



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, February 27, 2023

12:00 PM

Rosa Parks Boardroom

I. Call to Order

II. Oath of Office for New Board Members

III. Public Comment

IV. Recognition:

1. Board Member Wade Cooper

V. Advisory Committee Updates:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee
3. Public Safety Advisory Committee (PSAC)

VI. Board Committee Updates:

1. Finance, Audit and Administration Committee
2. CAMPO update

VII. Action Items:

1. Approval of minutes from the January 30th, 2023 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed \$817,124 for one (1) base year and two (2) option years.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Columbia Equipment Co., Inc. for the fabrication and delivery of MetroRapid Shelters for a Base Period of two (2) years and three (3) option periods of one year each in an amount not to exceed \$295,088.

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$602,480.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Inter-Con Security Services to provide Unarmed Security Officer Services for Capital Metro properties for a three (3) year term with two (2) one-year option periods in an amount not to exceed \$17,908,647.
6. Approval of a resolution electing officers of the Capital Metro Board of Directors for 2023.
7. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2023.

VIII. Discussion Items:

1. FY2022 Year End Financials
2. FY2023 Long Range Financial Plan Update
3. Briefing on Project Connect and best practices for transit system expansion design

IX. Report:

1. President & CEO Monthly Update

X. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.076 for Deliberations Regarding Security Devices or Security Audits: Annual Physical and Cyber Security Briefing

XI. Memos:

Note: Memos are for information only. Will not be discussed at meeting.

1. Memo: January 2023 Demand Response Follow-Up (February 20, 2023)
2. Memo: Service Standards and Guidelines Project Update (February 20, 2023)
3. Memo: June Service Changes (February 27, 2023)

XII. Items for Future Discussion:**XIII. Adjournment****ADA Compliance**

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Secretary; Becki Ross; Eric Stratton, Chito Vela, Dianne Bangle, Paige Ellis and Matt Harriss.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, February 8, 2023

6:00 PM

Virtual Presentation

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 512-910-8291,,813624718#](#) United States, Austin

Phone Conference ID: 813 624 718#

[Find a local number](#) | [Reset PIN](#)

CapMetro Employees: Peter Breton, Rose Lisska, Emma Martinez, Edna Parra.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, B.J. Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Mike Gorse, Meghan Healy, Nefertitti Jackmon.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

Anti-Displacement Funds

Nefertitti Jackmon, Community Displacement Prevention Officer with the City of Austin

Nefertitti Jackmon overviews the framework and tools that are guiding the investment of the Project Connect anti-displacement funds, the initial investments that have been made, as well as the next steps.

Diana Wheeler asks if Project Connect owns the land that has been acquired, or if other nonprofits own the land.

Nefertitti Jackmon explains that the City of Austin owns most of the land, but \$8 million out of the \$23 million set aside for land acquisition is set aside for partnerships with nonprofit affordable housing developers.

Betsy Greenberg asks where the current affordable housing is located, and **Nefertitti Jackmon** responds that it must be within one mile of a Project Connect station or line, and that she will share the specific locations after the meeting.

David Foster asks how real estate values along with inflation has affected the \$300 million in funding. **Nefertitti Jackmon** responds that the City of Austin often can't compete with developers in the current market, and so they are looking to invest in acquiring land due to the likelihood of real estate prices continuing to go up.

Service Standards & Guidelines

Rose Lisska; Senior Principal Planner

Emma Martinez, Transportation Planner I

Rose Lisska and Emma Martinez overview the Service Standards and Guidelines update and the planned public engagement. They also explain the components of the Service Standards & Guidelines as well as the Transit Design Guide & Technical Specs documents.

Ephraim Taylor asks how the Service Standards and Guidelines considers the network design and how that may affect trip times. **Rose Lisska** explains that they will dive deeper with consultants on that topic.

Fangda Lu asks if the place and frequency of courtesy stops may impact or influence where future stops are placed. **Rose Lisska** responds that currently, she is unsure if that data is being collected, and will investigate to see if that data can be collected, and if so, they will integrate it into their analysis process.

David Foster asks if there are areas where CapMetro may be ahead or behind other transit agencies when it comes to their service guidelines. **Rose Lisska and Emma Martinez** explain that metrics don't exactly match from agency to agency, but that while they haven't seen anything egregious, there were improvements identified. **Emma Martinez** adds that not many agencies are looking at equity analysis in the way that CapMetro is, and that they met with SEPTA regarding that topic and CapMetro may be more ahead of the curve in that area.

Ephraim Taylor asks if there is a plan to monitor whether a service change is effective. **Rose Lisska** says the service evaluation process is still being fleshed out, and that the scale and frequency of changes impact how and what CapMetro measures.

Ruven Brooks says the Austin Strategic Mobility Plan has set ridership goals for CapMetro. Assuming CapMetro agrees with those goals, CapMetro will need to attract choice riders. He suggests gathering input from people who don't ride transit now but might with improvements. **Rose Lisska** explains that during the next system-wide planning process, wider community input, separate from transit-dependent riders, is particularly important. Currently, the Service Standards and Guidelines are being revised so that there is a template of how to plan service, not what service to plan.

Approval of the minutes - Motion to approve by David Foster / 2nd Diana Wheeler - passes unanimously.

Meeting adjourned at 7:18pm



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-730

Agenda Date: 2/27/2023

Approval of minutes from the January 30th, 2023 board meeting.

Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, January 30, 2023

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:17 p.m. Meeting Called to Order

Present: Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and
Harriss

II. Public Comment:

Amy Belding, Marie Thorne, Robert Allen, Susan Pantell, Sheri Taylor and Darrell Sorrells gave public comment this month.

III. Recognitions:

1. Board Members Sabino Renteria and Ann Kitchen

Chair Travillion recognized departing Board Members Kitchen and Renteria for their service on the board and dedication to our community.

IV. Advisory Committee Updates:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee

V. Board Committee Updates:

1. Finance, Audit and Administration Committee
2. CAMPO update
3. Austin Transit Partnership Update

VI. Action Items:

1. Approval of minutes from the December 16, 2022 board meeting.

A motion was made by Vice Chair Kitchen, seconded by Board Member Ross, that this Minutes be adopted. The motion failed by the following vote:

- Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss
2. Approval of a resolution by the Board of Directors offering Dorothy Watkins the position of General Manager and President & Chief Executive Officer of the Capital Metropolitan Transportation Authority under the terms and conditions reflected in the attached Employment Agreement. Upon acceptance of this offer by Dorothy Watkins, the Board Chairperson is hereby authorized to execute the Agreement.

A motion was made by Vice Chair Kitchen, seconded by Secretary of the Board Pool, that this Resolution be adopted. The motion carried by the following vote:

- Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss
3. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute contract modifications with Dell Marketing, LP for a Planview Project Portfolio Management (PPM) system for the delivery of additional integrations with the Oracle financial system and for a managed services increase of \$200,000 and a contingency of \$300,000 for a new not to exceed total of \$1,341,196.

A motion was made by Secretary of the Board Pool, seconded by Board Member Ross, that this Resolution be adopted. The motion carried by the following vote:

- Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss
4. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute an Interlocal Agreement (ILA) amendment between Capital Metropolitan Transportation Authority (Capital Metro) and the City of Austin for the construction of bus stops and its related infrastructure for six (6) years for a total amount not to exceed \$3,000,000 per year.

A motion was made by Board Member Cooper, seconded by Board Member Stratton, that this Resolution be adopted. The motion carried by the following vote:

- Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss
5. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Tolar Manufacturing Inc. for the fabrication and delivery of trash receptacles for a one (1) year base order for a total not to exceed amount of \$319,900.

A motion was made by Secretary of the Board Pool, seconded by Board Member Ross, that this Resolution be adopted. The motion carried by the following vote:

- Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

- 6. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Southside Wrecker Inc. for towing services for one (1) base year with one (1) option year, in an amount not to exceed \$1,440,020.

A motion was made by Board Member Ross, seconded by Board Member Cooper, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

- 7. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Elk Electric, Inc. to provide electrical services for repair, maintenance, and upgrade of electrical systems for all Capital Metro public, administrative, and operational properties and buildings for a base period of two (2) years and four (4) option year periods with a not-to-exceed amount of \$1,955,675.

A motion was made by Vice Chair Kitchen, seconded by Board Member Cooper, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

- 8. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with W.W. Grainger for bus and building parts and small tools and equipment for a base term of one (1) year with two (2) option years, in a total amount not to exceed \$2,330,100.

A motion was made by Board Member Harriss, seconded by Vice Chair Kitchen, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

- 9. Approval of a resolution recommending adoption of amendments to the Articles of Incorporation of the Austin Transit Partnership to add two additional Directors to the board and to make changes to the selection process to increase nominating process transparency for board members.

A motion was made by Vice Chair Kitchen, seconded by Board Member Stratton, that this Resolution be adopted as amended. The motion carried by the following vote:

Aye: Travillion, Kitchen, Pool, Stratton, Renteria, and Harriss

Nay: Cooper, and Ross

- 10. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a Purchase and Sale Contract for the purchase of 7,749 square feet of office space, being the 1st floor unit (Master Unit 1) of 1705 Guadalupe Street, Austin, TX 78701, together with any appurtenant rights and the Unit’s share of the building’s general and limited common elements, from Seamless Guadalupe, LLC, for the CapMetro Transit Store and Community Engagement, in an amount not to exceed \$4,649,400 plus closing costs.

This item was taken up after Executive Session.

A motion was made by Secretary of the Board Pool, seconded by Board Member Ross, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

Away: Kitchen

VII. Discussion Items:

- 1. FY2023 Long Range Financial Plan Update

Due to time constraints this item was deferred until a later date.

- 2. Equitable Transit-Oriented Development (ETOD) Presentation

Due to time constraints this item was deferred until a later date.

VIII. Report:

- 1. President & CEO Monthly Update

Due to time constraints no report was given this month.

IX. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.072 for Deliberation regarding Real Estate matters related to the purchase of additional office space.

Into Executive Session: 2:56 p.m.

Out of Executive Session: 3:22 p.m.

X. Items for Future Discussion:

XI. Adjournment

3:28 p.m. Meeting Adjourned

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Ann Kitchen, Vice Chair; Leslie Pool, Secretary; Becki Ross; Eric Stratton, Wade Cooper, Pio Renteria and Matt Harriss.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.

Board of Directors

Item #: AI-2022-695

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed \$817,124 for one (1) base year and two (2) option years.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: This agenda item is customer focused and aligns with the objective of maintaining a high-quality customer experience. This most traditional of wayfinding and navigation tools at CapMetro is still a valued asset used by many customers as a primary or secondary way of planning and making trips. Ensuring that all customers have access to this information maintains equitable and reliable information necessary to successfully use CapMetro services.

BUSINESS CASE: Printed route and schedule information, in the form of pocket schedules and brochures, is a critical component of Capital Metro's wayfinding system that customers depend upon to understand and use Capital Metro services. The continuous availability of the most up-to-date service information requires the Authority to contract with specialists who have the equipment, facility and resources to mass-produce these materials and deliver on an ongoing, timely basis.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on February 27, 2023.

EXECUTIVE SUMMARY: Capital Metro contracts the printing of its service literature in the form of pocket schedules and brochures. This includes information used to communicate proposed and approved service changes, as well as service adjustments for major special events. This service provides customers with the literature and information they need to navigate Capital Metro's system successfully. The purpose of this contract is to provide the printing and delivery of these pocket schedules and brochures

DBE/SBE PARTICIPATION: Due to the nature of the solicitation a SBE goal was not established at this time.

PROCUREMENT: On October 25, 2022, an Invitation for Bids was issued and formally advertised for the Printing of Pocket Schedules. By the closing date of December 01, 2022, three (3) bids were received. Bids were received from AC Printing, LLC, Capital Printing, LLC, and Richmond Printing, LLC. In accordance with the instructions in the solicitation, award will be made to the responsive and responsible bidder with the lowest priced bid for the various stated printing schedule sizes and quantities. Based on the evaluations and cost analysis conducted, the proposal from AC Printing, LLC, in the total amount of \$817,124, is determined to be the lowest priced responsive and responsible bid for the Printing of Pocket Schedules. The term of the contract is one (1) year from the Notice to Proceed with two (2) one-year option periods.

RESPONSIBLE DEPARTMENT: Marketing, Experience and Engagement

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-695

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to keep our customers up-to-date on service and schedule information; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure customers have access to up-to-date printed information on our vehicles and at our stops.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract for Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed \$817,124 for one (1) base year and two (2) one-year options.

Date: _____

**Secretary of the Board
Leslie Pool**

Board of Directors

Item #: AI-2023-720

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Columbia Equipment Co., Inc. for the fabrication and delivery of MetroRapid Shelters for a Base Period of two (2) years and three (3) option periods of one year each in an amount not to exceed \$295,088.

FISCAL IMPACT:

Funding for this action is available in the FY2023 capital budget and extends to FY24-27.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Customer 2. Community
 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's goal is to provide safe, attractive, accessible quality shelters, indicating that Capital Metro is continuously improving. Shelters offer exceptional customer service and add value to the ridership experience on existing MetroRapid Shelters. In addition, the amenities will continue offering passengers an enhanced and secure environment after this contract.

BUSINESS CASE: Capital Metro needs existing MetroRapid shelters to replace those shelters accidents have damaged. This shelter contract will help replace existing damaged shelters and will continue providing comfort and safety by improving the customer experience while waiting for their ride to arrive.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on February 27, 2023.

EXECUTIVE SUMMARY: It is essential that damaged or worn MetroRapid shelters be repaired or replaced promptly. A shelter that has been damaged by a vehicle accident or other incident has the potential to create a safety hazard, and it will be removed and replaced with another shelter in stock.

DBE/SBE PARTICIPATION: The DBE/SBE goal identified for this procurement was determined to be 0% based on lack on sub-contracting availability.

PROCUREMENT: On December 20, 2022, an Invitation for Bids was issued and formally advertised for the Fabrication and Delivery of MetroRapid Shelters. By the closing date of January 30, 2023, two (2) bids were received: Columbia Equipment Co., Inc. and Future Systems, Inc. In accordance with the instructions in the solicitation, an award will be made to the lowest responsive and responsible bidder. Based on the overall costs, Columbia Equipment Co., Inc. is determined to be the responsive and responsible bidder with an overall estimated cost of \$295,088. The term for this contract is for a two year Base Period from the date of the Notice to Proceed, followed by three (3) Option Periods of one-year each.

RESPONSIBLE DEPARTMENT: Capital Construction and Facilities Management

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-720

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide MetroRapid shelters as part of a continuous improvement for exceptional customer service and add value to the ridership experience on existing routes.

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to award this shelter fabrication and delivery contract to the most qualified and responsible manufacturer to fulfill this goal.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority board of directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Columbia Equipment Co., Inc. for the fabrication and delivery of Existing MetroRapid Shelters for a Base Period of two (2) years and three (3) option periods of one year each in an amount not to exceed \$295,088.

Date: _____

**Secretary of the Board
Leslie Pool**

Board of Directors

Item #: AI-2023-723

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$602,480.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Internal/External Customer Service Excellence 2. Stakeholder Engagement
- 3. Financial and Environmental Sustainability 4. Staff Development 5. Agency Growth Management

Strategic Objectives:

- 1.1 Safety & Risk 1.2 Continuous improvement 1.3 Dynamic Change
- 1.4 Culture of Innovation 2.1 Be an Employer of Choice 2.2 Organization Development
- 2.3 Organization Culture 3.1 Resource optimization 3.2 Safety Culture
- 3.3 Environmental Leadership 4.1 Educate & Call to Action 4.2 Build Partnerships
- 4.3 Value of Transit 4.4 Project Connect

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining and acquiring workstation technology, such as desktops, laptops, tablets, and accessories in a state of good repair ensures stable and reliable systems as well as the productivity of employees. Having a way to respond to staff growth is critical for agency growth management.

BUSINESS CASE: This is a state of good repair initiative primarily to replace workstation technology that has exceeded its useful life, and to acquire new workstation technology where needs have changed, or new hire staff have started. The lifecycle of the typical workstation is four years. Each year, about one quarter of the workstations are replaced to maintain good repair. For FY23, that will be between 300 and 350 workstations with work from home capability.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on February 27, 2023.

EXECUTIVE SUMMARY: This contract will provide for the acquisition of workstation technology to replace similar equipment that is past its useful life, and to acquire new workstation technology where needs have changed, or new hire staff have started. For FY23, that will be between 300 and 350 workstations. Workstations will have work from home capability.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this solicitation due to limited subcontracting opportunity.

PROCUREMENT: CapMetro will utilize the Texas Department of Information Resources (DIR) to contract with CDW Government LLC. to supply various Workstation Technology Equipment with Extended Warranty. The DIR contracts utilized are Contract #DIR-CPO-5093 held by CDW Government LLC., Contract #DIR-CPO-4839 held by Lenovo, Inc., and Contract #DIR-TSO-4159 held by HP, Inc. CDW Government LLC. Is an authorized reseller on DIR under Lenovo and HP DIR contracts.

DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements.

The pricing for Workstation Technology Equipment and Extended Warranty was determined to be fair & reasonable by DIR's organization during its solicitation and award process. Additionally, a request for quote was submitted to multiple vendors on DIR who are authorized to resell workstation equipment. CDW Government LLC. returned the lowest DIR price quote.

The following is the not to exceed amount for Workstation Technology Equipment and Extended Warranty:

| Description | Total Not to Exceed Amount |
|---|----------------------------|
| Workstation Technology Equipment & Warranty | \$602,480.00 |

The contract will be a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-723

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide adequate state of good repair for the workstation infrastructure; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide continued workstation infrastructure performance, reliability, and security to its customers.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$602,480.

Date: _____

**Secretary of the Board
Leslie Pool**

Board of Directors

Item #: AI-2023-725

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Inter-Con Security Services to provide Unarmed Security Officer Services for Capital Metro properties for a three (3) year term with two (2) one-year option periods in an amount not to exceed \$17,908,647.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Ensuring a safe and secure environment at Capital Metro facilities for both customers and staff are core objectives of the strategic plan.

BUSINESS CASE: The unarmed security staff control access to Capital Metropolitan facilities, monitor access and camera systems, provide patrols through facilities and properties, respond to incidents, and document all facility security incidents and activity for the Public Safety department. These functions are vital to ensuring a safe and secure environment and protecting Capital Metro employees, customers, and property.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on February 13, 2023.

EXECUTIVE SUMMARY: Capital Metro’s Public Safety program uses contracted unarmed security guards to control access to certain Cap Metro facilities as well as monitor camera systems, access control systems, conduct safety and security sweeps at our facilities, and document all security related activity for the Public Safety Department. These unarmed security guards are usually the first person a visitor meets when arriving to conduct business at a Capital Metro facility.

DBE/SBE PARTICIPATION: The contractor will meet this goal utilizing the following SBE contractor: Boutchantharaj Corporation DBA: Security Protective Force. The goal is 4%.

PROCUREMENT: On October 17, 2022, a Request for Proposal was issued and formally advertised for Unarmed Security Officer Services requiring all necessary resources to operate and maintain a security force consisting of managerial and security officer positions at various designated posts throughout CapMetro’s facilities. By the closing date of December 01, 2022, seven (7) proposals were received. The evaluation team used the following factors in their evaluation of proposals: 1) The offeror’s demonstrated understanding of the project undertaking, the proposed plan for the performance of work and the technical approach proposed by the offeror; 2) The offeror’s demonstrated approach to training personnel and providing security service mobilization; 3) The offeror’s demonstrated, relevant work experience and capabilities of the firm and of the proposed project personnel and any subcontractors on projects of a similar size, scope, and complexity; and 4) The offeror’s demonstrated past performance on projects of this scope and nature. The proposal from Inter-Con Security, Incorporated, in the total amount of \$17,908,646.43, is determined to be the best value to the Authority, price and other factors considered. The term of the contract is three (3) years from the Notice to Proceed (NTP) with two (2) one-year option periods.

RESPONSIBLE DEPARTMENT: Public Safety and Emergency Management

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-725

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognize the need to provide unarmed security guards at key facilities to ensure the safety and security of the Authority's employees, customers, and property.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Inter-Con Security Services to provide Unarmed Security Officer Services for Capital Metro for a three (3) year term with two (2) one-year option periods in an amount not to exceed \$17,908,647.

Date: _____

**Secretary of the Board
Leslie Pool**

Board of Directors

Item #: AI-2023-727

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution electing officers of the Capital Metro Board of Directors for 2023.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Internal/External Customer Service Excellence 2. Stakeholder Engagement
 3. Financial and Environmental Sustainability 4. Staff Development 5. Agency Growth Management

Strategic Objectives:

- | | | |
|--|--|--|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input checked="" type="checkbox"/> 2.2 Organization Development |
| <input checked="" type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Does not apply.

BUSINESS CASE: Does not apply.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on February 27, 2023.

EXECUTIVE SUMMARY: The Capital Metropolitan Transportation Authority Board of Directors Bylaws require that officers of the Board of Directors be selected annually. In accordance with the bylaws, the officers are Chair, Vice Chair and Secretary.

The primary duties of the Chair are to preside at all meetings of the board, ensure that the board's adopted policies and resolutions are being effectively carried out, execute financial obligations of the authority as

required, establish meeting agenda and recommend the Chair and members of the board's committees.

The primary duties of the Vice Chair are to preside at all meetings and perform all duties in the absence of the Chair and to serve as the Ethics Officer for the Board of Directors.

The primary duty of the Secretary is to act as the custodian of all permanent records of transactions of the Authority including minutes and notices and to perform the duties of the Chair in the absence of the Chair and Vice Chair.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-727

WHEREAS, the Board of Directors Bylaws of the Capital Metropolitan Transportation Authority require that officers of the Board of Directors be selected annually, for a term of one year ending in January of the following year.

NOW, THEREFORE, BE IT RESOLVED that the Board hereby elects _____ as Chair; _____ as Vice Chair; and Secretary _____ to serve as officers of the Capital Metro Board of Directors for the 2023 Calendar Year.

Date: _____

**Secretary of the Board
Leslie Pool**

Board of Directors

Item #: AI-2023-729

Agenda Date: 2/27/2023

SUBJECT:

Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2023.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Internal/External Customer Service Excellence
- 2. Stakeholder Engagement
- 3. Financial and Environmental Sustainability
- 4. Staff Development
- 5. Agency Growth Management

Strategic Objectives:

- 1.1 Safety & Risk
- 1.2 Continuous improvement
- 1.3 Dynamic Change
- 1.4 Culture of Innovation
- 2.1 Be an Employer of Choice
- 2.2 Organization Development
- 2.3 Organization Culture
- 3.1 Resource optimization
- 3.2 Safety Culture
- 3.3 Environmental Leadership
- 4.1 Educate & Call to Action
- 4.2 Build Partnerships
- 4.3 Value of Transit
- 4.4 Project Connect

EXPLANATION OF STRATEGIC ALIGNMENT: Does not apply.

BUSINESS CASE: Does not apply.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on February 27, 2023.

EXECUTIVE SUMMARY: In accordance with the Capital Metropolitan Transportation Authority Board of Directors Bylaws, the Board desires to formalize the appointment of a Chair and Members for the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee subject to the concurrence of the members of the board.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-729

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Finance, Audit and Administration Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends _____ as Chair and _____, _____, and _____ to serve as members of the Finance, Audit and Administration Committee for 2023 Calendar Year; and

WHEREAS, the Board of Directors, desires to formalize the appointment of a Chair and Members to the Operation, Planning and Safety Committee in accordance with the Board Bylaws; and

WHEREAS, the Board Chair recommends _____ as Chair and _____, _____, and _____ to serve as members of the Operations, Planning and Safety Committee for 2023 Calendar Year.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors hereby approves these appointments for Calendar Year 2023.

**Secretary of the Board
Leslie Pool**

Date: _____



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-674

Agenda Date: 2/27/2023

FY2022 Year End Financials



Financial Report – Fiscal Year 2022

Year to Date September 30, 2022

Major Highlights

Revenue

- Sales tax remittances YTD September 2022 are 21.7% higher than YTD September 2021 and 23.4% higher than YTD budget
- Operating contributions and grants include \$128.2 million of American Rescue Plan and \$66.2 million of CRRSAA stimulus funds

Operating Expenses

- \$287.2 million expended or 86.1% of full-year amended budget
- Purchased transportation is below budget due to lower hours for Bus (87.3% of budget) and Rail (86.9% of budget)
- \$7.4 million of market price surge in fuel expense was avoided through the diesel hedging program

Capital Projects

- FY2022 capital spending of \$114.3 million or 36.4% of full-year amended budget and included:
 - Demand Response Operations & Maintenance Facility Replacement, Lakeline Leander Siding, McKalla Red Line Station, MetroRapid Lines, Orange and Blue Lines and PMOR and Enterprise Resource Planning System
- FY2022 delayed spending and savings of \$200 million or 63.6% of full-year amended budget and included:
 - MetroRapid Lines (\$57.1 million), Electric Bus Replacements (\$27.2 million), McKalla Red Line Station (\$16.4 million), Bus Electrification Infrastructure (\$13.7 million), Orange and Blue Lines and PMOR (\$12.9 million)

Revenue – Preliminary

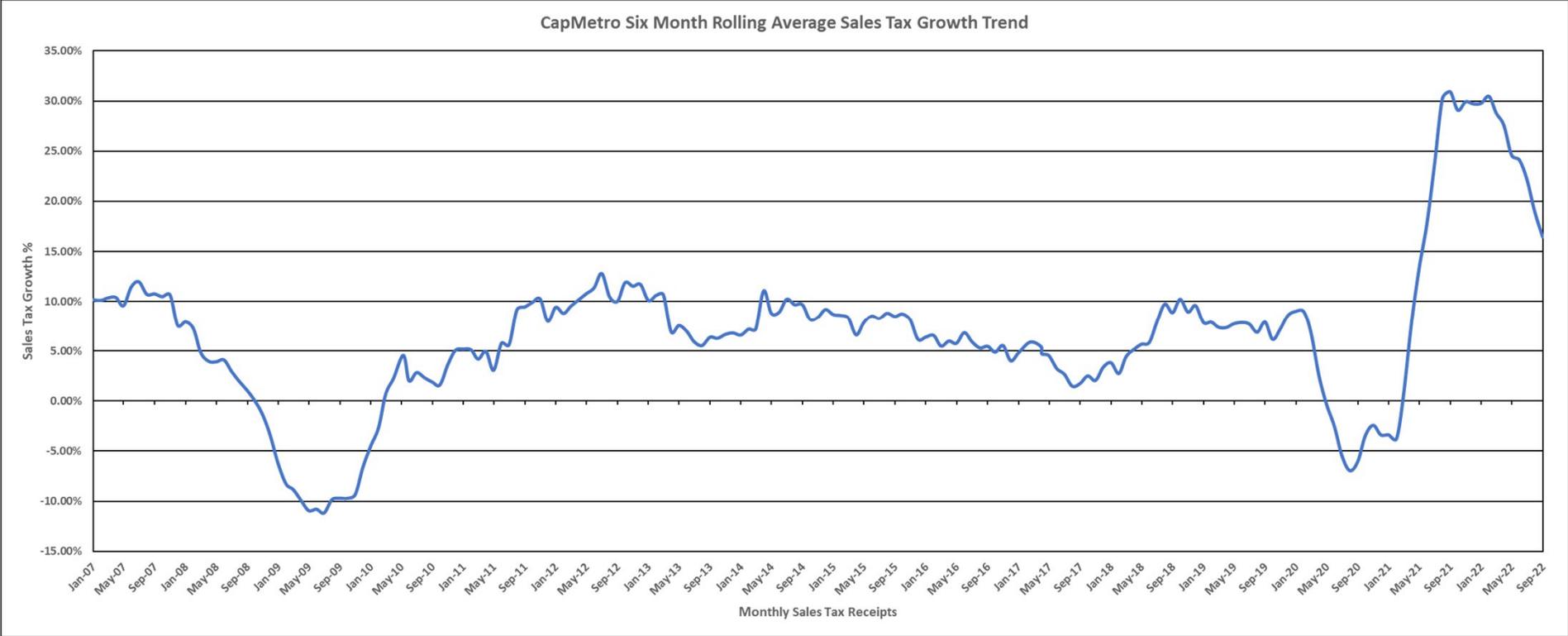
| \$' Million Category | FY21 Sep YTD Actual | FY22 Sep YTD Actual | FY22 Full Year Budget | % of Budget | Comments |
|------------------------------------|---------------------|---------------------|-----------------------|--------------|--|
| Sales Tax | \$301.4 | \$366.9 | \$297.3 | 123.4% | FY2022 receipts 21.7% higher than FY2021 |
| Passenger Fares | 12.6 | 15.2 | 18.1 | 84.0% | Ridership 27.8% below budgeted projections through September |
| Freight Railroad Revenue | 5.8 | 6.8 | 6.5 | 104.3% | |
| Other Revenue | 5.6 | 6.0 | 6.6 | 92.3% | |
| Operating Contributions and Grants | 48.5 | 202.1 | 172.3 | 117.3% | Grant draws of \$128.2m from ARP and \$66.2m from CRRSAA stimulus funds |
| Capital Contributions and Grants | 13.2 | 20.4 | 157.4 | 13.0% | MetroRapid Small Start grants awarded in FY2023 and electric bus delivery delays |
| Total | \$387.1 | \$617.5 | \$658.2 | 93.8% | |

Actual Sales Tax Receipts



| | | | |
|--------------|----------|----------|----------|
| Total | \$262.5M | \$301.4M | \$366.9M |
| YOY % Growth | 0.3% | 14.8% | 21.7% |

Sales Tax Rolling Average Trend



Operating Expense – Preliminary

| \$' Million Category | FY21 Sep YTD Actual | FY22 Sep YTD Actual | FY22 Full Year Budget | % of Budget | Comments |
|--------------------------|---------------------|---------------------|-----------------------|--------------|--|
| Salaries and Benefits | \$47.6 | \$58.5 | \$59.4 | 98.5% | |
| Professional Services | 29.7 | 37.0 | 44.5 | 83.1% | Savings in consultation, professional services, maintenance and repair expense |
| Materials and Supplies | 1.4 | 6.9 | 5.0 | 138.5% | Additional maintenance material expense from MV contract modification |
| Fuel and Fluids | 10.9 | 10.9 | 12.2 | 89.0% | Cost avoidance of \$7.4 million in market price surge through diesel hedging |
| Utilities | 3.4 | 3.5 | 3.9 | 90.6% | |
| Insurance | 2.7 | (0.4) | 0.8 | (50.8%) | Reduction of \$1 million in rail claim liability |
| Purchased Transportation | 152.6 | 165.5 | 192.1 | 86.1% | Lower hours than budgeted for Bus (12.7%) and Rail (13.1%) |
| Lease/Rentals | 3.3 | 1.8 | 6.8 | 27.2% | Administrative facility lease on hold |
| Other Expenses | 2.3 | 3.5 | 9.0 | 38.7% | Savings in contingency, advertising, bank charges and travel |
| Total | \$253.9 | \$287.2 | \$333.7 | 86.1% | |

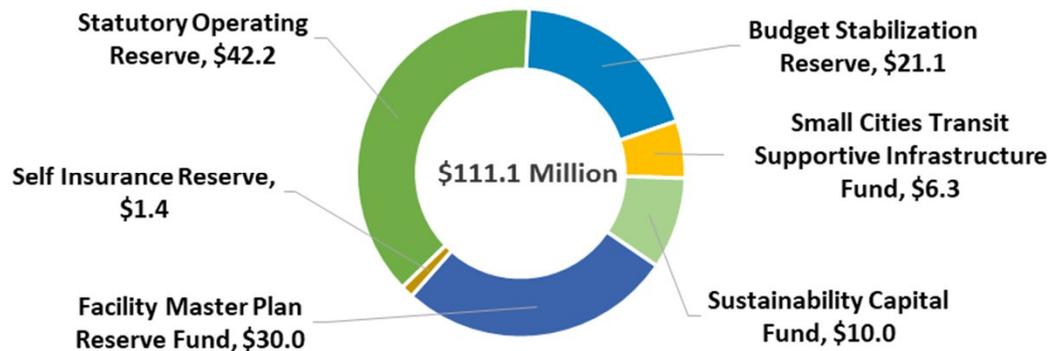
Budget Transfers

Consistent with Capital Metro's Financial Policies, there were three budget transfers that cumulatively exceeded \$150,000 to report to the board for the 4th quarter of FY2022.

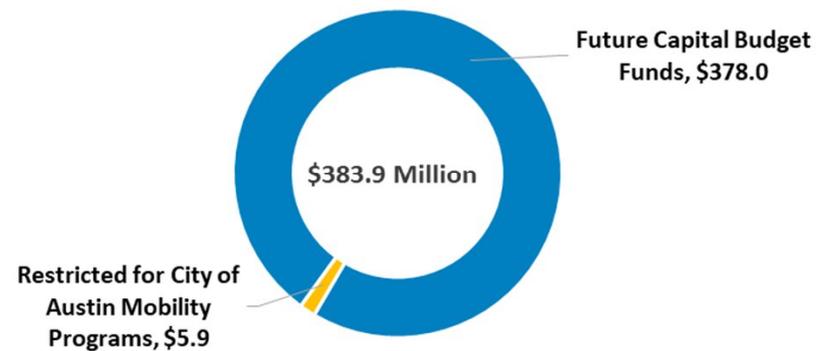
| July-22 | | | | |
|--------------------|------------------|------------------------|-----------|---|
| Transfer #1 | | | | |
| From: | 510-5090702-220 | Operating Contingency | (758,500) | Transfer from operating contingency for increases in relocation, temporary staffing and recruiting expenses to support the hiring of frontline employees. |
| To: | 510-Multiple-340 | People and Culture | 758,500 | |
| August-22 | | | | |
| Transfer #2 | | | | |
| From: | 510-5090702-220 | Operating Contingency | (250,000) | Transfer from operating contingency for the Admin and Bargain Pension plans. |
| To: | 510-5020202-100 | Non-Allocated Benefits | 250,000 | |
| September-22 | | | | |
| Transfer #3 | | | | |
| From: | 510-5090702-220 | Operating Contingency | (600,000) | Transfer from operating contingency for unplanned personnel hired due to operational changes. |
| To: | 510-5010201-340 | People and Culture | 600,000 | |

Reserve, Allocated & Restricted Funds

Reserve Funds



Allocated & Restricted Funds



Notes:

- Additional funding was allocated to the statutory operating and budget stabilization reserves based on the board-approved funding formula. The statutory operating reserve equals 2 months of audited FY2021 operating expenses. Contributions to the budget stabilization reserve began in February 2016 with \$7 million reserved in FY2016 and \$3 million in FY2017. An additional contribution was made in FY2018 to fully fund the budget stabilization reserve. The sustainability capital fund was established in FY2022 with \$10 million to support CapMetro's Sustainability Vision Plan. In March 2022, a regional partnership with small-member cities and a \$10 million Transit Supportive Infrastructure Fund was established. A \$30 million Facility Master Plan Reserve Fund was also established in FY2022 as CapMetro addresses one of the largest needs of the agency.
- Funds for capital investment are required to help address extensive capital needs. The capital budget for FY2022 is \$314.3 million, with \$156.9 million funded by FY2022 income and \$157.4 million from capital contributions and grants. These capital improvements are needed to maintain the state of good repair of the community's transit infrastructure and to be in compliance with Federal regulations. The FY2022 capital budget also contains CapMetro held contracts of the Project Connect program of projects. The City of Austin Mobility Fund was reduced by \$428 thousand from projects in FY2022.

Statement of Revenue, Expenses and Change in Net Position – Preliminary

| \$' Million | FY21 Sep YTD Actual | FY22 Sep YTD Actual | FY22 Full Year Budget | % of Budget |
|---|------------------------|------------------------|--------------------------|--------------|
| Operating Revenue | | | | |
| Passenger Fares | \$12.6 | \$15.2 | \$18.1 | 84.0% |
| Freight Railroad Revenue | 5.8 | 6.8 | \$6.5 | 104.3% |
| Other Revenue | 5.5 | 3.2 | \$5.8 | 55.2% |
| Total | 23.9 | 25.2 | 30.4 | 82.8% |
| Operating Expenses | | | | |
| Salaries and Benefits | 47.6 | 58.5 | 59.4 | 98.5% |
| Professional Services | 29.7 | 37.0 | 44.5 | 83.1% |
| Fuel and Fluids | 10.9 | 10.9 | 12.2 | 89.0% |
| Utilities | 3.4 | 3.5 | 3.9 | 90.6% |
| Purchased Transportation | 152.6 | 165.5 | 192.1 | 86.1% |
| Other Expenses | 6.3 | 10.0 | 14.8 | 67.1% |
| Lease/Rental | 3.3 | 1.8 | 6.8 | 27.2% |
| Depreciation & Amortization | 50.6 | 51.6 | 53.6 | 96.2% |
| Total | 304.4 | 338.8 | 387.3 | 87.5% |
| Operating Income/Loss | (280.5) | (313.6) | (356.9) | 87.9% |
| Non-Operating Revenue/(Expenses) | | | | |
| Sales Tax | 301.4 | 366.9 | 297.3 | 123.4% |
| Investment Income | .4 | 2.6 | .8 | 345.1% |
| Operating Contributions and Grants | 48.5 | 202.1 | 172.3 | 117.3% |
| Capital Contributions and Grants | 13.2 | 20.4 | 157.4 | 13.0% |
| Mobility Interlocal Agreements | (86.7) | (30.2) | (4.0) | 745.2% |
| Other | (.2) | .3 | (.0) | 0.0% |
| Non-Operating Income/(Loss) | 276.5 | 562.1 | 623.7 | 90.1% |
| Change in Net Position | \$(4.0) | \$248.6 | \$266.8 | 93.2% |

Budget Variances by Department – Preliminary

| \$'000 Department | FY21 YTD Actual | FY22 YTD Actual | FY22 YTD Revised Budget | YTD % of Revised Budget | YTD Budget vs. Actual | Comments |
|--|--------------------|--------------------|----------------------------|-------------------------------|--------------------------|---|
| 100 - Non-Allocated Benefits | \$12,955 | \$10,228 | \$14,764 | 69.28% | \$4,536 | Admin and bargain pension expenses based on actuary reports |
| 102 - Wellness Center | 264 | 337 | 466 | 72.32% | \$129 | |
| 103 - Child Care Center | 1,001 | 1,059 | 1,101 | 96.19% | \$42 | |
| 105 - Business Center | 363 | 369 | 372 | 99.19% | \$3 | |
| 110 - Executive Staff | 770 | 1,344 | 1,057 | 127.15% | (\$287) | New Chief Operations Officer position and FTE transfers from other departments |
| 118 - Government Affairs | 647 | 841 | 827 | 101.69% | (\$14) | |
| 119 - Diversity, Equity, and Inclusion | 584 | 811 | 887 | 91.43% | \$76 | |
| 120 - Board Of Directors | 151 | 181 | 197 | 91.88% | \$16 | |
| 125 - Internal Audit | 482 | 435 | 401 | 108.48% | (\$34) | |
| 130 - Performance Management and Imagin | 659 | 1,126 | 1,149 | 98.00% | \$23 | |
| 140 - Safety | 4,008 | 666 | 1,551 | 42.94% | \$885 | Reduction in railway claim liability |
| 141 - Public Safety and Emergency Managen | 4,258 | 5,093 | 8,049 | 63.27% | \$2,956 | Vacancy and security services savings and APD staffing shortages |
| 142 - Systemwide Accessibility | 0 | 180 | 345 | 52.17% | \$165 | Savings in consulting |
| 150 - Legal | 999 | 1,073 | 1,254 | 85.57% | \$181 | Savings in legal services |
| 220 - Finance | 4,247 | 5,830 | 9,783 | 59.59% | \$3,953 | Unspent contingency, savings in temporary help, passes and tickets purchases and in bank charges from reduced ridership |
| 230 - Information Technology | 12,491 | 18,033 | 21,288 | 84.71% | \$3,255 | Savings in services and labor expenses |
| 250 - Procurement | 1,683 | 2,207 | 1,965 | 112.32% | (\$242) | Paid time off usage higher than budgeted |
| 275 - Rideshare | 1,364 | 1,634 | 2,036 | 80.26% | \$402 | Savings from lower vanpool participation |
| 320 - Planning | 2,718 | 4,701 | 5,368 | 87.57% | \$667 | Savings in Service Standards and Guidelines, Quick Response, Origin and Destination Survey and Orange & Blue Line ETOD |
| 330 - Marketing and Communications | 3,706 | 4,708 | 5,771 | 81.58% | \$1,063 | Savings in Value of Transit, Fare Collection, Fall and Spring campaigns, Data Mining and Branding |
| 331 - Community Engagement | 1,005 | 1,414 | 1,489 | 94.96% | \$75 | |
| 332 - Customer Service | 1,008 | 1,119 | 1,103 | 101.45% | (\$16) | |
| 340 - People and Culture | 4,598 | 4,869 | 4,896 | 99.45% | \$27 | |
| 457 - Public Facilities | 5,510 | 5,585 | 6,609 | 84.51% | \$1,024 | Savings in professional and maintenance services |
| 530 - Capital Projects | 1,663 | 1,440 | 2,008 | 71.71% | \$568 | Savings in labor, services and Street Improvements project |
| 540 - Property and Asset Management | 3,342 | 4,694 | 5,157 | 91.02% | \$463 | Savings in maintenance services and the Facilities Master Plan |
| 542 - Freight Rail Management | 1,532 | 1,728 | 2,030 | 85.12% | \$302 | Savings from Bridge Analysis deferred to FY2023 |
| 544 - Commuter Rail Operations | 18,304 | 22,087 | 27,591 | 80.05% | \$5,504 | Savings in purchased transportation from 13.1% fewer hours than budgeted and Bridge Analysis deferred to FY2023 |
| 550 - Real Estate and Facility Planning | 2,723 | 1,618 | 5,136 | 31.50% | \$3,518 | Savings from administrative space facility lease |
| 600 - Operations and Maintenance Oversight | 123,615 | 145,073 | 156,599 | 92.64% | \$11,526 | Savings in Purchased transportation and fuel from 12.7% fewer hours than budgeted |
| 615 - Innovative Mobility | 4,411 | 4,614 | 5,273 | 87.50% | \$659 | Savings in Purchased transportation and fuel from fewer hours than budgeted |
| 616 - MetroBike | 0 | 159 | 853 | 18.64% | \$694 | Savings from program moving in-house to CapMetro |
| 620 - Demand Response Oversight | 28,716 | 28,473 | 32,443 | 87.76% | \$3,970 | Purchased transportation and fuel savings from 22.6% fewer hours than budgeted |
| 640 - Paratransit Reservation & Control | 2,027 | 2,249 | 2,287 | 98.34% | \$38 | |
| 650 - Paratransit Eligibility | 947 | 998 | 1,186 | 84.15% | \$188 | Savings in temporary help |
| 920 - Project Connect | 1,107 | (347) | 0 | 0.00% | \$347 | |
| 940 - Project Connect Integration | 0 | 603 | 405 | 148.89% | (198) | Labor expenses higher than budgeted |
| Total | 253,859 | 287,228 | 333,697 | 86.07% | 46,469 | |

Capital Projects Summary – Preliminary

| \$'000 Project Category | Expended | Amended Budget | Expended as % of Budget | Comments |
|--|------------------|---------------------------|------------------------------------|---|
| Commuter Rail | \$9,120 | \$18,984 | 48.0% | Lakeline Leander Siding and State of Good Repair for Bridges and Track |
| Vehicles | 1,909 | 41,446 | 4.6% | Paratransit Fleet Expansion and Non-revenue Vehicle Replacement |
| Information Technology | 15,227 | 26,273 | 58.0% | Enterprise Resource Planning System, Data Warehouse and Business Intelligence |
| Facilities | 6,081 | 30,025 | 20.3% | Office Space Re-Configuration and Airport Lamar Red Line Grade Separation |
| Freight Railroad | 34 | 4,045 | 0.8% | Bridge Replacement |
| Property and Asset Mgmt | 8,967 | 16,491 | 54.4% | Demand Response Operations and Maintenance Facility Replacement |
| Contingency | - | 5,000 | 0.0% | |
| Project Connect | 72,292 | 170,134 | 42.5% | Orange Line, Blue Line, PMOR and MetroRapid Lines |
| Security | 682 | 1,932 | 35.3% | Rail House Signal Security Enhancements and Rapid Deployable Video System |
| Total | \$114,312 | \$314,330 | 36.4% | |

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-675

Agenda Date: 2/27/2023

FY2023 Long Range Financial Plan Update

CapMetro

Long-Range Financial Plan

Fiscal Years 2023 to 2032

Board of Directors 1/30

Objectives

- Board approved long-range financial plan policy in 2022
- Align financial capacity with long-term service objectives
- Identify and analyze financial challenges to fiscal stability
- Develop comprehensive long-range forecast
- Evaluate ability to fund:
 - Current and expanded needs
 - Reserve requirements
 - Debt financing

Benefits of a Long-Range Plan Model



Builds a fiscally sound agency



Awareness of options, barriers and opportunities



Improves long-term financial sustainability

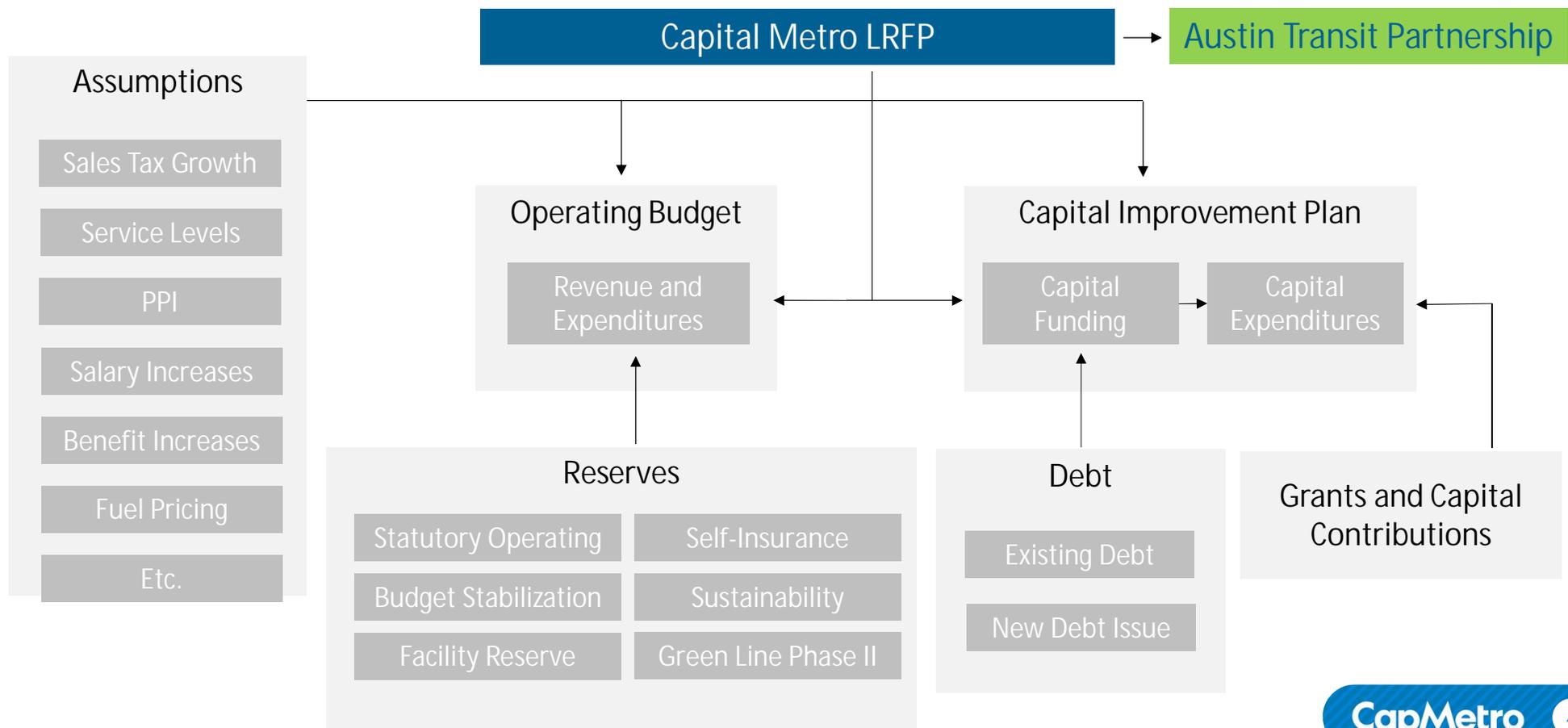


Balances competing demands



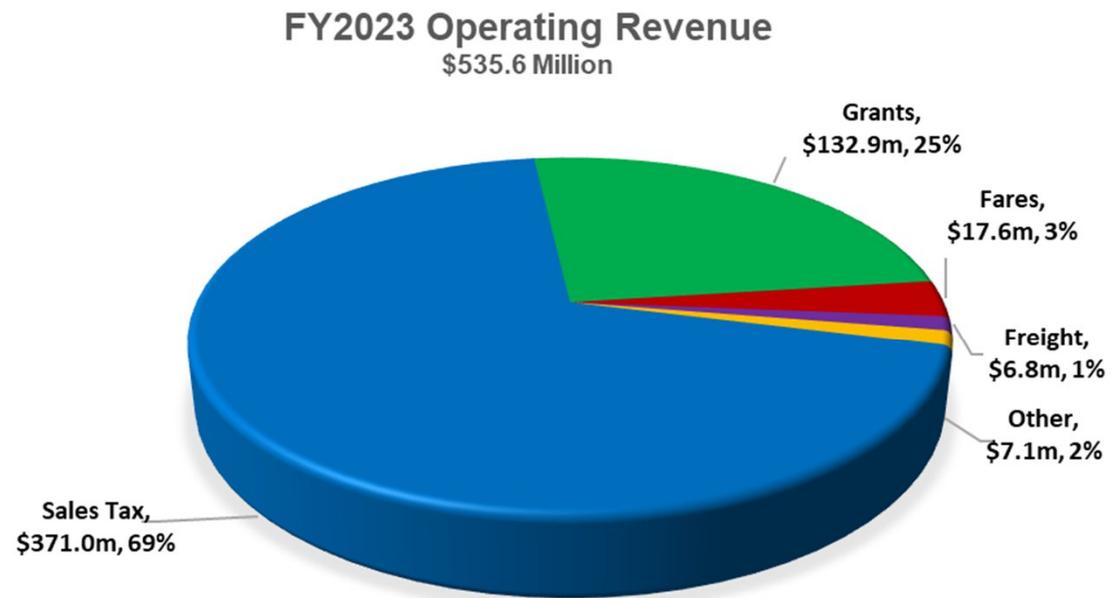
Assesses financial implications of decisions and priorities

Long-Range Financial Plan Model



FY2023 Budgeted Operating Revenue

- Sales tax: 1% growth = \$3.7M
 - Sales tax = 69% of revenue
 - Grants and fare revenue - limited growth in short term
- Long-term projections:
 - Sales tax growth of 3.5%
 - Total revenue growth of 3.1%
 - Total operating and capital expense growth constrained to 3.1%

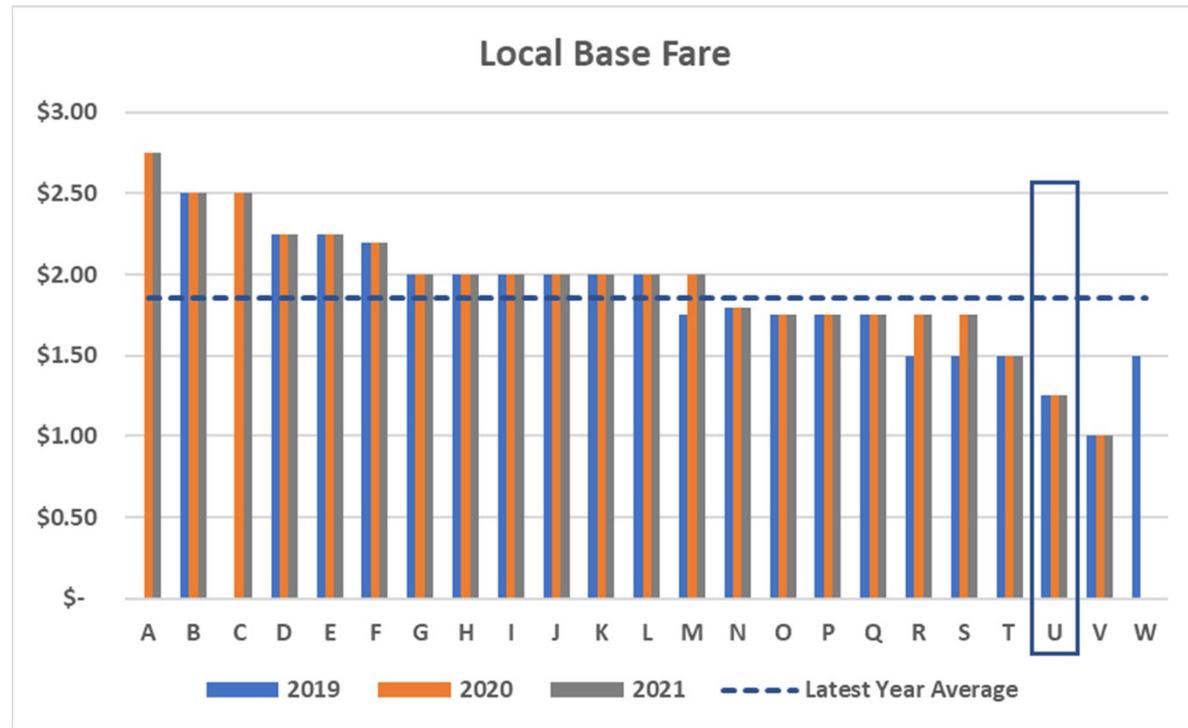


Sales Tax History



Fare Revenue

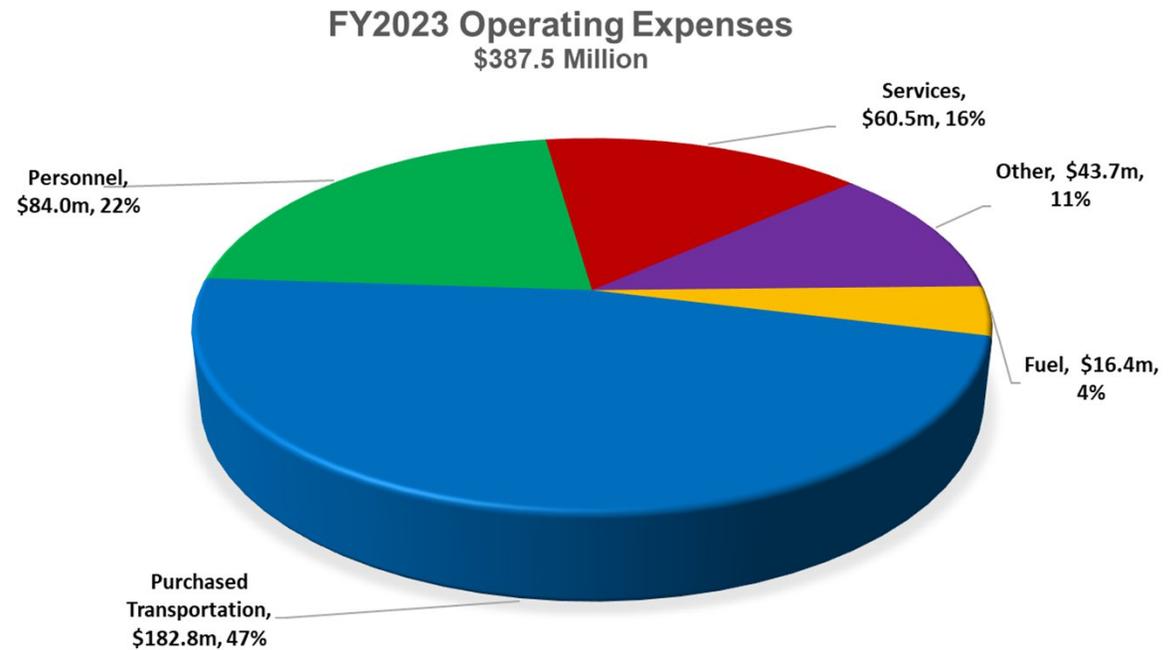
- Low fare structure compared to peer agencies
 - 3rd lowest local fare of 23 peers
 - 2nd lowest for weekly and monthly passes
 - Fare recovery of 5.5% in FY2021 due to COVID-19 ridership impact
- Fare increases
 - Inflationary increases in Long-Range Financial Plan
- American Bus Benchmarking Group
 - Consortium of mid-sized North American bus agencies
 - Established in 2011 to benchmark performance and share best practices



Source: American Bus Benchmarking Group (ABBG)

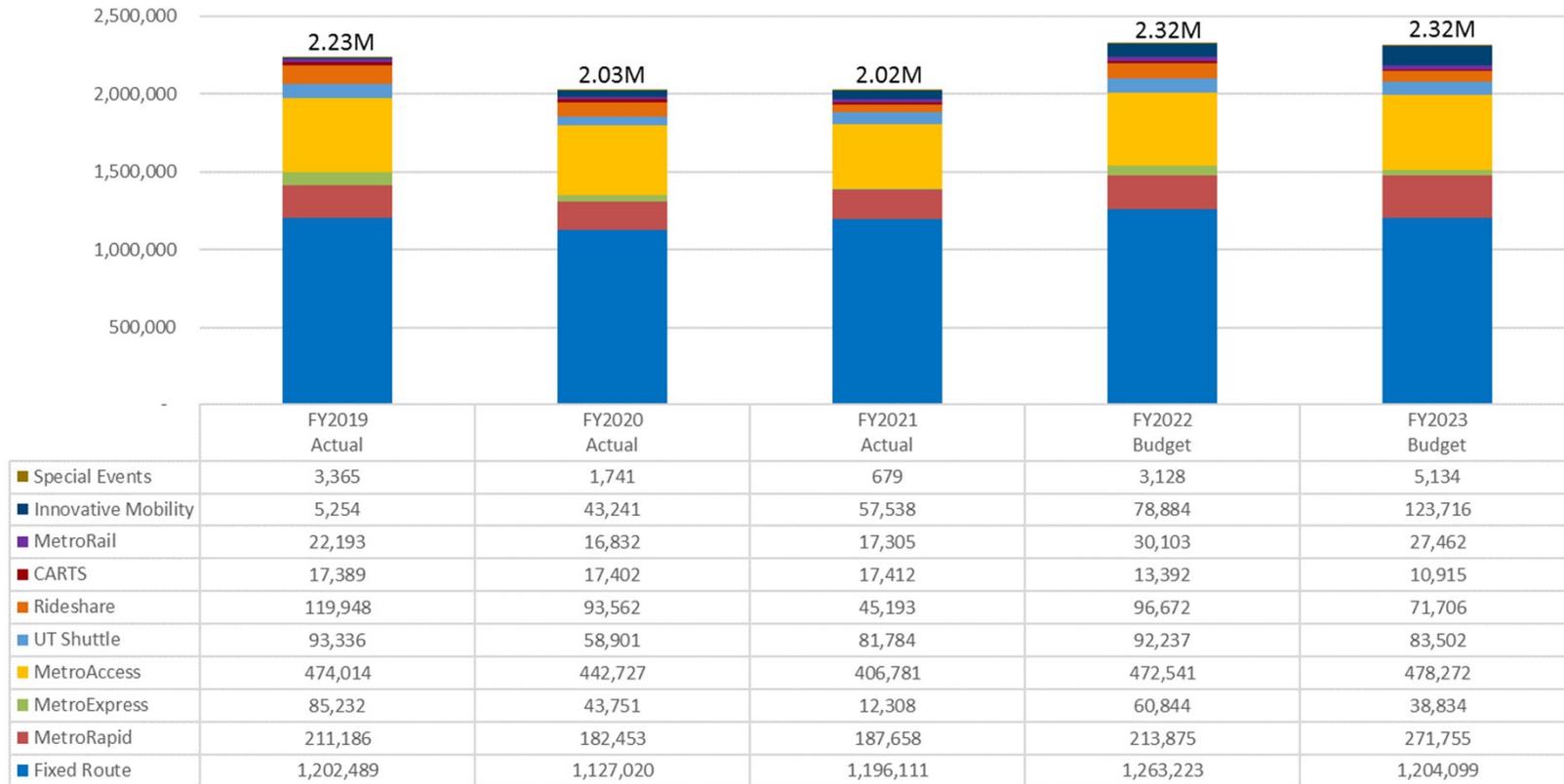
FY2023 Budgeted Operating Expenses

- Major expense categories:
 - Purchased transportation
Pass through + Fixed fee
 - Wages
FTE x Rate (increases)
 - Benefits
Health and pension increases
 - Services
Control spending



Service Levels

Vehicle Hours





METRO

LONG-RANGE MODEL

Long-Range Financial Plan Model Scenarios

FY2023 Budget & 5 Year CIP

Long-Range Financial Plan

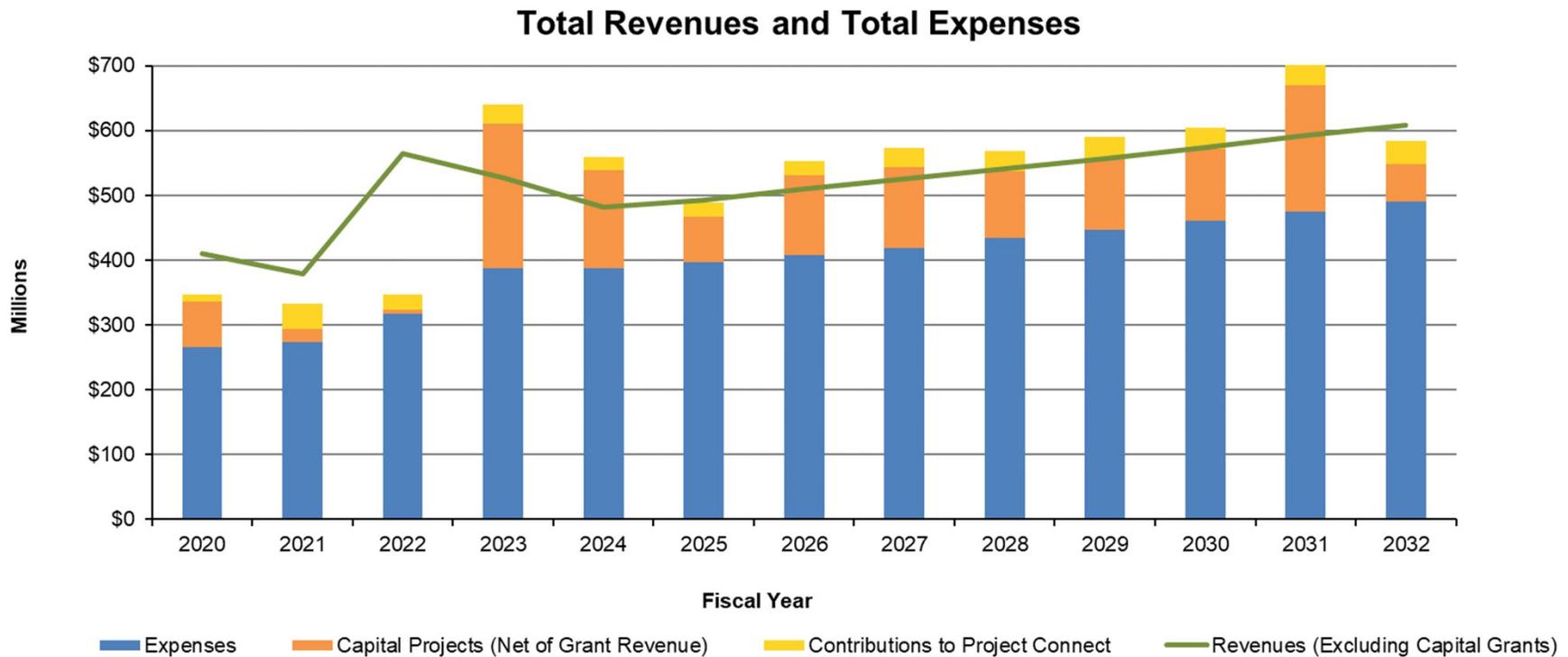
Scenario 1: Fiscal Year 2023 Zero Sales Tax Growth

Long-Range Financial Plan Model Scenario

| Assumptions | Year 1-5 FY23-27 | Year 6-10 FY28-32 |
|-----------------------|------------------------------|----------------------|
| Revenues | | |
| Fare increases | 3.5% FY25, 5% FY27 | 5% FY29 and FY31 |
| Sales tax growth | 3.5% | |
| Operating grants | 2.8% FY24-FY26 | No increases |
| Expenses | | |
| Service hours | 0.5% hours | |
| Contractor rates | Per contract then 3% | |
| MetroAccess | 0.5% hours, contracted rates | |
| Fuel rates | 20% FY24, -15% FY25 then 2% | |
| FTE growth | 0.75% | |
| Wage growth | 3% | |
| Other expenses | 2% | |
| Facility Reserve Fund | \$60 million | |

- 3.5% future sales tax growth
- 3.5% fare increase in FY25, then 5% every other year based on PPI increases
- Contracted rates and future assumptions
- Future service hour increases for route adjustments
- FY2023 Operating Budget and 10-year CIP is baseline
- \$60m Facility Reserve Fund for future needs

Proposed Long-Range Financial Plan – 10 Years



Long-Range Financial Plan - Financials

Dollars in Millions

| | FY2023 | FY2024 | FY2025 | FY2026 | FY2027 | FY2028 | FY2029 | FY2030 | FY2031 | FY2032 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Cash & Investments Beginning Balance | 497 | 384 | 307 | 311 | 268 | 219 | 191 | 159 | 129 | 18 |
| Revenues (Excluding Capital Grant Revenue) | 527 | 481 | 493 | 509 | 525 | 540 | 557 | 574 | 592 | 608 |
| Operating Expenses | (377) | (381) | (391) | (401) | (413) | (427) | (440) | (454) | (468) | (482) |
| Interlocal Agreements | (10) | (6) | (6) | (6) | (6) | (7) | (7) | (7) | (7) | (7) |
| Cash Flow Available for CIP | 140 | 94 | 96 | 101 | 105 | 107 | 110 | 113 | 117 | 118 |
| Capital Projects | (475) | (318) | (168) | (229) | (181) | (139) | (119) | (118) | (202) | (67) |
| Capital Grant Revenue | 252 | 168 | 97 | 107 | 57 | 35 | 8 | 8 | 8 | 8 |
| Capital - Self Funded | (223) | (151) | (71) | (122) | (124) | (104) | (111) | (110) | (194) | (59) |
| Contribution to Project Connect Sequence Plan | (30) | (21) | (21) | (22) | (30) | (31) | (32) | (33) | (34) | (35) |
| Annual Cash Flow | (112) | (77) | 4 | (43) | (49) | (28) | (33) | (30) | (111) | 24 |
| Cash & Investments Ending Balance | 384 | 307 | 311 | 268 | 219 | 191 | 159 | 129 | 18 | 42 |
| Commitments & Reserve Requirements | 179 | 184 | 187 | 186 | 190 | 194 | 198 | 203 | 207 | 212 |
| Cash Balance/(Shortage) 3.5% Growth | 205 | 123 | 124 | 82 | 30 | (3) | (39) | (74) | (189) | (169) |
| Cash Balance/(Shortage) 0% FY23 Growth | 192 | 97 | 84 | 28 | (39) | (87) | (139) | (190) | (325) | (323) |

Align spending with forecasted sales tax growth
Less constraint with higher sustained sales tax growth



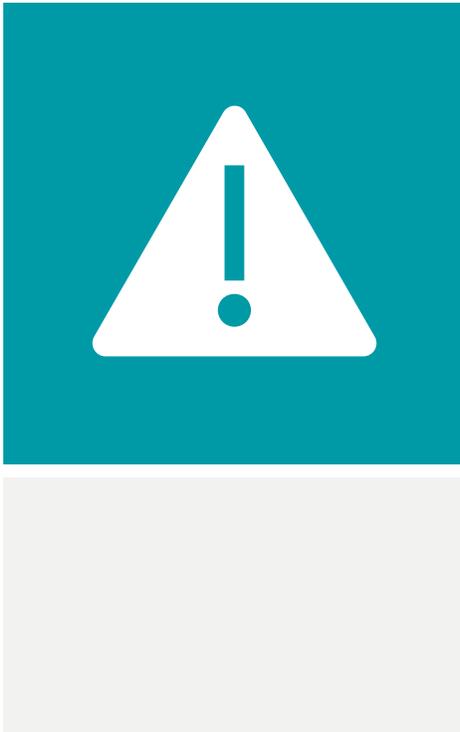
METRO SUMMARY

Changes in Long-Range Financial Plan



- Significant sales tax recovery in FY2022 with 3.5% future growth assumption
- Continued fleet electrification and associated infrastructure
- Significant future facility needs for 3rd bus garage, south demand response facility and administration headquarters
- MetroBike station and fleet expansion and upgrade
- Project Connect sequence plan projects updated

Risks to Long-Range Financial Plan



- Significant inflation or future recession
- Slower sales tax growth than modeled
- Changes to Federal grant funding programs
- Unforeseen regulatory or capital needs
- Future contracted rates with service providers
- Slower ridership return than assumed
- Compensation and benefit plan increases
- Unforeseen technological changes

Conclusions and Recommendations



- Continue to monitor and quickly respond to economic developments
- Potential revenue uncertainty
- Align costs with revenue growth
- One-time, accumulated funding available for capital investments
 - Future Capital requires funding from Income
- Maintain >\$70 million in annual cash flow for FTA-required State of Good Repair

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-732

Agenda Date: 2/27/2023

Briefing on Project Connect and best practices for transit system expansion design

CapMetro

Navigating the Challenges Ahead



The Contorta Group

Peter Rogoff
2/27/2023

Guidance for Navigating Challenges Ahead

- Build high quality projects that are reliable, desirable and safe.
- Ensure that projects are built employing industry best practices that put the interest of the passengers *first*.
- Advance Project Connect in a manner to maximize the opportunity for Federal funding.

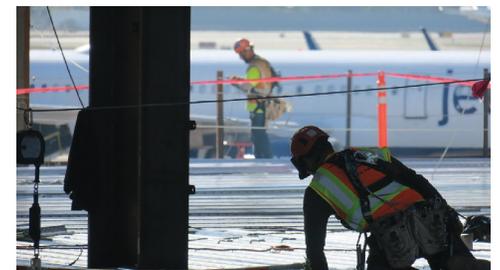


Fortunately, building the best projects using the best industry delivery practices IS the path to strong federal funding.

Pursuing these complementary goals will require continuous engagement and oversight by the CapMetro Board.

Construction Costs are Rising Throughout the Nation

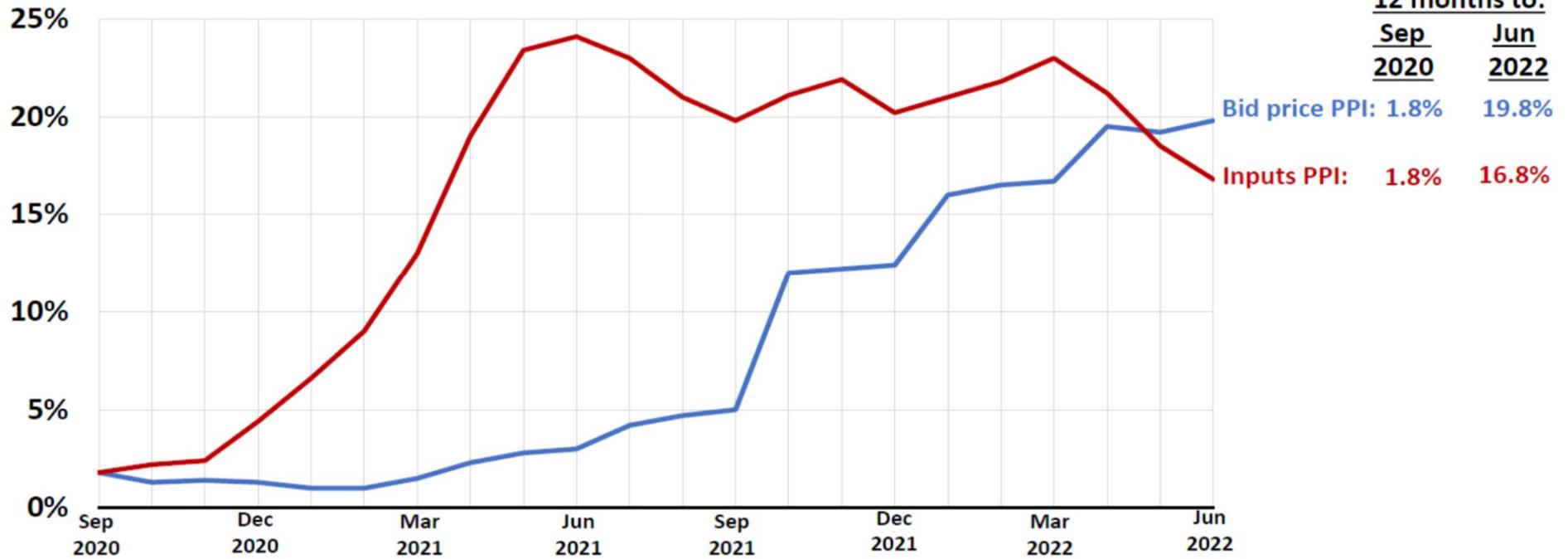
- Austin is not alone in reconfiguring capital expansion plans based on new fiscal realities.
- *How* you reconfigure Project Connect will involve generational decisions that will either serve passengers well or poorly.



Historic rise in the cost of construction

Costs vs. bid prices for new nonresidential construction

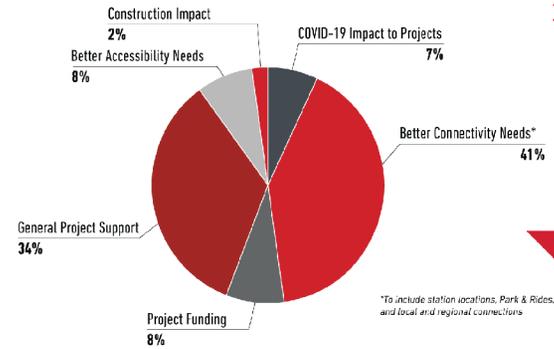
Year-over-year change in PPIs, Sep 2020-Jun 2022, not seasonally adjusted



Source: Bureau of Labor Statistics, producer price indexes, www.bls.gov/ppi

The Project Connect Vision Supported by Austin Voters

- Rapid trips in many designated transitways to popular destinations.
- Deliver passengers far faster than the car or current bus service.
- Put the needs of the passengers first.



» VIRTUAL OPEN HOUSE Areas of Interest

On Demand Virtual Open House held May 7 - May 31, 2020
 Over 3,500 Engaged
 Over 1,300 Responses received
 39 zip codes participated

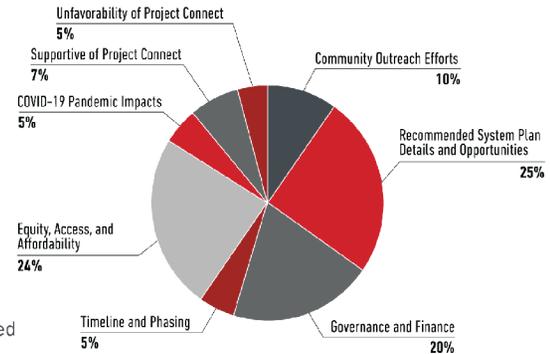
"It is past time for Austin to do this. We are a large, international city and have been for years. This proposal is transformative and enduring. It will be our legacy to future generations."

» VIRTUAL COMMUNITY MEETINGS Areas of Interest

Live stream Virtual Community Meetings held May 15 - May 29, 2020

- May 15** Greg Casar, City Council Member, District 4
Leslie Pool, City Council Member, District 7
- May 18** Natasha Harper-Madison, City Council Member, District 1
Jeffrey Travillion, CMTA Board Member
- May 19** Kathie Tovo, City Council Member, District 9
Wade Cooper, CMTA Board Member & Chair
- May 20** Jimmy Flannigan, City Council Member, District 6
Troy Hill, CMTA Board Member & Mayor of Leander
Eric Stratton, CMTA Board Secretary
- May 20** Alison Alter, City Council Member, District 10
Terry Mitchell, CMTA Board Member
- May 26** Steve Adler, Mayor of Austin
Wade Cooper, CMTA Board Chair
- May 28** Ann Kitchen, CMTA Board Member & City Council Member, District 5
Paige Ellis, City Council Member, District 8
- May 29** Delia Garza, CMTA Board Vice Chair & Mayor Pro Tem, District 2
Sabino Pío Renteria, CMTA & City Council Member, District 3

Over 13,500 Engaged - 280 Responses received
 74 zip codes participated



"I am completely in favor of putting the full system as described with 3 LRT lines and a new river crossing and underground tunnel to a vote this November in what is likely to be a favorable electorate."

The Project Connect Vision Supported by Austin Voters

TRIP EXAMPLES

Sofia starts her trip at Crestview and works near Otorf Station. Her current trip by car ranges from 24 to 55 mins, while her trip by bus is 39 mins.

2020:

Car: 24-55 minutes | Bus: 39 minutes

2028:

Sofia's Orange Line trip would be 23 minutes.

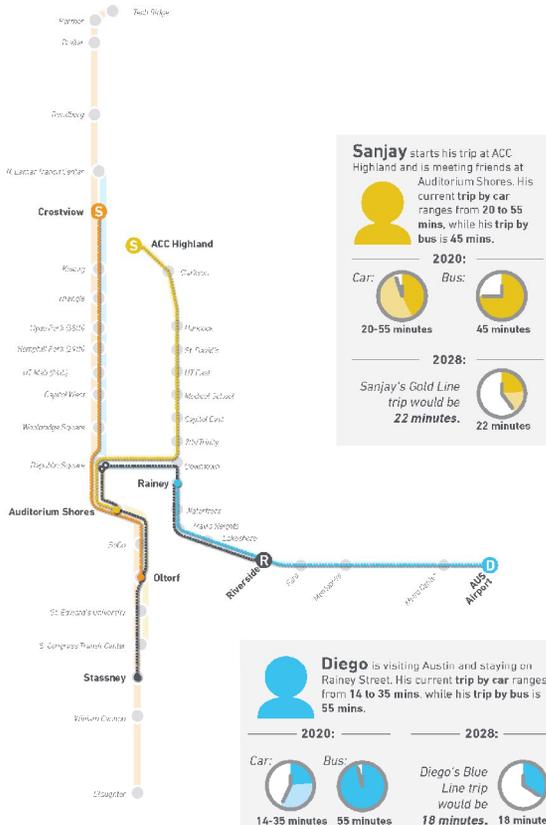
Ria is returning to her home at Stassney from an errand at Riverside and Pleasant Valley. She does not own a car. Her current trip by bus is 33 mins of travel time if she makes her transfer between two local routes.

2020:

Car: *Ria does not own a car.* | Bus: 33 minutes

2028:

Ria's trip would be 28 minutes including a transfer from the Blue Line to the Orange Line at Republic Square.



Diego is visiting Austin and staying on Rainey Street. His current trip by car ranges from 14 to 35 mins, while his trip by bus is 55 mins.

2020:

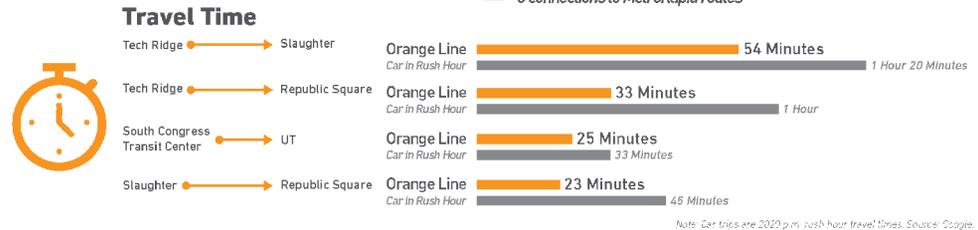
Car: 14-35 minutes | Bus: 55 minutes

2028:

Diego's Blue Line trip would be 18 minutes.

ORANGE LINE at a glance

Mode Light Rail



Cost

Capital Cost
\$3.8 - \$5.1 billion

Operations & Maintenance
\$47 - \$57 million annually

Environmental

Vehicle Miles Traveled Reduction
107.8 million fewer miles annually

Greenhouse Gas Reduction
42,800 tons fewer annually

Ridership

Weekday Ridership (2040)
54,000 - 74,400

Demographics

- Zero Car Households in Station Areas: 3,400 | 8%
- Individuals in Poverty in Station Areas: 21,900 | 23%
- Minorities in Station Areas: 45,700 | 48%



As the governing Board over the only transit provider in the city and the eventual operator of the expanded system, you have imperatives that the other program partners do not.

In your unique role as the CapMetro Board:

- Before you are presented with alternatives, discuss what program attributes are most important.
- Then evaluate all alternatives through that lens once they are presented.



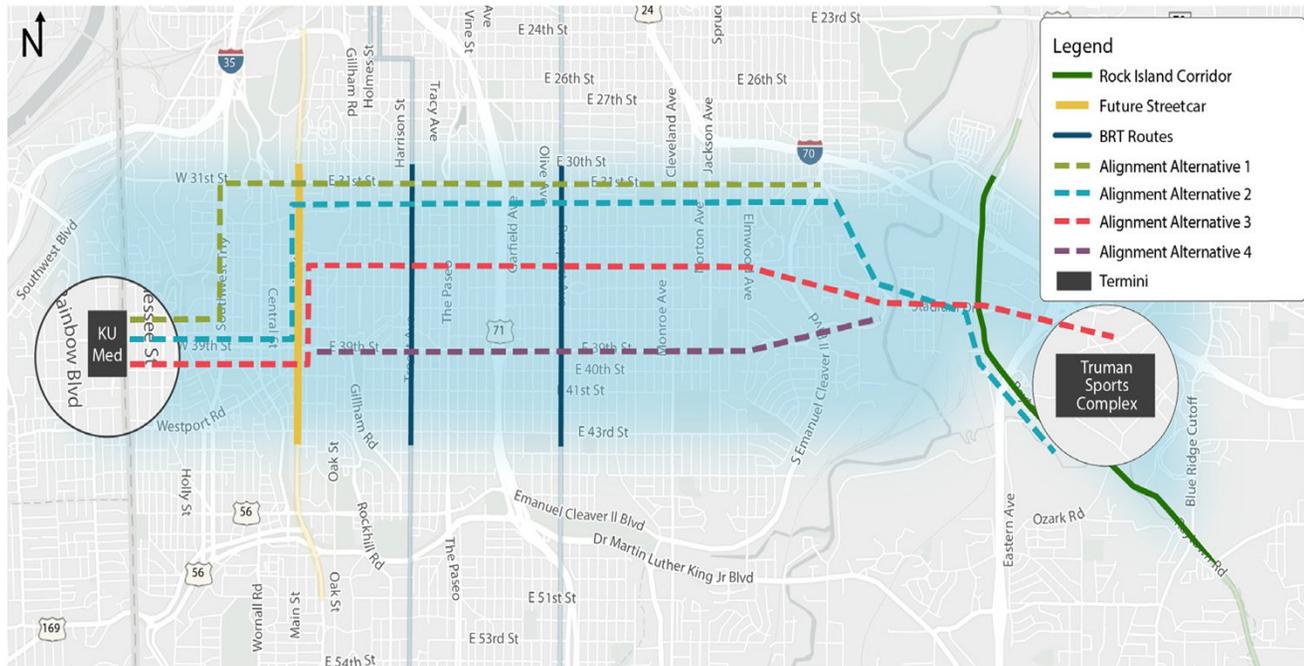
Compare Alternatives

- Ridership
- Travel Time
- Equity
- Passenger convenience
- Operability
- Integration with the current transit network



Most importantly:

- Dig into the details
- Ask questions
- Insist on answers that you and the public understand
- Send folks back to the drawing board if better solutions should be considered.





For Project Connect to succeed, even with constrained resources, the program must continue to carry the three pillars of high-quality projects: Reliability, Desirability, and Safety.



1. Build high quality projects
that the public wants to use

Reliability

- Reliability is key. Passengers will not use a new service if it doesn't reliably deliver them to their destination on time.
- Meaningful mode shift won't occur if the car is perceived to be faster and more dependable than the train.
- Equity requires reliable service not just for car owners with a choice but especially for transit-dependent passengers throughout the City of Austin.

Reliability

- Redundancy in infrastructure is essential to avoid single points of failure that take down mobility across the entire network.
- Critical investments in signaling, comms, crossovers, double tracking and turnouts must not be sacrificed in the name of budget austerity.



Reliability

- Redundancy is necessary to guarantee reasonable trip times.
- Accidents and breakdowns occur more frequently than any of us would like.



Desirability

- First rail phases of Project Connect should build public enthusiasm by serving:
 - popular destinations
 - robust ridership.
- Ridership will depend on travel time – beating the car.
- FTA will insist on realistic ridership projections.



Safety

- Non-negotiable
- System safety includes:
 - Passengers
 - Construction workers
 - CapMetro employees
 - Automotive traffic
 - Pedestrians
 - Trespassers
- Most affordable way to guarantee safety is to design safety into the system from the very beginning



Safety

- New Federal safety rules require robust Safety Management System of CapMetro for both the current *AND* future system.
- As the designated "Accountable Executive" under FTA rules, the CapMetro CEO must have the primary oversight and decision-making role over future safety investments.





2. Well Managed projects that employ best practices.

Fostering Confidence and Best Practices



CapMetro

AUSTIN
TRANSIT
PARTNERSHIP

Effective multi-agency partnerships

- A true and effective multi-agency partnership is one where each partner is genuinely and continually invested in the success of the other.
- Project Connect should be delivered through co-located multi-agency project teams built on collaboration, trust, and unanimity of purpose.



Budget transparency is essential to public trust.

- All costs must be daylighted, including all
 - Capital Costs;
 - Operating and maintenance costs
 - Long term recapitalization costs
- Total cost of ownership analysis must be used to avoid penny wise-pound foolish decisions
- Routine third-party verifications are necessary and build
 - Trust
 - Understanding
 - Accuracy

Controlling Costs

- Scope creep is the biggest enemy. All stakeholders must know when the "music has to stop"
- Early property acquisition is a must to avoid costly contractor penalties.
- Delivery methods must be selected that reflect the community's tolerance for flexible designs.





3. Advance Project Connect to maximize opportunities for Federal funding

Project Connect has a very long path to real Federal funding:

Current "Project Development" status for the original Orange and Blue lines carry:

- No current Federal money.
- No Promise of future Federal money
- Possibility that certain project development costs could be reimbursed in the future

» HOW WILL WE PAY FOR IT?

After the Project Connect Vision Plan is adopted, Federal funds would be available in line with recent trends in Capital Investment Grant (CIG) authorizations. The CIG program may award up to 50% of the capital cost.

Other funding will come from local sources. In November 2020, voters may help to decide if new local funding will be made available to help implement the much needed transit system.



» SEQUENCING

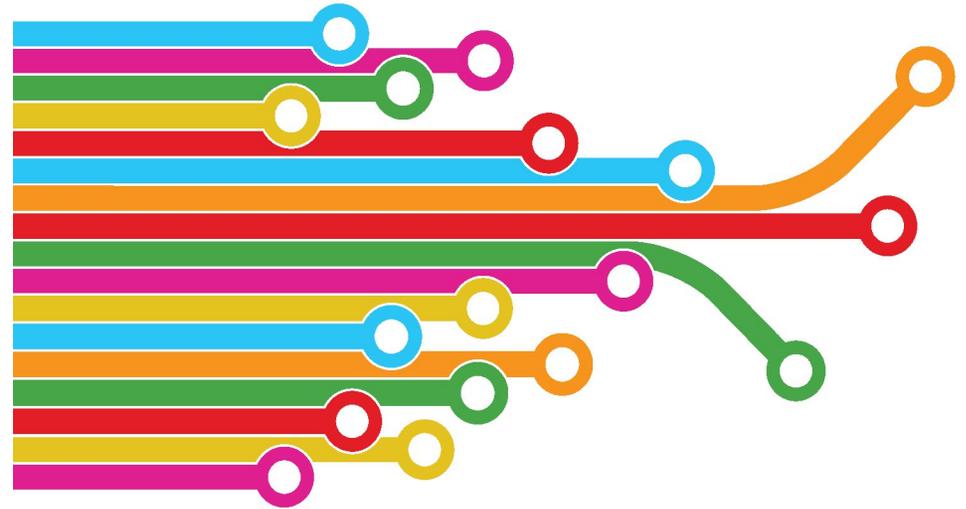
Acquiring funding for the full system plan will take time and will come from a variety of sources. A sequenced design and construction schedule for the system will allow priority transit enhancements to be implemented in the short-term while design and construction of more complex projects continues. As the program progresses, and funding is identified, a final program sequence will be developed.

After the Environmental process is complete, the real Federal scrutiny begins:

- Estimated ridership
- Estimated costs
- Mobility benefits provided
- Extent of congestion relief and mode shift
- Economic development potential for the alignment
- Current zoning requirements
- Population to be served by the project
- Reliability of funding sources
- Resiliency of funding sources through downturns, price spikes
- Current condition of the infrastructure

Summary

- Difficult choices in coming months
- CapMetro Board has unique imperatives to consider and discuss.
- Do your own due diligence
- Insist on projects that are reliable, desirable and safe
 - To put the passenger first
 - To maximize Federal support
- Be proud of your choices



Your Plan, Your
Project Connect

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-585

Agenda Date: 9/26/2022

President & CEO Monthly Update



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-736

Agenda Date: 2/27/2023

Memo: January 2023 Demand Response Follow-Up (February 20, 2023)

To: CapMetro Board of Directors

From: Andrew Skabowski, Executive Vice President, and Chief Operating Officer

Date: February 20, 2023

Subject: **January 2023 Board Meeting Operations-Related Public Comment Follow Up – Demand Response (MetroAccess and Pickup)**

During the January 2023 meeting of the CapMetro Board of Directors, several public speakers discussed concerns regarding MetroAccess service. Additional information about MetroAccess and the bargaining employee contract between ATU and MTM is provided below.

If you are interested in additional detail or a briefing, please contact Ed Easton (Ed.Easton@CapMetro.org).

MetroAccess Booking, Dispatch, Etc.

During the Board Meeting, customers spoke about challenges they have experienced with reservations, and dispatching for MetroAccess. Internally, we have faced challenges with these systems as well and want to better meet the needs of our customers.

While we are also working directly with customers to ensure needs are met short term, we want to make the Board aware that we are in the process of transitioning MetroAccess to a new software system. The new software will fundamentally change how our customers interact with the system, as well as the coordination of and among our operators, dispatch, eligibility, and reservations teams. We believe this will address many of the concerns the Board heard about and that our staff and our customers are experiencing with MetroAccess service.

We are working diligently on a roll-out plan for this new system and CapMetro staff will keep customers, the Board and operations teams apprised of the software transition.

ATU and MTM bargaining agreement

In addition to upgrading software and systems to meet the needs of our customers and staff, CapMetro continues to collaborate with our operating partners to alleviate resource constraints and the driver shortage to improve service for our customers.

The bargaining employee contract between MTM and the Amalgamated Transit Union (ATU) was ratified on January 18. The headlining achievement with this new contract is an increase in wages across all bargaining positions with an increase in the vehicle operator minimum wage to \$20/hr.

We are currently experiencing a driver shortage of about 80 people for MetroAccess and Pickup services and we believe the wage increase will help make us more competitive in today's market. MTM has already noticed a significant increase in applicants and has 34 people in training. Outreach continues and we expect to attract more qualified applicants over the next six months.

In addition to increased wages, the Demand Response ATU employees have been provided with the following added benefits:

- Wage increases have been provided to all staff with 3% increases guaranteed each year for the next three years
- Increased their 401k contribution from 4.1% to 5.5%
- Company contributions for insurances have increased
- Increased vacation benefits
- Safety Bonus went from 2% to 4%
- Attendance Bonus went from 1.75% to 3%
- Uniform allowance was increased
- Longevity Pay increased
- Tool Allowance increased



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-731

Agenda Date: 2/27/2023

Memo: Service Standards and Guidelines Project Update (February 20, 2023)

To: Capital Metro Board of Directors

From: Sharmila Mukherjee, AICP, Chief Executive Vice-President, Planning & Development

Date: February 23, 2023

Subject: Update to Service Standards and Guidelines

The following provides an overview of the Planning Department's ongoing effort to update CapMetro's Service Standards and Guidelines. This memo includes project goals, timeline, and upcoming public engagement opportunities.

Project Background

The Service Standards and Guidelines provide guidance for service monitoring and all service-related planning processes. As a highly public facing document, the Service Standards and Guidelines offers a high-level of transparency and clarity. The document provides information about how and why CapMetro makes changes to service, place stops, distributes amenities, and complies with federal regulations like Title VI requirements.

Every five years, standards and guidelines are updated to ensure they are current and align with the agency's strategic goals and service levels. The guidelines were last updated and adopted in 2015 while the 2020 five-year update was delayed due to the COVID-19 pandemic. In June 2022, Capital Metro procured a consultant, Nelson and Nygaard and Associates, to assist with updating the Service Standards and Guidelines. The project deliverables would include updates to both the Service Standards and Guidelines as well as the Transit Design Guidelines.

Project Goals

- **Review Existing Processes and Standards:** The updated standards and guidelines will contain well-documented, up-to-date planning processes, providing a central location that multiple departments can refer to for guidance. The project team has conducted staff interviews to better understand each key factor that impacts planning decisions.
- **Modernize Planning Processes and Standards:** The updates will be centered on industry best practices. The project team has reviewed peer agencies and their service planning and design standards including performance measures used to assess effectiveness. These peer reviews will be used as guidance when considering updates.
- **Provide Clear and Engaging Public-Facing Content:** The documents will be informative, easy to understand and in a format that can be easily distributed to the public.

Upcoming Engagement

CapMetro conducted community engagement in October and November 2022 to both inform the public and actively solicit input on service planning processes. We conducted eight compensated focus groups, presented to the appropriate commissions, and promoted a public survey, from which we received over 1,700 responses. The feedback from the public is being used to shape the document, and we are

starting a second phase of engagement to inform and solicit feedback on the draft Service Standards and Guidelines.

The processes and performance measures outlined in the updated Service Standards and Guidelines will be used for the development and evaluation of each following service change until the following update (in 5 years), feedback from the public and members of the BOD is pivotal to the success of this update. Following the public engagement processes, the public and board will be provided time to review the draft update prior to request for board approval.

Specifically, the upcoming engagement activities include:

- Access Meeting – February 1st, 2023
- Diversity, Equity, and Inclusion Committee – February 8th, 2023
- CSAC Meeting – February 8th, 2023
- CAC Meeting – February 9th, 2023
- Workshop on Service Evaluation with Advisory Committees – March 2023
- Draft Service Standards and Guidelines Document Posted for Review – March 31st, 2023
- **Workshop on Service Evaluation with Board of Directors – April 2023**
- Board Presentation of Final Draft Service Standards and Guidelines - May 2023 for Adoption

This is an informational update. Staff anticipates final board action to adopt the updated Service Standards and Guidelines in May 2023.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-735

Agenda Date: 2/27/2023

Memo: June Service Changes (February 27, 2023)

To: Capital Metro Board of Directors
From: Sharmila Mukherjee, Executive Vice-President, Planning and Development
Date: February 27, 2023
Subject: February Board Meeting – June 2023 Service Changes

Staff is recommending the following service changes for the June 2023 Service Change. No major adjustments are proposed for the system. Since the proposed changes do not meet the major service change¹ threshold, a public hearing is not required. The public will be able to comment on the proposed changes at the March board meeting when the board takes action on this item. The following is a high-level summary of minor proposed changes and services to remain suspended.

- **Minor Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.
- **Summer Service Adjustments** – Normal transition will occur on UT routes, and select trips on mainline routes to summer service levels.
- **Continued Service Suspension** – Express routes 981 and 987, as well as all E-bus service, will remain suspended.
- **MetroRail** – MetroRail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service. In addition, planned maintenance work may be scheduled for a short period in the Summer with final dates yet to be determined at this time.

The proposed changes are in accordance with the FY 2023 budget. If approved, the changes would be implemented on Sunday, June 4, 2023. Appendix A describes the specifics of our recommendations.

¹ Board Policy “Title VI Major Service Change Policy OOD-103” defines a major service change as the establishment of new bus routes, a substantial geographical alteration on a given route of more than 25% of its route miles, the elimination of any bus service, or a major modification which causes a 25% or greater change in the number of daily service hours provided.

Appendix A – June 2023 Service Changes

The following changes become effective Sunday, June 4, 2023.

Minor Adjustments

| Services | Concept | Service Levels | MetroAccess |
|---|--|----------------|-------------|
| <u>Minor Schedule Adjustments (On-Time Performance)</u> | Minor Schedule Adjustments to address potential issues related to On-Time Performance. | All Days | No Impact |

School Service Adjustments

| Services | Concept | Service Levels | MetroAccess |
|--|--|-------------------|-------------|
| School Timed Trips - Suspend (4, 217, 333, 337) | Select trips timed for school loads suspended. | Weekdays | No Impact |
| UT Routes – Summer Semester Level (640, 641, 642, 656, 661, 663, 670, 671, 672, 680) | Service reduced to Summer levels when UT Spring semester ends. | Weekdays, Sundays | No Impact |

MetroRail

| Services | Concept | Service Levels | MetroAccess |
|---|----------------------|-------------------------------|-------------|
| Red Line – Weekday / Saturday Service | Schedule adjustments | Monday – Friday, Saturdays | No Impact |

Suspended Services

| Services | Concept | Service Levels | MetroAccess |
|----------------------------------|--------------------|---------------------------|-------------|
| Express – (981, 987) E-bus | Suspended services | Monday – Friday, Saturday | No Impact |