



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

May 27, 2026  
**AGENDA ITEM #7**

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Discuss and consider the issuance of a  
request for proposals for roadside  
safety patrol services

Strategic Plan Relevance:	Safety and Service
Department:	Operations
Contact:	Fabiola Bowers, Assistant Director of Operations
Associated Costs:	To Be Determined – Based on Competitive Procurement
Funding Source:	Operating Budget
Action Requested:	Consider and act on draft resolution

**Project Description/Background:** The Central Texas Regional Mobility Authority (Mobility Authority) currently operates seven (7) toll facilities across the greater Austin metropolitan area, including all-electronic toll roads and express lanes spanning over 60 centerline miles of managed roadways. These facilities serve hundreds of thousands of motorists daily and require a continuous, coordinated program of roadside safety and courtesy patrol services to maintain safety, minimize traffic disruption, and deliver a high-quality customer experience.

Roadside Safety Services – commonly referred to as highway courtesy patrol – provide free, proactive assistance to motorists experiencing minor vehicle incidents, while also managing traffic control at incident scenes, conducting facility security inspections, and coordinating with law enforcement and emergency responders. These services play a critical role in maintaining safe and efficient traffic flow across Mobility Authority-managed corridors.

To procure these services competitively and in compliance with applicable procurement requirements, the Mobility Authority has developed a comprehensive Request for Proposals (RFP) including a detailed Scope of Work and Service Level Agreement (SLA) framework. The proposed contract will cover all Mobility Authority toll facilities and will require the selected contractor to provide service Monday – Friday, 6:00 a.m. – 8:30 p.m.

The RFP notes that service days and times may be modified as the Mobility Authority's needs change.

The Roadside Safety Services Program Explained

The objective of the Roadside Safety Services program is to provide comprehensive toll roadway operational support across all Mobility Authority facilities. Core service components include:

- Courtesy Patrol Operations
- Incident Response
- Toll Lane & Gantry Inspection Services
- Security & Facility Inspection Services
- Business Continuity & Emergency Operations Support
- Technology & AVL Integration
- Reporting & Recordkeeping

The contractor will also be required to provide and maintain all fleet vehicles, equipment, and technology systems necessary to deliver services; comply with MUTCD traffic control standards, OSHA regulations, and TIM certification requirements; and meet detailed SLA thresholds with associated performance penalties.

Procurement Schedule

The following key milestones govern the Roadside Safety Services procurement and anticipated contract award timeline:

Milestone	Target Date
RFP Documents Finalized	May 27, 2026
RFP Posted / Published	May 28, 2026
Proposer Questions Due	June 10, 2026
RFP Responses Due	July 9, 2026
Evaluation Complete / RFP Determination	August 7, 2026

Board Approval of Selection	August 26, 2026
Contract Negotiations	August 26 - October 6, 2026
Notice to Proceed (NTP) Issued	October 7, 2026
Services Begin (90 Calendar Days + NTP)	January 5, 2027

**Previous Actions & Brief History of the Program/Project:** The Mobility Authority has historically contracted roadside safety and courtesy patrol services from the Texas Department of Transportation (TxDOT) to support its growing network of toll facilities. The Board of Directors approved an interlocal agreement with TxDOT for roadside safety and courtesy patrol services in 2023 and subsequent amendments in 2024 and 2025. The current procurement is initiated to establish a new contract through a competitive Request for Proposals process. The RFP Scope of Work and SLA framework has been developed by Mobility Authority staff to define comprehensive service, performance, technology, and reporting requirements for the selected vendor. The solicitation is structured to allow the Mobility Authority to award multiple contracts at its discretion.

**Financing:** Operating Budget. Final contract costs will be determined through the competitive RFP process and will be subject to Board approval prior to contract execution.

**Action requested/Staff Recommendation:** Staff recommends that the Board of Directors authorize staff to proceed with the procurement of Roadside Safety Services through a competitive Request for Proposals process, and further authorize the Executive Director to negotiate and execute a contract with the selected proposer(s), subject to final Board approval of contract terms and associated costs.

**Backup provided:** Presentation  
Draft resolution

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

**RESOLUTION NO. 26-0XX**

**APPROVING THE ISSUANCE OF A REQUEST FOR PROPOSALS FOR ROADSIDE  
SAFETY PATROL SERVICES ON MOBILITY AUTHORITY FACILITIES**

WHEREAS, the Texas Department of Transportation (TxDOT) through an interlocal agreement (“ILA”) currently provides roadside safety patrol services on Central Texas Regional Mobility Authority (the “Mobility Authority”) toll facilities; and

WHEREAS, the Mobility Authority is establishing a program to provide roadside safety patrol services on Mobility Authority facilities in order to ensure continuity of such services upon the expiration of the ILA with TxDOT; and

WHEREAS, the Mobility Authority desires comprehensive toll roadway operational support across all Mobility Authority facilities including courtesy patrol operations, incident response, toll lane & gantry inspection services, security & facility inspection services, business continuity & emergency operations support, technology & automatic vehicle location integration and reporting & recordkeeping (“Roadside Safety Patrol Services”); and

WHEREAS, the Executive Director recommends that the Mobility Authority proceed with the issuance of a Request for Proposals (“RFP”) from firms interested in providing Roadside Safety Patrol Services on Mobility Authority toll facilities.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors authorizes and directs the Executive Director to develop and issue an RFP to solicit proposals from firms interested in providing Roadside Safety Patrol Services on Mobility Authority toll facilities; and

BE IT FURTHER RESOLVED that the Executive Director is authorized to establish and implement a process to review and evaluate responses to the RFP and to make a recommendation to the Board for the award of a contract to the proposer offering the best value based on the criteria set forth in the RFP.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 27<sup>th</sup> day of May 2026.

Submitted and reviewed by:

Approved:

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James M. Bass  
Executive Director

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