



**Agenda - Final**  
**Capital Metropolitan**  
**Transportation Authority**  
**Finance, Audit and Administration**  
**Committee**

2910 East 5th Street  
Austin, TX 78702

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**Wednesday, May 6, 2026**

**11:00 AM**

**Rosa Parks Boardroom**

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

**I. Call to Order**

**II. Public Comment**

**III. Action Items**

1. Approval of minutes from the March 11, 2026 Finance, Audit and Administration Committee meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Memorandum of Understanding with the City of Round Rock authorizing Round Rock to be a Direct Recipient of a suballocation of the Austin Urbanized Area's FY2027 and FY2028 Federal Section 5307 and 5339(a) funds.

**IV. Presentations**

1. FY2026 Financial Report March 2026
2. Internal Audit Report - Fuel Inventory Controls
3. Internal Audit FY26 Plan Status - May 2026
4. Executive Finance, Audit and Administration Update - May 2026  
Update on FY2025 Annual Comprehensive Financial Report (Financial Audit), CapMetro's Employee Engagement Survey, and FY2026 Q2 Performance.

Memo: Q2 Fiscal Year 2026 Performance Update - April 29, 2026.

**V. Items for Future Discussion**

**VI. 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](mailto:ed.easton@capmetro.org) if you need more information.*

*Committee Members: Matt Harriss, Chair; Becki Ross, Dianne Bangle and Jeffrey Travillion.*

*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

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Finance, Audit and Administration Committee

**Item #:** AI-2026-1798

**Agenda Date:** 5/6/2026

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Approval of minutes from the March 11, 2026 Finance, Audit and Administration Committee meeting.



**Minutes**  
**Capital Metropolitan**  
**Transportation Authority**  
**Finance, Audit and Administration**  
**Committee**

2910 East 5th Street  
 Austin, TX 78702

**Wednesday, March 11, 2026**

**11:00 AM**

**Rosa Parks Boardroom**

**I. Call to Order**

11:02 a.m. Meeting Called to Order

<b>Present</b>	Matt Harriss, Dianne Bangle, and Jeffrey Travillion
<b>Absent</b>	Becki Ross

**II. Public Comment**

There was no public comment this month.

**III. Action Items**

1. Approval of minutes from the February 11, 2026 Finance, Audit and Administration Committee meeting.

A motion was made by Travillion, seconded by Bangle, that this Minutes be adopted. The motion carried by the following vote:

**Aye:** Harriss, Bangle, and Travillion

2. Selection of a Finance, Audit and Administration Committee Vice Chair for the remainder of 2026.

Board Member Dianne Bangle was chosen to serve as the Committee Vice Chair for the remainder of the year.

A motion was made that this Resolution be adopted. The motion carried by a unanimous vote.

3. Approval of a resolution affirming the Charter Statement for the Finance, Audit and Administration Committee.

A motion was made by Bangle, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 3/23/2026. The motion carried by the following vote:

**Aye:** Harriss, Bangle, and Travillion

4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Verizon Wireless for telecommunication services, with a base term of four (4) years, in a total amount not to exceed \$3,393,738, of which \$500,000 is contingency.

A motion was made by Travillion, seconded by Bangle, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 3/23/2026. The motion carried by the following vote:

**Aye:** Harriss, Bangle, and Travillion

5. Approval of a resolution affirming CapMetro's Internal Audit Charter.

A motion was made by Bangle, seconded by Travillion, that this Resolution be recommended for the consent agenda to the Board of Directors, due back on 3/23/2026. The motion carried by the following vote:

**Aye:** Harriss, Bangle, and Travillion

#### IV. Presentations

1. Internal Audit FY26 Plan Status - March 2026
2. Internal Audit Advisory Project - Vehicle Maintenance data analytics

#### V. Items for Future Discussion

#### VI. Adjournment

11:23 a.m. Meeting Adjourned

#### ADA Compliance

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*Committee Members: Matt Harriss, Chair; Becki Ross, Dianne Bangle and Jeffrey Travillion.*

*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.*

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Finance, Audit and Administration Committee  
**Agenda Date:** 5/6/2026

**Item #:** AI-2026-1807

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**SUBJECT:**

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Memorandum of Understanding with the City of Round Rock authorizing Round Rock to be a Direct Recipient of a suballocation of the Austin Urbanized Area’s FY2027 and FY2028 Federal Section 5307 and 5339(a) funds.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

**Strategic Goal Alignment:**

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

**EXPLANATION OF STRATEGIC ALIGNMENT:** CapMetro coordinates with non-members in the Austin urbanized area to meet transit needs in their communities and build a regional system. These efforts will result in a more robust transit network that can eventually be brought together through regional planning efforts.

**BUSINESS CASE:** As the Designated Recipient of the Urbanized Area Formula Grants Program (Section 5307) and Formula Grants for Buses and Bus Facilities Program (Section 5339(a)), CapMetro is responsible for administering and apportioning the federal funds within the Austin urbanized area (UZA), which extends beyond CapMetro’s service area. CapMetro’s goal is to collaborate with non-member communities in the UZA to meet their transit needs now and in the future. By receiving a suballocation of Section 5307 and 5339(a) funding, the City of Round Rock will be able to continue its on-demand service and fixed-route service, plan for future transit needs, and fund its bus and bus facility needs.

**COMMITTEE RECOMMENDATION:** The item was presented and recommended for approval by the Finance, Audit and Administration Committee on May 6, 2026.

**EXECUTIVE SUMMARY:** CapMetro is the Designated Recipient of Federal Section 5307 and 5339(a) funds for the Austin urbanized area (UZA). Per Federal Transit Administration (FTA) guidelines, Section 5307 funds can be used for transit capital and operating assistance in urbanized areas and transportation planning, and 5339 (a) funds can be used to replace, rehabilitate and purchase buses and related equipment and to construct bus-

related facilities. Prior to FY2013, CapMetro subawarded a portion of Section 5307 funds to Round Rock and administered the funds as part of a pass-through arrangement outlined in an interlocal agreement (ILA). The FY2011 and FY2012 ILA that authorized this arrangement was not renewed, and Round Rock elected to become a Direct Recipient so it could apply for and receive a suballocation of the formula program funds directly from FTA.

In FY2013, an agreement was signed for FY2013 and FY2014 Section 5307 funds to be suballocated to Round Rock to apply for as a Direct Recipient. This agreement has been renewed on a biennial basis since that time. The FY2025 and FY2026 agreement also included a suballocation of Section 5339(a) funds.

The FY2027 and FY2028 Memorandum of Understanding (MOU) with the City of Round Rock will permit Round Rock to apply for its suballocation of the UZA's FY2027 and FY2028 Section 5307 and 5339(a) funds. CapMetro is not required to provide technical support or assistance beyond any that may be required by the FTA when a Designated Recipient authorizes another public entity to be a Direct Recipient.

The suballocation of any 5307 and 5339(a) funds to Round Rock will be contingent upon the apportionment of 5307 and 5339(a) funds to the UZA. If the FTA does not apportion or distribute 5307 and 5339(a) funds to the UZA, Round Rock would not be eligible to receive a suballocation of 5307 or 5339(a) funds as a Direct Recipient. If the FTA reduces the amount of 5307 or 5339(a) funds available to the UZA, Round Rock's share of funding would be based upon the reduced amount.

These terms are included in the attached MOU between CapMetro and Round Rock. The MOU expires on September 30, 2028, and applies only to Section 5307 and Section 5339(a) funds apportioned in FY2027 and FY2028.

SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Finance

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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2026-1807**

WHEREAS, Capital Metropolitan Transportation Authority is the Designated Recipient of the Urbanized Area Formula Grant (Section 5307) and the Formula Grants for Buses and Bus Facilities Program (Section 5339(a)) funds apportioned by the Federal Transit Administration for the Austin urbanized area (UZA); and

WHEREAS, the City of Round Rock is a local government that operates fixed route bus service in the Austin UZA, and is seeking a suballocation of Section 5307 and Section 5339(a) funds in order to support the planning, capital development and operation of transit services for the Round Rock community, including demand response bus service, express bus service and reverse commute bus service.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or their designee, is authorized to finalize and execute a Memorandum of Understanding with the City of Round Rock that authorizes Round Rock to continue to be a Direct Recipient of its suballocation of the Austin UZA's FY2027 and FY2028 Federal Section 5307 and Section 5339(a) funds.

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

\_\_\_\_\_  
**Secretary of the Board  
Becki Ross**

**Memorandum of Understanding between the  
Capital Metropolitan Transportation Authority and the City of Round Rock  
Regarding the Provision of Federal Transit Administration  
Section 5307 and Section 5339(a) Program Funds**

This Memorandum of Understanding (“MOU”) regarding the provision of Federal Transit Administration Section 5307 and Section 5339(a) Program Funds is executed by and between the City of Round Rock (“City”) a local government public entity and the Capital Metropolitan Transportation Authority (“CapMetro”), a political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code, each a “Party” and collectively referred to as “the Parties.” Accordingly, the Parties set forth their intent and understandings as follows:

**I. PURPOSE**

CapMetro is the designated recipient (“Designated Recipient”) of funding under the Urbanized Area Formula Funding program (49 U.S.C. 5307 or Section 5307) and the Bus and Bus Facilities Funding program (49 U.S.C. 5339(a) or Section 5339(a)) apportioned by the Federal Transit Administration (“FTA”) for the Austin urbanized area. This MOU outlines the Parties’ mutual intent and understanding with respect to CapMetro’s authorization of City as a direct recipient of FTA Section 5307 and Section 5339(a) funds. City and CapMetro agree to work cooperatively and in good faith in the manner set forth herein.

**II. KEY TERMS**

- A.** The Parties will comply with the requirements of the Urbanized Area Formula Funding Program (49 U.S.C. 5307 and 49 U.S.C. 5339(a)).
- B.** Since City is not a member city of the CapMetro transit system, City intends to be a direct recipient (“Direct Recipient”) of a share of the Section 5307 and Section 5339(a) funding apportioned to the Austin urbanized area (“FTA Section 5307 and Section 5339(a) Program Funds”).
- C.** During the term of this MOU, City is authorized to apply for a share of Section 5307 and Section 5339(a) Program Funds apportioned and distributed to CapMetro as Designated Recipient for the Austin urbanized area, based upon the distribution formula established by the FTA for fiscal years 2027 (October 1, 2026 – September 30, 2027) and 2028 (October 1, 2027 – September 30, 2028) (each an “FTA Fiscal Year”).
- D.** The distribution of any amounts payable to City as a Direct Recipient is contingent upon the successful apportionment and distribution of Section 5307 and Section 5339(a) funds to CapMetro as the Designated Recipient for the Austin urbanized area for FTA Fiscal Years 2027 and 2028. If the FTA does not apportion or distribute Section 5307 or Section 5339(a) Program Funds to CapMetro as the Designated Recipient, City will not be eligible to receive Section 5307 or Section 5339(a) Program Funds as a Direct Recipient. If the FTA reduces the amount of Section 5307 or Section 5339(a) Program Funds available to CapMetro as the Designated Recipient, City’s

share of funding will be based upon the reduced amount. CapMetro will not be liable to City for any damages, which are caused or associated with any FTA changes to the amounts apportioned or distributed to the Austin urbanized area under Section 5307 or Section 5339(a).

- E. CapMetro is not obligated to provide any technical assistance or technical support to City beyond the requirements of FTA Circular 9030.1E.
- F. City's designation as a Direct Recipient requires approval by the CapMetro Board of Directors and the Round Rock City Council.

**B. CapMetro's Responsibility:**

- A. CapMetro will remain the Designated Recipient of Section 5307 and Section 5339(a) Program Funds apportioned by the FTA for the Austin urbanized area;
- B. CapMetro authorizes City to be a Direct Recipient of a share of the Section 5307 and Section 5339(a) Program Funds apportioned to the Austin urbanized area based on the distribution formula established by the FTA for FTA Fiscal Years 2027 and 2028; and
- C. CapMetro authorizes this designation once to include all grant applications for FTA Section 5307 and Section 5339(a) Program Funds submitted by City to FTA during the term of this MOU.

**C. Round Rock Responsibility:**

- A. City will remain an eligible FTA grantee for the provision of transit services and construction of transit facilities throughout the term of this MOU;
- B. As a Direct Recipient, City will use FTA Section 5307 and Section 5339(a) Program Funds to support the planning, capital development, and operation of transit services for the Round Rock community in accordance with the terms of this MOU;
- C. City shall comply with all provisions of FTA Circular 9030.1E, Urbanized Area Formula Program: Program Guidance and Application Instructions, Chapter II, Section 8, Applicants Other than Designated Recipients, including but not limited to providing its local share of matching, as amended; and
- D. City shall comply with all applicable requirements set forth in state or federal law, regulations, policies, and administrative practices.

**III. TERM OF MOU**

This MOU will be executed and effective as of the date of the last Party to sign (the "Execution Date") and expire on the last day of the FTA Fiscal Year 2028. The Parties may mutually agree, in writing, to extend the term of this MOU. This MOU may be terminated or modified by thirty (30) days advanced written notice by either Party. In the event that either Party shall be in default of its material obligations under this Agreement and shall fail to remedy such default within thirty (30) days after receipt of written notice thereof,

this MOU may be terminated at the option of the Party, not in default upon expiration of the thirty (30) day period.

**IV. INCORPORATION OF DOCUMENTS**

This MOU incorporates by reference the following attachments:

- A. Attachment A, resolution of the CapMetro Board of Directors approving this MOU.
- B. Attachment B, Resolution of the Round Rock City Council approving this MOU.

**V. MISCELLANEOUS**

- A. This MOU constitutes the entire agreement between CapMetro and City. No other terms and conditions are applicable, unless amended and agreed to in writing by both Parties.
- B. By execution of this MOU, neither Party waives or relinquishes any sovereign immunity rights available to it by law except as otherwise stipulated by applicable laws.

**VI. SIGNATORY**

This MOU is hereby accepted and agreed to by the following individuals or officers who are duly authorized to bind the Parties as set forth above:

**Capital Metropolitan  
Transportation Authority**

**City of Round Rock**

By: \_\_\_\_\_  
 Dottie Watkins  
 President & CEO  
 Date: \_\_\_\_\_

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

Approved as to form:  
 \_\_\_\_\_  
 CMTA Legal Department

**Attachment A**  
**CapMetro Board of Directors Resolution No.**

**Attachment B**  
**Round Rock City Council Resolution No.**



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Finance, Audit and Administration Committee  
**Agenda Date:** 5/6/2026

**Item #:** AI-2026-1806

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FY2026 Financial Report March 2026



# Financial Report – Fiscal Year 2026

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Year to Date March 31, 2026

# Major Highlights

## Revenue

- Sales tax remittances received YTD February 2026 are 7.0% higher than YTD February 2025 and 4.9% higher than budget

## Operating Expenses

- \$211.6 million expended to date, or 47.8% of full-year budget
- Professional services are below budget due to timing of consultation, repair and maintenance and computer software

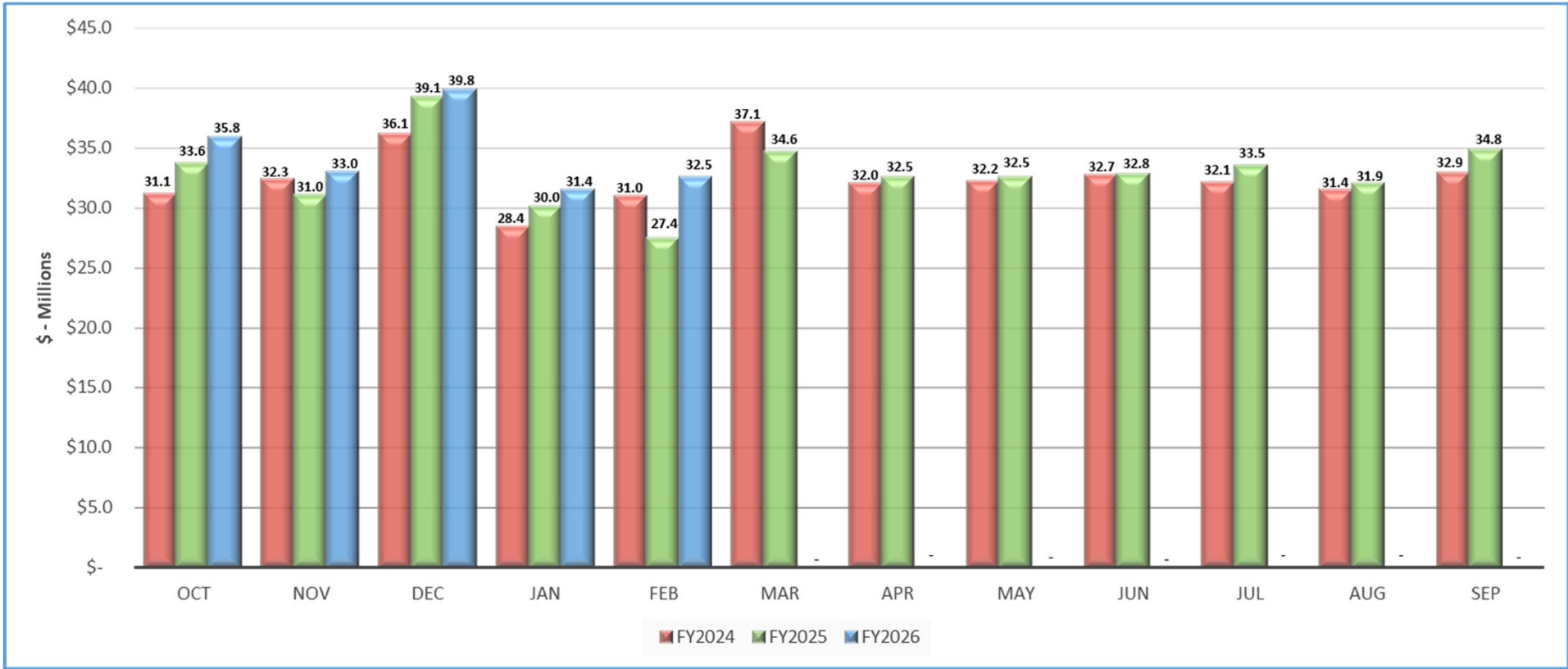
## Capital Projects

- FY2026 capital project budget of \$155.0 million
- \$50.7 million expended to date, or 32.7% of full-year budget
  - CapMetro Rapid Lines, North Burnet/Uptown Station, New Administration Building Build-out and Bus Electrification Infrastructure
- \$40.6 million outstanding commitments have been issued, or 26.2% of full-year budget
  - CapMetro Rapid Lines, New Administration Building Build-out, Demand Response Operations & Maintenance Facility Replacement, Farebox and Vaulting System Replacement and CAD-AVL, APC and ITS Systems Replacement

# Revenue

\$' Million Category	FY25 Mar YTD Actual	FY26 Mar YTD Actual	FY26 Mar YTD Budget	% of YTD Budget	FY26 Full Year Budget	% of Budget	Comments
Sales Tax	\$203.8	\$207.7	\$199.7	104.0%	\$399.0	52.1%	March sales tax receipts accrued
Passenger Revenue	8.0	8.4	9.6	88.0%	18.9	44.5%	
Freight Railroad Revenue	3.7	3.6	3.5	104.0%	6.9	51.9%	
Other Revenue	16.6	14.0	9.1	153.9%	18.2	77.0%	Favorable investment income
Operating Contributions and Grants	27.3	26.2	33.9	77.2%	70.1	37.3%	
Capital Contributions and Grants	58.2	51.5	24.4	211.3%	48.7	105.6%	
<b>Total</b>	<b>\$317.6</b>	<b>\$311.4</b>	<b>\$280.1</b>	<b>111.2%</b>	<b>\$561.8</b>	<b>55.4%</b>	

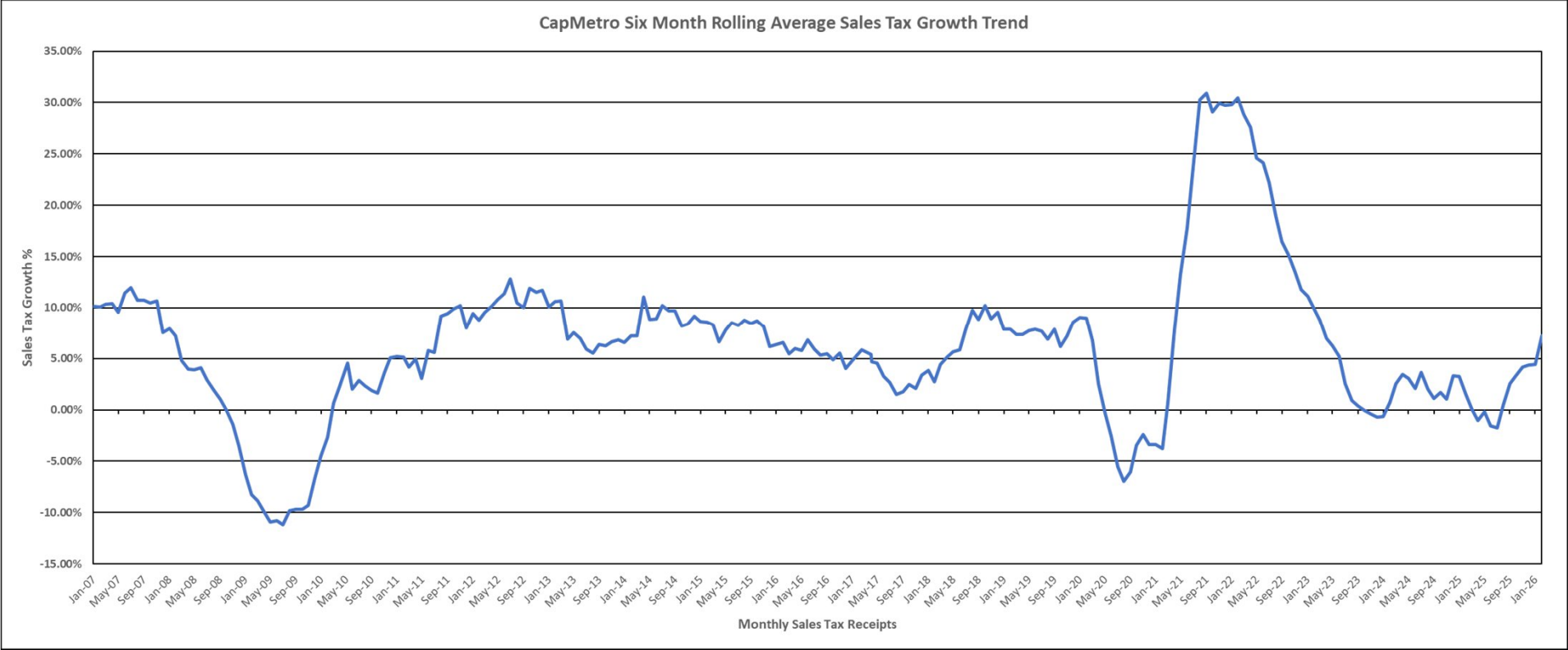
# Actual Sales Tax Receipts



Total	\$389.1M	\$393.9M	\$172.5M
YOY % Growth	1.7%	1.2%	7.0%



# Sales Tax Rolling Average Trend



# Operating Expense

\$' Million Category	FY25 Mar YTD Actual	FY26 Mar YTD Actual	FY26 Mar YTD Budget	% of YTD Budget	FY26 Full Year Budget	% of Budget	Comments
Salaries and Benefits	\$45.3	\$47.9	\$47.0	101.8%	\$94.1	50.9%	
Professional Services	21.6	16.8	27.6	60.9%	51.9	32.4%	Timing of consultant, repair and maintenance and computer software
Materials and Supplies	11.5	12.5	12.3	101.3%	24.0	51.8%	
Fuel and Fluids	7.0	4.4	7.6	58.3%	15.5	28.6%	Fuel hedge realized gain
Utilities	2.5	2.7	3.5	78.0%	7.0	38.7%	Timing of electricity-propulsion power and other utilities
Insurance	1.7	1.3	2.1	60.9%	2.4	52.9%	Timing of insurance premiums
Purchased Transportation	119.6	122.4	113.8	107.5%	233.7	52.4%	
Lease/Rentals	2.1	2.2	2.3	97.0%	4.2	53.3%	
Other Expenses	2.2	1.5	5.0	30.3%	9.7	15.7%	Unspent contingency
<b>Total</b>	<b>\$213.4</b>	<b>\$211.6</b>	<b>\$221.2</b>	<b>95.7%</b>	<b>\$442.4</b>	<b>47.8%</b>	

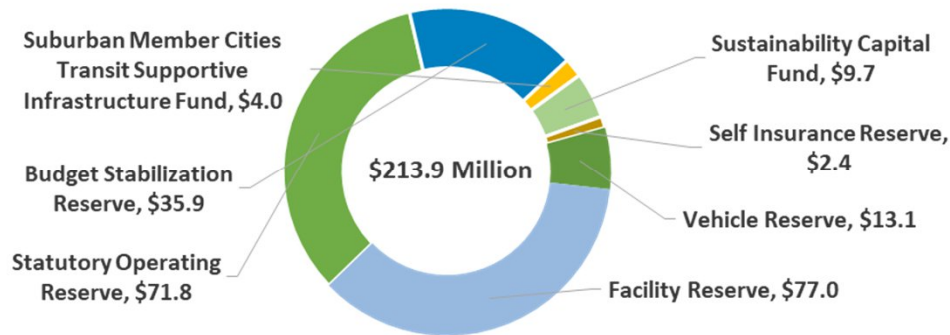
# Budget Transfers

Consistent with CapMetro's Financial Policies, there were five budget transfers that cumulatively exceeded \$150,000 to report to the board for the 2nd quarter of FY2026.

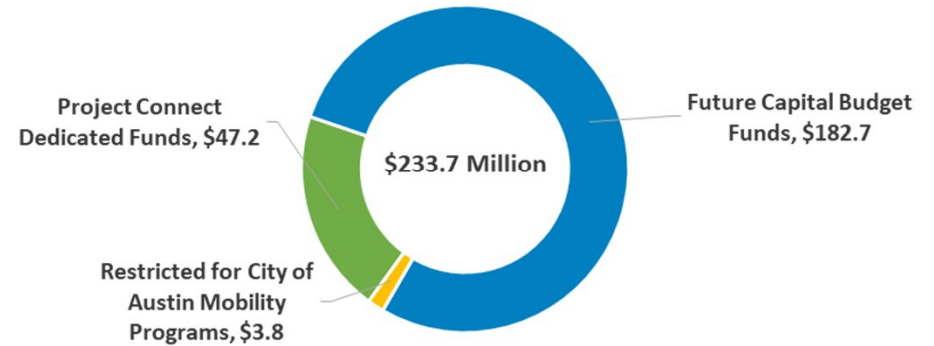
February-26				
<b>Transfer #1</b>				
<b>From:</b>	PAM2219	Demand Response Operations and Maintenance Facility Replacement	(2,091,110)	Returned funds to capital contingency work on the City of Austin's assets, which is not capitalizable by CapMetro.
<b>To:</b>	FIN0364	Capital Contingency	2,019,110	
February-26				
<b>Transfer #2</b>				
<b>From:</b>	220-5090702	Operating Contingency	(1,076,767)	Transfer from operating contingency for non-capitalizable work that was originally in the capital budget.
<b>To:</b>	536-XAM2219	Demand Response Operations and Maintenance Facility Replacement	1,076,767	
February-26				
<b>Transfer #3</b>				
<b>From:</b>	FIN0364	Capital Contingency	(675,000)	Transfer from capital contingency to expand PTC vital communications network IP capacity required to maintain compliance with the PTC Safety Plan.
<b>To:</b>	ITS0393	Rail PTC Vital Network IP Expansion Implementation	675,000	
February-26				
<b>Transfer #4</b>				
<b>From:</b>	FIN0364	Capital Contingency	(250,000)	Transfer from capital contingency to enable testing and validation of changes to the PTC system, which is critical for safety.
<b>To:</b>	ITS0418	Rail Princeton Software PTC Network Simulation System Implementation	250,000	
March-26				
<b>Transfer #5</b>				
<b>From:</b>	220-5090702	Operating Contingency	(150,000)	Transfer from operating contingency to support the grand opening and marketing of the two new CapMetro Rapid lines.
<b>To:</b>	920-XMC1831	MetroRapid	150,000	

# Reserve, Allocated & Restricted Funds

## Reserve Funds



## Allocated & Restricted Funds



### Notes:

- Additional funding was allocated to the statutory operating and budget stabilization reserves based on the board-approved funding formula. The statutory operating reserve equals 2 months of audited FY2025 operating expenses. Contributions to the budget stabilization reserve began in February 2016 with \$7 million reserved in FY2016 and \$3 million in FY2017. An additional contribution was made in FY2018 to fully fund the budget stabilization reserve. The sustainability capital fund was established in FY2022 with \$10 million to support CapMetro's Sustainability Vision Plan. In March 2022, a regional partnership with small-member cities and a \$10 million Transit Supportive Infrastructure Fund was established. A \$100 million Facility Reserve and a \$50 million Vehicle Reserve were established in FY2025 as CapMetro addresses the largest needs of the agency.
- Funds for capital investment are required to help address extensive capital needs. The capital budget for FY2026 is \$155.0 million, with \$106.3 million funded by FY2026 income and \$48.7 million from capital contributions and grants. These capital improvements are needed to maintain the state of good repair of the community's transit infrastructure and to be in compliance with Federal regulations. The FY2026 capital budget also contains CapMetro held contracts of the Project Connect program of projects. The City of Austin Mobility Fund was reduced by \$604 thousand from projects in FY2025.

# Statement of Revenue, Expenses and Change in Net Position

\$' Million	FY25 Mar YTD Actual	FY26 Mar YTD Actual	FY26 Mar YTD Budget	FY26 Full Year Budget	% of Budget
<i>Operating Revenue</i>					
Passenger Revenue	\$8.0	\$8.4	\$9.6	\$18.9	44.5%
Freight Railroad Revenue	3.7	3.6	3.5	6.9	51.9%
Other Revenue	3.1	4.3	3.4	6.8	63.1%
<b>Total</b>	<b>14.9</b>	<b>16.3</b>	<b>16.4</b>	<b>32.6</b>	<b>50.0%</b>
<i>Operating Expenses</i>					
Salaries and Benefits	45.3	47.9	47.0	94.1	50.9%
Professional Services	21.6	16.8	27.6	51.9	32.4%
Fuel and Fluids	7.0	4.4	7.6	15.5	28.6%
Utilities	2.5	2.7	3.5	7.0	38.7%
Purchased Transportation	119.6	122.4	113.8	233.7	52.4%
Other Expenses	15.4	15.2	19.4	36.1	42.2%
Lease/Rental	2.1	2.2	2.3	4.2	53.3%
Depreciation & Amortization	27.6	38.1	33.0	66.0	57.7%
<b>Total</b>	<b>241.0</b>	<b>249.7</b>	<b>254.2</b>	<b>508.4</b>	<b>49.1%</b>
<b>Operating Income/Loss</b>	<b>(226.2)</b>	<b>(233.4)</b>	<b>(237.8)</b>	<b>(475.8)</b>	<b>49.1%</b>
<i>Non-Operating Revenue/(Expenses)</i>					
Sales Tax	203.8	207.7	199.7	399.0	52.1%
Investment Income	11.1	9.9	5.6	11.3	87.6%
Operating Contributions and Grants	27.3	26.2	33.9	70.1	37.3%
Capital Contributions and Grants	58.2	51.5	24.4	48.7	105.6%
Mobility Interlocal Agreements	(1.8)	(.6)	(3.2)	(5.9)	10.3%
Other	2.4	(.2)	-	-	0.0%
<b>Non-Operating Income/(Loss)</b>	<b>300.9</b>	<b>294.5</b>	<b>260.5</b>	<b>523.2</b>	<b>56.3%</b>
<b>Change in Net Position</b>	<b>\$74.7</b>	<b>\$61.0</b>	<b>\$22.7</b>	<b>\$47.4</b>	<b>128.8%</b>

# Budget Variances by Department

\$'000 Department	FY25 YTD Actual	FY26 YTD Actual	FY26 YTD Revised Budget	YTD % of Revised Budget	YTD Budget vs. Actual	FY26 Budget Full Year	Comments
100 - Non-Allocated Benefits	\$10,384	\$11,869	\$11,012	107.8%	(\$857)	\$21,904	Timing of pension expenses
102 - Wellness Center	160	135	191	70.8%	56	369	Timing of professional services and recognition program
103 - Child Care Center	205	107	174	61.5%	67	323	Timing of service partner expenses
105 - Business Center	168	187	207	90.4%	20	414	Timing of service partner expenses
110 - Executive Staff	748	930	867	107.3%	(63)	1,834	
118 - Government Affairs	539	539	510	105.6%	(28)	960	
119 - Small Business Programs and Compliance	379	313	276	113.6%	(37)	562	Timing of professional services expense
120 - Board Of Directors	90	82	100	81.5%	19	204	
125 - Internal Audit	530	302	354	85.3%	52	710	Vacancy savings
130 - Organizational Strategy and Projects	1,119	691	787	87.7%	97	1,625	Vacancy savings
140 - Safety	1,071	1,062	1,050	101.1%	(12)	1,987	
141 - Public Safety and Emergency Management	3,849	3,388	3,985	85.0%	596	8,016	Timing of security services expense
142 - Systemwide Accessibility	142	169	201	84.0%	32	326	Timing of professional services expense
143 - Transit Police	975	1,540	1,865	82.6%	324	3,725	Vacancy savings
150 - Legal	521	583	683	85.4%	100	1,618	Timing of legal services expense
220 - Finance	2,005	3,960	10,861	36.5%	6,901	13,378	Unspent contingency
230 - Information Technology	13,265	10,972	13,479	81.4%	2,507	27,732	Higher GASB 96 credit, timing of computer hardware and phone system maintenance
250 - Procurement	1,395	1,431	1,343	106.6%	(88)	2,707	
275 - Vanpool	1,569	1,377	1,784	77.2%	406	3,648	Timing of purchased transportation expenses
320 - Strategic Planning and Development	2,697	2,491	3,383	73.6%	891	5,997	Timing of consulting fees
330 - Marketing and Communications	2,801	2,569	3,403	75.5%	834	6,454	Timing of professional fees, supplies and maps and schedules
331 - Community Engagement	628	505	776	65.1%	271	1,553	Timing of professional services and temporary help
332 - Customer Care	657	768	769	99.9%	1	1,605	
340 - People and Culture	2,538	2,289	2,518	90.9%	229	5,052	Timing of services, dues and subscriptions and recognition programs
457 - Facilities Maintenance	2,390	4,264	8,361	51.0%	4,098	13,636	Timing of electric charger extended warranty and savings in electric propulsion power
530 - Capital Design and Construction	637	984	840	117.2%	(144)	1,558	
531 - Capital Construction, Engineering and Desi	168	157	272	57.9%	114	551	Timing of professional services expense
532 - Power Systems and Sustainability	262	252	341	74.0%	89	679	Timing of garbage collection invoices
533 - Rolling Stock and Support Equipment	350	346	333	103.8%	(13)	695	
534 - Systems Engineering and Design	142	140	156	89.7%	16	318	
535 - Capital Construction and Facility Managemen	539	515	556	92.6%	41	1,127	
536 - Facility Design and Construction	268	261	248	105.5%	(14)	496	
540 - Facility Programming and Management	2,860	1,943	2,122	91.6%	179	4,435	Timing of utilities and consulting fees

# Budget Variances by Department (continued)

\$'000 Department	FY25 YTD Actual	FY26 YTD Actual	FY26 YTD Revised Budget	YTD % of Revised Budget	YTD Budget vs. Actual	FY26 Budget Full Year	Comments
542 - Freight Rail Management	1,008	980	691	141.9%	(289)	1,516	Timing of maintenance expense allocation for the central subdivision
544 - Commuter Rail Operations	11,456	11,828	12,369	95.6%	541	24,239	
550 - Real Estate	2,318	1,243	1,958	63.5%	715	3,564	Timing of recording of lease expenses and higher GASB 87 credit
600 - Bus Operations and Maintenance	104,890	98,153	90,529	108.4%	(7,624)	184,537	Higher purchased transportation
615 - Microtransit	5,192	4,573	4,911	93.1%	338	9,848	Timing of services, fluids and supply and materials expenses
616 - Bikeshare	408	654	706	92.6%	52	1,496	
620 - Demand Response Oversight	24,313	22,999	26,144	88.0%	3,145	52,738	Timing of purchased transportation, maintenance fluids and supply and materials expenses
640 - Demand Response Control and Call Center	1,406	1,485	1,481	100.2%	(3)	2,976	
650 - Paratransit Eligibility	537	681	812	83.8%	131	1,631	Vacancy savings and timing of functional assessment
920 - Project Connect	5,813	11,909	10,211	116.6%	(1,699)	22,611	
<b>Total</b>	<b>\$213,393</b>	<b>\$211,628</b>	<b>\$223,617</b>	<b>94.6%</b>	<b>\$11,989</b>	<b>\$441,356</b>	

# Capital Projects Summary

\$' Million Category	Expended	Outstanding Commitments	Original Budget	Revised Budget	Expended & Committed as % of Revised Budget	Comments
Commuter Rail	\$812	\$1,565	\$5,689	\$6,776	35.1%	Hot Box Detectors and State of Good Repair for Rail Grade Crossings
Vehicles	79	1,479	11,077	7,591	20.5%	Non-revenue Vehicle Replacement and Police Department Radio/Recording
Information Technology	3,316	9,727	15,652	16,577	78.7%	Farebox and Vaulting System Replacement and CAD-AVL, APC and ITS Systems Replacement
Infrastructure Development	10,167	2,329	22,318	23,285	53.7%	Bus Electrification Infrastructure and Bus Stop Enhancements
Freight Railroad	0	789	1,300	1,010	78.1%	East Subdivision Infrastructure Improvement and Bridge Replacement
Property and Asset Management	11,114	13,141	40,806	38,468	63.1%	New Admin Building Build-out and Demand Response Ops & Maintenance Facility Replacement
Facilities Maintenance	66	1,369	0	3,129	45.9%	Facilities Maintenance SOGR and Lift Project
Contingency	0	\$0	10,000	11,166	0.0%	North Base Demand Response Facility Return to Contingency
Project Connect	16,267	9,120	33,335	32,175	78.9%	CapMetro Rapid Lines, Park & Rides and End of Line Charging
Strategic Planning	8,763	224	13,866	13,866	64.8%	North Burnet/Uptown Station Rail Development
Security	98	833	974	974	95.6%	Rail House Signal Security Enhancements and Access Control System Replacement
<b>Total</b>	<b>\$50,684</b>	<b>\$40,577</b>	<b>\$155,016</b>	<b>\$155,016</b>	<b>58.9%</b>	

*Outstanding commitments are for purchase orders that have been issued.*



Thank you!



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Finance, Audit and Administration Committee  
**Agenda Date:** 5/6/2026

**Item #:** AI-2026-1796

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## Internal Audit Report - Fuel Inventory Controls



# Fuel - Inventory Controls

## Overview of Key Findings

4/8/2026 FAA Committee Meeting

## Audit Purpose and Overview

- CapMetro spends approximately \$12.9M/year on fuel (FY2025), with 21 fuel tanks across 4 locations
- Fuel is supported by multiple vendor contracts, managed through a variety of systems that manage purchase, shipping/receiving, dispensing, and accounting
- **Audit Purpose:** Ensure adequate controls, contract compliance, policies and procedures, and regulatory requirements are in place and followed for fuel systems and management.

# Overview of Processes and Systems

- Veeder Root - A tank measurement system which records fuel received, tank balances, and temperature of the fuel.
- Gasboy - A dispensing and validation system that is interfaced to the EKOS fuel database and used at each tank to dispense fuel.
- EKOS - A cloud-based database and analysis tool that consolidates data from all 21 fuel tanks and receives data from Veeder Root and Gasboy.
- Hexagon - The Enterprise Asset Management (EAM) system is used to manage fixed assets (e.g., vehicles, facilities, HVAC, etc.) and spare parts
- Oracle - CapMetro's Enterprise Resource Planning (ERP) and accounting system is used to create fuel Requisitions/POs, process fuel payments, and record the monthly consumption of fuel using a Hexagon EAM report.

# Findings

## Finding 1: Reconcile EKOS to Hexagon EAM

- Different Analysts in Operations make monthly manual corrections to EKOS and Hexagon records, but the reasons are not documented;
- If adjustments are greater than a TBD tolerance, these should be reported to management and accounting;
- Fuel consumption should be reconciled monthly across systems (e.g. Oracle; EKOS; Hexagon).

Finding Risk Rating: **Medium**

Targeted Completion Date: 10-1-2026

## Finding 2: Fuel Consumption Recorded to General Ledger

- Historically monthly fuel consumption has been recorded using a month-end Hexagon report;
- Going forward we are recommending to use the actual beginning and ending tank balances, together with monthly fuel receipts to calculate fuel consumed.
- Operations will enter fuel Requisitions/Receipts timely into Oracle.

Finding Risk Rating: **Low**

Targeted Completion Date: 10-1-2026

# Findings

## Finding 3: Fuel - Update Policies & SOP's

- Updates are needed to existing procedures in the following areas:
  - Fuel procurement process
  - Fuel receiving
  - Pump access and dispensing
  - Reconciliations between systems and acceptable variances
  - Accounting process and entries

Finding Risk Rating: **Medium**

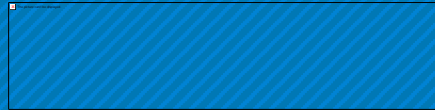
Targeted Completion Date: 10-1-2026

## Finding 4: Fuel System Issues at Existing North Base Demand Response Facility

- The 817 Howard Lane Demand Response location does not have a fully operational Gasboy system.
- Additional hardware is required for the Gasboy system to function as intended.

Finding Risk Rating: **Medium**

Targeted Completion Date: 10-1-2026



Thank you!



## FUEL INVENTORY CONTROLS (#25-20)

Terry Follmer, Chief Audit Executive

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## Executive Summary

The fiscal year 2025 & 2026 Audit Plans approved by the CapMetro Board of Directors included an assurance review of fuel inventory to ensure adequate controls, compliance with contracts, policies, procedures and regulatory requirements. The audit results including the objective, scope and conclusion are as follows.

## Background

CapMetro spends approximately \$12.9 million a year (FY 2025) on fuel and uses a variety of systems to purchase, receive, dispense and account for fuel. CapMetro has 21 tanks located across 4 locations that contain either regular diesel, red diesel (for trains), or unleaded fuels. Contracts are in place with two vendors (Colonial Oil Industries, Inc. and Petroleum Traders Corporation). Pricing is based upon the OPIS price ([www.opis.com](http://www.opis.com)) on the day the fuel is received and shipments are FOB destination, so CapMetro does not take ownership or have risk of loss until the fuel is delivered. The fuel is ordered using emails to the vendors, and when the fuel is delivered both a Requisition/PO and receipt are entered into the Oracle system. All 21 tanks have the Veeder Root and Gasboy systems installed which feeds into other systems as follows:

- **Veeder Root** ([www.veeder.com](http://www.veeder.com)) - A tank measurement system which records fuel received, tank balances, and temperature of the fuel which can change the volume by several percentage points. Veeder Root sends fuel balances to the EKOS system and a user interface allows personnel to monitor each tank's balance remotely to determine the timing of next fuel order.
- **Gasboy** ([www.Gasboy.com](http://www.Gasboy.com)) - A dispensing and validation system that is interfaced to the EKOS fuel database and used at each tank to dispense fuel. The ability to dispense fuel as well as which vehicles can receive fuel is controlled by the Gasboy system through both user and vehicle identification. Fuel consumption is recorded in Gasboy by vehicle, user, etc. and data is saved in the EKOS system.
- **EKOS** ([www.info.myekos.com](http://www.info.myekos.com)) - A cloud-based database and analysis tool that consolidates data from all 21 fuel tanks and receives data from Veeder Root and Gasboy. It provides data on fuel dispensed by vehicle to the Hexagon EAM system - which is critical data for vehicle maintenance and performance when measuring miles per gallon and other key metrics.
- **Hexagon** ([www.hexagon.com](http://www.hexagon.com)) - The Enterprise Asset Management (EAM) system is used to manage fixed assets (e.g., vehicles, facilities, HVAC, etc.) and spare parts inventory for vehicles and facilities related preventive and unplanned maintenance as recommended by the original equipment manufacturer. The EAM system also receives fuel and fluids (e.g., oils) dispensed and enables better, more strategic decisions that extend the asset life cycle, increase safety, and enable cost efficiencies. At month end, an EAM report is created and provided to the Accounting Department which is used to record the consumption of fuel for the month.
- **Oracle** (<https://www.oracle.com/>) - CapMetro's Enterprise Resource Planning (ERP) and accounting system is used to create fuel Requisitions/POs, process fuel payments, and record the monthly consumption of fuel using a Hexagon EAM report.

Oracle accounting records are updated real-time for procurement activity (i.e. fuel orders and receipts) as entered by Operations. However, the Oracle accounting records are only updated once a month via manual journal entry for fuel consumed using a Hexagon EAM report sent by an Operations Analyst to the Accounting Department at month end. Additionally, the Oracle general ledger only has one fuel inventory asset account (Fuel Inventory 1030201), and one inventory fuel expense account (Fuel Expense 5040111).

CapMetro’s fuel is stored in 21 different tanks located across four locations ([Appendix A](#)) as follows:

Location	Tank	Product	Capacity
2910 East Fifth St, Austin, TX 78702	Diesel Tank 1	ULSD #2	20,000
	Diesel Tank 2	Clear Diesel	20,000
	Diesel Tank 3	Clear Diesel	20,000
	Diesel Tank 4	Clear Diesel	20,000
	Diesel Tank 5	Clear Diesel	20,000
	Diesel Tank 6	Clear Diesel	20,000
	E15	E15 Unleaded	10,000
	Diesel Separator	CARB #2 ULS	1,000
	Unleaded	CONV 87	10,000
509 Thompson Ln, Austin, TX 78742 Most	Diesel	ULSD #2	20,000
	Unleaded	CONV 87	20,000
817 W Howard Lane Austin, TX 78753	Unleaded	CONV 87	6,000
9315 McNeil Rd, Austin, TX 78758	Tank 1 Unleaded	CONV 87	20,000
	Tank 2 Diesel	ULSD #2	20,000
	Tank 3 Diesel	ULSD #2	20,000
	Tank 4 Diesel	ULSD #2	20,000
	Tank 5 Diesel	ULSD #2	20,000
	Tank 6 Diesel	ULSD #2	20,000
	Tank 7 Diesel	ULSD #2	20,000
9315 Rail	Dyed Diesel 1	Dyed Diesel	3,500
	Dyed Diesel 2	Dyed Diesel	4,000

## Audit Objective & Scope

The objective of the fuel controls audit was to evaluate fuel records and internal controls related to the completeness and accuracy of the fuel consumption records, as well as the procure to payment controls. The scope included a review of FY2025 fuel records in the various systems and related procure to pay records in the Oracle system, data analytics on the completeness and accuracy of fuel data, and a review of the policies and procedures that are used to manage the lifecycle of fuel records updates in the various systems. We obtained and tested fuel inventory data from various systems for the period 10/01/2024 to 09/30/2025.

## Opinion

In our opinion, internal controls are generally in place and properly functioning over fuel management, consumption and reporting. We identified some areas where internal controls could be further strengthened as follows:

Issues & Risk	Risk Rating	Status	Target Completion Date
<b>1. RECONCILE EKOS TO HEXAGON EAM</b>	<b>MEDIUM</b>	Open	10-1-2026
<b>2. FUEL CONSUMPTION RECORDED TO GENERAL LEDGER</b>	<b>LOW</b>	Open	10-1-2026
<b>3. FUEL - UPDATE POLICIES &amp; SOPS</b>	<b>MEDIUM</b>	Open	10-1-2026
<b>4. FUEL SYSTEM ISSUES AT NORTH BASE DEMAND RESPONSE</b>	<b>MEDIUM</b>	Open	5-30-2026

More details regarding the issues/risks and recommendations can be found below in the detailed audit report.

This audit was conducted in accordance with the US Government Accountability Office’s Generally Accepted Government Auditing Standards (GAGAS) and the Institute of Internal Auditor’s Global Internal Audit Standards. These standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The audit was conducted by the following staff members in the CapMetro Internal Audit Department:

- Mazen Shehadeh, Senior Auditor III
- Valerie Carson, Senior Auditor II
- Terry Follmer, CAE

Recommendations to strengthen controls and improve accountability were provided to management. Management agrees with the internal audit recommendations and has provided target completion dates which are included in the detailed audit report below. A follow-up audit is performed semi-annually (i.e., May and November) to ensure management action plans for all issued audit reports are completed in a timely manner.

We appreciate the cooperation and assistance provided to us throughout this audit.

## Risk Rating Definitions

**Ratings Definitions-** Auditors used professional judgment and rated the audit findings identified in this report. The issue ratings identified for each finding were determined based on the degree of risk or effect of the findings in relation to the audit objective(s).

Rating	Issues identified	Action required
HIGH	Issues identified present risks or effects that if not addressed could critically affect the audited entity's ability to effectively administer the program(s)/function(s) audited.	Immediate action is required to address the noted concern(s) and reduce risks to the audited entity.
MEDIUM	Issues identified present risks or effects that if not addressed could substantially affect the audited entity's ability to effectively administer the program(s)/function(s) audited.	Prompt action is essential to address the noted concern(s) and reduce risks to the audited entity.
LOW	Issues identified present risks or effects that if not addressed could moderately affect the audited entity's ability to effectively administer the program(s)/function(s) audited.	Action is needed to address the noted concern(s) and reduce risks to a more desirable level.

**Ratings methodology-** In determining the ratings of audit findings, auditors considered factors such as:

1. Financial impact
2. Potential failure to meet program/function objectives
3. Noncompliance with state statute(s), rules, regulations, and other requirements or criteria
4. The inadequacy of the design and/or operating effectiveness of internal controls
5. Evidence of potential fraud, waste, or abuse
6. Significant control environment issues
7. Little to no corrective action for issues previously identified

Auditors will also identify and consider other factors when appropriate.

# Audit Report

<i>Issues &amp; Risk</i>	<i>Risk Rating</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
	<b>MEDIUM</b>		
<p><b><u>1. RECONCILE EKOS TO HEXAGON EAM</u></b></p> <p>EKOS is the cloud-based fuel database that consolidates all data interfaced from the Veeder Root and Gasboy systems. Through an automatic interface, EKOS data is sent to Hexagon EAM almost real-time. We noted that a QA Specialist II makes manual adjustments to the EKOS database and a different position called Business System Analyst II makes manual adjustments to fuel data in the Hexagon EAM system. We reviewed the controls over these manual data corrections and noted the following weaknesses:</p> <ul style="list-style-type: none"> <li>• There is no independent review or reporting of the adjustments made to the EKOS and EAM systems.</li> <li>• The reason for the adjustments is not documented and reported to Accounting and within Operations.</li> <li>• There is no process to reconcile EKOS data (e.g., monthly consumption) to EAM, and Internal Audit was unable to reconcile or explain differences.</li> </ul> <p>The lack of controls over adjustments and missing reconciliations increases the risk that error or irregularities in the fuel data may not be discovered on a timely basis. Note: Historically the Accounting Department has used the monthly Hexagon EAM report to record fuel consumption as a monthly expense.</p>	<p>The Controller and Senior Director of Bus Maintenance should consider the following internal control improvements over fuel-related systems:</p> <ol style="list-style-type: none"> <li>a) The reasons why manual data adjustments/corrections are made to the EKOS and EAM systems will be documented by the Analyst making the adjustment.</li> <li>b) If the adjustment is greater than a defined tolerance (i.e. gallons and/or %), the adjustment will be approved by management and reported to the Accounting Department.</li> <li>c) The EAM fuel consumption will be reconciled at month end to the EKOS system, and any differences will be recorded with a documented explanation.</li> </ol>	<p>Management agrees and has developed the action plan below.</p> <p><b><u>Target Completion Date:</u></b> The Accounting Department will review the future monthly reconciliations between EKOS and EAM performed by Operations.</p> <p>Operations will begin the reconciliation between EKOS and EAM fuel systems effective October 1, 2026.</p>	

<i>Issues &amp; Risk</i>	<i>Risk Rating</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
	<b>LOW</b>		
<p><b><u>2. FUEL CONSUMPTION RECORDED TO GENERAL LEDGER</u></b></p> <p>Historically, the Accounting Department has used a monthly EAM report from an Operations Analyst to book the monthly consumption, and in several months during 2025 the Fuel asset account on the Balance Sheet went negative because fuel receipts were not recorded timely by Operations. We reviewed the controls over fuel General Ledger (G/L) accounts and noted the accuracy of the consumption (fuel expense) and ending balance asset account could be improved by the following changes:</p> <ul style="list-style-type: none"> <li>Quantities on hand at month end and listed in the Balance Sheet as an asset should be based upon the Veeder Root balances for each of the 21 fuel tanks.</li> <li>Fuel expense (consumption) should be calculated using the beginning tank balances listed in Veeder Root, and adding the fuel receipts by tank, and subtracting the ending balance per tank listed in Veeder Root.</li> <li>Educating Operations on the importance of entering all fuel requisitions/receipts timely into Oracle.</li> <li>If Accounting becomes aware of any receipts not entered (e.g., Invoice received but Requisition/Receipt not entered into Oracle yet), they should create an accrual at month end for the missing receipt amount and automatically reverse the adjustment the following month.</li> <li>Rail Fuel (red diesel) has been historically expensed as received with no ending fuel asset balance, however, adopting like-kind accounting treatment as listed above would improve financial statement accuracy.</li> </ul> <p>The accuracy of financial reports can be improved through the recommendations listed in finding #1 above together with suggestions listed above in finding #2.</p>	<p>The Controller, Senior Director of Bus Maintenance, and Director of DR Maintenance, and VP of Rail Operations should consider the following:</p> <ol style="list-style-type: none"> <li>The Accounting Department will obtain online access through Operations to the Veeder Root fuel levels for all 21 tanks to record the month-end quantities used to calculate the month-end fuel balance on the Balance Sheet.</li> <li>Controller will calculate and record Fuel expense (consumption) using the beginning tank balances listed in Veeder Root, and adding the fuel receipts by tank, and subtracting the ending balance per tank listed in Veeder Root.</li> <li>Responsible management will work together to ensure staff understands the importance of entering all monthly fuel requisitions/receipts timely into the Oracle system.</li> <li>The Controller will put in place a process to accrue for any known missing fuel requisitions/receipts.</li> <li>Because the Accounting Department’s reconciliation of Fuel Consumed will be the most accurate with the changes above, the Analyst in Operations should reconcile the Hexagon EAM and EKOS consumption balances to the consumption quantity recorded by Accounting, and any differences over a defined amount (e.g., gallons and/or %) should be investigated and documented.</li> <li>The Controller will begin applying like-kind accounting treatment for Rail Fuel (red diesel) as listed in recommendation 2a &amp; 2b above.</li> </ol>	<p>Management agrees and has developed the action plan below.</p> <p><b><u>Target Completion Date:</u></b> Effective 10/1/2026, the Accounting Department will implement recommendations 2a, b, d, e, and f.</p> <p>For recommendation 2c) Operations will ensure expectations to enter in fuel Requisitions/Receipts timely into Oracle will be communicated and monitored. Target completion date on 2c) is 10/1/2026</p>	

<i>Issues &amp; Risk</i>	<i>Risk Rating</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
<p><b><u>3. FUEL - UPDATE POLICIES &amp; SOPs</u></b></p> <p>We noted that the Director of DR Maintenance who has overall fuel supply responsibility for all CapMetro fuel has documented “how to” procedures but formal policies and SOPs are either missing or need to be updated by Operations or Accounting.</p> <p>Internal controls could be strengthened by having the Operations and Accounting Department develop Policy and SOPs that cover controls in the following business processes: procurement; receipt; consumption; reconciliations between systems and variance levels that must be reported and approved; manual adjustments to EKOS and Hexagon EAM; and accounting entries.</p>	<p><b>MEDIUM</b></p>	<p>The COO and CFO should consider having their teams develop Policies and SOPs that cover the controls over the following fuel business processes:</p> <ul style="list-style-type: none"> <li>• Procurement;</li> <li>• Fuel receiving;</li> <li>• Access and Consumption of Fuel;</li> <li>• Reconciliations between systems (e.g. EAM and EKOS) and variance levels that must be reported and approved;</li> <li>• Manual adjustments to EKOS and Hexagon EAM systems and adjustment levels that must be reported and approved by management;</li> <li>• Accounting entries.</li> <li>• Update Fuel policies and SOP used by service partners and CapMetro employees to report systems not working (e.g. Gasboy and/or Veeder Root) via: Open a ServiceNow Ticket for those who have a network account; email <a href="mailto:capmetro@service-now.com">capmetro@service-now.com</a> ; or call CapMetro IT Service Desk at (512) 389-7570.</li> </ul>	<p>Management agrees and has developed the action plan below.</p> <p><b><u>Target Completion Date:</u></b> The Accounting Department believes this can be achieved with the help of Operations by 10/1/2026.</p>

<i>Issues &amp; Risk</i>	<i>Risk Rating</i>	<i>Recommendation</i>	<i>Management Action Plan</i>
<p><b><u>4.FUEL SYSTEM ISSUES AT NORTH BASE DEMAND RESPONSE</u></b>  Internal Audit noted that the North Base Demand Response (817 Howard Lane) location was the last location to receive the Gasboy system. Discussions with management and personnel disclosed that the Gasboy to EKOS database feed and related balances periodically have unexplained errors. Management and Internal Audit were unable to isolate root cause or explain why either transactions are missed or erroneously recorded by the systems. This situation requires help from the IT Department and engagement from possibly the vendors of the Gasboy and EKOS systems.</p>	<p><b>MEDIUM</b></p>	<p>The CIO, CFO and COO should consider putting a task team together to formally document the fuel systems issues at North Base Demand Response and engage the Gasboy and/or EKOS companies to assist in improving the system recordkeeping.</p>	<p>Management agrees and has developed the action plan below.</p> <p><b><u>Target Completion Date:</u></b>  Operations is exploring the needed hardware to operationalize Gasboy at North Base DR, and will define a course of action by May 30, 2026.</p>

## Appendices

### Appendix A: Diesel and Unleaded Fuel Balances - March 3, 2026

#### Diesel and Unleaded Fuel as of 03/03/2026:

Location	Item	Product	Volume %	Gallons	Capacity	Last Reading	Inventory Reconciliation
2910 East Fifth Street, Austin, TX 78702	Diesel Tank 1	ULSD #2	59%	11,846	20,000	03/02/26 14:13	Enrolled <sup>1</sup>
	Diesel Tank 2	Clear Diesel	65%	12,965	20,000	03/02/26 14:13	Enrolled
	Diesel Tank 3	Clear Diesel	56%	11,190	20,000	12/20/25 22:16	Enrolled
	Diesel Tank 4	Clear Diesel	58%	11,513	20,000	03/02/26 14:13	Enrolled
	Diesel Tank 5	Clear Diesel	51%	10,122	20,000	03/02/26 14:13	Enrolled
	Diesel Tank 6	Clear Diesel	48%	9,690	20,000	30/02/26 14:13	Enrolled
	E15	E15 Unleaded	0%	-	10,000	-	Enrolled <sup>2</sup>
	Diesel Separator	CARB #2 ULS	36%	357	1,000	03/02/26 14:13	Enrolled
	Unleaded	CONV 87	40%	4,036	10,000	03/02/26 14:13	Enrolled
509 Thompson Lane, Austin, TX 78742 Most	Diesel	ULSD #2	39%	7,833	20,000	03/02/26 23:42 PM	Enrolled
	Unleaded	CONV 87	47%	9,477	20,000	03/02/26 23:42 PM	Enrolled
817 W Howard Lane, Austin, TX 78753	Unleaded	CONV 87	37%	2,235	6,000	03/02/26 23:04 PM	No <sup>3</sup>
9315 McNeil Road, Austin, TX 78758	Tank 1 Unleaded	CONV 87	46%	9,289	20,000	03/02/26 23:10 PM	Enrolled
	Tank 2 Diesel	ULSD #2	66%	13,203	20,000	03/02/26 23:10 PM	Enrolled
	Tank 3 Diesel	ULSD #2	66%	13,278	20,000	03/02/26 23:10 PM	Enrolled
	Tank 4 Diesel	ULSD #2	51%	10,114	20,000	03/02/26 23:10 PM	Enrolled
	Tank 5 Diesel	ULSD #2	50%	10,015	20,000	03/02/26 23:10 PM	Enrolled
	Tank 6 Diesel	ULSD #2	29%	5,877	20,000	03/02/26 23:10 PM	Enrolled
	Tank 7 Diesel	ULSD #2	35%	6,924	20,000	03/02/26 23:10 PM	Enrolled
9315 Rail	Dyed Diesel 1	Dyed Diesel	55%	1,926	3,500	02/09/26 12:08	No <sup>3</sup>
	Dyed Diesel 2	Dyed Diesel	39%	1,544	4,000	02/09/26 12:08	No <sup>3</sup>

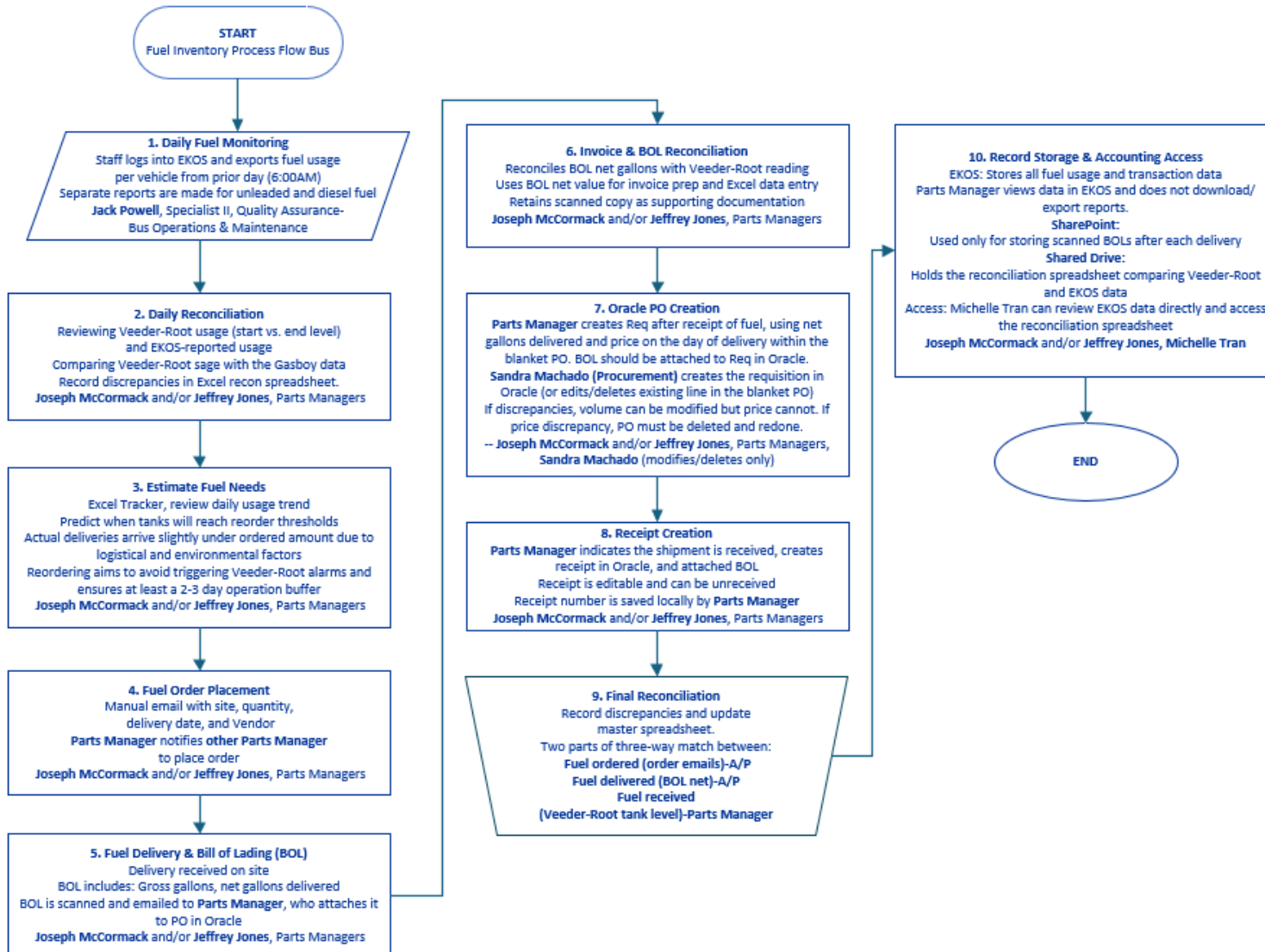
1 - Enrolling a tank is part of the automatic reconciliation process and is not a regulatory requirement. Only manual reconciliations are required, which are currently performed.

2 - The E15 Unleaded tank at 2910 is not used.

3 - Gasboy fuel hardware installations are still in process at 817 and 9315 Rail.

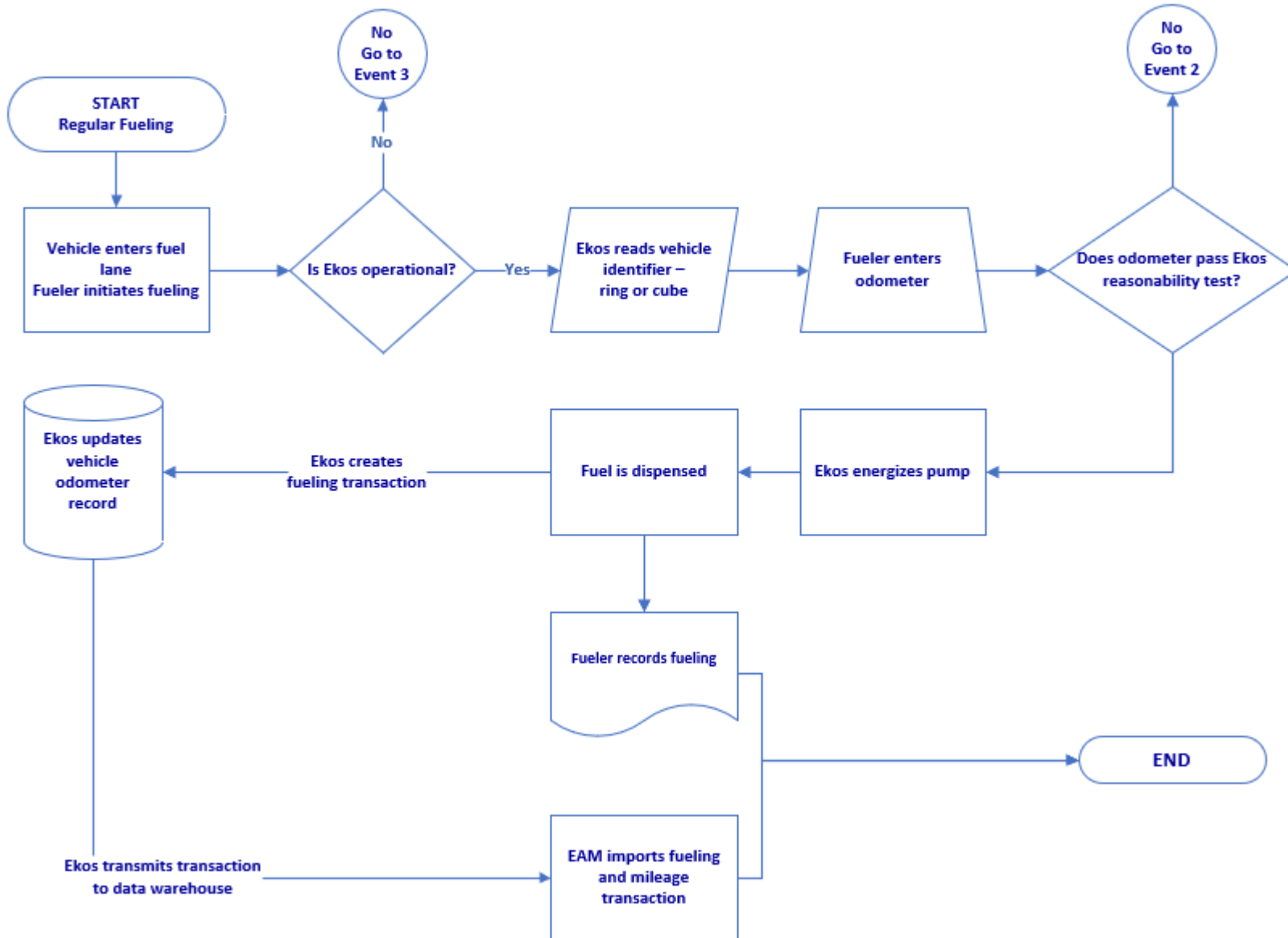
## Appendix B: Bus Fuel Inventory Process Flowchart

### Fuel Inventory Process Flow Bus

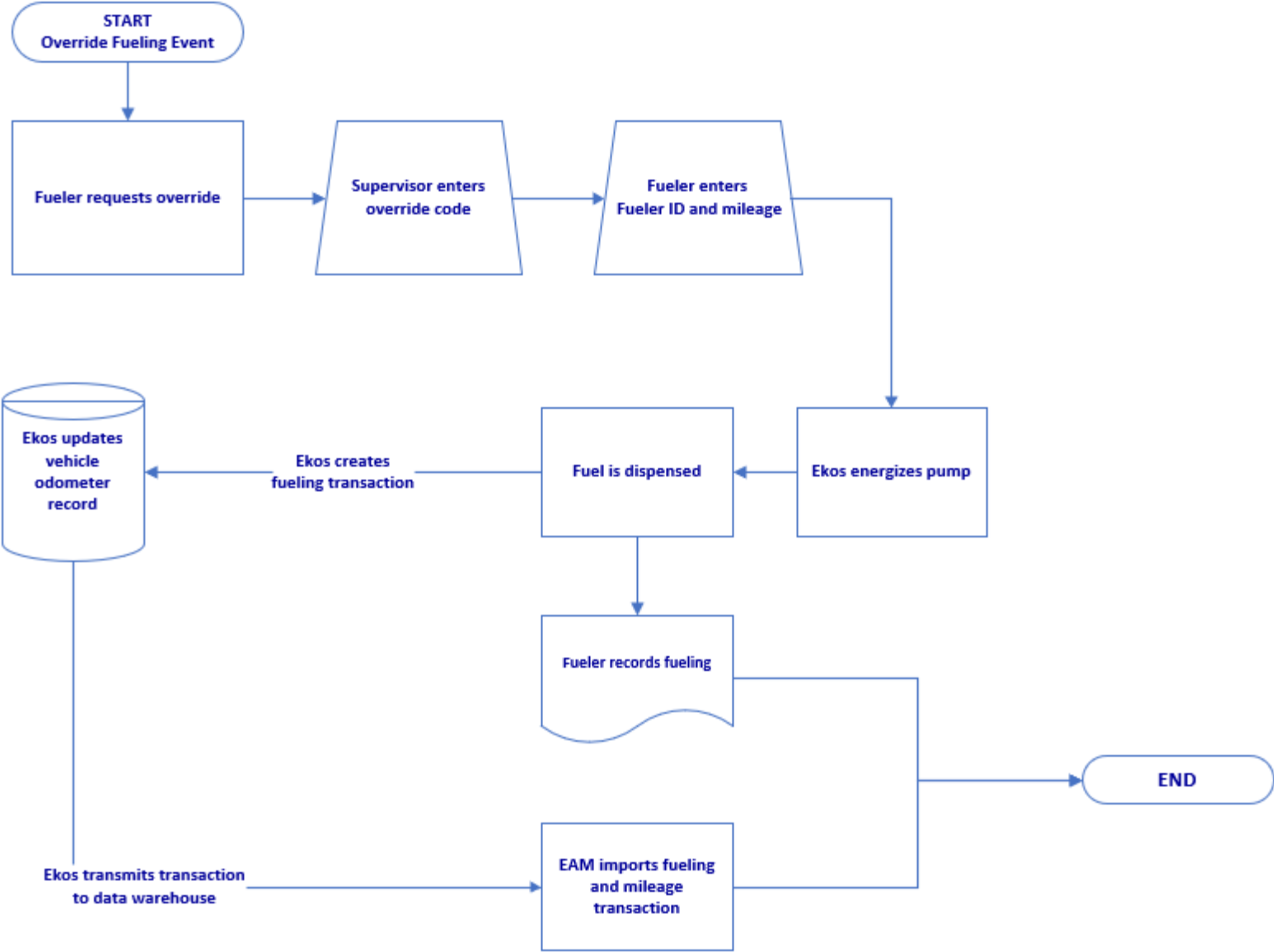


Appendix C: Fueling Process Flowcharts

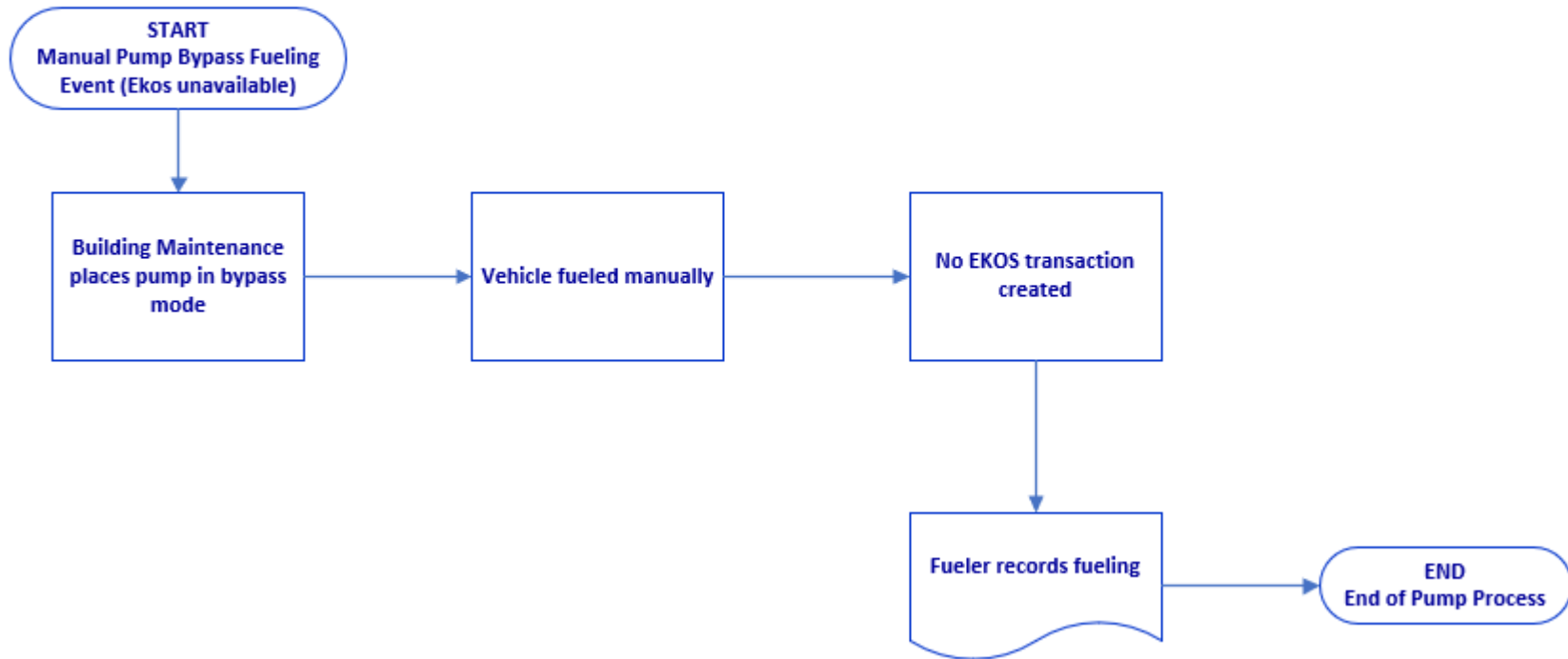
1. Regular Fueling Event



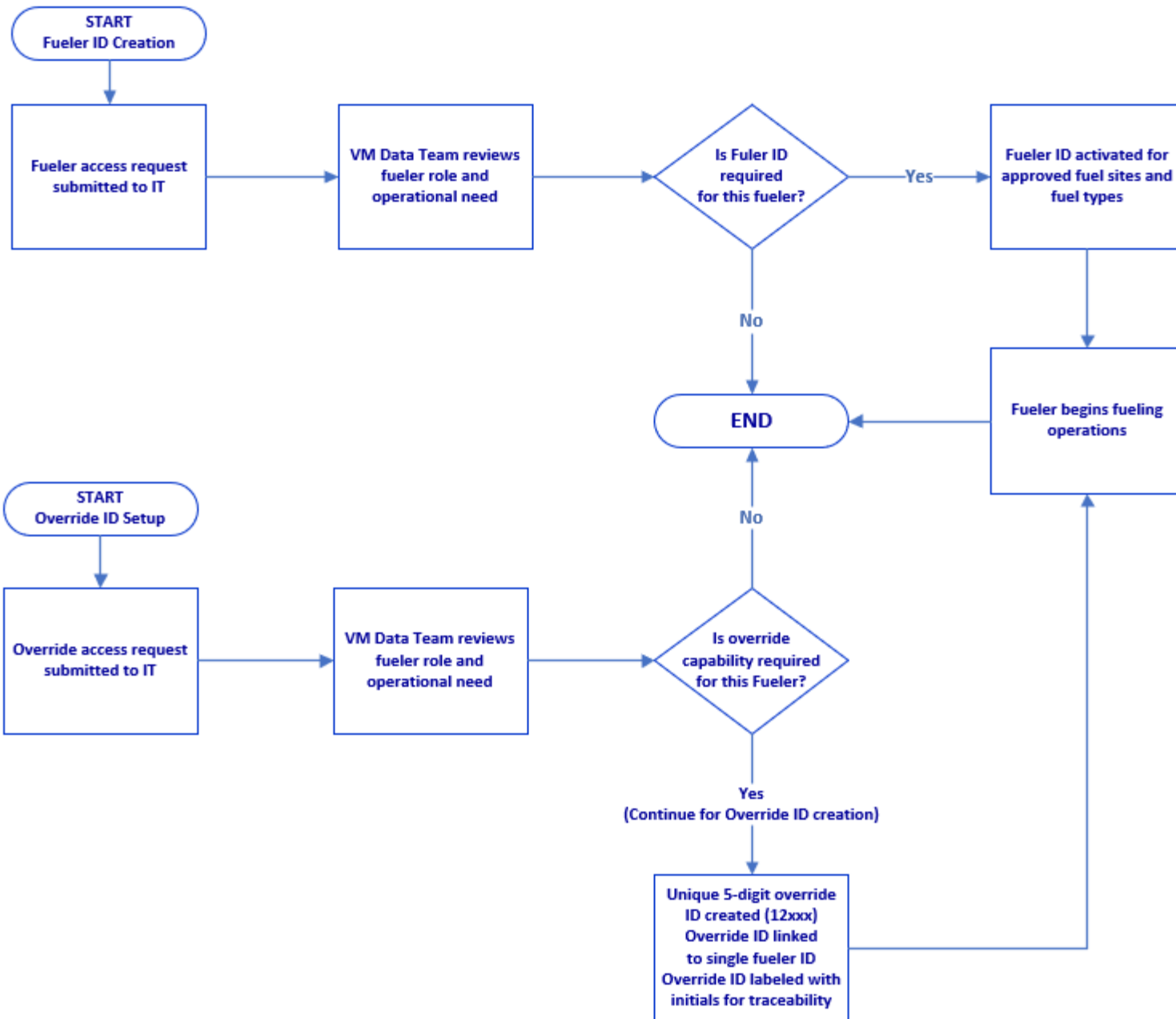
## 2. Override Fueling Event



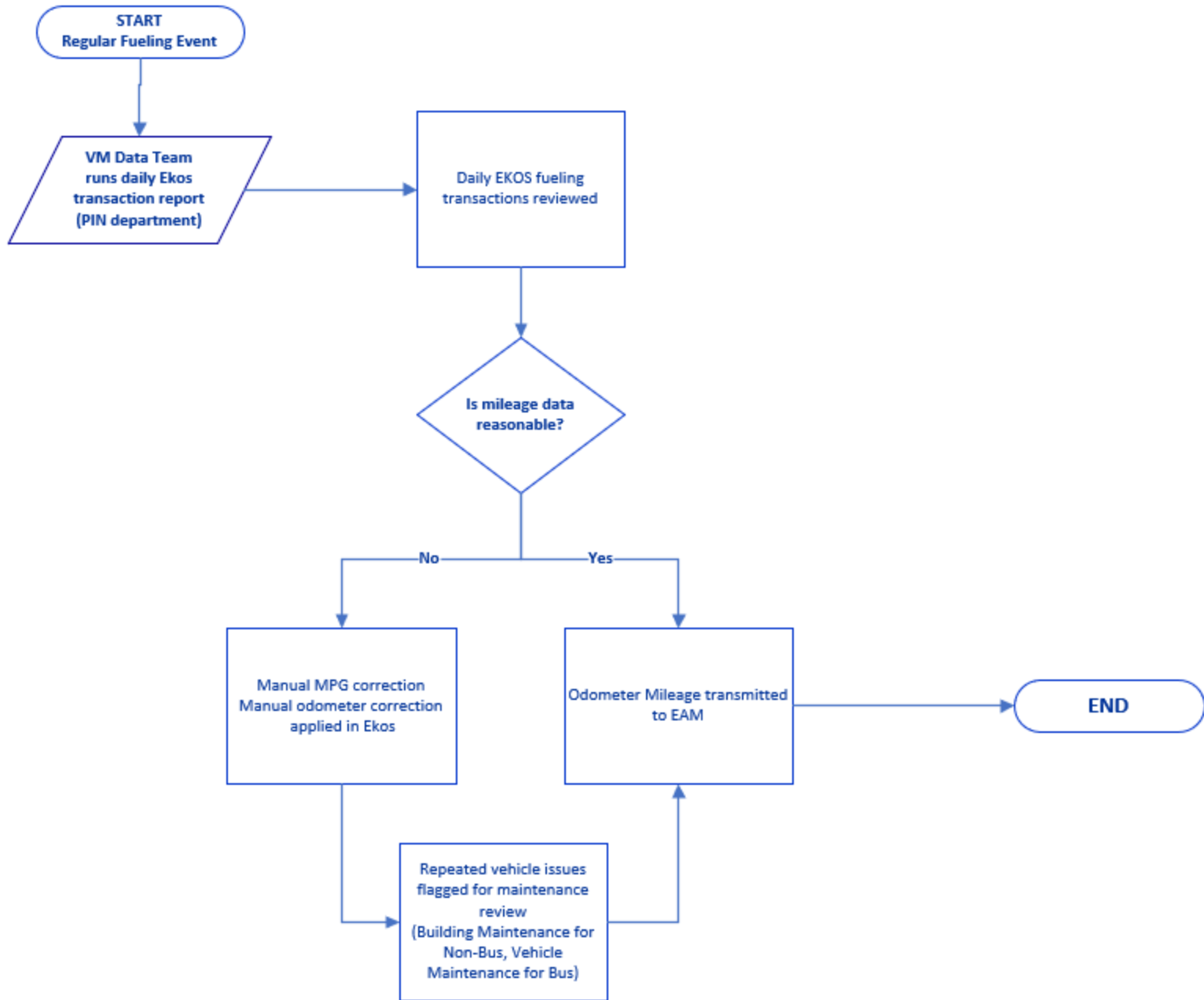
### 3. Manual Pump Bypass Fueling Event



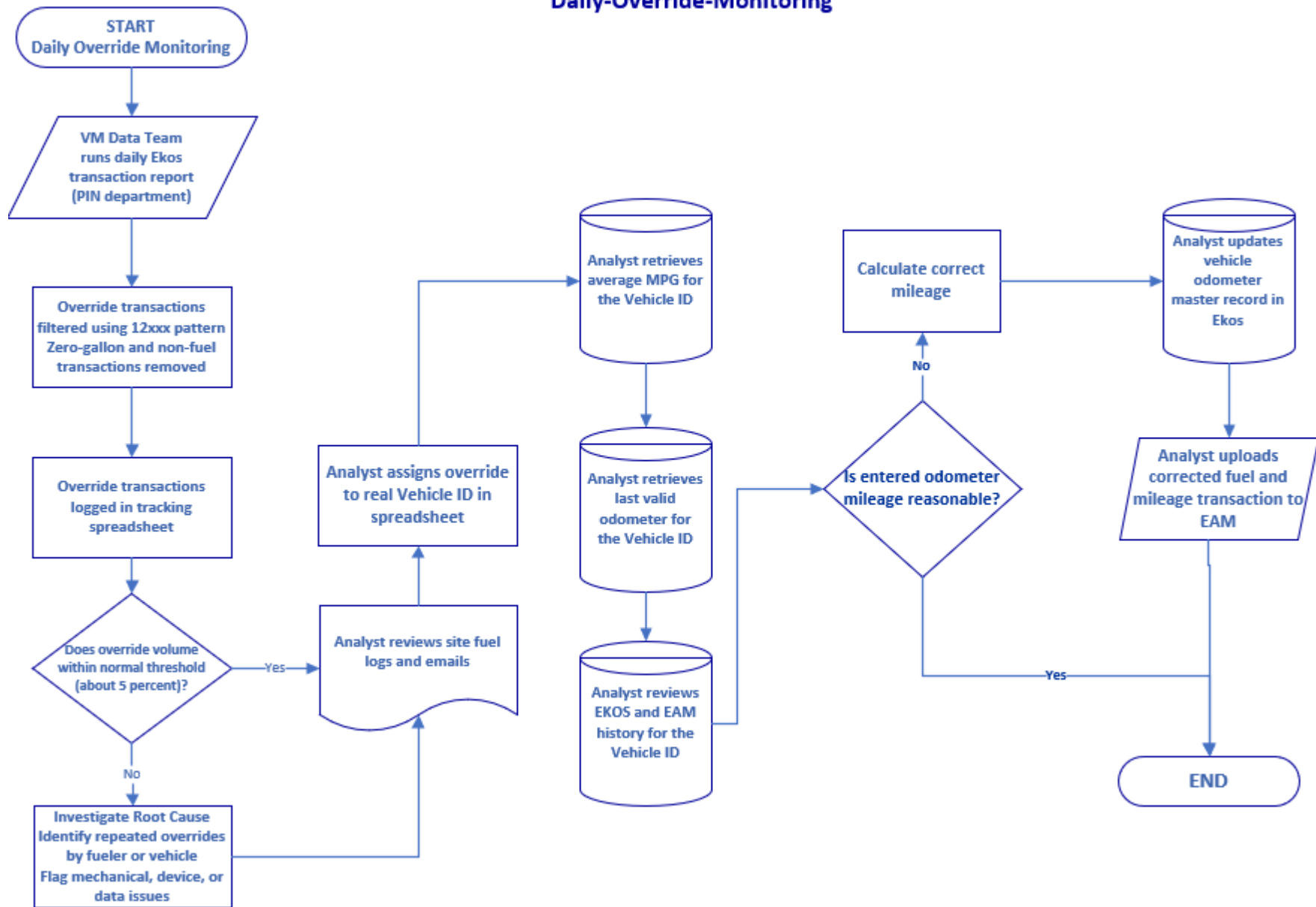
## Fueler ID creation



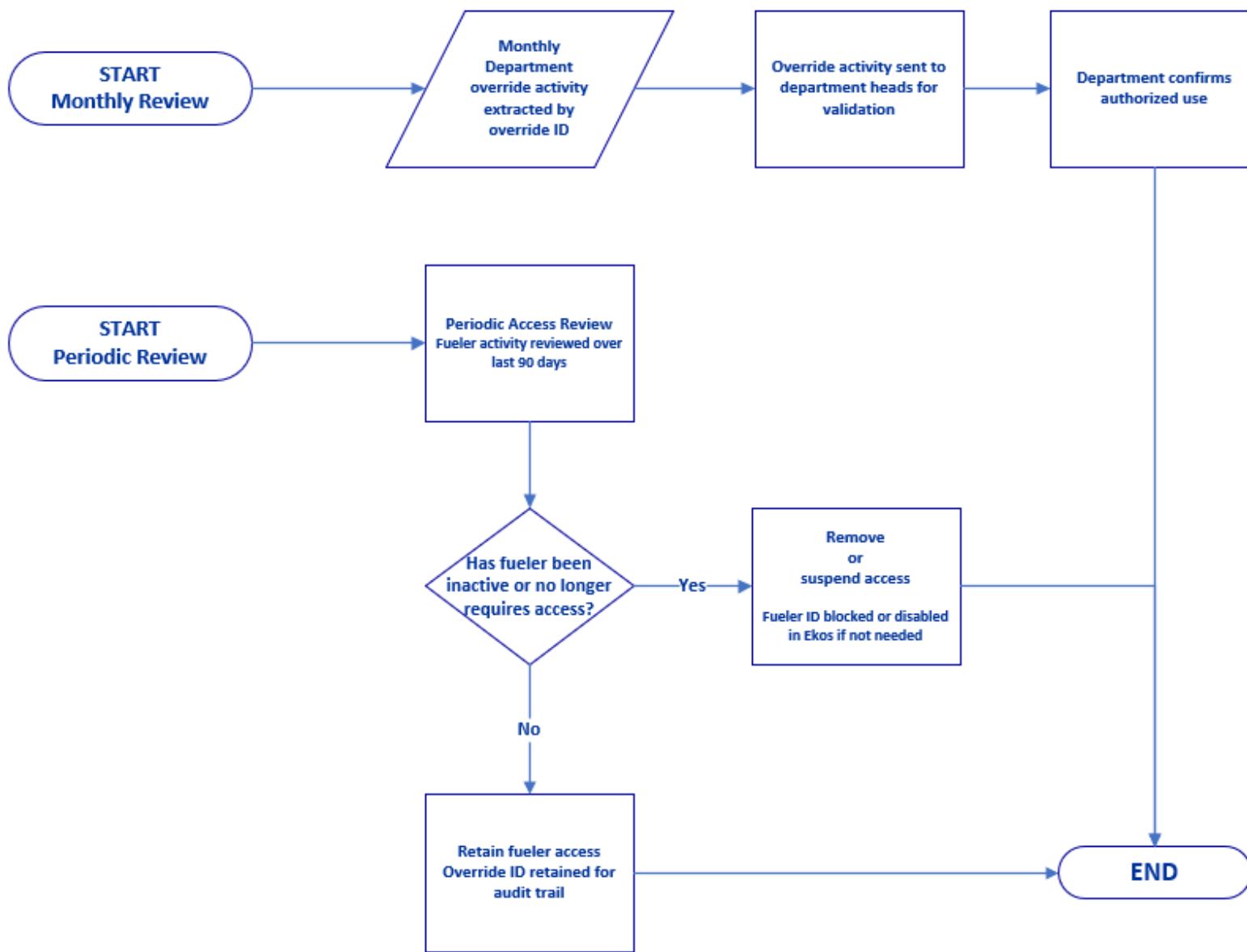
## Daily-Regular-Monitoring



## Daily-Override-Monitoring



### Monthly and Periodic Review





# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Finance, Audit and Administration Committee  
**Agenda Date:** 5/6/2026

**Item #:** AI-2026-1797

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Internal Audit FY26 Plan Status - May 2026

# FY26 INTERNAL AUDIT PLAN

## Department Scorecard

Projects	Status & % Complete	Additional Details
<b>FAA COMMITTEE &amp; INTERNAL AUDIT CHARTER COMPLIANCE</b>		
1 Finance, Audit & Administration (FAA) Committee Meetings: 10/8; 11/5; 12/10; 1/14; 2/11; 3/11; 4/8; 5/6; 6/10; 7/15; 8/10; 9/16; 10/14; 12/2	In Process	
2 Semi-annual Implementation Status Report - November 2025	Completed	February
3 Semi-annual Implementation Status Report - May 2026	In Process	June
4 Quarterly - Implementation Status of Miscellaneous Revenue recommendations	In Process	Sept/Feb/July
5 FY2026 Risk Assessment & development of FY27 Audit Plan		
<b>FY26 Audit Assurance &amp; Advisory Projects</b>		
1 Keolis Payroll Pass Through Charges - Ongoing Continuous Monitoring	Ongoing Monitoring	
2 MTM Payroll Pass Through Charges - Ongoing Continuous Monitoring	Ongoing Monitoring	
3 Oracle segregation of duties (DLT Solutions & Sikich) - build model & test	In Process	
4 Oracle Survey - User Satisfaction & Opportunities		
5 Capital Projects - Costs & Reporting Controls		
6 Inventory Controls - Bus Parts (Keolis)	Completed	November
7 Inventory Controls - Demand Response Parts (MTM)	Completed	December
8 Inventory Controls - Rail Parts (Herzog)	Completed	January
9 Inventory Controls - Facilities & Bus Stop Parts - Advisory Project	In Process	July/Aug
10 Fuel Inventory Controls (Unleaded, Diesel, & Red Diesel)	Completed	May
11 Brinks Contract and Outsourced Treasury Controls	In Process	UT Interns - Spring
12 Keolis - Bus Maintenance & Training (UT Interns - Fall)	Completed	March
13 MTM - Demand Response Maintenance & Training (UT Interns - Fall)	Completed	March
14 Automation of Bus Incident/Accident Reporting (TrackIt System)		
15 CLS System for Right of Way License Contracts (Completeness & Accuracy)	Draft Report	June
16 Bus Charging Infrastructure & EV Program	In Process	
17 UMO Contract (e-Tickets) & Administrative Fees	In Process	UT Interns - Spring
18 Real Estate - Life Cycle Management & Controls		
19 Safety Mgt System (SMS) - Safety Promotion via Competencies & Training	In Process	
20 NIST Cybersecurity Framework (CISA Facilitated Self Assessment) - re-assessment from 2024 baseline	On Hold	Delay - Fed Funding
21 Annual Cybersecurity Review (Verizon Penetration Test)	In Process	June
22 CISA Tabletop Exercise (Ransomware Attack)	On Hold	Delay - Fed Funding
<b>NEW PROJECTS ADDED TO FY26 AUDIT PLAN by Terry Follmer</b>		
1 Quadrennial Performance Report - Tracker until Completed	Completed	February
2 FTA Triennial - closure on one remaining deficiency (Paratransit Vehicle Award Reporting form)	Completed	January
3 Revenue Mapping/RACI Chart (Transit Store & Revenue Team)	In Process	UT Interns - Spring
4 Bus Operations RACI Chart (Pull Out; Critical Incidents; Lost Time)	In Process	UT Interns - Spring
5 Rail RFP - Observation on Selection Process	In Process	June



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Finance, Audit and Administration Committee

**Item #:** AI-2026-1799

**Agenda Date:** 5/6/2026

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Executive Finance, Audit and Administration Update - May 2026

*Update on FY2025 Annual Comprehensive Financial Report (Financial Audit), CapMetro's Employee Engagement Survey, and FY2026 Q2 Performance.*



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Finance, Audit and Administration Committee  
**Agenda Date:** 5/6/2026

**Item #:** AI-2026-1822

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Memo: Q2 Fiscal Year 2026 Performance Update - April 29, 2026.

**To:** CapMetro Board of Directors  
**From:** Patricia E. Vidaurri, Director of Performance and Strategic Initiatives  
**Date:** April 29, 2026  
**Subject:** Q2 Fiscal Year 2026 Performance Update

The purpose of this memo is to fulfill CapMetro’s commitment to providing quarterly agency performance updates to the Board of Directors as a complement to the publicly available dashboards, quarterly financial reports, and administrative and operational updates at monthly board and committee meetings.

This memo outlines the agency’s performance through the second quarter of the fiscal year (FY) 2026. Staff will discuss performance at both Finance, Audit and Administration and Operations Committee meetings on May 6, 2026.

In FY2026, this quarterly performance update aligns our key performance indicators (KPIs) with the critical results in CapMetro’s Strategic Plan 2030, which took effect October 1, 2025. As a result, the report includes KPIs related to reliability, security, ridership, reserve funds, and community perception.

Staff will continue to evaluate our reporting to ensure our performance metrics are aligned with our agency’s customer, community, workforce, and organizational effectiveness strategic goals. If you have any questions regarding this memo, please feel free to contact me.

# FY2026 Q2 Performance Scorecard

The Performance Scorecard reflects CapMetro’s performance through Q2 FY2026. The key performance indicators (KPIs) are aligned with the critical results in CapMetro’s [Strategic Plan 2030](#).

KPI	FYTD FY2025	FYTD FY2026	FYTD FY2026 Target	FYTD Status	FYTD YoY Change	FY2026 Target
<b>CRITICAL RESULT 1: ENHANCE SERVICE QUALITY THROUGH RELIABILITY AND SECURITY IMPROVEMENTS.</b>						
<b>On-Time Performance</b>						
CapMetro Bus, Rapid, Express	77.9%	76.8%	≥ 80%	Not met	-1%	≥ 80%
CapMetro Rail	90.7%	92.5%	≥ 92%	Met	2%	≥ 92%
CapMetro Access	91.7%	91.6%	≥ 90%	Met	-0.1%	≥ 90%
CapMetro Pickup	85.5%	86.6%	≥ 83%	Met	1%	≥ 83%
<b>Lost Time</b>						
CapMetro Bus, Rapid, Express	3.8%	3.3%	≤ 2.5%	Not met	-13%	≤ 2.5%
CapMetro Rail	0.4%	0.6%	≤ 3.0%	Met	50%	≤ 3.0%
<b>Vehicle Collisions per 100,000 Miles</b>						
CapMetro Bus, Rapid, Express	3.47	3.29	≤ 3.00	Not met	-5%	≤ 3.00
CapMetro Rail	1.32	0.00	≤ 1.04	Met	--	≤ 1.04
CapMetro Access & Pickup	1.66	1.22	≤ 1.70	Met	-27%	≤ 1.70
<b>Passenger Injuries per 100,000 Passengers</b>						
CapMetro Bus, Rapid, Express	0.30	0.37	≤ 0.35	Not met	23%	≤ 0.35
CapMetro Rail	0.00	0.00	≤ 1.00	Met	0%	≤ 1.00
CapMetro Access & Pickup	1.65	1.25	≤ 2.00	Met	-24%	≤ 2.00
<b>Security Call Rates per 100,000 Passengers</b>						
CapMetro Bus, Rapid, Express	1.08	1.52	≤ 1.32	Not met	41%	≤ 1.32
CapMetro Rail	1.74	3.81	≤ 1.02	Not met	119%	≤ 1.02
CapMetro Access & Pickup	1.57	3.06	≤ 1.61	Not met	95%	≤ 1.61
<b>Customer Satisfaction*</b>						
Overall Satisfaction	71%	This metric is assessed annually.				≥ 75%
Reliability Satisfaction	52%	This metric is assessed annually.				≥ 70%
Security Satisfaction	52%	This metric is assessed annually.				≥ 65%
<b>CRITICAL RESULT 2: INCREASE RIDERSHIP IN THE REGION.</b>						
Ridership per Capita	19.0	This metric is assessed annually.				≥ 19.7
<b>Total Ridership</b>	<b>13,323,335</b>	<b>12,591,430</b>	<b>≥ 13,566,330</b>	<b>Not met</b>	<b>-5%</b>	<b>≥ 27,823,384</b>
CapMetro Bus, Rapid, Express	12,463,074	11,681,548	≥ 12,624,672	Not met	-6%	≥ 25,848,991
CapMetro Rail	286,997	314,430	≥ 301,331	Met	10%	≥ 605,182
CapMetro Access	299,154	315,958	≥ 318,415	Not met	6%	≥ 666,667
CapMetro Pickup	274,110	279,494	≥ 321,912	Not met	2%	≥ 702,544

Note: YoY percentage change is not displayed when the calculation is not mathematically meaningful (e.g., when the prior year value is greater than zero and the current year value is zero, or vice versa).

KPI	FYTD FY2025	FYTD FY2026	FYTD FY2026 Target	FYTD Status	FYTD YoY Change	FY2026 Target
<b>CRITICAL RESULT 3: ENSURE FISCAL RESPONSIBILITY GUIDES ALL THE ORGANIZATION'S ACTIVITIES.</b>						
Operating Expenditures as % of Budget	47.6%	47.9%	50.0% (+/- 5%)	Met	0.6%	90%-100%
Capital Expenditures as % of Budget	27.0%	32.7%	49.2% (+/- 5%)	Not met	21%	90%-100%
Reserved Funds as % of Requirement	100%	100%	≥ 100%	Met	0%	≥ 100%
<b>Cost per Passenger Trip</b>						
CapMetro Bus, Rapid, Express	\$11.96	\$12.49	≤ \$11.07	Not met	4%	≤ \$11.07
CapMetro Rail	\$56.55	\$55.50	≤ \$61.74	Met	-2%	≤ \$61.74
CapMetro Access	\$92.74	\$116.42	≤ \$130.75	Met	26%	≤ \$130.75
CapMetro Pickup	\$28.75	\$26.37	≤ \$23.20	Not met	-8%	≤ \$23.20
<b>CRITICAL RESULT 4: WORK TO MAKE CAPMETRO A SIGNIFICANT AND INTEGRAL COMPONENT OF TRANSPORTATION IN THE REGION.</b>						
Net Promoter Score	9	This metric is assessed annually.				≥ 30
Community Perception and Awareness*	Not available	This metric is assessed annually.				≥ 69%
*Favorable survey response rates						

# Critical Result 1: Enhance service quality through reliability and security improvements.

## On-Time Performance

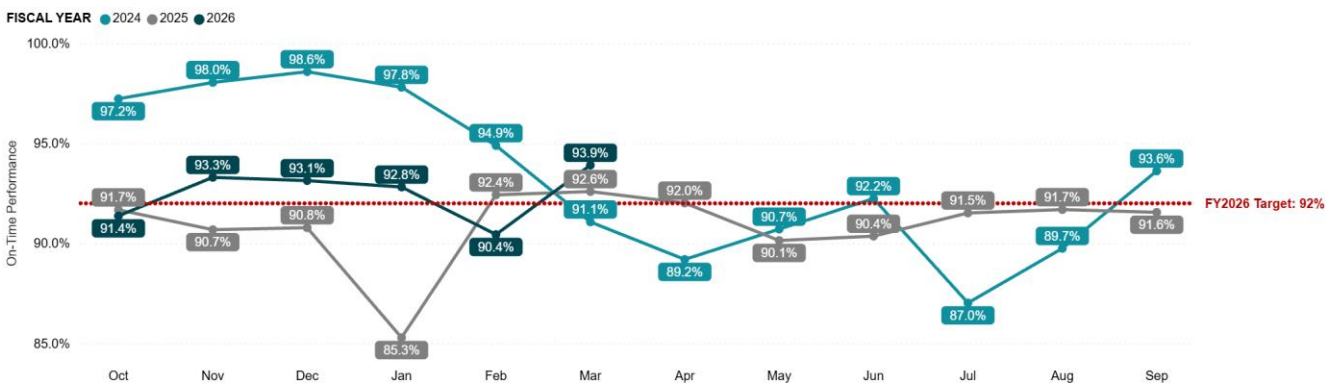
The definition of on-time performance (OTP) varies by mode. For CapMetro Bus, Rapid, Express, and Rail service, OTP is the percentage of actual departure times that are no more than thirty seconds early and less than five minutes and thirty seconds late from the scheduled departure times. For CapMetro Access service, OTP is the percentage of vehicles arriving before or within the thirty-minute pickup window negotiated with the rider at the time of booking. For CapMetro Pickup service, OTP is the percentage of vehicles arriving before or within five minutes of the original estimated arrival time provided to the customer by the Pickup software application. A higher percentage indicates better performance.

- The OTP for CapMetro Bus, Rapid, and Express was 76.8% as of Q2 FY2026. This was 1% lower than Q2 FY2025 (77.9%) and did not meet the FY2026 target ( $\geq 80\%$ ).
- The OTP for CapMetro Rail was 92.5% as of Q2 FY2026. This was 2% higher than Q2 FY2025 (90.7%) and met the FY2026 target ( $\geq 92\%$ ).
- The OTP for CapMetro Access was 91.6% as of Q2 FY2026. This was 0.1% lower than Q2 FY2025 (91.7%) and met the FY2026 target ( $\geq 90\%$ ).
- The OTP for CapMetro Pickup was 86.6% as of Q2 FY2026. This was 1% higher than Q2 FY2025 (85.5%) and met the FY2026 target ( $\geq 83\%$ ).

### CapMetro Bus, Rapid, and Express On-Time Performance



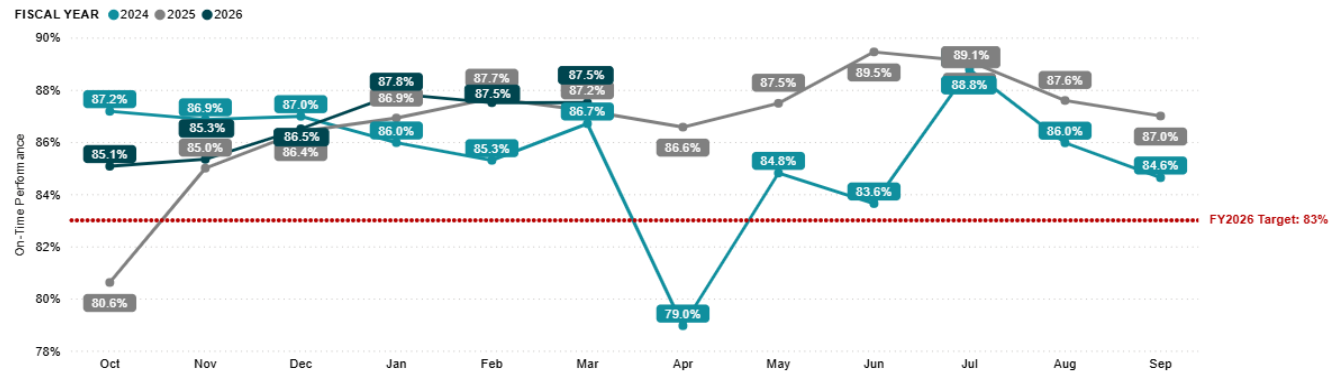
### CapMetro Rail On-Time Performance



## CapMetro Access On-Time Performance



## CapMetro Pickup On-Time Performance



## Lost Time

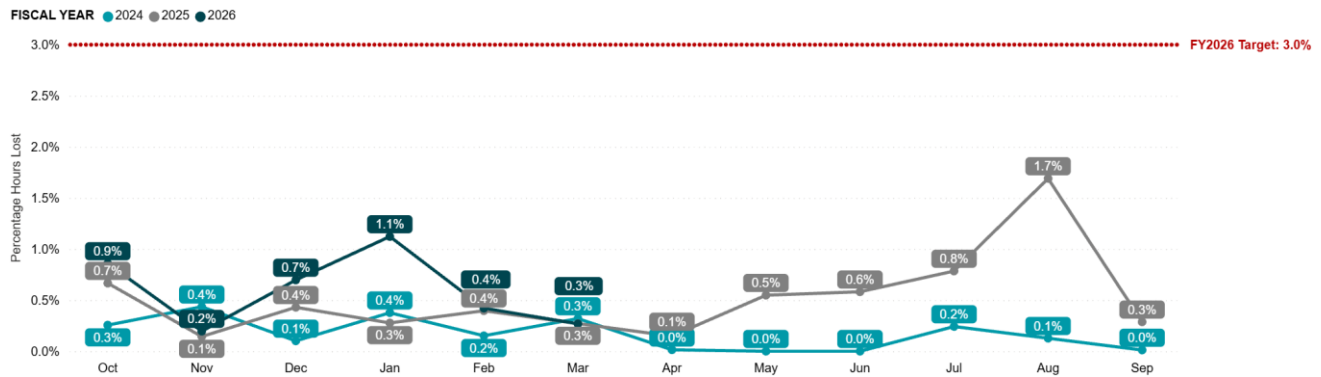
Lost time is defined as the percentage of revenue service hours that are scheduled but not operated for all service modes including CapMetro Bus, Rapid, Express and Rail. The Lost Time metric is calculated by subtracting actual revenue hours from scheduled revenue hours, then dividing the result by scheduled revenue hours to determine the proportion of scheduled service that was not operated. A lower percentage indicates better performance.

- Lost time for CapMetro Bus, Rapid, and Express was 3.3% as of Q2 FY2026. This was 13% lower than Q2 FY2025 (3.8%) but did not meet the FY2026 target ( $\leq 2.5\%$ ).
- Lost time for CapMetro Rail was 0.6% as of Q2 FY2026. This was 50% higher than Q2 FY2025 (0.4%) and met the FY2026 target ( $\leq 3.0\%$ ).

## CapMetro Bus, Rapid, and Express Lost Time



## CapMetro Rail Lost Time

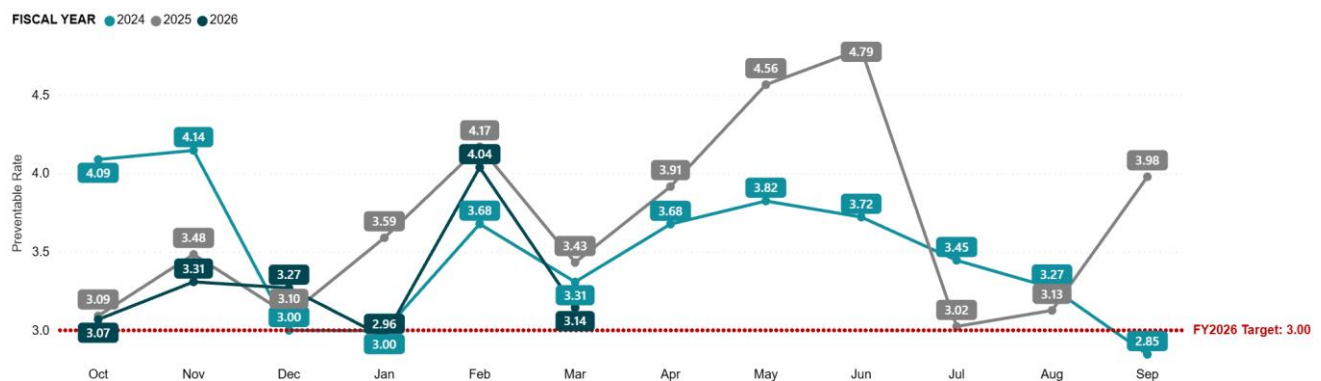


## Safety – Vehicle Collisions per 100,000 Miles

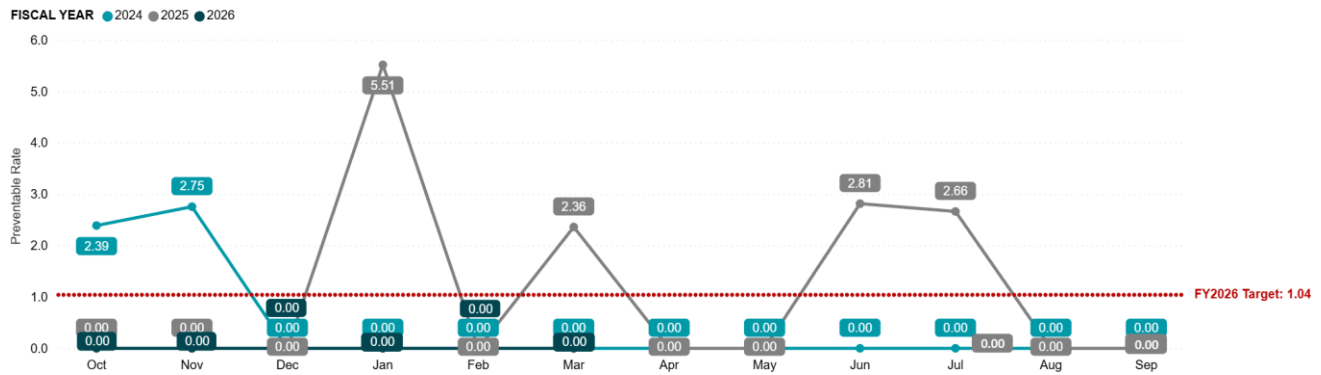
The definition of vehicle collisions varies by mode. CapMetro Bus, Rapid, and Express, and CapMetro Access and Pickup report preventable collisions, defined by the National Safety Council (NSC) as a collision in which the driver failed to do everything reasonable to avoid it. It measures how often preventable collisions occur relative to miles driven. CapMetro Rail reports all collisions. For all services, collision rates are calculated by dividing the total number of applicable collisions by the total miles and then scaling the result to 100,000 miles for standard comparison. A lower rate indicates better performance.

- For CapMetro Bus, Rapid, and Express, the preventable vehicle collision rate was 3.29 as of Q2 FY2026. This was 5% lower than Q2 FY2025 (3.47) but did not meet the FY2026 target ( $\leq 3.00$ ).
- For CapMetro Rail, the vehicle collision rate was 0.00 as of Q2 FY2026. This was lower than Q2 FY2025 (1.32) and met the FY2026 target ( $\leq 1.04$ ).
- For CapMetro Access and Pickup, the preventable vehicle collision rate was 1.22 as of Q2 FY2026. This was 27% lower than Q2 FY2025 (1.66) and met the FY2026 target ( $\leq 1.70$ ).

## CapMetro Bus, Rapid, and Express Preventable Vehicle Collisions per 100,000 Miles



## CapMetro Rail Vehicle Collisions per 100,000 Miles



## CapMetro Access and Pickup Preventable Vehicle Collisions per 100,000 Miles

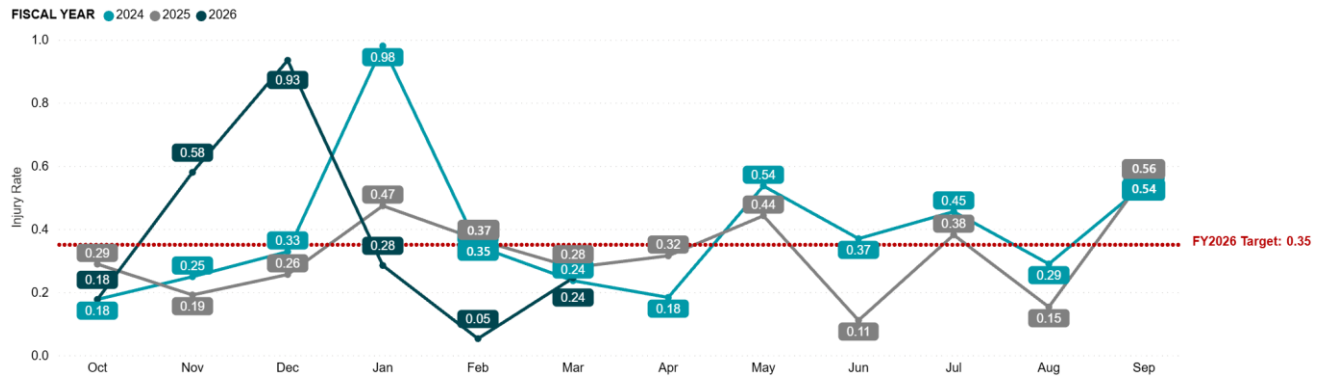


## Safety – Passenger Injuries per 100,000 Passengers

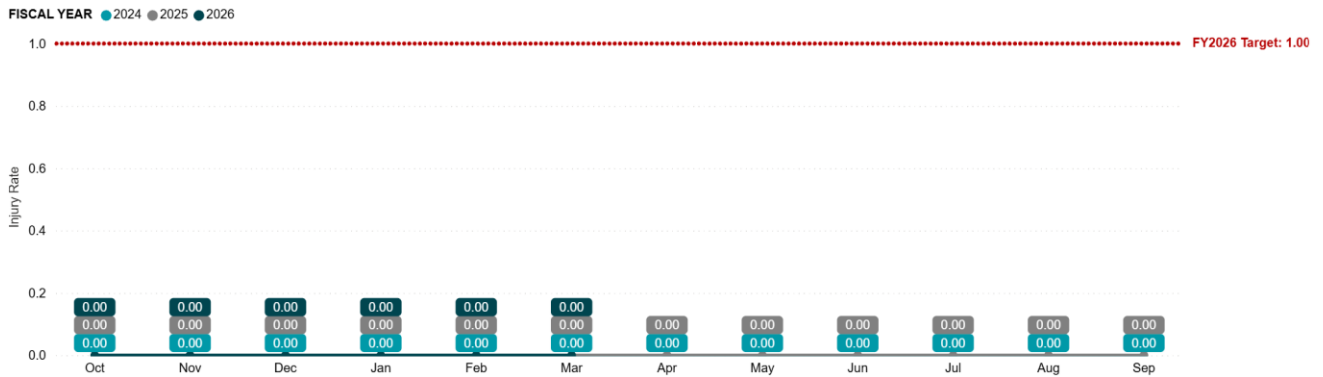
The National Transit Database (NTD) defines injury as any harm to persons as a result of an event that requires immediate medical attention away from the scene. It does not include harm resulting from a drug overdose, exposure to the elements, illness, natural causes, or occupational safety events occurring in administrative buildings. It measures the rate of passenger injuries relative to total ridership. It is calculated by dividing the total number of passenger injuries by the total ridership and then scaling the result to 100,000 for standard comparison. A lower rate indicates better performance.

- For CapMetro Bus, Rapid, and Express, the passenger injury rate was 0.37 as of Q2 FY2026. This was 23% higher than Q2 FY2025 (0.30) and did not meet the FY2026 target ( $\leq 0.35$ ).
- For CapMetro Rail, the passenger injury rate remained at 0.00 as of Q2 FY2026. This was consistent with Q2 FY2025 (0.00) and met the FY2026 target ( $\leq 1.00$ ).
- For CapMetro Access and Pickup, the passenger injury rate was 1.25 as of Q2 FY2026. This was 24% lower than Q2 FY2025 (1.65) and met the FY2026 target ( $\leq 2.00$ ).

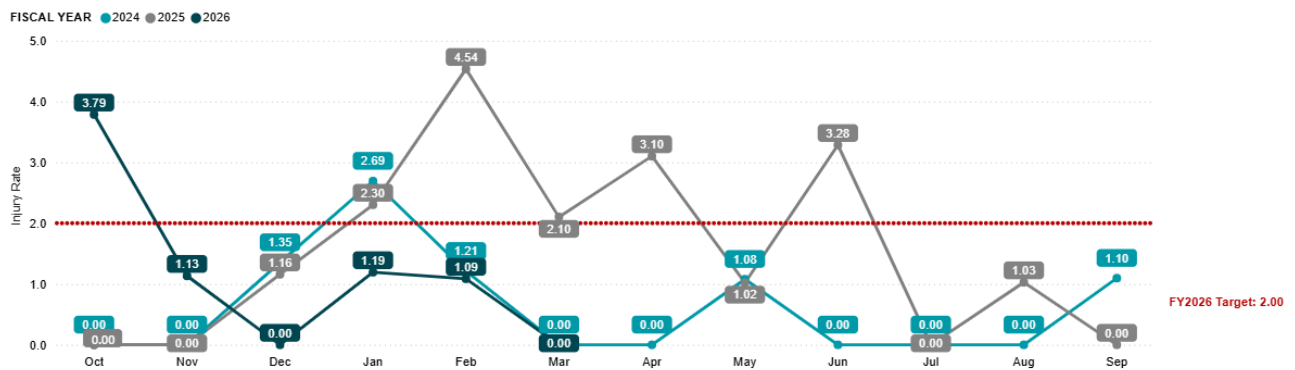
### CapMetro Bus, Rapid, and Express Passenger Injuries per 100,000 Passengers



### CapMetro Rail Passenger Injuries per 100,000 Passengers



### CapMetro Access and Pickup Passenger Injuries per 100,000 Passengers



## Security Call Rates per 100,000 Passengers

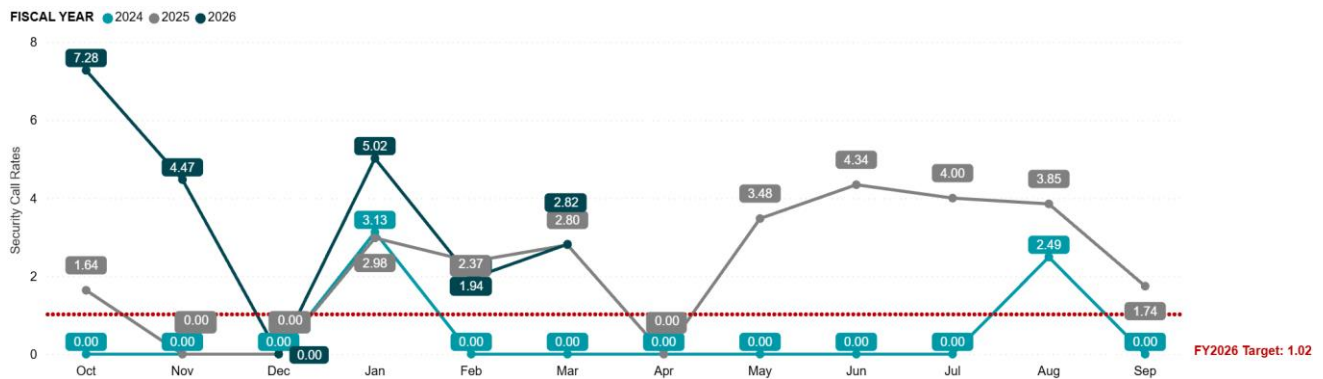
Security call rates represent the number of security-related calls initiated by CapMetro team members. These calls include verbal assault incidents and physical assault incidents reports. The rate is calculated by dividing the total number of security related calls by the total ridership and then scaling the result to 100,000 (passengers) for standard comparison. A lower rate indicates better performance.

- The security call rate for CapMetro Bus, Rapid, and Express was 1.52 as of Q2 FY2026. This was 41% higher than Q2 FY2025 (1.08) and did not meet the FY2026 target ( $\leq 1.32$ ).
- The security call rate for CapMetro Rail was 3.81 as of Q2 FY2026. This was 119% higher than Q2 FY2025 (1.74) and did not meet the FY2026 target ( $\leq 1.02$ ).
- The security call rate for CapMetro Access and Pickup was 3.06 as of Q2 FY2026. This was 95% higher than Q2 FY2025 (1.57) and did not meet the FY2026 target ( $\leq 1.61$ ).

### CapMetro Bus, Rapid, and Express Security Call Rate per 100,000 Passengers



### CapMetro Rail Security Call Rate per 100,000 Passengers



## CapMetro Access and Pickup Security Call Rate per 100,000 Passengers



## Customer Satisfaction (Annual)

### Overall Satisfaction

Overall customer satisfaction measures the percentage of riders who reported they were satisfied with their overall experience, from origin to destination and including all interactions with CapMetro. This measure is collected annually in the Customer Experience Survey. A higher rate indicates greater satisfaction.

In FY2025, the overall customer satisfaction was 71%. The FY2026 target for this metric is  $\geq 75\%$ . The annual survey will be conducted later this fiscal year.

### Reliability Satisfaction

Reliability satisfaction measures the customer experience of reliability on CapMetro bus and train services. This measure is collected annually through the Customer Experience Survey and is calculated by averaging satisfaction rates related to on-time performance, frequency, timely connections, the accuracy of service information in apps and on digital signage at stops, as well as updates about service delays. A higher rate indicates greater satisfaction.

In FY2025, the reliability satisfaction was 52%. The FY2026 target for this metric is  $\geq 70\%$ . The annual survey will be conducted later this fiscal year.

### Security Satisfaction

Security satisfaction measures customer experience of security while using CapMetro services. This measure is collected annually through the Customer Experience Survey and is calculated by averaging satisfaction rates related to safety from harassment onboard a bus or train, personal safety at transit stops and stations, and enforcement of CapMetro rules and fares. A higher rate indicates greater satisfaction.

In FY2025, the security satisfaction was 52%. The FY2026 target for this metric is  $\geq 65\%$ . The annual survey will be conducted later this fiscal year.

**STRATEGIC PLAN 2030 PERFORMANCE SCORECARD**

**Critical Result 2: Increase ridership in the region.**

**Ridership per Capita (Annual)**

Ridership per capita measures the number of annual trips on public transit per person within CapMetro service area, providing insight into how frequently the community uses public transportation relative to its population. It is calculated by dividing total annual ridership by the service area’s population over a one year period. A higher value indicates stronger transit utilization.

In FY2025, the ridership per capita was 19.0. The FY2026 target is ≥19.7. Performance will be calculated at the end of the fiscal year.

**Ridership**

Ridership is the number of passengers using transit service for their mobility needs, measured on entrance to and exit from the vehicle. Using automatic passenger counters (APCs), passengers are counted each time they board no matter how many vehicles they use to travel from their origin to their destination.

- System-wide ridership was 12.6M as of Q2 FY2026. This was 5% lower than the same period in Q2 FY2025 (13.3M) and did not meet the FYTD FY2026 target (≥13.6M).
- CapMetro Bus, Rapid, and Express ridership was 11.7M as of Q2 FY2026. This was 6% lower than Q2 FY2025 (12.5M) and did not meet the FYTD FY2026 target (≥12.6M).
- CapMetro Rail ridership was 314.4K as of Q2 FY2026. This was 10% higher than Q2 FY2025 (287.0K) and met the FYTD FY2026 target (≥301.3K).
- CapMetro Access ridership was 316.0K as of Q2 FY2026. This was 6% higher than Q2 FY2025 (299.2K) but did not meet the FYTD FY2026 target (≥318.4K).
- CapMetro Pickup ridership was 279.5K as of Q2 FY2026. This was 2% higher than Q2 FY2025 (274.1K) but did not meet the FYTD FY2026 target (≥321.9K).

**System-Wide Ridership**



## CapMetro Bus, Rapid, and Express Ridership



## CapMetro Rail Ridership



## CapMetro Access Ridership



## CapMetro Pickup Ridership



STRATEGIC PLAN 2030 PERFORMANCE SCORECARD

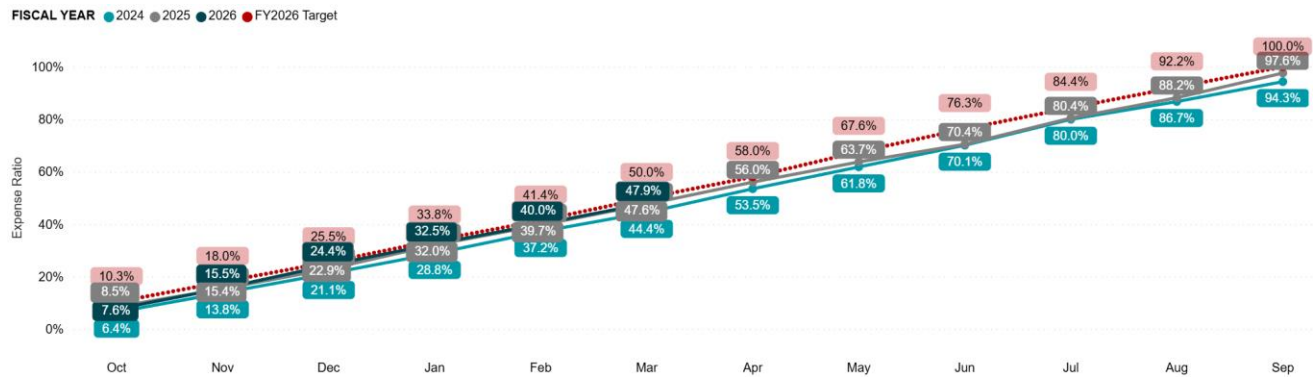
# Critical Result 3: Ensure fiscal responsibility guides all the organization’s activities.

## Expenditures as Percent of Budget

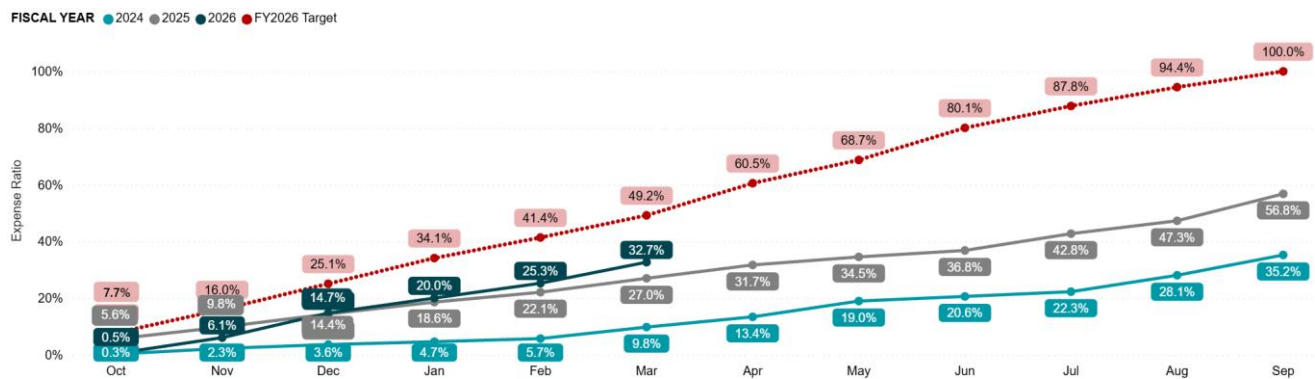
Operating Expenditures as Percent of Budget measures the percentage of budgeted operating funds that have been incurred fiscal year to date. Capital Expenditures as Percent of Budget measures the percentage of budgeted capital funds that have been incurred fiscal year to date. Both metrics are calculated by dividing the actual expense by budgeted expense to derive the percentage of actual expense to budgeted expense. A ratio closer to the target indicates better performance, as it reflects alignment with the planned budget and effective financial management.

- As of Q2 FY2026, the operating expenditure ratio was 47.9%. This was 0.6% higher than Q2 FY2025 (47.6%) and met the Q2 FY2026 target (50.0%, +/-5%).
- As of Q2 FY2026, the capital expenditure ratio was 32.7%. This was 21% higher than Q2 FY2025 (27.0%) but did not meet the Q2 FY2026 target (49.2%, +/-5%).

## Operating Expenditures as Percent of Budget



## Capital Expenditures as Percent of Budget



## Reserve Funds as Percent of Requirement

The Reserve Funds as Percent of Requirement metric includes the Statutory Operating Reserve, the Budget Stabilization Reserve and the Self-Insurance Reserve. These are set annually according to statutes and board-approved policies, based on the prior fiscal year’s actual audited expenses.

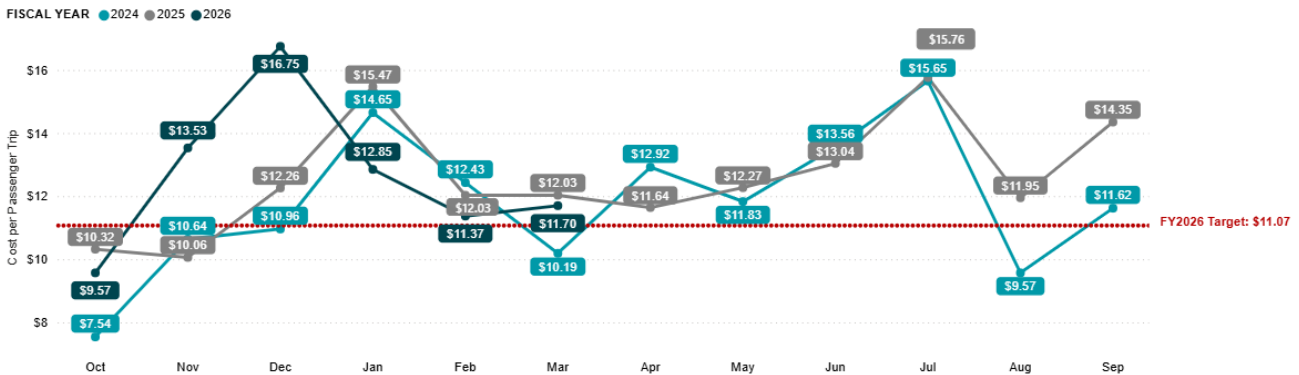
CapMetro’s reserve funds were fully funded at 100% in Q2 FY2026, consistent with the same period in Q2 FY2025. This met the FY2026 target (100%).

## Cost per Passenger Trip

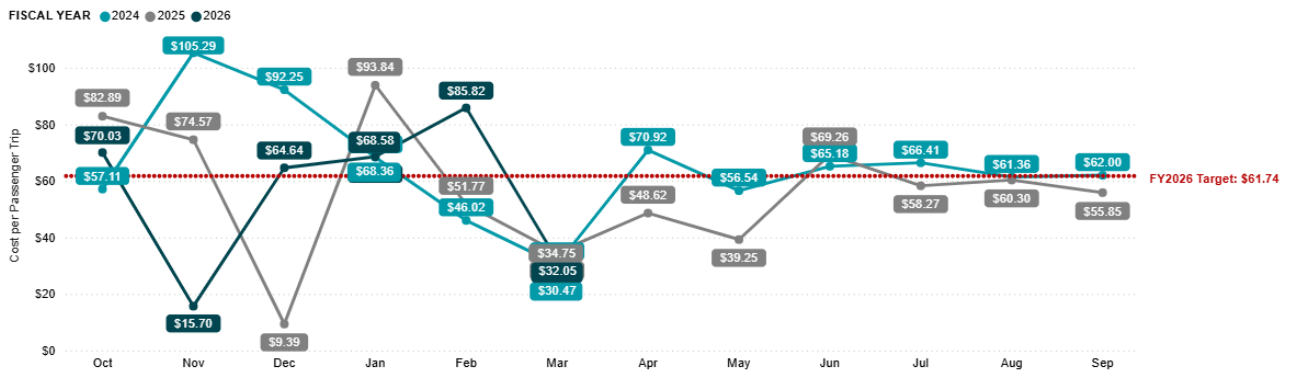
The Cost Per Passenger Trip metric is an overall service effectiveness measure of ridership, focusing on how well the agency uses resources to deliver services. It is calculated by dividing operating expenses by ridership for each mode of service. A lower value indicates better service effectiveness.

- For CapMetro Bus, Rapid, and Express, the cost per passenger trip was \$12.49 as of Q2 FY2026. This was 4% higher than Q2 FY2025 (\$11.96) and did not meet the FY2026 target (\$11.07).
- For CapMetro Rail, the cost per passenger trip was \$55.50 as of Q2 FY2026. This was 2% lower than Q2 FY2025 (\$56.55) and met the FY2026 target (\$61.74).
- For CapMetro Access, the cost per passenger trip was \$116.42 as of Q2 FY2026. This was 26% higher than Q2 FY2025 (\$92.74) and met the FY2026 target (\$130.75).
- For CapMetro Pickup, the cost per passenger trip was \$26.37 as of Q2 FY2026. This was 8% lower than Q2 FY2025 (\$28.75) but did not meet the FY2026 target (\$23.20).

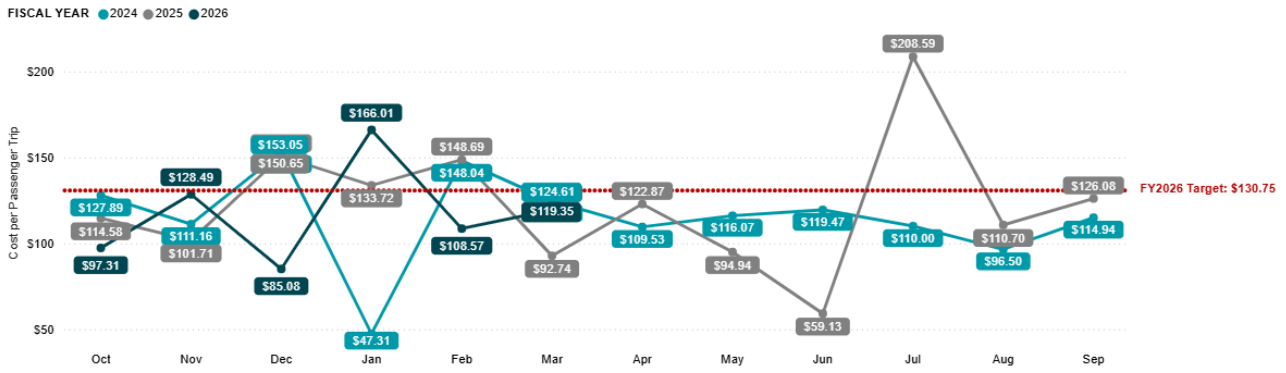
### CapMetro Bus, Rapid, and Express Cost per Passenger Trip



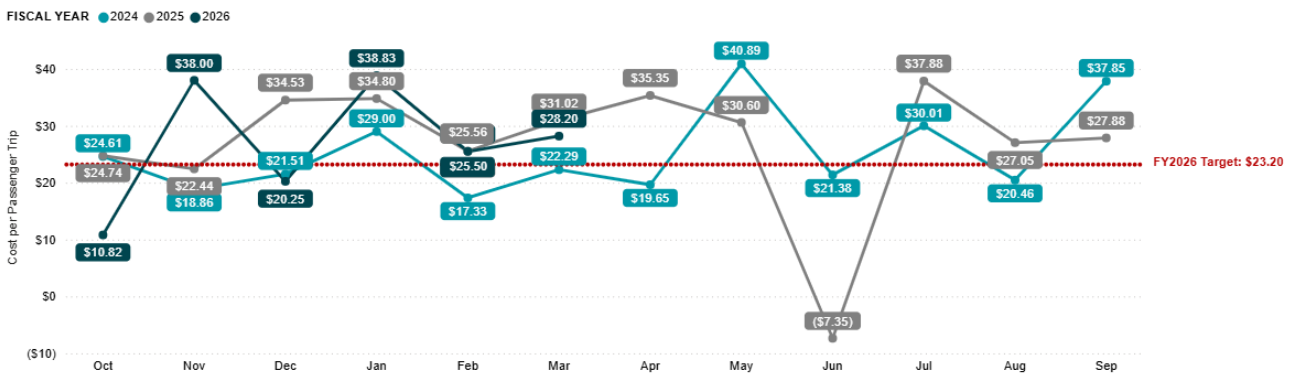
### CapMetro Rail Cost per Passenger Trip



## CapMetro Access Cost per Passenger Trip



## CapMetro Pickup Cost per Passenger Trip



## **Critical Result 4: Work to make CapMetro a significant and integral component of transportation in the region.**

### **Net Promoter Score (Annual)**

Net Promoter Score (NPS) is a measure of customer loyalty and asks whether respondents would recommend CapMetro to a friend or family member. It is calculated by subtracting the percentage of detractors from the percentage of promoters. This measure is collected annually through the Customer Experience Survey. Net promoter scores can range from -100 to 100. Scores above zero indicate there are more promoters than detractors, while scores below zero indicate more detractors than promoters. A higher value indicates better performance.

In FY2025, CapMetro's NPS was 9. The FY2026 target is  $\geq 30$ . The annual survey will be conducted later this fiscal year.

### **Community Perception and Awareness (Annual)**

The Community Perception and Awareness metric is derived from an average five questions in the annual Community Perception Survey. These questions target support for public transit system improvements, value for taxpayer funds, transportation choice satisfaction, positive impressions of CapMetro and awareness of CapMetro as the local transportation provider. A higher value indicates better performance.

The biennial Community Perception Survey was not conducted in FY2025. The FY2026 target is  $\geq 69\%$ . In support of Strategic Plan 2030, the survey has moved to an annual cadence and will be conducted later this fiscal year.