MetroAccess Staff Sensitivity Training

Sara Sanford, Director of Eligibility, Training, and Customer Management
CapMetro Core Values

• Safety

• Innovation

• Equity

• Transparency

• Sustainability
Call to Action

• Increase awareness of sexual harassment and its impact on people with disabilities

• Train staff on how to identify and respond

• Educate customers on reporting options

• Advance the culture of respect and inclusion
Creating a Safe Space

• Currently in place:
  • Reporting a concern – multiple methods
    • Email: metroaccess@capmetro.org
    • Go Line – 512-474-1200
    • Cap Metro App
  • Demand Response Customer Service Team
    • Ensure customer concerns are fully investigated
    • Frontline Feedback process
    • Support process for timely feedback to customers

• In Progress:
  • Division-wide training
    • Partnering with local non-profit for their expertise in the space
    • Goal to begin training early 2024
FY2024 Budget Proposal

Emmanuel Toutin, Manager of Budget and Financial Planning
Discussion Outline

• Budget Development Calendar
• Budget Overview
• Operating Budget Highlights
• Capital Improvement Plan Update
FY2024 Budget Development Calendar

- **Feb 7**: Operating and Capital Budget kick-off meeting with departments
- **Apr 14**: Capital and Operating Budget requests received from departments
- **May 10**: Board Committees review proposed budget calendar
- **Jun 7**: Initial review with Access Advisory Committee
- **Jun 14**: Initial review with Customer Satisfaction Advisory Committee
- **Jun 14**: Board Committees initial review and discussion
- **Jun 23**: Initial review with Public Safety Advisory Committee
- **Jul 24**: Budget proposal presented to Board of Directors
FY2024 Budget Community Engagement

Development of Budget

Aug
2
• Presentation to Access Advisory Committee
  • Aug 9 Presentation to Customer Satisfaction Advisory Committee
  • Aug 14 Update Board Committees
  • Aug 21-25 Budget public outreach and webinar
  • Aug 25 Presentation to Public Safety Advisory Committee
  • Aug 25 Proposed budget document is published online

Sep
13
• Update Board Committees
  • Sep 13 Public hearing on proposed budget and capital improvement plan
  • Sep 25 Board of Directors considers budget proposal for adoption
Proposed Budget Overview

• Proposed budget is structurally sound and balanced
  • Ongoing revenue is sufficient to fund operations and provide funds for capital needs

• Meets operating reserve requirements
  • Statutory operating and budget stabilization reserves are fully funded

• Projected sales tax growth of 4.5% for Fiscal Year 2024
  • Steady growth in Fiscal Year 2023

• Service funding based on August Service Plan changes

• Investment in customer-focused transit infrastructure projects
FY2024 Operating Budget Summary

- Heavily dependent on sales tax revenue and grants for annual funding
- Grants include 5307 formula funds and operating contributions from the Austin Transit Partnership

### FY2024 Operating Revenue
- $520.0 Million
- Sales Tax, $396.7m, 76%
- Grants, $91.1m, 18%
- Fares, $18.6m, 4%
- Freight, $6.7m, 1%
- Other, $6.8m, 1%

### FY2024 Operating Expenses
- $425.4 Million
- Services, $68.9m, 16%
- Personnel, $90.1m, 21%
- Other, $42.0m, 10%
- Fuel, $15.3m, 4%
- Purchased Transportation, $209.1m, 49%

- Majority of the budget pays for contracted transit services
- Includes funding for Project Connect operations, maintenance and support services
- Fuel per gallon increase of 8% from FY2023
Operating Revenue

• Fare Revenue
  • Fare revenue based on continuing return of ridership in FY2024

• Federal Grants
  • Approximately $44.2 million annually in Section 5307 funds
    • Carryover of FY2023 Section 5307 funds into FY2024

• Freight Railroad Revenue
  • Mainline revenue on target with FY2023 Budget of $6.8 million
  • Section 45G Railroad Track Maintenance Tax Credit of $436 thousand
Sales Tax Revenue

<table>
<thead>
<tr>
<th></th>
<th>FY2019</th>
<th>FY2020</th>
<th>FY2021</th>
<th>FY2022</th>
<th>FY2023 Forecast</th>
<th>FY2024 Budget</th>
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<tbody>
<tr>
<td>$ Million</td>
<td>$261.5</td>
<td>$262.4</td>
<td>$301.4</td>
<td>$366.9</td>
<td>$379.7</td>
<td>$396.7</td>
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</tbody>
</table>
Operating Cost Drivers

- Service levels based on August Service Plan changes
  - Purchased transportation costs are developed using budgeted hours and contractual rates
- Fuel prices remain stable over the next fiscal year with hedging in place
  - Diesel estimate of $2.60 per gallon, net of hedging activities
  - Fuel hedge is 75% of projected fuel usage
- Continuation and expansion of Pickup innovative mobility zones
- Performance-based average annualized pay increase for employees
- 12 new Transit Police Officer positions for the FY2024 budget
- Strategic plan initiatives considered in budget preparation
THANK YOU!

FY2024 CAPITAL BUDGET
Capital Budget Highlights

- Demand response operations and maintenance facility
- Paratransit van replacements
- Electric bus purchases and infrastructure construction
- Bus stop enhancements and improvements
- Bus operations and maintenance facility
Project Connect Highlights

- MetroRapid Lines – vehicles, stations and electric charging
- McKalla Station at Q2 Stadium
- Continued and new Pickup zones operations
- Master facility plan expansion
- Organizational development and operational readiness
- Continued interlocal agreements for capital projects, operations, maintenance and support services
## Proposed 5-Year Capital Plan

<table>
<thead>
<tr>
<th>Project Category</th>
<th>FY2024</th>
<th>FY2025</th>
<th>FY2026</th>
<th>FY2027</th>
<th>FY2028</th>
<th>Total</th>
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<tbody>
<tr>
<td>Bus and Paratransit</td>
<td>$66.8</td>
<td>$5.4</td>
<td>$101.5</td>
<td>$46.7</td>
<td>$26.0</td>
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<tr>
<td>Commuter Rail</td>
<td>5.2</td>
<td>1.7</td>
<td>1.9</td>
<td>1.7</td>
<td>1.0</td>
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<td>Facilities</td>
<td>64.7</td>
<td>67.9</td>
<td>78.5</td>
<td>33.0</td>
<td>5.3</td>
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<td>Freight Railroad</td>
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<td>.0</td>
<td>.0</td>
<td>.0</td>
<td>.0</td>
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<td>Information Technology</td>
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<td>15.3</td>
<td>14.7</td>
<td>10.8</td>
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<tr>
<td>Other</td>
<td>22.3</td>
<td>3.7</td>
<td>5.6</td>
<td>4.4</td>
<td>4.2</td>
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<tr>
<td>Project Connect</td>
<td>148.2</td>
<td>56.3</td>
<td>86.6</td>
<td>94.0</td>
<td>54.0</td>
<td>439.1</td>
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<tr>
<td>Property and Asset Mgmt</td>
<td>30.5</td>
<td>15.4</td>
<td>1.0</td>
<td>1.0</td>
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<tr>
<td><strong>Total Capital Projects</strong></td>
<td><strong>$352.2</strong></td>
<td><strong>$165.7</strong></td>
<td><strong>$289.8</strong></td>
<td><strong>$191.5</strong></td>
<td><strong>$100.9</strong></td>
<td><strong>$1,100.2</strong></td>
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<table>
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<tr>
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<tr>
<td>Local Funding</td>
<td>177.2</td>
<td>92.9</td>
<td>183.9</td>
<td>75.3</td>
<td>34.2</td>
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<td>Grants/Contributions</td>
<td>175.0</td>
<td>72.8</td>
<td>105.9</td>
<td>116.3</td>
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<td>536.7</td>
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<table>
<thead>
<tr>
<th>Project Type</th>
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<tr>
<td>Enhancement</td>
<td>280.5</td>
<td>142.0</td>
<td>170.1</td>
<td>134.4</td>
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<tr>
<td>State of Good Repair</td>
<td>71.7</td>
<td>23.7</td>
<td>119.7</td>
<td>57.1</td>
<td>36.1</td>
<td>308.4</td>
</tr>
<tr>
<td><strong>Total Capital Projects</strong></td>
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</table>
Next Steps

- Publish draft budget document online
- Public outreach across CapMetro’s service area and virtually
- Public hearing on the proposed budget
- Budget updates to Board Committees
- Final Board approval scheduled for September 25
- Board update on Long-Range Financial Plan
Legislative Update
Celso Baez, Director of Government Affairs
Government Affairs Team

Leroy Alloway
Vice President, Government Affairs

Celso Baez
Director, Government Affairs – Regional / Local

Stephen Dellert
Government Affairs Coordinator

Lawrence Trevino
Government Affairs Coordinator
12.3 – Develop Federal Funding Strategy

Assumptions:
- CapMetro to be the federal project sponsor for all Project Connect projects;
- CapMetro to be actively engaged in securing Capital Investment Grant funding, and additional federal funding, to support Light Rail and other voter approved projects;
- Need for a comprehensive grant strategy based on the funding pathways in 2022
12.3 – Develop Federal Funding Strategy

What’s changed?
- Clarification of roles as part of the June 2023 Joint Powers Agreement between the City of Austin, CapMetro, and the Austin Transit Partnership
- New funding opportunities introduced in the Infrastructure Investment and Jobs Act (IIJA) and the Inflation Reduction Act (IRA) in 2022
- The November 2022 Federal election
Where are we today? – Political Unknowns

Federal Reality

- Differences between the US House, the US Senate, and the White House on funding priorities
  - Budget Hawks vs Deficit Hawks; Role of Federal funding
  - Funding fatigue
  - Partisan stalemates and brinksmanship

- Rapidly approaching the 2024 election cycle
  - Need to motivate political bases, less focus on governing
Where are we today? – Political Unknowns

Texas 88th Legislative Regular Session

- HB 485
- HB 3234
- HB 3899
- SB 1546

- Future Special Sessions
Where are we today? Opportunities Ahead

Define our voice and value to the regional community

Develop and educate advocates for transit and multi-modal solutions

Be the voice for regional connectivity, regardless of jurisdiction
Government Affairs – Focus Areas

Strengthening Regional and Local Relationships – Member Cities, Partner Cities, Future Partners

Elected Official Support – Information and Constituent Services

Strengthening Federal and State Relationships and Policies
Accessible Wayfinding Technology

Martin Kareithi, Director of Systemwide Accessibility
Self-Evaluation and ADA Transition Plan

Martin Kareithi, Director of Systemwide Accessibility
Advisory Committee Updates

Peter Breton, Community Engagement Coordinator
Topics

• Items to Address
  • Norms
  • Systems
• Action Plan
• Timeline
• Q&A / Comments
Items to Address

• **Norms:**
  • Camera Usage
  • Responding to Public Comms / Member Feedback
  • Staff Follow-up
  • Respecting Time / Appropriate Timekeeping Measures

• **Systems:**
  • Agenda Allotment
  • Public Communications
  • Attendance
  • Engaging All Members
## Action Plan - Norms

<table>
<thead>
<tr>
<th>Camera Usage</th>
<th>Public Comm. / Member Feedback</th>
<th>Staff Follow-up</th>
<th>Respecting Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Guidelines for Staff on when to have their cameras on</td>
<td>• Guidelines for staff on:</td>
<td>• Mainly directed by Chair; if no request to come back to the committee, meet with interested members 1:1</td>
<td>• Working with Chair to determine best way to keep time and inform members of time on each item, keep presenters on time.</td>
</tr>
<tr>
<td>• Working with Chair and members to gather input on camera policy for members</td>
<td>• Length and depth of responses</td>
<td>• Who responds</td>
<td>• More clarity to presenting staff on expectations around time</td>
</tr>
</tbody>
</table>
### Action Plan - Systems

<table>
<thead>
<tr>
<th>Agenda Allotments</th>
<th>Public Communications</th>
<th>Attendance</th>
<th>Engaging All Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Each agenda should have:</td>
<td>• 3 minutes per speaker, max.</td>
<td>• Being clearer with members around requirements to notify staff of absence</td>
<td>• Agenda slot for the CAC representative to brief the committee?</td>
</tr>
<tr>
<td>• 3–4 items</td>
<td>• Next steps will be agreed upon by staff and Chair after the comment, and repeated back to the speaker</td>
<td>• Attaching attendance sheet in follow-up email?</td>
<td>• Working with Chair to engage members during the committee meeting</td>
</tr>
<tr>
<td>• Each item:</td>
<td>• Guests to the committee speak first, members second</td>
<td>• Everyone gets heard</td>
<td>• More in-person / non-meeting opportunities to connect</td>
</tr>
<tr>
<td>• ~10 minutes for presenting</td>
<td></td>
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</tr>
<tr>
<td>• ~5–10 minutes for Q&amp;A</td>
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</tr>
<tr>
<td>• Times are negotiable per item</td>
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</tr>
<tr>
<td>• Minutes Approval at the top of the agenda, to reduce issues with quorum</td>
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</tbody>
</table>
• Norms
  • Work can start to put these changes into effect in August, but full implementation will be an ongoing project
  • Can’t be changed easily; norms shift over time, and Staff will need to revisit the guidelines regularly

• Systems:
  • Most of these can be implemented in August & September
  • Can be deliberately iterative; if something’s not working, we can adjust
Thank you!