



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

REGULAR MEETING OF THE

BOARD OF DIRECTORS

Our mission is to develop, deliver, operate and maintain high-quality roadways and related transportation solutions.

September 27, 2023



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

AGENDA

ITEM #1

Bobby Jenkins
Chairman

Welcome and opportunity for public comment



CONSENT AGENDA ITEMS #2-4

Bobby Jenkins
Chairman

- 2. Approve the minutes from the August 16, 2023 Regular Board Meeting and the September 20, 2023 Board Workshop**
- 3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program**
- 4. Approve a contract with Dan Williams Company for metal beam guard fence replacement on the 183A Toll facility**



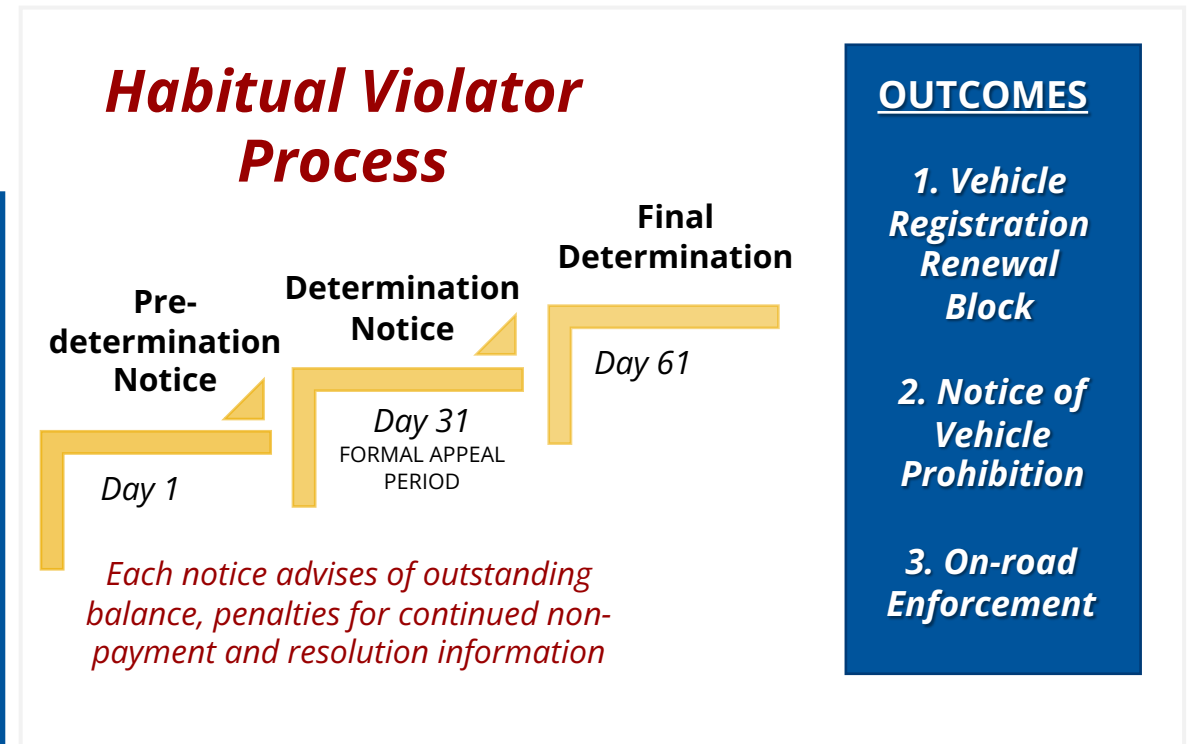
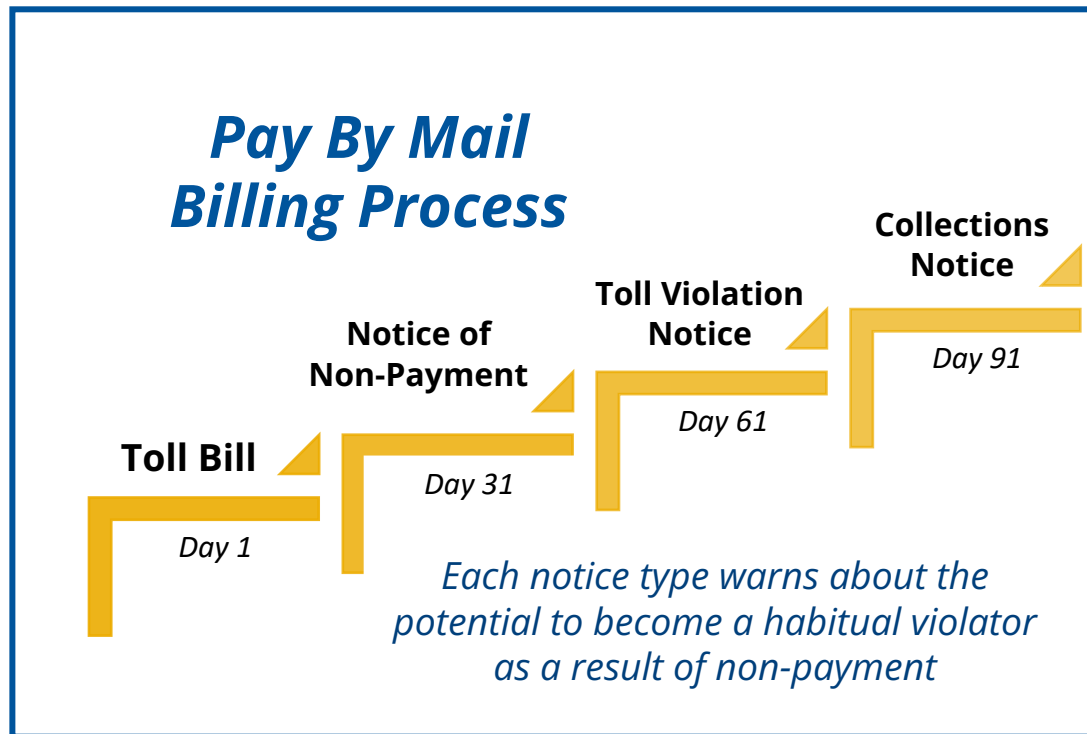
CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

CONSENT AGENDA ITEM #3

Tracie Brown
Director of Operations

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

Escalating Communications



Mobility Authority Policy Codes



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.***

HV Prohibited Vehicle Action Summary

August 2023



- **Approve a *Vehicle Prohibition Order* for the identified habitual violator customers**
 - » Number of prohibited vehicles: 1,641
 - » Total number of related unpaid tolls: 1,626,014
 - Average number of outstanding tolls per vehicle: 991
 - Average unpaid balance: \$2,451.35
- **Next Steps**
 - » Customers will receive *Prohibition Order* by mail
 - » Customers found to be in violation of the prohibition are subject to a warning, a citation with up to \$500 fine and / or vehicle impoundment by local law enforcement



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

CONSENT AGENDA ITEM #4

Mike Sexton
Acting Director of Engineering

Approve a contract with Dan Williams Company for metal beam guard fence replacement on the 183A Toll facility

183A Metal Beam Guard Fence Replacement



- **Project Description:** Metal Beam Guard Fence Replacement
- **Limits:** 183A from Brushy Creek to Hero Way
- **Total Project Cost:** \$1.6M
- **Construction Cost:** \$1,410,777.05

This resolution allows for the award and execution of a construction contract.



183A Metal Beam Guard Fence Replacement



2 Responsive and Responsible Bids Received

Contractor	Bid Price
Dan Williams Company	\$1,410,777.05
American Infrastructure Maintenance Management	\$1,620,405.50

Engineer's Estimate: \$1,543,188.60

Recommendation



- Staff recommends that the Board award the contract for construction of the 183A Metal Beam Guard Fence Replacement to Dan Williams Company and authorize the Executive Director to execute a contract with Dan Williams Company in an amount not to exceed \$1,410,777.05 for construction of the 183A Metal Beam Guard Fence Replacement.



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

REGULAR ITEMS

COLLABORATION

INNOVATION

SERVICE

SAFETY

STEWARDSHIP



AGENDA

ITEM #5

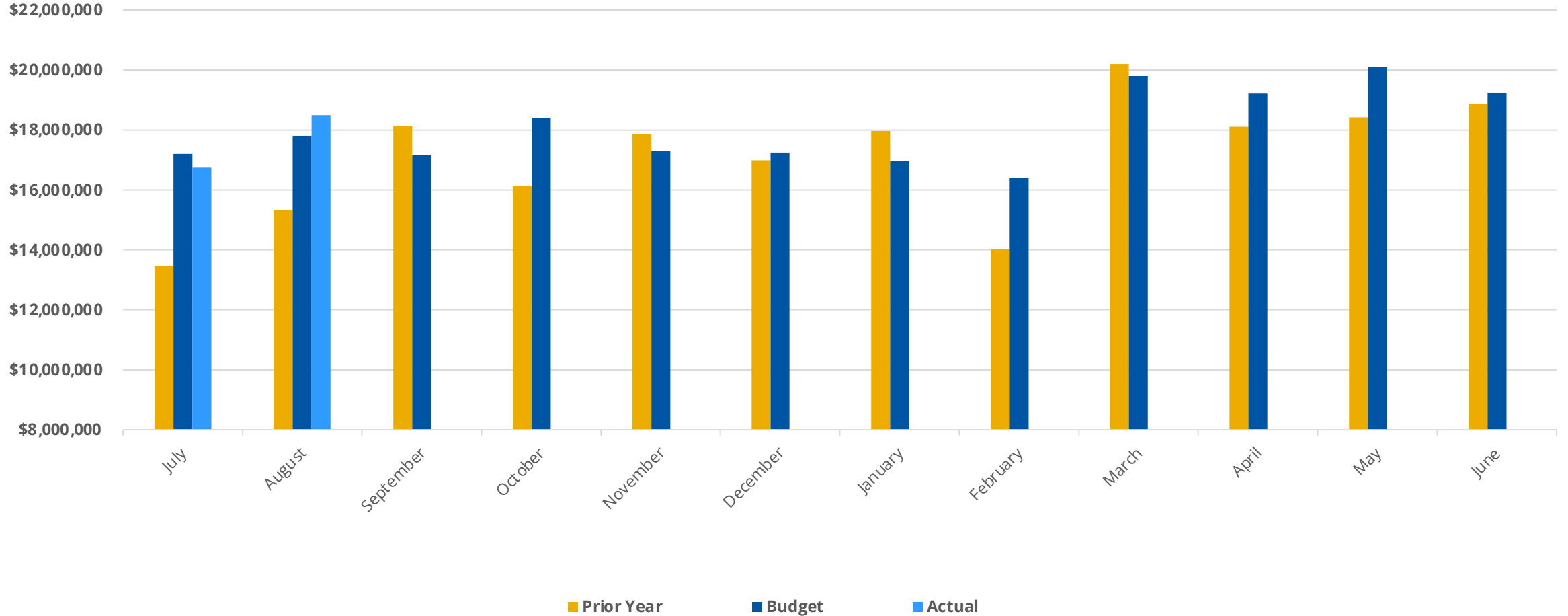
José Hernández
Chief Financial Officer

Accept the unaudited financial statements for July 2023

Fiscal Year 2023 System Toll Revenues



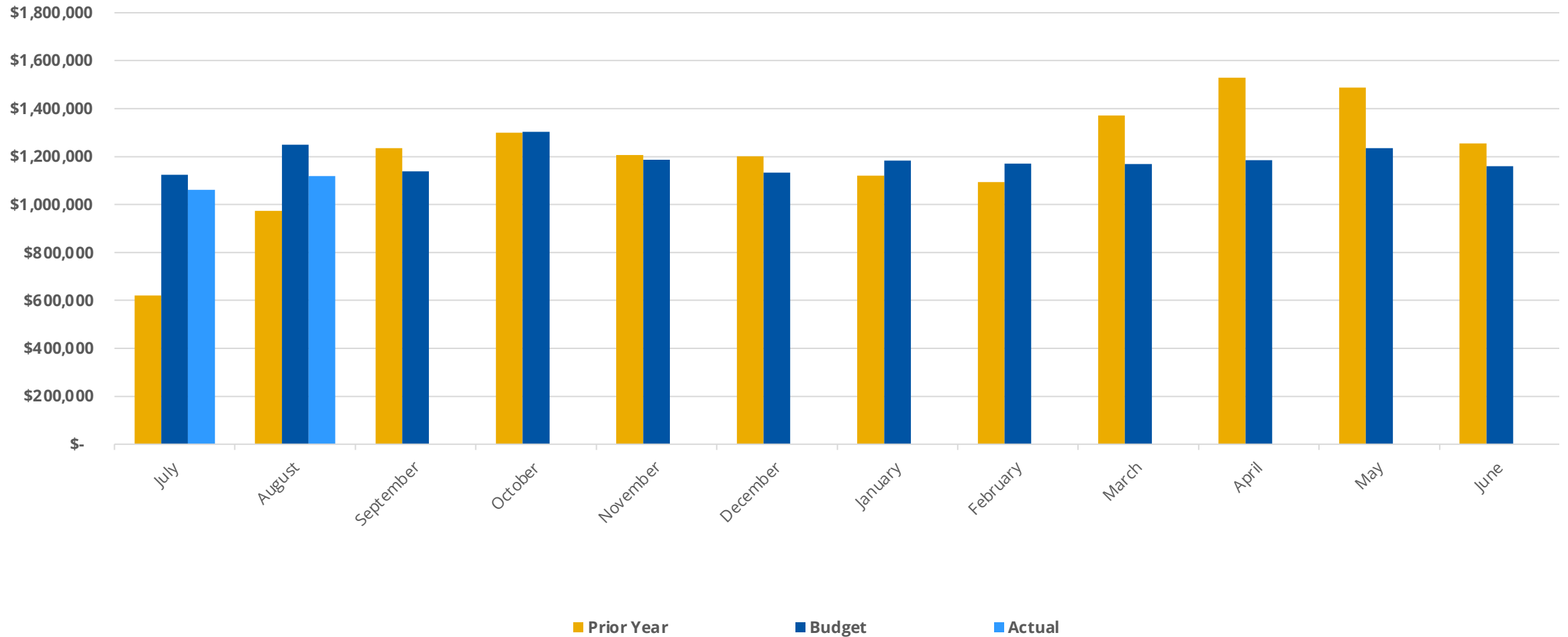
FY 2024 System Toll Revenues



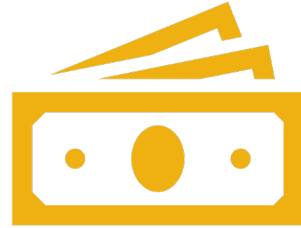
Fiscal 2023 MoPac Toll Revenues



FY 2024 MoPac Toll Revenues



Fiscal 2023 YTD Performance — All Funds



Revenues

System toll revenues

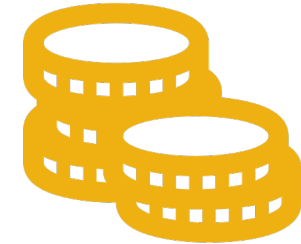
- Within range of budgeted amounts (+/- \$500K) - July below; August above
- Both months exceeded prior year period results - \$3MM higher each month

MoPac revenues

- Both months slightly below budgeted forecast - \$1.1MM actual vs. \$1.2MM budgeted
- Results higher than same periods last year – July 2024 was \$400K higher

Interest earnings well above forecast – additional securities purchased

Interoperable Florida tag revenue – received \$125K for August



Expenses

Debt service payments made July 1st

- System - \$30.8MM interest payment
- MoPac - \$1.3MM (\$925K principal; \$394.8K interest)

No substantive trends or anomalies year-to-date



AGENDA

ITEM #6

José Hernández
Chief Financial Officer

**Discuss and take appropriate
action regarding a cost-of-living
adjustment for Mobility Authority
retirees**



AGENDA ITEM #7

Greg Mack
Director of IT

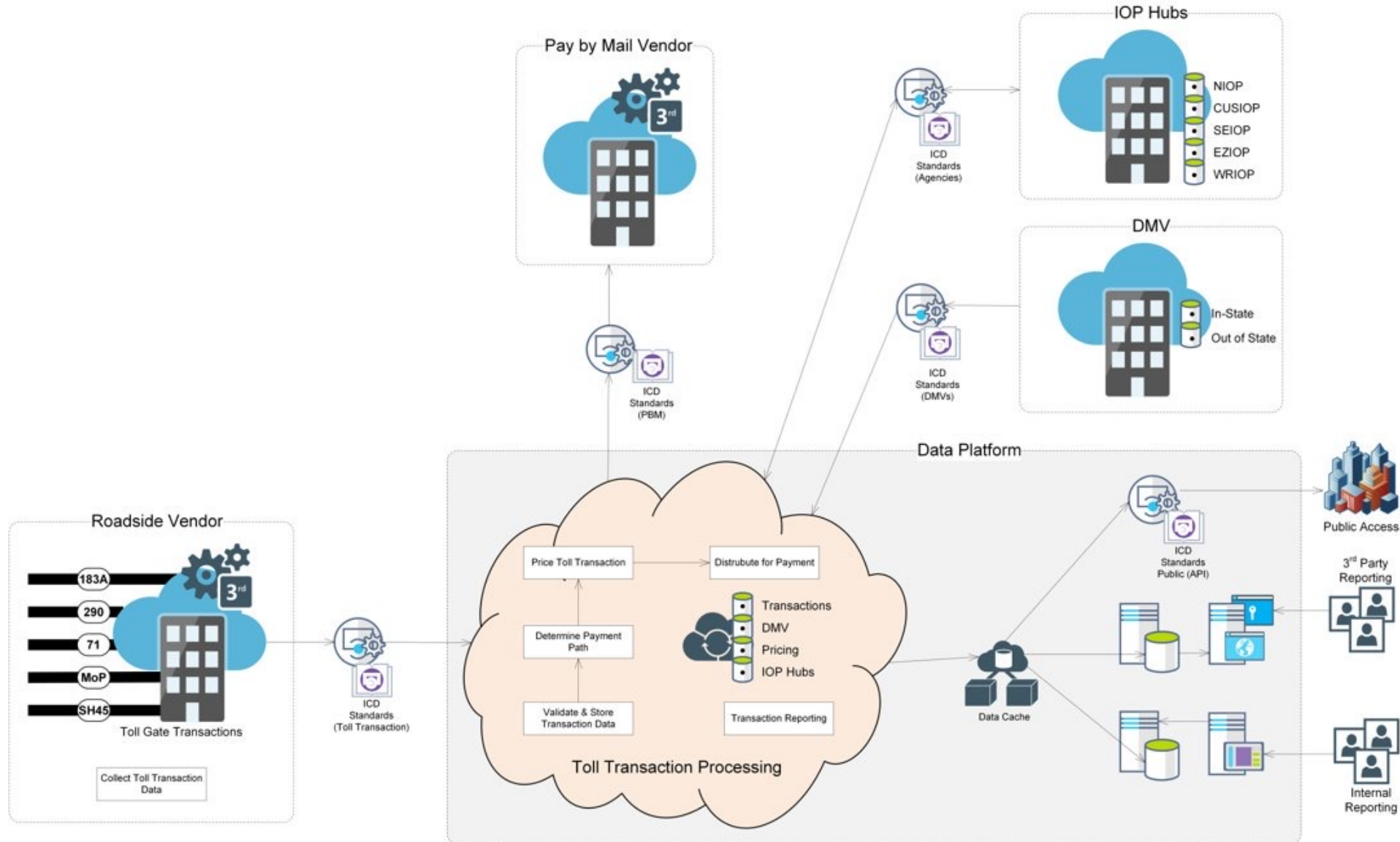
Discuss and consider approving a contract with Deloitte Consulting, LLP for toll operations and maintenance services related to the Mobility Authority's Data Platform System

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
- Today's action relates to the operations and maintenance of the DPS once in operations

Tolling Conceptual Architecture



Data Platform Go Live



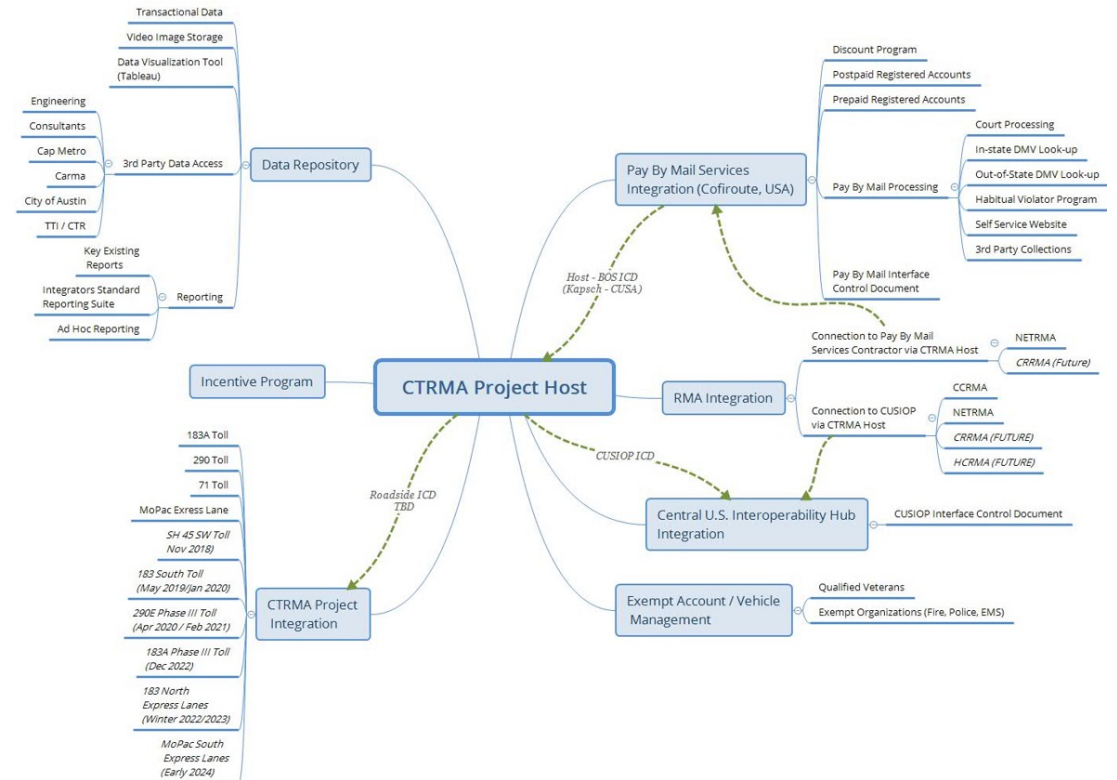
- Parallel Operations from Jan 31 – July 30
 - » Over 100 million transactions processed
 - » Over 250 million images processed
 - » End to end testing and reconciliation
- Data Platform Go Live – August 1st
- All interfaces are active
- Financial reconciliation completed by end of month

Data Platform Team



Many thanks to our partners

- Deloitte
- Atkins
- Google
- Fagan
- HTC
- Lafuentico Consulting
- CTRMA staff



Deloitte Consulting Response Summary



- Under the Texas Department of Information Resources contract with Deloitte Consulting, staff obtained a proposal to perform the services outlined in the SOW
- The following summarizes Deloitte's response:
 - » **Contract term is for 12 months**
 - » **Services expected to begin in October 2023 through September 2024**
 - » **Contract allows for optional 10 one-year extensions**
 - » **Proposed fee is \$2,100,000, payable in monthly amounts of \$175,000**
 - » **10% contingency**

Operations and Maintenance (O&M) Statement of Work (SOW)



- The O&M SOW outlines the suite of services necessary to support and maintain the successful daily availability, capacity, and functionality of the DPS architecture
- The SOW also defines the services, performance level, required capabilities and estimated hours for each area

Recommendation



- **Staff recommends the Board approve an agreement with Deloitte Consulting, LLP for toll operations and maintenance services related to the Mobility Authority's DPS**
 - » Not to Exceed Amount \$2,320,000 includes a 10% contingency
 - » Term: 12 months from October 1, 2023 to September 30, 2024



AGENDA

ITEM #8

Greg Mack
Director of IT

Approve the annual cybersecurity training compliance report for submittal to the Texas Department of Information Resources as required by Texas Government Code §2054.5191

Cybersecurity State Requirement



CYBERSECURITY TRAINING CERTIFICATION FOR STATE AND LOCAL GOVERNMENTS

- In accordance with Section 2054.5191, Government Code, the governing body of a local government, shall:
 - verify and report on the completion of a cybersecurity training program by employees of the local government, and
 - require periodic audits to ensure compliance with this section.

Cybersecurity Training



- Texas Government Code states that a cybersecurity training program must:
 - Focus on forming information security habits and procedures that protect information resources; and
 - Teach best practices for detecting, assessing, reporting, and addressing information security threats.
- CTRMA currently uses KnowBe4 training program to facilitate this certified training

Compliance Reporting



Texas DIR compliance:

- Agency is in compliance with the employee security awareness training requirements of Section 2054.519, Texas Government Code and the contractor security awareness training requirements of Section 2054.5192, Texas Government Code.

and

- My organization is in compliance with the internal review requirements of Section 2054.5191, Texas Government Code; and
- I am authorized by my organization to submit this certification.

Cybersecurity Training Completion



Texas Cybersecurity Awareness Training from KnowBe4

User Progress

100% Completed



Report Type

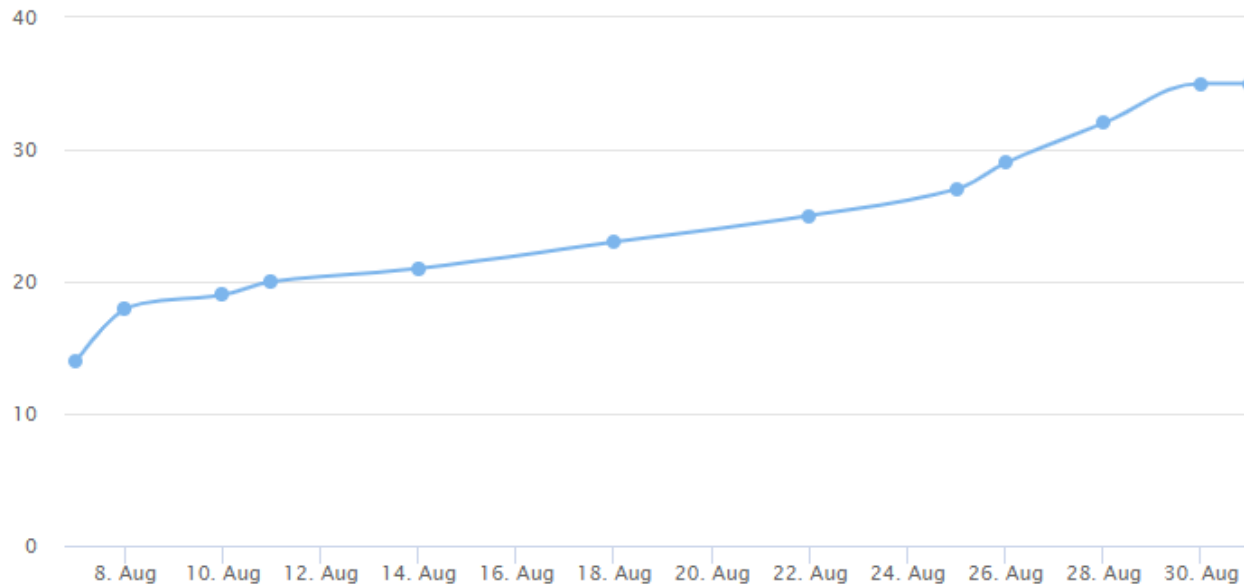
Display by Complete Assignments

User Status

All Users

User Activity

Number of Users who have completed their assignments



Status

Completed

Start Date

08/07/2023, 10:00 AM

End Date

09/01/2023, 12:59 AM

Users

35

Auto-Enroll

Yes

Scheduled Notifications

- Remind Users 7 days after enrollment and every 7 days thereafter
- Send welcome notification to Users on enrollment

Recommendation



- Staff recommends:
 - » The Executive Director, Chief Financial Officer, and the Director of IT been given authority to report on Cybersecurity training certification and compliance
 - » Compliance reporting will be done annually after training is completed by August 31st



AGENDA ITEM #9

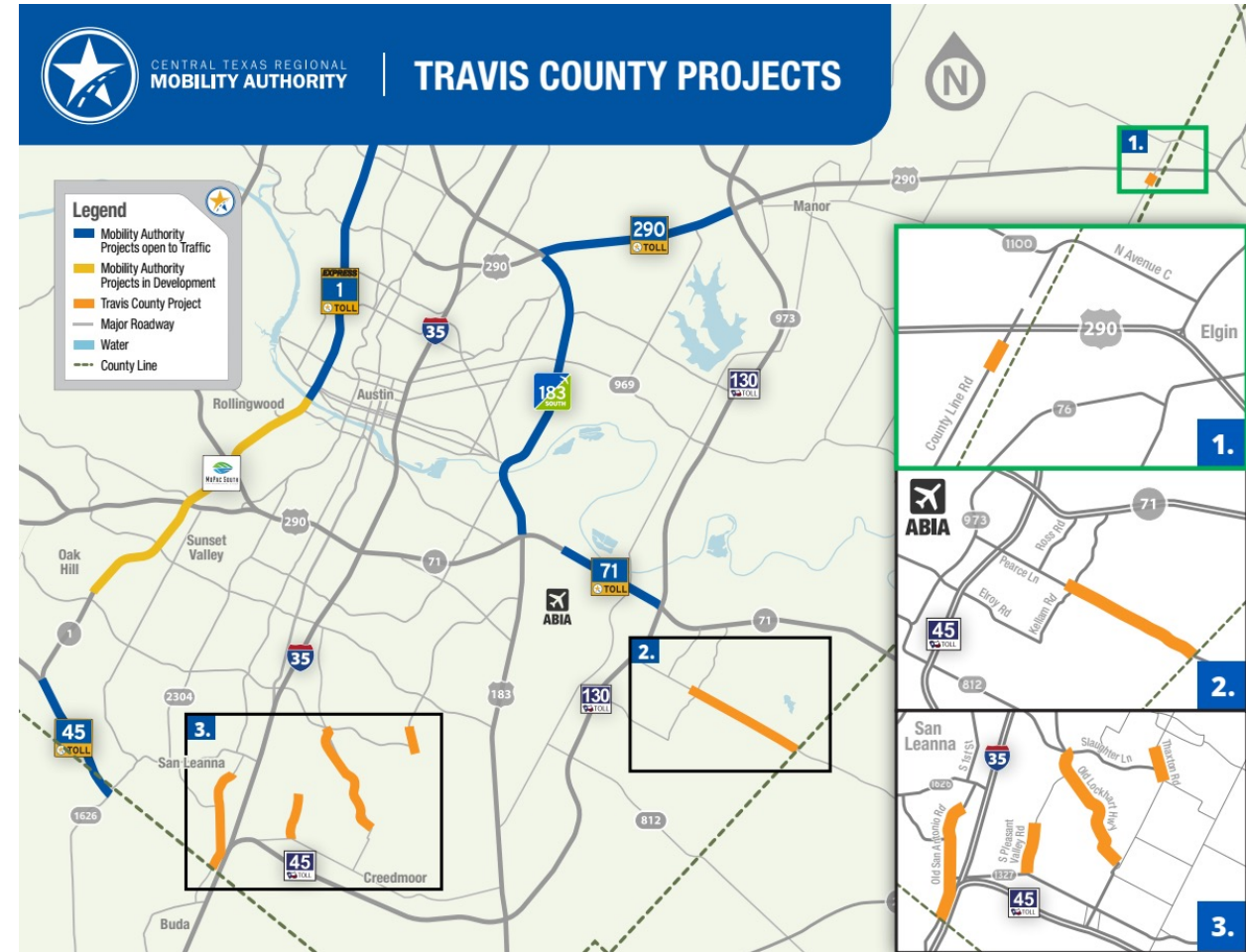
Mike Sexton
Acting Director of Engineering

Discuss and consider approving a contract with Dan Williams Company for construction of the County Line Road Project funded by Travis County

Travis County ILAs and Partnership



- **Historic Partnership:**
 - » CTRMA assists Travis County to Design and Construct County Bond-funded projects
- **Travis County ILA's:**
 - » 11/15/13 – Kellam Road (Maha Lp.)
 - » 4/3/18 – Elroy Road & Ross Road
 - » 9/26/19 – Six Additional Projects
 - County Line Road
 - Old San Antonio Road
 - Old Lockhart Road
 - Pearce Lane
 - South Pleasant Valley
 - Thaxton Road

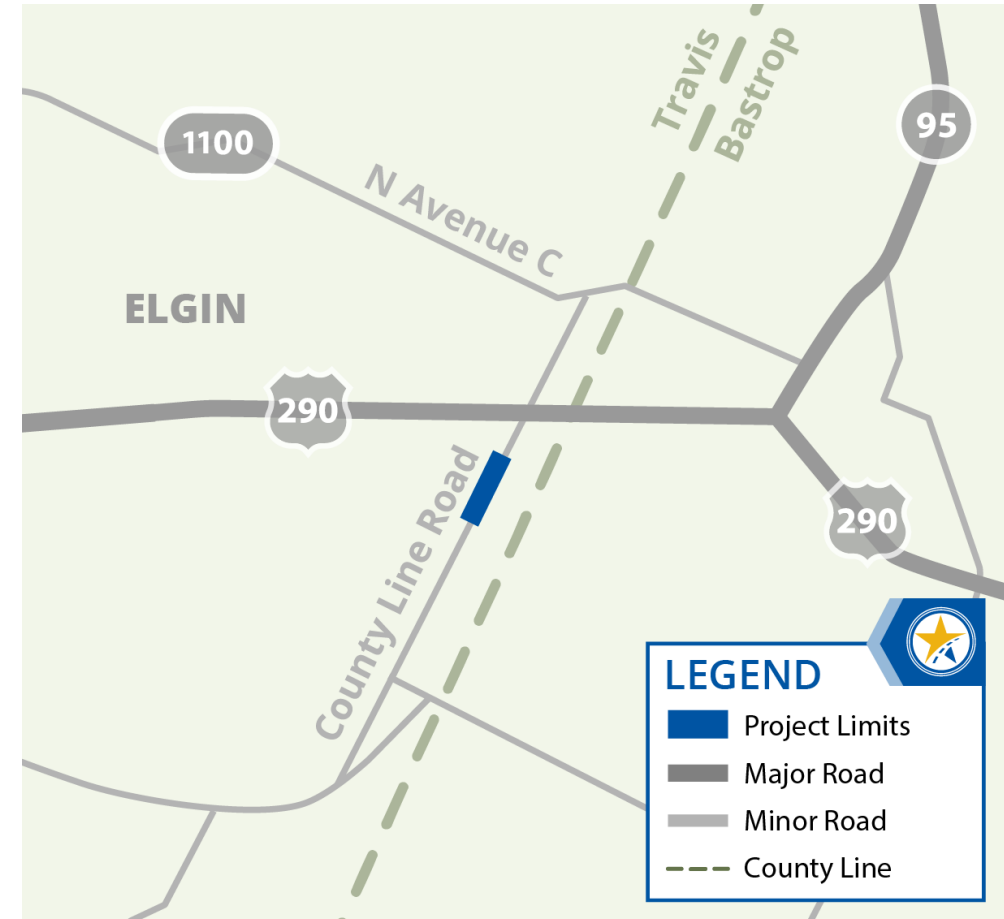


- **Completed Projects: Kellam Road and Elroy Road**

County Line Road Construction Project



- **Project Description:** Culvert replacement at Elm Creek and asphalt paving
- **Location:** South of US 290 at Elm Creek crossing
- **Total Project Funding:** \$7.09M
- **Construction Cost:** \$3,090,699.75
- Project is wholly funded by Travis County's Bond Program through an executed Interlocal Agreement with the Authority



County Line Road Construction Project



3 Responsive and Responsible Bids Received

Contractor	Bid Price
Dan Williams Company	\$3,090,699.75
Chasco Constructors	\$3,284,488.00
Capital Excavation Company	\$3,587,314.10

Engineer's Estimate: \$3,570,653.90

Recommendation



- Staff recommends that the Board award the contract for construction of the County Line Road Project to Dan Williams Company and authorize the Executive Director to execute a contract with Dan Williams Company in an amount not to exceed \$3,090,699.75 for construction of the County Line Road Project.



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

EXECUTIVE DIRECTOR REPORT

COLLABORATION



INNOVATION



SERVICE



SAFETY



STEWARDSHIP



AGENDA ITEM #10A

James Bass
Executive Director

Executive Director Report

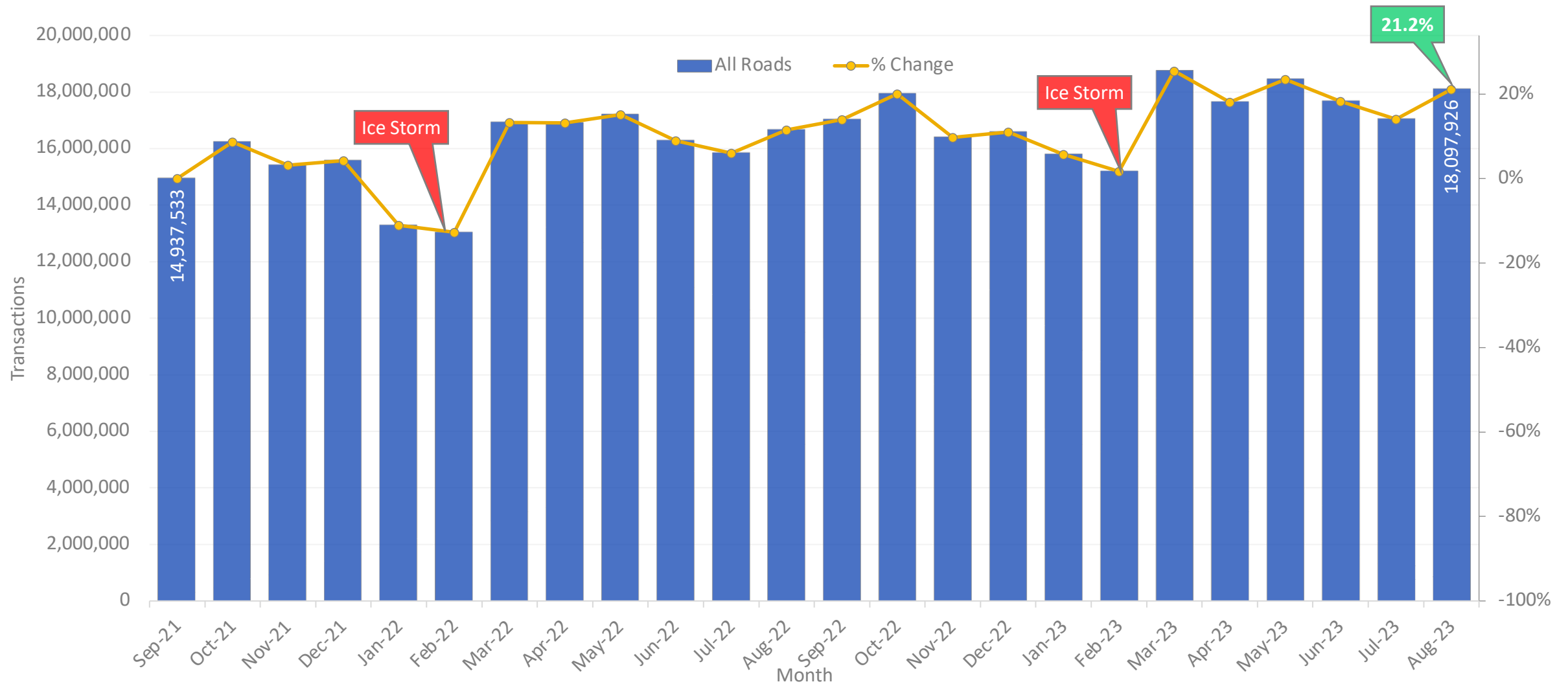
- A. Agency performance metrics
 - I. Roadway performance
 - II. Call center performance

Monthly Transaction Trend

(All Roads)

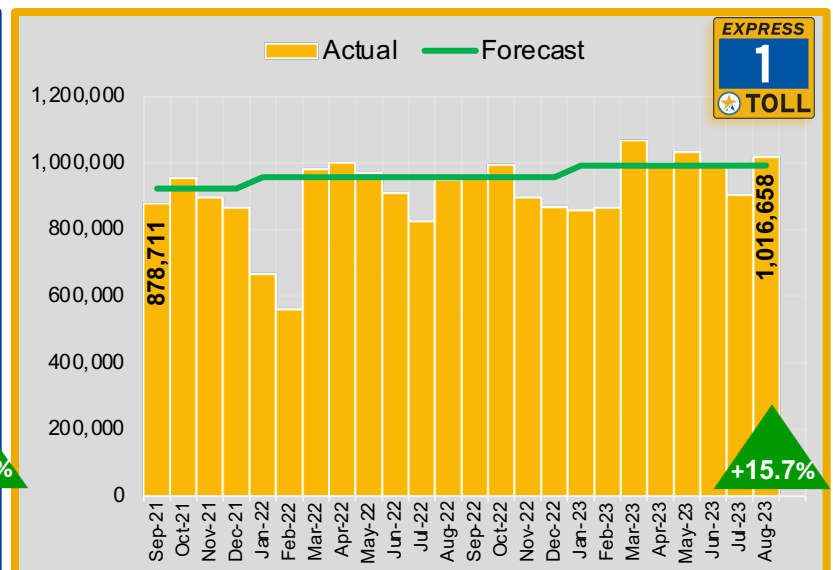
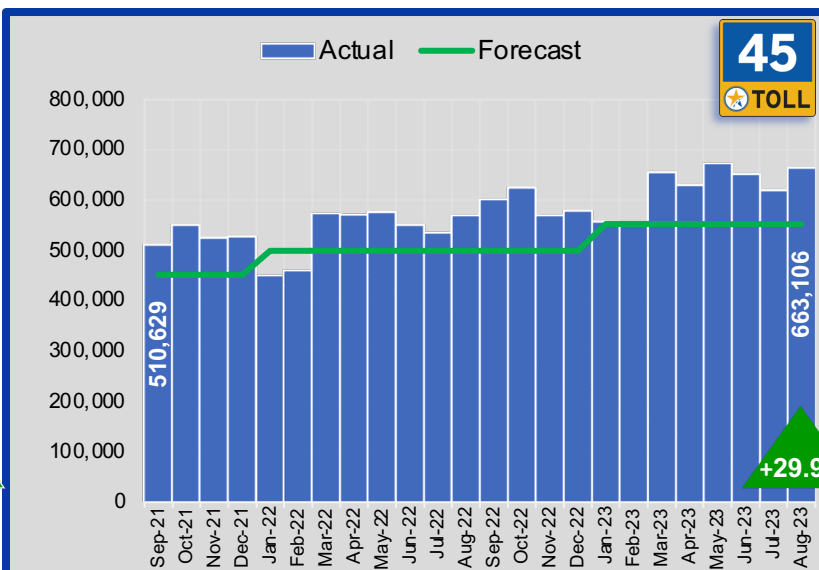
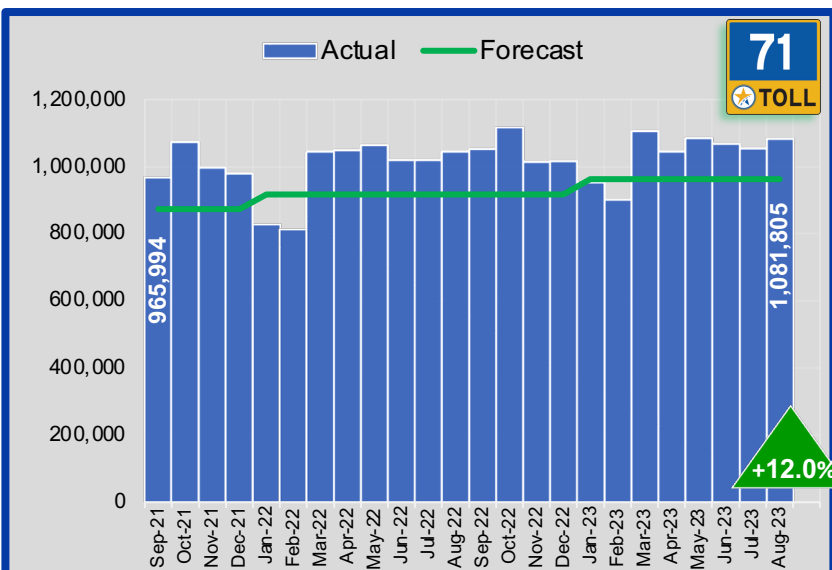
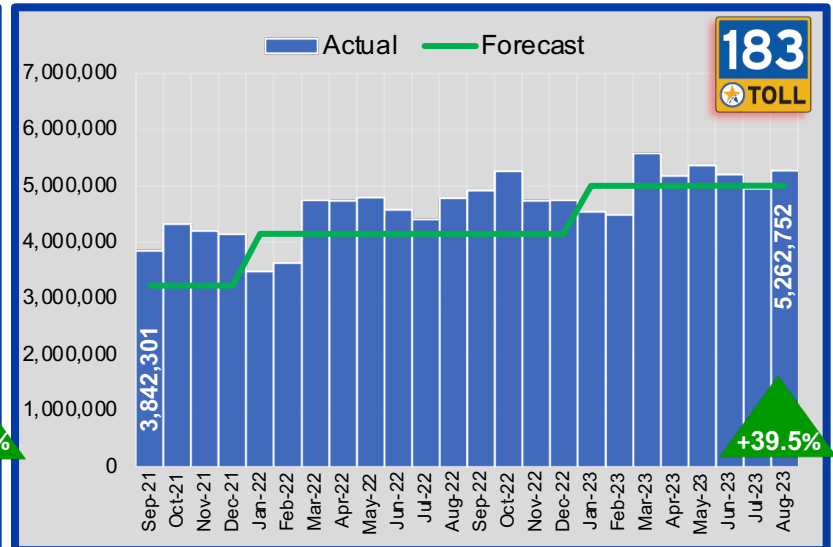
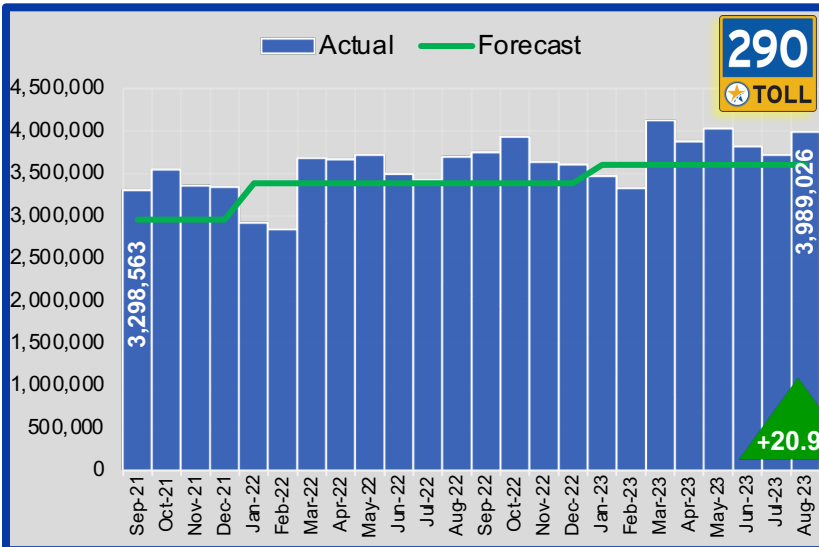
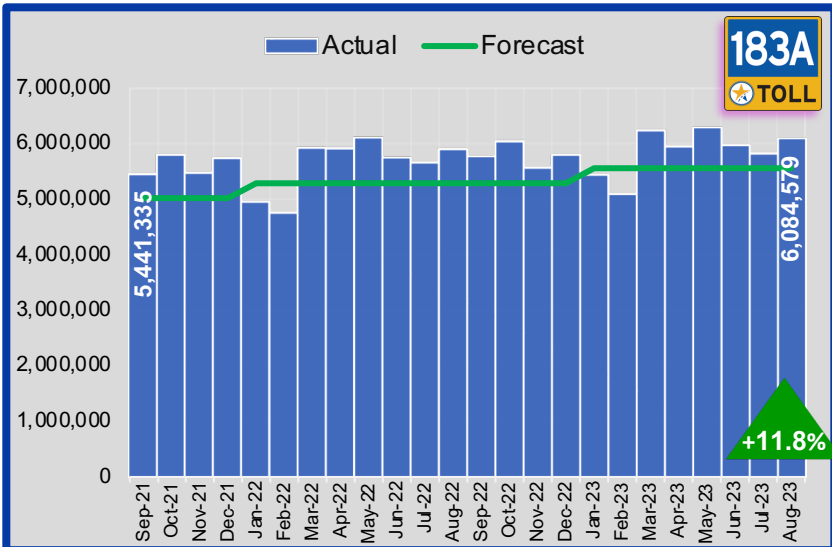


Percent Change (Over Last 24 Months)



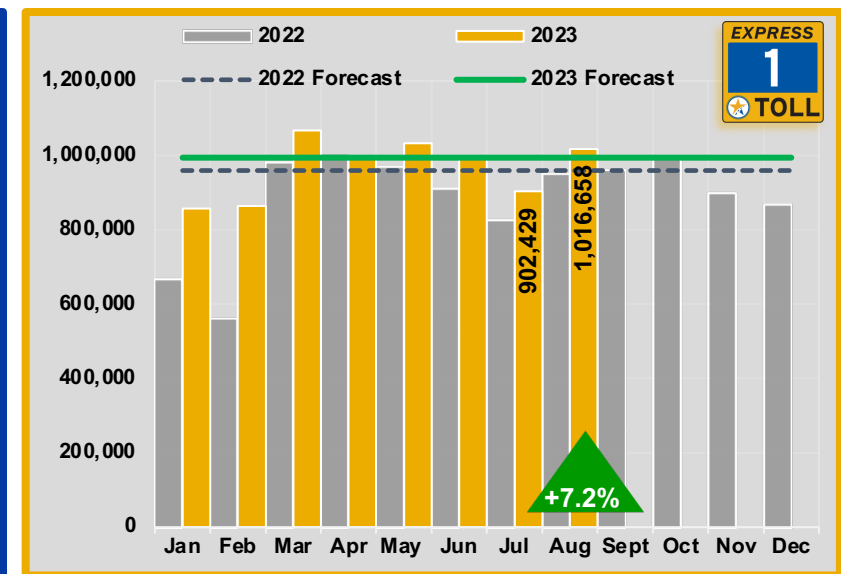
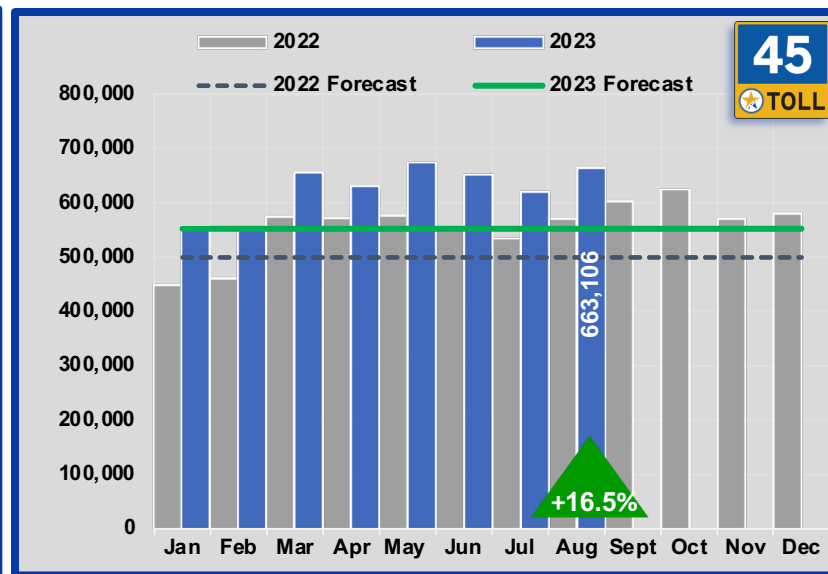
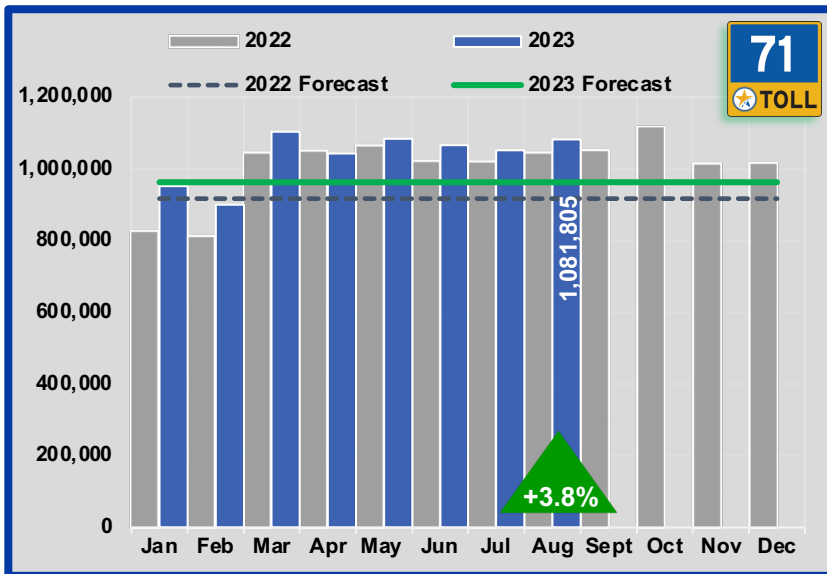
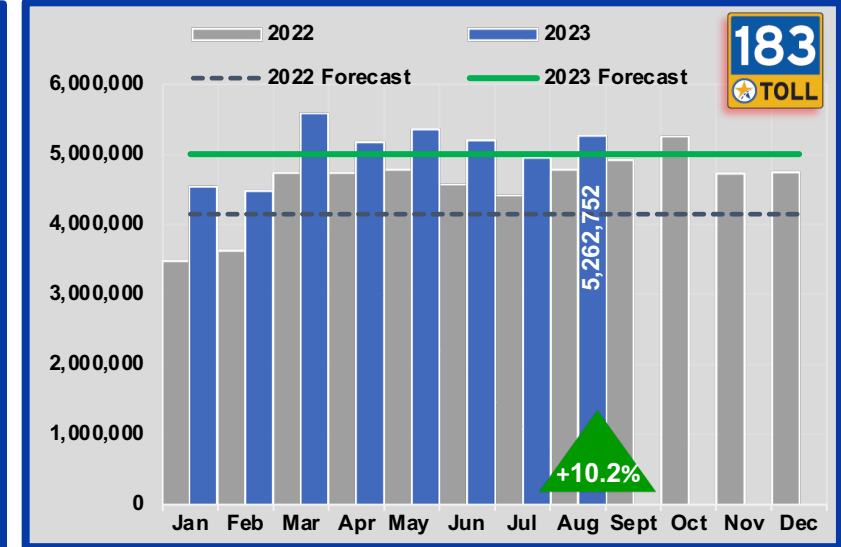
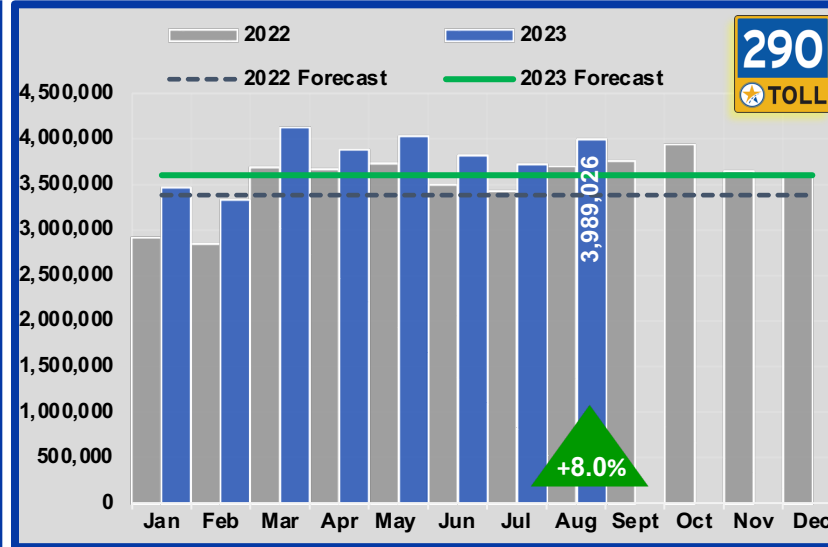
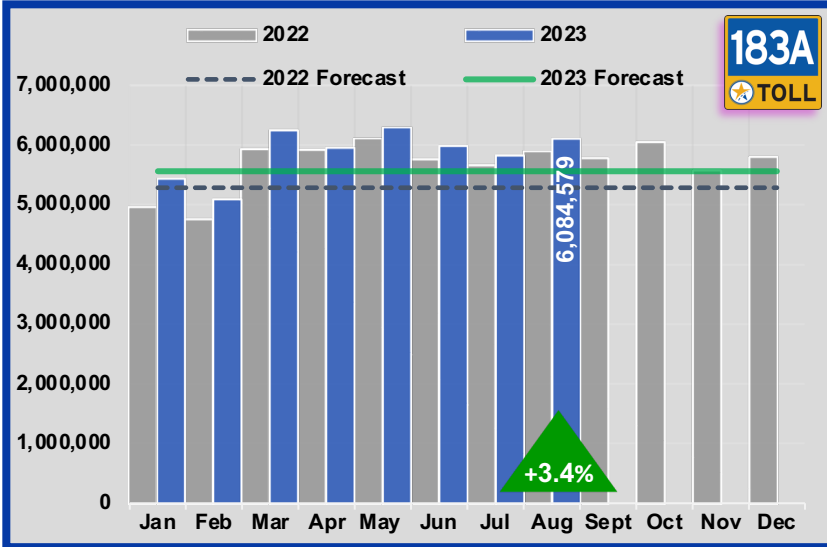
Monthly Transaction Trend by Roadway

(Percent Change Over Last 24 Months)



Monthly Transaction Trend by Roadway

(Percent Change Over August 2022)

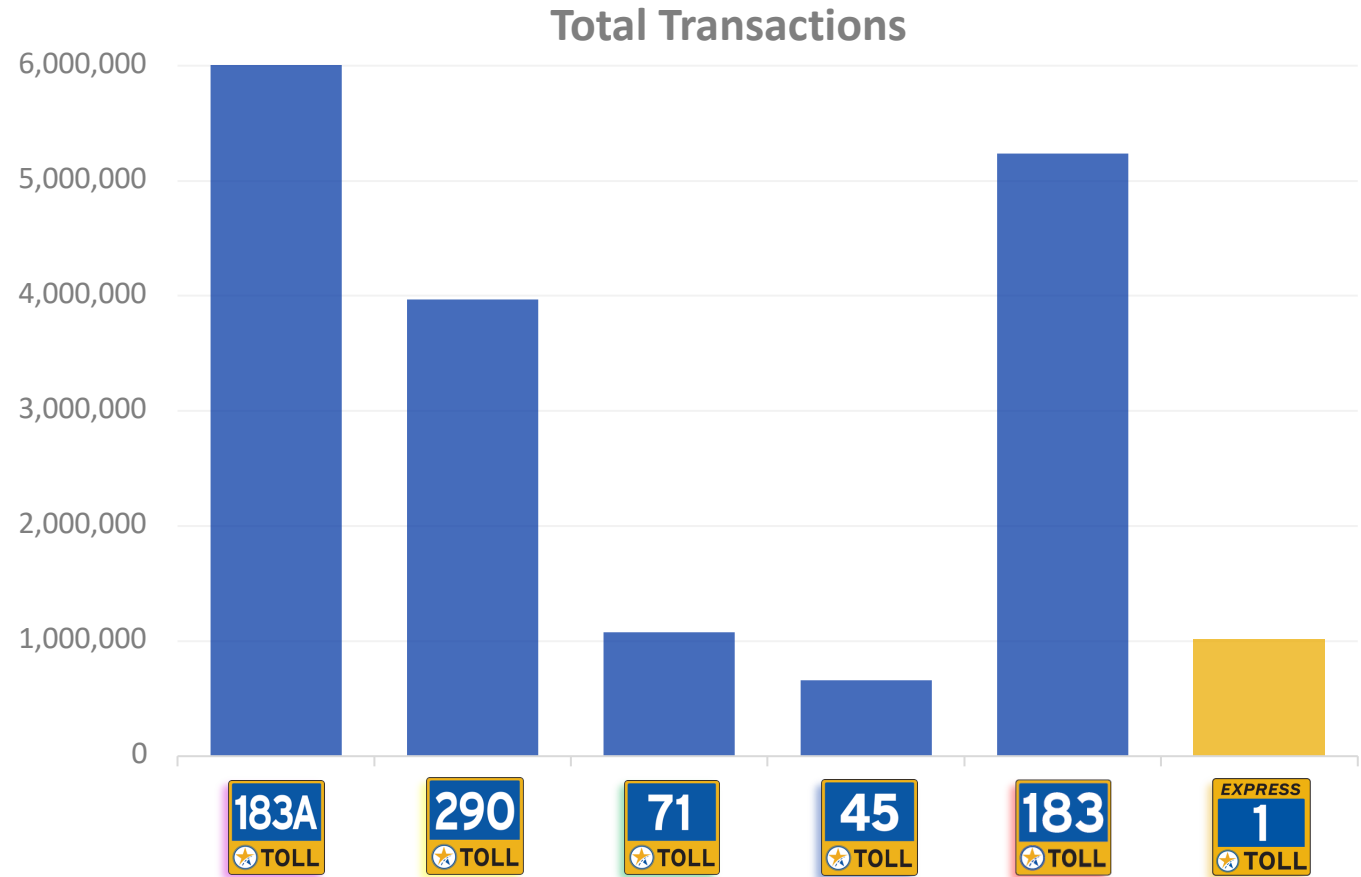


Transactions and Pre-Paid Penetration

August 2023



Roadway	Total Pre-paid Penetration %
183A Toll	63.43%
290 Toll	54.63%
71 Toll	56.50%
45SW Toll	64.27%
183S Toll	53.16%
MoPac	64.56%
ALL	58.08%





AGENDA ITEM #10A

James Bass
Executive Director

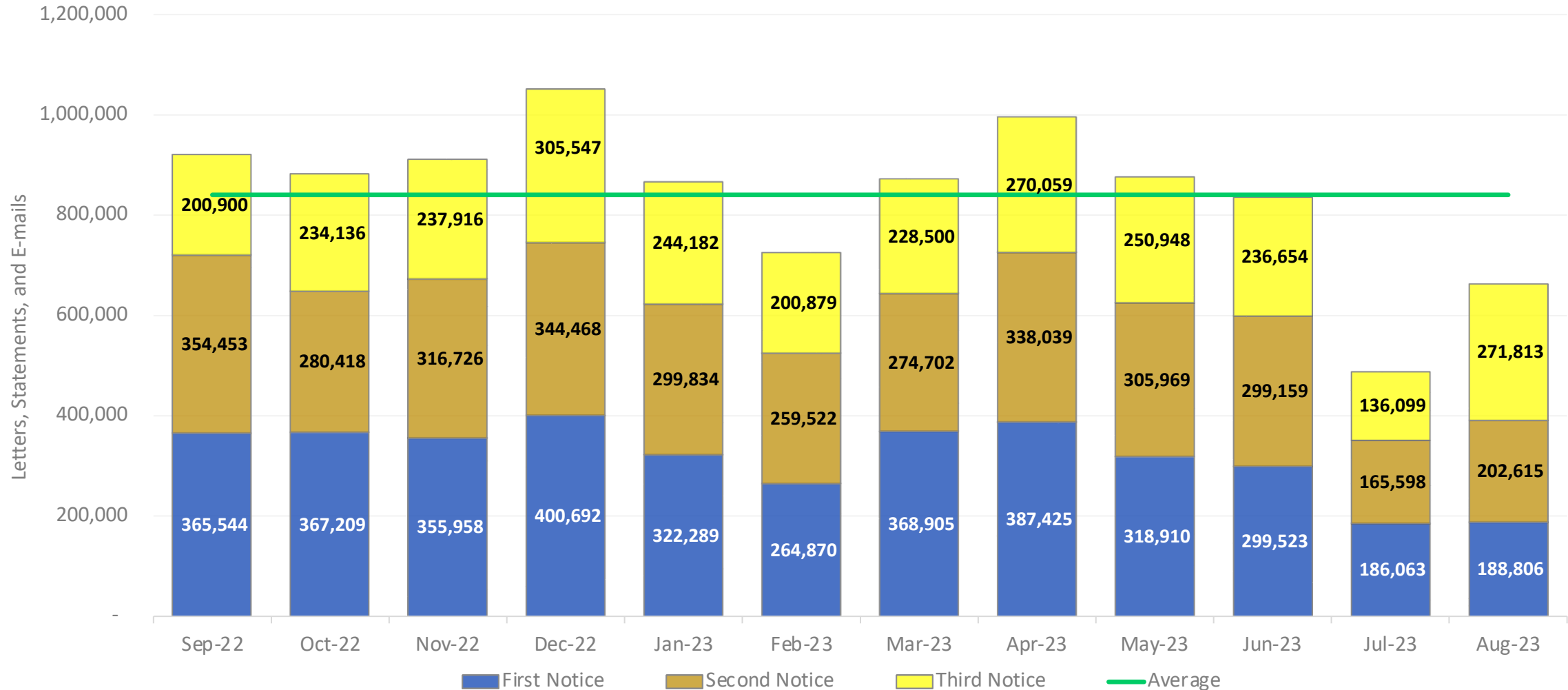
Executive Director Report

- A. Agency performance metrics
 - I. Roadway performance
 - II. Call center performance

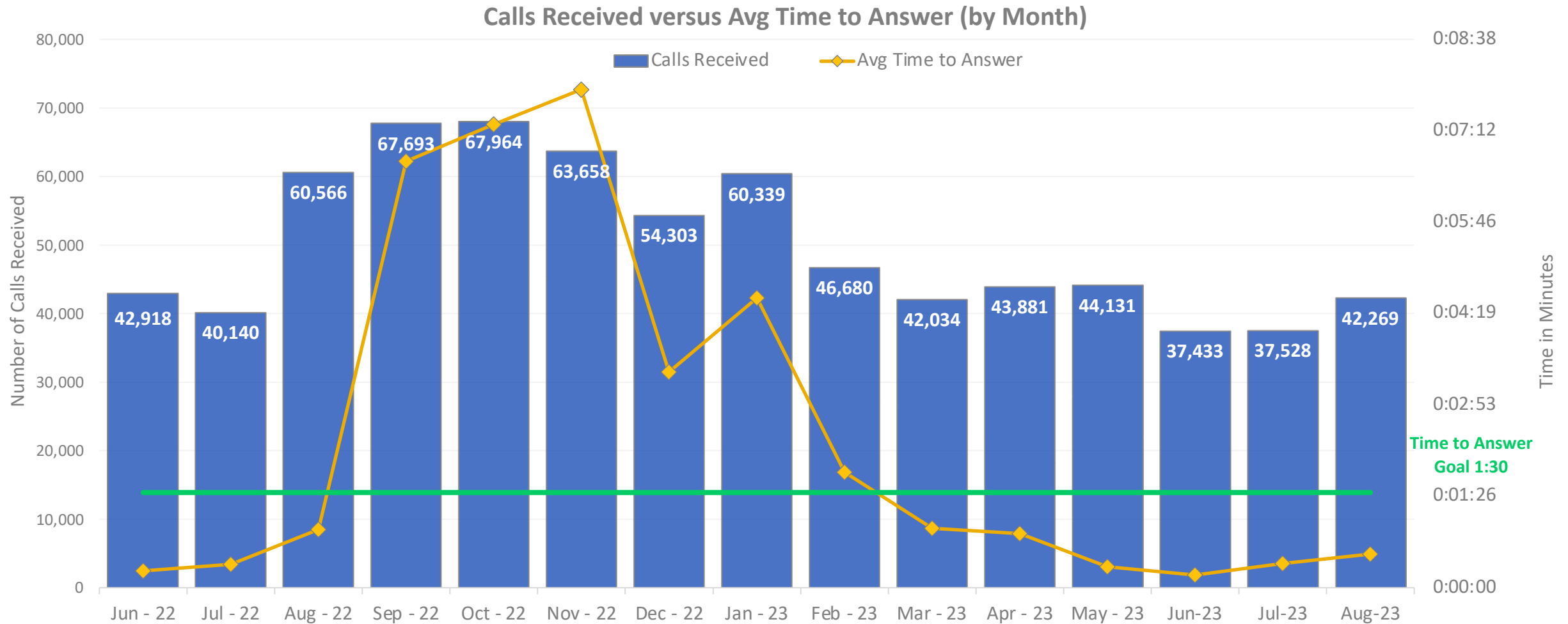
CTRMA Invoicing Trends (Past Year)



Monthly Invoicing



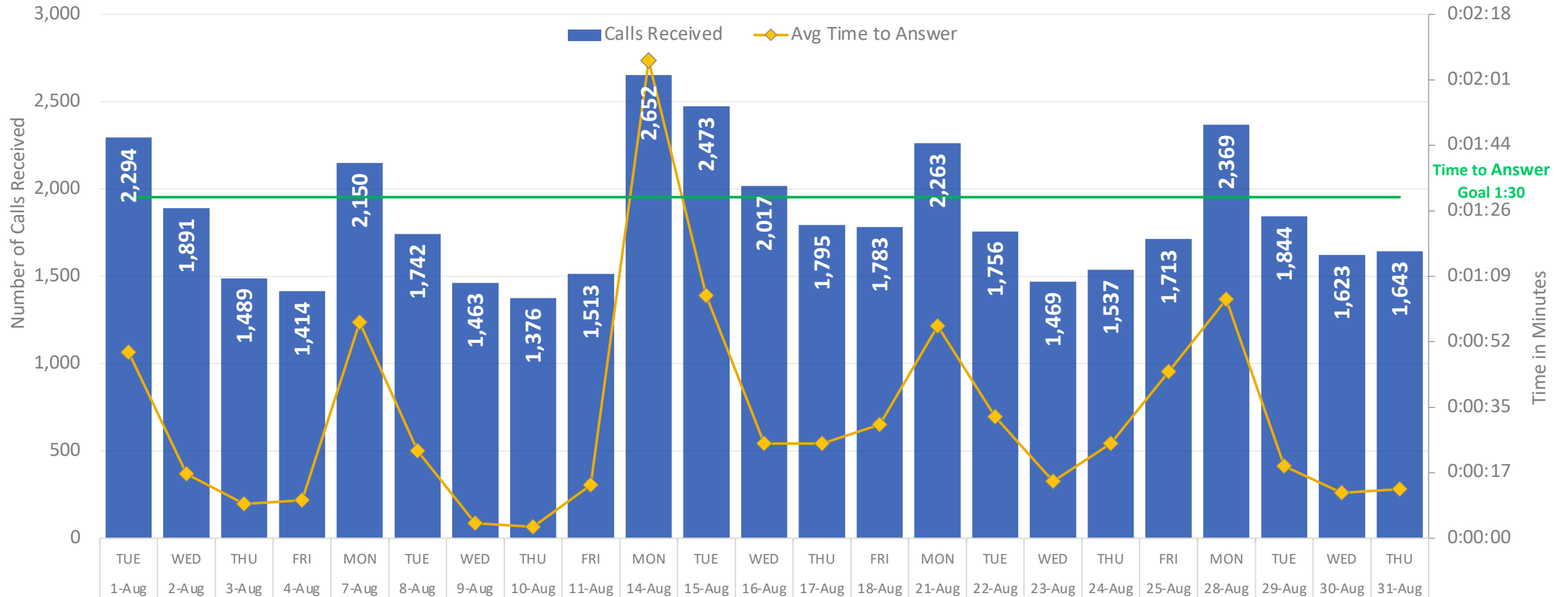
Call Center Performance (Past Year)



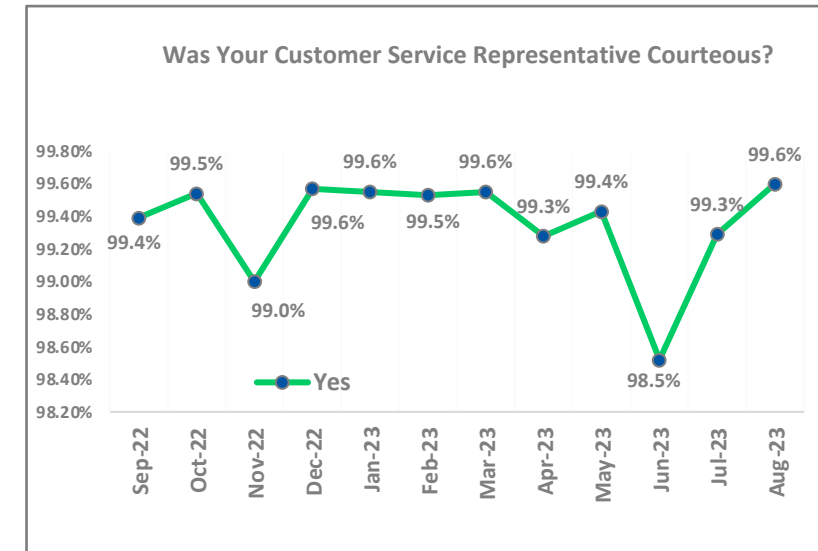
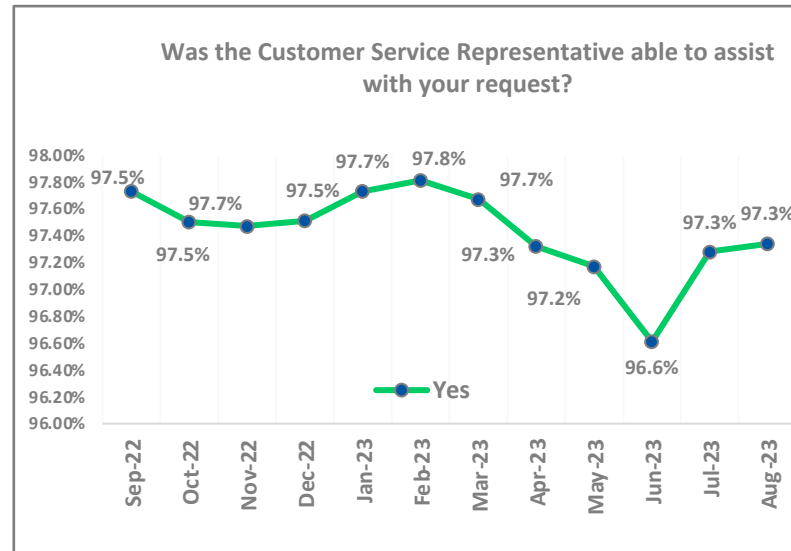
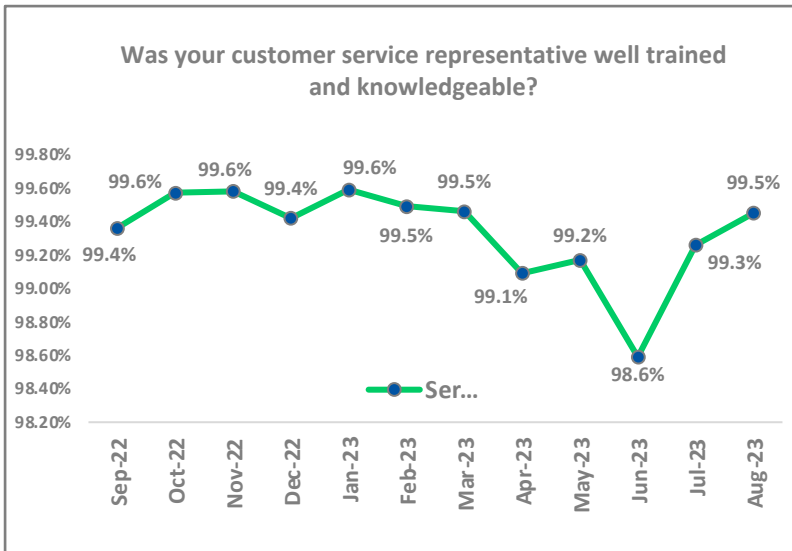
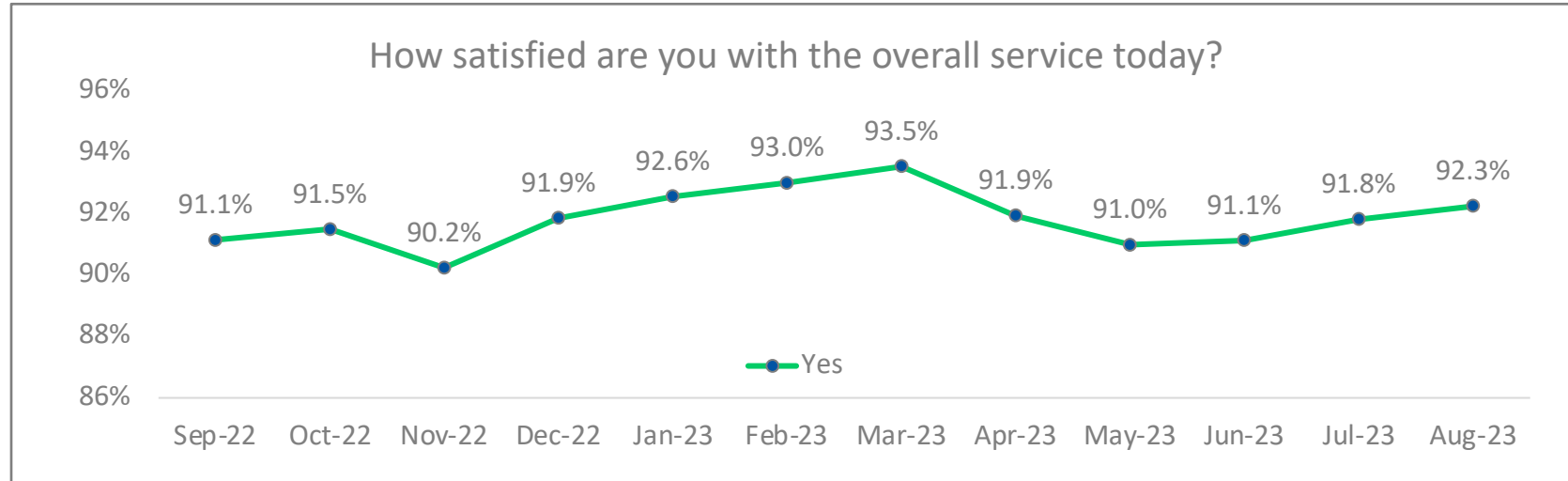
Call Center Performance (August 2023)



Calls Received versus Avg Time to Answer (by Day)



Call Center Customer Satisfaction



Total Number of August 2023 Responses = 7,934 (18.5%)

Post call survey of customers.



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

EXECUTIVE SESSION



EXECUTIVE SESSION

ITEMS #11-114

11. 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).
12. 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).
13. 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).
14. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

REGULAR MEETING OF THE

BOARD OF DIRECTORS

ADJOURN MEETING #15

September 27, 2023