



Pay by Mail Operational Complexities.

**CENTRAL TEXAS
Regional Mobility Authority**

Strategic Plan Relevance: Regional Mobility
Department: Operations
Contact: Tracie Brown, Customer Care and Toll Operations Manager
Associated Costs: N/A
Funding Source: N/A
Action Requested: Briefing and Board Discussion Only

Summary:

In addition to ensuring the integrity of the Mobility Authority's toll system and collecting revenue, the Operations Team also assists customers in understanding their billing issues. Today's presentation, "Pay By Mail Operational Complexities," illustrates some of the common customer complaints and how our department addresses the intricate scenarios involved.

Backup provided: Board presentation.