



Agenda - Final revised
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, January 29, 2024

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing:

III. Recognition:

IV. Public Comment:

V. Advisory Committee Updates:

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

VI. Board Committee Updates:

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

VII. Consent Items:

1. Approval of minutes from the December 18, 2023 public hearing and board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.
3. Approval of a resolution appointing Christian Tschoepe to the Public Safety Advisory Committee.

VIII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with PBSC Urban Solutions, Inc. for the procurement of bicycles, docks, stations, software, and related technology and infrastructure for a public bikesharing system for a term of five (5) base years following a three (3) month mobilization period and five (5), one-year options for an amount not to exceed \$20,645,858. The City of Austin will own all physical hardware, while CapMetro is responsible for operating and maintaining the technology and hardware.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Trapeze Software Group, Inc. for migration to a cloud hosted system and upgrade to the latest version of Trapeze software consisting of one (1) base year and two (2) option years in an amount not to exceed \$2,038,311 and a 20% contingency for a total not to exceed \$2,445,973.
3. Approval of a resolution approving the formation of subcommittees of the Public Safety Advisory Committee (PSAC).
4. Approval of a resolution electing officers of the CapMetro Board of Directors for 2024.
5. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2024.

IX. Discussion Items:

1. FY2023 Year End Preliminary Financials
2. FY2024 Long Range Financial Plan Update
3. Diversity, Equity, & Inclusion Annual Update

X. Report:

1. President & CEO Monthly Update - January

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

Section 551.071 of the Texas Government Code for consultation with an attorney regarding legal issues related to Dirty Martin's et al. v. Watson et al., Cause No. D-1-GN23-008105 in the 455th District Court of Travis County, Texas

XII. Memo:

Note: Memo for informational purposes only. Will not be discussed at meeting.

1. Memo: Enterprise Data Analytics Platform Implementing Phase B - Finance Public Dashboard (January 19, 2024)

XIII. Items for Future Discussion:

XIV. 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, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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
Joint Access & Customer Satisfaction Advisory Committee (CSAC) Meeting
Wednesday, January 10, 2024
6:00 PM
Virtual Presentation

CapMetro Employees: Brian Alejandro, Sam Alexander, Chad Ballentine, Peter Breton, Louise Friedlander, Martin Kareithi, Julie Lampkin, Chris Mojica, Edna Parra, Sara Sanford, Randy Slaughter, Marcella Wood.

Supporting Staff: Nick Milum, Raul Vela, Christopher Westbrook.

Access Committee Members: Estrella Barrera, Glenda Born, Audrea Diaz, Otmar Foehner Mike Gorse, Paul Hunt.

CSAC Members: Arlo Brandt, David Foster, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Andre Cytryn.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Hunt and Chair Taylor

Public Communications

Staff Updates

Edna Parra, Manager of Community Engagement and Involvement

Edna Parra and **Martin Kareithi** share that **Chad Ballentine** will be leaving CapMetro, and **Sara Sanford** will be taking over as the Interim Vice President of Demand Response and Innovative Mobility.

Advisory Committee Members and **CapMetro Staff** share their appreciation for **Chad Ballentine's** hard work and dedication to CapMetro for over 17 years.

2023 Demand Response Metrics

Chris Mojica, Director of Demand Response Operations & Contract Oversight

Chris Mojica updates the committee on Demand Response metrics for 2023.

Paul Hunt asks if there's been an improvement in on-time performance (OTP) since the implementation of Spare, and **Chris Mojica** explains that Spare has been contributing to better OTP, but additional factors, such as higher operator staffing levels, have also contributed to the improvement.

Glenda Born asks if vans are being phased out of use, and **Chris Mojica** explains that yes, CapMetro is moving towards a shuttle model rather than a van model.

Glenda Born asks how OTP is counted for CapMetro Access, and **Sara Sanford** explains that it's based on the 30-minute window.

Glenda Born asks multiple questions related to the MetroBike system and bikeshare, and **Sara Sanford** and **Chris Mojica** explain in further detail.

David Foster asks if there are more in-depth details about how the MetroBike system is being used, and **Chris Mojica** says that he doesn't have the data on-hand, but that many metrics are tracked.

2023 Complaint Statistics

Brian Alejandro, Director of Customer Care

Brian Alejandro overviews the Customer Care staffing levels and call statistics for 2023.

Ephraim Taylor asks if there's a breakdown of customer complaints related to the roll-out of the new CapMetro app, and **Brian Alejandro** says that he hasn't prepared one, and notes that their current set-up makes it more difficult to capture complaint data to that level of detail.

Ephraim Taylor asks for more detail on the approach CapMetro is taking to separate issues that can be resolved versus complaints that will always be consistent, and **Marcella Wood** and **Brian Alejandro** explain multiple strategies the Customer Care department implements to better understand rider experience and customer complaints.

Estrella Barrera asks if Customer Care plans on disaggregating the complaint data in the future, and **Brian Alejandro** says yes.

2024 Public Safety Engagement

Edna Parra, Manager of Community Engagement and Involvement

Edna Parra overviews previous engagement efforts and feedback for the Public Safety program and outlines the drafted upcoming engagement efforts. **Peter Breton** overviews drafted subcommittee information and engagement opportunities.

CSAC Officer Elections

Facilitated by Staff Liaison

David Foster nominates himself for the position of Vice Chair.

David Foster is elected as Vice-Chair unanimously.

Meeting adjourned at 7:53 PM



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-2024-1071

Agenda Date: 1/29/2024

Approval of minutes from the December 18, 2023 public hearing and board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, December 18, 2023

12:00 PM

Rosa Parks Boardroom

Public Hearing on the CapMetro HMIS Pass Fare Structure Change

I. Presentation:

1. CapMetro HMIS Pass Fare Structure Change Public Hearing

II. Public Comment:

Zenobia Joseph and Debra Miller provided public comment.

III. Adjournment

12:23 p.m. Meeting Adjourned

ADA Compliance

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

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Minutes

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, December 18, 2023

12:30 PM

Rosa Parks Boardroom

I. Call to Order

12:32 p.m. Meeting Called to Order

Present: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

II. Safety Briefing:

III. Public Comment:

Karen Blizzard, Pedro Hernandez, Zenobia Joseph, David Keyes, and Debra Miller provided public comments.

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

1. Operations, Planning and Safety Committee
2. Finance, Audit and Administration Committee
3. CAMPO update

CAMPO did not meet this month, so no report was given.

4. Austin Transit Partnership Update

VI. Consent Items:

A motion was made by Secretary of the Board Pool, seconded by Board Member Stratton, to approve the Consent Agenda. The motion carried by the following vote:

Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

1. Approval of minutes from the November 20, 2023 board meeting.

A motion was made that this Minutes be adopted. The motion carried by the following vote:
2. Approval of a resolution updating the Charter Statement for the Operations, Planning and Safety Committee.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Reeder Distributors, Inc. for a Steam Bay Bus Lift in an amount not to exceed \$211,350.
4. Approval of a resolution authorizing the President & CEO, or her designee, to execute a contract modification with Unifirst Corp. for maintenance related uniform rental and cleaning services over a one-year period, in a total amount not to exceed \$212,047.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Zonar System, Inc. to purchase subscription services for Electronic Driver Vehicle Inspection Records Services over a five-year period in a total amount not to exceed \$803,623.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute contracts with Lytx, Inc. to purchase subscription services for DriveCam Event Recorders over a three-year period in a total amount not to exceed \$552,960.
7. Approval of a resolution authorizing the President & CEO, or her designee, to execute an emergency purchase order to Cap-A-Bus Inc. to purchase services for bus accident repair and painting over a period of six months in a total amount not to exceed \$400,000.
8. Approval of a resolution authorizing the President & CEO, or her designee, to execute an emergency purchase order to JobSite Diesel for services of bus fleet scheduled and ad hoc repair services over a period of six months in a total amount not to exceed \$1,000,000.
9. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an extension of the existing lease with CapMetro's uniform vendor, CFJ Manufacturing, LP (CFJ), for approximately 1,027.5 rentable square feet within CapMetro's administrative offices at 624 N. Pleasant Valley Road, Austin, Texas 78702 for a base period of twelve (12) months, for a total amount of \$33,908 paid to CapMetro.
10. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Convergent Technologies to purchase and install two cameras on each of the 88 new CapMetro Pleasant Valley and Expo Center Rapid stations for a one-year period, in an amount not to exceed \$383,286.

VII. Action Items:

- 1. Approval of a resolution adopting amendments to CapMetro’s Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change.

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

Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

- 2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a temporary Master License Agreement with the City of Austin for the use of certain portions of CapMetro’s Rail right of way and real property located at 2910 E 5th Street, Austin, Texas 78702, for the purpose of constructing, operating, and maintaining the MoKan Trail.

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

Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

- 3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Commercial Contract - Improved Property for the purchase of a 11.46-acre tract of land located at 5315 E. Ben White Blvd., Austin, Texas 78741, together with two (2) one-story buildings measuring 10,090 square foot in size, associated parking areas, all other improvements, and any easements and rights appurtenant thereto, from River City Partners, Ltd. for a new CapMetro Operation and Maintenance facility (Demand Response South Base), in an amount not to exceed \$13,500,000 plus closing costs.

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

Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

- 4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Jay-Reese Contractors, Inc. for the construction of the Railroad Pedestrian Crossing at the intersection of East 4th Street and Sabine Street for \$1,291,000 and 15% contingency of \$193,650 for a total not to exceed amount of \$1,484,650.

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

Aye: Travillion, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

Away: Pool

- 5. Approval of a resolution approving the CapMetro Public Transportation Agency Safety Plan (“the Plan”), authorizing the President & CEO, or her designee, to finalize and execute the Plan, and setting a program to provide relevant and useful information to the Board of Directors.

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

Aye: Travillion, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

Away: Pool

Memo: PTASP Overview (December 11, 2023)

- 6. Approval of a resolution appointing 11 candidates to serve as members of the Project Connect Community Advisory Committee, as recommended by the Nominating Committee, to serve either two- or four-year initial terms as determined via lottery.

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

Aye: Travillion, Stratton, Ross, Harriss, Vela, Bangle, and Ellis

Away: Pool

VIII. Report:

- 1. President & CEO Monthly Update - November

IX. Items for Future Discussion:

X. Adjournment

Before adjourning Chair Travillion read into the record the vote information for Action Item #5, which was inaudible due to a microphone issue.

1:48 p.m. Meeting Adjourned

ADA Compliance

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Board of Directors

Item #: AI-2023-1043

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital 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: Maintaining and replacing network infrastructure technology such as routers, firewalls, and switches in a state of good repair ensures stable and reliable systems available to both internal and external customers.

BUSINESS CASE: This is a state of good repair initiative to replace network security, network switch equipment, and wireless access point equipment that are types of network infrastructure technologies and have exceeded their useful life. The lifecycle of the typical network infrastructure technology is four to seven years. Each year out of life cycle network infrastructure technology is replaced to maintain a state of good repair. Failure to act will result in issues with network performance and reliability as well as increasing the risk of outages. Annually, the overall design, security, and roadmap is reviewed for implementation of a long term secure and robust solution that supports business continuity

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on January 17, 2024.

EXECUTIVE SUMMARY: This contract will provide for the annual replacement of network infrastructure technology that is past its useful life to ensure stable and reliable systems available to both internal and external customers.

DBE/SBE PARTICIPATION: No goal was assigned to this procurement. The scope of work to procurement network and system equipment through a DIR contract does not provide for subcontract opportunities.

PROCUREMENT: CapMetro will utilize the Department of Information Resources (DIR) Contract Number DIR-CPO-4870, held by World Wide Technology LLC. for Cyber Security Products and Services.

DIR awarded contracts are made available for use by CapMetro 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. Pricing to Replace Firewalls Appliances & Software with 3-Year Support Subscription was determined to be fair & reasonable by the DIR organization during its solicitation and award process.

The pricing provided by World Wide Technology is the best value to CapMetro, considering cost analysis using previous purchases and current market rates to Replace Firewalls Appliances & Software with 3-Year Support Subscription. The term of the Contract is three (3) years from notice to proceed. The lump sum price is as follows:

| Description | Lump Sum Price |
|--|----------------|
| Replace Firewalls Appliances & Software with 3-Year Support Subscription | \$483,500.00 |

The contract is 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-2023-1043

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to provide adequate state of good repair to the network infrastructure technology.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with World Wide Technology to replace network infrastructure technology in an amount not to exceed \$483,500.

**Secretary of the Board
Becki Ross**

Date: _____

Board of Directors

Item #: AI-2024-1070

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution appointing Christian Tschoepe to the Public Safety Advisory Committee.

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: The Public Safety Advisory Committee guides the CapMetro Board and staff regarding CapMetro’s comprehensive approach to public safety. The committee also helps advise on policy, procedures, metrics, etc., to ensure alignment with the Agency’s mission and goals, and community values.

BUSINESS CASE: The CapMetro Board authorized the creation of the Public Safety Advisory Committee via Board Resolution AI-2021-117, and approved the advisory committee charter via Board Resolution AI-2021-224. Creation of the advisory committee is part of CapMetro’s comprehensive public safety program, in alignment with what staff have communicated to the Board, the community and identified stakeholders.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on January 29, 2024.

EXECUTIVE SUMMARY: Pursuant to Section 451.109, Texas Transportation Code, and the CapMetro Board of Directors Bylaws, the Board established the Public Safety Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Based on a recommendation from the CapMetro President & CEO each member of the Board of Directors appoints one member of the committee. At this time, Board Member Eric Stratton recommends Christian Tschoepe as his appointee to fill a vacant position on the Public Safety Advisory Committee.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1070

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors approved the creation of the Public Safety Advisory Committee in August 2021, and approved the advisory committee charter in October 2021 in order to provide community input to staff and the Board on all aspects of CapMetro's Public Safety program; and

WHEREAS, there exists a need to fill a vacancy on the Public Safety Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Christian Tschoepe is named to the Public Safety Advisory Committee to serve a term concurrent with the term of Board Member Eric Stratton.

**Secretary of the Board
Becki Ross**

Date: _____

Board of Directors

Item #: AI-2023-904

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with PBSC Urban Solutions, Inc. for the procurement of bicycles, docks, stations, software, and related technology and infrastructure for a public bikesharing system for a term of five (5) base years following a three (3) month mobilization period and five (5), one-year options for an amount not to exceed \$20,645,858. The City of Austin will own all physical hardware, while CapMetro is responsible for operating and maintaining the technology and hardware.

FISCAL IMPACT:

Refer to executive summary for clarification.

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 contract advances CapMetro's initiative to modernize the decade old MetroBike public bikesharing system. The selected vendor is poised to deliver substantial enhancements to the system, improving customer experience, advancing environmental sustainability, and improving CapMetro infrastructure.

BUSINESS CASE: The current public bikesharing vendor contract will end on August 8, 2024. A new vendor is needed to continue the bikesharing service.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on January 29, 2024.

EXECUTIVE SUMMARY: CapMetro is poised make significant upgrades to the existing MetroBike system that initially launched in 2013. This contract will install a new vendor for bikes, docks, stations supported by software and related technology, replacing the system that is more than a decade old. Enhancements from the new vendor include the adoption of a 100% electric bicycle fleet, an upgraded application interface, a streamlined customer check-in process, and user-friendly reporting options for efficient back-end data collection. The vendor will provide cutting-edge anti-theft and anti-tampering technology, supported by extensive global experience in delivering such services. This initiative aligns with CapMetro's commitment to customer service and environmental sustainability.

Pending Board authorization of this contract, removal of existing and replacement of new stations will begin in the spring of 2024. The new vendor will play a role in providing and assisting in the installation of the new bikeshare bicycles and bikeshare hardware. CapMetro stands out as one of the few transit agencies in the country operating and maintaining a public bikesharing system, contributing significantly to the enrichment of the customer experience by providing quality active transportation options. The program of bikeshare projects includes Capital, Operational, and Information Technology funds through a mix of Capital and Operating dollars in FY 2024 and until FY 2029.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: On August 30, 2023, a Request for Proposal was issued and formally advertised for Metrobike Bike Share System. By the closing date of October 2, 2023, seven (7) proposals were received.

The proposal from PBSC Urban Solutions in the total amount of \$20,646,158, is determined to be the best value to the Authority, price and other evaluation factors considered. There is a mobilization period of three (3) months from Notice to Proceed followed by a period of performance of five (5) base years with five (5) one-year option periods.

| | |
|-------------------------------------|--------------|
| Mobilization and 5 Year Base Period | \$12,740,198 |
| Option Period 1 (Year 6) | \$1,525,884 |
| Option Period 2 (Year 7) | \$1,553,508 |
| Option Period 3 (Year 8) | \$1,581,132 |
| Option Period 4 (Year 9) | \$1,608,756 |
| Option Period 5 (Year 10) | \$1,636,380 |

GRAND TOTAL **\$20,645,858**

RESPONSIBLE DEPARTMENT: Demand Response

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-904

WHEREAS, CapMetro and the City of Austin agreed to partner in the ownership (City of Austin) and operations and maintenance (CapMetro) of the public bikesharing system, Metrobike. And Whereas, the City of Austin's existing contract for public bikeshare will terminate on August 8, 2024.

NOW, THEREFORE, BE IT RESOLVED that CapMetro finalize and execute a contract with PBSC Urban Solutions, Inc. for the procurement of bicycles, docks, stations, software, and related technology and infrastructure for a public bikesharing system for a term of five (5) base years following a three (3) month mobilization period and five (5), one-year options for an amount not to exceed \$20,645,858.

Date: _____

**Secretary of the Board
Becki Ross**

CapMetro

CapMetro Bikeshare

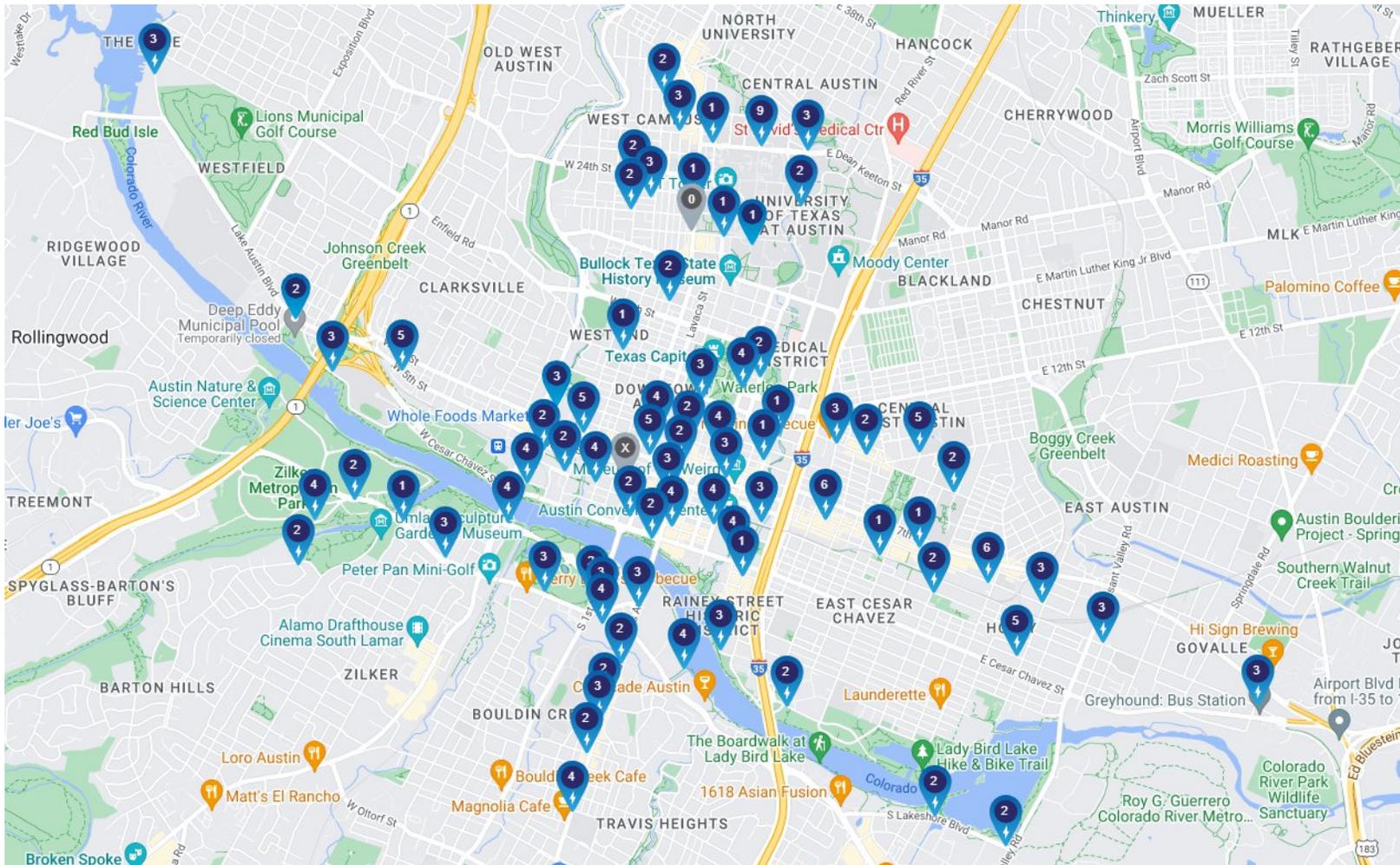
Equipment and Technology Contract Award

January 2024

Agenda

- Program Review:
 - Background, Vision and Goals
 - Partnership with City of Austin
 - Existing Station Locations
 - Funding
- The Recommended Vendor
- What's Included in this Contract
- Next Steps

Existing System



Partnership with City of Austin

CapMetro

- Daily Operations
- System Expansion & Planning
- Manage Bikeshare Vendor
- Public media and public outreach



- Owns bicycles and associated hardware
- Station permitting and engineering
- Protect station access during special events and ROW closures

Vision



Electrification: 100% e-assist Electric Fleet



Seamless Transit Integration/First and Last Mile Connections



Expand the Program and Diversify User Base



Flexible & Scalable: Right-sized Mobility Tool



Synchronization with Bicycle Network Infrastructure Expansion



Overhaul for Operational Excellence

Vendor Selection

- **Procurement process:**
 - August 2023 - Issued RFP
 - October 2023 – Proposal Submission Deadline
 - January 2024 - Final award decision
- **Recommended Vendor: PBSC Urban Solutions**



Contract

- **Contract amount : \$20,645,858 (10-year contract)**
 - 5 year base + 5 one-year options
- **Contract includes:**
 - Stations/kiosks
 - Docks
 - E-bikes
 - Technology
 - Administrative Backend
 - Vendor App for Users
 - Integration with CapMetro technology

Funding

- **Summer 2024:** CapMetro to invest \$3.5 M to replace existing system.
- **2024 – 2029:** ~\$14M Grant Funds (80% TXDOT/20% COA) for system expansion
- Annual operational funding provided from CapMetro and COA as outlined in ILA.

Next Steps

Operations

- **Spring/Summer 2024**
 - Replace current 80 stations with new vendor equipment
- **2024 – 2029**
 - Installation and maintenance of expanded system

Planning

- **Winter 2024**
 - Existing conditions analysis
- **Spring 2024**
 - Public outreach and customer feedback on MetroBike expansion
- **Summer 2024**
 - Finalize MetroBike Strategic Expansion Plan
 - Update ILA with City of Austin

CapMetro

Thank you!

Board of Directors

Item #: AI-2023-969

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Trapeze Software Group, Inc. for migration to a cloud hosted system and upgrade to the latest version of Trapeze software consisting of one (1) base year and two (2) option years in an amount not to exceed \$2,038,311 and a 20% contingency for a total not to exceed \$2,445,973.

FISCAL IMPACT:

Funding for this action is available in the FY2024 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: Trapeze software modules are used in fixed route and service planning, vehicle dispatch and customer traveler tools.

BUSINESS CASE: Trapeze now offers the ability to host their software in their own managed cloud environment to enhance the vendor support and maintenance for the mission critical areas of operations, including dispatch, run-cutting, and traveler tools. The cloud hosting and software upgrade support ensures high availability for the many Agency applications that interface with these proprietary software modules, making them extremely critical to the Agency.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on January 29, 2024.

EXECUTIVE SUMMARY: In January 1999, CapMetro implemented the initial Trapeze software modules. Over time, we have acquired additional modules and Trapeze has acquired companies from whom CapMetro previously purchased software applications that are now included in our suite of Trapeze products. The cloud hosting and software upgrade support ensures high availability for the many Agency applications that interface with these proprietary software modules, making them extremely critical to the Agency. This support and maintenance gives CapMetro technical telephone support for the modules twenty-four (24) hours a day, seven (7) days a week. In addition to complete support, this maintenance provides CapMetro software upgrades, patches, and fixes at no additional cost.

DBE/SBE PARTICIPATION: No goal was set as this is a sole source procurement and subcontracting opportunities were not available.

PROCUREMENT: On September 29, 2023, a Sole Source Procurement request was issued and advertised for upgrades to Trapeze proprietary software modules and migration to their cloud environment. The proposal from Trapeze Software Group, Inc. was received on November 17, 2023. The proposal was reviewed considering all aspects of pricing and technical support, and was determined to be fair and reasonable based on established market prices and cost analysis using data from preceding modules provided by Trapeze Software Group, Inc.

The term of the contract is one base year from notice to proceed, with an optional solution for an additional Trapeze module and two, one-year option terms for software licensing, maintenance, and support. The following is a breakdown of the fixed not to exceed lump sum amount for the base and options:

| ITEM # | DESCRIPTION | LUMP SUM |
|--------|---|-----------------------|
| 1 | Base Year: Trapeze Upgrade, Cloud Subscription & Implementation Services | \$777,663.00 |
| 2 | Base Year: Annual Software Licensing, Warranty, & Maintenance | \$290,885.80 |
| 3 | Optional Solution: Trapeze Blockbuster Software & Implementation Services | \$334,392.00 |
| 4 | Option Year 1: Annual Software Licensing, Warranty, & Maintenance | \$307,100.38 |
| 5 | Option Year 2: Annual Software Licensing, Warranty, & Maintenance | \$328,269.31 |
| 6 | Contingency (20%) | \$407,662.10 |
| 7 | Grand Total (Items 1 to 6 inclusive) | \$2,445,972.59 |

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-969

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to ensure that critical enterprise application systems are maintained and supported twenty-four hours a day, seven days a week.

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 Trapeze Software Group, Inc. for migration to a cloud hosted system and upgrade to the latest version of Trapeze software consisting of one (1) base year and two (2) options years in an amount not to exceed \$2,038,311 and a 20% contingency for a total not to exceed \$2,445,973.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-1025

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution approving the formation of subcommittees of the Public Safety Advisory Committee (PSAC).

FISCAL IMPACT:

This action has no fiscal impact.

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: The Public Safety Advisory Committee (PSAC) advises the CapMetro team and Board on matters concerning the public safety program, emphasizing a community-driven approach.

BUSINESS CASE: Does not apply

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on January 17, 2024.

EXECUTIVE SUMMARY: The CapMetro Advisory Committees Policy provides that the Board of Directors may approve the formation of subcommittees to work on specific, important issues when community input on such issues may enhance the development and implementation of a project. This resolution authorizes PSAC to form subcommittees as needed to enhance the development and implementation of CapMetro’s public safety

program, including matters related to the standing up of the transit police department. All PSAC meetings and subcommittee meetings are open to the public.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply

RESPONSIBLE DEPARTMENT: Public Safety

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-1025

WHEREAS, the Public Safety Advisory Committee (PSAC) serves a critical role in providing recommendations to the CapMetro team and Board on matters pertaining to the public safety program and community relations; and

WHEREAS, the CapMetro Advisory Committees Policy acknowledges the significance of community input in addressing important issues and allows for the formation of subcommittees to work on specific areas of concern; and

WHEREAS, the creation of subcommittees within PSAC is identified as a means to enhance the PSAC's ability to address specific projects or service initiatives in a focused manner, fostering greater community engagement and responsiveness.

NOW, THEREFORE, BE IT RESOLVED by the CapMetro Board that the Public Safety Advisory Committee (PSAC) is authorized to form subcommittees as needed to address specific projects or service initiatives within the scope of the Board approved PSAC charter.

Date: _____

**Secretary of the Board
Becki Ross**

I. OVERVIEW:

Texas Transportation Code Section 451.109 and the Capital Metropolitan Transportation Authority (“CapMetro”) Board of Directors (the “Board”) Bylaws authorize the Board to from time to time establish citizen advisory committees or taskforces to make recommendations to the Board or the President & CEO on the operation of CapMetro. The citizen advisory committees shall have the purposes, structure, duties, and powers as may be determined by the Board. The Board believes that although no one approach guarantees successful involvement, effectiveness in communication and building community trust stems from careful planning and attention to creating a balance between the needs of CapMetro and the needs of the community.

II. POLICY:

Citizen advisory committees established by the Board shall have the structure, duties, and powers set forth in this policy, Board Bylaws, and applicable law.

- A. Membership:** Each committee will consist of at least eight (8) members who are appointed by each member of the CapMetro Board of Directors. For a committee with greater than 8 members, the additional members shall be appointed by the Board Chair or in accordance with the applicable committee charter. Members of each committee will serve at the will of their appointing Board member and their term shall end with the end of their appointing member's term (see section c). The committee members will represent diverse backgrounds, abilities, and interests, including but not limited to, those who may be limited English speaking or who have disabilities, or who have different levels of experience with public policy and group decision making. These members must live in or around the CapMetro service area and may include residents, business owners and other key stakeholders concerned about transit service in the service area. There is a preference that members be transit users. The members shall have knowledge about and interests in, and represent a broad range of viewpoints about, the work of the committee. Per Board Bylaws, elected officials and candidates may not serve on advisory committees, unless otherwise determined by the Board.
- B. Appointment:** As per statutory requirements, each member of the Board will select their appointees based on a recommendation from the President & CEO.
- C. Terms of Appointment:** The members of each of the advisory committees serve at the pleasure and concurrently with the appointing Board member. Members appointed by the President & CEO and confirmed by the Board serve at the pleasure of the President & CEO.

- D. Authority:** Each committee's highest level of authority is to provide advice and recommendations to the Board. A member of any one of the advisory committees may not act in an official capacity except through the action of the Board.

- E. Absences:** A committee member who is absent for three (3) consecutive regular meetings or one-third (1/3) of all meetings in a twelve-month period automatically vacates the position. This does not apply to an absence due to an illness or injury if the committee member notifies the appointing Board member or the designated CapMetro Staff Liaison of the reason for the absence no later than the next committee meeting.

- F. Resignations:** A member who seeks to resign from a committee shall submit a written resignation to the appointing Board member and give notice to the Staff Liaison. If possible, the resignation should allow for a thirty-day notice so the Board member can appoint a replacement.

- G. Reporting:** The advisory committees report directly to the Board. However, any reports to the Board will be submitted to the Staff Liaison so that reports can be distributed in a timely manner for review by the entire Board. The Chair of each committee or a designated CapMetro staff member will report to the Board on the committee's activities at each monthly Board meeting.

- H. Recommendations:** The Board will receive committee recommendations only when they include:
 - i. Full description of the issue under deliberation;
 - ii. Information provided captures all sides of an issue; and
 - iii. The Staff Liaison has presented the recommendation to the CapMetro President & CEO and the recommendation has been placed on the agenda for consideration by the appropriate Board Committee.

- I. Roles & Responsibilities of the Advisory Committees:**
 - i. Serve as a resource to CapMetro in promoting and educating the public regarding acceptance and usage of the transit system across jurisdictions and in suburban communities; and
 - ii. Provide a sounding board for innovative practices and ideas on specific topics of importance to CapMetro.

- J. Subcommittees or Ad Hoc Task Forces:** The Board may approve the formation of subcommittees or Ad Hoc Task Forces to work on specific issues of importance to the Authority when community input on such issues may enhance the development and implementation of a project or service initiative.

- K. Timelines:** The Board will set specific timelines for requested input.
- L. Compensation:** A member of an advisory committee may not be compensated by the Authority for committee service but is entitled to reimbursement for actual and necessary expenses incurred in the performance of committee services.
- M. Transparency:** Advisory committee meetings will be open to the public and staff will make meeting information, including meeting calendars, agendas and minutes readily available to the public.

References: 1. "A Synthesis of Transit Practice, " *Transit Cooperative Research Program Synthesis 85, Effective Use of Citizen Advisory Committees for Transit Planning and Operations Washington, DC, 2010.* 2. *Boards & Commissions Appointment Process, City of Austin, Texas.*

Board of Directors

Item #: AI-2023-1047

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution electing officers of the CapMetro Board of Directors for 2024.

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 January 29, 2024.

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-2023-1047

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 CapMetro Board of Directors for the 2024 Calendar Year.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-1048

Agenda Date: 1/29/2024

SUBJECT:

Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2024.

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 January 29, 2024.

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-2023-1048

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 2024 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 2024 Calendar Year.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors hereby approves these appointments for Calendar Year 2024.

Date: _____

**Secretary of the Board
Becki Ross**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-1012

Agenda Date: 2/14/2024

FY2023 Year End Preliminary Financials



Financial Report – Fiscal Year 2023

Year to Date September 30, 2023

Major Highlights

Revenue

- Sales tax remittances received in FY2023 are 4.2% higher than FY2022 and 3.1% higher than FY2023 budget

Operating Expenses

- \$357.9 million expended in FY2023, or 92.4% of full-year budget
- Professional services are below budget due to delays in consultation, computer software and professional fees
- Cost avoidance through the agency's diesel fuel hedging program

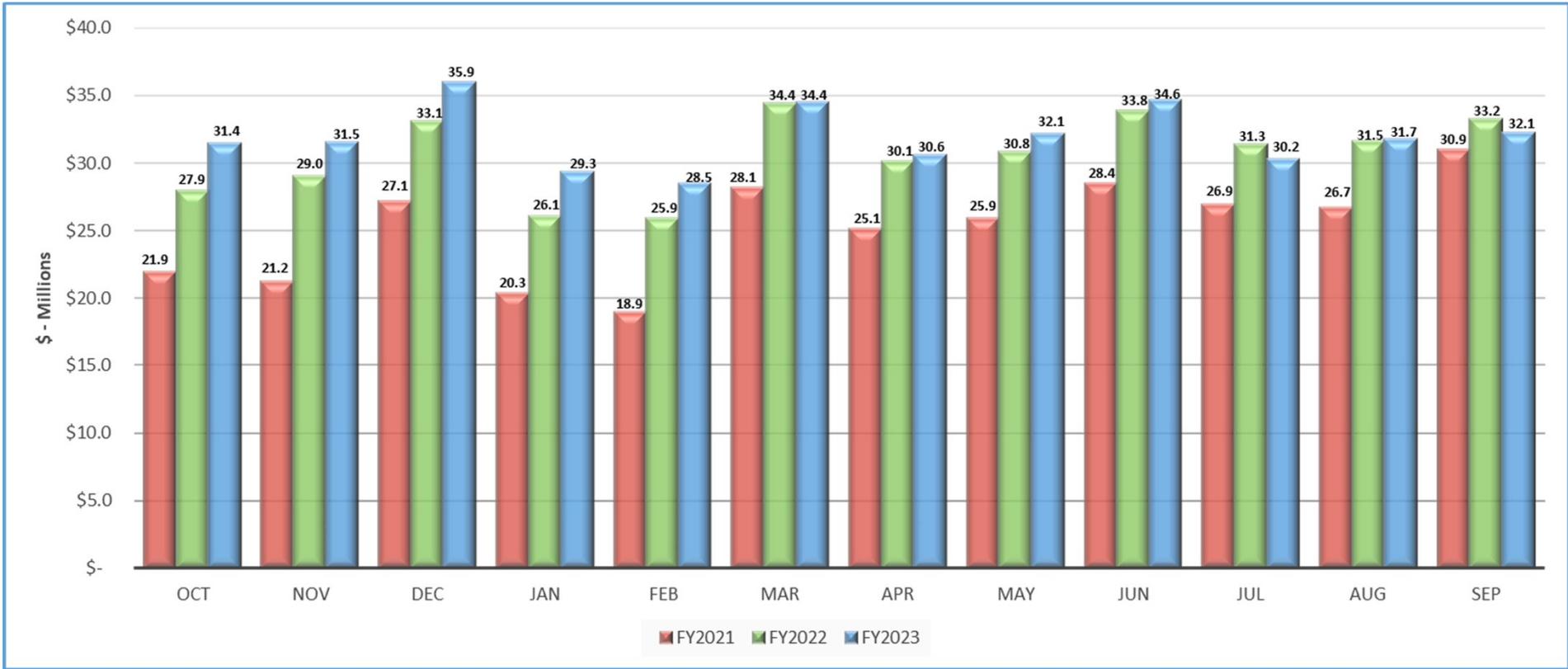
Capital Projects

- FY2023 capital project budget of \$475.0 million
- \$243.4 million expended in FY2023, or 51.2% of full-year budget and included:
 - New Headquarters and Transit Store Building Purchases, McKalla Red Line Station, MetroRapid Lines, Light Rail Line and PMOR, Electric Bus Replacements and Enterprise Resource Planning System
- FY2023 delayed spending and savings of \$231.6 million or 48.8% of full-year budget and included:
 - MetroRapid Lines, Light Rail Line and PMOR, Bus Electrification Infrastructure, Electric Bus Replacements and Chargers and Demand Response South Base

Revenue – Preliminary

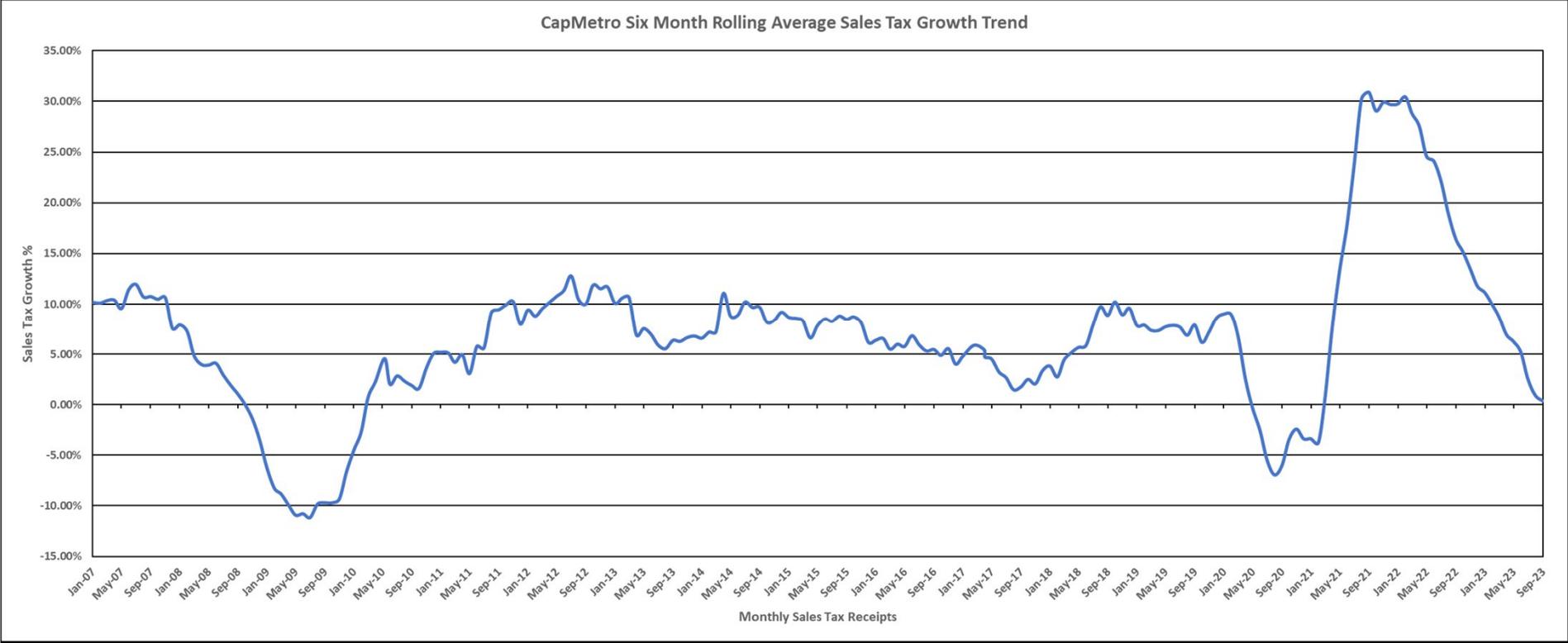
| \$' Million Category | FY22 Sep YTD Actual | FY23 Sep YTD Actual | FY23 Full Year Budget | % of Budget | Comments |
|------------------------------------|----------------------------|----------------------------|------------------------------|--------------------|---|
| Sales Tax | \$366.9 | \$382.6 | \$371.0 | 103.1% | |
| Passenger Revenue | 15.2 | 18.2 | 17.6 | 103.2% | Ridership 4.2% above budgeted projections |
| Freight Railroad Revenue | 6.8 | 6.3 | 6.8 | 92.8% | |
| Other Revenue | 6.9 | 25.8 | 7.1 | 361.0% | Investment income above budgeted projections due to favorable rates |
| Operating Contributions and Grants | 202.1 | 49.8 | 132.9 | 37.5% | 5307 draws carried over to fiscal year 2024 |
| Capital Contributions and Grants | 20.4 | 54.4 | 246.4 | 22.1% | Projects delayed to fiscal year 2024 |
| Total | \$618.3 | \$537.2 | \$781.9 | 68.7% | |

Actual Sales Tax Receipts



| | | | |
|--------------|----------|----------|----------|
| Total | \$301.5M | \$366.9M | \$382.6M |
| YOY % Growth | 14.8% | 21.7% | 4.2% |

Sales Tax Rolling Average Trend



Operating Expense – Preliminary

| \$' Million Category | FY22 Sep YTD Actual | FY23 Sep YTD Actual | FY23 Full Year Budget | % of Budget | Comments |
|--------------------------|---------------------|---------------------|-----------------------|--------------|---|
| Salaries and Benefits | \$58.5 | \$76.3 | \$84.0 | 90.7% | Vacancy and bargaining unit pension savings |
| Professional Services | 37.0 | 46.8 | 60.5 | 77.4% | Savings in consultation, software and other professional fees |
| Materials and Supplies | 6.9 | 18.2 | 18.7 | 97.6% | |
| Fuel and Fluids | 10.9 | 14.2 | 16.4 | 86.4% | Cost avoidance through diesel fuel hedging program |
| Utilities | 3.5 | 4.3 | 4.3 | 99.3% | |
| Insurance | (0.4) | 0.7 | 1.0 | 69.8% | |
| Purchased Transportation | 165.5 | 190.8 | 182.8 | 104.4% | Overtime due to bus operator vacancies |
| Lease/Rentals | 1.8 | 3.4 | 6.4 | 52.2% | Administrative lease avoidance with new headquarters purchase |
| Other Expenses | 3.5 | 3.3 | 13.3 | 24.9% | Savings in contingency, advertising and travel |
| Total | \$287.2 | \$357.9 | \$387.5 | 92.4% | |

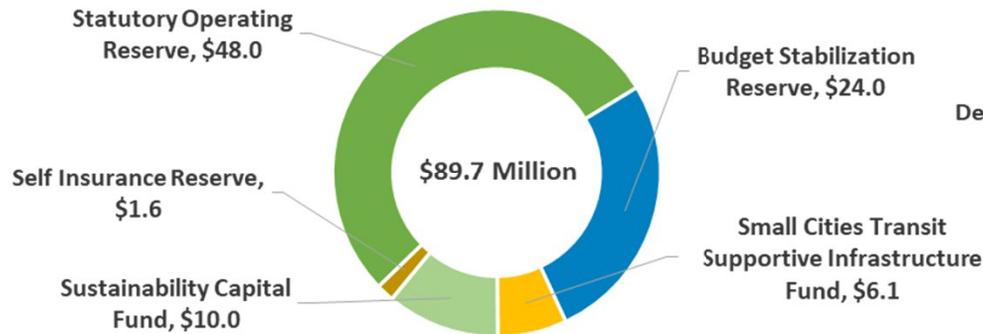
Budget Transfers

Consistent with CapMetro's Financial Policies, there were eight budget transfers that cumulatively exceeded \$150,000 to report to the board for the 4th quarter of FY2023.

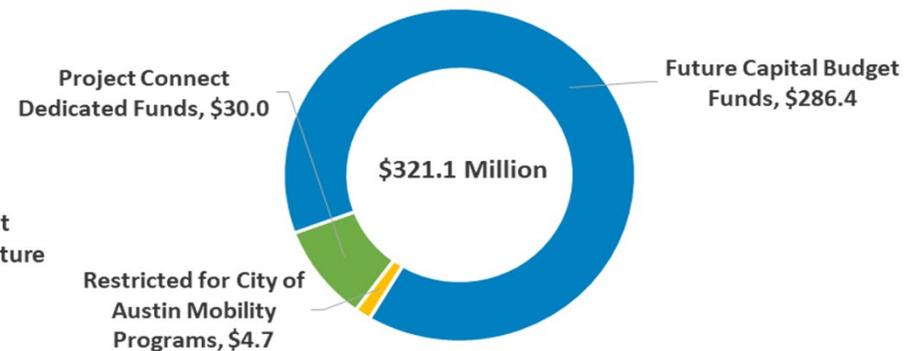
| July-23 | | | | |
|--------------------|--------------|---|-------------|---|
| Transfer #1 | | | | |
| From: | FIN2301 | Capital Contingency | (900,000) | Transferred funds from capital contingency for accelerated delivery of equipment initially planned for FY2024. |
| To: | ITS2401 | Data Center Modernization | 900,000 | |
| July-23 | | | | |
| Transfer #2 | | | | |
| From: | FIN2301 | Capital Contingency | (200,000) | Transferred funds from capital contingency for delivery and installation of camera and CCTV systems for 26 vans. |
| To: | OMO2202 | Paratransit Fleet Expansion | 200,000 | |
| August-23 | | | | |
| Transfer #3 | | | | |
| From: | FIN2301 | Capital Contingency | (2,087,000) | Transferred funds from capital contingency for go-live items that carried over from FY2022. |
| To: | ITS1901 | Enterprise Resource Planning System | 2,087,000 | |
| August-23 | | | | |
| Transfer #4 | | | | |
| From: | FIN2301 | Capital Contingency | (485,602) | Transferred funds from capital contingency for additional painting, digital signage, flooring and other miscellaneous expenses for the 2nd and 3rd floors at 2910 E Fifth Street. |
| To: | PAM2333 | Space Utilization and Change Management | 485,602 | |
| September-23 | | | | |
| Transfer #5 | | | | |
| From: | FIN2301 | Capital Contingency | (1,100,000) | Transferred funds from capital contingency to complete project work this fiscal year that was scheduled for next year. |
| To: | PLN2207 | McKalla Double Track Drainage and Signals | 1,100,000 | |
| September-23 | | | | |
| Transfer #6 | | | | |
| From: | FIN2301 | Capital Contingency | (346,650) | Transferred funds from capital contingency for expenses that carried over from FY2022. |
| To: | PLN2209 | Project Connect On Board Validators for Circulator Vehicles | 346,650 | |
| September-23 | | | | |
| Transfer #7 | | | | |
| From: | 220-5090702 | Operating Contingency | (2,500,000) | Transferred funds from operating contingency for bus operator overtime, additional uniform and parts expenses and extended battery warranty. |
| To: | 600-5080300 | Operations and Maintenance Oversight | 2,500,000 | |
| September-23 | | | | |
| Transfer #8 | | | | |
| From: | 220-5090702 | Operating Contingency | (566,746) | Transferred funds from operating contingency for additional temporary help, workforce engagement and appreciation events. |
| To: | 340-Multiple | People and Culture | 566,746 | |

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 FY2022 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 and \$30 million was added in FY2023 as CapMetro addressed one of the largest needs of the agency. This fund was fully utilized in August 2023 to purchase the new headquarters facility for CapMetro.
- Funds for capital investment are required to help address extensive capital needs. The capital budget for FY2023 is \$475 million, with \$228.6 million funded by FY2022 income and \$246.4 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 FY2023 capital budget also contains CapMetro held contracts of the Project Connect program of projects. The City of Austin Mobility Fund was reduced by \$1.2 million from City projects in FY2023.

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

| \$' Million | FY22 Sep YTD Actual | FY23 Sep YTD Actual | FY23 Full Year Budget | % of Budget |
|---|------------------------|------------------------|--------------------------|--------------|
| <i>Operating Revenue</i> | | | | |
| Passenger Revenue | \$15.2 | \$18.2 | \$17.6 | 103.2% |
| Freight Railroad Revenue | 6.8 | 6.3 | 6.8 | 92.8% |
| Other Revenue | 15.4 | 5.0 | 6.3 | 78.7% |
| Total | 37.4 | 29.5 | 30.8 | 95.8% |
| <i>Operating Expenses</i> | | | | |
| Salaries and Benefits | 58.5 | 76.3 | 84.0 | 90.7% |
| Professional Services | 37.0 | 46.8 | 60.5 | 77.4% |
| Fuel and Fluids | 10.9 | 14.2 | 16.4 | 86.4% |
| Utilities | 3.5 | 4.3 | 4.3 | 99.3% |
| Purchased Transportation | 165.5 | 190.8 | 182.8 | 104.4% |
| Other Expenses | 10.0 | 22.2 | 32.9 | 67.5% |
| Lease/Rental | 1.8 | 3.4 | 6.4 | 52.2% |
| Depreciation & Amortization | 51.6 | 55.4 | 54.4 | 101.9% |
| Total | 338.8 | 413.4 | 441.9 | 93.6% |
| Operating Income/Loss | (301.4) | (383.9) | (411.1) | 93.4% |
| <i>Non-Operating Revenue/(Expenses)</i> | | | | |
| Sales Tax | 366.9 | 382.6 | 371.0 | 103.1% |
| Investment Income | 2.6 | 21.3 | .8 | 2657.2% |
| Operating Contributions and Grants | 202.1 | 49.8 | 132.9 | 37.5% |
| Capital Contributions and Grants | 8.3 | 54.4 | 246.4 | 22.1% |
| Mobility Interlocal Agreements | (30.2) | (33.6) | (10.3) | 326.9% |
| Other | .3 | (.5) | .0 | (39765.4%) |
| Non-Operating Income/(Loss) | 550.0 | 474.0 | 740.8 | 64.0% |
| Change in Net Position | \$248.6 | \$90.2 | \$329.8 | 27.3% |

Budget Variances by Department - Preliminary

| \$'000 Department | FY22 YTD Actual | FY23 YTD Actual | FY23 YTD Revised Budget | YTD % of Revised Budget | YTD Budget vs. Actual | Comments |
|---|--------------------|--------------------|----------------------------|-------------------------------|--------------------------|--|
| 100 - Non-Allocated Benefits | \$10,228 | \$16,219 | \$17,832 | 91.0% | \$1,613 | |
| 102 - Wellness Center | 337 | 318 | 441 | 72.1% | 123 | Savings from professional fees and supplies and materials associated to the health clinic |
| 103 - Child Care Center | 1,059 | 1,176 | 1,157 | 101.7% | (20) | |
| 105 - Business Center | 369 | 344 | 380 | 90.6% | 36 | Savings from office equipment |
| 110 - Executive Staff | 1,344 | 1,463 | 1,613 | 90.7% | 150 | Savings from vacancies and travel expenses |
| 118 - Government Affairs | 841 | 912 | 1,276 | 71.5% | 364 | Savings from vacancies |
| 119 - Diversity, Equity, and Inclusion | 811 | 759 | 1,110 | 68.3% | 351 | Savings from vacancies, consulting fees and advertising |
| 120 - Board Of Directors | 181 | 170 | 203 | 83.6% | 33 | |
| 125 - Internal Audit | 435 | 479 | 429 | 111.5% | (50) | Additional relocation expense |
| 130 - Organizational Strategy and Projects | 1,126 | 1,585 | 1,849 | 85.7% | 264 | Savings from consulting and temporary help |
| 140 - Safety | 666 | 1,713 | 2,456 | 69.7% | 743 | Savings from vacancies, consulting and advertising expense |
| 141 - Public Safety and Emergency Management | 5,093 | 6,052 | 8,293 | 73.0% | 2,241 | Savings from vacancies and security services |
| 142 - Systemwide Accessibility | 180 | 819 | 1,047 | 78.2% | 228 | Savings from consulting fees |
| 150 - Legal | 1,073 | 1,892 | 1,925 | 98.3% | 33 | |
| 220 - Finance | 5,830 | 5,944 | 9,413 | 63.1% | 3,469 | Unspent contingency and savings from insurance premiums and vacancies |
| 230 - Information Technology | 18,033 | 21,455 | 23,745 | 90.4% | 2,289 | Savings from services expense and vacancies |
| 250 - Procurement | 2,207 | 2,530 | 2,274 | 111.2% | (255) | Two additional FTEs compared to budget |
| 275 - Rideshare | 1,634 | 2,048 | 1,843 | 111.1% | (205) | Higher Rideshare purchased transportation cost due to more vans than budgeted |
| 320 - Planning | 4,701 | 6,005 | 8,463 | 71.0% | 2,458 | Savings from transit priority-right-of-way projects and 5-Year & 10-year long-range service plan delays |
| 330 - Marketing and Communications | 4,708 | 5,347 | 6,756 | 79.1% | 1,409 | Savings from vacancies, Fall and Spring and fare collection campaigns, special events and value of transit |
| 331 - Community Engagement | 1,414 | 1,285 | 1,764 | 72.8% | 479 | Savings from Try Transit and Smart Trips programs |
| 332 - Customer Care | 1,119 | 1,070 | 1,215 | 88.1% | 145 | Savings from vacancies |
| 340 - People and Culture | 4,869 | 6,225 | 6,039 | 103.1% | (186) | Additional labor expenses related to department reorganization and temporary personnel |
| 457 - Public Facilities | 5,585 | 6,279 | 6,768 | 92.8% | 488 | Savings from vacancies |
| 530 - Capital Design and Construction | 1,440 | 2,122 | 2,821 | 75.2% | 698 | Savings from vacancies and professional services |
| 540 - Property and Asset Management | 4,694 | 6,445 | 7,178 | 89.8% | 733 | Savings from vacancies and building maintenance professional services |
| 542 - Freight Rail Management | 1,728 | 1,765 | 2,188 | 80.6% | 424 | Savings from postponement of timber bridge and road crossing analyses |
| 544 - Commuter Rail Operations | 22,087 | 23,320 | 24,780 | 94.1% | 1,460 | Savings from purchased transportation due to fewer hours to budget and postponement of crossing analysis |
| 550 - Real Estate and Facility Planning | 1,618 | 2,341 | 5,403 | 43.3% | 3,061 | Lease facility accounting treatment for GASB 87 |
| 600 - Operations and Maintenance Oversight | 145,073 | 175,786 | 166,320 | 105.7% | (9,466) | Over budget due to personnel overtime and double time |
| 615 - Innovative Mobility | 4,614 | 6,367 | 7,680 | 82.9% | 1,313 | Savings in CARTS purchased transportation from fewer hours due to staff and vehicle shortages |
| 616 - MetroBike | 159 | 972 | 1,353 | 71.8% | 381 | Savings in consultation fees |
| 620 - Demand Response Oversight | 28,473 | 37,451 | 40,062 | 93.5% | 2,611 | Savings from purchased transportation due to fewer hours to budget |
| 640 - Demand Response Control and Call Center | 2,249 | 2,349 | 2,497 | 94.1% | 148 | Savings from vacancies |
| 650 - Paratransit Eligibility | 998 | 1,164 | 1,353 | 86.1% | 189 | Savings from vacancies and lower temporary help expense |
| 920 - Project Connect | (347) | 4,257 | 14,638 | 29.1% | 10,381 | Savings in professional services and purchased transportation |
| 940 - Project Connect Integration | 603 | 1,507 | 2,907 | 51.8% | 1,400 | Savings from vacancies and consulting projects canceled |
| Total | \$287,232 | \$357,938 | \$387,471 | 92.4% | \$29,534 | |

Capital Projects Summary – Preliminary

| \$'000 Project Category | Expended | Budget | Expended as % of Budget | Comments |
|--|------------------|------------------|------------------------------------|---|
| Commuter Rail | \$1,764 | \$13,427 | 13.1% | Lakeline Leander Siding |
| Vehicles | 36,390 | 69,282 | 52.5% | Electric Bus Replacements |
| Information Technology | 12,373 | 22,226 | 55.7% | Enterprise Resource Planning, Data Warehouse/Business Intelligence and Customer Payment Systems |
| Facilities | 14,781 | 110,884 | 13.3% | Bus Electrification Infrastructure, Airport Lamar Red Line Grade Separation and Bus Stop Enhancements |
| Freight Railroad | 42 | 3,287 | 1.3% | Bridge Replacement |
| Property and Asset Mgmt | 95,144 | 31,190 | 305.0% | New Headquarters and Transit Store Building Purchases |
| Contingency | - | 5,000 | 0.0% | |
| Project Connect | 82,703 | 215,340 | 38.4% | Light Rail Line, PMOR, MetroRapid Lines and McKalla Red Line Station |
| Security | 161 | 4,372 | 3.7% | Rail House Signal Security Enhancements and Camera Replacements and Enhancements |
| Total | \$243,359 | \$475,008 | 51.2% | |

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-1011

Agenda Date: 1/29/2024

FY2024 Long Range Financial Plan Update



Long-Range Financial Plan

Fiscal Years 2024 to 2033

Board of Directors 01/29/24

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

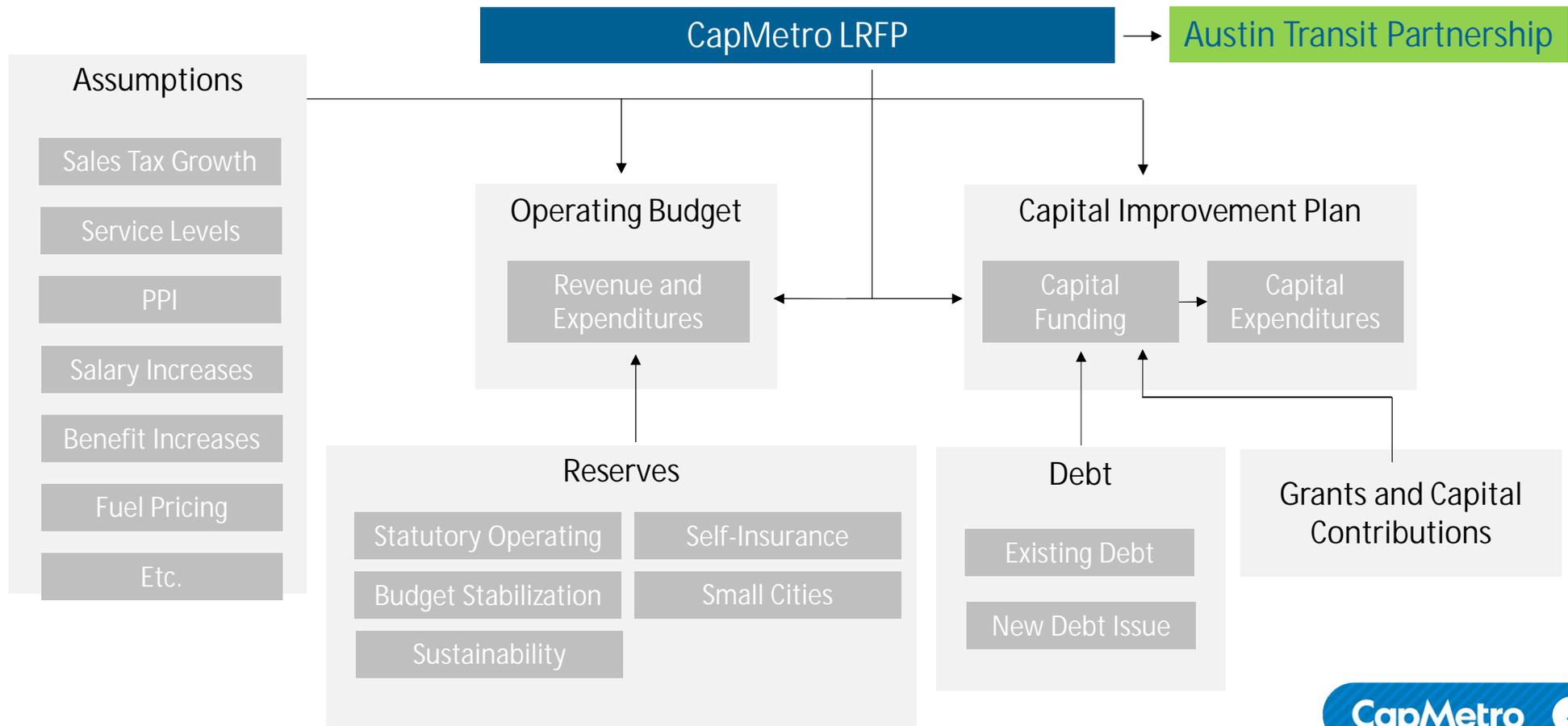


Balances competing demands



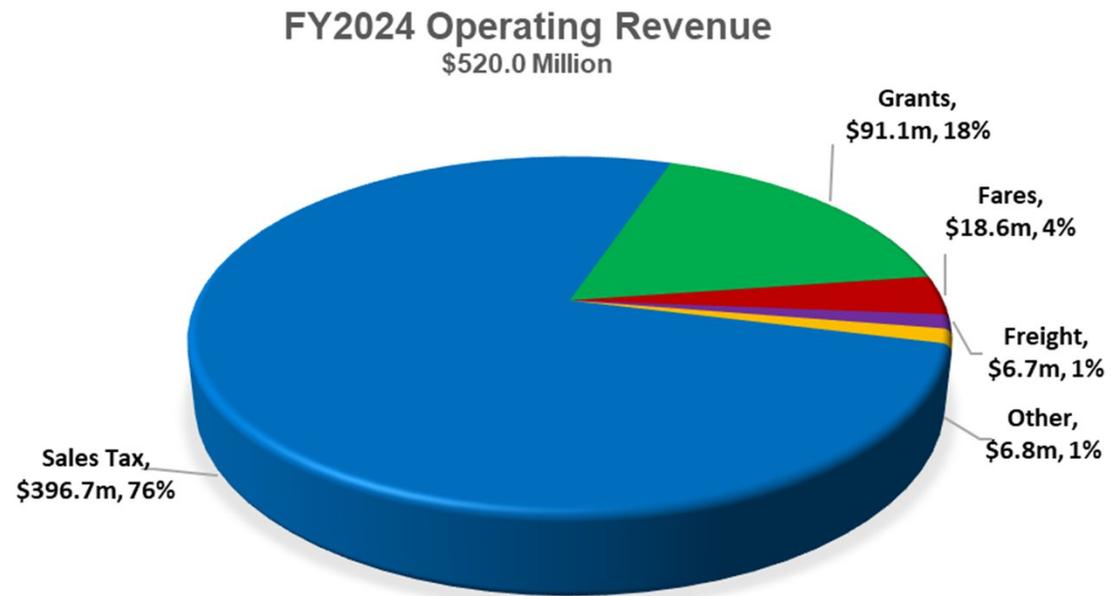
Assesses financial implications of decisions and priorities

Long-Range Financial Plan Model

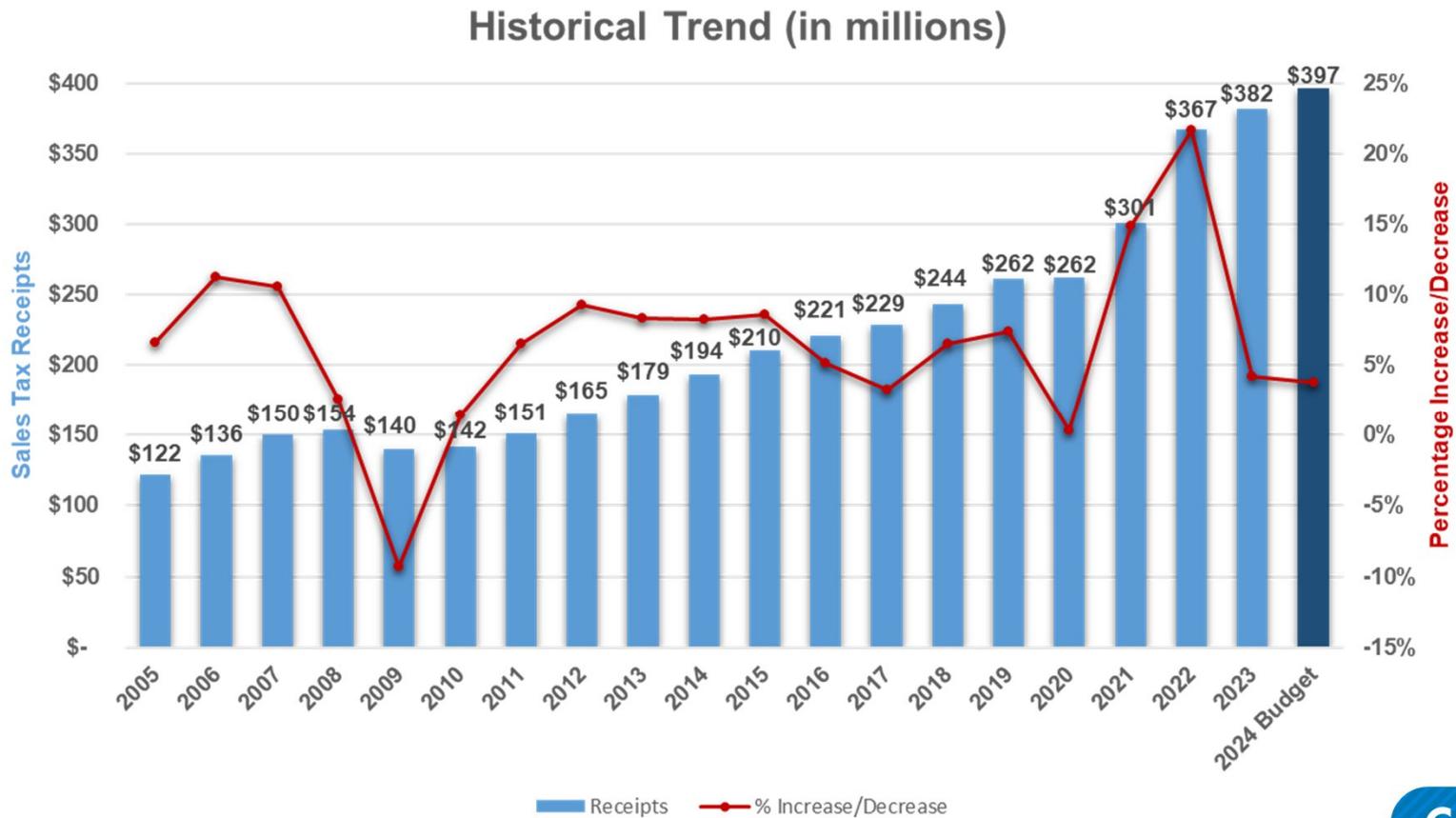


FY2024 Budgeted Operating Revenue

- Sales tax: 1% growth = \$4.0m
 - Sales tax = 76% of revenue
 - Grants and fare revenue - limited growth in short term
- Long-term projections:
 - Sales tax growth of 3.5%
 - Total revenue growth of 3.3%
 - Total operating and capital expense growth constrained to 3.3%

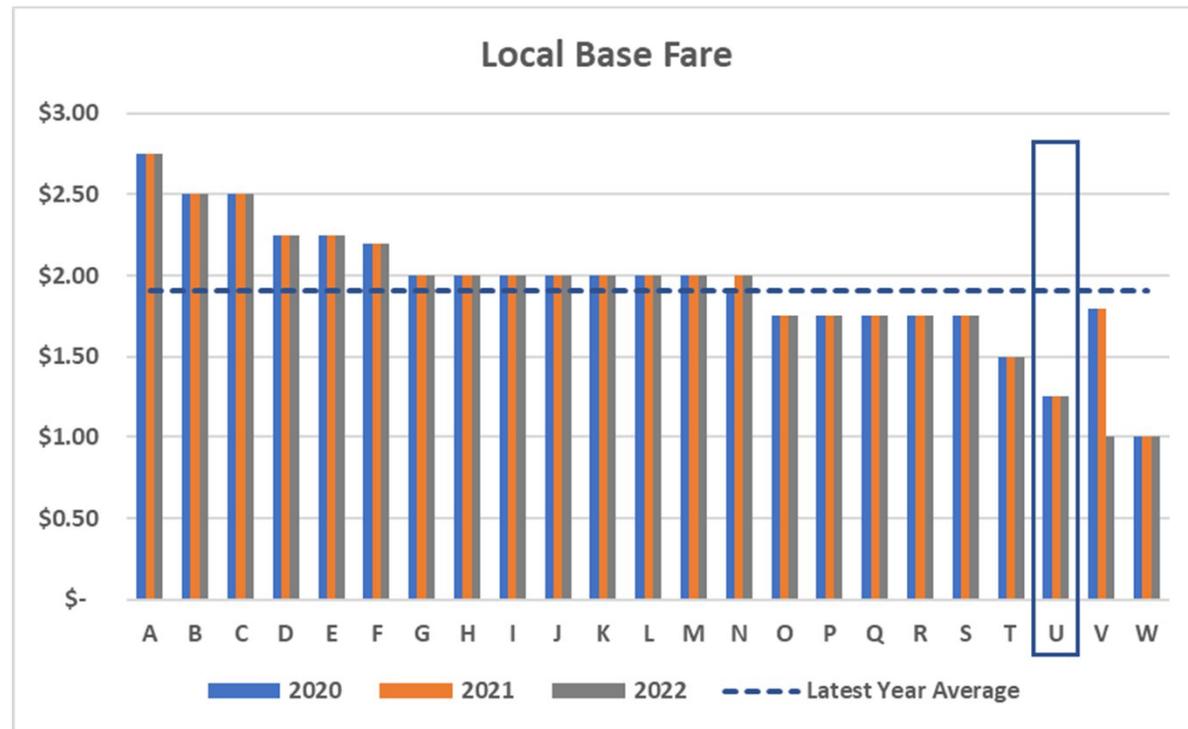


Sales Tax History



Fare Revenue

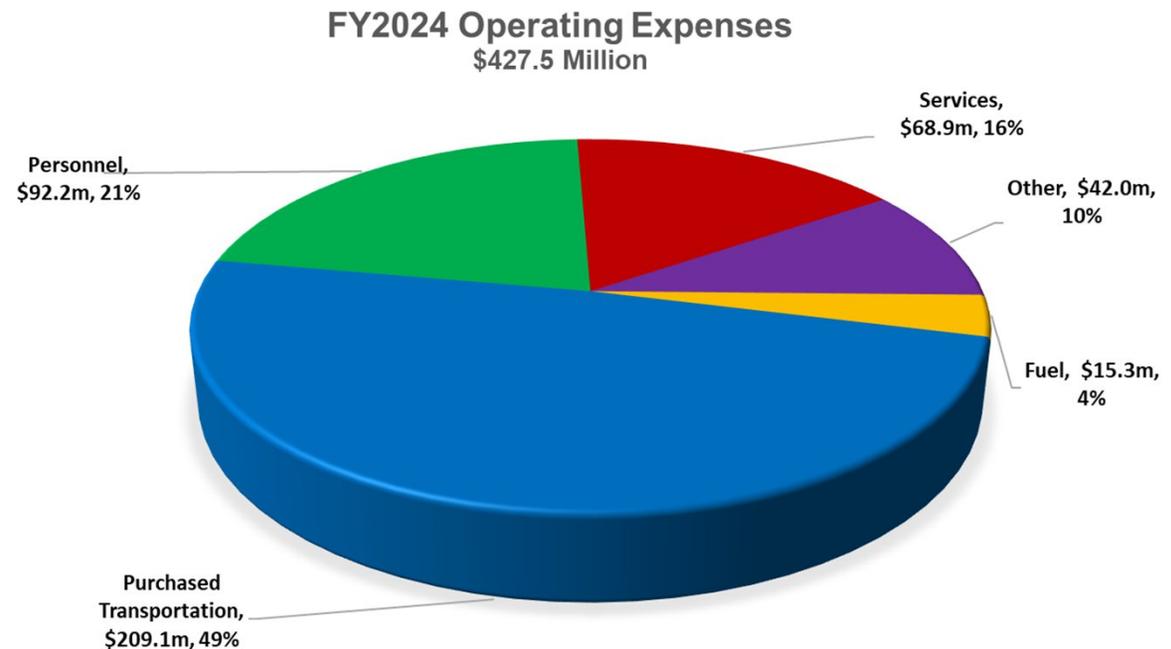
- Low fare structure compared to peer agencies
 - 3rd lowest local fare of 23 peers
 - Lowest for weekly and monthly passes
 - Fare recovery of 5.3% in FY2022
- American Bus Benchmarking Group
 - Consortium of mid-sized North American bus agencies
 - Established in 2011 to benchmark performance and share best practices



Source: American Bus Benchmarking Group (ABBG)

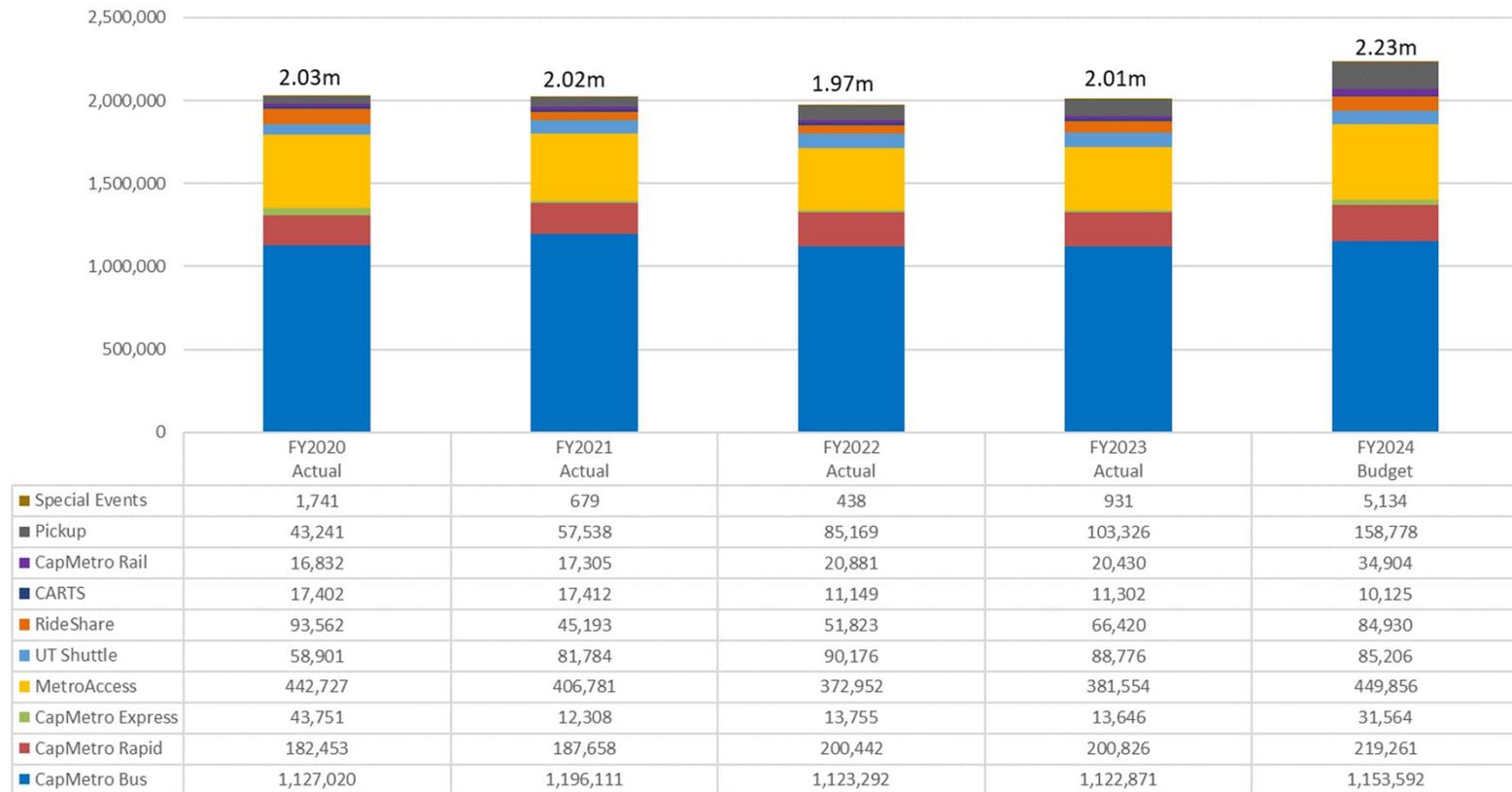
FY2024 Budgeted Operating Expenses

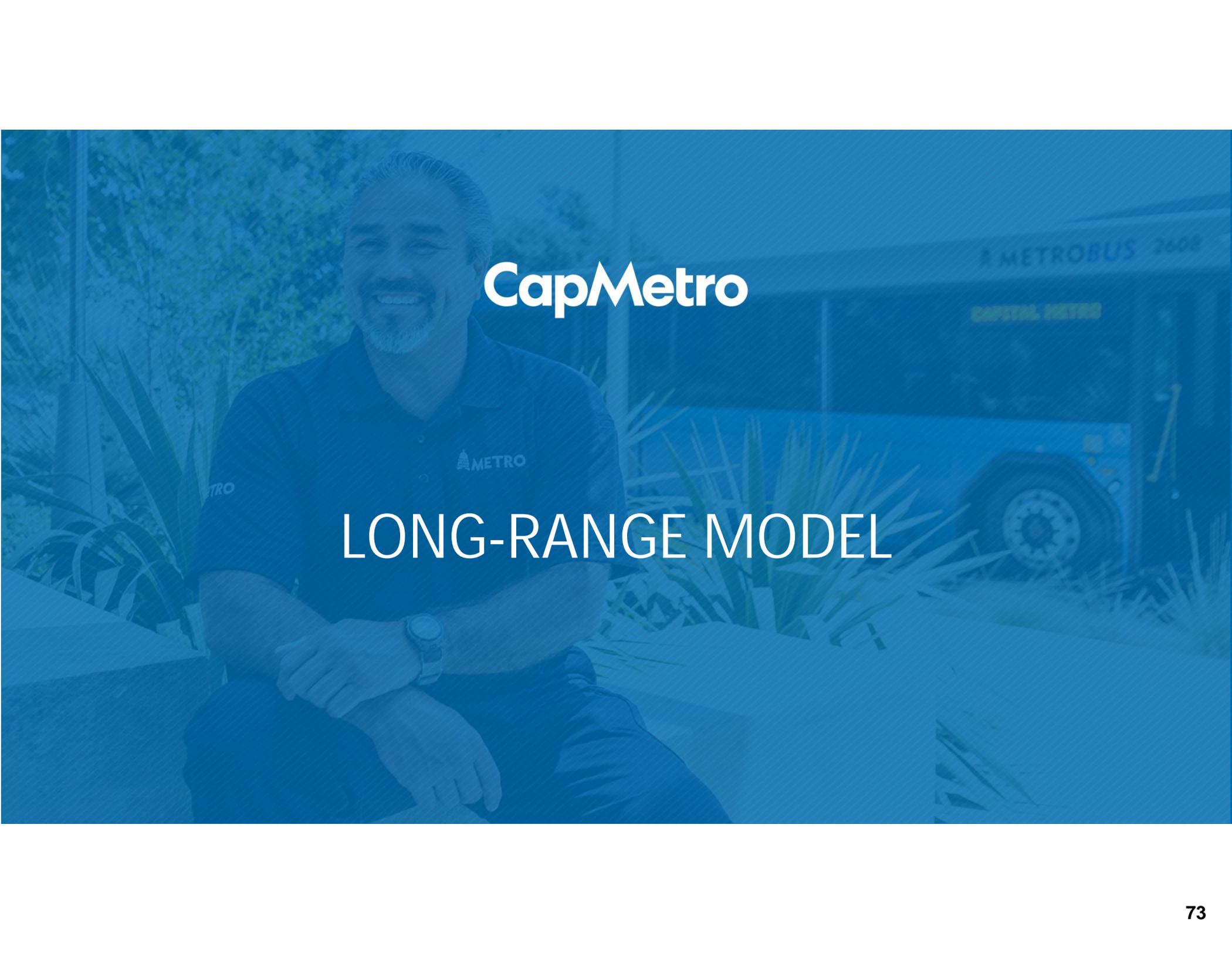
- Major expense categories:
 - Purchased transportation
Pass through + Fixed fee
 - Wages
FTE x Rate (increases)
 - Benefits
Health and pension increases
 - Services
Control spending



Service Levels

Vehicle Hours



A man with a goatee and short hair, wearing a dark polo shirt with the CapMetro logo, is sitting and smiling. He is wearing a watch on his left wrist. In the background, a white bus is visible with the text 'METROBUS 2608' and 'CAPITAL METRO' on it. The entire image has a blue overlay.

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LONG-RANGE MODEL

Long-Range Financial Plan Model Scenarios

FY2024 Budget & 5 Year CIP

Long-Range Financial Plan

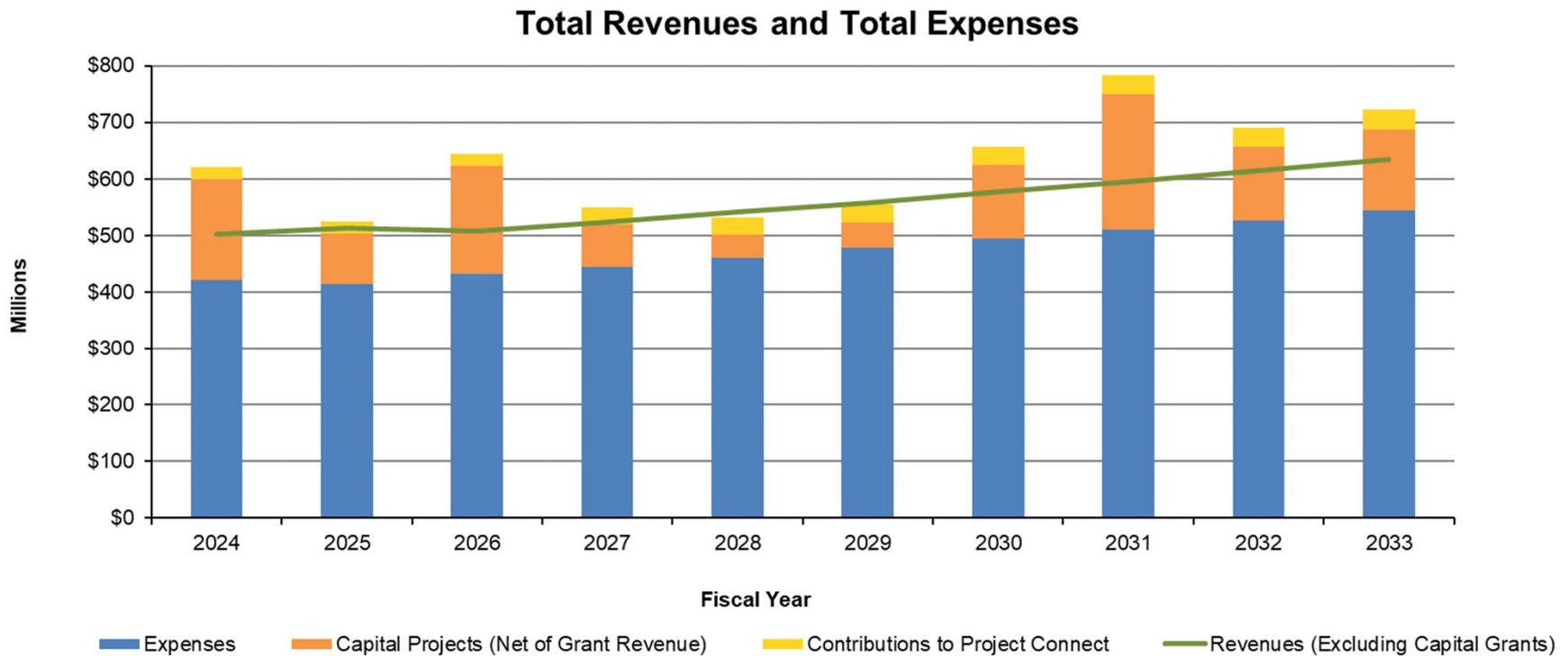
Scenario 1: Fiscal Year 2024 Zero Sales Tax Growth

Long-Range Financial Plan Model Scenario

| Assumptions | Years 1-5 FY24-28 | Years 6-10 FY29-33 |
|------------------|-------------------------------------|-----------------------|
| Revenues | | |
| Fare growth | 14% FY24, 2% FY25-28 | 2% |
| Sales tax growth | 4.5% FY24, 4% FY25, 3.5% FY26-28 | 3.5% |
| Operating grants | 2.8% FY24-FY26 | 2% |
| Expenses | | |
| Service costs | 3.5% | |
| Fuel rates | 20% FY24, -15% FY25 then 2% | |
| FTE growth | 0.75% | |
| Wage growth | 3% | |
| Other expenses | 3% | |
| | | |
| | | |

- 3.5% long-term sales tax growth
- 14% fare growth in FY24, then 2% future growth
- Contracted rates and future assumptions
- FY2024 Operating Budget and 10-year CIP is baseline

Proposed Long-Range Financial Plan – 10 Years

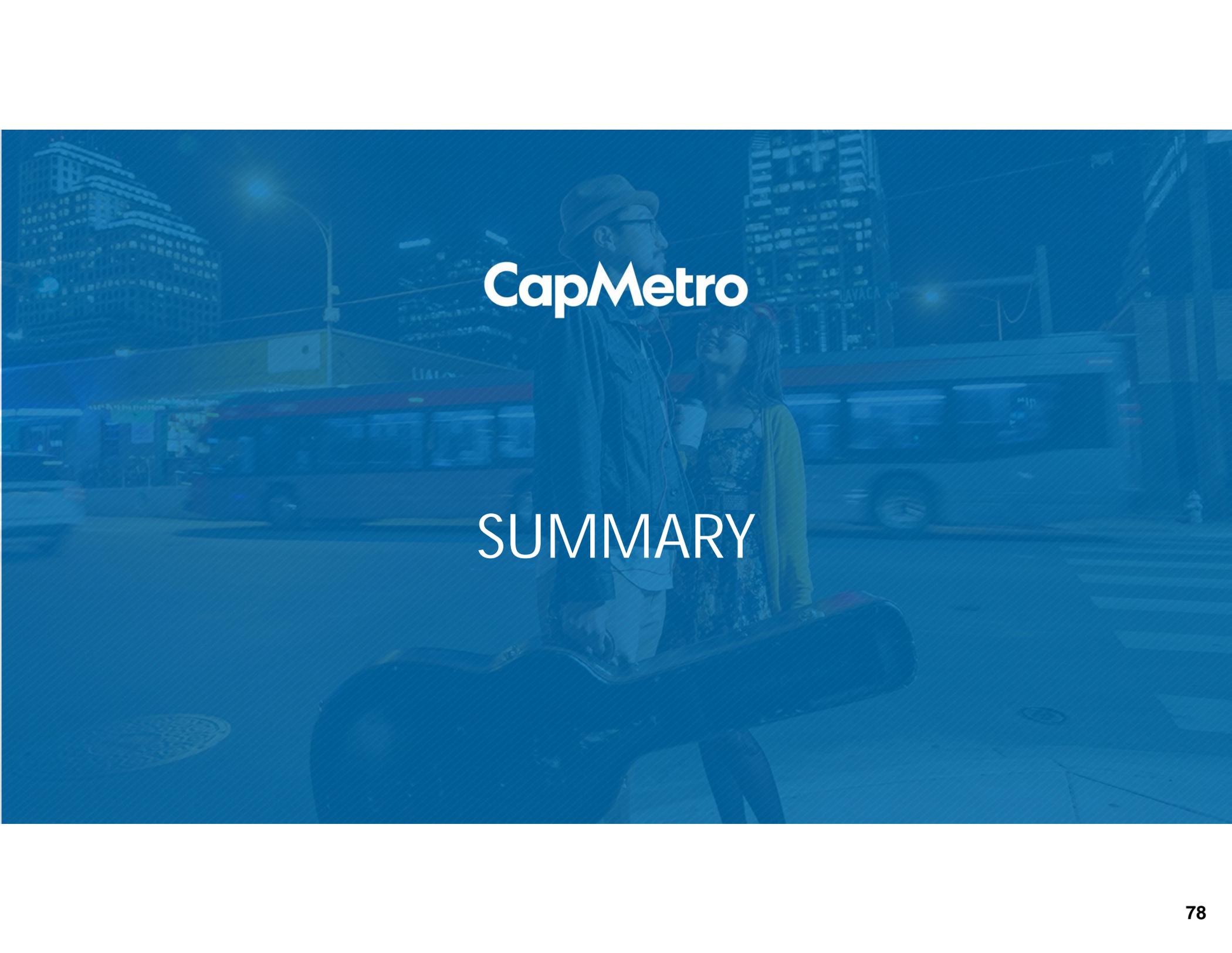


Long-Range Financial Plan - Financials

Dollars in Millions

| | FY2024 | FY2025 | FY2026 | FY2027 | FY2028 | FY2029 | FY2030 | FY2031 | FY2032 | FY2033 |
|---|--------------|-------------|--------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|
| Cash & Investments Beginning Balance | 411 | 292 | 281 | 143 | 117 | 126 | 129 | 49 | (138) | (214) |
| Revenues (Excluding Capital Grant Revenue) | 502 | 513 | 507 | 524 | 541 | 558 | 577 | 596 | 615 | 635 |
| Operating Expenses | (409) | (408) | (425) | (440) | (456) | (473) | (489) | (505) | (521) | (539) |
| Interlocal Agreements | (12) | (6) | (6) | (4) | (5) | (5) | (5) | (5) | (5) | (5) |
| Cash Flow Available for CIP | 81 | 99 | 76 | 79 | 80 | 81 | 83 | 86 | 89 | 91 |
| Capital Projects | (389) | (163) | (298) | (191) | (107) | (65) | (139) | (247) | (139) | (151) |
| Capital Grant Revenue | 211 | 73 | 106 | 116 | 67 | 19 | 8 | 8 | 10 | 8 |
| Capital - Self funded | (178) | (90) | (192) | (75) | (40) | (46) | (131) | (239) | (129) | (143) |
| Contribution to Project Connect Sequence Plan | (21) | (21) | (22) | (30) | (31) | (32) | (33) | (34) | (35) | (36) |
| Annual Cash Flow | (118) | (12) | (138) | (26) | 9 | 3 | (80) | (187) | (76) | (88) |
| Cash & Investments Ending Balance | 292 | 281 | 143 | 117 | 126 | 129 | 49 | (138) | (214) | (301) |
| Commitments & Reserve Requirements | 120 | 116 | 119 | 122 | 126 | 130 | 134 | 139 | 143 | 147 |
| Cash Balance/(Shortage) 3.5% Growth | 172 | 165 | 24 | (5) | 0 | (1) | (86) | (277) | (357) | (449) |
| Cash Balance/(Shortage) 0% FY24 Growth | 155 | 130 | (29) | (77) | (92) | (114) | (219) | (432) | (534) | (650) |

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



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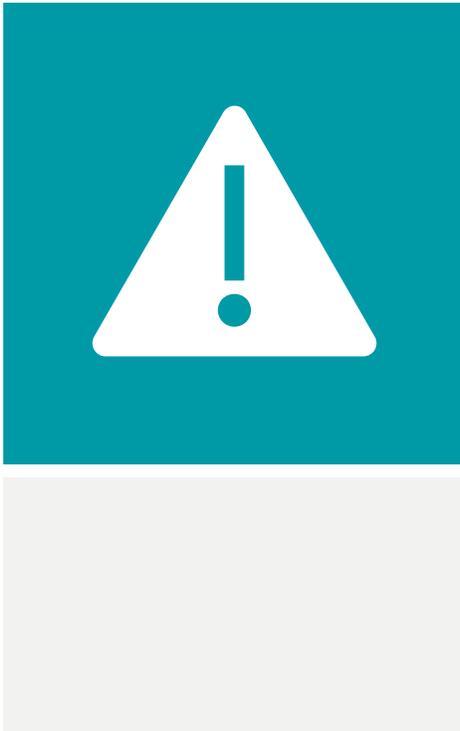
SUMMARY

Changes in Long-Range Financial Plan



- More moderate sales tax growth in FY2024 with a 3.5% future long-term growth assumption
- Continued zero-emission fleet transition and associated infrastructure
- Significant future facility needs for 3rd bus garage, south demand response facility and administration headquarters build-out
- MetroBike station and fleet expansion and upgrade

Risks to Long-Range Financial Plan



- Slower sales tax growth than modeled
- Changes to Federal grant funding programs
- Unforeseen regulatory or capital needs
- Future contracted rates with service providers
- Significant inflation or future recession
- Compensation and benefit plan increases
- Slower ridership return than assumed
- 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 a minimum of \$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-2023-1015

Agenda Date: 1/29/2024

Diversity, Equity, & Inclusion Annual Update

CapMetro

Diversity, Equity, and Inclusion Update

January 29, 2024

Why DEI at CapMetro?

- We care about the impact we have on the community, customers and our employees
 - We **are** diverse, like our customers and it makes us better
 - Equity in our services and in our workplaces gives everyone a chance to succeed and thrive
 - Inclusion leads to better solutions and supports respect for differences
- It's part of our vision: CapMetro is integral to the region and its communities, providing connectivity, fostering economic activity and ensuring safe, environmentally sustainable and **equitable access** to opportunity.
- Reflected in our core values: Safety, **Equity**, Innovation, Transparency and Sustainability

Agenda

Diversity, Equity, and Inclusion (DEI) Update

FY 2023 Accomplishments, Overview of Workforce & Supplier Diversity

Looking Ahead

CapMetro Mission

To empower, enhance, and serve the region and its communities through the responsible delivery of high-quality public transportation.

Board DEI Policy Statement

CapMetro is committed to diversity, equity and inclusion in the delivery of our programs, projects and services and to demonstrating our commitment through transparency and accountability.

CapMetro DEI Definitions:

Diversity

The range of human differences, including but not limited to, race, ethnicity, gender identity, sexual orientation, age, social class, physical or mental disability or attributes, religion, national origin and political beliefs

Equity

Fairness in process, distribution or resources, opportunity and provision of varying levels of support based upon need, to achieve greater fairness in outcomes so everyone has what they need to thrive

Inclusion

Involvement and empowerment, where everyone feels welcomed, respected, supported and valued

Diversity, Equity, and Inclusion Strategy Objectives

- Show Leadership Commitment
- Engage Employees, Community Partners and Stakeholders
- Build Employee Understanding and Commitment
- Consider Equity in Service Decisions and Delivery
- Maintain and enhance workforce diversity at all levels
- Become a leader in Contract/Vendor Diversity
- Build Accountability

Fiscal Year 2023 Accomplishments by Objective

| Leadership Commitment | Engage workforce, partners and stakeholders | Employee Understanding & Commitment |
|---|--|--|
| <ul style="list-style-type: none">• <i>Equity identified as core value in Strategic Plan</i>• <i>Time and resources for leadership training</i>• <i>Regular DEI conversations</i> | <ul style="list-style-type: none">• <i>Adoption of ETOD Policy Plan</i>• <i>External Sponsorship and Community Events</i> | <ul style="list-style-type: none">• <i>DEI Training for Leadership Team</i>• <i>DEI recognized as a topic of interest throughout the agency</i> |

Fiscal Year 2023 Accomplishments by Objective

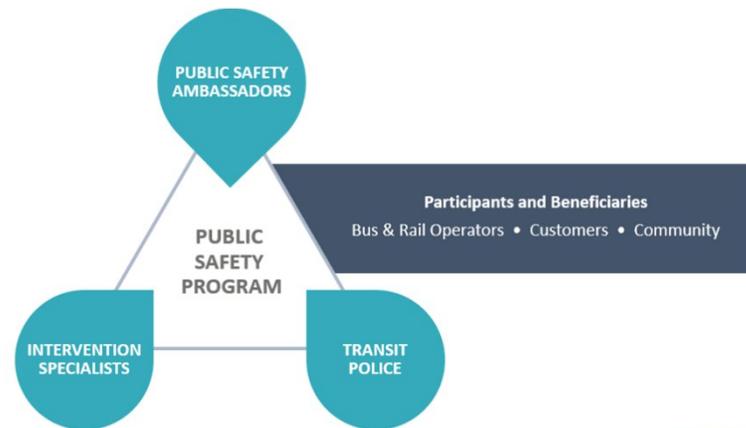
Leader in Supplier Diversity

Implementation of Recommended DBE Availability Study Programs

Equity in Service Decisions & Delivery

Accessibility Self-Evaluation and ADA Transition Plan

Service Standards and Guidelines



Fiscal Year 2023 Accomplishments by Objective

Workforce Diversity

- CapMetro & Service Provider workforce much more diverse than the Austin Market
- Partnership with Workforce Solutions Capital Area on infrastructure and Mobility Workforce Development

Accountability

- Mandatory EEO training for all employees



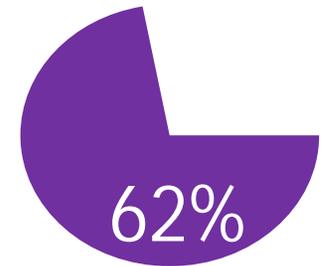
Workforce & Supplier Diversity

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Workforce Diversity - Executive Summary

Diversity of Staff

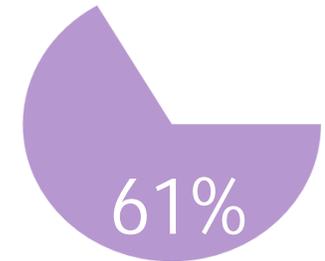
- More racially diverse than the Austin market, both for CapMetro and service providers: 62% compared to 40% of Austin workforce availability
- CapMetro has similar gender diversity to the Austin market (42% Females compared to 44% in Austin workforce availability)
- We are continuing to work with our service providers and the union to identify opportunities to increase female staff. (30% Females compared to 44% female of Austin workforce availability)



New hires in 2023 identified as non-white

Diversity in Promotions and Hiring

- New hires were more racially diverse than the Austin market.
- Promotion opportunities distributed equitably by gender and race.
 - 58% Female
 - 61% Non-white



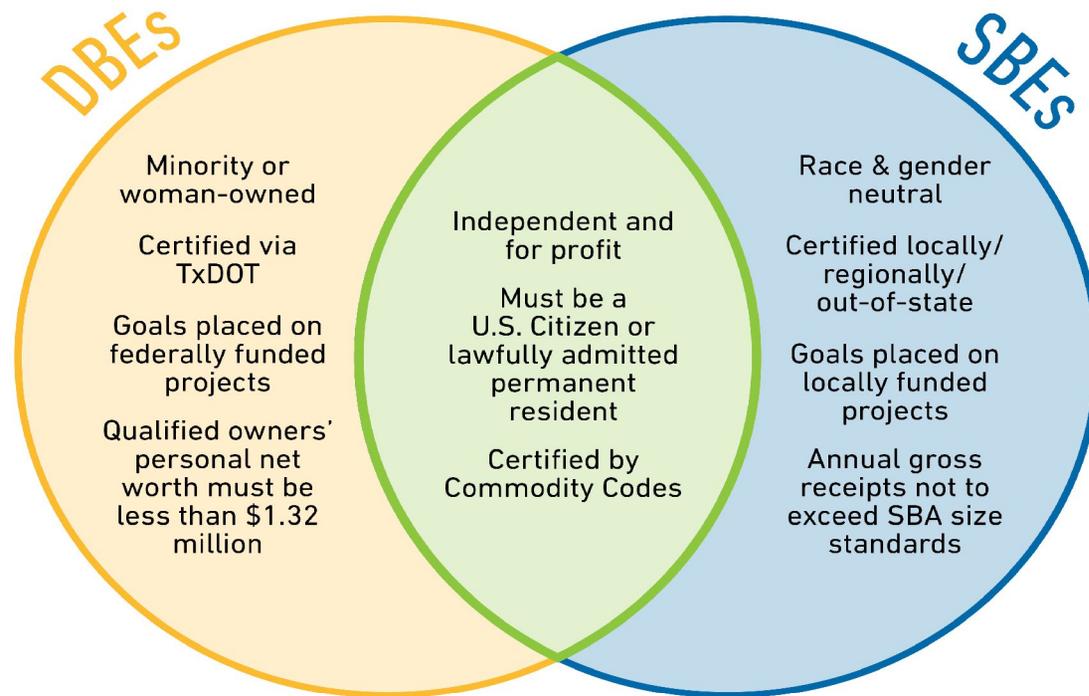
Staff promoted in 2023 identified as non-white

NOTE: Diversity is achieved through recruiting diverse candidates, NOT hiring targets

Total Promotions 57

* Austin Data is provided by US Census

Supplier Diversity: Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) Programs



How We Set the Overall DBE Triennial Goal

Determine the base figure of DBE availability

- Review CapMetro business categories to conduct a market analysis using NAICS (North American Industry Classification System) codes
 - Review past contracts (FY17 - FY21)
 - Identified 32 NAICS codes
- Review market analysis of the standard metropolitan statistical area (Travis, Williamson, & Hays counties)
 - Searched various small business directories and other relevant directories

Adjustments to base figure calculations

- Review past contracts (FY17 – FY 21) to establish a median of DBE participation & where the triennial goal was achieved
- Review other agency disparity studies and other available statistical material relevant to the study
- Consider future contracts

**(Availability Study conducted by Colette Holt & Associates)*

Contractor/Vendor Diversity Goal Attainment

Disadvantaged Business Enterprise (DBE)

| FY 2021 | | | |
|---------|----------------|-----------------------|----------------------|
| Goal | DBE Attainment | Total Dollars Awarded | Total DBE Commitment |
| 19% | 25% | \$9,506,060 | \$2,398,805 |

| FY 2022 | | | |
|---------|----------------|---------------------|----------------------|
| Goal | DBE Attainment | Total Dollars Award | Total DBE Commitment |
| 22.5% | 23.5% | \$50,759,731 | \$11,913,650 |

| FY 2023 | | | |
|---------|----------------|---------------------|----------------------|
| Goal | DBE Attainment | Total Dollars Award | Total DBE Commitment |
| 22.5% | 14.9% | \$45,821,068 | \$6,838,209 |

DBE Deficit

- Awarded 11 contracts and had limited opportunities for DBE participation
- Types of contracts in FY 23 did not include some of the projected opportunities from the availability study and forecast

FY23 Payments to DBE/SBE Contractors by Ethnicity

October 1, 2022 – September 30, 2023

| Ethnicity | FY20 | FY21 | FY22 | FY23 |
|-------------------|--------------|--------------|--------------|--------------|
| Black American | \$7,786,543 | \$5,751,503 | \$5,171,455 | \$8,916,804 |
| Hispanic American | \$4,460,596 | \$2,005,256 | \$4,484,440 | \$2,843,030 |
| Native American | \$0 | \$0 | \$46,433 | \$2,602,886 |
| Asian American | \$2,366,128 | \$2,275,954 | \$1,334,439 | \$1,526,178 |
| Non-Minority | \$6,156,027 | \$7,987,441 | \$15,316,993 | \$6,555,684 |
| | \$20,769,294 | \$18,020,154 | \$26,353,760 | \$22,444,581 |

CapMetro

Looking Ahead

Looking for More in 2024!

| | | |
|--|---|---|
| <p><u>Leadership Commitment</u> <i>DEI will continue to be an agency priority</i></p> | <p><u>Employee Understanding & Commitment</u> <i>Employee Resource Groups and surveys</i></p> | <p><u>Build Accountability</u> Leadership Capabilities that include support for inclusivity</p> |
| <p><u>Engaged workforce, partners stakeholders</u> <i>Continue DEI Advisory Group Engagement</i></p> | <p><u>Leader in Supplier Diversity Readiness Programs</u> <i>(e.g., IC² Institute)</i></p> | <p><u>Equity in Service Decisions & Delivery</u> <i>Title VI Policy Update</i></p> |
| | | |

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-985

Agenda Date: 1/29/2024

President & CEO Monthly Update - January



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1075

Agenda Date: 1/29/2024

Memo: Enterprise Data Analytics Platform Implementing Phase B - Finance Public Dashboard (January 19, 2024)

To: Capital Metro Board of Directors
From: Kerri Butcher, Deputy CEO
Pat Vidaurri, Director, Performance & Strategic Initiatives
Date: January 19, 2024
Subject: Enterprise Data Analytics Platform Implementing Phase B – Finance Public Dashboard

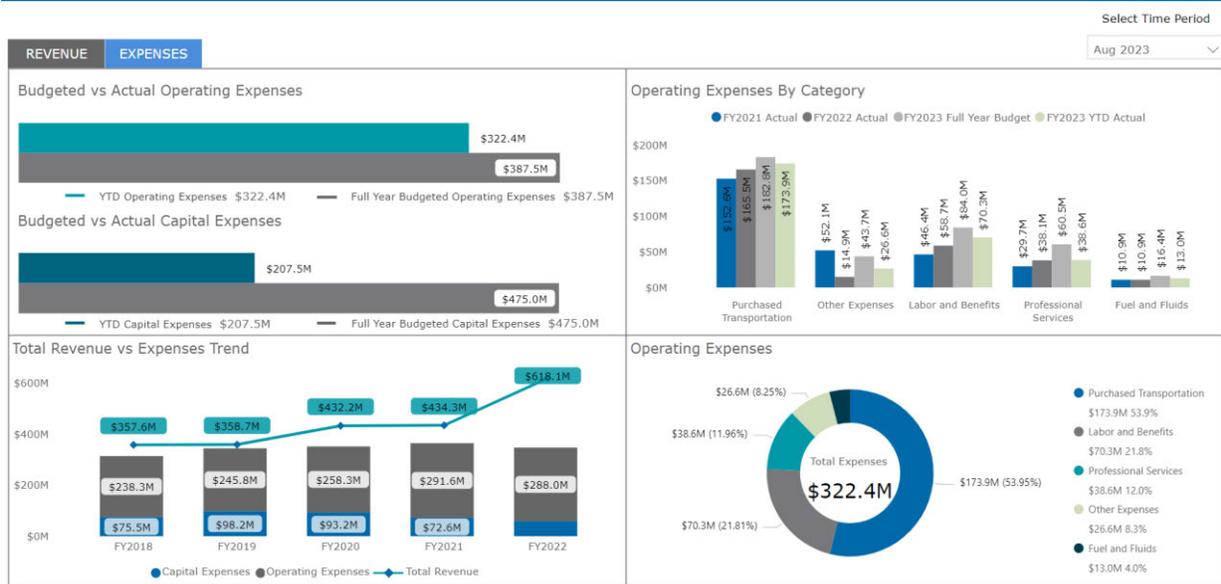
The Enterprise Data Analytics Platform is a strategic initiative to make our data more transparent and accessible from a single location. This platform will enable our data-driven business decisions so that we can continue to grow with the communities we serve. The project team launched Phase A in April 2023, which included the platform's foundation and new Ridership and Reliability public performance dashboards.

On **Tuesday, January 23**, the Enterprise Data Analytics Platform project team will launch the **Phase B - Finance public performance dashboard. This dashboard will be available on the [existing performance dashboards](#) once it is live**, with the following improvements:

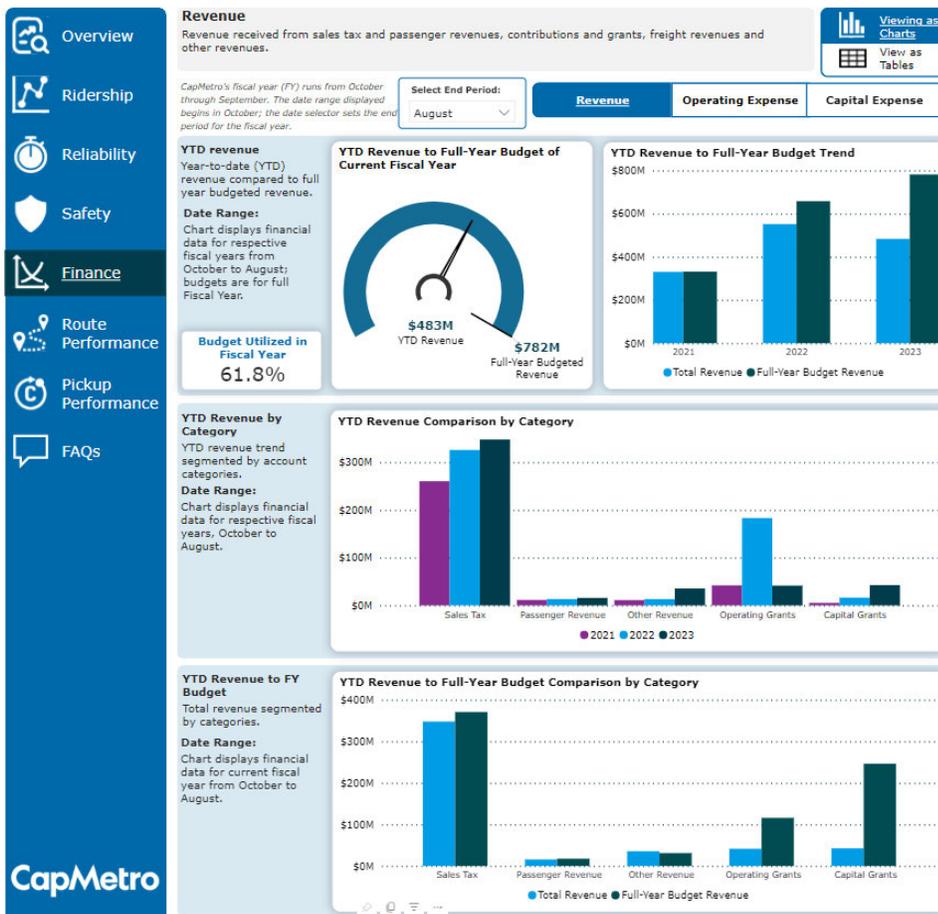
- **Consistent user experience** with enhanced data from the newest Ridership and Reliability dashboards that were launched in April 2023.
- **Significant improvements to accessibility**, allowing the dashboard to integrate with screen readers and other such tools, along with the ability to experience the data dynamically in a graph or table format depending on the needs of the individual.
- **More financial details** with Capital Expenses separated into specific categories instead of an aggregated total.
- **An accelerated and more streamlined data processing procedure** so that data can be published on the dashboard up to **two months faster** than before.

You will be able to access a live view of the dashboard on Tuesday, January 23, once published live. Screen captures of the new dashboard have been included below to help provide a view of the improvements.

Current Finance Dashboard



New Finance Dashboard



CapMetro is sharing the dashboard internally, and plans to host an educational session for employees on January 25, during which, team members will be able to learn more about how they can use the dashboard to enhance their work. Additionally, CapMetro is sharing the dashboard with the broader public. The Customer Satisfaction Advisory Committee (CSAC) received a presentation (copy attached to email) on December 13 ([meeting minutes](#)) and the Access Advisory Committee (ACCESS) received a memo (copy attached to email) on December 18 regarding the dashboard. We are also sharing more information about the dashboard in a [CapMetro Blog](#) post scheduled for January 23.

The successful implementation of Phase B – Finance Public Dashboard is another major milestone for the project, CapMetro and the communities we serve. The project team is working on the implementation of the next milestone for Phase B, which include improvements to the annual Finance National Transit Database (NTD) reporting process and the addition of financial data, such as Cost per Mile or Cost per Passenger, to internal reporting and analytics currently available in the platform (Phase A ridership and reliability data). The Board of Directors will receive a demonstration of this new dashboard in February as part of the Finance end of year KPI update.

Should Board Members have any questions regarding the dashboard, please contact Ed.Easton@capmetro.org and he will support a response or briefing.

[EXT] CapMetro Access Committee New Finance Dashboard Coming Soon

Breton, Peter <Peter.Breton@capmetro.org>

Mon 12/18/2023 6:41 PM

To

Cc: Parra, Edna <Edna.Parra@capmetro.org>; Abshire, Stephanie <Stephanie.Abshire@capmetro.org>

CAUTION: This Email is from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments. The Original Sender of this email is Peter.Breton@capmetro.org

Dear Committee Members,

We are excited to share with you the improvements coming soon for the Finance dashboard, reflecting our commitment to providing data transparency and accessibility. You may recall that we shared an update in April when we launched the first phase, Phase A, of the larger Enterprise Data Analytics Platform project. Phase A launched the platform's foundations and the new public Ridership and Reliability dashboards. We are now in the process of implementing the next phase, Phase B, that includes a new Finance dashboard with the following enhancements:

- Consistent user experience with the newest Ridership and Reliability dashboards
- Significant accessibility improvements with the ability to understand the data as a graph or table
- More financial details with Capital Expenses by categories instead of the aggregated total
- Faster access to date by up to 2 months

Anyone can continue to access the Finance dashboard the same way that they do today, by navigating to the CapMetro website (<https://www.capmetro.org/>) and clicking the Performance dashboards link. We've simplified the navigation so that you can easily access all the performance dashboards from the left-hand navigational menu.

We are planning to launch the new Finance dashboard by January 2024, and we will announce the details on our website once the dashboard is available and encourage you to explore the improvements. As always, we welcome your feedback, and please let us know if you have any questions.

We hope you have a Happy Holidays!

Cooperatively,



Peter Breton (he/they)
Community Engagement Coordinator, Capital Metro

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CapMetro

Enterprise Data Analytics Platform



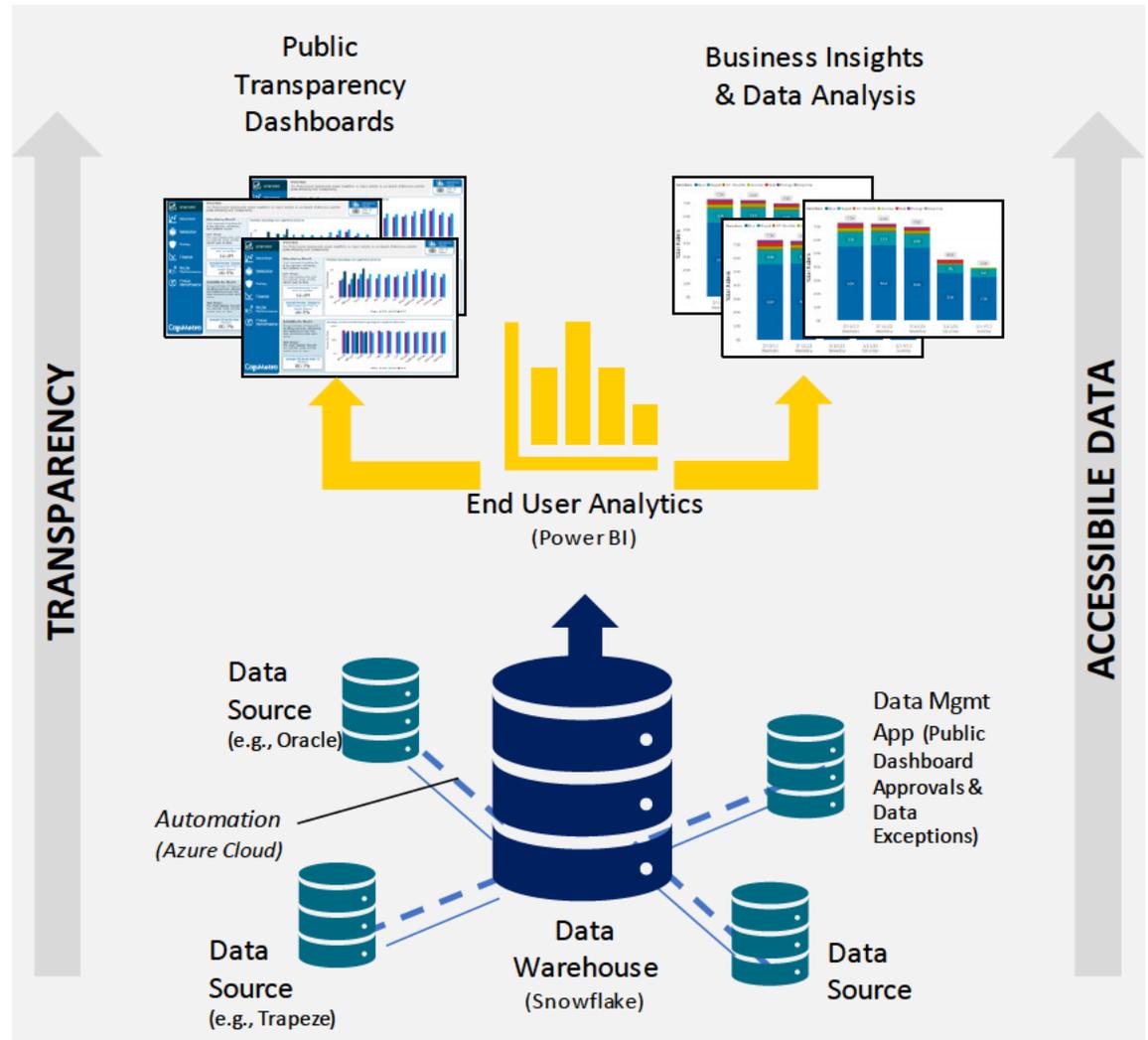
**Customer Satisfaction Advisory
Committee (CSAC)**

ENHANCING TRANSPARENCY AND ACCESSIBILITY OF DATA WITH THE NEW PLATFORM

The Enterprise Data Analytics Platform is our **strategic initiative** to make data **transparent** and **accessible** in one **single location** across the agency.

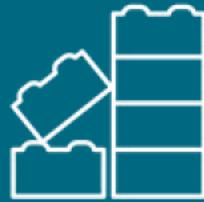
This platform will consolidate data from existing disparate data sources in one place (*a data warehouse that transforms and cleans data*) with tools that enable visualization capabilities for business insights.

This platform is more than a technology, it will enhance our **data-driven business decisions** so we can continue to grow with the communities we serve.



PROJECT PHASES AND TIMELINES

Multiple Phases



**Phase A = Platform Foundation +
Ridership & Reliability Dashboards**

Phase B = Finance Public Dashboard

**Phase C = Safety Dashboard, Advanced Analytics &
Virtualization**

Multiple Implementations



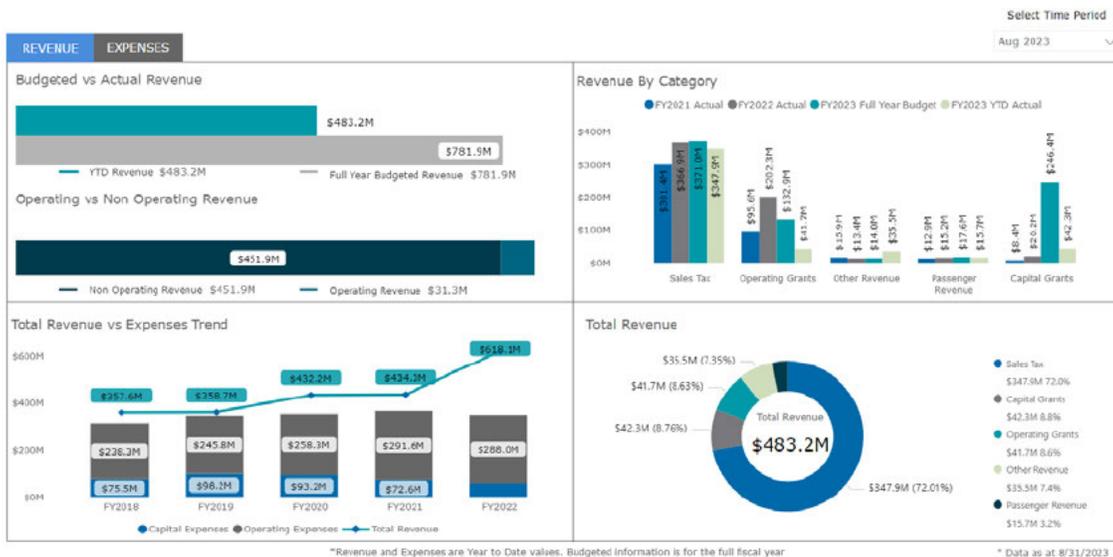
Phase A = Launched April 2023

Phase B = January 2024

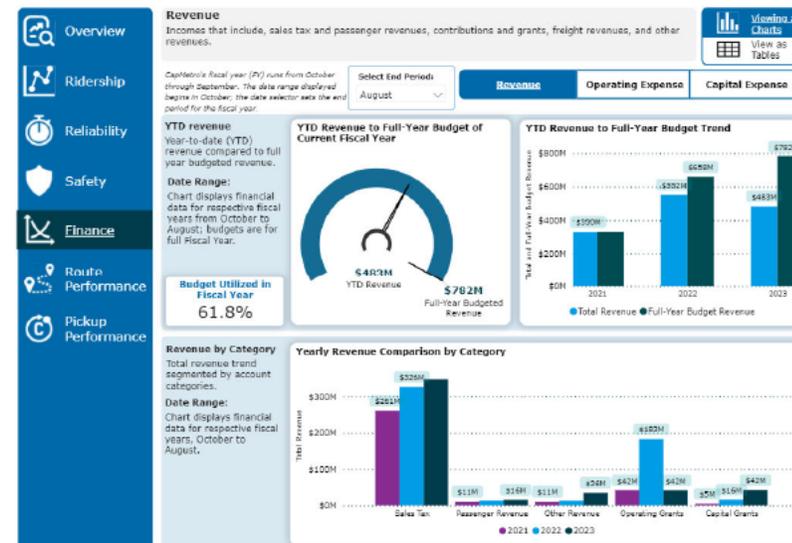
Phase C = 2024

FINANCE PUBLIC DASHBOARD – WHAT'S CHANGING

Current Dashboard



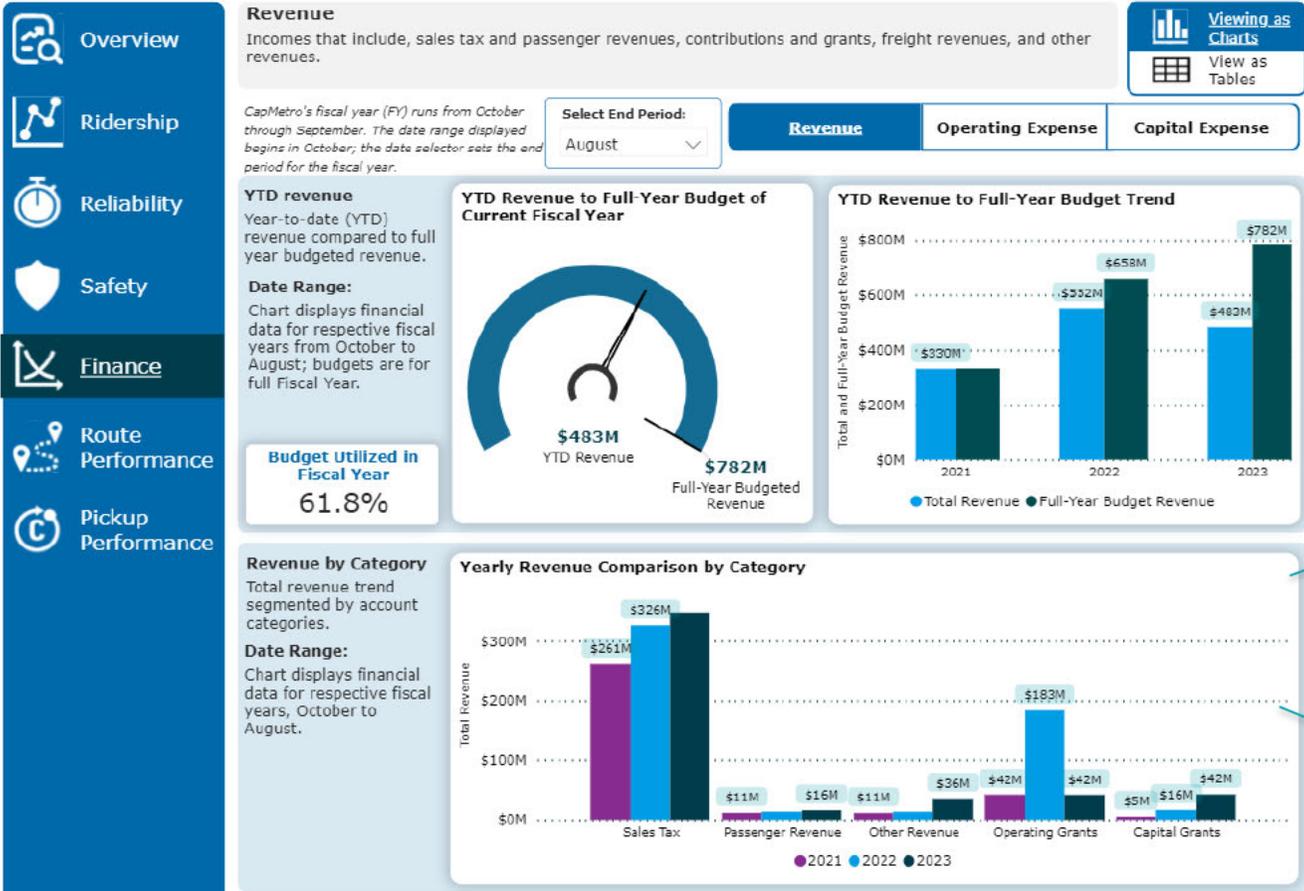
New Dashboard



Improvements for Stakeholders

- Improved look and feel and navigation of the Finance dashboard; now consistent with Ridership and Reliability dashboards
- Improved timeliness of data; data now available up to 2 months faster than before
- Dynamic and interactive data views with visualization options (Graph vs. Table)
- Now displaying Capital Expenses by categories instead of the total

KEY CAPABILITIES ENABLED FOR NEW PUBLIC DASHBOARDS



Digital accessibility to better serve the needs for all users

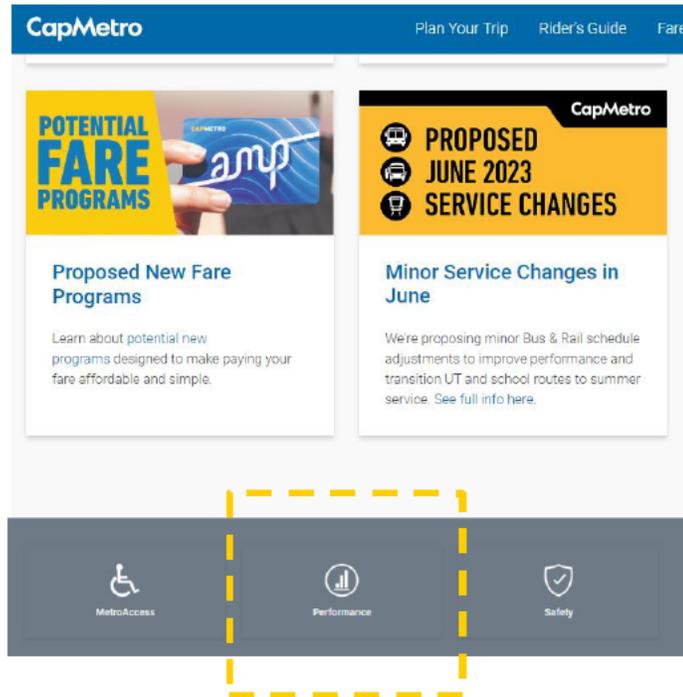
Enhanced transparency and improved data accuracy

Improved performance dashboards with one interface (look and feel) and navigation

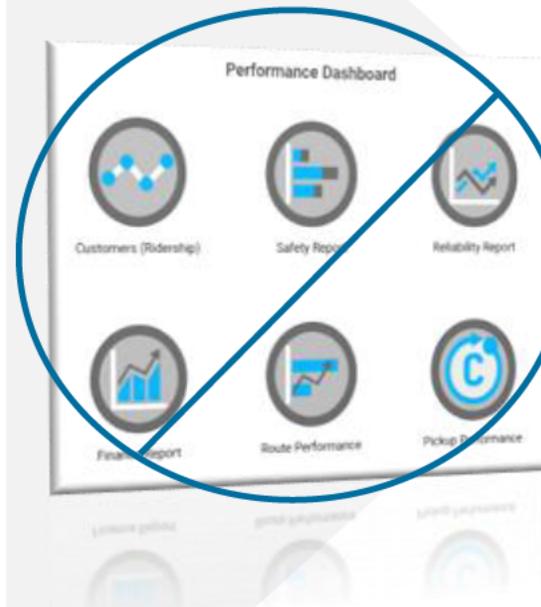
Dynamic and interactive data views with visualization

ACCESSING & NAVIGATING THE DASHBOARDS

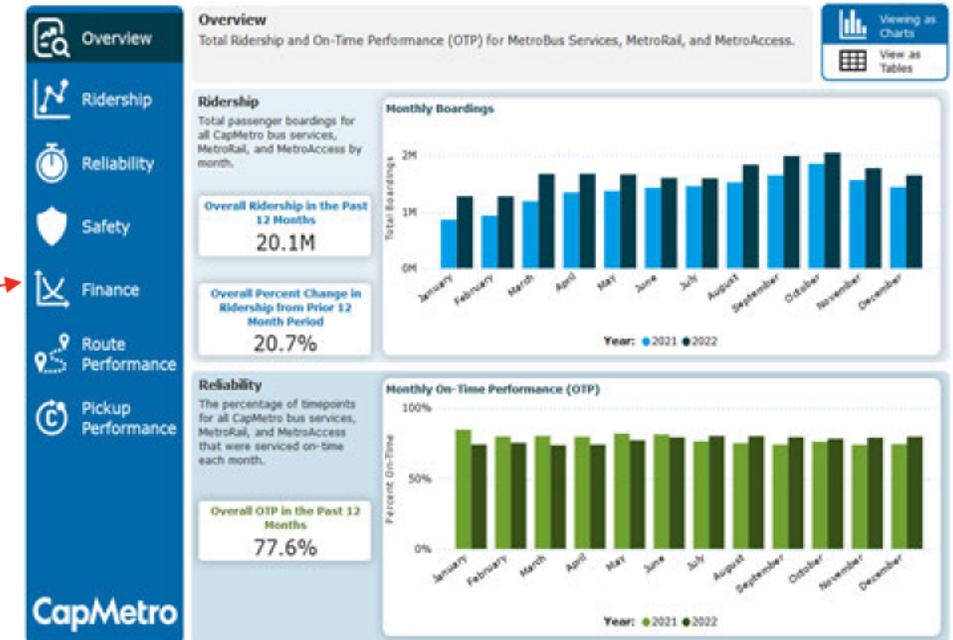
01 Continue to access performance dashboards through CapMetro's public site



6 independent navigational links simplified into 1 layout



02 New and improved layout with an easy access left-hand navigational menu to quickly access any performance dashboard



CapMetro

Enterprise Data Analytics Platform

Demonstration

CapMetro

Enterprise Data Analytics Platform

Closing Comments