



HARRIS COUNTY TOLL ROAD AUTHORITY

2017

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# Harris County Toll Road Authority

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# Harris County Toll Road Authority (HCTRA)

*The county's mobility needs didn't stop growing when the original segments were completed and efficient financing of Harris County's toll road system enables the county to continue to improve and expand, as well as maintain it*

## Financing / Tolling

Toll Operation began in 1988

- The FY2016 CAFR report can be found on the [harriscountytx.gov](http://harriscountytx.gov) website for detailed financial information.

## Customer Service

## Incident Management

## CIP

Total for the HCTRA System is 2.1 Billion

# The Beginning of the Toll Road Authority

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HCTRA was created by Harris County Commissioners Court in 1983 after Harris County voters approved a referendum to release \$900 million in bonds to construct, maintain and operate toll roads in the growing Greater Houston Metropolitan area.

HCTRA is an enterprise Fund of Harris County and relies on charges from users of the toll road system to fund operations, debt services and future projects.

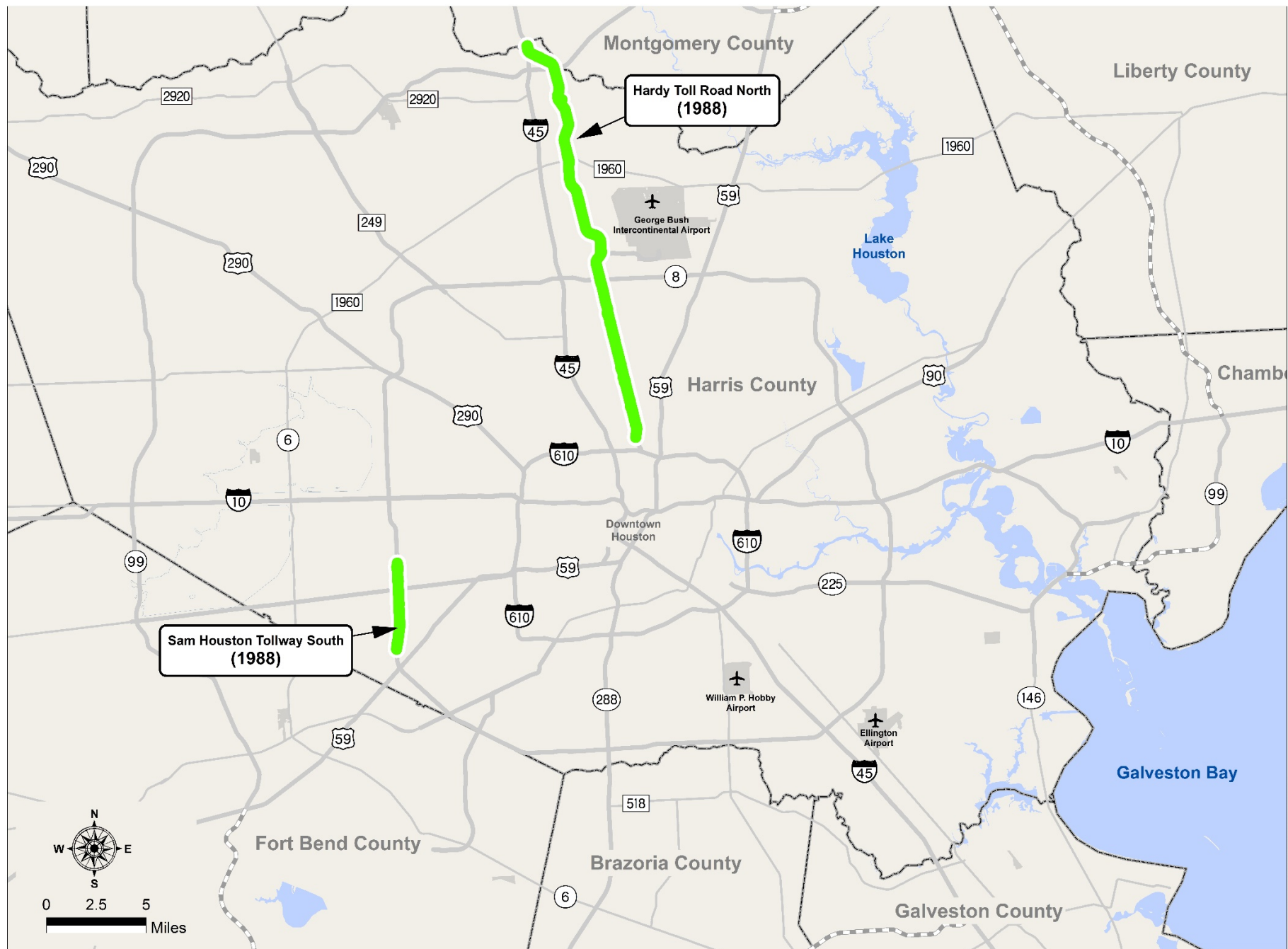


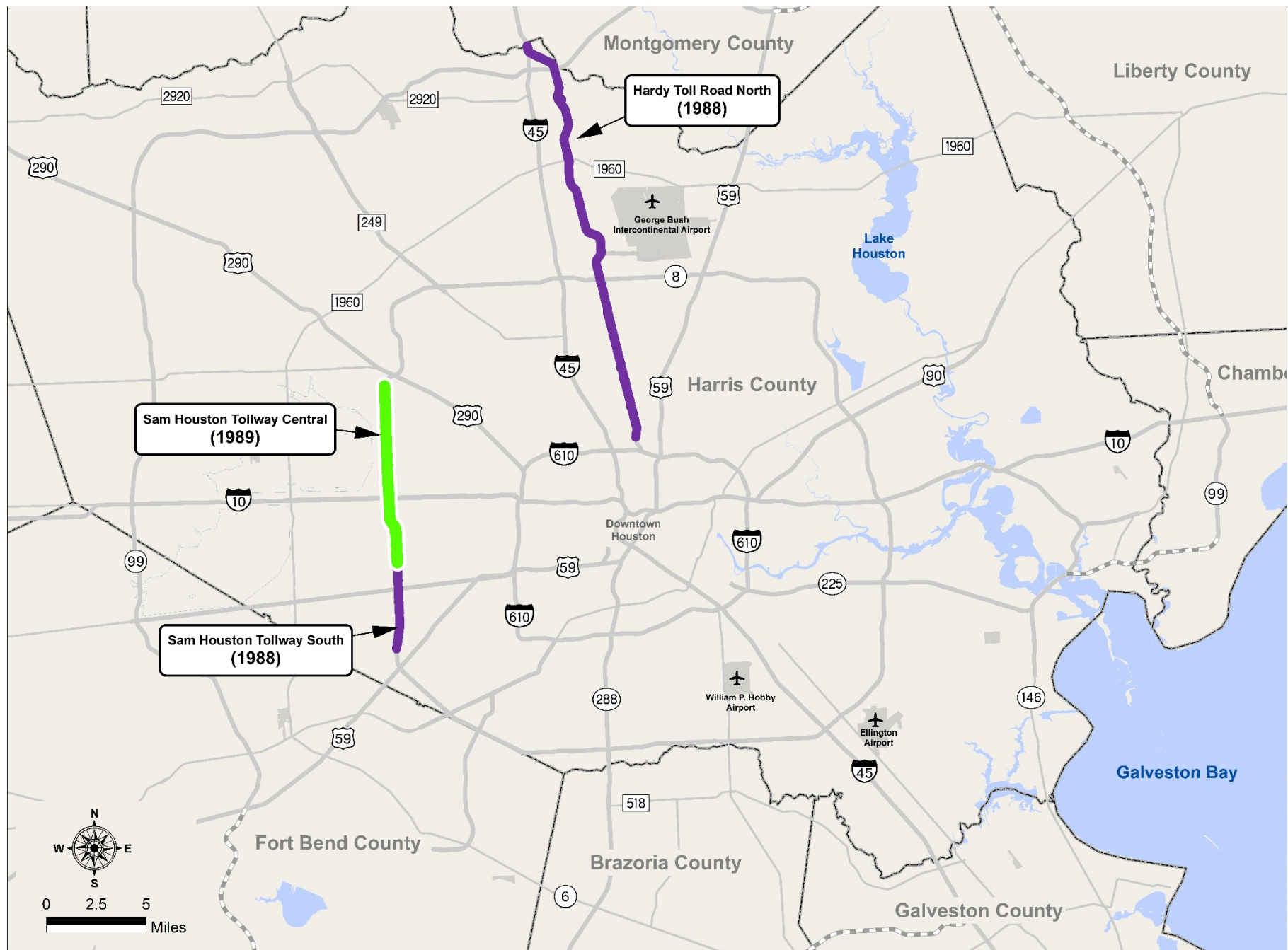
# Roadway History



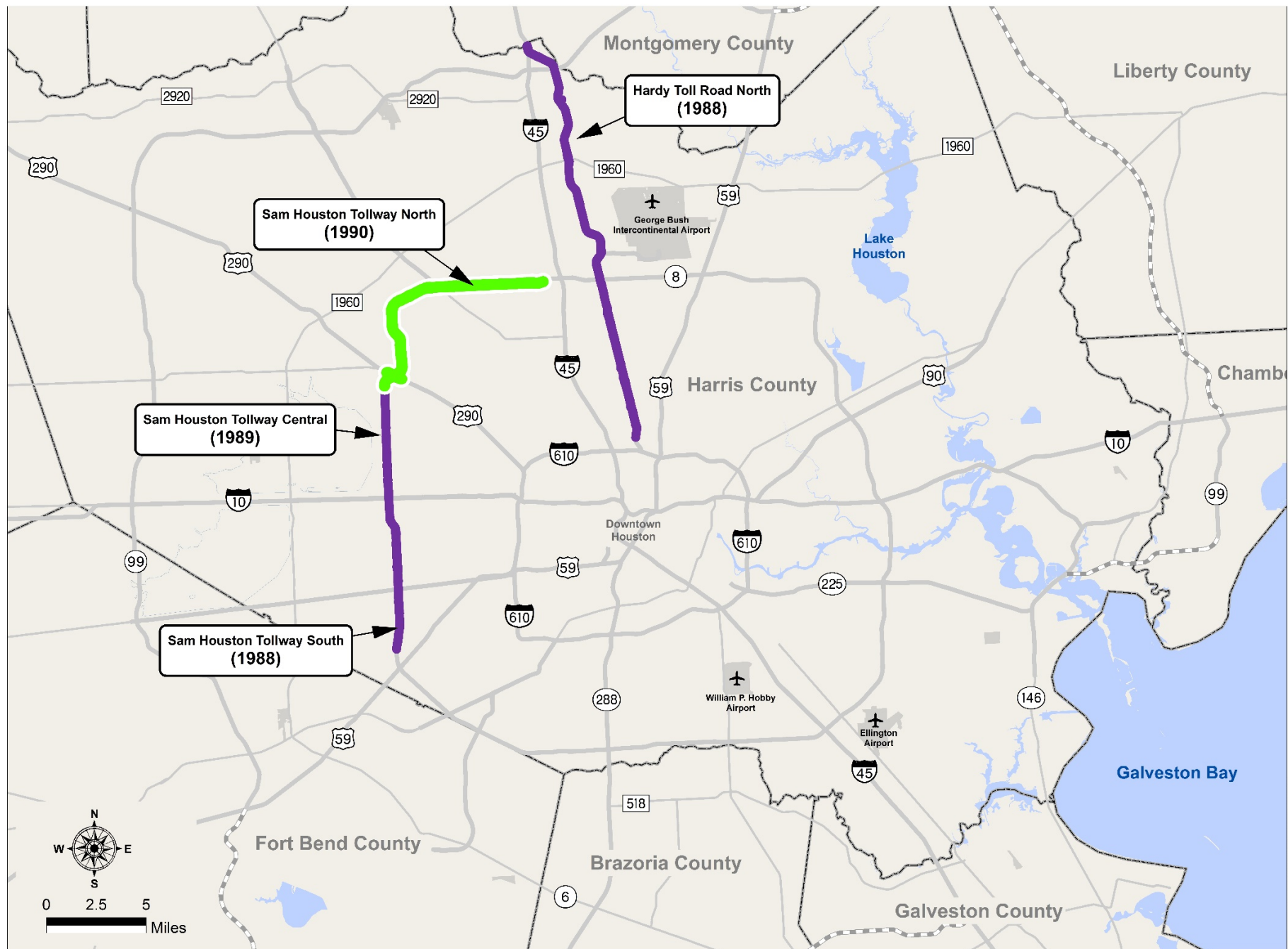


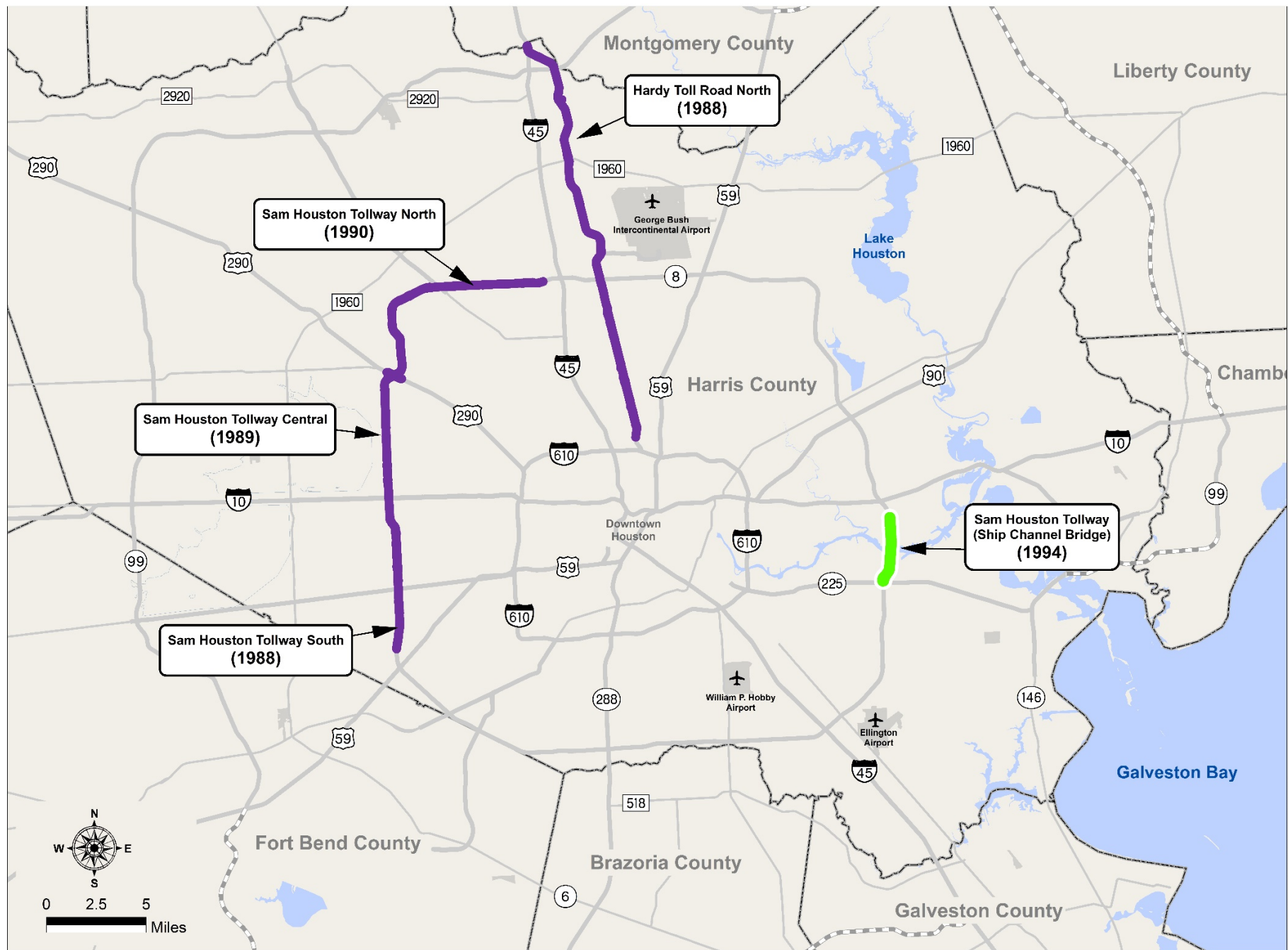


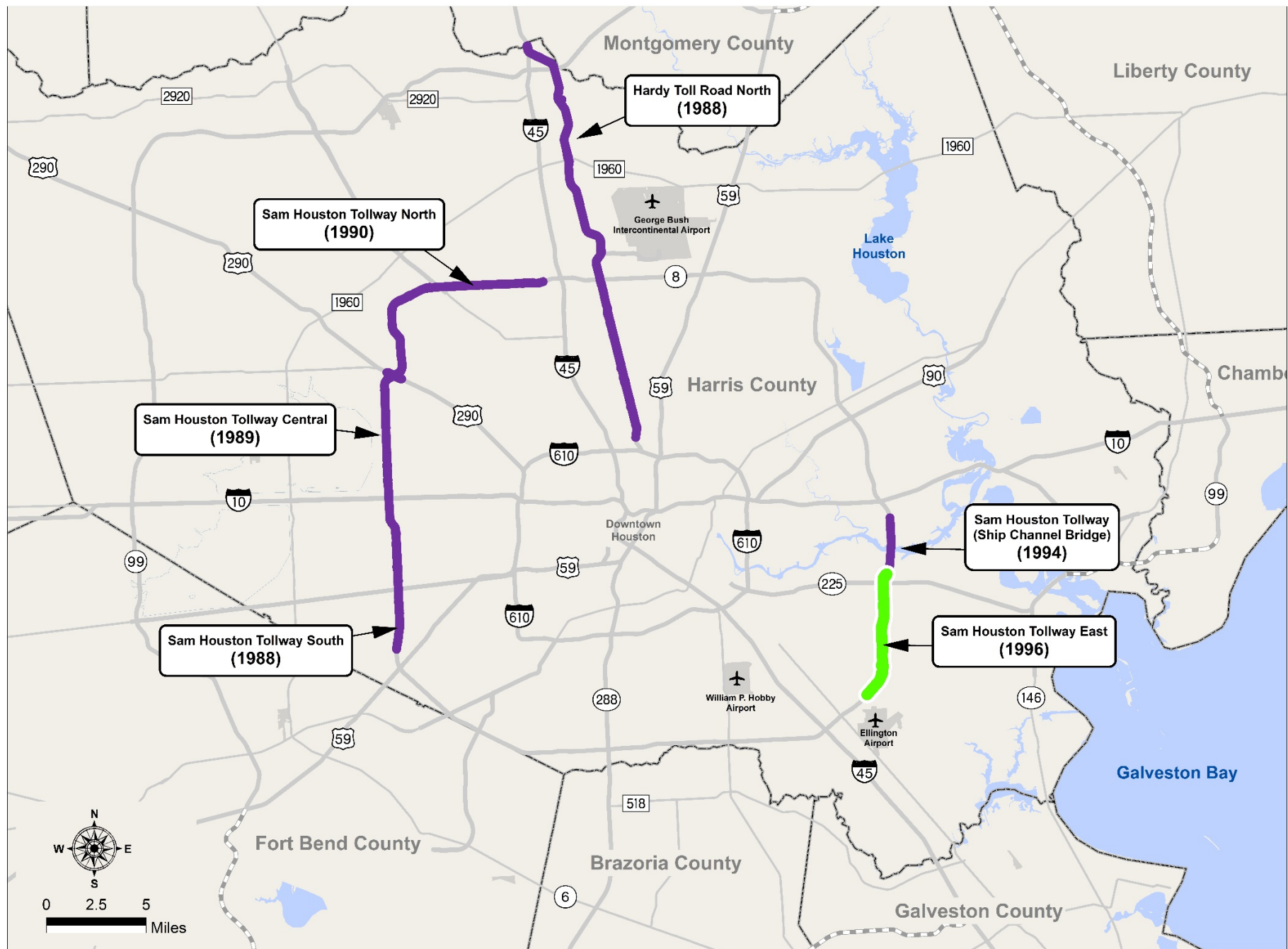




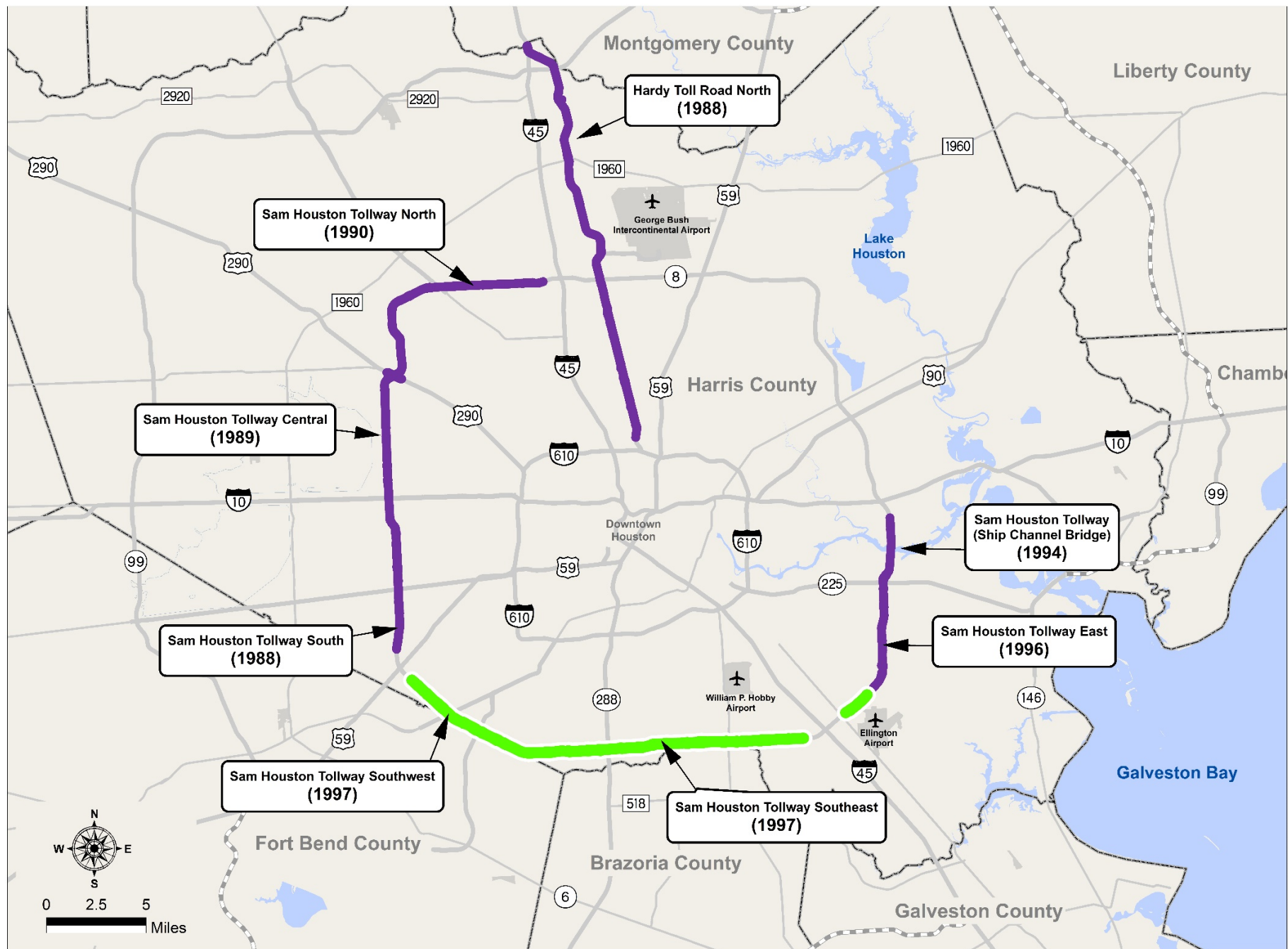


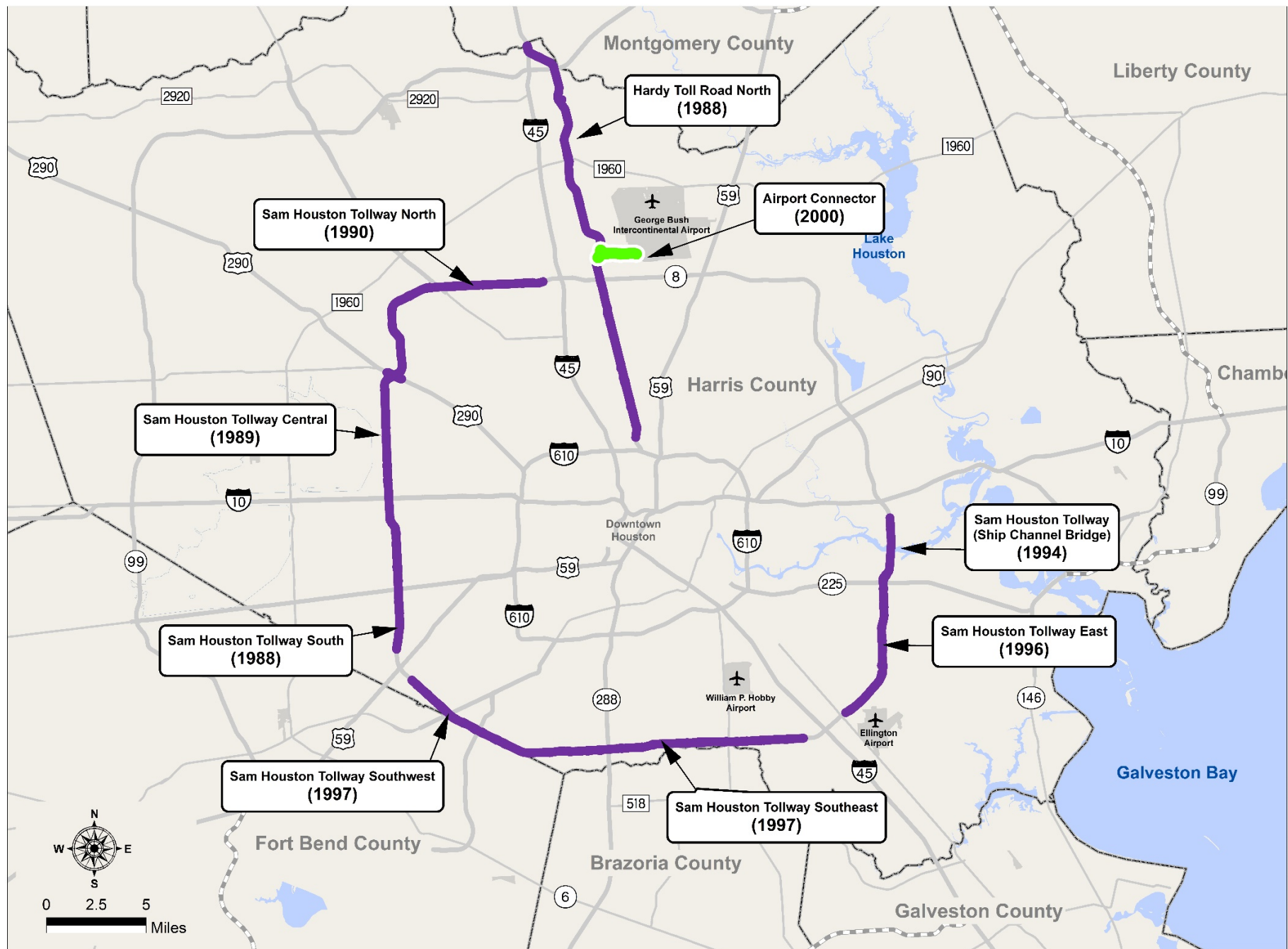


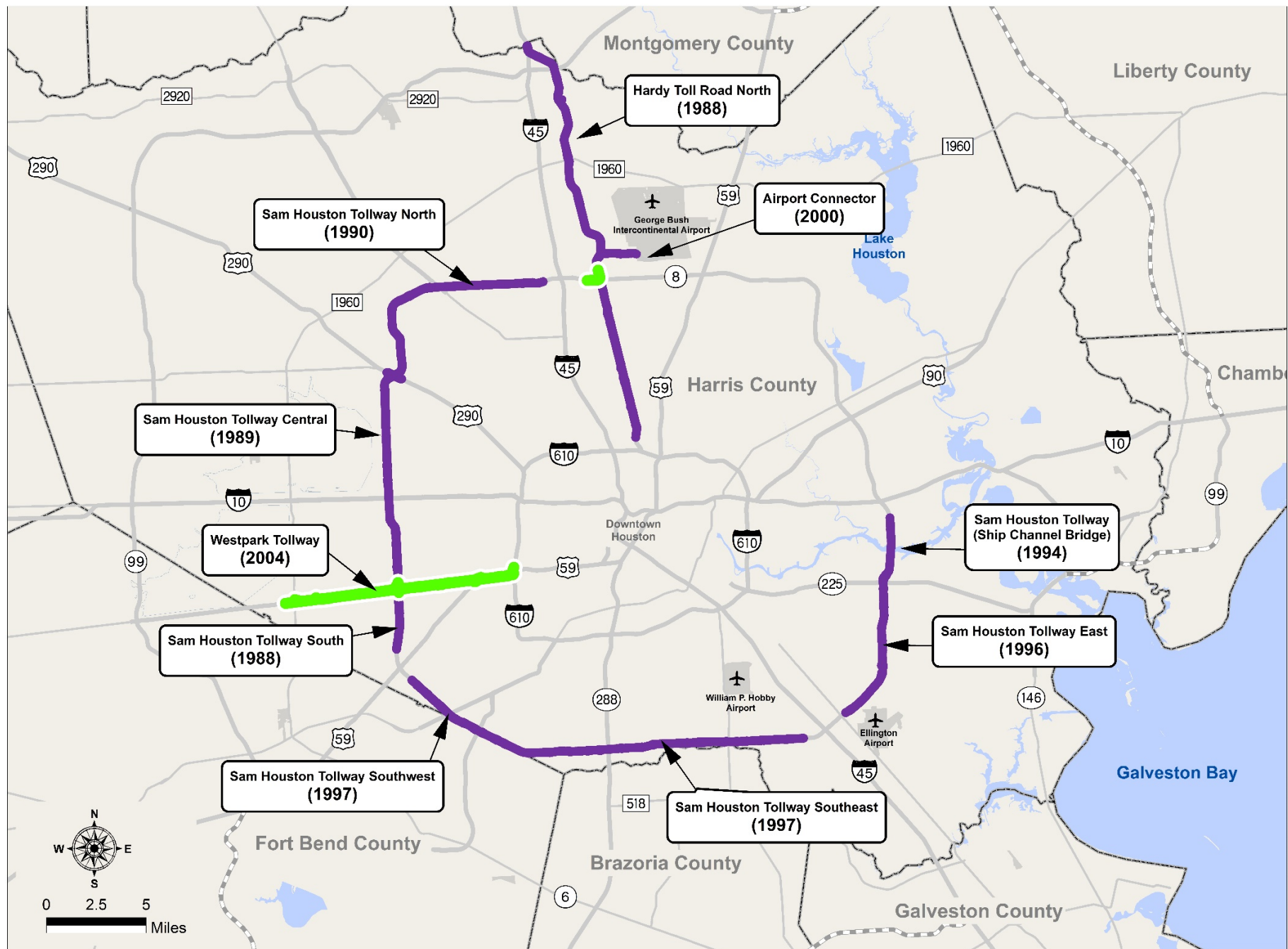




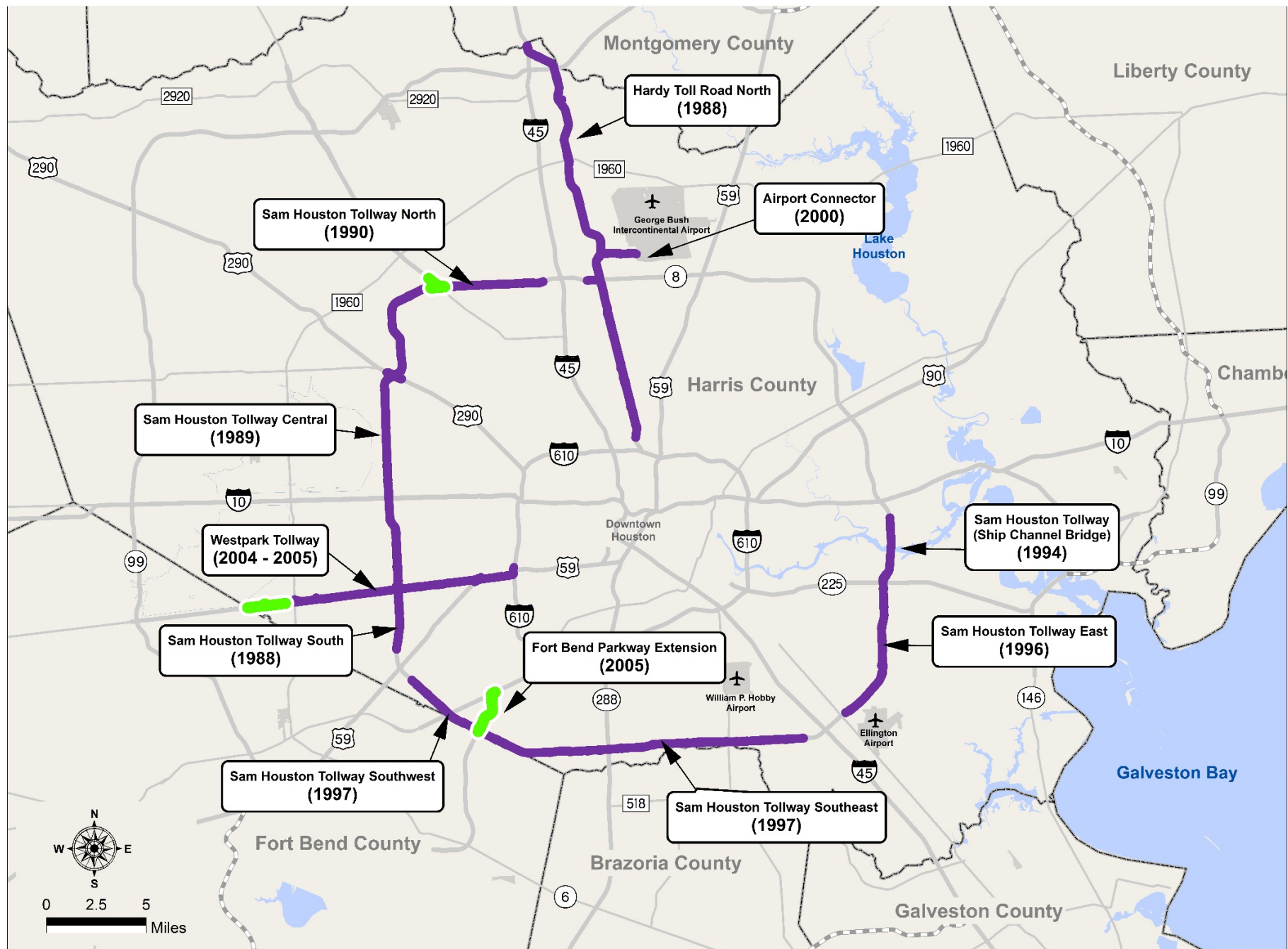


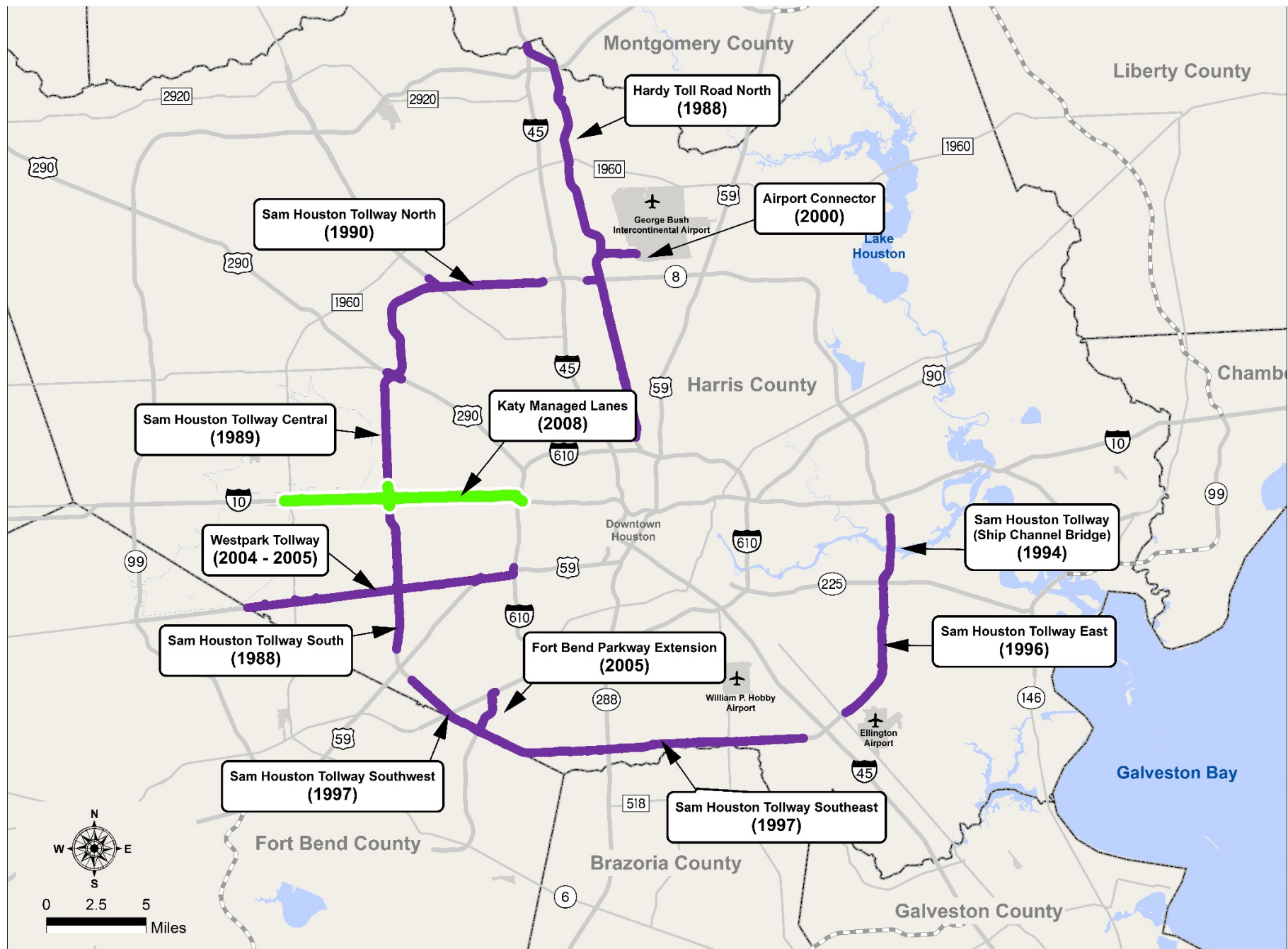


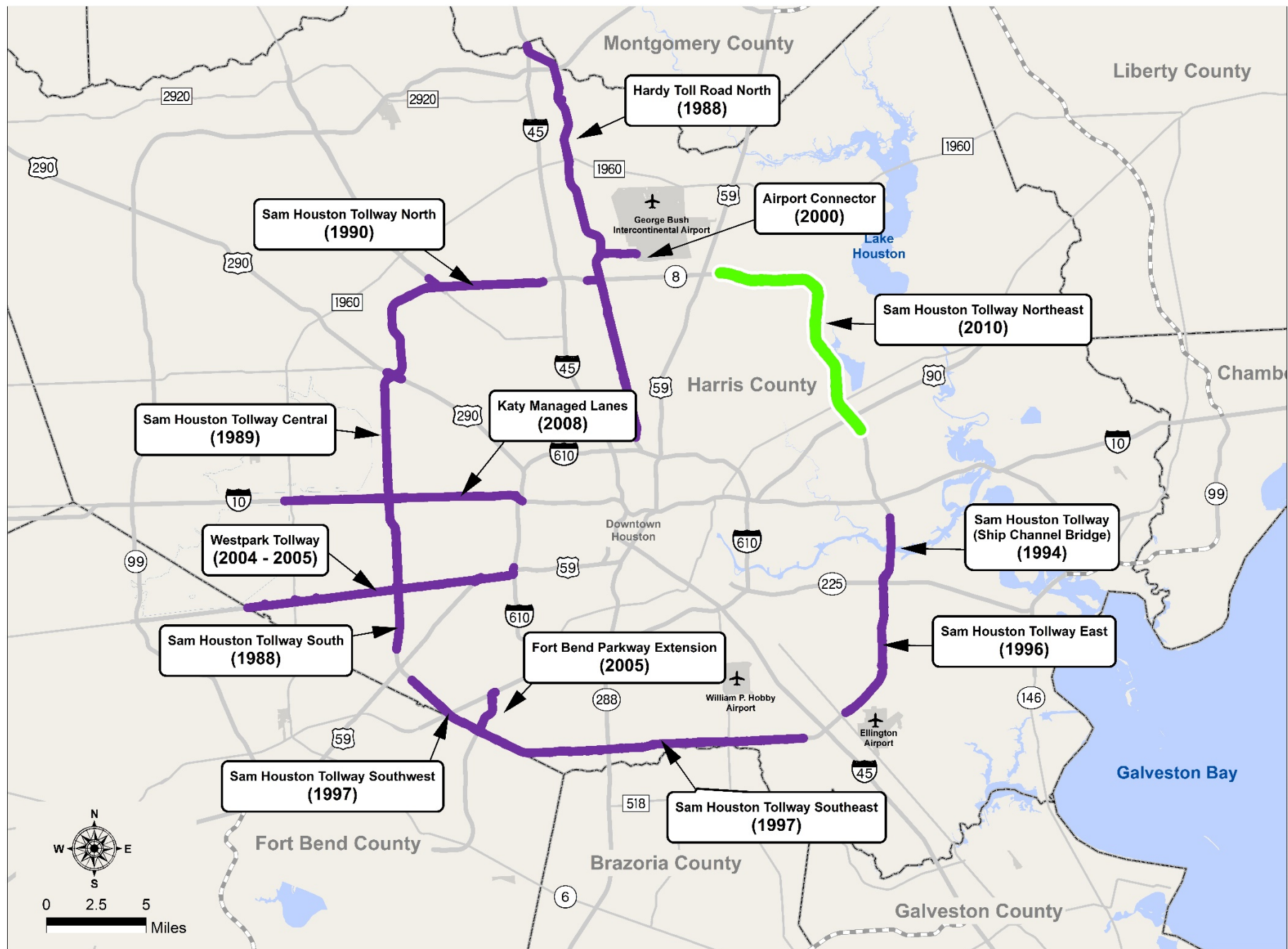




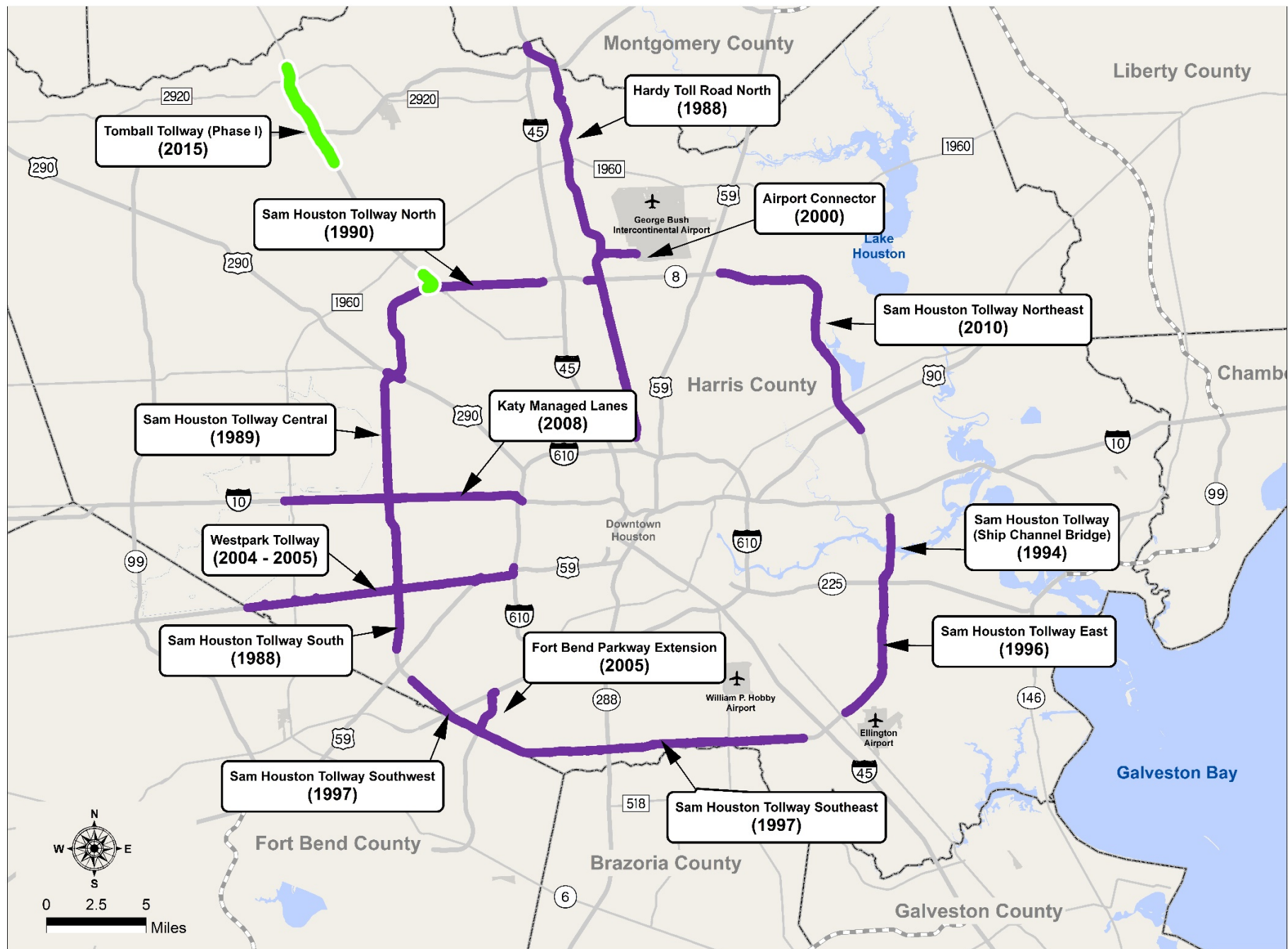














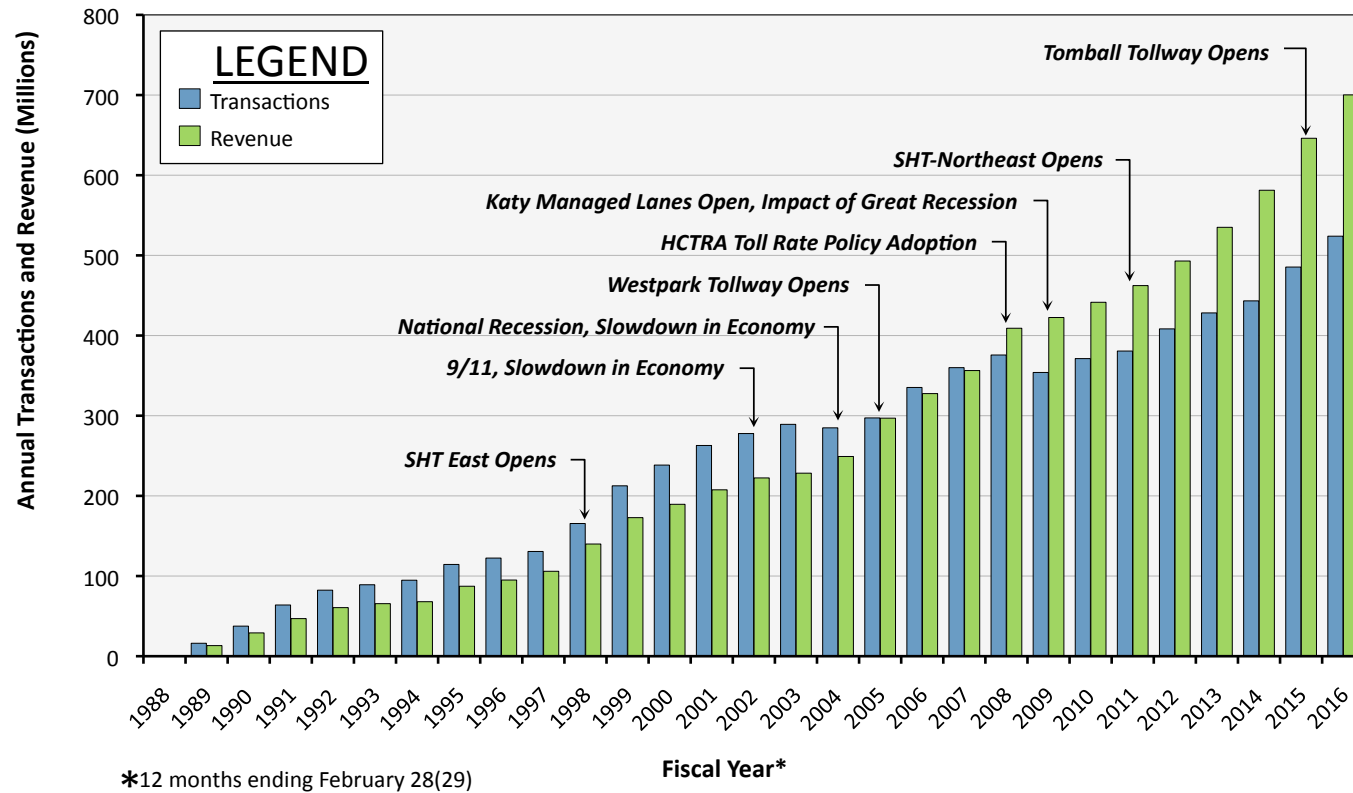


# Tolling History





# Growth in Region



Annual HCTRA System Transactions and Revenue

Data: CDM Smith Report 2017

# Customer Service

Total Transactions  
**524 Million**

Active EZ TAG Account  
**1.6 Million**

Active EZ TAGs  
**Over 3.3 Million**

*Data: FY2015-2016*



# Customer Service



## Busiest Toll Plaza **Sam Houston South**

*Just north of Briar Forest Drive*

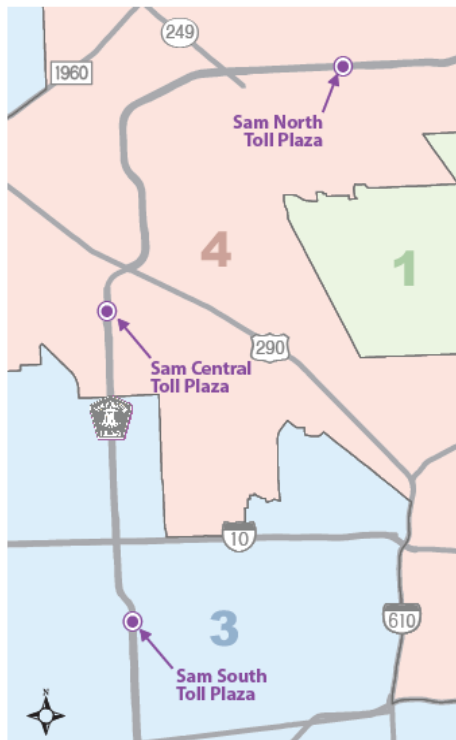
*Data: FY2015 - 2016*



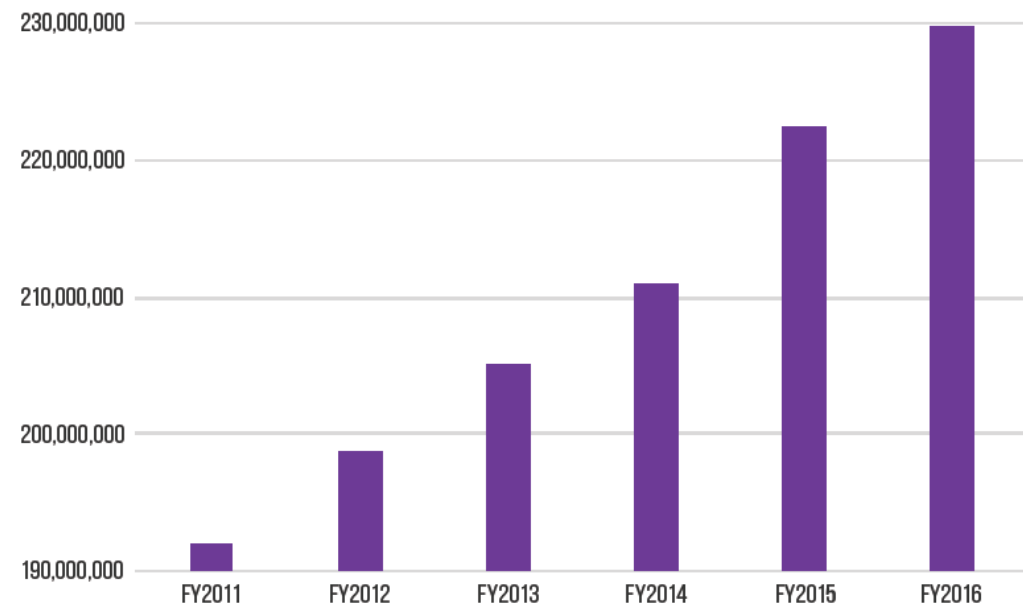
# HCTRA Improvements to Mobility in the Region

- Three main lane toll plazas on the Sam Houston Tollway between I45 and Westpark Tollway are the most traveled section of the HCTRA system. They currently are heavily congested during peak hours but existing plaza configuration worsens the congestion by creating safety and operational issues.*

Project Location Map

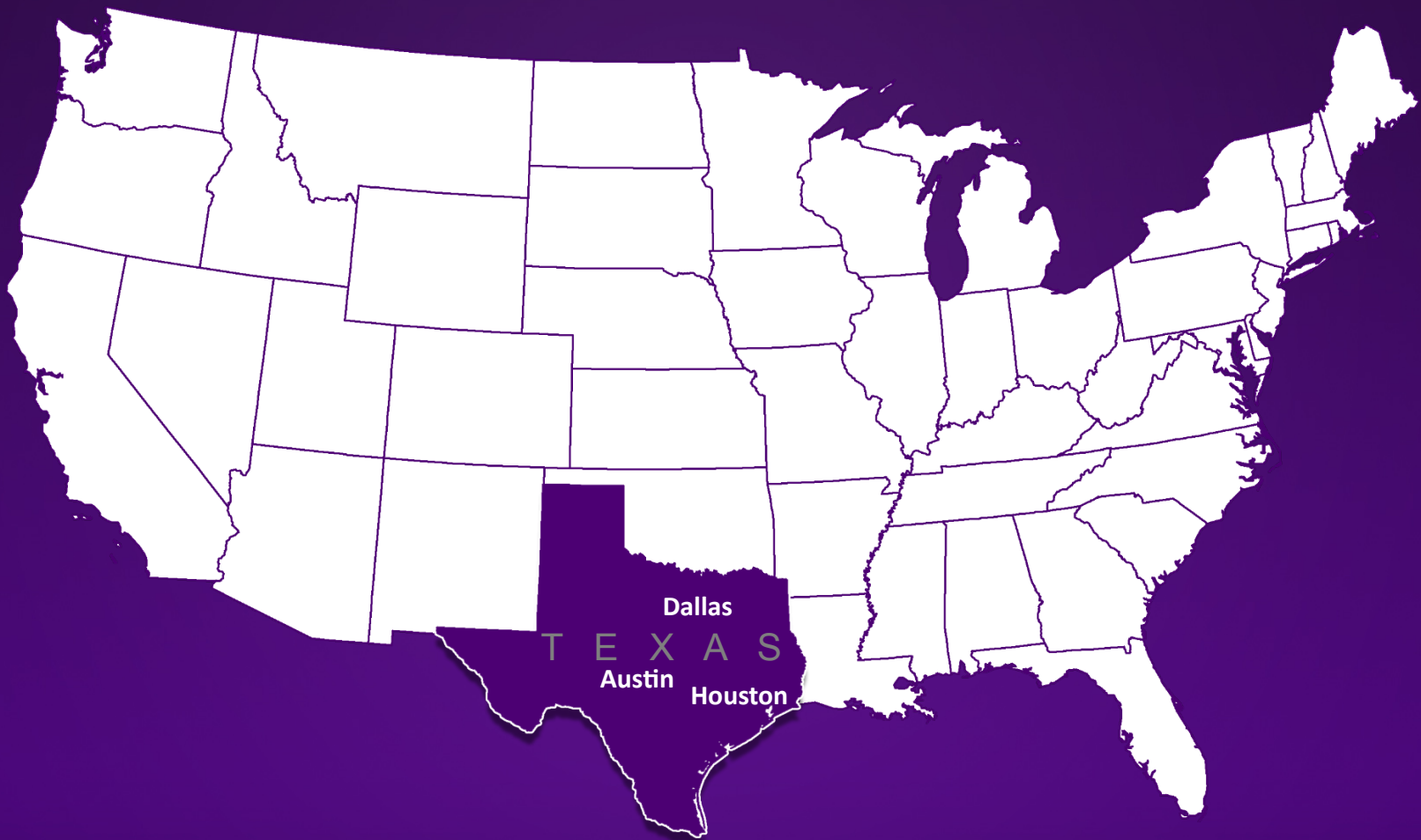


TRANSACTIONS



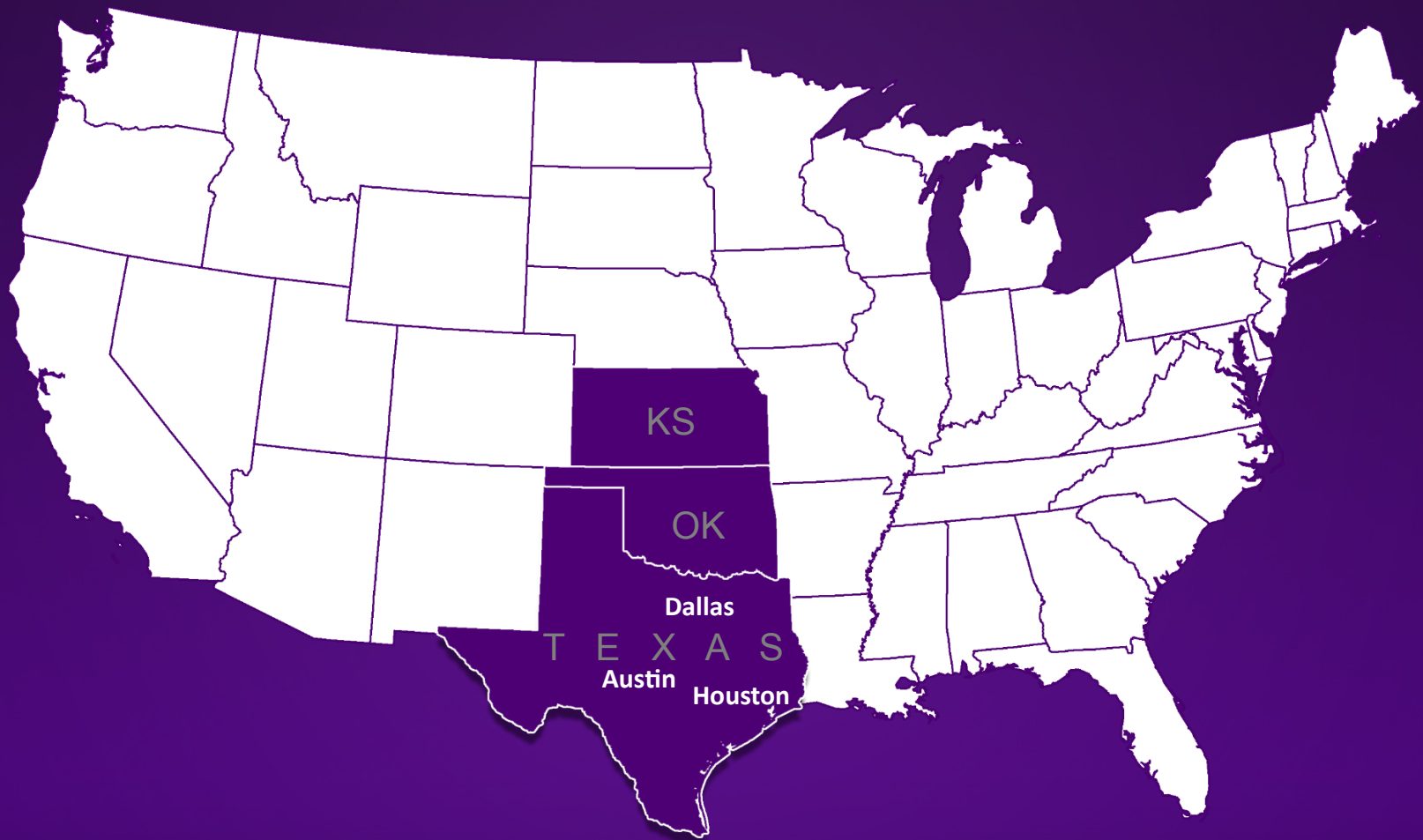
# Customer Service

- Interoperable in Texas



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# Customer Service

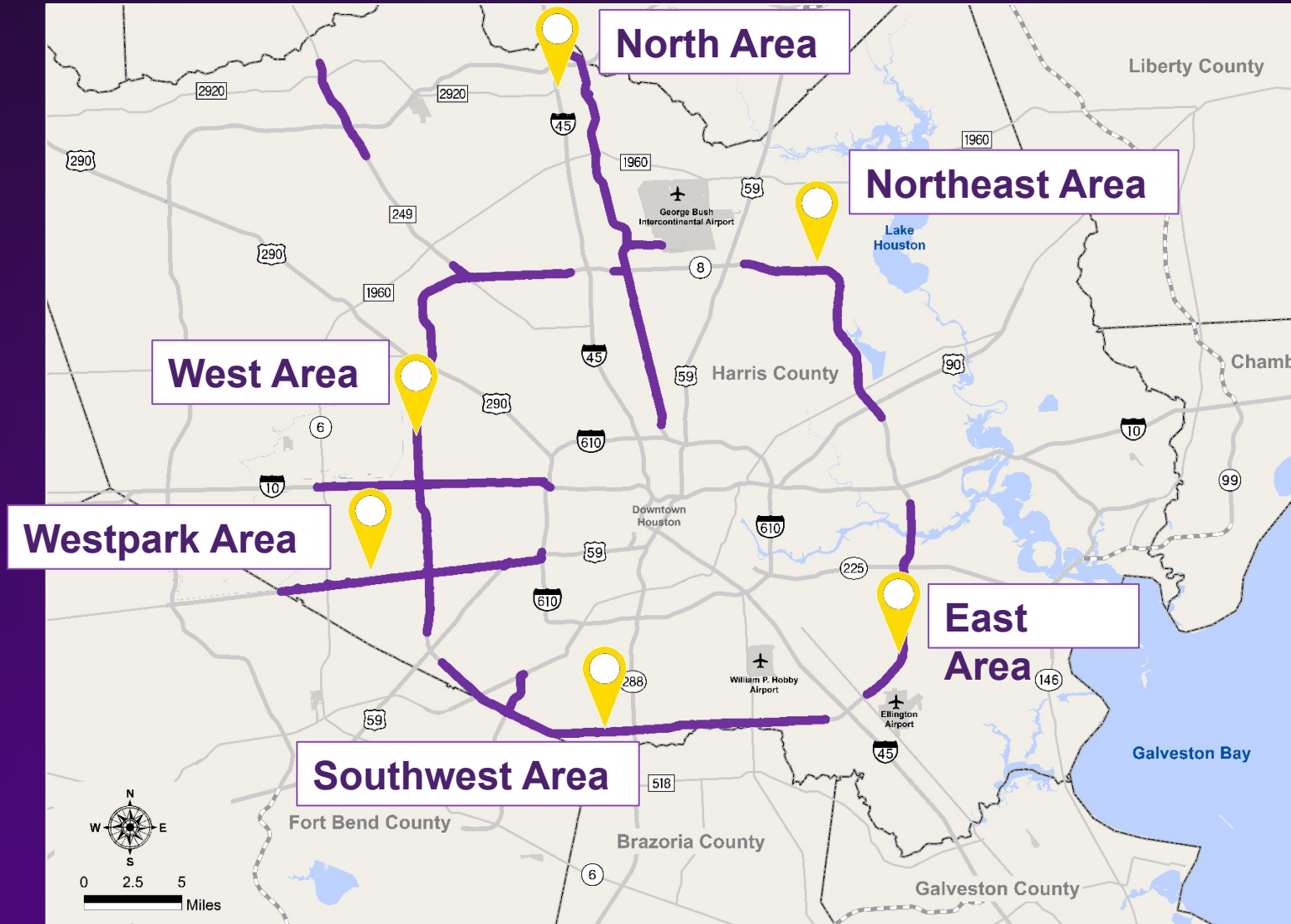
- **Average Call Volumes:**
  - **150,733 per month**
  - **1,658,063 annually to date**



- **Six EZ TAG Customer service locations**

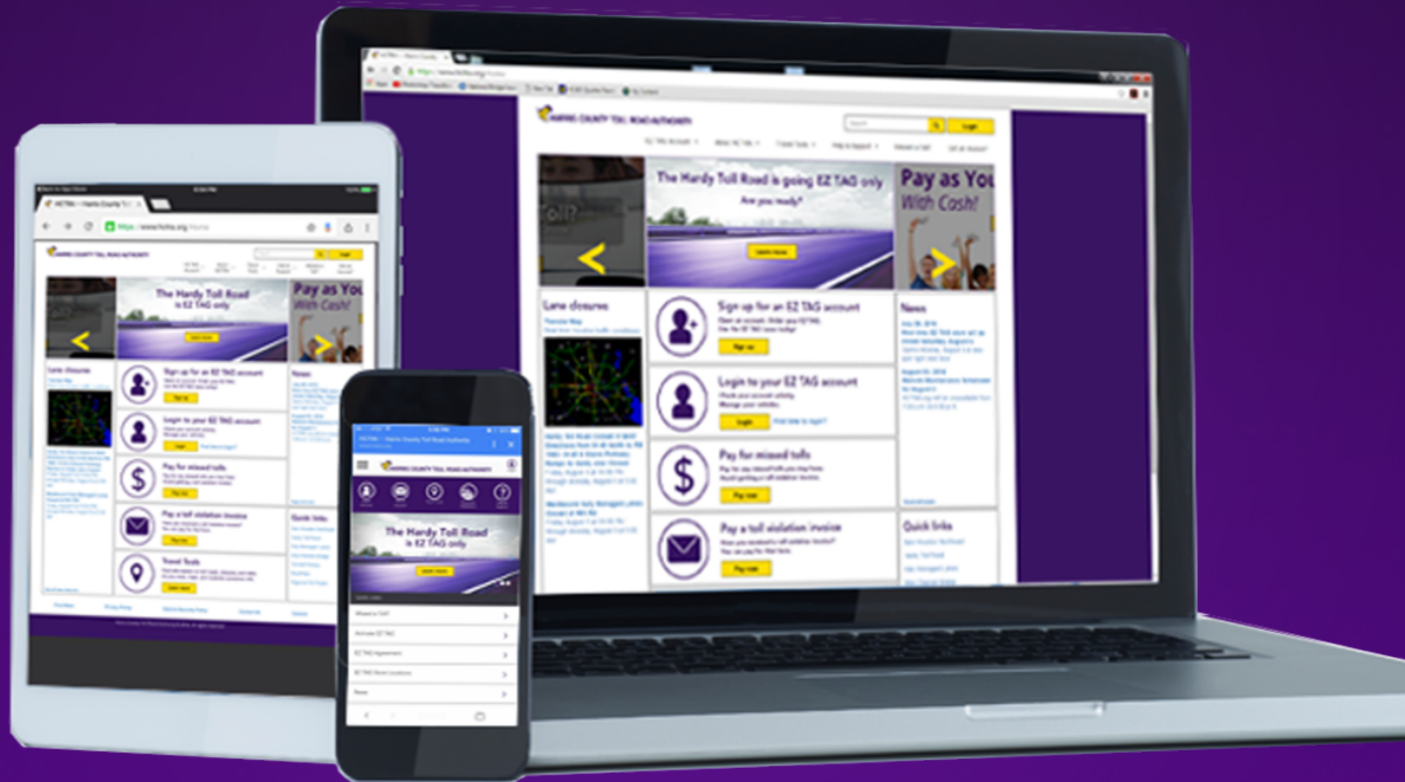


# Customer Service – EZ TAG Store Locations



# Digital Engagement

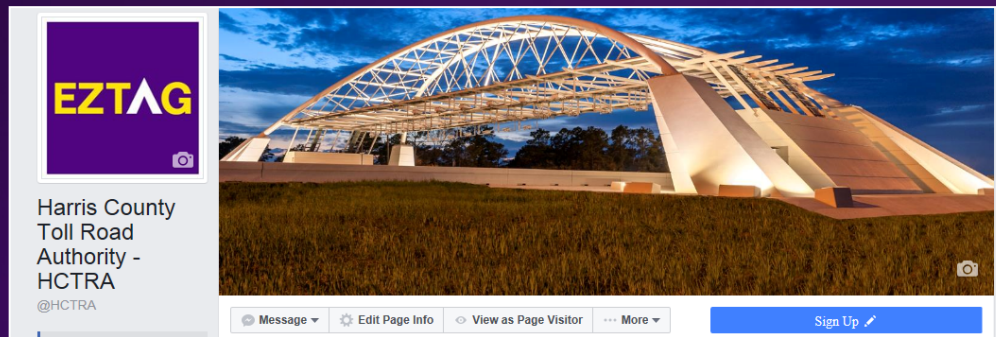
- Mobile responsive website in 2016
- Web traffic 9.8M in 2016





# Social Media

Stay up to date on social media!



# Incident Management



**Assisted Stranded  
Vehicles**  
28,607



**Free HCTRA Tows**  
6,114



**Flats Changed**  
6,273



**Rescue Fuel**  
2,552



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# Rapid Alert System (RAS)

## How does it work?

- Violator passes through toll zone
- Tolling software identifies vehicle as a violator
- Dispatch is notified of location & receives picture of vehicle
- Dispatch notifies law enforcement to stop vehicle

Awarded International Bridge Tunnel and Turnpike Association IBTTA technology award in 2016



# Roadway Safety

**In 2016 Incident Management  
stopped 1,476 DWI/DUI drivers**



# HCTRA Improvements to Mobility in the Region

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## Recent

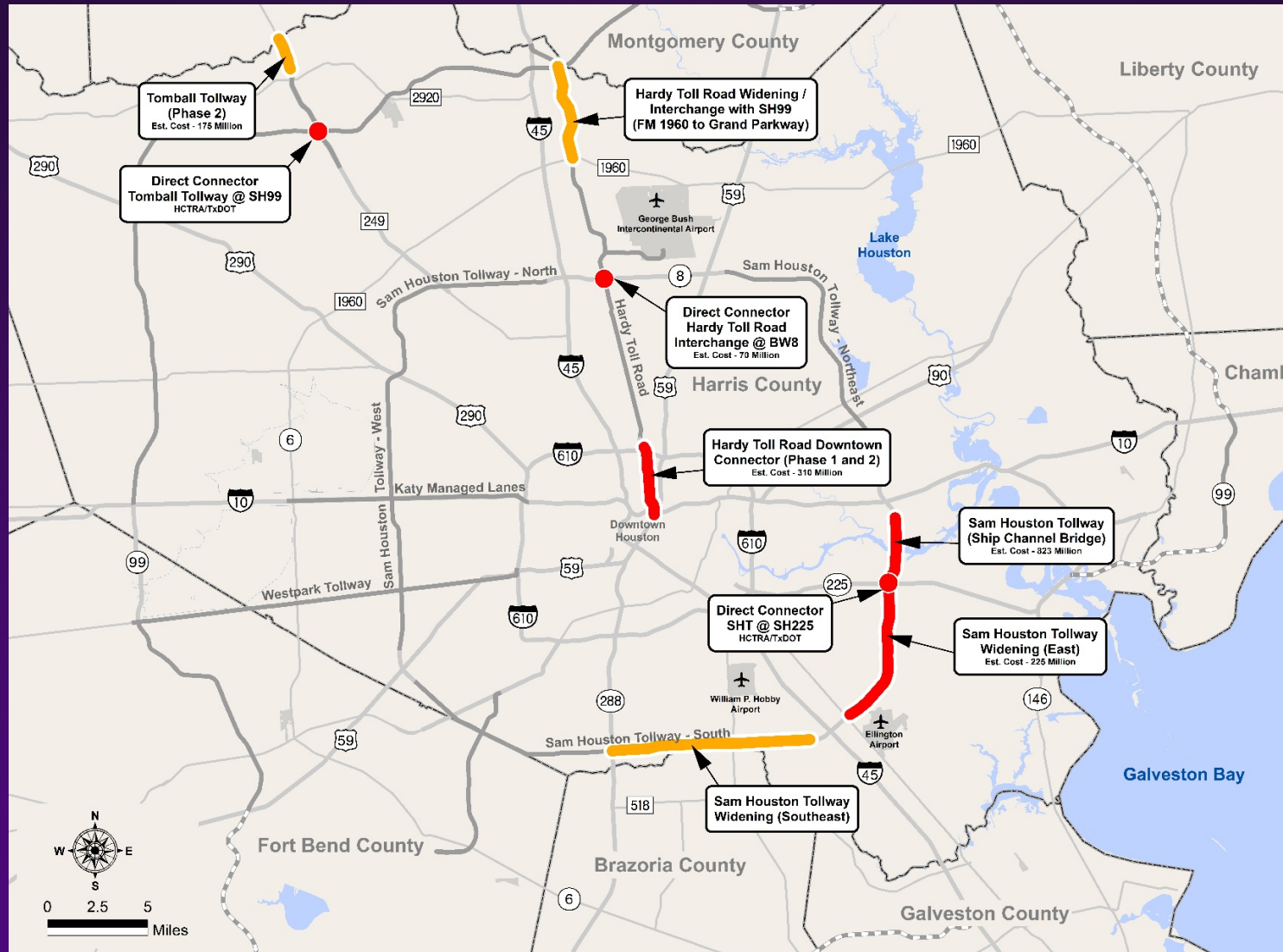
- Hardy Converted to all Electronic in 7/2016

## Future

- Hardy Downtown Connector
- SHT Widening
- Ship Channel Bridge



# Capital Improvement Program – (2017 – 2022)



**2.1 Billion**

