

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
2910 East Fifth Street Austin, TX 78702

~ Minutes ~

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

Wednesday, November 15, 2017
12:00 PM

12:09 PM Meeting Called To Order
3:56 PM Meeting Adjourned

I. Pledge of Allegiance

II. Oath of Office

Chairman Cooper swore in Jeffrey Travillion, Travis County Precinct One Commissioner, as the new Travis County appointee to the board.

III. Safety Briefing

Donna Simmons, Vice President of Administration, gave the safety briefing which included safety holiday fire tips. She reminded us to check smoke detectors to make sure they're working properly and to have an exit plan in the event of a fire.

IV. Public Comment:

Gus Pena, representing Veterans for Progress, stated low income citizens are Capital Metro riders and we need to recognize they are the ones that depend on transit the most. He stated the proposed service changes will be catastrophic for these riders. Mr. Pena also expressed concern for routes 331 and 21/22. He noted residents of the RBJ senior facility will be negatively impacted with any changes to route 21/22 as some cannot walk appreciable distances.

Frank Atkins does not support the proposed service changes and suggested that the plan not be endorsed. He criticized routes 801 and 803 and stated buses are bunched together. He would like the agency to consider adding a bus stop at the new library.

Anthony Walker, East Austin Coalition, announced he drives the Route 323 and riders are very concerned about the proposed service changes. He shared a petition with the Board opposing the service changes. He believes we need to be expanding service and not cutting service.

Councilmember Ellen Troxclair asked the Board to consider grandfathering all existing MetroAccess customers for at least 1 year while we develop a plan to most cost-effectively serve those customers. In addition, she asked that before we make any changes to Route 333, we develop a connected service plan for the Oak Hill area to include ACC, the Oak Hill Park & Ride, the Oak Hill Plaza, and the Travis County Tax Office. Route 333 is the only east-west connector for Southwest Austin residents.

Fabeolia Johnson has been riding the bus since it was Austin Transit. She explained she is a MetroAccess customer who rides fixed bus Route 5 and any changes to this route will affect her service. Ms. Fabiola advocated for low income residents in her area and stated she would like to see the MCI buses go to her neighborhood as well. She asked the Board to retain Routes 5 and 333.

Randy Johnson lives at the corner of Staggerbrush and Monterrey Oaks. He depends on Route 5 and Route 333 to get around. He is concerned about the proposed elimination of both routes. He wants to know which bus stop he will have to walk to if Route 5 is eliminated. He suffers from back problems and is unable to walk appreciable distances.

Shirley Griffin resides at Allegre Point apartments, located at 1833 Cheddar Loop. She advocated for Route 243 and would like MetroAccess to continue for residents at Allegre Point.

Patricia Crow expressed concerns with the proposed changes to Route 300. She has problems with her knees and is unable to walk long distances. Ms. Crow urged the board not to make changes to this route.

George Roberts objects to the proposed service changes to Route 350. He has lived in the Montopolis area for many years and depends on public transportation like the majority of his neighbors. His mother is 93 years old and still rides this bus. Mr. Roberts stated changes to this route will affect many people in his community who depend on bus 350 to get to and from their jobs.

Heiwa Salovitz, ADAPT of Texas, supports the proposed service changes and believes in more frequent and better reliable service. Mr. Salovitz hopes people will get used to the new system and believes the system will be effective.

Mr. Metz stated he rides the Route 333 on Sunday to get to church. He is concerned about this route.

Ruven Brooks shared a slide outlining the WIC clinics in Austin and stated that under the proposed service changes service to the clinics would be every 15 minutes. He feels women with children will appreciate the high frequency service to the clinics and spending less time waiting for a bus with children in tow.

Charles Mitchell expressed concern with Routes 300 and 30 and wants to know how these routes will be changing. .

Elizabeth Stehl is excited about the proposed service changes and is looking forward to faster and more frequent service. Ms. Stehl lives in the old Mueller area and routinely takes Route 20 to Red River where she walks to Guadalupe to catch buses going north. She also mentioned she supports a new bus stop at the new library. In addition, she is interested on being on the CSAC committee and has submitted an application for consideration.

Heidi Ross reminded the board that under the approved Connections 2025 plan, the areas served by Route 21/22 were defined as mobility innovation zones. She asked the board to vote to keep these routes until innovation zones for Exposition are in place.

David King believes low and middle income families are getting pushed out of the urban core due to the high cost of living. They are losing service due to being outside the service area. He stated we must not lose focus of these people who have been disenfranchised and are transit dependent.

John Roussgau spoke in support of Route 21/22. He stated if this route is removed there is no connection from Guadalupe/Lamar into west Austin. Also there is no north-south connection there at all. Many students as well as working people depend on this route.

Ryan Young suggested transfers need to be a lot easier in order for the plan to be effective.

Pamela Rogers, representing the Maple Run Neighborhood Association thanked the board and staff for keeping route 333. However, it no longer connects to the 171 which would take riders to Oak Hill and downtown. Please add this segment back to Route 333.

Jay Blazek Crosley representing Farm & City suggested the board move forward with adopting this plan as it will provide low income people with more and better transit. Mr. Crosley noted that today Capital Metro serves 18% of low income population and with the proposed service changes it will serve 32% of the low income families.

Marissa Balonon-Rosen, east Austin resident and UT student said she relies on public transportation. She is very concerned about removal of Route 21/22 and noted this is the only route that goes north south

through east Austin and connects to the northern part of the UT area. People depend on this route to go to school, work and medical appointments. The proposed changes will harm a lot of Austin residents.

Brent Payne, Amalgamated Transit Union, supports more frequent routes but is concerned that it does not allow drivers enough time to take a bathroom break. He is also concerned the proposed changes will have riders walking long distances to the nearest bus stop.

John Laycock, AURA, rides the MetroRapid 801 every day. He does not own a car and depends on public transportation. He supports a system with more frequency and asked the board to vote for the proposed service changes.

Darrell Sorrells, bus operator, read a poem written by one of his colleagues about the proposed service changes. In conclusion, he stated he does not support the proposed elimination of Route 17 and others. He further added frequency for some of these routes will be unattainable due to traffic congestion.

Jennifer McPhail, ADAPT of Texas, is supportive of the plan. Having buses every 15 minutes is a great thing.

Nailah Sankofa stated she has been a transit rider for 28 years. She is very familiar with Capital Metro's transit system and bus operators. She vehemently opposes the proposed service changes and disagrees with everyone who supports the plan. Ms. Sankofa stated the changes do not make any sense and will affect seniors and mobility impaired citizens. She challenged the board to ride the bus for one month to see if the changes make sense to them.

Zenobia Joseph (she provided comments after Todd Hemingson's presentation - Action Item 2). Ms. Joseph referenced Title VI and commented there is not an equitable distribution of resources when you compare frequency of Routes 383/392 and 323 to Route 333. She feels the citizens that live in far north Austin are being ignored. Ms. Joseph showed a brief video from the U.S. Department of Transportation's Office of Civil Rights about public engagement.

V. Advisory Committee Updates:

1. Update on the Customer Satisfaction Advisory Committee (CSAC)

Sam Sargent, Community Involvement, presented the monthly report. The Committee's main focus this month were the Proposed June 2018 Service Changes. They reiterated their support of the changes and encouraged Capital Metro to continue to move forward in the development of the Mobility Innovation Zones.

2. Update on the Access Advisory Committee (AAC).

Sam Sargent, Community Involvement, presented the report. The Access Advisory Committee met on November 1st and the main topic of discussion were the Proposed June 2018 Service Changes. They recommended the grandfathering of MetroAccess customers who would lose service under the proposal.

Mr. Sargent also updated the board on the membership and vacancies on the two advisory committees. We are looking at bylaw and mission updates for both and also at what peer agencies do to ensure that they get good feedback from their advisory groups. Although there were no new appointees brought forward this month for either Access or CSAC, we currently have enough applicants that we should be able to have full compliments of 9 members for each committee at or before the January 2018 board meeting.

VI. Board Committee Updates:

1. CAMPO update

Board Member Mitchell reported on this month's CAMPO meeting. Biggest discussion was on criteria for project selection. CAMPO also had a joint meeting with the Alamo area Planning Organization to talk about connectivity between the two regions. Chair Cooper added that Lone Star rail has some

legislated powers that might be useful for transit in partnership or if we were to assume some of those responsibilities.

VII. Consent Items

1. Approval of Minutes from the October 23, 2017 Board Meeting and October 24, 2017 Board Worksession.
2. Approval of the 2018 Capital Metro Board Meeting Calendar

VIII. Action Items:

1. Approval of the appointment of Jeffrey Travillion to the Operations, Planning and Safety Committee, and Rita Jonse as Committee Chairperson.

Board Member Travillion was appointed to the Operations, Planning and Safety Committee and Board member Jonse agreed to serve as Committee Chairperson until the next election was held.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Wade Cooper, Chair
SECONDER:	Delia Garza, Board Member
AYES:	Mitchell, Word, Cooper, Travillion, Kitchen, Jonse, Renteria

2. Approval of a resolution authorizing the President/CEO, or her designee, to implement the June 2018 Service Changes.

Todd Hemingson, Vice President for Strategic Planning & Development, gave an overview of Connections 2025, focusing on the proposed June 2018 Service Changes of the plan.

Based on board-established goals, analysis of existing and future ridership, and feedback from Capital Metro riders and key stakeholders, the June 2018 Service Changes are designed to create a more frequent, more reliable and better connected transit system. If approved, the proposed changes would result in 14 services operating as high frequency routes at least every 15 minutes, 7 days a week. New analysis of the proposal includes:

- Households in poverty within 5-minute walk of frequent service is currently 15% - with the proposed service changes that number will increase to 27%.
- Households in poverty within a 10-minute walk of frequent service is currently 33% - with the proposed service changes that number jumps to 48%.
- Minority population within 5-minute walk of access to frequent service is currently 12%. If the proposed service changes are approved the number would be 22%.
- Minority population within a 10-minute walk of frequent service is currently 25%- current 25 - with approval of proposed service changes that number increases to 39%.

Hemingson reported significant English and Spanish public engagement was conducted to inform the community about the proposed service changes. As a direct result of the public engagement process nine service proposals were modified, four entire routes were retained, two major route changes were removed and one entire route was added to the plan.

Lastly, Hemingson spoke about the revised MetroAccess proposal and the Title VI Analysis results.

Chair Cooper asked Mr. Hemingson to walk the board through any changes to the resolution since the board worksession was held on 10/24. Mr. Hemingson enumerated several: 1. proposing to begin engaging the communities that might be served by mobility innovation zones in early 2018, before the June Service Changes are implemented; 2. addressing changes to the plan in the 5th whereas, including monitoring of changed routes for timepoints and ridership and making adjustments as early as August; and 3. adjustments to the proposal on MetroAccess that would include a one-year hold on any changes to customers and a plan to study options for the service after that.

Board member Kitchen moved on the base motion and stated that she had an amendment. Board member Mitchell seconded the base motion. Ms. Kitchen then explained that her amendment would replace the last three Be It Resolved clauses dealing with MetroAccess, with the primary change being that it keeps the analysis of that service but does not set an end date (i.e. one year) for current customers. Board member Garza seconded the amendment.

Board member Travillion spoke and agreed with the MetroAccess comments and changes. He also emphasized that we have another community that we need to pay attention to -- residents east of Hwy 183. Had hoped for a specific mitigation plan for customers who would be losing service. Families are being displaced from Austin and we need to keep up with those trends. This plan feels premature and makes it difficult for people who rely on public transportation.

Chair Cooper spoke on the amendment and suggested that the board keep the staff language, primarily because continuing to serve these customers is cost prohibitive. Taking away anyone's service is still going to require an affirmative vote from the board. Board member Kitchen stated that her intent was really to remove the timeframe for ending service to existing customers, so simply striking the clause about maintaining service until June 2019 would suffice. Chair Cooper asked to be clear that we are only discussing the 36 customers who would lose service, not all MetroAccess customers. Board member Garza seconded.

Board member Kitchen commented that she would like to have a discreet vote on this amendment, but that she withdraws her original amendment, to be replaced with one that simply strikes the "through June 2019" phrase. Garza again seconded. Chair Cooper offered a friendly amendment to the amendment saying that the board may act on the 36 customers impacted by the June changes separate and apart from action on other MetroAccess customers. Board member Kitchen agreed as long as it reads "may".

Board member Mitchell asked if there had been a cost analysis done on these 36 customers. Hemingson replied that as the resolution stands it is estimated to cost \$200,000 to \$300,000 a year. Board member Garza asked about the City of Austin annexations and stated that it may add up to \$500,000 in sales tax revenue.

Amendment to the resolution carried 8-0.

Board member Kitchen then proposed an additional amendment to the base resolution, adding an additional Be It Resolved clause with further detail to include further engagement with stakeholders and implementation of specific solutions to concerns raised during the public input process, to include service along Exposition; a school tripper along Pleasant Valley Road (Route 333); a voucher or other private service solution for access to the Travis County offices on Tx71; service to the Oak Hill shopping center along Route 333; and last, the safety and access concerns in the Rogge Lane and Springdale Road area near the Housing Authority of the City of Austin (HACA) facility. Staff will report back on these activities in the Spring of 2018 prior to the June 2018 service change implementation.

She then read the second part of this amendment, which directs staff to continue to develop Mobility Innovation Zones as previously identified, and to host meetings from January to March, 2018, to address concerns about service along Exposition Boulevard. Board member Garza seconded. Mr. Hemingson suggested changing the January-March timeframe to "Spring".

Board member Renteria commented on the Route 21/22, included how few customers he has encountered when riding it recently.

Board member Travillion offered a friendly amendment to include the routes that are going to be changed in East Austin. Board member Renteria voiced support.

Chair Cooper offered a friendly amendment to change "implement" to "recommend" since it is up to the board to implement the changes, and also to add "and funding" after "specific solutions". He also wanted clarification on the "East Austin" addition from Board member Travillion, which is much more

general than the discreet set of issues proposed by Board member Kitchen. Travillion clarified that he would be looking for funding and specific mitigation plans and that they are communicated to the community at large.

Board member Kitchen suggested that a way to address this might be to go back to the original amendment language and add "and specific mitigation plans to address routes proposed for changes in East Austin" after the "Housing Authority of the City of Austin" phrase. Board member Travillion clarified that he is looking for specific route information but also insuring that disabled customers are not unfairly burdened with their changes. And that there are other opportunities for those customers to continue to receive some type of service. Chair Cooper clarified he was fine with the language, as long as it was understood that "mitigation" could be taken to mean outreach to inform customers of their new routes. Board member Travillion was amenable to that.

Board member Kitchen repeated the language of the amendment. The second amendment to the resolution carried 8-0.

Chair Cooper called for any additional discussion on the base amendment. Board Member Mitchell thanked colleagues and the public for their thoughtful input. He emphasized that the agency is trying to a lot with very limited financial resources. Federal grants are not guaranteed and we have high capital requirements. We are financially healthy but have big obligations. Board Member Garza commented that these changes are good for the system but that the public input process was flawed. Other government entity used "heat maps" to find where there were gaps in the public input process and we should consider that type of thing. Chair Cooper commented that we have to not keep doing the same thing, and that the analysis shows strong metrics going forward and that we will help the mobility of the disabled in our community. These changes will do a lot of good. Board Member Travillion stated that he is very concerned about residents displaced from Austin who don't have a way to get to their basic needs. The folks that we are missing rely on us to be their voice.

Resolution passes 6 to 2, with Travillion and Garza voting no.

RESULT:	ADOPTED [6 TO 2]
MOVER:	Ann Kitchen, Board Member
SECONDER:	Terry Mitchell, Board Member
AYES:	Mitchell, Word, Cooper, Kitchen, Jonse, Renteria
NAYS:	Garza, Travillion

3. Approval of a resolution authorizing the President/CEO, or her designee, to extend an Interlocal Agreement (ILA) with the City of Austin for employee transit passes for a period of 1 year from January 1, 2018, to December 31, 2018, and leave the CY2018 contract term not-to-exceed amount unchanged at \$400,000.

Greg Buford, Business Development Coordinator, presented this item. Ridership with the City of Austin through this program has gone up 16% in FY2017 and revenue is up 23%.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Terry Mitchell, Board Member
SECONDER:	Rita Jonse, Board Member
AYES:	Mitchell, Word, Cooper, Garza, Travillion, Jonse

4. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract modification with Krauthamer & Associates for executive recruiting services to increase the amount by \$87,000 for a total not to exceed contract amount of \$648,000 for one year with four 12 month options.

Virginia Keeling, Human Resources Director, presented this item. On March 23, 2017, Capital Metro awarded a contract to Krauthamer & Associates for Executive Recruitment Services in an amount not to exceed \$101,000 for the base year to provide Capital Metro with an executive search agency in the event of a vacancy of top level positions, to be assigned as needed. In the current contract year, additional services are required for the recruitment of a new President/CEO and a new Vice President, Rail Operations.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Rita Jonse, Board Member
SECONDER:	Juli Word, Secretary
AYES:	Mitchell, Word, Cooper, Garza, Travillion, Jonse

5. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract with Bytemark, Inc. for the implementation of software upgrades to the trip planning and traveler tools system in an amount not to exceed \$373,460 for one-time implementation costs plus a one-year option of \$98,628 for a total not to exceed \$472,088.

Jonathan Tanzer, IT Project manager, presented this item. The proposed upgrades will implement additional functionality that will improve the customer experience with Capital Metro's trip planning and traveler tools. Key enhancements include improvements to provide multi-modal trip plans, additional service change including Connections 2025 and detour information in the website, mobile app, automated telephone and text message system, and additional mobile payments options such as Android Pay and Apple Pay in the CapMetro app on mobile devices.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Delia Garza, Board Member
SECONDER:	Rita Jonse, Board Member
AYES:	Mitchell, Word, Cooper, Garza, Travillion, Jonse

6. Approval of a resolution authorizing the President/CEO, or her designee, to execute a contract with Creative Bus Sales, utilizing the Buy Board Purchasing Cooperative, to purchase up to twenty-two Champion Paratransit Vans in an amount not to exceed \$2,117,371.

Andrew Murphy, Manager, Maintenance Standards and Projects, presented this item. These vans will replace existing paratransit vehicles which have fulfilled their anticipated life cycle. In addition, this procurement will ensure we are maintaining a state of good repair. One van being purchased will replace a van which was in an accident and damaged beyond repair.

Board member Jonse wanted to know what will happen to the vans being replaced. The vehicles will be donated or auctioned off on Govdeals.com.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Delia Garza, Board Member
SECONDER:	Rita Jonse, Board Member
AYES:	Mitchell, Word, Cooper, Garza, Travillion, Jonse

7. Approval of a resolution authorizing the President/CEO, or her designee, to extend and confirm the termination date of the existing Bus Stop Accessibility Interlocal Agreement (ILA) with the City of Austin on May 22, 2019.

Mark Herrera, Project Manager, Bus Operation Accessibility Program, presented this item. The continuation of this ILA will allow Capital Metro to continue with the partnership with the City of Austin

to design, build and implement accessible bus stops and connecting sidewalks in the Capital Metro service area.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Jeffrey Travillion, Board Member
SECONDER:	Rita Jonse, Board Member
AYES:	Mitchell, Word, Cooper, Garza, Travillion, Jonse

IX. Presentations:

1. Review of proposed changes to Capital Metro Board Bylaws.

Kerri Butcher, Chief Counsel, presented this review of proposed board bylaws changes to the board. These changes are largely to clean a few things up and not substantive. Board Member Garza pointed out that one of the changes on Advisory Committees being created may need to be corrected. Ms. Butcher agreed. After today's presentation the board may review these in the coming weeks. The changes will be posted as an Action Item at the board meeting in December. They will require a two-thirds majority of the entire board to make the amendments.

X. Reports:

1. Quarterly Planning and Ridership Report

Todd Hemingson, Vice President of Planning and Development, presented his year-end report. Ridership was down on fixed-route services 1.8% for the year, but MetroRapid ridership has seen significant ridership gains after the adjustment to the fare early in the year. Our UT ridership has been a challenge -- service hours are down and we have had some routing challenges. If you exclude UT ridership from our totals, we are actually up 1% for the year. We are slightly below overall budgeted ridership for the year. We are looking forward to seeing results on newly-launched and upcoming services that take advantage of the Mopac managed lanes.

2. President/CEO Update

President/CEO Linda Watson presented her report, which included updates on the following:

- A partnership with the Austin Public Library that encouraged customers to park at branch libraries and come down to the grand opening of the new Central Library.
- Implementation and launch of our new service on the Mopac managed lanes.

XI. Items for Future Discussion:

XII. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512)389-7458 or email gina.estrada@capmetro.org if you need more information.

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

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.