I. Pledge of Allegiance

II. Safety Briefing

Donna Simmons, Vice President of Administration, gave the safety briefing for the month. She reminded us to always be aware of our surroundings and to be aware of the exits are so in the event of an emergency we'll know how to exit the building safely.

III. Public Comment:

Carlos Leon, citizen, finds the "Pain in the Bus" ads insulting and would like them removed. He also stated Spanish signage on MetroRapid vehicles contains spelling and grammatical errors. In addition, he does not agree with the safety instructions on how to access the emergency door release lever.

Sandra Seekamp, citizen, shared positive comments about MetroAccess. She was happy that Access was able to pick her up when the batteries in her electric chair went down. She was very appreciative of the same day service provided in spite of the 24 hour advance notice policy. She also complimented the bus operator who paid special attention to securing her wheelchair on a recent regular bus trip.

Garret Nick, Board Chair for Please be Kind to Cyclists, would like Capital Metro's support with in-kind advertising services, in whole or part, for their Roadway Safety Awareness/Education Campaign - "Rally for Safe Roads." In addition, they would like Capital Metro to deploy 30 buses featuring educational messages during high cycling traffic months, April and May.

Alvaro Bastidas, Co-Founder, Please Be Kind to Cyclists, briefly spoke about his brush with death in 2002, when he was struck by a vehicle while riding his bike. He spoke in support of the Roadway Safety Awareness/Education Campaign and encouraged Capital Metro to collaborate with them.

Gonzalo Ponce, Executive Director, Please be Kind to Cyclists, provided an overview of the organization and asked for Capital Metro's support with their Roadway Safety Awareness/Education Campaign.

Dan Dawson, Vice President, Marketing, spoke about Capital Metro's prior contributions to Please be Kind to Cyclists and explained the standard rate for non profit organizations. Board Member Garza spoke in favor of Please be Kind to Cyclists efforts and supports the partnership.

IV. Advisory Committee Updates:

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

William Shamburg, CSAC Chair, gave the update. Members of the committee heard reports on the following this month:

- A review of Capital Metro’s Website/APP UX Redesign
- Connections 2025 Service Plan Update
- Interactive Voice Response (IVR) Update
In addition, the committee discussed customer complaints regarding destination sign messaging and public relations messaging. The committee will work with staff to further understand public relations messaging and develop a procedure to ensure the Route number remains visible at all times.

2. Update on the Access Advisory Committee (AAC)

Jackie Nirenberg, Manager of Community Involvement, gave the update for the Access Advisory Committee. Members of the committee heard reports on the following this month:

- Quarterly Bus Stop Accessibility Improvement Update
- Interactive Voice Recognition (IVR) software Update
- Transit Empowerment Fund Update
- Connections 2025 Update

There were no action items or resolutions to report. The Committee wishes Chairman Chris Prentice a speedy recovery.

V. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.074 for personnel matters - Merit Increase for President/CEO.

VI. Board Committee Updates:

1. Operations, Planning and Safety Committee

Board Member Silas, Chair of the Operations Planning and Safety Committee, presented the report from the February 10th committee meeting. The committee had two action items this month; Item 3 which is on today's Consent agenda; and the other is on today's Action agenda. The committee also heard the following discussion items:

- Update on the Downtown Station
- Annual Update on Park & Ride Assessment
- Total cost of Risk report
- 1st Quarter 2016 Collision Injury and Severity Report
- Transit Asset Management Planning/Map 21 Report
- Quarterly Operations Report

2. Finance, Audit and Administration Committee; and

Board Member Mitchell, Chair of the Finance, Audit and Administration Committee, presented the report from the February 10th committee meeting. Items discussed this month included the following action items which are on today's consent agenda:

- Resolution authorizing a contract for benefit consulting services with Gallagher Benefit Services
- Resolution amending the merit increase amount for the President/CEO
- Resolution authorizing a contact with SmartMail of Austin
- Resolution authorizing a contract for Wellness Program Services with Medifit Corporate Services

In addition, the committee heard the following presentations:

- Internal Audit Update: Business Continuity Audit
- Transit Asset Management Planning/Map 21 Update
- Monthly Financial Report

3. CAMPO update
Board Member Mitchell, Capital Metro's CAMPO representative, gave the update from this month's CAMPO meeting. The committee had an extensive discussion on the 183 North Mobility project; the budget and whether or not park & rides will connect with these improvements. In addition, the committee heard a presentation on self driving vehicles.

VII. Consent Items

1. Approval of minutes for the January 25, 2016 Board Meeting.
2. Appointment of Board Committees and Chairpersons of each Committee.
3. Approval of a resolution authorizing the President/CEO, or her designee to extend the contract term with Unified Dispatch, LLC for the provision of the replacement Interactive Voice Response System (IVR) from five (5) years, seven (7) months to seven (7) years, nine (9) months.
4. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract for benefit consulting services with Gallagher Benefit Services in an amount not to exceed $773,750.
5. Approval of a resolution amending the merit increase amount for the President/CEO for the annual performance award to a 5 percent increase in base pay, in alignment with the 2015 organizational merit matrix. The increases are awarded retroactively to the annual Employment Agreement date of July 26, 2015.
6. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract for Literature Distribution Services with SmartMail of Austin, Inc. in an amount not to exceed $201,495 for one (1) base year.
7. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract for Wellness Program Services with Medifit Corporate Services in an amount not to exceed $1,076,607.

VIII. Action Items:

1. Approval of a resolution authorizing the President/CEO, or her designee, to negotiate and execute a contract with Vescott Investments for the sale of a portion of Capital Metro property located at 5310 and 5316 Ed Bluestein Boulevard in Austin, Texas in an amount not less than $2,335,730.

Shanea Davis, Vice President of Property & Asset Management, presented this item. A map of the property was provided to the Board for their reference. The referenced property was removed from transit service in 2014. The property is no longer needed for transit purposes. Board Member Mitchell moved/Garza seconded. Motion carries: 5-0.

RESULT: ADOPTED [UNANIMOUS]
MOVER: Terry Mitchell, Board Member
SECONDER: Delia Garza, Board Member
AYES: Silas, Mitchell, Cooper, Garza, Jonse
ABSENT: Stafford, Word, Kitchen

IX. Presentations:

1. Central Texas Regional Mobility Authority Update

Mike Heiligenstein, Executive Director, CTRMA, provided a high level overview of CTRMA, their projects under development and the benefits they provide. CTRMA is a multi-modal transportation...
agency created in 2002 by Williamson and Travis counties. The agency is overseen by a 7 member board of local volunteers appointed by the respective counties with the Board Chair appointed by the Governor. The agency’s primary goal is to provide additional capacity to help relieve congestion. Funding for CTRMA projects comes from Revenue bonds, TIFIA loans and TxDOT/FHWA funding.

X. Reports:

1. Central Corridor Project/Connections 2025 Update

Dan Dawson, Vice President, Marketing and Communications, updated the Board on the Connections 2025 Communications & Community Involvement Initiative. He presented the five objectives of the project along with a list of how we are promoting this initiative. He spoke about the community engagement activities and ongoing outreach events. Lastly, he discussed the next steps of the process and thanked staff for their hard work on the project. In closing, Board member Silas offered to assist with this initiative if staff felt it would be beneficial.

Todd Hemingson, Vice President of Strategic Planning and Development, updated the Board on the Central Corridor Project and Comprehensive Transit Analysis. He stated we are working with the consultant to develop the scope of work. He provided a high level overview of the 4 major tasks of the project and informed the Board they would be receiving monthly updates as the project moves along.

2. Quarterly Planning Ridership Report

Todd Hemingson, Vice President, Strategic Planning and Development, provided the 1st Quarter FY2016 Project and Ridership Report. He reported ridership is down 7.7% and identified factors that may be affecting ridership. The report also included updates on the following projects:

- Connections 2025
- MetroRail Long Range Plan Development
- Partnership Efforts on the Smart City Grant; Downtown Austin Alliance parking study; TxDOT I-35 project and the City of Austin transit priority working group

Chair Cooper stated he would like to see cost per rider and cost per trip information at the next update.

3. Quarterly Operations Update

Dottie Watkins, Vice President, Bus and Paratransit Services, presented the 1st Quarter FY2016 Operations Report. She commented that we are now measuring on time performance based on GPS data received from our automatic vehicle location system. The report included the following highlights:

- McDonald Transit - Fixed Route: Performance goal was set at 82%. Provider reached this goal in December and January.
- MV Bus: Started operating service this quarter. Provider initially encountered transition related issues but we are seeing improvements. Overall, customer complaints are well within their goal.
- MV MetroRapid: Slow increase from on time performance but numbers are going. Overall complains have remain considerably under our goal with only 16 complains for 100k passengers.
- MV Paratransit: Provider had a strong quarter and brought on time performance up.
- Ride Right: Smallest of our contract providers. Provider had a strong quarter and was the best of safety performers. This was the only provider that meet the goal in both the vehicle and passenger accidents.
- Herzog: Provider had a couple of issues in December primarily related to incidents outside their control. These were mainly service interruptions which caused a delay in service. In addition, the FRA inspected the system - 12 elements total and had zero findings.

- Overall Customer Satisfaction Index: Overall score 5.7 - Goal for end of year is 6.67

4. Quarterly Financial Update
Leslie Browder, CFO, gave the Q1 FY 2016 Financial Quarterly Report. The report included results from October 2015 - December 2015 and highlighted the following:

- Revenue - Fare box was below budget due to lower ridership. Passenger fares were up from last year. Chair Cooper had a question regarding the fare increase amount. Staff will be providing that information to him soon.
- Sales Tax - $723,000 above budget.
- Operating Expenses - $54.6 million or 23.1% of annual budget. We are below budget.
- Cash, Investments and Reserves - $208.5 million combined balance
- Capital Projects Summary - 30% of budget expended/committed

Board member Silas asked where Positive Train Control (PTC) resides and was told it is on the Capital Budget side.

5. President’s Report

Linda Watson, President/CEO, presented her report. Her report included the following:

- Update on the success of the Community Mobility Vehicle Grant Program
- Recognition of Aanyah Abdullah’s National Award (Dolly Gray Children’s literature award).
- Announced that Secretary Foxx will be in town during SxSW to announce the Smart City Challenge Finalists
- Announced that the City of Hutto approved the Hutto Transit Development Plan. She thanked Michelle Meaux from our staff for her tireless efforts to move this forward.

XI. Items for Future Discussion:

XII. Adjournment