



Agenda - Final

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 27, 2023

12:00 PM

Rosa Parks Boardroom

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Public Comment:

III. Advisory Committee Updates:

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

IV. Board Committee Updates:

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

V. Action Items:

1. Approval of minutes from the February 27th, 2023 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to modify contract #200829 with World Wide Technology to replace network infrastructure technology for a total new contract amount not to exceed \$1,197,149.
3. Approval of a resolution authorizing the President & CEO, or her designee, to implement the June 2023 Service Changes.

VI. Discussion Items:

1. Briefing on FY23 and FY24 Strategic Plan
 2. Update on CapMetro Public Safety Program
-

VII. Report:

1. President & CEO Monthly Update

VIII. Items for Future Discussion:

IX. 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

Access/CSAC Combined Meeting

Wednesday, March 1, 2023

5:30 pm

Virtual Presentation

Join on your computer or mobile app

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CapMetro Employees: Yannis Banks, Louise Friedlander, Martin Kareithi, Molly King, Julie Lampkin, Melissa Ortiz, Edna Parra, Sara Sanford, Andrew Skabowski, Raul Vela, Roberto Velasquez, Dottie Watkins, Christopher Westbrook.

Access Committee Members: Estrella Barrera, Glenda Born, Mike Gorse, Paul Hunt, John McNabb.

CSAC Members: Arlo Brandt, Betsy Greenberg, Fangda Lu, B.J. Taylor, Ephraim Taylor.

Guests: Ruven Brooks, Valerie Perez.

Meeting called to order at 5:33 PM

Welcome / Introductions / Call to Order

Chair Hunt

Welcome & Thanks

Dottie Watkins, President & CEO

Dottie Watkins introduces herself, provides background on her experience, and extends an invitation to the Community Meet & Greet at Austin PBS on March 8, 2023.

Glenda Born asks how Dottie sees the future of CapMetro and MetroAccess, and **Dottie Watkins** explains that she sees MetroAccess being an integral part of CapMetro and something that helps to sustain one of CapMetro's core values of being accessible to the community.

Public Communications

Fangda Lu mentions that game day service for MetroRail was lacking in frequency, and that the actual service levels weren't reflected in the CapMetro app or in Google Maps. **Andy Skabowski** apologized, explained that there was a crash on the rail the night before as well as staffing challenges, and said that hopefully those issues will be addressed by the next game day.

Fangda Lu suggests that the information screens at the rail stops could be used for more than just real-time destination information, and **Andy Skabowski** says he'll follow up on that idea.

MetroRapid Update

Molly King, EVP of Project Connect Integration

Molly King shares an overview of the Expo and Pleasant Valley MetroRapid lines, which includes a project status update as well as new project enhancements.

Glenda Borna asks if CapMetro is receiving any federal funds for infrastructure purposes, and **Molly King** responds that they're currently applying for FTA grant funding for other Project Connect projects, and have already applied for and been promised some funding for the Expo and Pleasant Valley MetroRapid lines.

Glenda Borna asks if end-of-line charging may impact the life of the batteries, and **Molly King** explains that CapMetro is working with manufacturers to make sure the battery life is not significantly impacted.

Paul Hunt asks if there is a strategy to prevent buses from running out of charge if they don't have time to charge at the end of the line. **Molly King** explains that end-of-line charging is more of an opportunity to top-up to make sure that they don't run out of charge, rather than a required charge each time they get to the end of the line.

Glenda Borna asks roughly what scale of batteries is required to run a bus, and **Andy Skabowski** answers that he doesn't have exact dimensions.

Discussion is had about battery weights and sizes, and how that may affect passenger capacity and range of buses.

Ephraim Talyor asks if the charging strategy may impact the number of electric vehicles CapMetro operates. **Andy Skabowski** explains that currently, charging infrastructure is the main hurdle, and that CapMetro will continue to build that infrastructure and buy more electric buses to reach its goal of an all-electric fleet by 2035.

Ephraim Taylor asks how much charge a bus typically gets with a 15 minute end-of-line charge, and **Andy Skabowski** says roughly 5-6%.

Ephraim Taylor asks if the future MetroRapid stations that are currently regular stops will still get the upgraded amenities, and **Molly King** confirms.

Fares Update

Edna Parra, Manager of Community Engagement

Edna Parra briefly explains the upcoming fares programs, and invites committee members to join the pilot for the AMP program.

Mike Gorse asks if fare capping will apply across all services types, such as Reduced Fare or MetroAccess. **Edna Parra** responds that that is the end goal, but that not all programs may be integrated at the same time.

2023 MetroAccess Eligibility Appeals Calendar

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi explains that due to presumptive eligibility being no longer extended to MetroAccess applicants, eligibility appeals have started to be scheduled, and Access members will need to help staff those meetings.

Self-Evaluation and ADA Compliance Update

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi gives an overview of the program, which includes a full-system evaluation by 3rd party contractors, an organization-wide stakeholder group named the ADA Liaison Committee, and public meetings with community as well as the Access Advisory Committee.

Mike Gorse asks if the project will investigate the eligibility process for MetroAccess, and **Martin Kareithi** explains that the project will mainly look at the operations side.

Glenda Born asks if the project will look at CapMetro's planned projects, such as Project Connect, and **Martin Kareithi** explains that they will be looking at the accessibility for all service modes – such as MetroAccess, MetroRail – and the policies and procedures of the organization.

Glenda Born asks what effects the findings may have on funding, and **Martin Kareithi** explains that any findings would be ranked by what is most important to fix, and CapMetro would work on fixing any issues on a certain schedule to be determined later.

MetroAccess Operations Technology

Julie Lampkin, Director of Demand Response

Julie Lamkin overviews the new Demand Response technology being tested and implemented, and how it will improve the experience for MetroAccess riders. She also extends the opportunity for Access members to help test the new system.

Paul Hunt asks if the app will have audible maps for those with vision impairments, and **Julie Lampkin** confirms.

Paul Hunt mentions that reliability is a key aspect for these types of services, and asks if the new technology is more reliable than the previous system. **Sara Sanford** explains that the new system is cloud based, rather than being hosted on servers that are administrated by CapMetro, and that should solve many of the reliability issues that have occurred in the past.

Paul Hunt asks whether operators will be able to give their feedback when the new system is implemented, and **Sara Sanford** says that there's already a robust feedback system in place for the operators that will continue to be used.

Glenda Born asks if operators have already been engaged and able to give feedback on the new system, and **Julie Lampkin** confirms. **Sara Sanford** adds that before the new system is implemented, all operators will be able to practice and test the system before it goes live. Discussion is had on operator engagement and feedback, operator training, and how dispatch may be impacted.

Meeting adjourned at 7:23 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-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)

Capital Metropolitan Transportation Authority

Public Safety Advisory Committee (PSAC)

Friday, February 24, 2023

11:30 AM

Virtual Presentation

Microsoft Teams Meeting

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CapMetro Employees: Jeremy Benoit, Peter Breton, Wanda Dunham, Darryl Jamail, Nina Loehr, Edna Parra, Eric Robins, Gardner Tabon, Dottie Watkins, Yvonne Wilson, Holly Winge.

Committee Members: Stephen Foster, Kathryn Kalinowski, Adam Powell, Christian Shelmire, Monica Sanchez, Lauren Taylor, Leslie York

Meeting called to order at 11:41 AM

Welcome / Introductions / Call to Order

Chair Powell

Welcome & Thanks

Dottie Watkins, President & CEO

Dottie Watkins thanks the members of the committee for their commitment and leadership, and expresses her excitement to work through CapMetro's new approach to public safety.

Committee Norms and Reminders

Chair Powell

Vice-Chair Foster

Adam Powell and **Stephen Foster** overview committee norms, draft charter amendments, and attendance policies.

Monica Sanchez asks if PSAC will vote on the amendments. **Edna Parra** says that staff is looking for feedback, but eventually the CapMetro board will be voting on the amendments. Committee members and CapMetro Staff discuss edits to the draft charter amendments.

Public Safety Department Update

Eric Robins; Chief Administrator

Eric Robins overviews goals for the public safety department, including hiring of key staff for the transit police department, dispatch relocation, and action items going forward.

Hiring Update and Introduction to Public Safety Captain

Eric Robins, Chief Administrator

Jeremy Benoit, Captain

Eric Robins overviews hiring efforts for key positions and introduces **Jeremy Benoit**.

Jeremy Benoit expresses his excitement to work with CapMetro and PSAC.

Wanda Dunham further explains the hiring efforts.

Monica Sanchez asks how CapMetro will determine the adequate number of officers. **Eric Robins** explains that annual workload assessments are done based off metrics such as number of incidents, assaults, arrests, and other criminal activity factors, which then informs the need for possible additional staffing.

Gardner Tabon adds that population growth also factors into staffing considerations, and that Public Safety Ambassadors and Community Intervention Specialists are still a core focus of the Public Safety Program.

Adam Powell references state legislation around law enforcement funding, and **CapMetro Staff** explain that the legislation does not apply, as the legislation was aimed at municipalities.

Policy Advisory Process

Eric Robins, Chief Administrator

Jeremy Benoit, Captain

Chair Powell

CapMetro Staff and **Adam Powell** overview upcoming efforts to review policies.

Community Intervention Program Report

Holly Winge, Community Intervention Specialist II

Holly Winge overviews the results from the first year of the Community Intervention Specialist program, including key performance indicators, success stories, and partnerships and initiatives.

Monica Sanchez asks how large the CIS team is, and **Holly Winge** explains that for the first year, it was just two people, and a third just joined.

Monica Sanchez asks how staffing levels are measured for the program, and **Holly Winge** explains that the structure of the work requires the addition of new Specialists to be a very deliberate and measured task.

Monica Sanchez asks if Community Intervention Specialists, Public Safety Ambassadors, and Transit Police are under the same budget. **Gardner Tabon** explains that the Public Safety Ambassador and Community Intervention Specialist budgets are separate from the Transit Police budget.

Monica Sanchez asks how CapMetro is planning to staff the call center or dispatch. **Darryl Jamail** explains that 911 dispatch will be operated by the City of Austin, and that a 24/7 Public Safety dispatch has been staffed since August 2021. Additionally, CapMetro has hired 4 new dispatchers in preparation for the upcoming Transit Police department.

Approval of the minutes - Motion to approve by Adam Powell / 2nd Stephen Foster - passes unanimously.

Meeting adjourned at 1:03 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-752

Agenda Date: 3/27/2023

Approval of minutes from the February 27th, 2023 board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, February 27, 2023

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:12 p.m. Meeting Called to Order

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

II. Oath of Office for New Board Members

Chair Travillion administered the Oath of Office to new board members Vela, Bangle and Ellis.

III. Public Comment

Leander Mayor Christine DeLisle, Robert Allen, Sherri Taylor, Debra Miller, Spencer Schumacher, Steven Knapp, Brent Payne, and Joao Paulo Connolly provided public comments this month.

IV. Recognition:

1. Board Member Wade Cooper

V. Advisory Committee Updates:

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

VI. Board Committee Updates:

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

VII. Action Items:

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

A motion was made by Board Member Stratton, seconded by Secretary of the Board Pool, that this Minutes 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 contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed \$817,124 for one (1) base year and two (2) option years.

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

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

A motion was made by Board Member Ellis, seconded by Board Member Ross, 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 CDW Government, LLC. to acquire workstation technology in an amount not to exceed \$602,480.

A motion was made by Board Member Ross, 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

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

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

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

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

A motion was made by Board Member Stratton, 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

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

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

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

VIII. Discussion Items:

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

IX. Report:

1. President & CEO Monthly Update

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

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

Into Executive Session: 3:10 p.m.

Out of Executive Session: 3:59 p.m.

XI. Memos:

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

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

XII. Items for Future Discussion:

XIII. Adjournment

3:59 p.m. Meeting Adjourned

ADA Compliance

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

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

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Board of Directors

Item #: AI-2022-691

Agenda Date: 3/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to modify contract #200829 with World Wide Technology to replace network infrastructure technology for a total new contract amount not to exceed \$1,197,149.

FISCAL IMPACT:

Funding for this action is available in the FY2023 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

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

Strategic Objectives:

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

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining and replacing network infrastructure technology in a state of good repair ensures stable and reliable systems available to both internal and external customers.

BUSINESS CASE: Network is reaching the end of its supported life span. The new systems will provide expandability, improve performance, reliability, stability, and security. Failure to act will result in issues with performance and reliability as well as an increased risk of outages. In addition, the overall design, security, and roadmap must be reviewed for implementation of a long term secure and robust solution to support business continuity and support for future initiatives.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on March 8, 2023.

EXECUTIVE SUMMARY: The Network infrastructure must be kept up to date to properly service the business needs of Capital Metro.

This project is for the holistic review of the existing environment, to develop a long-term strategy and plan, and implement the ongoing upgrade and replacement of Network components that will include switches, routers, and other network gear, cloud services, implementation services, and any other hardware, licensing, or software necessary to maintain the state of good repair and a secure robust Network infrastructure solution.

DBE/SBE PARTICIPATION: The contract has a 18.7% DBE goal utilizing the following DBE contractor:

SBE Subcontractors	Race/Gender	Services/Products
VTS Group La Vernia, TX	Hispanic/Male	Install and Configure Equipment

PROCUREMENT: On July 18, 2022, CapMetro entered into a contract with World Wide Technology for Network Infrastructure Replacement utilizing the Department of Information Resources (DIR) Contract No. DIR-TSO-4167 held by Cisco Systems, Inc., and listing World Wide Technology as an authorized Reseller for Cisco Branded Products and Services. The contract was awarded in an amount not to exceed \$684,945. The contract was modified on February 9, 2023, for additional network infrastructure design services in the amount of \$74,380, for a total contract amount \$759,325. The additional amount required for the Modification 2, to add additional network infrastructure is \$437,824., for a total not to exceed amount of \$1,197,149.

The following table summarizes World Wide Technology's pricing for Modification 2:

Description	Lump Sum Amount
Board Approved Contract Amount	\$759,325.
Modification 2 - Network Infrastructure Replacement	\$437,824.
Grand Total Not to Exceed Including Modification 2:	\$1,197,149.

The contract is fixed price.

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-691

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro 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 her designee, is authorized to modify contract #200829 with World Wide Technology to replace network infrastructure technology for a total new contract amount not to exceed \$1,197,149.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-740

Agenda Date: 3/27/2023

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to implement the June 2023 Service Changes.

FISCAL IMPACT:

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

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Customer

Strategic Objectives:

1.2 Improve system reliability and convenience

1.3 Ensure an attractive and accessible transit environment

EXPLANATION OF STRATEGIC ALIGNMENT:

Service Changes are in accordance with Capital Metro's Service Standards. These changes are designed to meet Goals 1-4 in Capital Metro's Strategic Plan:

- 1) Deliver the best possible customer experience,
- 2) Demonstrate Regional Leadership,
- 3) Demonstrate the value of public transportation in a dynamic community,
- 4) Continue to improve organizational practices and develop staff.

BUSINESS CASE:

These changes are intended to improve the overall customer experience with a focus on on-time performance through the minor modification of select services.

COMMITTEE RECOMMENDATION:

This item was presented and recommended for approval at the Operations, Planning and Safety Committee on March 8, 2023.

EXECUTIVE SUMMARY:

The June 2023 service changes continue with existing service levels with the exception of Minor adjustments as listed below:

Staff recommends the following minor changes for final approval at the March board meeting:

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

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

#AI-2023-740

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management continue to support the recovery of the City of Austin from the COVID-19 crisis, and

WHEREAS, the June 2023 Service Changes will continue to rebuild ridership while minimizing impacts on current customers; and

WHEREAS, no equity analysis or public hearing was required because none of the proposed changes met the major service change threshold.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to implement June 2023 Service Changes described in the attached document beginning Sunday, June 4, 2023.

Date: _____

**Secretary of the Board
Becki Ross**

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

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

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

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

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

Appendix A – June 2023 Service Changes

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

Minor Adjustments

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

School Service Adjustments

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

MetroRail

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

Suspended Services

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

CapMetro

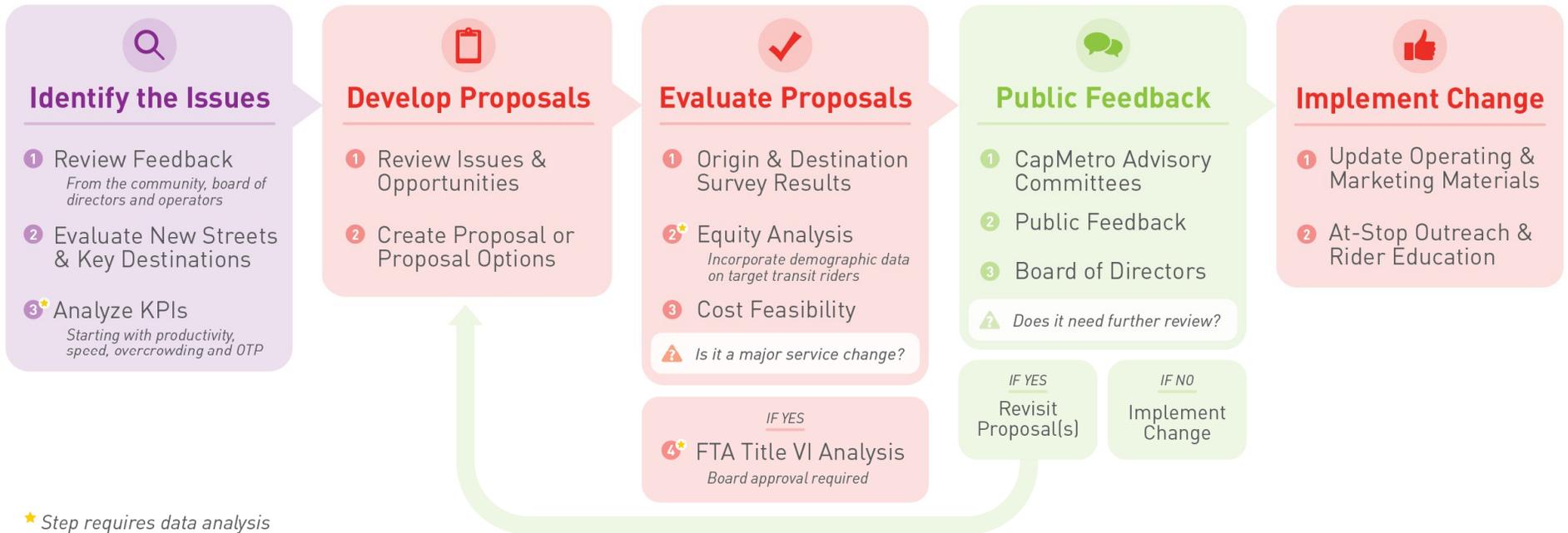
June 2023 Service Change

March 2023 Board Meeting

Service Change Overview

- Purpose: To evaluate current conditions and make service adjustments
- During a service change process, we:
 - Identify ways to improve service
 - Develop a service change proposal
 - Engage with the public throughout the process
- Service changes currently occur every winter, spring, and fall to correspond with changing customer needs and patterns

Service Evaluation Process

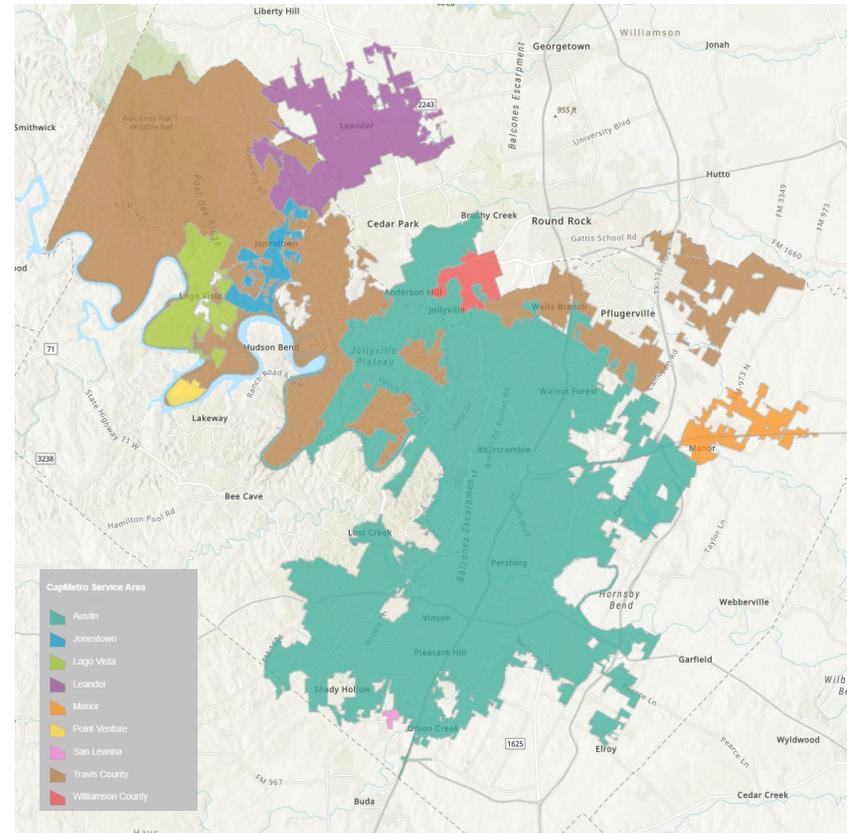


* Step requires data analysis



Regional Coordination

- CapMetro has received requests from Manor and Leander regarding more Pickup Service
- To balance and manage resources, CapMetro is considering changes to Manor and Leander Pickup Service in coordination with review of all Pickup Zones as part of the January 2024 Service Change
 - CapMetro Board to receive update on this work during 3/8/23 OPS Committee Discussion Item
- Updated Service Standards and Guidelines will include context-sensitive service change engagement with small member cities and regional partners



January 2023 Service Changes - Reminder

Minor Adjustments of Service

- Adjusted Running Times – Minor adjustments to schedules due to ridership / travel conditions
- Streamlined downtown-ending routes – Combined 6 routes into 3 to increase efficiency and service

Maintained Service Levels

- MetroRail – Regular service
- MetroExpress & Flyers – Continued reduced service levels
- E-Bus – Continued suspension of service



Proposed June 2023 Service Changes - Overview

- Service Adjustments
 - Adjust Running Times – Minor adjustments to schedules to improve on-time performance
 - Summer Service Adjustment – Normal transition on UT routes, and on select route to summer service levels
 - Continued Service Suspension – MetroExpress (routes 981 and 987) and E-bus service remain suspended
 - MetroRail – Minor schedule adjustments may occur on weekdays and/or Saturdays to ensure more efficient and reliable service
 - In addition, planned maintenance work may be scheduled with final dates TBD
- No Title VI Analysis required
- CapMetro is actively recruiting, hiring and training new operators and vehicle maintenance team members to deliver safe and reliable service

Shifting to a new planning framework

Building a foundation of data

- 2023 On-Board Survey – first full stated preference customer survey to support this process with new travel patterns
- Service Standards and Guidelines – updating for consistency in design, operations and customer expectations.
- Coordination with CAMPO on Regional Travel Model update to better predict unmet transit demand
- Ridership continuing to be monitored (Fall 2022 and into 2023 showed increases in demand)

Shifting to a new planning framework

What grounds our future planning:

- Current service is an important and vital component of the community that requires a re-evaluation as conditions have changed while maintaining connectivity
- Future service changes will make pandemic-related adjustments permanent and look to the future with Project Connect and expectations for the transit system our community expects today
- We must center equity in service planning to informing how current and future systems interact in the transit network

Looking Forward

- Fall 2023 Service Change
 - We will continue to monitor ridership and plan for strategic service delivery as staffing levels improve
- Winter 2024
 - Minor changes to address changing conditions
 - Review of Pickup Performance and discussion of zone changes and additions
- Next Major Service Change – 2025
 - Start of MetroRapid Expo and Pleasant Valley service and other adjustments to network



Continue to monitor ridership and staffing levels and supplement where we are able

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-733

Agenda Date: 3/27/2023

Briefing on FY23 and FY24 Strategic Plan



Strategic Plan Updates

CapMetro Board of Directors Meeting

March 27, 2023

CapMetro Strategic Plan Agenda

1. Update on FY23 strategic plan
2. Proposed changes for FY24 strategic plan and Board feedback

FY23 Strategic Plan

Core Values

Safety, Innovation, Equity, Transparency, and Sustainability

Mission

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

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.

Customer

Provide a convenient, desirable, and accessible option for mobility in the region and its communities.

Community

CapMetro is the leader in supporting a growing region, collaborating with partners and communities.

Workforce

CapMetro has a productive, invested, and valued workforce.

Organizational Effectiveness

CapMetro responsibly and sustainably delivers on its mission.

A

Provide reliable and safe transit service.

B

Maintain a high-quality customer experience.

C

Ensure CapMetro has a system that is accessible for everyone in the region.

D

Be a regional leader in supporting sustainable growth through expansion of access to jobs, services, and opportunities.

E

Continue to improve the environment by transforming into a fully carbon-neutral transit agency.

F

Collaborate with the community, riders, and stakeholders to be responsive to their needs.

G

Serve as the regional leader in collaborating with communities to develop regional transit plans and opportunities.

H

Recruit and develop a full complement of diverse staff to meet CapMetro's growing needs.

I

Be an employer of choice that proactively retains a diverse and engaged workforce aligned with the agency's mission and guiding principles.

J

Expand a highly skilled workforce to meet the changing needs of the agency and community.

K

Be a fiscally responsible and transparent steward of public funds.

L

Instill a culture of safety in all staff throughout the organization.

M

Balance investments while prioritizing a state of good repair.

Highlights of FY23 Strategic Plan Progress

- Initiative 1: Invest in systems for data analysis that inform agency decision making
 - Enterprise Resource Management software
 - Data Warehouse
 - Agency-wide performance dashboard
- Initiative 3: Standard Operating Procedures for Service Standards
 - Policies, procedures, and chain of command for bus operations
 - Operations resiliency plan
 - Unsheltered and homeless communities

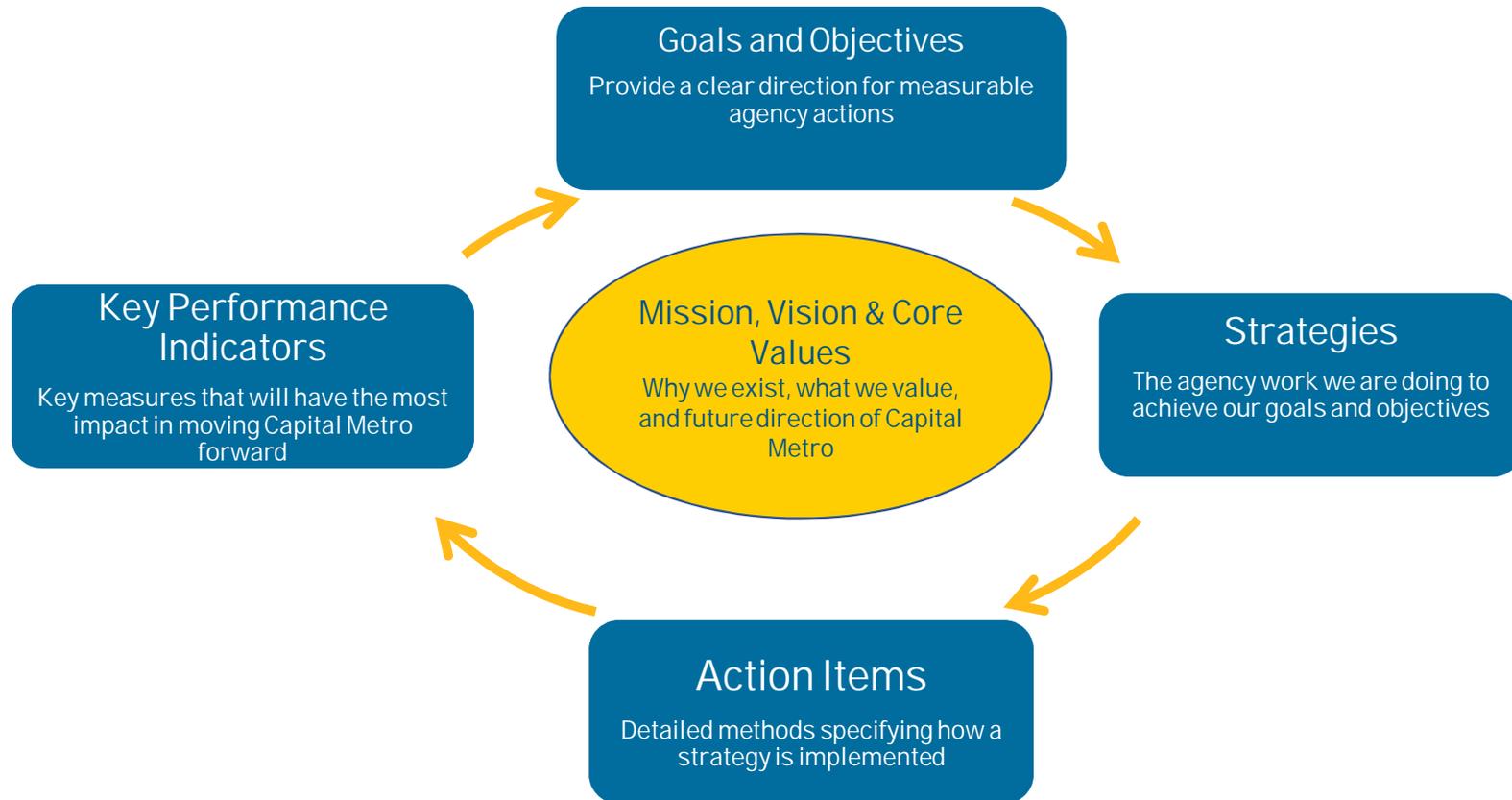
Highlights of FY23 Strategic Plan Progress

- Initiative 5: Transition to Battery Electric Bus Fleet
 - Develop Zero Emissions Vehicle Fleet Plan
 - Design and install battery electric bus infrastructure at North Operations Bus Facility
 - Develop plan for CapMetro Rapid charging stations
- Initiative 7: Expand Workforce Development Efforts
 - Interlocal agreement with Workforce Solutions Capital Area
 - Texas Transportation Institute bus operator retention study
 - Revised demand response contract to support improved wages and benefits

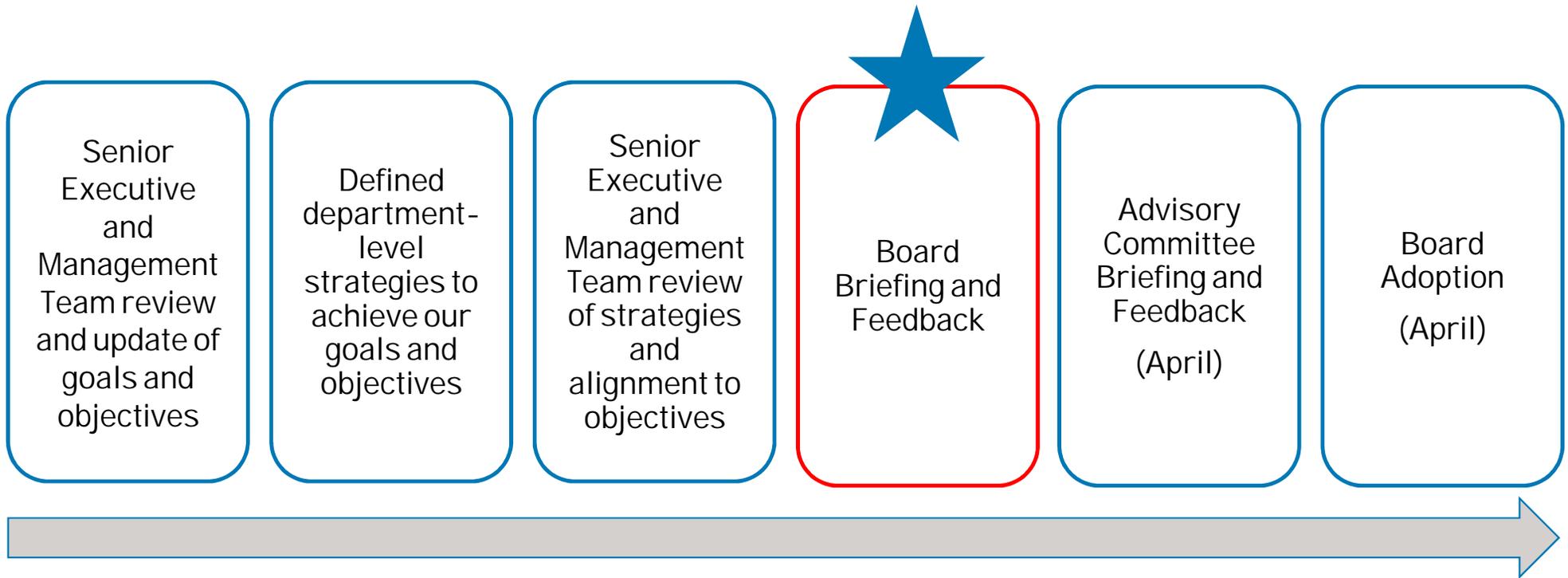
Highlights of FY23 Strategic Plan Progress

- Initiative 11: Enhance Diversity Equity and Inclusion (DEI) programs and practices
 - Equitable Transit-Oriented Development Framework
 - **CHANGE** Developing Supplier Diversity Initiatives
 - **CHANGE** DBE availability and SBE disparity study
 - **CHANGE** Developed framework for the Equifare Program
- Initiative 12: Strengthen Business and Financial Processes
 - Gain consensus on strategic direction of CapMetro Bike
 - Embark on CapMetro Bike organizational transition

FY24 Strategic Plan Framework



FY24 Strategic Plan Process



Discussion: Proposed Goal Changes

Customer	Community	Workforce	Organizational Effectiveness
<p>FY23 - Provide a convenient, desirable, and accessible option for mobility in the region and its communities.</p>	<p>FY23 - CapMetro is the leader in supporting a growing region, collaborating with partners and communities.</p>	<p>FY23 - CapMetro has a productive, invested, and valued workplace.</p>	<p>FY23- CapMetro responsibly and sustainably delivers on its mission.</p>
<p>FY24 - <i>No Change.</i></p>	<p>FY24 - <i>Demonstrate our value to a growing region by collaborating with partners and communities.</i></p>	<p>FY24 - <i>Invest in a productive and valued workforce.</i></p>	<p>FY24 - <i>Deliver responsibly and sustainably on the mission.</i></p>



Discussion: Proposed Changes to Objectives

Proposed Customer Objective Changes

Customer Objective A

FY23- Provide a reliable and safe transit service.

FY24- No change.

Customer Objective B

FY23 - Maintain a high-quality customer experience.

FY24- Continue to improve the customer experience.

Customer Objective C

FY23- Ensure CapMetro has a system that is accessible for everyone in the region.

FY24- Ensure the system is accessible for everyone in the region.

Proposed Community Objective Changes

Community Objective D

FY23- Be a regional leader in supporting sustainable growth through expansion of access to jobs, services, and opportunities.

FY24- Support sustainable growth through improved access to jobs, services, and opportunities.

Community Objective E

FY23 - Continue to improve the environment by transforming into a fully carbon-neutral transit agency.

FY24- Continue to improve the environment by transforming into a fully carbon-neutral transit agency by 2040.

Community Objective F

Engage the community, riders, and stakeholders to be responsive to their needs.

FY24- Engage the community, customers, and stakeholders in a constant process to reflect their input in the transit system and respond to immediate needs.

Community Objective G

Be a regional leader in collaborating with communities to develop regional transit plans and opportunities.

FY24- Foster community conversations to improve regional mobility.

Proposed Workforce Objective Changes

Workforce Objective H

FY23- Recruit and develop a full complement of diverse staff to meet CapMetro's growing needs

FY24- Recruit, hire, and develop an engaged workforce from a diverse talent community.

Workforce Objective I

FY23 - Be an employer of choice that proactively retains a diverse and engaged workforce aligned with the agency's mission and guiding principles.

FY24 - Foster an inclusive collaborative culture that develops a diverse and engaged workforce.

Workforce Objective J

FY23- Expand a highly skilled workforce to meet the changing needs of the agency and community

FY24 - Expand and develop a highly skilled workforce to meet the changing needs of the agency and community.

Proposed Organizational Effectiveness Objective Changes

Organizational Effectiveness Objective K

FY23- Be a fiscally responsible and transparent steward of public funds.

FY24 - No change.

Organizational Effectiveness Objective L

FY23- Instill a culture of safety in all staff throughout the organization.

FY24- Advance the culture of safety throughout the organization.

Organizational Effectiveness Objective M

FY23- Balance investments while prioritizing a state of good repair.

FY24- No change.

Draft Proposed Fiscal Year 2024 Strategic Plan

CORE VALUES	Safety, Equity, Innovation, Transparency & Sustainability
MISSION	To empower, enhance, and serve the region and its communities through the responsible delivery of high-quality public transportation.
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.

GOALS	Customer	Community				Workforce			Organizational Effectiveness				
	Provide a convenient, desirable, and accessible option for mobility in the region and its communities.	Demonstrate our value to a growing region by collaborating with partners and communities.				Invest in a productive and valued workforce.			Deliver responsibly and sustainably on the mission.				
OBJECTIVES	A	B	C	D	E	F	G	H	I	J	K	L	M
	Provide a reliable and safe transit service.	Continue to improve the customer experience.	Ensure the system is accessible for everyone in the region.	Support sustainable growth through improved access to jobs, services, and opportunities.	Continue to improve the environment by transforming into a fully carbon-neutral transit agency by 2040.	Engage the community, customers, and stakeholders in a constant process to reflect their input in the transit system and respond to immediate needs.	Foster community conversations to improve regional mobility.	Recruit, hire, and develop an engaged workforce from a diverse talent community.	Foster an inclusive collaborative culture that develops a diverse and engaged workforce.	Expand and develop a highly skilled workforce to meet the changing needs of the agency and community.	Be a fiscally responsible and transparent steward of public funds.	Advance the culture of safety throughout the organization.	Balance investments while prioritizing a state of good repair.

Next Steps

- Advisory Committee Briefing and Feedback – April
- Board Adoption – April
- Create system to track progress and provide updates to the Board
- Integrate Strategic Plan into budget process & employee performance review

CapMetro

THANK YOU!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-753

Agenda Date: 3/27/2023

Update on CapMetro Public Safety Program



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-585

Agenda Date: 9/26/2022

President & CEO Monthly Update