



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

September 26, 2018
AGENDA ITEM #7

Consider and take appropriate action on the proposed registered account parameters, fees and charges, and billing schedule for the new Pay By Mail Program

Strategic Plan Relevance:	Regional Mobility
Department:	Operations
Contact:	Tracie Brown, Director of Operations
Associated Costs:	None
Funding Source:	General Fund / Operations
Action Requested:	Consider and act on draft resolution

Summary:

In February 2018, the Mobility Authority Board of Directors approved a contract with Cofiroute USA, LLC (Cofiroute) for Pay By Mail processing, customer service and collections. Under the Agreement, Cofiroute is responsible for sending and receiving electronic files containing video toll transaction information for the Mobility Authority's new registered accounts as well as traditional Pay By Mail (PBM) transactions ; sending toll bills and notices to identified customers for the purpose of collecting PBM toll amounts and associated fees; and bundling and transmitting PBM toll amounts and administrative fee payments to the Mobility Authority. Cofiroute is also tasked with preparing and maintaining documents to be used in the course of collection activities and legal proceedings; providing full reporting and auditable data; and assuring that Cofiroute's systems (and those of its subcontractors) maintain compliance with industry standard financial, security, quality and software process standards.

The Authority's new Pay By Mail Program features registered pre-paid and post-paid accounts that provide greater self-service opportunities and electronic notification. The traditional unregistered accounts feature one account number per license plate and registered address as well as a 30-day billing cycle. The new registered accounts allow for automatic payment as well as e-notifications and SMS messaging regarding account balances. The entire program is bolstered by an updated payment site, new account invoice / statement layout and additional in-person payment locations.

The Authority must adopt a fee schedule to support the new Pay By Mail Program. The proposed schedule is outlined in Exhibit A. The schedule references two toll rate differentials - the premium above the electronic toll tag rate - for registered and unregistered accounts. Unregistered accounts will be assessed a 50% toll rate premium. Customers who choose a registered account will enjoy the current 33% premium. A planned future program enhancement will extend the 33% toll rate premium to unregistered accounts that are paid promptly (within a specified number of days of the bill's mail date), mitigating the assessment of late penalty administrative fees and lessening the Authority's revenue risk. More details about this enhancement will be shared at a later date.

Upon approval by the Board, staff will work to codify these actions in the Authority's Policy Code bring these modifications forward for the Board's consideration and approval at the next meeting.

Staff recommends approval of this resolution.

Backup Provided: Draft Resolution
Exhibit A - CTRMA Video Tolling Registered Account Parameters,
Schedule of Fees and Charges and Billing Schedule

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 18-0XX

**APPROVING REGISTERED ACCOUNT PARAMETERS, FEES AND CHARGES, AND
A BILLING SCHEDULE FOR THE NEW PAY BY MAIL PROGRAM**

WHEREAS, by Resolution No. 18-005 dated February 25, 2018, the Board authorized the Executive Director to finalize and execute an agreement with Cofiroute USA, LLC (“Cofiroute”) for Pay By Mail processing, collections and customer service as part of the Central Texas Regional Mobility Authority’s new Pay By Mail program; and

WHEREAS, in conjunction with implementation of the new Pay By Mail program, Mobility Authority staff have developed account parameters, a schedule of fees and charges, and a billing schedule which are all attached hereto as Exhibit A; and

WHEREAS, the Executive Director has reviewed and consulted with staff regarding the appropriate registered account parameters, fees and charges, and billing schedule to be implemented with the new Pay By Mail program; and

WHEREAS, the Executive Director recommends approval of the proposed registered account parameters, fees and charges, and billing schedule attached hereto as Exhibit A.

NOW THEREFORE, BE IT RESOLVED that the proposed registered account parameters, fees and charges, and billing schedule for the new Pay By Mail program attached hereto as Exhibit A are approved; and

BE IT FURTHER RESOLVED, that the Executive Director is directed to develop and present any revisions to the Mobility Authority Policy Code necessary to implement the new Pay By Mail program to the Board at a future Board Meeting.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 26th day of September 2018.

Submitted and reviewed by:

Approved:

Geoffrey Petrov, General Counsel

Ray A. Wilkerson
Chairman, Board of Directors

Exhibit A



Proposed Registered Account Parameters

Number of Vehicles	Minimum Initial Pre-paid Toll Amount	Initial Automatic Replenishment Amount	Low Balance Threshold
1	\$20	\$20	\$10

Proposed Schedule of Fees and Charges

ACCOUNT TYPE	DESCRIPTION	AMOUNT
Pay By Mail	Toll Differential (<i>amount above tag rate</i>)	50% *
	Mailed Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Mailed On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Faxed On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Emailed Monthly Statement Administrative Fee	No Charge
	Emailed On-Demand Monthly Statement Administrative Fee	No Charge
	Non-Texas License Plate Look-up Fee	\$1.00 <i>per invoice</i>
	Late Payment Administrative Fee – Notice of Non-Payment (<i>30 days past due</i>)	\$15.00 <i>per invoice</i>
	Late Payment Administrative Fee – Violation Notice (<i>60 days past due</i>)	\$30.00 <i>per invoice</i>
	Late Payment Administrative Fee – Collections (<i>90 days past due</i>)	\$45.00 <i>per invoice</i>
	Enhanced Enforcement Administrative Fee (<i>Failure to Pay Toll criminal complaint or habitual violator determination</i>)	\$50.00
	Returned Check Administrative Fee (<i>insufficient funds</i>)	\$25.00 <i>per check</i>
Registered Pre-paid	Toll Differential (<i>amount above tag rate</i>)	33%
	Emailed Monthly Statement Administrative Fee	No Charge
	Mailed On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Faxed On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Emailed On-Demand Monthly Statement Administrative Fee	No Charge
Registered Post-paid	Toll Differential (<i>amount above tag rate</i>)	33%
	Emailed Monthly Statement Administrative Fee	No Charge
	Mailed On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Faxed or On-Demand Monthly Statement Administrative Fee	\$ 1.00 <i>per statement</i>
	Emailed On-Demand Monthly Statement Administrative Fee	No Charge

* Effective January 1, 2019



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Proposed Billing Schedule

If Paid At...ⁱ	Tag	Registered Pre-paid <i>+ 33% Surcharge</i>	Pay By Mail <i>+ 50% Surchargeⁱⁱ</i>	Registered Post-paid <i>+ 33% Surcharge</i>
Toll Bill / Statement	N/A	Tolls only	Tolls + \$1 mail admin fee <i>(per invoice)</i>	Tolls only
Notice of Non-Payment <i>(30 days past due)</i>	N/A	N/A	Tolls + \$15 late payment admin fee <i>(per invoice)</i>	N/A
Violation Notice <i>(60 days past due)</i>	N/A	N/A	Tolls + \$30 late payment admin fee <i>(per invoice)</i>	N/A
Collections <i>(90 days past due)</i>	N/A	N/A	Tolls + \$45 late payment admin fee <i>(per invoice)</i>	N/A
Court	N/A	N/A	Toll + \$50 enhanced enforcement admin fee <i>(per complaint)</i>	N/A
Habitual Violator	N/A	N/A	Tolls + all outstanding fees + \$50 enhanced enforcement admin fee <i>(per determination)</i>	N/A

ⁱ Mail and late payment administrative fees do not carry-over from the previous stage.

ⁱⁱ Effective January 1, 2019.