

MINUTES  
FORT BEND COUNTY TOLL ROAD AUTHORITY

April 6, 2017

The Board of Directors (the "Board") of the Fort Bend County Toll Road Authority (the "Authority") met in special session, open to the public, on April 6, 2017, at the offices of The Muller Law Group, PLLC, 16555 Southwest Freeway, Sugar Land, Texas 77479, and the roll was called of the members of the Board:

James D. Condrey, DDS	Chairman
Bobbie A. Tallas	Vice Chairman
Charles Rencher	Secretary
Dean Hrbacek	Assistant Secretary
William D. Kee, III	Treasurer/Assistant Vice Chairman

and all of the above were present, thus constituting a quorum.

Also present for all or part of the meeting were: Richard Stolleis of Fort Bend County; Gary Gehbauer of Brown & Gay Engineers, Inc.; Michael Stone and Megan Browne of Mike Stone Associates, Inc. ("MSA"); Rich Muller and Jenny Salgado of The Muller Law Group. A list of others in attendance is attached.

Director Condrey called the meeting to order.

WORKSHOP ON POLICIES AND PROCEDURES FOR COLLECTION OF TOLL VIOLATIONS

Mr. Stone discussed current toll collection procedures in a Toll Collection Workshop presentation, a copy of which is attached. He noted that the current process in place accumulates high fees per violation and suggested an alternative method that would lower the amount of fees to the customer, and increase the collection rate. Mr. Muller reported the order of the collections process includes the processing center, collections from attorneys, and finally a court summons for the fees that go unpaid. Mr. Stone emphasized the main concern of MSA is lowering the total amount of fees accumulated for each customer.

Mr. Stone updated the Board on the violations processing transition from Conduent, formerly known as Xerox, to SWC. He reported on the Customer Service Initiative, and noted MSA is working to improve telephone customer service and changes to the Authority website are in progress.

Mr. Stone presented and reviewed a draft Toll Rate Order, and recommended the Board consider modifying the Toll Rate Order language regarding a rate increase on non-tag holders. Following review and discussion, the Board agreed to review this language at April's regular Board meeting.

There being no further business to come before the Board, the meeting was adjourned.

(SEAL)



A handwritten signature in black ink, appearing to be "Chm".

Secretary, Board of Directors

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