



**Agenda**  
**Capital Metropolitan**  
**Transportation Authority**  
**Board of Directors**

2910 East 5th Street  
Austin, TX 78702

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**Monday, September 27, 2021                      12:00 PM                      2910 East 5th Street, Austin, TX**  
**78704**

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This meeting will be livestreamed at <http://capmetrotx.legistar.com>

**I. Call to Order**

**II. Public Comment:**

**III. Advisory Committee Update:**

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

**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. Consent Items**

1. Approval of minutes from the August 30, 2021 Capital Metro board meeting.
2. Approval of a resolution authorizing the President & CEO, or his designee, to amend the Transit Speed and Reliability Interlocal Agreement with the City of Austin for the design, management, construction, and maintenance of transportation infrastructure projects that will improve transit speed, safety, reliability, and customer comfort ("ILA") by extending the term of the ILA and increasing funding for the ILA in an amount not to exceed \$6 million.
3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a one-year Interlocal Agreement (ILA) with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$237,111 in FTA Section 5307 Funds and \$911,854 in local funds from Travis County per year.

4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Amendment No. 1 to the Interlocal Agreement with the city of Pflugerville for operation of Pickup Pilot service to extend the term of the Pickup Pilot through March 22, 2022 and update the cost allocation for the Pickup Service Pilot.
5. Approval of a resolution authorizing the President & CEO, or his designee, to amend the Interlocal Agreement with the City of Round Rock for operation of transit service and to increase the fees for service by \$388,201 for a total reimbursement not to exceed \$5,246,443.
6. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an interlocal agreement with Austin Community College for a bus stop at ACC's Cypress Creek Campus on Capital Metro's Route 214 (or its successor route) through September 30, 2026.
7. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment No. 4 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,206,657.
8. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment 2 to Supplement No.10 to the Master Regional Mobility Agreement with Capital Area Rural Transportation System (CARTS) for the provision of transit services to Travis County for a period of up to one year in an amount not to exceed \$342,638.
9. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Interlocal Agreement with the City of Georgetown for operation of Limited Paratransit Service for an amount not to exceed \$162,684 in FTA funds and \$244,026 in local funds from the City of Georgetown.
10. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an addendum to the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit Service to the City of Georgetown for a period of one year in an amount not to exceed \$387,342.
11. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment 3 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for a period of one (1) year in an amount not to exceed \$698,000.
12. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment No. 3 to CARTS Supplement No. 4 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$210,000.

## **VI. Action Items:**

1. Approval of the Fiscal Year 2022 Operating and Capital Budget and Five-Year Capital Improvement Plan

2. Approval of a resolution authorizing the President & CEO or his designee, to finalize and execute contracts with New Flyer of America Inc. and Proterra Inc., to purchase up to 197 battery electric transit buses, vehicle chargers, and related equipment over a five-year period in a total amount not to exceed \$ 254,984,090.
3. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a task order contract with Pinnacle Consulting Management Group, Inc. and Stateside Right of Way Services for FTA Consulting and Relocation Assistance Services in the aggregate amount not to exceed \$5,450,000 for the base period of three (3) years and three (3) one-year options.

**VII. Discussion Items:**

1. Operations Update
2. Capital Metro 2021 Perception Survey
3. Update on Project Connect.
4. Public Transportation Agency Safety Plan (PTASP) Update

**VIII. Reports:**

1. President & CEO Update

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

Section 551.071 for Legal Issues related to contract provisions.

**X. Items for Future Discussion:****XI. 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](mailto:ed.easton@capmetro.org) if you need more information.*

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

*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

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Board of Directors

**Item #:** AI-2021-189

**Agenda Date:** 8/30/2021

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Customer Service Advisory Committee (CSAC)

**Capital Metropolitan Transportation Authority**  
**Customer Satisfaction Advisory Committee (CSAC) Meeting Minutes**  
**Wednesday, September 8, 2021**  
**Virtual Presentation**  
**6:30 p.m. – 7:30 p.m.**

**Attendance:** Yannis Banks, James Bush, David Foster, David Shapiro, Jacqueline Evans, Fangda Ju, Kathrine Gonzales, Betsy Greenberg, Daniella Madubuike, Tangee Modley, JoAnne Ortiz, Edna Parra, Brooks Ruven, Ephraim Taylor, Xiaojing Wang

**Welcome / Introductions / Call to Order**

**Public Communications**

**Brooks Ruven:** Does CapMetro have a Chief Medical Officer? And in relation with the [eight] deaths within the Agency, is it tied to exposure from work?

- **Joanne Ortiz:** We do not have a CMO, Gardner Tabon (Risk Management & Safety Director) has taken on the role of COVID – 19 safety and prevention within the Agency. We cannot determine if their deaths were in relation to their work. We do have provisions and protocols in place to suppress the spread of the virus within our control. Like air filtration in the buses and cleaning surfaces regularly.
- **Edna Parra:** We have a program manager who does report on Health & Wellness, if there's information that he can provide, I can share that with the group.

**Ephraim Taylor:** I have a question regarding the September Service Changes. Are the changes going to be permanent or are they reactionary to COVID and staffing?

- **Tangee Modley:** They are mostly due to staffing shortages; we are hiring immediately with a lot of incentives for new drivers including a \$3,500 sign on bonus. This is a nationwide shortage. When we have more human resources, we can then re-assess the service.

**Diversity, Equity and Inclusion Policy Updates**

*Jaqueline Evans; Director of Diversity, Equity & Inclusion*

**Jaquelin Evans:** This has already been presented to the Board of Directors, these stats will be updated in January [2022]. This is based on our current Fiscal Year [10/01/2020 - 03/31/2021]

**Diversity Updates**

- We have a total workforce of 2,047 employees
- Gender Demographic
  - 68% Male workforce
  - 32% Female workforce
- Race Demographic
  - 26% White
  - 42% African American
  - 26% Hispanic
  - 03% Asian Pacific
  - 03% Two or More Races

*These numbers reflect the combined total of CMTA employees and Service Providers Operators*

**Promotion Demographics**

- There has been a total of 32 Promotions & Reclassifications for the current Fiscal Year
- By Race

- 56% white
- 25% African American
- 09% Hispanic
- 06% Asian
- 04% Two or More Races
- By Gender
  - 59% Male
  - 41% Female

**New Hire Demographics**

- There has been a total of 36 New Hires for the current Fiscal Year
- By Race
  - 61% White
  - 17%Hispanic
  - 14% African American
  - 03% Asian Pacific
  - 05% Not Specified
- By Gender
  - 53% Male
  - 47% Female

Fiscal Year 2020 DBE Goal: 19%			
	DBE Achievement	Total Contract Amount	Total DBE commitment Amount
Annual Goal	18.7%	\$13,886,945	\$2,599,759

Fiscal Year 2021 SBE Goal: 21%			
	SBE Achievement	Total Contract Amount	Total SBE commitment Amount
10/01/2020 - 03/31/2021	66%	\$2,645,733	\$1,747,935

**Definitions**

- *Diversity*
  - The range of human differences, including but not limited to Race, Ethnicity, Gender Identity, Sexual Orientation, Age, Social Group, Physical or Mental Disability or Functional Ability, Religion, National Origin, Language, Spoken or Political Belief.
- *Equity*
  - Fairness in process distribution of resources, opportunity, and provision of varying levels of support to achieve greater fairness of outcomes.
- *Racial Equity*
  - In acknowledgement of historical inequality based on race, where race no longer determines one’s outcomes and when everyone has what they need to thrive.
- *Inclusion*
  - Involvement and empowerment, where everyone feels welcomed, respected, supported, and valued.

**Equity Initiative**

- Pick-up Zones added
- Norwood Bus Stop Improvement Project
- Bus Stop Lighting and Accessibility Improvements

- Fare Capping Pilot
- Free Transit to Vaccines
- Weekends Free (June – July 4<sup>th</sup>)
- Juneteenth Holiday Observation

**David Foster:** Will the demos be broken down into separate categories of Job type? Do these numbers also include CapMetro employees and operators? How well are people of color doing in Administrative CapMetro work as well as Operation workers?

- **Jaqueline Evans:** Yes, Service Operators refers to Bus drivers, train drivers and other transit operates. The CapMetro category refers to Administration.
- **Kathrine Gonzles:** Looking at the number and stats, it shows we are more diverse than the actual population of Austin, which is great to see!

**Ephraim Taylor:** Does the hiring number [32 new employees] refer to both Operators and CapMetro?

- **Jaqueline Evans:** That number only reflects CapMetro employees, excluding Operator new hires.

**Betsy Greenberg:** Do these numbers also reflect the ridership demographics as well?

- **Jaqueline Evans:** We currently don't collect that data on ridership demographics.
- **JoAnne Ortiz:** We do have zip code data, but that's about it that we collect on riders.

**Brooks Ruven:** There was a survey for demographics during 2020, but that was skewed due to the Pandemic to people who needed to use metro services verses the overall ridership data.

## Project Connect Update

*Yannis Banks, Community Engagement Manager*

- Just finished the open houses for **Orange & Blue** line.
- We do have virtual community meetings for the **Red** line and **MetroRapid**
- We will be having some design workshops for the station design for Pleasant Valley, Riverside, Norwood Transit Center, 29<sup>th</sup> Street and stations along the **Blue & Orange** line corridors, all of which will be available to view online.
- We have launched new Pickup Zones this month.
- We are having open conversations with people and businesses that would be affected by the building of the Lines.

**David Foster:** How is CapMetro engaging with business owners along the Project Connect corridors that would be affected by the construction of the new lines?

- **Yannis Banks:** We are reaching out to business owners who are along the corridor and informing them of plans to make sure they are engaged with the Project Connect line information, through direct communication and letters. We are currently at 15% design so not much information has been dispelled out until we have more concrete plans on where the line specifically will be and who will be impacted. We won't be at 30% design until next summer [2022].

## Metro Rapid Update

*Katherine Gonzalez; Project Manager*

MetroRapid Service Update:

- 10-minute peak service; limited stops
- Corridor based BRT (Bus Rapid Transit) in mixed traffic
- Transit Signal priority treatment

- All new vehicles will be zero emissions
- Currently working on 2 Project Connect projects. MetroRapid Expo and Pleasant Valley line.
- Expo Line Objectives
  - Establish high-quality transit service east of IH35
  - Provide service from northeast Austin to Downtown
  - Connect and improve access to major developments and destinations
- Pleasant Valley Objectives
  - Establish high-quality transit service east of IH35
  - Provide service to Southeast Austin, a growth area for new development and redevelopment
  - Connect and improve access to major developments and destinations
  - Transfer opportunities with future Blue and Green lines
- MetroRapid Service Amenities
  - In conception, there are 2 new Station Selter designs. Full & Neighborhood sized. We plan to implement solar panels wherever possible and add CCTV cameras for added security. To aid in service information Dynamic Message Screen will relay real time arrival information and other relevant data to passengers at the stop. Ticket vending machines are also planned to be added hasten the boarding procedure. With larger shelters, there is the potential to add public art, community information panels and greenery to liven up the scene.

**Betsy Greenburg:** How do we address stops that are across the street from each other, making it difficult for people to catch their transfers?

- **Kathrine Gonzales:** We have tried to combine stations wherever possible to alleviate that concern. There are some stations that make it difficult to connect and consolidate them, but we do the best we can to connect them easier for passengers.

**Betsy Greenburg:** How long are the Expo and Pleasant Valley Lines?

- **Kathrine Gonzales:** Expo line is 26 miles. Pleasant Valley line is 32 miles

**Betsy Greenburg:** When are they expected to be operational?

- **Kathrine Gonzales:** Mid 2023

**Kathrine Gonzales:** We have heard people don't want massive stations, so we are designing neighborhood sized stations wherever possible.

**Betsy Greenburg:** will the stops be separated from other lines? The Rapid stop is typically not connected to the street well enough for a transfer passenger.

- **Kathrine Gonzales:** We are trying to design stations to not impede traffic flow and be accessible, so transfers are made easier.

**Expo & Pleasant Valley Budget**

- Half of the funding is expected to come from Federal Grants.
- Expo Line: \$44.6 Million (Mid 2023 Launch)
- Pleasant Valley: \$48.9 Million (Mid 2023 Launch)
  - Expo and Pleasant Valley Lines Federal Transit Administration grant funding included in President's budget (May 2021)
  - The environmental approval process is complete with the groundbreaking expected for December 2021 and January 2022. The lines are expected to launch service in mid 2023.

## MetroRapid Outreach

- We have had virtual Open houses to engage with the public and Community Meetings, that have happened in February and April of 2021. Community groups and Homeowners' Associations have been updated on status of the line. In the past week, there has been an Access Committee Meeting (09/01/2021).

**Brooks Ruven:** Does any look at these routes and consider how future upgrades would be implemented?

- **Kathrine Gonzales:** As of right now, this is how we are considering the future of the lines, being served by MetroRapid. Typically, light rail follows along after a BRT route after having shown increased demand in the route.
- **Danniella Madubuike:** We have not had any form of conversation about upgrading the route that far into the future. Though it is an excellent point to bring up about expanded growth.

**David Foster:** The Expo line is projected to intersect with the Gold line, is the plan to allow one to lead to the other or will the Expo line eventually be phased out?

- **Kathrine Gonzales:** the two lines are meant to supplement each other and the wider Transit network, currently we do not have any plans of phasing our lines out of service.

**David Foster:** What is the status of Manchaca rapid express line?

- **Kathrine Gonzales:** We plan to extend a line down to Manchaca and Tanglewood and Slaughter. We are awaiting TXDOT to complete some of their projects before extending that line. Reason being, as to not clutter and further close the streets for more construction. TXDOT plans on being completed with their project in 2026. Manchaca will receive service by late 2023 or early 2024.

**David Foster:** the Manchaca and Oak Hill Line split into two, does this mean service on those lines would be cut in half?

- **Kathrine Gonzales:** It means they will be twice as frequent.

## Service Changes for September

*Danniella Madubuike; Transportation Planner*

**CapMetro is suffering from a driver shortage, so to compensate with that there are going to be service changes happening on Sunday September 19<sup>th</sup>, 2021.**

## Conditions Influencing Service:

- COVID – 19 and the Pandemic.
- Reverted to stage 5 several weeks after reaching Stage 2
- Services currently operating on adjusted August 202 COVID levels
- Labor shortages and illness impacting daily delivery of services
- Temporary changes to services to ensure consistency to meet demands
- 

**Danniella Madubuike:** We need to continue monitoring COVID status, the labor shortage and adjust accordingly to keep service running.

## Staffing Shortage:

- 80 operators short each day
- 10% of service not operating each day

- Operators do not have the capacity for overtime work – impacting special events such as Austin FC
- Some operators have also opted to retire, so that further our complicates our staffing shortage.

**Temporary Solution:**

- Adjust service levels to match the number of available operators
  - o Remove enhanced frequency improvement on routes 1, 2, 10, 20 & 300
  - o Temporarily reduce Weekday frequency on Routes 18, 217, & 335
  - o Temporarily reduce Saturday/Sunday frequency on routes 2, 4, 17, 18, 217, 311, 325, 333, 335 & 337
  - o For more details: <https://www.capmetro.org/september2021>

**High – Frequency Routes**

- Routes 1, 2, 10, 20 & 300
  - o 10-12 minutes to 15 minutes
- Routes 2, 4, 17, 18, 217, 311, 325, 333, 335 & 337
  - o Route 311 from 15 minutes to 20 minutes
  - o All others 15 minutes to 30 minutes
- Routes 18, 217, & 335
  - o 15 minutes to 30 minutes

**MetroRapid Service Change:**

- Temporarily Suspend Late Night Thursday – Saturday service
  - o Service ends at 12 AM instead of 3 AM
- Temporarily Reduce Evenings (8 PM – 10 PM) Frequency
  - o 15 minutes to 20 minutes

**Regular Service:**

- Return to Pre-Covid Frequency – Route 1
  - o 20-30 minutes to 30 minutes
- Other Routes: No Changes
  - o Express
  - o Flyers
  - o MetroRail
- Routes 981 & 987 remain suspended

**Specials:**

- Suspend E-Bus (as of 08/26/2021)
- No Changes to:
  - o UT Service
  - o Night Owls
  - o Rail Connectors
  - o Senior Routes

Holiday	Current Schedule	Future Schedule
Thanksgiving	Reduced Sunday	No Change

Black Friday	Modified Saturday	New Sunday
Christmas Day	Reduced Sunday	No Change
New Year's Day	Regular Sunday	New Sunday
MLK Day	Saturday	New Saturday

**Taylor Ephraim:** When can we expect service to return to normal?

- **Daniella Madubuiké:** We cannot put a date on it, but only monitor closely the evolving situation as adjust accordingly.

**Meeting Systems Update**

*Edna Parra; Community Engagement & Outreach Manager*

Update on members

Any questions from the recent changes to the meeting recordings

Also, Outlook invite will be resent with the new link, and that same link will be on the webpage, and I will also send that through email, along with the agenda and minutes before each meeting.

**Chair Taylor – Edna Parra** will follow up with Chair Prentice to set up a meeting to discuss what the board update will look like, and make sure he has the invite and information on how to log on.

*Next Meeting October 13<sup>th</sup>, 2021 @ 6:00PM*

***Approval of the minutes***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-190

**Agenda Date:** 8/30/2021

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Access Advisory Committee

**Capital Metropolitan Transportation Authority - DRAFT**  
**Access Advisory Committee**  
**Wednesday, September 1, 2021**  
**Virtual Presentation**  
**5:30 PM – 7:30 PM**

**Attendees**

**Committee Members:** Andrew Bernet, Estella Barrera, John McNabb, Mike Gorse, Otmar Foehner, Chris Prentice, Paul Hunt, Glenda Born, Raul Vela,

**Capital Metro Staff:** Brian Carter, Chad Ballentine, Kenneth Cartwright, Suzie Edrington, Jacqueline Evans, Kathrine Gonzales, Martin Kareithi, Jesse Marroquin, JoAnne Ortiz, Jonathan Tanzar, Yannis Banks, Kevin Conlan, Marcus Guerrero, Danniella Madubuik, Edna Parra

**Welcome / Introductions / Call to Order**

**Mike Grose** had an issue over the weekend where he wanted to buy a 1-Day Pass for the Metro but did not see this option. Reason being, CapMetro gave free weekend service for the month of June and took this option away on the app. Mr. Grose suggested that a notice on the app/push notification on one's phone might be a helpful solution for a situation like this.

- To resolve this issue, a note is being sent to the IT Department / App Development Team.

**Otmar Foehner** raised an issue 1<sup>1/2</sup> years ago about the MetroAccess vehicles having a GPS Tracking Feature. Is this feature still being developed?

- **Chad Ballentine:** We are purchasing new tracking software with the hopeful internal adoption in Fall 2021, with plans of full implementation in 2022. This feature is part of a robust renovation of the Metro Scheduling Algorithm and Passenger Information System within the mobile app for passengers to know where their Bus/Train/Tram is, and when it will arrive.

**Paul Hunt:** When can he expect to receive his free monthly Metro Pass and he re-iterates an ongoing issue of delays in our system, especially on major commuter routes.

- **Chad Ballentine:** We are aware of delays in the network and are trying to on-board as many drivers as possible with incentives like sign-on bonuses. The current sign-on bonus is \$3,500.00.

**Glenda Born:** How is the staffing issue being addressed and what are we doing to incentivize drivers to stay and bring on more drivers? How do the veteran drivers feel about the sign-on bonus only for new drivers?

- **Chad Ballentine:** We give veteran drivers first choice in picking routes they want to drive and seniority on work hours.
  - **Glenda Born:** What about burn out? And after getting new drivers, how do we get them to stay?
- **Chad Ballentine:** Retention has not been a major problem for us, growth is.

**Brian Carter:** *We have given notification to customers for a service adjustment, effective Sep. 19<sup>th</sup>, 2021, to better serve the system as whole. Read More: <https://www.capmetro.org/september2021>*

**Mike Grose:** Are other Transit Agencies experiencing labor issues as well, in line with the national labor shortage?

- From committee and staff: A numerous amount of Transit agencies across the country and other industries are facing labor shortages for several reasons.

**Project Connect Update**

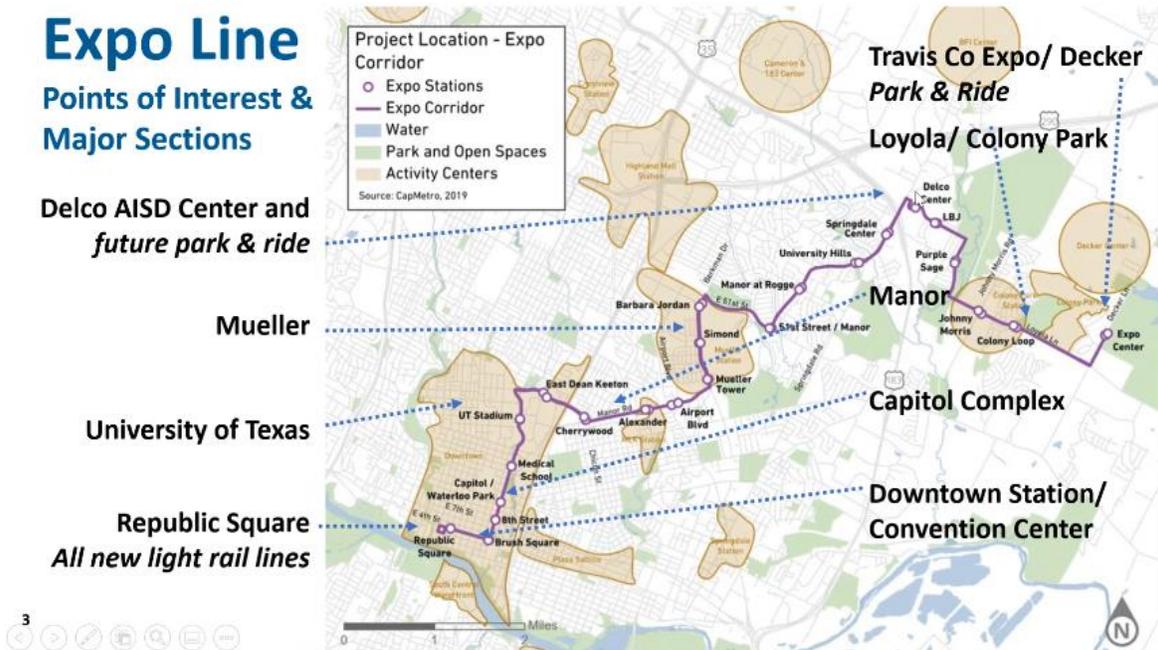
Yannis Banks, Community Engagement Manager

- Just finished the open houses for Orange and Blue line.
- We do have virtual community meetings for the Red line and MetroRapid
- We will be having some design workshops for the station design for Pleasant Valley, Riverside, Norwood Transit Center, 29<sup>th</sup> Street and stations along the Blue and Orange line corridors, all of which will be available to view online.
- We are having open conversations with people and businesses that would be affected by the building of the Lines.

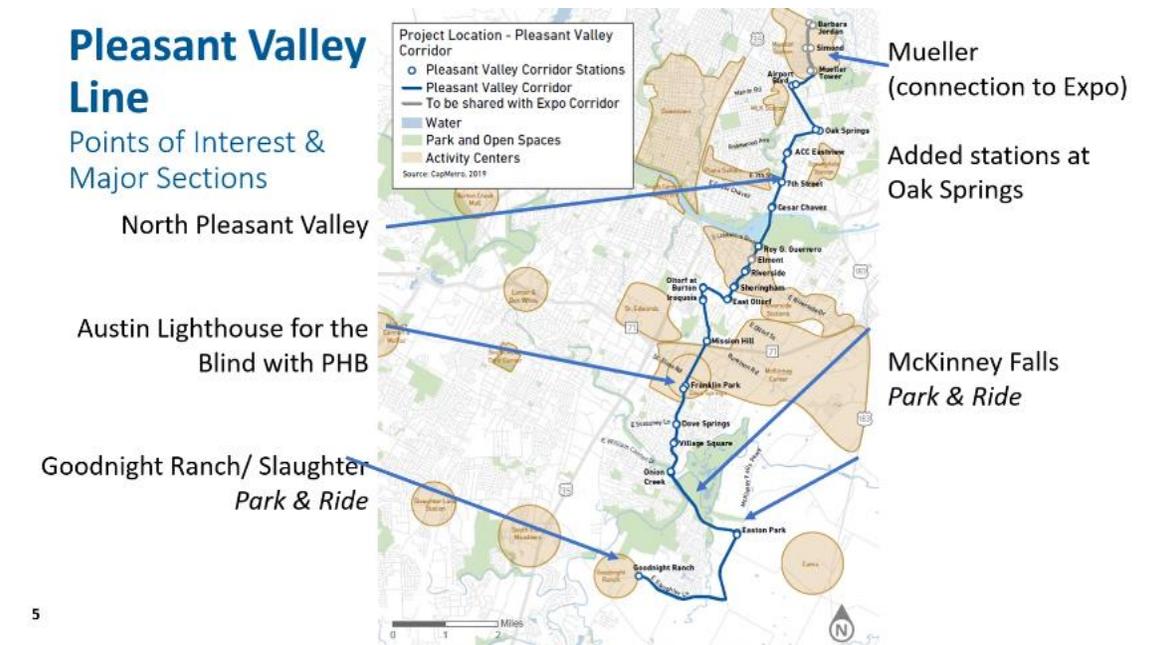
**MetroRapid Update:**

Kathrine Gonzales, Project Manager

- Currently working on 2 Project Connect projects. MetroRapid Expo and Pleasant Valley line.
- Expo Line Objectives are to establish high-quality transit service east of IH35, and to provide service from northeast Austin to Downtown
  - Connect and improve access to major developments and destinations



- Pleasant Valley Objectives are to establish high-quality transit service east of IH35, provide service to Southeast Austin, a growth area for new development and redevelopment, connect and improve access to major developments and destinations, and transfer opportunities with future Blue and Green lines.
  - View PowerPoint for line details:



## MetroRapid Update (Continued):

**Kathrine Gonzales:**

- Expo & Pleasant Valley MetroRapid Lines
  - All electric fleet
  - 10-minute service
- Schedule
  - Engineering Phase
  - Construction between December 2021 – Mid 2023
  - In service by Mid 2023
- New MetroRapid Shelter Concept
  - Latest shelter design in progress
  - Dynamic message screens, real time arrival information
  - Solar where possible
  - Security cameras
  - Ticket Vending Machine at select locations
- Passenger Amenities
  - Floating stops and bulb outs with shared use path
  - Rectangular Rapid Flashing Beacon installation: [Example](#)
  - Pedestrian Hybrid Beacon Installation: [Example](#)
- Main goal is improving Pedestrian safety using infrastructure to better engage drivers with crossing pedestrians.
  - Considerations need to be made about accessibility for blind and deaf pedestrians.



**Glenda Born:** Wanted to know considerations for a Dog Guide user.

- **Martin Kareithi:** We have not used a dog guide user, but that is a clever idea.

**Paul Hunt:** The need for consistency. Indications made to where to cross and how to use the infrastructure for disabled users. Also, curious to know why we need specific pedestrian crossing infrastructure, when a typical crossing intersection is good enough?

- **Martin Kareithi:** It is more than only accessibility. Heavy vehicular traffic contributes to using a traffic control device that does not stop traffic regularly, but only when a pedestrian specifically wants to cross the street.
  - **Paul Hunt:** Give enough time for people with mobility issues to cross the street.
- **Kathrine Gonzales:** There is a median island for pedestrians to harbor while crossing the street.
  - **Paul Hunt:** There should be an audible/visual cue you are on the median, to avoid the unfortunate event of missing the median refuge area.
  - **Glenda Born:** In louder areas of traffic, the audio cues need to be loud enough for people to hear.
- **Martin Kareithi:** Excellent feedback, we do want to be as accessible as possible to all citizens.

**Paul Hunt:** Bus Stop sign placement; they are not consistent and difficult to locate.

- **Kathrine Gonzales:** We place the signs where the front of the bus is supposed to stop.
- **Martin Kareithi:** We need to make note of where the sign is in relation to the bench, and sometimes it is a tight space. So, drivers must make a judgement call on where to stop and how much space is allocated to the bus and other station amenities, so the bus door is not obstructed.

**Glenda Born:** enquired about street crossings for wheelchair users, and wants to make sure they are considered, as well as the loudness of the signals for the hearing-impaired matters as well.

**Estrella Barrera:** Motorized wheelchairs need more space than a manual wheelchair, so space allocation needs to be thought of too.

**Mike Grose:** An app issue involving timetables and bus stop locations and user location not refreshing in the app. Making it difficult to find the stations.

- **Martin Kareithi:** This is a Wayfinding issue and is on the docket to be addressed by a third-party App Development team soon.
  - **Mike Grose:** It would be great if there was a way for the app to be pin-point accurate, where it can detect you walking up to the bench of a station.

**Andrew Bernet:** Regarding the app, the City of Austin has partnered with Ford and Tappy Guide to cover “First Mile – Last Mile” commuting solutions.

**Kathrine Gonzales** asks **Martin Kareithi**: If a person on the Committee sees a Station that they really like and would like to commend, or see a Station that they think needs improvement, what is the pathway for them to do so?

- **Martin Kareithi**: Everyone here has my contact information, so they are allowed to reach me on their concerns on the status of stations.

**Kathrine Gonzales** on the matter of Floating Stops: We have seen the success and accessibility offered by Floating Stops, but there are a few around the city that need more upkeep than they are currently offered. The state of repair of Stations is of high priority.

**Glenda Born**: On the materials being used at the stations, whether they become too hot in the summer months for people with Guide Dogs, or wheelchair users, if the surface gets too hot to be hospitable for those people and the dogs. Will these stops be shaded for comfort?

- **Kathrine Gonzales**: We will have shelters and benches placed in stations that need them, to make them more comfortable and secure for people and animals. Currently we use lighter colored concrete, which expels heat better than asphalt or darker colored ground.
  - **Glenda Born**: A lot of people who would normally take the bus opt for MetroAccess instead, for the safety of their animals during the heat of summer.

**Paul Hunt**: Has there been consideration to have Floating Bus stops, with shared space for pedestrians and cyclists that is shaded?

- **Kathrine Gonzales**: No, we have not. There are a few locations where the right way is narrow. And Austin Transportation has a specific design criterion on how bike paths are constructed.

## Service Changes for September

*Danniella Madubuike; Transportation Planner*

**CapMetro is suffering from a driver shortage, so to compensate with that there is going to be service changes happening on Sunday September 19<sup>th</sup>, 2021.**

### Conditions Influencing Service:

- COVID – 19 and the Pandemic.
- Reverted to stage 5 several weeks after reaching Stage 2
- Services currently operating on adjusted August 202 COVID levels
- Labor shortages and illness impacting daily delivery of services
- Temporary changes to services to ensure consistency to meet demands

**Daniella Madubuike**: We need to continue monitoring COVID status, the labor shortage and adjust accordingly to keep service running.

### Staffing Shortage:

- 80% operators short each day
- 10% of service not operating each day
- Operators do not have the capacity for overtime work – impacting special events such as Austin FC

### Temporary Solution:

- Adjust service levels to match the number of available operators
  - Remove enhanced frequency improvement on routes 1, 2, 10, 20 & 300
  - Temporarily reduce Weekday frequency on Routes 18, 217, & 335
  - Temporarily reduce Saturday/Sunday frequency on routes 2, 4, 17, 18, 217, 311, 325, 333, 335 & 337
  - For more details: <https://www.capmetro.org/september2021>

### High – Frequency Routes

- Routes 1, 2, 10, 20 & 300
  - 10-12 minutes to 15 minutes
- Routes 2, 4, 17, 18, 217, 311, 325, 333, 335 & 337
  - Route 311 from 15 minutes to 20 minutes
  - All others 15 minutes to 30 minutes
- Routes 18, 217, & 335

- 15 minutes to 30 minutes

**Paul Hunt:** [CapMetro] made a commitment to make frequent routes 15 minutes, so although this is an emergency, please keep this temporary as people depend on these routes. We also expect the RapidMetro routes as active as they can.

**Daniella Madubuike:** We will try to keep the routes as serviceable as possible, but this is an issue that is affecting not just us, but the whole country. So, we will continue to give the most service we can with the resources we have available. The goal is to hire more operators and get the service back to what it used to be. MetroRapid will continue its usual service during the working day time.

**MetroRapid Service Change:**

- Temporarily Suspend Late Night Thursday – Saturday service
  - Service ends at 12 AM instead of 3 AM
- Temporarily Reduce Evenings (8 PM – 10 PM) Frequency
  - 15 minutes to 20 minutes

**Regular Service:**

- Return to Pre-Covid Frequency – Route 1
  - 20-30 minutes to 30 minutes
- Other Routes: No Changes
  - Express
  - Flyers
  - MetroRail
- Routes 981 & 987 remain suspended

**Specials:**

- Suspend E-Bus (as of 08/26/2021)
- No Changes to:
  - UT Service
  - Night Owls
  - Rail Connectors
  - Senior Routes

Holiday	Current Schedule	Future Schedule
Thanksgiving	Reduced Sunday	No Change
Black Friday	Modified Saturday	New Sunday
Christmas Day	Reduced Sunday	No Change
New Year’s Day	Regular Sunday	New Sunday
MLK Day	Saturday	New Saturday

**CapMetro App Details:**

*Jonathan Tanzer; Technology Systems Program Manager*

There was an app update today (08/01/2021) for the Customer Payment System

- Trip Planner launched in Summer 2021
- Plan trips using the CapMetro app or Pickup App
- Combines all CapMetro services to give user the best and alternate routes to use to get to destination.
  - Buses
  - Trains
  - Pickup Vans
- Part of the update involved contacting Apple to allow the CapMetro app take priority over Apple Wallet, as to not close the app in favor of Apple Wallet. Which was causes issues for iPhone users.

**Full Account Based System Upgrade:**

- Upgrade to full account-based system
- Deploy physical smart cards
  - Tap & Pay branded smart cards

- Accommodates customers without a smartphone
- Mass distribution through street teams and the Transit Store
- Constrained Supply Channels
- Activate virtual smart cards in CapMetro App
- Enable fare capping pilot

#### **CapMetro App Details (Continued):**

- **Prepare for Release Readiness**
  - Testing planned for Winter 2021 prior to ready for customer release
  - Multiple rounds of testing between Bytemark (Transit software company), Capital Metro and a third-party testing agency
  - Pilot testing with an opportunity for community members to test prior to the customer launch
- **Release Timeframe & Customer Communication**
  - Ready for Customer Release: Winter to Spring 2022
  - Customer Outreach and Marketing to support the release

#### **Future App Upgrades:**

- Phase 4: Open Payment
  - Tap & Pay with NFC credit cards
- Phase 5: Integrations
  - Customer Relationship Management System
  - Data Warehouse & Business Intelligence
  - Enterprise Resource Planning
- Phase 6: Cash Farebox & Vaulting

#### **Meeting Systems Update**

*Edna Parra; Community Engagement & Outreach Manager*

Made sure that everyone that needed a service pass was on the list.

Adding Mike Grose and following up with Paul Hunt to make sure he got his pass

Went over the latest changes and made sure that no one in the group had any questions. Went over the plan to publicize the meeting and then posting everything online.

Also, Outlook invite will be resent with the new link, and that same link will be on the webpage, and I will also send that through email, along with the agenda and minutes before each meeting.

**Chair Prentice – Edna Parra** will follow up with Chair Prentice to set up a meeting to discuss what the board update will look like, and make sure he has the invite and information on how to log on.

***Jaqueline Evans was unable to present to the committee due to time constraints and will be added to next month's agenda.***

***August's meeting minutes were approved.***

***Next Full Board Meeting September 27<sup>th</sup>, 2021***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-208

**Agenda Date:** 9/27/2021

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Approval of minutes from the August 30, 2021 Capital Metro board meeting.



**Minutes**  
**Capital Metropolitan**  
**Transportation Authority**  
**Board of Directors**

2910 East 5th Street  
Austin, TX 78702

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**Monday, August 30, 2021**

**12:00 PM**

**Videoconference Meeting**

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**12:05 p.m. Meeting Called to Order.**

**Present:** Cooper, Travillion, Stratton, Renteria, Kitchen, Pool, Mitchell, and Ross

**I. Public Comment:**

The following individuals provided public comment: Brent Payne, Isaiah Smith, Adwana DeVine, Awais Azhar, Stephen Zigmund, Kathy Mitchell, Joao Paulo Connolly, Jasmine Smith and Gavino Fernandez.

**II. Advisory Committee Updates:**

1. Customer Service Advisory Committee (CSAC)  
Due to time constraints no report was given this month.
2. Access Advisory Committee  
Due to time constraints no report was given this month.

**III. Board Committee Updates:**

1. Operations, Planning and Safety Committee  
Due to time constraints no report was given this month.
2. Finance, Audit and Administration Committee  
Due to time constraints no report was given this month.
3. CAMPO update  
Due to time constraints no report was given this month.
4. Austin Transit Partnership Update  
Due to time constraints no report was given this month.

**IV. Consent Items**

Zenobia Joseph provided public comment related to the Texas Transportation Institute item prior to the vote.

\*The previous Consent Item #5 from the posted agenda -- the Transit Speed and Reliability ILA -- was postponed until September to allow staff more time to finalize the agreement.

A motion was made by Board Member Pool, seconded by Vice Chair Travillion, to approve the Consent Agenda. The motion carried by the following vote:

**Aye:** Cooper, Travillion, Kitchen, Pool, Mitchell, and Ross

**Away:** Stratton, and Renteria

1. Approval of minutes from the July 19, 2021 Capital Metro board meeting.
2. Approval of a resolution appointing Fangda Lu to the Customer Satisfaction Advisory Committee.
3. Approval of a resolution appointing Michael Mena to the Customer Satisfaction Advisory Committee.
4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with UNUM for basic life and AD&D insurance, long-term and short-term disability insurance; and FMLA administration paid by Capital Metro, and voluntary life , long term disability buy-up, accident, whole life and critical illness, paid by employees in an amount not to exceed \$1,752,882.
6. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Interlocal Agreement with the University of Texas at Austin for bus services and fare programs for an estimated revenue of \$21,050,000 for a period of three years starting September 1, 2021.
7. Approval of a resolution authorizing the President & CEO, or his designee, to modify the Herzog Contracting Corp. contract #200655 for the replacement of four bridges, increasing the original Board authorized amount by \$201,923 for reinforced concrete box culverts.
8. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Interlocal Agreement with the Texas Transportation Institute for a period of five years for provision of research in a variety of areas to facilitate Capital Metro's delivery of transit services on an as needed basis in an amount no to exceed \$2,500,000.
9. Approval of a resolution authorizing the President & CEO, or his designee, to extend an Interlocal Agreement (ILA) with Travis County for employee transit passes for a period of one year from October 1, 2021, to September 30, 2022.

A motion was made that this Resolution be adopted. The motion carried by the following vote:

**V. Action Items:**

- 1. Approval of a resolution authorizing the establishment of the Capital Metro Transit Police, as a component of the Capital Metro Public Safety Program, to enhance service to Capital Metro customers and public safety.

Board Member Kitchen made a motion to amend (seconded by Pool) the resolution to add more specific language to the section on Direction to the President & CEO. The amendment passed 5-3. (Kitchen, Pool, Travillion, Mitchell and Renteria voting aye.)

Board Member Stratton made a motion to approve the resolution as amended, with Vice Chair Travillion second.

**Aye:** Cooper, Travillion, Stratton, Renteria, Pool, Mitchell, and Ross

**Abstain:** Kitchen

- 2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract for health plan administrative services for a three-year base period and three one-year options with United Healthcare in an amount not to exceed \$15,384,283 for administration of third-party administration services and stop loss insurance for the Capital Metro self-insurance health and dental plans.

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

**Aye:** Cooper, Travillion, Renteria, Kitchen, Pool, and Mitchell

**Away:** Stratton, and Ross

- 3. Approval of a resolution adopting a Board Operating Procedures Policy and amending the Capital Improvement Program Policy.

Zenobia Joseph provided public comment prior to the vote on this item.

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

**Aye:** Cooper, Travillion, Stratton, Kitchen, Mitchell, and Ross

**Away:** Renteria, and Pool

- 4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Modern Railway Systems, Inc., for the construction of the Lakeline to Leander Double Track Project, plus optional McKalla special track components for a total not to exceed amount of \$8,301,404, which includes a 20% contingency.

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

**Aye:** Cooper, Travillion, Stratton, Kitchen, Mitchell, and Ross

**Away:** Renteria, and Pool

**VI. Discussion Items:**

1. Bus Operations Update
2. Capital Metro 2021 Perception Survey

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

3. Update on Project Connect.

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

**VII. Reports:**

1. President's Report

**VIII. Executive Session of Chapter 551 of the Texas Government Code:**

Section 551.071 for Legal Issues related to contract provisions.

Into Executive Session: 2:11 p.m.

Out of Executive Session: 2:54 p.m.

**IX. Items for Future Discussion:****X. Adjournment**

2:55 p.m. Meeting Adjourned

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

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

*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

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Board of Directors

Item #: AI-2021-132

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to amend the Transit Speed and Reliability Interlocal Agreement with the City of Austin for the design, management, construction, and maintenance of transportation infrastructure projects that will improve transit speed, safety, reliability, and customer comfort ("ILA") by extending the term of the ILA and increasing funding for the ILA in an amount not to exceed \$6 million.

**FISCAL IMPACT:**

Funding for this action is available in the FY2022 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:** The ILA allows Capital Metro to continue to work with the City of Austin to improve transportation infrastructure and positively impact transit services. Over the last four years, projects have resulted in improved safety, transit dependability, customer service, multi-modal access, and driver relations. This agreement promotes a strong partnership between the City of Austin and Capital Metro, working together to develop strategies to address inefficiencies in the transportation network and implement those strategies.

**BUSINESS CASE:** This amendment to the ILA is required for Capital Metro to reimburse the City of Austin for costs associated with the transportation infrastructure improvement projects identified for Fiscal Year 2022 and subsequently Fiscal Years 2023-2027. The funding for this ILA is included in the 5-year Capital Improvement Plan.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on August 18, 2021.

EXECUTIVE SUMMARY: The Transit Speed and Reliability Interlocal Agreement was approved in 2018. This amendment amends the term of the ILA by extending the initial term to include Fiscal Years 2022 - 2027 and adding 3 optional 12-month terms. The amendment seeks to align spending with the 2020 Mobility Bond (Transit Enhancement Funds) while maximizing investment in transportation infrastructure within the City of Austin. This amendment authorizes Capital Metro to reimburse the City of Austin for the design, management, construction, and maintenance of transportation infrastructure improvement subprojects that will directly improve transit speed, safety, reliability, and customer comfort for an amount not to exceed \$6 million. This amendment dedicates Capital Metro funds of up to \$1 million per year for Fiscal Years 2022 - 2027. The Transit Speed and Reliability subprojects for Fiscal Year 2022 is included in this amendment. Subprojects for subsequent fiscal years during the term of the Agreement will be chosen and prioritized by Capital Metro staff with input and approval from City of Austin staff. Construction of subprojects will consider Capital Metro and City of Austin resources, changes in conditions and opportunities, overall improvements to multi-modal conditions, and applicable planning and policy documents.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

RESPONSIBLE DEPARTMENT: Planning

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-132**

WHEREAS, Capital Metropolitan Transportation Authority endeavors to improve transit speed, safety, reliability, and customer comfort throughout the transit network; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the importance of partnering with the City of Austin to construct transportation infrastructure improvement projects and reimburse the City for associated costs identified in that certain Interlocal Cooperation Agreement for Transit Speed Reliability Project, dated effective April 23, 2018 (the "Interlocal Agreement"); and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors wish to amend the ILA in order to extend the term, provide for the funding for projects performed during the extended term, and approve the projects for fiscal year 2022.

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 an amendment to the Interlocal Agreement in order to extend the initial term of the Interlocal Agreement through September 30, 2027, provide for 3 optional 12-month renewal terms, add a total amount not to exceed \$6 million, and approve the projects for fiscal year 2022.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT TWO TO THE INTERLOCAL COOPERATION AGREEMENT  
BETWEEN  
THE CITY OF AUSTIN AND CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
FOR TRANSIT SPEED AND RELIABILITY PROJECT**

This Amendment Two to the Interlocal Cooperation Agreement for Transit Speed and Reliability Project (this “**Amendment**”), is made and entered into by and between the City of Austin, Texas, a Texas home-rule City and municipal corporation (the “**City**”) and Capital Metropolitan Transportation Authority (“**Capital Metro**”), a political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code.

**WHEREAS**, the City and Capital Metro entered into that certain Interlocal Cooperation Agreement for Transit Speed and Reliability Project, dated effective April 23, 2018 (as amended, the “**Agreement**”) under which the City has undertaken the design, manage, construct, and maintain subprojects (each, a “**Subproject**” and, collectively, the “**Project**”) that include but are not limited to: sidewalk construction, accessibility improvements, bus stops, markings, signage, signals, pedestrian safety improvements, other traffic devices and improvements within the City right-of-way; and

**WHEREAS**, pursuant to that certain Amendment One to the Agreement, dated effective as of October 5, 2020, the term of the Agreement was extended through September 30, 2021.

**WHEREAS**, the Parties desire to amend the Agreement further to increase the term of the Agreement and add funding for the Project;

**NOW, THEREFORE**, the Parties agree as follows:

1. **Term and Termination.** Sections 1(a) and 1(b) of the Agreement are deleted in their entirety and replaced with the following:
  - “a. The term of this Agreement shall commence on the Effective Date and continue through September 30, 2027. The term of the Agreement may further be extended for up to three (3) additional 12-month renewal periods upon the mutual written agreement of the Parties.
  - b. Any Party may terminate the Agreement by providing the other Party at least sixty (60) days’ written notice.”
2. **Financial Obligations.**
  - a. For Fiscal Years 2022 through 2027, Capital Metro shall provide funding for the costs of Subprojects (the “**Subproject Costs**”) in the estimated annual amount of One Million Dollars (\$1,000,000) up to the total not-to-exceed amount of Six Million Dollars (\$6,000,000). The Subproject Costs will include “hard costs”, based on completed construction including, but not limited to, construction inspection fees, materials testing fees, utility coordination and/or utility relocation fees, ROW or easement acquisition fees if applicable, and “soft costs” of Subproject development, including, but not be limited, to costs associated with project management, design, construction management, permitting and contracting, permit fees, concurrence and coordinating acceptance, insurance, taxes (if applicable), payment and performance bonds, site plan development fees, M/WBE compliance consultant fees and the cost of reproductions. The

“soft costs” are estimated to be approximately 30% of the construction costs.

- b. Subproject Costs will also include the close out costs incurred at the expiration of applicable warranty periods. Capital Metro’s obligation to pay such close out costs will survive the termination of the Agreement.
- 3. **Fiscal Year 2022 Subprojects.** The Subprojects for Fiscal Year 2022 are set forth on Attachment A to this Amendment.
- 4. **Entire Agreement.** The terms of this Amendment are in addition to, and construed together with, the terms of the Agreement. In the event of conflict in any language in the Agreement and this Amendment, the language in this Amendment will control.
- 5. **Capitalized Terms.** Capitalized items used in this Amendment and not otherwise defined have the meanings assigned to them in the Agreement.

**IN WITNESS WHEREOF**, this Amendment has been signed by an authorized representative of each Party, to be effective as of the last signature date below.

**CITY OF AUSTIN, TEXAS**

By: \_\_\_\_\_  
Gina Fiandaca  
Assistant City Manager

Date: \_\_\_\_\_

Approved as to form:

\_\_\_\_\_  
Angela Rodriguez  
Assistant City Attorney

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**

By: \_\_\_\_\_  
Sharmila Mukherjee  
Executive Vice President, Planning and Development

Date: \_\_\_\_\_

Approved as to form:

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Ilyse Niland  
Deputy Counsel

**Appendix A**  
**Fiscal Year 2022 Transit Speed and Reliability Subprojects**

<b>FY 2022 Prioritized Projects</b>	<b>Project Description</b>	<b>Anticipated Capital Metro Contribution</b>
Spot Improvements	May include: 7th St at Red River St, Cherrywood Rd at Manor Rd, Rundberg Blvd at Middle Fiskeville Rd	\$ 100,000
Corridor Improvements	May include: Stassney Ln (West Gate Blvd to S. Congress Ave), Downtown Red Lanes (Phase II), design and project management of transit priority lane projects on San Jacinto Blvd, Trinity Stand the South 1st St Bridge	\$ 500,000
MetroRapid Intersection Improvements	May include: Manor Rd at 51 <sup>st</sup> St, Decker Ln at Colony Loop Dr	\$ 75,000
Bus Stop Optimization	May include: Oltorf corridor, Loyola Ln, Springdale Ln, Rundberg Ave, Manor Rd	\$ 275,000
Design Support and Project Management Services		\$ 50,000

TOTAL:           \$ 1,000,000



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

Board of Directors

Item #: AI-2021-169

Agenda Date: 9/27/2021

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a one-year Interlocal Agreement (ILA) with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$237,111 in FTA Section 5307 Funds and \$911,854 in local funds from Travis County per year.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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:** This project will help Capital Metro to lead public transportation and development by sharing FTA funds with Travis County for the implementation of the Travis County Transit Development Plan that will expand transit service into the urbanized unincorporated areas of the county.

**BUSINESS CASE:** Travis County is participating in the Capital Metro Service Expansion Program, which provides Travis County with up to \$237,111 per year in FTA Section 5307 funds for transit projects. This Interlocal Agreement (ILA) defines the parameters for the use of the federal funds.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Travis County is participating in the Capital Metro Service Expansion Program. This program provides a portion of FTA Section 5307 funding to areas that are urbanized but are outside the Capital Metro service area. Based on the unincorporated urbanized area population, Travis County has \$237,111 in federal transit funding available per year to apply to transit planning or service related costs through this program. To access the federal funds, Travis County completed a Transit Development Plan, or TDP, per the guidelines of the Service Expansion Policy. Current projects include updating Travis County's TDP and continued funding of the urbanized unincorporated portions of the Routes 233, Route 237, Route 271, Route 318, Manor Pickup and Hornsby Bend Service Pilot.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-169**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to build strong community partnerships that further Capital Metro’s mission and vision; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to build ridership and increase market share of alternate transit use.

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 one-year Interlocal Agreement (ILA) with Travis County for transit services in urbanized areas in unincorporated areas of the county and for continued implementation of the Travis County Transit Development Plan in an amount not to exceed \$237,111 in FTA Section 5307 funds and \$911,854 in local funds from Travis County per year.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**INTERLOCAL AGREEMENT BETWEEN  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
AND  
TRAVIS COUNTY  
FOR TRANSIT SERVICES IN URBANIZED AREAS  
IN UNINCORPORATED AREAS OF THE COUNTY  
AND  
FOR IMPLEMENTATION OF THE  
TRAVIS COUNTY TRANSIT DEVELOPMENT PLAN**

This Interlocal Agreement between Capital Metropolitan Transportation Authority and Travis County for transit services in urbanized unincorporated areas of the County and for Implementation of the Travis County Transit Development Plan (“**Agreement**”) is made and entered into by and between Capital Metropolitan Transportation Authority (“**Capital Metro**”) and Travis County, a political subdivision of the State of Texas (“**Travis County**”). Capital Metro and Travis County are referred to in this Agreement collectively as the “Parties” and independently as a “Party”.

**I. Contracting Parties:**

The Receiving Agency: Travis County (“Travis County”)  
P.O. Box 1748  
Austin, TX 78767

The Performing Agency: Capital Metropolitan Transportation Authority  
 (“Capital Metro”)  
2910 E. 5th Street  
Austin, TX 78702

**II. Recitals:**

- a. Capital Metro is a local government entity responsible for providing mass transit service within the City of Austin, and the surrounding communities of Leander, Lago Vista, Jonestown, Manor, San Leanna, and Point Venture, as well as the unincorporated area of Travis County within Commissioner Precinct 2 (boundaries as of date of agreement joining Capital Metro) and the Anderson Mill area of Williamson County.
- b. Texas Transportation Code, Section 451.056, grants Capital Metro the authority to contract with a municipality, county, or other political subdivision to provide public transportation services outside of its service area.

- c. A Service Expansion Policy, approved by Capital Metro's Board of Directors in June 2008, amended in April 2014, and endorsed by the Capital Area Metropolitan Planning Organization (CAMPO) in June 2014, allows Capital Metro to partner with cities and counties that are not currently a part of Capital Metro's service area.
- d. In July 2015, Capital Metro and Travis County entered into an agreement (the "**2015 Agreement**") for Capital Metro to provide service on Route 233 (the Far Northeast Feeder) and Route 237 (the Northeast Feeder) in portions of Travis County not within Capital Metro's service area. The 2015 Agreement terminated on June 30, 2016.
- e. Capital Metro and Travis County subsequently entered into that certain Interlocal Agreement for Capital Metro to provide Northeast Flex Route and Far North Flex Route, dated effective July 1, 2016 (the "**2017 Agreement**") for Capital Metro to continue service. The 2017 Agreement terminated on September 30, 2018.
- f. Capital Metro and Travis County subsequently entered into that certain Interlocal Agreement for Capital Metro to provide Route 233 (Decker/Daffan Ln. also known as Far Northeast Feeder) and Route 237 (the Northeast Feeder) and the implementation of the Travis County Transit Development Plan (the "**2018 Agreement**"). The 2018 Agreement was amended and restated. The 2018 Agreement terminated on September 30, 2021.
- g. The Parties agree that providing transit services in the unincorporated urbanized areas of Travis County facilitates the movement of people, goods, and services in Travis County, and benefits the residents of Travis County, including residents who have low to moderate income and are dependent on transit in order to access basic goods and services.
- h. Travis County desires for Capital Metro to continue to provide transit services in the unincorporated urbanized areas of Travis County, and Capital Metro desires to continue to provide these transit services.
- i. In order to provide a sustainable funding partnership for transit services in the unincorporated urbanized areas of Travis County, Capital Metro and Travis County propose to continue to include the County in accordance with Capital Metro's regional Service Expansion Policy.
- j. In order to access funding for transit services through the Federal Transit Administration's Urbanized Area Formula Funding program established under 49 U.S.C. 5307 ("**Section 5307 Funds**") in accordance with Capital Metro's regional Service Expansion Policy, Travis County, in cooperation with Capital Metro, prepared a Transit

Development Plan (“**TDP**”), which was adopted by Travis County Commissioners Court on July 10, 2018.

- k. The TDP recommends implementation of additional transit service in urbanized unincorporated portions of Travis County that are eligible for Section 5307 Funds.
- l. As used in this Agreement, “**Federal Fiscal Year**” means the period that begins on October 1 of a calendar year and ends on September 30 of the following calendar year.

**III. Services:** The Parties will work together to perform the following services (collectively, the “**Services**”):

- a. Capital Metro agrees to provide and operate bus services (“**Bus Services**”) for the following bus routes to serve a portion of Travis County not currently a part of Capital Metro’s service area (collectively, the “**Bus Routes**”):
  - 1. Route 233 (Decker/Daffan Ln., also known as Far Northeast Feeder Route);
  - 2. Route 237 (Northeast Feeder Route);
  - 3. Route 271 (Del Valle Feeder);
  - 4. Route 318 (Westgate/Slaughter);
  - 5. Manor Area Pickup; and
  - 6. Hornsby Bend Service Pilot.
- b. The balance of Section 5307 Funds not used for paying the cost of the Services described in Section III.a. above, if any, will be used for paying the costs of the implementation of the following projects identified in the Travis County TDP that are eligible for FTA Section 5307 Funds for Federal Fiscal Year (FY) 2022 (October 1, 2021 – September 30, 2022) (“**TDP Services**”):
  - 1. Capital costs, including planning studies, bus stop amenities, public engagement and other eligible costs for TDP implementation.
  - 2. Additional bus stops, additional bus routes, increased frequency of bus services, route extensions, and other services or programs identified by Travis County in the TDP.
  - 3. Consulting Services from Capital Metro or a consultant to Capital Metro to develop a three-year Transit Development Plan (the “**Updated TDP**”) for Travis County. The Updated TDP will provide practical guidance to Travis County to facilitate future transit service decisions. Capital Metro will collaborate with and include input from Travis County staff with respect to all aspects of developing the Updated TDP.

The final Updated TDP will be submitted to the Travis County Commissioners Court for approval. Travis County will update the Updated TDP annually and projects may be added or modified based on funding availability.

- c. As with all Capital Metro services, passengers accessing the Services will be allowed access to all other fixed routes and rail, provided that they pay the appropriate fares charged by Capital Metro.
- d. Capital Metro may provide the Services through a third-party service provider.
- e. All public relations related to the Services will be coordinated through the Capital Metro Public Information Office.
- f. Capital Metro will monitor ridership on the Services and email ridership reports for each Bus Route to Travis County Transportation and Natural Resources staff on a monthly basis.
- g. Capital Metro and Travis County staff will meet at least quarterly to review performance and coordinate on any modification to the Bus Routes.
- h. Capital Metro will collaborate with Travis County to develop and implement a comprehensive communications and marketing plan for the Hornsby Bend Service Pilot (“Communications and Marketing Plan”). Travis County will work with Capital Metro on marketing and communications efforts as part of delivery and refinement for the Hornsby Bend Service Pilot. Travis County will reimburse Capital Metro up to \$10,000 for the “hard” costs associated with the Communications and Marketing Plan, including, but not limited to, printing and mailing costs. The Parties will mutually agree to the expenditure of such “hard” costs prior to Capital Metro incurring the costs.

#### **IV. Financial Terms:**

- a. 5307 Funds. Total Section 5307 Funds allocated for the Services shall not exceed \$237,111 for Federal Fiscal Year 2022.
- b. Local Funds. For Federal Fiscal Year 2022, Travis County will provide local funds in an amount that shall not exceed \$911,854 unless the Travis County Commissioners Court specifically authorizes additional

funding for this Agreement; this not-to-exceed amount is comprised of the following:

1. Travis County will provide a match of 20 percent of the Section 5307 Funds for TDP Services.
2. Travis County will provide a match of 60 percent of the Section 5307 Funds for Bus Services.
3. Subject to the County's total contribution limit of \$911,854 for this Agreement, Travis County will be responsible for 100 percent of the costs for Services after the Section 5307 Funds expenditure balance is exhausted.
4. Travis County will allocate up to \$10,000 for the reimbursement of "hard" costs related to the Communications and Marketing Plan in accordance with Section III.h. of this Agreement.

c. Fare Recovery. Capital Metro will deduct the following amounts from each monthly invoice:

1. For Bus Routes 233 (Decker/Daffan Ln also known as Far Northeast Feeder), 237 (Northeast Feeder), 271 (Del Valle Feeder) and 318 (Westgate/Slaughter), Capital Metro will deduct an amount equal to the product of (i) the total cost of Services for Bus Routes 233 (Decker/Daffan Ln also known as Far Northeast Feeder), 237 (Northeast Feeder), 271 (Del Valle Feeder) and 318 (Westgate/Slaughter) provided by Capital Metro under this Agreement for the invoiced month and (ii) Capital Metro's actual fare recovery percentage for the invoiced month. The monthly Capital Metro fare recovery percentage will be calculated by dividing (i) the total amount of actual fares collected for all transit services provided by Capital Metro in the invoiced month by (ii) the total amount of Capital Metro's operation costs for the invoiced month.
2. For the Hornsby Bend Service Pilot, Capital Metro will deduct from each monthly invoice an amount equal to the product of (i) the total numbers of customers utilizing the Hornsby Bend Service Pilot for the invoiced month and (ii) the revenue collected by Capital Metro for each such customer. As of the Effective Date of the Agreement, Capital Metro collects \$0.52 in revenue per customer, but such amount is subject to change based on various factors, including fare adjustments. Capital Metro will provide written notification to Travis County of any such change, including the reasons for the change and the effective date of the change.

3. For the Manor Area Pickup, Capital Metro will deduct from each monthly invoice an amount equal to the product of (i) one-quarter (1/4) of the total numbers of customers utilizing the Manor Area Pickup for the invoiced month and (ii) the revenue collected by Capital Metro for each such customer. As of the Effective Date of the Agreement, Capital Metro collects \$0.52 in revenue per customer, but such amount is subject to change based on various factors, including fare adjustments. Capital Metro will provide written notification to Travis County of any such change, including the reasons for the change and the effective date of the change.
- d. Capital Metro will submit a “correct and complete” monthly invoice as described in Section IV.e. to Travis County for the Services performed in the previous month in an amount equal to any costs incurred by Capital Metro for the Services performed that exceed the eligible Section 5307 Funds available for those Services, less the fare recovery amounts set forth in Section IV.c above. Travis County will make payments under this Agreement in accordance with the Texas Prompt Payment Act (Chapter 2251 of the Texas Government Code).
- e. In order to be considered “correct and complete,” an invoice must include at least the following information:
  1. Name, address, and telephone number of Capital Metro and similar information in the event payment is to be made to a different address,
  2. The name of this Agreement,
  3. Identification of items or Services as outlined in the Agreement, and
  4. Any additional payment information which may be called for by this Agreement or that is required by the Travis County Auditor’s Office.
- f. Each invoice must be submitted to the following address:

Travis County Transportation and Natural Resources Department  
Attention: Financial Services  
P.O. Box 1748  
Austin, Texas 78767
- g. No other charges, expenses, contributions, recoupments, or charge backs shall be due from or paid by Travis County in the performance of this Agreement. Notwithstanding any provision to the contrary, Travis County

will not pay for any Services until after the Services have been satisfactorily provided and Travis County has received a correct and complete invoice.

- h. Travis County is responsible for tracking invoices and the Section 5307 Funds expenditure balance. Travis County and Capital Metro will meet quarterly to review invoices and the Section 5307 Funds expenditure balance.

**V. Term of the Agreement:**

This Agreement shall take effect on October 1, 2021 (“**Effective Date**”) and terminates September 30, 2022.

**VI. Default:**

A Party shall be in default under this Agreement if that Party fails to fully, timely and faithfully perform any of its material obligations under the Agreement.

**VII. Miscellaneous:**

a. Cooperation

The Parties will reasonably cooperate with the other in furtherance of the objectives of this Agreement.

b. Force Majeure

In the event that the performance by a Party of any of its obligations or undertakings hereunder shall be interrupted or delayed by any occurrence not occasioned by its own conduct, whether such occurrence be an act of God, or the common enemy, or the result of war, riot, civil commotion, sovereign conduct, pandemic, or the act or conduct of any person or persons not a party or privy hereto, then the Party shall be excused from such performance for such period of time as is reasonably necessary after such occurrence to remedy the effects hereto.

c. Notice

Any notice given hereunder by either Party to the other shall be in writing and may be effected by personal delivery in writing or by registered or certified mail, return receipt requested when mailed to the proper party, at the following addresses:

RECEIVING PARTY: The Honorable Andy Brown (or his successor)  
Travis County Judge  
P.O. Box 1748  
Austin, TX 78767  
Attn: Travis County Judge

WITH A COPY TO: Cynthia McDonald (or her successor)  
Transportation and Natural Resources County  
Executive  
P.O. Box 1748  
Austin, TX 78767

Delia Garza (or her successor)  
Travis County Attorney  
P.O. Box 1748  
Austin, TX 78767  
Attention: File Number 356.398

AND TO: Bonnie S. Floyd, MBA, CPPO, CPPB (or her  
successor)  
Travis County Purchasing Agent  
P.O. Box 1748  
Austin, TX 78767

PERFORMING PARTY: Randy Clarke (or his successor)  
President & CEO  
Capital Metropolitan Transportation Authority  
700 Lavaca St.  
Austin, TX 78701

WITH A COPY TO: Chief Counsel  
Capital Metropolitan Transportation Authority  
700 Lavaca St.  
Austin, TX 78701

d. Entire Agreement

The recitals set forth above are incorporated herein. This Agreement contains the complete and entire agreement between the Parties respecting the matters addressed herein, and supersedes all prior negotiations, agreements, representations, and understanding, if any, between the parties respecting the subject of this Agreement. The recitals set forth above are incorporated herein.

e. Modification

This Agreement may not be modified, discharged, or changed in any respect whatsoever except by a further agreement in writing duly executed by authorized representatives of the Parties. No official, representative, agent, or employee of Capital Metro, has any authority to modify this Agreement, except pursuant to such express authority as may be granted by Capital Metro's Board of Directors or as otherwise provided in this Agreement. No official, representative, agent, or employee of Travis County, Texas has any authority to modify this Agreement, except pursuant to such express authority as may be granted by the Commissioners Court of Travis County, Texas.

Notwithstanding the foregoing, Capital Metro's President & CEO will have the authority to negotiate and execute amendments to this Agreement on behalf of Capital Metro without further action from the Capital Metro Board of Directors, but only to the extent necessary to implement and further the clear intent of the Capital Metro Board of Directors' approval, and not in such a way as would constitute a substantive modification of the terms and conditions hereof or otherwise violate Chapter 791 of the Texas Government Code.

f. Invalid Provision

Any clause, sentence, provision, paragraph, or article of this Agreement held by a court of competent jurisdiction to be invalid, illegal, or ineffective shall not impair, invalidate, or nullify the remainder of this Agreement, but the effect thereof shall be confined to the clause, sentence, provision, paragraph, or article so held to be invalid, illegal, or ineffective.

g. Inspection of Books and Records

- (1) The Parties agree to maintain all books, documents, papers, accounting records, and other documentation relating to costs incurred under this Agreement and to make such materials available to each other, and their duly authorized representatives, for review, inspection, and reproduction at their respective office during the period that this Agreement is in effect and for four years after the Agreement is terminated or until any impending litigation or claims are resolved, whichever is later.
- (2) Capital Metro and Travis County and their duly authorized representatives shall have access to all the governmental records that are directly applicable to this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions except that nothing in this Agreement requires Capital Metro or Travis County to waive any applicable

exceptions to disclosure under the Texas Public Information Act.

h. Current Funds

The Party or Parties paying for the performance or governmental functions or services shall make payments therefor from current revenues available to the paying party.

i. Venue

TO THE EXTENT ALLOWED BY TEXAS LAW, IT IS AGREED THAT VENUE FOR ALL LAWSUITS CONCERNING THIS AGREEMENT WILL BE IN TRAVIS COUNTY, TEXAS. THIS AGREEMENT IS WHOLLY PERFORMABLE IN TRAVIS COUNTY.

j. Interpretation

In the event of any dispute over its meaning or application, this Agreement will be interpreted fairly and reasonably and neither more strongly for or against either Party.

k. Application of Law

This Agreement is governed by the laws of the State of Texas.

l. Mediation

If mediation is acceptable to both Parties in resolving a dispute arising under this Agreement, the Parties agree to use a mutually agreed upon mediator, or a person appointed by a court of competent jurisdiction, for mediation as described in Section 154.023 of the Texas Civil Practice and Remedies Code. Unless both Parties are satisfied with the result of the mediation, the mediation will not constitute a final and binding resolution of the dispute. All communications within the scope of the mediation are to remain confidential as described in Section 154.073 of the Texas Civil Practice and Remedies Code, unless both Parties agree, in writing, to waive the confidentiality.

m. Third Party Rights Not Created

This Agreement is not intended to and shall not be construed to create any rights or remedies in any person or legal entity that is not a party to it and the Parties are not waiving any defense or immunity to which they

are entitled against any person or legal entity that is not a Party to this Agreement.

n. Counterparts

This Agreement may be executed in separate counterparts, each of which is to be deemed an original, and all of such counterparts together shall constitute one and the same instrument. Signatures transmitted electronically by e-mail in a "PDF" format or by DocuSign or similar e-signature service shall have the same force and effect as original signatures in this Agreement.

o. Sovereign Immunity

By execution of this Agreement, neither Party waives or relinquishes any sovereign immunity rights available to it by law except as otherwise stipulated by applicable laws.

p. Contract Authority

This Agreement is entered into between the Parties shown below pursuant to the authority granted and in compliance with the provisions of the Interlocal Cooperation Act, Chapter 791, Texas Government Code.

q. Taxpayer Identification

Capital Metro shall provide Travis County with an Internal Revenue Form W-9, Request for Taxpayer Identification Number and Certification, that is completed in compliance with the Internal Code and its rules and regulations before any funds are payable.

r. Survival

Conditions and covenants of this Agreement which by their terms are performable after the termination, expiration, or end of this Agreement shall survive such termination, expiration, or end and remain fully performable.

Each of the signatories to this Agreement represents and warrants that he or she is duly authorized to sign this in the capacity indicated to be effective as of the Effective Date.

**PERFORMING AGENCY**  
**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Sharmila Mukherjee  
Executive Vice President  
Strategic Planning and Development

Signature Date: \_\_\_\_\_

Approved as to Form

By: \_\_\_\_\_  
CMTA Legal Department

**RECEIVING AGENCY**  
**Travis County, Texas**

By: \_\_\_\_\_  
Andy Brown  
County Judge

Signature Date: \_\_\_\_\_

# Regional Transportation Agreements

Operations, Planning and Safety Committee  
September 15, 2021

1



**METRO**

# Resolutions for Approval (Items 2 – 11)

- Regional Agreements

- Travis County ILA – Item No. 2
- City of Georgetown ILA – Item No. 3
- City of Pflugerville Pickup Pilot Service ILA Amendment No. 1 – Item No. 4
- Round Rock ILA Amendment No. 2 – Item No. 5
- ACC ILA – Item No. 6

- CARTS Supplements

- Georgetown Supplement No. 9 Amendment 4 – Item No. 7
- Hornsby Bend Service Pilot Supplement No. 10 Amendment 2 – Item No. 8
- Manor Pickup Supplement No. 8 Amendment 4 – Item No. 9
- Route 214 Supplement No. 2 Amendment 3 – Item No. 10
- Route 990 Supplement No. 4 Amendment 3 – Item No. 11

# Service Expansion Program

- Service Expansion Policy provides for distributing federal transit funding (Section 5307 Funds) to implement regional transit service
- Area jurisdictions outside CapMetro Service area can participate
- To participate, jurisdictions must:
  - Complete a Transit Development Plan (TDP) to identify service needs, alternatives and financing
  - Enter into Interlocal Agreements (ILAs) with Capital Metro

# Travis County ILA – Item No. 2

- Interlocal Agreement funds
  - Portions of Routes 233, 237, 271 and 318
  - Portions of Manor Pickup (Operated by CARTS)
  - Possible Hornsby Bend Service Pilot (Operated by CARTS)
  - Updating the existing Transit Development Plan (TDP)

FTA Funding for FY22	Local Funding (Travis County)	Estimated Fully Allocated Cost of Service FY22
\$237,111	\$911,854	\$1,148,965

## City of Georgetown ILA – Item No. 3

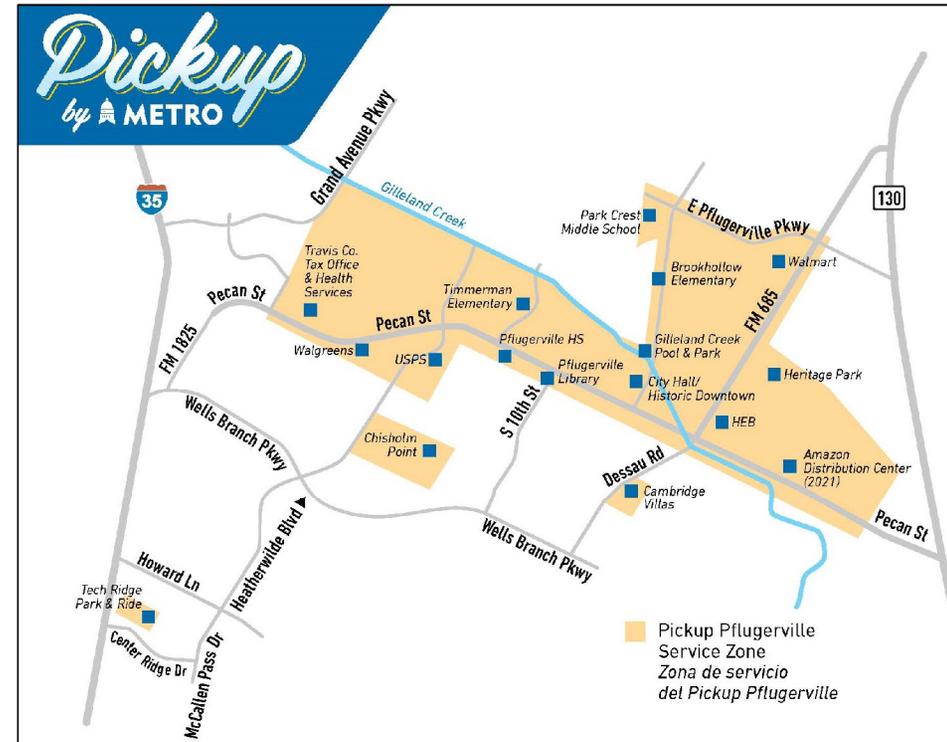
- Georgetown decided to transition to limited paratransit service only with no fixed route.
- CARTs operates service via contract w/ CapMetro
- Agreements expire September 30.

FTA Funding	Local Funding (City of Georgetown)	Fully Allocated Cost of Service FY2022
\$162,684	\$244,026	\$406,710

# City of Pflugerville ILA Amendment No. 1 – Item No. 4

- Pflugerville is the newest participant in the program
  - Service began on March 23, 2021
- Agreement funded one-year Pflugerville Pickup Pilot
- ILA Amendment No. 1 will continue through March 22, 2022

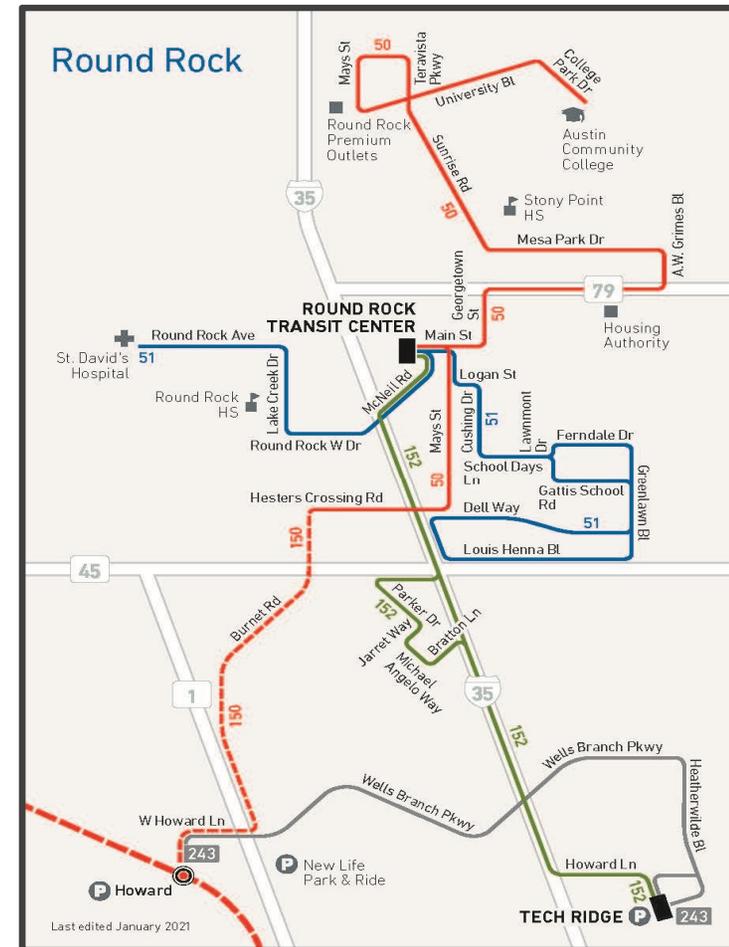
FTA Funding	Local Funding (City of Pflugerville)	Estimated Fully Allocated Cost of One-Year Pilot
\$200,157	\$310,235	\$510,392



# Round Rock ILA Amendment No. 2 – Item No. 5

- Amendment No. 2
  - Adds funds and extends ILA to September 30, 2022
  - Round Rock is a direct recipient of Section 5307 Funds
  - Routes include:
    - Routes 50/150 – Round Rock Howard
    - Route 51 – Round Rock Circular
    - Route 152 – Round Rock Tech Ridge Limited
    - Route 980 – Round Rock Austin Express
    - Paratransit service is contracted out to Star Shuttle

Current ILA Amount	Additional Funding	Total Estimated Amount
\$4,858,242	\$388,201	\$5,246,443



## Austin Community College ILA – Item No. 6

### Austin Community College (ACC) Cypress Creek stop

- The campus and one stop on Route 214 are located in Cedar Park – outside of service area
- Route 214 is operated by CARTS.
- The agreement is for a 3-year base term and includes the option for two 1-year extension periods (October 1, 2021 – September 30, 2026)
- Total estimated amount of \$143,805.
- ACC's Board of Trustees approved this ILA on August 9.

## CARTS Supplements (Items 7-11)

- In addition to the Service Expansion Program, CARTS operates three services in the Capital Metro service area:
  - Item No. 7 - Georgetown - \$387,342
  - Item No. 8 - Hornsby Bend - \$342,638
  - Item No. 9 - Manor Pickup - \$1,206,657
  - Item No. 10 - Route 214 Lago Vista Feeder - \$698,000
  - Item No. 11 - Route 990 Manor Express - \$210,000

# Resolutions for Approval (Items 2 – 11)

- Regional Agreements

- Travis County ILA – Item No. 2
- City of Georgetown ILA – Item No. 3
- City of Pflugerville Pickup Pilot Service ILA Amendment No. 1 – Item No. 4
- Round Rock ILA Amendment No. 2 – Item No. 5
- ACC ILA – Item No. 6

- CARTS Supplements

- Georgetown Supplement No. 9 Amendment 4 – Item No. 7
- Hornsby Bend Service Pilot Supplement No. 10 Amendment 2 – Item No. 8
- Manor Pickup Supplement No. 8 Amendment 4 – Item No. 9
- Route 214 Supplement No. 2 Amendment 3 – Item No. 10
- Route 990 Supplement No. 4 Amendment 3 – Item No. 11



**METRO**

**THANK YOU!**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-170

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Amendment No. 1 to the Interlocal Agreement with the city of Pflugerville for operation of Pickup Pilot service to extend the term of the Pickup Pilot through March 22, 2022 and update the cost allocation for the Pickup Service Pilot.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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:** Under an interlocal agreement between Capital Metro and the City of Pflugerville ("ILA"), date effective October 1, 2020, Capital Metro provides for a one-year Pickup Service Pilot. The service is possible by sharing FTA funds through the Capital Metro Service Expansion Program. The transit services were recommended as part of the Pflugerville Transit Development Plan, which is required in the Capital Metro Service Expansion Policy.

**BUSINESS CASE:** The City of Pflugerville is participating in the Capital Metro Service Expansion Program, which is funded with FTA Section 5307 Funds for transit projects. The ILA defines the parameters for the amount and use of the federal funds for this project.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Through the Capital Metro Service Expansion Program, the City of Pflugerville uses a combination of FTA and local funds to pay 100 percent of the cost for transit service operated in the city. To use the FTA funds, the city completed and adopted a Transit Development Plan (TDP) in 2018 in compliance with the Capital Metro Service Expansion Policy. Under the ILA, Capital Metro and the City of Pflugerville agreed to a one-year Pickup Service Pilot. The service began on March 23, 2021 and the current agreement expires on September 30, 2021.

This amendment to the ILA updates the cost allocation for the pilot by updating the current amount of revenue per customer from \$0.54 to \$0.52. This is the updated agency fare recovery from FY2019 - FY2020. This amendment also extends the period of the one-year pilot through March 22, 2022.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:**Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Strategic Planning and Development/Demand Response and Innovative Mobility

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-170**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions seeking transit services; and

WHEREAS, under an interlocal agreement between Capital Metro and the City of Pflugerville ("Agreement"), date effective October 1, 2020, Capital Metro is providing a one-year Pickup Service Pilot.

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 an Amendment No. 1 to the Agreement with the City of Pflugerville to extend the term of the Agreement and the period of the pilot pickup service through March 22, 2022, and update the cost allocation calculation for the pilot by updating the current amount of revenue per customer from \$0.54 to \$0.52.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 1  
TO INTERLOCAL AGREEMENT  
BY AND BETWEEN  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
AND  
THE CITY OF PFLUGERVILLE  
FOR A PICKUP SERVICE PILOT PROJECT**

This Amendment No. 1 to the Interlocal Agreement for a Pickup Service Pilot Project (“**Amendment No. 1**”) is entered into by and between Capital Metropolitan Transportation Authority (“**Capital Metro**”), a transportation authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code and the City of Pflugerville (“**City**”), a Texas municipal corporation and political subdivision of the State of Texas. Capital Metro and the City are referred to in this Agreement collectively as the “Parties” and individually as a “Party”.

**RECITALS**

**WHEREAS**, the Parties entered into an Interlocal Agreement for a Pickup Service Pilot Project, dated effective October 1, 2020 (the “**Agreement**”), for a one-year pilot project in which Capital Metro provides City with Pickup on-demand transit services (“**Pickup Service Pilot**”); and

**WHEREAS**, the Parties wish to extend the term of the Agreement and the Pickup Service Pilot, as well as update the cost allocation for the Pickup Service Pilot;

**NOW THEREFORE**, in consideration of the mutual covenants and agreements herein, Capital Metro and the City agree as follows:

**AGREEMENT**

1. **Extension.** The term of the Agreement and the Pickup Service Pilot is extended through March 22, 2022.
2. **Financial Terms.** Exhibit “A” attached to the Agreement is deleted and replaced in its entirety with the Exhibit “A” attached to this Amendment No. 1, and Sections 1-3 of Article III of the Agreement are deleted and replaced in their entirety by the following:

**“III. Financial Terms:**

1. The total Section 5307 Fund expenditures for the term of the Pilot Program (March 2021 – March 2022) utilized by the City under this Agreement shall not exceed \$200,157 as set forth in **Exhibit “A”**.
2. The total local fund expenditures made by the City under this Agreement shall not exceed \$310,235 for the term of the Pilot Program (March 2021 – March 2022) as set forth in **Exhibit “A”**, unless approved by the City of Pflugerville City Council. The City will expend local fund expenditures as follows:
  - a. A local fund match equal to sixty percent (60%) of the 5307 Funds will be expended for Pickup Services.

- b. Up to \$10,000 total for FY21 and FY22 will be allocated for the reimbursement of “hard” costs related to the Communications and Marketing Plan in accordance with Section II(5) of this Agreement.
3. Costs for the Pickup Services are offset by fares collected from customers of the Pickup Services. Capital Metro will deduct from each monthly invoice for Pickup Services an amount equal to the product of (i) the total numbers of customers utilizing Pickup Service for the invoiced month multiplied by (ii) the revenue collected by Capital Metro for each such customer (as of the Effective Date of the Agreement, Capital Metro collects \$0.52 in revenue per customer, but such amount is subject to change based on various factors, including fare adjustments. Capital Metro will provide written notification to the City of any such change).”
3. **Entire Agreement.** The terms of this Amendment No. 1 are in addition to, and construed together with, the terms of the Agreement, as amended. In the event of conflict in any language in the Agreement and this Amendment No. 1, the language in this Amendment will control.
4. **Capitalized Terms.** Capitalized items used in this Amendment No. 1 and not otherwise defined have the meanings assigned to them in the Agreement.

*Signatures on Next Page*

Each of the signatories to this Agreement represents and warrants that he or she is duly authorized to sign this in the capacity indicated to be effective as of the Effective Date.

**PERFORMING AGENCY**  
**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Sharmila Mukherjee  
Executive Vice President  
Strategic Planning and Development

Date: \_\_\_\_\_

Approved as to Form:

By: \_\_\_\_\_  
CMTA Legal Department

**RECEIVING AGENCY**  
**City of Pflugerville, Texas**

By: \_\_\_\_\_  
Sereniah Breland  
City Manager

Date: \_\_\_\_\_

Approved as to Form:

By: \_\_\_\_\_  
Charles E. Zech, City Attorney  
**DENTON NAVARRO ROCHA BERNAL & ZECH, PC**

**Exhibit "A"**

<b>The City of Pflugerville Pickup Pilot Estimated Costs</b>		
<b>Total Project Cost Estimate</b>	<b>Total FTA Section 5307 Funds</b>	<b>Total City of Pflugerville Local Funds</b>
\$510,392	\$200,157	\$310,235



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-171

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to amend the Interlocal Agreement with the City of Round Rock for operation of transit service and to increase the fees for service by \$388,201 for a total reimbursement not to exceed \$5,246,443.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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:** Through this Interlocal Agreement (ILA), Capital Metro demonstrates regional leadership and implements service expansion opportunities through the operation of Round Rock's transit services. This project also supports implementation of the Capital Metro Service Expansion Policy.

**BUSINESS CASE:** This ILA will reimburse Capital Metro for operation of Round Rock's transit services.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Finance, Audit and Administration Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Since August 2017, Capital Metro has operated Routes 50/150, 51,152 and 980 in the city of Round Rock. The city of Round Rock is outside the Capital Metro service area and Round Rock is a direct recipient of FTA

Section 5307 Funds. Provision of service is guided by a five-year ILA between Capital Metro and Round Rock which reimburses Capital Metro for all services provided.

This amendment will modify the existing ILA to add additional funding to the existing ILA. The amendment increases the reimbursement to Capital Metro by \$388,201 increasing the total amount reimbursed from \$4,858,242 to \$5,246,443.

The amendment also extends the term of the ILA to September 30, 2022, and includes minor changes to the Scope of Services, including revising the holiday schedule and updating contact information.

Round Rock City Council will consider approval on September 9, 2021.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

RESPONSIBLE DEPARTMENT: Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**Click or tap here to enter text.**

WHEREAS, the Capital Metropolitan Transportation Authority (“Capital Metro”) Board of Directors and Capital Metro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions seeking transit services along with other transit providers in the region.

WHEREAS, Capital Metro and the City of Round Rock are parties to that certain Interlocal Agreement, dated effective May 4, 2017, under which Capital Metro provides fixed route and commuter service into Austin and reverse commuter service to Round Rock (as amended, the “Agreement”).

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to amend the Agreement with the City of Round Rock to increase the fees for service by \$388,201 for a total reimbursement not to exceed \$5,246,443, extend the term of the Contract through September 30, 2022, and make certain revisions to the Scope of Services.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT 2  
TO THE INTERLOCAL AGREEMENT**

**BETWEEN**

**CITY OF ROUND ROCK AND CAPITAL METROPOLITAN TRANSPORTATION  
AUTHORITY**

**AND**

**THE CITY OF ROUND ROCK**  
(Contract Transit Services)

This Amendment 2 to the Interlocal Agreement (“Amendment 2”) is between Capital Metropolitan Transportation Authority, a rapid transit authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code (“Capital Metro”), and the City of Round Rock, a home rule city and municipal corporation, organized under Chapter 9 of the Local Government Code (“City”), each individually referred to as “Party” and collectively referred to as “Parties”, pursuant to the provisions of the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code.

**RECITALS**

WHEREAS, the City and Capital Metro entered into an Interlocal Agreement (as amended, the “Agreement”), dated effective May 4, 2017, for fixed route and commuter service into Austin and reverse commuter service to Round Rock (“Transit Services”);

WHEREAS, pursuant to that certain Amendment No. 1 to the Interlocal Agreement, dated effective November 8, 2018, the term of the Agreement was extended, service hours were added, and revisions were made to the reporting procedures and holiday hours for service;

WHEREAS, the Parties wish to further amend the Agreement to extend the term of the Agreement, increase the total fee amount to be paid under the Agreement, and update the Scope of Services; and

In consideration of the mutual covenants and agreements herein, Capital Metro and the City agree as follows:

**AGREEMENT**

1. **Term.** The Term of the Agreement will continue through September 30, 2022, unless terminated earlier in accordance with the Agreement.
2. **Scope of Services.** Attachment SOS-1 Scope of Services of the Agreement is deleted and replaced in its entirety by the Attachment SOS-1 Scope of Services to this Amendment 2.
3. **Fees.** Attachment SFP-1, Schedule of Fees and Payment, of the Agreement is deleted and replace in its entirety by the Attachment SFP-1, Schedule of Fees and Payment attached to this Amendment 2. The total fees under the Agreement shall not exceed \$5,246,443 and shall be based on the Attachment SFP-1, Schedule of Fees and Payments attached to this Amendment 2.

4. **Entire Agreement.** The terms of this Amendment 2 are in addition to, and construed together with, the terms of the Agreement, as amended. In the event of conflict in any language in the Agreement and this Amendment 2, the language in this Amendment 2 will control.
5. **Capitalized Terms.** Capitalized items used in this Amendment 2 and not otherwise defined have the meanings assigned to them in the Agreement.

**IN WITNESS WHEREOF**, the Parties have caused this Amendment 2 to be executed by their respective undersigned duly authorized as of the last signature date below.

**Capital Metropolitan Transportation Authority**

**City of Round Rock**

By: \_\_\_\_\_

By: \_\_\_\_\_

Sharmila Mukherjee  
EVP, Strategic Planning and Development

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to Form: \_\_\_\_\_

Approved as to Form: \_\_\_\_\_

**Attachments:**

- ATTACHMENT SOS-1 Scope of Services
- ATTACHMENT SFP-1 Schedule of Fees and Payments

## ATTACHMENT - SOS-1- Scope of Services

### 1. GENERAL PURPOSE

This Scope of Services documents the requirements related to the operation of fixed route and commuter express services by Capital Metro for the City of Round Rock:

- 1.1. Capital Metro shall provide an operationally dependable vehicle service for passenger use, equipped for maximum passenger comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.
- 1.2. Capital Metro must obtain all required licenses and permits to operate in the Capital Metro's service area within the scope of this contracted service.
- 1.3. Capital Metro shall furnish all supervision, personnel, passenger vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals as required to perform an operationally dependable public transportation service.

### 2. VEHICLE HOURS

Round Rock service will begin with four (4) routes: Round Rock Howard Station, Round Rock Circulator, Round Rock – Austin Express and Round Rock Tech Ridge Limited. The estimated vehicle hours for these routes are:

Route	Estimated Vehicle Hours per Service Year*
Round Rock Howard Route 50/150	8,265
Round Rock Circulator Route 51	3,542
Round Rock - Austin Express Route 980	886
Round Rock Tech Ridge Limited Route 152	1,181

Vehicle hours for the Round Rock – Austin Express will be shared with Capital Metro service from the Howard Express Station. Round Rock is responsible for the vehicle hours from Round Rock to Howard Express Station. Capital Metro is responsible for vehicle hours from Howard Express Station to downtown Austin. The vehicle hours in the figure above represent only vehicle hours for which Round Rock is responsible.

\*Service year is August 1, 2021 to September 30, 2022.

### 3. VEHICLE REQUIREMENTS

- 3.1. Two peak vehicles are required for Route 50/150, Round Rock Howard Station route. Vehicles shall be an accessible and capable of transporting at least thirty-five (35) seated persons.

- 3.2. One peak vehicle is required for Route 51, Round Rock Circulator. Vehicle shall be an accessible vehicle with the ability to transport at least twelve (12) seated persons.
- 3.3. Two peak vehicles are required for Route 980, Round Rock – Austin Express route. Vehicles shall be an accessible and capable of transporting at least forty-six (46) seated persons.
- 3.4. One peak vehicle is required for Route 152, Round Rock Tech Ridge Limited. Vehicle shall be an accessible and capable of transporting at least thirty-five (35) seated persons.

#### **4. SERVICE PERIOD**

The service period shall operate as follows:

- 4.1. Route 50/150, Round Rock Howard Station route: between approximately 6:30 a.m. — 8:30 p.m. (times may vary within this window, based on the specific route schedule) on weekdays only.
- 4.2. Route 51, Round Rock Circulator: between approximately 6:30 a.m. – 6:30 p.m. (times may vary within this window, based on the specific route schedule) on weekdays only.
- 4.3. Route 152, Round Rock Tech Ridge Limited: between approximately 6:15 a.m. – 8:15 a.m. and 3:45 p.m. – 5:45 p.m. (times may vary within this window, based on the specific route schedule) on weekdays only.
- 4.4 Route 980: between approximately 5:30 a.m. – 7:30 a.m. and 5:00 p.m. – 7:00 p.m. (times may vary within this window, based on the specific route schedule) on weekdays only.
- 4.5 Holidays: The City will not provide service on the following holidays:

- New Year’s Day
- Martin Luther King Jr Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

#### **5. VEHICLES**

- 5.1. Fixed route and commuter express vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for passengers. All vehicles shall be wheelchair accessible, capable of handling two wheelchair positions.
- 5.2. All vehicles shall be painted in accordance with Capital Metro’s branding program. The City may elect to coordinate with Capital Metro on representation of the City’s service inside and outside the buses. Capital Metro must approve the branding.

- 5.3. All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed weekly. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin.
- 5.4. Vehicles shall have illuminated destination and block signs that are highly visible and in compliance with ADA regulations.
- 5.5. Vehicle destination signs shall display the route name of the route operated. The destination signs on routes operated within Round Rock will reflect that service is Round Rock service. All destination signs shall be illuminated for night operation.
- 5.6. Vehicles shall be equipped with passenger notice holders, and passenger discharge bells.
- 5.7. Vehicle bodies, frames, and components shall be in sound condition, and free of all damage. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.
- 5.8. All vehicles shall be equipped to permit inward and outward wheelchair boarding. Ramps and lifts will comply with ADA standards. Securement for mobility devices shall consist of four securement belts. Additionally, a lap belt will be provided, if desired by the customer.
- 5.9. The vehicles' air conditioning system shall be of sufficient size and capacity to maintain an inside temperature of 75 degrees Fahrenheit or 20 degrees lower than the outside temperature, whichever is greater. The heating system shall have proportional controls and be of sufficient capacity to maintain an inside constant temperature of 68 degrees Fahrenheit throughout the vehicle.

## **6. EQUIPMENT CONDITION**

- 6.1. Capital Metro shall maintain each bus in a clean condition throughout, both interior and exterior, at all times that the bus is in service for the City. All buses must be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.). Each vehicle will be detailed at a minimum of once every forty-five (45) days.
- 6.2. All vehicles placed into revenue service shall have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).
- 6.3. Spare buses shall be available to replace any bus that may become disabled or otherwise unavailable for operations.
- 6.4. Capital Metro shall ensure regular and frequent maintenance checks of bus lifts and ramps and will keep all lifts and ramps are in good running condition.

## **7. REPORTING**

- 7.1. Capital Metro shall notify the City of all accidents and incidents within 24 hours. Accident/Incident reports shall be provided to the City within 24 hours after Capital Metro receives the document. The City will be notified immediately, by e-mail, of passengers that receive medical attention.

7.1.1. Notification e-mails:

- Enda Johnson, [ejohnson@roundrocktexas.gov](mailto:ejohnson@roundrocktexas.gov)
- Gary Hudder, [ghudder@roundrocktexas.gov](mailto:ghudder@roundrocktexas.gov)
- Michael Bennett, [mbennett@roundrocktexas.gov](mailto:mbennett@roundrocktexas.gov)

7.2. The City shall submit system information to the National Transit Database (“NTD”) and FTA, as required by Section 5307.

7.3. Capital Metro shall collect data, keep records and provide reports sufficient to enable the City of Round Rock to meet its NTD reporting obligations as required by federal law and shall coordinate with the City of Round Rock to ensure the data is reported by the proper party and there is no double reporting of NTD data.

7.4. Capital Metro shall submit to the City of Round Rock the following information on a monthly basis:

- Days of service
- Number of passengers
- Passengers per hour
- Passengers per mile
- Revenue hours
- Revenue miles
- Vehicle hours
- Vehicle miles
- Accident/Incident Reports

7.5. Capital Metro shall submit to the City of Round Rock the following information on a quarterly basis:

- Boardings by Stop

7.6. Capital Metro shall submit to the City of Round Rock other reports as requested.

## **8. SERVICE ADJUSTMENTS**

8.1. Service adjustments (i.e. changes to schedules) will occur three times per year, and must align with the scheduled service adjustments for all other Capital Metro services.

8.2. Modifications to services may include, but are not limited to, extending, deleting or adding routes, or parts of routes, and expanding or decreasing revenue hours.

8.3. The City may request service re-evaluation and service modifications for low-performing routes. Should low-performing routes be identified, Capital Metro and the City will coordinate to provide implementable options for increasing ridership.

## **9. TRAINING**

- 9.1. All bus operators performing the service of the City will be properly trained to provide a high quality public transportation service Training will include, at a minimum, the following elements:
  - 9.1.1. Defensive Driving
  - 9.1.2. Customer service, including providing service to persons with disabilities and proper customer communication practices required for polite customer assistance.
  - 9.1.3. Route specific training
  - 9.1.4. Ongoing refresher training
- 9.2. The City shall have access to audit files upon request.

## **10. UNIFORM AND APPEARANCE**

- 10.1. All bus operators will wear uniforms branded with Capital Metro logo and consistent with Capital Metro's Uniform Standards.
- 10.2. At all times while on duty, bus operators shall be well groomed, clean and in complete uniform.

## **11. PERSONNEL**

- 11.1. Capital Metro shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the Contracted Transit Services.
- 11.2. Capital Metro shall employ a street supervisor to monitor the Contracted Transit Services. Such supervision shall also include responses to and investigation of all accidents.
- 11.3. Capital Metro shall provide dispatch and radio monitoring personnel during hours of revenue service. Capital Metro shall be able to effectively dispatch assignments and provide prompt responses to driver and/or vehicle problems which could impact service.
- 11.4. The City shall have access to audit files upon request.

## **12. FARE COLLECTION**

- 12.1. The City shall retain and deposit all revenues directly collected from sales by the City. Capital Metro shall retain and deposit all revenues directly collected from the sale of passes in the Capital Metro service area.
- 12.2. Capital Metro shall provide the City with fare media for Round Rock transit services, with the design approved by the City. Round Rock fare media shall be coded for Round Rock service.
- 12.3. All fares will be honored between the City's services and Capital Metro services.
- 12.4. All Round Rock proposed fares shall initially align with Capital Metro fares to provide a more seamless system for passengers. For routes that do not connect to Capital Metro services, changes to the fare structure shall be made at the discretion of the City, with a minimum 30-day

notification of changes to Capital Metro. It is the ultimate goal of the City and Capital Metro to have a seamless fare structure.

**13.     MARKETING AND PUBLIC RELATIONS**

- 13.1. Capital Metro and the City of Round Rock will coordinate to furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the service. Capital Metro and the City shall also coordinate to distribute appropriate materials for other routes and services that benefit customers of each service, such as passenger notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects.
- 13.2. All material for Round Rock service will specify that service is provided by the City of Round Rock and operated by Capital Metro.
- 13.3. Capital Metro will provide system-wide placards on all Capital Metro buses advertising the implementation of Round Rock transit service. Capital Metro and the City will coordinate on the most appropriate time to install the placards.



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

Board of Directors

Item #: AI-2021-172

Agenda Date: 9/27/2021

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an interlocal agreement with Austin Community College for a bus stop at ACC’s Cypress Creek Campus on Capital Metro’s Route 214 (or its successor route) through September 30, 2026.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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:** Through this Interlocal Agreement (ILA) and extension, Capital Metro continues the regional partnership with ACC to connect the Cypress Creek campus in Cedar Park to the Capital Metro network via Route 214, Northwest Feeder.

**BUSINESS CASE:** Approval of this extension ensures continuation of connectivity by providing one stop in Cedar Park at the ACC Cypress Creek campus, which is outside the service area. Through ongoing coordination, ACC has sponsored this stop since 2012. ACC will reimburse Capital Metro for service on Route 214 at this stop.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** The Northwest Feeder route provides connectivity between the communities of Lago Vista,

Jonestown and Lakeline Station. Since January 2012, ACC has sponsored a stop on the Northwest Feeder in order to provide students, staff and faculty transit access to the ACC Cypress Creek campus. Capital Metro and ACC currently are parties to an ILA under which ACC reimburses Capital Metro for service to the stop. That ILA expires on September 30, 2021. Under this new agreement, ACC will continue to reimburse Capital Metro for servicing the bus stop at the ACC Cypress Creek campus. Payment by ACC is based on ACC's 3.8 percent of the estimated annual hours and costs required to operate Route 214 to the ACC Cypress Creek Campus for each fiscal year during this Agreement. Estimated annual payments for the three-year base term (FY2022-2024) total \$84,330. The annual payments for the two one-year extension periods are \$29,402 (FY2025) and \$30,073. (FY2026). A true-up of hours and costs will be conducted by Capital Metro at the end of each fiscal year. The ACC Board of Trustees approved this ILA on August 9, 2021.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-172**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner;

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions seeking transit services;

WHEREAS, Capital Metro provides the ACC Cypress Creek Campus with access to Capital Metro transit system via a bus stop at ACC's Cypress Creek Campus on Capital Metro's Route 214 (or its successor route); and

WHEREAS, Capital Metro and Austin Community College wish to continue its partnership with Capital Metro that sets forth the terms and conditions for providing the Route 214 service at the ACC Cypress Creek Campus bus stop, including ACC's contribution to the costs of providing such service.

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 the interlocal agreement with Austin Community College for a bus stop at ACC's Cypress Creek Campus on Capital Metro's Route 214 (or its successor route) through September 30, 2026.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**INTERLOCAL COOPERATION AGREEMENT BETWEEN  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY AND AUSTIN  
COMMUNITY COLLEGE DISTRICT**

This Interlocal Cooperation agreement (this “Agreement”) is entered into between the “Contracting Parties” shown below pursuant to the authority granted and in compliance with the provisions of the Interlocal Cooperation Act, Chapter 791, and Texas Government Code. This Agreement is entered into on the basis of mutual benefit on the terms and conditions set forth below:

**I. Contracting Parties**

ACC: Austin Community College District  
5930 Middle Fiskville Road  
Austin, Texas 78752

Capital Metro: Capital Metropolitan Transportation Authority  
2910 East Fifth Street  
Austin, Texas 78702

**II. Background**

Capital Metro provides the ACC Cypress Creek Campus with access to Capital Metro transit system via a bus stop at ACC’s Cypress Creek Campus on Capital Metro’s Route 214 (or its successor route). This Agreement sets forth the terms and conditions for providing the Route 214 service at the ACC Cypress Creek Campus bus stop, including ACC’s contribution to the costs of providing such service.

**III. Capital Metro Service to ACC Cypress Creek Campus**

Route 214 service will operate Monday through Friday every week from approximately 5:00 a.m. through 9:00 p.m. during the term of this Agreement. The route provides service from Lago Vista and Jonestown to ACC Cypress Creek and then to Capital Metro’s Lakeline Station. Minor adjustments to the route may be made by Capital Metro during the term of this Agreement. The current schedule and route map is attached in Exhibit B.

As with all Capital Metro customers, passengers boarding at the ACC Cypress Creek Campus will connect to the Capital Metro transit system utilizing Route 214, subject to the terms and conditions of this Agreement.

**IV. Consideration**

**1. Annual Fee**

ACC will pay Capital Metro an annual fee for boardings at the ACC Cypress Creek Campus (“Annual Fee”). The Annual Fee is based on a 3.8 percentage of the estimated annual hours and costs required to operate Route 214 to the ACC Cypress Creek Campus for each fiscal year during this Agreement, as

more fully described in the attached Exhibit A. Payment is due within thirty (30) days of the commencement of the Agreement and of each succeeding fiscal year during the term of this Agreement, as may be extended by the Contracting Parties.

A true-up of hours shall be conducted by Capital Metro at the end of each fiscal year. If actual operating hours exceeded the estimated hours set forth on the attached Exhibit A, ACC will pay Capital Metro for any actual operating hours in excess of the estimated hours. Payment is due within thirty (30) days of ACC's receipt of an invoice setting forth the excess costs. If actual operating hours are less than the estimated hours set forth on the attached Exhibit A, Capital Metro will reimburse ACC for any estimated operating hours paid by ACC in excess of actual operating hours.

All payments by ACC will be made from current revenues available to ACC.

No other charges, expenses, contributions, recoupments, or chargebacks shall be due from or paid by ACC.

All payments made by ACC to Capital Metro will be sent to:

Capital Metropolitan Transportation Authority  
ATTN: Accounts Receivable  
P.O. Box 6308  
Austin, TX 78762-6308

Payments under this Agreement will be made in accordance with the Texas Prompt Payment Act (Chapter 2251 of the Texas Government Code).

## 2. Fares

Under that certain Interlocal Agreement dated September 1, 2018 ("ILA"), Capital Metro and ACC established the Green Pass Program, a special reduced fare program offered to ACC students and employees. ACC students and employees who participate in the Green Pass Program will pay the reduced Green Pass Program rates on Route 214. All other Capital Metro customers on Route 214 will be charged the standard fare rates established by the Capital Metro Board of Directors from time to time.

The fares collected from all passengers boarding at the ACC Cypress Creek Campus shall be retained by Capital Metro as consideration for access to the Capital Metro transit system. Such fares are in addition to the annual amount payable to Capital Metro by ACC pursuant to Article IV.1. above.

## V. **Ridership Monitoring; Public Relations**

Capital Metro will monitor ridership on Route 214 through one or more of the following means: the use of the farebox, operator trip counts, and if necessary, ride checks. Capital Metro will compile and analyze the data and share all such information with ACC.

All public relations will be coordinated through the Capital Metro Communications office and the ACC Public Information and College Marketing Office.

**VI. Liability**

TO THE EXTENT ALLOWED BY TEXAS LAW AND THE U.S. CONSTITUTION, each Contracting Party is responsible for its own proportionate share of any liability for the negligent acts or omissions of its employees, agents, contractors, or subcontractors arising out of, connected with, or as a consequence of its performance under this Agreement.

**VI. Insurance Coverage**

Capital Metro will provide, at a minimum, the following levels of insurance through the Texas Municipal League Intergovernmental Risk Pool or a commercial carrier:

1. Commercial General Liability Insurance Coverage with limits of not less than One Million Dollars (\$1,000,000) each occurrence and not less than Two Million Dollars (\$2,000,000) Combined Single Limit of Liability for Bodily Injury and Property Damage including Products Liability.
2. Automobile Liability Insurance covering all owned, hired, and non-owned vehicles with limits of One Hundred Thousand Dollars (\$100,000) and Three Hundred Thousand Dollars (\$300,000) Combined Single Limit of Liability as per Texas Tort Claims Act.
3. Workers' Compensation Insurance Statutory Workers' Compensation coverage in the State of Texas. Employers Liability Insurance with minimum limits of liability of One Million Dollars \$1,000,000.

If Capital Metro is using a subcontractor to provide insurance, such subcontractor will carry:

1. Commercial General Liability Insurance with limits of not less than:

Each Occurrence Limit	\$1,000,000
Damage to Rented Premises	\$ 50,000
Medical Expenses (any one person)	\$ 50,000
Personal & Advertising Injury	\$1,000,000
General Aggregate	\$5,000,000
Products - Completed Operations Aggregate	\$1,000,000
2. Commercial Automobile Liability Insurance covering all owned, non-owned, or hired automobiles, with coverage for at least \$5,000,000 Combined Single Limit Bodily Injury and Property Damage or an umbrella policy with these same limits.
3. Workers' Compensation Insurance Statutory Workers' Compensation coverage in the State of Texas. Employers Liability Insurance with minimum limits of liability of One Million Dollars \$1,000,000.

**VII. Term of the Agreement**

This Agreement shall be effective upon signature of the last party to sign (“Effective Date”). The initial term of this Agreement will be from October 1, 2021, until September 30, 2024. The Contracting Parties may extend this Agreement for up to two (2) additional twelve (12) month periods, contingent upon approval of ACC Board of Trustees and Capital Metro’s Board of Directors. ACC will provide written notice to Capital Metro of its desire to extend the term of the Agreement no later than thirty (30) calendar days prior to the expiration of the then current term, as extended.

**VIII. Default**

Either party shall be in default under the Agreement if such party fails to fully, timely, and faithfully perform any of its material obligations under the Agreement upon thirty (30) days’ notice of material breach of this Agreement. Any such breach shall entitle the non-defaulting party to exercise all remedies available under applicable law, including, but not limited to, termination of this Agreement.

**IX. Termination Without Cause**

Either party shall have the right to terminate the Agreement, without cause upon ninety (90) days prior written notice without cost or penalties. Upon termination of either party under this provision, Capital Metro will refund to ACC the prorated amount, of the advance payment paid by ACC, attributable to the terminated months in effect at the time of such termination.

**X. Entire Agreement**

This Agreement represents the complete and entire Agreement between the Contracting Parties respecting the matters addressed herein, and supersedes all prior negotiations, agreements, representations, and understanding, if any, between the Contracting Parties to the subject matter contained in this Agreement. This Agreement may not be modified, discharged, or changed in any respect whatsoever except by further agreement in writing duly executed by authorized representatives of the Parties.

**XI. Administrative Approvals**

ACC’s President and the Capital Metro President/CEO will have the authority to negotiate and execute amendments to this Agreement without further action of the Board of Trustee’s and Capital Metro’s Board of Directors’ approval, but only to the extent necessary to implement and further the clear intent of the respective governing boards’ approval, and not in such a way as would constitute a substantive modification of the terms and conditions hereof or otherwise violate Chapter 791 of the Texas Government Code. Any amendments that would constitute a substantive modification to the Agreement must be approved by the governing bodies of the Contracting Parties.

**XII. Certifications**

THE UNDERSIGNED CONTRACTING PARTIES do hereby certify that: (a) the services specified above are necessary and essential and are properly within the statutory functions and programs of the affected governmental entity; (b) the proposed arrangements serve the interest of efficient and economical administration of the governmental function; (c) the services, supplies or materials contracted for are not required by Section 21 of Article 16 of the Constitution of Texas to be supplied under an Agreement given to the lowest responsible bidder nor is this Agreement prohibited by Texas Government Code, Section 791; and (d) this Agreement neither requires nor permits either party to exceed its duties and responsibilities or the limitations of its authority.

Each signatory to this Agreement has the specific authority to sign this Agreement and to bind their respective governmental body.

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**

By: \_\_\_\_\_

Sharmila Mukherjee  
Executive Vice President  
Strategic Planning and Development

Date: \_\_\_\_\_

**AUSTIN COMMUNITY COLLEGE DISTRICT**

By: \_\_\_\_\_

Dr. Richard Rhodes  
Chancellor

Date: \_\_\_\_\_

**Exhibit A**  
**Austin Community College District**  
**Costs for One Stop on Route 214**

Fiscal Year	Estimated Total Hours of Service on Route 214	Hourly Service Rate	Total (Calculated as follows: Estimated Service Hours x Estimated Hourly Service Rate x 3.8% + \$830 Maintenance Fee)
2022	8,224	\$85.27	\$27,479
2023	8,224	\$87.28	\$28,105
2024	8,224	\$89.33	\$28,746

Fiscal Year	Estimated Total Hours of Service on Route 214	Hourly Service Rate	Total (Calculated as follows: Estimated Service Hours x Estimated Hourly Service Rate x 3.8% + \$830 Maintenance Fee)
2025	8,224	\$91.43	\$29,402
2026	8,224	\$93.57	\$30,073

## Exhibit B

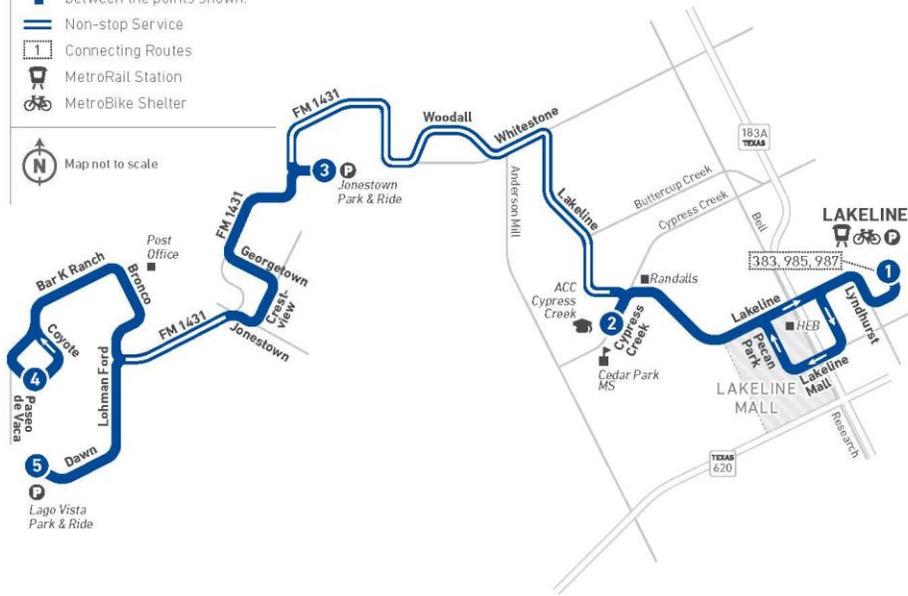
# 214 Northwest Feeder



### LEGEND

- Route Line and Timepoint**  
Buses make additional stops between the points shown.
- Non-stop Service
- Connecting Routes
- MetroRail Station
- MetroBike Shelter

Map not to scale



Scan the QR code to see an online version of this route map.

### DESTINATIONS

- Lakeline Station
- HEB
- Lakeline Mall
- Randalls
- Cedar Park Middle School
- ACC Cypress Creek
- Jonestown Park & Ride
- Post Office
- Lago Vista Park & Ride

GO Line 512-474-1200 | capmetro.org | Effective June 6 - August 14, 2021 | Destinations

**214 WEEKDAYS/WESTBOUND**

**214 WEEKDAYS/EASTBOUND**

1 Lakeline Station (Bay 1)	2 ACC Cypress Creek	3 Jonestown Park & Ride (Crestview at Park)	4 Paseo de Vaca at Crossbow	5 Lago Vista Park & Ride (Thunderbird at Dawn)	To Router/Garage	5 Lago Vista Park & Ride (Thunderbird at Dawn)	4 Paseo de Vaca at Crossbow	3 Jonestown Park & Ride (Crestview at Park)	2 ACC Cypress Creek	1 Lakeline Station (Bay 1)	To Router/ garage
5:57	6:06	6:24	6:36	6:48		5:10	—	5:22	5:41	5:53	
6:39	6:48	7:06	7:18	7:30		5:40	—	5:52	6:11	6:23	
7:50	7:59	8:17	8:29	8:41		6:53	—	7:05	7:24	7:36	
8:40	8:49	9:07	9:19	9:31		7:35	—	7:46	8:04	8:15	
9:40	9:49	10:07	10:19	10:31		8:46	—	8:57	9:15	9:26	
10:30	10:39	10:57	11:09	11:21		9:36	—	9:47	10:05	10:16	
11:25	11:34	11:48	<b>12:00</b>	<b>12:12</b>		10:36	—	10:47	11:05	11:16	
<b>12:16</b>	<b>12:25</b>	<b>12:38</b>	<b>12:48</b>	<b>12:58</b>		11:26	—	11:37	11:55	<b>12:06</b>	
1:20	1:29	1:47	—	1:59		12:17	—	12:24	1:00	1:11	
2:25	2:37	3:00	—	3:13		1:03	1:14	1:23	1:52	2:03	
3:20	3:32	3:55	—	4:08		2:03	2:14	2:25	2:43	2:54	
4:20	4:32	4:55	—	5:08		3:18	3:29	3:40	3:58	4:09	
5:30	5:42	6:05	—	6:18		4:13	4:24	4:35	4:53	5:04	
6:35	6:44	7:02	—	7:14		5:13	5:24	5:35	5:53	6:04	
7:41	7:50	8:08	—	8:20		6:20	6:31	6:42	7:00	7:11	
8:25	8:34	8:52	—	9:04		7:19	7:30	7:41	7:59	8:10	
						8:20	8:31	—	—	—	G
						9:04	9:15	—	—	—	G



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-173

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment No. 4 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,206,657.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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 Capital Metro/CARTS partnership enables the provision of services that serve the larger region, including areas not currently in the Capital Metro service area or on the border of the Capital Metro service area.

**BUSINESS CASE:** Capital Metro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding Capital Metro's service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Capital Metro and CARTS partner to operate transit services within the region. The parties utilize a master interlocal agreement (ILA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service. This addendum (Amendment 4 to Supplement No. 8) allows for the provision of transportation in the Manor Area. This service will be operated at the costs of \$81.00 per vehicle hour, consistent with other services operated under the Capital Metro/CARTS partnership. Approximately 12,751 weekday service hours and 2,147 Saturday service hours (if implemented) are projected for FY22. This project is funded 25 percent by Travis County using FTA and local funds. A separate agreement exists between Capital Metro and Travis County to provide the funding for this service.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Bus and Paratransit Services

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-173**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions to provide transit services.

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 Amendment No. 4 to CARTS Supplement No. 8 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$1,206,657.

Date: \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 4 TO CONTRACTED SERVICES SUPPLEMENT NO. 8  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Manor Pickup)**

This Amendment No. 4 to Contracted Services Supplement No. 8 to Master Regional Mobility Agreement ("**Amendment**") is made and entered into by and between Capital Metropolitan Transportation Authority ("**Capital Metro**"), a transportation authority and political subdivision of the state of Texas organized under Chapter 451 of the Texas Transportation Code, and Capital Area Rural Transportation System, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code ("**CARTS**"). Capital Metro and CARTS are referred to in this Agreement individually as a "Party" and collectively as the "**Parties**".

**RECITALS:**

- A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (the "**Agreement**"); and,
- B. Whereas, pursuant to the Agreement, the Parties entered into Contracted Services Supplement No. 8 dated effective June 5, 2016 (the "**Supplement**"); and
- C. Whereas, the Parties entered into that certain Amendment No. 1 to the Supplement effective July 10, 2017 ("**Amendment No. 1**"); and
- D. Whereas, the Parties entered into that certain Amendment No. 2 to the Supplement effective June 4, 2019 ("**Amendment No. 2**"); and
- E. Whereas, the Parties entered into that certain Amendment No. 3 to the Supplement effective October 1, 2020 ("**Amendment No. 3**").
- F. Whereas, the Parties desire to further amend the Supplement to update, amongst other things, the fees for service, service dates, vehicle hours and vehicle requirements, as set forth herein.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

**AGREEMENT:**

**A. AMENDMENT.**

- 1. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

B. **FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in Attachment SFP-4 (Schedule of Fees and Payments), attached hereto and incorporated herein for all purposes.

2. The total contract amount for Fiscal Year 2022 (October 1, 2021 to September 30, 2022) shall not exceed \$1,206,657.00.

3. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

C. **TERM.** The term of this Supplement shall commence on June 14, 2019 and terminate on September 30, 2022. The Parties may extend the term of this Supplement by written agreement. Provided, however, either Party may terminate this Supplement upon sixty (60) days advance written notice to the other Party. In the event of such termination by Capital Metro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to Capital Metro in order to be paid if CARTS has any property in its possession belonging to Capital Metro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

4. Section 3.0, Vehicle Hours, of Attachment SOS-3 of the Supplement is deleted in its entirety and replaced with the following:

**3.0 Vehicle Hours.**

Vehicle hours for the Pickup service are provided below:

Estimated Total Hours Per Weekday = 50

Estimated Total Hours Per Saturday = 40.5

Estimated Total Hours Weekday Annually = 12,751

Estimated Total Hours Saturday Annually = 2,147

Vehicle hours may be adjusted by mutual agreement of the parties based on customer demand.

5. Section 4.0, Vehicle Requirements, of Attachment SOS-3 of the Supplement is deleted in its entirety and replaced with the following:

**4.0 Vehicle Requirements.**

Up to Four (4) peak vehicles are required. The number of vehicles may be adjusted by mutual agreement of the Parties based on customer demand.

B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the

Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

- C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.
- D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.
- E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Dottie Watkins  
Chief Customer Officer/COO

Date: \_\_\_\_\_

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
Dave L. Marsh  
General Manager

Date: \_\_\_\_\_

Attachments:

ATTACHMENT SFP-4 - Schedule of Fees and Payments

**ATTACHMENT SFP-4**  
**SCHEDULE OF FEES AND PAYMENTS**  
**CONTRACTED SERVICES SUPPLEMENT NO. 8 TO MASTER REGIONAL MOBILITY AGREEMENT**

**Manor Pickup**

Capital Metro shall pay CARTS for the Contracted Service at the following rates:

June 2, 2019 – September 30, 2019	\$79.00 per vehicle hour
October 1, 2019 – September 30, 2020	\$81.00 per vehicle hour
October 1, 2020 – September 30, 2021	\$81.00 per vehicle hour
October 1, 2021 – September 30, 2022	\$81.00 per vehicle hour

Source of Funds for Payment of Contracted Service:

Capital Metro – 100% Local Funds

Travis County – Local and FTA Funds

For the purposes of payment, a vehicle hour means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

Board of Directors

Item #: AI-2021-174

Agenda Date: 9/27/2021

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment 2 to Supplement No.10 to the Master Regional Mobility Agreement with Capital Area Rural Transportation System (CARTS) for the provision of transit services to Travis County for a period of up to one year in an amount not to exceed \$342,638.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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 Capital Metro/CARTS partnership enables the provision of services that serve the larger region, including areas not currently in the Capital Metro service area or on the border of the Capital Metro service area.

**BUSINESS CASE:** Capital Metro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding Capital Metro's service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Capital Metro and CARTS partner to operate transit services within the region. The parties

utilize a master interlocal agreement (ILA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service. This addendum (Amendment 2 to Supplement No. 10) allows for the provision of service to Travis County for the Hornsby Bend Service Pilot. This service will be operated at the costs of \$77.52 per vehicle hour, consistent with other services operated under the Capital Metro/CARTS partnership. Approximately 4,420 service hours are projected for the FY22. This project is funded 100 percent by Travis County using local funds. A separate agreement exists between Capital Metro and Travis County to provide the funding for this service.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Bus and Paratransit Services

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-174**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions to provide transit services.

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 Amendment 2 to Supplement No.10 to the Master Regional Mobility Agreement with Capital Area Rural Transportation System (CARTS) for the provision of transit services to Travis County for a period of up to one year in an amount not to exceed \$342,638.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 2 TO CONTRACTED SERVICES SUPPLEMENT NO. 10  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Hornsby Bend Service Pilot)**

This Amendment No. 2 to Contracted Services Supplement No. 10 to Master Regional Mobility Agreement (“**Amendment**”) is made and entered into by and between Capital Metropolitan Transportation Authority (“**Capital Metro**”), a transportation authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code, and Capital Area Rural Transportation System, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“**CARTS**”). Capital Metro and CARTS are referred to in this Agreement individually as a “**Party**” and collectively as the “**Parties**”, upon the premises and for the consideration stated herein.

**RECITALS:**

- A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (the “**Agreement**”); and,
- B. Whereas, pursuant to the Agreement, the Parties entered into Contracted Services Supplement No. 10 dated effective October 1, 2019, pursuant to which, CARTS provided transit services within a geo-fenced zone in the Hornsby Bend and Austin’s Colony Area and connected riders to the Route 20 Manor Road/Riverside high frequency route bus stop (the “**Supplement**”); and,
- C. Whereas, the Parties entered into Amendment No. 1 to the Supplement dated effective October 1, 2020, to amongst other things, extend the term of the Supplement and add funding (the “**Amendment No. 1**”); and,
- D. Whereas, the Parties desire to further amend the Supplement as set forth herein.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

**AGREEMENT:**

**A. AMENDMENT.**

- 1. Any reference in the Supplement to “Hornsby Bend Feeder Pilot” is hereby replaced with “Hornsby Bend Service Pilot”.
- 2. The first sentence of Paragraph 1, Services, is deleted in its entirety and replaced with the following: “CARTS agrees to provide Capital Metro the transportation services described in Attachment SOS-2 (Scope of Services) attached and incorporated herein for all purposes (the “Contracted Services”).”

3. Attachment SOS-1 (scope of Services) is deleted in its entirety and replaced with Attachment SOS-2 (Scope of Services) attached hereto.
4. Paragraph 2.B. of the Supplement is deleted in its entirety and replaced with the following:
  - B. **FEES FOR SERVICES.** For Contracted Services provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-3 (Schedule of Fees and Payments), attached and incorporated herein for all purposes.
5. Attachment SFP-2 is deleted in its entirety and replaced with Attachment SFP-3 attached hereto.
6. The total contract amount for Fiscal Year 2022 (October 1, 2021 to September 30, 2022) shall not exceed \$342,638.00.

7. The first sentence of Paragraph 2.C. of the Supplement is deleted in its entirety and replaced with the following: "The term of this Supplement shall commence on October 1, 2019 and terminate on September 30, 2022."
- B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.
- C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.
- D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.
- E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

*[SIGNATURES ON NEXT PAGE]*

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Dottie Watkins  
Chief Customer Officer/COO

Date: \_\_\_\_\_

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
David L. Marsh  
General Manager

Date: \_\_\_\_\_

Attachments:

- ATTACHMENT SFP-3 - Schedule of Fees and Payments
- ATTACHMENT SOS-2 – Scope of Services

**ATTACHMENT SFP-3**

**SCHEDULE OF FEES AND PAYMENTS  
CONTRACTED SERVICES SUPPLEMENT NO. 10 TO MASTER REGIONAL MOBILITY AGREEMENT**

**Hornsby Bend Service Pilot**

Capital Metro shall pay CARTS for the Contracted Service at the following rates:

October 1, 2019 – September 30, 2020	\$81.00 per vehicle hour
October 1, 2020 – September 30, 2021	\$81.00 per vehicle hour
October 1, 2021 – September 30, 2022	\$77.52 per vehicle hour

**Source of Funds for Payment of Contracted Service:**

Travis County – Local Funds

For the purposes of payment, a vehicle hour means the time a vehicle leaves its base at the start of the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

## **ATTACHMENT SOS-2**

### **SCOPE OF SERVICES**

#### **CONTRACTED SERVICES SUPPLEMENT NO. 10 TO MASTER REGIONAL MOBILITY AGREEMENT**

##### **Hornsby Bend Service Pilot**

### **1.0 GENERAL PURPOSE**

This Scope of Services for Contracted Services Supplement No. 10 to Master Regional Mobility Agreement (this “**Supplement**”) documents the requirements related to the operation of Hornsby Bend Service Pilot. Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall obtain all required licenses and permits to operate in Capital Metro’s service area within the scope of this Supplement.

CARTS shall provide reservation and dispatch services in response to reservations made by customers or their agents through the CARTS call center.

CARTS shall furnish all supervision, personnel, dispatch services, customer vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stop identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed, may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS is required to comply with certain applicable Capital Metro policies and procedures on various subjects, as updated from time to time, including, but not limited to, the Code of Ethics, Tobacco-Free Workplace Policy, Physical Access Control Policy, and Access Control. CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures. The policies and procedures can be found here: [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures).

## **2.0 DESCRIPTION OF CONTRACTED SERVICE**

Capital Metro Hornsby Bend Service Pilot (the “**Contracted Service**”) is a transit service operating in the Hornsby Bend and Austin’s Colony area as mutually agreed to by Travis County, CARTS, and Capital Metro. Hornsby Bend and Austin’s Colony are outside of the Capital Metro service area and in urbanized, unincorporated Travis County. The Contracted Services are 100 percent funded by Travis County.

## **3.0 VEHICLE HOURS**

Vehicle hours for the Contracted Service are provided below:

Estimated Total Hours Per Weekday = 17 hours

Estimated Total Hours Annually = 4,420 hours

Vehicle hours may be adjusted by mutual agreement of the parties based on customer demand.

## **4.0 VEHICLE REQUIREMENTS**

Two (2) vehicles are required. The number of vehicles may be adjusted by mutual agreement of the parties based on customer demand.

## **5.0 SERVICE PERIOD**

The vehicles will operate on weekdays only. Revenue hours will be mutually agreed upon with the purpose of connecting the Hornsby Bend/Austin’s Colony area to the Capital Metro service area.

## **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner.

Service adjustments may happen on an as-needed basis and will not always follow Capital Metro’s normal service changes during the months of January, June, and August. CARTS shall provide services in the prescribed service area as established by Capital Metro and communicate any operational difficulties or delays with Capital Metro.

## **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling at least one (1) mobility device position.

Vehicle branding and logos must be approved by Capital Metro staff. Capital Metro shall supply logos or magnets or wraps for the vehicles if specific Hornsby Bend Service logos, emblems or identification are required. Logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the vehicle is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health and well-being of the customers and operator of the vehicle. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours. Vehicles shall be equipped with customer notice holders.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage that compromises the safe operation of the vehicle. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition.

All CARTS vehicles shall be capable of comfortably seating a minimum of five (5) customers.

Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior, at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the vehicle going into service each day. Each vehicle shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning of ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e. gum removal)
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 REPORTING**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with a CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boardings for the entire month (including no-shows).
- b) Summary of vehicle and customer accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Number of passengers per hour (passengers divided by hours).
- h) Fare box recovery (fares divided by operations cost).
- i) Cost per passenger (passengers divided by cost).
- j) Security incidents.

## **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Services may include, but are not limited to adding or decreasing vehicles, expanding or contracting the Hornsby Bend defined service area, and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below seventy-five percent (75%) or above one hundred and twenty-five percent (125%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiations may also occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose a method of compensation for service expansion including adding vehicles. Capital Metro reserves the right, upon notification to CARTS, to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro.

CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

## **12.0 HOLIDAY SCHEDULE**

The Contracted Services shall follow the CARTS holiday schedule.

### **13.0 TRAINING**

All vehicle operators hired by CARTS shall attend, at a minimum, the following training:

- a) Six (6) hours of defensive driving training and two (2) hours of overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all vehicle operators, prior to driving.
- b) CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hours of refresher training.
- c) The cost of vehicle operator's wages during training shall be borne by CARTS.
- d) CARTS shall be required to ensure all vehicle operators are aware of proper customer communication practices required for polite customer assistance and participate in customer service training for at least two (2) hours annually.
- e) CARTS shall ensure all vehicle operators complete training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any vehicle operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have a vehicle operator development program in place to address all vehicle operator related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing vehicle operators which is needed as a result of changed procedures.

### **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with Capital Metro's uniform and appearance requirements at all times while on duty or when in uniform. The uniform and appearance standards are available here:

[https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf).

At all times while on duty, vehicle operators shall be well groomed, clean and in complete uniform. All vehicle operators shall be neat in appearance, uniform clean and pressed, shoes shined, hair clean and neatly cared for.

All uniform standards shall be subject to Capital Metro approval.

### **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any vehicle operator from Capital Metro service for any one of, but not necessarily limited to, the following:

- a) Committing unsafe or inappropriate acts while providing service.

- b) Failure to follow Capital Metro policies and procedures.
- c) Cell phone use while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d) Revocation, suspension or non-renewal of a valid driver's license.
- e) A criminal conviction as set forth in the Master Agreement section entitled "Personnel Assignments".
- f) Not in the approved uniform.
- g) Use of any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h) Failure to follow safety rules and regulations.
- i) Failure to follow security policies, guidelines and procedures.
- j) Notification of an active warrant from any law enforcement or judicial agency.
- k) Any conduct which puts Capital Metro or its reputation at risk.
- l) Refusing trips assigned to them.

## **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the transportation service in accordance with the Supplement.

CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro's Program Manager, Bus Contracts, shall be Capital Metro's Project Manager for this Supplement. CARTS will coordinate with Capital Metro's Innovative Mobility department for operations and training support.

## **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure vehicle operator adherence to procedures (i.e., customer response times, customer relations, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement.

## **18.0 DISPATCHING, RADIO COMMUNICATION, AND RESERVATIONS**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to vehicle operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio and text communications between CARTS dispatch office and CARTS vehicle operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

This communication shall be via two-way radios. Base station, tower and fixed vehicle radios to be provided by CARTS.

CARTS drivers shall have the equipment necessary to accept reservations made through the CARTS call center. CARTS shall staff a pre-determined telephone number during business hours, Monday through Friday to accept phone reservations (the "CARTS call center").

## **19.0 FARE COLLECTION**

CARTS shall collect fares and charges established by Capital Metro. Without Capital Metro's approval, no free transportation service shall be provided to persons other than the following:

- a) Capital Metro employees, contractors or dependents with valid identification.
- b) Senior or persons with disabilities with the proper Capital Metro issued identification card.
- c) Youth under eighteen (18) years old.
- d) UT students presenting a valid student identification card.
- e) Complimentary tickets or ticket passes.

Capital Metro shall notify CARTS of changes in the fare structure.

Fares may be collected through the Capital Metro App if applicable. Cash fares will be collected by CARTS and deducted from monthly invoices to Capital Metro. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment or vehicle operator is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or contractors.

## **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

## **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and provide reports sufficient to enable Capital Metro to meet its National Transit Database ("NTD") reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS's expense and submit to Capital Metro by November 30.

## **22.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below in order to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.
- d) Ninety percent (90%) of trips are on time. For purposes of this Supplement (An on-time trip is one which the vehicle shows up to board the customer in 15 minutes or less of the scheduled time.

## **23.0 MARKETING AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive public media spokesman in connection with the Contracted Service.

## **24.0 PERSONNEL QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards and are qualified to perform Capital Metro Contracted Service:

- a) Be employees (full or part-time) of CARTS.
- b) Have appropriate driver's license with passenger endorsement and air brakes, if operating a vehicle.
- c) Have the ability to read, write, and speak English.
- d) Be sensitive to customers' needs.
- e) Have the ability to handle complaints and problems as required.
- f) Pass a Department of Transportation ("DOT") physical and comprehensive drug screen.

## **25.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the

United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("MIS") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and consult with Capital Metro on the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **26.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan ("SMS") and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

Board of Directors

Item #: AI-2021-185

Agenda Date: 9/27/2021

**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an Interlocal Agreement with the City of Georgetown for operation of Limited Paratransit Service for an amount not to exceed \$162,684 in FTA funds and \$244,026 in local funds from the City of Georgetown.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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:** This ILA will provide for limited paratransit services in the City of Georgetown made possible by sharing FTA funds through the Capital Metro Service Expansion Program. The transit services were recommended as part of the Georgetown Transit Development Plan, which is required in the Capital Metro Service Expansion Policy.

**BUSINESS CASE:** As the FTA Designated Recipient for transit funding for the Austin Urbanized Area, Capital Metro is responsible for allocating FTA funds within the urbanized area. The 2010 Census designated Georgetown as part of the Austin Urbanized Area and the city desires to use FTA funds to support limited paratransit service. Georgetown has met all the requirements to participate in the Service Expansion Program.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations,

Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Through the Capital Metro Service Expansion Program, the City of Georgetown uses a combination of FTA and local funds to pay 100 percent of the cost for transit service operated in the city. To use the FTA funds, the city completed and adopted a Transit Development Plan (TDP) in 2016 in compliance with the Capital Metro Service Expansion Policy. Service is operated by CARTS through the CARTS and Capital Metro Regional Mobility Agreement, which is presented in a separate agenda item. Approval of this ILA will provide for of Georgetown Limited Paratransit Service for one year.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Strategic Planning and Development

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-185**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions seeking transit services.

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 an Interlocal Agreement with the City of Georgetown for operation of Limited Paratransit Service for the amount not to exceed \$162,684 in FTA funds and \$244,026 in local funds from the City of Georgetown.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**INTERLOCAL AGREEMENT**  
**BETWEEN**  
**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**  
**AND**  
**THE CITY OF GEORGETOWN**  
(Contract Limited Paratransit Services)

This Interlocal Agreement (“**Agreement**”) is between Capital Metropolitan Transportation Authority, a transportation authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code (“**Capital Metro**”), and the City of Georgetown, a home rule city and municipal corporation, organized under Chapter 9 of the Local Government Code (“**City**”), each individually referred to as “Party” and collectively referred to as “Parties”, pursuant to the provisions of the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code.

**RECITALS**

**WHEREAS**, City desires to partner with Capital Metro to obtain transit services within the City’s limits for a segment of the City’s general public defined by physical or functional disability (“**Limited Paratransit Service**”); and,

**WHEREAS**, Capital Metro desires to provide the Limited Paratransit Services to the City; and,

**WHEREAS**, the Limited Paratransit Services will be funded by Federal Transit Administration (“FTA”) funding under 49 U.S.C. 5307 (“**Section 5307**”) and 49 U.S.C. 5310 (“**Section 5310**”); and,

**NOW THEREFORE**, in consideration of the mutual covenants and agreements herein, Capital Metro and the City agree as follows:

**AGREEMENT**

1. **Services**. Capital Metro will provide Limited Paratransit Service within the City limits, as described in the Scope of Services attached as Exhibit A to this Agreement (the “**Services**”). Capital Metro will contract with the Capital Area Rural Transportation System or other transportation provider mutually agreed upon by the Parties (the “**Third Party Service Provider**”) to perform the Services as a third party service provider. The City grants Capital Metro and the Third Party Service Provider the right to use the City’s streets to provide the Services for the term of this Agreement.

2. **Term.** This Agreement shall be effective upon signature of the last party to sign this Agreement (“**Effective Date**”) and shall terminate on September 30, 2022, unless terminated for cause or convenience prior to the expiration date (“**Term**”).
3. **Fees.** The fees for Services (collectively, the “**Fees**”) shall not exceed the following amounts:
  - a) For one vehicle, \$108,456 in FTA Section 5307 funds and \$162,684 in corresponding local match funds from the City, which shall be based on the vehicle weekday hours and hourly rates set forth in Exhibit B.
  - b) For one additional vehicle, \$54,228 in FTA Section 5307 funds and \$81,342 in corresponding local match funds from the City, which shall be based on vehicle weekday hours and the hourly rates set forth in Exhibit B.
  - c) The City will be responsible for 100 percent of the costs for any Services provided after the Section 5307 Funds expenditure balance is exhausted. The City is responsible for tracking invoices and Section 5307 Funds expenditure balance. The City and Capital Metro will meet quarterly to review invoices and the Section 5307 Funds expenditure balance.
4. **Invoicing and Payment.**
  - a) The City shall pay Capital Metro for Services rendered and accepted, in accordance with rates set forth in Section 4 of this Agreement.
  - b) Invoices may be submitted once per month and submitted to the attention of:

City of Georgetown  
Finance Department  
P.O. Box 409  
Georgetown, Texas 78627
  - c) Upon Capital Metro’s submission of proper invoices, payments will be processed in accordance with the Texas Prompt Payment Act, Texas Government Code, Subtitle F, Chapter 2251.
5. **Insurance.** Capital Metro shall require its Third Party Service Provider to maintain at least the minimum amounts of insurance and coverages set forth in Exhibit C attached to this Agreement.
6. **Service Change.** The Parties recognize that providing Limited Paratransit Services constitutes a service change, as the City contracted with the Capital Metro to provide fixed route services and complementary paratransit services within the City limits through September 30, 2021 under that certain Interlocal Agreement for Contracted

Transit Services, dated effective October 1, 2020. The City's decision to effectuate this change is based on a review of ridership and an overall cost benefit analysis of that contract. The City also undertook outreach efforts to the public regarding the proposed service change, including gathering public comments, some of which expressed concern and objection to the elimination of fixed route service. The City considered those comments and the potential impact to affected segments of the population and ultimately determined that the service change is in the best interest of the City and the general public at this time.

7. **Independent Contractor.** Capital Metro's relationship to the City in the performance of this Agreement is that of an independent contractor. The personnel performing Services under this Agreement shall at all times be under Capital Metro's exclusive direction and control and shall be employees or subcontractors of Capital Metro and not employees of the City. There shall be no contractual relationship between any subcontractor or supplier of Capital Metro and the City by virtue of this Agreement. Capital Metro shall pay wages, salaries and other amounts due its employees in connection with this Agreement and shall be responsible for all reports and obligations respecting them, such as Social Security, income tax withholding, unemployment compensation, workers' compensation and similar matters.
8. **Standards of Performance.** Capital Metro shall perform Services hereunder in compliance with all applicable federal, state, and local laws and regulations. Capital Metro shall use only licensed personnel to perform work required by law to be performed by such personnel.
9. **Licenses and Permits.** Capital Metro shall, without additional expense to the City, be responsible for obtaining any necessary licenses, permits, and approvals for complying with any federal, state, county, municipal, and other laws, codes, and regulations applicable to the performance of Services to be provided under this Agreement including, but not limited to, any laws or regulations requiring the use of licensed subcontractors to perform parts of the work.
10. **Notice of Labor Disputes.** If Capital Metro has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of the Services, Capital Metro immediately shall give notice, including all relevant information, to the City.
11. **Excusable Delays.** Except for defaults of subcontractors, Capital Metro shall not be in default because of any failure to perform this Agreement under its terms if the failure arises from causes beyond the control and without the fault or negligence of Capital Metro. Examples of these causes are: acts of God or of the public enemy, acts of the City of in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather. In each instance, the failure to perform must be beyond the control and without the fault or negligence of Capital Metro.

12. **Termination for Convenience.** A party may, whenever the interests of that Party so require, terminate this Agreement, in whole or in part, for the convenience of that Party. Such Party shall give ninety (90) days' prior written notice of the termination to the other Party specifying the part of the Agreement terminated and when such termination becomes effective shall incur no further obligations in connection with the Services so terminated, and, on the date set forth in the notice of termination, Capital Metro will stop the Services to the extent specified; provided, any such termination must align with Capital Metro's three (3) yearly service changes, which occur in January, June, and August. Notwithstanding the foregoing, either Party may terminate at any time in the event that the federal funds are withdrawn, terminated, or canceled by the FTA or a successor agency. In the event of such a termination, the terminating Party shall give the other Party written notice of the termination specifying the part of the Agreement terminated and when such termination becomes effective. On the date set forth in the notice of termination, Capital Metro will stop the Services to the extent specified.
13. **Equal Employment Opportunity.** In connection with the execution of this Agreement, Capital Metro shall not discriminate against any employee or applicant for employment because of race, religion, color, gender, sexual orientation, sex, age, national origin, or disability. Capital Metro shall take affirmative action to ensure that applicants and employees are treated fairly without regard to their race, religion, color, gender, sexual orientation, sex, age national origin, or ability. Such actions shall include, but not be limited to, the following: employment, upgrading, promotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
14. **Federal Funding.**
- a) The Parties intend to use federal funds to meet a portion of the financial obligations under Agreement. In recognition of this fact, the Parties agree to conduct all procurements, maintain all records, and otherwise conduct their activities under this Agreement to ensure compliance with all applicable federal statutes, regulations, policies and Agreement requirements necessary to obtain and expend anticipated federal funds and reimbursements, including but not limited to the requirements of 49 C.F.R. section 18.36.
  - b) The Parties will specifically comply with the federal contracting requirements as set forth in the 2021 Federal Transit Administration Master Agreement ("**Master Agreement**") which may be accessed at the following link: <https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-02/FTA-Master-Agreement-v28-2021-02-09.pdf>. In doing so, the Parties will require compliance with the applicable federal contracting provisions in all of their contracts and subcontracts related to the Services. In their contracting processes, the Parties will solicit proposals or bids for all of the contracts in accordance with applicable federal, state and local laws, rules, regulations and funding requirements.

15. **Use of Information.** It shall be the responsibility of each Party to comply with the provisions of the Texas Public Information Act, Chapter 552 of the Texas Government Code ("TPIA"). Neither Party is authorized to receive requests or take any other action under the TPIA on behalf of the other Party.
16. **Examination and Retention of Records.** The City and its representatives shall have audit and inspection rights described below:
- a) The City and its representatives shall have the right to examine, all books, records, documents, and other evidence and accounting procedures and practices sufficient to reflect properly all direct and indirect costs of whatever nature claimed to have been incurred and anticipated to be incurred for the performance of this Agreement. Such right of examination shall include inspection at all reasonable times at Capital Metro offices, or such parts thereof, as may be engaged in or maintain records in connection with the performance of this Agreement.
  - b) All records shall be made available at the office of Capital Metro at all reasonable times for inspection, audit, or reproduction until the expiration of three (3) years from the date of final payment under this Agreement or for the amount of time required under applicable records retention laws, whichever is longer except that if this contract is completely or partially terminated, the records relating to the work terminated shall be made available for a period of three (3) years from the date of any final settlement or for the amount of time required under applicable records retention laws, whichever is longer.
17. **Liability and Limitation of Liability.**
- a) To the extent allowed by Texas law, the Parties agree that each Party is responsible, to the exclusion of any such responsibility of the other Party, for its own proportionate share of liability for its and its employees', subcontractors', and agents' negligent acts and omissions for claims, suits, and causes of action, including claims for property damage, personal injury and death, arising out of or connected to this Agreement and as determined by a court of competent jurisdiction, provided that the execution of this Agreement will not be deemed a negligent act.
  - b) In no event shall either Party, their respective officers, directors, agents or employees be liable in contract or tort, to the other party (or its subcontractors) for special, indirect, incidental or consequential damages, resulting from the performance, nonperformance, or delay in performance of their obligations under this Agreement. This limitation of liability shall not apply to intentional tort or fraud.

18. **Assignment.** This Agreement shall be binding upon the parties, their successors, and assignees; provided, however, that neither Party shall assign its obligations or delegate its duties hereunder without the prior written consent of the other. Any attempted assignment or delegation without written consent shall be void and ineffective.
19. **Governing Law.** The rights, obligations, and remedies of the Parties shall be governed by the laws of the State of Texas. Whenever there is no applicable state statute or decisional precedent governing the interpretation of, or disputes arising under or related to, this Agreement, then federal common law, including the law developed by federal boards of contract appeals, the United States Claims Court (formerly the Court of Claims), and the Comptroller General of the United States, shall govern.
20. **Venue.** Venue for any action shall lie exclusively in Travis County, Texas.
21. **Incorporation by Reference.** Incorporated by reference the same, as if specifically written herein are the rules, regulations, and all other requirements imposed by the law, including but not limited to compliance with those applicable rules and regulations of the State of Texas and federal government, all of which shall apply to the performance of the Services under this Agreement.
22. **Severance.** Should any one or more provisions of this Agreement be deemed invalid, illegal or unenforceable for any reason, such as invalidity, illegality or unenforceability shall not affect any other provision held to be void, voidable, or for any reason whatsoever of no force and effect, such provision(s) shall be constructed as severable from the remainder of this Agreement and shall not affect the validity of all other provisions of this Agreement, which shall remain of full force and effect.
23. **Headings.** The headings contained in this Agreement are for reference purposes only and shall not in any way affect the meaning or interpretation of this Agreement.
24. **Notices.** Any notice required or permitted to be delivered under this Agreement shall be deemed delivered in person or when deposited in the United States mail, postage prepaid, certified mail, return receipt requested, addressed to the City or Capital Metro, as the case may be, at the addresses set forth below. Notice given by any other manner shall be deemed effective only if and when received by the Party to be notified. A Party may change its address for notice by written notice to the other Party as herein provided.

If to City:

David Morgan, City Manager  
City of Georgetown  
P.O. Box 409  
Georgetown, Texas 78627

With copy to:

Skye Masson, City Attorney  
City of Georgetown  
P.O. Box 409  
Georgetown, Texas 78627

If to Capital Metro:

Capital Metropolitan Transportation Authority  
Attn: Executive Vice President of Strategic Planning and Development  
700 Lavaca, 14<sup>th</sup> Floor  
Austin, Texas 78701

With copy to:

Capital Metropolitan Transportation Authority  
Attn: Chief Counsel  
700 Lavaca, 14<sup>th</sup> Floor  
Austin, Texas 78701

These writings are intended as the final expressions of the Agreement of the Parties and as a complete and exclusive statement of the terms of the Agreement.

25. **Performance**. The failure of a Party at any time to require performance by the other Party of any provision of this Agreement shall in no way affect the right of such Party to require such performance at any time thereafter nor shall the waiver by either Party of a breach of any provision be taken or held to be a waiver of any succeeding breach of such provision or as a waiver of the provision itself.
26. **No Waiver**. The Parties to this Agreement are governmental entities under state law and nothing in this Agreement waives or relinquishes the right of the Parties to claim any exemptions, privileges and immunities as may be provided by law.
27. **Amendment**. This Agreement may be amended only in writing by an instrument signed by an authorized representative of Capital Metro and the City. The City Manager and the Capital Metro President/CEO will have the authority to negotiate and execute amendments to this Agreement without further action of the

Georgetown City Council and Capital Metro's Board of Directors' approval, but only to the extent necessary to implement and further the clear intent of the respective governing boards approval, and not in such a way as would constitute a substantive modification of the terms and conditions hereof or otherwise violate Chapter 791 of the Texas Government Code. Any amendments that would constitute a substantive modification to the Agreement must be approved by the governing bodies of the Parties.

28. **Entire Agreement.** This Agreement represents the complete and entire Agreement between the Parties respecting the matters addressed herein, and supersedes all prior negotiations, agreements, representations, and understanding, if any, between the Parties pertaining to the subject matter herein.
29. **Current Revenues.** All monies paid by the Parties under this Agreement will be paid from current revenues available to the paying Party.
30. **Appropriation of Funds.** The obligations of the City under this Agreement to make payments to Capital Metro are subject to appropriation by the City of funds that are lawfully available to be applied for such purpose. If City fails to make such an appropriation prior to a fiscal period of City for the payments scheduled in such a fiscal period, this Agreement shall terminate at the end of the last fiscal period immediately preceding the fiscal period for which funds have not been appropriated. If feasible, the City shall deliver notice to Capital Metro of such termination at least forty-five (45) days prior to such termination, but failure to give such notice shall not prevent the termination of this Agreement.
31. **Survivability.** The provisions of Sections 14 through 17 shall survive the termination, expiration, or non-renewal of this Agreement.
32. **Exhibits.** The following exhibits are incorporated herein by reference:
  - A. Scope of Services
  - B. Fees
  - C. Insurance

**IN WITNESS WHEREOF**, the Parties have caused this Agreement to be executed by their respective undersigned duly authorized effective as of the Effective Date.

**Capital Metropolitan Transportation Authority**

**City of Georgetown**

By: \_\_\_\_\_

By: \_\_\_\_\_

Sharmila Mukherjee  
Executive Vice President  
Strategic Planning and Development

Josh Schroeder:  
Mayor, City of Georgetown

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Attest:

By:

\_\_\_\_\_

Robyn Densmore  
City Secretary

Approved as to Form:

By:

\_\_\_\_\_

Skye Masson  
City Attorney

## Exhibit A – Scope of Services

### 1. GENERAL PURPOSE

This Scope of Services documents the requirements related to the operation of Limited Paratransit Services operated by a Third Party Service Provider through a contract with Capital Metro for the City:

- 1.1. Capital Metro through its Third Party Service Provider shall provide an operationally dependable vehicle service for passenger use, equipped for maximum passenger comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.
- 1.2. Capital Metro through its Third Party Service Provider shall furnish all supervision, personnel, passenger vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals as required to perform an operationally dependable public transportation service.
- 1.3. Third Party Service Provider shall provide reservation and dispatch services in response to reservations made by customers or their agents through the Third Party Service Provider's reservation system for paratransit service.
- 1.4. Paratransit service eligibility and scheduling shall be completed by the Third Party Service Provider based on the application attached as Attachment 1, which may be revised from time to time subject to written approval from the City.

### 2. SERVICE PERIOD

The Limited Paratransit Service will operate weekdays from approximately 7:00 a.m. to 7:00 p.m. The Third Party Service Provider will not provide service on Third Party Service Provider's holidays.

### 3. VEHICLE REQUIREMENTS

Up to (2) vehicles are required for Limited Paratransit Service. Vehicle hours may be adjusted by mutual agreement of the parties based on customer demand.

The vehicles shall be accessible and capable of transporting at least twelve (12) seated persons.

#### **4. VEHICLE HOURS**

Vehicle hours for one vehicle are:

- Estimated Total Daily Weekday Hours = 12.5
- Estimated Total Annual Weekday Hours = 3,188

Total Annual Weekday Hours for one additional vehicle, to be utilized as necessary to meet customer demand, are 1,594.

Total Annual Weekday Hours for the two vehicles are estimated to be 4,782.

#### **5. VEHICLES**

- 5.1. The vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; fare box; adequate interior lighting; interior and exterior signage; bicycle racks; and padded, comfortable seating for passengers. All vehicles shall be wheelchair accessible and capable of handling two wheelchair positions.
- 5.2. Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations.
- 5.3. Vehicles shall be equipped with passenger notice holders, and passenger discharge bells.
- 5.4. Vehicle bodies, frames, and components shall be in sound condition, and free of all damage. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.
- 5.5. All vehicles shall be equipped to permit inward and outward wheelchair boarding. Ramps and lifts will comply with ADA standards. Securement for mobility devices shall consist of four (4) securement belts. Additionally, a lap belt will be provided, if desired by the customer.
- 5.6. The vehicles' air conditioning system shall be of sufficient size and capacity to maintain an inside constant temperature of 75 degrees F. throughout the vehicle, regardless of outside temperature and relative humidity. The heating system shall have proportional controls and be of sufficient capacity to maintain an inside constant temperature of 70 degrees F. throughout the vehicle regardless of outside temperatures.
- 5.7. All vehicles operated by the Third Party Service Provider shall be painted in accordance with the Capital Metro's graphic program.

- 5.8. Vehicles may support graphic content that identifies the Service when operating within Georgetown. Additional vehicle hour cost for graphic installation incurred by the Third Party Service Provider shall be reimbursed by City to the Third Party Service Provider.

## **6. EQUIPMENT CONDITION**

- 6.1. The Third Party Service Provider shall maintain each bus in a clean condition throughout, both interior and exterior, at all times that the bus is in service for the City. All buses must be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.).
- 6.2. All vehicles placed into revenue service shall have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).
- 6.3. Spare buses shall be available to replace any bus that may become disabled or otherwise unavailable for operations.
- 6.4. The Third Party Service Provider shall ensure regular and frequent maintenance checks of bus lifts and ramps and will keep all lifts and ramps are in good running condition.

## **7. REPORTING**

- 7.1. Capital Metro shall submit system information to the National Transit Database (“NTD”) and FTA, as required by FTA Section 5307.
- 7.2. Capital Metro shall submit ridership, on-time performance and number of applications received/approved/denied to the City on a monthly basis in a format mutually agreed to by both Parties.

## **8. TRAINING**

- 8.1. All bus operators performing the service of the City will be properly trained to provide a high-quality public transportation service. Training will include, at a minimum, the following elements:
  - 8.1.1. Defensive Driving
  - 8.1.2. Customer service, including providing service to persons with disabilities and proper customer communication practices required for polite customer assistance
  - 8.1.3. Route specific training

#### 8.1.4. Ongoing refresher training

### **9. PERSONNEL**

- 9.1. Capital Metro's Third Party Service Provider shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the Services.
- 9.2. Capital Metro's Third Party Service Provider shall employ a supervisor to monitor the Services. Such supervision shall also include responses to and investigation of all accidents.
- 9.3. Capital Metro's Third Party Service Provider shall provide dispatch and radio monitoring personnel during hours of Service. Capital Metro's Third Party Service Provider shall be able to effectively dispatch assignments and provide prompt responses to driver and/or vehicle problems which could impact service.

### **10. FARE COLLECTION**

- 10.1. Capital Metro or Capital Metro's Third Party Service Provider shall collect all fare revenue.
- 10.2. The amount of fares collected will be documented on the City's monthly invoice and deducted from the cost of service.
- 10.3. Capital Metro's Third Party Service Provider shall provide the City with fare media for Georgetown Limited Paratransit Services.

### **11. MARKETING AND PUBLIC RELATIONS**

- 11.1 Capital Metro and the City will coordinate on all applicable schedules, maps and other printed materials required for marketing the Service. Capital Metro and the City shall also coordinate to distribute appropriate materials for services that benefit customers of each service, such as passenger notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects.
- 11.2 All marketing material for the Service shall be the responsibility of the City.

## Attachment 1 to Scope of Services

### Eligibility Application



## ADA ELIGIBILITY APPLICATION



GoGeo provides Limited Paratransit Service to eligible people living in or visiting the City of Georgetown. This service provides rides, from origin to destination, within the city limits of Georgetown. GoGeo Limited Paratransit Service is operated by the Capital Area Rural Transportation System (CARTS) through a contract with Capital Metropolitan Transportation Authority (Capital Metro).

**Transportation** services are accessed by completing this application and being certified through CARTS, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

### Who should apply for ADA services?

- ▶ People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations.

### How to Apply:

- ▶ Complete this application and **sign the Applicant Agreement/Release of Information** section.
- ▶ Have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section.
- ▶ Send the completed application to:

**GoGeo c/o CARTS  
338 S. Guadalupe St.  
San Marcos, TX 78666  
Fax: 512-805-0001**

*If you need an alternative format of this application or additional information, please contact us at 512-505-5661 or email [GoGeo@ridecarts.com](mailto:GoGeo@ridecarts.com).*

If you have a **disability, as defined by the Americans with Disabilities Act (ADA)**, you may be eligible for GoGeo Limited Paratransit Service. The information obtained in this certification process will be used to determine your eligibility. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be **filled out completely**, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

### Step 1: Complete the General Information Section

**NAME:**

Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_

**ADDRESS:**

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**PHONE:**

Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

**DATE OF BIRTH:**

\_\_\_/\_\_\_/\_\_\_

**EMERGENCY CONTACT:**

NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

### Step 2: Information about your disability

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.

**1** Can you board the bus by yourself?  
\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_  
\_\_\_\_\_

**2** Are you able to climb three 12-inch steps without assistance?  
\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_  
\_\_\_\_\_

**3** If you have a cognitive disability, are you able to give your name, address, and telephone number upon request? \_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_  
\_\_\_\_\_

**4** Are you able to recognize your destination or landmark?  
\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_  
\_\_\_\_\_

**5** Are you able to deal with unexpected situations or unexpected changes in routine?  
\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_  
\_\_\_\_\_

6 Are you able to ask for, understand, and follow directions?

YES  NO  SOMETIMES

---

7 Are you able to safely and effectively travel through crowded and/or complex facilities?

YES  NO  SOMETIMES

---

8 If you are visually impaired, have you received mobility training from another organization such as Texas Department of Assistance and Rehabilitative Services or ARCIL?  YES  NO

9 Do you use any of the following assistive devices? (Check all that apply)

Manual wheelchair—passenger is able to transfer to a seat

Passenger is not able to transfer to a seat without assistance

High Wheelchair       Long Wheelchair       Electric Wheelchair

Power Scooter       Walker (foldable)       Cane

Crutches       Guide Dog       Oxygen

## APPLICANT AGREEMENT AND RELEASE

I agree that, if I am certified for GoGeo Limited Paratransit service, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for revoking my application and the right to participate in the program.

I understand and agree to hold GoGeo harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the Rider’s Guide and agree to abide by them.

I hereby authorize the release of verification of information and any additional information to GoGeo for the purpose of evaluating my eligibility to participate in the Program.

I certify that the information provided in this application is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If someone assisted you in completing this application, please provide their information and their signature below.**

NAME: \_\_\_\_\_ DAYTIME PHONE #: \_\_\_\_\_

ADDRESS:

Street \_\_\_\_\_ Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*An Eligibility Specialist will review your application and may ask you additional questions. You may also be required to participate in an assessment in the community so we can further evaluate your functional abilities.*

## Health Care Professional Verification of Eligibility

ALL INFORMATION FOR VERIFICATION OF ELIGIBILITY MUST BE FILLED IN BY A QUALIFIED HEALTH CARE PROFESSIONAL.

PERSON COMPLETING VERIFICATION: \_\_\_\_\_

PROFESSIONAL TITLE: \_\_\_\_\_

AGENCY AFFILIATION: \_\_\_\_\_

STATE OF TEXAS CERTIFICATION ID# \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_  
Street Ste. #

City State Zip

BUSINESS PHONE NUMBER \_\_\_\_\_

What is the medical diagnosis that causes the disability?

Is this condition: Temporary \_\_\_\_\_ Permanent \_\_\_\_\_

If temporary, what is the expected duration? \_\_\_\_\_  
Dates of Duration

**I verify that the information provided above for verification is true and correct to the best of my knowledge.**

\_\_\_\_\_  
Signature of Qualified Professional

\_\_\_\_\_  
Date

**Exhibit B – Rates**

FY22 Service

C1- Limited Paratransit Service Hours – One Vehicle

<b>Description</b>	<b>Estimated Annual Hours</b>	<b>Hourly Operating Rate</b>	<b>Total Estimated Cost of Service</b>	<b>Section 5307 Funds</b>	<b>Local Funding from Georgetown</b>
Limited Paratransit Hours – Based on one vehicle (partially funded by 5307)	3,188	\$85.05	\$271,140	\$108,456	\$162,684

C2 - Limited Paratransit Service Hours – Second Vehicle

<b>Description</b>	<b>Estimated Annual Hours</b>	<b>Hourly Operating Rate</b>	<b>Total Estimated Cost of Service</b>	<b>Section 5307 Funds</b>	<b>Local Funding from Georgetown</b>
Limited Paratransit Hours – Based on second vehicle (partially funded by 5307)	1,594	\$85.05	\$135,570	\$54,228	\$81,342

C3 – Totals

<b>Description</b>	<b>Estimated Annual Hours</b>	<b>Hourly Operating Rate</b>	<b>Total Estimated Cost of Service</b>	<b>Section 5307 Funds</b>	<b>Local Funding from Georgetown</b>
Total FY22 Service	4,782	\$85.05	\$406,710	\$162,684	\$244,026

### **Exhibit C - Insurance**

1. Commercial General Liability Insurance Coverage with limits of not less than One Million Dollars (\$1,000,000) each occurrence and not less than Two Million Dollars (\$2,000,000) Combined Single Limit of Liability for Bodily Injury and Property Damage including Products Liability.
2. Automobile Liability Insurance covering all owned, hired and non-owned automobiles used in connection with Transit Services with limits not less than One Million Dollars (\$1,000,000) and not less than Two Million Dollars (\$2,000,000) Combined Single Limit of Liability for Bodily Injury and Property Damage.
3. Workers' Compensation Insurance Statutory Workers' Compensation coverage in the State of Texas. Employers Liability Insurance with minimum limits of liability of One Million Dollars (\$1,000,000).



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-195

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute an addendum to the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit Service to the City of Georgetown for a period of one year in an amount not to exceed \$387,342.

**FISCAL IMPACT:**

This action reimburses Capital Metro for expenses incurred.

**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 Capital Metro/CARTS partnership enables the provision of services that serve the larger region, including areas not currently in the Capital Metro service area or on the border of the Capital Metro service area.

**BUSINESS CASE:** Capital Metro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding Capital Metro's service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Capital Metro and CARTS partner to operate transit services within the region. The parties utilize a master interlocal agreement (ILA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

This addendum (Amendment 4 to Supplement No. 9) allows for the provision of Limited Paratransit Service for the City of Georgetown. This service will be operated at a cost of \$81.00 per vehicle hour, consistent with the other services operated under the Capital Metro/CARTS partnership. Approximately 4,782 service hours are projected for FY22.

The term of this Contracted Service Supplement will match the term of the Interlocal Agreement with the City of Georgetown.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Bus and Paratransit Services

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-195**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a valued community partner; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions to provide transit services.

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 an addendum to the interlocal agreement with Capital Area Rural Transportation System (CARTS) for the provision of Limited Paratransit Service to the City of Georgetown for a period of one year in an amount not to exceed \$387,342.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 4 TO CONTRACTED SERVICES SUPPLEMENT NO. 9  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Services to the City of Georgetown)**

**This Amendment No. 4 to Contracted Services Supplement No. 9 to Master Regional Mobility Agreement (“Amendment”)** is made and entered into by and between **Capital Metropolitan Transportation Authority (“Capital Metro”)**, a transportation authority and political subdivision for the state of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“**CARTS**”), collectively referred to as the “Parties”, upon the premises and for the consideration stated herein.

**RECITALS:**

- A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement, dated effective May 1, 2015 (“**Master Agreement**”); and,
- B. Whereas, pursuant to the Master Agreement, the Parties entered into Contracted Services Supplement No. 9, dated effective October 1, 2016 (as amended, “**Supplement**”); and,
- C. Whereas, the Parties entered into Amendment No. 1 to the Supplement, dated effective September 25, 2017 (“**Amendment No. 1**”); and,
- D. Whereas, the Parties entered into Amendment No. 2 to the Supplement, dated effective October 1, 2019 (“**Amendment No. 2**”); and
- E. Whereas, the Parties entered into Amendment No. 3 to the Supplement, dated effective October 1, 2020 (“**Amendment No. 3**”); and
- F. Whereas, the Parties desire to further amend the Supplement.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

**AGREEMENT:**

**A. AMENDMENT.**

- 1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide to Capital Metro, the transportation services described in Attachment SOS-5 (“**Scope of Services**”) attached and incorporated herein for all purposes (the “**Contracted Service**”). The Contracted Service shall be provided in accordance with the Supplement (including the attached SOS-5 and the Master Agreement.

2. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

**B. FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-5 (Schedule of Fees and Payments), attached and incorporated herein for all purposes. Any on-board fare collections shall be handled pursuant to the process specified in Attachment SOS-5.

3. The total contract amount for Fiscal year 2022 (October 1, 2021 to September 30, 2022 shall not exceed \$387,342.

4. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

**C. TERM.** The term of this Supplement shall commence on May 1, 2015, and terminate on September 30, 2022. The Parties may extend the term of this Supplement by written agreement. Provided, however, either party may terminate this Supplement upon sixty (60) days' advance written notice to the other party. In the event of such termination by Capital Metro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to Capital Metro to be paid CARTS. If CARTS has any property in its possession belonging to Capital Metro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

**B. INCORPORATION BY REFERENCE.** All defined terms contained in the Master Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Master Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Master Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

**C. ENTIRE AGREEMENT.** This Amendment, with the Master Agreement, as amended, represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

**D. RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

**E. CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Master Agreement, the provisions of this Amendment shall control.

*[SIGNATURES ON NEXT PAGE]*

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Dottie Watkins  
Chief Customer Officer/COO

Date: \_\_\_\_\_

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
David L. Marsh  
General Manager

Date: \_\_\_\_\_

Attachments:

ATTACHMENT SFP-5 - Schedule of Fees and Payments

ATTACHMENT SOS-5- Scope of Services

**ATTACHMENT SFP-5**

**SCHEDULE OF FEES AND PAYMENTS  
SUPPLEMENT NO. 9 TO MASTER REGIONAL MOBILITY AGREEMENT**

**(City of Georgetown Limited Paratransit Service)**

Capital Metro shall pay CARTS for the Contracted Service at the following rates:

October 1, 2016 – September 30, 2017	\$68.96 per vehicle hour
October 1, 2017 – September 30, 2018	\$77.00 per vehicle hour
October 1, 2018 – September 30, 2019	\$79.00 per vehicle hour
October 1, 2019 – September 30, 2020	\$81.00 per vehicle hour
October 1, 2020 – September 30, 2021	\$81.00 per vehicle hour
October 1, 2021 – September 30, 2022	\$81.00 per vehicle hour

**Capital Metro Source of Funds for Payment of Contracted Service:**

For FY22 Service: 60% Local Funds & 40% FTA Section 5307 Funds

For the purposes of payment, a Limited Paratransit Service hour means the time a vehicle leaves its base for the first passenger pick-up of the operator's shift or service day, to the time it arrives at its base from the last passenger drop-off of the operator's shift or service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

## ATTACHMENT SOS-5

### **SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 9 TO MASTER REGIONAL MOBILITY AGREEMENT**

#### **(City of Georgetown Limited Paratransit Service)**

#### **1.0 GENERAL PURPOSE**

This Scope of Services for Contracted Services Supplement No. 9 to Master Regional Mobility Agreement ("**Supplement**") documents the requirements related to providing transportation services to the City of Georgetown. Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall provide reservation and dispatch services in response to reservations made by customers or their agents through the CARTS reservation system for the paratransit service. For fixed route information, CARTS shall provide such information through customers calling (512) 478-RIDE or refer customers to call the Capital Metro Go Line at (512) 474-1200.

CARTS shall obtain all required licenses and permits to operate in the Capital Metro service area and within the City of Georgetown within the scope of the Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stops identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS shall at all times comply and cause its assigned personnel and contractors to comply with Capital Metro's policies and procedures, as revised, supplemented, and updated from time to time. These policies and procedures include, but are not limited to, the documents found on Capital Metro's service provider extranet site located at [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

#### **2.0 DESCRIPTION OF CONTRACTED SERVICE**

The Contracted Service consists of transit services within the City of Georgetown's limits for a segment of the City's general public defined by physical or functional disability

(the “Limited Paratransit Service”).

Limited Paratransit Service eligibility and scheduling shall be completed by CARTS based on the application attached to this Scope of Services, which may be revised from time to time subject to written approval from the City.

CARTS shall perform the necessary certification for customers eligible to use the Limited Paratransit Service and provide a list of eligible customers on a monthly basis to Capital Metro. CARTS shall only transport eligible customers that have been certified by CARTS on the Limited Paratransit Service and refer any non-certified customers to apply for eligibility.

### **3.0 SERVICE PERIOD**

The Limited Paratransit Service will operate weekdays from approximately 7:00 a.m. to 7:00 p.m.

### **4.0 VEHICLE REQUIREMENTS**

Up to (2) vehicles are required for limited paratransit service. Vehicle hours may be adjusted by mutual agreement of the parties based on customer demand.

The vehicles shall be accessible and capable of transporting at least twelve (12) seated persons.

### **5.0 VEHICLE HOURS**

Vehicle hours for one vehicle are:

- Estimated Total Daily Weekday Hours = 12.5
- Estimated Total Annual Weekday Hours = 3,188

Total Annual Weekday Hours for one additional vehicle, to be utilized as necessary to meet customer demand, are 1,594.

Total Annual Weekday Hours for the two vehicles are estimated to be 4,782.

### **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trips scheduled by Capital Metro. Capital Metro service changes occur three times per year during the months of January, June and August. CARTS shall follow the prescribed routes and schedules as established by Capital Metro and communicate any route detours or route delays with Capital Metro.

## **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for Capital Metro to install a Genfare fare box; installation of a manual fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with the Capital Metro's graphic program. Capital Metro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by Capital Metro. Capital Metro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the vehicle is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health and well-being of the customers and operator of the vehicle. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible, in compliance with ADA regulations and programmed with proper route and safety designations as defined by Capital Metro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition.

All vehicles shall be capable of comfortably seating a minimum of twelve (12) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each vehicle shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning of ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e. gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with a CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boardings for the entire month (including no-shows for the paratransit service).
- b) Summary of vehicle and customer accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.

- g) Number of passengers per hour (passengers divided by hours).
- h) Fare box recovery (fares divided by operations cost).
- i) Cost per passenger (passengers divided by cost).
- j) Security incidents.

## **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), expanding or contracting the paratransit service area, and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiation would occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose a method of compensation for service expansion including adding vehicles.

Capital Metro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

## **12.0 HOLIDAY SCHEDULE**

The Limited Paratransit Services will be provided in accordance with the CARTS published holiday schedule.

## **13.0 TRAINING**

All vehicle operators hired by CARTS shall attend, at the minimum, the following training:

- a) Six (6) hours of defensive driving training and two (2) hours overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all operators, prior to driving.
- b) CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hour refresher training.
- c) The cost of operator wages during the training shall be borne by CARTS.
- d) CARTS shall be required to ensure all operators are aware of proper customer communication practices required for polite customer assistance including providing service to persons with disabilities and participate in customer service training for at least two (2) hours annually.
- e) CARTS shall ensure all operators complete training including route specific training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have an operator development program in place to address all operator-related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing operators which is needed because of changed procedures.

All training programs shall be subject to CARTS approval.

#### **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with Capital Metro's uniform and appearance requirements. The uniform and appearance standards are available here: [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf).

Any deviations from the uniform and appearance standards must be approved by Capital Metro in its sole discretion.

#### **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any operator from Capital Metro service for any one of, but not necessarily limited to, the following reasons:

- a) Committing unsafe or inappropriate acts while providing service.
- b) Failing to follow Capital Metro policies and procedures.
- c) Using a cell phone while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d) Revocation, suspension or non-renewal of a valid driver's license.
- e) A criminal conviction as set forth in the Master Agreement section entitled "Personnel Assignments".
- f) Violating the uniform and appearance standards without approval.
- g) Using any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h) Failure to follow safety rules and regulations.
- i) Failure to follow security policies, guidelines and procedures.
- j) Notification of an active warrant from any law enforcement or judicial agency; and/or
- k) Any conduct which puts Capital Metro or its reputation at risk.

#### **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the Contracted Service in accordance with the Supplement.

CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro's Program Manager, Bus Contracts shall be Capital Metro's Project Manager for this Supplement.

## **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure operator adherence to procedures (i.e., safe operation, customer relations, on-time performance, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement. These on-board ride checks are to be conducted annually, and additionally as needed.

## **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio communications between CARTS dispatch office and CARTS operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

CARTS shall staff a pre-determined telephone number during business hours, Monday through Saturday to accept reservations for eligible passengers riding the paratransit service for the next business day. CARTS shall document scheduled reservations electronically and have trip manifests data available upon request to Capital Metro.

## **19.0 FARE COLLECTION**

CARTS shall collect fares and charges as established by Capital Metro. Capital Metro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be supplied by, owned by and maintained by CARTS. All fares shall be retrieved, counted, recorded and deposited by CARTS designated personnel in accordance with CARTS procedures. Such fares collected shall be deducted from the monthly service billing to Capital Metro. All fares collected are subject to audit by Capital Metro and should be reconciled to the monthly report submitted.

If electronic fare collection equipment is used, such equipment shall be owned by and supplied by Capital Metro and maintained by Capital Metro or its contractors. Capital Metro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by Capital Metro based on the hourly rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or

contractors.

## **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

## **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and\_ provide reports sufficient to enable Capital Metro to meet its National Transit Database ("NTD") reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to Capital Metro annually by November 30.

## **21.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications associated with the Contracted Service:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.

## **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance ("OTP"). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. Capital Metro personnel may also conduct checks.

## **24.0 MARKETING, FARE MEDIA AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive

public media spokesman in connection with the Contracted Service and shall be responsible to print brochures, materials, etc.

CARTS may assist with the design of marketing materials and distribute all necessary bus passes and/or fare media as defined by the City of Georgetown adopted fare structure for customers to be able to purchase from pass outlets and on board vehicles as determined by CARTS.

## **25.0 OPERATOR QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards to perform Capital Metro Contracted Service as defined below:

- a) Be employees (full or part-time) of CARTS.
- b) Possess a valid State of Texas Driver's License appropriate for the class of vehicle to be operated. Vehicle Operators must have maintained a valid driver's license for five (5) years.
- c) Have the ability to read, write, and speak English.
- d) Be sensitive to customers' needs.
- e) Have the ability to handle complaints and problems as required.
- f) Pass a Department of Transportation ("DOT") physical and comprehensive drug screen.

## **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("MIS") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and adhere to FTA under 49 CFR with the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan (“**SMS**”) and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.

## Attachment 1 to Scope of Services

### Eligibility Application



## ADA ELIGIBILITY APPLICATION



GoGeo provides Limited Paratransit Service to eligible people living in or visiting the City of Georgetown. This service provides rides, from origin to destination, within the city limits of Georgetown. GoGeo Limited Paratransit Service is operated by the Capital Area Rural Transportation System (CARTS) through a contract with Capital Metropolitan Transportation Authority (Capital Metro).

**Transportation** services are accessed by completing this application and being certified through CARTS, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

### **Who should apply for ADA services?**

- ▶ People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations.

### **How to Apply:**

- ▶ Complete this application and **sign the Applicant Agreement/Release of Information** section.
- ▶ Have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section.
- ▶ Send the completed application to:

**GoGeo c/o CARTS  
338 S. Guadalupe St.  
San Marcos, TX 78666  
Fax: 512-805-0001**

*If you need an alternative format of this application or additional information, please contact us at 512-505-5661 or email [GoGeo@ridecarts.com](mailto:GoGeo@ridecarts.com).*

If you have a **disability, as defined by the Americans with Disabilities Act (ADA)**, you may be eligible for GoGeo Limited Paratransit Service. The information obtained in this certification process will be used to determine your eligibility. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be **filled out completely**, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

### Step 1: Complete the General Information Section

**NAME:**

Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_

**ADDRESS:**

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**PHONE:**

Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

**DATE OF BIRTH:**

\_\_\_/\_\_\_/\_\_\_

**EMERGENCY CONTACT:**

NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

### Step 2: Information about your disability

If you answer "NO" or "SOMETIMES" to any of these questions, you must explain your answer in the space provided.

1

Can you board the bus by yourself?

\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_

\_\_\_\_\_

2

Are you able to climb three 12-inch steps without assistance?

\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_

\_\_\_\_\_

3

If you have a cognitive disability, are you able to give your name, address, and telephone number upon request? \_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_

\_\_\_\_\_

4

Are you able to recognize your destination or landmark?

\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_

\_\_\_\_\_

5

Are you able to deal with unexpected situations or unexpected changes in routine?

\_\_\_ YES \_\_\_ NO \_\_\_ SOMETIMES \_\_\_

\_\_\_\_\_

6 Are you able to ask for, understand, and follow directions?

YES  NO  SOMETIMES \_\_\_\_\_

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7 Are you able to safely and effectively travel through crowded and/or complex facilities?

YES  NO  SOMETIMES \_\_\_\_\_

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8 If you are visually impaired, have you received mobility training from another organization such as Texas Department of Assistance and Rehabilitative Services or ARCIL?  YES  NO

9 Do you use any of the following assistive devices? (Check all that apply)

Manual wheelchair—passenger is able to transfer to a seat

Passenger is not able to transfer to a seat without assistance

High Wheelchair       Long Wheelchair       Electric Wheelchair

Power Scooter       Walker (foldable)       Cane

Crutches       Guide Dog       Oxygen

## APPLICANT AGREEMENT AND RELEASE

I agree that, if I am certified for GoGeo Limited Paratransit service, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for revoking my application and the right to participate in the program.

I understand and agree to hold GoGeo harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the Rider’s Guide and agree to abide by them.

I hereby authorize the release of verification of information and any additional information to GoGeo for the purpose of evaluating my eligibility to participate in the Program.

I certify that the information provided in this application is true and correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If someone assisted you in completing this application, please provide their information and their signature below.**

NAME: \_\_\_\_\_ DAYTIME PHONE #: \_\_\_\_\_

ADDRESS:

Street \_\_\_\_\_ Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*An Eligibility Specialist will review your application and may ask you additional questions. You may also be required to participate in an assessment in the community so we can further evaluate your functional abilities.*





# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-198

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment 3 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for a period of one (1) year in an amount not to exceed \$698,000.

**FISCAL IMPACT:**

Funding for this action is available in the FY2022 Operating Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Capital Metro/CARTS partnership enables the provision of services that serve the region, including areas not currently in the Capital Metro service area or on the borders of the Capital Metro service area.

**BUSINESS CASE:** Capital Metro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding Capital Metro's service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15<sup>th</sup>, 2021.

**EXECUTIVE SUMMARY:** Capital Metro and CARTS partner to operate transit services on the borders of Capital Metro's service area and in communities located within the Austin urbanized area but outside of the Capital Metro service area. The parties utilize a master Regional Mobility Agreement (RMA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

This resolution authorizes the amendment to the current Contracted Service Supplement, which expires September 30, 2021. Service cost per vehicle hour is scheduled at \$77.52 (at an increase of \$1.78 over last year) under the terms of this amendment.

The total estimated cost of the service, over a one-year period is \$698,000 for an estimated 9,000 vehicle hours annually.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-198**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the Contracted Services Supplement for the provision of Route 214 requires an amendment due to the expiration of the current Contracted Services Supplement.

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 Amendment 3 to the Contracted Service Supplement No. 2 with Capital Area Rural Transportation System (CARTS) for the operation of Route 214 Northwest Feeder for a period of one (1) year in an amount not to exceed \$698,000.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 3 TO CONTRACTED SERVICES SUPPLEMENT NO. 2  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Route 214 – Northwest Feeder)**

**This Amendment No. 3 to Contracted Services Supplement No. 2 to Master Regional Mobility Agreement (“Amendment”)** is made and entered into by and between **Capital Metropolitan Transportation Authority (“Capital Metro”)**, a transportation authority and political subdivision for the State of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (**“CARTS”**). Capital Metro and CARTS are referred to in this Agreement individually as a **“Party”** and collectively as the **“Parties”**.

**RECITALS:**

- A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (**“Agreement”**); and,
- B. Whereas, pursuant to the Agreement the Parties entered into Contracted Services Supplement No. 2 dated effective May 1, 2015 (**“Supplement”**); and,
- C. Whereas, the Parties entered into that certain Amendment No. 1 to the Supplement effective September 25, 2017 (**“Amendment No. 1”**); and,
- D. Whereas, the Parties entered into that certain Amendment No. 2 to the Supplement effective October 1, 2020 (**“Amendment No. 2”**) and,
- E. Whereas, the Parties desire to further amend the Supplement.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

**AGREEMENT:**

**A. AMENDMENT.**

- 1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide to Capital Metro, the transportation services described in Attachment SOS-3 (**“Scope of Services”**) attached and incorporated herein for all purposes (**“Contracted Service”**). The Contracted Service shall be provided in accordance with this Supplement (including the attached SOS-3) and the Agreement.

2. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

B. **FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-3 ("**Schedule of Fees and Payments**"), attached and incorporated herein for all purposes.

3. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

C. **TERM.** The term of this Supplement shall commence on May 1, 2015 and terminate on September 30, 2022. The Parties may extend the term of this Supplement by written agreement. Provided, however, either party may terminate this Supplement upon sixty (60) days' advance written notice to the other party. In the event of such termination by Capital Metro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to Capital Metro to be paid CARTS. If CARTS has any property in its possession belonging to Capital Metro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

*[SIGNATURES ON NEXT PAGE]*

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_  
Dottie Watkins  
Chief Customer Officer/COO

Date: \_\_\_\_\_

**Capital Area Rural Transportation System**

By: \_\_\_\_\_  
David L. Marsh  
General Manager

Date: \_\_\_\_\_

Attachments:

ATTACHMENT SFP-3 - Schedule of Fees and Payments

ATTACHMENT SOS-3 - Scope of Services

**ATTACHMENT SFP-3**  
**SCHEDULE OF FEES AND PAYMENTS**  
**CONTRACTED SERVICES SUPPLEMENT NO. 2 TO MASTER REGIONAL MOBILITY AGREEMENT**

**Route 214 – Northwest Feeder**

Capital Metro shall pay CARTS for the Contracted Service at the following rates:

May 1, 2015 – September 30, 2015	\$65.00 per vehicle hour
October 1, 2015 – September 30, 2016	\$66.95 per vehicle hour
October 1, 2016 – September 30, 2017	\$68.96 per vehicle hour
October 1, 2017 – September 30, 2018	\$71.03 per vehicle hour
October 1, 2018 – September 30, 2019	\$73.16 per vehicle hour
October 1, 2019 – September 30, 2020	\$75.74 per vehicle hour
October 1, 2020 – September 30, 2021	\$75.74 per vehicle hour
October 1, 2021 – September 30, 2022	\$77.52 per vehicle hour

Capital Metro Source of Funds for Payment of Contracted Service: 100% Local Funds

For the purposes of payment, a fixed route vehicle hour means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

**ATTACHMENT SOS-3**  
**SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 2**  
**TO MASTER REGIONAL MOBILITY AGREEMENT**

**Route 214 – Northwest Feeder**

**1.0 GENERAL PURPOSE**

This Scope of Services for Contracted Services Supplement No. 2 to Master Regional Mobility Agreement (“**Supplement**”) documents the requirements related to the operation of Route 214 – Northwest Feeder fixed route service (the “**Contracted Service**”). Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall obtain all required licenses and permits to operate in the Capital Metro’s service area within the scope of this Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, customer vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stop identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS shall at all times comply and cause its assigned personnel and contractors to comply with Capital Metro’s policies and procedures, as revised, supplemented, and updated from time to time. These policies and procedures include, but are not limited to, the documents found on Capital Metro’s service provider extranet site located at [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

**2.0 DESCRIPTION OF CONTRACTED SERVICE**

The Contracted Services consists of Capital Metro Route 214-Northwest Feeder fixed route service. This route presently operates between Lago Vista Park and Ride Lot, Jonestown and Lakeline MetroRail Station.

### **3.0 VEHICLE HOURS**

Vehicle hours for the Contracted Service are provided below:

Estimated Total Hours Weekdays = 31.

Estimated Total Hours Annually = 9,000.

### **4.0 VEHICLE REQUIREMENTS**

Two (2) peak vehicles are required.

### **5.0 SERVICE PERIOD**

CARTS will operate the service on weekdays, approximately 5:00 a.m. — 9:30 p.m. (times may vary within this window, based on the specific route schedule).

### **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trip schedules provided by Capital Metro. Capital Metro service changes occur three times per year during the months of January, June, and August. CARTS shall follow the prescribed routes and schedules as established by Capital Metro and communicate any route detours or route delays with Capital Metro.

### **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for Capital Metro to install a Genfare fare box; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with Capital Metro's graphic program. Capital Metro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by Capital Metro. Capital Metro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the bus is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to the health

and well-being of the customers and operator of the bus. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations and programmed with proper route and safety designations as defined by Capital Metro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage that compromises the safe operation of the vehicle. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition.

All vehicles shall be capable of comfortably seating a minimum of twelve (12) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior, at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each bus shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.
- c) Cleaning ceiling panels.

- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e., gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boarding for the entire month.
- b) Summary of vehicle and passenger accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Security incidents.

## **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such renegotiations would also occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose method of compensation for service expansion including adding vehicles.

Capital Metro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

## **12.0 HOLIDAY SCHEDULE**

Capital Metro reserves the right to operate modified schedules which it deems appropriate in conjunction with the holidays listed based on what is shown in the most current Capital Metro Destinations schedule book which may be accessed here: <https://www.capmetro.org/destinations/>. CARTS should be prepared to ensure that Contracted Service are provided in accordance with such holiday schedules.

## **13.0 TRAINING**

All bus operators hired by CARTS shall attend, at a minimum, the following training:

- a) Six (6) hours of defensive driving training and two (2) hours of overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all bus operators, prior to driving.
- b) CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hours of refresher training.
- c) The cost of bus operator's wages during training shall be borne by CARTS.
- d) CARTS shall be required to ensure all bus operators are aware of proper customer communication practices required for polite customer assistance and participate in customer service training for at least two (2) hours annually.
- e) CARTS shall ensure all bus operators complete training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any bus operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have a bus operator development program in place to address all bus operator related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing bus operators which is needed as a result of changed procedures.

All training programs shall be subject to Capital Metro approval.

## **14.0 UNIFORM AND APPEARANCE STANDARDS**

CARTS shall comply with Capital Metro’s uniform and appearance requirements. The uniform and appearance standards are available here: [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf).

Any deviations from the uniform and appearance standards must be approved by Capital Metro in its sole discretion.

## **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any bus operator from Capital Metro service for any one of, but not necessarily limited to, the following:

- a) Committing unsafe or inappropriate acts while providing service.
- b) Failure to follow Capital Metro policies and procedures.
- c) Using a cell phone while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d) Revocation, suspension or non-renewal of a valid driver’s license.
- e) A criminal conviction as set forth in the Master Agreement section entitled “Personnel Assignments”.
- f) Violating the uniform and appearance standards without approval.
- g) Using any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h) Failing to follow safety rules and regulations.
- i) Failing to follow security policies, guidelines, and procedures.
- j) Notification of an active warrant from any law enforcement or judicial agency; and/or
- k) Any conduct which puts Capital Metro or its reputation at risk.

## **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the transportation service in accordance with the Supplement.

CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro’s Program Manager, Bus Contracts shall be Capital Metro’s Project Manager for this Supplement.

## **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure bus operator adherence to procedures (i.e., on-time performance, customer relations, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement.

## **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to bus operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio communications between CARTS dispatch office and CARTS bus operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

This communication shall be via two-way radios. Base station, tower and fixed vehicle radios to be provided by CARTS.

## **19.0 FARE COLLECTION**

CARTS shall collect fares and charges established by Capital Metro. Without Capital Metro's approval, no free transportation service shall be provided to persons other than the following:

- a) Capital Metro employees, contractors or dependents with valid identification.
- b) Seniors or persons with disabilities with the proper Capital Metro issued identification card.
- c) K – 12 students, with valid ID.
- d) Ten (10) and younger must be accompanied by someone twelve (12) or older.
- e) UT students, faculty or employees presenting a valid UT identification card.
- f) Complimentary tickets or ticket passes.

Capital Metro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be owned by and supplied by Capital Metro and maintained by Capital Metro or its contractors. Capital Metro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by Capital Metro based on the hourly rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or contractors.

## **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

## **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and provide reports sufficient to enable Capital Metro to meet its National Transit Database (“NTD”) reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to Capital Metro by November 30.

## **22.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below in order to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.
- d) Ninety percent (90%) of trips operating on time. (An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late).

## **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance (“OTP”). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. Capital Metro personnel may also conduct checks.

## **24.0 MARKETING AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public

relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive public media spokesman in connection with the Contracted Service.

## **25.0 PERSONNEL QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards to perform Capital Metro Contracted Service as defined below:

- a) Be employees (full or part-time) of CARTS.
- b) Have a Class B driver's license with passenger endorsement and air brakes, if operating a bus.
- c) Have the ability to read, write, and speak English.
- d) Be sensitive to customers' needs.
- e) Have the ability to handle complaints and problems as required.
- f) Pass a Department of Transportation ("**DOT**") physical and comprehensive drug screen.

## **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("**MIS**") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and consult with Capital Metro on the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan (“**SMS**”) and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-199

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute Amendment No. 3 to CARTS Supplement No. 4 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$210,000.

**FISCAL IMPACT:**

Funding for this action is available in the FY2022 Operating Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**Strategic Objectives:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Capital Metro/CARTS partnership enables the provision of services to the larger region, including areas not currently in the Capital Metro service area.

**BUSINESS CASE:** Capital Metro receives transit services at a reasonable price under this agreement. CARTS already operates services in the rural areas surrounding Capital Metro's service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** Capital Metro and CARTS partner to operate transit services on the borders of Capital Metro's

service area and in communities located within the Austin urbanized area but outside of the Capital Metro service area. The parties utilize a master Regional Mobility Agreement (RMA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

Supplement No. 4 to the Master Regional Mobility Agreement allows for the provision of transit service for the Manor area. CARTS provides the vehicle, fuel, operations and maintenance for this service.

The current Contracted Service Supplement No. 4 which allows for CARTS to operate Route 990 - Manor Express expires on September 30, 2021.

This resolution authorizes the amendment to the current Contracted Service Supplement, which expires September 30, 2022. Service cost per vehicle hour is \$77.52. The total cost of the service, over a one-year period is estimated not to exceed \$210,000 for 2,700 estimated vehicle hours.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-199**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to partner with local jurisdictions seeking transit services along with other transit providers in the region.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or his designee, to finalize and execute Amendment No. 3 to CARTS Supplement No. 4 to the Master Regional Mobility Agreement with Capital Area Rural Transportation Services (CARTS) for the provision of transit services to the Manor area in an amount not to exceed \$210,000.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

**AMENDMENT NO. 3 TO CONTRACTED SERVICES SUPPLEMENT NO. 4  
TO MASTER REGIONAL MOBILITY AGREEMENT**

**(Route 990 – Manor Express)**

This Amendment No. 3 to Contracted Services Supplement No. 4 to Master Regional Mobility Agreement (“**Amendment**”) is made and entered into by and between **Capital Metropolitan Transportation Authority (“Capital Metro”)**, a transportation authority and political subdivision for the state of Texas organized under Chapter 451 of the Texas Transportation Code, and **Capital Area Rural Transportation System**, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code (“**CARTS**”). Capital Metro and CARTS are referred to in this Agreement individually as a “**Party**” and collectively as the “**Parties**”.

**RECITALS:**

- A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 (“**Agreement**”); and,
- B. Whereas, pursuant to the Agreement the Parties entered into Contracted Services Supplement No. 4 dated effective May 1, 2015 (“**Supplement**”); and,
- C. Whereas, the Parties entered into that certain Amendment No. 1 to the Supplement effective September 25, 2017 (“**Amendment No. 1**”); and,
- D. Whereas, the Parties entered into that certain Amendment No. 2 to the Supplement effective October 2, 2020; and,
- E. Whereas, the Parties desire to amend the Supplement.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

**AGREEMENT:**

**A. AMENDMENT.**

- 1. Paragraph 1 of the Supplement is deleted in its entirety and replaced with the following:

CARTS agrees to provide to Capital Metro, the transportation services described in Attachment SOS-3 (“**Scope of Services**”) attached and incorporated herein for all purposes (“**Contracted Service**”). The Contracted Service shall be provided in accordance with this Supplement (including the attached SOS-3) and the Agreement.

2. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

B. **FEES FOR SERVICES.** For Contracted Service provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-3 (“**Schedule of Fees and Payments**”), attached and incorporated herein for all purposes.

3. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

C. **TERM.** The term of this Supplement shall commence on May 1, 2015 and terminate on September 30, 2022. The Parties may extend the term of this Supplement by written agreement. Provided, however, either Party may terminate this Supplement upon sixty (60) days’ advance written notice to the other Party. In the event of such termination by Capital Metro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to Capital Metro to be paid CARTS. If CARTS has any property in its possession belonging to Capital Metro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

*[SIGNATURES ON NEXT PAGE]*

**IN WITNESS WHEREOF**, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

**Capital Metropolitan Transportation Authority**

By: \_\_\_\_\_

Dottie Watkins  
Chief Customer Officer/COO

Date: \_\_\_\_\_

**Capital Area Rural Transportation System**

By: \_\_\_\_\_

David L. Marsh  
General Manager

Date: \_\_\_\_\_

Attachments:

ATTACHMENT SFP-3- Schedule of Fees and Payments

ATTACHMENT SOS-3 – Scope of Services

**ATTACHMENT SFP-3**

**SCHEDULE OF FEES AND PAYMENTS  
CONTRACTED SERVICES SUPPLEMENT NO. 4 TO MASTER REGIONAL MOBILITY AGREEMENT**

**Route 990 – Manor Express**

Capital Metro shall pay CARTS for the Contracted Service at the following rates:

October 1, 2017 – September 30, 2018	\$71.03 per vehicle hour
October 1, 2018 – September 30, 2019	\$73.16 per vehicle hour
October 1, 2019 – September 30, 2020	\$75.74 per vehicle hour
October 1, 2020 – September 30, 2021	\$75.74 per vehicle hour
October 1, 2021 – September 30, 2022	\$77.52 per vehicle hour

Capital Metro Source of Funds for Payment of Contracted Service: 100% Local Funds

For the purposes of payment, a fixed route vehicle hour means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns). Vehicle hours between Manor Park and Ride Lot and Elgin Park and Ride Lot shall not be billed under this Supplement.

## ATTACHMENT SOS-3

### SCOPE OF SERVICES FOR CONTRACTED SERVICES SUPPLEMENT NO. 4 TO MASTER REGIONAL MOBILITY AGREEMENT

#### Route 990 – Manor Express

#### 1.0 GENERAL PURPOSE

This Scope of Services for Contracted Services Supplement No. 4 to Master Regional Mobility Agreement (“**Supplement**”) documents the requirements related to the operation of Route 990 - Manor Express. Capitalized terms not otherwise defined herein shall have the meanings designated for such terms in the Supplement.

CARTS shall provide an operationally dependable vehicle service for customer use, equipped for maximum customer comfort in a cost-effective manner, and continually maintained and operated in a safe condition as described herein.

CARTS shall obtain all required licenses and permits to operate in the Capital Metro’s service area within the scope of this Contracted Service.

CARTS shall furnish all supervision, security protection, personnel, vehicles, fuel, materials, supplies, storage and maintenance facilities, tools, equipment, insurance, and incidentals (such as comfort stop identification) as required to perform an operationally dependable public transportation service. Fueling of vehicles shall not occur during revenue hours. Fueling, if needed may occur during shift changes or through vehicle exchanges at route terminal locations, provided that customers are not inconvenienced.

CARTS is required to comply with certain applicable Capital Metro policies and procedures on various subjects, including, but not limited to, the Code of Conduct, Tobacco-Free Workplace Policy, Physical Access Control Policy, and Access Control. The policies and procedures can be found here: [https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Forms/AllItems.aspx?RootFolder=%2Fsites%2FEXT%5FMOSP%2FPoliciesProcedures). CARTS shall maintain documentation showing that its employees received a copy of these policies and procedures.

#### 2.0 DESCRIPTION OF CONTRACTED SERVICE

Capital Metro Route 990-Manor Express fixed route (“**Contracted Service**”) The route presently operates between downtown Austin and Manor Park and Ride Lot. The extension between Manor Park and Ride Lot and Elgin Park and Ride Lot is not a part of this Supplement or Agreement.

### **3.0 VEHICLE HOURS**

Vehicle hours for the Contracted Service are provided below:

Estimated Total Hours Each Weekday = 10.15

Estimated Total Hours Annually = 2,700.

### **4.0 VEHICLE REQUIREMENTS**

Two (2) peak vehicles are required. Vehicles may be added or removed in the future upon agreement between CARTS and Capital Metro.

### **5.0 SERVICE PERIOD**

The vehicle will operate on weekdays. Revenue hours are approximately 5:00 a.m. to 8:30 p.m. primarily during peak periods (times may vary within this window, based on the specific route schedule).

### **6.0 SERVICE SCHEDULE**

CARTS shall provide Contracted Service in a safe, courteous, reliable manner and in accordance with trip schedules provided by Capital Metro. Capital Metro service changes occur three times per year during the months of January, June and August. CARTS shall follow the prescribed routes and schedules as established by Capital Metro and communicate any route detours or route delays with Capital Metro.

### **7.0 VEHICLES**

Vehicles shall have adequate heating and air conditioning; two-way radios, not on citizen band frequency; provision for Capital Metro to install a Genfare fare box; installation of a manual fare box for fares collected between Manor and Elgin; adequate interior lighting; interior and exterior signage; and padded, comfortable seating for customers. All vehicles shall be accessible for mobility devices, capable of handling two (2) mobility device positions.

All vehicles shall be painted in accordance with Capital Metro's graphic program. Capital Metro shall supply logos for the vehicles. Vehicles shall bear no other logos, emblems or identification unless required by law or approved by Capital Metro. Capital Metro logos shall be promptly removed at the end of the Supplement term.

All vehicles shall be cleaned inside daily prior to being placed into service. Vehicle exteriors and windows shall be washed every day, weather permitting. Vehicle interiors shall at all times be kept free of exhaust fumes and engine odors. The interior of the vehicles shall be maintained free from roaches and other vermin at all times that the vehicle is utilized in Contracted Service. CARTS is strictly prohibited from using any vermin control product that would be hazardous to

the health and well-being of the customers and operator of the vehicle. Exterminations or vermin spray shall be scheduled to assure there are no offensive odors during Contracted Service hours.

Vehicles shall have illuminated destination signs that are highly visible and in compliance with ADA regulations and programmed with proper route and safety designations as defined by Capital Metro. All destination signs shall be illuminated for night operation.

Vehicles shall be equipped with customer notice holders, and customer discharge bells.

Vehicle bodies, frames, and components shall be in sound condition, and free of all damage that compromises the safe operation of the vehicle. Vehicles shall comply with safety and mechanical standards of all state, federal and local governments. All mechanical, electrical, and hydraulic securement systems shall be maintained in proper working condition at all times.

At its discretion, Capital Metro shall inspect vehicles assigned pursuant to the Supplement at any time. All determinations by Capital Metro as to the appearance, cleanliness and condition of a vehicle shall be final; however, CARTS shall not be relieved of its duty to maintain the vehicles in a safe and sound condition.

All vehicles shall be capable of comfortably seating a minimum of twenty (20) customers in fully padded forward facing seats. Vehicles shall be equipped with stanchions for standee use. CARTS shall not exceed the standee capacity designated for the vehicle.

All vehicles shall be equipped to permit inward and outward mobility device boarding. Ramps and lifts shall comply with ADA standards. Securement for mobility devices shall consist of wheel clamps, and four (4) securement belts. Additionally, a lap belt shall be required for customer preference.

The vehicles air conditioning system shall be of sufficient size and capacity to maintain a comfortable, constant temperature throughout the vehicle. The heating system shall have proportional controls and be of sufficient capacity to maintain a comfortable, constant temperature throughout the vehicle.

## **8.0 EQUIPMENT CONDITION**

CARTS shall maintain each vehicle in a clean condition throughout, both interior and exterior, at all times that the vehicle is in service for Capital Metro. All vehicles shall be swept, mopped, interiors wiped down (i.e., dashboards, stanchions, bars, etc.) prior to the bus going into service each day. Each vehicle shall be detailed at a minimum of once every ninety (90) days. The detailing shall include, but is not limited to:

- a) Removal of all graffiti.
- b) Cleaning of all side panels.

- c) Cleaning ceiling panels.
- d) Cleaning dome light covers.
- e) Cleaning of seats, including frames.
- f) Cleaning floors (i.e., gum removal).
- g) Exterior cleaning, repaint wheel rims, if necessary.
- h) Be free of body damage, have no missing or unpainted panels.
- i) Wheel rims shall be supplied by CARTS.
- j) Have all safety items fully operational (i.e., lights, brakes, horn, tires, etc.).

## **9.0 SPARE VEHICLES**

Spare vehicles, fully meeting all vehicle requirements listed above in Section 7.0, including but not limited to mobility device accessibility and graphic requirements, shall be maintained and dispatched for replacement purposes within one (1) hour of the time any the primary vehicle becomes inoperable or shall be removed from service for repairs.

## **10.0 MONTHLY REPORTS**

CARTS shall provide ridership data and such other operating data in connection with the Contracted Service as may reasonably be requested by Capital Metro, including but not limited to total daily number of boarding, as well as number of boarding by fare category. Data shall be provided on a monthly basis along with CARTS invoice for that month. The following information shall be provided to the Capital Metro Project Manager:

- a) Boarding for the entire month.
- b) Summary of vehicle and passenger accidents for the entire month.
- c) Late and missed trips for the entire month.
- d) Miles driven for the entire month.
- e) On-time performance for each week, as well as the monthly average.
- f) Road calls for the entire month.
- g) Security incidents.

## **11.0 GENERAL PROVISIONS FOR CONTRACTED SERVICE**

Capital Metro reserves the right to adjust Contracted Service at any time. Modifications to Contracted Service may include, but are not limited to, extending, deleting or adding route(s), or parts of route(s), and expanding or decreasing vehicle hours. Notice shall be given prior to service modifications.

In the event that actual annual vehicle hours fall below ninety percent (90%) or above one hundred and ten percent (110%) of the total projected annual vehicle hours, Capital Metro reserves the right to negotiate a revised unit cost per vehicle hour with CARTS. Such

renegotiations would also occur in the event that vehicles need to be added or deleted during the term of the Supplement.

CARTS may propose method of compensation for service expansion including adding vehicles.

Capital Metro reserves the right, upon notification to CARTS to transfer portions or all of the Contracted Service to another service provider based on the operational needs of Capital Metro. CARTS may also request a transfer of portions or all of the Contracted Service to another service provider by providing Capital Metro at least six (6) months' notice in advance based on the operational needs of CARTS.

## **12.0 HOLIDAY SCHEDULE**

Capital Metro reserves the right to operate modified schedules which it deems appropriate in conjunction with the holidays listed based on what is shown in the most current Capital Metro Destinations schedule book which may be accessed here: <https://www.capmetro.org/destinations/>. CARTS should be prepared to ensure that Contracted Service are provided in accordance with such holiday schedules.

## **13.0 TRAINING**

All bus operators hired by CARTS shall attend, at a minimum, the following training:

- a) Six (6) hours of defensive driving training and two (2) hours of overview of Capital Metro service. CARTS shall be responsible for providing a certified defensive driving course for all bus operators, prior to driving.
- b) CARTS shall be required every year to ensure all operating personnel associated with this Supplement receive a minimum of two (2) hours of refresher training.
- c) The cost of bus operator's wages during training shall be borne by CARTS.
- d) CARTS shall be required to ensure all bus operators are aware of proper customer communication practices required for polite customer assistance and participate in customer service training for at least two (2) hours annually.
- e) CARTS shall ensure all bus operators complete training prior to their operation of an in-service vehicle. CARTS shall also be responsible for providing additional training for any bus operator who demonstrates a lack of appropriate training.

Training subsequent to training for new hires, such as refresher training and retraining, shall be conducted by CARTS. CARTS shall be required to have a bus operator development program in place to address all bus operator related training needs. Capital Metro shall inform CARTS in writing of any changes in operating procedures; CARTS shall be responsible for any training at their cost for existing bus operators which is needed as a result of changed procedures.

All training programs shall be subject to Capital Metro approval.

## **14.0 UNIFORM AND APPEARANCE STANDARDS SPECIFICATION**

CARTS shall comply with Capital Metro’s uniform and appearance requirements. The uniform and appearance standards are available here:

[https://capmetro.sharepoint.com/sites/EXT\\_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf](https://capmetro.sharepoint.com/sites/EXT_MOSP/PoliciesProcedures/Policies/Policy%20-%20All%20Operating%20Procedure%20-%20CMTA%20Uniform%20and%20Appearance%20Standards.pdf).

Any deviations from the uniform and appearance standards must be approved by Capital Metro in its sole discretion.

## **15.0 REMOVAL**

Capital Metro may require CARTS to immediately remove, pending investigation, any bus operator from Capital Metro service for any one of, but not necessarily limited to, the following:

- a) Committing unsafe or inappropriate acts while providing service.
- b) Failure to follow Capital Metro policies and procedures.
- c) Cell phone use while operating Capital Metro vehicle, including texting and use of Bluetooth devices.
- d) Revocation, suspension or non-renewal of a valid driver’s license.
- e) A criminal conviction as set forth in the Master Agreement section entitled “Personnel Assignments”.
- f) Violating the uniform and appearance standards without approval.
- g) Using any tobacco product on Capital Metro vehicle or property, in accordance with the Tobacco Free policies of Capital Metro.
- h) Failure to follow safety rules and regulations.
- i) Failure to follow security policies, guidelines and procedures.
- j) Notification of an active warrant from any law enforcement or judicial agency; and/or
- k) Any conduct which puts Capital Metro or its reputation at risk.

## **16.0 PERSONNEL**

CARTS shall furnish all operators, mechanics, dispatchers, supervisors, administrative personnel and other personnel services necessary for providing the transportation service in accordance with the Supplement.

CARTS Assistant General Manager of Safety and Security shall be CARTS Project Manager for this Supplement. Capital Metro’s Program Manager, Bus Contracts shall be Capital Metro’s Project Manager for this Supplement.

## **17.0 SUPERVISION**

CARTS shall utilize a CARTS transportation supervisor to monitor the Contracted Service. This supervision shall include conducting ride checks (on-board) to ensure bus operator adherence to procedures (i.e., on-time performance, customer relations, etc.). Such supervision shall also include prompt responses to all investigation of accidents. Capital Metro reserves the right to provide similar investigations and adherence checks of its own without notice to ensure compliance with terms of the Supplement.

## **18.0 DISPATCHING & RADIO COMMUNICATION**

CARTS shall be required to maintain dispatch and radio monitoring personnel to work during the hours of Contracted Service. CARTS shall be able to effectively dispatch assignments and provide prompt responses to bus operator and/or vehicle problems which could impact CARTS service. CARTS will work with Capital Metro to allow for Capital Metro's ability to monitor radio communications between CARTS dispatch office and CARTS bus operators regarding Contracted Service. CARTS would also have the option of having a supervisor on call to respond to questions or problems.

This communication shall be via two-way radios. Base station, tower and fixed vehicle radios to be provided by CARTS.

## **19.0 FARE COLLECTION**

CARTS shall collect fares and charges established by Capital Metro. Without Capital Metro's approval, no free transportation service shall be provided to persons other than the following:

- a) Capital Metro employees, contractors or dependents with valid identification.
- b) Seniors or persons with disabilities with the proper Capital Metro issued identification card.
- c) K – 12 students, with valid ID.
- d) Ten (10) and younger must be accompanied by someone twelve (12) or older.
- e) UT students, faculty or employees presenting a valid UT identification card.
- f) Complimentary tickets or ticket passes.

Capital Metro shall notify CARTS of changes in the fare structure.

All fare collection equipment shall be owned by and supplied by Capital Metro and maintained by Capital Metro or its contractors. Capital Metro shall reimburse CARTS for time to have fare box maintained and cash collected at a location as defined by Capital Metro based on the vehicle hour rate defined in the SFP. CARTS is required to ensure that data and cash (if applicable) from any fare collection equipment is retrieved regularly, at a minimum of once per month by Capital Metro designated personnel or contractors.

Fares collected from customers for travel between Manor and Elgin shall not be comingled in Capital Metro's fare collection process and shall be collected separately in a manner determined by CARTS.

## **20.0 CUSTOMER COMPLAINTS**

CARTS shall direct customers to file complaints with Capital Metro via telephone, in person or written correspondence. Once Capital Metro has forwarded the complaint for investigation to CARTS, CARTS shall contact each customer by telephone or by written correspondence to review the complaint. CARTS shall investigate and provide responses to complaints within four (4) days of receipt. CARTS shall be provided access to a Capital Metro designated customer comment program (currently called Service One) to access all complaint information. At the end of the Supplement term access to this program shall be terminated.

## **21.0 NATIONAL TRANSIT DATABASE REPORTING**

CARTS shall collect data, keep records and provide reports sufficient to enable Capital Metro to meet its National Transit Database ("NTD") reporting requirements. CARTS is responsible for obtaining all pertinent NTD regulations and procedures to ensure that all required information is collected and reported in a timely fashion. CARTS shall obtain an independent audit of said annual NTD reports at CARTS expense and submit to Capital Metro by November 30.

## **22.0 PERFORMANCE SPECIFICATIONS**

CARTS shall at all times strive to meet the performance standards listed below in order to provide the highest level of service possible. Capital Metro reserves the right to monitor CARTS in its performance of the Contracted Service to be provided under the Supplement.

The following are the performance specifications associated with the Contracted Service:

- a) No more than eight (8) complaints per 10,000 customers.
- b) No more than three (3) vehicle accidents per 100,000 vehicle miles.
- c) No more than three (3) passenger accidents per 100,000 miles.
- d) Ninety percent (90%) of trips operating on-time. (An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late.)

## **23.0 ON-TIME PERFORMANCE**

CARTS operators must complete daily logs with scheduled times and actual times entered at all time points to record and measure on-time performance (OTP). An on-time trip is one which departs 0 minutes early and no more than five (5) minutes late. Sampling could be required if CCRS trended an increase because OTP issues. Capital Metro personnel may also conduct checks.

## **24.0 MARKETING AND PUBLIC RELATIONS**

Capital Metro shall furnish all schedules, maps, tickets, transfers, passes and other printed materials required for marketing the Contracted Service. CARTS shall distribute Capital Metro customer notices, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by Capital Metro from time to time. Capital Metro shall be the exclusive public media spokesman in connection with the Contracted Service.

CARTS shall be responsible to market and promote the route between Manor and Elgin by measures determined by CARTS. Capital Metro shall include the extension of the route beyond Manor in its marketing materials with an explanation that separate fares are required.

## **25.0 PERSONNEL QUALIFICATIONS/STANDARDS**

CARTS shall ensure personnel meet the following standards and are qualified to perform Capital Metro Contracted Service:

- a) Be employees (full or part-time) of CARTS.
- b) Have a Class B driver's license with passenger endorsement and air brakes, if operating a bus.
- c) Have the ability to read, write, and speak English.
- d) Be sensitive to customers' needs.
- e) Have the ability to handle complaints and problems as required.
- f) Pass a Department of Transportation ("DOT") physical and comprehensive drug screen.

## **26.0 DRUG AND ALCOHOL TESTING PROGRAM**

CARTS agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of Texas or Capital Metro, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.

CARTS drug and alcohol policy for Contracted Service shall include zero tolerance for positive results and other violations of the policy. Employees of CARTS with a confirmed positive drug or alcohol test may not be used to perform work under the Supplement.

CARTS agrees further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System ("MIS") reports annually on or before February 28th to Capital Metro.

CARTS agrees to submit a copy of its Policy Statement developed to implement its Drug and Alcohol Testing Program and consult with Capital Metro on the selection of a certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium.

CARTS will adhere to the FTA training frequency requirements as outlined under 49 CFR.

## **27.0 SAFETY AND SECURITY**

CARTS shall develop, implement, and maintain a program to respond to emergencies and routine problems that may occur. Capital Metro acknowledges that CARTS is participating in the State of Texas Grouped Safety Management Systems Plan (“**SMS**”) and CARTS shall ensure that the principles of SMS are included in the Contracted Service operation. CARTS shall provide Capital Metro with a copy of such plan.

CARTS shall participate in periodic emergency readiness training and drills, at the direction of Capital Metro.

CARTS shall be responsible for coordinating and providing security protection for customers, employees and assets regarding the Contracted Service. Coordinating means utilizing local law enforcement or other implementing any security measures necessary to respond to incidents that may occur regarding the Contracted Service.



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-196

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of the Fiscal Year 2022 Operating and Capital Budget and Five-Year Capital Improvement Plan

**FISCAL IMPACT:**

Adoption of the proposed Fiscal Year (FY) 2022 budget will provide an appropriation of \$649,863,389 in FY2022 for operating and capital expenses that are supported by projected revenue and other funding sources.

**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 proposed FY2022 budget includes funding to maintain Capital Metro's current services while also adding new innovative mobility initiatives, customer service enhancements and building infrastructure needed to support the region's current and future growth. The five-year capital improvement plan identifies planned projects that support achievement of Capital Metro's strategic goals, ensures regulatory compliance and maintains assets in a state of good repair.

**BUSINESS CASE:** Capital Metro has prepared a structurally balanced budget that provides the funding needed to continue delivering high-quality and efficient transportation services.

**COMMITTEE RECOMMENDATION:** This item was presented and recommended for approval by the Finance,

Audit and Administration Committee on September 15, 2021.

**EXECUTIVE SUMMARY:** The proposed FY2022 budget is structurally sound and balanced. Ongoing revenue is sufficient to fund operations and will also help provide funding for needed capital investments, including replacement of transit assets nearing the end or at the end of life cycles.

Capital Metro proposes to spend \$318.6 million for operating expenses, \$4.1 million for commitments under interlocal agreements with local government entities for mobility programs and \$23.4 million to contribute to the Austin Transit Partnership for the Project Connect System Plan in FY2022.

Capital Metro will continue to respond to and recover from COVID-19, including funding to restore pre-pandemic levels of MetroExpress and MetroBus service and expanding service on several routes in the system, as well as funding for initiatives such as Pickup that will allow the agency to provide service in an efficient and cost-effective manner. Furthermore, the proposed budget provides adequate funding for MetroRideShare service and responds to a projected increase for MetroAccess service with additional funding for this mode of service.

Capital Metro prepared a five-year Capital Improvement Plan (CIP) for capital projects that support its strategic goals. The CIP is updated annually and addresses replacement or “state of good repair”, regulatory compliance and expansionary requirements for public transportation service in Central Texas. Capital Metro plans to invest \$303.8 million in capital projects during FY2022.

Significant projects and acquisitions in the proposed FY2022 Budget, including “state of good repair”, regulatory compliance and new investments, are highlighted as follows:

- On the Red Line, we will break ground on McKalla Station, which will serve Austin FC’s Q2 Stadium and the thousands of fans and Capital Metro customers who attend games, and begin construction on a new Broadmoor Station, which will serve a new, large mixed-use development. To further support increased commuter rail service, we will complete work to double track the Red Line to increase capacity.
- Continuing replacement of vehicles with battery electric powered buses on the streets of Central Texas, helping us achieve our goal to create sustainable and equitable options for the entire community.
- Construction work will gather pace on the two new MetroRapid lines serving East Austin, Expo Center and Pleasant Valley, preparing for their initial service in FY2023.
- In addition to the highlights above, we will establish the Sustainability Capital Fund, begin a reserve for the Green Line Phase II project, expand our Pickup Service offerings throughout the community, build a demand response facility to better meet our needs, roll out new customer technology systems, establish improved workforce development programs to increase our support for our staff and their careers, and much more.

The proposed budget reflects the prudent use of projected revenue to provide funding for capital investments

needed to maintain Capital Metro's transit assets in a state of good repair or to support enhanced services. The proposed, structurally balanced FY2022 budget totals \$649.9 million with \$8.3 million set aside for future funding of the 5-Year Capital Improvement Plan, and is comprised of the following funding and expense categories:

<b>Budget Summary</b>	
<b>Funding</b>	<b>FY2022</b>
Sales Tax	\$297,330,773
Passenger Revenue	18,147,285
Freight Railroad Revenue	6,492,814
Miscellaneous Revenue	6,553,816
Operating Contributions and Grants	172,283,309
Capital Grants - Federal	43,503,914
Capital Grants - State	2,045,419
Other Capital Contributions	111,802,665
<b>Total Funding</b>	<b>\$658,159,995</b>
<b>Expenses</b>	<b>FY2022</b>
Operating Expenses	\$318,607,750
Capital Project Expense	303,836,278
Funding for 5-Year Capital Improvement Plan	8,296,606
Austin Transit Partnership Contribution	23,365,670
Interlocal Agreements	4,053,691
<b>Total Expenses</b>	<b>\$658,159,995</b>

The proposed budget reflects fund balance projections of \$303.0 million by the end of FY2022 as outlined in the table that follows. Of this amount, Capital Metro will set aside \$53.1 million in reserves for two months of operating expenses, which meets the level set forth by the Texas Legislature, \$26.5 million for the budget stabilization reserve, \$10.0 million to establish the Sustainability Capital Fund, \$800 thousand set aside for the Green Line Phase II Manor Capital Reserve, \$1.3 million for a self-insurance reserve, \$2.9 million for city of Austin mobility programs and \$208.4 million for future funding of the 5-year capital improvement plan as we look forward to future needs in the region.

## FY2022 Estimated Ending Fund Balance:

<b>Projected Beginning Balance</b>	<b>\$294,720,746</b>
<b>FY2022 Projected Activity:</b>	
+ Revenue	658,159,995
- Operating Expenses	318,607,750
- Interlocal Agreements	4,053,691
- Contribution to Austin Transit Partnership	23,365,670
- Capital Projects	303,836,278
<b>= Projected Ending Balance</b>	<b>\$303,017,352</b>
<b>Breakdown of Ending Balance:</b>	
Statutory Operating Reserve Requirement	53,101,291
Budget Stabilization Reserve	26,550,645
Sustainability Capital Fund	10,000,000
Green Line Phase 2 Manor Capital Reserve	800,000
Self-Insurance Reserve	1,314,600
City of Austin Mobility Programs	2,883,602
Funding for 5-Year Capital Improvement Plan	208,367,214
<b>= Projected Ending Balance</b>	<b>\$303,017,352</b>

Senate Bill 650 requires Capital Metro to prepare a five-year capital improvement plan, which is included in Appendix A of the budget document. This section provides additional information about each project category, including project descriptions, funding sources, project benefits and strategic objectives. The plan is updated annually and addresses replacement and expansion requirements for the delivery of public transportation services. The proposed FY2022 capital budget and capital improvement plan are outlined in the table that follows, summarized by project type and followed by projected funding sources.

Capital Project Type	FY2022	FY2023	FY2024	FY2025	FY2026	Total
Vehicles	\$ 41,446,000	\$ 65,362,000	\$ 15,940,000	\$ 3,843,000	\$ 91,278,000	\$ 217,869,000
Commuter Rail	43,124,069	24,395,000	3,000,000	2,750,000	3,250,000	76,519,069
Facilities	27,531,079	23,231,675	14,587,463	7,424,225	10,291,657	83,066,099
Freight Railroad	4,045,000	1,545,000	45,000	45,000	45,000	5,725,000
Information Technology	26,273,030	17,302,797	12,055,000	12,275,000	7,975,000	75,880,827
Other	6,931,650	2,462,000	2,503,633	2,405,000	2,000,000	16,302,283
Project Connect	137,994,219	107,786,504	52,027,213	325,000	732,063	298,864,999
Property and Asset Mgmt	16,491,231	12,417,608	853,950	1,107,200	976,000	31,845,989
<b>Total Capital Projects</b>	<b>303,836,278</b>	<b>254,502,584</b>	<b>101,012,259</b>	<b>30,174,425</b>	<b>116,547,720</b>	<b>806,073,266</b>
<b>Funding Sources</b>						
Grants/Contributions	157,351,998	115,928,794	56,596,225	2,750,000	8,831,414	341,458,431
Local Funding	146,484,280	138,573,790	44,416,034	27,424,425	107,716,305	464,614,834
<b>Total Funding Sources</b>	<b>\$ 303,836,278</b>	<b>\$ 254,502,584</b>	<b>\$ 101,012,259</b>	<b>\$ 30,174,425</b>	<b>\$ 116,547,720</b>	<b>\$ 806,073,266</b>

Over recent months, Capital Metro provided information regarding the budget process and the proposed FY2022 budget in a variety of formats for the public and sought feedback using online engagement tools, as

well as methods like virtual meetings. These outreach efforts included the following:

**Presentations to Board of Directors and its Committees**

May 12, 2021, Finance, Audit and Administration Committee

May 12, 2021, Operations, Planning and Safety Committee

June 28, 2021, Board of Directors

July 19, 2021, Board of Directors

August 18, 2021, Finance, Audit and Administration Committee

August 18, 2021, Operations, Planning and Safety Committee

September 15, 2021, Finance, Audit and Administration Committee

September 27, 2021, Board of Directors

**Board and Committee Meetings** on Microsoft Teams virtual meetings and available to the public and at Rosa Parks Board Room, 2910 East 5<sup>th</sup> Street, Austin, TX 78702

Served by routes 4, 300

**Presentations to Access Advisory Committee**

June 2, 2021, 5:30 - 7:00 PM

August 4, 2021, 5:30 - 7:00 PM

Microsoft Teams virtual meetings and available to the public.

**Presentations to Customer Satisfaction Advisory Committee**

June 9, 2021, 6:00 - 7:30 PM

August 11, 2021, 6:00 - 7:30 PM

Microsoft Teams virtual meetings and available to the public.

**Proposed FY2022 Budget Document Available and Posted Online**

August 22, 2021

**Public Open Houses**

Information made available to the public regarding the proposed FY2022 budget and five-year capital improvement plan.

August 23, 2021, 7:00 AM - 8:00 AM

Westgate Transit Center

Served by routes 30, 300, 311, 315, 318, 803

August 24, 2021, 7:00 AM - 8:00 AM

Leander Station

Served by routes 985, MetroRail, Pickup

August 25, 2021, 4:00 PM - 5:00 PM

Republic Square Park

Served by downtown routes

August 26, 2021, 4:00 PM - 5:00 PM

Norwood Walmart

Served by routes 10, 323, 325, 339

**Online Webinar**

Information made available to the public regarding the proposed FY2022 budget and five-year capital improvement plan.

August 27, 2021, 12:00 PM - 1:00 PM

Zoom virtual meeting and available to the public, Spanish-translated, recorded and posted on the CapMetro Blog, Facebook and YouTube.

**Public Hearing on Proposed FY2022 Budget**

September 15, 2021, 12:00 PM

Rosa Parks Board Room, 2910 East 5th Street, Austin, TX 78702

Served by routes 4, 300

**Board of Directors Considers Adoption of Budget Proposal**

September 27, 2021, 12:00 PM

Rosa Parks Board Room, 2910 East 5th Street, Austin, TX 78702

Served by routes 4, 300

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-196**

WHEREAS, pursuant to Section 451.102 of Chapter 451 of the Texas Transportation Code, the budget for Fiscal Year 2022 was made available to the public on August 22, 2021, and a budget public hearing was held on September 15, 2021; and

WHEREAS, pursuant to Section 451.132(c), the Board of Directors has reevaluated the five-year capital improvement plan.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Fiscal Year 2022 budget in the amount of \$649,863,389 is adopted.

BE IT FURTHER RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the five-year Capital Improvement Plan for capital projects is amended.

BE IT FURTHER RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors hereby requires the President & CEO to report at least quarterly on the operating expenses and capital project expenses of each major department in a financial report.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-175

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO or his designee, to finalize and execute contracts with New Flyer of America Inc. and Proterra Inc., to purchase up to 197 battery electric transit buses, vehicle chargers, and related equipment over a five-year period in a total amount not to exceed \$ 254,984,090.

**FISCAL IMPACT:**

Funding for this action is available in the FY2022 Proposed Budget and through a capital contribution from the Austin Transit Partnership.

**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:** This item will allow for the replacement of transit buses used on fixed route services, and for fleet expansion to support new MetroRapid routes. The buses being replaced have exceeded their useful life and need replacement to maintain a state of good repair.

**BUSINESS CASE:** To maintain a state of good repair of the bus fleet and to support expanded services, Capital Metro establishes a fleet plan for vehicle purchases. This item will allow for the replacement of up to 124 vehicles, and the expansion of up to 73 vehicles, over the next five years, under the fleet plan. The buses being retired have exceeded their scheduled useful life, and the expansion vehicles are needed to meet projected

growth, including as a part of Project Connect.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on September 15, 2021

EXECUTIVE SUMMARY: The Capital Metro fleet plan calls for the scheduled replacement of transit vehicles that have reached or exceeded their useful life, and for the purchase of new vehicles to grow the fleet in support of service expansion. The Federal Transit Administration requires federally funded vehicles to be kept in service for a minimum of 12 years and these contracts will allow for replacement of up to 124 buses that will have exceeded 14 years of service at their retirement. These contracts will also allow for growth of up to 8 more local bus route vehicles and up to 65 vehicles in support of new MetroRapid routes, under Project Connect. Capital Metro is awarding multiple contracts to two vendors which have a combined base order of 56 forty-foot and sixty-foot, zero emission battery-electric transit buses, with options for up to 141 more of the same vehicles and optional equipment, including chargers, extended warranties, training, and custom engineering. The awards are contingent upon OEMs meeting or exceeding Pre-Award Buy America requirements.

DBE/SBE PARTICIPATION: DBE goals do not apply because the solicitation requires a Transit Vehicle Manufacturer (TVM) Certificate. Only those listed on FTA's eligible TVMs list, or those have submitted a goal methodology to FTA that has been approved or has not been disapproved, at the time of solicitation are eligible to bid. To remain eligible, TVMs must submit an annual DBE goal methodology to FTA by August 1 of each year. As of August 31, 2021, New Flyer of America and Proterra Inc. are listed as eligible vendors on FTA website, and they all have completed the required TVM Certification.

PROCUREMENT: On April 15, 2021, a Request for Proposals was issued and formally advertised. By the closing date of June 14, 2021, four (4) proposals were received.

The evaluation team used the following factors in the evaluation of proposals:

1. Demonstrated understanding of the vehicle requirements as described in Exhibit F-1, Technical Specifications: 40-foot and 60-foot Battery Electric Buses. Include details on:
  - a. Compliance to technical specifications;
  - b. Advantages of manufacturers solutions to requirements in technical specification;
  - c. Intuitive functionality of vehicle operation and maintenance;
  - d. Safety considerations in vehicle design;
  - e. Maintainability of vehicle;
  - f. Cleanability of vehicle;
  - g. Adaptability of vehicle to future innovative technology configuration changes;
  - h. Optimization of battery selection;
  - i. Vehicle range;
  - j. Robustness of bus equipment for charging; and

- 
- k. Sustainability & environmental considerations in manufacturing, lifetime support, and at end-of-life for vehicles & chargers.
2. Past performance in delivering vehicles & equipment of similar design & similar quantities, including manufacturing capabilities. Includes details on:
- Applicability of presented projects of similar size, scope, and complexity;
  - Challenges encountered and their solutions;
  - Capability and capacity of manufacturing activities;
  - Qualifications of other firms and subcontractors utilized;
  - References supplied; and
  - Past performance questionnaires.
3. Methodology and Quality of Work Plans for Vehicle Configuration, Pilot Bus, Electronics and System Integrations, Post-Delivery In-Servicing, and Post-Delivery Support for both vehicles and chargers, including:
- Organization and completeness of proposed work plan;
  - Methodology and approach to configuring vehicle for production;
  - Problem solving and response to design and production issues;
  - Quality Assurance Program and Quality Control Processes;
  - Plan for Pilot Bus production, delivery, review, and handling of change requests;
  - Approach to add-on components and systems integration, installation and testing;
  - Plan for post-delivery acceptance, testing and vehicle make-ready; and
  - Plan for ongoing technical support and training for vehicles and chargers over the life of the contract.
4. Demonstrated understanding of the charger requirements as described in Exhibit F-1B, Technical Specifications: Chargers for Battery Electric Buses, including:
- Functionality and ease of use by operators, and yard personnel for each system proposed;
  - Safety considerations in the design of charging system(s);
  - Maintainability and remote monitoring capabilities of chargers end user;
  - Adaptability of chargers to charge management software;
  - Robustness and tolerance of charger and charging equipment; and
  - Protocol for commissioning of chargers, and post-commissioning field support.
5. Quality of vehicle appearance and holistic aesthetic including:
- contemporary design;
  - fit and finish, and robustness of interior and exterior body components and add-ons, including doors, windows, stanchions, seats, and access panels/doors;
  - comfort and usability of driver workstation, including layout of dash gauges, switches, monitors, mirrors, windows, visibility of passengers inside and outside of vehicle;
  - vehicle handling, cornering, responsiveness, turn radius, and ride smoothness and quality for driver

- and passengers; and
- e. quiet operation of all aspects of vehicle.

6. Ability to meet the delivery schedule requirements of the Authority Quality as described in Exhibit G-1A and Exhibit G-1B.

- a. Pilot Bus Delivery Schedule
- b. Production Bus Delivery Schedule

The proposals from New Flyer of America Inc. and Proterra Inc. were determined to be the best value to the Authority, price and other factors considered. The contracts are fixed price contracts. The term of the Contract is five (5) years with options to purchase additional buses at any time during the contract period, as follows:

<b>BASE AWARD</b>	Quantity	Cost	Extended
<b>New Flyer of America Inc.</b>			
40-ft Electric Bus	26	\$ 917,400	\$ 23,852,400
60-ft Electric Bus	4	\$ 1,366,500	\$ 5,466,000
<b>Proterra Operating Company</b>			
40-foot Electric Bus	26	\$ 912,471	\$ 23,724,246
<b>VEHICLES BASE AWARD TOTAL</b>			<b>\$ 53,042,64 6</b>
<b>VEHICLE OPTIONS</b>	Quantity	Cost	Extended
<b>OPTION 1</b>			
40-foot Electric Bus	40	\$ 917,400	\$ 36,696,000
<b>OPTION 2</b>			
40-foot Electric Bus	11	\$ 917,400	\$ 10,091,400
<b>OPTION 3</b>			
40-foot Electric Bus	52	\$ 917,400	\$ 47,704,800
60-foot Electric Bus	2	\$ 1,366,500	\$ 2,733,000
<b>OPTION 4</b>			
60-foot Electric Bus	8	\$ 1,366,500	\$ 10,932,000
<b>OPTION 5</b>			
40-foot Electric Bus	18	\$ 917,400	\$ 16,513,200
<b>OPTION 6</b>			
40-foot Electric Bus	5	\$ 917,400	\$ 4,587,000
60-foot Electric Bus	5	\$ 1,366,500	\$ 6,832,500
<b>VEHICLES OPTIONS TOTAL</b>			<b>\$ 136,089,9 00</b>

<b>OPTIONAL ITEMS</b>	Quantity	Cost	Extended
Charger, Depot Plug-In	197	\$ 30,285	\$ 5,966,145
Charger, Depot Overhead	197	\$ 114,400	\$ 22,536,800
Charger, On-Route Overhead	33	\$ 337,713	\$ 11,144,529
Extended Warranty, Bus Battery (12 yrs.)	197	\$ 59,188	\$ 11,660,036
Extended Warranty, Charger, Depot Plug-In (6 yrs.)	197	\$ 11,263.77	\$ 2,218,963
Extended Warranty, Charger, Depot Overhead (6 yrs.)	197	\$ 36,036.02	\$ 7,099,096
Extended Warranty, Charger, On-Route Overhead (6 yrs.)	33	\$ 57,135.60	\$ 1,885,475
Training Block (80 hours)	80	\$ 25,000	\$ 2,000,000
Engineering, Custom Lighting	2	\$ 30,000	\$ 60,000
Custom Lighting, 40-foot Bus	178	\$ 6,500	\$ 1,157,000
Custom Lighting, 60-foot bus	19	\$ 6,500	\$ 123,500
<b>OPTIONAL ITEMS TOTAL</b>			<b>\$ 65,851,54 4</b>
<b>GRAND TOTAL VEHICLES &amp; OPTIONAL ITEMS</b>			<b>\$254,984, 089</b>

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**Ai-2021-175**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to maintain their fleet in a state of good repair; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to expand the fleet to meet new service levels; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the advantages of purchasing zero emission vehicles.

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 contracts with New Flyer of America Inc. and Proterra Inc., to purchase up to 197 battery electric transit buses, vehicle chargers, and related equipment over a five-year period in a total amount not to exceed \$ 254,984,089.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**

# Battery Electric Bus Purchases

September 27, 2021

Board of Directors Meeting

1

 METRO

# Battery Electric Bus Purchases

## Benefits of Electrification



Powered by  
Clean Energy



Reduced  
Greenhouse  
Gases



Reduced  
Fuel Costs



Reduced  
Air Pollution



Reduced  
Heat



Noise Level  
Reduction



# Battery Electric Bus Purchases

## Background

- FY19 announced transition to zero emission
- FY20 constructed electric bus charging facility at North Ops and launched 12 electric bus fleet
- FY22 – FY26 Fleet Plan\* includes
  - 136 fixed route fleet electric buses
  - 65 MetroRapid electric buses
- Charging strategy under analysis and will include both depot charging and on-route
- Long Range Fleet Transition Plan under development and will roadmap through 2035



# Battery Electric Bus Purchases

## Electric Fleet Performance

Vehicle Size	Driven [miles]	Efficiency [kWh/mi]	Average Trip [miles]	Average Max [miles]
40-foot	208,500	2.14	114	185
60-foot	28,100	3.44	95	139

Beneficial Reductions	Savings
Diesel fuel	62,500 gallons
Carbon Dioxide (CO2)	700 tons
Oxides of Nitrogen (NOx)	2,300 lbs.
Particulate Matter (PM)	58 lbs.

### Accomplishments

240 Drivers Trained

Demonstrated Charger Interoperability

Assisted in Texas A&M Charger Commissioning

### Challenges

Day to Day Logistics

Assigning Blocks \* Handling State of Charge \* Altering Overnight Routine

Innovative Propulsion Technologies

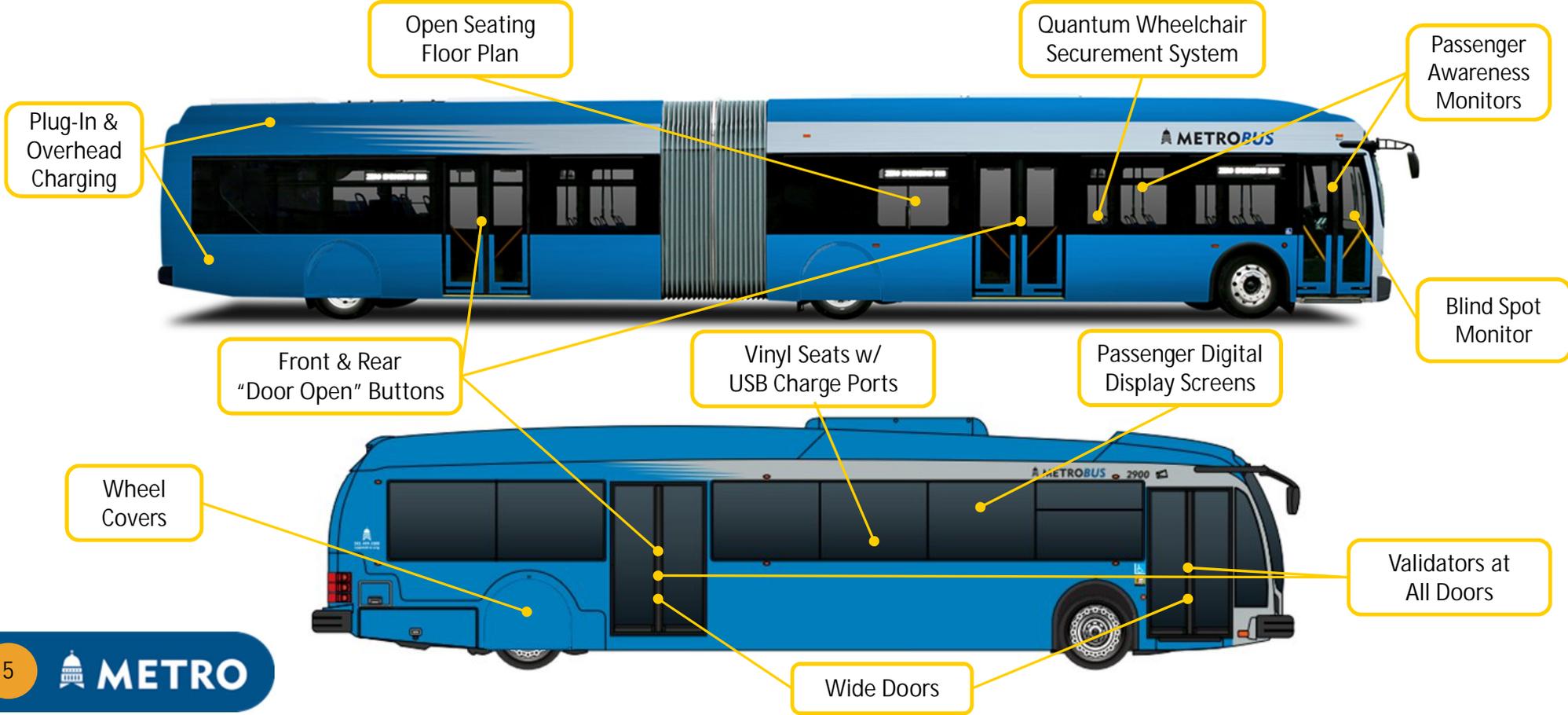
Battery Pack Imbalance \* Traction Motor Shaft

Innovative Auxiliary Systems

Electric Doors \* Electric A/C \* Electric Steering

# Battery Electric Bus Purchases

## Vehicle Features



# Battery Electric Bus Purchases

## Contract Vehicles

By Size	Quantity
40-foot Electric Bus	178
60-foot Electric Bus	19
Total	197

By Service	Fixed Route Replacement	MetroRapid Expansion
40-foot Electric Bus	118	60
60-foot Electric Bus	14	5
Total	132	65

Base & Options	Base Award	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
40-foot Electric Bus	52	40	11	52	--	18	5
60-foot Electric Bus	4	--	--	2	8	--	5

+ Options: Chargers, staff training and warranties

# Battery Electric Bus Purchases

Board Action

Contract Category	SOGR	PC Expansion	Contract
Base Award	\$ 19,192,497	\$ 33,850,149	\$ 53,042,646
Vehicle Options	<u>\$ 108,157,200</u>	<u>\$ 27,932,700</u>	<u>\$ 136,089,900</u>
Subtotal – Vehicles	\$ 127,349,697	\$ 61,782,849	\$ 189,132,546
Chargers, staff training, warranties			<u>\$65,851,544</u>
Total Contract			\$254,984,090

- The contracts exceed current CIP budget in order to allow flexibility for future charger purchases
- Allows flexibility to provide both depot and overhead chargers
- Options will not be exercised unless funding is included in Board-approved budget

\*Vehicle pricing shown is for base vehicle. Additional budget is allocated for final configuration changes, such as fare equipment, Wi-Fi routers, etc.



**METRO**

**THANK YOU!**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

Item #: AI-2021-164

Agenda Date: 9/27/2021

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**SUBJECT:**

Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a task order contract with Pinnacle Consulting Management Group, Inc. and Stateside Right of Way Services for FTA Consulting and Relocation Assistance Services in the aggregate amount not to exceed \$5,450,000 for the base period of three (3) years and three (3) one-year options.

**FISCAL IMPACT:**

Funding for this action is available in the FY2022 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:** Capital Metro frequently requires real estate consulting services in compliance with Federal Transit Administration (FTA) requirements. These services are utilized for projects related to transit and transportation as well as for operational and administrative needs. The FTA Consulting and Relocation Assistance Services provided under this contract will serve these recurring needs.

**BUSINESS CASE:** It is more cost-effective to contract for FTA Real Estate and Relocation consulting services than to employ staff full-time who are dedicated to this periodic need. An active task-order contract allows the agency to fulfill these needs as they arise. The funding for these services is included in the FY 2022 capital budget.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on September 27, 2021.

EXECUTIVE SUMMARY: Capital Metro has maintained FTA Real Estate Consulting Services and Relocation Assistance Services task order contracts to supplement agency staff and assist with property acquisition. Due to an increase in the number of projects requiring compliance with FTA Federal regulations, this services contract is intended to provide all the resources necessary to fulfill these requirements for the duration of this contract period. The contractor's work process and product shall conform to and comply with all State and Federal procedures and regulations.

DBE/SBE PARTICIPATION: The DBE goal is 9%. The prime contractors will exceed the goal utilizing the following DBE subcontractors:

Prime Contractors	DBE Subcontractors	Race/ Gender	Services / Products	DBE Responsive
<b>Stateside Right of Way Services</b>	Prime is a certified DBE, Austin, TX	Caucasian Female	Project management	65%
	Community National Title Company, Dallas, TX	Hispanic Female	Title Services	1%
			<b>TOTAL</b>	<b>66%</b>
<b>Pinnacle Consulting Management</b>	Community National Title Company, Dallas, TX	Hispanic Female	Title Services	9%
	Lleweleyn-Davies Sahni II Houston, TX	Asian Male	Land Planning Services	4%
			<b>TOTAL</b>	<b>13%</b>

#### PROCUREMENT:

On July 8, 2021, a Request for Proposals was issued and formally advertised. By the closing date of August 9, 2021, eleven (11) proposals were received. The evaluation team met on September 16, 2021, to discuss the matrix results of the final evaluations of the proposals, and the consensus resulted in agreement to recommend two (2) firms to the Capital Metro Board of Directors.

The prices are considered fair and reasonable based on adequate competition. Both contracts will be indefinite quantity/indefinite delivery contracts for a not-to-exceed amount of \$2,725,000 for a three-year base period plus a not-to-exceed amount for both contracts of \$908,333 for three (3) Option Periods of 12 months each, for a total not-to-exceed amount for both contracts of \$5,450,00 for six (6) years.

RESPONSIBLE DEPARTMENT: Real Estate

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-164**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to acquire real estate in support of its transportation services; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro recognize the need to utilize FTA Real Estate Consulting and Relocation Assistance Services in support of its mission.

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 task order contract with Pinnacle Consulting Management Group, Inc. and Stateside Right of Way Services for FTA Consulting and Relocation Assistance Services in the aggregate amount not to exceed \$5,450,000 for the base period of three (3) years and three (3) one-year options.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-210

**Agenda Date:** 9/27/2021

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Operations Update



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-152

**Agenda Date:** 9/27/2021

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Capital Metro 2021 Perception Survey

# Capital Metro 2021 Perception Survey

Brian M. Carter – EVP, Chief Experience and Engagement Officer

Monday, August 30

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# Survey Objectives

- Understand current viewpoints on public transportation and Capital Metro
- Understand the impact of COVID-19
- Assess conditions that affect ridership
- Measuring awareness of Project Connect

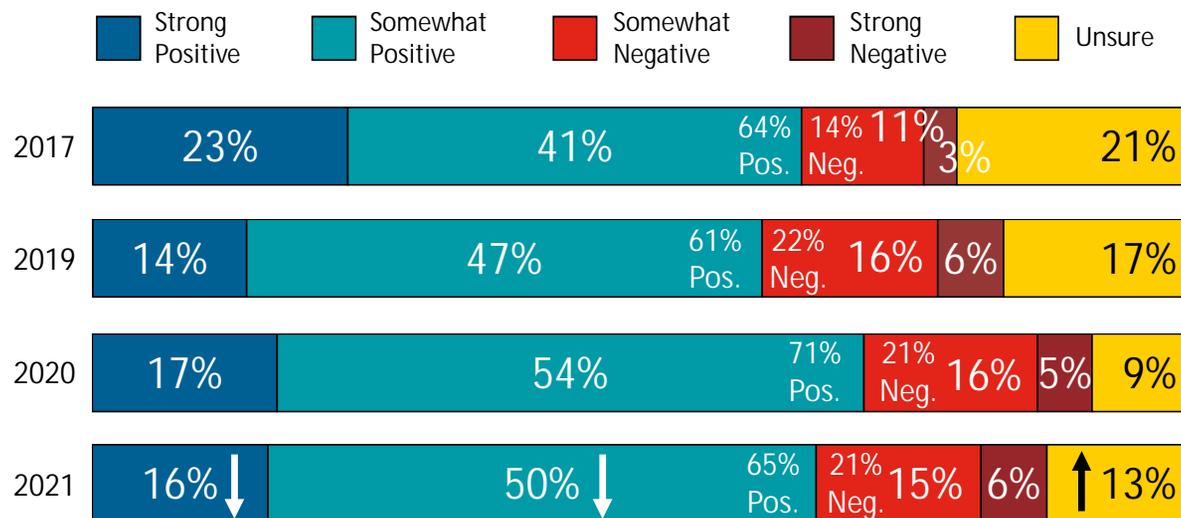
# Methodology & Demographics

- N=579\* interviews in English and Spanish via online and telephone (cell phone and landline) with a margin of error of  $\pm 4.4\%$ .; June 1-9, 2021
- This is a community-wide survey; 62% respondents do not use CapMetro.
- Geographic, income, racial and ethnic backgrounds breakdowns are similar to past surveys.

# Capital Metro Image

Nearly two-thirds of respondents (65%) have a positive impression of CapMetro, with a majority having just a somewhat positive impression. There is a 6-point decrease in the positive rating from 2020.

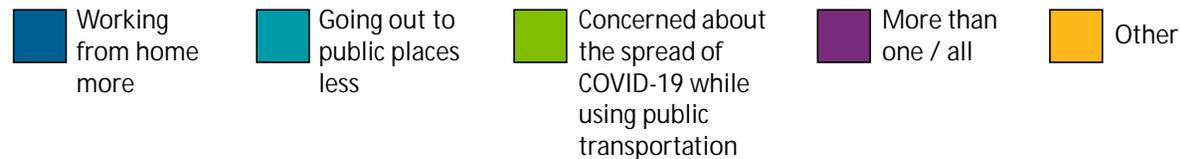
Do you have a strong positive, somewhat positive, somewhat negative, or strong negative impression of Capital Metro?



# Impact of COVID

- Going out less is the main reason why respondents say they are using CapMetro less.
- The decrease in ridership is not related to how customers view CapMetro.

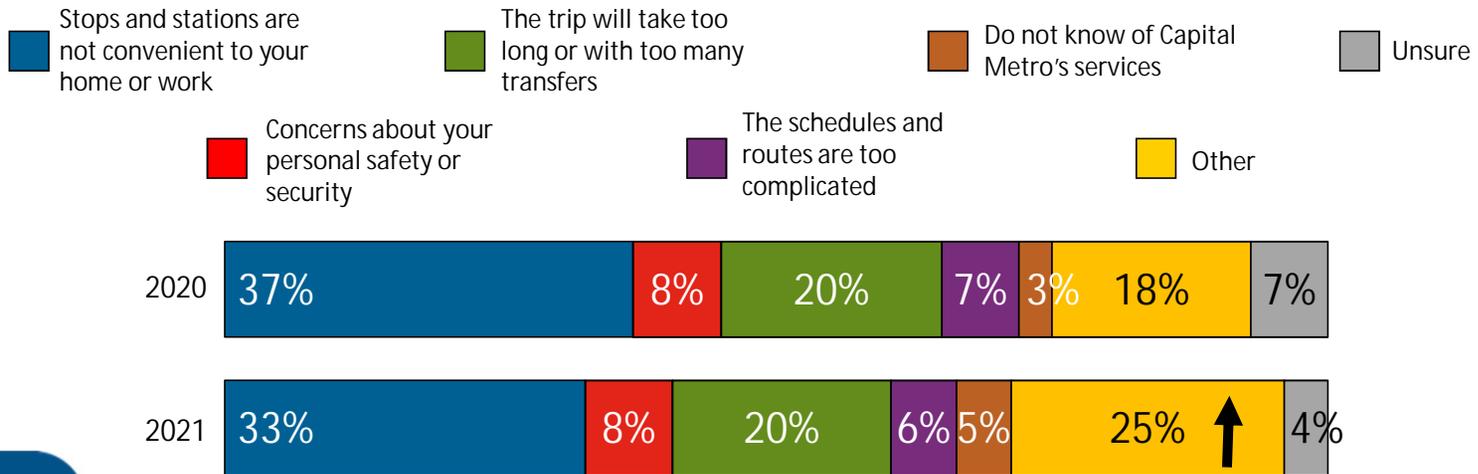
Which one of the following is the BIGGEST reason you are using public transportation less?



# Conditions Impacting Ridership

The location of stops and stations remains the leading reason why respondents do not use CapMetro, and the second largest reason remains the length of the trip. A quarter of respondents mentioned other reasons, most of which were that they didn't need it.

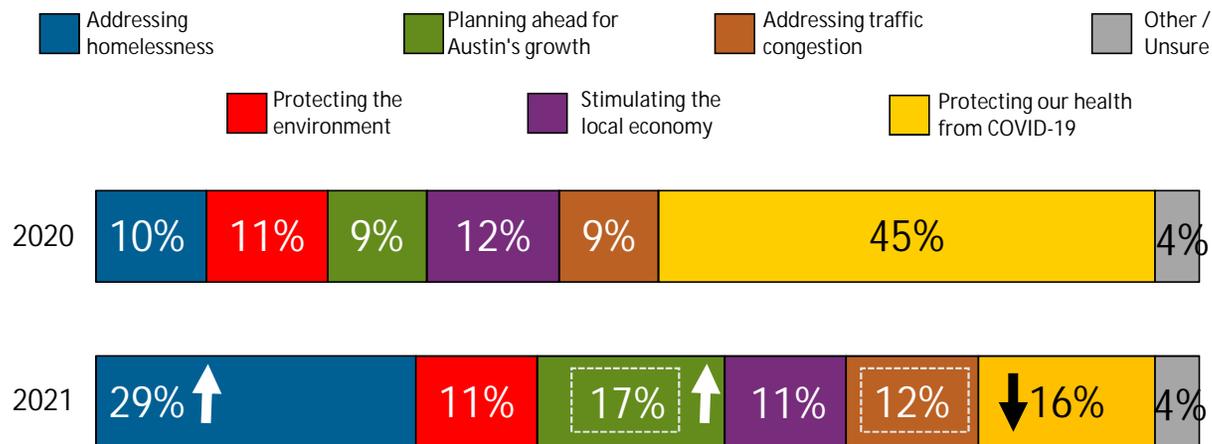
Which one of the following is the biggest reason you do not use Capital Metro's services (more frequently)?



# Impacts on Quality of Life

Two out of seven respondents rated traffic or growth as the top issue in Austin, a net increase of 11 points.

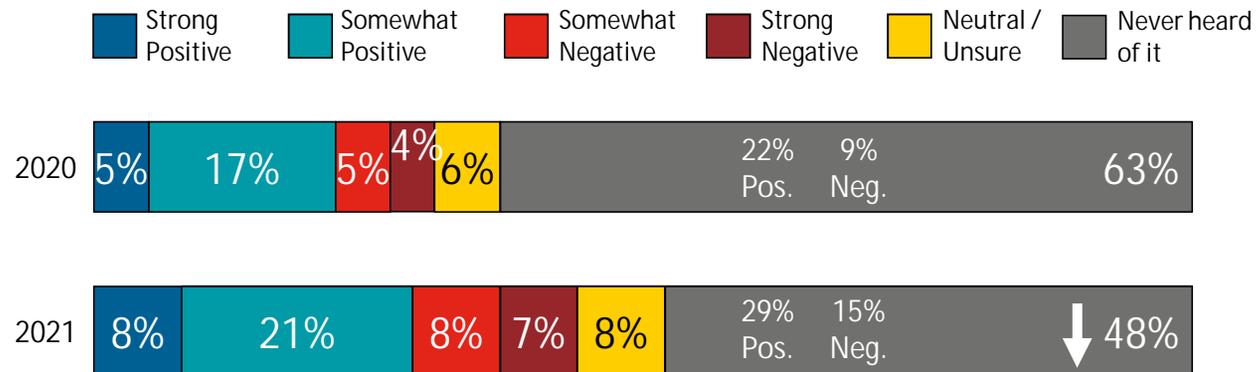
Which one of the following is the MOST important issue to you for the quality of life in your city or town?



# Increased Awareness of Project Connect

Awareness of Project Connect increased from 37% in 2020 to 52% with increases in both positive and negative ratings.

Have you ever heard of Project Connect? And if so, do you have a strong positive, somewhat positive, somewhat negative, or strong negative impression of Project Connect?





**METRO**

**THANK YOU!**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-153

**Agenda Date:** 9/27/2021

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Update on Project Connect.

TO: Capital Metro Board of Directors

FROM: Sharmila Mukherjee, Executive Vice President of Planning and Development  
Ken Cartwright, Vice President of Capital Projects

DATE: August 27, 2021

SUBJECT: Menchaca and Oak Hill MetroRapid Extension Projects Update

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**Background:**

As part of the Project Connect System Expansion Program, the Menchaca and Oak Hill MetroRapid route is envisioned as a 10-mile alignment that uses the existing MetroRapid Route 803 as the base corridor, with a 5-mile extension along Menchaca to Slaughter Lane; and a 5-mile extension along US 290 South to Oak Hill connecting Westgate Transit Center (project map attached). Project Connect was designed to utilize a combination of federal and local funding sources, with funding sources analyzed and identified during the federal evaluation component of the project development process.

The original project was referred to as the South Lamar and Menchaca Corridor in the Project Connect Program of Projects. To better reflect the project as currently envisioned, the projects will be referred to as the Menchaca and Oak Hill MetroRapid Extension Projects.

The MetroRapid corridors under the Project Connect Initial Investment Sequence Plan have undergone detailed review of their existing conditions, ridership projections, and potential competitiveness along with a predicated rating under the Federal Transit Administration (FTA) Small Starts ratings criteria. As part of this review, the Expo and Pleasant Valley projects rated high enough to advance in the federal process. The Board has been updated on those two projects several times during recent Board meetings.

The team also analyzed the Menchaca and Oak Hill MetroRapid Extension Projects and concluded that the Menchaca and Oak Hill MetroRapid BRT corridor would not rate high enough under FTA's Capital Investment Grants (CIG) Small Starts rating criteria for Mobility

(Ridership), Cost Effectiveness, or Congestion Relief, especially in the areas of land use and economic development that are subcategories under Mobility.

Based on this conclusion, we plan on advancing the Menchaca and Oak Hill MetroRapid Extension Project with local funding sources. Despite not advancing the project for CIG funding options, we will continue to review non-CIG federal grant opportunities as they become available with a goal of further leveraging the local investment.

**Small Starts Project Evaluation/Ratings Criteria:**

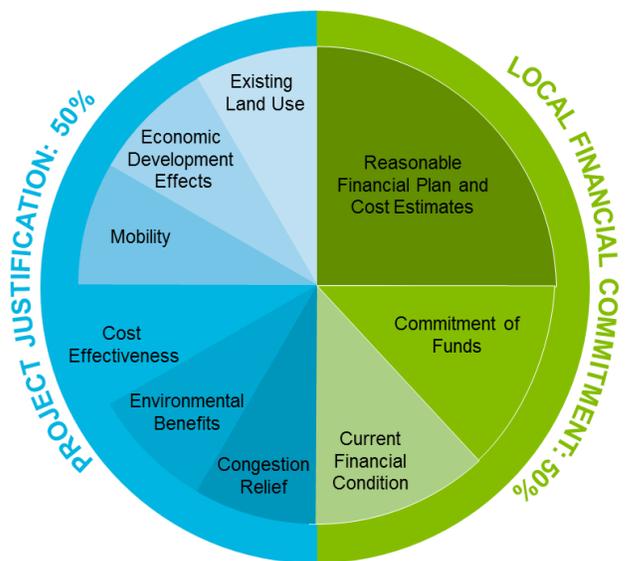
FTA Small Starts is a very competitive federal discretionary grant program under the Capital Investment Program (CIG). It is important to consider the competitiveness of each corridor independently to appropriately guide the funding and implementation recommendations into Small Starts.

A project rating is split between Project Justification and Local Financial Commitment, each of which are made up of various quantitative and qualitative criteria and subfactors (see Figure 1 below). Each criterion is rated on the five-point scale, from Low to High.

A project must attain at least a ‘Medium’ rating (on a five-point scale from Low, Medium-Low, Medium, Medium-High, to High) in both Project Justification and Local Financial Commitment to receive a Medium overall project rating and qualify for potential Small Starts funding. Each criterion within Project Justification is weighted equally and must achieve a Medium or higher rating when combined. Projects can demonstrate achievement of ‘Medium’ for the Project Justification summary rating.

As part of the planning analyses to further develop service plan for Menchaca and Oak Hill and to assess competitiveness for FTA Small Starts, Capital Metro identified all existing bus routes within a “quarter mile and with alignments parallel

**Figure 1. FTA Project Rating Criterion**



to and for a significant portion of” the South Lamar portion of the corridor. The existing routes included routes 3, 103, 300, 315 and 803. The corridor study area was established by creating a 1/4-mile buffer around the project alignment.

Current MetroRapid 803 operates at a 10-minute frequency and conceptually could operate at up to a 5-minute frequency as part of the future bus network to support full implementation of Project Connect Expansion Program. Current route 803 cannot be included in a new project analysis in federal ratings process as that segment is a previous federally funded project. To assess how service in the Menchaca and Oak Hill corridor would perform under Small Starts, ridership was compared to recently rated Expo and Pleasant Valley ridership. For illustration purposes, Table 1 below compares the Menchaca/Oak Hill project to Expo for three key ridership metrics for linked trips, unlinked trips, and project trips for future year 2040.

**Table 1: Expo to Menchaca/Oak Hill Ridership Comparison (2040)**

	<b>Menchaca/Oak Hill</b> <i>(entire ~10mi segment)</i>	<b>Expo</b>	<b>%</b>
<b>Linked Trips</b>	530	800	66%
<b>Unlinked Trips</b>	1140	2300	50%
<b>Project Trips</b>	2250	6470	35%

*A linked trip is a trip where a rider may transfer between types of vehicles or transportation modes, or multiple stops, such as stopping at a daycare center or store along a commute trip. An unlinked trip is a passenger trip taken on a single vehicle, such as a single bus.*

Additionally, Capital Metro route 3 – a currently operational and tremendously important local service – falls within the quarter mile buffer of the project and offers an alignment parallel to the project corridor. Based on this information and analysis, we determined the MetroRapid Extension Project is anticipated to rank overall either Medium-Low or Low in project justification, and is therefore unlikely to be competitive for CIG small starts funding.

### Next Steps

Capital Metro continues to focus on our commitment to advance the Menchaca and Oak Hill MetroRapid Extension Project as part of the Project Connect program.

While Capital Metro completed additional analysis and evaluation of the Menchaca and Oak Hill MetroRapid Extension Project, the Texas Department of Transportation (TxDOT) simultaneously advanced through final design and began construction of the Oak Hill Parkway. Capital Metro has determined that the Menchaca segment of our project is able to proceed earlier than the Oak Hill segment, as there are no construction conflicts with TxDOT's Oak Hill Parkway Project. Below is a preliminary schedule of how we envision the project being implemented.

- **MetroRapid Service Begins on South Menchaca (Early 2024)**  
Route 803 will be extended on Menchaca to Slaughter Lane from Westgate Transit Center (the current terminus) and will begin operation in early 2024. The project will include new electric bus charging infrastructure, modern stations and more. Capital Metro will also review the Route 3 frequency to support system ridership as part of optimal service delivery on behalf of our customers in the area.
- **MetroRapid Service Begins to Oak Hill**  
The start of MetroRapid service to Oak Hill is based on the completion of the Oak Hill Parkway Project, which is slated to be complete in 2026. Capital Metro will continue to advance the development of design documents for the Oak Hill Extension so the project is as integrated as possible with TxDOT's project. We will also analyze future 803 operations with the goal of enhancing frequency north of Westgate Transit Center in combination with downtown routing connected to future rail stations.
- **Fleet Upgrade to Electric Buses**  
As a key part of this project and the sustainability commitments that are part of Project Connect, Route 803 diesel fleets will be retired and replaced with 40- and 60-foot electric buses. This will be further coordinated with our zero-emission vehicle transition plan. There are no anticipated operational changes as part of this switch to more sustainable energy sources.

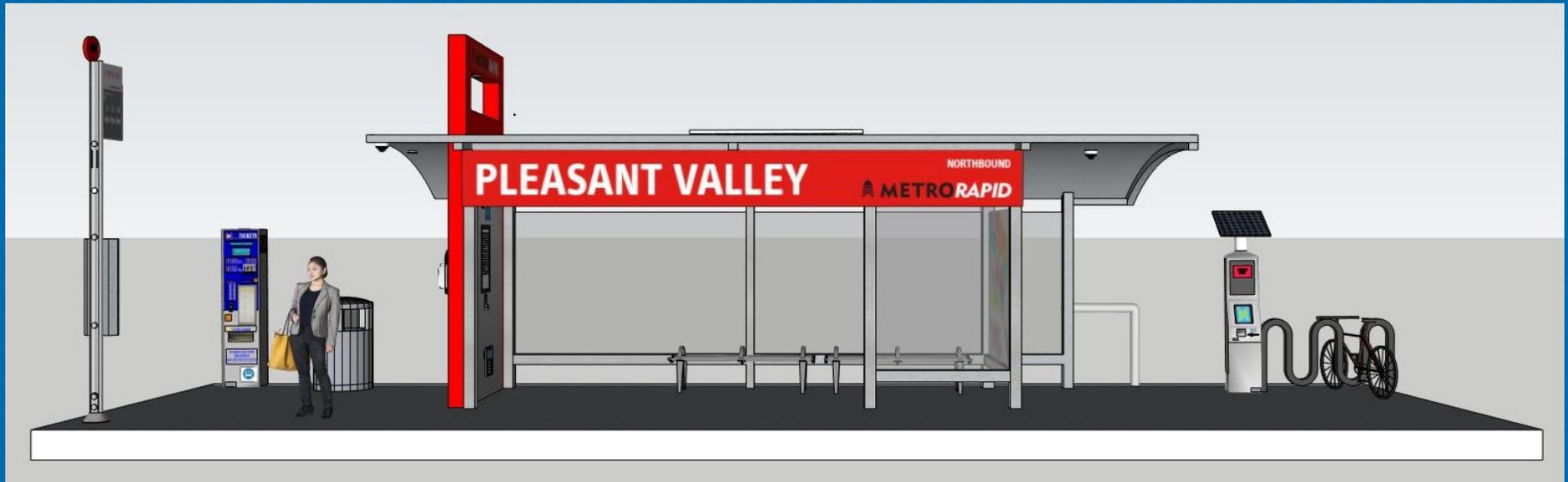
We are available to address any questions you may have regarding this update and can be reached at [Sharmila.Mukherjee@capmetro.org](mailto:Sharmila.Mukherjee@capmetro.org) and [Kenneth.Cartwright@capmetro.org](mailto:Kenneth.Cartwright@capmetro.org).

## August 2021 Menchaca and Oak Hill MetroRapid Extension Project Map



# Project Connect MetroRapid Lines Board Update

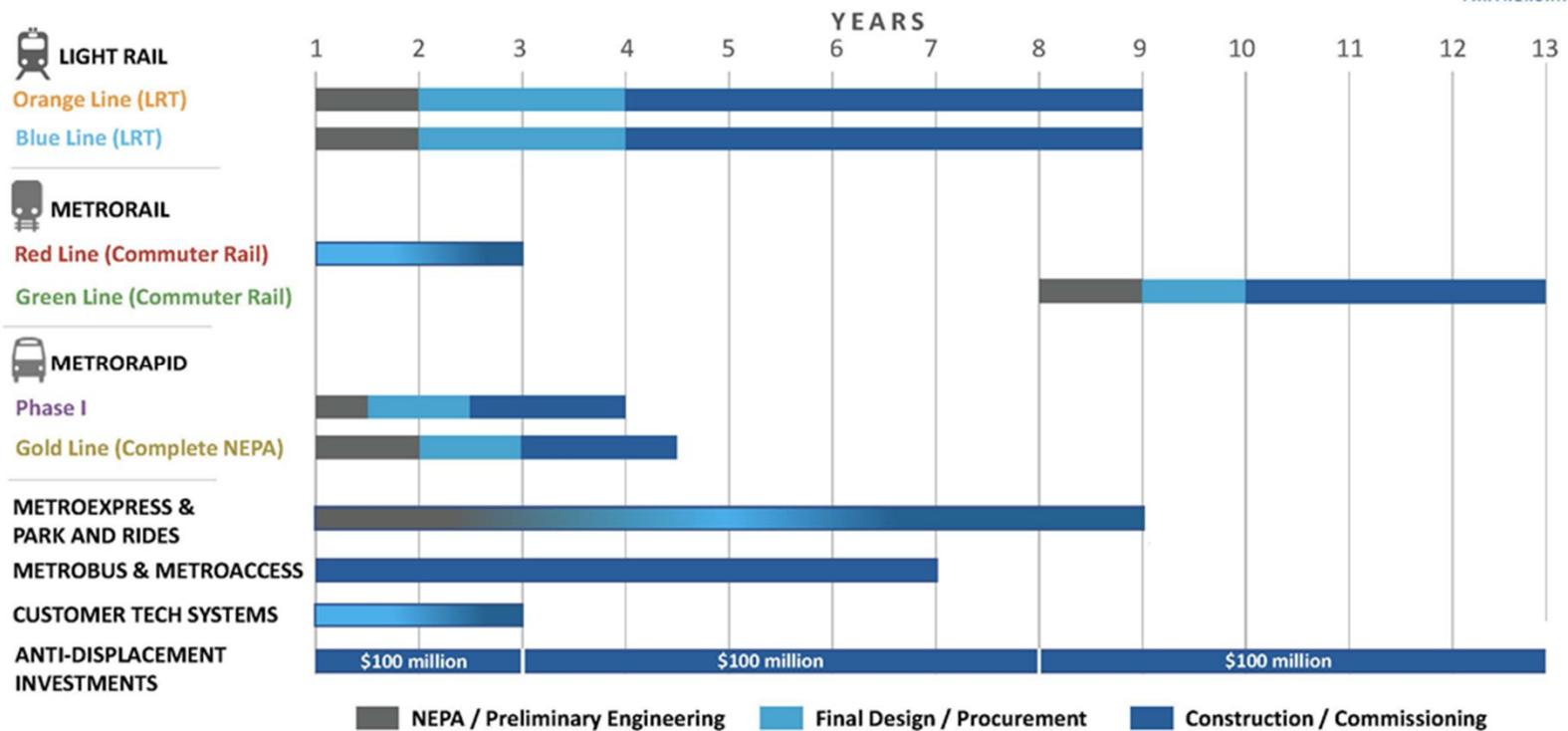
September 27, 2021



# Project Connect MetroRapid Lines



## Project Connect Program Sequence

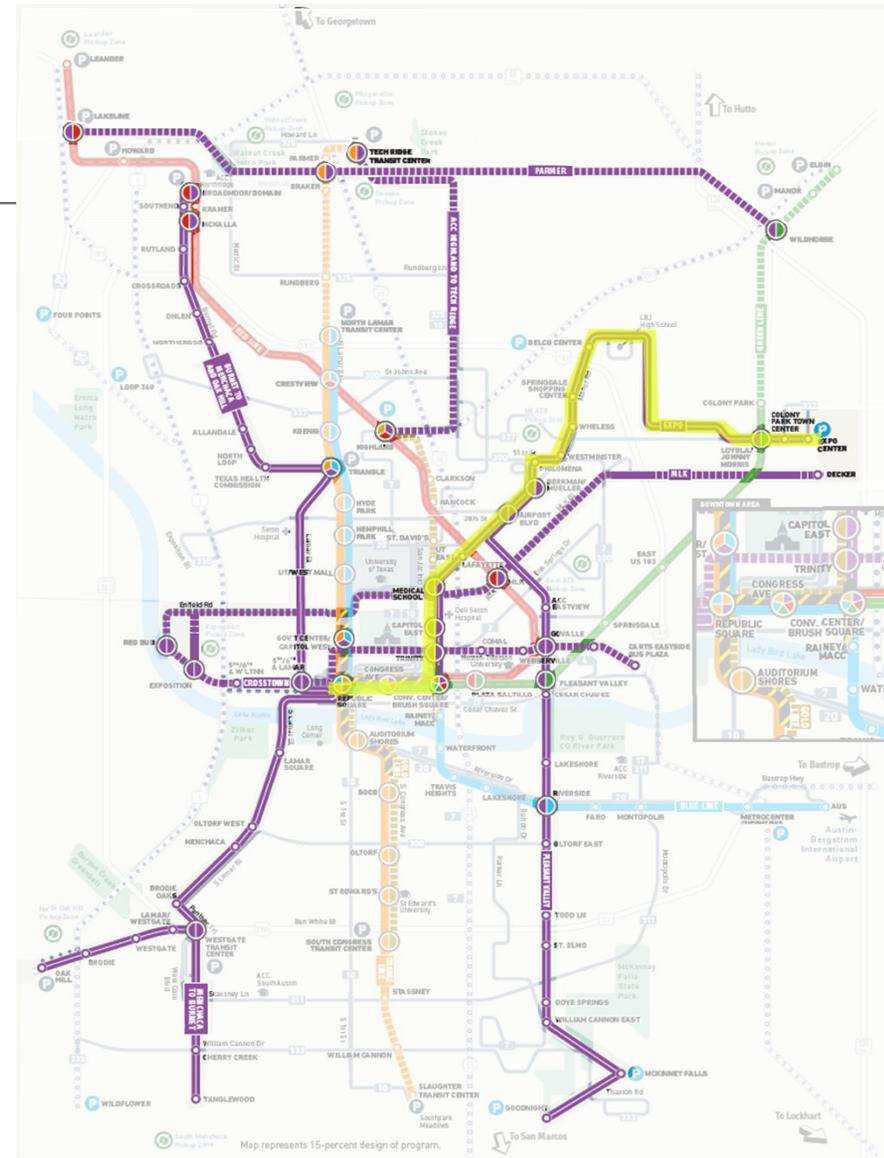


MetroRapid Projects  
Total Budget: \$170 M



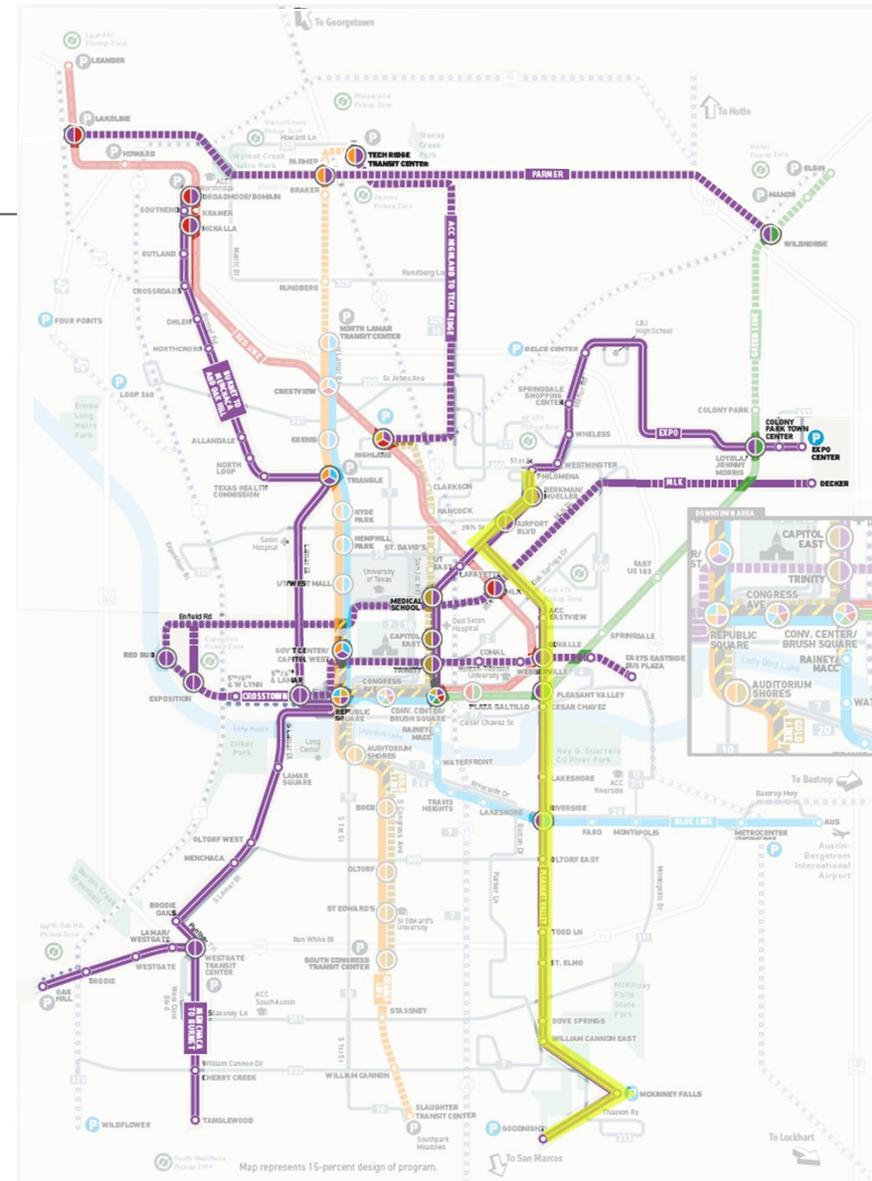
# Project Connect MetroRapid Lines

- Expo Center | from Expo Center to UT and downtown
- Pleasant Valley | from Mueller to the Goodnight Ranch on Slaughter Lane
- Menchaca and Oak Hill MetroRapid Extension: 2 phases, merge with 803 to Domain
- Gold Line | from ACC Highland to South Congress and Ben White (future Light Rail)



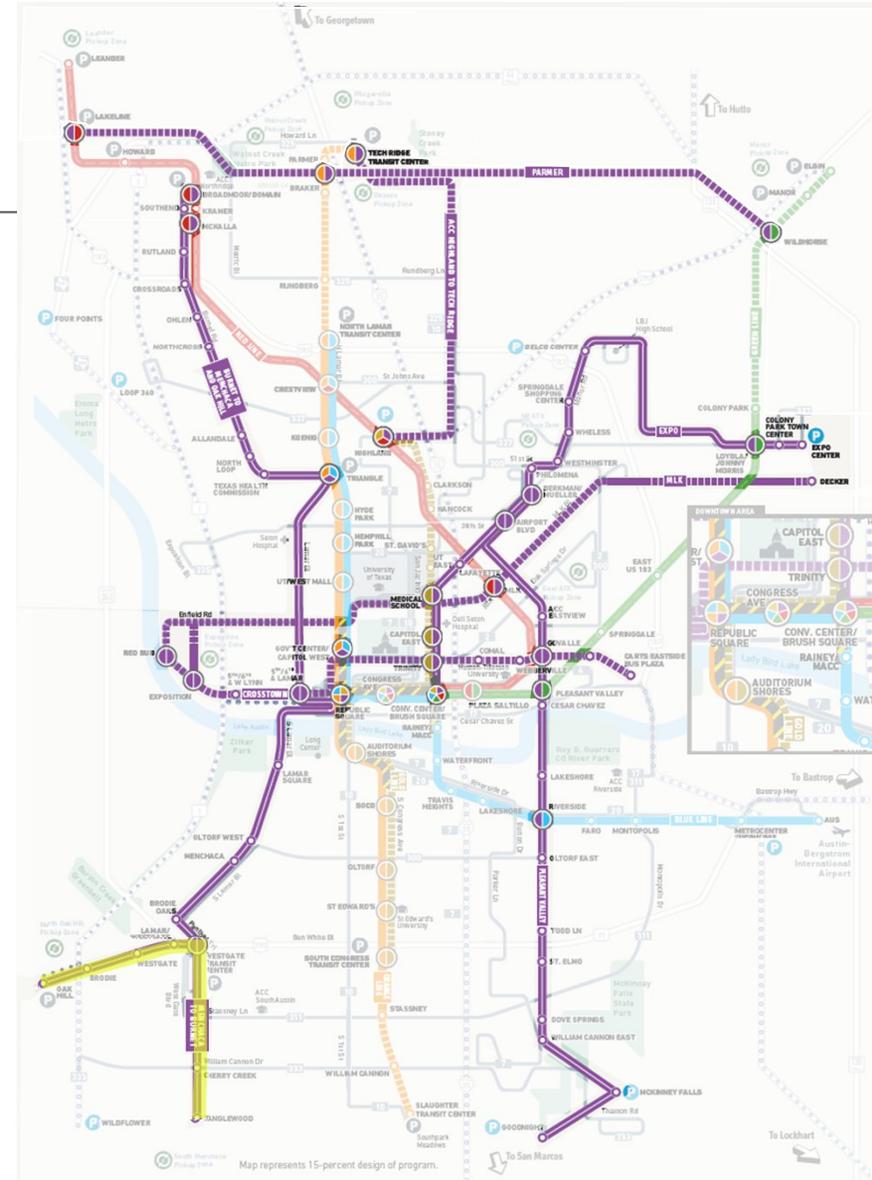
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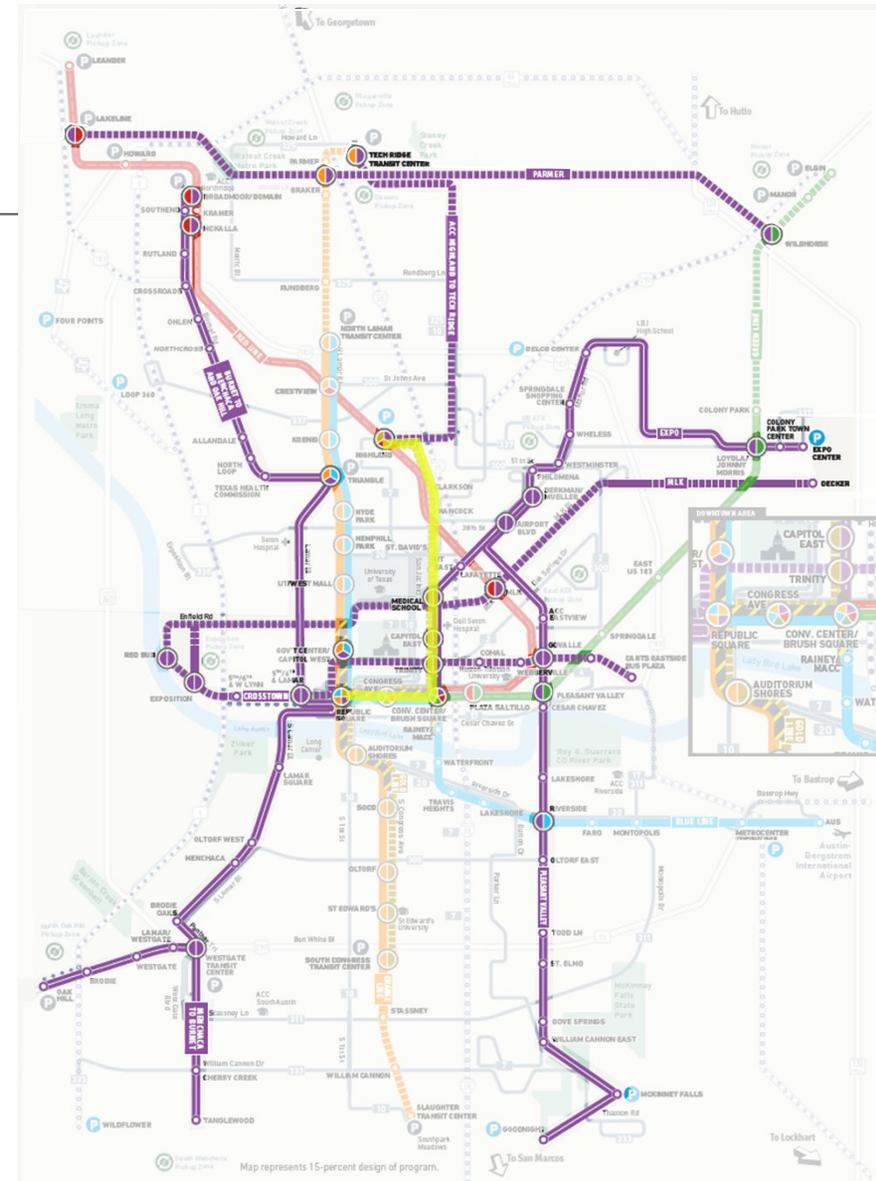
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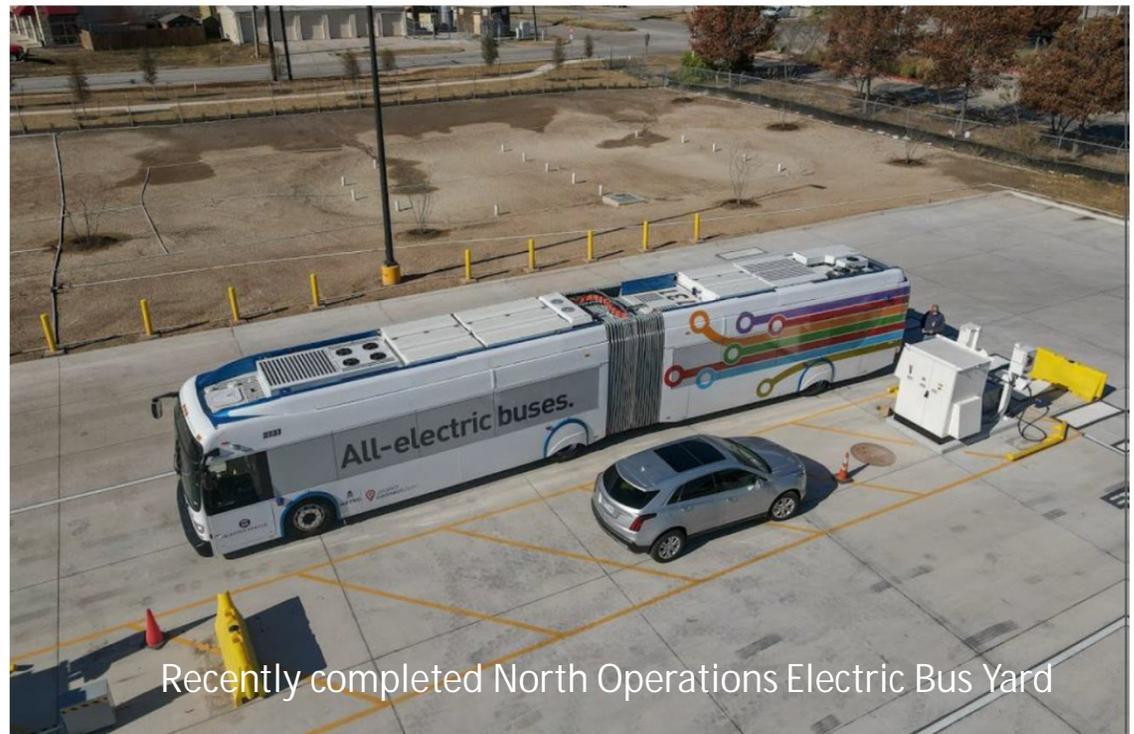
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# MetroRapid Service Characteristics

- 10-minute peak service; limited stops
- Corridor-based Bus Rapid Transit (BRT) in mixed traffic
- Transit Signal priority treatments
- All electric fleet with en-route charging



Recently completed North Operations Electric Bus Yard

# MetroRapid Service Amenities

- New shelter design; full and neighborhood scale
- Solar where possible
- Cameras (CCTV)
- Dynamic Message Screens (DMS)
- Ticket Vending Machines (TVM) at key/transfer stations
- Potential for public art, community information panels, trees



Station Concept

# Electric Infrastructure

- 40' electric buses
- Stations designed for 60' buses
- Pantographs
  - Overhead charging
- Fast chargers at end of line



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# MetroRapid Status

## Expo & Pleasant Valley

- Budget:
  - Expo: \$44.6 M (target launch mid 2023)
  - Pleasant Valley: \$48.9 M (target launch mid 2023)
- Environmental approval process complete
- 30% design complete; 60% design in progress
- Expo & Pleasant Valley Lines grant funding included in President's budget (May 2021)
- FTA Project Management Oversight Consultant (PMOC) assigned
- FTA Grant readiness documents in progress
- Monthly meetings with FTA

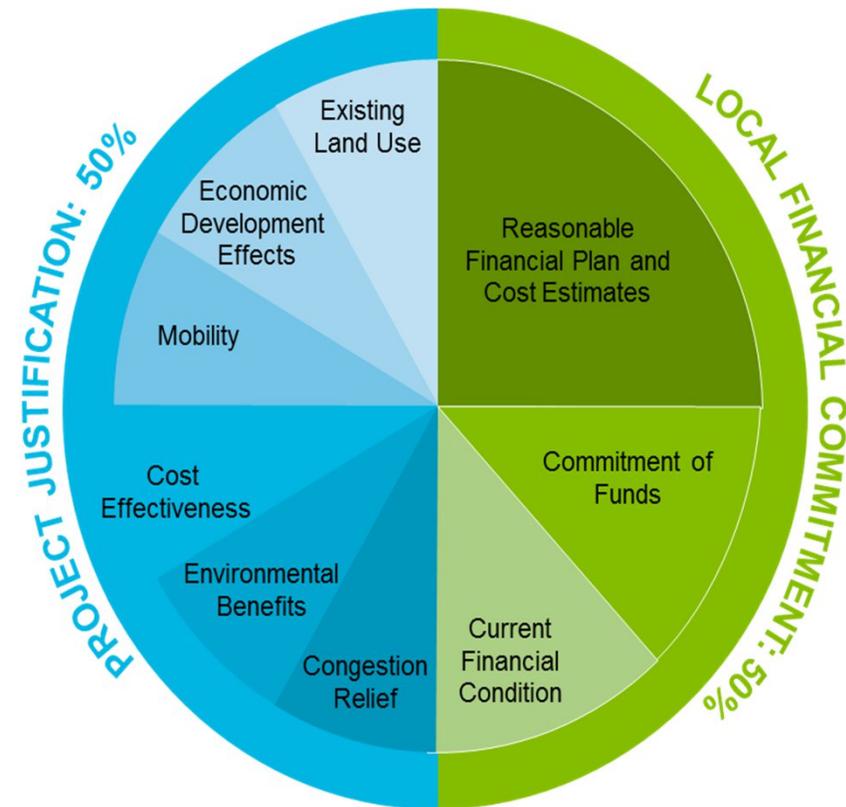
# MetroRapid Outreach

- Virtual Open Houses & Community Meetings in February & April (2021)
  - Community Groups and Neighborhood Homeowners' Associations
- Updates continuing
- Open house update on progress September 9th
  - Plan to share shelter concepts in late 2021
  - Groundbreaking goals:
    - Expo in December 2021
    - Pleasant Valley in January 2022



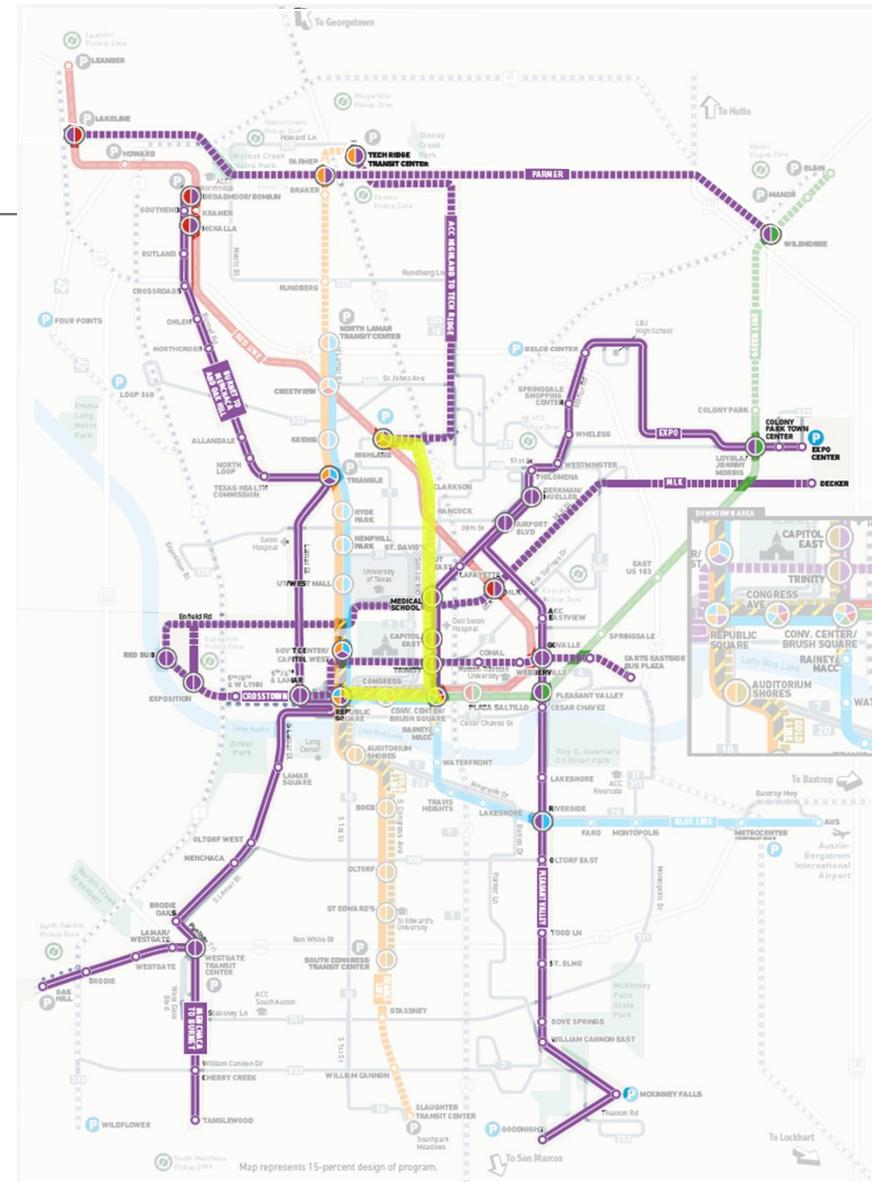
# Menchaca and Oak Hill MetroRapid Extension Small Starts Ratings Criteria /Competitiveness

- Why Local Funding? - Assessed for eligibility in FTA Small Starts Grant (highly competitive)
- Project Justification includes six categories – Land Use and Economic Development help project future ridership
- Each criterion is rated from Low to High (Low, Medium-Low, Medium, Medium-High, to High)
- Must attain at least a 'Medium' rating\* to qualify for potential Small Starts funding.
- Ranked low in land use and economic development in both current and future scenarios



# MetroRapid Gold Line

- Continued coordination with City of Austin, UT, State of Texas, and others on Gold Line, Expo and all local and frequent downtown routes.
- Supported by existing downtown service that exhibits high ridership, high delay, and higher bus volumes.
- Premised on Austin Strategic Mobility Plan recommendations for dedicated transit lanes for mobility benefits.
- Advanced with local funds (allows for future Gold Line Rail grant opportunity)



# MetroRapid Next Steps

## Expo & Pleasant Valley

- 60% design in progress
- Grant readiness documents complete by October
- Monthly meetings with FTA
- Electric Bus and Chargers Contract at September Board meeting
- Construction Indefinite Deliverable Indefinite Quantity (IDIQ) contract at October Board meeting
- Shelter design/fabrication/installation contract targeting late 2021
- Expo Center groundbreaking in December 2021
- Pleasant Valley groundbreaking in January 2022
- In revenue service mid 2023



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**THANK YOU!**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-204

**Agenda Date:** 9/27/2021

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Public Transportation Agency Safety Plan (PTASP) Update

# Public Transportation Agency Safety Plan

CMTA Board Meeting

Monday, September 27, 2021

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# Comprehensive Safety Program



# Background

- Public Transportation Agency Safety Plan (PTASP) FTA Rule:
  - FTA rule requires certain operators of transit systems to develop safety plans, including processes and procedures to implement Safety Management Systems (SMS)
  - Agencies must comply with rule as of July 20, 2021
- The plan must include safety performance targets
- The plan must be updated and certified annually by CapMetro

# PTASP | General Requirements

- Each plan must include, at a minimum:
  - Approval by the agency's Accountable Executive and Board of Directors (or equivalent)
  - Designation of a Chief Safety Officer
  - Establishment and documented processes of the agency's Safety Management Systems
  - Employee Safety Reporting System Program
  - Safety-related performance targets based on measures established in FTA's National Public Transportation Safety Plan
  - Process and timeline for conducting an annual review and update of the plan

# What is Safety Management Systems?

- Organization-wide approach to managing safety risks and assuring the effectiveness of safety risk mitigations.
- Establishes proactive safety culture by ensuring:
  - Senior management has access to the information necessary to strategically allocate resources based
  - Lines of safety decision-making accountability are established
  - The agency addresses organizational factors that may lead to safety breakdowns, identify system-wide trends in safety, and manage hazards before they result in accidents or incidents

## SMS Principles



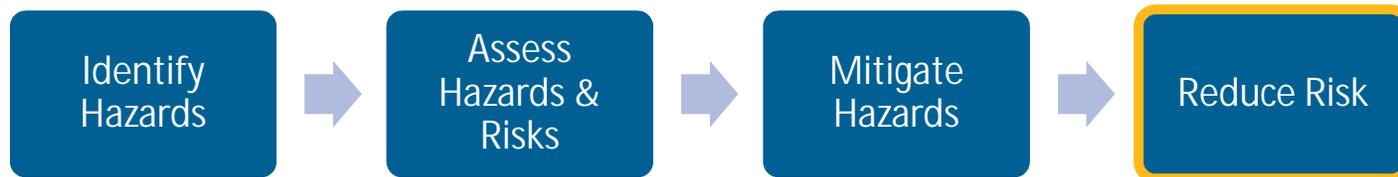
# SMS Principles - Safety Management Policy

Six crucial elements of a safety policy statement:

1. Signed by agency executive and board of directors – completed in June 2020
2. Clear statement about the provision of resources for the management of safety necessary for service delivery.
3. Safety reporting procedures.
4. Conditions under which exemptions from disciplinary action would be applicable.
5. Unacceptable operational behaviors.
6. Communication, with visible endorsement, throughout the transit agency.

# SMS Principles

- Safety Risk Management



- Safety Assurance

- Monitor and measure safety performance
- Management of change
- Continuous improvement

- Safety Promotion

- Comprehensive safety training program
- Safety communication



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**THANK YOU!**