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

- 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 Proposed budget document is published online
- Aug 25 Presentation to Public Safety Advisory Committee
- 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

• 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

- FY2019: $261.5 Million
- FY2020: $262.4 Million
- FY2021: $301.4 Million
- FY2022: $366.9 Million
- FY2023 Forecast: $379.7 Million
- FY2024 Budget: $396.7 Million
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
FY2024 CAPITAL BUDGET
Capital Budget Highlights

- Electric bus purchases and infrastructure construction
- Bus stop enhancements and improvements
- Bus operations and maintenance facility
- Demand response operations and maintenance facility
- MetroBike station expansion and replacements
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>
</tr>
</thead>
<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>
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<td>1.7</td>
<td>1.9</td>
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<tr>
<td>Facilities</td>
<td>64.7</td>
<td>67.9</td>
<td>78.5</td>
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<td>Freight Railroad</td>
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<td>.0</td>
<td>.0</td>
<td>.0</td>
<td>.2</td>
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<tr>
<td>Information Technology</td>
<td>14.5</td>
<td>15.3</td>
<td>14.7</td>
<td>10.8</td>
<td>8.6</td>
<td>63.9</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>
<td>40.3</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>
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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>
<td>1.7</td>
<td>49.6</td>
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<tr>
<td><strong>Total Capital Projects</strong></td>
<td>$352.2</td>
<td>$165.7</td>
<td>$289.8</td>
<td>$191.5</td>
<td>$100.9</td>
<td>$1,100.2</td>
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### Funding

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<thead>
<tr>
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<th>FY2024</th>
<th>FY2025</th>
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<th>FY2027</th>
<th>FY2028</th>
<th>Total</th>
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<tbody>
<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>
<td>563.5</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>
<td>66.7</td>
<td>536.7</td>
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<tr>
<td><strong>Total Capital Projects</strong></td>
<td>$352.2</td>
<td>$165.7</td>
<td>$289.8</td>
<td>$191.5</td>
<td>$100.9</td>
<td>$1,100.2</td>
</tr>
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### Project Type

<table>
<thead>
<tr>
<th></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>Enhancement</td>
<td>280.5</td>
<td>142.0</td>
<td>170.1</td>
<td>134.4</td>
<td>64.9</td>
<td>791.8</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>
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<tr>
<td><strong>Total Capital Projects</strong></td>
<td>$352.2</td>
<td>$165.7</td>
<td>$289.8</td>
<td>$191.5</td>
<td>$100.9</td>
<td>$1,100.2</td>
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Next Steps

- 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
HMIS Pass Update

Kelsey Lammy, Senior Community Engagement Coordinator
<table>
<thead>
<tr>
<th>Discount Programs - Programs for Everyone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transit Empowerment Fund</strong></td>
</tr>
<tr>
<td>TEF will continue to complete an application-based pass distribution for organizations serving low-income clients.</td>
</tr>
<tr>
<td>• Must be a 501(c)(3) to participate</td>
</tr>
<tr>
<td>• Participants must serve clients who are at or below 150% FPL</td>
</tr>
<tr>
<td><strong>CapMetro Discount Pass Program</strong></td>
</tr>
<tr>
<td>CapMetro distributes passes to non-profit and government agencies.</td>
</tr>
<tr>
<td>• Must be a 501(c)(3) to participate</td>
</tr>
<tr>
<td>• Participants must serve clients who are at or below 125% FPL</td>
</tr>
<tr>
<td><strong>HMIS Pass</strong></td>
</tr>
<tr>
<td>CapMetro will distribute a pass to people experiencing homelessness who are receiving services in HMIS.</td>
</tr>
<tr>
<td>• Must be receiving services through HMIS to participate</td>
</tr>
<tr>
<td>• Includes direct distribution and participation from service providers.</td>
</tr>
<tr>
<td><strong>Equifare</strong></td>
</tr>
<tr>
<td>Eligible low-income customers are able to directly purchase a discounted fare through CapMetro.</td>
</tr>
<tr>
<td>• Participation in other safety net programs = automatic eligibility</td>
</tr>
<tr>
<td>• Participants must be at or below 200% FPL</td>
</tr>
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</table>
Discount Programs - CapMetro HMIS Pass

Smart Card Technology
The HMIS Pass is a durable smart card that enables easy and efficient travel for customers and easy day-to-day management of cards.

Pick-up Locations:
Unhoused clients can obtain their pass from participating service providers or the Transit Store

No Cost
The transit pass has no cost to eligible unhoused individuals and authorized service providers.

CapMetro is pursuing grants and partnerships to subsidize pass.

Usage Flexibility:
The HMIS Pass can be used as needed on local service and can be linked to CapMetro Access services for eligible customers.
Discount Programs - HMIS Pass Timeline

- June - August: Pilot Program
- July/August: Focus groups with THRA, Trinity, and Safe Haven
- September: Release Provider Interest Form
- October: Enroll clients and providers into program and distribute cards
- October - December: Title VI Analysis & continue enrollment
- 2024: Continue enrolling & begin semi-annual utilization updates
Transit Police Update

Eric Robins, Chief Administrator
# Staffing Update

<table>
<thead>
<tr>
<th>Key Staff</th>
<th>4 Positions, 1 Open</th>
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</thead>
<tbody>
<tr>
<td>Administrative Assistant, temp.</td>
<td>Completed</td>
</tr>
<tr>
<td>Captain</td>
<td>Completed</td>
</tr>
<tr>
<td>Records Manager - Crime Analyst</td>
<td>Completed</td>
</tr>
<tr>
<td>Assistant Chief</td>
<td>Expected completion, Oct. 1</td>
</tr>
<tr>
<td></td>
<td>• Over 65 applicants (since Oct. 2022)</td>
</tr>
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</table>
### Staffing Update - Tasks

<table>
<thead>
<tr>
<th>Development of Job Descriptions</th>
<th>Working with P&amp;C</th>
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</thead>
<tbody>
<tr>
<td>Chief</td>
<td>Completed</td>
</tr>
<tr>
<td>Assistant Chief</td>
<td>Completed</td>
</tr>
<tr>
<td>Captain</td>
<td>Completed</td>
</tr>
<tr>
<td>Records Manager – Crime Analyst</td>
<td>Completed</td>
</tr>
<tr>
<td>Police Officer</td>
<td>Expected completion, Sept. 30</td>
</tr>
<tr>
<td>• Draft</td>
<td>Completed</td>
</tr>
<tr>
<td>• Review by P&amp;C</td>
<td>In progress</td>
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</tbody>
</table>
Staffing Update – Key Staff Hiring Process

6 - 8-week time frame per each hiring wave

1. Job posting
2. Applications received through Oracle
3. Initial review of applications by P&C
4. Initial review of application by Chief and consultant Wanda Dunham
5. Virtual interview of top candidates
6. Panel interview of top candidates selected from virtual interviews
7. Chief interview with top 1/2 candidates selected based on panel input
8. Discussion with P&C on candidate choice
9. Candidates meet and greet with current staff (Admin. Captain, etc.)
10. Job offer (contingent on background, etc.), offer accepted: Y/N
11. Background process begins (4-6 weeks)
Staffing Update – Assistant Chief Process First Wave

Virtual Interviews 1st wave November 18, 2022
Chief and Consultant Dunham
• 6 applicants interviewed
• 5 selected for Panel interview

Panel Interviews 1st wave December 9, 2022
Panelists: AISD Chief of Police, UT Interim Chief of Police, P&C Training and Development Coordinator, Consultant Dunham and Chief Robins
• 4 applicants interviewed, 1 no-show
• Results:
  • 1 top candidate (out of area candidate)
  • Formal offer extended
  • Candidate declined (personal reasons/family relocation and housing market)
Virtual Interviews 2nd wave March 7 and March 9, 2023
Chief and Consultant Dunham
- March 7: 3 applicants interviewed
- March 9: 3 applicants interviewed
- 4 Applicants from both dates were selected for panel interviews

Panel Interviews 2nd wave May 10, 2023
- 4 applicants interviewed
- Results: 2 top candidates, both out of area
  - 1st top candidate: Informal offer/discussion about job. After further consideration, the candidate withdrew before the official offer was made (personal reasons, approximately 2 years shy of retirement at current employment)
  - 2nd top candidate: Formal job-offer made and accepted
    - Background Process
    - Multiple noted negative issues discovered
    - Job offer was rescinded
Staffing Update – Assistant Chief Process Third Wave

Virtual Interviews 3rd wave July through August, on-going
Chief and Consultant, Dunham
  • July 20: 3 applicants interviewed
  • August 1: 1 applicant interviewed
  • August 9: 2 applicants interviewed
  • August 11: 1 applicant interviewed
  • 4 applicants from all dates were selected for panel interviews

Panel Interviews 3rd wave, on-going
Panelists: Hutto Chief of Police, Manor Assistant Chief of Police, P&C Training and Development Coordinator, Consultant Dunham and Chief Robins
  • Week of August 29: 4 applicants were selected for interview.
  • Results: TBD
Branding, Marketing and Recruiting of Police Officers

Key Tasks

• Officer Hiring Protocol for Police Officers
• Develop web pages
• Branding – badges, patches, vehicles, uniforms
• Key Messaging
• Mission, Vision & Values
• Recruitment Videos
Messaging & Branding Report

Conducted by Sherry Matthews Group

- Leadership interviews, internal and external focus groups, workshop plus peer agency research and recruitment media analysis
- Key messages to customers, operators/staff, community stakeholders, police staff candidates
- Themes:
  - We are doing something new. We are reimagining transit policing. We are pioneers.
  - Safety first
  - Authentic empathy, genuine respect, humility and honesty
  - Appropriate response – the 3-pronged approach
  - Relationship builders, solutions-based partnerships
  - Lasting culture
  - Flexible and nimble
  - Clear communication
Police Officer Hiring Process
Six Phases, work-in-progress

**Phase 1:** Time frame 2-3 weeks
Recruitment
• Job Announcement

**Phase 2:** Time frame approx. 1 month after Phase 1 or date TBD
• Aptitude Testing
• Physical Agility Test
• Information Packet given to qualified applicants.
• Application

**Phase 3:** Oral Review Boards: Time frame approx. 2 weeks after Phase 2 is completed
• Certified applicants
• Non-certified applicants
• Location: TBD
• Board members/make-up: TBD
Police Officer Hiring Process

Phase 4

- Background investigation
  - Criminal History Check
  - Driver’s License Check
  - Vehicle Insurance Check
  - Credit History Check
  - Social Media Check
  - Reference Check
  - Prior Police History
  - Off-site visits (if necessary)
- Polygraphs & Psychological Exams
- Make appointments for qualified applicants
Police Officer Hiring Process

Phase 5
- Chief Interview candidates
- Chief consults with P&C regarding potential job offers
- P&C extends job offers

Phase 6
- Medical Exam
- Drug Screening
- Start Date
- On-boarding process
- Police Academy for Non-sworn (approximately 5 months)
- F.T.O. Program for Sworn (approximately 8-12 weeks)
Police Department Update

Policy Update

Policies are in draft form under review with General Council

- 76 total policies
- 7 TCOLE policies

PSAC Policy Discussions on-going

- scheduled meetings
Police Department Update

Budget: $978,623.00 budgeted FY2024

Line Items for FY 24

- 12 officers to be added – once we are an official police department
- Drug and alcohol screening for new officers
- Uniforms & Firearms, etc.
- Professional Organizations, i.e., APTA & IACP
- Training
- Miscellaneous
Police Department Update

Technology Projects

• Computer Aided Dispatch (CAD)
  o CTEEC – Combined Transportation Emergency Communications Center

• Dispatch certifications (Telecommunicators-TCOLE required) - exp. completion early 2024
  o We have 11 total communications employees
    ▪ 2 - currently TCOLE Certified
    ▪ 9 - need to be certified/licensed
    ▪ Backgrounds
    ▪ Fingerprints
    ▪ NCIC TCIC CHECK
    ▪ Psychological Test

• Records Management System (RMS)
  o Vendor demonstration/meetings to help determine scope - completed
  o Develop scope of work for RFQ-RFP process
Police Department Update

Projects & Equipment

• Vehicles - Owners: PD & Fleet Services
  o New vehicles anticipated arrival mid next year
  o Administrative vehicles
    ▪ 2 vehicles in current fleet have been identified and will be converted for Admin. positions: Asst. Chief and Captain
    ▪ Establish design, colors, markings, etc.

• Body Cams & Dash Cams - Owners: PD & I.T. Project
  o Vendor Demos
  o Develop scope of work for RFQ-RFP process

• Radios
  o Portables - I.T. / GATRRS Project
  o Loaners being tested
  o Mobiles
Police Department Update

Projects & Equipment, continued

Start ordering in 1st qtr. FY24

• Weapons
• Uniforms
• Establish design, badges, patches
• Miscellaneous equipment
  • Cones
  • Flashlights, etc.
Police Department Update

Interlocal Agreements ILA’S

CTEEC
City of Austin/GATRRS Radio Communications
City of Austin – Police Support
  • Discussed with APD Chief and staff
Travis County Sheriff Department
  • Jail Service
  • Discussions on-going with Sheriff Department and Staff

Completed
Completed
In Progress
Police Department Update

Facility

• TCOLE Facility Standards
  • Access controls
  • Evidence collection process & storage, etc.
• Working with Facilities Management Team
• Build out & Completion moved from 1\textsuperscript{st} quarter of FY 24 to after the first of next year
# Police Department Update

## Anticipated Time Frames

<table>
<thead>
<tr>
<th>Facility</th>
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<tbody>
<tr>
<td>Building Facility</td>
<td>Early 2024</td>
</tr>
<tr>
<td>Dispatch Relocation</td>
<td>Early 2024</td>
</tr>
<tr>
<td>TCOLE – Authorization</td>
<td>Early 2024</td>
</tr>
<tr>
<td>Equipment</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Quarter FY 24</td>
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<tr>
<td>• Vehicles, Uniforms, etc.</td>
<td></td>
</tr>
<tr>
<td>• Website</td>
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</tr>
<tr>
<td>Hiring of Officers</td>
<td>Spring 2024</td>
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</table>
Rachel Blake
- 1 year Food Service Manager

Joshua Preston
- 6 years Security
- 12 years Customer Service

Samuel Reyna
- 20 years military
- 6 years Security
- 12 years Customer Service
- 5 years Army
- 4 years Security
- Over 10 years Customer Service

Femi Grand

- Masters in Criminal Justice
- 6 years Customer Service

Jacob Cortez
Mindy Reyes
- 7 years DHS/TSA
- 2 years VA
- Bachelor of Science in Criminal Justice

Darryl Lewis
- 24 years Law Enforcement
- 15 years AISD Security

Victor Gonzalez Pagan
- 10 years Security
- 8 years Army Reserve
- 2 years Migrant Children (Border)
Alberto Cortez


Promoted to detective working in the Organized Crime Division- Human Trafficking / Vice Unit.

TPO for Capital Metro 23 years.
Public Safety Ambassador - Update
• 3-Supervisors
• 24-Public Safety Ambassadors

Resource Deployment
• Day Shift
• Mid Shift
• Late Evening Shift

• Transit System-July 2023
• Rail Station / Park & Rides-459
• CIS Referrals-1
• Customer Contacts-3728
• Employee Contacts-1962
• Calls For Service-93
Situational Awareness - Terrorism
IED’s
Active Shooter/Human Trafficking
Quality of Life
Community Intervention Program Report

Holly Winge, Community Intervention Specialist II
Recognized by EMS

Austin-Travis County Emergency Medical Services Presents
Capital Metro Certificate of Appreciation

In recognition of the countless hours you have dedicated over the last six years identifying resources, collaborating with other agencies, and coordinating efforts to serve our vulnerable populations at the Pop-up Resource Clinics.

Robert Luschetz, Chief
Austin-Travis County EMS

July 18, 2023
Date
Client Successes

• 2 moved into HACA housing
  • DACC partnership for furniture

• Hotel stay for woman + 3 dogs

• Successful M3 referral

• Coordinated return of lost individual sleeping at bus stop to boarding home
Mental Health First Aid Training
Contact Information

For referrals: Community.intervention@capmetro.org

Holly Winge
Holly.winge@capmetro.org
512-201-9966

Carlos Silva
Carlos.silva@capmetro.org
512-667-0816

Estefani Garcia
Estefani.garcia@capmetro.org
737-280-6039
Thank you!