

Regular Meeting of the Board of Directors



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

June 29, 2022

Welcome and opportunity for public comment



1

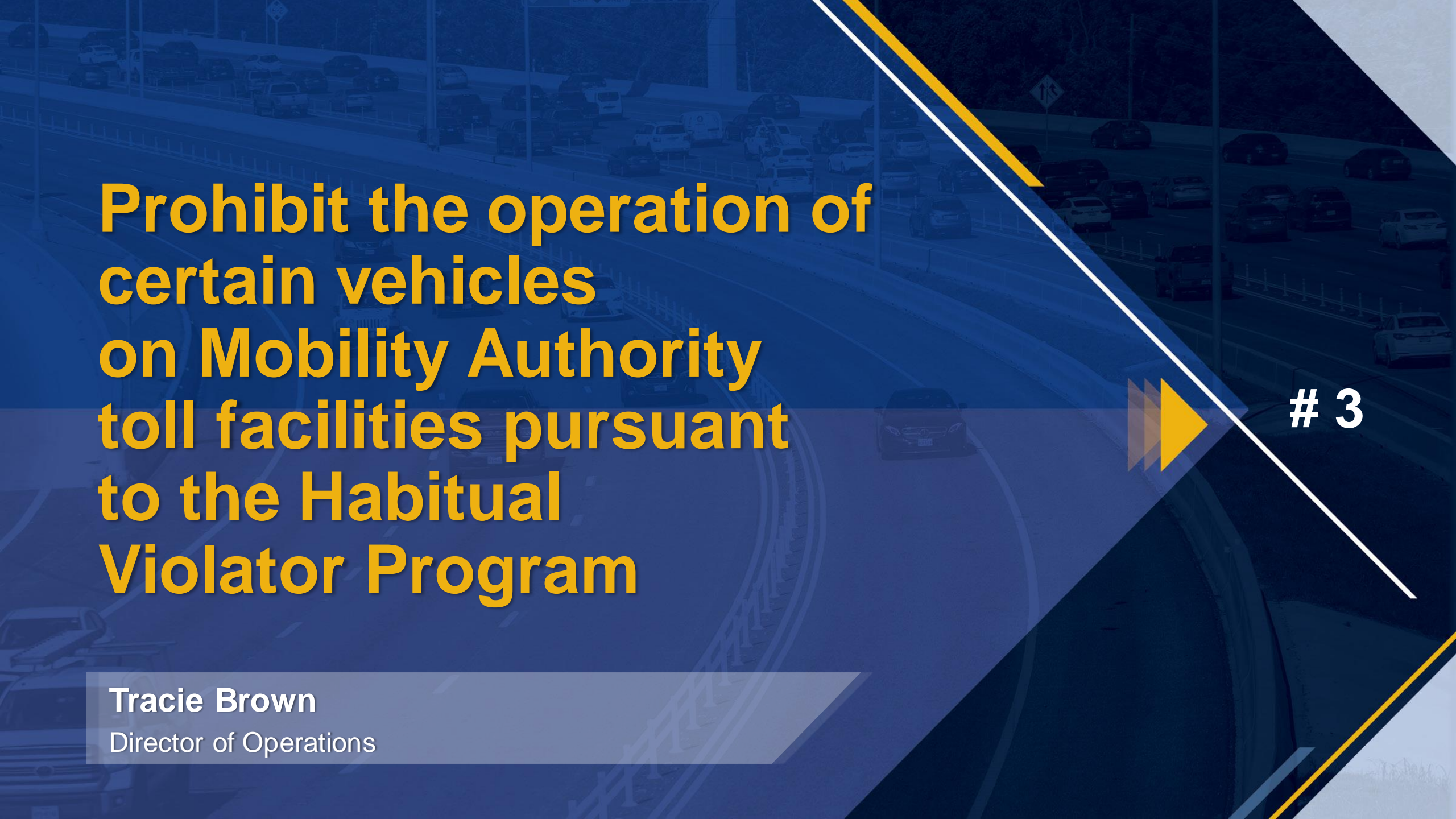
Bobby Jenkins
Chairman

CONSENT AGENDA

2. Approve the minutes from the May 25, 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

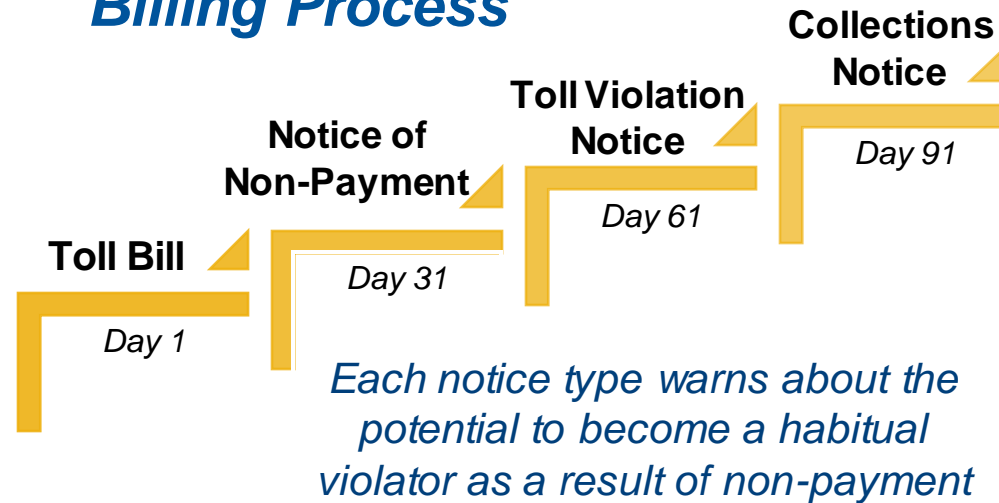
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Tracie Brown
Director of Operations

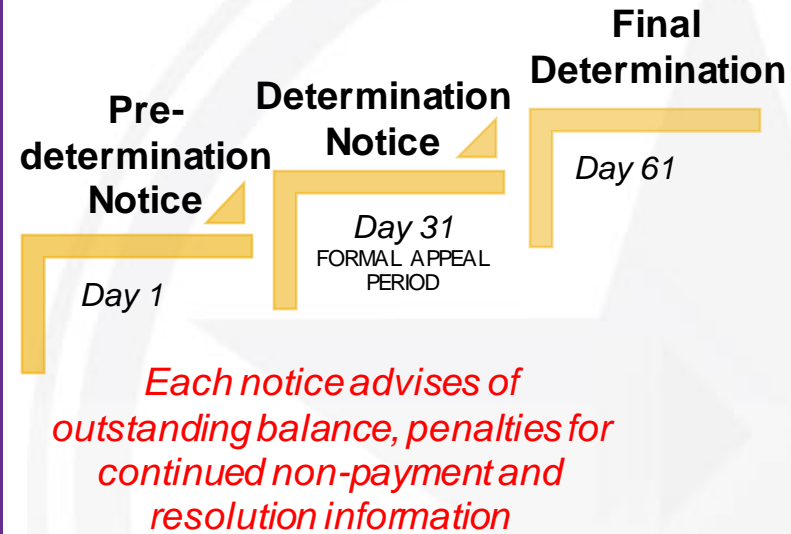


Escalating Communications

Pay By Mail Billing Process



Habitual Violator Process



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: 630

- » Total number of related unpaid tolls: 810,647

- Average number of outstanding tolls per vehicle: 1,287
- Average unpaid balance: \$1,255.39

» 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



- » Staff recommends the Board approve the prohibition of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program

Regular Items

4-9

Bobby Jenkins
Chairman

Accept the financial statements for May 2022

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José Hernández
Chief Financial Officer



Monthly Cash Flow Analysis

	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 22	May-22
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	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	13,136,771	16,041,983	16,130,029	15,004,308
Interest Income + Misc Income	47,131	48,450	37,793	248,570	240,132	199,423	38,175	38,101	83,995	127,449	323,720
Total	14,613,694	14,068,884	12,152,794	15,371,021	16,170,166	14,214,555	14,465,165	13,174,873	16,125,978	16,257,479	15,328,028
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	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	2,869,046	5,605,429	2,483,427	4,011,819
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	10,305,827	10,520,549	13,774,052	11,316,209
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	6,332,904	6,332,904	6,332,904	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	2,318,333	2,318,333	2,318,333	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	8,651,237	8,651,237	8,651,237	8,651,237
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	1,654,590	1,869,312	5,122,815	2,664,972
Payment of RIF			5,000,000								
Deposit to TIFIA DSRFs	286,081	286,081	286,081	286,081	286,081	286,081	547,787	547,787	547,787	547,787	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	1,106,803	1,321,525	4,575,028	2,117,185
Unrestricted Fund Balances	146,430,698	146,386,613	154,861,053	153,136,676	155,077,486	155,671,637	155,491,844	157,399,420	156,653,252	157,775,053	163,134,595
General Fund	(998,969)	6,370,806	1,727,883	1,641,664	(1,675,982)	199,199	1,459,428	(203,246)	1,706,937	3,118,833	919,795
Grant Fund	159	163	147	282	161	172	175	175	1,053	954	1,954
MoPAC General Fund	298,211	190,166	(4,664,537)	157,932	308,356	(2,024,918)	(563,204)	(1,683,556)	(1,453,842)	745,584	8,826,344
MoPAC Operating Fund	56,306	87,987	72,816	17,585	183,249	(73,764)	(264,812)	(233,385)	121,845	(115,209)	(549,962)
71E Revenue Fund	715,594	817,885	772,730	561,300	895,398	969,112	825,210	697,124	(3,081,218)	893,468	766,217
CTRMA Operating Fund	(115,383)	1,007,432	366,583	(437,952)	882,969	750,406	450,780	676,719	3,827,027	715,912	(286,954)
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	156,653,252	157,775,053	163,134,595	172,811,989
Board Policy Reserves											<u>116,955,875</u>
											55,856,114

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



May 2022 System Financial Highlights

» **Transactions** > 16,223,657

» **Revenues**

» Toll revenues collected > \$14,008,730

- Tag revenue - \$9,891,287
- Video revenue - \$4,117,443

» Interest earned > Increase due to shift in allocation of funds to higher rate investment pool and overall higher rates in the investment pools

» **Operating & Maintenance Expenses/CTRMA Operating Fund**

- » Maintenance contract invoice catch up
- » Year-end invoice cycle



» **MoPac Express Lanes**

- » Transactions > 967,535 (1.2% lower than April 2022)
- » Revenue > \$995,441 (down 8.2% from prior month)
- » Release of \$7.9MM Loan Repayment Fund balance to General Fund

» **71 Express Revenue Fund**

- » Business as usual for the month

Discuss and adopt the FY 2023 Operating Budget



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James Bass
Executive Director

Discuss and consider approving Amendment No. 2 to the agreement with Deloitte Consulting, LLP for continued development of the data platform and associated transaction routing and system interfaces to support toll transaction management

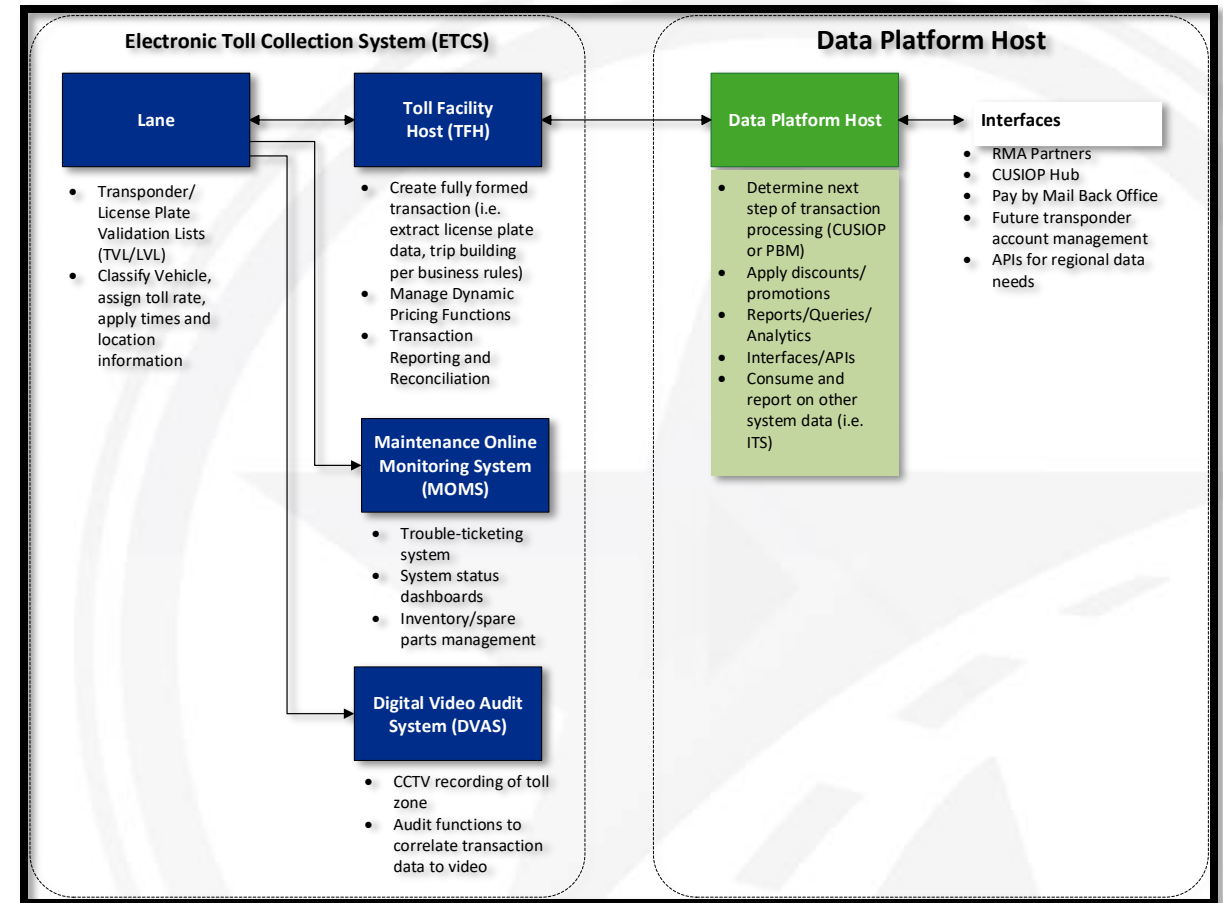
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Tracie Brown
Director of Operations



Data Platform System Project Overview

- » The objective of the Data Platform System (DPS) project is to transition all toll transaction data processing and data management capabilities after the point of transaction creation to a Mobility Authority-managed solution.
- » The total cost for the DPS project was estimated at \$4 – 6M in 2020, not including ongoing maintenance and software license costs for Releases 1-4.
- » Today's action relates to Release 3 .





- » **In September 2021, the Board approved execution of an Agreement with Deloitte Consulting to continue development of the Data Platform System (DPS)**
 - » The Agreement covered scope related to Release 3 of the DPS project
 - » Deloitte's SOW response price for Release 3 was \$1,881,241
 - » The Board approved a NTE amount of \$2,069,340 which included a 10% project contingency
- » **Change Order No. 1 was approved administratively to remove project scope, decreasing Deloitte's price to \$1,827,170**



- » Adds scope to Release 3 Statement of Work to complete certification to Central US and Southeast interoperability hubs and ensure readiness to assume transaction processing responsibilities
- » The cost for the additional scope is \$312,000, increasing the contract amount to \$2,139,170
- » Staff requests additional funding of \$69,806, the amount exceeding the Board's previous approval



- » **Staff recommends the Board approve Amendment No., 2 to the agreement with Deloitte Consulting, LLP for the continued development of a data platform and associated transaction routing and system interfaces to support toll transaction management**
- » **Next steps:**
 - » Complete Release 3 scope
 - » Conclude testing activities and begin parallel operations
 - » Assume transaction processing responsibilities
 - » Assess cost of Release 4 development and other enhancements

Discuss and consider approving an agreement with Deloitte Consulting, LLP for toll operations & maintenance services related to the Mobility Authority's Data Platform Project

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Greg Mack

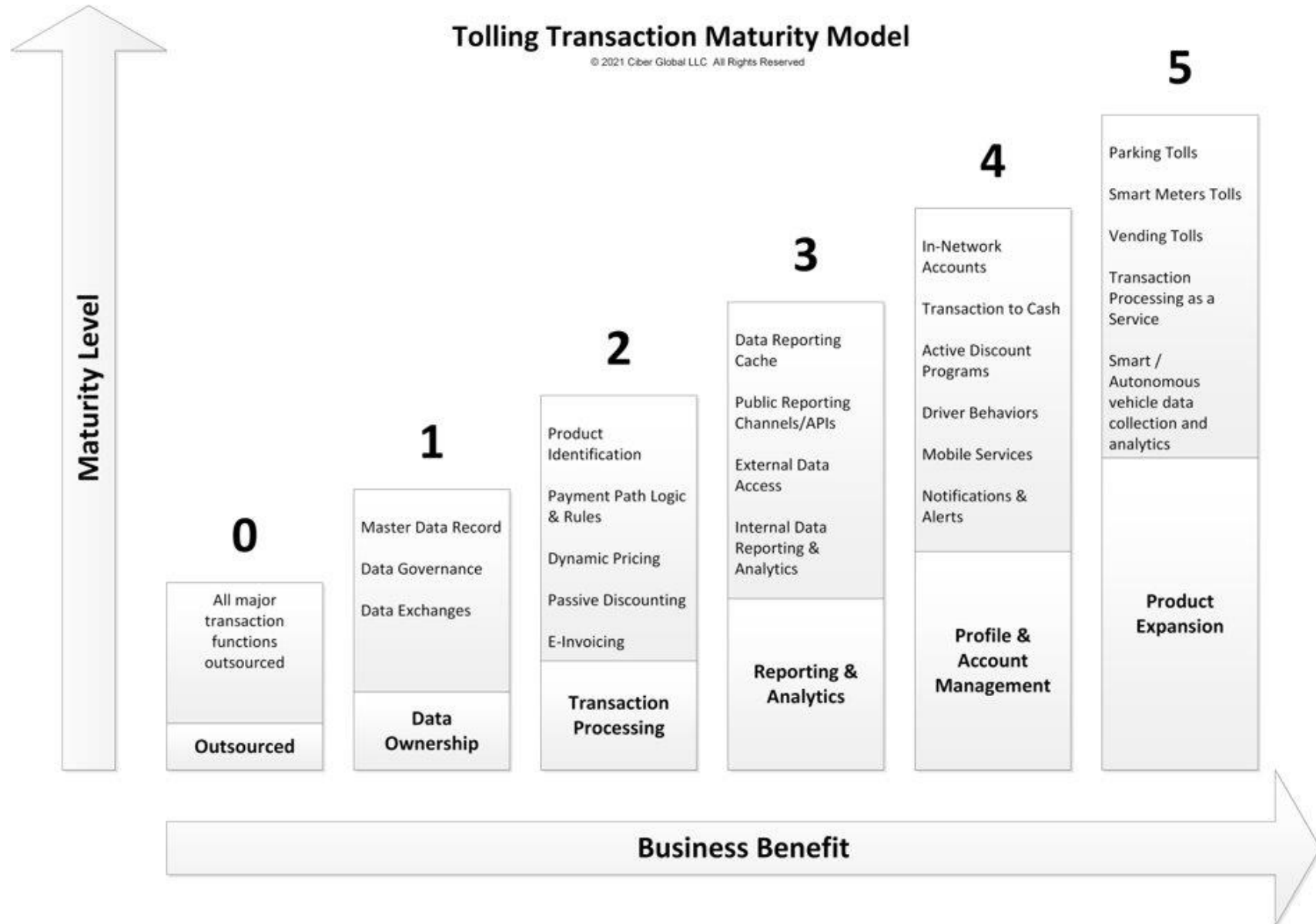
Assistant Director of IT & Toll Systems



- » The objective of the Data Platform System (DPS) project is to transition all toll transaction data processing and data management capabilities after the point of transaction creation to a Mobility Authority-managed solution.
- » The total cost for the DPS project was estimated at \$4 – 6M in 2020, not including ongoing maintenance and software license costs for Releases 1-4.
- » **Today's action relates to the operations and maintenance of the DPS once in operations.**

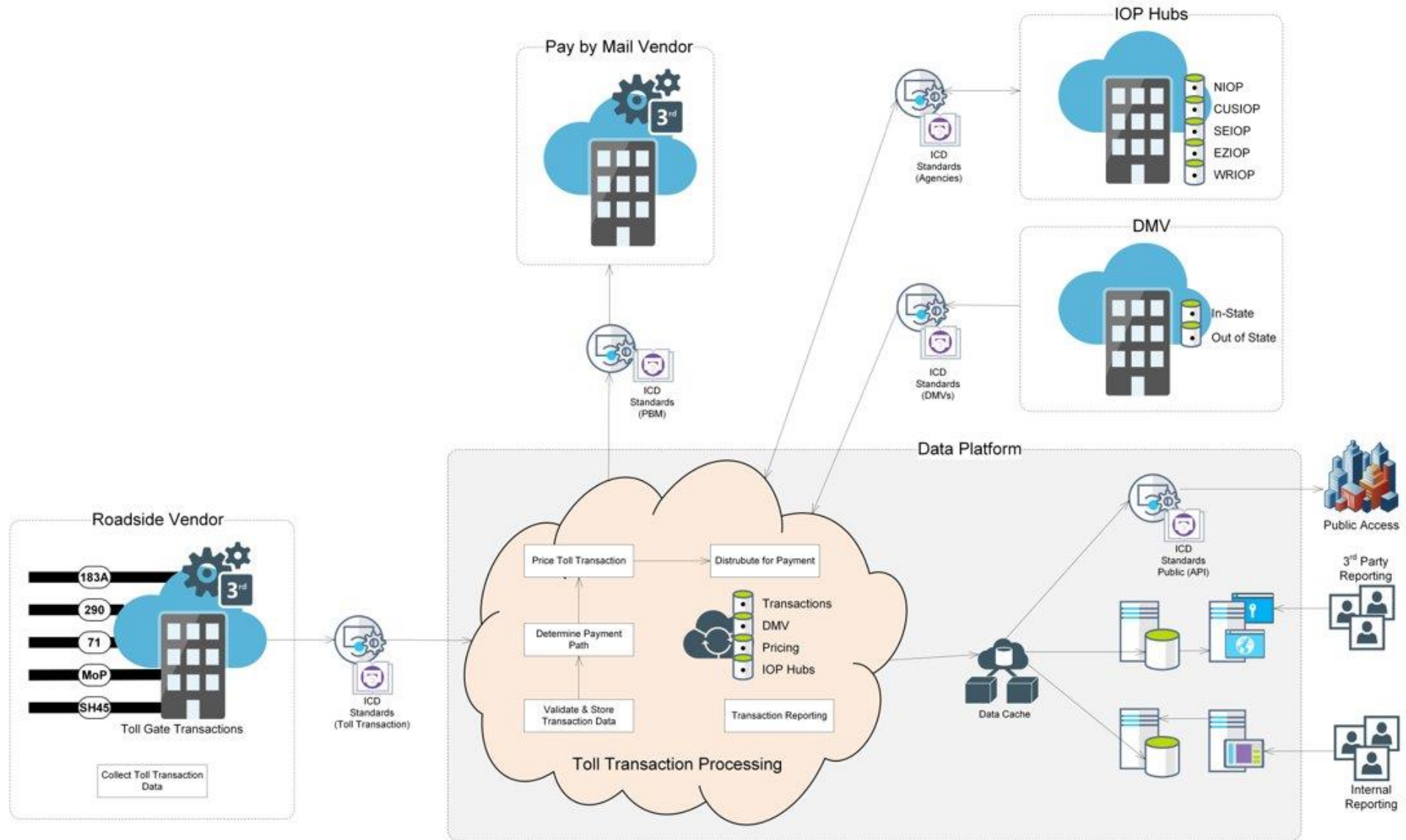


Tolling Maturity Model





Tolling Conceptual Architecture





TOMS Statement of Work (SOW)

- » The DPS Tolling Operations Management Solution (TOMS) aggregates multiple integrated solutions to support realization of the Authority's revenue
- » The TOMS (SOW) outlines the suite of services necessary to support and maintain the successful daily availability, capacity, and functionality of the integrated TOMS architecture
- » The SOW also defines the services, performance level, required capabilities and estimated hours for each area
- » Finally, the SOW provides the ability to engage one or more tolling operations support staff to assist with the end-to-end business processes managed within the TOMS



- » Under the Texas Dept of Information Resources contact with Deloitte Consulting, staff obtained a proposal to perform the services outlined in the SOW
- » The following summarizes Deloitte's response:
 - » Initial term is 12 months
 - » Services expected to begin in Sept 2022
 - » Allows the engagement of up to two (2) support staff who will be managed by the new Transaction Processing Operations Manager
 - » Proposed fee is \$1,492,450, payable in monthly amounts of \$124,370



- » **Staff recommends the Board approve an agreement with Deloitte Consulting, LLP for toll operations and maintenance services related to the Mobility Authority's Data Platform System project**
- » **Next steps:**
 - » Hire Transaction Processing Operations Manager
 - » Onboard Deloitte support staff
 - » Assess processes and resources required to manage TOMS
 - » Identify performance improvements and application enhancements
 - » Seek Board action of long-term support and staffing approach
(Spring 2024)

Discuss and consider approving Amendment No. 2 to the Kapsch Restated Agreement for the incorporation of updated key performance indicators and clarification of maintenance pricing for ITS services

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Tracie Brown
Director of Operations



- **Amends Schedule 1.5 – Maintenance Services Contractor for Toll Collection System**
 - Adds fully loaded rates for FY 2023
 - Updates maintenance pricing for existing roadways
 - Adjusts pricing for TMC Operations, out of scope service and other direct costs
 - Adjusts pricing for ITS Maintenance and updates ITS bill of quantities
 - Changes Toll System Maintenance pricing to facilitate transition of services to a different vendor
- **Amend Section M12.0 - Scope of Work Summary to update Key Performance Indicators (KPIs)**
- **Adds new KPI Reporting and Management Plan**



Kapsch Amendment No. 2 KPI Changes

KPI	Current Language	Proposed Language
#4 – License Plate Image Capture (LPIC)	One front human readable license plate image or one rear human readable license plate image captured and associated to correct vehicle for 99.50% of all detected vehicles	One front human readable license plate image or one rear human readable license plate image captured and associated to correct vehicle for 99.0% of all detected vehicles
	\$200 per gantry location, per each 0.1% below threshold	Estimated revenue loss, per gantry location, for performance below threshold
#5 – Image Review	Audits performed by CTRMA or its representative	Quarterly audits performed by Kapsch
		Defines transaction count and confidence threshold mins
#6 – Trip	\$200 per gantry location, per each 0.1% below threshold	\$200 per roadway direction, per each 0.1% below threshold



Kapsch Amendment No. 2 KPI Changes

KPI	Current Language	Proposed Language
#7 - Trip Processing	99.99% of all trips shall be transmitted to the CTRMA primary host system within four (4) calendar days of the exit transaction of the trip	100% of all trips shall be transmitted to the CTRMA Data Platform System (DPS) within five (5) calendar days of the exit transaction of the trip
	\$200 per gantry location, per each 0.1% below threshold	Actual revenue above \$5,000 and any direct damages associated with the loss for transactions deemed lost or uncollectable
		10% of actual revenue AND any direct damages associated with the delay for transactions processed above 5 days but within 30 days
#8 – Microwave Vehicle Detection	Monthly [testing frequency] with minimum transaction count as determined by audit confidence as a threshold	Annual performance audit performed by Kapsch, with a minimum transaction count as determined by audit confidence as a threshold.



Kapsch Amendment No. 2 KPI Changes

KPI	Current Language	Proposed Language
#9 – Non-EL Transaction Processing	Formerly labeled Host Processing	Label changed to Non-EL Transaction Processing to reflect Kapsch's new role in transaction processing workflow
	100% of all transactions be processed within 20 days of their transaction timestamp	100% of all non-Express Lane transactions transmitted to the DPS within three (3) calendar days of the transaction date
	Actual review above \$5,000 and 50% of indirect costs incurred above \$5,000 plus any direct damages	For transactions deemed lost or uncollectable, actual revenue above \$5,000 and any direct damages associated with the loss. Transactions older than 3 days are considered ineligible for billing due to age for the purposes of this metric
#13 – ETC Host Availability	Formerly labeled Host Availability	Label changed to ETC Host Availability
	N/A – KPI #9 (Host) covers the maximum liquidated damages for this section	\$200 per each 0.1% below threshold



Kapsch Amendment No. 2 KPI Changes

KPI	Current Language	Proposed Language
#10 – Image Review	99.5% of transactions requiring manual completed within 72 hours from qualification time	99.5% of transactions requiring manual completed and return within 72 hours from time image review request was received
	Max liquidated damage from \$200 per gantry location per each 0.1% below threshold	\$200 per each 0.1% below threshold for reviews completed > 72 hours <= 10 days
		10% of actual revenue and any associated direct damages for reviews completed > 10 days and <= 30 days that result in revenue generation
		For transactions deemed lost or uncollectable, actual revenue above \$5,000 and any direct damages associated with the loss. Transactions older than 3 days are considered ineligible for billing due to age for the purposes of this metric



- » Staff recommends the Board approve Amendment No. 2 to the Kapsch Restated Maintenance Agreement for the incorporation of updated key performance indicators and clarification of pricing for ITS services

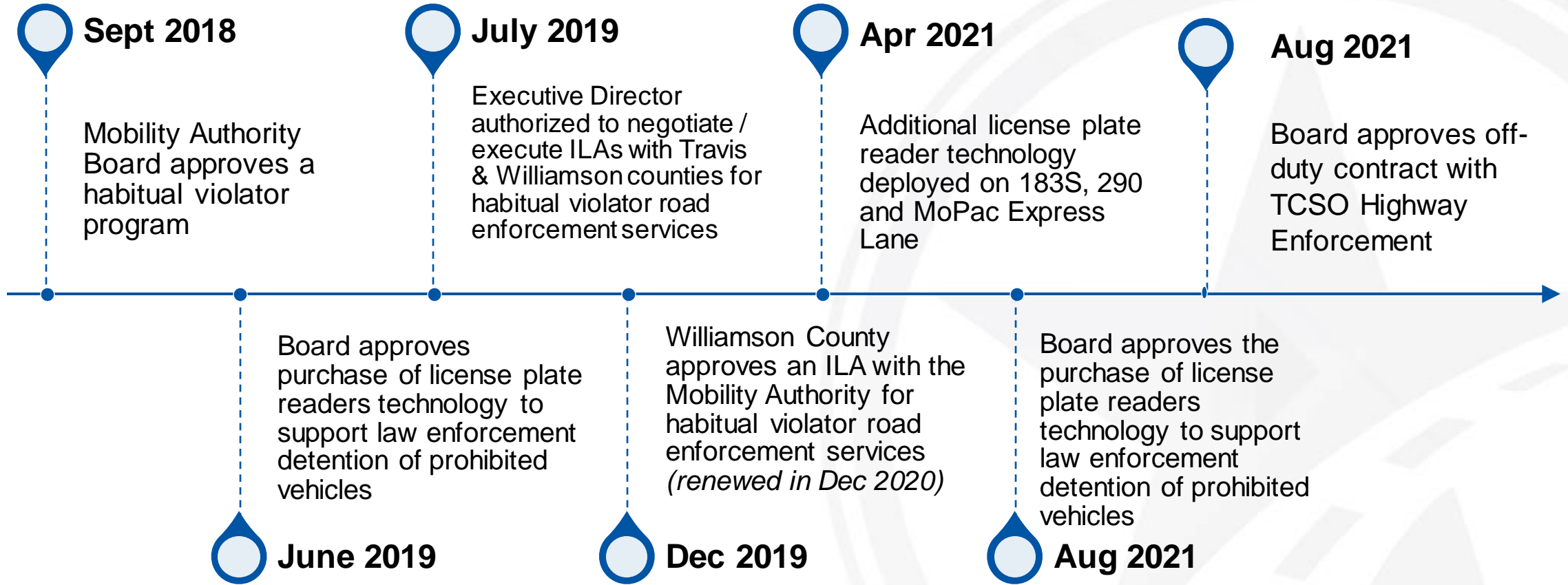
**Discuss and consider
approving agreements with the
Travis County Sheriff's Office
for habitual violator road
enforcement services**

9

Tracie Brown
Director of Operations



Action Background





From November 2021 through April 2022

- » TCSO deputies have performed 859 stops for violation of the Board's habitual violator prohibition stops
 - » Several arrests made for felony warrants

- » Total payments collected from habitual violators = \$2.7M
 - » Payments directly related to TCSO actions = \$800K

- » Deputies have reported that HV on-road usage has decreased during their enforcement hours



- » The Mobility Authority will contract for prohibited vehicle enforcement services via TCSO's second employment application
- » The term of the proposed contract shall terminate on January 1st; execution of a new agreement is required for continued services
- » Agreement may be terminated with 24 hours notice
- » Hourly Rates – Deputy @ \$76/hr (*min 4 hrs*); vehicle @ \$20/hr (*min 2 hrs*)
- » **Total FY 2023 cost not to exceed \$300,000**



- » Staff recommends the Board approve agreements with the Travis County Sheriff's Office for habitual violator road enforcement services

Briefings and Reports

Executive Director Report

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

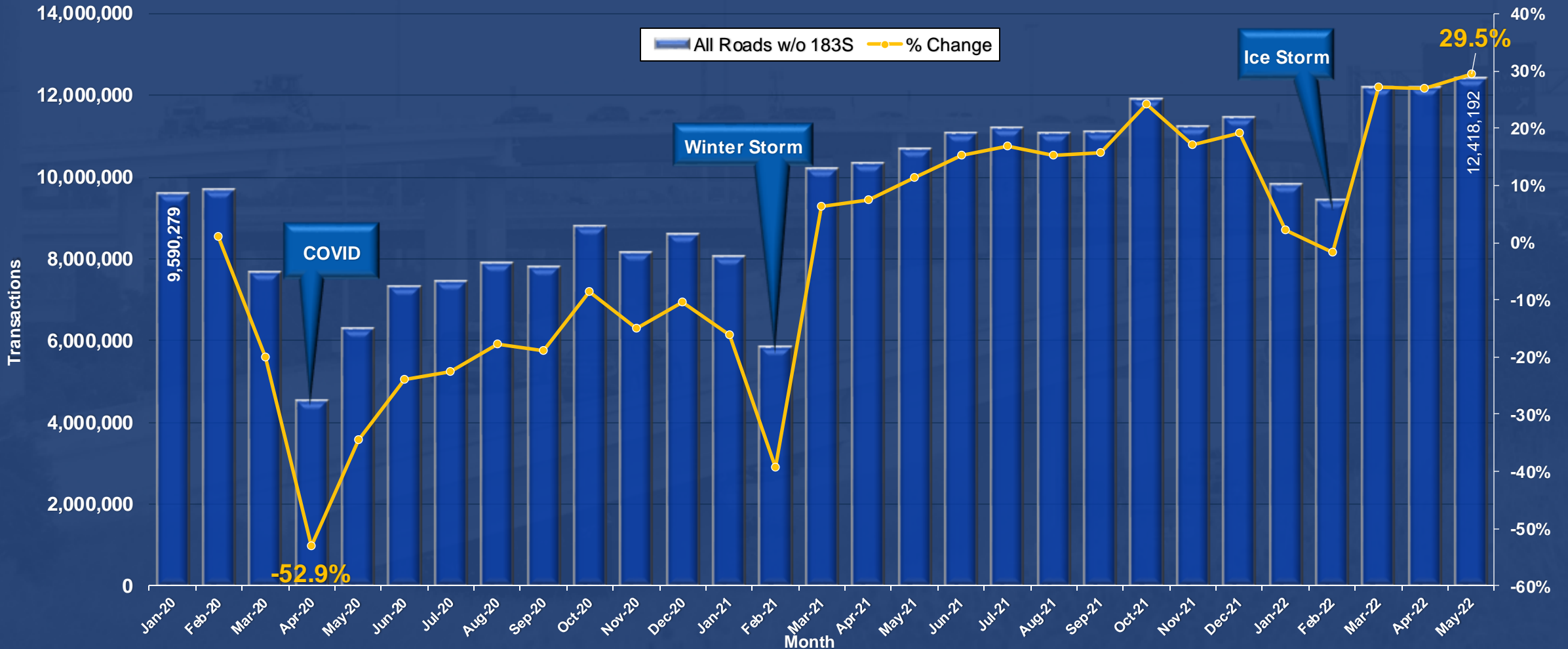
10 A

James Bass
Executive Director



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

Percent Change Compared to January 2020

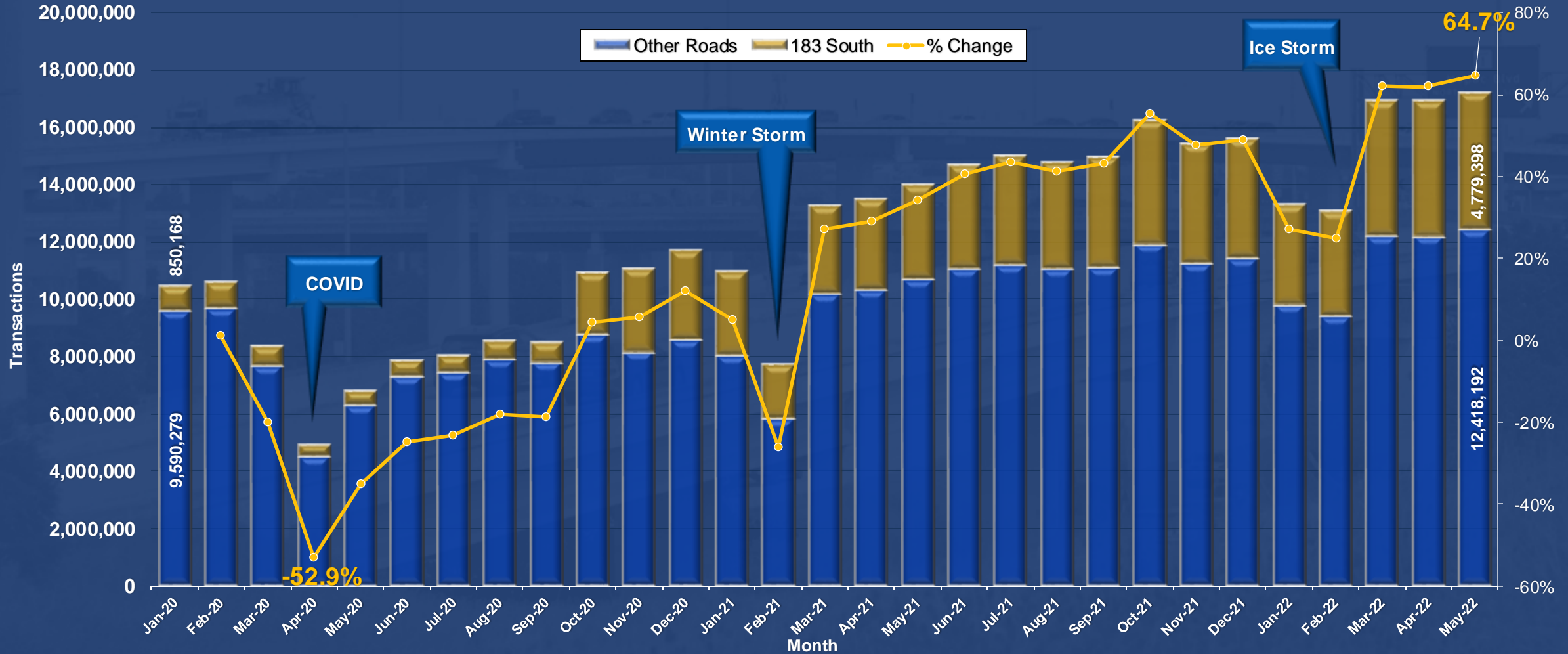


Includes MoPac transactions (not trips).



Monthly Transaction Trend (All Roads)

Percent Change Compared to January 2020

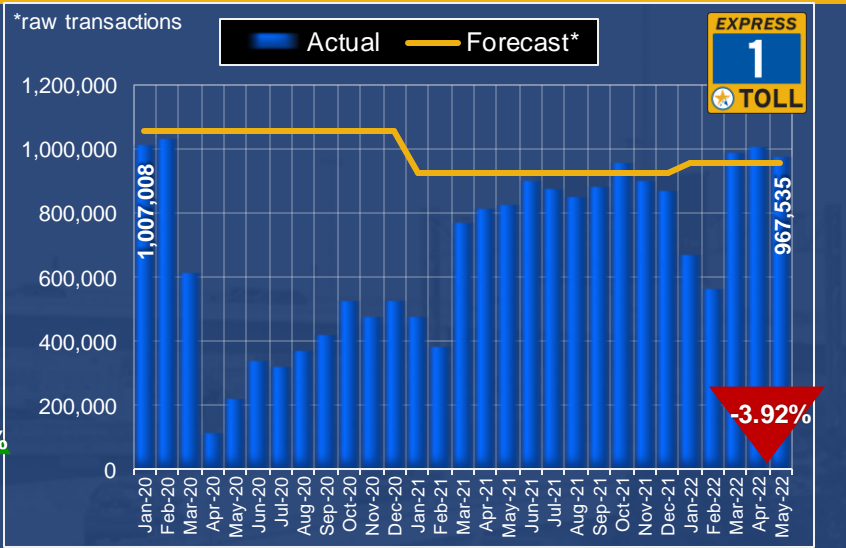
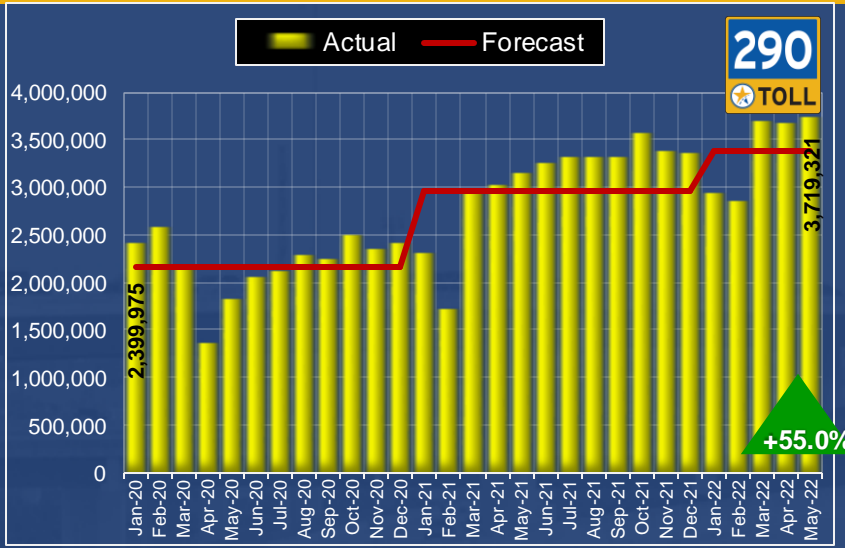
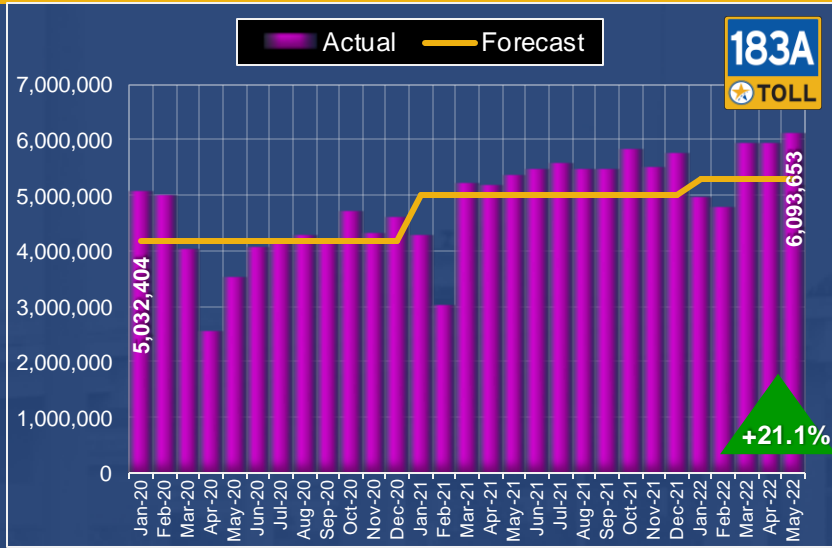


Monthly Transaction Trend by Roadway

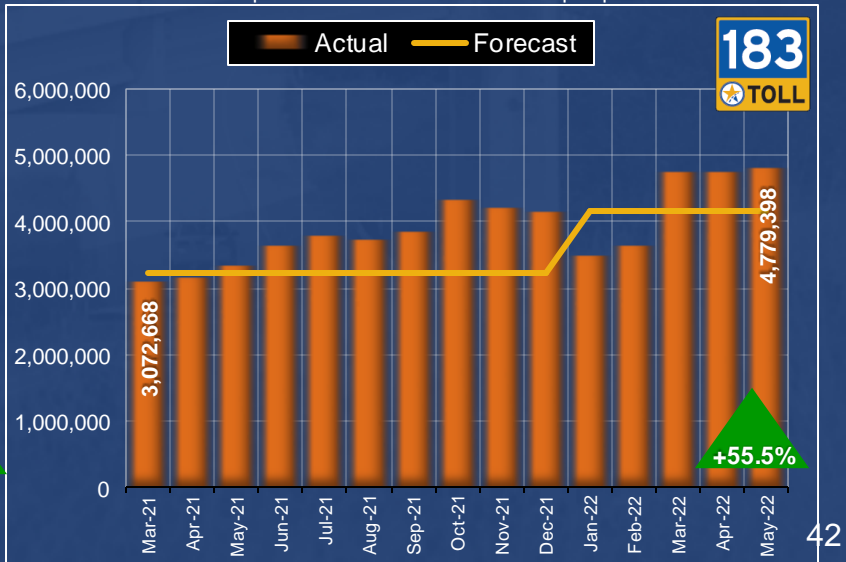
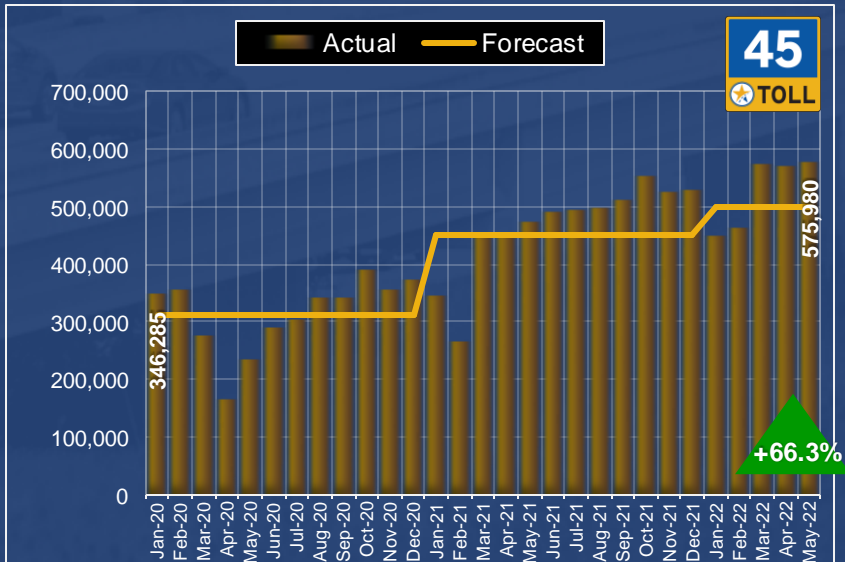
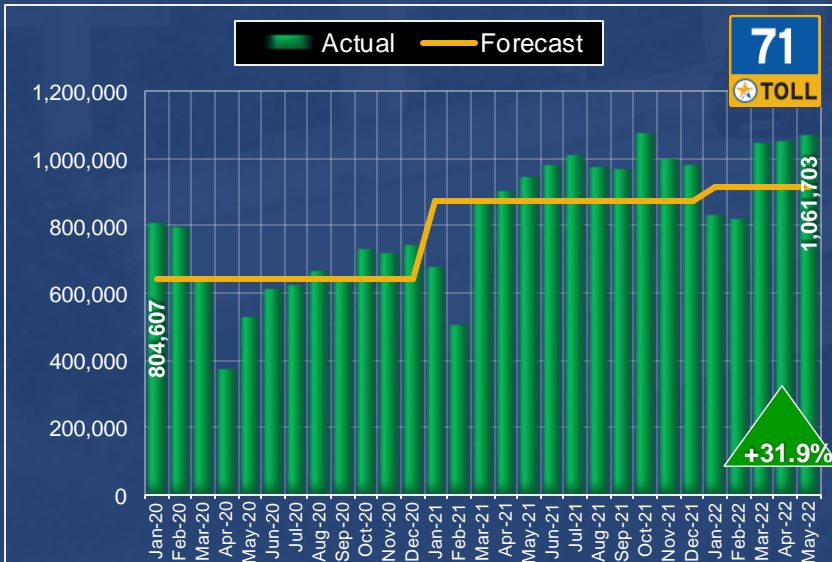
(Percent Change Compared to January 2020)



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY



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

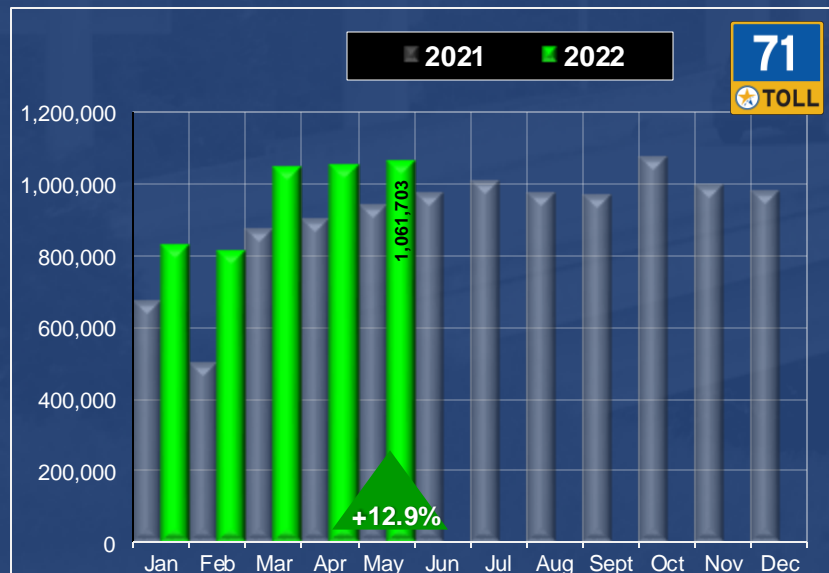
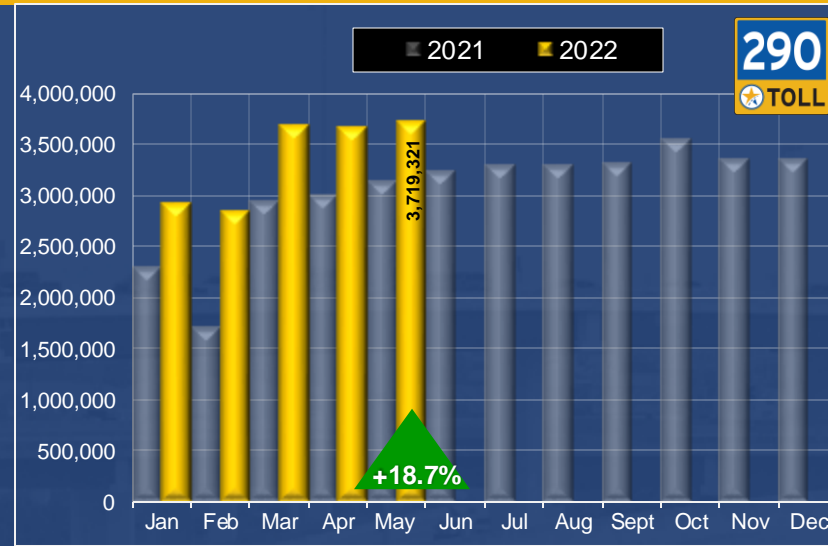
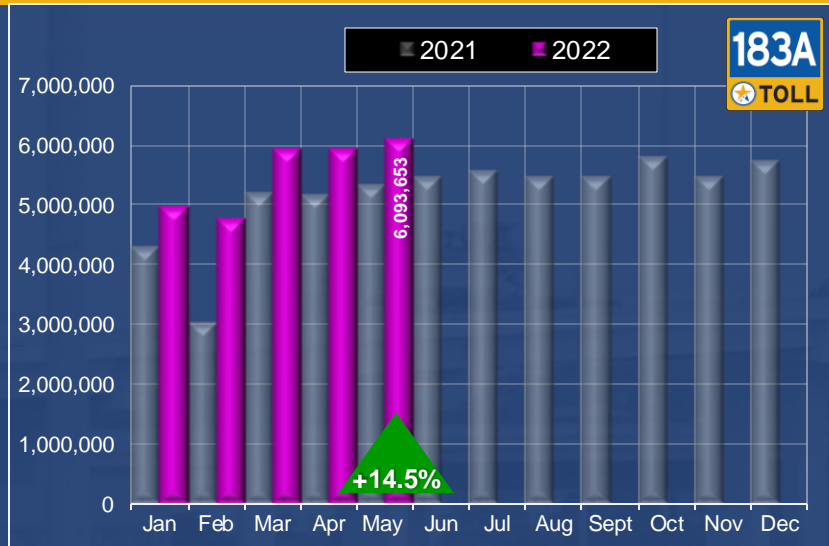


Monthly Transaction Trend by Roadway

(Percent Change over May 2021)



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY



New sections of 183 South opened between October 2020 and March 2022

Briefings and Reports

Executive Director Report

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



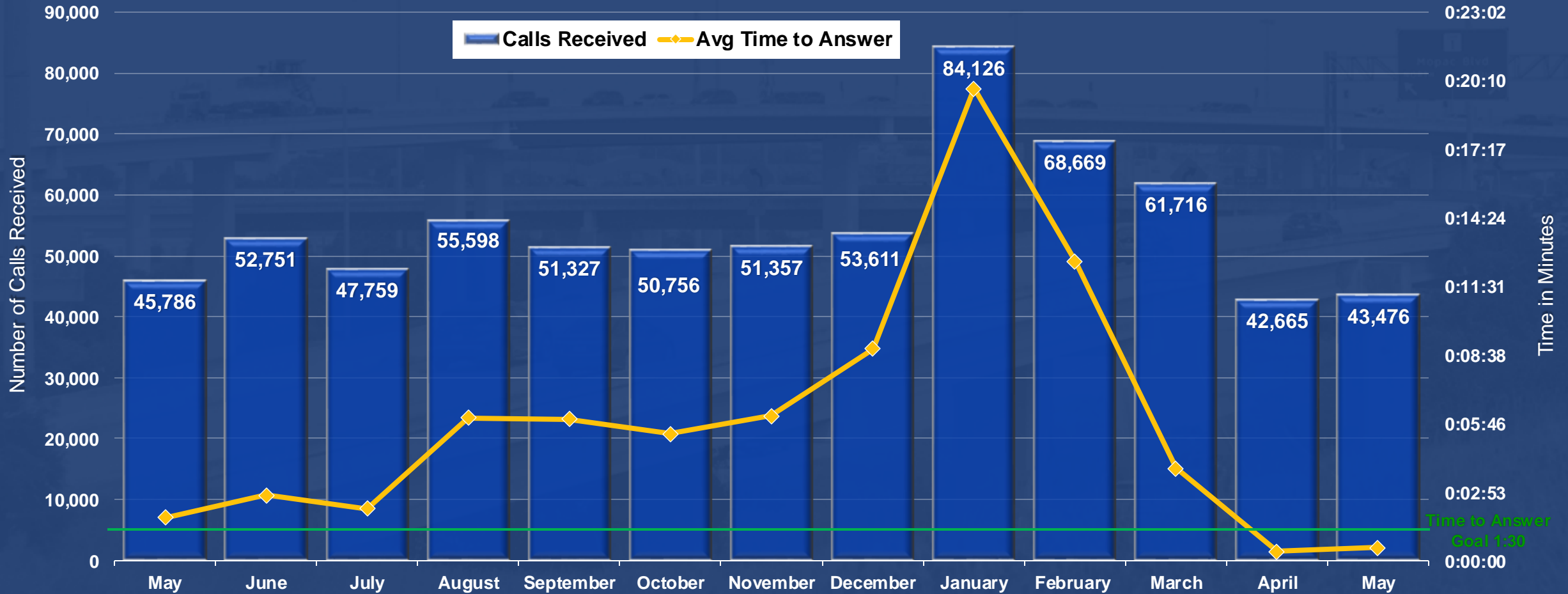
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James Bass
Executive Director



Call Center Performance (Past Year)

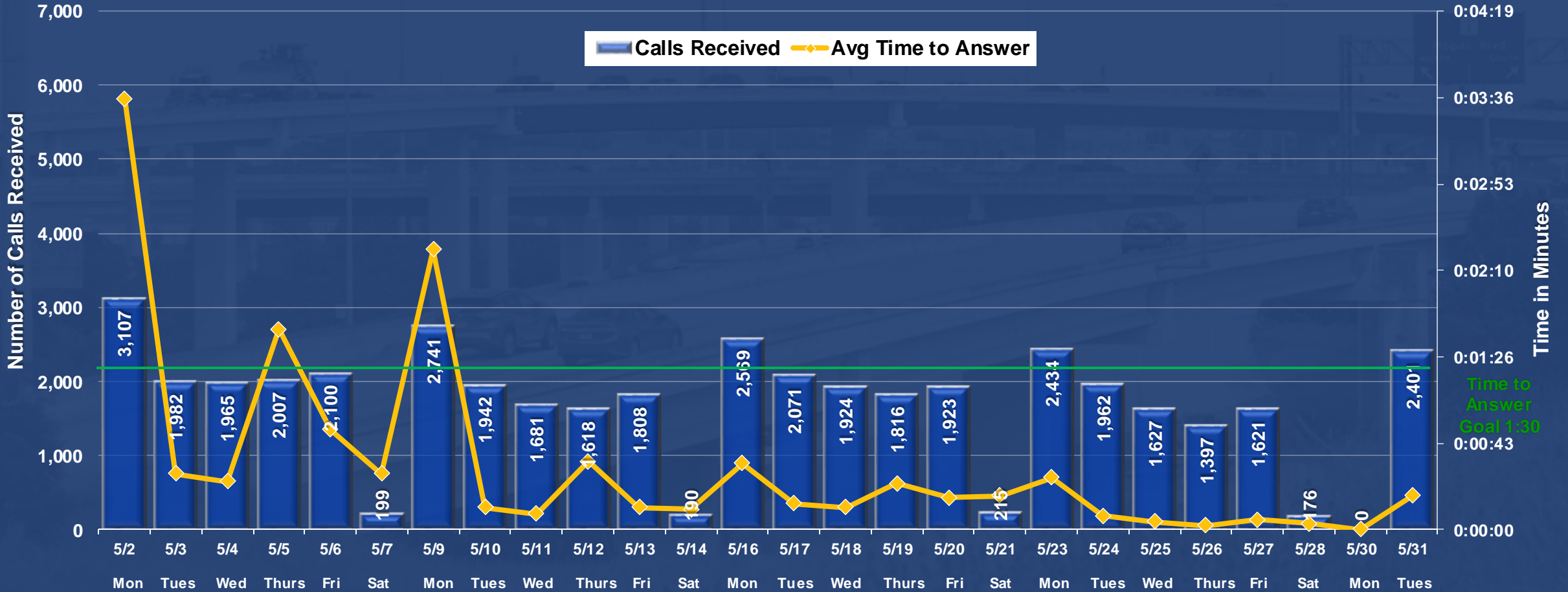
Calls Received versus Avg Time to Answer (by Month)





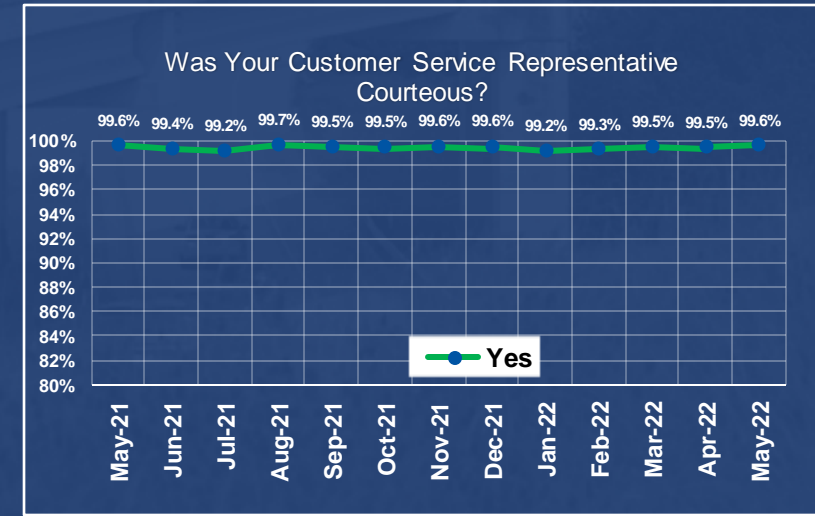
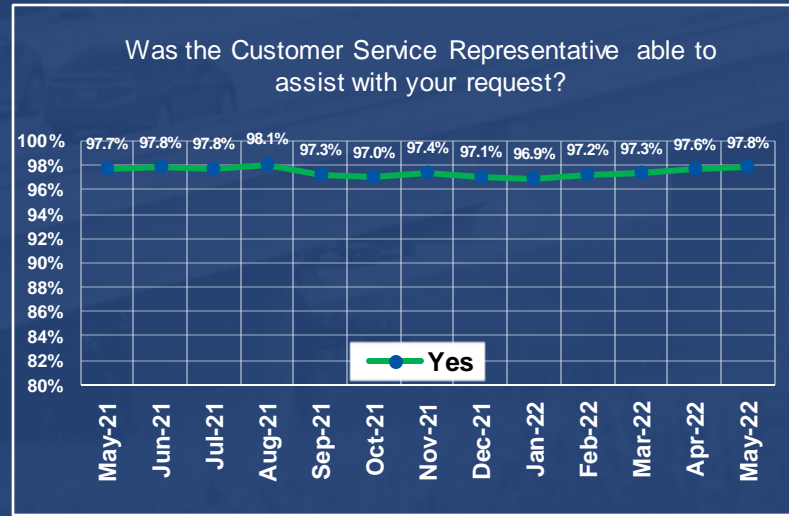
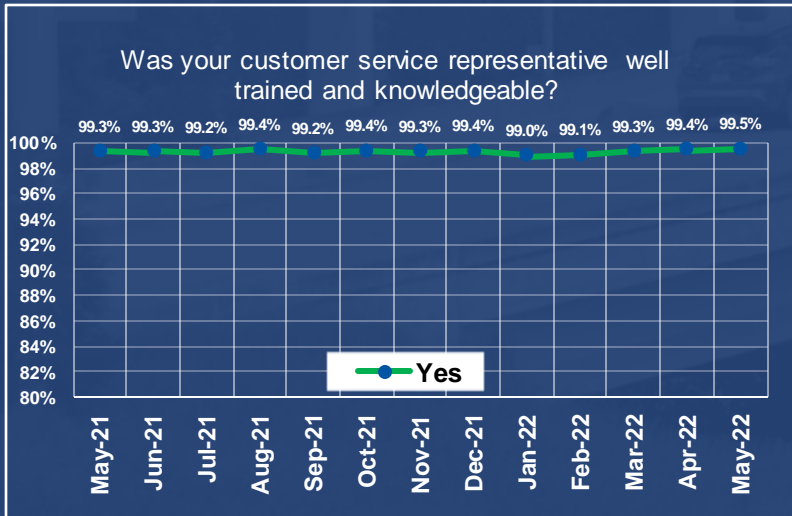
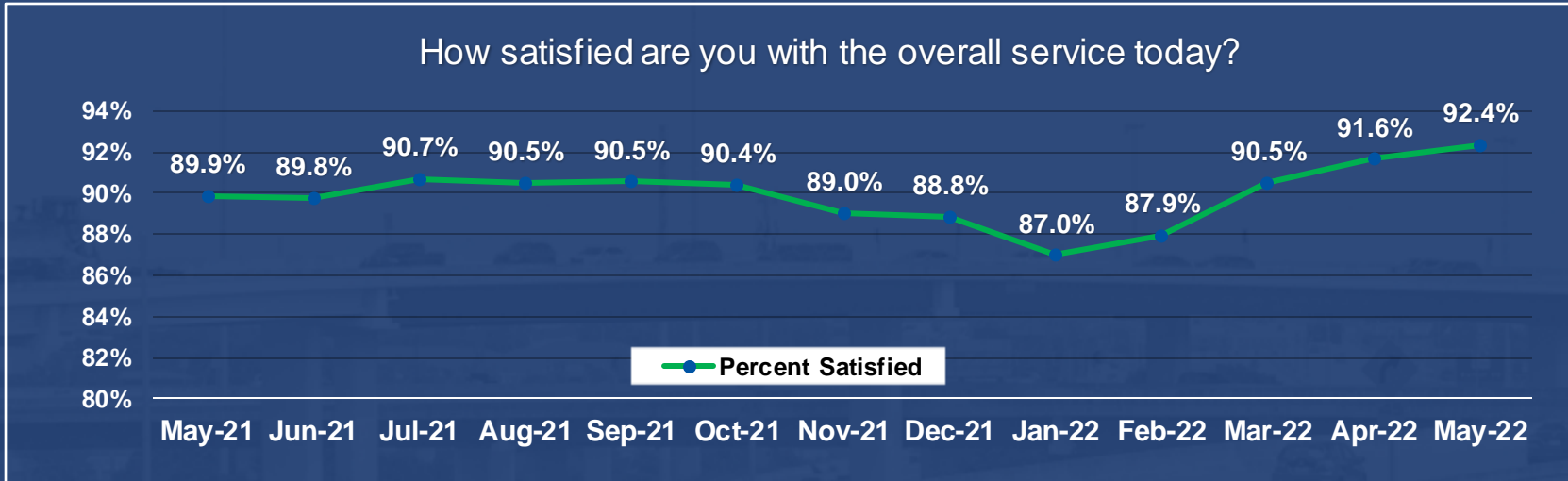
Call Center Performance (May 2022)

Calls Received versus Avg Time to Answer (by Day)





Call Center Customer Satisfaction



Total Number of May 2022 Responses = 6,581 (15.1%)

Post call survey of customers.

Executive Session

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



11-13

Adjourn Meeting

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Bobby Jenkins
Chairman