



Agenda - Final revised

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, April 22, 2024

12:00 PM

Rosa Parks Boardroom

Any items marked with * have been revised or added.

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing:

III. Public Comment:

IV. Advisory Committee Updates:

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

V. Board Committee Updates:

1. Operations, Planning and Safety Committee
2. Finance, Audit and Administration Committee
3. CAMPO update
4. Austin Transit Partnership Update

VI. Consent Items:

1. Approval of minutes from the March 18, 2024 public hearing and March 25, 2024 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Jamail & Smith Construction LP to renovate 7,749 square feet of office space at 1705 Guadalupe, Austin, TX 78701 for \$1,574,920 plus 20% contingency for a total amount not-to-exceed \$1,889,904.

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with MTM, Inc. (formerly Ride Right, LLC) for operation of the North Demand Response Operation that will extend the contract for three additional months from October 1 to December 31, 2024, in a total amount not to exceed \$1,602,430.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of an electric utility easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of placing, constructing, reconstructing, installing, operating, repairing, maintaining, inspecting, replacing, upgrading or removing electric distribution and electric telecommunications lines and systems to serve the battery electric bus charging infrastructure as set forth in the easement, which, after final construction, shall be limited to an area extending five feet on all sides of the actual installed location of the facilities/improvements.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a drainage easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of directing offsite stormwater through CapMetro property. The easement will allow the city of Austin to access, install, construct, operate, use, maintain, repair, modify, upgrade, monitor, inspect, replace, make connections with, remove, and decommission the facilities which include drainage channels, drainage conveyance structures, and detention and water quality controls with all associated roads, gates, bridges, culverts, erosion control structures, and other appurtenances. CapMetro will be responsible for the ongoing operations and maintenance of the stormwater infrastructure.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a restrictive covenant to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of creating an Integrated Pest Management plan for an onsite stormwater treatment pond with biofiltration.
7. Approval of a resolution authorizing the President & CEO, or her designee, to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$442,231, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.
8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to the property management agreement with CIM TX Management, LLC for property management services for 3100 E. 5th Street, Austin, Texas to extend the agreement through December 31, 2024, for a total amount not to exceed of \$217,500, plus related pass-through building expenses.

VII. Action Items:

1. Ratification of the Board’s prior approval, at its meeting on March 25, 2024, of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with M.A. Smith Contracting Company, Inc. for construction of the Expo Center Park and Ride for \$17,318,834, plus \$3,463,767 representing 20% contingency for a total amount not to exceed \$20,782,602.
2. Approval of a resolution authorizing the President & CEO, or her designee, to implement the August 2024 Service Changes.

Memo: August 2024 Service Changes Board Update (April 15, 2024)

Memo: August 2024 Service Changes (March 14, 2024)

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Purchase and Sale Agreement for the purchase of a 1.79-acre tract of land located at 2401 East Slaughter Lane, Austin, TX 78744, together with certain off-site drainage and slope easements and any rights appurtenant thereto, from Austin Goodnight Ranch, L.P., for the future Goodnight Ranch Park and Ride, in an amount not to exceed \$2,000,000 plus closing costs.

VIII. Report:

1. President & CEO Monthly Update

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

Texas Government Code Chapter 551, Sections 551.076 and 551.089 for deliberation regarding security devices or security audits, including the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices, and Section 551.071 for consultation with an attorney regarding related legal issues; also

* Section 551.071, for consultation with an attorney regarding pending or contemplated litigation or settlement offers.

X. Memo:

Note: Memo is for information only. Will not be discussed at meeting.

- *1. Memo: Board Follow Up on Customer Payments for CapMetro Access and Pickup (April 19, 2024)

XI. Items for Future Discussion:

XII. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, April 10, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Lawrence Deeter, Edna Parra, Paul Phalen, Marcella Wood.

Committee Members: David Foster, Betsy Greenberg, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – Motion to approve by Diana Wheeler / 2nd by Betsy Greenberg – passes unanimously.

Public Communications

David Shapiro shares concerns over certain bus stop designs regarding pedestrian and bicyclist interaction. Lawrence Deeter explains how right-of-way constraints can affect pedestrian and bicyclist interaction at bus stops.

Fangda Lu shares that there is a mis-ordered stop on Route 315.

Rail Safety Update

Paul Phalen, Manager of Rail Safety and Compliance

Paul Phalen overviews CapMetro's rail network, safety management systems, and CapMetro's relationship with the FRA in terms of safety compliance.

David Foster asks about FTA and/or FRA regulations surrounding rollingstock collisions, and **Paul Phalen** explains how CapMetro strives for compliance with the FRA.

David Foster asks about possible designs for grade separation of the crossing at North Lamar Boulevard, and **Paul Phalen** explains certain constraints when it comes to rail operations.

Ephraim Taylor asks what considerations the rail safety team is making for future light rail, and **Paul Phalen** explains that there are different regulations for light rail, and that there learning lessons from other agencies in the state that have already implemented light rail.

Fangda Lu asks if departing trains from the Downtown Station platforms can be marked as such online. Paul Phalen explains the naming structure for tracks and platforms.

Proposed August 2024 Service Change

Lawrence Deeter, Manager of Systems Development

Lawrence Deeter overviews the Proposed August 2024 Service Change, which includes combining Routes 640 and 641 and adjusting certain Pickup zones.

Ephraim Taylor asks if the proposed Route 640 runs only in one direction, and **Lawrence Deeter** confirms that it is planned to run clockwise.

Ephraim Taylor asks if CapMetro plans to keep the route operational through future Summers, as the route will serve a higher proportion of graduate students, and **Lawrence Deeter** says that staff is evaluating that possibility.

David Foster says he likes the proposed Route 640 due to its simplicity, and **Lawrence Deeter** explains that was a main selling-point of the specific proposed configuration.

Meeting adjourned at 7:11 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, April 3, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Tawaun Cole, Lawrence Deeter, Louise Friedlander, Martin Kareithi, Julie Lampkin, Chris Mojica, Sara Sanford, Randy Slaughter, Edna Parra.

Supporting Staff: Emma, Nick Milum, Raul Vela, Christopher Westbrook.

Committee Members: Audrea Diaz, John McNabb, Mike Gorse, Paul Hunt, Otmar Foehner, Glenda Born

Guests: CBS Austin, Sheryl Hunt.

Meeting called to order at 5:33 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes – John McNabb / 2nd by Mike Gorse – passes unanimously

Public Communications

Otmar Foehner expresses concerns about the safety of Tech Ridge Park and Ride in the early hours of the morning, and **Louise Friedlander** says that she'll follow up with him about the issue.

Glenda Born shares that operators of Access vehicles are not always providing the appropriate service level for riders, and **Julie Lampkin** and **Sara Sanford** explain training opportunities with operators.

Paul Hunt submits a comment on Sheryl Hunt's behalf, explaining issues that she's having with lift services on Access vehicles.

Proposed August 2024 Service Change

Lawrence Deeter, Manager of Systems Development

Lawrence Deeter overviews the Proposed August 2024 Service Change, which includes combining Routes 640 and 641 and adjusting certain Pickup zones.

John McNabb asks if other large cities have services similar to Pickup, and **Lawrence Deeter** explains that there are dozens of other cities that provide similar "microtransit" services.

Audrea Diaz asks about the possibilities of the E-Bus service returning, and Lawrence Deeter explains that the Night Owl Service has generally taken the place of the E-Bus service.

Paul Hunt asks if the Silver Springs Apartments near Tech Ridge Blvd and I-35 will be included in the Pickup zone changes, and what the policy is for Pickup vehicles entering apartment complexes.

Julie Lampkin explains that Pickup vehicles should not be entering apartment complexes unless the trip is booked as a trip where the rider would require assistance.

Mike Gorse asks about how Pickup operators would be able to enter apartment complexes, and **Julie Lampkin** explains that a customer would have to provide that information in the notes when booking a trip.

Lawrence Deeter confirms that Silver Springs Apartments will be included in the expansion of the Dessau Pickup zone.

Spare Progress Update

Julie Lampkin, Director of Demand Response

Julie Lampkin gives an update on Spare implementation, overviewing the platform, reviewing key performance indicators since launch, and acknowledging current challenges that staff are working on resolving.

Otmar Foehner asks about requirements for individual phone numbers for registering separate Spare accounts, and **Nick Milum** explains that phone numbers are unique identifiers for Spare accounts, of which the system is built upon, and would be difficult to change. **Sara Sanford** explains that CapMetro staff can add a secondary phone number that can be reached out to when needed.

Audrea Diaz explains that the Spare app sees significant user interface lag during peak times of service. **Nick Milum** explains that the Spare team is working to improve user experience and fix bugs consistently.

Paul Hunt suggests that CapMetro look at allowing a rider to split the payment of a ride for a companion.

Paul Hunt shares some difficulties operators are facing with starting trips with Spare, and **Julie Lampkin** explains that the issue is being worked on by Spare staff and an interim fix is being put in place by Dispatch Supervisors.

Committee members share various problems they've encountered with scheduling trips, receiving notifications, and more.

Accessible Wayfinding Technology Update

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi gives an update on the Accessible Wayfinding Technology pilot, including the plan to create a participatory advisory committee.

Meeting adjourned at 7:09 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)

Capital Metropolitan Transportation Authority

Public Safety Advisory Committee (PSAC)

Friday, March 29, 2024

11:30 PM

Virtual Presentation

CapMetro Employees: Jeremy Benoit, Peter Breton, Nina Loehr, Edna Parra, Eric Robins, Joseph Rose, Vaishnavi Tiwari.

Committee Members: Adam Powell, Lauren Taylor, Christian Shelmire, Christian Tschoepe, Monica Sanchez, Luis Osta Lugo, Sheena Walter.

Guests: Gretchen Flatau.

Meeting called to order at 11:36 AM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – Motion to approve by Luis Osta Lugo / 2nd by Lauren Taylor – passes unanimously.

Public Communications

Public Safety Program Update

Eric Robins, Chief Administrator

Eric Robins gives an update on the Public Safety Program, including an overview of the timeline and budget.

Monica Sanchez asks if the budget includes money for lighting at bus stops. **Eric Robins** explains that lighting for bus stops does not fall under the Public Safety budget, and that he will get back to her with more details.

Policy Development Update

Nina Loehr, Program Manager

Nina Loehr overviews the policy development process for Transit Police Department policies, including the tentative timeline.

Christian Shelmire asks what the most difficult part of getting TCOLE certified is. **Eric Robins** says that getting board approval was the hardest, and now the team is looking to get all the TCOLE required items, such as a facility, policies, and dispatch in line.

Luis Osta Lugo asks about comparing to Houston or Dallas transit police departments in terms of policy development and best practices. Eric Robins explains that CapMetro staff is working with VIA, DART, METRO, and other police departments to find and implement best practices.

Subcommittee Update

Edna Parra, Community Engagement and Involvement Manager

Peter Breton, Community Engagement Coordinator

Edna Parra and **Peter Breton** overview the current and upcoming subcommittee topics and dates.

Subcommittee Debrief Discussion

Facilitated by the Staff Liaison

Committee Members and CapMetro staff recap the most recent subcommittee meeting and discuss potential improvements to be made to the process.

Meeting adjourned at 12:42 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1141

Agenda Date: 4/22/2024

Approval of minutes from the March 18, 2024 public hearing and March 25, 2024 board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 18, 2024

12:00 PM

Rosa Parks Boardroom

Public Hearing on the Proposed Summer 2024 Service Changes

I. Call to Order

12:04 p.m. Meeting Called to Order

II. Presentation:

Proposed Summer 2024 Service Changes

III. Public Comment:

Zenobia Joseph and Pedro Hernandez, Jr. provided public comments.

IV. Adjournment

12:31 p.m. Meeting Adjourned

ADA Compliance

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BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 25, 2024

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:00 p.m. Meeting Called to Order

Present:	Travillion, Pool, Harriss, Vela, Bangle, and Ellis
Absent:	Stratton, and Ross

II. Safety Briefing:

III. Public Comment:

Bill McCamley, Roberto Gonzalez, Jennifer Govea, Katheryn Cromwell, Matthew Mejia, Arly Alexander, Lawrence Deeter, Christina Child, James Robert, Emma Martinez, Christina Ly, Edna Yang, Mattie Mitchell, Wayne Krause Yang, Nathan Kinsman, Jake Boone, Grace Kinsey, and Zenobia Joseph provided public comments this month.

IV. Recognition:

These two recognitions were moved to later in the meeting and were taken up following Action Item #4.

1. Dottie Watkins
2. Everitt Pink

V. Advisory Committee Updates:

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

VI. Board Committee Updates:

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

3. CAMPO update
4. Austin Transit Partnership Update

VII. Consent Items:

A motion was made by Board Member Harriss, seconded by Board Member Bangle, to approve the Consent Agenda. The motion carried by the following vote:

Aye: Travillion, Pool, Harriss, Vela, Bangle, and Ellis

1. Approval of minutes from the February 14, 2024 special board meeting and February 26, 2024 board meeting.
2. Approval of a resolution appointing Sheena Walter to the Public Safety Advisory Committee.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute two lease amendments with 3423 Holdings LLC and 3423 Circle S, LLC for 93,242 rentable square feet of land storage space at 7415 Circle S Road, Austin, Travis County, TX 78745 for up to four, three-month terms for a total amount not to exceed of \$212,072.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of an electric utility easement to the City of Austin on CapMetro-owned property located at 2910 and 3100 E. 5th Street, Austin, Texas 78702, for the purpose of placing, constructing, reconstructing, installing, operating, repairing, maintaining, inspecting, replacing, upgrading or removing electric distribution and electric telecommunications lines and systems to serve the battery electric bus charging infrastructure as set forth in the easement, which, after final construction, shall be limited to an area extending five feet on all sides of the actual installed location of the facilities/improvements.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Converjint Technologies. Inc. for maintenance and repair services by an Embedded Technician - Physical Security Technology for facility camera and access control systems for an amount not to exceed \$490,960.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with AT&T Wireless for Telecommunication Services for five (5) years in an amount of \$1,250,000, plus \$400,000 in contingency, for a total not to exceed amount of \$1,650,000.
7. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an agreement with Railroad Partners, Inc (RPI) for usage of 27 miles of track on the west end of the Llano line for a period through December 31, 2029.

VIII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to implement the Summer 2024 Service Changes.

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

Aye: Travillion, Pool, Harriss, Vela, Bangle, and Ellis

Memo: Proposed Summer 2024 Service Changes (March 22, 2024)

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Bright Horizons Family Solutions, LLC for the management of the Childcare and Learning Center operations for one base year for a total contract amount of \$597,090.

The board voted 6-0 (Pool motion, Vela second) to move this item earlier on the agenda. It was taken up immediately following Public Comments.

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

Aye: Travillion, Pool, Vela, and Ellis

Nay: Harriss, and Bangle

Memo: Childcare Center Contract and Childcare Benefits (March 21, 2024)

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with M.A. Smith Contracting Company, Inc. for construction of the Expo Center Park and Ride for \$17,318,834, plus \$3,463,767 representing 20% contingency for a total amount not to exceed \$20,782,602.

A vote on this item was taken but no clear motion to approve (or second) was made prior, so the board will ratify action on this item at the April 22, 2024 board meeting.

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Hatch Associates Consultants, Inc. for rail operations consulting and technical support services for a three (3) year base period with up to five (5) option periods for a twelve (12) month duration in a total amount not to exceed \$6,573,004.

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

Aye: Travillion, Pool, Harriss, Vela, Bangle, and Ellis

IX. Discussion Items:

1. Ridership and Planning Process Overview Presentation

X. Report:

1. President & CEO Monthly Update

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

Executive Session was postponed until a later date.

Texas Government Code Chapter 551, Sections 551.076 and 551.089 for deliberation regarding security devices or security audits, including the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices, and Section 551.071 for consultation with an attorney regarding related legal issues.

XII. Items for Future Discussion:**XIII. Adjournment**

2:47 p.m. Meeting Adjourned

ADA Compliance

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BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Board of Directors

Item #: AI-2023-922

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Jamail & Smith Construction LP to renovate 7,749 square feet of office space at 1705 Guadalupe, Austin, TX 78701 for \$1,574,920 plus 20% contingency for a total amount not-to-exceed \$1,889,904.

FISCAL IMPACT:

Funding for this action is available in the FY2024 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: The renovation of this proposed condo-structured Level 1 purchase will replace an existing lease space to improve the CapMetro end-user experience by moving out of an aging building to provide a pleasant public interface for ticket sales, lost & found services, and improved community engagement in a transit accessible location. This also supports CapMetro employees by providing a better working environment with fewer building-related issues.

BUSINESS CASE: The CapMetro Transit Store is currently located at 209 West 9th Street in Austin’s Central Business District (CBD). The Transit Store is on a month-to-month lease and this renovated 1705 Guadalupe Level 1 space will replace the currently occupied space. This space will primarily be used for the Transit Store but will also provide a long-term Community Engagement space in the CBD.

COMMITTEE RECOMMENDATION: This item will be presented and recommended for approval by the Board on April 22, 2024.

EXECUTIVE SUMMARY: CapMetro is seeking a new Transit Store to improve its ability to service its customers efficiently and effectively without the current sub-par facility conditions that exist in the older building where the Transit Store is located today. The renovation of this owned space on the ground level at 1705 Guadalupe will improve the overall end-user experience in a transit acceptable location at the north end of the Austin business district. This new Transit Store will be in owned space which is preferred over the current leased option.

DBE/SBE PARTICIPATION: A 15% SBE goal was assigned to this project. The Contractor has committed to 22.21% goal.

PROCUREMENT: CapMetro will utilize the BuyBoard cooperative, Contract No. 728-24, held by Jamail and Smith Construction to provide Job Order Contracting Services, for construction of the CapMetro Transit Store at 1705 Guadalupe Street, Austin, Texas.

BuyBoard awarded contracts are made available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using BuyBoard contracts satisfy otherwise applicable competitive bidding requirements.

Pricing for the construction of the CapMetro Transit Store was determined to be fair and reasonable by the BuyBoard cooperative during its solicitation and award process. Additionally, a cost analysis was completed using a second non-responsive BuyBoard bid. The term of the Contract is ninety (90) days from notice to proceed. The lump sum contract price is as follows with 20% contingency:

DESCRIPTION	LUMP SUM
Construction of CapMetro Transit Store at 1705 Guadalupe Street	\$1,574,920.00
20% Contingency:	\$314,984.00
Total Board Approval Amount:	\$1,889,904.00

The Contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Facilities Management

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-922

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to protect the safety of all employees and Capital Metro assets and provide all city, state and federal code requirements; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide for the environmental needs of the workforce, and the environmental needs of the patrons utilizing the public areas of the facilities.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors

that the President & CEO, or his designee, is authorized to finalize and execute a contract with Jamial & Smith Construction LP to renovate 7,749 square feet of office space at 1705 Guadalupe, Austin, TX 78701 for \$1,574,920 plus 20% contingency for a total amount not-to-exceed \$1,889,904.

Secretary of the Board
Becki Ross

Date: _____

CapMetro

1705 Guadalupe Street, 1st Floor
Master Unit 1
Construction Contract

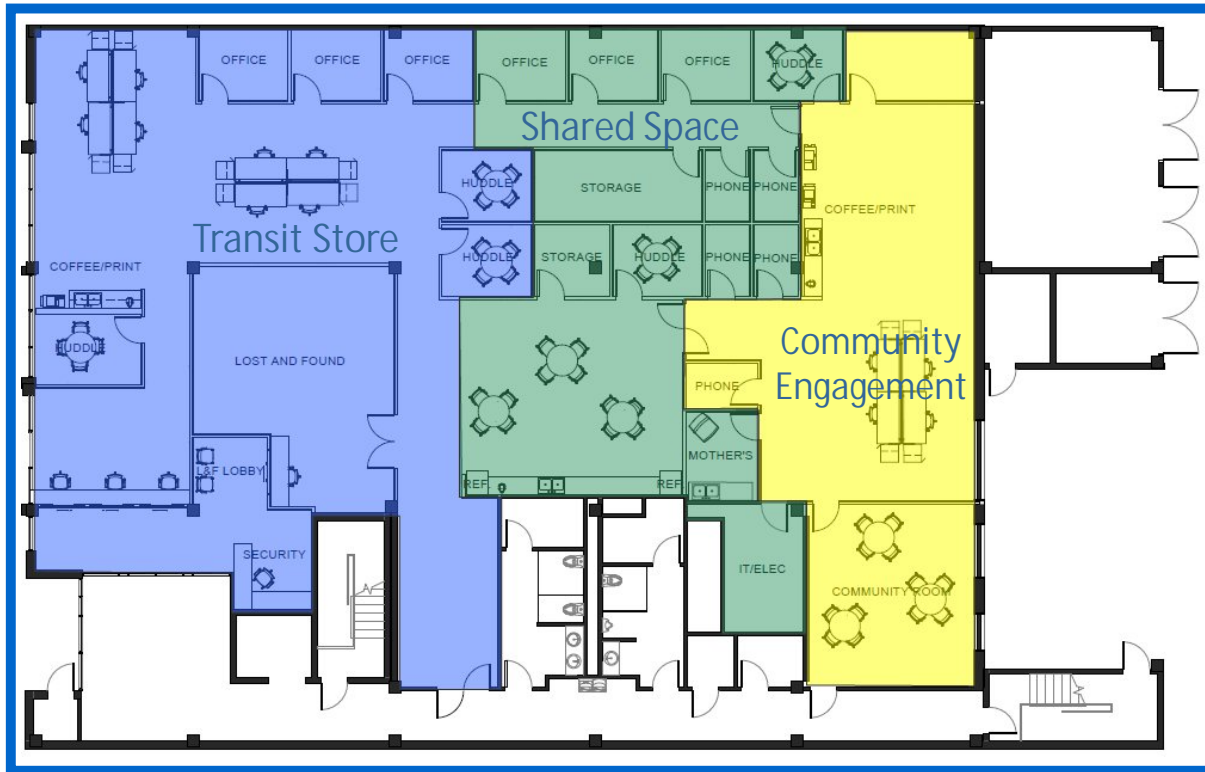
April 10, 2023

Transit Store & Community Engagement – 1705 Guadalupe St.

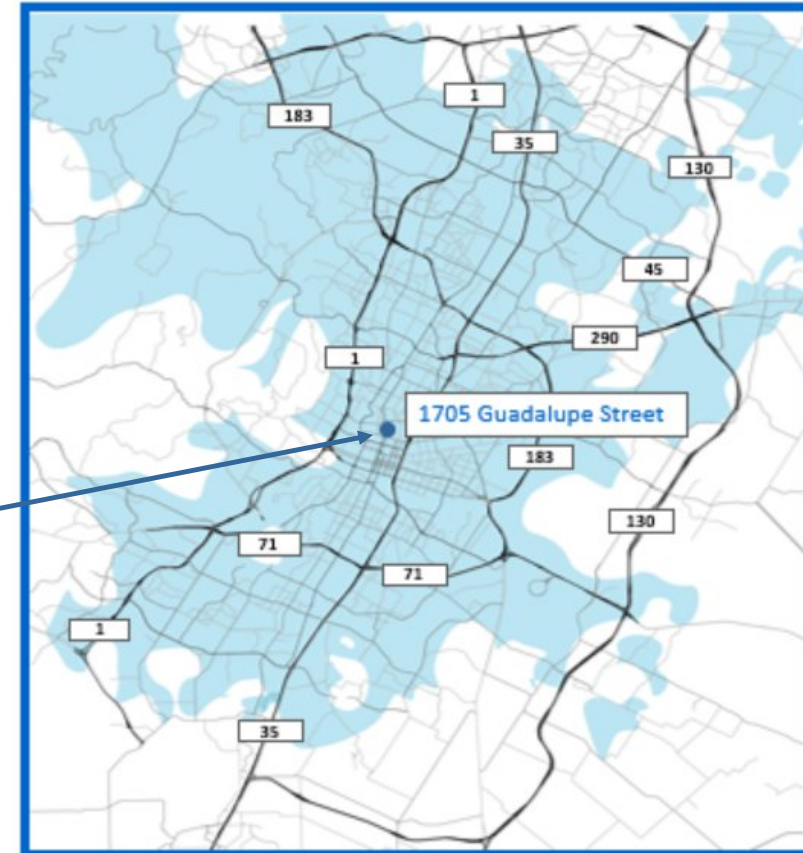
- Purpose
 - CapMetro Transit Store & Community Engagement.
- Location
 - Central Business District near the Capitol and UT
 - Nearby transit service: 801, 803, 1, 3, 18, 20, 30, 105, 335, 481, 663, 982, 990
- Building
 - 5 Story, Class B, 50k SF, built in 1960.
- Area
 - 7,749 square feet; no on-site parking.



Transit Store & Community Engagement – 1705 Guadalupe St.



Proposed Space Plan



Location

CapMetro

Thank you!

Board of Directors

Item #: AI-2024-1090

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with MTM, Inc. (formerly Ride Right, LLC) for operation of the North Demand Response Operation that will extend the contract for three additional months from October 1 to December 31, 2024, in a total amount not to exceed \$1,602,430.

FISCAL IMPACT:

Funding for this action will be made available in the FY2025 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 strategy of this modification is to align the contract life cycle end date to the end of the calendar year instead of the fiscal year. This alignment is important to match employee benefit cycles.

BUSINESS CASE:

Adjustment to the end of contract life cycle from Sept 30th, 2024, to Dec 31st, 2024, is necessary to allow for labor employees to select their benefits effectively under the forthcoming awarded Contractor. Benefit cycles align with the calendar year, not the fiscal year. If the Demand Response North Base contract were to end with the CapMetro fiscal year instead of the calendar year, it would cause administrative difficulties for benefit processing under the new Employer.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 10th, 2024.

EXECUTIVE SUMMARY:

MTM, Inc. (MTM) was awarded Contract #132939 to provide North Base Demand Response services via a competitive procurement process with Board resolution CMTA-2014-5. The North Base contractor provides vehicle operators, window dispatch, maintenance, administrative staff, and management with contractor-owned vehicles, facility, fuel.

The cost impact of this pending contract modification requires Board of Director approval for additional funds. The three-month contract extension will add an additional \$7,138,338.90 to the total contract cost. The new contract Not-To-Exceed (NTE) total will be \$135,260,606.22 if the contract modification is executed. The previous BOD approval for this contract is \$133,658,177. The Demand Response department is requesting the BOD to increase the contract NTE total by \$1,602,429.22 to match the new contract total being proposed by MTM for three more months of their services.

DBE/SBE PARTICIPATION: This contract has a 9% DBE goal.

PROCUREMENT:

On October 17th, 2023, Procurement was informed of the intended change modification to the MTM contract. On December 23rd, 2023, MTM provided their change proposal to CapMetro based on the intent to extend their contract three (3) additional months from October 1, 2024, to December 31, 2024. The change proposal by MTM was determined to be fair and reasonable on January 10, 2024.

There are no scope changes made to the contract with MTM's change proposal. The only change to the contract agreement is to the duration of the contract and the cost impacts of extending the contracted services by an additional three months.

The Board of Directors approval is requested to fund the additional three (3) months:

Current BOD Approval	\$133,658,177.00
Proposed New Contract Total	\$135,260,606.22
Additional BOD Approval Required	\$1,602,430

In summary, \$1,602,430 needs board approval to not exceed the contract summary amount before the contract ends on December 31st, 2024.

RESPONSIBLE DEPARTMENT: Demand Response

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1090

WHEREAS, MTM, Inc. is a contractor providing services at CapMetro’s North Base Demand Response location that includes vehicle operators, dispatch, maintenance, administrative staff, and management; and

WHEREAS, MTM’s current contract expires at the end of the CapMetro’s current fiscal year; and

WHEREAS, ending the contract at the end of the fiscal year is likely to cause administrative difficulties for both employees and a potential new contractor, as employee benefit cycles generally align with the calendar year.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract modification with MTM, Inc. for operation of the North Demand Response Operation that will extend the contract three additional months from October 1 to December 31, 2024, in a total amount not to exceed \$1,602,430.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1127

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of an electric utility easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of placing, constructing, reconstructing, installing, operating, repairing, maintaining, inspecting, replacing, upgrading or removing electric distribution and electric telecommunications lines and systems to serve the battery electric bus charging infrastructure as set forth in the easement, which, after final construction, shall be limited to an area extending five feet on all sides of the actual installed location of the facilities/improvements.

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: This conveyance will provide CapMetro infrastructure capabilities for Battery Electric Bus Charging Infrastructure at the Expo Center Park and Ride at 7001 Decker Lane which supports sustainable regional growth in response to customer needs. This easement is required for the successful completion of the Federal Transit Administration Small Starts Grant funded, Project Connect, Expo Center Bus Rapid Transit Line.

BUSINESS CASE: Conveyance of the electrical easement to the City of Austin will allow electrical power to

serve Battery Electric Buses Charging Infrastructure at 7001 Decker Lane. Through the establishment of this easement, Austin Energy will extend electric service to the bus charging infrastructure. This easement will be provided to the City of Austin at no cost.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY: CapMetro desires to convey an electric utility easement to the City of Austin, which will enable Austin Energy to serve the Battery Electric Bus Charging Infrastructure at the Expo Center Park and Ride at 7001 Decker Lane. The bus charging at the Expo Center Park and Ride is part of the implementation of Project Connect and an essential part of addressing the transportation and mobility needs of the Austin community, thereby increasing people's access to jobs, services, and entertainment in a reliable, safe, and convenient manner.

As a condition of receiving service, Austin Energy requires all customers to grant the City an easement allowing them to place, construct, reconstruct, install, operate, repair, maintain, inspect, replace, upgrade or remove (in whole or in part) electric distribution and electric telecommunications lines and systems, consisting of a variable number of electric lines, transformers, and all necessary or desirable appurtenances and structures.

After final construction and installation of the Facilities, the easement shall be limited to an area extending five feet on all sides of the actual installed location of the facilities and the blanket easement shall no longer be in force or effect thereafter as to those portions of the Property outside the easement.

CapMetro procedure requires Board approval before CapMetro grants an easement across its property.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design (CCED)

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1127

WHEREAS, the Capital Metropolitan Transportation Authority is responsible for executing the CapMetro Rapid Expo Center Bus Rapid Transit Line and the Expo Center Park and Ride that are part of Project Connect; and

WHEREAS, the Capital Metropolitan Transportation Authority has made a pledge to transition the bus fleet to zero emissions by 2035. As a step forward to meet this commitment, CapMetro is installing charging infrastructure at facilities to support a new fleet of battery electric buses (BEB); and

WHEREAS, a construction contract was awarded to MA Smith Construction Company, Inc in March 2024 to construct the Expo Center Park and Ride and install battery electric bus infrastructure at CapMetro's Expo Center park and ride located at 7001 Decker Lane, Austin, Texas 78724; and

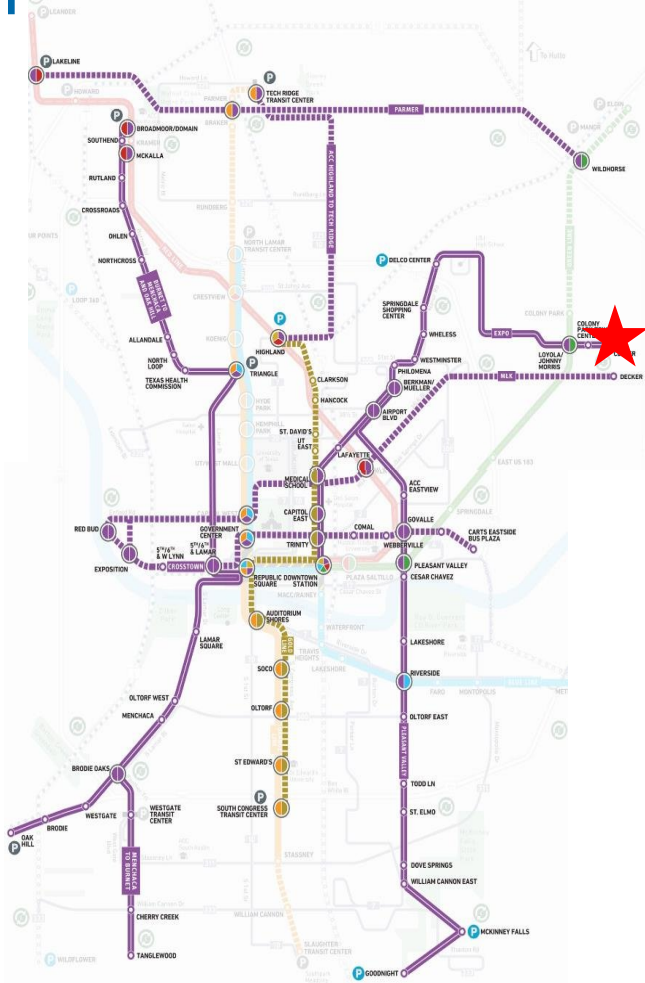
WHEREAS, it is necessary to grant an easement on CapMetro property to the City of Austin to allow Austin Energy to install and maintain certain electric telecommunications lines and systems to support the bus electrification infrastructure.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or her designee, to finalize and execute the grant of an electric utility easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of placing, constructing, reconstructing, installing, operating, repairing, maintaining, inspecting, replacing, upgrading or removing electric distribution and electric telecommunications lines and systems to serve the battery electric bus charging infrastructure as set forth in the easement, which, after final construction, shall be limited to an area extending five feet on all sides of the actual installed location of the facilities/improvements.

Date: _____

**Secretary of the Board
Becki Ross**

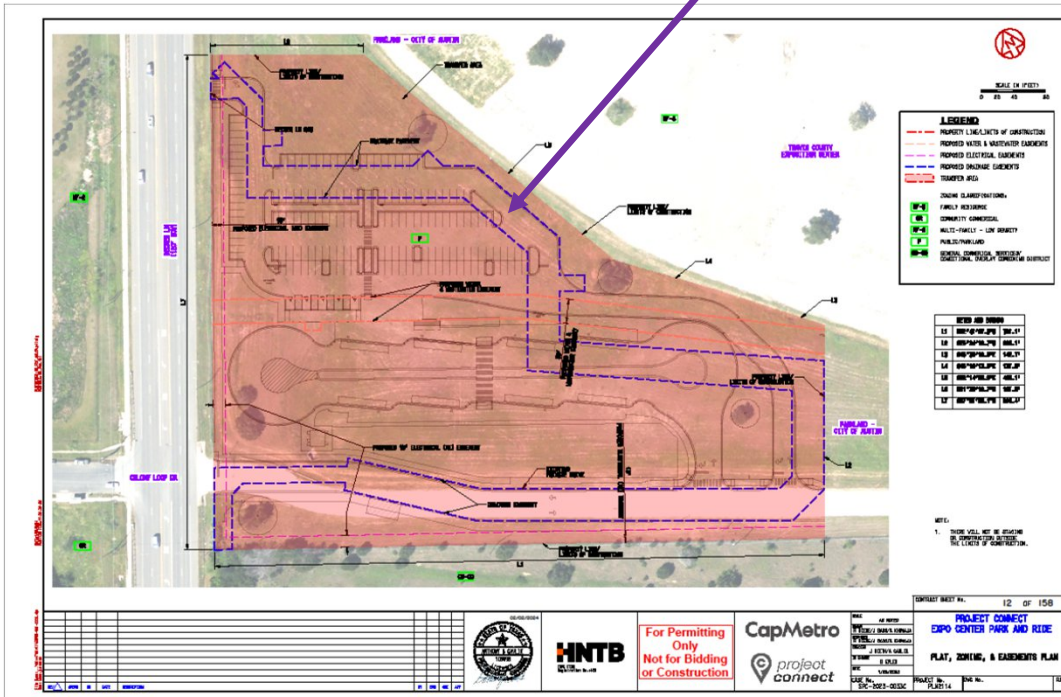
Expo Center Park & Ride Real Estate Items



- Northeast part of Austin on Decker Lane at Colony Loop Drive
- Adjacent to the Colony Park community and the Travis County Exposition Center
- Northern most terminus of FTA grant funded Expo Center Rapid Line
- Connections to medical, retail and educational facilities including UT, Dell Medical Centers, the Capitol, and downtown station
- Connections to local routes

Expo Center Park & Ride Real Estate Items

Stormwater Easement



- Austin Energy blanket easement that will be reduced to a specific easement 5' around transformer pads (required for AE electric service)
- City of Austin Watershed Stormwater easement for off site drainage across property (required for site development permit)
- City of Austin Integrated Pest Management Restrictive Covenant (required for site development permit)

- Opening anticipated in mid 2025

Board of Directors

Item #: AI-2024-1128

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a drainage easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of directing offsite stormwater through CapMetro property. The easement will allow the city of Austin to access, install, construct, operate, use, maintain, repair, modify, upgrade, monitor, inspect, replace, make connections with, remove, and decommission the facilities which include drainage channels, drainage conveyance structures, and detention and water quality controls with all associated roads, gates, bridges, culverts, erosion control structures, and other appurtenances. CapMetro will be responsible for the ongoing operations and maintenance of the stormwater infrastructure.

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: This conveyance will provide CapMetro infrastructure at the Expo Center Park and Ride at 7001 Decker Lane which supports sustainable regional growth in response to customer needs.

BUSINESS CASE: Conveyance of the stormwater easement to the City of Austin will allow the direction of offsite stormwater through the Expo Center Park and Ride project at 7001 Decker Lane. This easement will be

provided to the City of Austin at no cost.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY: CapMetro desires to convey a stormwater easement to the City of Austin, which will enable the city to document the long-term conveyance of offsite stormwater through the Expo Center Park and Ride at 7001 Decker Lane. The Expo Center Park and Ride is part of the implementation of Project Connect and an essential part of addressing the transportation and mobility needs of the Austin community, thereby increasing people's access to jobs, services, and entertainment in a reliable, safe, and convenient manner.

As a condition of receiving a site development permit, the City of Austin requires that an easement be granted to the City on the 7001 Decker Lane property allowing them to access, install, construct, operate, use, maintain, repair, modify, upgrade, monitor, inspect, replace, make connections with, remove, and decommission drainage facilities should Capital Metro fail to fulfill its operations and maintenance responsibilities.

State law and CapMetro policy requires Board approval before CapMetro grants an easement across its property.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design (CCED)

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1128

WHEREAS, the Capital Metropolitan Transportation Authority is responsible for executing the Expo Center Bus Rapid Transit Line and the Expo Center Park and Ride that are part of Project Connect; and

WHEREAS, the board awarded a construction contract to MA Smith Construction Company, Inc in March 2024 to construct the Expo Center Park and Ride located at 7001 Decker Lane, Austin, Texas 78724; and

WHEREAS, it is necessary to grant a drainage easement on CapMetro property to the City of Austin to demonstrate conveyance of offsite stormwater necessary to obtain a city of Austin site development permit.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or her designee, to finalize and execute the grant of a drainage easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of granting the city ability to access, install, construct, operate, use, maintain, repair, modify, upgrade, monitor, inspect, replace, make connections with, remove, and decommission drainage facilities as set forth in the easement.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1129

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a restrictive covenant to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of creating an Integrated Pest Management plan for an onsite stormwater treatment pond with biofiltration.

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: This project will provide CapMetro infrastructure at the Expo Center Park and Ride at 7001 Decker Lane which supports sustainable regional growth in response to customer needs.

BUSINESS CASE: Conveyance of the restrictive covenant to the City of Austin will provide a long-term commitment for the maintenance of onsite stormwater treatment facilities at the Expo Center Park and Ride project at 7001 Decker Lane. This restrictive covenant will be provided to the City of Austin at no cost.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY: CapMetro desires to convey an Integrated Pest Management Restrictive Covenant to the City of Austin to provide a long-term commitment for the maintenance of onsite stormwater treatment facilities at the Expo Center Park and Ride project at 7001 Decker Lane. The Expo Center Park and Ride is part of the implementation of Project Connect and an essential part of addressing the transportation and mobility needs of the Austin community, thereby increasing people's access to jobs, services, and entertainment in a reliable, safe, and convenient manner.

As a condition of receiving a site development permit for a park and ride that includes onsite stormwater retention and treatment, the City of Austin requires that an Integrated Pest Management Restrictive Covenant be granted to the City.

CapMetro's established practice requires Board approval before CapMetro grants a restrictive covenant that has a long-term impact property.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design (CCED)

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1129

WHEREAS, the Capital Metropolitan Transportation Authority is responsible for executing the CapMetro Rapid Expo Center Bus Rapid Transit Line and the Expo Center Park and Ride that are part of Project Connect; and

WHEREAS, it is necessary to grant an Integrated Pest Management Restrictive Covenant on CapMetro property to the City of Austin to obtain a site development permit for the construction of transit facilities.

NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors authorizes the President & CEO, or her designee, to finalize and execute an Integrated Pest Management Restrictive Covenant with the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of demonstrating long term management of onsite stormwater facilities.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1132

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$442,231, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.

FISCAL IMPACT:

Funding for this action is available in the FY2024 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 Salesforce Customer Relationship Management (CRM) system allows CapMetro to centrally manage customer information, better capture customer concerns and resolve their issues more quickly as well as provide customers with the latest CapMetro information at the desired time and frequency. Customers will be able to connect with Capital Metro through a single account, integrated with our various customer software applications and will be able to receive focused information aligned with their specific needs. This will allow Capital Metro to build customer service excellence by delivering innovative and continuous solutions to customer needs. This will build Capital Metro's brand reputation as an organization that is easily reachable, listens and provides value to the community while at the same time providing customer service excellence.

BUSINESS CASE: CapMetro has implemented a Salesforce CRM system to aggregate and centralize customer information for tailored outreach and communication, provide customers with a seamless and a more personalized, satisfying experience with the CapMetro brand. Salesforce is a customer relationship management (CRM) technology designed to help CapMetro stay better connected to customers, streamline processes, and provide customers and potential customers the best customer experience possible.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY: CapMetro has implemented a Salesforce CRM system that is the beginning of a customer experience program to centralize customer information and provide customers with better tools to address their needs as well as a more personalized, satisfying experience with the CapMetro brand. CapMetro procured Salesforce technology and implementation services from the State of Texas Department of Information Resources Share Technology Services and this contract award will provide another year of Salesforce software licensing, hosting, maintenance, and support

DBE/SBE PARTICIPATION: No SBE goal is assigned to this project, which is for a renewal of software licensing services that does not include subcontract opportunities.

PROCUREMENT: The Authority will utilize the Department of Information Resources (DIR) Contract No. DIR-SS-ILC0030 held by DIR for Shared Technology Services to renew Salesforce CRM Software licensing for one (1) year.

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. Texas Government Code, Section 2054.0565 (b) states that DIR Contracts meet competitive requirements for all governmental entities.

The fixed price renewal amount for one (1) year of licensing is referenced below:

Description	Amount
DIR Shared Technology Services Salesforce Licensing and Services	\$442,230.95

RESPONSIBLE DEPARTMENT: Information Technology

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1132

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to continue support of a customer relationship management 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 renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$442,231, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1133

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to the property management agreement with CIM TX Management, LLC for property management services for 3100 E. 5th Street, Austin, Texas to extend the agreement through December 31, 2024, for a total amount not to exceed of \$217,500, plus related pass-through building expenses.

FISCAL IMPACT:

Funding for this action is available in the FY2024 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: Property management services currently support the operation of the CapMetro owned facility located at 3100 E. 5th Street. The building currently has two tenants who occupy a portion of the 3rd floor of the facility. These property management services will continue to support the financial and operational needs of the agency and these tenants.

BUSINESS CASE: CapMetro leases a portion of its facility located at 3100 E. 5th street to two tenants who pay rent on a monthly basis. Property management services, including security, janitorial, maintenance, etc. are required to support the needs of these tenants and the upkeep and maintenance of CapMetro's asset. CapMetro is in the process of establishing in-house capacity for these services, but this capacity will not be in place until the end of 2024. The funding for this amendment is included in the FY24 Operating Budget.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations,

Planning and Safety Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY: CapMetro currently owns the facility located at 3100 E. 5th Street which is in the process of being converted into the agency's new headquarters building. The building is currently occupied by two tenants who pay monthly rent for a portion of the 3rd floor of the building. Property management services are necessary to support these two tenants and the remainder of the building until the agency can acquire the necessary capacity to provide these services in-house, currently forecast to be by the end of 2024. This resolution is requesting approval for an amendment to the existing property management agreement with CIM, Inc. to continue to provide these services through December 31, 2024.

The CapMetro Board of Directors approved the property management agreement with CIM, Inc. as part of its approval of the real property acquisition of 3100 East 5th Street under Texas Transportation Code Section 451.110. This resolution is requesting approval to extend the property management agreement with CIM, Inc. through December 31, 2024, while CapMetro establishes an internal property management team to take over the services.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Facilities Management; Capital Construction, Engineering & Design (CCED)

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1133

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors (“CapMetro”) and CapMetro management recognize the need to provide services for customers and tenants who occupy its facilities; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to provide reliable property management services to support the operations of its facilities; and

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an amendment to the agreement with CIM TX Management, LLC for property management services for 3100 E. 5th Street, Austin, Texas to extend the agreement through December 31, 2024, for a total amount not to exceed of \$217,500, plus related pass-through building expenses.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1078

Agenda Date: 4/22/2024

SUBJECT:

Ratification of the Board’s prior approval, at its meeting on March 25, 2024, of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with M.A. Smith Contracting Company, Inc. for construction of the Expo Center Park and Ride for \$17,318,834, plus \$3,463,767 representing 20% contingency for a total amount not to exceed \$20,782,602.

FISCAL IMPACT:

Funding for this action is available in the FY2024 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: The Expo Center Park and Ride is a component of Project Connect Implementation and required for successful electric bus charging and revenue service on the Expo Center Rapid Line.

BUSINESS CASE: The Expo Center Park & Ride is the northern terminus of the FTA grant funded Expo Center Rapid Line. The all clean, quiet electric buses for the Rapid line need to charge at the Expo Center Park & Ride. This project is critical for Project Connect and FTA Grant completion. The funding for this contract is included in the FY 2024 capital budget.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval at the Operations, Planning and Safety Committee meeting on March 18, 2024.

EXECUTIVE SUMMARY: Capital Metro recently completed the acquisition of eight acres for a park and ride funded through the Project Connect Initial Implementation Plan adjacent to the Travis County Exposition Center and the City of Austin’s Walter E. Long Park. The park and ride is located at the northern terminus of the FTA grant-funded Expo Center Rapid Line and contains approximately 140 customer parking spaces and eight bus bays that include electric bus charging. This resolution is for the approval of the construction contract necessary to construct this facility.

DBE/SBE PARTICIPATION: A 15% SBE goal was placed on this project based on availability of subcontract opportunities. The vendor committed to 15.01% and SBE participation will be tracked during the term of the contract.

PROCUREMENT: This procurement was conducted in accordance with the Competitive Sealed Proposal Method in Texas Government Code Title 10, Subtitle F, Chapter 2269, Subchapter D. On September 29, 2023, a Request for Proposal was issued and formally advertised. Five (5) proposals were received by the closing date of December 01, 2023. All five (5) proposals were evaluated, rated, and ranked based on the following technical evaluation criteria: (1) The offeror’s demonstrated relevant work experience and capabilities of the firm as a whole (including commercial/industrial electrical projects) as well as proposed project personnel and any subcontractors on projects of a similar size, scope, complexity, and nature; (2) The extent to which the offeror demonstrated an adequate understanding of the requirements (including industrial and commercial electrical capabilities), technical applications and approach; and (3) The offeror’s demonstrated ability to adequately meet project schedule by the specified dates outlined in the solicitation. Based on the weighted evaluation criteria, the proposal from MA Smith Contracting Company, Incorporated is determined to represent the best value to the Authority, price and other factors considered. The total contract award amount is \$17,318,834.50. This resolution requests authorization for 20% contingency funding in addition to this contract award amount.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering and Design

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1078

WHEREAS, Capital Metro is constructing the Expo Center Park and Ride funded through Project Connect; and

WHEREAS, the facility will provide customers with access to the FTA grant funded Expo Center Rapid Line with ten minute peak frequency from the underserved northeast area of Austin to downtown, the University of Texas, and educational, retail, and medical facilities.

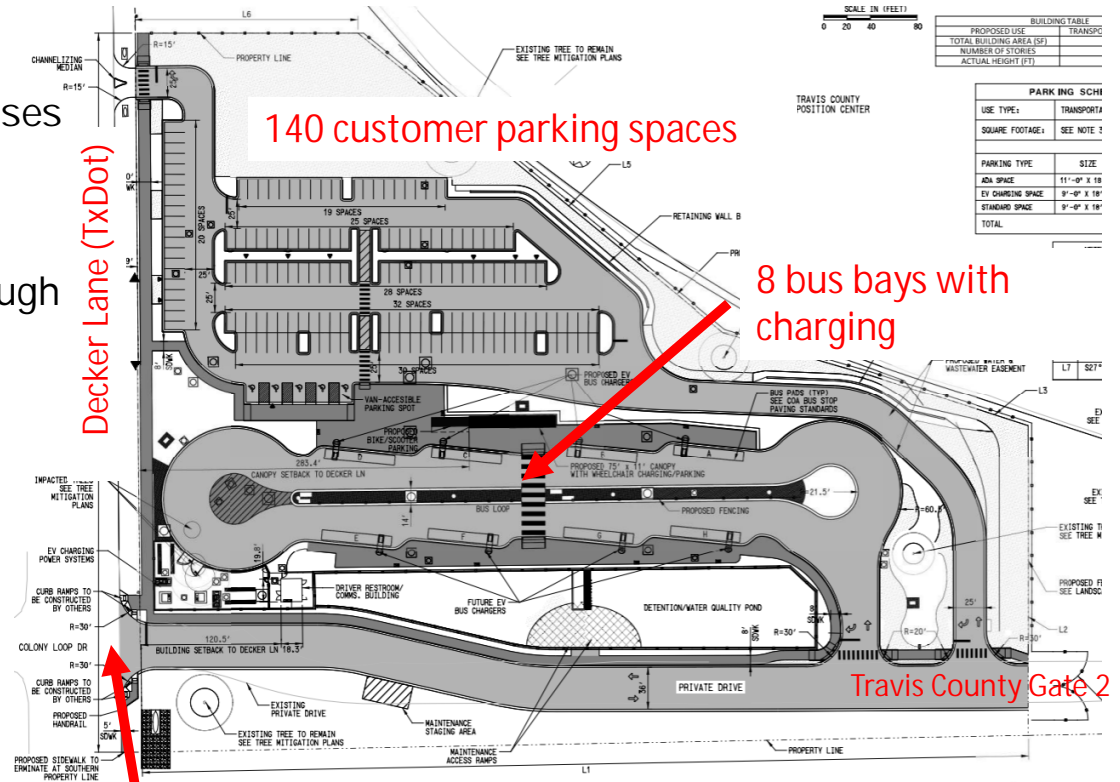
NOW, THEREFORE, BE IT RESOLVED that the Capital Metropolitan Transportation Authority Board of Directors ratifies the board's prior approval, at its meeting on March 25, 2024, of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with M.A. Smith Contracting Company, Inc. for construction of the Expo Center Park and Ride for \$17,318,834 plus \$3,463,767 representing 20% contingency for a total amount not to exceed \$20,782,602.

Date: _____

**Secretary of the Board
Becki Ross**

Expo Center Park & Ride

- North end of Project Connect, FTA funded, Expo Center Rapid Line
- Essential charging for all clean, quiet electric buses on the Expo Center Line
- ~140 customer parking spaces and 8 bus bays
- Commitment to Travis Co to provide access through Gate 2
- New signal at Colony Loop & Decker
- Connections to other routes, #337, #237, #233
- Opening anticipated in 2025



Board of Directors

Item #: AI-2024-1065

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to implement the August 2024 Service Changes.

FISCAL IMPACT:

Funding for this action is available in the FY2025 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:

Service changes are in accordance with CapMetro’s Service Standards and Guidelines (June 2023). These changes are designed to meet Initiative 10: Bus Service Improvements in CapMetro’s Strategic Plan, specifically 10.1 - Conduct ongoing service planning to improve reliability and service quality.

BUSINESS CASE:

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, the summer, and August to coincide with local school and university calendars.

COMMITTEE RECOMMENDATION:

This agenda item was presented and recommended for approval at the Operations, Planning and Safety

Committee meeting on April 10, 2024.

EXECUTIVE SUMMARY:

The following is a high-level summary of the recommended service changes for August 2024:

- **UT Shuttle Route Adjustments** - To increase accessibility, connectivity, and better fit the needs of the community, combine Route 640 Forty Acres and Route 641 East Campus into one expanded campus circulator.
- **UT Shuttle Service Adjustments** - Typical transition to normal service levels will occur on UT Shuttle routes.
- **Pickup** - Four Pickup zones will have minor boundary changes to close “donut holes” or improve operational efficiency without impacting resources. CapMetro staff continues to coordinate with the City of Leander to respond to requests for Pickup enhancements.
- **School Trip Adjustments** - Select trips on bus routes will return to normal service levels.
- **Minor Bus Schedule Adjustments** - To improve on-time performance, select routes will receive minor adjustments to their schedules. This does not impact routes or stop locations.
- **Minor Rail Schedule Adjustments** - Rail on weekdays and/or Saturdays will receive minor schedule adjustments to ensure more efficient and reliable service.

These recommendations are classified as a major service change as two operating routes will be combined into one operating route, resulting in the elimination of one route. A service equity analysis for the combination showed no disparate impact or disproportionate burden.

The proposed changes are in accordance with CapMetro’s proposed FY2025 budget. If approved, the changes would be implemented on Sunday, August 18, 2024.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1065

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management desire to efficiently distribute limited resources to provide reliable service for our customers; and

WHEREAS, matching service with demand improves service to overall customers; and

WHEREAS, the University of Texas and CapMetro have an Interlocal Agreement to coordinate on providing transit that meets the needs of students, staff & faculty; and

WHEREAS, the UT Shuttle Route Adjustments were recommended, reviewed, and approved by the UT Shuttle Bus Committee; and

WHEREAS, an equity analysis, required under the Federal Transit Administration’s Title VI Circular 4702.1B, finds no disparate impact (minority) or disproportionate burden (low-income) on affected populations; and

WHEREAS, a public hearing was held on April 10th, 2024.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Title VI service equity analysis is hereby approved by the Board of Directors, and the President & CEO, or her designee, is authorized to implement August 2024 Service Changes described in the attached document beginning Sunday, August 18, 2024.

Date: _____

**Secretary of the Board
Becki Ross**

CapMetro

Proposed August 2024 Service Change

April 10, 2024

Today's Presentation

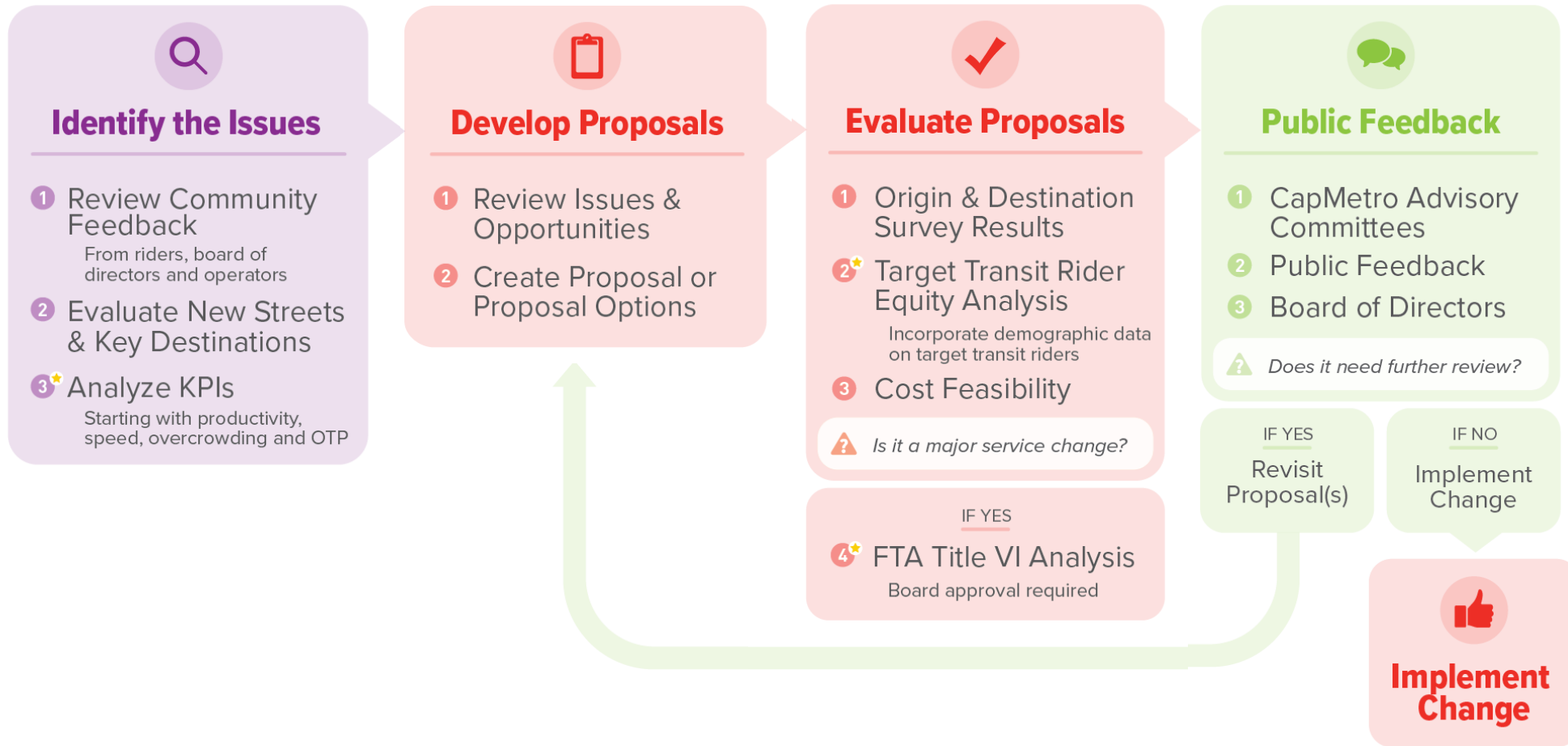
- Proposed August Service Changes
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop Proposals and Evaluate Proposals
 - Step 3: Engage Community and Board Approval
- Pickup Performance





Proposed August Service Changes

How is a service change proposal developed?



Improving Reliability

- Operator Recruitment and Retention
- Successfully Onboarded New Provider, Keolis
- Updated Procedures for Delayable Maintenance



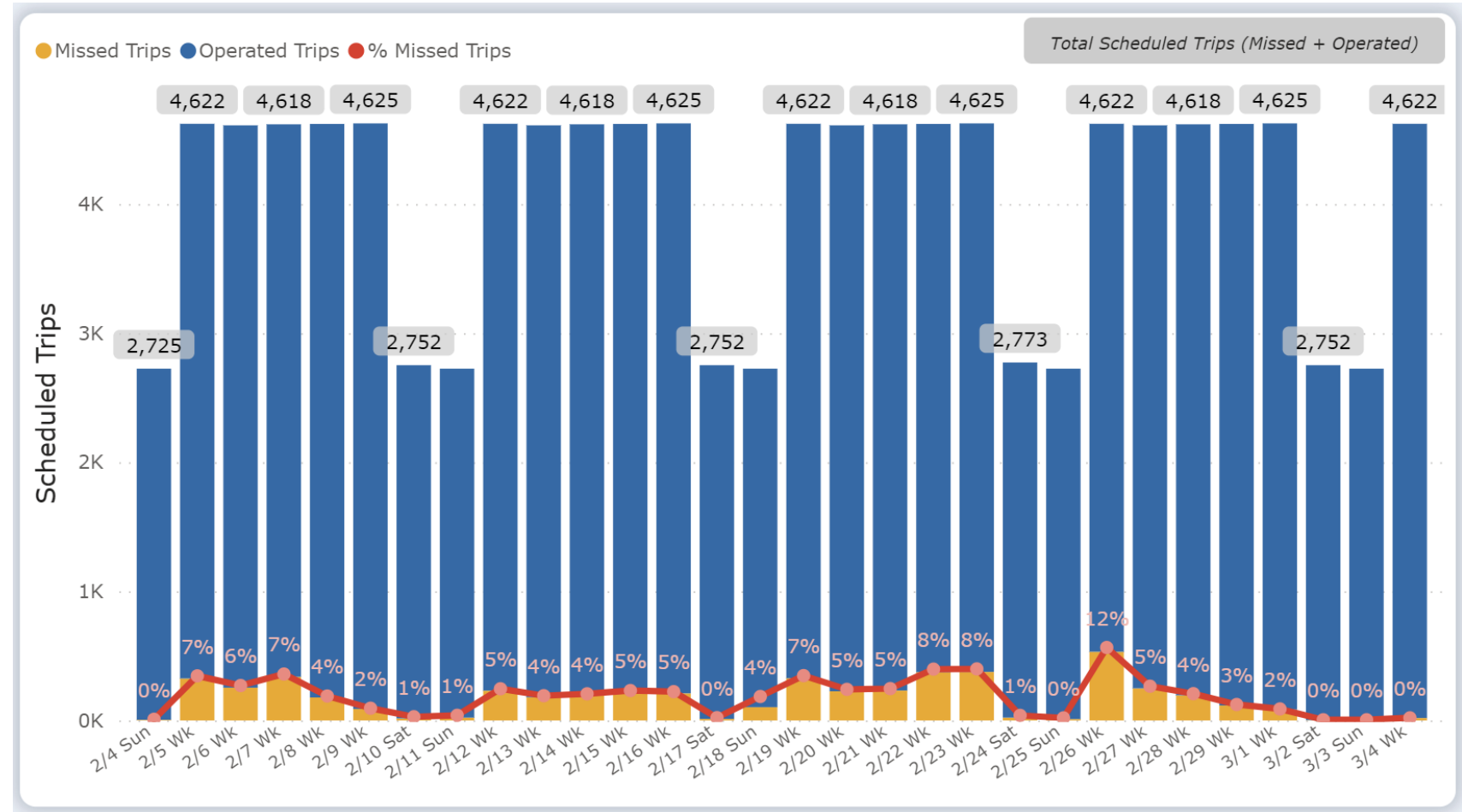
CapMetro staff recruit veterans at a career fair at Ft. Cavazos.

On Time Performance and Missed Trips

79%
% On-Time

17%
% Late

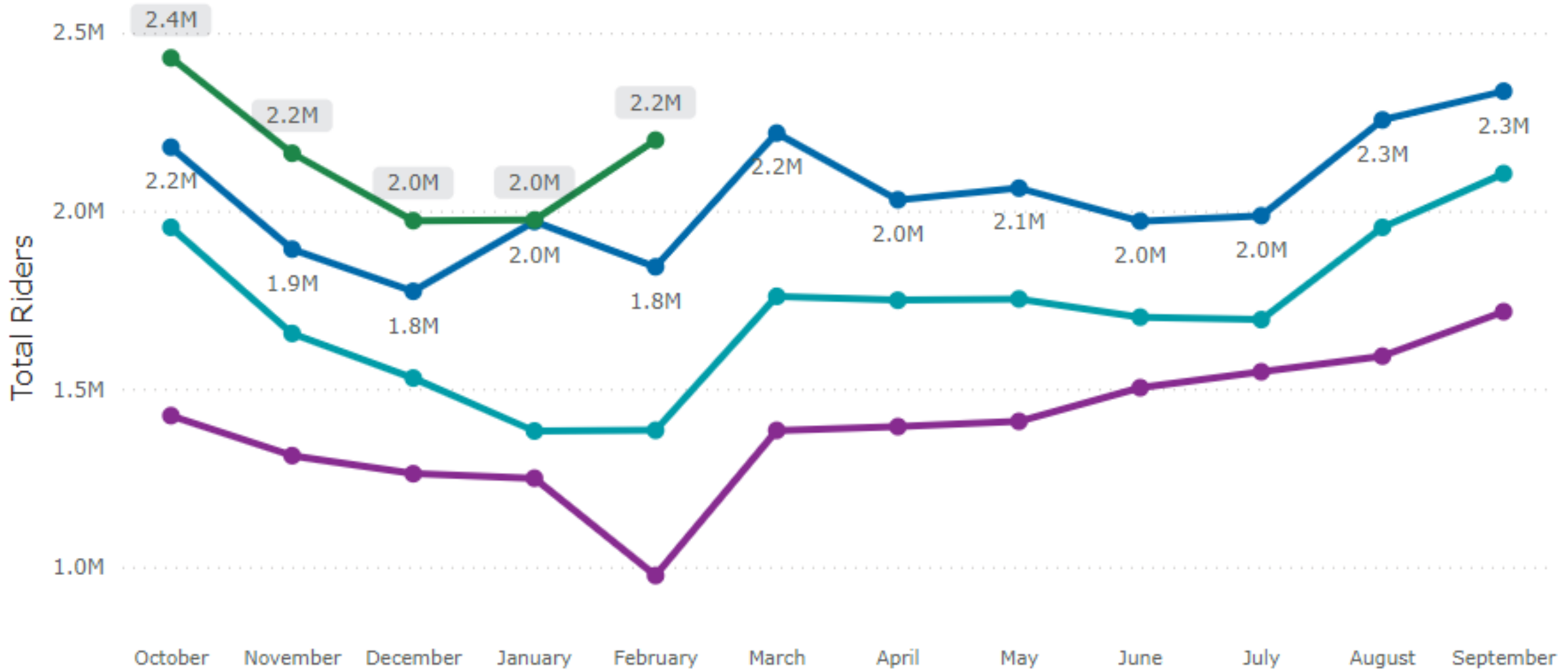
3%
% Early



All Bus Service, Jan 15 – Feb 15, 2024

Number of Trips by week,
February 4 – March 4

Ridership Growth



Fiscal Year ● 2021 ● 2022 ● 2023 ● 2024

Proposed Service Changes – August 2024

UT Shuttle
Route
Adjustments

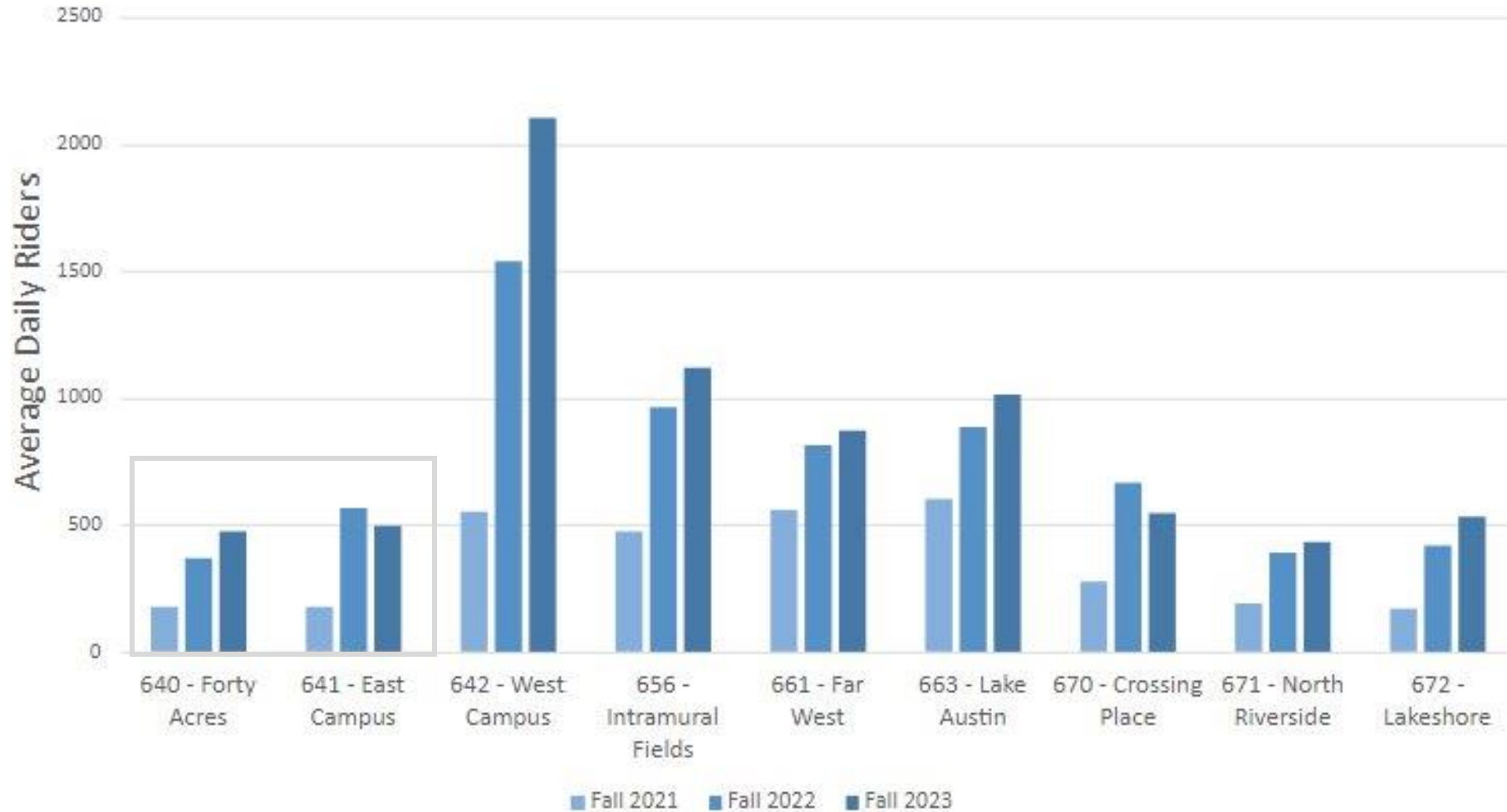
UT Shuttle
Service
Adjustments

School Trip
Adjustments

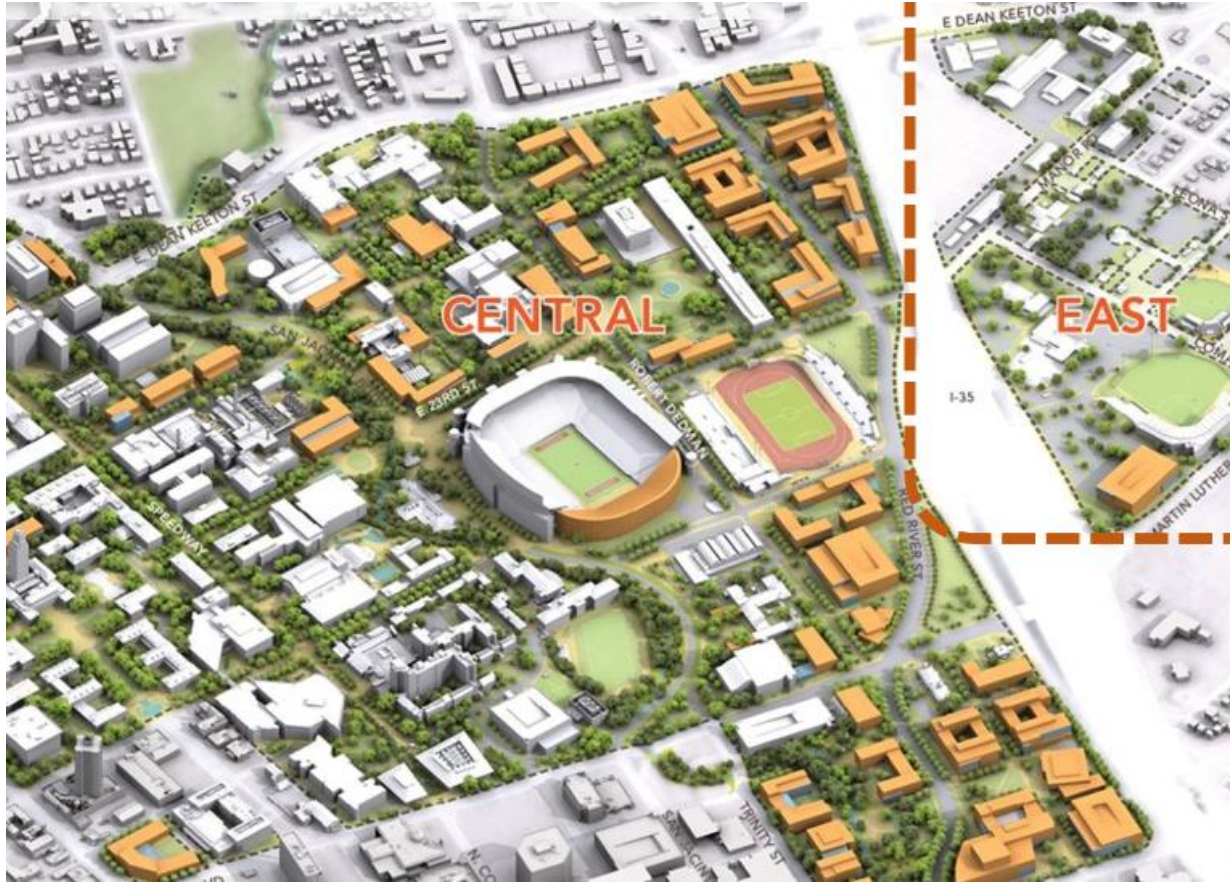
Minor Bus
Schedule
Adjustments

Minor Rail
Schedule
Adjustments

UT Shuttle Ridership



Feedback from the Community

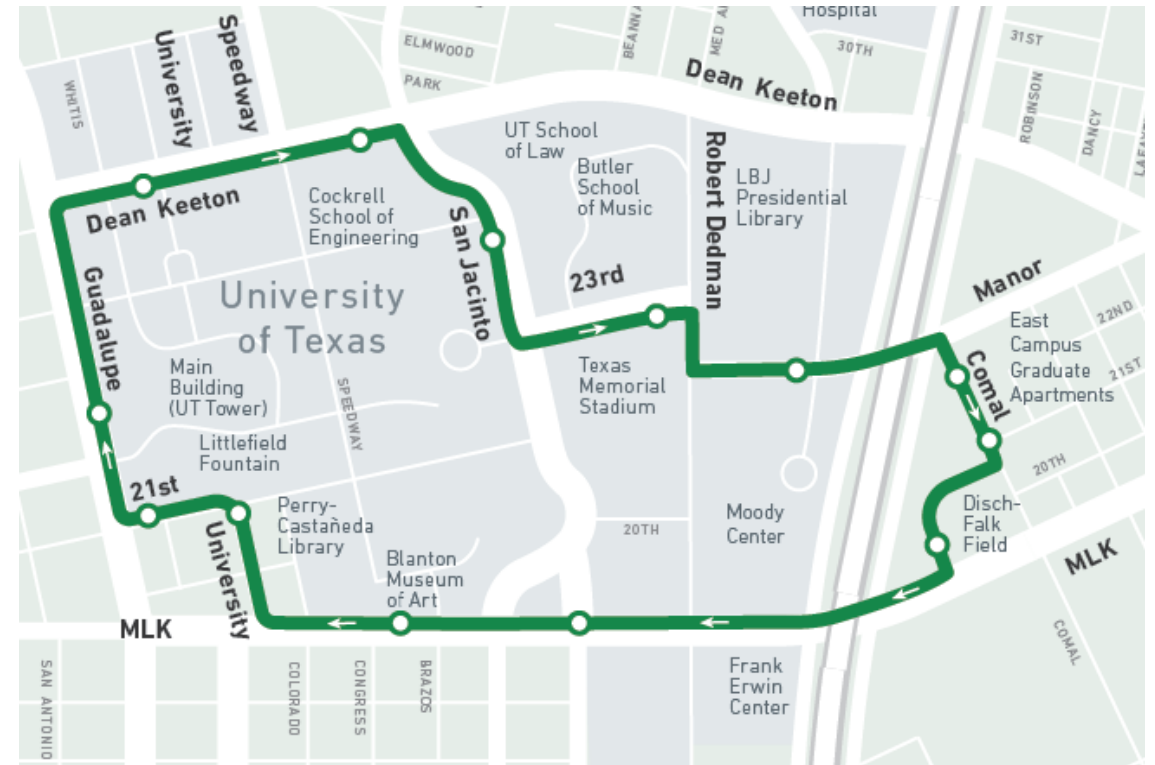


- Recommendations from UT students, staff and faculty:
 - Improve access to Main Campus from East Campus
 - Increase access to the upcoming East Campus Graduate Apartments with capacity for ~750 students

Proposed UT Shuttle Combination



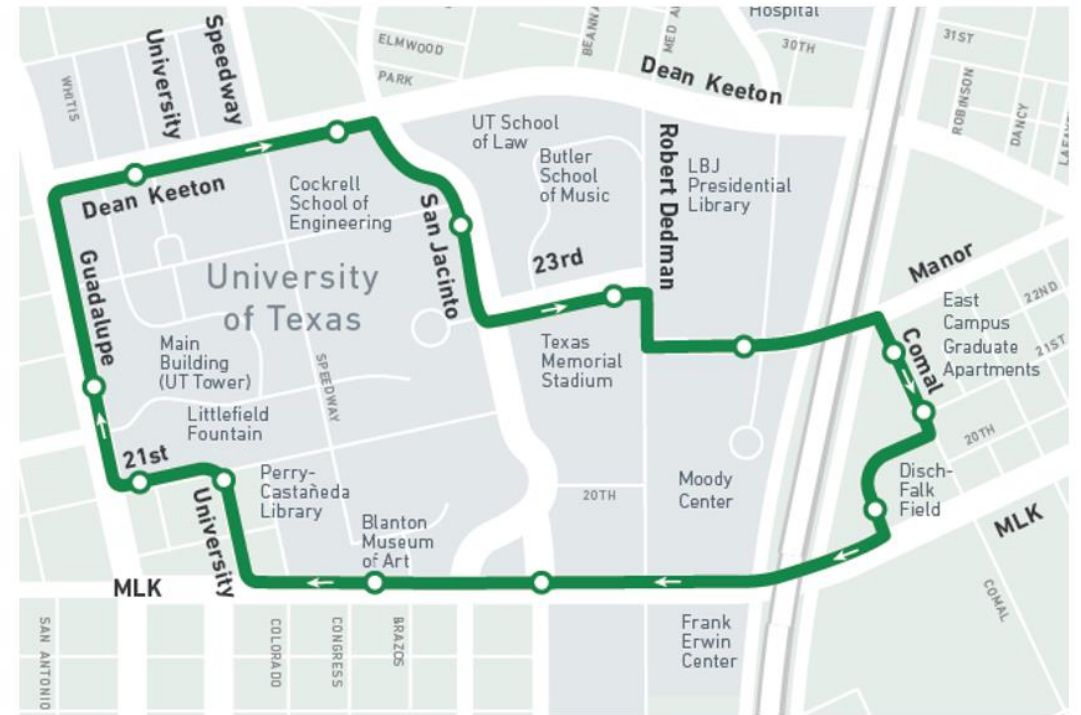
Current UT Routes 640 & 641



Proposed UT Route 640 Circulator

Proposal Summary

- No additional resources required
- Increases frequency and span for 640-FA and 641-EC customers
- Improves accessibility from west to east campus
- Reduces potential transfers
- Consideration of potential layover delay
- Slightly longer round-trip time



Proposed UT Route 640 Circulator

Proposed UT Shuttle Routes 640 and 641 Consolidation – Title VI Analysis

- Title VI Policy - Adopted June 2021
- Elimination of a Route = Major Service Change
- Title VI Report generated by Remix, using Census data
- Disparate Impact / Disproportionate Burden = Exceeds 2% Threshold

Outreach & Public Feedback

March

- Board Memo
- At-Stop Outreach on Campus
- Meetings and Presentations with UT Stakeholders
- Operator Notices
- Service Change Website with Comment Box

April

- Signage at Specific Stops
- Customer Service Advisory Committee
- ACCESS Committee
- On-Bus Brochure
- MetroAlerts & Social Media
- Virtual Presentation
- Public Hearing
- Board Approval

Changes Implemented August 18, 2024

Regional Coordination



- Collaborating with regional partners and member cities
- Working to create meaningful engagement opportunities and ongoing communication with all cities with CapMetro service area.
- Key opportunity for engagement throughout the Transit Service Plan.

CapMetro

Pickup Performance and Zone Changes

Pickup Performance Score

- Scoring is based on the Pickup Service Guidelines, adopted by CapMetro's Board of Directors in April 2021
- Zone performance is determined by:
 - Community Characteristics
 - Service Quality
 - Sustainability

Community Characteristics	Measures/KPI	Max Points Available
	Population Age 65 and Over	5
Zero Car Households	5	
Median Household Income	5	
Households in Poverty	5	
Minority Population ***	5	
Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)	5	
		30

Service Quality	Measures/KPI	Max Points Available
	On Time Performance (15 min or less wait time)	10
Square Mileage: Urban Zone	10*	
Square Mileage: Suburban Zone		
Ridership: Passenger per Hour	10	
		30

Sustainability	Measures/KPI	Max Points Available
	Cost Effectiveness	10
MetroAccess Customers Using Pickup	10**	
Mobility Impaired Passengers Transported		
Shared Rides	10	
		30

* Measure would be either for an in-town zone or a suburban plus zone.

** Total of 10 points split between two measures, unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.

Pickup Zone Performance Scores

Pickup Zone	Performance Score	
	June '23	Dec '23
Northeast ATX	74	74
East ATX	63	71
Walnut Creek	68	70
Dessau	56	59
Manor	55	57
Leander	64	55
South Menchaca	46	53
Exposition	34	48
Lago Vista	43	43
North Oak Hill	50	38

- Pickup zones shall be evaluated and presented every six months in January and July
- Each zone will be classified based on its ability to meet the zone's established performance metrics
 - Meets Expectations: 60 or more points
 - Monitor: Zone score between 41 and 59
 - Does Not Meet Expectations: 40 points or less
- Exposition improved from "Does Not Meet Expectations" for the first time since the zone launched due to the increase in ridership from the Fall 2023 Community Engagement Campaign

Summary of Pickup Changes

- Pickup Zone Boundary Changes:
 - East Austin Pickup Zone
 - Dessau Pickup Zone
 - Walnut Creek Pickup Zone
 - North Oak Hill Pickup Zone
- Minimal Impact on Resources and Staffing
- Close "Donut Holes" and Optimize Zone Performance



East ATX

Developed as part of CapRemap to substitute for fixed route bus service removed from the area

Performance:

- Ridership is growing – December 2023 had a 28% increase over December 2022, from 1,982 riders
- On-time performance and response times are improving since the addition of 3 vehicles on 1/15
 - For the week ending on 1/27, OTP increased to 80% and the average response time was 10 minutes

Recommendations

- Close gap from Oak Springs to 7th to increase ridership and add destinations
- Continue to monitor ridership and OTP



Dec '23 Score 71	Ridership 2,771	Customers/Hour 4.6
OTP 61.1%	Avg. Response Time 15 minutes	

Dessau

Originally conceived as part of CapRemap to substitute for underperforming fixed route bus (Route 392-Braker).

Performance

- Ridership is high
- OTP needs improvement
- Route 392 – Braker remained in service

Recommendations

- Lose donut holes along Howard Lane
- Expand south along I-35



Dec '23 Score 59	Ridership 4,993	Customers/Hour 4.0
OTP 72.0%	Avg. Response Time 12 minutes	

Walnut Creek

Developed as part of CapRemap to substitute for fixed route bus service removed from portions within the area

Performance

- Ridership is high
- Demand is well-balanced with supply, resulting in shorter wait times and higher on-time performance

Recommendations

- Add southeast corner between Lamar, I-35 and Braker



Dec '23 Score 70	Ridership 6,002	Customers/Hour 4.0
OTP 80.2%	Avg. Response Time 11 minutes	

North Oak Hill

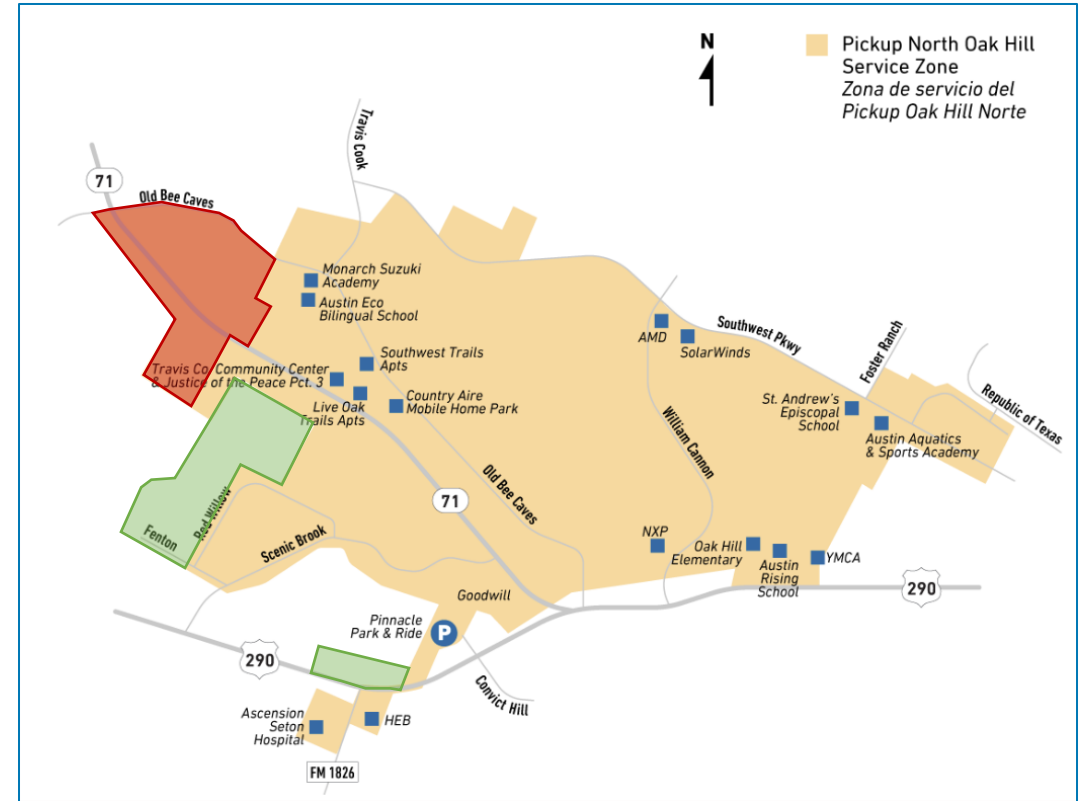
Part of Project Connect program designed to provide service in areas not served by fixed route bus service. Launched in 2021.

Performance:

- Low ridership
- Higher response time and poor OTP

Recommendations

- Modify zone boundaries to increase ridership:
 - Remove western edge of the zone from Highway 70 and Old Bee caves
 - Add apartments and neighborhoods to the south along Hudson Loop and Covered Bridge Drive
- Consider conducting community engagement campaign to promote increased ridership



Dec '23 Score 38	Ridership 937	Customers/Hour 1.9
OTP 71.9%	Avg. Response Time 13 minutes	

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1152

Agenda Date: 4/22/2024

Memo: August 2024 Service Changes Board Update (April 15, 2024)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: April 15, 2024
Re: Updates on the Proposed August 2024 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed August 2024 Service Changes and corresponding community engagement work. This memo provides an update on those activities.

CapMetro staff has developed options to potentially expand Pickup coverage in the City of Leander. Any proposed expansion will be resource and cost neutral to the agency based on a service analysis that reviewed Pickup capacity and demand. CapMetro will present and discuss these options with City of Leander leadership and report back on the outcome of those discussions. We anticipate there may be additional board action on the August 2024 Service Changes as it relates to Leander in either May or June, if consensus is reached in the near future.

On March 27, 2024, the UT Shuttle Route Adjustments were reviewed and unanimously approved by the UT Shuttle Bus Committee. Advance review and written approval by the University of Texas is required for major service changes to UT Shuttle Services per our Interlocal Agreement. The UT Shuttle Bus Committee serves as a formal channel of communication and recommends plans for improvement of the safety, scheduling, routing and overall performance of the UT Shuttle.

CapMetro's service change public involvement plan aims to keep riders informed on the potential changes and gather input to guide the decision-making process. Public input is considered and reviewed throughout the engagement process leading up to final recommendations. Following board approval, finalized changes will be communicated through promotional materials to promote the final decisions on service adjustments. Further details of engagement efforts for the August 2024 Service Changes can be found in the appendices of this memo.

The public hearing was held on April 10, 2024, and the CapMetro Board of Directors will consider approval of the proposal on April 22, 2024.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendix A: Community Engagement for August 2024 Service Changes

The following is a list of all engagement efforts conducted for the August 2024 Service Changes, including tailored outreach to ensure University of Texas students, staff, faculty, and operators potentially affected by proposed changes are informed and able to provide feedback.

- **Communication and Meetings with the UT Shuttle Bus Committee:**
 - In February, CapMetro proposed the UT Shuttle Route Adjustments to the UT Shuttle Bus Committee based on a prior request to explore combining on-campus circulators. The committee provided feedback and recommended proceeding with public engagement.
 - In March, CapMetro presented refinements to the proposal and shared preliminary community feedback with the UT Shuttle Bus Committee. The proposal was unanimously approved by the committee.
- **Communication and Meetings with UT Student Organizations and Stakeholders:**
 - Emailed applicable UT student organizations and stakeholders with feedback opportunities.
 - Presented at the UT Senate of College Councils General Assembly.
- **CapMetro Advisory Committees:**
 - Presented at the CapMetro Customer Satisfaction Advisory Committee (CSAC) and Access Advisory Committee.
 - Email updates were provided to the Public Safety Advisory Committee (PSAC), the Project Connect Community Advisory Committee (CAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT.
- **Service Change Webpage with Comment Box:**
 - Virtual Presentation posted on the webpage
- **At-stop Signage at the University of Texas:**
 - The signage on-campus highlighted potentially impacted routes.
- **At-stop Outreach at the University of Texas:**
 - Discussed the proposed changes with 66 customers and operators on-campus and provided one-page flyers.
- **Operator Communications:**
 - All operators with Keolis received notice of the proposed change through flyers in their mailboxes, direct email, the Keolis newsletter, and TimePoint TV.
 - Discussed the proposed changes with Route 640 Forty Acres and Route 641 East Campus operators during at-stop outreach.
- **Message Centers:**
 - Signage was placed onboard directly behind drivers' seats.
- **Rack Cards:**
 - Brochures are available onboard at the front of buses.
- **MetroAlerts Text Messages:**
 - Email and text went out to all subscribers for the impacted routes.
- **Tabling at UT Events:**
 - CapMetro employees took flyers to a University Housing and Dining (UHD) event at the University Apartments.
- **Social Media Posts**
- **Public Hearing Notice and Public Hearing**

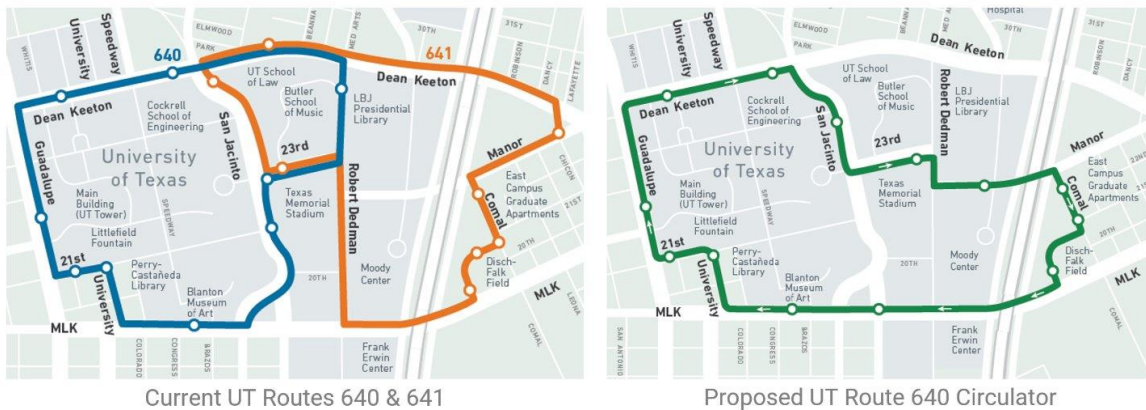
Appendix B: Email Sent to University of Texas Student Organizations and Stakeholder Groups

Subject: Proposed UT Shuttle Adjustments

To the [Student Organization or Stakeholder Group],

I hope this message finds you well. I'm reaching out to your organization on behalf of CapMetro regarding proposed changes to routes that serve UT Campus. Given the impact these changes may have on your members, we are reaching out to provide your organization with information and feedback opportunities.

CapMetro received a request to improve access to the Main Campus from East Campus. Following an analysis of potential solutions, CapMetro recommends combining UT Shuttle Routes 640 Forty Acres and 641 East Campus into one expanded campus circulator. This adjustment also matches service with evolving housing trends as West Campus and East Campus continue to grow rapidly. Key destinations through campus would be connected in a single ride, which would reduce potential transfers and improve the customer experience.



The combined route aims to enhance campus connectivity and provide a more frequent and reliable level of service. Although access would be maintained for most of the stops currently served by Route 640 and 641, a few stops would no longer be served by the combined route. These stops currently have low usage, alternative routes, and/or nearby stops:

- **Stop 2019 (Lafayette/Manor)** is currently served by Route 641 but would no longer be served by the combined route. Existing customers could use Route 20 at Stop ID 4186 (Dean Keeton/Lafayette) for a quick and direct connection across campus.
- **Stop 2005 (701 Dean Keeton/San Jacinto)** is currently served by Route 641 but would no longer be served by the combined route. It would still be served by Route 20 and Route 10 for direct connections across campus. Existing customers could use the nearby circulator stop at Stop ID 5438 (305 Dean Keeton/San Jacinto).
- **Stop 1253 (2031 San Jacinto/21st)** is currently served by Route 640 but would no longer be served by the combined route. There would be nearby campus circulator stops, including Stop ID 4586 (Martin Luther King/Trinity), Stop ID 6519 (23rd/Trinity), and Stop ID 1178 (San Jacinto/24th). It would still be served by Route 642 (West Campus) for an additional circulator option.
- **Stop 4143 (Robert Dedman/Trinity)** is currently served by Route 640 but would no longer be served by the combined route. There would be a nearby campus circulator stop at Stop ID 6519 (23rd/Trinity). Existing customers could also use Route 20 at Stop ID 2006 (Dean Keeton/Robert Dedman) for a quick and direct connection across campus.

If approved, the changes would be implemented in August 2024. Your participation and feedback are crucial in helping us make informed decisions that improve the UT community's access to transportation options. Please share this information with your members and encourage them to provide their feedback through our [online public comment box](#). As part of our commitment to public involvement, the community will have an additional opportunity to participate by providing a formal comment on the proposed service change during a scheduled public hearing on April 10, 2024.

If your organization would like to meet with us directly for a presentation or further discussion, please reach out to Jordan.McGee@CapMetro.org.

Appendix C: Flyers and Signage for August 2024 Service Changes Engagement



PROPOSED AUGUST 2024 SERVICE CHANGES



To meet the needs of customers and efficiently use our resources, proposed changes include UT Shuttle route adjustments, transition to school service on bus routes, and other minor adjustments. If approved, these changes will be implemented on Sunday, August 18.

- **UT SHUTTLE ROUTES ADJUSTMENT** — To increase accessibility, connectivity and better fit the needs of the community, combine *Route 640 Forty Acres & Route 641 East Campus* into one expanded campus circulator.



CURRENT 640 & 641 ROUTE



PROPOSED ROUTE

- **SCHOOL SERVICE SCHEDULES** — We will begin our normal transition to school-level service on UT Shuttle routes as well as select bus routes with seasonal school trips.
- **MINOR ADJUSTMENTS** — To improve on-time performance and reliability, select Bus schedules, Rail schedules and Pickup boundaries may be adjusted.



**GET MORE DETAILS & PROVIDE YOUR COMMENTS
AT [CAPMETRO.ORG/AUGUST2024](https://capmetro.org/august2024)**

SHARE YOUR FEEDBACK

Public Hearing - April 10 at 12 p.m.
CapMetro Headquarters, 2910 E 5th St
Served by Routes 2, 4 & 300

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call Martin Kareithi at (512) 389-7583 or email martin.kareithi@capmetro.org for more info or to request info in another format.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1153

Agenda Date: 4/22/2024

Memo: August 2024 Service Changes (March 14, 2024)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: March 14, 2024
Re: Proposed August 2024 Service Changes

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars.

The service change process is guided by the revised Board-approved [Service Standards and Guidelines](#). Additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at capmetro.org/service_change.

Summary of Proposed Changes & Process

The following is a high-level summary of the proposed service changes for August 2024.

- **UT Shuttle Route Adjustments** – To increase accessibility, connectivity, and better fit the needs of the community, combine Route 640 Forty Acres and Route 641 East Campus into one expanded campus circulator.
- **UT Shuttle Service Adjustments** – Typical transition to normal service levels will occur on UT Shuttle routes.
- **Pickup** – Four Pickup zones will have minor boundary changes to close “donut holes” or improve operational efficiency without impacting resources. CapMetro staff continues to coordinate with the City of Leander to respond to requests for Pickup enhancements.
- **School Trip Adjustments** – Select trips on bus routes will return to normal service levels.
Minor Bus Schedule Adjustments – To improve on-time performance, select routes may receive minor adjustments to their schedules. This does not impact routes or stop locations.
- **Minor Rail Schedule Adjustments** – Rail on weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

The proposed changes are in accordance with CapMetro’s proposed FY 2025 budget. If approved, the changes would be implemented on Sunday, August 18, 2024.

The proposed August 2024 service change process includes a public involvement plan to notify key stakeholders and communities and solicit input from potentially impacted riders from March 15 – April 10, 2024. Input will also be solicited from advisory committees, the University of Texas students, staff and faculty, and operators, among others. As part of our commitment to public involvement, the community will have an additional opportunity to participate by providing a formal comment opportunity on the proposed service change during a scheduled public hearing on April 10, 2024. Engagement efforts will be summarized, and community feedback will be reviewed prior to bringing the proposed service change to the board for approval on April 22, 2024.

The UT Shuttle route adjustments are subject to review and approval by the UT Shuttle Bus Committee, as per the Interlocal Agreement between CapMetro and the University of Texas.¹ On February 14, 2024, CapMetro presented the recommended adjustments to the committee. The committee recommended that CapMetro proceed with public engagement on this matter. Once the feedback from the public has been reviewed, the committee will conduct a formal vote before considering this proposed service change item in April.

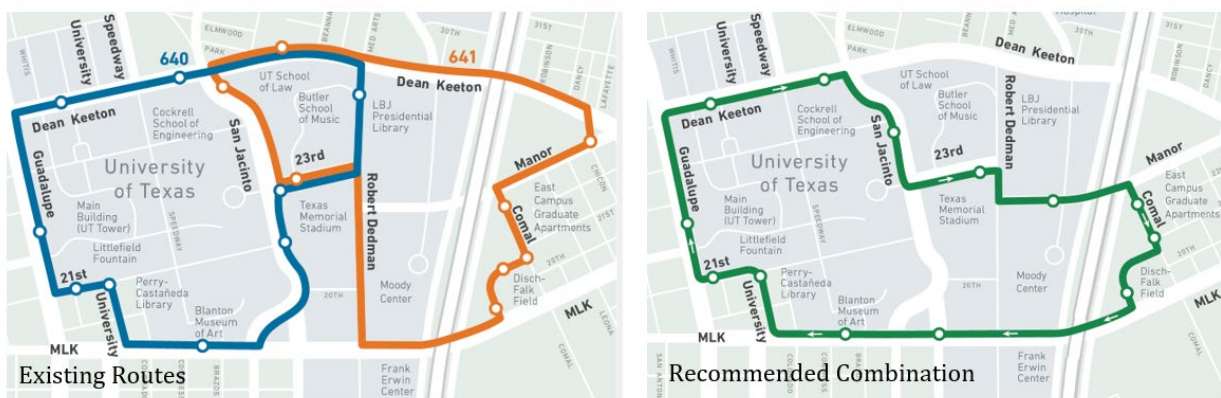
Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials.

These recommendations are classified as a major service change as two operating routes will be combined into one operating route, resulting in the elimination of one route. A service equity analysis for the combination showed no disparate impact or disproportionate burden. The analysis and finding are included in Appendix A.

Detailed Overview of Proposed Changes

UT Shuttle Route Adjustments

CapMetro received a request from the UT Shuttle Bus Committee to improve access to the Main Campus from East Campus. Following an analysis of potential solutions, CapMetro recommends combining UT Shuttle Routes 640 Forty Acres and 641 East Campus into one expanded campus circulator. This adjustment also matches service with evolving housing trends, as West Campus and East Campus continue to rapidly grow. Key destinations through campus would be connected in a single ride, which would reduce potential transfers and improve the customer experience. The combined route would not only enhance campus connectivity, but also provide a more frequent and reliable level of service.



Although access would be maintained for most of the stops currently served by Route 640 and Route 641, a few stops would no longer be served by the combined route. These stops currently have low

¹ The UT Shuttle Bus Committee solicits input from students, staff and faculty, and recommends plans for improvement of the safety, scheduling, routing and overall performance of the UT Shuttle services. It also serves as a formal channel of communication and an outlet for action on transportation issues and recommendations. Per the Interlocal Agreement between CapMetro and the University of Texas, major changes for the UT Shuttle Services must be presented to the University of Texas at least one month in advance of any public presentation on the change proposal. In addition, advance written approval of the University is required for major service changes.

usage, alternative routes, and/or nearby stops. Further, no additional resources are required for this recommendation.

Pickup

Over the last several years, CapMetro staff have monitored Pickup performance for each zone and provided regular reports to the Board. CapMetro now operates eleven Pickup zones and frequently receives requests for either new zones or expanded operations within existing zones. Due to resource limitations (available funding, vehicles and operators), we are not able to meet all demands and reviewing the performance of existing zones helps determine opportunities for improvement and balance requests for changes. CapMetro staff is proposing minor boundary changes to four zones, including East Austin, Dessau, Walnut Creek and North Oak Hill. These boundary changes will have minimal impact on resources and staffing, while closing “donut holes” and optimizing zone performance. CapMetro staff wants to see sustained success in terms of performance and will continue to review performance every six months to allow for action to occur if performance declines or improves.

In addition to making these minor changes to Pickup, CapMetro staff is closely coordinating with the City of Leander to evaluate enhancing the City’s Pickup zone. CapMetro staff continues to work with the Leander community to ensure a balanced approach to Pickup service enhancements while engaging with customers to get feedback on any potential proposed changes to service.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendix A: Title VI Analysis

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. The Major Service Change policy requires Capital Metro to conduct a service equity analysis whenever there is a “major service change” as defined in the policy. “Major service change” is defined to include “the establishment of a new fixed-route bus route, elimination of any fixed-route bus or rail route in its entirety, a geographic change on a given transit route of 25% or more of its annual revenue miles or hours.” Since single operating routes will be combined into one operating route, one route is eliminated and a service equity analysis is required to evaluate the impacts of the service changes on Title VI-protected populations and low-income populations.

The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software. Remix allows agencies to automatically generate a Title VI report by comparing existing service to a set of proposed changes using demographic data from the US Census Bureau (2018-2022 American Community Survey (ACS) 5-Year Estimates). Using this data, Remix estimates the population near a route, including its low-income and minority percentage, for both existing and proposed service. 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 existing service to the proposed service. CapMetro policy states that minority or low-income populations are being disproportionately impacted by a service change when they receive either more than 2% of their share of the adverse effects of a service change or less than 2% of the benefits of a service change. In accordance with CapMetro’s Title VI policies, a disparate impact to minority riders or a disproportionate burden to low-income riders would require CapMetro to take steps to avoid, minimize or mitigate impacts when practicable (see following tables).

Disparate Impact (Minority)

Minority populations experienced a 7% increase in people trips and non-minority populations experienced a 3% increase. Since minority populations experience a larger increase than non-minority populations, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	190,996,877	260,384,983
Before	184,740,541	242,529,319
Percent Change	3%	7%
Percentage Point Difference	-4%	

Disproportionate Burden (Low-Income)

Low-income populations experience a 5% increase and non-low income populations experience a 5% increase. Since low-income populations experience the same increase as non-low income populations, there is no disproportionate burden.

	Non-Low-Income People Trips	Low-Income People trips
After	185,225,162	266,156,698
Before	175,592,177	251,677,683
Percent Change	5%	5%
Percentage Point Difference	0%	

Operations, Planning and Safety Committee **Item #:** AI-2023-887

Agenda Date: 4/22/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Purchase and Sale Agreement for the purchase of a 1.79-acre tract of land located at 2401 East Slaughter Lane, Austin, TX 78744, together with certain off-site drainage and slope easements and any rights appurtenant thereto, from Austin Goodnight Ranch, L.P., for the future Goodnight Ranch Park and Ride, in an amount not to exceed \$2,000,000 plus closing costs.

FISCAL IMPACT:

Funding for this action is available in the FY 2024 capital budget and five-year capital improvement plan.

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 proposed land acquisition is part of Project Connect park and ride and bus rapid transit implementation, funded through Project Connect. The property will serve as the southern terminal facility for CapMetro’s new Pleasant Valley MetroRapid Line. This park and ride facility supports sustainable regional growth by providing new frequent bus service routes to respond to community and customer needs. This service also supports the agency’s carbon neutral goal.

BUSINESS CASE: The proposed fee simple land acquisition from Austin Goodnight Ranch, L.P. (AGR) is for a park and ride site and an access and drainage easement adjacent to the property. Staff obtained two (2) independent appraisals for the property and easements. The funding for this acquisition is available in the FY2024 Capital Budget and in the five-year capital improvement budget to be reimbursed by Project Connect.

The Pleasant Valley MetroRapid line consists of an approximately 15-mile Bus Rapid Transit (BRT) route along the E. William Cannon Drive, Pleasant Valley Road, and Airport Boulevard corridors in Austin, Texas. The project corridor is one of the highest ridership corridors in the CapMetro system and acts as a north-south spine east of I-35, extending transit coverage to the growing area of southeast Austin. The Pleasant Valley line will feature near-level boarding stations, improved station amenities, better pedestrian access to stations, enhanced safety and security at stations, and increased frequency in transit service.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on April 22, 2024.

EXECUTIVE SUMMARY: This park and ride will include four (4) bus bays with electric bus charging necessary for charging of the all-electric vehicles on this line. The park and ride facility will accommodate customer 64 parking spaces. The Pleasant Valley MetroRapid line consists of an approximately 15-mile Bus Rapid Transit (BRT) route along the E. William Cannon Drive, Pleasant Valley Road, and Airport Boulevard corridors in Austin, Texas. The project corridor is one of the highest ridership corridors in the CapMetro system and acts as a north-south spine east of I-35, extending transit coverage to the growing area of southeast Austin. The Pleasant Valley line will feature near-level boarding stations, improved station amenities, better pedestrian access to stations, enhanced safety and security at stations, and increased frequency in transit service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: The purchase of a 1.79-acre tract of land located at 2401 East Slaughter Lane, Austin, TX 78744, together with certain off-site easements and any rights appurtenant thereto, from Austin Goodnight Ranch, L.P., for the future Goodnight Ranch Park and Ride, in an amount not to exceed \$2,000,000 plus closing costs, is a non-competitive real property acquisition under Transportation Code Section 451.110.

RESPONSIBLE DEPARTMENT: Capital Construction Engineering & Design.

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

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-887

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to acquire real property to facilitate the implementation of Project Connect bus rapid transit lines, park and rides and electric bus charging facilities; and

WHEREAS, the acquisition and construction of the Goodnight Ranch Park and Ride will be the southern terminus of the Federal Transit Administration grant funded, Pleasant Valley Bus Rapid Transit line which will extend transit coverage to the growing area of southeast Austin; and

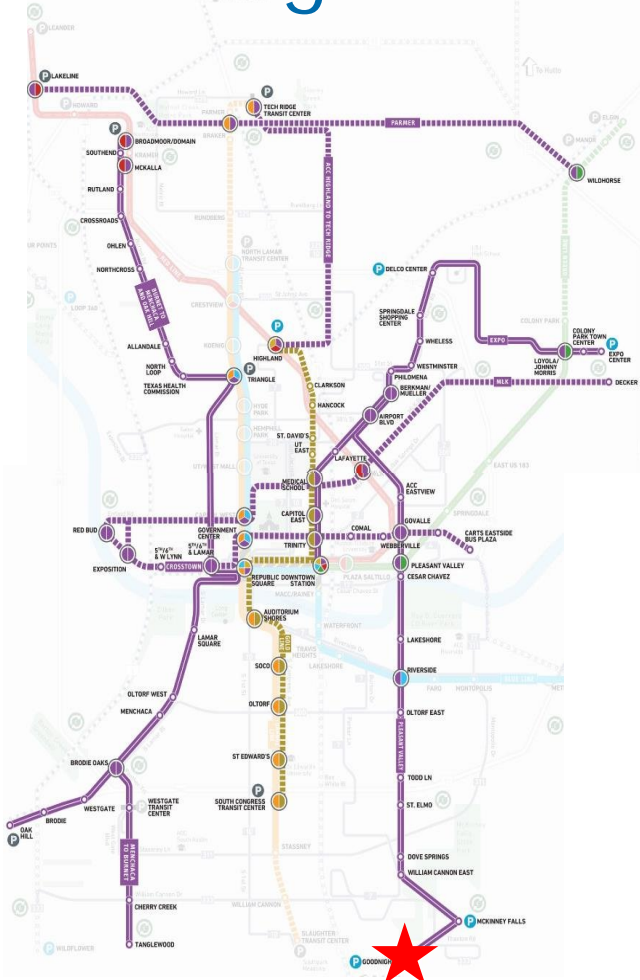
WHEREAS, the purchase of 2401 East Slaughter Lane will enable CapMetro to construct the Goodnight Ranch Park and Ride with battery electric bus charging and move CapMetro towards a carbon-neutral footprint.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a Purchase and Sale Agreement and all other necessary agreements for the purchase of 1.79 acre of land located at 2401 East Slaughter Lane, Austin, TX 78744, being all of Lot 1 of the Goodnight Ranch Phase 2 subdivision in Travis County, Texas, together with certain off-site easements and any rights appurtenant thereto, from Austin Goodnight Ranch, L.P., for the future Goodnight Ranch Park and Ride, in an amount not to exceed \$2,000,000 plus closing costs.

Date: _____

**Secretary of the Board
Becki Ross**

Goodnight Ranch Park & Ride Purchase and Sale Agreement (PSA)



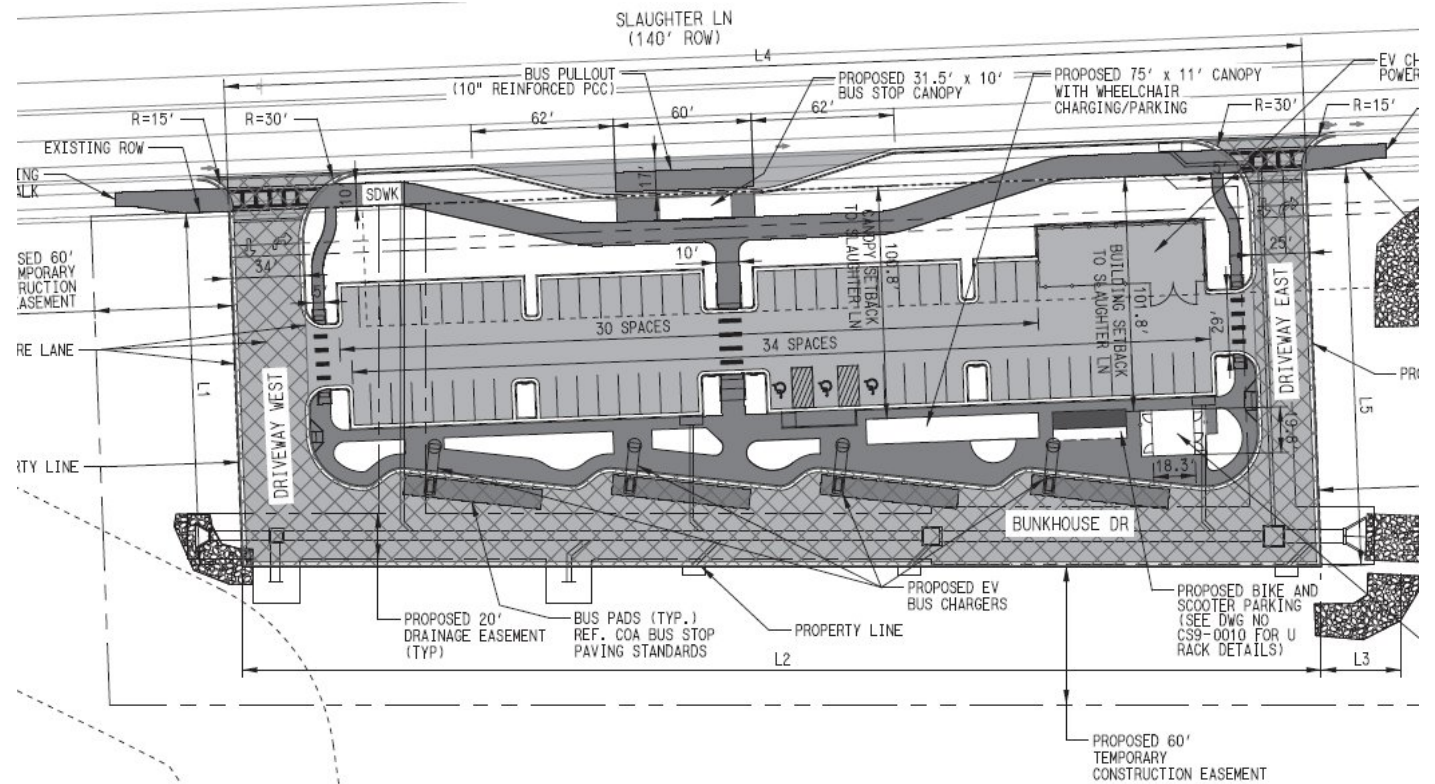
- Southeast part of Austin on Slaughter Lane at Goodnight Ranch Blvd.
- In the Goodnight Ranch Phase 2 development town center
- Southern most terminus of FTA grant funded Pleasant Valley Bus Rapid Transit Line
- Connections to medical, retail and educational facilities including ACC Eastview and Mueller Community
- Connections to local route #318

Goodnight Ranch Park & Ride Location



Goodnight Ranch Park & Ride Site Plan

- 64 parking spaces
- Connection to route #318
- Cameras & lighting
- Electric bus and wheelchair charging
- Ticket Vending Machine
- Restroom for Drivers





Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-985

Agenda Date: 1/29/2024

President & CEO Monthly Update



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1145

Agenda Date: 4/22/2024

Memo: Board Follow Up on Customer Payments for CapMetro Access and Pickup (April 19, 2024)

To: CapMetro Board of Directors

From: Catherine Walker, EVP, CFRO

Date: April 19, 2024

Re: Access Advisory Committee update on Customer Payments for CapMetro Access and Pickup

During the February 26 and March 25, 2024, Board of Directors meetings, Access Advisory Committee Chair Paul Hunt included updates on payment acceptance for CapMetro Access and Pickup. Chair Hunt highlighted the need for onboard fare validators, like those used on CapMetro buses, for customers to earn fare capping from their rides. He also emphasized the importance of collecting comprehensive ridership data for both CapMetro Access and Pickup services.

To clarify which services offer fare capping, the CapMetro Board of Directors adopted the current fare structure on July 25, 2022. This structure introduced AMP daily and monthly fare capping for Commuter and Local services, along with the Equifare discount fare program for eligible riders. More information can be found at <https://www.capmetro.org/fares-passes/amp>. CapMetro Access had no changes to the structure of the MetroAccess fares, meaning that there is a single ride option, a 10-ride booklet, and a monthly pass option only.

CapMetro does have the onboard fare validator equipment for the vehicles that operate the Pickup service. The equipment is currently being installed on a pilot group of Pickup vehicles to review the operational and safety aspects of the fare validators. Following the pilot testing will be a campaign to install the onboard fare validators on the entire Pickup fleet. A future operations update will specify the timeframe for equipping all Pickup vehicles with these validators.

CapMetro staff from Community Engagement, Customer Experience, Demand Response, Finance, and Information Technology are working to address the Access Advisory Committee updates. CapMetro has over six months of customer feedback and usage data since launching the CapMetro Access Spare Labs system and the updated CapMetro App with AMP for fare capping. Staff will update both the Access Advisory Committee and Customer Satisfaction Advisory Committee at one of the upcoming meetings on customer feedback received and the plans to improve the customer experience.

If you have any questions regarding this update, please reach out to Ed Easton (Ed.Easton@capmetro.org) and he will coordinate a response or a briefing time.