



# Agenda - Final revised

## Capital Metropolitan Transportation Authority

### Board of Directors

2910 East 5th Street  
Austin, TX 78702

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**Monday, November 21, 2022**

**12:00 PM**

**Rosa Parks Boardroom**

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This meeting will be livestreamed at [capmetrotx.legistar.com](http://capmetrotx.legistar.com)

**I. Call to Order**

**II. Public Comment:**

**III. Advisory Committee Updates:**

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee
3. Public Safety Advisory Committee (PSAC)

**IV. Board Committee Updates:**

1. CAMPO update
2. Austin Transit Partnership Update

**V. Action Items:**

1. Approval of minutes from the October 12, 2022 special board meeting and October 24, 2022 board meeting.
2. Approval of a resolution adopting the 2023 Board Meeting Calendar.
3. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute contracts with Bowman Engineering & Consulting, Cobb, Fendley & Associates, Inc., Halff Associates, Inc., Huitt-Zollars, Inc. and MWM DesignGroup, for Civil Engineering Services on a task order basis for a base period of three (3) years with five (5) option periods for twelve (12) months each in an aggregate amount not to exceed \$45 Million.
4. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Proterra Operating Company for the design and construction of bus electrification infrastructure at CapMetro's South Operations bus yard at 2910 E. 5th Street ("2910") in an aggregate amount not to exceed \$4,579,000 plus \$457,900 (10%) contingency for a total not to exceed amount of \$5,036,900.

5. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for equipment and a three (3) year enterprise agreement for Cisco security specific solutions in an amount not to exceed \$436,516.
6. Approval of a resolution authorizing the Interim President & CEO, or their designee, to modify a contract with Swiftly, Inc. for the final option period four (4) in an additional amount of \$234,194 plus \$250,000 contingency for a total not to exceed amount of \$2,069,195.
7. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with A Customer's Point of View, Inc. for the Mystery Rider Program in an amount not to exceed \$1,426,291 for one (1) base period of 1-year and two (2) option periods of 1-year each.
8. Approval of a resolution approving the CapMetro Public Transportation Agency Safety Plan ("the Plan") and authorizing Interim President & CEO or their designee to finalize the plan and provide regular updates to the Board of Directors regarding the PTASP.
9. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract modification of the marketing services contracts approved by Resolution AI-2020-1371, increasing the contingency funding by \$800,000, for a total not-to-exceed amount of \$11,107,259.
10. Approval of a resolution appointing CapMetro Board Member Jeff Travillion to serve as Capital Metro's representative on the Austin Transit Partnership Board of Directors and waiving the residency requirement for his appointment.
11. Approval of resolution affirming a review of Board Policies was completed and that there are no changes to the policies.

**VI. Report:**

1. President & CEO Monthly Update

**VII. Memos:**

Memos for information only -- will not be discussed at meeting.

1. Memo: Update on ETOD Planning Initiative (November 4, 2022)
2. Memo: September 2021 Service Change Equity Analysis (Routes 18, 217, 335) (November 15, 2022)
3. Memo: October Board Follow-up (November 15, 2022)

**VIII. Executive Session of Chapter 551 of the Texas Government Code:**

Section 551.074 for Personnel Matters related to the President & CEO Search Process and CEO Annual Performance Review

**IX. Items for Future Discussion:**

**X. Adjournment**

**ADA Compliance**

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*BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Ann Kitchen, Vice Chair; Leslie Pool, Secretary; Becki Ross; Eric Stratton, Wade Cooper and Matt Harriss.*

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# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-189

**Agenda Date:** 3/28/2022

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Customer Satisfaction Advisory Committee (CSAC)

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, November 9<sup>th</sup>, 2022

5:00 PM

**CapMetro Employees:** Peter Breton, Brian Buchanan, Edna Parra, Allen Walker, Marcella Wood.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler.

**Guests:** Ruven Brooks

*Meeting called to order at 5:11 PM*

### Welcome / Introductions / Call to Order

*Chair Taylor*

### Project Connect Update

*Brian Buchanan, Principal Project Manager at HDR.*

**Brian Buchanan** explains the roots, design principles, and workplan for Project Connect. He also explains efforts to work with the City of Austin to help move Project Connect forward.

**David Foster** asks about the budget for Project Connect and for a quick overview of the parts of Project Connect outside of light rail. **Brian Buchanan** outlines the plans for new MetroRapid routes, the Green Line construction and Red Line improvements, as well as the technology upgrades that are a part of Project Connect.

**Diana Wheeler** asks how much PC is overbudget. **Brian Buchanan** says that the figures they have estimate the full price to be \$10.2B compared to the original \$5.8B.

**David Shapiro** asks if FTA grants are based on percentage or on dollar amounts. **Brian Buchanan** explains that it's based on dollar amounts and details the usage of FTA grants to help fund Project Connect.

**Ephraim Taylor** asks how you reconcile safety and reduction of traffic speeds with an at-grade light rail system. **Brian Buchanan** explains that ATP is looking at having dedicated guideways for light rail vehicles.

**Ryan Johnson** asks if the standard operating procedure for retrofitting at-grade rail onto roads is to expand the road's right-of-way, reduce vehicle lanes, etc. **Brian Buchanan** answers that it depends on the area and cost needs.

**David Foster** asks if the budget concerns are delaying the implementation of Project Connect. **Brian Buchanan** says that it's not clear currently whether this work is putting Project Connect behind schedule, as some of the work being done now may have needed to be done further along in the project's timeline.

**Ryan Johnson** asks if there is an estimated date for when the efforts the City of Austin may be put into effect, and **Brian Buchanan** says he doesn't know.

**David Shapiro** asks how the approval of the new budget and project scope will work. **Brian Buchanan** says that, so long as the budget for Project Connect stays within guidelines, ATP is not planning to go back to the voters to ask for more money, but that they may need to talk with city staff.

**David Foster** asks if there are talks with the Texas Legislature to resolve the issue of CVCs blocking certain light rail implementation options at South Congress, and **Brian Buchanan** confirms.

**David Shapiro** asks what % design the team is at. **Brian Buchanan** responds that they're around 20-25%

**Ryan Johnson** asks if MetroBike is being considered as a part of Project Connect, and **Brian Buchanan** says yes.

**Betsy Greenberg** asks about ATP's public input and engagement efforts, and the seeming silence in recent months. **Brian Buchanan** explains that ATP has been working to create the materials that they need to adequately engage the public around the slimming down of Project Connect.

### **Complaint Statistics Update**

*Allen Walker; Director of Customer Care*

**Allen Walker** gives an overview of the complaints and other customer care statistics over the past 90 days.

**Ryan Johnson** asks if CapMetro feels that there are adequate options for riders and community members to give feedback. **Allen Walker** says that there are more options that he did not cover in the presentation and that he feels like there are plenty of options to report feedback.

**David Foster** asks if there is data for previous years of complaints, as well as how CapMetro compares to other transit agencies. **Allen Walker** says he does have data on previous years, but it's not available for the meeting. He also explains that other agencies have varying standards for complaints and customer care, so comparisons are very difficult.

### **2023 Work Plan**

*Committee Discussion*

**Edna Parra** outlines the previous process the committee went through to complete last year's workplan, explains the draft workplan, and asks for presentation topics that the committee would like to see.

**Approval of the minutes** - Motion to approve by Diana Wheeler / 2<sup>nd</sup> Ryan Johnson – Passes with majority – 1 abstention.

***Meeting adjourned at 6:40 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2021-190

**Agenda Date:** 3/28/2022

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Access Advisory Committee

## **Capital Metropolitan Transportation Authority**

### **Access Advisory Committee**

**Wednesday, November 2<sup>nd</sup>, 2022**

**4:30 PM**

**CapMetro Employees:** Peter Breton, Lawrence Deeter, Martin Kareithi, Julie Lampkin, Edna Parra, Raul Vela, Roberto Velasquez, Dottie Watkins, Christopher Westbrook.

**Committee Members:** Glenda Born, Audrea Diaz, Mike Gorse, Paul Hunt, John McNabb.

***Meeting called to order at 4:52 PM***

### **Welcome / Introductions / Call to Order**

*Chair Hunt*

### **Welcome & Thank You**

*Dottie Watkins, Interim CEO*

**Dottie Watkins** outlines her background and gives her thanks to the committee for its work in advising CapMetro in its efforts.

**Audrea Diaz** asks if the MetroAccess app is still in the works, and **Dottie Watkins** confirms.

### **Public Communications**

**Glenda Born** asks CapMetro Staff to remind MetroAccess drivers to drop off curbside, not streetside.

**Paul Hunt** mentions an issue where MetroAccess scheduling and route creation created additional work for drivers and led to longer trip times for riders.

### **Service Standards & Guidelines**

*Lawrence Deeter; Manager of Systems Development*

**Lawrence Deeter** outlines the project background, goals, and engagement timeline of the Service Standards and Guidelines update.

**Paul Hunt** asks what a standard or guideline would look like, and **Lawrence Deeter** explains that On-Time Performance or Stop Amenities would be good examples of standards, and guidelines are policies that describe what good transit looks like, such as frequency of service.

**Paul Hunt** suggests that restrooms at Park and Rides, Transfer Centers, and other big stops be inserted into the guidelines.

The committee and CapMetro Staff discuss the standards and guidelines around MetroAccess and Pickup.

The committee and Martin Kareithi discuss ADA policies.

### **2023 Work Plan**

*Committee Discussion*

**Martin Kareithi** and **Edna Parra** outline the previous process the committee went through to complete the previous year's workplan, explain the draft workplan, and ask for presentation topics that the committee would like to see.



**Audrea Diaz** asks why MetroAccess costs more than fixed route services, and **Martin Kareithi** explains that the service costs more to run, but that the fares are generally cheaper than services in other cities.

**Approval of the minutes** - Quorum not met, approval by email.

***Meeting adjourned at 6:42 PM***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-329

**Agenda Date:** 1/24/2022

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Public Safety Advisory Committee (PSAC)

**Capital Metropolitan Transportation Authority**  
**Public Safety Advisory Committee (PSAC)**  
**Friday, October 28, 2022**  
**11:30 AM**

***Meeting called to order at 11:33 AM***

**CapMetro Employees:** Peter Breton, Darryl Jamail, Emma Martinez, Edna Parra, Eric Robins, Brian Robinson, Gardner Tabon.

**Committee Members:** Kathryn Kalinowski, Adam Powell, Monica Sanchez, Lauren Taylor, Leslie York

### **Service Standard Guidelines**

*Emma Martinez; Transportation Planner*

**Emma Martinez** outlines the background, goals, and timeline for updating the service standard guidelines.

### **Public Safety Update**

*Eric Robins; Chief Administrator, Transit Police*

**Eric Robins** gives a brief update on the public safety department and goes into detail on hiring staff.

**Adam Powell** asks about the flexibility CapMetro has surrounding TCOLE policies, to better understand how committee feedback may be taken into account. **Eric Robins** explains that there are specific guidelines and specification required for law enforcement policies, and **Gardner Tabon** explains that there are opportunities to exceed current or required standards depending on feedback.

**Kathryn Kalinowski** asks if there are any transit police or other police departments that CapMetro Staff are looking at to emulate. **Eric Robins** and **Gardner Tabon** explain that they are looking at multiple other agencies across the country not only for what is effective, but also for what was ineffective so that CapMetro can learn from those mistakes.

### **September Public Safety & Emergency Management Report**

*Darryl Jamail; Director, Security & Emergency Management*

**Darryl Jamail** outlines the key points of the report, including statistics on Transit Police activity, customer contacts, and incidents, as well as emergency management strategies.

**Kathryn Kalinowski** asks if there are any specific concerns that Public Safety considers during the Austin FC games.

**Darryl Jamail** says that Austin Regional Intelligence Center creates a threat assessment for all high-profile events, and that CapMetro uses that information along with conventional in-house operations and public safety methods to coordinate safe and reliable transportation to and from Austin FC games.

### **Structuring Feedback**

*Committee Discussion*

The committee discusses ways to structure feedback and decides to wait until concrete policies are brought to the committee to decide on specific working groups or subcommittees.

### **December Schedule Adjustments**

*Committee Discussion*

The committee has a discussion on adjusting the regularly scheduled meeting dates, and tentatively decides on Dec 9. They also discuss possible off-month events, and express that they are interested in a Public Safety-focused Project Connect alignment bus ride in January or February.

**Approval of last meeting's minutes** – Quorum not met, approval to be obtained through email.

***Meeting adjourned at 12:49 PM.***



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-649

**Agenda Date:** 11/21/2022

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Approval of minutes from the October 12, 2022 special board meeting and October 24, 2022 board meeting.

**Minutes**  
**Capital Metropolitan**  
**Transportation Authority**  
**Board of Directors**

2910 East 5th Street  
Austin, TX 78702

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**Wednesday, October 12, 2022**

**11:30 AM**

**Rosa Parks Boardroom**

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**Special Board Meeting**

**I. Call to Order**

11:32 a.m. Meeting Called to Order

<b>Present:</b>	Travillion, Kitchen, Cooper, Ross, Renteria, and Harriss
<b>Absent:</b>	Pool, and Stratton

**II. Public Comment:**

Michael Halliburton and Jesus Pena Gonzales provided public comments.

**III. Action Items:**

1. Approval of a resolution authorizing the proposed non-park taking of approximately 8 acres of parkland located at Walter E. Long Park, 6614 Blue Bluff Road, Austin, Texas 78724, also known as 7001 Decker Lane, Austin, Texas 78724, pursuant to Chapter 26 of the Texas Parks and Wildlife Code, and authorizing all acts and proceedings done or initiated by the Capital Metropolitan Transportation Authority, its employees, agents and attorneys for the acquisition of the fee simple title interest in the referenced property by the process of eminent domain for the public purpose of the development and construction of the Expo Center Park and Ride to serve the MetroRapid Expo Center line.

A motion was made by Vice Chair Kitchen, seconded by Board Member Renteria, that this Resolution be adopted. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Cooper, Ross, Renteria, and Harriss

**IV. Discussion Items:**

1. CapMetro & Transit Empowerment Fund Update

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

Into Executive Session: 12:04 p.m.

Out of Executive Session: 12:40 p.m.

Section 551.072 for discussion of Real Estate matters regarding McKalla Place land acquisition and future property leases

**VI. Items for Future Discussion:**

**VII. Adjournment**

12:40 p.m. Meeting Adjourned

**ADA Compliance**

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# Minutes

## Capital Metropolitan Transportation Authority

### Board of Directors

2910 East 5th Street  
Austin, TX 78702

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Monday, October 24, 2022

12:00 PM

Rosa Parks Boardroom

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#### I. Call to Order

12:40 p.m. Meeting Called to Order

**Present:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and  
Harriss

#### II. Recognition

Bus Operator David Flores was recognized for live-saving CPR that he performed on a customer earlier in the month.

#### III. Public Comment:

Isaiah Smith, Zenobia Joseph, Sherri Taylor, Tony Carter, Avery R, Joe L. Perez, Eli Cortez, Michael Halliburton, Matthew LeBlanc, and Francis Russell provided comments this month.

#### IV. Advisory Committee Update:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee

#### V. Board Committee Updates:

1. Operations, Planning and Safety Committee
2. Finance, Audit and Administration Committee
3. CAMPO update

#### VI. Consent Items:

A motion was made by Board Member Renteria, seconded by Secretary of the Board Pool, to approve the Consent Agenda. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and  
Harriss



1. Approval of minutes from the September 14, 2022 public hearing and September 26, 2022 board meeting.
3. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Remix Technologies, LLC for the Remix transportation planning software solution, for a base period of three (3) years and two (2) option years in an amount not to exceed \$992,000.
5. Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute an interlocal agreement with Workforce Solutions Capital Area for the creation of a transit workforce partnership work plan for a period of three years in an amount not to exceed \$366,000.

## **VII. Action Items:**

1. Approval of a resolution adopting the 2023 Board Meeting Calendar.

Board Member Pool asked for this item to be pulled from Consent Agenda and brought back to the board when adjustments could be made to conflicting 2023 committee dates.

2. Approval of a resolution adopting the FY2023 Annual Internal Audit Plan

Board Member Pool asked for this to be pulled from the Consent Agenda for further discussion about receiving regular updates on Austin Transit Partnership finances.

A motion was made by Board Member Renteria, seconded by Secretary of the Board Pool, that this Resolution be adopted. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

3. Approval by the Board of Directors of Capital Metro's Investment Policy.

A motion was made by Secretary of the Board Pool, seconded by Board Member Cooper, that this Resolution be adopted. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

4. Approval of Capital Metro's Budget and Financial Planning Policy.

A motion was made by Board Member Cooper, seconded by Secretary of the Board Pool, that this Resolution be adopted. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

5. Approval of a resolution authorizing the interim President & CEO, or their designee, to finalize and execute a contract modification with BMR Janitorial, for bus fueling and washing services, for the remainder of a base year and two (2) option years increasing the not to exceed contract amount from not to exceed \$3,557,818 to \$5,197,680.

A motion was made by Board Member Stratton, seconded by Board Member Renteria, that this Resolution be adopted. The motion carried by the following vote:

**Aye:** Travillion, Kitchen, Pool, Cooper, Stratton, Ross, Renteria, and Harriss

#### **VIII. Report:**

1. President & CEO Monthly Update

#### **IX. Memos:**

1. Memo: Service Standards and Guidelines Update (October 17, 2022)
2. Memo: September/October Board Follow-up (October 17, 2022)

#### **X. Items for Future Discussion:**

#### **XI. Adjournment**

#### **ADA Compliance**

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Board of Directors

Item #: AI-2022-618

Agenda Date: 11/21/2022

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**SUBJECT:**

Approval of a resolution adopting the 2023 Board Meeting Calendar.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> 1. Customer  | <input checked="" type="checkbox"/> 2. Community                    |
| <input type="checkbox"/> 3. Workforce | <input checked="" type="checkbox"/> 4. Organizational Effectiveness |

**Strategic Objectives:**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> 1.1 Safe & Reliable Service                               | <input type="checkbox"/> 1.2 High Quality Customer Experience    | <input type="checkbox"/> 1.3 Accessible System               |
| <input type="checkbox"/> 2.1 Support Sustainable Regional Growth                   | <input type="checkbox"/> 2.2 Become a Carbon Neutral Agency      |  |
| <input checked="" type="checkbox"/> 2.3 Responsive to Community and Customer Needs | <input type="checkbox"/> 2.4 Regional Leader in Transit Planning |  |
| <input type="checkbox"/> 3.1 Diversity of Staff                                    | <input type="checkbox"/> 3.2 Employer of Choice                  | <input type="checkbox"/> 3.3 Expand Highly Skilled Workforce |
| <input checked="" type="checkbox"/> 4.1 Fiscally Responsible and Transparent       | <input type="checkbox"/> 4.2 Culture of Safety                   | <input type="checkbox"/> 4.3 State of Good Repair            |

**EXPLANATION OF STRATEGIC ALIGNMENT:** Holding regularly scheduled board and committee meetings increases the likelihood of meaningful public input and ensures the timely execution of Agency business.

**BUSINESS CASE:** Not applicable.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on October 24, 2022.

**EXECUTIVE SUMMARY:** Approval of the 2023 board meeting calendar. Meetings will continue to be held in the boardroom at 2910 East 5<sup>th</sup> Street.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-618**

WHEREAS, Section 451.514 of the Texas Transportation Code requires the Board of Directors to hold at least one regular meeting each month to transact the business of the Authority and to set the place, date and time for each meeting.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors will hold regular monthly meetings and adopts the schedule laid out in the attached document for calendar year 2023.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

**2023****Committee Meetings****Board Meetings**

10 a.m. (Finance Committee) and 12:30  
p.m. (Operations Committee)

Noon

January	Friday 1/20	Monday 1/30
February	Monday 2/13	Monday 2/27
March	Wednesday 3/8	Monday 3/27
April	Wednesday 4/12	Monday 4/24
May	Wednesday 5/10	Monday 5/22
June	Wednesday 6/14	Monday 6/26
July	Wednesday 7/12	Monday 7/24
August	Monday 8/14	Monday 8/28
September	Wednesday 9/13	Monday 9/25
October	Wednesday 10/11	Monday 10/23
November	Wednesday 11/8	Monday 11/20
December	Monday 12/4	Monday, 12/18

All dates subject to change.

Updated: 10/27/22

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Board of Directors

Item #: AI-2022-633

Agenda Date: 11/21/2022

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**SUBJECT:**

Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute contracts with Bowman Engineering & Consulting, Cobb, Fendley & Associates, Inc., Halff Associates, Inc., Huitt-Zollars, Inc. and MWM DesignGroup, for Civil Engineering Services on a task order basis for a base period of three (3) years with five (5) option periods for twelve (12) months each in an aggregate amount not to exceed \$45 Million.

**FISCAL IMPACT:**

Funding for this action is available in the FY2023 Capital Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> 1. Customer | <input checked="" type="checkbox"/> 2. Community         |
| <input type="checkbox"/> 3. Workforce           | <input type="checkbox"/> 4. Organizational Effectiveness |

**Strategic Objectives:**

- |  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> 1.1 Safe & Reliable Service                    | <input checked="" type="checkbox"/> 1.2 High Quality Customer Experience    | <input checked="" type="checkbox"/> 1.3 Accessible System    |
| <input checked="" type="checkbox"/> 2.1 Support Sustainable Regional Growth        | <input type="checkbox"/> 2.2 Become a Carbon Neutral Agency                 |  |
| <input checked="" type="checkbox"/> 2.3 Responsive to Community and Customer Needs | <input checked="" type="checkbox"/> 2.4 Regional Leader in Transit Planning |  |
| <input type="checkbox"/> 3.1 Diversity of Staff                                    | <input type="checkbox"/> 3.2 Employer of Choice                             | <input type="checkbox"/> 3.3 Expand Highly Skilled Workforce |
| <input type="checkbox"/> 4.1 Fiscally Responsible and Transparent                  | <input type="checkbox"/> 4.2 Culture of Safety                              | <input type="checkbox"/> 4.3 State of Good Repair            |

**EXPLANATION OF STRATEGIC ALIGNMENT:** Civil Engineering Services are required to provide engineering design services for Cap Metro bus transit, railroad crossings rehabilitation, intersection radii improvements, existing and new transportation infrastructure such as transfer centers, park & rides, building facility projects, third party plan reviews and field engineering. These services ensure safe and reliable transit infrastructure for our customers.

**BUSINESS CASE:** The budgets for CapMetro projects include funding for civil engineering services for existing or new bus transportation improvement projects, transit infrastructure, and administrative facilities that are designed to meet the needs of the agency's customers and comply with all regulatory and safety

requirements. The funding for these services is included in the FY 2023 capital budget and in the five year capital improvement plan.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 21, 2022.

EXECUTIVE SUMMARY: Capital Metro requires professional civil engineering services to design and construct bus transportation infrastructure, administrative facilities, and other existing and new infrastructure improvements. Through these civil engineering services contracts, CapMetro will secure the services of professional civil engineers, architects, and other related design professionals to complete budgeted projects during the contract term.

DBE/SBE PARTICIPATION: The DBE goal is 13%. The prime contractors will meet or exceed the goal utilizing the following SBE subcontractors:

**1. Bowman Engineering & Consulting**

**DBE RESPONSIVE 14%**

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsive
TLC Engineering, Inc.	Black/ Male	Engineering, Environmental	5%
Altura Solutions, LLC.	Hispanic/Male	Survey & Utilities	1%
Garcia Design, Inc.	Hispanic/Male	Landscape Architecture Services	5%
The Rios Group, Inc.	Hispanic/Female	Subsurface Utility Engineering	3%
			<b>14%</b>

**2. Cobb, Fendley & Associates, Inc.**

**DBE RESPONSIVE 14%**

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsive
Altura Solutions, LLC.	Hispanic/Male	ADA/TAS Compliance	2%
Baer Engineering & Environmental Consulting, Inc.	Asian/Female	Environmental	4%
HVJ Associates, Inc.	Black/Male	Pavement Design	3%
HVJ South Central Texas - M&J, Inc.	Asian/Male	Geographical Engineering	3%
Lionheart Places, LLC	Caucasian/Female	Landscape Agriculture	2%
			<b>14%</b>



3. Halff Associates, Inc.RESPONSIVE 18%

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsive
Altura Solutions, LLC.	Hispanic/Male	ADA/TAS Compliance Consulting Services	3%
Beyond Engineering and Testing	Asian/Male	Geotechnical Services	3%
DAVCAR, Inc. dba: DAVCAR Engineering Services	Hispanic/Male	Transit Rail Engineering & Design	6%
Sunland Group, Inc.	Caucasian/Female	Architecture and Cost Estimating Services	6%
			<b>18%</b>

4. Huitt-Zollars, Inc.RESPONSIVE 16%

DBE Subcontractors	Race/Gender	Services/Products	DBE Responsive
DAVCAR, Inc. dba: DAVCAR Engineering Services	Hispanic/Male	Transit Rail Engineering & Design	5%
ATG	Caucasian/Female	Professional Engineering and Planning Consulting Services	5%
The Rios Group, Inc.	Hispanic/Female	Subsurface Utility Engineering	1%
McGray & McGray	Caucasian/Female	Surveying & Mapping	1%
AmaTerra Environmental Inc.	Caucasian/Female	Environmental Consulting	1%
Altura Solutions, LLC.	Hispanic/Female	ADA Consulting	1%
GNR Estimating	Caucasian/Female	Cost Estimating	1%
Dallas Aerial Surveys, Inc.	Caucasian/Female	Aerial Mapping & LiDAR Data for Engineer Design level mapping	1%
			<b>16%</b>

5. MWM Design GroupRESPONSIVE 100%

(MWM Design Group is a certified DBE)

PROCUREMENT: On August 5, 2022, a request for Statements of Qualifications was issued and formally advertised. By the closing date of September 6, 2022, ten (10) submittals were received. The evaluation team used the following factors in the evaluation of submittals:

1. The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole on projects of a similar size, scope, complexity and nature.
2. Experience and qualifications of the key staff, project manager, lead civil engineer, and QA/QC Manager.
3. The offeror's demonstration of Quality Management Plan and implementation and permitting experience with the City of Austin.
4. The offeror's demonstration of the project understanding, task order process, the proposed plan for the performance of the work and the technical approach proposed by the offeror.

The submittals from Bowman Engineering & Consulting, Cobb, Fendley & Associates, Inc., Halff Associates, Inc., Huitt-Zollars, Inc. and MWM DesignGroup, were rated highest, all factors considered. Capital Metro will negotiate and finalize pricing based on cost and market evaluation of the hourly rates, overhead and profit for similar services. The contracts are indefinite delivery, task order contracts. The term is three (3) base years from the Notice of Award, with five (5) option years in an amount not to exceed: \$45,000,000, for all five (5) contracts.

RESPONSIBLE DEPARTMENT: Capital Construction and Facilities Management

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-633**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to pursue the improvement of transportation and operational infrastructure; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to utilize civil engineering services to provide safe, accessible and efficient infrastructure that responds to the need of the customer.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Interim President & CEO, or their designee, is authorized to finalize and execute contracts with Bowman Engineering & Consulting, Cobb, Fendley & Associates, Inc., Halff Associates, Inc., Huitt-Zollars, Inc. and MWM DesignGroup, for Civil Engineering Services on a task order basis for a base period of three (3) years with five (5) option periods for twelve (12) months each in an aggregate amount not to exceed \$45 Million.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

Board of Directors

Item #: AI-2022-647

Agenda Date: 11/21/2022

**SUBJECT:**

Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with Proterra Operating Company for the design and construction of bus electrification infrastructure at CapMetro's South Operations bus yard at 2910 E. 5th Street ("2910") in an aggregate amount not to exceed \$4,579,000 plus \$457,900 (10%) contingency for a total not to exceed amount of \$5,036,900.

**FISCAL IMPACT:**

Funding for this action is available in the FY2023 Capital Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- ☒ 1. Customer
- ☒ 2. Community
- ☐ 3. Workforce
- ☐ 4. Organizational Effectiveness

**Strategic Objectives:**

- ☐ 1.1 Safe & Reliable Service
- ☒ 1.2 High Quality Customer Experience
- ☐ 1.3 Accessible System
- ☒ 2.1 Support Sustainable Regional Growth
- ☒ 2.2 Become a Carbon Neutral Agency
- ☐ 2.3 Responsive to Community and Customer Needs
- ☐ 2.4 Regional Leader in Transit Planning
- ☐ 3.1 Diversity of Staff
- ☐ 3.2 Employer of Choice
- ☐ 3.3 Expand Highly Skilled Workforce
- ☐ 4.1 Fiscally Responsible and Transparent
- ☐ 4.2 Culture of Safety
- ☐ 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This project is in alignment with bus service improvements, transitioning to a battery electric bus fleet, and incorporating environmental sustainability into all aspects of agency operations.

**BUSINESS CASE:** CapMetro is in the process of converting to an all-electric bus fleet in line with the agency's operational and sustainability goals. This project is being implemented in order to provide the electric charging infrastructure required to support these buses at the 2910 E. 5<sup>th</sup> Street operations facility. The funding for this project is included in the FY 2023 capital budget and the five-year capital improvement plan.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 21, 2022.

EXECUTIVE SUMMARY: CapMetro has made a pledge to transition the bus fleet to zero emissions by 2035. As a step toward to meeting this commitment, CapMetro has begun to purchase battery electric buses (BEB) and make the charging infrastructure modifications to support this new fleet. The goal of this project is to design, build and install electrification infrastructure at CapMetro's bus yard located at 2910 E. 5th St, Austin, TX 78702, to accommodate 48 battery electric buses and to provide a high-quality bus service to customers.

DBE/SBE PARTICIPATION: The contractor will exceed the goal utilizing the following DBE contractors. **The DBE goal is 8%.**

**Proterra Operating Company Inc. DBE Responsiveness - 8%**

Sub: Smitico Concrete	Black/Male	Services - Excavation and Concrete Work
-----------------------	------------	---

PROCUREMENT: This procurement was conducted pursuant to the Design Build Procedure for Certain Civil Works Projects, Texas Government Code Title 10, Chapter 2269, Subchapter H to procure design and construction services. A Request for Qualifications (RFQ) was issued and formally advertised on May 19, 2022. By the closing date of June 21, 2022, one (1) submittal was received. The submitting firm was sent a Request for Proposal (RFP) on September 7, 2022, and subsequently submitted a proposal by the due date of October 6, 2022 prior to 3:00 p.m. The proposal was evaluated using evaluation criteria and weighted scores. The proposal from Proterra Operating Company was deemed to be advantageous to the Authority, price and other factors considered. The total amount of award is \$4,579,000. This board resolution also requests an additional 10% contingency for a total not to exceed amount of \$5,036,900.

RESPONSIBLE DEPARTMENT: Capital Projects Group (Facilities Maintenance & Capital Construction)

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-647**

WHEREAS, The Capital Metropolitan Transportation Authority Board of Directors and management recognize the goal to convert to an all-electric bus fleet by 2035; and

WHEREAS, The Capital Metropolitan Transportation Authority Board of Directors and management recognize the need to design and build battery electric bus charging infrastructure at its facilities.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Interim President & CEO, or their designee, is authorized to finalize and execute a contract with Proterra Operating Company in an aggregate amount not to exceed \$4,579,000 plus \$457,900 (10%) contingency for a total not to exceed amount of \$5,036,900.

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

**Date:** \_\_\_\_\_



# Bus Electrification Infrastructure at 2910 E 5th Street

November 21, 2022

# Existing & In-Progress Battery Electric Bus (BEB) Infrastructure

## North Ops: 238 BEB charging spaces

- North Ops Array H (Jun 2022 - Feb 2023)
  - 9 chargers and 12 dispensers available
  - Installation of additional 3 chargers and dispensers in progress
- North Ops Arrays A-G (Dec 2022 - Aug 2025)
  - Procurement RFP evaluation in progress
  - Design and install 74 chargers and 222 pantograph dispensers
  - Overhead gantry structure over entire yard
  - Photovoltaic (solar) panels

4

## 2910: 48 BEB charging spaces

- Board authorization of design-build contract: Nov. 2022





# Bus Electrification Infrastructure at 2910 E 5th Street

- Charging capacity for 48 electric buses
- Design and install two 1.44 MW Proterra charging stations
- Completion in June 2023
- Locally funded (~\$4.6M)



# Bus Electrification Infrastructure at 2910 E 5th Street

- “Top off” buses with on-route charging
- Fully charge buses with depot charging
- Establish Austin Energy electric service



CapMetro

Thank you!

Board of Directors

Item #: AI-2022-596

Agenda Date: 11/21/2022

**SUBJECT:**

Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for equipment and a three (3) year enterprise agreement for Cisco security specific solutions in an amount not to exceed \$436,516.

**FISCAL IMPACT:**

Funding for this action is available in the FY2023 Operating Budget

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement |   |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability               | <input type="checkbox"/> 4. Staff Development      | <input checked="" type="checkbox"/> 5. Agency Growth Management |

**Strategic Objectives:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> 1.1 Safety & Risk            | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change           |
| <input type="checkbox"/> 1.4 Culture of Innovation    | <input type="checkbox"/> 2.1 Be an Employer of Choice          | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture     | <input type="checkbox"/> 3.1 Resource optimization             | <input type="checkbox"/> 3.2 Safety Culture           |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action          | <input type="checkbox"/> 4.2 Build Partnerships       |
| <input type="checkbox"/> 4.3 Value of Transit         | <input type="checkbox"/> 4.4 Project Connect                   |   |

**EXPLANATION OF STRATEGIC ALIGNMENT:** Maintaining a robust, reliable, and secure network ensures the continuity of Cap Metro's information systems. The *Cisco Smartnet support agreement* is a technical support service that allows World Wide Technology and Capital Metro direct access to Cisco's Technical Assistance Center (TAC) to ensure resolution of critical network issues and a procurement vehicle to purchase Cisco network equipment.

**BUSINESS CASE:** The Cisco Smartnet support agreement will provide maintenance and professional services for Capital Metro's network and information security infrastructure. The support agreement will include the ability to directly access specialized Cisco technical services to assist staff in the management and resolution of production issues that may arise.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 21, 2022.

EXECUTIVE SUMMARY: Capital Metro depends on a robust, redundant, and secure network while also allowing for the expansion of the network to keep up with the service demands of Capital Metro customers and departments. This Contract with World Wide Technology LLC will assist Capital Metro in expanding and maintaining a highly available and resilient information systems network.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to no subcontracting opportunity.

PROCUREMENT: Capital Metro will use the Department of Information Resources (DIR) Contract Number DIR-TSO-4167, held by Cisco System, to contract with World Wide Technology LLC, who is authorized to resell Cisco Branded Products and Services under Cisco's DIR contract.

DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Pricing for Cisco SmartNet Hardware and Software Support was determined to be fair & reasonable by DIR's organization during its solicitation and award process.

The pricing provided by World Wide Technology is the best value to Capital Metro, considering cost analysis for Cisco SmartNet Hardware and Software Support using previous contract pricing and market rates. The contract is a fixed price contract. The term of the Contract is one (1) year from notice to proceed for Cisco SmartNet Hardware and Software Support and three (3) years from notice to proceed for Web Filtering and Network Access Control Security Solutions. The not to exceed price is as follows:

Description	Lump Sum Price
Cisco SmartNet Hardware and Software Support	\$285,266.00
Web Filtering and Network Access Control Security Solutions	\$151,250.00
Grand Total:	\$436,516.00

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-596**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide reliable and secure networking solutions; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide highly available systems for internal and external customers.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Interim President & CEO, or their designee, is authorized to finalize and execute a contract with World Wide Technology, LLC for Cisco Smartnet support for one (1) year for equipment and a three (3) year enterprise agreement for Cisco security specific solutions in an amount not to exceed \$436,516.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

Board of Directors

Item #: AI-2022-624

Agenda Date: 11/21/2022

## SUBJECT:

Approval of a resolution authorizing the Interim President & CEO, or their designee, to modify a contract with Swiftly, Inc. for the final option period four (4) in an additional amount of \$234,194 plus \$250,000 contingency for a total not to exceed amount of \$2,069,195.

## FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget

## STRATEGIC PLAN:

### Strategic Goal Alignment:

- ☒ 1. Customer      ☐ 2. Community
- ☐ 3. Workforce      ☐ 4. Organizational Effectiveness

### Strategic Objectives:

- ☐ 1.1 Safe & Reliable Service      ☒ 1.2 High Quality Customer Experience      ☐ 1.3 Accessible System
- ☐ 2.1 Support Sustainable Regional Growth      ☐ 2.2 Become a Carbon Neutral Agency
- ☐ 2.3 Responsive to Community and Customer Needs      ☐ 2.4 Regional Leader in Transit Planning
- ☐ 3.1 Diversity of Staff      ☐ 3.2 Employer of Choice      ☐ 3.3 Expand Highly Skilled Workforce
- ☐ 4.1 Fiscally Responsible and Transparent      ☐ 4.2 Culture of Safety      ☐ 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Swiftly system processes GPS vehicle location received every few seconds to provide accurate predictive arrivals for customer-facing systems. This system has provided a high-quality customer experience since it was first used on the CapMetro fixed-route and MetroRail fleets.

**BUSINESS CASE:** This system generates a real-time data feed utilizing GPS from vehicle routers providing accurate real-time vehicle location information. This has increased accuracy of the predictive arrivals for customer-facing systems, trip-planning and next departure traveler tools. Analytics tools have allowed operations to make improvements to schedules for operational efficiency and service reliability.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 21, 2022.

**EXECUTIVE SUMMARY:** The contract modification will ensure continued operation of the Swiftly system for the fourth and final option year that goes through November 2023. Services provided under the contract include the generation of a real-time data feed, web-based dashboard and analytics tools for the measurement of key performance indicators.

**DBE/SBE PARTICIPATION:** Due to the nature of the solicitation a DBE/SBE goal was not established on this project.

**PROCUREMENT:** On November 14, 2018, Capital Metro awarded a contract to Swiftly, Inc. to provide hosted services for the generation of "real time" vehicle information and analytics tools for key performance indicators for a base period of one year with four optional one-year periods in an amount not to exceed \$1,585,000. Several modifications were issued for additional features such as a pilot program for an Onboard Mobile App on 23 buses, adding Software Services including Swiftly Rider Alerts and Service Adjustments to 430 vehicles. The Onboard Mobile App was rolled out to all vehicles under a new contract with Swiftly approved at the June 27, 2022 meeting for \$493,728. The requested amount of additional funds for the final option year is \$234,195 plus \$250,000 for contingency for a total not to exceed contract amount of \$2,069,195.00. Information Technology, Rail Operations, and Procurement have determined this amount to be considered fair and reasonable.

**RESPONSIBLE DEPARTMENT:** Information Technology



**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-624**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide a high quality customer experience with CapMetro services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Interim President & CEO, or their designee, is authorized to modify a contract with Swiftly, Inc. for the final option period four (4) in an additional amount of \$234,194 plus \$250,000 contingency for a total not to exceed amount of \$2,069,195.

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

**Date:** \_\_\_\_\_

Board of Directors

Item #: AI-2022-639

Agenda Date: 11/21/2022

**SUBJECT:**

Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract with A Customer's Point of View, Inc. for the Mystery Rider Program in an amount not to exceed \$1,426,291 for one (1) base period of 1-year and two (2) option periods of 1-year each.

**FISCAL IMPACT:**

Funding for this action is available in the FY2023 Operating Budget

**STRATEGIC PLAN:****Strategic Goal Alignment:**

- ☒ 1. Customer      ☒ 2. Community  
☐ 3. Workforce      ☒ 4. Organizational Effectiveness

**Strategic Objectives:**

- ☒ 1.1 Safe & Reliable Service      ☒ 1.2 High Quality Customer Experience      ☐ 1.3 Accessible System  
☒ 2.1 Support Sustainable Regional Growth      ☐ 2.2 Become a Carbon Neutral Agency  
☐ 2.3 Responsive to Community and Customer Needs      ☐ 2.4 Regional Leader in Transit Planning  
☐ 3.1 Diversity of Staff      ☐ 3.2 Employer of Choice      ☐ 3.3 Expand Highly Skilled Workforce  
☒ 4.1 Fiscally Responsible and Transparent      ☐ 4.2 Culture of Safety      ☐ 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** This action supports organizational development to evaluate the strengths and weaknesses associated with the delivery of public transit services and identify areas in need of improvement.

**BUSINESS CASE:** CapMetro requires a program that will assist management in identifying problems and opportunities, provide insight regarding areas requiring employee coaching and training, and elicit information for streamlining and improving front-line services. The results of this project will also provide a benefit to CapMetro as it prepares for the ADA compliance component of each FTA Triennial Review. The recommended contractor has extensive experience in mystery rider programs.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board for approval on November 21,

2022.

**EXECUTIVE SUMMARY:** The selected contractor shall assist in assessing the quality of service provided by CapMetro across our service area, with a primary focus on the quality of the service rendered to our customers. This feedback will include observations on buses, at transit centers, at Park & Rides and on all bus routes as appropriate. Monitored items include bus operator safe and courteous operation, bus timeliness, transit and bust stop state of good repair and cleanliness. The contract also includes evaluation and reporting services for the full spectrum of CapMetro customer fixed route services (MetroBus, MetroRapid and MetroExpress) in a discreet and inconspicuous manner. The Contractor will be tasked with placing an emphasis on evaluating the performance and behavior of CapMetro bus Operators in meeting customer expectations and delivering safe, courteous, and reliable service to all customers, especially those individuals with disabilities.

The Contractor shall use its own employees to conduct surveys and observations, and Cap Metro expects these employees to represent the diverse range of ages, genders, physical abilities and ethnicities of our customer base. The Contractor shall have complete responsibility for employing their service monitoring employees and securing any necessary equipment, facilities, and/or office supplies necessary for the implementation of the service quality monitoring program. Contractor's personnel shall interact with CapMetro's Training Department and the Program Manager exclusively. The proposed contract amount is a not-to-exceed amount and is not expected to be expanded without additional approval.

**DBE/SBE PARTICIPATION:** No subcontracting opportunities were identified for this contract due to limited contracting opportunities. No SBE goal is assigned to this project.

**PROCUREMENT:** On August 16, 2022, a Request for Proposal was issued and formally advertised. By the closing date of September 6, 2022, two (2) proposals were received. The evaluation team used the following factors in the evaluation of the proposals:

1. Methodology and Quality of Work Plan: Evaluation of the offeror's overall plan to provide services, monitor and measure Safety and Customer Service as primary elements in the performance and success of the project.
- b. Quality of Delivery, Safety and Mobilization Plan: This factor evaluates the offeror's approach to startup and ensuring consistent high quality service delivery throughout the contract term.
- c. Capability, Experience and Past Performance of the Firm: This factor identifies and reviews relevant present and past performance, and then makes an overall assessment of the Authority's confidence that the offeror will successfully perform the effort described in the RFP, based on the offerors demonstrated present and past performance.
- d. Management Competence and Staffing Plan: This factor evaluates the offerors proposed organizational structure and staffing to effectively accomplish the work required in the Scope of Services.

Pricing is listed as follows:

Base Period	Amounts
Base Period 1 (Includes \$6,600 Mobilization)	\$479,830.24
Option Period 1	\$473,230.24
Option Period 2	\$473,230.24
<b>Total: Not-to-Exceed</b>	<b>\$1,426,290.72</b>

The proposal from A Customer's Point of View, Inc., was determined to be the best value to the Authority, price and other factors considered. This is a fixed-priced contract. The contract term is one (1) base period of 1 year and two (2) option periods of 1-year each.

RESPONSIBLE DEPARTMENT: Operations and Maintenance

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-639**

WHEREAS, Capital Metro has a need to evaluate the strengths and weakness associated with the delivery of public transit services and identify areas in need of improvement;

WHEREAS, mystery rider programs have proven that they are a valuable tool in collecting data about the quality, consistency and comfort of transit operations, and the data collected during these programs can be used to improve service to the community and provide better interactions with our customers; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to award this Mystery Rider Program contract to the most qualified and responsive and responsible firm to fulfill this goal.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metro Board of Directors authorizes the Interim President & CEO, or their designee, to finalize and execute a contract with A Customer's Point of View, Inc., in an amount not to exceed \$1,426,291 for one (1) base period of 1 year and two (2) one-year option periods.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

Board of Directors

Item #: AI-2022-626

Agenda Date: 11/21/2022

## SUBJECT:

Approval of a resolution approving the CapMetro Public Transportation Agency Safety Plan ("the Plan") and authorizing Interim President & CEO or their designee to finalize the plan and provide regular updates to the Board of Directors regarding the PTASP.

## FISCAL IMPACT:

This action has no fiscal impact.

## STRATEGIC PLAN:

### Strategic Goal Alignment:

- ☒ 1. Customer      ☒ 2. Community
- ☒ 3. Workforce      ☒ 4. Organizational Effectiveness

### Strategic Objectives:

- ☒ 1.1 Safe & Reliable Service      ☒ 1.2 High Quality Customer Experience      ☐ 1.3 Accessible System
- ☐ 2.1 Support Sustainable Regional Growth      ☐ 2.2 Become a Carbon Neutral Agency
- ☒ 2.3 Responsive to Community and Customer Needs      ☐ 2.4 Regional Leader in Transit Planning
- ☐ 3.1 Diversity of Staff      ☐ 3.2 Employer of Choice      ☒ 3.3 Expand Highly Skilled Workforce
- ☐ 4.1 Fiscally Responsible and Transparent      ☒ 4.2 Culture of Safety      ☐ 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Public Transportation Agency Safety Plan provides strategic direction to the President & CEO and CapMetro as whole with regard to safety and security priorities of the CapMetro Board and the Federal Transit Administration (FTA).

**BUSINESS CASE:** Federal regulation requires operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan (PTASP) and review, update and approve the PTASP annually.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 21, 2022.

**EXECUTIVE SUMMARY:** The purpose of the PTASP is to outline the processes and procedures CapMetro will

follow to implement Safety Management Systems (SMS) and the plan must also include safety performance targets.

Federal regulations provide guidelines of what must be included in a PTASP and the Bipartisan Infrastructure Law included changes to the requirements agencies must follow with their PTASP. The BIL requires the establishment of a joint labor-management safety committee which must review and approve the PTASP before the plan goes to the CapMetro board for approval. Additionally, the BIL requires language be included related to infectious disease response, such as was necessary during the COVID-19 pandemic.

CapMetro's PTASP was first approved by the CapMetro Board in May 2020. The CapMetro Board has subsequently received annual briefings on PTASP, including in July 2022 which included an overview of the new BIL requirements.

CapMetro has completed its annual review of the PTASP to meet the FTA's PTASP requirements and ensure CapMetro employees and service providers have an with an industry-leading, actionable plan to follow regarding safety.

Revision No. 1 to CapMetro's PTASP includes:

- Adding language reflective of the Bipartisan Infrastructure Law such as that related to infectious disease response
- Minor administrative changes related to processes and procedures
- Amending performance targets to include total numbers
- Adding appendices A-C:
  - Appendix A: CapMetro Safety Committees (Information Flow)
  - Appendix B: List of Acronyms
  - Appendix C: Definitions

The joint labor-management safety committee has reviewed and approved CapMetro's PTASP including Revision No. 1 described above.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Safety

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-626**

WHEREAS, the Federal Transit Administration requires the Capital Metropolitan Transportation Authority (CapMetro) to establish a Safety Management Policy; and for its President & CEO and Board of Directors to approve its Public Transportation Agency Safety Plan (PTASP);

WHEREAS, the purpose of this policy is to establish CapMetro's commitment to implementing, developing and improving strategies, management systems and processes to ensure that CapMetro systems uphold the highest level of safety performance and meet regulatory standards;

WHEREAS, the PTASP is required to be reviewed annually and the annual review identified minor revisions described within the plan collectively as Revision No. 1, and the revisions are necessary to ensure an industry-leading PTASP and full compliance with the Bipartisan Infrastructure Law.

NOW, THEREFORE, BE IT RESOLVED by the CapMetro Board of Directors that the revised PTASP is approved and the Interim President & CEO or their designee is authorized to finalize the plan and provide regular updates to the Board of Directors regarding the PTASP.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**



Board of Directors

Item #: AI-2022-632

Agenda Date: 11/21/2022

## SUBJECT:

Approval of a resolution authorizing the Interim President & CEO, or their designee, to finalize and execute a contract modification of the marketing services contracts approved by Resolution AI-2020-1371, increasing the contingency funding by \$800,000, for a total not-to-exceed amount of \$11,107,259.

## FISCAL IMPACT:

Funding for this action is available in the FY2023 Operating Budget

## STRATEGIC PLAN:

### Strategic Goal Alignment:

- ☒ 1. Customer      ☒ 2. Community
- ☐ 3. Workforce      ☐ 4. Organizational Effectiveness

### Strategic Objectives:

- ☐ 1.1 Safe & Reliable Service      ☒ 1.2 High Quality Customer Experience      ☐ 1.3 Accessible System
- ☐ 2.1 Support Sustainable Regional Growth      ☐ 2.2 Become a Carbon Neutral Agency
- ☐ 2.3 Responsive to Community and Customer Needs      ☒ 2.4 Regional Leader in Transit Planning
- ☐ 3.1 Diversity of Staff      ☐ 3.2 Employer of Choice      ☐ 3.3 Expand Highly Skilled Workforce
- ☐ 4.1 Fiscally Responsible and Transparent      ☐ 4.2 Culture of Safety      ☐ 4.3 State of Good Repair

**EXPLANATION OF STRATEGIC ALIGNMENT:** The marketing contracts support CapMetro's Marketing & Communications Department in significant efforts to educate and inform the community, as well as market CapMetro's services to attract and retain riders.

**BUSINESS CASE:** The action requested is within the CapMetro budget that was approved by the CapMetro Board of Directors and is not a request for additional funding. This action is to approve the agency's authority to allocate more funding to a board-approved contract.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 21, 2022.

**EXECUTIVE SUMMARY:** A revision to a Board approved resolution to increase the contingency amount on

option years 2 and 3 of the Marketing Services contracts by \$800,000 to provide support services budgeted and necessary for strategic projects in FY 23 and FY 24. The FY 23 budget has multiple significant projects that will require a level of service from these contracts not anticipated in the original pricing. Inflation has also increased the costs of reimbursables permissible at market rates under this contract. The addition of these contingency funds adds a hedge to the overall contract amount that is expected to cover costs for the remainder of the contract.

DBE/SBE PARTICIPATION: The DBE goal will remain as 12% and will apply to this modification.

PROCUREMENT: On November 23, 2020, the CapMetro Board of Directors authorized CapMetro to enter into a contract with the Sensis Agency and the Sherry Matthews Group for one base year and three option periods of 12 months each for the not-to-exceed amount of \$10,307,259, which included a 10% contingency. A contract was subsequently awarded to both firms on December 4, 2020. CapMetro intends to exercise Option Period 2 (year 3, final year of the contract) to extend the term through December 23, 2023. CapMetro is now seeking board approval to increase the contingency funding for both contracts by \$800,000 total, increasing the not-to-exceed amount to \$11,107,259.

RESPONSIBLE DEPARTMENT: Marketing

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-632**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to educate and inform its customers and the larger public of its service offerings, changes and improvements; and

WHEREAS; the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to maintain marketing services contracts with the flexibility to provide a full range of services to accomplish its goals and objectives.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Interim President & CEO, or their designee, is authorized to finalize and execute a contract modification of the marketing services contract approved by Resolution AI-2020-1371 by \$800,000, in an amount not-to-exceed \$11,107,259.

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**

**Date:** \_\_\_\_\_

**SUBJECT:** Approval of a revision to a resolution of the marketing services contracts to add \$800,000 in contingency to the contracts for option years 2 and 3.

**FISCAL IMPACT:** No fiscal impact.

**EXPLANATION OF STRATEGIC ALIGNMENT:** The marketing contracts support CapMetro's Marketing & Communications Department in significant efforts to educate and inform the community, as well as market CapMetro's services to attract and retain riders.

**BUSINESS CASE:**

The action requested is within the CapMetro budget that was approved by the CapMetro Board of Directors and is not a request for additional funding. This action is to approve the agency's authority to allocate more funding to a board-approved contract.

In 2020 CapMetro received approval from the Board of Directors for marketing services contracts with two vendors in an amount not-to-exceed \$10,307,259 for one base year and three option years.

Since the 2020 approval, there has been significant activity with the contracts as well as the use of these contracts for campaigns in support of unanticipated agency needs. Examples of these services include:

- CapMetro operator, mechanic and administrative recruitment efforts.
- Fare structure educational and engagement efforts.
- Community education efforts for Leander during consideration of their participation in CapMetro's service area.

CapMetro's Marketing & Communications Department has absorbed these unanticipated project costs to date but has begun to use contingency funding midway through option year 1. Included in the FY 23 budget are multiple significant projects that will require an additional level of service from these contracts, including:

- Fare Capping & Amp
- MetroRapid Planning
- Capmetro.org and project.com refresh
- Continued recruitment efforts for People & Culture
- CapMetro Police Department education and recruitment.

Another trend that is affecting the contracts is the increase in inflation. Although labor rates are locked in this task order contract, there has been an increase in the costs of media, bus wraps, printing and the labor rates of subcontractors. Inflation in 2021 was at 6.2% and rose to 8.2% as of September 2022. Annual increases for this contract only factored in an approximate 3% increase per year.

With approximately \$2,600,000 in projects from multiple departments expected in FY 23, there is currently funding in the contract option year 2 to cover \$2,447,424, which stretches three months beyond the end of FY 23 into FY 24. Given the requirements expected in the yet unbudgeted first quarter of FY 24, the increasing rise in inflation and the expectation of additional projects that may

require these funds, the request is to add \$800,000 million in contingency funding to meet the needs of the authority.

	Board approved totals for the year	Task Order totals to date	Anticipated Expense in remainder of Option Year 1	Total	Difference
Base year and option year 1	\$4,546,672	\$4,897,905.46	\$110,000	\$5,007,905	(\$461,233.46)
Option Year 2	\$2,376,140			\$2,600,000	(\$223,860.00)
Option Year 3	\$2,447,424			\$3,300,000	(\$852,576.00)
Total above annual contract amount					(\$1,537,669.46)
Contingency in original contract				\$937,023	(\$600,646.46)
Proposed addition to contingency funding				\$800,000	\$199,354

For reference:

- Base Year: December 23, 2020-Dec. 22, 2021
- Option Year 1: December 23, 2021-Dec. 22, 2022
- Option Year 2: December 23, 2022-Dec. 22, 2023
- Option Year 3: December 23, 2023-Dec. 22, 2024

Board of Directors

Item #: AI-2022-641

Agenda Date: 11/21/2022

**SUBJECT:**

Approval of a resolution appointing CapMetro Board Member Jeff Travillion to serve as Capital Metro's representative on the Austin Transit Partnership Board of Directors and waiving the residency requirement for his appointment.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- |  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement |  |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability               | <input type="checkbox"/> 4. Staff Development      | <input type="checkbox"/> 5. Agency Growth Management |

**Strategic Objectives:**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> 1.1 Safety & Risk            | <input type="checkbox"/> 1.2 Continuous improvement     | <input type="checkbox"/> 1.3 Dynamic Change                |
| <input type="checkbox"/> 1.4 Culture of Innovation    | <input type="checkbox"/> 2.1 Be an Employer of Choice   | <input type="checkbox"/> 2.2 Organization Development      |
| <input type="checkbox"/> 2.3 Organization Culture     | <input type="checkbox"/> 3.1 Resource optimization      | <input type="checkbox"/> 3.2 Safety Culture                |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action   | <input checked="" type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit         | <input checked="" type="checkbox"/> 4.4 Project Connect |  |

**EXPLANATION OF STRATEGIC ALIGNMENT:** According to the Austin Transit Partnership Articles of Incorporation, the ATP Board includes a member who is appointed by the CapMetro Board of Directors, to represent the CapMetro Board. CapMetro representation on the ATP Board ensures ATP and CapMetro alignment on key decisions related to the Project Connect transit expansion program.

**BUSINESS CASE:** The current CapMetro appointee is Chair Jeff Travillion who was appointed in July 2022 to complete the rest of former CapMetro ATP appointee Eric Stratton's term, ending in December 2022. The CapMetro Board needs to appoint their representative to the ATP Board for the next two year term, ending in December 2025.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 21, 2022.

EXECUTIVE SUMMARY: The Austin Transit Partnership (ATP) is a local government corporation jointly created by the CapMetro Board of Directors (Board Resolution AI-2020-1399) and Austin City Council (Resolution No. 20201218-002), as the principal entity responsible for financing, designing, building, implementing and contracting with CapMetro to operate and maintain assets programmed as part of the Project Connect transit expansion program. As part of the ATP Articles of Incorporation related to ATP Board composition, the CapMetro Board appoints one member of the ATP Board to represent CapMetro on the transit expansion program board.

On July 25, 2022, the CapMetro Board appointed Jeff Travillion as their representative on the ATP Board, effective August 1, 2022, with Board Member Travillion serving for the remainder of the term to which he was appointed, ending in December 2022 (CapMetro's appointees to ATP serve two-year terms).

This action on behalf of the Board will reappoint CapMetro Board Member Jeff Travillion so that he may continue serving as CapMetro's representative on the ATP Board, for a two-year term beginning in January 2023 and ending in December 2025.

If the CapMetro Board elects to appoint a CapMetro Board Member who resides outside the CapMetro service area or is not an Austin resident, the CapMetro Board must also waive the residency requirement for their appointee. Board Member Travillion lives outside of Austin and the CapMetro service area, and therefore, this action item includes the waiver of the residency requirement to support his reappointment. This waiver is applicable only to this action item and this specific term and does not assume or consider future waivers for any future appointments.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Board of Directors

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-641**

WHEREAS, upon passage of a successful referendum to provide funding for the Project Connect program of projects, the Capital Metropolitan Transportation Authority (CapMetro) Board of Directors (Board) and Austin City Council approved the creation of the Austin Transit Partnership Local Government Corporation ("ATP") by resolutions adopted on December 18, 2020 (City Council Resolution No. 20201218-002 and CapMetro Board Resolution AI-2020-1399) as the principal entity responsible for financing, designing, building, implementing and contracting with Capital Metro to operate and maintain assets funded by the Joint LGC;

WHEREAS, according to the ATP Articles of Incorporation, the ATP Board includes a member who is appointed by the CapMetro Board of Directors to represent the CapMetro Board;

WHEREAS, on July 25, 2022, the CapMetro Board via Resolution No. AI-2022-418 approved the appointment of CapMetro Board Chair Jeff Travillion to serve as their appointee to the ATP Board for the remainder of the term to which he was appointed (ending in December 2022); and

WHEREAS, the CapMetro Board must appoint a representative for the next two-year term beginning in January 2023 and ending in December 2025.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metro Transportation Authority Board of Directors hereby appoints CapMetro Board Member Jeff Travillion to serve as Capital Metro's representative on the Austin Transit Partnership Board of Directors, for a two-year term beginning in January 2023.

BE IT FURTHER RESOLVED, that the Capital Metro Board hereby waives the residency requirement of the ATP Articles of Incorporation so that CapMetro Board Member Jeff Travillion, who lives outside the city of Austin, Texas and the CapMetro Service Area, can serve as CapMetro's representative on the ATP Board. This waiver is only applicable to this specific appointment and term of CapMetro's representative on the ATP Board.

**Date:** \_\_\_\_\_

**Secretary of the Board  
Leslie Pool**





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Board of Directors

Item #: AI-2022-635

Agenda Date: 11/21/2022

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**SUBJECT:**

Approval of resolution affirming a review of Board Policies was completed and that there are no changes to the policies.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> 1. Customer | <input checked="" type="checkbox"/> 2. Community                    |
| <input type="checkbox"/> 3. Workforce           | <input checked="" type="checkbox"/> 4. Organizational Effectiveness |

**Strategic Objectives:**

- |   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> 1.1 Safe & Reliable Service   | <input checked="" type="checkbox"/> 1.2 High Quality Customer Experience | <input type="checkbox"/> 1.3 Accessible System               |
| <input checked="" type="checkbox"/> 2.1 Support Sustainable Regional Growth <input type="checkbox"/> 2.2 Become a Carbon Neutral Agency                                       |  |  |
| <input type="checkbox"/> 2.3 Responsive to Community and Customer Needs <input checked="" type="checkbox"/> 2.4 Regional Leader in Transit Planning                           |  |  |
| <input type="checkbox"/> 3.1 Diversity of Staff   | <input type="checkbox"/> 3.2 Employer of Choice                          | <input type="checkbox"/> 3.3 Expand Highly Skilled Workforce |
| <input type="checkbox"/> 4.1 Fiscally Responsible and Transparent <input checked="" type="checkbox"/> 4.2 Culture of Safety <input type="checkbox"/> 4.3 State of Good Repair |  |  |

**EXPLANATION OF STRATEGIC ALIGNMENT:** The policies adopted by the Board of Directors provide strategic direction to the President & CEO and CapMetro staff with regard to policy matters within the purview of the Board.

**BUSINESS CASE:** Periodic review and updates to policies adopted by the Board of Directors are prudent in order to ensure that they meet the ongoing needs of CapMetro and are required by the CapMetro Board Bylaws.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on November 21, 2022.

**EXECUTIVE SUMMARY:** The Board of Directors adopted revised Bylaws in 2017 that require policies adopted by the Board to be reviewed every five years. The initial five-year cycle ends December 2022. Staff has reviewed

the remaining Board policies requiring review and is recommending the following actions:

Administrative Policy on Fare Evasion - As authorized by Texas Transportation Code Section 451.0611(b), this policy prohibits the use of the system without evidence of payment and approves an administrative penalty of \$75.00 per violation. No changes are being recommended at this time.

Service Expansion Policy - This policy defines five approaches for service to jurisdictions within the urbanized area that are not currently served by CapMetro. No changes are being recommended at this time.

Service Standards and Guidelines - This policy provides a framework for the provision, design, and allocation of service, including providing information about how and why CapMetro makes changes to service, places bus stops, distributes stop amenities, and complies with applicable Title VI requirements. The CapMetro Planning Department is in the process of updating this policy. Staff anticipates final board action to adopt the updated policy in Spring 2023. No changes are being recommended at this time.

Transit Oriented Development (TOD) Policy - This policy defines strategies for developing transit in appropriate locations and on appropriate properties, and guidelines for joint development project selection. The Planning Department intends to conduct an in-depth review of this policy prior to the next TOD project. No changes are being recommended at this time.

Worker Safety Policy - This policy establishes guidelines for making decisions regarding the future development of TOD projects on land owned by CapMetro. The Planning Department intends to conduct an in-depth review of this policy prior to the next TOD project. No changes are being recommended at this time.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Chief of Staff/Legal

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2022-635**

**WHEREAS**, it is prudent to periodically review and update policies adopted by the Board of Directors in order to ensure they continue to meet the needs of CapMetro; and

**WHEREAS**, the Board of Directors adopted revised Bylaws in 2017 that require policies adopted by the Board to be reviewed every five years; and

**WHEREAS**, the following policies have been identified for review in November 2022: Administrative Policy on Fare Evasion; Service Expansion Policy; Service Standards and Guidelines; Transit Oriented Development Policy; and Worker Safety Policy.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the aforementioned policies have been reviewed and no changes are recommended at this time.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Leslie Pool**



**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS**

**COUNTY OF TRAVIS**

**RESOLUTION CMTA-2016-66**

**Worker Safety Policy**

**WHEREAS**, the Capital Metropolitan Transportation Board of Directors will ensure Transit Oriented Development (TOD) projects on land owned by Capital Metro is developed in a responsible manner for the protection of construction workers on the project; and

**WHEREAS**, protecting and treating workers fairly has been a long stated value of the Capital Metropolitan Transportation Authority Board of Directors; and

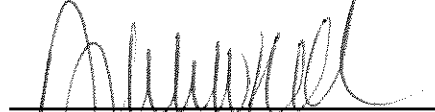
**WHEREAS**, Capital Metro will have future deliberations and decisions regarding potential transit oriented development projects and there is currently no existing policy that speaks specifically to worker safety issues; and

**WHEREAS**, such a policy identifies core principles-- living wage, OSHA safety certification, worker's compensation insurance, and third party independent construction site monitoring-- to be incorporated into Capital Metro transit oriented development (TOD) projects; and

**WHEREAS**, future boards, agency staff, and potential development partners will have a clear and codified policy in place that will be incorporated in future development Request for Proposals or Request for Interest on TOD projects; and

**NOW, THEREFORE, BE IT RESOLVED** that the Capital Metropolitan Transportation Authority Board of Directors adopts a policy with provisions providing better worker safety protections that would apply to all future Transit Oriented Developments in which the Agency is a partner.


**RESULT:** ADOPTED [UNANIMOUS]  
**MOVER:** Delia Garza, Board Member  
**SECONDER:** Sabino Renteria, Board Member  
**AYES:** Silas, Mitchell, Word, Garza, Kitchen, Jonse, Renteria  
**ABSENT:** Wade Cooper

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Secretary of the Board  
Juli Word

Date: August 22, 2016

	<p><b>WORKER SAFETY POLICY</b></p> <p><b>BOARD OF DIRECTORS</b></p>	<p><b>Approved: August 22, 2016</b></p> <p><b>Board Resolution No. CMTA 2016-66</b></p>
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## WORKER SAFETY POLICY

**Purpose:** The purpose of this policy is to establish goals, objectives and guidelines to assist the Capital Metro Board of Directors and staff in making decisions regarding the future development of transit oriented development (“TOD”) projects on land owned by Capital Metro.

**Goal:** The goal of this policy is to support Capital Metro’s overall strategic mission to provide quality public transportation choices that meet the needs of our growing region, promote a culture of safety, and implement sustainability stewardship practices. To accomplish this, Capital Metro must develop and use its resources in a manner that ensures sustainable business growth. This policy ensures future TOD projects on land owned by Capital Metro are developed in a responsible and sustainable manner for the protection of construction workers on the project.

**Objectives:** Treating workers fairly has been a long-stated value of the Capital Metro Board of Directors, the following objectives are designed to support Capital Metro’s transit-oriented development and adhere to core principles in TOD developments on agency owned land. In future deliberations and decisions regarding potential transit oriented development projects this policy will establish core principles--living wage established by the City of Austin, OSHA safety certification, worker’s compensation insurance, and third party independent construction site monitoring--to be incorporated into Capital Metro transit oriented development (“TOD”) projects. Capital Metro’s Board of Directors, agency staff, and potential development partners will have a clear policy in place that will be incorporated in future development Request for Proposals or Request for Interest for TOD projects.

**Requests for Proposal or Requests for Interest shall include the following objectives of the Board as an evaluation factor in the selection of a development partner:**

- **Fair Living Wage Rate:** Construction workers shall be paid at a rate not less than the living wage rate defined by the City of Austin at the time of contract award.
- **Workers Comp Insurance:** Contractors and subcontractors provide workers compensation insurance for all construction workers.
- **Independent 3<sup>rd</sup> Party Monitor:** Capital Metro will go through a competitive procurement process to secure an independent third-party monitor.
- **Local Hiring:** Contractors are required to advertise open labor positions with local hands on construction craft training programs, bilingual preferred.
- **Safety:** Ensure OSHA 10 training for construction workers and general contractor employs an onsite safety representative or supervisor with a minimum of 30 hours of OSHA approved supervisor safety training; and provide construction workers breaks for every four hours of work and provide drinking water and sanitation facilities.

**Policy Review:** Capital Metro will review this policy periodically to make any necessary adjustments. Recommendations for adjustments will be developed in conjunction with the Capital Metro Board of Directors.





**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS**

**COUNTY OF TRAVIS**

**RESOLUTION CMTA-2015-113  
Administrative Policy for Fare Evasion**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors recognizes that payment of a fare for a customer to use the Capital Metro system is required in order to adequately sustain the system and continue to support the value of the service; and

**WHEREAS**, Texas Transportation Code, Section 451.0611, requires that the Board of Directors adopt a resolution establishing an administrative penalty for failure to pay a fare for use of the system before the Authority may implement such a penalty and fare enforcement system.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to implement a policy prohibiting the use of the Capital Metropolitan Transportation System without evidence of payment of an appropriate fare and to approve an administrative penalty of \$75.00 for a person who fails to provide evidence of payment of a fare for use of the Capital Metropolitan Transportation System.


**RESULT: ADOPTED [UNANIMOUS]**

**MOVER:** Ann Stafford, Secretary

**SECONDER:** Beverly Silas, Vice Chair

**AYES:** Silas, Stafford, Mitchell, Word, Cooper, Garza, Kitchen

**ABSENT:** Rita Jonse

  
Secretary of the Board  
Ann Stafford

Date: November 18, 2015

*Capital Metropolitan Transportation Authority  
Board of Directors*

*MEETING DATE: 11/18/2015*

*CMTA-2015-113*

*Administrative Policy for Fare Evasion*

**SUBJECT:** Approval of a resolution implementing a policy prohibiting the use of the Capital Metropolitan Transportation System without evidence of payment of an appropriate fare and approving an administrative penalty of \$75.00 for a person who fails to provide evidence of payment of a fare for use of the Capital Metropolitan Transportation System.

**FISCAL IMPACT:** Funding is available in the FY 2016 budget for administration, and revenue will be generated.

**STRATEGIC GOAL ALIGNMENT:** 4. Continue to improve organizational practices and develop staff

**STRATEGIC OBJECTIVE(S):** 4.1 Improve the financial health of the organization

**EXPLANATION OF STRATEGIC ALIGNMENT:** Implementation of an administrative penalty for fare evasion will ensure that Capital Metro customers pay the required fare and will promote a culture of good stewardship of public funds.

**BUSINESS CASE:** Implementation of a system and mechanism for a penalty for fare evasion will provide the Authority all the required resources to ensure that customers pay for service received, in concert with industry best practices.

**COMMITTEE RECOMMENDATION:** This agenda item was presented and is recommended for approval by the Finance, Audit and Administration Committee on November 9, 2015.

**EXECUTIVE SUMMARY:** Industry best practices indicate a need to demonstrate to the public that the agency has a method to verify that each passenger pays his or her fair share to utilize the system through passive or active means.

Prior to March 2010 Capital Metro practiced good stewardship of the public's funds by verifying the appropriate fare for use of the system through a computerized fare box coupled with a single point of entry into its bus fleet adjacent to the bus operator. Starting in March 2010 with MetroRail service and in January 2014 with Metro Rapid, the agency increased ridership capacity and accessibility with points of entry not monitored by an operator.

Industry best practices include verification of fare payment by one of two methods, "closed system" verification ("passive"), commonly configured and observed as turnstiles prior to boarding the service, or an "open system" with no turnstiles but random checks of passengers by agency employees, "active" enforcement.

Starting in 2011, Capital Metro, introduced an "open" system and hired one fare inspector for MetroRail and has increased the number of inspectors (temporary

employees) to today's current total of five, four inspectors and one supervisor for "active" enforcement on the agencies MetroRail and Metro Rapid services.

The Texas State Legislature, starting in 2003 and amended through 2011 enrolled a law allowing public agencies to set administrative fines for fare evasion that forms the basis for this board resolution.

#### Texas Transportation Code

Sec. 451.0611. ENFORCEMENT OF FARES AND OTHER CHARGES; PENALTIES. (a) A board by resolution may prohibit the use of the public transportation system by a person who fails to possess evidence showing that the appropriate fare for the use of the system has been paid and may establish reasonable and appropriate methods to ensure that persons using the public transportation system pay the appropriate fare for that use.

(b) A board by resolution may provide that a fare for or charge for the use of the public transportation system that is not paid incurs a penalty, not to exceed \$100.

Prior to the current request for board action, "active" enforcement, although initiated by Capital Metro temporary employees, was completed by the agency's part time Austin Police Department officers who issued City of Austin Municipal court citations totally handled in Municipal court. Moving forward with the increase in ridership, efficient use of available resources in house is deemed the best practice. The City of Austin legal department also supports the agency bringing the active enforcement and management of fare evasions in house as in line with the intent of Section 451.0611 of the Texas Transportation Code as outlined above.

**DBE/SBE PARTICIPATION:** Does not apply.

**RESPONSIBLE DEPARTMENT:** Security



**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**RESOLUTION CMTA-2013-68  
Transit-Oriented Development (TOD) Policy**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to strengthen the financial health of the agency, increase ridership in target markets, strengthen community relationships, and play a key role in sustainable development: and

**WHEREAS**, the Capital Metropolitan Transportation Authority board of directors and Capital Metro management recognize the need to promote and implement transit oriented development in appropriate locations and on appropriate properties,

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the attached Transit Oriented Development Policy is adopted as of this date.

**RESULT:**       **ADOPTED [UNANIMOUS]**  
**MOVER:**       John Langmore, Vice Chair  
**SECONDER:**   David Siebold, Board Member  
**AYES:**        Chafetz, Silas, Langmore, Fernandez, Stafford, Siebold, Martinez,  
                  Riley

  
\_\_\_\_\_  
Secretary of the Board  
Frank Fernandez

**Date: August 26, 2013**

# **Transit Oriented Development (TOD) POLICY**

**August 2013**

## ***2013 Strategic Plan Objectives:***

*2.1 Strengthen the Financial Health of the Agency*

*3.1 Increase Ridership in Target Markets*

*3.3 Strengthen Community Relationships*

*4.3 Play a Key Role in Sustainable Development*

## **Goals**

1. Increase transit ridership
2. Generate long-term revenue and optimize value of assets
3. Create & promote equitable mixed-use and mixed-income communities around transit
4. Respond to local community vision and values

## **Strategies for Capital Metro Property**

1. Pursue creation of transit oriented developments on appropriate sites.
2. Build transit facilities to support transit-oriented development. Ensure safe multimodal connectivity with pedestrian and bicycle infrastructure.
3. Ensure that transit-oriented development opportunities are appropriately considered in all acquisitions of new properties, location of new transit facilities, and design of all transit facilities.

## **Strategies for Transit Station/Stop Areas**

1. Establish and maintain partnerships for the development and promotion of plans and policies that encourage appropriate development in transit-rich areas.
2. Encourage transit-supportive development around MetroRail and MetroRapid Stations, and other selected transit facilities.
3. Encourage the creation of safe direct pedestrian and bicycle connections to stations and stops from proximate development.

## Financial Strategies

1. The preferred method of solicitation of partners for transit-oriented development of agency-owned property is a competitive selection process, except in those unique cases where the Board of Directors determines that sole source negotiations would result in more favorable conditions for the agency.
2. Capital Metro has a long term perspective for investments. Although financial performance of alternative deal structures will be evaluated in each case, a long-term ground lease (or other structure that preserves control of land) is generally preferable and should be the default strategy for joint development projects. Alternative deal structures may be preferred if the result is greater financial returns to Capital Metro.
3. Where land sales are pursued as part of a development project, terms of the sale will ensure fulfillment of Capital Metro goals.
4. Because Capital Metro's transit-oriented development generates benefits and revenues for adjacent properties and relevant jurisdictions, opportunities (including partnerships with local jurisdictions) to capture some of that value for Capital Metro's use will be pursued.
5. Evaluation of proposals will include analyses of the following for each proposed project:
  - a. Expected ridership increases and consequent monetary value
  - b. Financial performance in terms of net present value, amount and timing of revenues, and any other relevant factors
  - c. Estimated value of other benefits, including community benefits, with special attention to priorities of the local community/neighborhood
  - d. Increased value of nearby properties and consequent property tax impacts
  - e. Increased sales tax generated by the proposed project, both directly and indirectly
  - f. Transit-supportive design—degree to which the project maximizes transit access and encourages transit use
  - g. Quality of design—proposed project should manifest the highest standards of good urban design and form.

## **Joint Development Project Selection Guidelines**

1. All proposed projects must conform to Capital Metro's Transit Oriented Development Policy, adopted August 26, 2013.
2. Solicitations may take the form of Requests for Expressions of Interest, Requests for Prior Experience, Requests for Qualifications, or Requests for Proposals.
3. Capital Metro retains authority over its transit facilities and services.
4. Capital Metro retains the right of reasonable review and approval for all design and significant components of any project.
5. All projects must meet applicable laws and regulations. Additionally, FTA circulars and other significant guidance should be reviewed and respected in all projects.
6. Projects should be consistent with development guidelines as stated in the Transit Friendly Development Guide.
7. Projects must be consistent with existing and planned public transportation facilities.
8. Projects must be consistent with adopted regional and local community policies and plans.
9. Projects must demonstrate, at a minimum, fair market value for Capital Metro.
10. Selection of projects will be based on those that meet the above criteria and additionally demonstrate:
  - a. Demonstration of environmental sustainability, either through a rating system such as LEED-ND or complete documentation of such sustainability.
  - b. Responsiveness to social equity issues including community needs for affordable housing, good jobs, and/or access to education, health, care, and other services.
11. Projects are encouraged that a) do not require commitment of Capital Metro financial resources, b) minimize the agency's investment and other risks, and c) maximize asset security for Capital Metro
12. Projects are encouraged that obtain funding from other public agencies where needed to create greater economic benefit to Capital Metro.
13. Consistent with Capital Metro procurement policy, projects are encouraged to involve disadvantaged, minority- and women-owned business enterprises.
14. Projects with a residential component are encouraged to provide a range of housing types to meet the needs of a diversity of household income, sizes, and ages particularly if such diversity of housing is not currently provided within walking distance of the transit system.



**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**RESOLUTION CMTA-2014-33  
Revised Service Expansion Policy**

**WHEREAS**, Central Texas continues to grow, rapidly resulting in ever-increasing concerns about traffic congestion, air quality and quality of life that make the need for a regional transit solution critical; and

**WHEREAS**, Capital Metropolitan Transportation Authority is receiving expressions of interest and requests for new and expanded service; and

**WHEREAS**, these requests are coming from local governments that are currently members of Capital Metropolitan Transportation Authority and from local governments that are currently not members; and

**WHEREAS**, Capital Metropolitan Transportation Authority board of directors and Capital Metro management endeavor to grow the service area and customer base; and

**WHEREAS**, Capital Metropolitan Transportation Authority board of directors and Capital Metro management recognize the need to work with non-member jurisdictions within the Austin urbanized area to develop and provide public transportation services including the use of FTA 5307 funding to support such efforts.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the revised service expansion policy as presented is approved for agency use.

**RESULT:** ADOPTED [UNANIMOUS]  
**MOVER:** Norm Chafetz, Board Member  
**SECONDER:** Ann Stafford, Secretary  
**AYES:** Chafetz, Silas, Langmore, Stafford, Mitchell, Siebold, Martinez, Riley

  
Secretary of the Board

Date: April 23, 2014



**Ann Stafford**



## SERVICE EXPANSION POLICY

Issued: June 2008  
Revised: April 2014

Approved by: Board of Directors

### PURPOSE

This policy revises the Capital Metropolitan Transportation Authority (Capital Metro) service expansion policy adopted in June 2008 and defines five approaches for service to jurisdictions within the urbanized area that are not currently served by Capital Metro. The first approach, joining Capital Metro, provides the preferred option for service; however, jurisdictions may not have the capacity to participate through a dedication of 1% local sales tax. For those jurisdictions, the remaining approaches provide options for service and would allow Capital Metro to distribute Section 5307 funds to non-member jurisdictions equitably.

### POLICY

The Capital Metropolitan Transportation Authority (Capital Metro) service expansion policy for jurisdictions within the urbanized area, but outside the service area includes the following five options:

1. **Join Capital Metro:** A municipality, county or part of a county receives voter approval to join the Capital Metro service area and dedicates 1% local sales tax for transit.
2. **Contract for Service:** Service contracts allow Capital Metro to provide service through an interlocal agreement between the jurisdiction and Capital Metro. The jurisdiction pays the cost of service, with a credit given to the jurisdiction for Section 5307 eligible expenses. Jurisdictions that contract for service are eligible to receive Capital Metro service through the most appropriate contract service provider.
3. **Form a Local Government Corporation (LGC):** Capital Metro and one or more jurisdictions may enter into an agreement to form an LGC, whereby the local jurisdiction and Capital Metro would establish a board of directors to oversee transit initiatives in the agreed upon area. Capital Metro would provide Section 5307 funding, while the local jurisdiction would provide local funds, such as general revenue, 4B sales tax or private sector funding.
4. **Become a FTA Sub-Recipient:** Sub-recipients contract directly with a service provider and seek reimbursement for the federal portion of Section 5307 eligible expenses through Capital Metro. Capital Metro maintains responsibility for federal compliance, certifications and related coordination with FTA. Sub-recipients are eligible to receive service through the most appropriate contract service provider.
5. **Become a Direct Recipient:** Direct recipients receive Section 5307 funds directly from FTA for eligible expenses. The recipient is responsible for the management of funds and assumes all responsibility for federal compliance, certifications and local match.

All agreements for service under this policy must be approved by the Capital Metro Board of Directors and must meet the minimum requirements established in the appendices, which provide further guidelines. The appendices are included as reference for procedures only and are not adopted as part of this policy.

Links to Related Forms: Appendix A (HB#823261) and B (HB#823262)

## Capital Metropolitan Transportation Authority Service Expansion Policy

### Appendix A: Guidelines for Service Expansion

To ensure that the service expansion policy is implemented in a manner that achieves regional goals, a program has been developed to provide guidelines to administer Section 5307 funds. Capital Metro is responsible for administering the program, but all projects will receive regional input by the Regional Section 5307 Review Team.

#### Allocation of Funds

Each year, Capital Metro will determine the amount of Section 5307 funds allocated to the region by FTA. As with the FTA Section 5307 apportionment method, Capital Metro will use population, population density, low income population and vehicle revenue miles to determine the amount of funds designated to the Capital Metro service area and to the urbanized area outside of the service area. Once the calculation and resulting figures are approved by the Capital Metro Board, Capital Metro's portion will be subtracted and jurisdictions will be informed of the amount available to the non-member jurisdictions in the Austin UZA.

#### Call for Projects

Following board approval of funding, Capital Metro will then issue a call for projects. The call for projects shall be aligned as closely as possible to the CAMPO Transportation Improvement Plan (TIP) cycle and the FTA funding cycle. Non-member jurisdictions that are currently participating in an agreement for service with Capital Metro will not be required to compete for funding existing service, but the jurisdictions are required to provide the information detailed in the *Applications for Continuing Service* section of these guidelines.

All applications received by Capital Metro will be reviewed by the Regional Section 5307 Review Team. The team will consist of five members, including one person from each of the following organizations: Capital Metro, CAMPO, TxDOT, CARTS and CAPCOG, who will score, rank and consider the most optimum distribution method by which to administer the available funds to the requesting jurisdiction. Recommendations will be provided to the Capital Metro Board for consideration and approval. Following approval by the Capital Metro Board, a program of projects will be submitted to CAMPO for inclusion into the regional Transportation Improvement Program (TIP).

The review process will be based on criteria developed for new service and for continuing service. Applications for new service include jurisdictions that are not currently participating in an agreement for service with Capital Metro, but wish to begin service. Applications for continuing service includes those jurisdictions already participating in an agreement for service with Capital Metro that wish to continue or modify service.

#### Applications for New Service:

Jurisdictions that are not currently participating in an agreement for service, but wish to begin service shall provide Capital Metro with assurances and data that demonstrate there is sufficient support and need for the project. Applications shall include the following:

1. A resolution demonstrating intent of commitment through City Council, Commissioners Court or equivalent policy-making body formal action. The resolution will provide assurances of the following:
  - **Funding Commitment:** The jurisdiction must provide proof of local match for no less than one year of the program.
  - **Community Support:** This formal commitment will ensure that there is sufficient community and stakeholder support for the service.

- **Support of a Regional Fare Structure:** The resolution will include confirmation that the fare structure for the proposed service will be consistent with existing regional fares. All service provided by Capital Metro will use the most current fare structure approved by the Capital Metro Board of Directors.
  - **Acknowledgement of ADA Complementary Paratransit Service Needs:** For local fixed-route projects only, the resolution shall also address the requirement to provide ADA complementary paratransit service. Service providers are required to fulfill any ADA complementary paratransit request from an ADA-qualified passenger for an ADA-eligible trip. For service provided by Capital Metro's paratransit service (MetroAccess), jurisdictions will be required to reimburse Capital Metro for the fully allocated cost per vehicle hour related to MetroAccess service.
2. A three-year (minimum) Transit Development Plan (TDP), which is a plan that identifies transit needs, analyzes service options and financing, and provides recommendations for service. Guidelines for developing a TDP can be found in *Appendix B*.

Capital Metro shall provide technical assistance as needed to develop the TDP. Technical assistance may include service planning, financial planning and capital planning. Capital Metro will also review all TDPs to confirm that the guidelines have been followed and to ensure consistency. FTA Section 5307 funds may be used to support planning efforts for the TDP.

3. Applicants may be asked to provide additional information pursuant to FTA requirements.

**Applications for Continuing Service:**

Jurisdictions that are currently participating in an agreement for service with Capital Metro and wish to continue providing the service, or make adjustments to the service, shall provide an administrative update to the TDP once a year. *Appendix B* contains the guidelines for yearly administrative updates. Projects that meet the requirements and demonstrate achievement of the goals of the TDP should expect to receive continued funding for the program as long as federal funding is available and in the amount that can support continued service.

## Capital Metropolitan Transportation Authority Service Expansion Policy

### Appendix B: Guidelines for the Transit Development Plan (TDP)

Transit development plans provide recommendations for transit service in a jurisdiction. The plan helps to identify the transit service needs of an area that are not being met or that are not sufficiently met by existing services. The TDP also assists in developing and evaluating transit system alternatives and must include a financing plan. All TDPs must be adopted by the local jurisdiction's City Council, Commissioners Court or equivalent policy-making body.

TDPs developed for service expansion with Capital Metro are required to cover at least three years of service and will be updated yearly. Yearly updates will allow Capital Metro staff to evaluate performance of the service based on the measures identified in the TDP and to determine if changes are needed.

Capital Metro shall provide technical assistance as needed to develop the TDP. Technical assistance may include service planning, financial planning and capital planning. Capital Metro will also review all TDPs to confirm that the guidelines have been followed and to ensure consistency. FTA Section 5307 funds may be used to support planning efforts for the TDP.

TDPs developed for service expansion will include:

- Mission and goals
- Documentation of a public participation process
- Review of state and local transportation plans and the relationship to other plans and policies
- Explanation of connections to the regional system and regional goals
- Identification of areas for coordination with other local agencies, local communities and/or private entities
- Explanation of how service will be integrated in a regional intermodal network that increases connectivity, closes gaps and minimizes duplication of service
- Analysis of transit supportive growth patterns
- Analysis of multimodal accommodations that support transit service, such as bicycle and pedestrian facilities
- Estimates of the demand for transit service
- Performance evaluation of any existing service
- Analysis of service alternatives, including the financial impacts of each alternative
- Maps of the areas to be served and types and levels of service
- Three year program of strategies and policies to support the proposed service
- Three year financing plan

Additionally, jurisdictions must develop a monitoring program to track performance of the proposed service. This monitoring program will be included in the TDP document. The monitoring program shall include measures on system performance, quality of service and level of customer satisfaction. The measures shall be based using generally accepted transit performance measures, such as:

- Ridership
- On-time performance
- Passengers per mile
- Number of complaints received from customers
- Call center performance
- Number of accidents
- Number of vehicle breakdowns
- Complementary ADA service missed trips
- Complementary ADA service delays

- Revenue, expenses and cost recovery
- Cost per vehicle mile
- Revenue per passenger and revenue per mile

Yearly updates to the TDP shall be in the form of a progress report and shall include:

- Detailed description of goals achieved
- Analysis of inconsistencies between the TDP and its implementation
- Analysis of service based on performance measures identified in the monitoring program
- Description of any proposed changes to service for the upcoming year
- Revisions to the strategies and policies, if needed
- Revisions to the financial plan

# Service Guidelines and Standards

Revised Summer 2015



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## **INTRODUCTION**

### **Purpose**

The Capital Metropolitan Transportation Authority connects people, jobs and communities by providing quality transportation choices. Service guidelines and standards reflect the goals and objectives of the Authority.

*Capital Metro Strategic Goals:*

- 1) Provide a Great Customer Experience
- 2) Improve Business Practices
- 3) Demonstrate the Value of Public Transportation in an Active Community
- 4) Be a Regional Leader

### **Overview**

Service guidelines provide a framework for the provision, design, and allocation of service. Service guidelines incorporate transit service planning factors including residential and employment density, land use, activity centers, street characteristics, and demographics. Design criteria include defining service attributes such as route directness, span, frequency, stop spacing, and passenger amenities. Service guidelines are to be used with some flexibility.

Service standards include methodology by which services are evaluated in terms of productivity and cost-effectiveness. Schedule reliability, load factors, and ridership performance help identify high and low performing routes. This methodology is to be applied regularly and rigorously. A series of corrective actions may be taken to address specific issues.

### **Update**

Capital Metro staff will conduct a review of service guidelines and standards regularly in anticipation of each Service Plan Update to ensure alignment with goals, objectives, and resource availability. This allows an opportunity to revise content based on recent experience and best practices.

## Service types

Throughout this document, a set of common group names are used to describe similar services. These groups are designed to permit evaluation of a given route relative to the performance of similar routes within the system. This approach avoids the difficulty of comparing routes with fundamentally different designs, purposes, and operating characteristics.

### Service classification:

Core services	Route #’s	
Radial	1-99	Local stop service on primary corridors connecting to downtown Austin
Frequent	7, 300, 325, 331	High-frequency, high-ridership Radial or Crosstown routes
Limited/Flyer	101-199	Limited stop service on primary corridors
Feeder	200-299	Local stop service from low-density areas to connecting services
Crosstown	300-399	Local stop service on primary corridors that bypass downtown Austin
MetroRail	500-599	Limited stop commuter rail service
MetroRapid	800-899	High-frequency, limited stop service on primary corridors
Express	900-999	Long-distance limited stop commuter service
Special services	Route #’s	
MetroAirport	100	Limited stop service from downtown to Austin-Bergstrom Int’l. Airport
Ebus	410-419	Late-night/early morning safe ride service from entertainment district
Rail Connector	460-469	Service between rail stations and areas of employment or activity
Night Owl	480-489	Late night/early morning service on primary corridors
Senior	490-499	Midday service between senior housing and shopping and medical
UT Shuttle	600-699	Local and limited stop services between and within areas with dense UT population and the University of Texas campus

### Services not covered in this document:

- Access-a-Ride - On-demand taxi service for Capital MetroAccess customers
- Rideshare - Carpool and vanpool service for registered customers
- Guaranteed Ride Home - Emergency taxi service for registered customers
- MetroAccess - Demand-responsive paratransit service complementary to fixed-route service provided in accordance with the Americans with Disabilities Act

## **SERVICE GUIDELINES**

This section of the document includes guidelines for service design and allocation at the route and system level. Service guidelines are also utilized for the evaluation of potential service. The following guidelines outline basic concepts of where transit will work most efficiently and effectively when applied generally to the urban environment; however, situational deviations from these guidelines will likely occur when and where analysis and expert consensus deem necessary or logical.

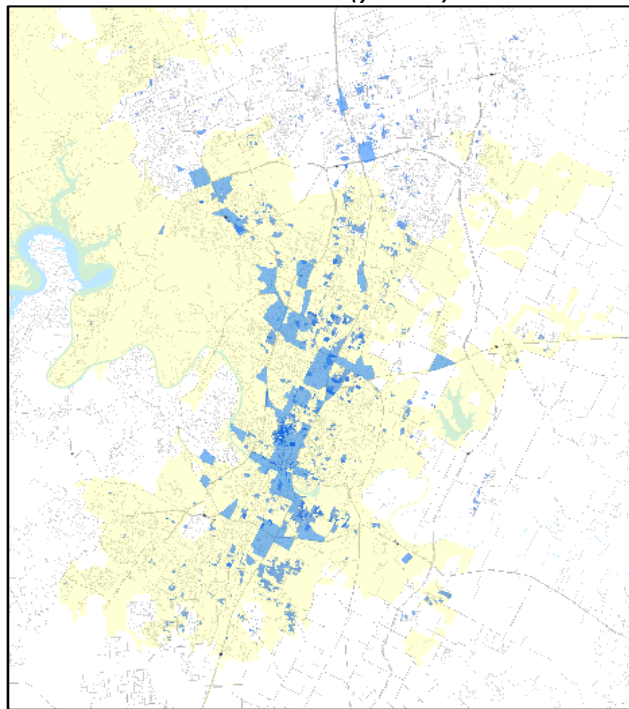
### **Density and service coverage**

Residential and employment density are primary influences on transit demand. Service coverage guidelines reflect industry standards for minimum density needed to support cost-effective transit service.

Contiguous areas of the following densities are deemed transit supportive and should be prioritized for transit service within walking distance ( $\frac{1}{4}$  mile):

- Residential densities of 16 persons per acre or
- Employment densities of 8 employees per acre

*Areas with transit supportive residential and/or employment densities (blue) and Capital Metro Service Area (yellow).*



*(Data from 2010 Census, 2007 CAMPO Employment Data Survey, and 2015 CMTA Service Area)*

## **Land use**

Transit demand is also heavily influenced by land use. Some land use patterns are more transit supportive than others. Mixed use, commercial, institutional, and high-density residential land uses are typically favorable. Low-density residential and industrial land use types are less likely to generate sufficient ridership to maintain cost-effective services.

## **Destinations and activity centers**

Capital Metro should strive to serve multiple destinations. The strongest transit destinations include intense, all-day activity. Activity centers may be suitable for several transit services, depending upon ridership demand. Transit activity centers include major destinations and transit attractions such as large employment sites, educational institutions and universities, significant healthcare institutions and major social service agencies.

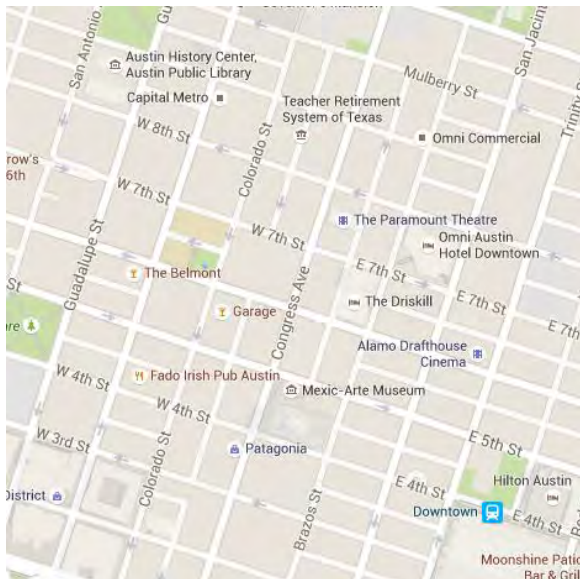
Areas with high residential densities should have direct transit service to appropriate destinations (e.g. Downtown Austin, the University of Texas, Austin Community College campuses, transit centers, and major retail centers).

Commuter services, such as express bus, may be provided between park and ride facilities and major employment or activity centers, such as downtown Austin and the University of Texas. These services should operate primarily on highways with a limited number of stops to minimize travel time. If possible, these routes should take advantage of managed express lanes on highways in order to expedite service.

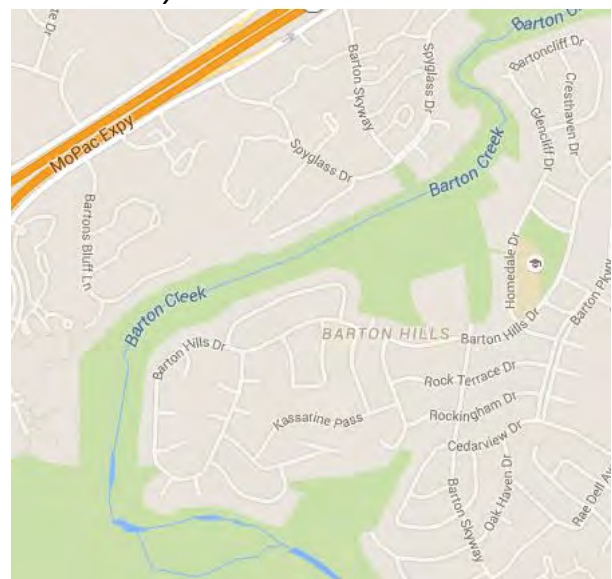
## Street and sidewalk characteristics

Street and sidewalk characteristics are another important consideration, even in areas of high residential and employment density. Areas that have interconnected streets have a higher potential for transit use than areas that have fewer streets or have barriers to movement, like natural features or private property lines. Frontage roads tend to be uncondusive to providing safe and effective transit service due to high vehicle travel speeds and lack of pedestrian safety infrastructure and amenities. Limitations in street network connectivity, poor pedestrian access, physical barriers, or any other conditions may make operating transit unsafe or unfeasible. Capital Metro shall partner with appropriate entities to improve pedestrian and bicycle access to proposed or existing service.

*Well-connected street network*



*Poorly-connected street network*



© 2015 Google

## Demographic and socioeconomic characteristics

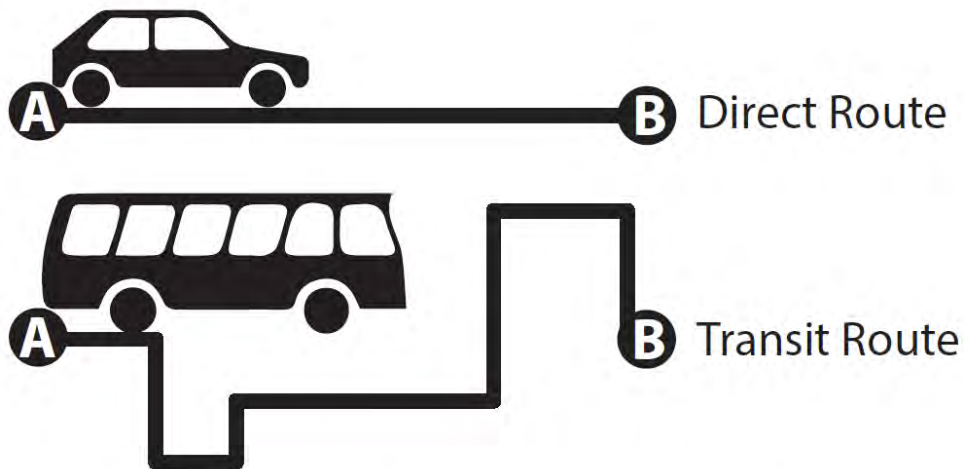
Many Capital Metro riders rely on transit as their lifeline to employment, educational opportunities, medical facilities, shopping, and other activities.

Capital Metro should pay particularly close attention to areas with the following characteristics (see Appendix A for maps depicting these areas):

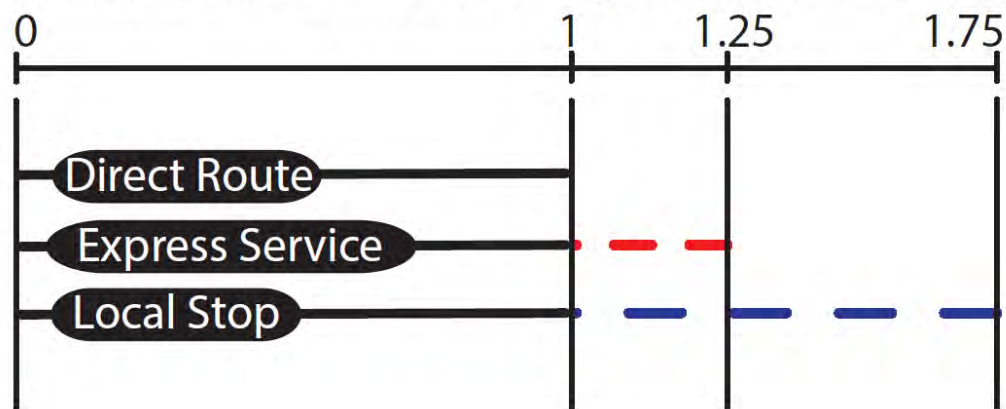
- Households without access to an automobile exceeding 10% of total population
- Elderly population (65 years of age and older) exceeding 10% of total population
- Children/youth population (under 18 years of age) exceeding 25% of total population
- Average household income below 50% of regional median income

## Route directness

Routes should be designed to operate as directly as possible to minimize travel time while maintaining access to key destinations. Bus routes should operate on arterial streets or transit lanes to maximize customer access and minimize impacts to adjacent land uses.



### Maximum Distance Traveled to get from Point A to B:

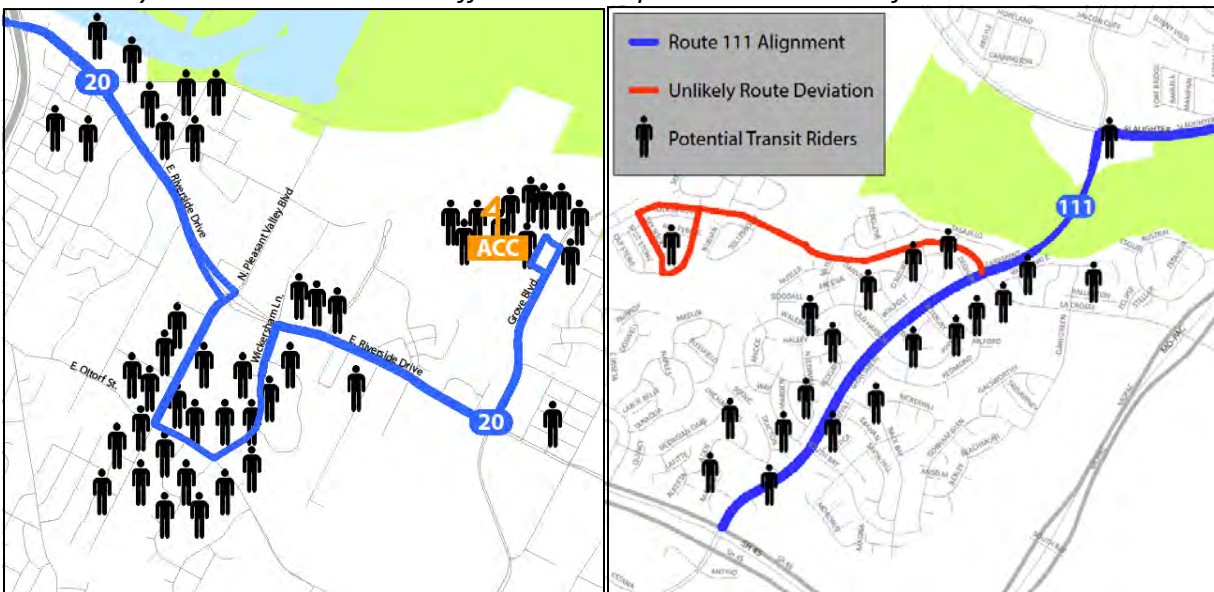


The distance between terminal points for local stop services should not exceed 175% of the shortest possible driving distance by automobile. The distance between terminal points for limited stop services should not exceed 125% of the shortest possible driving distance by automobile. Routes that exceed these guidelines should be evaluated to determine if more direct routings are possible. Some routes may exceed this standard when a selected path provides travel time advantages over a more direct routing.

## Route deviation

Deviations off the primary alignment of a fixed route should be minimized whenever possible. However, routes may deviate off their primary alignment to serve major activity centers or provide coverage to areas with limited access. The additional time necessary for the deviation should not exceed five minutes, or 10% of the one-way travel time of the existing route without deviation. Deviations should result in an overall ridership increase. Routes should also strive to utilize existing transit prioritization infrastructure (e.g. transit-only lanes, corridors with transit signal priority, etc.).

*Ridership supports the route deviation of Route 20 (left), but deviating Route 111 (right) would likely not result in the most efficient and equitable allocation of transit resources.*

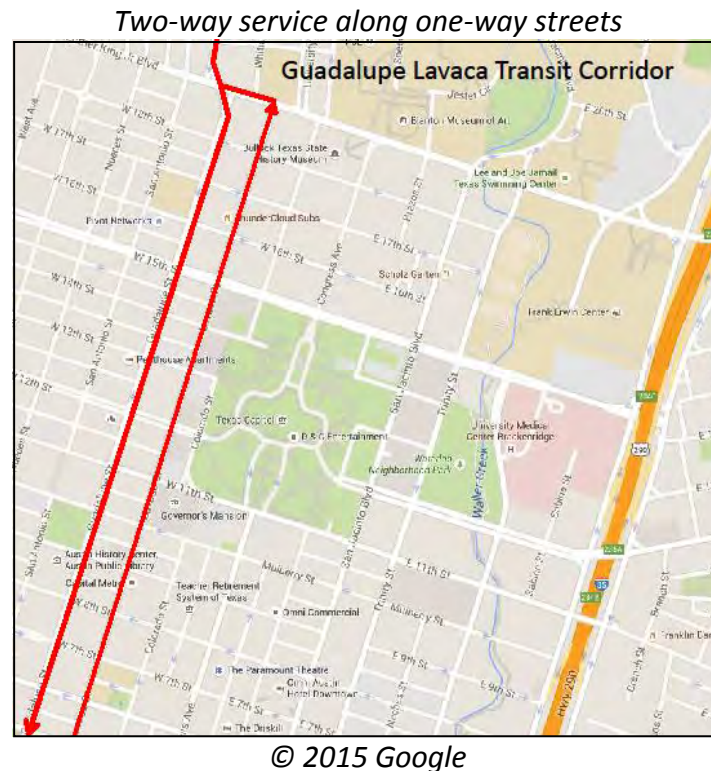


© 2015 Capital Metro Service Planning



## Two-way service

Services should be designed to operate in two directions on the same street whenever possible in order to minimize passenger confusion and maximize service effectiveness. However, due to one-way street configurations, it may be necessary to operate a route on parallel streets. In such cases, efforts should be made to allow no more than a two block separation.



## Branching and short-turns

Routes should branch no more than once when serving areas of lower ridership potential. Vehicles along the trunk portion of the route should alternate branches. Branch portions of routes are subject to meeting all service guidelines such as minimum frequency and directness.

Routes may also include up to one short-turn, where some vehicles travel the entire length of the route and others turn around at a selected point. This treatment will be considered when routes experience a significant drop in demand at a certain point.



## Route spacing

Parallel routes operating closely together have the potential to split service demand. Appropriate route spacing requires a tradeoff between walking distance and service frequency. The guideline for route spacing in areas outside downtown Austin is  $\frac{1}{2}$  mile. Special conditions may exist that require routes to operate within closer proximity such as terrain or barriers.

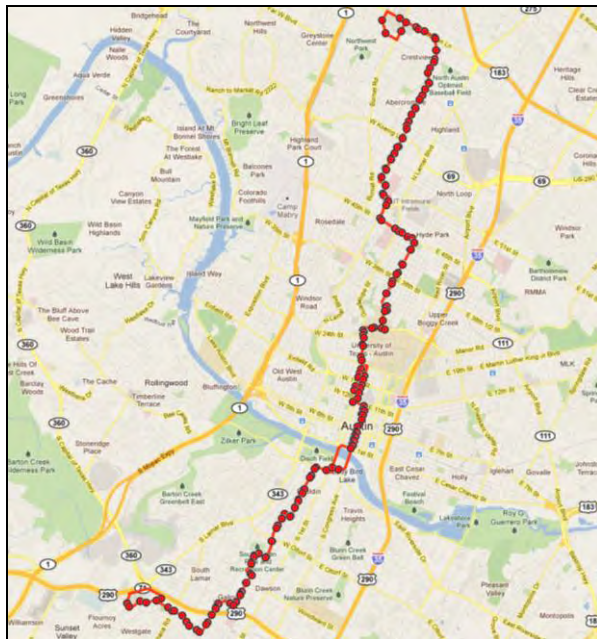
## Route length

Routes should be the appropriate length to maximize ridership potential and minimize operational issues. Two routes serving different parts of the service area with a shared terminus, such as downtown Austin or a transit center may be linked together as one route in order to operate more cost-effectively. The two routes involved should be listed as a single route.

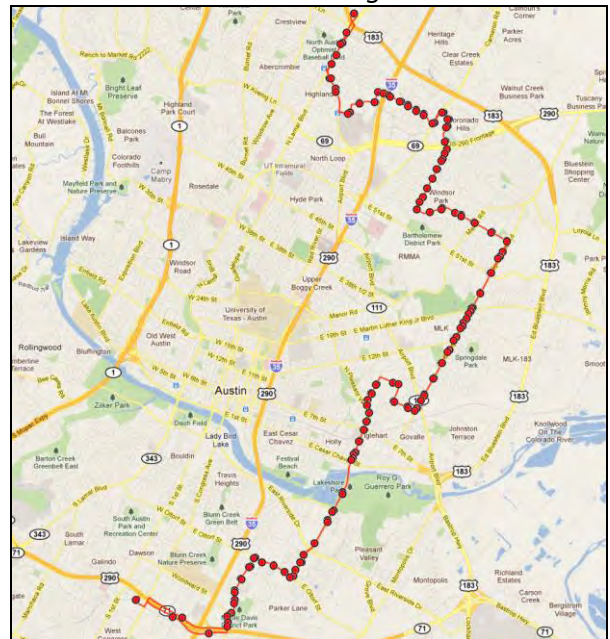
## Route terminals

Designated route terminals shall ideally be considered at transit facilities, park and ride facilities, or activity centers. When such a facility does not exist, locations shall be reviewed for consideration based on safety, security, operator restroom availability, and impacts on adjacent land uses.

*Radial routes linked in Downtown Austin*



*Crosstown route terminating at transit centers*



© 2011 Google

## Service span

Service span refers to the hours that service is available. Service span guidelines vary by route type. Routes with high ridership activity may operate over a broader span of service.

*Desired minimum service span:*

Route type	Weekday	Saturday	Sunday
Radial	6am – 10pm	7am – 10pm	8am – 8pm
Frequent	6am – 10pm	6am-10pm	7am-9pm
Limited/Flyer	6am – 8am, 5pm – 7pm	Based on demand	Based on demand
Feeder	7am – 8pm	Based on demand	Based on demand
Crosstown	6am – 10pm	7am – 9pm	8am – 8pm
MetroRail	6am – 6pm	4pm – 11pm	N/A
MetroRapid	5am – Midnight	6am – Midnight	7am – Midnight
Express	6am – 8am, 4pm – 6pm	N/A	N/A
MetroAirport	6am - 11pm	6am - 11pm	8am – 11pm
Night Owl	Tu.-Fri. 12am – 3am	12am – 3am	12am – 3am
UT Shuttle	7am – 11pm	N/A	2pm – 11pm

## Service frequency

Service frequency has a major influence on transit ridership. Frequent service is costly to provide but is valued by regular and occasional customers.

Due to the expense of providing frequent service, frequency is based upon existing or potential demand, translating into variations in frequency throughout the day. Clock headways (frequency intervals of 15, 20, 30, 40, or 60 minutes) are preferred as they are easier for passengers to remember and can help facilitate better transfer connections between routes.

*Desired minimum frequencies:*

Route type	Weekday			Saturday	Sunday
	Peak	Midday	Night		
Radial	30	60	60	60	60
Frequent	15	15	20	30	30
Limited/Flyer	20	-	Based on demand	Based on demand	Based on demand
Feeder	40	60	Based on demand	Based on demand	Based on demand
Crosstown	30	60	60	60	60
MetroRail	40	60	-	40	-
MetroRapid	15	15	20	30	30
Express	20	-	-	-	-
MetroAirport	30	30	30	30	30
Night Owl	N/A	N/A	60	60	60
UT Shuttle	20	20	40	-	60

Other special routes (e.g. Senior, Rail Connector, and Ebus) will be provided based on demand.

## Bus stop spacing

Bus stop spacing is based on several factors including customer convenience, ridership demand, and service type.

Customer convenience involves a tradeoff between proximity to stops and bus travel time. Closely spaced stops reduce customer walking distance but result in slower bus speeds. Few stops spaced further apart increase walking distance but result in faster, more reliable service.

Sufficient ridership demand is necessary to support the investment of stops. Specific service types such as limited stop, rapid, and express require increased stop spacing to maintain higher speeds, while radial and crosstown services have frequent stops to maximize ridership potential and convenient access to local activity centers and/or residences.

Recommended minimum distance between bus stops:

<i>Area type:</i>	<i>Ideal stop spacing range (min-max):</i>
Regular local stops in Downtown or on arterial streets	800 – 1,600 feet
Suburban and other low-density areas	1,200 – 2,500 feet

Stops serving downtown Austin or major activity centers should be spaced more than 800 feet apart. For reference, the average block size in downtown Austin ranges between 350 and 450 feet, so this essentially means a bus stop may occur every other block for local stop services. Regular local stops on arterial streets should be spaced every 800-1,200 feet. In suburban and other low-density areas, stops may be spaced over 1,200 feet apart.

## Bus stop placement

Bus stop placement involves a balance of customer safety, accessibility, and operational efficiency. All stops should be fully accessible with a concrete landing and access to sidewalk or pathway. Bus stops should be compatible with adjacent land use and minimize adverse impacts on the built and natural environment.

Bus stops should optimally be placed at intersections to maximize pedestrian safety; however, infrastructure considerations that can affect bus stop placement may include: right-of-way availability, cost of installation and maintenance, potential future changes to stop location, City, County, State or Federal laws and regulations, or other operational reasons.

Near-side and far-side stops are generally preferred over mid-block stops. Specific ridership generators may determine the placement of a bus stop.

Near-side stops allow passengers to board and alight closer to intersection crosswalks, which may facilitate better transfers. Near-side stops also eliminate the potential of alighting passengers waiting through a red light.

Far-side stops are preferred at intersections in which buses make left turns and intersections with a high volume of right turning vehicles. Far-side stops are also preferred on corridors with transit signal priority. Far-side stops encourage pedestrians to cross behind the bus.

Mid-block stops should be considered when pedestrian crosswalks are present. If pedestrian crossings are not present, Capital Metro will work with appropriate entities to address the potential of installing treatments like flashing pedestrian beacons to accommodate this issue. Mid-block stops may be the only option at major intersections with dedicated turn lanes.

Infrastructure considerations for bus stop placement include lighting, topography, and roadside constraints such as driveways, trees, poles, fire hydrants, etc.

### **Bus stop amenities**

Bus stop amenities improve customer comfort, convenience, and safety. They also have the potential to increase ridership. Bus stop improvements should promote system-wide equity.

Bus stops generating at least 50 daily boardings qualify for a shelter. Shelters may be considered for stops with at least 25 daily boardings provided that it meets at least 3 of the following criteria:

- Adjacent major activity/employment centers
- Adjacent hospitals or social service agencies
- Adjacent apartments with 250+ units
- Adjacent schools
- Route intersections
- Service frequency greater than 30 minutes

Bus stops generating at least 15 boardings per weekday qualify for a bench. All bus stops with shelters or benches should also have a litter container. Other stops may have a litter container installed upon request.

Bike racks may be installed at stops in areas of high demand or in concert with other local entities.

Circumstances that might preclude installation of amenities at a stop meeting threshold warrant are as follows:

- Amenities would threaten pedestrian or operational safety
- Adequate right-of-way is not available
- Regulations enforced by City, County, State, or Federal government
- Service to the location is subject to potential changes
- Installation and maintenance costs are excessive
- Other circumstances that would negatively impact operations or service

Bus stop signage should contain route name, number, direction and destination, Capital Metro customer service phone number, and website address. Detailed schedule and route information should be provided at major boarding locations and transfer points. All signage should also contain the unique bus stop ID number and instructions about how to look up real-time information pertaining to buses that serve that particular stop using the mobile app, texting functions, or the online trip planner.

### **MetroRapid Stations vs. Bus Stops:**

MetroRapid transit station amenities include:

- Cantilever transit shelter with MetroRapid branding
- Real time arrival display
- Aluminum seating and lean bars
- MetroRapid specific route maps for routes departing from station

In general, MetroRapid stops should be placed on the far-side of the intersection to accommodate transit signal priority, which is outfitted on all MetroRapid buses to date.

When possible, nearby bus stops can be consolidated to MetroRapid stations in order to make best use of the existing infrastructure and also improve customer convenience.

### **Transit Centers and Park & Rides:**

In order to accommodate travel in peripheral, usually more suburban or rural areas, Capital Metro has followed the strategy of developing park and ride facilities, with the intention of attracting commuters within a five mile radius to use our transit services. Capital Metro provides transit services to 14 existing park-and-ride facilities in the region. Small park-and-ride facilities (under 200 spaces) are related to rural or outlying suburban communities with flexible bus service or MetroExpress. Mid-size facilities (200-400 spaces) are related to closer-in urban and suburban locales with MetroExpress, MetroRapid, and/or several fixed-bus routes. The large commuter parking lots (400+ spaces) are related to suburban activity centers with

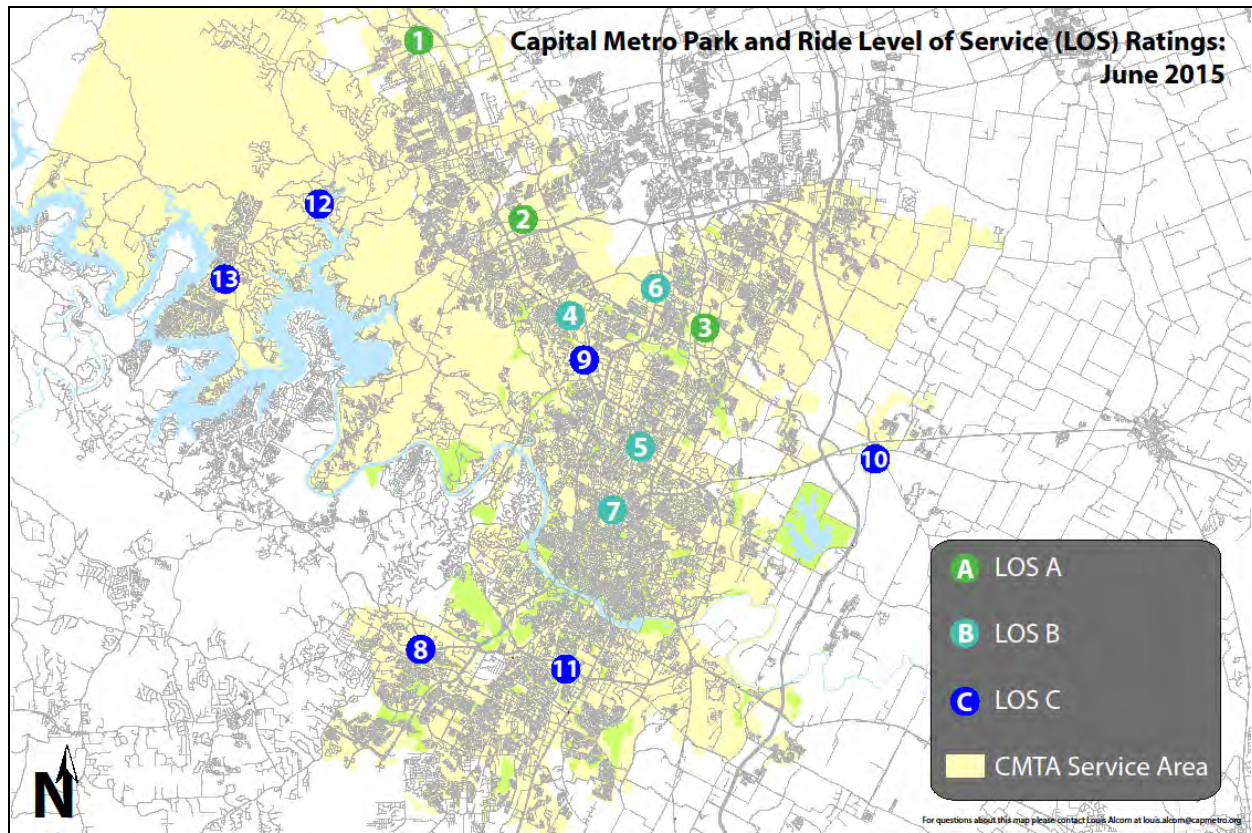
MetroExpress and several fixed-bus routes or related to suburban residential areas with MetroRail and multi-modal bus services.

Level of Service (LOS) classifications help to generate rough order-of-magnitude cost estimates for future park-and-rides. LOS classifications were determined in direct relation to park-and-ride lot capacity. For the following classifications, amenities incorporated into transit facilities should be directed to meet safety, security, comfort, and convenience needs. (*Reference Appendix B for the following documented in tabular form*):

- **LOS A:** A park-and-ride lot with 400 or more parking stalls. This facility may serve different modes, such as bus, light rail, or commuter rail. Amenities consist of an enclosed climate-controlled facility from 1,250 square feet to 1,800 square feet in size, security personnel or facility attendants, water fountains, vending equipment, information kiosks, single use restroom for attendant and operators, extensive lighting, landscaping to enhanced surroundings, signage and graphics, and additional seating areas with shelters/canopies at bus positions.
- **LOS B:** A park-and-ride lot with 200-400 parking stalls that generally serves one mode of transportation (bus) or varying route types (feeder and express routes). Amenities include an enhanced shelter (lighting, heating/ventilation and windscreen protections, and integrated seating for 12 or more customers and additional seating areas outside sheltered areas. Security at these facilities could incorporate an on-site security officer, but in most cases emergency services are provided on an on-call basis and with frequent facility site surveillance. An emergency call box, lighting for parking areas, and enhanced lighting at bus loading and unloading areas could be incorporated to enhance security. A facility with this parking capacity could require more than one bus position. Landscaping and other site enhancements are limited. Other amenities may include call boxes, vending machines located outside the sheltered area, and system and route information.
- **LOS C:** A park-and-ride lot with up to 200 parking stalls. In most cases, these facilities are served by one express route and generally transfer activity is limited or non-existent. Amenities consist of one or two canopies with integrated benches. Additional seating areas can be implemented, if required. Landscape enhancements are minimal. Newspaper racks and other publications racks are the extent of the vending equipment/concessions serving these facilities. Public telephones and system information are also provided.



#	Park and Ride Facility	Level of Service (LOS)	Parking Capacity	Opening Year
1	Leander Station	A	619	2007
2	Lakeline Station	A	485	2004
3	Tech Ridge Park-and-Ride	A	476	2006
4	Pavilion Park-and-Ride	B	348	1992
5	North Lamar Transit Center (NLTC)	B	268	1986
6	Howard Station	B	200	n/a
7	Triangle Park-and-Ride	B	200	2005
8	Oak Hill Park-and-Ride	C	181	n/a
9	Great Hills Park-and-Ride	C	127	2011
10	Manor Park-and-Ride	C	70	2011
11	South Congress Transit Center (SCTC)	C	32	2008
12	Lago Vista Park-and-Ride	C	16	Over 15 years ago
13	Jonestown Park-and-Ride	C	13	Over 15 years ago



Capital Metro conducts vehicle count surveys at its park-and-ride facilities to determine occupancy levels, identify trends, and assess future needs. The seasonal surveys typically take place during one week in the fall (September – November) and one week in the spring (March – April). The time of year is chosen based on transit industry standards to target “normal” travel periods, excluding non-holiday months, winter weather months, and summer vacation months. The survey methodology typically involves two or more days of vehicle counts during the chosen week to produce an average occupancy. As a result the two seasonal averages are produced each year to help identify trends. Once a facility reaches the industry standard average occupancy range (70-85%), plans for expansion are developed in accordance with the following policies.

#### Park & Ride Planning Policies:

##### *Existing Facility Policies*

1. Capital Metro will conduct bi-annual (fall and spring) seasonal surveys for each park-and-ride facility’s occupancy in order to track overall utilization.
2. Capital Metro will investigate future expansion options for any park-and-ride facility has achieved 80% occupancy for three consecutive seasonal surveys.
3. Capital Metro will investigate potential solutions to improve utilization for any park-and-ride facility that has less than 60% occupancy for three years in a row.
4. Capital Metro will investigate potential re-use or redevelopment of any park-and-ride facility that has less than 40% occupancy for five years in a row.
5. Capital Metro will evaluate the utilization of existing park-and-ride facilities every five years during its Service Plan update process.

##### *Future Facility Policies*

1. Capital Metro will consider potential future park-and-ride facilities every five years during its Service Plan update process.
2. Capital Metro will evaluate the costs and benefits of future park-and-ride facilities, including user benefits and ridership impacts, proposed along a high-capacity transit corridor during the corridor-level study, environmental review process or through an independent planning process.
3. Capital Metro will coordinate with affected jurisdictions on proposed park-and-ride facilities during the corridor-level study, environmental review process or independent planning process.
4. Capital Metro will coordinate with other regional transportation providers for input on purpose and need, goals and objectives, and financial resources necessary to construct and service future park-and-ride facilities. These providers may include City of Austin, Capital Area Metropolitan Planning Organization (CAMPO), Central Texas Regional Mobility Authority (CTRMA), Texas Department of Transportation (TXDOT), and Capital Area Rural Transportation System (CARTS).



## **SERVICE STANDARDS**

Capital Metro strives to allocate resources equitably and efficiently. Service standards describe the methodology by which services are evaluated and modified. Routes and schedules should be evaluated tri-annually following each service period. Evaluation criteria include schedule reliability, load factors, ridership productivity, and cost effectiveness.

### **Schedule reliability**

On-time performance is a critical measure of the quality and reliability of services. Buses are considered on-time if they depart a designated timepoint between 0 seconds earlier or 6 minutes later than scheduled.

Buses should never depart a timepoint ahead of schedule unless operators are given explicit permission to do so. Permission to depart early should only be provided for destination stops on limited stop or Express services during peak travel hours.

Under normal circumstances, system-wide on-time performance should exceed 90% at end of line locations, and 75% at timepoints along the route. Services that fall below the guideline should be examined to determine the factors behind schedule adherence problems, which may include running time problems, traffic conditions, construction, or other issues.

### **Load factors**

Load factors reflect the ratio of passengers to total seated capacity. Load factors vary by route type and time of day. Consistent overcrowding on buses may indicate the need for improved frequency or increased capacity. Load factors should not exceed the following thresholds:

Maximum load factor standards

Route type	Peak hours	Off-peak hours
Radial	140%	120%
Crosstown	140%	120%
Frequent	140%	120%
Limited	140%	120%
Feeder	140%	120%
Express/Flyer	100%	100%
MetroRail	140%	120%
UT Shuttle	140%	120%
MetroRapid	140%	120%

## Ridership productivity and cost-effectiveness

Productivity standards are used to evaluate ridership and cost-effectiveness of each route. Routes are assessed by type, allowing comparison with peer services. Ridership data is collected by on-board automatic passenger counters present on nearly 100% of Capital Metro's bus services.

All service types are evaluated based on the average number of riders per revenue hour. Direct, commuter-based services such as Express and MetroRail may also be evaluated based on the average number of riders per trip, as route and passenger trip length may vary significantly.

In order to generate a relative comparison metric, a rating is generated by comparing average riders per revenue hour on each individual route to a cumulative value of average riders per revenue hour indexed by service type. Routes performing below 66% (lowest-performing routes) are classified as probationary and require corrective action. At the opposite end of the scale, ratings above 133% (highest-performing routes) may indicate the demand for additional service or capacity.

The table below is an example of ridership productivity ratings for a specific route type:

		Riders per revenue hour		Operating Cost Per Passenger
Route	Riders	Average	Rating	\$/boarding
300 Govalle	5,813	37.3	143%	\$3.52
311 Stassney	1,205	27.9	107%	\$4.98
320 St. John's	2,620	26.9	103%	\$4.51
323 Anderson	1,044	17.5	67%	\$6.90
325 Ohlen	1,674	28.5	109%	\$4.54
331 Oltorf	2,649	34.0	130%	\$4.00
333 William Cannon	1,576	19.3	74%	\$6.69
338 Lamar/45th	827	16.8	64%	\$6.96
350 Airport Blvd.	2,317	26.5	102%	\$4.82
383 Research	1,526	17.9	69%	\$6.69
392 Braker	458	12.9	50%	\$10.11
All crosstown routes	21,709	26.1	-	Average: \$5.79

In addition to peer service comparison, all non-special services should exceed the following minimum thresholds for route productivity:

- Weekdays: 15 riders per service hour
- Weekends: 12 riders per service hour

Cost-effectiveness indicators measure the operating cost per passenger. Passenger subsidy and operating cost per passenger boarding for each route should be calculated and assessed each service period.

### **Potential corrective actions**

Poor-performing services failing to meet minimum productivity standards may be considered for a series of potential corrective actions, including schedule adjustments, route modifications, or elimination.

Schedule adjustments including frequency and service span reductions can improve productivity and cost effectiveness with minimal negative impacts.

Route modifications can help improve productivity and cost effectiveness in many cases. Ridership should be closely examined at the stop level to identify unproductive segments or service gaps. Route extensions or minor realignments may improve access to destinations. Route consolidations or short-turns may reduce duplicative or excess service.

Service elimination may be considered if ridership is consistently underperforming with minimal likelihood for sufficient future growth. All alternative means of maintaining service should be considered before proposing elimination. Elimination does not preclude restoration of service at a later time; however, proven ridership demand must exist before such a step is considered.

Service alternatives may be considered in low-density areas with moderate ridership potential. Demand-responsive service may carry a small passenger market more cost-effectively than traditional fixed-route bus service. Vanpool may be a suitable alternative for feeder or connector service. Park and ride facilities at peripheral transit centers or hubs may be the only cost effective solution to serving lower-density areas with fixed-route transit infrastructure.

### **New and altered services**

The evaluation of new service proposals will take place as proposals are received or needs identified. Ridership and cost projections for new and altered services should be prepared whenever service changes are proposed. New services should meet minimum standards within one year. Staff may make fine-tuning adjustments during this period. New services are implemented on a trial basis, with the length of the trial period determined at the time of implementation.

## **Service change process**

Service changes allow an opportunity to modify existing route alignments, schedules, bus stops, and facilities. New services are also developed through this process. Service changes occur tri-annually to coincide with University of Texas and Austin ISD calendars. Typically, major changes are implemented in August and minor changes are implemented in January and June.

The service change process spans 6-9 months from initial planning to implementation. Each route is reviewed 6 months after implementation.

### **Proposal development**

- Service analysis
- Initial concepts
- Review of customer and operator input
- Concept refinement and cost estimates
- Title VI and ADA review
- Initial proposals
- Community outreach (riders, general public, advisory committees, etc.)
- Public meetings
- Proposal revisions

### **Board process**

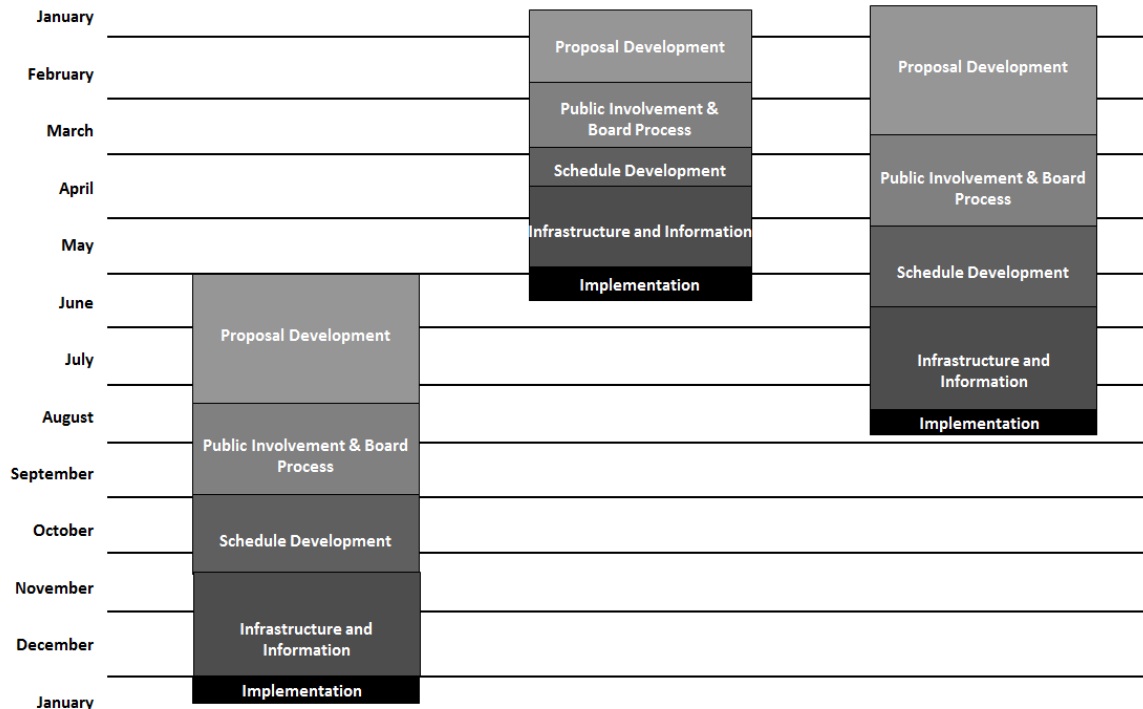
- Board committee review
- Public hearing
- Final recommendations
- Board decision

### **Implementation preparation**

- Schedule development
- Operator work assignments
- Marketing and communication materials
- Capital upgrades (vehicles, facilities, stops, etc.)
- Information technology updates

### **Implementation**

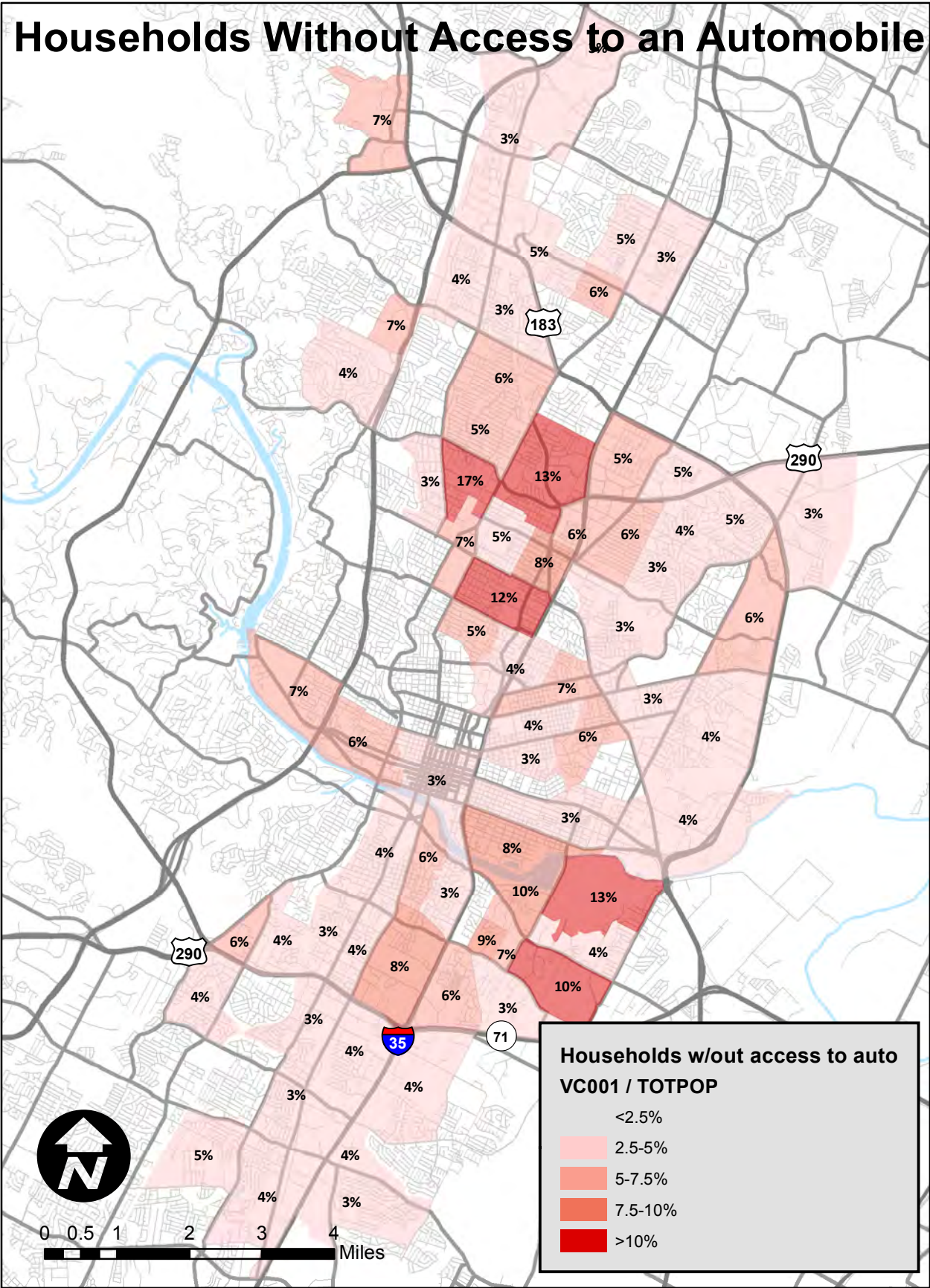
## Capital Metro Service Change Timelines



### RESOURCES

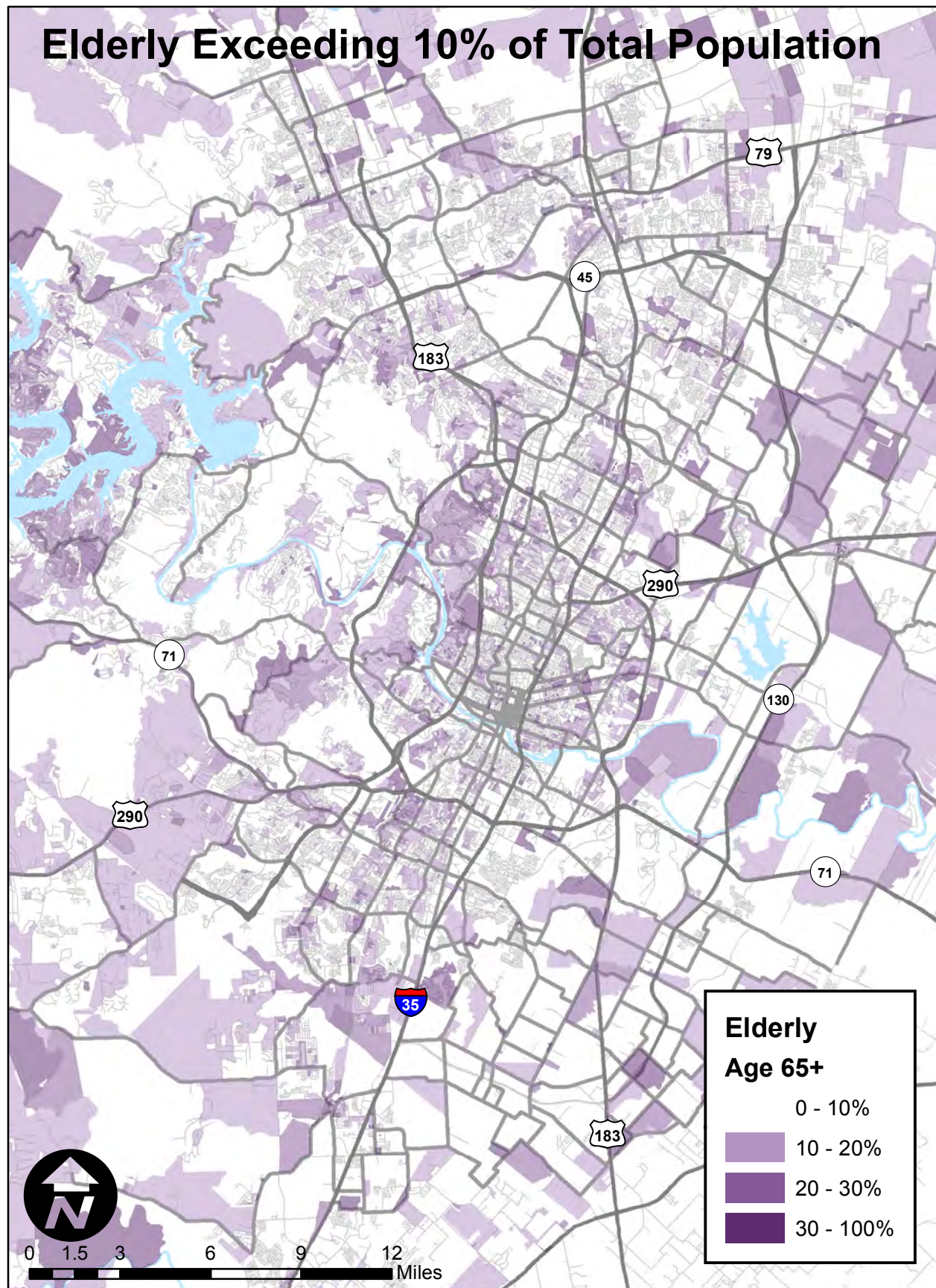
AC Transit Board Policy No. 550: Service Standards and Design Policy  
 Capital Metro Park-And-Ride Assessment Report (April 2015)  
 Capital Metro ServicePlan2020  
 Capital Metro Transit-Ready Development Guide  
 Capital Metro Service Guidelines and Standards – Revised November 2011  
 Central Ohio Transit Authority – Standards for Service Design  
 King County Metro – Service and Facility Guidelines (2013 Update)  
 Miami-Dade Transit – Service Standards  
 Regional Transportation District (Denver) – Service Standards  
 San Diego Metropolitan Transit System Policies and Procedures (June 2013)  
 Spokane Transit – Service Design Standards  
 TCRP Report 100 – Transit Capacity and Quality of Service Manual  
 TCRP Report 19 – Guidelines for the Location and Design of Bus Stops  
 Tri-Met – Bus Stop Guidelines  
 TriMet’s Service Guidelines Framework (Adopted: January 2014)  
 Victoria Transport Policy Institute – Land Use impacts

Appendix A1

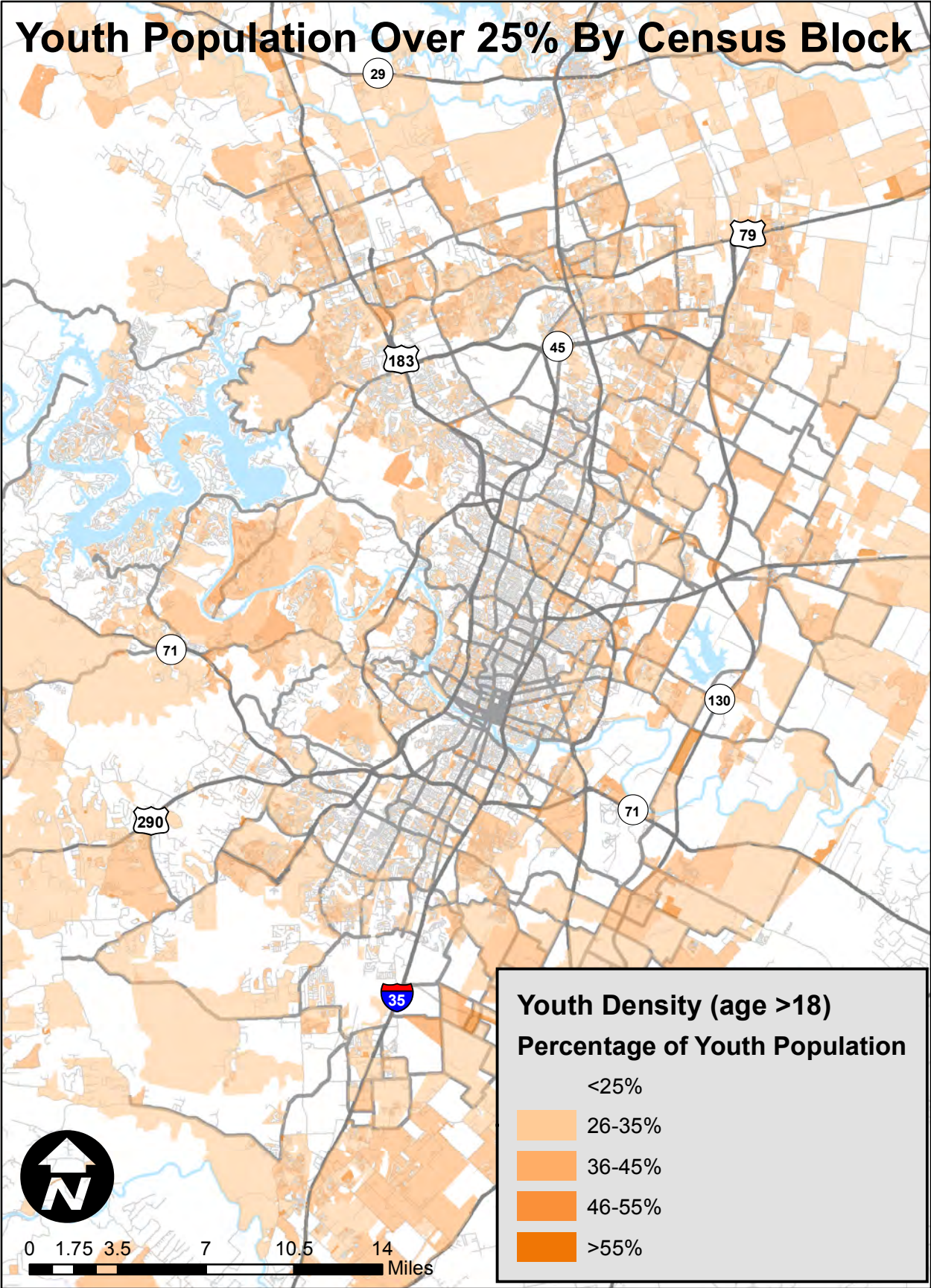




## Appendix A2

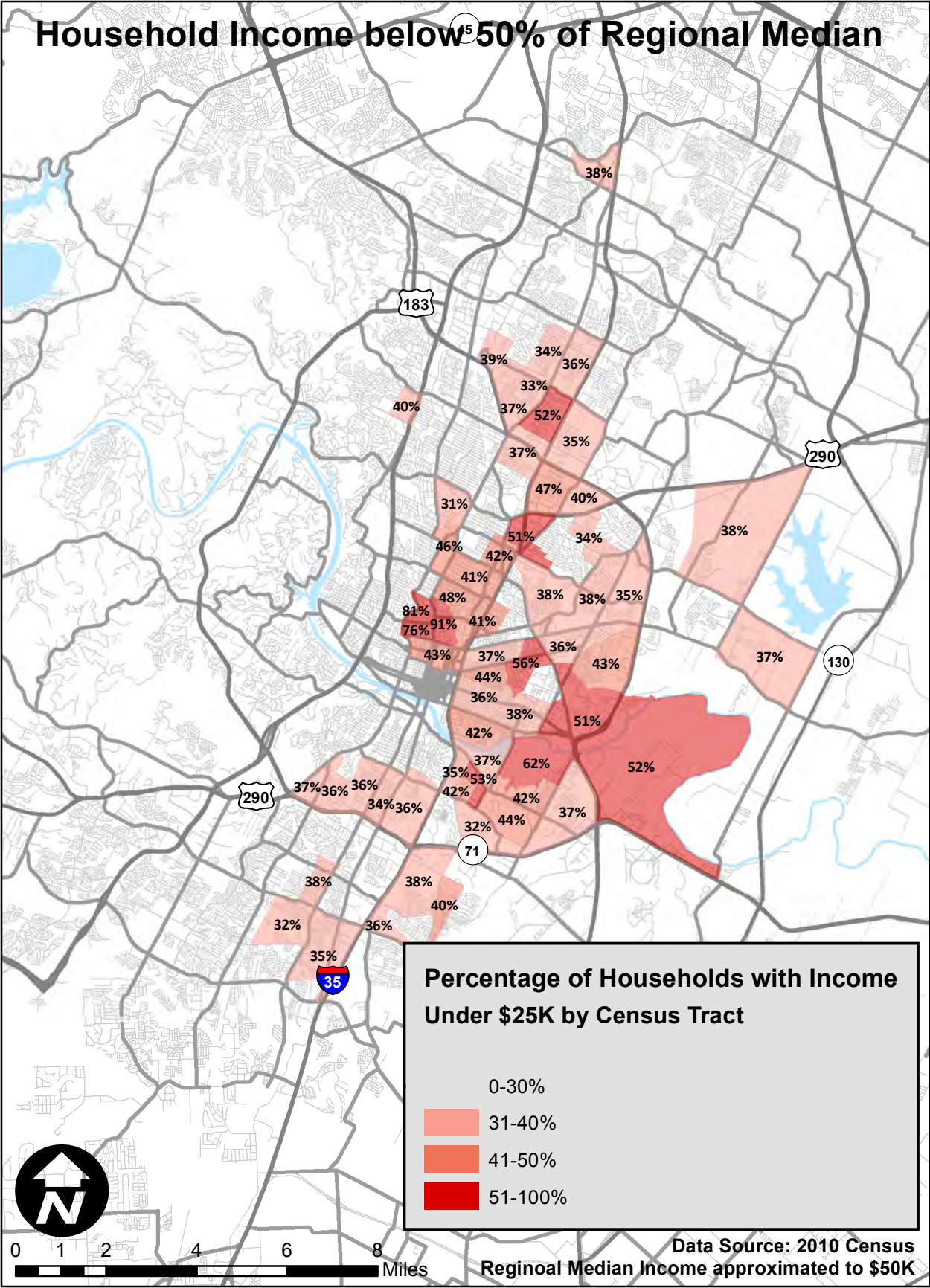








Appendix A4



# Appendix B1

Level of Service Rating	# of Parking Stalls	Modes	Customer Shelter Type	Type of Landscaping	Security Personnel or Facility Attendants	Single use restroom for attendant	Additional Seating areas with attendant	Information and operators	On-call security officer	Newspaper racks and other publications racks	System and Route Information	Emergency call box							
LOS A	400 +	Bus, Light rail, commuter rail, etc.	May include an enclosed climate-controlled facility. Enhanced shelter with lighting, heating/ventilation and windscreen protections, and integrated seating for 12 or more customers	Enhanced landscaping and site amenities	Present throughout facility	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LOS B	200-400	Bus (varying route types)	Enhanced shelter with lighting, heating/ventilation and windscreen protections, and integrated seating for 12 or more customers	Limited landscaping and site enhancements	Present in parking and bus loading areas			X			X	X	X	X	X	X	X	X	X
LOS C	< 200	Bus (typically express only)	1-2 canopies with integrated benches	Minimal landscaping and site enhancements	Not present											X	X		



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-585

**Agenda Date:** 9/26/2022

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President & CEO Monthly Update



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-644

**Agenda Date:** 11/21/2022

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Memo: Update on ETOD Planning Initiative (November 4, 2022)

To: Capital Metro Board of Directors

From: Sharmila Mukherjee, Executive Vice-President, Planning & Development

Date: November 4, 2022

SUBJECT: Update on the Equitable Transit-Oriented Development project

The purpose of this memo is to provide an update on the Equitable Transit-Oriented Development (ETOD) effort led by CapMetro developed strategies to leverage transit investments for sustainable and equitable growth along the high-capacity transit corridors. Over the past 18 months, CapMetro has collaborated with the City of Austin (City), Austin Transit Partnership (ATP), the Project Connect Community Advisory Committee (CAC), and the community to identify project goals, strategies, and policies that will inform the project deliverables.

The project has now reached a significant project milestone: the City's draft ETOD Policy Plan, a key deliverable from our partnership work, is now available for the community to [access online](#).

Once final, the draft ETOD Policy Plan will lay the framework for context-sensitive and station-specific planning along the Project Connect system, a heightened level of detail and planning over work done to date. To support the ETOD Policy Plan, which is required to respond to City Council direction, CapMetro completed a [Case Study Memo](#), [Interactive Conditions Analysis Dashboard](#), and is nearing completion on a ETOD Policy Toolkit and an updated ETOD Priority Tool (links to which will be available in the coming weeks) to replace our [2016 TOD tool](#).

The ETOD Final Report, to be completed in early 2023, will summarize these various deliverables and how they work together, as well as steps to further the TOD work in partnership with our partners who are ultimately responsible for land-use decisions.

CapMetro's deliverables will guide the creation of detailed station-area plans on CapMetro-owned properties in the future, as well as be a basis for all TOD planning, generally, in partnership with ATP and the City. The next phase of the project, to begin after the City's Policy Plan is finalized, will produce Station Area Vision Plans for two pilot TOD light rail stations. The Station Area Vision Plans will set priorities for land uses and area characteristics within a half mile of each station (which is a ½ mile radius or 10-minute walk from the station).

### Next Steps:

- November 2022: Complete Policy Toolkit and Priority Tool Dashboard
- November 2022: Release of ETOD Policy Plan draft by City of Austin's Housing and Planning Department
- November 2022: CapMetro Board Memo
- December 2022: City Council action approving ETOD Policy Plan
- 2023: draft ETOD Study Final Report released
- 2023: CapMetro Board Briefing
- 2023: ETOD Study Final Report completed
- 2023: Begin Phase 4: Station Area Vision Plans



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-657

**Agenda Date:** 11/21/2022

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Memo: September 2021 Service Change Equity Analysis (Routes 18, 217, 335) (November 15, 2022)

TO: Capital Metro Board of Directors

FROM: Sharmila Mukherjee, Executive Vice-President, Planning & Development

DATE: November 15, 2022

SUBJECT: September 2021 Service Change Equity Analysis

### **Summary**

In response to the ongoing labor and vehicle shortages, Capital Metro reduced service levels on 17 routes in September 2021. Most of the service reductions were on weekends. Because three of these service changes qualify as a major service change and have been in place for more than a year, a Service Change Equity Analysis was required to be completed. These changes subject to an Equity Analysis were on Routes 18, 217, & 335 where weekday frequency was reduced to every 30 minutes from every 15 minutes in addition to weekend frequency reductions.

CapMetro has completed the Service Change Equity Analysis and no disparate impact or disproportionate burden was identified. These changes are not disproportionately borne by minority or low-income populations. Staff will ask the Board of Directors to formally acknowledge this analysis when the June 2023 service changes are presented to the board in March 2023.

These three questions and answers are intended to provide direct clarity as part of the summary; additional information regarding the analysis is contained below.

Board Member questions regarding this summary and analysis overview can be provided to Ed Easton (Ed.Easton@capmetro.org) who will work with the appropriate staff to respond or schedule a briefing.

### *Why wasn't this analysis conducted when the changes were implemented?*

At the time of implementation in September 2021, staff believed these changes wouldn't last for more than a year and therefore a service equity analysis was not required due to the emergency nature of the changes. The service reductions have been in place for more than a year and an analysis is required.

### *Why is the analysis being provided to the board more than a year after the service reductions?*

The analysis was conducted at the one-year anniversary of the service change as required. Since CapMetro strives to conduct accurate and informative service equity analysis, the analysis was submitted to the FTA for their review. CapMetro has not received any comments from the FTA, so the analysis is being distributed now.

*When will service levels be restored?*

Staff understands the board and our customers desire to have all service restored. CapMetro, alongside many industries that operate large fleets of vehicles, continues to work through existing labor (especially mechanic) and vehicle part shortages; this impacts our ability to operate our scheduled service each day. CapMetro cannot consider restoring service until these issues are stabilized.



## **Overview of Service Change Equity Analysis for Routes 18, 217, & 335**

### **Background**

In August 2021, CapMetro attempted to restore almost the service that was reduced in response to the pandemic. The exception was commuter bus service as these customers had not returned to the workplace. This service restoration occurred at the same time as labor and vehicle part shortages blossomed into a crisis. CapMetro was unable to operate 10% or more of its service each day creating unreliable and frustrating service for our customers.

CapMetro quickly understood that service would need to be reduced to better match the availability of labor and vehicles. In September 2021, CapMetro implemented an emergency service change that reduced frequency on 17 routes. Most of the frequency reductions are on the weekends. Routes 18, 217, & 335 had their frequency reduced from every 15 minutes to every 30 minutes each day due to low ridership. These three changes qualify as a major service change and require a service equity analysis since the reductions remain in place due to continued labor and vehicle supply issues.

### **Analysis**

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for Routes 18, 217, & 335 were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software<sup>1</sup>. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden.

No disparate impact or disproportionate burden was identified. These changes are not disproportionately borne by minority or low-income populations.

### **Disparate Impact (Minority)**

No Disparate Impact was identified. The impacts of the service reduction are almost equally born by minority and non-minority populations.

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<sup>1</sup> Remix Transit Title VI methodology can be found at <https://help.remix.com/en/articles/1439215-remix-101-using-the-remix-title-vi-engine>

Route 18 Martin Luther King

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	226,096,175	161,947,100
<b>Before</b>	397,242,675	281,529,900
<b>Percent Change</b>	-43.1%	-42.5%
<b>Percentage Point Difference</b>	0.61%	

Route 217 Montopolis Feeder

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	1,411,280	9,118,335
<b>Before</b>	2,220,490	14,297,240
<b>Percent Change</b>	-36.4%	-36.2%
<b>Percentage Point Difference</b>	0.22%	

Route 335 35<sup>th</sup> / 38<sup>th</sup> Street

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	174,466,400	82,321,030
<b>Before</b>	305,046,400	143,961,030
<b>Percent Change</b>	-42.8	-42.8%
<b>Percentage Point Difference</b>	-0.01%	

Disproportionate Burden (Low-Income)

No Disproportionate Burden was identified. The impacts of the service reduction are almost equally born by low-income and non-low-income populations.

Route 18 Martin Luther King

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	322,701,940	65,341,335
<b>Before</b>	564,833,986	113,938,589
<b>Percent Change</b>	-42.9%	-42.7%
<b>Percentage Point Difference</b>	0.22%	

Route 217 Montopolis Feeder

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	8,038,690	2,490,945
<b>Before</b>	12,688,475	3,829,255
<b>Percent Change</b>	-36.6%	-34.9%
<b>Percentage Point Difference</b>	1.7%	

Route 335 35<sup>th</sup> / 38<sup>th</sup> Street

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	200,036,016	56,751,414
<b>Before</b>	349,763,538	99,243,892
<b>Percent Change</b>	-42.8%	-42.8%
<b>Percentage Point Difference</b>	0.0%	



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-638

**Agenda Date:** 11/21/2022

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Memo: October Board Follow-up (November 15, 2022)

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.