



METRO

APRIL - JUNE 2020

Quarterly Report



Responding to COVID-19

Throughout the course of the pandemic, Capital Metro has implemented enhanced safety measures in our vehicles and facilities to promote social distancing and ensure the safety of both our staff and customers.

These measures included:

- Enhanced cleaning of vehicles throughout the day
- Only rear-door boarding when entering a CapMetro vehicle

- Skip-A-Seat signage on vehicles and sidewalk decals outside of bus stop facilities to promote social distancing
- Providing gloves, masks and hand sanitizer to our frontline workers
- Installing plexiglass shields on vehicles to create safer spaces for customers and operators.
- Requiring all customers to use a face covering when on board a CapMetro vehicle
- Free fares throughout the months of April and May
- Temperature checks at our operational facility

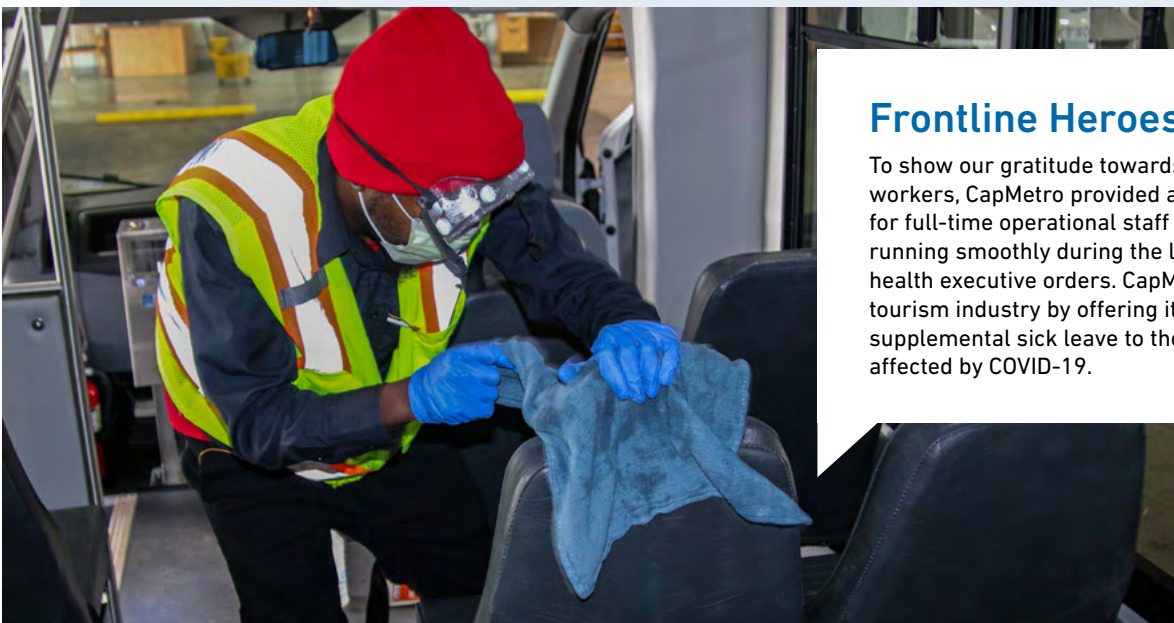
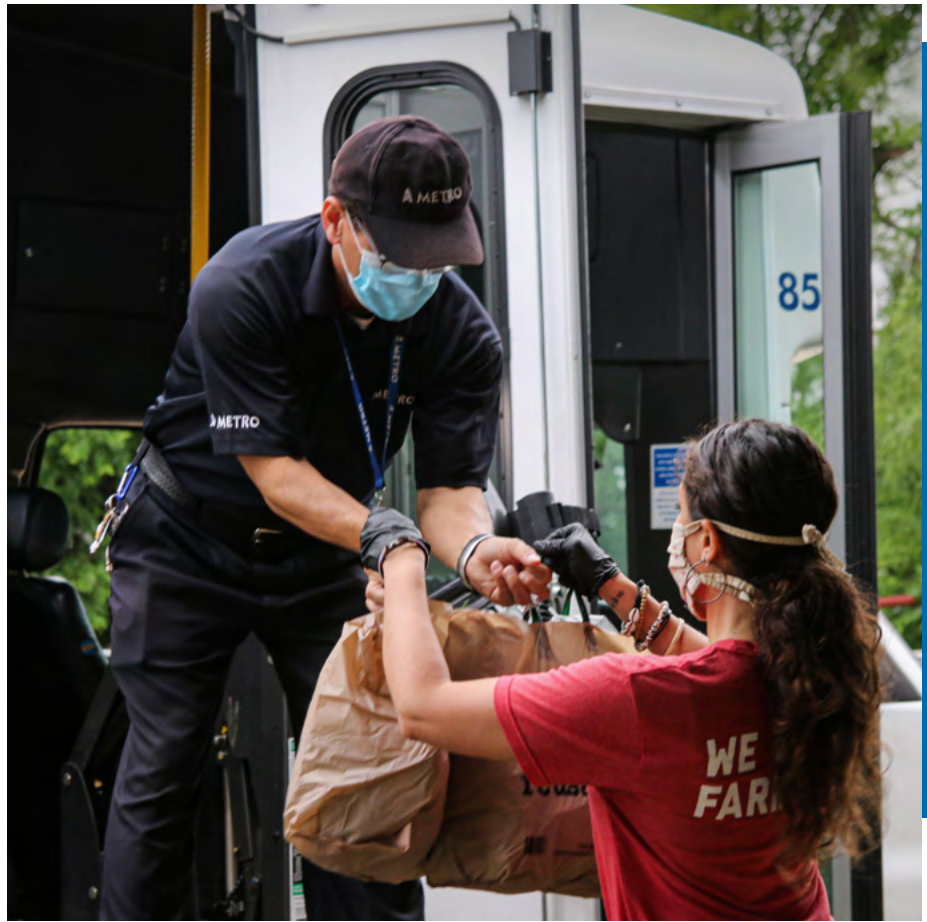
We modified all of our services and bus schedule, creating one that was suitable for a long-term emergency plan to promote public health and ensure services continued.

Food Deliveries

Through partnerships with H-E-B, the Central Texas Food Bank, Good Apple, Hope Food Pantry Austin, Farmshare Austin, AVANCE-Austin and El Buen Samaritano, CapMetro was able to deliver about 420,000 total meals through the end of June 2020 to people unable to leave their homes safely and vulnerable members of the community.

Coming Together

Our staff came together and grew stronger during these tough times. Through our All Hands program CapMetro staff helped in any way they could by loading food trucks for our delivery partnerships, packing face shields and PPE bags for frontline workers, assisting on-site at MetroMusic performances.



Frontline Heroes

To show our gratitude towards our frontline workers, CapMetro provided a \$150 weekly bonus for full-time operational staff who kept our service running smoothly during the local and state public health executive orders. CapMetro also led the tourism industry by offering its staff three-weeks supplemental sick leave to those who became affected by COVID-19.

Keeping the Community Connected

Through our Mobile Hotspot program that began in early May, CapMetro partnered with Austin Independent School district to take Wi-Fi hotspots to underprivileged areas to help students without in-home internet access to be able to complete their homework and other school assignments. As of July, the program has served students in 10 locations on a weekly basis (in AISD, Del Valle ISD, Promesas Public School/East Austin College Prep, Foundation Communities and HACA).



Finding a New Groove

In collaboration with the City of Austin Economic Development Department, Austin Transportation Department's Smart Mobility Office, Downtown Austin Alliance Foundation and Health Alliance for Austin Musicians, CapMetro presented the first performance of its new MetroMusic pilot program on Thursday, June 11. Featuring local musicians performing hour-long sets at bus stops for customers using the agency's services, the program will pick back up in August and run through September.



Lending a Hand

CapMetro made all services fare-free throughout April and May to help promote social distancing between customers and operators who would normally come into close contact while using the fare box. We also provided a Workforce Aid Pass in June which continued offering free fares to customers facing unemployment.





Using Technology to Keep Us Connected

We hosted a series of public virtual community meetings with Capital Metro board members and Austin City Council members to replace in-person meetings that had been planned for the spring.

CapMetro also launched Project Connect's virtual open house to welcome a new round of feedback from the public and foster community engagement. The virtual open house allowed visitors to choose their own path when exploring the plan both in-depth and as a whole.

System Plan Receives Council, Board Approval

In a virtual joint session on June 10, Austin City Council and the Capital Metro Board of Directors unanimously voted to adopt and approve the Project Connect System Plan, which includes:

- New rail lines and Park & Rides facilities
- A downtown transit tunnel



- MetroRapid routes and vehicles
- Expanded MetroRail,
- Transition to a zero-emissions fleet.

They also discussed the next steps for Project Connect including the governance framework, and an update on funding and investment strategies.