



HARRIS COUNTY TOLL ROAD AUTHORITY

Budget Presentation

**7-Month Period Ending 09/30/2022 &
Fiscal Year Ending 09/30/2023**

MISSION

HCTRA's mission is to responsibly operate and maintain a safe, reliable, sustainable, and evolving mobility system that meets the diverse connectivity needs of all Harris County residents.

VISION

HCTRA will collaborate with local partners to create innovative and resilient mobility solutions which improve quality of life by providing greater access to health, jobs, and housing.

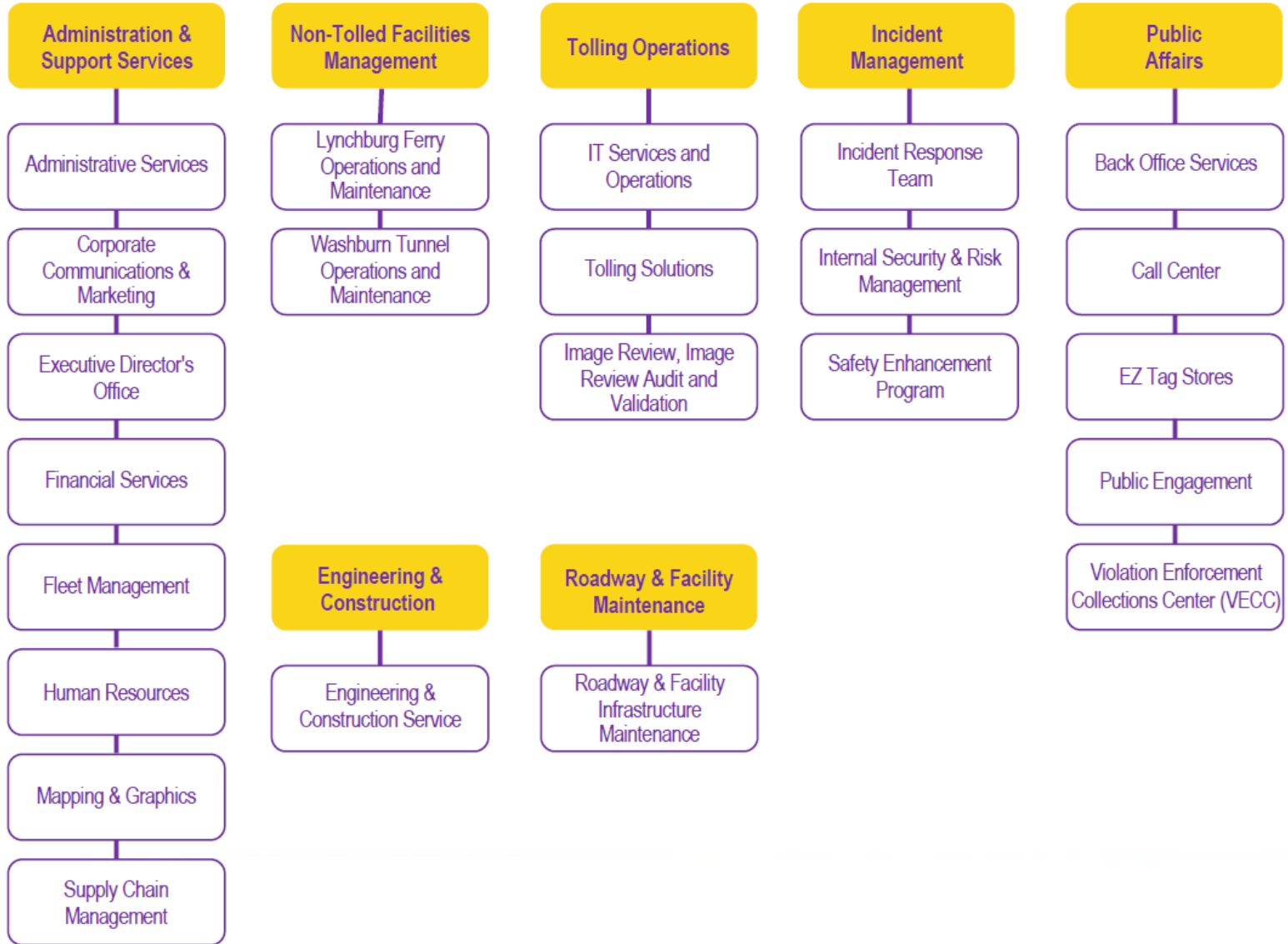
HCTRA will deliver mobility solutions that create value for customers and the community by incorporating stakeholder collaboration throughout planning, development, and implementation.

HCTRA will strengthen the region's economic vitality by improving mobility for all with safe and efficient mobility solutions throughout Harris County.

DEPARTMENT OVERVIEW

- > HCTRA operates and manages Harris County's 128-mile, user-funded tolled highway system; provides account management support and customer service to over 2.3 million customer accounts with over 5.4 million active EZ Tags; provides critical support to drivers through its Incident Management division, which provides Law Enforcement and roadside assistance services, among other services.
- > HCTRA strives to maintain its physical infrastructure in superior condition through its rigorous infrastructure renewal and replacement program, which prioritizes public safety.
- > HCTRA's customer base continues to evolve as partnerships with other transportation agencies in the region, state, and beyond, allow Harris County residents and visitors greater flexibility when traveling throughout the region and neighboring states.
- > Within HCTRA there are 7 programs and 23 related services comprised of over 1,500 full time, temporary, and contract employees.

PROGRAMS & SERVICES



OBJECTIVES & PRIORITIES

- > Harris County Transportation Goal
 - > Promote accessible, affordable, equitable, reliable, safe and sustainable transportation options and networks to facilitate efficient movement of people and goods throughout the region.

- > Harris County Priority Outcomes
 - > Improve road safety; reduce and strive to eliminate fatalities and serious accidents.
 - > Improve road quality.
 - > Improve efficiency of moving people.

- > Continue to collaborate and lead on inter-departmental and inter-agency efforts to improve regional mobility and connectivity on and beyond HCTRA roadways, and manage and coordinate implementation of Commissioners Court approved policies, ensuring alignment with Harris County's Goals and priorities.

- > Identify opportunities to maximize the value of the toll road system for the benefit of the County and its residents.

- > Transition to an all-electronic roadway - assist HCTRA and County staff with extensive public outreach and engagement effort to address community questions and concerns prior to the final transition to an all-electronic "cashless" roadway environment.

- > Continue to support the County's response to the COVID-19 pandemic

ACCOMPLISHMENTS

- > HCTRA reorganization to better align with the County's goals and priority outcomes.
- > Capital Projects:
 - > Ship Channel Bridge - Construction of the southbound approach for the SCB will continue as planned and is expected to be completed in the first few months of the seven-month period.
 - > Projects substantially complete: Sam Houston Tollway Widening (East), Sam Houston Tollway Widening (Southeast) and Tomball Tollway Phase II.
 - > Continuing the Phase II of the Hardy Downtown Connector reevaluation – To allow for the community's collaboration in developing this mobility link directly into downtown, as well as improve pedestrian connectivity, green spaces, and storm water mitigation.
 - > Program Management Consultant work for the Lynchburg Ferry and Washburn Tunnel is underway.
- > Conversion to All Electronic Tolling is underway.
 - > Commissioners Court approved the Program Management Consultant (PMC) and the NTP was issued. The new costs are now included in the Capital Improvements Program planning document.
- > Implementation of Overflow Call centers to address high call volumes and meet all customer needs.
- > FY 2021 Financial Statements were issued with no findings.

KEY PERFORMANCE INDICATORS

Annual System Inspection Report

> Results indicate that the system is in good condition

- 2021 accomplishments demonstrate HCTRA's continuing commitment to providing a safe and efficient means of travel for the residents and visitors to Harris County.
- HCTRA provides the regular maintenance needed to maintain the system in good condition.
- Ratings range from 4.04 to 4.79 on a scale of 1 (critical) to 5 (excellent).

Tolling Solutions & Operations

- 192,125,848 license plate image transactions processed
- Toll system available 100% of the time

Call Center Call Volumes

- > 4,052 avg. calls per day
 - Increase by ~300 from prior year
- 81,041 avg. calls per month
 - Increase by ~7,000 from prior year
- 8 min. 21 sec. avg. call handle time (AHT)
- 10 min. 17 sec. avg. speed to answer (ASA)

Incident Management

> 4,520,716 miles patrolled

- Roadway incidents and hazards response time
 - 8:15 min
- Assisted Stranded Vehicles – 13,163
 - 17:41 avg. clearance time (decrease by ~7 min. from prior year)
- Free HCTRA Tows – 5,724
- Flats Changed – 5,073
- Rescue Fuel – 2,213 gallons (increase by ~100 from prior year)
- 3,919 Crashes FYTD
 - 6:04 Avg. response time to active crash scenes (decrease by ~10 seconds from prior year)
 - 21:51 Avg. clearance time of crashes on mainline
 - 3 roadway fatalities (decrease by 2 from prior year)

Resolution of Tunnel Bi-annual Inspection issues

> Complete

Information as of 11/30/2021

KEY PERFORMANCE INDICATORS

Active EZ TAGs

> 5.4 Million

EZ TAG Revenues

> \$383 Million

Toll Revenues Projected/Estimated

- FY 2022: \$812 Million
- 7 month period: \$470 Million
- FY 2023: \$869 Million

Capital Improvement Plan

- 100% adherence to the CIP budget

Support Services: Human Resources

- 100 Days Avg. time to fill Positions
- 259 FTE/Temps Hired

FY 2022 O&M Budget (FEAR)⁽¹⁾

- > \$269M HCTRA O&M⁽²⁾
- > \$12M Tunnel & Ferry O&M⁽³⁾

- Variance between actual vs budgeted O&M expenses and open encumbrances
 - 10% under budget

Planning 7-Month Period & FY 2023 O&M Budget

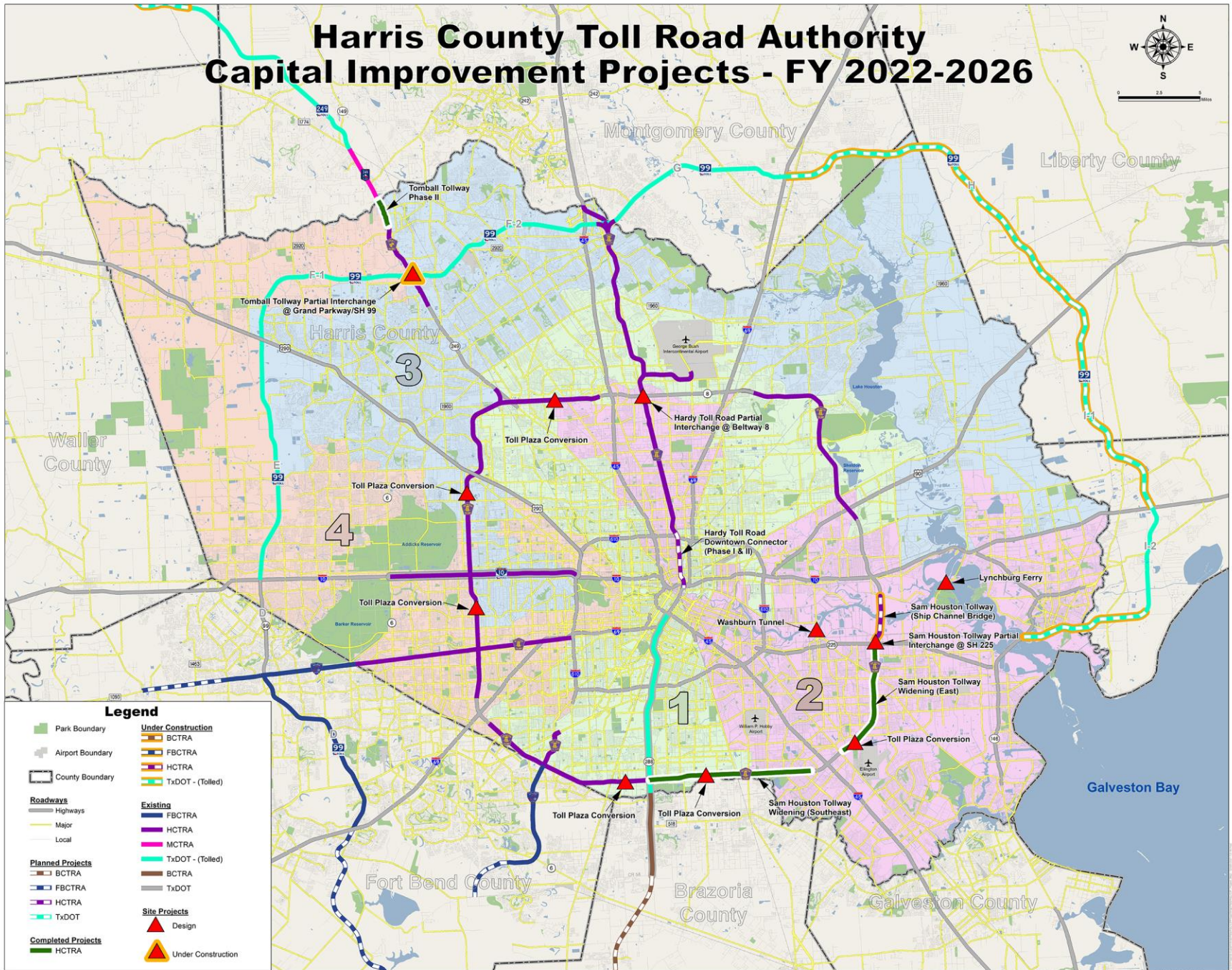
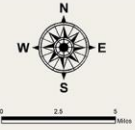
- 7-month period budget is projected to be a pro-rated amount of the FY 2022 adopted budget, with no increase:
 - \$157M - HCTRA O&M
 - \$4.5M - Tunnel & Ferry O&M
- FY 2023 preliminary budget is projected with an estimated 3.5% growth rate:
 - \$279M - HCTRA O&M
 - \$8M - Tunnel & Ferry O&M

Information as of 11/30/2021

(1) per the Harris County Auditor's Office Final Estimated Available Resources for FY 2022

(2) Fund 5302 (3) Fund 5310

Harris County Toll Road Authority Capital Improvement Projects - FY 2022-2026



Legend

- | | |
|---------------------------|----------------------|
| Park Boundary | Under Construction |
| Airport Boundary | BCTRA |
| County Boundary | FBCTRA |
| | HCTRA |
| | TxDOT - (Tolled) |
| Roadways | Existing |
| Highways | FBCTRA |
| Major | HCTRA |
| Local | MCTRA |
| Planned Projects | TxDOT - (Tolled) |
| BCTRA | BCTRA |
| FBCTRA | TxDOT |
| HCTRA | |
| TxDOT | |
| Completed Projects | Site Projects |
| HCTRA | Design |
| | Under Construction |

TOLL ROAD PROJECTS

Information as of 11/30/2021

Project	Project Estimate	Spent to Date	Estimated Completion Date	Current Status
Grand Parkway Frontage Roads between Schiel Road and Cumberland Ridge Drive	\$ 5,000,000.00	\$ 410,000.00	FY 2024	Implementation
Hardy Downtown Connector (Phase I)	207,000,000	163,340,000	FY 2026	Implementation
Hardy Downtown Connector (Phase II)	213,000,000	24,020,000	FY2027	Detailed Design
Hardy Toll Road Partial Interchange at Beltway 8	140,000,000	1,420,000	FY 2026	Implementation
Sam Houston Tollway (Ship Channel Bridge)	1,448,500,000	571,490,000	FY 2028	Implementation
Sam Houston Tollway Widening (East)	278,000,000	264,880,000	7- Month Period Ending September 2022	Closed/Closing
SH225 Partial Interchange at the Sam Houston Tollway	144,600,000	7,360,000	FY 2025	Implementation
Tomball Tollway Partial Interchange at the Grand Parkway	115,000,000	72,090,000	FY 2023	Implementation
System-wide Roadway Improvements	130,000,000	33,540,000	Ongoing	Implementation
Toll Plaza Conversion(s) and Improvements	494,000,000	920,000	FY 2026	Implementation
HCTRA Facility Improvements	59,000,000	4,210,000	Ongoing	Implementation
Lynchburg Ferry	57,000,000	790,000	Ongoing	Implementation
Toll System Upgrades, Maintenance, and Capital Support	283,000,000	67,270,000	Ongoing	Implementation
Washburn Tunnel	31,500,000	920,000	Ongoing	Implementation