



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Regular Meeting of the Board of Directors

May 29, 2019



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY



**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, there is a signpost with three signs: 'NORTH', '183 A', and 'TOLL' with a circular arrow icon. The road has a concrete barrier on the right and a grassy shoulder. In the background, there are utility poles and a large building on the left.

2 Opportunity for public comment

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 wooden posts. Further right, a signpost holds three signs: 'NORTH', '183 A', and a 'TOLL' sign with a circular arrow icon. Utility poles and power lines are visible along the right shoulder. The sky is blue with some light clouds. The entire image is overlaid with a semi-transparent blue filter.

> Consent Agenda
Agenda Items 3-10

Geoff Petrov, General Counsel

3

**Approve the minutes from the
April 24, 2019 Regular Board
Meeting**

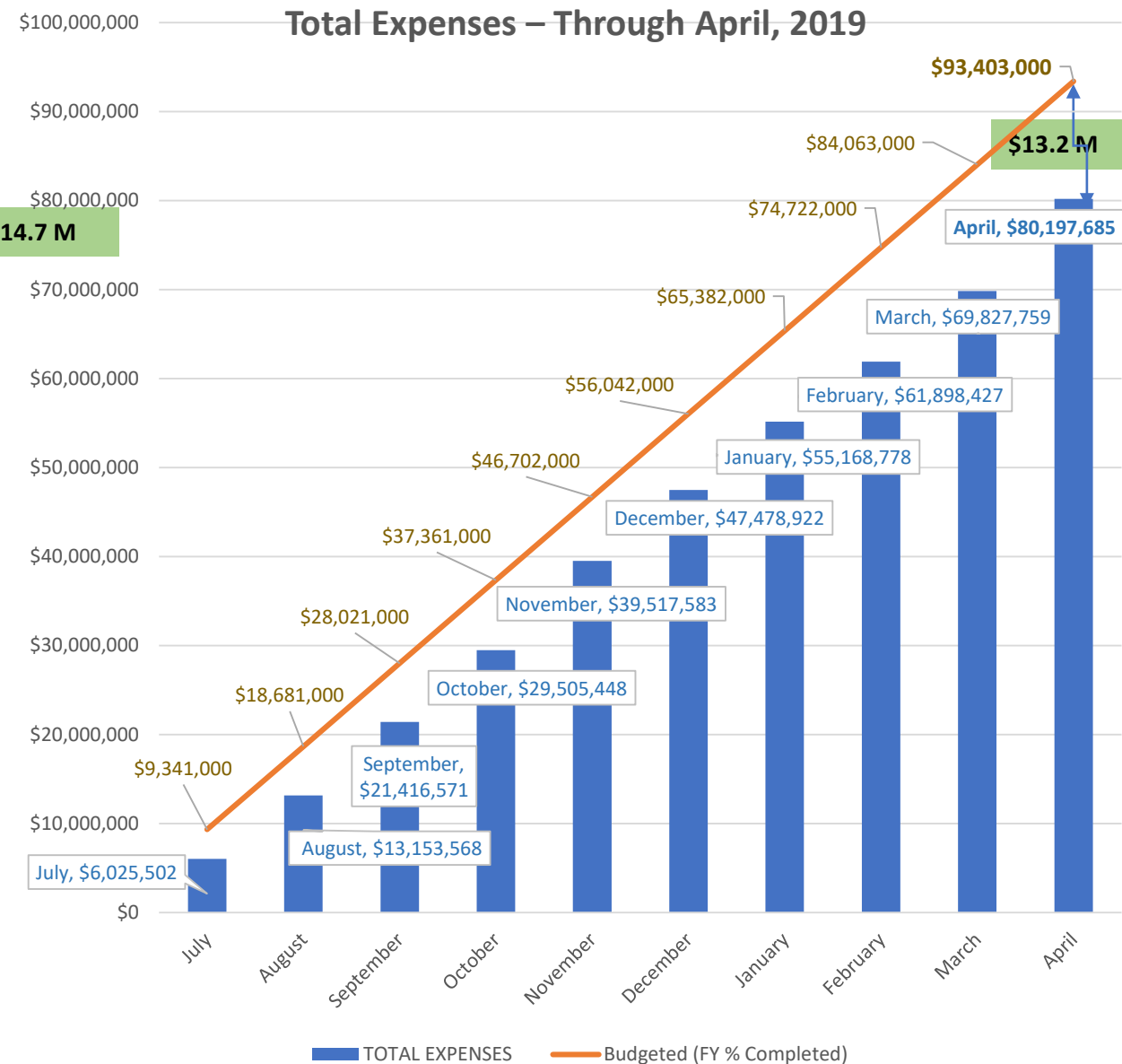
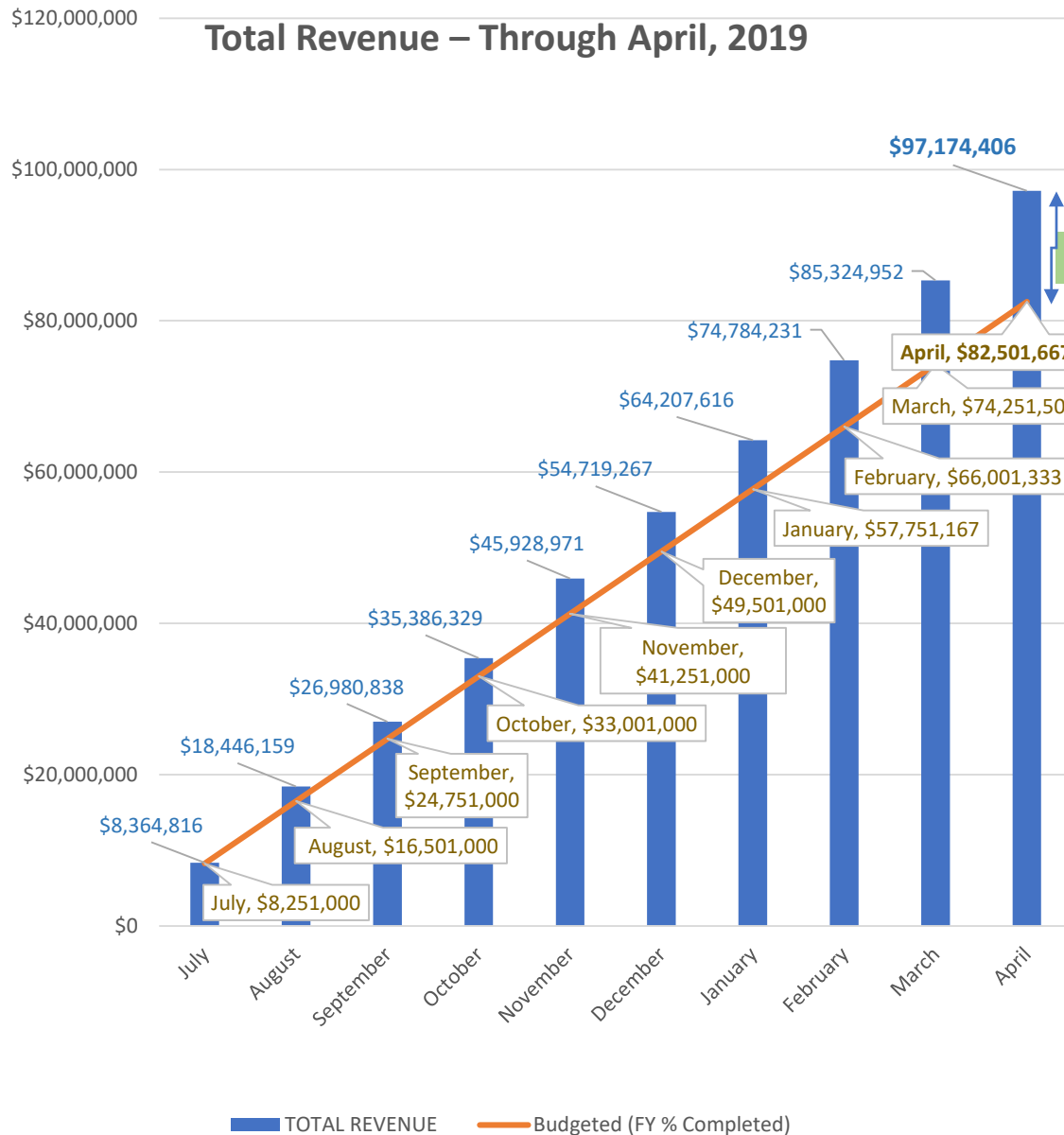


Mary Temple, Controller

4 Accept the financial statements for April 2019

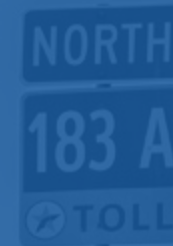
NORTH
183 A
TOLL

Actual vs Budgeted (linear projections) Revenue and Expenses



5

Award a contract for Human Resources Advisory Services



Tracie Brown, Director of Operations

6 Approve Memorandum of Understanding (MOU) with Capital Metropolitan Authority (Cap Metro) to share closed-circuit TV feeds



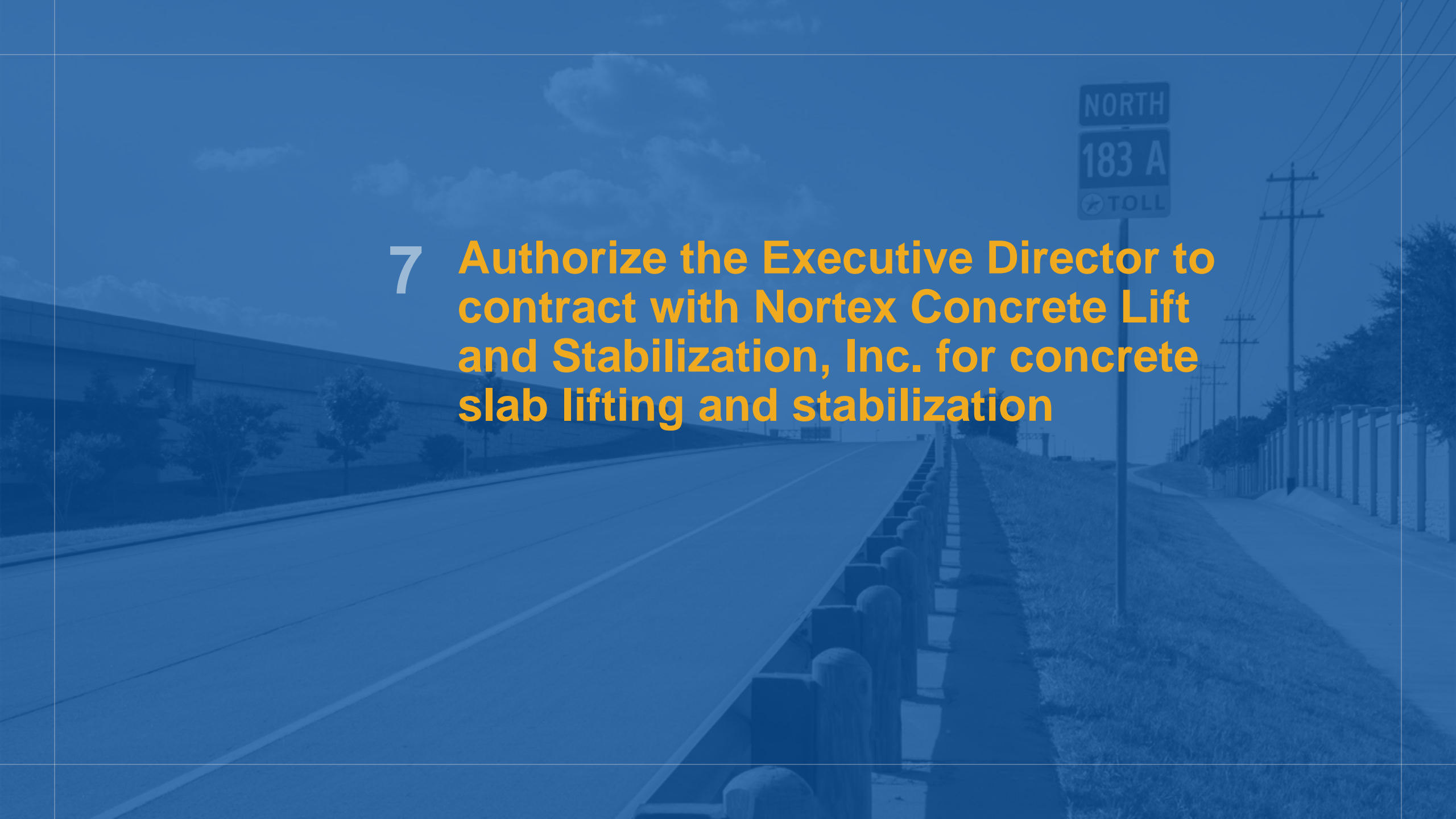
Capital Metropolitan Authority Memorandum of Understanding Overview

- Cap Metro is a regional partner that offers Express bus services along the MoPac Express Lanes in addition to other transit services.
- The Mobility Authority would like to grant access to its CCTV feeds of CTRMA roadways to Cap Metro to allow visibility.
- Granting access will allow for better regional incident management coordination as well as help the Mobility Authority reach its goal of sharing data.



Staff Recommendation

- Sharing these camera feeds is part of the Authority's regional incident management coordination initiative.
- The MOU allows for better traffic management, incident response and communication.
- Staff recommends approval of this Memorandum of Understanding.

A blue-tinted photograph of a highway. In the foreground, a concrete barrier with rounded posts runs along the right side of the road. The road has white lane markings and stretches into the distance. On the right side of the road, there is a signpost with three signs: 'NORTH', '183 A', and 'TOLL'. The background shows a clear sky with some clouds and utility poles with power lines. The overall scene is a perspective view of a highway.

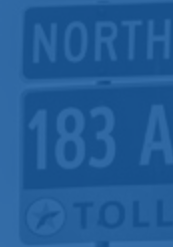
7 Authorize the Executive Director to contract with Nortex Concrete Lift and Stabilization, Inc. for concrete slab lifting and stabilization

A blue-tinted photograph of a highway. In the foreground, a concrete barrier with rounded posts runs along the right side of the road. The road surface is asphalt with white lane markings. In the distance, a signpost has three signs: 'NORTH' at the top, '183 A' in the middle, and a circular 'TOLL' sign at the bottom. The background shows a clear sky with some clouds and utility poles with power lines on the right side.

8 Authorize the Executive Director to contract with Data Transfer Solutions, LLC for pavement condition and asset data collection services

Tracie Brown, Director of Operations

**9 Approve Amendment No. 4 to the
Maintenance Services Agreement
with Kapsch TrafficCom USA, Inc.**





Toll System Maintenance Agreement Overview

- Kapsch TrafficCom USA serves as the Mobility Authority's system integrator.
- In this role, Kapsch is responsible for equipment installation and maintenance of the Authority's toll collection and enforcement system, which includes all preventative maintenance necessary to keep the tolling equipment in operation in accordance.
- The current maintenance agreement covers 183A Toll, 290 Toll, 71 Toll Lane and MoPac Express Lane.



Typical Maintenance Services

- Maintenance services include:
 - 24/7 equipment monitoring;
 - repair response based on priority level;
 - software monitoring;
 - toll transaction processing; and
 - preventative maintenance services such as camera cleaning.



Previous Actions

- **Amendment No. 1:** Executed April 2011; added maintenance services and pricing for 290E
- **Amendment No. 2:** Executed May 2011; expanded provision of maintenance services to other regional mobility authorities
- **Amendment No. 3:** Executed May 2016; added maintenance pricing for SH 71 and MoPac



Amendment No. 4 Overview

- Provides for enhanced maintenance services for the roadside lane equipment, project host system, intelligent transportation systems (ITS), and communication infrastructure installed by Kapsch for the 45SW and 183S Phase I Toll facilities.
- Updates pricing for maintenance of existing roadways and TIM Center Operations services.
- Increases maintenance staffing.



Additional Maintenance Staff

Position Type	Current FTE Count (183A, 290, MoPac)	Amended FTE Count (with 45SW & 183S)
Software Engineer	1.25	3.25
System Administrator	0.75	2
Business Analyst	0	1
Technician	5	6
TIM Center Operator	3	4
TOTALS	10	16



Amendment No. 4 Pricing

FACILITY	CURRENT PRICING		AMENDED PRICING	
	<i>Monthly Fee</i>	<i>Annual Total</i>	<i>Monthly Fee</i>	<i>Annual Total</i>
183A Toll	\$ 68,400.00	\$ 820,800.00	\$ 93,358.95	\$ 1,120,307.39
290 Toll	\$ 45,375.00	\$ 544,500.00	\$ 79,827.02	\$ 957,924.23
MoPac Express Lane	\$ 32,483.20	\$ 389,798.40	\$ 38,673.76	\$ 464,085.15
TIM Center Ops	\$ 24,549.00	\$ 294,588.00	\$ 34,823.50	\$ 417,881.99
SH 71 Toll	\$ -	\$ -	\$ 8,511.29	\$ 102,135.43
45SW Toll	N/A	N/A	\$ 49,872.36	\$ 598,468.31
183S Phase I	N/A	N/A	\$ 49,383.75	\$ 543,221.25
TOTAL	\$ 170,807.20	\$ 2,049,686.40	\$ 354,450.63	\$ 4,204,023.75



Performance Indicators

Description	KPI	Max Damages	Testing Frequency
Each ETC lane shall be available 99% of the time.	99.50%	\$1000 per each 0.1% below threshold	Monthly
Host system shall be available 99% of the time.	99.50%	\$1000 per each 0.1% below threshold	Monthly
CCTV, DMS and MVDs shall be available 95% of the time excluding scheduled maintenance.	95.00%	\$1000 per each 0.1% below threshold	Monthly
Ppost and maintain the correct toll rate to the VTMS 99.5% of the time.	99.50%	\$1000 per each 0.1% below threshold	Monthly
All priority 1 tickets must be acknowledged within 1 hour of ticket creation.	N/A	\$2k if average is > 1 hour	Monthly



Performance Indicators

Description	KPI	Damages	Testing Frequency
Detect 99.9% of vehicles passing through the toll zone once and only once under all conditions	99.90%	N/A	Annual
Correctly classify 99.5% of all detected vehicles at speeds from 5 mph ≤ 100 mph	99.50%	N/A	Annual
Correctly detect and read 99.9% all properly installed Transponders on all detected vehicles at speeds from 5 mph ≤ 100 mph	99.90%	N/A	Annual
Associate images to the correct vehicle with an accuracy of 99.9% for all detected vehicles travelling at speed from 5 mph ≤ 100 mph	99.90%	N/A	Annual



Staff Recommendation

- Staff recommends approval of Amendment No. 4 to the Kapsch toll system maintenance contract

Tracie Brown, Director of Operations

10 Award a Contract for Pay By Mail receivables management services





Procurement Goals

- Engage qualified firm to assume recovery of outstanding tolls and fees as a result of unpaid bills occurring between January 2013 and November 2018.
- Ensure quality customer service for all Authority customers.
- Enforce strict adherence to all applicable laws, guidelines and operational standards.



Procurement Timeline





Proposers

Municipal Services Bureau

SWC Group

Perdue Brandon Fields

Collins Mott, LLP

CMI Group



Request for Proposals (RFP) Scoring

RESPONSE ELEMENT	RESPONSE WEIGHT
Technical Proposal	60%
Cost Proposal	40%

- Technical Proposals evaluated against 104 criteria
- Cost Proposals evaluated using historical data



Best Value Award

- **Criteria may include, but are not limited to:**
 - Responsiveness to technical requirements and level of service provided;
 - Reasonableness of the Cost Proposal;
 - Creativity and value-added proposal recommendations and/or incentives; and
 - Experience in completing projects with similar scopes.



Best Value Award Scoring Summary

Proposer	Cost Score	Technical Score	Total Weighted Score	Ranking
CMI Group				
MSB				
Perdue Brandon				
SWC Group				



Best Value Award Recommendation

*To Be Announced at the
May 29th Board Meeting*



Next Steps

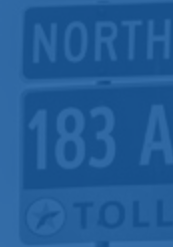
- Contract negotiations (June 2019)
- Board approval of contract (June / July 2019)
- Data migration, transition and go-live (Aug / Sept 2019)

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.

> Briefings and Reports Agenda Items 11-16

Robert Goode, Deputy Executive Director

11 Preliminary FY 2020 Budget and Process





PROPOSED
FISCAL YEAR 2020
OPERATING BUDGET





- **Budget Development Process**
- **New Information**
 - Refinements Identified by Staff
 - System Operating Budget
 - Capital Improvement Projects
- **Major Increases**
- **Board Discussion**

Next Steps Budget Development Process



Staff available for meetings with Board Members anytime throughout the process

April – Regional Context,
Preliminary Budget

May – Refine Revenue,
Current Year Estimates,
Board Input/Direction

June - Final
Review/ Adoption

Tasks for Staff after April Preliminary Budget for the May Board Meeting:

- Refine Revenues for actuals
- Departmental Narratives and Overview
- Provide details of changes since April Preliminary Budget

Tasks for Staff after May Board Meeting:

- Revisions per Board or Executive Director
- Staff available for meetings with Board Members anytime throughout the process

June Board Meeting:

- Provide details of changes since May, take additional inputs and review with Exec Director
- Opportunity for amendments - Impacts TBD
- Adopt FY 2020 Budget



Refinements since April - Expenses

Expenses - Refinements since April



Account Name	Preliminary April Total	Revision	New Total (draft)	Comments
Rent Expense	\$689,000	+\$31,000	\$720,000	Rent escalation and new space costs
Communications and Marketing	\$625,500	-\$325,000	\$300,500	Moved expenses for GEC support for Public Involvement to more applicable line item
GEC Outreach – Non Project	\$0	+\$325,000	\$325,000	Moved expenses for GEC support for Public Involvement from line item above
GEC Study and Report Review	\$100,000	+\$150,000	\$250,000	GEC support to explore new initiatives, best practices. Increase based on current year expenditures
Traffic and Revenue Consultant	\$150,000	+\$150,000	\$300,000	Origin/Destination Data, Data Analytics
Image Processing	\$4,300,000	-\$907,540	\$3,392,460	Based on estimated transaction/revenue refinements

Expenses - Refinements since April (cont.)



Account Name	Preliminary April Total	Revision	New Total (draft)	Comments
Tag Collection Fees	\$6,663,000	+\$620,817	\$7,283,817	Based on estimated transaction/revenue refinements
Telecommunications	\$75,000	-\$75,000	\$0	Expenses already accounted for in Local Telephone Service line item. Contract now aggregates all these services into the "Local Telephone Service" line item.
ETC Maintenance Contract	\$3,600,000	+\$924,236	\$4,524,236	Completed negotiations with Vendor to maintain increased lane miles
ETC Testing	\$103,000	+\$150,000	\$253,000	Completed negotiations with Vendor to test increased lane miles



Refinements since April - Revenue

Revenue - Refinements since April



Account Name	Preliminary - April Total	Revision	New Total (draft)
Operating -Tag Revenue	\$105,000,000	-\$7,183,046	\$97,816,954
Operating -Video Tolls	\$20,000,000	+\$4,963,459	\$24,963,459
Operating - Fee Revenue	<u>7,500,000</u>	<u>+\$89,784</u>	<u>7,589,784</u>
TOTAL OPERATING REVENUE	\$132,500,000	-\$2,129,803	\$130,370,198
Other Revenue - Interest Income	\$4,000,000	+\$0	\$4,000,000
Other Revenue - Grant Revenue	\$5,754,192	-\$212,247	\$5,541,945
Other Revenue - Misc. Revenue	<u>\$2,000</u>	+\$0	<u>\$2,000</u>
TOTAL OTHER REVENUE	\$9,756,192	-\$212,247	\$9,543,945
TOTAL REVENUE	\$142,256,192	-\$2,342,049	\$139,914,143



System Operating Budget

System Operating Budget - Draft



FY 2020 Budget			
Total System Revenues	\$112,804,444		
Total System Operating Costs	(\$27,234,983)		
Available Net Revenue	\$85,569,461	<u>Projected Coverage</u>	<u>Required Coverage</u>
Debt Service Senior Lien		4.85%	1.25%
Debt Service Subordinate Lien		2.87%	1.20%
Maintenance	(\$3,863,086)		
Available Net Revenue after Maintenance	\$81,706,375		
Debt Service Senior Lien		4.63%	1.25%
Debt Service Subordinate Lien		2.74%	1.20%



Capital Improvement Projects



Identified Projects currently under development, design, or construction

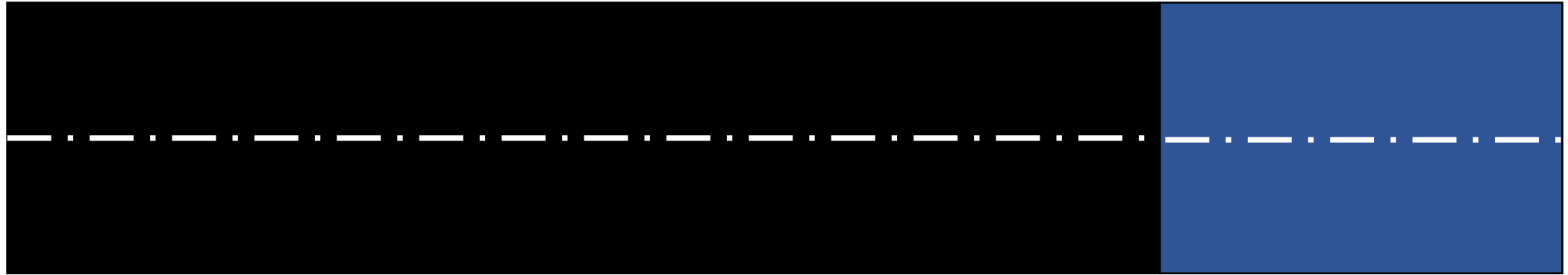
Funding Sources:

- *State/Federal Funds*
 - Category 2, 7, 12 Funds; TxDOT grants/loans; TIFIA Loans
- *Local Funding*
 - Travis, Hays County funding (SH 45 SW)
- *Short Term Financing*
- *General Fund (Projects under Development)*



Major Increases

Primary Cost Driver: Additional Lane Miles



192 Lane Miles	+ 56 Lane Miles
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New Total = 248 Lane Miles, 29% increase to Inventory

Top Line Item (by \$) Increases - Draft



<u>Account Name</u>	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase*
Total Non Cash	\$23,858,827	\$29,082,688	\$28,007,405	\$28,663,852	\$45,516,530	\$17,509,125	60%
Interest Expense	\$38,074,354	\$33,824,939	\$40,371,558	\$34,404,987	\$43,741,254	\$3,369,696	11.5%
ETC Maintenance Contract	\$1,755,098	\$2,162,183	\$1,988,386	\$1,700,000	\$4,524,236	\$2,511,614	8.6%
GEC 3.2 Toll Operations Support	\$10,000	\$0	\$199,786	\$192,000	\$1,498,222	\$1,298,436	4.4%
Image Processing	\$1,563,594	\$1,971,292	\$3,200,000	\$1,650,000	\$3,392,460	\$1,100,000	3.8%
General System Consultant	\$170,000	\$335,063	\$500,000	\$410,000	\$1,318,626	\$818,626	2.8%
ETC Development	\$500,000	\$89,970	\$1,636,000	\$1,510,000	\$2,362,000	<u>\$726,000</u>	<u>2.5%</u>
						\$27,357,733	93%

***Total Proposed Increase = \$29,353,695**

Excluding Non Cash & Interest Expense = \$8,474,874

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
Total Non Cash	\$23,858,827	\$29,082,688	\$28,007,405	\$28,663,852	\$45,516,530	\$17,509,125	60%

Cost Drivers/Justification

- **Amortization Expense Increase = \$283,926**
 - Spreads intangible asset's (e.g. software to run toll equipment) cost over that asset's useful life (**added 45SW and 183 North Interim**)
- **Depreciation Expense Increase = \$17,023,059**
 - Expenses for fixed assets over their useful life. (Furniture/Fixtures, Equipment, Vehicles, Building and Toll Facilities, Highways/Bridges (**added 45SW and 183 North Interim**), Toll Equipment, Signs, Land Improvements, Computers)

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
Interest Expense	\$38,074,354	\$33,824,939	\$40,371,558	\$34,404,987	\$43,741,254	\$3,369,696	11.5%

Cost Drivers/Justification

- Interest payments for financing are increasing as we incur more debt

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
ETC Maintenance Contract	\$1,755,098	\$2,162,183	\$1,988,386	\$1,700,000	\$4,524,236	\$2,535,850	8.6%

Cost Drivers/Justification

- Bulk of the increase is due to system maintenance costs for the new 45SW and 183S Phase I facilities.
- Various preventative maintenance services are intended, in addition to the planned quarterly activities to ensure equipment reliability
- Additional vendor maintenance staffing has been budgeted for currently opened facilities to diminish system down times, ensure faster response times and mitigate revenue losses through additional monitoring activities.
- CUSIOP (Inter-operability) hub software and hardware maintenance costs have increased due to new partners and expected activity.

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
GEC 3.2 Toll Operations Support	\$10,000	\$0	\$199,786	\$192,000	\$1,498,222	\$1,298,436	4.4%

Cost Drivers / Justification

- Several projects are proposed in the next fiscal year that require subject-matter expertise to supplement Operations Department personnel.
- Projects include the development of an agency IT Enterprise plan, ITS corridor development plan, an ITS Master Plan and the procurement of a new toll management system, ITS integrator, and data platform.

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
Image Processing	\$1,563,594	\$1,971,292	\$3,200,000	\$1,650,000	\$4,300,000	\$1,100,000	3.8%

Cost Drivers/Justification

- The bulk of the increase is due to the addition of the new 45SW and 183S Phase I roadways....(*adds about 10.3 million transactions/year*)
- An increase in transaction volume for currently opened facilities (183A, 290, 71) also contributes to the added image review costs (3.9 cents/image review).

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
General System Consultant	\$170,000	\$335,063	\$500,000	\$410,000	\$1,318,626	\$818,626	2.8%

Cost Drivers / Justification

- Several key procurements are planned in FY 2020 – data hub development; intelligent transportation systems (ITS) integrator; and a toll management system integrator. The General System Consultant (GSC) will oversee these procurements and ensure that each project meets technical requirements.
- The GSC also performs an independent monthly audit of the Authority's toll management system to confirm that the lane systems are functioning properly.
- The GSC will continue to monitor the deployment of the Pay By Mail back office system to safeguard the billing processes and assure good customer service.

Top Line Item (by \$) Increases - Draft



Account Name	Budget Amount FY 2018	Actual Amount FY 2018	Budget Amount FY 2019	Estimated Year End FY 2019	FY 2020 Draft Budget	\$ Increase from Prior Year Budget	% of Proposed Increase
ETC Development	\$500,000	\$89,970	\$1,636,000	\$1,510,000	\$2,362,000	\$726,000	2.5%

Cost Drivers/Justification

- Multiple system enhancements are budgeted for the coming fiscal year. These changes will enhance operations, decrease expenses, mitigate revenue losses, and facilitate regional coordination. The enhancements include:
 - CTRMA Data Sharing Hub
 - CTRMA Data Warehouse
 - Toll aggregation
 - Toll system host upgrade
 - MoPac Oversized Vehicles
 - Transaction processing workflow upgrade
 - CTRMA Tag Accommodation
 - SSIOP Integration
 - Zip code discount program

Top Line Item (by \$) Increases - Draft



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Excluding Non Cash & Interest Expense = \$8,474,874



Board Discussion



Background Slides

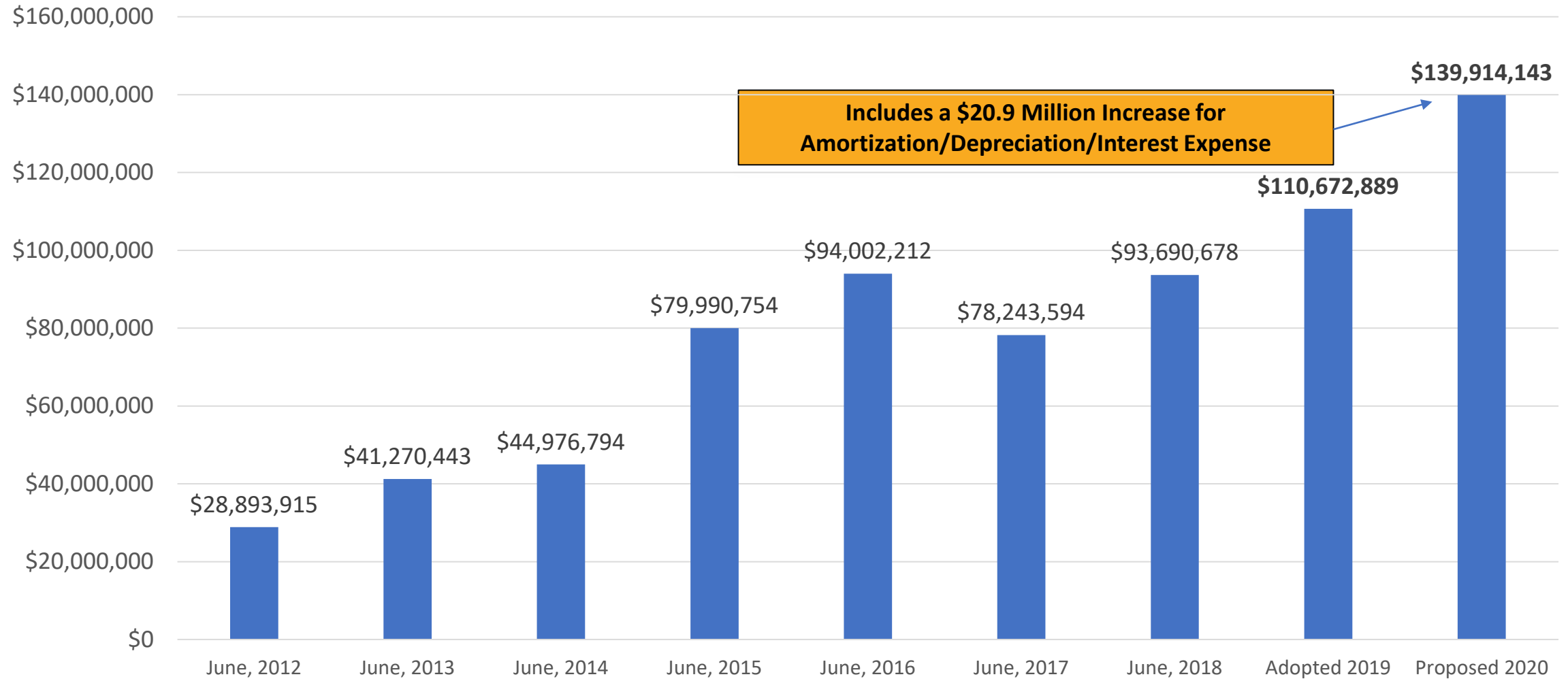
(presented in April. These slides now include updated FY 2020 numbers)

Proposed FY 2020 Budget Historical Trends

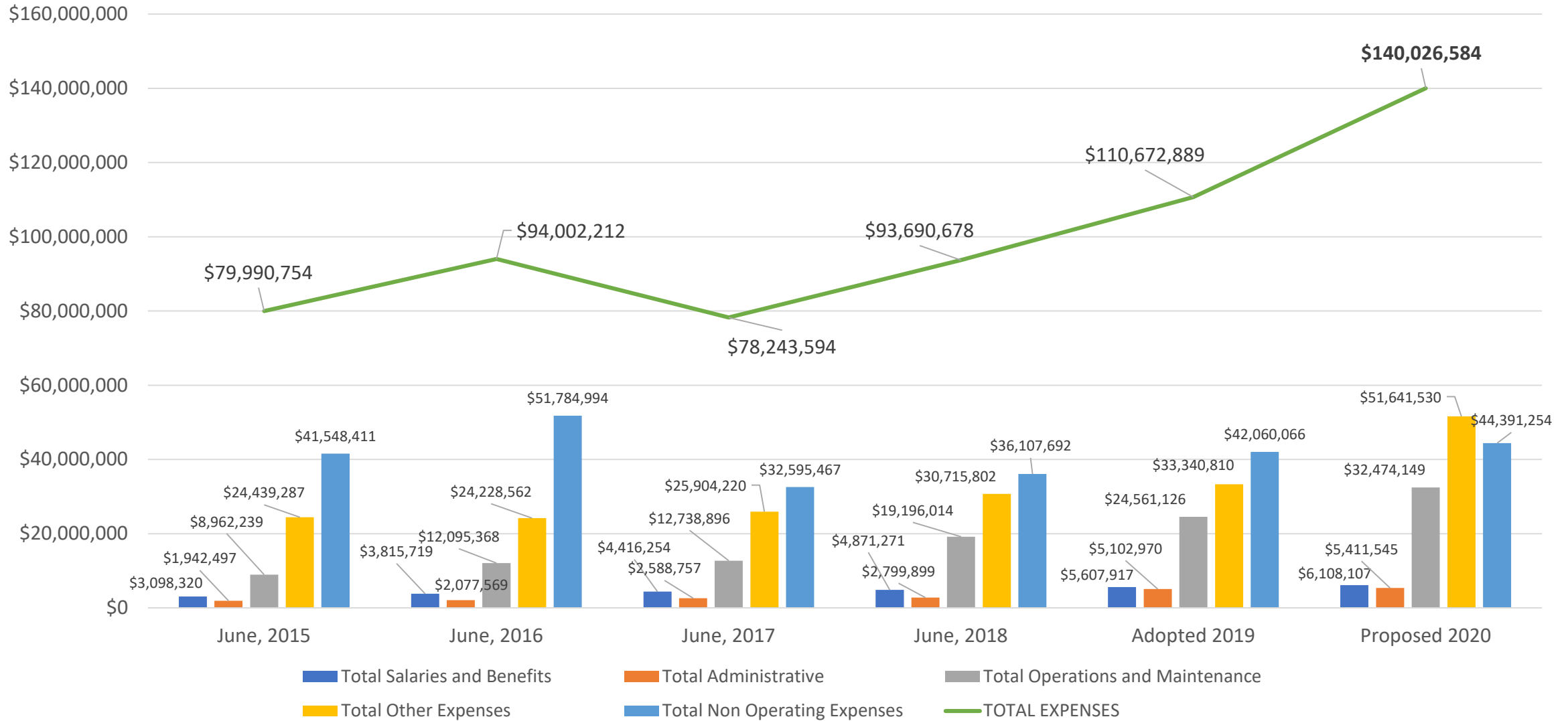
Proposed FY 2020 Expenses



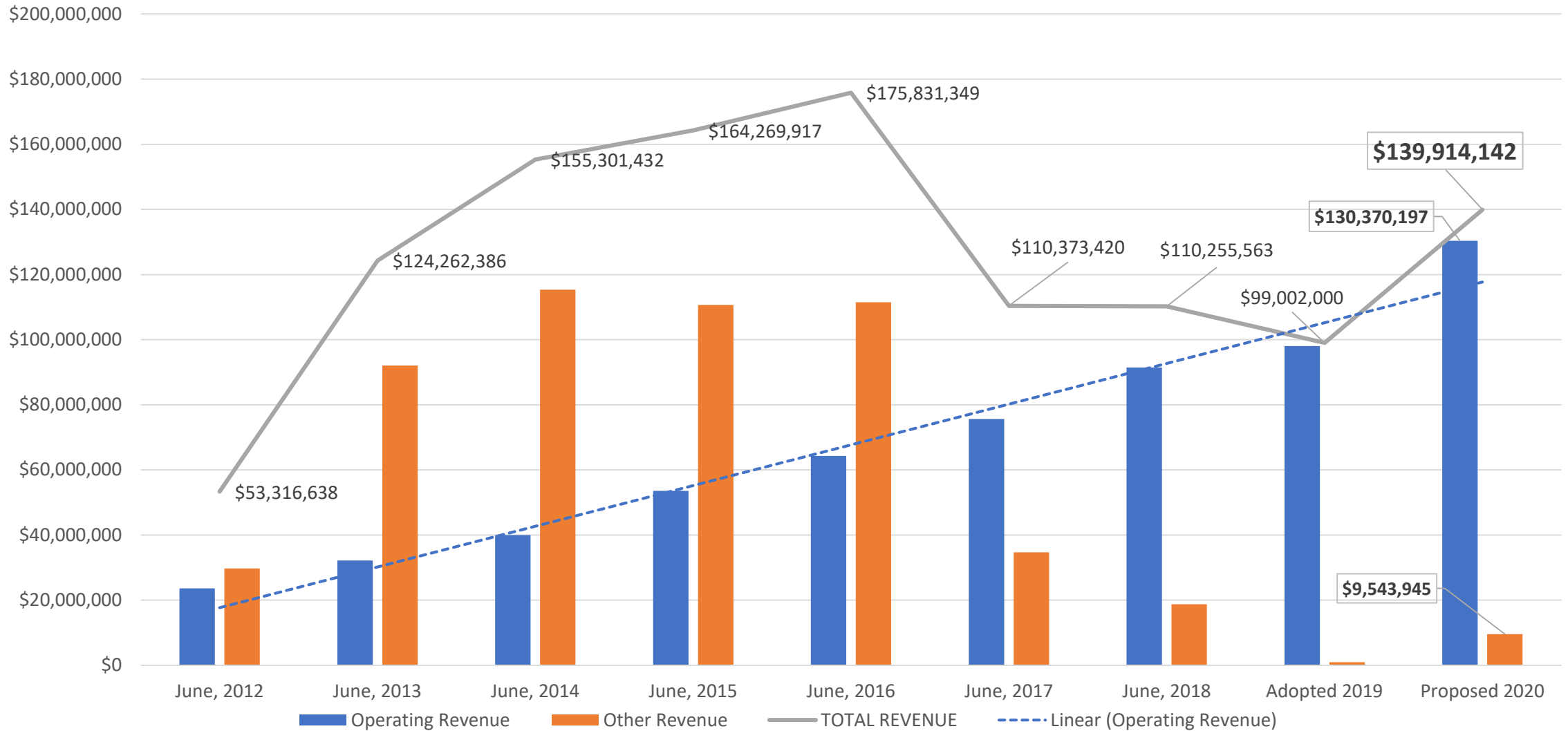
TOTAL EXPENSES



Total Expenses



Proposed FY 2020 Revenue



Justin Word, P.E., Director of Engineering

12 Construction Services Overview



What is Construction Engineering & Inspection?



Construction Engineering

- Enforce and Administer the Contract
- Review, Analyze and Accept the Project Schedule
- Manage Design Changes During Construction
- Coordinate and Approve Traffic Control Requests



What is Construction Engineering & Inspection?



Inspection Activities

- Full Time On-Site Inspection
- Material Acceptance Testing
- Traffic Control Setup Review
- Photo/Video Documentation
- Bid Item Quantity Reviews and Payments
- Non-Conformance Reporting (NCR) Report Processing and Management
- Environmental Compliance
- Survey Verification



Why do we Inspect the Contractor's Work?



- Provides accountability
 - Minimizes/mitigates unforeseen risks
 - Improves chances of uncovering conflicts
 - Reduces unexpected change orders
 - Identifies potential design errors and poor construction practices
-
- **Required for Federally funded work - Code of Federal Regulations (CFR) Requirements**
 - Part 637 Subpart B: Quality Assurance Procedures for Construction Requires inspection for federal-aid highway projects for acceptance





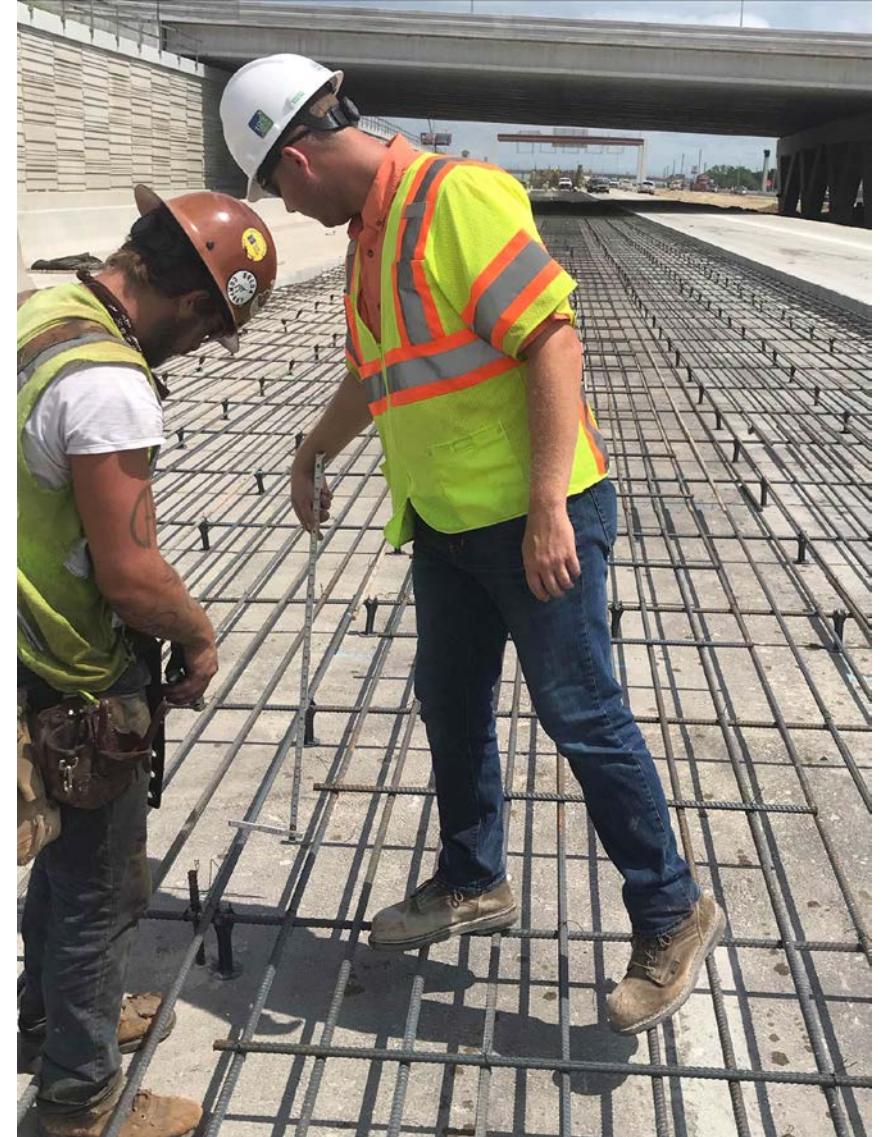
Construction Engineering & Inspection (CE&I)

- **Description:** Owner performs all construction engineering, inspection and testing
 - “Boots on the ground” approach
 - For larger projects, CE&I staff are also engaged in design/procurement to apply lessons learned
- **Typical Cost:** 8-12% of the construction price

Typical Project - CE&I Personnel



- Project Manager
- Resident Engineer/Project Engineer
- Construction Inspection Staff
- Records Keeper
- Materials Testing Staff
- Surveyors
- Utility Coordinator
- Public Information Officer





Inspected Items

- **Roadway** - earthwork, paving, curb and gutter, driveways, sidewalks, shared use paths, metal beam guard fences, cable barriers, crash cushions, etc.
- **Retaining Walls** - subgrade improvements, pad, underdrain, panels, backfill, etc.
- **Drainage Structures** - pipes, culverts, inlets
- **Structures** - drill Shafts, columns/abutments/bents
- **Environmental Compliance** - weekly storm water pollution prevention plan, karst features, migratory birds, tree protection, wetlands, landfill excavation, asbestos/lead removal





Inspected Items

- **Traffic Control** - traffic model review, barricade inspection reports, inspection of traffic control during lane closures, tracking lane closure times for liquidated damages
- **Aesthetics and Landscaping** - Paint, pavers/ stamped concrete/rock cobble
- **Signals, Illumination, Signing, and Delineation** - signals and illumination, signs (large, ground mounted, small), pavement markings
- **Utilities** - correct materials, alignment, depth, cover, testing
- **Survey** - project survey control points and benchmarks, roadway profiles, bridge deck grades



Equipment Dropped in Drilled Shaft



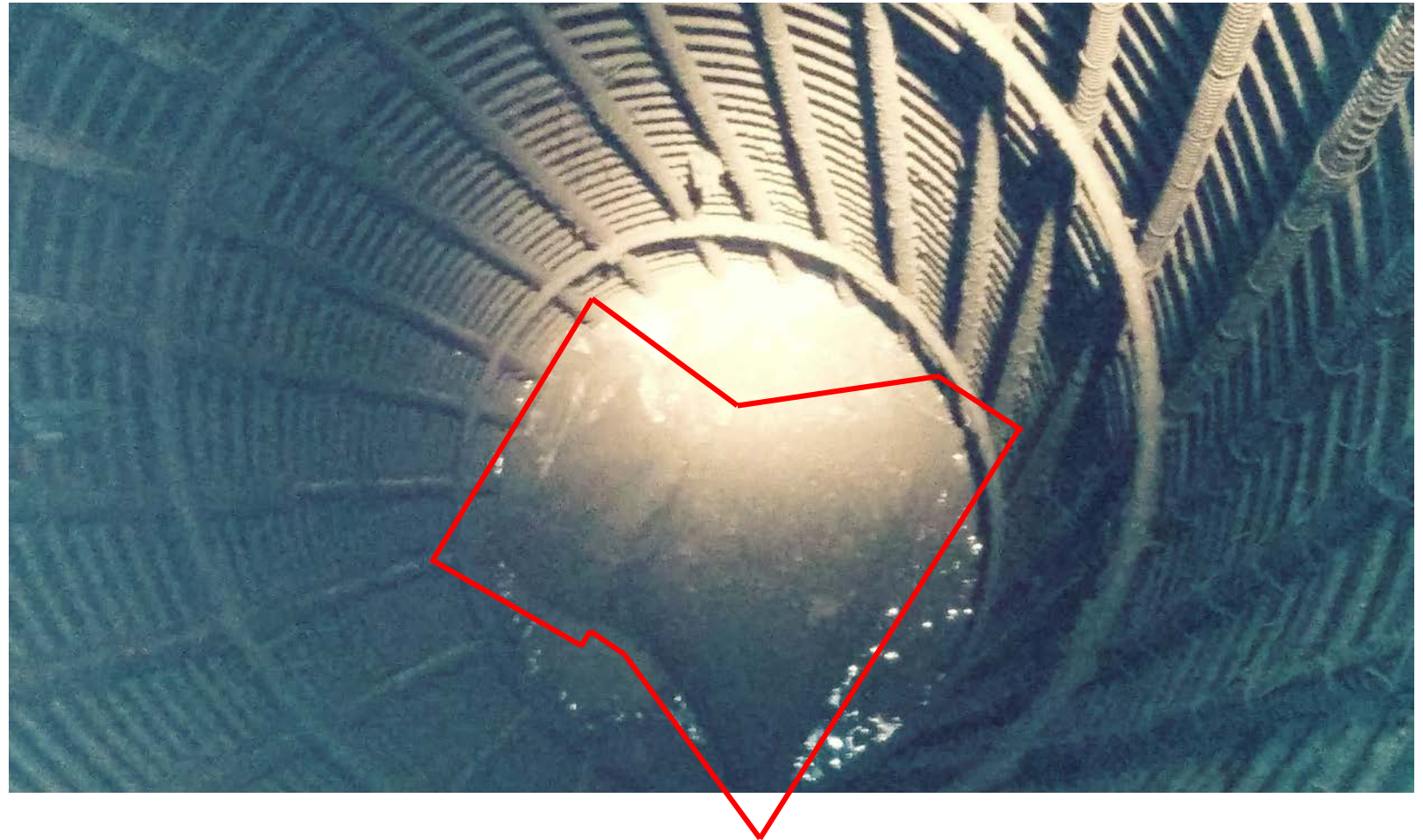
- Tremie hopper dropped in drilled shaft



Equipment Dropped in Drilled Shaft



- Tremie hopper dropped in drilled shaft



Compliance



No Trench Protection



Drainage Grate not ADA Compliant

Walls and Pavement



Exposed foam in wall panel



Subgrade failure

The Value of CEI service to the Agency

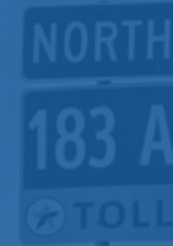


- Ensures the Mobility Authority receives what it paid for
- Quality Assurance provides a better product, thus requiring less ongoing maintenance costs
- Helps avoid expensive conflicts and claims
- Reduces expensive change orders



Tracie Brown, Director of Operations

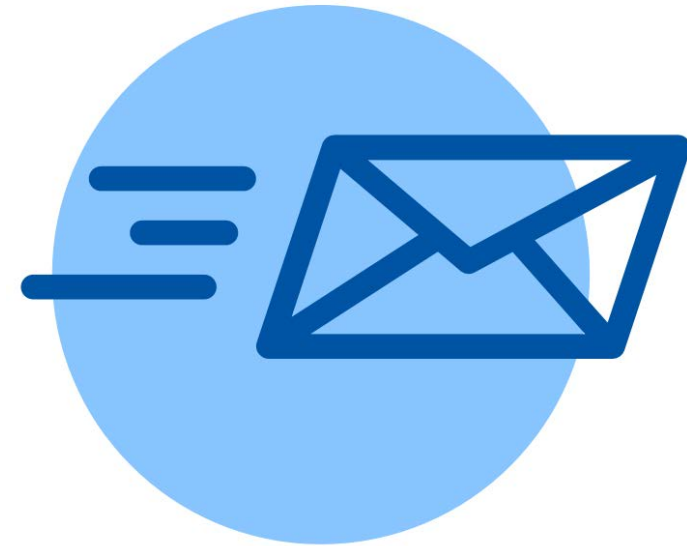
13 Pay By Mail Program Update





Pay By Mail Program Overview

- Cofiroute USA program implemented November 28, 2018.
- Pay By Mail invoices are issued to drivers who use Mobility Authority toll roads without having a valid electronic tag account or registered pre-paid account.
- Pay By Mail rates are 50% higher than electronic toll tag rates; Pay By Mail bills also include a \$1 mail fee.
- Customers who wish to avoid toll bills but do not want an electronic tag can still save by opening a registered account with CTRMA





Pay By Mail Contact Center Statistics

through April 2019



Calls = 140,133
Chat sessions = 1,966
Emails Handled = 9,858



Average Speed of Answer (April)
= ~3 minutes
May (MTD) = <1 minute



Toll Bills, Statements
& Letters Sent = 1,794,155

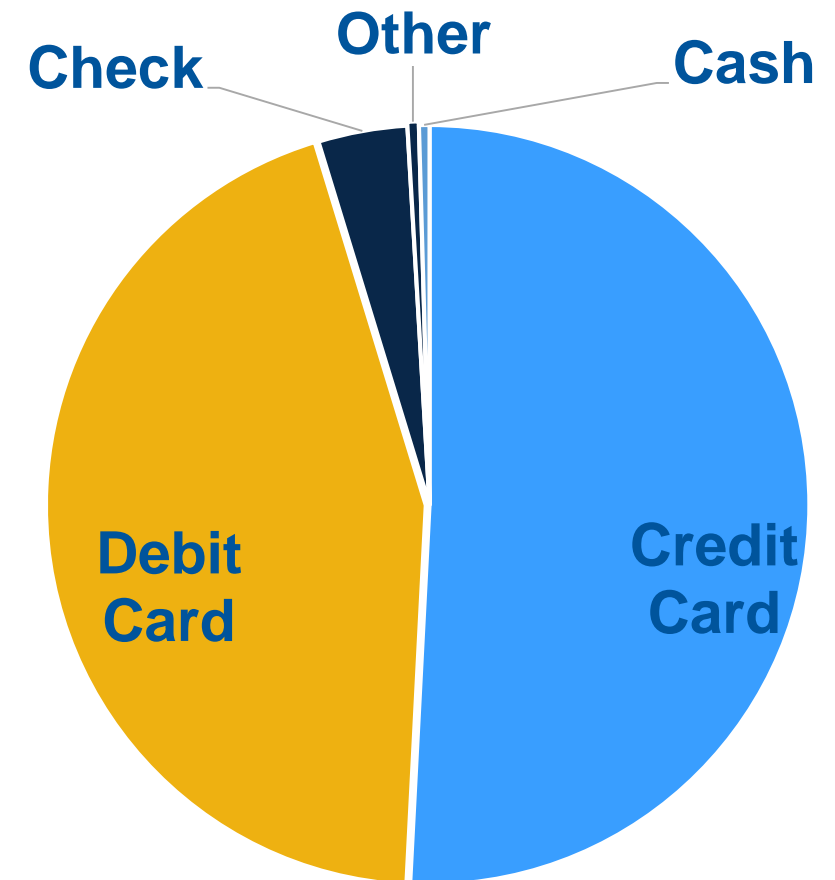


Call takers = 41 (*16 bilingual*)
Email/Web Chat = 2
Ops Support = 4



Pay By Mail Toll Collections Update

- **Tolls Collected** (*as of April 2019*)
 - \$5,535,017
- **Self-Service Comparison** (*% of total collected*)
 - Web Payments – 83%
 - Mail-in / walk-up – 17%
- **Payment Channels** (*% of total collected*)
 - Credit card payments – 53.6%
 - Debit card payments – 46.9%
 - Cash payments – 0.47%
 - Check payments – 4%
 - Other – 0.51%





Pre-Paid Registered Account Benefits

- **Current**

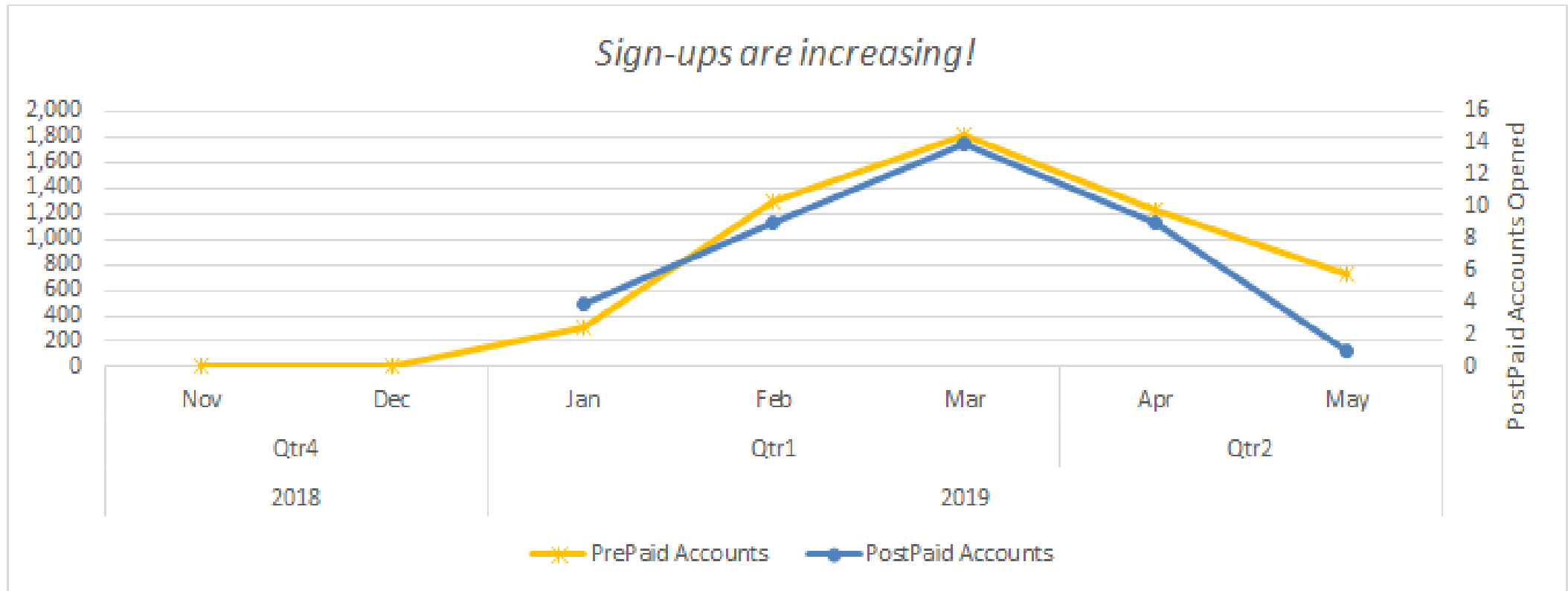
- ✓ Discounted PBM toll rates on Mobility Authority operated toll roads (*33% instead of 50%*)
- ✓ Online account management
- ✓ Tolls paid automatically with credit card or debit card
- ✓ No administrative fees

- **Future**

- ✓ Discounted toll rates on all toll Texas roads, not just Mobility Authority operated toll roads (*requires CUSIOP hb acceptance*)



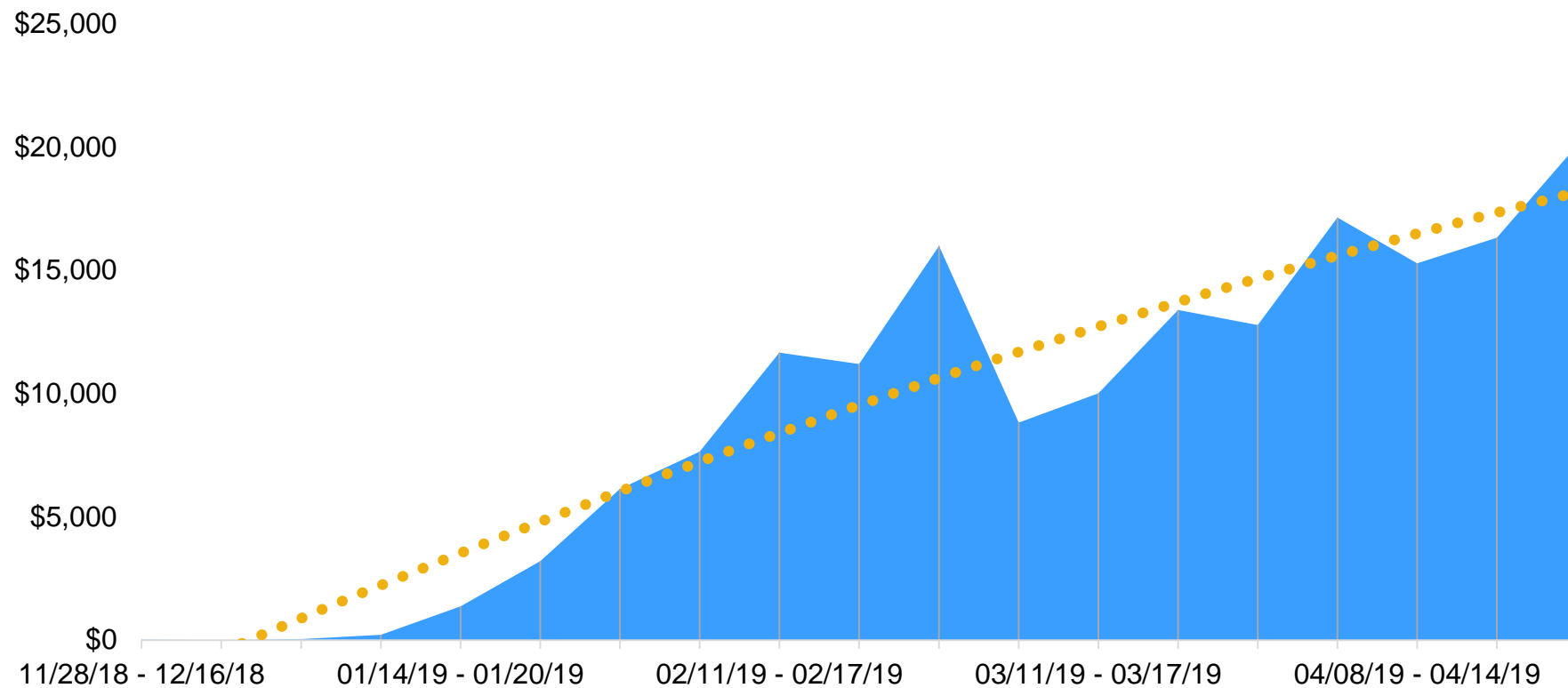
Registered Pre-Paid & Post-Paid Accounts





Customers Are Paying Early!

Tolls paid BEFORE Toll Bill Sent





What's Next?

- **Customer Surveys**
 - Post-call / contact customer satisfaction
 - Mystery driver
 - Registered account feedback
- **Enhanced Customer Service & Satisfaction**
 - Early / quick-pay discount
 - CTRMA Goodwill Program
 - Commercial customer engagement



What's Next?

- **Enhanced Enforcement**
 - Pre-Court Campaign
 - Failure to pay toll criminal misdemeanor complaints
 - Habitual violator remedies
 - Name publication
 - Registration holds
 - Vehicle prohibition on Authority toll roads
- **Enhanced Reporting**
 - “Ultimate” toll reconciliation

Tracie Brown, Director of Operations

14 Qualified Veteran Discount Program Update





Program Overview

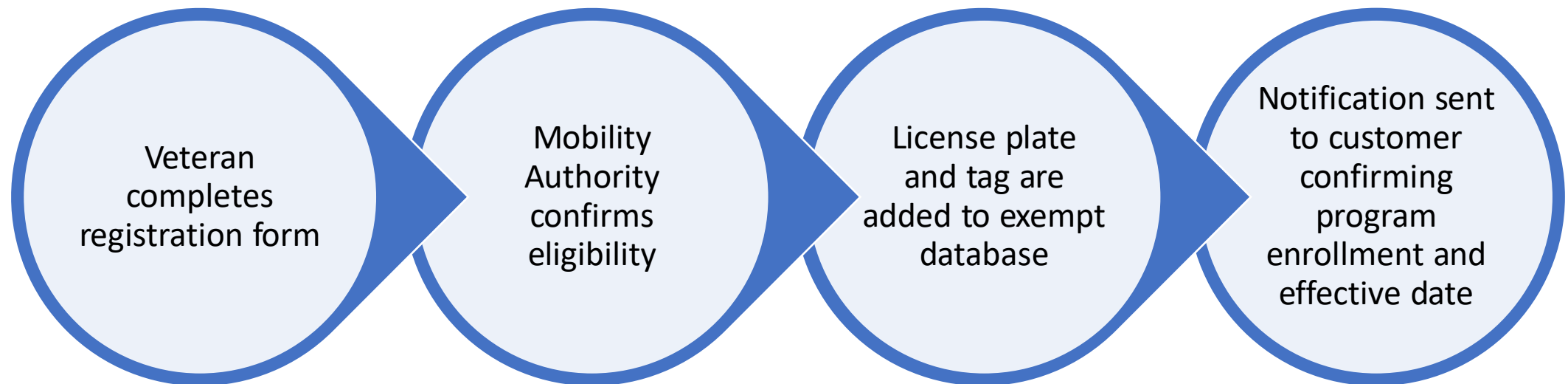
- Implemented November 1st, 2018.
- Qualifying Texas license plates are qualifying Disabled Veteran and recipients of Purple Heart, Congressional Medal of Honor, Legion of Valor awards.
- Participants receive toll-free passage on all Mobility Authority-operated roads, **except MoPac Express Lanes.**
- Participation is limited to one (1) qualifying vehicle per veteran



QUALIFIED
VETERAN
DISCOUNT PROGRAM

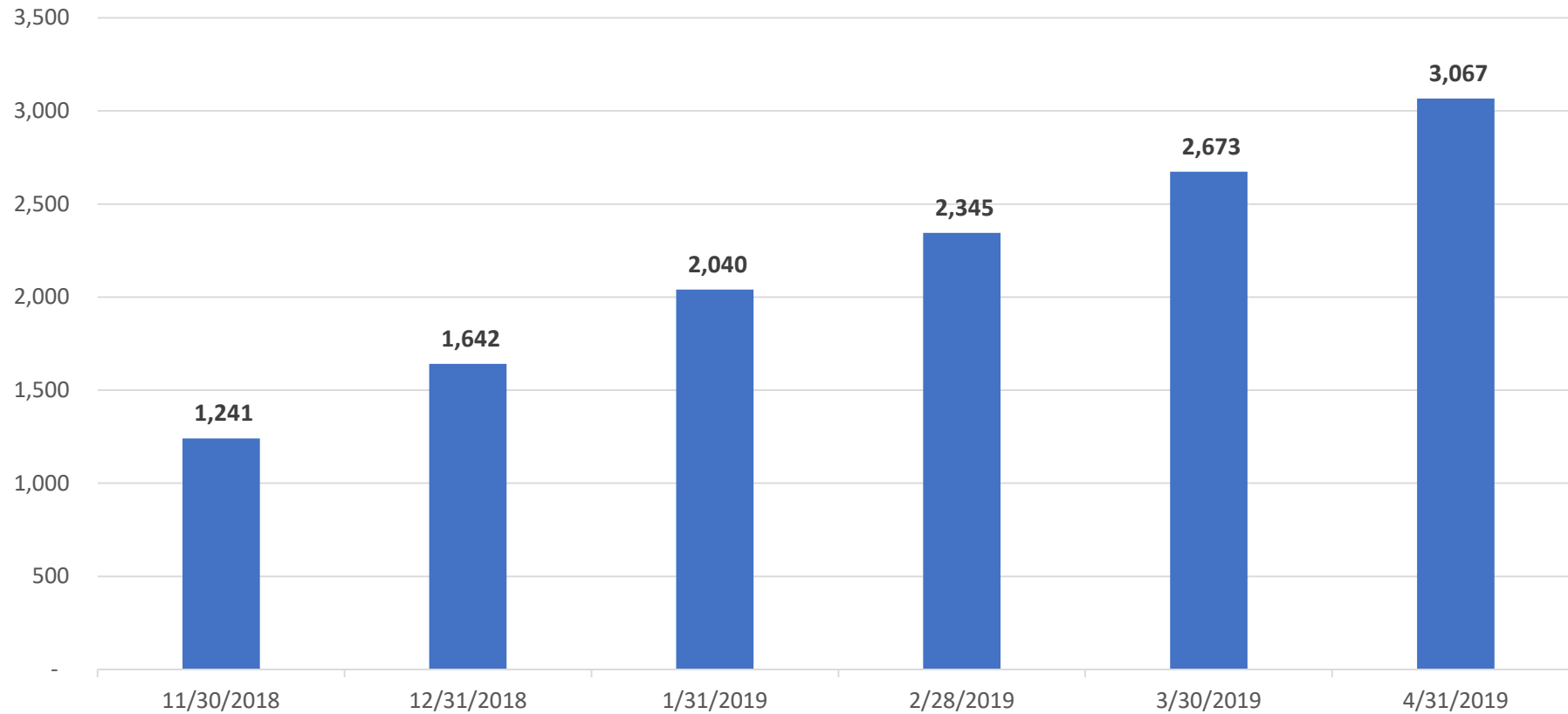


Process Overview



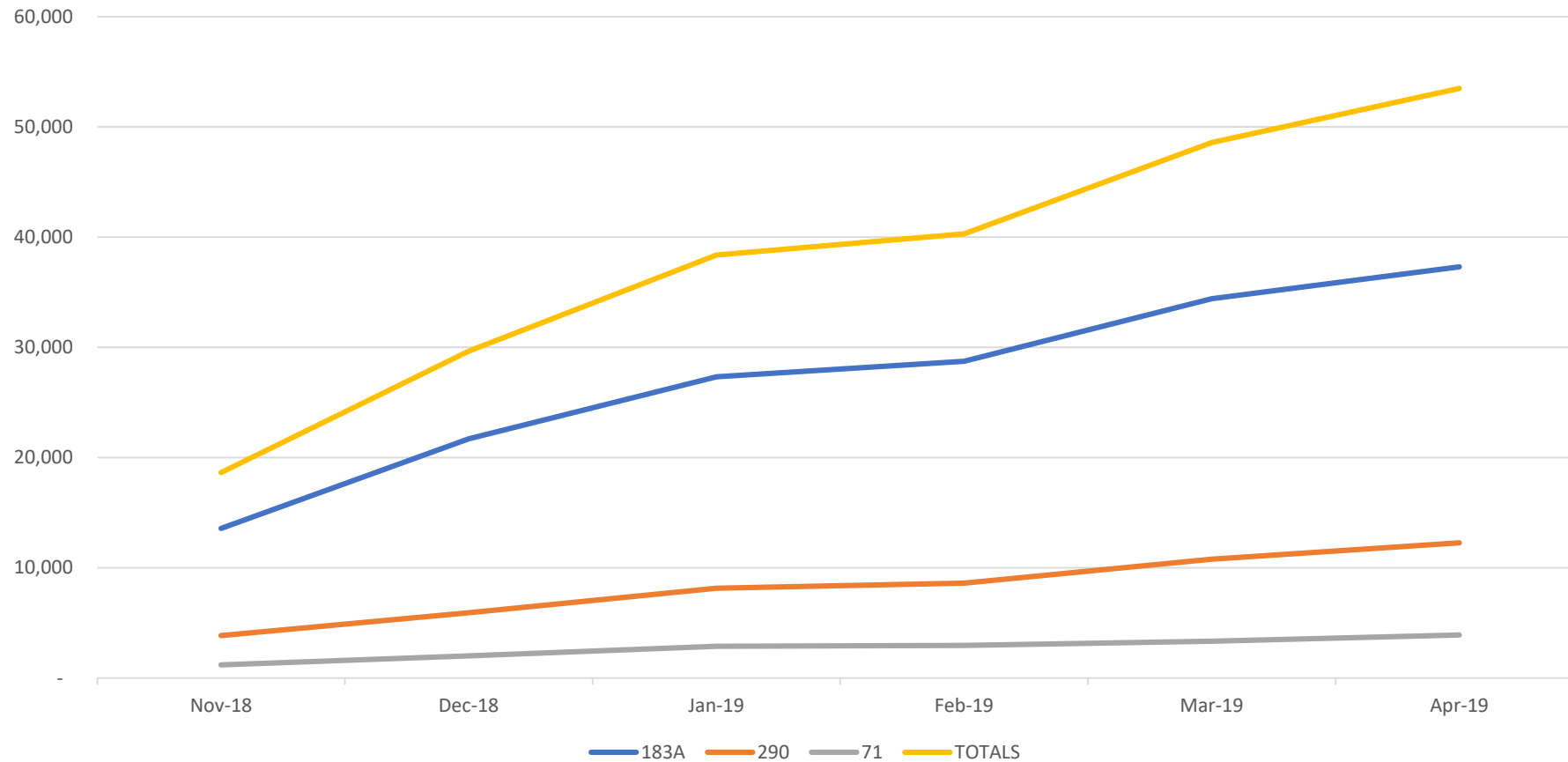


Registered Vehicles By Month



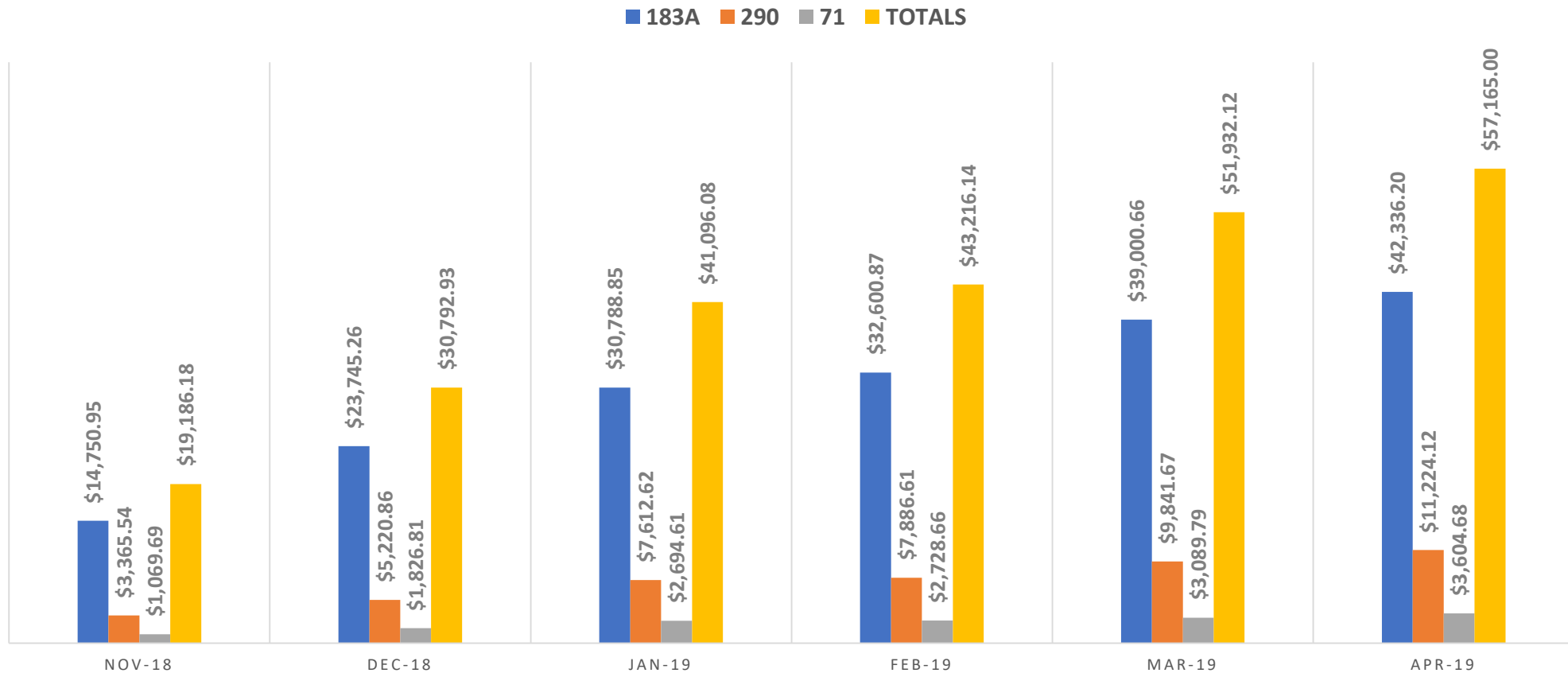


Program Transactions By Roadway





Revenue Impact By Roadway



Mia Zmud, Mobility Innovation Manager

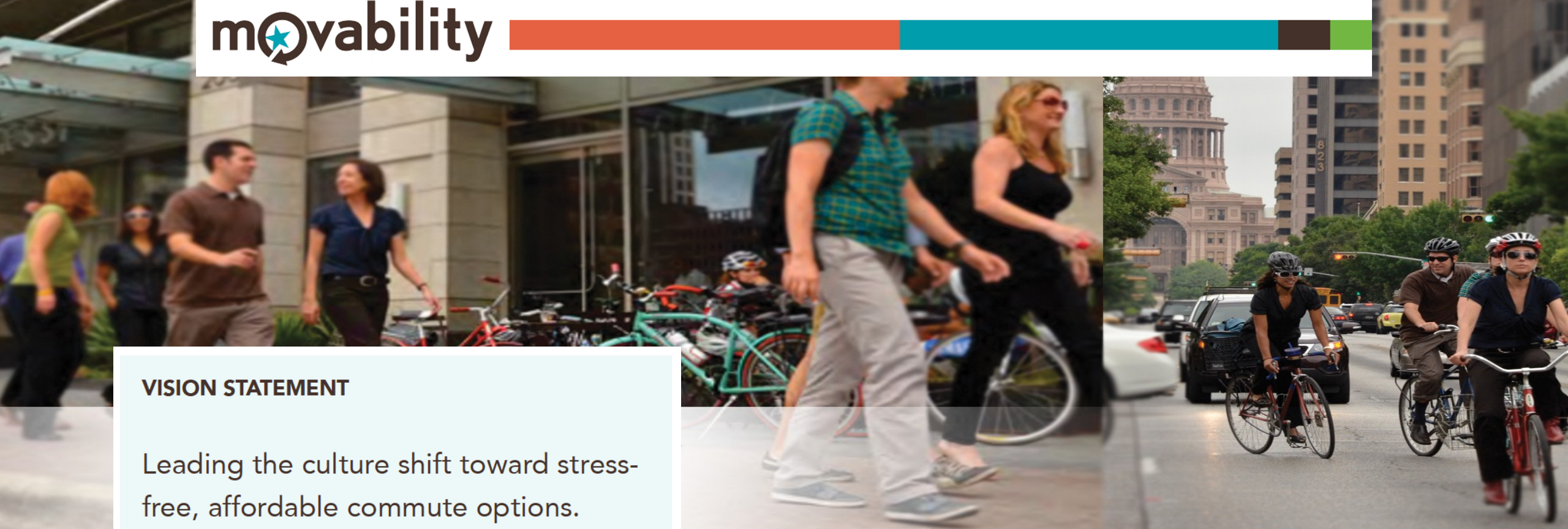
15 **Movability Partnership**





Movability's Newest Visionary Member

- Strategic Plan alignment
 - “Partner with organizations that provide information and technology solutions that incentivize adoption of smart commuting habits”*
- Movability plays a critical role in improving mobility by transportation demand management
- Partnership advantages
 - Support Movability's program expansion into Central Texas region
 - Extend our reach and visibility to Movability members through outreach and communications
 - Access to information about commute patterns and behaviors
- Presentation by Lisa Kay Pfannenstiel, Movability Executive Director



VISION STATEMENT

Leading the culture shift toward stress-free, affordable commute options.

MISSION STATEMENT

Movability is Central Texas' Transportation Management Association (TMA) working hand in hand with organizations to improve the region's economic vitality by connecting organizations with mobility options that save time and money.

Transportation Management Associations



commute seattle



Transportation Management Associations



Networking
& Exposure



Training &
Education



Recognition
& Leadership



Professional
Services

42 Corporate Members; 40,000+ Employees



30 Partner Members



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY



Austin B-Cycle
Car2go / ShareNow
Corporate Services International
Electric Cab of North America
Greater Austin Hispanic Chamber of Commerce
Hytch
Lyft
MOD Bikes
Pace Bikes
R&R Limousine and Bus
Rocket Electrics
Scoop
Seven One Seven Parking
Star Shuttle
Tiny Transit Strategies
University of Texas at Austin
Waze Carpool
Zipcar



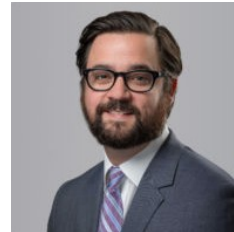
Board of Directors



Ashby Johnson
CAMPO



Blanca Gamez
UT Austin



Brian Butterfield
Cushman and
Wakefield



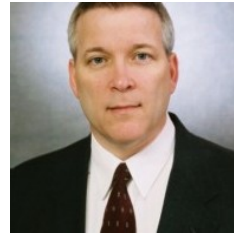
Chris Ivarson
Google



Dale Weisman
Silicon Labs



Danielle Skidmore
Danielle Skidmore
Consulting



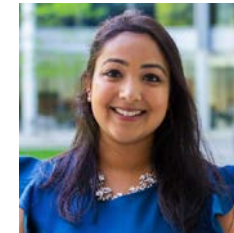
Glenn Lewis
Maxwell Locke &
Ritter



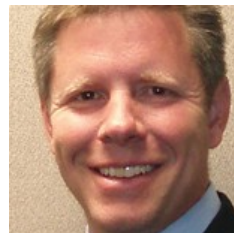
Jim Pledger
Jackson Walker LLP



Joseph Cantalupo
K Friese & Associates



Maanya Condamoor
Dell



Rob Spillar
City of Austin



Sandy Guzman
Senator Watson



Tim Hayden
Brain+Trust Partners



Todd Hemingson
Capital Metro

Key Priorities

- Build the movement and leadership to change transportation demand in the region.
- Provide a clearinghouse for transportation options, services, and tools for organizations to implement TDM programs, including private sector development of new technology and other market solutions.
- Advocate for transportation demand management policy and planning.



Movability/CTRMA Partnership

- Thanks to the RMA partnership, Movability will be better positioned to develop relationships with employers in the Central Texas region, specifically in Hays and Williamson Counties.
- Central Texas will benefit by stronger collaborations with the City of Austin, Capital Metro, CAMPO, the Downtown Alliance and the private sector promoting and advancing TDM strategies.
- Movability members will be better informed about the various programs and projects of CTRMA.





Thank you!

Lisa Kay Pfannenstiel
Executive Director

lisakay@movabilityaustin.org

512-381-1149

www.MovabilityTX.org



fb.me/MovabilityTX



@Movability

The background of the slide is a photograph of a road, likely a toll road, with a sign that reads "NORTH 183 A TOLL". The image is overlaid with a semi-transparent blue filter. The road is paved and has a concrete barrier on the right side. In the distance, there are utility poles and a building on the left.

16 Executive Director Board Report

A. Legislative Update

B. SH 45SW Opening

C. Board Workshop

D. Travis County Commissioners Court Presentation

E. Hays County Commissioners Court Presentation

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 wooden posts. Further right, a signpost holds three signs: 'NORTH', '183 A', and a 'TOLL' sign with a circular arrow icon. Utility poles and power lines run parallel to the road on the right. The sky is blue with some light clouds. The entire image is overlaid with a semi-transparent blue filter.

> Executive Session
Agenda Items 17-19

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 "Reconvene in Open Session" is overlaid in yellow on the road.

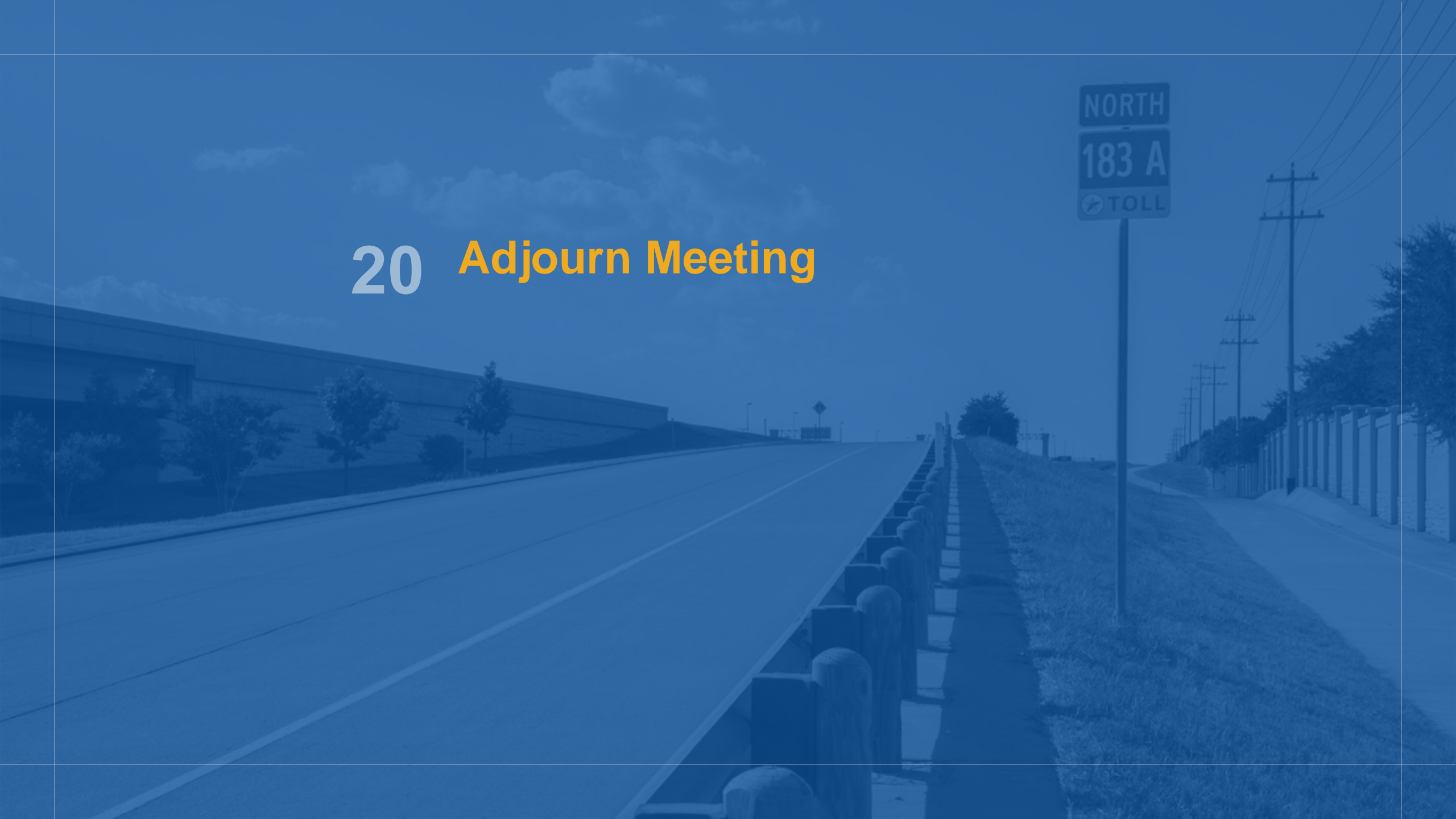
➤ **Reconvene in Open Session**

The background image shows a perspective view of a multi-lane road stretching into the distance. On the right side of the road, there is a concrete barrier with rounded posts. Further right, a signpost holds three signs: 'NORTH', '183 A', and a 'TOLL' sign with a circular arrow icon. Utility poles and power lines are visible along the right side of the road. The sky is blue with some light clouds. The entire image is overlaid with a semi-transparent blue filter.

> Regular Items
Agenda Item 20

20 Adjourn Meeting

NORTH
183 A
TOLL





CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

Thank You

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