



**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS PUBLIC HEARING  
2910 East Fifth Street Austin, TX 78702**

~ MINUTES ~

Executive Assistant/Board Liaison Gina Estrada  
512-389-7458

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Monday, January 23, 2017

12:00 PM

Capital Metro Board Room

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**I. Public Comment:**

A citizen who did not state her name spoke after the presentation. She urged the board to look at Ora Houston's recommendations for future route consideration. She believes that Capital Metro employees should be required to ride the bus.

Mr. Stout, citizen, is thankful for his service and believes that to save money, Capital Metro could cut routes that do not have many riders.

Zenobia Joseph, citizen, stated that Senate Bill 650 does not include the word "ridership" and that this should be considered when looking at the Sunset Commission report.

**II. Presentations:**

1. Quadrennial Review Results

Christy Willhite, Government Relations Manager for Capital Metro, introduced the review and its goals. She stated that this review occurs every four years and that there are three topics: transit operations and system maintenance, legal compliance, and performance on seven indicators. She turned the presentation over to Bernie Palovich from IKnow Consulting, whose firm conducted the audit.

Palovich presented an Executive Summary of the review, which covers data from 2012-2015. Notable findings in the performance indicators portion of the review included that annual operating cost per passenger increased by 21.9%, operating cost per revenue hour grew by 4.3%, and operating cost per revenue mile grew 9.3%. In regards to statutory compliance, Capital Metro is in compliance with all state laws. Chair Cooper asked about benchmarks for the indicators, and Palovich responded that the American Bus Benchmarking Group does provide comparative data and that Austin is right in the middle of the benchmark for efficiency. Operations and maintenance were found to be performing well.

Vice Chair Silas asked if there are any products or software besides SPEAR that peer agencies are using that Palovich would recommend for Capital Metro. He believes that SPEAR works well and supports the transition to it. Vice Chair Silas also asked about the cost of vehicle acquisition with a variety of vehicles. It is more expensive to have a diverse fleet because of the variety of training and maintenance that is necessary with each additional type of vehicle.

Christy Willhite provided Capital Metro's response to the recommendations. She spoke about high customer satisfaction and high likeliness to continue riding. Chair Cooper

pointed out that the Sunset Commission report and the Quadrennial Review are at odds with each other in terms of the cost of contract administration.

### III. Adjournment

#### ADA Compliance

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**BOARD OF DIRECTORS:** *Wade Cooper, chairperson; Beverly Silas, vice chair; Juli Word, board secretary; Delia Garza, Ann Kitchen, Terry Mitchell, Rita Jonse and Pio Renteria. Board Liaison: Gina Estrada (512)389-7458, email [gina.estrada@capmetro.org](mailto:gina.estrada@capmetro.org) if you need more information.*

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