

To: CapMetro Board of Directors

From: Kerri Butcher, Chief of Staff

Date: November 15, 2022

Subject: October Committee and Board meetings Follow Up and other Board Updates

During the most recent CapMetro Board of Directors Committee and Board Meetings, several Board Members requested more information on a couple of topics. The information is provided here for your review. Also included are brief summaries of other Board updates. If you are interested in additional detail or a briefing, please contact Ed Easton (Ed.Easton@CapMetro.org). Topics covered in this memo include:

- Public Comment
- Title VI Service Equity Analyses
- Transit Empowerment Fund
- 2022 Partner & Stakeholder Survey
- Texas Pension Review Board

Public Comment

During the October special board meeting, one customer shared their frustration about complaints submitted on behalf of the unhoused for denial of a free ride to a cooling center. They further wanted a clear understanding of CapMetro's follow-up process after complaints are submitted.

CapMetro staff has investigated the complaints submitted to the Customer Care Line, tracked the comments submitted, and followed up with the customer. CapMetro will work to ensure improved future communications by sending closeout emails to customers, so they have a better understanding of how a situation was handled.

Another customer at the meeting did not approve of the way a bus operator was attempting to tie down his scooter and recorded his conversation with the operator.

The customer recorded video was reviewed by CapMetro staff. The customer was upset that the bus was late, and the operator was going to mess up the charger on his scooter while tying it down. The operator was trained to strap down with four points of safety and explained to the customer that he was trying to be safe. The operator remained calm and called dispatch for assistance. The customer was frustrated at the time it was taking and decided to get off the bus and call another form of transportation. There have been several attempts to contact the customer with no success.

Title VI service equity analyses

During the October Operations, Planning, and Safety Committee meeting, Board Chair Travillion asked about the availability of a least discriminatory analysis when service change recommendations are made.

Planning staff uses the Remix Title VI Engine to inform their Title VI service equity analyses. The methodology and tool available in the Remix platform were designed to meet the intent of the FTA's Title VI Circular. We will have an opportunity to discuss our service evaluation process with the board in greater detail in the upcoming workshop in early 2023.

Transit Empowerment Fund Emergency/Abbreviated Request for Applications

During the October board meeting, there was a request for a status update on CapMetro's work with the Transit Empowerment Fund (TEF) to complete the emergency/abbreviated request for applications. To quickly recap, CapMetro and the TEF partnered to develop an emergency/abbreviated RFA process to respond to community needs and collect data on the true scope of unmet needs of our nonprofit and social service agencies. This measure is intended to be a temporary solution until the new fare systems are fully operating.

The process has been successful and community groups have already started receiving their pass allotments via TEF. The TEF Board of Directors opted to award six months of passes to organizations who requested 300 passes or less, except for ECHO which has stepped up to act as the umbrella organization for those who otherwise wouldn't have met the application requirements. Organizations that requested more than 300 passes per month will be awarded 3 months of passes and then re-evaluated based on usage. This ensures that the organizations have enough supply to remove some distribution barriers while maintaining our fiduciary responsibilities with these resources. The next steps include tracking the transit passes to determine usage and scale of unmet needs, and to assess the CapMetro and TEF partnership holistically to make any structural changes in the coming year.

The feedback to date has been positive as is evidenced by the press conference invitation our Board of Directors received from the Texas Harm Reduction Alliance, which included in part: "We deeply appreciate all of CapMetro's work to meet with our members, listen to the experiences of unhoused people across Austin, and ultimately expand access to transportation for them."

2022 Partner & Stakeholder Survey

We conducted our fourth annual Partner & Stakeholder Survey, Aug. 22 through Sept. 16, which was sent to 106 individuals representing non-profit organizations, government and chambers of commerce. We received a 33% response rate (35 total responses), a slight increase from the past two years.

Overall, the results are very positive. We consistently see high satisfaction regarding the value organizations receive in partnering with CapMetro, and high satisfaction with CapMetro employees' dependability and collaborative work. None of the questions received any lower than 91% satisfaction, but we found some areas for improvement include providing information and support in a timely manner, looking at the amount and frequency of that information, and providing adequate information about Project Connect.

This year, we added two new questions and learned that partners and stakeholders find in-person communication (one-on-one meetings, presentations and word of mouth), as well as website, social media, email and newsletters to be the most helpful ways to get information and engage with CapMetro. The full survey results are available upon request.

Texas Pension Review Board

The CapMetro benefits team is responsible for ensuring the compilation and submittal of documents to the Texas Pension Review Board (PRB) for the Bargaining and Administrative Pension plans. Unfortunately, we did not meet the deadline which deemed our plans as non-compliant. All necessary documents were submitted on 11/9/2022 and the PRB will provide a notice of compliance once they have completed the intake and review process.

The audit and reporting process did not find any issues with CapMetro pensions.