I. Call to Order

II. Public Comment

III. Action Items

1. Approval of minutes from the October 11, 2023 Operations, Planning and Safety Committee meeting.


3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Power Test, LLC for a vehicle maintenance transmission test stand for total not to exceed $385,313.

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for network equipment and software for Cisco solutions in an amount not to exceed $285,592.

IV. Presentations

1. Monthly Operations Update

V. Executive Session

Section 551.071 for Consultation with Attorney and Section 551.072 for Deliberation Regarding Real Property related to CapMetro’s condemnation of 8.01 acres of City of Austin parkland located at 8003 Decker Lane for the Expo Center Park and Ride

Section 551.072 for Deliberation Regarding Real Property related to the potential purchase of land for a future South Demand Response Facility

VI. Items for Future Discussion
VII. 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.

Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis 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.
Approval of minutes from the October 11, 2023 Operations, Planning and Safety Committee meeting.
I. Call to Order

12:49 p.m. Meeting Called to Order

Present: Eric Stratton, Chito Vela, and Paige Ellis
Absent: Jeffrey Travillion

II. Public Comment

Zenobia Joseph provided public comment.

III. Action Items

1. Approval of minutes from the September 13, 2023 Operations, Planning and Safety Committee meeting.

A motion was made by Vela, seconded by Ellis, that this Minutes be adopted. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

2. Approval of a resolution authorizing the President & CEO, or her designee, to implement the January 2024 Service Changes.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the action item agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

3. Approval of a resolution authorizing updates to the CapMetro Alcohol Prohibition Policy.

A motion was made by Vela, seconded by Ellis, that this Resolution be recommended for the action item agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with A3 Systems Corporation to provide two (2) Harlan electric yard tug vehicles in an amount not to exceed $210,145.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Creative Bus Sales, Inc. for the purchase of fifteen (15) wheelchair accessible service support vehicles in a total not to exceed amount of $1,176,840.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Preferred Technologies LLC. for the installation of 127 replacement and new video cameras and supporting equipment at four CapMetro Park & Ride facilities in a total not to exceed amount of $180,997.

A motion was made by Ellis, seconded by Vela, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the lease of 11,978 square feet of administrative and maintenance bay space, along with parking areas that amount to approximately 3.5 acres, at and just south of 4811 East 7th Street from Springdale East Owner, LLC for a total not to exceed amount of $3,800,000 over the primary 3-year, 5-month lease term.

A motion was made by Vela, seconded by Ellis, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 10/23/2023. The motion carried by the following vote:

Aye: Stratton, Vela, and Ellis

IV. Presentations

1. Monthly Operations Update

V. Items for Future Discussion
VI. Adjournment

2:12 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.

Committee Members: Eric Stratton, Chair; Jeffrey Travillion, Paige Ellis 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.
SUBJECT:
Approval of a resolution updating the Charter Statement for the Operations, Planning and Safety 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 Safe & Reliable Service
☐ 1.2 High Quality Customer Experience
☐ 1.3 Accessible System
☐ 2.1 Support Sustainable Regional Growth
☐ 2.2 Become a Carbon Neutral Agency
☐ 2.3 Responsive to Community and Customer Needs
☐ 2.4 Regional Leader in Transit Planning
☐ 3.1 Diversity of Staff
☐ 3.2 Employer of Choice
☐ 3.3 Expand Highly Skilled Workforce
☒ 4.1 Fiscally Responsible and Transparent
☐ 4.2 Culture of Safety
☐ 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's two board committees assist the Board of Directors in providing strong governance and play a key advisory role to the full board. Their expertise and in-depth look at issues before the board is vital to our long-term strategic planning.

BUSINESS CASE: Does not apply

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

EXECUTIVE SUMMARY: In 2010, each of the committees of the Board of Directors adopted Committee Charter Statements defining their areas of responsibility. A periodic review of these charters was requested by the Board upon adoption and allows the committees to ensure that the charters still meet the needs and parameters of each committee. This charter was last reviewed by the Board in April 2022.
After reviewing the Charter, staff’s only recommendation is updating the name of the agency from “Capital Metro” to “CapMetro” to reflect current usage. No other substantive changes are suggested.

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

WHEREAS, the Board of Directors has established committees made up of members of the Board to consider specified areas of interest to the Authority; and

WHEREAS, the Board of Directors has adopted Committee Charter Statements that define the roles and responsibilities of each of these committees; and

WHEREAS, the Board of Directors desires to review the Committee Charter Statement to ensure that it reflects current roles and responsibilities.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby updates the Committee Charter Statement for the Operations, Planning and Safety Committee to reflect the recent update to the agency’s name from Capital Metro to CapMetro.

____________________
Date: __________________

Secretary of the Board
Becki Ross
I. PURPOSE AND AUTHORITY
The Operations, Planning and Safety Committee (the “OPS Committee”) has been established by the Capital Metropolitan Transportation Authority (“Capital Metro”) Board of Directors (the “Board”) to review and make recommendations to the full Board on policies and practices related to the efficient, safe, and reliable operation of the Capital Metro system and effective short and long-range planning for a sustainable Capital Metro.

The OPS Committee serves as an advisory committee to the Board which has the legal responsibility to make decisions and policies for Capital Metro.

II. RESPONSIBILITIES
The OPS Committee shall be responsible for:

- Overseeing short-range service planning and modification;
- Developing and making recommendations to the Board on long-range system planning and coordinating with external partners on regional planning initiatives;
- Reviewing and making recommendations to the Board on route standards and service standards;
- Monitoring performance indicators for service and operations, including but not limited to ridership, customer service and satisfaction, passenger and employee safety and security standards, and facility and vehicle maintenance;
- Making recommendations to the Board on system safety and security initiatives and plans to enhance organizational focus on safety and security and comply with applicable federal, state and local laws and regulations;
- Making recommendations to the Board on vehicle purchase and fleet management plans and other capital purchases related to operations;
- Overseeing facility and capital project design and construction programs;
- Recommending to the Board policies and processes designed to provide for effective and efficient IT governance;
- Reviewing and making recommendations to the Board on land use related to Capital Metro and property acquisition and disposal;
- Ensuring compliance with Title VI requirements;
- Overseeing the implementation of system start-ups; and
- Ensuring that all Capital Metro services operate effectively as an integrated transit system.

III. MEMBERSHIP
The OPS Committee shall consist of four (4) members of the Board. The Chairperson of the Board will nominate the OPS Committee Chairperson and members annually, subject to confirmation by the Board. The OPS Committee shall elect a Committee Vice Chairperson from its members at its first meeting of the year to perform the duties of the Chairperson in case of the absence, disability or disqualification of the Committee Chairperson.
IV. MEETINGS
The OPS Committee will meet at least four (4) times a year, with authority to convene additional meetings, as circumstances require. All meetings will be conducted in accordance with the Texas Open Meetings Act, as applicable. Committee members are expected to attend each meeting. The OPS Committee may direct members of management, auditors, or others to attend meetings and provide pertinent information, as necessary. CapMetro staff will post meeting agendas and backup materials for Board members and the public to view no later than seven (7) calendar days before the committee meeting.

The OPS Committee shall take up and consider any other items as directed by the Chairperson of the Board.
I. PURPOSE AND AUTHORITY
The Operations, Planning and Safety Committee (the “OPS Committee”) has been established by the Capital Metropolitan Transportation Authority (“Capital-Metro”) Board of Directors (the “Board”) to review and make recommendations to the full Board on policies and practices related to the efficient, safe, and reliable operation of the Capital Metro system and effective short and long-range planning for a sustainable Capital Metro.

The OPS Committee serves as an advisory committee to the Board which has the legal responsibility to make decisions and policies for Capital-Metro.

II. RESPONSIBILITIES
The OPS Committee shall be responsible for:

- Overseeing short-range service planning and modification;
- Developing and making recommendations to the Board on long-range system planning and coordinating with external partners on regional planning initiatives;
- Reviewing and making recommendations to the Board on route standards and service standards;
- Monitoring performance indicators for service and operations, including but not limited to ridership, customer service and satisfaction, passenger and employee safety and security standards, and facility and vehicle maintenance;
- Making recommendations to the Board on system safety and security initiatives and plans to enhance organizational focus on safety and security and comply with applicable federal, state and local laws and regulations;
- Making recommendations to the Board on vehicle purchase and fleet management plans and other capital purchases related to operations;
- Overseeing facility and capital project design and construction programs;
- Recommending to the Board policies and processes designed to provide for effective and efficient IT governance;
- Reviewing and making recommendations to the Board on land use related to Capital-Metro and property acquisition and disposal;
- Ensuring compliance with Title VI requirements;
- Overseeing the implementation of system start-ups; and
- Ensuring that all Capital-Metro services operate effectively as an integrated transit system.

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The OPS Committee serves as an advisory committee to the Board which has the legal responsibility to make decisions and policies for CapMetro.

II. RESPONSIBILITIES
The OPS Committee shall be responsible for:

- Overseeing short-range service planning and modification;
- Developing and making recommendations to the Board on long-range system planning and coordinating with external partners on regional planning initiatives;
- Reviewing and making recommendations to the Board on route standards and service standards;
- Monitoring performance indicators for service and operations, including but not limited to ridership, customer service and satisfaction, passenger and employee safety and security standards, and facility and vehicle maintenance;
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- Making recommendations to the Board on vehicle purchase and fleet management plans and other capital purchases related to operations;
- Overseeing facility and capital project design and construction programs;
- Recommending to the Board policies and processes designed to provide for effective and efficient IT governance;
- Reviewing and making recommendations to the Board on land use related to CapMetro and property acquisition and disposal;
- Ensuring compliance with Title VI requirements;
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The OPS Committee shall take up and consider any other items as directed by the Chairperson of the Board.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Power Test, LLC for a vehicle maintenance transmission test stand for total not to exceed $385,313.

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: To assure reliability of bus transmissions by providing bus mechanics the best equipment to accurately diagnose and verify any issues with bus transmission that are rebuilt in house. Purchase of the transmission test stand will ensure the bus fleet remains in a state of good repair.

BUSINESS CASE: Transmission test stand equipment allows for dynamically testing and diagnosing of rebuilt bus transmissions, prior to re-installation in the bus. The current test machine is over 30 years old, in need of repair, but no longer supported by the original manufacturer. The impact of not having the new machine is that we will be unable to validate rebuilds on the bench, requiring them to go into passenger service for testing which will result not only in failures that directly impacts riders, but could result in catastrophic failures of transmissions requiring complete replacement, as opposed the transmission test stand which detect problems before damage is done.
COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 8, 2023.

EXECUTIVE SUMMARY: In the course of routine maintenance of CapMetro’s bus fleet, the transmissions are rebuilt every 300,000 miles. A best practice when rebuilding transmissions is to bench test the transmission, running it through it courses, after the rebuild but prior to re-installation in the bus. Without a test stand, the transmission would need to be tested in passenger service which could result in not only inconveniencing passengers but could lead to catastrophic failure of the transmission requiring a completely new transmission instead of a minor repair or adjustment in the rebuild. CapMetro’s current test stand equipment is over 30-years old, in need of repair and upgrade, but which is no longer supported by the original equipment manufacturer. Replacing the outdated test stand ensures a state of good repair in CapMetro’s maintenance equipment.

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

PROCUREMENT: On August 18, 2023, an Invitation for Bids was issued and formerly advertised. By the closing date of September 18, 2023, one (1) bid was received from the following bidder:

<table>
<thead>
<tr>
<th>Bidder</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Test, LLC</td>
<td>$385,312.52</td>
</tr>
</tbody>
</table>

Power Test, LLC was the lowest, responsive, responsible bidder and submitted all the required documents with their bid, which was received prior to the established date and time for the receipt of bids. Power Test, LLC is not debarred on the Federal or State Debarred vendor lists. The price was determined to be fair and reasonable based on adequate competition and cost analysis. The contract is a fixed, unit price contract. The period of performance is 365 calendar days from notice to proceed.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2023-914

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the importance of providing equipment that allows service providers to keep the fleet operating in a safe and reliable condition.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to execute a contract with Power Test, LLC for a vehicle maintenance transmission test stand for total not to exceed $385,313.

Date: _______________________

Secretary of the Board
Becki Ross
Hicklin Edect
Transmission
Test Stand

includes: warranty & training
SUBJECT:
Approval of a resolution authorizing the President & CEO, or her designee, to finalise and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for network equipment and software for Cisco solutions in an amount not to exceed $285,592.

FISCAL IMPACT:
Funding for this action is available in the FY2024 Operating Budget

STRATEGIC PLAN:
Strategic Goal Alignment:
☒ 1. Internal/External Customer Service Excellence
☐ 2. Stakeholder Engagement
☐ 3. Financial and Environmental Sustainability
☐ 4. Staff Development
☒ 5. Agency Growth Management

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

EXPLANATION OF STRATEGIC ALIGNMENT: Maintaining a robust, reliable, and secure network ensures the continuity of CapMetro’s information systems. The Cisco Smartnet support agreement is a technical support service that allows World Wide Technology and CapMetro direct access to Cisco’s Technical Assistance Center (TAC) to ensure resolution of critical network issues and a procurement vehicle to purchase Cisco network equipment.

BUSINESS CASE: The Cisco Smartnet support agreement will provide maintenance and professional services for CapMetro’s network infrastructure. The support agreement will include the ability to directly access specialized Cisco technical services to assist staff in the management and resolution of production issues that may arise.
COMMITTEE RECOMMENDATION: This agenda item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 8, 2023.

EXECUTIVE SUMMARY: CapMetro depends on a robust, redundant, and secure network while also allowing for the expansion of the network to keep up with the service demands of CapMetro customers and departments. This Contract with World Wide Technology LLC will assist CapMetro in expanding and maintaining a highly available and resilient information systems network.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to no subcontracting opportunity.

PROCUREMENT: CapMetro will use the Department of Information Resources (DIR) Contract Number DIR-TSO-4167, held by Cisco System, to contract with World Wide Technology LLC, who is authorized to resell Cisco Branded Products and Services under Cisco’s DIR contract.

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 for Cisco SmartNet Hardware and Software Support was determined to be fair & reasonable by DIR’s organization during its solicitation and award process.

The pricing provided by World Wide Technology is the best value to CapMetro, considering cost analysis for Cisco SmartNet Hardware and Software Support using previous contract pricing and market rates. The term of the Contract is one (1) year from notice to proceed. The lump sum price is as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Lump Sum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco SmartNet Hardware and Software Support</td>
<td>$285,592.00</td>
</tr>
</tbody>
</table>

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology
WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to provide reliable and secure networking solutions; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to provide highly available systems for internal and external customers.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for network equipment and software for Cisco solutions in an amount not to exceed $285,592.

Date: ______________________

Secretary of the Board
Becki Ross
Operations, Planning and Safety Committee Item #: AI-2023-778  Agenda Date: 9/13/2023

Monthly Operations Update
Fixed-Route Ridership

Fixed-Route ridership measures unlinked passenger trips on CapMetro bus services (Bus, Express, and Rapid). Measure reported monthly.

Reported Period:
- September
- 2023

Performance Gauge:
- Monthly Ridership: 2.18M
- FY to Report Period Cumulative Ridership: 22.8M

Cumulative Ridership Change:
- Previous Year Same Month: 19.2%

Navigate between drill-down charts:
- By Month
- By Service Type
- By Route
- By Day of Week

Monthly Ridership

Fiscal Year
- Multiple selections
Fixed-Route On-Time Performance

On-time performance (OTP) for Bus and Express is measured as the percentage of actual departure times that are less than six minutes late and not prior to scheduled departure times. Rapid operates on a headway-based schedule; its OTP is measured as a difference of less than five minutes or 50 percent of the headway, whichever is less, than the preceding bus.

Monthly On-Time Performance

Fiscal Year

- 2023
Fixed-Route Mean Distance Between Failures (MDBF)

Measure reports the miles traveled between fixed-route bus mechanical failures that prevent the vehicle from completing a scheduled trip or starting the next scheduled trip because vehicle movement is limited or due to safety concerns.

MDBF by Service

<table>
<thead>
<tr>
<th>SERVICE NAME</th>
<th>MetroRapid</th>
<th>MetroExpress</th>
<th>MetroBus</th>
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<tbody>
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<td>5.3K</td>
<td>5.0K</td>
<td>5.4K</td>
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<tr>
<td>October</td>
<td>34.3K</td>
<td>34.3K</td>
<td>34.3K</td>
</tr>
<tr>
<td>November</td>
<td>23.9K</td>
<td>23.9K</td>
<td>23.9K</td>
</tr>
<tr>
<td>December</td>
<td>18.4K</td>
<td>18.4K</td>
<td>18.4K</td>
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<tr>
<td>January</td>
<td>3.9K</td>
<td>3.9K</td>
<td>3.9K</td>
</tr>
<tr>
<td>February</td>
<td>2.7K</td>
<td>2.7K</td>
<td>2.7K</td>
</tr>
<tr>
<td>March</td>
<td>5.4K</td>
<td>5.4K</td>
<td>5.4K</td>
</tr>
<tr>
<td>April</td>
<td>9.4K</td>
<td>9.4K</td>
<td>9.4K</td>
</tr>
<tr>
<td>May</td>
<td>14.0K</td>
<td>14.0K</td>
<td>14.0K</td>
</tr>
<tr>
<td>June</td>
<td>14.3K</td>
<td>14.3K</td>
<td>14.3K</td>
</tr>
<tr>
<td>July</td>
<td>9.5K</td>
<td>9.5K</td>
<td>9.5K</td>
</tr>
<tr>
<td>August</td>
<td>9.5K</td>
<td>9.5K</td>
<td>9.5K</td>
</tr>
<tr>
<td>September</td>
<td>21.6K</td>
<td>21.6K</td>
<td>21.6K</td>
</tr>
</tbody>
</table>
Performance Insights (Bus)

- Continuous Operational Objectives:
  - Continue to maintain 1% Vehicle Reliability Goal on a consistent basis
  - Monitor and reassess our current PMI Program
  - Implement new OTP adjustments (geo-fencing assessment)
  - Continue to push our Operations Service Sustainability Plan
  - Evaluate our APC data with ridership, to better manage service efficiency
CapMetro Access
ACCESS RIDERSHIP COMPARISON - 2022 to 2023

Monthly Ridership

34,000
39,000
44,000
49,000
54,000

<table>
<thead>
<tr>
<th>Month</th>
<th>FY2022</th>
<th>FY2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>44,964</td>
<td>47,259</td>
</tr>
<tr>
<td>Nov</td>
<td>41,690</td>
<td>41,856</td>
</tr>
<tr>
<td>Dec</td>
<td>42,015</td>
<td>42,217</td>
</tr>
<tr>
<td>Jan</td>
<td>36,916</td>
<td>43,402</td>
</tr>
<tr>
<td>Feb</td>
<td>35,707</td>
<td>40,490</td>
</tr>
<tr>
<td>Mar</td>
<td>45,566</td>
<td>48,963</td>
</tr>
<tr>
<td>Apr</td>
<td>44,849</td>
<td>45,272</td>
</tr>
<tr>
<td>May</td>
<td>46,607</td>
<td>47,905</td>
</tr>
<tr>
<td>Jun</td>
<td>45,721</td>
<td>46,533</td>
</tr>
<tr>
<td>Jul</td>
<td>43,797</td>
<td>45,748</td>
</tr>
<tr>
<td>Aug</td>
<td>48,907</td>
<td>50,423</td>
</tr>
<tr>
<td>Sep</td>
<td>47,084</td>
<td>47,266</td>
</tr>
</tbody>
</table>
Performance Insights

• Spare Launch – October 1st
• Spare Pay – November 1st
• Rider Tools - December 1st
• OTP: 89% in September (Trapeze) remains high at 95% with Spare for October.
RIDERSHIP PICKUP

PICKUP RIDERSHIP GROWTH - Previous 24 months

Ridership Change Over Previous Year 68.2%

CapMetro
RELIABILITY: PICKUP OTP

Pickup On-Time Performance

Pickup trips are on-time when a customer is picked up within 15 minutes of the requested pickup time.

Monthly On-Time Performance

<table>
<thead>
<tr>
<th>Month</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>75.9%</td>
<td>76.5%</td>
<td>79.3%</td>
</tr>
<tr>
<td>November</td>
<td>76.4%</td>
<td>74.2%</td>
<td>73.5%</td>
</tr>
<tr>
<td>December</td>
<td>74.2%</td>
<td>85.7%</td>
<td>88.3%</td>
</tr>
<tr>
<td>January</td>
<td>88.3%</td>
<td>91.1%</td>
<td>91.8%</td>
</tr>
<tr>
<td>February</td>
<td>91.8%</td>
<td>91.1%</td>
<td>86.2%</td>
</tr>
<tr>
<td>March</td>
<td>89.3%</td>
<td>90.2%</td>
<td>92.6%</td>
</tr>
<tr>
<td>April</td>
<td>92.6%</td>
<td>89.8%</td>
<td>86.0%</td>
</tr>
<tr>
<td>May</td>
<td>86.0%</td>
<td>88.5%</td>
<td>85.4%</td>
</tr>
<tr>
<td>June</td>
<td>85.4%</td>
<td>88.5%</td>
<td>88.3%</td>
</tr>
<tr>
<td>July</td>
<td>88.3%</td>
<td>89.8%</td>
<td>90.2%</td>
</tr>
<tr>
<td>August</td>
<td>90.2%</td>
<td>13.38%</td>
<td>13.38%</td>
</tr>
<tr>
<td>September</td>
<td>72.0%</td>
<td>72.5%</td>
<td>77.8%</td>
</tr>
</tbody>
</table>
Performance Insights - September

- Ridership growth continues to break records
- Customer Rating (1-5): 4.86
- Served 36,399 passengers. That’s 2,425 more passengers than previous monthly high.
- Averaging 4.61 customers per hour – very good for an on-demand type service.
CapMetro

MetroBike
RIDERSHIP METROBIKE

METROBIKE RIDERSHIP - Previous 11 months

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
</tr>
</thead>
</table>

(ACL)

(UT Summer Break)
MetroBike Insights

• Awarded $11.3M TASA grant
  • Rapid expansion will require the operations team to grow in FY 2024 to make the system great

• RFP is in the decision-making process for 10-year contract to modernize the system

• Old pedal bikes retired from service are being prepped for donation
Rail Service
Rail Ridership

Rail ridership measures unlinked passenger trips on CapMetro's rail service. Reported monthly.

Navigate between drill-down charts:

- By Month
- By Day of Week

Monthly Ridership

<table>
<thead>
<tr>
<th>Reporting Period:</th>
<th>Performance Gauge</th>
<th>Performance Gauge</th>
<th>Ridership Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2023</td>
<td>Monthly Ridership</td>
<td>FY to Report Period Cumulative Ridership</td>
<td>Previous Year Same Month: 1.4%</td>
</tr>
<tr>
<td></td>
<td>47.11K</td>
<td>475.5K</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0K - 94K</td>
<td>0.0K - 950.9K</td>
<td></td>
</tr>
</tbody>
</table>

Fiscal Year

- Multiple selections

2023

<table>
<thead>
<tr>
<th>Total Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2023</td>
</tr>
<tr>
<td>November 2023</td>
</tr>
<tr>
<td>December 2023</td>
</tr>
<tr>
<td>January 2023</td>
</tr>
<tr>
<td>February 2023</td>
</tr>
<tr>
<td>March 2023</td>
</tr>
<tr>
<td>April 2023</td>
</tr>
<tr>
<td>May 2023</td>
</tr>
<tr>
<td>June 2023</td>
</tr>
<tr>
<td>July 2023</td>
</tr>
<tr>
<td>August 2023</td>
</tr>
<tr>
<td>September 2023</td>
</tr>
</tbody>
</table>
Performance Insights

Rail Ridership

• Staff will continue to ride the train for audits/inspections once a month

• Continue outreach and reaching out to customers to understand their concerns

• Continue cross-functional meetings with internal staff to discuss course corrections, and (Planning, Safety, Marketing and Communications, Community Engagement)

• Review DMS protocols and procedures and ensure customers are adequately informed of the delays in service
Reliability KPI Scorecard

Rail On-Time Performance

On-time performance for Rail is measured as the percentage of actual departure times that are less than six minutes late and not prior to scheduled departure times.

Reporting Period:
- September
- 2023

Performance Gauge
- Monthly Average Percentage
- 93.4%
- 96.0%

OTP Change
- Previous Month: 2.4%
- Previous Year Same Month: 6.08%

Monthly On-Time Performance

Fiscal Year
- All

October | November | December | January | February | March | April | May | June | July | August | September
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
87.6% | 88.6% | 91.3% | 92.4% | 93.1% | 90.9% | 90.2% | 92.4% | 90.8% | 90.9% | 90.6% | 93.4%
87.0% | 87.2% | 89.1% | 87.7% | 87.8% | 88.8% | 89.3% | 91.2% | 91.2% | 88.1% | 88.7% | 88.1%
Performance Insights

Rail On-Time Performance

• Maximize the alignment as it is until double tracking is completed

• Having discussions with Planning using Park siding

• Working with Safety on crossing encroachment

• Trespassers - Be proactive with Community Engagement; Operations Life Saver at community meetings/events, churches, schools
Rail Mean Distance Between Failures (MDBF)

Measure reports the miles traveled between bus mechanical failures that prevent the vehicle from completing a scheduled trip or starting the next scheduled trip because vehicle movement is limited or due to safety concerns.

MDBF by Month

Year: 2021, 2022, 2023

Fiscal Year:
- All

Performance Gauge
- Average
  - Reporting Period:
    - September
    - 2023
  - Change
    - Previous Month: -60.54%

MDBF by Month Graph:
- September: 7.68K miles
- October: [Graph Data]
- November: [Graph Data]
- December: [Graph Data]
- January: [Graph Data]
- February: [Graph Data]
- March: [Graph Data]
- April: [Graph Data]
- May: [Graph Data]
- June: [Graph Data]
- July: [Graph Data]
- August: [Graph Data]
- September: [Graph Data]
Performance Insights

Rail Mean Distance Between Failures

• Continue to look at trends, analyze faults and failures
• Continue to rotate trains on different runs
• Looking at timelines of ordering parts
• Develop a strategy to boost productivity and expedite task completion
  • Prioritize overhauls
  • Increase train inspections
  • Enhance preventative maintenance efforts