



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

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

**February 28, 2024**



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA ITEM #1**

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Bobby Jenkins  
Chairman

## **Welcome and opportunity for public comment**

# **CONSENT AGENDA ITEMS #2-5**

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Bobby Jenkins  
Chairman



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

- 2. Approve the minutes from the January 31, 2024 Regular Board Meeting**
- 3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program**
- 4. Approve an agreement with Lone Star Paving Company for mill and overlay work on the 45SW Maintenance Project**
- 5. Approve Amendment No. 3 to the First Amended and Restated Maintenance Services Contract for the Central Texas Regional Mobility Authority Toll Collection System with Kapsch TrafficCom USA, Inc. to remove intelligent transportation system services from the agreement**



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**MOBILITY AUTHORITY**

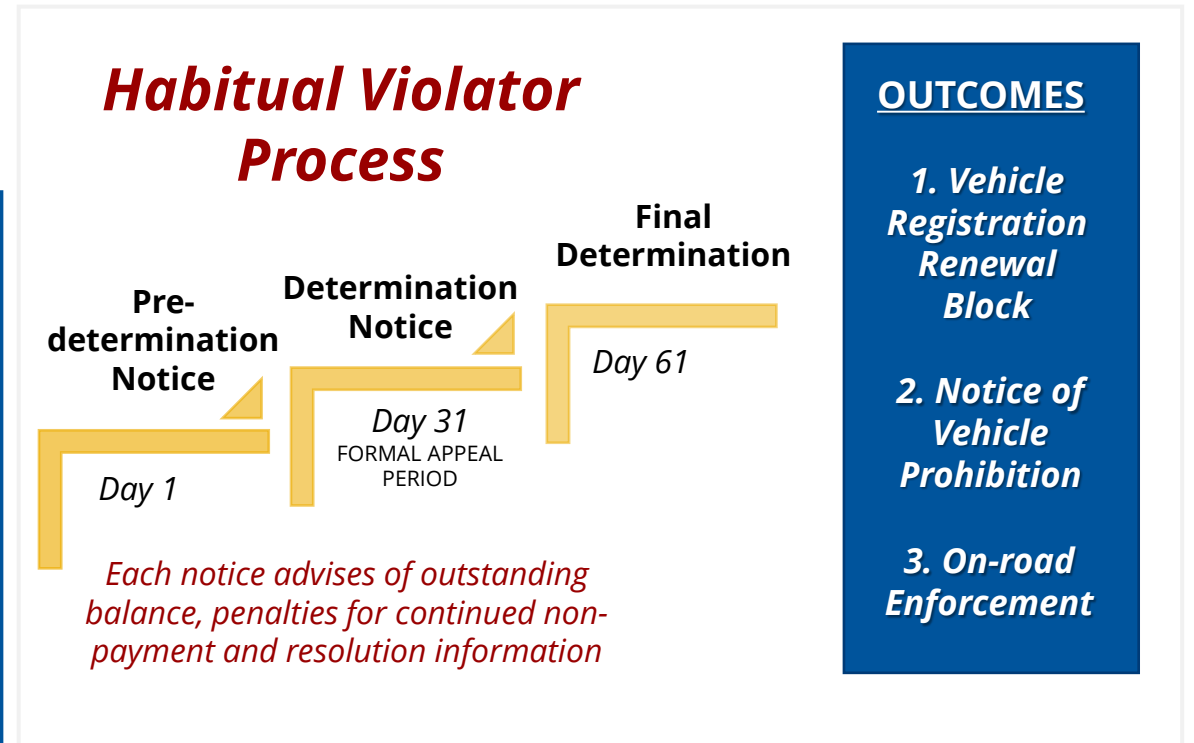
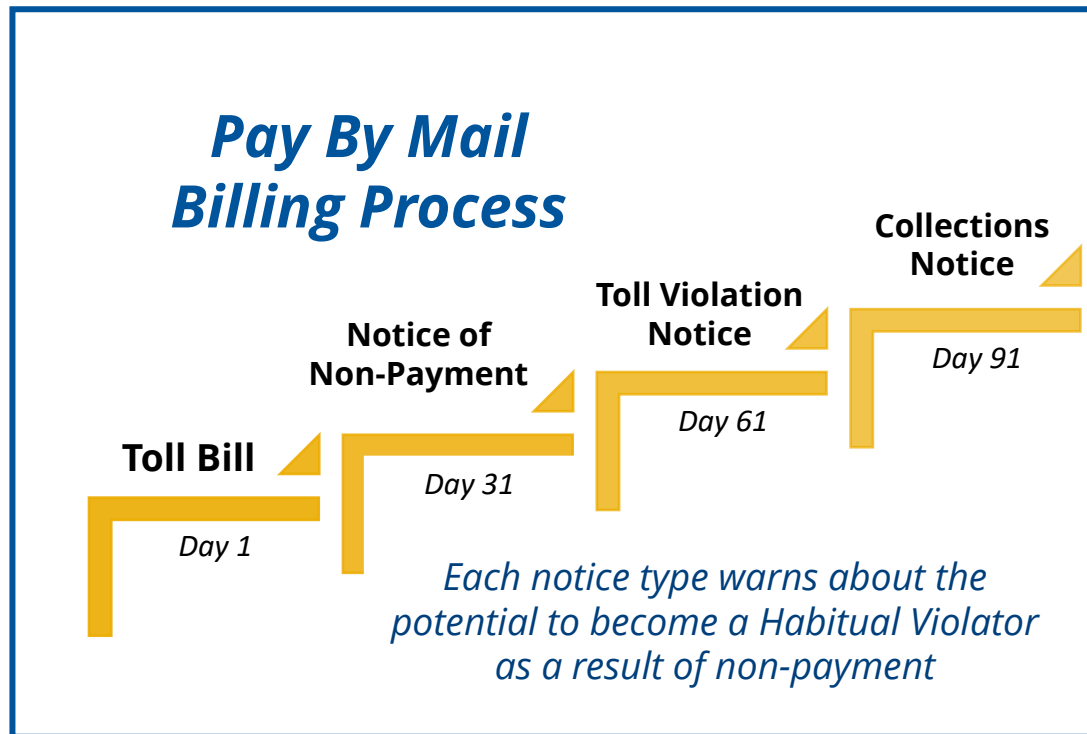
# **CONSENT AGENDA ITEM #3**

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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

## February 2024



- **Approve a *Vehicle Prohibition Order* for the identified Habitual Violator customers**
  - » Number of prohibited vehicles: 6,528
  - » Total number of related unpaid tolls: 2,826,458
    - Average number of outstanding tolls per vehicle: 432
    - Average unpaid balance: \$1,414.91
- **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**

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Mike Sexton, P.E.  
Director of Engineering

**Approve an agreement with Lone Star Paving Company for mill and overlay work on the 45SW Maintenance Project**

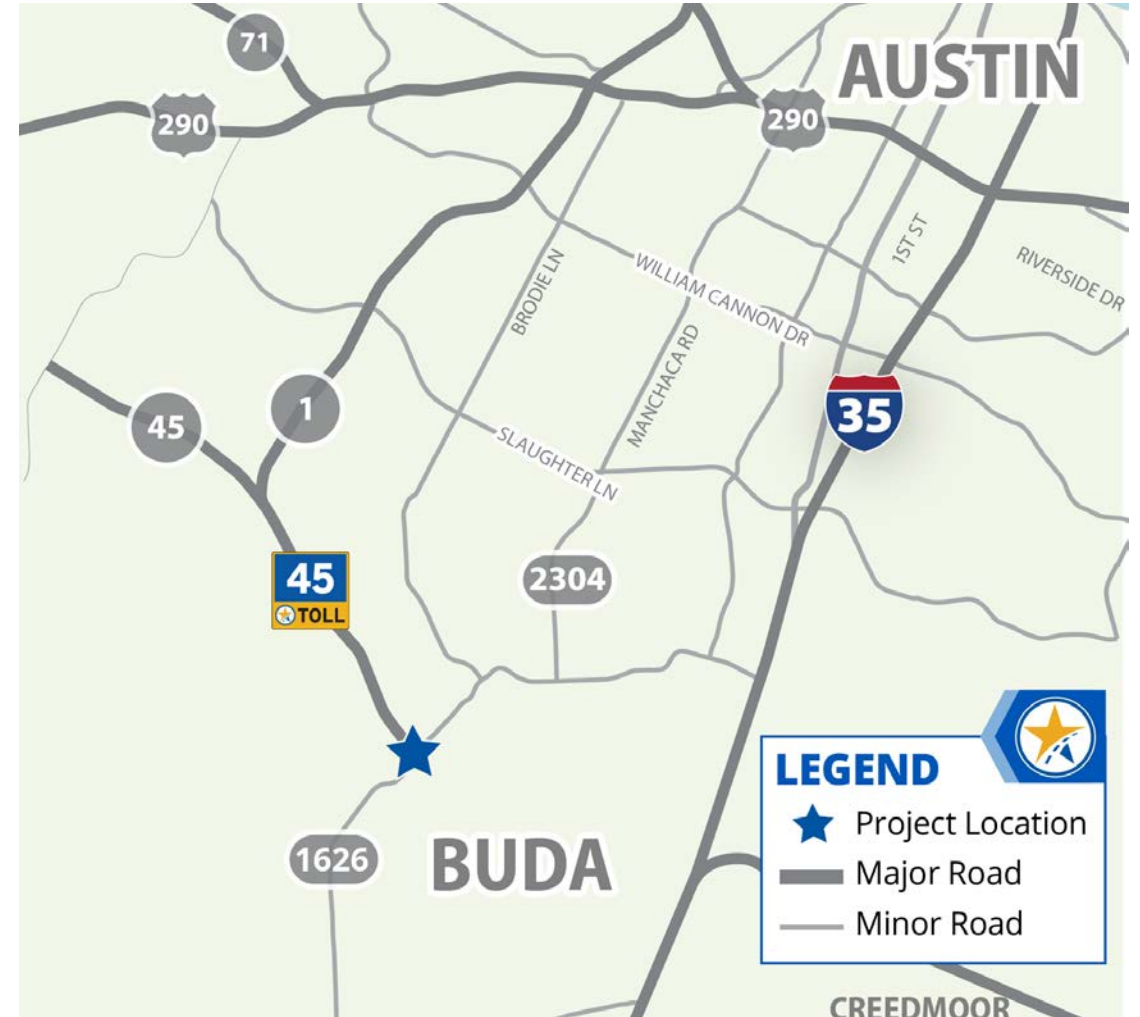


# 45SW Maintenance Project



- **Project Description:** Asphalt Milling and Overlay
- **Location:** 45SW at FM 1626
- **Total Project Cost:** \$1.3M
- **Construction Cost:** \$1.128M

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



# 45SW Maintenance Project



## 1 Responsive and Responsible Bid Received

Contractor	Bid Price
Lone Star Paving Company	\$1,128,000.00

Engineer's Estimate: \$920,633.43

Approved FY 24 Budget: \$1,300,000.00

# Recommendation



- Staff recommends that the Board award the contract for construction of the 45SW Maintenance Project to Lone Star Paving Company and authorize the Executive Director to execute a contract with Lone Star Paving Company in an amount not to exceed \$1,128,000.00 for construction of the 45SW Maintenance Project



# **CONSENT AGENDA ITEM #5**

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Greg Mack  
Director of IT & Toll Systems

**Approve Amendment No. 3 to the First Amended and Restated Maintenance Services Contract for the Central Texas Regional Mobility Authority Toll Collection System with Kapsch TrafficCom USA, Inc. to remove intelligent transportation system services from the agreement**

# Kapsch TrafficCom Overview



- Kapsch TrafficCom USA, Inc. serves as the Mobility Authority's system integrator for its legacy toll collection system
- Under the Restated Maintenance Agreement, Kapsch's responsibilities include toll system and intelligent transportation systems (ITS) installation and maintenance, license plate image review, and traffic & incident management operations
  - » **Maintenance and image review responsibilities for the 71 Toll system transitioned to ETC in September 2023 after a successful system replacement**
- In October 2023 a contract, different than what is being amended here, was awarded for the Intelligent Transportation Systems (ITS) performance-based maintenance services agreement to cover all existing non-toll and future ITS elements on the Mobility Authority's system allowing these elements to be removed from this contract

# Amendment No. 3 to the Kapsch Restated Agreement



- Effective December 1, 2023
- Describes non-toll system related intelligent transportation systems (ITS) services given the new ITS performance-based maintenance contract
  - » **Removes key performance indicators #8, 15, 16, and 18**
  - » **Deletes ITS maintenance pricing and related ITS bill of quantities**
- Reduces the Kapsch monthly toll system maintenance cost by \$22,670.06

# Staff Recommendations



- Staff recommends approval of Amendment No. 3 to the First Amended and Restated Maintenance Services Contract for the Central Texas Regional Mobility Authority Toll Collection System with Kapsch TrafficCom USA, Inc. to remove scope for non-toll system-related intelligent transportation systems services and maintenance



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# **REGULAR ITEMS**

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# **AGENDA**

## **ITEM #6**

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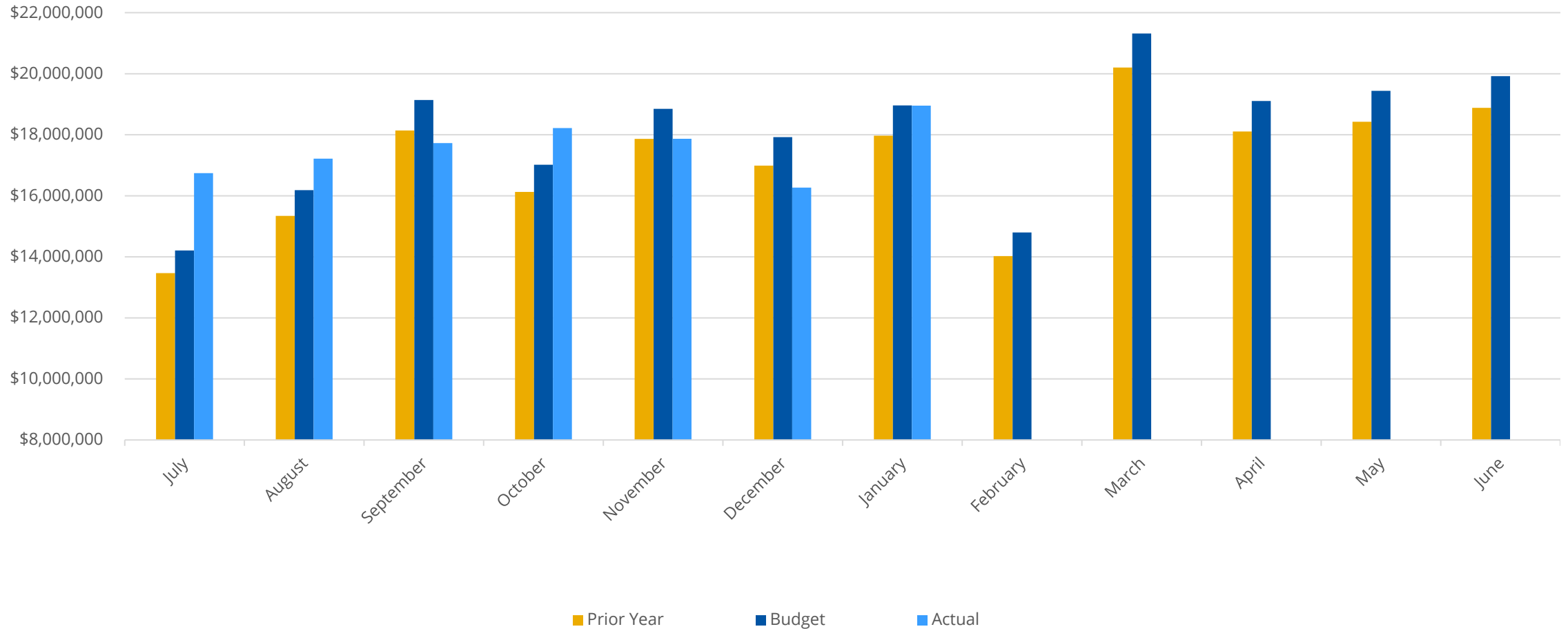
José Hernández  
Chief Financial Officer

## **Accept the financial statements for January 2024**

# Fiscal Year 2024 System Toll Revenues



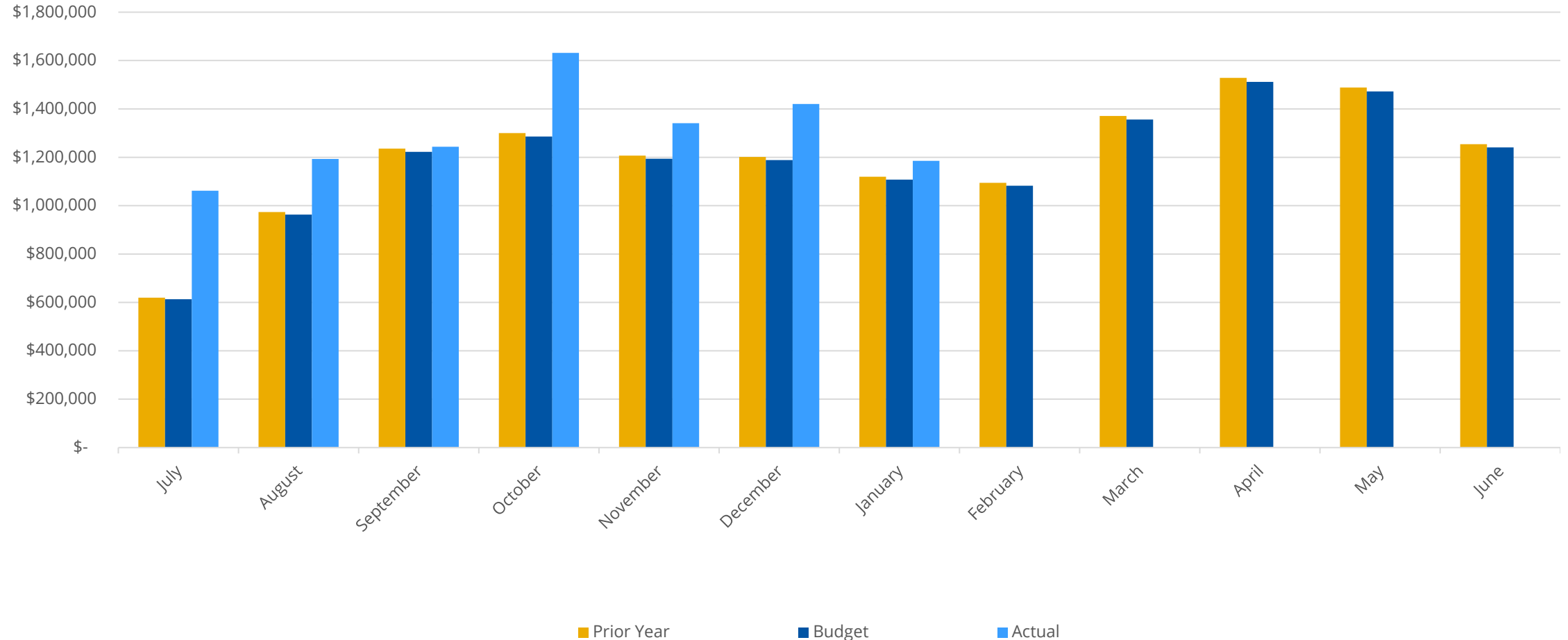
FY 2024 System Toll Revenues



# Fiscal Year 2024 System Tag Revenues



FY 2024 MoPac Toll Revenues



# Fiscal 2024 Year to Date Performance – All Funds



- **Revenues**

- » **System toll revenues:**

- Minimally behind budgeted amounts – 57% collected vs. 58% of fiscal year elapsed
- January 2024 collections nearly \$19 million; tag and PBM both increased \$1.3 million from December 2023

- » **MoPac toll revenues:**

- Ahead of budgeted and prior year amounts – 64% collected through January 2024
- More conservative revenue budget for MoPac due to managed lane recovery dynamics

- » **Interest earnings well above forecast – 114% of budgeted amount collected YTD**

- Local government investment pool and money market fund yielding over 5.2%
- Interest rate outlook anticipates lower returns starting fall 2024

- » **Total revenues at 64% of annual budget through January 2024**

- **Expenses**

- » **No substantive trends or anomalies year-to-date**

- » **All operating expense categories are within expected ranges to date**

- » **Operating expenses are at 45% of annual budget**



# **AGENDA**

## **ITEM #7**

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José Hernández  
Chief Financial Officer

**Discuss and consider approving  
a toll rate schedule for the  
183A Phase III Project**

# 183A Phase III Toll Rates



- Rates effective upon roadway open to tolling date
- Will continue in effect for all of calendar 2025
- Not subject to annual CPI-U toll escalation policy occurring in October 2024

183A Phase III Toll Gantry Location	2025 Electronic Tag Tolling Rates
North Whitewing Ramps	\$1.02
Whitewing Mainlane Plaza	\$1.29
South Whitewing Ramps	\$0.76
San Gabriel Ramps	\$0.76
San Gabriel Mainlane Plaza	\$1.09

- *Prepaid License Plate rate 10% higher than tag rate*
- *Pay By Mail rates 50% higher than tag rate*



# **AGENDA ITEM #8**

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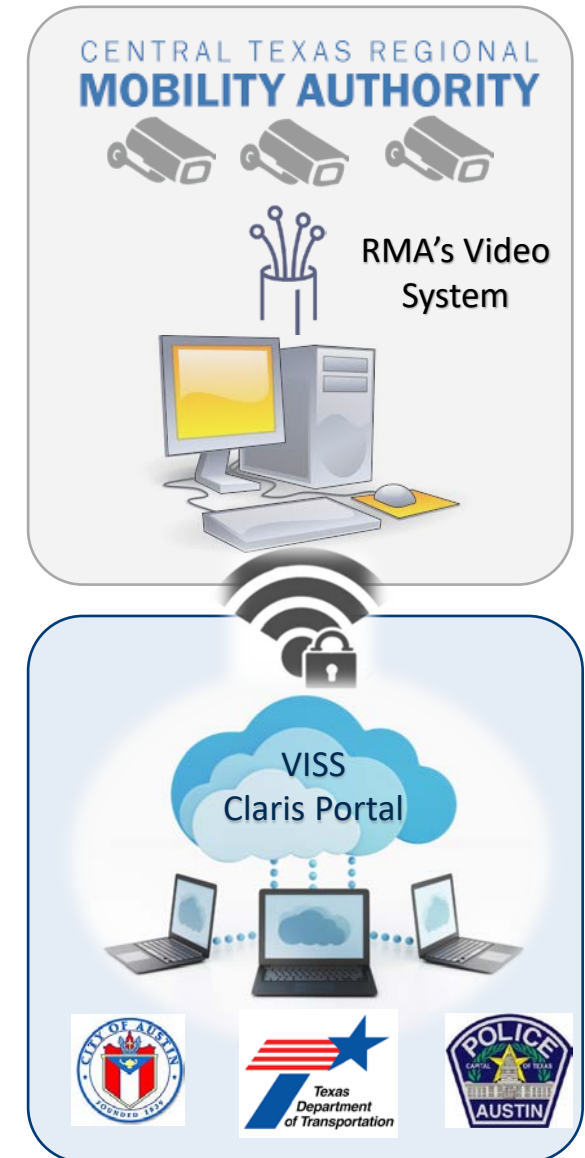
Tracie Brown  
Director of Operations

**Discuss and consider approving an agreement with Luna Data Solutions Inc. for a video interoperability sharing solution to support regional coordination for traffic management and incident response**

# Luna VISS Solution Overview



- The Mobility Authority's current video system includes 56 cameras supporting its existing facilities through a secured closed video system
  - » Approximately 120 camera feeds will be added over the next two years with the completion of the 183A Phase III and 183N Express Lane facilities
- The Luna cloud-based Video Interoperability and Sharing Solution (VISS) allows the Authority to publish video streams over the internet
- The VISS also enables the Authority to CCTV video streams with its regional partners (TxDOT, COA, APD, HERO, etc.) to improve coordination and incident response





# Agreement with Luna Data Solutions Inc.



- Luna Data Solutions Inc. is a women-owned, HUB certified and WBENC certified company based in Austin, Texas and an approved Texas Department of Information Resources (DIR) vendor for deliverables-based information technology services (DBITS)
- The Agreement term is for one year with a 1-year option to renew
- The total NTE cost for two years is \$468,709.96

Project Item	Cost
Annual VISS hosted services (56 existing cameras feeds)	\$ 177,408.00
120 additional camera feeds (183A PIII & 183N)	245,520.00
DIR admin fee	3,171.96
Contingency (10%)	42,609.57
<b>TOTAL</b>	<b>\$ 468,709.96</b>

# Staff Recommendation



- Staff recommends approving an agreement with Luna Data Solutions Inc. for a video interoperability sharing solution to support regional coordination for traffic management and incident response



# **AGENDA ITEM #9**

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Mike Sexton, P.E.  
Director of Engineering

**Discuss and consider approving  
Change Order No. 24 with The Lane  
Construction Corporation for  
increases in the quantity of topsoil  
required for the 183A Phase III  
Project**

# CHANGE ORDER NO. 24



- Original Quantity was incorrect in bid plans
- Change Order No. 24 compensates contractor for the additional work

Item	Original Quantity	Revised Quantity	Unit Cost	Added Cost
Compost Manuf Topsoil (4")	224,045	280,056*	\$2.61	\$146,188.71
Revised CMT (4")**	0	227,409**	\$9.07	\$2,062,599.63
Daily Project Overhead	0	8	\$17,948.48	\$143,587.84
Equipment Costs	0	1	\$20,776.32	\$20,776.32
<b>Total Change Order Cost</b>				<b>\$2,373,152.50</b>

\*Original bid price valid for up to 125% of bid quantity

\*\* Additional quantity is subject to negotiation



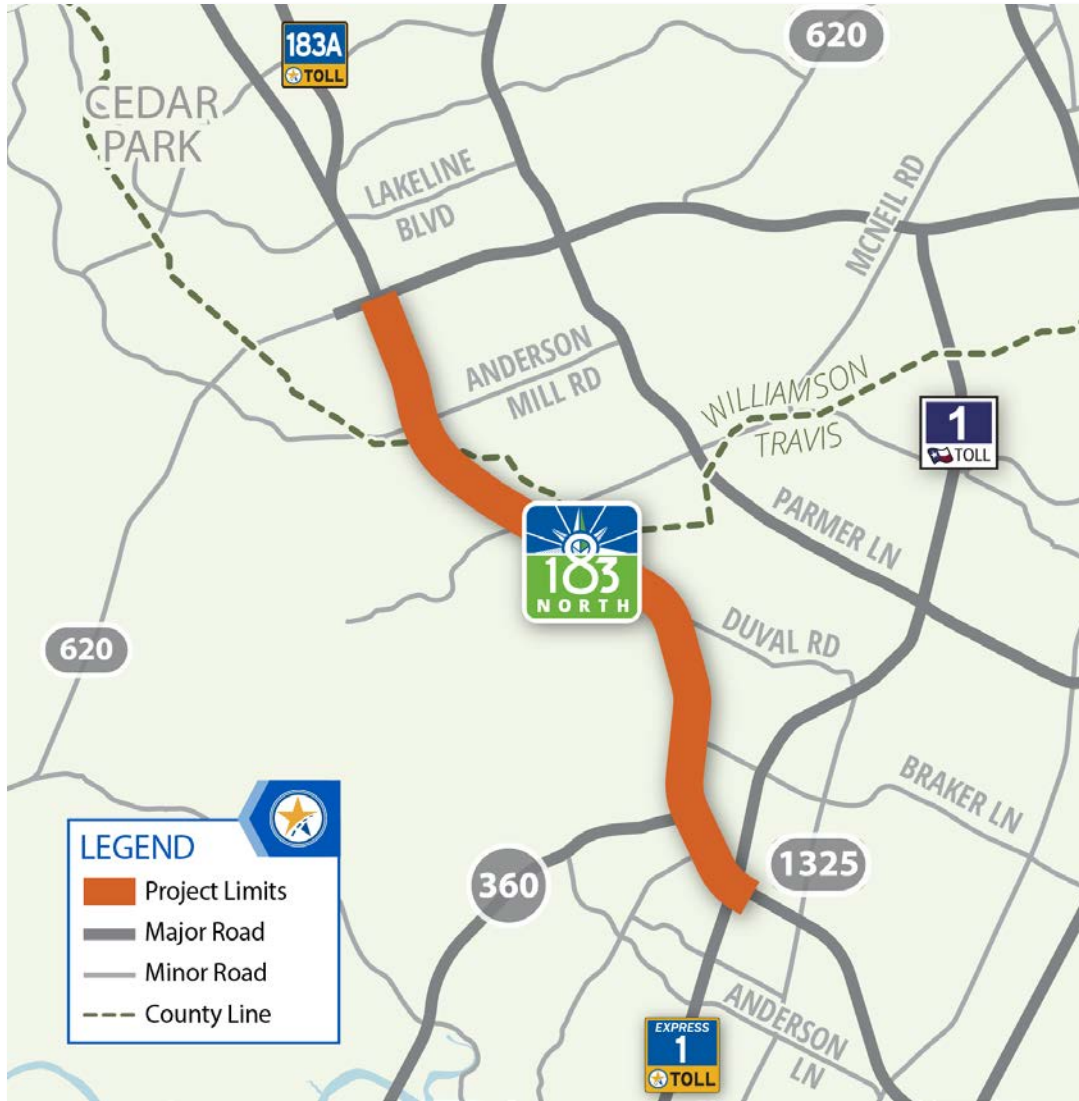
# **AGENDA ITEM #10**

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Mike Sexton, P.E.  
Director of Engineering

**Discuss and consider approving Amendment No. 1 to the agreement with Great Hills Constructors for the 183 North Mobility Project to modify the early completion incentive and to add an interim milestone for early lane opening and associated incentive**

# 183 NORTH MOBILITY PROJECT



- **Project Description:** 9-mile Express Lane Project along US 183; GP Lane improvements; DCs at MoPac
- **Limits:** SH 45 to MoPac
- **Total Project Cost:** \$612M
- **Design/Build Cost:** \$492.1M
- **Notice to Proceed:** NTP1 Issued 4/15/2021; NTP2/3 issued 6/28/2021
- **Open to Tolling:** Early 2026

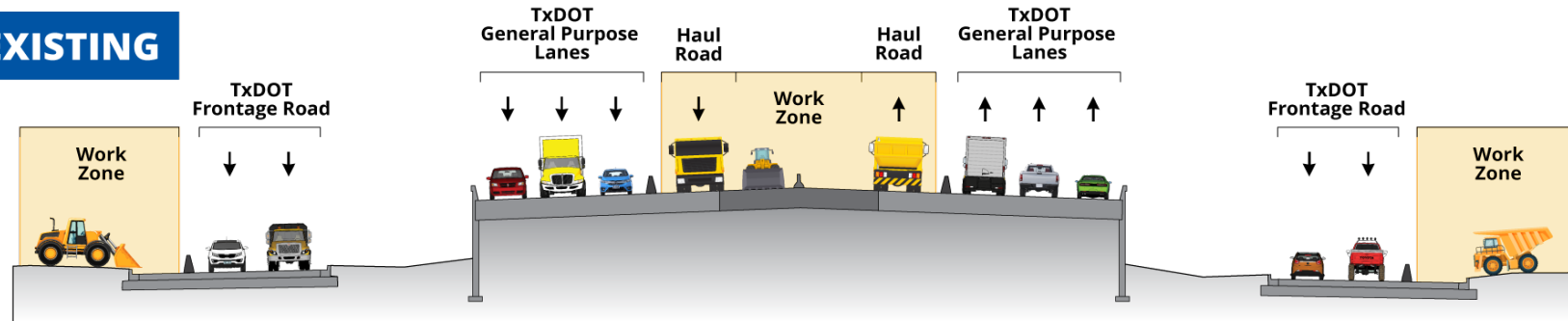
# 183 NORTH MOBILITY PROJECT



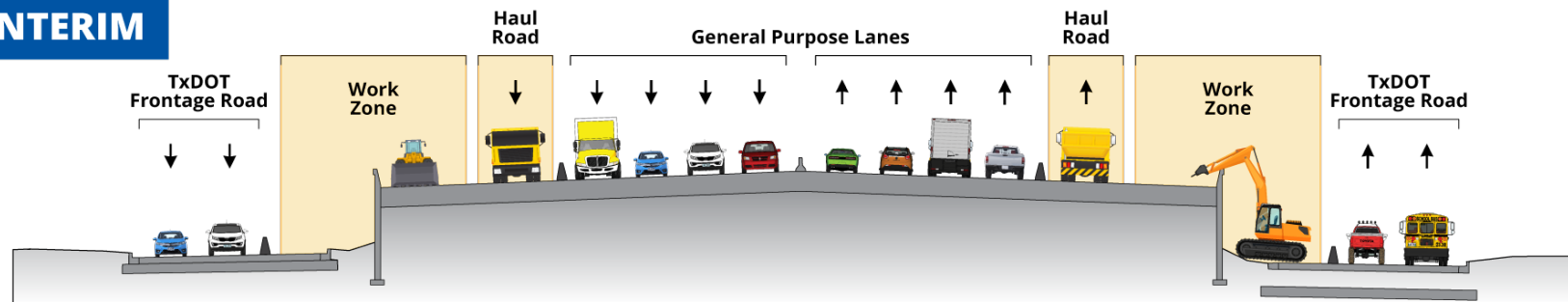
## LEGEND

↑ Northbound Lane   ↓ Southbound Lane   ■ Work Zone   ↑ Lane/Sidewalk Added   ↑ Continuous Lane Added

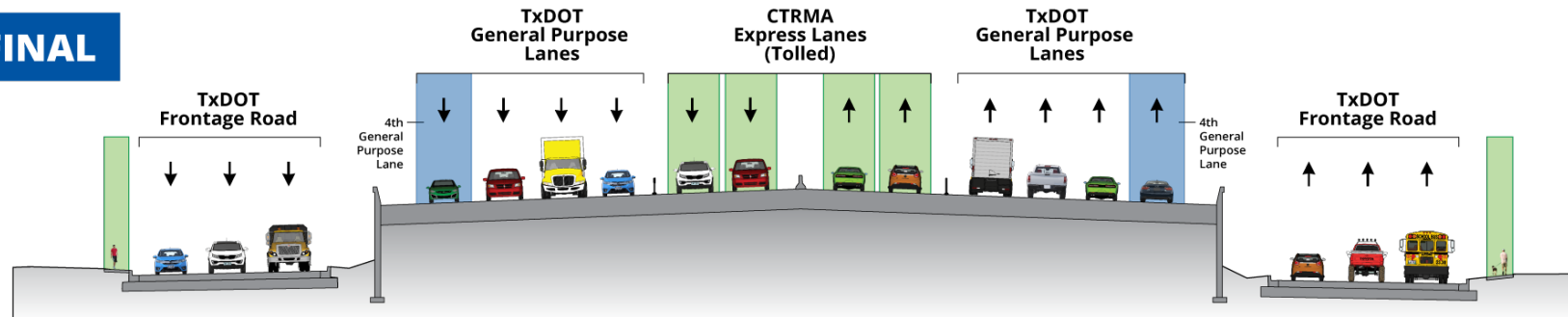
## EXISTING



## INTERIM



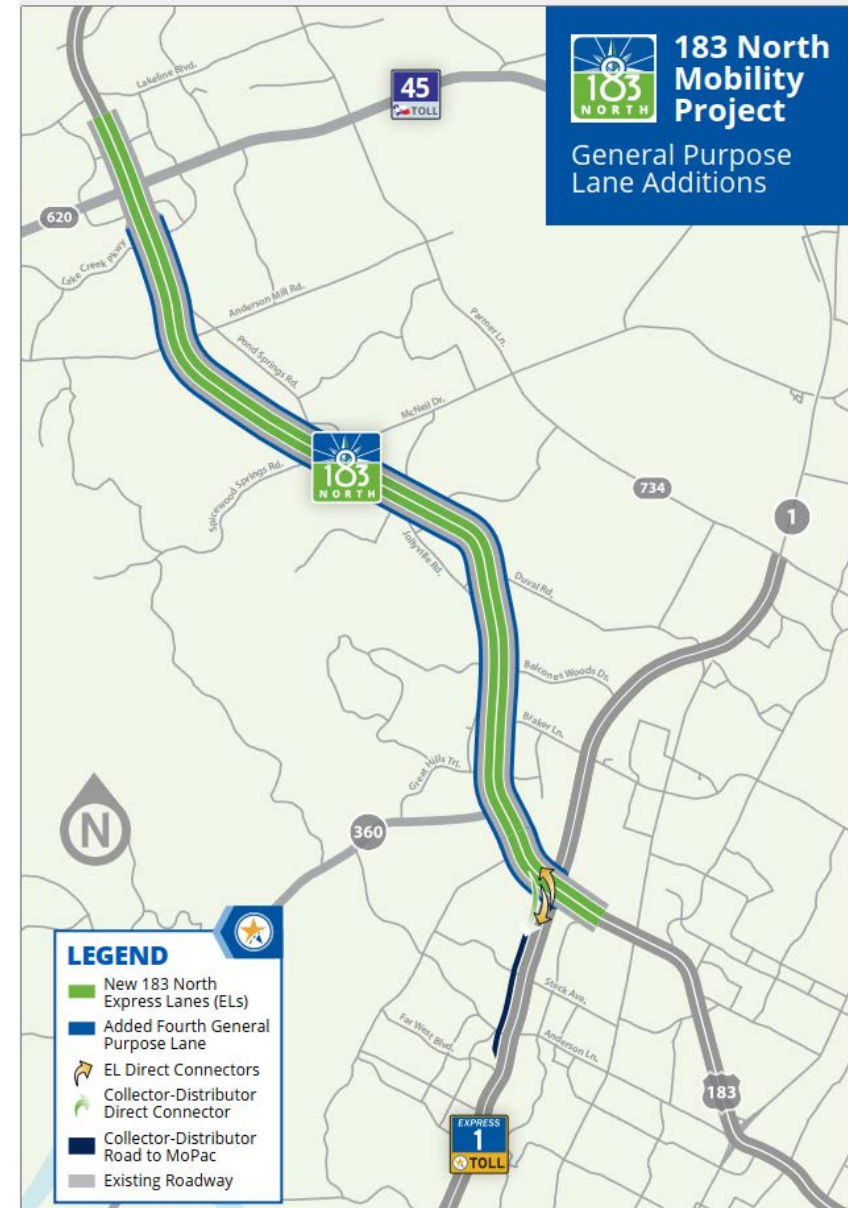
## FINAL



# INTERIM MILESTONE



- **Four General Purpose Lanes:** From SH 45 to MoPac
- **Current Completion:** Summer 2025
- **Early Completion Milestone:** August 2024





# REGIONAL TRAVEL BENEFITS



- **Increase safety** with the potential for reduction in accidents
- **Enhanced entrance/exit ramp performance** due to additional general-purpose lane
- **Reduce travel times** by approximately 2,200 hours per day through the corridor

# MODIFIED INCENTIVE



- Incentive Details:
  - » **Maximum Incentive for Completion of Interim Milestone is \$6,000,000**
    - Up to \$6,000,000 earned at Interim Milestone Completion
    - Incentive is reduced by up to \$100,000 per day for each day late (\$50,000 per direction of travel)
  - » **Incentive for achieving both interim milestone and substantial completion by contract date is \$2,000,000**
  - » **Maximum Incentive for early achievement of Substantial Completion is \$2,000,000 (\$50,000/day up to 40 days)**

# INTERIM MILESTONE



- Next Steps
  - » TxDOT & FHWA Approval
  - » Execute Amendment No.1

# STAFF RECOMMENDATION



- Contingent upon TxDOT approval, staff recommends that the Board authorize the Executive Director to execute Amendment No. 1 with Contract with Great Hills Constructors for an interim milestone for the 183 North Mobility Project.



CENTRAL TEXAS REGIONAL  
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# **BRIEFINGS & REPORTS**

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# **AGENDA ITEM #11**

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Tracie Brown  
Director of Operations

**An update on the Mobility  
Authority's Habitual Violator  
Program and related toll  
nonpayment enforcement  
remedies**

# Unpaid Toll Enforcement

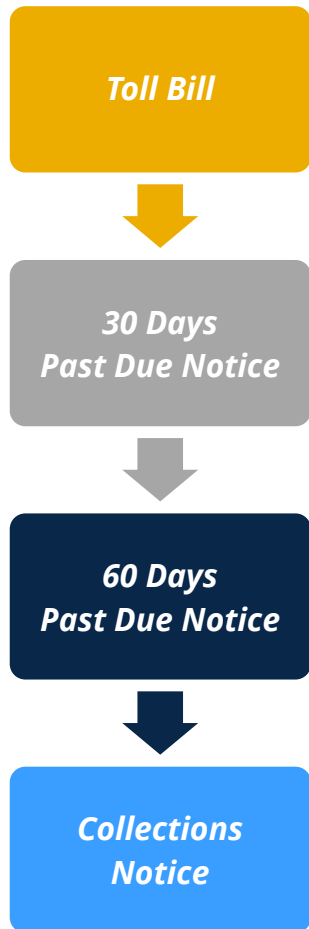


- The goal of the Authority's toll enforcement program is to ensure equitable payments by all users
- Texas law defines a ***Habitual Violator*** as the registered owner of a vehicle who has been issued two notices of non-payment for an aggregate of 100 or more unpaid toll charges within a 12-month period
- Enacted in 2013, Chapter 372, Subchapter C of the Texas Transportation Code authorizes certain enforcement remedies for toll customers who have ignored multiple payment requests:
  - » publication of nonpaying vehicle information;
  - » prohibition of the operation of motor vehicles on toll projects;
  - » denial of motor vehicle registration; and
  - » vehicle impoundment

# Multiple & Escalating Communications

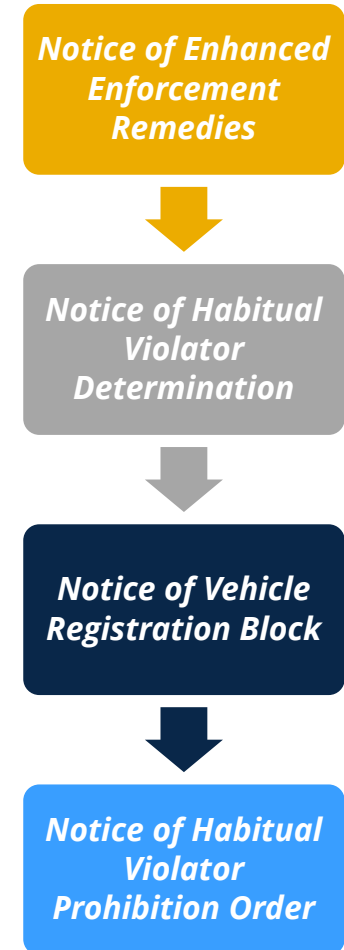


## Pay By Mail Bills / Notices



- Up to four (4) notices are mailed in the Pay By Mail billing process requesting payment and advising of the consequences of nonpayment
- The Habitual Violator enforcement process begins after 100 unpaid toll events have occurred within a 12-month period
- Up to four (4) additional notices are mailed during the Habitual Violator process outlining the possible enforcement remedies to encourage a response so that outstanding balances can be resolved
- ***Despite these communications, many prohibited Habitual Violator customers continue to use the Authority's toll facilities without paying***

## Habitual Violator Notices

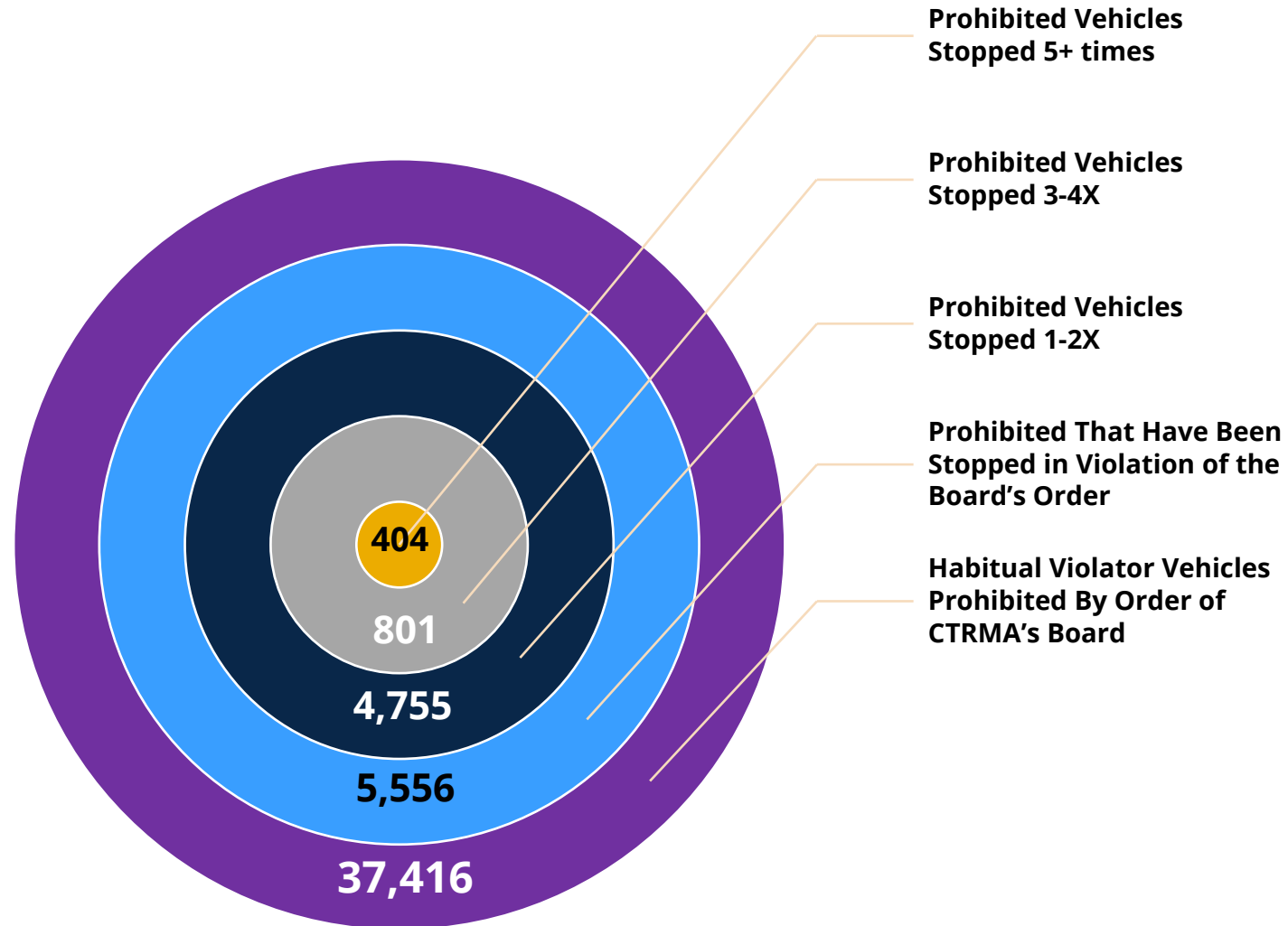






# By the Numbers: A Snapshot of CTRMA's Prohibited Habitual Violator Customers

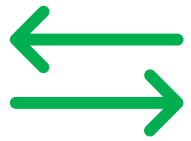
*As of January 15, 2024*



# By the Numbers: Profiles of the Top Egregious Prohibited Habitual Violators



## Top 25 By Outstanding Balance



**Total Unpaid Tolls**  
119,660



**Balance Due**  
\$237,524



**No. Of Law Enforcement Stops**  
3-16

## Top 2 HV Customers by Number of Law Enforcement Stops

*(as of 2/20/24)*



### Customer #1

- Total Number of Unpaid Tolls = 1,844
- **Last Payment Date** = 7/7/2021
- **Vehicle Prohibition Date** = 9/4/2021
- **Total Law Enforcement Stops** = 16
- **Last Transaction Date** = 2/18/2024



### Customer #2

- Total Number of Unpaid Tolls = 3,894
- **Last Payment Date** = NA
- **Vehicle Prohibition Date** = 2/7/2021
- **Total Law Enforcement Stops** = 14
- **Last Transaction Date** = 2/13/2024

# Habitual Violator Enforcement Program Enhancement - Vehicle Impoundment



- **Overview**

- » The impoundment of motor vehicles will be added to the Mobility Authority's violation enforcement program to mitigate continued violations by egregious prohibited Habitual Violators

- **Implementation**

- » Initially limited to registered owners whose vehicles have been prohibited and stopped by law enforcement 3+ times in violation of the Board's order
- » After the fourth law enforcement stop, the vehicle's registered owner will be personally served with a *Notice of Intent to Impound*
- » If stopped again, the registered owner's vehicle may be towed
  - Customers will be offered the opportunity to make a payment roadside before towing ensues
  - A hotline number has been established to ensure timely payment processing

# Habitual Violator Enforcement Program Enhancement - Vehicle Impoundment



- **Schedule**

- » **January 2024:** Legal process review
- » **February 2024:** Stakeholder outreach
- » **February 2024:** Technical requirements testing
- » **February 2024:** Board briefing
- » **March 2024:** *Notice of Intent to Impound* issued by law enforcement to eligible customers



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **EXECUTIVE DIRECTOR REPORT**

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# AGENDA ITEM #12A-B

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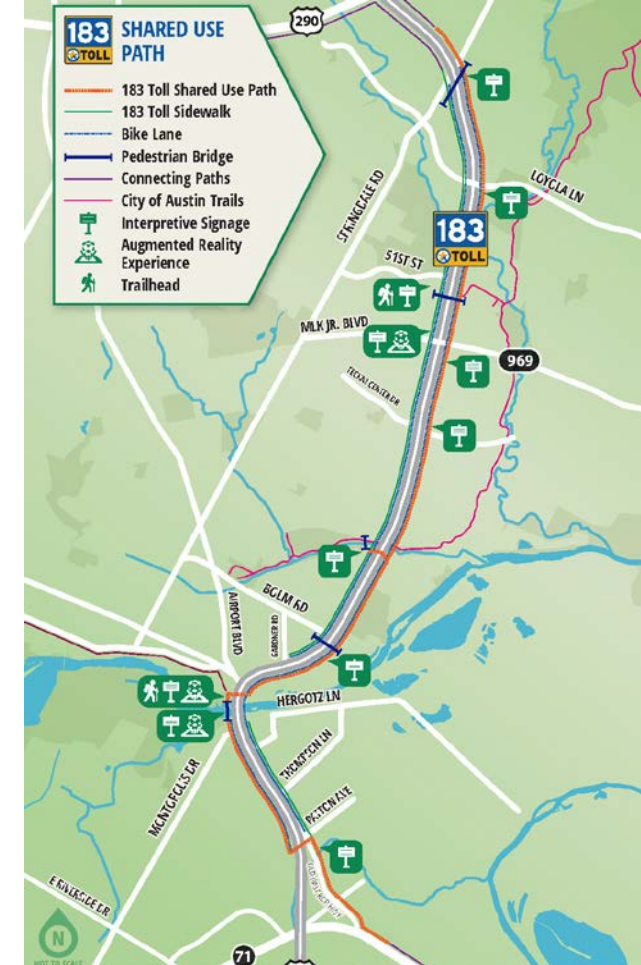
James Bass  
Executive Director

## Executive Director Report

- A. 183 Trail Interpretative Signage and Augmented Reality Experience
- B. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance

# Trail Enhancements

- 16 miles of bicycle lanes
- 10 miles of Shared Use Paths
- 7 miles of sidewalks
- 4 pedestrian bridges
- 2 major trailheads
- Connections to regional trail system
- Educational and Augmented Reality signage
  - » **Wilhelmina Delco**
  - » **Chisholm Trail**
  - » **Civil Rights**
  - » **Wildlife and our ecosystem**
  - » **Colorado River**
  - » **Heritage Oaks**
  - » **Montopolis Neighborhood**



# EAST AUSTIN SPIRIT RUNS DEEP



**T**he character of East Austin has a long and storied history. Many influential people have helped to shape the spirit, culture and sense of community reflected across our capital city's diverse East Side.

While growth and change are inherent in a city's evolution, the social and cultural fabric that we know and love has been significantly altered in recent decades.

As we embrace the future of East Austin, we must also honor its past. Let us never forget the people, places, and events that created a foundation upon which East Austin will continue to thrive.



### CONNECTING PEOPLE, HISTORY & CULTURE

When you look at a tree, do you think of its roots? Like trees, places have roots, histories growing over time. This map shows where you can find the landmarks mentioned on this app. We've honored to highlight these important places, and acknowledge we are truly so connected by the stories making up the culture unique to this area. Continue the journey down the trail to learn about all of the landmarks shown on this map.

- LEGEND**
- Current Highway
  - Historic Trail Route
  - Commuter Rail Center
  - Church
  - Century
  - Historic Building
  - Ballroom
  - High School/Collegial District
  - Learning Institution
  - Bank
  - Point of Interest
  - Recreation Destination



**"It's inevitable that the neighborhood absorbs the people who move here and their culture, and this dilutes what existed before. My plea is simply that all this change not come at such a high cost—that is, that Austin not forget the important contributions East Austin's Black community made to the city."**

Wilhelmina Delco, 2019

### WILHELMINA DELCO: A FORCE IN STATEWIDE POLICYMAKING

A major influence in East Austin, Wilhelmina Ruth Delco helped shape the educational landscape in Austin and paved the way for more diverse representation in local and state government.

### A WOMAN OF MANY "FIRSTS"

Elected to the Austin Independent School District Board of Trustees in 1968, Delco was the first Black person elected to public office in Austin. In 1974, she was elected to the Texas House of Representatives, making her the first Black public official elected at-large in Travis County. Delco was the first woman and second Black person to serve as Speaker pro tempore in the State House.<sup>1</sup> Delco was inducted into the Texas Women's Hall of Fame in 1986.<sup>2</sup>



### THE DELCO ACTIVITY CENTER: A Haven for a Worthy Legacy

Opened in 2002, the Delco Activity Center is named in honor of Wilhelmina Delco and her husband Dr. Exalton Delco Jr., the first Black student to obtain a PhD. in Zoology from the University of Texas (UT).

Dr. Delco later became Dean of Huston-Tillotson University, and credits his wife for supporting his accomplishments in academics as well as his work to strengthen collaboration between UT and historically Black colleges and universities.<sup>3</sup>

The couple's commitment to education and to the East Austin community is felt today, especially in the Delco Activity Center which provides the Austin Independent School District a facility for basketball, wrestling, volleyball, cheerleading, dance, and musical performances.<sup>4</sup> It also has computer labs and study rooms to foster academic achievement.

The Delco Activity Center, below, is located just east of the U.S. 183 corridor.



### DID YOU KNOW?

**IN 1968, WILHELMINA DELCO BECAME THE FIRST BLACK PERSON ELECTED TO PUBLIC OFFICE IN AUSTIN IN A CITYWIDE RACE.<sup>1</sup>**



U.S. 290



1.0 mi.

20 min.  
6 min.

Loyola Ln.



0.8 mi.

16 min.  
5 min.

51<sup>st</sup> Street  
Pedestrian Bridge



1.6 mi.

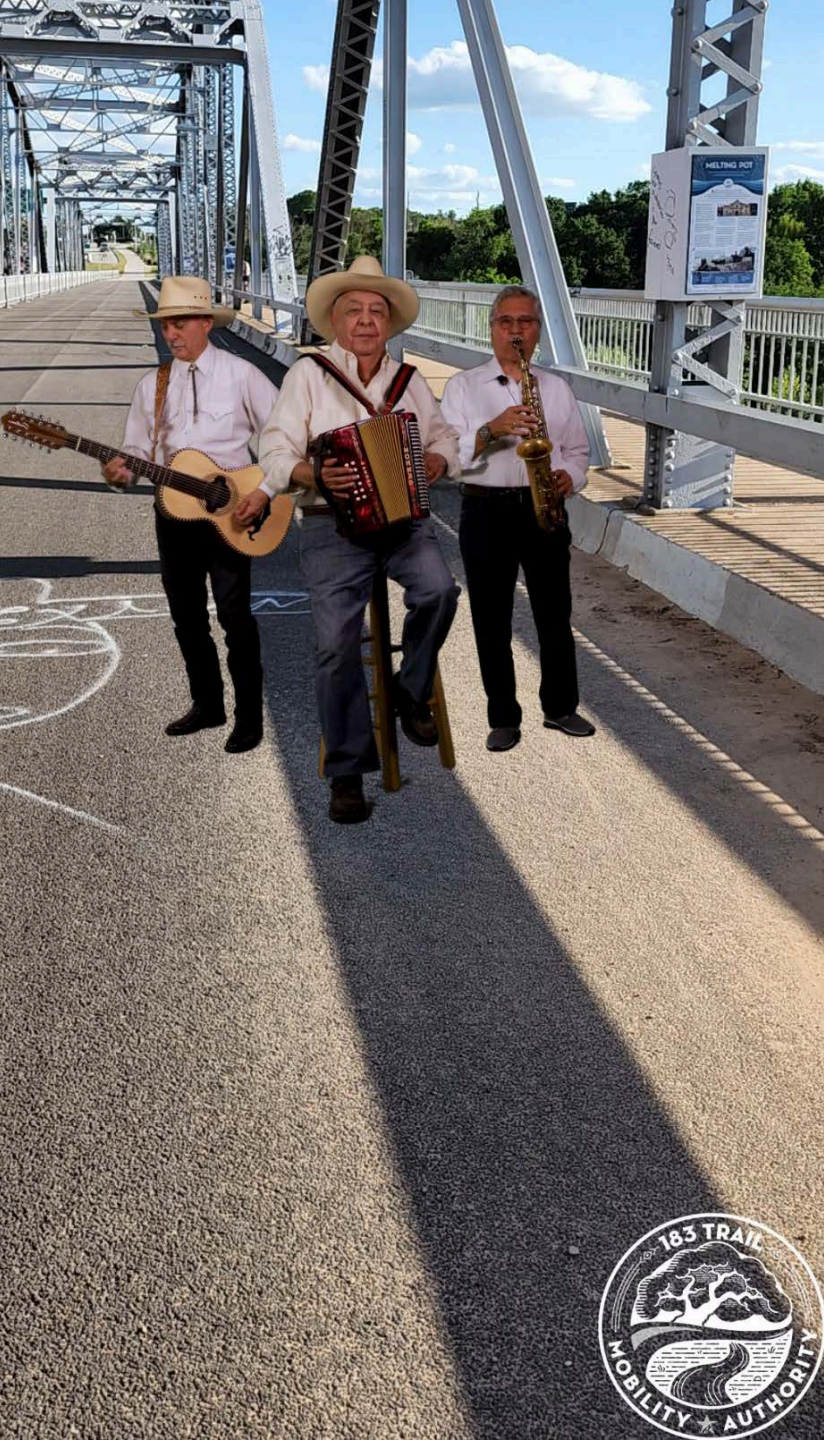
32 min.  
10 min.



Emergency Call: **911**  
Maintenance Call: **311**


Location to Report:  
**Kiosk #1 - NB US 183 at Purple Sage Dr.**





# MELTING POT

## THE INFLUENCE OF SPANISH, MEXICAN AND INDIGENOUS CULTURES



**A**lthough Texas has forged its own unique identity, Spanish influence has been strong in this state since the earliest settlers arrived. Conquistadors first arrived in Texas in the early sixteenth century, allowing for the growth of numerous Spanish settlements and resulting in the cultural fusion that characterizes Texas to this day.

While Spanish settlement was spreading across Texas, our neighbor to the south, Mexico (previously the Aztec Empire), experienced 300 years of Spanish colonization which resulted in a large "mestizo" – meaning "mixed-blood" – population of Spanish and Indigenous people, and a fusion of language, laws and culture.<sup>1</sup>

During the early nineteenth century, Texas played a key role in the Mexican War for Independence from Spanish rule, which was won by Mexico in 1821.

In the fifteen years following Mexico's independence from Spain, Hispanic and Native American culture continued to influence and shape the settlement and culture of Texas – and Austin – into what it is today.

**Misiones like San Antonio de Valero (Benedictine)** were part of colonial efforts to spread Spanish culture and religion among indigenous populations throughout Texas.<sup>2</sup> The Alamo was also the site of a key battle during the Texas Revolution.

Hispanic Texans were instrumental in the Texas Revolution from Mexico in 1835-36, as they fought in battles and participated in government.


Later, Mexican-Americans faced discrimination and violence in the aftermath of the U.S.-Mexico War of 1846-48 in which Mexico lost a vast amount of land north of the Rio Grande.

The oppression Mexican-Americans faced – including unfair wages and treatment as well as discrimination in employment opportunities, education, housing practices, and more – continued into the civil rights era and beyond.

Still, the vibrant culture, character and identity of Hispanic Texans, as well as the contributions from other Latin American countries, has influenced our state throughout history and continue to play an important role in our culture.<sup>3</sup>

The Sejano Monument, located on the Texas Capitol grounds, commemorates the contributions of founding Spanish and Mexican settlers to the state of Texas. The monument features, from left to right, a crutchman family, langostero cattle, a mounted "negro" and a Spanish explorer.<sup>4</sup>

THE CAPITAL TEXAS COLLECTION IS PHOTOGRAPHED IN ORDER OF IMPORTANCE.



For the purposes of these signs, the following terms are used:

- "Hispanic"** refers to populations of Mexico and Texas before Mexico's War for Independence
- "Mexican-American"** refers to Texans with roots in Mexico after Texas became its own Republic and then state
- "Latino"** refers to a broader population of people that have ancestral ties to any Latin American country including Mexico
- "Chicano"** refers to the chosen description of many Latino civil rights activists

1. "Mestizo." Merriam-Webster Online. Merriam-Webster.com. 2013. 2. "Missions." Texas Historical Atlas. Texas Historical Atlas. 2013. 3. "Hispanic." Texas Historical Atlas. Texas Historical Atlas. 2013. 4. "Sejano Monument." Texas Historical Atlas. Texas Historical Atlas. 2013.

# Community Engagement



- **10/27:** YMCA Mystery Carnival
- **10/31:** Turner Roberts Howl-o-scream
- **10/31:** Montopolis Recreation Center Howl-o-scream
- **11/2:** Montopolis Recreation Center Community Ofrenda
- **12/9:** Montopolis Recreation Center Holiday Luncheon
- **12/16:** Southwest Key Breakfast with Santa
- **12/16:** Montopolis Recreation Center Cookies with Santa
- **Bike Giveaway:**
  - » Entries accepted at events, locations along the corridor, online
  - » 15 bikes distributed





# AGENDA ITEM #12A-B

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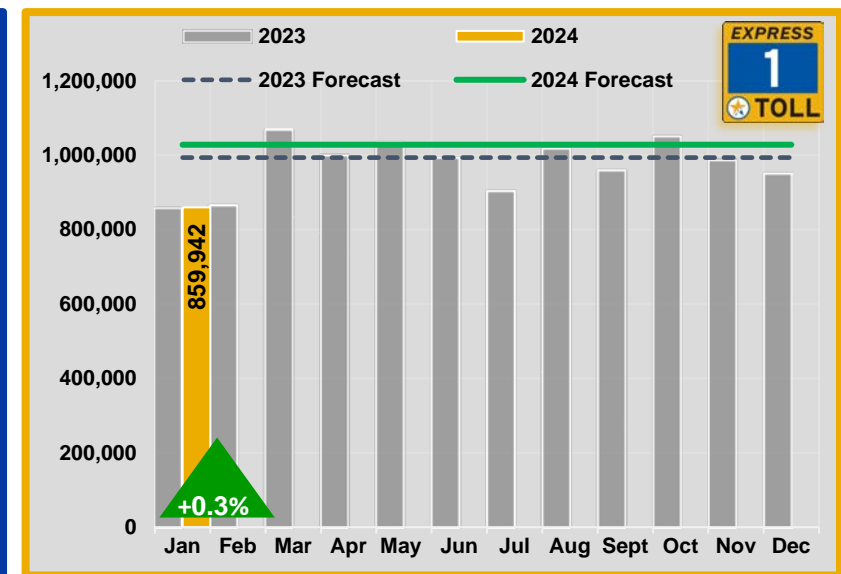
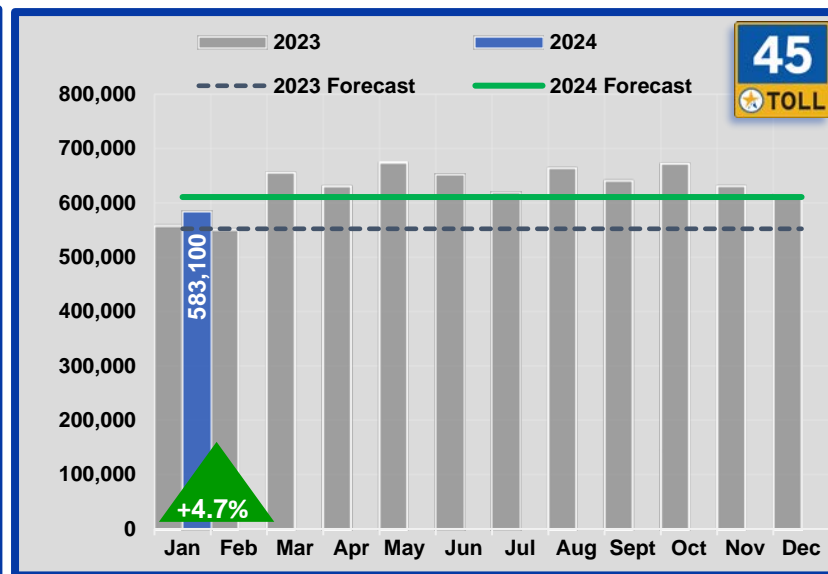
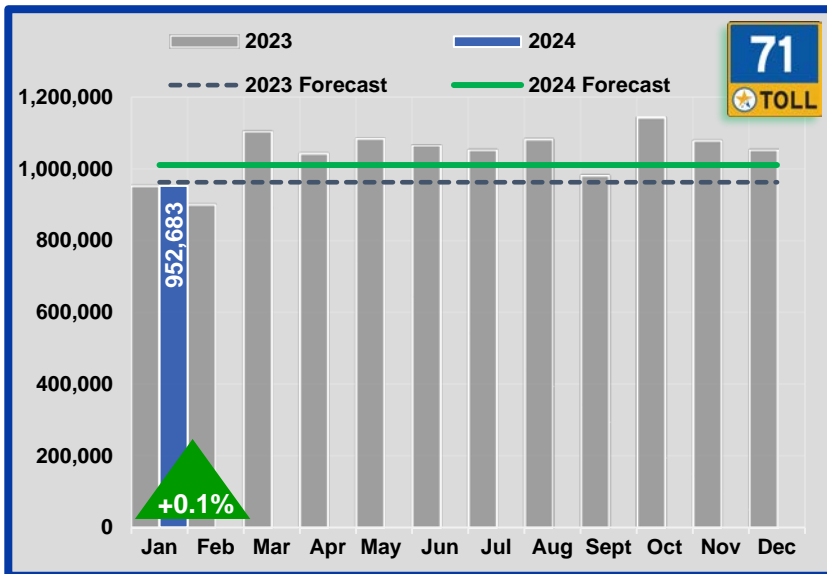
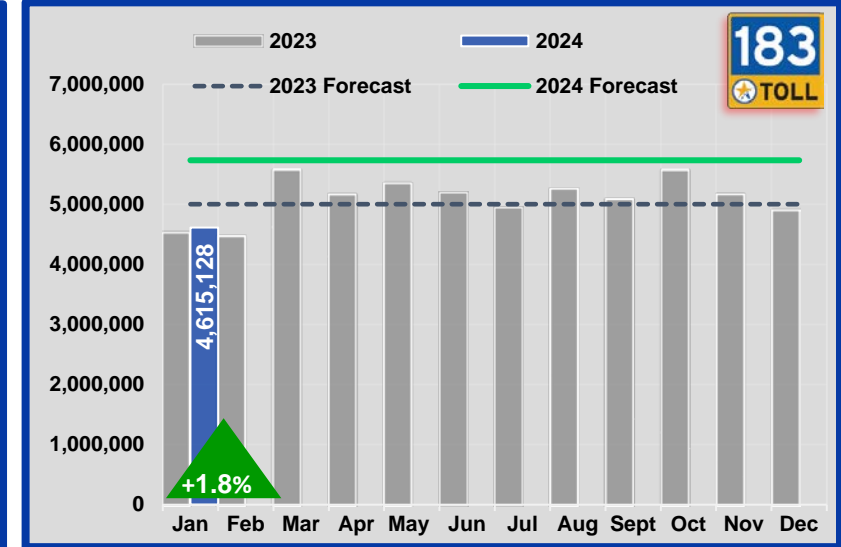
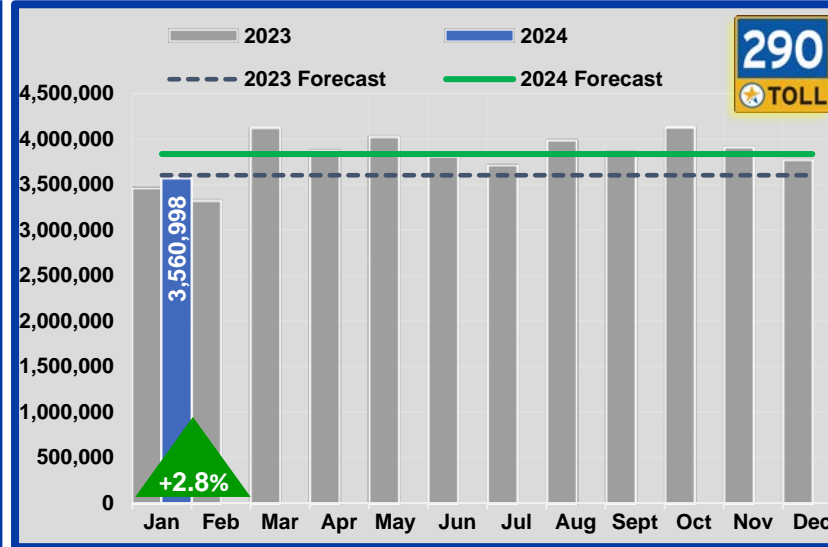
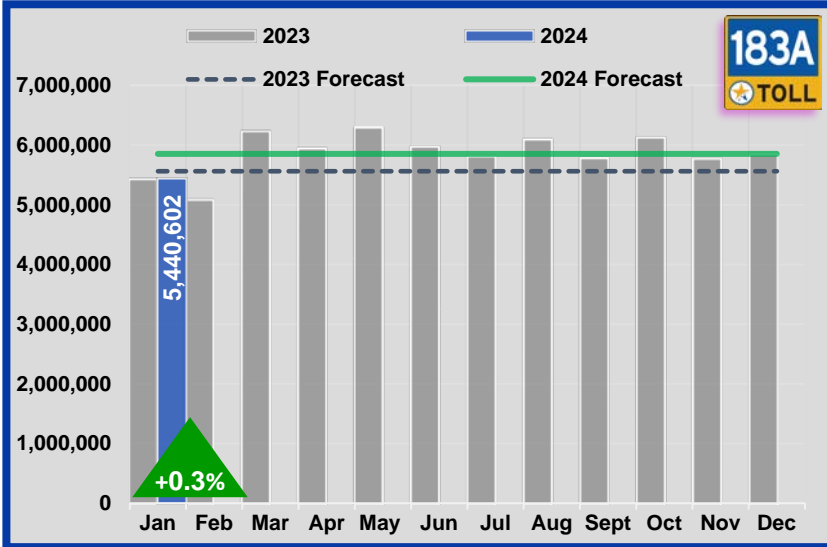
James Bass  
Executive Director

## Executive Director Report

- A. 183 Trail Interpretative Signage and Augmented Reality Experience
- B. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance

# Monthly Transaction Trend by Roadway

(Percent Change Over January 2023)

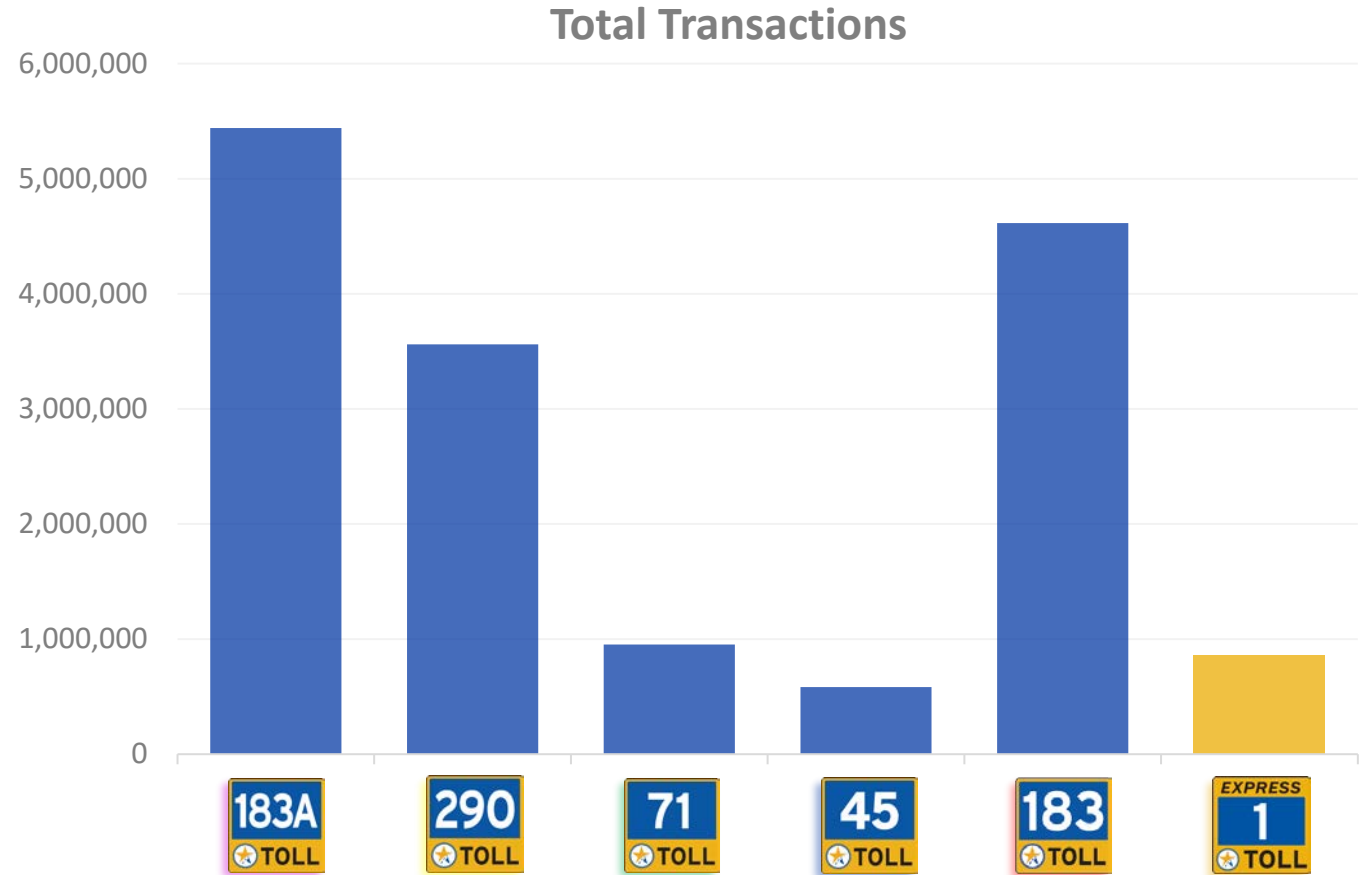


# Transactions and Pre-Paid Penetration

January 2024



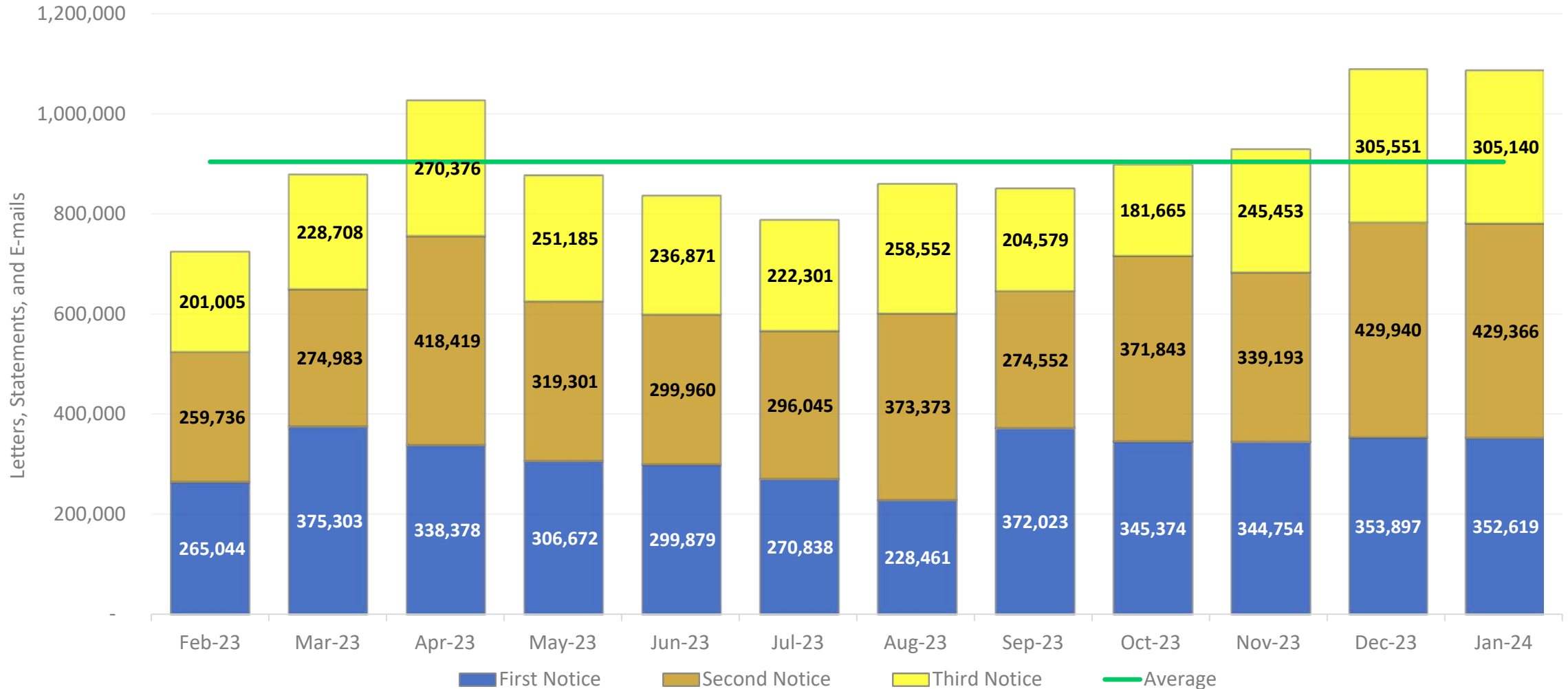
Roadway	Total Pre-paid Penetration %
183A Toll	63.18%
290 Toll	54.00%
71 Toll	58.23%
45SW Toll	65.30%
183S Toll	52.92%
MoPac	64.88%
<b>ALL</b>	<b>57.96%</b>



# CTRMA Invoicing Trends (Past Year)



## Monthly Invoicing By Notice Type





# AGENDA ITEM #12A-B

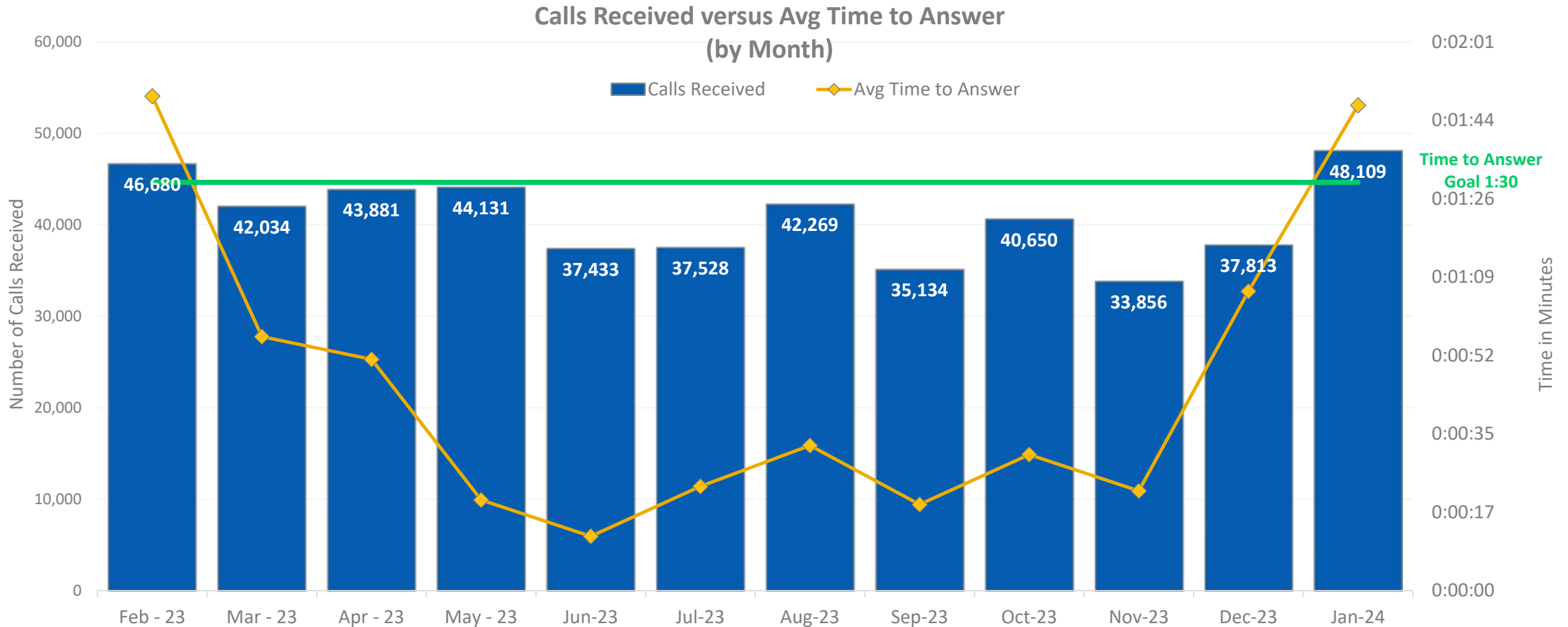
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James Bass  
Executive Director

## Executive Director Report

- A. 183 Trail Interpretative Signage and Augmented Reality Experience
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# Call Center Performance (Past Year)

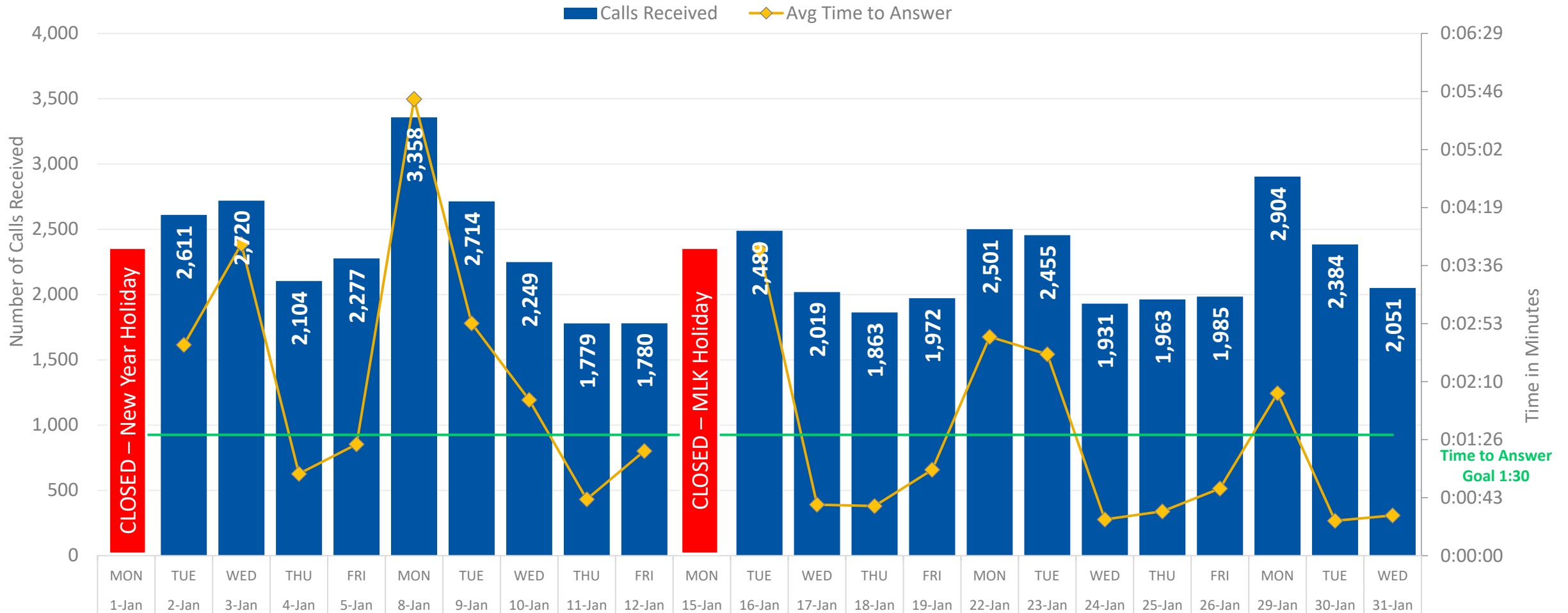




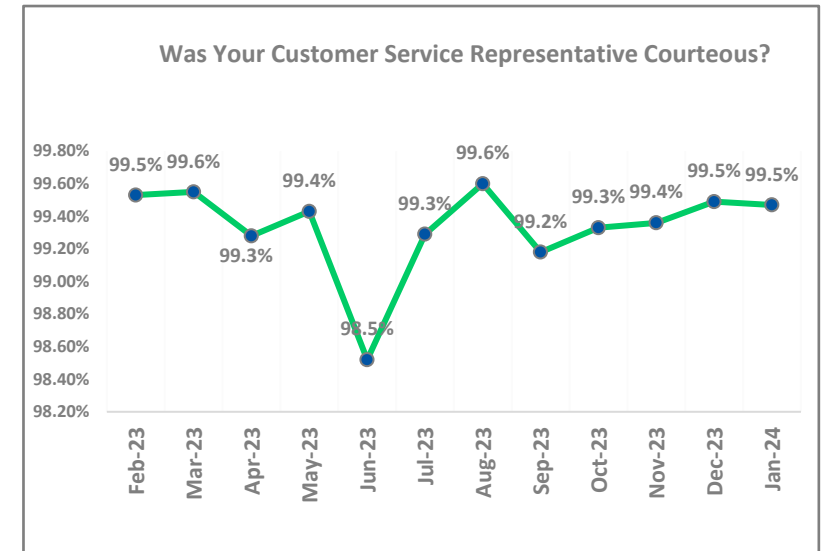
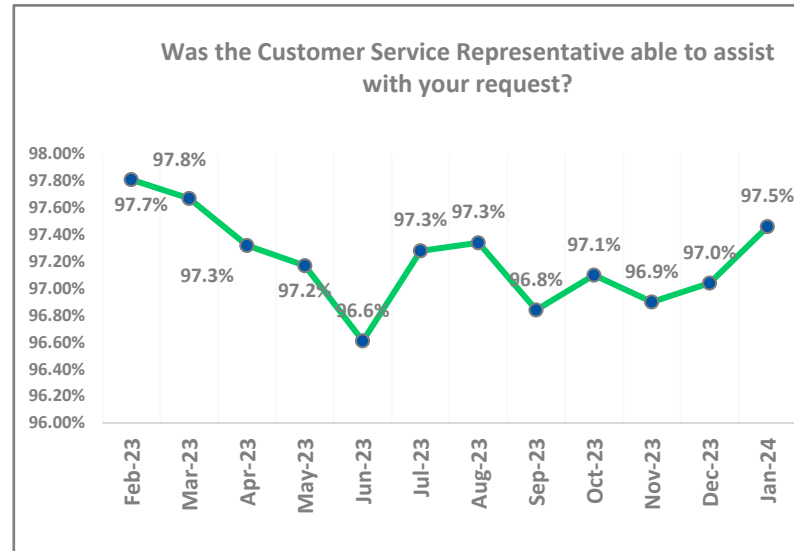
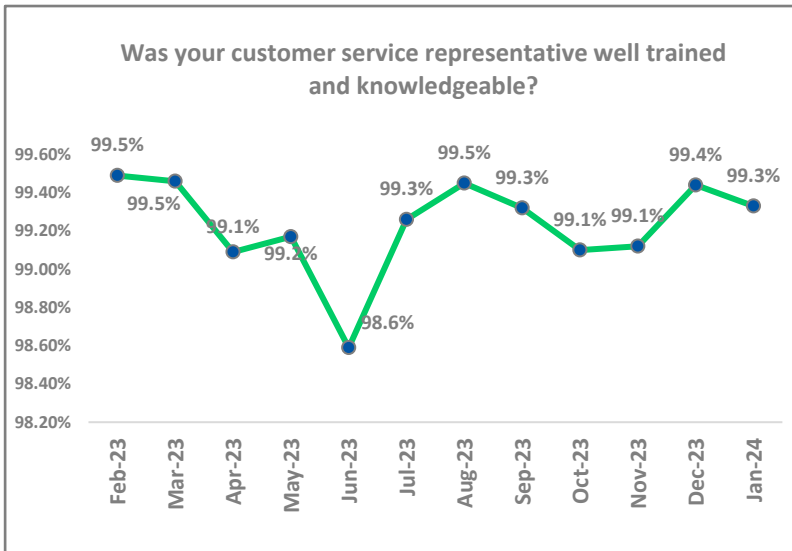
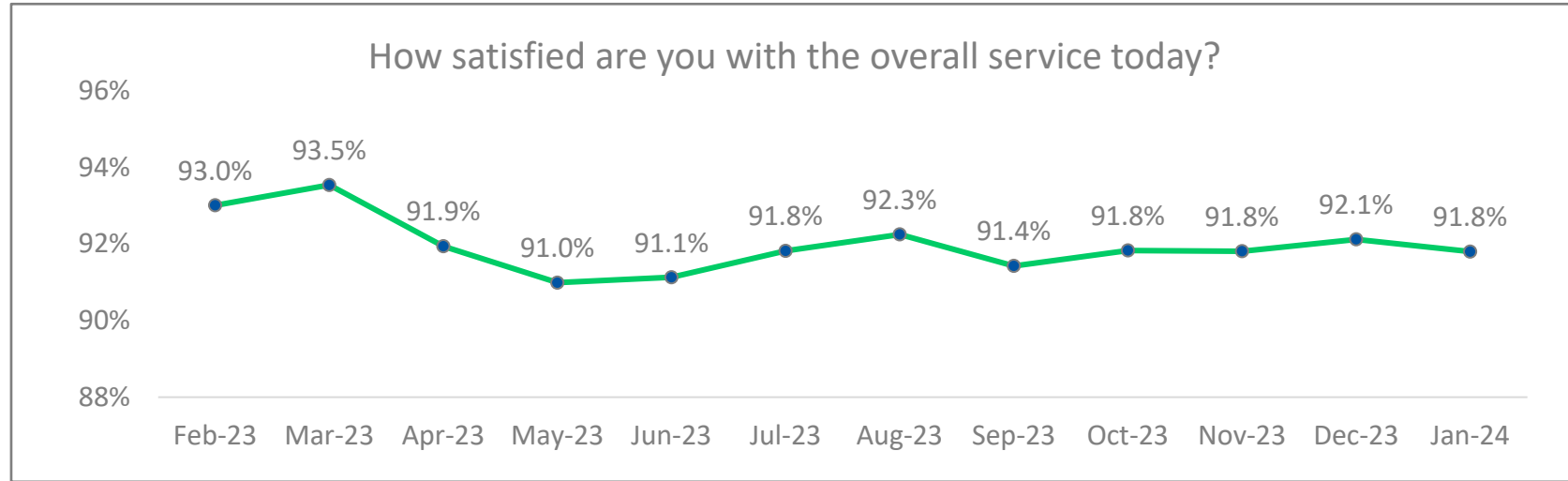
# Call Center Performance (January 2024)



Calls Received versus Avg Time to Answer  
(by Day)



# Call Center Customer Satisfaction



Total Number of January 2024 Responses = 7,695 (20.4% of call volume)

Post call survey of customers.



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# EXECUTIVE SESSION

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# EXECUTIVE SESSION

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ITEMS #13-16

13. Discuss the acquisition of one or more parcels or interests in real property needed for the 183A Phase III Project and related issues, including a final agreed judgment, pursuant to §551.072 (Deliberation Regarding Real Property) and §551.071 (Consultation with Attorney).
14. 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).
15. 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).
16. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **REGULAR ITEMS**

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# AGENDA ITEM #17

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Geoff Petrov  
General Counsel

Approve a final agreed judgement with Klatt Properties LP, Sprint Spectrum LP, Verizon Wireless Services LLC f/k/a Dallas MTA LP, and Wells Fargo Bank for the acquisition of Parcel 3 of the 183A Phase III Project, a 3.646-acre tract of land *owned by Klatt Properties, a Texas Limited Partnership;* and located at County Road 258 and 183A, Liberty Hill, Williamson County, Texas









# Location Overview



# Parcel 3

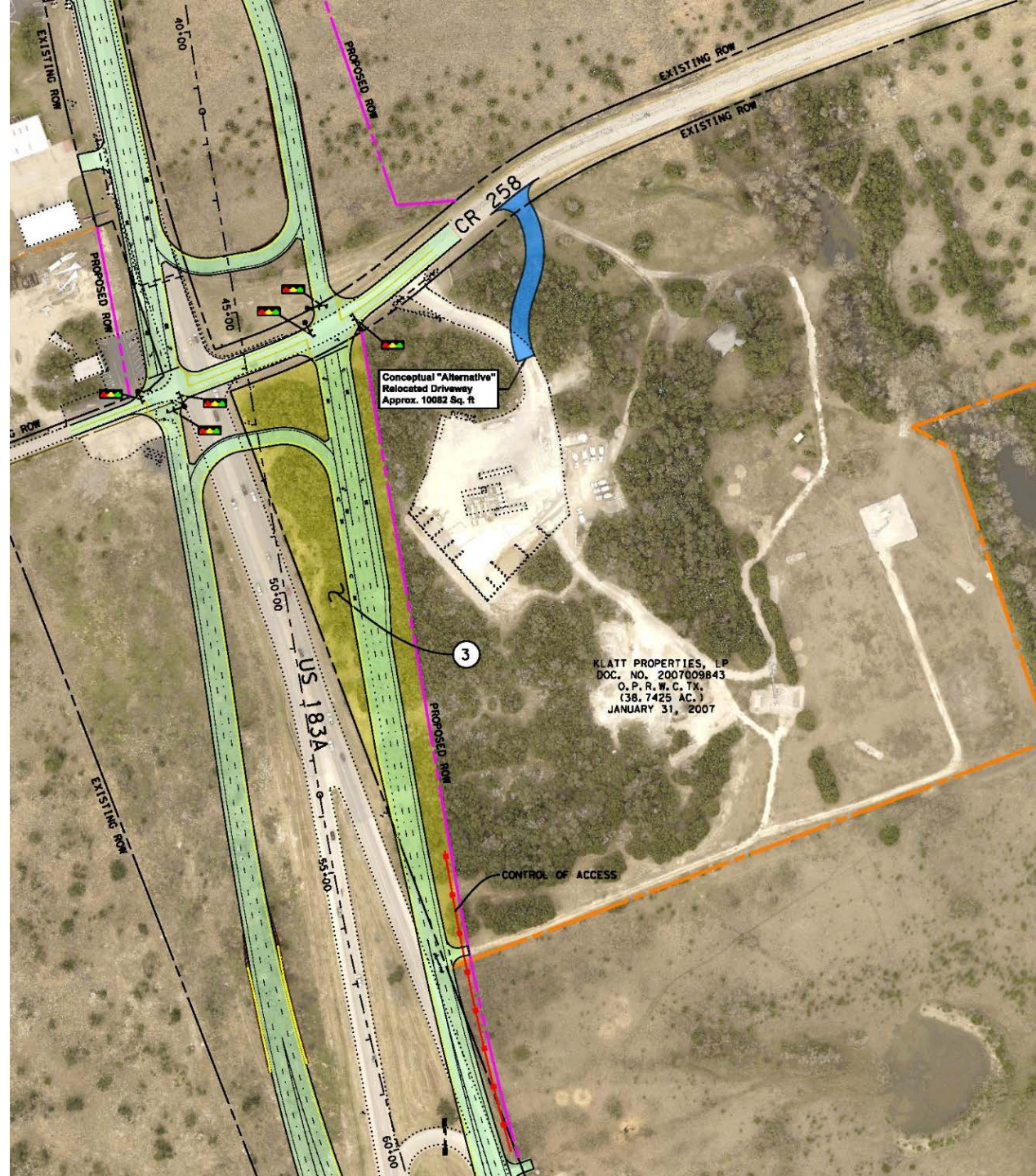


## LEGEND

-  PARCEL NUMBER
-  PROPOSED ROADWAY IMPROVEMENTS
-  PROPOSED PROPERTY TAKING
-  PROPOSED REMAINDER
-  PROPOSED RIGHT OF WAY
-  EXISTING RIGHT OF WAY
-  PROPERTY LINE
-  CONTROL OF ACCESS LINE



WHOLE PROPERTY SKETCH







CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

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## ADJOURN MEETING #18

February 28, 2024