



September 30, 2026 AGENDA ITEM #5

Discuss and consider approving the issuance of a request for proposals for customer service, video toll billing, payment processing, collections, enforcement support, and other related revenue collection services

Strategic Plan Relevance:	Innovation
Department:	Operations
Contact:	Tracie Brown, Director of Operations
Associated Costs:	\$500,000
Funding Source:	FY26 Operating Budget
Action Requested:	Consider and act on draft resolution

Project Description/Background: The Mobility Authority's toll facilities utilize modern electronic toll collection system (ETCS) technology to capture data from passing vehicles, enabling the agency to collect tolls electronically. The Mobility Authority employs all electronic tolling (AET), in which roadside equipment identifies radio frequency transponders when present and mounted in the vehicles of customers with transponder-based accounts.

Data is initially transmitted to CTRMA's Data Platform System (DPS) and then directed to either the Central United States (CUSIOP) or Southeastern United States (SEIOP) interoperable hub systems for posting and debiting of eligible customer home agency accounts. The Mobility Authority's facilities are interoperable and currently accept TxDOT's TxTag, North Texas Tollway Authority's TollTag, Harris County Toll Road Authority's EZ Tag, Kansas Turnpike Authority's K-TAG, Oklahoma Turnpike Authority's PikePass, Florida Turnpike Enterprise's SunPass, E-ZPass, and other tag and electronic products facilitated by their interoperable partners.

For the remaining vehicles not deemed eligible for CUSIOP or SEIOP posting, the

roadside system captures images of the vehicle's license plate(s). Through the process of optical character recognition (OCR) and/or human image review, image-based transactions, along with the transactional information (location, date/time, classification of the vehicle, toll amount, license plate information, etc.) are sent to the Mobility Authority's Pay By Mail system for revenue collection. Pay By Mail processing includes invoicing, payment processing, customer support/call center services, enhanced enforcement remedies, legal action, and collections activities.

Current Action: The procurement provides a back-office system and the operational staff and support needed to facilitate invoicing and processing (video billing), violation processing, collections, enforcement of unpaid tolls, and customer service to support the Mobility Authority's Pay By Mail program. The services may also include prepaid and postpaid plate-based account management, as well as transponder account management and distribution services.

The procurement process will use several phases to identify a final group of vendors with whom staff will hold interviews and demonstrations to determine which vendor's system, operations, and management structure best align with the Mobility Authority's vision and goals. The Authority will use a best-and-final-offer process to determine the "best value" solution.

The initial term of the contract is seven years. The Mobility Authority shall have the option to extend the contract for two (2) additional two-year renewals. Final details, including the contract terms and renewals, are subject to approval by the Mobility Authority's Board of Directors.

Next Steps: Should the board approve this item, staff will release the Request for Proposal in fall 2026. Vendor responses will be due late winter 2027. Staff expects to present its recommendation for the selected vendor in the summer 2027 board meeting and request approval for the Executive Director to negotiate and execute a contract with the selected vendor.

Previous Actions: In December 2018 the Mobility Authority's Board of Director approved the first amendment to the Agreement with Cofiroute USA outlining the expected recompense for processing and collecting Pay By Mail toll transactions paid from post-paid accounts, overpayments and prior to notice generation (*Pay Item #1*). The amendment also added pay items related to insufficient funds (*Pay Item #9*) and out of

state license plate lookups (*Pay Item #10*).

In July 2019, the Board approved Amendment No. 2 to the Agreement with Cofiroute USA to add a new pay item to support the habitual violator program, additional customer service hours, and additional support for the qualified veteran program. A third amendment was approved in February 2023 to allow for a vendor incentive if certain customer service and collection metrics are met.

In September 2024, the Board approved issuing an RFP to a shortlisted group of Proposers. In October 2025, the Board accepted staff's award recommendation and approved a contract in January 2026. In August 2026, the Mobility Authority chose to go with a different approach.

Financing: FY26 Operating Budget

Action Requested/Staff Recommendation: Staff recommends approving the issuance of a Request for Proposals for customer service, video toll billing, payment processing, collections, enforcement support, and other related revenue collection services.

Backup Provided: Draft resolution

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

RESOLUTION NO. 26-0XX

**APPROVING THE PUBLICATION OF A REQUEST FOR PROPOSALS FOR
CUSTOMER SERVICE, VIDEO TOLL BILLING, PAYMENT PROCESSING,
COLLECTIONS, ENFORCEMENT SUPPORT, AND OTHER RELATED REVENUE
COLLECTION SERVICES**

WHEREAS, by Resolution No. 18-005, dated February 28, 2018, the Board of Directors of the Central Texas Regional Mobility Authority (the “Mobility Authority”) approved an agreement with Cofiroute USA, LLC (now known as ViaPlus by VINCI Highways or “ViaPlus”) for pay by mail, violations processing, collections and customer services (the “ViaPlus Agreement”); and

WHEREAS, the ViaPlus Agreement will expire on March 8, 2027; and

WHEREAS, the Mobility Authority has determined that it is in its best interest to pursue a new procurement for these services; and

WHEREAS, the Mobility Authority has an ongoing need for customer service, video toll billing, payment processing, collections, enforcement support, and other related revenue collection services to support the Mobility Authority's Pay By Mail Program; and

WHEREAS, the Executive Director recommends that the Board approve, pursuant to Article 16 of the Mobility Authority's Policy Code, the issuance of a request for proposals (“RFP”) for customer service, video toll billing, payment processing, collections, enforcement support, and other related revenue collection services.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors hereby authorizes the Executive Director to develop and issue an RFP for customer service, video toll billing, payment processing, collections, enforcement support, and other related revenue collection services.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 30th day of September 2026.

Submitted and reviewed by:

Approved:

James M. Bass
Executive Director

Robert W. Jenkins, Jr.
Chairman, Board of Directors