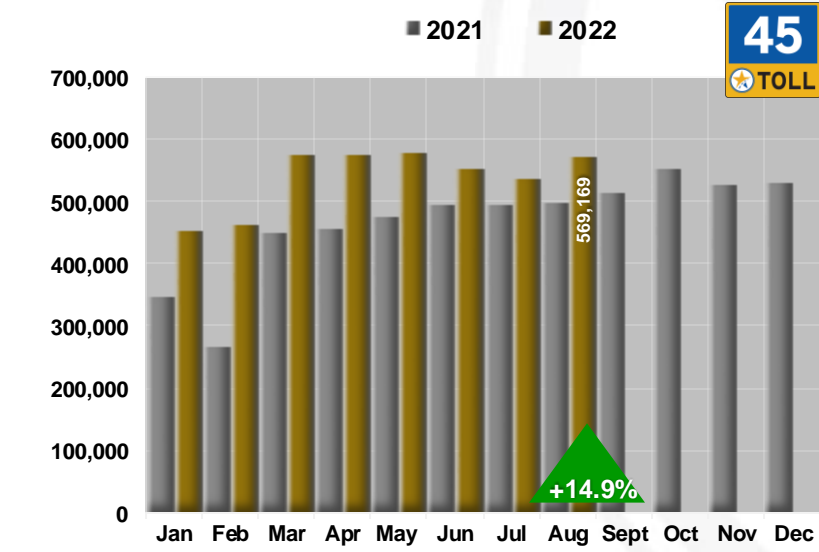
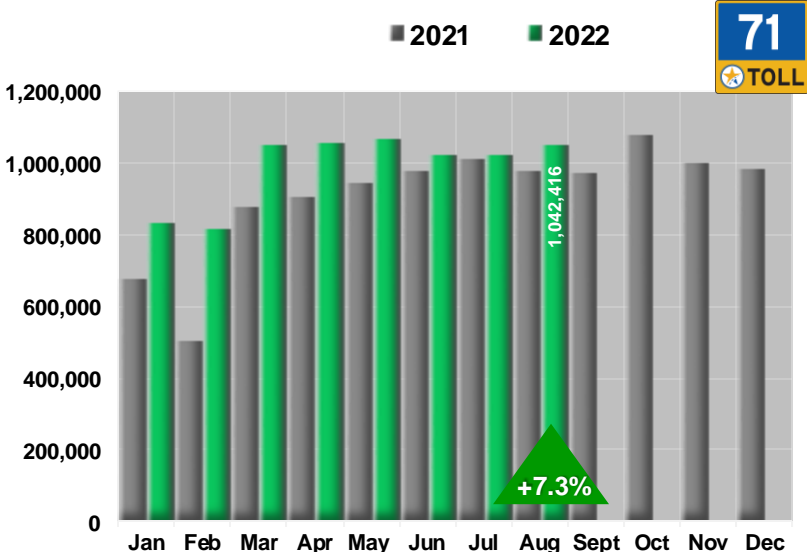
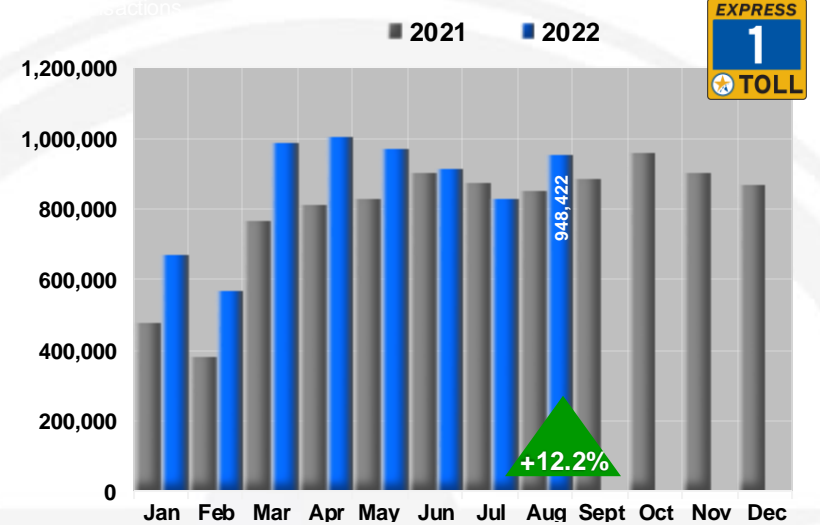
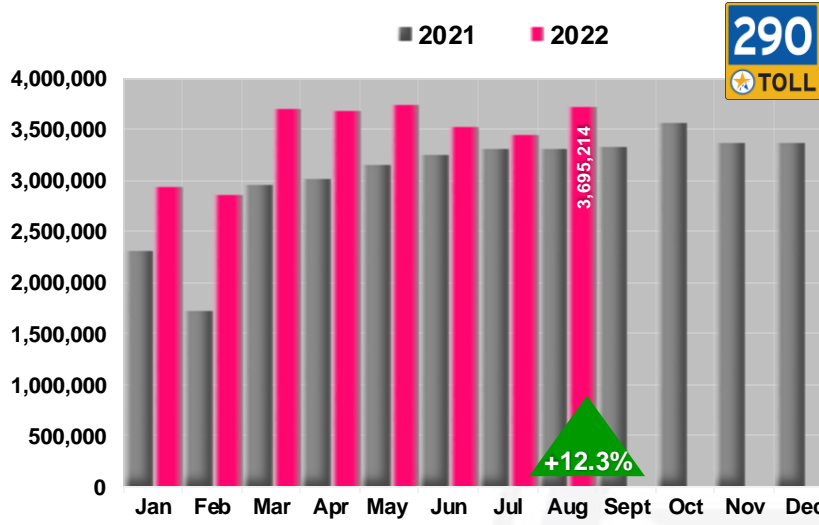
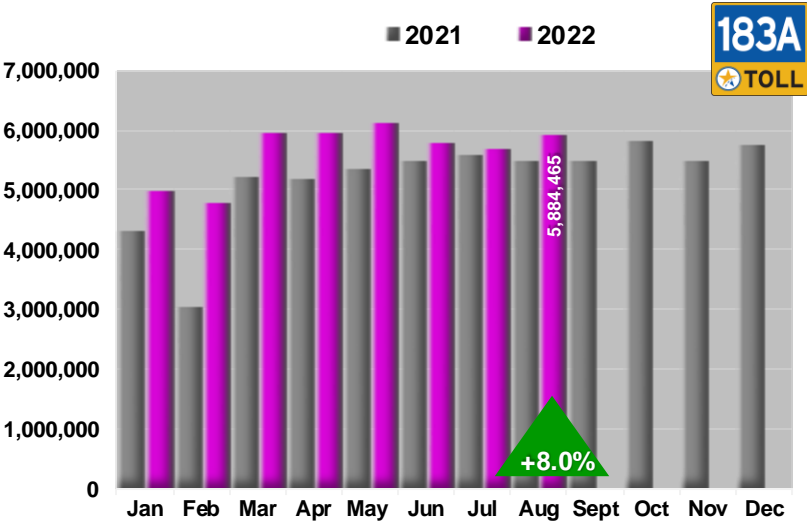


*Mopac forecast for CY 2020 developed prior to COVID-19 Pandemic.



Monthly Transaction Trend by Roadway

(Percent Change Over August 2021)



Briefings and Reports

Executive Director Report

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



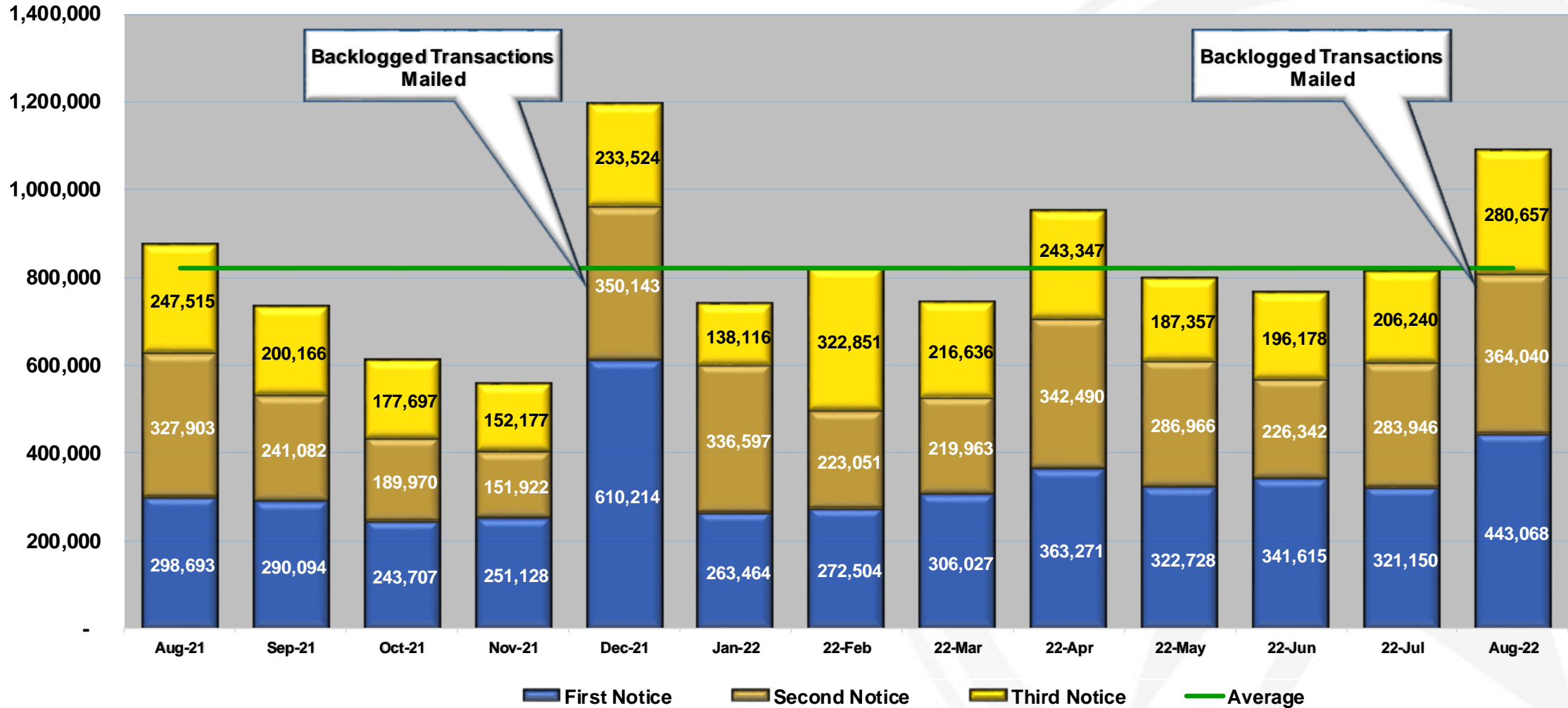
8 A

James Bass
Executive Director



CTRMA Invoicing Trends

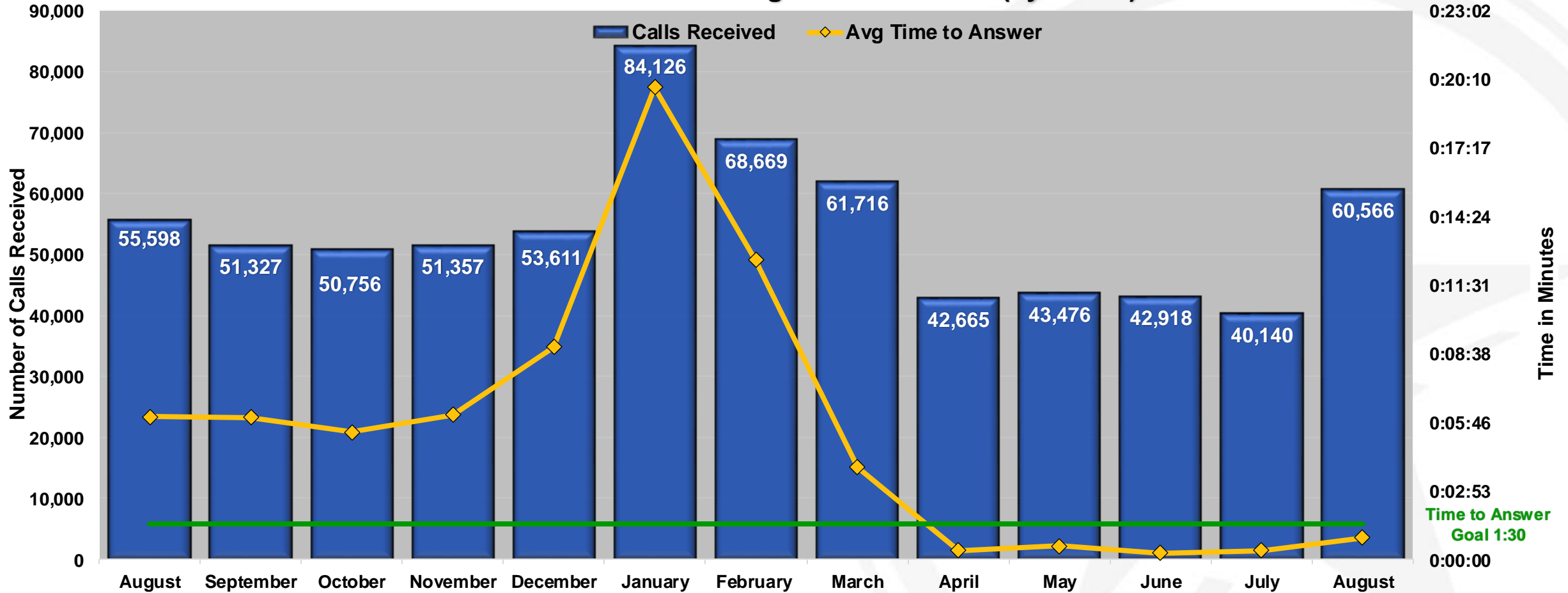
Monthly Invoicing





Call Center Performance (Past Year)

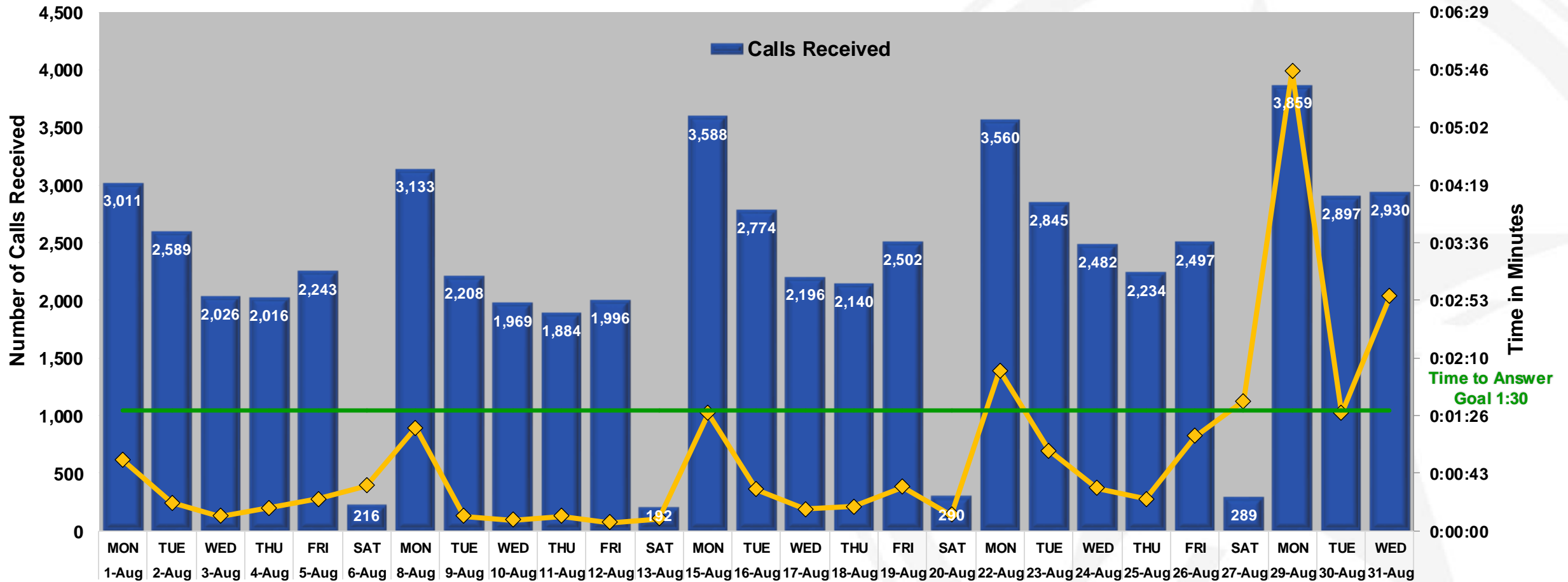
Calls Received versus Avg Time to Answer (by Month)





Call Center Performance (August 2022)

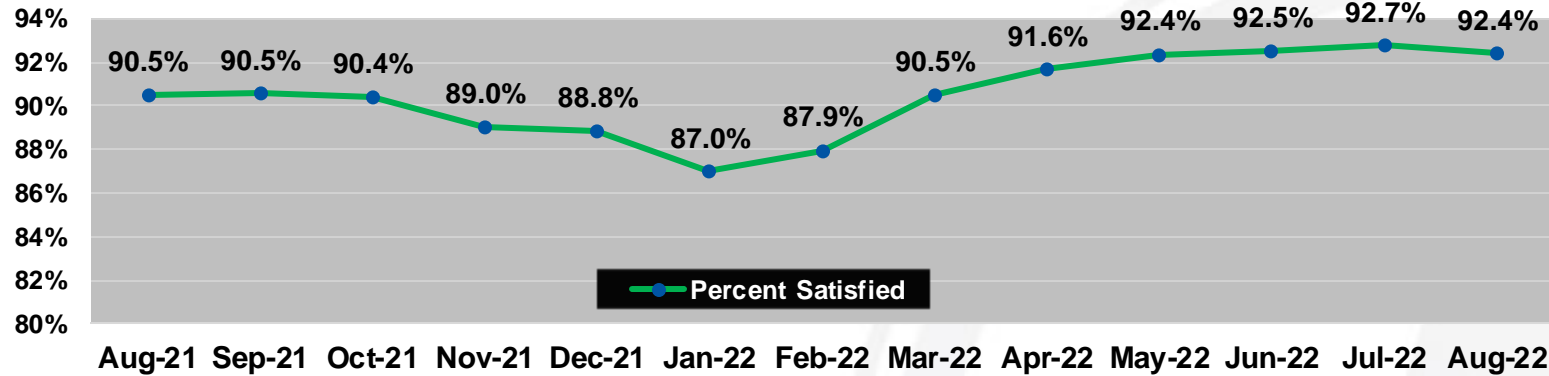
Calls Received versus Avg Time to Answer (by Day)



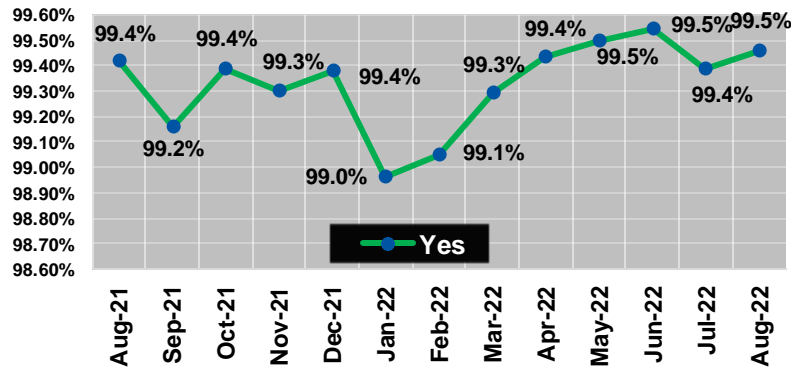


Call Center Customer Satisfaction

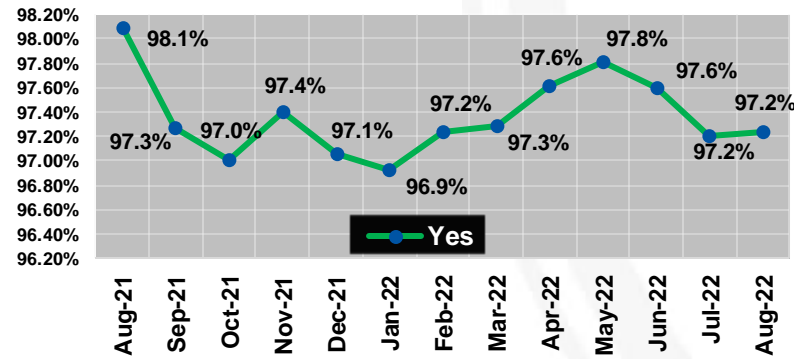
How satisfied are you with the overall service today?



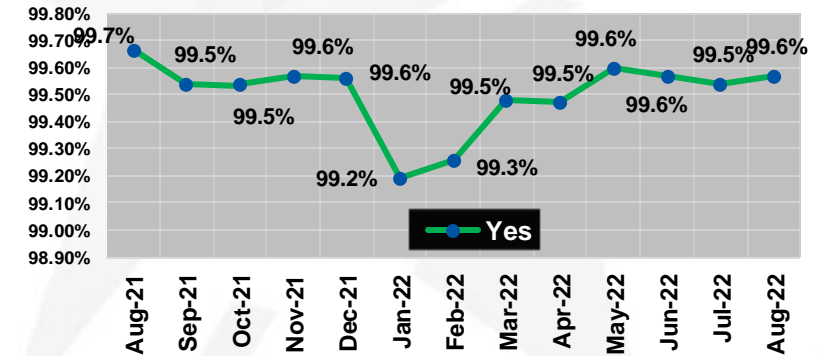
Was your customer service representative well trained and knowledgeable?



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



Was Your Customer Service Representative Courteous?

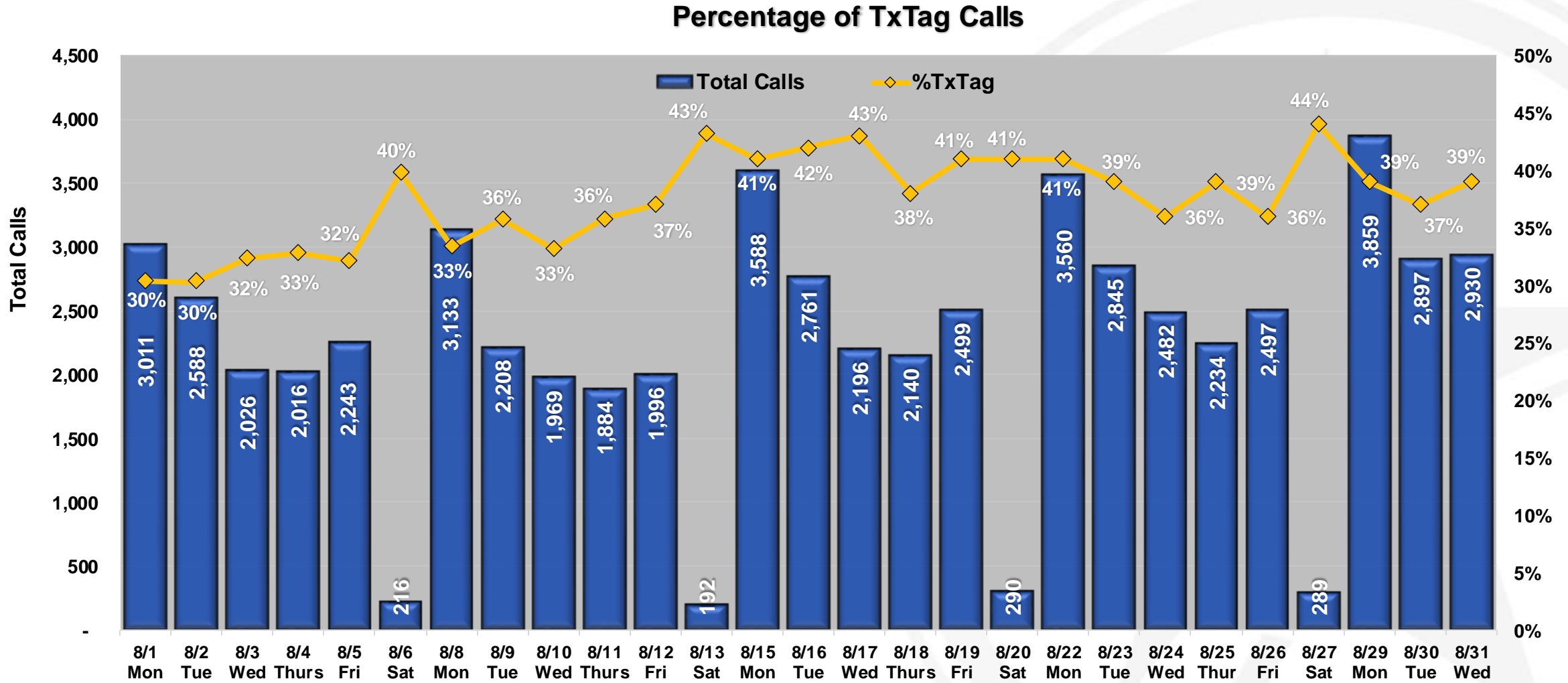


Total Number of August 2022 Responses = 7,720 (12.7%)

Post call survey of customers.



TxTag Calls to Call Center (August 2022)



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 and toll system improvements, as authorized by §551.071 (Consultation with Attorney).
12. Discuss personnel matters as authorized by §551.074 (Personnel Matters).
13. Discuss security assessments and deployments relating to information resources technology as authorized by §551.089 (Deliberation Regarding Security Devices or Security Audits).



9-13

Regular Items

14

Bobby Jenkins
Chairman

Discuss and consider approving the second amendment to the design-build contract with Colorado River Constructors for the 183 South Project to modify procedures for appeal of the contract disputes review board's recommendations

Geoff Petrov
General Counsel

14

Adjourn Meeting

15

Bobby Jenkins
Chairman